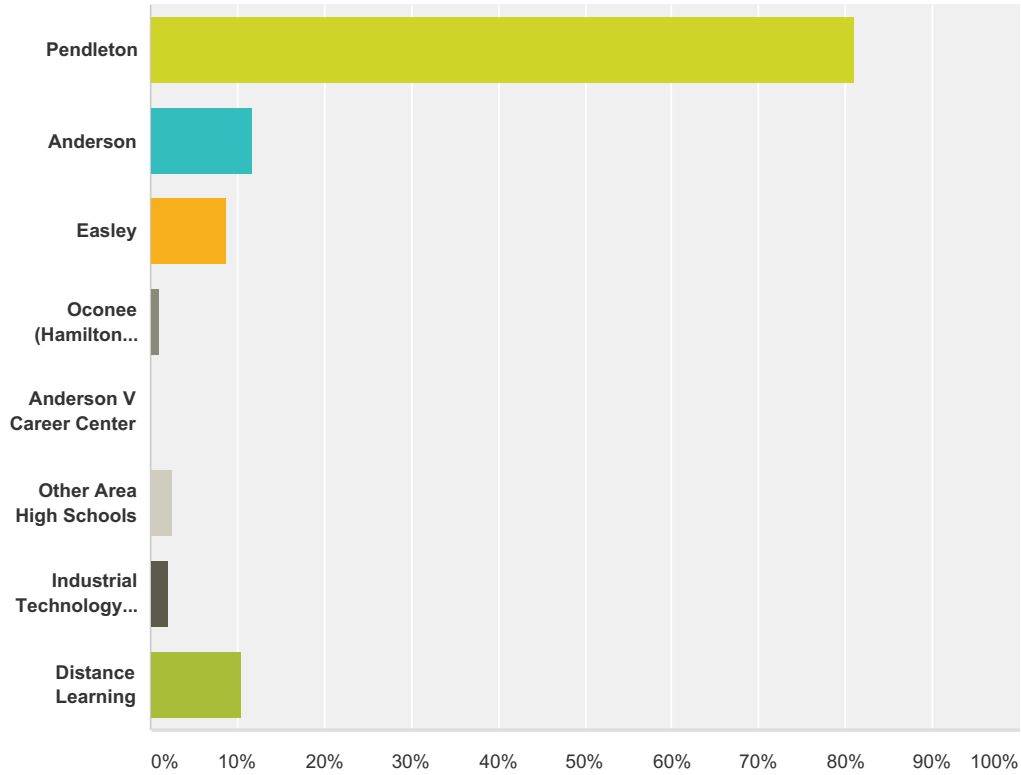


Q1 Which location(s) are you taking courses this semester? (Check all that apply)

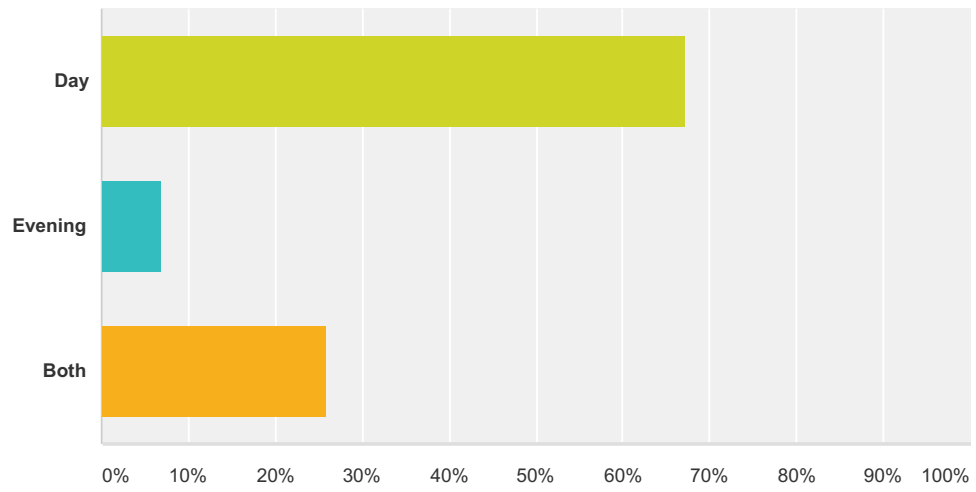
Answered: 914 Skipped: 2



Answer Choices	Responses
Pendleton	80.96% 740
Anderson	11.60% 106
Easley	8.75% 80
Oconee (Hamilton Career Center)	1.09% 10
Anderson V Career Center	0.00% 0
Other Area High Schools	2.52% 23
Industrial Technology Center (ITC)	2.19% 20
Distance Learning	10.50% 96
Total Respondents: 914	

Q2 Please indicate when you are taking courses this semester:

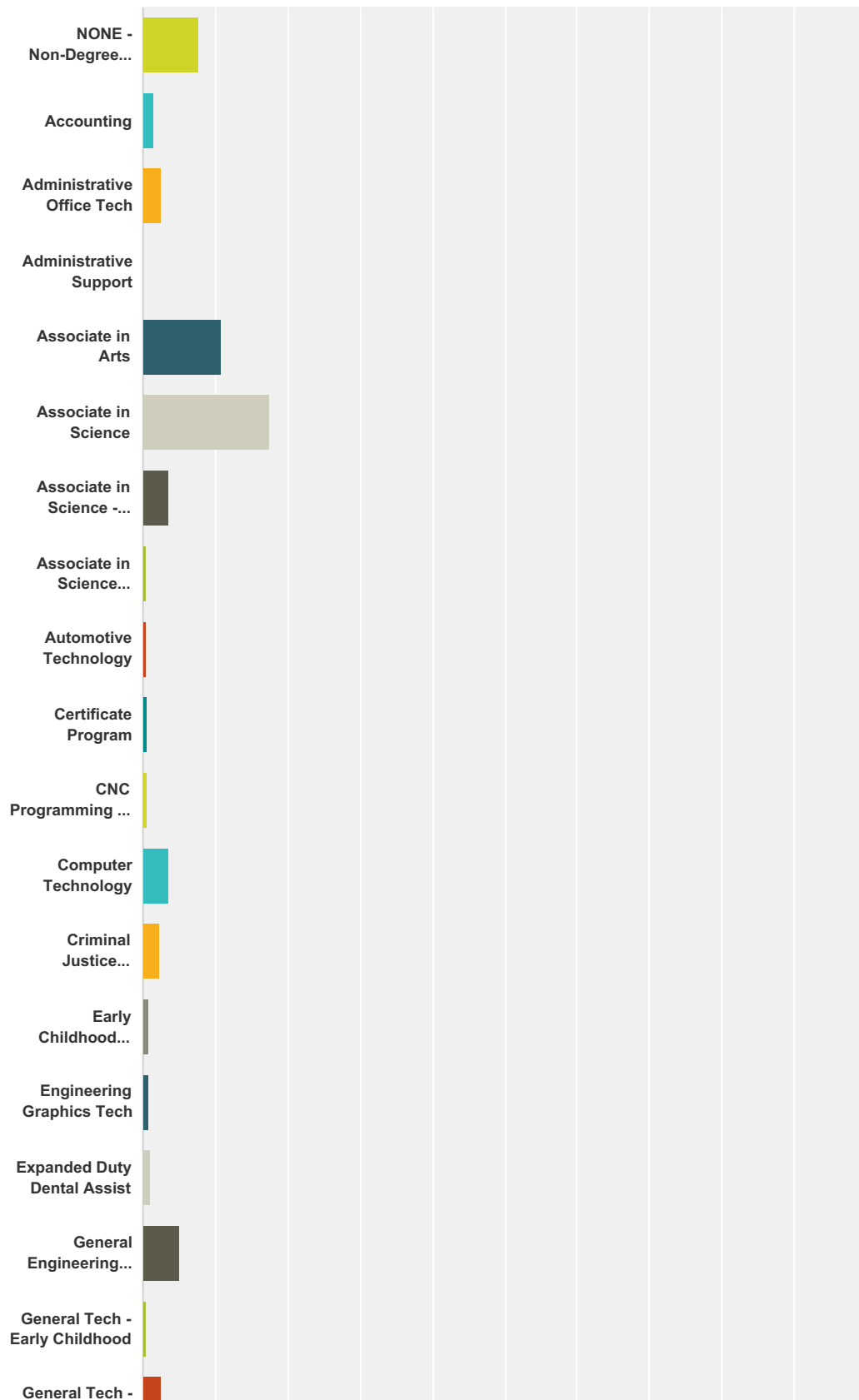
Answered: 913 Skipped: 3



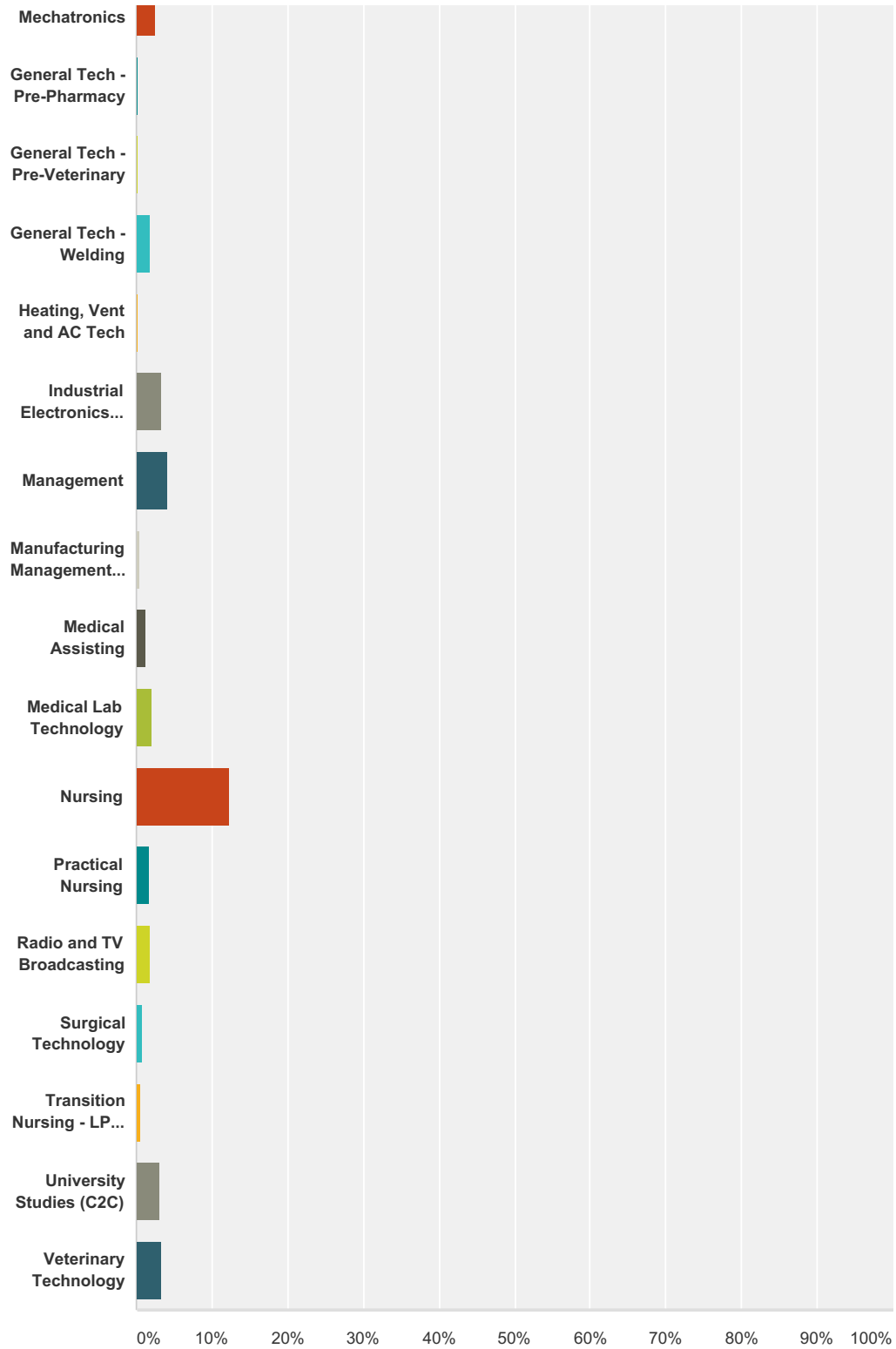
Answer Choices	Responses
Day	67.14% 613
Evening	6.90% 63
Both	25.96% 237
Total	913

Q3 Please check your current major at Tri-County Technical College.

Answered: 907 Skipped: 9



2015-16 Fall Student Survey



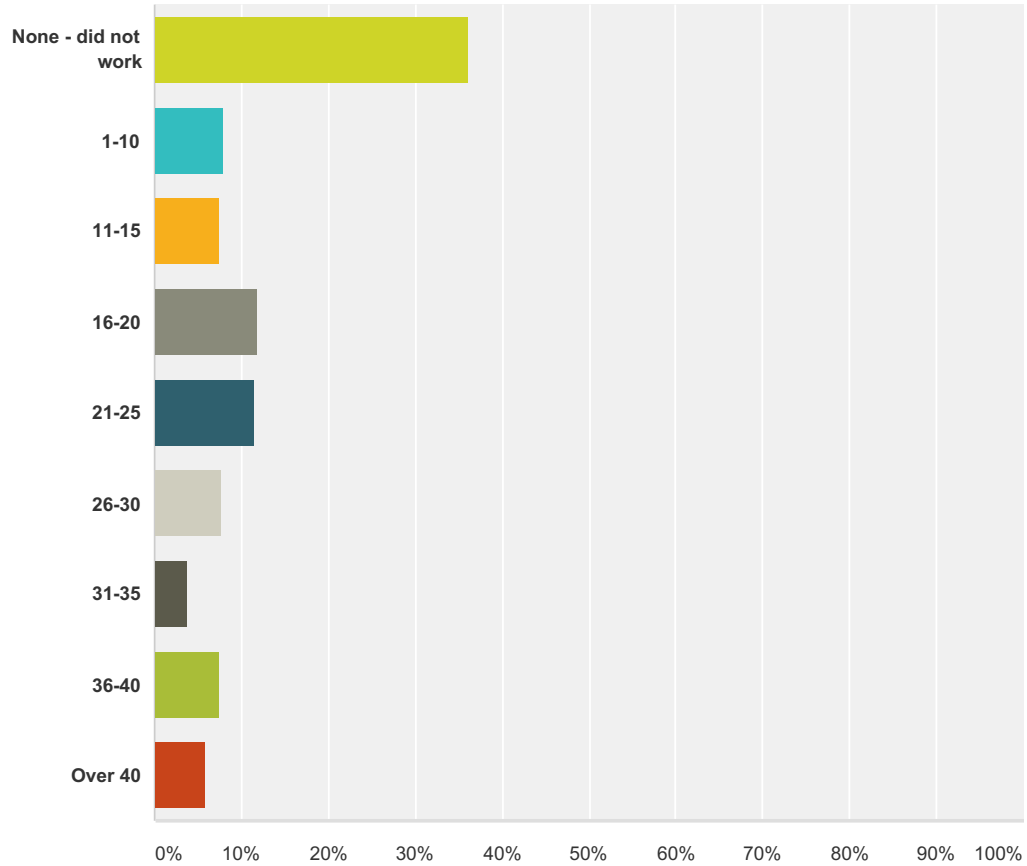
Answer Choices	Responses	
NONE - Non-Degree Seeking	7.83%	71
Accounting	1.43%	13
Administrative Office Tech	2.43%	22

2015-16 Fall Student Survey

Administrative Support	0.00%	0
Associate in Arts	10.92%	99
Associate in Science	17.53%	159
Associate in Science - Nursing Track	3.64%	33
Associate in Science -Practical Nursing Track	0.33%	3
Automotive Technology	0.44%	4
Certificate Program	0.66%	6
CNC Programming and Operations	0.66%	6
Computer Technology	3.64%	33
Criminal Justice Technology	2.21%	20
Early Childhood Development Diploma	0.88%	8
Engineering Graphics Tech	0.77%	7
Expanded Duty Dental Assist	1.10%	10
General Engineering Tech	4.96%	45
General Tech - Early Childhood	0.44%	4
General Tech - Mechatronics	2.43%	22
General Tech - Pre-Pharmacy	0.11%	1
General Tech - Pre-Veterinary	0.22%	2
General Tech - Welding	1.87%	17
Heating, Vent and AC Tech	0.22%	2
Industrial Electronics Tech	3.42%	31
Management	4.08%	37
Manufacturing Management Leadership	0.44%	4
Medical Assisting	1.32%	12
Medical Lab Technology	1.98%	18
Nursing	12.35%	112
Practical Nursing	1.76%	16
Radio and TV Broadcasting	1.87%	17
Surgical Technology	0.88%	8
Transition Nursing - LPN to ADN	0.55%	5
University Studies (C2C)	3.20%	29
Veterinary Technology	3.42%	31
Total		907

Q4 Approximately how many hours a week have you usually spent working at a job for pay?

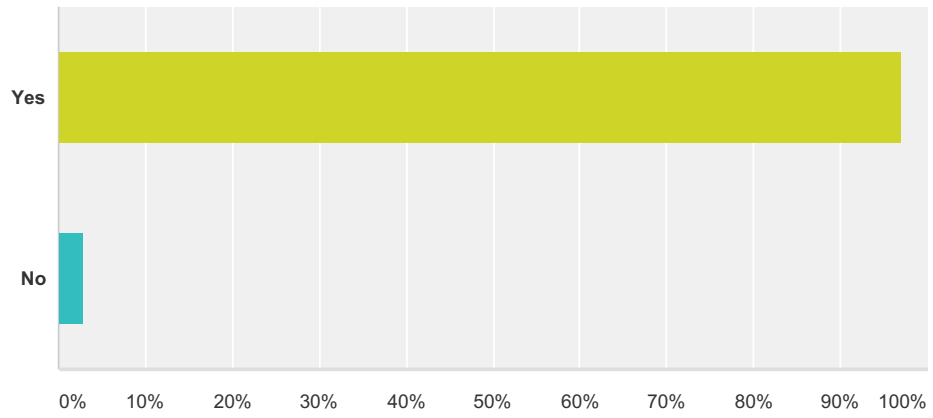
Answered: 910 Skipped: 6



Answer Choices	Responses	Count
None - did not work	36.15%	329
1-10	8.02%	73
11-15	7.47%	68
16-20	11.87%	108
21-25	11.43%	104
26-30	7.80%	71
31-35	3.85%	35
36-40	7.47%	68
Over 40	5.93%	54
Total		910

Q5 Do you have access to a computer at home?

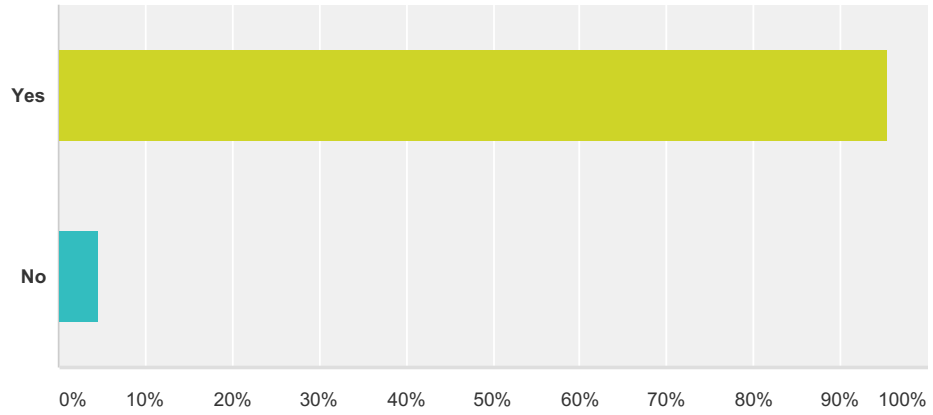
Answered: 911 Skipped: 5



Answer Choices	Responses	
Yes	97.04%	884
No	2.96%	27
Total		911

Q6 Do you have Internet access at home?

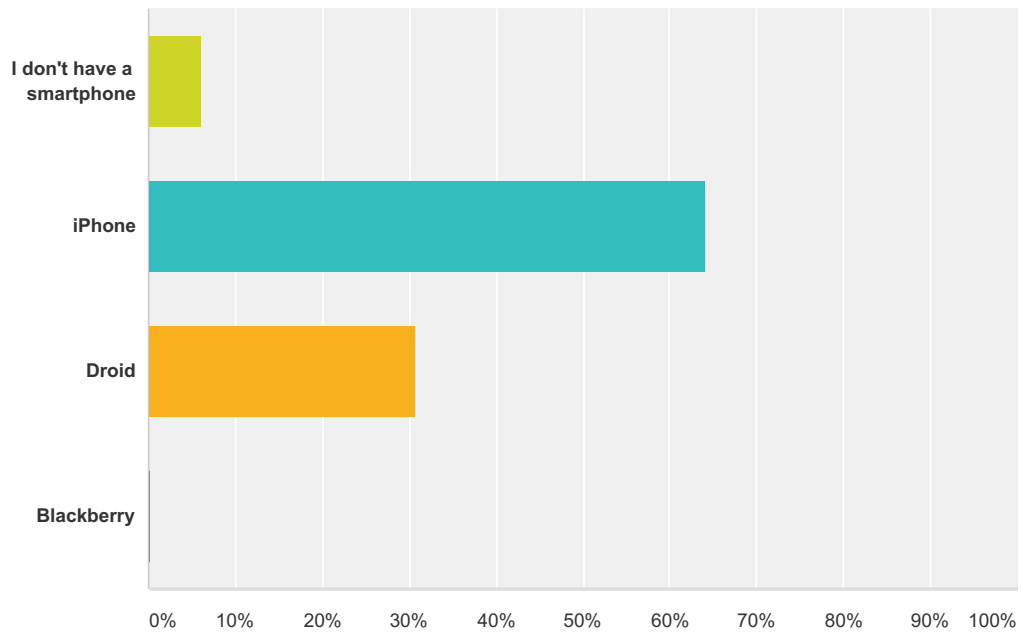
Answered: 911 Skipped: 5



Answer Choices	Responses
Yes	95.39% 869
No	4.61% 42
Total	911

Q7 What type of smartphone do you use? [Check all that apply.]

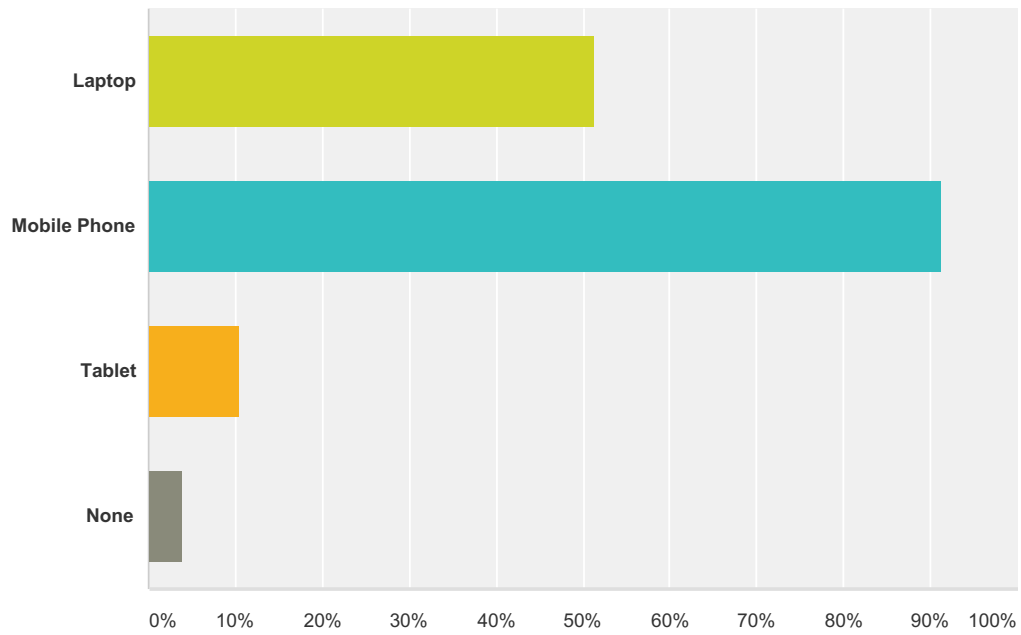
Answered: 862 Skipped: 54



Answer Choices	Responses
I don't have a smartphone	6.03% 52
iPhone	64.04% 552
Droid	30.74% 265
Blackberry	0.12% 1
Total Respondents: 862	

Q8 What types of devices do you bring to campus each day? [Check all that apply.]

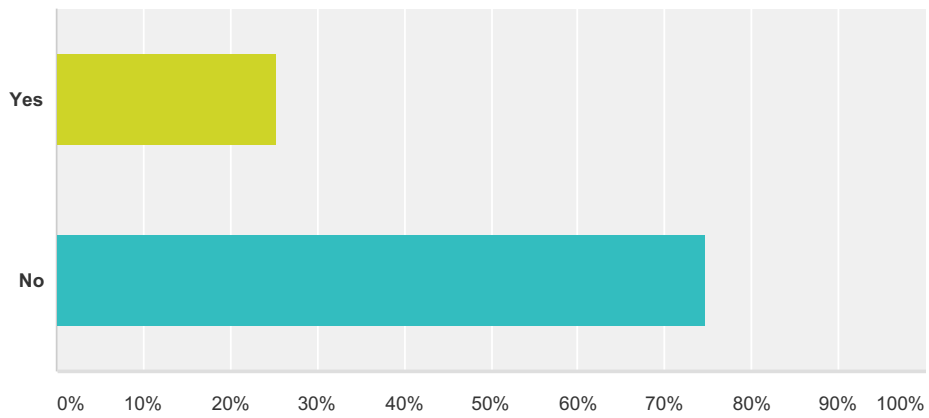
Answered: 915 Skipped: 1



Answer Choices	Responses	Count
Laptop	51.37%	470
Mobile Phone	91.26%	835
Tablet	10.49%	96
None	4.04%	37
Total Respondents: 915		

Q9 Are you the first person in your immediate family to attend college?

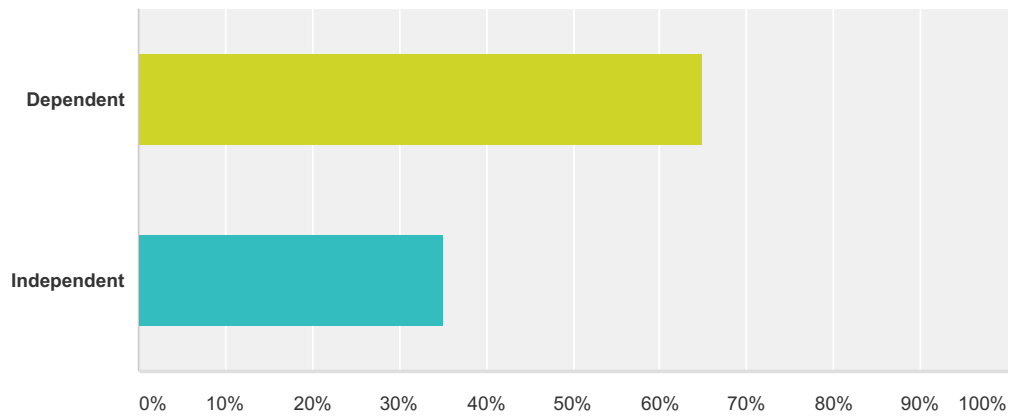
Answered: 911 Skipped: 5



Answer Choices	Responses	
Yes	25.25%	230
No	74.75%	681
Total		911

Q10 According to the federal financial aid definition, I am

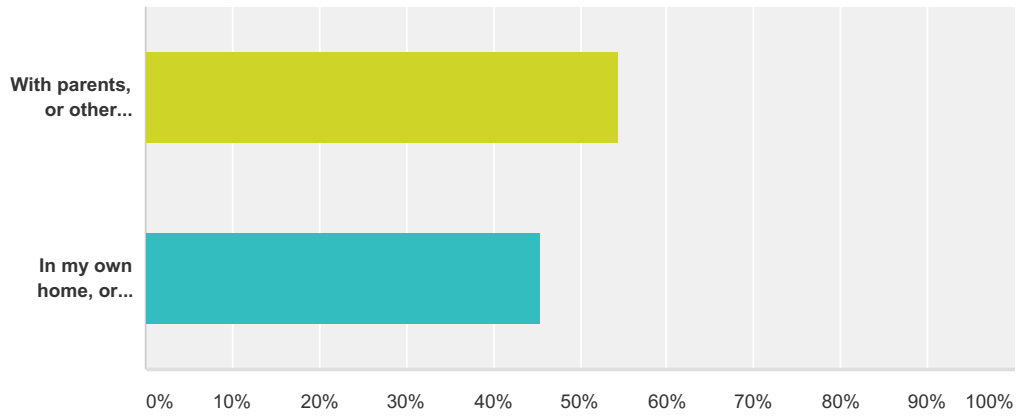
Answered: 878 Skipped: 38



Answer Choices	Responses
Dependent	64.92% 570
Independent	35.08% 308
Total	878

Q11 I live:

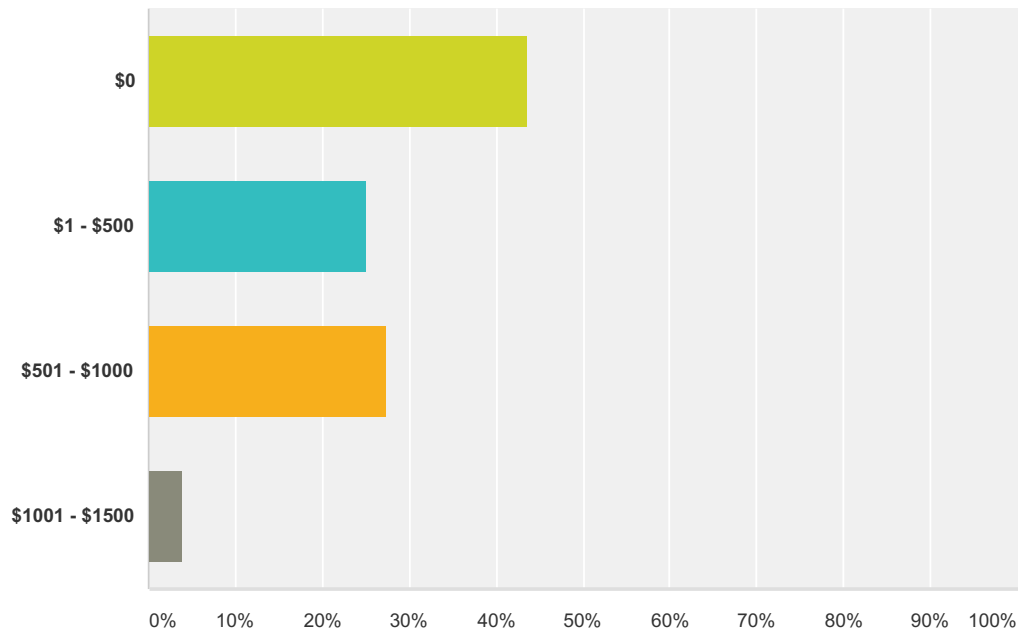
Answered: 885 Skipped: 31



Answer Choices	Responses	
With parents, or other relatives	54.46%	482
In my own home, or dwelling	45.54%	403
Total		885

Q12 My monthly rent, or mortgage payment is

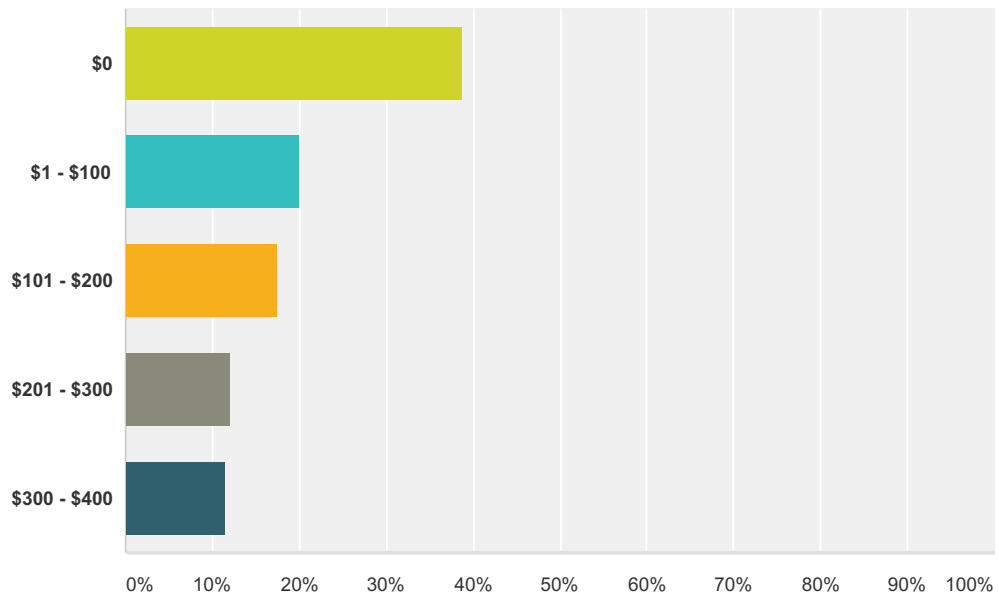
Answered: 882 Skipped: 34



Answer Choices	Responses	Count
\$0	43.54%	384
\$1 - \$500	25.06%	221
\$501 - \$1000	27.44%	242
\$1001 - \$1500	3.97%	35
Total		882

Q13 My average monthly utility (water, electricity, phone, internet) cost is:

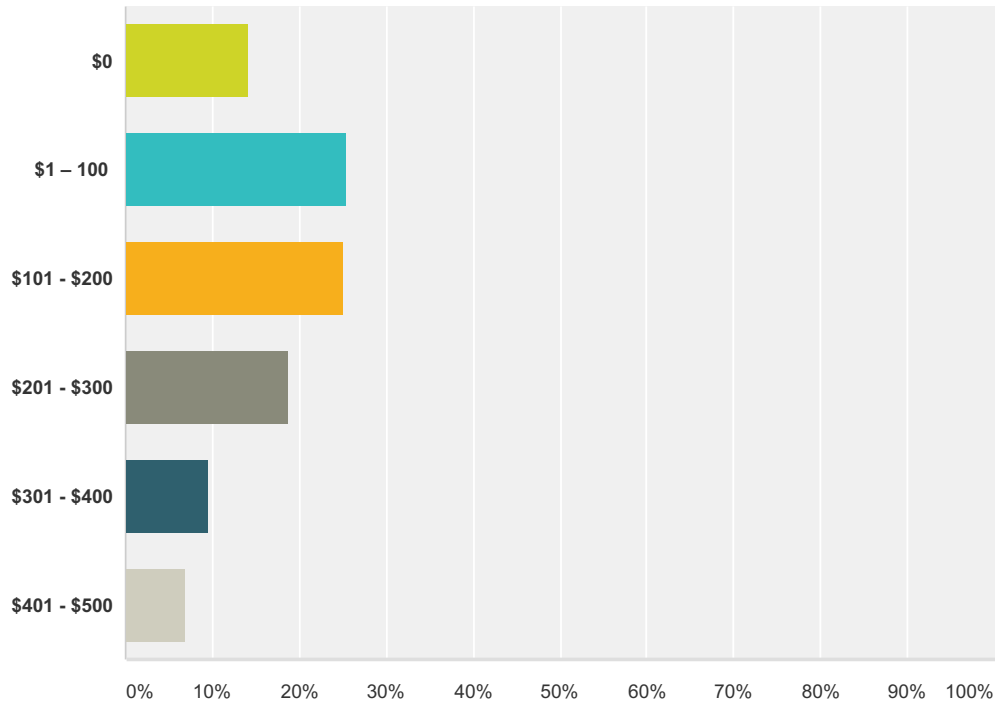
Answered: 879 Skipped: 37



Answer Choices	Responses
\$0	38.79% 341
\$1 - \$100	20.02% 176
\$101 - \$200	17.63% 155
\$201 - \$300	12.06% 106
\$300 - \$400	11.49% 101
Total	879

**Q14 My average monthly food cost is
(Please enter the amount you spend, do not
include food given to or purchased for you
(WIC, Food Stamps, etc)).**

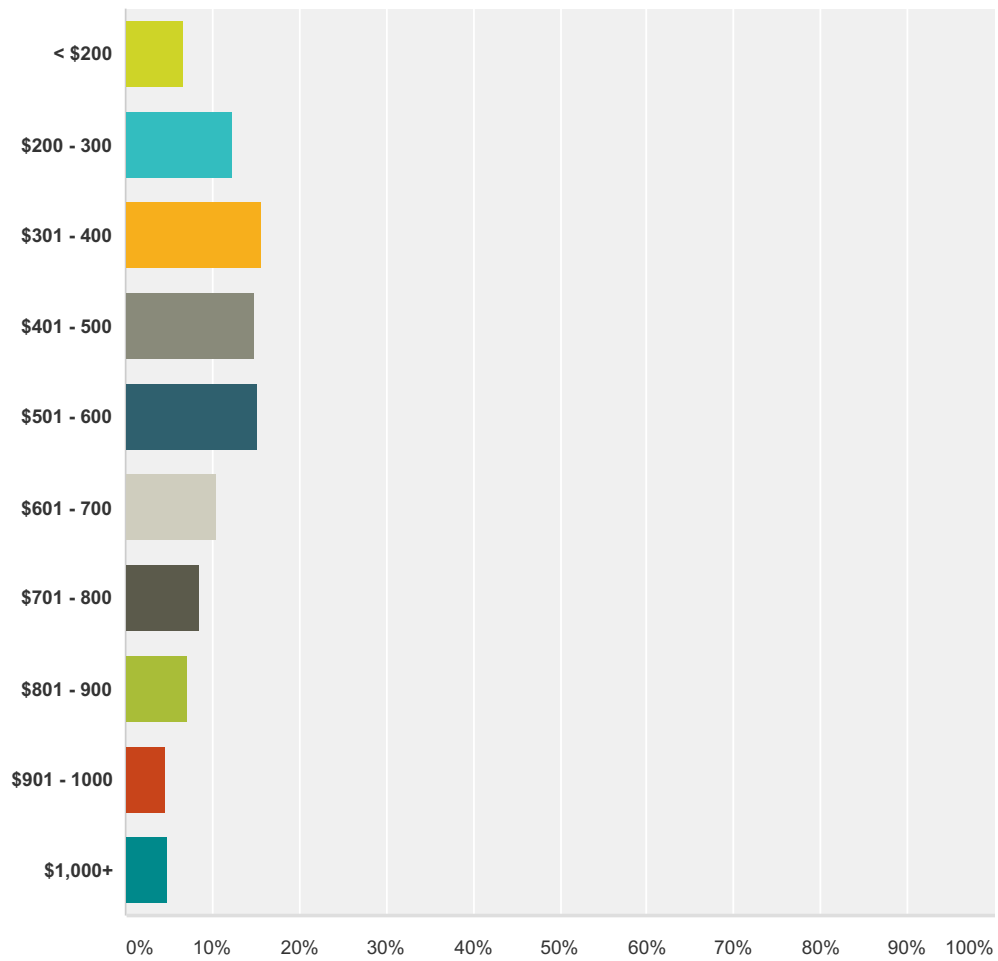
Answered: 877 Skipped: 39



Answer Choices	Responses	
\$0	14.25%	125
\$1 - 100	25.43%	223
\$101 - \$200	25.09%	220
\$201 - \$300	18.70%	164
\$301 - \$400	9.58%	84
\$401 - \$500	6.96%	61
Total		877

Q15 The average cost of my books and supplies for one semester is:

Answered: 882 Skipped: 34



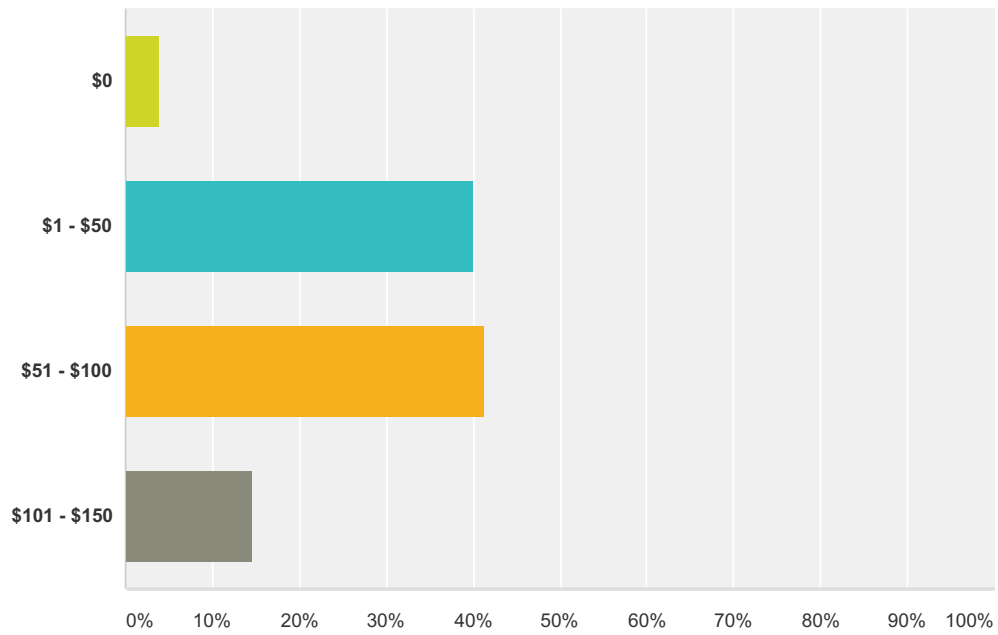
Answer Choices	Responses	Count
< \$200	6.69%	59
\$200 - 300	12.24%	108
\$301 - 400	15.65%	138
\$401 - 500	14.74%	130
\$501 - 600	15.19%	134
\$601 - 700	10.43%	92
\$701 - 800	8.62%	76
\$801 - 900	7.14%	63
\$901 - 1000	4.54%	40
\$1,000+	4.76%	42

Total

882

Q16 My average monthly cost for personal (clothing, hygiene, etc.) expenses is:

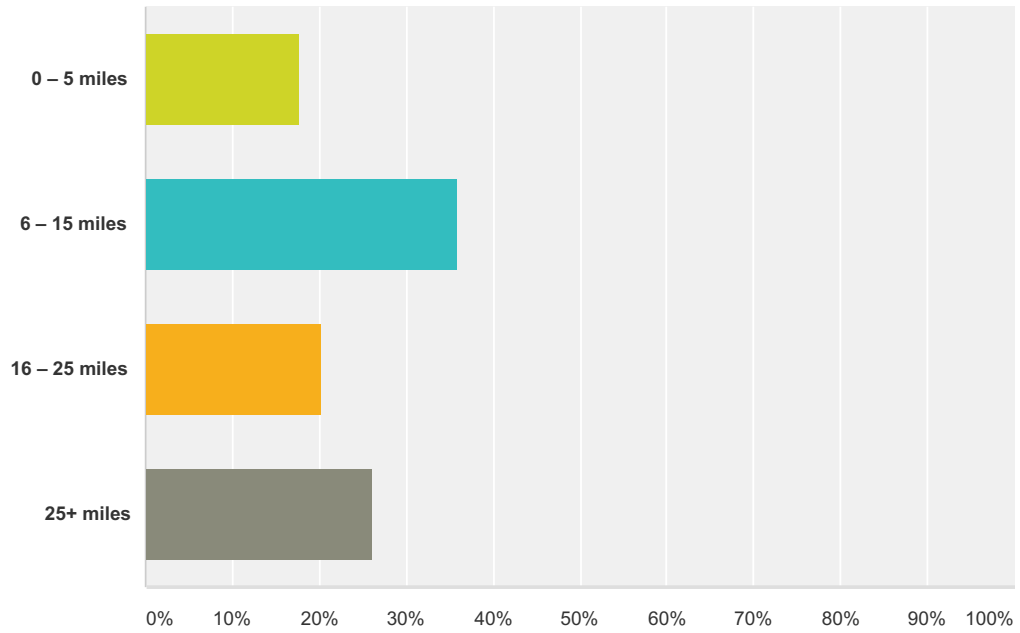
Answered: 880 Skipped: 36



Answer Choices	Responses	
\$0	3.98%	35
\$1 - \$50	40.11%	353
\$51 - \$100	41.25%	363
\$101 - \$150	14.66%	129
Total		880

Q17 The round trip travel for me to class is:

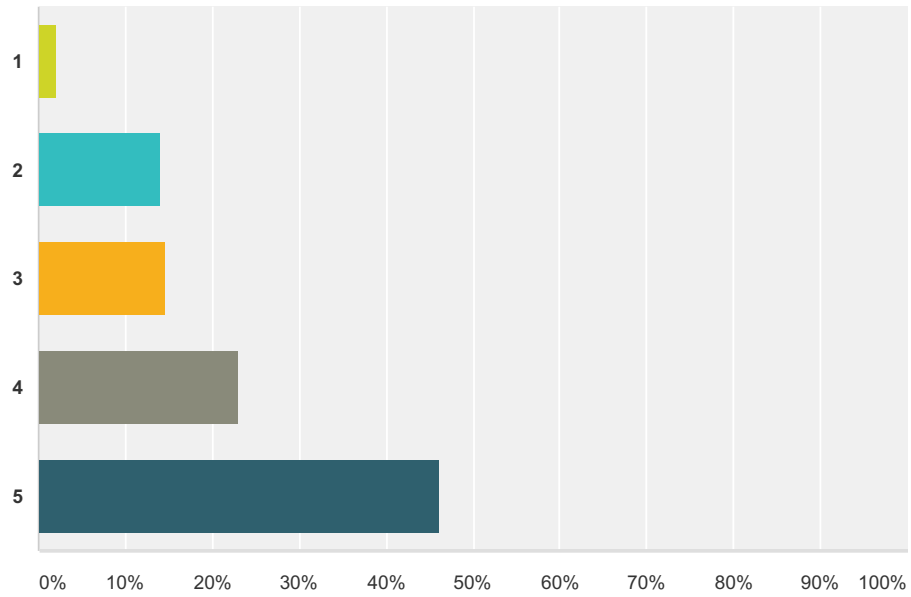
Answered: 881 Skipped: 35



Answer Choices	Responses
0 – 5 miles	17.71% 156
6 – 15 miles	35.87% 316
16 – 25 miles	20.32% 179
25+ miles	26.11% 230
Total	881

Q18 I travel to class ___ days per week

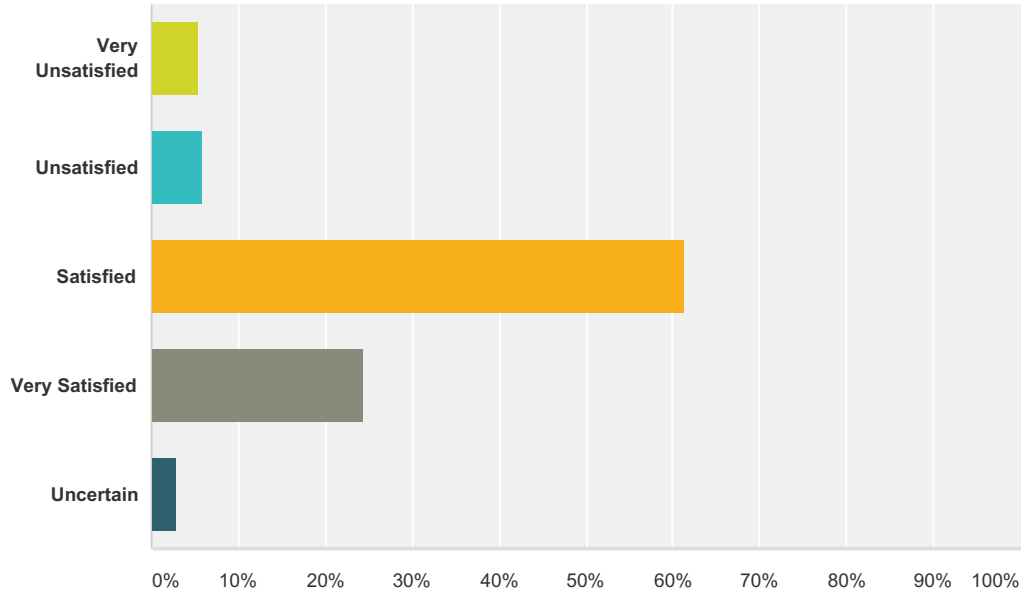
Answered: 885 Skipped: 31



Answer Choices	Responses
1	2.15% 19
2	14.01% 124
3	14.69% 130
4	23.05% 204
5	46.10% 408
Total	885

Q19 How satisfied are you with your overall educational experience at Tri-County Technical College?

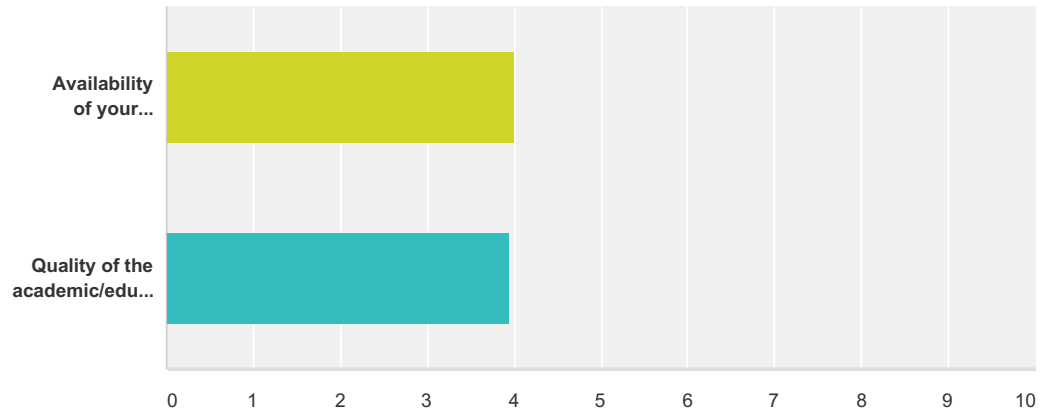
Answered: 857 Skipped: 59



Answer Choices	Responses	
Very Unsatisfied	5.37%	46
Unsatisfied	5.83%	50
Satisfied	61.38%	526
Very Satisfied	24.50%	210
Uncertain	2.92%	25
Total		857

Q20 Please rate the following items on academic advising in your major. Check DK (Don't Know) for any item you feel you cannot rate.

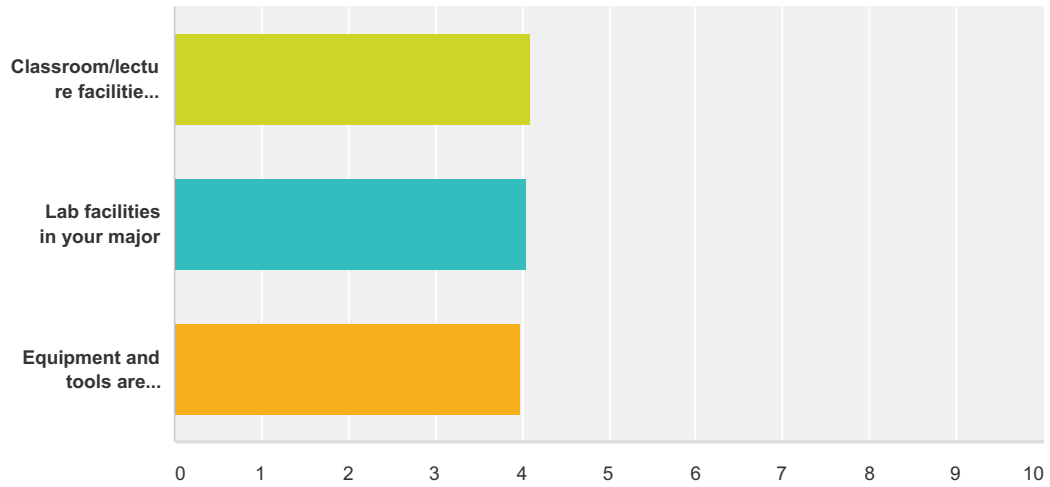
Answered: 858 Skipped: 58



	Very Poor	Poor	Neutral	Good	Very Good	DK	Total	Weighted Average
Availability of your advisor(s) to you	2.80% 23	6.22% 51	19.02% 156	29.39% 241	39.76% 326	2.80% 23	820	4.00
Quality of the academic/educational advising	3.22% 27	6.68% 56	18.85% 158	31.86% 267	36.40% 305	2.98% 25	838	3.94

Q21 Please rate the following items on the facilities and equipment in your major. Check DK (Don't Know) for any item you feel you cannot rate.

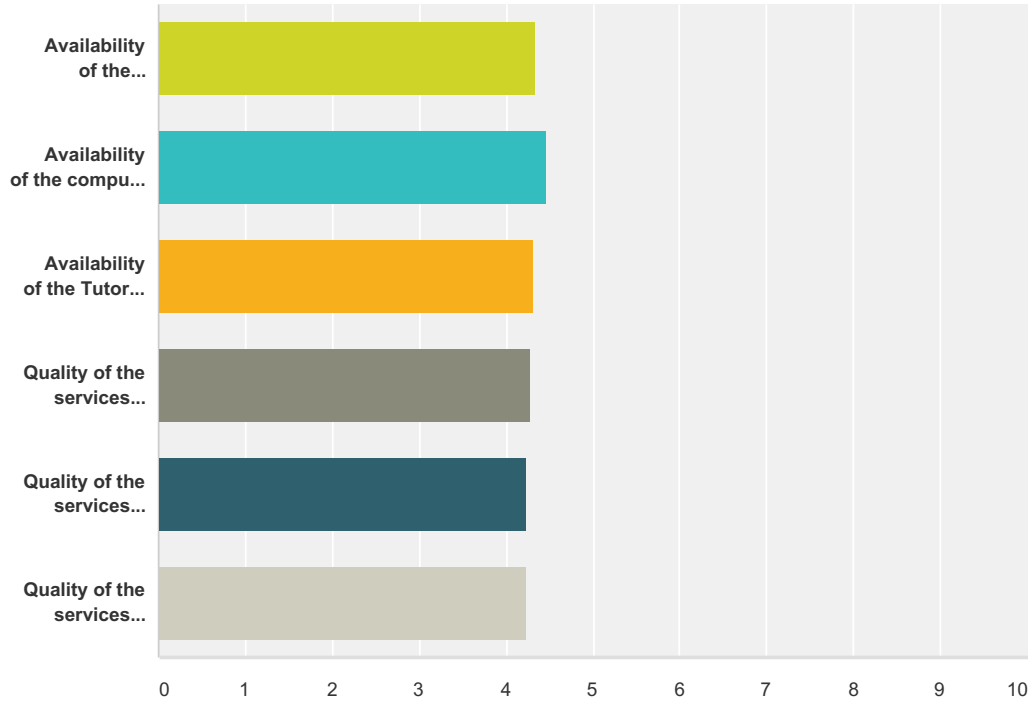
Answered: 858 Skipped: 58



	Very Poor	Poor	Neutral	Good	Very Good	DK	Total	Weighted Average
Classroom/lecture facilities in your major	0.82% 7	3.06% 26	15.28% 130	42.77% 364	33.49% 285	4.58% 39	851	4.10
Lab facilities in your major	0.82% 7	3.16% 27	15.91% 136	34.39% 294	29.12% 249	16.61% 142	855	4.05
Equipment and tools are up-to-date/state-of-the-art in your major	1.75% 15	3.39% 29	18.25% 156	37.66% 322	28.19% 241	10.76% 92	855	3.98

Q22 Please rate the following items on instructional support services. Check DK (Don't Know) for any item you feel you cannot rate.

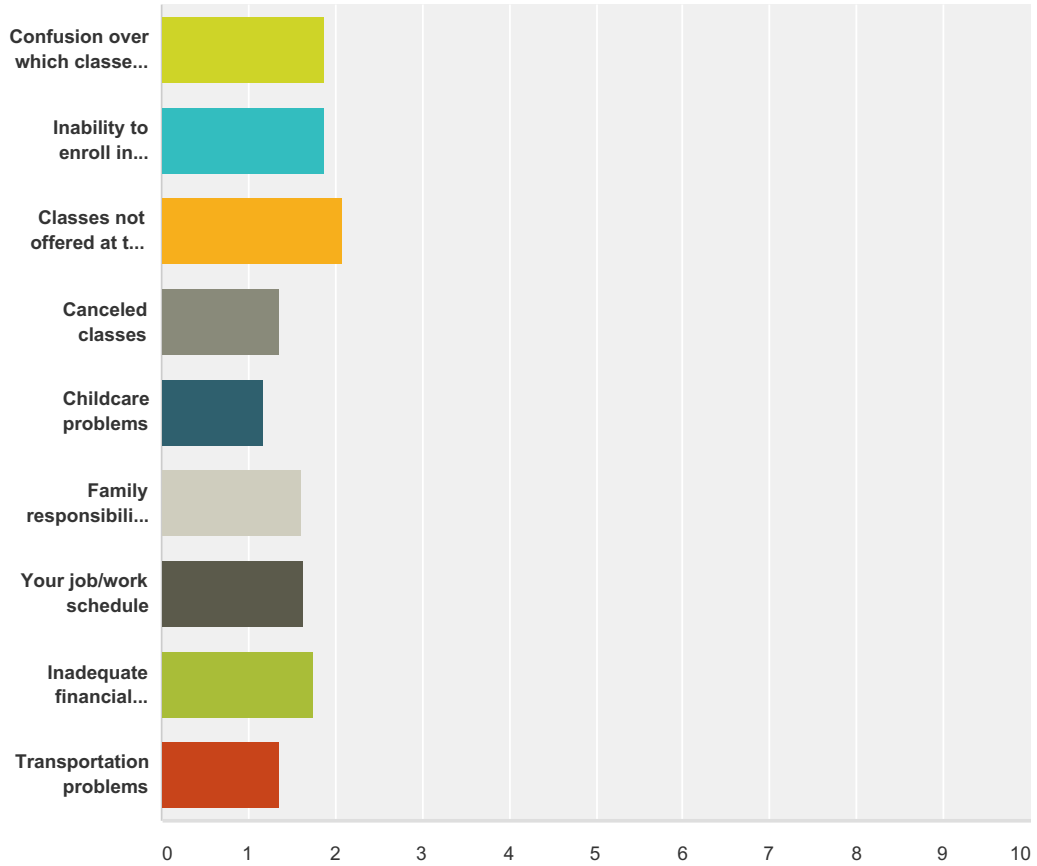
Answered: 858 Skipped: 58



	Very Poor	Poor	Neutral	Good	Very Good	DK	Total	Weighted Average
Availability of the Assessment Center to students	0.12% 1	0.58% 5	8.62% 74	31.70% 272	36.95% 317	22.03% 189	858	4.34
Availability of the computer labs to students	0.00% 0	0.70% 6	6.90% 59	33.80% 289	49.94% 427	8.65% 74	855	4.46
Availability of the Tutoring Center to students	0.82% 7	1.64% 14	8.56% 73	29.31% 250	40.09% 342	19.58% 167	853	4.32
Quality of the services provided to students in the Assessment Center	0.23% 2	0.70% 6	9.94% 85	29.59% 253	31.70% 271	27.84% 238	855	4.27
Quality of the services provided to students in the computer labs	0.35% 3	0.93% 8	13.67% 117	32.94% 282	35.75% 306	16.36% 140	856	4.23
Quality of the services provided to students in the Tutoring Center	1.05% 9	2.22% 19	9.70% 83	26.52% 227	33.88% 290	26.64% 228	856	4.23

Q23 Have any of the following caused you problems or interfered with your studies at Tri-County Technical College?

Answered: 859 Skipped: 57



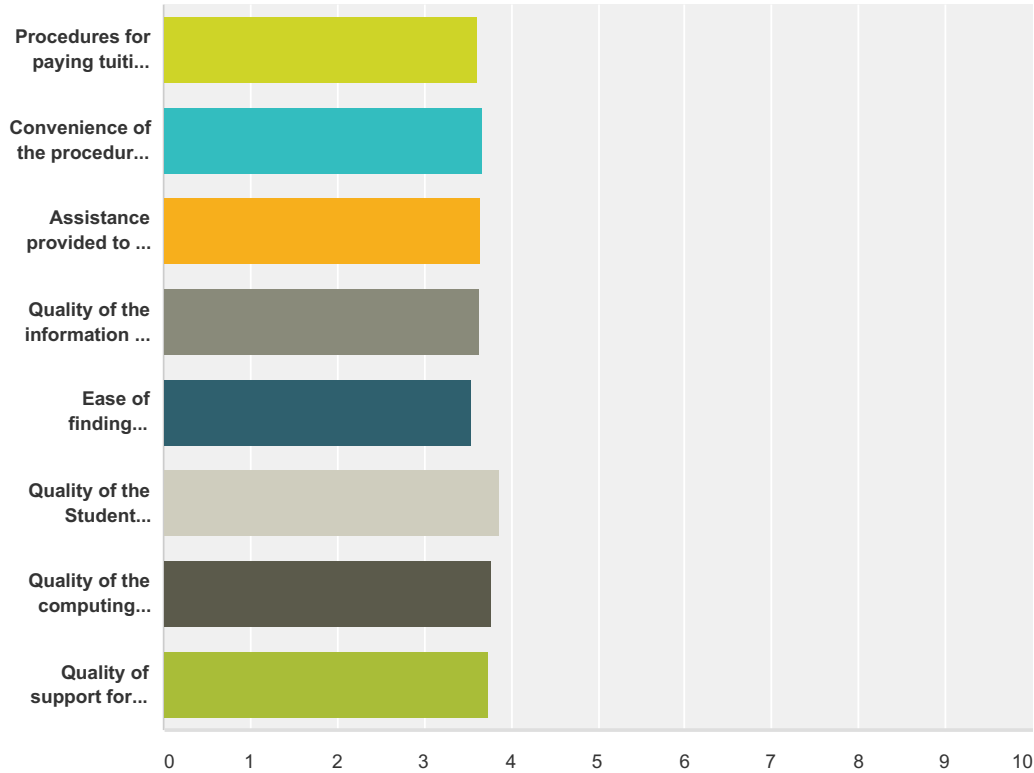
	Never	Sometimes	Frequently	Always	Total	Weighted Average
Confusion over which classes you needed to take	33.80% 290	49.42% 424	12.24% 105	4.55% 39	858	1.88
Inability to enroll in classes because they were full	38.90% 333	38.67% 331	18.69% 160	3.74% 32	856	1.87
Classes not offered at the times you needed	29.46% 251	39.32% 335	24.77% 211	6.46% 55	852	2.08
Canceled classes	70.44% 603	25.35% 217	3.27% 28	0.93% 8	856	1.35
Childcare problems	88.81% 762	7.93% 68	2.21% 19	1.05% 9	858	1.16
Family responsibilities	54.80% 468	33.84% 289	8.31% 71	3.04% 26	854	1.60
Your job/work schedule	55.96% 479	29.44% 252	11.21% 96	3.39% 29	856	1.62
Inadequate financial resources	50.00% 429	30.77% 264	12.70% 109	6.53% 56	858	1.76

2015-16 Fall Student Survey

Transportation problems	70.09% 600	25.23% 216	3.39% 29	1.29% 11	856	1.36
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Q24 Please rate the following Business Office services. Check DK (Don't Know) for any item you feel you cannot rate.

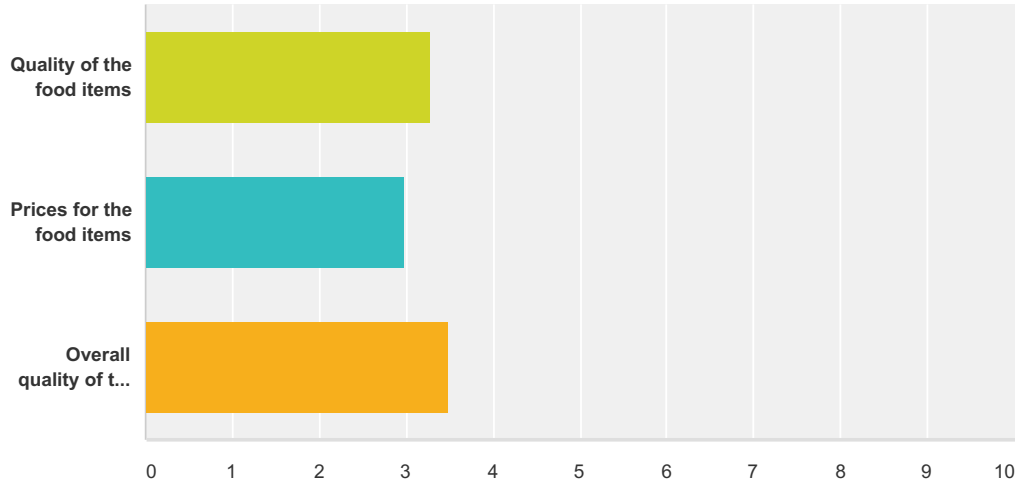
Answered: 201 Skipped: 715



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Procedures for paying tuition and fees	2.49% 5	4.48% 9	32.84% 66	39.30% 79	12.94% 26	7.96% 16	201	3.61
Convenience of the procedures for paying tuition and fees	2.50% 5	4.50% 9	30.50% 61	36.50% 73	17.00% 34	9.00% 18	200	3.67
Assistance provided to you by the cashiers/business office staff	3.48% 7	3.98% 8	26.87% 54	36.82% 74	14.93% 30	13.93% 28	201	3.65
Quality of the information you receive from cashiers/business office staff	1.49% 3	6.47% 13	30.35% 61	36.32% 73	14.43% 29	10.95% 22	201	3.63
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	3.48% 7	11.44% 23	29.35% 59	33.83% 68	18.41% 37	3.48% 7	201	3.54
Quality of the Student bill/schedule	1.49% 3	4.48% 9	24.38% 49	42.29% 85	24.88% 50	2.49% 5	201	3.87
Quality of the computing resources to support your studies	1.99% 4	3.98% 8	24.38% 49	41.79% 84	17.91% 36	9.95% 20	201	3.77
Quality of support for using computing resources	1.99% 4	5.47% 11	23.88% 48	37.81% 76	18.41% 37	12.44% 25	201	3.74

Q25 Please rate the following services and products from the College Cafe. Check DK (Don't Know) for any item you feel you cannot rate.

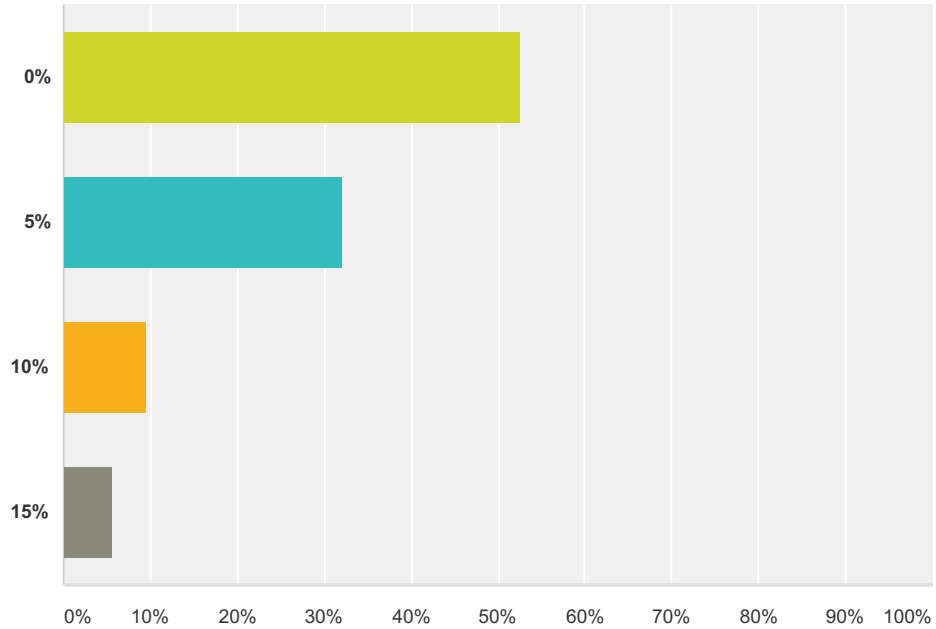
Answered: 201 Skipped: 715



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Quality of the food items	4.98% 10	7.46% 15	19.40% 39	23.88% 48	5.47% 11	38.81% 78	201	3.28
Prices for the food items	7.46% 15	11.44% 23	22.39% 45	17.91% 36	3.48% 7	37.31% 75	201	2.98
Overall quality of the customer service received	3.48% 7	4.98% 10	22.89% 46	21.39% 43	10.95% 22	36.32% 73	201	3.49

Q26 How much more would you be willing to spend to bring a higher quality food product into the cafe?

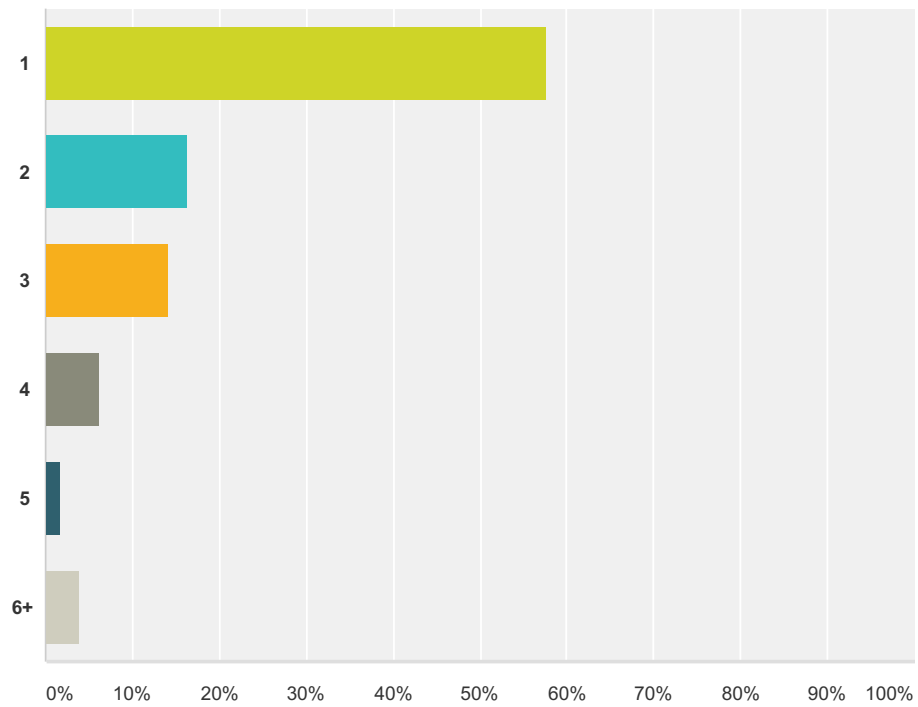
Answered: 196 Skipped: 720



Answer Choices	Responses
0%	52.55% 103
5%	32.14% 63
10%	9.69% 19
15%	5.61% 11
Total	196

Q27 How many times per week do you make a purchase?

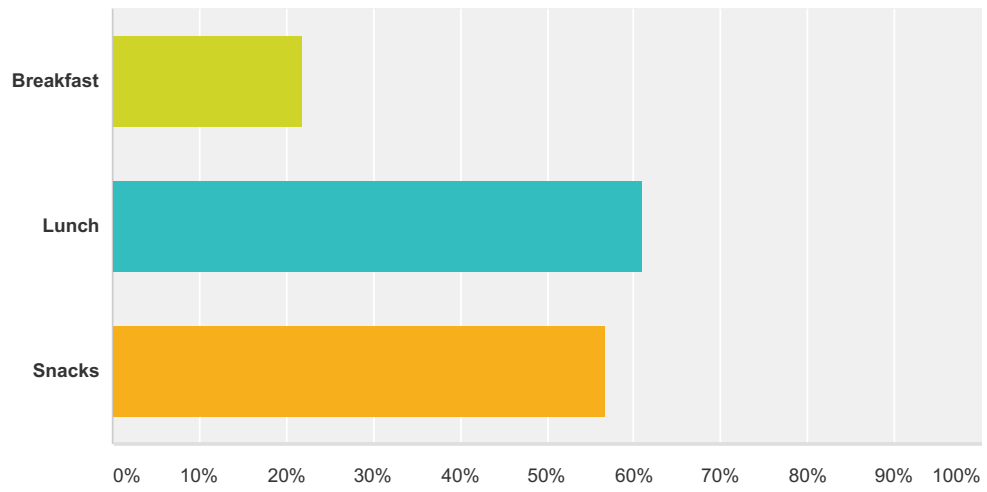
Answered: 177 Skipped: 739



Answer Choices	Responses
1	57.63% 102
2	16.38% 29
3	14.12% 25
4	6.21% 11
5	1.69% 3
6+	3.95% 7
Total	177

Q28 For what types of meals do you visit the cafe? (check all that apply)

Answered: 146 Skipped: 770



Answer Choices	Responses	
Breakfast	21.92%	32
Lunch	60.96%	89
Snacks	56.85%	83
Total Respondents: 146		

**Q29 Please list 1 or 2 of your favorite items
to purchase in the cafe:**

Answered: 122 Skipped: 794

Q30 Please list 1 or 2 items that you would like to see replaced on the menu:

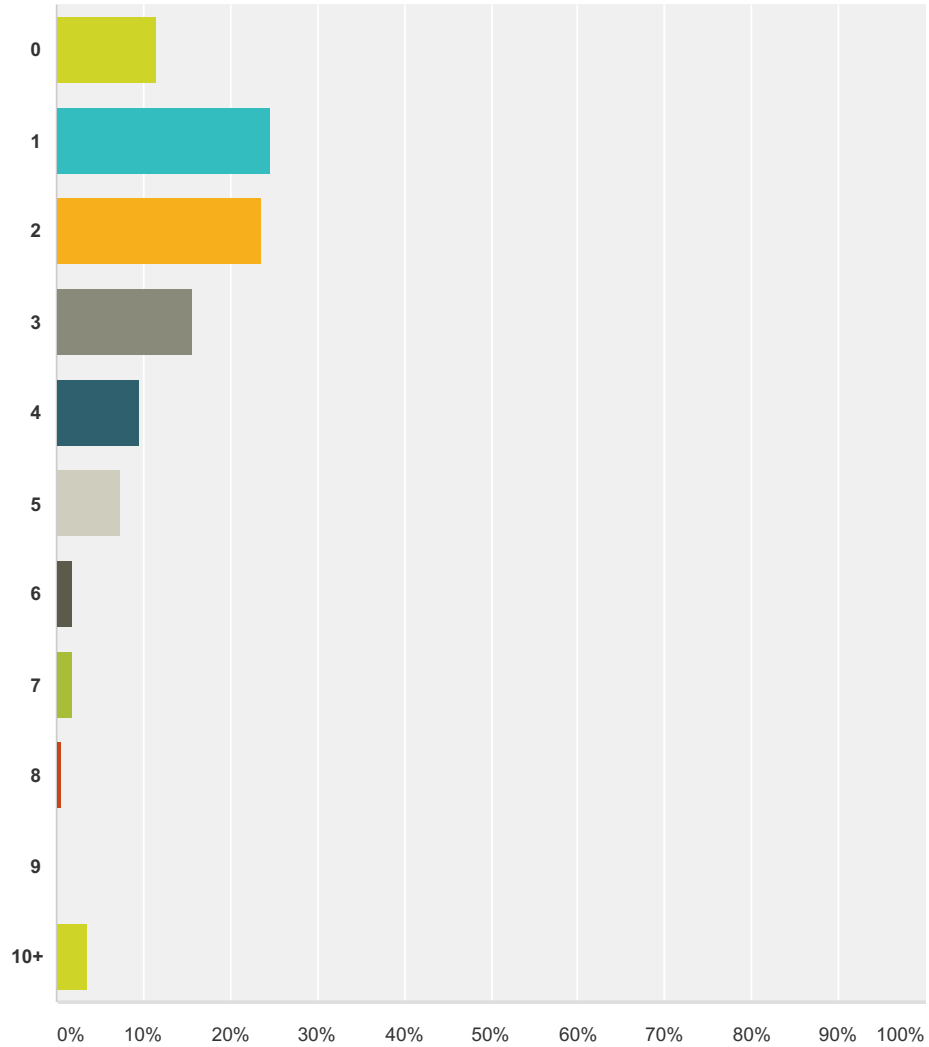
Answered: 96 Skipped: 820

**Q31 Please list an additional type of service
or food selection you would like to see
provided in the Cafe:**

Answered: 92 Skipped: 824

Q32 Approximately how many times have you made a purchase in the bookstore this semester?

Answered: 166 Skipped: 750



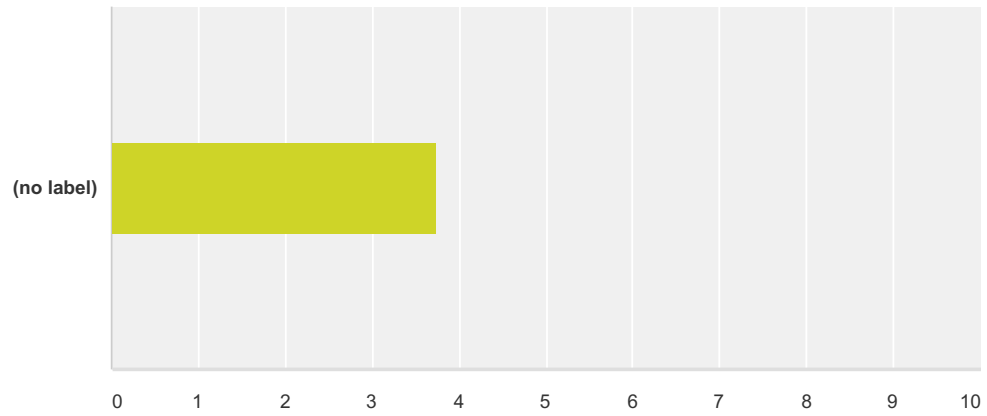
Answer Choices	Responses
0	11.45% 19
1	24.70% 41
2	23.49% 39
3	15.66% 26
4	9.64% 16
5	7.23% 12
6	1.81% 3
7	1.81% 3

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8	0.60%	1
9	0.00%	0
10+	3.61%	6
Total		166

Q33 How would you rate the process for finding the book (s) you were looking for?

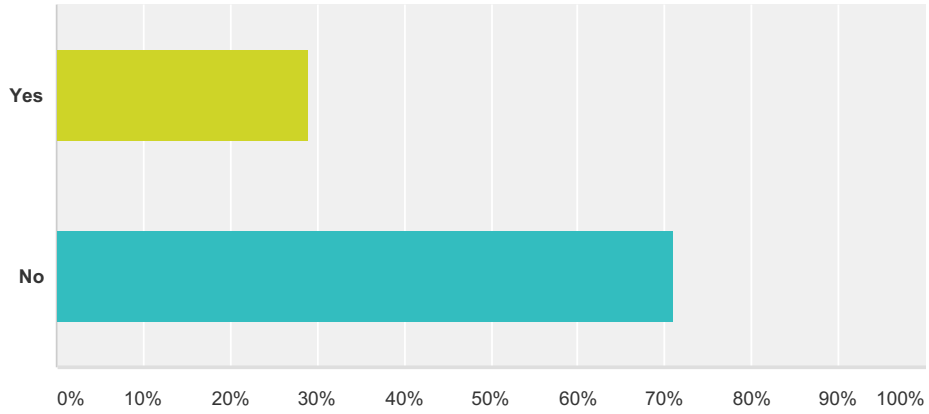
Answered: 165 Skipped: 751



	Very Difficult	Difficult	Adequate	Easy	Very Easy	DK	Total	Weighted Average
(no label)	1.82% 3	4.24% 7	31.52% 52	33.94% 56	21.21% 35	7.27% 12	165	3.74

Q34 Did you make a purchase from the iShop.tctc website for textbooks or merchandise this semester?

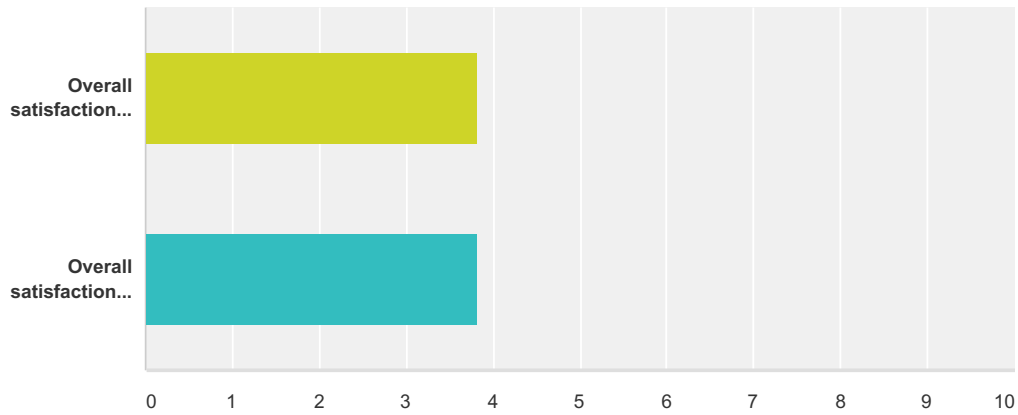
Answered: 166 Skipped: 750



Answer Choices	Responses	
Yes	28.92%	48
No	71.08%	118
Total		166

Q35 Please rate the following items on the iShop.tctc website. Check DK (Don't know) for any item you feel you cannot rate.

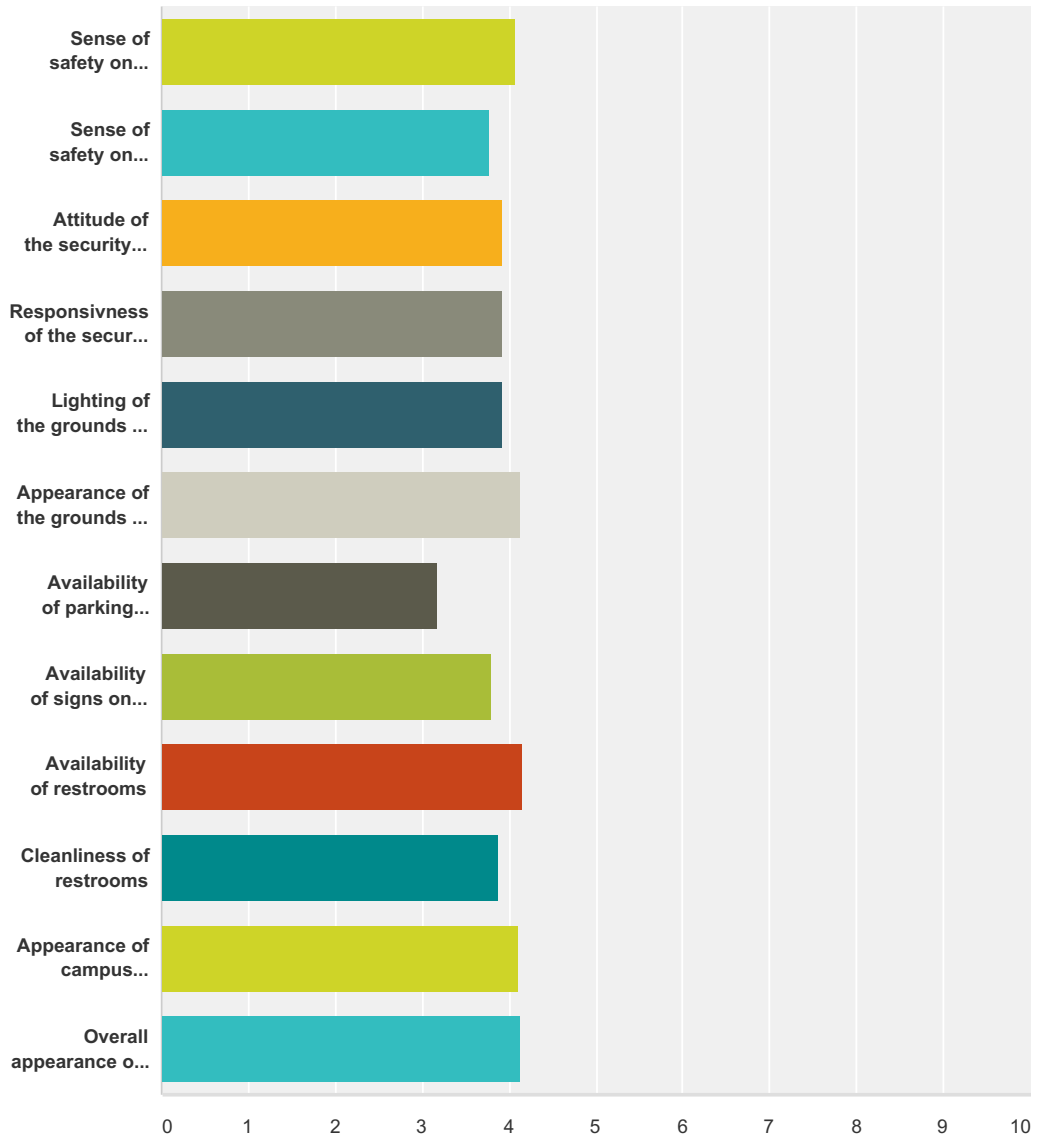
Answered: 166 Skipped: 750



	Very Satisfied	Satisfied	Neither Satisfied nor UNSatisfied	UNSatisfied	Very UNSatisfied	DK	Total	Weighted Average
Overall satisfaction with the service and/or selection of products	9.64% 16	29.52% 49	12.05% 20	2.41% 4	0.60% 1	45.78% 76	166	3.83
Overall satisfaction with the ordering process	9.20% 15	26.99% 44	10.43% 17	3.07% 5	0.61% 1	49.69% 81	163	3.82

Q36 Please rate the following items on the security and facilities at the College. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 202 Skipped: 714



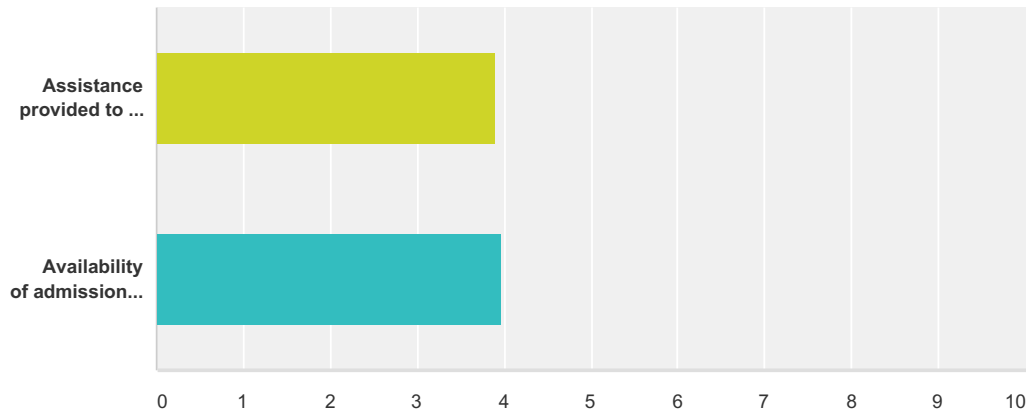
	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Sense of safety on campus during the day	0.50% 1	4.46% 9	17.33% 35	38.12% 77	35.15% 71	4.46% 9	202	4.08
Sense of safety on campus at night	2.99% 6	4.98% 10	17.41% 35	27.36% 55	19.40% 39	27.86% 56	201	3.77
Attitude of the security staff when helping you	1.00% 2	3.00% 6	20.00% 40	24.00% 48	23.50% 47	28.50% 57	200	3.92

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Responsivness of the security staff	0.99% 2	2.48% 5	19.31% 39	20.30% 41	21.78% 44	35.15% 71	202	3.92
Lighting of the grounds and walkways	1.99% 4	4.98% 10	18.91% 38	32.84% 66	28.36% 57	12.94% 26	201	3.93
Appearance of the grounds and walkways	0.00% 0	3.47% 7	15.35% 31	42.08% 85	34.65% 70	4.46% 9	202	4.13
Availability of parking spaces on campus	13.86% 28	14.85% 30	24.26% 49	26.73% 54	16.83% 34	3.47% 7	202	3.18
Availability of signs on campus	1.98% 4	4.95% 10	27.23% 55	38.12% 77	24.26% 49	3.47% 7	202	3.81
Availability of restrooms	0.50% 1	3.98% 8	15.42% 31	38.31% 77	39.80% 80	1.99% 4	201	4.15
Cleanliness of restrooms	3.48% 7	4.48% 9	22.89% 46	36.32% 73	30.85% 62	1.99% 4	201	3.88
Appearance of campus buildings	0.00% 0	2.48% 5	19.80% 40	40.59% 82	35.15% 71	1.98% 4	202	4.11
Overall appearance of the campus	0.50% 1	2.00% 4	19.00% 38	39.50% 79	38.00% 76	1.00% 2	200	4.14

Q37 Please rate the following items on the Admissions staff. Check DK (Don't Know) for any item you feel you cannot rate.

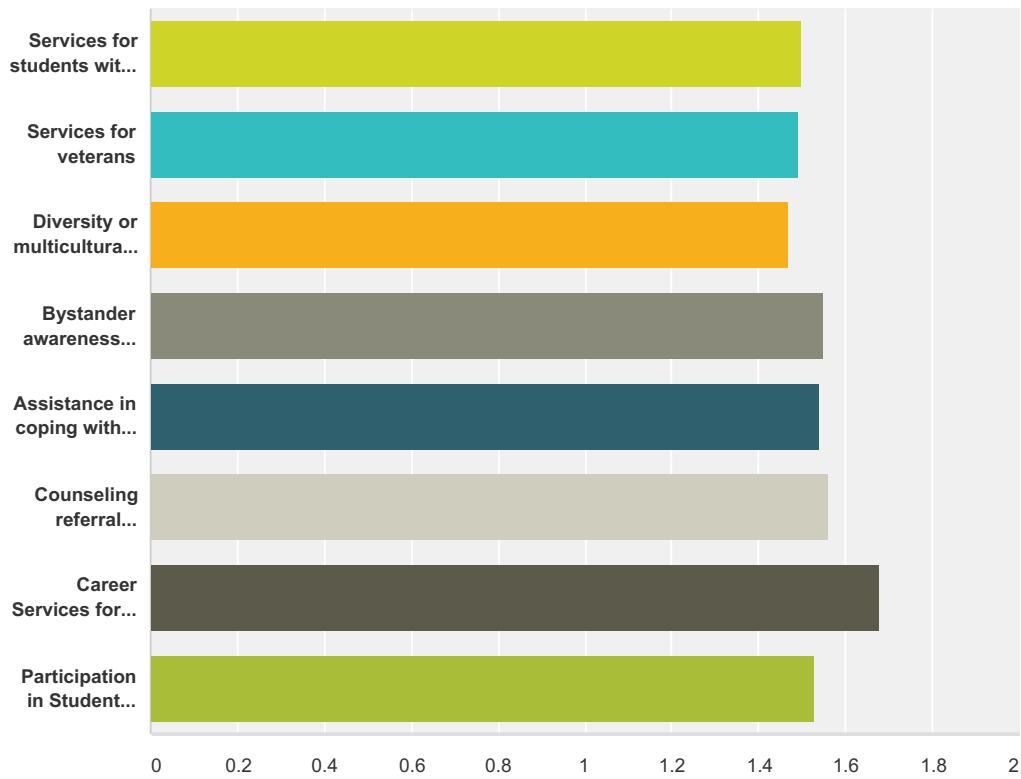
Answered: 201 Skipped: 715



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Assistance provided to you by the Admissions staff	2.55% 5	3.06% 6	23.98% 47	29.59% 58	29.08% 57	11.73% 23	196	3.90
Availability of admission services to students	1.49% 3	1.99% 4	20.40% 41	35.82% 72	26.37% 53	13.93% 28	201	3.97

Q38 Please rate how often you have utilized the following services.

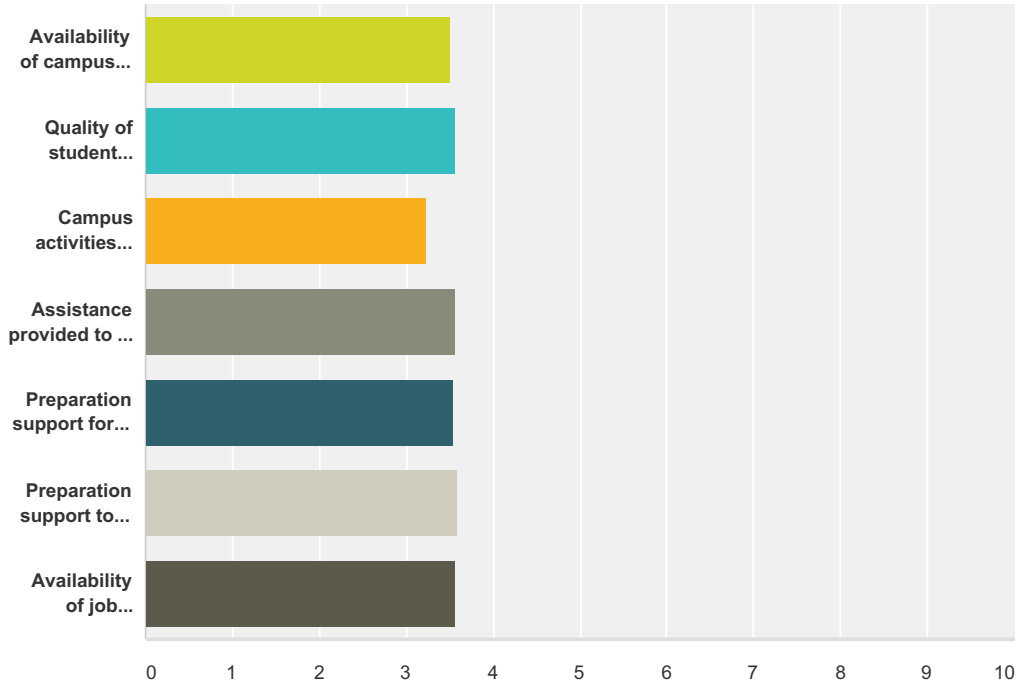
Answered: 200 Skipped: 716



	Never	Rarely	Occasionally	Frequently	Very Frequently	Total	Weighted Average
Services for students with disabilities, special needs or learning differences	77.50% 155	6.50% 13	7.50% 15	5.00% 10	3.50% 7	200	1.50
Services for veterans	80.40% 160	3.02% 6	8.04% 16	4.52% 9	4.02% 8	199	1.49
Diversity or multicultural programs or activities	79.50% 159	5.50% 11	6.50% 13	5.50% 11	3.00% 6	200	1.47
Bystander awareness programs or activities	75.50% 151	6.50% 13	8.50% 17	6.50% 13	3.00% 6	200	1.55
Assistance in coping with challenges interfering with academic performance	74.00% 148	8.50% 17	9.00% 18	6.50% 13	2.00% 4	200	1.54
Counseling referral resources	75.00% 150	6.00% 12	9.50% 19	6.50% 13	3.00% 6	200	1.56
Career Services for assistance with job search, resume and interview process	67.34% 134	11.56% 23	10.55% 21	7.04% 14	3.52% 7	199	1.68
Participation in Student Government Association or Student Organization campus activities or meetings	76.88% 153	6.03% 12	8.04% 16	5.53% 11	3.52% 7	199	1.53

Q39 Please rate the following items on student engagement. Check DK (Don't Know) for any item you feel you cannot rate.

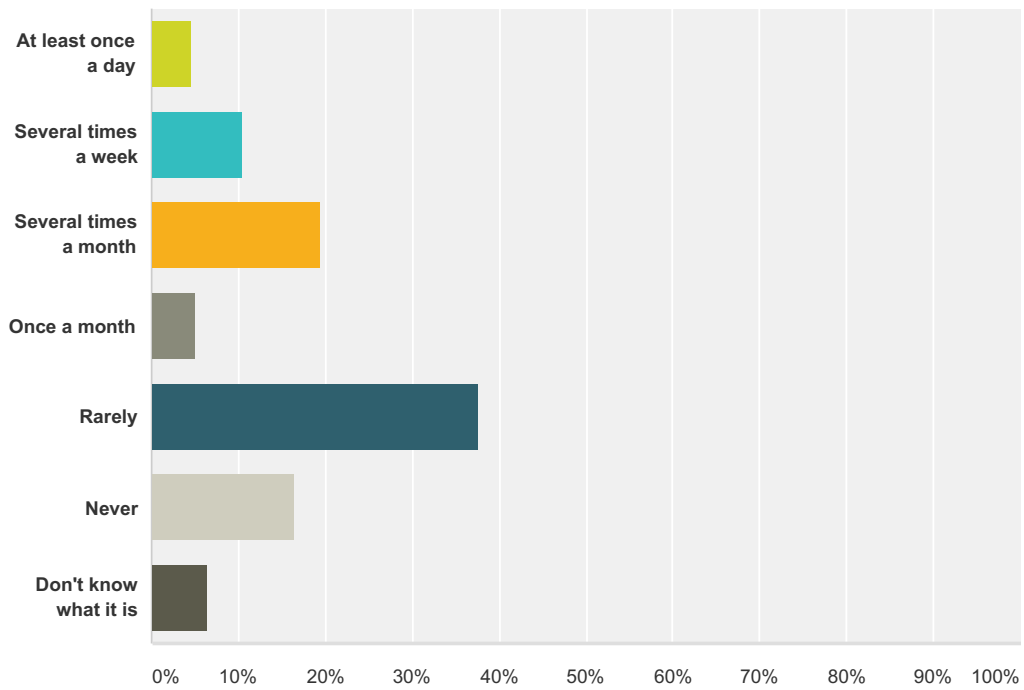
Answered: 201 Skipped: 715



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Availability of campus activities and events outside class periods	1.51% 3	6.53% 13	30.65% 61	20.60% 41	13.07% 26	27.64% 55	199	3.51
Quality of student activities/events provided by students/for students	1.49% 3	5.97% 12	27.36% 55	16.92% 34	14.43% 29	33.83% 68	201	3.56
Campus activities match with your interests	4.02% 8	11.56% 23	30.65% 61	15.08% 30	11.06% 22	27.64% 55	199	3.24
Assistance provided to you by the career services staff	1.00% 2	5.00% 10	28.00% 56	14.50% 29	13.50% 27	38.00% 76	200	3.56
Preparation support for entering the workforce provided to you by the career services staff	2.50% 5	4.00% 8	25.50% 51	14.00% 28	14.00% 28	40.00% 80	200	3.55
Preparation support to develop effective job interviewing skills provided to you by the career services staff	1.00% 2	2.99% 6	27.86% 56	11.94% 24	13.43% 27	42.79% 86	201	3.59
Availability of job placement services to student	1.99% 4	3.48% 7	26.37% 53	15.42% 31	12.94% 26	39.80% 80	201	3.56

Q40 On average, how often do you log into Starfish during the semester?

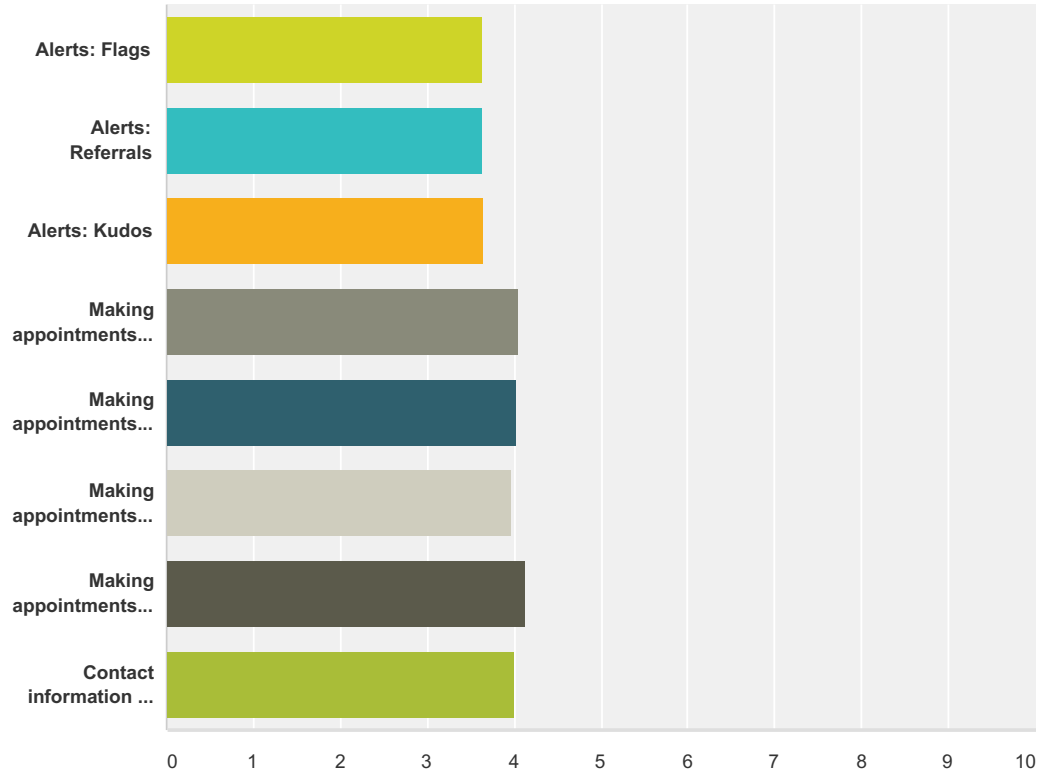
Answered: 200 Skipped: 716



Answer Choices	Responses
At least once a day	4.50% 9
Several times a week	10.50% 21
Several times a month	19.50% 39
Once a month	5.00% 10
Rarely	37.50% 75
Never	16.50% 33
Don't know what it is	6.50% 13
Total	200

Q41 Please rate the usefulness of each of these Starfish features. Check DK (Don't Know) for any item you feel you cannot rate.

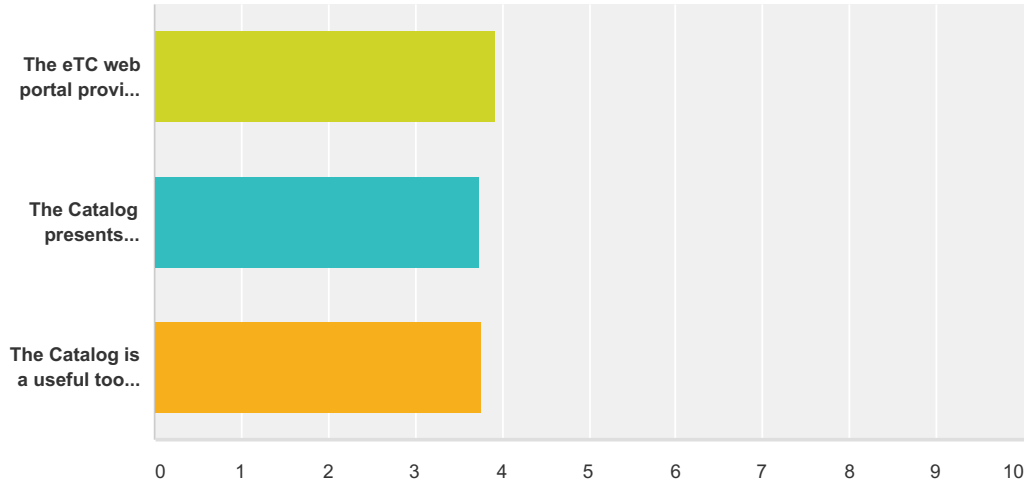
Answered: 199 Skipped: 717



	Very Useful	Somewhat Useful	Neutral	Not Very Useful	Not At All Useful	DK	Total	Weighted Average
Alerts: Flags	15.58% 31	12.06% 24	20.10% 40	2.01% 4	3.52% 7	46.73% 93	199	3.64
Alerts: Referrals	13.57% 27	12.06% 24	20.10% 40	1.51% 3	3.02% 6	49.75% 99	199	3.63
Alerts: Kudos	16.92% 33	11.79% 23	21.03% 41	1.54% 3	4.10% 8	44.62% 87	195	3.65
Making appointments with instructor	32.83% 65	13.64% 27	15.66% 31	4.04% 8	2.02% 4	31.82% 63	198	4.04
Making appointments with advisor	36.68% 73	14.57% 29	17.09% 34	4.52% 9	3.02% 6	24.12% 48	199	4.02
Making appointments with Success Coach	26.13% 52	11.56% 23	15.58% 31	2.51% 5	2.51% 5	41.71% 83	199	3.97
Making appointments with Tutoring Center	32.16% 64	8.54% 17	14.57% 29	1.01% 2	2.51% 5	41.21% 82	199	4.14
Contact information for instructors, advisors, coaches, services	30.30% 60	17.68% 35	15.66% 31	2.53% 5	3.03% 6	30.81% 61	198	4.01

Q42 Please indicate the extent to which you agree with the following statements about methods we use to communicate with students. Check DK (Don't Know) for any item you feel you cannot rate.

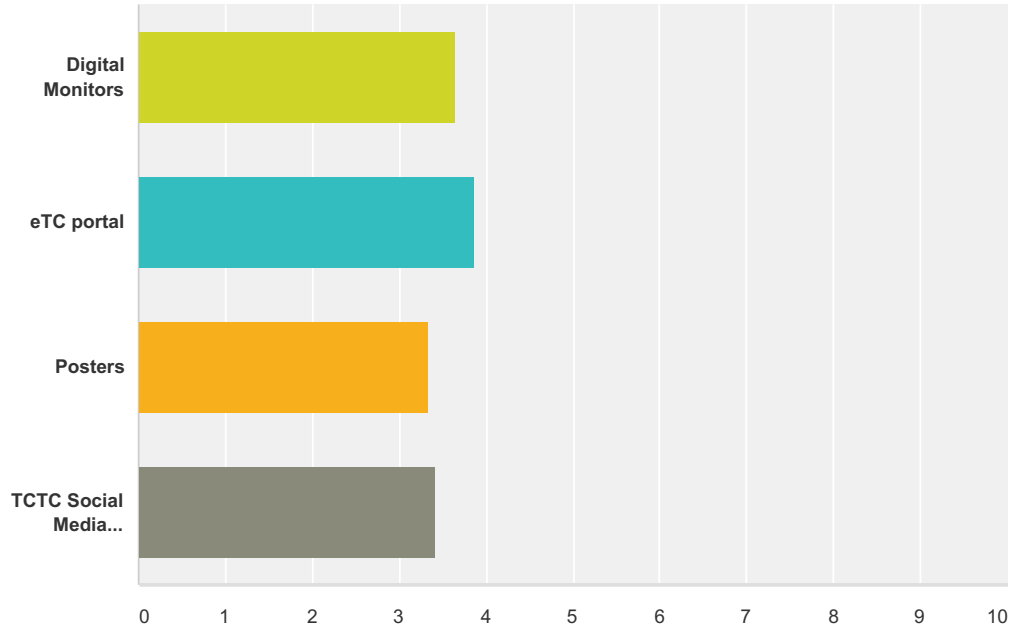
Answered: 199 Skipped: 717



	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	DK	Total	Weighted Average
The eTC web portal provides the information you need as a student	0.51% 1	5.05% 10	13.64% 27	61.62% 122	17.68% 35	1.52% 3	198	3.92
The Catalog presents information in an easy-to-understand manner	3.02% 6	7.04% 14	19.60% 39	44.72% 89	17.59% 35	8.04% 16	199	3.73
The Catalog is a useful tool for planning and managing your education	2.51% 5	6.53% 13	19.60% 39	47.74% 95	17.09% 34	6.53% 13	199	3.75

Q43 Please indicate how effective the following forms of communication are for you. Check DK (Don't Know) for any item you feel you cannot rate.

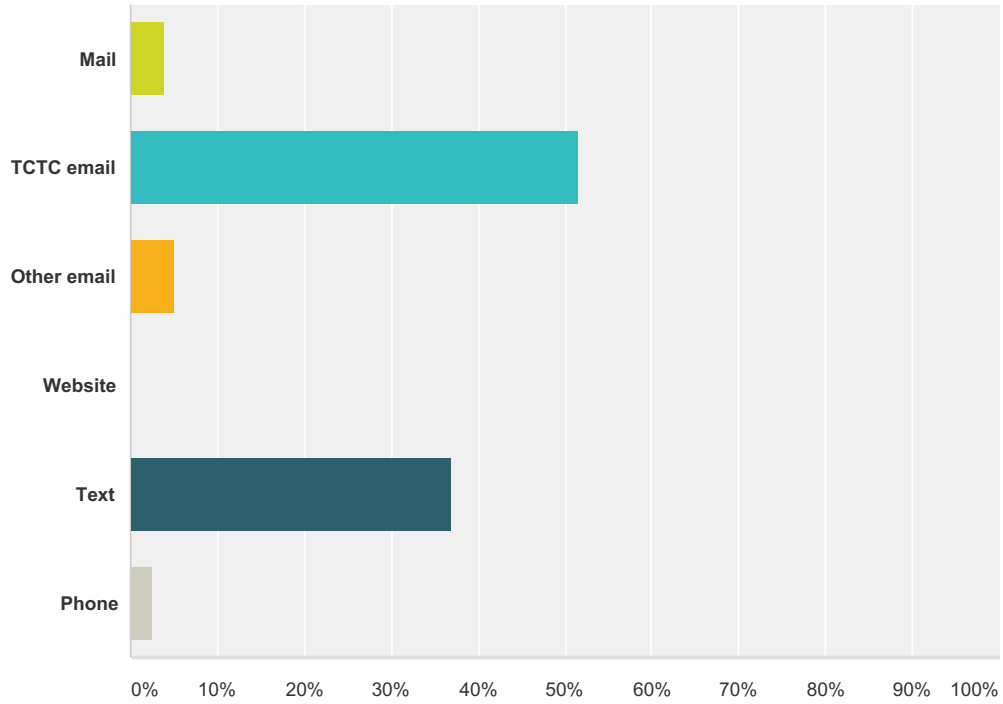
Answered: 199 Skipped: 717



	Very Ineffective	Ineffective	Neutral	Effective	Very Effective	DK	Total	Weighted Average
Digital Monitors	2.02% 4	6.06% 12	21.21% 42	35.35% 70	12.63% 25	22.73% 45	198	3.65
eTC portal	1.53% 3	5.61% 11	17.86% 35	48.98% 96	21.43% 42	4.59% 9	196	3.87
Posters	4.08% 8	10.71% 21	35.20% 69	31.63% 62	9.18% 18	9.18% 18	196	3.34
TCTC Social Media (Facebook, Twitter, Instagram)	3.52% 7	10.55% 21	26.63% 53	24.62% 49	13.57% 27	21.11% 42	199	3.43

Q44 When the College needs to send information what is your preferred method for receiving information?

Answered: 198 Skipped: 718



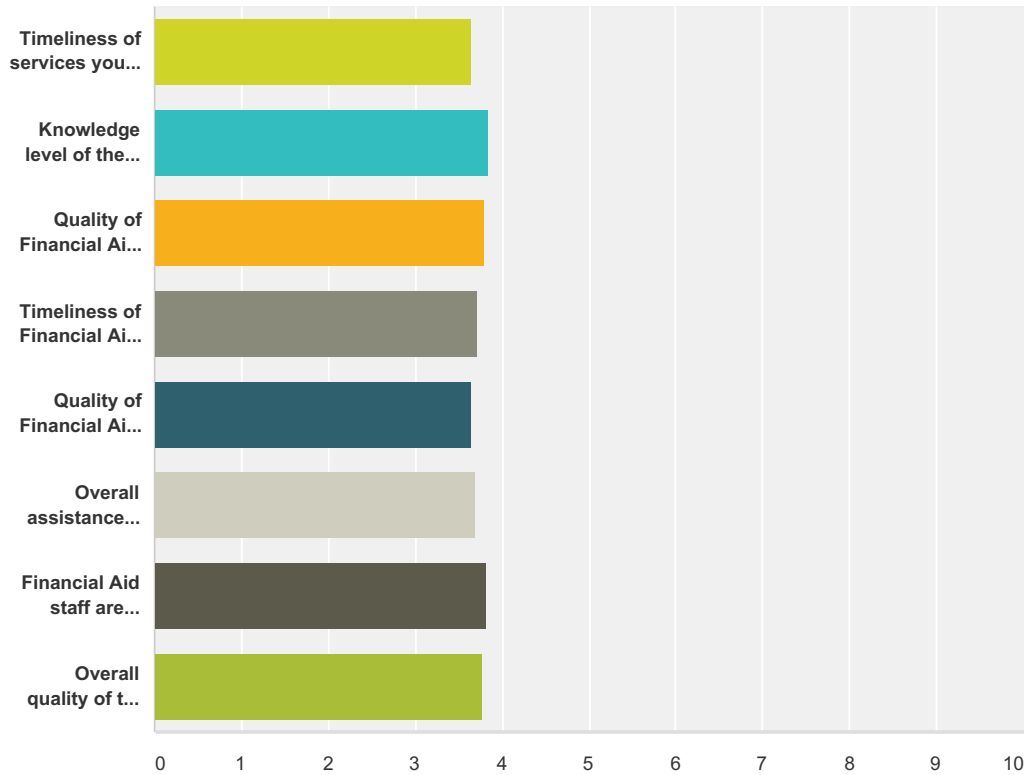
Answer Choices	Responses
Mail	4.04% 8
TCTC email	51.52% 102
Other email	5.05% 10
Website	0.00% 0
Text	36.87% 73
Phone	2.53% 5
Total	198

Q45 What suggestions do you have for improving the effectiveness of the methods the College uses to communicate with students?

Answered: 94 Skipped: 822

Q46 Please rate the following items on the Financial Aid services and staff. Check DK (Don't Know) for any item you feel you cannot rate.

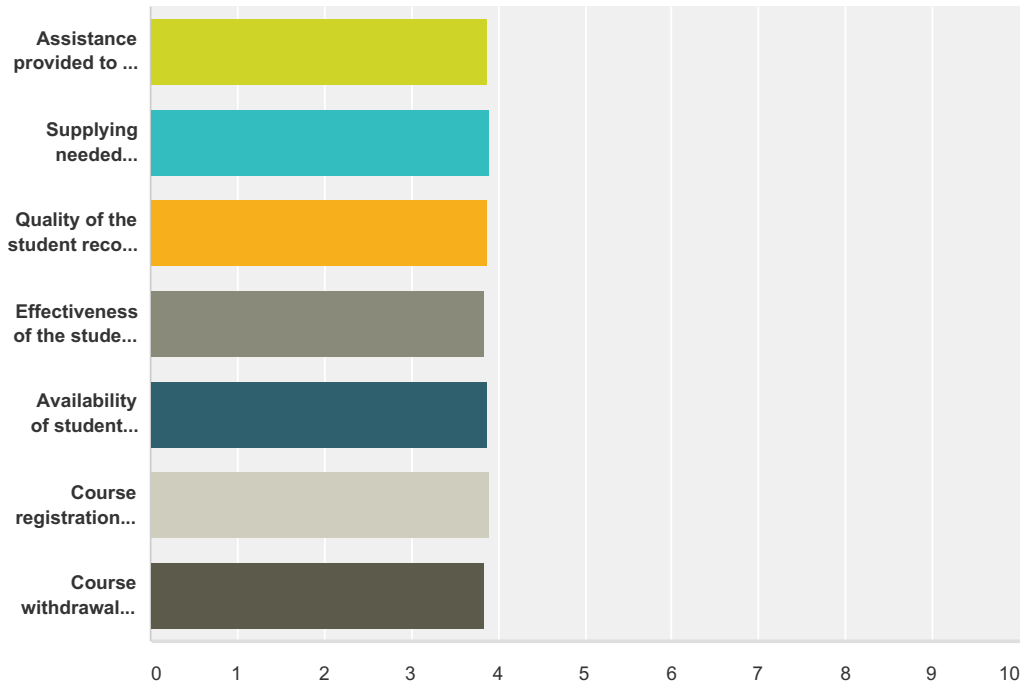
Answered: 199 Skipped: 717



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Timeliness of services you received	3.02% 6	7.54% 15	20.10% 40	39.70% 79	15.08% 30	14.57% 29	199	3.66
Knowledge level of the staff	1.51% 3	6.53% 13	19.10% 38	36.18% 72	23.12% 46	13.57% 27	199	3.84
Quality of Financial Aid email communications	1.52% 3	7.07% 14	18.18% 36	37.37% 74	19.70% 39	16.16% 32	198	3.80
Timeliness of Financial Aid email communications	2.03% 4	6.60% 13	22.34% 44	35.53% 70	18.27% 36	15.23% 30	197	3.72
Quality of Financial Aid information at student orientation	2.02% 4	8.08% 16	20.71% 41	31.82% 63	15.66% 31	21.72% 43	198	3.65
Overall assistance provided by Financial Aid staff	2.01% 4	9.55% 19	18.59% 37	36.68% 73	18.09% 36	15.08% 30	199	3.70
Financial Aid staff are knowledgeable of financial aid policies and procedures	3.02% 6	4.52% 9	19.10% 38	35.18% 70	22.61% 45	15.58% 31	199	3.83
Overall quality of the Financial Aid staff's customer service	2.01% 4	6.03% 12	20.10% 40	36.18% 72	19.60% 39	16.08% 32	199	3.78

Q47 Please rate the following items on Student Records services and staff. Check DK (Don't Know) for any item you feel you cannot rate.

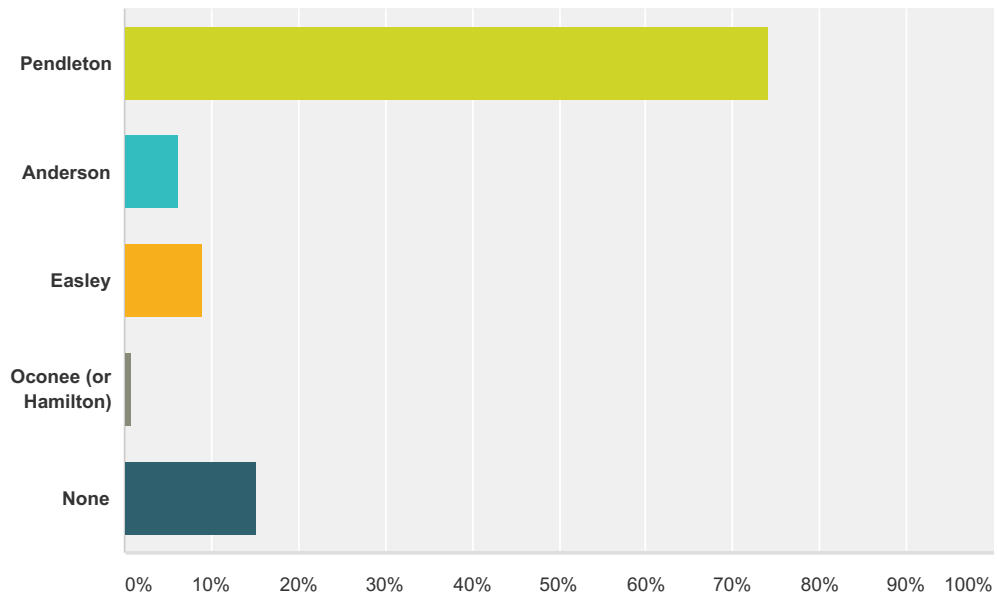
Answered: 199 Skipped: 717



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Assistance provided to you by the Student Records staff	1.01% 2	2.51% 5	13.07% 26	37.69% 75	13.57% 27	32.16% 64	199	3.89
Supplying needed documents (i.e. transcripts, enrollment verifications to students)	0.50% 1	3.52% 7	14.57% 29	38.19% 76	15.58% 31	27.64% 55	199	3.90
Quality of the student records services provided to students	2.01% 4	3.52% 7	11.56% 23	37.19% 74	16.08% 32	29.65% 59	199	3.88
Effectiveness of the student records services in meeting the needs of students	1.01% 2	4.02% 8	15.58% 31	35.18% 70	16.08% 32	28.14% 56	199	3.85
Availability of student records services to students	1.02% 2	3.55% 7	14.21% 28	38.58% 76	16.24% 32	26.40% 52	197	3.89
Course registration procedures	2.03% 4	3.05% 6	17.77% 35	38.58% 76	22.34% 44	16.24% 32	197	3.91
Course withdrawal procedures	1.01% 2	3.02% 6	16.58% 33	32.66% 65	15.58% 31	31.16% 62	199	3.85

Q48 Which TCTC Library do you use? [Check all that apply.]

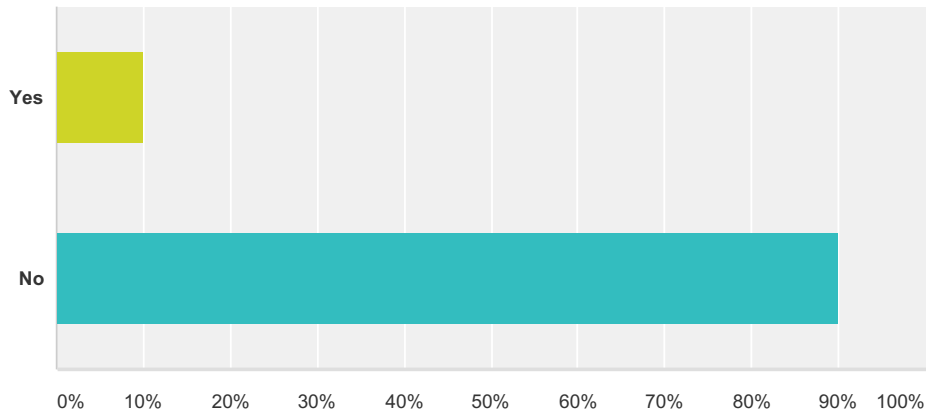
Answered: 224 Skipped: 692



Answer Choices	Responses	Count
Pendleton	74.11%	166
Anderson	6.25%	14
Easley	8.93%	20
Oconee (or Hamilton)	0.89%	2
None	15.18%	34
Total Respondents: 224		

Q49 Have you had to request books from one of the other campus libraries?

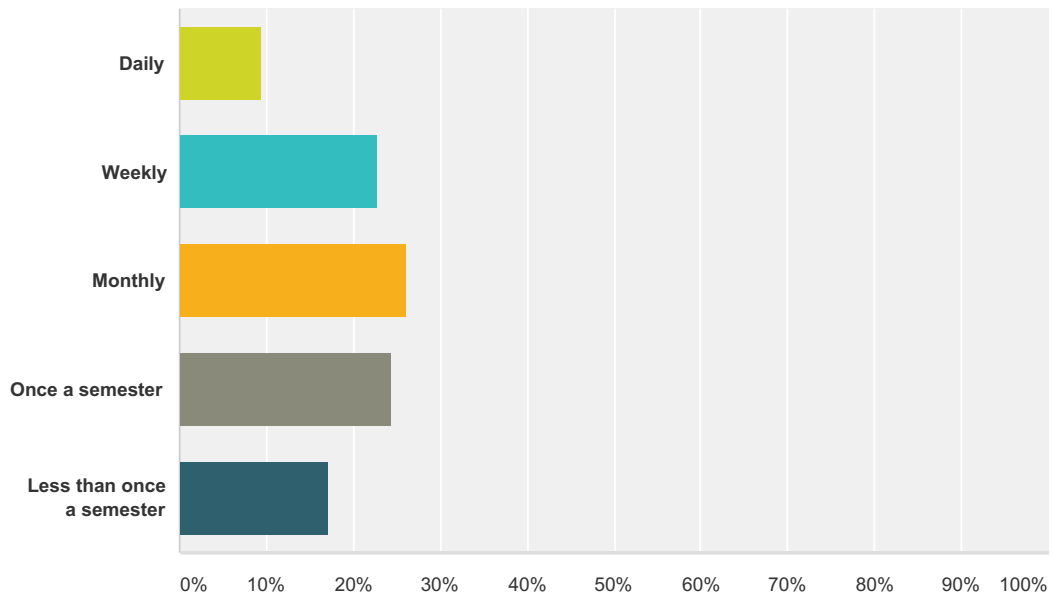
Answered: 181 Skipped: 735



Answer Choices	Responses	
Yes	9.94%	18
No	90.06%	163
Total		181

Q50 How often do you use the Library? (Physically or Online)

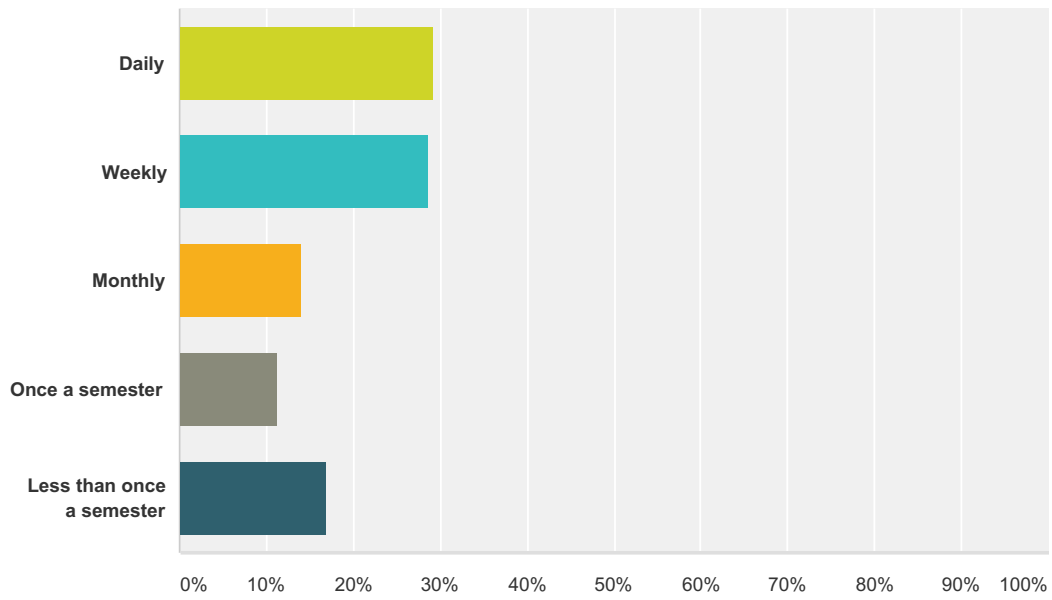
Answered: 180 Skipped: 736



Answer Choices	Responses
Daily	9.44% 17
Weekly	22.78% 41
Monthly	26.11% 47
Once a semester	24.44% 44
Less than once a semester	17.22% 31
Total	180

Q51 How often do you electronic services provided?

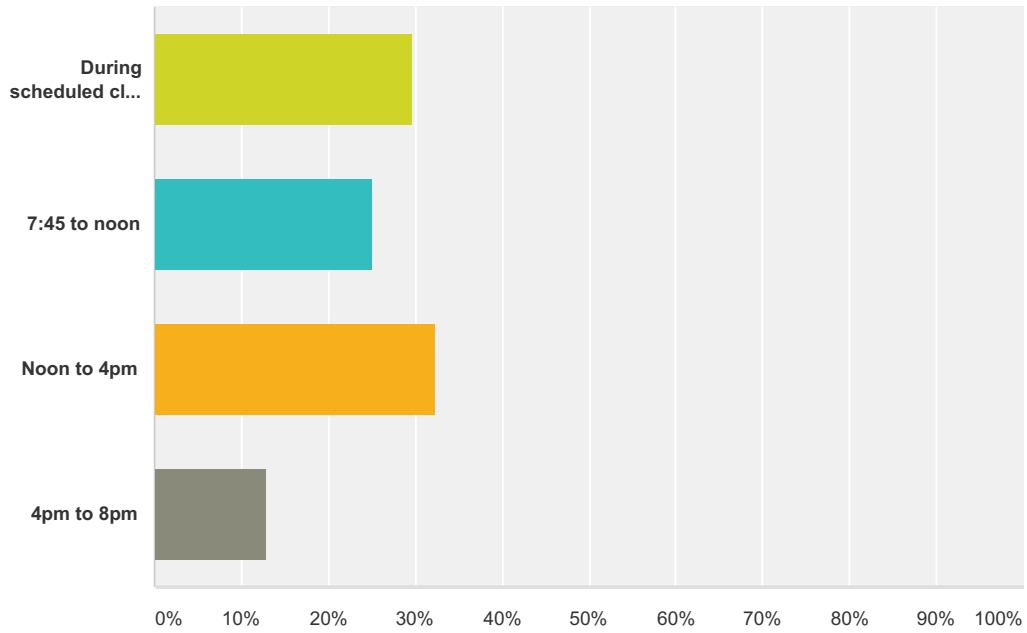
Answered: 178 Skipped: 738



Answer Choices	Responses	Count
Daily	29.21%	52
Weekly	28.65%	51
Monthly	14.04%	25
Once a semester	11.24%	20
Less than once a semester	16.85%	30
Total		178

Q52 When do you primarily use the Library?

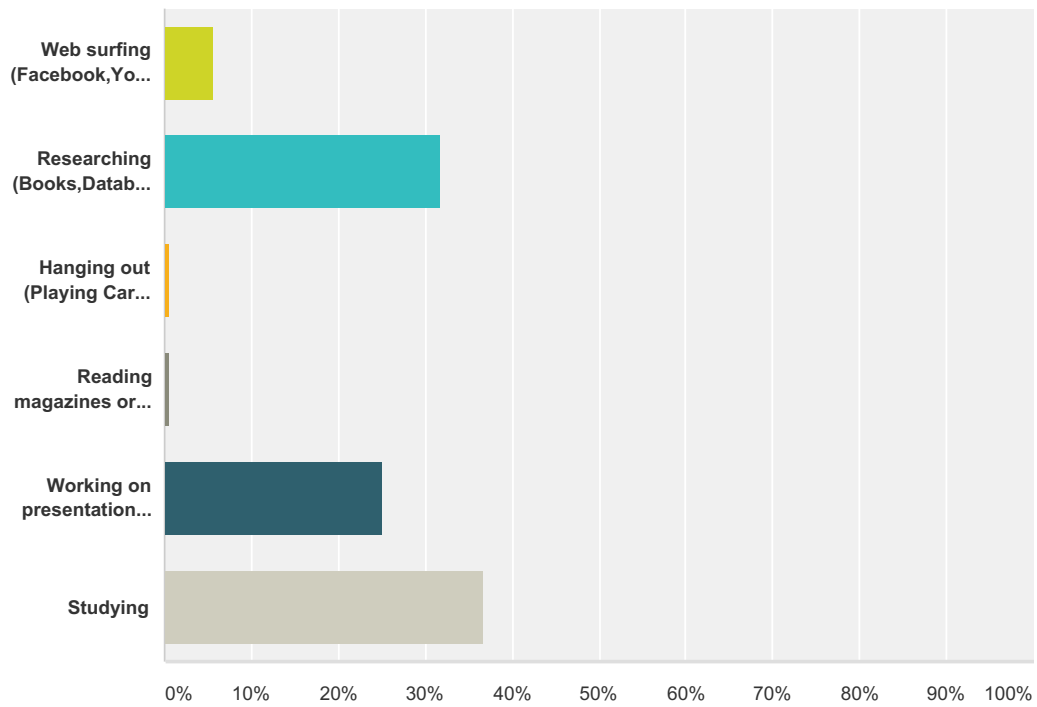
Answered: 179 Skipped: 737



Answer Choices	Responses
During scheduled class time only	29.61% 53
7:45 to noon	25.14% 45
Noon to 4pm	32.40% 58
4pm to 8pm	12.85% 23
Total	179

Q53 What do you spend the most time on when you are physically in the Library?

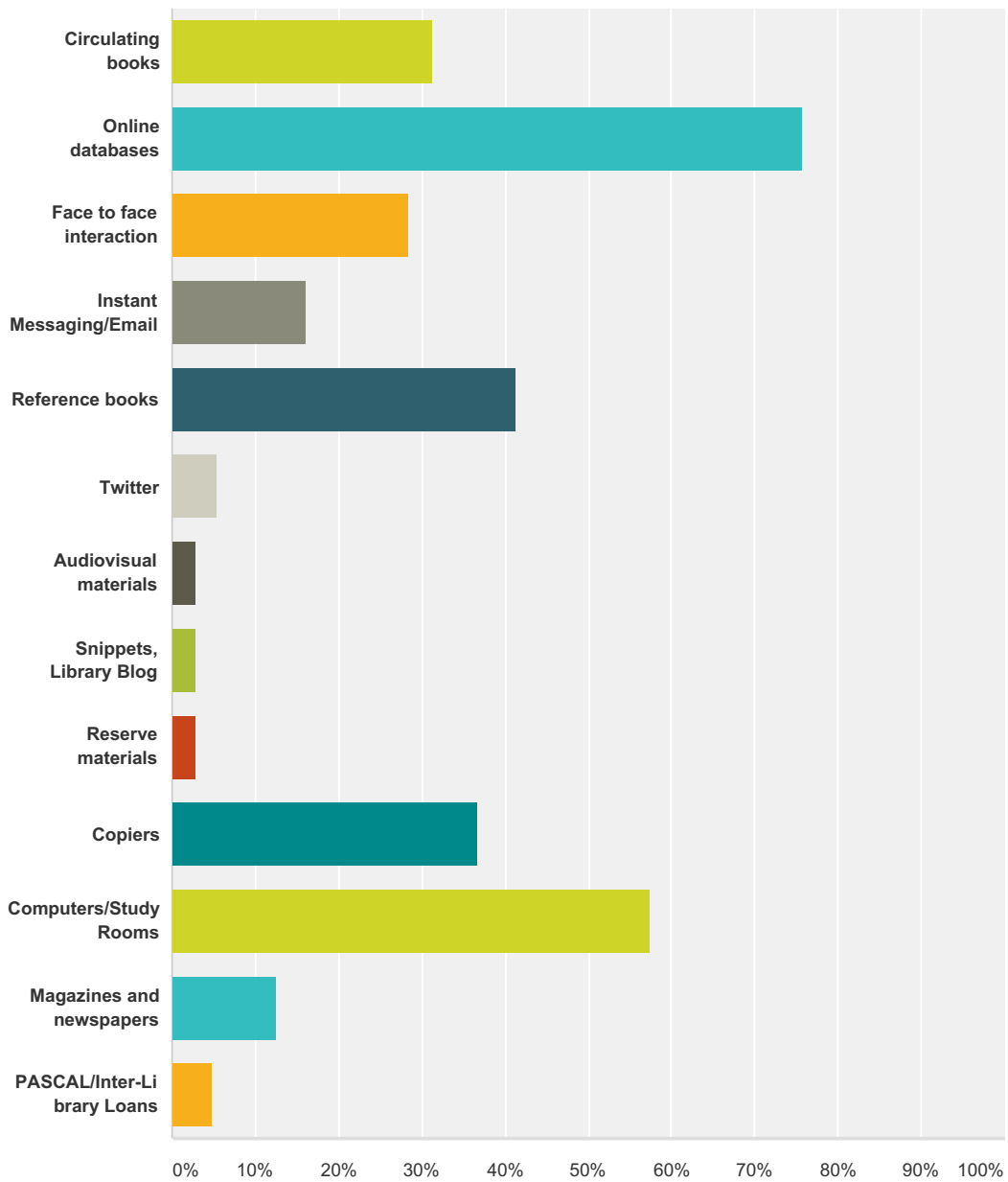
Answered: 180 Skipped: 736



Answer Choices	Responses
Web surfing (Facebook, YouTube, Shopping, Email)	5.56% 10
Researching (Books, Databases, Watching Class Videos)	31.67% 57
Hanging out (Playing Cards, Puzzles, Games)	0.56% 1
Reading magazines or newspapers	0.56% 1
Working on presentations or class projects	25.00% 45
Studying	36.67% 66
Total	180

Q54 Please indicate if you have used the following Library materials and services.

Answered: 169 Skipped: 747



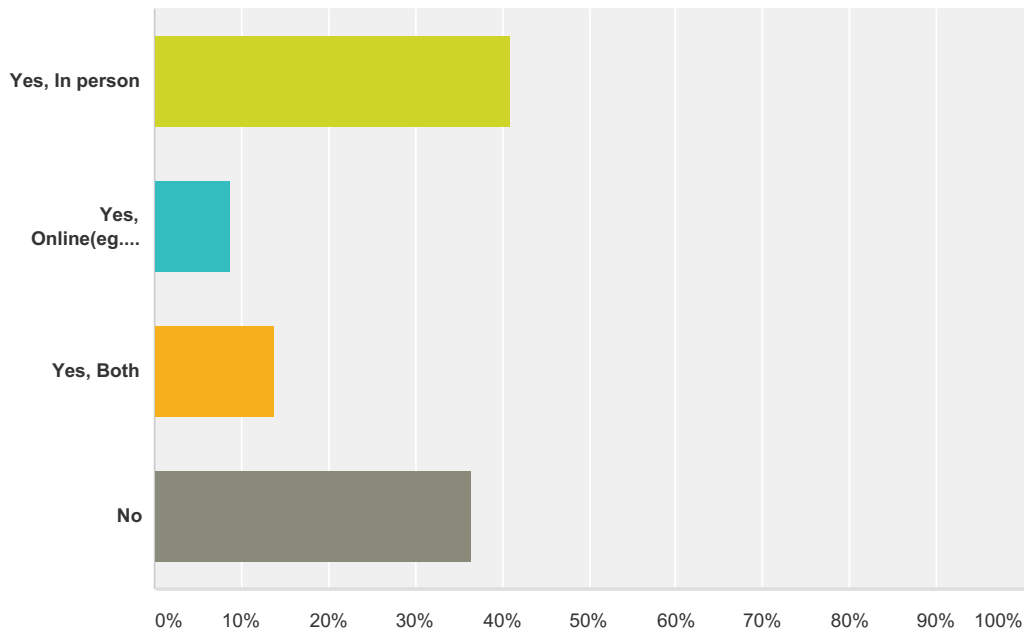
Answer Choices	Responses	Count
Circulating books	31.36%	53
Online databases	75.74%	128
Face to face interaction	28.40%	48
Instant Messaging/Email	15.98%	27
Reference books	41.42%	70

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Twitter	5.33%	9
Audiovisual materials	2.96%	5
Snippets, Library Blog	2.96%	5
Reserve materials	2.96%	5
Copiers	36.69%	62
Computers/Study Rooms	57.40%	97
Magazines and newspapers	12.43%	21
PASCAL/Inter-Library Loans	4.73%	8
Total Respondents: 169		

Q55 Have you received Library orientation/instruction?

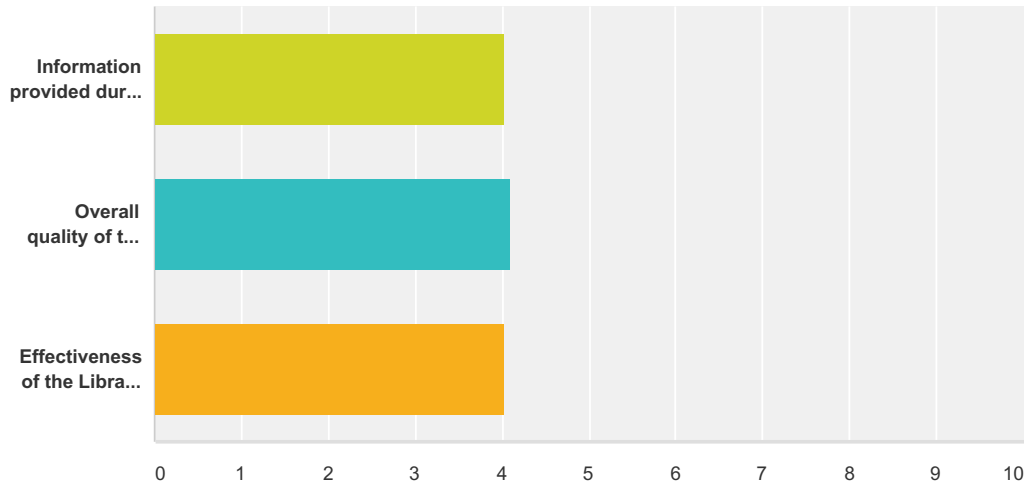
Answered: 181 Skipped: 735



Answer Choices	Responses	
Yes, In person	40.88%	74
Yes, Online(eg. Podcast, English 102 module)	8.84%	16
Yes, Both	13.81%	25
No	36.46%	66
Total		181

Q56 Please rate the following items on the Library orientation/instruction. Check DK (Don't Know) for any item you feel you cannot rate

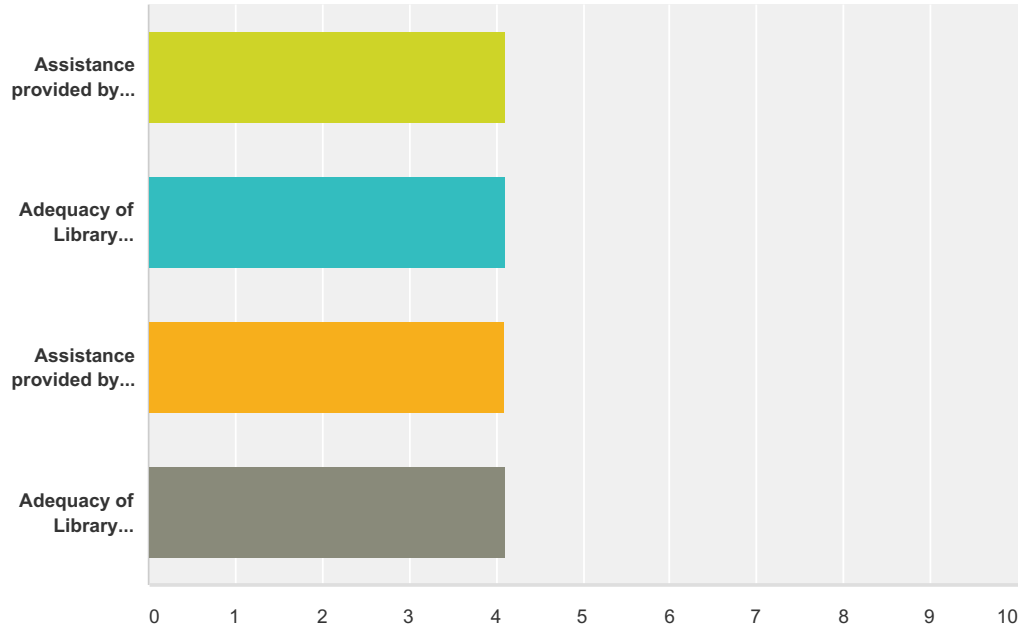
Answered: 180 Skipped: 736



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Information provided during the Library orientation/instruction	2.78% 5	1.11% 2	20.00% 36	22.78% 41	32.78% 59	20.56% 37	180	4.03
Overall quality of the presentation	1.69% 3	2.25% 4	17.98% 32	23.03% 41	34.27% 61	20.79% 37	178	4.09
Effectiveness of the Library orientation/instruction in meeting your needs	1.67% 3	3.33% 6	20.00% 36	20.56% 37	33.89% 61	20.56% 37	180	4.03

Q57 Please rate the following items on Library staff. Check DK (Don't Know) for any item you feel you cannot rate.

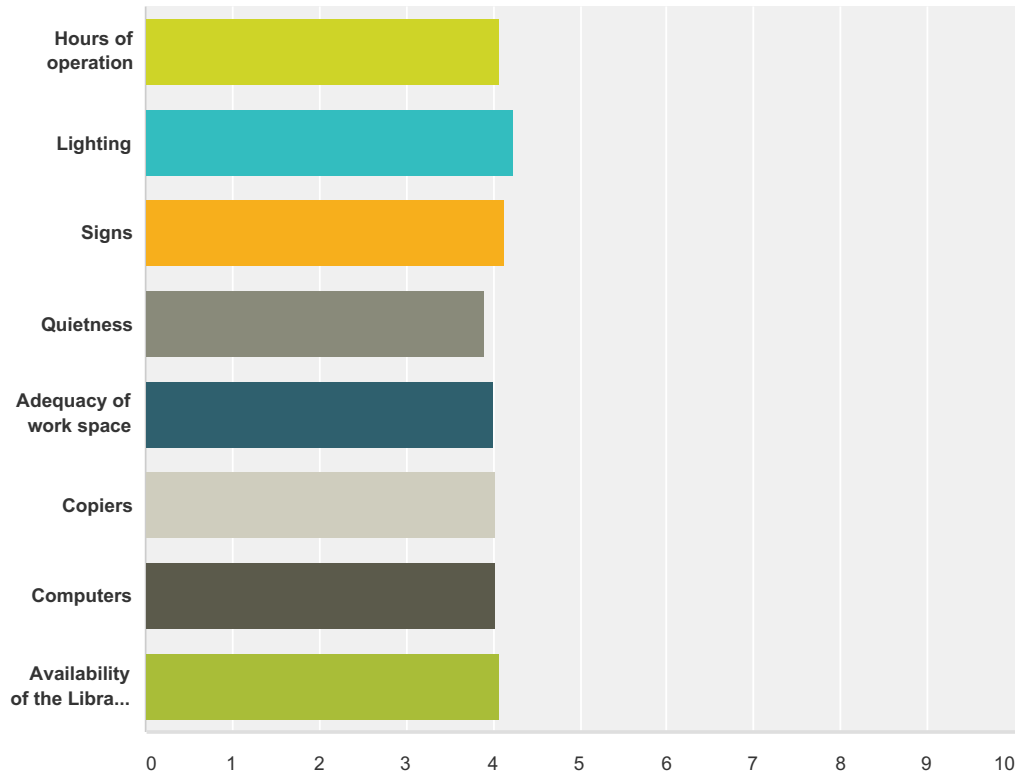
Answered: 181 Skipped: 735



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Assistance provided by Library staff to access resources to support your academic work in general education course.	1.11% 2	2.78% 5	16.11% 29	27.78% 50	35.00% 63	17.22% 31	180	4.12
Adequacy of Library resources to support your academic work in general education courses.	1.66% 3	2.21% 4	16.57% 30	27.62% 50	36.46% 66	15.47% 28	181	4.12
Assistance provided by Library staff to access resources to support your academic work in your major.	1.10% 2	2.76% 5	17.68% 32	25.97% 47	33.70% 61	18.78% 34	181	4.09
Adequacy of Library resources to support your academic work in your major	1.67% 3	1.11% 2	18.33% 33	27.22% 49	34.44% 62	17.22% 31	180	4.11

Q58 Please rate the following items on the Library facilities and equipment. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 181 Skipped: 735



	Very INadequate	INadequate	Neutral	Adequate	Very Adequate	DK	Total	Weighted Average
Hours of operation	1.66% 3	4.42% 8	17.68% 32	27.62% 50	37.57% 68	11.05% 20	181	4.07
Lighting	1.66% 3	0.00% 0	18.23% 33	23.76% 43	44.20% 80	12.15% 22	181	4.24
Signs	1.12% 2	0.56% 1	21.91% 39	25.84% 46	38.20% 68	12.36% 22	178	4.13
Quietness	5.03% 9	3.91% 7	21.23% 38	22.91% 41	36.31% 65	10.61% 19	179	3.91
Adequacy of work space	2.22% 4	5.56% 10	18.89% 34	25.00% 45	37.78% 68	10.56% 19	180	4.01
Copiers	1.66% 3	2.76% 5	18.78% 34	25.41% 46	32.04% 58	19.34% 35	181	4.03
Computers	1.10% 2	5.52% 10	18.78% 34	24.31% 44	35.91% 65	14.36% 26	181	4.03
Availability of the Library staff	1.68% 3	2.23% 4	20.11% 36	24.02% 43	36.31% 65	15.64% 28	179	4.08

Q59 What was the best experience you have had at Tri-County? For example, an interaction with a particular person, a particular course that was engaging, a new friendship, etc.

Answered: 556 Skipped: 360

Q60 General comments

Answered: 257 Skipped: 659