



Student Perception of Services Survey Results 2009

Results Comparison to Previous Year

	Survey Question	2005 Total Agree Percentage	2006 Total Agree Percentage	2007 Total Agree Percentage	2008 Total Agree Percentage	2009 Total Agree Percentage	Status
1.	The buildings at Swainsboro Technical College are attractive, clean, and comfortable.	98.77 %	96.18 %	92.26 %	94.26 %	96.52 %	↑
2.	The landscaping at Swainsboro Tech is appealing.	93.90 %	94.62 %	88.96 %	92.82 %	94.77 %	↑
3.	I am satisfied with the availability of student activities at Swainsboro Technical College.	89.87 %	85.71 %	84.21 %	84.00 %	87.94 %	↑
4.	I am aware that opportunities are provided for students to participate in student organizations (NVTHS, PBL, Student Leadership Council, Skills USA, Forestry & Wildlife, EMS, etc.)	89.29 %	86.40 %	82.89 %	86.70 %	92.25 %	↑
5.	I am satisfied with the parking at Swainsboro Technical College.	76.25 %	78.74 %	77.27 %	87.32 %	90.49 %	↑
6.	I am satisfied with the traffic flow on and off campus.	94.81 %	96.06 %	94.77 %	95.07 %	96.14 %	↑
7.	I am satisfied with the security on campus.	90.79 %	85.94 %	88.39 %	81.50 %	90.94 %	↑
8.	The student center is adequate to meet my needs.	96.05 %	92.25 %	91.33 %	89.23 %	87.28 %	↓
9.	The recruitment services and materials I received were helpful in making my decision to attend STC and assisted in my program choice.	92.94 %	89.84 %	92.21 %	87.00 %	94.68 %	↑
10.	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	92.47 %	94.70 %	91.61 %	89.90 %	95.16 %	↑
11.	I am aware that career counseling services and/or referrals are available to me.	94.51 %	91.34 %	92.16 %	84.47 %	91.67 %	↑
12.	I am satisfied with the availability	85.71 %	84.17 %	81.69 %	79.46 %	86.25 %	↑

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	of student wellness programs at STC (Lunch' n Learn, etc.)						
13.	Financial Aid information and services are readily available and helpful.	94.44 %	96.15 %	94.27 %	87.56 %	96.89 %	↑
14.	I am satisfied with the services provided by the Financial Aid staff.	94.44 %	94.57 %	92.21 %	87.62 %	95.14 %	↑
15.	I am aware that job placement services are readily available to STC students.	95.45 %	88.46 %	86.27 %	87.86 %	92.66 %	↑
16.	I am aware that special support services are available for students with economic need, students who are single parents, displaced homemakers, dislocated workers, or non-custodial parents.	90.59 %	86.51 %	87.58 %	83.25 %	87.28 %	↑
17.	I am aware that students with disabilities, who need special assistance, are provided adequate support services to enable them to attend STC.	96.39 %	92.80 %	92.81 %	91.04 %	95.10 %	↑
18.	I am satisfied with the maintenance of my student record (grades, transcript).	96.47 %	93.70 %	93.01 %	94.58 %	95.88 %	↑
19.	I am satisfied with the STC reception at the telephone/switchboard.	94.38 %	96.75 %	93.53 %	92.23 %	95.36 %	↑
20.	I am satisfied with the customer service by the Student Services Division.	85.71 %	92.00 %	86.99 %	87.37 %	94.96 %	↑
21.	I was given adequate information about the admission exam and how the results were going to be used.	92.50 %	91.89 %	90.21 %	90.26 %	94.23 %	↑
22.	The admissions exam was scheduled at a convenient time.	97.30 %	91.82 %	91.55 %	93.19 %	97.23 %	↑
23.	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	91.89 %	96.30 %	93.01 %	95.21 %	98.42 %	↑
24.	Placement exam results (ASSET, COMPASS) were provided to me in a timely manner, and I understood how the results of the test would be used to determine program placement.	91.78 %	96.36 %	93.15 %	96.20 %	94.05 %	↓
25.	The enrollment processes are logical, organized, and easy to follow.	88.17 %	94.62 %	92.16 %	93.72 %	95.53 %	↑
26.	I am satisfied with the quarterly course registration process at STC.	96.70 %	95.35 %	92.36 %	92.34 %	97.22 %	↑
27.	I am satisfied with the New Student Orientation.	94.05 %	94.26 %	93.24 %	86.50 %	95.37 %	↑

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28.	The payment of fees is handled in a timely and effective manner by the Business Office.	95.24 %	88.19 %	92.81 %	90.29 %	96.19 %	↑
29.	The books and supplies I need for my classes are available in the bookstore at the beginning of each quarter.	78.16 %	79.53 %	72.61 %	73.43 %	81.60 %	↑
30.	The staff handling the sale of books and supplies is helpful and courteous.	84.71 %	86.51 %	75.00 %	79.33 %	85.42 %	↑
31.	My faculty advisor is available and concerned about my success.	94.32 %	93.65 %	96.08 %	93.75 %	94.06 %	↑
32.	My advisor is knowledgeable about program requirements and provides quality advisement.	95.51 %	91.41 %	94.23 %	96.19 %	96.14 %	↓
33.	I am satisfied with the availability of courses offered at STC during the day.	94.44 %	92.19 %	93.33 %	90.00 %	94.41 %	↑
34.	I am satisfied with the availability of courses offered at STC in the evenings.	88.52 %	84.16 %	81.40 %	83.54 %	89.84 %	↑
35.	I am satisfied with the availability of on-line courses offered at STC.	91.36 %	93.00 %	88.98 %	85.63 %	90.80 %	↑
36.	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	97.30 %	88.00 %	92.76 %	94.47 %	93.45 %	↓
37.	The library services and resources are adequate to meet the training needs of students in my program.	96.10 %	95.20 %	91.77 %	95.00 %	97.19 %	↑
38.	I am satisfied with the availability of library staff to assist with my needs.	96.10 %	94.40 %	92.90 %	94.03 %	98.26 %	↑
39.	The online databases available through Galileo are adequate to meet my research needs.	93.10 %	96.49 %	90.85 %	94.47 %	96.72 %	↑
40.	My instructor encourages the use of the library resources.	95.06 %	90.76 %	94.08 %	92.20 %	93.21 %	↑
41.	The library is open during hours that are convenient for me.	96.05 %	95.08 %	95.48 %	95.52 %	95.49 %	↓
42.	The library has enough study space.	98.63 %	87.70 %	92.86 %	87.56 %	91.35 %	↑
43.	The tables and seating arrangements in the library are in good condition and adequate for student needs.	98.63 %	96.69 %	94.16 %	96.00 %	96.88 %	↑
44.	The library is easy to go to and available to students.	96.00 %	98.36 %	94.23 %	96.06 %	97.92 %	↑
45.	The noise level does not interfere with my use of the library.	90.41 %	94.21 %	92.86 %	88.50 %	90.94 %	↑

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46.	The temperature in the library is satisfactory.	93.15 %	95.04 %	92.86 %	93.03 %	93.73 %	↑
47.	The book collection in the library has enough general interest reading.	86.11 %	90.52 %	92.47 %	93.33 %	95.31 %	↑
48.	I am satisfied that Swainsboro Technical College has adequate faculty and staff to meet my needs for programs and services.	95.56 %	96.12 %	95.57 %	91.90 %	95.50 %	↑
49.	The staff at STC is courteous and responsive to my needs.	92.47 %	92.37 %	92.95 %	92.89 %	96.88 %	↑
50.	The programs and services available at Swainsboro Technical College meet my needs.	95.60 %	95.38 %	93.59 %	93.33 %	95.85 %	↑
51.	The integration of technology and use of equipment is satisfactory or appropriate for my program of study.				92.27 %	95.47 %	↑
	TOTALS	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	Total Average Percentage Agree (3s & 4s)	
		92.77 %	91.85 %	90.51 %	90.10 %	93.77 %	↑
	I would encourage a friend or family member to attend Swainsboro Technical College.	94% Yes	93% Yes	94% Yes	91.94% Yes	96.58% Yes	↑