



Spring 2026 CCC Student Survey Report

Survey Objective: To measure student satisfaction and loyalty using the Net Promoter Score (NPS) framework and gather actionable feedback to improve CCC's reputation and service to students.

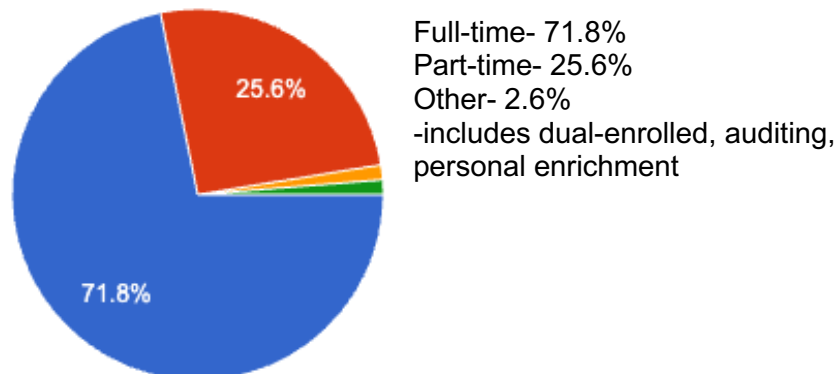
Survey Execution

- **Survey Period:** May 5, 2026-May 18, 2026
- **Number of Respondents:** 78
- **Methods of Outreach:**
 - Emails (2) to all winter term students via the all-student term list
 - Ad with QR Code on TV monitors around campuses
 - Canvas platform announcement
 - Website slider ad
 - Request to faculty to promote survey link through class interactions
 - Survey redirect URL's captured how people got to the survey:
 - Direct Email Request- 125 hits
 - Canvas, TV monitors, Website slider ad: 39 hits
 - Faculty promotion: 2 hits

Student Snapshot

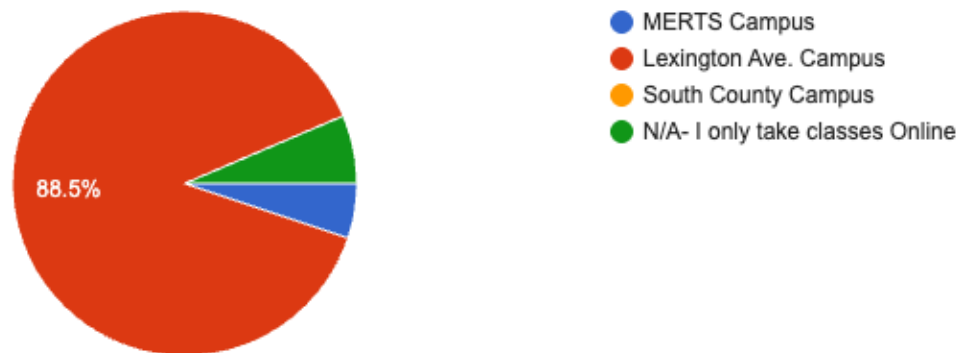
Respondents were asked about their current enrollment status:

78 responses



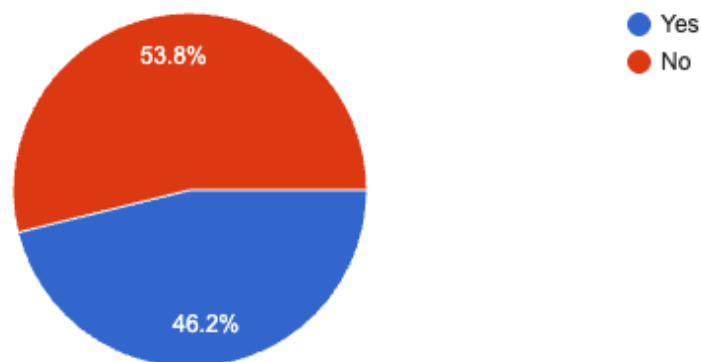
Respondents were asked which location they take classes at:

78 responses



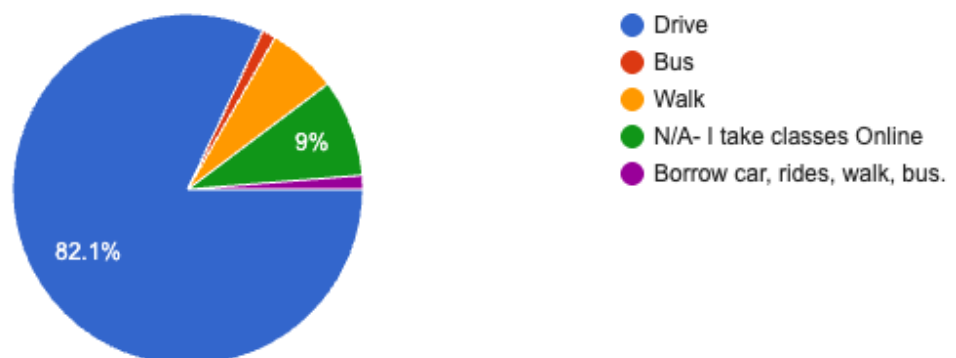
Respondents were asked if they attended New Student Orientation:

78 responses



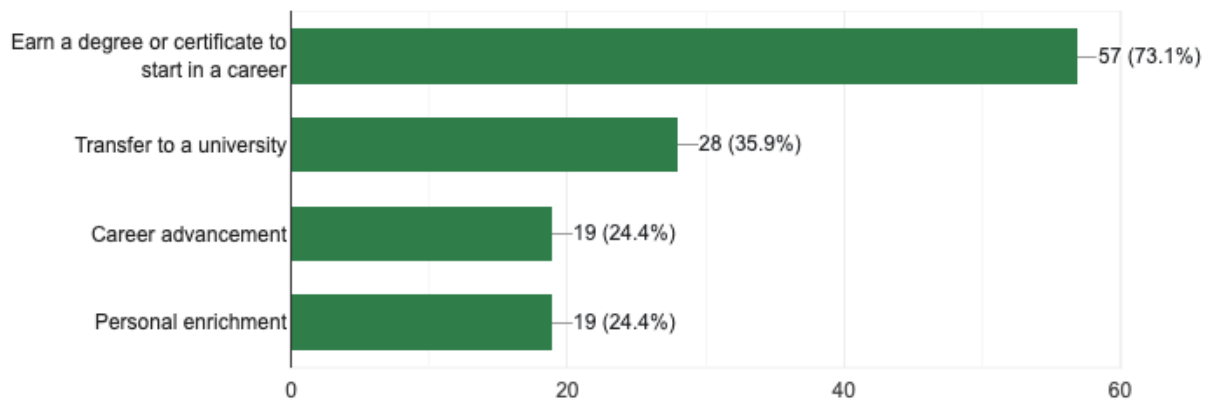
Respondents were asked about their transportation to attend classes:

78 responses



Respondents were asked about their academic goals:

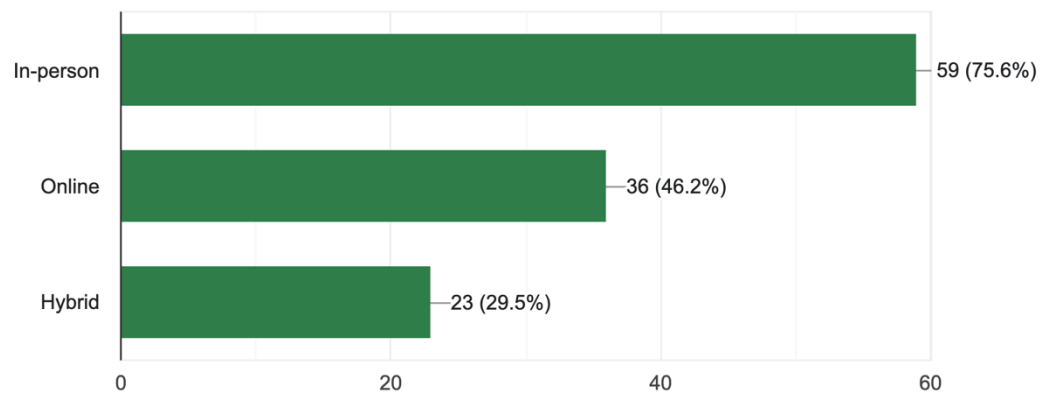
78 responses



Respondents were asked about class modality:

How are you attending classes this term at CCC? (Select all that apply)

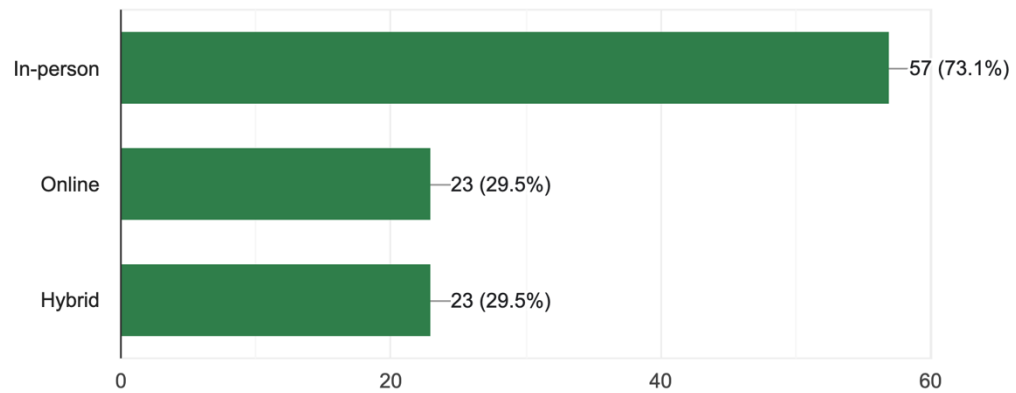
78 responses



Respondents were asked about their preferred method of taking classes:

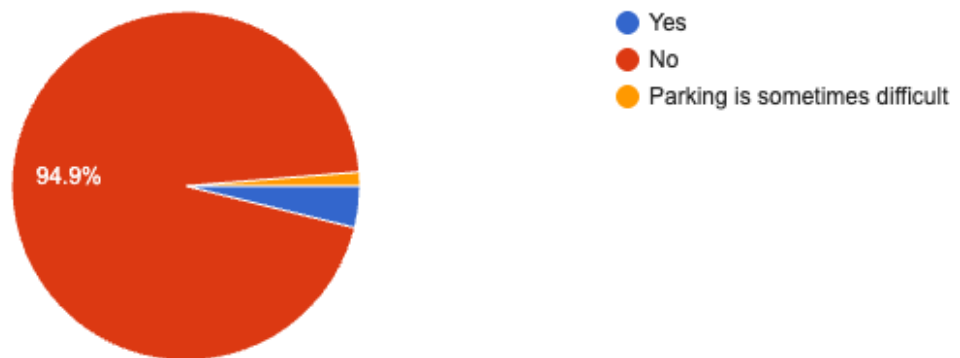
What is your preferred method of taking classes at CCC? (Select all that apply)

78 responses



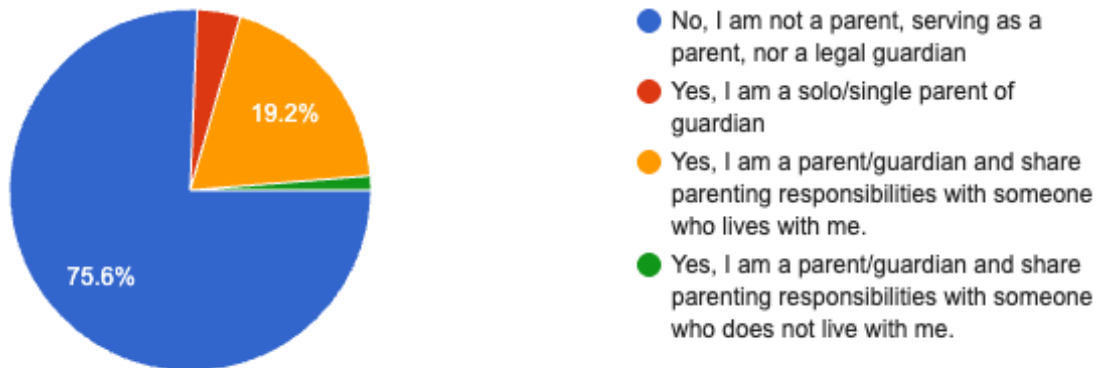
Respondents were asked about accessibility concerns at CCC:

78 responses

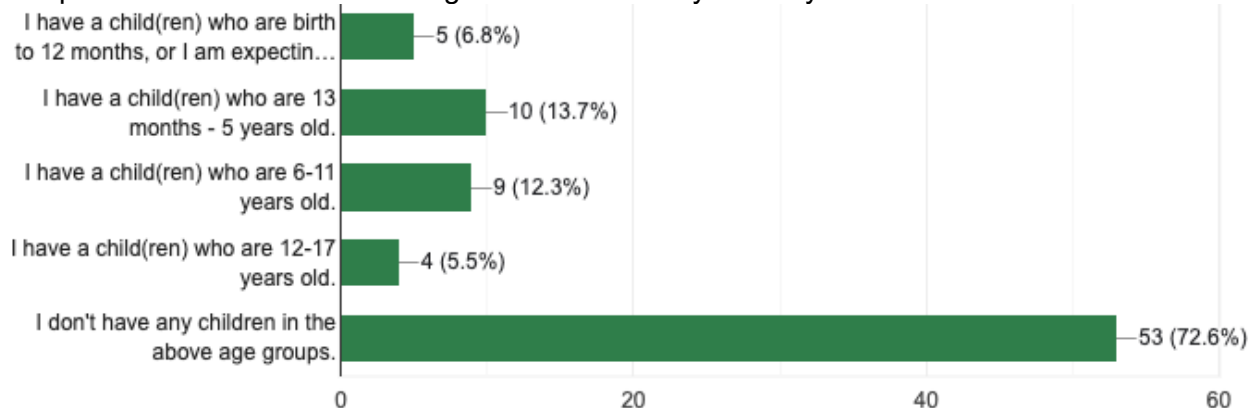


Accessibility Issue included: parking spaces, health issues and required in-person exams, walking on hills

Respondents were asked about their parent/guardian status:



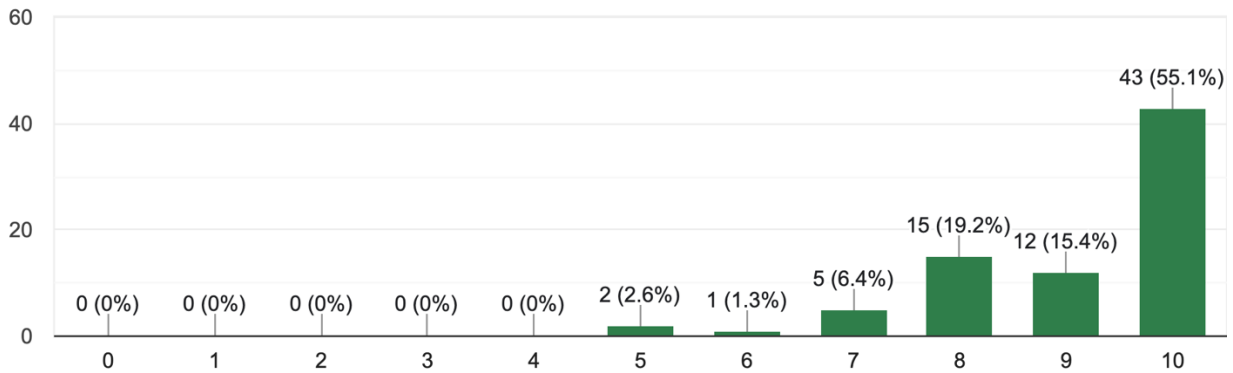
Respondents were asked about age of children if they had any:



Net Promoter Score Results**Overall NPS Score for Winter 2026: 67**

On a scale of 0 to 10, how likely are you to recommend Clatsop Community College to a friend, family member, or colleague?

78 responses



Key Insights Regarding NPS score selection by respondents: Question asked was, “What is the primary reason for your score”

Summarized Positive Reasons Students Gave for Their Score

- Supportive faculty and staff: referenced in 39 of 66 usable comments
- Welcoming community environment: referenced in 22 of 66 usable comments
- Quality education, programs, and resources: referenced in 21 of 66 usable comments
- Small class sizes and personalized attention: referenced in 8 of 66 usable comments
- Affordability, access, and local convenience: referenced in 8 of 66 usable comments

Summarized Critical Reasons Students Gave for Their Score

- Most NPS comments were positive; critical comments primarily referenced limited course/program options, scheduling, online availability, and a few concerns about communication, staff responsiveness, or campus changes.
- Comments from lower scores reflected concern about specific experiences, desire for more consistency, or frustration with limited options rather than broad dissatisfaction with CCC as a whole.

NPS Benchmarking:

- **Year-over-Year Comparison:**
 - Spring 2025- NPS Score 57
 - Summer 2025- NPS Score 56
 - Fall 2025- NPS Score 60
 - Winter 2026- NPS Score 56

NPS Calculation

- **Promoters** (score **9-10**): Customers who are highly satisfied and likely to recommend.
- **Passives** (score **7-8**): Customers who are satisfied but not enthusiastic.
- **Detractors** (score **0-6**): Customers who are dissatisfied and may discourage others.
- **Breakdown of Responses:**
 - Promoters (9-10): **55**
 - Passives (7-8): **20**
 - Detractors (0-6): **3**
- **Respondent Scores:**
 - Score **0**: **0** respondent
 - Score **1**: **0** respondent
 - Score **2**: **0** respondent
 - Score **3**: **0** respondents
 - Score **4**: **0** respondent
 - Score **5**: **2** respondents
 - Score **6**: **1** respondent
 - Score **7**: **5** respondents
 - Score **8**: **15** respondents
 - Score **9**: **12** respondents
 - Score **10**: **43** respondents

NPS Formula and Steps:

1. Total Respondents = Sum of all responses.
2. Calculate Percentage of Promoters =
$$\frac{\text{Total (9-10)}}{\text{Total Respondents}} \times 100$$
3. Calculate Percentage of Detractors =
$$\frac{\text{Total (0-6)}}{\text{Total Respondents}} \times 100$$
4. Compute NPS = (% Promoters - % Detractors)

NPS Calculation:

- Total Respondents: 78 Spring Term Students
- % Promoters (9-10): 70.5%
- % Detractors (0-6): 3.8%

NPS Meaning

What does this score mean: A Net Promoter Score (NPS) of 67 is positive.

General NPS Benchmarking:

- Above 50 → Excellent
- 30 to 50 → Good
- 0 to 30 → Average/Needs Improvement
- Below 0 → Poor

CCC's Score of 67:

- This score indicates a strong positive overall sentiment, with a high percentage of promoters and a relatively low detractor rate.

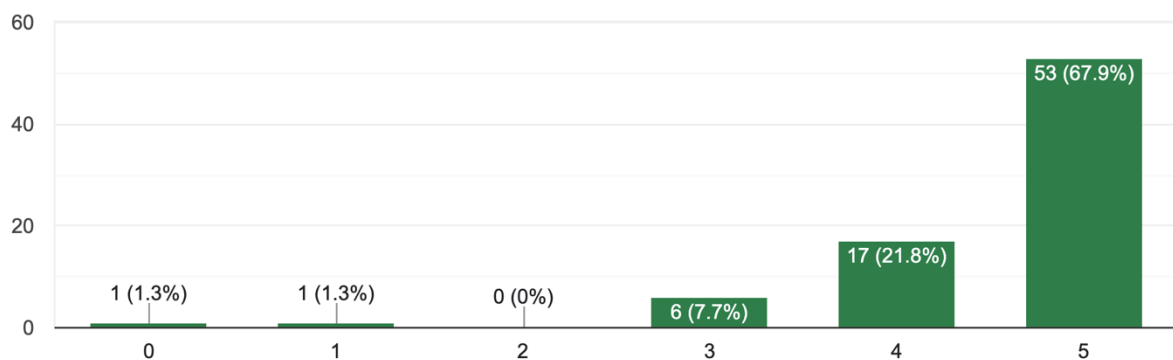
- Our **detractors (3.8%)** show there is some dissatisfaction or areas for improvement. Addressing the concerns of these detractors can help further improve the overall experience and potentially turn some into promoters.
- Our **promoters (70.5%)** are strong, suggesting satisfaction in their experience and enthusiasm to recommend CCC to others.

Student Experience Ratings

Experience with Admissions Process: 4.5 average

On a scale of 0 to 5, how was your experience with the admissions process at CCC?

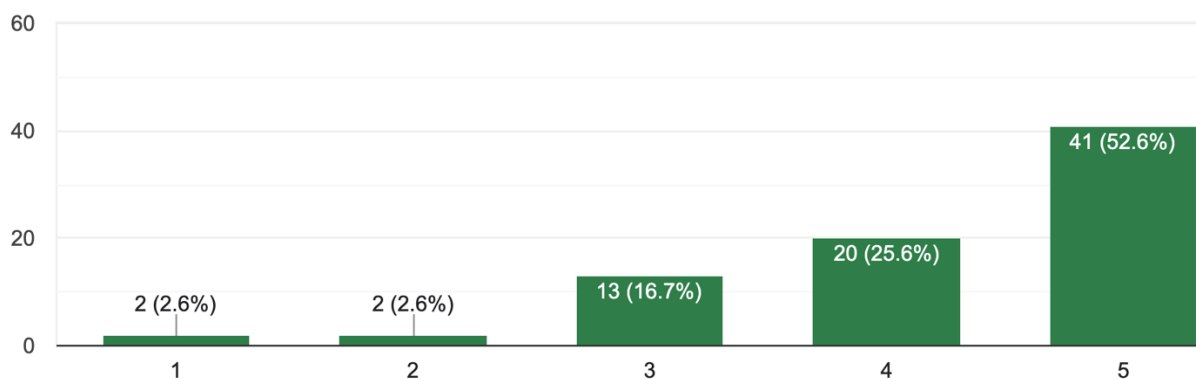
78 responses



Satisfaction with Course Offerings: 4.2 average

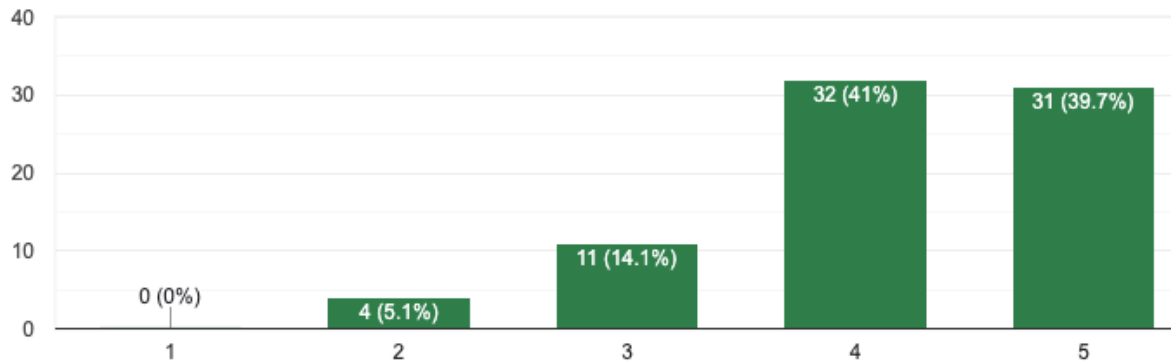
How satisfied are you with the class offerings for your area of study?

78 responses

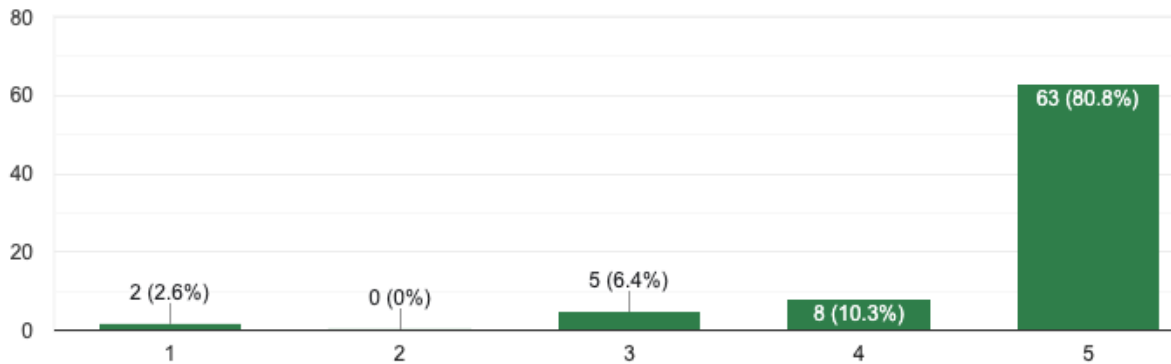


Satisfaction with Class Times that Fit Student Schedule: 4.2 average

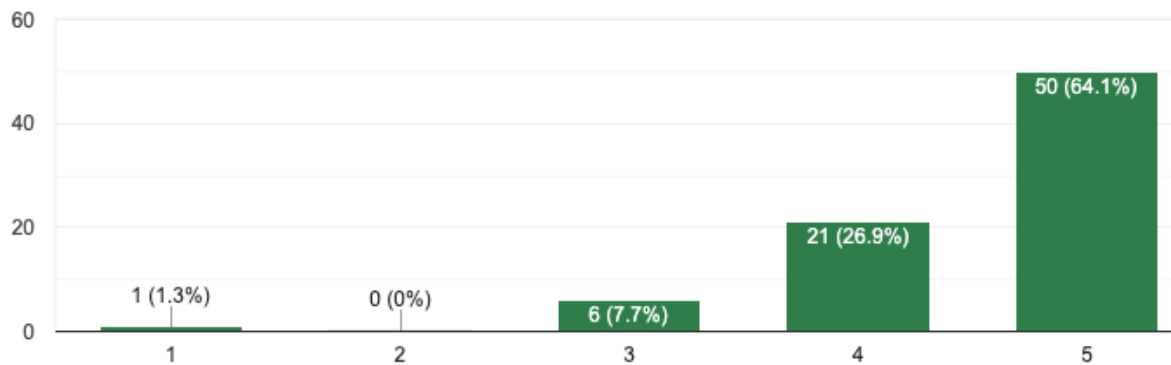
78 responses

**Advising Guidance: 4.7 average**

78 responses

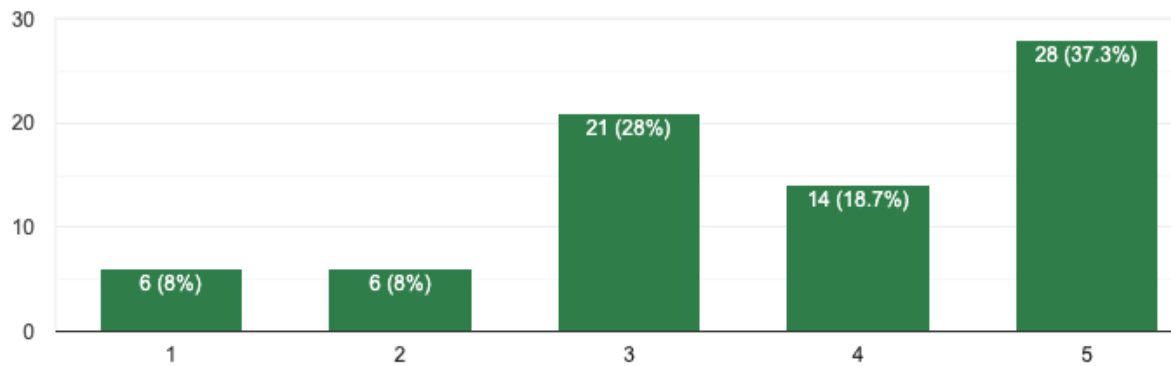
**Faculty Availability: 4.5 average**

78 responses

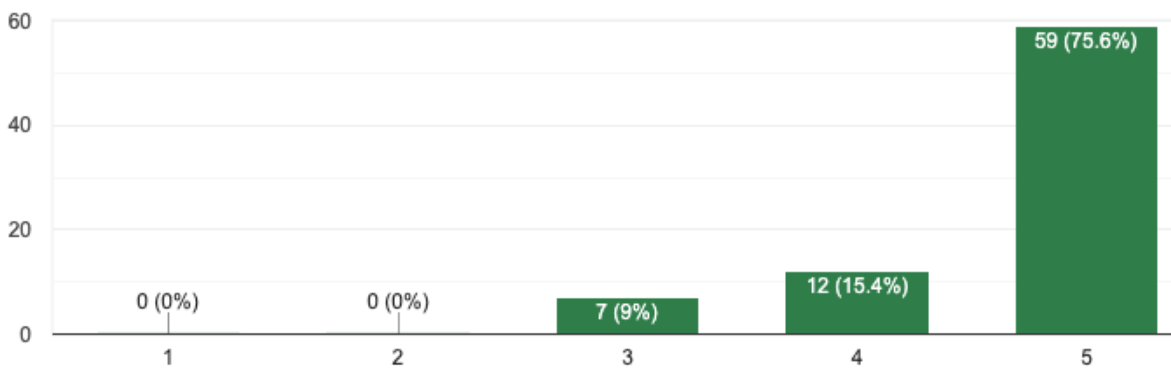


Satisfaction with Online Bookstore: 3.7 average

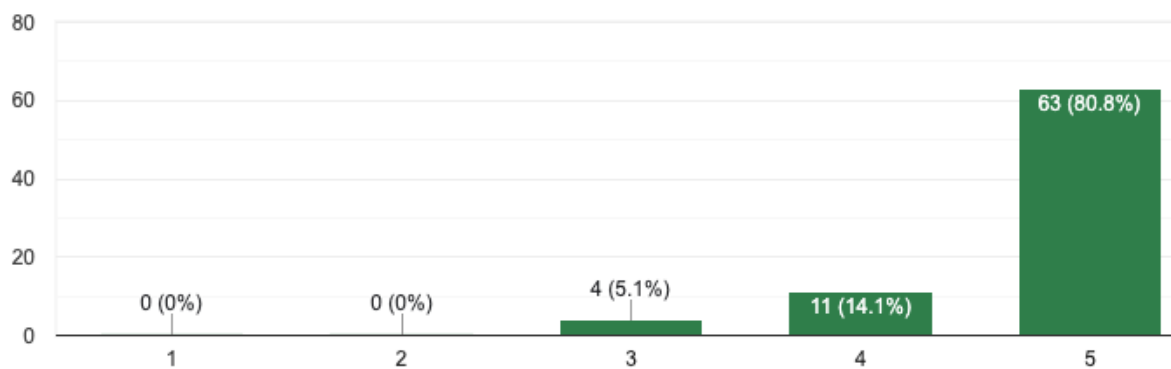
75 responses

**Feeling Welcome at CCC: 4.7 average**

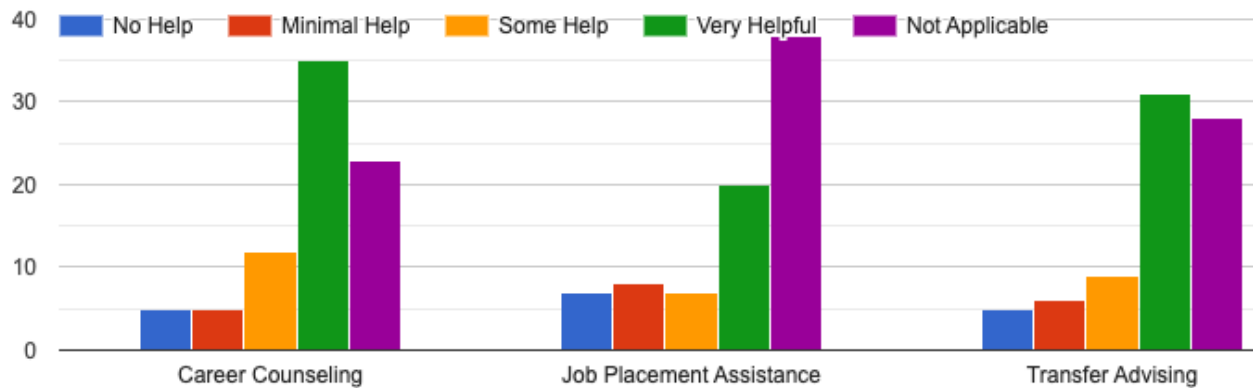
78 responses

**Feeling Safe at CCC: 4.8 average**

78 responses

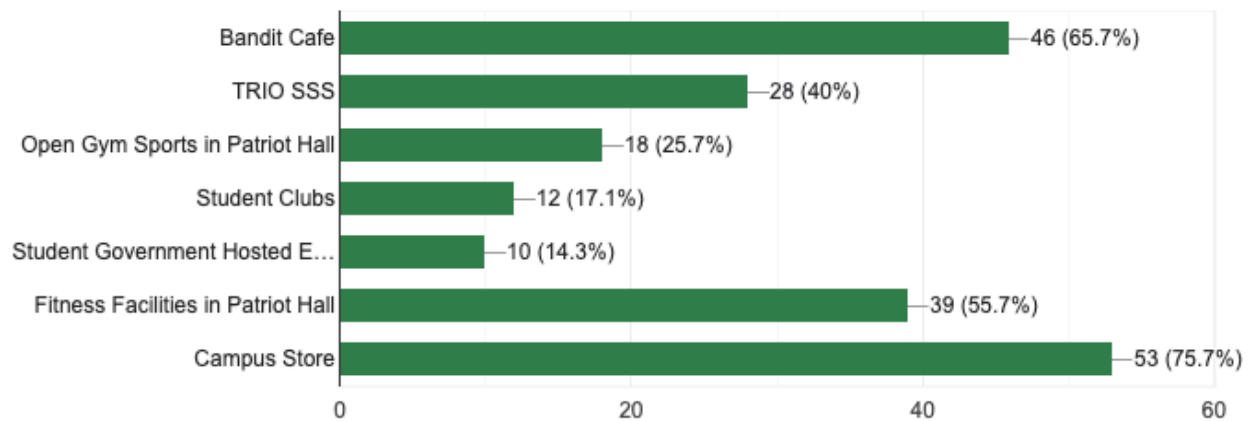


Support with Career, Job, Transfer Assistance

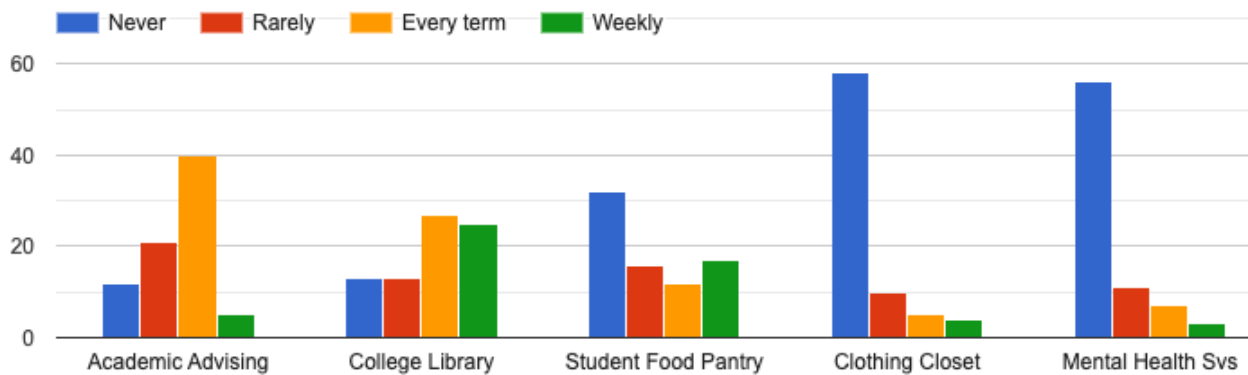


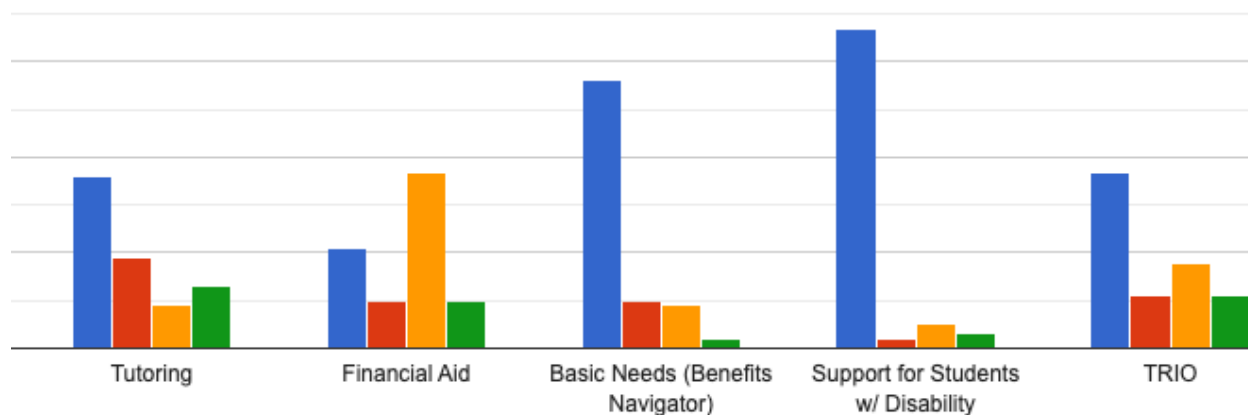
Participation and Use of Services at CCC:

70 responses



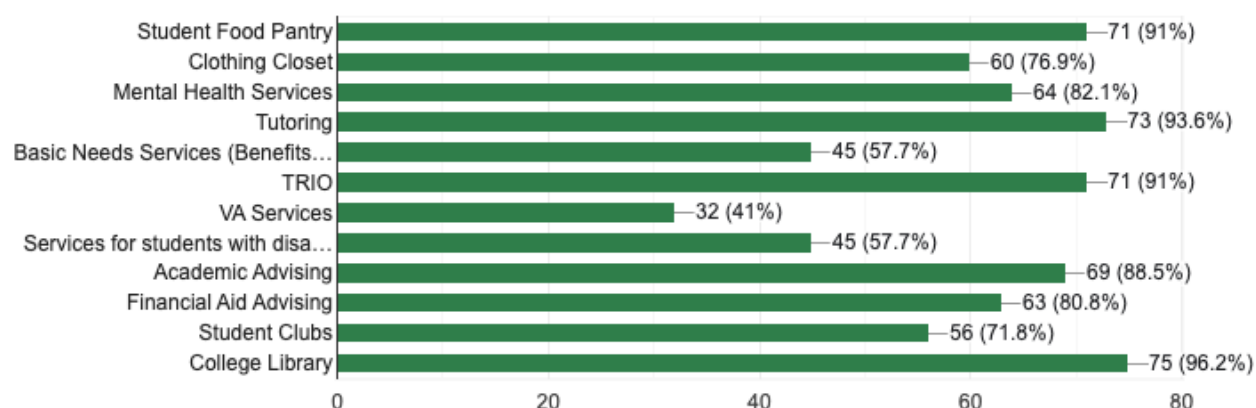
How often do you use the following services:





Student Service Awareness

78 responses



Score Averages for College Services Questions:

- College facilities are clean and well-maintained: 4.6 average
- Rate the process to register for classes: 4.3 average
- I know how to apply for financial aid: 4.6 average
- I know how to apply for scholarships: 4.0 average
- Rate the process to pay your bill for classes: 4.4 average
- I know how to find tutoring and academic help: 4.4 average

Students were asked what could be improved to enhance their college experience at CCC. The top themes for improvement are:

Top themes for improvement are:

- Course availability, scheduling, and program options: 18 comments
- Communication, reminders, and awareness of resources: 8 comments
- Facilities, cleanliness, and maintenance: 5 comments
- Advising, career support, and tutoring: 4 comments
- Child care, tuition, and basic needs supports: 4 comments
- Bookstore, cafe, food, and student supplies: 3 comments

- Transportation and parking: 3 comments

Representative Examples (paraphrased from student comments):

- Offer more online courses, night classes, and additional program/course options, including more psychology classes.
- Increase resource awareness and make it easier for students to know where to go for help.
- Extend library hours and continue strengthening tutoring availability, especially in program-specific subjects.
- Improve deep cleaning, restroom supplies, building ventilation, and other facilities issues.
- Address parking and transportation challenges, including supports for students who travel from Washington.
- Explore child care and basic needs supports for student parents.

Students were invited to share any final suggestions or reflections on their experience at Clatsop Community College.

Top Themes

- Positive appreciation and pride in CCC: 8 comments
- Community events, recovery supports, and outreach: 6 comments
- Bookstore/campus store and printing concerns: 5 comments
- Facilities, learning spaces, and sustainability: 5 comments
- Administrative or service-change concern: 2 comments

Representative paraphrased feedback:

- Students expressed gratitude for CCC, instructors, staff, and the welcoming environment.
- Several students voiced concern about losing bookstore/campus store access for last-minute supplies, printing, and class support materials.
- Facilities feedback included gym ventilation/hours, cafe noise in study areas, and interest in a campus-wide recycling program.
- Students suggested recovery-support meetings or information on campus and continued outreach to local high schools.
- Some comments expressed concern about staffing, service changes, and preserving resources students rely on.

Strategic Plan Priorities Supported by Survey Results:**1. Improve Student Access**

Strategic Focus: Expanding outreach, simplifying onboarding, and increasing financial aid access.

Supporting Survey Results:

- Admissions process average of 4.51 supports continued work to streamline onboarding and student entry processes.
- Class offerings average of 4.23 and class times average of 4.15 show generally positive results, while comments requesting more online, night, and program options support continued focus on expanded offerings.
- 59 respondents reported taking in-person classes and 36 reported taking online classes, reinforcing the need for multiple modalities.

2. Increase Student Success

Strategic Focus: Enhance support systems, belonging, and resource access to promote persistence and completion.

Supporting Survey Results:

- Feeling welcome averaged 4.67, and feeling safe averaged 4.76, both indicating a strong student belonging foundation.
- Academic advising familiarity averaged 4.67; tutoring awareness was 73 respondents (93.6%).
- The Spring 2026 NPS of 67 exceeds the strategic plan's target of maintaining average student NPS above 50.

3. Strengthen Our Reputation

Strategic Focus: Promote success stories and college impact through outreach and facilities improvement.

Supporting Survey Results:

- Positive comments about faculty, staff, and CCC's welcoming culture provide strong reputation-building content for student success stories and outreach.
- Facilities cleanliness averaged 4.55, supporting positive campus perception, while comments about specific maintenance and cleaning needs identify targeted improvement opportunities.

4. Increase Organizational Effectiveness

Strategic Focus: Improve internal processes, leadership continuity, and operational efficiency.

Supporting Survey Results:

- Student feedback about communication, resource awareness, scholarship systems, and campus service changes supports continued internal process and communication improvements.
- Registration averaged 4.33 and bill-pay averaged 4.43, providing useful benchmarks for operational workflows.

5. Build and Sustain Partnerships

Strategic Focus: Strengthen ties with K-12, universities, and industry to create clearer student pathways.

Supporting Survey Results:

- Student feedback about communication, resource awareness, scholarship systems, and campus service changes supports continued internal process and communication improvements.
- Registration averaged 4.33 and bill-pay averaged 4.43, providing useful benchmarks for operational workflows.

Questions on the Fall 2025 Student Survey:

Thank you for participating in Clatsop Community College's Student Survey. Your feedback helps us focus on improvements that matter to you, our students. This survey takes approximately 10 minutes to complete. All responses are confidential and do not capture email addresses. There will be an optional opportunity for you to submit your name and contact info to be entered into a drawing for a tuition voucher.

* Indicates required question

On a scale of 0 to 10, how likely are you to recommend Clatsop Community College to a friend, family member, or colleague? *

Not at all likely 0-----10 Extremely likely

What is the primary reason for your score?

On a scale of 0 to 5, how was your experience with the admissions process at CCC?

Not good at all 0-----5 Excellent

Did you attend a New Student Orientation before starting classes at CCC?

What is your current enrollment status?

- ☐ Full-time student
- ☐ Part-time student
- ☐ Other:

What is your academic goal at CCC? (Select all that apply)

- ☐ Earn a degree or certificate to start in a career
- ☐ Transfer to a university
- ☐ Career advancement
- ☐ Personal enrichment

How do you attend classes at CCC? (Select all that apply)

- ☐ In-person
- ☐ Online
- ☐ Hybrid

What is your preferred method of taking classes at CCC? (Select all that apply)

- ☐ In-person
- ☐ Online
- ☐ Hybrid

Which CCC location do you mainly take classes at?

- ☐ MERTS Campus
- ☐ Lexington Ave. Campus
- ☐ South County Campus

How do you typically get to your classes?

- ☐ Drive
- ☐ Bus
- ☐ Walk
- ☐ N/A-I take online classes
- ☐ Other

How satisfied are you with the course offerings for your area of study?

Not at all Satisfied 0-----5 Very Satisfied

The college offers classes at times that fit my schedule.

Strongly Disagree 0-----5 Strongly Agree

Rate your experience with the CCC Online Bookstore:

Bad Experience/Difficult 0-----5 Great Experience/Easy

I know who my academic advisor is and how to ask for help.

Strongly Disagree 0-----5 Strongly Agree

I know how to apply for financial aid (FAFSA).

Strongly Disagree 0-----5 Strongly Agree

I know how to apply for scholarships.

Strongly Disagree 0-----5 Strongly Agree

I know how to find tutoring services for academic help.

Strongly Disagree 0-----5 Strongly Agree

How would you rate the process to register for classes?

Complicated/Doesn't work 0-----5 Easy to Register

How would you rate the process to pay your bill for classes?

Complicated/Doesn't work 0-----5 Easy to pay

Which services do you know are available to students at CCC:

- ☐ Student Food Pantry
- ☐ Clothing Closet
- ☐ Mental Health Services
- ☐ Tutoring
- ☐ Basic Needs Services
- ☐ TRIO
- ☐ VA Services
- ☐ Services for students with disabilities
- ☐ Academic Advising
- ☐ Financial Aid Advising
- ☐ Student Clubs
- ☐ Library resources

How often do you use any of the following services:

Never Rarely. Every term. Weekly

Academic Advising

Library Resources

Student Food Pantry

Clothing Closet

Mental Health Svs

Tutoring

Financial Aid

Basic Needs Svs

Support for Students w/ Disability

TRIO

Academic Advising

Library Resources

Student Food Pantry

Clothing Closet

Mental Health Svs

Tutoring

Financial Aid

Basic Needs Svs

Support for Students w/ Disability

TRIO

I feel safe and welcome at CCC.

Not at all 0-----5 Very safe and welcome

Are you a parent, are you serving as a parent, or are you a legal guardian of a child/children while you are enrolled at CCC?

College facilities (classrooms, restrooms, study spaces) are clean and well-maintained.

Strongly Disagree 0-----5 Strongly Agree

What could be improved to enhance your college experience at CCC?

Please share any additional feedback or suggestions to help CCC better serve students.