

2012

Student Perception of Services Survey (Aggregated) All Campuses

@13% response rate: 222 respondents\1757 registered students at the time of survey dissemination

> 64% of the student respondents have attended STC more than 1 term

96.09% are satisfied overall with the programs and services offered at STC

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
Institutional Effectiveness							
1.	I believe that Southeastern Technical College is committed to building a well-educated, globally competitive workforce for Southeastern Georgia.	222	3.61	219	3	98.65 %	1.35 %
2.	STC is committed to continuous improvement of the student learning process.	220	3.54	217	3	98.64 %	1.36 %
3.	SACS/COC accreditation is a symbol that STC is a quality institution and has met the same high standards as other accredited major colleges and universities.	211	3.50	208	3	98.58 %	1.42 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
Facilities							
4.	The facilities at Southeastern Tech are attractive, clean, and comfortable.	222	3.59	218	4	98.20 %	1.80 %
5.	The landscaping at Southeastern Tech is appealing.	222	3.55	215	7	96.85 %	3.15 %
6.	I am aware that Southeastern Technical College has three campus sites - Vidalia, Swainsboro, and Glennville.	222	3.69	218	4	98.20 %	1.80 %
7.	I am satisfied with the traffic flow on and off campus.	219	3.49	206	13	94.06 %	5.94 %
8.	There is ample parking at Southeastern Technical College.	220	3.43	199	21	90.45 %	9.55 %
9.	The student center is adequate to meet my needs.	218	3.47	211	7	96.79 %	3.21 %
10.	I am satisfied with the level of security on campus.	214	3.39	199	15	92.99 %	7.01 %
11.	I am satisfied with the auditoriums as a whole.	219	3.55	216	3	98.63 %	1.37 %
12.	The auditorium facilities are clean and comfortable.	219	3.58	217	2	99.09 %	0.91 %

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
Student Affairs							
13.	I am satisfied with the availability of student activity programs at Southeastern Technical College.	208	3.40	198	10	95.19 %	4.81 %
14.	I am aware that opportunities are provided for students to participate in student organizations/clubs	220	3.45	214	6	97.27 %	2.73 %
15.	Southeastern Tech recruitment materials present an accurate picture of the institution.	216	3.45	212	4	98.15 %	1.85 %
16.	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	221	3.48	213	8	96.38 %	3.62 %
17.	I am aware that career counseling services and/or referrals are available to me.	220	3.40	205	15	93.18 %	6.82 %
18.	Financial aid information and services are readily available and helpful.	222	3.49	210	12	94.59 %	5.41 %
19.	I am satisfied with the services provided by the Financial Aid staff.	220	3.47	207	13	94.09 %	5.91 %
20.	I am aware that career services are readily available to Southeastern Technical College students.	218	3.45	209	9	95.87 %	4.13 %
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.	212	3.42	199	13	93.87 %	6.13 %
22.	I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.	211	3.50	205	6	97.16 %	2.84 %
23.	I was given adequate information about the admissions exam and how the results were going to be used.	202	3.49	198	4	98.02 %	1.98 %
24.	The admissions exam was scheduled at a convenient time.	195	3.49	189	6	96.92 %	3.08 %
25.	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	196	3.48	186	10	94.90 %	5.10 %
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.	195	3.52	192	3	98.46 %	1.54 %
27.	The enrollment processes are logical, organized, and easy to follow.	222	3.46	217	5	97.75 %	2.25 %

28.	I am satisfied with the registration process at Southeastern Technical College.	222	3.48	212	10	95.50 %	4.50 %
29.	I am satisfied with the New Student Orientation process.	211	3.49	207	4	98.10 %	1.90 %
30.	I am satisfied with the Southeastern Technical College reception, telephone/switchboard.	215	3.42	203	12	94.42 %	5.58 %
31.	I am satisfied with the Student Affairs Reception Staff.	206	3.45	198	8	96.12 %	3.88 %
32.	I am satisfied with student records (grades, transcript).	216	3.46	209	7	96.76 %	3.24 %
33.	As a result of participating in New Student Orientation, I learned information that enabled me to successfully begin College.	207	3.48	203	4	98.07 %	1.93 %
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.	170	3.46	164	6	96.47 %	3.53 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
Administrative Services							
35.	The payment of fees is handled in a timely and effective manner by the Business Office.	211	3.51	206	5	97.63 %	2.37 %
36.	Notification of any outstanding tuition and fees owed by me is delivered in a timely manner by the Business Office.	202	3.43	195	7	96.53 %	3.47 %
37.	The process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.	211	3.49	203	8	96.21 %	3.79 %
38.	The books and supplies I need for my classes are available in the bookstore at the beginning of each term.	220	3.39	203	17	92.27 %	7.73 %
39.	I am satisfied with the layout, service, and accessibility of items in the bookstore.	218	3.50	208	10	95.41 %	4.59 %
40.	The staff handling the sale of books and supplies is helpful and courteous.	218	3.49	210	8	96.33 %	3.67 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
Academic Affairs							
41.	My faculty advisor is available and concerned about my success.	217	3.47	203	14	93.55 %	6.45 %
42.	My advisor is knowledgeable about program requirements and provides	221	3.52	209	12	94.57 %	5.43 %

	quality advisement.						
43.	I am satisfied with the availability of courses offered at Southeastern Technical College during the day.	214	3.37	195	19	91.12 %	8.88 %
44.	I am satisfied with the availability of courses offered at Southeastern Technical College in the evenings.	193	3.31	169	24	87.56 %	12.44 %
45.	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	206	3.42	194	12	94.17 %	5.83 %
46.	I am satisfied that Southeastern Technical College has adequate faculty and staff to meet my needs for programs and services.	220	3.44	209	11	95.00 %	5.00 %
47.	The programs and services available at Southeastern Technical College meet my needs.	219	3.45	208	11	94.98 %	5.02 %
48.	The staff at Southeastern Technical College is courteous and responsive to my needs.	221	3.45	211	10	95.48 %	4.52 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage

Library Services

49.	The online databases available through Galileo are adequate to meet my research needs.	200	3.45	194	6	97.00 %	3.00 %
50.	My instructor encourages the use of the library resources.	203	3.45	194	9	95.57 %	4.43 %
51.	The library is open during hours that are convenient for me.	212	3.49	205	7	96.70 %	3.30 %
52.	The library has enough study space.	209	3.46	198	11	94.74 %	5.26 %
53.	The tables and seating arrangements in the library are in good condition and adequate for student needs.	211	3.50	204	7	96.68 %	3.32 %
54.	The library is easy to go to and available for students.	212	3.54	210	2	99.06 %	0.94 %
55.	The noise level does not interfere with my use of the library.	209	3.50	201	8	96.17 %	3.83 %
56.	The temperature in the library is satisfactory.	211	3.51	206	5	97.63 %	2.37 %
57.	The book collection in the library has enough general interest reading.	195	3.49	189	6	96.92 %	3.08 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage

IT (Information Technology)

58.	I am aware that STC provides students	222	3.67	221	1	99.55 %	0.45 %
-----	---------------------------------------	-----	------	-----	---	---------	--------

	with a college email account.						
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).	219	3.61	216	3	98.63 %	1.37 %
60.	I am satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).	221	3.57	215	6	97.29 %	2.71 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
	TOTALS	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)
		222	3.49	12269	499	96.09 %	3.91 %

Number of Terms Attended:

78 students (35.14 %) have attended 1 Quarter.
67 students (30.18 %) have attended 2-3 Quarters.
50 students (22.52 %) have attended 4-6 Quarters.
27 students (12.16 %) have attended 7 or more Quarters.

Primary Class Type:

14 students (6.31 %) were primarily enrolled in Hybrid classes.
24 students (10.81 %) were primarily enrolled in Online classes.
184 students (82.88 %) were primarily enrolled in Traditional Classroom Lecture classes.

Would you join an Alumni group?

148 of 222 students (66.67 %) surveyed would join an alumni group.