

Student Perception of Services 2010

Summary Report

The Student Perception of Services Survey was deployed on April 27, 2010 with an advertised end date of May 18, 2010. This date was later extended to May 24.

303 students participated in this survey.

Home Campus: Vidalia -189; Swainsboro - 103; Glennville - 8; Other - 3.

- 99% believe that Southeastern Technical College is committed to building a well-educated, globally competitive workforce for Southeastern Georgia.
- 97% feel that STC is committed to continuous improvement of the student learning process.
- 98% agree the journey toward and achievement of SACS/COC accreditation has improved the quality/value of our programs and services.
- 95% agree that the facilities at Southeastern Tech are attractive, clean, and comfortable.
- 99% agree that the landscaping at Southeastern Tech is appealing.
- 100% are aware that Southeastern Technical College has three campus sites - Vidalia, Swainsboro, and Glennville.
- 92% are satisfied with the traffic flow on and off campus.
- 81% believe that there is ample parking at Southeastern Technical College.
- 94% agree that the student center is adequate to meet their needs.
- 91% are satisfied with the level of security on campus.
- 99% are satisfied with the auditoriums as a whole.
- 99% believe that the auditorium facilities are clean and comfortable.
- 98% are satisfied with the availability of student activity programs at Southeastern Technical College.
- 95% are aware that opportunities are provided for students to participate in student organizations/clubs
- 98% agree that Southeastern Tech recruitment materials present an accurate picture of the institution.
- 97% agree that the Admissions staff provides applicants with appropriate information about programs and entrance requirements.
- 98% are aware that career counseling services and/or referrals are available.
- 97% agree that Financial aid information and services are readily available and helpful.
- 96% are satisfied with the services provided by the Financial Aid staff.
- 97% are aware that career services are readily available to Southeastern Technical College students.
- 95% are aware that special support services are available for students with economic need, students who are single parents or displaced homemakers, or dislocated workers.
- 99% are aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.
- 99% agree that they were given adequate information about the admissions exam and how the results were going to be used.
- 100% agree that the admissions exam was scheduled at a convenient time.
- 100% agree that the exam was given in a comfortable setting, free from distractions, and with sufficient workspace.
- 99% agree that Placement exam results were provided in a timely manner, and understood how the results of the test would be used to determine program placement.
- 97% agree that the enrollment processes are logical, organized, and easy to follow.
- 98% are satisfied with the registration process at Southeastern Technical College.
- 98% are satisfied with the New Student Orientation process.
- 98% are satisfied with the Southeastern Technical College reception, telephone/switchboard.
- 98% are satisfied with the Student Affairs Reception Staff.
- 98% are satisfied with student records (grades, transcript).
- 97% agree that the payment of fees is handled in a timely and effective manner by the Business Office.
- 97% agree that notification of any outstanding tuition and fees owed is delivered in a timely manner by the Business Office.
- 95% believe that the process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.
- 90% agree that the books and supplies need for classes are available in the bookstore at the beginning of each term.
- 92% 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.

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97%	believe that faculty advisors are available and concerned about student success.
98%	believe that their advisor is knowledgeable about program requirements and provides quality advisement.
95%	are satisfied with the availability of courses offered at Southeastern Technical College during the day.
94%	are satisfied with the availability of courses offered at Southeastern Technical College in the evenings.
92%	believe that equipment in classrooms, shops, and labs is adequate to meet the training needs of students in their program of study.
94%	are satisfied that Southeastern Technical College has adequate faculty and staff to meet the needs for programs and services.
95%	agree that the programs and services available at Southeastern Technical College meet their needs.
95%	agree that the staff at Southeastern Technical College is courteous and responsive to their needs.
98%	believe that the online databases available through Galileo are adequate to meet research needs.
97%	agrees that instructors encourage the use of the library resources.
98%	agree that the library is open during hours that are convenient.
93%	agree that 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.
93%	agree that the noise level does not interfere with use of the library.
99%	agree that the temperature in the library is satisfactory.
97%	agree that the book collection in the library has enough general interest reading.
100%	are aware that STC provides students with a college email account.
100%	are aware that STC provides students with technology to gain access to software applications when off campus (Remote Lab Access via STC's Information Delivery System).
94%	are satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).
97%	would encourage a friend or family member to attend Southeastern Technical College.
97%	stated that their experience at Southeastern Technical College has been better or about what was expected.

My classes were taken:

Traditional Classroom	58.01 %
Online	31.39 %
Polycom	2.38 %
Hybrid	8.23 %

My program is within the division:

Health Sciences (all medical programs)	40.59 %
Business Technologies (Accounting, CIS, Management, Marketing, etc.)	27.72 %
Industrial and Environmental Technologies (Drafting, Electronics, Fish and Game, Forestry, ACT, Welding, etc.)	9.57 %
Human Services (Criminal Justice, Early Child, Cosmetology, etc.)	18.48 %
Other	3.63 %

Including this quarter, how many quarters have you attended STC?

1 quarter	14.19 %
2-3 quarters	42.57 %
4-6 quarters	24.09 %
7 or more quarters	19.14 %

Of all students asked, 71% stated that upon graduation, they would consider joining an alumni group.

Also, 74% would consider joining an alumni group upon graduation.