RISC

Revealing Institutional
Strengths and Challenges

INSTITUTIONAL REPORT
RISC STUDENT SURVEY FALL 2022
TULSA COMMUNITY COLLEGE

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RISC SURVEY OVERVIEW 01

SURVEY DESCRIPTION

The Revealing Institutional Strengths and Challenges (RISC) Survey provides detailed, actionable data about student success, using the latest advances in survey research and technology. Survey results pinpoint where students are experiencing obstacles and identify campus offices that excel in helping students succeed in college. The survey has three main sections.

The survey first asks students about facing challenges during the current semester in five broad areas: academic support services, campus environment, finances and financial aid, succeeding in their courses, and work and personal issues. Each section has multiple challenges, with over 80 unique challenges to student success across the five areas, such as errors with financial aid paperwork, not being told to take a course necessary for their degree, or difficulty using course technology in online classes.

Next, the survey asks students about their interactions with campus offices. Our research indicates that students want office staff who are accessible, concerned about helping them, and able to effectively solve their problem. Students describe five campus offices on these three dimensions; TCC chose the specific offices that appeared in the survey. The survey used office names specific to TCC, so that students saw office names they recognized.

Finally, students provide their overall perceptions of the college. Students are asked if they would recommend the college to a friend, whether the college is a good value, and how well the college is helping them meet their enrollment goals, such as improving job and career opportunities or preparing for a four-year degree.

Students are also given two open-response questions, where they could write out an answer: what is TCC's greatest strength, and if TCC could change one thing to increase student success, what should it change? See your college contact for the written responses to these two questions.

The survey concludes with a section asking about student demographic information.

Interactive and printable versions of the survey can be found at:

https://www.risc.college/two-year-survey

SURVEY ADMINISTRATION

The survey was administered in Fall 2022 to 11,783 TCC students. There were 1,525 responses used in this report, for a 12.9% response rate. Median time TCC students spent taking the survey was 8.1 minutes.

The table below provides some background information about your college's benchmark sample. Fifty-seven other community colleges participating in the survey during the past two years are used for the benchmark numbers in this report; each college is weighted equally when calculating benchmarks. Your benchmark sample has a total of 42,273 respondents.

Table 1.1 Community colleges in the benchmark sample

Carnegie classification		Urbanicity		Student enrollment	
High Career & Technical	21%	City	44%	Under 1,000	6%
Mixed	35%	Suburb	15%	1,000-4,999	35%
High Transfer	32%	Town	21%	5,000-9,999	24%
Other	12%	Rural	21%	10,000-19,999	29%
				20,000 and above	0%

CHALLENGES TO STUDENT SUCCESS

02

MAIN CHALLENGE AREAS

The RISC survey contains over 80 unique challenges that students face during college, and students can indicate they faced more than one challenge. The specific challenges are divided into five main areas:

- Academic support services
- Campus environment
- Finances and financial aid
- Success in courses
- Work and personal

The survey begins by asking students if they faced challenges in each of these these areas, and then asks about more specific challenges, depending on how students initially respond. The challenge order is randomly assigned for each respondent.

For example, students are asked:

Think about your finances and financial aid. Have you had any challenges in the following areas?

	Yes	No
Paying college and living expenses	○	○
Working with financial aid office	○	○
Military and employer tuition benefits	○	○

Students choosing "yes" to one or more of these response options are coded as having a challenge with finances and financial aid.

Table 2.1 provides an overview of the main challenges students faced at TCC in Fall 2022 in the five main areas. *Work and personal issues* is the area where your students most frequently reported having challenges, with 66% reporting one or more challenges in this area.

A negative number in the *Diff.* column indicates a lower proportion of students at your institution reported challenges in an area, compared to the benchmarking group. These are presented graphically with green bars. Positive numbers indicate a greater proportion of your students are reporting challenges, and are presented with red bars.

Table 2.1 Major challenges to student success

	TCC % ○	Bench. % ■	Diff.	*n*	10 20 30 40 50 60 70
Work and personal issues	66	60	**+6**	1,013	
Success in courses	54	55	−1	819	
Finances and financial aid	44	37	**+7**	664	
Academic support services	34	33	+1	523	
Campus environment	18	21	**−3**	278	

Notes

Green indicates that TCC has a lower proportion of students reporting a challenge compared to the benchmark sample proportion; red indicates TCC has a higher proportion. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, $p < .05$). Percentages do not sum to 100 because students could choose multiple challenges across the five topic areas. *n* in table row is the number of students choosing a challenge in that area at your college; overall sample *n*=1,525.

Tables 2.2 to 2.6 provide more detail about student challenges. For example, if a student answered "yes" to "Paying college and living expenses", they were prompted with a follow-up question:

Where did you have issues paying expenses? Please check all that apply.

- ☐ Tuition and fees
- ☐ Paying college and living expenses
- ☐ Living expenses (housing, food, healthcare)
- ☐ Childcare
- ☐ None of the above

To help uncover where your students are facing challenges, we rank the major categories of challenges in descending order. We then rank the more specific challenges within each major category in descending order.

For example, 66% of your students chose one or more challenges in the major category of *Work and personal issues*. The most common subcategory was *Work*, with 44% choosing challenges in this subcategory. The most common specific challenge within the *Work* subcategory was *Work hours do not leave me enough time to study*, with 27% of your students mentioning this as a challenge to their success. All percentages in these tables are calculated as the percentage of the entire respondent sample.

Table 2.2 Challenges with work and personal life

	TCC %	Bench. %	Diff. %	*n*
Work and personal issues	66	60	+6	1,013
Work	44	38	+6	669
Work hours do not leave me enough time to study	27	22	+5	406
Pay is not enough to cover expenses while in school	19	16	+3	287
Work schedule prevents campus resource use	17	12	+5	256
Work schedule conflicts with classes	15	14	+1	225
Work schedule is not flexible during the semester	11	10	+1	164
None of the above	5	5	+0	76
Family	39	37	+2	591
Difficulty balancing demands of family and college	28	25	+3	430
Difficulty dealing with health of family	15	14	+1	224
Difficulty finding childcare	6	5	+1	84
Family does not support me going to college	4	4	+0	65
None of the above	5	6	−1	80
Health and disability issues	26	22	+4	404
Emotional/mental health issue	19	15	+4	287
Physical health issue	15	11	+4	233
Pregnancy and childbirth	1	1	+0	15
Campus is difficult to navigate with my disability	1	1	+0	14
Faculty did not provide necessary accomodations	1	1	+0	14
Disability services did not provide necessary support	1	1	+0	8
None of the above	2	2	+0	28
Transportation to campus	14	13	+1	221
Car or carpool not reliable	7	6	+1	113
Travel to campus takes a long time	6	5	+1	84
Public transportation system not reliable	3	3	+0	43
Campus transportation system not reliable	1	1	+0	19
None of the above	3	2	+1	48

Notes

Percentages do not sum to 100 because students could choose multiple challenges within this topic area. Denominator for percentages is the total number of survey respondents; *n* in table row is the number of students choosing a challenge in that area.

Table 2.3 Challenges with success in courses

	TCC %	Bench. %	Diff. %	*n*
Success in courses	54	55	−1	819
Online classes	30	34	−4	462
Difficulty learning the material on my own	16	21	−5	250
Lack of interaction with faculty	14	16	−2	211
Difficulty keeping up because no regular class time	11	14	−3	171
Lack of interaction with other students	10	14	−4	145
Difficulty using course technology	8	9	−1	129
Difficulty taking exams at testing center	5	3	+2	75
None of the above	4	4	+0	54
Doing college-level work	21	20	+1	322
Poor planning and time management skills	12	11	+1	176
Not motivated to study	10	9	+1	154
Poor study skills	10	8	+2	153
Reading or writing assignments were difficult	7	7	+0	107
Required level of math was difficult	5	5	+0	82
Took too many classes	3	3	+0	48
Skipped too many classes	1	1	+0	17
None of the above	2	3	−1	34
Developmental courses (math, reading, or writing)	20	22	−2	307
Courses were too hard	6	7	−1	98
Did not prepare me for college-level courses	4	4	+0	64
Required to take too many	4	4	+0	60
Courses were too easy	1	1	+0	8
None of the above	9	10	−1	141
Faculty	18	17	+1	269
Did not teach well	12	10	+2	177
Feedback on assignments not helpful	8	7	+1	128
Not concerned about my academic success	7	6	+1	113
Not responsive to email	7	6	+1	109
Took too long to grade assignments	7	6	+1	100
Not helpful outside of class	5	5	+0	81
Not available to meet in person	1	2	−1	21
None of the above	2	2	+0	30

Notes

Percentages do not sum to 100 because students could choose multiple challenges within this topic area. Denominator for percentages is the total number of survey respondents; *n* in table row is the number of students choosing a challenge in that area.

Table 2.4 Challenges with finances and financial aid

	TCC %	Bench. %	Diff. %	*n*
Finances and financial aid	44	37	+7	664
Paying college and living expenses	38	32	+6	577
Living expenses (housing, food, healthcare)	27	22	+5	414
Books, software, and other supplies	21	19	+2	314
Tuition and fees	20	18	+2	311
Childcare	4	4	+0	66
None of the above	1	1	+0	16
Working with financial aid office	16	13	+3	244
Process was unclear	9	6	+3	137
Errors processing financial aid	7	5	+2	114
Unable to answer questions	7	4	+3	104
Delays in getting money	7	4	+3	100
Difficult to meet with, speak to, or email staff	6	6	+0	98
Gave me wrong information	5	2	+3	71
None of the above	1	2	−1	17
Military and employer tuition benefits	2	2	+0	33
Did not know process for obtaining benefits	1	1	+0	16
Experienced delays receiving benefits	1	1	+0	14
Received wrong information about benefits	0	0	+0	7
None of the above	1	1	+0	8

Notes

Percentages do not sum to 100 because students could choose multiple challenges within this topic area. Denominator for percentages is the total number of survey respondents; *n* in table row is the number of students choosing a challenge in that area.

Table 2.5 Challenges with academic support services

	TCC %	Bench. %	Diff. %	*n*
Academic support services	34	33	+1	523
Registering for courses	19	17	+2	285
Course was offered but full	8	6	+2	127
Course not offered at times I needed	8	6	+2	116
Had a registration hold	7	4	+3	114
Course not offered this semester	3	4	−1	52
None of the above	4	6	−2	67
Academic advising	19	14	+5	284
Difficult to meet with, speak to, or email advisor	12	8	+4	178
Not told to take necessary course	5	5	+0	74
Told to take unnecessary course	4	4	+0	60
Course/program materials were incorrect	2	2	+0	29
None of the above	4	3	+1	62
Tutoring	7	8	−1	111
Tutors not available when I need assistance	3	3	+0	41
Tutoring hours not convenient	2	3	−1	37
Tutoring not available in the subject area I needed	2	2	+0	35
Tutoring not helpful	2	2	+0	33
None of the above	2	2	+0	27
Computer and science labs	6	7	−1	91
Problems using computers and equipment	2	3	−1	38
Lab hours not convenient	1	2	−1	20
Lab busy when needed	1	1	+0	9
None of the above	2	3	−1	38
Library	4	5	−1	63
Resources I needed not available online	1	2	−1	15
Hours not convenient	1	1	+0	14
Staff not helpful	1	1	+0	9
Study spaces not available when needed	0	1	−1	6
None of the above	2	2	+0	33

Notes

Percentages do not sum to 100 because students could choose multiple challenges within this topic area. Denominator for percentages is the total number of survey respondents; *n* in table row is the number of students choosing a challenge in that area.

Table 2.6 Challenges with the campus environment

	TCC %	Bench. %	Diff. %	*n*
Campus environment	18	21	−3	278
Parking	11	12	−1	162
Difficulty finding parking on or near campus	9	10	−1	139
Parking on or near campus is too expensive	1	2	−1	11
Difficulty getting parking pass	0	1	−1	7
None of the above	1	2	−1	18
Interactions with other students	8	10	−2	125
Did not know many other students	6	7	−1	93
Did not feel welcome due to my race or ethnicity	1	1	+0	17
Did not feel welcome due to my gender identity	1	0	+1	10
Did not feel welcome due to my sexual orientation	0	0	+0	7
None of the above	2	3	−1	26
Safety and crime	2	3	−1	30
Parking lots not safe	1	1	+0	12
Campus not safe	0	1	−1	6
Was a victim of a crime	0	1	−1	3
None of the above	1	1	+0	16

Notes

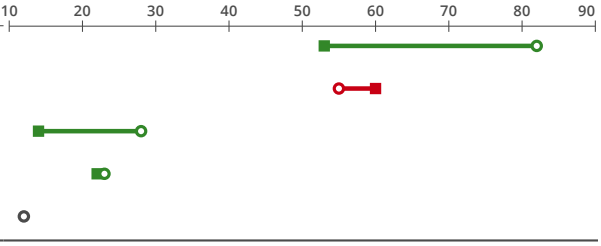
Percentages do not sum to 100 because students could choose multiple challenges within this topic area. Denominator for percentages is the total number of survey respondents; *n* in table row is the number of students choosing a challenge in that area.

STUDENT-OFFICE INTERACTIONS 03

Table 3.1 shows the administrative support units your college chose for the RISC Survey. Unit names appeared on the survey exactly as they are listed in this report. Academic Advising was the most commonly used office, with 82% reporting using the office during the Fall 2022 semester, followed by The Bookstore (55%) and Student Life (28%).

Table 3.1 Office usage

	TCC % ○	Bench. % ■	Diff.	*n*
Academic Advising	82	53	**+29**	1,254
The Bookstore	55	60	**−5**	839
Student Life	28	14	**+14**	425
The Bursar	23	22	+1	354
Career Services	12			189



If students indicated they interacted with an office during the semester, they were asked three questions about their interactions with staff:

How available were [unit name] staff when you interacted with them?

- ○ Very available
- ○ Somewhat available
- ○ Somewhat unavailable
- ○ Very unavailable

How concerned were [unit name] staff about addressing your issue?

- ○ Very concerned
- ○ Somewhat concerned
- ○ Somewhat unconcerned
- ○ Very unconcerned

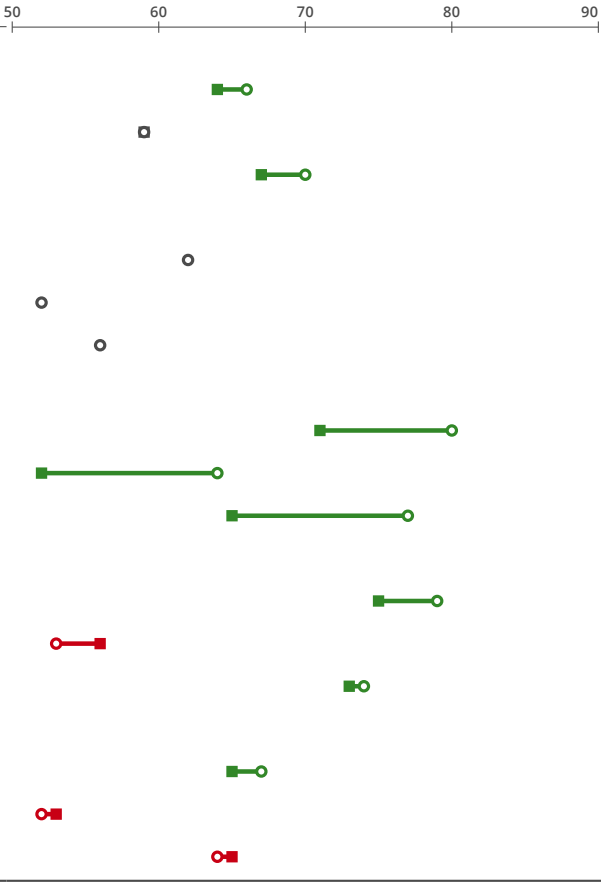
How effective were [unit name] staff when addressing your issue?

- ○ Very effective
- ○ Somewhat effective
- ○ Somewhat ineffective
- ○ Very ineffective

Results are presented in Table 3.2, which shows the percentage of respondents choosing the top category (*very available/concerned/effective*). Because each college chose the administrative offices for this set of questions, the table only presents benchmarks comparisons for an administrative office when at least five other colleges surveyed students about the same type of office.

Table 3.2 Student-administration interactions

	TCC % ○	Bench. % ■	Diff.	*n*
Academic Advising				
Available	66	64	+2	1,251
Concerned	59	59	+0	1,246
Effective	70	67	**+3**	1,240
Career Services				
Available	62			188
Concerned	52			187
Effective	56			187
Student Life				
Available	80	71	**+9**	423
Concerned	64	52	**+12**	419
Effective	77	65	**+12**	416
The Bookstore				
Available	79	75	**+4**	836
Concerned	53	56	−3	833
Effective	74	73	+1	831
The Bursar				
Available	67	65	+2	353
Concerned	52	53	−1	352
Effective	64	65	−1	349



Notes

Percentage is the proportion of students rating an office in the top response category (*very available/concerned/effective*). Green indicates that TCC has a higher proportion of students choosing the category compared to the benchmark sample proportion; red indicates TCC has a lower proportion. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, $p < .05$). *n* in table row is the total number of students at your college rating an office on that dimension; i.e., the denominator for the row percentage.

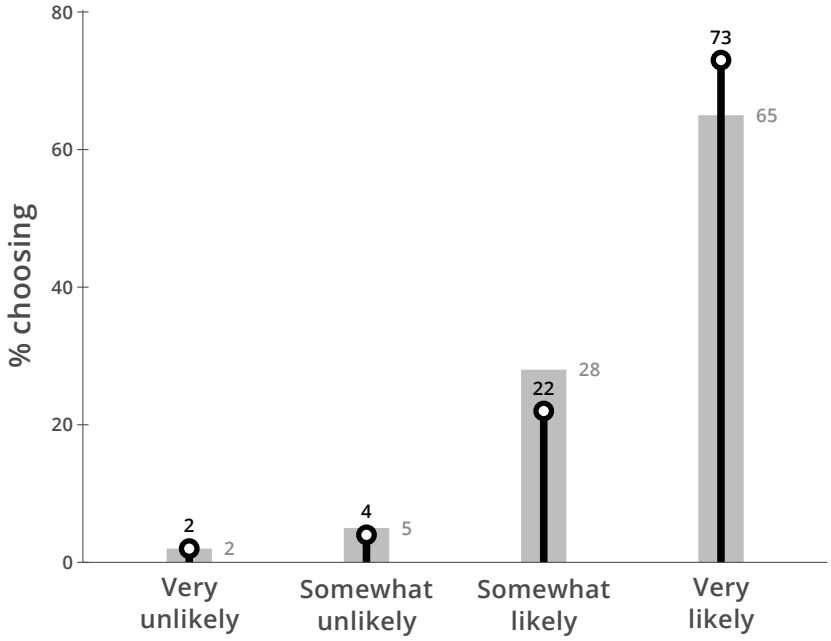
STUDENT VIEWS OF THE INSTITUTION

04

Besides challenges and office interactions, students were asked several questions about TCC overall.

The first question, "Based on your experiences, how likely are you to recommend TCC to a friend?", is a summative measure of how students view your institution. Results are presented in Figure 4.1, with TCC represented by the black line and the benchmark sample by the gray line. 95% of your students would be somewhat or very likely to recommend TCC. The TCC distribution of responses is statistically significantly different from the benchmark sample.

Figure 4.1 Would student recommend TCC to a friend?

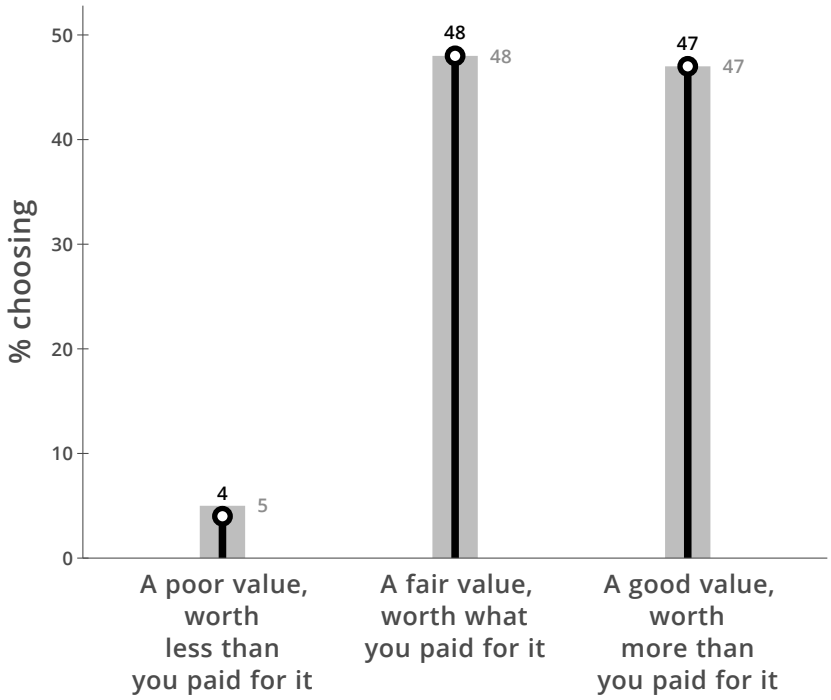


Notes

TCC is the black bar; benchmark sample is gray. $\chi^2 = 23.6, p < .01$; $n = 1508$.

Next, students were asked to rate the overall value of their education at TCC (see Figure 4.2). 95% of your students believe their education is worth what they paid (or even worth more). The TCC distribution of responses is not statistically significantly different from the benchmark sample.

Figure 4.2 Overall value of education?



Notes

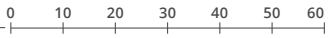
TCC is the black bar; benchmark sample is gray. $\chi^2 = 5.8, p < .06$; $n = 1501$.

The last set of questions asks students how well your college is doing in preparing students for their educational goals. The top half of Table 4.1 lists students' responses to their primary reason for attending TCC. 51% chose *Prepare for a four-year degree* as their primary purpose for attending your institution.

Students were then asked how well TCC is helping them achieve the specific goal they chose. Students could choose from *very well*, *fairly well*, *somewhat*, or *not at all*. Responses from the top category are presented in the bottom half of Table 4.1. For example, 48% of the students who chose *Prepare for a four-year degree* as their primary goal indicated that TCC is doing *very well* in terms of preparing them for a four-year degree.

Table 4.1 How well is education helping accomplish goals

	TCC %	Bench. %	Diff.	*n*
Purpose of taking courses at TCC				
Prepare for a four-year degree	51	49	+2	765
Increase job and career opportunities	40	42	−2	599
Self-improvement	9	9	+0	142
How well is education at TCC …				
Prepare for a four-year degree	48	48	+0	764
Increase job and career opportunities	42	46	−4	596
Self-improvement	50	48	+2	141



Notes

Top panel row percentage is the proportion of students choosing one of the three educational goals. Bottom panel row percentage is the proportion of students choosing *very well* in response to the preparation question for that goal. Bold indicates a statistically significant difference from the benchmark sample (two-sample test of proportions, $p < .05$). *n* in table row is the total number of students responding to the question; i.e., the denominator for the row percentage. Difference bars in the top panel of the table are in black, to reflect that schools may score high or low on these measures, depending on their institutional mission. In the bottom panel, green indicates that TCC has a higher proportion of students reporting that TCC is helping them achieve their educational goal compared to the benchmark sample; red indicates a lower proportion.

RESPONDENT CHARACTERISTICS 05

Table 5.1 Gender identity

	%	*n*
Female/Woman	74	1067
Male/Man	23	336
Transgender Female/Transgender Woman	0	0
Transgender Male/Transgender Man	0	5
Another gender identity	2	34

Table 5.2 Race/ethnicity

	%	*n*
African American or Black	12	177
Asian American or Asian	8	112
Native American or Alaska Native	17	238
Hispanic or Latino	16	235
Native Hawaiian or Other Pacific Islander	1	8
White	64	915

Notes
Percentages may not sum to 100 because students could choose more than one category.

Table 5.3 Age

	%	*n*
18 or younger	15	212
19-24	38	552
25-34	24	345
35-44	13	186
45-54	8	112
55 or older	3	40

Table 5.4 Part-time/full-time status

	%	*n*
Part-time (less than 12 credit hours)	51	728
Full-time (12 or more credit hours)	49	713

Table 5.5 Total credit hours earned at TCC

	%	*n*
None	22	322
1-15 credits	26	379
16-29 credits	17	250
30-45 credits	18	255
46 or more credits	16	232

CLOSED-RESPONSE QUESTIONS 01

Table 1.1 Which type of courses do you prefer?

	%	*n*
Only online classes	23	334
Mostly online with some face-to-face classes	26	374
Mostly face-to-face with some online classes	32	465
Only face-to-face classes	19	272
Total n of respondents		1445

Table 1.2 What is the best way for you to receive information from TCC?

	%	*n*
TCC email	75	1083
Other email	3	37
Text	22	313
Phone call	1	10
TCC Today	0	3
Other	0	3
Total n of respondents		1449

Table 1.3 How did you get your textbooks for your classes this semester?

	%	*n*
Campus bookstore	37	531
Some from campus bookstore, some elsewhere	16	231
Purchased or rented elsewhere	27	387
Sharing books with other students	1	19
Did not get textbooks for classes	19	274
Total n of respondents		1442

Table 1.4 Have you used any of the following services in the last year? Check all that apply.

	%	*n*
Financial Aid	70	923
Library	61	805
Bookstore	59	781
Tutoring	22	296
Academic Success Coach	15	202
Career Services	13	166
Counseling	11	143
Accessibility Resources	7	95
TRIO Student Support Services	6	81
Fuel Pantry	6	79
Total n of respondents		1319

Table 1.5 What issues did you have with the first week of classes? Check any that apply.

	%	*n*
No issues	46	656
Unable to get textbook first week of class	20	281
Did not receive financial aid in the first week of class	19	266
Difficulty locating classroom	15	217
Didn't know how to access or use Blackboard	14	203
Difficulty navigating campus	14	198
Difficulty accessing or reading my class schedule information (start time, location) on my phone	13	182
Other	6	81
Total n of respondents		1418

Table 1.6 During the past year what were your greatest challenges? Please rank the challenges with the most challenging at the top.

		% choosing rank		
	Avg. rank	1st	2nd	3rd
Course work took longer or was more challenging than expected	2.9	37	15	14
Unexpected family or work responsibilities	3.3	17	29	14
Financial concerns –personal	4.4	11	13	11
Felt unsupported or overwhelmed academically	4.5	6	11	12
Financial concerns –tuition or academic supplies	4.6	8	10	10
Mental health concerns	4.8	12	9	13
Navigating an online class for the first time	5.2	6	8	20
Physical health concerns	6.3	4	4	5

Notes

Total number of question respondents is 1441.

Table 1.7 How confident are you that your experience at TCC will help you reach your goals?

	%	*n*
Very confident	48	684
Pretty confident	40	575
A little confident	9	132
Not confident	2	35
Total n of respondents		1426

Table 1.8 How would you describe the sense of community at TCC?

	%	*n*
Strong sense of community	39	559
Moderate sense of community	42	598
Small sense of community	15	207
No sense of community	4	57
Total n of respondents		1421

Table 1.9 What do you think the top priorities of TCC should be in the next year? Please rank your top three priorities.

		% choosing rank		
	Avg. rank	1st	2nd	3rd
Creating community on campus	3.0	32	16	14
Increasing online course offerings	3.0	20	31	15
Making the enrollment process easier	3.4	10	14	34
Making the financial aid process easier	3.4	15	15	13
Providing more job, internship, and career support	4.1	10	12	13
Creating more short-term, skill-based certificate programs	4.6	9	11	10
Other	6.5	4	1	2

Notes

Total number of question respondents is 1431.