

Measures that Matter

WINTER 2025

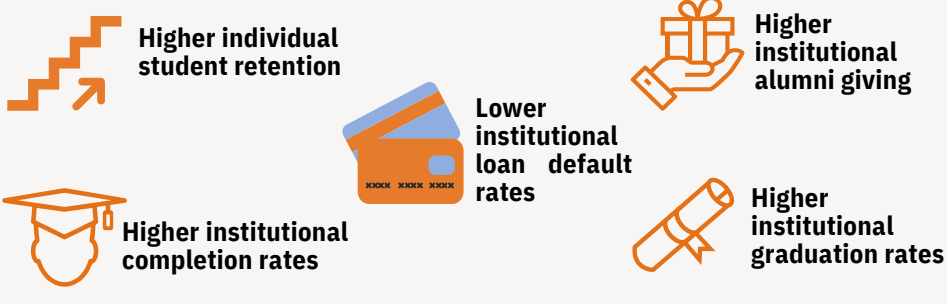
STUDENT SATISFACTION SURVEY | HIGHLIGHTS

285* STUDENTS COMPLETED THE ONLINE SURVEY

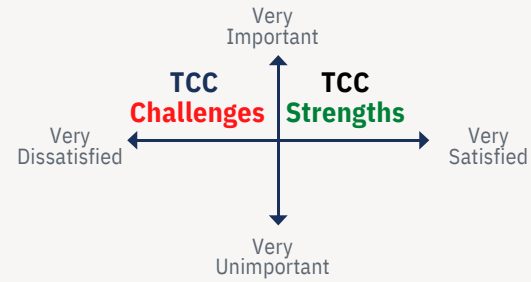
*Caution is advised when interpreting the results. Only 285 students out of the 5,420 invited students responded to the survey (5% response rate).

Student satisfaction is “when **expectations** are met or exceeded by the student’s **perception** of the campus reality.” *Perception is reality!*

Research shows that there is a link between student satisfaction and**:



Priorities for Our Students: Prioritizing action



1 TCC's Strengths

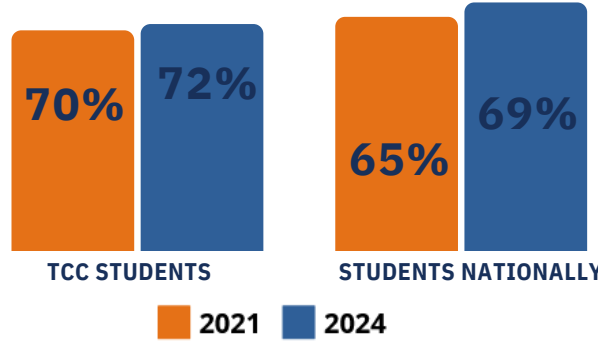
Top areas our students care about: where students say we are meeting their expectations.

- The campus is safe and secure for all students.
- Computers and/or WI-Fi are adequate and accesible.
- Tutoring services are readily available.
- I am able to experience intellectual growth here.
- Nearly all of the faculty are knowledgeable in their fields.

2 Bottom Line Indicators

SATISFACTION: Satisfaction scores have increased and TCC students satisfaction scores exceed national averages.

Percentage of satisfied/very satisfied students



RE-ENROLLMENT LIKELIHOOD: TCC students are more likely to re-enroll again compared with students nationally



3 TCC's Challenges

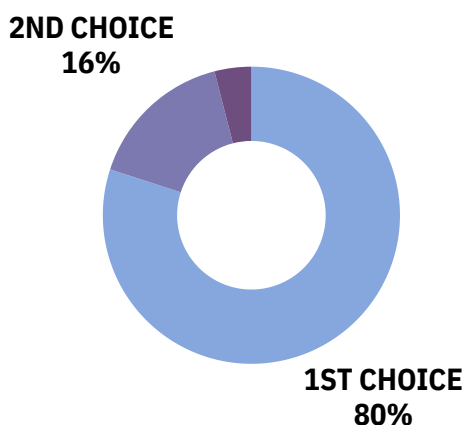
Top areas our students care about: where students say we are below their expectations.

- The quality of instruction I receive in most of my classes is excellent.
- My academic advisor is knowledgeable about my program requirements.
- Program requirements are clear and reasonable.
- My academic advisor is knowledgeable about the transfer requirements of other schools.
- My academic advisor is approachable.

4 Institutional Choice

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

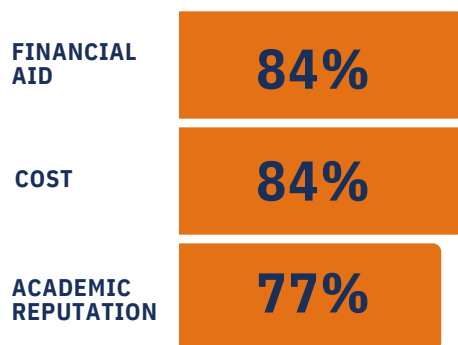
The percentage of our students indicating that TCC is their:



5 Factors Influencing Our Students Decision to Enroll

Top three factors (since 2015 survey) that influence our students decision to enroll at TCC.

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

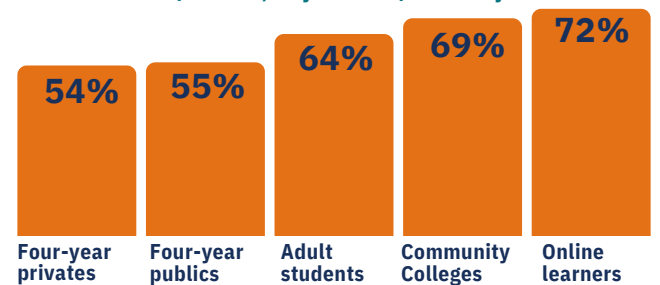


These enrollment factors are also the top three factors in the decision to enroll for community college students nationally.

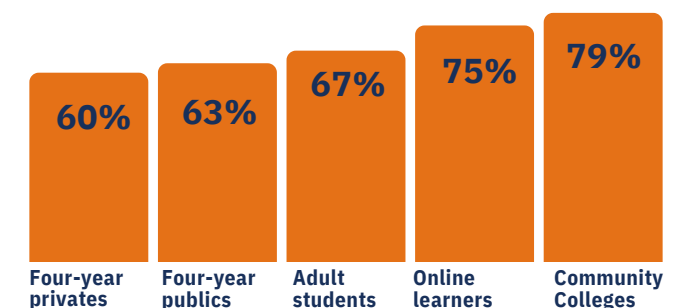
6 National Landscape

Overall SATISFACTION and RE-ENROLLMENT

Community College and online learner students indicated overall higher satisfaction scores (satisfied/very satisfied) nationally.



Community College and online learner students indicated overall higher re-enrollment scores (probably/definitely) nationally.



Data Source: 2024 Student Satisfaction Inventory (SSI) data, RNL (2024) & RNL (2024). **2024 National Student Satisfaction and Priorities Report. Ruffalo Noel Levitz. Satisfaction percentages indicate the proportion of “satisfied” or “very satisfied” scores. Re-enrollment percentages indicate the proportion of “probably yes” or “definitely yes” scores.

Check out the [Surveys](#) page for the full survey results and [Measures that Matter](#) page for previous newsletters:
[TCC HUB](#)>[Departments](#)>[President’s Office](#)>[Institutional Research](#)

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