

Student Perception of Services 2009

Summary Report

The Student Perception of Services Survey was deployed on January 15, 2009 with an advertised end date of January 29, 2009. The results were tallied on February 4, 2009.

169 Students participated in this survey – compared to 193 in 2008 and 173 in both 2007 and 2006.

- 100% agree the facilities at Southeastern Tech are attractive, clean, and comfortable.
- 100% agree the landscaping at Southeastern Tech is appealing.
- 95% are satisfied with the availability of student activities at Southeastern Technical College.
- 96% are aware that opportunities are provided for students to participate in student organizations (i.e. PBL, SkillsUSA, MECA, IAAP, Student Senate, NTHS, Nursing Club, Medical Assisting Club, Radiologic Technology Club, Surgical Tech Club, Basketball Sports Club, HEROES, Pharmacy Club).
- 99% are aware that Southeastern Tech has a satellite campus located in Glennville, GA.
- 89% are satisfied with the parking at Southeastern Technical College.
- 93% are satisfied with the traffic flow on and off campus.
- 98% are satisfied with the security on campus.
- 95% agree that the student center is adequate to meet their needs.
- 96% agree the recruitment services and materials they received were helpful in making the decision to attend STC and assisted in the program choice.
- 98% agree the Admissions staff provides applicants with appropriate information about programs and entrance requirements.
- 94% are aware that counseling services and/or referrals are available.
- 95% agree that Financial Aid information and services are readily available and helpful.
- 93% are satisfied with the services provided by the Financial Aid staff.
- 97% are aware that job placement services are readily available to Southeastern Technical College students.
- 89% are aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers.
- 98% are aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.
- 93% agree the payment of fees is handled in a timely and effective manner by the Business Office.
- 92% agree that the notification of any outstanding tuition and fees is delivered in a timely manner by the Business Office.
- 93% agree the process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.
- 95% agree that the books and supplies needed for classes are available in the bookstore at the beginning of each quarter.
- 99% agree that the auditorium facilities are clean and comfortable.
- 99% are satisfied with the auditoriums as a whole.
- 93% are satisfied with the layout, service, and accessibility of items in the bookstore.
- 98% agree that the staff handling the sale of books and supplies is helpful and courteous.
- 98% agree that they were given adequate information about the admissions exam and how the results were going to be used.
- 98% agree that the admissions exam was scheduled at a convenient time for them.
- 100% agree that the exam was given in a comfortable setting, free from distractions, and with sufficient workspace.
- 99% agree that placement exam results (ASSET, COMPASS) were provided in a timely manner, and that they understood how the results of the test would be used to determine program placement.
- 98% agree that the enrollment processes are logical, organized, and easy to follow.
- 99% agree that they are satisfied with the quarterly course registration process at Southeastern Technical College.
- 99% agree that they are satisfied with the New Student Orientation.
- 97% agree that their faculty advisor is available and concerned about their success.

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- 97% agree that their advisor is knowledgeable about program requirements and provides quality advisement.
- 96% are satisfied with the availability of courses offered at Southeastern Technical College during the day.
- 92% are satisfied with the availability of courses offered at Southeastern Technical College in the evenings.
- 99% agree that the equipment in classrooms, shops, and labs is adequate to meet the training needs of students in the program of study.
- 98% are satisfied with the availability of library staff to assist with their needs.
- 98% agree that the library services and resources are adequate to meet the training needs of students in their program.
- 95% agree that the online databases available through Galileo are adequate to meet their research needs.
- 95% agree their instructor encourages the use of the library resources.
- 97% agree that the library is open during hours that are convenient for them.
- 93% agree the library has enough study space.
- 97% agree that the tables and seating arrangements in the library are in good condition and adequate for student needs.
- 98% agree that the library is easy to go to and available for students.
- 98% agree the noise level does not interfere with their use of the library.
- 97% agree the temperature in the library is satisfactory.
- 96% agree the book collection in the library has enough general interest reading.
- 98% are satisfied that Southeastern Technical College has adequate faculty and staff to meet their needs for programs and services.
- 97% agree that the staff at Southeastern Technical College is courteous and responsive to their needs.
- 98% are satisfied with the Southeastern Technical College reception, telephone/switchboard.
- 99% are satisfied with the Student Services Reception Staff.
- 98% are satisfied with student records (grades, transcript).
- 99% agree the programs and services available at Southeastern Technical College meet their needs.
- 100% are aware that Southeastern Tech provides students with a college email account (Campus Pipeline).
- 99% are aware that Southeastern Tech provides students with technology to gain access to software applications when they are off campus (Remote Lab Access via STC's Information Delivery System).
- 98% are satisfied with the availability of technology at STC (computer labs, software, hardware, email, remote access, etc.)

Including this quarter, how many quarters have you attended Southeastern Technical College?

1 quarter	16%
2-3 quarters	40%
4-6 quarters	32%
7 or more quarters	12%

What influenced your decision to attend Southeastern Technical College?

64% said Other; 30% said Friend

My experience at Southeastern Technical College has been:

99% Better or about expectation

- 97% would encourage a friend or family member to attend Southeastern Technical College.
- 69% would consider joining an alumni group.
- 76% would want to participate in reunions or campus events after graduation.