

## Student Perception of Services Survey Yearly Comparison

Survey Question		FY 2010	FY2011	FY2012	FY2013	FY2014	FY2016	FY2017	FY2018	FY2019	FY2020	FY2021
		Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree Percentage	Total Agree 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.	99%	100%	99%	100%	99%	100%	99%	97%	99%	100%	98%
2	STC is committed to continuous improvement of the student learning process.	97%	99%	99%	99%	99%	99%	99%	97%	98%	100%	98%
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.	98%*	99%	99%	98%	97%	100%	99%	99%	96%	100%	100%
<b>Facilities</b>												
4	The facilities at Southeastern Tech are attractive, clean, and comfortable.	95%	98%	98%	99%	100%	99%	97%	100%	98%	100%	100%
5	The landscaping at Southeastern Tech is appealing.	99%	98%	96%	98%	97%	97%	97%	97%	96%	100%	100%
6	I am aware that Southeastern Technical College has two campus sites – Vidalia and Swainsboro.	100%	99%	98%	98%	100%	100%	100%	100%	100%	100%	100%
7	I am satisfied with the traffic flow on and off campus.	92%	95%	94%	97%	94%	99%	98%	100%	97%	100%	100%
8	There is ample parking at Southeastern Technical College.	81%	85%	90%	85%	95%	93%	88%	93%	99%	97%	100%
9	The student center is adequate to meet my needs.	94%	95%	97%	93%	97%	96%	99%	99%	98%	100%	100%
10	I am satisfied with the level of security on campus.	91%	91%	93%	91%	96%	93%	97%	96%	97%	88%	98%
11	I am satisfied with the auditoriums as a whole.	99%	99%	99%	99%	100%	100%	100%	97%	97%	100%	100%
12	The auditorium facilities are clean and comfortable.	99%	98%	99%	98%	99%	100%	98%	98%	96%	100%	100%
<b>Student Affairs</b>												
13	I am satisfied with the availability of student activity programs at Southeastern Technical College.	98%	98%	95%	97%	93%	95%	98%	96%	96%	97%	100%
14	I am aware that opportunities are provided for students to participate in student organizations/clubs	95%	98%	97%	97%	97%	97%	98%	96%	95%	100%	98%
15	Southeastern Tech recruitment materials present an accurate picture of the institution.	98%	98%	98%	96%	97%	100%	100%	99%	99%	100%	100%
16	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	97%	96%	96%	95%	95%	98%	100%	97%	99%	100%	98%
17	I am aware that career counseling services and/or referrals are available to me.	98%	97%	93%	93%	94%	97%	99%	98%	98%	97%	95%
18	Financial aid information and services are readily available and helpful.	97%	97%	95%	95%	97%	93%	98%	94%	98%	100%	90%
19	I am satisfied with the services provided by the Financial Aid staff.	96%	96%	94%	94%	96%	93%	96%	95%	99%	100%	97%
20	I am aware that career services are readily available to Southeastern Technical College students.	97%	98%	96%	93%	95%	98%	99%	98%	100%	97%	98%

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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.	95%	94%	94%	90%	92%	95%	99%	97%	96%	97%	98%
22	I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.	99%	99%	97%	99%	97%	100%	99%	99%	99%	97%	98%
23	I was given adequate information about the admissions exam and how the results were going to be used.	99%	97%	98%	96%	97%	98%	99%	98%	96%	100%	93%
24	The admissions exam was scheduled at a convenient time.	100%	98%	97%	97%	99%	99%	100%	99%	98%	100%	97%
25	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	100%	98%	95%	98%	99%	99%	99%	98%	100%	100%	98%
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.	99%	98%	99%	98%	99%	98%	98%	99%	100%	100%	98%
27	The enrollment processes are logical, organized, and easy to follow.	97%	97%	98%	93%	99%	98%	99%	99%	96%	97%	93%
28	I am satisfied with the registration process at Southeastern Technical College.	98%	99%	96%	93%	96%	98%	100%	98%	98%	97%	97%
29	I am satisfied with the New Student Orientation process.	98%	98%	98%	97%	99%	98%	98%	98%	98%	100%	93%
30	I am satisfied with the Southeastern Technical College reception, telephone/switchboard.	98%	98%	94%	96%	96%	99%	98%	97%	100%	97%	98%
31	I am satisfied with the Student Affairs Reception Staff.	98%	98%	96%	98%	97%	98%	100%	99%	98%	100%	98%
32	I am satisfied with student records (grades, transcript).	98%	99%	97%	97%	95%	97%	100%	98%	99%	100%	100%
33	As a result of participating in New Student Orientation, I learned information that enabled me to successfully begin College.	NA	99%	98%	94%	96%	97%	99%	97%	100%	100%	95%
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.	NA	97%	97%	94%	93%	97%	99%	99%	99%	95%	97%
Administrative Services												
35	The payment of fees is handled in a timely and effective manner by the Business Office.	97%	97%	98%	95%	99%	100%	96%	97%	99%	94%	100%
36	Notification of any outstanding tuition and fees owed by me is delivered in a timely manner by the Business Office.	97%	93%	97%	93%	99%	98%	96%	96%	98%	93%	100%

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37	The process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.	95%	96%	96%	93%	97%	97%	96%	94%	98%	94%	100%
38	The books and supplies I need for my classes are available in the bookstore at the beginning of each term.	90%	93%	92%	95%	99%	91%	97%	92%	96%	97%	100%
39	I am satisfied with the layout, service, and accessibility of items in the bookstore.	92%	94%	96%	91%	95%	93%	98%	97%	96%	100%	100%
40	The staff handling the sale of books and supplies is helpful and courteous.	98%	98%	96%	93%	98%	94%	96%	97%	99%	94%	100%
Academic Affairs												
41	My faculty advisor is available and concerned about my success.	97%	98%	94%	96%	99%	94%	99%	97%	98%	97%	95%
42	My advisor is knowledgeable about program requirements and provides quality advisement.	98%	98%	96%	96%	99%	96%	100%	98%	98%	97%	98%
43	I am satisfied with the availability of courses offered at Southeastern Technical College during the day.	95%	96%	91%	97%	95%	98%	98%	98%	97%	100%	100%
44	I am satisfied with the availability of courses offered at Southeastern Technical College in the evenings.	94%	94%	88%	96%	90%	95%	98%	97%	96%	100%	97%
45	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	92%	94%	94%	96%	97%	98%	98%	99%	97%	97%	100%
46	I am satisfied that Southeastern Technical College has adequate faculty and staff to meet my needs for programs and services.94%	94%	98%	95%	97%	96%	96%	100%	99%	97%	100%	95%
47	The programs and services available at Southeastern Technical College meet my needs.	95%	98%	95%	95%	96%	98%	100%	99%	96%	97%	98%
48	The staff at Southeastern Technical College is courteous and responsive to my needs.	95%	98%	96%	96%	96%	94%	99%	99%	99%	100%	93%
Library Services												
49	The online databases available through Galileo are adequate to meet my research needs.	98%	98%	97%	99%	96%	98%	97%	99%	98%	100%	100%
50	My instructor encourages the use of the library resources.	97%	99%	96%	98%	96%	97%	98%	97%	96%	100%	97%
51	The library is open during hours that are convenient for me.	98%	98%	97%	100%	97%	96%	99%	99%	98%	97%	98%
52	The library has enough study space.	93%	93%	94%	92%	97%	92%	99%	96%	97%	100%	100%
53	The tables and seating arrangements in the library are in good condition and adequate for student needs.	97%	97%	97%	97%	99%	95%	99%	99%	100%	100%	100%
54	The library is easy to go to and available for students.	98%	99%	99%	99%	99%	99%	100%	100%	99%	100%	100%
55	The noise level does not interfere with my use of the library.	93%	94%	96%	95%	95%	98%	99%	99%	100%	94%	94%
56	The temperature in the library is satisfactory.	99%	97%	98%	99%	96%	98%	100%	100%	99%	100%	100%

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57 The book collection in the library has enough general interest reading.	97%	96%	97%	99%	96%	94%	100%	98%	99%	100%	100%
<b>IT (Information Technology)</b>											
58 I am aware that STC provides students with a college email account.	100%	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%
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).	100%	99%	99%	97%	100%	98%	96%	98%	98%	100%	100%
60 I am satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).	94%	96%	97%	97%	100%	97%	97%	98%	97%	97%	98%
<b>OVERALL TOTALS</b>	<b>NA</b>	<b>97%</b>	<b>96%</b>	<b>96%</b>	<b>97%</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>