

# 2017 Student Perception of Services Survey

(Aggregated)

**Division: All Program Divisions  
Campus: All Campuses**

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Institutional Effectiveness</b>							
1.	I believe that Southeastern Technical College is committed to building a well-educated, globally competitive workforce for Southeastern Georgia.	103	3.67	102	1	99.03 %	0.97 %
2.	STC is committed to continuous improvement of the student learning process.	103	3.65	102	1	99.03 %	0.97 %
3.	SACSCOC accreditation is a symbol that STC is a quality institution and has met the same high standards as other accredited major colleges and universities.	100	3.67	99	1	99.00 %	1.00 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Facilities</b>							
4.	The facilities at Southeastern Tech are attractive, clean, and comfortable.	103	3.65	100	3	97.09 %	2.91 %
5.	The landscaping at Southeastern Tech is appealing.	103	3.60	100	3	97.09 %	2.91 %
6.	I am aware that Southeastern Technical College has three campus sites - Vidalia, Swainsboro, and Glennville.	103	3.79	103	0	100.00 %	0.00 %
7.	I am satisfied with the traffic flow on and off campus.	103	3.63	101	2	98.06 %	1.94 %
8.	There is ample parking at Southeastern Technical College.	103	3.39	91	12	88.35 %	11.65 %
9.	The student center is adequate to meet my needs.	99	3.62	98	1	98.99 %	1.01 %
10.	I am satisfied with the level of security on campus.	101	3.55	98	3	97.03 %	2.97 %
11.	I am satisfied with the auditoriums as a whole.	99	3.68	99	0	100.00 %	0.00 %
12.	The auditorium facilities are clean and comfortable.	99	3.65	97	2	97.98 %	2.02 %

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Student Affairs</b>							
13.	I am satisfied with the availability of student activity programs at Southeastern Technical College.	94	3.60	92	2	97.87 %	2.13 %
14.	I am aware that opportunities are provided for students to participate in student organizations/clubs	100	3.64	98	2	98.00 %	2.00 %
15.	Southeastern Tech recruitment materials present an accurate picture of the institution.	98	3.63	98	0	100.00 %	0.00 %
16.	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	102	3.67	102	0	100.00 %	0.00 %
17.	I am aware that career counseling services and/or referrals are available to me.	102	3.64	101	1	99.02 %	0.98 %
18.	Financial aid information and services are readily available and helpful.	101	3.63	99	2	98.02 %	1.98 %
19.	I am satisfied with the services provided by the Financial Aid staff.	101	3.63	97	4	96.04 %	3.96 %
20.	I am aware that career services are readily available to Southeastern Technical College students.	103	3.66	102	1	99.03 %	0.97 %
21.	I am aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers.	102	3.63	101	1	99.02 %	0.98 %
22.	I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.	102	3.70	101	1	99.02 %	0.98 %
23.	I was given adequate information about the admissions exam and how the results were going to be used.	88	3.69	87	1	98.86 %	1.14 %
24.	The admissions exam was scheduled at a convenient time.	87	3.69	87	0	100.00 %	0.00 %
25.	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	88	3.68	87	1	98.86 %	1.14 %
26.	Placement exam results were provided to me in a timely manner, and I understood how the results of the test would be used to determine program placement.	89	3.64	87	2	97.75 %	2.25 %
27.	The enrollment processes are logical, organized, and easy to follow.	103	3.62	102	1	99.03 %	0.97 %

28.	I am satisfied with the registration process at Southeastern Technical College.	102	3.66	102	0	100.00 %	0.00 %
29.	I am satisfied with the New Student Orientation process.	101	3.63	99	2	98.02 %	1.98 %
30.	I am satisfied with the Southeastern Technical College reception, telephone/switchboard.	99	3.65	97	2	97.98 %	2.02 %
31.	I am satisfied with the Student Affairs Reception Staff.	100	3.66	100	0	100.00 %	0.00 %
32.	I am satisfied with student records (grades, transcript).	103	3.66	103	0	100.00 %	0.00 %
33.	As a result of participating in New Student Orientation, I learned information that enabled me to successfully begin College.	100	3.62	99	1	99.00 %	1.00 %
34.	As a result of attending Lunch and Learns sponsored by Career Services, I have learned skills that will assist me in obtaining employment upon graduation.	79	3.68	78	1	98.73 %	1.27 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
<b>Administrative Services</b>							
35.	The payment of fees is handled in a timely and effective manner by the Business Office.	99	3.58	95	4	95.96 %	4.04 %
36.	Notification of any outstanding tuition and fees owed by me is delivered in a timely manner by the Business Office.	96	3.56	92	4	95.83 %	4.17 %
37.	The process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.	95	3.46	91	4	95.79 %	4.21 %
38.	The books and supplies I need for my classes are available in the bookstore at the beginning of each term.	98	3.60	95	3	96.94 %	3.06 %
39.	I am satisfied with the layout, service, and accessibility of items in the bookstore.	100	3.61	98	2	98.00 %	2.00 %
40.	The staff handling the sale of books and supplies is helpful and courteous.	101	3.59	97	4	96.04 %	3.96 %

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Academic Affairs</b>							
41.	My faculty advisor is available and concerned about my success.	102	3.72	101	1	99.02 %	0.98 %
42.	My advisor is knowledgeable about program requirements and provides quality advisement.	102	3.72	102	0	100.00 %	0.00 %
43.	I am satisfied with the availability of courses offered at Southeastern Technical College during the day.	101	3.63	99	2	98.02 %	1.98 %
44.	I am satisfied with the availability of courses offered at Southeastern Technical College in the evenings.	94	3.63	92	2	97.87 %	2.13 %
45.	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	100	3.65	98	2	98.00 %	2.00 %
46.	I am satisfied that Southeastern Technical College has adequate faculty and staff to meet my needs for programs and services.	102	3.70	102	0	100.00 %	0.00 %
47.	The programs and services available at Southeastern Technical College meet my needs.	102	3.69	102	0	100.00 %	0.00 %
48.	The staff at Southeastern Technical College is courteous and responsive to my needs.	102	3.68	101	1	99.02 %	0.98 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Library Services</b>							
49.	The online databases available through Galileo are adequate to meet my research needs.	91	3.56	88	3	96.70 %	3.30 %
50.	My instructor encourages the use of the library resources.	97	3.63	95	2	97.94 %	2.06 %
51.	The library is open during hours that are convenient for me.	93	3.65	92	1	98.92 %	1.08 %
52.	The library has enough study space.	93	3.67	92	1	98.92 %	1.08 %
53.	The tables and seating arrangements in the library are in good condition and adequate for student needs.	93	3.70	92	1	98.92 %	1.08 %
54.	The library is easy to go to and available for students.	97	3.73	97	0	100.00 %	0.00 %
55.	The noise level does not interfere with my use of the library.	93	3.69	92	1	98.92 %	1.08 %
56.	The temperature in the library is satisfactory.	92	3.71	92	0	100.00 %	0.00 %

57.	The book collection in the library has enough general interest reading.	82	3.60	82	0	100.00 %	0.00 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
<b>IT (Information Technology)</b>							
58.	I am aware that STC provides students with a college email account.	103	3.76	103	0	100.00 %	0.00 %
59.	I am aware that STC provides students with technology to gain access to software applications when they are off campus (Remote Lab Access via STC's Information Delivery System).	103	3.67	99	4	96.12 %	3.88 %
60.	I am satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).	103	3.65	100	3	97.09 %	2.91 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
	<b>TOTALS</b>	Total # of Surveys Completed	Total Average Response from all Surveys	Total Count Strongly Agree & Agree (3s & 4s)	Total Count Strongly Disagree & Strongly Disagree (1s & 2s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Disagree (1s & 2s)
		103	3.64	5798	99	98.32 %	1.68 %

#### **Number of Terms Attended:**

55 students (53.40 %) have attended 1 term.  
 27 students (26.21 %) have attended 2-3 terms.  
 18 students (17.48 %) have attended 4-6 terms.  
 3 students ( 2.91 %) have attended 7 or more terms.

#### **Primary Class Type:**

17 students (16.50 %) were primarily enrolled in Hybrid classes.  
 25 students (24.27 %) were primarily enrolled in Online classes.  
 61 students (59.22 %) were primarily enrolled in Traditional Classroom Lecture classes.

#### **Would you join an Alumni group?**

72 of 103 students (69.90 %) surveyed would join an alumni group.