

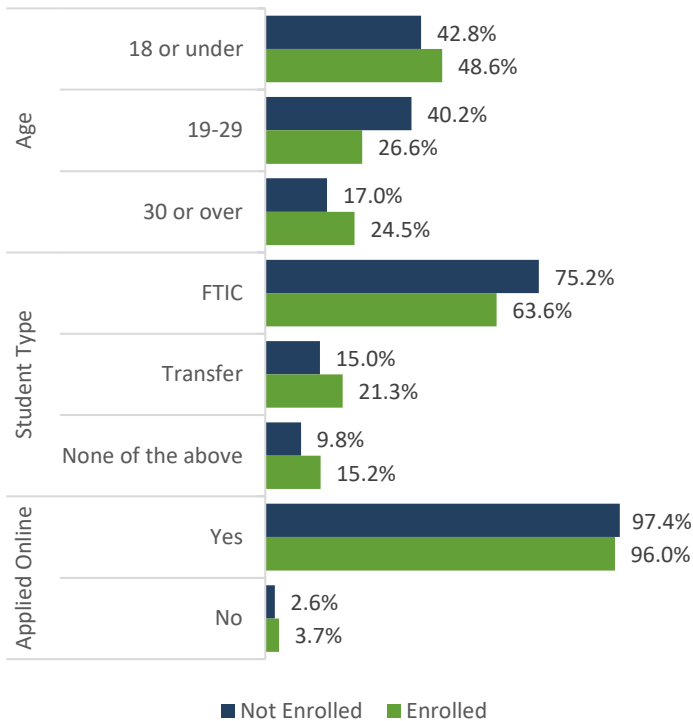
EXECUTIVE SUMMARY: ON-BOARDING

A survey administered to applicants for 2020FL provided insights on their perspectives and experiences with the on-boarding process. Dividing respondents based on completion of enrollment gave a comparison between students who enrolled (as of September 4, 2020) and those who did not enroll. The following report summarizes the responses to the survey.

Survey Demographics

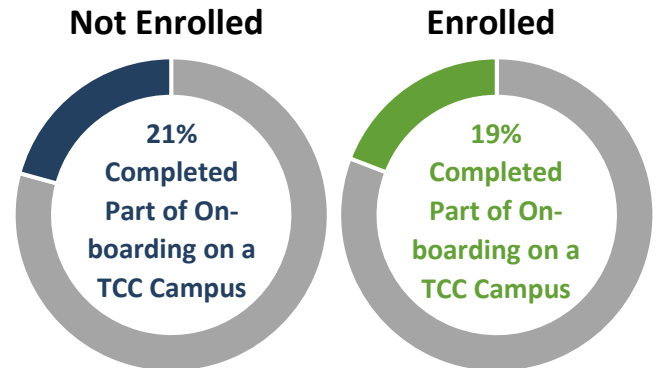
The survey was sent to about 29,500 students who did not enroll and about 6,500 students who did enroll for 2020FL. Of the not enrolled group, 306 (approximately 1%) responded to the survey. Of the enrolled group, 428 (approximately 6.5%) responded to the survey.*

Respondent Demographics



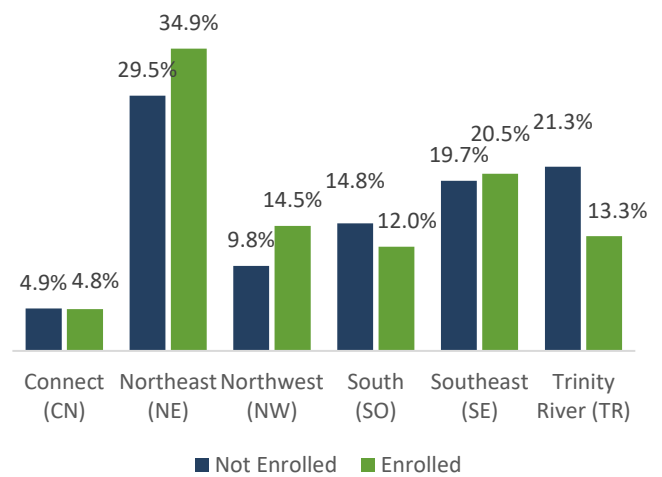
- The vast majority (> 95%) of both enrolled and not enrolled applicants completed their application online.
- About 3 in 4 applicants who had not enrolled identified as FTIC. Of applicants who had enrolled, about 2 in 3 identified as FTIC.
- About 43% of not enrolled applicants identified as 18 or under. About 50% of enrolled applicants identified as 18 or under.

Visits to Campus



Applicants stated whether they completed any part of the on-boarding process at a TCC campus. About **20%** from both groups visited a TCC campus for their on-boarding process.

Campus(es) Visited



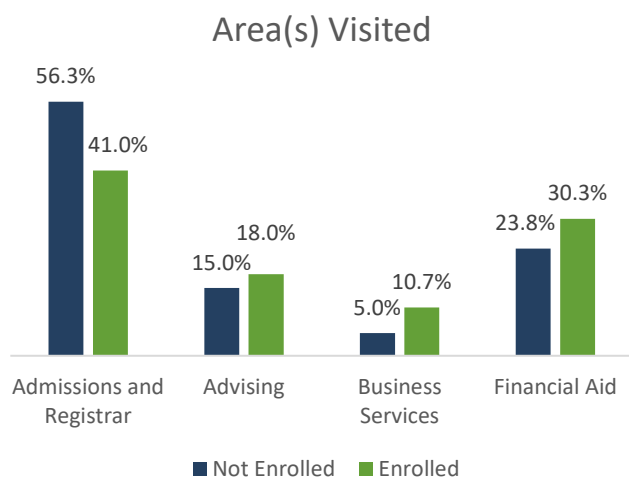
*Note: Only complete responses were used for calculations and analysis.

Visits to Campus (continued)

Of the applicants who visited a campus for any part of the on-boarding process:

- About 35% of visits from the enrolled group were to Northeast (NE) campus, followed by 20% to Southeast (SE).
- For the not enrolled group, about 30% of visits were to Northeast (NE), followed by 21% to Trinity River (TR) and about 20% to Southeast (SE).

Note: Applicants could select multiple campuses.



Of the applicants that visited a campus for any part of the on-boarding process:

- About 41% of visits from the enrolled group were to Admissions and Registrar, followed by 30% to Financial Aid. The other 29% of visits were to Advising and Business Services combined.
- For the not enrolled group, about 56% of visits were to Admissions and Registrar, followed by 24% to Financial Aid. The other 20% of visits were to Advising and Business Services combined.

Note: Applicants could select multiple areas.

On-boarding Experience

Of the 428 respondents in the enrolled group, 164 respondents included further comments on their on-boarding experience. Of the 306 respondents in the not enrolled group, 110 respondents commented on their on-boarding experience.

Both groups included similar themes that could be categorized into positive or negative categories.

About half of the comments expressed positive experiences with themes including:

- **helpful, friendly staff**
- **quick and easy process**

“So far the customer service has been great up to this point. Advising and Registration has been helpful. The main campus (Trinity) was very helpful when I was trying to complete paperwork during the pandemic.” – Enrolled Applicant

“It was great; some departments were more informed than others about general information, but other than that it was an easy process.” – Not Enrolled Applicant

The other half of the comments expressed negative experiences with themes including:

- **lack of communication**
- **contradicting information provided by staff**
- **confusion about the process**

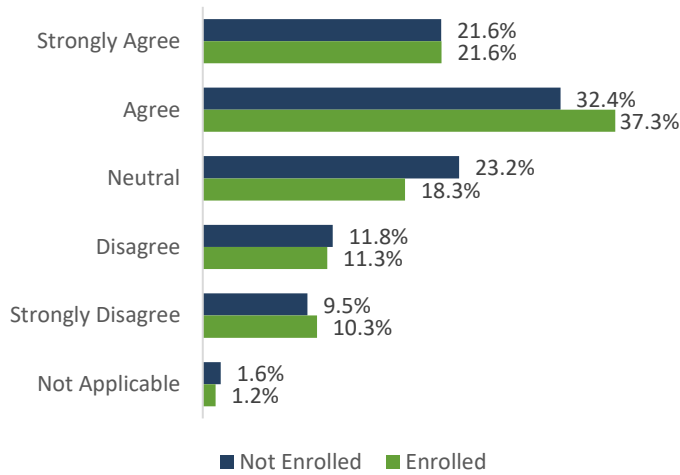
“I received conflicting information, which required me to contact multiple advisors, and the wait time to speak to an advisor was overwhelming at times.” – Enrolled Applicant

“Every time I tried to register for a class a new restriction appeared so I still haven't been able to register for classes. I'm really confused.” – Not Enrolled Applicant

On-boarding Satisfaction

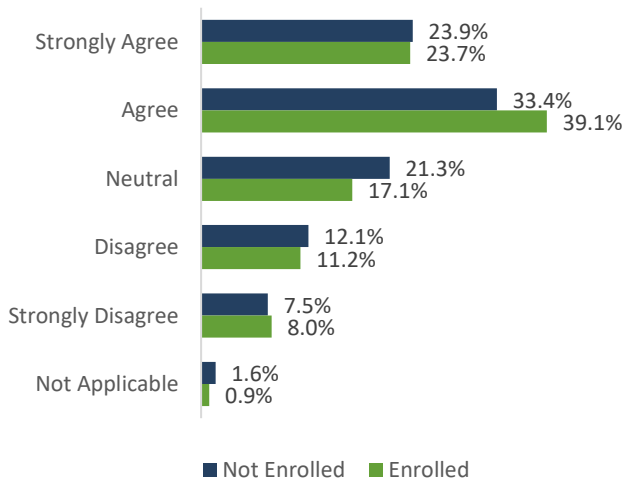
Applicants selected how strongly they agreed or disagreed with six prompts describing their experience with the on-boarding process.

1. The overall on-boarding process was clearly communicated to me.



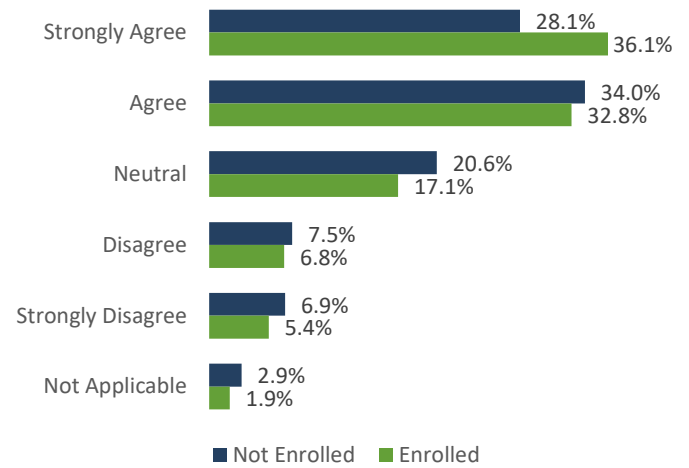
- About 59% and 54% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- Both enrolled applicants and not enrolled applicants had 22% who disagreed or strongly disagreed.

2. The documentation required to complete the on-boarding process was clearly communicated to me.



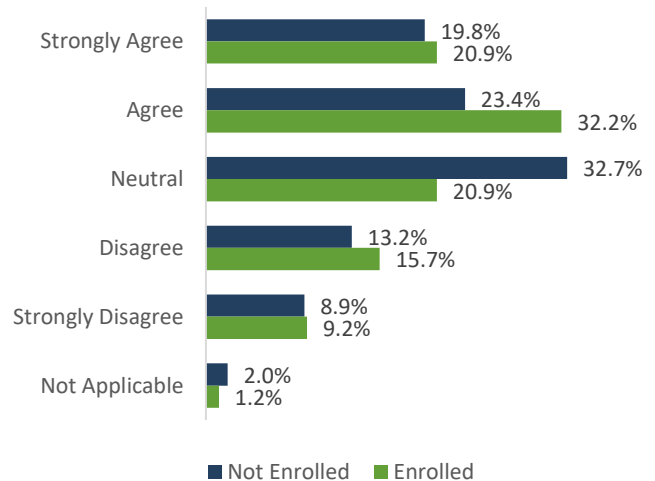
- About 63% and 57% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- About 19% and 20% of enrolled applicants and not enrolled applicants, respectively, disagreed or strongly disagreed.

3. Staff was helpful during the on-boarding process.



- About 69% and 62% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- About 12% and 14% of enrolled applicants and not enrolled applicants, respectively, disagreed or strongly disagreed.

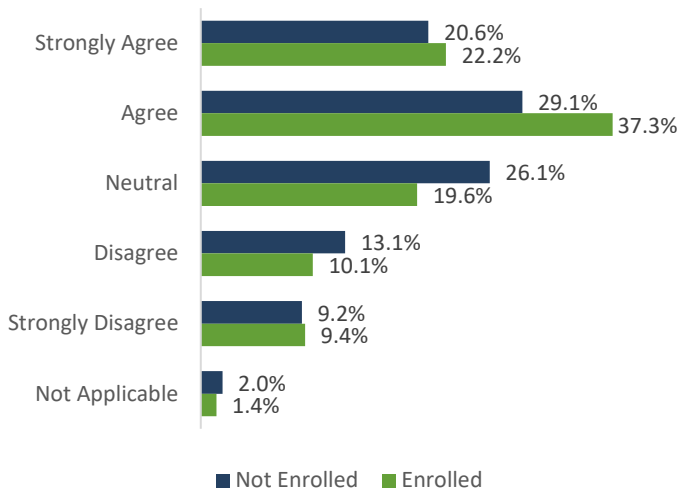
4. The on-boarding process was easy to understand.



- About 53% and 43% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- About 25% and 22% of enrolled applicants and not enrolled applicants, respectively, disagreed or strongly disagreed.

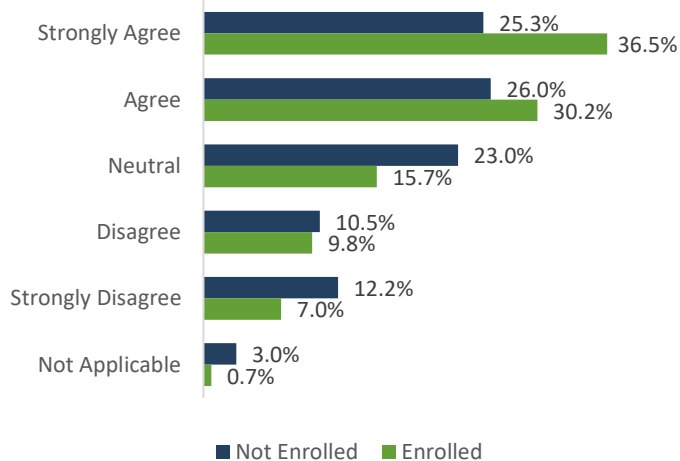
- About 66% and 51% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- About 17% and 23% of enrolled applicants and not enrolled applicants, respectively, disagreed or strongly disagreed.

5. The on-boarding process was easy to complete.



- About 60% and 49% of enrolled applicants and not enrolled applicants, respectively, agreed or strongly agreed.
- About 19% and 22% of enrolled applicants and not enrolled applicants, respectively, disagreed or strongly disagreed.

6. I was admitted and registered at TCCD in a timely manner.



Conclusion

Applicant responses provided valuable information regarding their recent registration experience. Both enrolled and not enrolled groups agreed most with the statement that staff was helpful during the on-boarding process (69% and 62%, respectively). The least agreed upon statement for both groups was that the on-boarding process was easy to understand (only 53% and 43%, respectively).

In general, except for the statement that staff was helpful during the on-boarding process, about one in five to one in four respondents disagreed with the statement presented which indicates potential for improvement in the on-boarding process. Most notably, ideas that can improve communicating steps and resources to applicants, as well as ideas that make the process easier to understand should be explored.

Consideration

Create more comprehensive guides or ensure a more thorough dissemination and training on current guides and practices for the on-boarding process.

Sharing these guides to all staff involved in any part of the on-boarding process may reduce conflicting information. Sharing these guides with applicants, as well, may also increase understanding of the process and increase overall satisfaction.