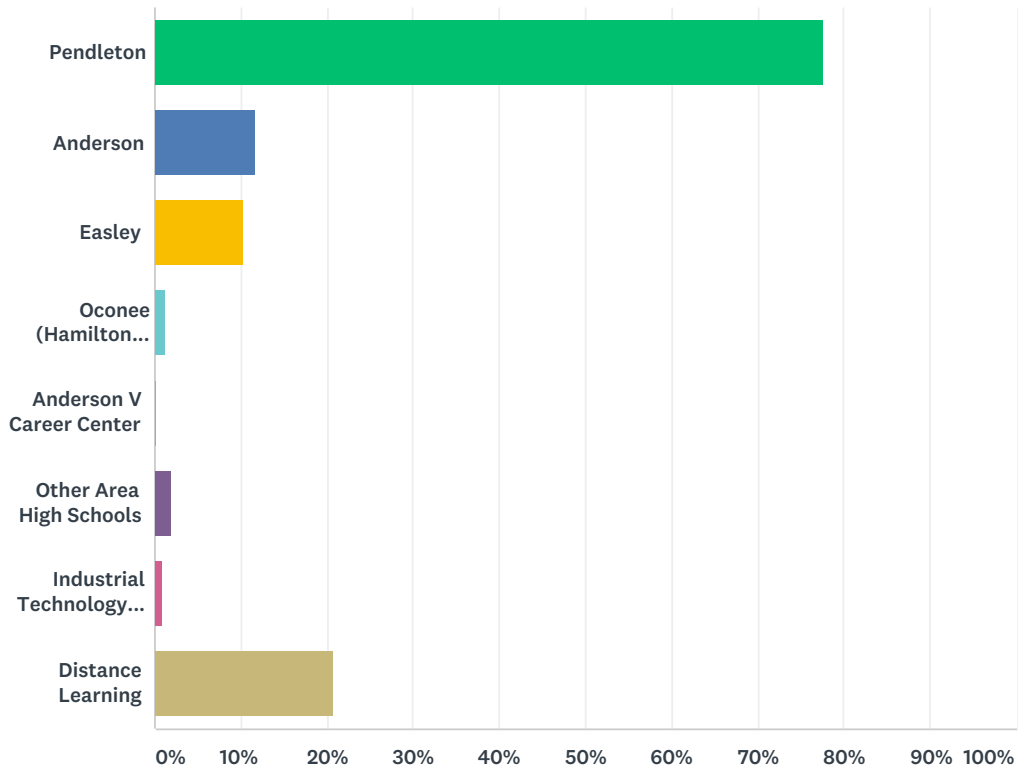


# Q1 At which location(s) are you taking courses this semester? (Check all that apply)

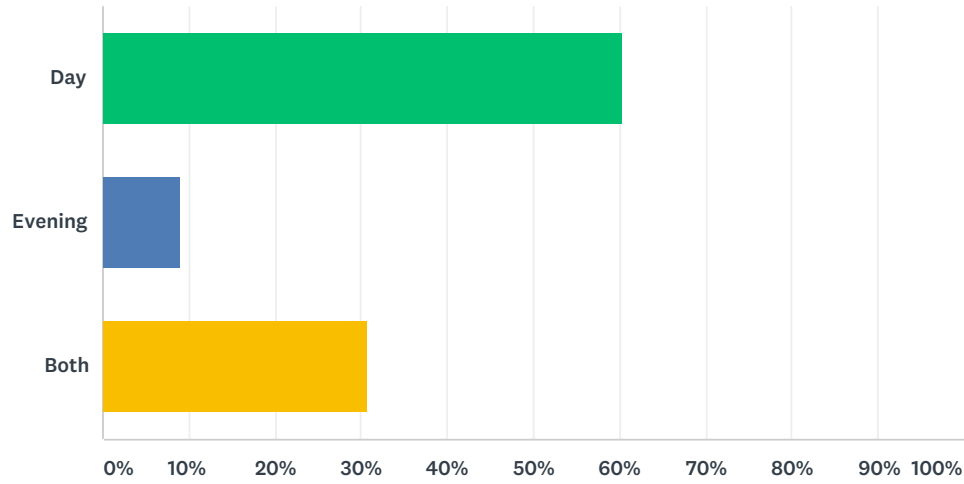
Answered: 984 Skipped: 1



ANSWER CHOICES	RESPONSES	
Pendleton	77.64%	764
Anderson	11.79%	116
Easley	10.16%	100
Oconee (Hamilton Career Center)	1.32%	13
Anderson V Career Center	0.20%	2
Other Area High Schools	1.93%	19
Industrial Technology Center (ITC)	0.91%	9
Distance Learning	20.63%	203
Total Respondents: 984		

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

Answered: 978 Skipped: 7



ANSWER CHOICES	RESPONSES	
Day	60.33%	590
Evening	8.90%	87
Both	30.78%	301
TOTAL		978

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

Answered: 978 Skipped: 7

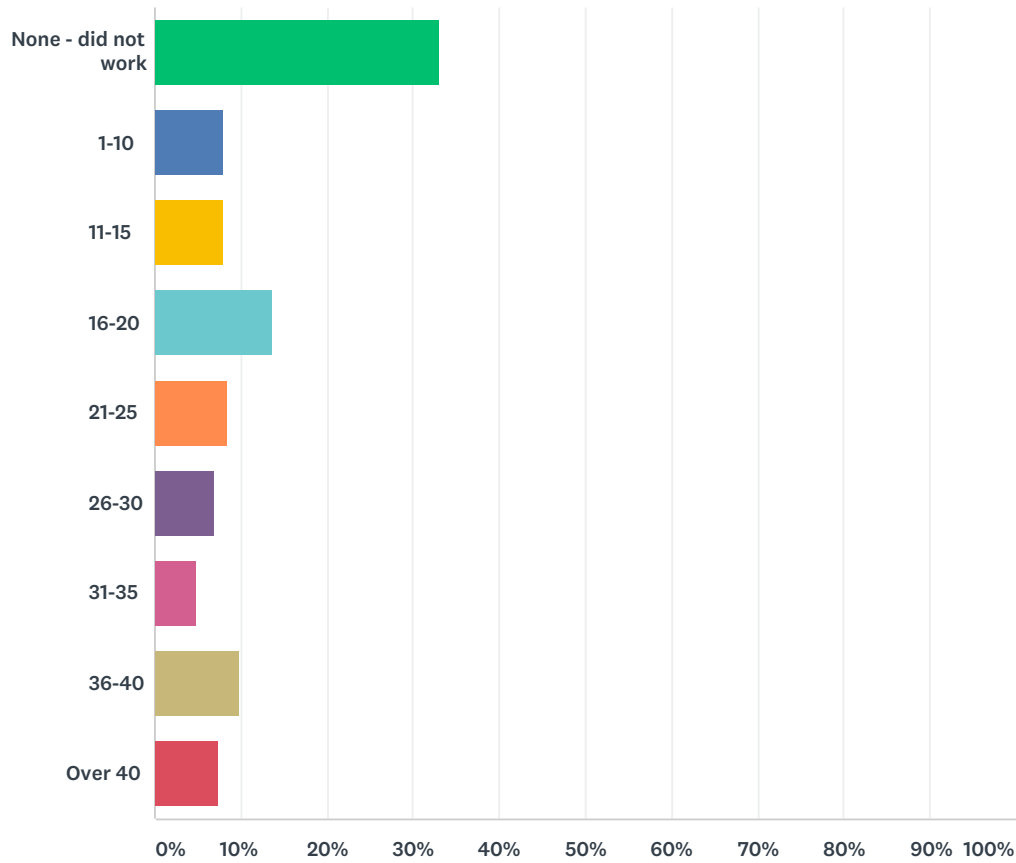
ANSWER CHOICES	RESPONSES	
NONE - Non-Degree Seeking	8.08%	79
Accounting	1.53%	15
Administrative Office Tech	1.64%	16
Administrative Office Tech (Medical Emphasis)	1.02%	10
Administrative Support	0.10%	1
Associate in Arts	10.02%	98
Associate in Science	16.16%	158
Associate in Science - Nursing Track	5.32%	52
Associate in Science -Practical Nursing Track	0.51%	5
Automotive Technology	0.51%	5
Business Administration	2.04%	20
Business Administration (Banking & Finance Emphasis)	0.31%	3
Business Administration (Entrepreneur Emphasis)	0.61%	6
Business Administration (Management Emphasis)	2.97%	29
Business Administration (Marketing Emphasis)	1.53%	15
Business Administration (Operations Management Emphasis)	0.31%	3
Certificate Program	0.31%	3
CNC Programming and Operations	0.20%	2
Computer Technology	2.04%	20
Computer Technology (Information Technology Emphasis)	0.82%	8
Criminal Justice Technology	1.53%	15
Early Care & Education Diploma	1.84%	18
Engineering Design Tech	1.43%	14
Expanded Duty Dental Assist	1.33%	13
General Engineering Tech	3.89%	38
General Tech - Mechatronics	2.15%	21
General Tech - Pre-Pharmacy	0.31%	3
General Tech - Welding	1.12%	11
Heating, Vent and AC Tech	0.41%	4
Industrial Electronics Tech	1.74%	17

## 2017-18 Fall Student Survey

Manufacturing Management Leadership	0.61%	6
Media Arts Production	1.64%	16
Medical Assisting	1.84%	18
Medical Lab Technology	1.23%	12
Nursing	12.47%	122
Practical Nursing	2.15%	21
Surgical Technology	1.02%	10
Transition Nursing - LPN to ADN	0.61%	6
University Studies (IBest)	1.53%	15
Veterinary Technology	5.11%	50
<b>TOTAL</b>		<b>978</b>

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

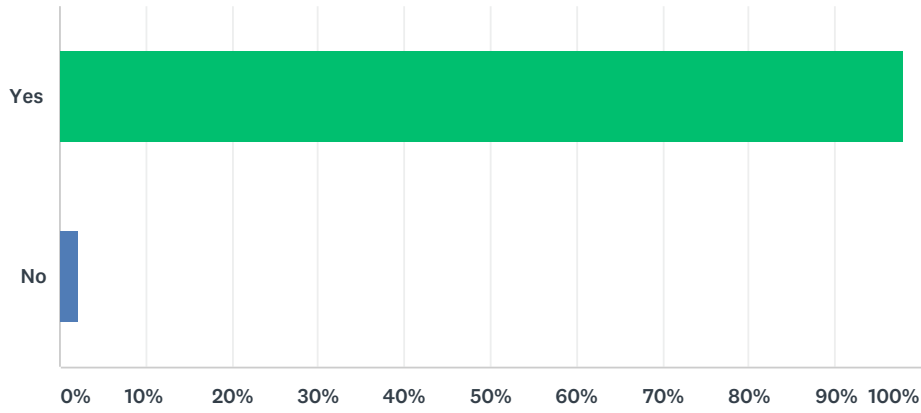
Answered: 980 Skipped: 5



ANSWER CHOICES	RESPONSES	
None - did not work	33.06%	324
1-10	7.96%	78
11-15	7.86%	77
16-20	13.67%	134
21-25	8.47%	83
26-30	6.94%	68
31-35	4.90%	48
36-40	9.90%	97
Over 40	7.24%	71
<b>TOTAL</b>		<b>980</b>

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

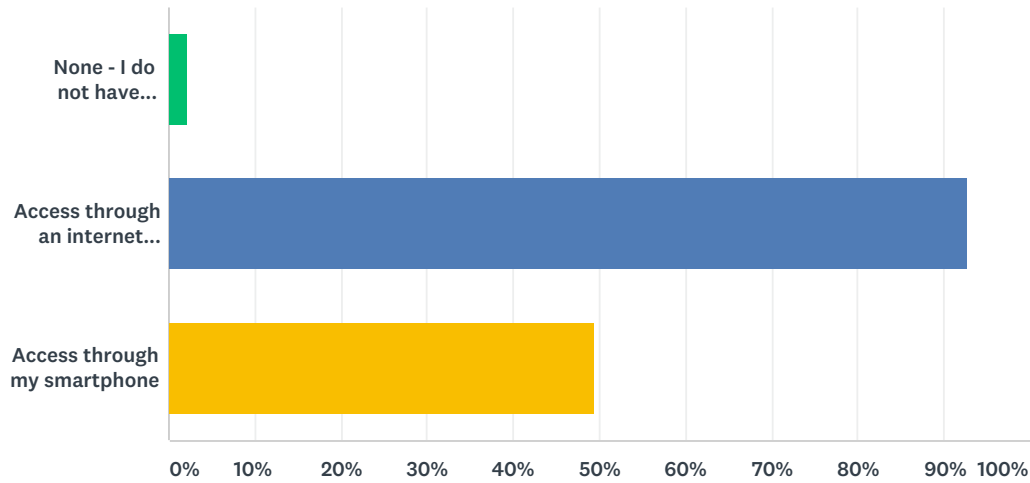
Answered: 979 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	97.85%	958
No	2.15%	21
TOTAL		979

## Q6 What type of Internet access do you have at home? [Check all that apply]

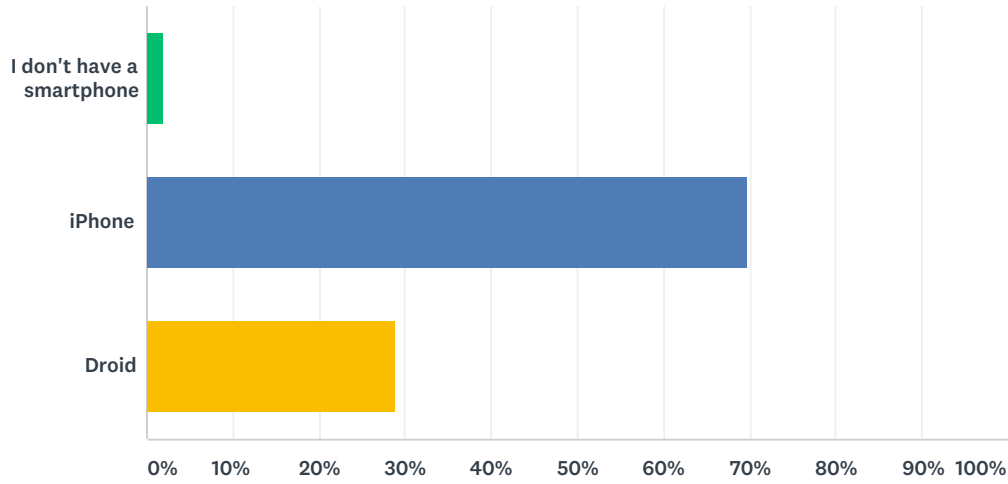
Answered: 983 Skipped: 2



ANSWER CHOICES	RESPONSES	
None - I do not have internet access	2.14%	21
Access through an internet provider	92.68%	911
Access through my smartphone	49.44%	486
Total Respondents: 983		

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

Answered: 955 Skipped: 30

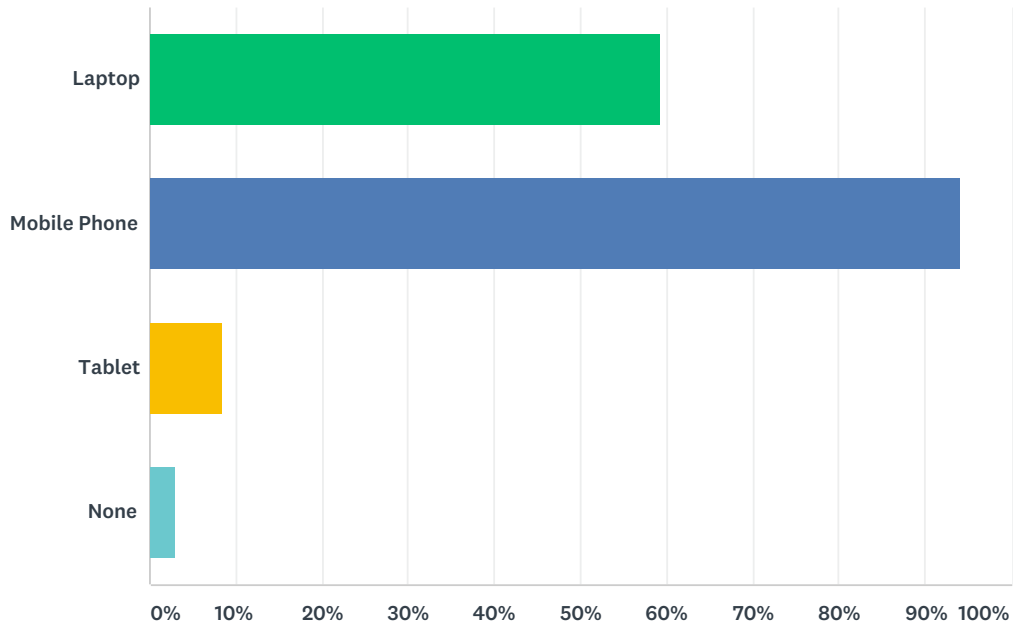


ANSWER CHOICES	RESPONSES	
I don't have a smartphone	1.88%	18
iPhone	69.63%	665
Droid	28.90%	276
Total Respondents: 955		



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

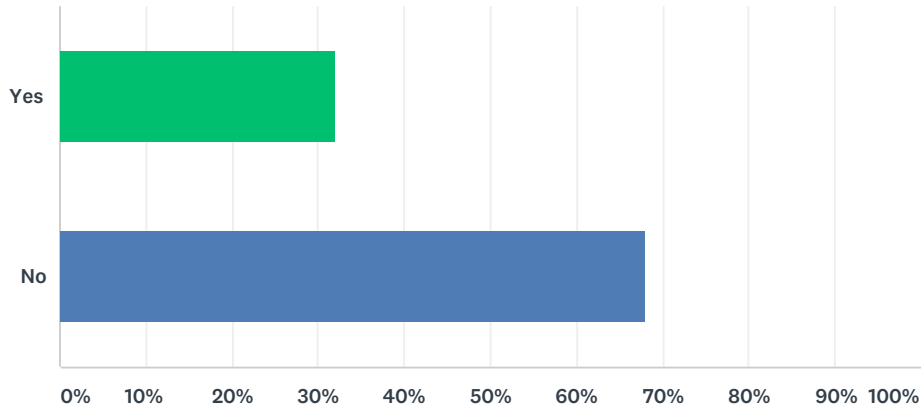
Answered: 983 Skipped: 2



ANSWER CHOICES	RESPONSES	
Laptop	59.21%	582
Mobile Phone	94.20%	926
Tablet	8.44%	83
None	2.85%	28
Total Respondents: 983		

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

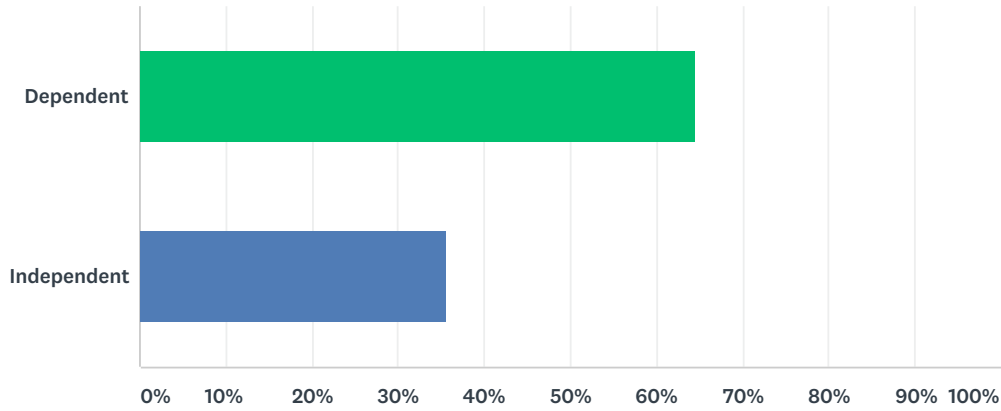
Answered: 983 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	31.94%	314
No	68.06%	669
<b>TOTAL</b>		<b>983</b>

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

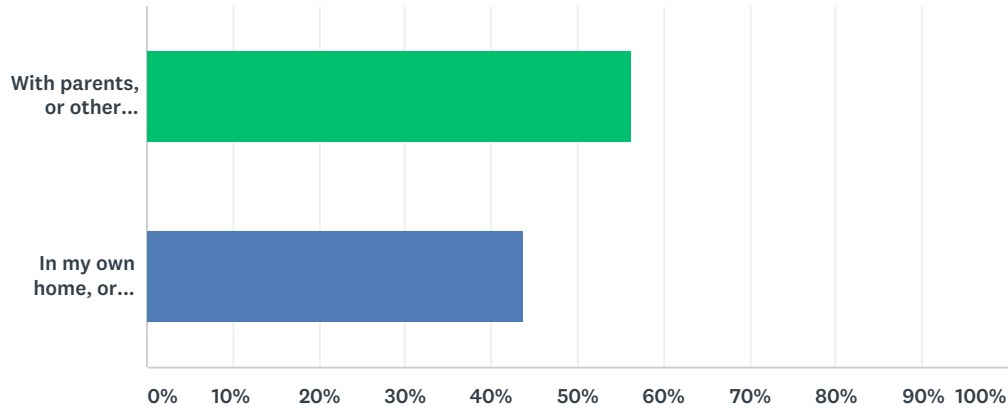
Answered: 932 Skipped: 53



ANSWER CHOICES	RESPONSES	
Dependent	64.38%	600
Independent	35.62%	332
<b>TOTAL</b>		<b>932</b>

### Q11 I live:

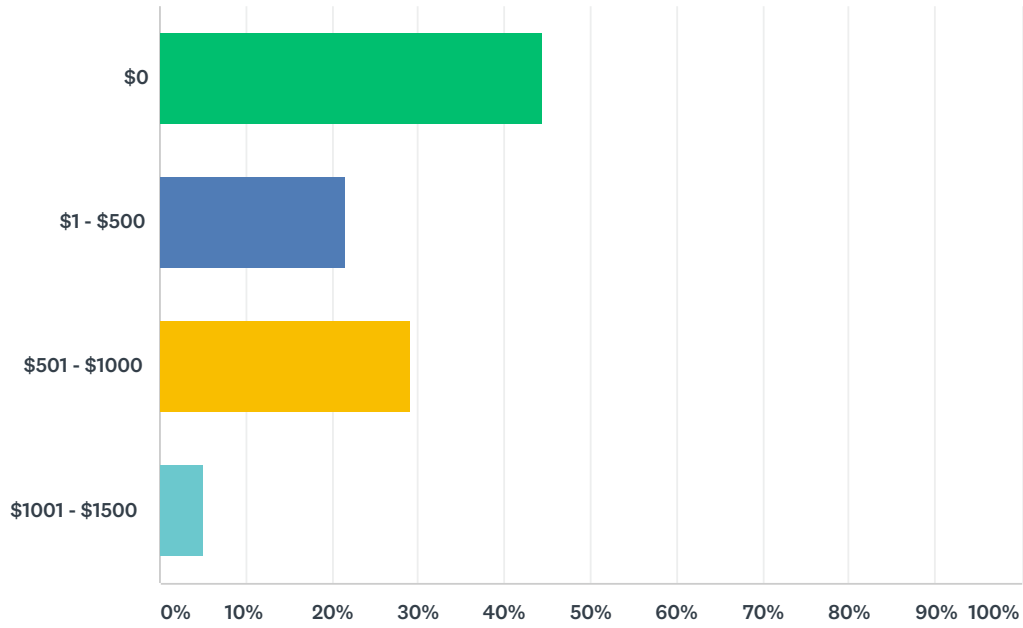
Answered: 940 Skipped: 45



ANSWER CHOICES	RESPONSES	
With parents, or other relatives	56.28%	529
In my own home, or dwelling	43.72%	411
<b>TOTAL</b>		<b>940</b>

## Q12 My monthly rent, or mortgage payment is

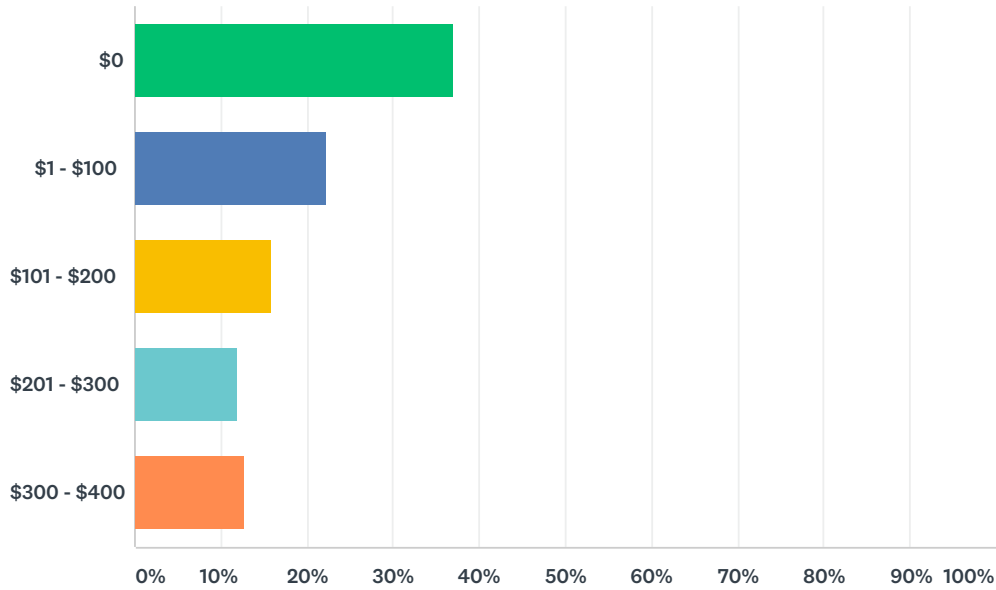
Answered: 937 Skipped: 48



ANSWER CHOICES	RESPONSES	
\$0	44.40%	416
\$1 - \$500	21.45%	201
\$501 - \$1000	29.03%	272
\$1001 - \$1500	5.12%	48
<b>TOTAL</b>		<b>937</b>

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

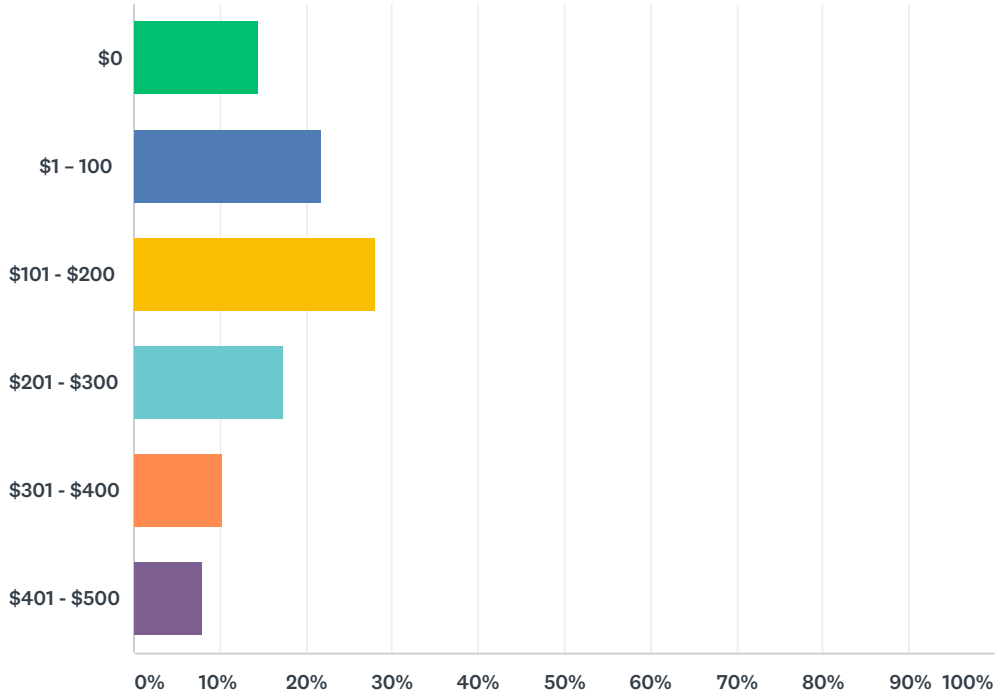
Answered: 935 Skipped: 50



ANSWER CHOICES	RESPONSES	
\$0	37.11%	347
\$1 - \$100	22.14%	207
\$101 - \$200	15.94%	149
\$201 - \$300	11.98%	112
\$300 - \$400	12.83%	120
<b>TOTAL</b>		<b>935</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)).**

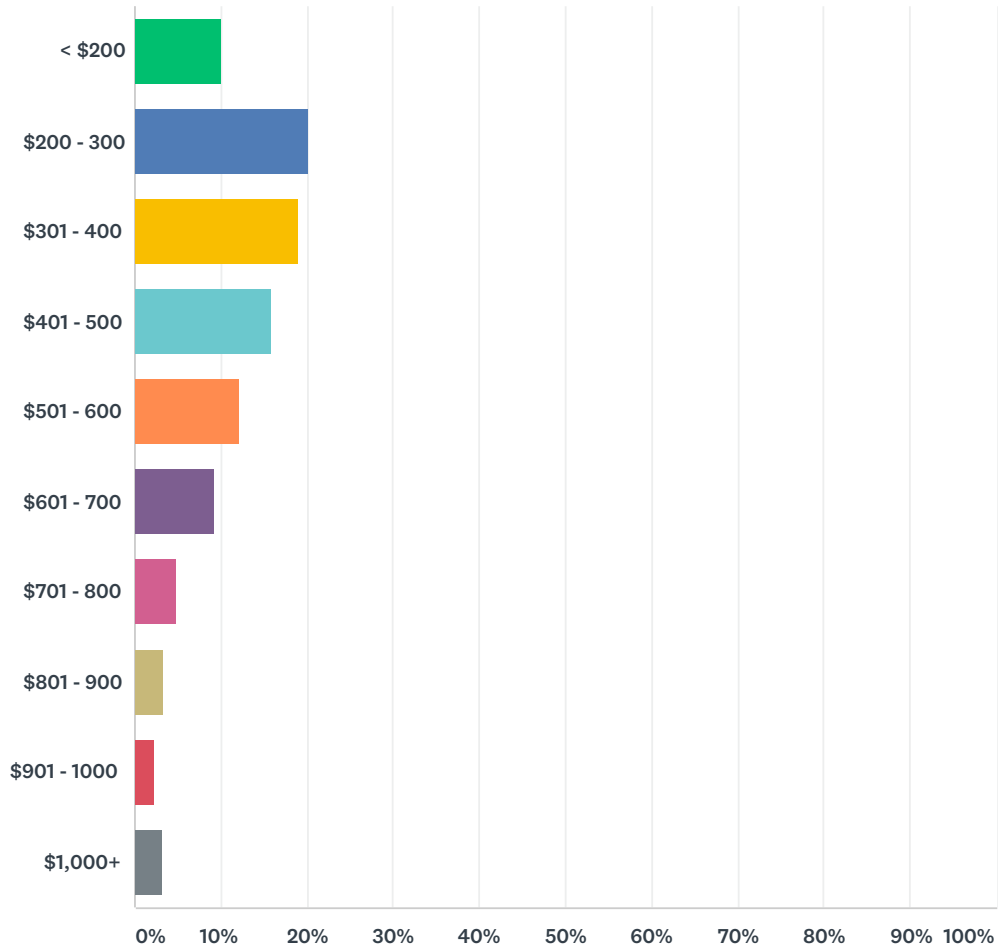
Answered: 936 Skipped: 49



ANSWER CHOICES	RESPONSES	
\$0	14.53%	136
\$1 – 100	21.79%	204
\$101 - \$200	28.10%	263
\$201 - \$300	17.41%	163
\$301 - \$400	10.26%	96
\$401 - \$500	7.91%	74
<b>TOTAL</b>		<b>936</b>

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

Answered: 936 Skipped: 49

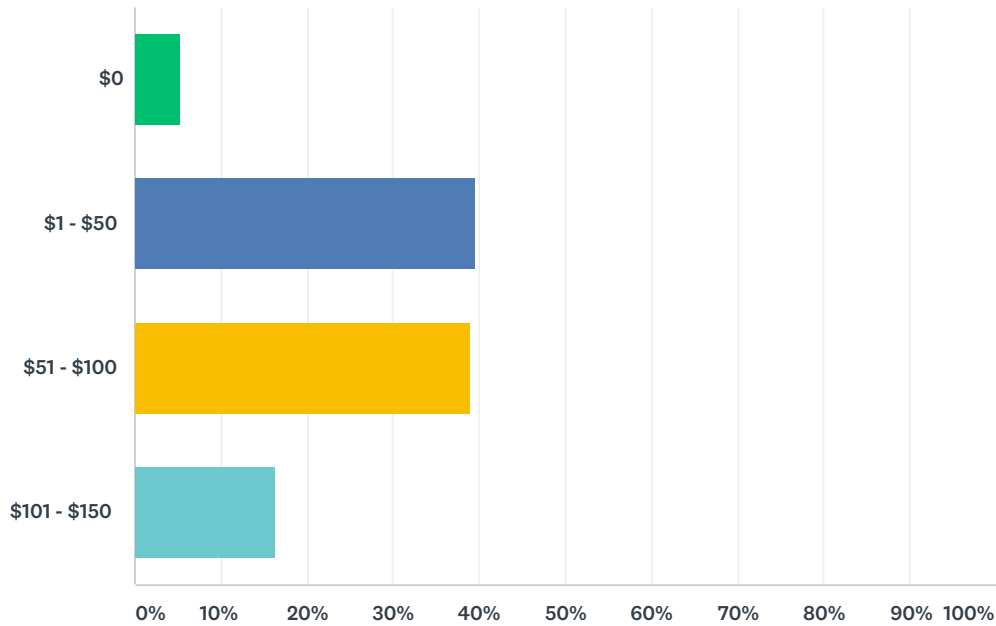


ANSWER CHOICES	RESPONSES	
< \$200	10.04%	94
\$200 - 300	20.09%	188
\$301 - 400	19.02%	178
\$401 - 500	15.81%	148
\$501 - 600	12.18%	114
\$601 - 700	9.19%	86
\$701 - 800	4.91%	46
\$801 - 900	3.42%	32
\$901 - 1000	2.24%	21
\$1,000+	3.10%	29
<b>TOTAL</b>		<b>936</b>



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

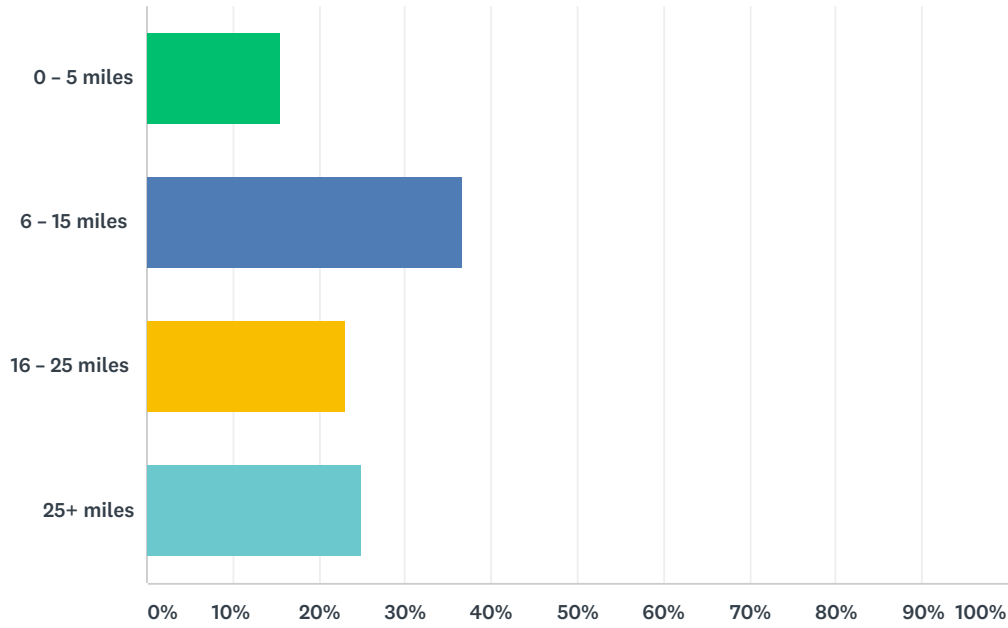
Answered: 933 Skipped: 52



ANSWER CHOICES	RESPONSES	
\$0	5.25%	49
\$1 - \$50	39.44%	368
\$51 - \$100	38.91%	363
\$101 - \$150	16.40%	153
<b>TOTAL</b>		<b>933</b>

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

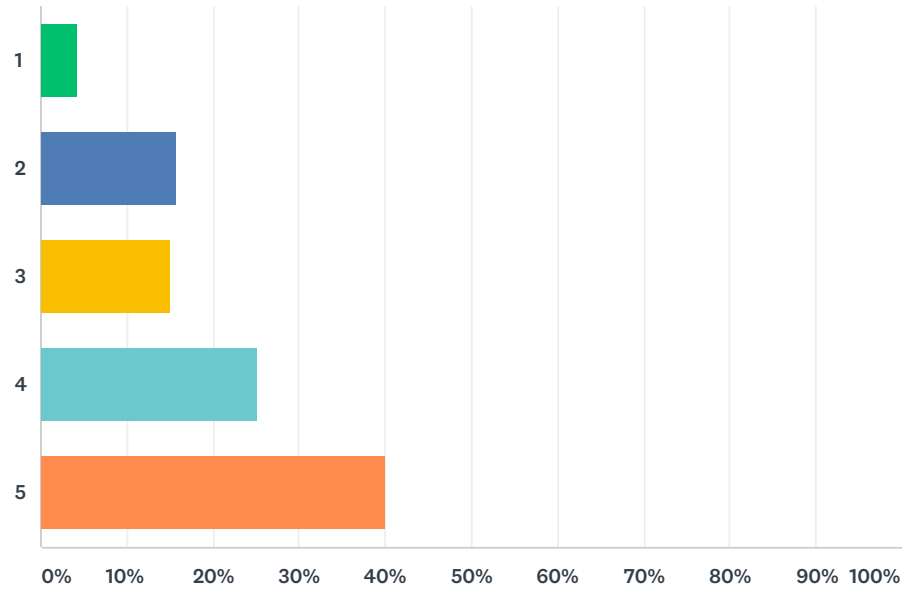
Answered: 934 Skipped: 51



ANSWER CHOICES	RESPONSES	
0 – 5 miles	15.52%	145
6 – 15 miles	36.51%	341
16 – 25 miles	23.02%	215
25+ miles	24.95%	233
<b>TOTAL</b>		<b>934</b>

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

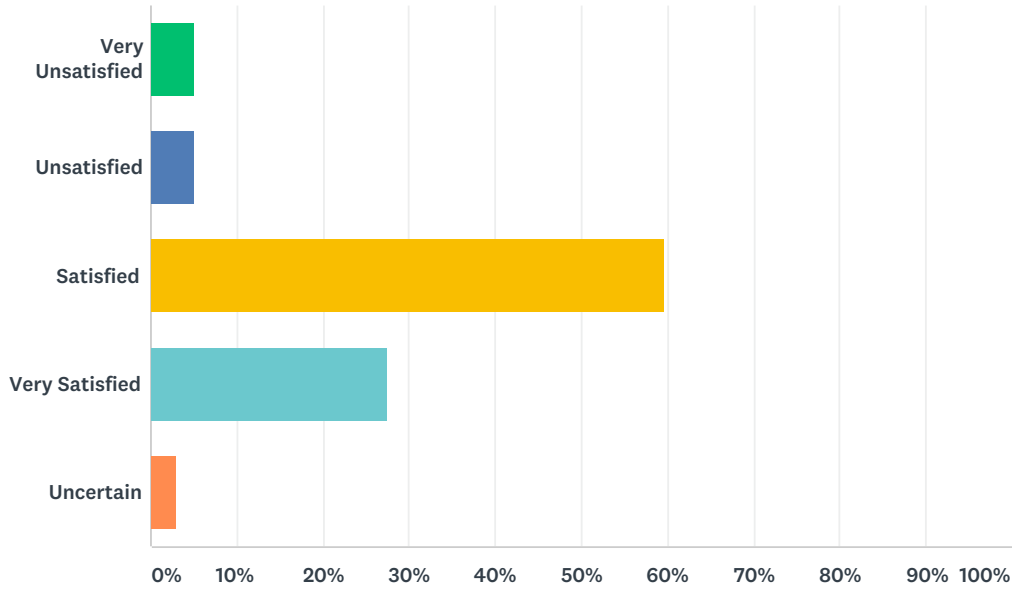
Answered: 928 Skipped: 57



ANSWER CHOICES	RESPONSES	
1	4.09%	38
2	15.73%	146
3	15.09%	140
4	25.11%	233
5	39.98%	371
<b>TOTAL</b>		<b>928</b>

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

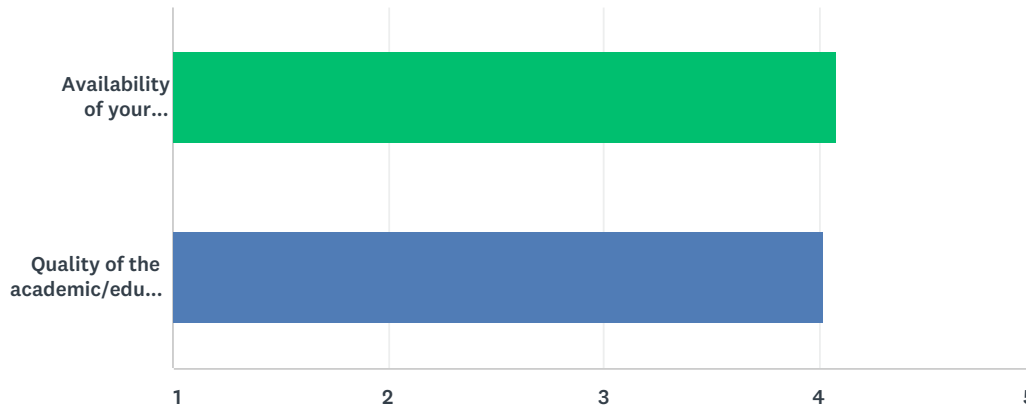
Answered: 911 Skipped: 74



ANSWER CHOICES	RESPONSES	
Very Unsatisfied	4.94%	45
Unsatisfied	5.05%	46
Satisfied	59.71%	544
Very Satisfied	27.44%	250
Uncertain	2.85%	26
<b>TOTAL</b>		<b>911</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.

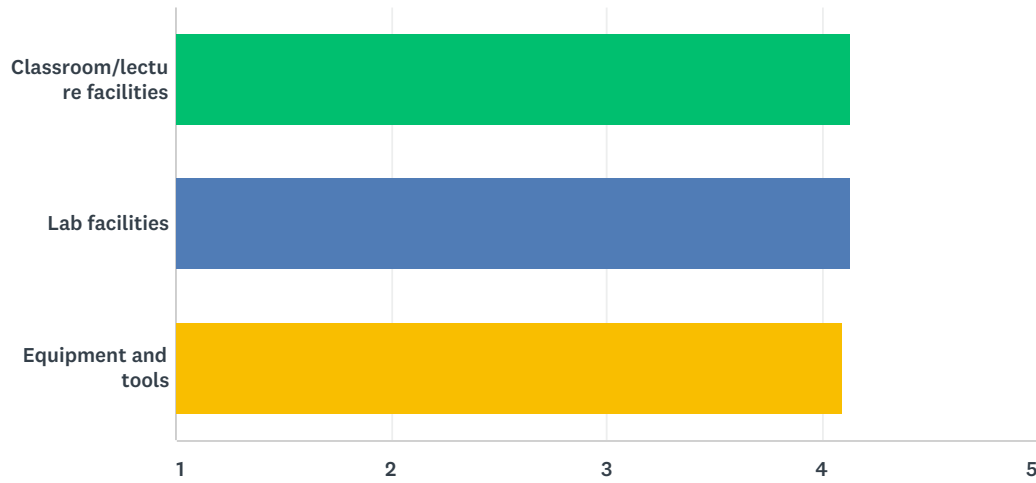
Answered: 911 Skipped: 74



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of your advisor(s) to you	2.24% 19	4.83% 41	15.55% 132	33.33% 283	40.05% 340	4.00% 34	849	4.08
Quality of the academic/educational advising	2.01% 18	6.24% 56	15.05% 135	37.57% 337	35.23% 316	3.90% 35	897	4.02

**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.**

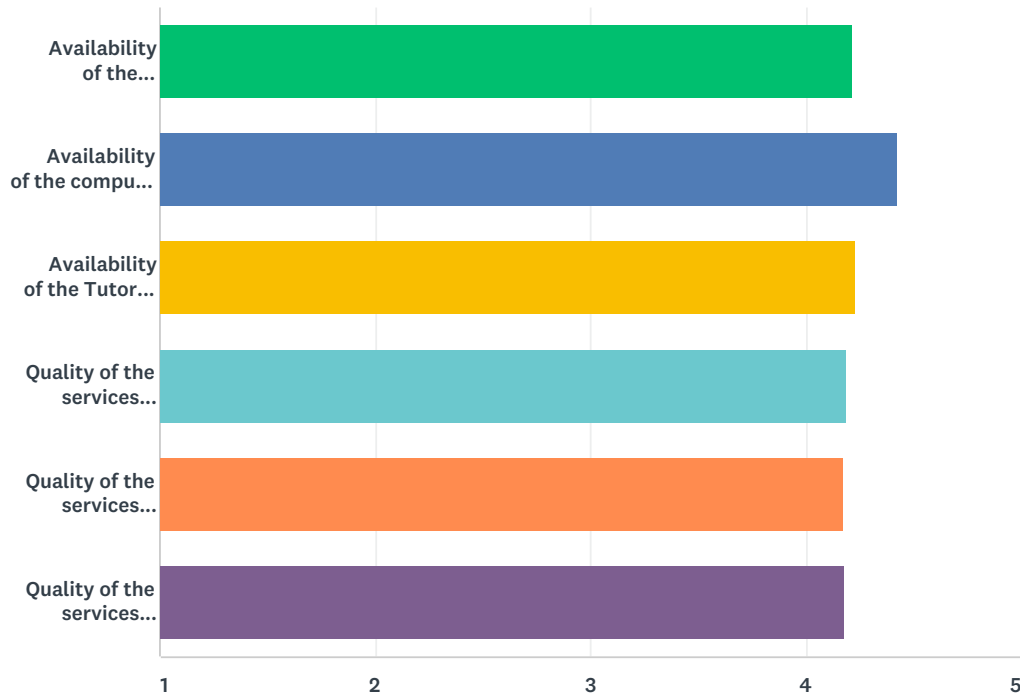
Answered: 911 Skipped: 74



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Classroom/lecture facilities	0.99% 9	3.19% 29	12.87% 117	43.01% 391	34.98% 318	4.95% 45	909	4.13
Lab facilities	1.21% 11	2.53% 23	12.44% 113	32.38% 294	31.50% 286	19.93% 181	908	4.13
Equipment and tools	1.10% 10	2.65% 24	13.59% 123	36.80% 333	30.39% 275	15.47% 140	905	4.10

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

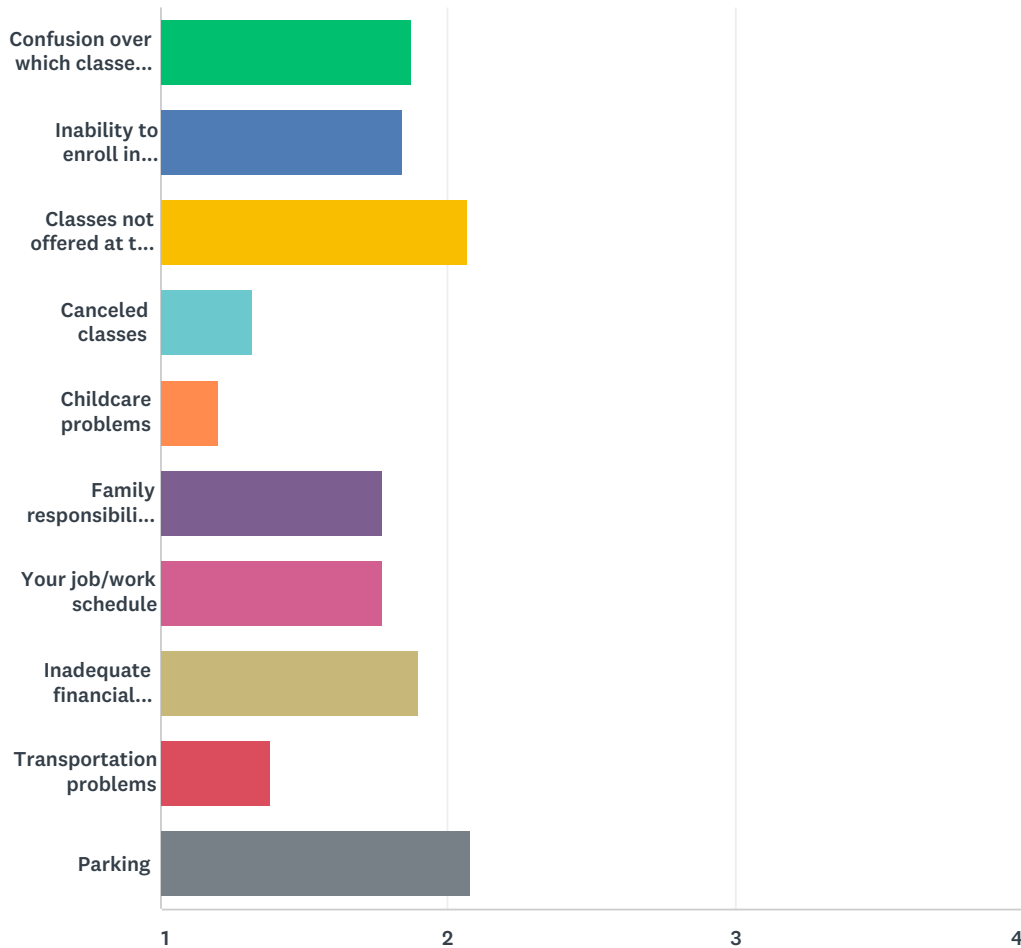
Answered: 910 Skipped: 75



	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of the Assessment Center to students	0.44% 4	1.43% 13	11.11% 101	33.66% 306	31.90% 290	21.45% 195	909	4.21
Availability of the computer labs to students	0.11% 1	0.44% 4	7.39% 67	34.40% 312	45.31% 411	12.35% 112	907	4.42
Availability of the Tutoring Center to students	0.99% 9	2.09% 19	10.03% 91	29.66% 269	34.95% 317	22.27% 202	907	4.23
Quality of the services provided to students in the Assessment Center	0.33% 3	1.22% 11	10.72% 97	31.82% 288	27.62% 250	28.29% 256	905	4.19
Quality of the services provided to students in the computer labs	0.55% 5	0.77% 7	13.66% 124	33.81% 307	30.29% 275	20.93% 190	908	4.17
Quality of the services provided to students in the Tutoring Center	0.55% 5	1.99% 18	9.71% 88	28.37% 257	28.04% 254	31.35% 284	906	4.18

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

Answered: 911 Skipped: 74



	NEVER	SOMETIMES	FREQUENTLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Confusion over which classes you needed to take	34.98% 318	47.30% 430	13.64% 124	4.07% 37	909	1.87
Inability to enroll in classes because they were full	40.31% 366	38.77% 352	17.51% 159	3.41% 31	908	1.84
Classes not offered at the times you needed	30.13% 273	40.62% 368	21.41% 194	7.84% 71	906	2.07
Canceled classes	71.52% 648	25.50% 231	2.21% 20	0.77% 7	906	1.32
Childcare problems	85.97% 778	9.50% 86	2.76% 25	1.77% 16	905	1.20
Family responsibilities	43.41% 395	40.99% 373	10.44% 95	5.16% 47	910	1.77
Your job/work schedule	48.02% 436	32.49% 295	14.21% 129	5.29% 48	908	1.77

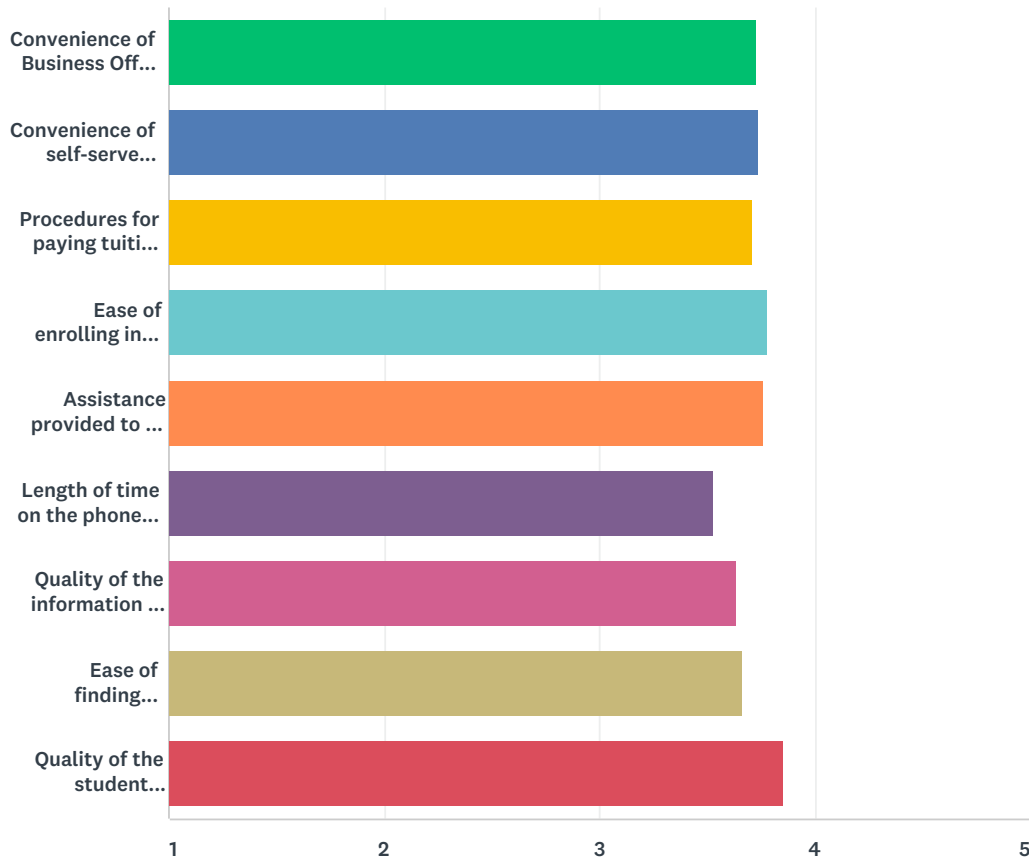


## 2017-18 Fall Student Survey

Inadequate financial resources	42.51% 386	33.37% 303	15.53% 141	8.59% 78	908	1.90
Transportation problems	68.69% 623	26.02% 236	4.30% 39	0.99% 9	907	1.38
Parking	43.08% 392	23.63% 215	15.05% 137	18.24% 166	910	2.08

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

Answered: 258 Skipped: 727



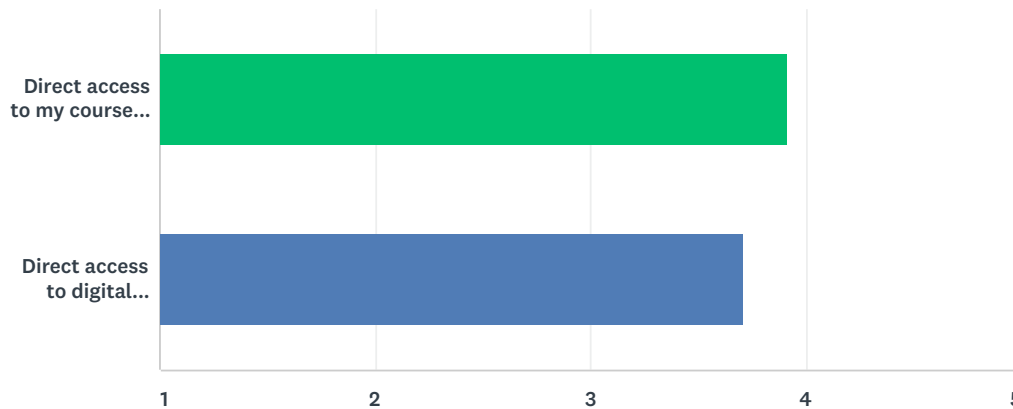
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Convenience of Business Office hours	1.94% 5	2.71% 7	22.87% 59	40.70% 105	12.40% 32	19.38% 50	258	3.73
Convenience of self-serve options at satellite campuses	0.00% 0	1.94% 5	20.16% 52	26.36% 68	9.30% 24	42.25% 109	258	3.74
Procedures for paying tuition and fees	2.72% 7	5.45% 14	22.18% 57	45.14% 116	14.79% 38	9.73% 25	257	3.71
Ease of enrolling in the payment plan	1.95% 5	3.11% 8	20.23% 52	29.96% 77	16.34% 42	28.40% 73	257	3.78
Assistance provided to you by the cashiers/business office staff	2.71% 7	3.88% 10	20.93% 54	36.05% 93	17.44% 45	18.99% 49	258	3.76

## 2017-18 Fall Student Survey

Length of time on the phone for assistance provided by the cashiers/business office staff	3.10% 8	5.81% 15	25.58% 66	29.07% 75	11.24% 29	25.19% 65	258	3.53
Quality of the information you receive from cashiers/business office staff	4.65% 12	3.10% 8	23.64% 61	34.88% 90	14.73% 38	18.99% 49	258	3.64
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	4.67% 12	7.00% 18	24.90% 64	36.58% 94	21.01% 54	5.84% 15	257	3.66
Quality of the student bill/schedule	0.78% 2	5.43% 14	24.42% 63	42.25% 109	22.87% 59	4.26% 11	258	3.85

**Q25 Please answer the following questions on the new electronic access to my course etext/materials (courses with "Digital Course Content Fee" attached to bill & schedule). Check N/A (not applicable) for any item you feel you cannot rate.**

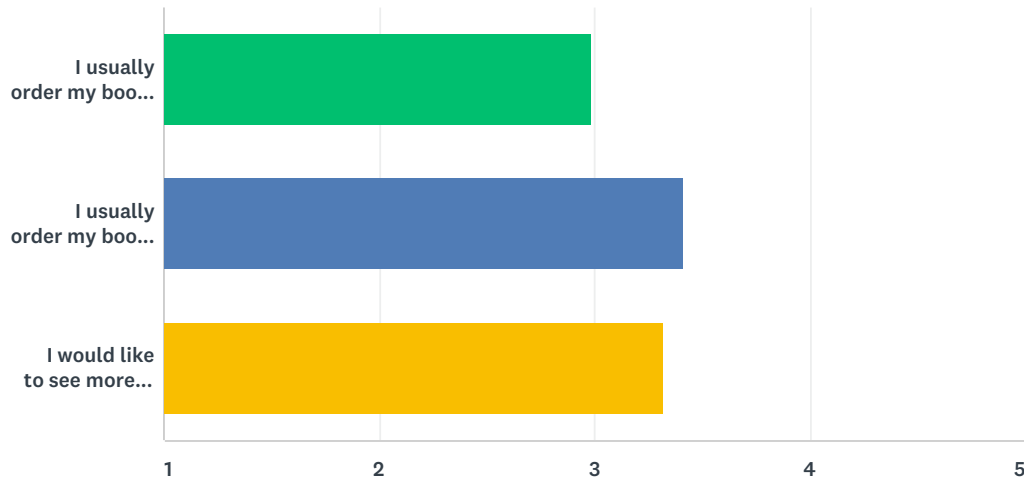
Answered: 202 Skipped: 783



	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL	WEIGHTED AVERAGE
Direct access to my course etext/materials is a better option than individual access codes.	23.76% 48	38.61% 78	23.27% 47	1.98% 4	1.49% 3	10.89% 22	202	3.91
Direct access to digital materials increased my chances to be successful in my courses.	19.31% 39	39.11% 79	23.76% 48	3.47% 7	4.95% 10	9.41% 19	202	3.71

**Q26 Please answer the following questions on the College's bookstore.  
Check N/A (not applicable) for any item you feel you cannot rate.**

Answered: 202 Skipped: 783



	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL	WEIGHTED AVERAGE
I usually order my books online before my classes begin so they are ready for me to pick up before the semester starts.	11.50% 23	18.00% 36	21.00% 42	20.00% 40	11.50% 23	18.00% 36	200	2.98
I usually order my books online after I attend class so I know exactly which books I need.	18.91% 38	29.85% 60	12.44% 25	15.92% 32	8.46% 17	14.43% 29	201	3.41
I would like to see more options of Tri-County Technical College "Spirit" wear and supplies in the new Campus Store.	7.50% 15	21.00% 42	38.00% 76	4.00% 8	4.00% 8	25.50% 51	200	3.32

**Q27 After seeing the menu options currently available in the College Cafe, please list 2 new items that you would like to see available for sale in the new Student Success Center Eatery.**

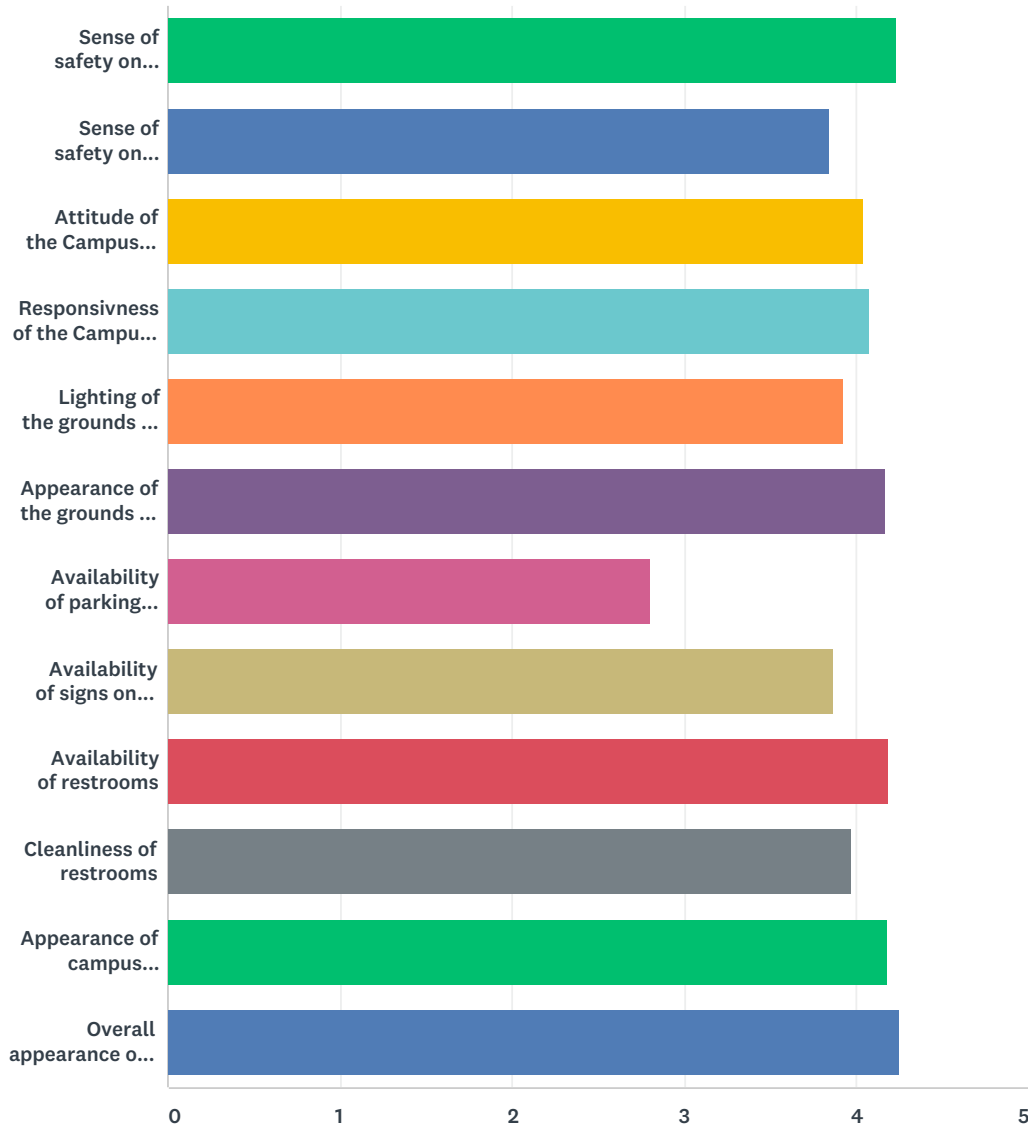
Answered: 105 Skipped: 880

**Q28** There may be a need to remove some menu items when moving to the new Eatery. If you had one menu item that you can't go without in your day here, what would it be? Do not get rid of.....

Answered: 102 Skipped: 883

**Q29 Please rate the following items on the Campus police and facilities at the College. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 270 Skipped: 715



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Sense of safety on campus during the day	1.48% 4	0.74% 2	14.07% 38	32.96% 89	40.37% 109	10.37% 28	270	4.23
Sense of safety on campus at night	2.22% 6	4.44% 12	14.81% 40	22.22% 60	20.00% 54	36.30% 98	270	3.84
Attitude of the Campus police when helping you	1.86% 5	2.97% 8	14.13% 38	18.59% 50	28.25% 76	34.20% 92	269	4.04

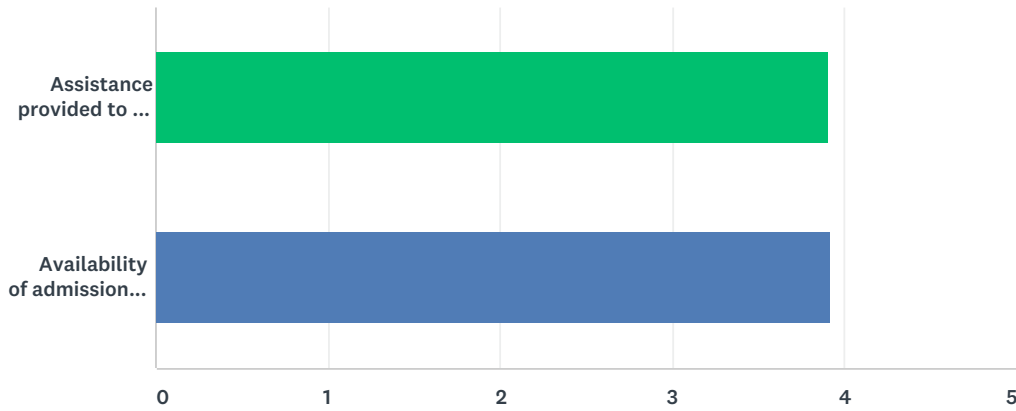


## 2017-18 Fall Student Survey

Responsivness of the Campus police	1.12% 3	0.74% 2	13.75% 37	17.47% 47	22.30% 60	44.61% 120	269	4.07
Lighting of the grounds and walkways	1.86% 5	5.58% 15	15.61% 42	37.17% 100	25.28% 68	14.50% 39	269	3.92
Appearance of the grounds and walkways	0.00% 0	2.97% 8	14.13% 38	42.75% 115	35.69% 96	4.46% 12	269	4.16
Availability of parking spaces on campus	21.19% 57	23.05% 62	21.93% 59	15.24% 41	15.61% 42	2.97% 8	269	2.80
Availability of signs on campus	1.49% 4	3.35% 9	26.77% 72	35.32% 95	24.91% 67	8.18% 22	269	3.86
Availability of restrooms	0.74% 2	1.49% 4	14.87% 40	42.75% 115	37.17% 100	2.97% 8	269	4.18
Cleanliness of restrooms	2.60% 7	5.58% 15	18.22% 49	36.43% 98	33.46% 90	3.72% 10	269	3.96
Appearance of campus buildings	0.37% 1	1.48% 4	16.30% 44	43.33% 117	36.67% 99	1.85% 5	270	4.17
Overall appearance of the campus	0.00% 0	0.37% 1	12.96% 35	47.41% 128	38.52% 104	0.74% 2	270	4.25

**Q30 Please rate the following items on the Admissions staff. Check DK (Don't Know) for any item you feel you cannot rate.**

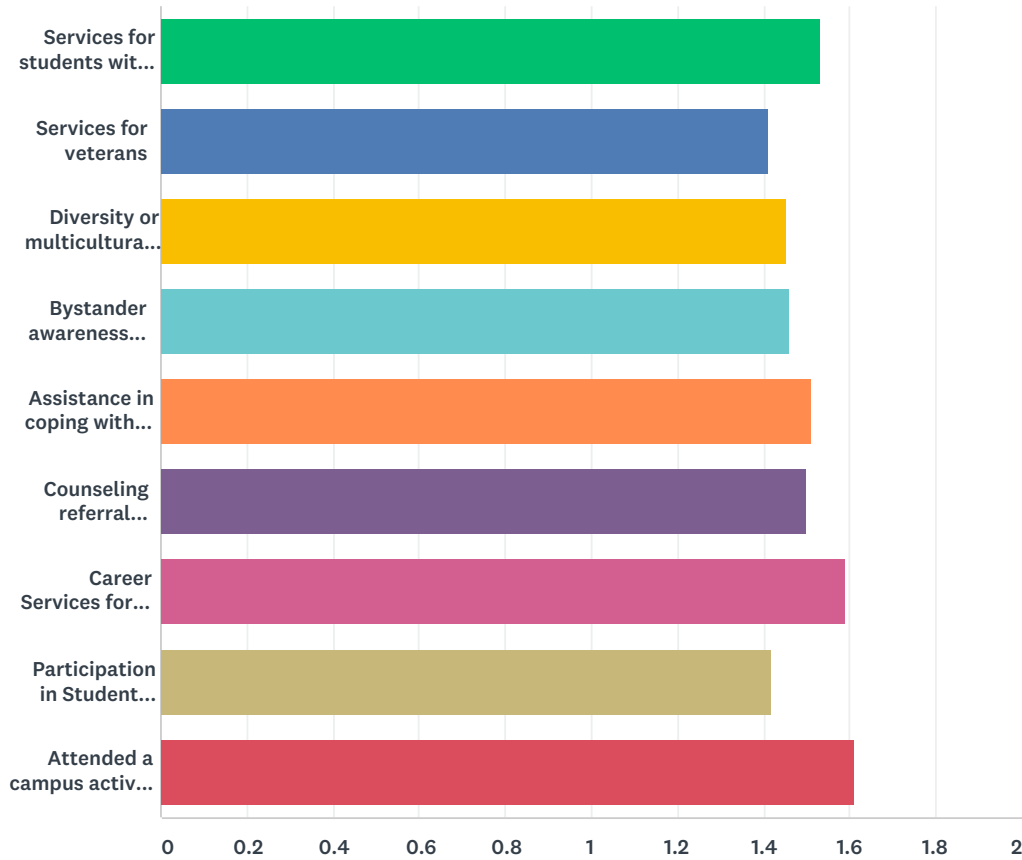
Answered: 268 Skipped: 717



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Admissions staff	0.78% 2	5.43% 14	19.38% 50	36.05% 93	24.03% 62	14.34% 37	258	3.90
Availability of admission services to students	1.12% 3	4.12% 11	19.48% 52	37.45% 100	23.22% 62	14.61% 39	267	3.91

### Q31 Please rate how often you have utilized the following services.

Answered: 270 Skipped: 715



	NEVER	RARELY	OCCASIONALLY	FREQUENTLY	VERY FREQUENTLY	TOTAL	WEIGHTED AVERAGE
Services for students with disabilities, special needs or learning differences	80.00% 216	3.33% 9	7.04% 19	2.96% 8	6.67% 18	270	1.53
Services for veterans	85.50% 230	1.12% 3	5.20% 14	3.72% 10	4.46% 12	269	1.41
Diversity or multicultural programs or activities	80.22% 215	5.22% 14	8.21% 22	1.87% 5	4.48% 12	268	1.45
Bystander awareness programs or activities	79.48% 213	5.60% 15	7.84% 21	3.73% 10	3.36% 9	268	1.46
Assistance in coping with challenges interfering with academic performance	77.70% 209	4.09% 11	11.52% 31	2.60% 7	4.09% 11	269	1.51
Counseling referral resources	77.70% 209	5.20% 14	10.04% 27	3.72% 10	3.35% 9	269	1.50
Career Services for assistance with job search, resume and interview process	69.89% 188	10.04% 27	13.75% 37	3.35% 9	2.97% 8	269	1.59
Participation in Student Government Association or Student Organization	81.41% 219	4.09% 11	9.29% 25	1.86% 5	3.35% 9	269	1.42

## 2017-18 Fall Student Survey

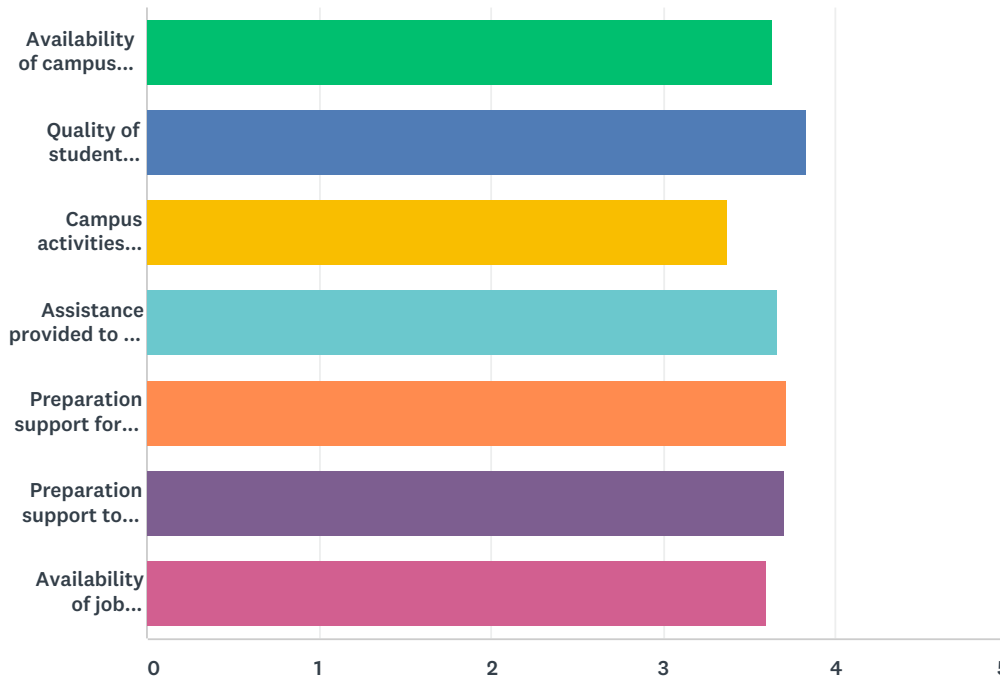
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Attended a campus activity sponsored by SGA or Student Development	69.52% 187	11.15% 30	11.90% 32	3.35% 9	4.09% 11	269	1.61
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**Q32 Please rate the following items on student engagement. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 269 Skipped: 716



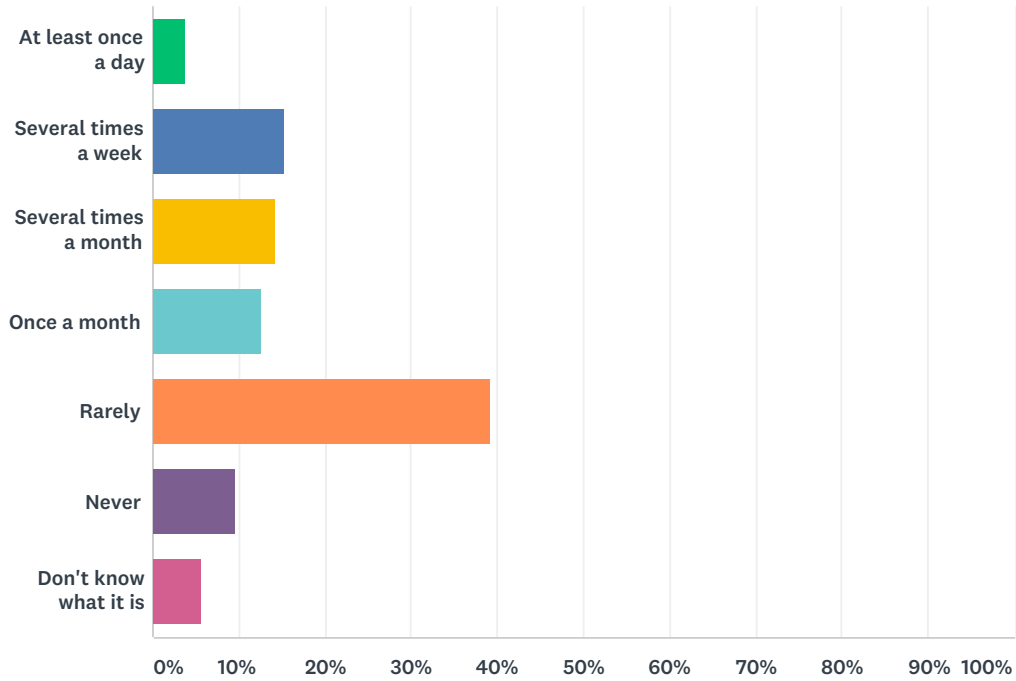
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Availability of campus activities and events outside class periods	1.49% 4	6.72% 18	25.37% 68	27.24% 73	15.30% 41	23.88% 64	268	3.63
Quality of student activities/events provided by students/for students	0.37% 1	4.10% 11	19.03% 51	30.22% 81	16.42% 44	29.85% 80	268	3.83
Campus activities match with your interests	2.25% 6	10.86% 29	29.96% 80	22.85% 61	10.49% 28	23.60% 63	267	3.37
Assistance provided to you by the Career Services staff	1.12% 3	2.62% 7	23.22% 62	19.85% 53	11.99% 32	41.20% 110	267	3.66
Preparation support for entering the workforce provided to you by the Career Services staff	0.74% 2	2.23% 6	18.59% 50	21.19% 57	10.04% 27	47.21% 127	269	3.71

## 2017-18 Fall Student Survey

Preparation support to develop effective job interviewing skills provided to you by the Career Services staff	1.12% 3	1.49% 4	20.07% 54	18.22% 49	10.78% 29	48.33% 130	269	3.70
Availability of job placement services to student	1.49% 4	3.36% 9	19.03% 51	17.54% 47	9.70% 26	48.88% 131	268	3.60

### Q33 On average, how often do you log into Starfish during the semester?

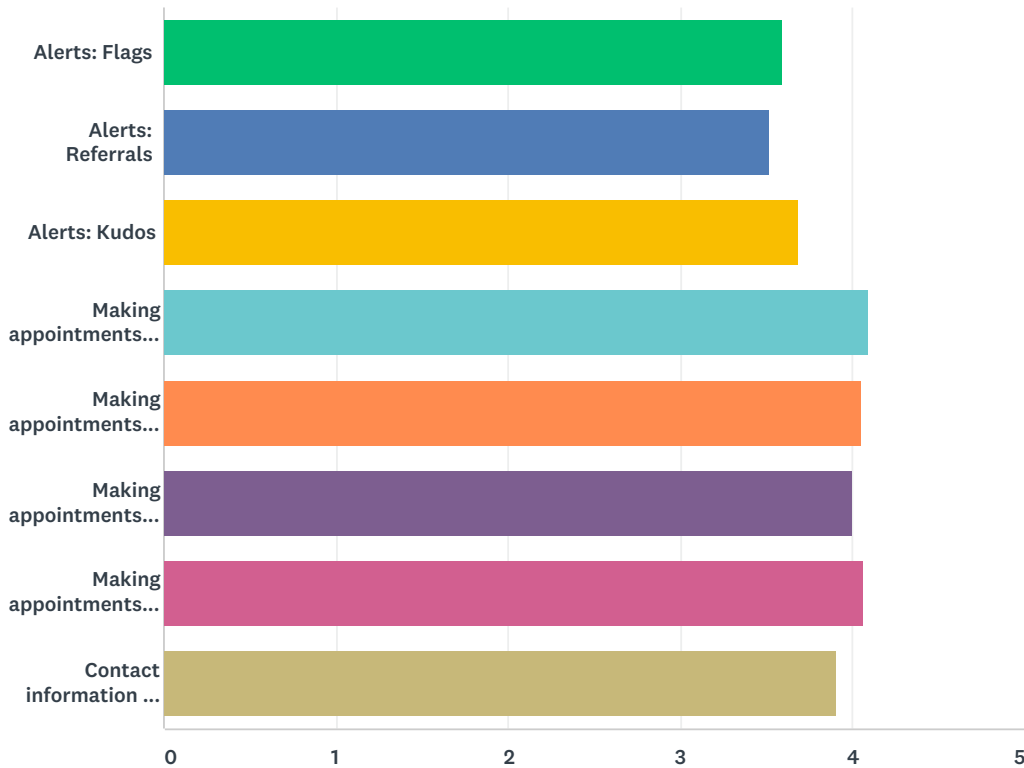
Answered: 269 Skipped: 716



ANSWER CHOICES	RESPONSES	
At least once a day	3.72%	10
Several times a week	15.24%	41
Several times a month	14.13%	38
Once a month	12.64%	34
Rarely	39.03%	105
Never	9.67%	26
Don't know what it is	5.58%	15
<b>TOTAL</b>		<b>269</b>

**Q34 Please rate the usefulness of each of these Starfish features. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 269 Skipped: 716

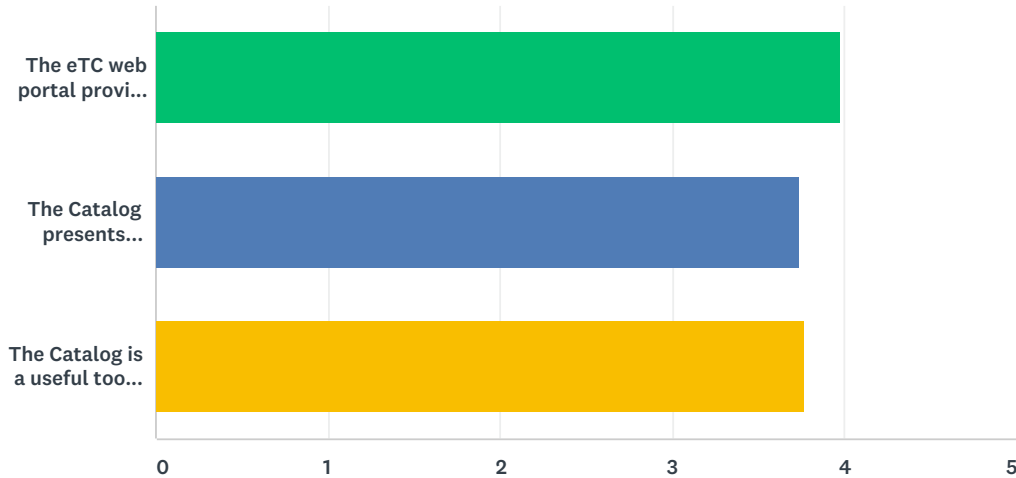


	VERY USEFUL	SOMEWHAT USEFUL	NEUTRAL	NOT VERY USEFUL	NOT AT ALL USEFUL	DK	TOTAL	WEIGHTED AVERAGE
Alerts: Flags	13.06% 35	19.03% 51	16.42% 44	4.85% 13	3.36% 9	43.28% 116	268	3.59
Alerts: Referrals	9.67% 26	13.75% 37	19.33% 52	2.60% 7	2.97% 8	51.67% 139	269	3.51
Alerts: Kudos	16.79% 45	13.81% 37	18.66% 50	2.99% 8	3.36% 9	44.40% 119	268	3.68
Making appointments with instructor	35.32% 95	20.82% 56	12.27% 33	1.86% 5	4.09% 11	25.65% 69	269	4.09
Making appointments with advisor	37.17% 100	23.05% 62	14.87% 40	2.23% 6	4.46% 12	18.22% 49	269	4.05
Making appointments with Success Coach	29.32% 78	15.04% 40	15.04% 40	2.63% 7	3.01% 8	34.96% 93	266	4.00
Making appointments with Tutoring Center	27.61% 74	15.67% 42	11.94% 32	1.12% 3	3.36% 9	40.30% 108	268	4.06
Contact information for instructors, advisors, coaches, services	30.34% 81	17.23% 46	19.10% 51	3.00% 8	4.12% 11	26.22% 70	267	3.90



**Q35 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.**

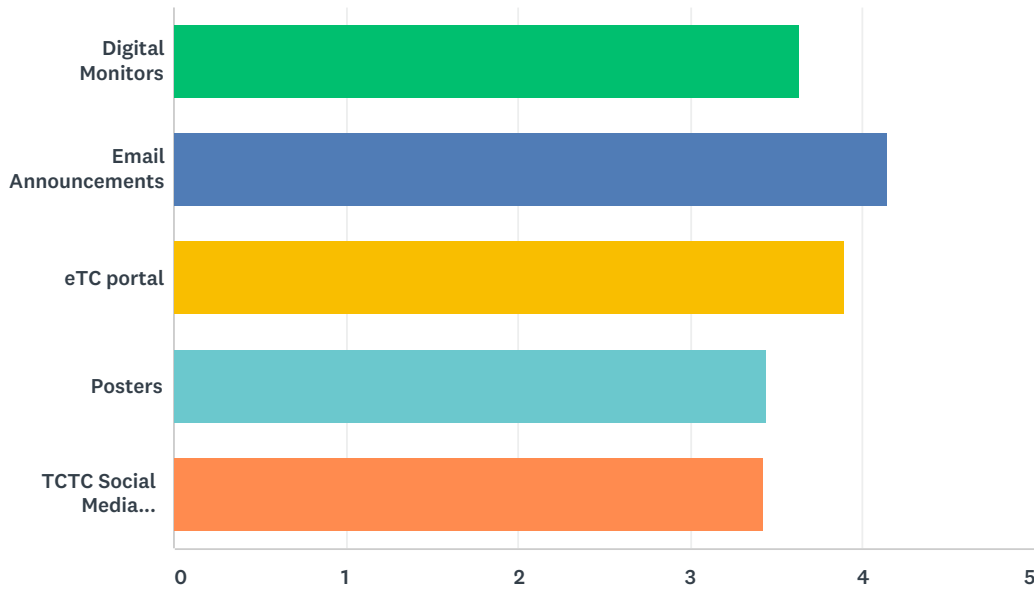
Answered: 200 Skipped: 785



	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	DK	TOTAL	WEIGHTED AVERAGE
The eTC web portal provides the information you need as a student	2.50% 5	2.50% 5	16.50% 33	49.50% 99	27.00% 54	2.00% 4	200	3.98
The Catalog presents information in an easy-to-understand manner	2.00% 4	7.50% 15	20.50% 41	42.00% 84	17.50% 35	10.50% 21	200	3.73
The Catalog is a useful tool for planning and managing your education	1.50% 3	8.50% 17	18.50% 37	40.00% 80	19.50% 39	12.00% 24	200	3.77

Q36 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.

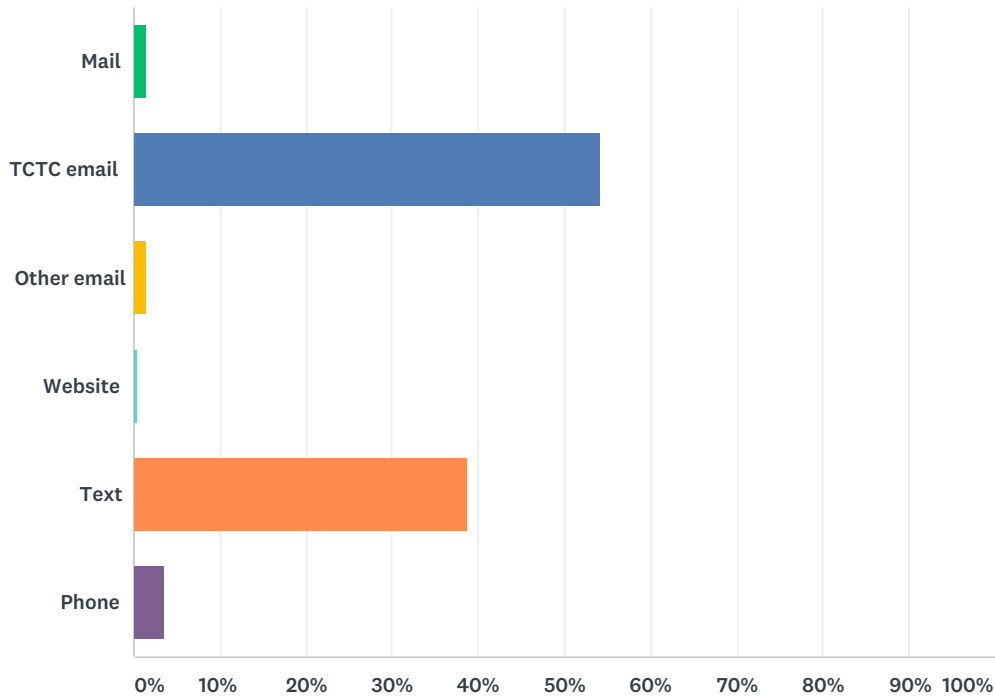
Answered: 200 Skipped: 785



	VERY INEFFECTIVE	INEFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	DK	TOTAL	WEIGHTED AVERAGE
Digital Monitors	1.51% 3	6.03% 12	22.11% 44	29.15% 58	12.56% 25	28.64% 57	199	3.63
Email Announcements	0.50% 1	6.00% 12	9.50% 19	46.00% 92	37.00% 74	1.00% 2	200	4.14
eTC portal	1.01% 2	9.55% 19	12.56% 25	47.74% 95	24.62% 49	4.52% 9	199	3.89
Posters	3.00% 6	10.50% 21	32.00% 64	32.50% 65	12.00% 24	10.00% 20	200	3.44
TCTC Social Media (Facebook, Twitter, Instagram)	6.00% 12	8.50% 17	25.00% 50	21.50% 43	15.50% 31	23.50% 47	200	3.42

### Q37 When the College needs to send information what is your preferred method for receiving information?

Answered: 201 Skipped: 784



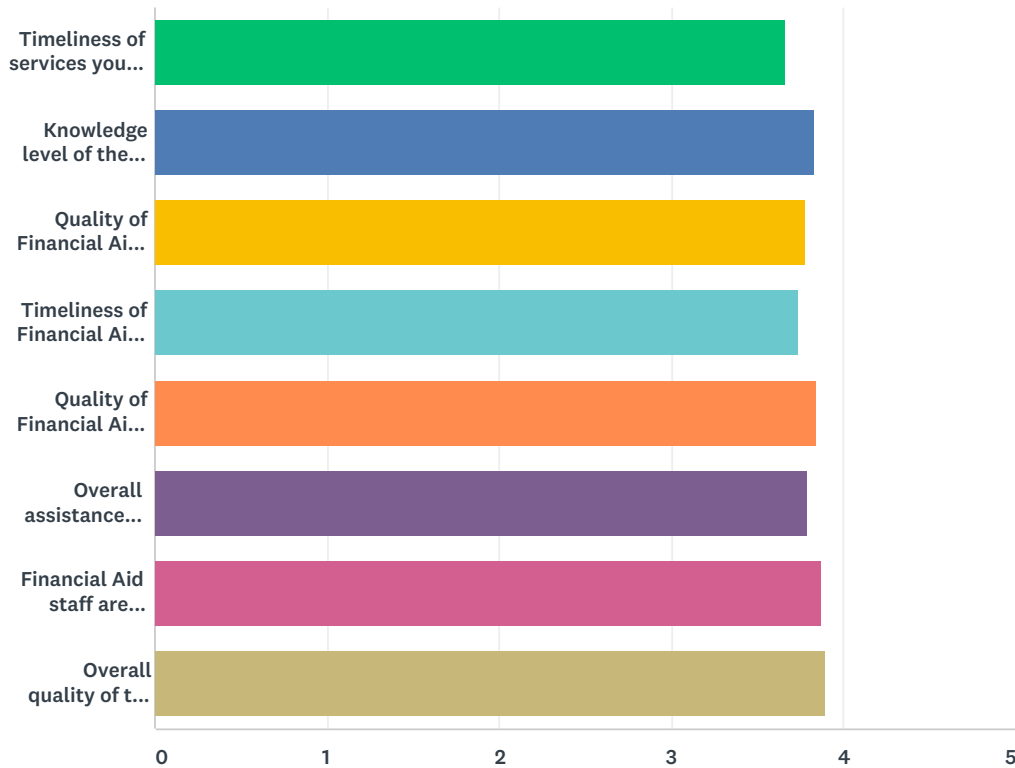
ANSWER CHOICES	RESPONSES
Mail	1.49% 3
TCTC email	54.23% 109
Other email	1.49% 3
Website	0.50% 1
Text	38.81% 78
Phone	3.48% 7
<b>TOTAL</b>	<b>201</b>

**Q38 What suggestions do you have for improving the effectiveness of the methods the College uses to communicate with students?**

Answered: 93 Skipped: 892

**Q39 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: 786



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	3.52% 7	5.03% 10	26.63% 53	37.19% 74	16.58% 33	11.06% 22	199	3.66
Knowledge level of the staff	2.02% 4	5.56% 11	20.20% 40	40.91% 81	22.22% 44	9.09% 18	198	3.83
Quality of Financial Aid email communications	3.02% 6	3.52% 7	23.12% 46	37.69% 75	20.10% 40	12.56% 25	199	3.78
Timeliness of Financial Aid email communications	3.05% 6	6.09% 12	20.30% 40	39.59% 78	18.27% 36	12.69% 25	197	3.73
Quality of Financial Aid information at student orientation	2.54% 5	5.08% 10	19.80% 39	37.06% 73	23.35% 46	12.18% 24	197	3.84
Overall assistance provided by Financial Aid staff	4.02% 8	4.52% 9	19.10% 38	37.69% 75	21.61% 43	13.07% 26	199	3.79
Financial Aid staff are knowledgeable of financial aid policies and procedures	2.01% 4	4.52% 9	18.09% 36	38.69% 77	22.11% 44	14.57% 29	199	3.87

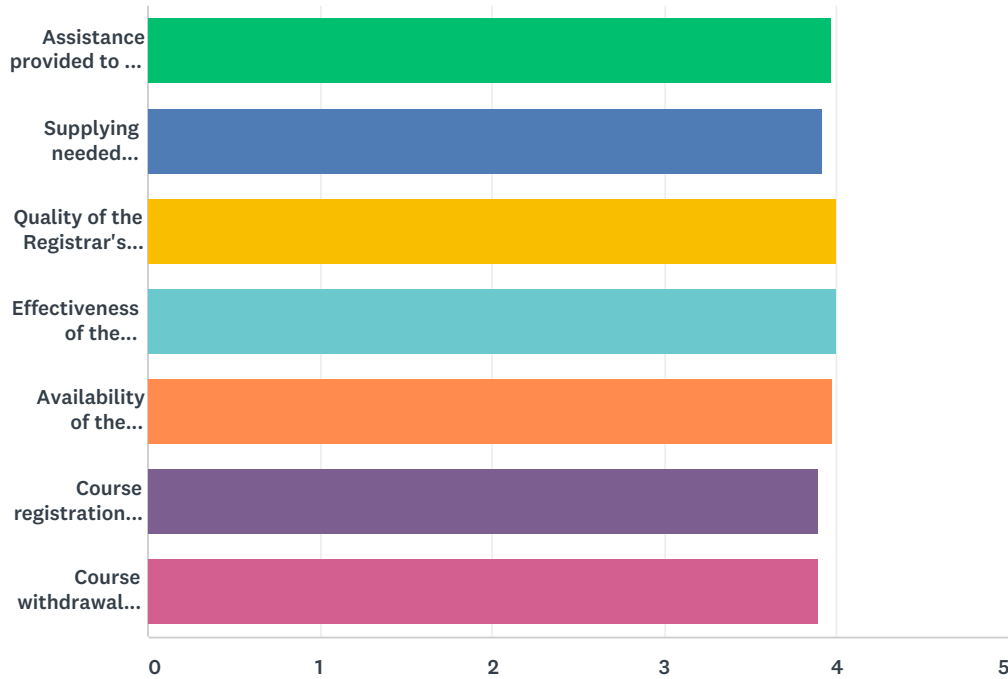
## 2017-18 Fall Student Survey

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Overall quality of the Financial Aid staff's customer service	2.51% 5	2.51% 5	19.60% 39	38.19% 76	22.61% 45	14.57% 29	199	3.89
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**Q40 Please rate the following items on Registrar's Office/Student Data Center services and staff. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 199 Skipped: 786



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Registrar's Office/Student Data Center staff	1.01% 2	2.01% 4	19.10% 38	32.66% 65	23.12% 46	22.11% 44	199	3.96
Supplying needed documents (i.e. transcripts, enrollment verifications to students)	1.51% 3	4.52% 9	18.09% 36	37.69% 75	23.62% 47	14.57% 29	199	3.91
Quality of the Registrar's Office/Student Data Center services provided to students	0.50% 1	3.02% 6	18.59% 37	33.67% 67	26.13% 52	18.09% 36	199	4.00
Effectiveness of the Registrar's Office/Student Data Center service in meeting the needs of students	0.50% 1	2.01% 4	17.59% 35	34.67% 69	23.12% 46	22.11% 44	199	4.00
Availability of the Registrar's Office/Student Data Center to students	1.01% 2	2.02% 4	17.17% 34	36.36% 72	21.72% 43	21.72% 43	198	3.97

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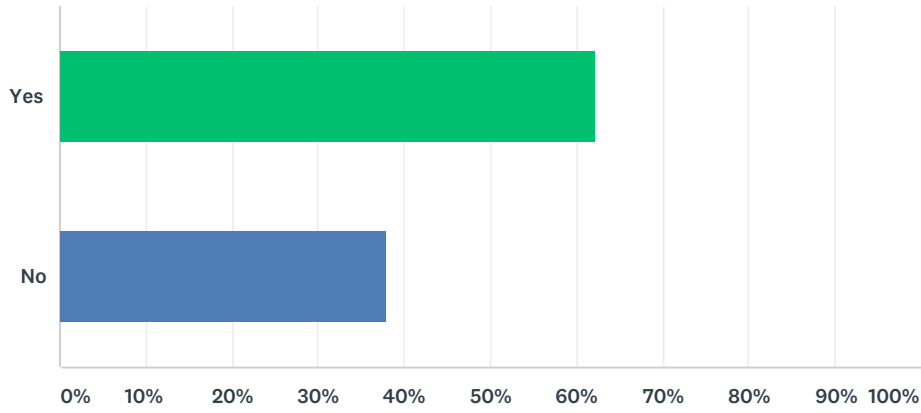
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Course registration (i.e. Course Scheduler, registration, and drop)	2.01% 4	7.54% 15	18.09% 36	36.68% 73	29.15% 58	6.53% 13	199	3.89
Course withdrawal process	0.51% 1	1.54% 3	20.51% 40	28.72% 56	17.44% 34	31.28% 61	195	3.89



### Q41 Have you accessed TC Central resources?

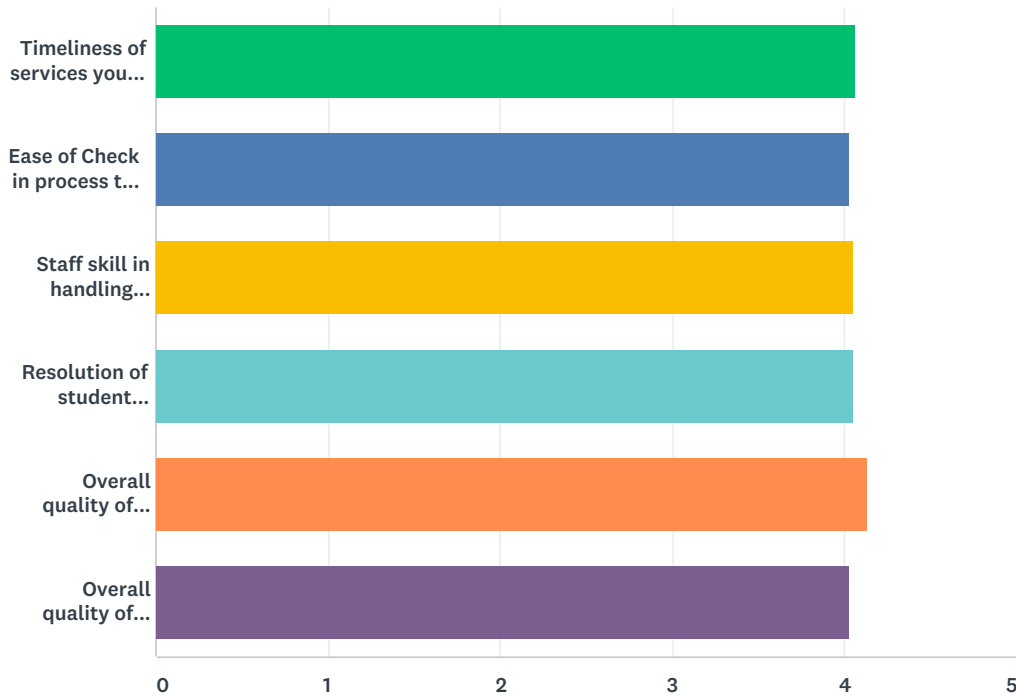
Answered: 195 Skipped: 790



ANSWER CHOICES	RESPONSES	
Yes	62.05%	121
No	37.95%	74
<b>TOTAL</b>		<b>195</b>

Q42 Please rate the following items regarding TC Central services and staff: Check (DK) for Don't Know for any item you feel you cannot rate.)

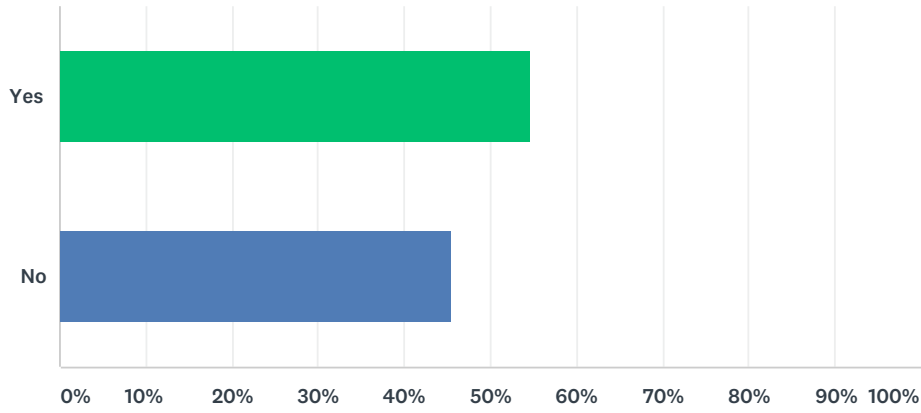
Answered: 118 Skipped: 867



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	1.69% 2	2.54% 3	15.25% 18	42.37% 50	31.36% 37	6.78% 8	118	4.06
Ease of Check in process to access services	1.69% 2	4.24% 5	15.25% 18	40.68% 48	31.36% 37	6.78% 8	118	4.03
Staff skill in handling student concerns	1.71% 2	5.13% 6	13.68% 16	42.74% 50	34.19% 40	2.56% 3	117	4.05
Resolution of student concerns	4.24% 5	2.54% 3	11.02% 13	41.53% 49	33.90% 40	6.78% 8	118	4.05
Overall quality of staff's customer service	2.54% 3	4.24% 5	10.17% 12	38.98% 46	38.98% 46	5.08% 6	118	4.13
Overall quality of referral process if required	2.54% 3	3.39% 4	12.71% 15	33.90% 40	29.66% 35	17.80% 21	118	4.03

### Q43 Did you access Student Success Coach services?

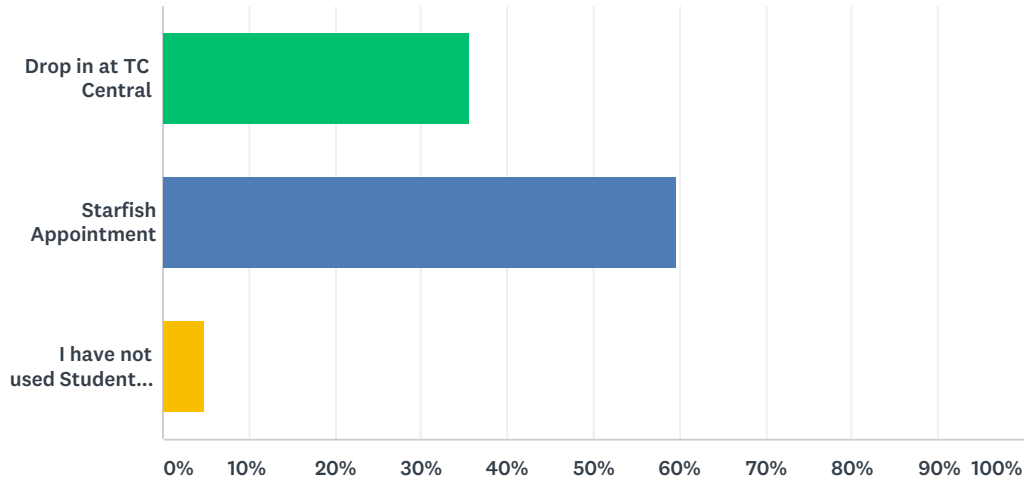
Answered: 117 Skipped: 868



ANSWER CHOICES	RESPONSES	
Yes	54.70%	64
No	45.30%	53
TOTAL		117

## Q44 How do you access the Student Success Coach resources?

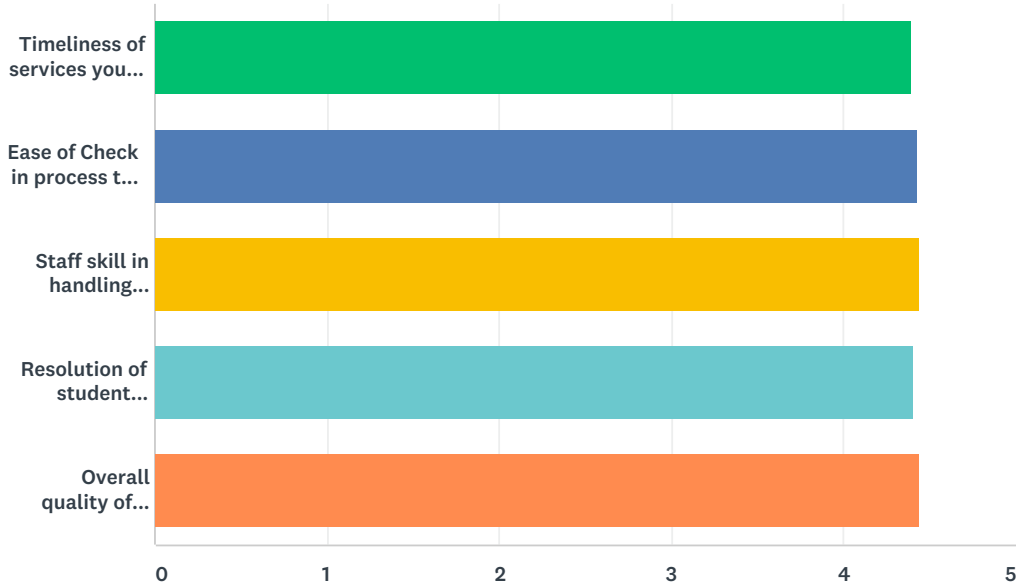
Answered: 62 Skipped: 923



ANSWER CHOICES	RESPONSES	
Drop in at TC Central	35.48%	22
Starfish Appointment	59.68%	37
I have not used Student Success Coach resources	4.84%	3
<b>TOTAL</b>		<b>62</b>

**Q45 Please rate the following items regarding Student Success Coach services and staff: (Check (DK) for Don't know for any item you feel you cannot rate.)**

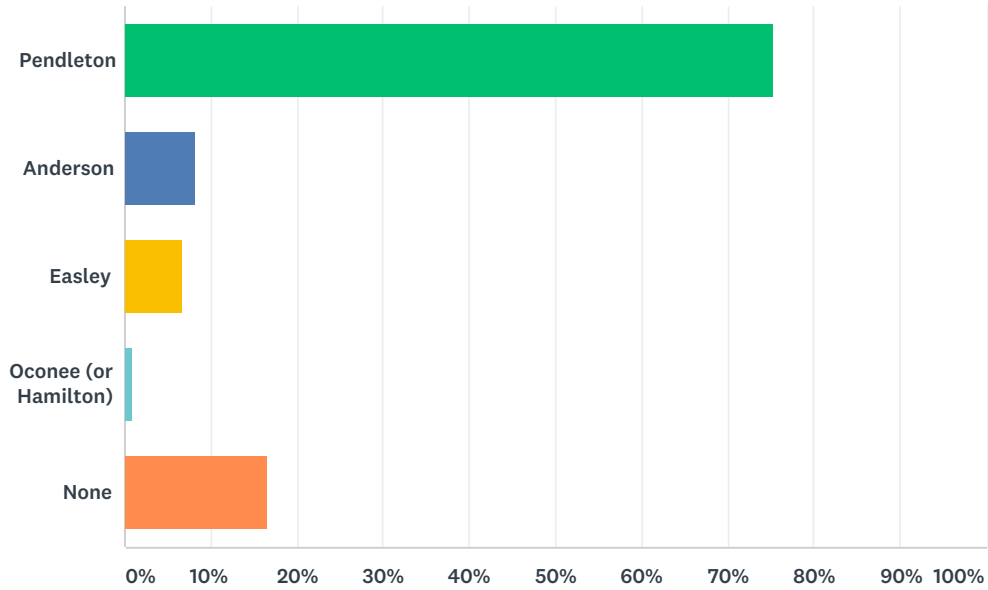
Answered: 62 Skipped: 923



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	1.61% 1	3.23% 2	8.06% 5	25.81% 16	56.45% 35	4.84% 3	62	4.39
Ease of Check in process to access services	1.61% 1	0.00% 0	9.68% 6	29.03% 18	54.84% 34	4.84% 3	62	4.42
Staff skill in handling student concerns	1.61% 1	1.61% 1	9.68% 6	24.19% 15	59.68% 37	3.23% 2	62	4.43
Resolution of student concerns	1.61% 1	1.61% 1	9.68% 6	27.42% 17	56.45% 35	3.23% 2	62	4.40
Overall quality of staff's customer service	1.61% 1	1.61% 1	9.68% 6	24.19% 15	59.68% 37	3.23% 2	62	4.43

### Q46 Which TCTC Library do you use? [Check all that apply.]

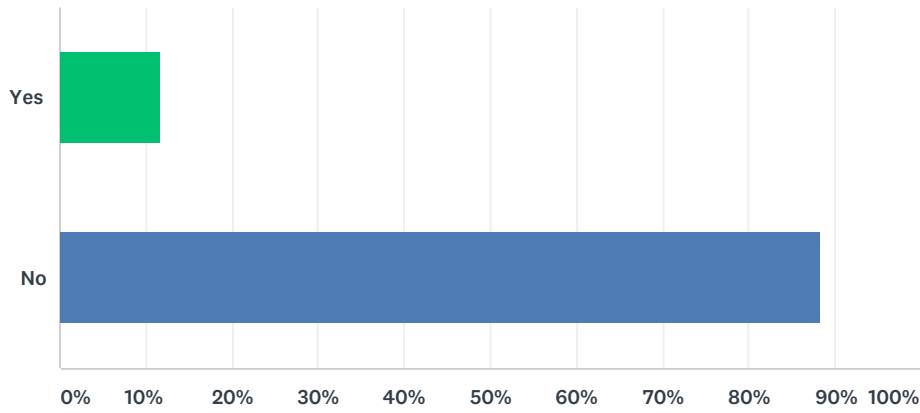
Answered: 272 Skipped: 713



ANSWER CHOICES	RESPONSES	
Pendleton	75.37%	205
Anderson	8.09%	22
Easley	6.62%	18
Oconee (or Hamilton)	0.74%	2
None	16.54%	45
Total Respondents: 272		

### Q47 Have you had to request books from one of the other campus libraries?

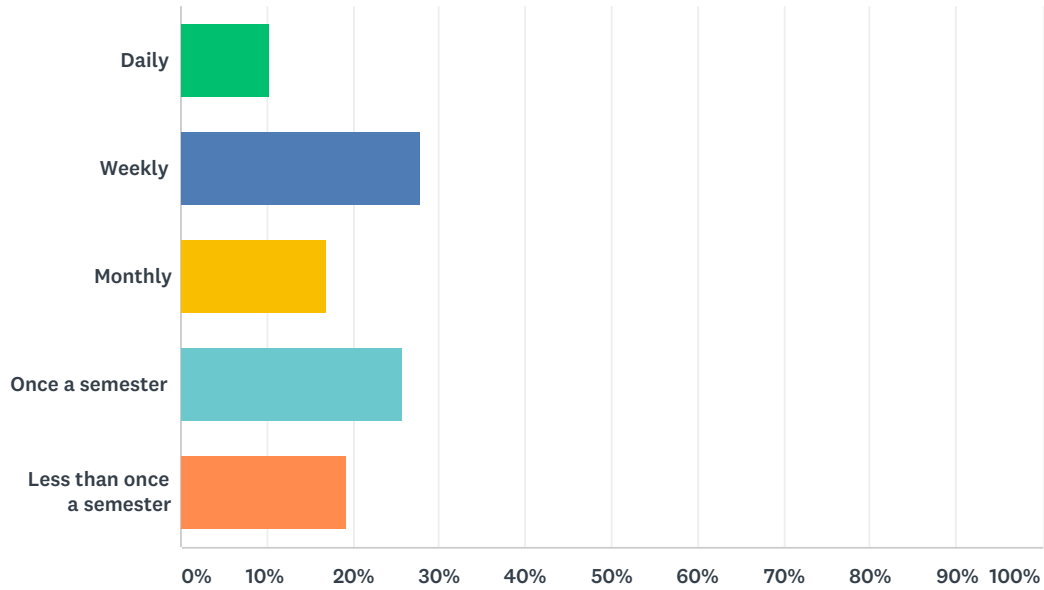
Answered: 263 Skipped: 722



ANSWER CHOICES	RESPONSES	
Yes	11.79%	31
No	88.21%	232
<b>TOTAL</b>		<b>263</b>

### Q48 How often do you use the Library? (Physically or Online)

Answered: 265 Skipped: 720

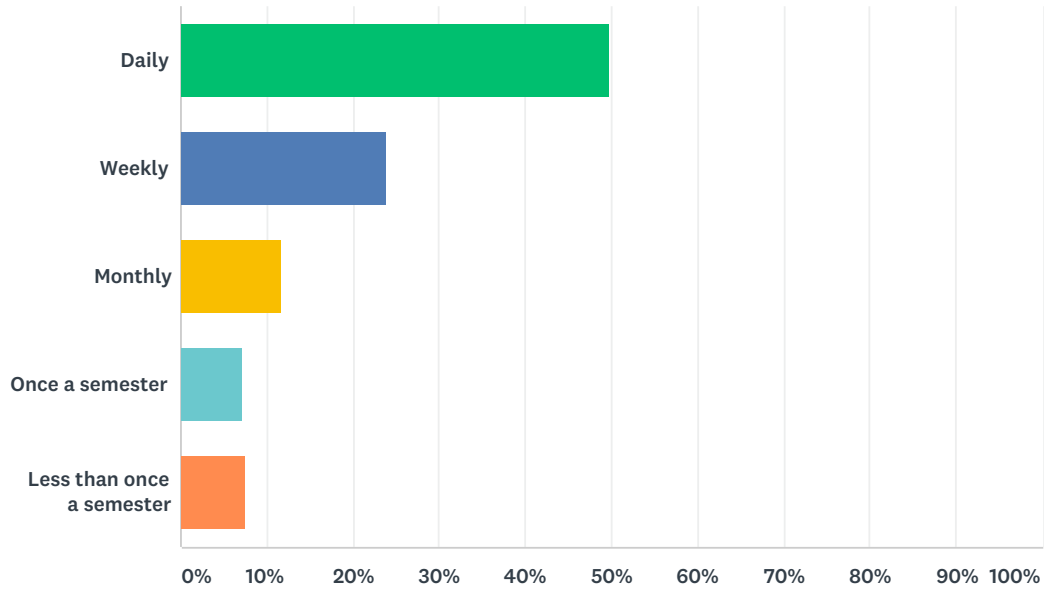


ANSWER CHOICES	RESPONSES	
Daily	10.19%	27
Weekly	27.92%	74
Monthly	16.98%	45
Once a semester	25.66%	68
Less than once a semester	19.25%	51
<b>TOTAL</b>		<b>265</b>



## Q49 How often do you use electronic resources?

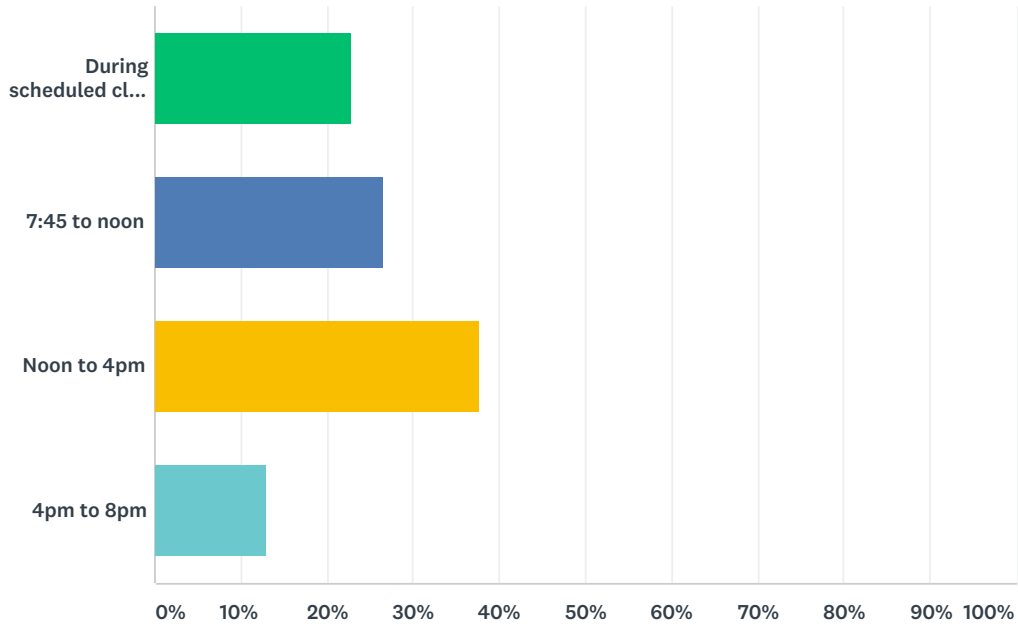
Answered: 265 Skipped: 720



ANSWER CHOICES	RESPONSES	
Daily	49.81%	132
Weekly	23.77%	63
Monthly	11.70%	31
Once a semester	7.17%	19
Less than once a semester	7.55%	20
<b>TOTAL</b>		<b>265</b>

## Q50 When do you primarily use the Library?

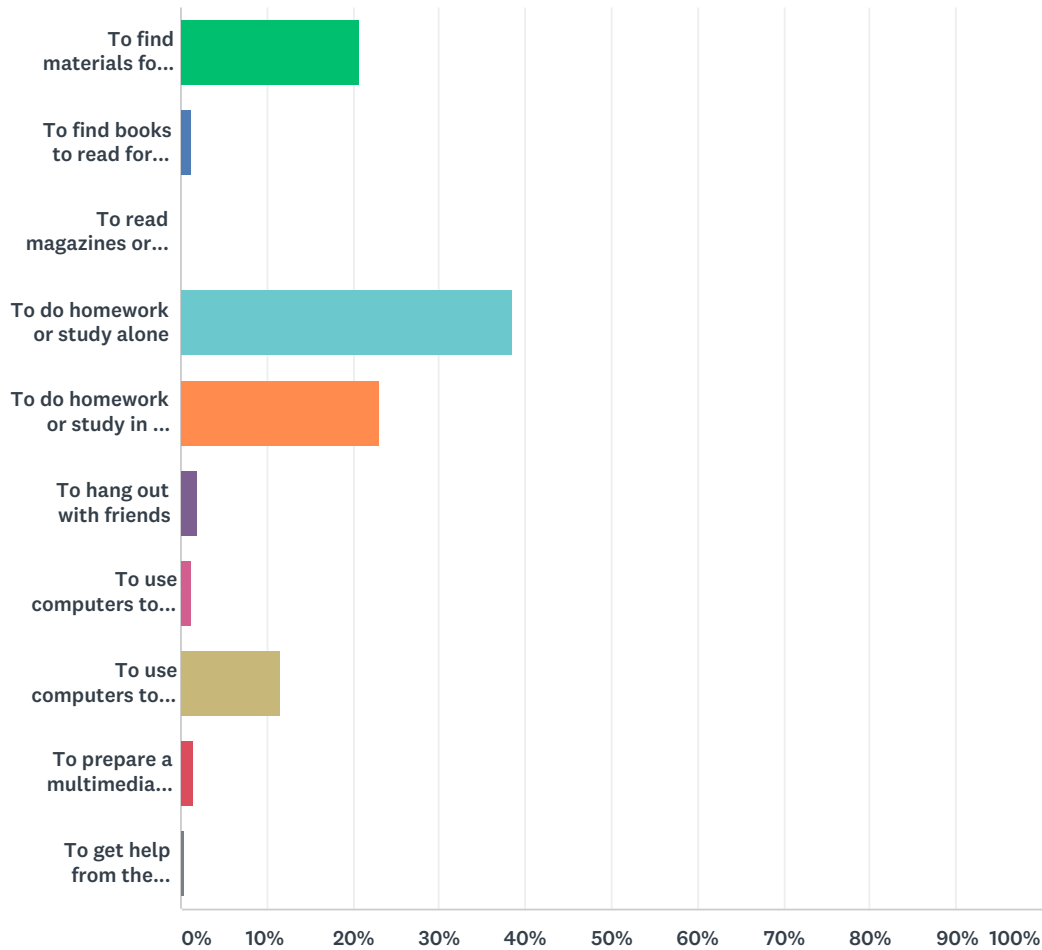
Answered: 263 Skipped: 722



ANSWER CHOICES	RESPONSES	
During scheduled class time only	22.81%	60
7:45 to noon	26.62%	70
Noon to 4pm	37.64%	99
4pm to 8pm	12.93%	34
<b>TOTAL</b>		<b>263</b>

## Q51 What do you spend the most time on when you are physically in the Library?

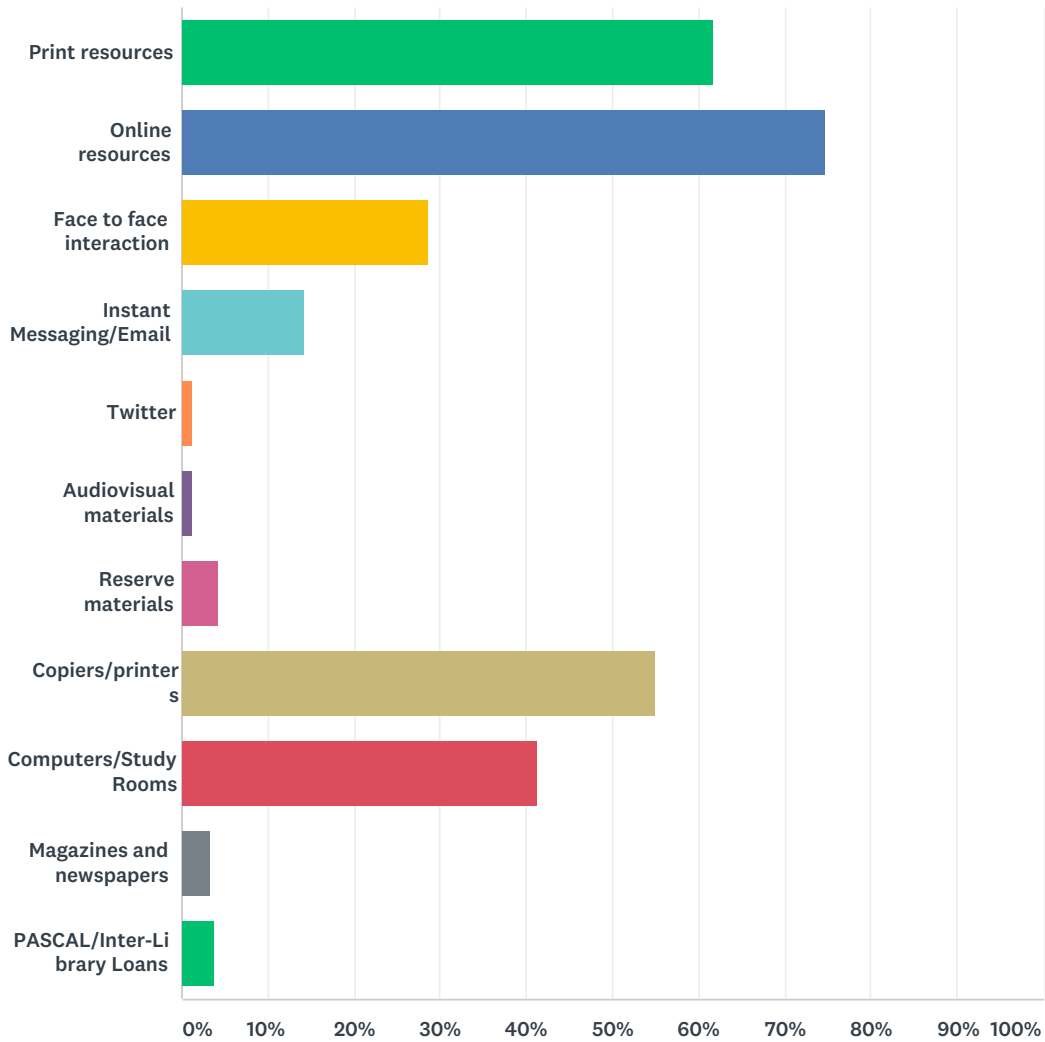
Answered: 260 Skipped: 725



ANSWER CHOICES	RESPONSES	
To find materials for assignments	20.77%	54
To find books to read for leisure	1.15%	3
To read magazines or newspapers	0.00%	0
To do homework or study alone	38.46%	100
To do homework or study in a group	23.08%	60
To hang out with friends	1.92%	5
To use computers to search the internet	1.15%	3
To use computers to type/print an assignment	11.54%	30
To prepare a multimedia presentation	1.54%	4
To get help from the librarians on assignments	0.38%	1
<b>TOTAL</b>		<b>260</b>

## Q52 Please indicate if you have used the following Library materials and services. (check all that apply)

Answered: 240 Skipped: 745



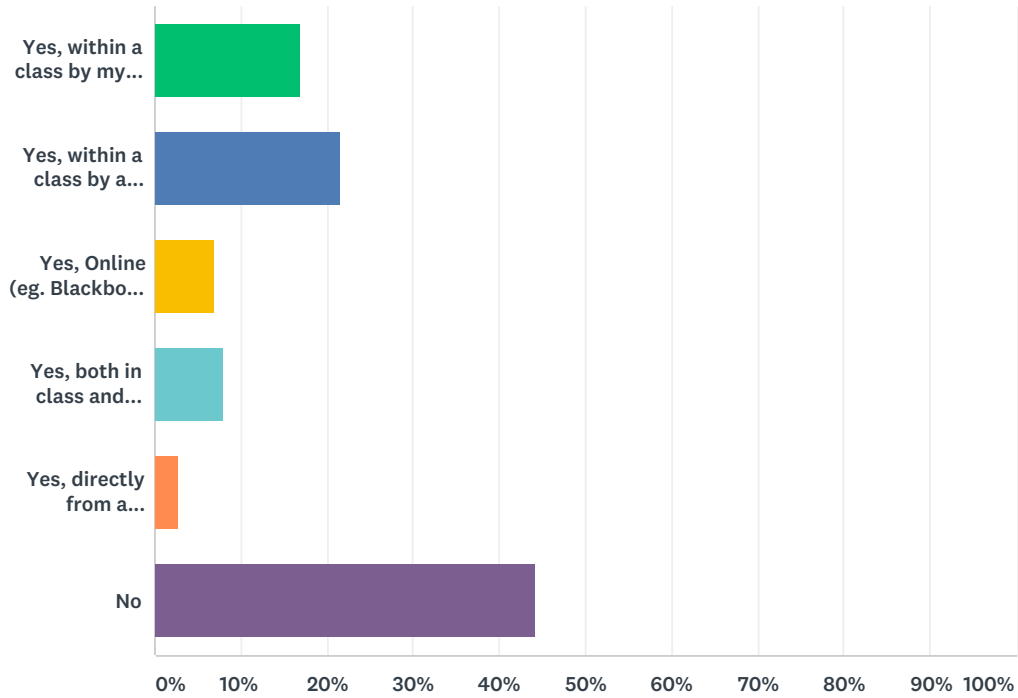
ANSWER CHOICES	RESPONSES	
Print resources	61.67%	148
Online resources	74.58%	179
Face to face interaction	28.75%	69
Instant Messaging/Email	14.17%	34
Twitter	1.25%	3
Audiovisual materials	1.25%	3
Reserve materials	4.17%	10
Copiers/printers	55.00%	132
Computers/Study Rooms	41.25%	99

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Magazines and newspapers	3.33%	8
PASCAL/Inter-Library Loans	3.75%	9
Total Respondents: 240		

## Q53 Have you received Library orientation/instruction?

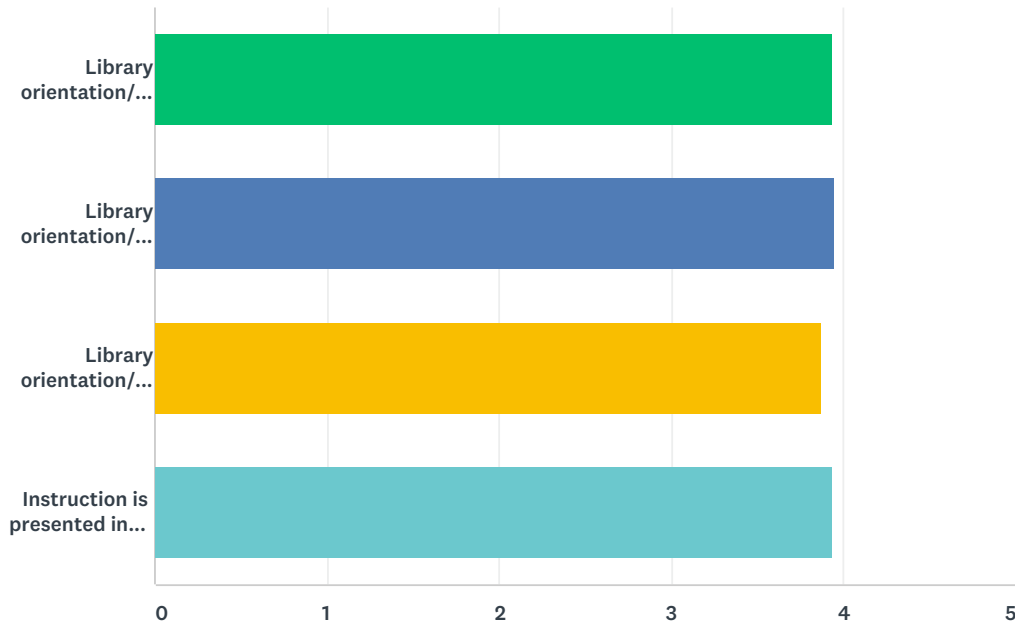
Answered: 261 Skipped: 724



ANSWER CHOICES	RESPONSES	
Yes, within a class by my instructor	16.86%	44
Yes, within a class by a librarian	21.46%	56
Yes, Online (eg. Blackboard videos)	6.90%	18
Yes, both in class and online	8.05%	21
Yes, directly from a librarian	2.68%	7
No	44.06%	115
<b>TOTAL</b>		<b>261</b>

**Q54 Please rate the following items on the Library orientation/instruction.  
Check DK (Don't Know) for any item you feel you cannot rate**

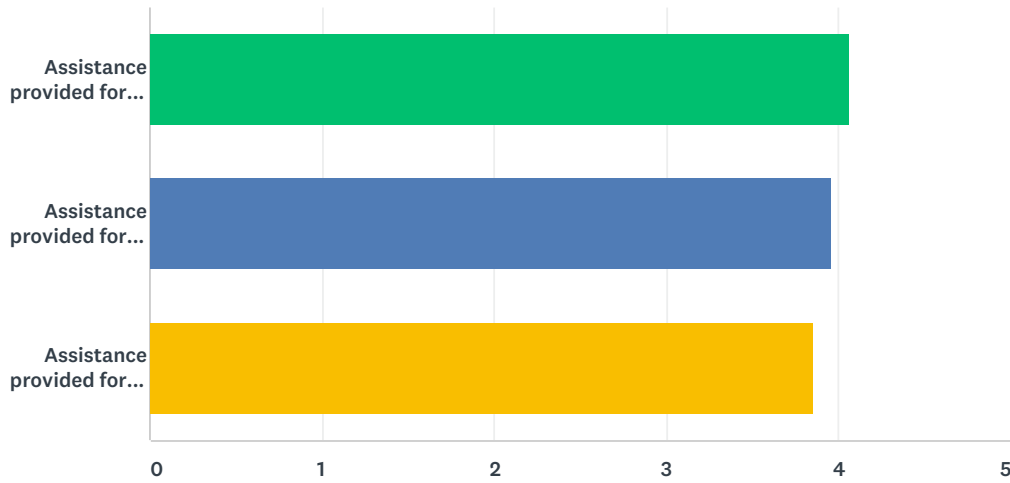
Answered: 263 Skipped: 722



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Library orientation/instruction prepares me to use the library's resources	1.52% 4	1.14% 3	15.97% 42	28.90% 76	18.25% 48	34.22% 90	263	3.93
Library orientation/instruction helps me discover resources needed for my assignments	1.52% 4	1.52% 4	14.83% 39	29.28% 77	18.25% 48	34.60% 91	263	3.94
Library orientation/instruction helps me feel more comfortable using the library to complete academic work in my major	1.90% 5	1.90% 5	15.21% 40	30.80% 81	15.97% 42	34.22% 90	263	3.87
Instruction is presented in a clear and understandable manner	1.52% 4	2.28% 6	13.31% 35	34.22% 90	17.49% 46	31.18% 82	263	3.93

**Q55 Please rate the following items on Library staff. Check DK (Don't Know) for any item you feel you cannot rate.**

Answered: 262 Skipped: 723

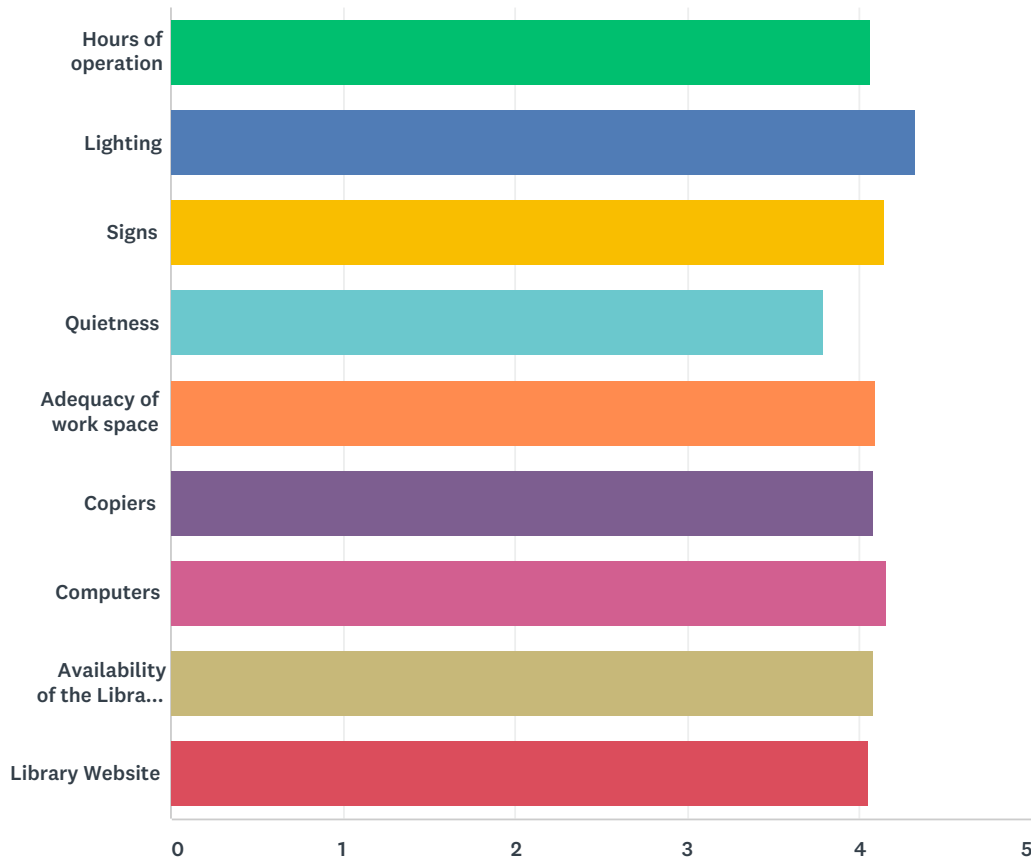


	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided for accessing resources to support academic work in general education courses	1.53% 4	0.76% 2	12.21% 32	30.53% 80	22.52% 59	32.44% 85	262	4.06
Assistance provided for accessing resources to support academic work in my major	1.53% 4	1.92% 5	13.03% 34	30.65% 80	18.39% 48	34.48% 90	261	3.95
Assistance provided for accessing non-academic resources	1.53% 4	1.92% 5	16.09% 42	25.29% 66	15.71% 41	39.46% 103	261	3.85



**Q56 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: 264 Skipped: 721



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Hours of operation	1.52% 4	3.80% 10	11.41% 30	38.78% 102	28.90% 76	15.59% 41	263	4.06
Lighting	0.38% 1	0.76% 2	9.85% 26	34.85% 92	40.15% 106	14.02% 37	264	4.32
Signs	0.38% 1	1.52% 4	13.64% 36	39.39% 104	29.92% 79	15.15% 40	264	4.14
Quietness	2.65% 7	6.06% 16	20.45% 54	38.64% 102	21.97% 58	10.23% 27	264	3.79
Adequacy of work space	0.76% 2	3.42% 9	12.17% 32	42.97% 113	28.90% 76	11.79% 31	263	4.09
Copiers	0.38% 1	1.89% 5	12.12% 32	39.39% 104	23.48% 62	22.73% 60	264	4.08
Computers	0.38% 1	0.76% 2	13.69% 36	38.40% 101	28.90% 76	17.87% 47	263	4.15
Availability of the Library staff	0.76% 2	2.27% 6	14.39% 38	33.71% 89	27.65% 73	21.21% 56	264	4.08
Library Website	1.14% 3	1.14% 3	16.67% 44	39.02% 103	26.89% 71	15.15% 40	264	4.05



**Q57 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: 590 Skipped: 395

## Q58 General comments

Answered: 263 Skipped: 722