


2012 STUDENT SATISFACTION INVENTORY (SSI)

Office of Institutional Effectiveness
June 2013



Why Measure Student Satisfaction?



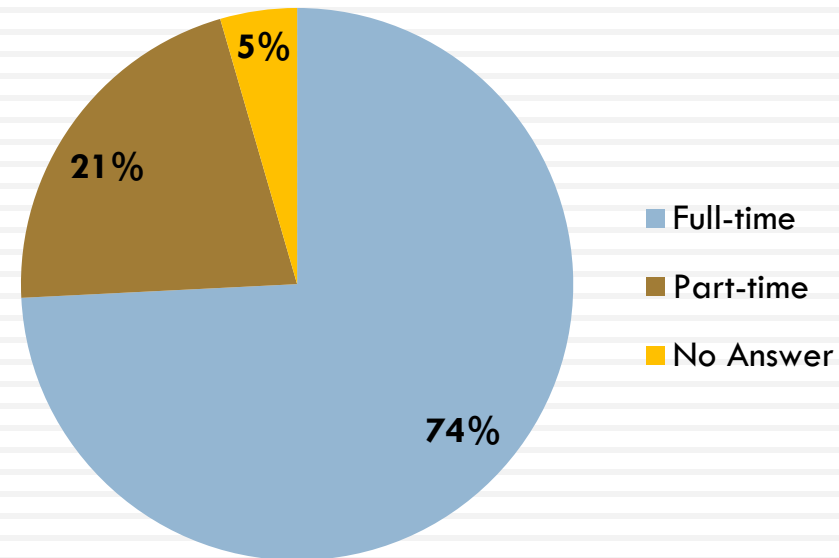
- Improve the quality of academic programs and institutional services.
- Strengthen student retention initiatives.
- Are we meeting our students' expectations?

SSI at TCC

Fall, 2012

Class Load

Type of Survey	Completed	Response Rate
Paper	1177	65%
Online	25	12%
Total	1202	59%

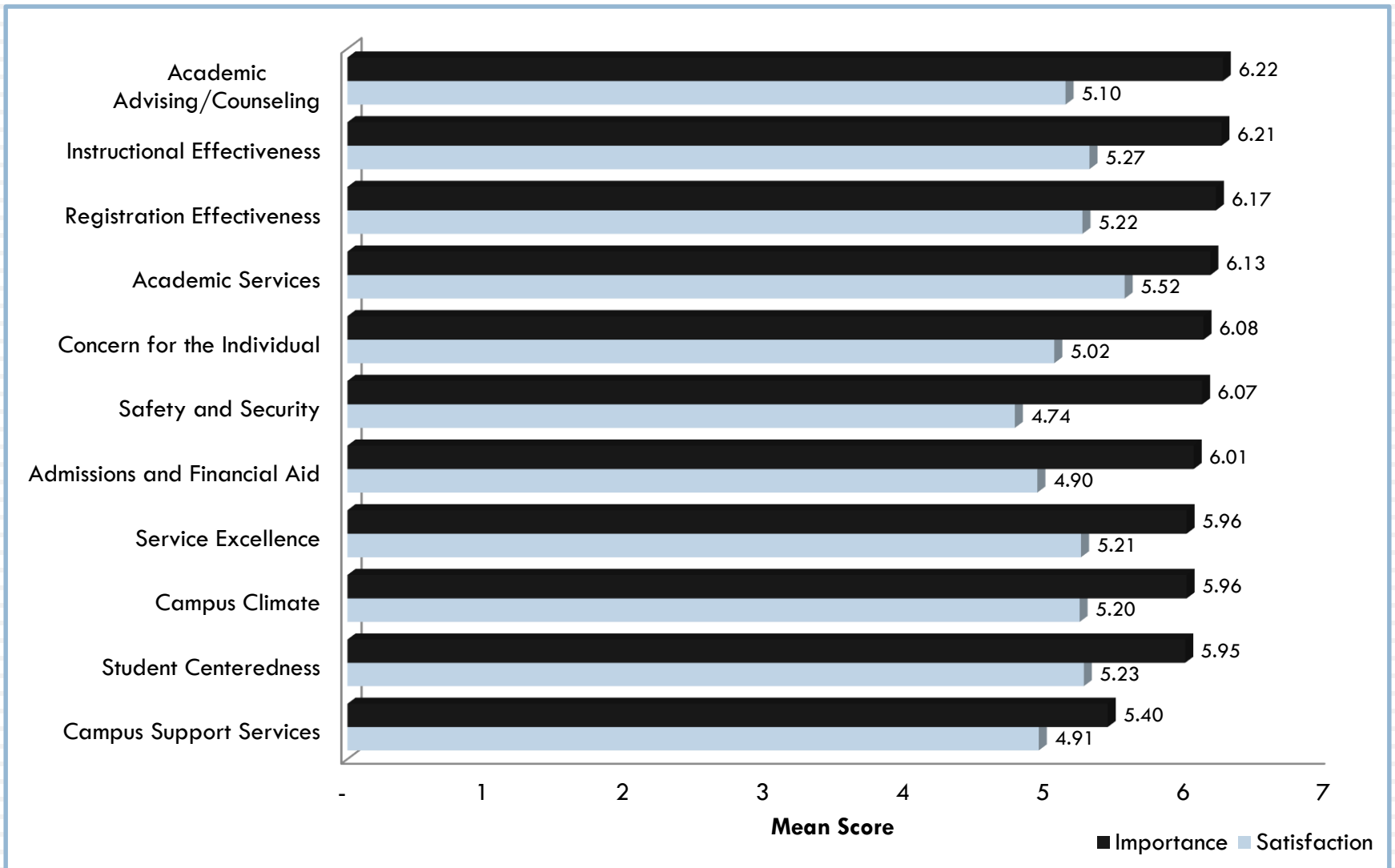


- Years in attendance and enrollment
- First Choice – 74.61%

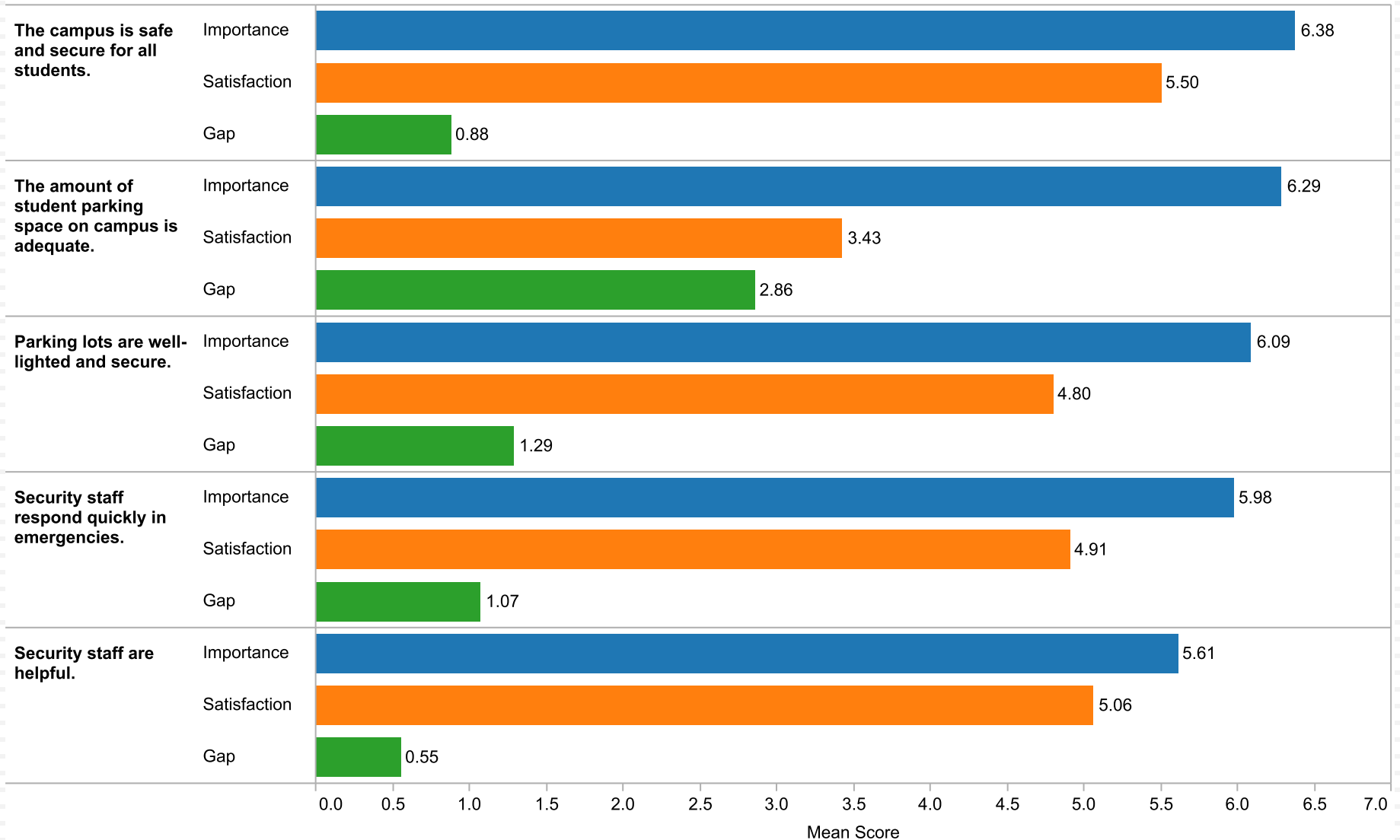
What our students are saying

- ✓ I am able to experience intellectual growth here.
- ✓ There is a good variety of courses provided on this campus.
- ✓ The campus is safe and secure for all students.
- ✓ Nearly all of the faculty are knowledgeable in their fields.
- ✓ Program requirements are clear and reasonable.
- ✓ TCC students are treated fairly regardless of any disability
- ✓ Faculty are usually available after class and during office hours.
- ✓ TCC students are treated fairly regardless of race/ethnicity, cultural background, and religious beliefs or ideology.
- ✓ Library resources and services are adequate.

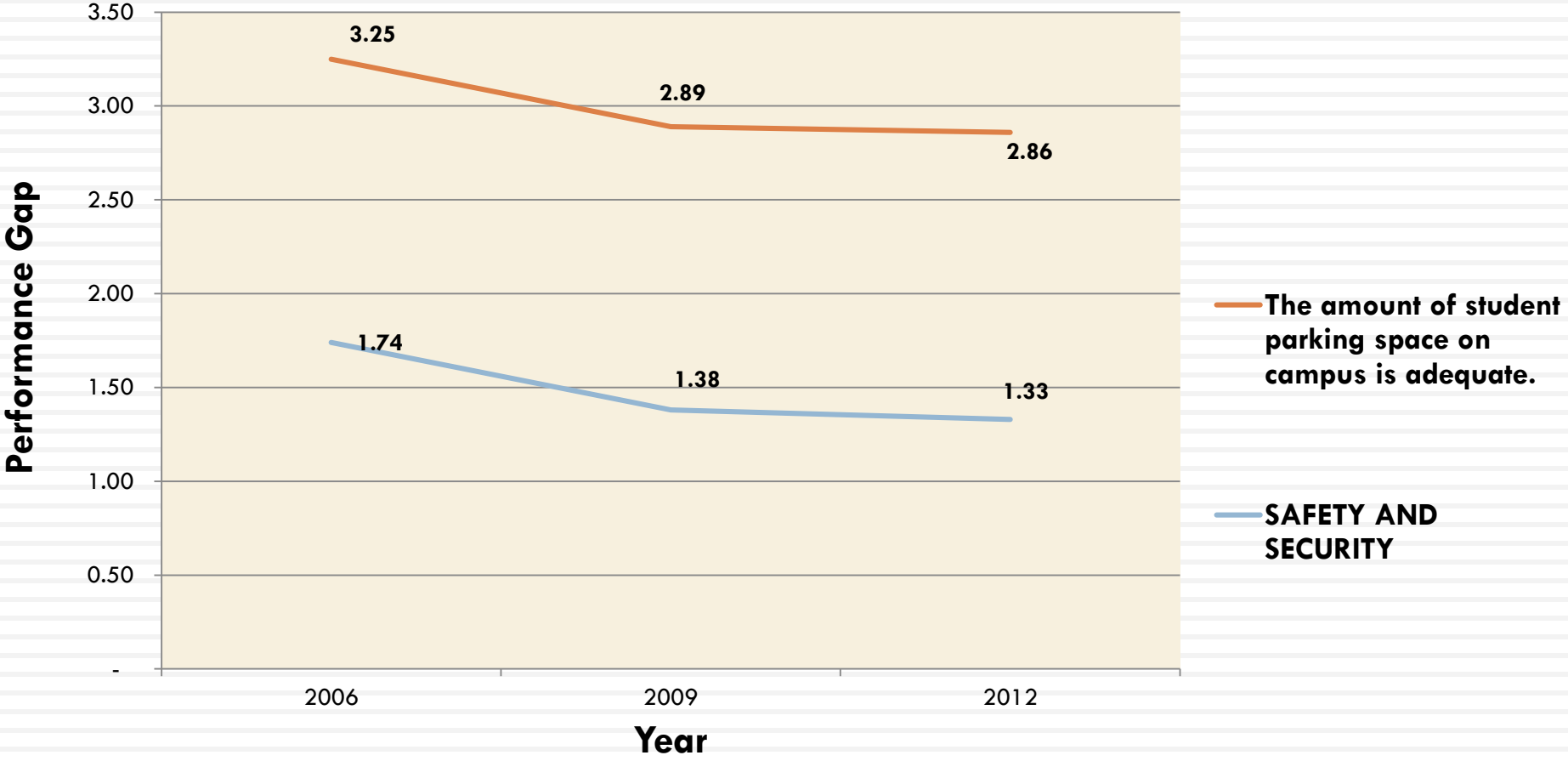
SSI: Satisfaction and Importance Scores, 2012



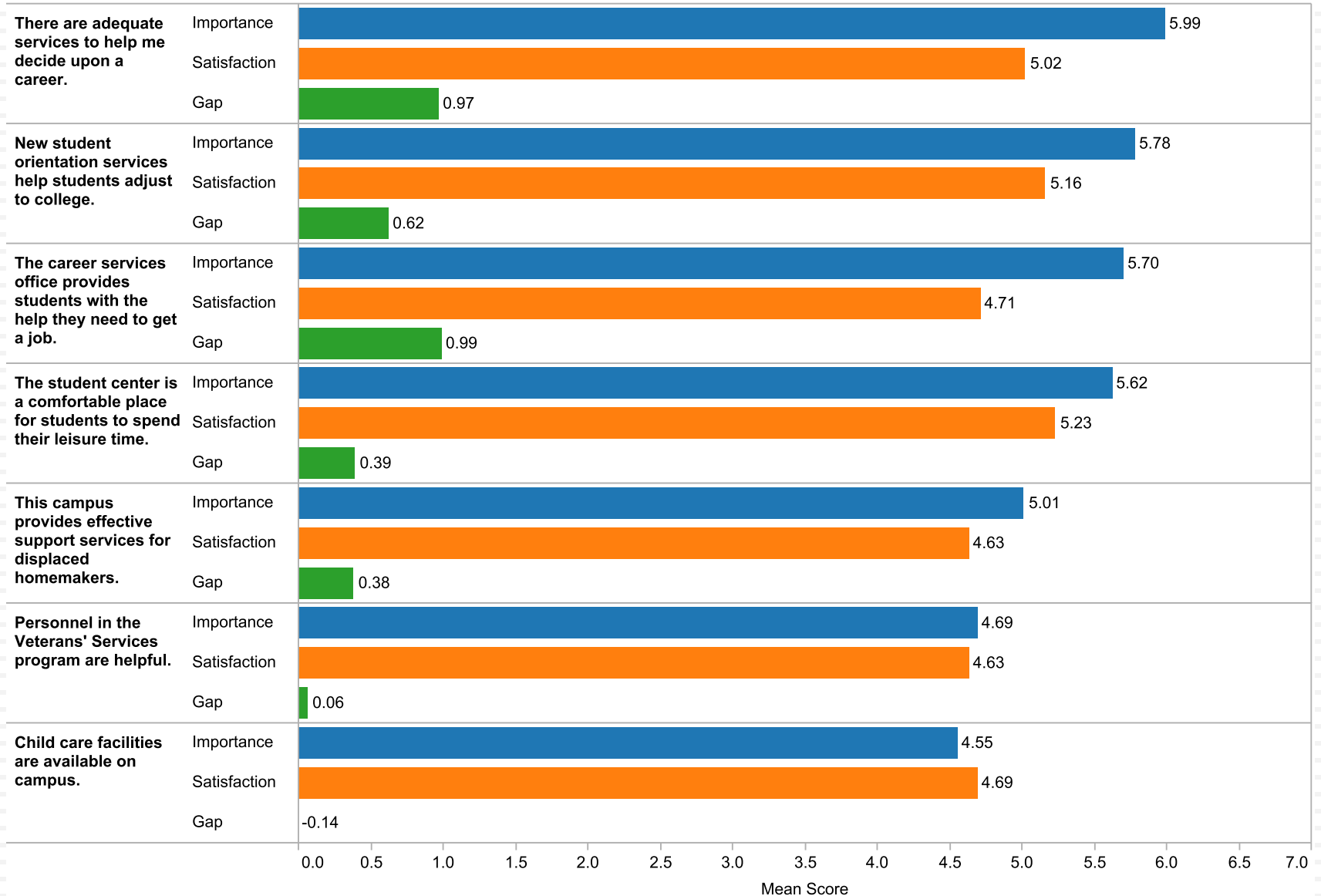
Safety and Security



Performance Gap, by Year



Campus Support Services



Next Steps



- Staff/Faculty meetings
- Portal
- Internally distributed reports
- Student Senate
- Focus Group sessions with students

Need More Information?

The screenshot shows the uPortal website interface. At the top, there is a browser address bar with the URL: https://my.tacomacc.edu/uPortal/f/u2211s29/p/ResearchAndPlanning.u2211n149/max/render.uP?pCp#PLPluto_184_u2211n149_7672_-30282. Below the address bar is a navigation menu with tabs: **Main**, **College Info** (highlighted), **Campus Services**, **Instruction**, **Learning Resources**, **Student Services**, and **Personal**. A yellow banner contains a tip: **Tip #8: This portal has a mobile interface for iPhones and Droids (you can use uPortal from your phone)**. In the top right corner, there is a link: [GO BACK TO THE HOME TAB](#).



Surveys

[Back](#)



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[SURVEY SCHEDULE 2010-2021](#)



Personal Assessment of the College Environment (PACE):

- [2013 Survey](#) 
- [2009 Survey](#) 



Student Satisfaction Inventory (SSI):

- [2012 SSI Survey](#) 
- [2009 SSI Survey](#) 

Community College Survey of Student Engagement (CCSSE):

- [2011 Survey](#) 
- [2008 Survey](#) 

Survey of Entering Student Engagement (SENSE):

- [2011 Survey](#)  (Username: Tacoma Password: YBJVZO\$4)
- [2008 Survey](#) 

Thank you

