

Master's Exit Survey

# Class of 2012

Summary Report

Office of Accreditation and Assessment  
Teachers College Columbia University

## Master's Exit Survey, Class 2012

	Year	Agreement Scale						Mean	n	Importance Scale						Mean	n	(Impt-Agree) Gap
		Percentage								Percentage								
		Strongly Disagree (1) <-----> Strongly Agree (6)								Not Important (1) <-----> Very Important (6)								
		1	2	3	4	5	6			1	2	3	4	5	6			
<b>Academic Program and Courses</b>																		
1) My academic program was excellent.	2010	4%	6%	10%	22%	31%	28%	4.5	494	0%	0%	0%	4%	13%	83%	5.8	413	1.3
	2011	3%	8%	11%	18%	35%	28%	4.5	408	0%	0%	1%	3%	14%	82%	5.8	352	1.3
	2012	4%	6%	10%	24%	33%	23%	4.5	450	0%	0%	1%	1%	13%	85%	5.8	396	1.3
2) My program had a clear philosophy or focus.	2010	3%	6%	12%	19%	24%	36%	4.7	496	0%	1%	5%	13%	27%	54%	5.3	412	0.6
	2011	3%	6%	14%	19%	30%	29%	4.5	406	0%	1%	6%	14%	28%	52%	5.3	350	0.8
	2012	4%	8%	11%	19%	26%	33%	4.5	447	0%	1%	3%	13%	27%	55%	5.3	395	0.8
3) My program had clear requirements.	2010	1%	45%	8%	20%	27%	40%	4.9	493	1%	1%	6%	12%	24%	56%	5.3	409	0.4
	2011	2%	3%	6%	21%	29%	39%	4.9	407	0%	0%	3%	15%	26%	55%	5.3	351	0.4
	2012	3%	3%	8%	14%	30%	42%	4.9	446	1%	1%	6%	12%	25%	56%	5.3	391	0.4
4) My program provided a well-integrated set of courses.	2010	3%	8%	13%	28%	26%	22%	4.3	493	0%	0%	2%	13%	31%	54%	5.3	407	1.0
	2011	5%	6%	13%	27%	28%	21%	4.3	403	0%	0%	2%	12%	29%	57%	5.4	348	1.1
	2012	3%	4%	16%	24%	28%	25%	4.5	449	0%	1%	2%	10%	30%	57%	5.4	393	0.9
5) My program provided a good variety of courses.	2010	4%	8%	18%	25%	24%	21%	4.2	493	0%	0%	2%	10%	28%	59%	5.4	408	1.2
	2011	4%	7%	19%	28%	22%	19%	4.2	402	0%	1%	1%	13%	28%	57%	5.4	349	1.2
	2012	3%	6%	14%	25%	29%	23%	4.4	445	0%	1%	3%	7%	29%	59%	5.4	392	1.0
6) I was able to register for courses I needed with few conflicts.	2010	4%	5%	10%	14%	25%	42%	4.8	481	0%	1%	2%	12%	26%	58%	5.4	401	0.6
	2011	4%	5%	8%	16%	26%	41%	4.8	402	0%	1%	2%	11%	29%	58%	5.4	345	0.6
	2012	4%	6%	6%	15%	25%	45%	4.9	437	1%	1%	4%	11%	26%	58%	5.3	386	0.4
7) I had flexibility to choose courses based on my life or career goals.	2010	7%	10%	15%	21%	25%	21%	4.1	475	1%	2%	3%	14%	27%	53%	5.2	394	1.1
	2011	7%	8%	18%	27%	21%	19%	4.0	395	1%	0%	4%	17%	25%	53%	5.2	339	1.2
	2012	7%	9%	13%	23%	23%	25%	4.2	435	2%	2%	3%	9%	29%	56%	5.3	382	1.1
8) My program provided a solid theoretical foundation in my discipline.	2010	2%	5%	9%	18%	30%	37%	4.8	490	0%	1%	6%	15%	27%	50%	5.2	411	0.4
	2011	4%	2%	10%	18%	29%	37%	4.8	404	0%	1%	6%	15%	22%	55%	5.2	349	0.4
	2012	2%	5%	7%	18%	33%	35%	4.8	444	0%	1%	6%	10%	30%	53%	5.3	393	0.5
9) Course content was relevant to my life or career goals	2010	2%	4%	10%	20%	29%	35%	4.8	491	0%	0%	2%	5%	25%	67%	5.6	406	0.8
	2011	3%	4%	12%	18%	31%	32%	4.6	404	0%	0%	2%	7%	18%	73%	5.6	350	1.0
	2012	3%	5%	12%	17%	31%	33%	4.7	443	0%	1%	2%	4%	22%	72%	5.6	393	0.9
10) Most courses were academically rigorous.	2010	4%	5%	9%	19%	32%	31%	4.6	490	1%	1%	4%	16%	30%	48%	5.2	407	0.6
	2011	5%	7%	12%	20%	27%	30%	4.5	404	0%	1%	5%	14%	29%	51%	5.2	351	0.7
	2012	3%	6%	10%	18%	30%	33%	4.6	445	1%	0%	4%	14%	32%	49%	5.2	390	0.6

<b>Instruction / Training</b>																		
1) Quality of instruction in most classes was excellent.	2010	2%	5%	11%	25%	28%	28%	4.6	492	0%	0%	0%	3%	16%	81%	5.8	405	1.2
	2011	3%	6%	10%	23%	33%	26%	4.5	403	0%	0%	0%	4%	13%	82%	5.8	344	1.3
	2012	3%	3%	11%	22%	34%	28%	4.7	446	0%	0%	1%	3%	13%	83%	5.8	383	1.1
2) Instructors used effective teaching strategies.	2010	1%	6%	14%	31%	28%	20%	4.4	489	0%	0%	0%	10%	25%	65%	5.5	404	1.1
	2011	3%	6%	12%	25%	33%	21%	4.4	403	0%	0%	1%	6%	22%	70%	5.6	342	1.2
	2012	2%	4%	11%	25%	34%	24%	4.6	445	0%	0%	1%	3%	21%	75%	5.7	381	1.1
3) Instructors considered student differences as they taught a course.	2010	2%	7%	16%	26%	25%	23%	4.3	484	1%	3%	8%	15%	29%	45%	5.0	396	0.7
	2011	5%	6%	17%	24%	27%	20%	4.2	389	0%	2%	9%	17%	24%	47%	5.1	340	0.8
	2012	3%	7%	16%	25%	23%	26%	4.4	435	1%	0%	7%	19%	25%	48%	5.1	372	0.7
4) Instructors used information technology and media in the classroom.	2010	2%	6%	18%	25%	25%	25%	4.4	489	4%	6%	17%	19%	27%	27%	4.4	403	0.0
	2011	2%	7%	14%	25%	32%	20%	4.4	402	4%	6%	16%	27%	19%	28%	4.3	343	0.0
	2012	2%	5%	13%	26%	28%	25%	4.5	443	4%	3%	16%	25%	21%	31%	4.5	380	0.0

5) Instructors provided timely feedback about student progress.	2010	2%	7%	14%	23%	31%	23%	4.4	490	0%	1%	3%	16%	30%	49%	5.2	404	0.8
	2011	2%	6%	13%	27%	30%	21%	4.4	401	0%	1%	4%	15%	31%	50%	5.3	343	0.8
	2012	4%	4%	10%	30%	31%	22%	4.5	442	1%	1%	4%	15%	28%	52%	5.2	379	0.8
6) Instructors used appropriate methods to assess student performance.	2010	1%	2%	11%	25%	33%	28%	4.7	483	0%	0%	3%	13%	32%	51%	5.3	401	0.6
	2011	2%	2%	9%	22%	40%	25%	4.7	400	0%	1%	3%	16%	29%	52%	5.3	341	0.6
	2012	4%	3%	8%	21%	38%	26%	4.6	440	1%	1%	2%	15%	30%	51%	5.3	379	0.6
7) I had adequate opportunities to develop research skills.	2010	7%	9%	13%	20%	26%	25%	4.2	480	2%	4%	6%	18%	23%	45%	4.9	396	0.7
	2011	6%	9%	17%	19%	27%	23%	4.2	395	4%	3%	8%	18%	24%	43%	4.8	337	0.7
	2012	6%	10%	12%	24%	26%	23%	4.2	434	2%	3%	10%	17%	27%	41%	4.9	375	0.7
8) I had adequate opportunities for reflection and critical thinking.	2010	2%	3%	6%	15%	26%	48%	5.0	487	0%	1%	4%	12%	24%	59%	5.3	401	0.3
	2011	1%	3%	7%	14%	27%	48%	5.1	400	0%	1%	3%	11%	28%	57%	5.4	343	0.3
	2012	2%	3%	6%	15%	29%	46%	5.1	439	0%	1%	2%	12%	28%	57%	5.4	380	0.3
9) I had adequate opportunities for teamwork and collaboration.	2010	2%	3%	5%	14%	30%	46%	5.1	486	2%	5%	12%	21%	26%	34%	4.7	403	-0.4
	2011	1%	1%	6%	14%	30%	47%	5.1	400	3%	5%	11%	21%	25%	35%	4.7	341	-0.5
	2012	1%	2%	5%	16%	30%	46%	5.1	440	4%	4%	9%	20%	24%	40%	4.8	381	-0.3
10) I had adequate opportunities to learn new media and technology.	2010	10%	16%	18%	26%	17%	14%	3.7	480	4%	5%	15%	21%	22%	33%	4.5	397	0.9
	2011	9%	17%	21%	24%	19%	11%	3.6	398	3%	7%	14%	26%	22%	28%	4.4	338	0.8
	2012	12%	15%	19%	22%	20%	12%	3.6	427	6%	5%	11%	23%	25%	30%	4.5	372	0.9
11) I had adequate opportunities to develop skills to work with diverse children and/or adults.	2010	7%	8%	14%	21%	22%	28%	4.3	468	3%	2%	7%	13%	26%	50%	5.1	384	0.8
	2011	7%	8%	11%	24%	26%	24%	4.3	374	3%	4%	6%	12%	24%	51%	5.0	322	0.8
	2012	7%	8%	13%	18%	27%	28%	4.3	423	1%	4%	5%	10%	28%	51%	5.1	368	0.8

Academic Advising																		
1) My program provided good academic advising.	2010	15%	13%	14%	17%	21%	21%	3.8	475	1%	1%	3%	9%	21%	66%	5.5	387	1.7
	2011	13%	10%	13%	18%	21%	24%	4.0	396	0%	0%	2%	9%	23%	65%	5.5	337	1.5
	2012	12%	10%	14%	20%	20%	25%	4.0	434	0%	1%	4%	7%	20%	67%	5.5	377	1.5
2) My program provided accurate information about program requirements.	2010	4%	7%	13%	16%	26%	34%	4.6	479	0%	0%	2%	8%	25%	64%	5.5	384	1.0
	2011	4%	5%	11%	19%	24%	36%	4.6	398	0%	0%	3%	8%	26%	63%	5.5	335	0.9
	2012	5%	7%	7%	17%	27%	39%	4.7	442	0%	1%	2%	8%	24%	65%	5.5	375	0.8
3) My program regularly assessed my academic performance.	2010	1%	1%	14%	18%	24%	24%	4.1	465	2%	1%	8%	20%	26%	43%	4.9	377	0.9
	2011	1%	7%	13%	23%	27%	21%	4.1	382	2%	2%	9%	20%	28%	41%	4.9	323	0.8
	2012	8%	7%	9%	22%	27%	26%	4.3	429	2%	2%	7%	17%	30%	42%	5	441	0.7
4) I knew who to contact for questions about programs and services.	2010	7%	6%	11%	17%	26%	33%	4.5	479	1%	1%	4%	9%	26%	59%	5.4	391	0.9
	2011	7%	8%	8%	16%	23%	38%	4.5	401	1%	1%	5%	9%	23%	61%	5.4	341	0.8
	2012	6%	7%	8%	15%	24%	41%	4.7	441	0%	0%	3%	11%	20%	66%	5.5	377	0.8
5) My advisor was available when needed.	2010	1%	8%	11%	15%	22%	35%	4.3	467	0%	1%	2%	9%	25%	63%	5.5	383	1.1
	2011	9%	6%	9%	14%	20%	42%	4.6	393	0%	0%	1%	9%	24%	65%	5.5	337	1.0
	2012	8%	8%	7%	13%	22%	43%	4.6	433	0%	1%	2%	8%	21%	69%	5.6	372	1.0
6) The frequency of interactions with my advisor was adequate.	2010	15%	11%	9%	17%	17%	30%	4.0	469	1%	0%	2%	16%	27%	54%	5.3	380	1.3
	2011	13%	5%	12%	17%	18%	34%	4.2	391	1%	1%	3%	12%	28%	56%	5.3	334	1.1
	2012	12%	8%	10%	15%	23%	32%	4.3	428	0%	1%	4%	12%	24%	59%	5.4	367	1.1
7) My advisor was knowledgeable about program requirements.	2010	5%	6%	8%	13%	24%	45%	4.8	460	1%	0%	2%	9%	23%	66%	5.5	380	0.7
	2011	7%	4%	8%	10%	21%	50%	4.8	388	0%	1%	1%	8%	21%	69%	5.6	338	0.7
	2012	5%	6%	6%	12%	23%	48%	4.9	429	1%	0%	2%	6%	24%	67%	5.5	368	0.7
8) My program/ advisor kept me informed about my academic progress.	2010	2%	14%	11%	17%	16%	22%	3.6	455	2%	3%	6%	16%	25%	48%	5.0	374	1.4
	2011	18%	10%	10%	19%	19%	23%	3.8	382	1%	2%	8%	17%	27%	45%	5.0	332	1.2
	2012	16%	12%	11%	17%	19%	26%	3.9	423	3%	2%	7%	15%	22%	51%	5.1	366	1.2
9) My advisor supported me in completing my program in a timely manner.	2010	12%	9%	9%	14%	17%	40%	4.3	456	1%	0%	2%	12%	23%	61%	5.4	374	1.1
	2011	12%	6%	7%	14%	16%	44%	4.5	387	0%	1%	3%	13%	19%	63%	5.4	335	0.9
	2012	1%	7%	8%	15%	18%	42%	4.5	419	1%	2%	4%	11%	22%	62%	5.4	362	0.8
10) My advisor supported me in pursuing my life or career goals.	2010	16%	11%	8%	13%	17%	35%	4.1	453	1%	1%	2%	9%	24%	64%	5.5	371	1.4
	2011	14%	9%	9%	15%	17%	37%	4.2	380	0%	2%	4%	10%	20%	64%	5.4	331	1.2
	2012	14%	9%	10%	12%	17%	38%	4.2	411	1%	2%	5%	7%	21%	65%	5.4	358	1.2

Learning Environment																		
1) My program provided an effective learning environment for its students.	2010	2%	3%	10%	24%	30%	31%	4.7	480	0%	0%	1%	10%	27%	62%	5.5	390	0.8
	2011	0%	0%	2%	70%	22%	70%	4.7	333	4%	4%	8%	16%	28%	41%	5.6	400	1.0
	2012	3%	4%	8%	19%	35%	32%	4.7	442	0%	0%	1%	8%	23%	68%	5.6	374	0.8
2) My program was an intellectually stimulating place.	2010	3%	4%	7%	16%	26%	44%	4.9	480	0%	0%	0%	6%	21%	73%	5.7	390	0.8
	2011	4%	4%	8%	16%	28%	41%	4.8	400	0%	0%	1%	3%	17%	79%	5.7	334	0.9
	2012	3%	3%	9%	15%	25%	45%	4.9	441	0%	0%	1%	5%	17%	77%	5.7	374	0.8
3) Faculty were scholarly and professionally competent.	2010	1%	3%	5%	16%	30%	45%	5.1	479	0%	0%	0%	4%	19%	77%	5.7	390	0.7
	2011	2%	4%	6%	13%	34%	41%	5.0	395	0%	0%	1%	3%	19%	77%	5.7	331	0.8
	2012	1%	3%	7%	11%	30%	48%	5.1	441	0%	0%	1%	3%	19%	77%	5.7	375	0.6
4) Faculty were usually available after class and/or during office hours.	2010	3%	3%	7%	19%	29%	39%	4.8	469	1%	1%	4%	11%	26%	57%	5.3	385	0.5
	2011	3%	2%	10%	19%	34%	32%	4.8	389	0%	1%	2%	13%	28%	57%	5.4	329	0.6
	2012	2%	3%	6%	16%	31%	43%	5.0	424	0%	1%	3%	13%	25%	58%	5.4	364	0.4
5) Communication between faculty and students in my program was good.	2010	6%	5%	10%	18%	28%	33%	4.6	479	0%	0%	2%	8%	27%	62%	5.5	391	0.9
	2011	5%	4%	11%	18%	31%	31%	4.6	396	0%	1%	2%	9%	26%	62%	5.5	333	0.9
	2012	4%	4%	11%	20%	26%	36%	4.7	436	0%	1%	1%	12%	24%	63%	5.5	371	0.8
6) Faculty respected student opinions or ideas that differed from their own.	2010	3%	4%	11%	18%	30%	33%	4.7	476	0%	0%	2%	10%	29%	58%	5.4	391	0.7
	2011	3%	5%	8%	16%	36%	32%	4.7	394	0%	0%	2%	8%	29%	61%	5.5	330	0.8
	2012	3%	3%	8%	17%	29%	40%	4.9	440	0%	1%	2%	9%	25%	64%	5.5	373	0.6
7) Faculty cared about students as individuals.	2010	4%	6%	10%	18%	30%	32%	4.6	476	1%	1%	2%	12%	27%	58%	5.4	393	0.8
	2011	5%	5%	12%	17%	28%	34%	4.6	394	0%	1%	3%	9%	27%	60%	5.4	330	0.8
	2012	4%	3%	10%	16%	26%	42%	4.8	439	0%	1%	2%	8%	23%	66%	5.5	372	0.7
8) Faculty treated all students fairly.	2010	3%	4%	8%	16%	32%	38%	4.8	477	0%	0%	1%	8%	26%	65%	5.6	393	0.7
	2011	4%	5%	7%	15%	34%	36%	4.8	389	0%	0%	2%	8%	22%	68%	5.5	330	0.8
	2012	2%	4%	6%	17%	28%	43%	5.0	430	0%	1%	2%	8%	20%	70%	5.6	372	0.6
9) My program was responsive to student feedback.	2010	8%	8%	13%	18%	27%	27%	4.3	440	0%	1%	1%	14%	28%	56%	5.4	376	1.1
	2011	6%	8%	13%	19%	30%	23%	4.3	356	0%	0%	2%	11%	29%	57%	5.4	315	1.1
	2012	8%	8%	11%	20%	22%	32%	4.4	397	0%	1%	3%	9%	24%	64%	5.5	353	1.1
10) There was a sense of community in my program.	2010	8%	8%	11%	16%	23%	34%	4.4	475	1%	1%	4%	10%	29%	55%	5.3	390	0.9
	2011	8%	8%	10%	21%	22%	32%	4.4	395	1%	2%	4%	11%	29%	53%	5.2	333	0.9
	2012	11%	6%	11%	15%	22%	34%	4.3	437	1%	1%	4%	11%	22%	61%	5.4	373	1.1
11) Fellow students demonstrated high academic abilities.	2010	4%	3%	7%	18%	31%	36%	4.8	477	2%	1%	2%	10%	30%	56%	5.3	393	0.5
	2011	2%	5%	7%	21%	34%	31%	4.7	395	1%	1%	4%	12%	30%	52%	5.3	330	0.5
	2012	3%	4%	9%	18%	29%	38%	4.8	440	1%	2%	3%	11%	24%	60%	5.3	372	0.6
12) Faculty reflected a diversity of backgrounds and experiences.	2010	4%	6%	9%	19%	27%	35%	4.6	474	1%	1%	2%	12%	28%	56%	5.3	390	0.7
	2011	4%	5%	9%	25%	29%	28%	4.6	390	0%	1%	6%	12%	25%	55%	5.3	329	0.7
	2012	4%	5%	7%	21%	23%	40%	4.8	436	1%	2%	4%	10%	26%	58%	5.3	370	0.6
13) Students reflected a diversity of backgrounds and experiences.	2010	1%	3%	6%	14%	30%	45%	5.0	476	1%	2%	3%	12%	27%	56%	5.3	392	0.3
	2011	1%	5%	6%	17%	32%	38%	4.9	397	1%	1%	5%	15%	26%	53%	5.2	331	0.4
	2012	3%	3%	8%	15%	26%	47%	5.0	442	1%	2%	4%	12%	25%	57%	5.3	375	0.3
14) My program was free of discrimination.	2010	2%	3%	4%	9%	25%	56%	5.2	448	1%	0%	1%	5%	18%	75%	5.6	385	0.5
	2011	3%	2%	4%	13%	27%	50%	5.1	368	0%	0%	2%	5%	17%	76%	5.7	321	0.6
	2012	2%	3%	6%	9%	24%	55%	5.2	421	0%	1%	2%	6%	17%	75%	5.6	365	0.4
Resources																		
1) The College/ program had adequate resources to support learning.	2010	2%	4%	10%	21%	31%	33%	4.7	480	0%	0%	3%	10%	24%	63%	5.5	391	0.7
	2011	4%	4%	9%	21%	30%	32%	4.7	383	0%	0%	3%	8%	24%	64%	5.5	318	0.8
	2012	2%	4%	8%	25%	28%	33%	4.7	420	0%	0%	2%	9%	26%	63%	5.5	354	0.8
2) Program staff was caring and helpful.	2010	2%	5%	11%	19%	28%	36%	4.7	476	0%	0%	3%	9%	32%	56%	5.4	392	0.7
	2011	2%	4%	11%	20%	28%	35%	4.7	392	0%	1%	3%	11%	29%	56%	5.3	321	0.6
	2012	2%	3%	9%	17%	28%	41%	4.9	424	0%	1%	2%	9%	27%	61%	5.5	352	0.6
3) Gottesman Libraries resources and services were adequate.	2010	1%	3%	8%	20%	33%	34%	4.8	463	1%	0%	2%	11%	29%	58%	5.4	383	0.6
	2011	2%	5%	8%	18%	32%	35%	4.8	381	1%	1%	4%	10%	26%	58%	5.3	313	0.6
	2012	2%	4%	8%	21%	39%	36%	4.8	414	1%	0%	4%	14%	27%	55%	5.3	348	0.5

4) Classroom facilities were adequate.	2010	7%	9%	16%	21%	27%	20%	4.1	481	1%	1%	3%	17%	33%	45%	5.2	392	1.1
	2011	10%	9%	16%	23%	25%	18%	4.0	397	0%	1%	4%	15%	36%	44%	5.2	324	1.2
	2012	5%	11%	17%	25%	23%	19%	4.1	433	1%	1%	4%	16%	32%	46%	5.2	359	1.1
5) Specialized facilities (labs, studios, etc.) and equipment were adequate.	2010	3%	7%	12%	24%	31%	24%	4.4	380	0%	1%	4%	13%	34%	48%	5.2	322	0.8
	2011	4%	10%	12%	24%	29%	21%	4.3	298	1%	1%	5%	16%	30%	47%	5.1	260	0.9
	2012	3%	8%	13%	23%	28%	26%	4.4	336	1%	1%	4%	16%	29%	49%	5.2	291	0.7
6) Information technology and media resources were adequate.	2010	3%	5%	10%	23%	36%	24%	4.6	459	1%	1%	4%	16%	34%	45%	5.2	380	0.6
	2011	2%	8%	13%	25%	29%	23%	4.4	368	1%	1%	5%	19%	32%	43%	5.1	308	0.7
	2012	2%	7%	10%	25%	34%	22%	4.5	398	1%	1%	3%	18%	31%	46%	5.1	342	0.7
7) Adequate financial aid was available for most students.	2010	25%	12%	12%	13%	19%	20%	3.5	377	2%	0%	1%	5%	16%	76%	5.6	330	2.1
	2011	24%	13%	13%	16%	15%	18%	3.4	323	0%	1%	2%	8%	17%	72%	5.6	281	2.2
	2012	21%	13%	13%	18%	14%	20%	3.5	327	2%	0%	2%	6%	14%	76%	5.6	287	2.1

Student Support Services																
As a student, how helpful did you find the following student support services?	Year	Frequency						Percentage						mean	n	
		Not helpful (1) <-----> Very helpful (6)						Not helpful (1) <-----> Very helpful (6)								
		1	2	3	4	5	6	1	2	3	4	5	6			
1) Office of the Registrar	2010	46	50	70	105	96	100	10%	11%	15%	22%	21%	21%	4.0	467	
	2011	26	36	47	90	103	74	7%	10%	12%	24%	27%	20%	4.1	376	
	2012	33	28	50	110	99	101	8%	7%	12%	25%	24%	25%	4.2	412	
2) Financial Aid Office	2010	37	29	58	70	74	85	10%	8%	16%	20%	21%	24%	4.0	353	
	2011	20	29	46	61	82	68	7%	9%	15%	20%	27%	22%	4.2	306	
	2012	28	25	26	72	74	86	9%	8%	8%	23%	24%	28%	4.3	311	
3) Student Accounts	2010	17	16	59	109	112	98	4%	4%	14%	27%	27%	24%	4.4	411	
	2011	8	19	53	66	109	70	2%	6%	16%	20%	34%	22%	4.4	325	
	2012	14	16	42	97	88	87	4%	5%	12%	28%	26%	25%	4.4	344	
4) Career Services	2010	21	23	43	67	67	89	7%	7%	14%	22%	22%	29%	4.3	310	
	2011	25	14	31	57	61	61	10%	6%	12%	23%	24%	24%	4.2	249	
	2012	22	25	40	59	62	72	8%	9%	14%	21%	22%	26%	4.2	280	

Overall Satisfaction*																
	Year	Frequency						Percentage						mean	n	
		1	2	3	4	5	6	1	2	3	4	5	6			
		1_Much worse than I expected <-----> Much better than I expected_6														
1) Overall, how did your program meet your expectations?	2010	25	39	60	117	141	100	5%	8%	12%	24%	29%	21%	4.3	482	
	2011	27	36	52	89	119	80	7%	9%	13%	22%	30%	20%	4.2	403	
	2012	29	40	55	91	140	84	7%	9%	13%	21%	32%	19%	4.2	412	
2) How much do you feel you learned in your program? 1_Not Much <-----> A lot_6																
2) How much do you feel you learned in your program?	2010	12	14	38	95	107	206	3%	3%	8%	20%	23%	44%	4.9	472	
	2011	10	16	28	67	115	162	3%	4%	7%	17%	29%	41%	4.9	398	
	2012	7	22	41	77	101	192	2%	5%	9%	18%	23%	44%	4.3	311	
3) Overall, how satisfied are you with your experience? 1_Very dissatisfied <-----> Very Satisfied_6																
3) Overall, how satisfied are you with your experience?	2010	17	28	51	98	141	141	4%	6%	11%	21%	30%	30%	4.6	476	
	2011	18	22	44	80	117	117	5%	6%	11%	20%	29%	29%	4.5	398	
	2012	23	32	48	88	120	127	5%	7%	11%	20%	27%	29%	4.4	344	

		1_Strongly disagree ←-----→ Strongly agree_6													
4) Tuition paid was a worthwhile investment.	2010	40	52	70	109	101	93	9%	11%	15%	23%	22%	20%	4.0	465
	2011	42	55	55	87	78	65	11%	14%	14%	23%	20%	17%	3.8	382
	2012	41	59	62	104	91	62	10%	14%	15%	25%	22%	15%	4.2	280
		1_Definitely not ←-----→ Definitely yes_6													
5) If you could start over, would you attend TC?	2010	28	37	61	76	71	182	6%	8%	13%	17%	16%	40%	4.5	455
	2011	26	39	44	56	75	144	7%	10%	11%	15%	20%	38%	4.4	384
	2012	37	41	51	62	82	150	9%	10%	12%	15%	19%	36%	4.2	412
6) If you could start over, would you choose your program at TC?	2010	41	49	50	78	65	176	9%	11%	11%	17%	14%	38%	4.3	459
	2011	34	25	42	51	76	161	9%	6%	11%	13%	20%	41%	4.5	389
	2012	43	40	41	58	81	158	10%	10%	10%	14%	19%	38%	4.3	311
7) Would you recommend your program at TC to others?	2010	33	42	55	85	84	163	7%	9%	12%	18%	18%	36%	4.4	462
	2011	33	42	48	53	69	147	8%	11%	12%	14%	18%	38%	4.3	392
	2012	48	40	48	72	76	143	11%	9%	11%	17%	18%	34%	4.4	344

\* 'Overall Satisfaction' has five different response scales.