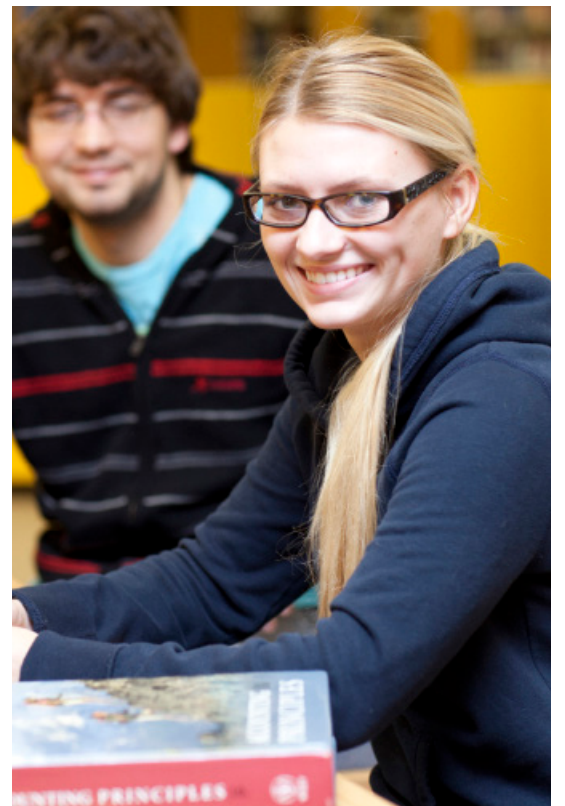




Tompkins Cortland Community College Student Opinion Survey



**TOMPKINS
CORTLAND**
COMMUNITY COLLEGE

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This report is based on the **2016 SUNY Student Opinion Survey**, administered by Tompkins Cortland Community College during the 2016 spring semester, with 490 students responding.

Highlights:

- There was a perceptible decline in satisfaction in many areas in comparison with the 2013 SOS Tompkins Cortland Community College results. This was also evident in comparison with SUNY peer institutions, which conversely showed a modest increase for many categories
- There was an increase in the mean responses of students to the question asking if they had: *“been involved in community service or service learning activities at this college.”* This is an important reflection of better opportunities for students to engage in service learning at the college.
- One of the largest increases in satisfaction was in the area of college tutoring services, which rose from a mean satisfaction level of 3.87 up to 4.14. This is another area where the college has made real strides to improve availability and opportunities.
- Of concern, many students mentioned dissatisfaction with the Wi-Fi in the building, and the lack of study spaces.
- There was a high level of dissatisfaction with “misbehavior” both inside and outside of the classroom. Tompkins Cortland Community College ranking poorly among peers in this area.

2016 SUNY Student Opinion Survey

I. Introduction

The Student Opinion Survey has been administered by SUNY (State University of New York) campuses every three years since 1985, a total of 11 times. The Student Opinion Survey has evolved over time, notably with the development of a specialized SUNY version of the survey. In 1985 and 1988, the *ACT Student Opinion Survey* was used for state-operated colleges and the *ACT Student Opinion Survey (2-Year College Form)* for community colleges. Although using the standard ACT instruments allowed the advantage of having national norms, it did not allow comparisons between SUNY institutions. SUNY community colleges determined that a survey instrument unique to SUNY was necessary. The first version of the *SUNY Student Opinion Survey (SUNY SOS)* was administered in 1991, and with some modifications, it has been used ever since.

The SOS collects background and attitude information from undergraduate students in the several key areas:

- College impressions and plans
- Satisfaction with services, facilities, environment, and climate
- Frequency of selected academic experiences
- Extent of campus contributions to student growth and preparation
- Aspirations and commitments

The survey also included space for 17 campus-specific questions on a separate piece of paper included with the survey packet, and a question asking students to indicate their program of study.

The complete survey questionnaire is included at the end of this report, as well as the survey insert with Tompkins Cortland specific questions.

II. The Tompkins Cortland Community College Sample

In 2015 surveys were administered in 42 classes representing a cross-section of college program areas, upper and lower level courses, day and evening sections, as well as sections at the main Dryden campus and both Cortland and Ithaca extension centers. A total of 490 students completed the survey, and an additional number in those courses declined to fill them out – either because they were under 18, had already completed the survey in another class, or exercised their right not to participate.

While the survey respondents were not a random sample of all Tompkins Cortland Community College students, they were broadly representative of the student population as a whole.

III. Analysis and Methodology

The completed surveys were sent to ACT for scanning and tabulation, and then returned to Tompkins Cortland for analysis. Tompkins Cortland returned 490 valid completed surveys to ACT.

Most survey questions consist of a five-part Likert scale, measuring either satisfaction or agreement with each statement, where 5 indicates the highest degree of satisfaction or agreement, and 1 represents the lowest.

As in previous years, a question was included towards the middle of the survey to test whether or not students were randomly filling in answers: "*Please mark the 'NA' oval for this question.*" Surveys which had a "wrong" answer on this question were excluded from the analyses. This approach to screening out partial responses and non-alert students has been questioned by some SUNY colleges, as it is not used in other similar surveys. In addition, this methodology also excludes respondents who completed all of the questions in the first part of the survey, even when they appear to be legitimate responses, if the respondents do not make it to or answer the "trick" question correctly.

IV. Tompkins Cortland Results of the SUNY Student Opinion Survey

The mean for each response is included in Tables 1-3. For comparison, the means for questions that have been asked over time are also included. Each year the survey is modified, some questions are added and others reworded or removed. Even when the survey items are identical in wording and format, student responses may have been affected by the different item order or by new item additions.

Selected comments from respondents are included throughout this report, and a brief summary of comments is included in Section VI. A complete transcript of comments is available from Tompkins Cortland's Institutional Research Department.

The following are selected highlights from Tompkins Cortland's results and comments:

The Academic Experience (Table 1)

"I feel coming back to TC3 has been a great experience. I feel as though the instructors and staff have been super helpful and have been committed to my success, thank you."

"Truly enjoy my instructors and college experience. The instructors are excellent resources for education and growth."

"Academically, everything about this school is great. Professors and advisors are here to help you. However, this isn't the place for social life outside of school sponsored events. There is some self-segregation here."

"Next semester I prefer not to take online classes. It is my last semester I prefer not to fail."

"It would be nice to see more classes at the extension center in Ithaca. I also love the hybrid classes."

Areas showing improvement since the last implementation of the Student Opinion Survey in 2013:

- This year there was a higher percentage of respondents who said they had *"been intellectually stimulated by course materials"* than in the past. This question has shown a consistent upward trend over the last six years, from 3.57 in 2010 to 3.86 this year, out of a scale of 1 to 5.
- There was a marked increase in the number of students who had *"been involved in community service or service learning activities at this college."* This reflects an increased emphasis, as well as additional opportunities for service learning at the college.
- Student perceptions of the *"quality of education at this college before they enrolled"* increased from 3.19 to 3.26. As in the past, their perceptions once they enrolled were higher than before they enrolled, at a mean of 3.48.

Areas needing attention:

- There was a notable increase in the mean for two questions focusing on behavior: *"how frequently have you observed acts of misbehavior in the classroom"* and *"how frequently have you observed acts of misbehavior outside the classroom."*
- In a similar vein, a larger percentage of students had *"observed student dishonesty when completing assignments or exams"* than in the past, going from a mean of 2.26 in 2013 to 2.43 in 2016.

Academic Services and Facilities (Table 2)

“The counseling services + Health services @ TC3 have been a big help and support to me during my 2 years @ TC3. TC3 really needs to focus more on traditional students and get more programs and services targeted for them.”

“Tutoring services are not offered in every subject.”

“Coming from Buffalo state, I’m very impressed with food and advisement. Never had a good experience until here.”

- One of the largest increases in satisfaction was in the area of college tutoring services, which rose from a mean satisfaction level of 3.87 up to 4.14.
- The results show an increased satisfaction with the *“availability of honors opportunities (classes, projects, Phi Theta Kappa, etc.)”*. This was reflected in an increase from 3.58 to 3.68 since last time the survey was administered.
- After an increase from 3.71 in 2010 to 3.96 in 2013, satisfaction with *“availability of study space”* dropped to 3.79.

Institutional Services and Environment (Table 3)

“The hall with brick floor in front of the baker’s center (sic), with all the tables and chairs, tend to have people who are too loud. I have been in class with the door closed before and could still hear people out there. It would be nice if there was a way to fix that. ”

“It’d be great to get the Wi-Fi working consistently. Also, the more dogs in the library/ on campus the better! Beeboop always makes my day.”

“Wi-Fi isn’t good. Classrooms are too plain.”

- Satisfaction with *“financial aid services (not the amount of aid)”* continued with the steady uphill trajectory it has been showing since 2006.
- Similarly, satisfaction with *“health and wellness programs”* continued to inch upwards to 3.74, from a low of 3.60 when the question was first asked in 2010.
- Of concern, every one of the questions probing *“how much of a problem are the following to you in being successful at this college?”* was elevated, ranging from *job-related responsibilities* at 2.23 (formerly 2.20) to *finding childcare* at 1.43 (1.38 in 2013).

V. Results of Campus-Specific Questions (Table 4)

Each participating college is allowed up to 17 additional internal questions, included as an addendum to the survey. The questions are adjusted each time the SOS is administered to meet the specific needs of the college at that particular point in time.

- A majority of respondents said they were aware of Tompkins Cortland's policies on student academic dishonesty (cheating, plagiarism, etc.). In a level comparable with the 2013 survey, 93% said they knew about academic policies on dishonesty, compared to 92% in 2010 and 85% in the 2006 Student Opinion Survey.
- Students still agreed that student honesty was an important value at Tompkins Cortland: 87.4% agreed or strongly agreed, and less than 3% disagreed.
- Awareness of study abroad opportunities grew overtime: 38% of the respondents said they were familiar or very familiar with study abroad.
- As in the past, over half of the respondents felt that they had been fairly or very fairly treated by the Office of Public Safety staff, 33% had had no contact with them and only 2.5% said they had been treated unfairly or very unfairly.
- While 41% of the respondents said that they had not used "personal counseling services," only 4.3% of them expressed dissatisfaction with them.
- Over half of the respondents said they were satisfied or very satisfied with financial aid services, with close to 15% indicating they had not used their services.

VI. Student Comments

The complete text of all student comments is available from the Institutional Research Department.

"Longer library hours, faster acting financial aid dept., more computers (during select times there is not one free computer), invest as much into other student like you do international students/NYC students, stop cellphone/earbud usage in class, make people participate seems like only a select few do."

"Overall TC3 is pretty good for a 2 year community college in the middle of nowhere! 😊"

"Just to note any dissatisfaction w/ computer services stems from poor internet connection. Also as a transgender individual I don't necessarily feel safe anywhere so it's not always an indictment on campus police/security."

"TC3 should have more student activities & also keep the library open late or at least a room for kids to study after hours."

“It would be nice that for summer courses there would be more classes available after 3:30pm. Also any activities or extra credit opportunities would be just as beneficial to community students rather than mainly focus on just the kids living on campus.”

“I think that there should be more daycare opportunities for children K-6. By having a child that is in second grade it would help when school is off.”

“I didn’t even know the about degree works until my last semester for the first degree I earned. It would have been helpful to know way before then. ☺ “

“Fix the roof. Take out carpet.”

- Access to the internet in the main building and the residence halls was brought up as a concern by many students.

VII. The Comparison College Sample

A total of 24 SUNY community colleges participated in the 2016 Student Opinion Survey, with 15,619 students completing the survey.

As part of the analysis, ACT compared the Tompkins Cortland question means with that of 10 other comparable SUNY small community colleges. In 2013 when the SOS was last administered in New York, 29 colleges participated, which means that the comparison group is somewhat different than the last time the survey was administered.

The following results in this report are based on data from the institutions listed below:

- *Adirondack Community College*
- *Cayuga Community College*
- *Clinton Community College*
- *Columbia-Greene Community College*
- *Corning Community College*
- *Fulton-Montgomery Community College*
- *Jamestown Community College*
- *Jefferson Community College*
- *Tompkins Cortland Community College*
- *Ulster County Community College*

VIII. Comparison Colleges: Findings

College Impressions and Plans (Table 10)

The section consists of questions about student's impressions of the college, as well as their primary goal for attending college. While at both Tompkins Cortland and comparison colleges the largest group of respondents said that their primary educational goal was to: "*transfer after earning a degree/certificate*," and finding a job was the second most frequent goal, the percent listing transfer as their goal was markedly higher at Tompkins Cortland (64.9%) than at the comparison group (50.2%), a reflection of both Tompkins Cortland's unique demographics and focus on transfer-oriented programs.

College Services and Facilities (Tables 11 -13)

Section II of the Student Opinion Survey asks a number of questions about satisfaction with college services and facilities. Table 11 shows the items with the highest and lowest mean level of satisfaction for Tompkins Cortland and how those items compared to the comparison college group.

In looking at the top ranked items for Tompkins Cortland in Table 11, "*library resources and services*" received the highest ranking, scoring 4.26 out of 5. This was followed by "college tutoring services" with a mean satisfaction of 4.14, in contrast to 4.02 for the comparison colleges.

Once again the lowest ranking item for Tompkins Cortland was "*internet access (including wireless)*" which at 2.90 was notably lower than the comparison group mean of 3.87, and lower than the 3.16 it garnered in 2013. Also ranked low at Tompkins Cortland and lower than the comparison group was "*college food services*," at 2.94 in comparison to the group mean of 3.16.

Table 12 shows that "*athletic facilities*," as well as being highly rated by respondents also showed the largest positive difference (of 0.22) in contrast with the comparison group, for the third time in a row. While no longer the highest ranked item, "*parking facilities*," with the second highest positive difference (.13) maintained a high relative satisfaction level.

College Environment & Climate (Tables 14–18)

Table 14 shows the 10 highest ranked and 10 lowest ranked College Environment/Climate items for Tompkins Cortland and how they contrasted with the comparison college group for Section III on College Environment/Climate. This section

was made up of four groups of question types: level-of-satisfaction, frequency, agreement statements and problems-related-to-class questions.

Tompkins Cortland students gave “*class size*” the highest overall satisfaction level in this section, with an average of 4.11. At the other extreme, “*student behavior outside the classroom*” was ranked last for Tompkins Cortland, with a satisfaction average of 2.79.

Tables 15 and 16 show that “*recreational and intramural programs*” had the highest positive difference or smallest negative difference, while “*student behavior outside the classroom*” and “*student respect for other students*” had the largest negative differences (-0.95 and -0.83 respectively) between Tompkins Cortland and comparison colleges.

Frequency of Academic Experiences (Tables 17, 22)

When asked about the frequency of various occurrences during their academic experience, Tompkins Cortland students rated “*gone to class with course readings/assignments completed*” with an average of 4.36 (Table 17) as their number one item. The comparison college group had a similar average of 4.45 for this same statement.

Problem Statements (Table 18)

From the list of potential impediments to being successful at college, Tompkins Cortland survey respondents indicated that “*job responsibilities*” was the number one problem with a mean of 2.23 followed by “*paying for college*” with a 2.21 mean, both an increase from the means reported in 2013 of 1.93 and 2.10 respectively.

Rankings

Tompkins Cortland is in the top 5 small community colleges:

- “*Has it been difficult to finance your college education?*” Tompkins Cortland Community College ranked top among small community colleges and second among all participating SUNY community colleges, underscoring an area of concern.

Satisfaction with:

- College tutoring services
- Student health services
- Athletic facilities*
- Availability of international learning opportunities

How much of a problem are the following to you in being successful at the college:

- Transportation to and from college*
- Paying for college
- Finding adequate housing*
- Disability issues
- Health issues

*Also in top 5 for all 24 participating community colleges

What are Tompkins Cortland's strongest areas in comparison with peer institutions? Once again student health services, athletic facilities, and parking facilities ranked highly among the participating SUNY schools. Conversely, Tompkins Cortland ranked higher for frequency of observed acts of misbehavior by students inside and outside the classroom, an area of concern.

IX. Official Fall Undergraduate Enrollment (SUNY)

SUNY Community College Name	2010	2012	2016
<i>Small Community Colleges</i>			
Adirondack Community College	3,873	3,596	3,463
Cayuga Community College	4,798	3,430	2,751
Clinton Community College	2,246	1,664	1,247
Columbia-Greene Community College	2,048	1,698	1,348
Corning Community College	5,856	3,271	2,653
Fulton-Montgomery Community College	2,732	2,282	1,862
Jamestown Community College	4,024	3,556	2,994
Jefferson Community College	3,314	3,311	3,003
Tompkins Cortland Community College	3,699	3,562	2,998
Ulster County Community College	3,546	2,484	2,106
<i>Medium Community Colleges</i>			
Broome Community College	6,877	5,908	5,900
Dutchess Community College	9,823	8,201	6,725
Genesee Community College	7,208	4,506	3,874
Mohawk Community College	6,667	6,151	4,800
Niagara Community College	7,279	5,521	4,884
Orange Community College	6,876	5,978	5,658
Rockland Community College	7,283	7,383	6,387
Schenectady County Community College	5,191	4,438	3,694
<i>Large Community Colleges</i>			
Erie Community College		13,368	11,243
Hudson Valley Community College	13,320	11,098	9,708
Monroe Community College	18,976	17,354	14,448
Onondaga Community College	12,038	10,352	8,691
Suffolk Community College	24,822	24,623	23,710
Westchester Community College	14,147	13,506	12,863
	176,643	167,241	147,010

X. Tompkins Cortland Historical Responses: Means

Table I
The Academic Experience

	2016	2013	2010	2006	2003	2000	1997	1994
I. Academic/Classroom Experience								
<i>How frequently have you....</i>								
1. Been intellectually stimulated by class materials?	3.86	3.78	3.57	3.64	3.65	3.75	3.75	3.84
2. Been involved in community service or service learning activities at this college?	2.19	1.96	1.50					
3. Been required to think critically in completing assignments?	4.07	4.18	4.12					
4. Gone to class w/course readings and assignments completed?	4.36	4.42	4.35	4.23	4.13			
5. Received feedback (written or oral) from instructor's on the quality of your work?	3.97	4.10	3.96	3.89	3.71			
6. Collaborated with other students on class assignments?	3.24	3.52	3.42	3.39	3.23			
7. Had faculty who required you to make judgments about the value of information, arguments or methods?	3.23	3.40	3.37	3.33	3.19			
8. Had faculty who used innovative technology to facilitate learning?	3.16	3.32	3.14	3.08				
9. Had discussions, meetings, or conversations with instructors outside of class?	3.15	3.20	2.95	3.14	3.10			
10. Experienced classroom behavior by other students that was disruptive to learning?*		2.76	2.71	2.66	2.47			
11. Observed student dishonesty when completing assignments or exams?*	2.43	2.26	2.05	2.13	2.11			
12. Had out-of class assignments that required a written response?	3.74	3.84	3.61					
13. Engaged in a creative or research project under the direction of a faculty member?	3.18	3.49						
14. Observed acts of misbehavior by students in the classroom?	2.68	2.19						
15. Observed acts of misbehavior by students outside the classroom?	3.19	2.60						
16. Witnessed acts of prejudice based on gender identity or sexual orientation at this college?	1.97							
II. College Impressions and Plans								
1. Satisfaction with this college overall?	3.79	4.03	3.99	3.91	3.99	3.94	3.94	3.96
2. Satisfaction with quality of instruction?	3.90	4.08	3.93	3.83	4.04	3.91	3.98	4.01
3. Overall impression of quality of education at this college before you enrolled?	3.26	3.19	3.26					
4. Overall impression of quality of education at this college since you enrolled?	3.48	3.70	3.63	3.61	3.58	4.00	4.02	4.05
5. If you could start over, would you choose this college again?	3.65	3.90	3.84	3.92	3.93	3.85	3.77	3.77
*Inversely related to other answers								

Table 2
Academic Services & Facilities

	2016	2013	2010	2006	2003	2000	1997	1994
<i>How satisfied are you with....</i>								
I. Academic Environment								
1. Availability of courses required for graduation?	3.81	3.85	3.61	3.50	3.74	3.51	3.57	3.53
2. Availability of courses at times you can take them?	3.59	3.66	3.46	3.36	3.68	3.34	3.29	3.33
3. Course registration process?	3.94	4.03	3.82	3.67	3.95	3.67	3.58	3.31
4. Class size?	4.11	4.14	3.96	4.06	4.18	4.08	4.07	4.11
5. Availability of online support services?	3.49							
5. Availability of online courses?	3.70							
6. Availability of honors opportunities (classes, projects, Phi Theta Kappa, etc.)?	3.68	3.58	3.34					
II. Student-Faculty & Staff Relations								
1. Faculty respect for students?	3.90	4.03	3.90	3.90	4.05	3.95	3.95	3.85
2. Availability of instructors outside of class?	3.83	3.92	3.80	3.81	3.97	3.70	3.80	3.74
3. Non-teaching staff respect for students?*	3.90	3.92	3.81	3.83	3.99	3.83	3.82	3.77
III. Facilities and Grounds								
1. General conditions of buildings & grounds?	3.70	3.89	3.89	3.66	3.95	3.88	3.94	3.90
2. Classroom facilities?	3.81	3.86	3.88	3.84	4.01	3.79	3.76	3.66
3. Course-related laboratories (not including studios)?		3.91	3.72	3.71	3.88	3.49	3.36	3.37
4. Learning center facilities?	3.83	3.93	3.76	3.70	3.94	3.80	3.74	3.79
5. Availability of study space?	3.79	3.96	3.71	3.62	3.85	3.69	3.67	3.67
6. Fine and performing arts studios?		3.57	3.33	3.39	3.45			
IV. Academic Advising								
1. Information provided by academic advisor(s)?	3.92	4.00	3.74	3.73	3.78	3.75	3.71	3.55
2. Availability of advisor?	3.99	4.08	3.71	3.75	3.84	3.74	3.74	3.56
3. Placement in first English composition course?		3.67	3.48					
3. Placement in first Math course?		3.66	3.42					
V. Library Services & Facilities								
1. Library facilities?		4.11	3.94	3.85	4.16	3.82	3.69	3.74
2. Library resources and services?	4.26	4.27	3.98	3.90				
3. College tutoring services?	4.14	3.87	3.78	3.72	3.86	3.74	3.63	3.54
VI. College Computing								
1. Internet access (including wireless)?	2.90	3.16	3.66	3.81	4.06			
2. Availability of computers when you need them?	3.72	3.78	2.81	3.77	4.04			
3. Computer support services?	3.69	3.80	3.37	3.50	3.75			

**Table 3
Institutional Services & Environment**

	2016	2013	2010	2006	2003	2000	1997	1994
I. Admissions								
1. College catalog (printed or on-line)?	3.69	3.76	3.99	3.86	4.00	3.78	3.77	3.88
2. New student orientation program?	3.65	3.70	3.57	3.55	3.72	3.60	3.59	3.64
II. Financial Aid Services								
1. Financial aid services (not the amount of aid)?	3.77	3.75	3.64	3.56	3.70	3.61	3.58	3.61
2. Billing and payment procedures?	3.67	3.81	3.67	3.57	3.77	3.63	3.57	3.56
III. Health Services								
1. Student health services?	3.91	3.91	3.75	2.88	3.39	2.92	3.01	2.73
2. Health and wellness programs?	3.74	3.73	3.60					
IV. Student Life								
1. Cultural programs (arts, dance, film, music, theater)?	3.21	3.36	3.33	3.20	3.20	3.08	3.14	3.07
2. Student union/campus center?	3.64	3.84	3.48	3.20	3.41	3.20	3.29	3.12
3. College social activities?	3.48	3.57	3.56	3.37	3.49	3.27	3.42	3.25
4. Campus food services?	2.94	3.39	2.93	2.74	3.42	3.46	3.56	3.38
5. Parking facilities?	3.68	3.67	3.36	3.44	3.69	3.61	3.57	3.58
6. College bookstore?	3.63	3.59	3.01	3.25	3.46	3.35	3.49	3.33
7. Campus clubs and activities?	3.45	3.65	3.54					
V. Transfer and Placement Services								
1. Career planning services?	3.47	3.62	3.43	3.43	3.63	3.47	3.37	3.28
2. Job search assistance (regardless of whether you found employment)?	3.20	3.33	3.11	3.14	3.28			
3. Transfer planning assistance?	3.62	3.65	3.50	3.54	3.55			
4. Availability of internships?	3.35	3.44	3.16	3.38	3.40			
VI. Campus Security								
1. Personal security/safety on this campus?	3.65	3.90	3.81	3.65	3.92	3.75	3.78	3.73
2. College security services?	3.69	3.81	3.68	3.50	3.78			
VII. Personal Integration								
1. Your sense of belonging on this campus?	3.45	3.67	3.66	3.60	3.80	3.49	3.56	3.52
VIII. Student Voice								
1. Student input in college policies/plans?	3.15	3.28	3.34	3.16	3.22	3.2	3.31	3.03
2. Student government?	3.30	3.30	3.22	3.18	3.31	3.32	3.34	3.24
3. Student media (newspaper, radio station, blogs)?	3.15	3.31	3.11	3.26				
4. Opportunities for community service?	3.26	3.33	3.39	3.21	3.40	3.37	3.41	3.22

**Table 3 (continued)
Institutional Services & Environment**

	2016	2013	2010	2006	2003	2000	1997	1994
IX. Sense of Campus Community								
1. Diversity of faculty and staff?	3.63	3.82	3.76	3.66	3.85	3.34	3.35	3.41
2. Diversity of the student body?	3.76	3.97	3.86	3.79	4.00	3.57	3.59	3.48
3. Campus acceptance of individual differences?	3.78	3.96	3.83	3.80	4.04			
4. Racial harmony on campus?	3.37	3.70	3.68	3.67				
5. Campus openness to opinions of others?	3.58	3.71	3.68					
X. Recreational Programs								
1. Athletic facilities?	3.96	4.10	4.03	3.35	3.51	3.24	3.30	2.95
2. Recreation and intramural programs?	3.58	3.63	3.51	3.45	3.58			
XI. College Information								
1. College website ease of use?	3.93	3.92	4.00					
2. College website accuracy of information?	3.89	3.92						
3. Communication of college news/info. to students?	3.75	3.80	3.81	3.47	3.73			
4. Communication of student conduct rules and regulations?	3.80	3.80	3.63					
XII. How much of a problem are the following to you in being successful at this college?								
1. Finding child care?*	1.43	1.38	1.46	1.84	1.76			
2. Transportation to and from college?*	1.72	1.67	1.59	1.72	1.63			
3. Paying for college?	2.21	2.10	2.15	2.26				
4. Disability issues?*	1.42	1.30	1.31	1.38				
5. Health-related problems?*	1.60	1.41	1.46	1.58	1.62			
6. Family responsibilities?*	2.02	1.93	1.96	1.85	1.88			
7. Job-related responsibilities?*	2.23	2.20	2.19	2.09	2.03			
*Inversely related to other answers								

XI. Tompkins Cortland Campus-Specific Questions: Tables

Table 4
Campus Specific Questions

1. Are you aware of Tompkins Cortland's policy on student academic dishonesty (cheating, plagiarism, etc.)?	
Yes	92.6% (379)
No	7.3% (30)
2. What percentage of the time will a student involved with academic dishonesty be caught?	
0%-25%	29.5% (118)
26%-50%	27.8% (111)
51%-75%	21.5% (86)
76%-100%	21.3% (85)
3. Do you agree that student honesty is an important value at this college?	
Strongly agree	60.0% (243)
Agree	27.4% (111)
Neither agree nor disagree	9.6% (39)
Disagree	1.7% (7)
Strongly disagree	1.2% (5)
4. Which of the following would have been MOST helpful as part of your initial enrollment process at Tompkins Cortland:	
Taking a career interest assessment	25.3% (98)
Creating a long-term degree completion plan	22.0% (85)
Learning about transfer options	19.1% (74)
Having the opportunity to retake placement tests	12.4% (48)
Getting more information about college expectations, academic success, and the differences between high school and college	16.9% (82)
5. How familiar are you with study abroad opportunities at Tompkins Cortland?	
Very familiar	11.3% (45)
Familiar	27.3% (109)
Not familiar	39.0% (156)
Don't know	22.5% (90)
6. My Tompkins Cortland experience has been enhanced by participating in and/or attending intercollegiate athletics or recreation events.	
Strongly agree	11.3% (45)
Agree	11.0% (44)
Neither agree nor disagree	19.3% (77)
Disagree	3.8% (15)
Strongly disagree	2.5% (10)
Have not participated or attended	52.0% (207)

Note: due to rounding not all percentages may add to exactly 100 percent.

Table 4 (cont.)

7. My Tompkins Cortland experience has been enhanced by participating in and/or attending a club or organization activity.	
Strongly agree	6.6% (26)
Agree	13.9% (55)
Neither agree nor disagree	12.2% (48)
Disagree	6.6% (26)
Strongly disagree	2.3% (9)
Have not participated or attended	58.4% (230)
8. How fairly do you feel you have been treated by the Tompkins Cortland Office of Public Safety/campus police staff?	
Very fairly	33.5% (132)
Fairly	23.9% (94)
Neither fairly nor unfairly	7.4% (29)
Unfairly	1.5% (6)
Very unfairly	1.0% (4)
Have not had contact with them	32.7% (129)
9. How satisfied are you with personal counseling services?	
Very satisfied	17.6% (69)
Satisfied	19.8% (78)
Neither satisfied or dissatisfied	17.0% (67)
Dissatisfied	3.6% (14)
Very dissatisfied	0.7% (3)
Have not used	41.2% (162)
10. How satisfied are you with financial aid services?	
Very satisfied	21.7% (85)
Satisfied	34.8% (136)
Neither satisfied or dissatisfied	17.4% (68)
Dissatisfied	6.9% (27)
Very dissatisfied	4.3% (17)
Have not used	14.8% (58)
11. Tompkins Cortland provides many opportunities to learn about the people, cultures and countries of the world, both in and outside of the classroom.	
Strongly agree	15.7% (61)
Agree	34.3% (133)
Neither agree nor disagree	22.2% (86)
Disagree	4.9% (19)
Strongly disagree	1.3% (5)
Don't know	21.6% (84)
12. I feel safe on campus	
Strongly agree	19.5% (76)
Agree	46.0% (179)
Neither agree nor disagree	20.3% (79)
Disagree	8.5% (33)
Strongly disagree	2.6% (10)
Don't know	3.1% (12)

13. How satisfied are you with the computing resources provided for student use on the Tompkins Cortland campus?	
Very satisfied	16.2% (62)
Satisfied	38.1% (146)
Neither satisfied or dissatisfied	20.4% (78)
Dissatisfied	8.6% (33)
Very dissatisfied	3.1% (12)
Have not used	13.6% (52)
14. How frequently do you use public transportation services to get to or from Tompkins Cortland?	
Most days	8.2% (31)
Several times a week	5.8% (22)
2-4 times a month	3.2% (12)
Once a month or less	6.6% (25)
Never	76.1% (286)
15. Tompkins Cortland offers a supportive environment for international students?	
Strongly agree	14.7% (56)
Agree	32.1% (122)
Neither agree nor disagree	12.4% (47)
Disagree	1.3% (5)
Strongly disagree	0.5% (2)
Don't know	39.0% (148)
16. My interactions with my faculty advisor are contributing to my academic success?	
Strongly agree	22.4% (85)
Agree	36.0% (136)
Neither agree nor disagree	17.7% (67)
Disagree	5.8% (22)
Strongly disagree	4.5% (17)
Don't know	6.1% (23)
Have not had contact with a faculty advisor	7.6% (29)

Note: due to rounding not all percentages may add to exactly 100 percent.

XII. SUNY Comparison Data

Table 5
Number of Survey Forms Returned
SUNY Student Opinion Survey Comparisons for Community Colleges

Participating SUNY Community College	Number of Survey Forms Returned										
	1985	1988	1991	1994	1997	2000	2003	2006	2010	2013	2016
<i>Small Community Colleges</i>											
Adirondack Community College	475	0	0	0	0	509	526	581	573	664	277
Cayuga Community College	669	509	521	528	510	499	521	517	409	664	508
Clinton Community College	154	328	385	398	366	420	488	627	564	456	430
Columbia-Greene Community College	266	279	234	254	360	351	440	442	478	489	704
Corning Community College	0	0	0	0	566	376	506	632	719	567	627
Fulton-Montgomery Community College	517	0	0	404	749	510	433	499	648	718	458
Herkimer County Community College	0	0	0	0	500	575	486	488	529	598	0
Jamestown Community College	0	510	555	555	603	583	570	605	617	561	472
Jefferson Community College	0	465	598	778	800	512	509	604	595	648	532
North Country Community College	0	0	327	0	0	415	413	583	473	255	0
Sullivan County Community College	263	434	667	419	548	477	353	304	454	359	0
Tompkins Cortland Community College	265	130	557	824	513	836	863	600	547	562	490
Ulster County Community College	331	487	0	437	457	538	782	719	647	654	555
<i>Medium Community Colleges</i>											
Broome Community College	466	265	280	950	0	781	439	644	147	668	677
Dutchess Community College	759	551	387	569	541	565	641	692	623	742	842
Finger Lakes Community College	622	0	0	0	0	601	704	546	816	734	0
Genesee Community College	447	753	558	648	783	811	622	823	1060	771	707
Mohawk Community College	521	506	439	787	604	558	602	639	700	635	610
Niagara Community College	0	562	0	0	656	579	513	568	573	577	620
Orange Community College	0	595	799	787	593	569	647	609	618	963	863
Rockland Community College	541	571	0	752	666	656	565	548	785	679	538
Schenectady County Community College	0	461	573	592	591	589	561	562	668	574	417

Table 5 (cont.)
Number of Survey Forms Returned
SUNY Student Opinion Survey Comparisons for Community Colleges

Number of Survey Forms Returned											
	1985	1988	1991	1994	1997	2000	2003	2006	2010	2013	2016
Large Community Colleges											
Erie Community College	0	0	505	565	900	1432	1518	1809	0	1776	1653
Hudson Valley Community College	154	409	646	949	607	791	1039	1076	1193	770	599
Monroe Community College	722	575	544	588	784	1674	1036	1096	1035	735	745
Nassau Community College	1048	613	806	623	900	2143	2474	(Fall)	741	1162	0
Onondaga Community College	0	547	443	370	364	681	518	592	735	585	614
Suffolk Community College	668	984	561	865	900	1348	1833	999	1106	1433	924
Westchester Community College	0	433	690	600	727	634	655	(Fall)	788	839	757
Total Surveys Returned	8888	10977	11075	14242	15588	21989	22605	18404*	18,841	20,838	15,619
Number of Community Colleges	18	22	21	23	25	30	30	27*	27**	29	24

*Does not include fall 2006 surveys for Nassau CC or Westchester CC.

**Does not include Broome CC due to the low number of completed surveys.

Table 6
2016 Survey Rate Information
SUNY Student Opinion Survey Comparisons for Community Colleges

Participating SUNY Community College	Administration Mode	Number Surveys Processed	Number Valid Cases**
<i>Small Community Colleges</i>			
Adirondack Community College	Online*	277	263
Cayuga Community College	During Class	508	506
Clinton Community College	During Class	430	396
Columbia-Greene Community College	During Class	704	630
Corning Community College	Online*	627	550
Fulton-Montgomery Community College	During Class	458	387
Jamestown Community College	Online*	472	436
Jefferson Community College	Online*	532	472
Tompkins Cortland Community College	During Class	490	486
Ulster County Community College	During Class	555	491
<i>Medium Community Colleges</i>			
Broome Community College	Online*	677	618
Dutchess Community College	Online*	842	718
Genesee Community College	During Class	707	604
Mohawk Community College	During Class	610	607
Niagara Community College	During Class	620	532
Orange Community College	During Class	863	765
Rockland Community College	Online*	538	466
Schenectady County Community College	During Class	417	369
<i>Large Community Colleges</i>			
Erie Community College	During Class	1653	1647
Hudson Valley Community College	During Class	599	596
Monroe Community College	During Class	745	663
Onondaga Community College	Online*	614	579
Suffolk Community College	Online*	924	809
Westchester Community College	During Class	757	658
Total Surveys		15,619	14,248

*For schools using online administration, the number of surveys processed only includes cases where students responded to 25% or more of survey items.

Table 7
Background Information from Participating Colleges

	%	%	%	%	%	%	%	%	%
Participating SUNY Community College	Received TAP	Age 19& Under	Age 20-24	Female	White Non-Hisp.	Black Non-Hisp.	Asian	Hispanic	U.S. Citizen or Perm. Res.
<i>Small Community Colleges</i>	48.6	36.1	31.7	63.8	85.7	8.5	3.3	6.6	98.3
Adirondack Community College	45.9	33.8	30.5	71.2	94.7	1.4	0.0	6.1	99.5
Cayuga Community College	50.1	33.2	35.8	60.7	88.0	7.6	1.8	3.9	98.4
Clinton Community College	51.9	40.1	30.6	58.8	87.4	9.5	2.4	6.5	98.7
Columbia-Greene Community College	40.1	26.2	36.6	66.7	84.2	9.3	3.3	6.2	99.5
Corning Community College	49.3	26.0	29.7	69.5	91.0	6.4	3.1	2.2	99.2
Fulton-Montgomery Com. College	49.0	48.4	35.8	58.4	76.4	14.7	5.8	9.0	93.7
Jamestown Community College	53.7	36.6	21.5	72.5	92.9	0.6	1.4	4.7	98.3
Jefferson Community College	43.1	32.5	21.1	72.3	78.8	3.6	2.3	6.8	99.5
Tompkins Cortland Com. College	54.8	43.3	35.9	57.2	74.0	18.3	5.9	9.3	96.9
Ulster County Community College	47.5	39.5	36.2	56.3	83.3	8.5	4.1	10.6	99.2
<i>Medium Community Colleges</i>	41.4	34.9	36.8	61.4	75.3	13.4	5.2	12.6	97.0
Broome Community College	51.9	25.2	30.1	65.0	57.3	6.1	3.9	6.5	97.5
Dutchess Community College	34.9	40.9	35.4	64.1	79.5	15.8	2.4	19.5	97.6
Genesee Community College	47.1	47.2	34.1	63.6	78.6	11.2	4.1	7.4	92.6
Mohawk Community College	55.3	40.5	38.5	56.2	78.2	10.7	8.3	8.2	97.5
Niagara Community College	47.6	38.4	38.2	58.5	81.6	10.9	0.8	4.5	99.4
Orange Community College	31.5	31.7	42.8	64.1	70.8	14.4	4.6	26.9	98.7
Rockland Community College	27.3	26.8	36.0	61.2	58.0	17.3	11.7	16.0	94.4
Schenectady County Com. College	31.5	21.2	37.2	56.8	68.9	20.5	4.6	9.5	97.2
<i>Large Community Colleges</i>	40.5	33.2	34.1	55.4	71.4	16.7	5.6	15.5	97.0
Erie Community College	45.8	32.4	37.7	51.1	68.8	18.7	6.9	6.9	96.8
Hudson Valley Community College	40.1	45.3	35.2	48.0	74.8	14.1	7.6	8.9	97.7
Monroe Community College	45.1	37.8	33.9	53.8	71.5	20.2	4.9	11.7	97.5
Onondaga Community College	47.2	22.2	31.0	63.7	84.2	11.6	2.0	5.5	99.4
Suffolk Community College	27.7	22.5	27.8	71.2	73.6	10.8	5.4	19.9	96.6
Westchester Community College	34.7	32.7	44.8	50.0	55.1	23.1	8.3	37.3	94.4
24 SUNY 2-year Colleges	43.8	34.8	34.1	60.5	78.0	12.5	4.6	11.3	97.5

Table 8
Section IV - Background Information Comparisons

1. What is your age group?	Tompkins Cortland	Comparison Small Community Colleges
18 to 19	43.3%	35.1%
20 to 24	35.9%	31.1%
25 to 34	13.4%	19.0%
35 to 44	5.0%	8.8%
45 to 54	1.7%	4.3%
55 and over	0.6%	1.7%
2. What is your gender?		
	Tompkins Cortland	Comparison Small Community Colleges
Male	42.4%	34.5%
Female	57.2%	64.7%
Other	0.4%	0.8%
3. Do you identify as LGBT?		
	Tompkins Cortland	Comparison Small Community Colleges
Yes	9.0%	6.6%
No	82.9%	82.8%
Prefer not to respond	8.1%	10.5%
4. Indicate if you are of Hispanic or Latino background		
	Tompkins Cortland	Comparison Small Community Colleges
Yes	9.3%	6.2%
No	86.7%	89.7%
Prefer not to respond	4.0%	4.1%
5. Indicate your race. Mark all that apply.		
	Tompkins Cortland	Comparison Small Community Colleges
American Indian/Alaska Native	3.1%	3.4%
Asian	5.9%	3.0%
Black/African American	18.3%	7.3%
Native Hawaiian/Other Pacific Islander	0.4%	0.6%
White	74.0%	87.2%
Prefer not to respond	5.7%	4.9%

6. Are you currently married?	Tompkins Cortland	Comparison Small Community Colleges
Yes	7.8%	16.8%
No	92.2%	83.2%

7. Are you the parent or guardian of one or more dependent children?	Tompkins Cortland	Comparison Small Community Colleges
Yes	14.8%	22.8%
No	85.2%	77.2%

8. While in high school, did you take the following types of classes?	Tompkins Cortland	Comparison Small Community Colleges
Advanced Placement (AP)	35.1%	30.1%
College Courses	51.7%	45.6%

9. How long is your commute to this college?	Tompkins Cortland	Comparison Small Community Colleges
Less than 30 minutes	65.5%	61.6%
30 to 60 minutes	28.1%	33.5%
More than 60 minutes	6.4%	4.9%

10. Which of the following was true for you when you first entered this college?	Tompkins Cortland	Comparison Small Community Colleges
This is the first college I attended after high school	72.2%	70.6%
Transferred from a 2-year college	7.6%	8.4%
Transferred from a 4-year college	7.8%	7.1%
Other	12.4%	13.9%

11. Do you already have a degree or certificate?	Tompkins Cortland	Comparison Small Community Colleges
Yes	15.6%	22.4%
No	84.4%	77.6%

12. What is your primary educational goal at this college?	Tompkins Cortland	Comparison Small Community Colleges
1Transfer to another college	64.9%	50.2%
Develop or improve current job opportunities	6.2%	10.4%
Develop skills for a new job	14.3%	24.0%
Other	4.5%	5.9%
Undecided	10.1%	9.5%

13. Do you plan to earn a degree, certificate, or other credential from this college?	Tompkins Cortland	Comparison Small Community Colleges
Yes	75.6%	83.1%
No	13.5%	7.9%
Uncertain	10.9%	9.0%

14. After you finish attending this college do you plan to stay in New York?	Tompkins Cortland	Comparison Small Community Colleges
Yes	46.9%	51.4%
No	13.8%	14.8%
Uncertain	39.3%	33.8%
15. What is your cumulative grade point average (GPA) at this college?		
Tompkins Cortland		
Comparison Small Community Colleges		
3.5-4.0	26.7%	28.6%
3.0-3.49	26.4%	29.7%
2.5-2.99	16.0%	16.4%
2.0-2.49	9.4%	6.8%
Below 2.0	2.8%	2.2%
Not applicable/do not know	18.8%	16.2%
16. What year of college are you currently in?		
Tompkins Cortland		
Comparison Small Community Colleges		
First year	46.5%	41.6%
Second year	35.2%	36.1%
Beyond second year	18.3%	22.3%
17. What is your enrollment status this semester?		
Tompkins Cortland		
Comparison Small Community Colleges		
Full-time (12 or more credits)	89.7%	77.9%
Part-time (11 or fewer credits)	10.3%	22.1%

Table 9
Section IV – Background Information

1. Indicate the number of hours in a typical week that you spend on each activity below.				
		Tompkins Cortland %	Comparison Colleges %	Other 23 Community Colleges %
A. Attending classes				
	0 hours	0.0	0.6	0.7
	1 – 5 hours	14.5	14.4	15.9
	6 - 10 hours	30.4	25.9	26.2
	11 – 15 hours	30.6	29.0	28.4
	16 – 20 hours	15.2	18.2	18.0
	21 – 30 hours	6.2	8.4	7.6
	31 – 40 hours	2.0	2.6	2.3
	Over 40 hours	1.1	0.9	1.0
B. Homework & Studying Outside of Class				
	0 hours	0.2	0.8	1.1
	1 – 5 hours	39.1	38.4	40.2
	6 - 10 hours	32.0	27.8	28.7
	11 – 15 hours	11.9	13.1	12.9
	16 – 20 hours	8.6	9.0	8.4
	21 – 30 hours	5.5	6.6	5.2
	31 – 40 hours	2.0	2.5	2.1
	Over 40 hours	0.7	1.8	1.4
C. Other college-sponsored activities				
	0 hours	61.5	70.2	71.0
	1 – 5 hours	20.8	20.6	19.5
	6 - 10 hours	8.6	5.0	4.9
	11 – 15 hours	4.1	2.2	2.4
	16 – 20 hours	2.7	1.1	1.2
	21 – 30 hours	1.4	0.4	0.5
	31 – 40 hours	0.9	0.2	0.3
	Over 40 hours	0.0	0.3	0.4
D. On-campus employment				
	0 hours	83.9	88.6	89.6
	1 – 5 hours	4.5	4.0	3.3
	6 - 10 hours	2.7	3.7	3.0
	11 – 15 hours	6.1	1.6	1.7
	16 – 20 hours	1.1	0.9	1.2
	21 – 30 hours	1.1	0.4	0.5
	31 – 40 hours	0.0	0.3	0.3
	Over 40 hours	0.5	0.4	0.4

**Table 9 (cont.)
Section IV – Background Information**

Indicate the number of hours in a typical week that you spend on each activity below.				
	Tompkins Cortland %	Comparison Colleges %	Other 23 Community Colleges %	
E. Off-campus employment				
0 hours	44.5	35.7	32.7	
1 – 5 hours	4.3	4.2	4.0	
6 - 10 hours	3.7	6.9	6.7	
11 – 15 hours	5.7	6.4	6.9	
16 – 20 hours	13.0	11.7	11.8	
21 – 30 hours	13.2	16.0	16.4	
31 – 40 hours	8.9	12.0	12.9	
Over 40 hours	6.6	7.2	8.6	
F. Household duties/ care of family				
0 hours	20.1	12.1	12.5	
1 – 5 hours	34.3	28.6	30.4	
6 - 10 hours	14.7	16.5	16.8	
11 – 15 hours	7.2	8.8	9.4	
16 – 20 hours	6.5	8.7	7.9	
21 – 30 hours	4.5	5.4	5.4	
31 – 40 hours	2.9	4.4	3.8	
Over 40 hours	9.7	15.6	13.7	

Table 10
Section I – College Impressions and Plans Comparisons

	Tompkins Cortland Mean	SUNY Comparison Colleges Mean
1. If you could start over, would you choose to attend this college again?	3.65	4.09
2. Before you enrolled, what was your impression of the quality of education at this college?	3.26	3.36
3. Since you enrolled, what is your impression of the quality of education at this college?	3.48	3.79
4. Has this college helped you meet the goals you came here to achieve?	3.89	4.07
5. Comparing the cost to the quality of education, is this college a good value?	3.99	4.31
6. Has it been difficult to finance your college education?	2.85	2.60
4. How satisfied are you with this college overall?	3.79	4.01

Table 11
Section II - College Services and Programs Comparisons

<i>Satisfaction with Services & Facilities - Top and Bottom 10 Items</i>		
	Tompkins Cortland Mean	Comparison Colleges Mean
Item #		
<u><i>Top 10 Items for Tompkins Cortland</i></u>		
4. Library resources and services	4.26	4.27
5. College tutoring services	4.14	4.02
1. Availability of academic advisor(s)	3.99	4.07
24. Athletic facilities	3.96	3.73
10. Course registration process	3.94	4.06
3. Information provided by academic advisor(s)	3.92	3.98
14. Student health services	3.91	3.79
2. Availability of advising tools (such as DegreeWorks)	3.84	3.85
22. Learning center facilities	3.83	4.15
19. Classroom facilities	3.81	3.98
<u><i>Bottom 10 Items for Tompkins Cortland</i></u>		
11. Billing and payment process	3.67	3.86
25. Campus center/student union	3.64	3.79
29. Availability of international learning opportunities	3.63	3.57
12. College bookstore services	3.63	3.87
17. Transfer planning services	3.62	3.66
7. Availability of online support services	3.49	3.78
16. Career planning services	3.47	3.64
Job search assistance (regardless of whether you found 15. employment)	3.20	3.46
8. College food services	2.94	3.16
23. Internet access (including wireless)	2.90	3.87

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neither satisfied nor dissatisfied, 2=dissatisfied, 1=very dissatisfied)

Table 12
Section II - College Services and Facilities Comparisons

*Largest Positive (or Smallest Negative) Differences between
Tompkins Cortland's Mean and Means for the Comparison Colleges*

Item #	Tompkins Cortland Mean	Comparison Colleges Mean	Difference
Level of satisfaction – Top 10 differences			
24. Athletic facilities	3.96	3.73	0.22
27. Parking facilities	3.68	3.56	0.13
14. Student health services	3.91	3.79	0.12*
5. College tutoring services	4.14	4.02	0.12*
29. Availability of international learning opportunities	3.63	3.57	0.16
2. Availability of advising tools (such as DegreeWorks)	3.84	3.85	-0.01*
4. Library resources	4.26	4.27	-0.01*
17. Transfer planning services	3.62	3.66	-0.04
3. Information provided by academic advisor(s)	3.92	3.98	-0.06
1. Availability of academic advisor	3.99	4.07	-0.09

*Tied

Table 13
Section II - College Services and Facilities Comparisons

*Largest Negative (or Smallest Positive) Differences between
Tompkins Cortland's Mean and Means for the Comparison Colleges*

Item #	Tompkins Cortland	Comparison Colleges	Difference
Level of satisfaction – Bottom 10 differences			
12. College bookstore services	3.63	3.87	-0.24*
28. Availability of power sources for my technology	3.68	3.91	-0.24*
15. Job search assistance (regardless of whether you found employment)	3.20	3.46	-0.26
7. Availability of online support services	3.49	3.78	-0.29
26. General condition of buildings and grounds	3.70	4.01	-0.31*
6. Computer/technology support services	3.69	4.00	-0.31*
22. Learning center facilities	3.83	4.15	-0.32
21. Availability of study space	3.79	4.17	-0.39
20. Availability of computers when you need them	3.72	4.28	-0.56
26. Internet access (including wireless)	2.90	3.87	-0.97

*Tied

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neither satisfied nor dissatisfied, 2=dissatisfied, 1=very dissatisfied)

“Not available” or “Did not use” responses excluded from calculation of averages. Differences computed directly from this table may vary due to rounding.

Table 14
Section III - College Environment, Experiences, and Outcomes Comparisons

Satisfaction with College Environment - Top and Bottom 10 Items

Item #	Tompkins Cortland	Comparison Colleges
<u><i>Top 10 Items for Tompkins Cortland</i></u>		
3. Class size	4.11	4.24
11. College website ease of use	3.93	3.99
1. Overall quality of instruction	3.90	4.14
31. Faculty respect for students	3.90	4.10
34. Non-teaching staff respect for students	3.90	4.10
12. Accuracy of information on college website	3.89	4.02
2. Availability of instructors outside of class	3.92	4.00
5. Availability of courses required for graduation	3.81	3.87
13. Communication of student conduct rules and regulations	3.80	3.96
27. Campus acceptance of individual differences	3.78	4.11
<u><i>Bottom 10 Items for Tompkins Cortland</i></u>		
28. Racial harmony on campus	3.37	4.04
38. Student behavior inside the classroom	3.36	3.95
7. Availability of internships or other out-of-classroom learning exp.	3.35	3.56
23. Student government	3.30	3.49
21. Opportunities for community service	3.26	3.53
16. Cultural programs (art, dance, film, music, theater)	3.21	3.61
25. Student media (newspaper, radio station, blogs, etc.)	3.15*	3.56
22. Student input into college policies/plans	3.15*	3.42
36. Student respect for other students	3.07	3.89
39. Student behavior outside the classroom	2.79	3.74

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neither satisfied nor dissatisfied, 2=dissatisfied, 1=very dissatisfied)

Table 15
Section III - College Environment, Experiences and Outcomes Comparisons

*Largest Positive (or Smallest Negative) Differences between
Tompkins Cortland's Mean and Means for the Comparison Colleges*

Item #	Tompkins Cortland	Comparison Colleges	Difference
Level of satisfaction – Top 10 differences			
14. Recreational and intramural programs	3.58	3.58	0.00
18. Health and wellness programs	3.74	3.76	-0.03
4. Availability of courses you want at times you can take them	3.59	3.63	-0.04
8. Availability of honors opportunities	3.68	3.74	-0.05*
11. College website ease of use	3.93	3.99	-0.05*
26. Opportunities for leadership development	3.51	3.57	-0.05*
5. Availability of courses required for graduation	3.81	3.87	-0.06
10. Communication of college news/information to students	3.75	3.85	-0.10
6.. Availability of online courses	3.70	3.81	-0.11
3.. Class size	4.11	4.24	-0.12

Table 16
Section III - College Environment/Climate Comparisons

*Largest Negative (or Smallest Positive) Differences between
Tompkins Cortland's Mean and Means for the Comparison Colleges*

Item #	Tompkins Cortland	Comparison Colleges	Difference
Level of satisfaction – Bottom 10 differences			
34. Campus openness to opinion of others	3.58	3.92	-0.34*
29. Diversity of faculty and staff	3.63	3.97	-0.34*
27. Campus acceptance of individual differences	3.78	4.11	-0.34*
16. Cultural programs (art, dance, film, music, theater)	3.21	3.61	-0.40
25. Student media (newspaper, radio station, blogs, etc.)	3.15	3.56	-0.41
37. Your social support network at this college	3.43	3.87	-0.43
35. Personal safety/security on campus	3.65	4.08	-0.44
33. Your sense of belonging at this campus	3.45	3.91	-0.46
38. Student behavior in the classroom	3.36	3.95	-0.59
28. Racial harmony on campus	3.37	4.04	-0.67
38. Student respect for other students	3.07	3.89	-0.83
39. Student behavior outside the classroom	2.79	3.74	-0.95

(Satisfaction Scale: 5=very satisfied, 4=satisfied, 3=neither satisfied nor dissatisfied, 2=dissatisfied, 1=very dissatisfied)

Notes: Items with fewer than 10 respondents were not included in the analysis.
“Not available” or “Did not use” responses excluded from calculation of averages. Differences computed directly from this table may vary due to rounding.

Table 17
Section III - College Environment/Climate Comparisons

Frequency of Experiences - Top and Bottom 5 Items

How frequently have you....

<i>Item # Top 5 Items for Tompkins Cortland</i>	Tompkins Cortland Mean	Comparison Colleges Mean
6. Gone to class with course readings/assignments completed?	4.36	4.45
7. Been required to think critically in completing assignments?	4.07	4.29
10. Received feedback (written or oral) from instructors on the quality of your work?	3.97	4.10
1. Been intellectually stimulated by the material covered in class?	3.86	4.08
3. Had out-of-class assignments that required a written response?	3.74	3.83
 <i>Bottom 5 Items for Tompkins Cortland</i>		
4. Had discussions, meetings, or conversations with instructors outside the classroom?	3.15	3.22
13. Observed acts of misbehavior by students in the classroom?	2.68	2.15
12. Observed student dishonesty when completing assignments or exams?	2.43	2.05
2. Been involved in community service or service learning activities at this college?	2.19	2.40
15. Witnessed acts of prejudice based on gender identity or sexual orientation?	1.97	1.56

(Frequency Scale: 5=very frequently, 4=frequently, 3=sometimes, 2=rarely, 1=never)

Table 18
Section III - College Environment/Climate Comparisons

Problem Taking Classes - Rank ordered by item average

<i>Item #</i>	Tompkins Cortland Mean	Comparison Colleges Mean
1. Job responsibilities	2.23	2.23
7. Paying for college	2.21	2.11
2. Family responsibilities	2.02	2.11
6. Transportation to and from college	1.72	1.53
5. Health problems	1.60	1.53
8. Finding adequate housing	1.55	1.38
3. Finding child care	1.43	1.52
4. Disability issues	1.42	1.40

(Problem Scale: 4=Major problem, 3=Moderate Problem, 2=Minor Problem, 1=Not a Problem)

Note: " Did not use" and "Not applicable" responses excluded from calculation of averages

Table 19
Section III - College Services and Programs

<i>Satisfaction with Services & Programs – 5 point Likert scale</i>			
Item #		Tompkins Cortland Mean	Comparison Colleges Mean
1.	Availability of academic advisor(s)	3.99	4.07
2.	Availability of advising tools (such as DegreeWorks)	3.84	3.85
3.	Information provided by academic advisor(s)	3.92	3.98
4.	Library resources and services	4.26	4.27
5.	College tutoring services	4.14	4.02
6.	Computer/technology support services	3.69	4.00
7.	Availability of online support services	3.49	3.78
8.	College food services	2.94	3.16
9.	Financial aid services (not amount of aid)	3.77	3.86
10.	Course registration process	3.94	4.06
11.	Billing and payment process	3.67	3.86
12.	College bookstore services	3.63	3.87
13.	College security services	3.69	3.86
14.	Student health services	3.91	3.79
15.	Job search assistance (regardless of whether you found employment)	3.20	3.46
16.	Career planning services	3.47	3.64
17.	Transfer planning services	3.62	3.66
18.	Ease of transferring credit to this college	3.71	3.85
19.	Classroom facilities	3.81	3.98
20.	Availability of computers when you need them	3.72	4.28
21.	Availability of study space	3.79	4.17
22.	Learning centers facilities	3.83	4.15
23.	Internet access including wireless	2.90	3.87
24.	Athletic facilities	3.96	3.73
25.	Campus center/student union	3.64	3.79
26.	General condition of buildings and grounds	3.70	4.01
27.	Parking facilities	3.68	3.56
28.	Availability of power sources for my technology	3.68	3.91
29.	Availability of international learning opportunities	3.63	3.57

Note: "Not applicable" or "Did not use" responses excluded from calculation of averages

Table 20
Section III - College Programs and Experiences

Item	Tompkins Cortland Mean	Comparison Colleges Mean
1 Overall quality of instruction	3.91	4.14
2 Availability of instructors outside of class	3.83	4.00
3 Class size	4.11	4.24
4 Availability of courses you want at times you can take them	3.59	3.63
5 Availability of courses for graduation requirements	3.81	3.87
6 Availability of online courses	3.70	3.81
7 Availability of internships or other out-of-classroom learning experiences	3.35	3.56
8 Availability of honors opportunities (classes, projects, etc.)	3.68	3.74
9 College catalog	3.69	3.94
10 Communication of college news/information to students	3.75	3.85
11 College website ease of use	3.93	3.99
12 Accuracy of information on college website	3.89	4.02
13 Communication of student conduct rules and regulations	3.80	3.96
14 Recreational and intermural programs	3.58	3.58
15 College social activities	3.48	3.66
16 Cultural programs(art, dance, film, music, theater)	3.21	3.61
17 New student orientation	3.65	3.83
18 Health and wellness programs	3.74	3.76
19 Guest speakers outside of class	3.57	3.79
20 Campus clubs and activities	3.45	3.76
21 Opportunities for community service	3.26	3.53
22 Student input in college policies/plans	3.15	3.42
23 Student government	3.30	3.49
25 Student media (newspaper, radio station, blogs, etc.)	3.15	3.56
26 Opportunities for leadership development	3.51	3.57
27 Campus acceptance of individual differences	3.78	4.11
28 Racial harmony on this campus	3.37	4.04
29 Diversity of faculty and staff	3.63	3.97
30 Diversity of student body	3.76	4.09
31 Faculty respect for students	3.90	4.10
32 Non-teaching staff respect for students	3.90	4.10
33 Your sense of belonging on this campus	3.45	3.91
34 Campus openness to opinions of others	3.58	3.92
35 Personal safety/security on this campus	3.65	4.08
36 Student respect for other students	3.07	3.89
37 Your social support network at this college	3.43	3.87
38 Student behavior in the classroom	3.36	3.95
39 Student behavior outside the classroom	2.79	3.74

Note: (Satisfaction Scale: 5=Very Satisfied, 4=Satisfied, 3=Neither Satisfied Nor Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied)
“Not Available” or “Don’t Know” responses are omitted

Table 21
Section III - College Environment, Experiences, and Outcomes

	Tompkins Cortland Mean	Comparison Colleges mean
Item # College Contribution to Growth and Learning		
1. Acquiring information, ideas, and concepts	3.42	3.66
2. Acquiring scientific and mathematical thinking skills	3.25	3.49
3. Developing problem solving skills	3.35	3.59
4. Working well with others	3.17	3.51
5. Acquiring knowledge and skills needed for a career	3.53	3.79
6. Understanding and appreciating ethnic/cultural/language diversity	3.10	3.26
7. Writing clearly and effectively	3.34	3.56
8. Speaking clearly and effectively	3.22	3.43
9. Using computer and information technology effectively	3.18	3.38
10. Developing leadership skills	2.92	3.20
11. Understanding and appreciating political, social and historic issues	2.97	3.05
12. Acquiring knowledge and skills for further academic study	3.55	3.73
13. Acquiring knowledge and skills for intellectual growth throughout your life	3.41	3.67
14. Developing an opening to the opinions of others	3.18	3.42
15. Understanding your personal ethics and values	3.10	3.34
16. Understanding your rights and responsibilities as a global citizen	3.01	3.19
17. Appreciating artistic expression (writing, art, music, theater, etc.)	2.71	2.92
18. Understanding environmental and sustainability issues	2.88	3.02
19. Leading a meaningful life	3.08	3.36

Note: (Satisfaction Scale: 5=Very Satisfied, 4=Satisfied, 3=Neither Satisfied Nor Dissatisfied, 2=Dissatisfied, 1=Very Dissatisfied)

"Not Available" or "Don't Know" responses are omitted

Table 22
Section III - College Environment, Experiences and Outcomes

	Tompkins Cortland	Comparison Colleges
Item How frequently have you...		
1. Been intellectually engaged by material covered in class?	3.86	4.08
2. Been involved in service learning, community service, or civic engagement activities at this college?	2.19	2.40
3. Had out-of-class assignments that required a written response?	3.74	3.83
4. Had discussions, meetings, etc. with instructors outside of class?	3.15	3.22
5. Had instructors who used innovative technology to facilitate learning?	3.16	3.50
6. Gone to class with course readings/assignments completed?	4.36	4.45
7. Been required to think critically in completing assignments?	4.07	4.29
8. Engaged in a creative or research project under the direction of a faculty member?	3.18	3.45
9. Collaborated with other students on class assignments?	3.24	3.67
10. Received feedback (written or oral) from instructors on the quality of your work?	3.97	4.10
11. Had faculty who required you to make judgments about the value of information, arguments, or methods?	3.23	3.51
12. Observed student dishonesty when completing assignments or exams?	2.43	2.05
13. Observed acts of misbehavior by students in the classroom?	2.68	2.15
14. Observed acts of misbehavior by students outside the classroom?	3.19	2.26
15. Witnessed acts of prejudice based on gender identity or sexual orientation at this college?	1.97	1.56

Note: (Frequency Scale: 5=Very Frequently, 4=Frequently, 3=Occasionally, 2=Rarely, 1=Never)

XIII. 2016 Student Opinion Survey

Student Opinion Survey 2016 Instructions

- ★ **If you have already completed this survey in another class, please do not complete another one.**
- ★ **Please use a No. 2 pencil to mark your answers.**
- ★ **Please take the time to read carefully and think about your responses. The information you provide will help us improve our services to you.**
- ★ **Note: Section V - Additional Questions:**

On the back page of the questionnaire you will find a section without any printed questions. The questions for this section are listed on the insert titled "Section V – Additional Questions."

DIRECTIONS: The *SUNY Student Opinion Survey* is given to a sample of students every third year. The information is used to evaluate services, programs, and facilities at your campus. Your participation is voluntary and your responses will be kept confidential. Giving us your opinions will not harm you in any way.

Please mark your responses by filling in the ovals with a No. 2 pencil or ballpoint pen (using blue or black ink). DO NOT use a mechanical pencil, nylon or felt-tip pen, marker, or colored pencil. Give us only one response per question, and if a question does not apply, please respond using the "Did Not Use or Not Applicable" oval.

If you are 17 years of age or younger, please do not respond to this survey. If you are 18 years of age or older, please write the first five letters of your last name and your date of birth in the boxes to the right and darken the appropriate oval below each character or number. We use this information to match your responses with academic records to better understand the responses. We will never release or divulge your name or birth date to anyone else, or use what you tell us for any purpose other than improving the programs and services we provide to students. If you do not want to give us your name and birth date, you may still participate in the survey.

First Five Letters of Last Name

Start here

A	O	A	O	A	O	A	O	A	O
B	P	B	P	B	P	B	P	B	P
C	Q	C	Q	C	Q	C	Q	C	Q
D	R	D	R	D	R	D	R	D	R
E	S	E	S	E	S	E	S	E	S
F	T	F	T	F	T	F	T	F	T
G	U	G	U	G	U	G	U	G	U
H	V	H	V	H	V	H	V	H	V
I	W	I	W	I	W	I	W	I	W
J	X	J	X	J	X	J	X	J	X
K	Y	K	Y	K	Y	K	Y	K	Y
L	Z	L	Z	L	Z	L	Z	L	Z
M	-	M	-	M	-	M	-	M	-
N	-	N	-	N	-	N	-	N	-

Date of Birth

Month	Day	Year		
<input type="radio"/> Jan.				
<input type="radio"/> Feb.				
<input type="radio"/> March	<input type="radio"/> 0	<input type="radio"/> 0	<input type="radio"/> 0	<input type="radio"/> 0
<input type="radio"/> April	<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1	<input type="radio"/> 1
<input type="radio"/> May	<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2	<input type="radio"/> 2
<input type="radio"/> June	<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3	<input type="radio"/> 3
<input type="radio"/> July	<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4	<input type="radio"/> 4
<input type="radio"/> Aug.	<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5	<input type="radio"/> 5
<input type="radio"/> Sept.	<input type="radio"/> 6	<input type="radio"/> 6	<input type="radio"/> 6	<input type="radio"/> 6
<input type="radio"/> Oct.	<input type="radio"/> 7	<input type="radio"/> 7	<input type="radio"/> 7	<input type="radio"/> 7
<input type="radio"/> Nov.	<input type="radio"/> 8	<input type="radio"/> 8	<input type="radio"/> 8	<input type="radio"/> 8
<input type="radio"/> Dec.	<input type="radio"/> 9	<input type="radio"/> 9	<input type="radio"/> 9	<input type="radio"/> 9

Please read and sign. I have read the directions and give permission to use my name and birth date for the purposes indicated.

Your Signature (Do not print.)

Date

Section I—College Impressions

1. If you could start over, would you choose to attend this college again?
 - Definitely yes
 - Probably yes
 - Uncertain
 - Probably no
 - Definitely no
2. Before you enrolled, what was your impression of the quality of education at this college?
 - Very high
 - High
 - Average
 - Low
 - Very low
3. Since you enrolled, what is your impression of the quality of education at this college?
 - Very high
 - High
 - Average
 - Low
 - Very low
4. Has this college helped you meet the goals you came here to achieve?
 - Definitely yes
 - Probably yes
 - Uncertain
 - Probably no
 - Definitely no
5. Comparing the cost to the quality of education, is this college a good value?
 - Definitely yes
 - Probably yes
 - Uncertain
 - Probably no
 - Definitely no
6. Has it been difficult to finance your college education?
 - Definitely yes
 - Probably yes
 - Uncertain
 - Probably no
 - Definitely no
7. How satisfied are you with this college overall?
 - Very satisfied
 - Satisfied
 - Neither satisfied nor dissatisfied
 - Dissatisfied
 - Very dissatisfied

Section II—College Services and Facilities

Fill in the oval indicating your level of satisfaction with each of the following services or facilities at this college. Please mark **one** oval for each item.

<p>Did Not Use or Not Applicable (NA)</p> <p>Very Satisfied</p> <p>Satisfied</p> <p>Neither Satisfied Nor Dissatisfied</p> <p>Dissatisfied</p> <p>Very Dissatisfied</p>	<p>Did Not Use or Not Applicable (NA)</p> <p>Very Satisfied</p> <p>Satisfied</p> <p>Neither Satisfied Nor Dissatisfied</p> <p>Dissatisfied</p> <p>Very Dissatisfied</p>
<p>1. Availability of academic advisor(s)</p> <p>2. Availability of advising tools (such as DegreeWorks)</p> <p>3. Information provided by academic advisor(s)</p> <p>4. Library resources (physical collections, online databases, etc.) and library services (reference support, research assistance, etc.)</p> <p>5. College tutoring services</p> <p>6. Computer/technology support services</p> <p>7. Availability of online support services</p> <p>8. College food services</p> <p>9. Financial aid services (not the amount of aid)</p> <p>10. Course registration process</p> <p>11. Billing and payment process</p> <p>12. College bookstore services</p> <p>13. College security services</p> <p>14. Student health services</p>	<p>15. Job search assistance (regardless of whether you found employment)</p> <p>16. Career planning services</p> <p>17. Transfer planning services</p> <p>18. Ease of transferring credit to this college</p> <p>19. Classroom facilities</p> <p>20. Availability of computers when you need them</p> <p>21. Availability of study space</p> <p>22. Learning center facilities</p> <p>23. Internet access (including wireless)</p> <p>24. Athletic facilities</p> <p>25. Campus center/student union</p> <p>26. General condition of buildings and grounds</p> <p>27. Parking facilities</p> <p>28. Availability of power sources for my technology</p> <p>29. Availability of international learning opportunities</p>

Section III—College Programs and Experiences

A. Fill in the oval indicating your level of satisfaction with each of the following aspects of this college. Please mark **one** oval for each item.

Did Not Use or Not Applicable (NA)
Very Satisfied
Satisfied
Neither Satisfied Nor Dissatisfied
Dissatisfied
Very Dissatisfied

Academic Experience

1. Overall quality of instruction
2. Availability of instructors outside of class
3. Class size
4. Availability of courses you want at times you can take them
5. Availability of courses required for graduation
6. Availability of online courses
7. Availability of internships or other out-of-classroom learning experiences
8. Availability of honors opportunities (classes, projects, Phi Theta Kappa, etc.)

College Information (printed or online)

9. College catalog
10. Communication of college news/information to students
11. College website ease of use
12. Accuracy of information on college website
13. Communication of student conduct rules and regulations

Student Life

14. Recreational and intramural programs
15. College social activities
16. Cultural programs (art, dance, film, music, theater)
17. New student orientation

Did Not Use or Not Applicable (NA)
Very Satisfied
Satisfied
Neither Satisfied Nor Dissatisfied
Dissatisfied
Very Dissatisfied

Student Life (continued)

18. Health and wellness programs
19. Guest speakers outside of class
20. Campus clubs and activities
21. Opportunities for community service
22. Student input in college policies/plans
23. Student government
24. Please mark the "NA" oval for this question.
25. Student media (newspaper, radio station, blogs, etc.)
26. Opportunities for leadership development

Campus Culture and Environment

27. Campus acceptance of individual differences
28. Racial harmony on campus
29. Diversity of faculty and staff
30. Diversity of student body
31. Faculty respect for students
32. Non-teaching staff respect for students
33. Your sense of belonging at this campus
34. Campus openness to opinions of others
35. Personal safety/security on campus
36. Student respect for other students
37. Your social support network at this college
38. Student behavior in the classroom
39. Student behavior outside the classroom

B. How much of a problem are the following to you in being successful at this college?

Not Applicable (NA)
Major Problem
Moderate Problem
Minor Problem
Not a Problem

1. Job responsibilities
2. Family responsibilities
3. Finding child care
4. Disability issues

Not Applicable (NA)
Major Problem
Moderate Problem
Minor Problem
Not a Problem

5. Health issues
6. Transportation to and from college
7. Paying for college
8. Finding adequate housing

C. Respond to the following questions about your academic experiences at this college.

Not Applicable (NA)
Very Frequently
Frequently
Occasionally
Rarely
Never

How frequently have you . . .

1. been intellectually engaged by the material covered in class?
2. been involved in service learning, community service, or civic engagement activities at this college?
3. had out-of-class assignments that required a written response?
4. had discussions, meetings, or conversations with instructors outside of class?
5. had instructors who used innovative technology to facilitate learning?
6. gone to class with course readings and assignments completed?
7. been required to think critically in completing assignments?
8. engaged in a creative or research project under the direction of a faculty member?
9. collaborated with other students on class assignments?
10. received feedback (written or oral) from instructors on the quality of your work?
11. had faculty who required you to make judgments about the value of information, arguments, or methods?
12. observed student dishonesty when completing assignments or exams?
13. observed acts of misbehavior by students in the classroom?
14. observed acts of misbehavior by students outside the classroom?
15. witnessed acts of prejudice based on gender identity or sexual orientation at this college?

Section IV—College Outcomes

How much has this college contributed to your growth and learning in the following areas?

		Not Applicable (NA)
		Very Large Contribution
		Large Contribution
		Moderate Contribution
		Small Contribution
		No Contribution

<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1. Acquiring information, ideas, and concepts
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2. Acquiring scientific and mathematical thinking skills
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3. Developing problem-solving skills
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4. Working well with others
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5. Acquiring knowledge and skills needed for a career
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6. Understanding and appreciating ethnic/cultural/language diversity
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7. Writing clearly and effectively
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8. Speaking clearly and effectively
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9. Using computer and information technology effectively
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10. Developing leadership skills
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11. Understanding and appreciating political, social, and historical issues
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12. Acquiring knowledge and skills for further academic study
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13. Acquiring knowledge and skills for intellectual growth throughout your life
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14. Developing an openness to the opinions of others
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15. Understanding your personal ethics and values
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16. Understanding your rights and responsibilities as a global citizen
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17. Appreciating artistic expression (writing, art, music, theater, etc.)
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18. Understanding environmental and sustainability issues
<input type="radio"/> NA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19. Leading a meaningful life

Section V—Background Information and Plans

- What is your age group?

<input type="radio"/> 18 or 19	<input type="radio"/> 35 to 44
<input type="radio"/> 20 to 24	<input type="radio"/> 45 to 54
<input type="radio"/> 25 to 34	<input type="radio"/> 55 and over
- What is your gender?

<input type="radio"/> Male	<input type="radio"/> Female	<input type="radio"/> Other
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- Do you identify as LGBT?

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Prefer not to respond
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- Indicate if you are of Hispanic or Latino background.

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Prefer not to respond
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- Indicate your race. Mark **all** that apply. (Leave blank if none of these apply to you.)

<input type="radio"/> American Indian/Alaska Native
<input type="radio"/> Asian
<input type="radio"/> Black/African American
<input type="radio"/> Native Hawaiian/Other Pacific Islander
<input type="radio"/> White
<input type="radio"/> Prefer not to respond
- Are you currently married?

<input type="radio"/> Yes	<input type="radio"/> No
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- Are you the parent or guardian of one or more dependent children?

<input type="radio"/> Yes	<input type="radio"/> No
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- While in high school, did you take the following types of classes? Mark one response for each type of class.

	Yes	No
Advanced Placement (AP) classes	<input type="radio"/>	<input type="radio"/>
College courses	<input type="radio"/>	<input type="radio"/>
- How long is your commute to this college?

<input type="radio"/> Less than 30 minutes
<input type="radio"/> 30 to 60 minutes
<input type="radio"/> More than 60 minutes
- Which of the following was true for you when you first entered this college?

<input type="radio"/> This is the first college I attended
<input type="radio"/> Transferred from a 2-year college
<input type="radio"/> Transferred from a 4-year college
<input type="radio"/> Other
- Do you already hold a degree or certificate?

<input type="radio"/> Yes	<input type="radio"/> No
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- What is your primary educational goal at this college?

<input type="radio"/> Transfer to another college
<input type="radio"/> Develop or improve current job opportunities
<input type="radio"/> Develop skills for new job
<input type="radio"/> Other
<input type="radio"/> Undecided
- Do you plan to earn a degree, certificate, or other credential from this college?

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Uncertain
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- After you finish attending this college do you plan to stay in New York?

<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Uncertain
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- What is your cumulative grade point average (GPA) at this college?

<input type="radio"/> 3.5–4.0	<input type="radio"/> 2.0–2.49
<input type="radio"/> 3.0–3.49	<input type="radio"/> Below 2.0
<input type="radio"/> 2.5–2.99	<input type="radio"/> Not applicable or do not know
- What year of college are you currently in?

<input type="radio"/> First year
<input type="radio"/> Second year
<input type="radio"/> Beyond second year
- What is your enrollment status this semester?

<input type="radio"/> Full-time (12 or more credits)
<input type="radio"/> Part-time (11 or fewer credits)

Section V—Background Information and Plans (Continued)

18. Indicate the number of hours *in a typical week* that you spend on each type of activity listed below.

	0 Hours	1-5 Hours	6-10 Hours	11-15 Hours	16-20 Hours	21-30 Hours	31-40 Hours	Over 40 Hours
a. Attending classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Homework and studying outside of class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Other college-sponsored activities (athletics, intramurals, social activities, student government)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. On-campus employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Off-campus employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Household duties/care of family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. In which type of classes do you most often enroll?

- Day classes (morning or afternoon)
- Evening classes
- Weekend classes
- Online or distance-learning classes

20. Which sources of financial aid did you receive this year?

	Yes	No	Don't know
Pell Grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other scholarship or grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Where do you currently live?

- Off campus with parent or relatives
- Off campus with spouse/partner/children
- Off campus with other students or friends
- Off campus alone
- On campus (college residence hall or apartment)
- Other

22. Is English your native language?

- Yes
- No

23. Are you a US citizen or permanent resident of the United States?

- Yes
- No

24. What is the highest degree or level of schooling completed by either of your parents or guardians?

- No formal schooling
- Grades 1-12, no diploma
- High school graduate—diploma or GED
- Some college, but no degree
- Undergraduate certificate
- Associate degree
- Bachelor's degree
- Master's degree
- Professional degree (e.g., JD, MD, DDS)
- Doctoral degree (e.g., PhD, EdD)

25. Are you taking one or more online courses this semester?

- Yes
- No

26. Which of the following best describes your military service?

- Active military duty
- National Guard or active reserve
- Veteran
- I have not served in the military
- Other

Section VI—Additional Questions

If an additional set of questions is included with this form, please record your responses in this section.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	A	
B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	
C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	0
D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	D	1
E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	E	2
F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	F	3
G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	G	4
H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	5
I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	I	6
J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	J	7
K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	K	8
L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	L	9

Section VII—Comments and Suggestions

If you wish to make any comments or suggestions, please write them on the lines below.

DO NOT WRITE BELOW THIS LINE.

XV.

2016 STUDENT OPINION SURVEY
TC3 ADDITIONAL QUESTIONS

Directions: Please read the questions below and record your responses in **Section VI- Additional Questions** on the back page of the Student Opinion Survey questionnaire. Mark only one oval for each item.

1. Are you aware of TC3's policy on student academic dishonesty (cheating, plagiarism, etc.)?
 - a. Yes
 - b. No

2. What percentage of the time will a student involved with academic dishonesty be caught?
 - a. 0% - 25%
 - b. 26% - 50%
 - c. 51% - 75%
 - d. 76% - 100%

3. Do you agree that student honesty is an important value at this college?
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree

4. Which of the following would have been MOST helpful as part of your initial enrollment process at TC3:
 - a. Taking a career interest assessment
 - b. Creating a long-term degree completion plan
 - c. Learning about transfer options
 - d. Having the opportunity to retake placement tests
 - e. Getting more information about college expectations, academic success, and the differences between high school and college

5. How familiar are you with study abroad opportunities at TC3?
 - a. Very familiar
 - b. Familiar
 - c. Not familiar
 - d. Don't know

6. My TC3 experience has been enhanced by participating in and/or attending intercollegiate athletics or recreation events.
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
 - f. Have not participated in or attended intercollegiate athletics or recreation events

7. My TC3 experience has been enhanced by participating in and/or attending a club or organization activity.
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
 - f. Have not participated in or attended club activity

8. How fairly do you believe you have been treated by the TC3 Office of Public Safety/campus police staff?
 - a. Very fairly
 - b. Fairly
 - c. Neither fairly nor unfairly
 - d. Unfairly
 - e. Very unfairly
 - f. Have not had contact with them

9. How satisfied are you with personal counseling services?
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied or dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Have not used

10. How satisfied are you with financial aid services?
 - a. Very satisfied
 - b. Satisfied
 - c. Neither satisfied or dissatisfied
 - d. Dissatisfied
 - e. Very dissatisfied
 - f. Have not used

11. TC3 provides many opportunities to learn about the people, cultures and countries of the world, both in and outside of the classroom.
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
 - f. Don't know

12. I feel safe on campus
 - a. Strongly agree
 - b. Agree
 - c. Neither agree nor disagree
 - d. Disagree
 - e. Strongly disagree
 - f. Don't know

13. How satisfied are you with the computing resources provided for student use on the TC3 campus?
- Very satisfied
 - Satisfied
 - Neither satisfied or dissatisfied
 - Dissatisfied
 - Very dissatisfied
 - Have not used
14. How frequently do you use public transportation services to get to or from TC3?
- Most days
 - Several times a week
 - 2-4 times a month
 - Once a month or less
 - Never
15. TC3 offers a supportive and welcoming environment for international students.
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Don't know
16. My interactions with my academic advisor are contributing to my academic success.
- Strongly agree
 - Agree
 - Neither agree nor disagree
 - Disagree
 - Strongly disagree
 - Don't know
 - Have not had contact with an academic advisor

Please leave number 17 and 18 blank

Section VI - Comments and Suggestions. Please use this area to provide comments regarding your education experience at TC3 both in and out of the classroom. Also, if you indicated you were **dissatisfied with any of the areas above** please use this section to let us know why you were not satisfied.