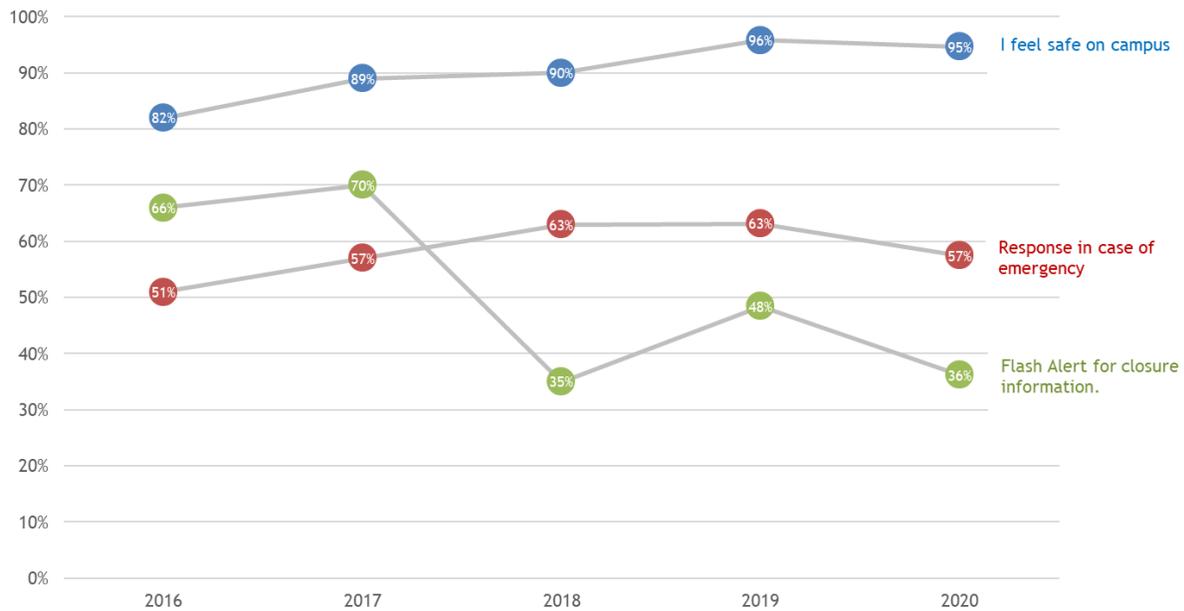
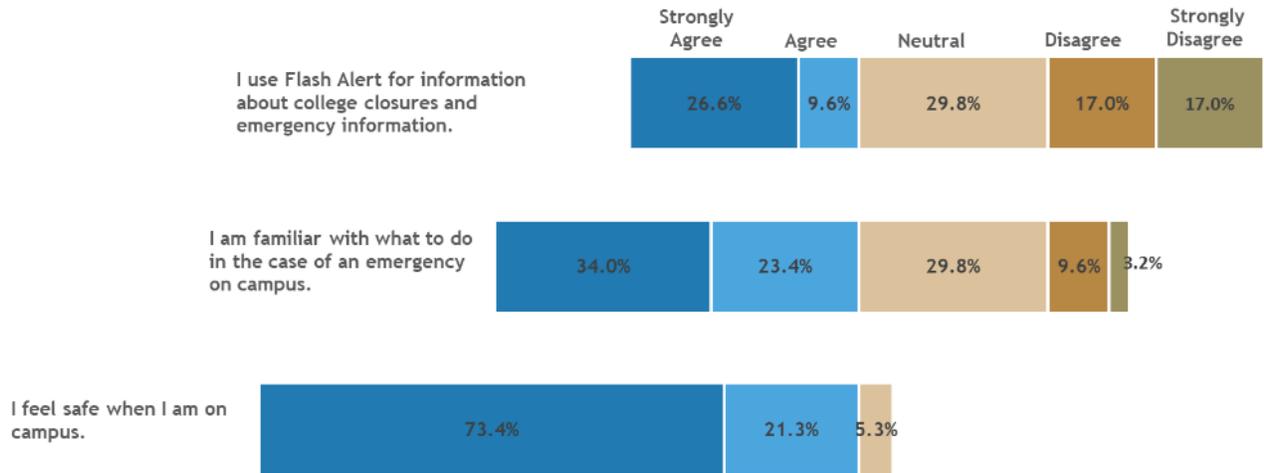


Student Climate Survey 2020

99 students completed the survey.

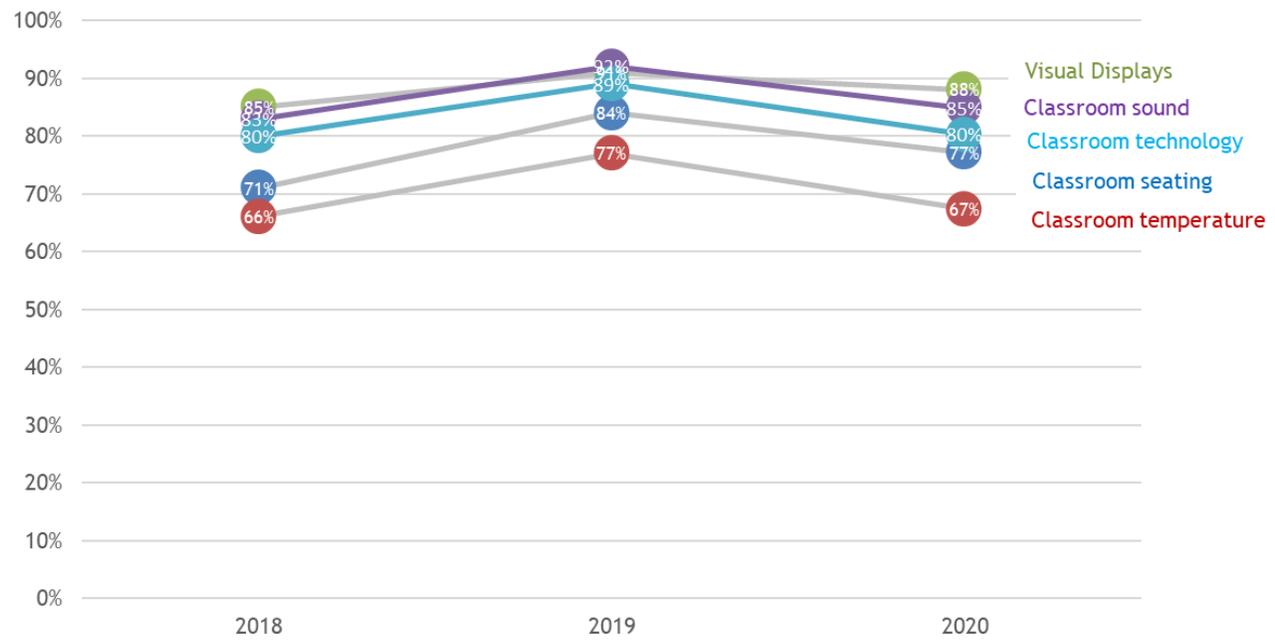
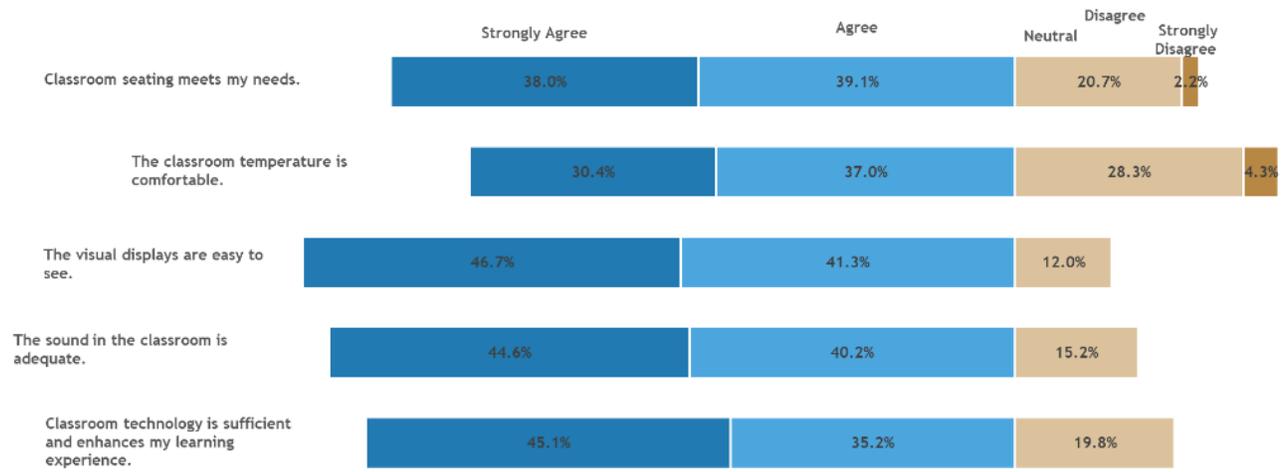
- 67% identified as women, 20% as men, 2 % as non-binary and 11% chose not to identify.
- 38% were 21 years of age and under, 36% were 22-29 and 25% were over 29.
- 37% identified as transfer students, 34% aren't sure.

Safety and Security: 96% of students report feeling safe on campus, with 63% agreeing that they are familiar with what to do in case of an emergency.



An increasing percentage of student report feeling safe on campus. Only a small proportion of students indicate that they use Flash Alert.

Technology & Environment: Most students rated the classroom experience positively, with 89% reporting that classroom technology enhances their learning.



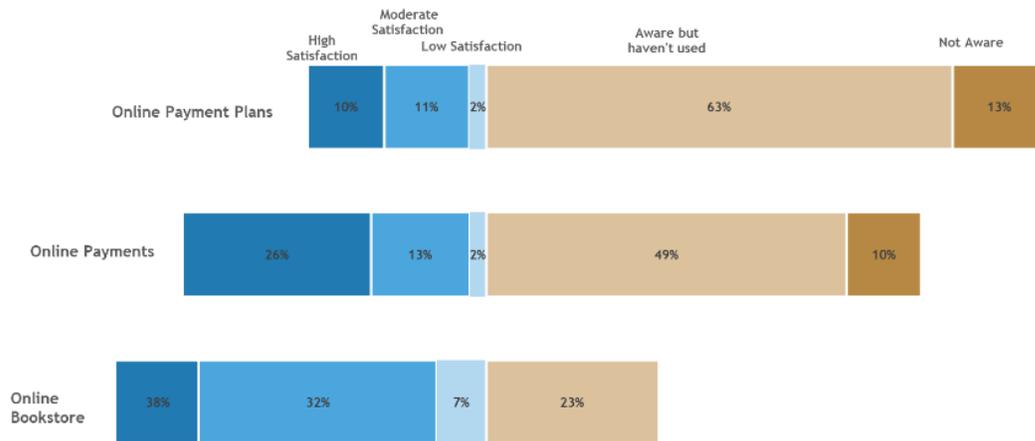
Satisfaction with each of these areas dropped slightly in 2020, but its hard to know the impact that the spring closure had on these ratings.

Please share any specific concerns:

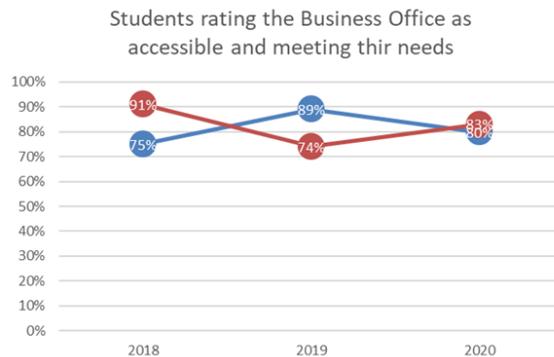
- The chairs have a slight tendency to squeak at the most inconvenient times.
- The chairs do not provide back support, hard to sit on for lectures that last hours.
- Sometimes it's very cold in the classroom
- Sometimes during evening classes the classrooms get too cold.
- Sometimes classrooms are cold
- I like to fidget when I work and I don't know that the classes on campus are conducive to those individuals that need more physical stimulation while studying.

- I have found that room temperatures are highly inconsistent depending on the room and time of day.
- Downstairs classrooms are too cold and upstairs ones are too hot.
- Classroom 101(I think? Downstairs next to elevator) has issues with projector and computer connections.
- chairs were a little hard after 4 hours.

Online Business Services: 87% of students indicated that they are aware of online payment plans, but only 23% had used this service. 41% had made online payments, and most indicated that they were satisfied.

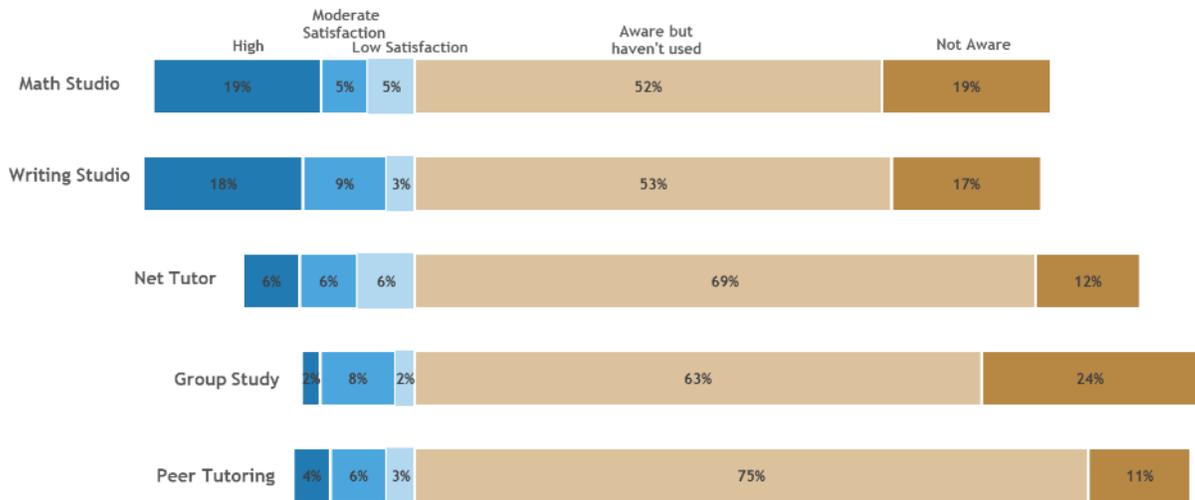


Business Office: Student positive ratings of the Business Office dropped from 89% in 2019 to 80% in 2020.

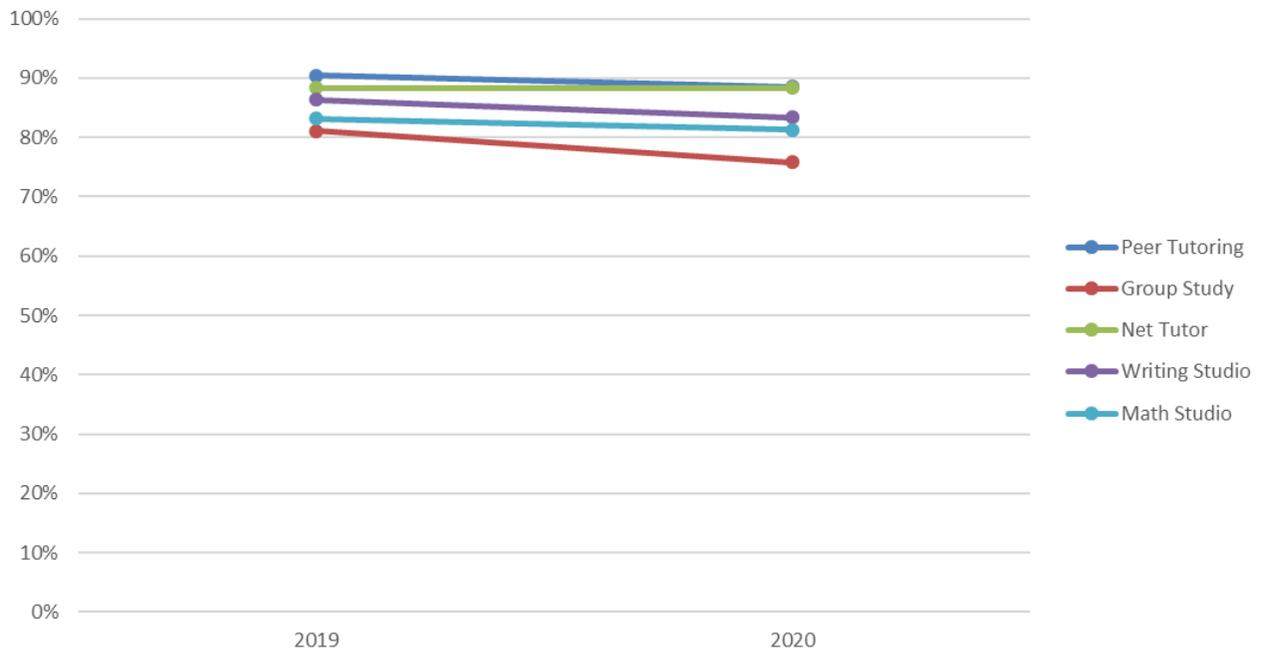


Fewer students rated the Business Office as accessible in 2020, but this may reflect the spring closure. An increasing number of students reported that they found OER and textbook info online.

Tutoring: While many students were aware of the various tutoring services provided, most had not used them.

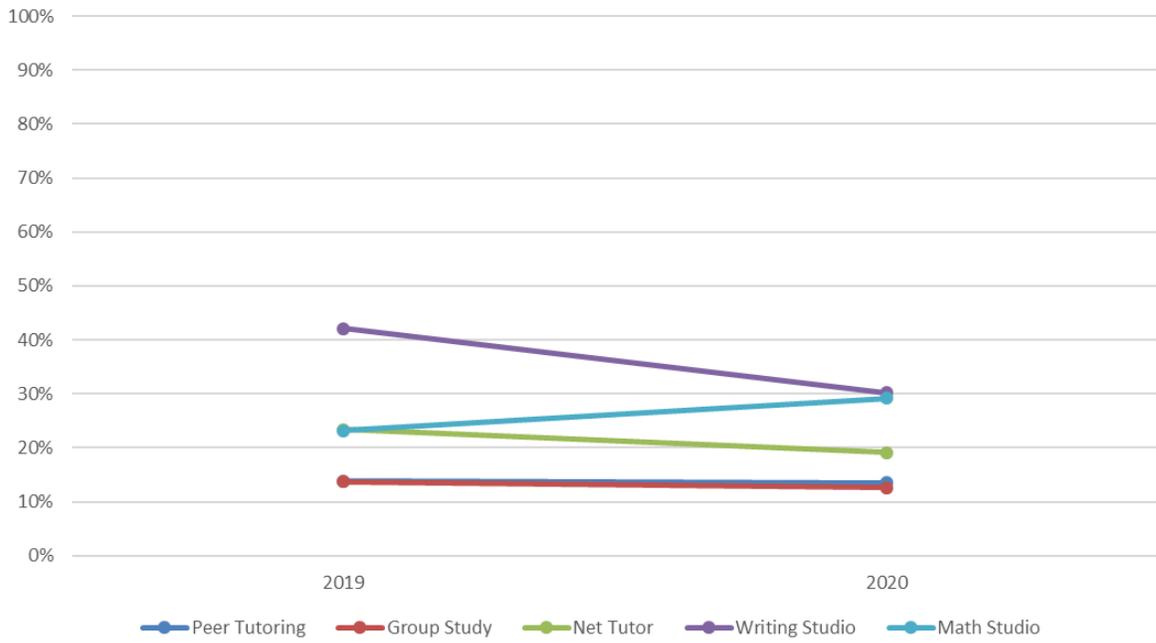


Percentage of students indicating they are aware of each of these tutoring resources



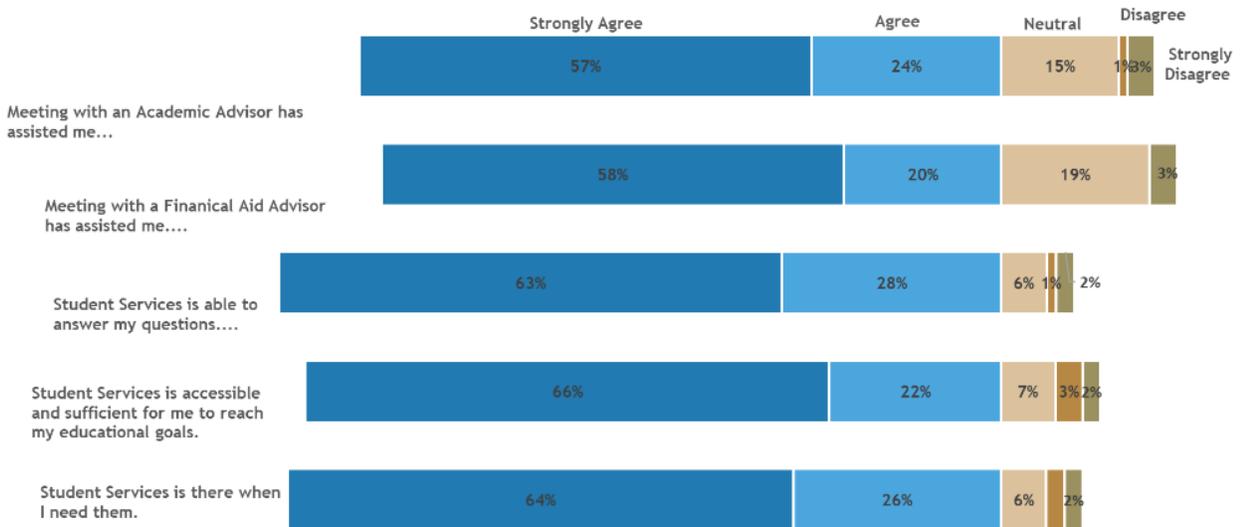
This chart displays the percentage of students indicating that they are aware of each tutoring resource. Awareness dropped slightly for each resource except for Net Tutor. Awareness of on-campus tutoring may have been impacted by the spring closure and these resources being less available (they were available online, but students may not have known this).

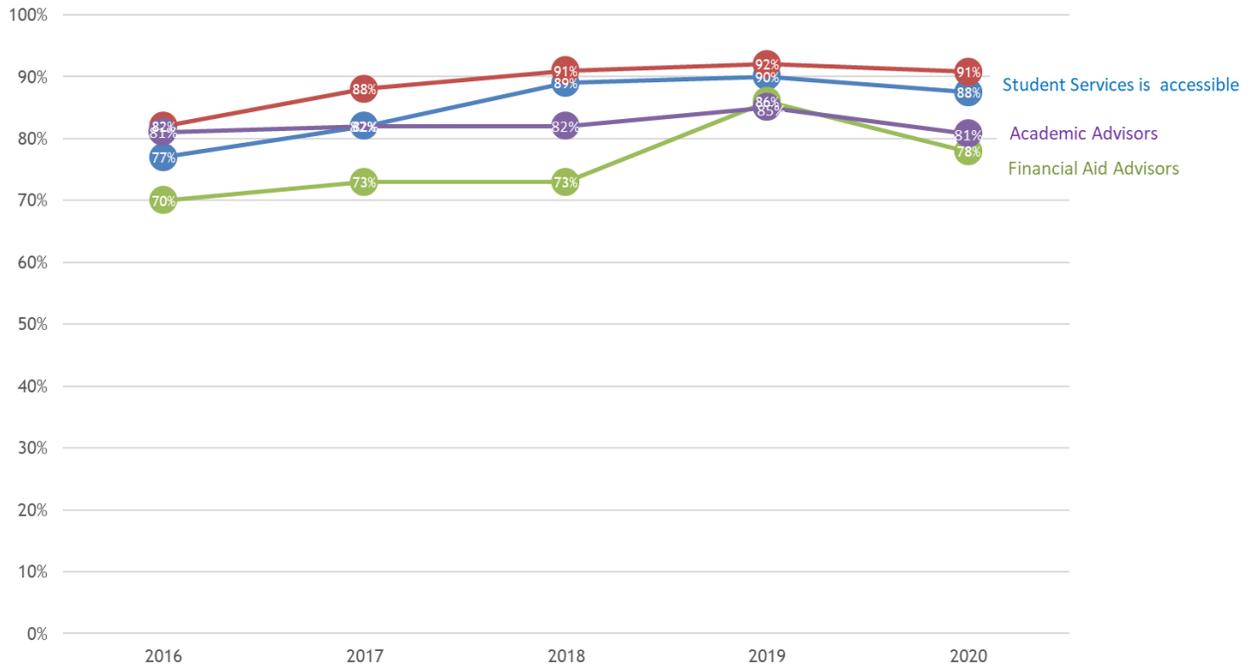
Students who have used these tutoring resources



This chart shows the percentage of students indicating they had used each tutoring resource. The Writing Studio showed a drop in use, which may have been impacted by the spring closure.

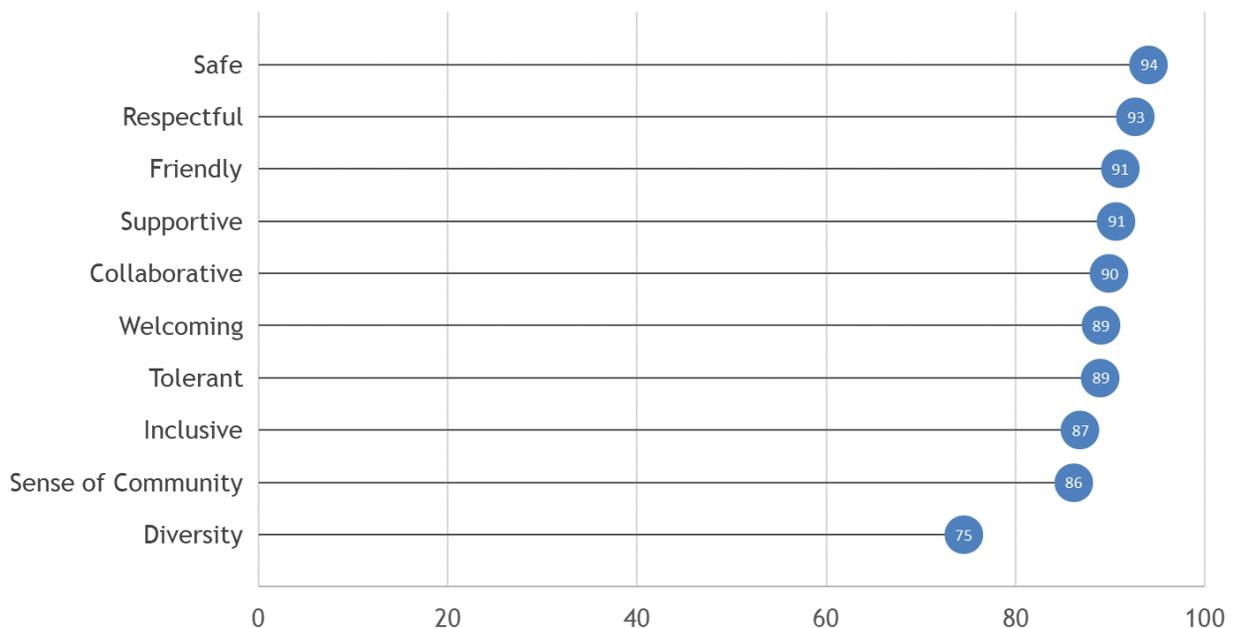
Student Services: Overall, students rated this team very positively.

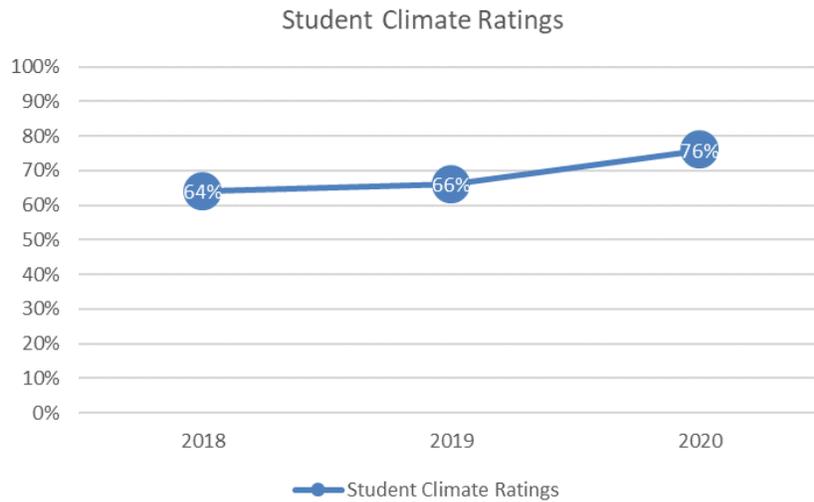




Overall, ratings of Student Services remain high. The ratings for academic advisors and financial aid advisors both dipped slightly this year, which may reflect changes in availability or perceived availability due to the spring closure.

TBCC Climate: Students were asked to "think about your own experiences and interactions, and rate the campus' on each dimension on a 100 point scale. Overall, ratings in 2020 were comparable with those of previous years.





As a part of our strategic plan, we monitor a composite climate measure – the percentage of students who rate the climate at 60 or higher on the four domains of welcoming, safe, supportive and inclusive. This percentage increased this year.

If you could change one thing about TBCC what would it be?

Courses and programs:

- Variety of educational supplies available
- The frequency of classes. It has been difficult when a particular class that I need is only offered once a year
- the course diversity. i would like to be able to learn everything and not be guided by degree plans
- Public speaking to be an in person class
- photography
- Offer more core classes in the evening such as human development. Also, expand PE opportunities into the evening.
- More structure and consistency with the classes offered for each tern
- More classes, covering more topics.
- More class options/more career options
- It would be nice to have other degrees and certificates and other classes. For example, graphic design, interior design, early childhood development, and classes such as intro to food for the community to learn to cook. It would also be nice if Tillamook bay community college had other languages such as Chinese and sign language.
- It seems that a lot of the online classes, have they due dates and times messed up, seems to cause confusion on the students end.
- I would say maybe add more online class? I am working full time.and the schedule does not match my day off so I really like when there is an online for. Like for example the PSY 201, the schedule is does not fit my work so I was going to give up my 11 hours ship, but because of covid -19, it switched to online. And I am thankful for that.
- I understand that we are a small school, but more class options would be great. I understand that that is hard with a limited number of students and funding. I would also love to see food carts.
- Having a more classes on campus and having more opportunities of classes on Fridays.
- Have the ability to offer more online classes consistently throughout the year.
- Could add more careers.
- Add more in classroom face to face jobs.
- Add more degrees in the computer science division. Also on the automobile fields.

Faculty:

- I'd prefer later office hours just because I work about 30 minutes from Tillamook and trying to get there before things close is hard. I usually have to use my own personal vacation time to make it there.
- I would change work load on classes based on the credits that they are worth
- I have had a couple bad experiences with instructors and two times there have been mistakes with what classes I needed to take. I am not upset about it, though. I know that people make mistakes, and it got fixed.

Advising and Processes:

- My previous academic advisor had no file on me when I had been at the college for more than three years. She also kept sending me out of date info on graduation when I had already graduated. She didn't seem to be up to par on the nursing program at the time. I had to keep asking for John Souza to get the correct answers to my questions. She wasn't very helpful to my goals but she has since left.
- More help in Spanish.
- More emails and more help with housing
- I didn't receive a response that my application had been accepted so it was relatively difficult for me to setup a MyTBCC account and when I reached out for help, the responders were not sure how to help me get access - the MyTBCC process could be improved and perhaps automatic application approval emails if qualified.
- For advisors know what classes people need
- A cohesive flow through EVERY interaction. There are too many portals of communication, too many steps that are never set out in a linear pattern, too many places where a student can fall through the cracks.
- More Financial Aid and help for single parents

Amenities:

- We need to have more fun on campus and become a place our student body wants to spend more time at instead of just showing up for class, I would like to have something fun happening at least once a month. It will take some time to get people on board but it could be great!
- More student lounge areas
- More availability to meals while on campus as many people are there all day (ex. sandwiches).
- Keep it a little warmer in the classrooms
- I would make more clubs.
- I would add more food options.
- Activities aren't as accessible to those who work, so it would be cool to have some things in the evening or during lunch hours, like 12-3 or so.
- Childcare will always be my suggestion. I am a single mother with little to no help, so having any type of help with childcare is always a necessity.
- childcare for students that have children with disabilities
- make it larger
- Bigger campus with more classes on campus and coffee bar!

What is the most rewarding experience you have had this year at TBCC?

- WR254
- Working with Terry Niemann
- Working with all the teachers and students.
- When I volunteered at the fair booth. I met some really amazing people that work in TBCC and received a lot of great information and guidance. It was also fun to talk to people in our community and inform them of all the great programs and opportunities TBCC offers..
- Welding with the Instructor Ron. I learn so much but he somehow removes all of the pressure attached to trying something new. It is a great environment to learn in.
- They help out to keep this college experience successful
- The TBCC has the best wifi connection on the parking lot, so I have been going there to do the zoom video. Our internet at home is very slow.

- The staff at the college is fantastic! Without them I don't think I can do as well as I have been. It crushes a student's demeanor and well being when you have uncaring and unsupportive staff.
- The online options have made it a lot easier to take and pass classes.
- The most rewarding experience for me this year would have to be working with Kelsey in the financial aid office. She took the time to help me figure out what paperwork I needed to fill out, what paperwork I was missing, helped me get my FAFSA done and approved so that I could go to school with a little bit less of a worry about how I was going to pay for it. She even directed in applying for scholarships. She never gave up on my situation and looked for help from others to help me get the end result.
- The forestry classes are awesome. The class members know each other, we get along together and with our teachers. The labs are very educational and also very fun. We get to do hands-on learning in the field and it was a great time.
- The flexibility
- The ability to message my teacher
- Taking a painting class, which allowed me to be creative and also socialize with my peers in the classroom
- Returning back to TBCC it was rewarding to have an advisor counselor who really worked well with explaining my career pathway and my progresses in my degree.
- Recognizing my academic achievements so far and how close I am to transferring. :)
- Receiving my general associates degree.
- Receiving a scholarship when I didn't think I could.
- Reaching my goal, having instructors that have help[ed every step of the way and even going above and beyond by doing independent studies to help me finish my degree in the goal I set myself.
- Psychology Class ROCKS!!! Dustin Young is quite awesome.
- Passing my classes so far
- Passing all my classes
- OER
- Nothing so far.
- None
- N/a
- My writing studio and math studio
- My most rewarding experience was to speak with representative Gomberg in salem in representation of the MIT program for our college
- My financial aid advisor Kelsey went above and beyond to help me get the aid I needed to get through schooling this year.
- Meeting new people and being able to work with them via web.
- Making one new friend in class
- Making new friends and enjoys my time spent in class.
- just being able to continue
- It's very rewarding to learn under my teacher Daryl S. He makes going to school better.
- It will be Graduating
- Instructor's genuine caring about student success.
- I was able to give my first speech ever and overcome my stage fright
- I so appreciate the scholarship and it has been amazing to see the high school kids come in and get a jump start on their future.
- I like all the study help that is provided.
- I got help applying to OSU and was accepted. I was also helped with finding scholarships to apply to and have received some that I wouldn't have otherwise.
- I got a better grade than I thought I would.
- I enjoy my classes and follow students
- Hopefully graduating
- Helpful instructor
- Having a high GPA both terms I have been back.
- Growing as a person, and learning important skills.
- Great teachers helping me
- Graduating with my associates degree(s) and a 4.0 GPA!!! Thank you TBCC!

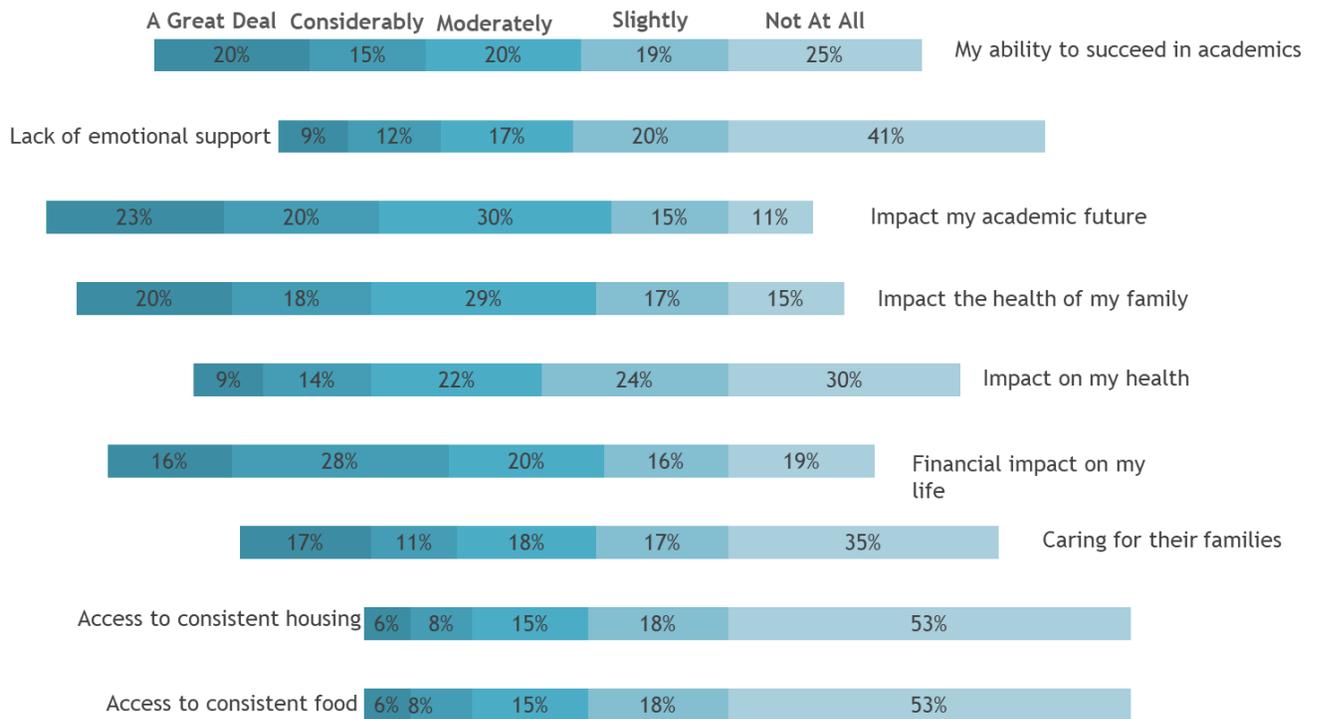
- graduating
- Getting to continue my education even though we are experiencing history with the pandemic.
- Getting school work done from home.
- Getting my stuff squared away
- getting my award for having a good GPA, meeting new students and teachers.
- Getting good grades.
- Getting good grades and seeing what other people can do with their work.
- Getting almost all A's
- Education
- Easy to use online payment. I work full time and am not able to make it to campus within the business office open hours
- Earning all of the financial aid support and the Work Study program. Very proud to have earned all that and proud to do a good job.
- Completing my nutrition class and EMT class with an A.
- Classroom face to face learning.
- building friendships within the classroom
- Being payed to learn.
- Being in a club !
- Being able to take required classes in the comfort of my own home and time.
- Being able to obtain my degrees with the right amount of credits with help from Student Services. It was a difficult process to figure out but Cara, Sara H., John, Kelsey, and Sally helped me with everything from the financial to figuring out course requirements.
- Being able to meet with my counselor and have her walk through my degree options
- Being able to join classes while in high school to get both college and high school credits.
- Being able to get into classes.
- All the activity's provides by the staff.
- all of it

Appendix: Satisfaction with the College’s Response to the Pandemic

Student Satisfaction with the College response to the pandemic



Students expressed concern about the impact of the pandemic on their academic future and their ability to succeed



Students: Do you have access to the technology you need to succeed academically?

92% responded 'Yes' and 8% responded 'No'. Please Describe what you need:

- steady internet connection wherever i roam.
- Sometimes my internet is too slow. It would be nice to be able to learn in a classroom again.
- printer/scanner
- My internet is to slow.
- My internet connection at home is poor so it does get difficult sometimes having to travel for better connections sometimes.
- I struggle with having WiFi
- I do not have any welding tools at this time.
- I am having trouble accessing a book

How could TBCC's response been better?

- unsure at this time
- TBCC's responses are already good. For me they don't need to be any better.
- I think they are handling things very well!
- n/a
- I believe they did everything they could to make sure we are all safe.
- I think the e-mail's were send in a timely manner and constant communication was kept
- Was perfectly fine
- I don't see a way that it could have done better
- I am satisfied with the results that TBCC has provided.
- I don't think anyone knows how to prepare for a pandemic, but TBCC has done a great job at making sure their students are doing good and getting everything they need.
- I think TBCC did a great job of responding. It may have felt different if I had actually classes on campus to take but I do online so it did not affect me much.
- I believe staff at TBCC is taking the information as they get it, and confirm the accuracy to relay it to students for understanding of what is happening
- Nothing better could have been done. I was very satisfied to see the updates before spring term even began.
- N/A
- They did fine, I don't think there's anyway for them to have done it differently.
- More emails and reaching out to students.
- Informing us about the situation overall.
- it's great! for me at least
- I honestly think that there are no changes, there are many grant, scholarships, emergency fund opportunities that every student who qualifies can apply for. Communication is great, emails weekly is awesome and every teacher is quick to respond back within a week at the latest.
- N/A
- I believe that TBCC has done very well with the change in learning, I haven't been apart of any other class through the college prior to this springs semester so I am not sure as to how it was ran before.
- I would've liked to see more announcements on the MyTBCC website.
- Everyone is doing great!
- They did a good job
- TBCC is doing great
- I think TBCC took many great steps in assisting students during this time.
- Once everything started going downhill, tbcc could have been s little more proactive instead of reactive. Once k-12 closed it became pretty clear what everyone would be doing.... Now that we are here, instead of jumping the gun to get open and putting people at risk, keep everything online for a while. What are we really going to learn if a medium sized class is split into multiple groups to keep numbers down? It breaks up continuity of teaching. Online class completely sucks, no doubt about it. If the guidelines are saying September before things really start to go to normal maybe it would be a good idea to look ahead that far and start making long term plans. The world is forever changed and there will be no quick fix.
- I believe that TBCC has done a good job of informing students what they plan to be doing for the following term. Though I believe TBCC will need to share more information with students about summer term. I am sure that more information is

going to be given to students as the spring term nears the finish line, but I hope that TBCC can give students information as soon as it becomes available to allow students to prepare for the summer term.

- I believe overall, TBCC is doing well, but I think there is confusion in communication to students and instructors.
- being able to act on your own instead of waiting for government
- I can't think of a way, they seem to be pretty good.
- More emails
- it was fine the way it was.
- I am very satisfied with all the TBCC faculty and teachers, they inspires me to be a better person and student and helps me in everything i need to become successful someday.
- Many of the practices at TBCC are cumbersome: enrolling, Moodle, Financial Aid, etc. These items are tough to navigate in the best of times. During the initial changes advisors could have been MORE available to answer questions and guide people through. Instead, some were on vacation, or difficult to reach. We probably got was is the usual availability at this time, but in a crisis MORE is required to keep things flowing.
- The rate at emails that are checked (on the teachers part) could be a little more frequent.
- I feel with the given circumstances, TBCC has done an incredible job throughout this crisis.
- I think TBCC's responses were great. My only concerns that made it relatively difficult was when you have meetings or plans or information that you can only access in person it makes it really makes it hard to find were to get that information. I think that if they gave more info on who to talk to, to get stuff like official transcripts, councilor meetings, meetings in general and stuff of that nature. I think TBCC had overall a good response.
- They're doing great to me !
- I have not heard anything since the first week of this pandemic about clinicals or anything starting.
- When I looked on the website to see if classes will be online for the full term, I couldn't find any information.
- Nothing to comment about it.
- They did great, I think they are handling everything really professionally
- TBCC has fully been communicative in their efforts to handle the campus and communicate to the students and public in my opinion. Even staff has been their ready to answer questions. Thank you!
- I feel that TBCC responded well under the circumstances and I can't think of any way they could have done better.
- I'm not sure! I appreciate all that TBCC is doing to keep students on track both at the college and in our community!
- The user interface of the moodle is very awkward. I have yet to be able to get in to my email. I find it hard to communicate with other students in my class on the forums because many of them seem not to participate, or do so rarely.
- By not letting some of the classes go back on the 28th. This pandemic is still a big problem and we should not be in school.
- Occurred sooner so can better prepare for online classes (had to obtain laptop - IT also had a lot of trouble downloading Zoom for me on the laptop which is needed for my class)
- I think TBCC did a great job at handling this situation.
- I don't think you could of changed anything.
- Both my parents work for the college and the measures I've seen taken have been amazing
- They did great!
- They did just fine. I would just like clarity on whats going to happen to the courses that were cancelled this Spring term? Are they mandatory credits still? Will they be offered in Fall term?
- Perhaps increase the accuracy. So a plan doesnt change immediately after implementation. However that could just be from the matter at hand.
- I think TBCC did a great job with there response to covid and the transition for all classes to be available online.
- I was very uncomfortable attending classes on campus during Winter Term finals week. This was the beginning of the pandemic and I had to choose between attending classes to pass and my family's health and safety. I felt like the college was more concerned with finishing the term than everyone actual well-being. There could have been a number of other ways to finish the term that were less stressful during a finals week. I cried every single day I had to come to campus. I don't know if I'll ever take anymore on campus classes here.
- It was fine
- I think TBCC did and outstanding job adapting to all the rapid-fire changes that resulted from the Covid-19 pandemic.
- I just thought it was strange that TBCC kept open for the finals beginning of the outbreak. Maybe a little more information and options would have been a good thing.
- Encouraging people to wash their hands
- "they could have been in person or i should have a cell phone.
- "
- Better communication with the teachers!
- Everything was fine.

- I can't think of any ways in which TBCC could have responded better to this crisis
- I have been really satisfied with the communication between me and the staff. They have been friendly, informative and respond in a timely manner.
- None
- They are doing great
- nope, perfect response as far as I can tell!
- Everything was done in a good matter of time and communicated very well. I do not feel they could've done any better!
- I personally feel like TBCC's response was great! I felt up to date with everything that was going on regarding with the college.
- better cohesion during registration, and more attention paid to the accuracy of the information online, and in the mailed home book.
- I think it was handled very well.
- Courses that should not be online are online. Rather than having detailed notes or video explanations, there is a large amount of work that needs to be done. Not enough teachers are taking advantage of Zoom or other video conference programs in order to have discussions.
- Well the college has excellent communication to me.
- Everything was good! Handled it very well.
- I can't think of anything that would've been better.
- I would have appreciated more of an effort to engage with students about their needs earlier in the health crisis. I appreciate the outreach that did occur later on!
- I believe that TBCC is doing everything that they can getting us the information as fast as they can.
- When I imagined college I thought It would be hard to stay communicated with my teachers and advisors of but it was the opposite they stay in touch frequently which is amazing.
- N/A
- Nothing really good
- Involve students on how they feel they could be better prepared for instruction, and give teachers better resources to learn the new platforms they are using.
- I think they did a great job and has done everything in their power to do a great job!
- It was good