

**East Georgia College**  
**Quality Enhancement Survey**  
**Fall 2009 QES Summary for the Statesboro Site**

The Fall 2009 quality enhancement survey was completed by 275 students out of a population of 1,037 on the Swainsboro campus and by 452 students out of a population of 1,717 at the Statesboro site. Given the difference in circumstances between the Swainsboro campus and the Statesboro site, separate survey instruments were developed for students at each location. The results of the Statesboro survey are summarized below in this report, while the results of the Swainsboro survey are summarized in a companion report. A summary of responses to four open-ended questions is presented first, followed by the responses to the multiple choice questions.

**Summary of Responses to Open-Ended Questions**

The first open-ended question asked how the advisement and registration process could be improved. There were ninety positive responses and about two hundred twenty eight suggestions for improving the process. The most common comment among the positive responses was that the current process is good (82 responses). 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, more time to meet with advisors, better announced registration dates and the availability to register themselves online.

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 153 responses, with the most frequent comments being that everything is available in the current resource mix (73 responses). Fourteen respondents requested that there be more computers provided. Several students suggested that laptop computers be provided to be checked out by the students (8 responses).

The third open-ended question asks students what they would change about East Georgia College in Statesboro. There were 342 responses to this question, with the most frequent one being not to change anything (74 responses). Thirty six students suggested that there be more classes available as well as another nine suggested that there be an athletic program available to EGCS students (9 responses) and several students requested that the main office be located on the Georgia Southern campus due to a lack of transportation (7 responses) as well as the availability to take the Compass test at the EGCS campus (7 responses).

The fourth open-ended question asked respondents why they would either recommend or not recommend EGC to others. This question yielded two hundred sixteen responses to recommend the College and only twenty to not recommend the College. Among the reasons that were often cited for recommending East Georgia College is that it is a good school (69 responses), that it is a good school to start at before attending a four-year university (45 responses) and the class sizes are small (20 responses).

## Fall 2009 EGC Quality Enhancement Survey EGCS Students

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.

All of the numbered multiple choice questions should be answered by filling in the appropriate bubble on the accompanying Scantron card **in pencil**. A properly filled in bubble should look like this:

### **Part 1: Background Questions**

1. My gender is \_\_\_\_\_.  
**58.4%** A. Female **41.6%** B. Male
2. My age ranges from  
**81.4%** A. 20 or younger      **15.3%** B. 21 to 25      **1.5%** C. 26 to 30      **1.3%** D. 31 to 40  
**0.4%** E. 41 or older
3. Ethnicity  
**3.4%** A. Hispanic or Latino  
**96.6%** B. Not Hispanic or Latino
4. Race  
**1.6%** A. American Indian or Alaskan Native  
**1.8%** B. Asian  
**0.5%** C. Native Hawaiian or Pacific Islander  
**41.1%** D. Black  
**55.1%** E. White

### **Swainsboro 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.

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
<b>7.7%</b>	<b>18.2%</b>	<b>18.4%</b>	<b>55.7%</b>

### **EGC at Statesboro Environment**

6. How would you rate the CLEANLINESS of the EGC at Statesboro facility?
  - 44.9%** A. Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)
  - 44.9%** B. Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)
  - 8.7%** C. Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)
  - 1.6%** 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)

7. How would you rate the overall CUSTOMER SERVICE of Custodial Services staff members (attentiveness, friendliness, cooperation) at the EGC Statesboro facility?  
**31.9%** A. Above average customer service                      **2.2%** D. Below average customer service  
**50.0%** B. Average customer service                                **0.0%** E. Unacceptable customer service  
**15.9%** C. Acceptable customer service

**Computer Services**

8. I use a laptop computer on campus. **35.5%** A. Yes    **64.5%** B. No
9. Select from the following choices the response that describes your Internet access at home.  
**10.0%** A. I do not have a computer at home.    **8.2%** B. I have a computer, but no Internet access.  
**2.2%** C. I have dial-up access.    **79.6%** 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
10. The EGC Website is easy to navigate.	<b>36.4%</b>	<b>54.5%</b>	<b>7.8%</b>	<b>1.3%</b>

Answer items 11-13 based on the following scale:	Often	Occasionally	Seldom	Never
	A	B	C	D

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

Often	Occasionally	Seldom	Never
A	B	C	D
<b>4.5%</b>	<b>20.9%</b>	<b>28.9%</b>	<b>45.7%</b>

12. I use my EGC email account.

Often	Occasionally	Seldom	Never
A	B	C	D
<b>55.6%</b>	<b>30.0%</b>	<b>11.8%</b>	<b>2.7%</b>

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

Often	Occasionally	Seldom	Never
A	B	C	D
<b>57.0%</b>	<b>26.8%</b>	<b>11.9%</b>	<b>4.3%</b>

**Academics**

14. I am taking \_\_\_\_\_ credit hours this semester

- 2.7%** A. 4 or fewer    **4.0%** B. 5 to 7    **12.9%** C. 8 to 11    **77.8%** D. 12 to 15  
**2.7%** E. More than 15

15. I spend \_\_\_\_\_ studying and doing assignments for my classes.

- 45.2%** A. less than 2 hours per day during the week and on weekends  
**18.3%** B. less than 2 hours per day during the week, but 3 to 4 hours per day on weekends  
**20.8%** C. 3 to 4 hours per day during the week, but less than 2 hours per day on weekends  
**11.6%** D. 2 to 3 more hours per day during the week and weekends  
**4.0%** 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
<b>45.9%</b>	<b>42.8%</b>	<b>9.8%</b>	<b>1.6%</b>

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

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
<b>49.8%</b>	<b>42.0%</b>	<b>7.8%</b>	<b>0.4%</b>

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
<b>73.9%</b>	<b>23.6%</b>	<b>1.8%</b>	<b>0.7%</b>

19. I have been encouraged to work in groups.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
<b>19.3%</b>	<b>48.9%</b>	<b>27.1%</b>	<b>4.7%</b>

**Advisement and Registration**

20. Who advises you?

- 67.6%** A. I go to my assigned advisor  
**11.1%** B. I go to another advisor whom I prefer  
**10.0%** C. I go to any advisor who is available when I want to register  
**4.9%** D. I do not go to an advisor because I prefer to register for classes myself  
**6.4%** E. I sometimes go to an advisor and sometimes register for classes myself

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

**68.4%** A. My assigned advisor enrolls me in the classes I need and gives me good advice.

**16.2%** B. I have trouble meeting with my assigned advisor, so I meet with another advisor who enrolls me in the classes I need.

**4.2%** C. If one advisor will not enroll me in the classes I want, I go to another advisor who will.

**5.1%** D. I have taken more than one course I don't need because I was given the wrong advice by my advisor.

**6.0%** 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?

**76.6%** A. Yes      **23.4%** B. No

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

**34.1%** 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.

**65.9%** 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.

Answer items 24-25 based on the following scale:	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
--	---------------------	------------	---------------	------------------------

24. Overall, my experiences at EGC have been positive.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
<b>35.3%</b>	<b>58.9%</b>	<b>4.7%</b>	<b>1.1%</b>

25. EGC faculty and staff provide good customer service.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
<b>34.8%</b>	<b>57.5%</b>	<b>5.8%</b>	<b>1.8%</b>

### **EGC Swainsboro Library Services**

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

**28.0%** A. Yes      **72.0%** B. No

**If you answered "Yes," to No. 26, please answer the remaining questions about the EGC Library in Swainsboro. If you answered "No," skip to short response question No. 31.**

27. How often do you visit the EGC Library?

**3.4%** A. 3 or more times each week      **5.2%** B. 1 or 2 times each week      **6.9%** C. Less than once a week

**27.6%** D. Less than once a month      **56.9%** E. Never

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

**6.2%** A. 8:30 to 10 A.M.      **16.3%** B. 10 A.M. to Noon      **19.8%** C. Noon to 2 P.M.

**18.5%** D. 2 to 4 P.M.    **39.2%** E. After 4 P.M.

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

**24.0%** A. Study    **6.2%** B. Meet friends    **16.9%** C. Do homework    **38.7%** D. Research  
**14.2%** E. Check out materials

30. When asking the library staff for help

**27.4%** A. I am always assisted immediately and the materials I need are promptly located  
**36.3%** B. I am usually assisted immediately and materials I need are promptly located  
**9.4%** C. I sometimes experience delays in getting the help I need  
**1.8%** D. I usually experience delays in getting the help I need  
**25.1%** E. I do not need to ask for help from library staff

**Short Response Questions**

31. How could the advisement and registration process be improved?

32. What types of information technology/computer resources should EGC provide that are not currently available to students at the EGC Statesboro facility?

33. If you could change anything about the services East Georgia College provides in Statesboro, what would it be?

34. Why would you recommend **OR** not recommend EGC to others? (Check one and complete.)

I would recommend EGC because ...       I would NOT recommend EGC because ...