Fall 2010 Quality Enhancement Survey Report
Office of Institutional Research
March 2011

Report Summary

The Fall 2010 Quality Enhancement Survey (QES) was administered to students in both Swainsboro and Statesboro through the Cvent web-based survey service. All students at both sites were invited to complete the survey. Students were initially sent an invitation email message and those who had not yet responded were twice sent follow-up email messages during the Fall 2010 Semester. In Swainsboro, 187 of 1,205 invited students, or 15.5 percent, responded to the survey. In Statesboro, 143 of 1,872 invited students, or 7.6 percent, responded to the survey. In contrast, samples of 26 percent of the student populations on both campuses completed a paper version of the survey in-class during the Fall 2009 Semester.

The demographic characters of the respondents did not match those of the student populations in two respects. At both locations, females responded to the Fall 2010 QES in numbers greater than their proportion of the student population. In Swainsboro, 78 percent of respondents were female compared to being 63 percent of the population. In Statesboro, over 68 percent of respondents were female compared to being 54 percent of the population. In addition, compared to black students, white students responded to the surveys in both locations in greater numbers than their representation in the student population. However, the differences related to race were not as pronounced as those related to gender.

Students at both locations responded very positively to questions concerning the quality of various services provided by the College and their overall collegiate experience.

One difference in the responses compared to those given by students in Fall 2009 concerned on-campus housing. In Fall 2009, 47 percent of Swainsboro student respondents indicated that they would be either very likely or somewhat likely to live on campus if housing were available. In Statesboro, 26 percent of respondents expressed an interest in on-campus housing in Fall 2009. In Fall 2010, the Swainsboro respondents expressing an interest in on-campus housing dropped to 25 percent, while the Statesboro respondents expressing an interest increased to 31 percent.

Several reasons can be given for the differing results on the housing question. The imminent realization of on-campus housing may have caused respondents to consider this question more carefully in Fall 2010. Alternatively, the reduced number of respondents at both locations in Fall 2010 compared to Fall 2009 may have lessened the reliability of the Fall 2010 results. In addition, when queried about their current living arrangement, about 63 percent Swainsboro students in Fall 2009 responded that they lived with their parents or other family of origin, while 47 percent of Swainsboro gave the same response in Fall 2010. In contrast, 20 percent of the respondents in Fall 2009 indicated that they lived with a spouse and/or children, while 34 percent gave the same response in Fall 2010.

Report Organization

The survey completed by Swainsboro students contained forty-two multiple choice questions, while the survey completed by students in Statesboro contained thirty-two multiple choice questions. In addition, students in both Swainsboro and Statesboro were asked the same set of seven open-ended questions. Questions in both versions of the QES addressed the following topics, with links to their places within the report:

Topics	Swainsboro	Statesboro
Student Background	5	14
Housing	5	14
Physical Environment	6	14
Swainsboro Library Services	7	15
Academics	7	15
Advisement and Registration	8	16
Computer Services	9	17

The Swainsboro portion of the report also includes a section on Communications on page 10.

The remainder of this report is organized by location. The results of the Swainsboro survey are presented first, starting on page 3, with the results of the Statesboro survey following on page 12. For each location, a summary of student responses to the open-ended questions is presented first, followed by responses to the multiple choice questions. The responses to the multiple choice questions are expressed as percentages based on the number of choices available for each question.

An appendix at the end of the report lists selected demographic characteristics of the Fall 2010 student populations in Swainsboro and Statesboro.

Fall 2010 Quality Enhancement Survey Report – Swainsboro Students

<u>Summary of Responses for Open-Ended Questions</u> ([return](#))

The <u>first open-ended question</u> asked for suggestions on how the advisement and registration process could be improved. Twenty-eight respondents made positive comments, many saying nothing needs to be improved and a few complementing their advisors. Another twenty-eight students made suggestions for improvement, including better informed advisors and registration staff, more courteous service, a better organized process, and more informative handouts. Thirteen students expressed their frustrations with aspects of the process, including financial aid difficulties, advisement misinformation, and not being able to contact college staff by phone. (69 total responses) ([Q30](#))

<u>second open-ended question</u> asked for suggestions on how to make the EGC website easier to navigate. The EGC website was recently updated and approximately 20 students felt the new website looks good and is easy to navigate. Twelve students felt that it was more difficult to navigate and that the links are not as accessible. One student mentioned the need for only one password for Vista, Webmail, and Banner and that the home page could be accessed again from these areas. It was also suggested that a workshop be offered to familiarize students with how to use the EGC website. (44 total responses) ([Q34](#))

The <u>third open-ended question</u> asked what useful information has the student either not found or had trouble finding on the EGC website. Seven students stated that they were able to find all of the information they were looking for. The remaining students made suggestions that included making it easier to find the EGC catalog, SGA information, school holidays, printable forms, scholarship opportunities, information on the library and bookstore, and instructions on how to use the wireless internet connection on campus. (30 total responses) ([Q35](#))

The <u>fourth open-ended question</u> asked what problems EGC students most frequently encounter while using the EGC website. Six students had no problems while using the EGC website. The remainder of the students found that the most common problem was Vista being slow or causing their computer to freeze. Others found it difficult to open certain forms from the registrar's office and logging into Catmail. Two students expressed a frustration with having to enter the full web address every time they wanted to go to the EGC website. (23 total responses) ([Q37](#))

The <u>fifth open-ended question</u> asked what types of information technology/computer resources should EGC provide that are not currently available to students. Nineteen students felt that EGC provided sufficient technology and computer resources. Ten students made suggestions to improve the technology and computer resources such as the availability of more computer labs, computer repair, digital textbooks, and front and back printing in the computer labs to save paper, and more computer applications classes. (29 total responses) ([Q40](#))

The <u>sixth open-ended question</u> asked the student if they could change anything about EGC, what it would be. Some of the most common changes that students suggested for EGC were to make it a four your college, offer more classes, have more food choices, student activities and

more parking spaces. Other suggestions were for EGC to have their own nursing program, more help in the financial aid office and admissions office and make upgrades to the math/science department. Eight students stated they would not change anything about EGC with one student commenting "I would not change anything about East Georgia College because so far, it has been a great start for me. It also has a very clean and well-kept environment daily". (54 total responses) ([Q47](#))

The seventh open-ended question asked the student to explain why or why wouldn't they recommend EGC. Eighty students provided a positive response to whether or not they would recommend EGC to others. Many of the students based their positive recommendation on the affordability, convenient location, ease of transition from high school to college, small campus atmosphere, and friendly, helpful faculty and staff. One student commented "I would recommend it, because it is a great transition from college to a major university. It gives students the college experience, while giving them the attention they need to excel in the classroom. Plus, tuition is affordable!" Another student commented, "It is a great environment! I love everything about the campus--the faculty, staff, and students!!" (81 total responses) ([Q49](#))

Presented on the following pages is a summary of all responses to the multiple choice questions stated as percentages.

Background Questions (return)

1. Gender
   78.0% A. Female   **22.0%** B. Male
2. Age
   45.7% A. 20 or younger
   14.5% B. 21 to 25
   7.5% C. 26 to 30
   19.4% D. 31 to 40
   12.9% E. 41 or older
3. Ethnicity
   2.7% A. Hispanic or Latino
   97.3% B. Not Hispanic or Latino
4. Race
   0.5% A. American Indian or Alaskan Native
   1.1% B. Asian
   0.0% C. Native Hawaiian or Pacific Islander
   26.1% D. Black
   75.0% E. White
   Note: The response percentages to #4 sum to more than 100 percent because respondents could make more than one selection.

5. Living arrangement
   6.5% A. I live alone
   7.0% B. I live with one or more roommates
   33.9% C. I live with a spouse and/or children
   47.3% D. I live with my parents or other family of origin
   5.4% E. Other living arrangement
6. Educational goal
   14.1% A. Graduate from EGC
   58.9% B. Graduate from EGC and then attend a 4 year college
   22.2% C. Take classes at EGC and then transfer to another college but without graduating from EGC
   1.6% D. Take classes at EGC with no specific future plans
   3.2% E. None of the above

Campus Life (return)

7. Concerning on-campus employment opportunities, I _____.
   8.7% A. have a job on-campus
   28.8% B. do not have a job on-campus, but would like to have one
   40.2% C. have an off-campus job and am not interested in seeking on-campus employment
   22.3% D. do not have a job and am not interested in seeking on-campus employment

For the purpose of this questionnaire, campus housing is defined as furnished apartment-style housing with utilities, laundry, computer lab, wireless internet and cable television included in price. Living environment includes 24/7 security, on-campus food services, recreation facilities and student entertainment opportunities. Each student would have a private bedroom; kitchen, living room, and two bathrooms would be shared with three other students. Campus housing would be competitively priced.

8. If campus housing (as defined above) was now available at EGC in Swainsboro, chances are _____ that I would elect to live in campus housing.

Very Likely A	Somewhat Likely B	Somewhat Unlikely D	Very Unlikely E
11.4%	**13.6%**	**10.3%**	**64.7%**

Campus Environment ([return](#))

9. Concerning the CLEANLINESS of campus facilities, how would you rate the building(s) in which you attend class?

   58.2% A. Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)

   38.6% B. Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)

   2.7% C. Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)

   0.5% D. Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)

   0.0% E. Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)

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

   62.5% A. Above average customer service   **0.0%** D. Below average customer service

   31.5% B. Average customer service   **0.5%** E. Unacceptable customer service

   5.4% C. Acceptable customer service

11. How would you rate the campus based on the APPEARANCE AND UPKEEP of campus grounds?

   69.6% A. 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)

   28.7% B. 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)

   1.7% C. 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)

   0.0% D. Level 4: Low-Level Maintenance (Little grass mowing, no manicured lawn, much trash accumulation on grounds and in parking lots, and overgrown bedding areas)

12. How would you rate the facilities based on the APPEARANCE AND UPKEEP of campus buildings?

   48.4% A. Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)

   46.7% B. Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)

   4.9% C. Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetical features that provide an adequate learning environment)

   0.0% D. Level 4: Chaotic Facilities (Poorly maintained but functional that have little to no aesthetical features; unacceptable learning environment)

13. Concerning your SAFETY while you are on campus, how would you rate your overall feelings of being safe and secure?

50.3% A.   Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)

42.6% B.   Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)

 6.0% C.   Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)

 1.1% D.   Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)

Library Services ([return])

14. How often do you visit the EGC Library?

30.8% A. 3 or more times each week   **27.6%** B. 1 or 2 times each week   **14.1%** C. Less than once a week

18.9% D. Less than once a month   **8.7%** E. Never

15. If you need to visit the EGC Library, you would most likely come

13.5% A. Before 10 A.M.   **31.9%** B. 10 A.M. to Noon   **25.4%** C. Noon to 2 P.M.   **10.3%** D. 2 to 4 P.M.

18.9% E. After 4 P.M.

16. What would be your most important reason for visiting the library?

34.3% A. Study   **3.3%** B. Meet friends   **24.3%** C. Do homework   **31.5%** D. Do research

6.6% E. Check out materials

17. When asking the library staff for help

52.8% A.   I am always assisted immediately and the materials I need are promptly located

27.5% B.   I am usually assisted immediately and materials I need are promptly located

 6.0% C.   I sometimes experience delays in getting the help I need

 1.1% D.   I usually experience delays in getting the help I need

12.6% E.   I do not need to ask for help from library staff

Academics ([return])

18. I am taking _____ credit hours this semester

6.5% A. 4 or fewer   **17.9%** B. 5 to 7 **16.9%** C. 8 to 11   **53.8%** D. 12 to 15   **4.9%** E. More than 15

19. I spend _____ studying and doing assignments for my classes.

27.7% A. less than 2 hours per day during the week and on weekends
22.3% B. less than 2 hours per day during the week, but 3 to 4 hours per day on weekends
23.4% C. 3 to 4 hours per day during the week, but less than 2 hours per day on weekends
19.0% D. 2 to 3 more hours per day during the week and weekends
 7.6% E. more than 3 hours per day during the week and weekends

Answer items 20-23 based on the following scale:	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D

20. College is more challenging than high school.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
55.1%	**40.5%**	**3.2%**	**1.1%**

21. I must read the assigned reading in order to pass my classes.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
54.6%	**35.0%**	**8.2%**	**2.2%**

22. I am expected to submit all work on time in all of my classes.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
80.8%	**18.7%**	**0.6%**	**0.0%**

23. I have been encouraged to work in groups.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
23.4%	**56.0%**	**19.0%**	**1.6%**

24. The Vision Series events have enhanced my educational experience.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D	Have Not Attended an Event E
24.0%	**44.8%**	**12.0%**	**2.7%**	**16.4%**

25. I am interested in pursuing the BBA in Management degree at EGC offered through Georgia Southwestern State University.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
6.2%	**15.6%**	**39.7%**	**38.6%**

Advisement and Registration ([return](#))

26. Who advises you?

66.5% A. I go to my assigned advisor

10.3% B. I go to another advisor whom I prefer

 4.9% C. I go to any advisor who is available when I want to register

 5.4% D. I do not go to an advisor because I prefer to register for classes myself

13.0% E. I sometimes go to an advisor and sometimes register for classes myself

27. Which of the following statements best describes your advisement experience?

81.8% A. My assigned advisor enrolls me in the classes I need and gives me good advice.
  6.6% B. I have trouble meeting with my assigned advisor, so I meet with another advisor who
           enrolls me in the classes I need.
  1.1% C. If one advisor will not enroll me in the classes I want, I go to another advisor who will.
  1.1% D. I have taken more than one course I don't need because I was given the wrong advice by my
           advisor.
  9.4% E. I do not go to an advisor because I know what courses are needed to complete my program of
           study.

28. Does the college provide you with enough information to help you transfer to a four-year institution?
    81.2% A. Yes   **18.8%** B. No

29. Which of the following statements best describes the importance to you of receiving financial aid and
    doing well in your classes?

    23.8% A. It is more important to me to receive full financial aid than it is to earn the grades I want in
             all the courses I take.
    61.6% B. It is more important to me to earn the grades I want in all the courses I take, even if it
             means registering for less than a full load and receiving less financial aid. I do not receive
             financial aid.
    14.6% C. I do not receive financial aid.

30. How could the advisement and registration process be improved? (See summary of responses to the
    first open-ended question on page 3 above.)

Computer Services (return)

31. I use a laptop computer on campus. **38.9%** A. Yes   **61.1%** B. No

32. Select from the following choices the response that describes your Internet access at home.

5.4% A. I do not have a computer at home.
6.0% B. I have a computer, but no Internet access.
3.2% C. I have dial-up access.
85.4% D. I have high-speed access to the Internet either through DSL, cable, or satellite service.

	Strongly Agree	Agree	Disagree	Strongly Disagree
	A	B	C	D
33. The EGC Website is easy to navigate.	**49.2%**	**43.7%**	**5.5%**	**1.6%**

34. What suggestions do you have to make the EGC website easier to navigate? (See summary of
    responses to the second open-ended question on page 3 above.)

35. What useful information have you either not found or had trouble finding on the EGC website? (See
    summary of responses to the third open-ended question on page 3 above.)

Answer items 36 and 38 based on the following scale:	Often A	Occasionally B	Seldom C	Never D

36. I have problems accessing the EGC Website from home.

Often A	Occasionally B	Seldom C	Never D	I do not access EGC E
2.2%	**11.5%**	**23.0%**	**59.0%**	**4.4%**

37. What problems do you most frequently encounter while using the EGC website? (See summary of responses to the fourth open-ended question on page 3 above.)

38. I use my EGC email account.

Often A	Occasionally B	Seldom C	Never D
74.9%	**20.2%**	**4.4%**	**0.6%**

39. I check Georgia View (Web-CT) for information about the in-class courses I take.

Often A	Occasionally B	Seldom C	Never D
72.5%	**18.7%**	**5.0%**	**3.9%**

40. What types of information technology/computer resources should EGC provide that are not currently available to students? (See summary of responses to the fifth open-ended question on page 3 above.)

Communications (return)

41. To find information about what is happening at EGC, I use the following most often:

84.2% A. EGC Website   **65.6%** B. EGC student email   **4.4%** C. Cat Tracks/Hoopee Bird
1.6% D. Local Newspaper   **3.3%** E. Local Radio   **9.8%** F. EGC Facebook pages

42. The medium that EGC should use more often to attract new students is _____.

28.8% A. Radio   **33.9%** B. Direct mailings   **20.9%** C. Newspapers   **42.4%** D. Television
29.9% E. Billboards   **51.4%** F. Social Media (Facebook)

43. The following was most influential in my decision to enroll at EGC:

33.9% A. Cost   **31.2%** B. College reputation   **8.7%** C. HS counselor

3.8% D. College recruiter   **22.4%** E. Friends

44. Prior to attending EGC, my perception of the college was favorable.	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
	40.4%	**50.3%**	**8.7%**	**0.6%**

45. EGC faculty and staff provide effective and friendly service.	Strongly Agree A **54.6%**	Agree B **43.2%**	Disagree C **2.2%**	Strongly Disagree D **0.0%**
46. Overall, my experiences at EGC have been positive.	Strongly Agree A **64.1%**	Agree B **32.6%**	Disagree C **3.3%**	Strongly Disagree D **0.0%**

47. If you could change anything about East Georgia College, what would it be? (See summary of responses to the sixth open-ended question on pages 3-4 above.)

48. Would you recommend East Georgia College to others? **97.8%** Yes **2.2%** No

49. Please explain why or why you wouldn't recommend East Georgia College. (See summary of responses to the seventh open-ended question on pages 4 above.)

Fall 2010 Quality Enhancement Survey Report – Statesboro Students

Summary of Responses for Open-Ended Questions (return)

The first open-ended question asked for suggestions on how the advisement and registration process could be improved. Nineteen respondents made positive comments, many saying nothing needs to be improved and a few complementing their advisors. Another twenty-one respondents made suggestions for improvement, including having more time set aside for advisement and more informed advisors. Twenty-one students expressed frustration with their advisement experience and one student wrote that financial aid comes too slowly. (62 Total responses) (Q24)

The second open-ended question asked for suggestions on how to make the EGC website easier to navigate. Overall, the EGCS students seem to be well pleased with the new website based on 19 positive responses. Suggestions to make the EGC website easier to navigate included providing one designated area on the website that list all of the forms that a student may need, more information about the Statesboro Center, posting student employment opportunities at the top of the web page, and providing the wireless access code to all students so they can easily connect to the internet via their lap top. There were a few students that were not satisfied with the new website and preferred the previous website. (37 total responses) (Q28)

The third open-ended question asked what useful information have you either not found or had trouble finding on the EGC website. Fourteen students stated that they are able to find everything on the EGC website without any problems. Some of the areas that students had difficulty accessing were the academic calendars, class listings and schedules, advisement worksheets, tuition cost chart, scholarship information, grades, required materials list, and information on the bookstore. (38 total responses) (Q29)

The fourth open-ended question asked what problems EGC students most frequently encounter while using the EGC website. The most frequent problems that students had was the website sometimes freezing or slowing the student's computer down or the web site being down all together. One student stated that not all professors list their classes on GA View and the student is not able to see their class information. (23 total responses) (Q31)

The fifth open-ended question asked what types of information technology/computer resources should EGC provide that are not currently available to students. Fifteen students expressed that there were no resources that were not already available to them. Some students expressed that they would like to have a phone number for technical support. Other students expressed that they would like to be able to see their current class grade at any given time as well have the opportunity to take Hybrid classes or have classes through Skype. One student also stated that he would like to have access to information about the instructors such as an autobiography. (24 total responses) (Q34)

The sixth open-ended question asked the student if they could change anything about EGC, what it would be. Fifteen students stated that there was nothing that needed to be changed at

EGC. Some, however, felt that there should be a wider variety of classes offered. This included evening classes, science and photography classes at the Statesboro campus. Some students expressed frustration and would like to see improvement with instructor attitude, the financial aid office, the financial aid process and the knowledge of advisors during the advisement process. Other students would like for EGC to be a four year college. (55 total responses) (Q37)

The seventh open-ended question asked the student to explain why or why wouldn't they recommend EGC. Over 50 students gave a positive response concerning why they would recommend EGC. Many of their recommendations were due to the small class size, affordability, and location of the college. One student commented, "I have had a great experience with East Georgia College. I have taken classes at the Swainsboro and Statesboro campus. The teachers are very helpful and understanding. I also had a great advisor who was always there when I needed something". A few students expressed negative feedback because of personal conflict with faculty or the financial aid office. Some students also expressed a frustration with the lack of class availability on the EGCS campus. (58 total responses) (Q39)

Presented on the following pages is a summary of all responses to the multiple choice questions posed to Statesboro students stated as percentages based on number of choices.

Background Questions (return)

1. My gender is _____.

68.5% A. Female   **31.5%** B. Male

2. My age ranges from

71.1% A. 20 or younger   **16.9%** B. 21 to 25   **2.1%** C. 26 to 30   **4.2%** D. 31 to 40
5.6% E. 41 or older

4. Ethnicity
1.4% A. Hispanic or Latino
98.6% B. Not Hispanic or Latino

4. Race
3.5% A. American Indian or Alaskan Native
1.4% B. Asian
0.0% C. Native Hawaiian or Pacific Islander
47.2% D. Black
54.2% E. White
Note: The response percentages to #4 sum to more than 100 percent because respondents could make more than one selection.

Swainsboro Campus Housing (return)

For the purpose of this questionnaire, campus housing is defined as furnished apartment-style housing with utilities, laundry, computer lab, wireless internet and cable television included in price. Living environment includes 24/7 security, on-campus food services, recreation facilities and student entertainment opportunities. A kitchen and living room would be shared with three other students. Each student would have a private bedroom and share a bathroom with one other student. Campus housing would be competitively priced.

5. If campus housing (as defined above) was available at EGC in Swainsboro, chances are _____ that I would elect to attend classes in Swainsboro and live in campus housing there.

Very Likely A	Somewhat Likely B	Somewhat Unlikely C	Very Unlikely D
13.0%	**18.0%**	**16.6%**	**52.5%**

EGC at Statesboro Environment (return)

6. Concerning the CLEANLINESS of campus facilities, how would you rate the CLEANLINESS of the EGC at Statesboro facility?

53.6% A. Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)

42.9% B. Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)

3.6% C. Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)

0.0% D. Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)

0.0% E. Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)

7. How would you rate the overall CUSTOMER SERVICE of Custodial Services staff members (attentiveness, friendliness, cooperation) at the EGC Statesboro facility?

   39.0% A. Above average customer service   **3.6%** D. Below average customer

   44.7% B. Average customer service   **0.0%** E. Unacceptable customer service

   12.8% C. Acceptable customer service

8. Concerning your SAFETY while visiting the EGC facility in Statesboro, how would you rate your overall feelings of being safe and secure?

   47.1% A. Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)

   42.1% B. Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)

   10.0% C. Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)

   0.7% D. Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)

EGC Swainsboro Library Services (return)

9. Have you ever visited the EGC Library in Swainsboro?

   32.2% A. Yes   **67.8%** B. No

If you answered "Yes," to No. 9, please answer the remaining questions about the EGC Library in Swainsboro. If you answered "No," skip to short response question No. 14.

10. How often do you visit the EGC Library?

    0.0% A. 3 or more times each week   **3.2%** B. 1 or 2 times each week

    2.1% C. Less than once a week   **27.7%** D. Less than once a month   **67.0%** E. Never

11. If you need to visit the EGC Library, you would most likely come

    7.9% A. Before 10 A.M.   **18.4%** B. 10 A.M. to Noon   **19.7%** C. Noon to 2 P.M.

    15.8% D. 2 to 4 P.M.   **38.2%** E. After 4 P.M.

12. What would be your most important reason for visiting the library?

    32.9% A. Study   **1.3%** B. Meet friends   **25.0%** C. Do homework   **31.6**% D. Do research
    9.2% E. Check out materials

13. When asking the library staff for help

    34.2% A.   I am <u>always</u> assisted immediately and the materials I need are promptly located

    22.4% B.   I am <u>usually</u> assisted immediately and materials I need are promptly located

    10.5% C.   I <u>sometimes </u>experience delays in getting the help I need

    1.3% D.   I <u>usually</u> experience delays in getting the help I need

    31.6% E.   I do not need to ask for help from library staff

Academics (return)

14. I am taking _____ credit hours this semester.

0.9% A. 4 or fewer   **4.2%** B. 5 to 7   **13.6%** C. 8 to 11   **75.4%** D. 12 to 15   **5.9%** E. More than 15

15. I spend _____ studying and doing assignments for my classes.

   29.0% A. less than 2 hours per day during the week and on weekends

   21.0% B. less than 2 hours per day during the week, but 3 to 4 hours per day on weekends

   23.9% C. 3 to 4 hours per day during the week, but less than 2 hours per day on weekends

   21.0% D. 2 to 3 more hours per day during the week and weekends

   5.1% E. more than 3 hours per day during the week and weekends

Answer items 16-19 based on the following scale:	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D

16. College is more challenging than high school.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
52.1%	**36.4%**	**10.0%**	**1.4%**

17. I must read the assigned reading in order to pass my classes.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
53.5%	**40.9%**	**4.9%**	**0.7%**

18. I am expected to submit all work on time in all of my classes.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
78.0%	**21.3%**	**0.7%**	**0.0%**

19. I have been encouraged to work in groups.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
19.9%	**57.5%**	**19.9%**	**2.8%**

Advisement and Registration ([return](#))

20. Who advises you?

   74.3% A. I go to my assigned advisor

   10.7% B. I go to another advisor whom I prefer

   5.0% C. I go to any advisor who is available when I want to register

   5.0% D. I do not go to an advisor because I prefer to register for classes myself

   5.0% E. I sometimes go to an advisor and sometimes register for classes myself

21. Which of the following statements best describes your advisement experience?

    73.1% A. My assigned advisor enrolls me in the classes I need and gives me good advice.

    12.8% B. I have trouble meeting with my assigned advisor, so I meet with another advisor
            who enrolls me in the classes I need.

    2.1% C. If one advisor will not enroll me in the classes I want, I go to another advisor who will.

    6.4% D. I have taken more than one course I don't need because I was given the wrong advice by my
            advisor.

    5.7% E. I do not go to an advisor because I know what courses are needed to complete my program of
            study.

22. Does the college provide you with enough information to help you transfer to a four-year institution?
    75.5% A. Yes   **24.5%** B. No

23. Which of the following statements best describes the importance to you of receiving financial aid and
doing well in your classes?

    31.9% A. It is more important to me to receive full financial aid than it is to earn the grades I want in
            all the courses I take.

    56.7% B. It is more important to me to earn the grades I want in all the courses I take, even if it
            means registering for less than a full load and receiving less financial aid.

    11.4% C. I do not receive financial aid.

24. How could the advisement and registration process be improved? (See summary of responses to the
first open-ended question on page above.)

Computer Services (return)

  25. I use a laptop computer on campus. **31.0%** A. Yes   **69.0%** B. No

  26. Select from the following choices the response that describes your Internet access at home.

    5.8% A. I do not have a computer at home.   **4.3%** B. I have a computer, but no Internet access.

    1.4% C. I have dial-up access

    88.5% D. I have high-speed access to the Internet either through DSL, cable, or satellite service.

	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
27. The EGC Website is easy to navigate.	**38.6%**	**50.7%**	**6.4%**	**4.3%**

28. What suggestions do you have to make the EGC website easier to navigate? (See summary of
responses to the second open-ended question on page above.)

29. What useful information have you either not found or had trouble finding on the EGC website? (See
summary of responses to the third open-ended question on page above.)

	Often A	Occasionally B	Seldom C	Never D	I do not access EGC E
30. I have problems accessing the EGC Website from home.	**1.5%**	**11.1%**	**32.6%**	**48.9%**	**5.9%**

31. What problems do you most frequently encounter while using the EGC website? (See summary of responses to the fourth open-ended question on page 12 above.)

32. I use my EGC email account.	Often A	Occasionally B	Seldom C	Never D
	63.6%	**28.6%**	**7.1%**	**0.7%**

33. I check Georgia View (Web-CT) for information about the in-class courses I take.	Often A	Occasionally B	Seldom C	Never D
	71.7%	**23.2%**	**4.4%**	**0.7%**

34. What types of information technology/computer resources should EGC provide that are not currently available to students? (See summary of responses to the fifth open-ended question on page 12 above.)

35. EGC faculty and staff provide effective and friendly service.	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
	38.6%	**53.6%**	**6.4%**	**1.4%**
36. Overall, my experiences at EGC have been positive.	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
	41.8%	**53.2%**	**4.3%**	**0.7%**

37. If you could change anything about East Georgia College, what would it be? (See summary of responses to the sixth open-ended question on pages 12-13 above.)

38. Would you recommend East Georgia College to others? **93.5%** Yes   **6.5%** No

39. Please explain why or why wouldn't you recommend East Georgia College. (See summary of responses to the seventh open-ended question on page 13 above.)

Fall 2010 Semester
Demographic Characteristics
Student Populations in Swainsboro and Statesboro

Table 1: Age Distribution

Swainsboro		Categories	Statesboro	
632	52.6%	20 or younger	1,391	74.7%
250	20.8%	21 to 25	375	20.2%
104	8.7%	26 to 30	45	2.4%
143	11.9%	31 to 40	36	1.9%
73	6.1%	41 or older	14	0.8%

Table 2: Ethnicity/Gender Distribution

Swainsboro		Categories	Statesboro	
439	36.5%	White Female	389	20.9%
321	26.7%	White Male	417	22.4%
285	23.7%	Black Female	555	29.8%
94	7.8%	Black Male	377	20.3%
14	1.2%	Hispanic Female	15	0.8%
7	0.6%	Hispanic Male	16	0.9%
21	1.7%	Other Female	47	2.5%
21	1.7%	Other Male	45	2.4%

(return)