

Student Satisfaction Inventory (SSI) results

Institutional Research
Office for Equity, Diversity, and Inclusion
Spring 2022



Overview

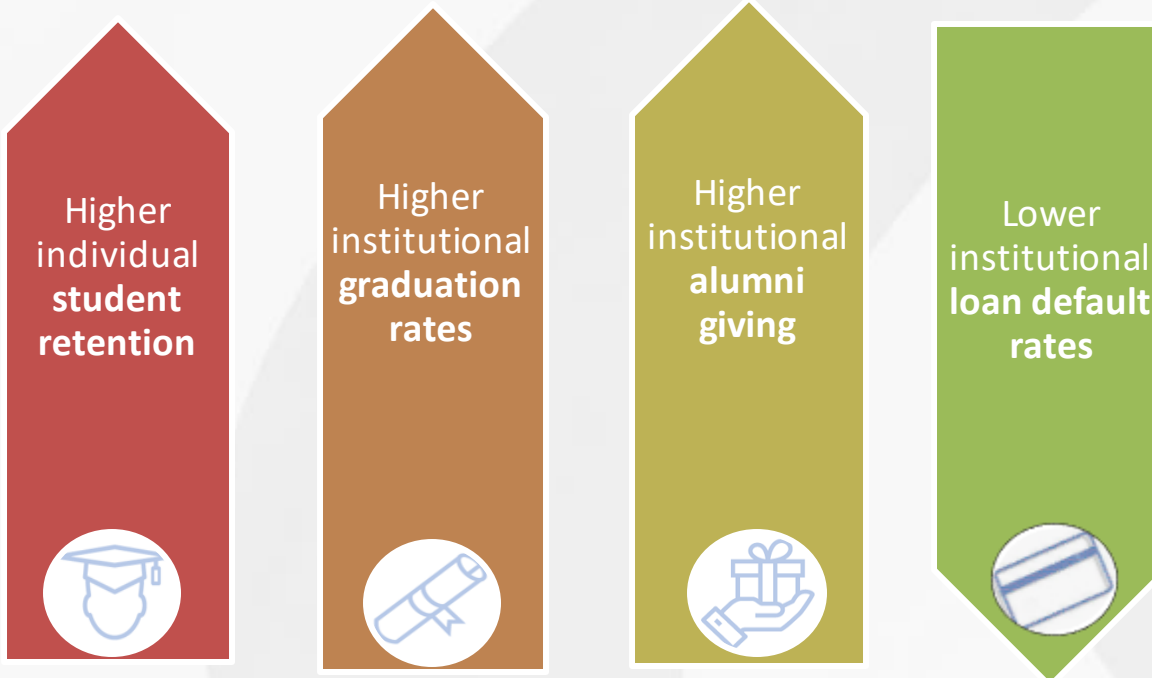
- Background
- Results - highlights
- Next steps
- Call to Action
- Resources and References
- Questions

Definition of Satisfaction

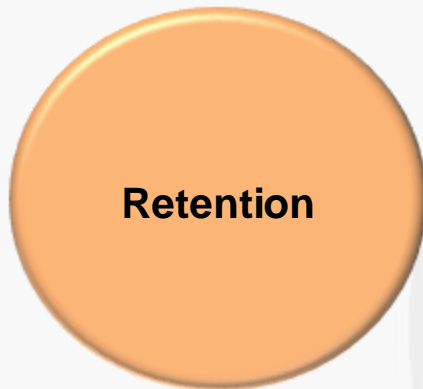
“ When expectations are met or exceeded by the student’s perception of the campus reality. ”

Why measure student satisfaction?

- **Evidence-based research** has documented strong links between students satisfaction with...



Using satisfaction data on campus



Fully Online Survey

The Student Satisfaction Inventory (SSI) was administered in the *fall of 2021*

Type of survey	Invited	Completed	Response rate
Fully online	5,461	486	9%

Communication Campaigns

YOUR SUPPORT MATTERS



Online surveys provide valuable data and save class/instruction time. They however typically have a low response rate (10-30%).⁴

BOOSTING RESPONSE RATES



On-campus campaign



Email campaign



Online campaign



Instructor announcements



Incentives

TCC campaigns in addition to the email invitation is crucial in survey completion rates.

Demographic Categories

2021 demographic categories *benchmarked to*

- Previous administration (2018)
- Nationally

Demographic Category	2021 Administration	2018 Administration
Age	25 to 34 (29%)	18 and under (38%)
Class Level	1 year or less (39%)	1 year or less (53%)
Current Class Load	Full-time (72%)	Full-time (78%)
Current Enrollment Status	Day (82%)	Day (91%)
Current GPA	3.5 or above (51%)	3.5 or above (38%)
Current Residence	Rent off-campus (35%)	Parent's home (55%)
Disability	No disability (85%)	No disability (90%)
Educational Goal	Associate degree (57%)	Associate degree (50%)
Employment	Not employed (44%)	Not employed (42%)
Race/Ethnicity	Caucasian/White (45%)	Caucasian/White (50%)
Gender	Female (78%)	Female (59%)
Receiving Financial Aid	Yes (64%)	N/A
Institution Choice	1 st choice (80%)	1 st choice 78%
First Generation	Yes (62%)	Yes (53%)
Residence Classification	In-state (92%)	In-state (91%)

Demographic Category	2021 Administration	National Community Colleges
Age	25 to 34 (29%)	19 to 24 (46%)
Class Level	1 year or less (39%)	2 years (40%)
Current Class Load	Full-time (72%)	Full-time (64%)
Current Enrollment Status	Day (82%)	Day (82%)
Current GPA	3.5 or above (51%)	3.5 or above (33%)
Current Residence	Rent off-campus (35%)	Parent's home (45%)
Disability	No disability (85%)	No disability (89%)
Educational Goal	Associate degree (57%)	Associate degree (56%)
Employment	Not employed (44%)	Part-time off campus (36%)
Race/Ethnicity	Caucasian/White (45%)	Caucasian/White (54%)
Gender	Female (78%)	Female (65%)
Receiving Financial Aid	Yes (64%)	N/A
Institution Choice	1 st choice (80%)	1 st choice (71%)
First Generation	Yes (62%)	N/A
Residence Classification	In-state (92%)	In-state (94%)

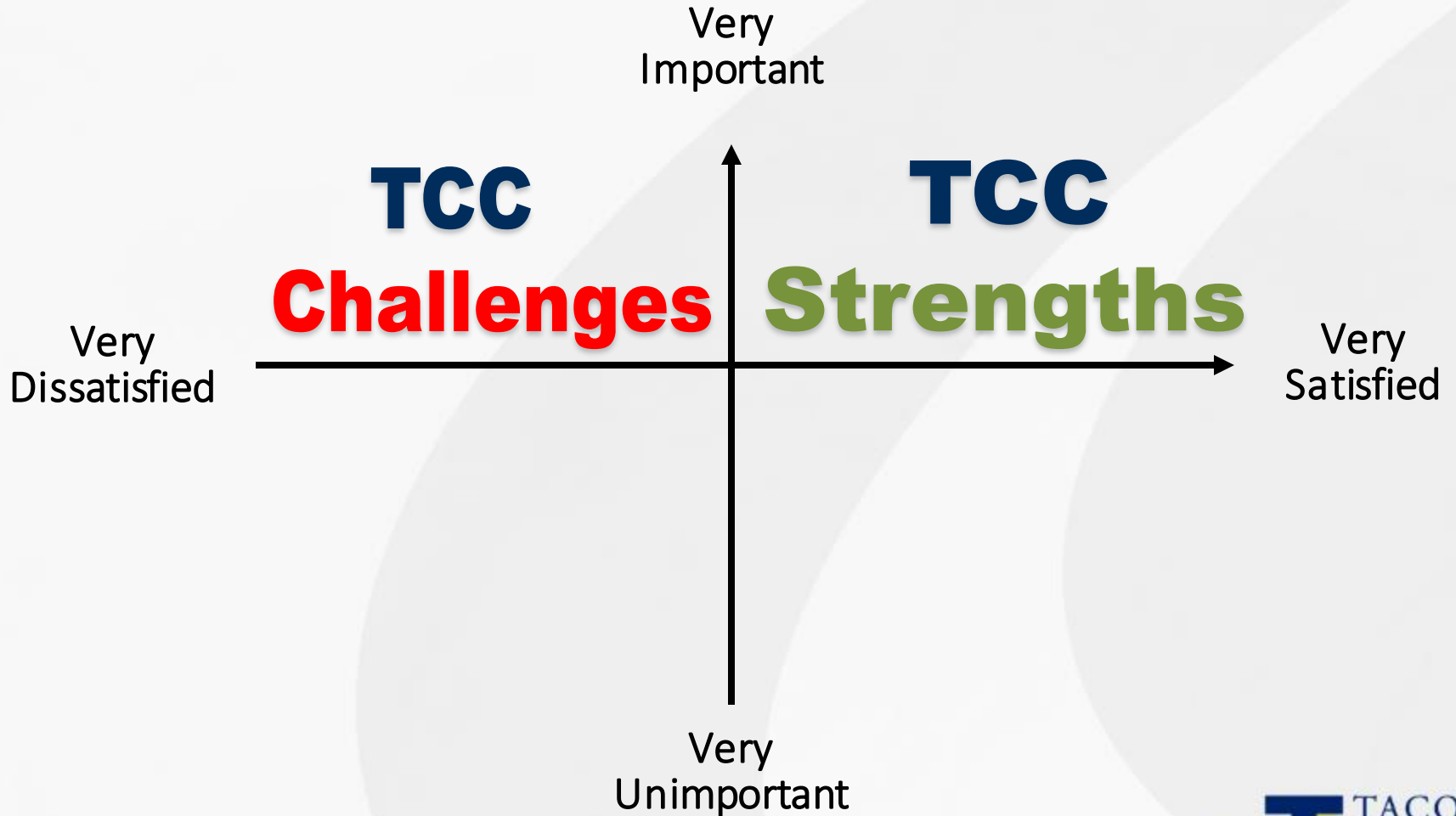
Definitions

Strengths: Survey items of high importance and high satisfaction. These are the items that students care about that should be celebrated because the institution is performing relatively well.

Challenges: Survey items that are also very important to students, but have lower satisfaction scores or large performance gaps. These are the priority areas for attention at the institution because students reflect high expectations but believe there is room for improvement.

Performance gaps: The difference between the importance score and the satisfaction score.

Matrix for prioritizing action



Our institutional strengths

These are the top areas our students care about, where we are meeting their expectations;

- 1. The campus is safe and secure for all students.**
- 2. I am able to experience intellectual growth here.**
- 3. Nearly all of the faculty are knowledgeable in their fields.**
- 4. People on this campus respect and are supportive of each other.**
- 5. Tutoring services are readily available.**

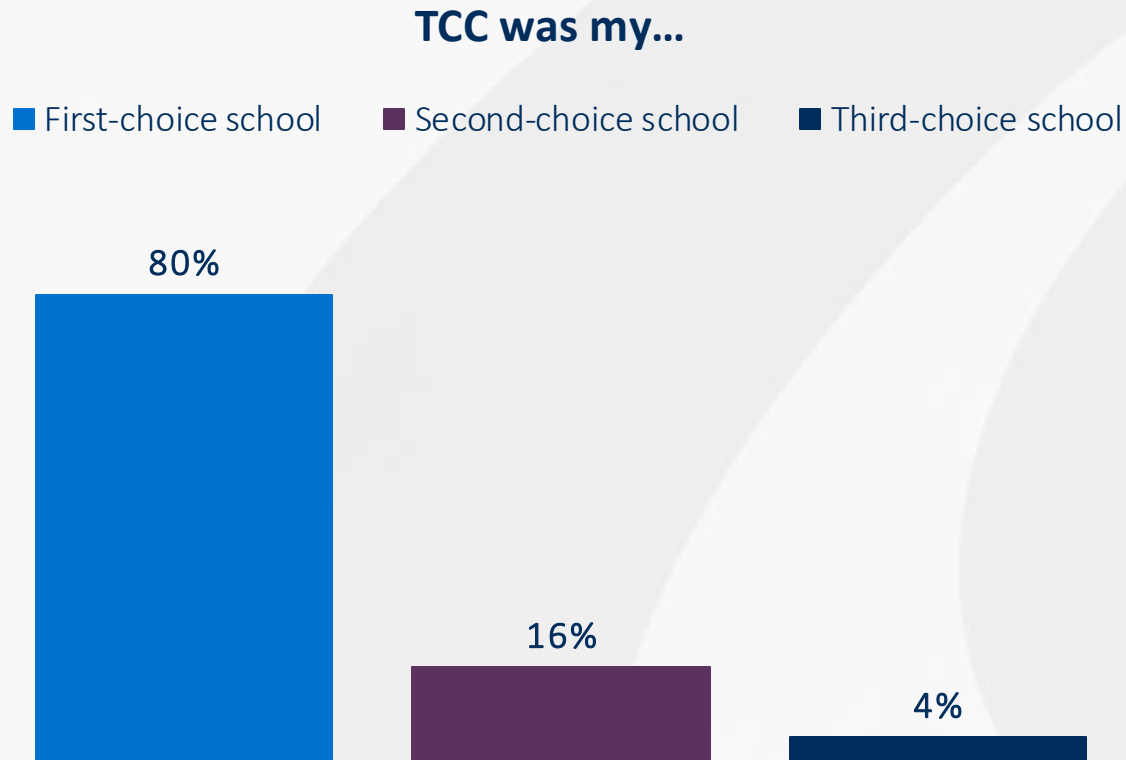
Our institutional challenges

These are the key areas to improve, based on the priorities of our students;

- 1.** The quality of instruction I receive in most of my classes is excellent.
- 2.** Program requirements are clear and reasonable.
- 3.** Adequate financial aid is available for most students.
- 4.** I am able to register for classes I need with few conflicts.
- 5.** Policies and procedures regarding registration and course selection are clear and well-publicized.

The importance of institutional choice

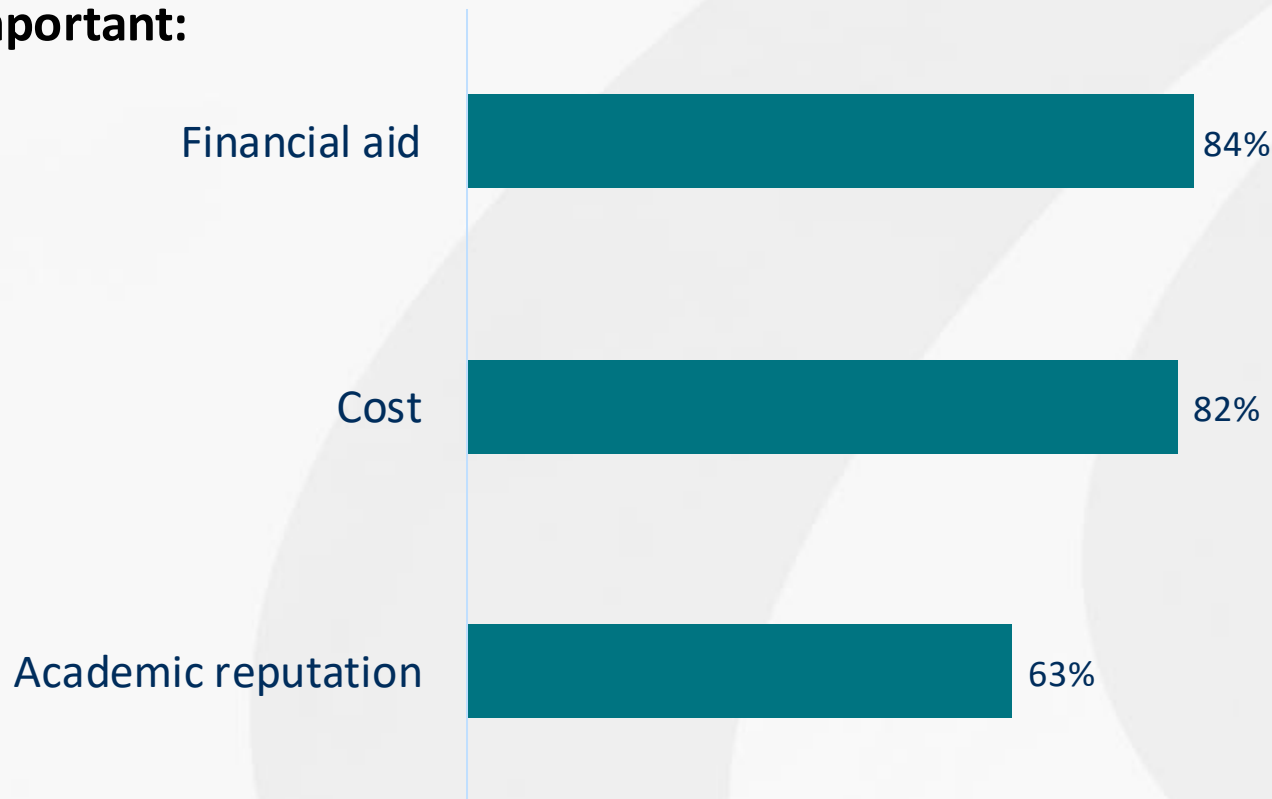
Students attending their first choice institution are more likely to have higher satisfaction levels overall.



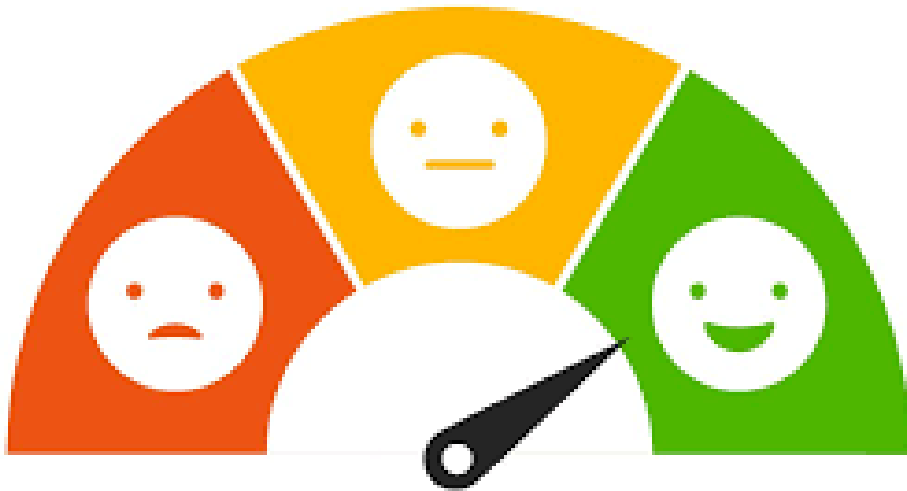
Enrollment Factors: What factors influence our students decision to enroll?

It is important to understand why students enroll at TCC.

The percentage of student saying the following factors were important or very important:

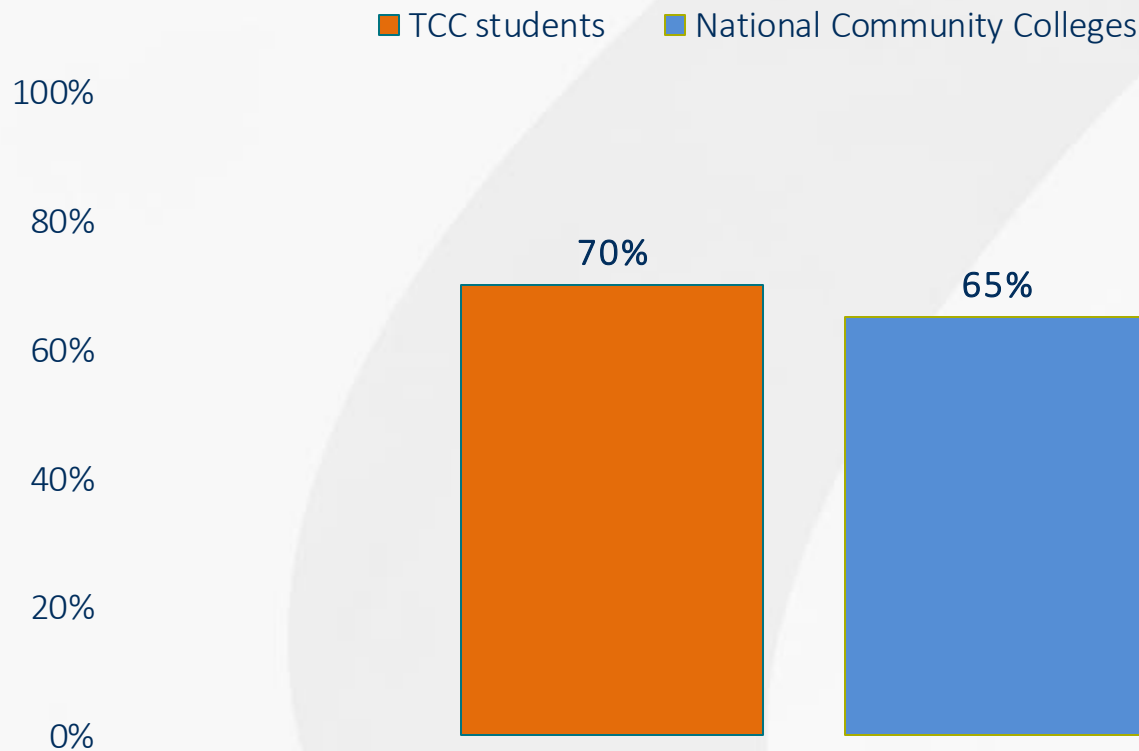


SATISFACTION AND RE-ENROLLMENT



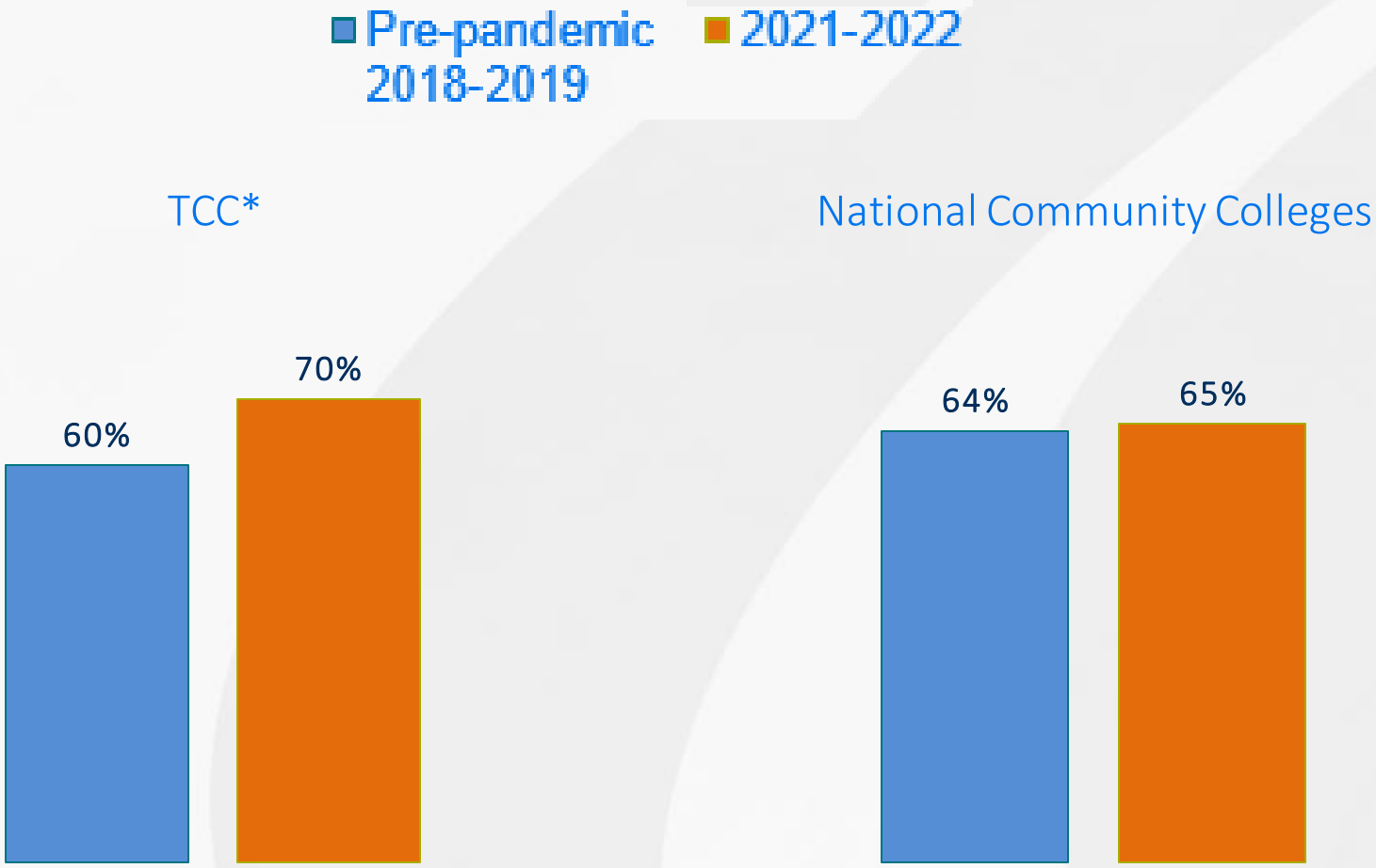
Bottom line indicator: Satisfaction

How satisfied are our students compared with students nationally?



COVID-19 PANDEMIC SHIFTS

How has students overall satisfaction shifted, pre-pandemic and now?



Percentages indicate the proportion of "satisfied" or "very satisfied" scores., TCC* Difference statistically significant at the .05 level.

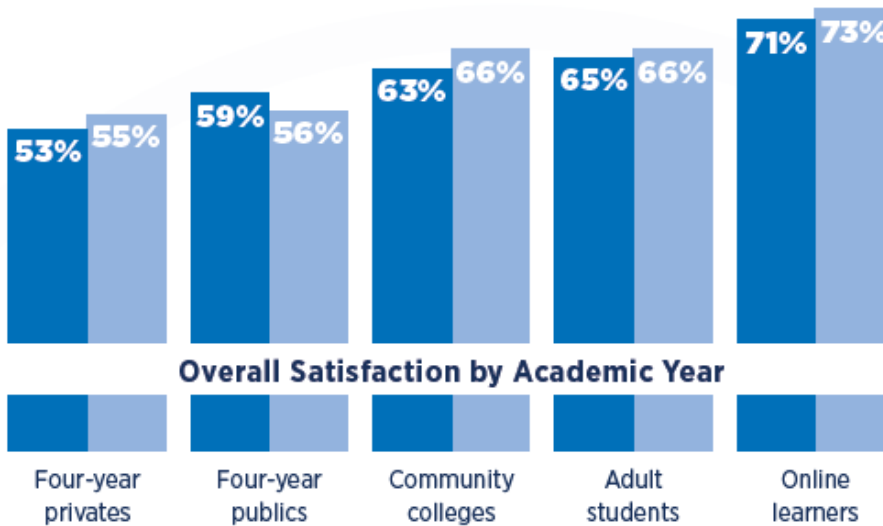


COVID-19 PANDEMIC SHIFTS - Nationally

HOW SATISFIED ARE COLLEGE STUDENTS AND HOW LIKELY ARE THEY TO RE-ENROLL?



OVERALL SATISFACTION OVER TIME



Overall Satisfaction by Academic Year

Percentages indicate the proportion of "satisfied" or "very satisfied" scores.

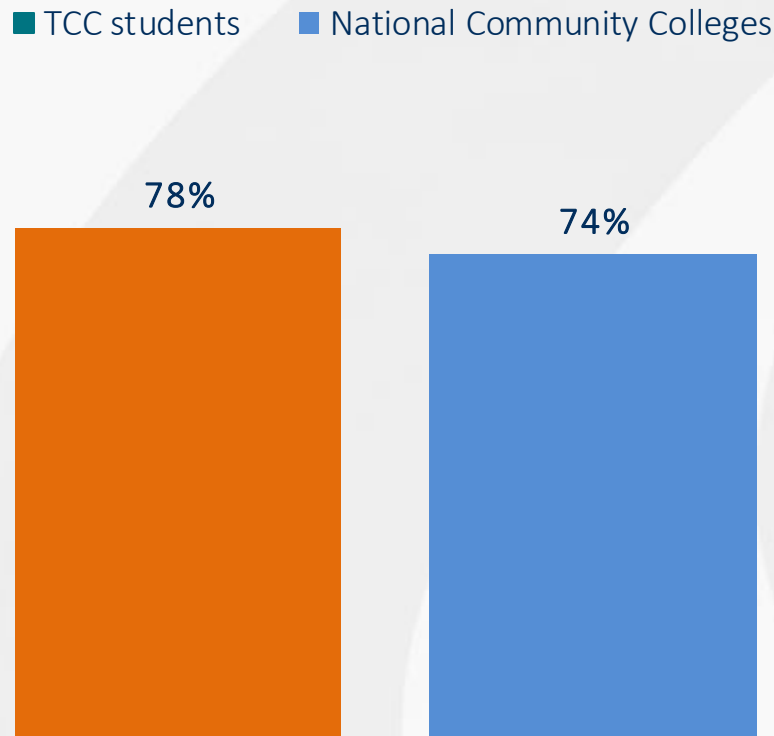
Rate your overall satisfaction with your experience here thus far

SCORING ▾

- Not satisfied at all
- Not very satisfied
- Somewhat dissatisfied
- Neutral
- Somewhat satisfied
- Satisfied**
- Very satisfied**

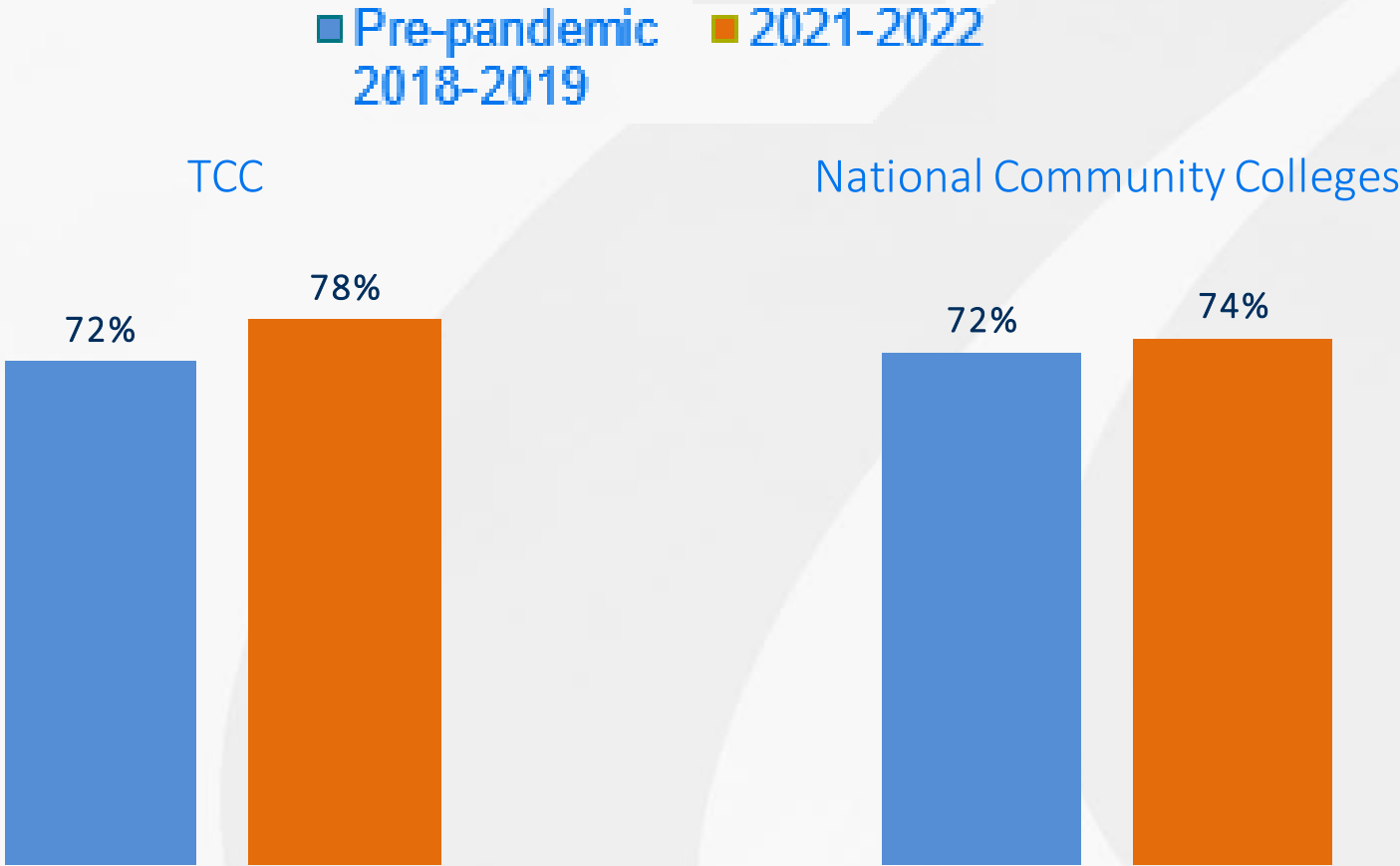
Bottom line indicator: Re-enrollment

How likely are our students to enroll again if they had to do it over, compared with students nationally*?



COVID-19 PANDEMIC SHIFTS

How has our students overall re-enrollment plans shifted, pre-pandemic and now?

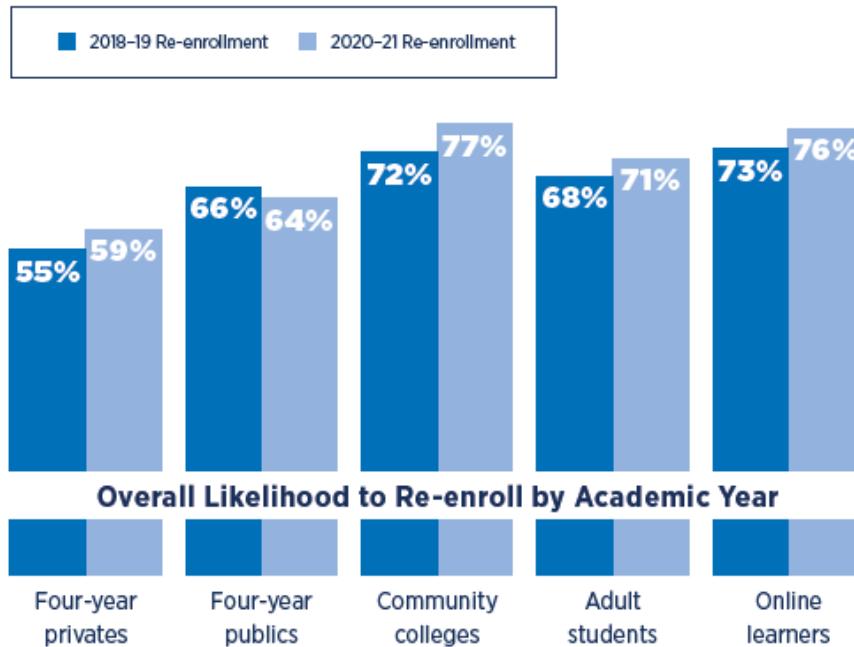


Percentages indicate the proportion of “probably yes” or “definitely yes” scores.

COVID-19 PANDEMIC SHIFTS - Nationally

HOW SATISFIED ARE COLLEGE STUDENTS AND HOW LIKELY ARE THEY TO RE-ENROLL?

LIKELIHOOD TO RE-ENROLL OVER TIME



Percentages indicate the proportion of "probably yes" or "definitely yes."

All in all, if you had to do it again, would you enroll here?

SCORING

Definitely not

Probably not

Maybe not

I don't know

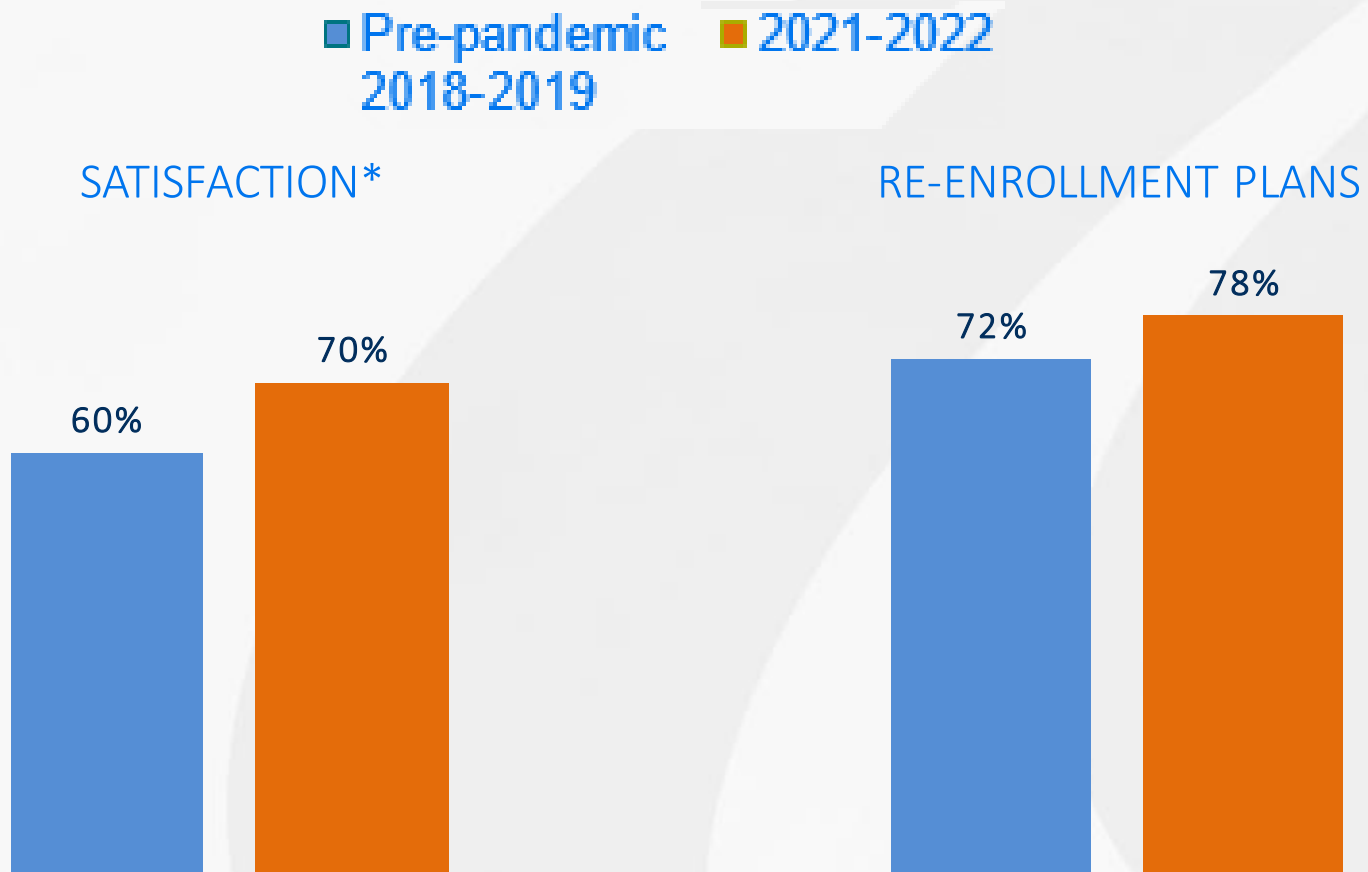
Maybe yes

Probably yes

Definitely yes

COVID-19 Pandemic Shifts

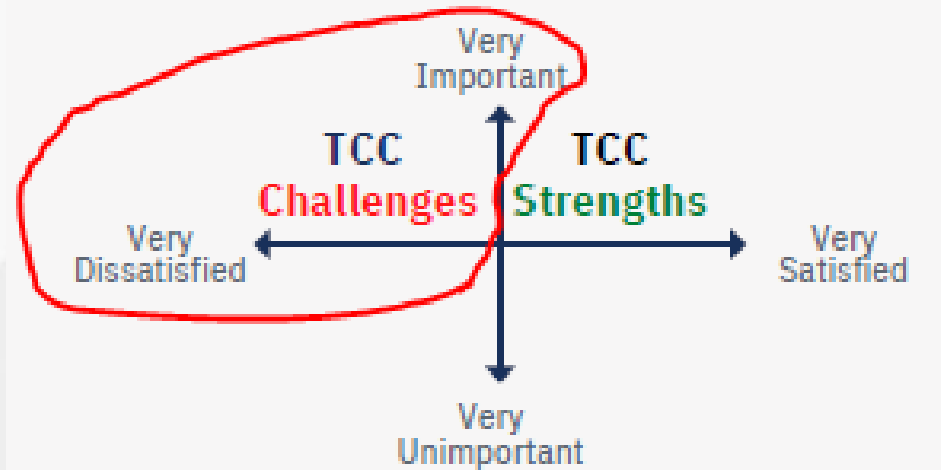
How has our students overall SATISFACTION and RE-ENROLLMENT PLANS shifted, pre-pandemic and now?



Satisfaction percentages indicate the proportion of "satisfied" or "very satisfied" scores., Satisfaction* Difference statistically significant at the .05 level.
Re-enrollment percentages indicate the proportion of "probably yes" or "definitely yes" scores.

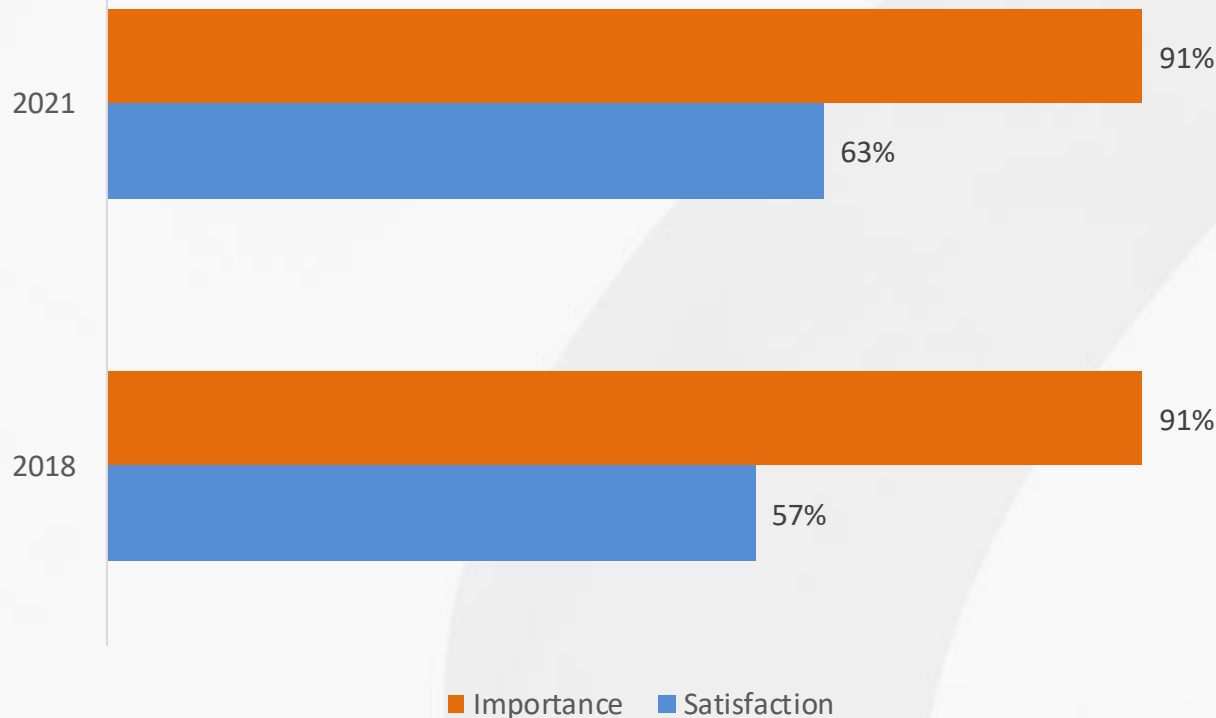
How has our students perception changed since the pandemic?

1. Quality of instruction.
2. Program requirements.
3. Financial aid.
4. Registration.
5. Registration and course selection policies and procedures.
6. Campus safety and security.
7. Student parking.



How has our students perception changed since the pandemic?

The quality of instruction I receive in most of my classes is excellent.



SCORING

Level of importance

- 1 - Not important at all
- 2 - Not very important
- 3 - Somewhat unimportant
- 4 - Neutral
- 5 - Somewhat important
- 6 - Important**
- 7 - Very important**

Level of satisfaction

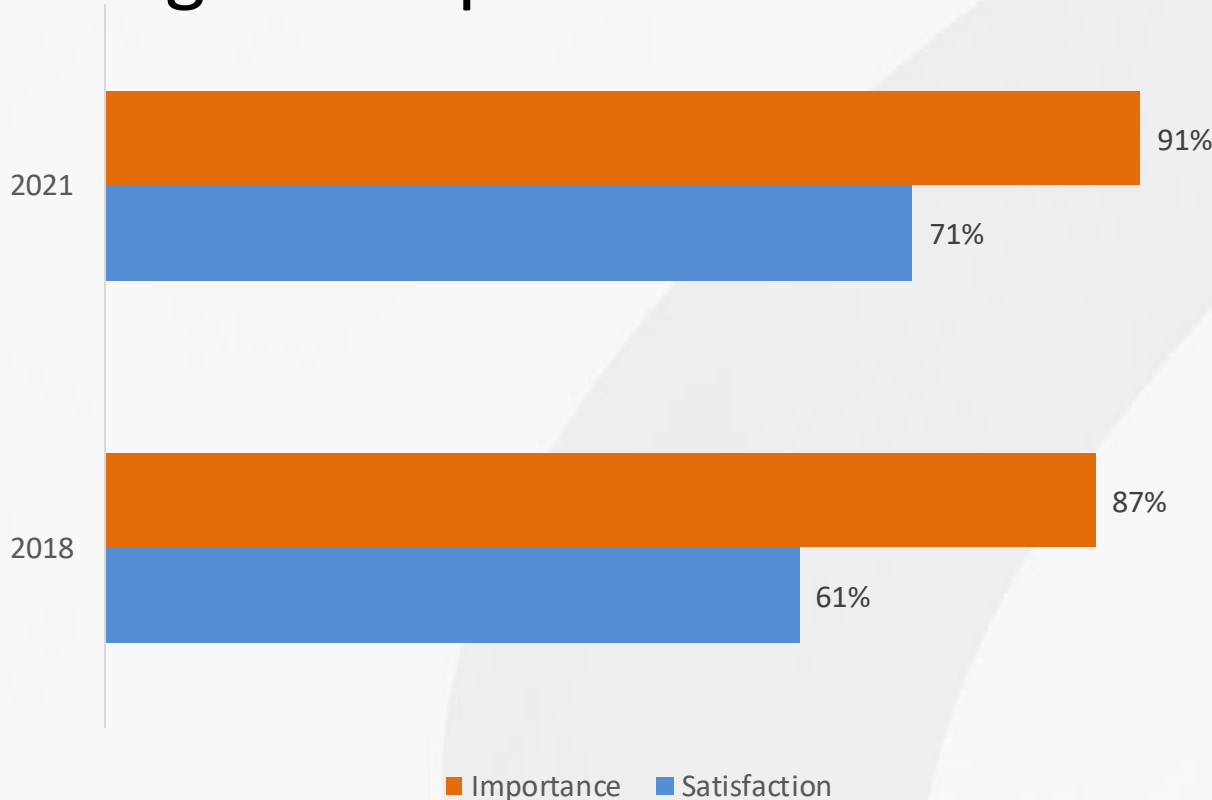
- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied**
- 7 - Very satisfied**

Excellent Quality of Instruction	Most Satisfied	Least satisfied
Age	45 and over (82%, n=45)	18 and under (52%, n=64)
Class Level	4 or more years (78%, n=36)	2 years (55%, n=179)
Enrollment Status	Full-time (62%, n=335)	Part-time (64%, n=129)
Time of Day Enrolled	Day & Evening (63%, n=372 & n=79 respectively)	N/A
Current GPA	No credits earned (77%, n=50)	2.0-2.49 (46%, n=17)
Current Residence	Rent off-campus (67%, n=154)	Parent's home (53%, n=125)
Disability	With disability/Without disability (62%, n=67 & n=380)	N/A
Educational Goal	Certification (76%, n=35)	Other educational goals (56%, n=39)
Employment	Not employed (68%, n=196)	Part-time on campus (53%, n=20)
Race/Ethnicity	Black/African-American (70%, n=55)	Other race (45%, n=11)
Gender	Female (65%, n=340)	Male (57%, n=81)
First Generation	Yes (68%, n=298)	No (58%, n=180)
Receiving Financial Aid	Yes (64%, n=299)	No (62%, n=172)
Institution Choice	1 st choice (66%, n=381)	2 nd choice (52%, n=76)
Residence Classification	International (71%, n=22)	In-state & out-of-state (62%, n=412 & 13 resp.)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**

How has our students perception changed since the pandemic?

Program requirements are clear and reasonable



SCORING

Level of importance

- 1 - Not important at all
- 2 - Not very important
- 3 - Somewhat unimportant
- 4 - Neutral
- 5 - Somewhat important

6 - Important

7 - Very important

Level of satisfaction

- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied

6 - Satisfied

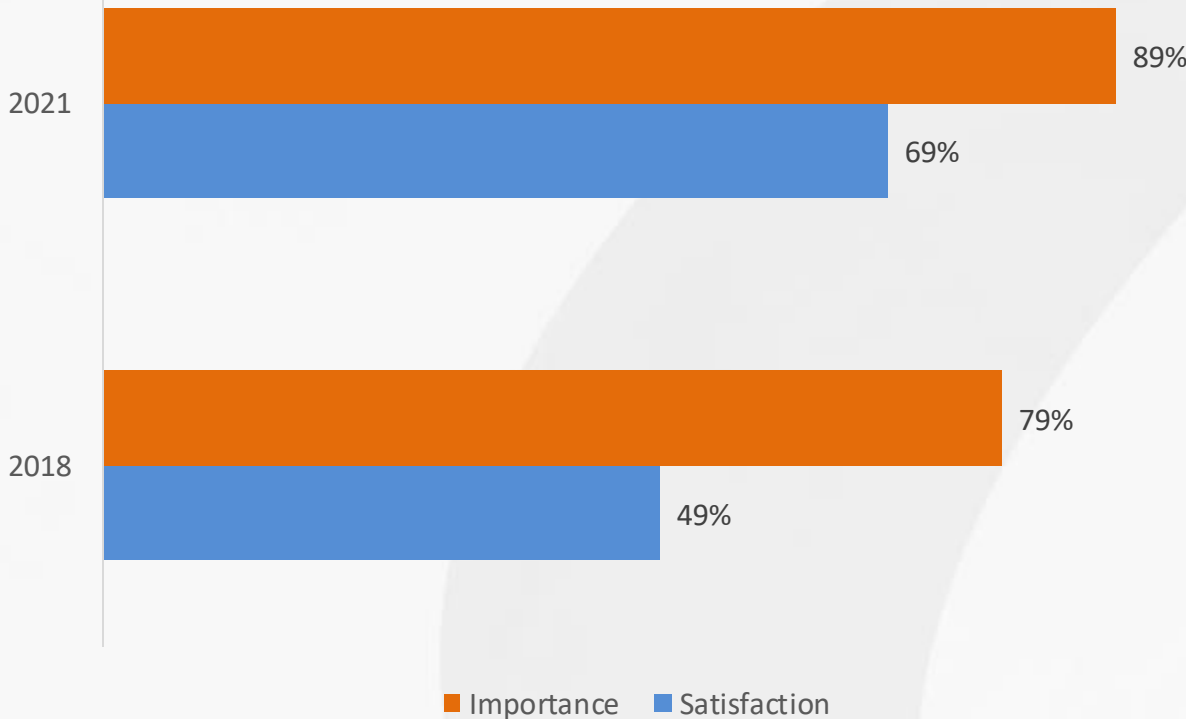
7 - Very satisfied

Having Clear & Reasonable Program Requirements	Most Satisfied	Least satisfied
Age	45 and over (88%, n=45)	18 and under & 19-24 (60%, n=64 & 96 resp.)
Class Level	4 or more years (91%, n=36)	2 years (68%, n=179)
Enrollment Status	Part-time (74%, n=129)	Full-time (70%, n=335)
Time of Day Enrolled	Day (71%, n=372)	Evening (68%, n=79)
Current GPA	No credits earned (77%, n=50)	2.0-2.49 (47%, n=17)
Current Residence	Other residence (81%, n=49)	Parent's home (62%, n=125)
Disability	Without disability (71%, n=380)	With disability (70%, n=67)
Educational Goal	Certification (83%, n=35)	Transfer (56%, n=80)
Employment	Not employed (75%, n=196)	Part-time on campus (56%, n=20)
Race/Ethnicity	Caucasian/white (76%, n=217)	Other race (36%, n=11)
Gender	Female (73%, n=340)	Male (69%, n=81)
First Generation	Yes (73%, n=298)	No (67%, n=180)
Receiving Financial Aid	Yes (71%, n=299)	No (64%, n=172)
Institution Choice	1 st choice (76%, n=381)	3 rd choice (44%, n=21)
Residence Classification	Out-of-state (83%, n=13)	International (55%, n=22)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**

How has our students perception changed since the pandemic?

Adequate financial aid is available for most students



SCORING

Level of importance

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- 4 - Neutral
- 5 - Somewhat important
- 6 - Important**
- 7 - Very important**

Level of satisfaction

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- 2 - Not very satisfied
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- 4 - Neutral
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- 6 - Satisfied**
- 7 - Very satisfied**

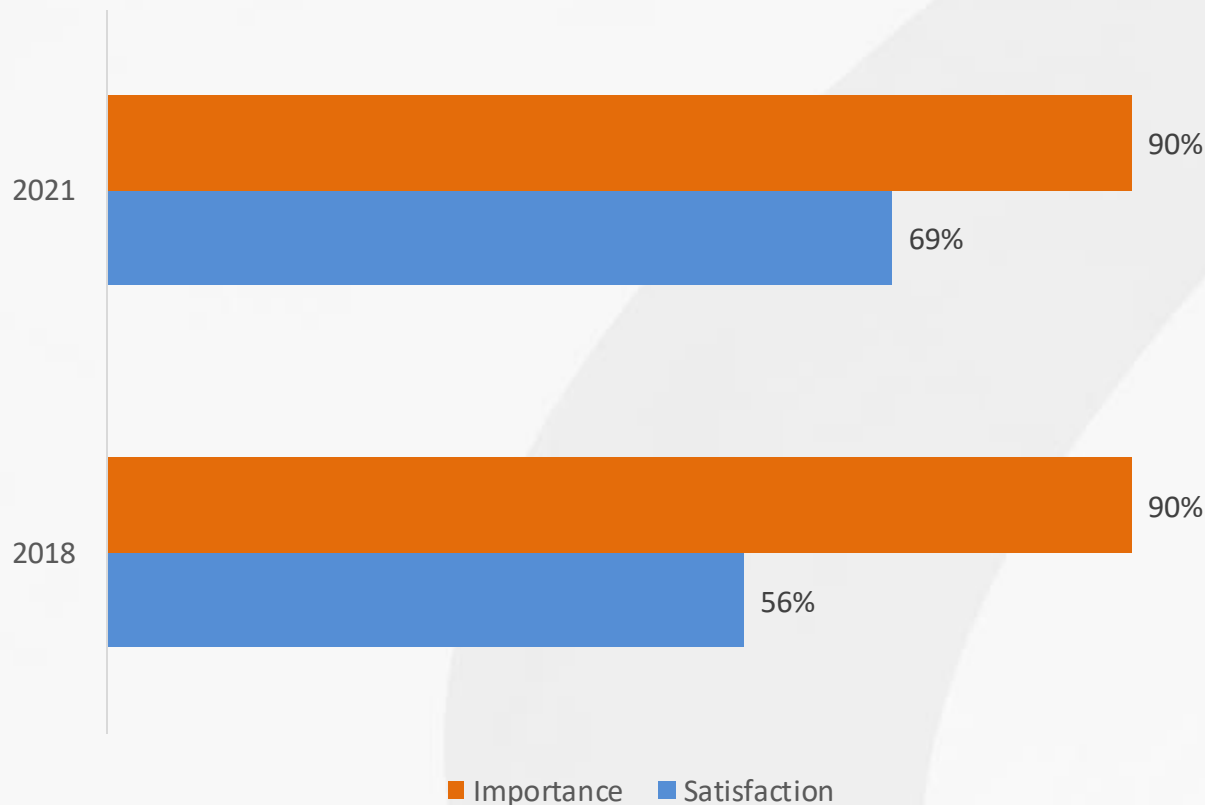
Availability of Adequate Financial Aid	Most Satisfied	Least satisfied
Age	18 and under & 45 and over (74%, n=64 & 45 resp.)	19-24 (60%, n=96)
Class Level	1 year or less & 4 or more years (71%, n=181 & 36 resp.)	2 years (68%, n=179)
Enrollment Status	Full-time (73%, n=335)	Part-time (59%, n=129)
Time of Day Enrolled	Evening (76%, n=79)	Day (69%, n=372)
Current GPA	2.5-2.99 (80%, n=32)	2.0-2.49 (53%, n=17)
Current Residence	Rent off-campus (75%, n=154)	Own house (65%, n=118)
Disability	Without disability (72%, n=380)	With disability (59%, n=67)
Educational Goal	Certification (75%, n=35)	Vocational/Technical (58%, n=31)
Employment	Not employed (75%, n=196)	Part-time on campus (56%, n=20)
Race/Ethnicity	Prefer not to respond (85%, n=13)	Other race (60%, n=11)
Gender	Female (72%, n=340)	Male (60%, n=81)
First Generation	Yes & No (69%, n=298 & 180 respectively)	N/A
Receiving Financial Aid	Yes (79%, n=299)	No (48%, n=172)
Institution Choice	1 st choice (72%, n=381)	3 rd choice (44%, n=21)
Residence Classification	Out-of-state (82%, n=13)	International (37%, n=22)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**



How has our students perception changed since the pandemic?

I am able to register for classes I need with few conflicts.



SCORING

Level of importance

- 1 - Not important at all
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- 5 - Somewhat important
- 6 - Important**
- 7 - Very important**

Level of satisfaction

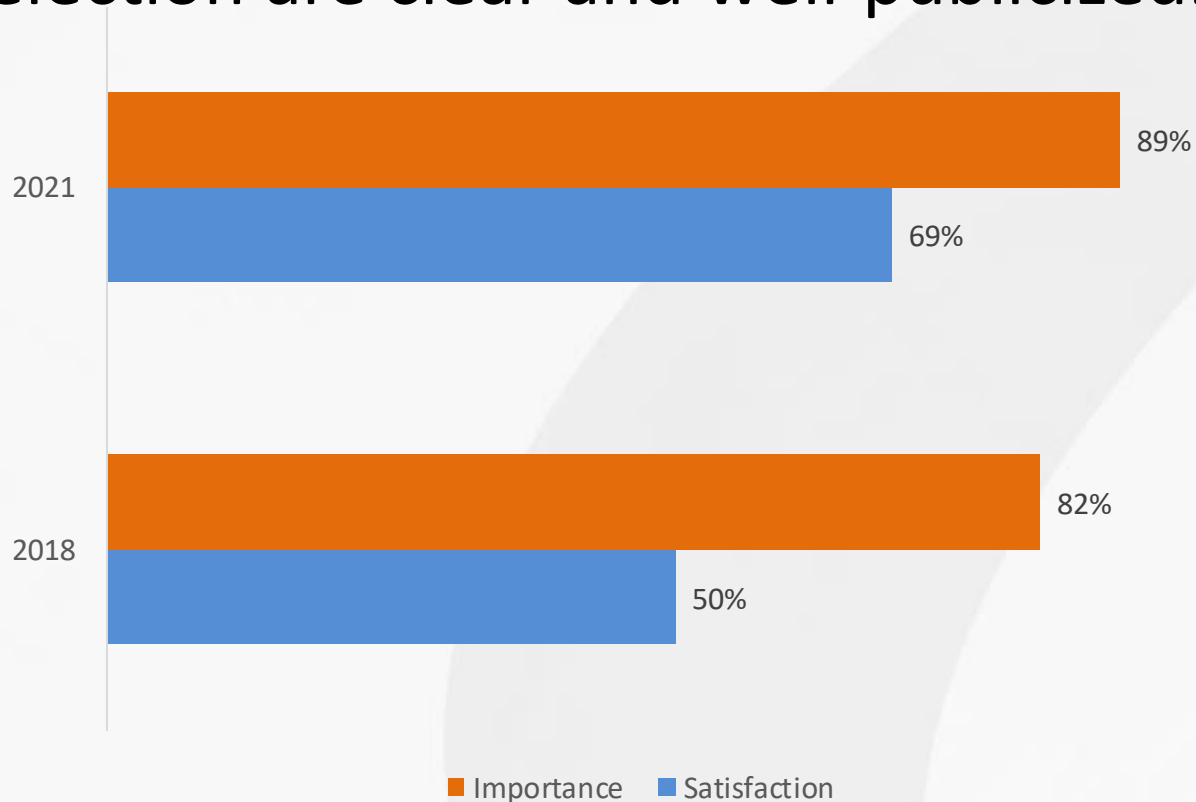
- 1 - Not satisfied at all
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- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied**
- 7 - Very satisfied**

Ability to Register for Classes with Few Conflicts	Most Satisfied	Least satisfied
Age	45 and over (77%, n=45)	18 and under (62%, n=64)
Class Level	4 or more years (73%, n=36)	2 years (67%, n=179)
Enrollment Status	Full-time (71%, n=335)	Part-time (64%, n=129)
Time of Day Enrolled	Evening (70%, n=79)	Day (68%, n=372)
Current GPA	No credits earned (80%, n=50)	3.0-3.49 (65%, n=116)
Current Residence	Own House (76%, n=118)	Parent's home (64%, n=125)
Disability	Without disability (71%, n=380)	With disability (59%, n=67)
Educational Goal	Associates Degree (73%, n=254)	Transfer (58%, n=80)
Employment	Not employed (71%, n=196)	Part-time on campus (50%, n=20)
Race/Ethnicity	Hispanic (82%, n=49)	Other race (55%, n=11)
Gender	Female (73%, n=340)	Male (55%, n=81)
First Generation	Yes (74%, n=298)	No (61%, n=180)
Receiving Financial Aid	Yes (71%, n=299)	No (66%, n=172)
Institution Choice	1 st choice (72%, n=381)	3 rd choice (47%, n=21)
Residence Classification	In-state (69%, n=412)	Out-of-state (62%, n=13)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**

How has our students perception changed since the pandemic?

Policies & procedures regarding registration & course selection are clear and well-publicized.



SCORING

Level of importance

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- 5 - Somewhat important
- 6 - Important**
- 7 - Very important**

Level of satisfaction

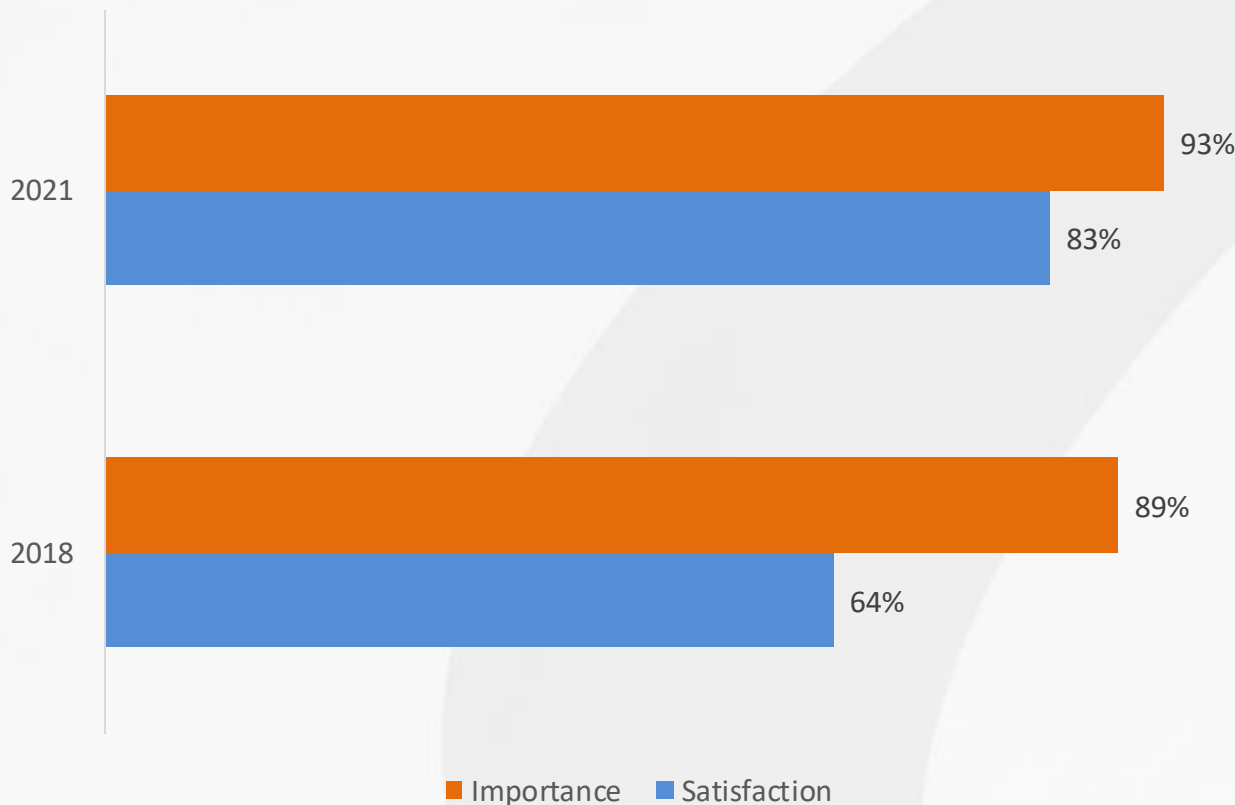
- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied**
- 7 - Very satisfied**

Clear and Well-Publicized Policies & Procedures Regarding Registration and Course Selection	Most Satisfied	Least satisfied
Age	45 and over (76%, n=45)	18 and under (66%, n=64)
Class Level	1 year or less (73%, n=181)	4 years or more (63%, n=36)
Enrollment Status	Full-time (71%, n=335)	Part-time (66%, n=129)
Time of Day Enrolled	Day (71%, n=372)	Evening (61%, n=79)
Current GPA	No credits earned (80%, n=50)	3.0-3.49 (65%, n=116)
Current Residence	Rent off-campus (71%, n=154)	Other residence (66%, n=49)
Disability	Without disability (70%, n=380)	With disability (66%, n=67)
Educational Goal	Other (74%, n=39)	Transfer (53%, n=80)
Employment	Not employed (77%, n=196)	Part-time on campus (44%, n=20)
Race/Ethnicity	Hispanic (83%, n=49)	Other race (64%, n=11)
Gender	Female (71%, n=340)	Male (65%, n=81)
First Generation	Yes (71%, n=298)	No (67%, n=180)
Receiving Financial Aid	No (72%, n=172)	Yes (67%, n=299)
Institution Choice	1 st choice (73%, n=381)	3 rd choice (50%, n=21)
Residence Classification	In-state & International (70%, n=412 & 22 resp.)	Out-of-state (58%, n=13)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**

How has our students perception changed since the pandemic?

The campus is safe and secure for all students



SCORING

Level of importance

- 1 - Not important at all
- 2 - Not very important
- 3 - Somewhat unimportant
- 4 - Neutral
- 5 - Somewhat important
- 6 - Important**
- 7 - Very important**

Level of satisfaction

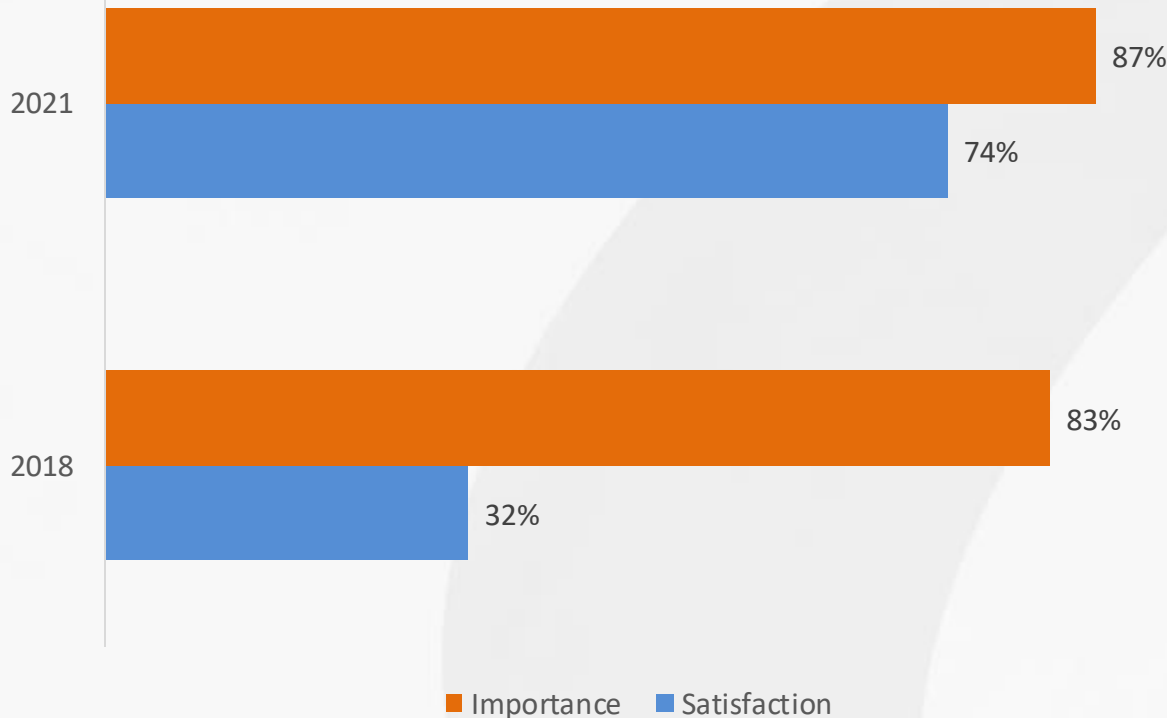
- 1 - Not satisfied at all
- 2 - Not very satisfied
- 3 - Somewhat dissatisfied
- 4 - Neutral
- 5 - Somewhat satisfied
- 6 - Satisfied**
- 7 - Very satisfied**

Campus Safety and Security	Most Satisfied	Least satisfied
Age	45 and over (91%, n=45)	19-24 (74%, n=96)
Class Level	4 or more years (92%, n=36)	3 years (73%, n=66)
Enrollment Status	Full-time (83%, n=335)	Part-time (80%, n=129)
Time of Day Enrolled	Day (82%, n=372)	Evening (79%, n=79)
Current GPA	No credits earned (88%, n=50)	2.0-2.49 (69%, n=17)
Current Residence	Own house (89%, n=118)	Other residence(76%, n=49)
Disability	With disability (87%, n=67)	Without disability (81%, n=380)
Educational Goal	Associates degree, Certification, & Other educational goals (85%, n=254, 35, & 39 resp.)	Transfer (74%, n=80)
Employment	Full-time off-campus(88%, n=121)	Part-time on campus (65%, n=20)
Race/Ethnicity	Hispanic (93%, n=49)	Other race (60%, n=11)
Gender	Female (84%, n=340)	Male (79%, n=81)
First Generation	Yes (85%, n=298)	No (79%, n=180)
Receiving Financial Aid	Yes (83%, n=299)	No (82%,n=172)
Institution Choice	1 st choice (86%, n=381)	3 rd choice (41%, n=21)
Residence Classification	International (89%, n=22)	In-state (81%, n=412)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
Identified sub-populations are those with at least a minimum of 10 students**

How has our students perception changed since the pandemic?

The amount of student parking space on campus is adequate.



SCORING

Level of importance
1 - Not important at all
2 - Not very important
3 - Somewhat unimportant
4 - Neutral
5 - Somewhat important
6 - Important
7 - Very important

Level of satisfaction
1 - Not satisfied at all
2 - Not very satisfied
3 - Somewhat dissatisfied
4 - Neutral
5 - Somewhat satisfied
6 - Satisfied
7 - Very satisfied

Percentages indicate the proportion of "important" or "very important" for importance scores.
Percentages indicate the proportion of "satisfied" or "very satisfied" for satisfaction scores.

Having Adequate Student Parking	Most Satisfied	Least satisfied
Age	19-24 (78%, n=96)	25-34 (71%, n=125)
Class Level	1 year or less(80%, n=181)	3 years (65%, n=66)
Enrollment Status	Part-time (75%, n=335)	Full-time (74%, n=129)
Time of Day Enrolled	Day (77%, n=372)	Evening (65%, n=79)
Current GPA	No credits earned (88%, n=50)	2.0-2.49 (63%, n=17)
Current Residence	Rent off-campus (80%, n=154)	Parent's home (67%, n=125)
Disability	With & Without disability (74%, n=67 & 380 resp.)	N/A
Educational Goal	Vocational/technical (83%, n=31)	Other (58%, n=39)
Employment	Full-time off-campus (78%, n=121)	Part-time on campus (69%, n=101)
Race/Ethnicity	Black/African American (88%, n=55)	Other race (40%, n=11)
Gender	Male (80%, n=81)	Female (74%, n=340)
First Generation	Yes (74%, n=298)	No (75%, n=180)
Receiving Financial Aid	Yes (75%, n=299)	No (74%,n=172)
Institution Choice	1 st choice (76%, n=381)	2 nd choice (67%, n=76)
Residence Classification	Out-of-state (100%, n=13)	In-state (74%, n=412)

**NB/Percentages indicate the proportion of “satisfied” or “very satisfied” students.
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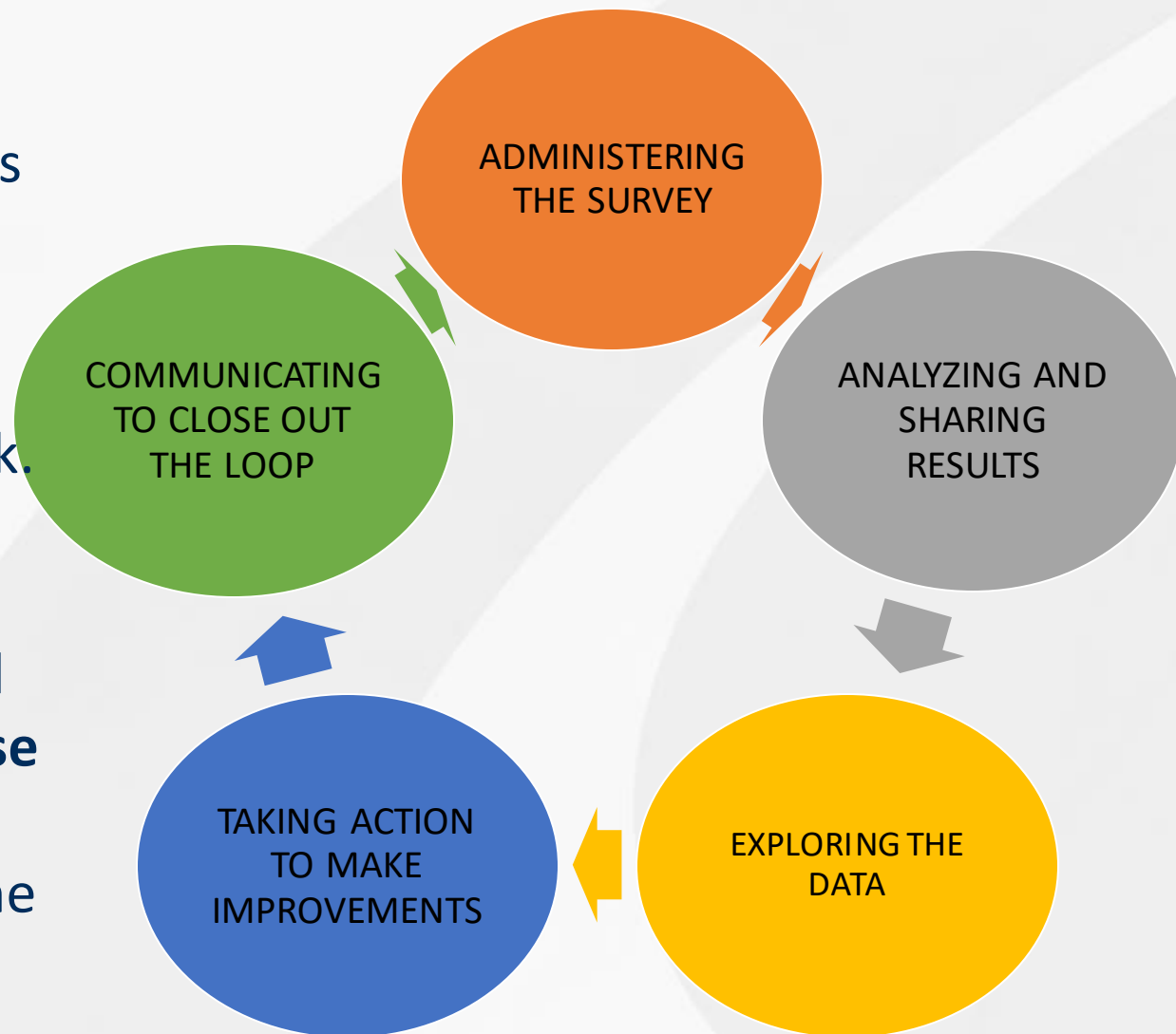
Next steps: Widespread Results Sharing and Use

These are our planned next steps with using the data on campus:

- Readily available results: TCC Portal
- Committees- and Councils presentations
- [Measures that Matter newsletter](#) on the results
- Highlight strengths: Celebrate!
- Data-inspired learning sessions
- Call to Action: Additional data analysis and conversations.

Call to Action

“An important **participation incentive** to survey respondents is that their opinions will be HEARD and that **ACTION** will be taken based on their feedback. If respondents believe that participating in a survey will result in real improvements, **response rates** may increase as well as the **quality** of the feedback.”



Resources & References

2021 SSI survey data: Surveys page on the portal:

[Measures that Matter Winter 2022](#): Student Satisfaction Survey Highlights

Surveys

TCC's Institutional Research systematically conducts surveys of its students, staff, and faculty on a periodic basis.

- [TCC's Institutional Research survey schedule 2015-2035](#) (PDF)

Hope Center: #RealCollege
is a survey aimed at revealing the daily experiences of college students and how they meet their basic needs.

- [2019 TCC](#) (PDF)
- [2019 Washington Colleges](#) (PDF)
- [2019 National Report](#) (PDF)

Graduating Student Survey (GSS):

- [Survey Results; 2020-2021 PDF](#); [Survey Preview](#) (This is just a preview of the survey questions and your responses will not be recorded)

Community College Survey of Student Engagement (CCSSE):

- [2020 Survey Results](#) (Username: [redacted]; Password: [redacted]); [Benchmark Scores Report](#)
- [2017 Survey Results](#) (Same username and password as above); [Benchmark Scores Report](#)
- [2014 Survey Results](#) (Same username and password as above); [Benchmark Scores Report](#) and [2014 CCSSE presentation](#)

Student Satisfaction Inventory (SSI):

- [2021 Survey Results](#) (Username: [redacted]; Password: [redacted]); [Main Report](#)
- [2018 Survey Results and Peer Comparison Results](#); [Overview Slides](#); [Satisfaction Trend Report](#); [Infographic](#)
- [2015 Survey Results and Peer Comparison Results](#); [Presentation](#)

Personal Assessment of the College Environment (PACE):

- [2019 Report and Interpretation Instructions and Executive Summary and Demographic Report and Custom Report and Personnel Classification](#)

Check out the Surveys page for the full survey results and Measures that Matter page for previous newsletters highlights: [Portal Login](#)
[Page>Search for Institutional Research](#)
[Grid>Institutional Research](#)

RNL (2021). *2021 National Student Satisfaction Report*. Cedar Rapids, Iowa: Ruffalo Noel Levitz. Retrieved from [RuffaloNL.com/Satisfaction](https://www.ruffalonoellevitz.com/Satisfaction).

Photo Credit: © Copyright 2021 Ruffalo Noel Levitz, LLC

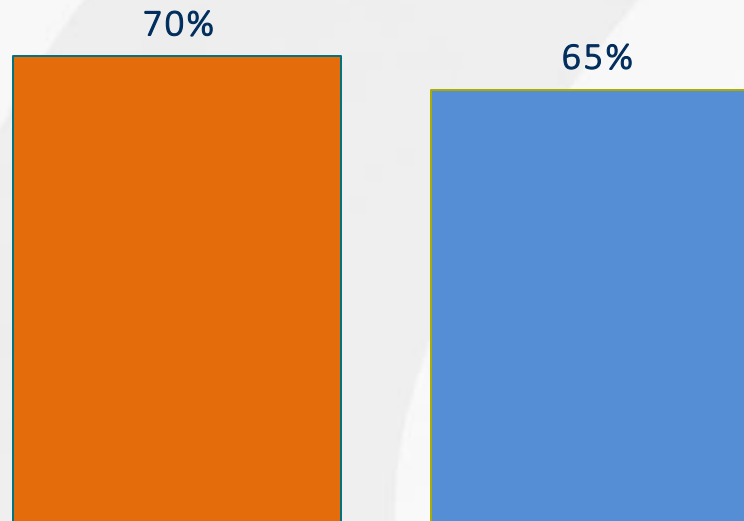
Sample Reports Available

- **Main Report:** National benchmark
- **Year to Year Report:** Past administration benchmark
- **Comparison Report:** Demographic subpopulation
- **Versus Report:** two demographic subpopulations
- **Single Group Report:** subpopulation comparison to national

Sample: Main Report

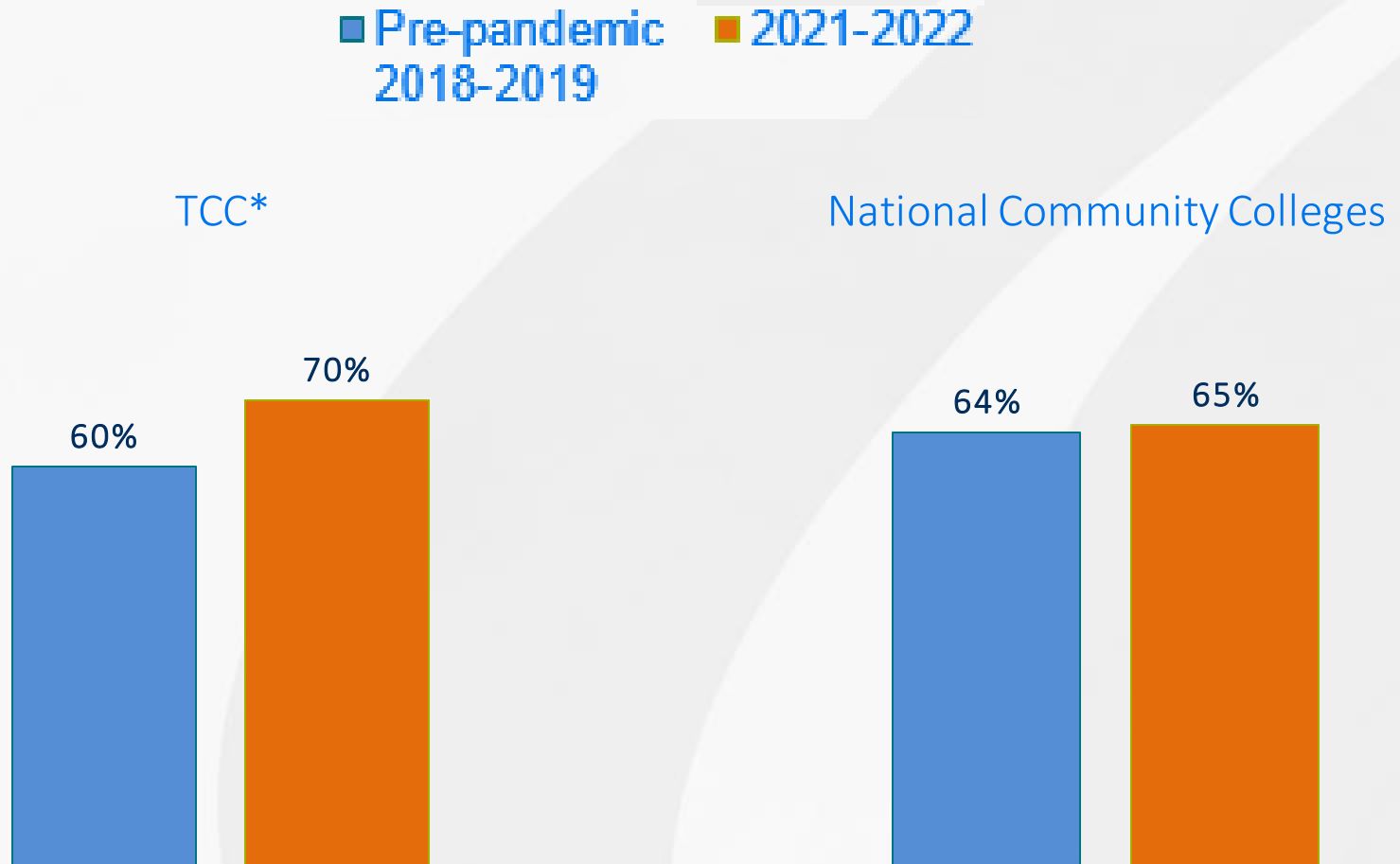
How satisfied are our students compared with students nationally?

■ TCC students ■ National Community Colleges



Sample: Year to Year Report

How has students overall satisfaction shifted, pre-pandemic and now?

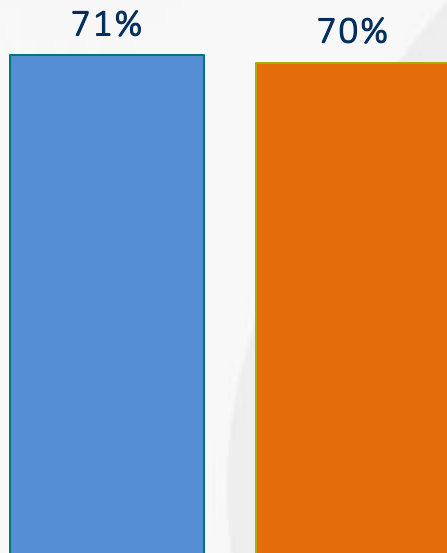


Sample: Comparison Report

How satisfied are our FULL-TIME/PART-TIME students in comparison to all students?

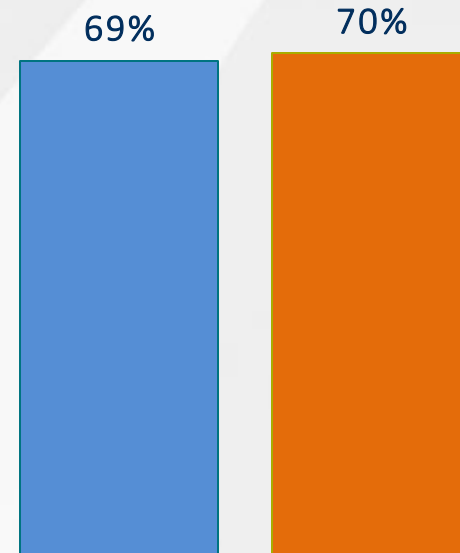
TCC: Full-time vs. All students

■ Full-time students ■ All students



TCC: Part-time vs. All students

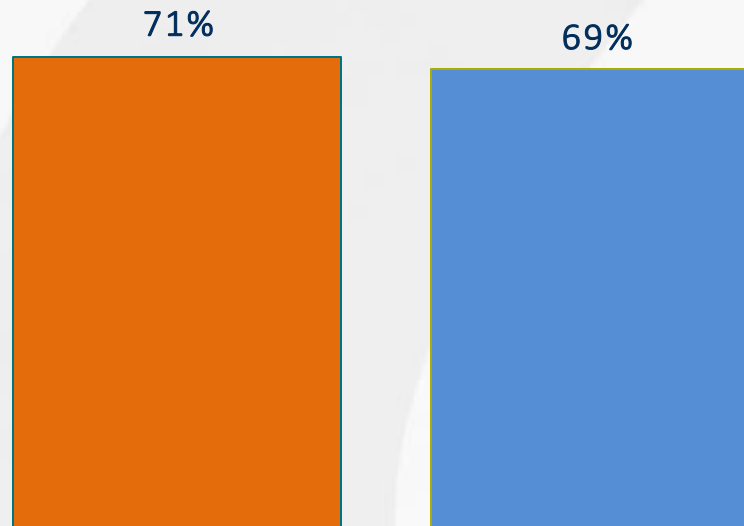
■ Part-time students ■ All students



Sample: Versus Report

How satisfied are our FULL-TIME students compared with OUR PART-TIME students?

■ Full-time students ■ Part-time students

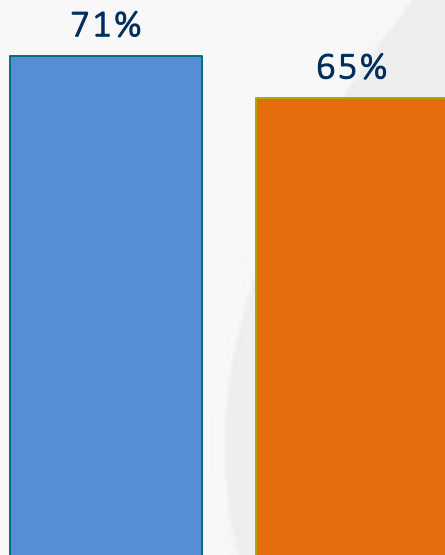


Sample: Single Group Report

How satisfied are our FULL-TIME/PART-TIME students compared to students nationally?

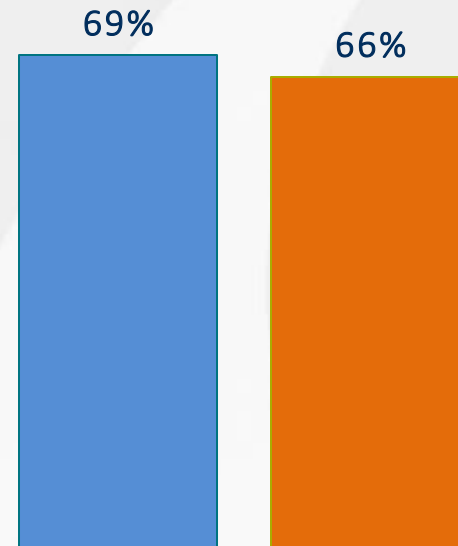
Full-time: TCC vs. NCC

■ TCC Full-time students ■ NCC Part-time students



Part-time: TCC vs. NCC

■ TCC Part-time students ■ NCC Part-time students



QUESTIONS THANK YOU

Overview

- Background
- Results - highlights
- Next steps
- Call to Action
- Resources and References
- Questions

