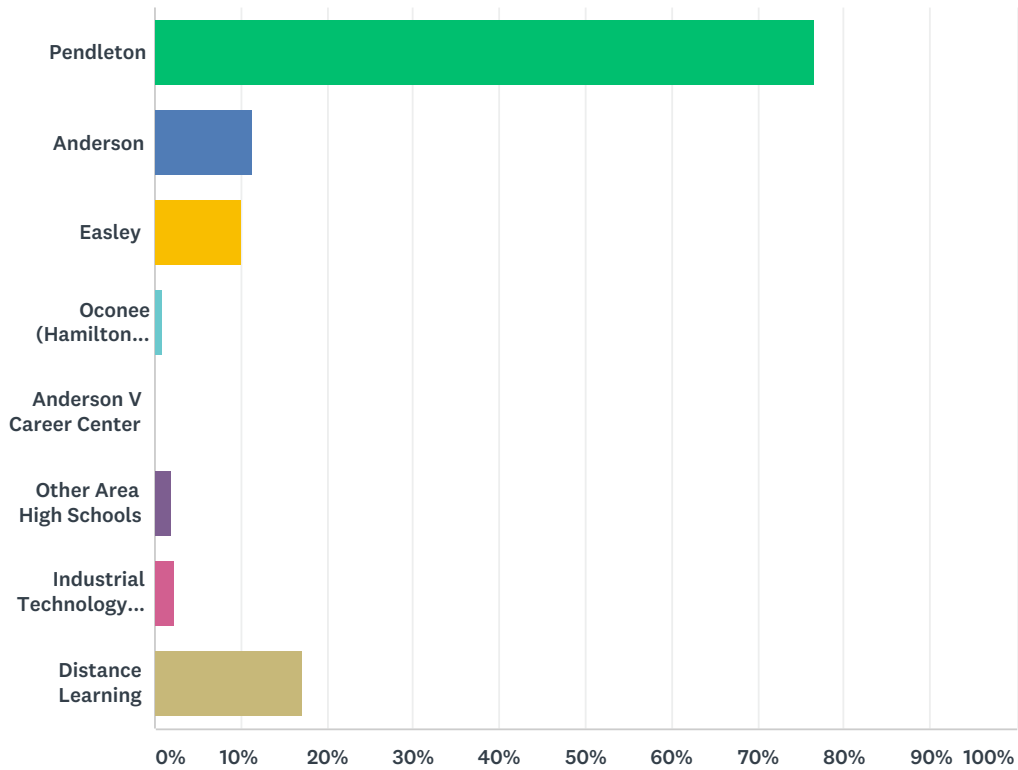


# Q1 Which location(s) are you taking courses this semester? (Check all that apply)

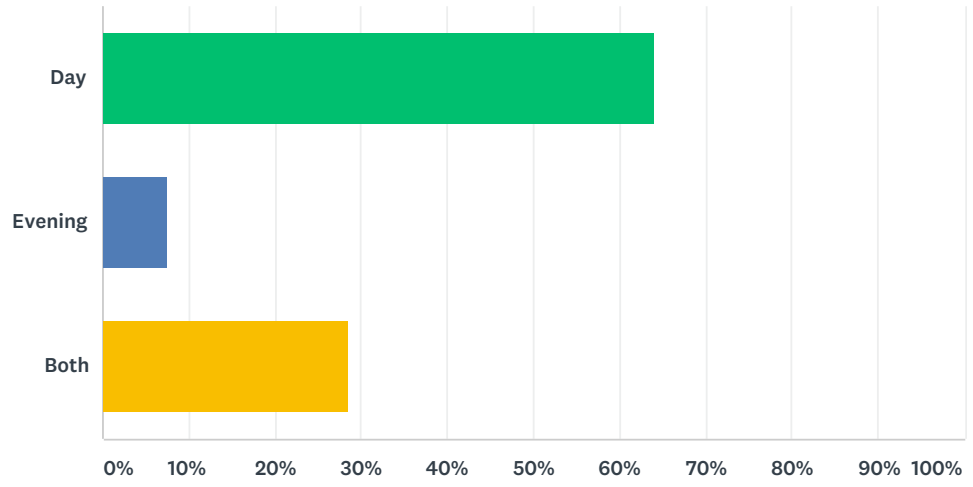
Answered: 1,080 Skipped: 2



ANSWER CHOICES	RESPONSES	
Pendleton	76.48%	826
Anderson	11.30%	122
Easley	10.09%	109
Oconee (Hamilton Career Center)	0.74%	8
Anderson V Career Center	0.00%	0
Other Area High Schools	1.94%	21
Industrial Technology Center (ITC)	2.31%	25
Distance Learning	17.13%	185
Total Respondents: 1,080		

## Q2 Please indicate when you are taking courses this semester:

Answered: 1,077 Skipped: 5



ANSWER CHOICES	RESPONSES	
Day	64.07%	690
Evening	7.43%	80
Both	28.51%	307
<b>TOTAL</b>		<b>1,077</b>

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

Answered: 1,076 Skipped: 6

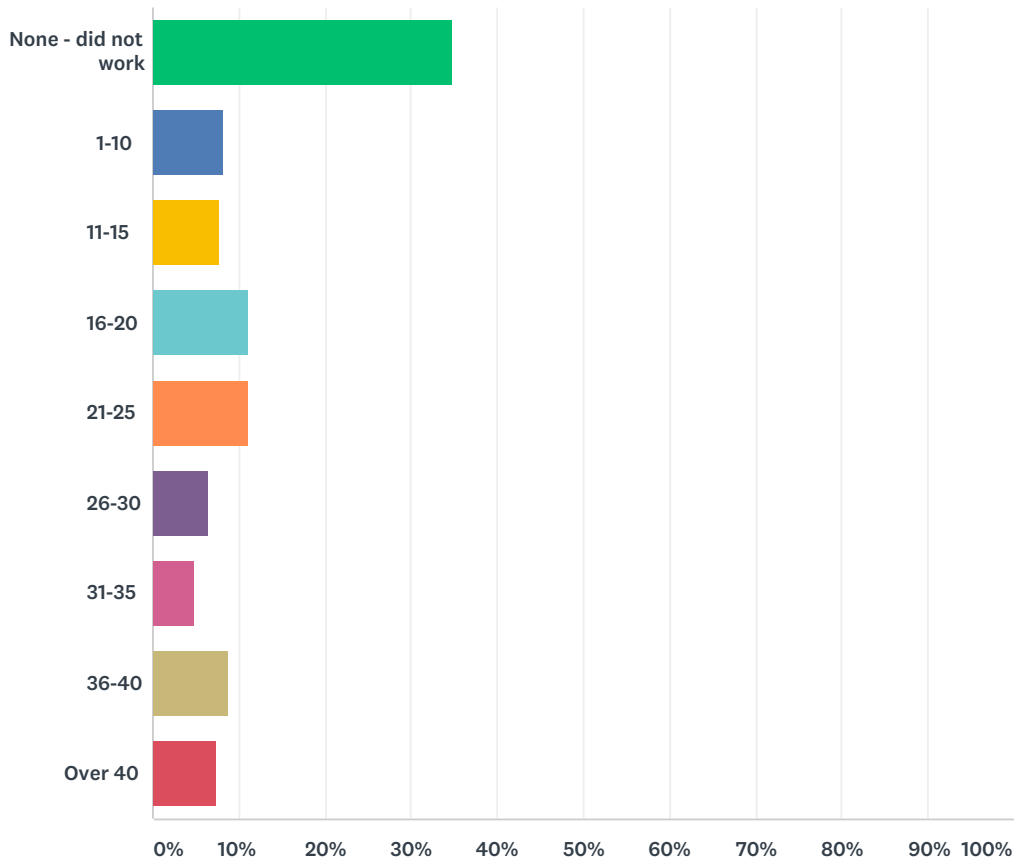
ANSWER CHOICES	RESPONSES	
NONE - Non-Degree Seeking	8.92%	96
Accounting	2.04%	22
Administrative Office Tech	1.02%	11
Administrative Office Tech (Medical Emphasis)	0.93%	10
Administrative Support	0.00%	0
Associate in Arts	12.45%	134
Associate in Science	16.36%	176
Associate in Science - Nursing Track	4.28%	46
Associate in Science -Practical Nursing Track	0.84%	9
Automotive Technology	0.65%	7
Certificate Program	0.65%	7
CNC Programming and Operations	0.46%	5
Computer Technology	2.14%	23
Computer Technology (Information Technology Emphasis)	0.84%	9
Criminal Justice Technology	2.23%	24
Early Childhood Development Diploma	1.12%	12
Engineering Graphics Tech	0.74%	8
Expanded Duty Dental Assist	0.93%	10
General Engineering Tech	3.72%	40
General Tech - Early Childhood	0.19%	2
General Tech - Mechatronics	1.49%	16
General Tech - Pre-Pharmacy	0.37%	4
General Tech - Welding	1.95%	21
Heating, Vent and AC Tech	0.46%	5
Industrial Electronics Tech	3.81%	41
Management	4.65%	50
Management (Banking and Finance Emphasis)	0.84%	9
Manufacturing Management Leadership	0.84%	9
Medical Assisting	0.74%	8
Medical Lab Technology	0.84%	9

## 2016-17 Fall Student Survey

Nursing	11.80%	127
Practical Nursing	1.77%	19
Radio and TV Broadcasting	1.49%	16
Surgical Technology	0.65%	7
Transition Nursing - LPN to ADN	0.37%	4
University Studies (C2C)	3.25%	35
Veterinary Technology	4.18%	45
TOTAL		1,076

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

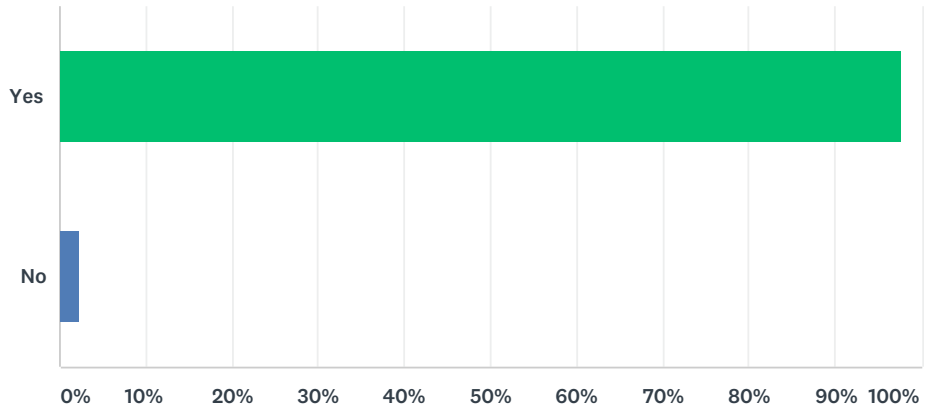
Answered: 1,080 Skipped: 2



ANSWER CHOICES	RESPONSES	
None - did not work	34.63%	374
1-10	8.06%	87
11-15	7.69%	83
16-20	11.11%	120
21-25	11.02%	119
26-30	6.57%	71
31-35	4.91%	53
36-40	8.70%	94
Over 40	7.31%	79
<b>TOTAL</b>		<b>1,080</b>

### Q5 Do you have access to a computer at home?

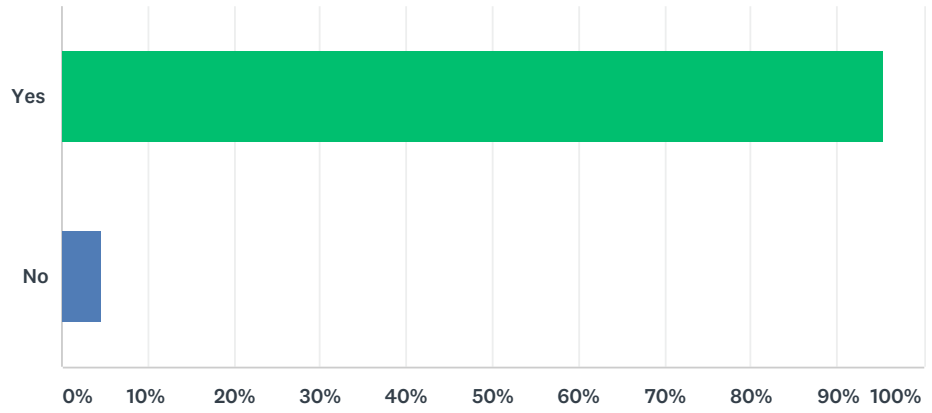
Answered: 1,076 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	97.68%	1,051
No	2.32%	25
TOTAL		1,076

## Q6 Do you have Internet access at home?

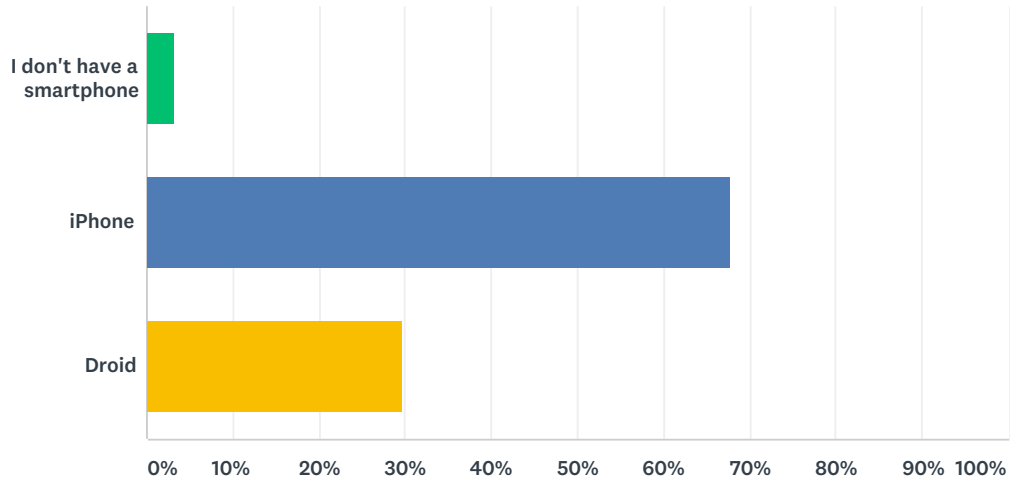
Answered: 1,077 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	95.45%	1,028
No	4.55%	49
TOTAL		1,077

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

Answered: 1,049 Skipped: 33

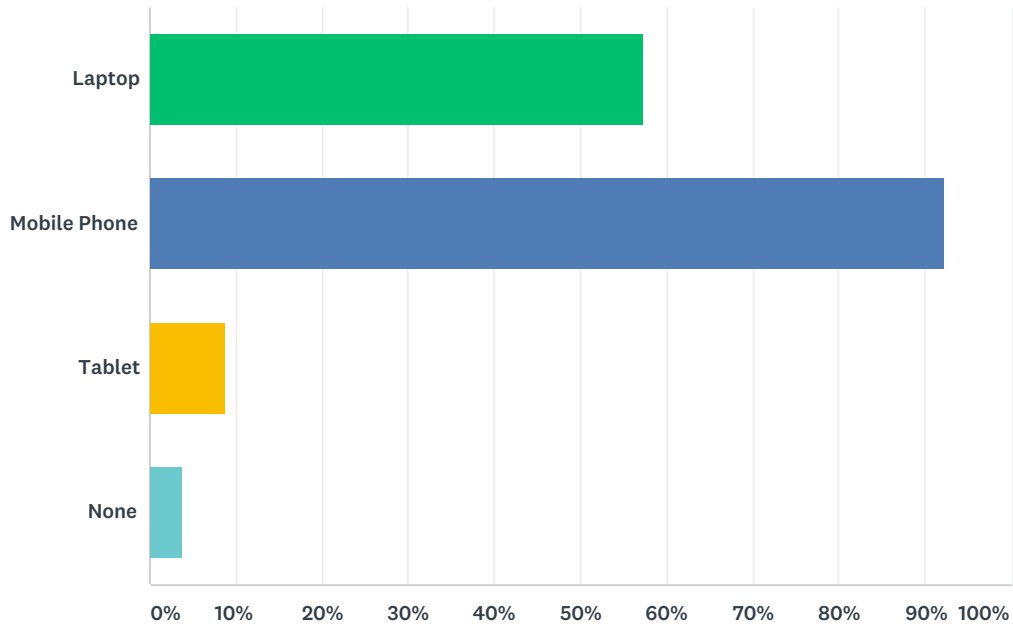


ANSWER CHOICES	RESPONSES	
I don't have a smartphone	3.24%	34
iPhone	67.78%	711
Droid	29.65%	311
Total Respondents: 1,049		



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

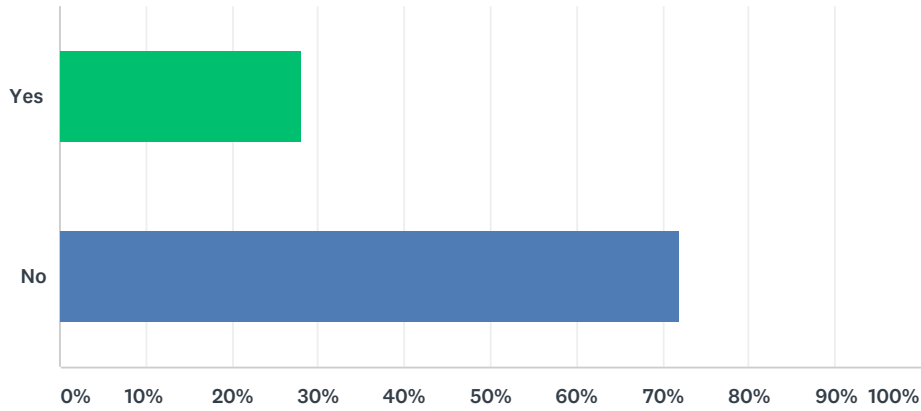
Answered: 1,081 Skipped: 1



ANSWER CHOICES	RESPONSES	
Laptop	57.26%	619
Mobile Phone	92.23%	997
Tablet	8.70%	94
None	3.79%	41
Total Respondents: 1,081		

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

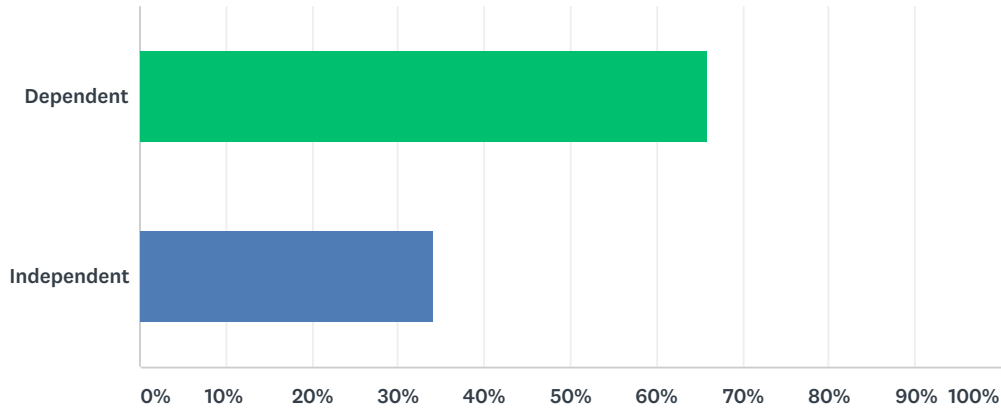
Answered: 1,081 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	27.94%	302
No	72.06%	779
<b>TOTAL</b>		<b>1,081</b>

## Q10 According to the federal financial aid definition, I am

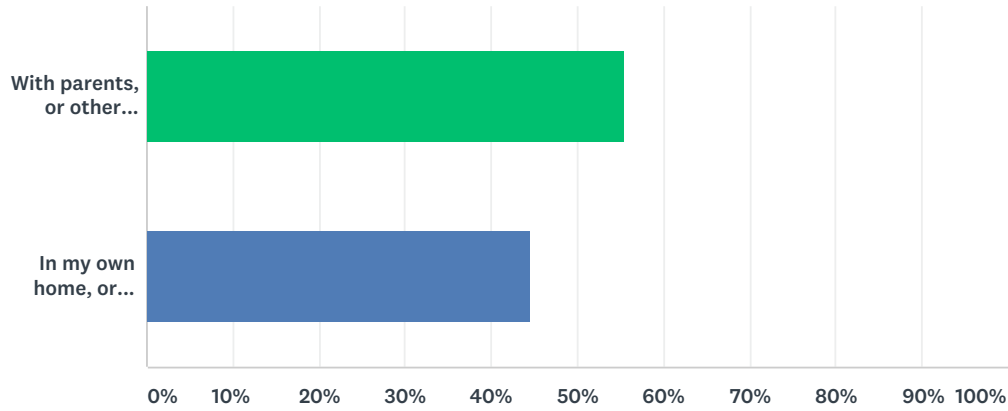
Answered: 1,024 Skipped: 58



ANSWER CHOICES	RESPONSES	
Dependent	65.82%	674
Independent	34.18%	350
TOTAL		1,024

### Q11 I live:

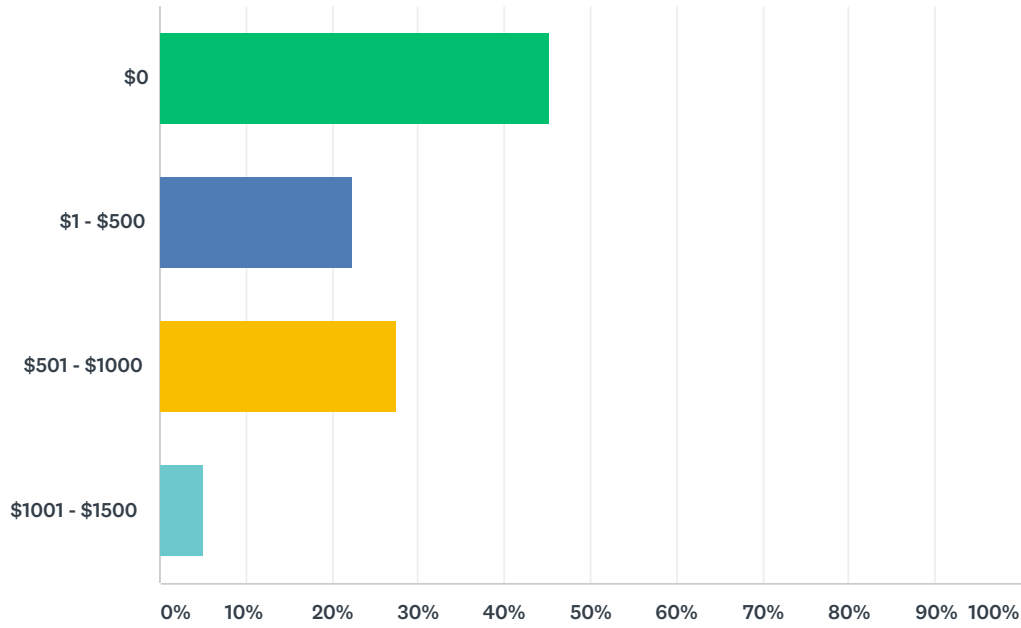
Answered: 1,033 Skipped: 49



ANSWER CHOICES	RESPONSES	
With parents, or other relatives	55.37%	572
In my own home, or dwelling	44.63%	461
<b>TOTAL</b>		<b>1,033</b>

## Q12 My monthly rent, or mortgage payment is

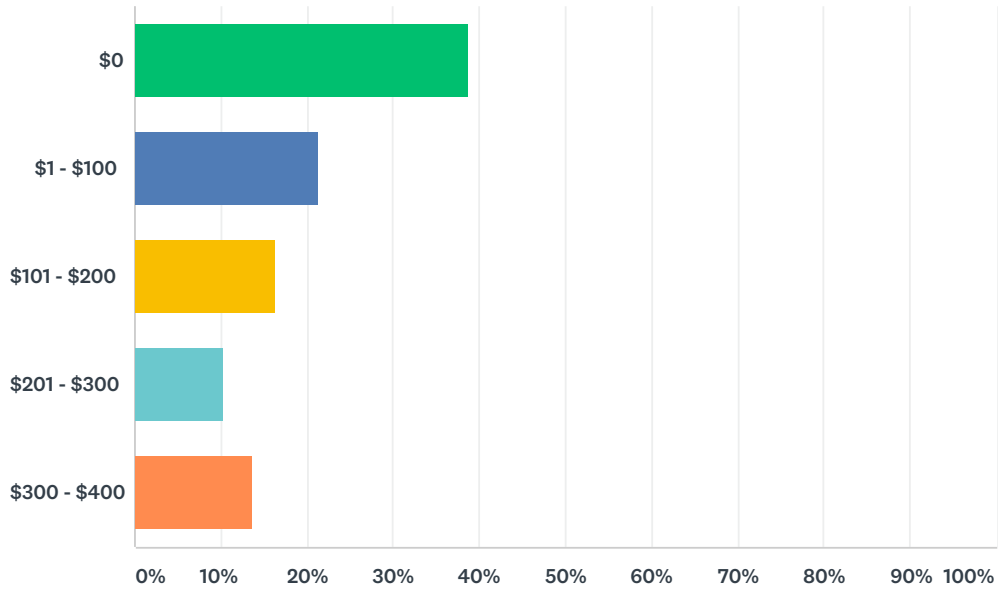
Answered: 1,026 Skipped: 56



ANSWER CHOICES	RESPONSES	
\$0	45.13%	463
\$1 - \$500	22.42%	230
\$501 - \$1000	27.49%	282
\$1001 - \$1500	4.97%	51
TOTAL		1,026

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

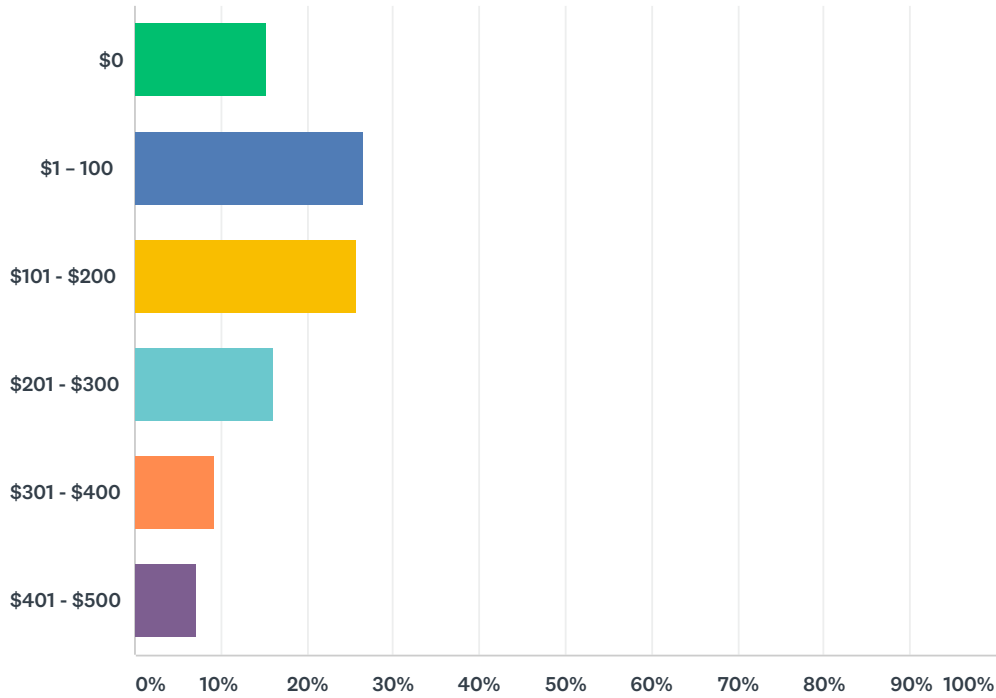
Answered: 1,023 Skipped: 59



ANSWER CHOICES	RESPONSES	
\$0	38.61%	395
\$1 - \$100	21.31%	218
\$101 - \$200	16.23%	166
\$201 - \$300	10.17%	104
\$300 - \$400	13.69%	140
<b>TOTAL</b>		<b>1,023</b>

**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)).**

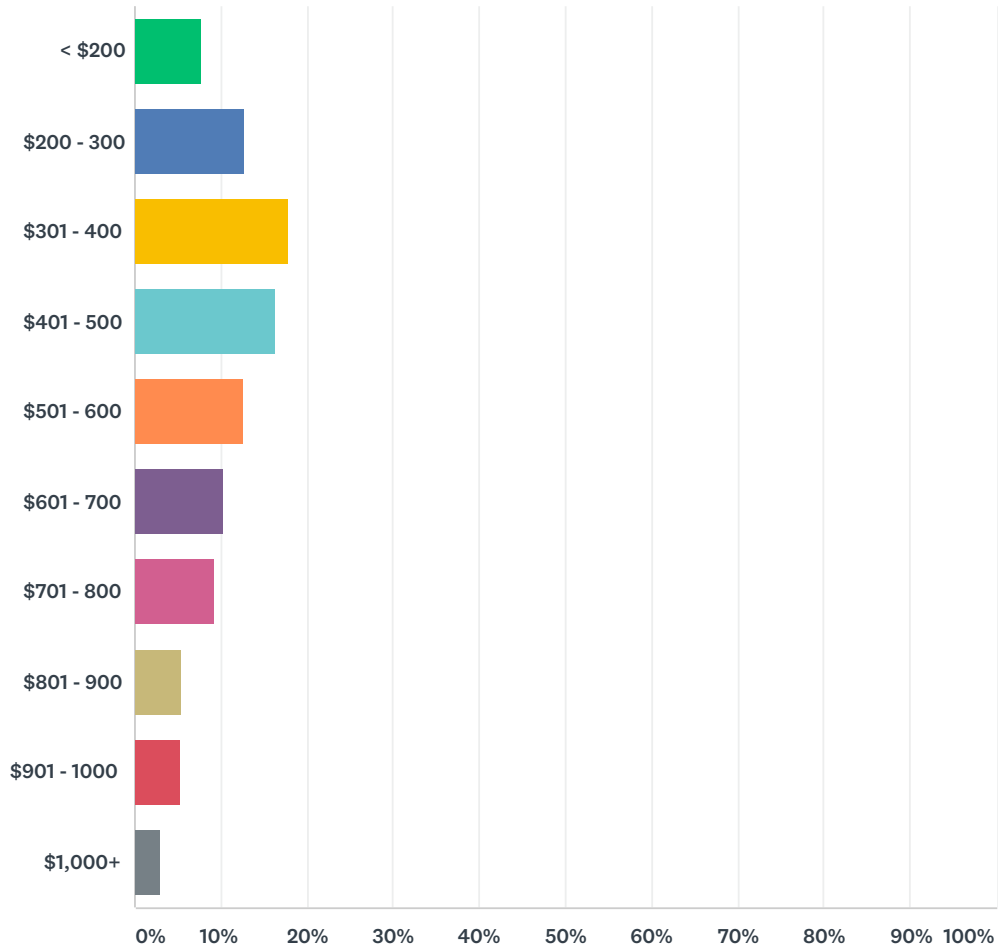
Answered: 1,026 Skipped: 56



ANSWER CHOICES	RESPONSES	
\$0	15.30%	157
\$1 - 100	26.51%	272
\$101 - \$200	25.63%	263
\$201 - \$300	16.18%	166
\$301 - \$400	9.16%	94
\$401 - \$500	7.21%	74
<b>TOTAL</b>		<b>1,026</b>

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

Answered: 1,029 Skipped: 53

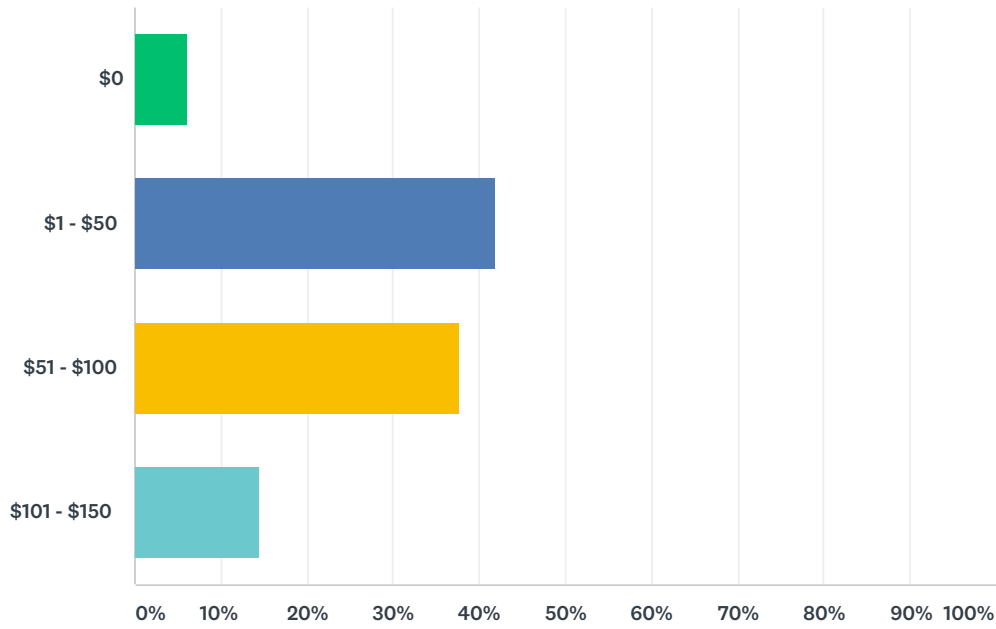


ANSWER CHOICES	RESPONSES	
< \$200	7.68%	79
\$200 - 300	12.73%	131
\$301 - 400	17.78%	183
\$401 - 500	16.23%	167
\$501 - 600	12.54%	129
\$601 - 700	10.20%	105
\$701 - 800	9.14%	94
\$801 - 900	5.54%	57
\$901 - 1000	5.15%	53
\$1,000+	3.01%	31
<b>TOTAL</b>		<b>1,029</b>



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

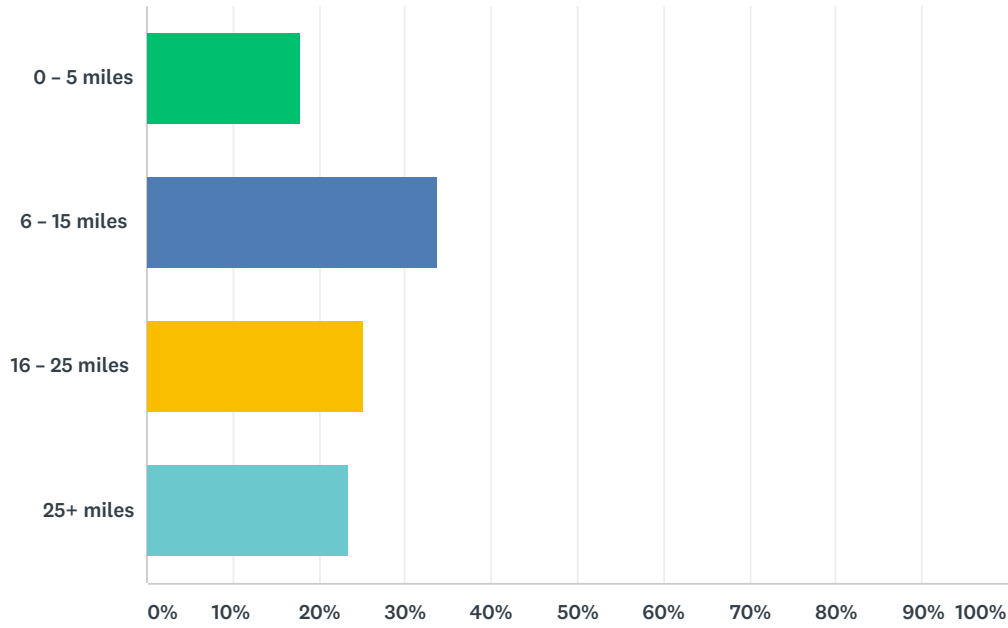
Answered: 1,025 Skipped: 57



ANSWER CHOICES	RESPONSES	
\$0	6.05%	62
\$1 - \$50	41.85%	429
\$51 - \$100	37.56%	385
\$101 - \$150	14.54%	149
<b>TOTAL</b>		<b>1,025</b>

### Q17 The round trip travel for me to class is:

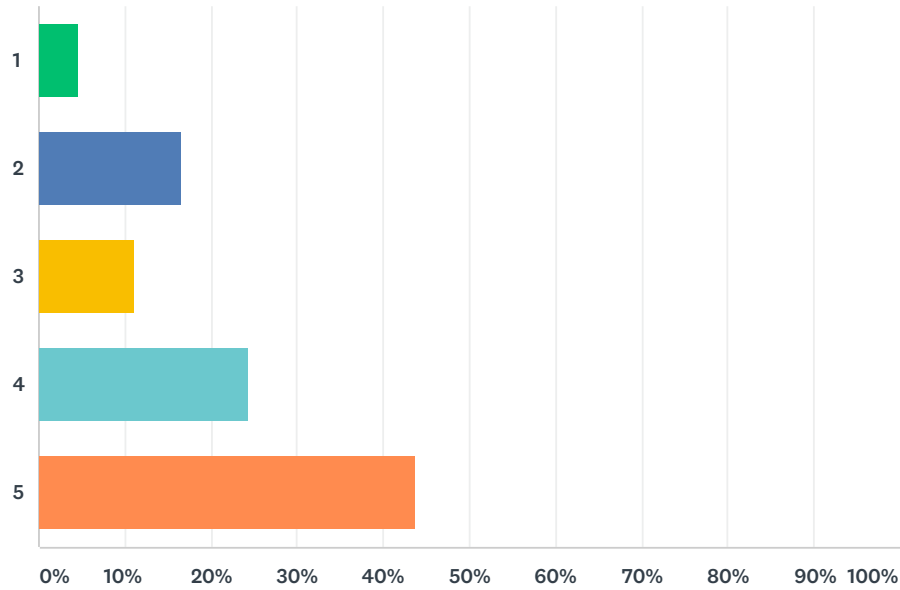
Answered: 1,029 Skipped: 53



ANSWER CHOICES	RESPONSES	
0 - 5 miles	17.78%	183
6 - 15 miles	33.72%	347
16 - 25 miles	25.07%	258
25+ miles	23.42%	241
<b>TOTAL</b>		<b>1,029</b>

### Q18 I travel to class \_\_\_ days per week

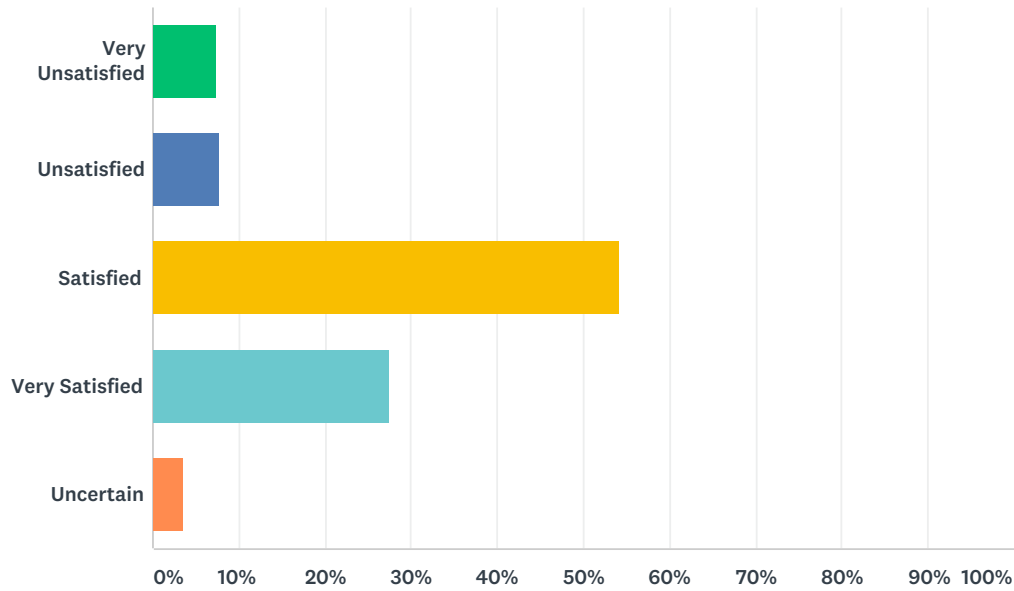
Answered: 1,022 Skipped: 60



ANSWER CHOICES	RESPONSES	
1	4.60%	47
2	16.44%	168
3	11.06%	113
4	24.17%	247
5	43.74%	447
<b>TOTAL</b>		<b>1,022</b>

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

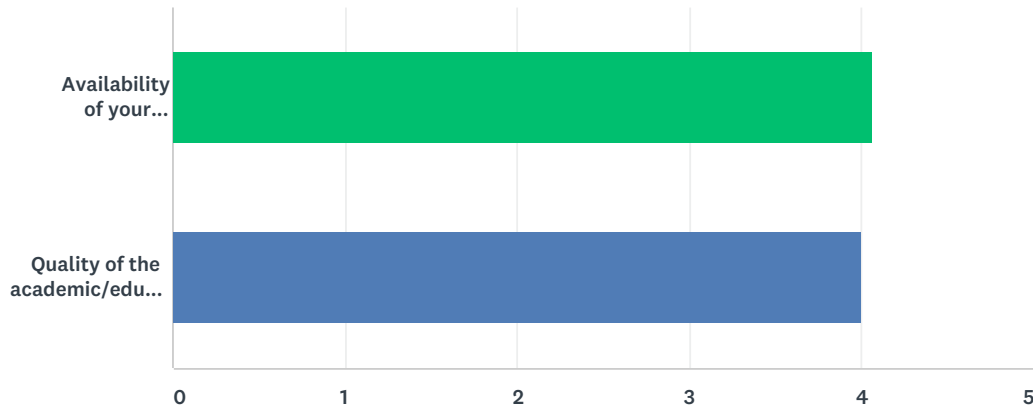
Answered: 1,006 Skipped: 76



ANSWER CHOICES	RESPONSES	
Very Unsatisfied	7.26%	73
Unsatisfied	7.65%	77
Satisfied	54.27%	546
Very Satisfied	27.34%	275
Uncertain	3.48%	35
<b>TOTAL</b>		<b>1,006</b>

**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.**

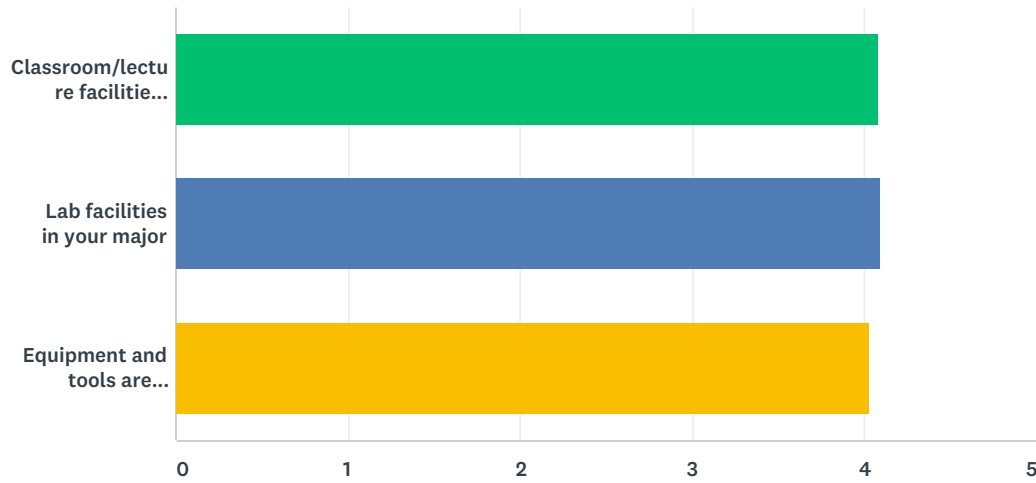
Answered: 1,005 Skipped: 77



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of your advisor(s) to you	2.55% 24	6.60% 62	14.36% 135	31.17% 293	41.28% 388	4.04% 38	940	4.06
Quality of the academic/educational advising	2.55% 25	7.13% 70	16.09% 158	31.77% 312	38.09% 374	4.38% 43	982	4.00

**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.**

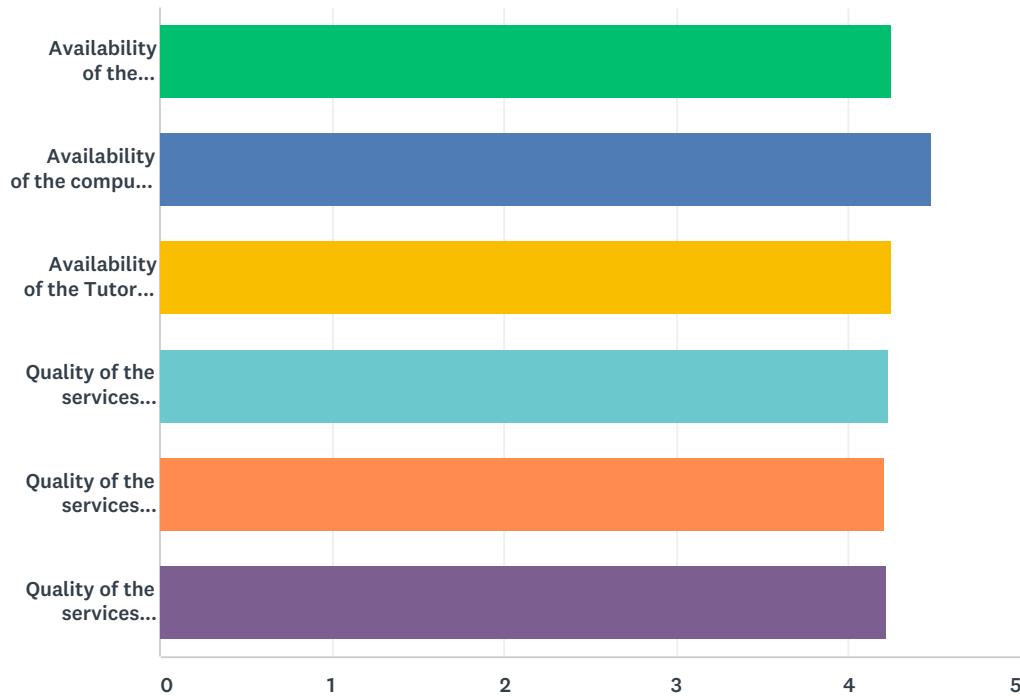
Answered: 1,006 Skipped: 76



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Classroom/lecture facilities in your major	1.59% 16	3.78% 38	13.15% 132	42.13% 423	32.67% 328	6.67% 67	1,004	4.08
Lab facilities in your major	1.20% 12	2.69% 27	13.37% 134	32.04% 321	29.34% 294	21.36% 214	1,002	4.09
Equipment and tools are up-to-date/state-of-the-art in your major	1.70% 17	4.30% 43	14.71% 147	33.23% 332	30.93% 309	15.12% 151	999	4.03

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

Answered: 1,005 Skipped: 77



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of the Assessment Center to students	0.30% 3	1.39% 14	10.46% 105	30.68% 308	33.37% 335	23.80% 239	1,004	4.25
Availability of the computer labs to students	0.20% 2	0.50% 5	6.67% 67	30.05% 302	49.75% 500	12.84% 129	1,005	4.48
Availability of the Tutoring Center to students	1.00% 10	2.91% 29	8.73% 87	29.02% 289	37.65% 375	20.68% 206	996	4.25
Quality of the services provided to students in the Assessment Center	0.40% 4	1.60% 16	9.47% 95	28.12% 282	30.11% 302	30.31% 304	1,003	4.23
Quality of the services provided to students in the computer labs	0.40% 4	2.10% 21	11.28% 113	32.53% 326	32.73% 328	20.96% 210	1,002	4.20
Quality of the services provided to students in the Tutoring Center	1.00% 10	1.30% 13	10.57% 106	27.02% 271	31.51% 316	28.61% 287	1,003	4.22

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

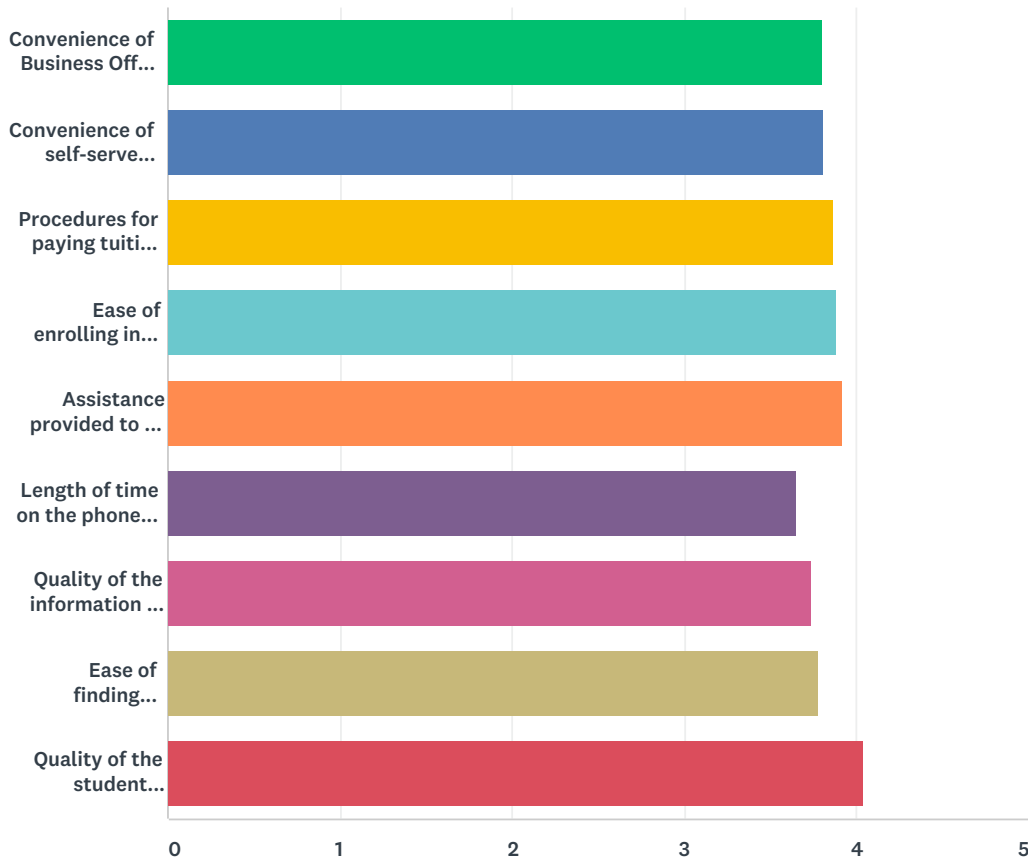
Answered: 1,005 Skipped: 77

	NEVER	SOMETIMES	FREQUENTLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Confusion over which classes you needed to take	38.25% 384	46.31% 465	12.45% 125	2.99% 30	1,004	1.80
Inability to enroll in classes because they were full	44.61% 447	35.93% 360	15.87% 159	3.59% 36	1,002	1.78
Classes not offered at the times you needed	32.60% 325	40.02% 399	20.96% 209	6.42% 64	997	2.01
Canceled classes	71.77% 717	24.42% 244	2.90% 29	0.90% 9	999	1.33
Childcare problems	88.39% 883	7.31% 73	3.30% 33	1.00% 10	999	1.17
Family responsibilities	50.50% 506	36.43% 365	9.68% 97	3.39% 34	1,002	1.66
Your job/work schedule	51.80% 518	31.50% 315	12.60% 126	4.10% 41	1,000	1.69
Inadequate financial resources	45.11% 452	35.73% 358	12.77% 128	6.39% 64	1,002	1.80
Transportation problems	70.14% 700	24.95% 249	3.81% 38	1.10% 11	998	1.36
Parking	48.66% 489	21.00% 211	13.93% 140	16.42% 165	1,005	1.98



Q24 Please rate the following Business Office services. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 228 Skipped: 854



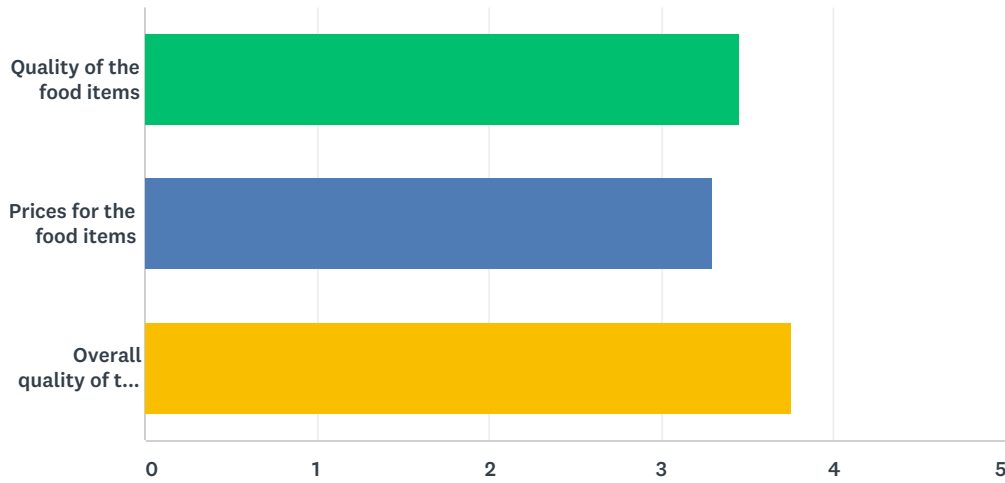
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Convenience of Business Office hours	0.00% 0	1.32% 3	25.00% 57	36.84% 84	12.72% 29	24.12% 55	228	3.80
Convenience of self-serve options at satellite campuses	0.00% 0	0.44% 1	16.23% 37	21.49% 49	8.33% 19	53.51% 122	228	3.81
Procedures for paying tuition and fees	0.00% 0	4.48% 10	18.83% 42	47.53% 106	15.70% 35	13.45% 30	223	3.86
Ease of enrolling in the payment plan	0.88% 2	2.65% 6	18.14% 41	28.32% 64	18.14% 41	31.86% 72	226	3.88
Assistance provided to you by the cashiers/business office staff	0.44% 1	3.10% 7	17.70% 40	35.84% 81	18.14% 41	24.78% 56	226	3.91

## 2016-17 Fall Student Survey

Length of time on the phone for assistance provided by the cashiers/business office staff	1.32% 3	5.73% 13	16.30% 37	26.87% 61	10.57% 24	39.21% 89	227	3.65
Quality of the information you receive from cashiers/business office staff	0.88% 2	5.73% 13	20.26% 46	30.40% 69	14.98% 34	27.75% 63	227	3.73
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	3.96% 9	6.61% 15	19.38% 44	38.33% 87	23.79% 54	7.93% 18	227	3.78
Quality of the student bill/schedule	0.44% 1	4.39% 10	13.16% 30	48.25% 110	26.75% 61	7.02% 16	228	4.04

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.

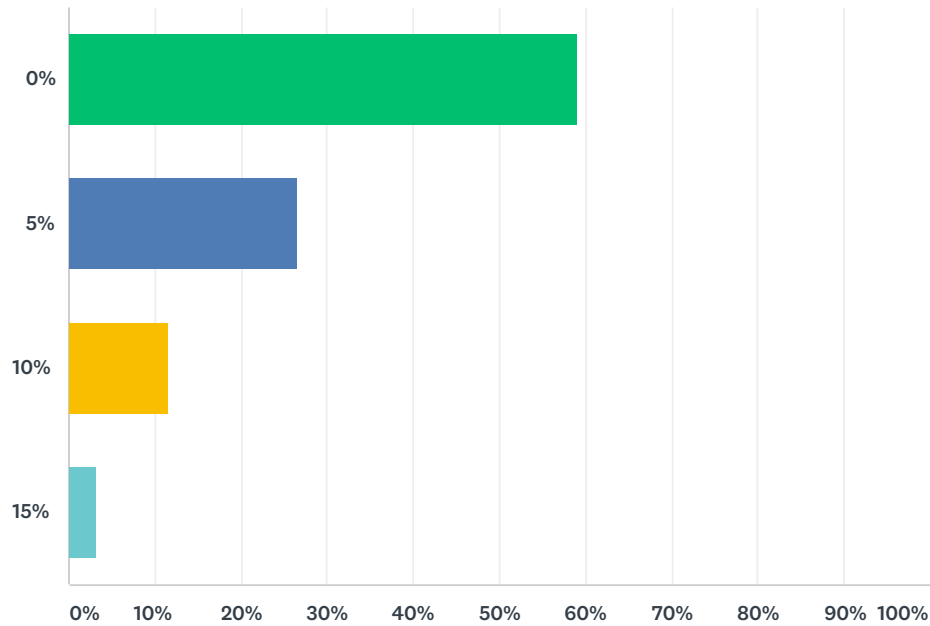
Answered: 228 Skipped: 854



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Quality of the food items	4.41% 10	5.73% 13	15.42% 35	18.50% 42	10.13% 23	45.81% 104	227	3.45
Prices for the food items	5.70% 13	7.89% 18	16.23% 37	17.98% 41	8.77% 20	43.42% 99	228	3.29
Overall quality of the customer service received	0.88% 2	2.64% 6	18.06% 41	26.43% 60	11.45% 26	40.53% 92	227	3.76

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

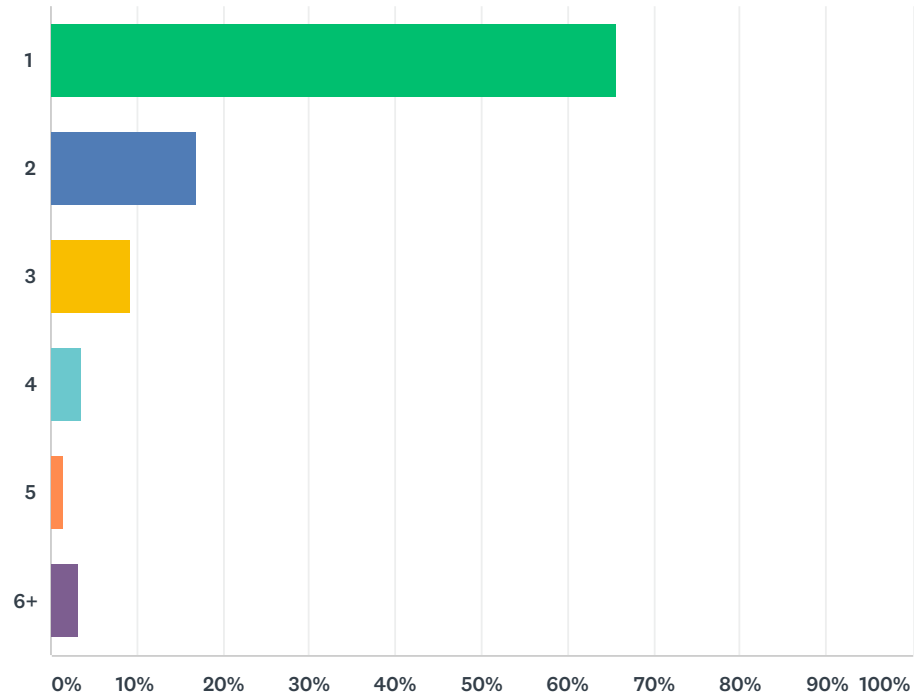
Answered: 219 Skipped: 863



ANSWER CHOICES	RESPONSES	
0%	58.90%	129
5%	26.48%	58
10%	11.42%	25
15%	3.20%	7
<b>TOTAL</b>		<b>219</b>

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

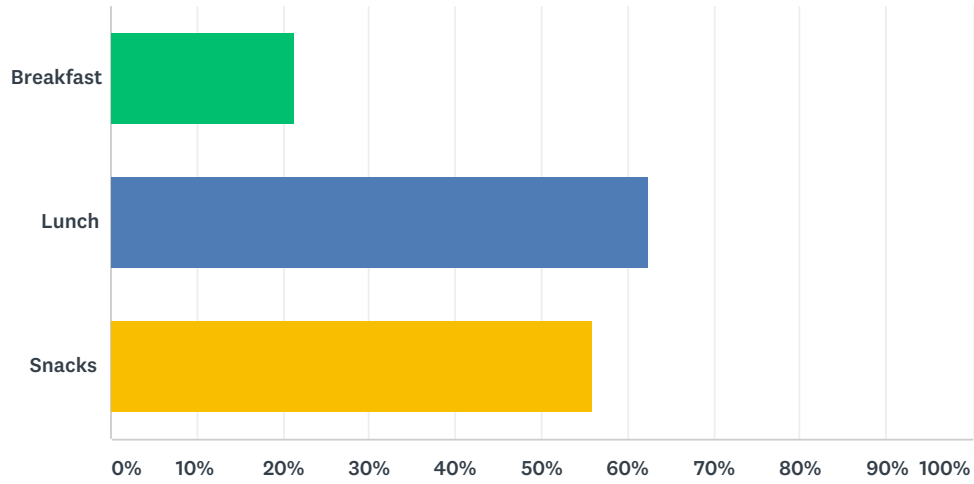
Answered: 195 Skipped: 887



ANSWER CHOICES	RESPONSES	
1	65.64%	128
2	16.92%	33
3	9.23%	18
4	3.59%	7
5	1.54%	3
6+	3.08%	6
<b>TOTAL</b>		<b>195</b>

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

Answered: 154 Skipped: 928



ANSWER CHOICES	RESPONSES	
Breakfast	21.43%	33
Lunch	62.34%	96
Snacks	55.84%	86
Total Respondents: 154		

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

Answered: 117 Skipped: 965

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

Answered: 87 Skipped: 995

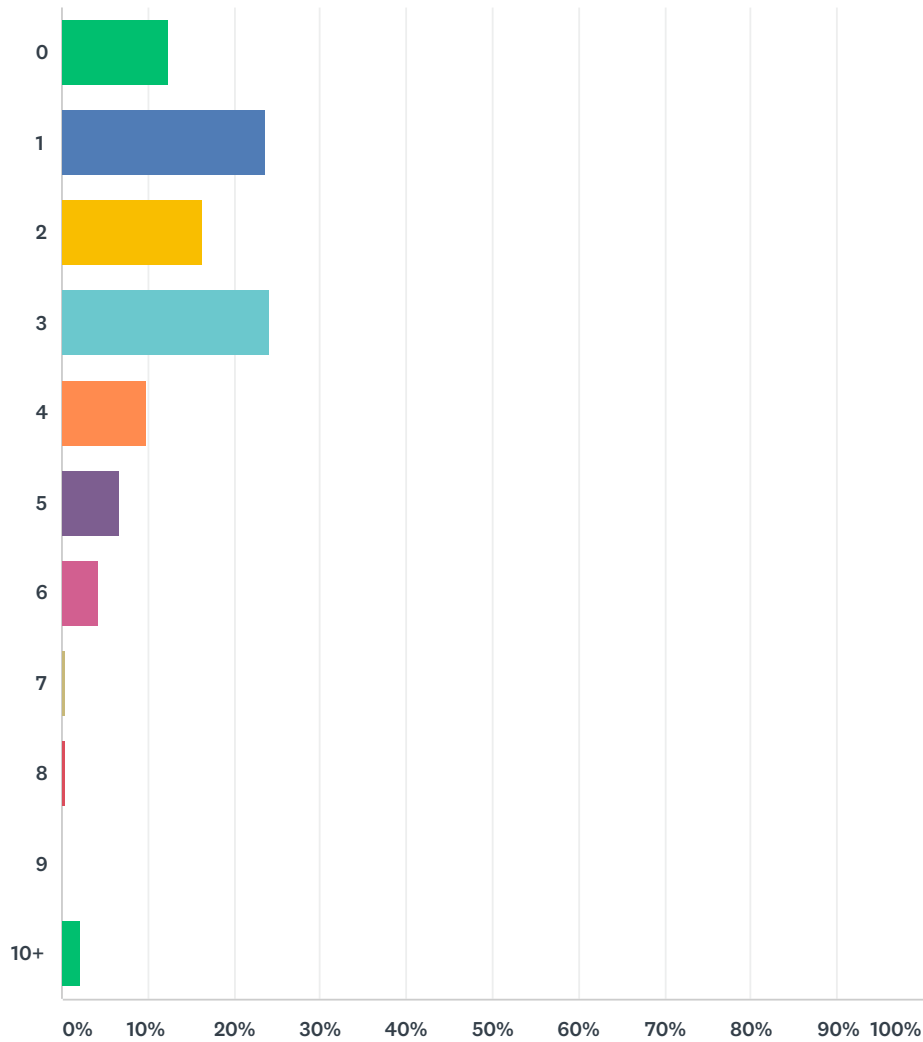


**Q31 Please list an additional type of service or food selection you would like to see provided in the Cafe:**

Answered: 85 Skipped: 997

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

Answered: 195 Skipped: 887



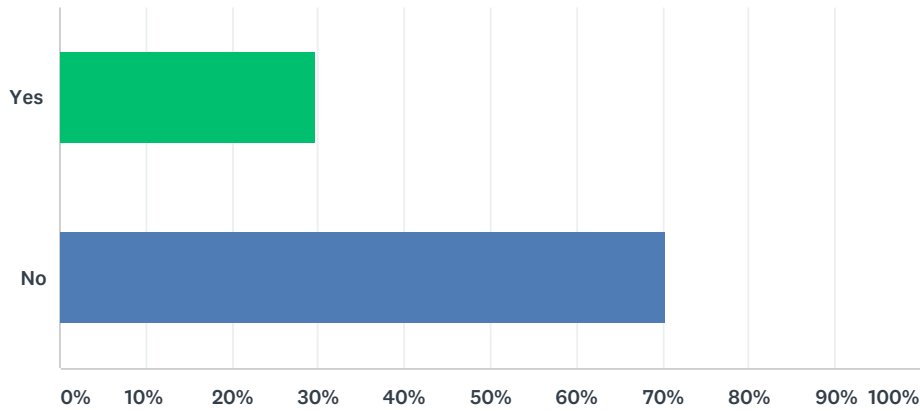
ANSWER CHOICES	RESPONSES	
0	12.31%	24
1	23.59%	46
2	16.41%	32
3	24.10%	47
4	9.74%	19
5	6.67%	13
6	4.10%	8
7	0.51%	1
8	0.51%	1

## 2016-17 Fall Student Survey

9	0.00%	0
10+	2.05%	4
TOTAL		195

### Q33 Did you make a purchase from the iShop.tctc website for textbooks or merchandise this semester?

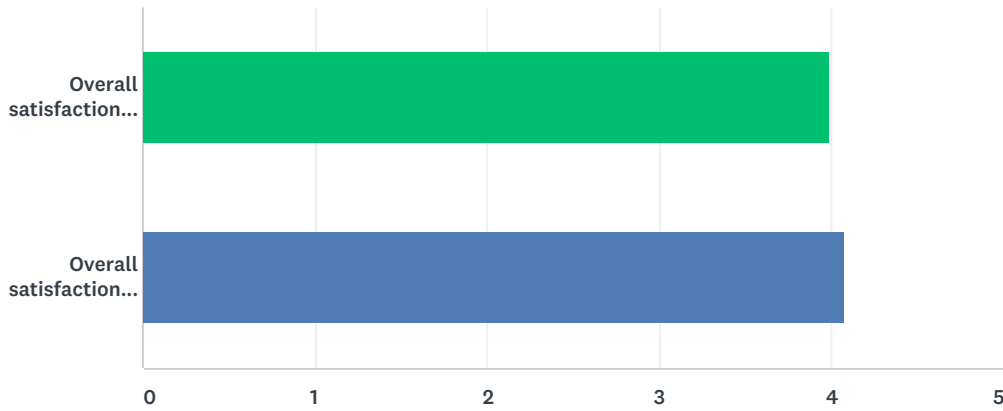
Answered: 195 Skipped: 887



ANSWER CHOICES	RESPONSES	
Yes	29.74%	58
No	70.26%	137
TOTAL		195

**Q34 Please rate the following items on the iShop.tctc website. Check DK (Don't know) for any item you feel you cannot rate.**

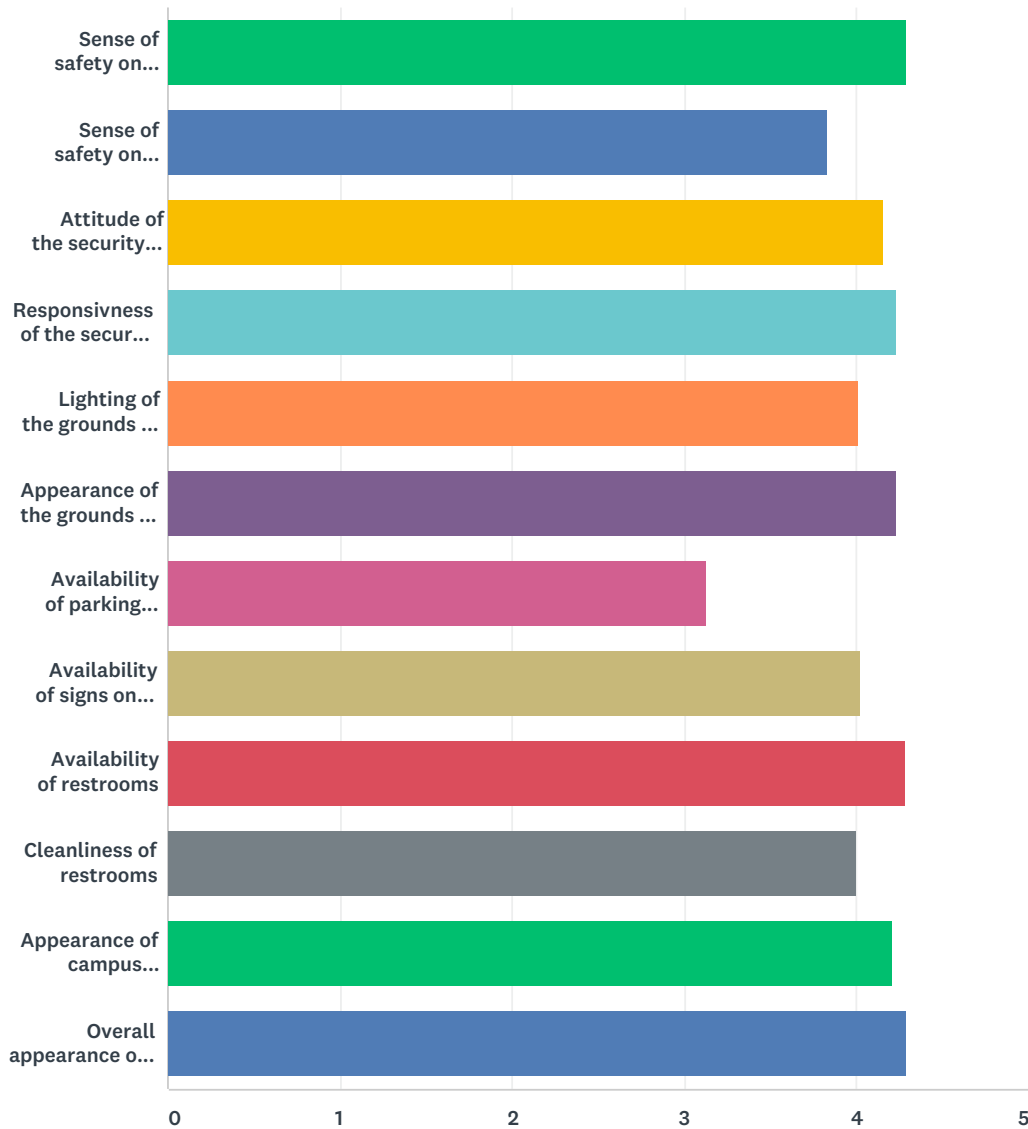
Answered: 195 Skipped: 887



	VERY SATISFIED	SATISFIED	NEITHER SATISFIED NOR UNSATISFIED	UNSATISFIED	VERY UNSATISFIED	DK	TOTAL	WEIGHTED AVERAGE
Overall satisfaction with the service and/or selection of products	16.49% 32	36.08% 70	11.34% 22	2.06% 4	0.52% 1	33.51% 65	194	3.99
Overall satisfaction with the ordering process	15.54% 30	33.68% 65	8.81% 17	0.52% 1	0.52% 1	40.93% 79	193	4.07

Q35 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: 237 Skipped: 845



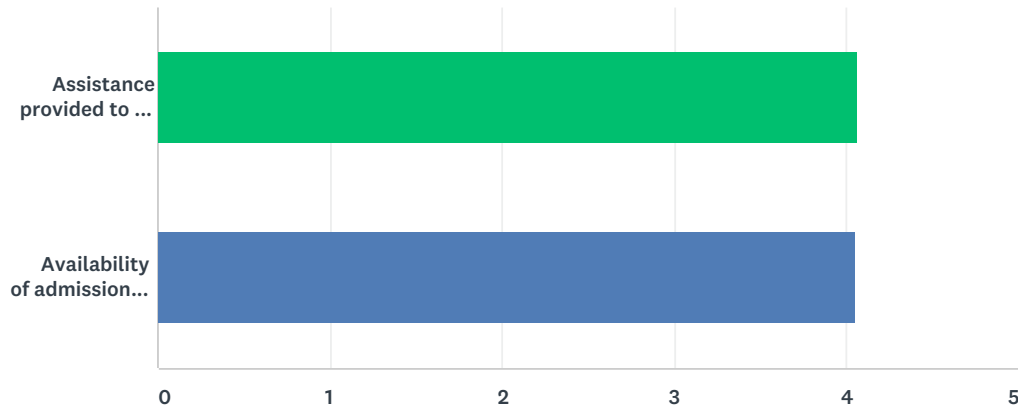
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Sense of safety on campus during the day	1.27% 3	2.11% 5	10.13% 24	35.02% 83	45.99% 109	5.49% 13	237	4.29
Sense of safety on campus at night	3.38% 8	4.22% 10	14.77% 35	23.21% 55	21.94% 52	32.49% 77	237	3.83
Attitude of the security staff when helping you	0.84% 2	1.69% 4	13.92% 33	18.99% 45	29.54% 70	35.02% 83	237	4.15
Responsivness of the security staff	0.42% 1	0.42% 1	11.86% 28	19.92% 47	27.54% 65	39.83% 94	236	4.23

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Lighting of the grounds and walkways	1.27% 3	2.97% 7	17.80% 42	36.02% 85	28.39% 67	13.56% 32	236	4.01
Appearance of the grounds and walkways	0.85% 2	2.12% 5	14.41% 34	35.17% 83	43.22% 102	4.24% 10	236	4.23
Availability of parking spaces on campus	11.86% 28	22.88% 54	19.92% 47	21.61% 51	18.64% 44	5.08% 12	236	3.13
Availability of signs on campus	0.42% 1	2.53% 6	23.21% 55	33.76% 80	31.22% 74	8.86% 21	237	4.02
Availability of restrooms	0.42% 1	1.27% 3	13.50% 32	37.13% 88	44.73% 106	2.95% 7	237	4.28
Cleanliness of restrooms	1.69% 4	4.22% 10	19.83% 47	37.13% 88	33.76% 80	3.38% 8	237	4.00
Appearance of campus buildings	0.84% 2	1.27% 3	16.03% 38	37.97% 90	42.19% 100	1.69% 4	237	4.21
Overall appearance of the campus	0.42% 1	1.27% 3	12.29% 29	40.68% 96	44.49% 105	0.85% 2	236	4.29

**Q36 Please rate the following items on the Admissions staff. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 237 Skipped: 845

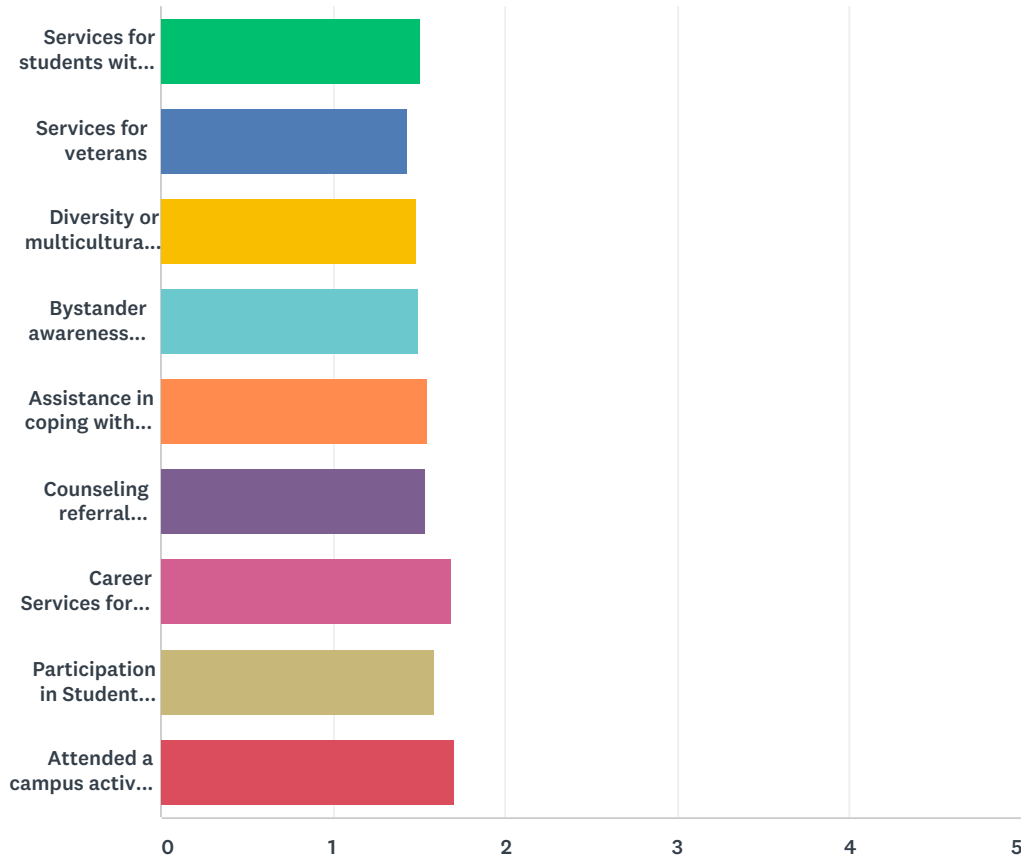


	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Admissions staff	1.75% 4	2.19% 5	16.67% 38	33.33% 76	31.14% 71	14.91% 34	228	4.06
Availability of admission services to students	1.69% 4	2.97% 7	14.83% 35	33.90% 80	30.08% 71	16.53% 39	236	4.05



### Q37 Please rate how often you have utilized the following services.

Answered: 237 Skipped: 845



	NEVER	RARELY	OCCASIONALLY	FREQUENTLY	VERY FREQUENTLY	TOTAL	WEIGHTED AVERAGE
Services for students with disabilities, special needs or learning differences	78.72% 185	4.26% 10	7.66% 18	5.53% 13	3.83% 9	235	1.51
Services for veterans	83.54% 198	2.11% 5	5.91% 14	4.22% 10	4.22% 10	237	1.43
Diversity or multicultural programs or activities	78.39% 185	5.51% 13	7.63% 18	5.51% 13	2.97% 7	236	1.49
Bystander awareness programs or activities	77.12% 182	6.36% 15	8.90% 21	4.66% 11	2.97% 7	236	1.50
Assistance in coping with challenges interfering with academic performance	73.84% 175	7.59% 18	10.55% 25	5.49% 13	2.53% 6	237	1.55
Counseling referral resources	73.62% 173	8.09% 19	11.06% 26	4.68% 11	2.55% 6	235	1.54
Career Services for assistance with job search, resume and interview process	65.82% 156	11.81% 28	13.92% 33	5.06% 12	3.38% 8	237	1.68
Participation in Student Government Association or Student Organization	75.32% 177	5.11% 12	9.36% 22	5.96% 14	4.26% 10	235	1.59

## 2016-17 Fall Student Survey

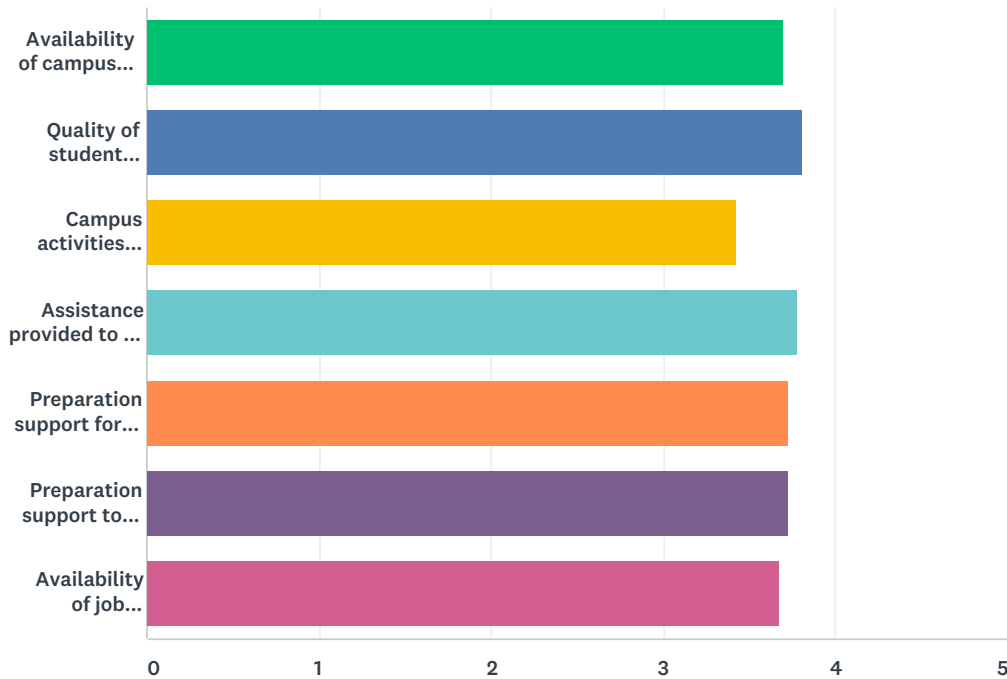
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Attended a campus activity sponsored by SGA or Student Development	68.64%	8.05%	13.14%	5.08%	5.08%	236	1.70
	162	19	31	12	12		

**Q38 Please rate the following items on student engagement. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 237 Skipped: 845



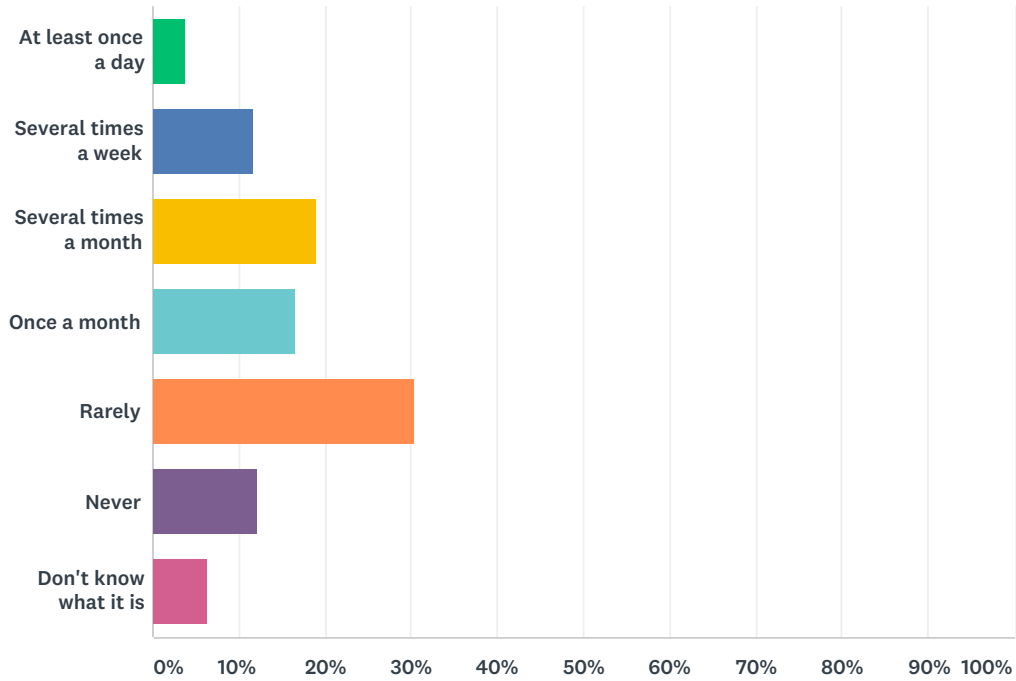
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Availability of campus activities and events outside class periods	0.84% 2	5.49% 13	21.94% 52	26.16% 62	14.35% 34	31.22% 74	237	3.69
Quality of student activities/events provided by students/for students	0.84% 2	2.53% 6	21.94% 52	23.21% 55	16.88% 40	34.60% 82	237	3.81
Campus activities match with your interests	1.71% 4	8.97% 21	27.35% 64	23.08% 54	9.40% 22	29.49% 69	234	3.42
Assistance provided to you by the Career Services staff	0.00% 0	2.97% 7	19.07% 45	24.15% 57	12.29% 29	41.53% 98	236	3.78
Preparation support for entering the workforce provided to you by the Career Services staff	0.42% 1	3.80% 9	17.72% 42	18.57% 44	11.81% 28	47.68% 113	237	3.72

## 2016-17 Fall Student Survey

Preparation support to develop effective job interviewing skills provided to you by the Career Services staff	0.00% 0	2.53% 6	18.57% 44	20.25% 48	9.28% 22	49.37% 117	237	3.72
Availability of job placement services to student	0.42% 1	2.97% 7	16.10% 38	18.64% 44	8.05% 19	53.81% 127	236	3.67

### Q39 On average, how often do you log into Starfish during the semester?

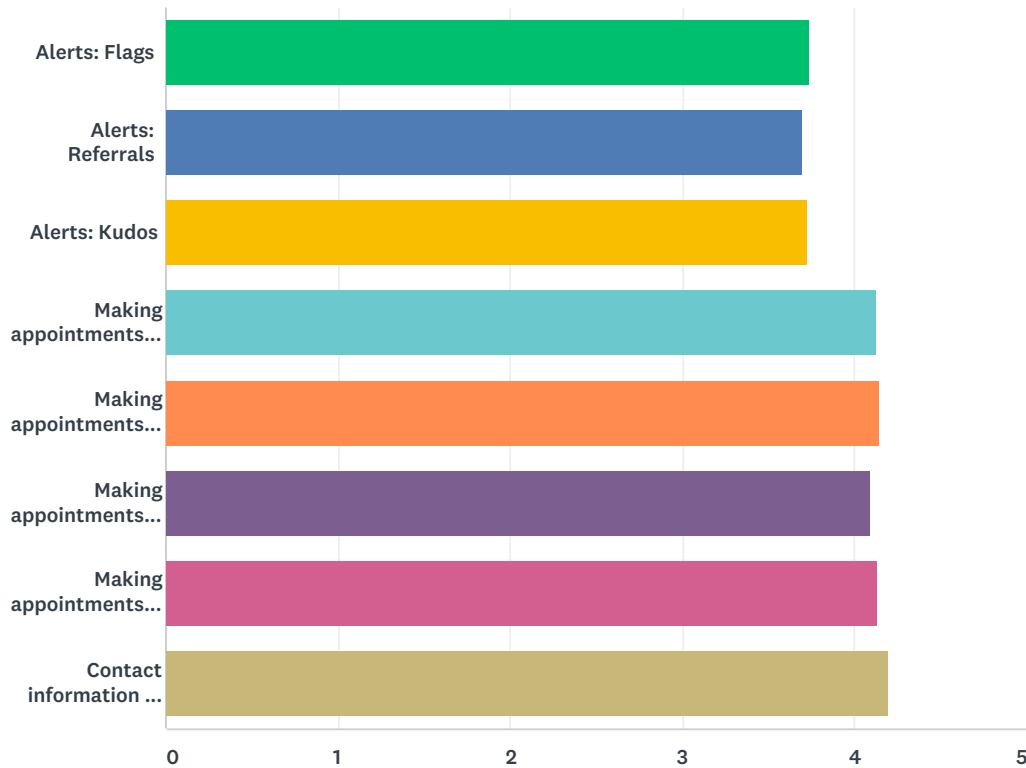
Answered: 237 Skipped: 845



ANSWER CHOICES	RESPONSES
At least once a day	3.80% 9
Several times a week	11.81% 28
Several times a month	18.99% 45
Once a month	16.46% 39
Rarely	30.38% 72
Never	12.24% 29
Don't know what it is	6.33% 15
<b>TOTAL</b>	<b>237</b>

**Q40 Please rate the usefulness of each of these Starfish features. Check DK (Don't Know) for any item you feel you cannot rate.**

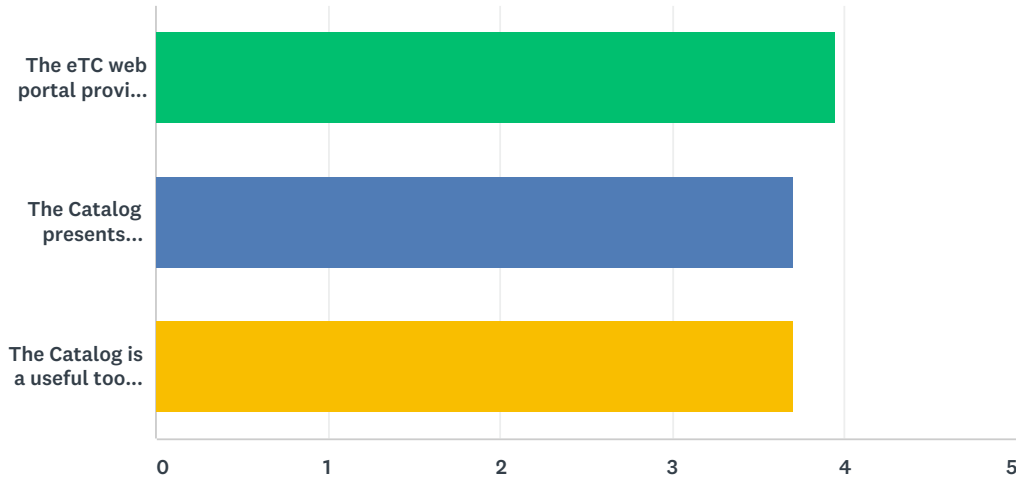
Answered: 236 Skipped: 846



	VERY USEFUL	SOMEWHAT USEFUL	NEUTRAL	NOT VERY USEFUL	NOT AT ALL USEFUL	DK	TOTAL	WEIGHTED AVERAGE
Alerts: Flags	15.74% 37	18.30% 43	15.32% 36	3.40% 8	2.98% 7	44.26% 104	235	3.73
Alerts: Referrals	14.04% 33	13.19% 31	16.60% 39	3.83% 9	1.70% 4	50.64% 119	235	3.69
Alerts: Kudos	16.96% 39	12.17% 28	19.57% 45	3.04% 7	2.17% 5	46.09% 106	230	3.72
Making appointments with instructor	39.74% 93	14.10% 33	13.68% 32	3.42% 8	3.42% 8	25.64% 60	234	4.12
Making appointments with advisor	43.83% 103	14.89% 35	14.04% 33	2.13% 5	4.68% 11	20.43% 48	235	4.14
Making appointments with Success Coach	32.62% 76	15.02% 35	15.02% 35	2.58% 6	2.15% 5	32.62% 76	233	4.09
Making appointments with Tutoring Center	34.19% 80	11.54% 27	15.38% 36	2.56% 6	1.71% 4	34.62% 81	234	4.13
Contact information for instructors, advisors, coaches, services	41.03% 96	14.53% 34	14.53% 34	3.42% 8	1.71% 4	24.79% 58	234	4.19

**Q41 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.**

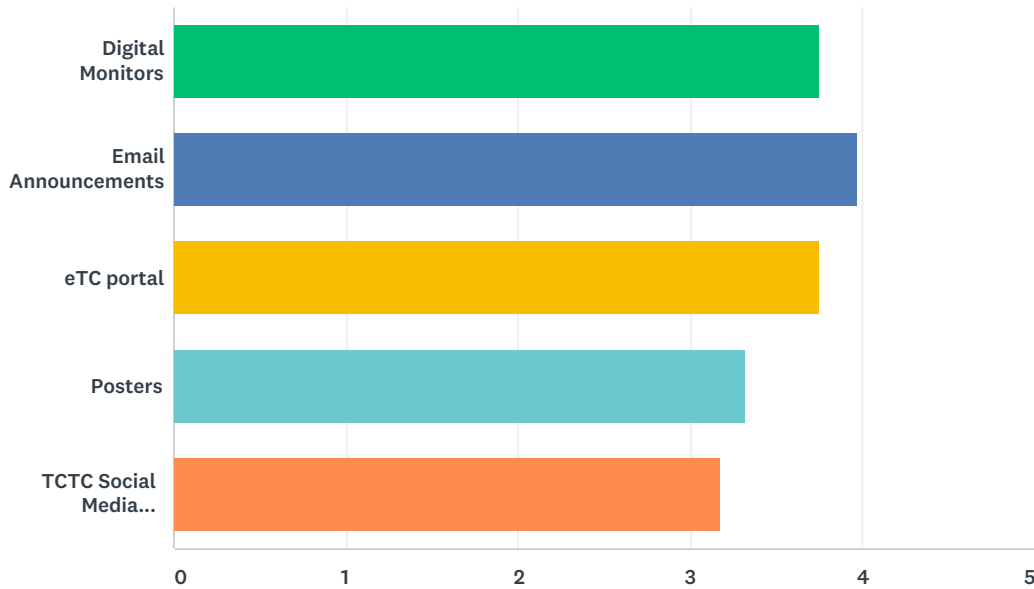
Answered: 244 Skipped: 838



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	DK	TOTAL	WEIGHTED AVERAGE
The eTC web portal provides the information you need as a student	1.65% 4	4.53% 11	18.11% 44	47.33% 115	26.34% 64	2.06% 5	243	3.94
The Catalog presents information in an easy-to-understand manner	2.46% 6	6.15% 15	23.77% 58	42.21% 103	15.98% 39	9.43% 23	244	3.70
The Catalog is a useful tool for planning and managing your education	2.05% 5	6.97% 17	26.23% 64	38.52% 94	18.44% 45	7.79% 19	244	3.70

Q42 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: 246 Skipped: 836

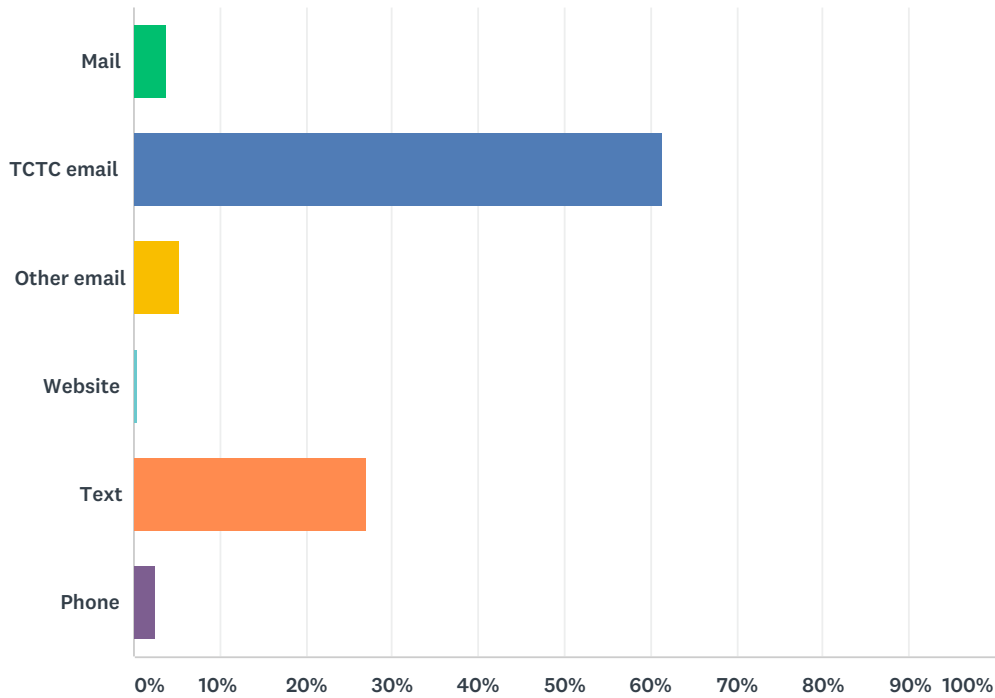


	VERY INEFFECTIVE	INEFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	DK	TOTAL	WEIGHTED AVERAGE
Digital Monitors	2.45% 6	1.22% 3	19.18% 47	26.12% 64	13.06% 32	37.96% 93	245	3.74
Email Announcements	2.87% 7	6.15% 15	15.98% 39	39.75% 97	33.20% 81	2.05% 5	244	3.96
eTC portal	3.69% 9	6.97% 17	22.13% 54	37.30% 91	23.77% 58	6.15% 15	244	3.75
Posters	6.10% 15	11.79% 29	31.30% 77	22.36% 55	14.63% 36	13.82% 34	246	3.32
TCTC Social Media (Facebook, Twitter, Instagram)	9.02% 22	11.48% 28	23.36% 57	14.75% 36	13.52% 33	27.87% 68	244	3.17



### Q43 When the College needs to send information what is your preferred method for receiving information?

Answered: 245 Skipped: 837



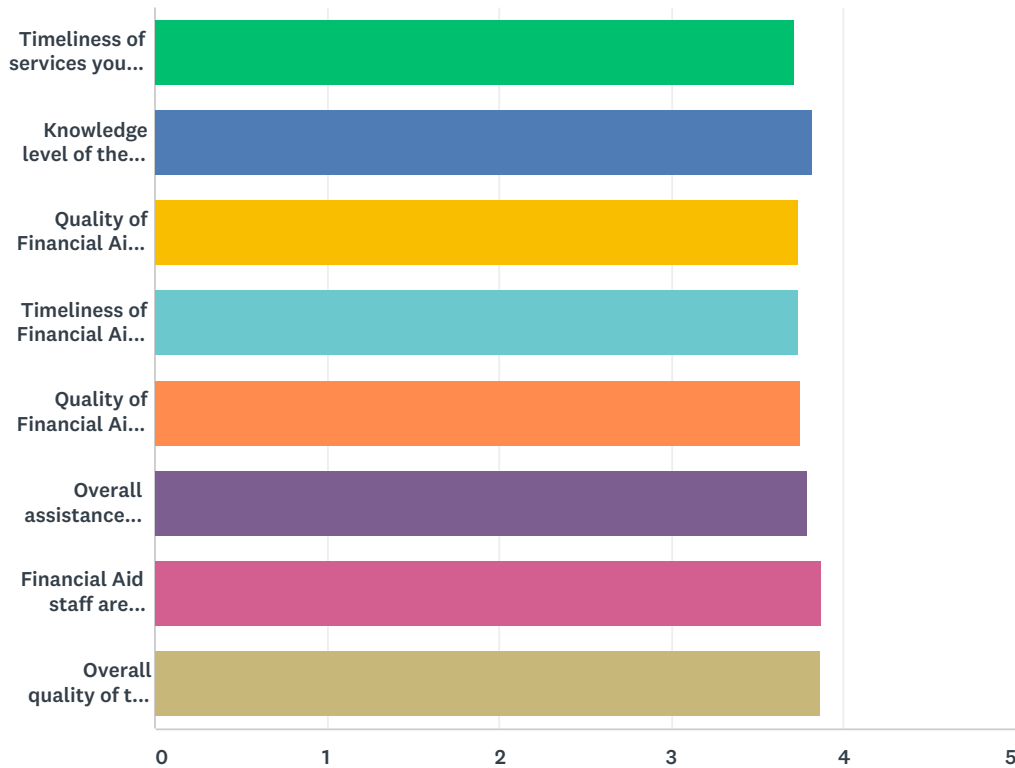
ANSWER CHOICES	RESPONSES
Mail	3.67% 9
TCTC email	61.22% 150
Other email	5.31% 13
Website	0.41% 1
Text	26.94% 66
Phone	2.45% 6
<b>TOTAL</b>	<b>245</b>

**Q44 What suggestions do you have for improving the effectiveness of the methods the College uses to communicate with students?**

Answered: 105 Skipped: 977

**Q45 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: 246 Skipped: 836



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	2.85% 7	5.69% 14	21.14% 52	39.02% 96	16.67% 41	14.63% 36	246	3.71
Knowledge level of the staff	2.04% 5	6.12% 15	21.22% 52	33.88% 83	23.67% 58	13.06% 32	245	3.82
Quality of Financial Aid email communications	2.85% 7	5.28% 13	23.17% 57	34.55% 85	19.11% 47	15.04% 37	246	3.73
Timeliness of Financial Aid email communications	2.86% 7	5.71% 14	22.86% 56	33.47% 82	20.00% 49	15.10% 37	245	3.73
Quality of Financial Aid information at student orientation	1.65% 4	5.76% 14	20.58% 50	30.86% 75	17.70% 43	23.46% 57	243	3.75
Overall assistance provided by Financial Aid staff	2.86% 7	4.49% 11	21.22% 52	36.33% 89	20.82% 51	14.29% 35	245	3.79
Financial Aid staff are knowledgeable of financial aid policies and procedures	1.23% 3	4.10% 10	21.31% 52	34.84% 85	22.54% 55	15.98% 39	244	3.87

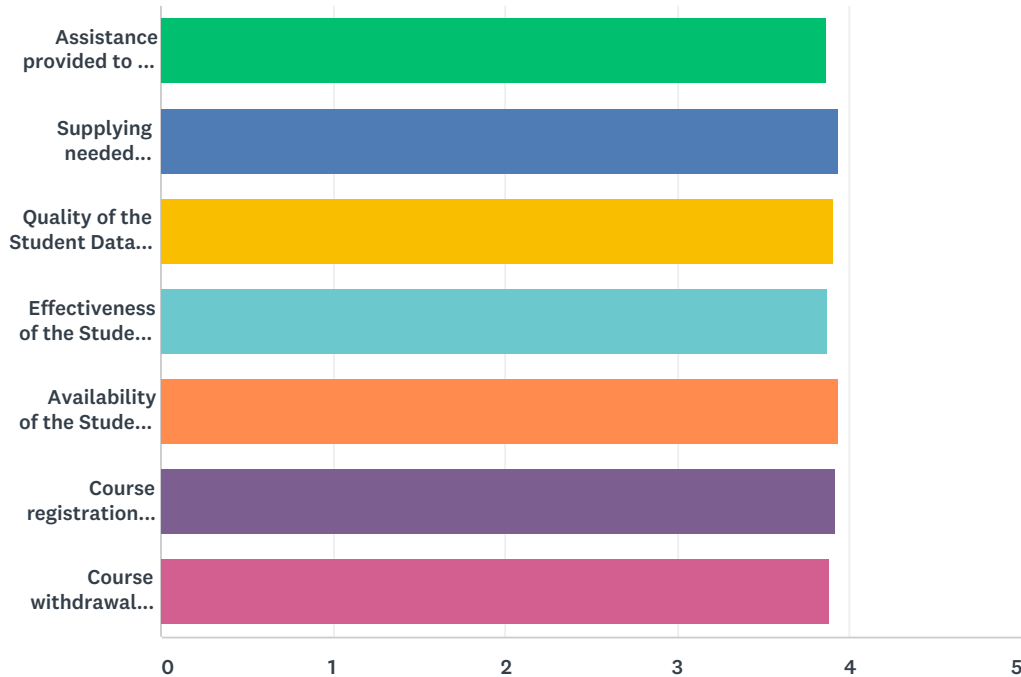
## 2016-17 Fall Student Survey

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Overall quality of the Financial Aid staff's customer service	1.64% 4	4.51% 11	21.31% 52	34.84% 85	22.95% 56	14.75% 36	244	3.86
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**Q46 Please rate the following items on Student Data Center/Registrar services and staff. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 246 Skipped: 836



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Student Data Center/Registrar's Office staff	1.63% 4	1.63% 4	17.96% 44	31.02% 76	16.33% 40	31.43% 77	245	3.86
Supplying needed documents (i.e. transcripts, enrollment verifications to students)	1.22% 3	2.03% 5	16.26% 40	35.77% 88	19.11% 47	25.61% 63	246	3.93
Quality of the Student Data Center/Registrar's Office services provided to students	1.23% 3	1.65% 4	16.87% 41	33.74% 82	16.87% 41	29.63% 72	243	3.90
Effectiveness of the Student Data Center/Registrar's Office service in meeting the needs of students	1.23% 3	3.28% 8	16.80% 41	32.38% 79	17.62% 43	28.69% 70	244	3.87
Availability of the Student Data/Registrar's Office to students	0.82% 2	2.06% 5	16.46% 40	34.98% 85	17.70% 43	27.98% 68	243	3.93

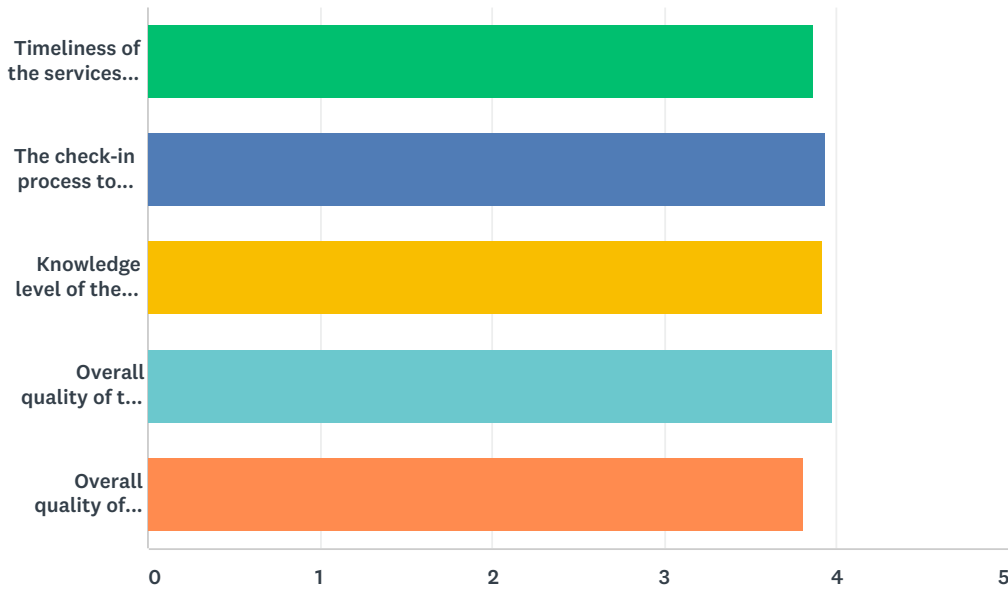
## 2016-17 Fall Student Survey

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Course registration (i.e. Course Scheduler, registration, and drop)	2.46% 6	3.28% 8	19.67% 48	36.07% 88	25.82% 63	12.70% 31	244	3.91
Course withdrawal process	1.63% 4	1.22% 3	15.92% 39	28.16% 69	15.92% 39	37.14% 91	245	3.88

**Q47 Please rate the following items on the One Stop/TC Central services and staff. Check DK (Don't Know) for any item you feel you cannot rate.**

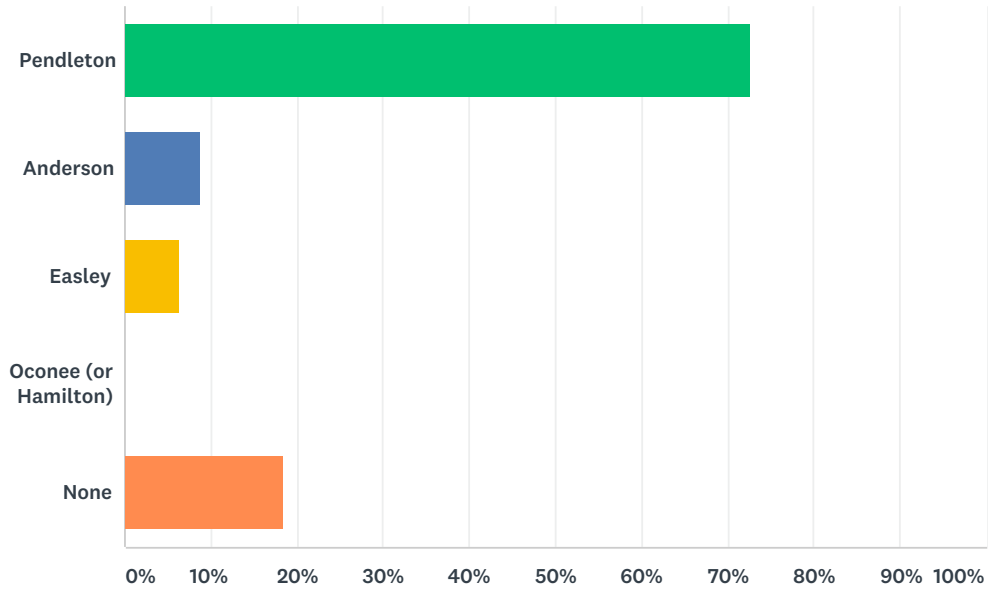
Answered: 245 Skipped: 837



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of the services you received	1.23% 3	2.88% 7	18.11% 44	27.98% 68	18.11% 44	31.69% 77	243	3.86
The check-in process to receive service	0.82% 2	1.23% 3	19.75% 48	25.51% 62	19.75% 48	32.92% 80	243	3.93
Knowledge level of the staff	1.23% 3	2.88% 7	17.70% 43	25.93% 63	20.99% 51	31.28% 76	243	3.91
Overall quality of the staff's customer service	1.23% 3	2.06% 5	15.64% 38	29.63% 72	21.81% 53	29.63% 72	243	3.98
Overall quality of referral process if referral was required	2.47% 6	1.23% 3	17.70% 43	19.75% 48	16.46% 40	42.39% 103	243	3.81

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

Answered: 251 Skipped: 831

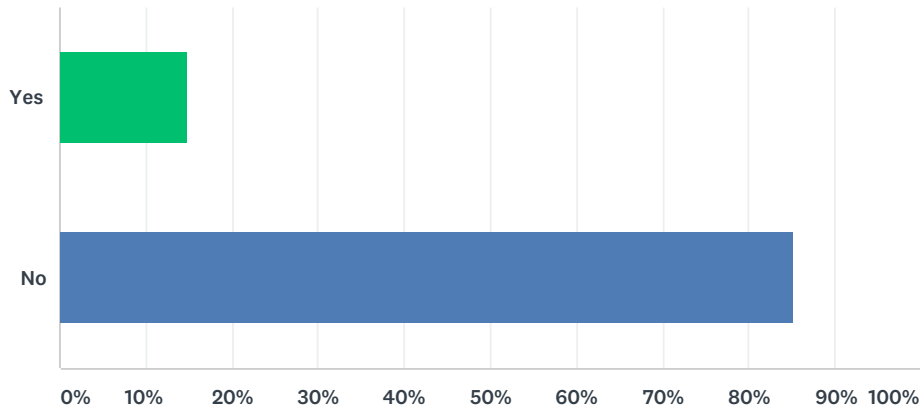


ANSWER CHOICES	RESPONSES	
Pendleton	72.51%	182
Anderson	8.76%	22
Easley	6.37%	16
Oconee (or Hamilton)	0.00%	0
None	18.33%	46
Total Respondents: 251		



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

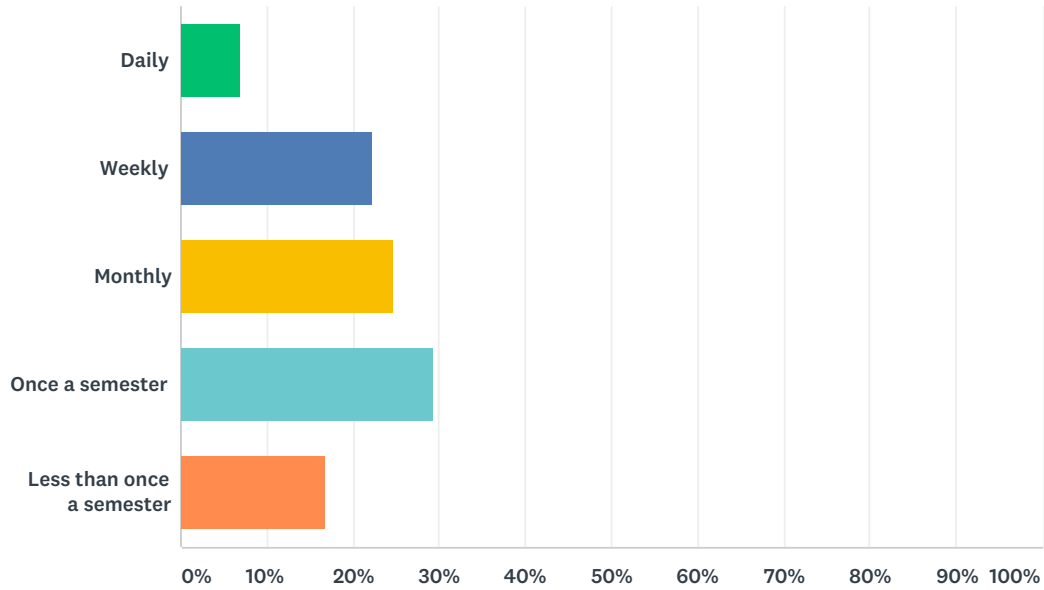
Answered: 201 Skipped: 881



ANSWER CHOICES	RESPONSES	
Yes	14.93%	30
No	85.07%	171
TOTAL		201

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

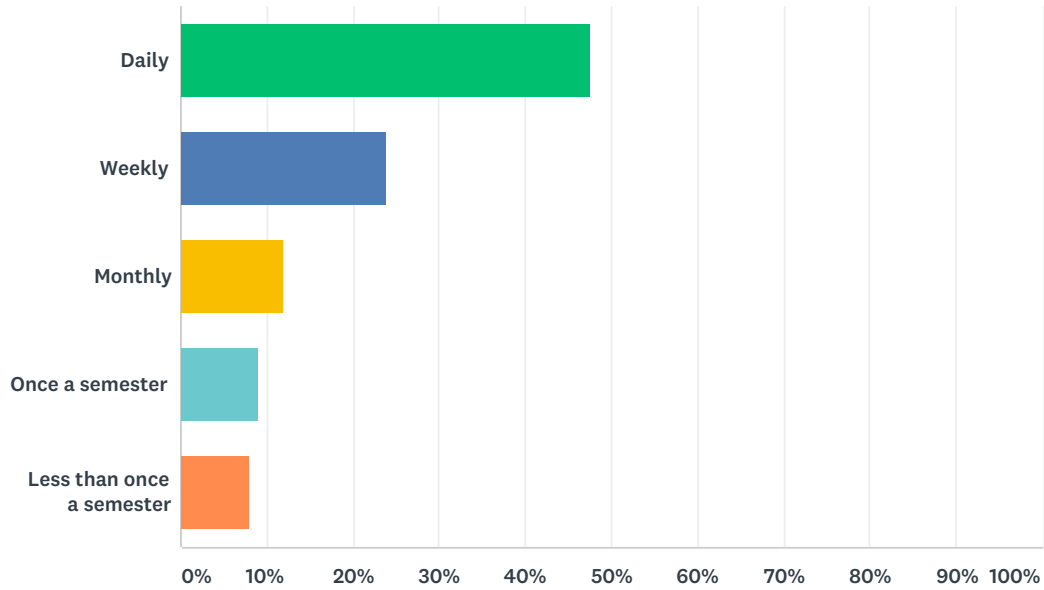
Answered: 202 Skipped: 880



ANSWER CHOICES	RESPONSES	
Daily	6.93%	14
Weekly	22.28%	45
Monthly	24.75%	50
Once a semester	29.21%	59
Less than once a semester	16.83%	34
<b>TOTAL</b>		<b>202</b>

## Q51 How often do you use electronic resources?

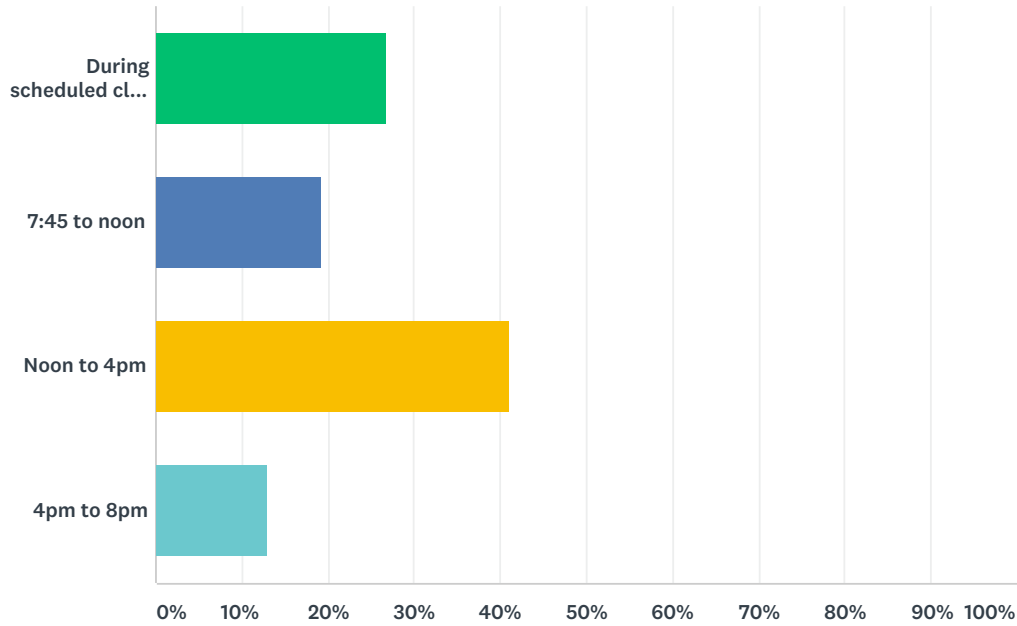
Answered: 202 Skipped: 880



ANSWER CHOICES	RESPONSES	
Daily	47.52%	96
Weekly	23.76%	48
Monthly	11.88%	24
Once a semester	8.91%	18
Less than once a semester	7.92%	16
<b>TOTAL</b>		<b>202</b>

## Q52 When do you primarily use the Library?

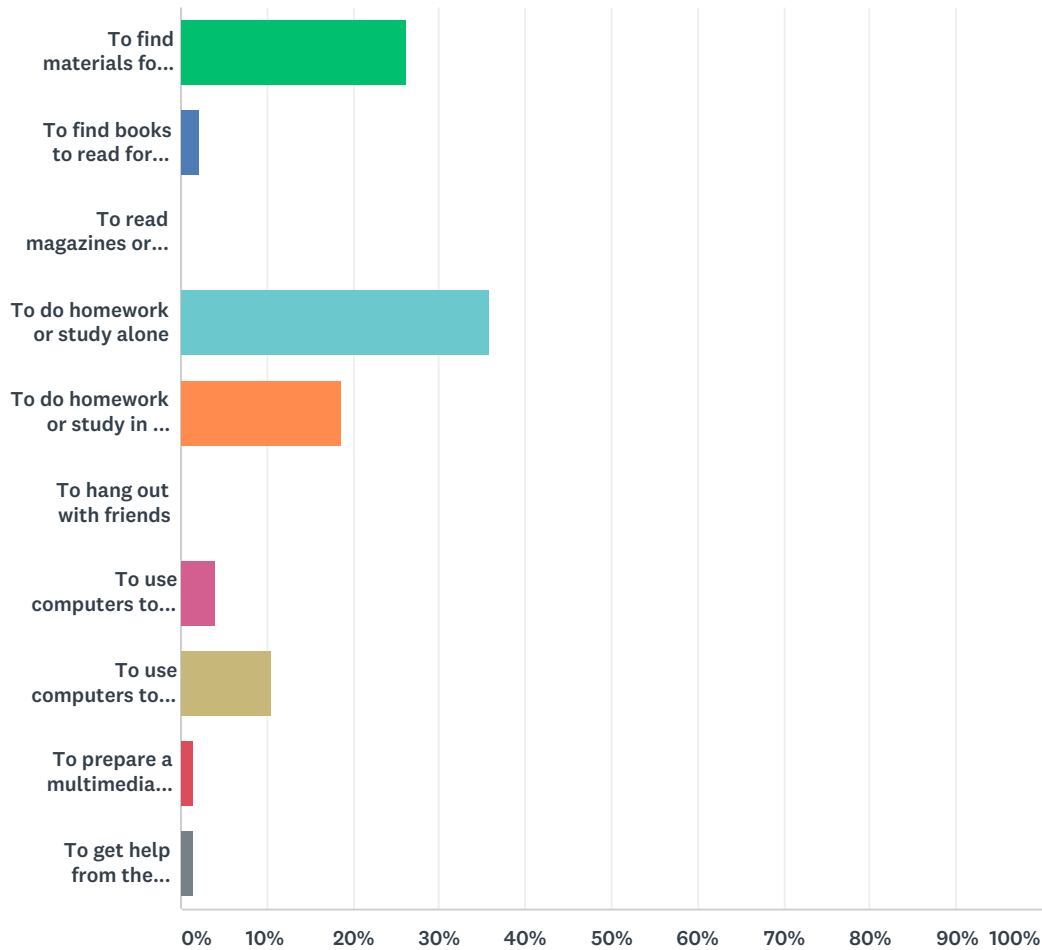
Answered: 202 Skipped: 880



ANSWER CHOICES	RESPONSES	
During scheduled class time only	26.73%	54
7:45 to noon	19.31%	39
Noon to 4pm	41.09%	83
4pm to 8pm	12.87%	26
<b>TOTAL</b>		<b>202</b>

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

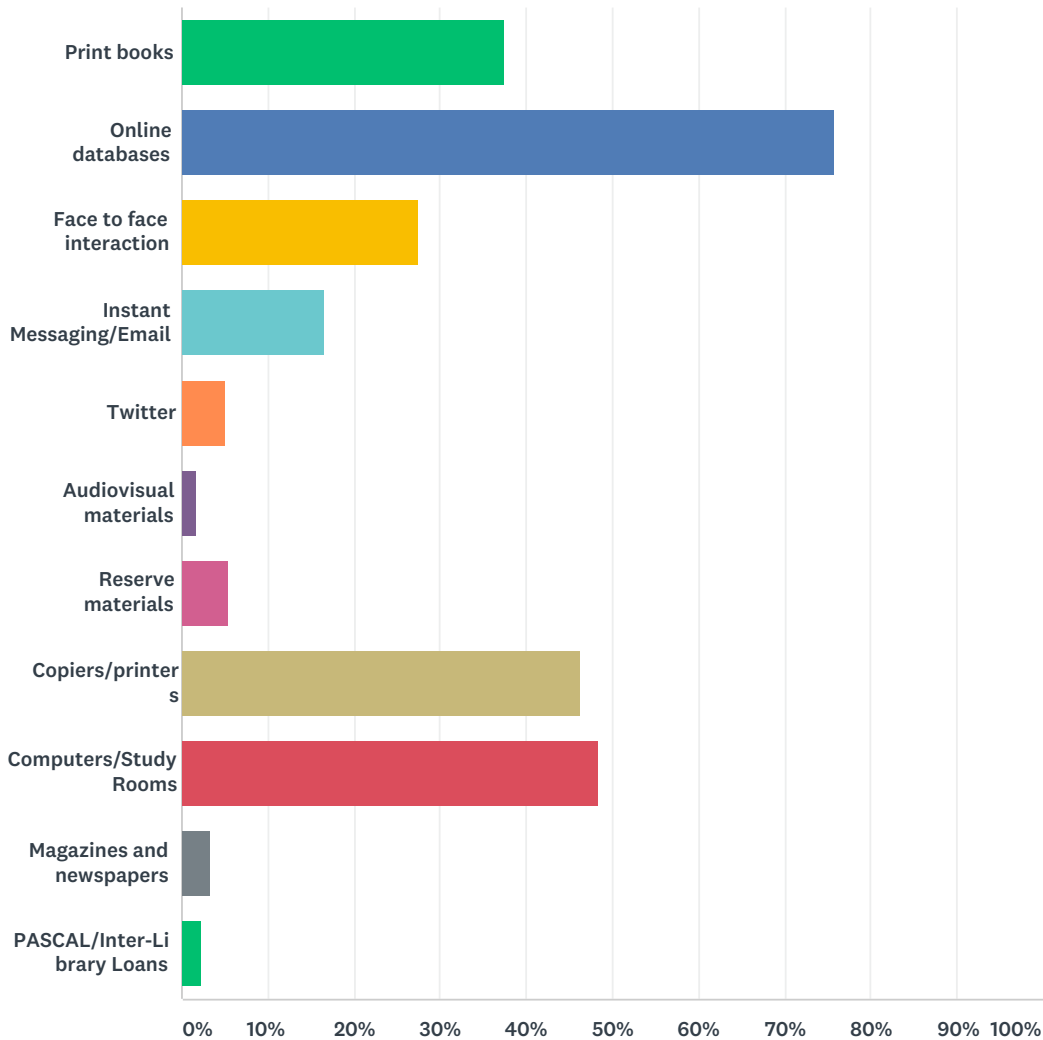
Answered: 199 Skipped: 883



ANSWER CHOICES	RESPONSES	
To find materials for assignments	26.13%	52
To find books to read for leisure	2.01%	4
To read magazines or newspapers	0.00%	0
To do homework or study alone	35.68%	71
To do homework or study in a group	18.59%	37
To hang out with friends	0.00%	0
To use computers to search the internet	4.02%	8
To use computers to type/print an assignment	10.55%	21
To prepare a multimedia presentation	1.51%	3
To get help from the librarians on assignments	1.51%	3
<b>TOTAL</b>		<b>199</b>

## Q54 Please indicate if you have used the following Library materials and services. (check all that apply)

Answered: 182 Skipped: 900



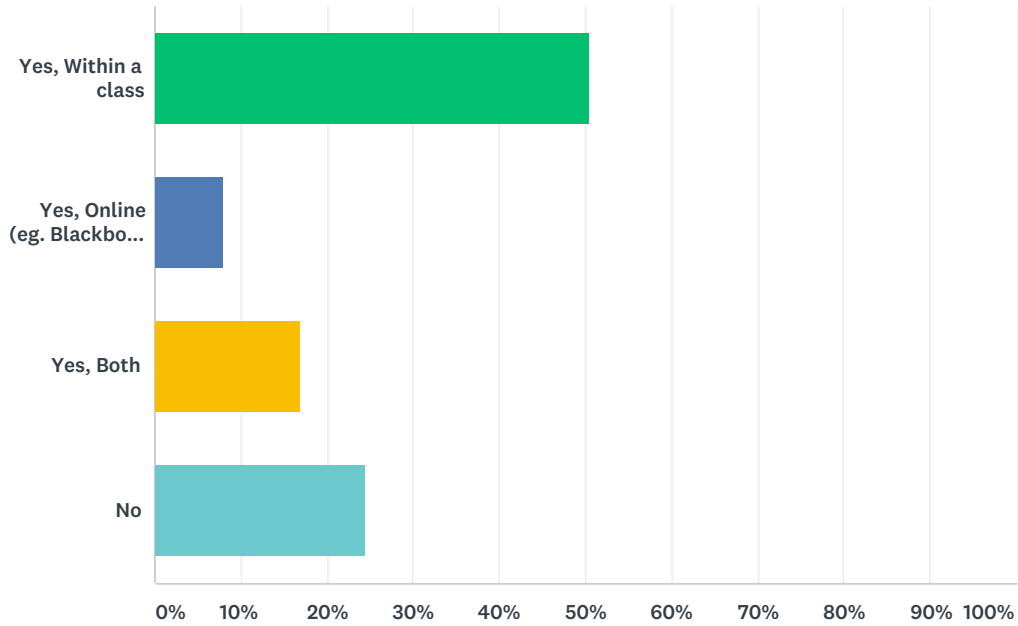
ANSWER CHOICES	RESPONSES	
Print books	37.36%	68
Online databases	75.82%	138
Face to face interaction	27.47%	50
Instant Messaging/Email	16.48%	30
Twitter	4.95%	9
Audiovisual materials	1.65%	3
Reserve materials	5.49%	10
Copiers/printers	46.15%	84
Computers/Study Rooms	48.35%	88

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Magazines and newspapers	3.30%	6
PASCAL/Inter-Library Loans	2.20%	4
Total Respondents: 182		

## Q55 Have you received Library orientation/instruction?

Answered: 200 Skipped: 882

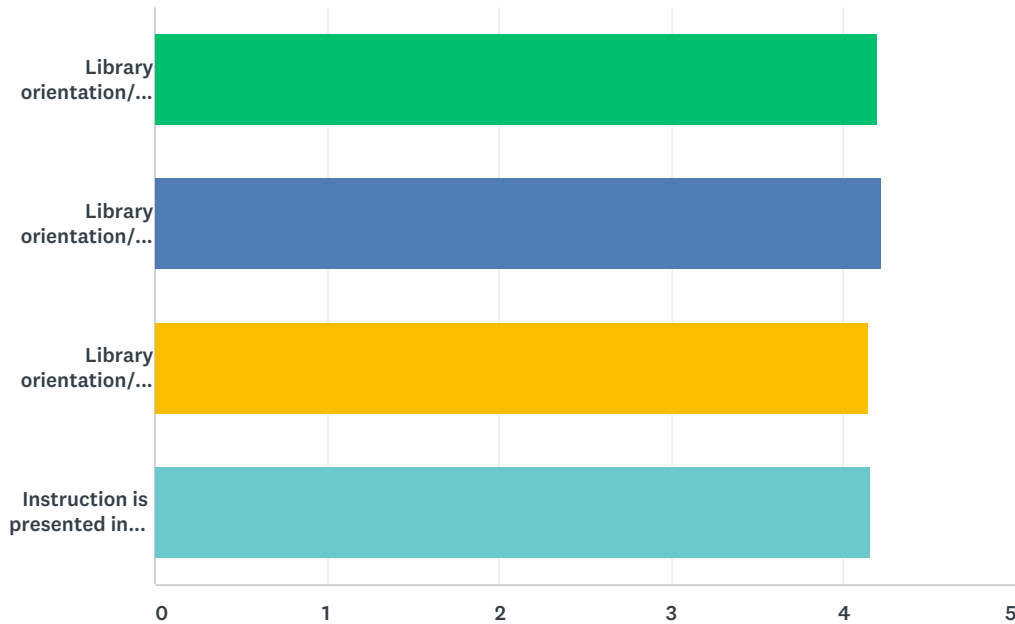


ANSWER CHOICES	RESPONSES	
Yes, Within a class	50.50%	101
Yes, Online (eg. Blackboard videos)	8.00%	16
Yes, Both	17.00%	34
No	24.50%	49
<b>TOTAL</b>		<b>200</b>



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

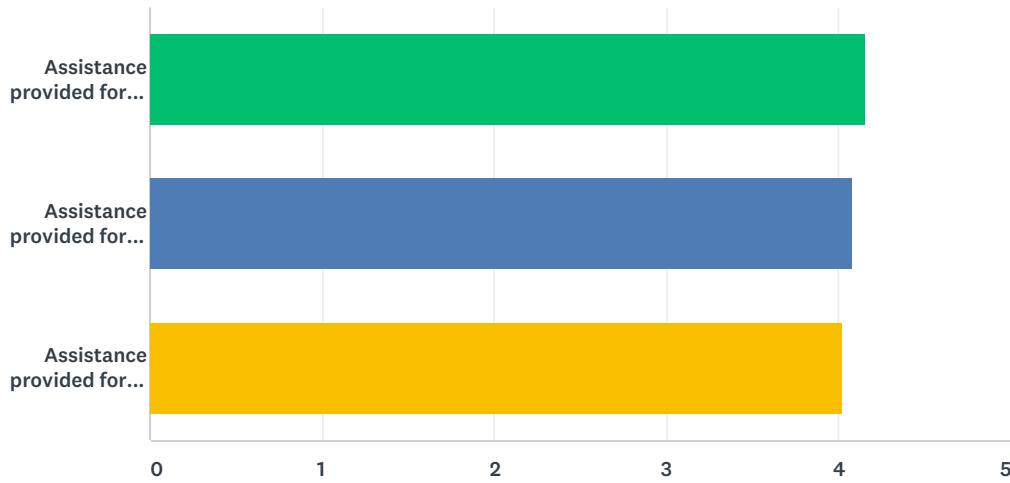
Answered: 199 Skipped: 883



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Library orientation/instruction prepares me to use the library's resources	0.00% 0	1.51% 3	11.06% 22	37.19% 74	29.15% 58	21.11% 42	199	4.19
Library orientation/instruction helps me discover resources needed for my assignments	0.00% 0	0.00% 0	11.56% 23	38.69% 77	29.15% 58	20.60% 41	199	4.22
Library orientation/instruction helps me feel more comfortable using the library to complete academic work in my major	0.00% 0	0.51% 1	13.13% 26	40.91% 81	25.25% 50	20.20% 40	198	4.14
Instruction is presented in a clear and understandable manner	0.50% 1	2.01% 4	10.55% 21	38.69% 77	28.14% 56	20.10% 40	199	4.15

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

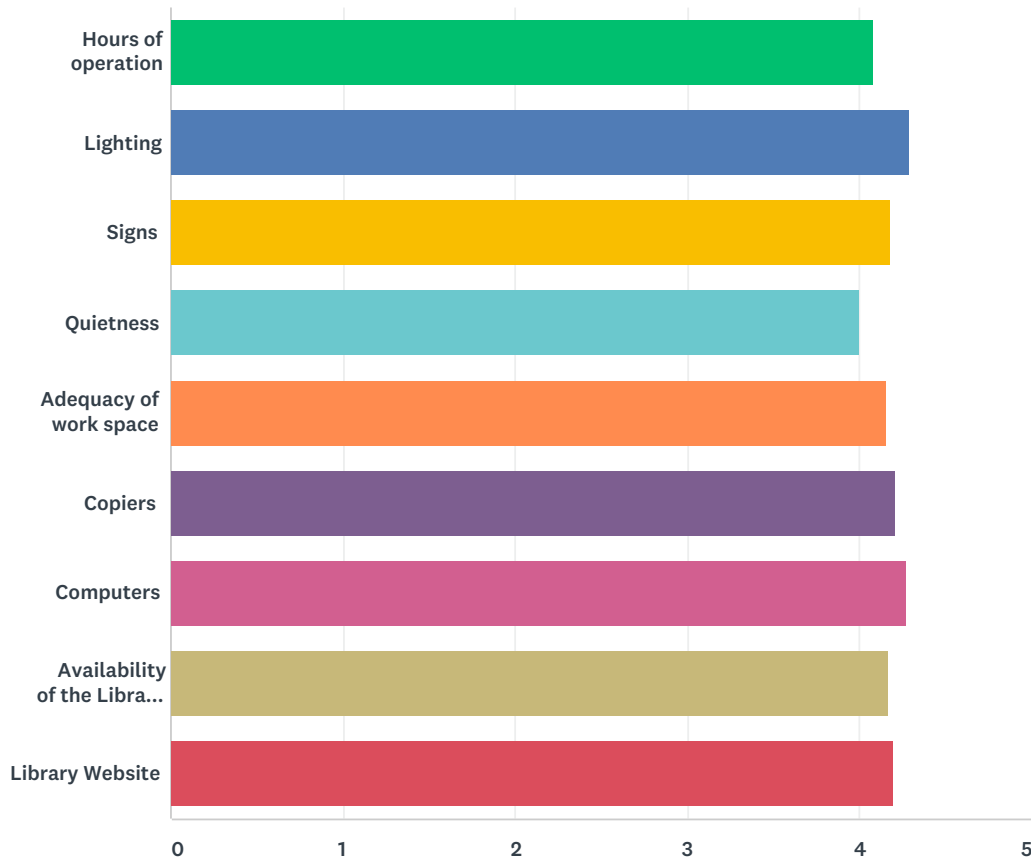
Answered: 200 Skipped: 882



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided for accessing resources to support academic work in general education courses	0.00% 0	0.50% 1	14.50% 29	35.00% 70	27.00% 54	23.00% 46	200	4.15
Assistance provided for accessing resources to support academic work in my major	0.00% 0	1.01% 2	15.15% 30	34.85% 69	23.23% 46	25.76% 51	198	4.08
Assistance provided for accessing non-academic resources	0.00% 0	1.52% 3	16.16% 32	27.27% 54	20.71% 41	34.34% 68	198	4.02

**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: 200 Skipped: 882



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Hours of operation	0.50% 1	1.01% 2	16.08% 32	39.20% 78	26.63% 53	16.58% 33	199	4.08
Lighting	0.00% 0	0.50% 1	9.05% 18	44.72% 89	36.18% 72	9.55% 19	199	4.29
Signs	0.00% 0	1.52% 3	12.12% 24	41.92% 83	29.29% 58	15.15% 30	198	4.17
Quietness	1.01% 2	4.55% 9	17.17% 34	36.36% 72	29.29% 58	11.62% 23	198	4.00
Adequacy of work space	0.00% 0	2.51% 5	13.07% 26	42.21% 84	31.66% 63	10.55% 21	199	4.15
Copiers	0.50% 1	0.00% 0	10.55% 21	35.68% 71	26.63% 53	26.63% 53	199	4.20
Computers	0.00% 0	2.02% 4	9.60% 19	34.85% 69	35.35% 70	18.18% 36	198	4.27
Availability of the Library staff	0.51% 1	2.02% 4	12.63% 25	35.86% 71	31.82% 63	17.17% 34	198	4.16
Library Website	1.01% 2	2.51% 5	10.55% 21	35.68% 71	34.17% 68	16.08% 32	199	4.19



**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: 654 Skipped: 428

## Q60 General comments

Answered: 278 Skipped: 804