

# WGTC Student Satisfaction Survey 2013

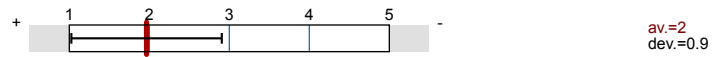
No. of responses = 345



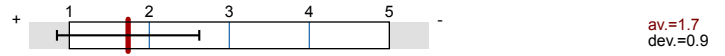
## Overall indicators

### Global Index

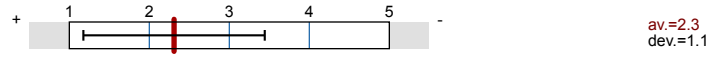
2. SECURITY, BUILDING, & MAINTENANCE SERVICES



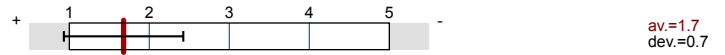
4. FOOD SERVICE



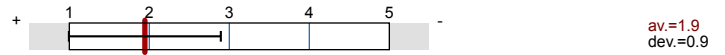
5. STUDENT ACTIVITIES



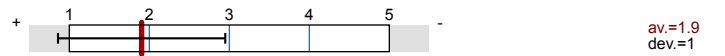
6. RECRUITMENT



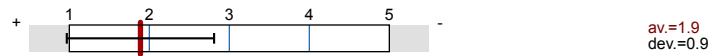
7. INFORMATION TECHNOLOGY



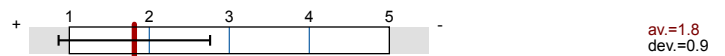
8. LIBRARY



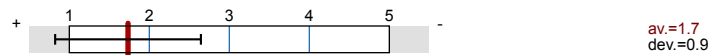
9. BOOKSTORE



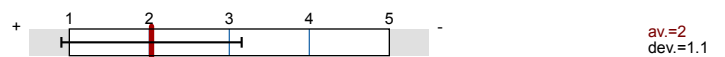
10. ADMISSIONS / STUDENT ORIENTATION



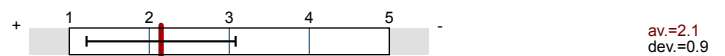
11. FINANCIAL AID



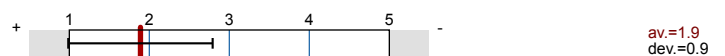
12. STUDENT SUCCESS CENTER



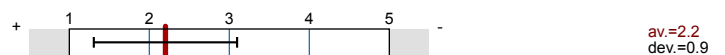
13. REGISTRAR



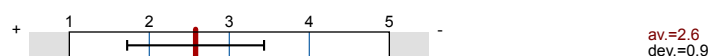
14. CAREER SERVICES



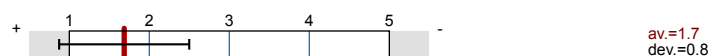
15. OTHER SERVICES



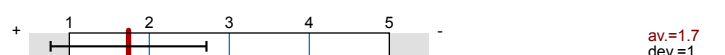
16. STUDENT COMMUNICATION



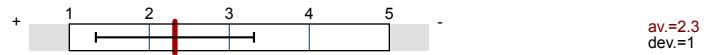
17. ADVISEMENT



18. INSTRUCTION

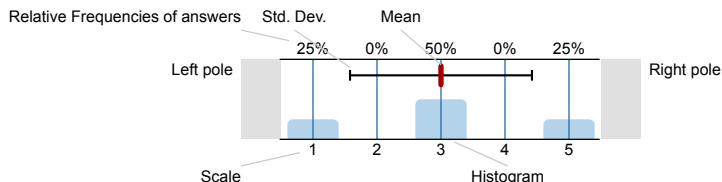


19. TUTORING



# Legend

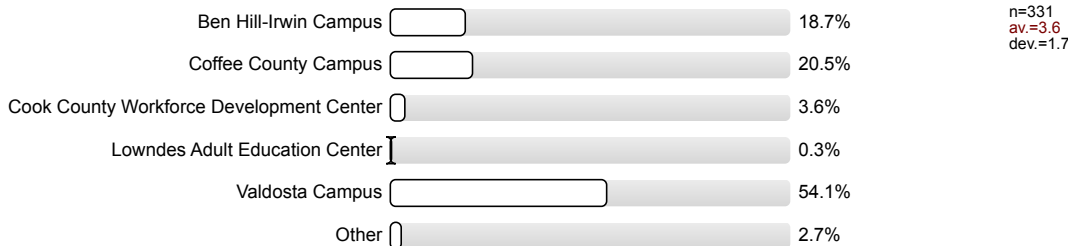
Question text



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?



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

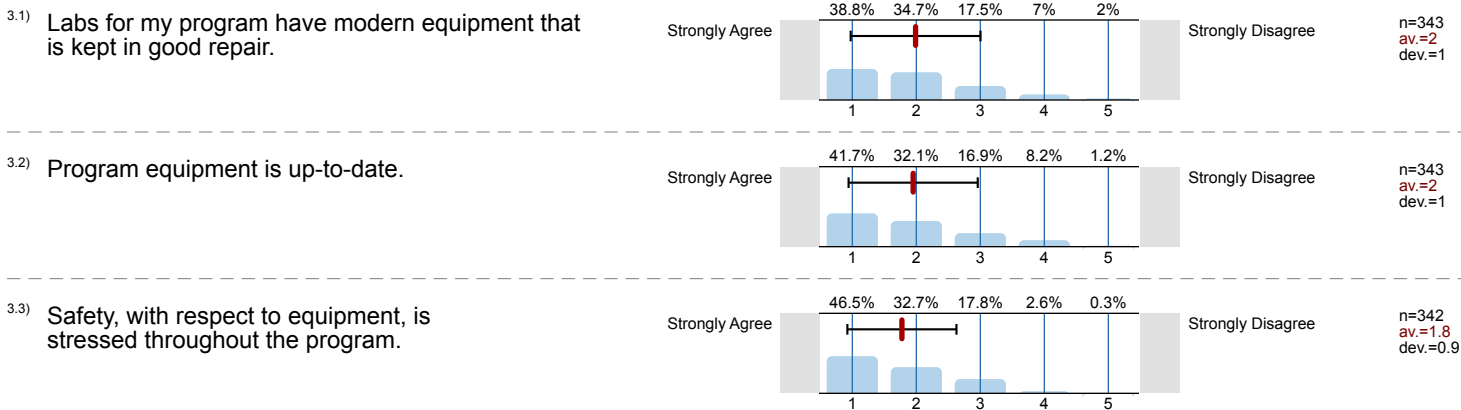


## 2. SECURITY, BUILDING, & MAINTENANCE SERVICES





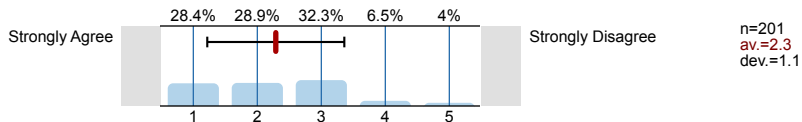
### 3. EQUIPMENT



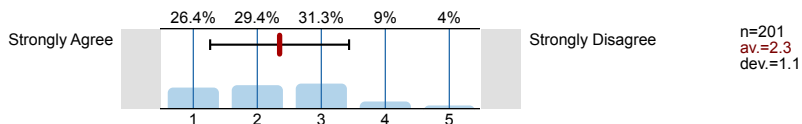
### 4. FOOD SERVICE



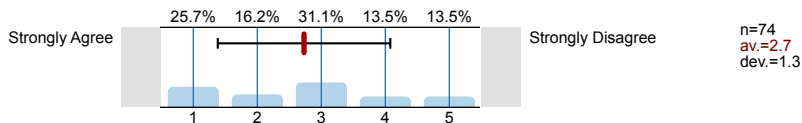
4.2) I am satisfied with the variety of menu options.



4.3) Menu items are offered at a reasonable price.

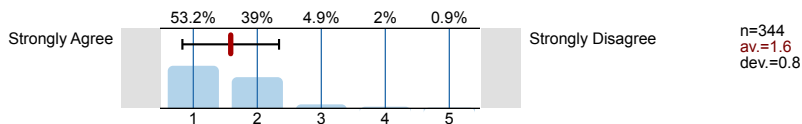


4.4) The college provides adequate food services for students on campus.

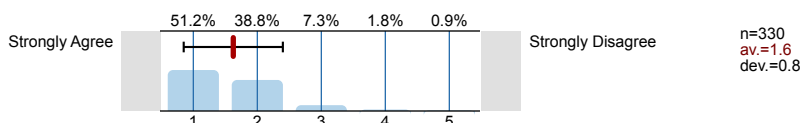


5. STUDENT ACTIVITIES

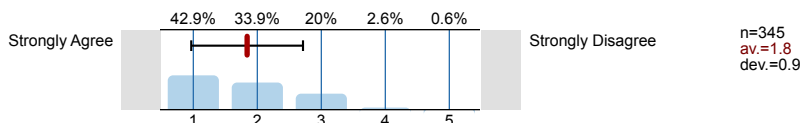
5.1) Students are informed about campus activities.



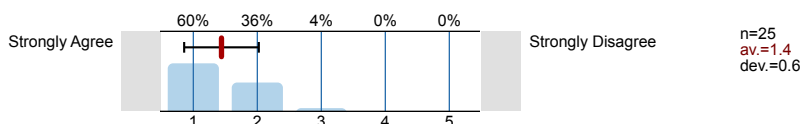
5.2) I am aware that the college provides opportunities for students to participate in student organizations (i.e. SkillsUSA, SLC, DECA, NTHS, WGCF, etc).



5.3) I am satisfied with campus activities.

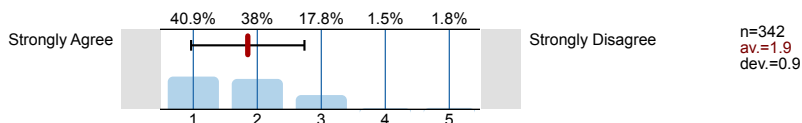


5.4) I am aware that the college provides opportunities for students to participate in student organizations (SLC).

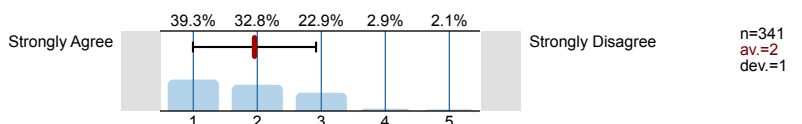


6. RECRUITMENT

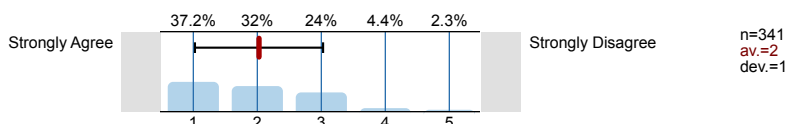
6.1) Recruitment materials present an accurate picture of the college.



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.

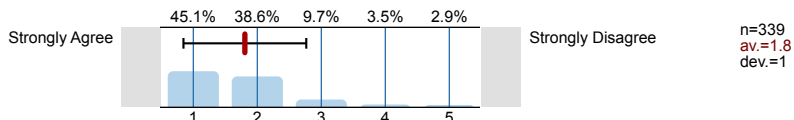


6.4) How did you hear about Wiregrass Georgia Technical College?

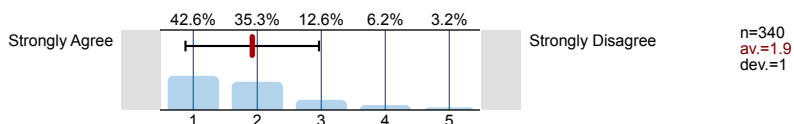


7. INFORMATION TECHNOLOGY

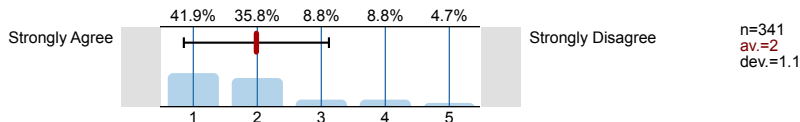
7.1) Computer systems available for my classes are appropriate for my training needs.



7.2) Computer systems in my labs are well maintained.

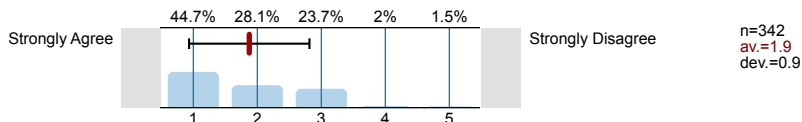


7.3) I am satisfied with the availability of Internet services.

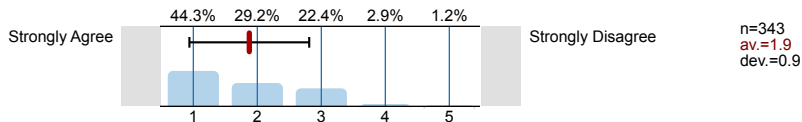


8. LIBRARY

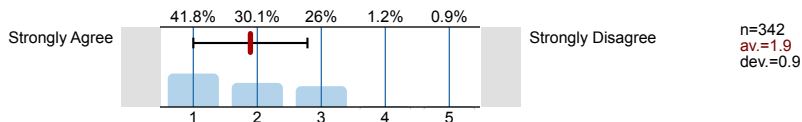
8.1) Assistance provided by the library staff is helpful.



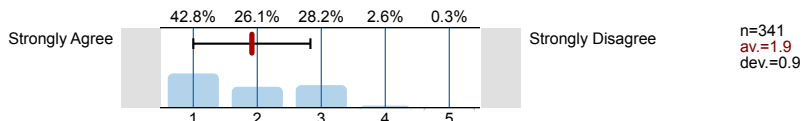
8.2) The library is open during hours that are convenient for me.



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

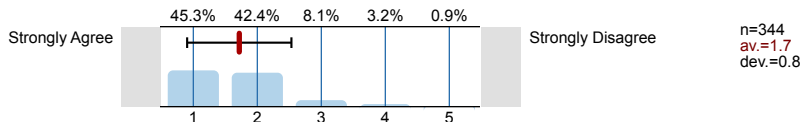


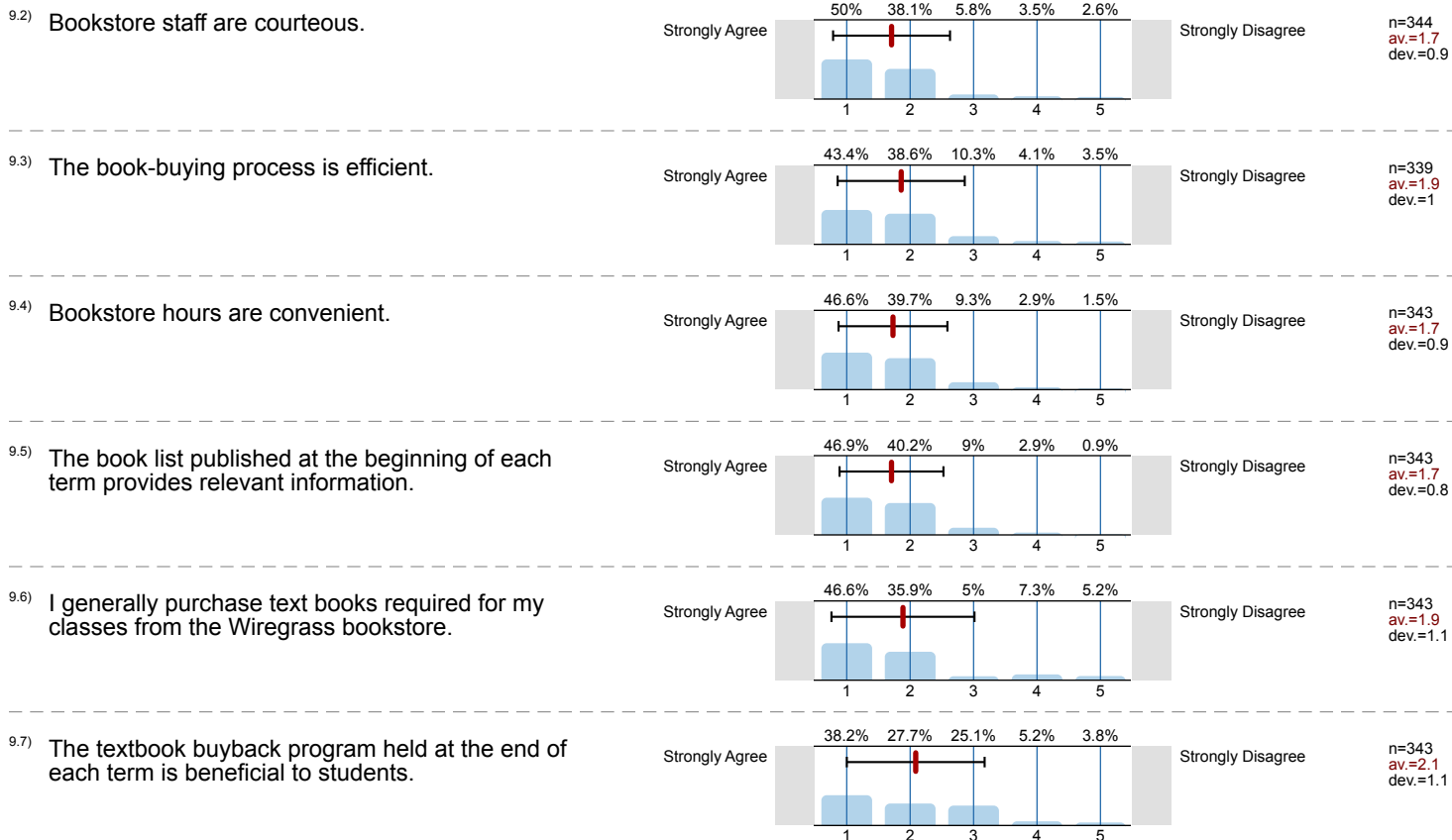
8.4) Library instruction such as orientation, website, or online tutorials was helpful in preparing me to use the library.



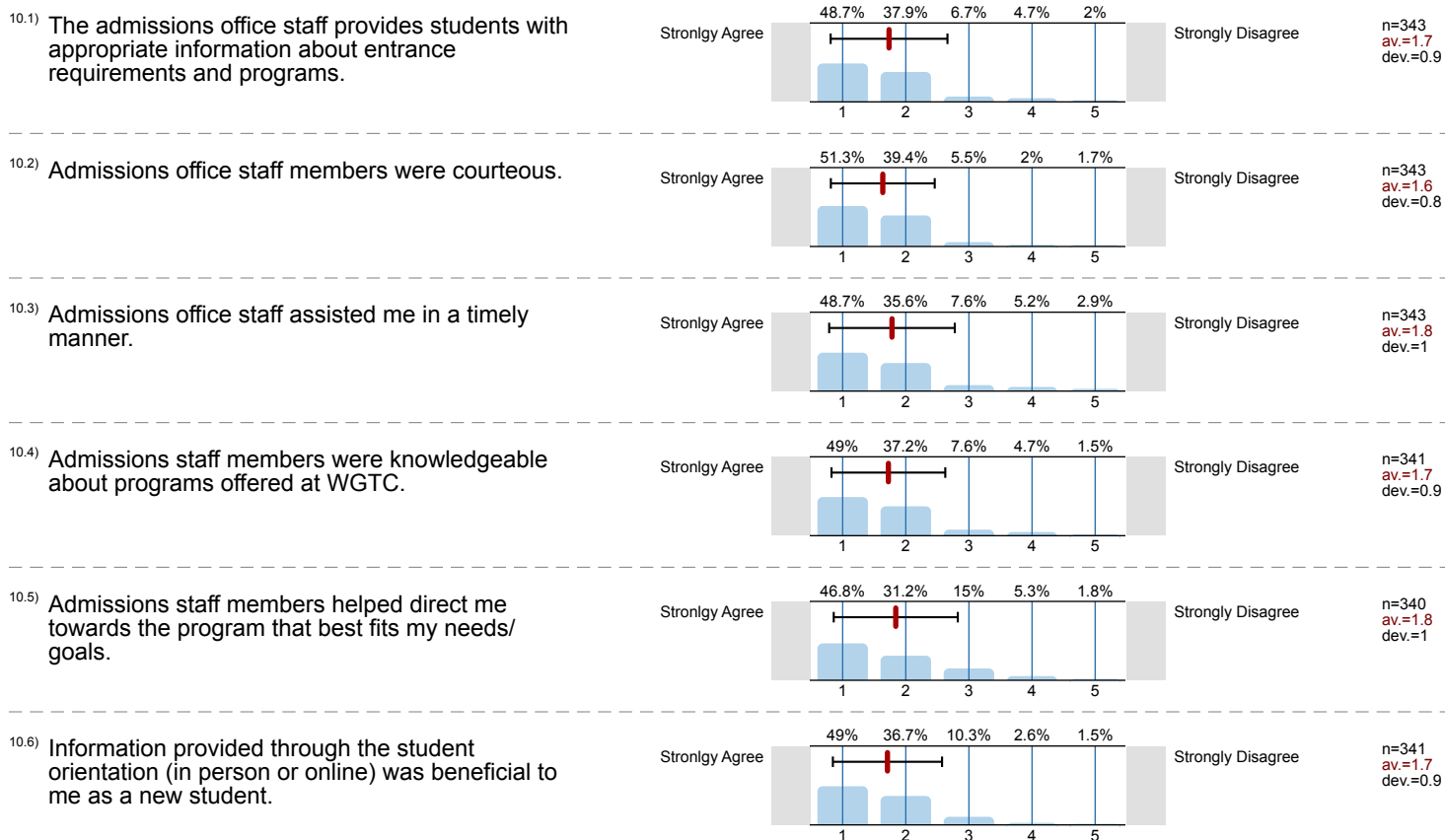
9. BOOKSTORE

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

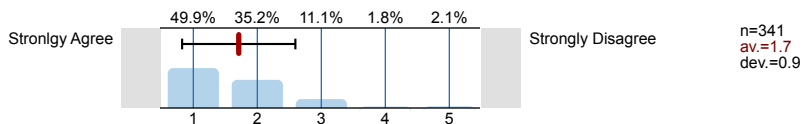




### 10. ADMISSIONS / STUDENT ORIENTATION

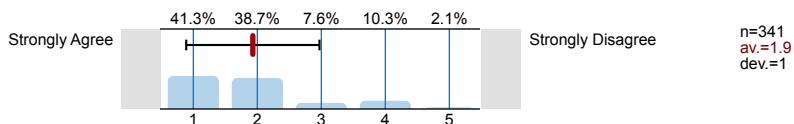


10.7) The admissions staff makes me feel welcome on campus.

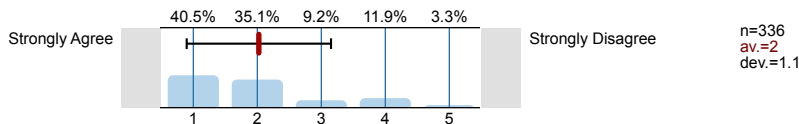


11. FINANCIAL AID

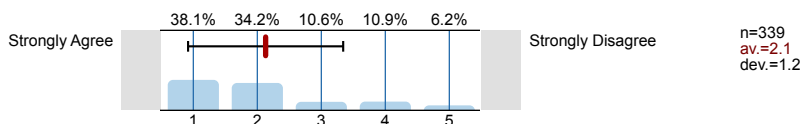
11.1) Financial aid information is readily available.



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

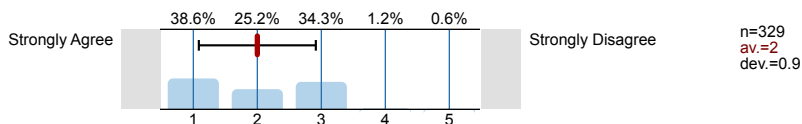


11.3) I am satisfied with the services provided by the financial aid staff.

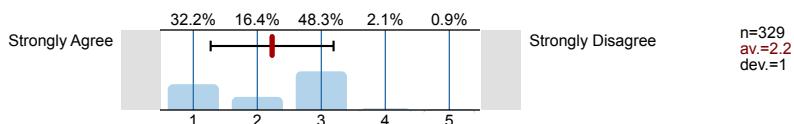


12. STUDENT SUCCESS CENTER

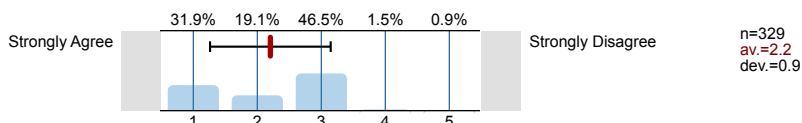
12.1) Services provided by the Student Success Center are helpful for my academic needs.



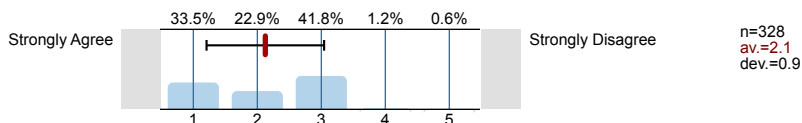
12.2) As a student who received tutoring services for two or more hours through the Student Success Center, I was satisfied with the assistance I received.



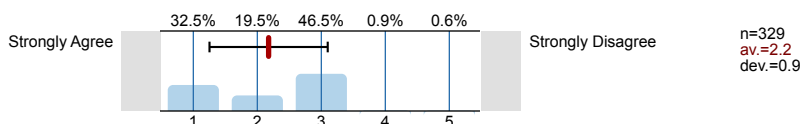
12.3) The basic computer skills training I received through the Student Success Center helped me to be more comfortable in the use of a computer.



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

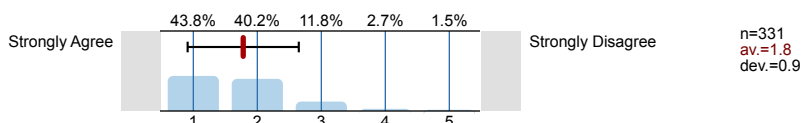


12.5) SSC Lab environment was conducive to my learning needs.

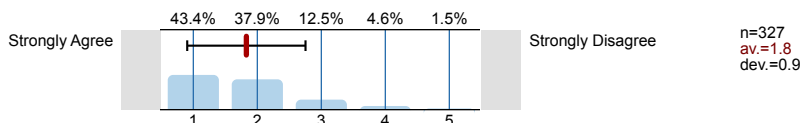


13. REGISTRAR

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



13.2) Staff members in the Registrar's Office provided assistance in a timely manner.





**14. CAREER SERVICES**



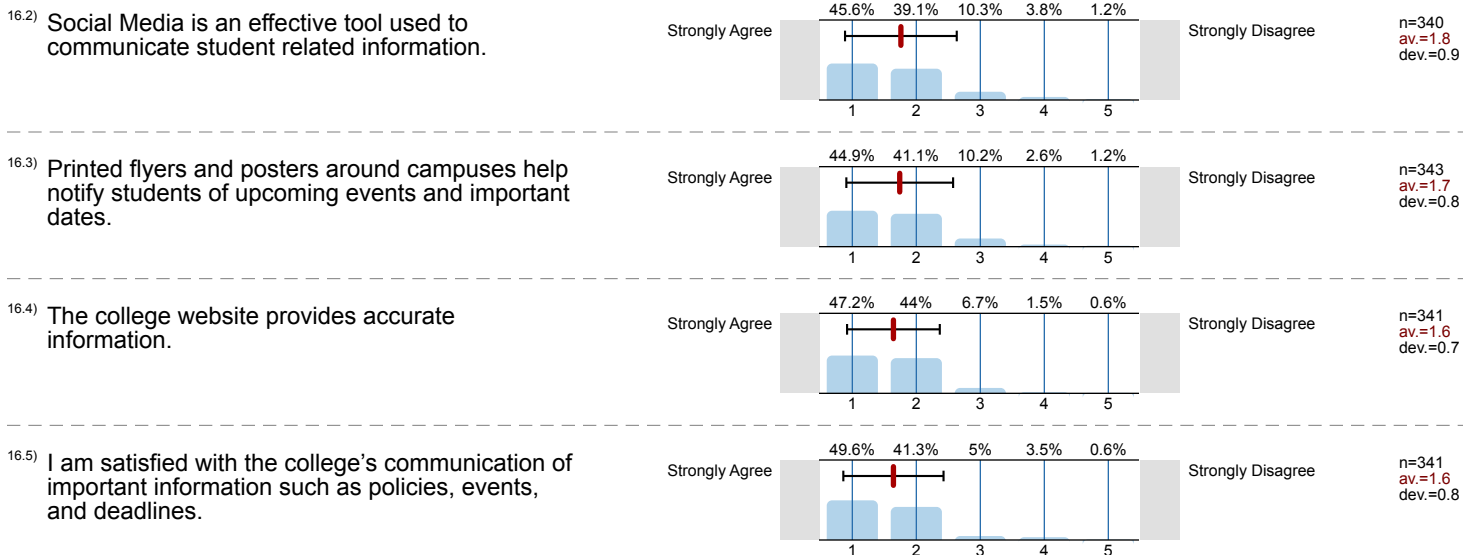
**15. OTHER SERVICES**



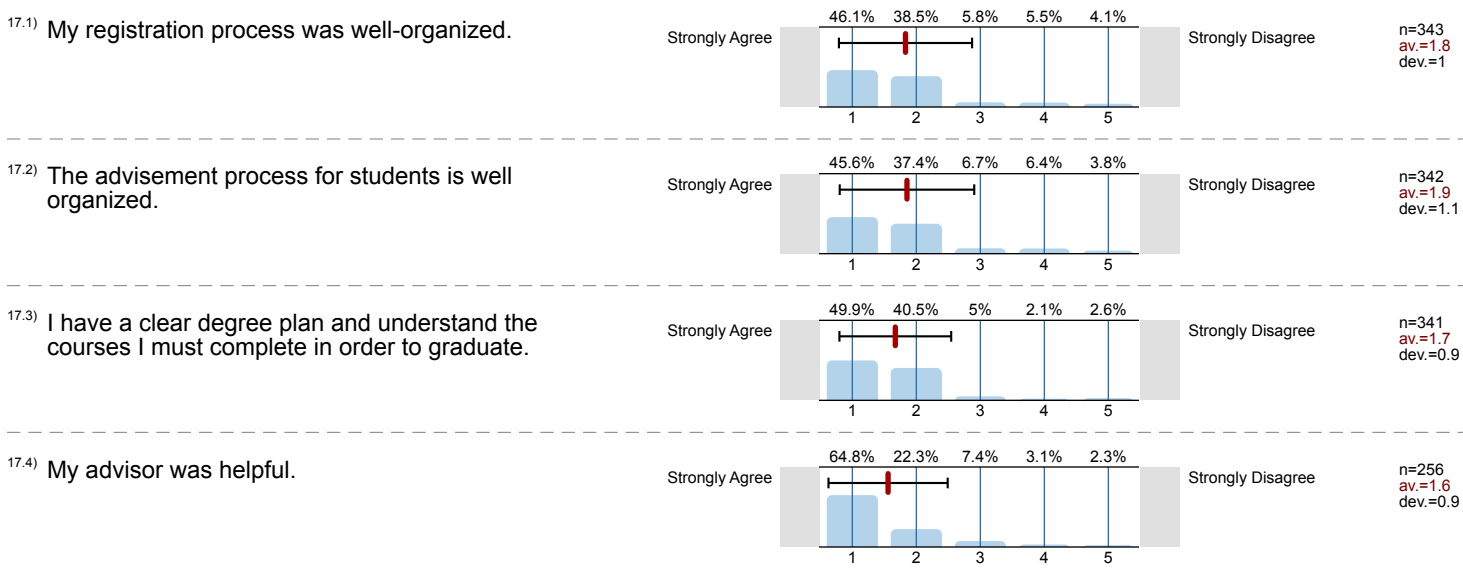
**16. STUDENT COMMUNICATION**



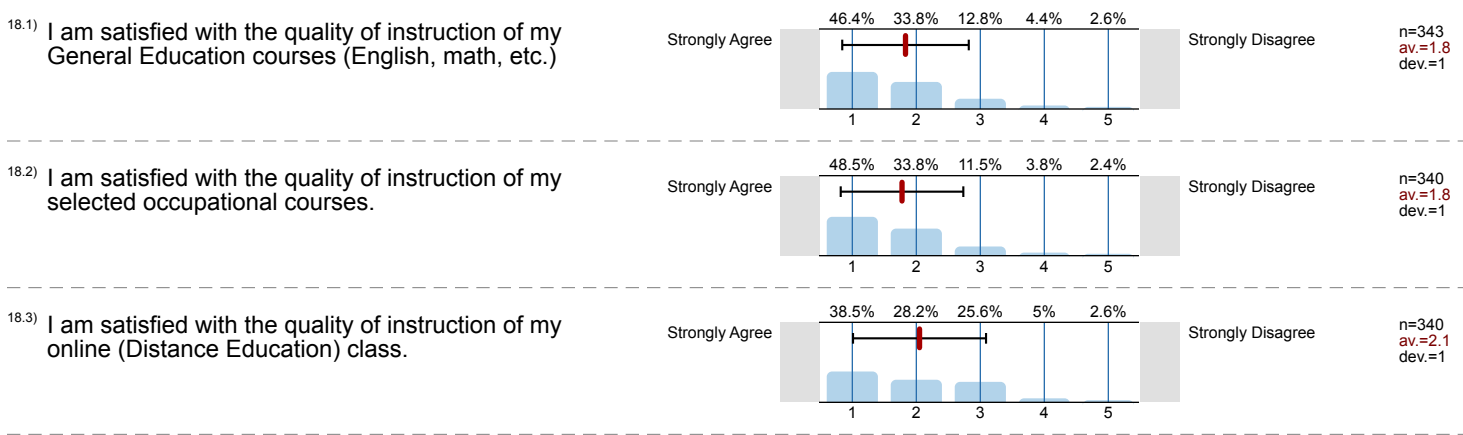




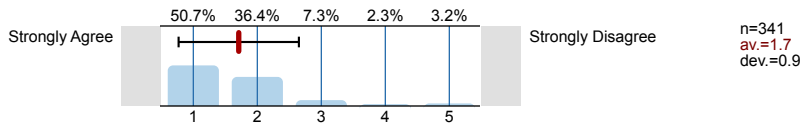
17. ADVISEMENT



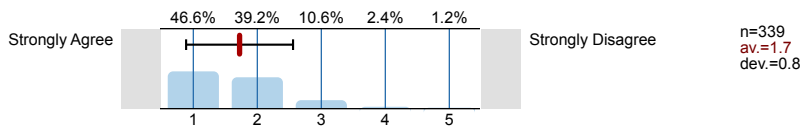
18. INSTRUCTION



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

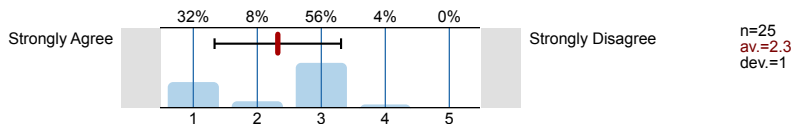


18.5) I have reviewed the academic policies in the Student Handbook and Catalog



19. TUTORING

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

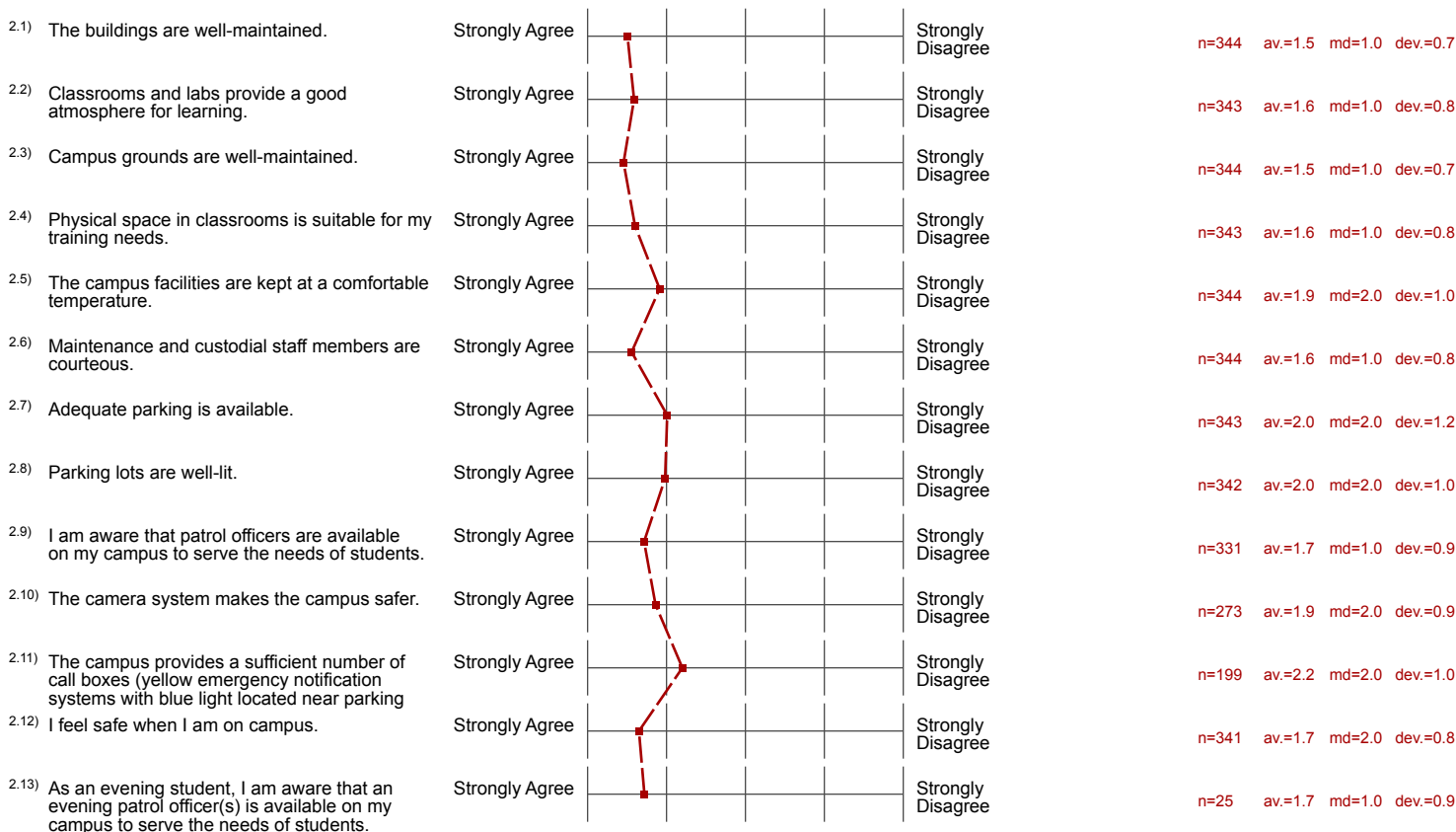


# Profile

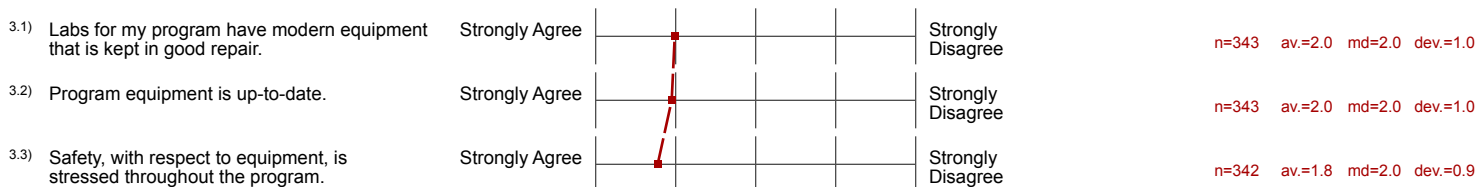
Compilation: **WGTC Student Satisfaction Survey 2013**

Values used in the profile line: Mean

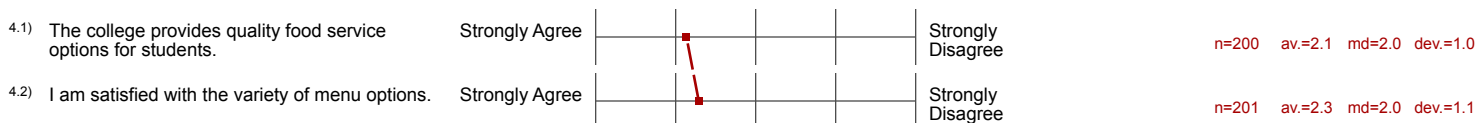
## 2. SECURITY, BUILDING, & MAINTENANCE SERVICES



## 3. EQUIPMENT



## 4. FOOD SERVICE



4.3) Menu items are offered at a reasonable price.	Strongly Agree		Strongly Disagree	n=201 av.=2.3 md=2.0 dev.=1.1
4.4) The college provides adequate food services for students on campus.	Strongly Agree		Strongly Disagree	n=74 av.=2.7 md=3.0 dev.=1.3

**5. STUDENT ACTIVITIES**

5.1) Students are informed about campus activities.	Strongly Agree		Strongly Disagree	n=344 av.=1.6 md=1.0 dev.=0.8
5.2) I am aware that the college provides opportunities for students to participate in student organizations (i.e. SkillsUSA, SLC,	Strongly Agree		Strongly Disagree	n=330 av.=1.6 md=1.0 dev.=0.8
5.3) I am satisfied with campus activities.	Strongly Agree		Strongly Disagree	n=345 av.=1.8 md=2.0 dev.=0.9
5.4) I am aware that the college provides opportunities for students to participate in student organizations (SLC).	Strongly Agree		Strongly Disagree	n=25 av.=1.4 md=1.0 dev.=0.6

**6. RECRUITMENT**

6.1) Recruitment materials present an accurate picture of the college.	Strongly Agree		Strongly Disagree	n=342 av.=1.9 md=2.0 dev.=0.9
6.2) The recruitment materials I received were helpful in making my decision to attend WGTC.	Strongly Agree		Strongly Disagree	n=341 av.=2.0 md=2.0 dev.=1.0
6.3) The recruitment materials I received assisted in my program choice.	Strongly Agree		Strongly Disagree	n=341 av.=2.0 md=2.0 dev.=1.0

**7. INFORMATION TECHNOLOGY**

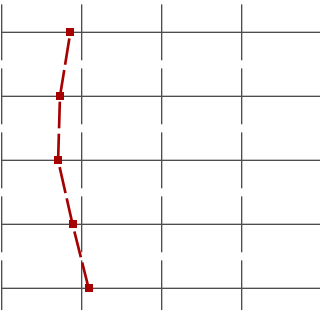




7.1) Computer systems available for my classes are appropriate for my training needs.	Strongly Agree		Strongly Disagree	n=339 av.=1.8 md=2.0 dev.=1.0
7.2) Computer systems in my labs are well maintained.	Strongly Agree		Strongly Disagree	n=340 av.=1.9 md=2.0 dev.=1.0
7.3) I am satisfied with the availability of Internet services.	Strongly Agree		Strongly Disagree	n=341 av.=2.0 md=2.0 dev.=1.1

**8. LIBRARY**








8.1) Assistance provided by the library staff is helpful.	Strongly Agree		Strongly Disagree	n=342 av.=1.9 md=2.0 dev.=0.9
8.2) The library is open during hours that are convenient for me.	Strongly Agree		Strongly Disagree	n=343 av.=1.9 md=2.0 dev.=0.9
8.3) Library resources are adequate to meet the needs of my program of study.	Strongly Agree		Strongly Disagree	n=342 av.=1.9 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=341 av.=1.9 md=2.0 dev.=0.9

**9. BOOKSTORE**




9.1) Supplies I need for my classes are available in the bookstore.	Strongly Agree		Strongly Disagree	n=344 av.=1.7 md=2.0 dev.=0.8
9.2) Bookstore staff are courteous.	Strongly Agree		Strongly Disagree	n=344 av.=1.7 md=1.5 dev.=0.9

9.3) The book-buying process is efficient.	Strongly Agree		Strongly Disagree	n=339 av.=1.9 md=2.0 dev.=1.0
9.4) Bookstore hours are convenient.	Strongly Agree		Strongly Disagree	n=343 av.=1.7 md=2.0 dev.=0.9
9.5) The book list published at the beginning of each term provides relevant information.	Strongly Agree		Strongly Disagree	n=343 av.=1.7 md=2.0 dev.=0.8
9.6) I generally purchase text books required for my classes from the Wiregrass bookstore.	Strongly Agree		Strongly Disagree	n=343 av.=1.9 md=2.0 dev.=1.1
9.7) The textbook buyback program held at the end of each term is beneficial to students.	Strongly Agree		Strongly Disagree	n=343 av.=2.1 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=343 av.=1.7 md=2.0 dev.=0.9
10.2) Admissions office staff members were courteous.	Strongly Agree		Strongly Disagree	n=343 av.=1.6 md=1.0 dev.=0.8
10.3) Admissions office staff assisted me in a timely manner.	Strongly Agree		Strongly Disagree	n=343 av.=1.8 md=2.0 dev.=1.0
10.4) Admissions staff members were knowledgeable about programs offered at WGTC.	Strongly Agree		Strongly Disagree	n=341 av.=1.7 md=2.0 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=340 av.=1.8 md=2.0 dev.=1.0
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=341 av.=1.7 md=2.0 dev.=0.9
10.7) The admissions staff makes me feel welcome on campus.	Strongly Agree		Strongly Disagree	n=341 av.=1.7 md=2.0 dev.=0.9

11. FINANCIAL AID

11.1) Financial aid information is readily available.	Strongly Agree		Strongly Disagree	n=341 av.=1.9 md=2.0 dev.=1.0
11.2) I received adequate information needed for financial aid applications.	Strongly Agree		Strongly Disagree	n=336 av.=2.0 md=2.0 dev.=1.1
11.3) I am satisfied with the services provided by the financial aid staff.	Strongly Agree		Strongly Disagree	n=339 av.=2.1 md=2.0 dev.=1.2

12. STUDENT SUCCESS CENTER

12.1) Services provided by the Student Success Center are helpful for my academic needs.	Strongly Agree		Strongly Disagree	n=329 av.=2.0 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=329 av.=2.2 md=3.0 dev.=1.0
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=329 av.=2.2 md=2.0 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=328 av.=2.1 md=2.0 dev.=0.9
12.5) SSC Lab environment was conducive to my learning needs.	Strongly Agree		Strongly Disagree	n=329 av.=2.2 md=2.0 dev.=0.9

13. REGISTRAR

13.1) Staff members in the Registrar's office are helpful.	Strongly Agree		Strongly Disagree	n=331	av.=1.8	md=2.0	dev.=0.9
13.2) Staff members in the Registrar's Office provided assistance in a timely manner.	Strongly Agree		Strongly Disagree	n=327	av.=1.8	md=2.0	dev.=0.9
13.3) The Registrar's Office disseminates helpful information regarding drop / add / withdrawals.	Strongly Agree		Strongly Disagree	n=327	av.=1.8	md=2.0	dev.=0.9
13.4) The Registrar's Office relays information in a way that can be easily understood.	Strongly Agree		Strongly Disagree	n=326	av.=1.9	md=2.0	dev.=0.9
13.5) The processes for applying for graduation are student friendly.	Strongly Agree		Strongly Disagree	n=327	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=328	av.=1.9	md=2.0	dev.=0.9

14. CAREER SERVICES

14.1) Job placement/career services personnel are helpful.	Strongly Agree		Strongly Disagree	n=327	av.=2.2	md=2.0	dev.=0.9
14.2) Career Service staff provides helpful information on conducting a successful job search.	Strongly Agree		Strongly Disagree	n=329	av.=2.2	md=2.0	dev.=0.9
14.3) Career Service staff provides helpful information on available job opportunities.	Strongly Agree		Strongly Disagree	n=328	av.=2.2	md=2.0	dev.=0.9
14.4) Career Service staff provides helpful information on resume preparation.	Strongly Agree		Strongly Disagree	n=327	av.=2.2	md=2.0	dev.=0.9
14.5) Career Service staff provides helpful information on interviewing skills.	Strongly Agree		Strongly Disagree	n=326	av.=2.2	md=2.0	dev.=0.9

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=325	av.=2.6	md=3.0	dev.=0.9
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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=344	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=340	av.=1.8	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=343	av.=1.7	md=2.0	dev.=0.8
16.4) The college website provides accurate information.	Strongly Agree		Strongly Disagree	n=341	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=341	av.=1.6	md=2.0	dev.=0.8

17. ADVISEMENT

17.1) My registration process was well-organized.	Strongly Agree		Strongly Disagree	n=343	av.=1.8	md=2.0	dev.=1.0
17.2) The advisement process for students is well organized.	Strongly Agree		Strongly Disagree	n=342	av.=1.9	md=2.0	dev.=1.1