



Summer 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.

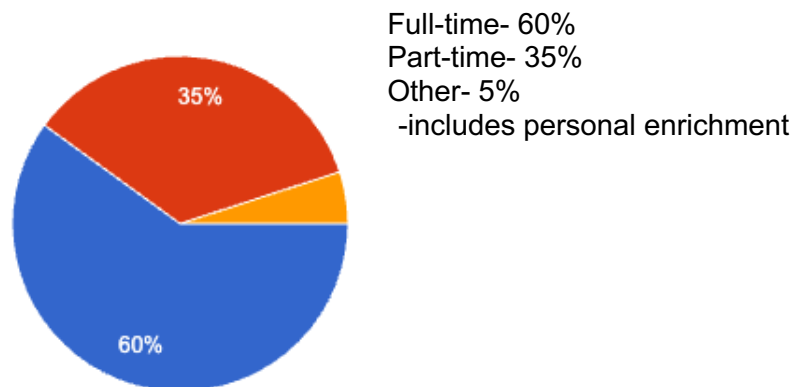
Survey Execution

- **Survey Period:** Aug. 10, 2026-Aug. 20, 2026
- **Number of Respondents:** 20
- **Methods of Outreach:**
 - Emails (2) to all active 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- 29 hits
 - Canvas, TV monitors, Website slider ad: 0 hits
 - Faculty promotion: 65 hits

Student Snapshot

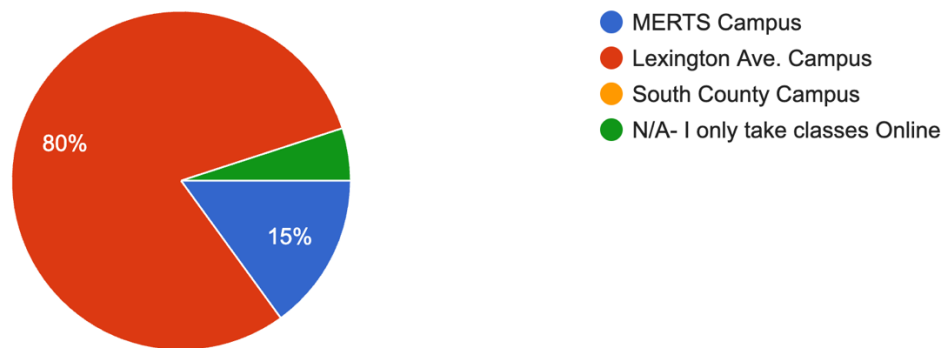
Respondents were asked about their current enrollment status:

20 responses



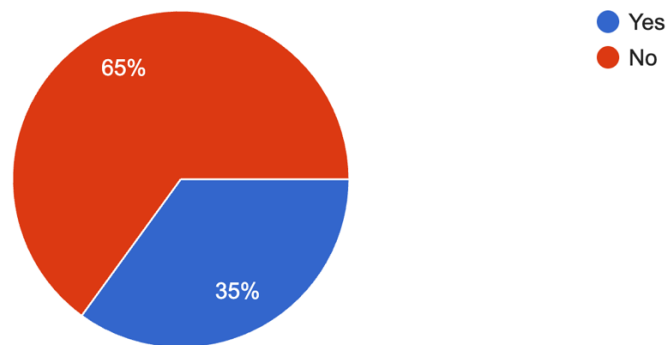
Respondents were asked which location they take classes at:

20 responses



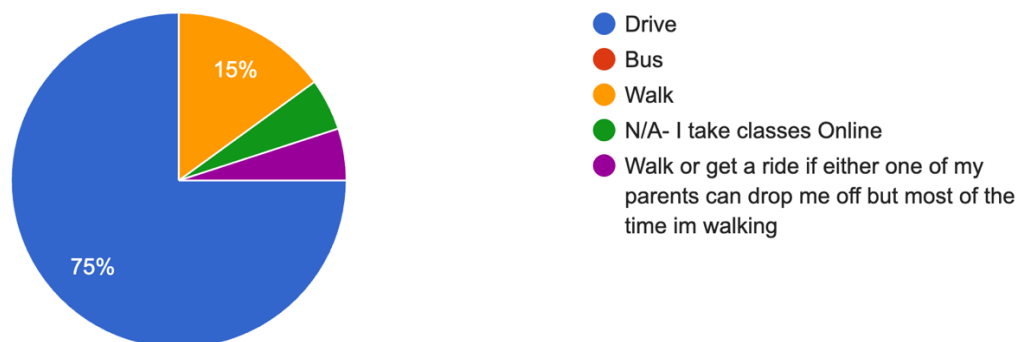
Respondents were asked if they attended New Student Orientation:

20 responses



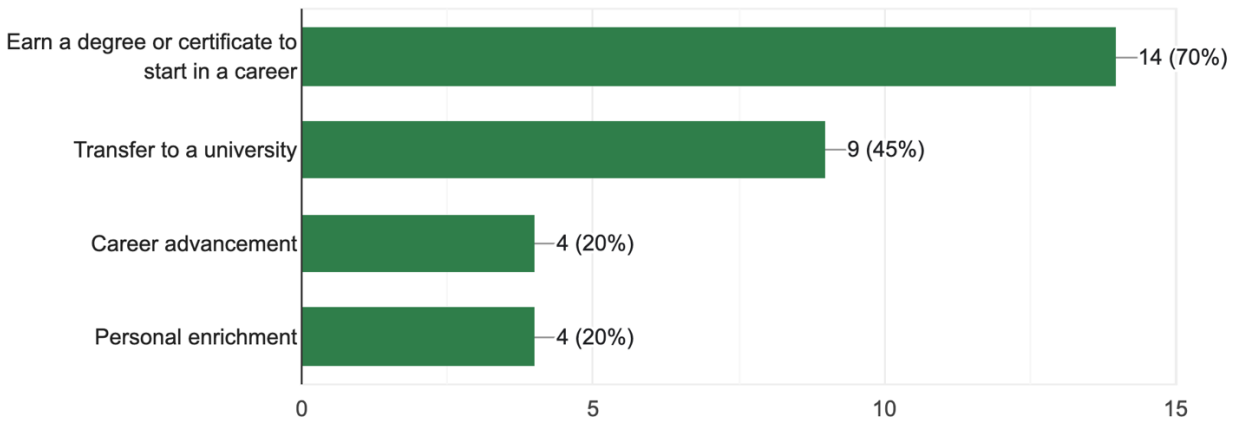
Respondents were asked about their transportation to attend classes:

20 responses



Respondents were asked about their academic goals:

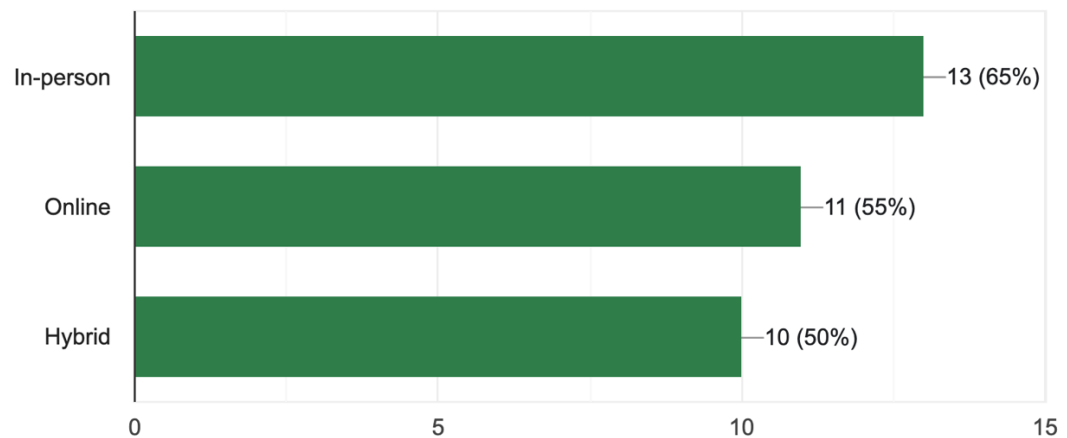
20 responses



Respondents were asked about class modality:

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

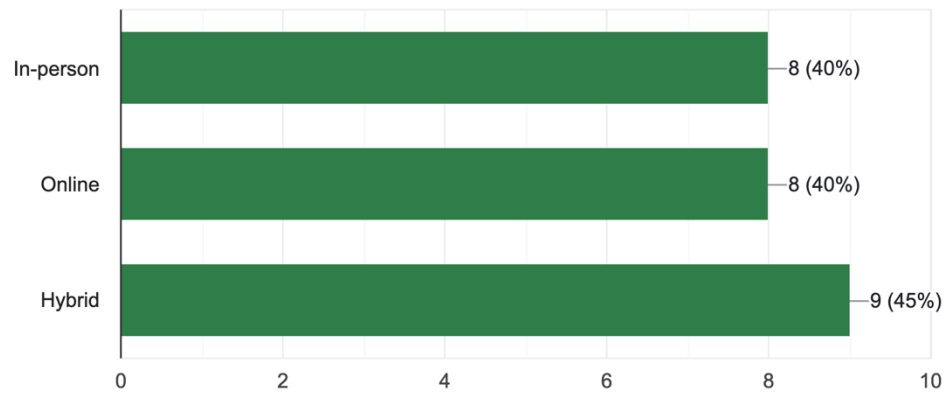
20 responses



Respondents were asked about their preferred method of taking classes:

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

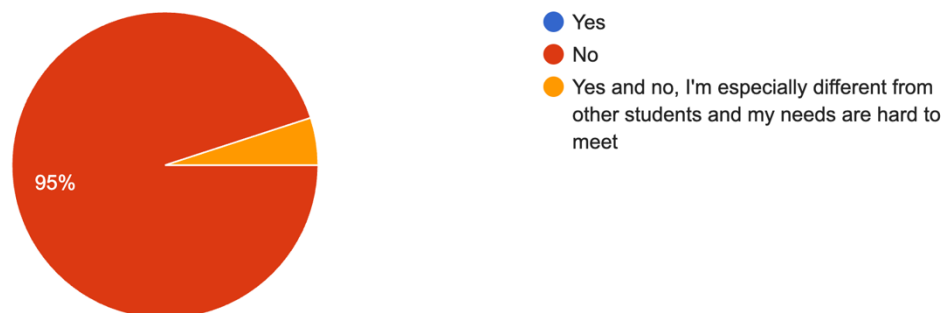
20 responses



Respondents were asked about accessibility concerns at CCC:

Do you experience accessibility issues at CCC?

20 responses

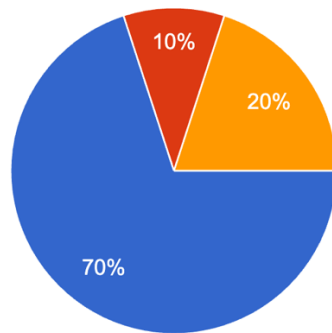


Accessibility Issue included the one comment regarding needs being hard to meet.

Respondents were asked about their parent/guardian status:

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?

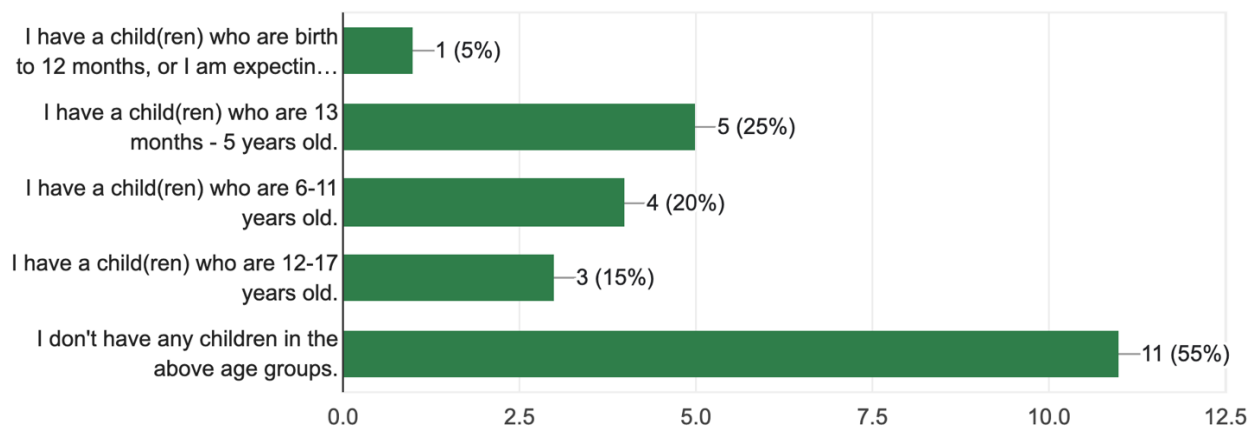
20 responses



- No, I am not a parent, serving as a parent, nor a legal guardian
- Yes, I am a solo/single parent of guardian
- Yes, I am a parent/guardian and share parenting responsibilities with someone who lives with me.
- Yes, I am a parent/guardian and share parenting responsibilities with someone who does not live with me.

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

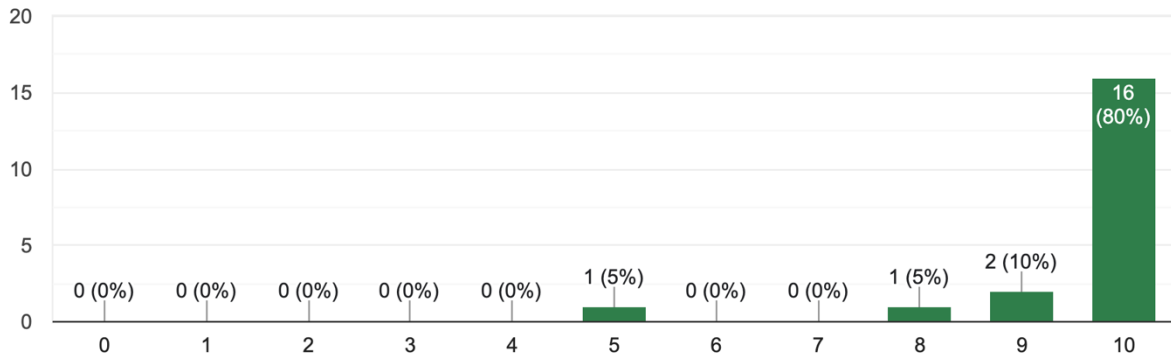
20 responses



Net Promoter Score Results**Overall NPS Score for Winter 2026: 85**

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

20 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, approachable faculty and staff were the dominant positive theme. Students repeatedly described instructors and employees as helpful, patient, responsive, and invested in student success.
- Welcoming community and belonging were also prominent. Students described CCC as friendly, inviting, comfortable, and a place where they feel seen.
- Resources, communication, financial support, and ease of navigating college processes were cited positively.

Summarized Critical Reasons Students Gave for Their Score

- The principal critical theme was limited summer course availability, especially online options. One student also noted that there is less to do during summer term.

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
 - Spring 2026-NPS Score 67

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): **18**
 - Passives (7-8): **1**
 - Detractors (0-6): **1**
- **Respondent Scores:**
 - Score **0**: **0** respondent
 - Score **1**: **0** respondent
 - Score **2**: **0** respondent
 - Score **3**: **0** respondents
 - Score **4**: **0** respondent
 - Score **5**: **1** respondent
 - Score **6**: **0** respondent
 - Score **7**: **0** respondent
 - Score **8**: **1** respondent
 - Score **9**: **2** respondents
 - Score **10**: **16** 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 Summer Term Students
- % Promoters (9-10): 90%
- % Detractors (0-6): 5%

NPS Meaning

What does this score mean: A Net Promoter Score (NPS) of 85 is very positive.

General NPS Benchmarking:

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

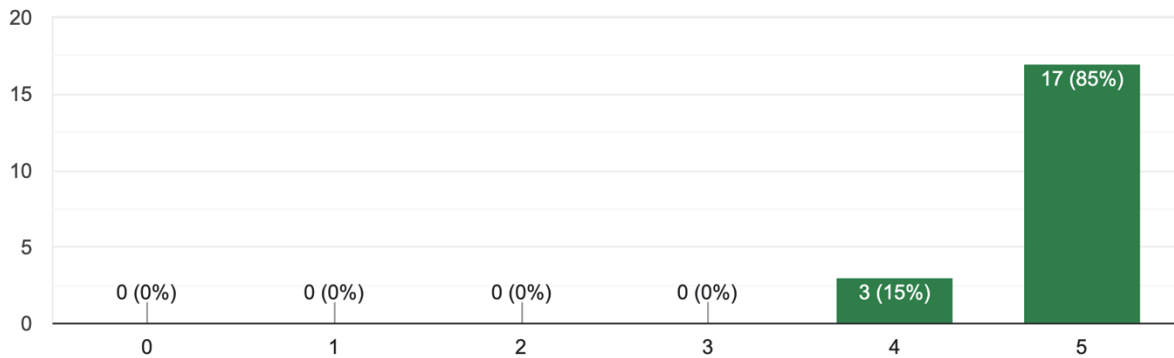
CCC's Score of 85:

- An NPS of 85 reflects very strong positive sentiment in this Summer 2026 respondent group. The result exceeds CCC's strategic-plan indicator to maintain an average student NPS above 50.

Student Experience Ratings**Experience with Admissions Process: 4.8 average**

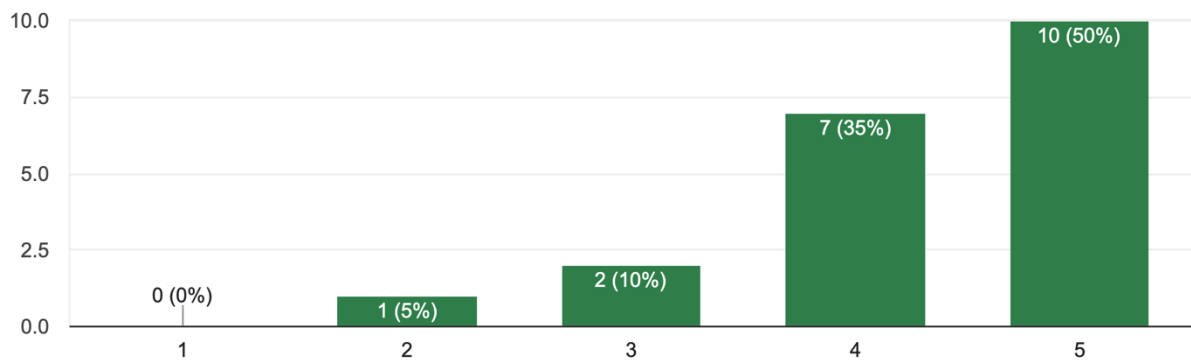
On a scale of 0 to 5, how was your experience with the admissions process at CCC?

20 responses

**Satisfaction with Course Offerings: 4.3 average**

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

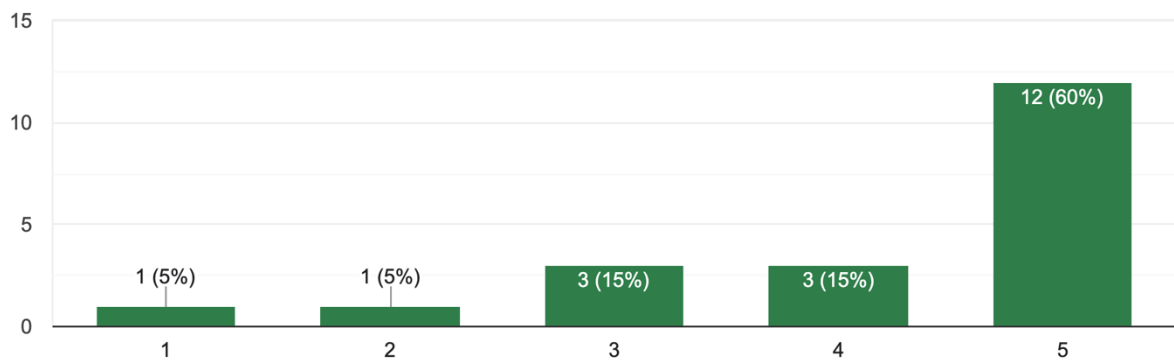
20 responses



Satisfaction with Class Times that Fit Student Schedule: 4.2 average

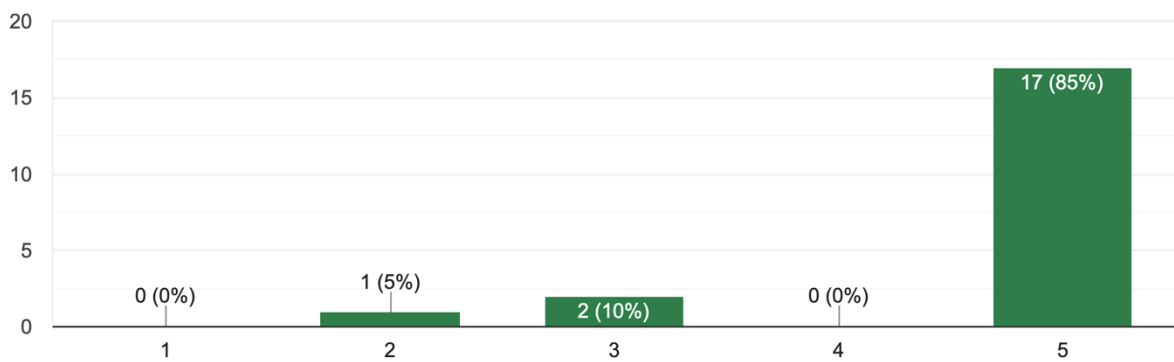
The college offers classes at times that fit my schedule.

20 responses

**Advising Guidance: 4.6 average**

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

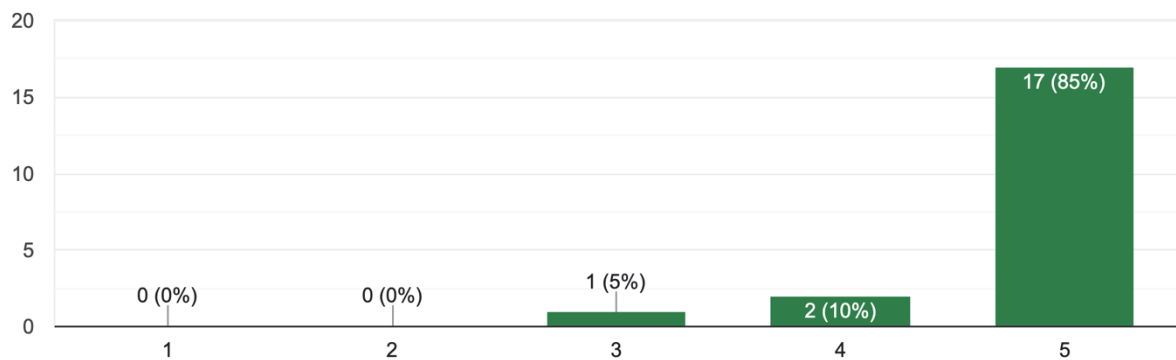
20 responses



Faculty Availability: 4.8 average

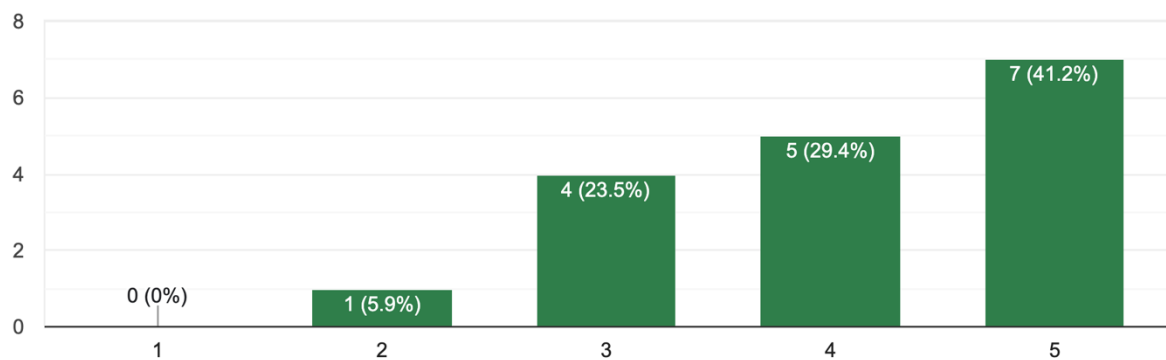
Faculty are approachable and available outside of class.

20 responses

**Satisfaction with Online Bookstore: 4.0 average**

Rate your experience with the CCC Online Bookstore for textbook purchases:

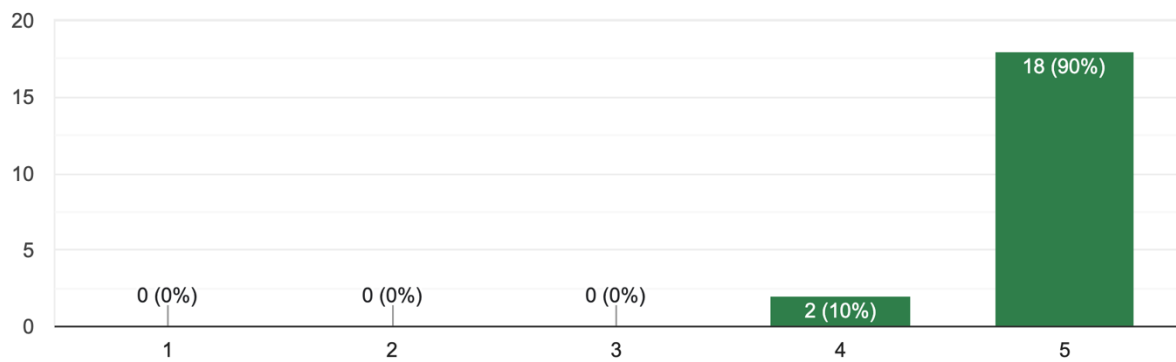
17 responses



Feeling Welcome at CCC: 4.9 average

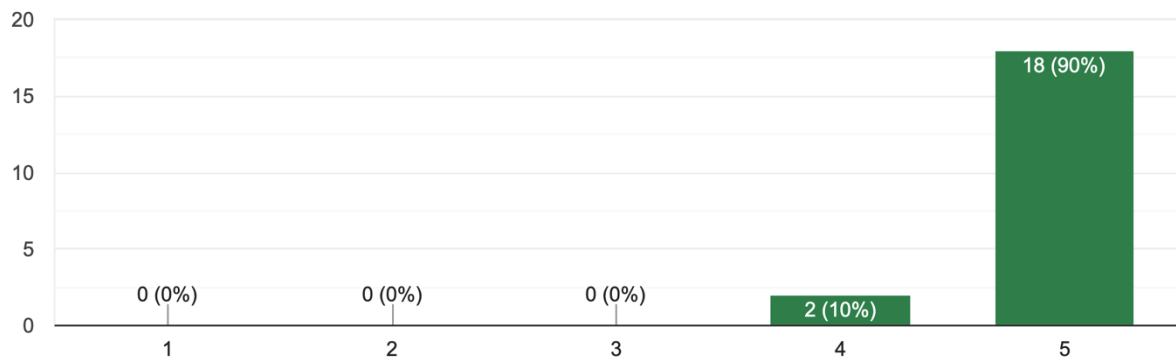
I feel welcome at CCC.

20 responses

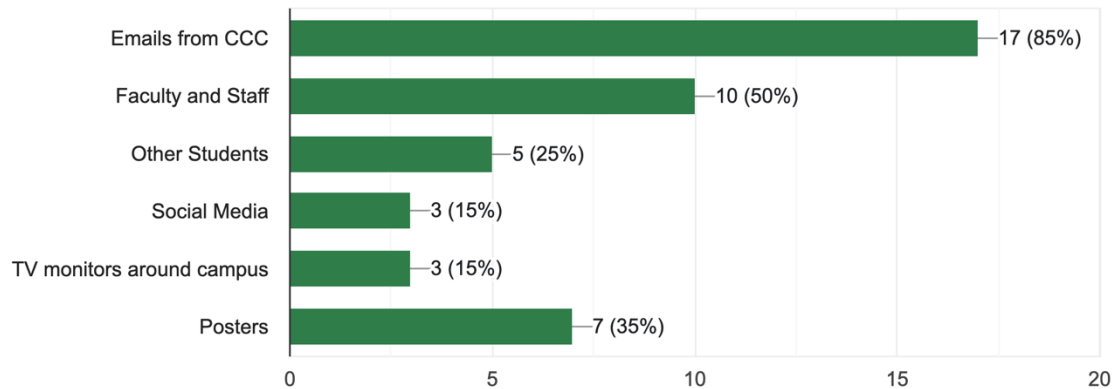
**Feeling Safe at CCC: 4.9 average**

I feel safe at CCC.

20 responses

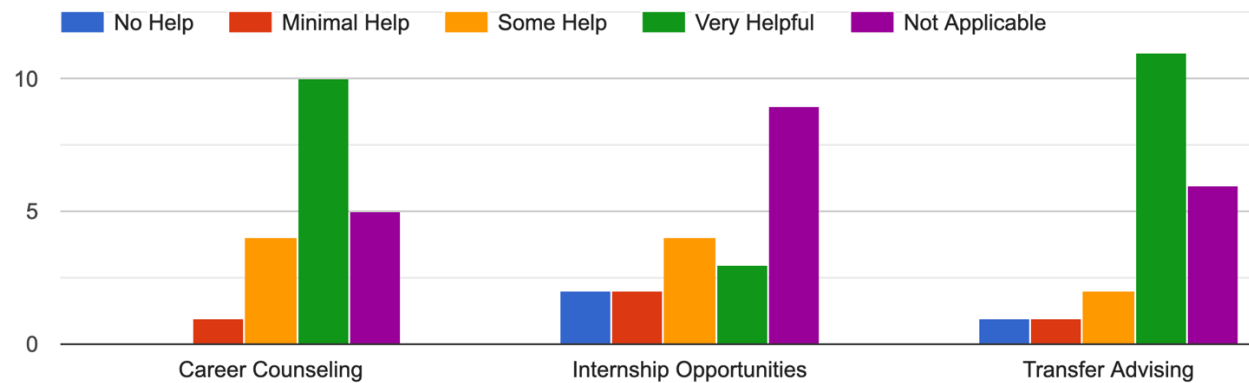


How Students Find Out About Announcements, Opportunities, and Events



Support with Career, Job, Transfer Assistance

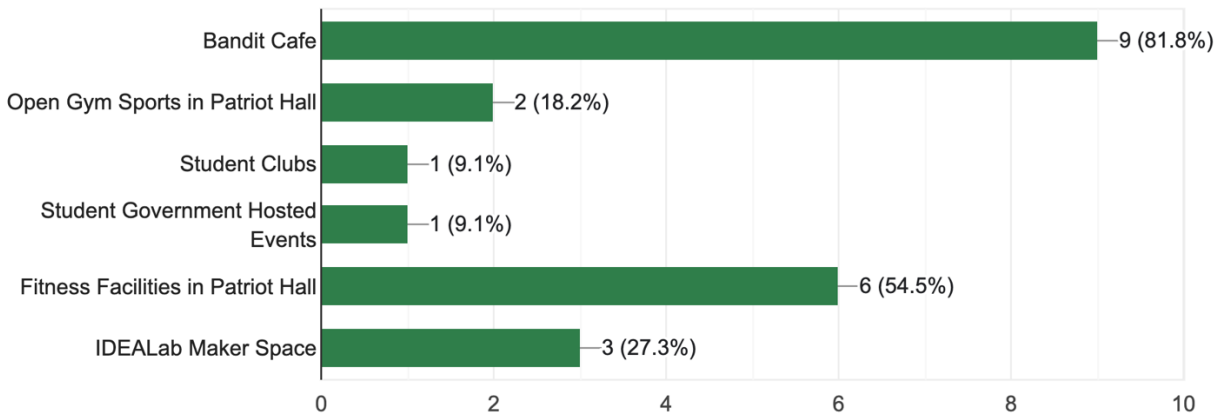
Do you feel supported in the following areas:



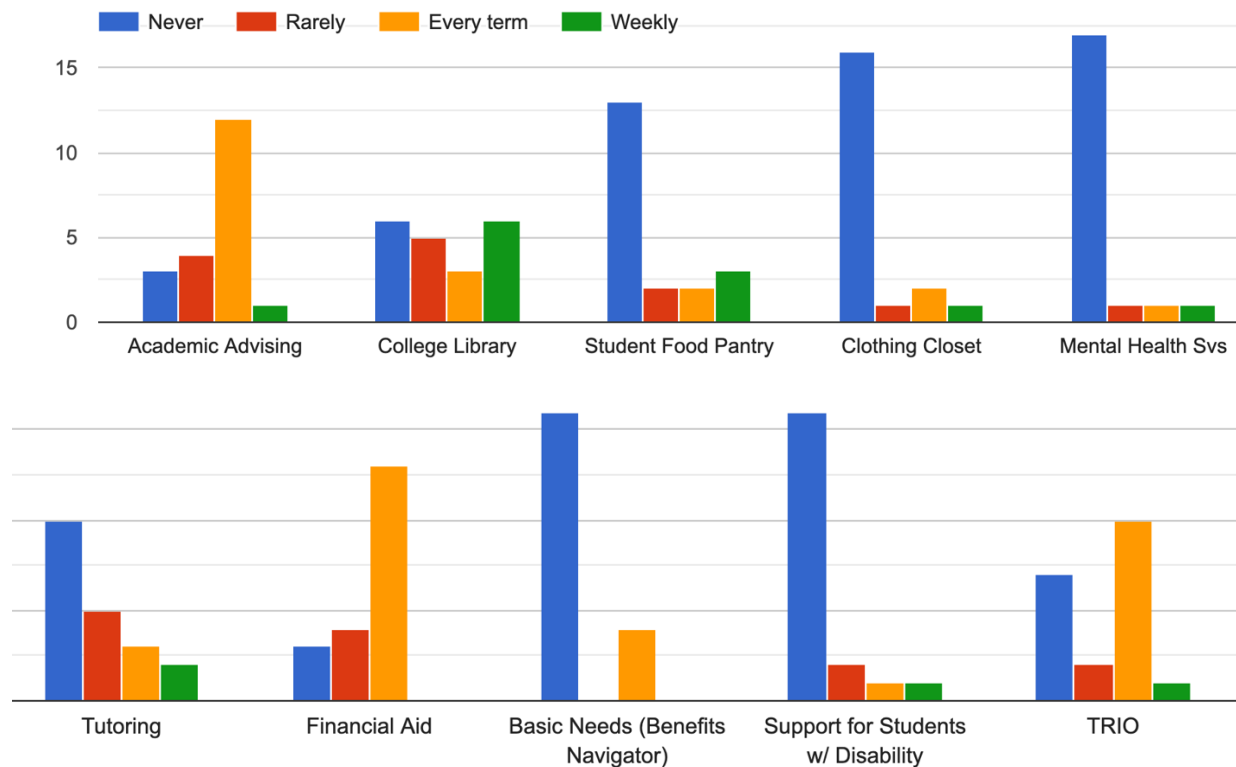
Participation and Use of Services at CCC:

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

11 responses



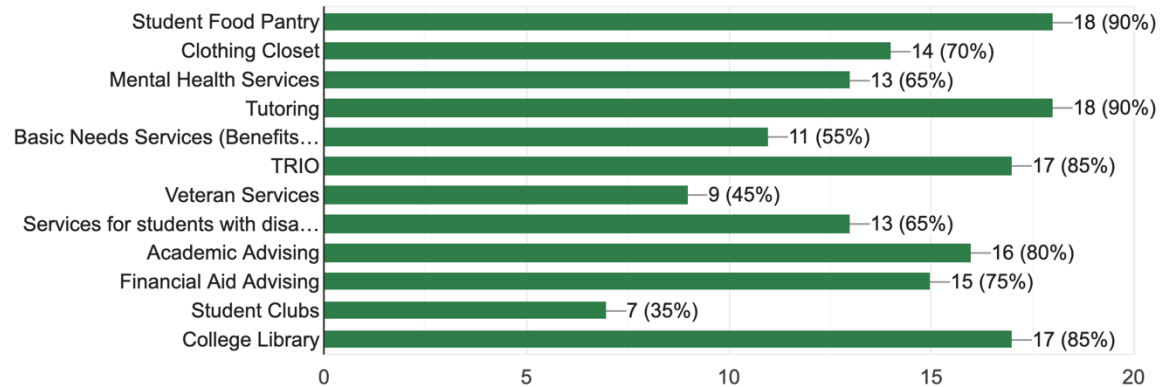
How often do you use the following services:



Student Service Awareness

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

20 responses



Score Averages for College Services Questions:

- College facilities are clean and well-maintained: 4.6 average
- Rate the process to register for classes: 4.8 average
- I know how to apply for financial aid: 4.6 average
- I know how to apply for scholarships: 3.9 average
- Rate the process to pay your bill for classes: 4.6 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:

- More online and hybrid course availability, including more general education options and courses offered more frequently: 4 comments
- More internship/workforce opportunities or clearer access to them: 2 comments
- Scholarship application awareness: 1 comment
- Longer Bandit Café hours: 1 comment
- Student concerns and complaints should be heard and taken seriously: 1 comment
- Two respondents explicitly said nothing needed improvement; another described their concern as primarily a consequence of CCC's small size.

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

Only one of the five entries in the final open-ended question contained substantive feedback. That respondent emphasized listening to students and respecting student concerns. The remaining entries were "N/A," "nothing," or indicated no additional feedback.

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

Strategic Focus: Expanding outreach, simplifying onboarding, and increasing financial aid access to ensure more students can access opportunities.

Supporting Survey Results:

- Admissions process average of 4.8 exceeding the strategic-plan indicator of 4.5 or higher for the admissions process.
- Class offerings averaged 4.30, below the strategic-plan indicator of 4.5. Open-ended comments requesting more online/hybrid options reinforce Objective 1.3 to expand programs and course offerings.
- Only 7 of 20 respondents (35.0%) reported attending New Student Orientation, providing a useful participation benchmark for onboarding work.

2. Increase Student Success

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

Supporting Survey Results:

- Feeling welcome averaged 4.9, and feeling safe averaged 4.9, both indicating a strong student belonging foundation.
- Academic advising familiarity averaged 4.65 which is above the strategic plan indicator of 4.25
- Basic Needs Services awareness was 55.0% (11 of 20), below the strategic-plan target of at least 75% awareness, identifying a continued communication opportunity.

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 4.6, supporting positive campus perception

4. Increase Organizational Effectiveness

Strategic Focus: Improve internal processes and communication

Supporting Survey Results:

- Registration averaged 4.85 and bill payment averaged 4.60, indicating strong ratings for two key student-facing workflows.
- Email was the primary information channel, selected by 17 respondents (85.0%), followed by faculty/staff at 50.0%; this supports continued use of coordinated direct communication.

5. Build and Sustain Partnerships

Strategic Focus: Strengthen ties with universities and industry

Supporting Survey Results:

- Internship Opportunities had the weakest support pattern of the three career/transfer areas: 9 respondents selected Not Applicable, while 4 selected Some Help, 3 Very Helpful, 2 Minimal Help, and 2 No Help.

- Student requests for more internship and workforce opportunities reinforce the strategic objective to increase awareness of regional career pathways and expand internship connections.

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.