

## 2014 Student Perception of Services Survey

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree 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.	81	3.65	80	1	98.77 %	1.23 %
2.	STC is committed to continuous improvement of the student learning process.	81	3.63	80	1	98.77 %	1.23 %
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.	80	3.54	78	2	97.50 %	2.50 %
	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
<b>Facilities</b>							
4.	The facilities at Southeastern Tech are attractive, clean, and comfortable.	81	3.63	81	0	100.00 %	0.00 %
5.	The landscaping at Southeastern Tech is appealing.	81	3.54	79	2	97.53 %	2.47 %
6.	I am aware that	81	3.73	81	0	100.00 %	0.00 %

	Southeastern Technical College has three campus sites - Vidalia, Swainsboro, and Glennville.						
7.	I am satisfied with the traffic flow on and off campus.	81	3.59	76	5	93.83 %	6.17 %
8.	There is ample parking at Southeastern Technical College.	81	3.57	77	4	95.06 %	4.94 %
9.	The student center is adequate to meet my needs.	80	3.56	78	2	97.50 %	2.50 %
10.	I am satisfied with the level of security on campus.	81	3.46	77	4	95.06 %	4.94 %
11.	I am satisfied with the auditoriums as a whole.	80	3.60	80	0	100.00 %	0.00 %
12.	The auditorium facilities are clean and comfortable.	80	3.58	79	1	98.75 %	1.25 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
<b>Student Affairs</b>							
13.	I am satisfied with the availability of student activity programs at Southeastern Technical College.	76	3.37	70	6	92.11 %	7.89 %
14.	I am aware that opportunities are provided for students to participate in student organizations/clubs	81	3.41	79	2	97.53 %	2.47 %
15.	Southeastern Tech recruitment materials present an accurate picture of the institution.	76	3.51	74	2	97.37 %	2.63 %

16 .	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	81	3.43	76	5	93.83 %	6.17 %
17 .	I am aware that career counseling services and/or referrals are available to me.	81	3.43	75	6	92.59 %	7.41 %
18 .	Financial aid information and services are readily available and helpful.	80	3.54	77	3	96.25 %	3.75 %
19 .	I am satisfied with the services provided by the Financial Aid staff.	79	3.52	75	4	94.94 %	5.06 %
20 .	I am aware that career services are readily available to Southeastern Technical College students.	81	3.44	76	5	93.83 %	6.17 %
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.	80	3.40	74	6	92.50 %	7.50 %
22 .	I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.	79	3.57	77	2	97.47 %	2.53 %
23 .	I was given adequate information about the admissions exam and how the results were going to be used.	73	3.52	71	2	97.26 %	2.74 %

24	The admissions exam was scheduled at a convenient time.	70	3.50	69	1	98.57 %	1.43 %
25	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	71	3.52	70	1	98.59 %	1.41 %
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.	70	3.54	69	1	98.57 %	1.43 %
27	The enrollment processes are logical, organized, and easy to follow.	79	3.48	77	2	97.47 %	2.53 %
28	I am satisfied with the registration process at Southeastern Technical College.	80	3.46	76	4	95.00 %	5.00 %
29	I am satisfied with the New Student Orientation process.	76	3.51	75	1	98.68 %	1.32 %
30	I am satisfied with the Southeastern Technical College reception, telephone/switchboard.	78	3.49	75	3	96.15 %	3.85 %
31	I am satisfied with the Student Affairs Reception Staff.	80	3.48	78	2	97.50 %	2.50 %
32	I am satisfied with student records (grades, transcript).	81	3.43	77	4	95.06 %	4.94 %
33	As a result of participating in New Student Orientation, I learned information that enabled me to successfully begin College.	78	3.44	75	3	96.15 %	3.85 %
34	As a result of	62	3.37	58	4	93.55 %	6.45 %

.	attending Lunch and Learns sponsored by Career Services, I have learned skills that will assist me in obtaining employment upon graduation.						
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### **Student Affairs Comments:**

TEST 01.15.2014

Questions 18 & 19 remind me of the fact that STC discontinued the Stafford Federal Loan which was the only aid I qualified for when I began my schooling almost a year ago. Unfortunately I fall into a financial category where our income is too high or not low enough to qualify for aid. As a result, I have had to seek other aid outside of the college which has put quite a strain on me because the loan institutions require me to be making payments while attending school rather than waiting until I'm finished with my schooling.

I was not aware that Southeastern Tech had special programs for special needs students. I did not disagree because I'm saying that they don't offer this, I'm just disagreeing because I did not know this type of program exists. I think it is a wonderful.

I FEEL THAT MOST OF THE ADMINISTRATION/RECEPTION/FINANCIAL AID REPRESENTATIVES HAVE AN UNKIND AND NEARLY RUDE ATTITUDE TO STUDENTS.

I came into STC with previous college credits and the program I wanted to enter, they didn't count a class I took and I had to retake it as a result of their error.

22. I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech. While I am satisfied with the services that are provided for students with disabilities, with the disease that I had been diagnosed with might involve more flexibility with days that I have to stay out of school for. Hopefully STC will be flexible with student's who have documented disabilities that might occasionally interfere with school days.

Was not aware these services existed

Reception is not very friendly for blacks that enroll here and the staff is not much better.

Rebecca Eldridge in Financial Aid has been a very big help to me. I appreciate her patience and kindness. She absolutely deserves recognition. I also would like to express my thanks and appreciation for Helen Thomas. She is also; a very caring and kind person, who has made my transition to college classes very smooth.

NA

I think that there should be more activities for the students to do throughout each month. With the transcripts, I think students shouldn't have to pay for the transcripts because some students have to get a transcript every term due to scholarship organizations need them to see their progress throughout the semester.

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### **Administrative Services**

35 .	The payment of fees is handled in a timely and effective manner by the Business Office.	76	3.55	75	1	98.68 %	1.32 %
36 .	Notification of any outstanding tuition and fees owed by me is delivered in a timely manner by the Business Office.	71	3.55	70	1	98.59 %	1.41 %
37 .	The process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.	76	3.58	74	2	97.37 %	2.63 %
38 .	The books and supplies I need for my classes are available in the bookstore at the beginning of each term.	79	3.57	78	1	98.73 %	1.27 %
39 .	I am satisfied with the layout, service, and accessibility of items in the bookstore.	79	3.54	75	4	94.94 %	5.06 %
40 .	The staff handling the sale of books and supplies is helpful and courteous.	78	3.59	76	2	97.44 %	2.56 %

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### Academic Affairs

41 .	My faculty advisor is available and concerned about my success.	79	3.58	77	2	97.47 %	2.53 %
42 .	My advisor is knowledgeable about program requirements and provides quality advisement.	80	3.60	78	2	97.50 %	2.50 %

43 .	I am satisfied with the availability of courses offered at Southeastern Technical College during the day.	80	3.50	76	4	95.00 %	5.00 %
44 .	I am satisfied with the availability of courses offered at Southeastern Technical College in the evenings.	74	3.45	67	7	90.54 %	9.46 %
45 .	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	79	3.56	77	2	97.47 %	2.53 %
46 .	I am satisfied that Southeastern Technical College has adequate faculty and staff to meet my needs for programs and services.	80	3.53	77	3	96.25 %	3.75 %
47 .	The programs and services available at Southeastern Technical College meet my needs.	80	3.50	77	3	96.25 %	3.75 %
48 .	The staff at Southeastern Technical College is courteous and responsive to my needs.	80	3.58	77	3	96.25 %	3.75 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
<b>Library Services</b>							
49 .	The online databases available through Galileo are adequate to meet my research needs.	71	3.54	68	3	95.77 %	4.23 %
50	My instructor	76	3.50	73	3	96.05 %	3.95 %

.	encourages the use of the library resources.						
51.	The library is open during hours that are convenient for me.	80	3.55	78	2	97.50 %	2.50 %
52.	The library has enough study space.	80	3.49	78	2	97.50 %	2.50 %
53.	The tables and seating arrangements in the library are in good condition and adequate for student needs.	80	3.53	79	1	98.75 %	1.25 %
54.	The library is easy to go to and available for students.	80	3.58	79	1	98.75 %	1.25 %
55.	The noise level does not interfere with my use of the library.	80	3.45	76	4	95.00 %	5.00 %
56.	The temperature in the library is satisfactory.	80	3.43	77	3	96.25 %	3.75 %
57.	The book collection in the library has enough general interest reading.	72	3.44	69	3	95.83 %	4.17 %

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### IT (Information Technology)

58.	I am aware that STC provides students with a college email account.	81	3.70	81	0	100.00 %	0.00 %
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).	81	3.69	81	0	100.00 %	0.00 %



60	I am satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).	81	3.64	81	0	100.00 %	0.00 %
	<b>Survey Question</b>	<b>Total Responses</b>	<b>Average</b>	<b>Total Agree (3s &amp; 4s)</b>	<b>Total Disagree (1s &amp; 2s)</b>	<b>Total Agree Percentage</b>	<b>Total Disagree Percentage</b>
	<b>TOTALS</b>	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)
		81	3.53	4543	150	96.80 %	3.20 %

#### **Number of Terms Attended:**

36 students (44.44 %) have attended 1 Quarter.  
 24 students (29.63 %) have attended 2-3 Quarters.  
 14 students (17.28 %) have attended 4-6 Quarters.  
 7 students ( 8.64 %) have attended 7 or more Quarters.

#### **Primary Class Type:**

9 students (11.11 %) were primarily enrolled in Hybrid classes.  
 7 students ( 8.64 %) were primarily enrolled in Online classes.  
 65 students (80.25 %) were primarily enrolled in Traditional Classroom Lecture classes.

#### **Would you join an Alumni group?**

66 of 81 students (81.48 %) surveyed would join an alumni group.