



Summer 2025 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

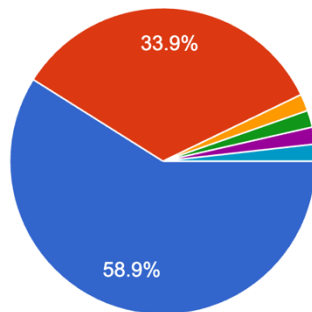
- **Survey Period:** August 11-21, 2025
- **Number of Respondents:** 56
- **Methods of Outreach:**
 - Emails (2) to all summer term students via the all-student term list
 - Ad with QR Code on TV monitors around campuses
 - Canvas platform announcement
 - Website slider ad
 - Request to faculty to promote survey link through class interactions
 - Spring 25 Survey redirect URL's captured how people got to the survey:
 - Direct Email Request- 124 hits
 - Canvas, TV monitors, Website slider ad: 19 hits
 - Faculty promotion: 30 hits

Student Snapshot

Respondents were asked what their current enrollment status is:

What is your current enrollment status?

56 responses

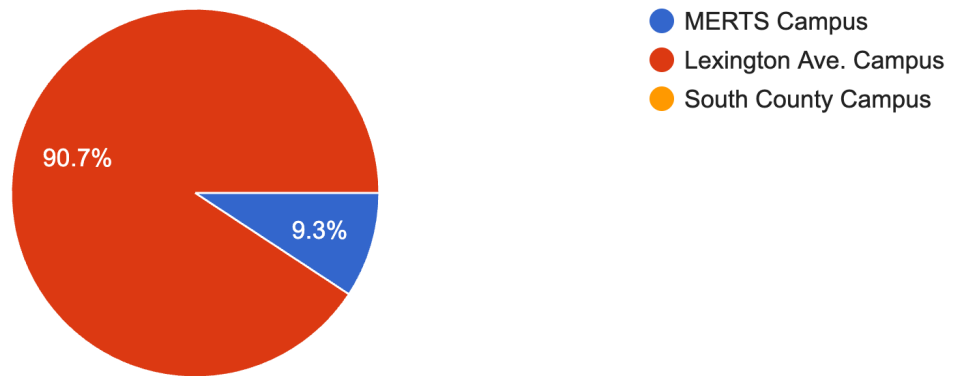


Full-time- 58.9%
Part-time- 33.9%
Final class to graduate- 1.8%
Nursing Student- 1.8%
Elective class while working on Bachelor's degree- 1.8%
Part-time now but full time in fall- 1.8%

Respondents were asked which location they take classes at:

Which CCC location do you mainly take classes at?

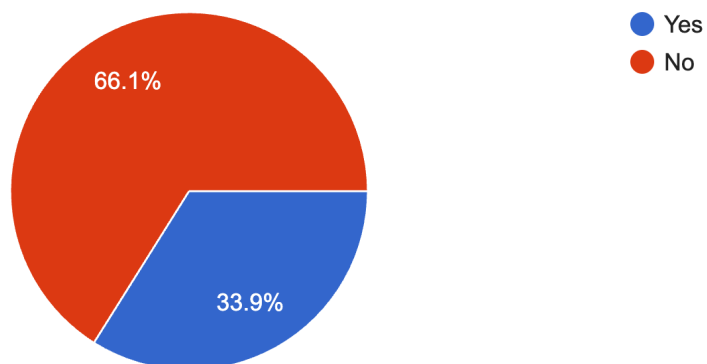
54 responses



Respondents were asked if they attended New Student Orientation:

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

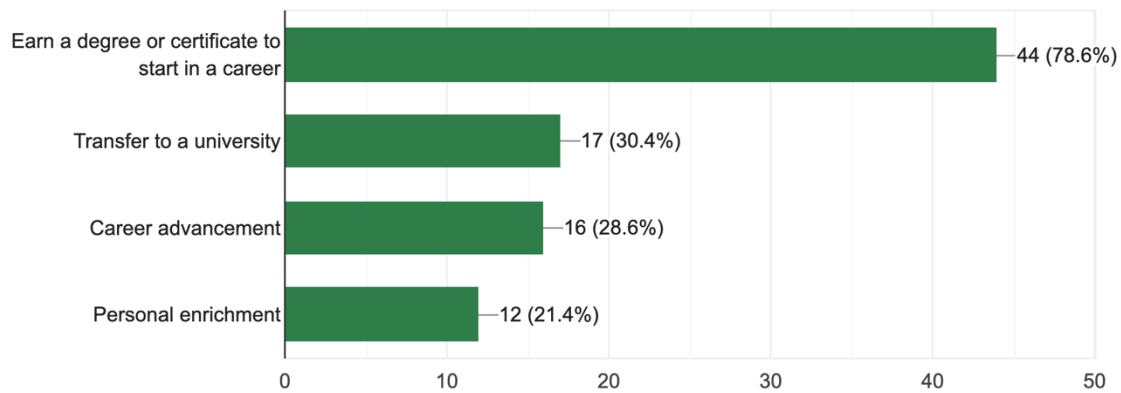
56 responses



Respondents were asked about their academic goals:

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

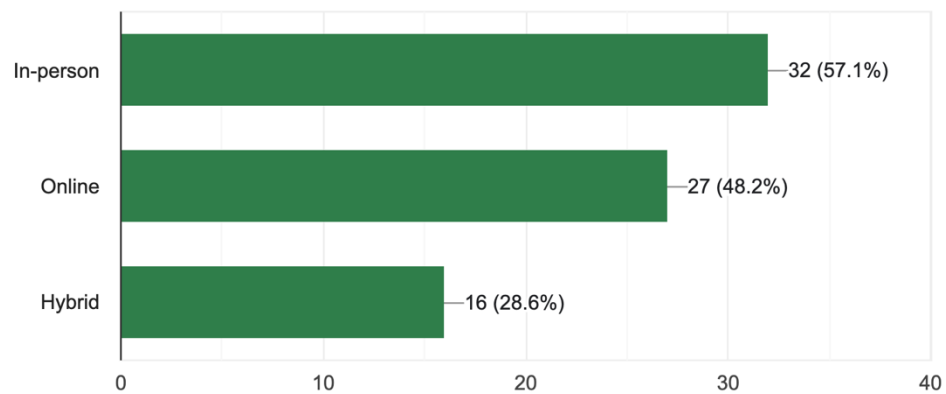
56 responses



Respondents were asked about class modality:

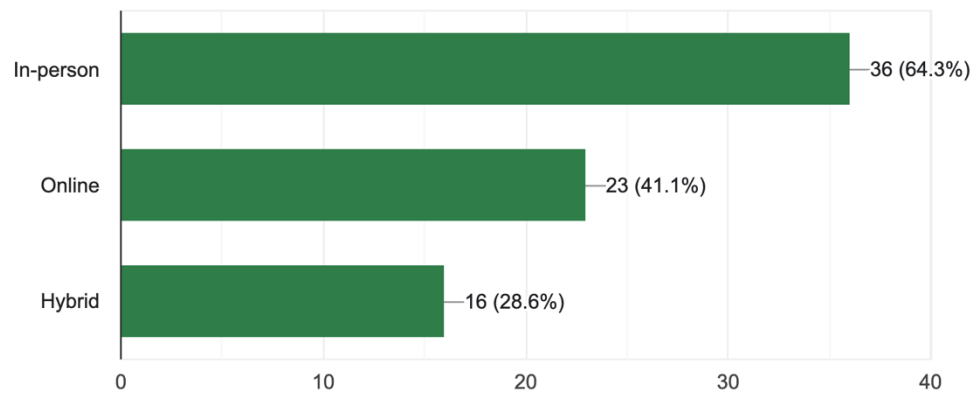
How are you attending classes this term at CCC? (Select all that apply)

56 responses



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

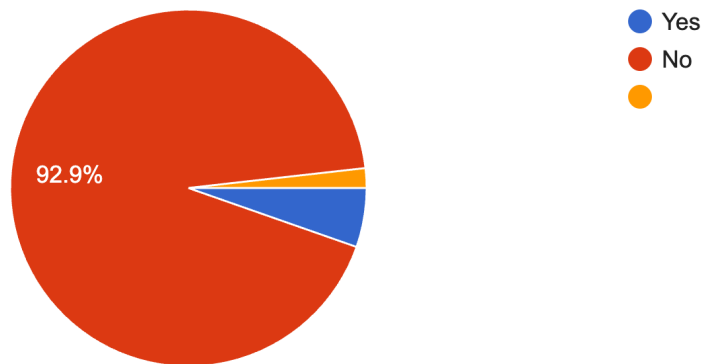
56 responses



Respondents were asked about accessibility concerns at CCC:

Do you experience accessibility issues at CCC?

56 responses

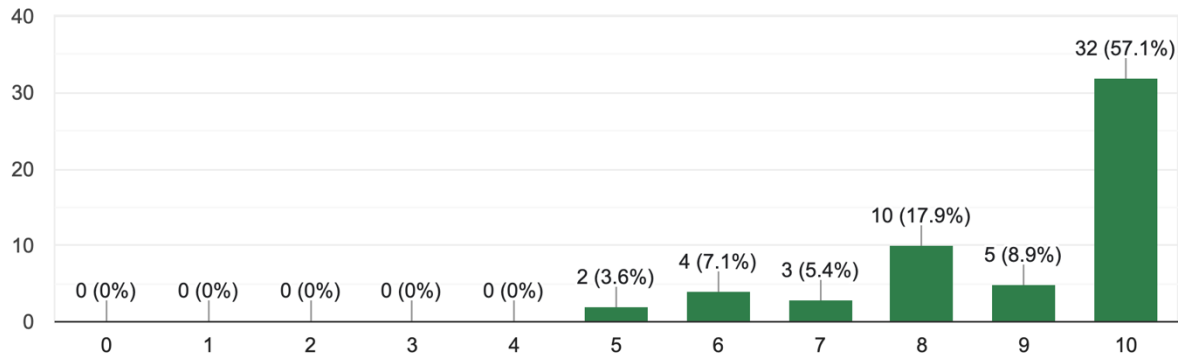


Net Promoter Score Results

- Overall NPS Score for Summer 2025: **56**

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

56 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- Many students praised their instructors for being knowledgeable, engaging, and encouraging. Students highlighted positive experiences with support services like First Stop, student services, and financial aid staff. Several noted how instructors helped them transition smoothly into college, especially for adult learners and returning students.
- Small Class Sizes and Personalized Attention- Students appreciated the small class sizes that allow for more meaningful interaction. One noted the college is “the most supportive school I have ever attended.”
- Affordability and Accessibility- CCC was commended for offering affordable education and financial support options (grants, scholarships, reduced tuition). Several students said CCC makes college achievable for people balancing work and family.
- Welcoming Environment- Students reported feeling welcomed and supported across campus. They noted a comfortable campus culture and access to diverse courses and career pathways.
- Convenient Offerings- Flexible scheduling and class modalities (day, evening, and some online) made education

Summarized Critical Reasons Students Gave for Their Score

- Advising and Communication Issues- Some students felt misinformed or inadequately supported by advisors. Students expressed frustration with having multiple advisors and inconsistent guidance.
- Maintenance and Facilities- One student noted availability of campus services didn’t always meet their needs. Students in ceramics class pointed out equipment challenges and delayed maintenance, which disrupted coursework.
- Equity and Staff Conduct- A student reported experiencing racist and unkind behavior. Another noted unfair grading practices or inconsistent enforcement of rules.

- Course Availability and Flexibility- Students asked for more frequent and flexible offerings. Difficulty in registering for needed classes was mentioned as a barrier.
- Technology and Online Learning- Students cited issues with Canvas use and late assignment uploads in online classes. One student noted they had trouble starting the summer term due to unclear systems or access delays.

NPS Benchmarking:

- **Year-over-Year Comparison:**
 - This is the first year for surveys.
 - Spring 2025- NPS Score 57

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 2025 Responses:**
 - Promoters (9-10): **35**
 - Passives (7-8): **11**
 - Detractors (0-6): **6**
- **Respondent Scores:**
 - Score **0**: **0** respondent
 - Score **1**: **0** respondents
 - Score **2**: **0** respondents
 - Score **3**: **0** respondents
 - Score **4**: **0** respondents
 - Score **5**: **2** respondents
 - Score **6**: **4** respondents
 - Score **7**: **3** respondents
 - Score **8**: **8** respondents
 - Score **9**: **6** respondents
 - Score **10**: **29** 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: 52 Summer Term Students
- % Promoters (9-10): 67.3%
- % Detractors (0-6): 11.5%

NPS Meaning

What does this score mean: A Net Promoter Score (NPS) of 56 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 56:

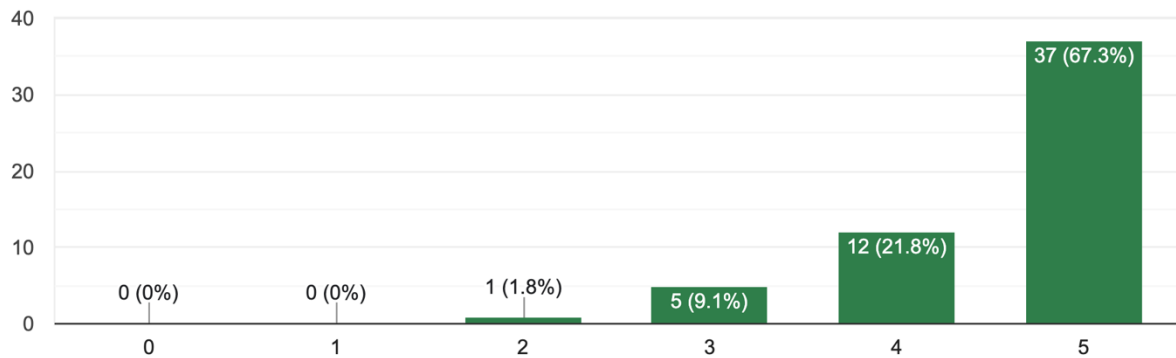
- This indicates a positive overall sentiment, with a good proportion of promoters compared to detractors.
- Our **detractors (11.5%)** show there is some dissatisfaction or areas for improvement. Addressing the concerns of these detractors can help further improve the overall experience and potentially turn some into promoters.
- Our **promoters (67.3%)** 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?

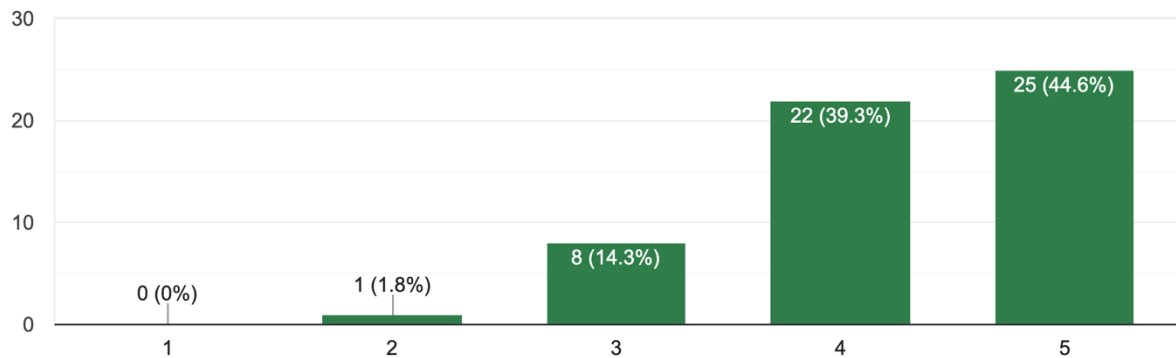
55 responses



Satisfaction with Course Offerings: 4.3 average

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

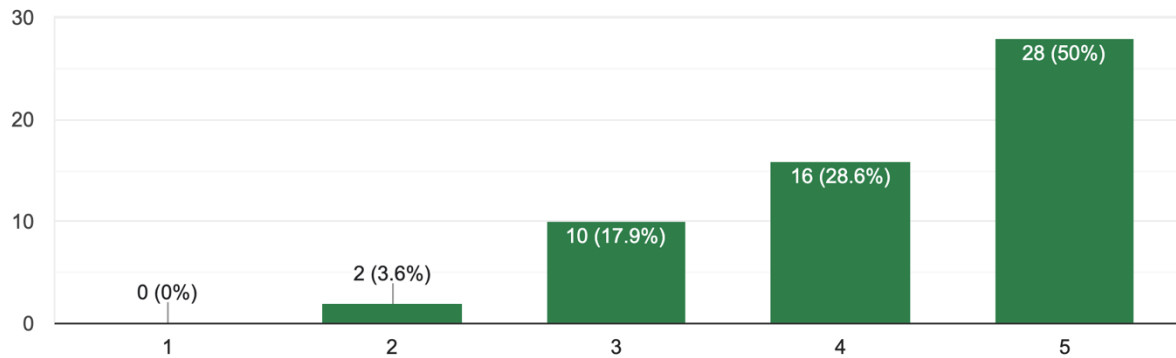
56 responses



Satisfaction with Class Times that Fit Student Schedule: 4.3 average

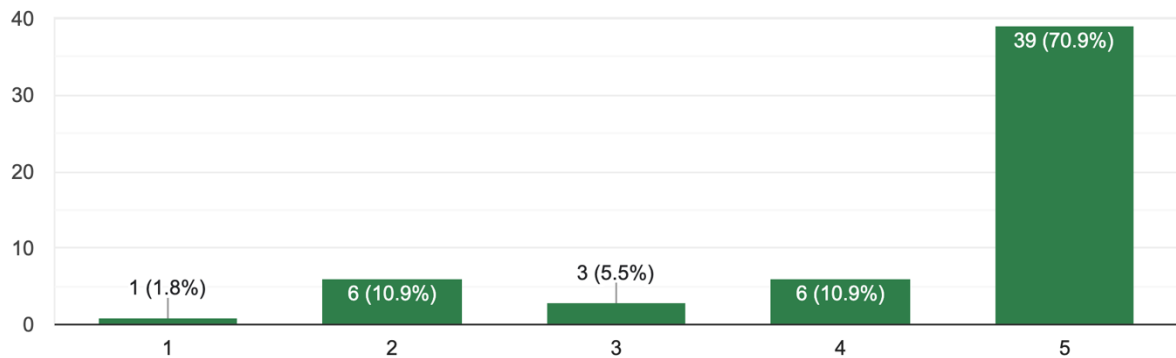
The college offers classes at times that fit my schedule.

56 responses

**Advising Guidance: 4.4 average**

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

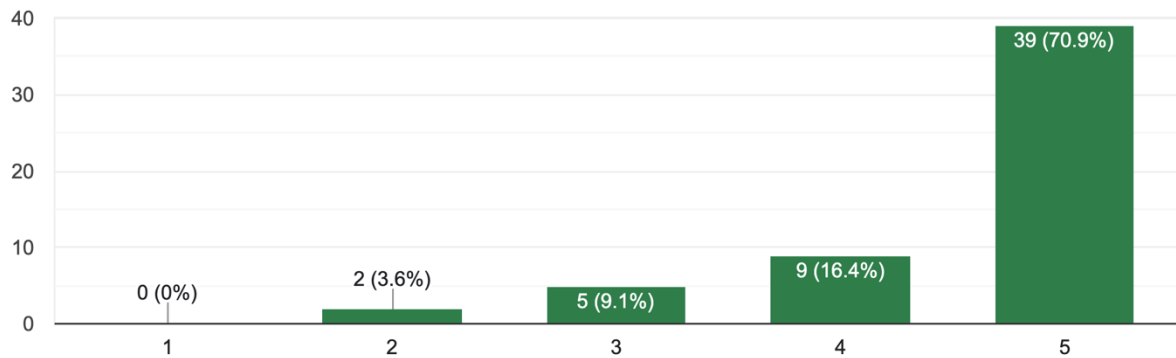
55 responses



Faculty Availability: 4.6 average

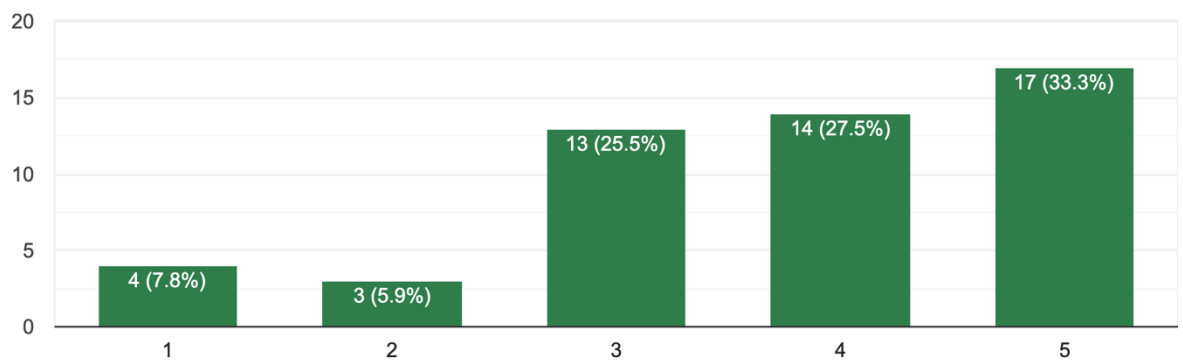
Faculty are approachable and available outside of class.

55 responses

**Satisfaction with Online Bookstore: 3.7 average**

Rate your experience with the CCC Online Bookstore:

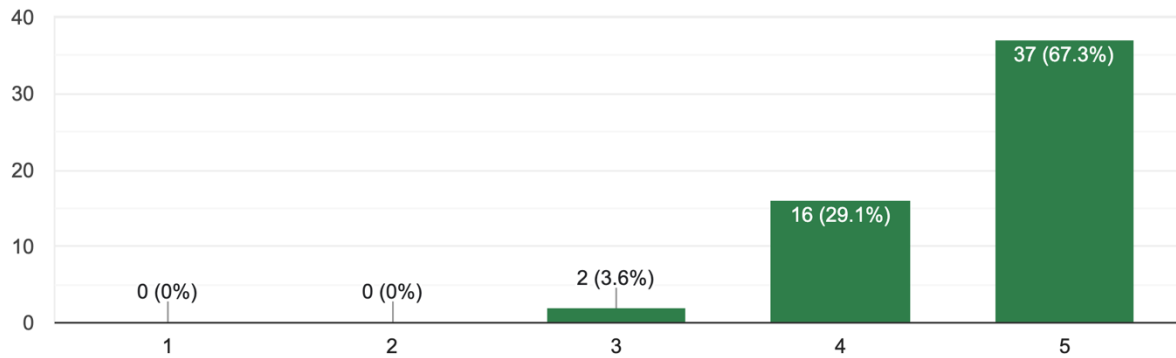
51 responses



Feeling Welcome at CCC: 4.6 average

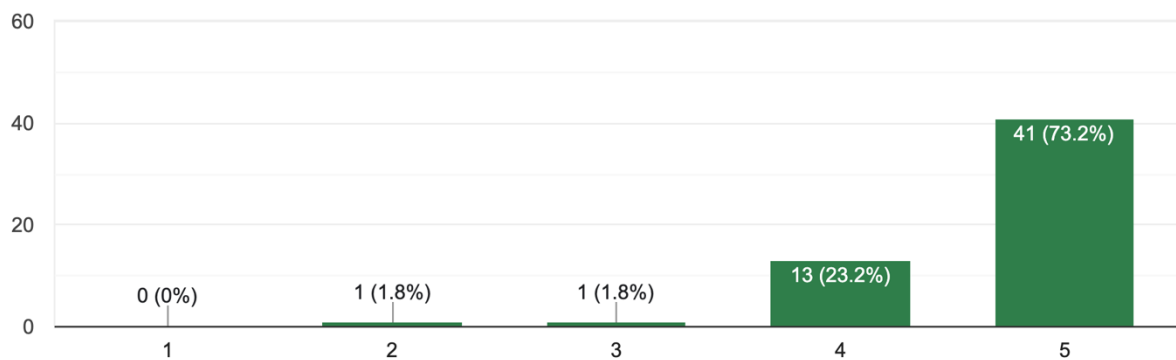
I feel welcome at CCC.

55 responses

**Feeling Safe at CCC: 4.7 average**

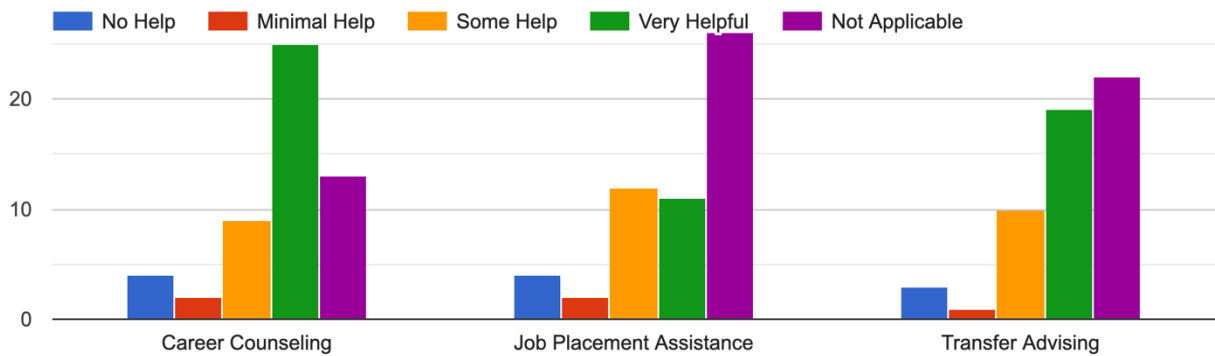
I feel safe at CCC.

56 responses



Career, Job, Transfer Assistance

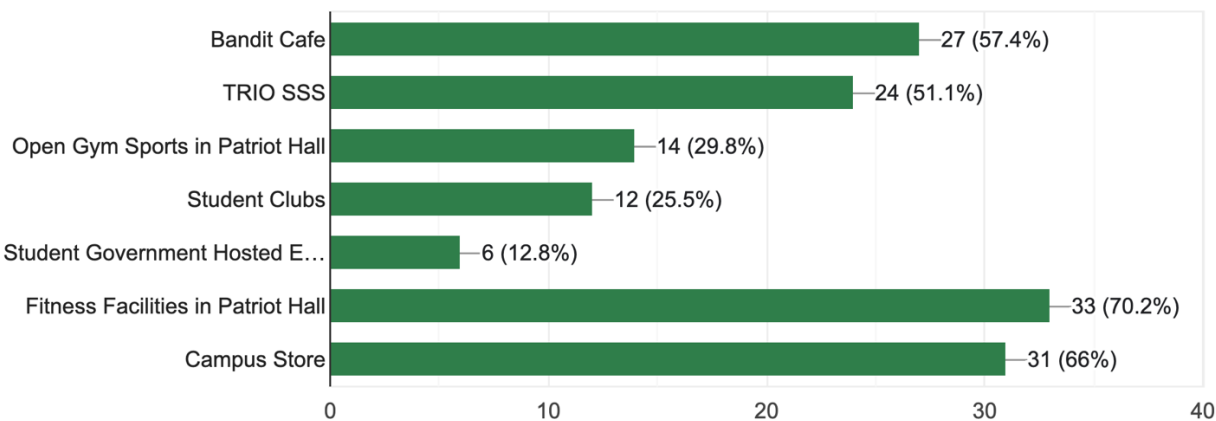
Do you feel supported in the following areas:



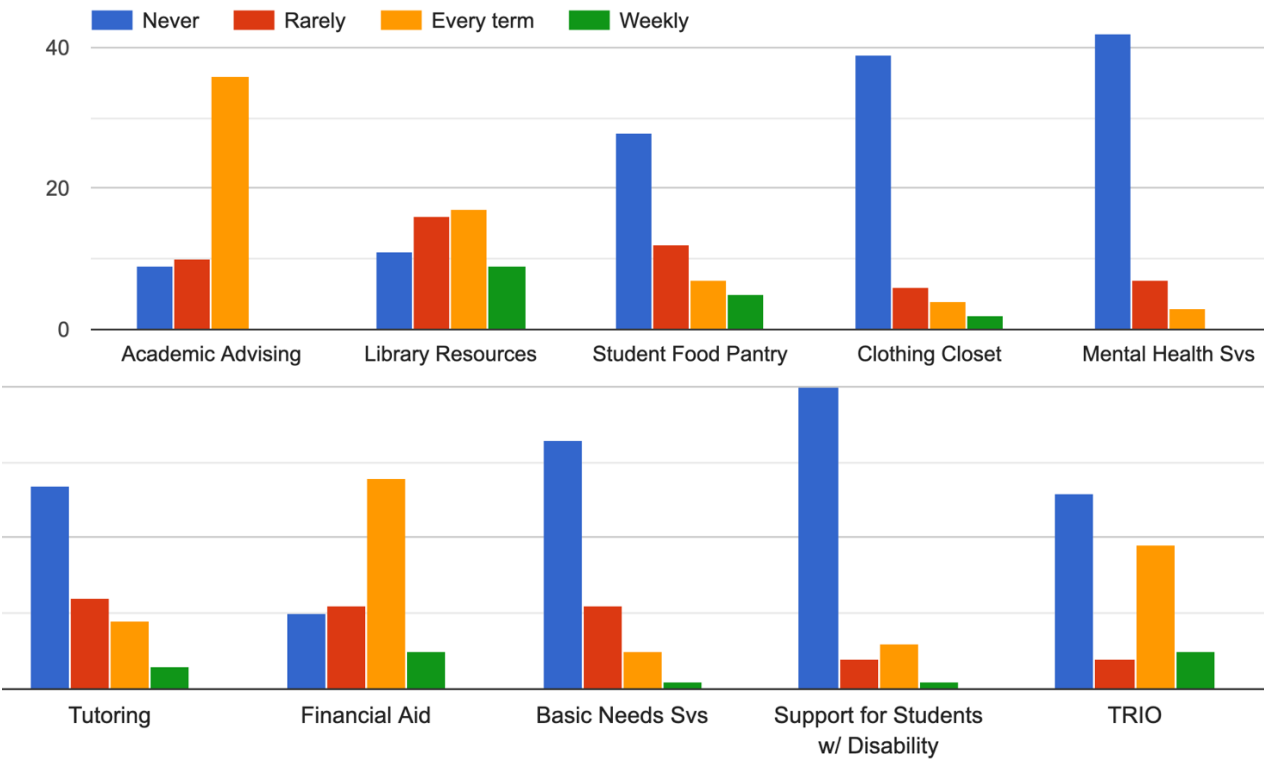
Participation and Use of Services at CCC:

Do you participate in or use any of the following offerings: (Select all that apply)

47 responses



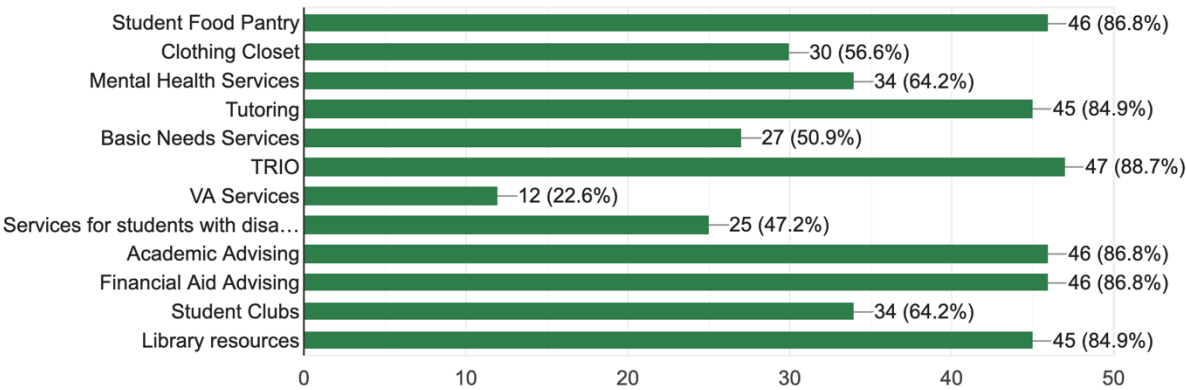
How often do you use any of the following services:



Student Service Awareness

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

53 responses



Score Averages for College Services Questions:

- College facilities are clean and well-maintained: 4.5 average
- Rate the experience with the admissions process: 4.5 average
- Rate the process to register for classes: 4.4 average
- I know how to apply for financial aid: 4.5 average
- I know how to apply for scholarships: 3.8
- Rate your experience with the online bookstore: 3.7 average
- Rate the process to pay your bill for classes: 4.2 average
- I know how to find tutoring and academic help: 3.9 average

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

- Better information about orientation, clearer onboarding
- More reminders for deadlines/events sent directly via email

Advising & Administrative Support

- More direct, consistent help when first accepted
- Clearer relationship and communication between administration, faculty, and students

Campus Facilities & Services

- Improve MERTS campus conditions and funding
- Better bookstore stock/supplies

Academic & Scheduling

- More in-person class options
- Expanded course offerings at convenient times

Events & Student Life

- A.A. recovery/support meetings
- More visibility for student government and events

Other

- Concerns about restroom supplies (gender-specific feedback)
- Suggestions for campus maps, tours, and fitness facility promotion

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

- Friendly, welcoming environment across age groups
- Instructors and advisors provide strong reinforcement and support
- Faculty, staff, and departments praised as “THE BEST”
- Students feel fortunate to have chosen CCC, describing it as “amazing”
- Appreciation for First Stop, library, bookstore, Bandit Pantry, and IT support
- Sense of belonging and community pride

Suggestions for Improvement

- Gas vouchers/transportation assistance
- Faster administrative response to facilities/equipment needs
- Stronger communication between administration and students
- Continued awareness of services
- Expanded recovery group opportunities (A.A. meetings)

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:

- Survey feedback about orientation, advising, and communication supports Objectives 1.2 (streamline onboarding) and 1.4 (outreach to underserved groups).
- Requests for more in-person classes and MERTS improvements align with Objective 1.3 (expand course offerings).

2. Increase Student Success

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

Supporting Survey Results:

- Strong ratings for faculty support and student belonging show progress toward Objective 2.1 (enhance belonging efforts).
- Gaps in awareness of scholarships, tutoring, and basic needs link to Objective 2.3 (support students in meeting basic needs).
- Requests for better registration processes and ongoing surveys tie to Objective 2.4 (improve student satisfaction).

3. Strengthen Our Reputation

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

Supporting Survey Results:

- Positive student views (“the most amazing little community college”) connect with Objective 3.2 (promote success stories).
- Facility-related feedback (cleanliness high, MERTS needs improvement) links to Objective 3.3 (sustain and improve facilities).

4. Increase Organizational Effectiveness

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

Supporting Survey Results:

- Calls for clearer communication between admin, faculty, and students connect to Priority 4 (improve internal processes and communication).

5. Build and Sustain Partnerships

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

Supporting Survey Results:

- Requests for better communication about events, job fairs, and student government activities align with Objective 5.3 (increase awareness of regional career and community pathways).

Questions on the Summer 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?

answer

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

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

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 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

How do you typically find out about announcements, opportunities and events at CCC: (check all that apply)

- ☐ Emails from CCC
- ☐ Other Students
- ☐ Faculty and Staff
- ☐ Social Media
- ☐ TV monitors around campus
- ☐ Posters

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 Svcs
 Tutoring
 Financial Aid
 Basic Needs Svcs
 Support for Students w/ Disability
 TRIO
 Academic Advising
 Library Resources
 Student Food Pantry
 Clothing Closet
 Mental Health Svcs
 Tutoring
 Financial Aid
 Basic Needs Svcs
 Support for Students w/ Disability
 TRIO

I feel safe and welcome at CCC.

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

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?

answer

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

answer