

EGSC Augusta Student Satisfaction Survey Spring 2019

Wednesday, May 15, 2019

59

Total Responses

Date Created: Saturday, February 23, 2019

Complete Responses: 28

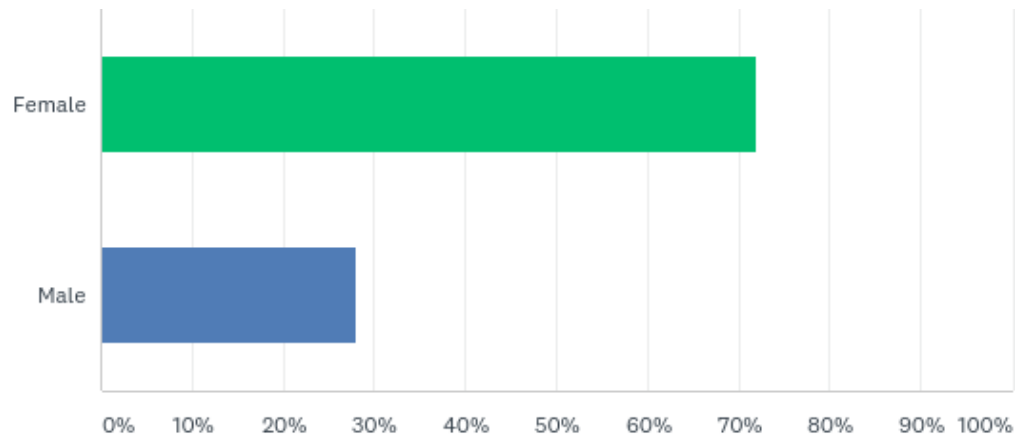
Q1: Do you take classes at EGSC Augusta?

Answered: 57 Skipped: 2

ANSWER CHOICES	RESPONSES
Yes	100.00% 57
TOTAL	57

Q2: Gender:

Answered: 57 Skipped: 2



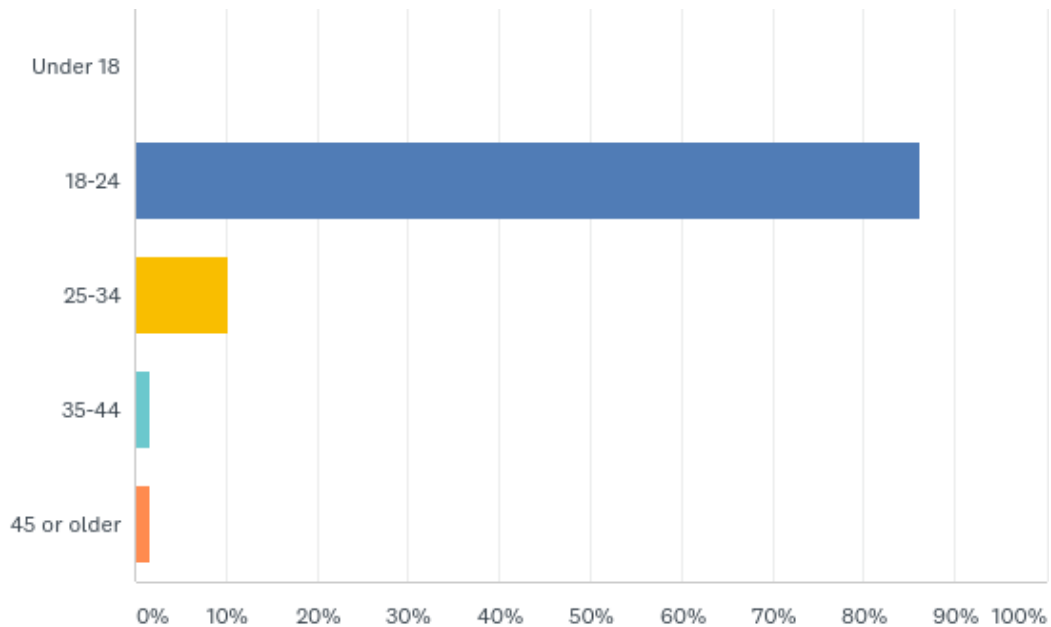
Q2: Gender:

Answered: 57 Skipped: 2

ANSWER CHOICES	RESPONSES	
Female	71.93%	41
Male	28.07%	16
TOTAL		57

Q3: Age group:

Answered: 58 Skipped: 1



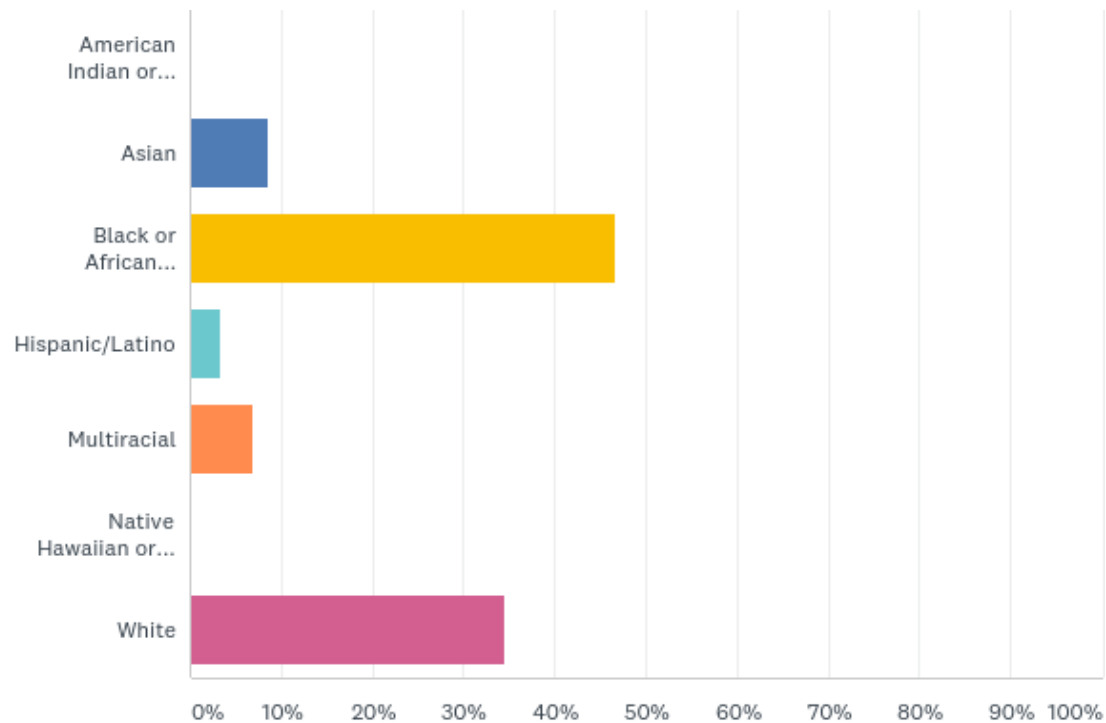
Q3: Age group:

Answered: 58 Skipped: 1

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	86.21%	50
25-34	10.34%	6
35-44	1.72%	1
45 or older	1.72%	1
TOTAL		58

Q4: Ethnicity:

Answered: 58 Skipped: 1



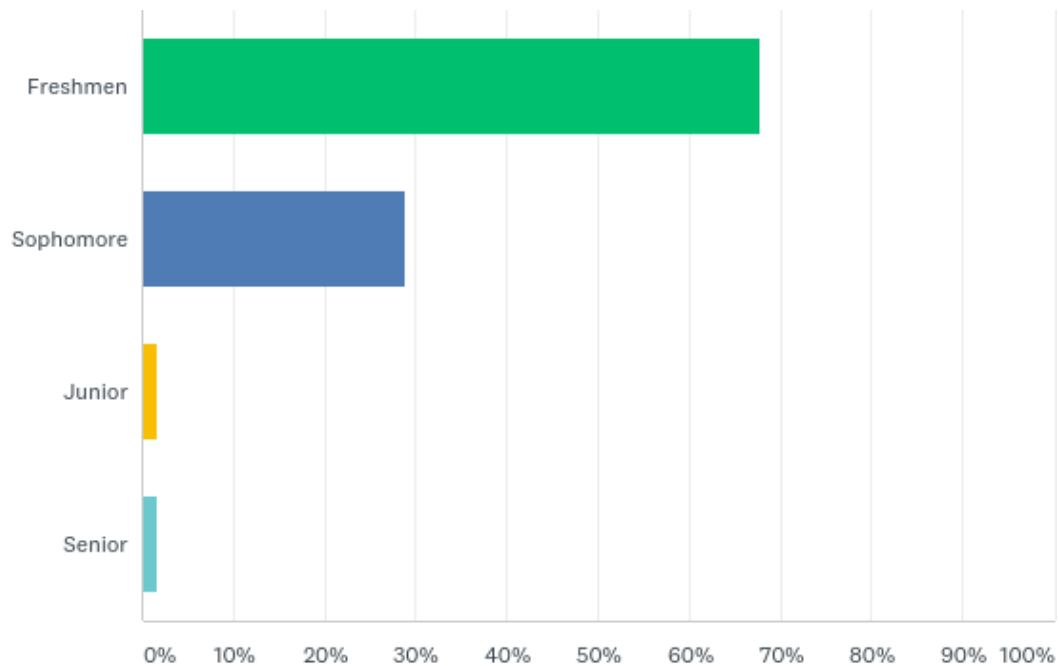
Q4: Ethnicity:

Answered: 58 Skipped: 1

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	8.62%	5
Black or African American	46.55%	27
Hispanic/Latino	3.45%	2
Multiracial	6.90%	4
Native Hawaiian or Pacific Islander	0.00%	0
White	34.48%	20
TOTAL		58

Q5: Academic class:

Answered: 59 Skipped: 0



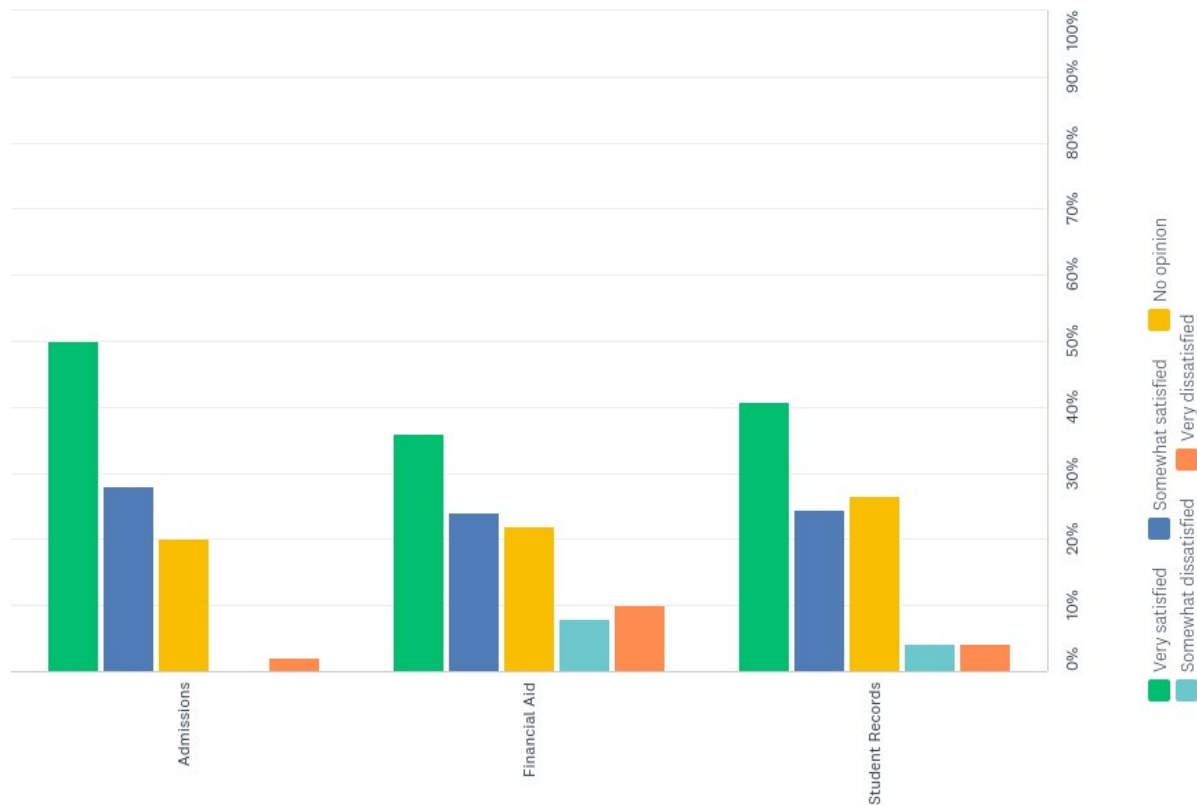
Q5: Academic class:

Answered: 59 Skipped: 0

ANSWER CHOICES	RESPONSES	
Freshmen	67.80%	40
Sophomore	28.81%	17
Junior	1.69%	1
Senior	1.69%	1
TOTAL		59

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

Answered: 50 Skipped: 9



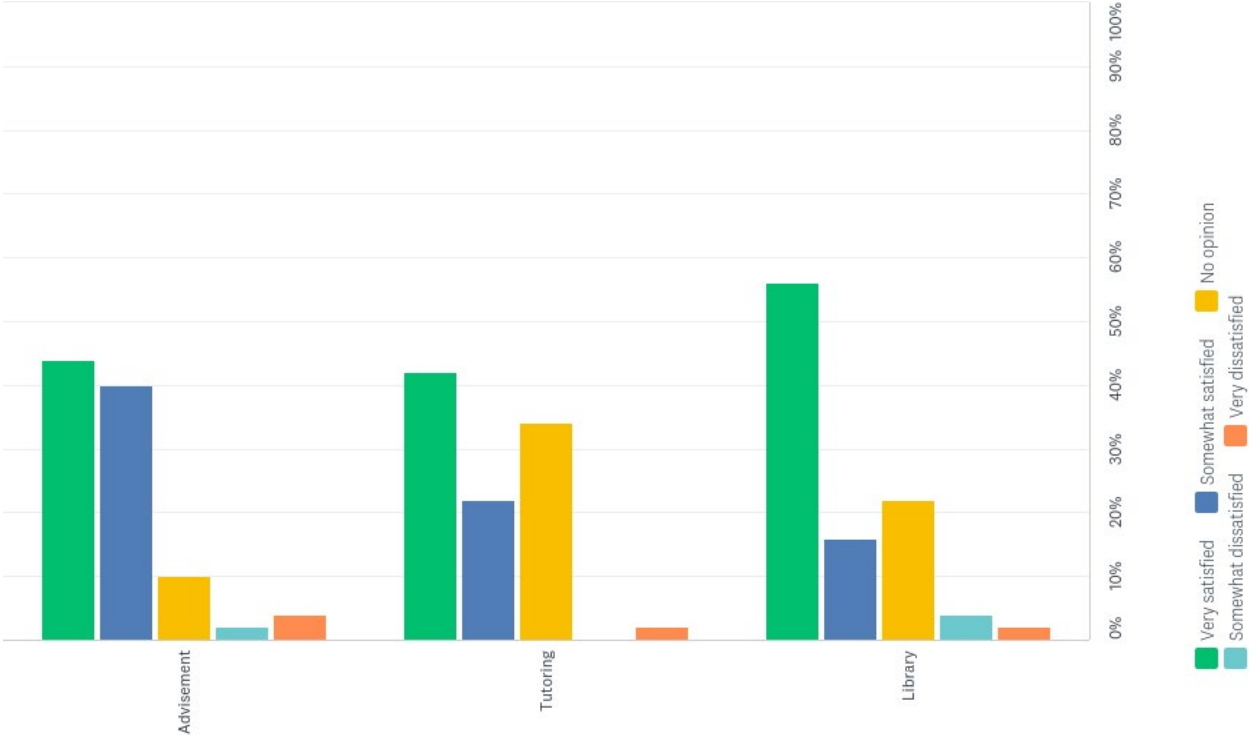
Q6: Please rate the quality of enrollment services provided by the following offices based on your level of satisfaction.

Answered: 50 Skipped: 9

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Admissions	50.00% 25	28.00% 14	20.00% 10	0.00% 0	2.00% 1	50	1.76
Financial Aid	36.00% 18	24.00% 12	22.00% 11	8.00% 4	10.00% 5	50	2.32
Student Records	40.82% 20	24.49% 12	26.53% 13	4.08% 2	4.08% 2	49	2.06

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

Answered: 50 Skipped: 9



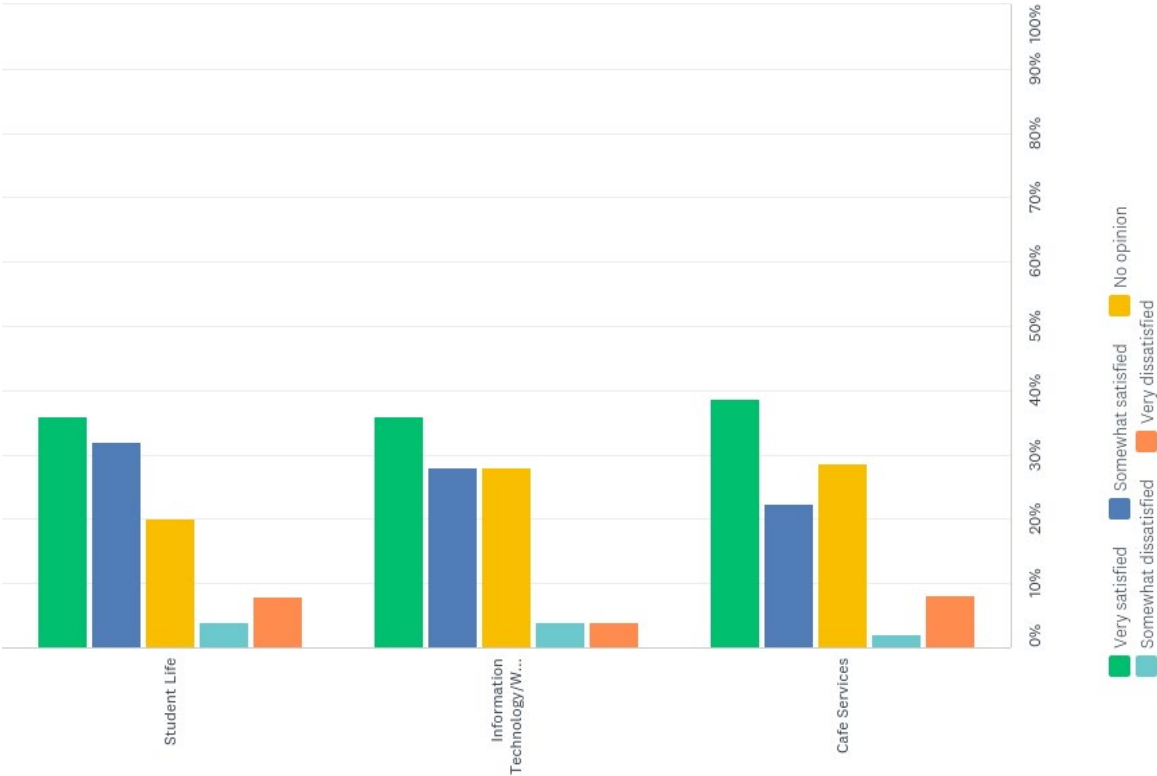
Q7: Please rate the quality of academic services based on your level of satisfaction.

Answered: 50 Skipped: 9

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	44.00% 22	40.00% 20	10.00% 5	2.00% 1	4.00% 2	50	1.82
Tutoring	42.00% 21	22.00% 11	34.00% 17	0.00% 0	2.00% 1	50	1.98
Library	56.00% 28	16.00% 8	22.00% 11	4.00% 2	2.00% 1	50	1.80

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

Answered: 50 Skipped: 9



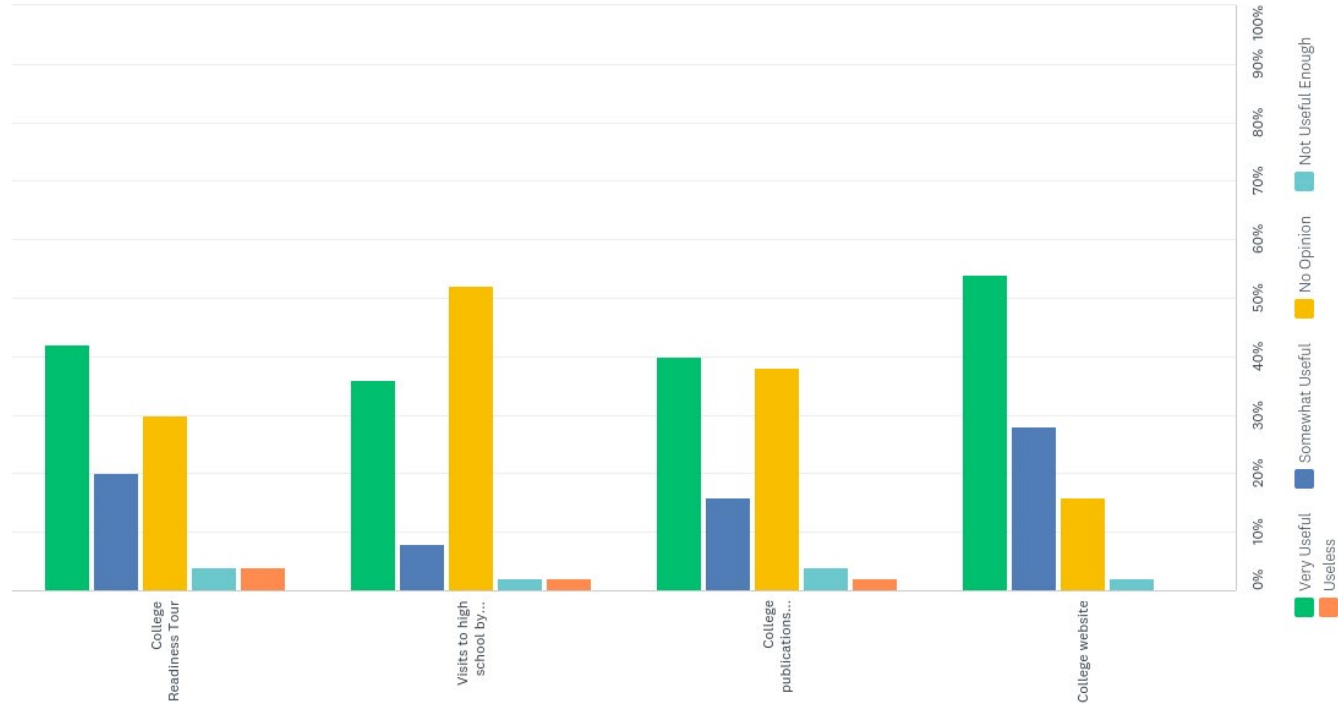
Q8: Please rate the quality of services provided by the following offices based on your level of satisfaction.

Answered: 50 Skipped: 9

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Student Life	36.00% 18	32.00% 16	20.00% 10	4.00% 2	8.00% 4	50	2.16
Information Technology/Web Services	36.00% 18	28.00% 14	28.00% 14	4.00% 2	4.00% 2	50	2.12
Cafe Services	38.78% 19	22.45% 11	28.57% 14	2.04% 1	8.16% 4	49	2.18

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: 50 Skipped: 9



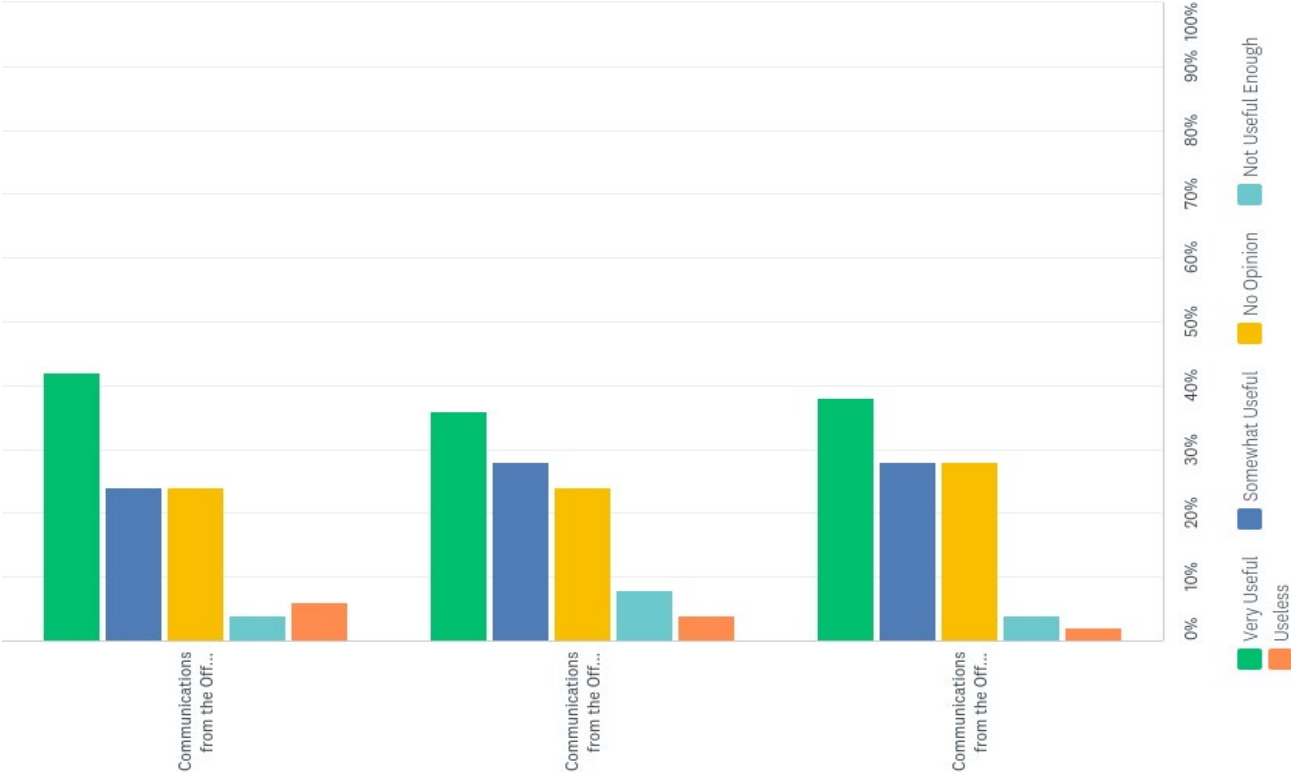
Q9: To help improve the information we make available to students, please rate the usefulness of the information we provide to you through the following sources:

Answered: 50 Skipped: 9

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
College Readiness Tour	42.00% 21	20.00% 10	30.00% 15	4.00% 2	4.00% 2	50	2.08
Visits to high school by admissions staff	36.00% 18	8.00% 4	52.00% 26	2.00% 1	2.00% 1	50	2.26
College publications (catalogs, brochures, etc.)	40.00% 20	16.00% 8	38.00% 19	4.00% 2	2.00% 1	50	2.12
College website	54.00% 27	28.00% 14	16.00% 8	2.00% 1	0.00% 0	50	1.66

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

Answered: 50 Skipped: 9



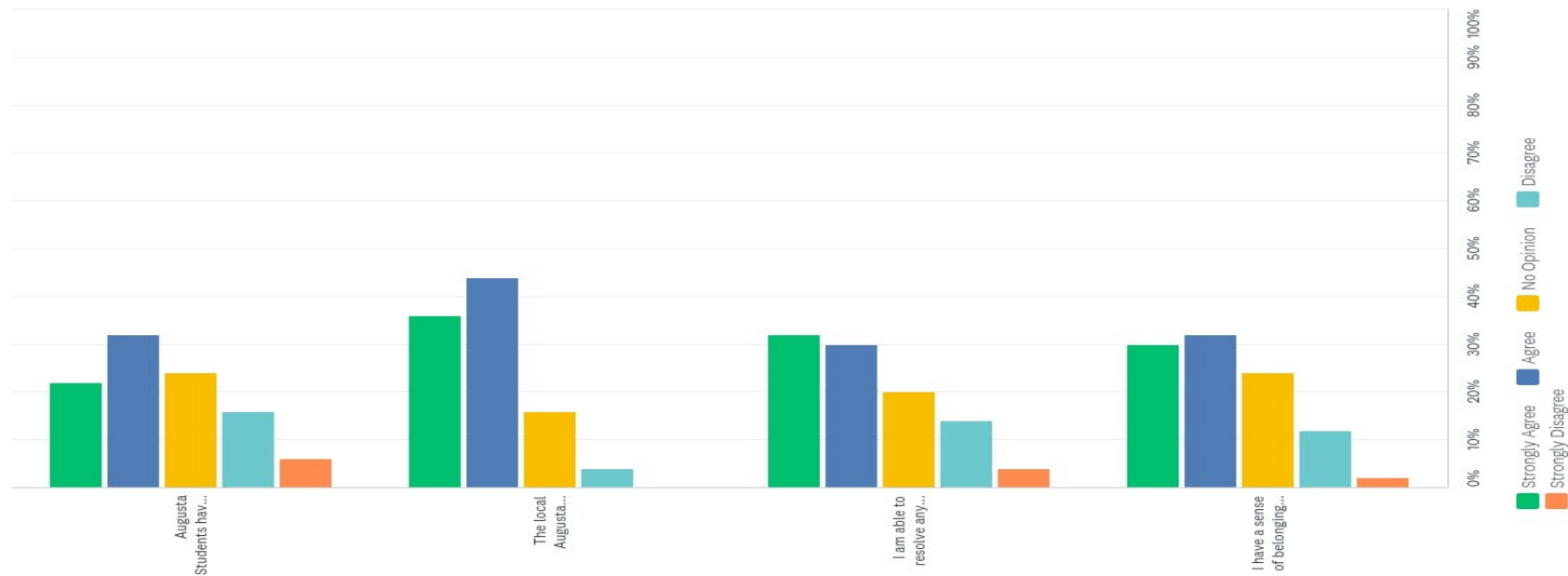
Q10: Please rate the usefulness of the information we provide to you through the following Offices:

Answered: 50 Skipped: 9

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
Communications from the Office of Admissions	42.00% 21	24.00% 12	24.00% 12	4.00% 2	6.00% 3	50	2.08
Communications from the Office of Financial Aid	36.00% 18	28.00% 14	24.00% 12	8.00% 4	4.00% 2	50	2.16
Communications from the Office of Student Accounts	38.00% 19	28.00% 14	28.00% 14	4.00% 2	2.00% 1	50	2.04

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

Answered: 50 Skipped: 9



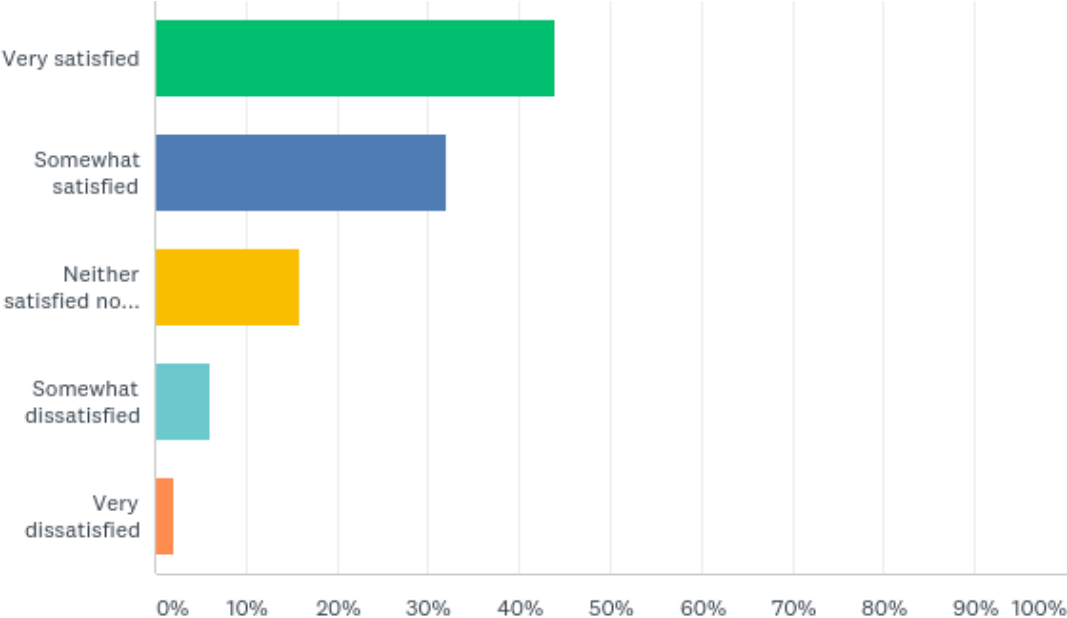
Q11: Please indicate your level of agreement with the following statements:

Answered: 50 Skipped: 9

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Augusta Students have a voice in decisions made at EGSC as a whole	22.00% 11	32.00% 16	24.00% 12	16.00% 8	6.00% 3	50	2.52
The local Augusta community is welcoming to EGSC students.	36.00% 18	44.00% 22	16.00% 8	4.00% 2	0.00% 0	50	1.88
I am able to resolve any problems I experience at EGSC Augusta in a timely matter	32.00% 16	30.00% 15	20.00% 10	14.00% 7	4.00% 2	50	2.28
I have a sense of belonging at EGSC Augusta	30.00% 15	32.00% 16	24.00% 12	12.00% 6	2.00% 1	50	2.24

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

Answered: 50 Skipped: 9



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

Answered: 50 Skipped: 9

ANSWER CHOICES	RESPONSES	
Very satisfied	44.00%	22
Somewhat satisfied	32.00%	16
Neither satisfied nor dissatisfied	16.00%	8
Somewhat dissatisfied	6.00%	3
Very dissatisfied	2.00%	1
TOTAL		50

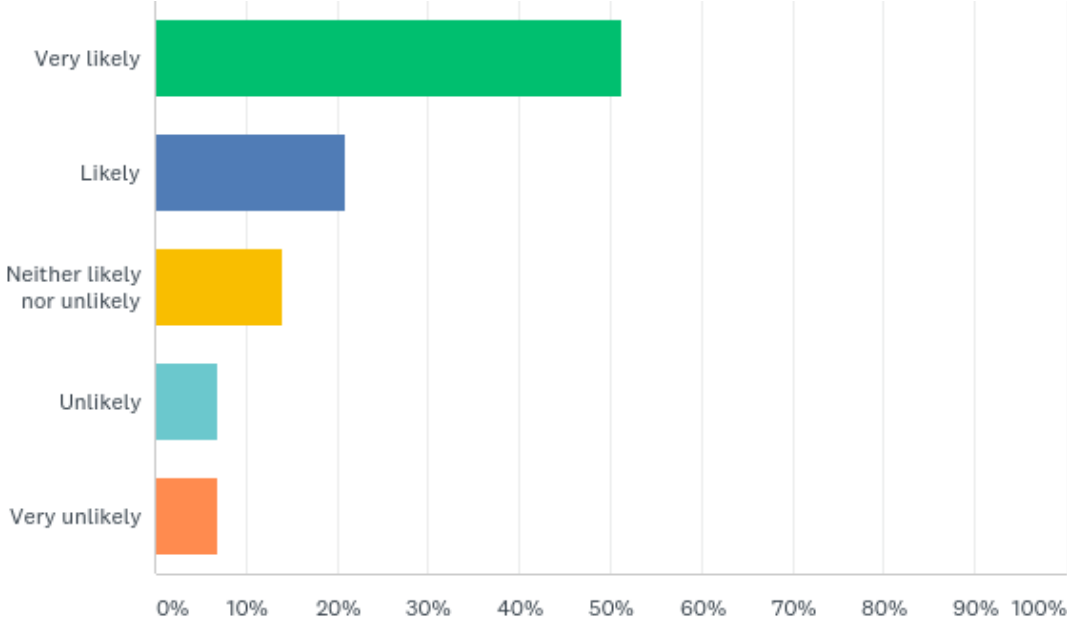
Q13: How important was each of these in choosing to attend East Georgia State College?

Answered: 43 Skipped: 16

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	53.49% 23	23.26% 10	18.60% 8	0.00% 0	4.65% 2	43	1.79
Family member attended EGSC	16.28% 7	0.00% 0	23.26% 10	4.65% 2	55.81% 24	43	3.84
Campus safety	62.79% 27	6.98% 3	20.93% 9	4.65% 2	4.65% 2	43	1.81
Financial aid	65.12% 28	9.30% 4	16.28% 7	2.33% 1	6.98% 3	43	1.77
Friend attending	19.05% 8	9.52% 4	33.33% 14	0.00% 0	38.10% 16	42	3.29
Housing	25.58% 11	4.65% 2	32.56% 14	0.00% 0	37.21% 16	43	3.19
Scholarships	53.49% 23	9.30% 4	25.58% 11	0.00% 0	11.63% 5	43	2.07
Tuition and fees	79.07% 34	4.65% 2	11.63% 5	0.00% 0	4.65% 2	43	1.47

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

Answered: 43 Skipped: 16



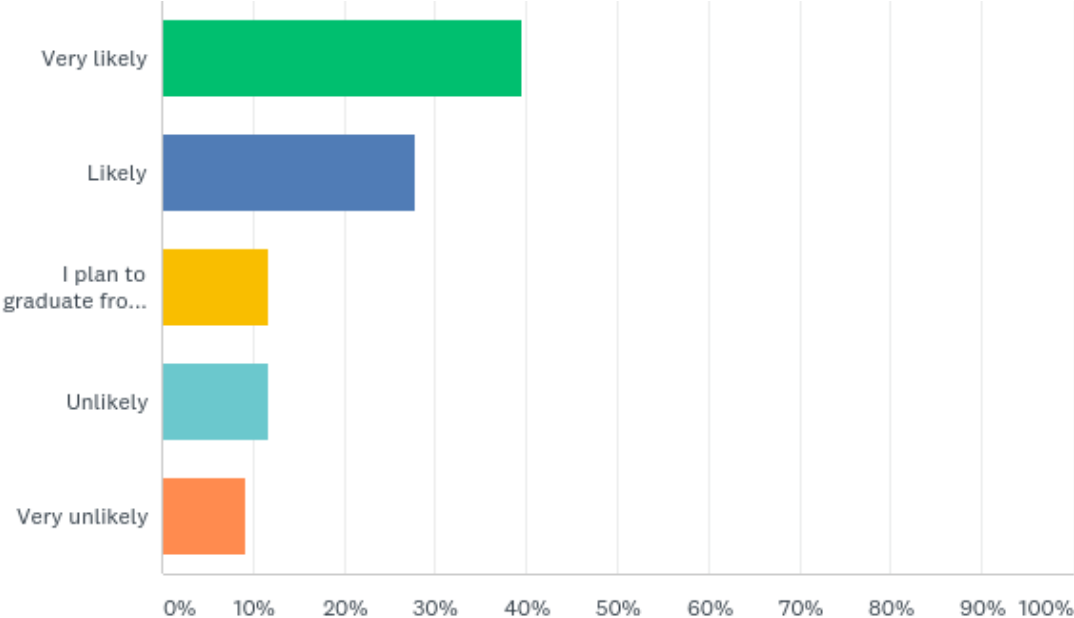
Q14: How likely are you to recommend EGSC to others?

Answered: 43 Skipped: 16

ANSWER CHOICES	RESPONSES	
Very likely	51.16%	22
Likely	20.93%	9
Neither likely nor unlikely	13.95%	6
Unlikely	6.98%	3
Very unlikely	6.98%	3
TOTAL		43

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

Answered: 43 Skipped: 16



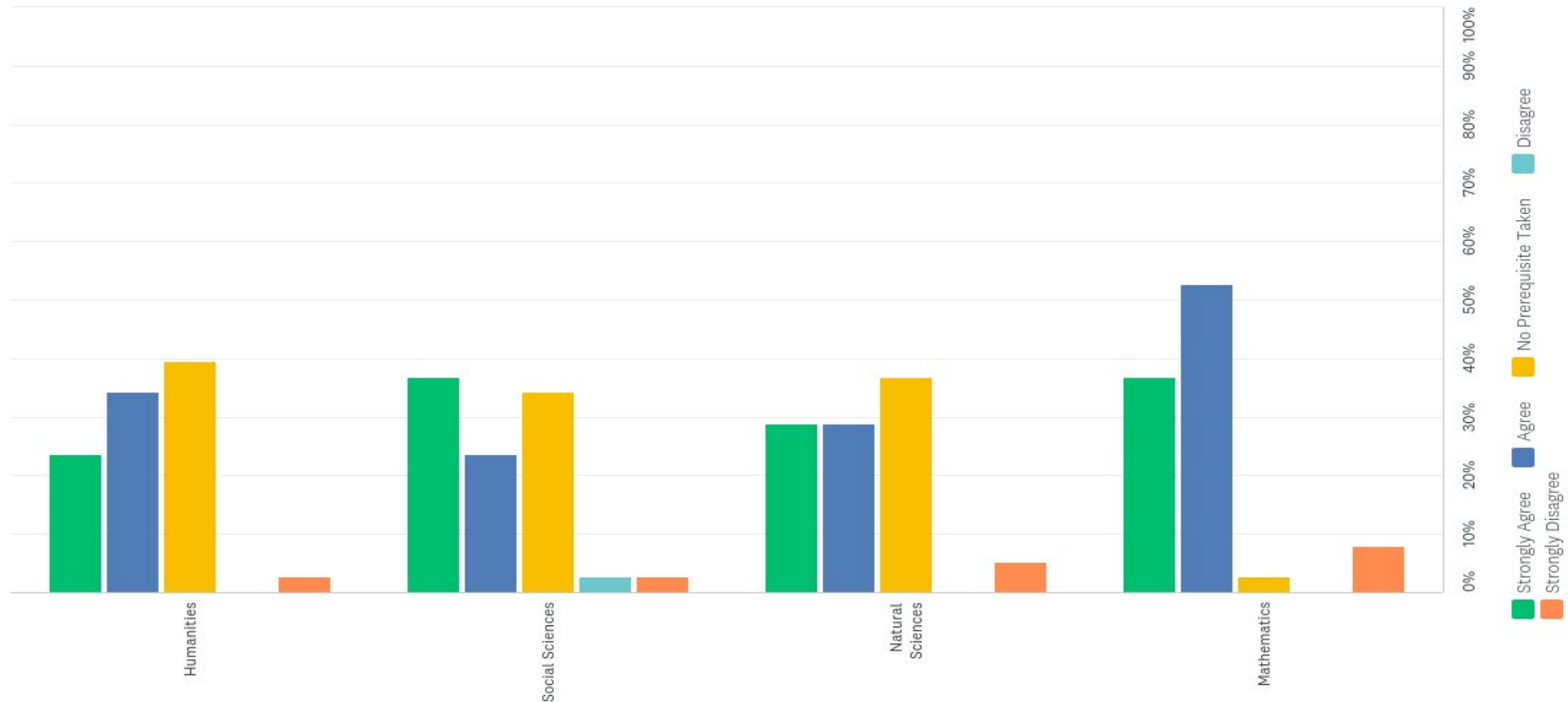
Q15: How likely are you to continue attending EGSC next year?

Answered: 43 Skipped: 16

ANSWER CHOICES	RESPONSES	
Very likely	39.53%	17
Likely	27.91%	12
I plan to graduate from EGSC this year	11.63%	5
Unlikely	11.63%	5
Very unlikely	9.30%	4
TOTAL		43

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: 38 Skipped: 21



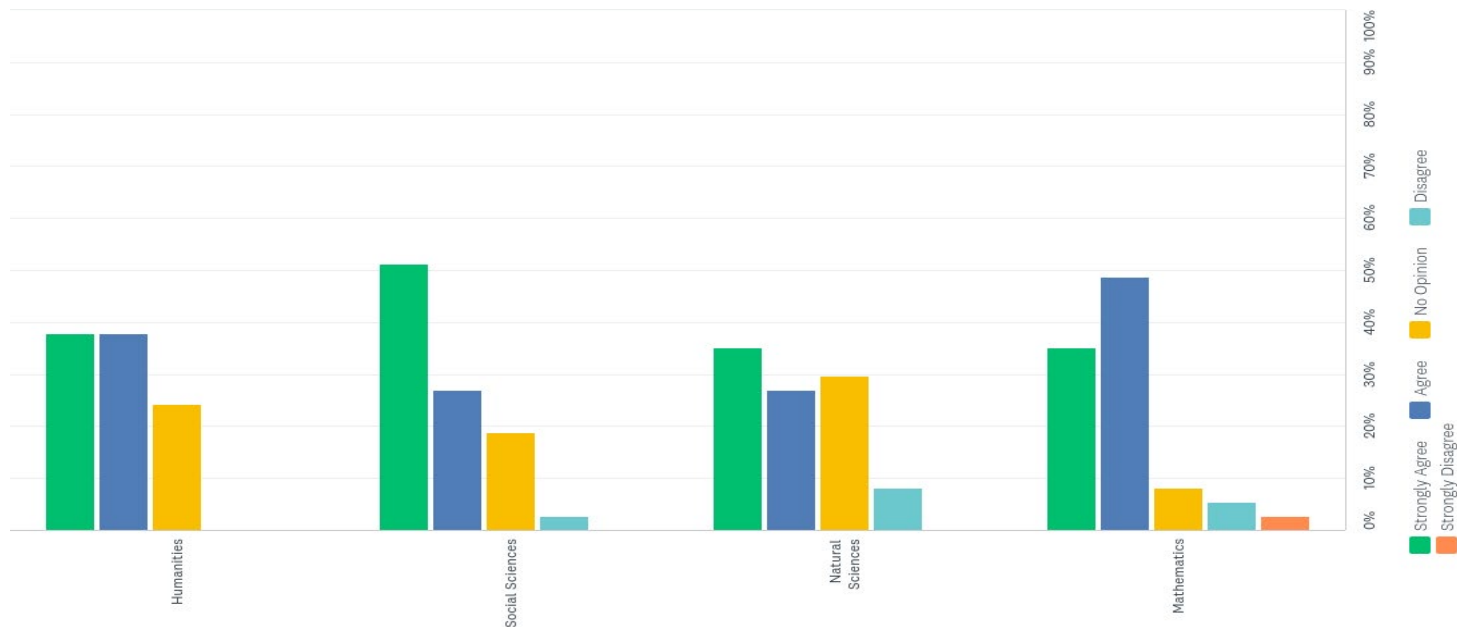
Q16: Do you agree that the courses that you have taken as prerequisites for other courses in each of the following academic areas have prepared you for the next course in the sequence?

Answered: 38 Skipped: 21

	STRONGLY AGREE	AGREE	NO PREREQUISITE TAKEN	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	23.68% 9	34.21% 13	39.47% 15	0.00% 0	2.63% 1	38
Social Sciences	36.84% 14	23.68% 9	34.21% 13	2.63% 1	2.63% 1	38
Natural Sciences	28.95% 11	28.95% 11	36.84% 14	0.00% 0	5.26% 2	38
Mathematics	36.84% 14	52.63% 20	2.63% 1	0.00% 0	7.89% 3	38

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: 37 Skipped: 22



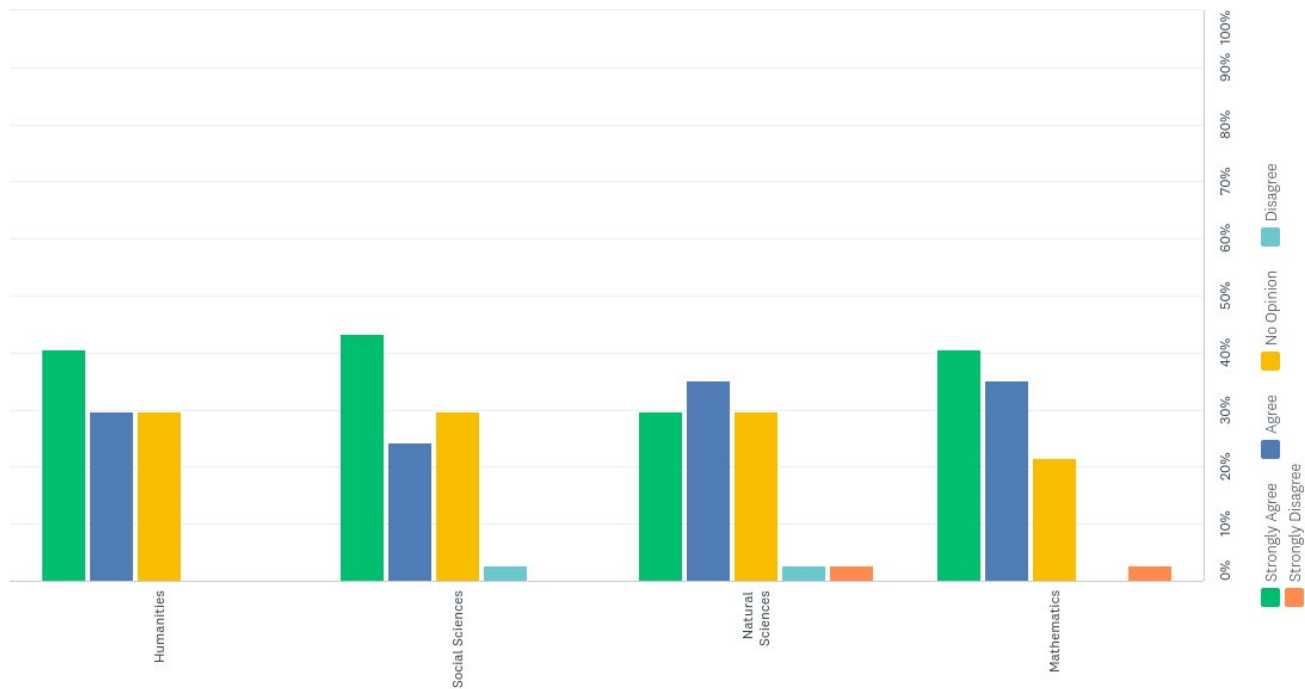
Q17: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 37 Skipped: 22

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	37.84% 14	37.84% 14	24.32% 9	0.00% 0	0.00% 0	37
Social Sciences	51.35% 19	27.03% 10	18.92% 7	2.70% 1	0.00% 0	37
Natural Sciences	35.14% 13	27.03% 10	29.73% 11	8.11% 3	0.00% 0	37
Mathematics	35.14% 13	48.65% 18	8.11% 3	5.41% 2	2.70% 1	37

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: 37 Skipped: 22



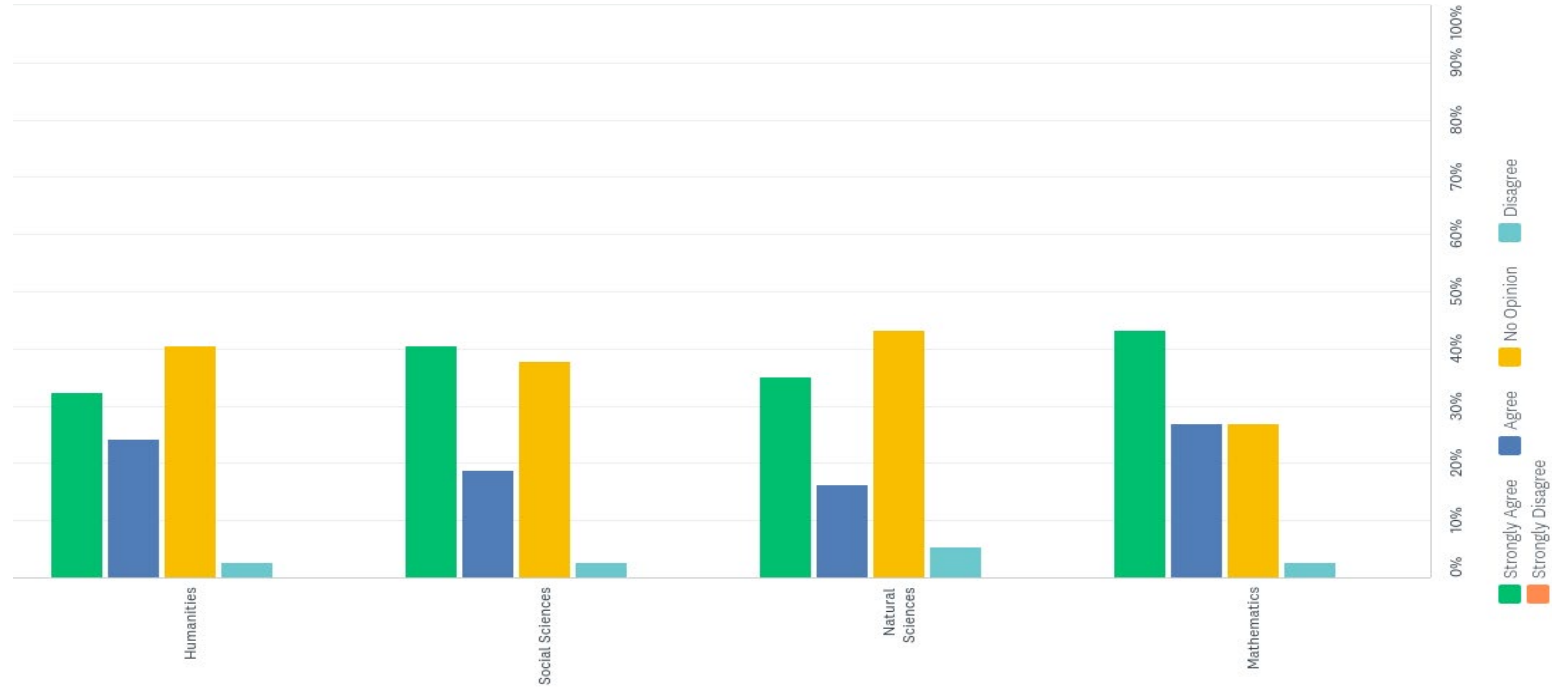
Q18: Do you agree that you are encouraged to investigate and critically analyze new ideas and/or solve problems in each of the following types of courses?

Answered: 37 Skipped: 22

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	40.54% 15	29.73% 11	29.73% 11	0.00% 0	0.00% 0	37
Social Sciences	43.24% 16	24.32% 9	29.73% 11	2.70% 1	0.00% 0	37
Natural Sciences	29.73% 11	35.14% 13	29.73% 11	2.70% 1	2.70% 1	37
Mathematics	40.54% 15	35.14% 13	21.62% 8	0.00% 0	2.70% 1	37

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

Answered: 37 Skipped: 22



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

Answered: 37 Skipped: 22

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	32.43% 12	24.32% 9	40.54% 15	2.70% 1	0.00% 0	37
Social Sciences	40.54% 15	18.92% 7	37.84% 14	2.70% 1	0.00% 0	37
Natural Sciences	35.14% 13	16.22% 6	43.24% 16	5.41% 2	0.00% 0	37
Mathematics	43.24% 16	27.03% 10	27.03% 10	2.70% 1	0.00% 0	37

Q20: How can your learning experience at EGSC be improved? (1 of 2)

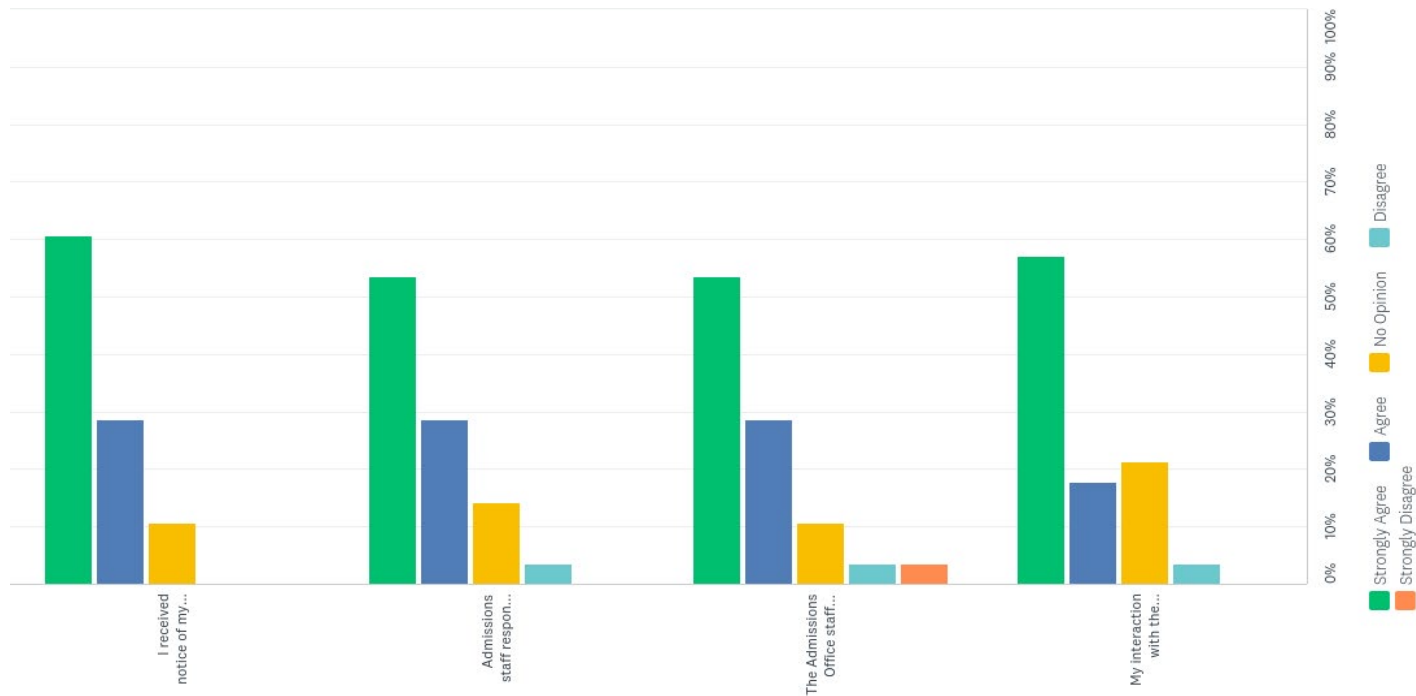
Respondents	Responses
1	More tutoring, and more classes to take at the Augusta campus.
2	na
3	To have professors that help more than they do now.
4	N/A
5	By me not taking classes that waste my time and money.
6	Have met a few professors/faculty that seem to not care about the education provided. This is passed on to other students.
7	Having more staff to assist at egsc
8	N/A
9	Professors could have better material.
10	By analyzing the teachers and their teaching skills. Because some of their methods doesn't help the students. And it's a waste of my time and money.
11	No Opinion
12	Dr.wallkke makes you write 5 page papers in class for an exam. History.
	Professor Sega is great but I wish you had online bio 1107 and 1108

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

Respondents	Responses
13	EGSC Augusta Campus needs to hire more math teachers. I feel that Pre-Calculus should not have just one teacher for that subject.
14	STUDY MORE
15	i think y'all are doing a great job
16	studying
17	I had a bad experience with the online Anatomy and Physiology 1 course. There were no actual labs with made the course very hard to understand and also there was no clear establishment on dates that assignments were due. I felt really distant in the course even though I contacted the professor many time to get an understanding. I'm a student that works hard and truly tried in this course.
18	Studying, asking questions, and also attend tutoring.
19	I plan to improve my experience by studying more and talking to my professors going to see them during their office hours and see what I can do to improve my grades.
20	Adding more courses to the Augusta campus at least making it so we can obtain our Bachelor's degree.

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

Answered: 28 Skipped: 31

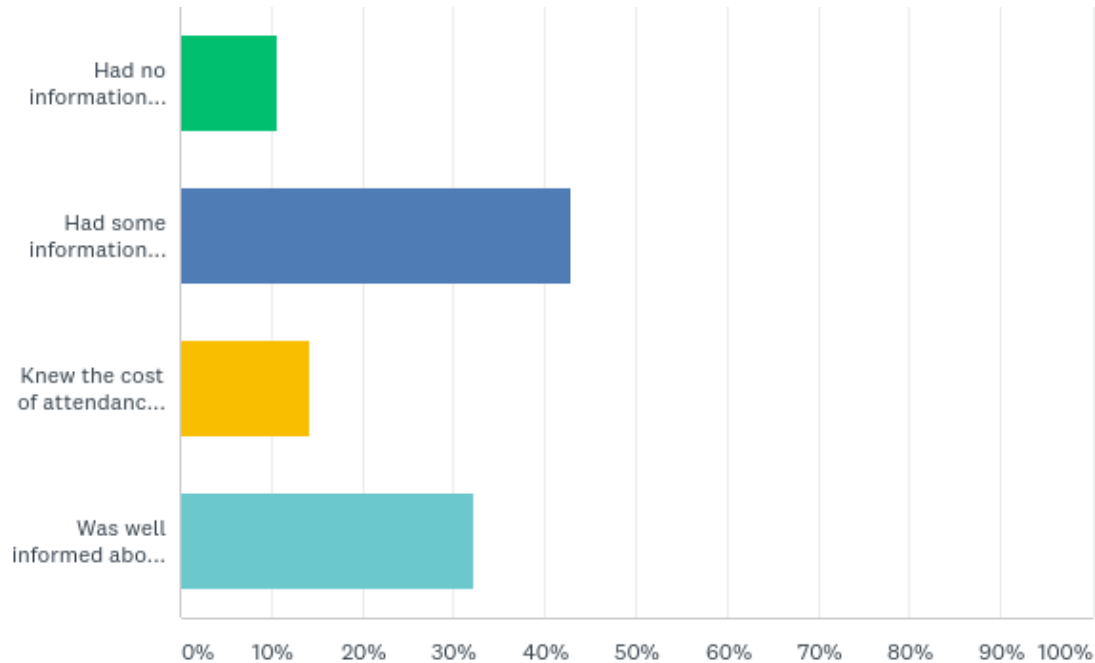


Q21: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	60.71% 17	28.57% 8	10.71% 3	0.00% 0	0.00% 0	28	1.50
Admissions staff responded to my questions and concerns in a timely manner.	53.57% 15	28.57% 8	14.29% 4	3.57% 1	0.00% 0	28	1.68
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	53.57% 15	28.57% 8	10.71% 3	3.57% 1	3.57% 1	28	1.75
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	57.14% 16	17.86% 5	21.43% 6	3.57% 1	0.00% 0	28	1.71

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

Answered: 28 Skipped: 31



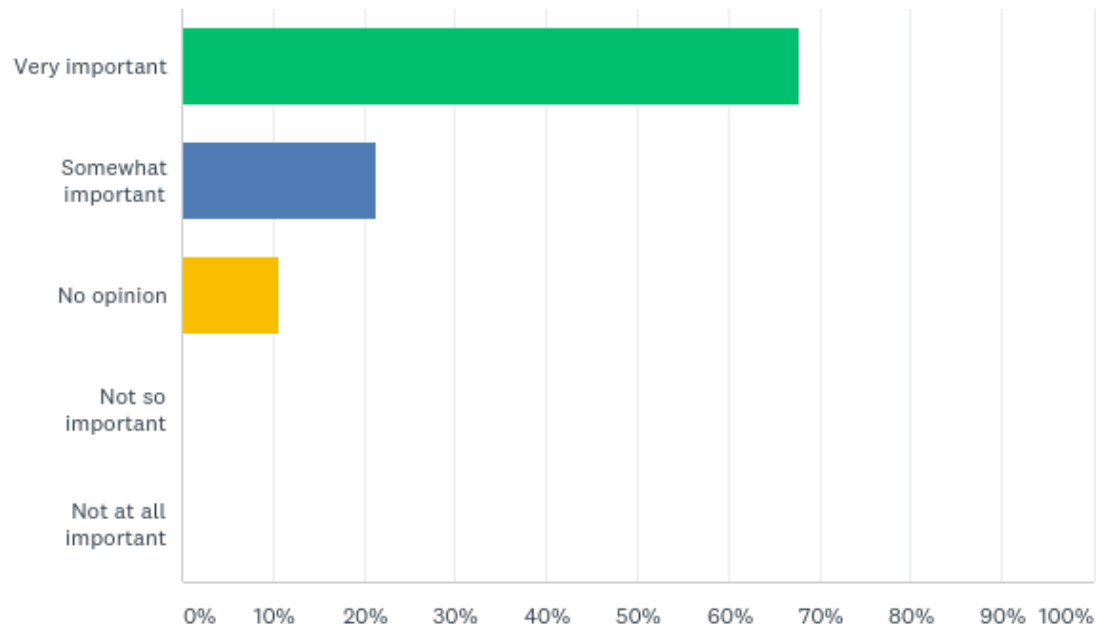
Q22: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	10.71%	3
Had some information about cost of attendance	42.86%	12
Knew the cost of attendance, but had questions	14.29%	4
Was well informed about the cost of attendance	32.14%	9
TOTAL		28

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

Answered: 28 Skipped: 31



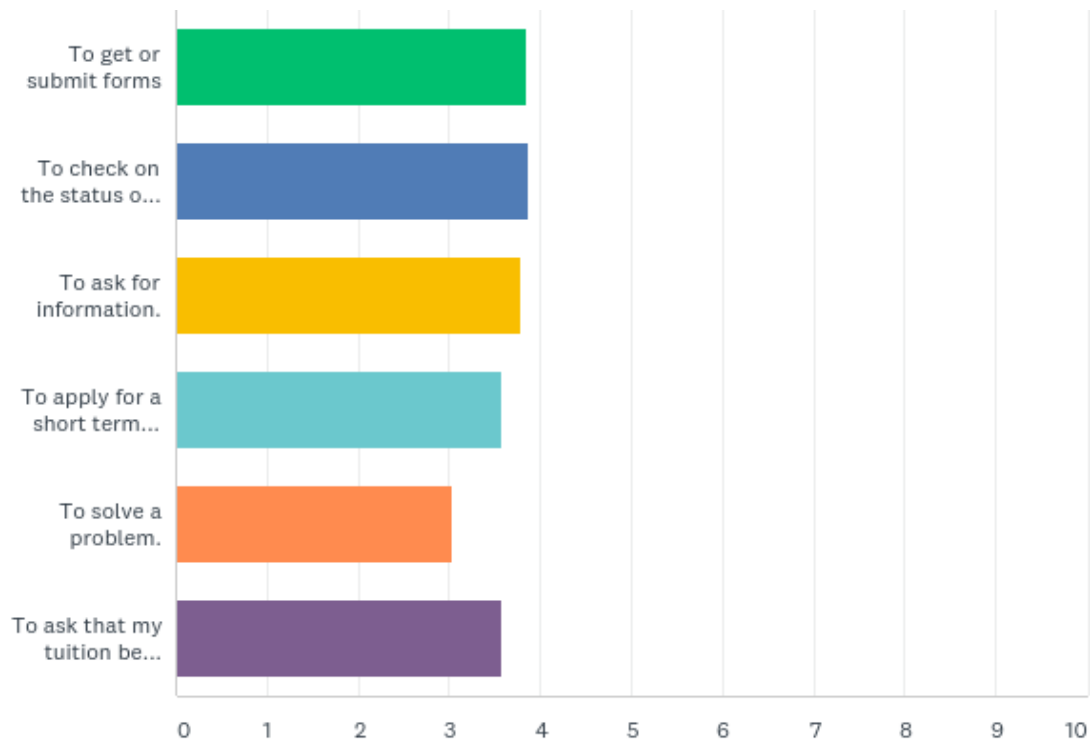
Q23: Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Very important	67.86%	19
Somewhat important	21.43%	6
No opinion	10.71%	3
Not so important	0.00%	0
Not at all important	0.00%	0
TOTAL		28

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

Answered: 28 Skipped: 31



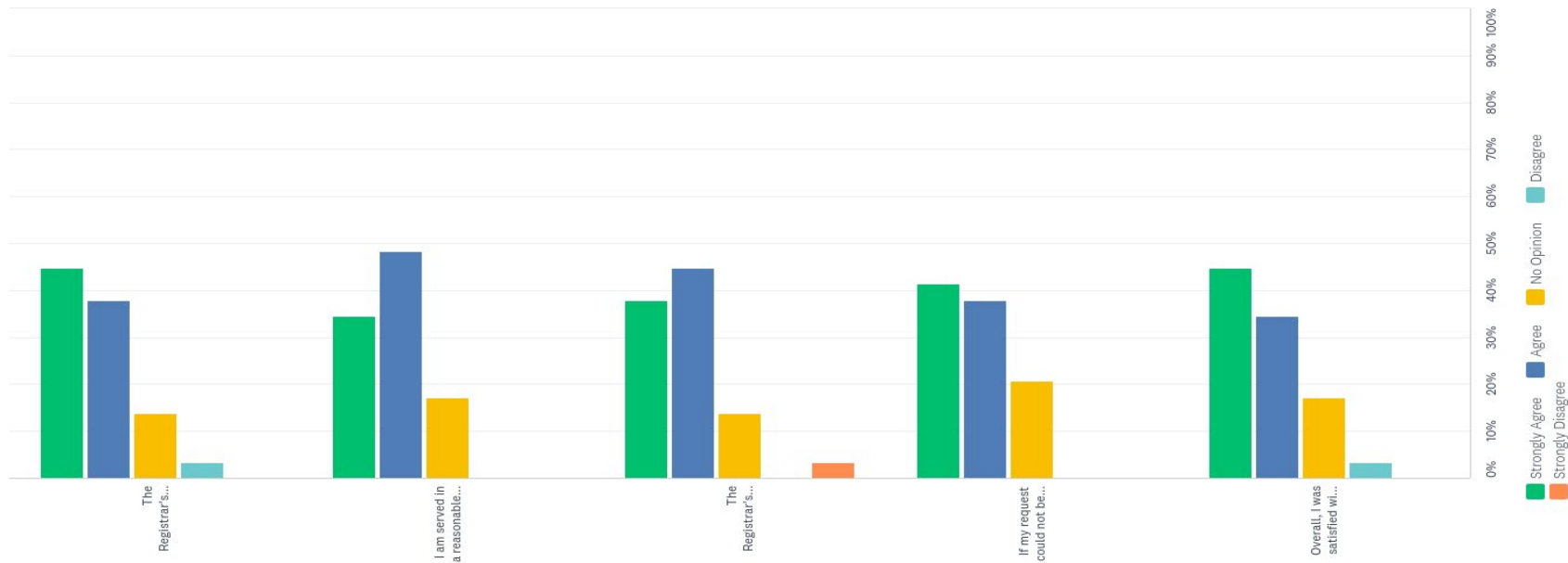
Q24: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 28 Skipped: 31

	1	2	3	4	5	6	TOTAL	SCORE
To get or submit forms	20.00% 4	10.00% 2	30.00% 6	25.00% 5	5.00% 1	10.00% 2	20	3.85
To check on the status of my aid.	9.09% 2	36.36% 8	18.18% 4	13.64% 3	13.64% 3	9.09% 2	22	3.86
To ask for information.	13.04% 3	17.39% 4	26.09% 6	26.09% 6	13.04% 3	4.35% 1	23	3.78
To apply for a short term loan.	28.57% 6	9.52% 2	14.29% 3	9.52% 2	14.29% 3	23.81% 5	21	3.57
To solve a problem.	17.39% 4	8.70% 2	8.70% 2	13.04% 3	30.43% 7	21.74% 5	23	3.04
To ask that my tuition be deferred.	30.43% 7	13.04% 3	4.35% 1	8.70% 2	21.74% 5	21.74% 5	23	3.57

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

Answered: 29 Skipped: 30



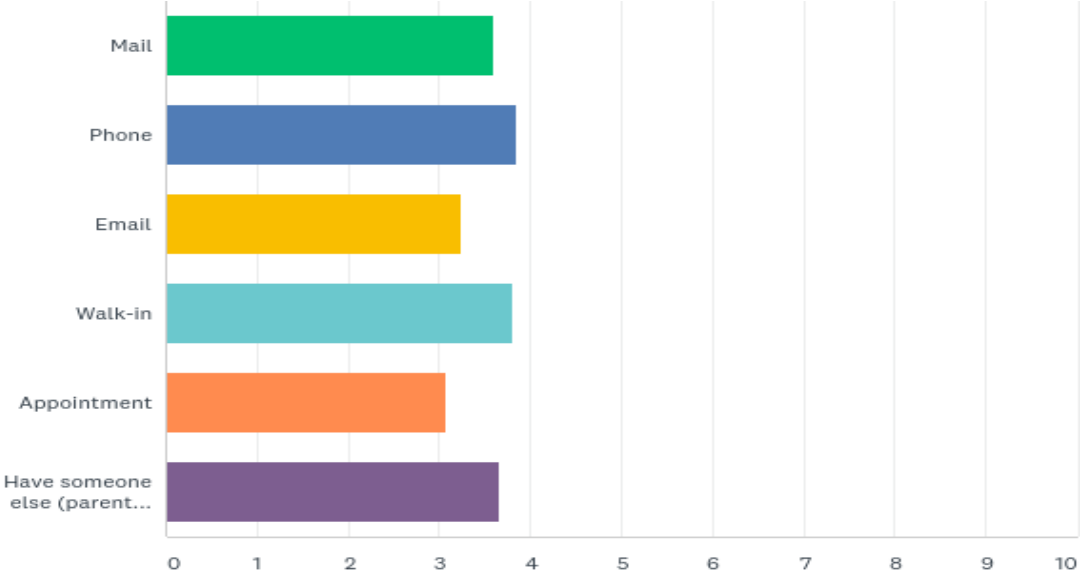
Q25: Indicate your agreement with each of the following statements about the Registrar's Office.

Answered: 29 Skipped: 30

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
The Registrar's Office staff are knowledgeable.	44.83% 13	37.93% 11	13.79% 4	3.45% 1	0.00% 0	29
I am served in a reasonable period of time.	34.48% 10	48.28% 14	17.24% 5	0.00% 0	0.00% 0	29
The Registrar's Office staff usually satisfy my request during my initial contact.	37.93% 11	44.83% 13	13.79% 4	0.00% 0	3.45% 1	29
If my request could not be immediately satisfied, the Registrar's Office staff member provides me with the necessary next steps.	41.38% 12	37.93% 11	20.69% 6	0.00% 0	0.00% 0	29
Overall, I was satisfied with the service provided by the Registrar's Office.	44.83% 13	34.48% 10	17.24% 5	3.45% 1	0.00% 0	29

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

Answered: 28 Skipped: 31



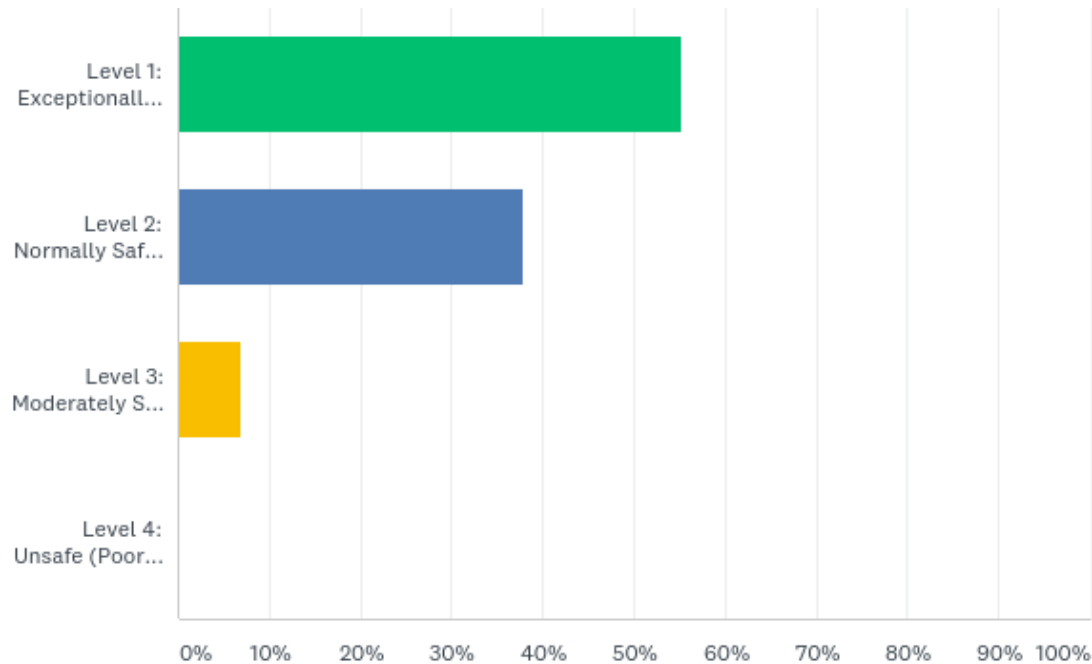
Q26: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Enrollment Management offices.

Answered: 28 Skipped: 31

	1	2	3	4	5	6	TOTAL	SCORE
Mail	27.27% 6	9.09% 2	9.09% 2	18.18% 4	22.73% 5	13.64% 3	22	3.59
Phone	24.00% 6	28.00% 7	12.00% 3	0.00% 0	16.00% 4	20.00% 5	25	3.84
Email	12.00% 3	8.00% 2	20.00% 5	28.00% 7	16.00% 4	16.00% 4	25	3.24
Walk-in	8.00% 2	32.00% 8	24.00% 6	16.00% 4	8.00% 2	12.00% 3	25	3.80
Appointment	3.70% 1	3.70% 1	29.63% 8	33.33% 9	18.52% 5	11.11% 3	27	3.07
Have someone else (parent, etc.) intervene	33.33% 8	16.67% 4	4.17% 1	4.17% 1	12.50% 3	29.17% 7	24	3.67

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

Answered: 29 Skipped: 30



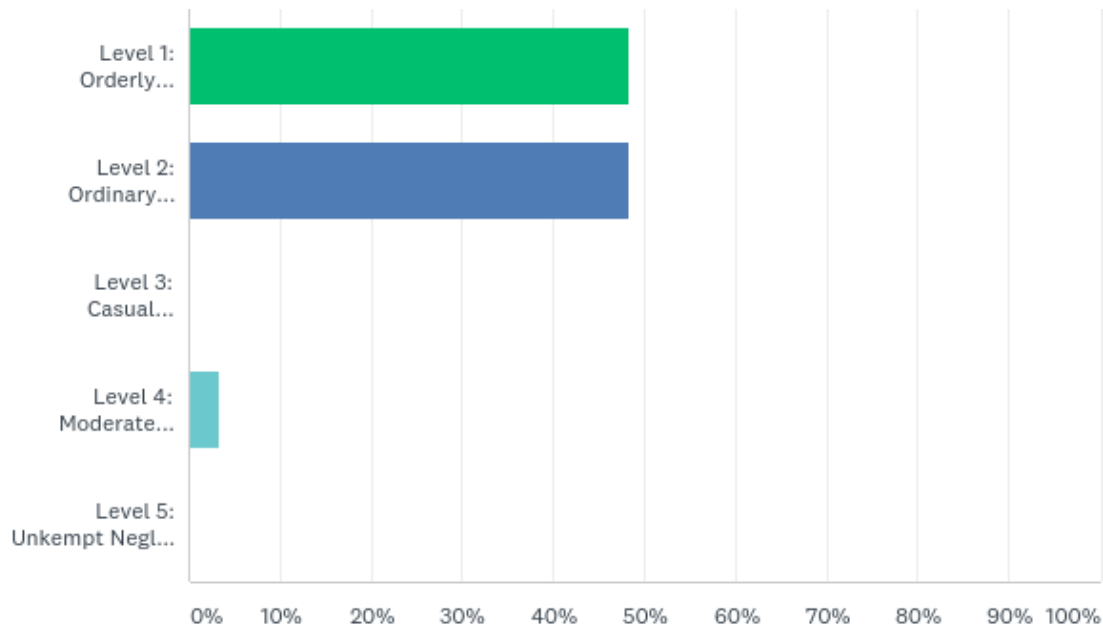
Q27: Concerning your SAFETY while you are EGSC Augusta, how would you rate your overall feelings of being safe and secure?

Answered: 29 Skipped: 30

ANSWER CHOICES	RESPONSES	
Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)	55.17%	16
Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)	37.93%	11
Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)	6.90%	2
Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)	0.00%	0
TOTAL		29

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

Answered: 29 Skipped: 30



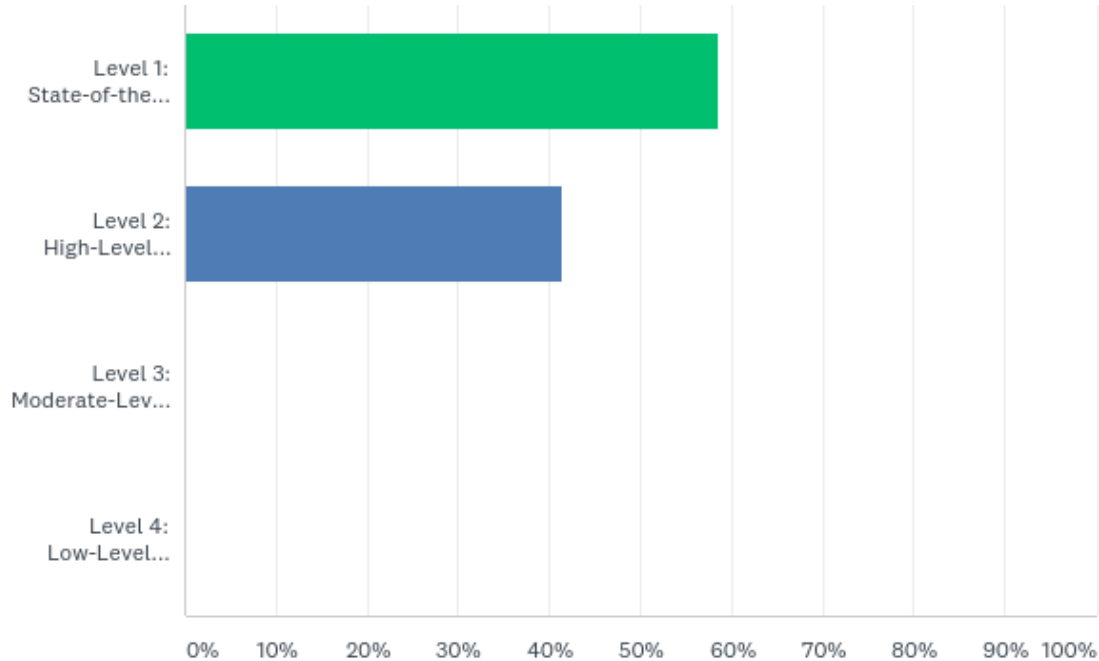
Q28: Concerning the CLEANLINESS of EGSC Augusta facilities, how would you rate the building(s) in which you attend class?

Answered: 29 Skipped: 30

ANSWER CHOICES	RESPONSES	
Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)	48.28%	14
Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)	48.28%	14
Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)	0.00%	0
Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)	3.45%	1
Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)	0.00%	0
TOTAL		29

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

Answered: 29 Skipped: 30



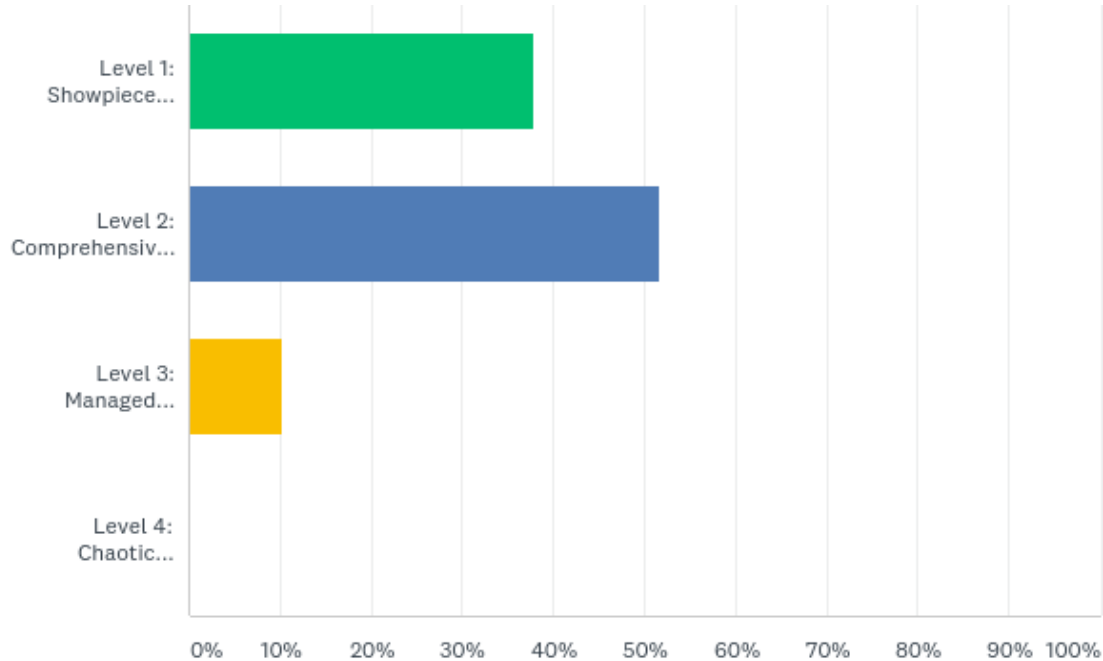
Q29: How would you rate EGSC Augusta based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 29 Skipped: 30

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)	58.62%	17
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)	41.38%	12
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)	0.00%	0
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		29

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

Answered: 29 Skipped: 30



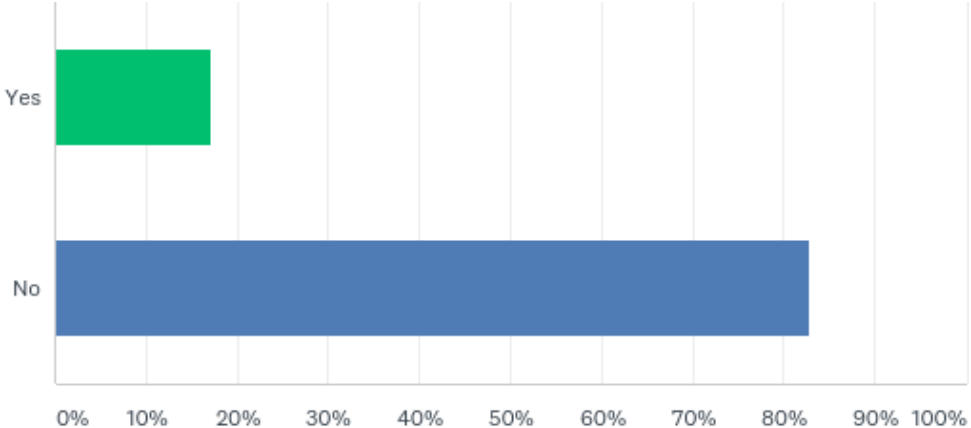
Q30: How would you rate the EGSC Augusta facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 29 Skipped: 30

ANSWER CHOICES	RESPONSES	
Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)	37.93%	11
Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)	51.72%	15
Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetic features that provide an adequate learning environment)	10.34%	3
Level 4: Chaotic Facilities (Poorly maintained but functional that have little to no aesthetical features; unacceptable learning environment)	0.00%	0
TOTAL		29

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

Answered: 29 Skipped: 30



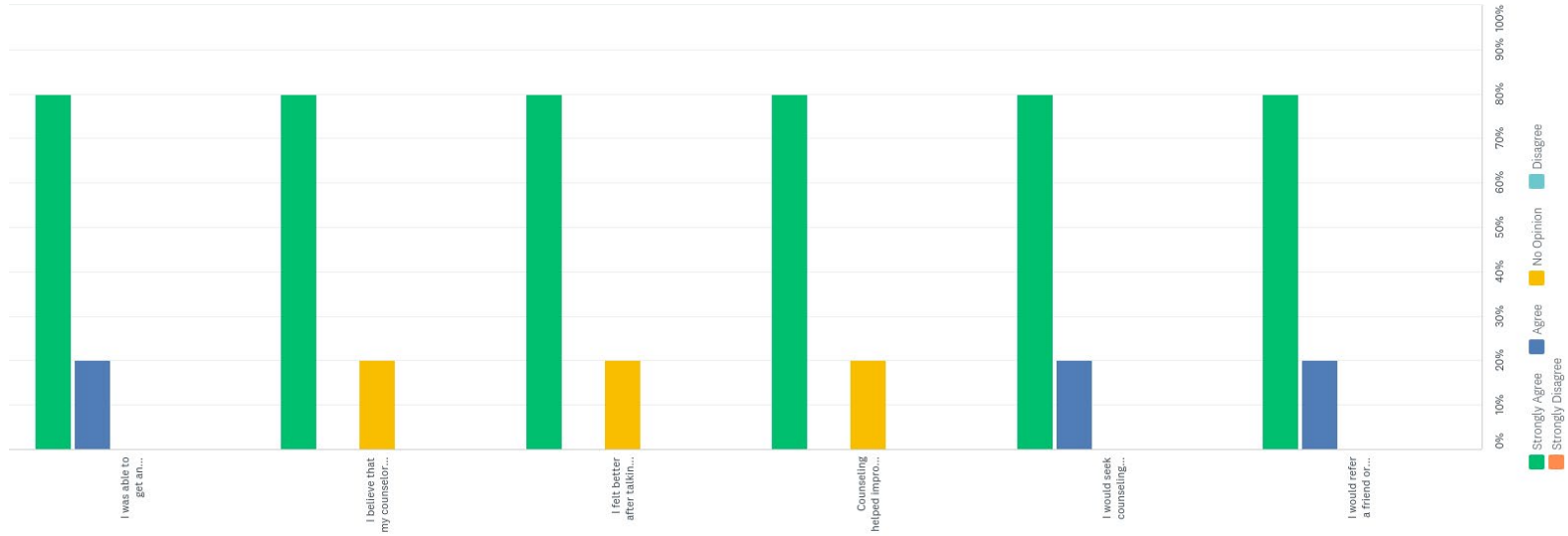
Q31: Have you used counseling and/or disability services at EGSC?

Answered: 29 Skipped: 30

ANSWER CHOICES	RESPONSES	
Yes	17.24%	5
No	82.76%	24
TOTAL		29

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

Answered: 5 Skipped: 54



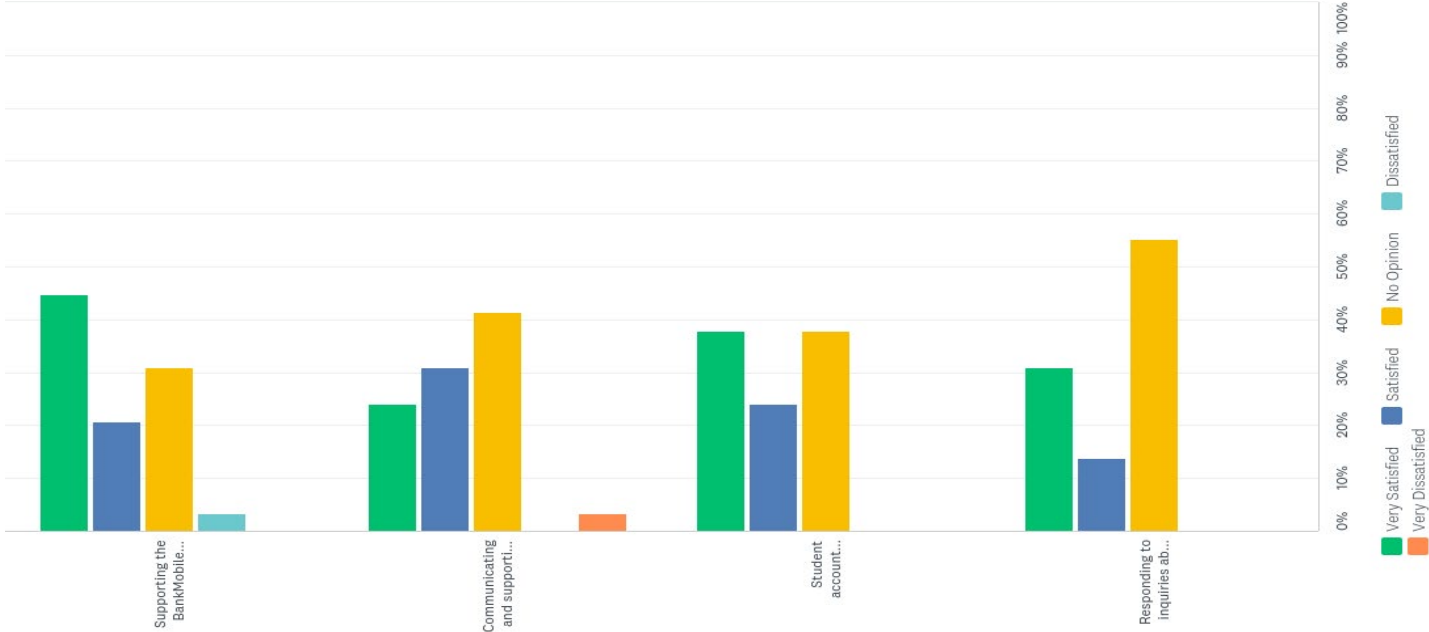
Q32: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 5 Skipped: 54

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I was able to get an appointment in a reasonable amount of time.	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	1.20
I believe that my counselor will keep my information confidential.	80.00% 4	0.00% 0	20.00% 1	0.00% 0	0.00% 0	5	1.40
I felt better after talking to my counselor.	80.00% 4	0.00% 0	20.00% 1	0.00% 0	0.00% 0	5	1.40
Counseling helped improve my academic performance.	80.00% 4	0.00% 0	20.00% 1	0.00% 0	0.00% 0	5	1.40
I would seek counseling services in the future if needed.	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	1.20
I would refer a friend or roommate to the counseling center.	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	1.20

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

Answered: 29 Skipped: 30



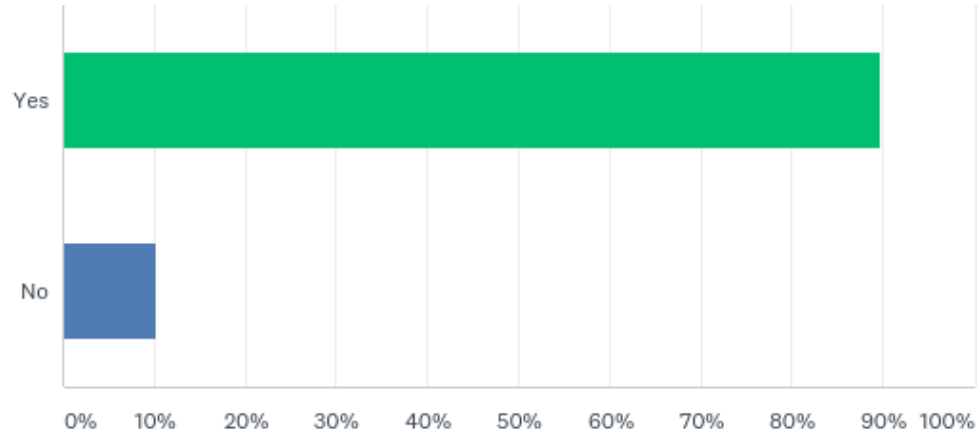
Q33: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 29 Skipped: 30

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	44.83% 13	20.69% 6	31.03% 9	3.45% 1	0.00% 0	29	1.93
Communicating and supporting the NelNet Payment Plan	24.14% 7	31.03% 9	41.38% 12	0.00% 0	3.45% 1	29	2.28
Student account invoicing and responding to related inquiries	37.93% 11	24.14% 7	37.93% 11	0.00% 0	0.00% 0	29	2.00
Responding to inquiries about the institution's Meal Plan(s)?	31.03% 9	13.79% 4	55.17% 16	0.00% 0	0.00% 0	29	2.24

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

Answered: 29 Skipped: 30



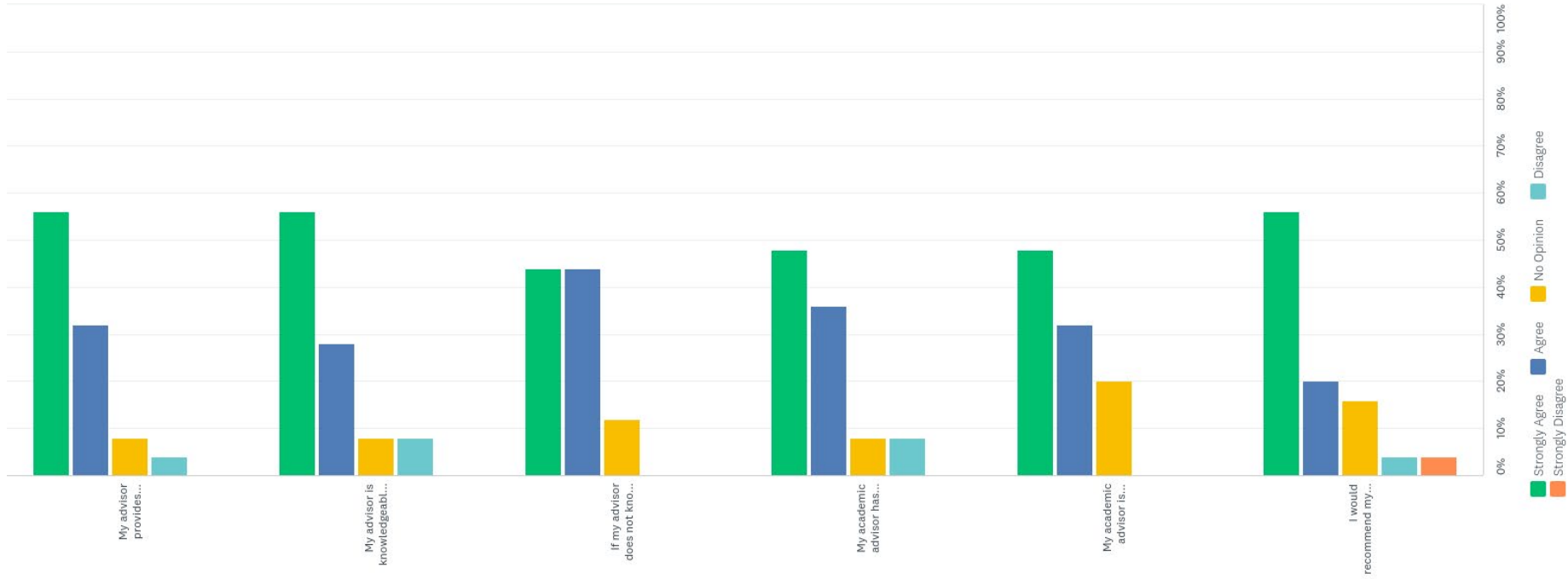
Q34: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 29 Skipped: 30

ANSWER CHOICES	RESPONSES	
Yes	89.66%	26
No	10.34%	3
TOTAL		29

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

Answered: 25 Skipped: 34



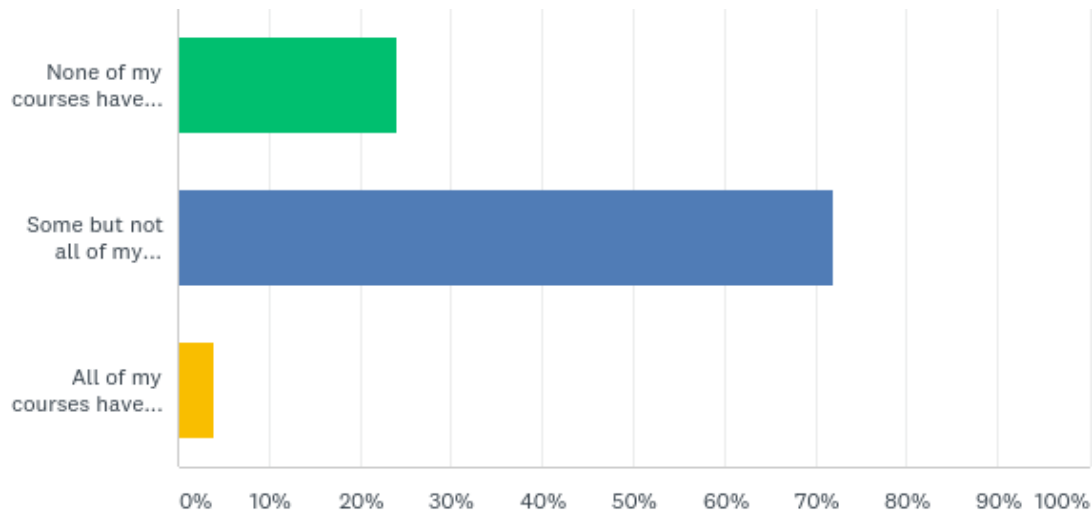
Q35: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 25 Skipped: 34

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	56.00% 14	32.00% 8	8.00% 2	4.00% 1	0.00% 0	25	1.60
My advisor is knowledgeable about academic and graduation requirements.	56.00% 14	28.00% 7	8.00% 2	8.00% 2	0.00% 0	25	1.68
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.	44.00% 11	44.00% 11	12.00% 3	0.00% 0	0.00% 0	25	1.68
My academic advisor has provided appropriate referrals for exploring alternative majors and/or minors.	48.00% 12	36.00% 9	8.00% 2	8.00% 2	0.00% 0	25	1.76
My academic advisor is knowledgeable about careers that apply to my major.	48.00% 12	32.00% 8	20.00% 5	0.00% 0	0.00% 0	25	1.72
I would recommend my academic advisor to other students.	56.00% 14	20.00% 5	16.00% 4	4.00% 1	4.00% 1	25	1.80

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

Answered: 25 Skipped: 34



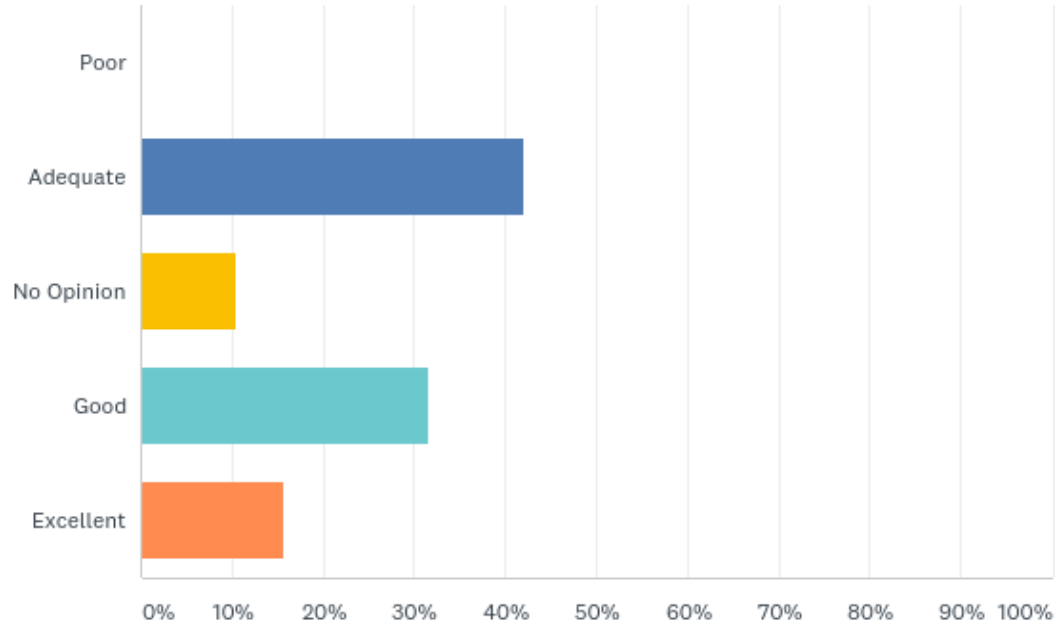
Q36: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 25 Skipped: 34

ANSWER CHOICES	RESPONSES	
None of my courses have been completely online.	24.00%	6
Some but not all of my courses have been completely online.	72.00%	18
All of my courses have been completely online.	4.00%	1
TOTAL		25

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

Answered: 19 Skipped: 40



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

Answered: 19 Skipped: 40

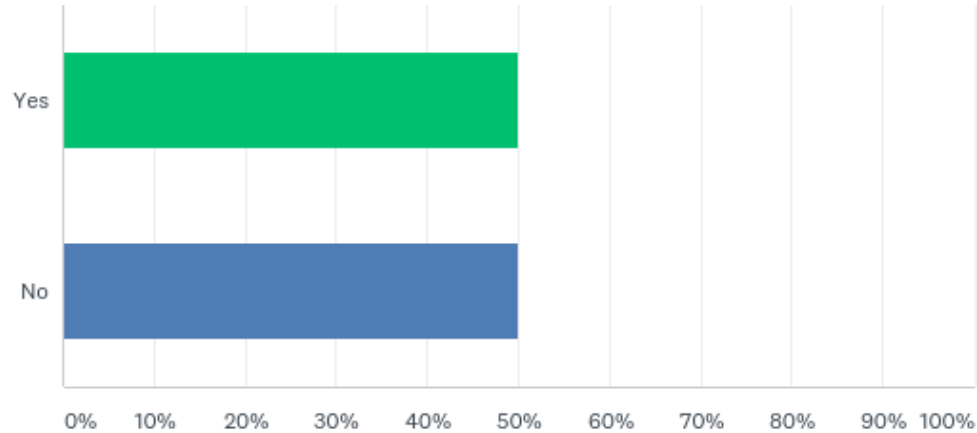
ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Adequate	42.11%	8
No Opinion	10.53%	2
Good	31.58%	6
Excellent	15.79%	3
TOTAL		19

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

Respondents	Responses
1	Nothing
2	Having an online class that still requires campus meetups makes things difficult.. experienced this with a few of my online classes.
3	N/A
4	Put grades in through D2L if students are required to submit through D2L.
5	Form study groups with people located on the same campus and record study sessions
6	It's okay, it's what you expect of a online class. Maybe a bit too much busy work, but it's adequate.
7	Communicate better, the professor I had for an online course sometimes took weeks to get back to me.
8	Everything is satisfactory.
9	It would be helpful to use the aspects of DL2 rather than other forms to do things such as make the schedule or post assignments. I feel it is helpful for important dates, assignments, test, and material to be laid out clearly on the D2L to make the class hassle free for not only the students but also the professors.

Q39: Have you used tutoring services at EGSC?

Answered: 28 Skipped: 31



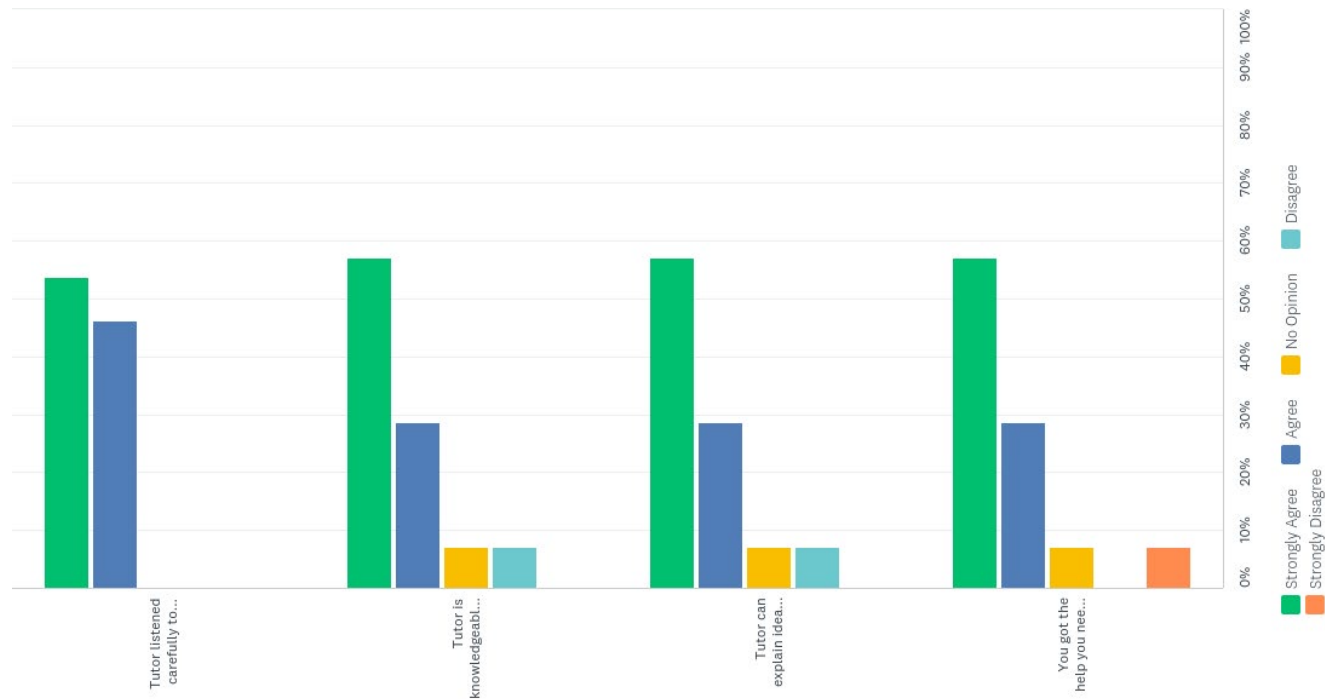
Q39: Have you used tutoring services at EGSC?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Yes	50.00%	14
No	50.00%	14
TOTAL		28

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

Answered: 14 Skipped: 45



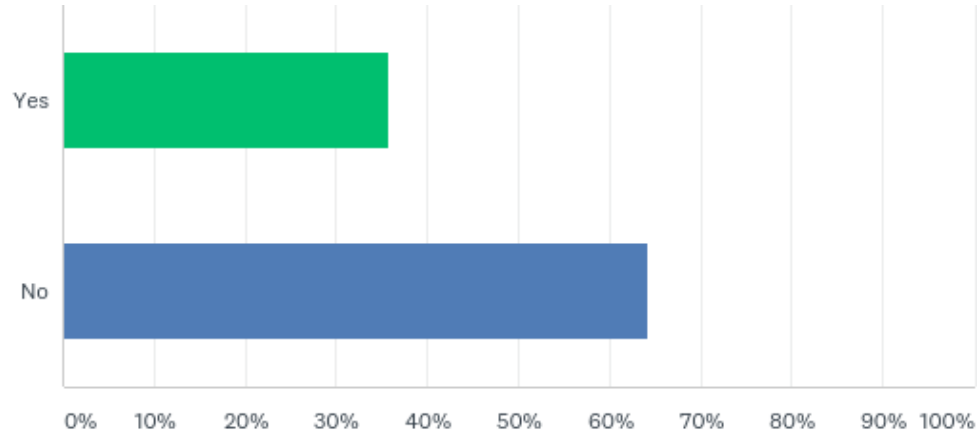
Q40: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 14 Skipped: 45

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Tutor listened carefully to what you said.	53.85% 7	46.15% 6	0.00% 0	0.00% 0	0.00% 0	13	1.46
Tutor is knowledgeable about subject/material.	57.14% 8	28.57% 4	7.14% 1	7.14% 1	0.00% 0	14	1.64
Tutor can explain ideas and concepts clearly for your understanding.	57.14% 8	28.57% 4	7.14% 1	7.14% 1	0.00% 0	14	1.64
You got the help you need from your tutoring sessions.	57.14% 8	28.57% 4	7.14% 1	0.00% 0	7.14% 1	14	1.71

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

Answered: 28 Skipped: 31



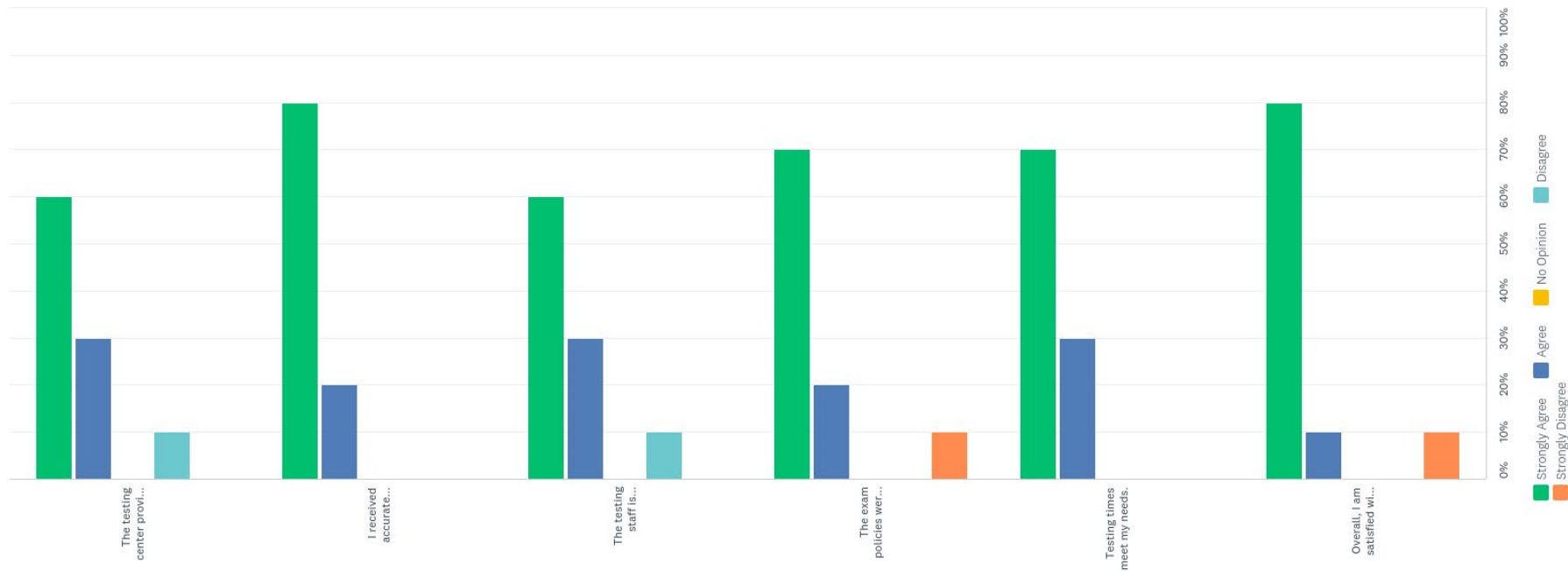
Q41: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Yes	35.71%	10
No	64.29%	18
TOTAL		28

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

Answered: 10 Skipped: 49



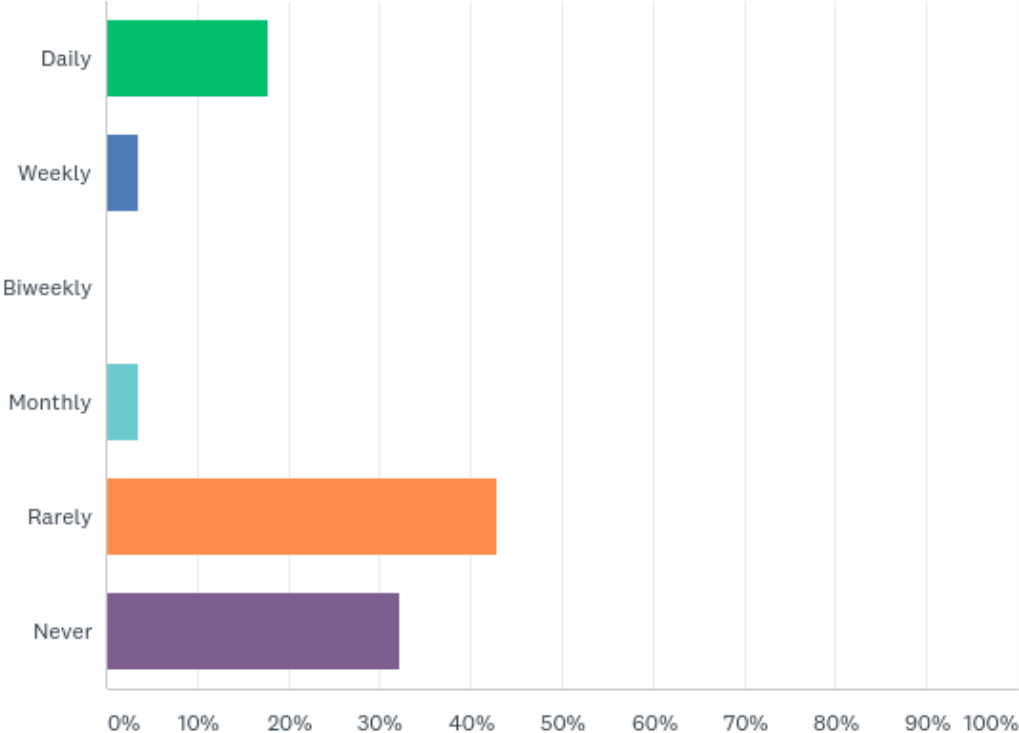
Q42: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 10 Skipped: 49

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center provides a secure and comfortable space to take proctored exams.	60.00% 6	30.00% 3	0.00% 0	10.00% 1	0.00% 0	10	1.60
I received accurate directions of where to take my test.	80.00% 8	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10	1.20
The testing staff is knowledgeable and helpful.	60.00% 6	30.00% 3	0.00% 0	10.00% 1	0.00% 0	10	1.60
The exam policies were accurately explained by the testing staff.	70.00% 7	20.00% 2	0.00% 0	0.00% 0	10.00% 1	10	1.60
Testing times meet my needs.	70.00% 7	30.00% 3	0.00% 0	0.00% 0	0.00% 0	10	1.30
Overall, I am satisfied with the testing services I received.	80.00% 8	10.00% 1	0.00% 0	0.00% 0	10.00% 1	10	1.50

Q43: How often do you access the library online?

Answered: 28 Skipped: 31



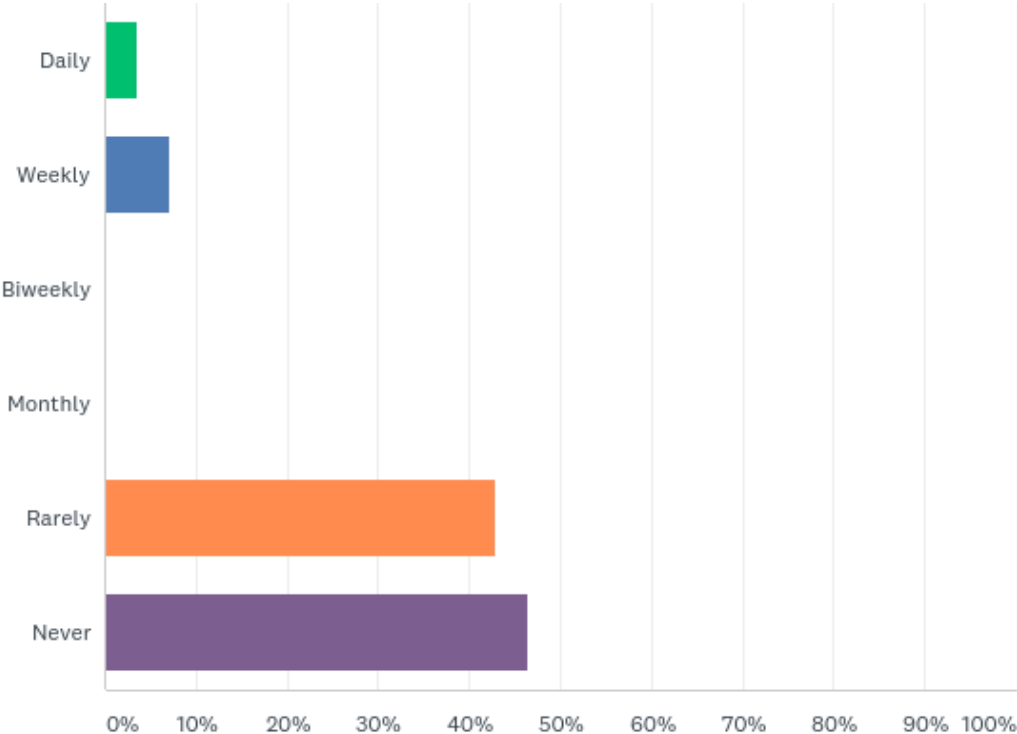
Q43: How often do you access the library online?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Daily	17.86%	5
Weekly	3.57%	1
Biweekly	0.00%	0
Monthly	3.57%	1
Rarely	42.86%	12
Never	32.14%	9
TOTAL		28

Q44: How often do you contact the EGSC library?

Answered: 28 Skipped: 31



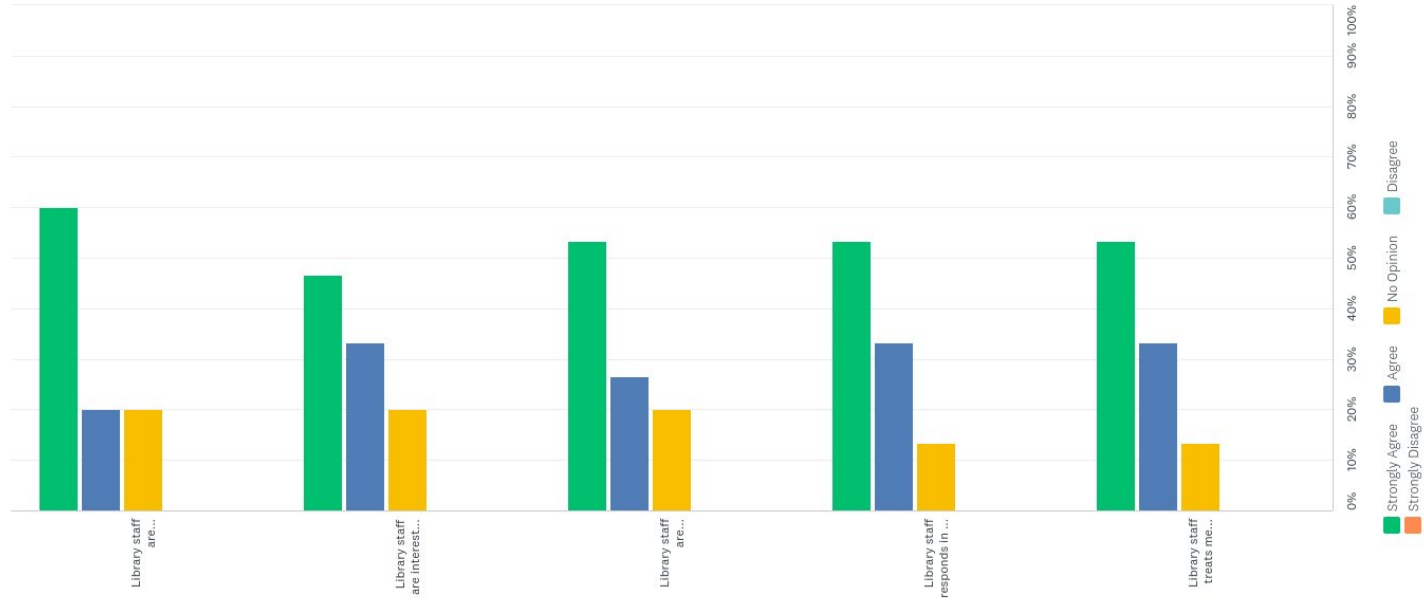
Q44: How often do you contact the EGSC library?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
Daily	3.57%	1
Weekly	7.14%	2
Biweekly	0.00%	0
Monthly	0.00%	0
Rarely	42.86%	12
Never	46.43%	13
TOTAL		28

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

Answered: 15 Skipped: 44



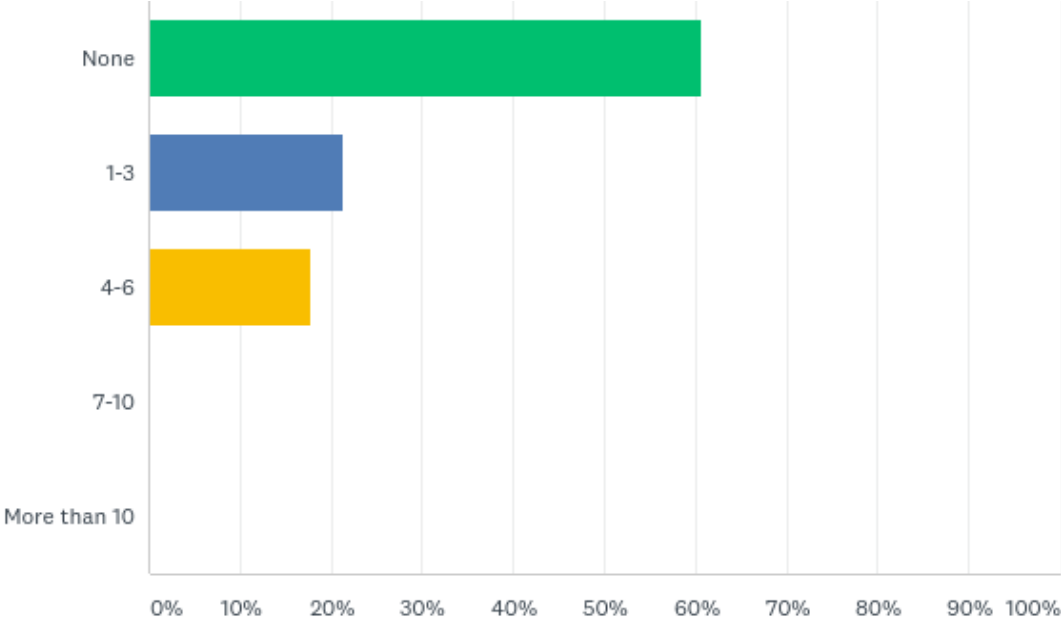
Q45: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 15 Skipped: 44

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Library staff are approachable.	60.00% 9	20.00% 3	20.00% 3	0.00% 0	0.00% 0	15	1.60
Library staff are interested in me and my needs.	46.67% 7	33.33% 5	20.00% 3	0.00% 0	0.00% 0	15	1.73
Library staff are knowledgeable.	53.33% 8	26.67% 4	20.00% 3	0.00% 0	0.00% 0	15	1.67
Library staff responds in a timely manner.	53.33% 8	33.33% 5	13.33% 2	0.00% 0	0.00% 0	15	1.60
Library staff treats me fairly and without discrimination.	53.33% 8	33.33% 5	13.33% 2	0.00% 0	0.00% 0	15	1.60

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

Answered: 28 Skipped: 31



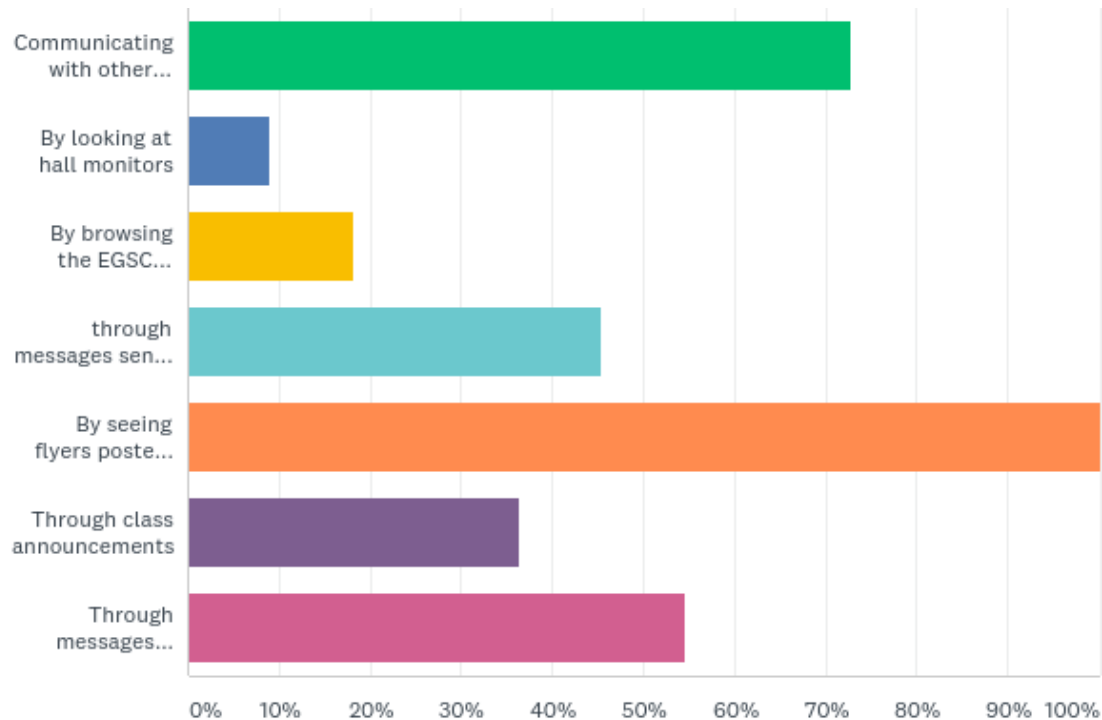
Q46: In how many campus activities have you participated this year?

Answered: 28 Skipped: 31

ANSWER CHOICES	RESPONSES	
None	60.71%	17
1-3	21.43%	6
4-6	17.86%	5
7-10	0.00%	0
More than 10	0.00%	0
TOTAL		28

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

Answered: 11 Skipped: 48



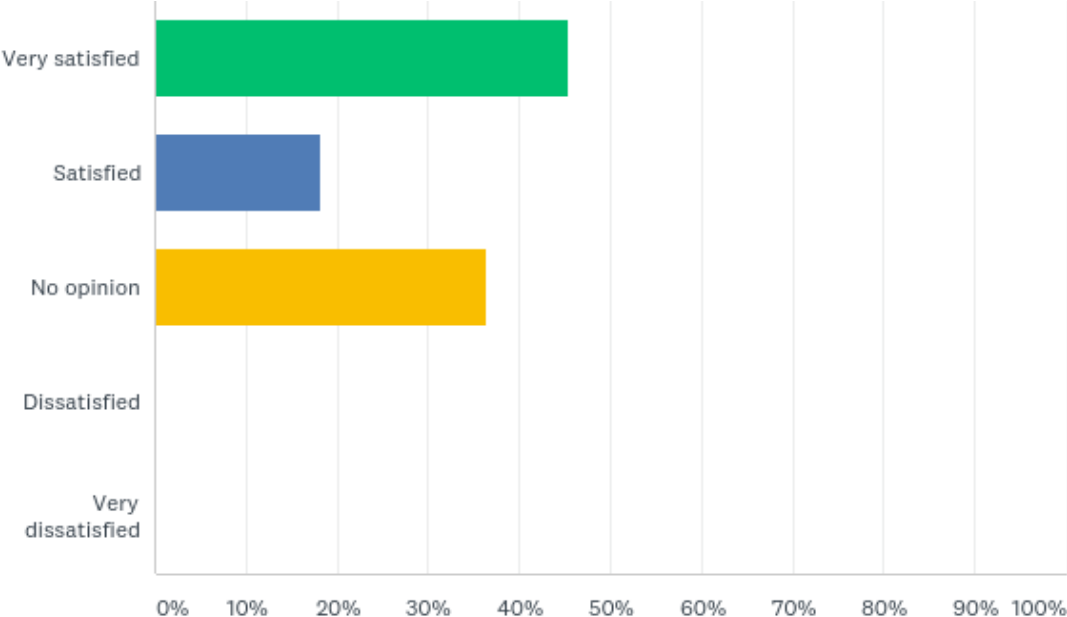
Q47: How do you usually become aware of campus activities (check all that apply)?

Answered: 11 Skipped: 48

ANSWER CHOICES	RESPONSES	
Communicating with other students	72.73%	8
By looking at hall monitors	9.09%	1
By browsing the EGSC website	18.18%	2
through messages sent to my CatMail account	45.45%	5
By seeing flyers posted on bulletin boards	100.00%	11
Through class announcements	36.36%	4
Through messages received on my phone	54.55%	6
Total Respondents: 11		

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

Answered: 11 Skipped: 48



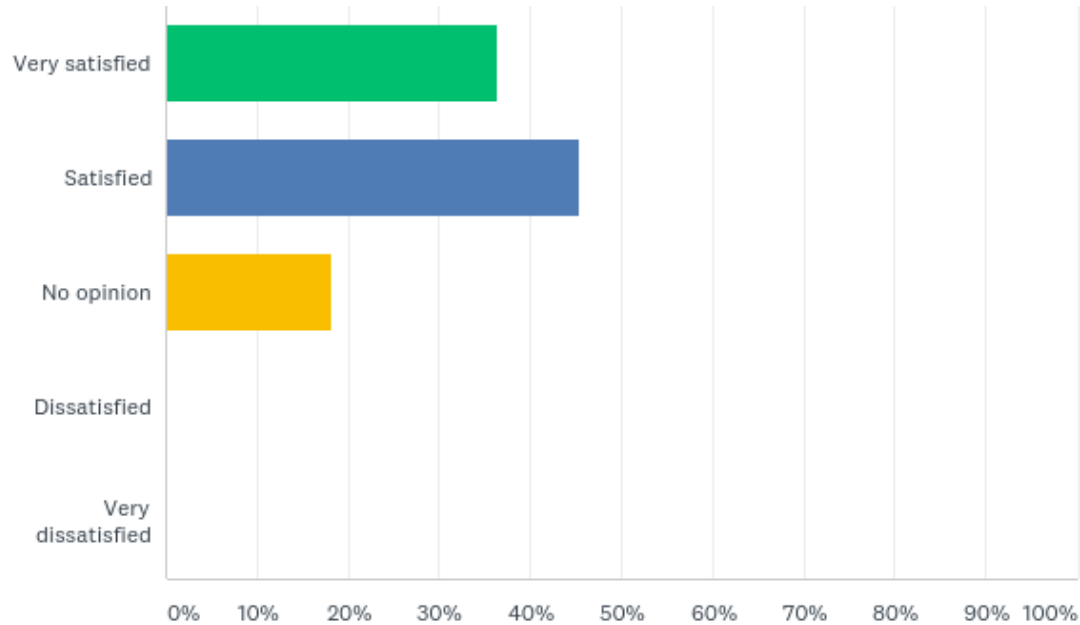
Q48: How satisfied are you with the activity space provided?

Answered: 11 Skipped: 48

ANSWER CHOICES	RESPONSES	
Very satisfied	45.45%	5
Satisfied	18.18%	2
No opinion	36.36%	4
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: 48



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

Answered: 11 Skipped: 48

ANSWER CHOICES	RESPONSES	
Very satisfied	36.36%	4
Satisfied	45.45%	5
No opinion	18.18%	2
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		11