

# EGSC Online Only Student Satisfaction Survey Fall 2019



Friday, September 19, 2019

# 42

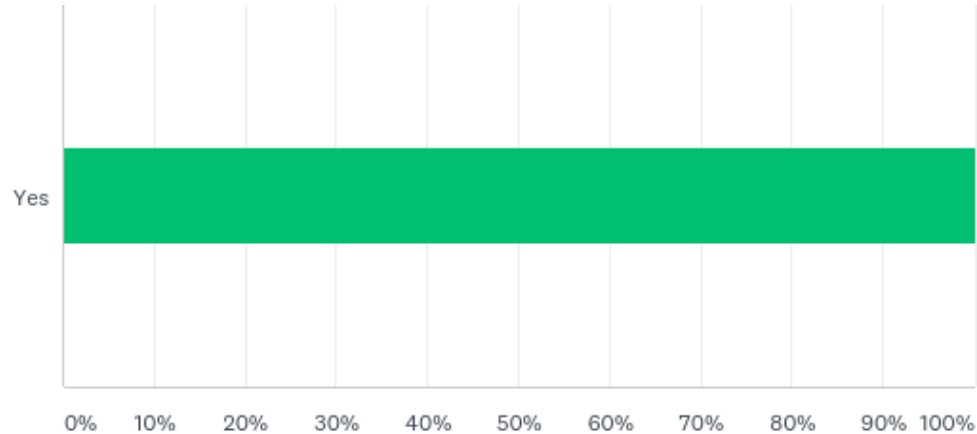
**Total Responses**

Date Created: Monday, October 07, 2019

Complete Responses: 29

# Q1: Do you take EGSC classes online only?

Answered: 40 Skipped: 2



# Q1: Do you take EGSC classes online only?

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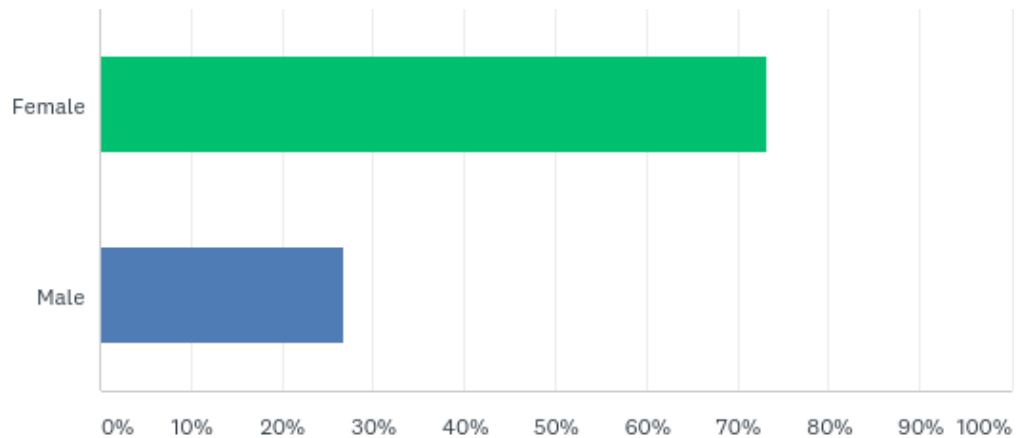
Answered: 40 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	100.00%	40
TOTAL		40

## Q2: Gender:

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Answered: 41 Skipped: 1



## Q2: Gender:

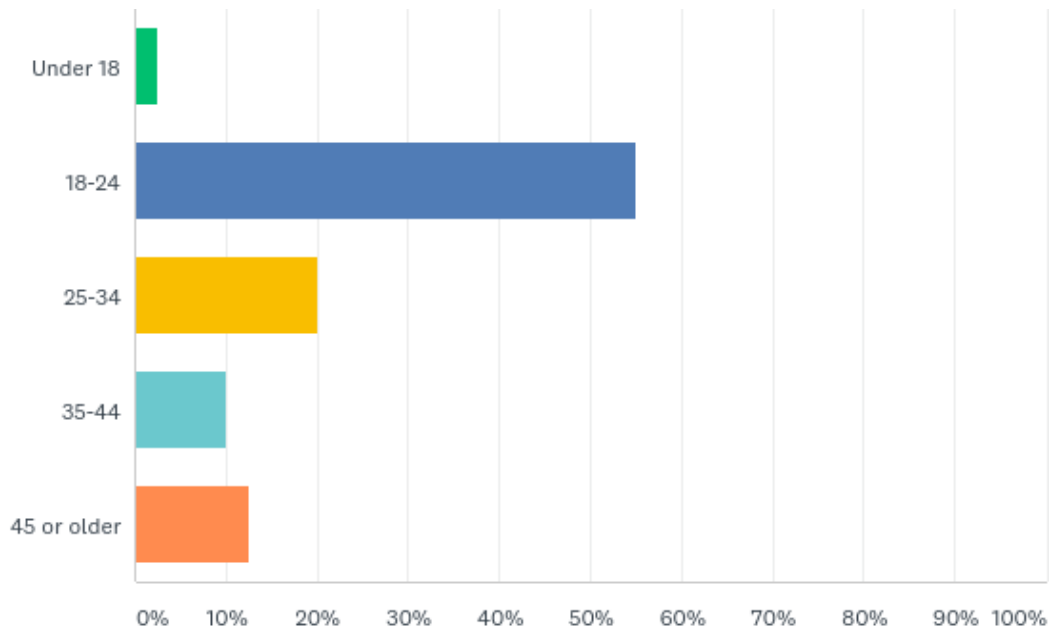
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Answered: 41 Skipped: 1

ANSWER CHOICES	RESPONSES	
Female	73.17%	30
Male	26.83%	11
TOTAL		41

### Q3: Age group:

Answered: 40 Skipped: 2



### Q3: Age group:

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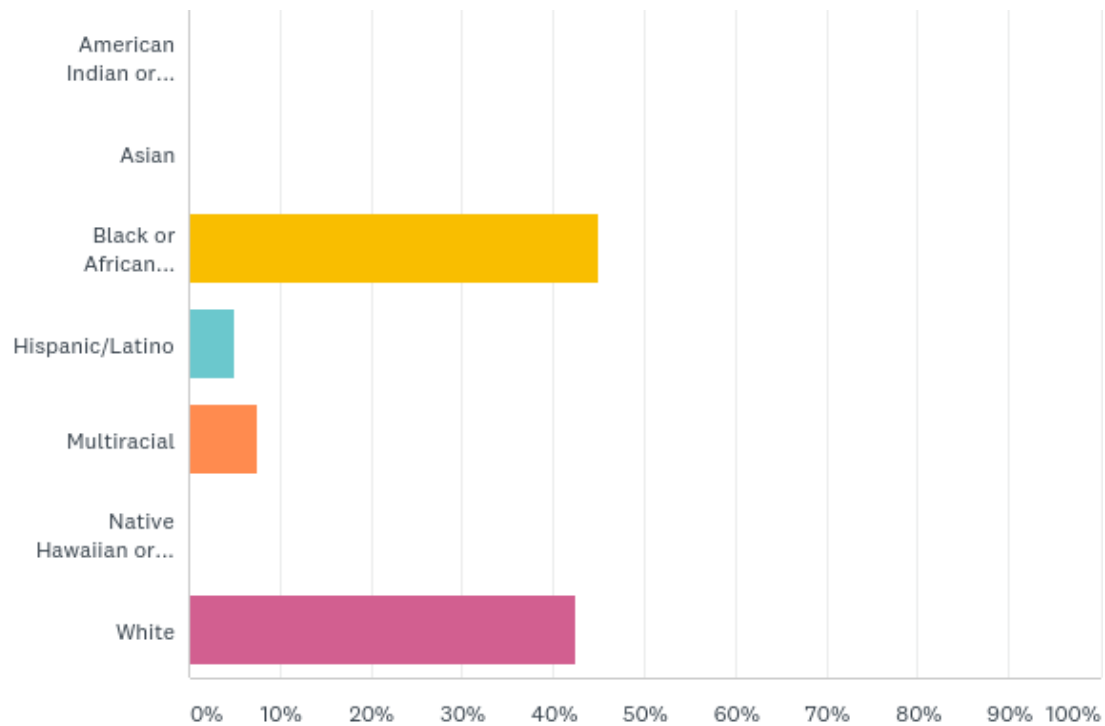
Answered: 40 Skipped: 2

ANSWER CHOICES	RESPONSES	
Under 18	2.50%	1
18-24	55.00%	22
25-34	20.00%	8
35-44	10.00%	4
45 or older	12.50%	5
<b>TOTAL</b>		<b>40</b>



## Q4: Ethnicity:

Answered: 40 Skipped: 2



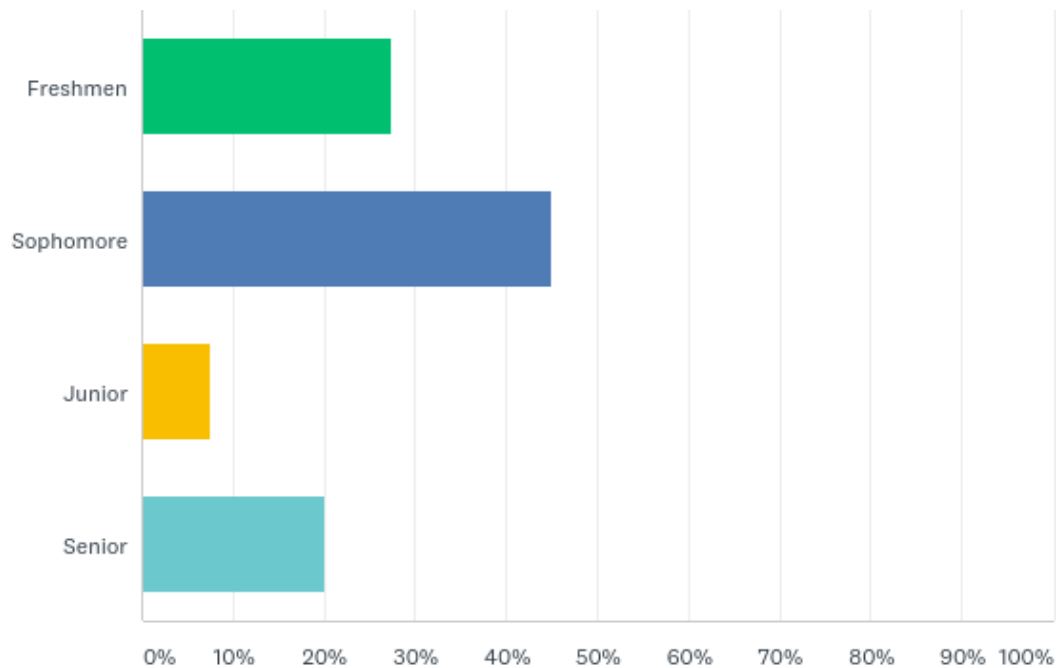
## Q4: Ethnicity:

Answered: 40 Skipped: 2

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	0.00%	0
Black or African American	45.00%	18
Hispanic/Latino	5.00%	2
Multiracial	7.50%	3
Native Hawaiian or Pacific Islander	0.00%	0
White	42.50%	17
<b>TOTAL</b>		<b>40</b>

## Q5: Academic class:

Answered: 40 Skipped: 2



## Q5: Academic class:

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Answered: 40 Skipped: 2

ANSWER CHOICES	RESPONSES	
Freshmen	27.50%	11
Sophomore	45.00%	18
Junior	7.50%	3
Senior	20.00%	8
TOTAL		40

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

Answered: 38 Skipped: 4

	<b>VERY SATISFIED</b>	<b>SOMEWHAT SATISFIED</b>	<b>NO OPINION</b>	<b>SOMEWHAT DISSATISFIED</b>	<b>VERY DISSATISFIED</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Admissions	68.42% 26	21.05% 8	2.63% 1	5.26% 2	2.63% 1	38	1.53
Financial Aid	51.35% 19	18.92% 7	16.22% 6	10.81% 4	2.70% 1	37	1.95
Student Records	60.53% 23	21.05% 8	10.53% 4	5.26% 2	2.63% 1	38	1.68

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

Answered: 38 Skipped: 4

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	63.16% 24	18.42% 7	7.89% 3	7.89% 3	2.63% 1	38	1.68
Tutoring	36.84% 14	10.53% 4	52.63% 20	0.00% 0	0.00% 0	38	2.16
Library	39.47% 15	15.79% 6	44.74% 17	0.00% 0	0.00% 0	38	2.05

**Q8: 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: 38 Skipped: 4

	<b>VERY USEFUL</b>	<b>SOMEWHAT USEFUL</b>	<b>NO OPINION</b>	<b>NOT USEFUL ENOUGH</b>	<b>USELESS</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
College Readiness Tour	39.47% 15	7.89% 3	47.37% 18	2.63% 1	2.63% 1	38	2.21
Visits to high school by admissions staff	28.95% 11	2.63% 1	60.53% 23	2.63% 1	5.26% 2	38	2.53
College publications (catalogs, brochures, etc.)	39.47% 15	15.79% 6	39.47% 15	0.00% 0	5.26% 2	38	2.16
College website	67.57% 25	21.62% 8	8.11% 3	0.00% 0	2.70% 1	37	1.49

## Q9: Please rate the usefulness of the information we provide to you through the following offices:

Answered: 38 Skipped: 4

	<b>VERY USEFUL</b>	<b>SOMEWHAT USEFUL</b>	<b>NO OPINION</b>	<b>NOT USEFUL ENOUGH</b>	<b>USELESS</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Communications from the Office of Admissions	65.79% 25	15.79% 6	10.53% 4	2.63% 1	5.26% 2	38	1.66
Communications from the Office of Financial Aid	57.89% 22	21.05% 8	18.42% 7	0.00% 0	2.63% 1	38	1.68
Communications from the Office of Student Accounts	57.89% 22	23.68% 9	10.53% 4	5.26% 2	2.63% 1	38	1.71



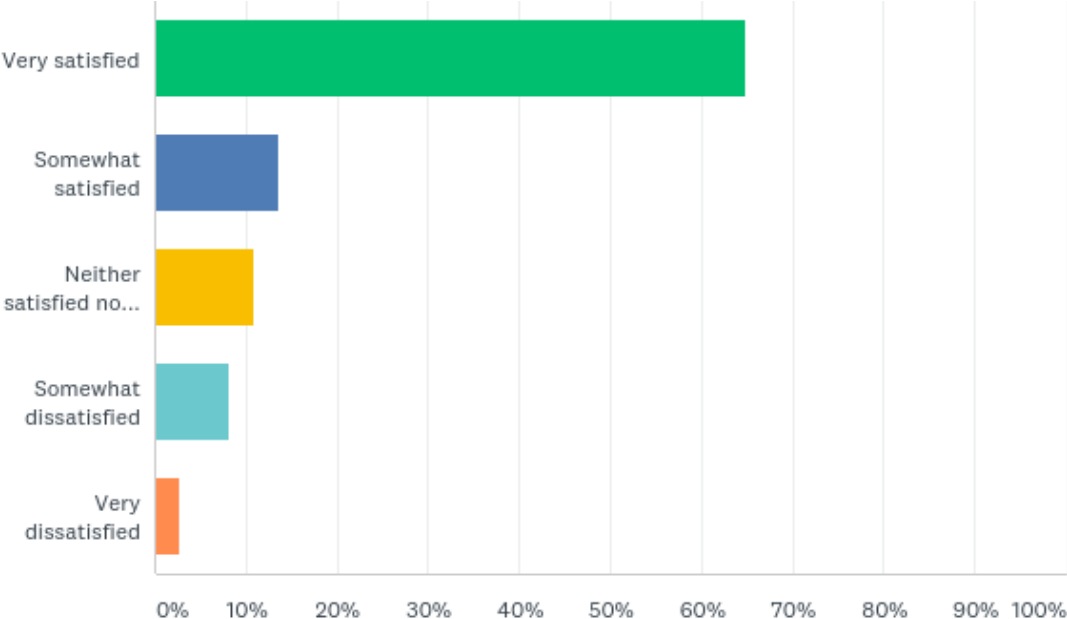
## Q10: Please indicate your level of agreement with the following statements:

Answered: 38 Skipped: 4

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I am aware of on campus events	39.47% 15	44.74% 17	13.16% 5	2.63% 1	0.00% 0	38	1.79
I receive the same level of service online as students attending campus	42.11% 16	31.58% 12	13.16% 5	7.89% 3	5.26% 2	38	2.03
Online students have a voice in decisions made at EGSC as a whole	34.21% 13	10.53% 4	34.21% 13	18.42% 7	2.63% 1	38	2.45
I am able to resolve any problems I experience in a timely matter	39.47% 15	28.95% 11	10.53% 4	13.16% 5	7.89% 3	38	2.21
I have a sense of belonging at EGSC	42.11% 16	31.58% 12	13.16% 5	7.89% 3	5.26% 2	38	2.03

# Q11: Overall, how satisfied are you with your experience at EGSC?

Answered: 37 Skipped: 5



## Q11: Overall, how satisfied are you with your experience at EGSC?

Answered: 37 Skipped: 5

ANSWER CHOICES	RESPONSES	
Very satisfied	64.86%	24
Somewhat satisfied	13.51%	5
Neither satisfied nor dissatisfied	10.81%	4
Somewhat dissatisfied	8.11%	3
Very dissatisfied	2.70%	1
<b>TOTAL</b>		<b>37</b>

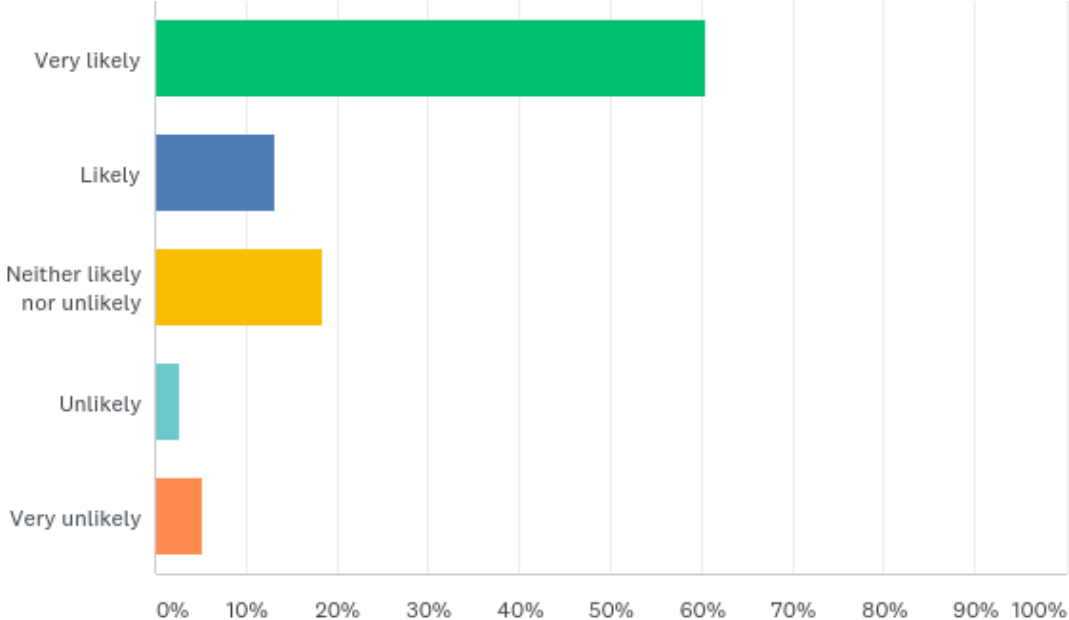
## Q12: How important was each of these in choosing to attend East Georgia State College?

Answered: 38 Skipped: 4

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NO OPINION	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	76.32% 29	13.16% 5	7.89% 3	0.00% 0	2.63% 1	38	1.39
A family member attended EGSC	15.79% 6	7.89% 3	34.21% 13	5.26% 2	36.84% 14	38	3.39
Financial aid	60.53% 23	13.16% 5	21.05% 8	0.00% 0	5.26% 2	38	1.76
Friend attending	23.68% 9	5.26% 2	26.32% 10	10.53% 4	34.21% 13	38	3.26
Scholarships	55.26% 21	13.16% 5	23.68% 9	2.63% 1	5.26% 2	38	1.89
Tuition and fees	86.84% 33	5.26% 2	5.26% 2	0.00% 0	2.63% 1	38	1.26

# Q13: How likely are you to recommend EGSC to others?

Answered: 38 Skipped: 4



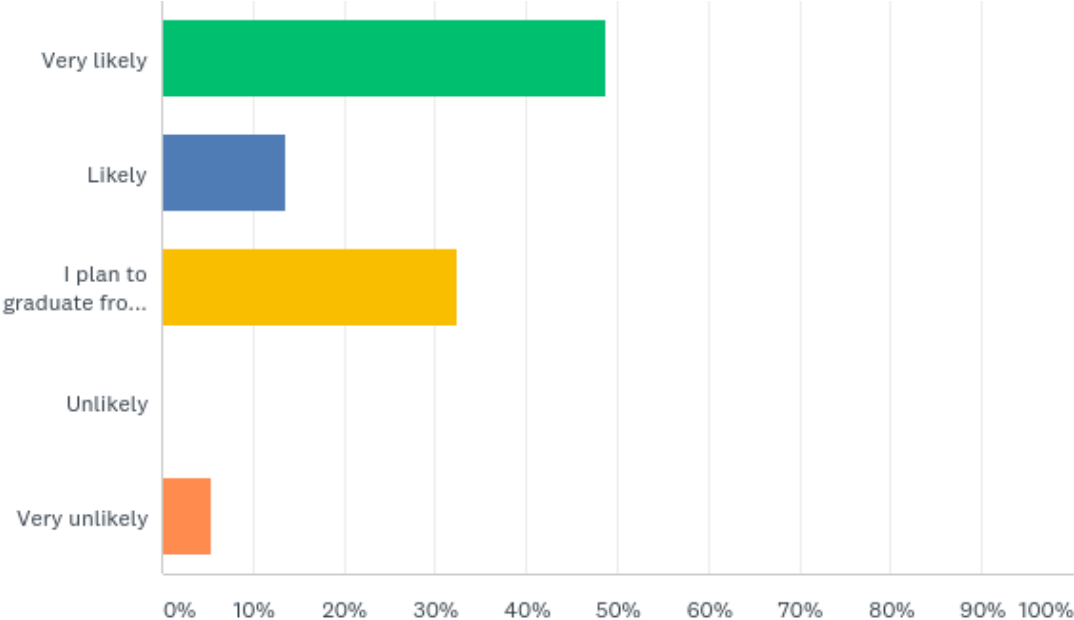
## Q13: How likely are you to recommend EGSC to others?

Answered: 38 Skipped: 4

ANSWER CHOICES	RESPONSES	
Very likely	60.53%	23
Likely	13.16%	5
Neither likely nor unlikely	18.42%	7
Unlikely	2.63%	1
Very unlikely	5.26%	2
TOTAL		38

# Q14: How likely are you to continue attending EGSC next year?

Answered: 37 Skipped: 5



## Q14: How likely are you to continue attending EGSC next year?

Answered: 37 Skipped: 5

ANSWER CHOICES	RESPONSES	
Very likely	48.65%	18
Likely	13.51%	5
I plan to graduate from EGSC this year	32.43%	12
Unlikely	0.00%	0
Very unlikely	5.41%	2
<b>TOTAL</b>		<b>37</b>



## Q15: Do you agree that the courses 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: 36 Skipped: 6

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO PREREQUISITE TAKEN</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Humanities	33.33% 12	33.33% 12	27.78% 10	0.00% 0	5.56% 2	36	2.11
Social Sciences	36.11% 13	36.11% 13	25.00% 9	0.00% 0	2.78% 1	36	1.97
Mathematics	34.29% 12	45.71% 16	11.43% 4	5.71% 2	2.86% 1	35	1.97
Natural Sciences	36.11% 13	38.89% 14	22.22% 8	0.00% 0	2.78% 1	36	1.94

## Q16: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 36 Skipped: 6

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Humanities	33.33% 12	27.78% 10	36.11% 13	0.00% 0	2.78% 1	36	2.11
Social Sciences	38.89% 14	25.00% 9	33.33% 12	0.00% 0	2.78% 1	36	2.03
Mathematics	30.56% 11	38.89% 14	25.00% 9	2.78% 1	2.78% 1	36	2.08
Natural Sciences	33.33% 12	27.78% 10	30.56% 11	5.56% 2	2.78% 1	36	2.17

## Q17: 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: 36 Skipped: 6

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Humanities	36.11% 13	27.78% 10	33.33% 12	0.00% 0	2.78% 1	36	2.06
Social Sciences	36.11% 13	30.56% 11	30.56% 11	0.00% 0	2.78% 1	36	2.03
Mathematics	33.33% 12	41.67% 15	22.22% 8	0.00% 0	2.78% 1	36	1.97
Natural Sciences	33.33% 12	33.33% 12	27.78% 10	2.78% 1	2.78% 1	36	2.08

## Q18: Do you agree that you are encouraged to interact and learn with other students in each of the following types of courses?

Answered: 36 Skipped: 6

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Humanities	33.33% 12	22.22% 8	44.44% 16	0.00% 0	0.00% 0	36	2.11
Social Sciences	33.33% 12	25.00% 9	41.67% 15	0.00% 0	0.00% 0	36	2.08
Mathematics	27.78% 10	33.33% 12	33.33% 12	2.78% 1	2.78% 1	36	2.19
Natural Sciences	27.78% 10	22.22% 8	47.22% 17	2.78% 1	0.00% 0	36	2.25

## Q19: How can your learning experience at EGSC be improved?

Answered 20

Skipped 22

Respondents	Responses
1	I wish that professors would email me back in a more timely manner. It's hard to figure things out when you're an online student and sometimes you need clarification on things.
2	I have enjoyed being a student at EGSC. Everyone that I have had to reach out to has been very helpful and nice to me.
3	N/A
4	work harder
5	Better qualified teachers and more prerequisites
6	My learning experience is great. Even when I took classes on campus, the tutoring center was my favorite place to go because I knew I could get help if I needed it and it was explained to me in a way I could understand it.
7	study groups for online students
8	i would really like to see videos that professors can create over each chapter that students read and also have them do problem solving. these online text books do not cover everything. hence why i rely on you tube or educational websites to help explain.
9	Its helped me progress in ways I didn't think was possible
10	Communicate more
11	N/A
12	If I would apply myself more, My learning experience would be a lot better. The instructors are wonderful, I just need to do better for myself.

## Q19: How can your learning experience at EGSC be improved?

Respondents	Responses
13	more effort put into the structure of online courses. I feel that the work load is to much for students, when we have to learn the material on our own already. since the teacher does not go over the material with us like in a campus class. expecting the students to teach themselves the material pus giving them so much work really defeats the purpose of an online class. which I believe online classes to be necessary to be flexible so a student can work at their own pace. I highly recommend looking into 'k-12's Georgia Cyber Academy' online classes as an example. They have the most amazing online classes, which give online students a chance to learn and have a better relationship between student and professor.
14	I do believe that since I am an online student. Proctored exams should be available online.
15	None
16	The professors take forever to respond to an email. I take online classes but it is inconvenient when I need help and I do not get an answer even after I email 5 times or more.
17	Try not to pile so much work on online students. When taking multiple classes it is very hard to keep up with all the course work.
18	Specifically referring to math courses, especially for students who are visual learners - watching math videos produced by other companies or youtube has been helpful - but as an online student, being able to 'attend' a math support class on TopHat might be better. If a video is pointing at a whiteboard and students are allowed to pick out questions they had difficulty understanding in a live session, it would allow a class that is actually supportive. I'm not sure that having a math 0997 class online with the only version of help can be in a forum is really the best option for a visual class. If perhaps a student can't make the arranged time(s) of the online support video class, being able to access a saved copy would benefit as well.
19	College Tuition!
20	Take the CATS class out for online non traditional students.

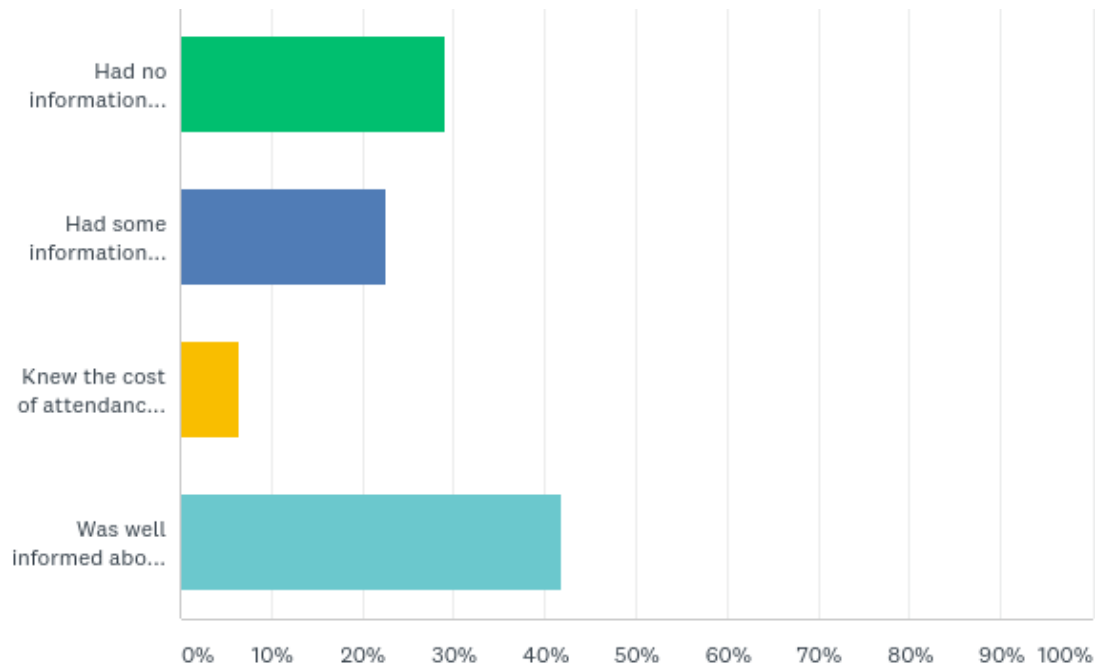
## Q20: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 30 Skipped: 12

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	56.67% 17	30.00% 9	3.33% 1	3.33% 1	6.67% 2	30	1.73
Admissions staff responded to my questions and concerns in a timely manner.	53.33% 16	26.67% 8	6.67% 2	10.00% 3	3.33% 1	30	1.83
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	56.67% 17	30.00% 9	0.00% 0	6.67% 2	6.67% 2	30	1.77
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	55.17% 16	20.69% 6	10.34% 3	3.45% 1	10.34% 3	29	1.93

## Q21: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 31 Skipped: 11





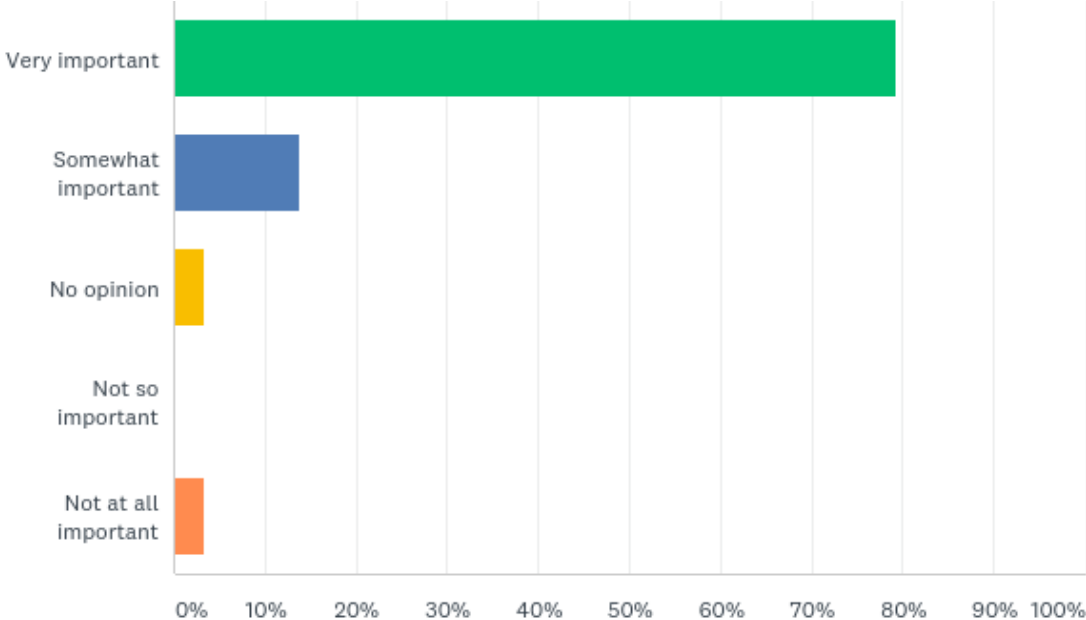
## Q21: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 31 Skipped: 11

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	29.03%	9
Had some information about cost of attendance	22.58%	7
Knew the cost of attendance, but had questions	6.45%	2
Was well informed about the cost of attendance	41.94%	13
<b>TOTAL</b>		<b>31</b>

**Q22: Please indicate the importance of having an estimate of the total cost of attending the university, including personal expenses and transportation costs.**

Answered: 29 Skipped: 13



**Q22: Please indicate the importance of having an estimate of the total cost of attending the university, including personal expenses and transportation costs.**

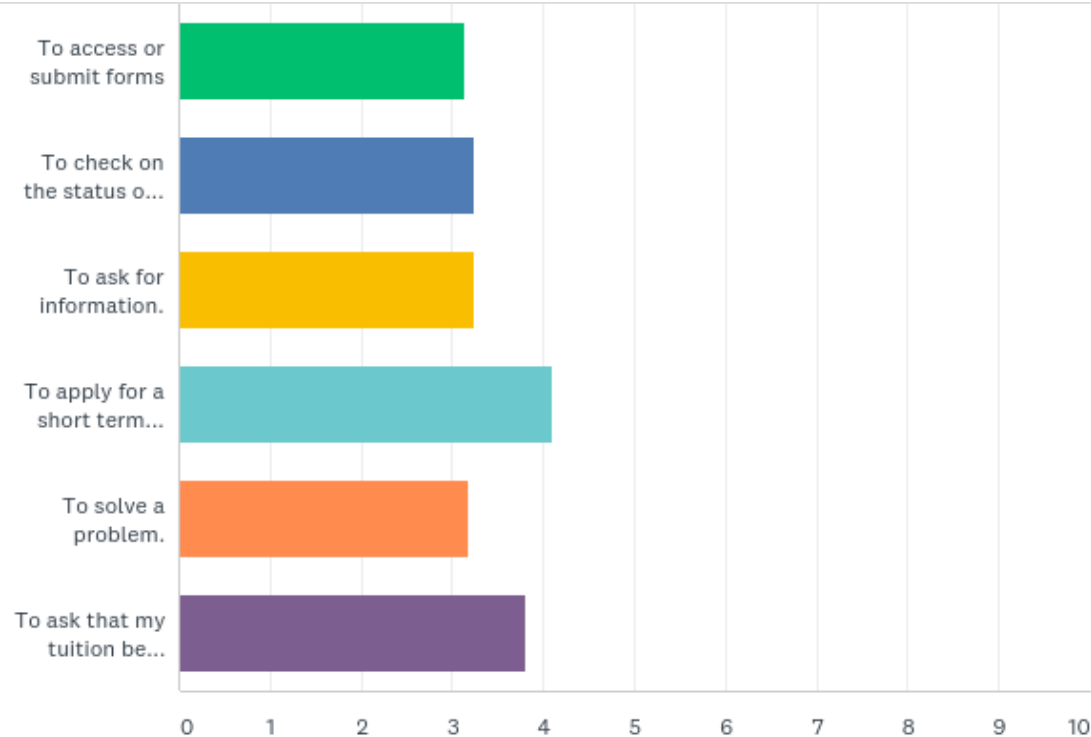
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Answered: 29 Skipped: 13

<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	
Very important	79.31%	23
Somewhat important	13.79%	4
No opinion	3.45%	1
Not so important	0.00%	0
Not at all important	3.45%	1
<b>TOTAL</b>		<b>29</b>

## Q23: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 29 Skipped: 13



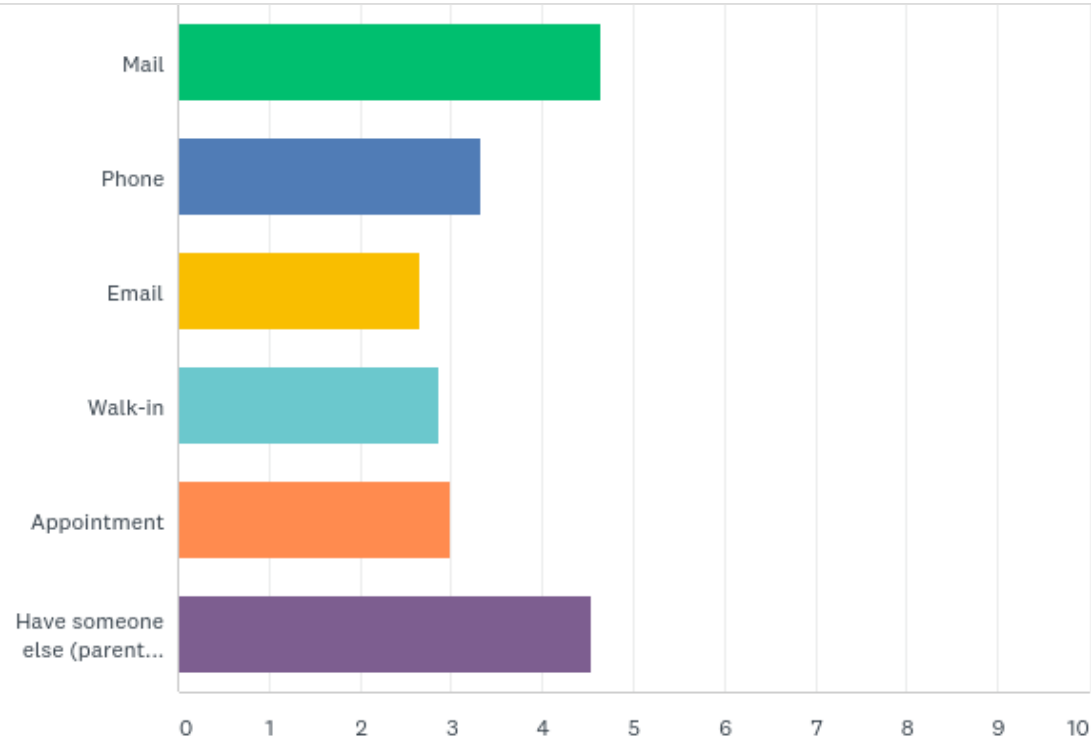
## Q23: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 29 Skipped: 13

	1	2	3	4	5	6	TOTAL	SCORE
To access or submit forms	17.39% 4	8.70% 2	13.04% 3	13.04% 3	26.09% 6	21.74% 5	23	3.13
To check on the status of my aid.	9.52% 2	28.57% 6	9.52% 2	9.52% 2	14.29% 3	28.57% 6	21	3.24
To ask for information.	8.33% 2	4.17% 1	29.17% 7	33.33% 8	12.50% 3	12.50% 3	24	3.25
To apply for a short term loan.	39.13% 9	13.04% 3	4.35% 1	17.39% 4	13.04% 3	13.04% 3	23	4.09
To solve a problem.	3.85% 1	7.69% 2	34.62% 9	19.23% 5	26.92% 7	7.69% 2	26	3.19
To ask that my tuition be deferred	24.00% 6	28.00% 7	8.00% 2	8.00% 2	8.00% 2	24.00% 6	25	3.80

## Q24: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Financial Aid Office.

Answered: 28 Skipped: 14



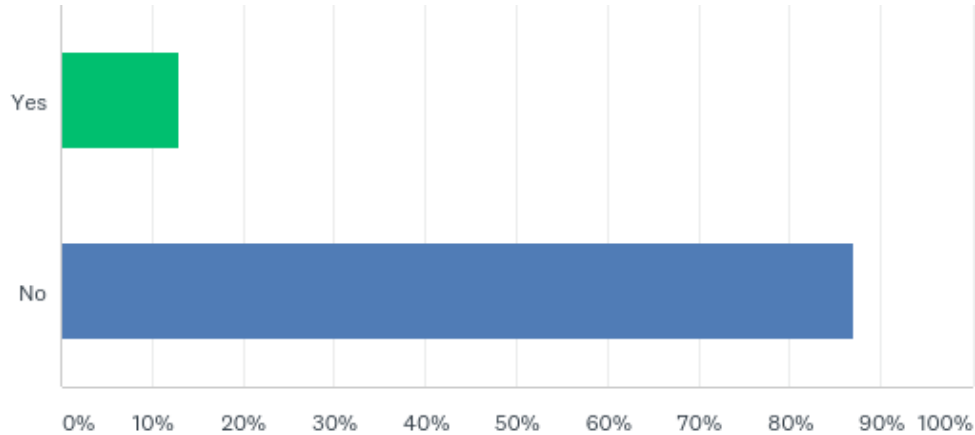
## Q24: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Financial Aid Office.

Answered: 28 Skipped: 14

	1	2	3	4	5	6	TOTAL	SCORE
Mail	36.36% 8	27.27% 6	9.09% 2	22.73% 5	0.00% 0	4.55% 1	22	4.64
Phone	9.09% 2	22.73% 5	13.64% 3	13.64% 3	27.27% 6	13.64% 3	22	3.32
Email	0.00% 0	25.00% 5	10.00% 2	15.00% 3	5.00% 1	45.00% 9	20	2.65
Walk-in	0.00% 0	14.29% 3	19.05% 4	28.57% 6	14.29% 3	23.81% 5	21	2.86
Appointment	9.09% 2	4.55% 1	31.82% 7	4.55% 1	31.82% 7	18.18% 4	22	3.00
Have someone else (parent, etc.) intervene	50.00% 11	4.55% 1	13.64% 3	18.18% 4	9.09% 2	4.55% 1	22	4.55

## Q25: Have you used counseling and/or disability services at EGSC?

Answered: 31 Skipped: 11





## Q25: Have you used counseling and/or disability services at EGSC?

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Answered: 31 Skipped: 11

ANSWER CHOICES	RESPONSES	
Yes	12.90%	4
No	87.10%	27
TOTAL		31

## Q26: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 3 Skipped: 39

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
My counselor communicated effectively with me.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
I believe that my counselor will keep my information confidential.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
I felt better after communicating with my counselor.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
Counseling helped improve my academic performance.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
I would seek counseling services in the future if needed.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00
I would refer a friend or roommate to the counseling center.	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3	1.00

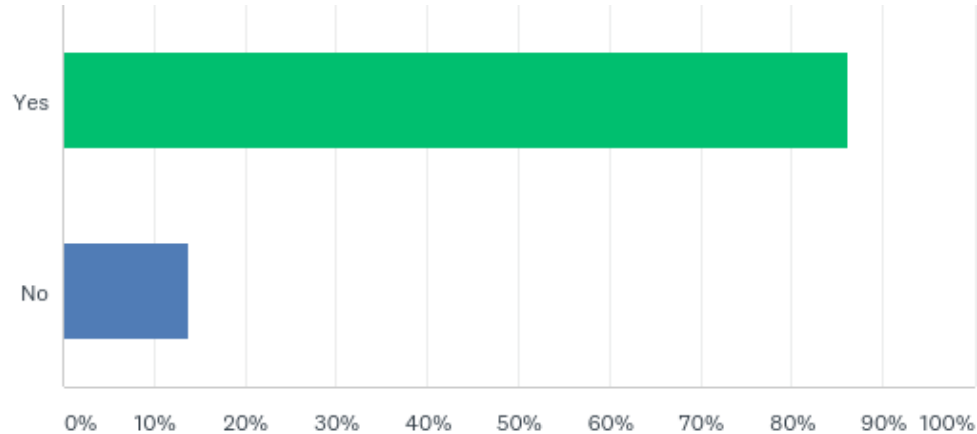
## Q27: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 29 Skipped: 13

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	55.17% 16	20.69% 6	20.69% 6	3.45% 1	0.00% 0	29	1.72
Communicating and supporting the NelNet Payment Plan	27.59% 8	31.03% 9	41.38% 12	0.00% 0	0.00% 0	29	2.14
Student account invoicing and responding to related inquiries	34.48% 10	31.03% 9	34.48% 10	0.00% 0	0.00% 0	29	2.00

## Q28: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 29 Skipped: 13



## Q28: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

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Answered: 29 Skipped: 13

ANSWER CHOICES	RESPONSES	
Yes	86.21%	25
No	13.79%	4
TOTAL		29

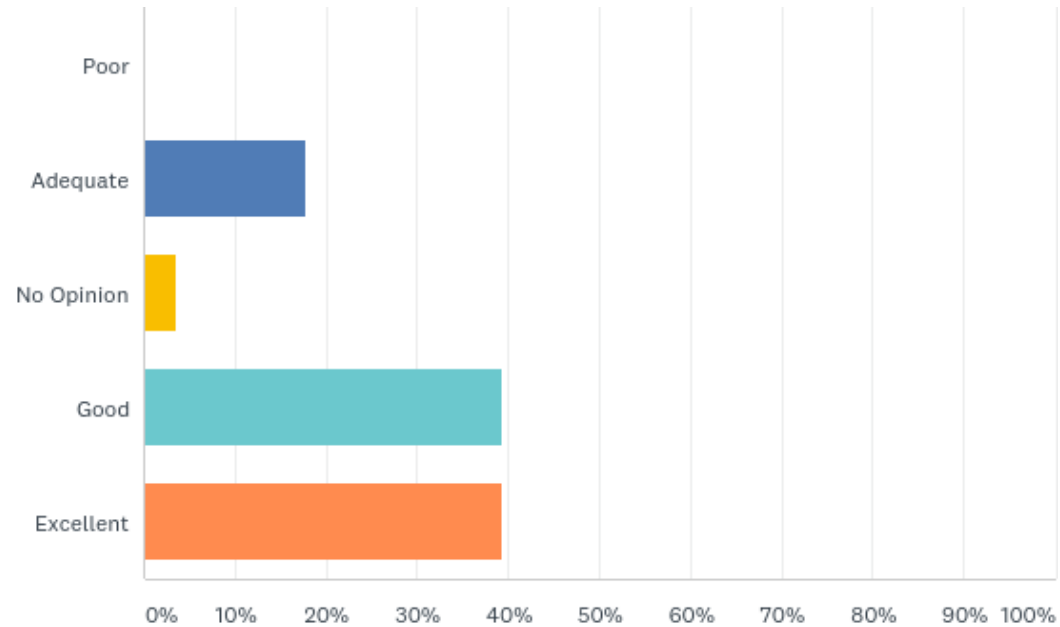
## Q29: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 25 Skipped: 17

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	80.00% 20	12.00% 3	4.00% 1	0.00% 0	4.00% 1	25	1.36
My advisor is knowledgeable about academic and graduation requirements.	80.00% 20	12.00% 3	4.00% 1	4.00% 1	0.00% 0	25	1.32
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.	76.00% 19	12.00% 3	8.00% 2	0.00% 0	4.00% 1	25	1.44
My academic advisor has provided appropriate referrals for exploring alternative majors.	68.00% 17	16.00% 4	12.00% 3	0.00% 0	4.00% 1	25	1.56
My academic advisor is knowledgeable about careers that apply to my major.	80.00% 20	16.00% 4	4.00% 1	0.00% 0	0.00% 0	25	1.24
I would recommend my academic advisor to other students.	88.00% 22	4.00% 1	4.00% 1	0.00% 0	4.00% 1	25	1.28

## Q30: How would you describe your overall experience with your online courses?

Answered: 28 Skipped: 14



## Q30: How would you describe your overall experience with your online courses?

Answered: 28 Skipped: 14

ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Adequate	17.86%	5
No Opinion	3.57%	1
Good	39.29%	11
Excellent	39.29%	11
<b>TOTAL</b>		<b>28</b>



## Q31: What is ONE thing you would like your instructors at East Georgia State College to do with technology to enhance your academic success?

Answered 21  
Skipped 21

Respondents	Responses
1	N/A
2	I do not have any suggestions
3	Online chat support from teachers during office hours. A program that allows for prompt replies faster than the usual email replies and bypasses frequent phone calls.
4	ANSWER EMAILS <input type="checkbox"/>
5	Still do study guides for people online not just in person courses
6	none
7	respond to emails
8	ADD VIDEOS OF THEM TEACHING, PLEASE!
9	N/A
10	Nothing
11	I would like for them to post videos teaching hard topics or at least make powerpoints
12	Everything is handled very well.
	to put more effort into updating the information in the online classes. The syllabus are always out dated. most of the time the due dates are incorrect. there are so many different places to check for work that is due.

## Q31: What is ONE thing you would like your instructors at East Georgia State College to do with technology to enhance your academic success?

Respondents	Responses
13	I would just prefer that all proctored exams be available online instead of having to go to a school to take an exam. Seeing as how I work full time it is hard to make arrangements to go take an exam at the school. But I'm told that if I don't go to a school then I will fail the class and test.
14	N/a
15	Answer me promptly instead of me having to ask another student for help.
16	They are fine as long as they do not pile so much work on the students.
17	Videos! Modern technology is a beautiful thing and as a professor, I would totally engage my online students with at least one weekly online video to discuss topics "in person". Especially if there's a challenging topic that can be better explained in laymen terms or just putting a face-to-the-name. It's a way to get students charged up. You might say that students should just attend on campus - but for a lot of us online students, that's a huge scheduling/family schedule conflict and online is the only option.
18	Give a more literal step by step process of learning for first time online students.
19	na
20	To understand that some people take online courses because they have work,families and do not have alot of time to do a ton of work every week.
21	All instructors should learn and offer Proctor U as an option for required proctored testing because believe it or not, not all students live in Georgia. Many of them are not logical in this aspect and often do not offer feasible options.

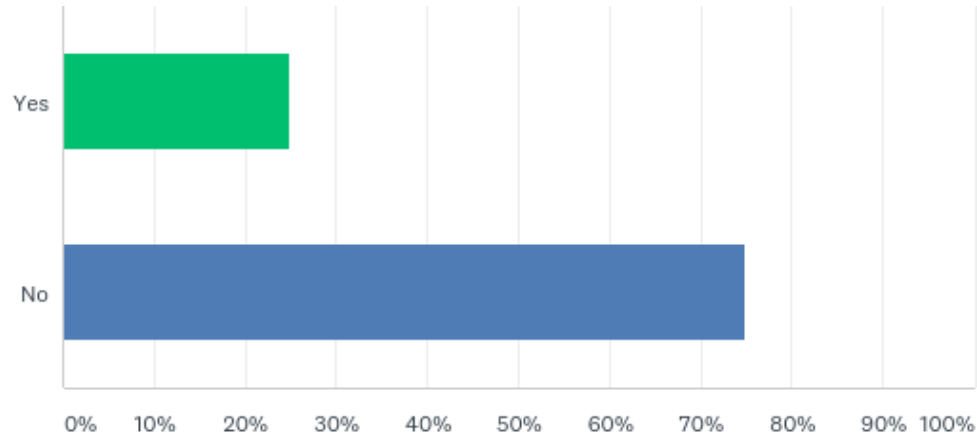
## Q32: What is ONE thing you would like East Georgia State College to do with technology to enhance your academic success?

Answered 20  
Skipped 22

Respondents	Responses
1	Provide free proctoring.
2	I do not have any suggestions
3	Make accessing professors easier for online students.
4	Answer people faster
5	provide more tutorials when apps and such are updated on the website.
6	encourage professors to respond to emails
7	ADD VIDEOS AND VIRTUAL LABS PLEASE!
8	N/A
9	Nothing, everything is good.
10	N/A
11	I think that everything is handled well.
12	updating the structure of the online course.
13	Same as before.
14	N/a
15	nothing
16	Everything is fine One stop shopping for online access. I have found that it is more convenient to use platforms such as facebook because you can find just about anything on there. EGSC utilizes D2L, MyOpenMath, and TopHat. Trying to balance a full time student schedule, jumping between email, D2L, then realizing I have to go into My Open Math that I nearly forget to check into CATS on TopHat. To centralize everything - even something as simple as adding the links for those programs into the weekly assignments or content of
17	D2L would encourage a more fluid experience for online users.
18	Make it more accessible for everyone.
19	na
20	n/a

## Q33: Have you used tutoring services at EGSC?

Answered: 28 Skipped: 14



## Q33: Have you used tutoring services at EGSC?

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Answered: 28 Skipped: 14

ANSWER CHOICES	RESPONSES	
Yes	25.00%	7
No	75.00%	21
TOTAL		28

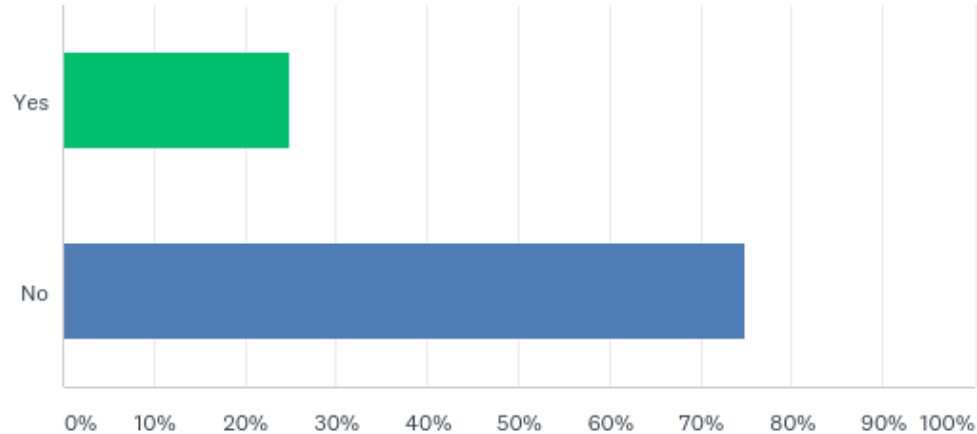
## Q34: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 7 Skipped: 35

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Tutor communicated effectively with me.	71.43% 5	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7	1.29
Tutor is knowledgeable about subject/material.	71.43% 5	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7	1.29
Tutor can explain ideas and concepts clearly for your understanding.	71.43% 5	14.29% 1	0.00% 0	14.29% 1	0.00% 0	7	1.57
You got the help you need from your tutoring sessions.	71.43% 5	14.29% 1	0.00% 0	14.29% 1	0.00% 0	7	1.57

## Q35: Have you used test proctoring services (not ProctorU) provided by EGSC?

Answered: 28 Skipped: 14



## Q35: Have you used test proctoring services (not ProctorU) provided by EGSC?

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Answered: 28 Skipped: 14

ANSWER CHOICES	RESPONSES	
Yes	25.00%	7
No	75.00%	21
TOTAL		28



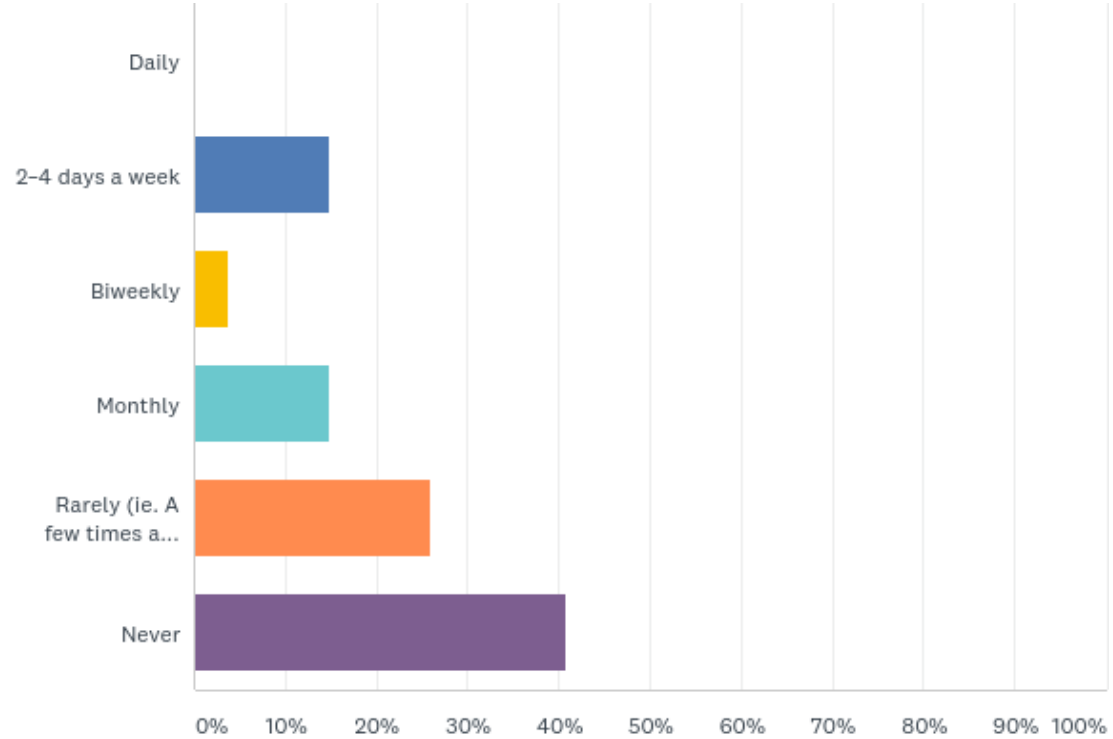
## Q36: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 7 Skipped: 35

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center has adequate space for EGSC students to take proctored exams.	66.67% 4	33.33% 2	0.00% 0	0.00% 0	0.00% 0	6	1.33
I received accurate directions of where to take my test.	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17
The testing staff is knowledgeable and helpful.	71.43% 5	14.29% 1	0.00% 0	0.00% 0	14.29% 1	7	1.71
The exam policies were accurately explained by the testing staff.	71.43% 5	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7	1.29
Testing times meet my needs.	71.43% 5	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7	1.29
Overall, I am satisfied with the testing services I received.	71.43% 5	14.29% 1	0.00% 0	0.00% 0	14.29% 1	7	1.71

## Q37: How often do you access the library online?

Answered: 27 Skipped: 15



## Q37: How often do you access the library online?

Answered: 27 Skipped: 15

ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
2-4 days a week	14.81%	4
Biweekly	3.70%	1
Monthly	14.81%	4
Rarely (ie. A few times a year)	25.93%	7
Never	40.74%	11
<b>TOTAL</b>		<b>27</b>

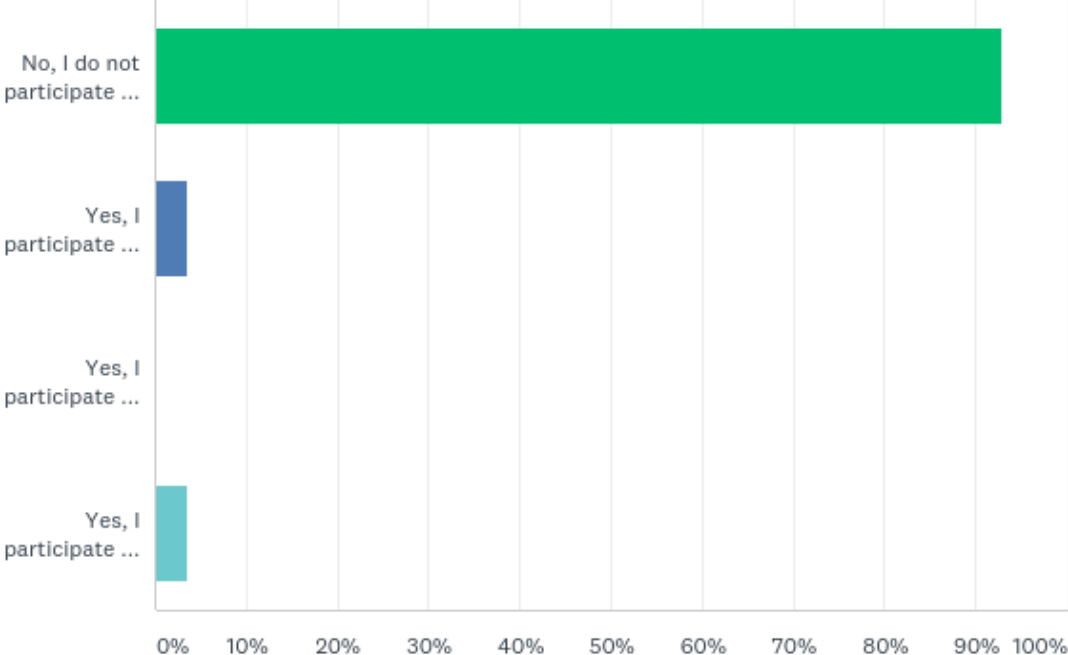
## Q38: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 17 Skipped: 25

	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NO OPINION</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Library staff are interested in me and my needs.	29.41% 5	11.76% 2	58.82% 10	0.00% 0	0.00% 0	17	2.29
Library staff are knowledgeable.	29.41% 5	11.76% 2	58.82% 10	0.00% 0	0.00% 0	17	2.29
Library staff respond in a timely manner.	29.41% 5	11.76% 2	58.82% 10	0.00% 0	0.00% 0	17	2.29
Library staff treats me fairly and without discrimination.	29.41% 5	11.76% 2	58.82% 10	0.00% 0	0.00% 0	17	2.29

# Q39: Do you participate in on-campus student life activities?

Answered: 28 Skipped: 14



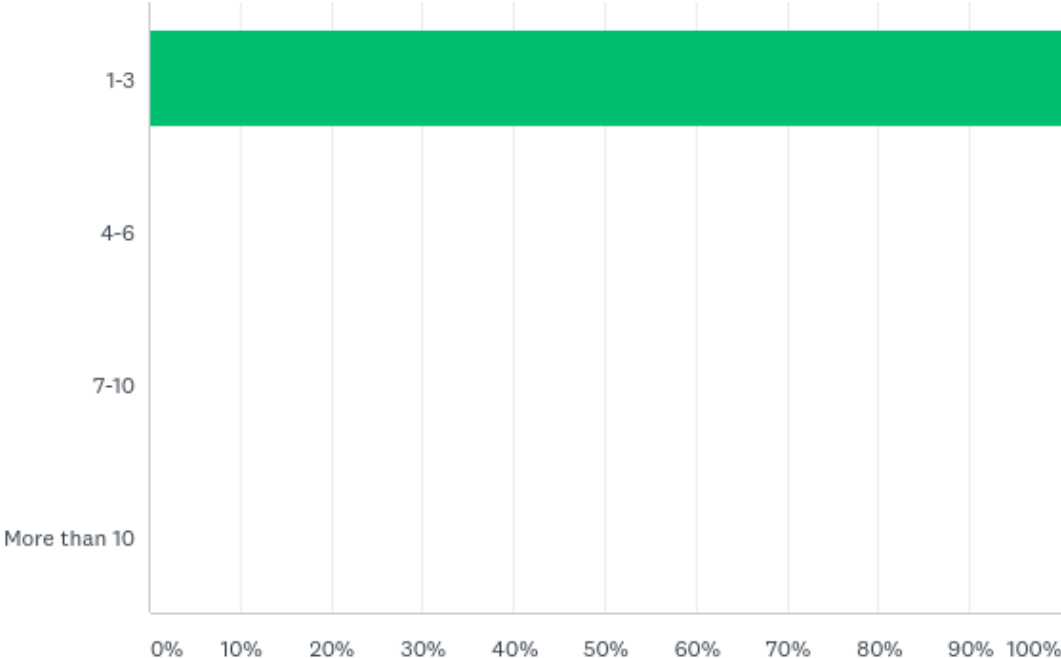
## Q39: Do you participate in on-campus student life activities?

Answered: 28 Skipped: 14

ANSWER CHOICES	RESPONSES	
No, I do not participate in any on-campus student life activities	92.86%	26
Yes, I participate in any on-campus student life activities at EGSC Augusta	3.57%	1
Yes, I participate in any on-campus student life activities at EGSC Statesboro	0.00%	0
Yes, I participate in any on-campus student life activities at EGSC Swainsboro	3.57%	1
<b>TOTAL</b>		<b>28</b>

# Q40: In how many campus activities have you participated this year?

Answered: 2 Skipped: 40



## Q40: In how many campus activities have you participated this year?

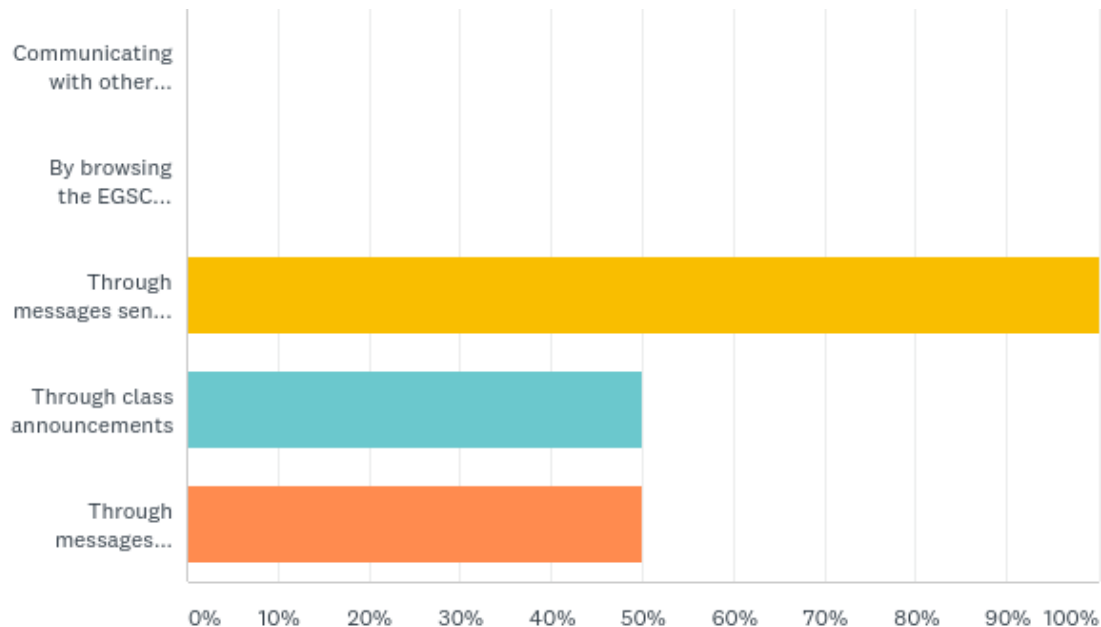
Answered: 2 Skipped: 40

ANSWER CHOICES	RESPONSES	
1-3	100.00%	2
4-6	0.00%	0
7-10	0.00%	0
More than 10	0.00%	0
TOTAL		2



# Q41: How do you usually become aware of campus activities (check all that apply)?

Answered: 2 Skipped: 40



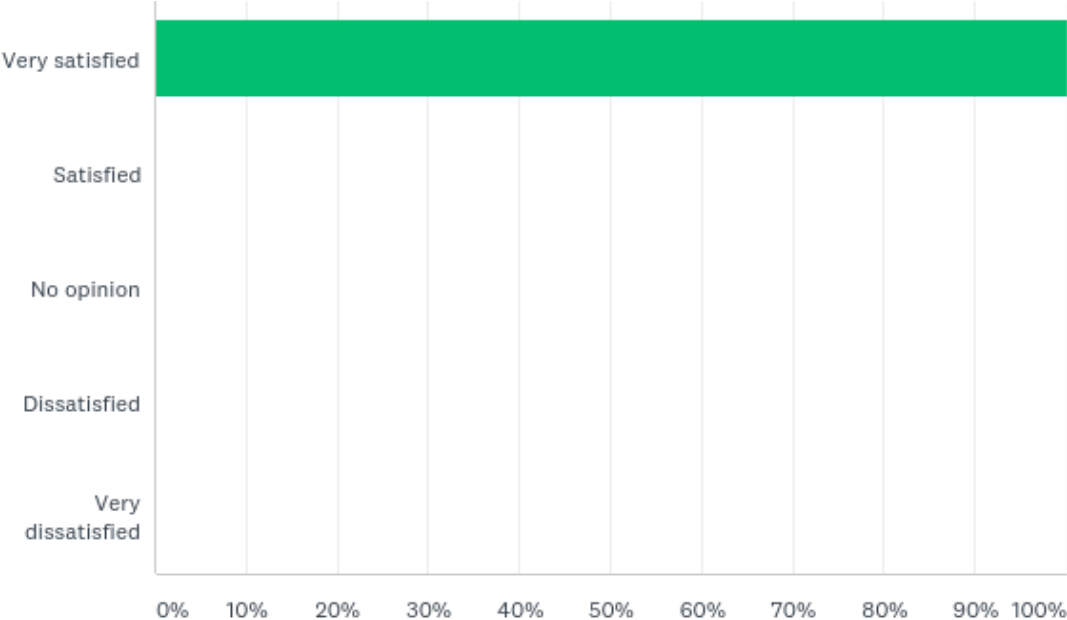
# Q41: How do you usually become aware of campus activities (check all that apply)?

Answered: 2 Skipped: 40

ANSWER CHOICES	RESPONSES	
Communicating with other students	0.00%	0
By browsing the EGSC website	0.00%	0
Through messages sent to my CatMail account	100.00%	2
Through class announcements	50.00%	1
Through messages received on my phone	50.00%	1
Total Respondents: 2		

# Q42: How satisfied are you with the activity space provided?

Answered: 2 Skipped: 40



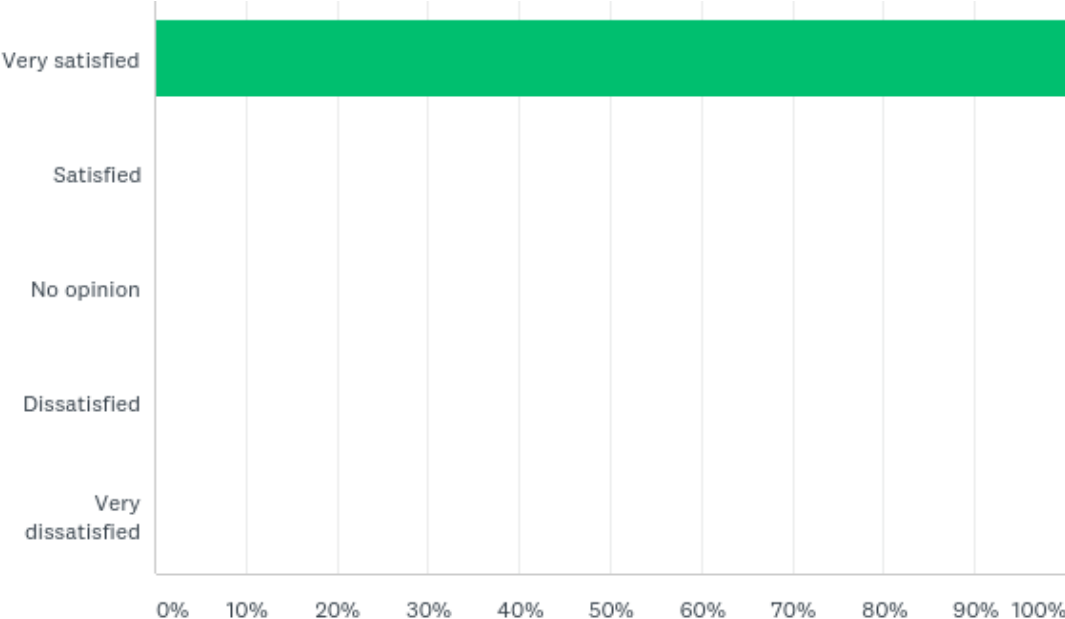
## Q42: How satisfied are you with the activity space provided?

Answered: 2 Skipped: 40

ANSWER CHOICES	RESPONSES	
Very satisfied	100.00%	2
Satisfied	0.00%	0
No opinion	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>2</b>

# Q43: How satisfied are you with the campus activities provided this year?

Answered: 2 Skipped: 40



## Q43: How satisfied are you with the campus activities provided this year?

Answered: 2 Skipped: 40

ANSWER CHOICES	RESPONSES	
Very satisfied	100.00%	2
Satisfied	0.00%	0
No opinion	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
<b>TOTAL</b>		<b>2</b>