

**Tennessee Higher Education Commission
2010-15 Performance Funding
Standard 1D: Satisfaction Studies (Alumni Satisfaction Project)**

The Satisfaction Studies standard is designed to provide incentives for institutions to improve the quality of their undergraduate programs as evaluated by surveys of undergraduate students, recent graduates, and regional and/or national employers of recent graduates.

Northeast State Community College



Year 2: 2011-12

Maximum Points: 10

Recommended Points: 10

Year	Satisfaction Study
2010-11	Student Engagement Survey (NSSE and CCSSE)
2011-12	Alumni Satisfaction Project
2012-13	Employer Satisfaction Project
2013-14	Student Engagement Survey (NSSE and CCSSE)
2014-15	Comprehensive Satisfaction Project

Proposal approved to conduct survey of fall 2009, spring 2010, and summer 2010 graduates (certificates and associates) to measure student engagement and competencies as related to Northeast State Community College's Quality Enhancement Plan. The plan is called *Strategies for Teaching Excellence Program*. Year One (2009-10) focused on developing the Center for Teaching Excellence and piloting the implementation of the first student-centered instructional best practice, self-regulated learning. The survey used will be an adaptation of the survey utilized in the 2005-10 performance funding cycle to focus on the QEP's research objectives and additional demographic questions.

**Tennessee Higher Education Commission
2010-15 Performance Funding
Standard 1D - Student Satisfaction
Year 2: Alumni Satisfaction Survey**

Northeast State Community College



Maximum Points: 10
Recommended Points: 10

Proposal Overview

THEC approved proposal to conduct survey of 2009-10 graduates to determine their level of satisfaction with academic programs, services and resources offered by Northeast State Community College. The survey used will be an adaption of the survey utilized in the 2005-10 performance funding cycle.

Survey Response Rate	26%	
Evaluation Area		Comments
Proposal implemented as approved?	Yes	In accordance with proposal, will be used to assess STEP data.
Analysis of the results provided?	Yes	
Additional Comments		Will serve as baseline data for following years.