

EGSC Swainsboro Student Satisfaction Survey Fall 2019

Friday, November 22, 2019

126

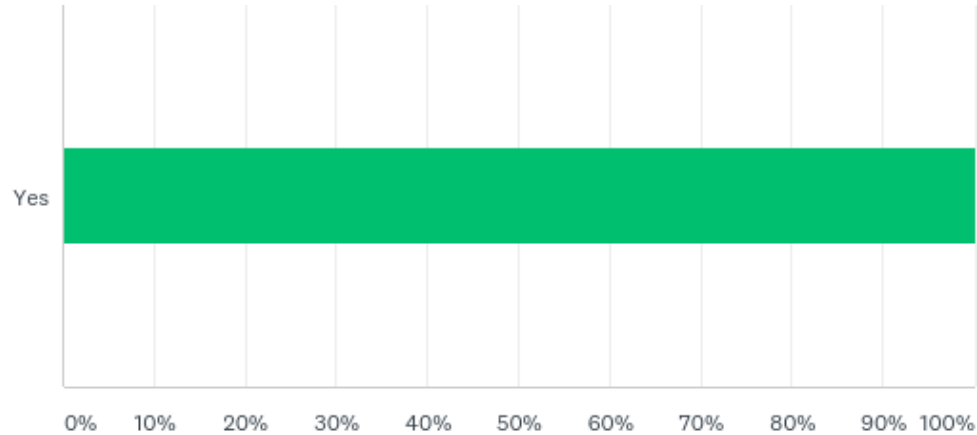
Total Responses

Date Created: Monday, October 07, 2019

Complete Responses: 46

Q1: Are you a EGSC Swainsboro student?

Answered: 126 Skipped: 0



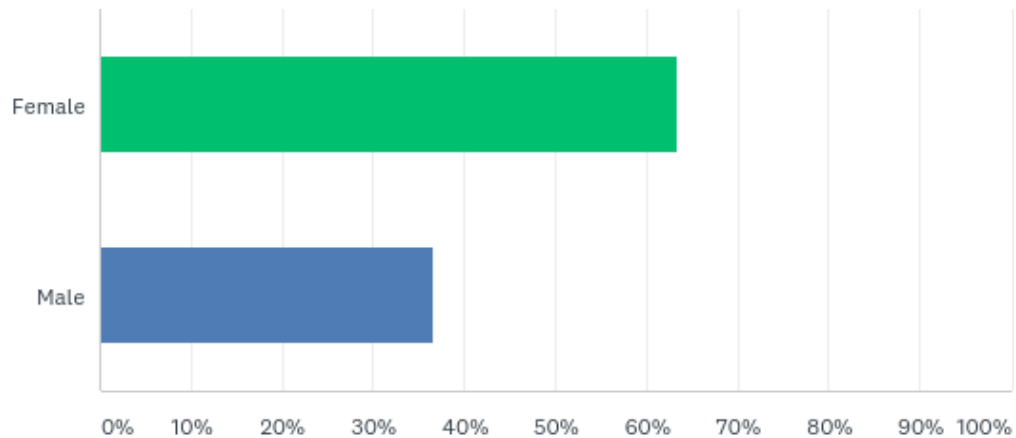
Q1: Are you a EGSC Swainsboro student?

Answered: 126 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	100.00%	126
TOTAL		126

Q2: Gender:

Answered: 123 Skipped: 3



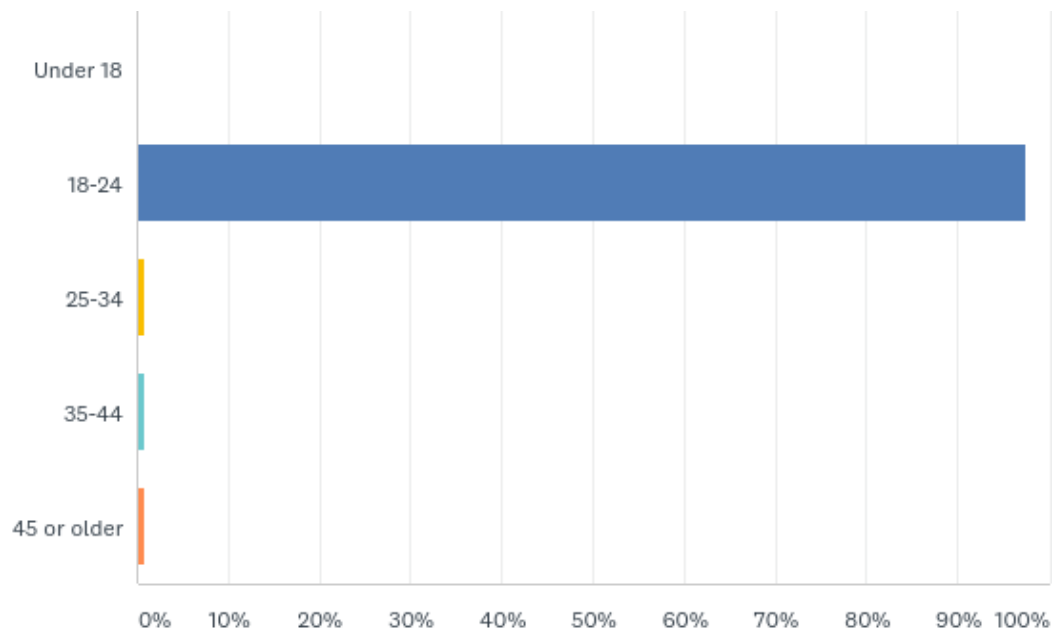
Q2: Gender:

Answered: 123 Skipped: 3

ANSWER CHOICES	RESPONSES	
Female	63.41%	78
Male	36.59%	45
TOTAL		123

Q3: Age group:

Answered: 123 Skipped: 3



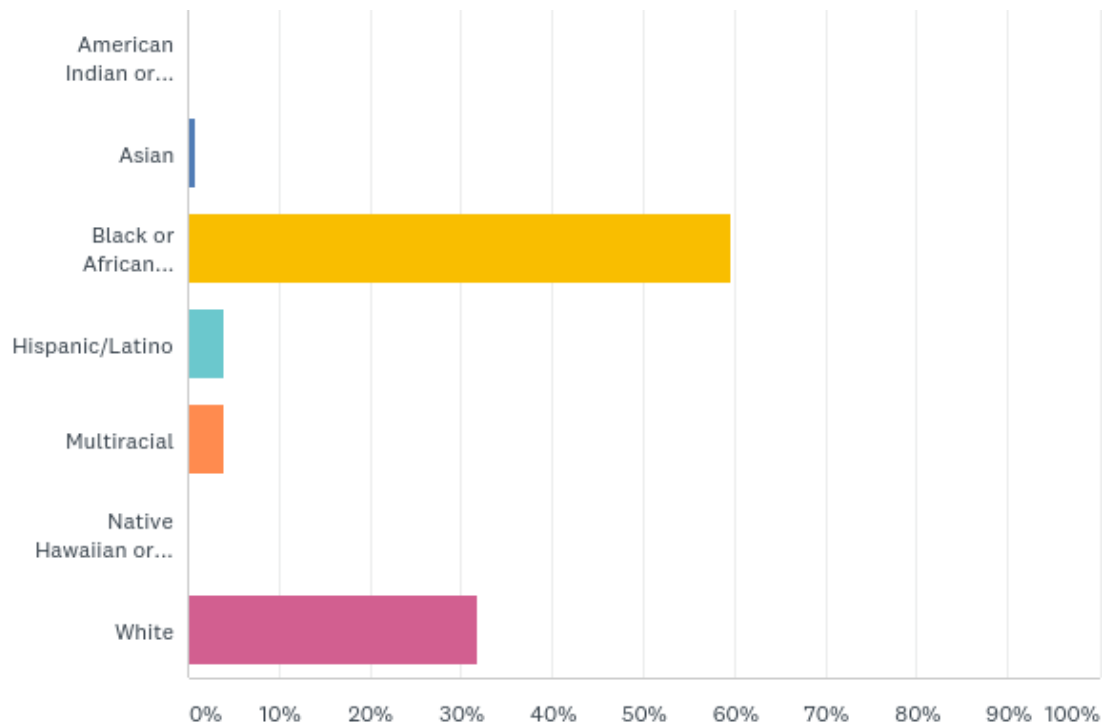
Q3: Age group:

Answered: 123 Skipped: 3

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	97.56%	120
25-34	0.81%	1
35-44	0.81%	1
45 or older	0.81%	1
TOTAL		123

Q4: Ethnicity:

Answered: 126 Skipped: 0



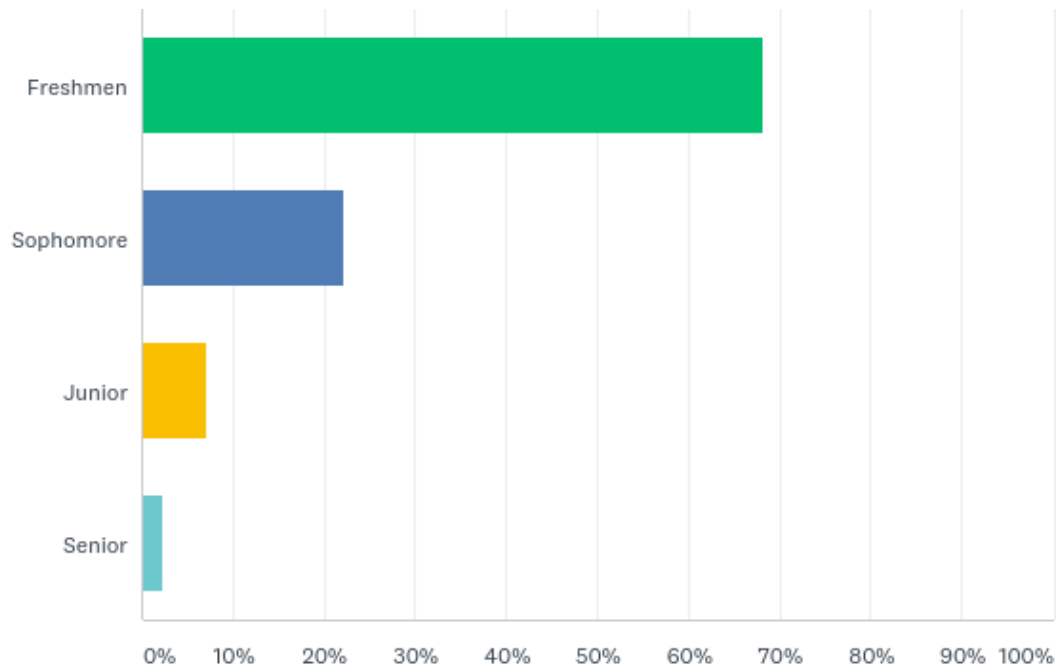
Q4: Ethnicity:

Answered: 126 Skipped: 0

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	0.79%	1
Black or African American	59.52%	75
Hispanic/Latino	3.97%	5
Multiracial	3.97%	5
Native Hawaiian or Pacific Islander	0.00%	0
White	31.75%	40
TOTAL		126

Q5: Academic class:

Answered: 126 Skipped: 0



Q5: Academic class:

Answered: 126 Skipped: 0

ANSWER CHOICES	RESPONSES	
Freshmen	68.25%	86
Sophomore	22.22%	28
Junior	7.14%	9
Senior	2.38%	3
TOTAL		126

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

Answered: 93 Skipped: 33

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Admissions	51.61% 48	33.33% 31	10.75% 10	3.23% 3	1.08% 1	93	1.69
Financial Aid	47.31% 44	26.88% 25	12.90% 12	8.60% 8	4.30% 4	93	1.96
Student Records	45.16% 42	36.56% 34	13.98% 13	3.23% 3	1.08% 1	93	1.78

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

Answered: 93 Skipped: 33

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	51.61% 48	29.03% 27	12.90% 12	4.30% 4	2.15% 2	93	1.76
Tutoring	45.16% 42	29.03% 27	17.20% 16	4.30% 4	4.30% 4	93	1.94
Library	66.67% 62	20.43% 19	10.75% 10	1.08% 1	1.08% 1	93	1.49

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

Answered: 93 Skipped: 33

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Student Life	40.86% 38	27.96% 26	18.28% 17	9.68% 9	3.23% 3	93	2.06
Information Technology/Web Services	40.22% 37	29.35% 27	20.65% 19	5.43% 5	4.35% 4	92	2.04
Housing	36.96% 34	19.57% 18	33.70% 31	6.52% 6	3.26% 3	92	2.20
Dining Services	26.09% 24	22.83% 21	32.61% 30	5.43% 5	13.04% 12	92	2.57

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: 93 Skipped: 33

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
College Readiness Tour	33.70% 31	22.83% 21	36.96% 34	3.26% 3	3.26% 3	92	2.20
Visits to high school by admissions staff	31.52% 29	25.00% 23	39.13% 36	3.26% 3	1.09% 1	92	2.17
College publications (catalogs, brochures, etc.)	32.97% 30	30.77% 28	31.87% 29	2.20% 2	2.20% 2	91	2.10
College website	55.43% 51	36.96% 34	6.52% 6	1.09% 1	0.00% 0	92	1.53

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

Answered: 91 Skipped: 35

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
Communications from the Office of Admissions	51.65% 47	25.27% 23	17.58% 16	4.40% 4	1.10% 1	91	1.78
Communications from the Office of Financial Aid	56.04% 51	19.78% 18	15.38% 14	8.79% 8	0.00% 0	91	1.77
Communications from the Office of Student Accounts	47.25% 43	26.37% 24	19.78% 18	5.49% 5	1.10% 1	91	1.87

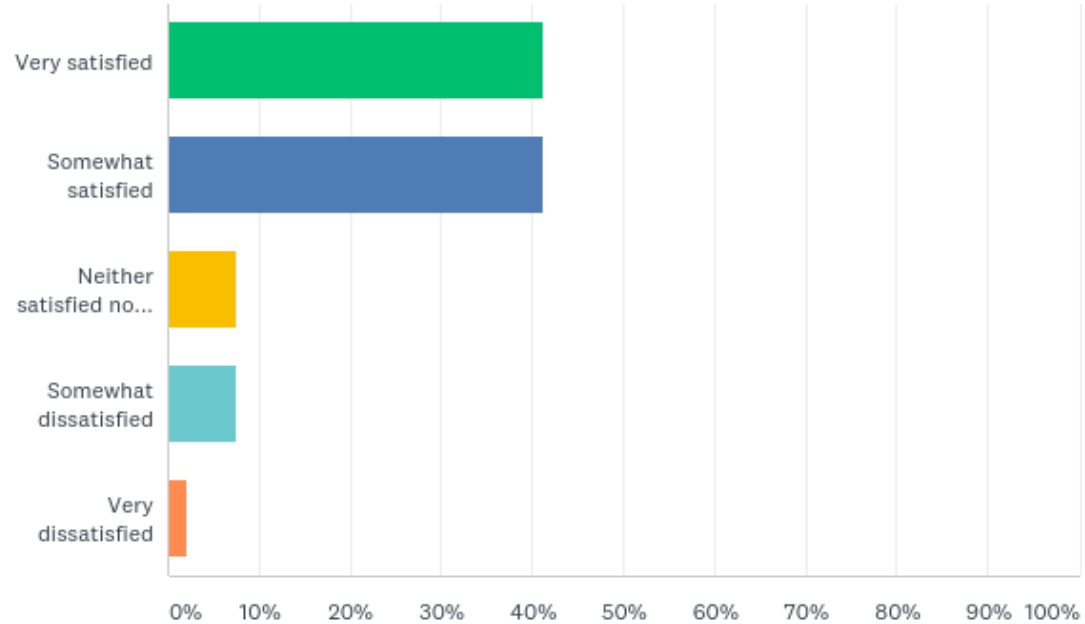
Q11: Please indicate your level of agreement with the following statements:

Answered: 92 Skipped: 34

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Swainsboro Students have a voice in decisions made at EGSC as a whole	29.35% 27	43.48% 40	16.30% 15	6.52% 6	4.35% 4	92	2.13
The local Swainsboro community is welcoming to EGSC students.	38.04% 35	41.30% 38	15.22% 14	3.26% 3	2.17% 2	92	1.90
I am able to resolve any problems I experience on the Swainsboro campus in a timely matter	39.13% 36	32.61% 30	18.48% 17	5.43% 5	4.35% 4	92	2.03
I have a sense of belonging on the Swainsboro campus	40.22% 37	34.78% 32	15.22% 14	5.43% 5	4.35% 4	92	1.99

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

Answered: 92 Skipped: 34



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

Answered: 92 Skipped: 34

ANSWER CHOICES	RESPONSES	
Very satisfied	41.30%	38
Somewhat satisfied	41.30%	38
Neither satisfied nor dissatisfied	7.61%	7
Somewhat dissatisfied	7.61%	7
Very dissatisfied	2.17%	2
TOTAL		92

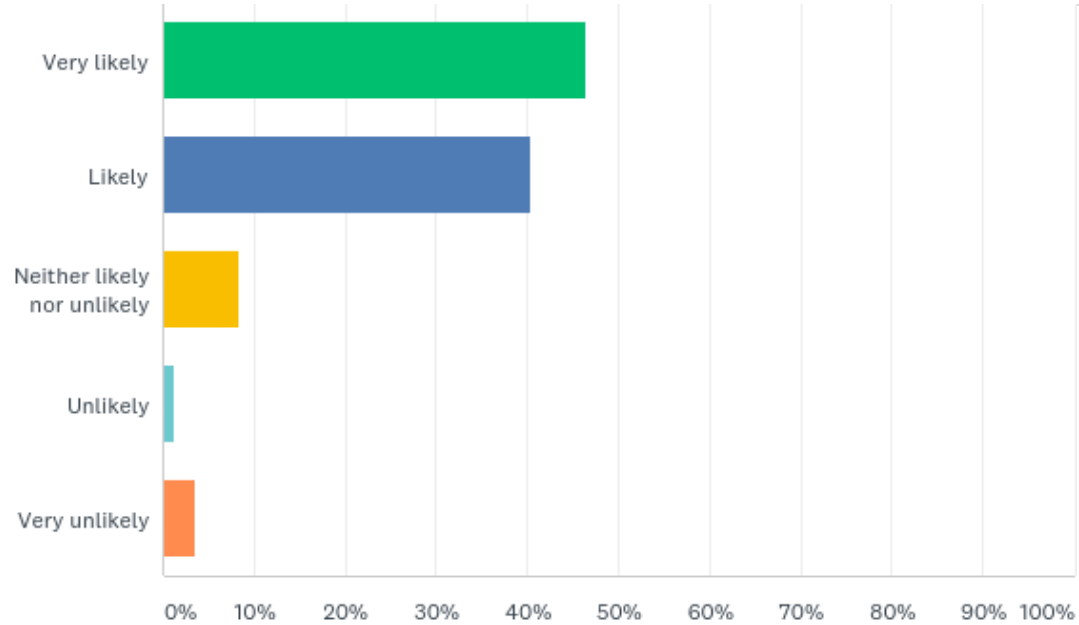
Q13: How important was each of these in choosing to attend East Georgia State College?

Answered: 84 Skipped: 42

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	72.62% 61	20.24% 17	5.95% 5	0.00% 0	1.19% 1	84	1.37
Family member attended EGSC	30.12% 25	13.25% 11	20.48% 17	3.61% 3	32.53% 27	83	2.95
Campus safety	69.88% 58	16.87% 14	8.43% 7	2.41% 2	2.41% 2	83	1.51
Financial aid	79.52% 66	10.84% 9	7.23% 6	0.00% 0	2.41% 2	83	1.35
Friend attending	39.76% 33	15.66% 13	22.89% 19	6.02% 5	15.66% 13	83	2.42
Housing	56.10% 46	9.76% 8	14.63% 12	0.00% 0	19.51% 16	82	2.17
Scholarships	76.19% 64	8.33% 7	8.33% 7	2.38% 2	4.76% 4	84	1.51
Tuition and fees	84.34% 70	8.43% 7	4.82% 4	0.00% 0	2.41% 2	83	1.28

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

Answered: 84 Skipped: 42



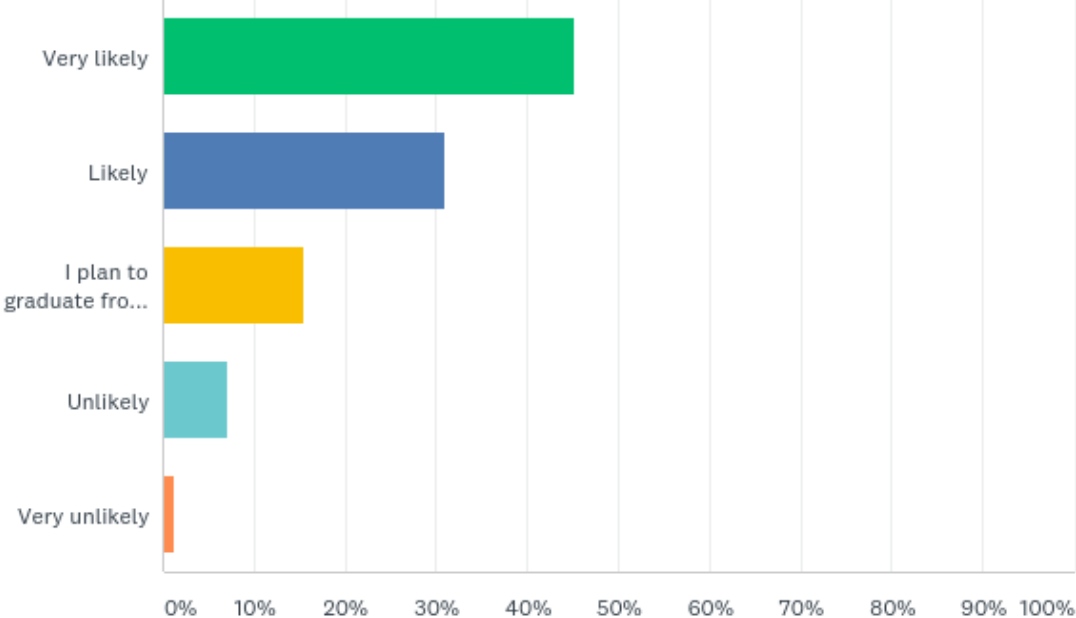
Q14: How likely are you to recommend EGSC to others?

Answered: 84 Skipped: 42

ANSWER CHOICES	RESPONSES	
Very likely	46.43%	39
Likely	40.48%	34
Neither likely nor unlikely	8.33%	7
Unlikely	1.19%	1
Very unlikely	3.57%	3
TOTAL		84

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

Answered: 84 Skipped: 42



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

Answered: 84 Skipped: 42

ANSWER CHOICES	RESPONSES	
Very likely	45.24%	38
Likely	30.95%	26
I plan to graduate from EGSC this year	15.48%	13
Unlikely	7.14%	6
Very unlikely	1.19%	1
TOTAL		84

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: 64 Skipped: 62

	STRONGLY AGREE	AGREE	NO PREREQUISITE TAKEN	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	42.19% 27	26.56% 17	29.69% 19	1.56% 1	0.00% 0	64
Social Sciences	42.19% 27	31.25% 20	25.00% 16	1.56% 1	0.00% 0	64
Natural Sciences	37.50% 24	26.56% 17	34.38% 22	1.56% 1	0.00% 0	64
Mathematics	50.00% 32	35.94% 23	12.50% 8	1.56% 1	0.00% 0	64

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: 64 Skipped: 62

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	40.63% 26	31.25% 20	23.44% 15	4.69% 3	0.00% 0	64
Social Sciences	35.94% 23	34.38% 22	25.00% 16	4.69% 3	0.00% 0	64
Natural Sciences	38.10% 24	26.98% 17	30.16% 19	4.76% 3	0.00% 0	63
Mathematics	46.03% 29	39.68% 25	9.52% 6	4.76% 3	0.00% 0	63

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: 64 Skipped: 62

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	39.06% 25	34.38% 22	21.88% 14	4.69% 3	0.00% 0	64
Social Sciences	35.94% 23	42.19% 27	18.75% 12	3.13% 2	0.00% 0	64
Natural Sciences	36.51% 23	31.75% 20	28.57% 18	3.17% 2	0.00% 0	63
Mathematics	42.86% 27	44.44% 28	9.52% 6	3.17% 2	0.00% 0	63

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

Answered: 64 Skipped: 62

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
Humanities	39.68% 25	31.75% 20	22.22% 14	6.35% 4	0.00% 0	63
Social Sciences	35.94% 23	39.06% 25	17.19% 11	7.81% 5	0.00% 0	64
Natural Sciences	36.51% 23	34.92% 22	23.81% 15	4.76% 3	0.00% 0	63
Mathematics	44.44% 28	34.92% 22	14.29% 9	6.35% 4	0.00% 0	63

Q20: How can your learning experience at EGSC be improved?

Answered
Skipped

45
81

Respondents	Responses
1	No opinion
2	Some courses here need to be better explained by the professor.
3	My experience has been good, no improvements needed.
4	Offer more times selected for classes. You have to remember some college kids work.
5	Professors don't answer emails and seem unapproachable
6	Nicer professors
7	I wouldn't change a thing!
8	n/a
9	It is fairly good right now
10	Try New Things
11	By asking questions and get help. Not only that , but focus on keeping grades up, and stay positive in matter most.
12	Studying
13	It's great!
14	Going to the ace & being attentive to class
15	Study more
16	Not sure
17	By paying attention to the professors

Q20: How can your learning experience at EGSC be improved?

Respondents	Responses
18	Encourage students to visit the ace, form study groups, or diversify their studying methods
19	Having More Activities To Do
20	By going to the ACE
21	Get real actual tutors, and helpful and nice professors that are willing to help a student regardless of any situations
22	I don't think it needs improvement at all
23	I would not change a thing.
24	Not sure yet.
25	It's just right
26	By communicating with more people and getting involved more in school.
27	By studying more
28	My learning experience can be improved if professors would not just read off of a powerpoint and teach more.
29	My learning experience at EGSC can be improved by allowing my time in the classroom to be more devoted to what I need to know to be successful in my career field.
30	it's going great
31	No opinion
32	It can improve by going to the ACE

Q20: How can your learning experience at EGSC be improved?

Respondents	Responses
33	More people to work at Ace and to help them with tutoring and such
34	It can be improved by the involvement of advisors like appointments or meetings with the advisors for the graduation plan along with course descriptions.
35	Studying more
36	My learning experience at EGSC can be improved by going to get help with courses that I need help with.
37	More consideration of students' available time to study
38	More help in the A.C.E. would be lovely.
39	Studying
40	offering more tutoring services and different subjects
41	Study more often.
42	It is already well
43	longer library hours and letting art majors have 24/7 access to the art room
44	It's good the way it is.
45	The work will get your mind moving

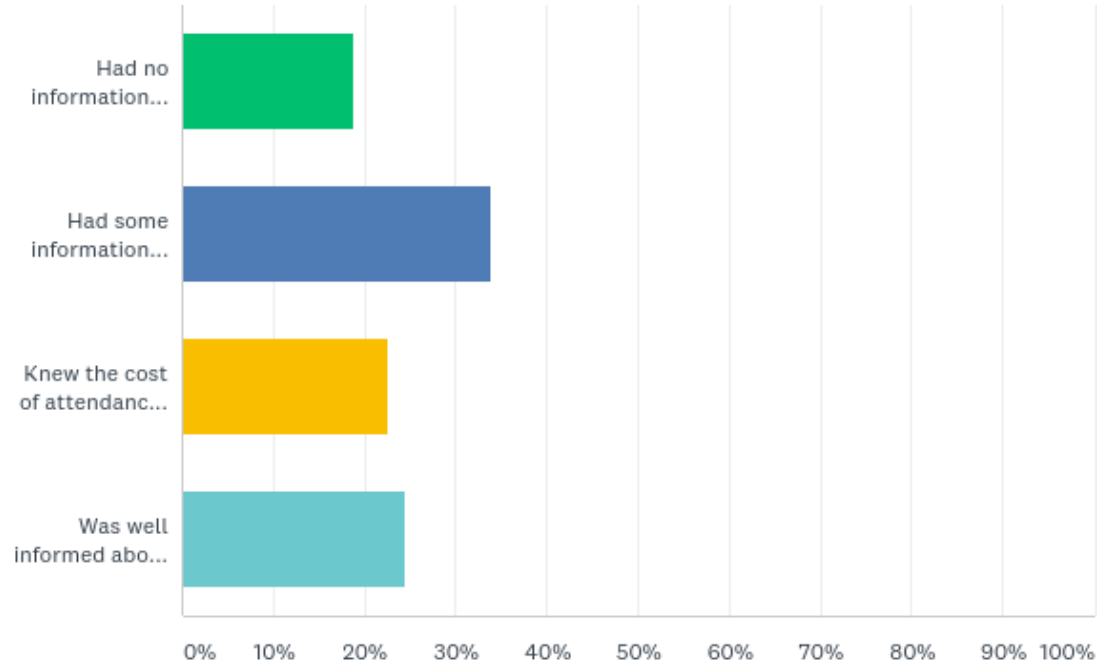
Q21: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 53 Skipped: 73

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	60.38% 32	28.30% 15	1.89% 1	5.66% 3	3.77% 2	53	1.64
Admissions staff responded to my questions and concerns in a timely manner.	49.06% 26	39.62% 21	3.77% 2	0.00% 0	7.55% 4	53	1.77
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	49.06% 26	39.62% 21	5.66% 3	0.00% 0	5.66% 3	53	1.74
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	45.28% 24	22.64% 12	26.42% 14	0.00% 0	5.66% 3	53	1.98

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

Answered: 53 Skipped: 73



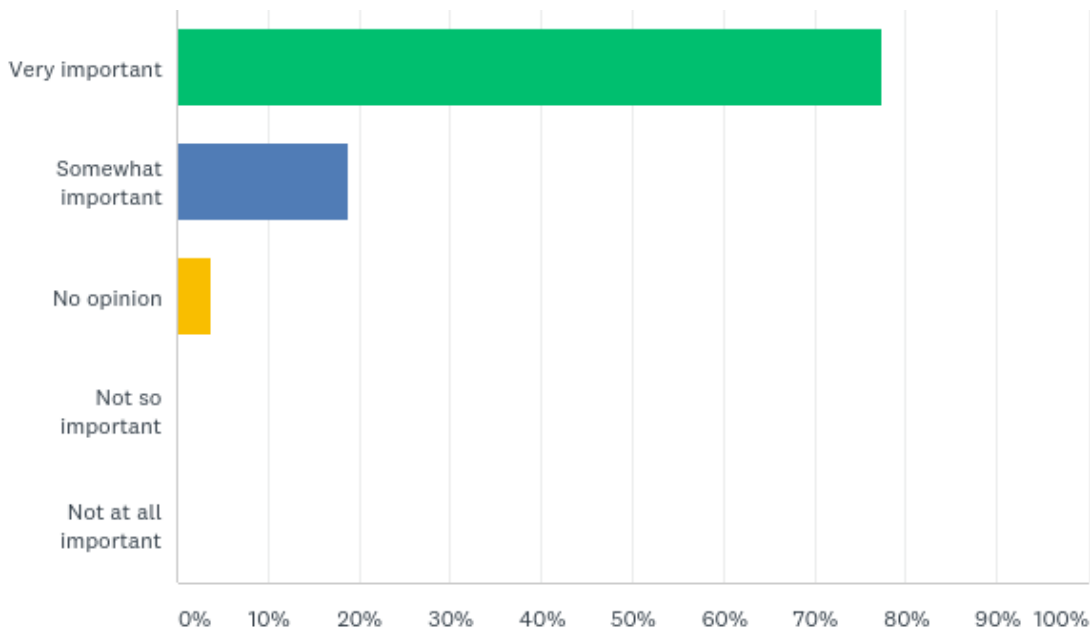
Q22: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 53 Skipped: 73

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	18.87%	10
Had some information about cost of attendance	33.96%	18
Knew the cost of attendance, but had questions	22.64%	12
Was well informed about the cost of attendance	24.53%	13
TOTAL		53

Q25. Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 53 Skipped: 73



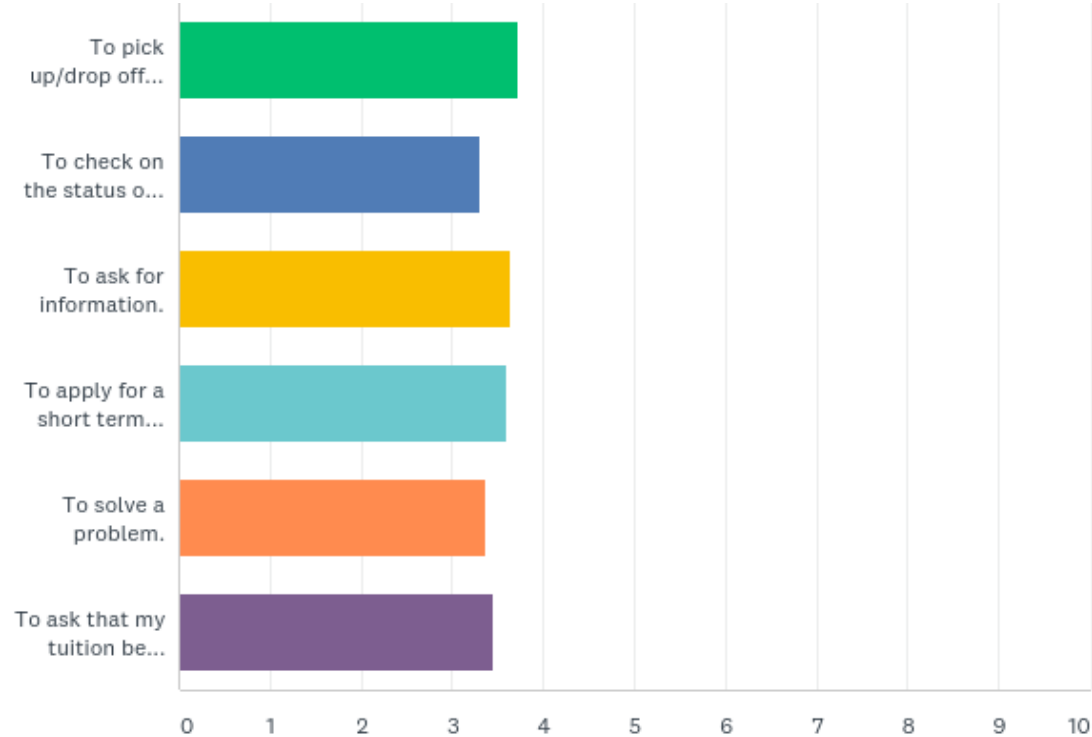
Q23: Please indicate the importance of having an estimate of the total cost of attending EGSC, including personal expenses and transportation costs.

Answered: 53 Skipped: 73

ANSWER CHOICES	RESPONSES	
Very important	77.36%	41
Somewhat important	18.87%	10
No opinion	3.77%	2
Not so important	0.00%	0
Not at all important	0.00%	0
TOTAL		53

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

Answered: 53 Skipped: 73



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

Answered: 53 Skipped: 73

	1	2	3	4	5	6	TOTAL	SCORE
To pick up/drop off forms	28.26% 13	6.52% 3	17.39% 8	17.39% 8	17.39% 8	13.04% 6	46	3.72
To check on the status of my aid.	14.29% 7	16.33% 8	18.37% 9	12.24% 6	14.29% 7	24.49% 12	49	3.31
To ask for information.	14.29% 7	24.49% 12	12.24% 6	22.45% 11	14.29% 7	12.24% 6	49	3.65
To apply for a short term loan.	23.91% 11	15.22% 7	15.22% 7	10.87% 5	10.87% 5	23.91% 11	46	3.59
To solve a problem.	6.00% 3	16.00% 8	28.00% 14	18.00% 9	22.00% 11	10.00% 5	50	3.36
To ask that my tuition be deferred	18.75% 9	18.75% 9	8.33% 4	16.67% 8	18.75% 9	18.75% 9	48	3.46

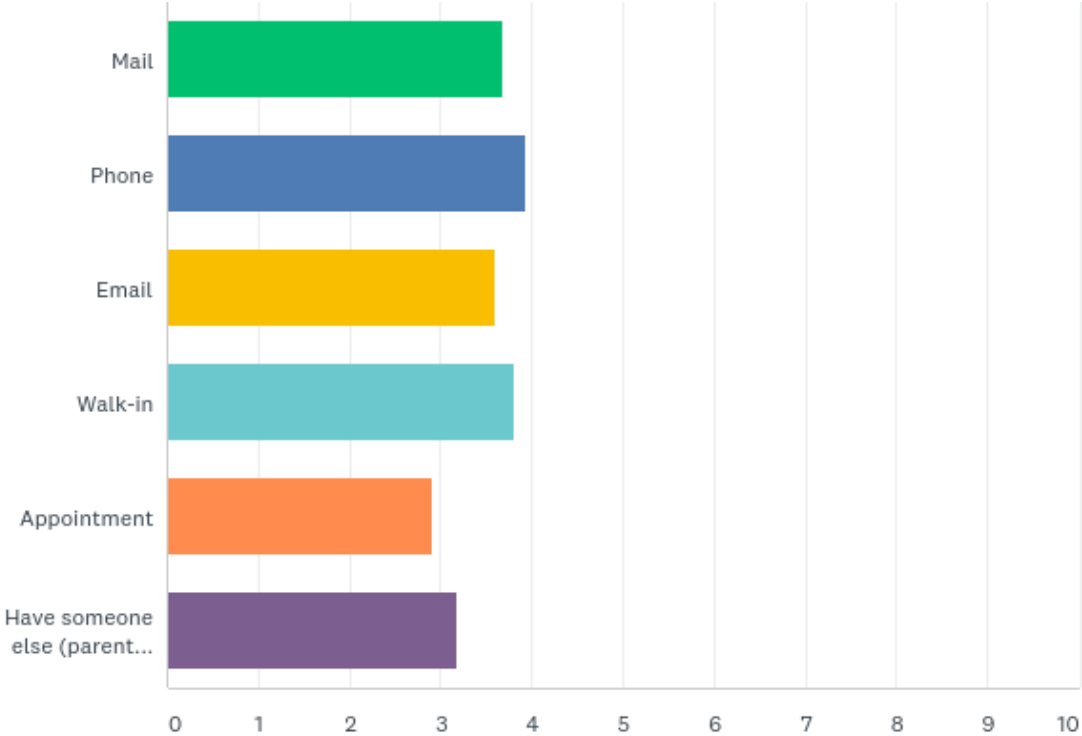
Q25: Indicate your agreement with each of the following statements about the Registrar's Office.

Answered: 53 Skipped: 73

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL
The Registrar's Office staff are knowledgeable.	56.60% 30	24.53% 13	15.09% 8	1.89% 1	1.89% 1	53
I am served in a reasonable period of time.	50.94% 27	32.08% 17	15.09% 8	0.00% 0	1.89% 1	53
The Registrar's Office staff usually satisfy my request during my initial contact.	54.72% 29	26.42% 14	15.09% 8	1.89% 1	1.89% 1	53
If my request could not be immediately satisfied, the Registrar's Office staff member provide me with the necessary next steps.	49.06% 26	26.42% 14	20.75% 11	1.89% 1	1.89% 1	53
Overall, I was satisfied with the service provided by the Registrar's Office.	54.72% 29	26.42% 14	16.98% 9	0.00% 0	1.89% 1	53

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

Answered: 50 Skipped: 76



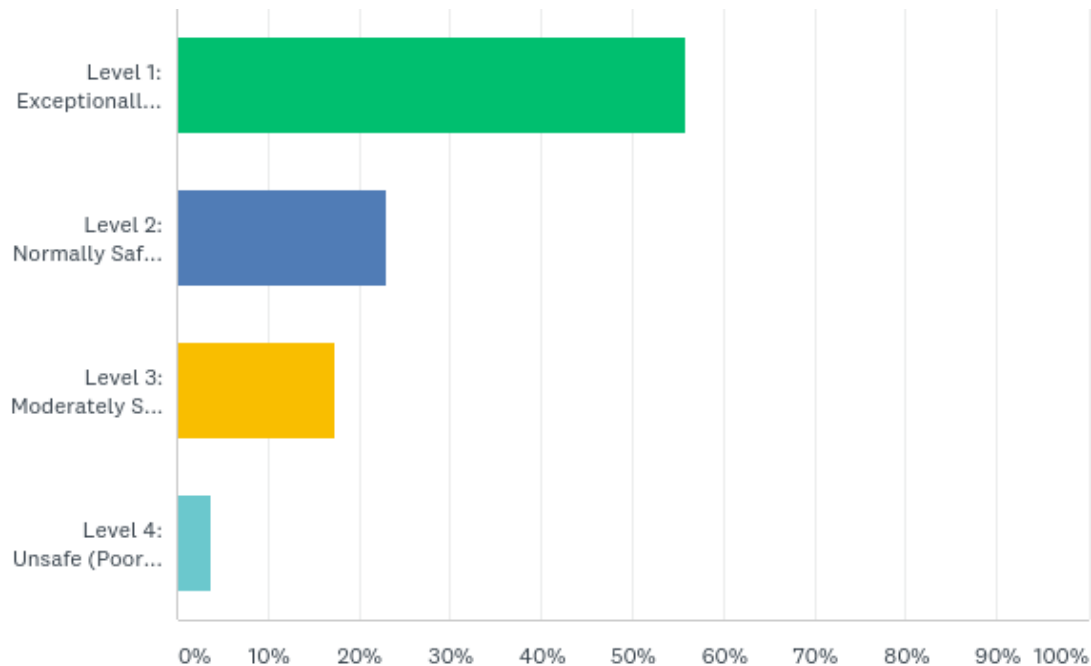
Q26: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Enrollment Management offices.

Answered: 50 Skipped: 76

	1	2	3	4	5	6	TOTAL	SCORE
Mail	27.27% 12	20.45% 9	6.82% 3	6.82% 3	15.91% 7	22.73% 10	44	3.68
Phone	13.95% 6	23.26% 10	25.58% 11	18.60% 8	16.28% 7	2.33% 1	43	3.93
Email	9.09% 4	22.73% 10	18.18% 8	27.27% 12	13.64% 6	9.09% 4	44	3.59
Walk-in	27.91% 12	4.65% 2	27.91% 12	18.60% 8	2.33% 1	18.60% 8	43	3.81
Appointment	2.17% 1	15.22% 7	13.04% 6	23.91% 11	32.61% 15	13.04% 6	46	2.91
Have someone else (parent, etc.) intervene	25.53% 12	10.64% 5	8.51% 4	4.26% 2	12.77% 6	38.30% 18	47	3.17

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

Answered: 52 Skipped: 74



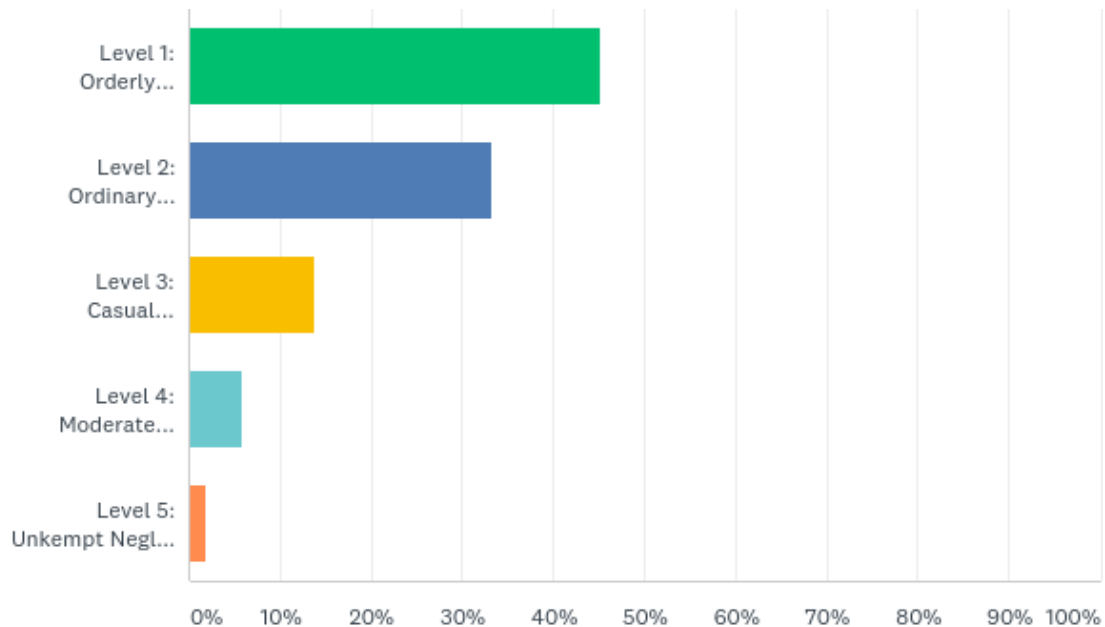
Q27: Concerning your SAFETY while you are on campus, how would you rate your overall feelings of being safe and secure?

Answered: 52 Skipped: 74

ANSWER CHOICES	RESPONSES	
Level 1: Exceptionally Safe (Well-lighted facilities and grounds; constant presence of Security personnel; well-designed structures)	55.77%	29
Level 2: Normally Safe (Lighted facilities and grounds; presence of Security personnel; adequately designed structures)	23.08%	12
Level 3: Moderately Safe (Dimly lit facilities and grounds; little presence of Security personnel; reasonably designed structures)	17.31%	9
Level 4: Unsafe (Poorly lit facilities and grounds; no presence of Security personnel; poorly designed structures)	3.85%	2
TOTAL		52

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

Answered: 51 Skipped: 75



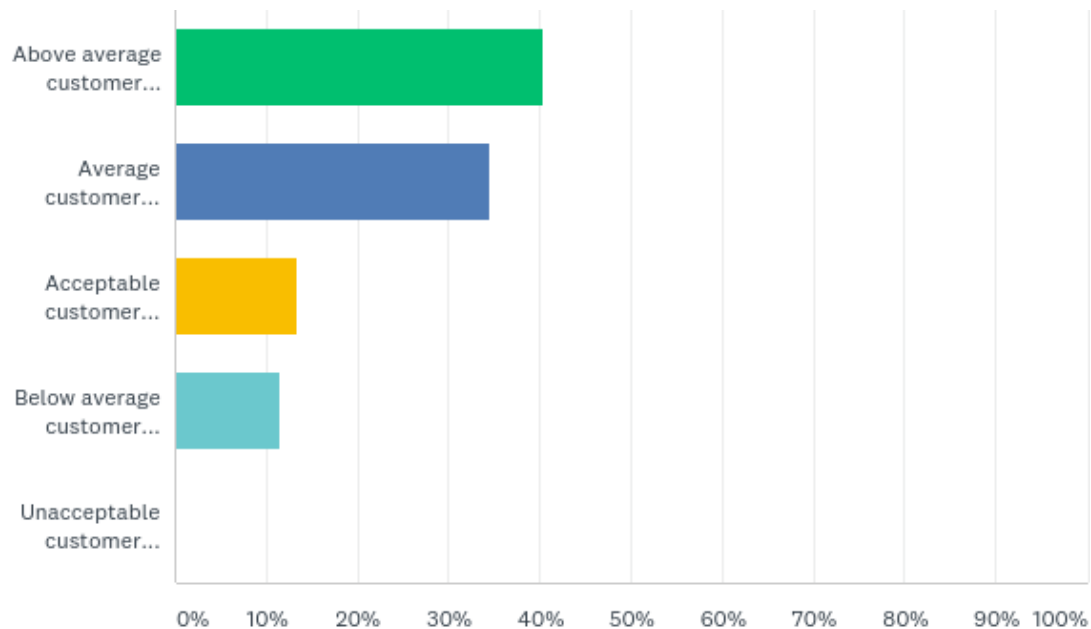
Q28: Concerning the CLEANLINESS of campus facilities, how would you rate the building(s) in which you attend class?

Answered: 51 Skipped: 75

ANSWER CHOICES	RESPONSES	
Level 1: Orderly Spotlessness (Surfaces are clean, orderly and dust free in appearance, restrooms are spotless)	45.10%	23
Level 2: Ordinary Tidiness (Surfaces have light dust, smudges and fingerprints, but are otherwise orderly and clean, restrooms are above average clean)	33.33%	17
Level 3: Casual Inattention (Surfaces have obvious dust, dirt, smudges, and fingerprints, restrooms appear to be clean)	13.73%	7
Level 4: Moderate Dirtiness (Surfaces have heavy dust, dirt, smudges, fingerprints, stains and some trash and odors, restrooms show signs of being unclean)	5.88%	3
Level 5: Unkempt Neglect (Surfaces have major accumulation of dust, dirt, smudges, fingerprints; excessive trash and odors, unacceptable restroom cleanliness)	1.96%	1
TOTAL		51

Q29: 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?

Answered: 52 Skipped: 74



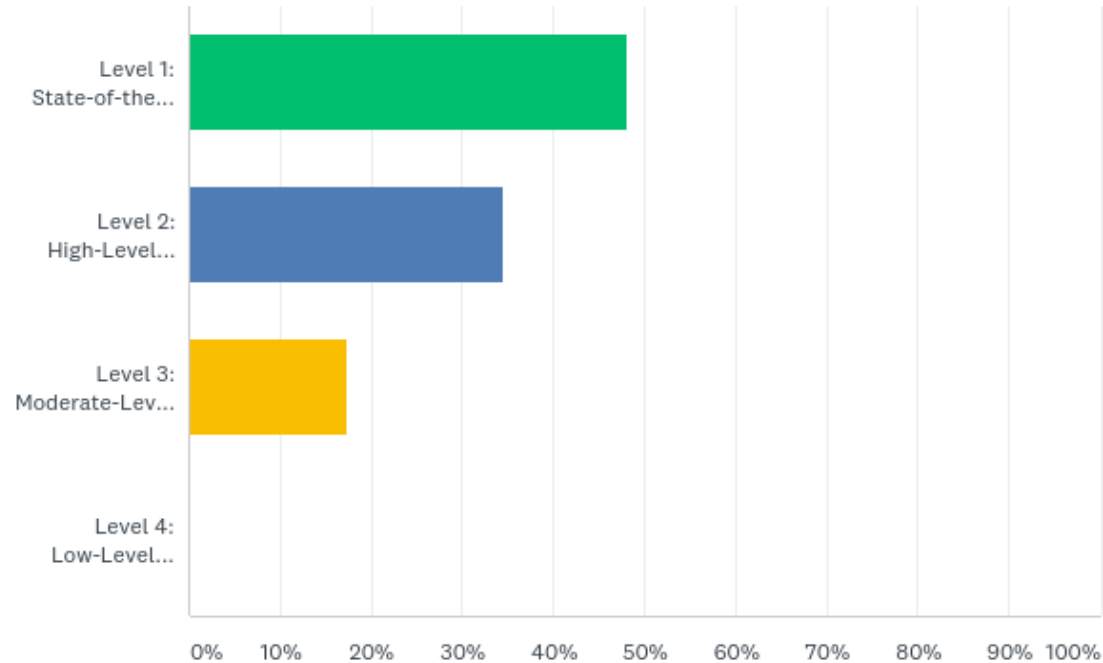
Q29: Concerning the Plant Operations Staff (Custodial Services/Landscape-Grounds/Building Maintenance), how would you rate the overall CUSTOMER SERVICE (attentiveness, friendliness, cooperation) of staff members?

Answered: 52 Skipped: 74

ANSWER CHOICES	RESPONSES	
Above average customer service	40.38%	21
Average customer service	34.62%	18
Acceptable customer service	13.46%	7
Below average customer service	11.54%	6
Unacceptable customer service	0.00%	0
TOTAL		52

Q30: How would you rate the campus based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 52 Skipped: 74



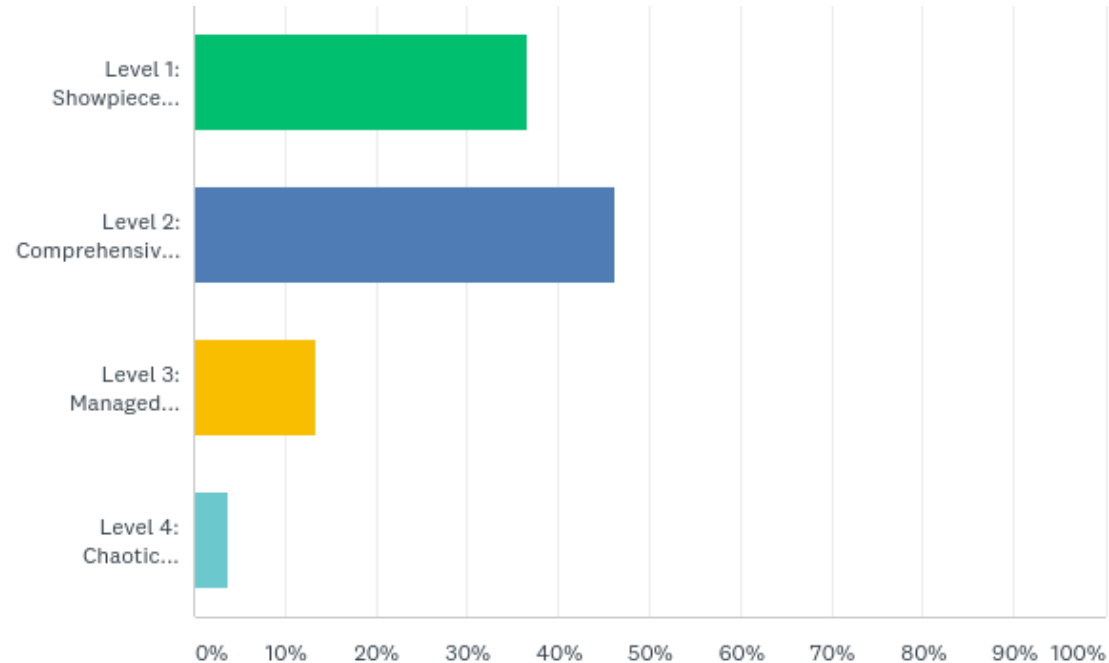
Q30: How would you rate the campus based on the APPEARANCE AND UPKEEP of campus grounds?

Answered: 52 Skipped: 74

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)	48.08% 25
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)	34.62% 18
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)	17.31% 9
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	52

Q31: How would you rate the facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 52 Skipped: 74



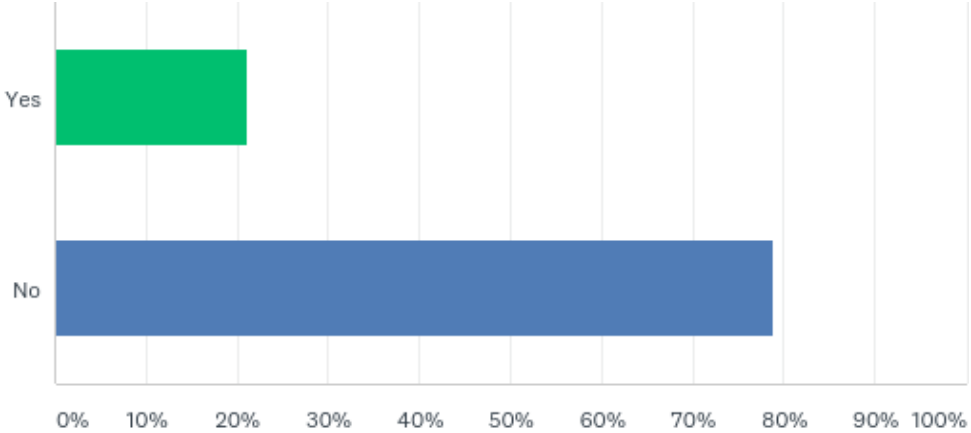
Q31: How would you rate the facilities based on the APPEARANCE AND UPKEEP of campus buildings?

Answered: 52 Skipped: 74

ANSWER CHOICES	RESPONSES
Level 1: Showpiece Facilities (Modern, state of the art that provide an aesthetically pleasing learning environment)	36.54% 19
Level 2: Comprehensive Facilities (Well-kept, mostly modern and up-to-date that provide a somewhat aesthetically pleasing learning environment)	46.15% 24
Level 3: Managed Facilities (Maintained and functional, but out dated with very minimal aesthetic features that provide an adequate learning environment)	13.46% 7
Level 4: Chaotic Facilities (Poorly maintained but functional that have little to no aesthetical features; unacceptable learning environment)	3.85% 2
TOTAL	52

Q32: Have you used counseling and/or disability services at EGSC?

Answered: 52 Skipped: 74



Q32: Have you used counseling and/or disability services at EGSC?

Answered: 52 Skipped: 74

ANSWER CHOICES	RESPONSES	
Yes	21.15%	11
No	78.85%	41
TOTAL		52

Q33: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 11 Skipped: 115

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I was able to get an appointment in a reasonable amount of time.	72.73% 8	18.18% 2	9.09% 1	0.00% 0	0.00% 0	11	1.36
I believe that my counselor will keep my information confidential.	72.73% 8	18.18% 2	9.09% 1	0.00% 0	0.00% 0	11	1.36
I felt better after talking to my counselor.	72.73% 8	9.09% 1	18.18% 2	0.00% 0	0.00% 0	11	1.45
Counseling helped improve my academic performance.	45.45% 5	18.18% 2	27.27% 3	9.09% 1	0.00% 0	11	2.00
I would seek counseling services in the future if needed.	72.73% 8	18.18% 2	9.09% 1	0.00% 0	0.00% 0	11	1.36
I would refer a friend or roommate to the counseling center.	72.73% 8	18.18% 2	9.09% 1	0.00% 0	0.00% 0	11	1.36

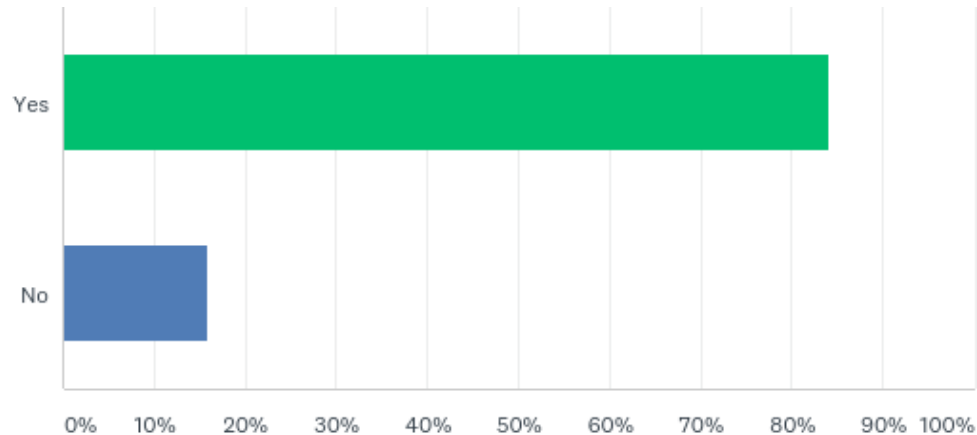
Q34: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 50 Skipped: 76

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	44.00% 22	18.00% 9	36.00% 18	0.00% 0	2.00% 1	50	1.98
Communicating and supporting the NelNet Payment Plan	34.00% 17	16.00% 8	50.00% 25	0.00% 0	0.00% 0	50	2.16
Student account invoicing and responding to related inquiries	30.00% 15	22.00% 11	48.00% 24	0.00% 0	0.00% 0	50	2.18
Responding to inquiries about the institution's Meal Plan(s)?	28.00% 14	10.00% 5	56.00% 28	6.00% 3	0.00% 0	50	2.40

Q35: Have you gone to the College Café, Common Grounds Coffee Shop and/or the Richard L Brown Cafeteria?

Answered: 50 Skipped: 76



Q35: Have you gone to the College Café, Common Grounds Coffee Shop and/or the Richard L Brown Cafeteria?

Answered: 50 Skipped: 76

ANSWER CHOICES	RESPONSES	
Yes	84.00%	42
No	16.00%	8
TOTAL		50

Q36: Indicate your satisfaction with the following aspects of EGSC food services

Answered: 41 Skipped: 85

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Quality of food	46.34% 19	36.59% 15	2.44% 1	12.20% 5	2.44% 1	41	1.88
Variety of food choices	41.46% 17	31.71% 13	12.20% 5	12.20% 5	2.44% 1	41	2.02
Hours of operation	29.27% 12	26.83% 11	9.76% 4	26.83% 11	7.32% 3	41	2.56
customer service	47.50% 19	47.50% 19	0.00% 0	2.50% 1	2.50% 1	40	1.65
Speed of service	34.15% 14	31.71% 13	7.32% 3	14.63% 6	12.20% 5	41	2.39

Q37: How can EGSC's food services be improved?

Answered
Skipped

35
91

Respondents

Responses

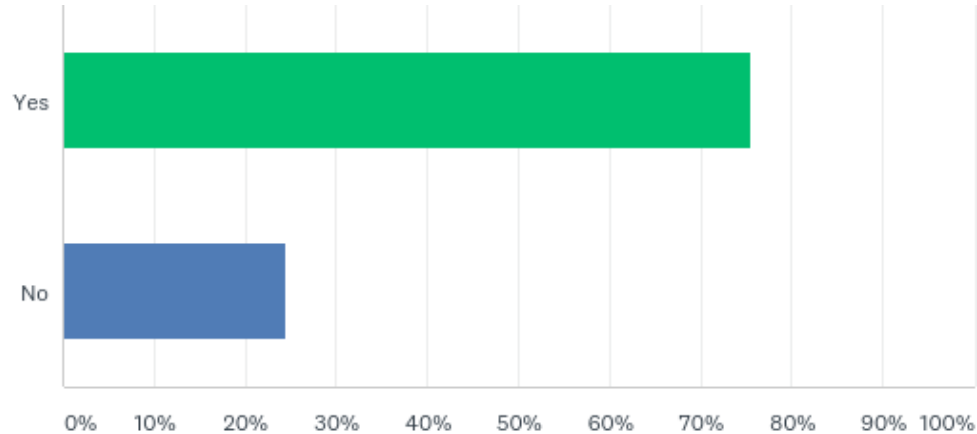
- 1 Healthier and more fresh options
- 2 Hours could be more convenient and the serving time from order to pick should be improved for students with little time between classes
- 3 customer service could be faster
- 4 More choices please.
- 5 n/a
- 6 Freshly cooked food that is not left over and frozen
- 7 Try out new foods: like Fruits, Vegetables, a variety of condiments, and figuring out which foods go well together.
- 8 Get better food
- 9 Start serving breakfast
Open on the weekend
- 10 More choices
- 11 Food be done in a timely manner
- 12 By then serving more varieties of food
- 13 Faster and fresher
- 14 More variety of foods and longer food times
- 15 Keep the coffee shop open later.
- 16 If the workers would close the time they are supposed to. One lady closes every 2 hours early and she will open 1 1/2 late.

Q37: How can EGSC's food services be improved?

Respondents	Responses
17	More worker at the college cafe.
18	Different varieties, faster service, more workers , and longer hours
19	it cant
20	College Cafe is very slow, taking sometimes up to 30 min. for a sandwich.
21	Longer hours
22	The food services could be improved by extending the hours of the dining hall from 5 p.m. to 7 p.m. to 5p.m. to 8 p.m.
23	Hire more people to work and help the facility
24	By adding more diversity than the regular food
25	Good
26	TV in new waiting area with finished order numbers
27	Different types of food every week, instead of knowing that we are going to have the same thing every week.
28	Faster service
29	more food options and longer hours missing food because of classes
30	Nothing they are very satisfying.
31	They are good
32	the cafe near the library having longer hours
33	Have the cafeteria have faster service
34	More cooks in back
35	I like the food sometimes

Q38: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 49 Skipped: 77



Q38: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 49 Skipped: 77

ANSWER CHOICES	RESPONSES	
Yes	75.51%	37
No	24.49%	12
TOTAL		49

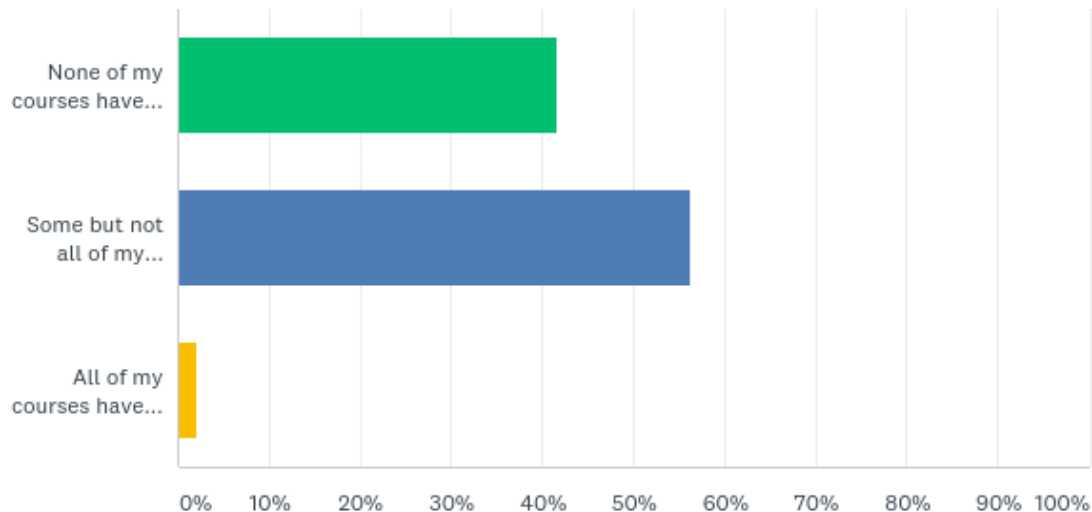
Q39: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 37 Skipped: 89

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	62.16% 23	32.43% 12	5.41% 2	0.00% 0	0.00% 0	37	1.43
My advisor is knowledgeable about academic and graduation requirements.	64.86% 24	32.43% 12	2.70% 1	0.00% 0	0.00% 0	37	1.38
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.	64.86% 24	27.03% 10	8.11% 3	0.00% 0	0.00% 0	37	1.43
My academic advisor has provided appropriate referrals for exploring alternative majors and/or minors.	64.86% 24	24.32% 9	8.11% 3	2.70% 1	0.00% 0	37	1.49
My academic advisor is knowledgeable about careers that apply to my major.	62.16% 23	27.03% 10	8.11% 3	0.00% 0	2.70% 1	37	1.54
I would recommend my academic advisor to other students.	62.16% 23	29.73% 11	2.70% 1	5.41% 2	0.00% 0	37	1.51

Q40: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 48 Skipped: 78



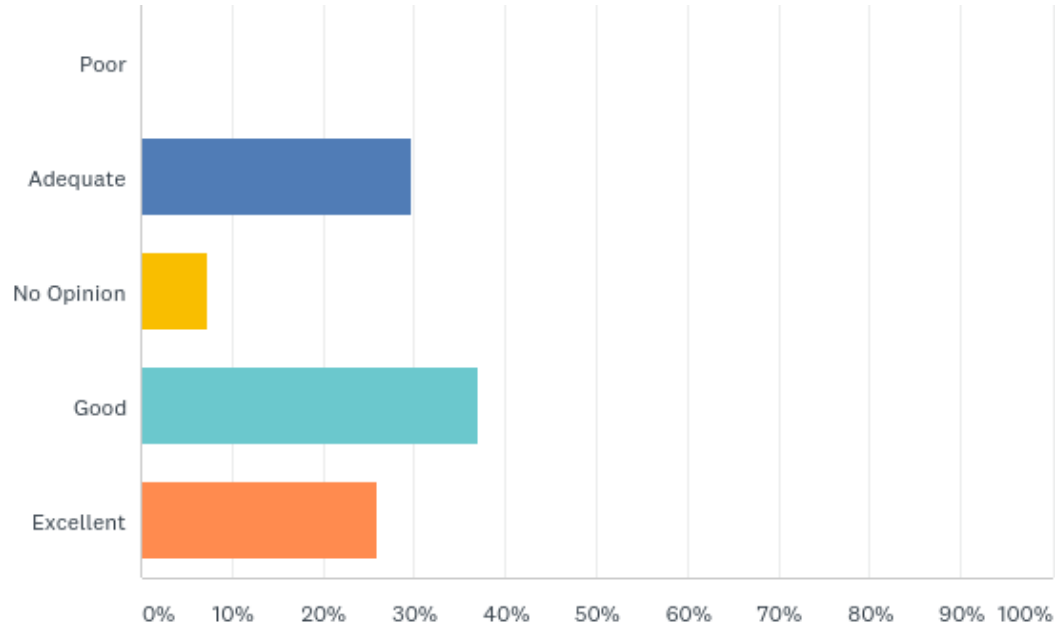
Q40: In the past 12 months, have you taken any courses at East Georgia State College that were completely online?

Answered: 48 Skipped: 78

ANSWER CHOICES	RESPONSES	
None of my courses have been completely online.	41.67%	20
Some but not all of my courses have been completely online.	56.25%	27
All of my courses have been completely online.	2.08%	1
TOTAL		48

Q41: Describe your overall experience with completely online course(s).

Answered: 27 Skipped: 99



Q41: Describe your overall experience with completely online course(s).

Answered: 27 Skipped: 99

ANSWER CHOICES	RESPONSES	
Poor	0.00%	0
Adequate	29.63%	8
No Opinion	7.41%	2
Good	37.04%	10
Excellent	25.93%	7
TOTAL		27

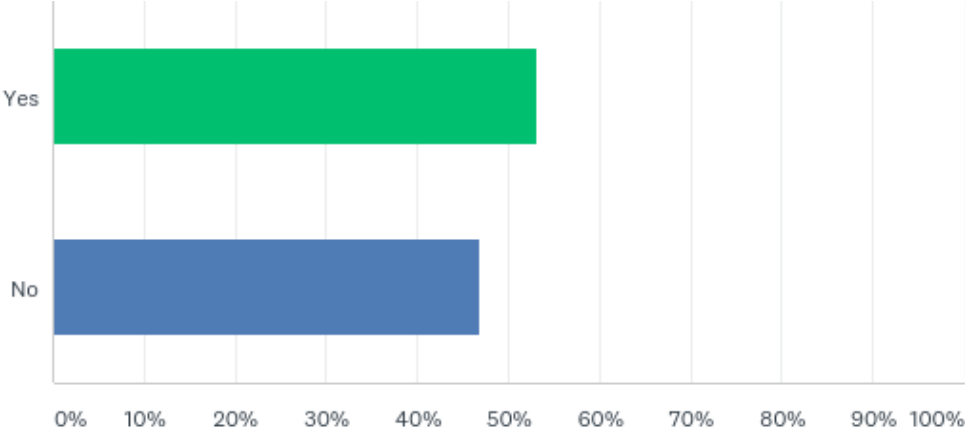
Q42: What is ONE thing you would like your instructors at EGSC to do with technology to enhance your academic success?

Answered 16
Skipped 110

Respondents	Responses
1	Help with putting up study guides to better prepare me for test.
2	Reminders and keep inclass class in class.
3	You tube
4	Faster wifi
5	I don't like online
6	N/a
7	Try to maybe interact with the students more
8	One thing I would like my instructors at EGSC to do with technology to enhance my academic success is to make a calendar so I can know our day to day activities.
9	Maybe create a calendar with all assignments that are due throughout the semester and post it on D2L for the students.
10	One thing I would like my instructors to do with technology to enhance my academic success is provide more study problems.
11	Reply back immediately
12	Have recording of class lectures to better understand the material
13	Ask Professors to be more clear on how they take attendance. Also use the access code because I didn't buy the access code to waste money.
14	Provide us with the books.
15	I am not sure
16	maybe having some live teachings or discussions

Q43: Have you used tutoring services at EGSC?

Answered: 47 Skipped: 79



Q43: Have you used tutoring services at EGSC?

Answered: 47 Skipped: 79

ANSWER CHOICES	RESPONSES	
Yes	53.19%	25
No	46.81%	22
TOTAL		47

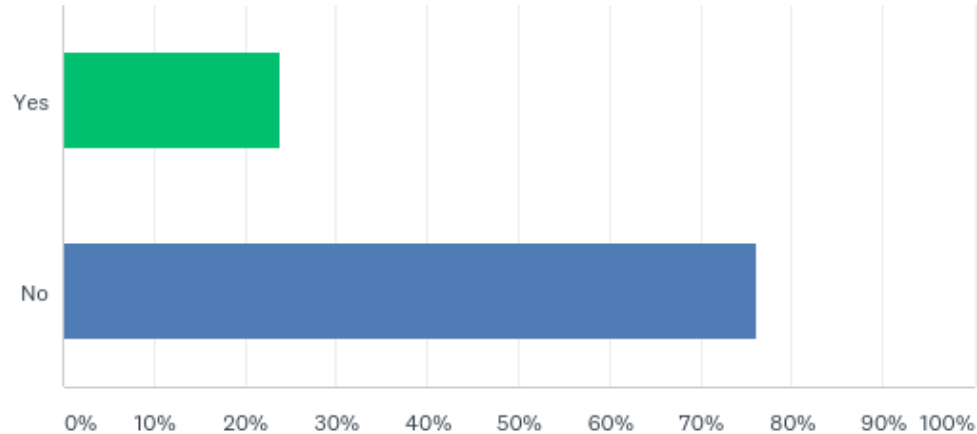
Q44: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 25 Skipped: 101

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Tutor listened carefully to what you said.	68.00% 17	32.00% 8	0.00% 0	0.00% 0	0.00% 0	25	1.32
Tutor is knowledgeable about subject/material.	60.00% 15	32.00% 8	8.00% 2	0.00% 0	0.00% 0	25	1.48
Tutor can explain ideas and concepts clearly for your understanding.	60.00% 15	16.00% 4	12.00% 3	12.00% 3	0.00% 0	25	1.76
You got the help you need from your tutoring sessions.	60.00% 15	16.00% 4	16.00% 4	8.00% 2	0.00% 0	25	1.72

Q45: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 46 Skipped: 80



Q45: Have you used test proctoring (not ProctorU) services provided by EGSC?

Answered: 46 Skipped: 80

ANSWER CHOICES	RESPONSES	
Yes	23.91%	11
No	76.09%	35
TOTAL		46

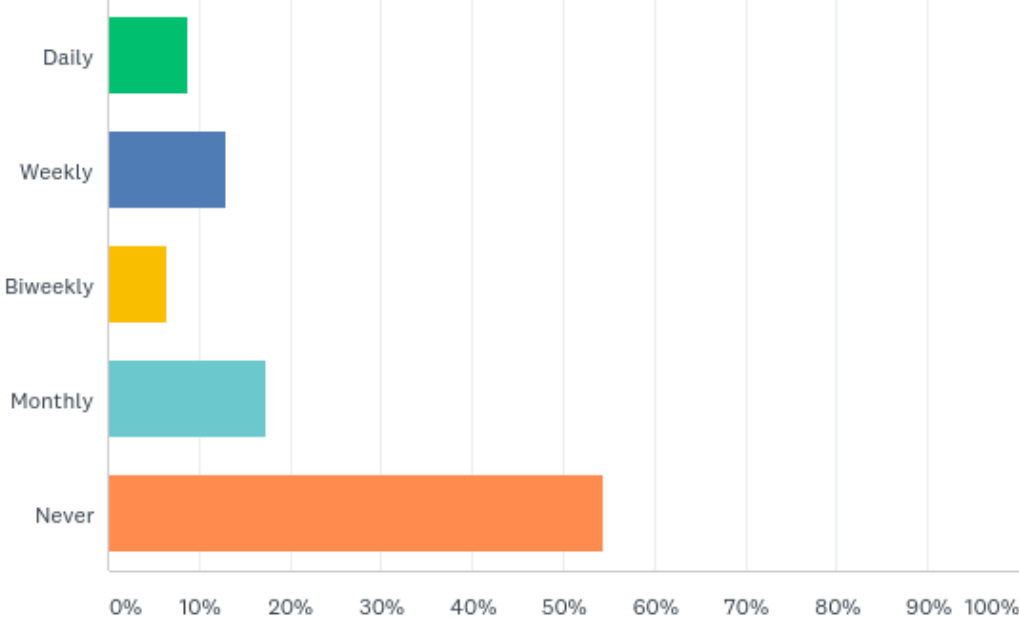
Q46: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 11 Skipped: 115

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center provides a secure and comfortable space to take proctored exams.	72.73% 8	27.27% 3	0.00% 0	0.00% 0	0.00% 0	11	1.27
I received accurate directions of where to take my test.	72.73% 8	9.09% 1	0.00% 0	9.09% 1	9.09% 1	11	1.73
The testing staff is knowledgeable and helpful.	72.73% 8	9.09% 1	0.00% 0	9.09% 1	9.09% 1	11	1.73
The exam policies were accurately explained by the testing staff.	72.73% 8	9.09% 1	9.09% 1	0.00% 0	9.09% 1	11	1.64
Testing times meet my needs.	72.73% 8	9.09% 1	0.00% 0	9.09% 1	9.09% 1	11	1.73
Overall, I am satisfied with the testing services I received.	72.73% 8	9.09% 1	9.09% 1	9.09% 1	0.00% 0	11	1.55

Q47: How often do you access the library online?

Answered: 46 Skipped: 80



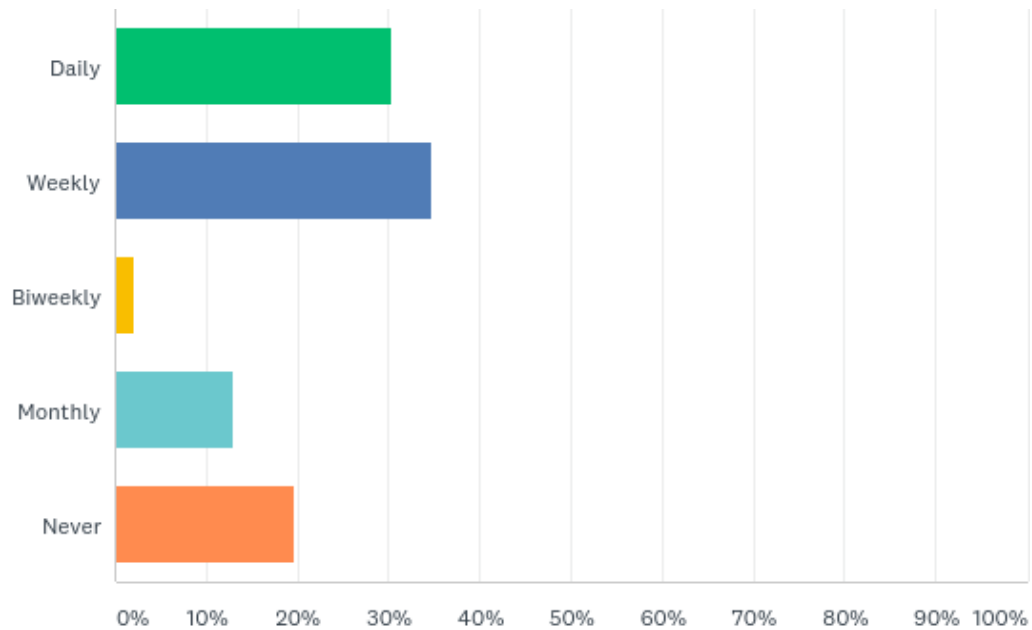
Q47: How often do you access the library online?

Answered: 46 Skipped: 80

ANSWER CHOICES	RESPONSES	
Daily	8.70%	4
Weekly	13.04%	6
Biweekly	6.52%	3
Monthly	17.39%	8
Never	54.35%	25
TOTAL		46

Q48: How often do you come to the library?

Answered: 46 Skipped: 80



Q48: How often do you come to the library?

Answered: 46 Skipped: 80

ANSWER CHOICES	RESPONSES	
Daily	30.43%	14
Weekly	34.78%	16
Biweekly	2.17%	1
Monthly	13.04%	6
Never	19.57%	9
TOTAL		46

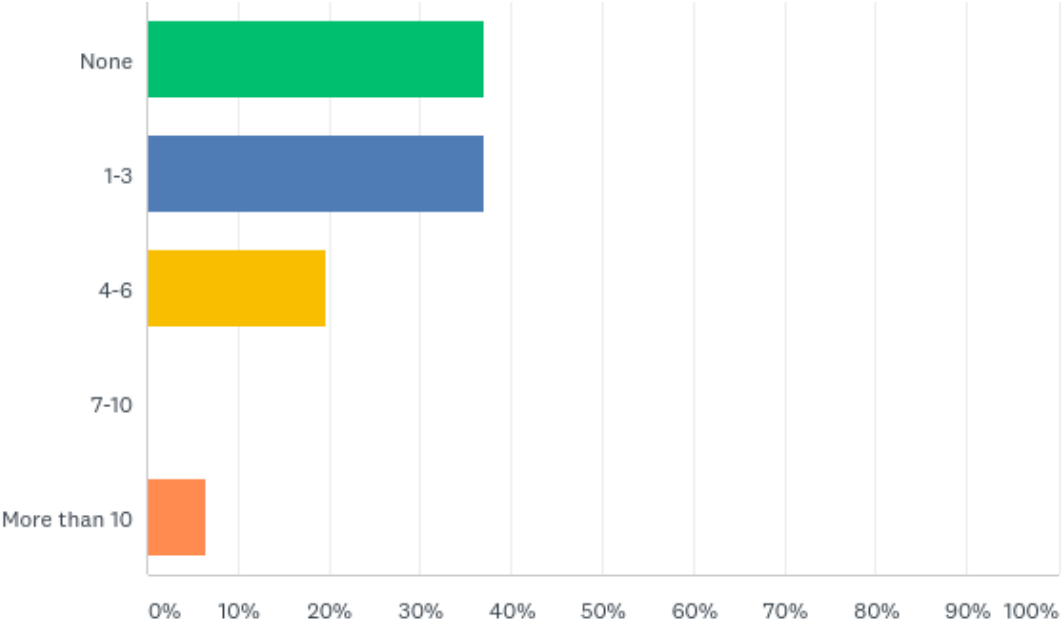
Q49: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 37 Skipped: 89

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Library staff are approachable.	70.27% 26	18.92% 7	10.81% 4	0.00% 0	0.00% 0	37	1.41
Library staff are interested in me and my needs.	62.16% 23	27.03% 10	8.11% 3	0.00% 0	2.70% 1	37	1.54
Library staff are knowledgeable.	67.57% 25	21.62% 8	10.81% 4	0.00% 0	0.00% 0	37	1.43
Library staff responds in a timely manner.	67.57% 25	21.62% 8	10.81% 4	0.00% 0	0.00% 0	37	1.43
Library staff treats me fairly and without discrimination.	70.27% 26	21.62% 8	5.41% 2	2.70% 1	0.00% 0	37	1.41

Q50: In how many campus activities have you participated this year?

Answered: 46 Skipped: 80



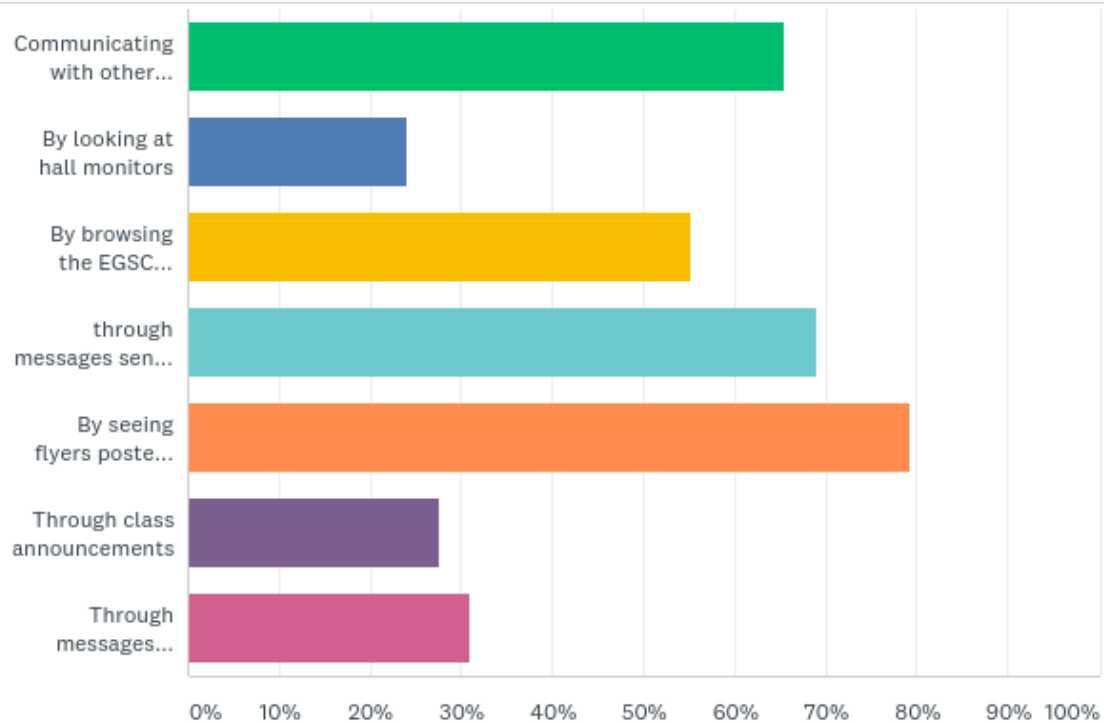
Q50: In how many campus activities have you participated this year?

Answered: 46 Skipped: 80

ANSWER CHOICES	RESPONSES	
None	36.96%	17
1-3	36.96%	17
4-6	19.57%	9
7-10	0.00%	0
More than 10	6.52%	3
TOTAL		46

Q51: How do you usually become aware of campus activities (check all that apply)?

Answered: 29 Skipped: 97



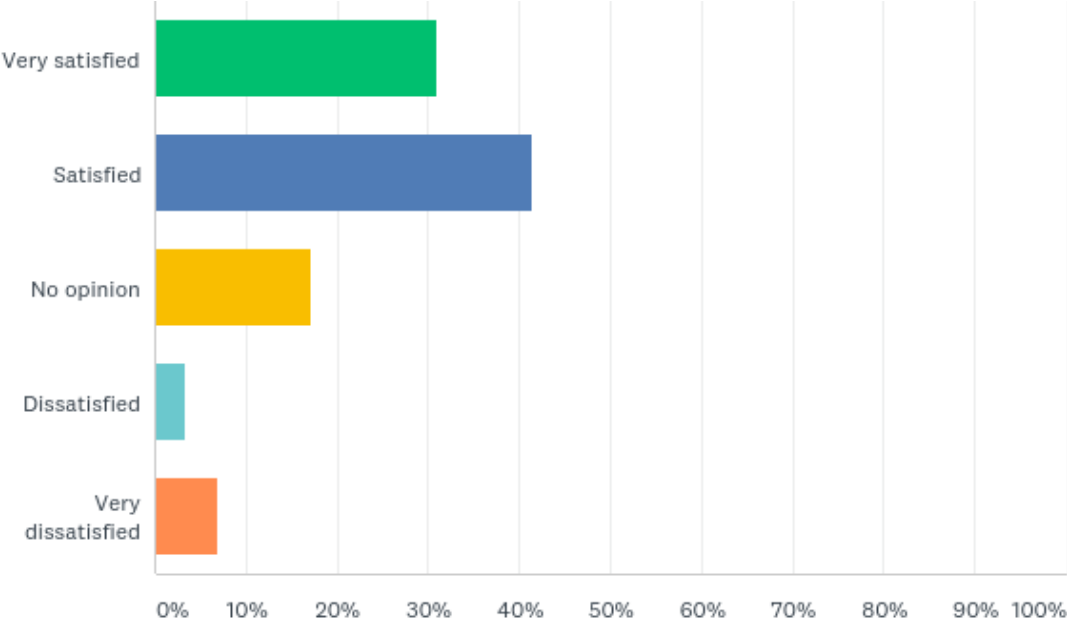
Q51: How do you usually become aware of campus activities (check all that apply)?

Answered: 29 Skipped: 97

ANSWER CHOICES	RESPONSES	
Communicating with other students	65.52%	19
By looking at hall monitors	24.14%	7
By browsing the EGSC website	55.17%	16
through messages sent to my CatMail account	68.97%	20
By seeing flyers posted on bulletin boards	79.31%	23
Through class announcements	27.59%	8
Through messages received on my phone	31.03%	9
Total Respondents: 29		

Q52: How satisfied are you with the activity space provided?

Answered: 29 Skipped: 97



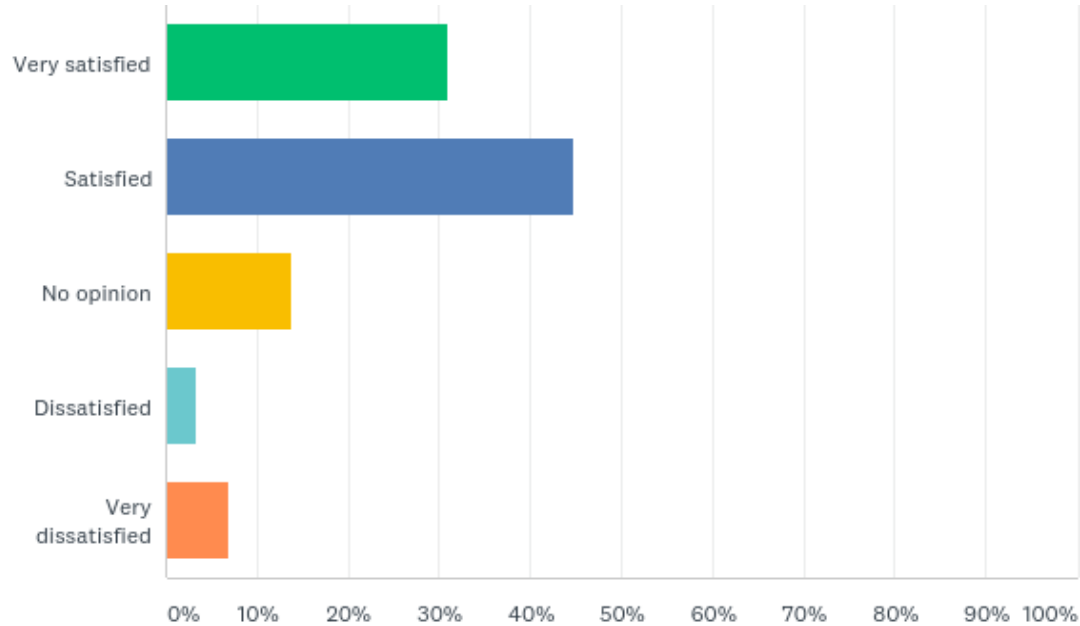
Q52: How satisfied are you with the activity space provided?

Answered: 29 Skipped: 97

ANSWER CHOICES	RESPONSES	
Very satisfied	31.03%	9
Satisfied	41.38%	12
No opinion	17.24%	5
Dissatisfied	3.45%	1
Very dissatisfied	6.90%	2
TOTAL		29

Q53: How satisfied are you with the campus activities provided this year?

Answered: 29 Skipped: 97



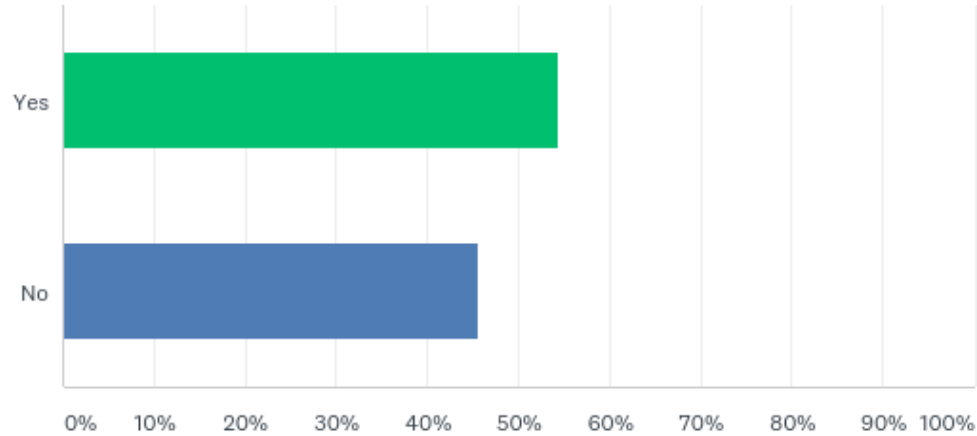
Q53: How satisfied are you with the campus activities provided this year?

Answered: 29 Skipped: 97

ANSWER CHOICES	RESPONSES	
Very satisfied	31.03%	9
Satisfied	44.83%	13
No opinion	13.79%	4
Dissatisfied	3.45%	1
Very dissatisfied	6.90%	2
TOTAL		29

Q54: Do you live in the Bobcat Villas?

Answered: 46 Skipped: 80



Q54: Do you live in the Bobcat Villas?

Answered: 46 Skipped: 80

ANSWER CHOICES	RESPONSES	
Yes	54.35%	25
No	45.65%	21
TOTAL		46

Q55: Indicate your agreement with the following statements about the Bobcat Villas:

Answered: 25 Skipped: 101

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The Bobcat Villa facilities meet my needs for a safe and secure living environment.	44.00% 11	44.00% 11	4.00% 1	8.00% 2	0.00% 0	25	1.76
Bobcat Villa student and professional staff members show appropriate concern about my success as a student.	44.00% 11	32.00% 8	16.00% 4	0.00% 0	8.00% 2	25	1.96
Bobcat Villa facilities are maintained to an acceptable standard	44.00% 11	36.00% 9	12.00% 3	8.00% 2	0.00% 0	25	1.84