



2013 Student Perception of Services Report (All Program Divisions & All Campuses)

- 12% response rate: 187 respondents\1579 registered students at the time of survey dissemination
- 57.75 % of the student respondents have attended more than one term
- 76.47 % were primarily enrolled in Traditional Classroom Lecture classes
- 96.16% 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.	187	3.63	187	0	100.00 %	0.00 %
2.	STC is committed to continuous improvement of the student learning process.	187	3.58	185	2	98.93 %	1.07 %
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.	180	3.55	177	3	98.33 %	1.67 %
	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.	187	3.58	185	2	98.93 %	1.07 %
5.	The landscaping at Southeastern Tech is appealing.	187	3.58	184	3	98.40 %	1.60 %
6.	I am aware that Southeastern Technical College has three campus sites - Vidalia, Swainsboro, and Glennville.	186	3.63	182	4	97.85 %	2.15 %
7.	I am satisfied with the traffic flow on and off campus.	185	3.51	179	6	96.76 %	3.24 %
8.	There is ample parking at Southeastern Technical College.	182	3.24	155	27	85.16 %	14.84 %
9.	The student center is adequate to meet my needs.	181	3.46	169	12	93.37 %	6.63 %
10.	I am satisfied with the level of security on campus.	186	3.31	170	16	91.40 %	8.60 %
11.	I am satisfied with the auditoriums as a whole.	185	3.52	183	2	98.92 %	1.08 %
12.	The auditorium facilities are clean and comfortable.	185	3.54	182	3	98.38 %	1.62 %

	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.	182	3.39	177	5	97.25 %	2.75 %
14.	I am aware that opportunities are provided for students to participate in student organizations/clubs	187	3.43	181	6	96.79 %	3.21 %
15.	Southeastern Tech recruitment materials present an accurate picture of the institution.	182	3.38	175	7	96.15 %	3.85 %
16.	The Admissions staff provides applicants with appropriate information about programs and entrance requirements.	187	3.44	177	10	94.65 %	5.35 %
17.	I am aware that career counseling services and/or referrals are available to me.	184	3.38	172	12	93.48 %	6.52 %
18.	Financial aid information and services are readily available and helpful.	185	3.44	176	9	95.14 %	4.86 %
19.	I am satisfied with the services provided by the Financial Aid staff.	184	3.40	173	11	94.02 %	5.98 %
20.	I am aware that career services are readily available to Southeastern Technical College students.	186	3.38	173	13	93.01 %	6.99 %
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.	185	3.33	167	18	90.27 %	9.73 %
22.	I am aware that students with disabilities, who need special assistance, are provided support services to enable them to attend Southeastern Tech.	186	3.51	185	1	99.46 %	0.54 %
23.	I was given adequate information about the admissions exam and how the results were going to be used.	168	3.43	161	7	95.83 %	4.17 %
24.	The admissions exam was scheduled at a convenient time.	158	3.47	153	5	96.84 %	3.16 %
25.	The exam was given in a comfortable setting, free from distractions, and with sufficient workspace.	154	3.51	151	3	98.05 %	1.95 %
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.	158	3.51	155	3	98.10 %	1.90 %
27.	The enrollment processes are logical, organized, and easy to follow.	186	3.41	173	13	93.01 %	6.99 %

	Survey Question	Total Responses	Average	Total Agree (3s & 4s)	Total Disagree (1s & 2s)	Total Agree Percentage	Total Disagree Percentage
28.	I am satisfied with the registration process at Southeastern Technical College.	186	3.41	173	13	93.01 %	6.99 %
29.	I am satisfied with the New Student Orientation process.	178	3.46	173	5	97.19 %	2.81 %
30.	I am satisfied with the Southeastern Technical College reception, telephone/switchboard.	183	3.40	175	8	95.63 %	4.37 %
31.	I am satisfied with the Student Affairs Reception Staff.	180	3.49	177	3	98.33 %	1.67 %
32.	I am satisfied with student records (grades, transcript).	184	3.43	178	6	96.74 %	3.26 %
33.	As a result of participating in New Student Orientation, I learned information that enabled me to successfully begin College.	175	3.39	164	11	93.71 %	6.29 %
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.	136	3.46	128	8	94.12 %	5.88 %
	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.	180	3.40	171	9	95.00 %	5.00 %
36.	Notification of any outstanding tuition and fees owed by me is delivered in a timely manner by the Business Office.	174	3.40	161	13	92.53 %	7.47 %
37.	The process of student refund and financial aid checks is handled by the Business Office in a timely and efficient manner.	174	3.39	161	13	92.53 %	7.47 %
38.	The books and supplies I need for my classes are available in the bookstore at the beginning of each term.	186	3.41	177	9	95.16 %	4.84 %
39.	I am satisfied with the layout, service, and accessibility of items in the bookstore.	185	3.35	168	17	90.81 %	9.19 %
40.	The staff handling the sale of books and supplies is helpful and courteous.	185	3.41	172	13	92.97 %	7.03 %

	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.	184	3.53	177	7	96.20 %	3.80 %
42.	My advisor is knowledgeable about program requirements and provides quality advisement.	186	3.56	178	8	95.70 %	4.30 %
43.	I am satisfied with the availability of courses offered at Southeastern Technical College during the day.	182	3.47	176	6	96.70 %	3.30 %
44.	I am satisfied with the availability of courses offered at Southeastern Technical College in the evenings.	171	3.41	164	7	95.91 %	4.09 %
45.	The equipment in classrooms, shops, and labs is adequate to meet the training needs of students in my program of study.	179	3.48	171	8	95.53 %	4.47 %
46.	I am satisfied that Southeastern Technical College has adequate faculty and staff to meet my needs for programs and services.	186	3.48	181	5	97.31 %	2.69 %
47.	The programs and services available at Southeastern Technical College meet my needs.	187	3.43	177	10	94.65 %	5.35 %
48.	The staff at Southeastern Technical College is courteous and responsive to my needs.	186	3.45	179	7	96.24 %	3.76 %
	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.	158	3.49	157	1	99.37 %	0.63 %
50.	My instructor encourages the use of the library resources.	179	3.44	175	4	97.77 %	2.23 %
51.	The library is open during hours that are convenient for me.	177	3.49	177	0	100.00 %	0.00 %
52.	The library has enough study space.	176	3.38	162	14	92.05 %	7.95 %
53.	The tables and seating arrangements in the library are in good condition and adequate for student needs.	177	3.41	171	6	96.61 %	3.39 %
54.	The library is easy to go to and available for students.	178	3.49	176	2	98.88 %	1.12 %
55.	The noise level does not interfere with my use of the library.	178	3.42	169	9	94.94 %	5.06 %
56.	The temperature in the library is satisfactory.	178	3.48	177	1	99.44 %	0.56 %

57.	The book collection in the library has enough general interest reading.	156	3.42	154	2	98.72 %	1.28 %
	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 with a college email account.	187	3.64	187	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).	187	3.57	182	5	97.33 %	2.67 %
60.	I am satisfied with the availability of technology at Southeastern Technical College (computer labs, software, hardware, email, remote access, etc.).	187	3.53	181	6	96.79 %	3.21 %

	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)
		187	3.46	10336	439	95.93 %	4.07 %

Number of Terms Attended:

79 students (42.25 %) have attended 1 Quarter.
 55 students (29.41 %) have attended 2-3 Quarters.
 40 students (21.39 %) have attended 4-6 Quarters.
 13 students (6.95 %) have attended 7 or more Quarters.

Primary Class Type:

13 students (6.95 %) were primarily enrolled in Hybrid classes.
 31 students (16.58 %) were primarily enrolled in Online classes.
 143 students (76.47 %) were primarily enrolled in Traditional Classroom Lecture classes.

Would you join an Alumni group?

135 of 187 students (72.19 %) surveyed would join an alumni group.