

# EXECUTIVE SUMMARY: PAYING FOR TCC COURSES

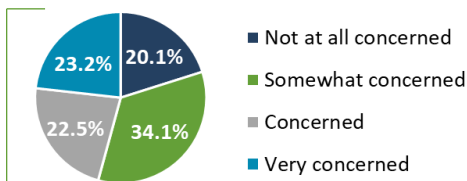
Through a survey administered in 2021SP, students provided feedback regarding how they learned about the cost of education and the methods they used to pay for their courses. They also assessed the current payment process and offered recommendations for improvement. The analysis of their responses is presented in this report.

## Respondent Demographics

Out of the approximately 48,600 students invited to participate in the survey, almost 2,100 (about 4%) responded.\* The majority of respondents had concerns about paying for their education at TCC.

About 8 in 10 were at least somewhat concerned about paying for school

N = 2,092



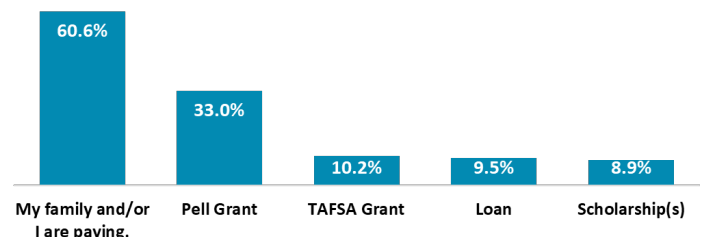
For those who selected other (about 5%), some alluded to being self-taught and just figuring things out as they moved through the registration process.

*Note: Fewer than 5% of respondents selected other methods for learning about cost– TCC Alumni (4.2%), TCC Social Media (2.2%), Community Organization (e.g. Boys & Girls Club, Girls Inc., church) (1.2%), Mailer (1.0%), and TV or Radio Advertisement (1.0%).*

## Paying for School

### How are you currently paying?

Approximately 60% responded that they or their family were paying for TCC courses. About one-third indicated a Pell Grant, and about 10% indicated a TAFSA grant.\*\*



N = 1,968

For those who selected other (about 8%), a few specifically mentioned COVID relief or paying with credit cards.

*Note: Fewer than 5% of respondents selected other methods for paying – Tuition Reimbursement (employer) (4.1%), Veteran's Benefits (2.6%), My high school is paying (1.8%), and Waiver (1.1%).*

### Have you completed a FAFSA?

~30% Indicated they did not complete the FAFSA

N = 1,976

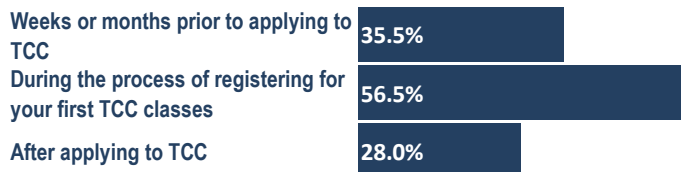
\* Not all respondents answered every question; the analysis of each question is based on the total number of students who responded to that question.

\*\* Respondents could select more than one option.

## Learning About Cost

### When did you learn about cost?

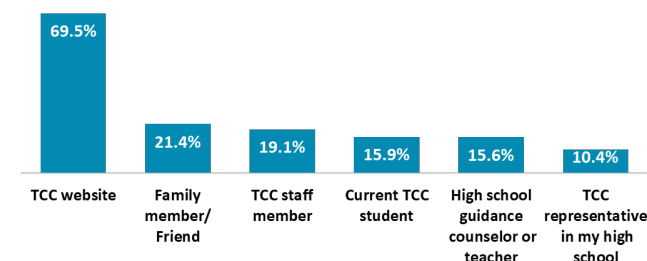
Almost 60% of respondents learned about the cost of TCC while registering for their first class.\*\*



N = 2,042

### How did you learn about cost?

Overwhelmingly, respondents learned about cost from the TCC website. About seven in ten selected the website as a method for learning about cost followed by over one in five selecting Family member/Friend and almost one in five selecting TCC staff member.\*\*



N = 1,994

Those who did not complete the FAFSA selected the following reasons:\*\*



About **20%** think family and/or themselves **earn too much** to be eligible for financial assistance

About **15%** **didn't know** about FAFSA



About **13%** indicated they were not **eligible** because of citizen status

Over **10%** could not access the required **financial documents** to complete the FAFSA or verification process



About **8%** did not understand how to **answer** the questions on the FAFSA

Almost **8%** were asked to provide **additional documentation** but did not **complete** this step



N = 562

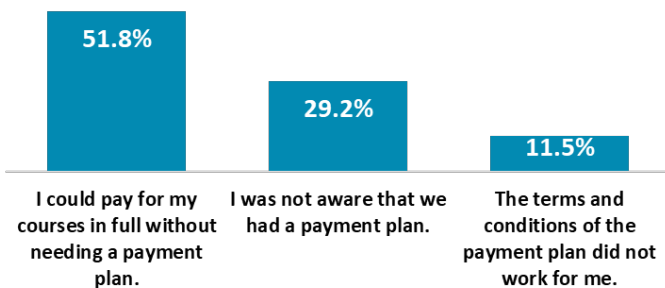
In the “other” category (about 25%), some stated they did not want to fill out the FAFSA – preferring to pay as they go or avoid student loans.

**If you have had to pay for courses out-of-pocket, have you used the payment plan offered by TCC?**

**~50%** Indicated they had not used a TCC payment plan in the past

N = 1,941

Those who did not use a payment plan selected the following reasons:\*\*



N = 1,010

In the “other” category (14%), a large number stated they had not had to pay out-of-pocket yet.

## Financial Guidance

**Which offices did you work with to figure out how to pay for your TCC courses?**

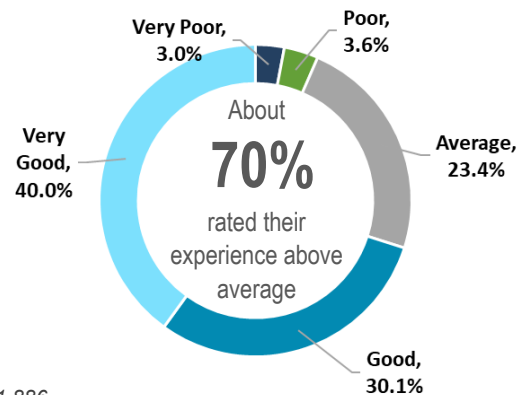
Respondents most frequently indicated working with the Financial Aid Office followed by Admissions & Registrar.

Office	%
Financial Aid	55.2%
Admissions & Registrar	47.6%
Advising & Counseling (Success Coach, Academic Advisor, or Counselor)	20.8%
Business Services	19.3%
High School	6.6%
Foundation (for scholarships)	5.6%
Veterans Resource Center	2.4%
Transfer Center	1.0%
International Admissions	0.8%
TRIO Student Support Services	0.7%
Community Education & Engagement	0.6%
Intercultural Network	0.4%

N = 1,873

For the 12% who selected “other”, most stated or implied they did not work with a TCC office. The majority described doing it themselves and using the TCC website/Web Advisor. A few mentioned working with family or a friend.

**How would you rate your experience working with TCC employees to help you pay?**



N = 1,886

**What words would you use to describe the process of figuring out how to pay?**

About 1,400 respondents described the payment process with a few key words emerging.

