

WGTC Student Satisfaction Survey 2016

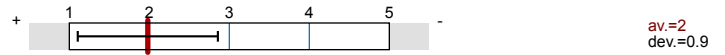
No. of responses = 61



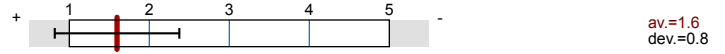
Overall indicators

Global Index

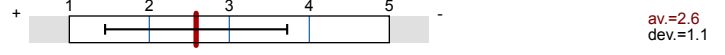
2. SECURITY, BUILDING, & MAINTENANCE SERVICES



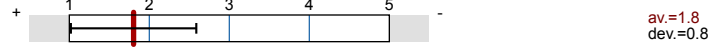
4. FOOD SERVICE



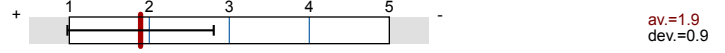
5. STUDENT ACTIVITIES



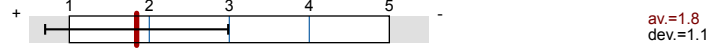
6. RECRUITMENT



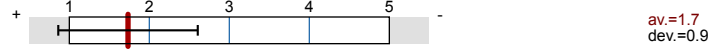
7. INFORMATION TECHNOLOGY



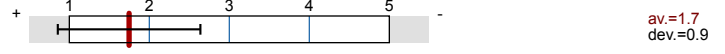
8. LIBRARY



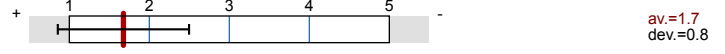
9. BOOKSTORE



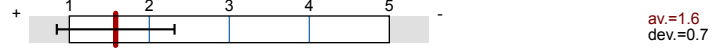
10. ADMISSIONS / STUDENT ORIENTATION



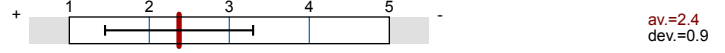
11. FINANCIAL AID



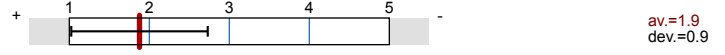
12. STUDENT SUCCESS CENTER



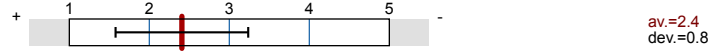
13. REGISTRAR



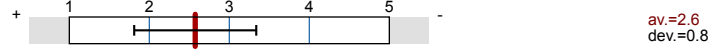
14. CAREER SERVICES



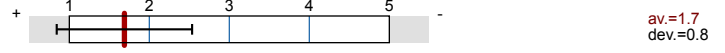
15. OTHER SERVICES



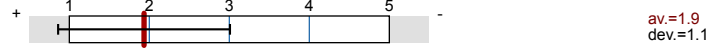
16. STUDENT COMMUNICATION



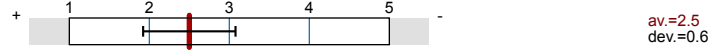
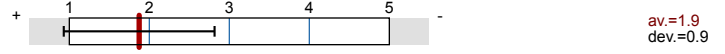
17. ADVISEMENT & RESOURCE CENTER



18. INSTRUCTION

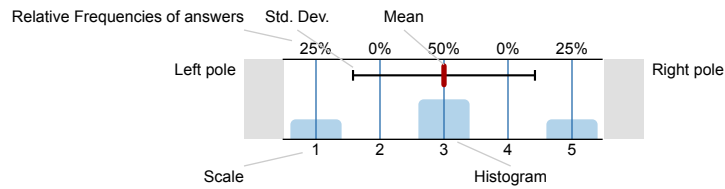


19. TUTORING



Legend

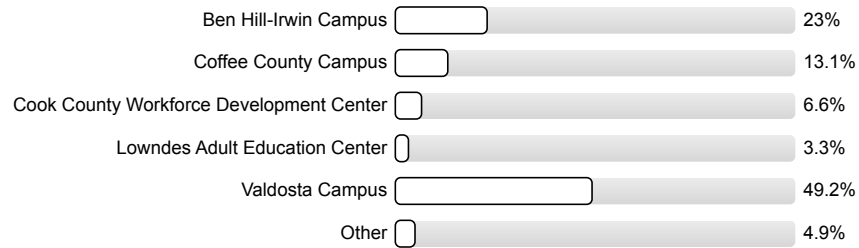
Question text



n=No. of responses
av.=Mean
dev.=Std. Dev.
ab.=Abstention

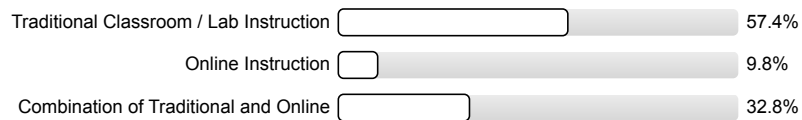
1. CAMPUS LOCATION

1.1) What is the campus location for most of your classes this semester?



n=61
av.=3.6
dev.=1.8

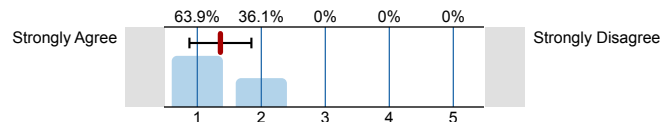
1.2) Select the type of instruction for classes in which you are enrolled this semester.



n=61
av.=1.8
dev.=0.9

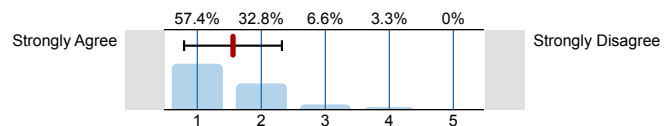
2. SECURITY, BUILDING, & MAINTENANCE SERVICES

2.1) The buildings are well-maintained.



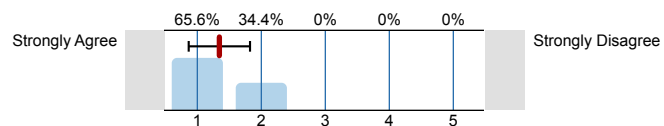
n=61
av.=1.4
dev.=0.5

2.2) Classrooms and labs provide a good atmosphere for learning.



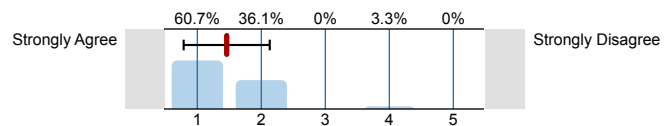
n=61
av.=1.6
dev.=0.8

2.3) Campus grounds are well-maintained.



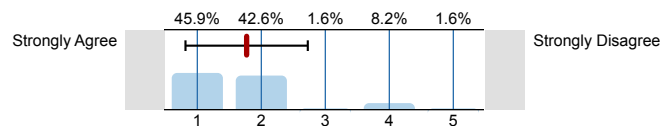
n=61
av.=1.3
dev.=0.5

2.4) Physical space in classrooms is suitable for my training needs.



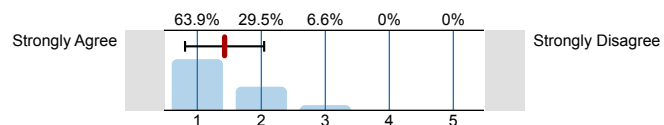
n=61
av.=1.5
dev.=0.7

2.5) The campus facilities are kept at a comfortable temperature.



n=61
av.=1.8
dev.=1

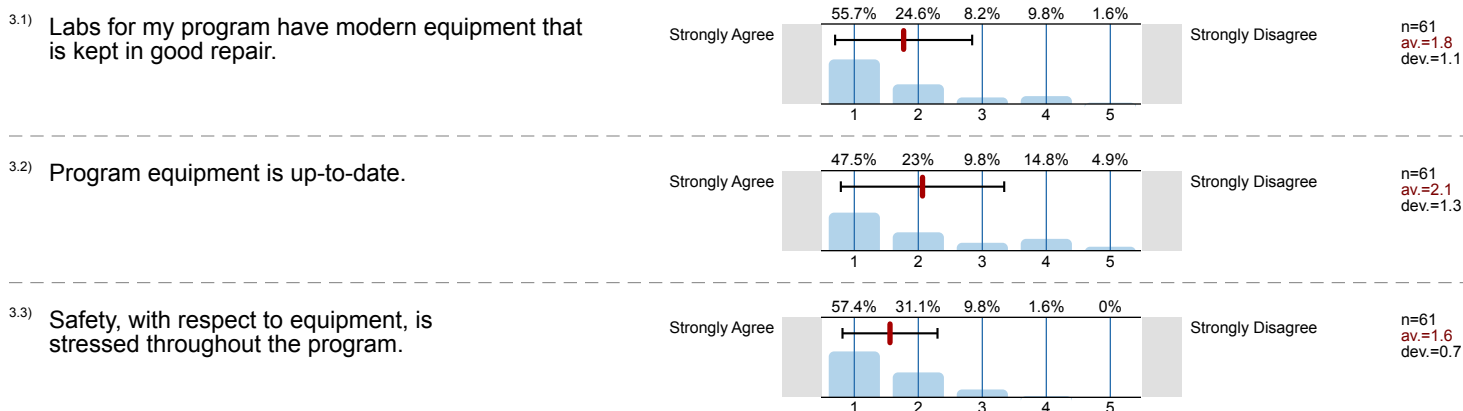
2.6) Maintenance and custodial staff members are courteous.



n=61
av.=1.4
dev.=0.6



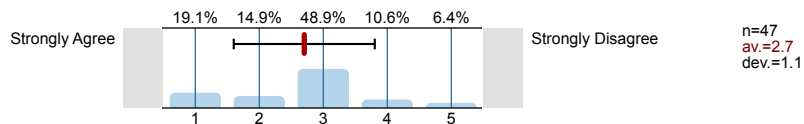
3. EQUIPMENT



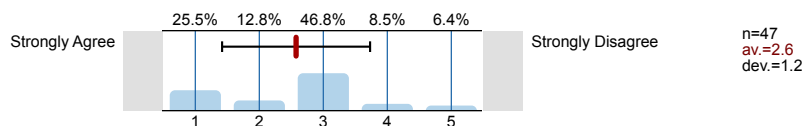
4. FOOD SERVICE



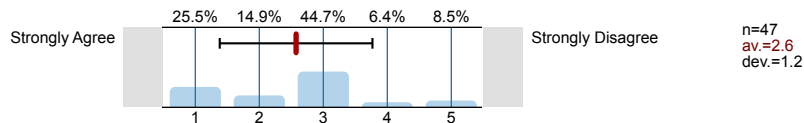
4.2) I am satisfied with the variety of menu options.



4.3) Menu items are offered at a reasonable price.

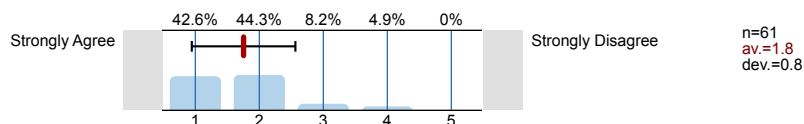


4.4) The college provides adequate food services for students on campus.

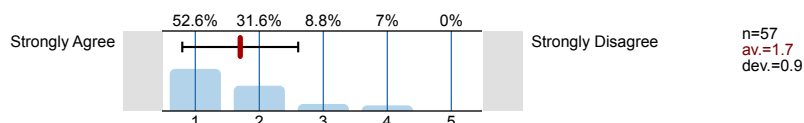


5. STUDENT ACTIVITIES

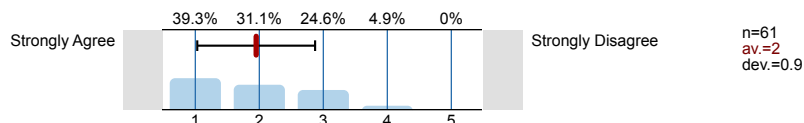
5.1) Students are informed about campus activities.



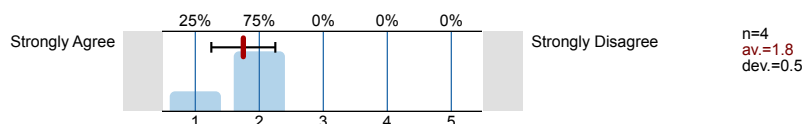
5.2) I am aware that the college provides opportunities for students to participate in student organizations (i.e. SkillsUSA, SGA, DECA, NTHS, WGCF, etc).



5.3) I am satisfied with campus activities.

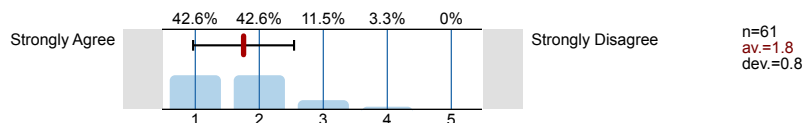


5.4) I am aware that the college provides opportunities for students to participate in student organizations (SGA).

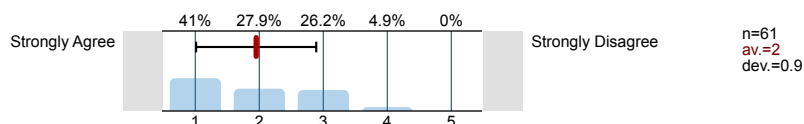


6. RECRUITMENT

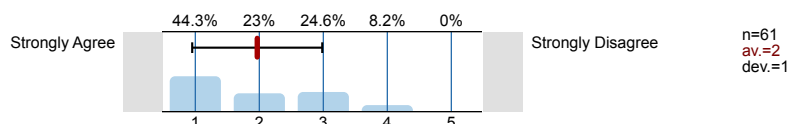
6.1) Recruitment materials present an accurate picture of the college.



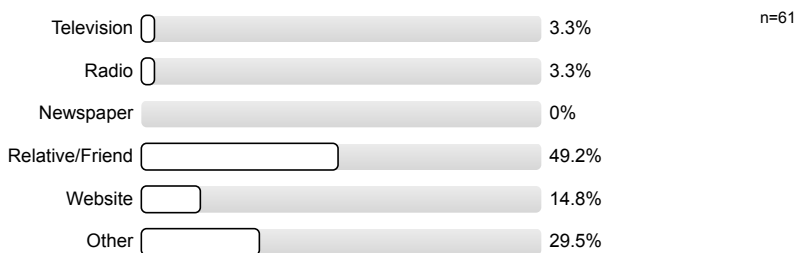
6.2) The recruitment materials I received were helpful in making my decision to attend WGTC.



6.3) The recruitment materials I received assisted in my program choice.

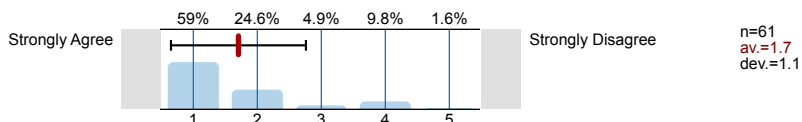


6.4) How did you hear about Wiregrass Georgia Technical College?

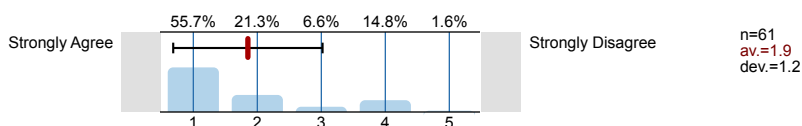


7. INFORMATION TECHNOLOGY

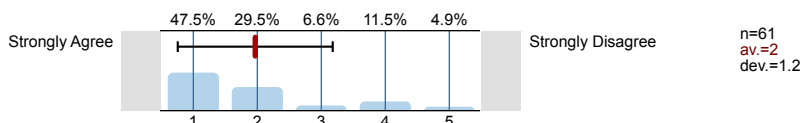
7.1) Computer systems available for my classes are appropriate for my training needs.



7.2) Computer systems in my labs are well maintained.

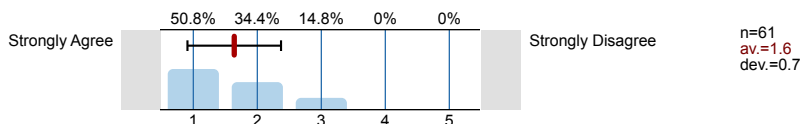


7.3) I am satisfied with the availability of Internet services.

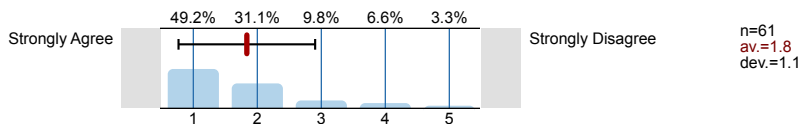


8. LIBRARY

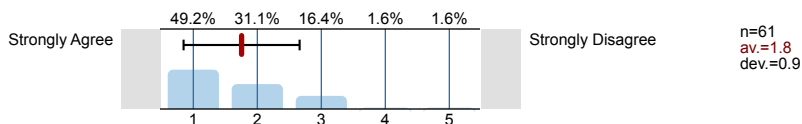
8.1) Assistance provided by the library staff is helpful.



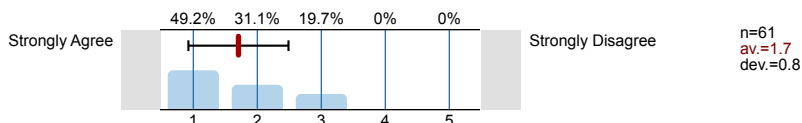
8.2) The library is open during hours that are convenient for me.



8.3) Library resources are adequate to meet the needs of my program of study.

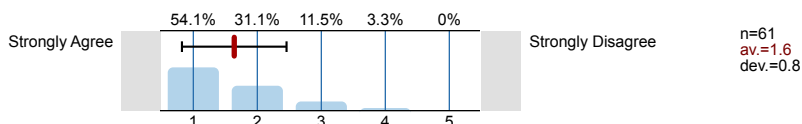


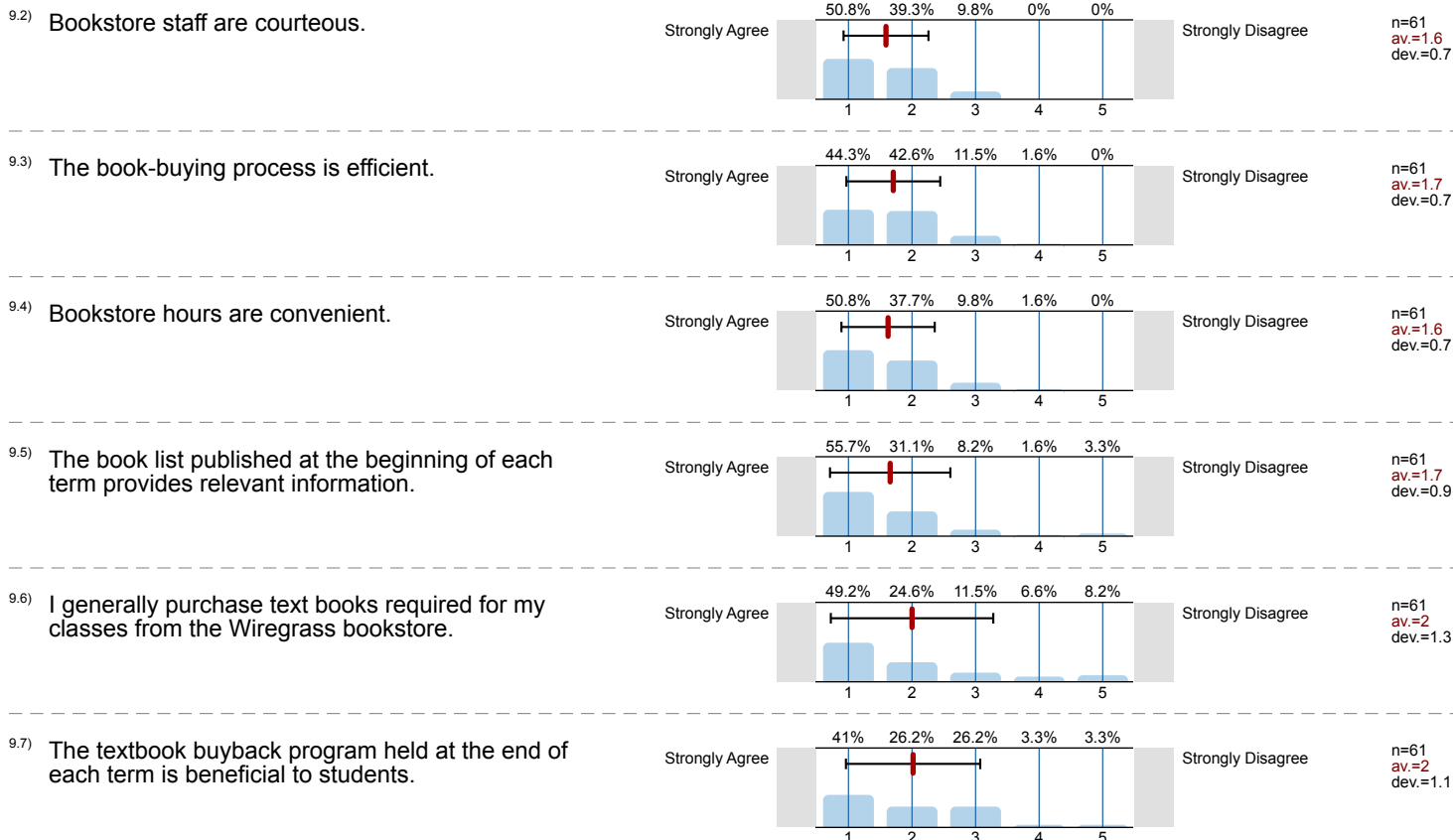
8.4) Library instruction such as orientation, website, or online tutorials was helpful in preparing me to use the library.



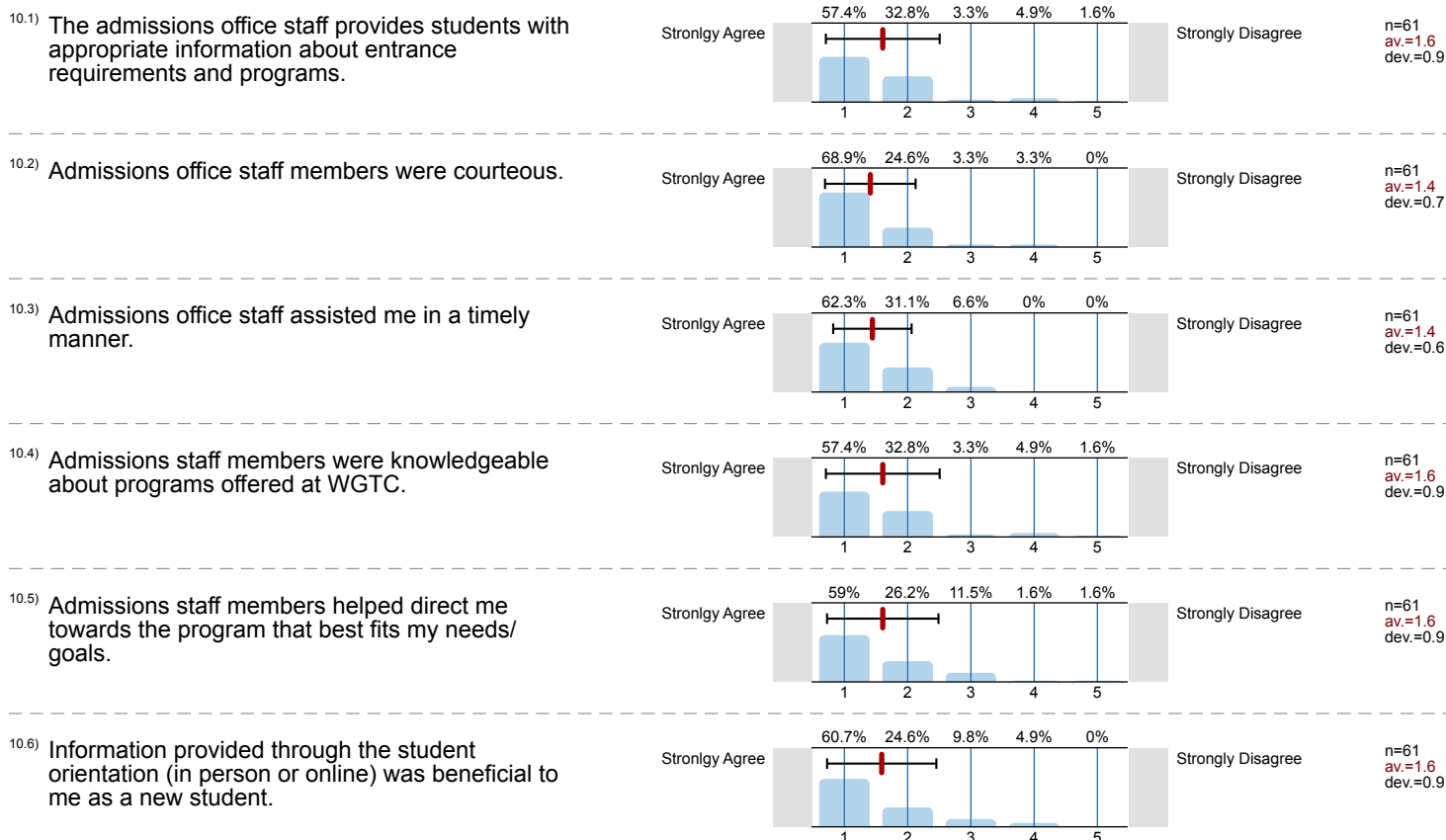
9. BOOKSTORE

9.1) Supplies I need for my classes are available in the bookstore.

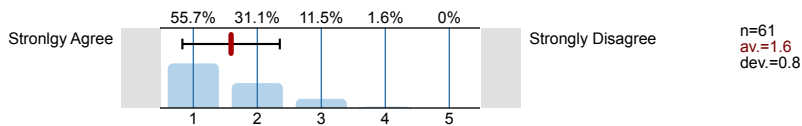




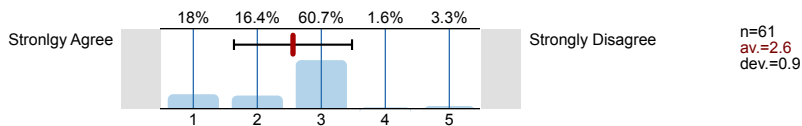
10. ADMISSIONS / STUDENT ORIENTATION



10.7) The admissions staff makes me feel welcome on campus.

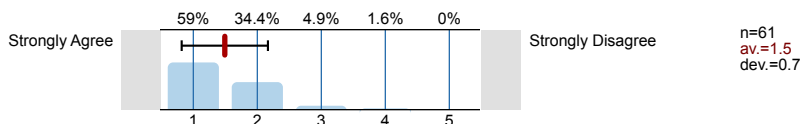


10.8) I am a high school student. The high school coordinator helped direct me toward class choices that meet my academic goals.

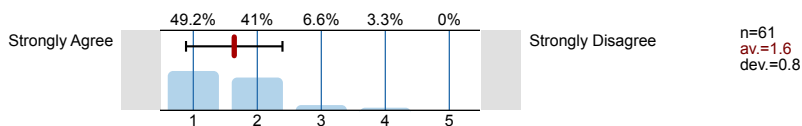


11. FINANCIAL AID

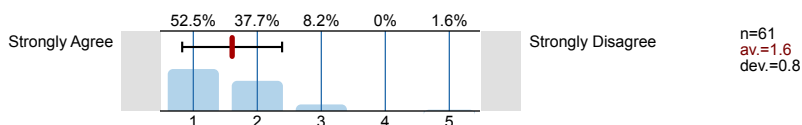
11.1) Financial aid information is readily available.



11.2) I received adequate information needed for financial aid applications.

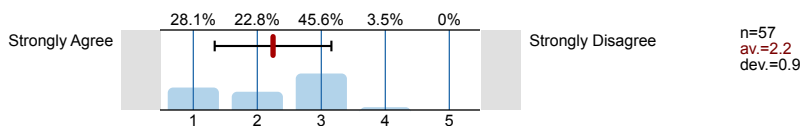


11.3) I am satisfied with the services provided by the financial aid staff.

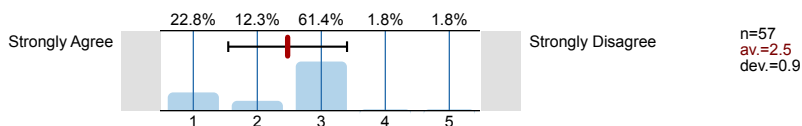


12. STUDENT SUCCESS CENTER

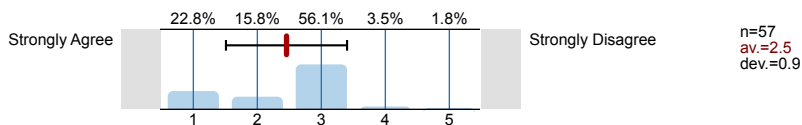
12.1) Services provided by the Student Success Center are helpful for my academic needs.



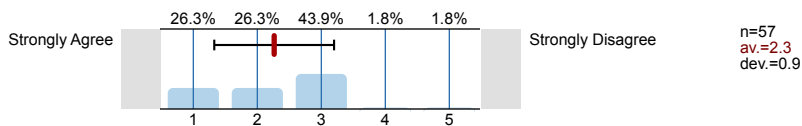
12.2) As a student who received tutoring services for two or more hours through the Student Success Center, I was satisfied with the assistance I received.



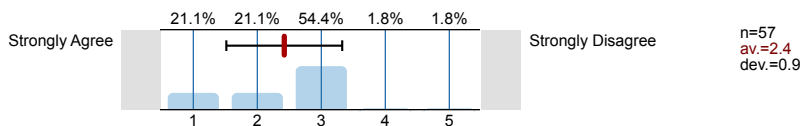
12.3) The basic computer skills training I received through the Student Success Center helped me to be more comfortable in the use of a computer.



12.4) After receiving the Tools for Success training through the Student Success Center, I am comfortable using BanWeb.

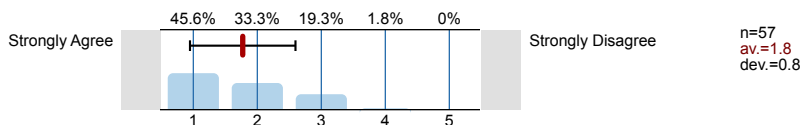


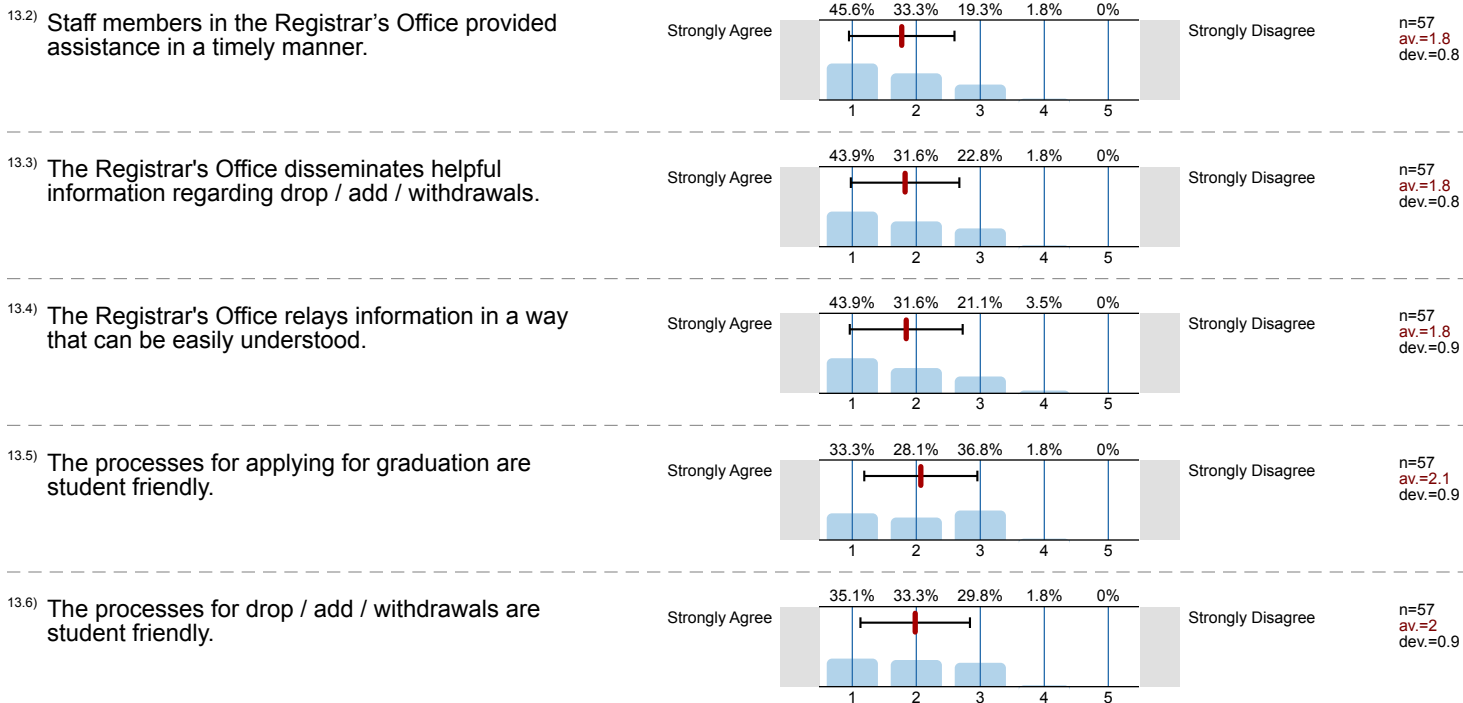
12.5) Student Success Center Lab environment was conducive to my learning needs.



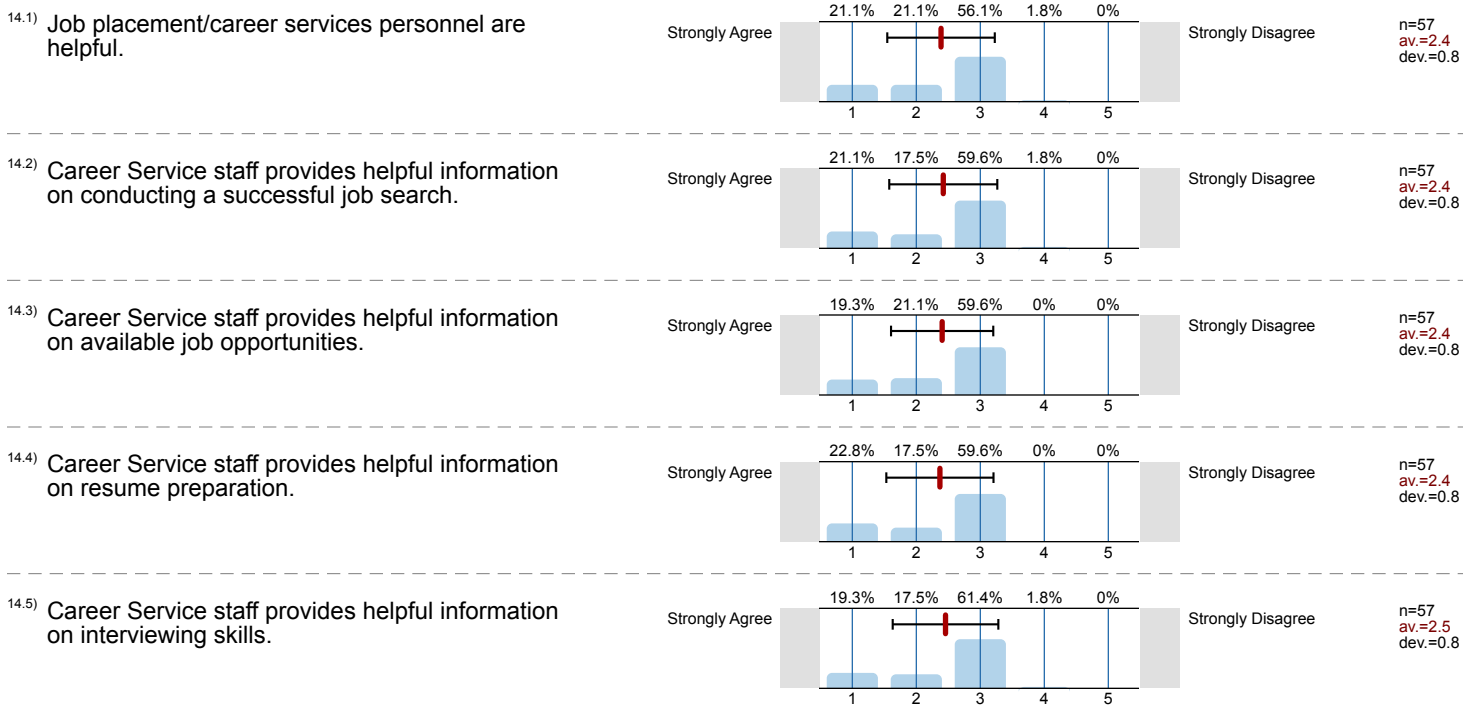
13. REGISTRAR

13.1) Staff members in the Registrar's office are helpful.





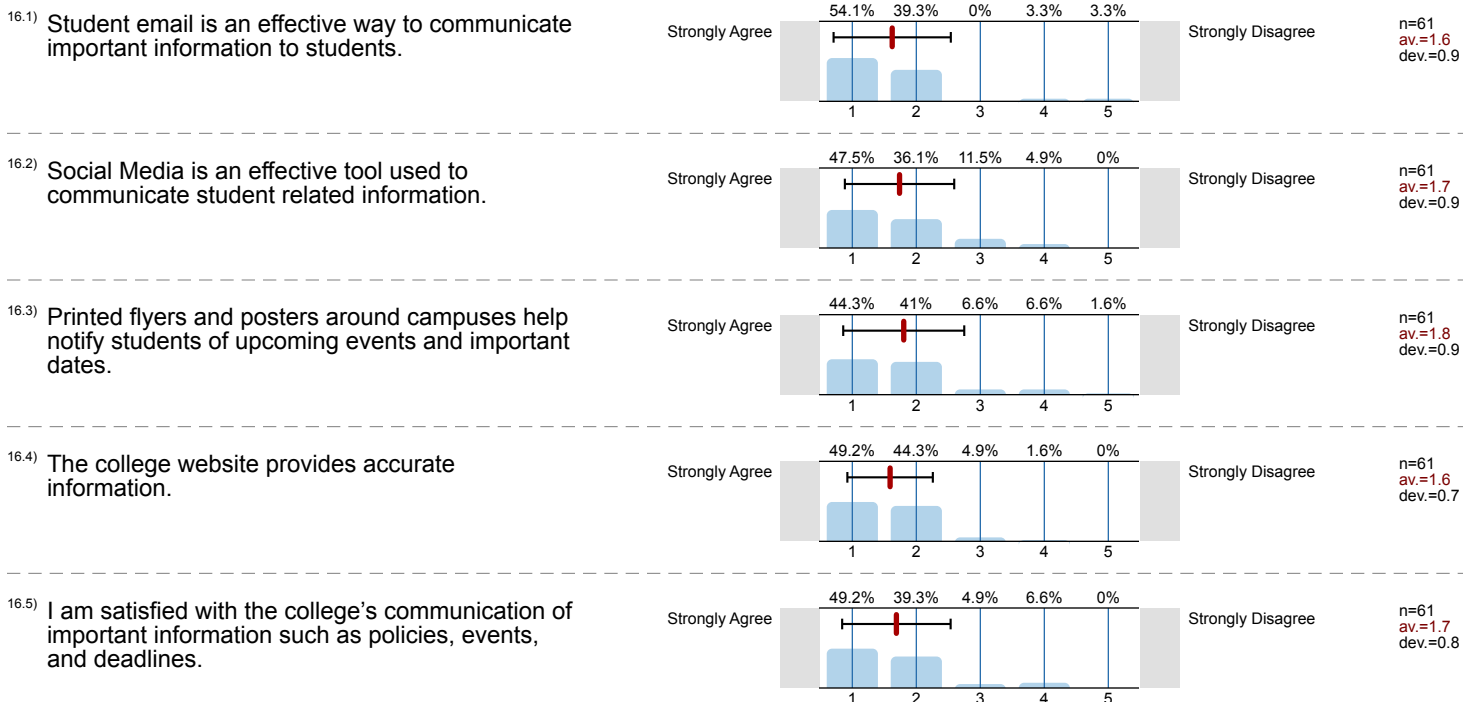
14. CAREER SERVICES



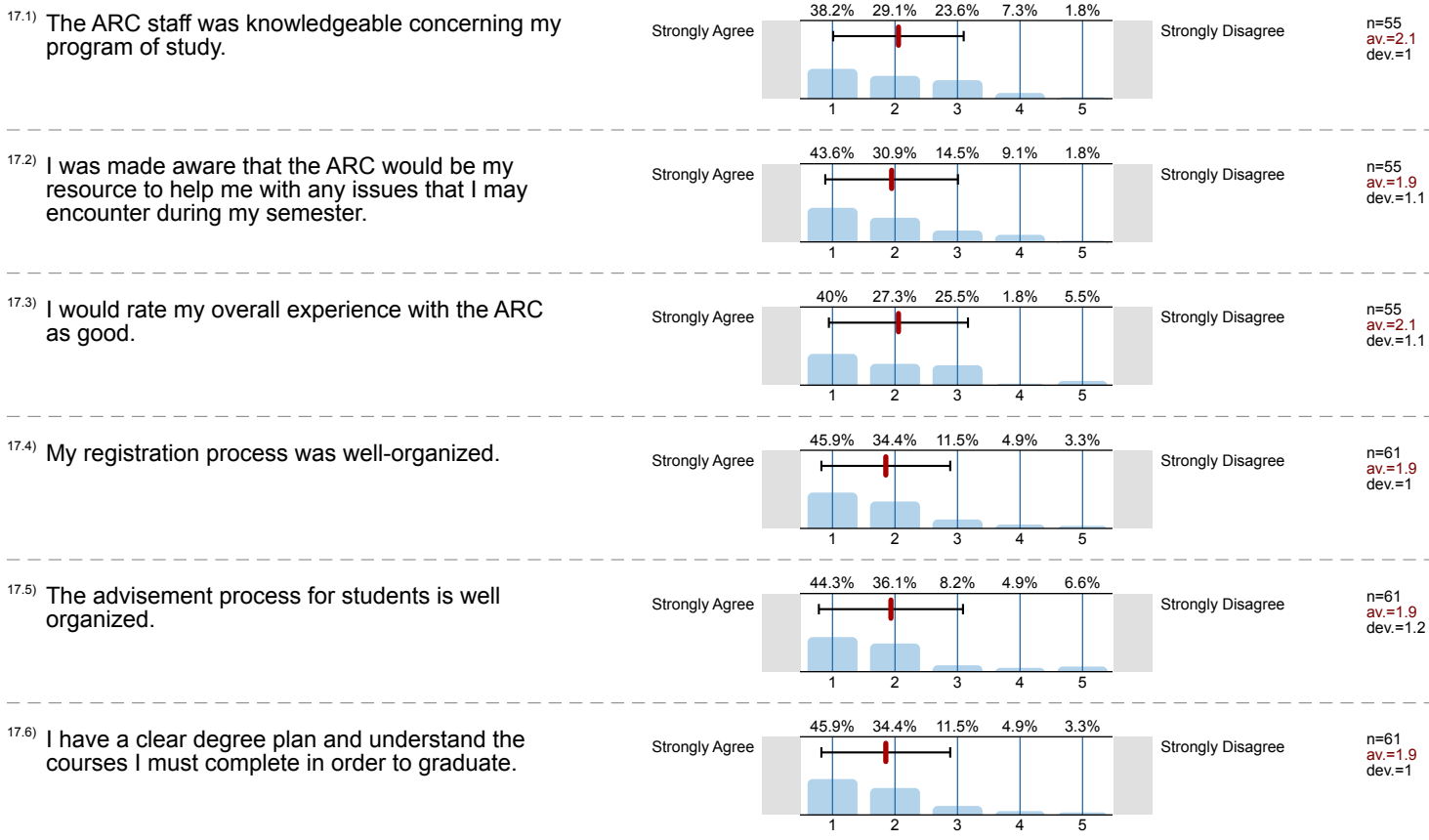
15. OTHER SERVICES



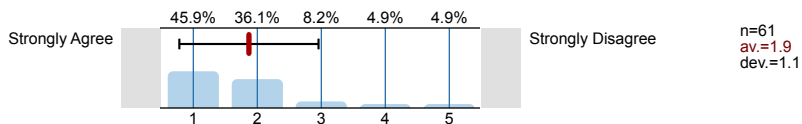
16. STUDENT COMMUNICATION



17. ADVISEMENT & RESOURCE CENTER

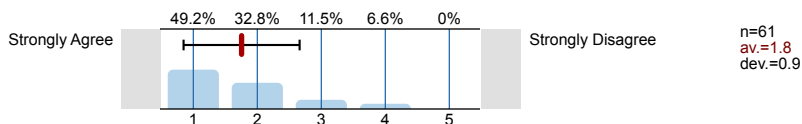


17.7) My advisor was helpful.

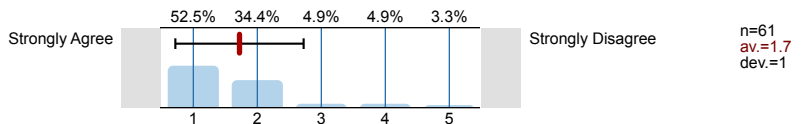


18. INSTRUCTION

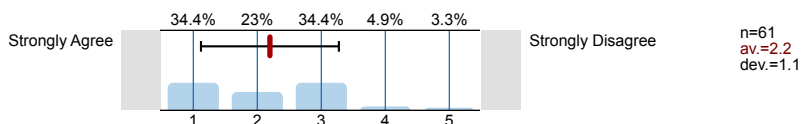
18.1) I am satisfied with the quality of instruction of my General Education courses (English, math, etc.)



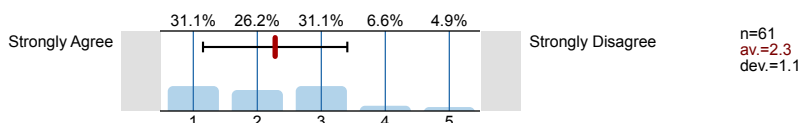
18.2) I am satisfied with the quality of instruction of my selected occupational courses.



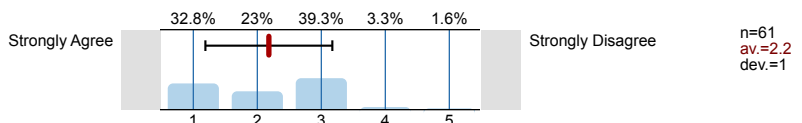
18.3) I am satisfied with the quality of instruction of my online (Distance Education) class.



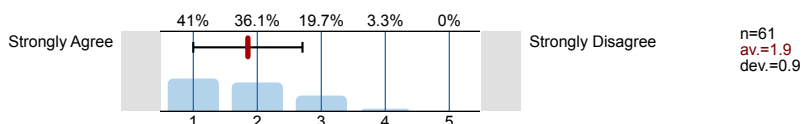
18.4) I am satisfied with the communication with my online instructor.



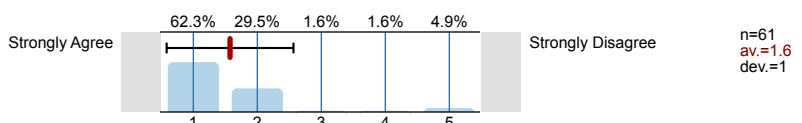
18.5) I am satisfied with the technical support from Distance Education office personnel.



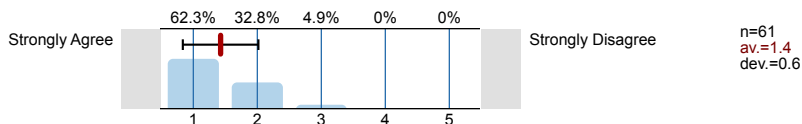
18.6) I am satisfied with the Distance Education Blackboard Orientation.



18.7) I will recommend Wiregrass Georgia Technical College to my family and/or friends who may be interested in additional education.

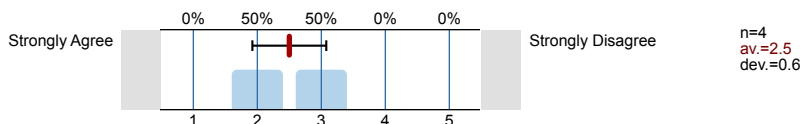


18.8) I have reviewed the academic policies in the Student Handbook and Catalog



19. TUTORING

19.1) As a student who received tutoring services for two or more hours, I was satisfied with the assistance I received.

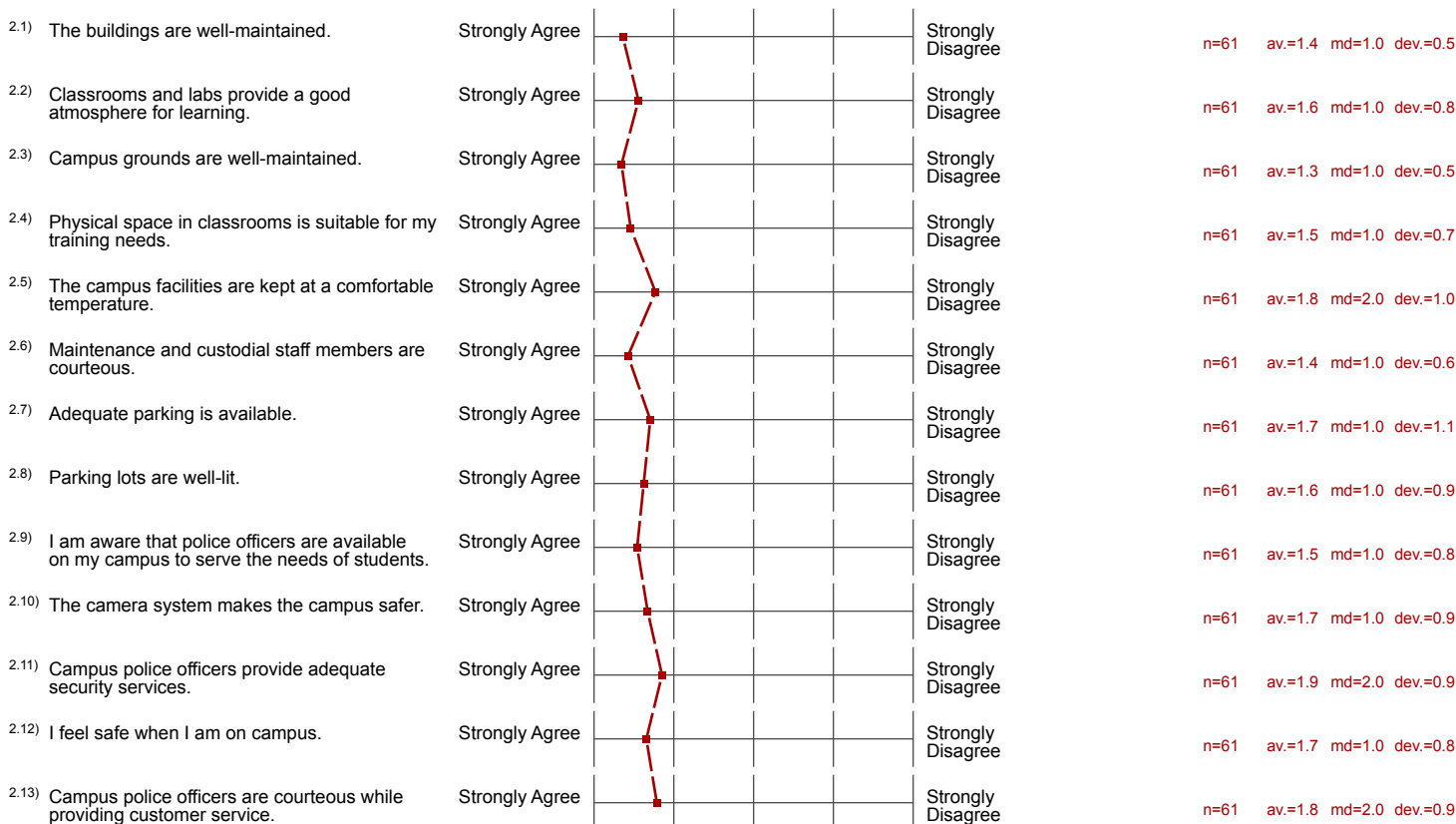


Profile

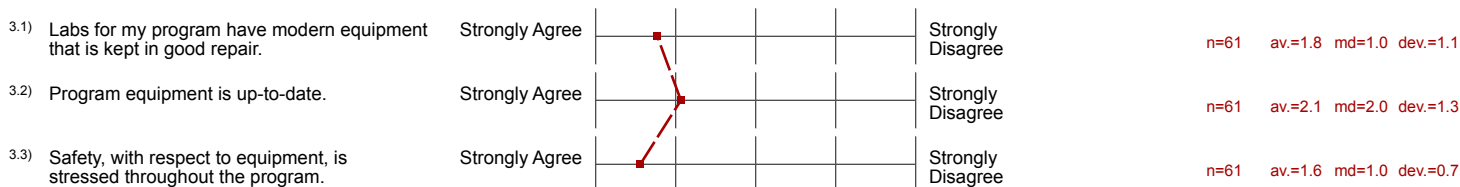
Compilation: WGTC Student Satisfaction Survey 2016

Values used in the profile line: Mean

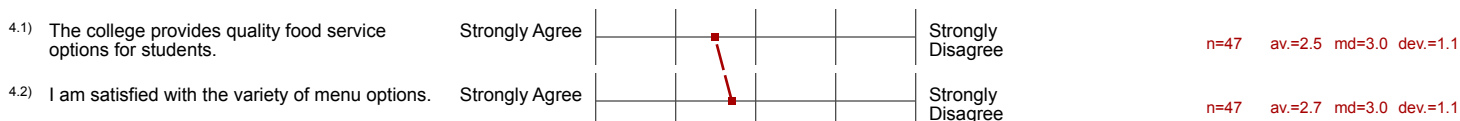
2. SECURITY, BUILDING, & MAINTENANCE SERVICES



3. EQUIPMENT



4. FOOD SERVICE



4.3) Menu items are offered at a reasonable price.	Strongly Agree		Strongly Disagree	n=47	av.=2.6	md=3.0	dev.=1.2
4.4) The college provides adequate food services for students on campus.	Strongly Agree		Strongly Disagree	n=47	av.=2.6	md=3.0	dev.=1.2

5. STUDENT ACTIVITIES

5.1) Students are informed about campus activities.	Strongly Agree		Strongly Disagree	n=61	av.=1.8	md=2.0	dev.=0.8
5.2) I am aware that the college provides opportunities for students to participate in student organizations (i.e. SkillsUSA, SGA,	Strongly Agree		Strongly Disagree	n=57	av.=1.7	md=1.0	dev.=0.9
5.3) I am satisfied with campus activities.	Strongly Agree		Strongly Disagree	n=61	av.=2.0	md=2.0	dev.=0.9
5.4) I am aware that the college provides opportunities for students to participate in student organizations (SGA).	Strongly Agree		Strongly Disagree	n=4	av.=1.8	md=2.0	dev.=0.5

6. RECRUITMENT

6.1) Recruitment materials present an accurate picture of the college.	Strongly Agree		Strongly Disagree	n=61	av.=1.8	md=2.0	dev.=0.8
6.2) The recruitment materials I received were helpful in making my decision to attend WGTC.	Strongly Agree		Strongly Disagree	n=61	av.=2.0	md=2.0	dev.=0.9
6.3) The recruitment materials I received assisted in my program choice.	Strongly Agree		Strongly Disagree	n=61	av.=2.0	md=2.0	dev.=1.0

7. INFORMATION TECHNOLOGY






7.1) Computer systems available for my classes are appropriate for my training needs.	Strongly Agree		Strongly Disagree	n=61	av.=1.7	md=1.0	dev.=1.1
7.2) Computer systems in my labs are well maintained.	Strongly Agree		Strongly Disagree	n=61	av.=1.9	md=1.0	dev.=1.2
7.3) I am satisfied with the availability of Internet services.	Strongly Agree		Strongly Disagree	n=61	av.=2.0	md=2.0	dev.=1.2

8. LIBRARY








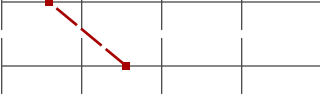
8.1) Assistance provided by the library staff is helpful.	Strongly Agree		Strongly Disagree	n=61	av.=1.6	md=1.0	dev.=0.7
8.2) The library is open during hours that are convenient for me.	Strongly Agree		Strongly Disagree	n=61	av.=1.8	md=2.0	dev.=1.1
8.3) Library resources are adequate to meet the needs of my program of study.	Strongly Agree		Strongly Disagree	n=61	av.=1.8	md=2.0	dev.=0.9
8.4) Library instruction such as orientation, website, or online tutorials was helpful in preparing me to use the library.	Strongly Agree		Strongly Disagree	n=61	av.=1.7	md=2.0	dev.=0.8

9. BOOKSTORE




9.1) Supplies I need for my classes are available in the bookstore.	Strongly Agree		Strongly Disagree	n=61	av.=1.6	md=1.0	dev.=0.8
9.2) Bookstore staff are courteous.	Strongly Agree		Strongly Disagree	n=61	av.=1.6	md=1.0	dev.=0.7

9.3) The book-buying process is efficient.	Strongly Agree		Strongly Disagree	n=61 av.=1.7 md=2.0 dev.=0.7
9.4) Bookstore hours are convenient.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.7
9.5) The book list published at the beginning of each term provides relevant information.	Strongly Agree		Strongly Disagree	n=61 av.=1.7 md=1.0 dev.=0.9
9.6) I generally purchase text books required for my classes from the Wiregrass bookstore.	Strongly Agree		Strongly Disagree	n=61 av.=2.0 md=2.0 dev.=1.3
9.7) The textbook buyback program held at the end of each term is beneficial to students.	Strongly Agree		Strongly Disagree	n=61 av.=2.0 md=2.0 dev.=1.1



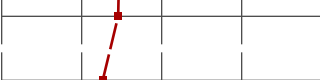
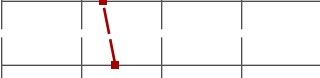

10. ADMISSIONS / STUDENT ORIENTATION

10.1) The admissions office staff provides students with appropriate information about entrance requirements and programs.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.9
10.2) Admissions office staff members were courteous.	Strongly Agree		Strongly Disagree	n=61 av.=1.4 md=1.0 dev.=0.7
10.3) Admissions office staff assisted me in a timely manner.	Strongly Agree		Strongly Disagree	n=61 av.=1.4 md=1.0 dev.=0.6
10.4) Admissions staff members were knowledgeable about programs offered at WGTC.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.9
10.5) Admissions staff members helped direct me towards the program that best fits my needs/ goals.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.9
10.6) Information provided through the student orientation (in person or online) was beneficial to me as a new student.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.9
10.7) The admissions staff makes me feel welcome on campus.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.8
10.8) I am a high school student. The high school coordinator helped direct me toward class choices that meet my academic goals.	Strongly Agree		Strongly Disagree	n=61 av.=2.6 md=3.0 dev.=0.9

11. FINANCIAL AID

11.1) Financial aid information is readily available.	Strongly Agree		Strongly Disagree	n=61 av.=1.5 md=1.0 dev.=0.7
11.2) I received adequate information needed for financial aid applications.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=2.0 dev.=0.8
11.3) I am satisfied with the services provided by the financial aid staff.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=0.8

12. STUDENT SUCCESS CENTER

12.1) Services provided by the Student Success Center are helpful for my academic needs.	Strongly Agree		Strongly Disagree	n=57 av.=2.2 md=2.0 dev.=0.9
12.2) As a student who received tutoring services for two or more hours through the Student Success Center, I was satisfied with the	Strongly Agree		Strongly Disagree	n=57 av.=2.5 md=3.0 dev.=0.9
12.3) The basic computer skills training I received through the Student Success Center helped me to be more comfortable in the use of a	Strongly Agree		Strongly Disagree	n=57 av.=2.5 md=3.0 dev.=0.9
12.4) After receiving the Tools for Success training through the Student Success Center, I am comfortable using BanWeb.	Strongly Agree		Strongly Disagree	n=57 av.=2.3 md=2.0 dev.=0.9
12.5) Student Success Center Lab environment was conducive to my learning needs.	Strongly Agree		Strongly Disagree	n=57 av.=2.4 md=3.0 dev.=0.9

13. REGISTRAR

13.1) Staff members in the Registrar's office are helpful.	Strongly Agree		Strongly Disagree	n=57	av.=1.8	md=2.0	dev.=0.8
13.2) Staff members in the Registrar's Office provided assistance in a timely manner.	Strongly Agree		Strongly Disagree	n=57	av.=1.8	md=2.0	dev.=0.8
13.3) The Registrar's Office disseminates helpful information regarding drop / add / withdrawals.	Strongly Agree		Strongly Disagree	n=57	av.=1.8	md=2.0	dev.=0.8
13.4) The Registrar's Office relays information in a way that can be easily understood.	Strongly Agree		Strongly Disagree	n=57	av.=1.8	md=2.0	dev.=0.9
13.5) The processes for applying for graduation are student friendly.	Strongly Agree		Strongly Disagree	n=57	av.=2.1	md=2.0	dev.=0.9
13.6) The processes for drop / add / withdrawals are student friendly.	Strongly Agree		Strongly Disagree	n=57	av.=2.0	md=2.0	dev.=0.9

14. CAREER SERVICES

14.1) Job placement/career services personnel are helpful.	Strongly Agree		Strongly Disagree	n=57	av.=2.4	md=3.0	dev.=0.8
14.2) Career Service staff provides helpful information on conducting a successful job search.	Strongly Agree		Strongly Disagree	n=57	av.=2.4	md=3.0	dev.=0.8
14.3) Career Service staff provides helpful information on available job opportunities.	Strongly Agree		Strongly Disagree	n=57	av.=2.4	md=3.0	dev.=0.8
14.4) Career Service staff provides helpful information on resume preparation.	Strongly Agree		Strongly Disagree	n=57	av.=2.4	md=3.0	dev.=0.8
14.5) Career Service staff provides helpful information on interviewing skills.	Strongly Agree		Strongly Disagree	n=57	av.=2.5	md=3.0	dev.=0.8

15. OTHER SERVICES

15.1) As a student with a documented disability, I am satisfied with the services provided by the disabilities service office.	Strongly Agree		Strongly Disagree	n=61	av.=2.6	md=3.0	dev.=0.8
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16. STUDENT COMMUNICATION

16.1) Student email is an effective way to communicate important information to students.	Strongly Agree		Strongly Disagree	n=61	av.=1.6	md=1.0	dev.=0.9
16.2) Social Media is an effective tool used to communicate student related information.	Strongly Agree		Strongly Disagree	n=61	av.=1.7	md=2.0	dev.=0.9
16.3) Printed flyers and posters around campuses help notify students of upcoming events and important dates.	Strongly Agree		Strongly Disagree	n=61	av.=1.8	md=2.0	dev.=0.9
16.4) The college website provides accurate information.	Strongly Agree		Strongly Disagree	n=61	av.=1.6	md=2.0	dev.=0.7
16.5) I am satisfied with the college's communication of important information such as policies, events, and deadlines.	Strongly Agree		Strongly Disagree	n=61	av.=1.7	md=2.0	dev.=0.8

17. ADVISEMENT & RESOURCE CENTER

17.1) The ARC staff was knowledgeable concerning my program of study.	Strongly Agree		Strongly Disagree	n=55	av.=2.1	md=2.0	dev.=1.0
17.2) I was made aware that the ARC would be my resource to help me with any issues that I may encounter during my semester.	Strongly Agree		Strongly Disagree	n=55	av.=1.9	md=2.0	dev.=1.1

17.3) I would rate my overall experience with the ARC as good.	Strongly Agree		Strongly Disagree	n=55 av.=2.1 md=2.0 dev.=1.1
17.4) My registration process was well-organized.	Strongly Agree		Strongly Disagree	n=61 av.=1.9 md=2.0 dev.=1.0
17.5) The advisement process for students is well organized.	Strongly Agree		Strongly Disagree	n=61 av.=1.9 md=2.0 dev.=1.2
17.6) I have a clear degree plan and understand the courses I must complete in order to graduate.	Strongly Agree		Strongly Disagree	n=61 av.=1.9 md=2.0 dev.=1.0
17.7) My advisor was helpful.	Strongly Agree		Strongly Disagree	n=61 av.=1.9 md=2.0 dev.=1.1

18. INSTRUCTION

18.1) I am satisfied with the quality of instruction of my General Education courses (English, math, etc.)	Strongly Agree		Strongly Disagree	n=61 av.=1.8 md=2.0 dev.=0.9
18.2) I am satisfied with the quality of instruction of my selected occupational courses.	Strongly Agree		Strongly Disagree	n=61 av.=1.7 md=1.0 dev.=1.0
18.3) I am satisfied with the quality of instruction of my online (Distance Education) class.	Strongly Agree		Strongly Disagree	n=61 av.=2.2 md=2.0 dev.=1.1
18.4) I am satisfied with the communication with my online instructor.	Strongly Agree		Strongly Disagree	n=61 av.=2.3 md=2.0 dev.=1.1
18.5) I am satisfied with the technical support from Distance Education office personnel.	Strongly Agree		Strongly Disagree	n=61 av.=2.2 md=2.0 dev.=1.0
18.6) I am satisfied with the Distance Education Blackboard Orientation.	Strongly Agree		Strongly Disagree	n=61 av.=1.9 md=2.0 dev.=0.9
18.7) I will recommend Wiregrass Georgia Technical College to my family and/or friends who may be interested in additional education.	Strongly Agree		Strongly Disagree	n=61 av.=1.6 md=1.0 dev.=1.0
18.8) I have reviewed the academic policies in the Student Handbook and Catalog	Strongly Agree		Strongly Disagree	n=61 av.=1.4 md=1.0 dev.=0.6

19. TUTORING

19.1) As a student who received tutoring services for two or more hours, I was satisfied with the assistance I received.	Strongly Agree		Strongly Disagree	n=4 av.=2.5 md=2.5 dev.=0.6
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Comments Report

2. SECURITY, BUILDING, & MAINTENANCE SERVICES

2.14) Security, Building, & Maintenance Services Comments:

- All of our staff is very good at their job and I feel so loved here.
- Even though I am taking an online class, I do tend to go on the Cook County Workforce Development Center campus occasionally.
- I have see the campus police only once in 2 semeters.
- I never see security or police at this campus.
- I think the security is good, but I feel like we should have to use our student ID card to enter the outer buildings. A lot of things have been going on and I feel it would make our campus a little safer for those of us who do not have classes in the main building
- They are good
- n/a
- none
- would love to see all the parking lots with led lighting

3. EQUIPMENT

3.4) Equipment Comments:

- In the Spring, the computer keys were sticky and the computerers needed replacing in some areas. As I didn't go to Summer Term, I do not know at this point. I guess I will find out in the Fall.
- Computers are slow
- Equipment needs to be updated
- Have the computer in some of my classes never worked
- Healthcare cor maniquiens falling apart ; computer work sometimes
- I was in the phlebotomy program. The whole semester we had to learn on multiple broken arms. All 3 of them were broke and wouldn't produce blood correctly. Instructor said someone ordered more but we sure never saw them. I pay out of pocket and would appreciate learning supplies that actually worked. Thank God for clinicals.
- It's either the equipment or program (downloadable) that isn't working properly,however, I feel I should not be charged and reimbursed for the Vlab fee when the lab wasn't working properly from the provider which trains and accredit this program. This school is charging students for something that they nor accrediting agency are providing. Class was given 100s because vlab was no longer being used by accrediting agency.
- Lab equipment is very old and out of date. We were told that the computers are infected by an instructor.
- No problems with equipment.
- Not on campus this semester. I am taking an online class and I do not have any labs this semester.
- a visa/mastercard machine in esthetics would be a great time saver. having the client walk to the bookstore & back to our dept is not acceptable. suggestion: make a call to do a manual input for a credit card charge let the student retrieve the receipt and mail it to the client.

At times our clients are on a time schedule and cannot take the time to walk over and back from the bookstore. Some have health issues that prevent that walking distance.
- computers in most the labs in Irwin hall dont work well at all. Ms Normans class has new ones that work well but Ms. Leemans are terrible
- n/a
- none

4. FOOD SERVICE

4.5) Food Service Comments:

- There are limited choices in the machines. As this is the only on campus food opportunity, it would be a benefit to be able to see something different.
- Food odors linger!
- I feel that we need to get a cafeteria for the students who are at school all day and dont want to leave the school
- I have not used the campus food court.
- I wish there was some type of hot food service at BHI campus. Closest we have is hot pockets and cup-o-noodles from bookstore
- I wish there were a few more healthier options.
- Poor choice,not good quality
- Some items are far too much for a college campus.
- The staff is always friendly & helpful. The area is always clean.
- The upper crust is over priced and the menu selection is very limited. They are always running out of food.
- none

5. STUDENT ACTIVITIES

5.5) Student Activities Comments:

- I hope to see a more aggressive campaign and faculty /student participation in the future. in the future. The faculty never mentioned any of these programs in the past, outside of orientation. Instructor communication with students were nile, when it came to student organizations.
- I was President of WGCF and I enjoyed it very much.
- Need bake sales
- The SVA and the VA rep at the Valdosta campus are the best. They tend to go well out of their way to assist each individual student veteran and students who are not veterans. Always knowledgeable and helpful in any way possible. Mrs. Temple and her staff are truly the best.
- none
- the 5+ emails a day are annoying causing myself and my classmates to not check our student emails. it got to where MS outlook was marking them as spam.one email to sum it up would work fine.

6. RECRUITMENT

6.5) Recruitment Comments:

- I enquired on my own.
- Instructors Isabele Celestino & Talarie Giddens are very helpful both in classroom & lab.
- My cousin told me about Free App Day, so I decided to come here and see my options available for me and what it was I wanted to do.
- Was new to town and took a chance. Been here for almost a year and I must say that I am having a somewhat troubling experience. Mostly over in Lowndes Hall.
- all
- because i live here in town where the school is.
- none
- tell future student exactly who to go to for bannerweb(registrar or admissions),blackboard(online), student accounts(IT) and that until classes start they will not be able to get into their blackboard account.

7. INFORMATION TECHNOLOGY

7.4) Information Technology Comments:

- Already noted.
- Computer systems used for training are out of date, infected with viruses, and are not reliable at times.
- I do not think I have ever had a problem with any of the computers on my home campus. Computer services were provided for all students.
- Poor quality!
- The computers are slow
- n/a

8. LIBRARY

8.5) Library Comments:

- Did not use the library.
- I wish that it could be open until all students leave the campus, after class we may have things that need to be printed.
- Library staff is very friendly and courteous. Does not mind helping students get to where they need to go to become successful.
- Stay open for PM classes
- They are always so kind!
- n/a

9. BOOKSTORE

9.8) Bookstore Comments:

- I found only one book that I was able to get as a used book.
- I didnt find out about the book buyback until the last day and it was too late to go to campus. only found a very small spot on the website that informed us about it. so i didnt get to take my books back
- I mostly bought my books off line, but when I did have to buy my books from the bookstore, they had them in a timely manner.
- I purchased once but will never again. Too expensive. Paid over \$230 for a book that is not available for resale. Management class.
- I think the bookstore should offer used books without students having to ask if they have one that the student needs.
- Mrs. Kayla is awesome. I came to pick up my books and I was in and out within five minutes.
- book buying can be aggravating, small area, packed sometimes and time consuming at times.
- n/a

10. ADMISSIONS / STUDENT ORIENTATION

10.9) Admissions / Student Orientation Comments:

- Admissions were the only reason why I decided to continue with this school. They fixed errors in time for me to be eligible for class at the appropriate time.
- Had a blast!
- I had a great experience when working with the high school coordinator when I was in high school. However, when I graduated from high school, the member of the admissions staff with whom I spoke was rude and did not have the correct and current information regarding homeschooled students. She spoke directly with someone from the state, who reiterated the information that I had given her, and still insisted that I had to follow her incorrect information. I finally spoke with her supervisor and got the issue corrected. I had made straight A's

during my time at Wiregrass as a homeschooled high school student, and I cannot understand why this staff member was trying to make entrance into Wiregrass as a graduated student so difficult.

- I had one more class in my program i was going to graduate in December 2016 but all of a sudden they took the program and made me go to another one which is not covered under pell grant i am a full time student with a son I can't pay out of pocket for tuition . I will not be returning to wiregrass !!
- I love all the ladies in the admissions office. I can't tell you how many times I've been in there talking to someone and I've been attending Wiregrass for 2 years. They always have an answer and if they don't they will get you with someone who does, and promptly!
- When I applied to go here back in 2012 I believe, the ladies in admissions was very helpful and courteous. They helped me decide on what it is I wanted to go for.
- n/a

11. FINANCIAL AID

^{11.4)} Financial Aid Comments:

- Financial Aid is very helpful with giving out information regarding students accounts and so forth.
- I did not like the fact that when something was wrong with my financial aid or paper work no one had contacted me ever. I just happened to find out by going in and checking on my stuff and being able to fix. Besides that they are very helpful and nice.
- Not enough information on all financial aid is up front. Financial aid should have a room set up on orientation with no less than 3 workers to provide with information, sign up, option if ineligible, and status, etc.
- The financial aid staff on the Ben-Hill Campus are very rude and hard to deal with. One of the ladies laughs at the students problems and the other one is just very rude at all times.
- The problem I am having is my financial aid keeps being reversed, and I have to call every day to have it corrected. When I became eligible for Zell Miller Grant, the system took all my Hope but never gave me the Zell, and that leaves me with a balance due. The financial aid office is still trying to correct the problem.
- n/a

12. STUDENT SUCCESS CENTER

^{12.6)} Student Success Center Comments:

- Has no significance
- I basically used the student success center to do homework or read chapters for a class. I received help and it was very helpful and conducive to what subject I was working on.
- I learn better being face to face with someone. Which is one reason I transferred from one school that I was taking online courses, to wiregrass to go on campus. Although the tutoring online is convent I much rather have there be a tutor that is available on campus as well.
- I plan to visit to see how things going
- Ron, the tutor, was a great help, and I feel I would not have passed COMP 2000 without his assistance.
- never went

13. REGISTRAR

^{13.7)} Registrar Comments:

- Always ready and willing to assist.
- I filled out the form to withdraw one of my classes and it still hasn't been dropped.
- I have not visited the Registrar's office.
- Our registrar's office assistant does a very well job. She is very helpful when students need information about dropping or adding a class and information about graduation.
- The staff member at the front desk of this office seems lazy and not willing to help when you approach her desk. Seems almost

unapproachable.

- n/a

14. CAREER SERVICES

^{14.6)} Career Services Comments:

- Exit orientation should be held for graduate to help with resume, interviews, job search mini job fair.
- I have not utilized any career services.
- I have not visited the career service yet
- Our career services adviser is always sending out emails to students letting them know about jobs who are hiring and so forth. She is good at her job.
- n/a

15. OTHER SERVICES

^{15.2)} Other Services Comments:

- Having attended only one term at this point, I haven't decided yet.
- I do not have any documented disabilities, so I would not be familiar with the services they offer.
- Mrs. Royal is the best. She goes out of her way to make sure that all accommodations and needs are met.
- Need counseling on campus.
- does not apply

16. STUDENT COMMUNICATION

^{16.6)} Student Communication Comments:

- I was unable to receive email replies from some of my instructors. I wasn't aware of some flyers posted. As per social media, not everyone uses social media.
- Email is only effective for the teachers that actually answer their emails there are some that don't
- I always used my student email to check for updated information regarding student activities and so forth. I enjoyed using it and it was very helpful.
- I received no email about enrollment for fall semester for returning students. I am one that prefers to get it done immediately so that I have more options when it comes to choosing what classes will fit my schedule. I have yet to meet with my advisor and now Banner is down until July 11. Slightly frustrating for me.
- Need more printed fliers for upcoming events posted
- Not everyone uses social media.
- There needs to be an easier way to receive student emails through your cell phone instead of having to log into MyCampus every time. I tend to forget to check my emails unless they come through my phone automatically.
- the 5+ emails a day are annoying causing myself and my classmates to not check our student emails. It got to where MS Outlook was marking them as spam. One email to sum it up would work fine

17. ADVISEMENT & RESOURCE CENTER

^{17.8)} Advisement Comments:

- No one really sat with me to assist me in determining a clear choice or helping me find a clear or possible idea of what I should pursue.

- Advisement has been kind of confusing for me. Not aware of some classes and the path i need take to take to graduate
- I had no set advisor as the advisor listed for my program kept changing. The ARC staff does not get to dictate which career field I pursue and I felt they thought they did. I was also very disappointed to here another advisor trying to convince another student against her career choice telling her she wouldn't like it because it required work and she didn't think she would like to do that much work. I was appalled. Once again, it is only the choice of the student. No one directs ones life and that includes a school.
- I never had to use the ARC because I always went to my adviser's office and talked with her face to face. The ladies over it are good at their job and want to see the students succeed.
- My adviser has me all over the place..He seems to have not care in the world, he is rude at times and honestly said that he doesn't care if you get or retain the info because he gets paid regardless. He does not care about the students that he advises at all. Anywhere else, this would be totally unacceptable!
- My original advisor was always quite helpful. I will be meeting with a third advisor to enroll for fall because my original is no longer advising and the second option did not have time that fit my 7-230 work schedule.
- Same I will not be returning because of the program gone
- Worst department on campus
- never been, and ive graduated

18. INSTRUCTION

^{18.9)} Instruction Comments:

- I was and am satisfied with the Blackboard Education system. But there was a certain amount of Instructor confusion with the system. Some refused to use it, preferring Angel. The online Instructors were not replying to emails.
- I do not take online courses. I have not started my occupational courses yet.
- I haven't communicated online with instructor yet
- I totally disagree with some of the test administration practices. Wiregrass makes an introduction to college life mandatory. Ridiculous! Perhaps it should be a requirement for your educators as well. For example Chapter 8 page 202 gives the student tips on how to be successful at taking tests, however, tests at Wiregrass are not administered in a fashion conducive to these teachings. The school uses a mechanism that determines how much time it should take to read, understand and answer a question. Therefore on a 30 question test I MAY have 30 minutes and this is with absolutely one question on the screen at a time. Really? It is your intention to INCREASE test anxiety? This is what happens. I realize it is up to the individual instructor to set the parameters for exams; but when you have unyielding instructors who insist it is their way or the highway the student loses. Why not talk to the instructor. I did via e-mail. Twice! She thanked me for my feedback. I went to see her because I could not review my tests after taking them. How else would I know where I went wrong on a 30 question, 30 minute, 1 question at a time exam? She did later modify the exam with 25 questions and in module 10 added an additional 15 minutes and the ability to review the exam afterwards. This was appreciated but why did it take so long to actually hear a student. My beef is your instructors should listen to their students instead of being so determined to do it their way that the student is compromised. Can't we all learn something from each other.
A different instructor says she populates one question on the screen at a time because she wants to ensure the student knows the information. Let me be clear; I have never been on a job interview where the potential employer wanted to know my score on the chapter 3 exam. They want to know if I graduated, want to see my transcripts, and when hired I attend THEIR training program because they know the information from college courses are mentally dumped shortly after the class. It doesn't mean I didn't learn anything only that the information is stored for later use.
The text for the success class give other helpful tips for the person who is entering college for the very first time but it's all common sense and not a good fit for everyone. This introduction class is not the most efficient use of my time. I will also be clear that the introduction course is not the purpose of this message.
- Most of the instructors I have had were good, most of my classes were online, some was on campus. I enjoyed most of my teachers and some of them kind of gave me a hard time, but thank God I got through it and graduated. Wiregrass instructors are the best college professors, well, most of them. Laugh Out Loud!
- The ASN program has a long ways to go in every being a well thought out program. Nothing ever stays consistent including the due dates, schedules, assignment content, etc... It was the hardest 5 semesters I have had at any school. not because of the course work, which should be difficult, but because of the lack of communication and lack of appropriate prioritizing on the part of the instructors. The instructors are also not there to make sure we have the very best education... we read directly out of the books with no further questions EVER answered. A nursing program should be built on book study and skills set. Not just book study. When you are in the 3rd semester and a proper head-to-toe assessment has still never been demonstrated and practiced, then something is missing. A head-to-toe is pivotal in nursing and not knowing what your listening for on lung sounds, heart sounds, etc... can be detrimental to the patient. The best part of the entire ASN program was the preceptorship (final semester) when we were finally allowed to perform and really learn our nursing field.
- Until there are major changes to this institution, I would never recommend this school to anyone. Major changes needed! Online instructors are very difficult to get assistance from as well as face to face instructors, they tend to get upset when you email or ask them a question. Upon beginning a class (semester), the instructor seems to expect the student to already now most of the info, this is not the case with all students. They simply do not want to teach here (Lowndes Hall). School should not be this way at all!

- didnt have gen ed courses here so cannot comment on that