

**East Georgia College
Quality Enhancement Survey
Spring 2009 Results**

With the exception of the Fall 2008 Semester QES, all Quality Enhancement Surveys have focused on the opinions of students who attend the College's home campus in Swainsboro. The Fall 2008 Semester QES was expanded to include student, faculty, and staff in both in Swainsboro and Statesboro because its focus was on determining an appropriate topic for the development of the College's Quality Enhancement Plan. The Spring 2009 Semester QES returned the focus to the opinions of students on the Swainsboro campus and was completed by 359 student respondents. The survey consisted of twenty-eight closed-ended questions followed by four open-ended questions. The complete percentage results of the closed-ended questions follow after the short summaries presented below.

Summary of Responses to Closed-Ended Questions

Similar to the student samples of past surveys, nearly two-thirds of respondents were female and nearly three-quarters were non-Hispanic white. Sixty percent of respondents lived with their parents or other family of origin, while another twenty-one percent lived with a spouse and/or children. Two-thirds of respondents indicated that their educational goal was to graduate from EGC and then attend a four-year institution. Another 21.5 percent planned to take classes at EGC and then transfer to another college without graduating from EGC. About thirty-seven percent indicated that it is "very likely" or "somewhat likely" that they would choose to live in campus housing if it were available.

Five questions addressing campus environment were submitted for inclusion in the survey by Plant Operations. Concerning cleanliness, 51.3 percent of respondents indicated that the campus had achieved "Level 1: Orderly Spotlessness" and another 42.6 percent indicated that it had achieved "Level 2: Orderly Tidiness." In rating the customer service of the Plant Operations staff, 52.6 percent rated the staff above average and another 37.9 percent gave the staff an average rating. In response to a question concerning the appearance and upkeep of college grounds, 70.5 percent indicated that the campus had achieved "Level 1: State-of-the-Art Maintenance" and another 26.7 percent indicated that the campus had achieved "Level 2: High-level Maintenance." In response to a similar question concerning campus buildings, 39.4 percent rated the buildings "Level 1: Showpiece Facilities" and another 54.6 percent rated the buildings "Level 2: Comprehensive Facilities" (well-kept). Finally, concerning a question on campus safety, 58.7 percent of respondents rated the campus "Level 1: Exceptionally Safe" and another 36.5 percent rated the campus "Level 2: Normally Safe."

Four questions addressed library services. In response to how frequently they visited the library, 29.9 percent of students indicated they visited one or two times each week and another 22.9 percent indicated they visited three or more times per week. The most popular time for library visits was between 10 A.M. to noon, (39.2 percent) followed by noon to 2 P.M. (23.8 percent). In response to a question concerning the purpose for visiting the library, 41.7 percent indicated it was to do research, another 26.2 indicated it was to do homework, and 23.7 percent indicated it was to study. In response to a question about whether they were assisted immediately by the library staff and that needed materials were promptly located, 55.9 percent responded that this was always the case and another 29.9 percent responded that this was usually the case.

One question on the survey asked respondents what was their preferred class schedule. Nearly half chose the option to schedule all of their classes on Monday and Wednesday mornings and afternoons. Twenty percent chose to schedule all of their classes on Tuesday and Thursday mornings and afternoons. Sixteen and one-half percent chose the option of morning and afternoon classes available 5 days a week and evening classes available 4 nights a week.

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Nine questions focused on media and public relations. Two-thirds of respondents indicated that they obtained information about the College most often through its website. Another 30.9 percent indicated that they did so through student email. When asked what would be the most effective medium for attracting new students to the College, 40.8 percent chose Internet social networking sites and 27.4 percent chose television. When asked the most important influence in the student's decision to enroll in the College, 50.1 percent indicated cost and another 27.0 percent selected the College's reputation. Over 83 percent of students either strongly agreed or agreed with the statement that their perception of the College was favorable prior to attending EGC. In response to the statement that the Vision Series enhanced the student's educational experience, 52.4 percent strongly agreed or agreed, but 34.3 percent were neutral to the statement. In response to a query about the student's interest in the BBA in Management degree at EGC offered through Georgia Southwestern University, 22.2 percent showed interest, but 58.5 percent did not. Over 90 percent of respondents strongly agreed or agreed with the statement that overall, their experience at EGC have been positive. Finally, 88.8 percent of respondents either strongly agreed or agreed with the statement that EGC faculty and staff provides good customer service.

The final three closed-ended questions dealt with advisement and registration. In response to the query about who advises the student, 68.6 percent responded that they go to their assigned advisor, 11 percent sometimes went to an advisor and sometimes self-registered, and 9.9 percent go to another advisor they preferred. When asked to describe their advisement experience, 73.0 percent of respondents indicated that their assigned advisors enroll them in the classes they need and give them good advice. Finally, when asked which consideration had the higher priority, receiving financial aid or doing well in their classes, 68.5 percent chose doing well in class and 31.5 percent chose receiving financial aid.

Summary of Responses to Open-Ended Questions

The first open-ended question asked how the advisement and registration process could be improved. There were seventy-nine positive responses, about thirty negative responses, and about sixty suggestions for improving the process. The most common comment among the positive responses was that the current process is okay (38 responses). Another twelve respondents commented that they thought the process was great. Among the negative comments, several students thought that advisors were not sufficiently helpful and/or knowledgeable about course requirements. Among the comments for improving the process, students often suggested more course offerings and more time for registration meetings with advisors.

The second open-ended question asked what types of information technology/computer resources should EGC provide that are not currently available to students. This question elicited 122 responses, with the most frequent comments being that the current resource mix is good (55 responses) and the College has enough technology/computer resources (25 responses). Several students suggested that computer labs be open longer hours.

The third open-ended question asks students what they would change about East Georgia College. There were 185 responses to this question, with the most frequent one being not to change anything (41 responses). Twenty-one students suggested that a variety of sports options be added and another twelve suggested a change of status to a four-year college. Eleven students wanted more sections available of particular courses and ten wanted to have student housing available.

The fourth open-ended question asked respondents why they would either recommend or not recommend EGC to others. This question yielded over two hundred responses to recommend the College and only two to not recommend the College. Among the reasons that were often cited for recommending the East Georgia College were low cost, small size, a good learning environment, and great professors.

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The purpose of this survey is to explore ways in which East Georgia College may better serve students and potential students in our service area. This is an anonymous survey. Do not put your name on it. Findings of the survey will be reported only in aggregate form and no individual will ever be identified.

Demographic Information

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| <p>1. Gender
 <u>63.9%</u> A. Female <u>36.1%</u> B. Male</p> <p>2. Age
 <u>59.8%</u> A. 20 or younger
 <u>23.2%</u> B. 21 to 25
 <u>7.3%</u> C. 26 to 30
 <u>7.0%</u> D. 31 to 40
 <u>2.8%</u> E. 41 or older</p> <p>3. Ethnicity
 <u>1.7%</u> A. Hispanic or Latino
 <u>98.3%</u> B. Not Hispanic or Latino</p> <p>4. Race
 <u>0.8%</u> A. American Indian or Alaskan Native
 <u>3.1%</u> B. Asian
 <u>0.8%</u> C. Native Hawaiian or Pacific Islander
 <u>21.6%</u> D. Black
 <u>73.3%</u> E. White</p> | <p>5. Living arrangement
 <u>4.7%</u> A. I live alone
 <u>12.3%</u> B. I live with one or more roommates
 <u>21.2%</u> C. I live with a spouse and/or children
 <u>60.1%</u> D. I live with my parents or other family of origin
 <u>1.7%</u> E. Other living arrangement</p> <p>6. Educational goal
 <u>8.4%</u> A. Graduate from EGC
 <u>66.5%</u> B. Graduate from EGC and then attend a 4 year college
 <u>21.5%</u> C. Take classes at EGC and then transfer to another college but without graduating from EGC
 <u>1.1%</u> D. Take classes at EGC with no specific future plans
 <u>2.5%</u> E. None of the above</p> |
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Campus Housing

For the purpose of this questionnaire, campus housing is defined as furnished apartment-style housing with utilities included and free Internet access located on campus in a secure gated environment. Each student would have a private bedroom with bathroom. Kitchen, laundry room, and living room would be shared with three other students. Campus housing would be competitively priced at the same or lower cost than similar housing in the area.

<p>7. If campus housing (as defined above) was now available at EGC in Swainsboro, chances are _____ that I would elect to live in campus housing.</p>	Very Likely A 17.8%	Somewhat Likely B 18.9%	Neutral C 13.4%	Somewhat Unlikely D 10.3%	Very Unlikely E 39.6%
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Campus Environment

- 8. Concerning the CLEANLINESS of campus facilities, how would you rate the building(s) in which you attend class?**
- 51.3% A. Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)
- 42.6% B. Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)
- 5.6% C. Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)
- 0.6% 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)
- 9. 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?**
- 52.6% A. Above average customer service 1.7% D. Below average customer service
- 37.9% B. Average customer service 0.0% E. Unacceptable customer service
- 7.8% C. Acceptable customer service

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Campus Environment (continued)

10. How would you rate the campus based on the APPEARANCE AND UPKEEP of campus grounds?
- 70.5% 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)
 - 26.7% 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)
 - 2.2% 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)
 - 0.6% 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)
11. How would you rate the facilities based on the APPEARANCE AND UPKEEP of campus buildings?
- 39.4% A. Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)
 - 54.5% B. Level 2 Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)
 - 5.6% C. Level 3 Managed Facilities (Maintained and functional, but out dated with very minimal aesthetic features that provide an adequate learning environment)
 - 0.6% D. Level 4 Chaotic Facilities (Poorly maintained but functional that have little to no aesthetic features; unacceptable learning environment)
12. Concerning your SAFETY while you are on campus, how would you rate your overall feelings of being safe and secure?
- 58.7% A. Level 1 Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)
 - 36.5% B. Level 2 Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)
 - 4.2% C. Level 3 Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)
 - 0.6% D. Level 4 Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)

Library Services

13. How often do you visit the EGC Library?
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|---|--|
| <u>22.9%</u> A. 3 or more times each week | <u>18.2%</u> D. Less than once a month |
| <u>29.9%</u> B. 1 or 2 times each week | <u>5.3%</u> E. Never |
| <u>23.7%</u> C. Less than once a week | |
14. If you need to visit the EGC Library, you would most likely come
- | | |
|---------------------------------|------------------------------|
| <u>9.0%</u> A. 8:30 to 10 A.M. | <u>15.1%</u> D. 2 to 4 P.M. |
| <u>39.2%</u> B. 10 A.M. to Noon | <u>12.9%</u> E. After 4 P.M. |
| <u>23.8%</u> C. Noon to 2 P.M. | |
15. What would be your most important reason for visiting the library?
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|-----------------------------|------------------------------------|
| <u>23.7%</u> A. Study | <u>41.7%</u> D. Research |
| <u>1.7%</u> B. Meet friends | <u>6.8%</u> E. Check out materials |
| <u>26.2%</u> C. Do homework | |
16. When asking the library staff for help
- 55.6% A. I am always assisted immediately and the materials I need are promptly located
 - 29.9% B. I am usually assisted immediately and materials I need are promptly located
 - 3.9% C. I sometimes experience delays in getting the help I need
 - 1.4% D. I usually experience delays in getting the help I need
 - 9.2% E. I do not need to ask for help from library staff

