

EGSC Online Only Student Satisfaction Survey Spring 2019



Wed

9



68

Total Responses

Date Created: Thursday, February 14, 2019

Complete Responses: 45

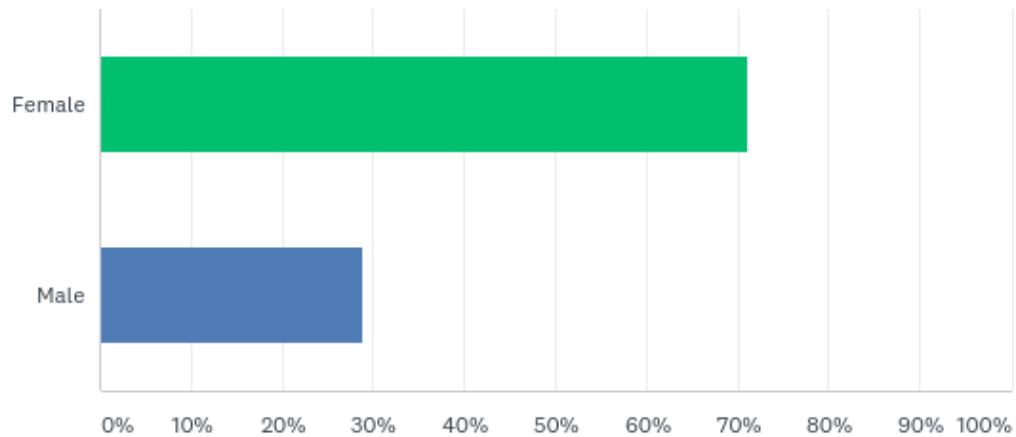
Q1: Do you take EGSC classes online only?

Answered: 67 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	100.00%	67
TOTAL		67

Q2: Gender:

Answered: 66 Skipped: 2



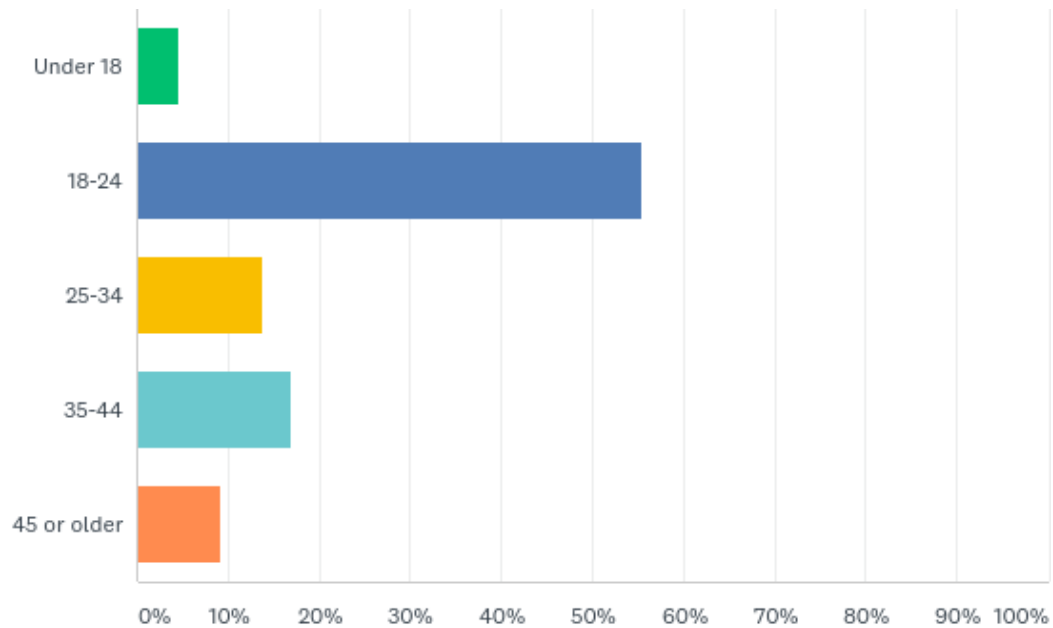
Q2: Gender:

Answered: 66 Skipped: 2

ANSWER CHOICES	RESPONSES	
Female	71.21%	47
Male	28.79%	19
TOTAL		66

Q3: Age group:

Answered: 65 Skipped: 3



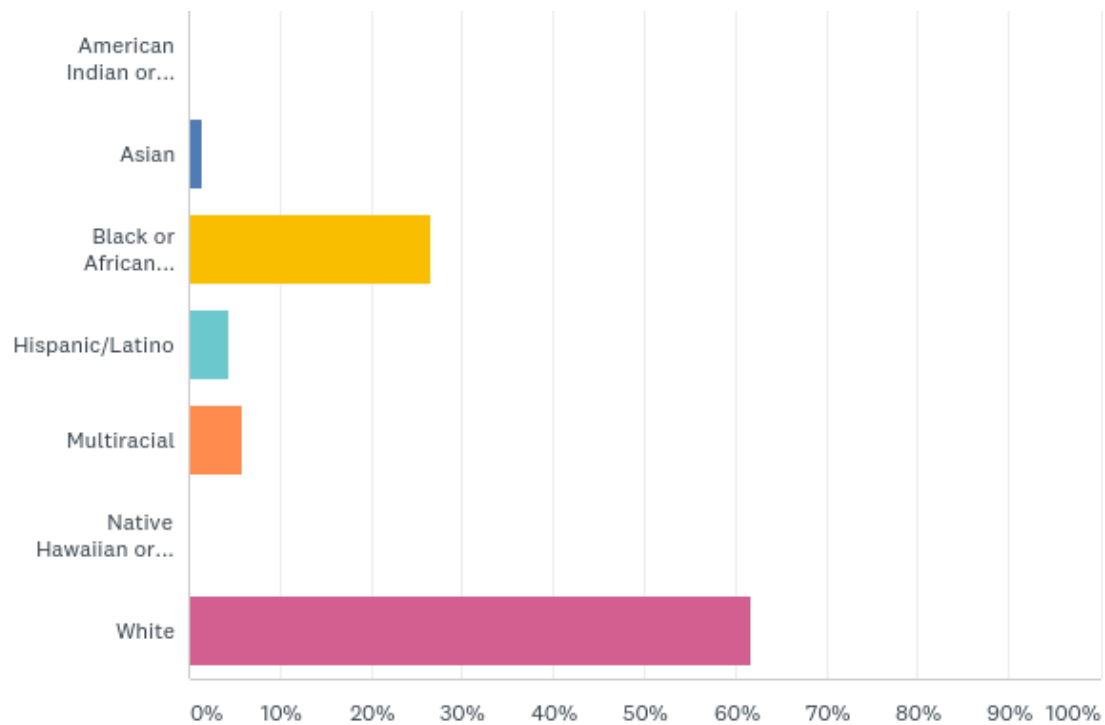
Q3: Age group:

Answered: 65 Skipped: 3

ANSWER CHOICES	RESPONSES	
Under 18	4.62%	3
18-24	55.38%	36
25-34	13.85%	9
35-44	16.92%	11
45 or older	9.23%	6
TOTAL		65

Q4: Ethnicity:

Answered: 68 Skipped: 0



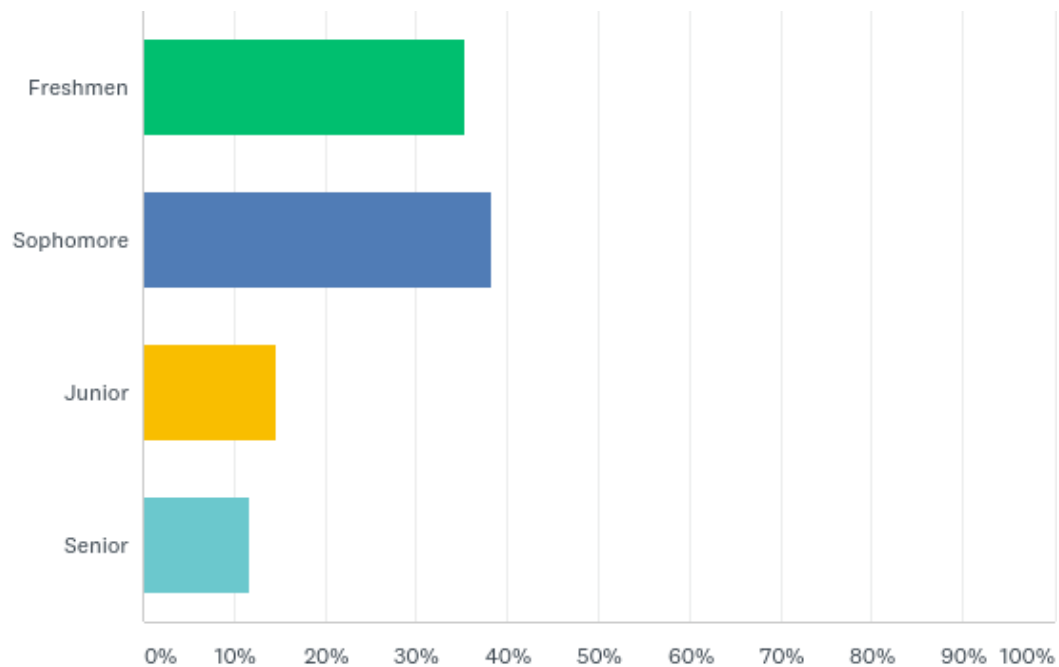
Q4: Ethnicity:

Answered: 68 Skipped: 0

ANSWER CHOICES	RESPONSES	
American Indian or Alaskan Native	0.00%	0
Asian	1.47%	1
Black or African American	26.47%	18
Hispanic/Latino	4.41%	3
Multiracial	5.88%	4
Native Hawaiian or Pacific Islander	0.00%	0
White	61.76%	42
TOTAL		68

Q5: Academic class:

Answered: 68 Skipped: 0



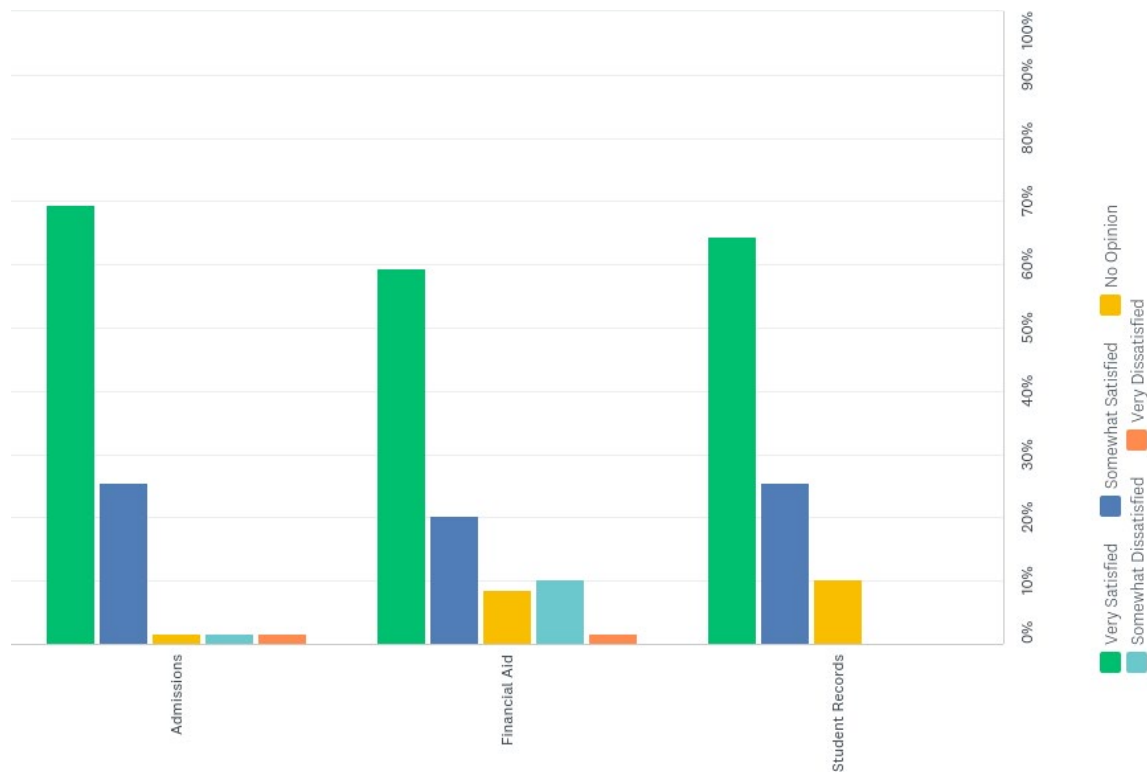
Q5: Academic class:

Answered: 68 Skipped: 0

ANSWER CHOICES	RESPONSES	
Freshmen	35.29%	24
Sophomore	38.24%	26
Junior	14.71%	10
Senior	11.76%	8
TOTAL		68

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

Answered: 59 Skipped: 9



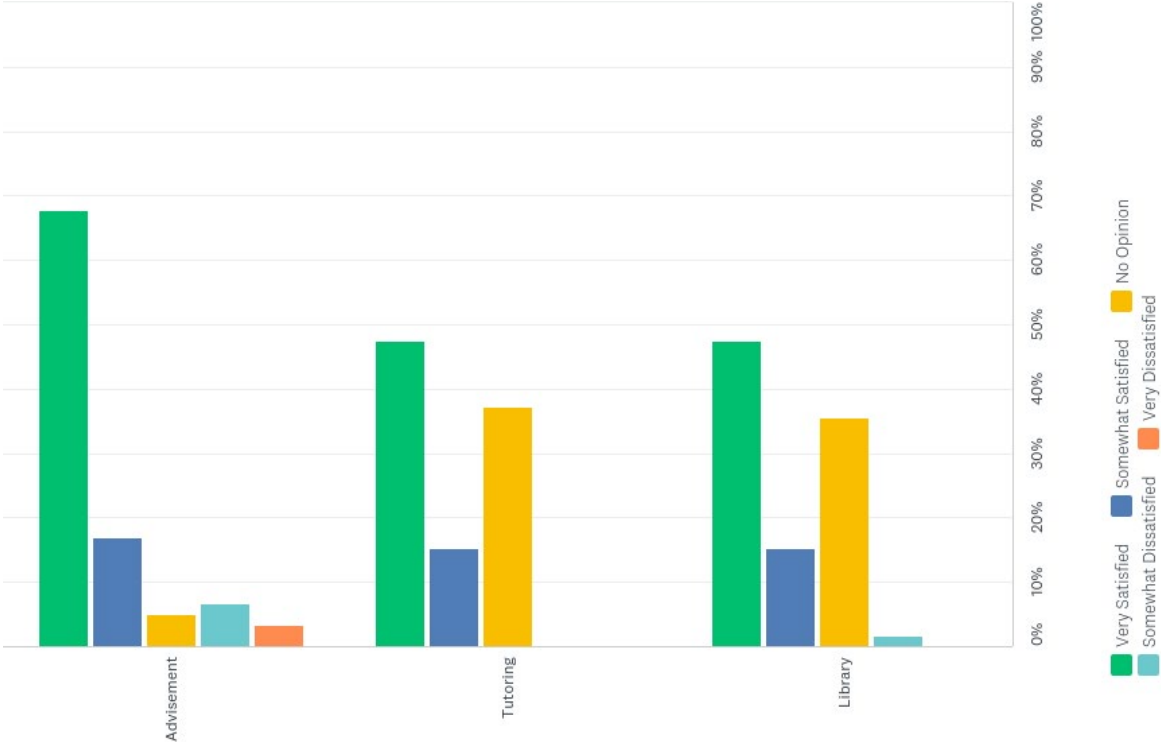
Q6: Please rate the quality of enrollment services provided by the following offices based on your level of satisfaction.

Answered: 59 Skipped: 9

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Admissions	69.49% 41	25.42% 15	1.69% 1	1.69% 1	1.69% 1	59	1.41
Financial Aid	59.32% 35	20.34% 12	8.47% 5	10.17% 6	1.69% 1	59	1.75
Student Records	64.41% 38	25.42% 15	10.17% 6	0.00% 0	0.00% 0	59	1.46

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

Answered: 59 Skipped: 9



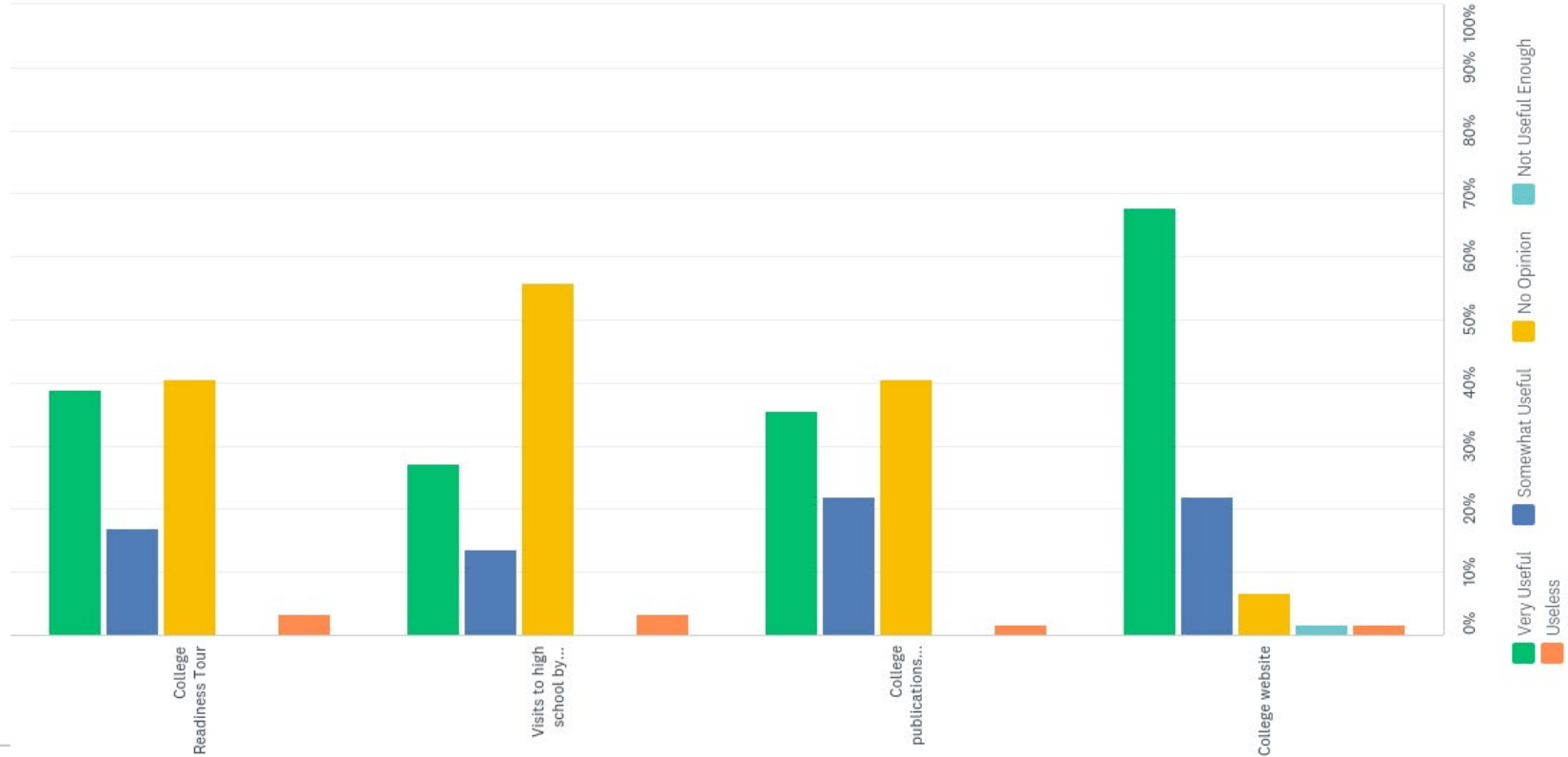
Q7: Please rate the quality of academic services based on your level of satisfaction.

Answered: 59 Skipped: 9

	VERY SATISFIED	SOMEWHAT SATISFIED	NO OPINION	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Advisement	67.80% 40	16.95% 10	5.08% 3	6.78% 4	3.39% 2	59	1.61
Tutoring	47.46% 28	15.25% 9	37.29% 22	0.00% 0	0.00% 0	59	1.90
Library	47.46% 28	15.25% 9	35.59% 21	1.69% 1	0.00% 0	59	1.92

Q8: 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: 59 Skipped: 9



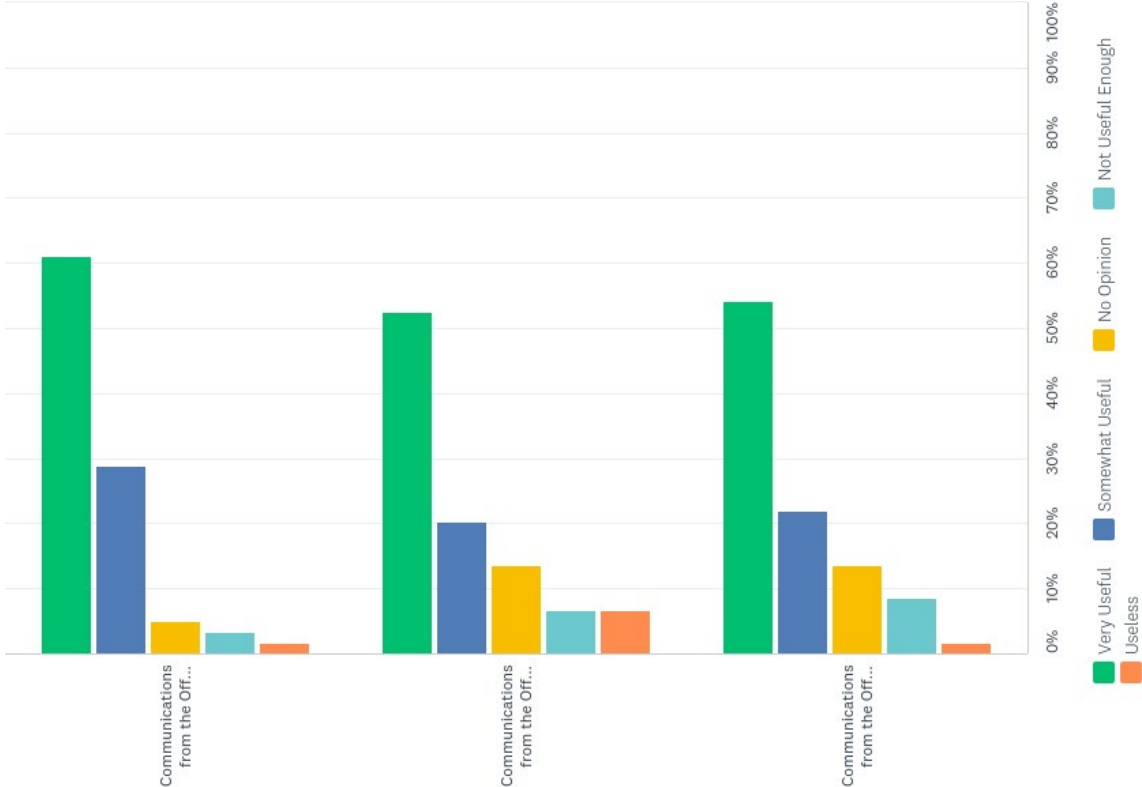
Q8: To help improve the information we make available to students, please rate the usefulness of the information we provide to you through the following sources:

Answered: 59 Skipped: 9

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
College Readiness Tour	38.98% 23	16.95% 10	40.68% 24	0.00% 0	3.39% 2	59	2.12
Visits to high school by admissions staff	27.12% 16	13.56% 8	55.93% 33	0.00% 0	3.39% 2	59	2.39
College publications (catalogs, brochures, etc.)	35.59% 21	22.03% 13	40.68% 24	0.00% 0	1.69% 1	59	2.10
College website	67.80% 40	22.03% 13	6.78% 4	1.69% 1	1.69% 1	59	1.47

Q9: Please rate the usefulness of the information we provide to you through the following offices:

Answered: 59 Skipped: 9



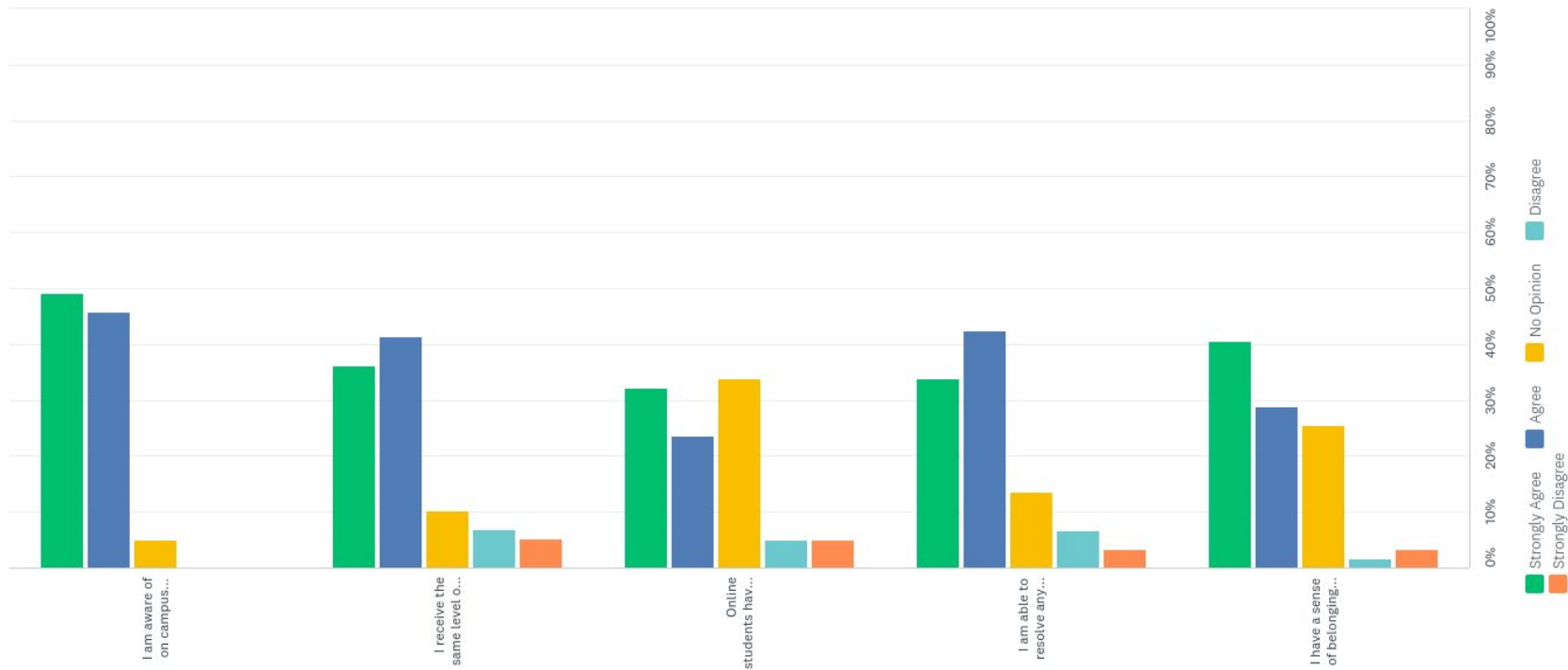
Q9: Please rate the usefulness of the information we provide to you through the following offices:

Answered: 59 Skipped: 9

	VERY USEFUL	SOMEWHAT USEFUL	NO OPINION	NOT USEFUL ENOUGH	USELESS	TOTAL	WEIGHTED AVERAGE
Communications from the Office of Admissions	61.02% 36	28.81% 17	5.08% 3	3.39% 2	1.69% 1	59	1.56
Communications from the Office of Financial Aid	52.54% 31	20.34% 12	13.56% 8	6.78% 4	6.78% 4	59	1.95
Communications from the Office of Student Accounts	54.24% 32	22.03% 13	13.56% 8	8.47% 5	1.69% 1	59	1.81

Q10: Please indicate your level of agreement with the following statements:

Answered: 59 Skipped: 9



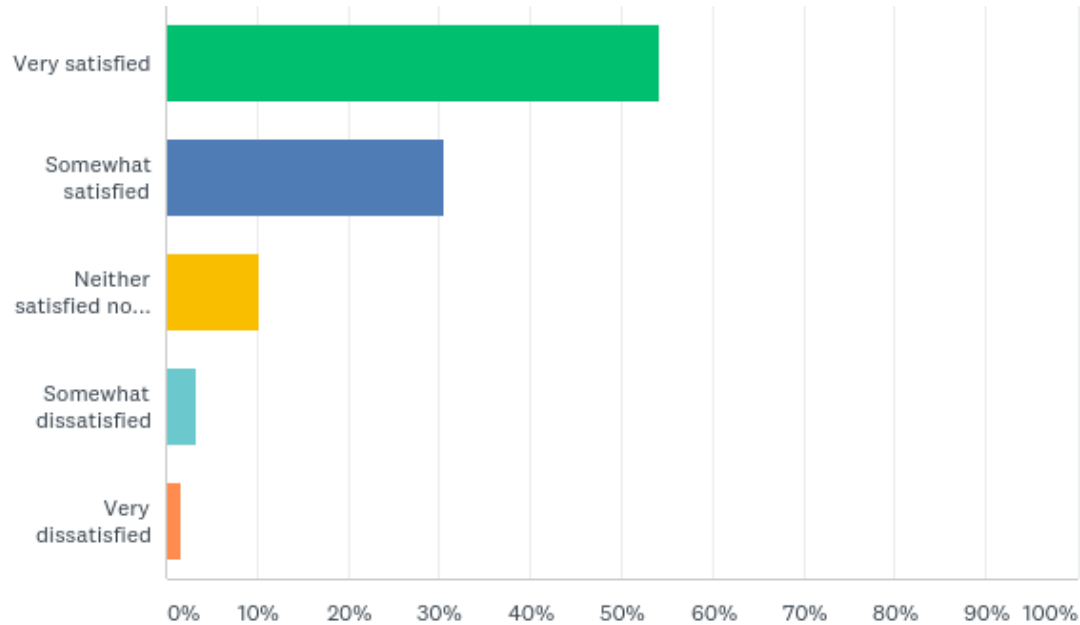
Q10: Please indicate your level of agreement with the following statements:

Answered: 59 Skipped: 9

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I am aware of on campus events	49.15% 29	45.76% 27	5.08% 3	0.00% 0	0.00% 0	59	1.56
I receive the same level of service online as students attending campus	36.21% 21	41.38% 24	10.34% 6	6.90% 4	5.17% 3	58	2.03
Online students have a voice in decisions made at EGSC as a whole	32.20% 19	23.73% 14	33.90% 20	5.08% 3	5.08% 3	59	2.27
I am able to resolve any problems I experience in a timely matter	33.90% 20	42.37% 25	13.56% 8	6.78% 4	3.39% 2	59	2.03
I have a sense of belonging at EGSC	40.68% 24	28.81% 17	25.42% 15	1.69% 1	3.39% 2	59	1.98

Q11: Overall, how satisfied are you with your experience at EGSC?

Answered: 59 Skipped: 9



Q11: Overall, how satisfied are you with your experience at EGSC?

Answered: 59 Skipped: 9

ANSWER CHOICES	RESPONSES	
Very satisfied	54.24%	32
Somewhat satisfied	30.51%	18
Neither satisfied nor dissatisfied	10.17%	6
Somewhat dissatisfied	3.39%	2
Very dissatisfied	1.69%	1
TOTAL		59

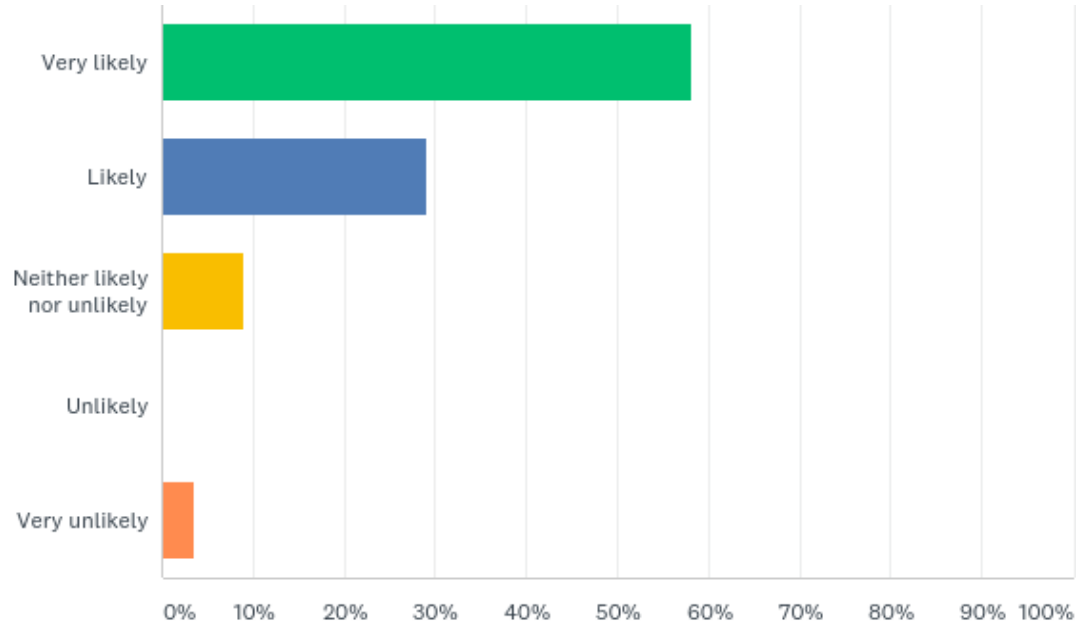
Q12: How important was each of these in choosing to attend East Georgia State College?

Answered: 55 Skipped: 13

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NO OPINION	LESS IMPORTANT	NO IMPORTANCE	TOTAL	WEIGHTED AVERAGE
Academic programs	83.64% 46	7.27% 4	9.09% 5	0.00% 0	0.00% 0	55	1.25
A family member attended EGSC	18.18% 10	5.45% 3	47.27% 26	5.45% 3	23.64% 13	55	3.11
Financial aid	63.64% 35	14.55% 8	21.82% 12	0.00% 0	0.00% 0	55	1.58
Friend attending	18.18% 10	14.55% 8	45.45% 25	5.45% 3	16.36% 9	55	2.87
Scholarships	50.91% 28	16.36% 9	25.45% 14	0.00% 0	7.27% 4	55	1.96
Tuition and fees	81.82% 45	9.09% 5	9.09% 5	0.00% 0	0.00% 0	55	1.27

Q13: How likely are you to recommend EGSC to others?

Answered: 55 Skipped: 13



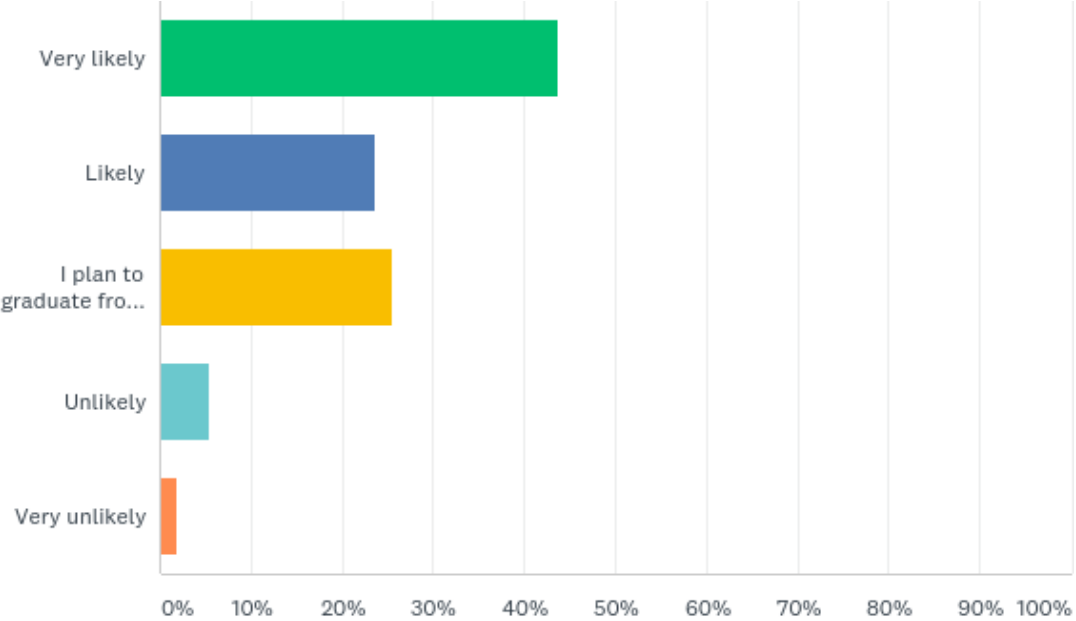
Q13: How likely are you to recommend EGSC to others?

Answered: 55 Skipped: 13

ANSWER CHOICES	RESPONSES	
Very likely	58.18%	32
Likely	29.09%	16
Neither likely nor unlikely	9.09%	5
Unlikely	0.00%	0
Very unlikely	3.64%	2
TOTAL		55

Q14: How likely are you to continue attending EGSC next year?

Answered: 55 Skipped: 13



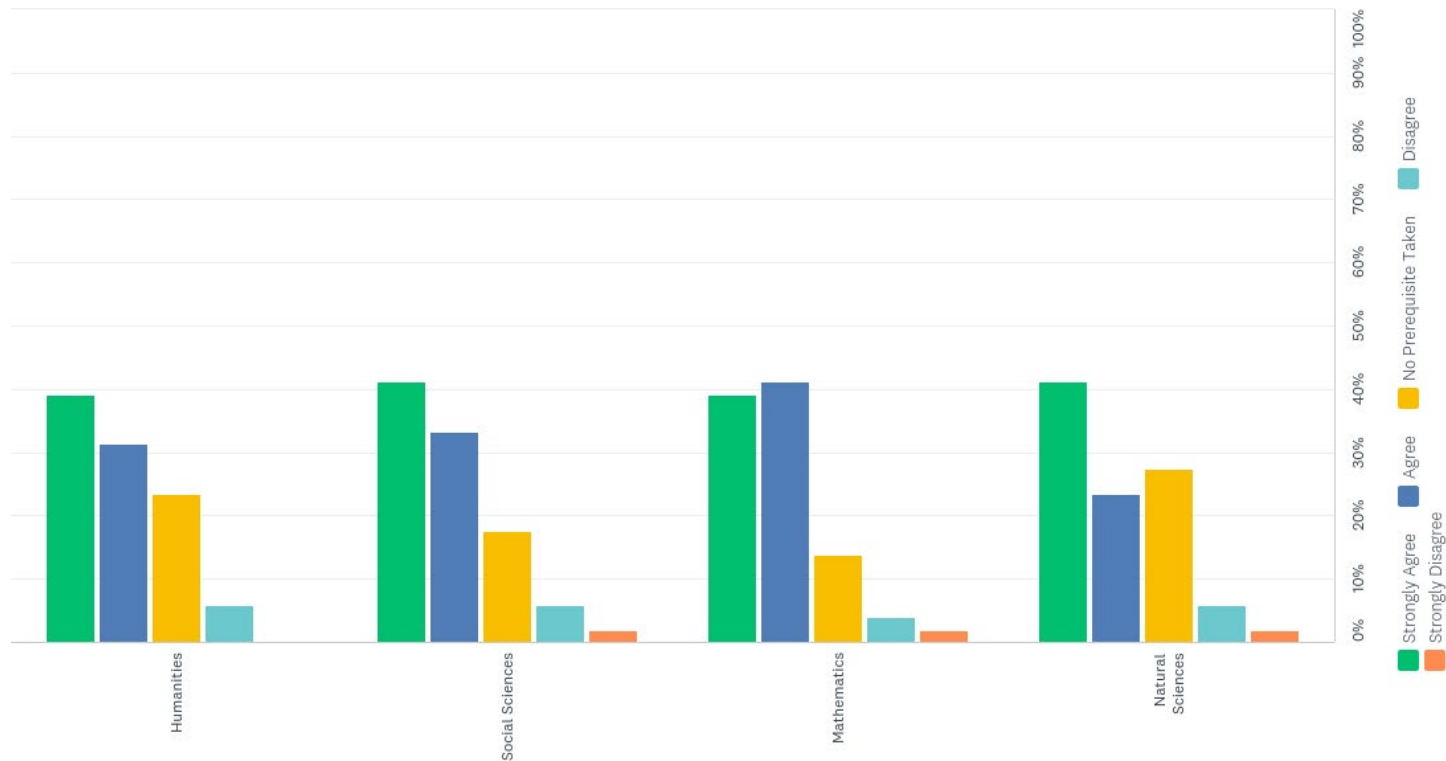
Q14: How likely are you to continue attending EGSC next year?

Answered: 55 Skipped: 13

ANSWER CHOICES	RESPONSES	
Very likely	43.64%	24
Likely	23.64%	13
I plan to graduate from EGSC this year	25.45%	14
Unlikely	5.45%	3
Very unlikely	1.82%	1
TOTAL		55

Q15: Do you agree that the courses 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: 51 Skipped: 17



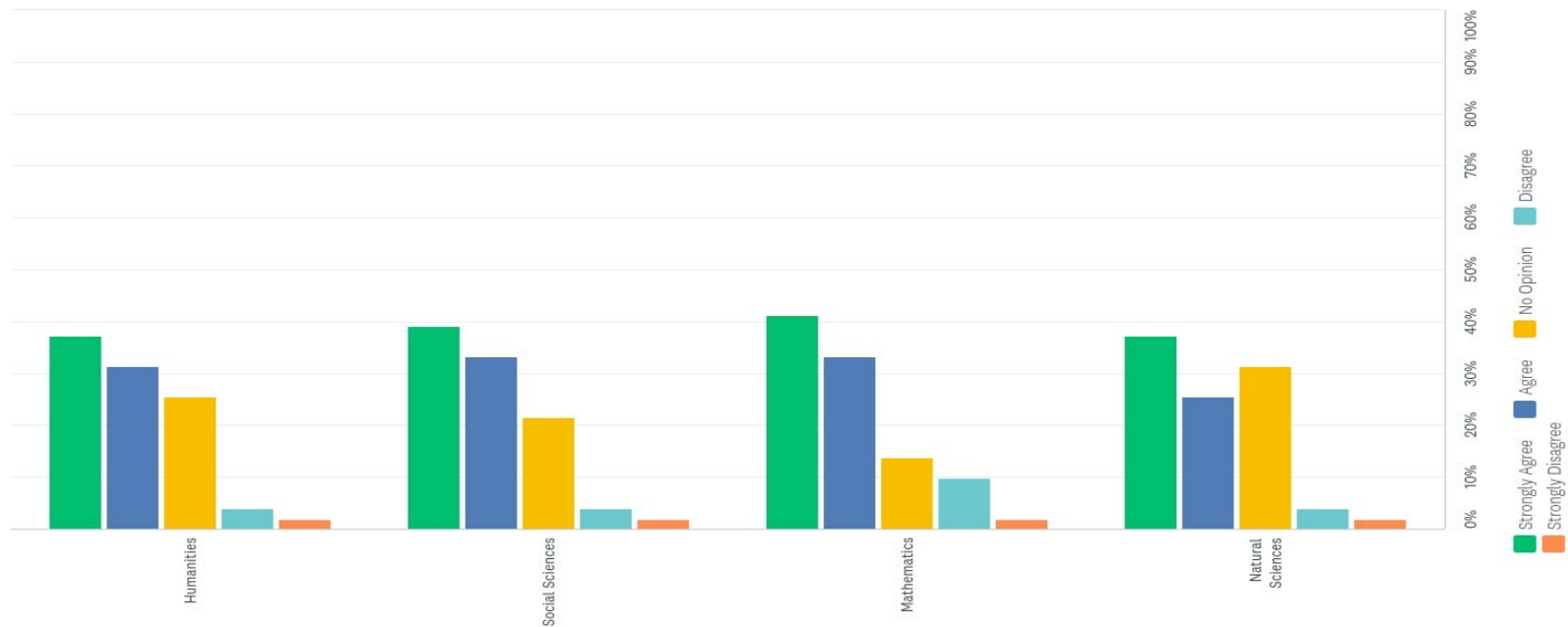
Q15: Do you agree that the courses you have taken as prerequisites for other courses in each of the following academic areas have prepared you for the next course in the sequence?

Answered: 51 Skipped: 17

	STRONGLY AGREE	AGREE	NO PREREQUISITE TAKEN	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Humanities	39.22% 20	31.37% 16	23.53% 12	5.88% 3	0.00% 0	51	1.96
Social Sciences	41.18% 21	33.33% 17	17.65% 9	5.88% 3	1.96% 1	51	1.94
Mathematics	39.22% 20	41.18% 21	13.73% 7	3.92% 2	1.96% 1	51	1.88
Natural Sciences	41.18% 21	23.53% 12	27.45% 14	5.88% 3	1.96% 1	51	2.04

Q16: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 51 Skipped: 17



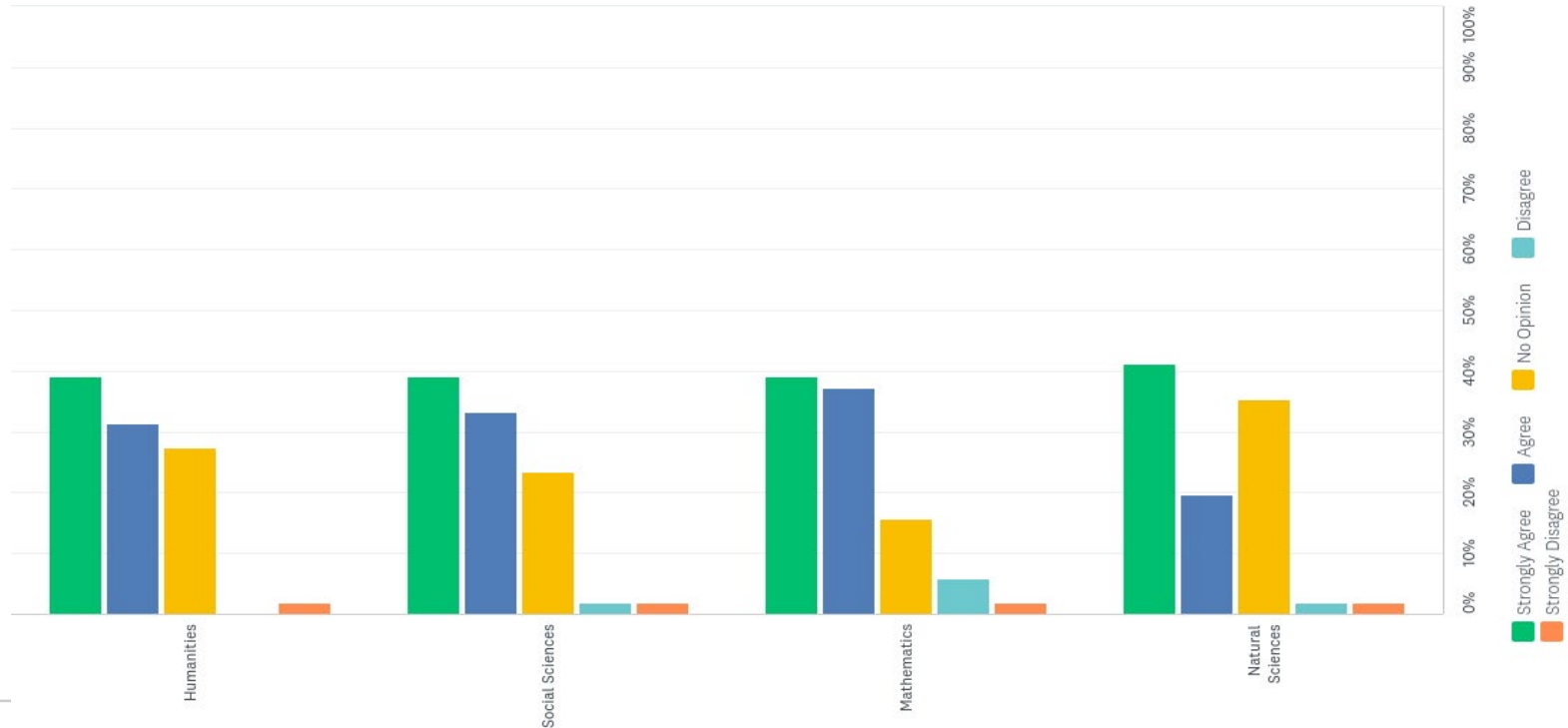
Q16: Do you agree that you are given opportunities to practice and apply what is taught in each of the following types of courses?

Answered: 51 Skipped: 17

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Humanities	37.25% 19	31.37% 16	25.49% 13	3.92% 2	1.96% 1	51	2.02
Social Sciences	39.22% 20	33.33% 17	21.57% 11	3.92% 2	1.96% 1	51	1.96
Mathematics	41.18% 21	33.33% 17	13.73% 7	9.80% 5	1.96% 1	51	1.98
Natural Sciences	37.25% 19	25.49% 13	31.37% 16	3.92% 2	1.96% 1	51	2.08

Q17: 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: 51 Skipped: 17



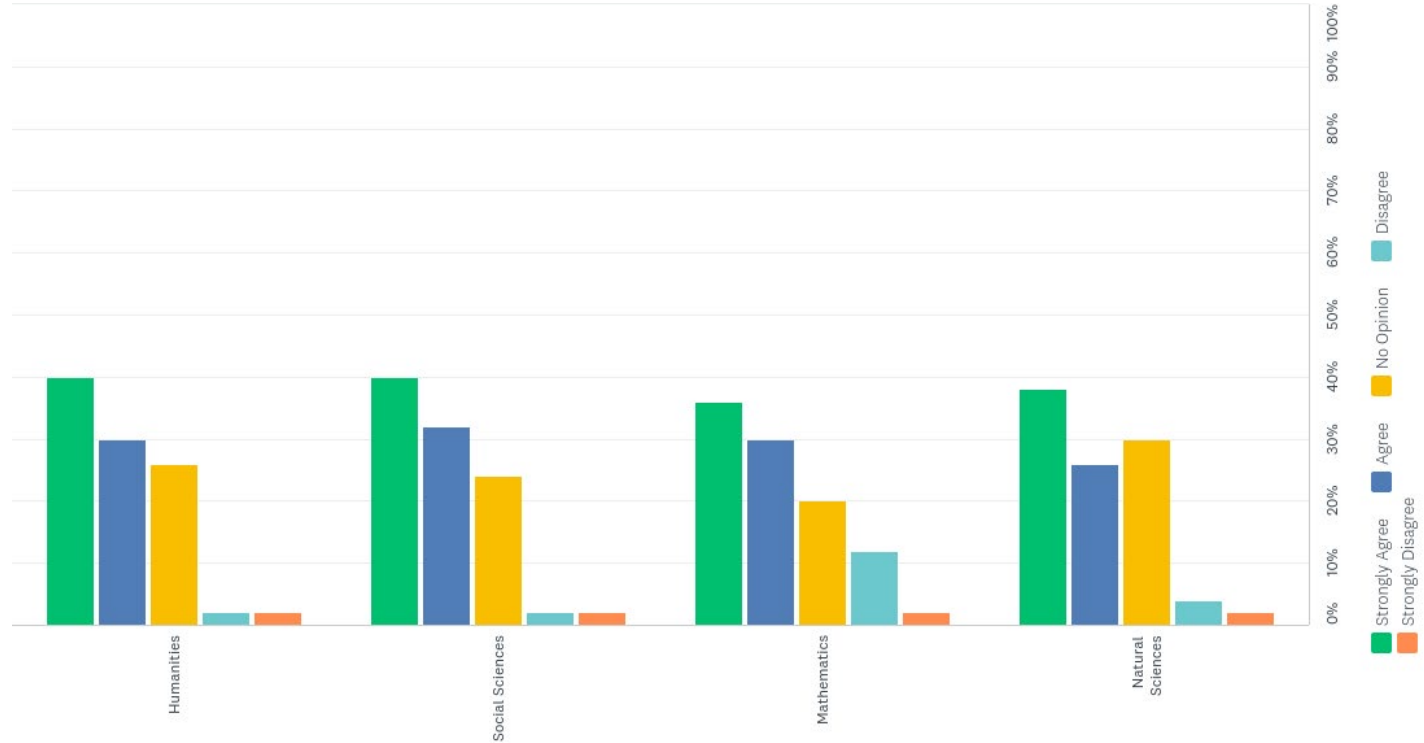
Q17: Do you agree that you are encouraged to investigate and critically analyze new ideas and/or solve problems in each of the following types of courses?

Answered: 51 Skipped: 17

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Humanities	39.22% 20	31.37% 16	27.45% 14	0.00% 0	1.96% 1	51	1.94
Social Sciences	39.22% 20	33.33% 17	23.53% 12	1.96% 1	1.96% 1	51	1.94
Mathematics	39.22% 20	37.25% 19	15.69% 8	5.88% 3	1.96% 1	51	1.94
Natural Sciences	41.18% 21	19.61% 10	35.29% 18	1.96% 1	1.96% 1	51	2.04

Q18: Do you agree that you are encouraged to interact and learn with other students in each of the following types of courses?

Answered: 50 Skipped: 18



Q18: Do you agree that you are encouraged to interact and learn with other students in each of the following types of courses?

Answered: 50 Skipped: 18

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Humanities	40.00% 20	30.00% 15	26.00% 13	2.00% 1	2.00% 1	50	1.96
Social Sciences	40.00% 20	32.00% 16	24.00% 12	2.00% 1	2.00% 1	50	1.94
Mathematics	36.00% 18	30.00% 15	20.00% 10	12.00% 6	2.00% 1	50	2.14
Natural Sciences	38.00% 19	26.00% 13	30.00% 15	4.00% 2	2.00% 1	50	2.06

Q19 How can your learning experience at EGSC be improved? (1 of 4)

Respondents	Responses
1	More communication
2	Nothing
3	Better online Instructors. I feel like one of my instructors is not good with the computer. It took 4 weeks for us to get into our text book because of the teacher. Online students have to go to school to take a test when other instructors let us take test thru proctor U which is very helpful when you work 40 hours a week and have to take a day off from work to go to campus and take a test.
4	No opinion
5	They can be improved by having students and faculty listening to the students rather than the students needing to drop the class.
6	Simplify the on-line process. In my opinion there are way too many different web sites required for each individual course.
7	I have had issues with some of my online professors' preparedness for course scheduling and material. Professor Carmine Palumbo, teaching the online Intro to Technical Communications has failed miserably at effectively leading the class. This entire semester, for ever assignment, I have needed to contact her to inform her the material is either incorrect, inaccessible, outdated from last semester, or contradictory, for example a course schedule that has one project listed on it for one unit, a corresponding PowerPoint with instructions for three projects, none of which are the one described on the outline/schedule, and an assignment sheet with another different project on it. When I emailed her about it, it took two weeks to get a response, in which she informs me which was the correct project and that it is due that same day. Thankfully, I had completed all of them, since I had another experience with her incompetency in the previous unit, so I was able to submit my project on time. However, she is very unorganized and unreliable. I feel as if I am the one teaching her how to teach a class. VERY unimpressed.

Q19 How can your learning experience at EGSC be improved? (2 of 4)

Respondents	Responses
8	By having professors and advisors emailing you back before a week later. I understand they are busy but people that go to the college are more likely to get more information from them but when they email a week later it would be too late.
9	My learning experience can be improved by providing more free resources and books.
10	Nothing. It was great.
11	Being that I am an online student this semester, I have had difficulty getting into contact with some of my professors. Sometimes they do not respond, and if they do, it is days later.
12	to pay more attention to what goes on at the campus, improve listening more, improve being more social and improve being more open to my online class instead of just doing my homework and clicking off the website.
13	I don't feel as though some of the professors provide efficient time to keep contact with their online classroom, and when they are contacted by email from students, it feels as though they are being bothered.
14	N/A
15	I feel that East Georgia needs to offer an ASN nursing Program. I have graduated and enjoyed my experience at East Georgia but now I must find a nursing program to apply for. I feel that it would have been better to received everything that I needed from East Georgia.
16	Gain more information in my classes so I can understand how everything will go.
17	Nothing
18	Doing my work on time

Q19 How can your learning experience at EGSC be improved? (3 of 4)

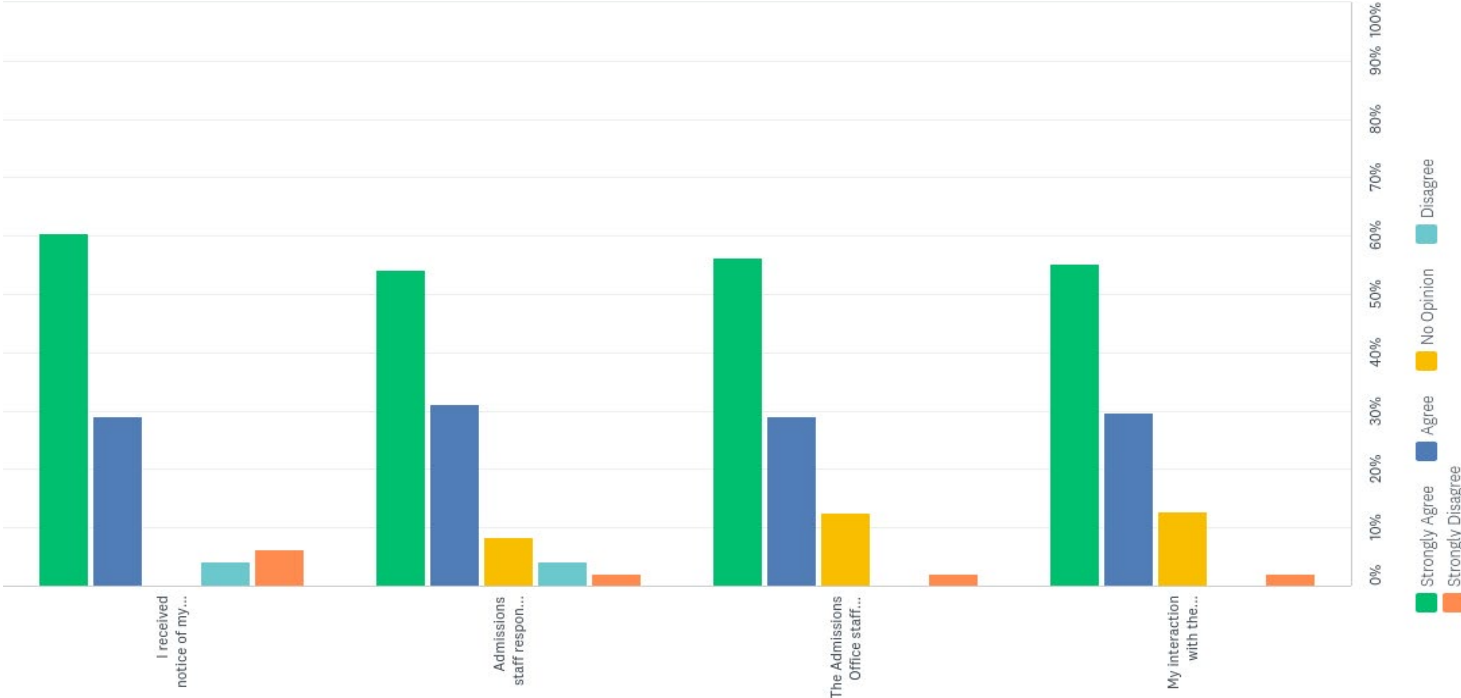
Respondents	Responses
19	Some instructors need to be better at using the system
20	more online classes made available With everything we do there are bumps in the road, same goes for the on line classes. However I do not think it is wise for a professor to change the course material a week before classes start nor do I think it is wise to continue a class when the required material is listed as on back order a week before classes start. Both of these situations cause stress on the student and chaos for getting a lesson plan put into place.
21	
22	I understand there are times when these things are going to happen but I believe when it does happen either the class should be cancelled and the student be placed in a class that is next on their list until all material is in stock. If it was easier to get in touch with teachers
23	The admissions department really needs to improve their communications as far as updates or what a student need to be approved. It took me 3 months of pushing and pulling to get an answer of when and if I can start class; after they lost my documents twice. Military students have to jump through multiple hoops just to take a class. Because EGSC is a non-LOI it makes my life miserable every time i start a new semester. If it wasn't for a good advisor that always communicates with me when needed i would have dumped this school last semester. Please have someone help military students with Tuition Assistance it seems that your school lacks the training. My perception of this school is not very good, I have been very patient ever since my first day of admission. Lastly, professors that force online students to attend the school in person should not be a thing. Online students such as myself should not have to stress about whether they will be able to meet in person. There is a reason we are taking the online class, so why would a professor think its ok to mandate a face to face for social purposes? Since day one i have been stressed out of my mind with things i should not be worried about and every semester it's the same amount of stress i have to go through in order to start class. At the moment I am furious with a particular issue in having to withdraw from a class and i blame it on the professor and his poorly published syllabus. But my issue will not get looked at or resolved because i feel that i am not important at this school. Therefore, i will have to pay out of my own pocket for a class i learned nothing from, and a professor i plan to stay away from. At this rate, i can see myself transferring in a year or so.

Q19 How can your learning experience at EGSC be improved? (4 of 4)

Respondents	Responses
24	Having a professor that is really teaching and engaging with students. Being more active in the class room.
25	Professors either give no work, or way to much. if i am in online classes it is because I am a busy adult. there should be a well balanced, easy to manager curriculum that all online professors should follow. I should not have to sit for 5 hours at a time working on ONE assignment for ONE of my many classes. I manage my time very well and work very hard. all of that in mind I feel as though I am drowning. I am not taking online classes because I am "lazy" as many professors call us, I am doing it because I am very busy and I think it's awful that professors purposely load on work for online students because they assume we have nothing better to do (like a full time job and a family) than do their busy, honestly meaningless work. So far i have paid for many class, made A's or B's in all of them, but guess what? I have not once used an of what I learned in my life or work life. after all the work, it's found to be meaningless. if i am going to pay both in cash in my time, i would wih that i could get more meaning out of a class rather than to just pass a test over a subject I never intend to use in life. Drop common core. that's how you make this college great.
26	I have no opinion.

Q20: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 48 Skipped: 20



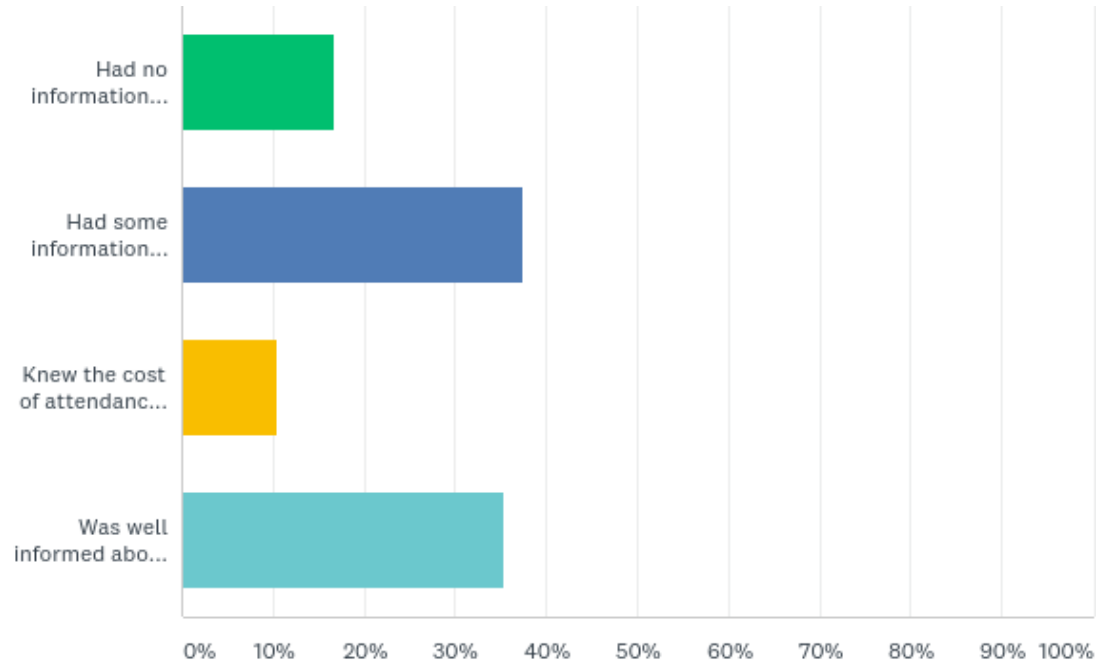
Q20: Indicate your agreement with the following statements about the EGSC Admissions Office:

Answered: 48 Skipped: 20

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I received notice of my acceptance in a timely manner.	60.42% 29	29.17% 14	0.00% 0	4.17% 2	6.25% 3	48	1.67
Admissions staff responded to my questions and concerns in a timely manner.	54.17% 26	31.25% 15	8.33% 4	4.17% 2	2.08% 1	48	1.69
The Admissions Office staff communicated with me in a manner that resolved my problem or allowed me to understand the next steps.	56.25% 27	29.17% 14	12.50% 6	0.00% 0	2.08% 1	48	1.63
My interaction with the Admissions office played a positive part in my decision to attend EGSC.	55.32% 26	29.79% 14	12.77% 6	0.00% 0	2.13% 1	47	1.64

Q21: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 48 Skipped: 20



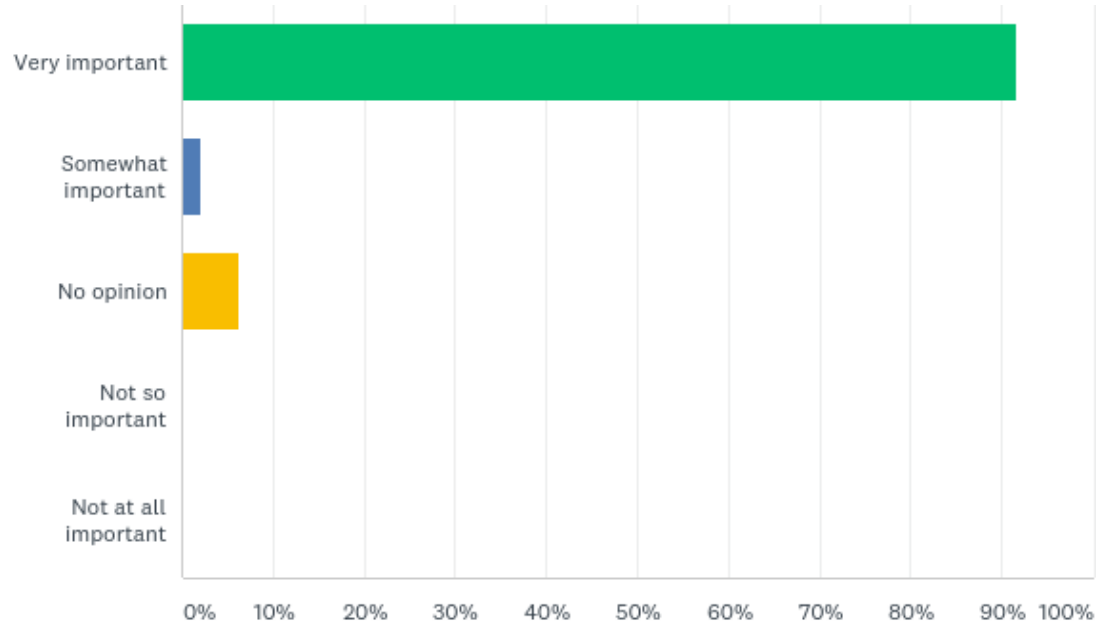
Q21: Prior to attending EGSC, how well informed were you regarding the cost of attendance?

Answered: 48 Skipped: 20

ANSWER CHOICES	RESPONSES	
Had no information about cost of attendance	16.67%	8
Had some information about cost of attendance	37.50%	18
Knew the cost of attendance, but had questions	10.42%	5
Was well informed about the cost of attendance	35.42%	17
TOTAL		48

Q22: Please indicate the importance of having an estimate of the total cost of attending the university, including personal expenses and transportation costs.

Answered: 48 Skipped: 20



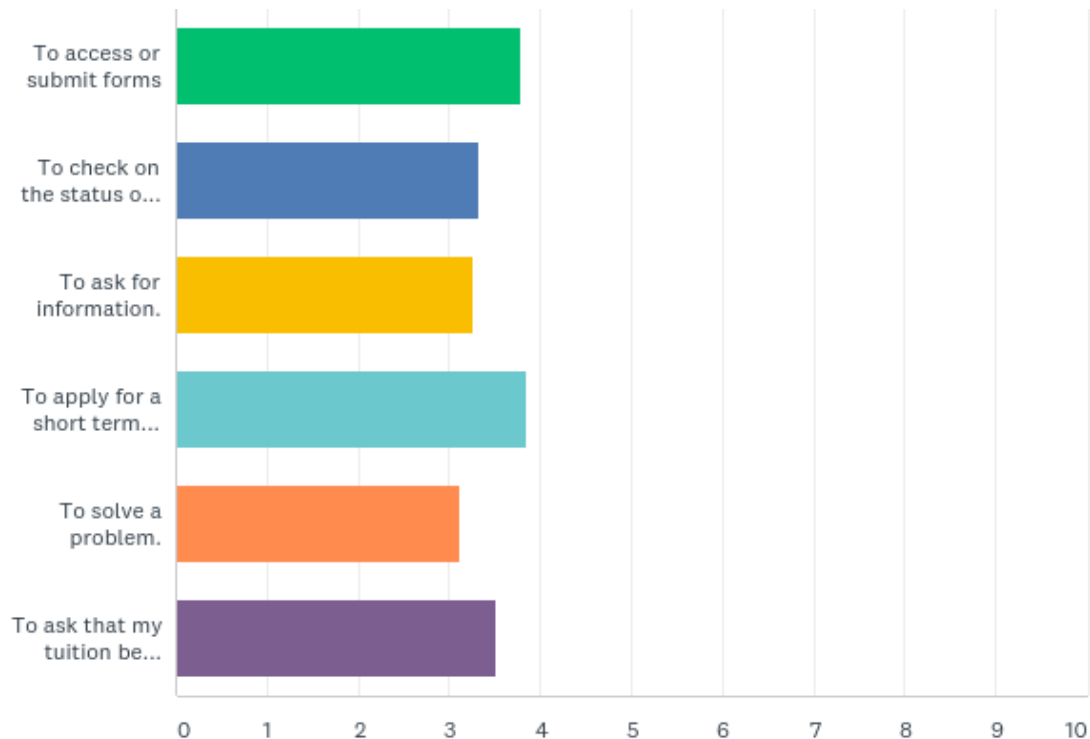
Q22: Please indicate the importance of having an estimate of the total cost of attending the university, including personal expenses and transportation costs.

Answered: 48 Skipped: 20

ANSWER CHOICES	RESPONSES	
Very important	91.67%	44
Somewhat important	2.08%	1
No opinion	6.25%	3
Not so important	0.00%	0
Not at all important	0.00%	0
TOTAL		48

Q23: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 46 Skipped: 22



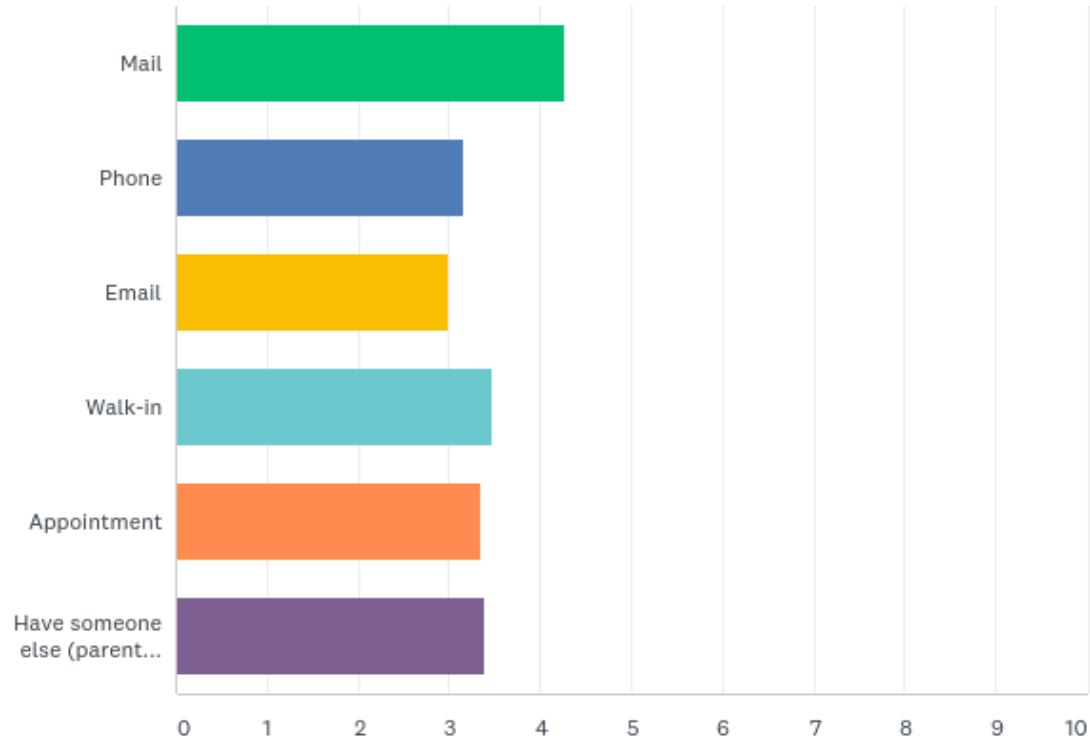
Q23: Please rank the most frequent reason you contact the Financial Aid Office on a scale from 1 (least) to 6 (most):

Answered: 46 Skipped: 22

	1	2	3	4	5	6	TOTAL	SCORE
To access or submit forms	18.18% 6	30.30% 10	12.12% 4	3.03% 1	24.24% 8	12.12% 4	33	3.79
To check on the status of my aid.	16.67% 6	16.67% 6	8.33% 3	22.22% 8	13.89% 5	22.22% 8	36	3.33
To ask for information.	2.94% 1	11.76% 4	32.35% 11	29.41% 10	8.82% 3	14.71% 5	34	3.26
To apply for a short term loan.	30.30% 10	12.12% 4	9.09% 3	21.21% 7	15.15% 5	12.12% 4	33	3.85
To solve a problem.	13.89% 5	2.78% 1	25.00% 9	16.67% 6	22.22% 8	19.44% 7	36	3.11
To ask that my tuition be deferred	27.50% 11	17.50% 7	7.50% 3	5.00% 2	12.50% 5	30.00% 12	40	3.52

Q24: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Financial Aid Office.

Answered: 44 Skipped: 24



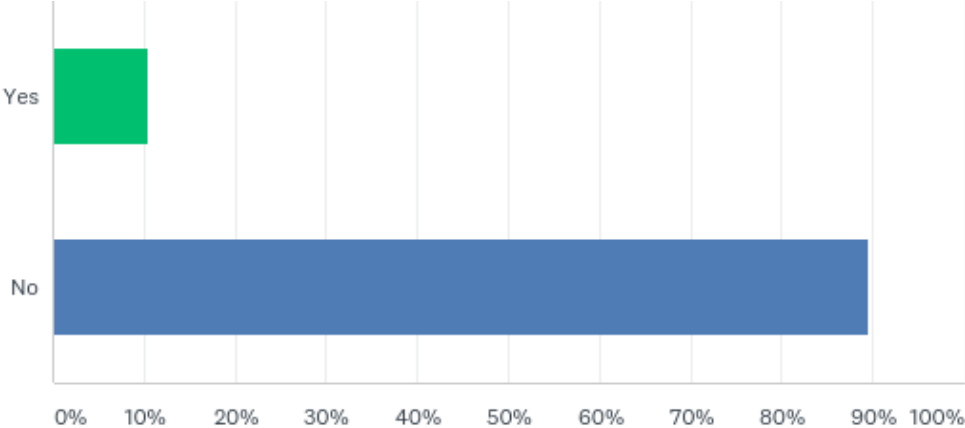
Q24: Please rank from 1 (least) to 6 (most) the way you prefer to conduct business with the Financial Aid Office.

Answered: 44 Skipped: 24

	1	2	3	4	5	6	TOTAL	SCORE
Mail	35.29% 12	14.71% 5	17.65% 6	14.71% 5	8.82% 3	8.82% 3	34	4.26
Phone	18.92% 7	13.51% 5	2.70% 1	21.62% 8	16.22% 6	27.03% 10	37	3.16
Email	7.89% 3	15.79% 6	23.68% 9	0.00% 0	26.32% 10	26.32% 10	38	3.00
Walk-in	16.67% 6	8.33% 3	22.22% 8	25.00% 9	13.89% 5	13.89% 5	36	3.47
Appointment	2.63% 1	23.68% 9	18.42% 7	23.68% 9	23.68% 9	7.89% 3	38	3.34
Have someone else (parent, etc.) intervene	23.68% 9	13.16% 5	13.16% 5	10.53% 4	7.89% 3	31.58% 12	38	3.39

Q25: Have you used counseling and/or disability services at EGSC?

Answered: 48 Skipped: 20



Q25: Have you used counseling and/or disability services at EGSC?

Answered: 48 Skipped: 20

ANSWER CHOICES	RESPONSES	
Yes	10.42%	5
No	89.58%	43
TOTAL		48

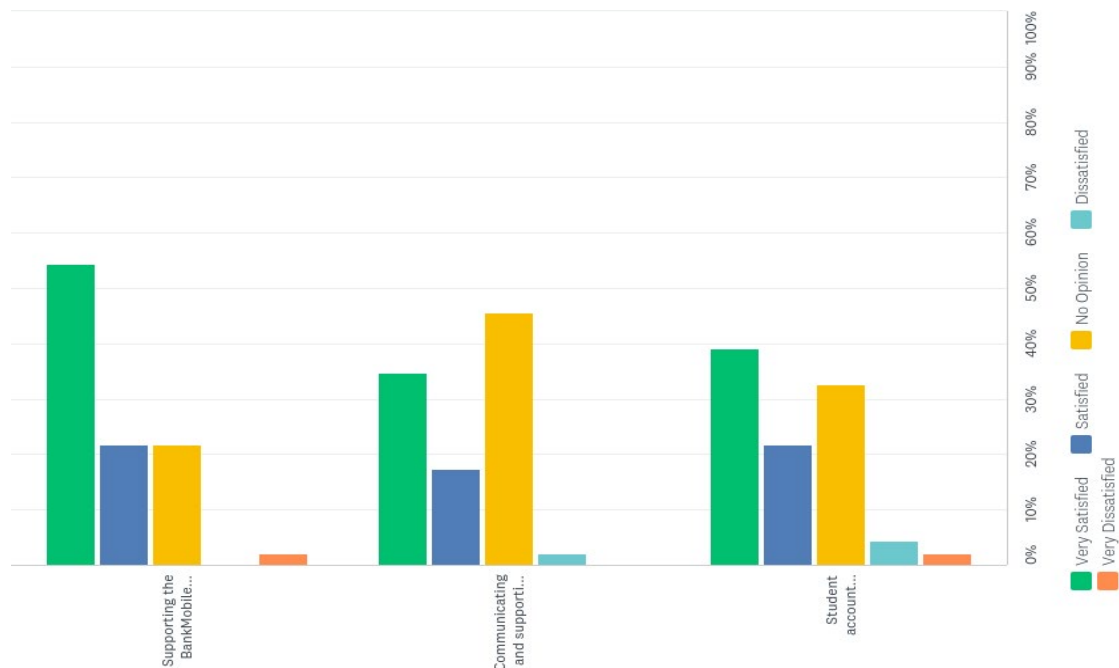
Q26: Indicate the extent to which you agree with each of the following statements about counseling and disability services.

Answered: 5 Skipped: 63

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My counselor communicated effectively with me.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00
I believe that my counselor will keep my information confidential.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00
I felt better after communicating with my counselor.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00
Counseling helped improve my academic performance.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00
I would seek counseling services in the future if needed.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00
I would refer a friend or roommate to the counseling center.	100.00% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	1.00

Q27: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 46 Skipped: 22



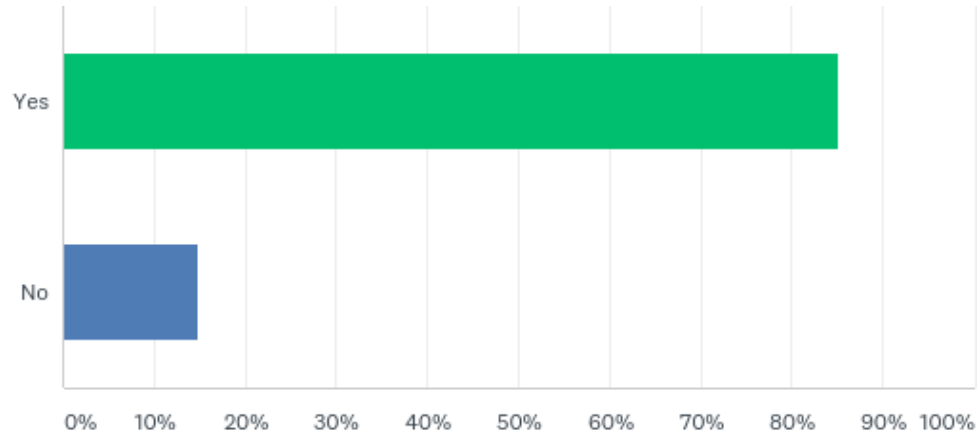
Q27: How satisfied are you with the overall customer service provided by the Business Office when using the following applications and services?

Answered: 46 Skipped: 22

	VERY SATISFIED	SATISFIED	NO OPINION	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Supporting the BankMobile application for refunds	54.35% 25	21.74% 10	21.74% 10	0.00% 0	2.17% 1	46	1.74
Communicating and supporting the NelNet Payment Plan	34.78% 16	17.39% 8	45.65% 21	2.17% 1	0.00% 0	46	2.15
Student account invoicing and responding to related inquiries	39.13% 18	21.74% 10	32.61% 15	4.35% 2	2.17% 1	46	2.09

Q28: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 47 Skipped: 21



Q28: Have you been advised by a faculty or professional academic advisor prior to registering for classes?

Answered: 47 Skipped: 21

ANSWER CHOICES	RESPONSES	
Yes	85.11%	40
No	14.89%	7
TOTAL		47

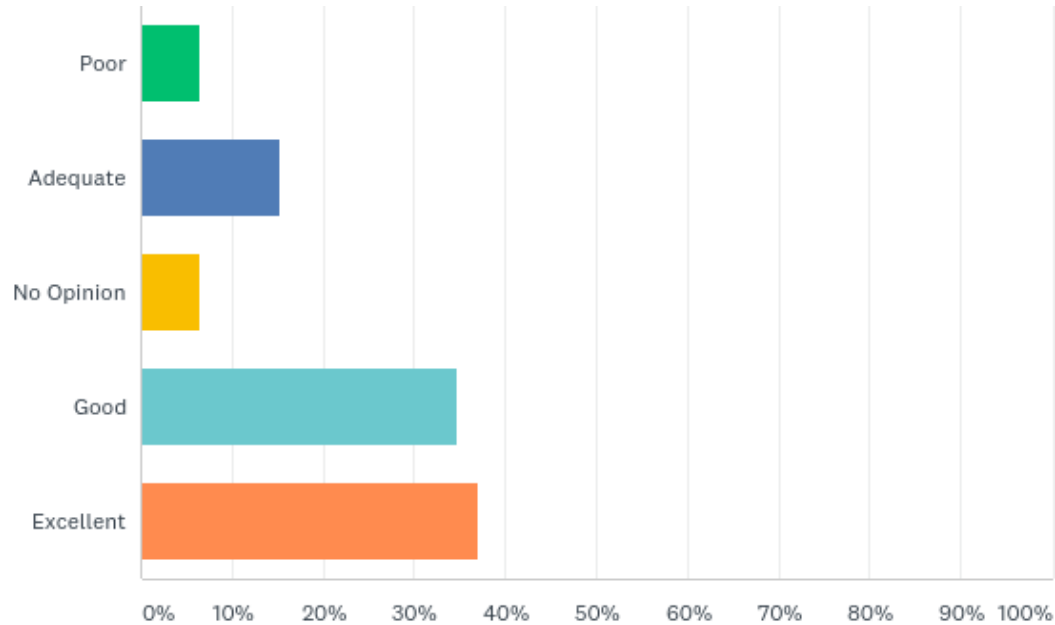
Q29: Indicate the extent to which you agree with each of the following statements about academic advisement.

Answered: 39 Skipped: 29

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
My advisor provides accurate assistance in selecting appropriate courses.	76.92% 30	20.51% 8	0.00% 0	2.56% 1	0.00% 0	39	1.28
My advisor is knowledgeable about academic and graduation requirements.	76.32% 29	18.42% 7	2.63% 1	2.63% 1	0.00% 0	38	1.32
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.	76.92% 30	17.95% 7	2.56% 1	0.00% 0	2.56% 1	39	1.33
My academic advisor has provided appropriate referrals for exploring alternative majors.	66.67% 26	20.51% 8	12.82% 5	0.00% 0	0.00% 0	39	1.46
My academic advisor is knowledgeable about careers that apply to may major.	71.79% 28	17.95% 7	7.69% 3	2.56% 1	0.00% 0	39	1.41
I would recommend my academic advisor to other students.	76.92% 30	17.95% 7	2.56% 1	0.00% 0	2.56% 1	39	1.33

Q30: How would you describe your overall experience with your online courses?

Answered: 46 Skipped: 22



Q30: How would you describe your overall experience with your online courses?

Answered: 46 Skipped: 22

ANSWER CHOICES	RESPONSES	
Poor	6.52%	3
Adequate	15.22%	7
No Opinion	6.52%	3
Good	34.78%	16
Excellent	36.96%	17
TOTAL		46

Q31 What is ONE thing you would like your instructors at East Georgia State College to do with technology to enhance your academic success? (1 of 2)

Respondents	Responses
1	Use the most common method of communication for classwork, assignments, and emails. My current MATH 1113 professor uses his website, the D2L portal, and Catmail instead of using just one mode (preferably D2L) like my other online professors.
2	I would like them to put more effort into the structure of online classes. (I often have to contact professors about things that are not correct in the class)
3	Have another way of doing test instead of ProctorU.
4	Study problems
5	More detailed
6	na
7	No opinion
8	A lot of the classes are just 'read, read, read, read'. It would be nice to have something to interact with, or a powerpoint, maybe a video. Just something other than reading a whole chapter. A lot of them also don't really tell you what's on the test from the chapter, so you end up being a bit confused.
9	Each professor to have already have course instructor ID so that each student can start in a timely manner.
10	Learn how to email back faster then they do.
11	I would like to have more Proctor-U proctored exams available.
12	Nothing.
13	I would like them to check their email more often.

Q31 What is ONE thing you would like your instructors at East Georgia State College to do with technology to enhance your academic success? (2 of 2)

Respondents	Responses
14	jus to email me more personally to let me know what's going on with me and my grades.
15	Update the information and assignments provided on the course. All of the course syllabus' and assignments are old. Also, the professors do not get back to you in a decent time, and seem to act bothered by questions via email.
16	nothing. it is good enough
17	More video lectures
18	To understand that if a person has four or more classes, consider the amount of assignments and homework that are given.
19	Make it compatible to educational use.
20	Nothing
21	actually give me the classes I need
22	virtual classrooms
23	Make it easier to get in touch with them
24	fix the EGSC smartphone application
25	understand that online students are not lazy and to stop loading on ridiculous amounts of work in order to deter us form taking online classes in the future.
26	Make shorter learning videos
27	A study area in math besides the video.
28	Use the calendar in D2L. It is hard to stay on top of due dates when there are three separate online programs and no place that organizes the due dates.

Q32 What is ONE thing you would like East Georgia State College to do with technology to enhance your academic success? (1 of 2)

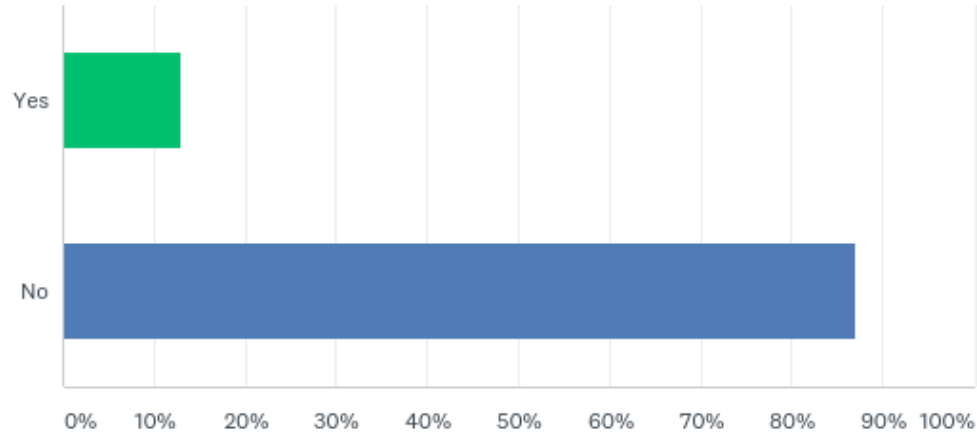
Respondents	Responses
1	As a DE student, I sometimes forget to switch between Catmail and the D2L inbox when emailing teachers and am unsure which is the best method. It would be great if those emails could possibly be linked.
2	I would love for East Georgia State College to look into having a online class set up like the k-12 system. I went to Georgia Cyber Academy k-12, for my high school years. it was the best experience. They have the most amazing online classes.
3	Have another way of doing test instead of ProctorU.
4	have everything on one website
5	more detailed
6	na
7	No opinion
8	I would like them to make sure classes are engaging, instead of just reading and more reading.
9	To have all required ID in place
10	Make professors put keypoints about each chapter we go over.
11	N/A
12	Nothing.
13	Encourage more communication between instructors and students.
14	everything is perfect.
15	Update the information on the courses and the professors are not prompt.
16	it's fine the way it is
17	Be more interactive
18	Everything is fine.
19	Make it easy to use to boost my performance.

Q32 What is ONE thing you would like East Georgia State College to do with technology to enhance your academic success? (2 of 2)

Respondents	Responses
20	Nothing
21	nothing
22	saved virtual classrooms, able to access at any time
23	Have the professor communicated more via the D2L
24	give standards for professors to meet. No professor should ever be proud that students rarely pass their class. Thats a load of BS. I am paying money and I came here to work hard. Take a serious look at who you have hired, because some of them you may find go out of their way to make students not do well, refusing to give perfect scores for perfect work because it "builds character"
25	A study area online.
26	Update financial information more quickly. There are a lot of applications that are not being used efficiently.

Q33: Have you used tutoring services at EGSC?

Answered: 46 Skipped: 22



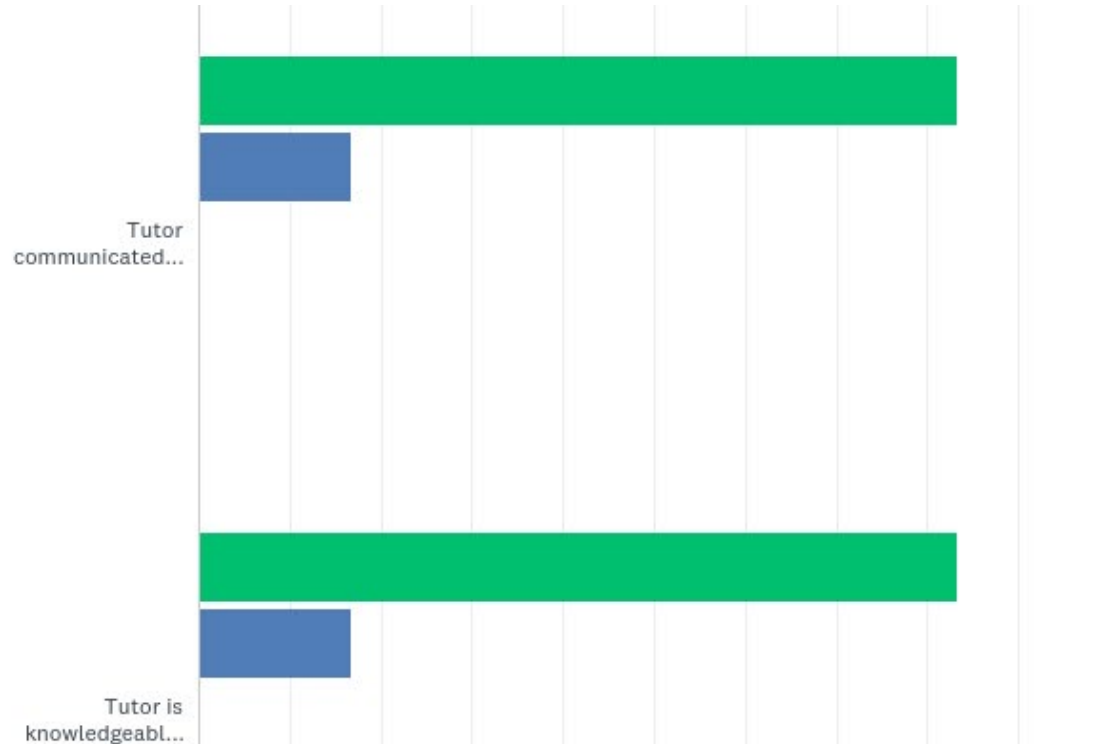
Q33: Have you used tutoring services at EGSC?

Answered: 46 Skipped: 22

ANSWER CHOICES	RESPONSES	
Yes	13.04%	6
No	86.96%	40
TOTAL		46

Q34: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 6 Skipped: 62



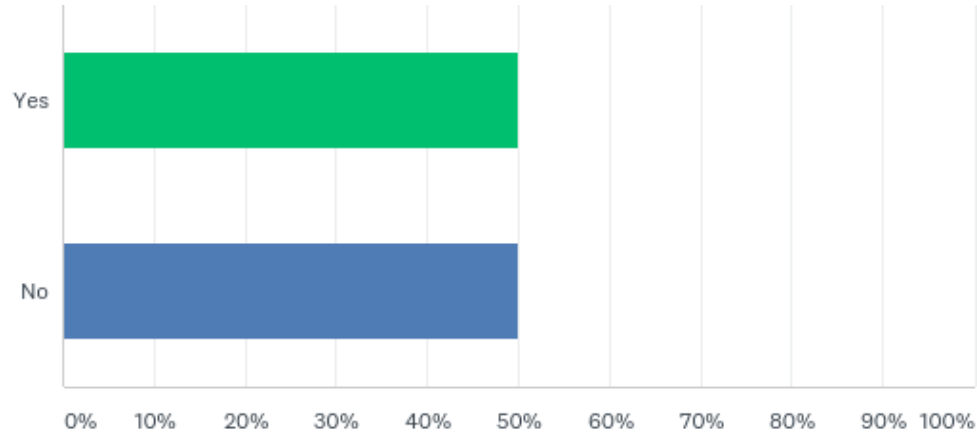
Q34: Indicate the extent to which you agree with each of the following statements about tutoring services.

Answered: 6 Skipped: 62

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Tutor communicated effectively with me.	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17
Tutor is knowledgeable about subject/material.	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17
Tutor can explain ideas and concepts clearly for your understanding.	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17
You got the help you need from your tutoring sessions.	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	1.17

Q35: Have you used test proctoring services (not ProctorU) provided by EGSC?

Answered: 46 Skipped: 22



Q35: Have you used test proctoring services (not ProctorU) provided by EGSC?

Answered: 46 Skipped: 22

ANSWER CHOICES	RESPONSES	
Yes	50.00%	23
No	50.00%	23
TOTAL		46

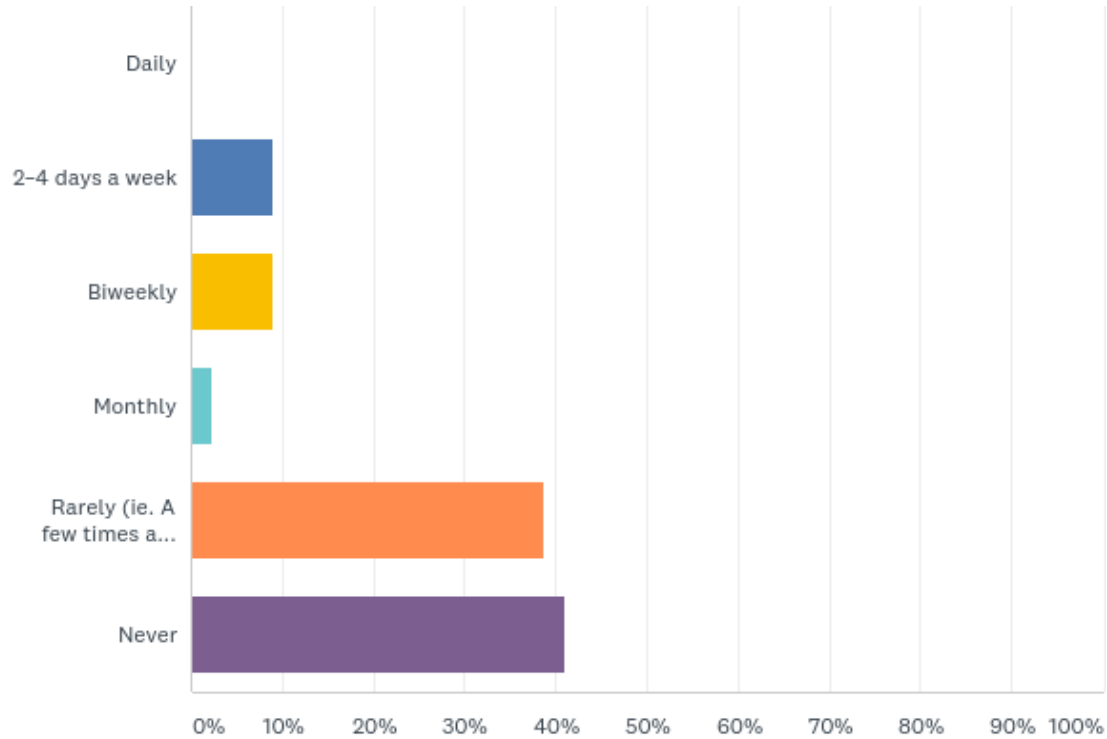
Q36: Indicate the extent to which you agree with each of the following statements about test proctoring services.

Answered: 22 Skipped: 46

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
The testing center has adequate space for EGSC students to take proctored exams.	68.18% 15	27.27% 6	4.55% 1	0.00% 0	0.00% 0	22	1.36
I received accurate directions of where to take my test.	72.73% 16	22.73% 5	4.55% 1	0.00% 0	0.00% 0	22	1.32
The testing staff is knowledgeable and helpful.	68.18% 15	27.27% 6	4.55% 1	0.00% 0	0.00% 0	22	1.36
The exam policies were accurately explained by the testing staff.	63.64% 14	36.36% 8	0.00% 0	0.00% 0	0.00% 0	22	1.36
Testing times meet my needs.	68.18% 15	18.18% 4	0.00% 0	13.64% 3	0.00% 0	22	1.59
Overall, I am satisfied with the testing services I received.	68.18% 15	22.73% 5	9.09% 2	0.00% 0	0.00% 0	22	1.41

Q37: How often do you access the library online?

Answered: 44 Skipped: 24



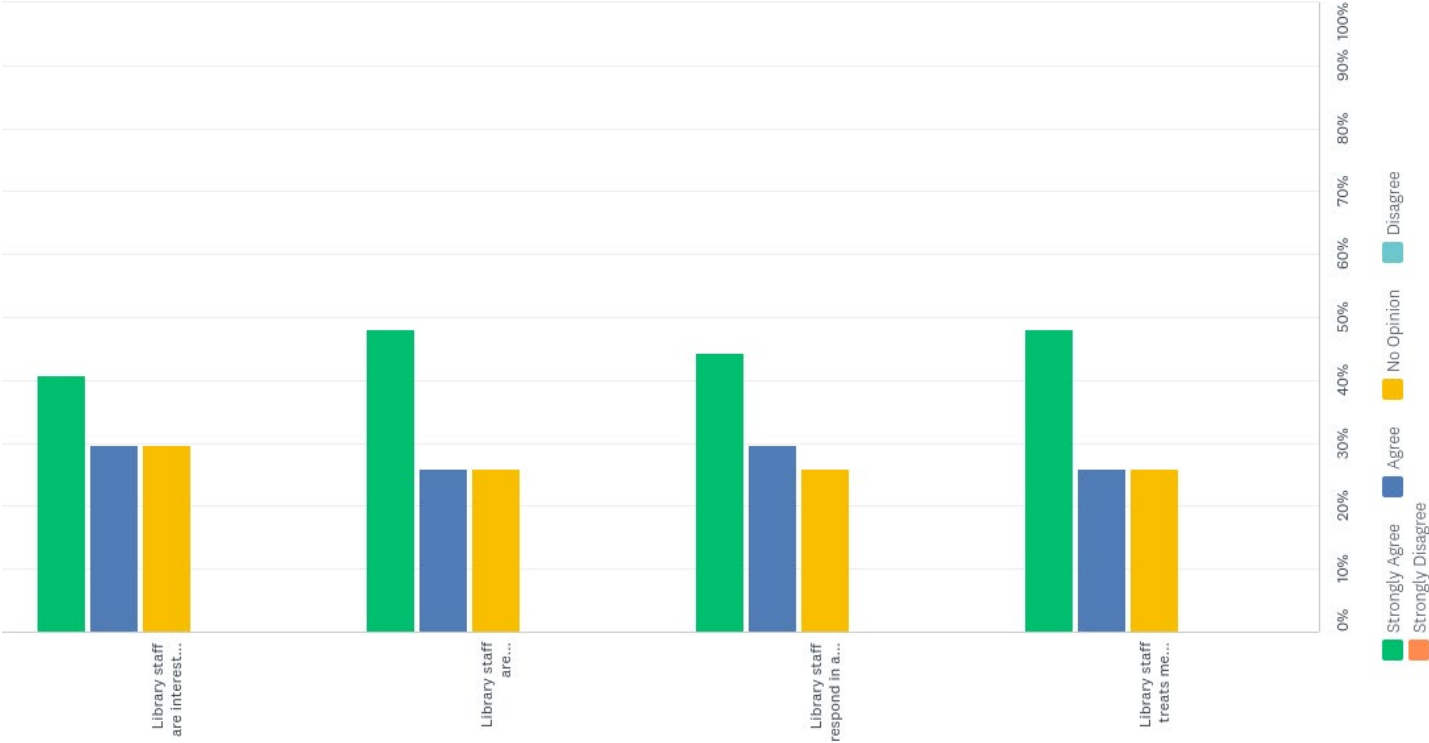
Q37: How often do you access the library online?

Answered: 44 Skipped: 24

ANSWER CHOICES	RESPONSES	
Daily	0.00%	0
2-4 days a week	9.09%	4
Biweekly	9.09%	4
Monthly	2.27%	1
Rarely (ie. A few times a year)	38.64%	17
Never	40.91%	18
TOTAL		44

Q38: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 27 Skipped: 41



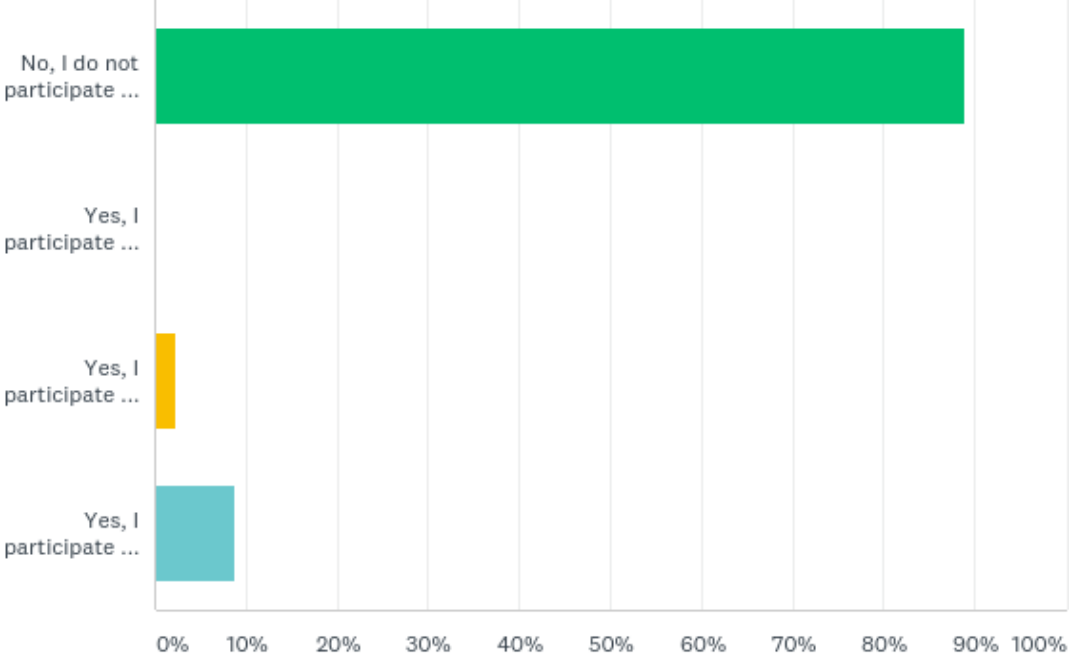
Q38: Indicate your agreement with each of the following aspects of customer service provided by the library staff.

Answered: 27 Skipped: 41

	STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
Library staff are interested in me and my needs.	40.74% 11	29.63% 8	29.63% 8	0.00% 0	0.00% 0	27	1.89
Library staff are knowledgeable.	48.15% 13	25.93% 7	25.93% 7	0.00% 0	0.00% 0	27	1.78
Library staff respond in a timely manner.	44.44% 12	29.63% 8	25.93% 7	0.00% 0	0.00% 0	27	1.81
Library staff treats me fairly and without discrimination.	48.15% 13	25.93% 7	25.93% 7	0.00% 0	0.00% 0	27	1.78

Q39: Do you participate in on-campus student life activities?

Answered: 45 Skipped: 23



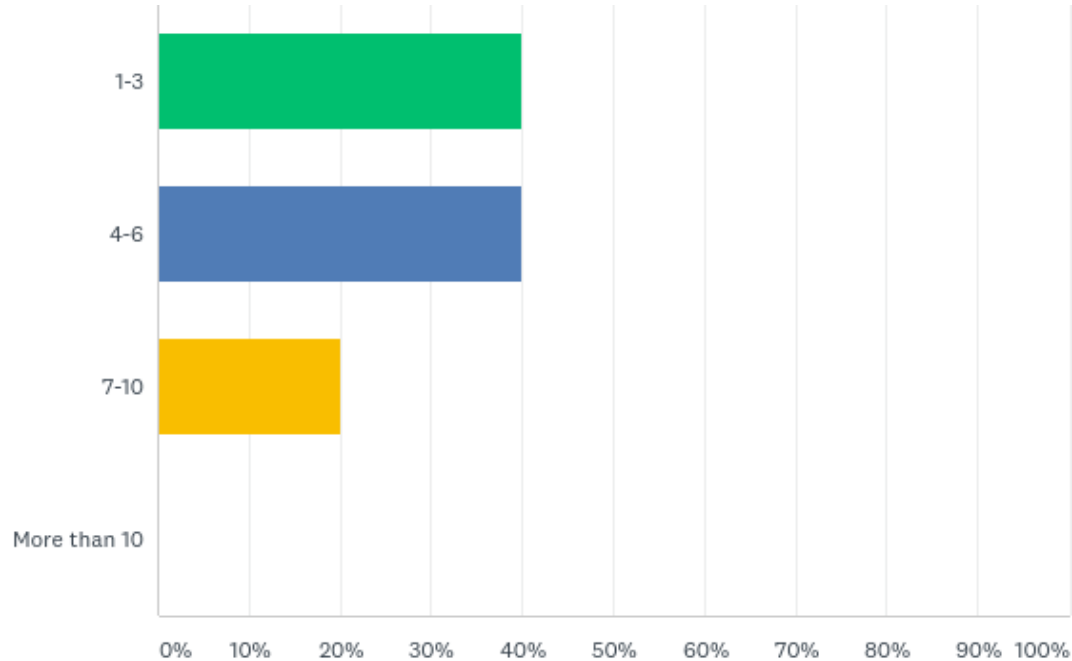
Q39: Do you participate in on-campus student life activities?

Answered: 45 Skipped: 23

ANSWER CHOICES	RESPONSES	
No, I do not participate in any on-campus student life activities	88.89%	40
Yes, I participate in any on-campus student life activities at EGSC Augusta	0.00%	0
Yes, I participate in any on-campus student life activities at EGSC Statesboro	2.22%	1
Yes, I participate in any on-campus student life activities at EGSC Swainsboro	8.89%	4
TOTAL		45

Q40: In how many campus activities have you participated this year?

Answered: 5 Skipped: 63



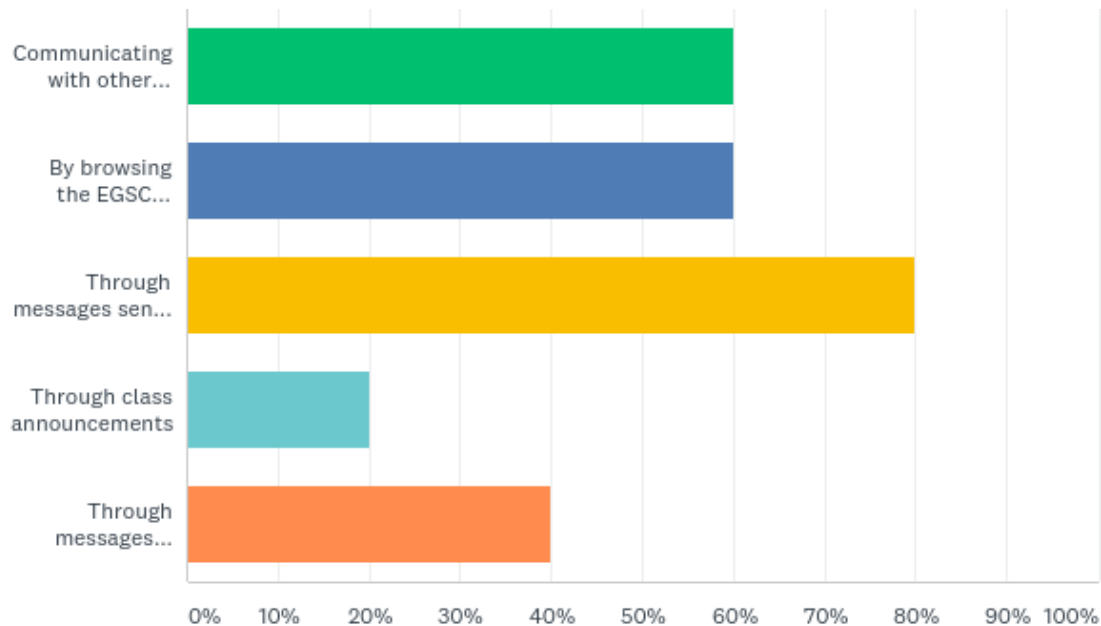
Q40: In how many campus activities have you participated this year?

Answered: 5 Skipped: 63

ANSWER CHOICES	RESPONSES	
1-3	40.00%	2
4-6	40.00%	2
7-10	20.00%	1
More than 10	0.00%	0
TOTAL		5

Q41: How do you usually become aware of campus activities (check all that apply)?

Answered: 5 Skipped: 63



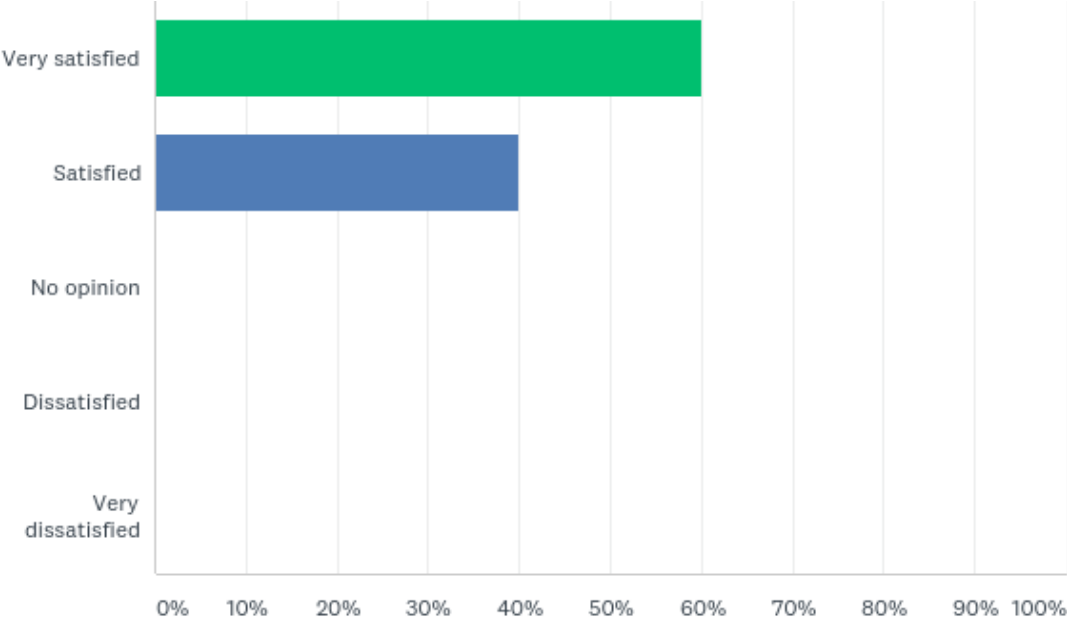
Q41: How do you usually become aware of campus activities (check all that apply)?

Answered: 5 Skipped: 63

ANSWER CHOICES	RESPONSES	
Communicating with other students	60.00%	3
By browsing the EGSC website	60.00%	3
Through messages sent to my CatMail account	80.00%	4
Through class announcements	20.00%	1
Through messages received on my phone	40.00%	2
Total Respondents: 5		

Q42: How satisfied are you with the activity space provided?

Answered: 5 Skipped: 63



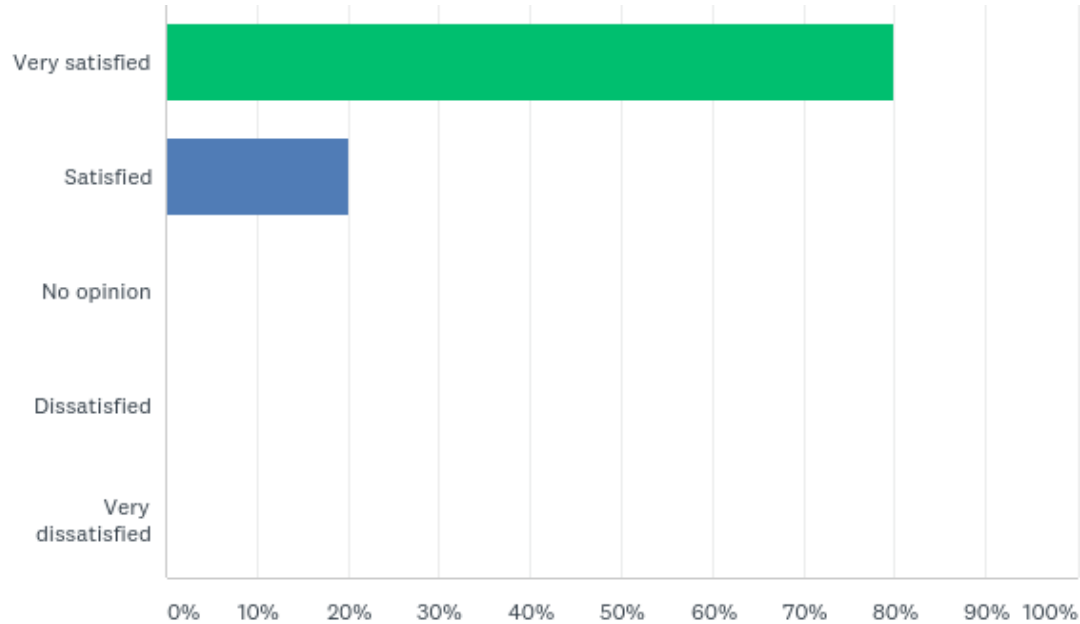
Q42: How satisfied are you with the activity space provided?

Answered: 5 Skipped: 63

ANSWER CHOICES	RESPONSES	
Very satisfied	60.00%	3
Satisfied	40.00%	2
No opinion	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		5

Q43: How satisfied are you with the campus activities provided this year?

Answered: 5 Skipped: 63



Q43: How satisfied are you with the campus activities provided this year?

Answered: 5 Skipped: 63

ANSWER CHOICES	RESPONSES	
Very satisfied	80.00%	4
Satisfied	20.00%	1
No opinion	0.00%	0
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		5