

EGSC Statesboro Student Satisfaction Survey Spring 2019

Wednesday, May 15, 2019

147

Total Responses

Date Created: Friday, February 22, 2019

Complete Responses: 71

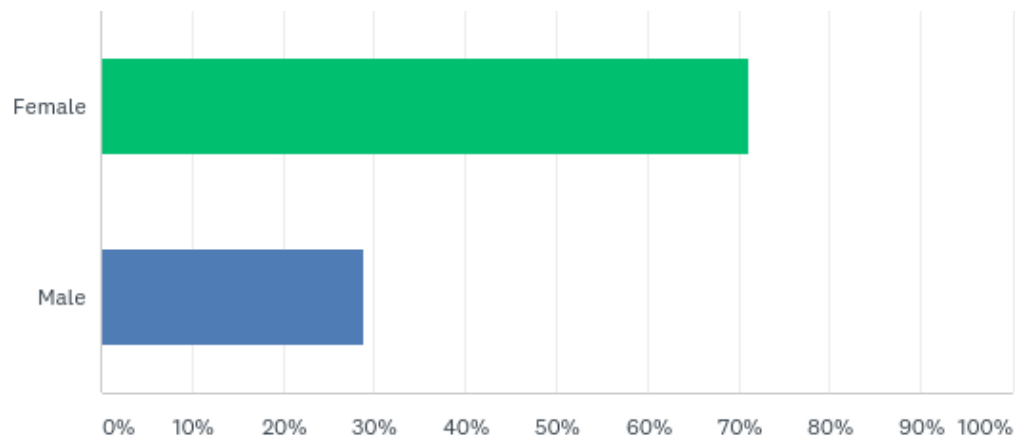
Q1: Do you take classes at EGSC Statesboro?

Answered: 147 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	100.00%	147
TOTAL		147

Q2: Gender:

Answered: 139 Skipped: 8



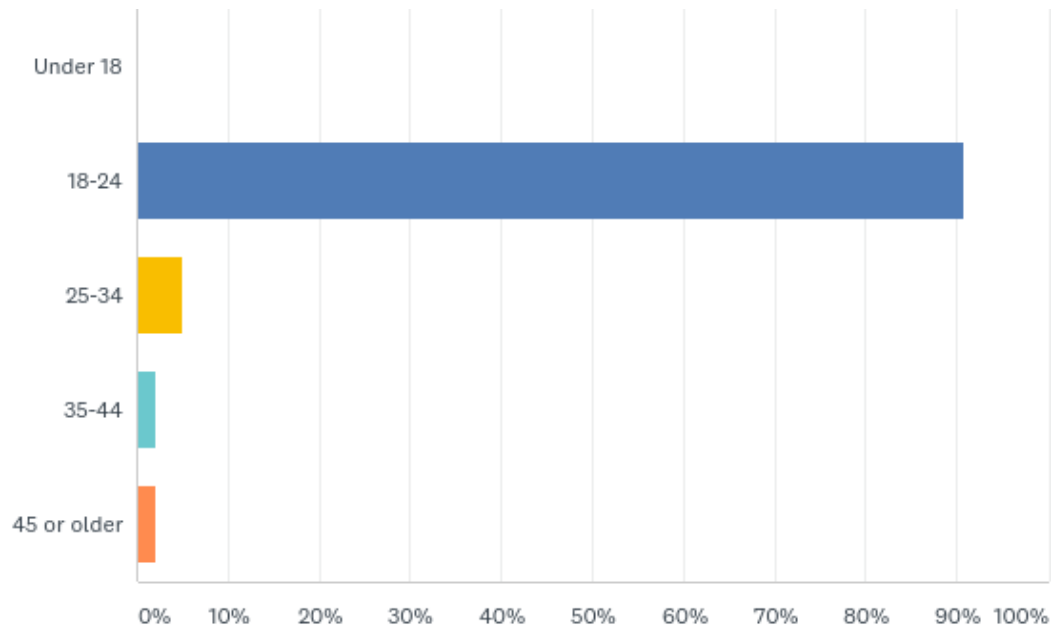
Q2: Gender:

Answered: 139 Skipped: 8

ANSWER CHOICES	RESPONSES	
Female	71.22%	99
Male	28.78%	40
TOTAL		139

Q3: Age group:

Answered: 142 Skipped: 5



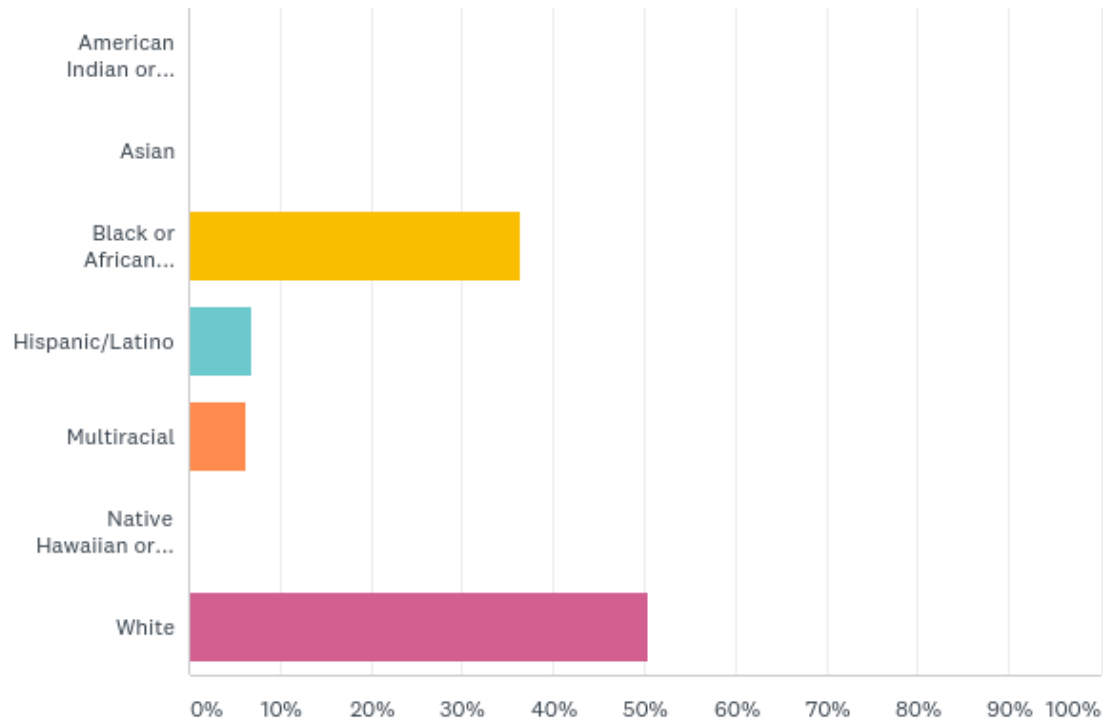
Q3: Age group:

Answered: 142 Skipped: 5

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	90.85%	129
25-34	4.93%	7
35-44	2.11%	3
45 or older	2.11%	3
TOTAL		142

Q4: Ethnicity:

Answered: 143 Skipped: 4



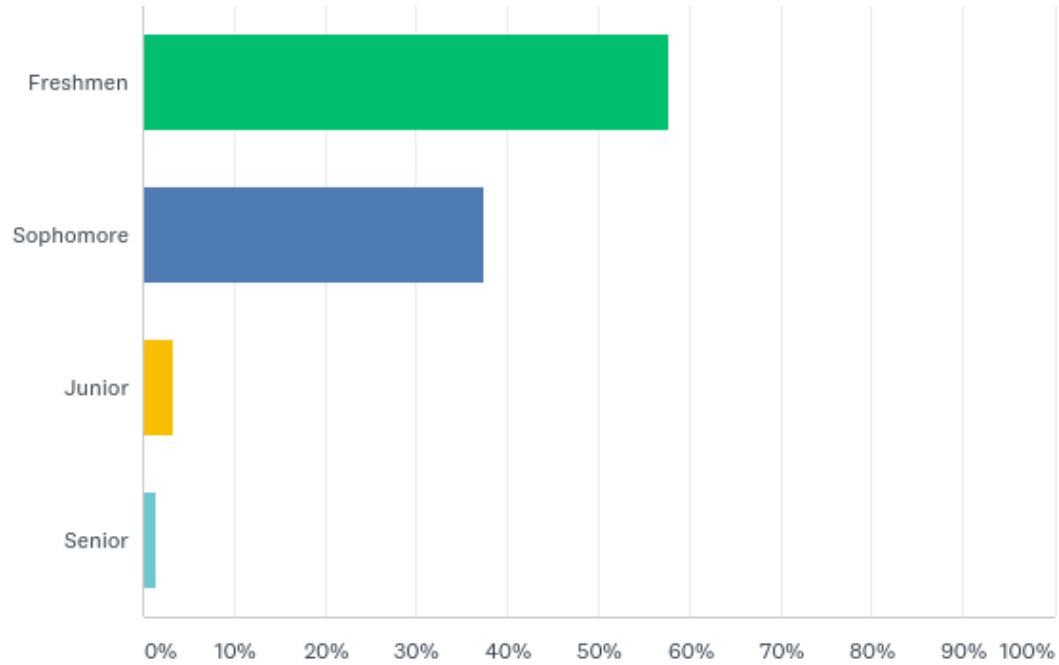
Q4: Ethnicity:

Answered: 143 Skipped: 4

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	0.00%	0
Black or African American	36.36%	52
Hispanic/Latino	6.99%	10
Multiracial	6.29%	9
Native Hawaiian or Pacific Islander	0.00%	0
White	50.35%	72
TOTAL		143

Q5: Academic class:

Answered: 147 Skipped: 0



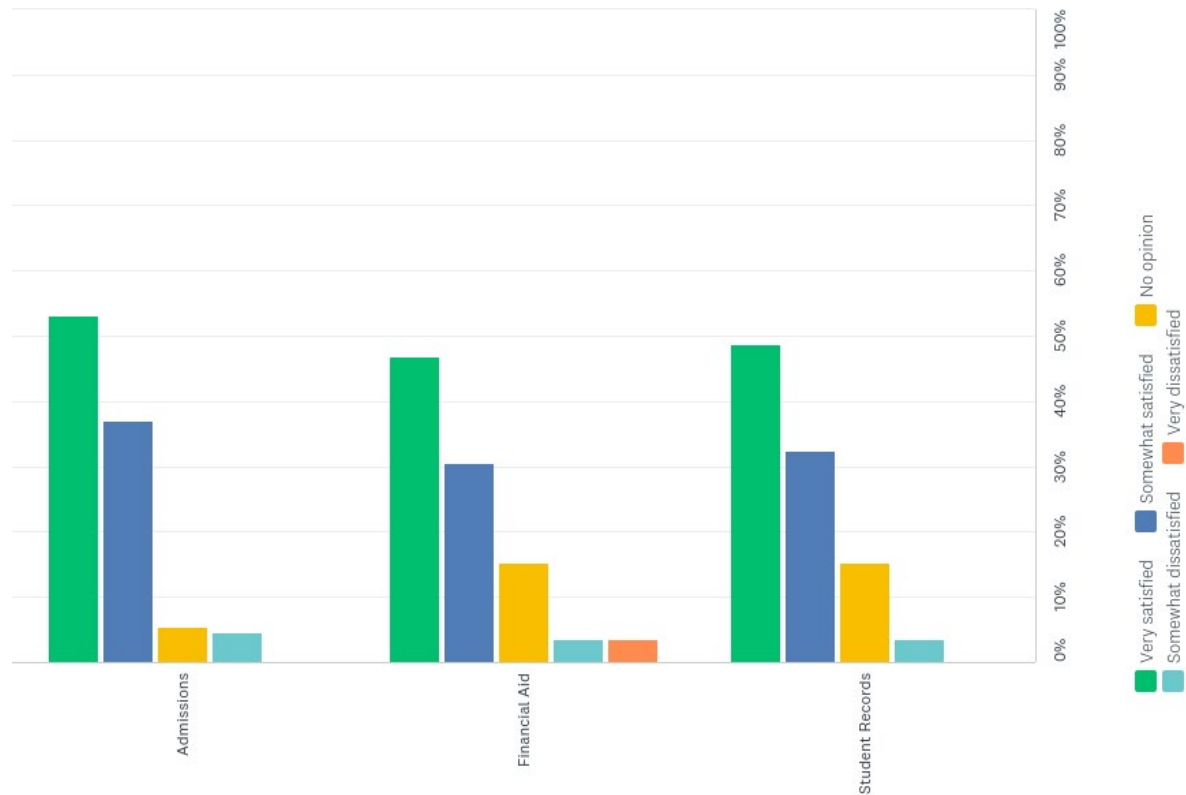
Q5: Academic class:

Answered: 147 Skipped: 0

ANSWER CHOICES	RESPONSES	
Freshmen	57.82%	85
Sophomore	37.41%	55
Junior	3.40%	5
Senior	1.36%	2
TOTAL		147

Q6: Please rate the quality of enrollment services provided by the following offices based on your level of satisfaction.

Answered: 111 Skipped: 36



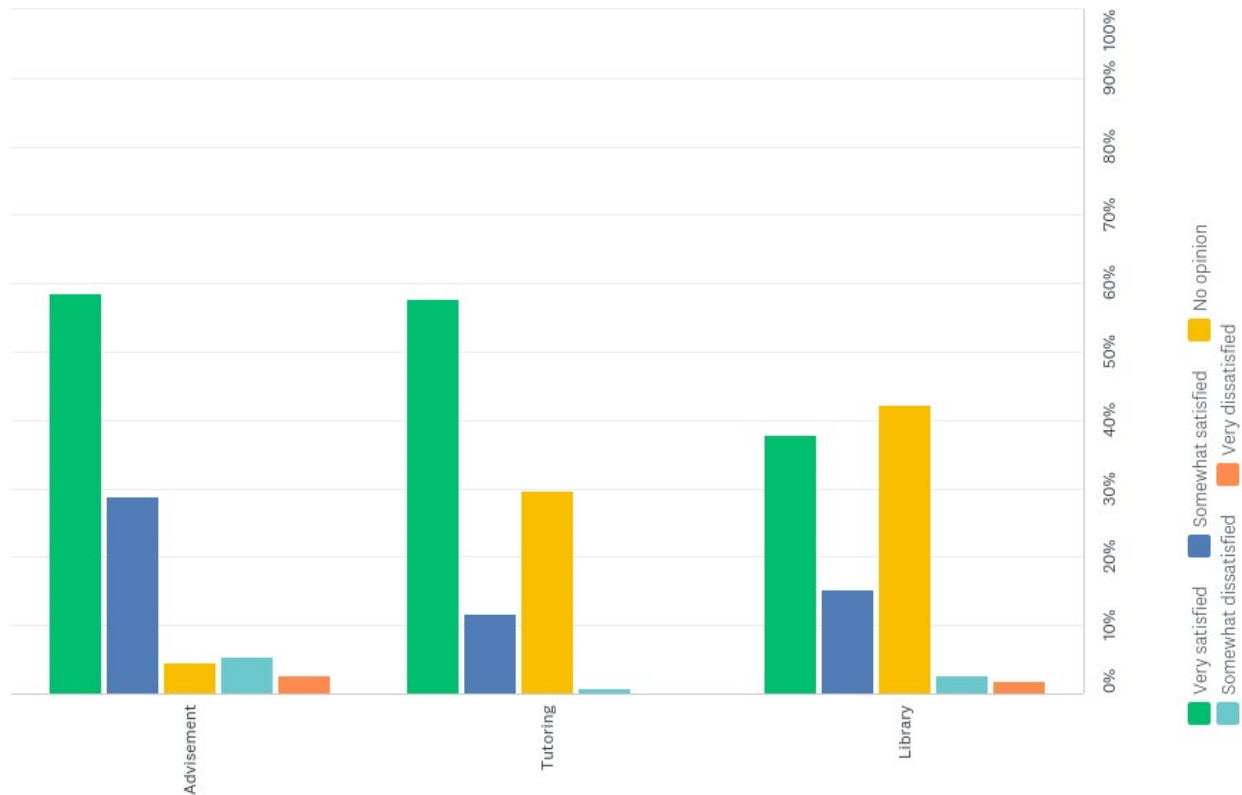
Q6: Please rate the quality of enrollment services provided by the following offices based on your level of satisfaction.

Answered: 111 Skipped: 36

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Admissions	53.15% 59	36.94% 41	5.41% 6	4.50% 5	0.00% 0	111	1.61
Financial Aid	46.85% 52	30.63% 34	15.32% 17	3.60% 4	3.60% 4	111	1.86
Student Records	48.65% 54	32.43% 36	15.32% 17	3.60% 4	0.00% 0	111	1.74

Q7: Please rate the quality of academic services based on your level of satisfaction.

Answered: 111 Skipped: 36



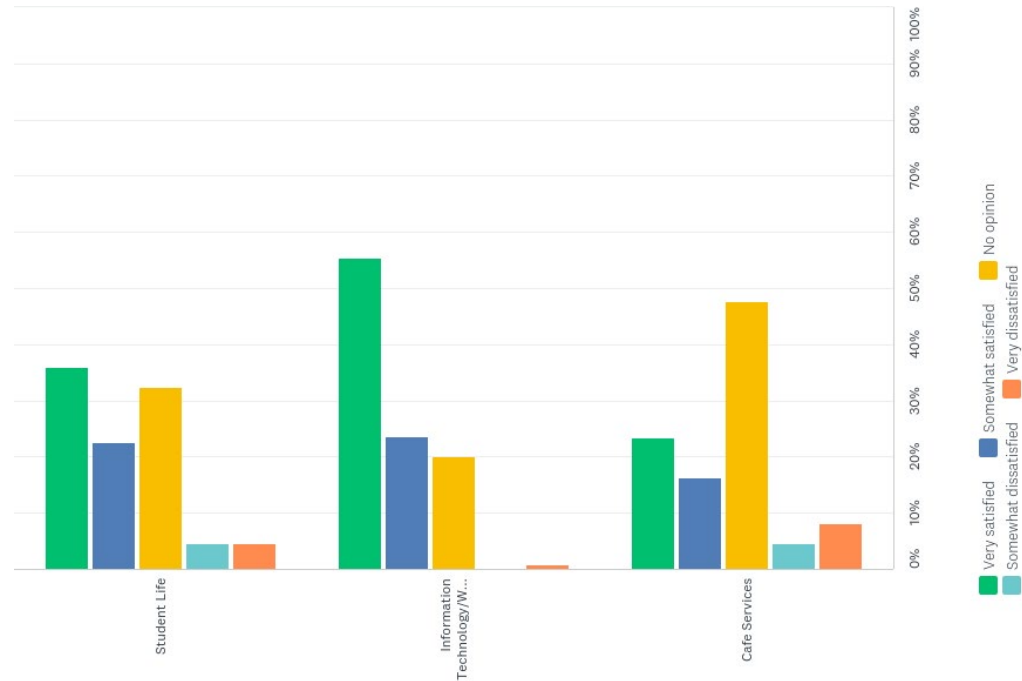
Q7: Please rate the quality of academic services based on your level of satisfaction.

Answered: 111 Skipped: 36

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	58.56% 65	28.83% 32	4.50% 5	5.41% 6	2.70% 3	111	1.65
Tutoring	57.66% 64	11.71% 13	29.73% 33	0.90% 1	0.00% 0	111	1.74
Library	37.84% 42	15.32% 17	42.34% 47	2.70% 3	1.80% 2	111	2.15

Q8: Please rate the quality of services provided by the following offices based on your level of satisfaction.

Answered: 111 Skipped: 36



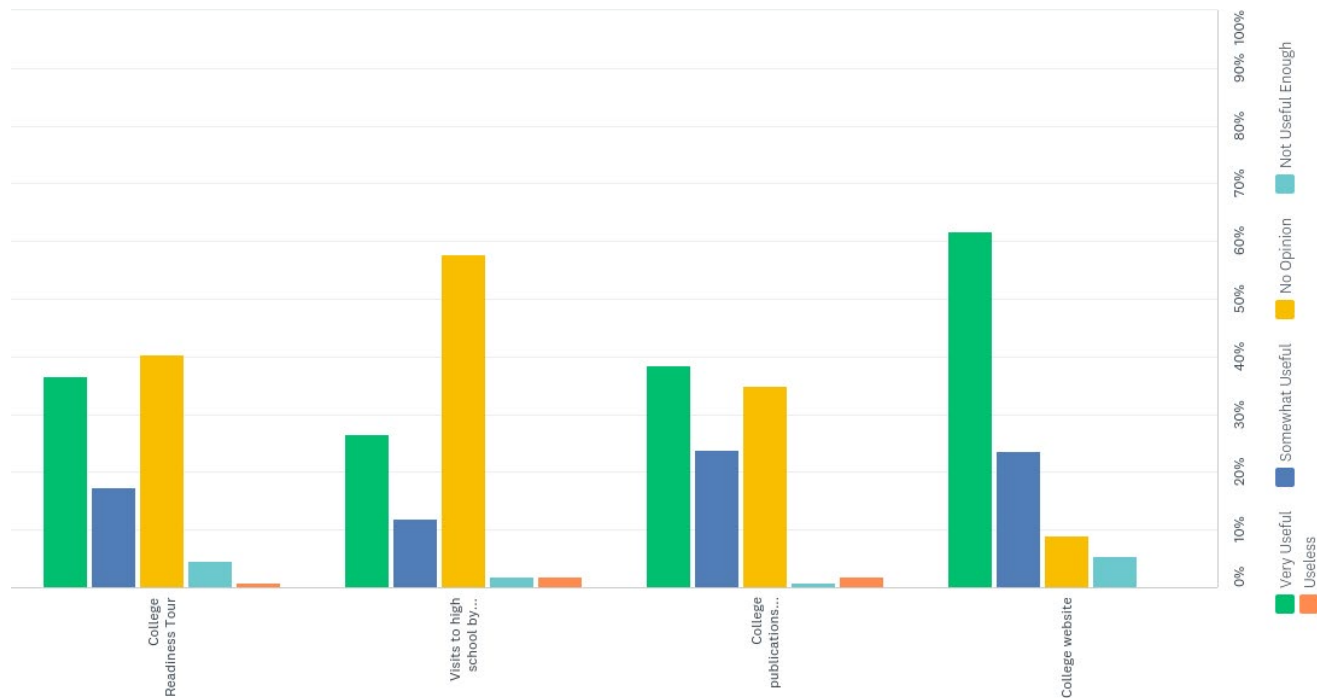
Q8: Please rate the quality of services provided by the following offices based on your level of satisfaction.

Answered: 111 Skipped: 36

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Student Life	36.04% 40	22.52% 25	32.43% 36	4.50% 5	4.50% 5	111	2.19
Information Technology/Web Services	55.45% 61	23.64% 26	20.00% 22	0.00% 0	0.91% 1	110	1.67
Cafe Services	23.42% 26	16.22% 18	47.75% 53	4.50% 5	8.11% 9	111	2.58

Q9: To help improve the information we make available to students, please rate the usefulness of the information we provide to you through the following sources:

Answered: 111 Skipped: 36



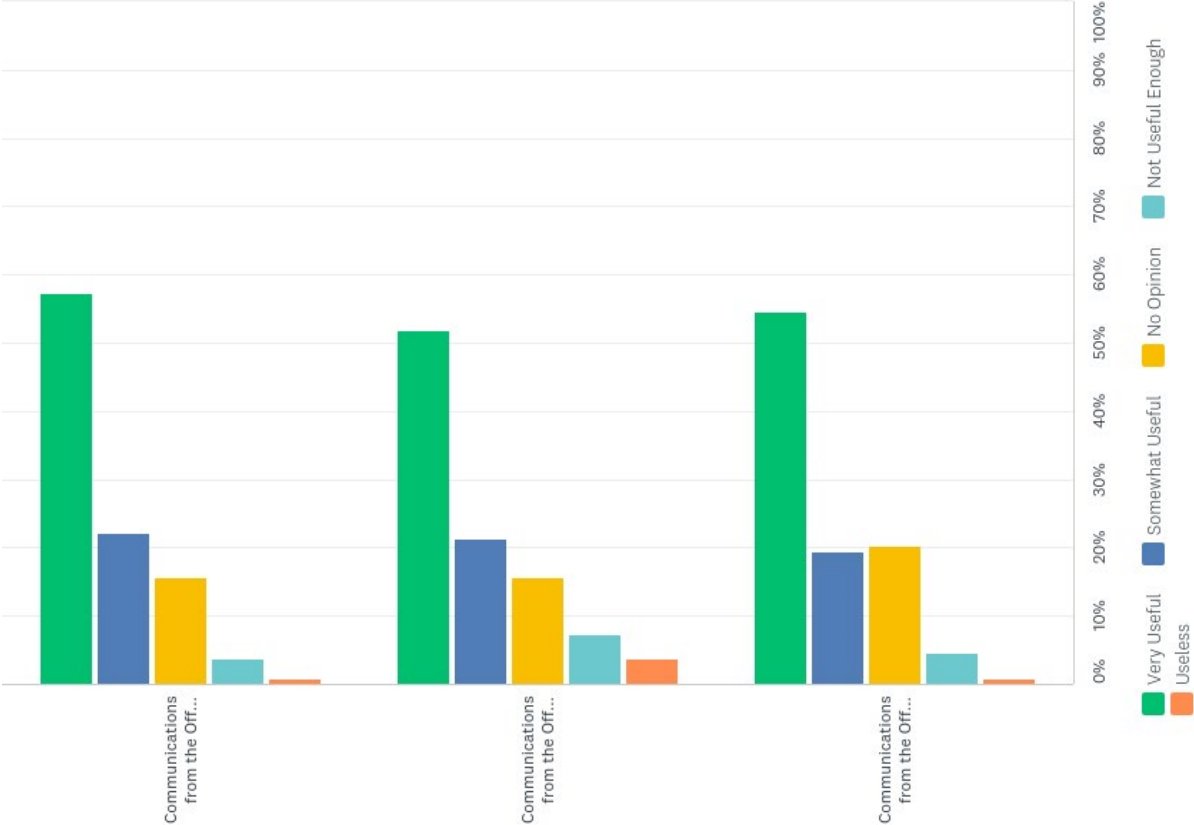
Q9: To help improve the information we make available to students, please rate the usefulness of the information we provide to you through the following sources:

Answered: 111 Skipped: 36

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
College Readiness Tour	36.70% 40	17.43% 19	40.37% 44	4.59% 5	0.92% 1	109	2.16
Visits to high school by admissions staff	26.61% 29	11.93% 13	57.80% 63	1.83% 2	1.83% 2	109	2.40
College publications (catalogs, brochures, etc.)	38.53% 42	23.85% 26	34.86% 38	0.92% 1	1.83% 2	109	2.04
College website	61.82% 68	23.64% 26	9.09% 10	5.45% 6	0.00% 0	110	1.58

Q10: Please rate the usefulness of the information we provide to you through the following offices:

Answered: 108 Skipped: 39



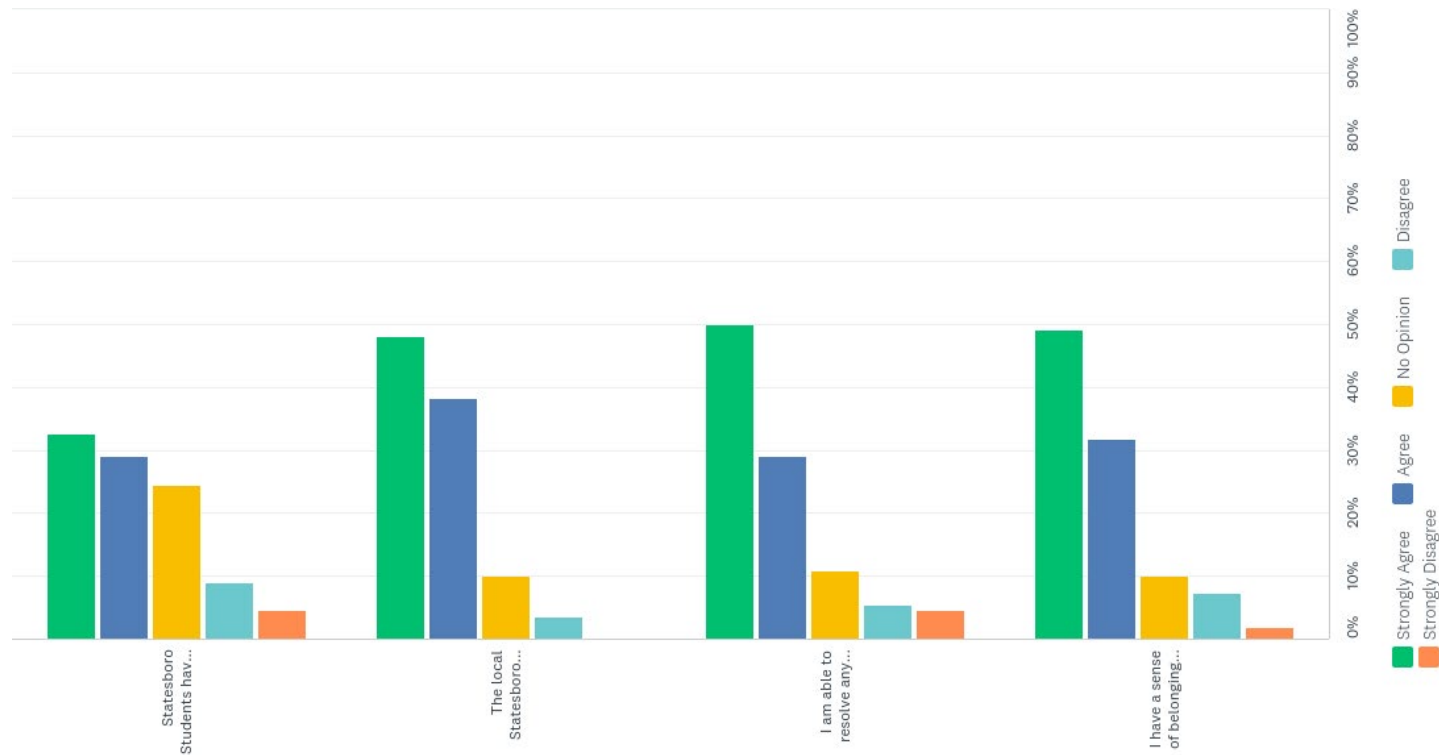
Q10: Please rate the usefulness of the information we provide to you through the following offices:

Answered: 108 Skipped: 39

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
Communications from the Office of Admissions	57.41% 62	22.22% 24	15.74% 17	3.70% 4	0.93% 1	108	1.69
Communications from the Office of Financial Aid	51.85% 56	21.30% 23	15.74% 17	7.41% 8	3.70% 4	108	1.90
Communications from the Office of Student Accounts	54.63% 59	19.44% 21	20.37% 22	4.63% 5	0.93% 1	108	1.78

Q11: Please indicate your level of agreement with the following statements:

Answered: 110 Skipped: 37



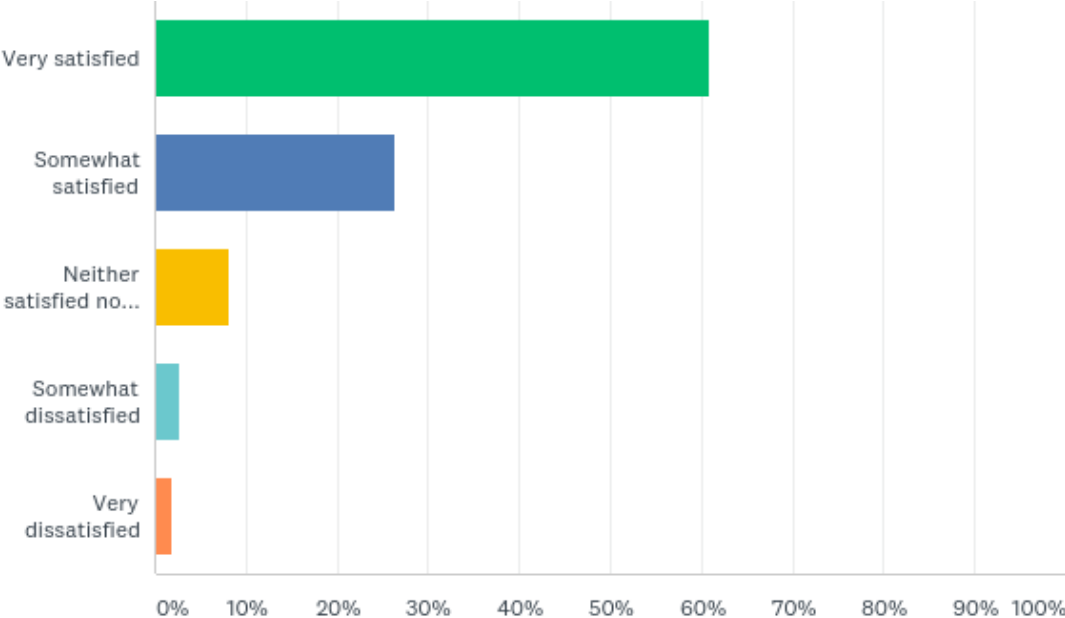
Q11: Please indicate your level of agreement with the following statements:

Answered: 110 Skipped: 37

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Statesboro Students have a voice in decisions made at EGSC as a whole	32.73% 36	29.09% 32	24.55% 27	9.09% 10	4.55% 5	110	2.24
The local Statesboro community is welcoming to EGSC students.	48.18% 53	38.18% 42	10.00% 11	3.64% 4	0.00% 0	110	1.69
I am able to resolve any problems I experience at EGSC Statesboro in a timely matter	50.00% 55	29.09% 32	10.91% 12	5.45% 6	4.55% 5	110	1.85
I have a sense of belonging at EGSC Statesboro	49.09% 54	31.82% 35	10.00% 11	7.27% 8	1.82% 2	110	1.81

Q12: Overall, how satisfied are you with your experience at EGSC?

Answered: 110 Skipped: 37



Q12: Overall, how satisfied are you with your experience at EGSC?

Answered: 110 Skipped: 37

ANSWER CHOICES	RESPONSES	
Very satisfied	60.91%	67
Somewhat satisfied	26.36%	29
Neither satisfied nor dissatisfied	8.18%	9
Somewhat dissatisfied	2.73%	3
Very dissatisfied	1.82%	2
TOTAL		110

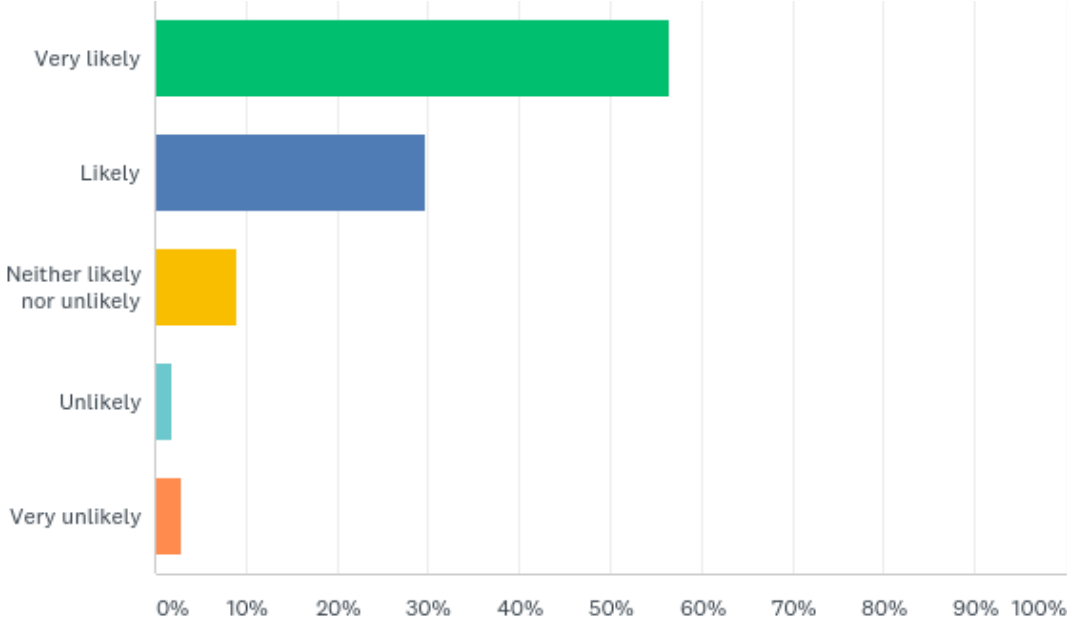
Q13: How important was each of these in choosing to attend East Georgia State College?

Answered: 101 Skipped: 46

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	65.00% 65	22.00% 22	13.00% 13	0.00% 0	0.00% 0	100	1.48
Family member attended EGSC	21.00% 21	10.00% 10	24.00% 24	0.00% 0	45.00% 45	100	3.38
Campus safety	54.00% 54	23.00% 23	13.00% 13	1.00% 1	9.00% 9	100	1.88
Financial aid	67.00% 67	13.00% 13	15.00% 15	1.00% 1	4.00% 4	100	1.62
Friend attending	25.25% 25	21.21% 21	21.21% 21	4.04% 4	28.28% 28	99	2.89
Housing	28.57% 28	14.29% 14	22.45% 22	1.02% 1	33.67% 33	98	2.97
Scholarships	66.33% 65	11.22% 11	11.22% 11	0.00% 0	11.22% 11	98	1.79
Tuition and fees	80.20% 81	11.88% 12	5.94% 6	0.00% 0	1.98% 2	101	1.32

Q14: How likely are you to recommend EGSC to others?

Answered: 101 Skipped: 46



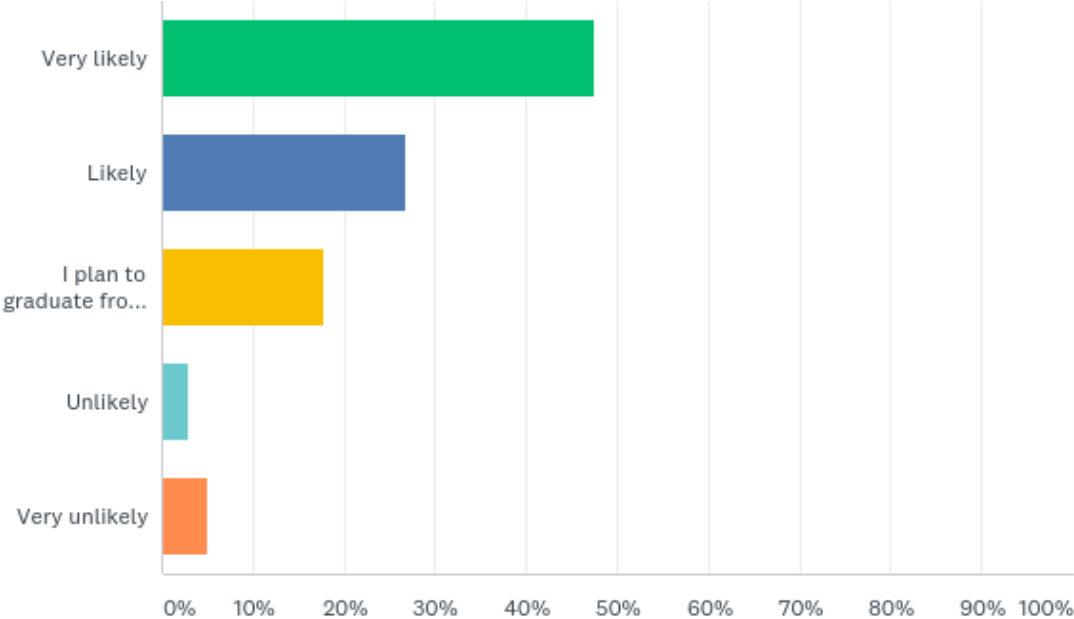
Q14: How likely are you to recommend EGSC to others?

Answered: 101 Skipped: 46

ANSWER CHOICES	RESPONSES	
Very likely	56.44%	57
Likely	29.70%	30
Neither likely nor unlikely	8.91%	9
Unlikely	1.98%	2
Very unlikely	2.97%	3
TOTAL		101

Q15: How likely are you to continue attending EGSC next year?

Answered: 101 Skipped: 46



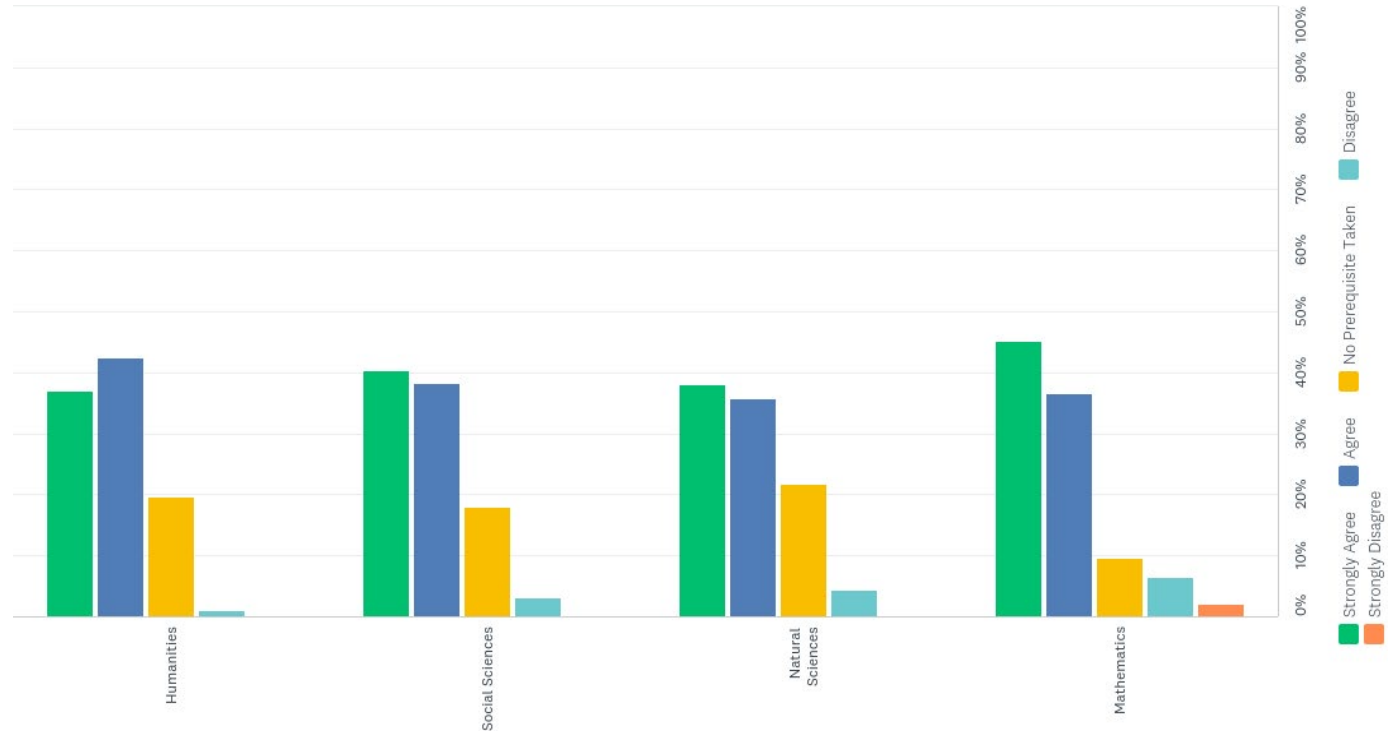
Q15: How likely are you to continue attending EGSC next year?

Answered: 101 Skipped: 46

ANSWER CHOICES	RESPONSES	
Very likely	47.52%	48
Likely	26.73%	27
I plan to graduate from EGSC this year	17.82%	18
Unlikely	2.97%	3
Very unlikely	4.95%	5
TOTAL		101

Q16: Do you agree that the courses that you have taken as prerequisites for other courses in each of the following academic areas have prepared you for the next course in the sequence?

Answered: 94 Skipped: 53



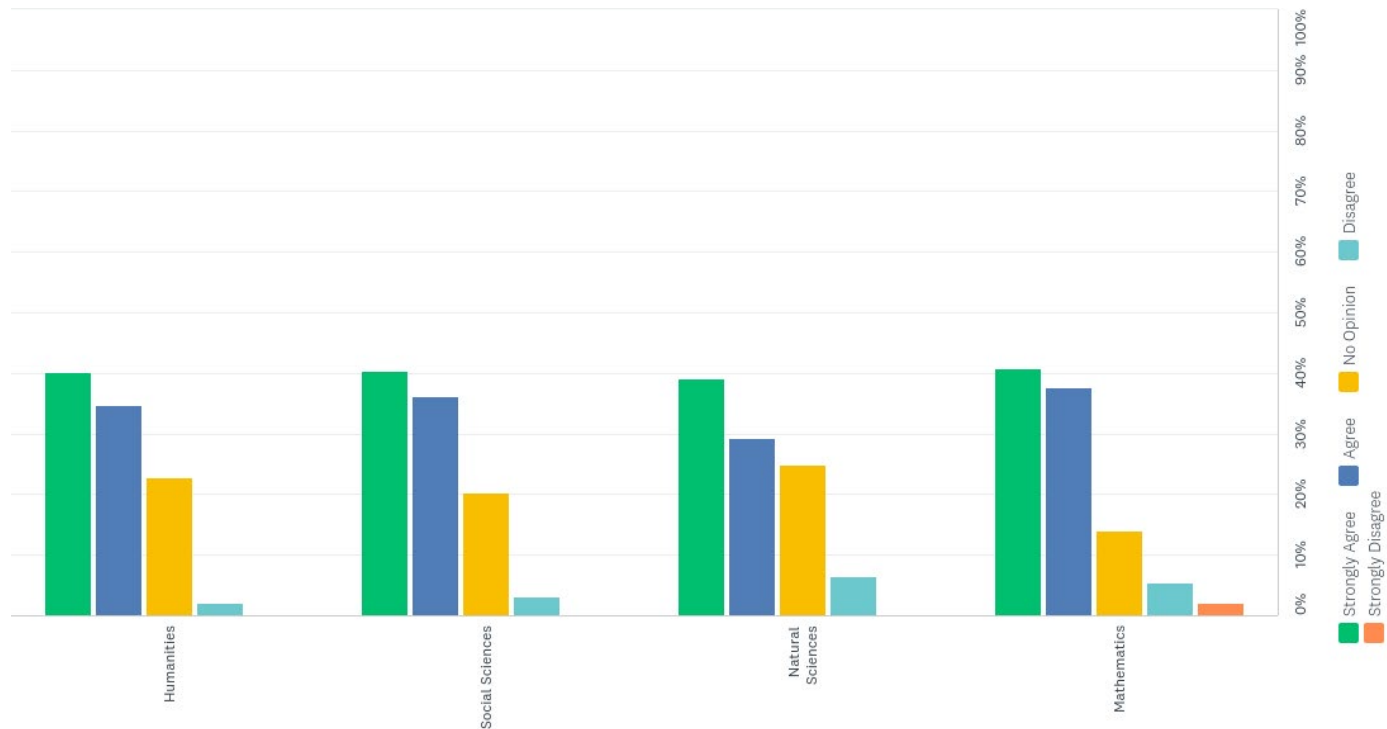
Q16: Do you agree that the courses that you have taken as prerequisites for other courses in each of the following academic areas have prepared you for the next course in the sequence?

Answered: 94 Skipped: 53

	STRONGLY AGREE	AGREE	NO PREREQUISITE TAKEN	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	36.96% 34	42.39% 39	19.57% 18	1.09% 1	0.00% 0	92
Social Sciences	40.43% 38	38.30% 36	18.09% 17	3.19% 3	0.00% 0	94
Natural Sciences	38.04% 35	35.87% 33	21.74% 20	4.35% 4	0.00% 0	92
Mathematics	45.16% 42	36.56% 34	9.68% 9	6.45% 6	2.15% 2	93

Q17: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 94 Skipped: 53



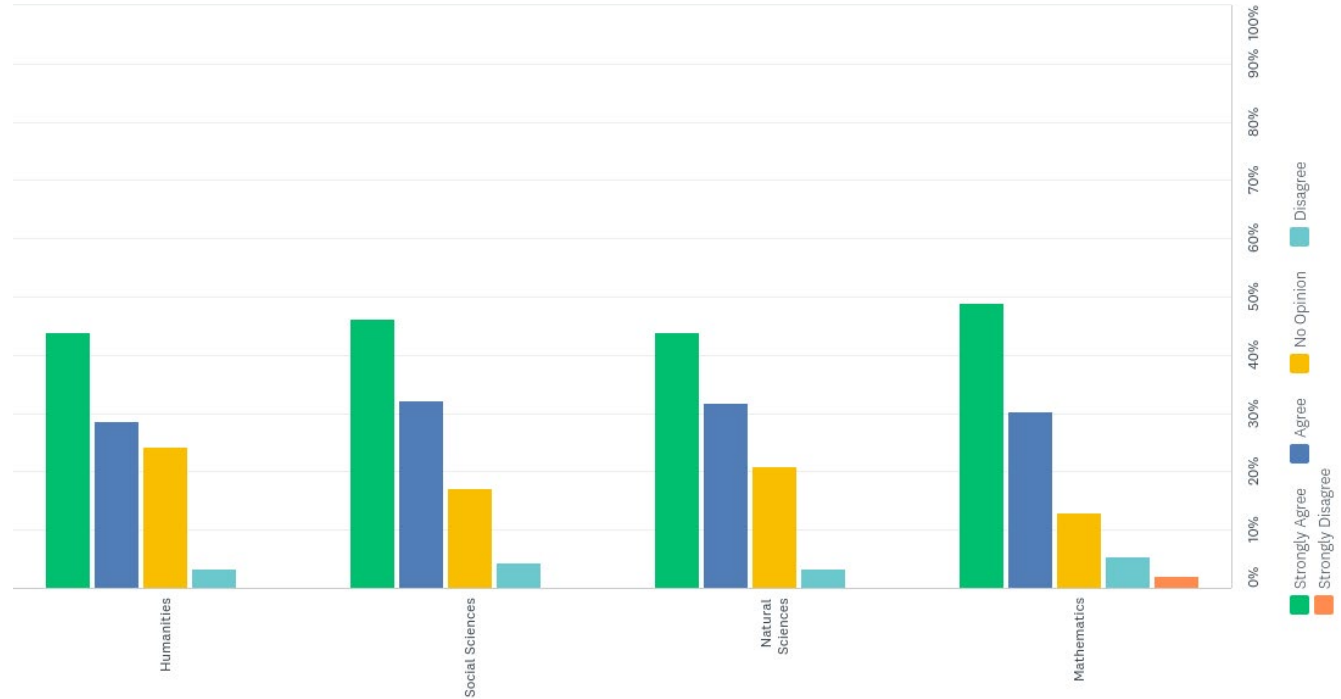
Q17: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 94 Skipped: 53

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	40.22% 37	34.78% 32	22.83% 21	2.17% 2	0.00% 0	92
Social Sciences	40.43% 38	36.17% 34	20.21% 19	3.19% 3	0.00% 0	94
Natural Sciences	39.13% 36	29.35% 27	25.00% 23	6.52% 6	0.00% 0	92
Mathematics	40.86% 38	37.63% 35	13.98% 13	5.38% 5	2.15% 2	93

Q18: Do you agree that you are encouraged to investigate and critically analyze new ideas and/or solve problems in each of the following types of courses?

Answered: 93 Skipped: 54



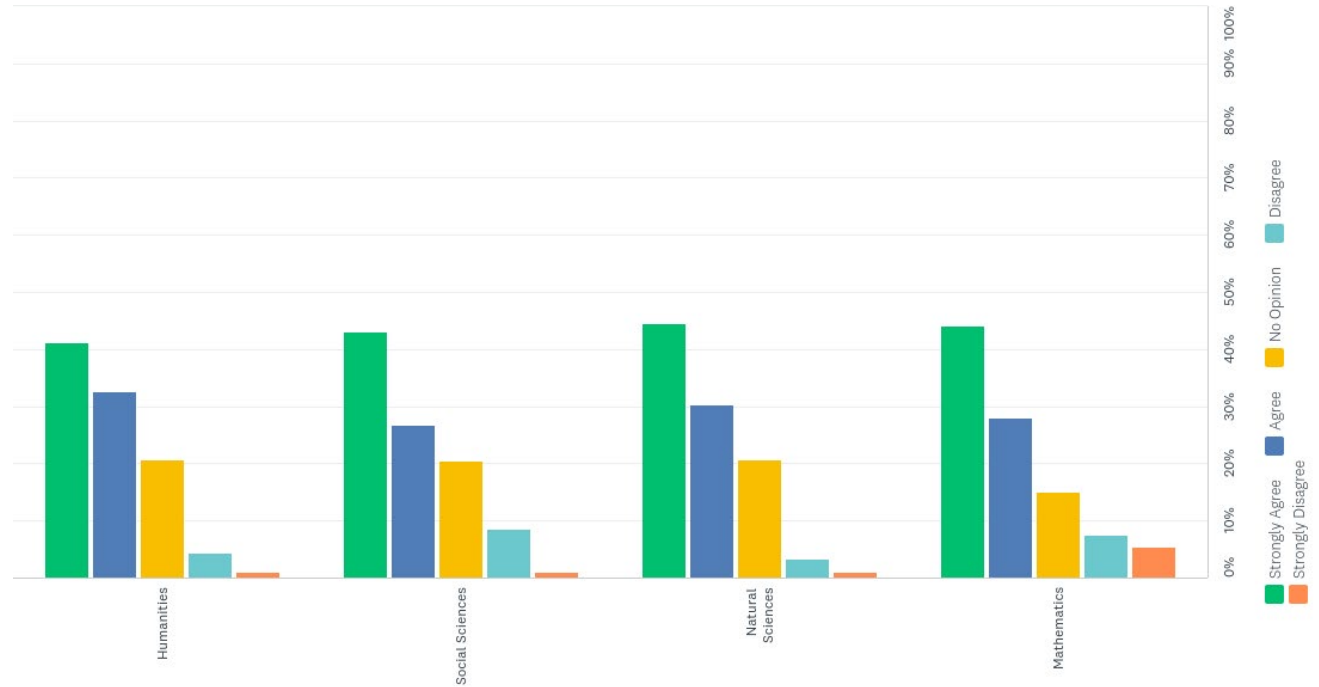
Q18: Do you agree that you are encouraged to investigate and critically analyze new ideas and/or solve problems in each of the following types of courses?

Answered: 93 Skipped: 54

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	43.96% 40	28.57% 26	24.18% 22	3.30% 3	0.00% 0	91
Social Sciences	46.24% 43	32.26% 30	17.20% 16	4.30% 4	0.00% 0	93
Natural Sciences	43.96% 40	31.87% 29	20.88% 19	3.30% 3	0.00% 0	91
Mathematics	48.91% 45	30.43% 28	13.04% 12	5.43% 5	2.17% 2	92

Q19: Do you agree that you are encouraged to interact and learn with other students in each of the following types of courses?

Answered: 94 Skipped: 53



Q19: Do you agree that you are encouraged to interact and learn with other students in each of the following types of courses?

Answered: 94 Skipped: 53

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	41.30% 38	32.61% 30	20.65% 19	4.35% 4	1.09% 1	92
Social Sciences	43.01% 40	26.88% 25	20.43% 19	8.60% 8	1.08% 1	93
Natural Sciences	44.57% 41	30.43% 28	20.65% 19	3.26% 3	1.09% 1	92
Mathematics	44.09% 41	27.96% 26	15.05% 14	7.53% 7	5.38% 5	93

Q20: How can your learning experience at EGSC be improved? (1 of 5)

Respondents	Responses
1	<p>It would be great to have more art courses offered here on the Statesboro campus. I am an art major and have taken the only class available here for my major.</p>
2	<p>The faculty and staff are extremely helping and encouraging. I don't think it will matter when EGSC moves back to GSU, but I wish there was more of an area for leisure study and more choices of coffee and food. The ACE is not ideal for quiet study and it seems that most of the students who congregate there are socially impaired. I always feel awkward studying there, but I would like to utilize the ACE to study better. I have found that the computer lab fits most of my needs with online work and printing. Overall, I am pleased with my experience at EGSC Statesboro, and if a Bachelors of Psychology was offered I would prefer to attend EGSC instead of transferring to GSU.</p>
3	<p>Better communication with teachers of online classes. Contact numbers to teachers listed on the website. They do not always respond to their e-mails in a timely matter. Cannot reach counselor unless I am on campus.</p>
4	<p>more tutoring availability</p>
5	<p>More explanations of classes before taking them.</p>
6	<p>Better teaches. Most of the teachers are fucking garbage and can easily tell they don't care or try</p>
7	<p>Tutoring is already a huge impact on people at the ACE and they are very wonderful patient people that help you understand what your struggling but I wish they would expand on this area a little more because they seem to have a higher standing of people that need help and little time for the tutors to branch to all the students. The program with instructors helping out with the program is helpful for group studying but they seem to have specific times because of the overwhelming mass of advising and grading student work which gives less time to help focus on students struggling.</p>

Q20: How can your learning experience at EGSC be improved? (2 of 5)

Respondents	Responses
8	I feel as if my learning experience can be improved where the advisory process is concerned. I wish everything wasn't so fast paced and rushed.
9	More communication from staff and advisors. I was switched from advisor to advisor because Mr.Hayes retired and left me in a bad position.
10	Having an adviser that is not also a teacher.
11	By being open to the students needs and wants and help them because u want to not because u have to.
12	The IT people aren't very helpful.
13	Better tutors in the ACE
14	N/A
15	By putting more time into studying
16	na
17	Going to the professor for questions and going to the ace more often
18	everything is good
19	Not inclined to answer.
20	My learning experience could improve by interacting more with the people at the college
21	My learning experience has been good overall except for one professor that was very unprofessional.
22	N/A
23	N/a
24	More interesting courses and learning how to do life skills. For example, how to invest, taxes, etc.
25	I am happy with how it has gone so far.
26	Utilize the ACE more often.

Q20: How can your learning experience at EGSC be improved? (3 of 5)

Respondents	Responses
27	doing a little more than just taking notes everyday in the same way
28	The staff does not know how to answer questions except Ben at the front desk. It takes a act of Congress to get something done with Financial aid
29	I feel that the staff there is very helpful in everything they do. Nothing really needs to be improved.
30	Professors becoming more involved and excited about their work
31	I believe that making classrooms more discuss friendly could work I don't know that many kids at my school.
32	Have two buses running at the same time to decrease the amount of times people are late
33	I really love EGSC. The faculty and staff are all very helpful and kind. They are always there with a helping hand with anything that I need, and that makes my college experience all the better. When someone feels comfortable at the school they attend, it makes a huge difference, and i can honestly say that I feel very comfortable at EGSC.
34	Aside from anything that the school, faculty, and staff are doing, I would say that my time management skills can be greatly improved.
35	more personal relationships with faculty and teachers allowing me to fully benefit from my classes and learn everything I can
36	Less online work, more in person assignments
37	My learning experience can improve by going to tutoring more often and getting more involved in certain things.
38	More clubs, organizations and courses to take
39	It can be approved by me studying more and applying myself more than what i already do. If help is needed, i need to be able to go to a tutor to better understand the information.

Q20: How can your learning experience at EGSC be improved? (4 of 5)

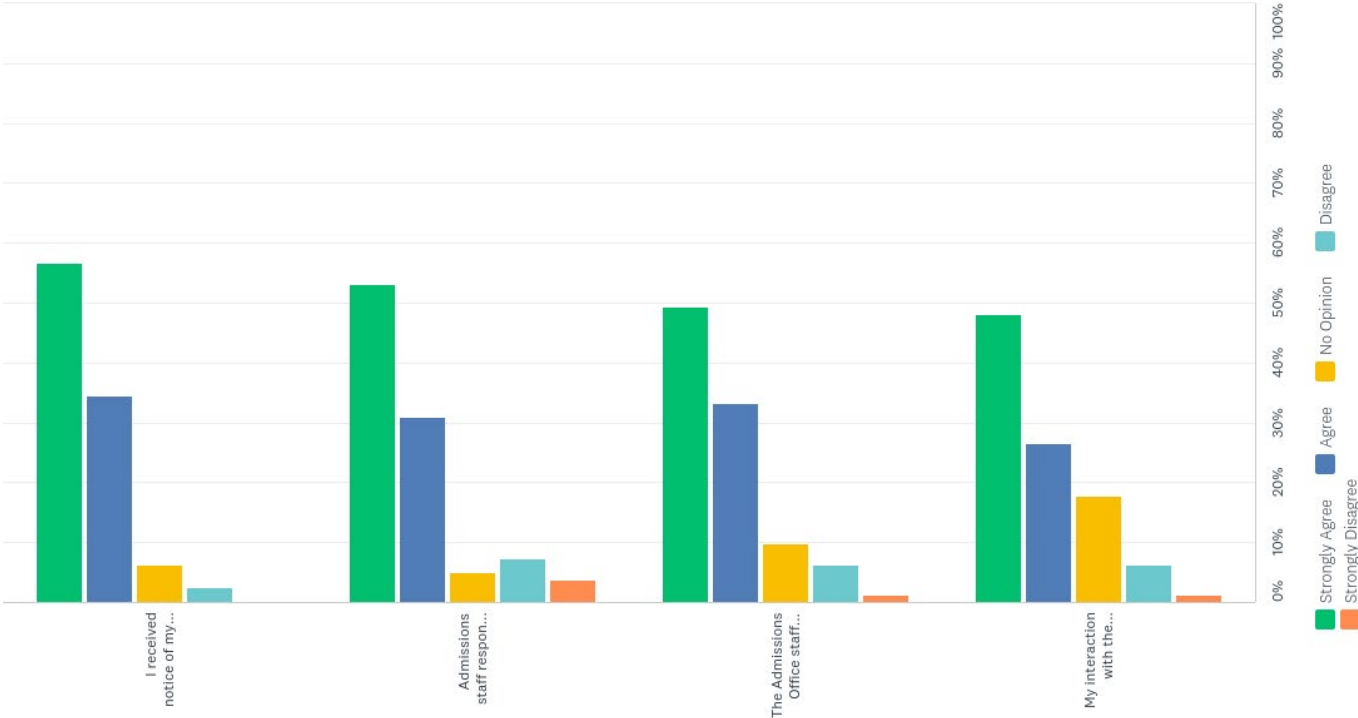
Respondents	Responses
40	By EGSC hiring professors that actually care and are understanding and not stuck up assholes that make everything more complicated like quizzes and test 8am-4pm. WITH NO extension even if we have documented reasons. SOME OF US WORK TO PUT OURSELVES THROUGH COLLEGE. why. when everything else is due at 10pm
41	Good studying techniques and tutoring by ACE.
42	More in class teaching of subjects that may be more difficult for more students than just online
43	Hm... a small amount of the teachers at EGSC do not inspire one to learn or ask questions but to leave immediately. I've only had 3 teachers that left a lot to be desired in their interactions with students. One such teacher - the worst of the lot - made me dread going to class enough that I had more than one panic attack in the month and a half before I dropped the course. It definitely wasn't that I was lacking in understanding the subject material either, because I'm retaking the class with another teacher at this very moment and I'm doing quite well.
44	My learning experience at EGSC will be improved because its a new start and i ask questions and study and love learning new thing. I ask other students around me that has been here before and get help and their look at things.
45	they can offer more classes
46	Offer more classes, and make financial aid better.
47	If the professor would teach a little more
48	Require more interactions from students
49	by getting to know teachers more
50	Have more one on one with the professor.

Q20: How can your learning experience at EGSC be improved? (5 of 5)

Respondents	Responses
51	by attending the A.C.E
52	As a political science major, I would have loved to take political science classes in a classroom instead of online.
53	Having mor study groups with others
54	Students need to have more input and when we put our input, it needs to be put into action
55	Be more open and honest with your teachers
56	I just have to be more active in class.
57	My overall experience has been great. As a business major, I would like to see more business related courses. I am not dissatisfied with the business courses currently offered.
58	My social skills and vocabulary have been improving.
59	Tell the some Professors to have less of an attitude when talking to students
60	through the ACE
61	My learning experience at EGSC can change but being more involved with the school.
62	Being more involved with EGSC- Statesboro
63	For online courses in particular, I wish that all professors provided either their own notes or their own video lectures explaining textbook concepts in their own words and diagrams, because the textbook required for the class isn't always that great. PHYS 2211 textbook is a prime example of this.
64	So far, everything has been great.
65	I was not introduced to any of the student portal website. Maybe in the orientation go over each link.
66	There are not enough classes offered- too many online to complete a two-year degree. The accommodations area for learning disabilities is a nightmare and almost non-existent. .
67	n/a

Q21: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 81 Skipped: 66



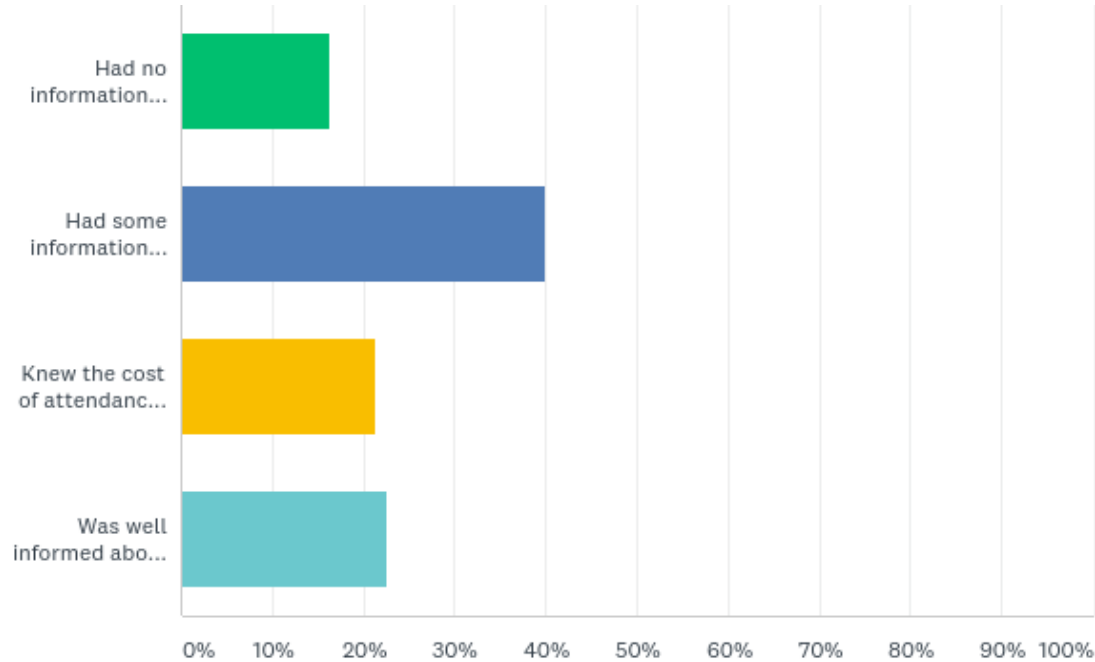
Q21: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 81 Skipped: 66

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	56.79% 46	34.57% 28	6.17% 5	2.47% 2	0.00% 0	81	1.54
Admissions staff responded to my questions and concerns in a timely manner.	53.09% 43	30.86% 25	4.94% 4	7.41% 6	3.70% 3	81	1.78
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	49.38% 40	33.33% 27	9.88% 8	6.17% 5	1.23% 1	81	1.77
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	48.10% 38	26.58% 21	17.72% 14	6.33% 5	1.27% 1	79	1.86

Q22: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 80 Skipped: 67



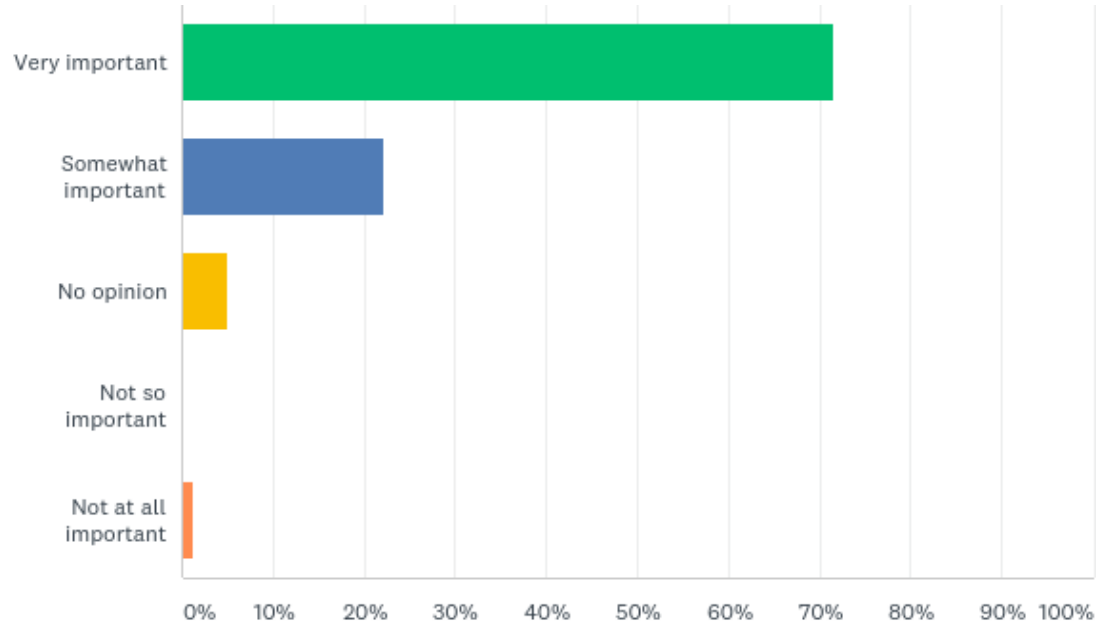
Q22: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 80 Skipped: 67

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	16.25%	13
Had some information about cost of attendance	40.00%	32
Knew the cost of attendance, but had questions	21.25%	17
Was well informed about the cost of attendance	22.50%	18
TOTAL		80

Q23: Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 81 Skipped: 66



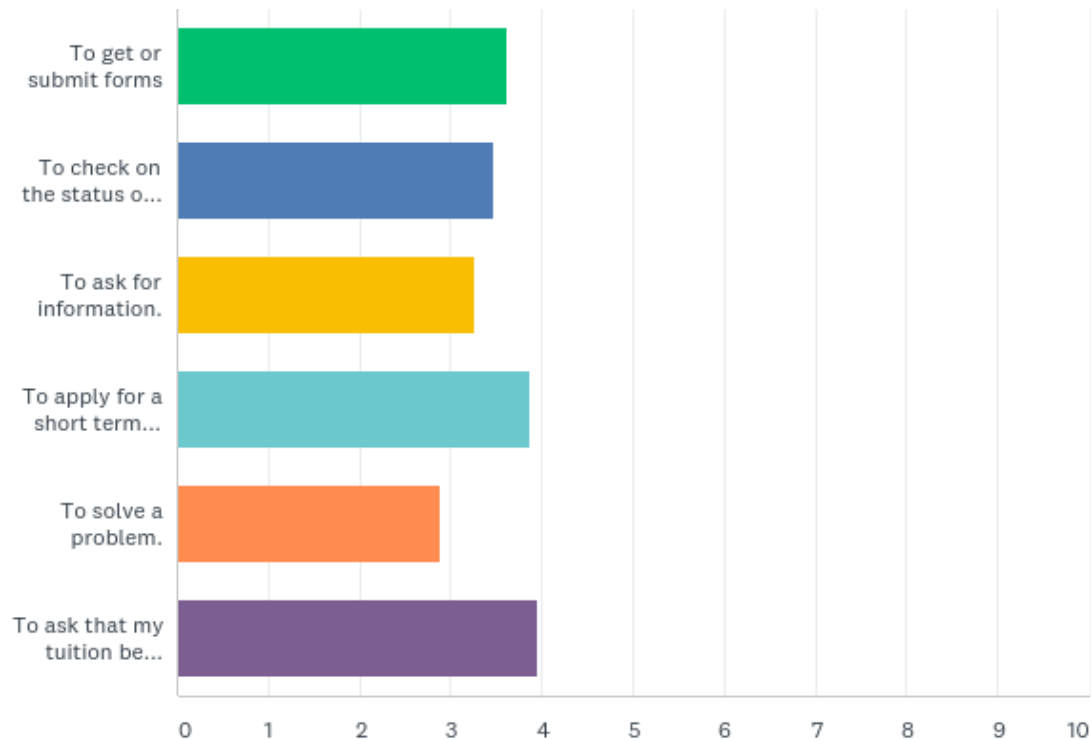
Q23: Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 81 Skipped: 66

ANSWER CHOICES	RESPONSES	
Very important	71.60%	58
Somewhat important	22.22%	18
No opinion	4.94%	4
Not so important	0.00%	0
Not at all important	1.23%	1
TOTAL		81

Q24: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 80 Skipped: 67



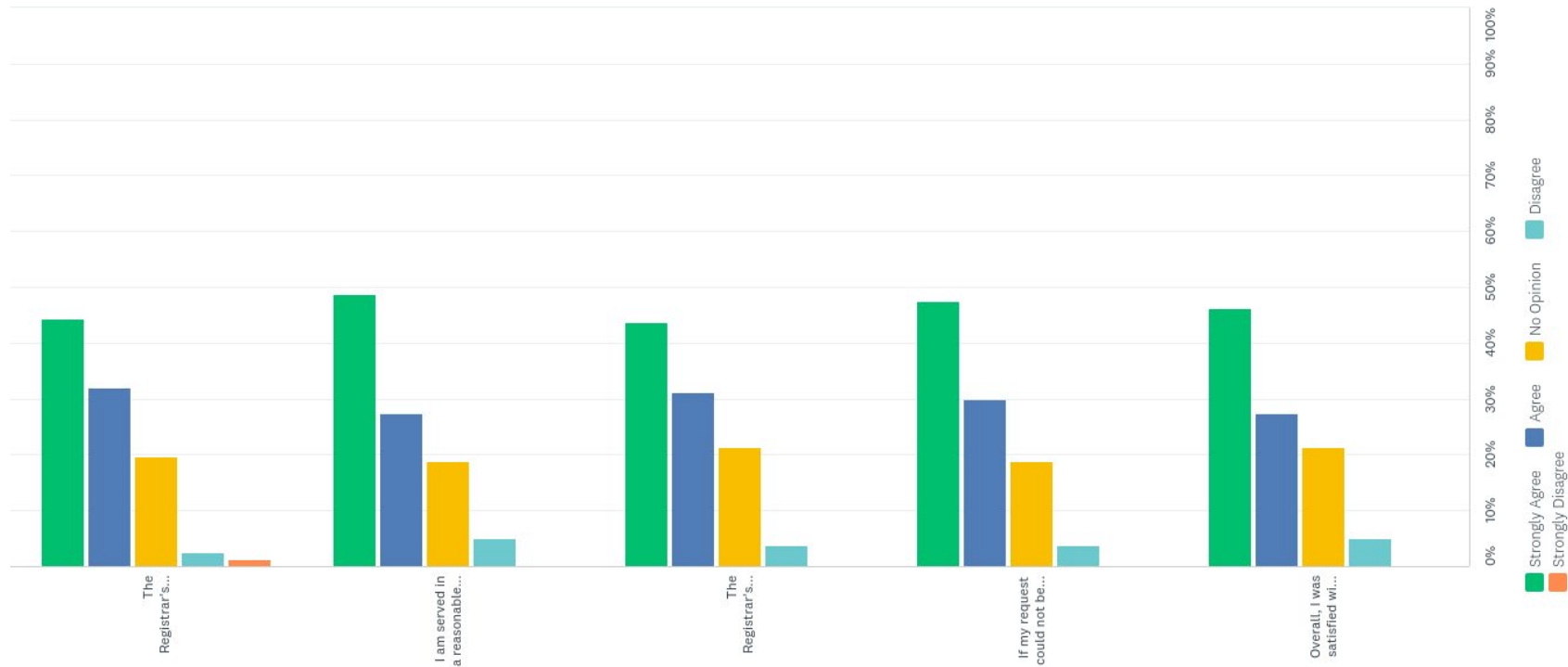
Q24: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 80 Skipped: 67

	1	2	3	4	5	6	TOTAL	SCORE
To get or submit forms	22.73% 15	10.61% 7	21.21% 14	13.64% 9	15.15% 10	16.67% 11	66	3.62
To check on the status of my aid.	13.89% 10	26.39% 19	11.11% 8	11.11% 8	16.67% 12	20.83% 15	72	3.47
To ask for information.	7.69% 5	12.31% 8	29.23% 19	18.46% 12	13.85% 9	18.46% 12	65	3.26
To apply for a short term loan.	25.81% 16	16.13% 10	11.29% 7	20.97% 13	17.74% 11	8.06% 5	62	3.87
To solve a problem.	2.90% 2	10.14% 7	18.84% 13	26.09% 18	24.64% 17	17.39% 12	69	2.88
To ask that my tuition be deferred.	33.80% 24	19.72% 14	8.45% 6	8.45% 6	5.63% 4	23.94% 17	71	3.96

Q25: Indicate your agreement with each of the following statements about the Registrar's Office.

Answered: 81 Skipped: 66



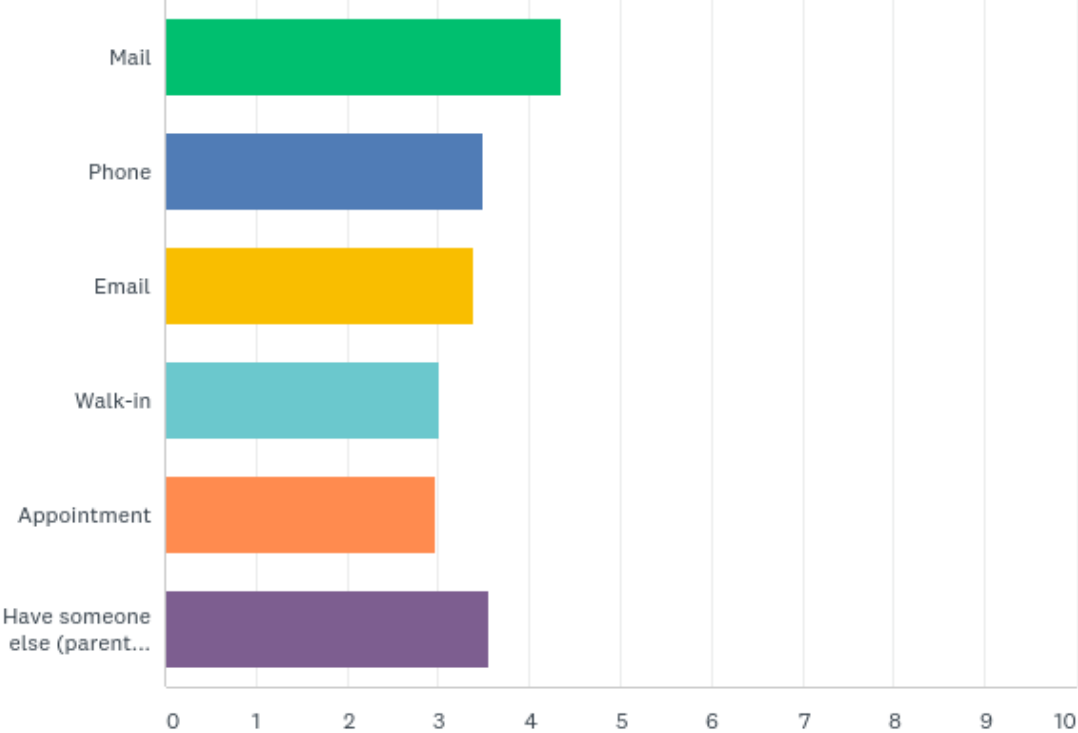
Q25: Indicate your agreement with each of the following statements about the Registrar's Office.

Answered: 81 Skipped: 66

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
The Registrar's Office staff are knowledgeable.	44.44% 36	32.10% 26	19.75% 16	2.47% 2	1.23% 1	81
I am served in a reasonable period of time.	48.75% 39	27.50% 22	18.75% 15	5.00% 4	0.00% 0	80
The Registrar's Office staff usually satisfy my request during my initial contact.	43.75% 35	31.25% 25	21.25% 17	3.75% 3	0.00% 0	80
If my request could not be immediately satisfied, the Registrar's Office staff member provides me with the necessary next steps.	47.50% 38	30.00% 24	18.75% 15	3.75% 3	0.00% 0	80
Overall, I was satisfied with the service provided by the Registrar's Office.	46.25% 37	27.50% 22	21.25% 17	5.00% 4	0.00% 0	80

Q26: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Enrollment Management offices.

Answered: 80 Skipped: 67



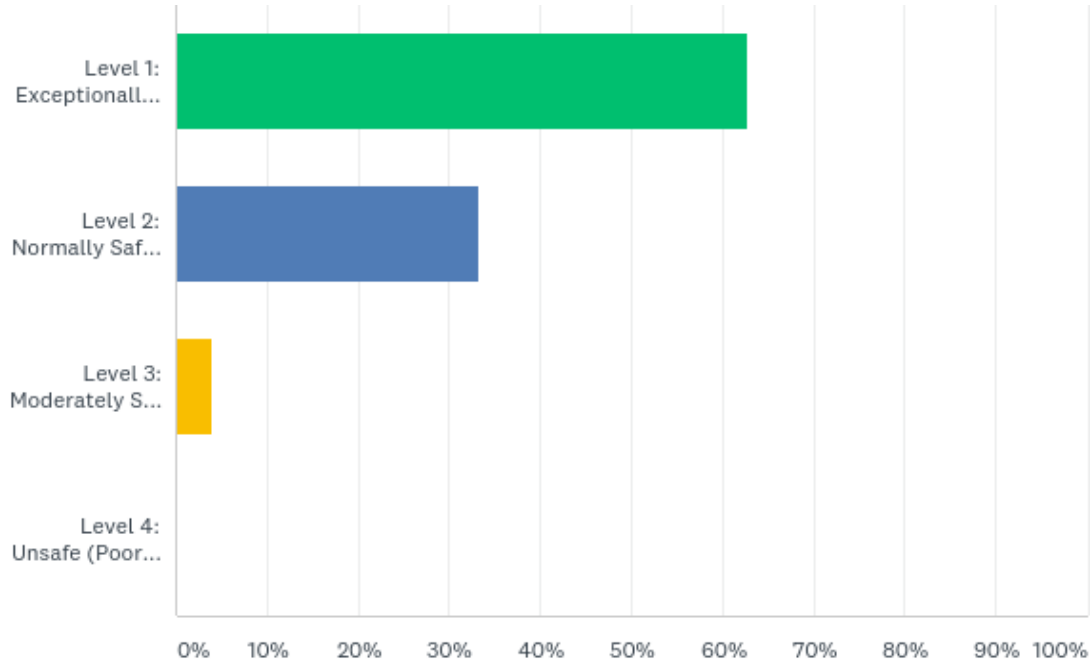
Q26: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Enrollment Management offices.

Answered: 80 Skipped: 67

	1	2	3	4	5	6	TOTAL	SCORE
Mail	32.31% 21	27.69% 18	10.77% 7	7.69% 5	15.38% 10	6.15% 4	65	4.35
Phone	15.28% 11	20.83% 15	19.44% 14	6.94% 5	16.67% 12	20.83% 15	72	3.49
Email	7.04% 5	14.08% 10	30.99% 22	21.13% 15	11.27% 8	15.49% 11	71	3.38
Walk-in	8.70% 6	14.49% 10	10.14% 7	24.64% 17	20.29% 14	21.74% 15	69	3.01
Appointment	5.56% 4	8.33% 6	15.28% 11	31.94% 23	26.39% 19	12.50% 9	72	2.97
Have someone else (parent, etc.) intervene	33.33% 25	9.33% 7	10.67% 8	4.00% 3	10.67% 8	32.00% 24	75	3.55

Q27: Concerning your SAFETY while you are EGSC Statesboro, how would you rate your overall feelings of being safe and secure?

Answered: 75 Skipped: 72



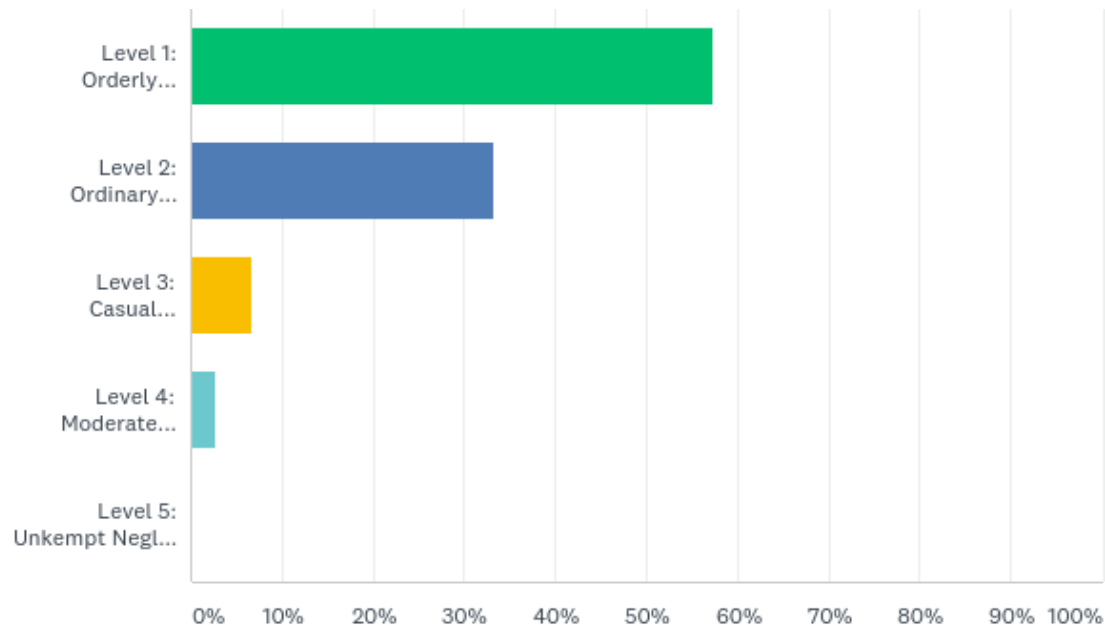
Q27: Concerning your SAFETY while you are EGSC Statesboro, how would you rate your overall feelings of being safe and secure?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)	62.67%	47
Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)	33.33%	25
Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)	4.00%	3
Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)	0.00%	0
TOTAL		75

Q28: Concerning the CLEANLINESS of EGSC Statesboro facilities, how would you rate the building(s) in which you attend class?

Answered: 75 Skipped: 72



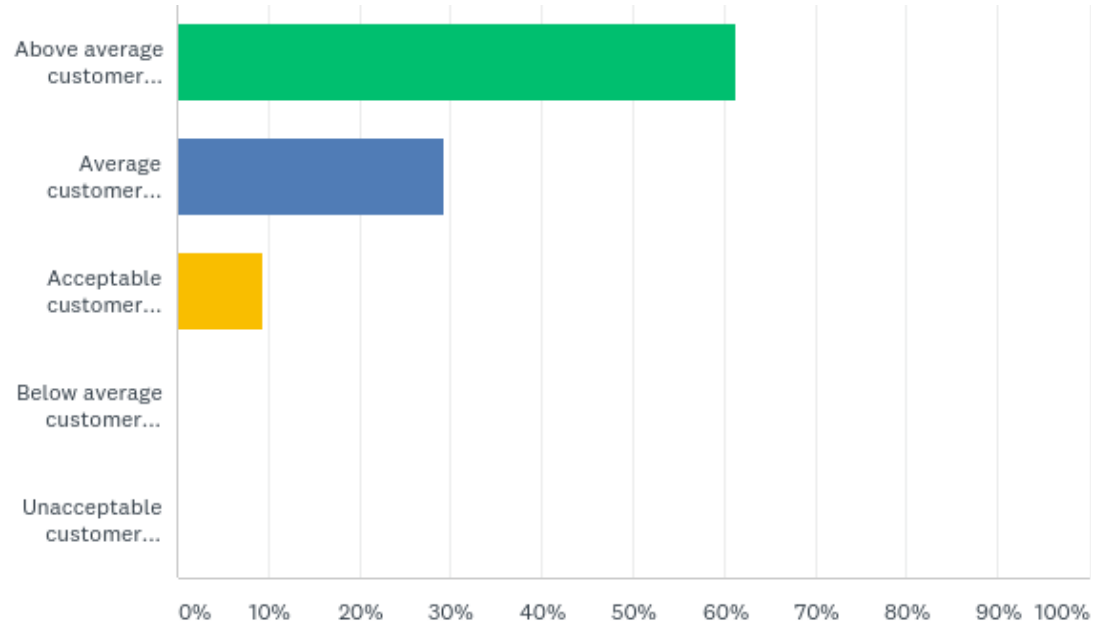
Q28: Concerning the CLEANLINESS of EGSC Statesboro facilities, how would you rate the building(s) in which you attend class?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)	57.33%	43
Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)	33.33%	25
Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)	6.67%	5
Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)	2.67%	2
Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)	0.00%	0
TOTAL		75

Q29: Concerning the Plant Operations Staff (Custodial Services/Landscape-Grounds/Building Maintenance), how would you rate the overall CUSTOMER SERVICE (attentiveness, friendliness, cooperation) of staff members?

Answered: 75 Skipped: 72



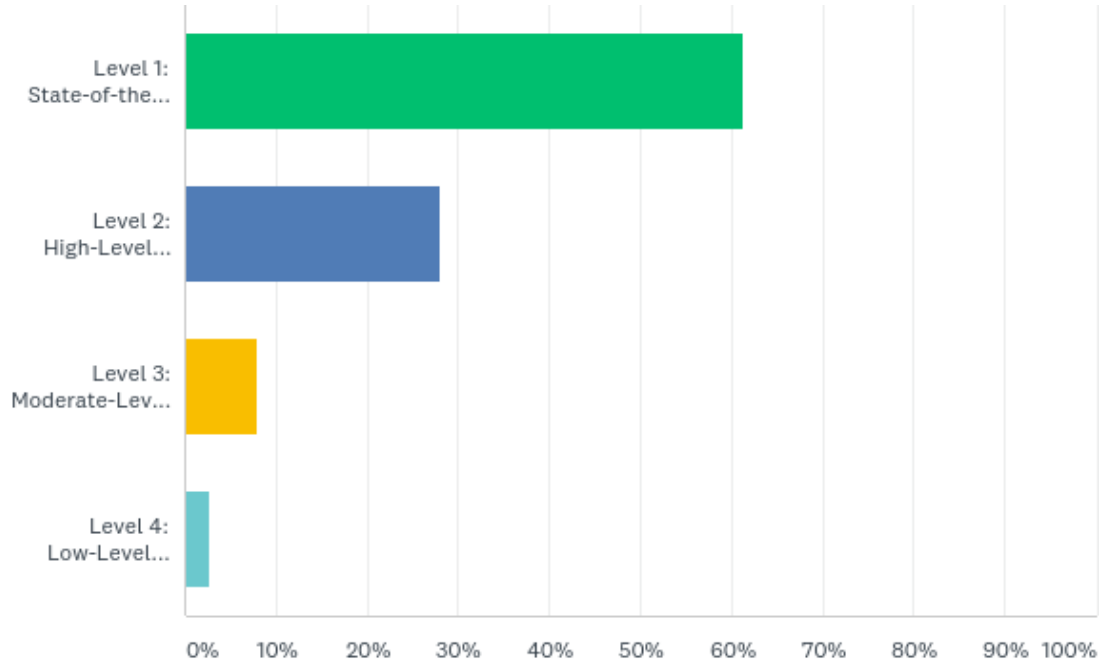
Q29: Concerning the Plant Operations Staff (Custodial Services/Landscape-Grounds/Building Maintenance), how would you rate the overall CUSTOMER SERVICE (attentiveness, friendliness, cooperation) of staff members?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Above average customer service	61.33%	46
Average customer service	29.33%	22
Acceptable customer service	9.33%	7
Below average customer service	0.00%	0
Unacceptable customer service	0.00%	0
TOTAL		75

Q30: How would you rate EGSC Statesboro based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 75 Skipped: 72



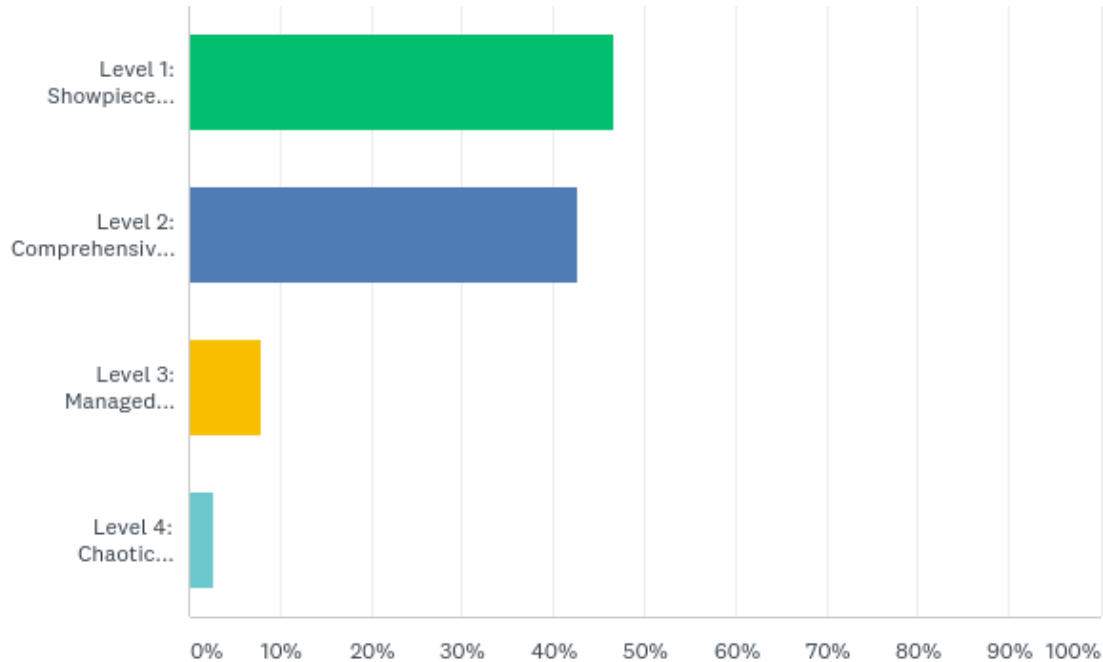
Q30: How would you rate EGSC Statesboro based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Level 1: State-of-the-Art Maintenance (Grasses are mowed consistently, lawns are manicured, no trash accumulation on grounds or in parking lots, no visible weeds in established bedding areas)	61.33%	46
Level 2: High-Level Maintenance (Grasses are mowed as necessary, lawns are nearly manicured, very little trash accumulation on grounds and in parking lots, minor visibility of weeds in established bedding areas)	28.00%	21
Level 3: Moderate-Level Maintenance (Grasses are inconsistently mowed, lawns are not manicured, visible trash accumulation on grounds and in parking lots, many weeds in established bedding areas)	8.00%	6
Level 4: Low-Level Maintenance (Little grass mowing, no manicured lawn, much trash accumulation on grounds and in parking lots, and overgrown bedding areas)	2.67%	2
TOTAL		75

Q31: How would you rate the EGSC Statesboro facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 75 Skipped: 72



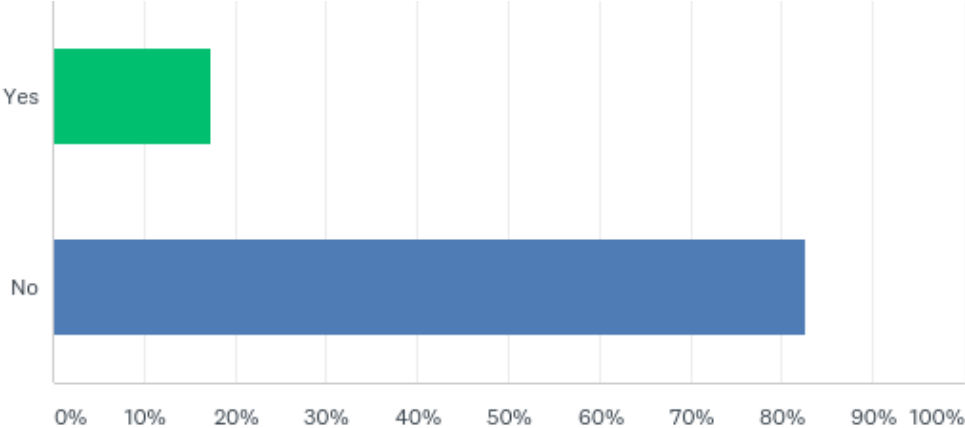
Q31: How would you rate the EGSC Statesboro facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)	46.67%	35
Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)	42.67%	32
Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetic features that provide an adequate learning environment)	8.00%	6
Level 4: Chaotic Facilities (Poorly maintained but functional that have little to no aesthetical features; unacceptable learning environment)	2.67%	2
TOTAL		75

Q32: Have you used counseling and/or disability services at EGSC?

Answered: 75 Skipped: 72



Q32: Have you used counseling and/or disability services at EGSC?

Answered: 75 Skipped: 72

ANSWER CHOICES	RESPONSES	
Yes	17.33%	13
No	82.67%	62
TOTAL		75

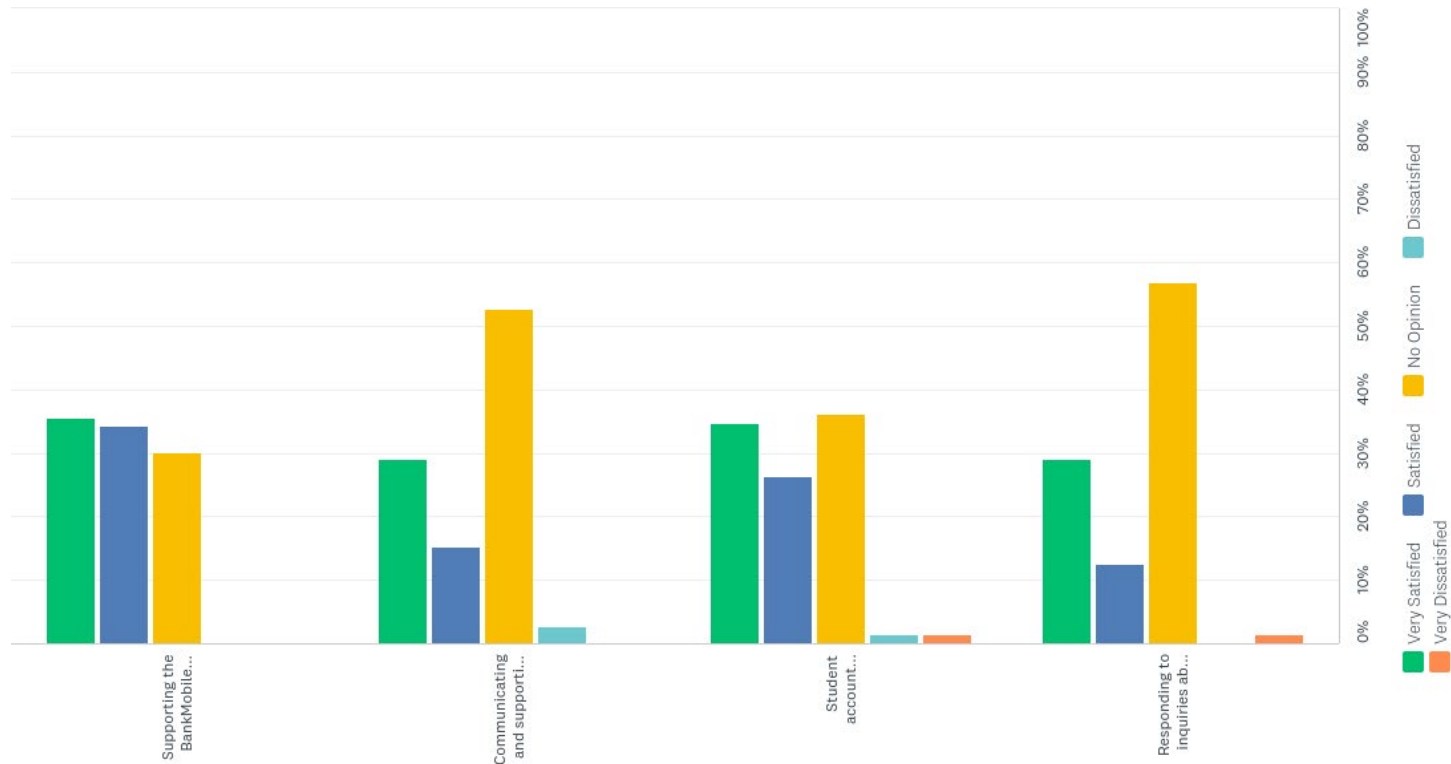
Q33: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 13 Skipped: 134

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I was able to get an appointment in a reasonable amount of time.	69.23% 9	23.08% 3	0.00% 0	7.69% 1	0.00% 0	13	1.46
I believe that my counselor will keep my information confidential.	69.23% 9	7.69% 1	15.38% 2	7.69% 1	0.00% 0	13	1.62
I felt better after talking to my counselor.	46.15% 6	30.77% 4	15.38% 2	0.00% 0	7.69% 1	13	1.92
Counseling helped improve my academic performance.	53.85% 7	7.69% 1	15.38% 2	7.69% 1	15.38% 2	13	2.23
I would seek counseling services in the future if needed.	61.54% 8	15.38% 2	0.00% 0	7.69% 1	15.38% 2	13	2.00
I would refer a friend or roommate to the counseling center.	53.85% 7	15.38% 2	15.38% 2	0.00% 0	15.38% 2	13	2.08

Q34: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 73 Skipped: 74



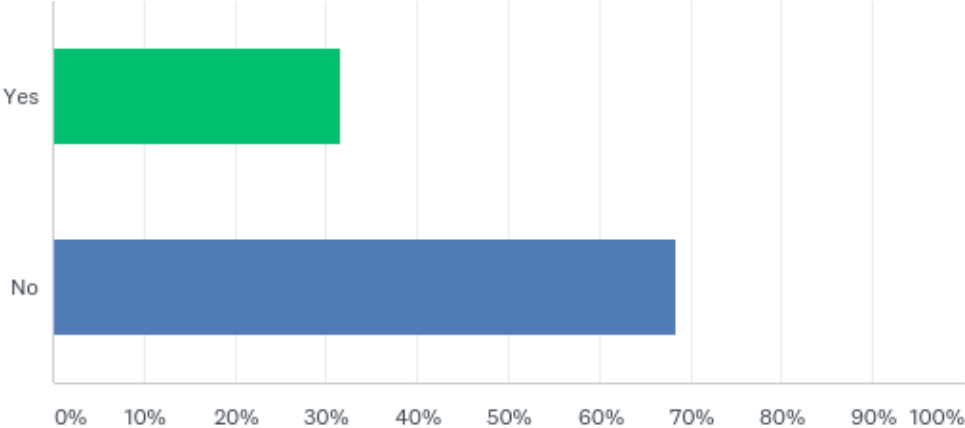
Q34: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 73 Skipped: 74

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	35.62% 26	34.25% 25	30.14% 22	0.00% 0	0.00% 0	73	1.95
Communicating and supporting the NelNet Payment Plan	29.17% 21	15.28% 11	52.78% 38	2.78% 2	0.00% 0	72	2.29
Student account invoicing and responding to related inquiries	34.72% 25	26.39% 19	36.11% 26	1.39% 1	1.39% 1	72	2.08
Responding to inquiries about the institution's Meal Plan(s)?	29.17% 21	12.50% 9	56.94% 41	0.00% 0	1.39% 1	72	2.32

Q35: Have you gone to the EGSC Statesboro Café?

Answered: 73 Skipped: 74



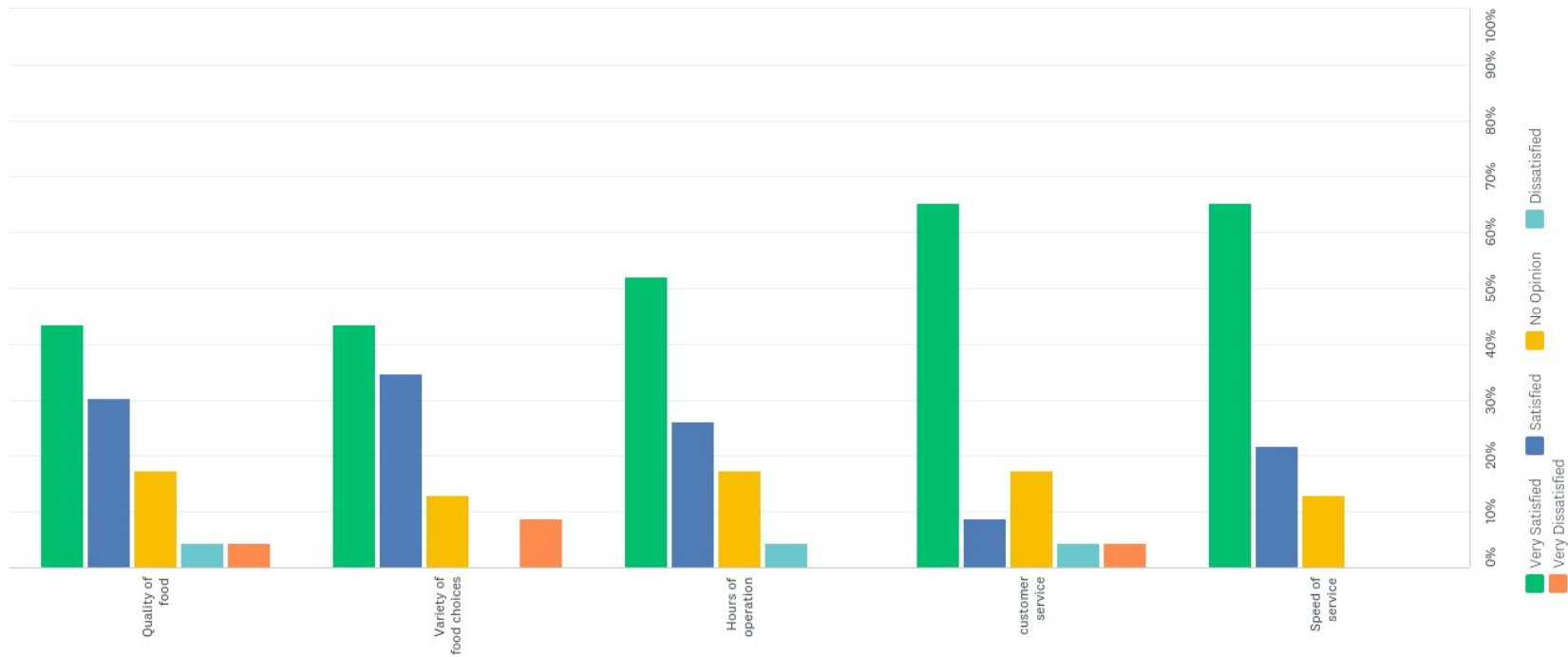
Q35: Have you gone to the EGSC Statesboro Café?

Answered: 73 Skipped: 74

ANSWER CHOICES	RESPONSES	
Yes	31.51%	23
No	68.49%	50
TOTAL		73

Q36: Indicate your satisfaction with the following aspects of EGSC Statesboro food services

Answered: 23 Skipped: 124



Q36: Indicate your satisfaction with the following aspects of EGSC Statesboro food services

Answered: 23 Skipped: 124

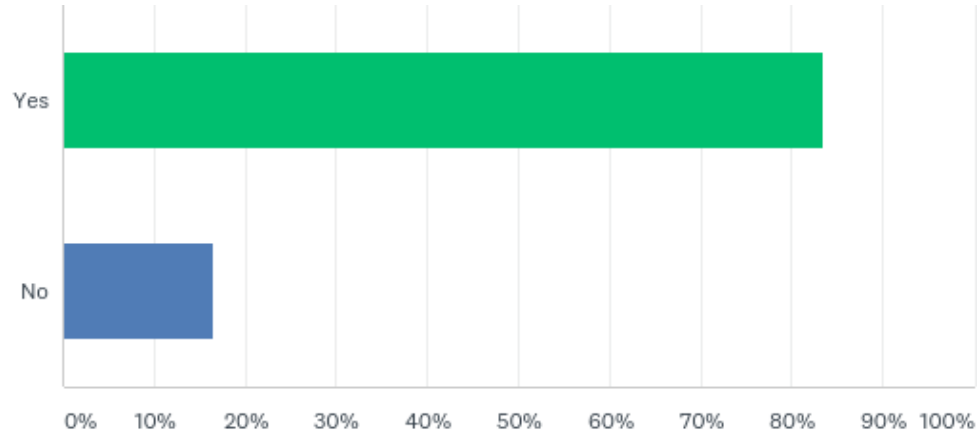
	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Quality of food	43.48% 10	30.43% 7	17.39% 4	4.35% 1	4.35% 1	23	1.96
Variety of food choices	43.48% 10	34.78% 8	13.04% 3	0.00% 0	8.70% 2	23	1.96
Hours of operation	52.17% 12	26.09% 6	17.39% 4	4.35% 1	0.00% 0	23	1.74
customer service	65.22% 15	8.70% 2	17.39% 4	4.35% 1	4.35% 1	23	1.74
Speed of service	65.22% 15	21.74% 5	13.04% 3	0.00% 0	0.00% 0	23	1.48

Q37: How can EGSC's food services be improved?

Respondents	Responses
1	More options but so far so good!
2	Better facilities, better selection, better area to eat in.
3	more selections
4	more options
5	Serving actual fresh food?
6	The food services are very pleasing but the food choice is limited to only snacks and junk food and not something that can fill me food the lunch time in a considered meal type of aspect.
7	There can be a greater variety of food choices
8	Very good.
9	Healthier options including more fresh foods such as fruits and vegetable snack options.
10	I would say that the staff already does an outstanding job and should keep doing what they're doing!
11	have more food options
12	Perhaps offer some fresh sandwiches
13	It has improved really well! I enjoy eating there!
14	No opinions.
15	Have more variety of drinks

Q38: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 73 Skipped: 74



Q38: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 73 Skipped: 74

ANSWER CHOICES	RESPONSES	
Yes	83.56%	61
No	16.44%	12
TOTAL		73

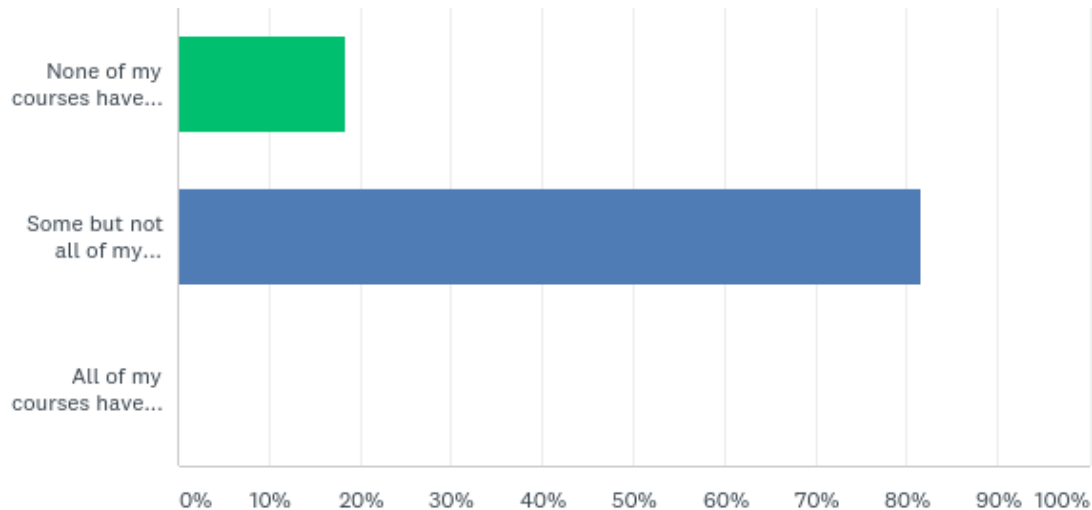
Q39: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 60 Skipped: 87

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	58.33% 35	31.67% 19	3.33% 2	5.00% 3	1.67% 1	60	1.60
My advisor is knowledgeable about academic and graduation requirements.	56.67% 34	33.33% 20	5.00% 3	3.33% 2	1.67% 1	60	1.60
If my advisor does not know the answer to one of my questions, he/she makes the effort to connect me to someone who does.	56.67% 34	30.00% 18	6.67% 4	6.67% 4	0.00% 0	60	1.63
My academic advisor has provided appropriate referrals for exploring alternative majors and/or minors.	55.00% 33	23.33% 14	11.67% 7	8.33% 5	1.67% 1	60	1.78
My academic advisor is knowledgeable about careers that apply to my major.	51.67% 31	25.00% 15	18.33% 11	5.00% 3	0.00% 0	60	1.77
I would recommend my academic advisor to other students.	55.00% 33	25.00% 15	13.33% 8	3.33% 2	3.33% 2	60	1.75

Q40: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 60 Skipped: 87



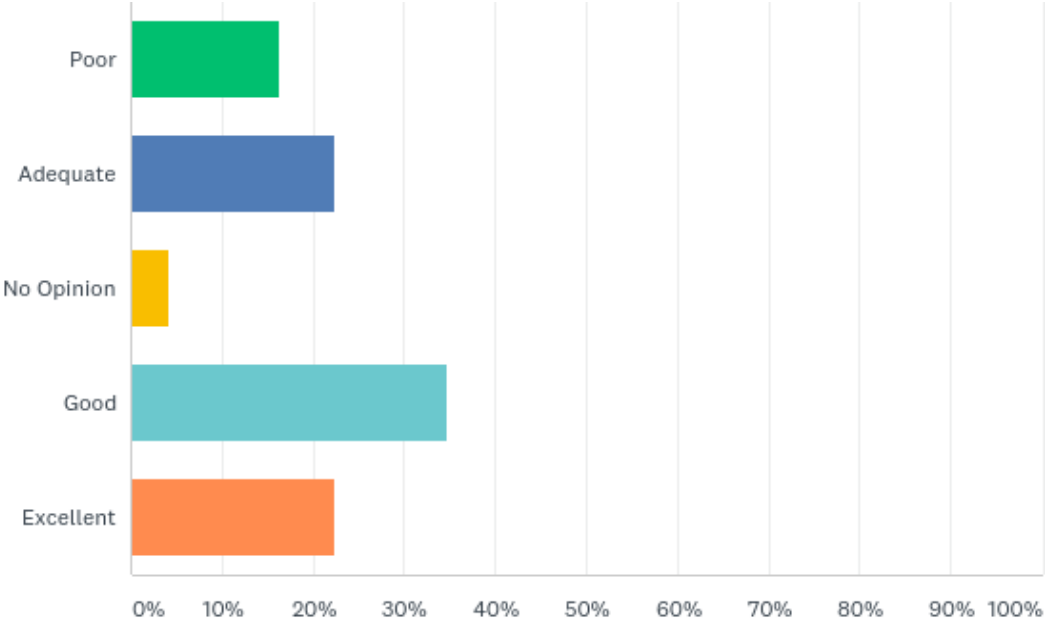
Q40: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 60 Skipped: 87

ANSWER CHOICES	RESPONSES	
None of my courses have been completely online.	18.33%	11
Some but not all of my courses have been completely online.	81.67%	49
All of my courses have been completely online.	0.00%	0
TOTAL		60

Q41: Describe your overall experience with completely online course(s).

Answered: 49 Skipped: 98



Q41: Describe your overall experience with completely online course(s).

Answered: 49 Skipped: 98

ANSWER CHOICES	RESPONSES	
Poor	16.33%	8
Adequate	22.45%	11
No Opinion	4.08%	2
Good	34.69%	17
Excellent	22.45%	11
TOTAL		49

Q42: What is ONE thing you would like your instructors at EGSC to do with technology to enhance your academic success? (1 of 3)

Respondents	Responses
1	Provide study guides earlier than the week of the test. Always provide a tentative schedule.
2	more lenient deadlines. I would like to finish my work when it is convenient for me. Post videos with online instruction
3	Post more than just content. Respond to emails the same day they are sent or within a 24 hour period.
4	nothing
5	There isn't anything I could think of that would improve academic success
6	Update my grades quicker.
7	Maybe having a in class session once a week in order for students to ask questions about anything they are struggling with or just to make sure they are doing their work correctly.
8	Explain how to do certain things more clearer
9	send what is due like on the syblus
10	I do not like that we are required to purchase different platforms for classes than what is already provided. This is just an added cost for students (some of which pay for college themselves or solely rely on financial aid). I wish that they could find ways to utilize the resources that are already given to them. (unless it's an online form of a textbook)
11	I would like more videos of the professor explaining the lecture
12	N/A
13	Maybe have more hands on computer classes. A better understanding of how to get to one place to another.
14	No Technology. Bring back the golden days with paper and pencil.
15	honestly done know as of now
16	Be more active in communicating with the students.

Q42: What is ONE thing you would like your instructors at EGSC to do with technology to enhance your academic success? (2 of 3)

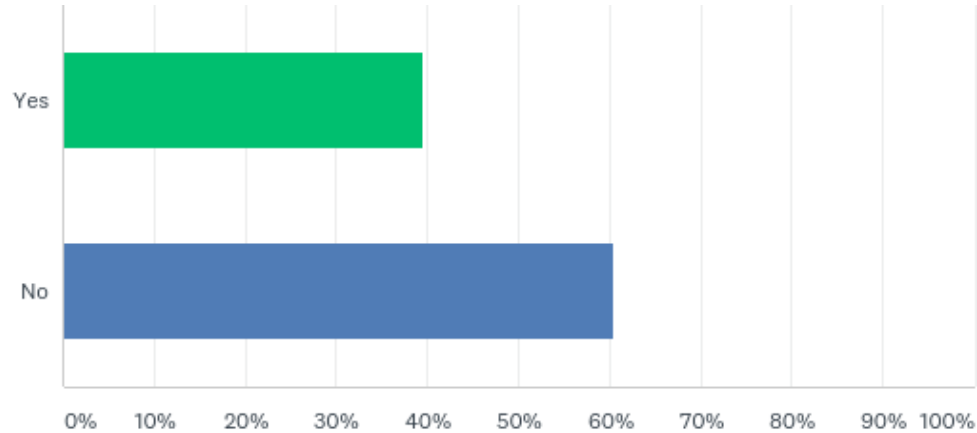
Respondents	Responses
17	teach how to use the basic web page. Just once, like one class meeting where you see the teacher and she uses the class to introduce classmates and teach the beginning
18	Possibly better explain preliminary costs and expenses for the online courses. I was a bit confused at first.
19	Provide online study guides/notes to print off
20	i don't know
21	Use easier to understand websites
22	Better organization.
23	Put the textbook online, and do not make us work in groups.
24	Respond back to e-mails
25	give more detail about online assignments
26	Free proctored exams
27	n/a
28	Some of the course material was clearly not focused on current semester. (dates and material referred to a Fall semester)
29	Professors at EGSC have been qualified at explaining the material but some online classes provide other videos from youtube instead of making their own videos.

Q42: What is ONE thing you would like your instructors at EGSC to do with technology to enhance your academic success? (3 of 3)

Respondents	Responses
30	I do not have a say about improvement. The online courses were great!!
31	More ordered class style on D2L.
32	Have a face to face class session with students for online class
33	I would like my instructors to give us more time to write down notes, so that we have more time to understand the subject.
34	Make more assignments due online.
35	Lecture videos!!!
36	My experience with some of my online class professors have not been too pleasant. Some have had a "figure it out" approach to questions I've had. I feel it would be more appropriate to try and collaborate with the student to help find a solution than brush off their questions.
37	In my math class there was no worked out problems. It would help classes like math to have some kind of video program where you could see their examples.
38	Be more accessible to meet in person

Q43: Have you used tutoring services at EGSC?

Answered: 71 Skipped: 76



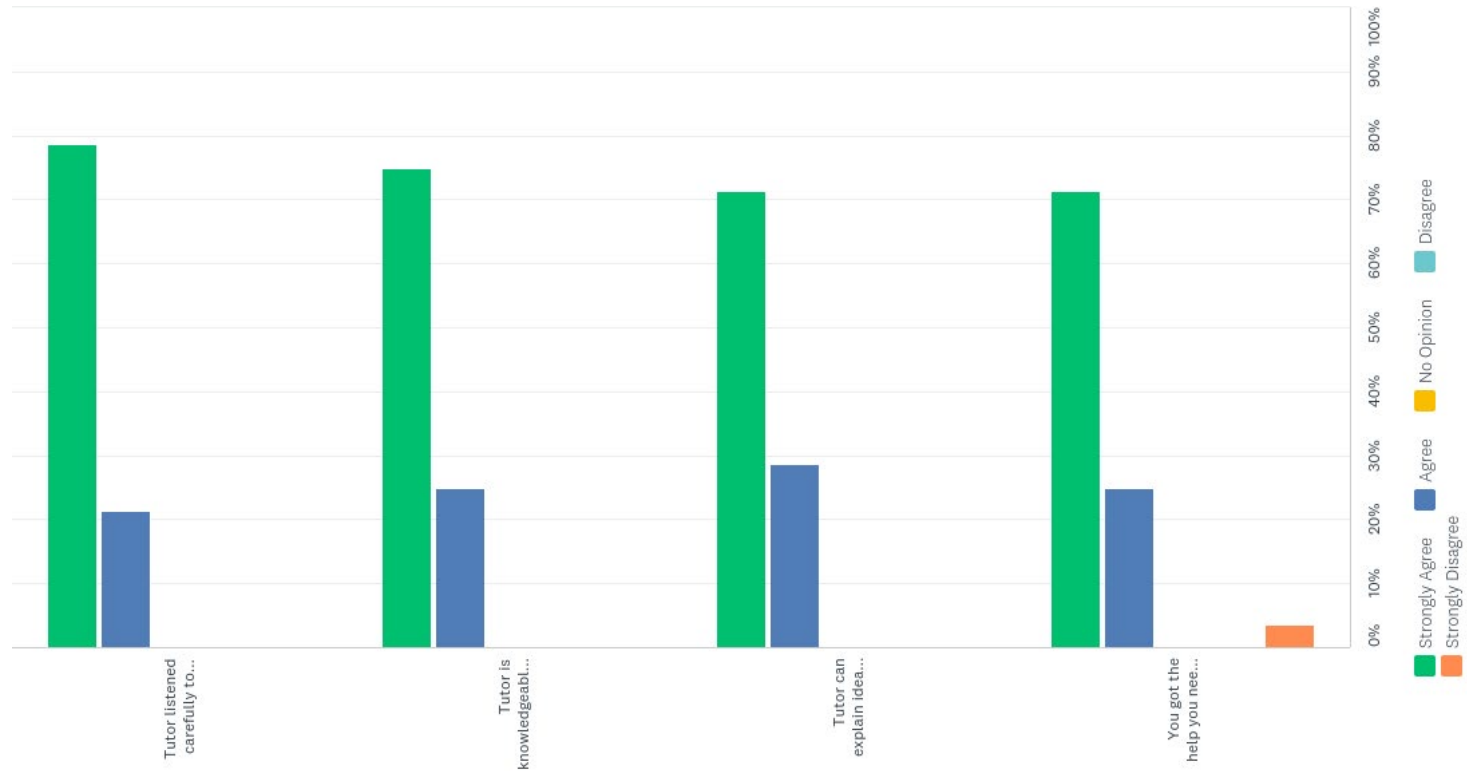
Q43: Have you used tutoring services at EGSC?

Answered: 71 Skipped: 76

ANSWER CHOICES	RESPONSES	
Yes	39.44%	28
No	60.56%	43
TOTAL		71

Q44: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 28 Skipped: 119



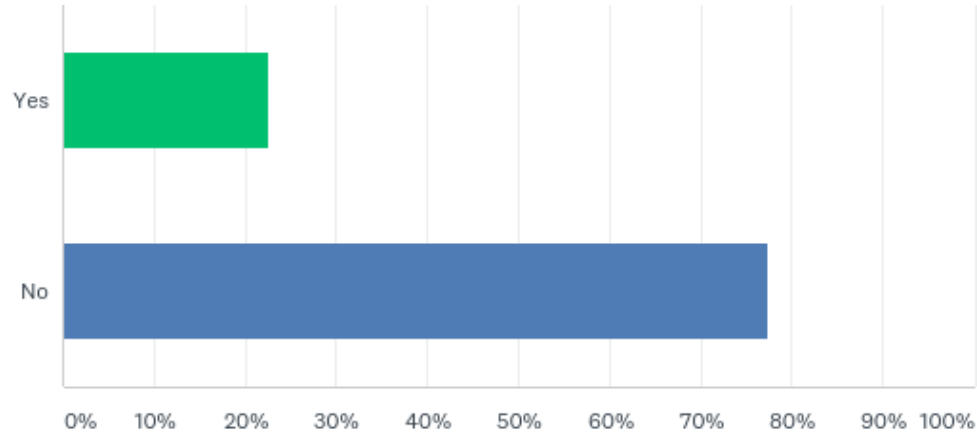
Q44: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 28 Skipped: 119

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Tutor listened carefully to what you said.	78.57% 22	21.43% 6	0.00% 0	0.00% 0	0.00% 0	28	1.21
Tutor is knowledgeable about subject/material.	75.00% 21	25.00% 7	0.00% 0	0.00% 0	0.00% 0	28	1.25
Tutor can explain ideas and concepts clearly for your understanding.	71.43% 20	28.57% 8	0.00% 0	0.00% 0	0.00% 0	28	1.29
You got the help you need from your tutoring sessions.	71.43% 20	25.00% 7	0.00% 0	0.00% 0	3.57% 1	28	1.39

Q45: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 71 Skipped: 76



Q45: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 71 Skipped: 76

ANSWER CHOICES	RESPONSES	
Yes	22.54%	16
No	77.46%	55
TOTAL		71

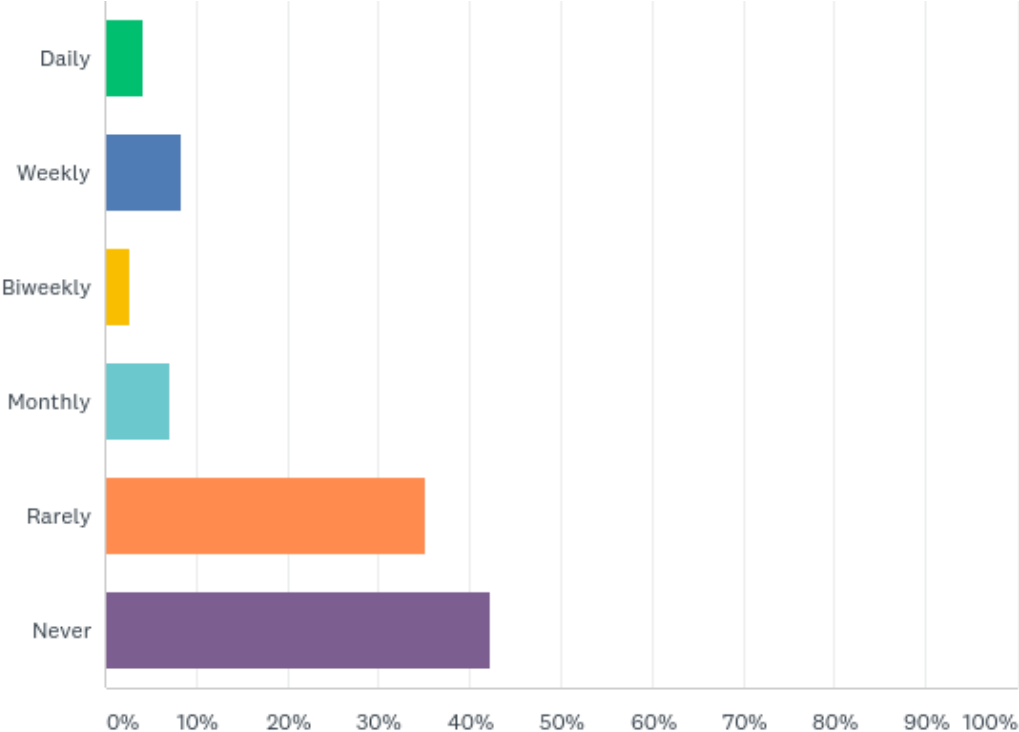
Q46: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 16 Skipped: 131

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center provides a secure and comfortable space to take proctored exams.	50.00% 8	37.50% 6	12.50% 2	0.00% 0	0.00% 0	16	1.63
I received accurate directions of where to take my test.	50.00% 8	37.50% 6	12.50% 2	0.00% 0	0.00% 0	16	1.63
The testing staff is knowledgeable and helpful.	50.00% 8	31.25% 5	12.50% 2	6.25% 1	0.00% 0	16	1.75
The exam policies were accurately explained by the testing staff.	56.25% 9	25.00% 4	12.50% 2	6.25% 1	0.00% 0	16	1.69
Testing times meet my needs.	50.00% 8	31.25% 5	12.50% 2	0.00% 0	6.25% 1	16	1.81
Overall, I am satisfied with the testing services I received.	56.25% 9	25.00% 4	12.50% 2	0.00% 0	6.25% 1	16	1.75

Q47: How often do you access the library online?

Answered: 71 Skipped: 76



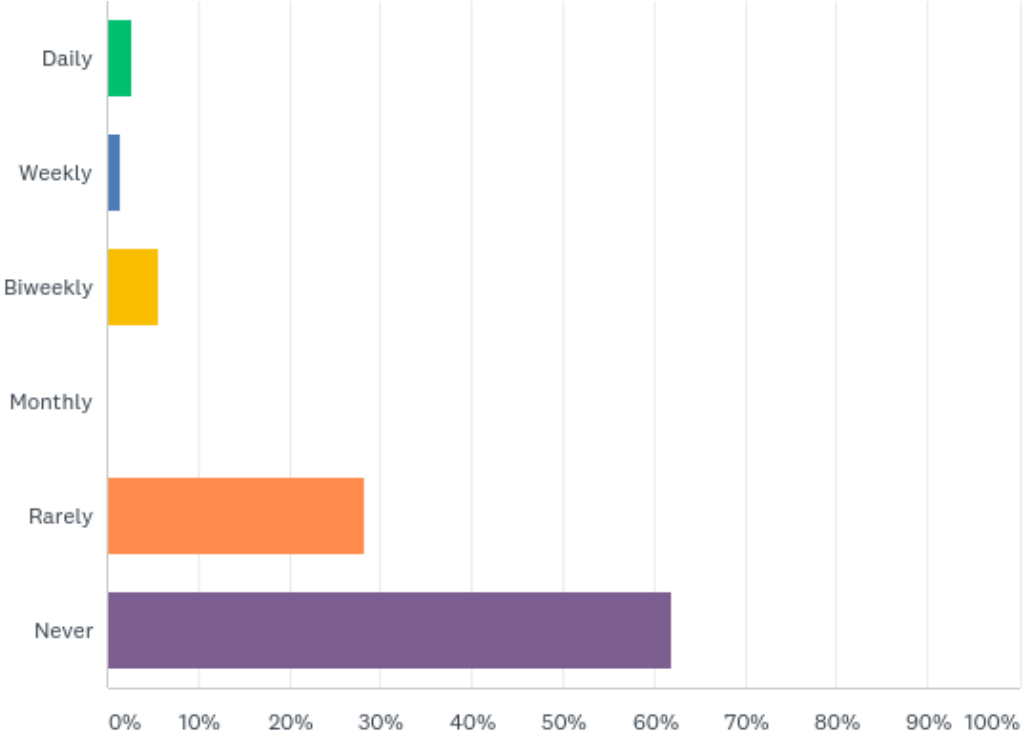
Q47: How often do you access the library online?

Answered: 71 Skipped: 76

ANSWER CHOICES	RESPONSES	
Daily	4.23%	3
Weekly	8.45%	6
Biweekly	2.82%	2
Monthly	7.04%	5
Rarely	35.21%	25
Never	42.25%	30
TOTAL		71

Q48: How often do you contact the EGSC library?

Answered: 71 Skipped: 76



Q48: How often do you contact the EGSC library?

Answered: 71 Skipped: 76

ANSWER CHOICES	RESPONSES	
Daily	2.82%	2
Weekly	1.41%	1
Biweekly	5.63%	4
Monthly	0.00%	0
Rarely	28.17%	20
Never	61.97%	44
TOTAL		71

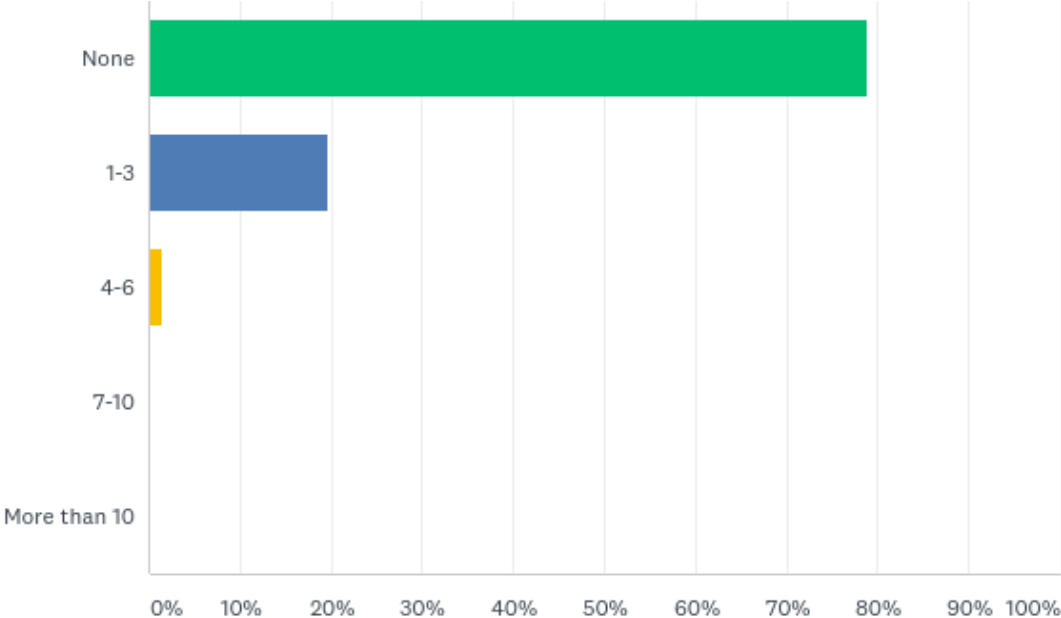
Q49: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 27 Skipped: 120

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Library staff are approachable.	40.74% 11	25.93% 7	29.63% 8	3.70% 1	0.00% 0	27	1.96
Library staff are interested in me and my needs.	40.74% 11	33.33% 9	25.93% 7	0.00% 0	0.00% 0	27	1.85
Library staff are knowledgeable.	44.44% 12	29.63% 8	25.93% 7	0.00% 0	0.00% 0	27	1.81
Library staff responds in a timely manner.	44.44% 12	29.63% 8	25.93% 7	0.00% 0	0.00% 0	27	1.81
Library staff treats me fairly and without discrimination.	44.44% 12	25.93% 7	29.63% 8	0.00% 0	0.00% 0	27	1.85

Q50: In how many campus activities have you participated this year?

Answered: 71 Skipped: 76



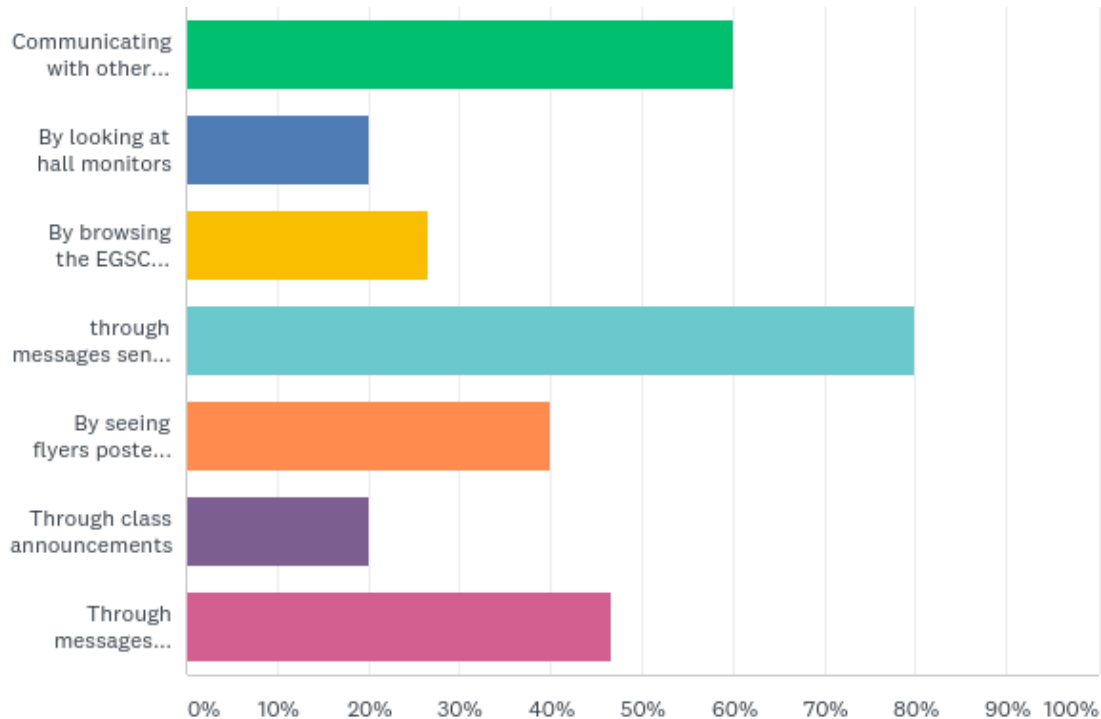
Q50: In how many campus activities have you participated this year?

Answered: 71 Skipped: 76

ANSWER CHOICES	RESPONSES	
None	78.87%	56
1-3	19.72%	14
4-6	1.41%	1
7-10	0.00%	0
More than 10	0.00%	0
TOTAL		71

Q51: How do you usually become aware of campus activities (check all that apply)?

Answered: 15 Skipped: 132



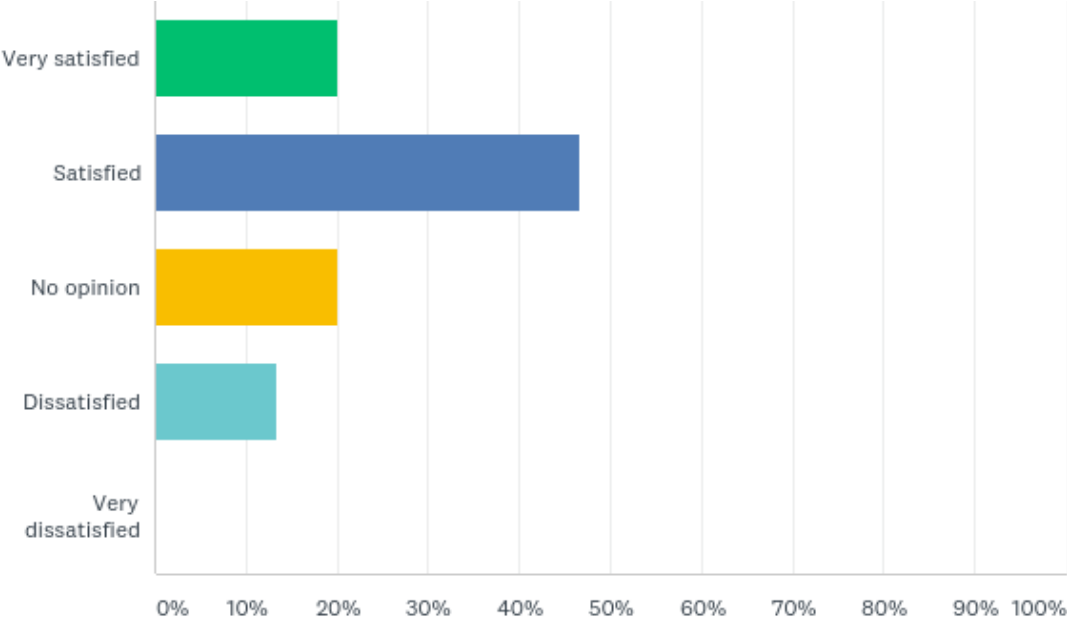
Q51: How do you usually become aware of campus activities (check all that apply)?

Answered: 15 Skipped: 132

ANSWER CHOICES	RESPONSES	
Communicating with other students	60.00%	9
By looking at hall monitors	20.00%	3
By browsing the EGSC website	26.67%	4
through messages sent to my CatMail account	80.00%	12
By seeing flyers posted on bulletin boards	40.00%	6
Through class announcements	20.00%	3
Through messages received on my phone	46.67%	7
Total Respondents: 15		

Q52: How satisfied are you with the activity space provided?

Answered: 15 Skipped: 132



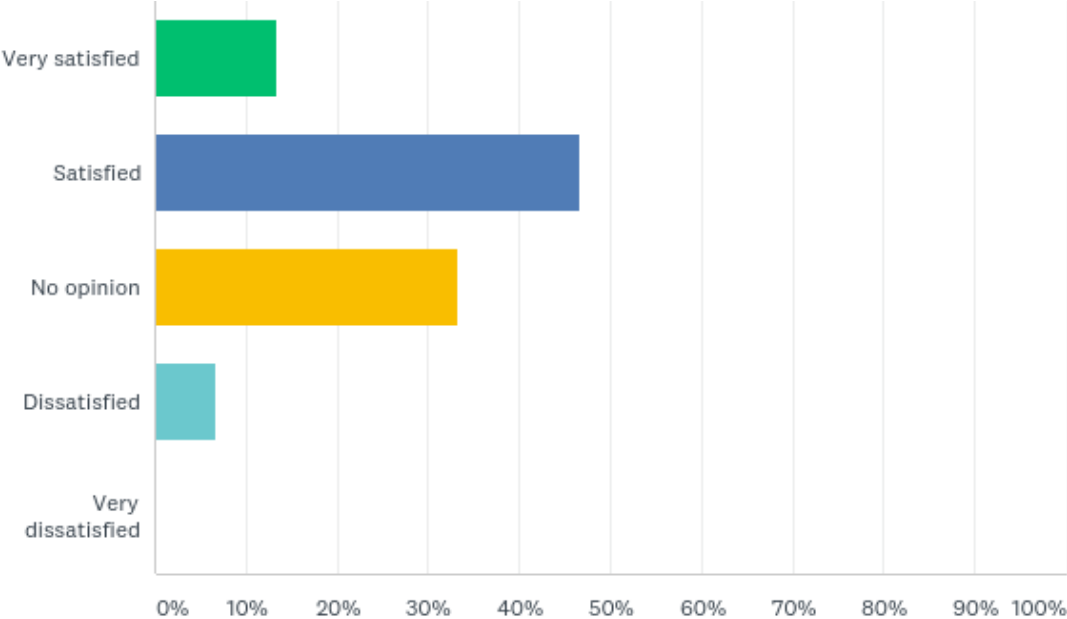
Q52: How satisfied are you with the activity space provided?

Answered: 15 Skipped: 132

ANSWER CHOICES	RESPONSES	
Very satisfied	20.00%	3
Satisfied	46.67%	7
No opinion	20.00%	3
Dissatisfied	13.33%	2
Very dissatisfied	0.00%	0
TOTAL		15

Q53: How satisfied are you with the campus activities provided this year?

Answered: 15 Skipped: 132



Q53: How satisfied are you with the campus activities provided this year?

Answered: 15 Skipped: 132

ANSWER CHOICES	RESPONSES	
Very satisfied	13.33%	2
Satisfied	46.67%	7
No opinion	33.33%	5
Dissatisfied	6.67%	1
Very dissatisfied	0.00%	0
TOTAL		15