



Winter 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

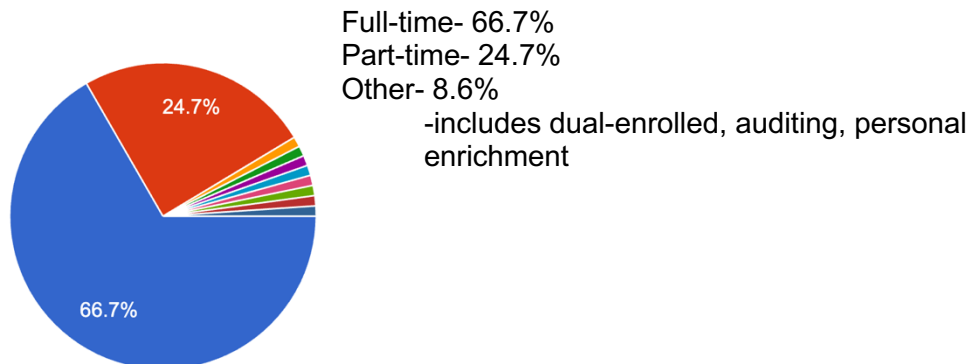
- **Survey Period:** February 9, 2026-February 20, 2026
- **Number of Respondents:** 93
- **Methods of Outreach:**
 - Emails (2) to all winter term students via the all-student term list
 - Ad with QR Code on TV monitors around campuses
 - Canvas platform announcement
 - Website slider ad
 - Request to faculty to promote survey link through class interactions
 - Fall 2025 Survey redirect URL's captured how people got to the survey:
 - Direct Email Request- 54 hits
 - Canvas, TV monitors, Website slider ad: 23 hits
 - Faculty promotion: 60 hits

Student Snapshot

Respondents were asked about their current enrollment status:

What is your current enrollment status?

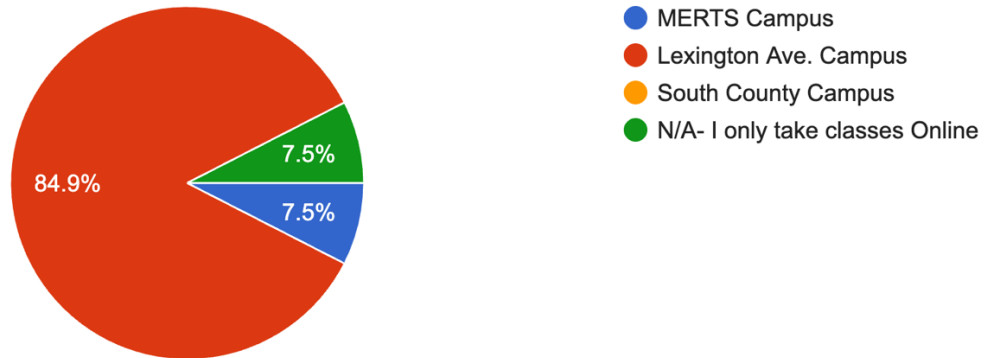
93 responses



Respondents were asked which location they take classes at:

Which CCC location do you mainly take classes at?

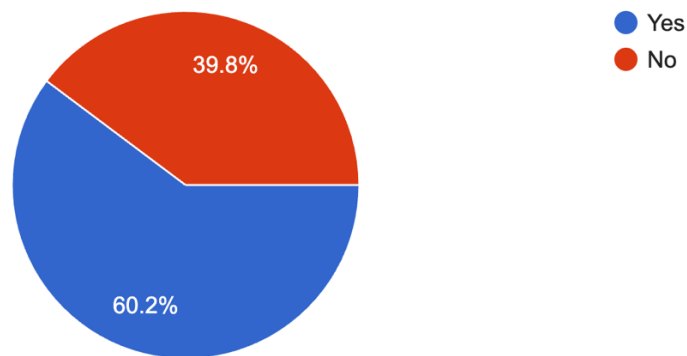
93 responses



Respondents were asked if they attended New Student Orientation:

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

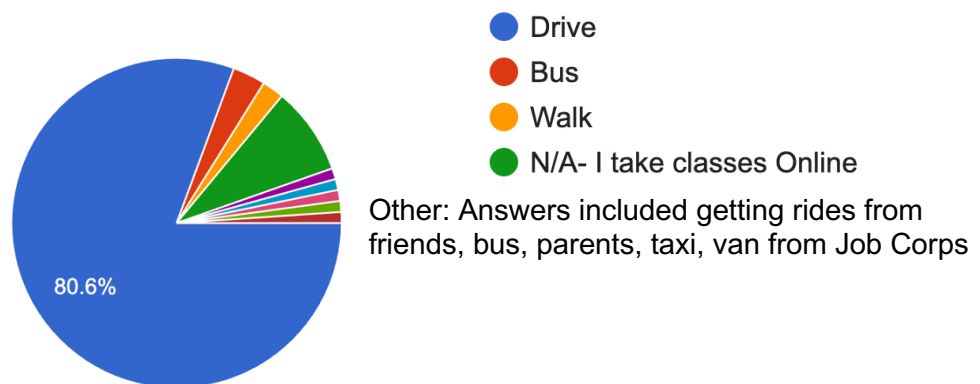
93 responses



Respondents were asked about their transportation to attend classes:

How do you typically get to your classes?

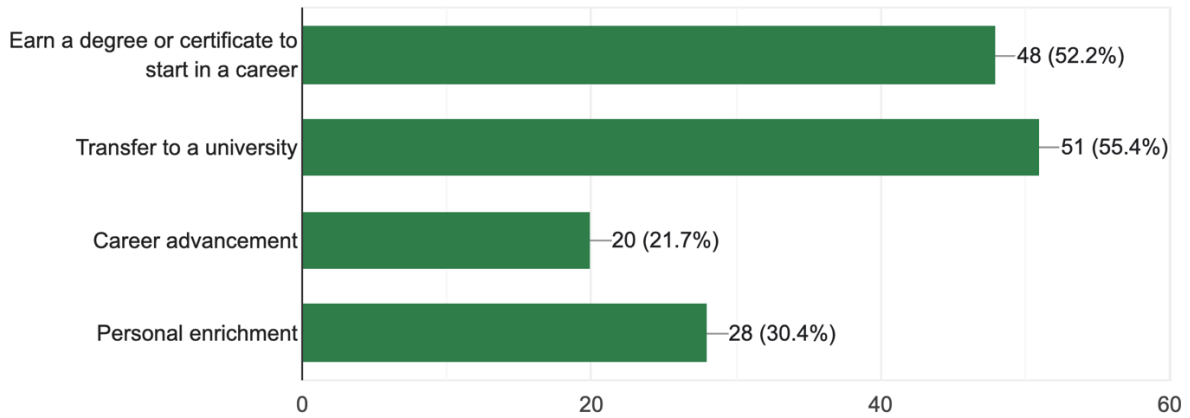
93 responses



Respondents were asked about their academic goals:

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

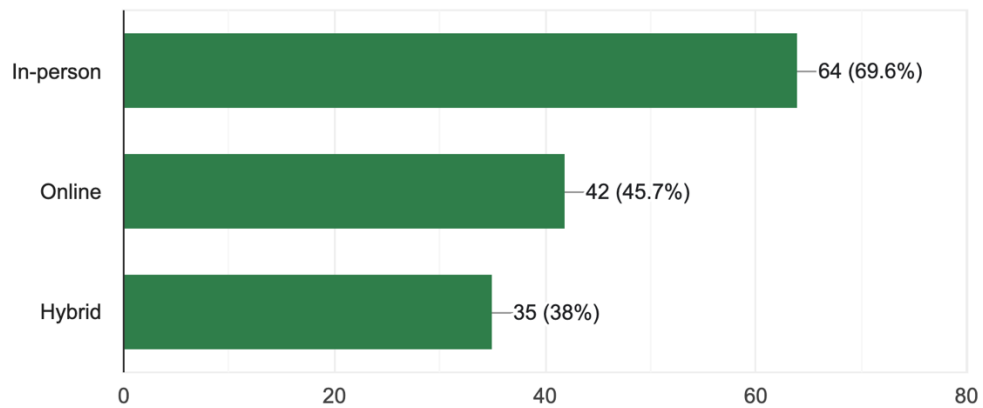
92 responses



Respondents were asked about class modality:

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

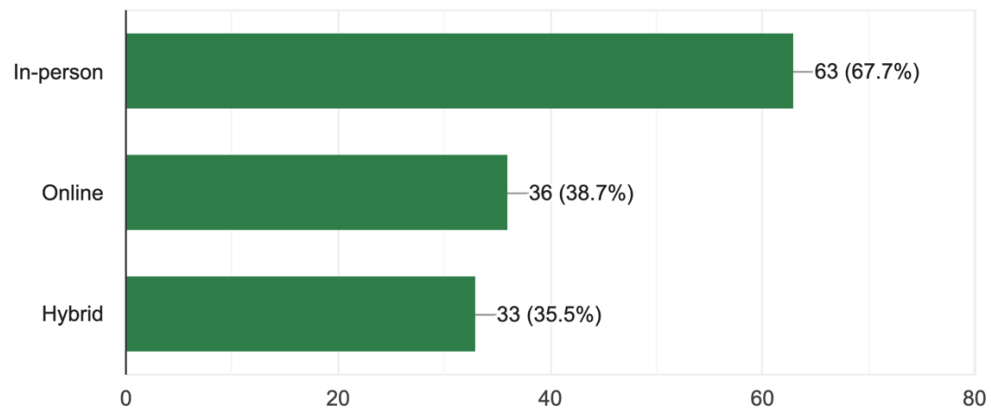
92 responses



Respondents were asked about their preferred method of taking classes:

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

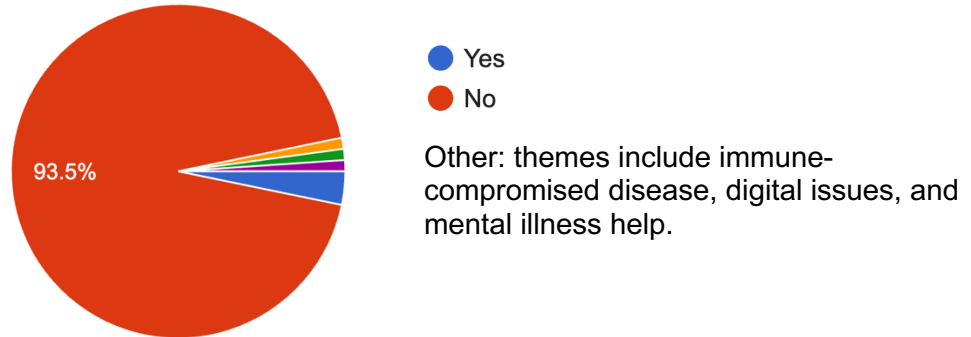
93 responses



Respondents were asked about accessibility concerns at CCC:

Do you experience accessibility issues at CCC?

93 responses

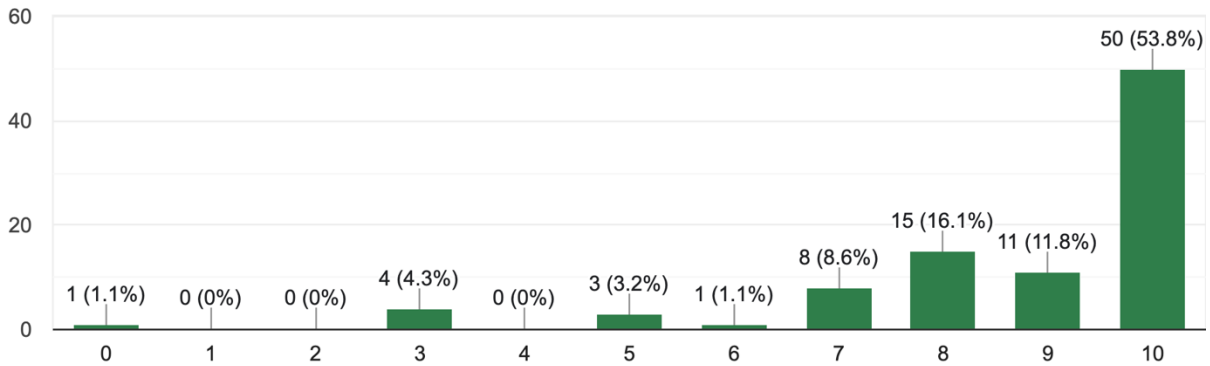


Net Promoter Score Results

- Overall NPS Score for Winter 2026: **56**

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

93 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 – Students frequently described instructors and staff as helpful, approachable, and encouraging.
- Welcoming Environment – Many students noted CCC feels friendly and comfortable, and that they feel welcome on campus.
- Small College Benefit – Respondents appreciated smaller class sizes and the ability to receive more individualized support.
- Quality Learning Experience – Students referenced strong instruction and positive classroom experiences.

- Access and Affordability – Several comments highlighted CCC as an accessible pathway for education and career/transfer goals.

Summarized Critical Reasons Students Gave for Their Score

- Online and Hybrid Experience – Requests for more consistent course design and expectations across online classes and Canvas.
- Course Availability and Scheduling – Desire for more sections and better timing/availability for required classes.
- Support and Belonging Concerns – A small number of students reported feeling isolated or unsure how to access support.
- Program Variety – Some comments indicated interest in expanded program options.
- Logistical Barriers – A few comments referenced transportation/commute challenges.

NPS Benchmarking:

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

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): **61**
 - Passives (7-8): **23**
 - Detractors (0-6): **9**
- Respondent Scores:**
- Score **0**: **1** respondent
 - Score **1**: **0** respondents
 - Score **2**: **0** respondents
 - Score **3**: **4** respondents
 - Score **4**: **0** respondent
 - Score **5**: **3** respondents
 - Score **6**: **1** respondent
 - Score **7**: **8** respondents
 - Score **8**: **15** respondents
 - Score **9**: **11** respondents
 - Score **10**: **50** 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: 93 Winter Term Students
- % Promoters (9-10): 65.6%
- % Detractors (0-6): 9.7%

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:

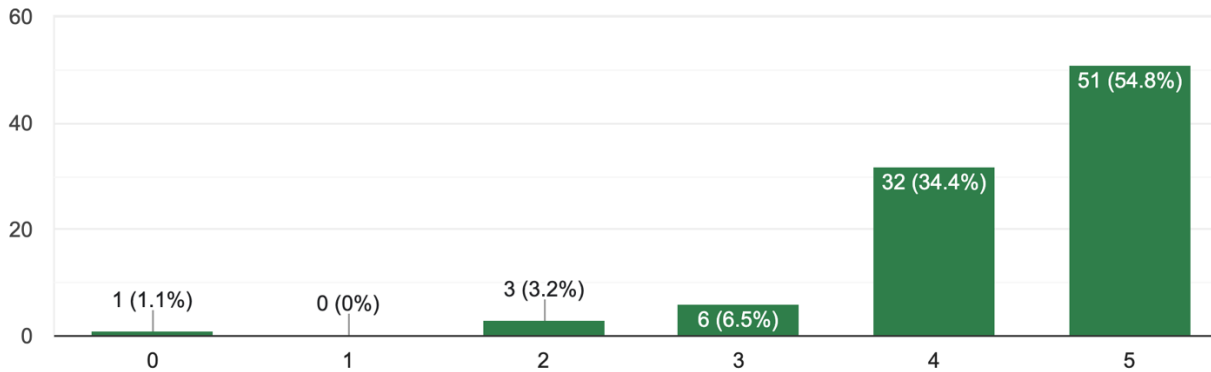
- This indicates a positive overall sentiment, with a good proportion of promoters compared to detractors.
- Our **detractors (9.7%)** show there is some dissatisfaction or areas for improvement. Addressing the concerns of these detractors can help further improve the overall experience and potentially turn some into promoters.
- Our **promoters (65.6%)** are strong, suggesting satisfaction in their experience and enthusiasm to recommend CCC to others.

Student Experience Ratings

Experience with Admissions Process: 4.4 average

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

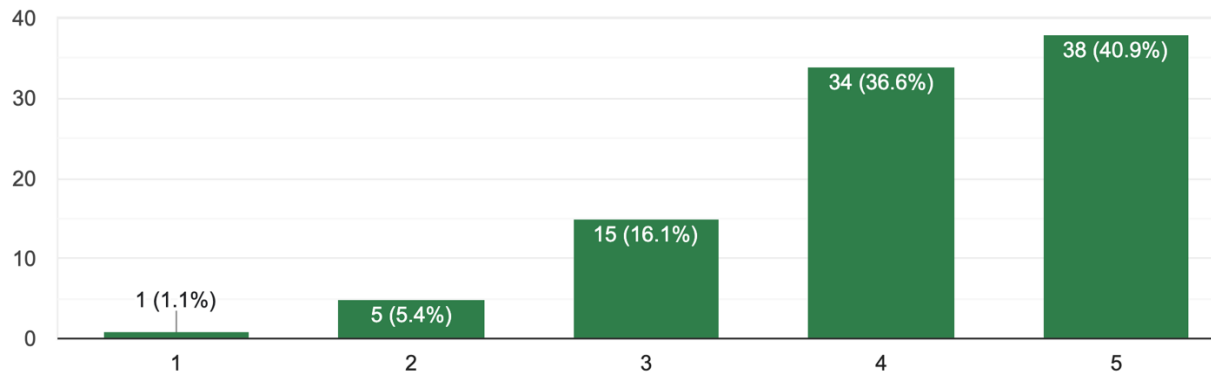
93 responses



Satisfaction with Course Offerings: 4.1 average

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

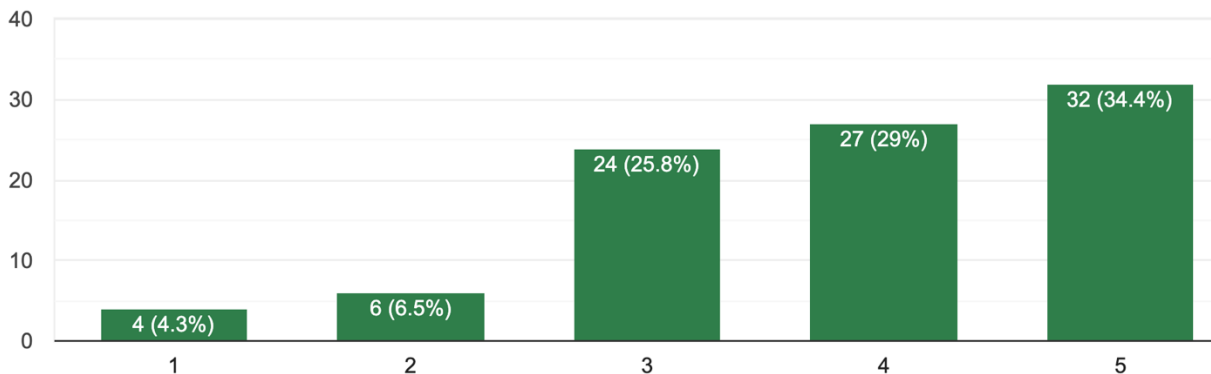
93 responses



Satisfaction with Class Times that Fit Student Schedule: 3.8 average

The college offers classes at times that fit my schedule.

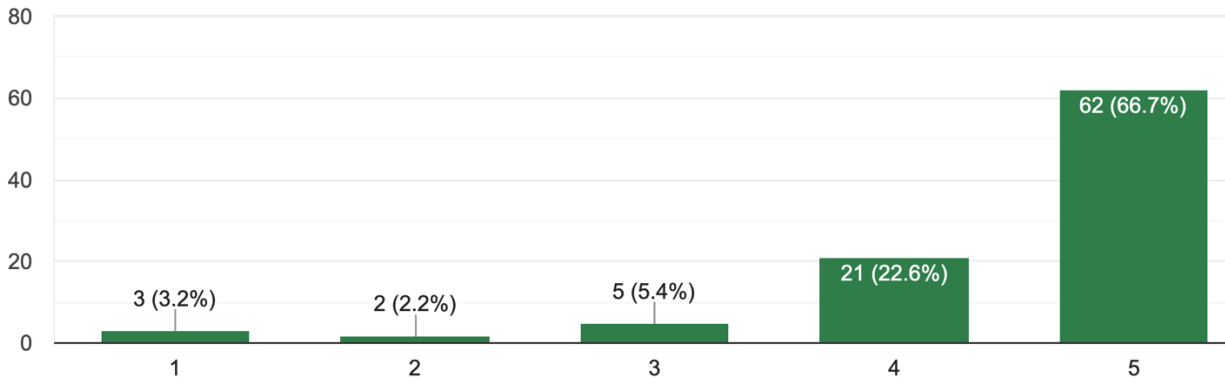
93 responses



Advising Guidance: 4.5 average

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

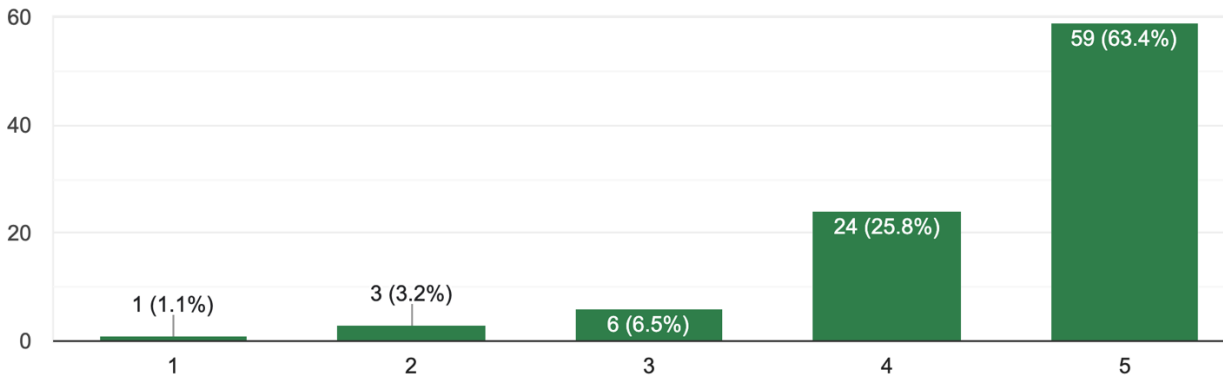
93 responses



Faculty Availability: 4.5 average

Faculty are approachable and available outside of class.

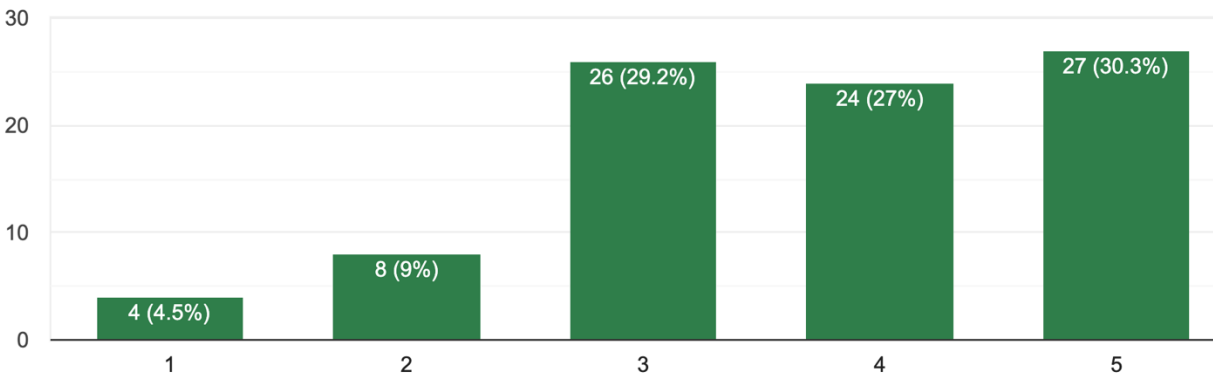
93 responses



Satisfaction with Online Bookstore: 3.7 average

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

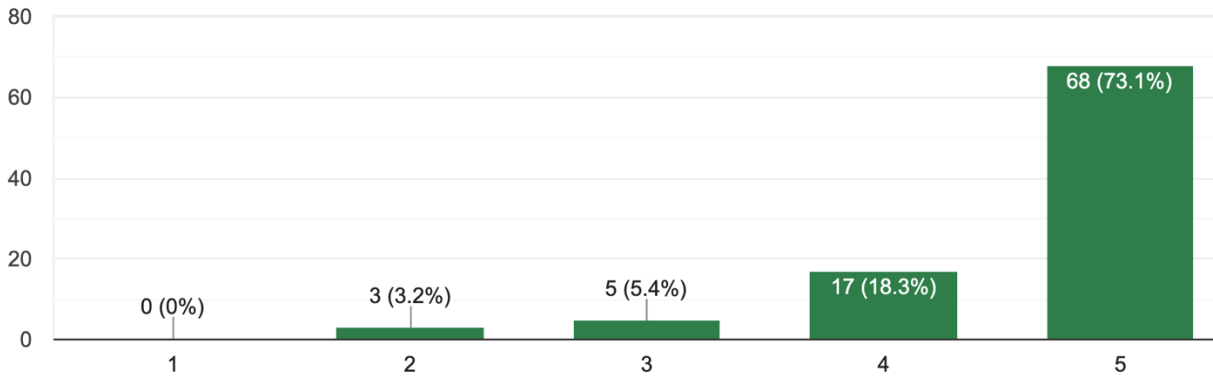
89 responses



Feeling Welcome at CCC: 4.6 average

I feel welcome at CCC.

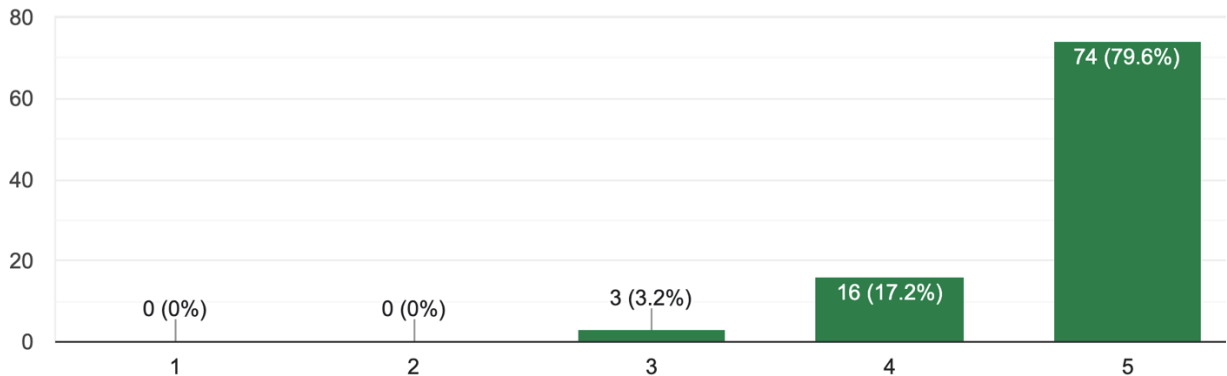
93 responses



Feeling Safe at CCC: 4.8 average

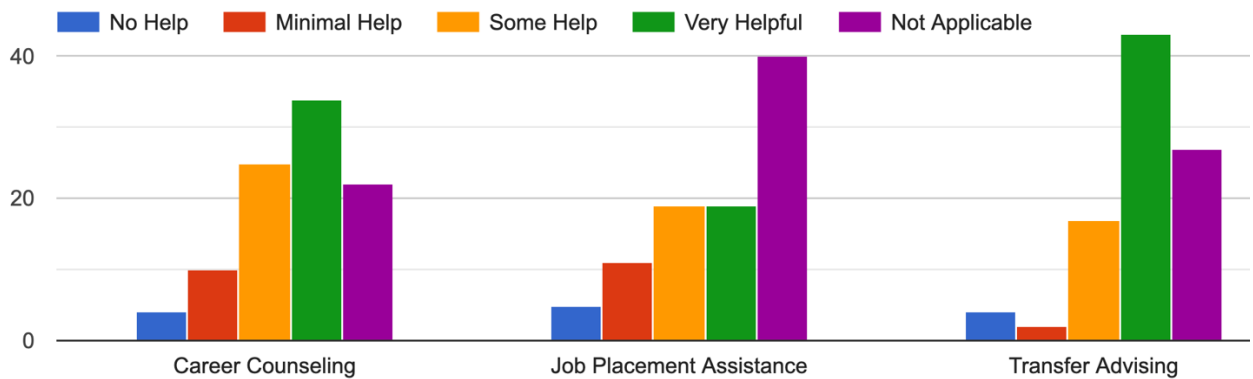
I feel safe at CCC.

93 responses



Career, Job, Transfer Assistance

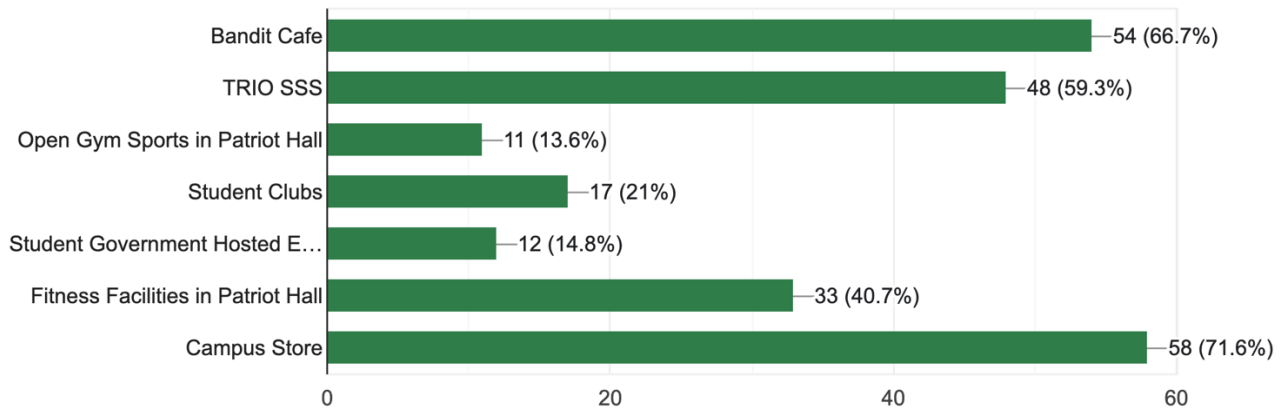
Do you feel supported in the following areas:



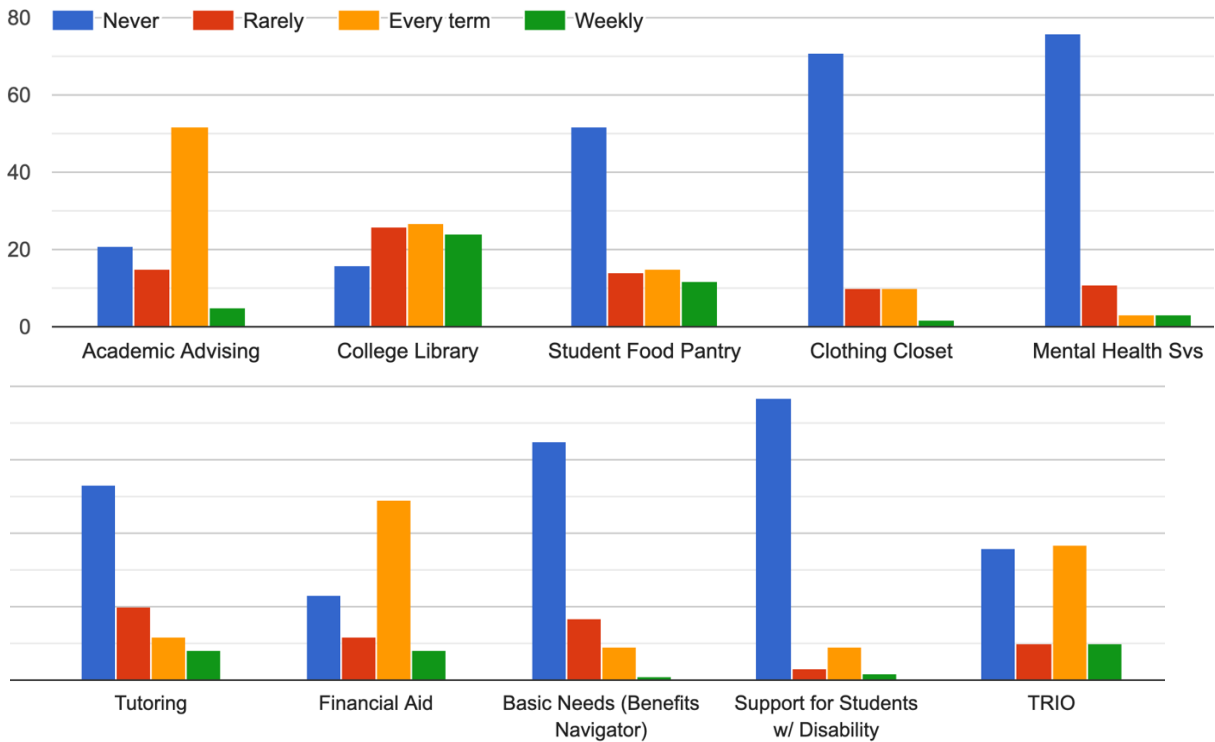
Participation and Use of Services at CCC:

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

81 responses



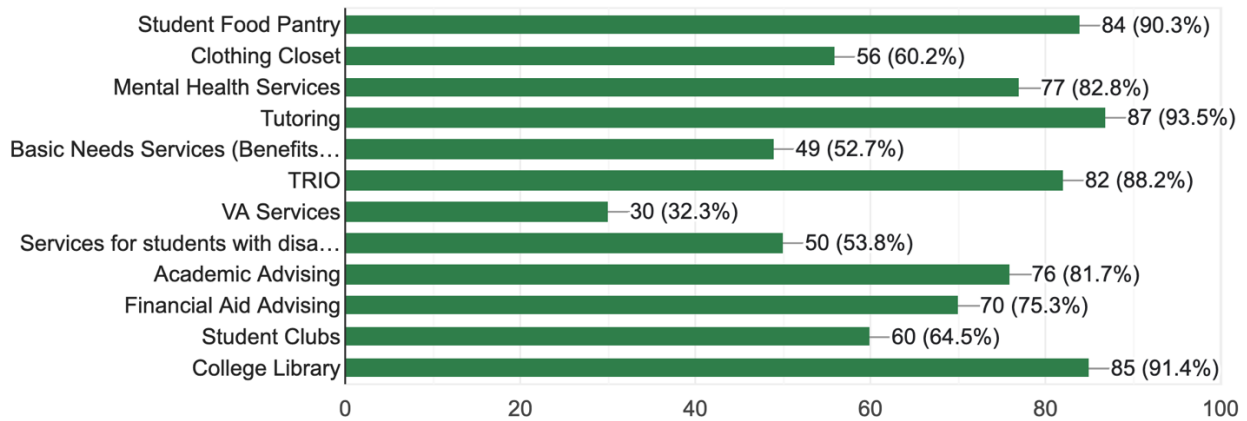
How often do you use any of the following services:



Student Service Awareness

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

93 responses



Score Averages for College Services Questions:

- College facilities are clean and well-maintained: 4.5 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: 3.7 average
- Rate the process to pay your bill for classes: 4.3 average
- I know how to find tutoring and academic help: 4.2 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 (mentioned in 31 of 63 responses)
- Online/Canvas experience (mentioned in 31 of 63 responses)
- Advising & program guidance (mentioned in 8 of 63 responses)
- Facilities & maintenance (mentioned in 8 of 63 responses)
- Food & bookstore (mentioned in 7 of 63 responses)
- Staff responsiveness & customer service (mentioned in 7 of 63 responses)
- Student life & engagement (mentioned in 6 of 63 responses)
- Communication & reminders (mentioned in 5 of 63 responses)
- Safety & security (mentioned in 1 of 63 responses)

Representative Examples (paraphrased from student comments):

- More consistent Canvas use and clearer expectations for online classes.
- More class sections and improved timing/availability for required courses.
- Clearer information about available support services and how to access them.
- Equipment/facility upkeep and classroom resources.
- Expanded bookstore/textbook support and affordability.

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

- Online/Canvas experience (mentioned in 11 of 32 responses)
- Facilities & maintenance (mentioned in 7 of 32 responses)
- Course availability & scheduling (mentioned in 6 of 32 responses)
- Food & bookstore (mentioned in 4 of 32 responses)
- Staff responsiveness & customer service (mentioned in 4 of 32 responses)
- Advising & program guidance (mentioned in 3 of 32 responses)
- Communication & reminders (mentioned in 1 of 32 responses)
- Parking & transportation (mentioned in 1 of 32 responses)
- Student life & engagement (mentioned in 1 of 32 responses)
- Safety & security (mentioned in 0 of 32 responses)

Top Positive Themes

- Instructors are kind, supportive, and genuinely care about student success.
- Students appreciate the welcoming, friendly campus environment.
- CCC provides a strong sense of belonging and community.
- Courses are engaging, meaningful, and aligned with students' goals.
- Students generally feel safe and comfortable on campus.
- Staff are helpful, encouraging, and responsive when students have questions.
- Students value the opportunities CCC provides for personal growth.
- Campus facilities (classrooms, restrooms, study spaces) feel clean and well-maintained.
- Students feel grateful for CCC's flexibility and accessibility of programs.
- Positive general sentiment—students express happiness, gratitude, and satisfaction with CCC overall.

Top Suggestions for Improvement

- Provide more classes, more scheduling variety, and additional course sections.
- Improve communication across departments—especially email reminders and clearer information.
- Increase student events, clubs, and engagement opportunities.
- Offer more online and hybrid courses as well as more in-person choices.
- Enhance academic advising with more proactive outreach and clearer guidance.
- Address parking challenges and improve campus transportation access.
- Keep Patriot Hall and other student spaces open more consistently, including during breaks.
- Improve responsiveness from administrative offices (registrar, billing, etc.).
- Continue strengthening campus safety measures and communication about safety.

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 rating of 4.4 supports Objective 1.2 (streamline onboarding).
- Course offerings rating of 4.1 and student comments about scheduling relate to Objective 1.3 (expand programs and course offerings).
- Financial aid knowledge rating of 4.6 supports maximizing financial support access.

2. Increase Student Success

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

Supporting Survey Results:

- Positive feeling welcome rating of 4.6 supports Objective 2.1 (enhance belonging efforts).
- Maintaining NPS above 50 (Winter 2026 NPS: 56) supports Objective 2.4 (improve student satisfaction).
- High awareness of tutoring (93.5%) supports Objective 2.3 (support students in meeting academic needs).

3. Strengthen Our Reputation

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

Supporting Survey Results:

- Positive comments about instructors and campus environment reinforce Objective 3.2 (promote success stories).
- Facilities cleanliness rating of 4.5 connects to Objective 3.3 (sustain and improve campus facilities).

4. Increase Organizational Effectiveness

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

Supporting Survey Results:

- Student feedback about Canvas consistency, communication, and course scheduling informs ongoing process improvements under Priority 4.
- Registration and billing process ratings (4.3 and 4.3) provide benchmarks for workflow effectiveness.

5. Build and Sustain Partnerships

- Strategic Focus: Strengthen ties with K-12, universities, and industry to create clearer student pathways.
- Supporting Survey Results:
- High selection of transfer goals (55.4%) underscores the importance of transfer partnerships (Priority 5.2).
- Career-entry goal selection reinforces workforce pathway partnerships and advisory committees (Priority 5.4).

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?

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

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

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 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

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