

East Georgia College
Quality Enhancement Survey
Fall 2009 QES Summary for the Swainsboro Campus

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 Swainsboro survey are summarized below in this report, while the results of the Statesboro 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 fifty-nine positive responses and about eighty-two suggestions for improving the process. The most common comment among the positive responses was that the current process is good (44 responses). Another five respondents commented that they were completely satisfied with the advisement and registration process. 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 to meet with advisors as well as better announced registration dates.

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 110 responses, with the most frequent comments being that everything is available in the current resource mix (47 responses) and 17 respondents did not know what else could be provided. Several students suggested that laptop computers be provided to be checked out by the students (5 responses).

The third open-ended question asks students what they would change about East Georgia College. There were 128 responses to this question, with the most frequent one being not to change anything (24 responses). Fifteen students suggested that there be more parking available as well as another fifteen suggested a change of status to a four-year college. Twelve students wanted more sections available of particular courses and thirteen 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 one hundred seventy two responses to recommend the College and only five to not recommend the College. Among the reasons that were often cited for recommending East Georgia College is that it is a good school to start off at, the class sizes are small, and the professors are very helpful.

EGC Quality Enhancement Swainsboro Survey Fall 2009

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.

Directions: Please respond to the following questions by filling in the appropriate bubble on the accompanying Scantron card in **pencil**. Choose the single most accurate response to each question. A properly filled in bubble should look like this: **■**

Background Questions

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| <p>1. Gender
 61.1% A. Female 38.9% B. Male</p> <p>2. Age
 63.5% A. 20 or younger
 21.5% B. 21 to 25
 4.0% C. 26 to 30
 8.0% D. 31 to 40
 2.9% E. 41 or older</p> <p>3. Ethnicity
 2.2% A. Hispanic or Latino
 97.8% B. Not Hispanic or Latino</p> <p>4. Race
 0% A. American Indian or Alaskan Native
 3.0% B. Asian
 0.4% C. Native Hawaiian or Pacific Islander
 21.6% D. Black
 75.1 %E. White</p> | <p>5. Living arrangement
 5.1% A. I live alone
 7.6% B. I live with one or more roommates
 20.4% C. I live with a spouse and/or children
 62.9% D. I live with my parents or other family of origin
 4.0% E. Other living arrangement</p> <p>6. Educational goal
 16.0% A. Graduate from EGC
 58.2% B. Graduate from EGC and then attend a 4 year college
 23.6% C. Take classes at EGC and then transfer to another college but without graduating from EGC
 1.5% D. Take classes at EGC with no specific future plans
 0.7% E. None of the above</p> |
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Campus Life

- 7. Concerning on-campus employment opportunities, I _____.**
5.8% A. have a job on-campus
33.5% B. do not have a job on-campus, but would like to have one
41.5% C. have an off-campus job and am not interested in seeking on-campus employment
19.3% 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 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.

- 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
26.7%	20.5%	11.0%	41.8%

Campus Environment

- 9. Concerning the CLEANLINESS of campus facilities, how would you rate the building(s) in which you attend class?**
- 54.7%** A. Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)
- 37.6%** B. Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)
- 6.6%** C. Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)

1.1% 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% 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?

49.3% A. Above average customer service

0.7% D. Below average customer service

40.5% B. Average customer service

0% E. Unacceptable customer service

9.5% C. Acceptable customer service

Campus Environment (continued)

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

65.0% 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)

32.8% 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% 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?

39.1% A. Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)

56.2% B. Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)

3.6% C. Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetical features that provide an adequate learning environment)

1.1% 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?

51.6% A. Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)

40.7% B. Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)

7.3% C. Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)

0.4% D. Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)

Library Services

14. How often do you visit the EGC Library?

22.2% A. 3 or more times each week **33.5%** B. 1 or 2 times each week **21.5%** C. Less than once a week

13.5% D. Less than once a month **9.5%** E. Never

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

16.2% A. 8:30 to 10 A.M. **29.8%** B. 10 A.M. to Noon **28.7%** C. Noon to 2 P.M. **19.1%** D. 2 to 4 P.M.

6.3% E. After 4 P.M.

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

32.6% A. Study **1.9%** B. Meet friends **30.4%** C. Do homework **31.5%** D. Research

3.7% E. Check out materials

17. When asking the library staff for help

- 50.2%** A. I am always assisted immediately and the materials I need are promptly located
- 30.4%** B. I am usually assisted immediately and materials I need are promptly located
- 4.4%** C. I sometimes experience delays in getting the help I need
- 1.1%** D. I usually experience delays in getting the help I need
- 13.9%** E. I do not need to ask for help from library staff

Academics

18. I am taking _____ credit hours this semester

- 2.6%** A. 4 or fewer **4.0%** B. 5 to 7 **15.3%** C. 8 to 11 **70.8%** D. 12 to 15 **7.3%** E. More than 15

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

- 39.6%** A. less than 2 hours per day during the week and on weekends
- 21.1%** B. less than 2 hours per day during the week, but 3 to 4 hours per day on weekends
- 17.5%** C. 3 to 4 hours per day during the week, but less than 2 hours per day on weekends
- 14.5%** D. 2 to 3 more hours per day during the week and weekends
- 7.3%** 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
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20. College is more challenging than high school.

Strongly Agree A 56.7%	Agree B 36.4%	Disagree C 4.7%	Strongly Disagree D 2.2%
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21. I must read the assigned reading in order to pass my classes.

Strongly Agree A 48.4%	Agree B 40.7%	Disagree C 9.5%	Strongly Disagree D 1.5%
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22. I am expected to submit all work on time in all of my classes.

Strongly Agree A 71.3%	Agree B 26.2%	Disagree C 2.5%	Strongly Disagree D 0.0%
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23. I have been encouraged to work in groups.

Strongly Agree A 20.1%	Agree B 46.4%	Disagree C 29.2%	Strongly Disagree D 4.4%
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Media and Public Relations

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

- 67.8%** A. EGC Website **31.5%** B. EGC student email **0.7%** C. Cat Tracks/Hoopee Bird
- 0.0%** D. Local Newspaper **0.0%** E. Local Radio

25. The medium that EGC should use more often to attract new students is _____.
10.6% A. Radio 15.8% B. Billboards 6.2% C. Newspapers 23.1% D. Television
44.3% E. Internet Social Networking Sites (i.e. Facebook)
26. The following was most influential in my decision to enroll at EGC:
48.9% A. Cost 23.5% B. College reputation 7.0% C. HS counselor 1.5% D. College recruiter
19.1% E. Friends

Answer items 27-31 based on the following scale:	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
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27. Prior to attending EGC, my perception of the college was favorable.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
41.1%	49.8%	8.7%	0.4%

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

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
23.5%	50.7%	20.2%	5.5%

29. I am interested in pursuing the BBA in Management degree at EGC offered through Ga. SW State University.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
9.5%	14.1%	42.4%	34.0%

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

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
50.5%	44.7%	3.3%	1.5%

31. EGC faculty and staff provide good customer service.

Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
45.5%	48.0%	5.1%	1.5%

Computer Services

32. I use a laptop computer on campus. 39.6% A. Yes 60.4% B. No

33. 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. 8.0% B. I have a computer, but no Internet access. 4.7% C. I have dial-up access. 81.4% D. I have high-speed access to the Internet either through DSL, cable, or satellite service.

34. The EGC Website is easy to navigate.	Strongly Agree A	Agree B	Disagree C	Strongly Disagree D
	45.1%	46.9%	6.2%	1.8%

Answer items 35-37 based on the following scale:	Often A	Occasionally B	Seldom C	Never D
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35. I have problems accessing the EGC Website from home.

Often A 5.2%	Occasionally B 12.9%	Seldom C 29.5%	Never D 52.4%
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36. I use my EGC email account.

Often A 65.9%	Occasionally B 24.9%	Seldom C 8.4%	Never D 0.7%
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37. I check Georgia View (Web-CT) for information about the in-class courses I take.

Often A 58.2%	Occasionally B 29.3%	Seldom C 9.9%	Never D 2.6%
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Advisement and Registration

38. Who advises you?

- 71.9% A. I go to my assigned advisor
10.9% B. I go to another advisor whom I prefer
3.3% C. I go to any advisor who is available when I want to register
5.8% D. I do not go to an advisor because I prefer to register for classes myself
8.0% E. I sometimes go to an advisor and sometimes register for classes myself

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

- 79.1% A. My assigned advisor enrolls me in the classes I need and gives me good advice.
8.4% B. I have trouble meeting with my assigned advisor, so I meet with another advisor who enrolls me in the classes I need.
2.6% C. If one advisor will not enroll me in the classes I want, I go to another advisor who will.
1.5% D. I have taken more than one course I don't need because I was given the wrong advice by my advisor.
8.4% E. I do not go to an advisor because I know what courses are needed to complete my program of study.

40. Does the college provide you with enough information to help you transfer to a four-year institution?

- 74.6% A. Yes 25.4% B. No

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

- 33.8% 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.
66.2% 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.

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

Computer Services

43. What types of information technology/computer resources should EGC provide that are not currently available to students?

General Improvement

44. If you could change anything about East Georgia College, what would it be?

45. 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 ...