EXECUTIVE SUMMARY: STUDENT AND FACULTY AWARENESS

In the continuous effort towards a student-ready college, TCC administered its standard operational survey to all 2023SP students and faculty to gain further insights about the level of awareness and usage of major student support services. The results of these questions are shown in this report.

Out of the approximately 42,300 students who received the survey, about 1,200 (~2.8%) students responded.*

Student Awareness & Usage of Services

Students rated both their awareness and usage of specific TCC services. Respondents were both most aware of counselors as well as most likely to have made use of counseling services.

Awareness of Services	Completely aware	Somewhat aware	Not at all aware
Career advisors	48%	37%	15%
Career center	35%	40%	25%
Counselors	56%	34%	10%
SARO**	40%	34%	26%
Transfer center	42%	36%	22%
Usage of Services	Used two or more times	Used once	Never used
Career advisors	33%	19%	49%
Career center	9%	13%	77%
Counselors	35%	21%	43%
SARO**	13%	12%	75%
Transfer center	9%	17%	74%

Students with higher levels of awareness of a service were much more likely to use that service at least once. For example, there was a **56-percentage point difference** in counselor usage between students who were *completely aware* of counselors versus those who were *not at all aware*.
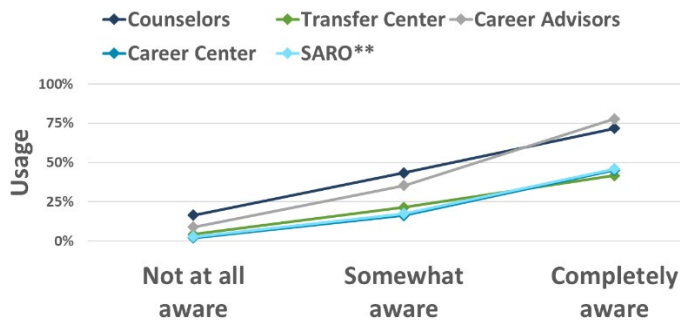
Service Usage by Awareness Level			
	Completely aware	Somewhat aware	Not at all aware
Career Advisors	78%	35%	9%
Career Center	45%	16%	2%
Counselors	72%	43%	16%
SARO	46%	17%	3%
Transfer Center	42%	21%	4%

__Note__: Not all respondents answered every question; the analysis of each question is based on the total number of respondents who answered that question. Some questions will not total to 100% as respondents could choose multiple responses for each service.

Student Method of Usage

Students indicated how they accessed the same set of specific TCC services. In agreement with the previous section, a large portion of respondents indicated that they never used each service. For those who indicated otherwise, students were at least **two times more likely** to indicate that they utilized a service in-person than online. In the case of the career center, students were **four times more likely** to access it in-person over online.

Student Satisfaction with Service

Students who used these services were *somewhat or very satisfied* at the following rates:

- **70%** with Career Advisors (N = 662)
- **54%** with the Career Center (N = 346)
- **70%** with Counselors (N = 724)
- **59%** with the SARO (N = 364)
- **55%** with the Transfer Center (N = 394)

Notably, student satisfaction rates tended to increase with a higher amount of usage for each service. The largest contrast between satisfaction by usage rates was for SARO; there was a **30-percentage point difference** in satisfaction between students who used the service once versus those who used the service two or more times.
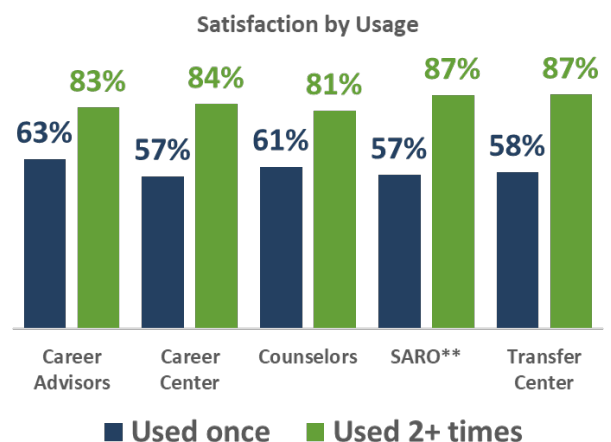
*** SARO: Student Accessibility Resources Office*
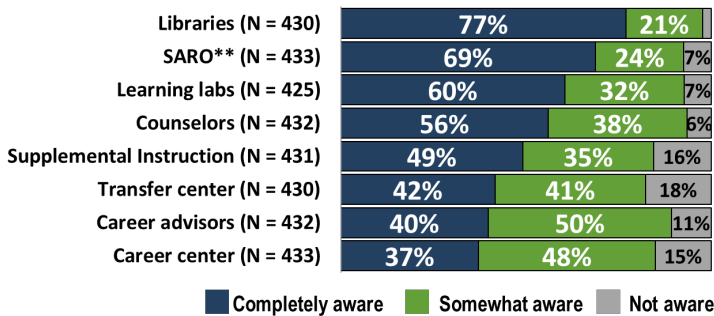
Networking Outside of Class

Students reported whether they would use opportunities to connect with other students outside of the classroom. (N = 1,192)

Yes, in-person	60%
Yes, online	49%
No	20%
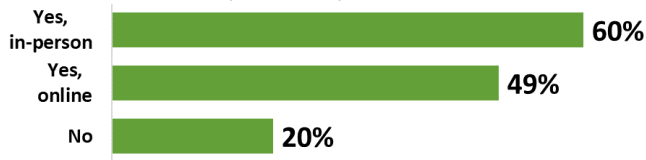
Faculty Awareness of Services

Faculty reported their level of awareness regarding TCC services. Overall, a high percentage of TCC faculty reported some degree of awareness for all the services they were asked about. Rates of faculty who were completely aware of the service varied greatly between services.

- **77%** of faculty said they were *completely aware* of libraries (N = 430)

- **69%** of faculty said they were *completely aware* of the Student Accessibility Resource Office (N = 433)

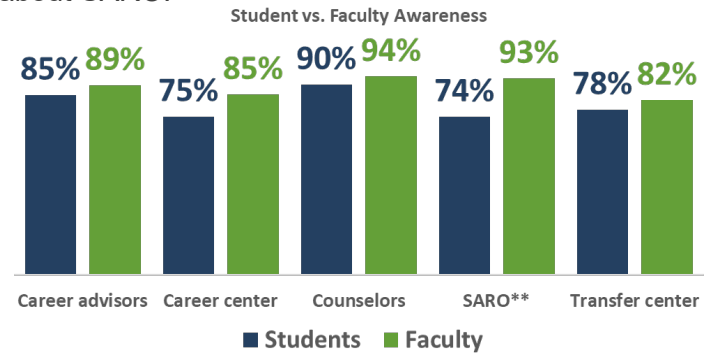| Service	Completely aware	Somewhat aware	Not aware
Libraries (N = 430)	77%	21%	
SARO** (N = 433)	69%	24%	7%
Learning labs (N = 425)	60%	32%	7%
Counselors (N = 432)	56%	38%	6%
Supplemental Instruction (N = 431)	49%	35%	16%
Transfer center (N = 430)	42%	41%	18%
Career advisors (N = 432)	40%	50%	11%
Career center (N = 433)	37%	48%	15%

Faculty Referrals

In addition to their awareness of services, faculty reported whether they had referred students to TCC services. When asked whether they had referred students to *any* services, **90%** of faculty indicated that yes, they had. Interestingly, when comparing faculty who were *completely aware* versus *somewhat aware* of each service, some differences emerged:

"I have referred students to this service"		
	Completely Aware	Somewhat aware
Career Advisors	68%	31%
Career Center	68%	27%
Counselors	73%	25%
SARO**	83%	15%
Transfer Center	70%	27%
Supplemental Instruction	81%	16%
Learning Labs	79%	19%
Libraries	86%	13%

Student vs. Faculty Awareness

Students reported a lower awareness of services than faculty for all services listed. Notably, there was about a **10-percentage point difference** between faculty and student awareness about the career center, and there was about a **19-percentage point difference** between faculty and student awareness about SARO.

Student vs. Faculty Awareness

	Students	Faculty
Career advisors	85%	89%
Career center	75%	85%
Counselors	90%	94%
SARO**	74%	93%
Transfer center	78%	82%

Conclusions

From the responses given in this survey, it was evident that most students and faculty have at least a general awareness of the services offered at TCC. Notably, students with higher levels of awareness of a service were more likely to use that service at least once. Generally, students were satisfied or neutral regarding all services; however, students who used a service only once were less likely to be satisfied with that service. Students were more likely to indicate that they used services in-person rather than online and were in favor of networking with other students outside of class. The faculty were generally aware of all services surveyed; however, they were much more likely to have referred students to a service if they considered themselves to be very aware of it. Generally, faculty reported being aware of all services at higher rates than students.

Considerations

Increase Marketing for Student Services

Since higher awareness of a service led to higher student usage and higher referrals by faculty, increasing awareness of services through additional marketing and outreach may lead to higher student and faculty engagement.

Investigate Lower Satisfaction for One Time Visits

While satisfaction with services was high overall, there may be an opportunity to better assist students with a single visit.