

EGSC Augusta Student Satisfaction Survey Fall 2019

Friday, November 22, 2019

48

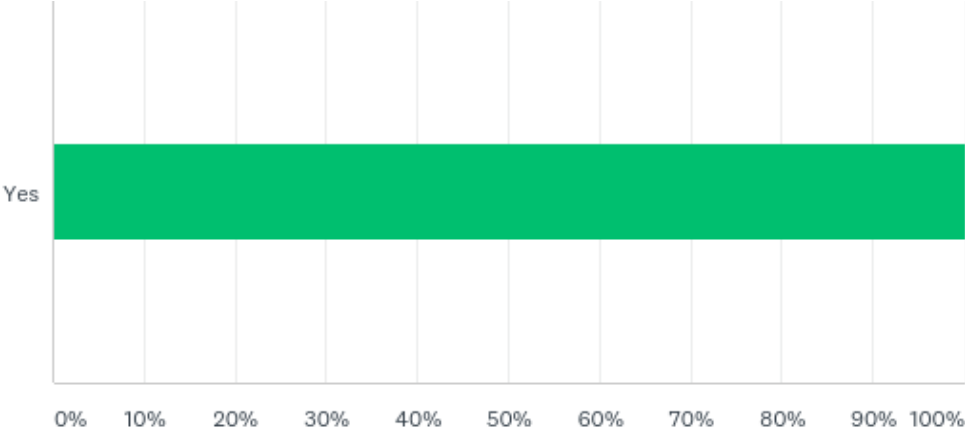
Total Responses

Date Created: Monday, October 07, 2019

Complete Responses: 23

Q1: Do you take classes at EGSC Augusta?

Answered: 48 Skipped: 0



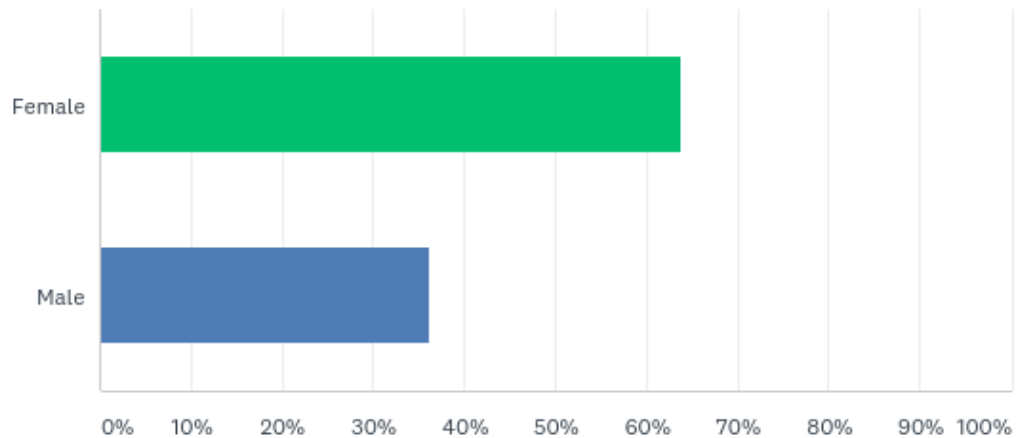
Q1: Do you take classes at EGSC Augusta?

Answered: 48 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	100.00%	48
TOTAL	48	

Q2: Gender:

Answered: 47 Skipped: 1



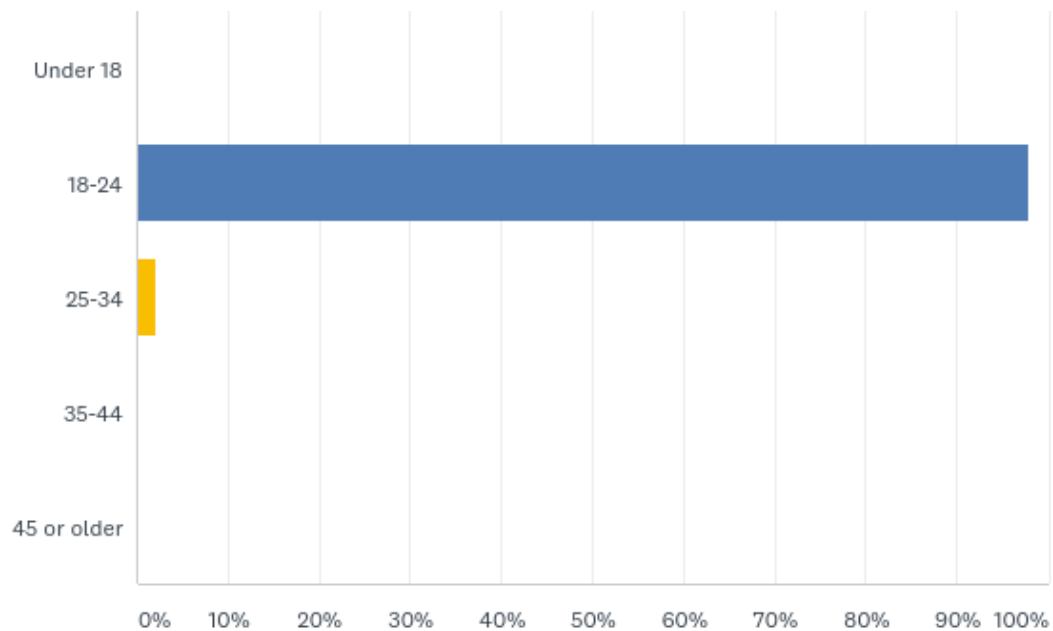
Q2: Gender:

Answered: 47 Skipped: 1

ANSWER CHOICES	RESPONSES	
Female	63.83%	30
Male	36.17%	17
TOTAL		47

Q3: Age group:

Answered: 46 Skipped: 2



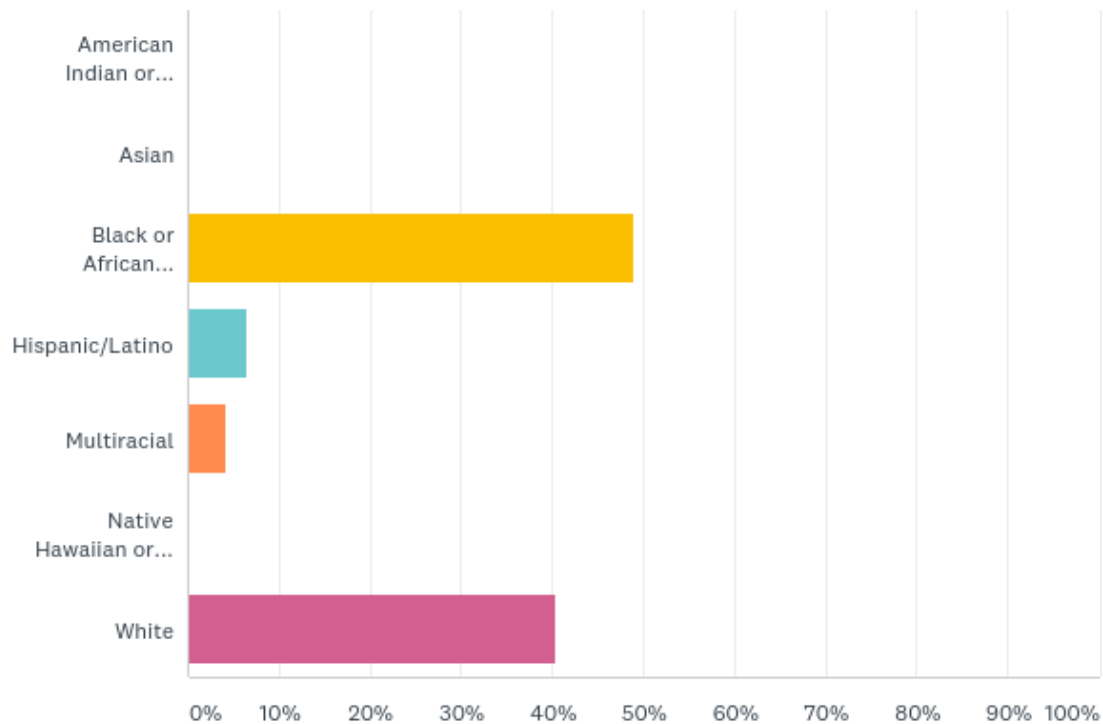
Q3: Age group:

Answered: 46 Skipped: 2

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	97.83%	45
25-34	2.17%	1
35-44	0.00%	0
45 or older	0.00%	0
TOTAL		46

Q4: Ethnicity:

Answered: 47 Skipped: 1



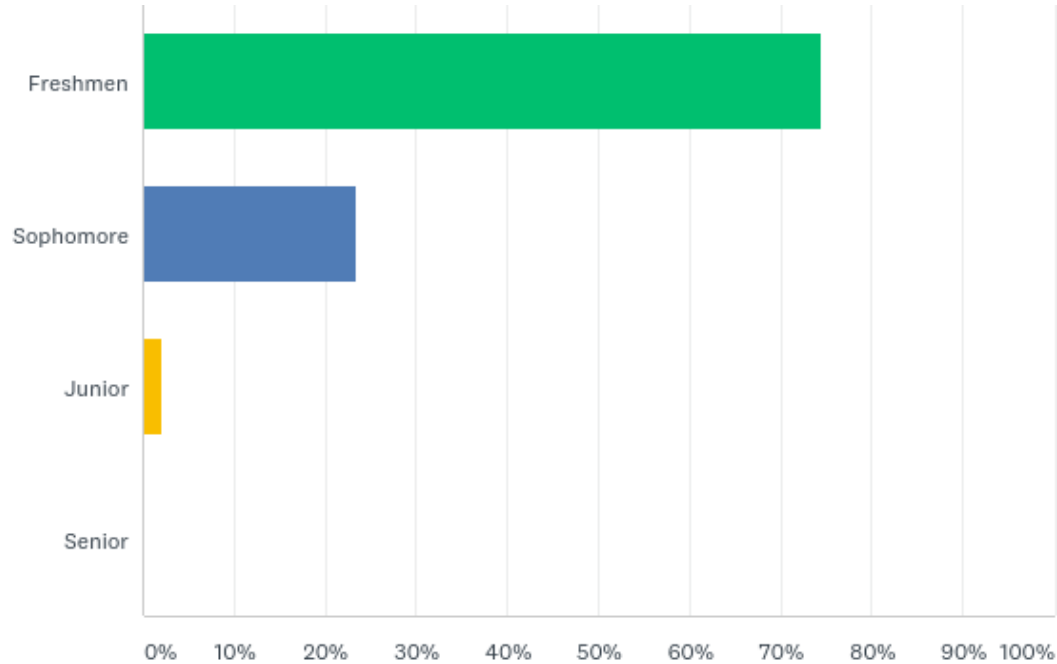
Q4: Ethnicity:

Answered: 47 Skipped: 1

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	0.00%	0
Black or African American	48.94%	23
Hispanic/Latino	6.38%	3
Multiracial	4.26%	2
Native Hawaiian or Pacific Islander	0.00%	0
White	40.43%	19
TOTAL		47

Q5: Academic class:

Answered: 47 Skipped: 1



Q5: Academic class:

Answered: 47 Skipped: 1

ANSWER CHOICES	RESPONSES	
Freshmen	74.47%	35
Sophomore	23.40%	11
Junior	2.13%	1
Senior	0.00%	0
TOTAL		47

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

Answered: 36 Skipped: 12

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Admissions	52.78% 19	16.67% 6	19.44% 7	8.33% 3	2.78% 1	36	1.92
Financial Aid	33.33% 12	25.00% 9	25.00% 9	8.33% 3	8.33% 3	36	2.33
Student Records	47.22% 17	16.67% 6	25.00% 9	8.33% 3	2.78% 1	36	2.03

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

Answered: 36 Skipped: 12

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	41.67% 15	16.67% 6	25.00% 9	11.11% 4	5.56% 2	36	2.22
Tutoring	41.67% 15	8.33% 3	41.67% 15	8.33% 3	0.00% 0	36	2.17
Library	47.22% 17	13.89% 5	38.89% 14	0.00% 0	0.00% 0	36	1.92

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

Answered: 36 Skipped: 12

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Student Life	27.78% 10	38.89% 14	22.22% 8	8.33% 3	2.78% 1	36	2.19
Information Technology/Web Services	38.89% 14	19.44% 7	38.89% 14	0.00% 0	2.78% 1	36	2.08
Cafe Services	36.11% 13	25.00% 9	30.56% 11	2.78% 1	5.56% 2	36	2.17

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: 36 Skipped: 12

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
College Readiness Tour	25.00% 9	27.78% 10	33.33% 12	5.56% 2	8.33% 3	36	2.44
Visits to high school by admissions staff	22.22% 8	13.89% 5	52.78% 19	5.56% 2	5.56% 2	36	2.58
College publications (catalogs, brochures, etc.)	38.89% 14	22.22% 8	27.78% 10	8.33% 3	2.78% 1	36	2.14
College website	58.33% 21	13.89% 5	16.67% 6	8.33% 3	2.78% 1	36	1.83

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

Answered: 36 Skipped: 12

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
Communications from the Office of Admissions	52.78% 19	11.11% 4	8.33% 3	16.67% 6	11.11% 4	36	2.22
Communications from the Office of Financial Aid	50.00% 18	11.11% 4	16.67% 6	5.56% 2	16.67% 6	36	2.28
Communications from the Office of Student Accounts	52.78% 19	13.89% 5	11.11% 4	11.11% 4	11.11% 4	36	2.14

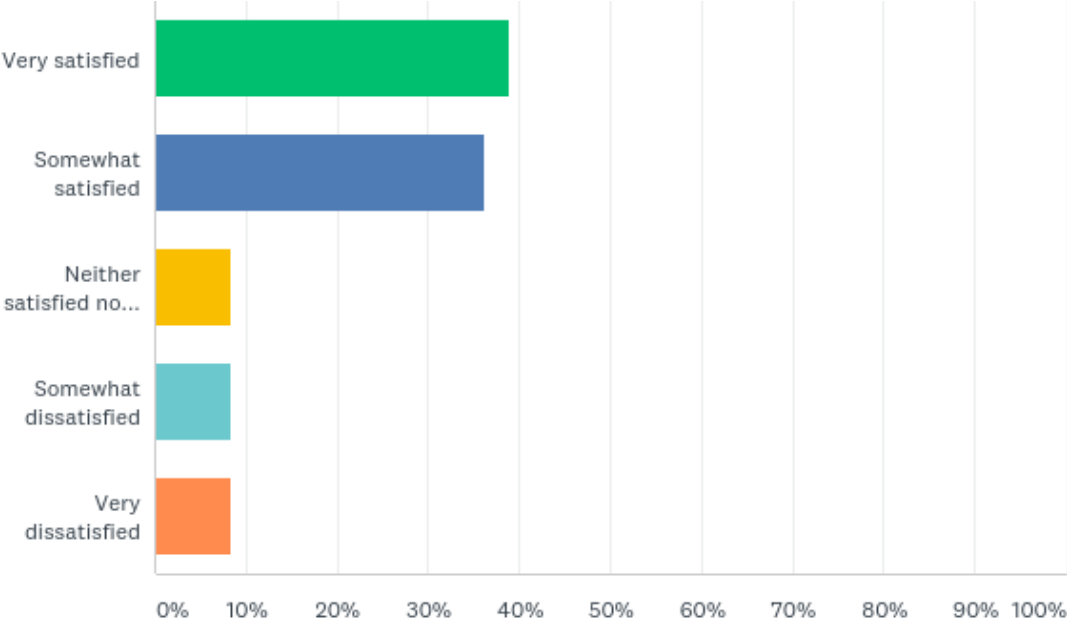
Q11: Please indicate your level of agreement with the following statements:

Answered: 36 Skipped: 12

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Augusta Students have a voice in decisions made at EGSC as a whole	22.86% 8	31.43% 11	25.71% 9	8.57% 3	11.43% 4	35	2.54
The local Augusta community is welcoming to EGSC students.	50.00% 18	30.56% 11	16.67% 6	2.78% 1	0.00% 0	36	1.72
I am able to resolve any problems I experience at EGSC Augusta in a timely matter	28.57% 10	28.57% 10	28.57% 10	5.71% 2	8.57% 3	35	2.37
I have a sense of belonging at EGSC Augusta	34.29% 12	34.29% 12	20.00% 7	5.71% 2	5.71% 2	35	2.14

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

Answered: 36 Skipped: 12



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

Answered: 36 Skipped: 12

ANSWER CHOICES	RESPONSES	
Very satisfied	38.89%	14
Somewhat satisfied	36.11%	13
Neither satisfied nor dissatisfied	8.33%	3
Somewhat dissatisfied	8.33%	3
Very dissatisfied	8.33%	3
TOTAL		36

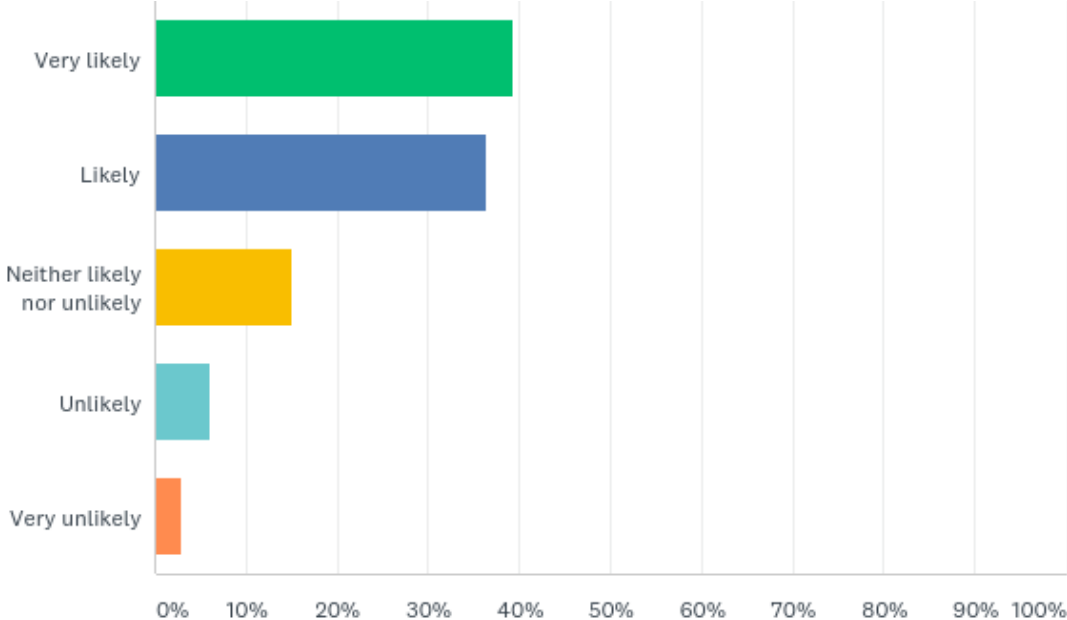
Q13: How important was each of these in choosing to attend East Georgia State College?

Answered: 33 Skipped: 15

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	54.55% 18	27.27% 9	18.18% 6	0.00% 0	0.00% 0	33	1.64
Family member attended EGSC	12.12% 4	18.18% 6	36.36% 12	6.06% 2	27.27% 9	33	3.18
Campus safety	69.70% 23	9.09% 3	15.15% 5	0.00% 0	6.06% 2	33	1.64
Financial aid	78.13% 25	3.13% 1	9.38% 3	3.13% 1	6.25% 2	32	1.56
Friend attending	36.36% 12	21.21% 7	27.27% 9	3.03% 1	12.12% 4	33	2.33
Housing	21.21% 7	3.03% 1	48.48% 16	3.03% 1	24.24% 8	33	3.06
Scholarships	66.67% 22	6.06% 2	18.18% 6	0.00% 0	9.09% 3	33	1.79
Tuition and fees	84.85% 28	6.06% 2	9.09% 3	0.00% 0	0.00% 0	33	1.24

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

Answered: 33 Skipped: 15



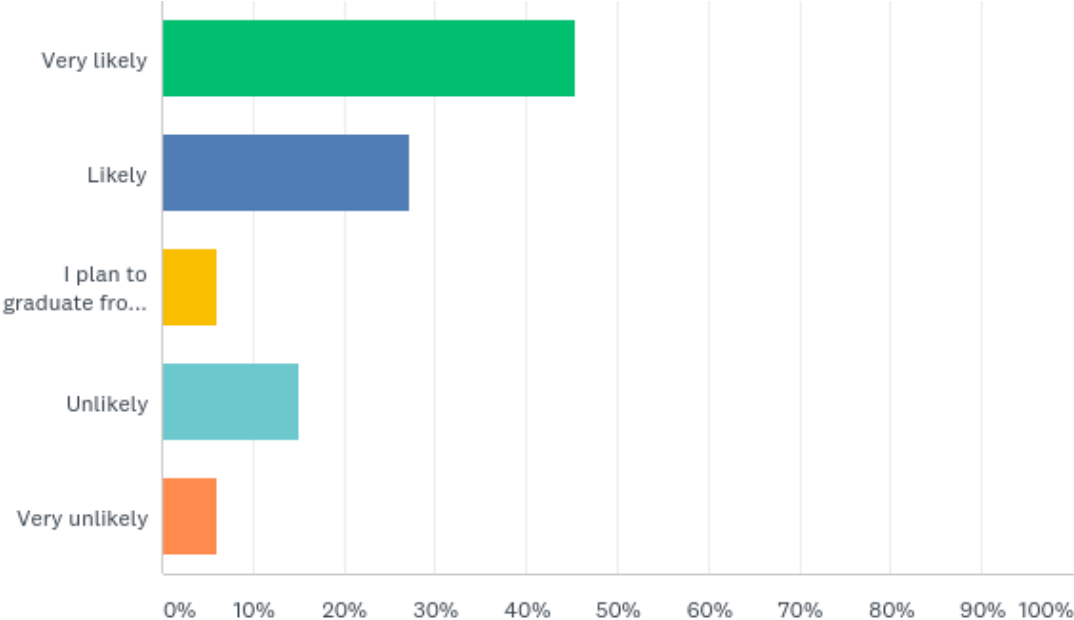
Q14: How likely are you to recommend EGSC to others?

Answered: 33 Skipped: 15

ANSWER CHOICES	RESPONSES	
Very likely	39.39%	13
Likely	36.36%	12
Neither likely nor unlikely	15.15%	5
Unlikely	6.06%	2
Very unlikely	3.03%	1
TOTAL		33

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

Answered: 33 Skipped: 15



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

Answered: 33 Skipped: 15

ANSWER CHOICES	RESPONSES	
Very likely	45.45%	15
Likely	27.27%	9
I plan to graduate from EGSC this year	6.06%	2
Unlikely	15.15%	5
Very unlikely	6.06%	2
TOTAL		33

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: 29 Skipped: 19

	STRONGLY AGREE	AGREE	NO PREREQUISITE TAKEN	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	34.48% 10	24.14% 7	37.93% 11	3.45% 1	0.00% 0	29
Social Sciences	37.93% 11	34.48% 10	27.59% 8	0.00% 0	0.00% 0	29
Natural Sciences	27.59% 8	27.59% 8	41.38% 12	0.00% 0	3.45% 1	29
Mathematics	44.83% 13	34.48% 10	10.34% 3	6.90% 2	3.45% 1	29

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: 29 Skipped: 19

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	37.93% 11	27.59% 8	27.59% 8	6.90% 2	0.00% 0	29
Social Sciences	41.38% 12	24.14% 7	31.03% 9	3.45% 1	0.00% 0	29
Natural Sciences	31.03% 9	20.69% 6	44.83% 13	3.45% 1	0.00% 0	29
Mathematics	41.38% 12	34.48% 10	10.34% 3	10.34% 3	3.45% 1	29

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: 28 Skipped: 20

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	28.57% 8	25.00% 7	35.71% 10	7.14% 2	3.57% 1	28
Social Sciences	35.71% 10	32.14% 9	28.57% 8	3.57% 1	0.00% 0	28
Natural Sciences	32.14% 9	14.29% 4	46.43% 13	7.14% 2	0.00% 0	28
Mathematics	32.14% 9	28.57% 8	32.14% 9	3.57% 1	3.57% 1	28

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

Answered: 29 Skipped: 19

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	27.59% 8	44.83% 13	20.69% 6	3.45% 1	3.45% 1	29
Social Sciences	41.38% 12	34.48% 10	20.69% 6	3.45% 1	0.00% 0	29
Natural Sciences	27.59% 8	37.93% 11	27.59% 8	6.90% 2	0.00% 0	29
Mathematics	34.48% 10	41.38% 12	13.79% 4	6.90% 2	3.45% 1	29

Q20: How can your learning experience at EGSC be improved?

Answered 25
Skipped 23

Respondents	Responses
1	By giving Augusta campus EGSC students login access to Augusta University computers and WiFi.
2	By getting a better understand of what you need to study for a test
3	It doesn't need to be improved
4	More resources
5	get better professors for ENG 1101 and ENG 1102
6	The staff is very unorganized.
7	i'm very satisfid I don't think that my learning experience needs to be improved. But, if it needs to be improved, I think
8	writing needs to be less difficult, and more multiple choice. Other than those two, I think my learning experience is okay.
9	If professors actually taught students in person instead of telling them to do everything online because every student has a different style of learning
10	My learning experience at EGSC can be improved by working with my peers.

Q20: How can your learning experience at EGSC be improved?

Respondents	Responses
11	More tutoring
12	By learning to use my time as wisely as possible, when it comes to assignments.
13	By going to tutoring
14	Maybe try to make the process of scheduling classes for the next acemdemic semester a little easier.
15	professors being more involved to make sure everything is clear and precise for us to be successful and also to fully understand the materials
16	Get my English teacher to stop teaching her personal opinions on race, gender, and politics & get her to actually teach the standard. PLEASE.
17	If teachers could respond to emails for students that do not have time during the week to go to the ACE for help due to work.
18	More time on tests
19	By having the freaking admission tell us that we originally have no meal plan to use while attending school on the Augusta University campus.
20	By The Professors Caring More For Students Especially Freshman's Who Are Just Trying To Past Their First Year.
21	Better professors
22	It cannot be improved.
23	study
24	Better communications from the different campuses. And less phone tag with the other offices
25	it's improved

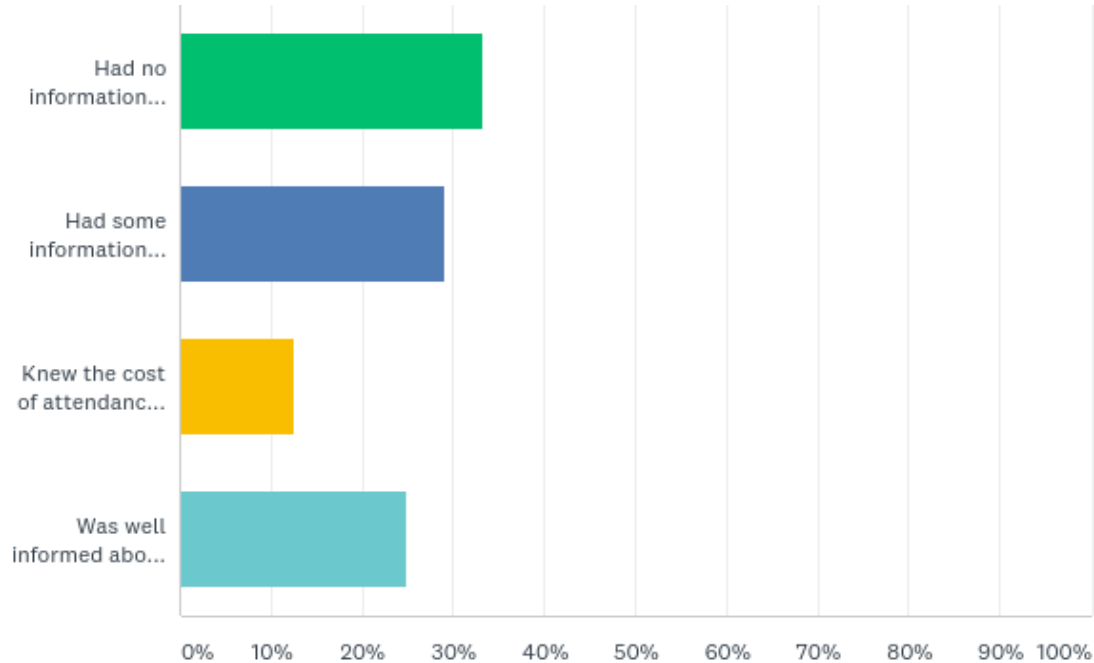
Q21: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 24 Skipped: 24

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	41.67% 10	37.50% 9	12.50% 3	8.33% 2	0.00% 0	24	1.88
Admissions staff responded to my questions and concerns in a timely manner.	47.83% 11	39.13% 9	8.70% 2	0.00% 0	4.35% 1	23	1.74
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	45.83% 11	29.17% 7	25.00% 6	0.00% 0	0.00% 0	24	1.79
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	45.83% 11	29.17% 7	16.67% 4	8.33% 2	0.00% 0	24	1.88

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

Answered: 24 Skipped: 24



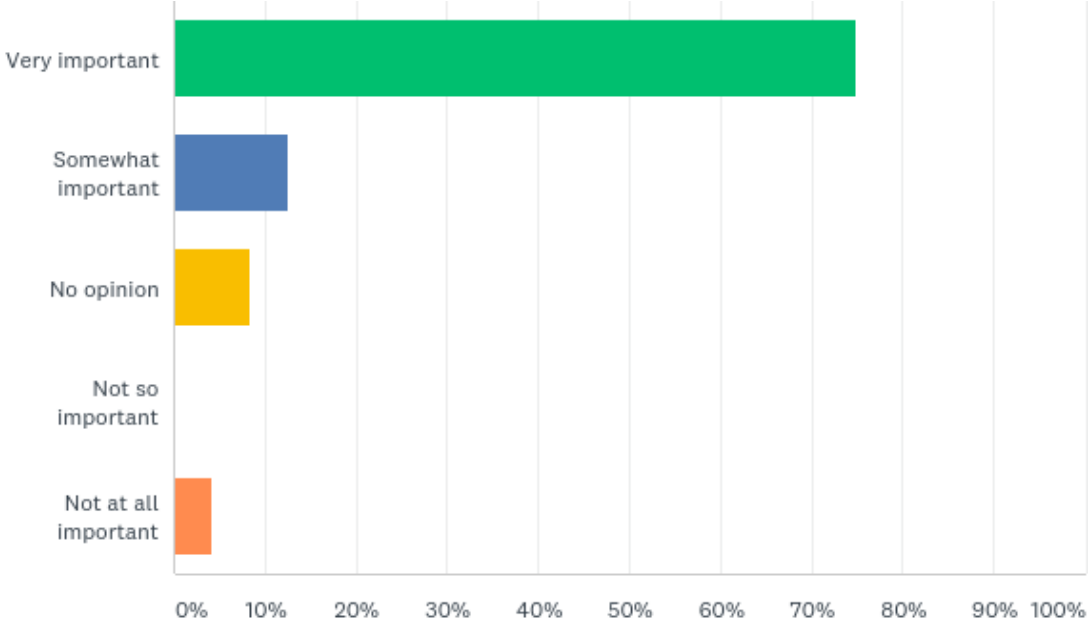
Q22: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 24 Skipped: 24

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	33.33%	8
Had some information about cost of attendance	29.17%	7
Knew the cost of attendance, but had questions	12.50%	3
Was well informed about the cost of attendance	25.00%	6
TOTAL		24

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

Answered: 24 Skipped: 24



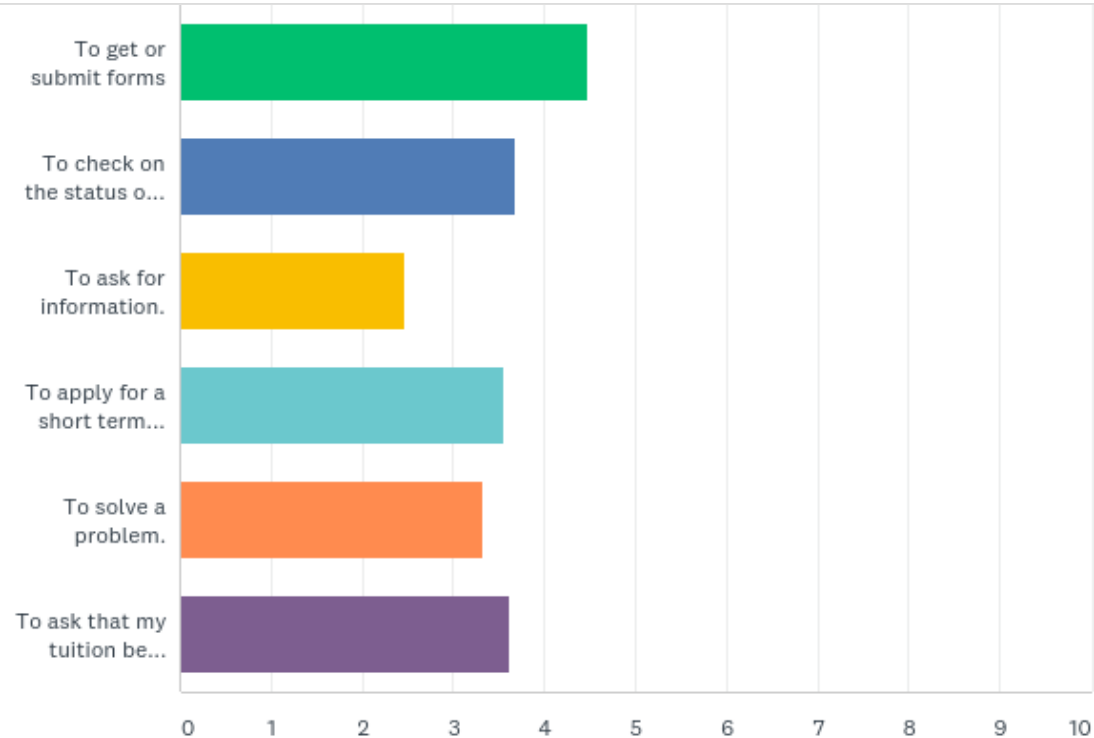
Q23: Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 24 Skipped: 24

ANSWER CHOICES	RESPONSES	
Very important	75.00%	18
Somewhat important	12.50%	3
No opinion	8.33%	2
Not so important	0.00%	0
Not at all important	4.17%	1
TOTAL		24

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

Answered: 23 Skipped: 25



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

Answered: 23 Skipped: 25

	1	2	3	4	5	6	TOTAL	SCORE
To get or submit forms	26.67% 4	46.67% 7	0.00% 0	13.33% 2	0.00% 0	13.33% 2	15	4.47
To check on the status of my aid.	12.50% 2	25.00% 4	18.75% 3	18.75% 3	12.50% 2	12.50% 2	16	3.69
To ask for information.	0.00% 0	5.88% 1	17.65% 3	17.65% 3	35.29% 6	23.53% 4	17	2.47
To apply for a short term loan.	18.75% 3	6.25% 1	18.75% 3	37.50% 6	6.25% 1	12.50% 2	16	3.56
To solve a problem.	15.79% 3	10.53% 2	21.05% 4	5.26% 1	36.84% 7	10.53% 2	19	3.32
To ask that my tuition be deferred.	38.10% 8	4.76% 1	9.52% 2	9.52% 2	4.76% 1	33.33% 7	21	3.62

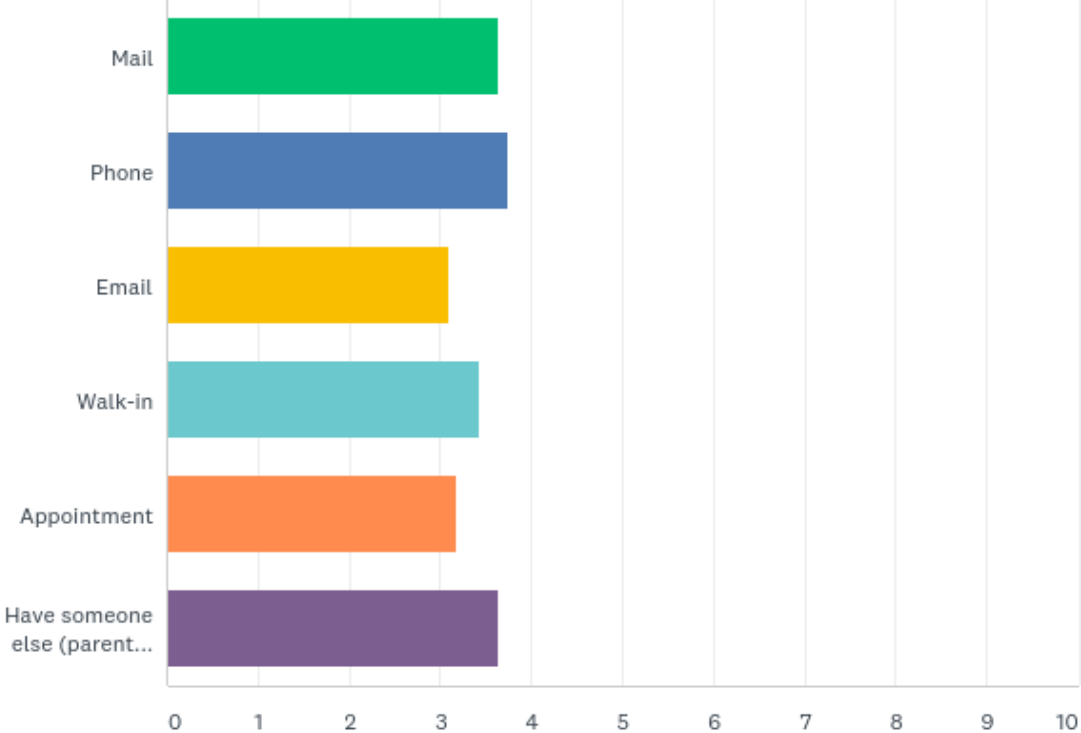
Q25: Indicate your agreement with each of the following statements about the Registrar's Office.

Answered: 24 Skipped: 24

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
The Registrar's Office staff are knowledgeable.	41.67% 10	37.50% 9	12.50% 3	8.33% 2	0.00% 0	24
I am served in a reasonable period of time.	41.67% 10	25.00% 6	20.83% 5	12.50% 3	0.00% 0	24
The Registrar's Office staff usually satisfy my request during my initial contact.	29.17% 7	25.00% 6	25.00% 6	12.50% 3	8.33% 2	24
If my request could not be immediately satisfied, the Registrar's Office staff member provides me with the necessary next steps.	33.33% 8	33.33% 8	16.67% 4	12.50% 3	4.17% 1	24
Overall, I was satisfied with the service provided by the Registrar's Office.	37.50% 9	29.17% 7	16.67% 4	12.50% 3	4.17% 1	24

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

Answered: 23 Skipped: 25



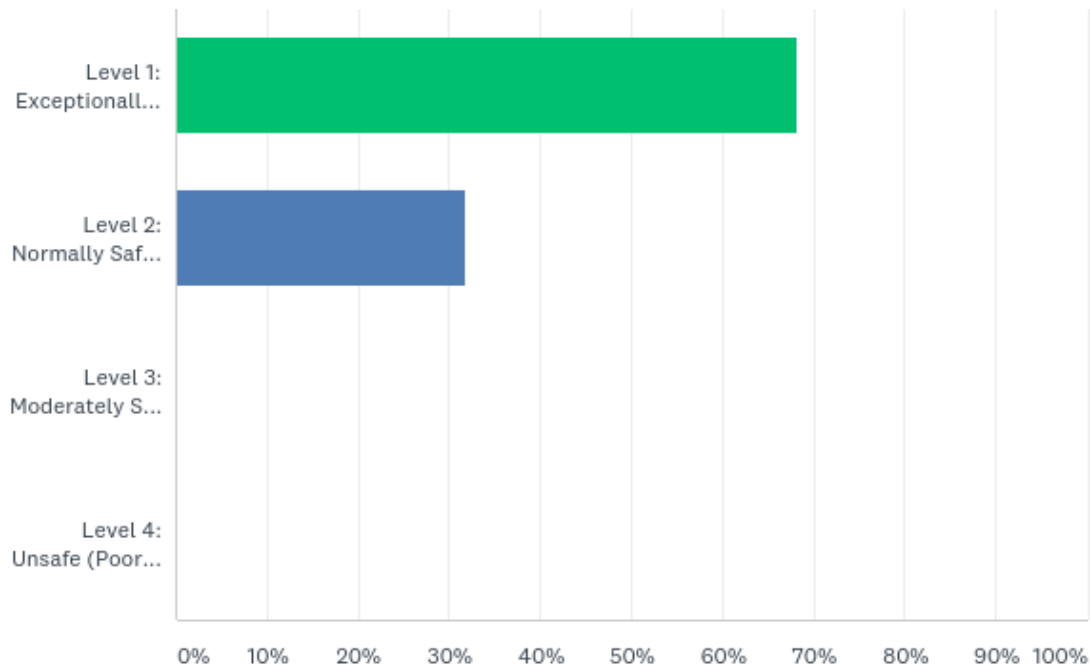
Q26: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Enrollment Management offices.

Answered: 23 Skipped: 25

	1	2	3	4	5	6	TOTAL	SCORE
Mail	25.00% 5	15.00% 3	5.00% 1	25.00% 5	15.00% 3	15.00% 3	20	3.65
Phone	26.32% 5	21.05% 4	5.26% 1	10.53% 2	21.05% 4	15.79% 3	19	3.74
Email	9.52% 2	19.05% 4	14.29% 3	9.52% 2	23.81% 5	23.81% 5	21	3.10
Walk-in	9.52% 2	4.76% 1	33.33% 7	28.57% 6	19.05% 4	4.76% 1	21	3.43
Appointment	0.00% 0	19.05% 4	28.57% 6	19.05% 4	19.05% 4	14.29% 3	21	3.19
Have someone else (parent, etc.) intervene	27.27% 6	18.18% 4	13.64% 3	4.55% 1	4.55% 1	31.82% 7	22	3.64

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

Answered: 22 Skipped: 26



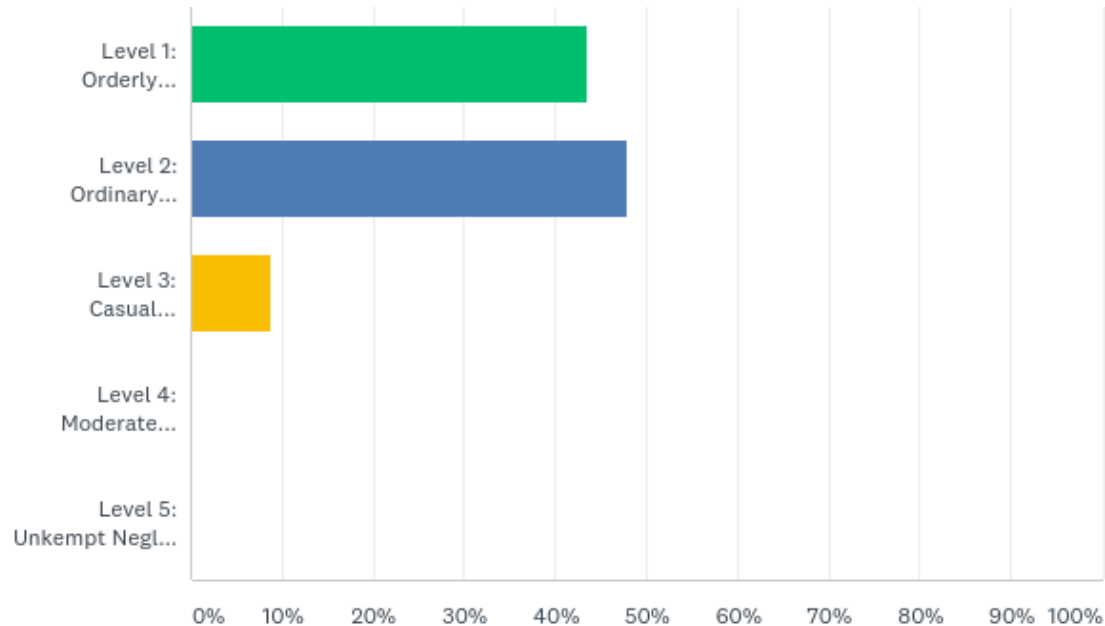
Q27: Concerning your SAFETY while you are EGSC Augusta, how would you rate your overall feelings of being safe and secure?

Answered: 22 Skipped: 26

ANSWER CHOICES	RESPONSES	
Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)	68.18%	15
Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)	31.82%	7
Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)	0.00%	0
Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)	0.00%	0
TOTAL		22

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

Answered: 23 Skipped: 25



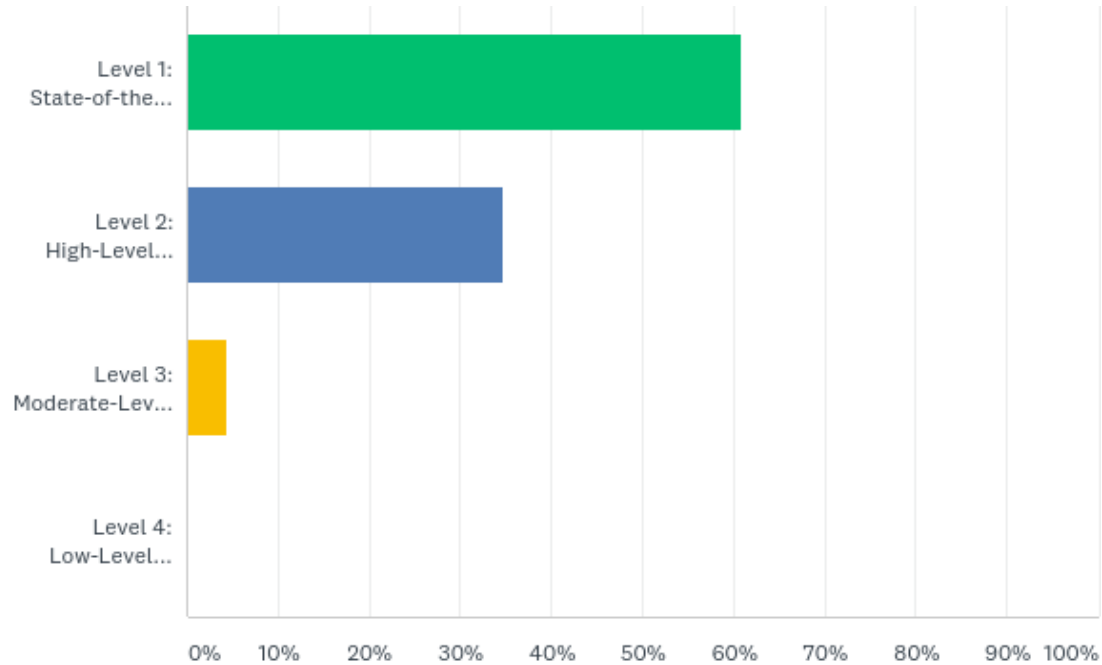
Q28: Concerning the CLEANLINESS of EGSC Augusta facilities, how would you rate the building(s) in which you attend class?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)	43.48%	10
Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)	47.83%	11
Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)	8.70%	2
Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)	0.00%	0
Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)	0.00%	0
TOTAL		23

Q29: How would you rate EGSC Augusta based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 23 Skipped: 25



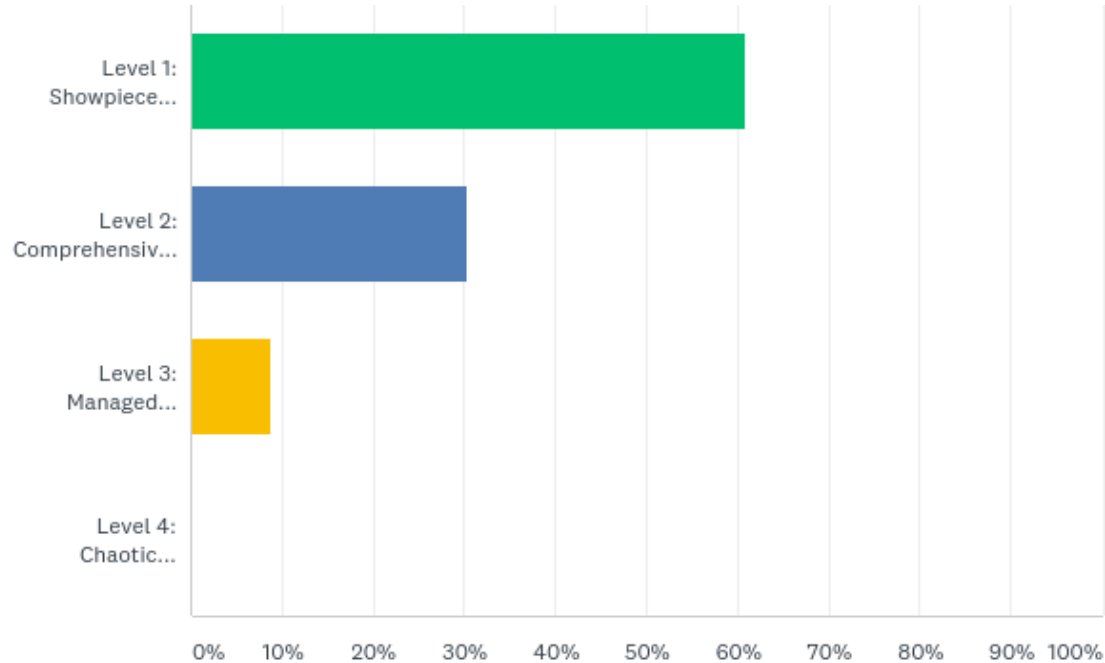
Q29: How would you rate EGSC Augusta based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 23 Skipped: 25

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)	60.87%	14
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)	34.78%	8
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)	4.35%	1
Level 4: Low-Level Maintenance (Little grass mowing, no manicured lawn, much trash accumulation on grounds and in parking lots, and overgrown bedding areas)	0.00%	0
TOTAL		23

Q30: How would you rate the EGSC Augusta facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 23 Skipped: 25



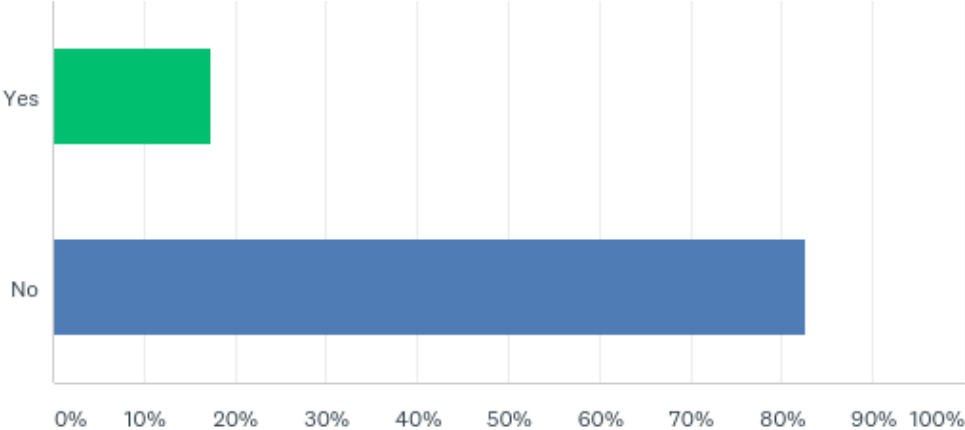
Q30: How would you rate the EGSC Augusta facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)	60.87%	14
Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)	30.43%	7
Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetic features that provide an adequate learning environment)	8.70%	2
Level 4: Chaotic Facilities (Poorly maintained but functional that have little to no aesthetical features; unacceptable learning environment)	0.00%	0
TOTAL		23

Q31: Have you used counseling and/or disability services at EGSC?

Answered: 23 Skipped: 25



Q31: Have you used counseling and/or disability services at EGSC?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Yes	17.39%	4
No	82.61%	19
TOTAL		23

Q32: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 5 Skipped: 43

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I was able to get an appointment in a reasonable amount of time.	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5	1.40
I believe that my counselor will keep my information confidential.	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5	1.40
I felt better after talking to my counselor.	60.00% 3	20.00% 1	20.00% 1	0.00% 0	0.00% 0	5	1.60
Counseling helped improve my academic performance.	60.00% 3	20.00% 1	20.00% 1	0.00% 0	0.00% 0	5	1.60
I would seek counseling services in the future if needed.	80.00% 4	0.00% 0	20.00% 1	0.00% 0	0.00% 0	5	1.40
I would refer a friend or roommate to the counseling center.	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5	1.40

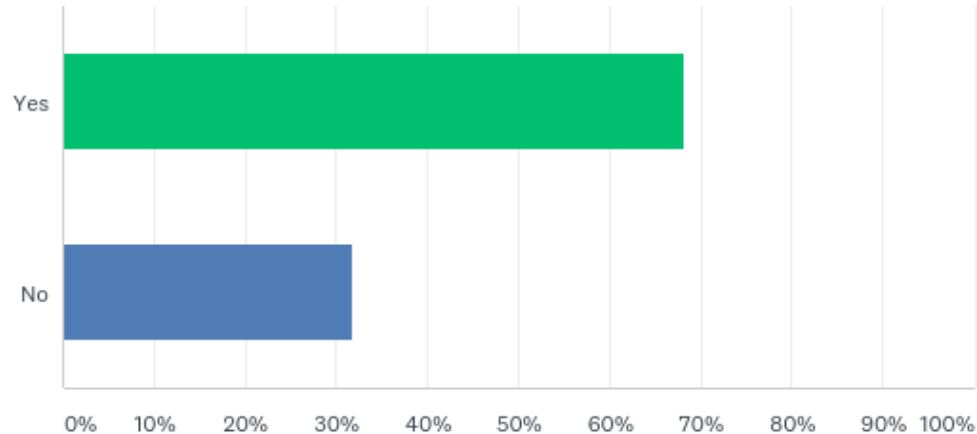
Q33: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 23 Skipped: 25

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	47.83% 11	17.39% 4	26.09% 6	4.35% 1	4.35% 1	23	2.00
Communicating and supporting the NelNet Payment Plan	45.45% 10	13.64% 3	40.91% 9	0.00% 0	0.00% 0	22	1.95
Student account invoicing and responding to related inquiries	40.00% 8	40.00% 8	20.00% 4	0.00% 0	0.00% 0	20	1.80
Responding to inquiries about the institution's Meal Plan(s)?	36.36% 8	18.18% 4	40.91% 9	0.00% 0	4.55% 1	22	2.18

Q34: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 22 Skipped: 26



Q34: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 22 Skipped: 26

ANSWER CHOICES	RESPONSES	
Yes	68.18%	15
No	31.82%	7
TOTAL		22

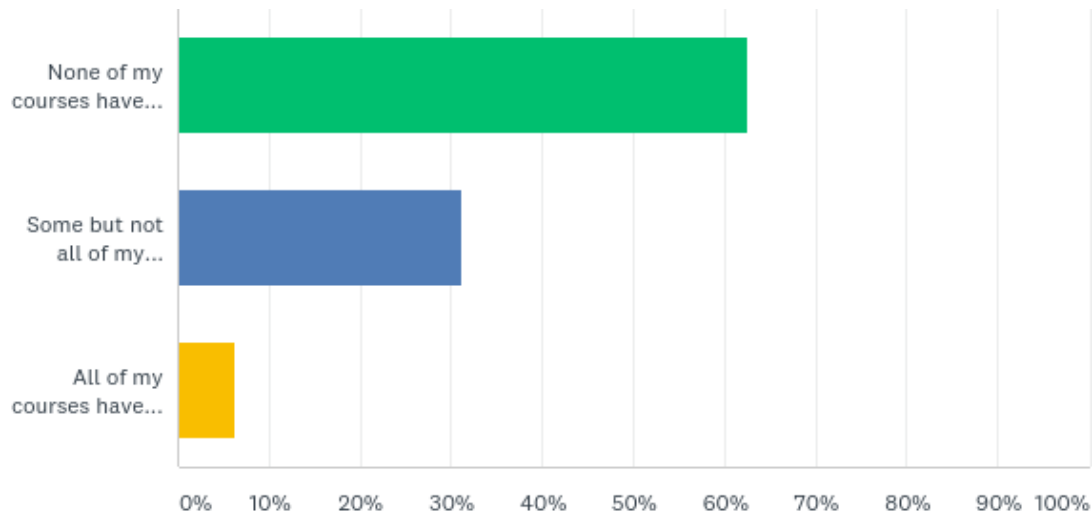
Q35: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 15 Skipped: 33

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	66.67% 10	20.00% 3	6.67% 1	6.67% 1	0.00% 0	15	1.53
My advisor is knowledgeable about academic and graduation requirements.	60.00% 9	33.33% 5	6.67% 1	0.00% 0	0.00% 0	15	1.47
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.	60.00% 9	40.00% 6	0.00% 0	0.00% 0	0.00% 0	15	1.40
My academic advisor has provided appropriate referrals for exploring alternative majors and/or minors.	60.00% 9	26.67% 4	13.33% 2	0.00% 0	0.00% 0	15	1.53
My academic advisor is knowledgeable about careers that apply to my major.	60.00% 9	33.33% 5	6.67% 1	0.00% 0	0.00% 0	15	1.47
I would recommend my academic advisor to other students.	60.00% 9	20.00% 3	6.67% 1	13.33% 2	0.00% 0	15	1.73

Q36: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 16 Skipped: 32



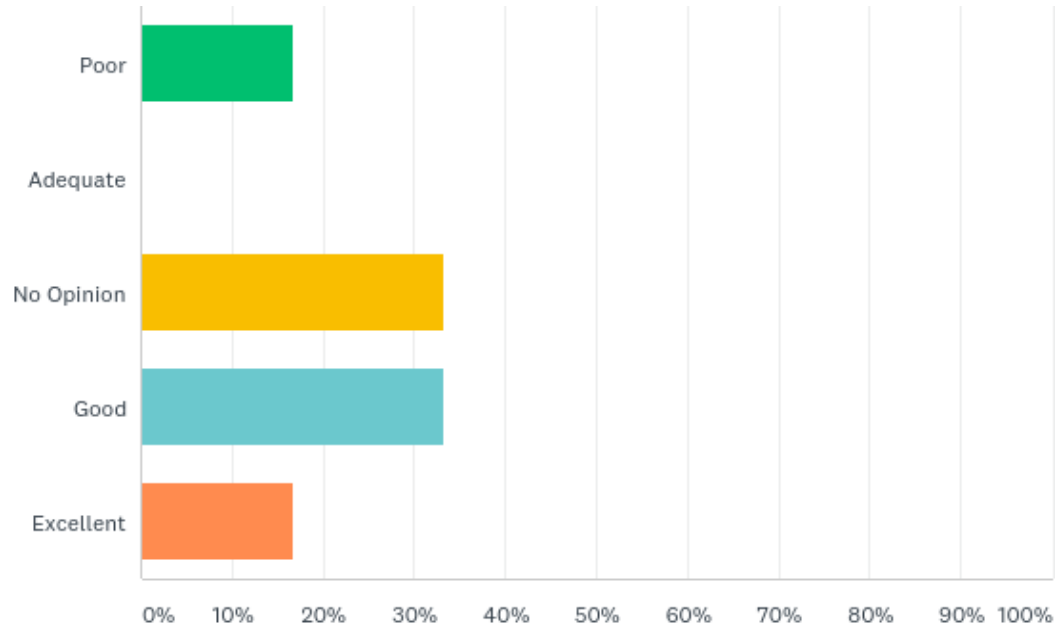
Q36: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 16 Skipped: 32

ANSWER CHOICES	RESPONSES	
None of my courses have been completely online.	62.50%	10
Some but not all of my courses have been completely online.	31.25%	5
All of my courses have been completely online.	6.25%	1
TOTAL		16

Q37: Describe your overall experience with completely online course(s).

Answered: 6 Skipped: 42



Q37: Describe your overall experience with completely online course(s).

Answered: 6 Skipped: 42

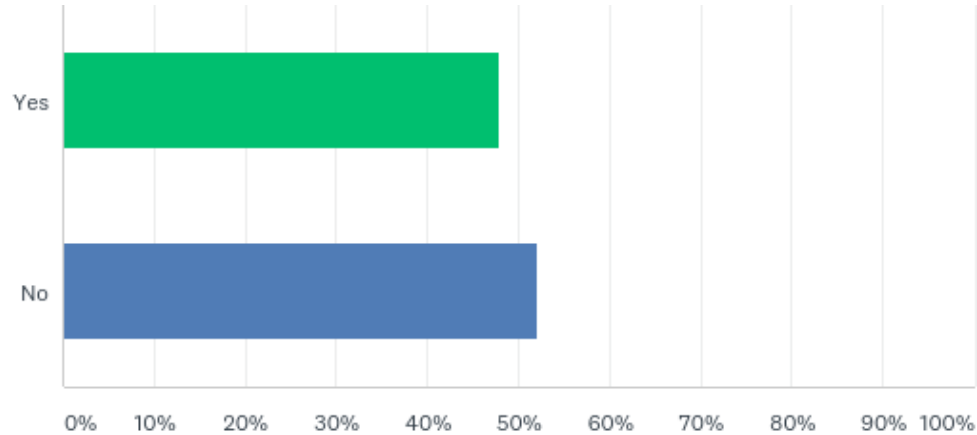
ANSWER CHOICES	RESPONSES	
Poor	16.67%	1
Adequate	0.00%	0
No Opinion	33.33%	2
Good	33.33%	2
Excellent	16.67%	1
TOTAL		6

Q38: What is ONE thing you would like your instructors at EGSC to do with technology to enhance your academic success?

Respondents	Responses
1	Make the Augusta campus students have easier access to WiFi and a log in for library computers.
2	The one thing I want the instructors can do with technology is to make it more easy for students who's having learning disabilities. Making it easy can probably make students with learning disabilities have a adequately good academic success.
3	Take the time to break down the questions
4	I would rather have everything in physical presence. I can't stand it sometimes when things are to be done online because the professors don't always answer their emails.
5	They help
6	Make it easier to understand what is required of us

Q39: Have you used tutoring services at EGSC?

Answered: 23 Skipped: 25



Q39: Have you used tutoring services at EGSC?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Yes	47.83%	11
No	52.17%	12
TOTAL		23

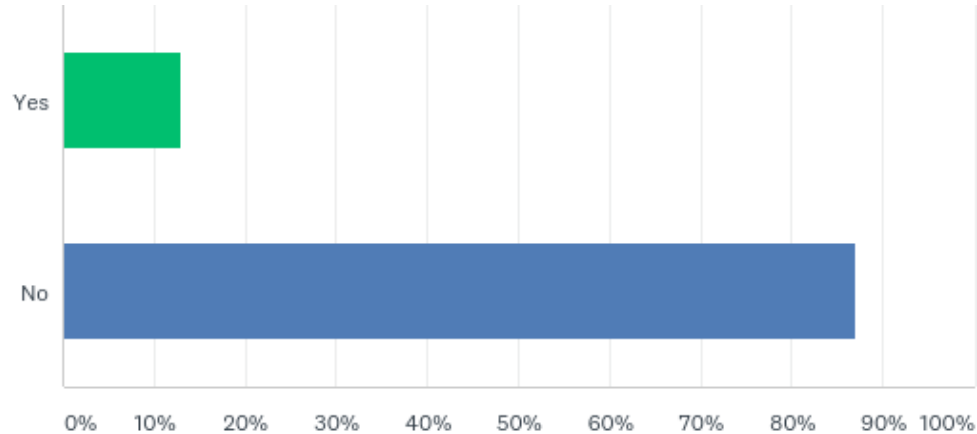
Q40: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 11 Skipped: 37

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Tutor listened carefully to what you said.	54.55% 6	36.36% 4	9.09% 1	0.00% 0	0.00% 0	11	1.55
Tutor is knowledgeable about subject/material.	54.55% 6	36.36% 4	9.09% 1	0.00% 0	0.00% 0	11	1.55
Tutor can explain ideas and concepts clearly for your understanding.	54.55% 6	27.27% 3	9.09% 1	9.09% 1	0.00% 0	11	1.73
You got the help you need from your tutoring sessions.	54.55% 6	27.27% 3	9.09% 1	9.09% 1	0.00% 0	11	1.73

Q41: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 23 Skipped: 25



Q41: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Yes	13.04%	3
No	86.96%	20
TOTAL		23

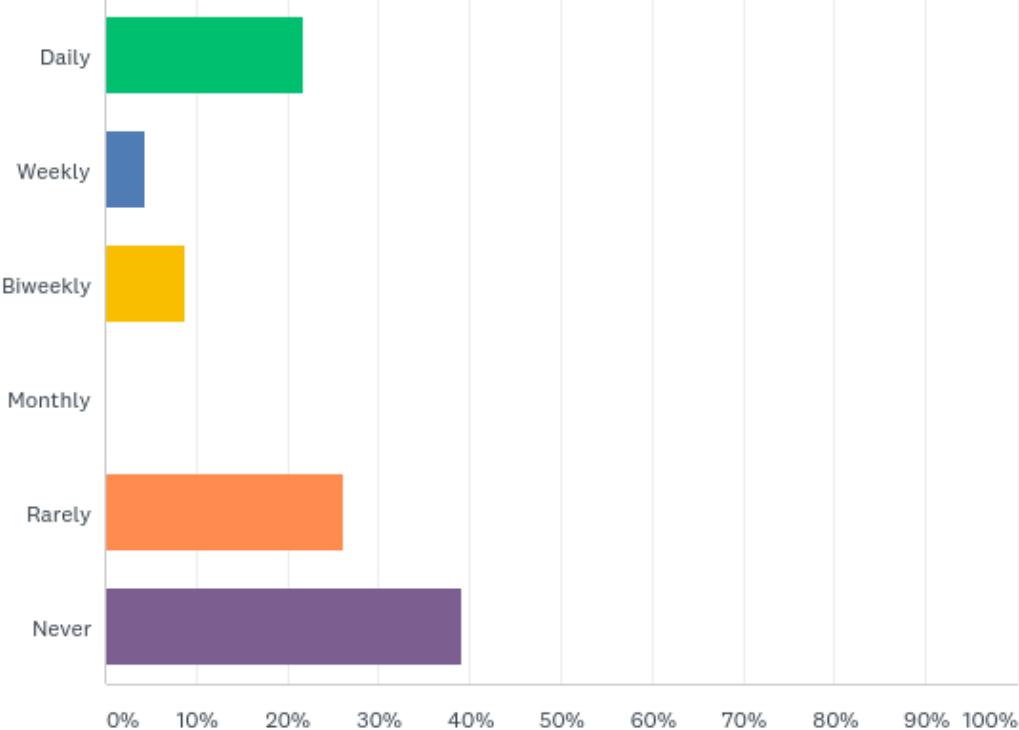
Q42: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 3 Skipped: 45

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center provides a secure and comfortable space to take proctored exams.	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3	1.67
I received accurate directions of where to take my test.	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3	1.67
The testing staff is knowledgeable and helpful.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
The exam policies were accurately explained by the testing staff.	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3	1.67
Testing times meet my needs.	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3	1.67
Overall, I am satisfied with the testing services I received.	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3	1.67

Q43: How often do you access the library online?

Answered: 23 Skipped: 25



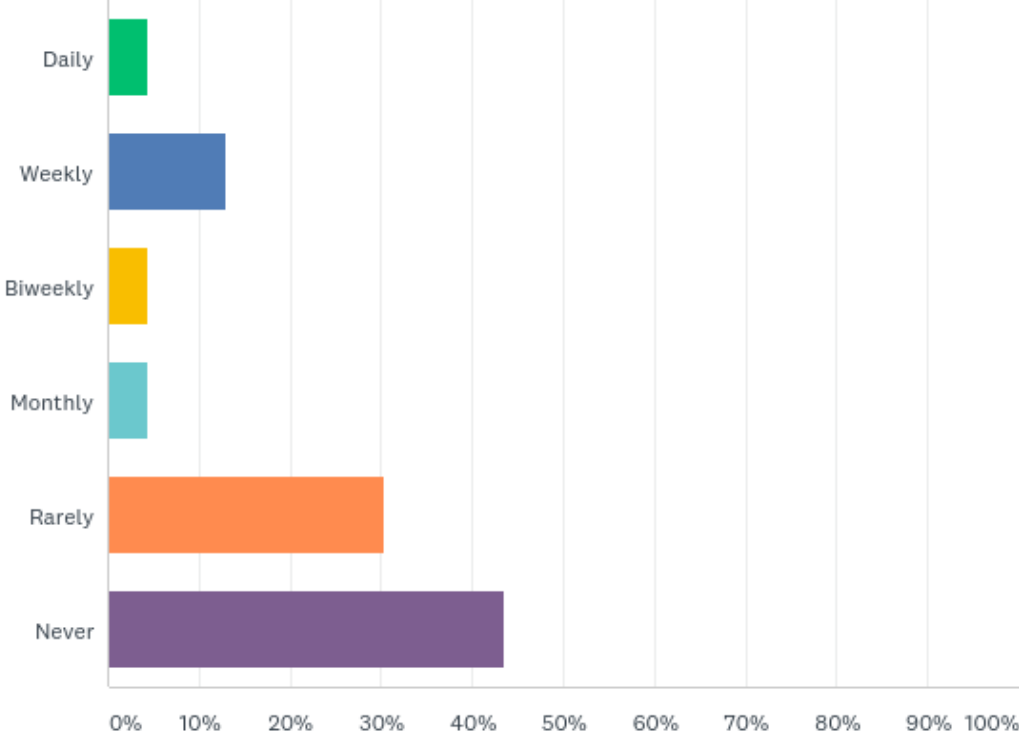
Q43: How often do you access the library online?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Daily	21.74%	5
Weekly	4.35%	1
Biweekly	8.70%	2
Monthly	0.00%	0
Rarely	26.09%	6
Never	39.13%	9
TOTAL		23

Q44: How often do you contact the EGSC library?

Answered: 23 Skipped: 25



Q44: How often do you contact the EGSC library?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
Daily	4.35%	1
Weekly	13.04%	3
Biweekly	4.35%	1
Monthly	4.35%	1
Rarely	30.43%	7
Never	43.48%	10
TOTAL		23

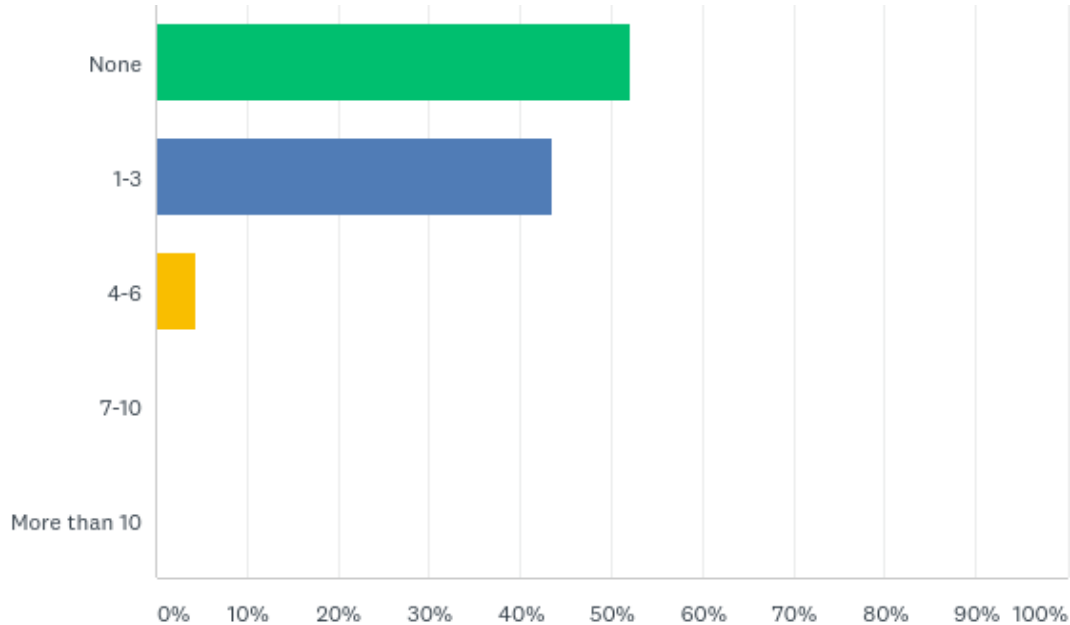
Q45: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 13 Skipped: 35

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Library staff are approachable.	46.15% 6	38.46% 5	15.38% 2	0.00% 0	0.00% 0	13	1.69
Library staff are interested in me and my needs.	38.46% 5	38.46% 5	23.08% 3	0.00% 0	0.00% 0	13	1.85
Library staff are knowledgeable.	46.15% 6	30.77% 4	23.08% 3	0.00% 0	0.00% 0	13	1.77
Library staff responds in a timely manner.	53.85% 7	15.38% 2	30.77% 4	0.00% 0	0.00% 0	13	1.77
Library staff treats me fairly and without discrimination.	46.15% 6	30.77% 4	23.08% 3	0.00% 0	0.00% 0	13	1.77

Q46: In how many campus activities have you participated this year?

Answered: 23 Skipped: 25



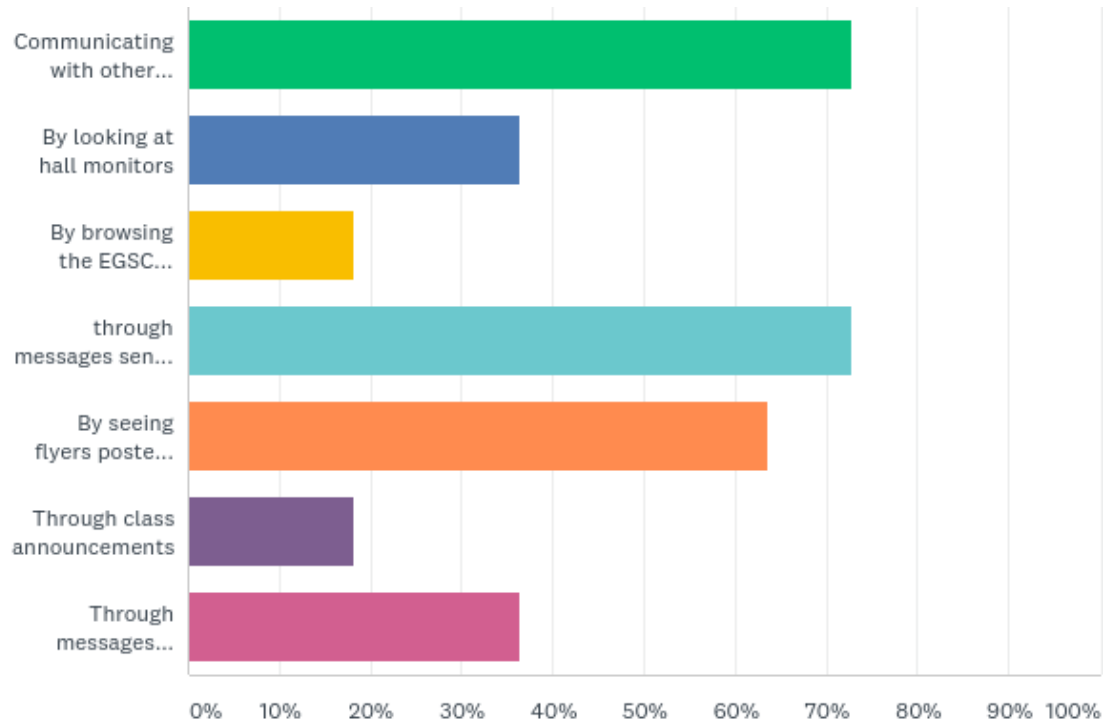
Q46: In how many campus activities have you participated this year?

Answered: 23 Skipped: 25

ANSWER CHOICES	RESPONSES	
None	52.17%	12
1-3	43.48%	10
4-6	4.35%	1
7-10	0.00%	0
More than 10	0.00%	0
TOTAL		23

Q47: How do you usually become aware of campus activities (check all that apply)?

Answered: 11 Skipped: 37



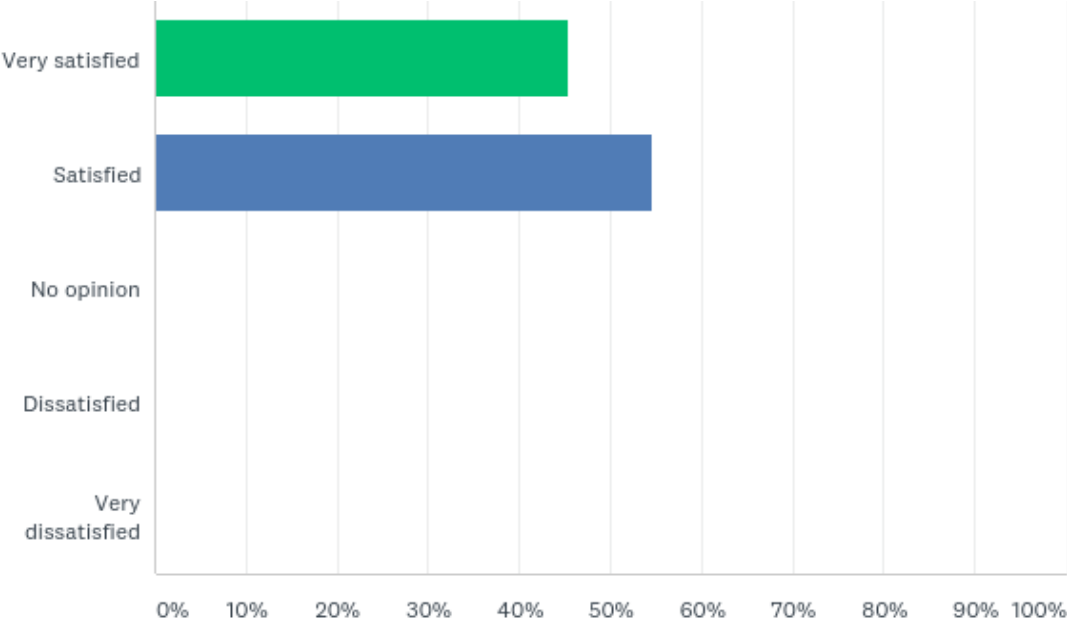
Q47: How do you usually become aware of campus activities (check all that apply)?

Answered: 11 Skipped: 37

ANSWER CHOICES	RESPONSES	
Communicating with other students	72.73%	8
By looking at hall monitors	36.36%	4
By browsing the EGSC website	18.18%	2
through messages sent to my CatMail account	72.73%	8
By seeing flyers posted on bulletin boards	63.64%	7
Through class announcements	18.18%	2
Through messages received on my phone	36.36%	4
Total Respondents: 11		

Q48: How satisfied are you with the activity space provided?

Answered: 11 Skipped: 37



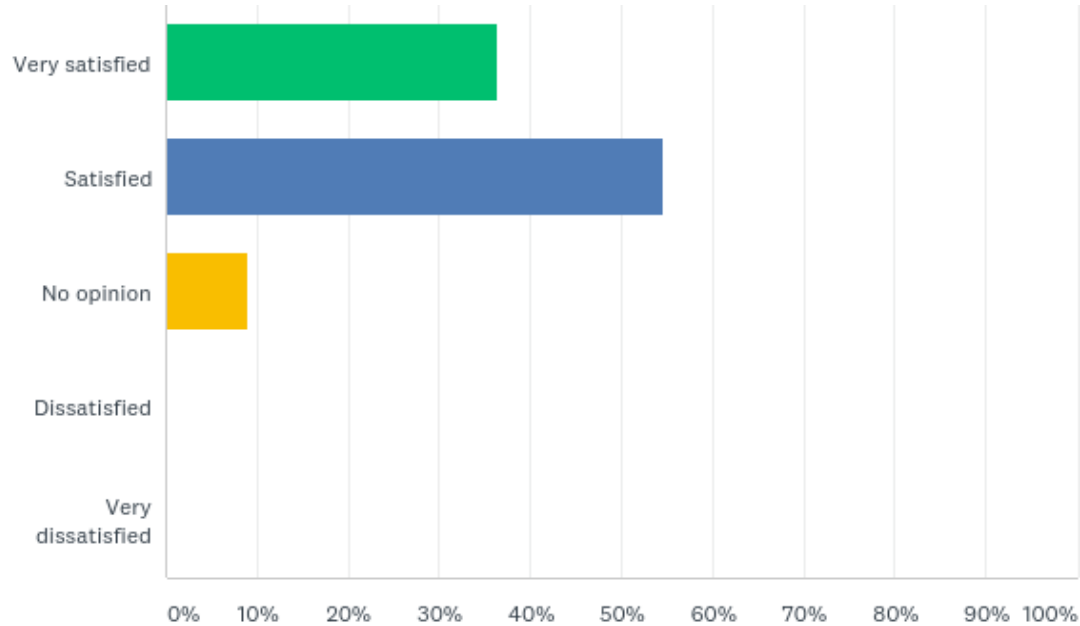
Q48: How satisfied are you with the activity space provided?

Answered: 11 Skipped: 37

ANSWER CHOICES	RESPONSES	
Very satisfied	45.45%	5
Satisfied	54.55%	6
No opinion	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		11

Q49: How satisfied are you with the campus activities provided this year?

Answered: 11 Skipped: 37



Q49: How satisfied are you with the campus activities provided this year?

Answered: 11 Skipped: 37

ANSWER CHOICES	RESPONSES	
Very satisfied	36.36%	4
Satisfied	54.55%	6
No opinion	9.09%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		11