Q1 At which location(s) are you taking courses this semester? (Check all that apply)
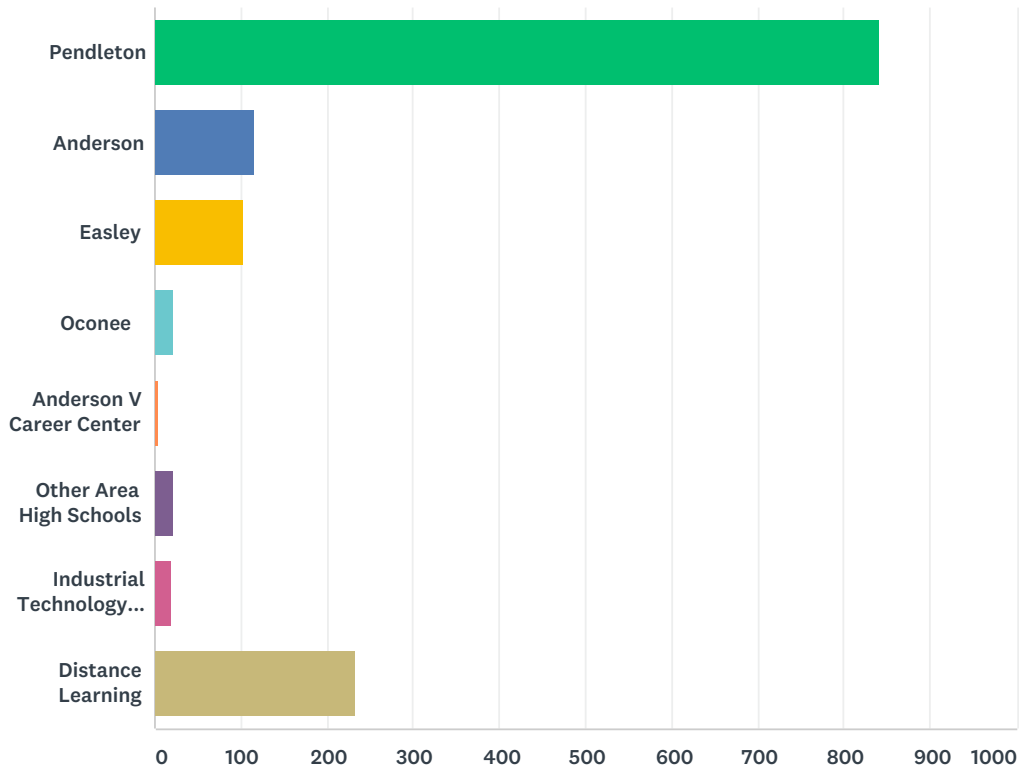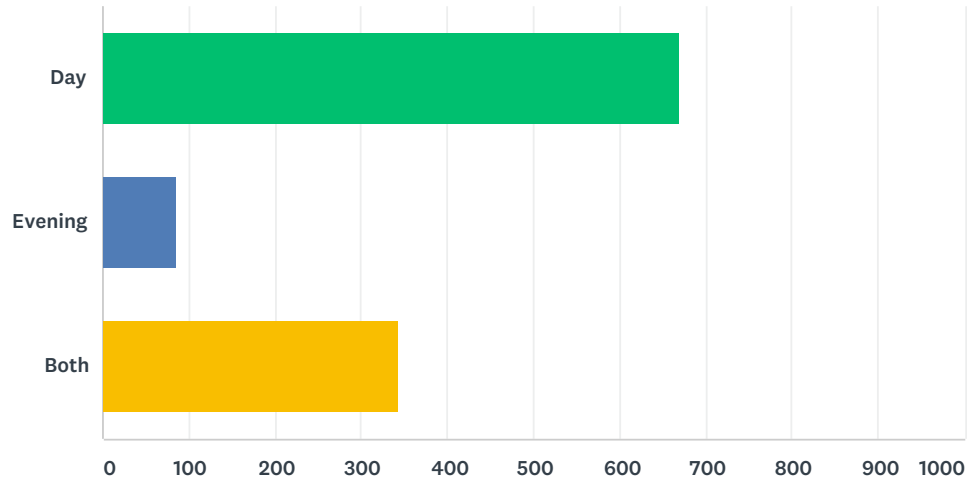
Answered: 1,104   Skipped: 1

ANSWER CHOICES	RESPONSES	
Pendleton	76.18%	841
Anderson	10.51%	116
Easley	9.24%	102
Oconee	1.81%	20
Anderson V Career Center	0.36%	4
Other Area High Schools	1.81%	20
Industrial Technology Center (ITC)	1.63%	18
Distance Learning	21.01%	232
Total Respondents: 1,104		

Q2 Please indicate when you are taking courses this semester:

Answered: 1,097   Skipped: 8
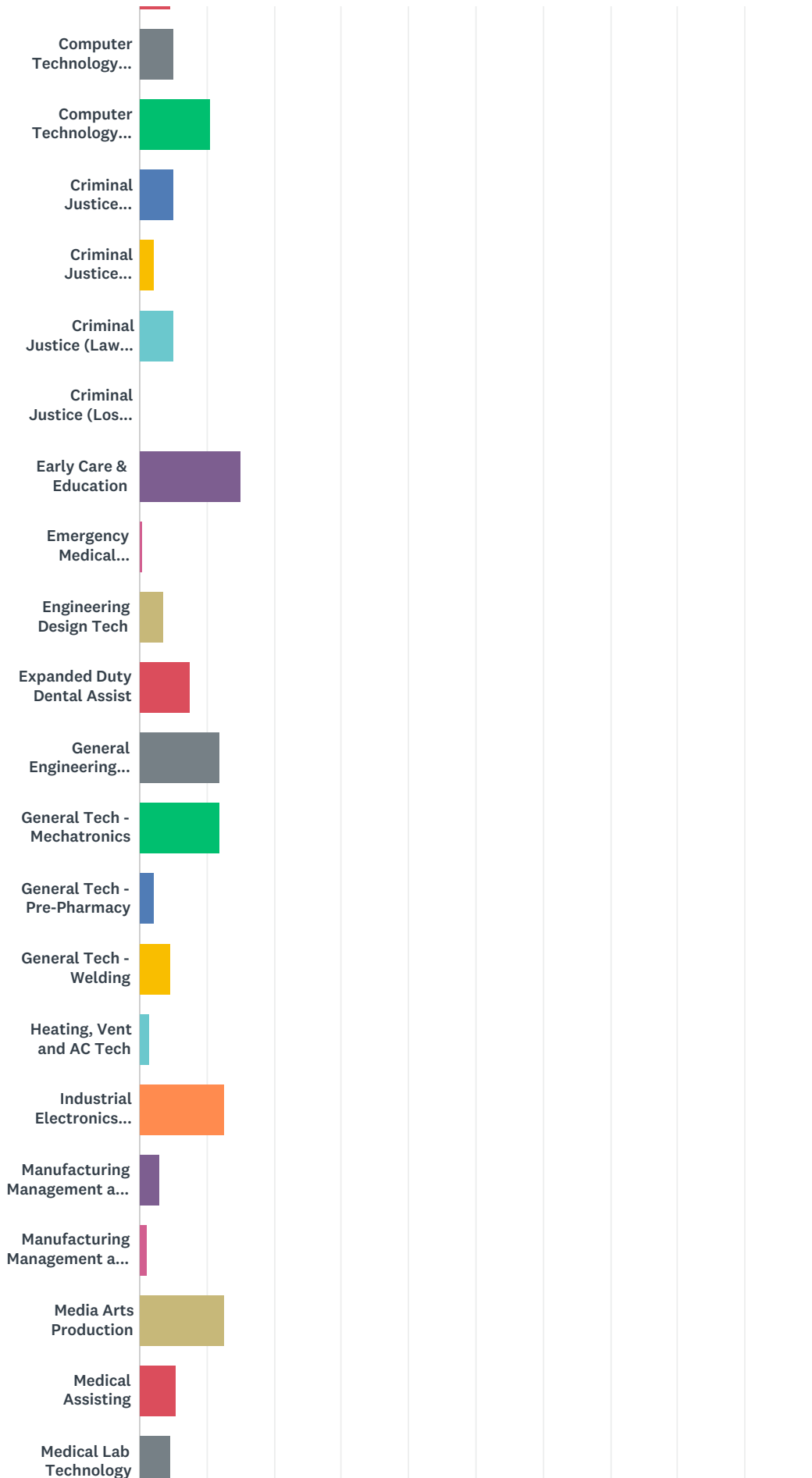

ANSWER CHOICES	RESPONSES	
Day	60.98%	669
Evening	7.75%	85
Both	31.27%	343
TOTAL		1,097

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

Answered: 1,094   Skipped: 11

2018-19 Fall Student Survey

Computer Technology...

Computer Technology...

Criminal Justice...

Criminal Justice...

Criminal Justice (Law...

Criminal Justice (Los...

Early Care & Education

Emergency Medical...

Engineering Design Tech

Expanded Duty Dental Assist

General Engineering...

General Tech - Mechatronics

General Tech - Pre-Pharmacy

General Tech - Welding

Heating, Vent and AC Tech

Industrial Electronics...

Manufacturing Management a...

Manufacturing Management a...

Media Arts Production

Medical Assisting

Medical Lab Technology

2018-19 Fall Student Survey

ANSWER CHOICES	RESPONSES	
NONE - Non-Degree Seeking	7.77%	85
Accounting	1.28%	14
Administrative Office Tech	1.19%	13
Administrative Office Tech (Medical Emphasis)	1.19%	13
Administrative Support	0.00%	0
Associate in Arts	9.23%	101
Associate in Science	15.36%	168
Associate in Science - Nursing Track	4.66%	51
Associate in Science -Practical Nursing Track	0.91%	10
Automotive Technology	0.64%	7
Business Administration	2.93%	32
Business Administration (Banking & Finance Emphasis)	0.37%	4
Business Administration (Entrepreneur Emphasis)	0.46%	5
Business Administration (Management Emphasis)	3.20%	35
Business Administration (Marketing Emphasis)	1.46%	16
Business Administration (Operations Management Emphasis)	0.82%	9
Certificate Program	0.73%	8
CNC Programming and Operations	0.27%	3
Computer Technology (Cybersecurity and Forensics Emphasis)	0.82%	9
Computer Technology (Network Systems Management Emphasis)	0.91%	10
Computer Technology (Software and Web Development Emphasis)	1.92%	21
Criminal Justice Technology	0.91%	10

Criminal Justice Technology (Paralegal Studies Emphasis)	0.37%	4
Criminal Justice (Law Enforcement Operations Emphasis)	0.91%	10
Criminal Justice (Loss Prevention and Security Emphasis)	0.00%	0
Early Care & Education	2.74%	30
Emergency Medical Technician	0.09%	1
Engineering Design Tech	0.64%	7
Expanded Duty Dental Assist	1.37%	15
General Engineering Tech	2.19%	24
General Tech - Mechatronics	2.19%	24
General Tech - Pre-Pharmacy	0.37%	4
General Tech - Welding	0.82%	9
Heating, Vent and AC Tech	0.27%	3
Industrial Electronics Tech	2.29%	25
Manufacturing Management and Leadership	0.55%	6
Manufacturing Management and Leadership (Production and Operations Emphasis)	0.18%	2
Media Arts Production	2.29%	25
Medical Assisting	1.01%	11
Medical Lab Technology	0.82%	9
Nursing	13.53%	148
Practical Nursing	2.56%	28
Surgical Technology	1.10%	12
Transition Nursing - LPN to ADN	0.46%	5
University Studies (IBest)	0.82%	9
Veterinary Technology	5.39%	59
TOTAL		1,094

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

Answered: 1,093   Skipped: 12
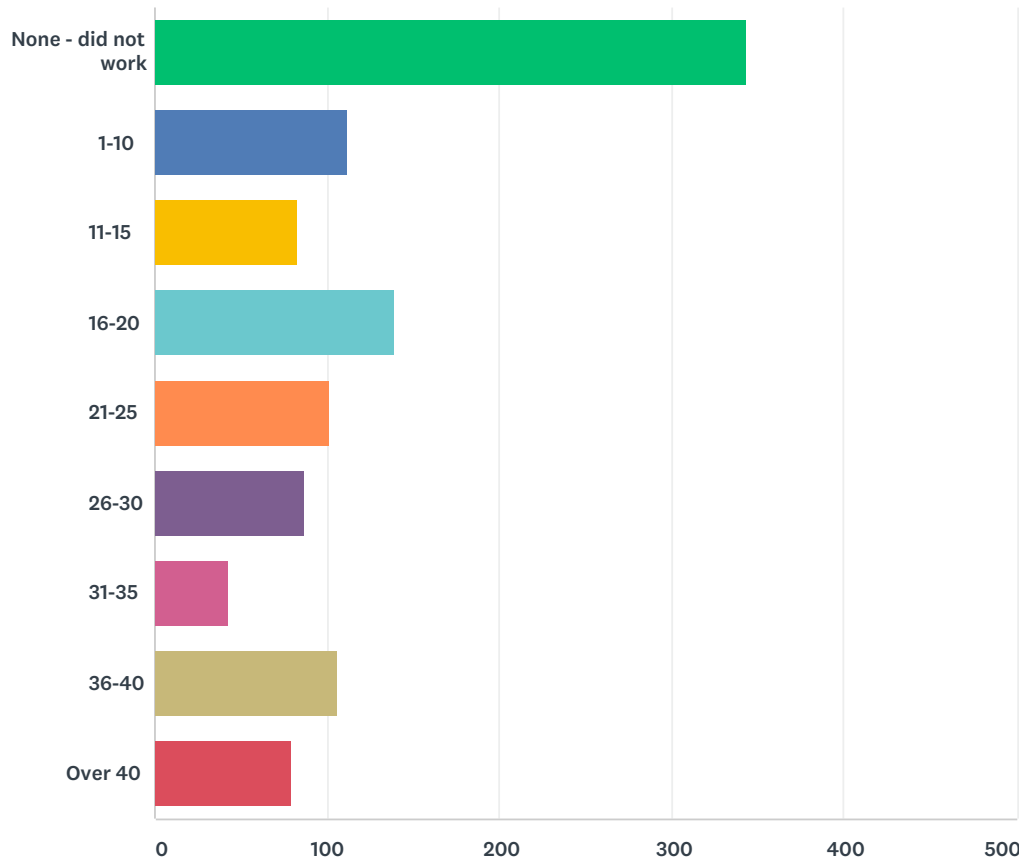
ANSWER CHOICES	RESPONSES	
None - did not work	31.38%	343
1-10	10.25%	112
11-15	7.59%	83
16-20	12.72%	139
21-25	9.24%	101
26-30	7.96%	87
31-35	3.93%	43
36-40	9.70%	106
Over 40	7.23%	79
TOTAL		1,093

Q5 Please select the device(s) you own or have access to when not on campus: [Check all that apply.]

Answered: 1,103   Skipped: 2
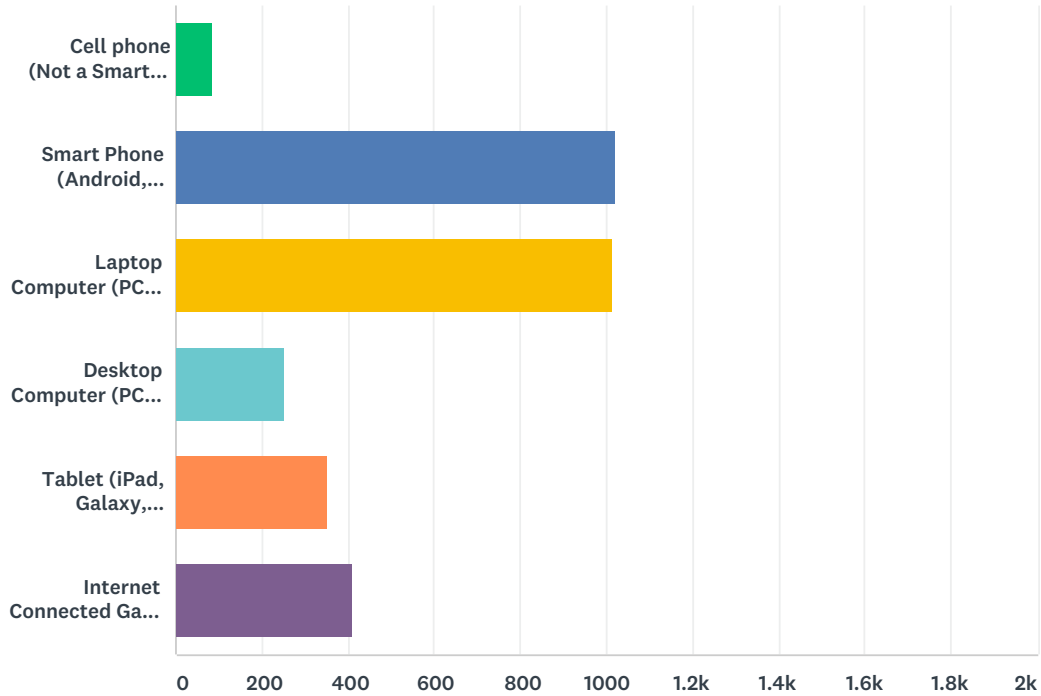
ANSWER CHOICES	RESPONSES	
Cell phone (Not a Smart Phone)	7.71%	85
Smart Phone (Android, iPhone, Windows, other)	92.57%	1,021
Laptop Computer (PC, Apple, other)	91.84%	1,013
Desktop Computer (PC, Apple, other)	22.57%	249
Tablet (iPad, Galaxy, Surface, Kindle, other)	31.73%	350
Internet Connected Game System(xbox, Wii, Play Station, other)	37.17%	410
Total Respondents: 1,103		

# Q6 Do you have internet Access at home?

Answered: 1,100   Skipped: 5
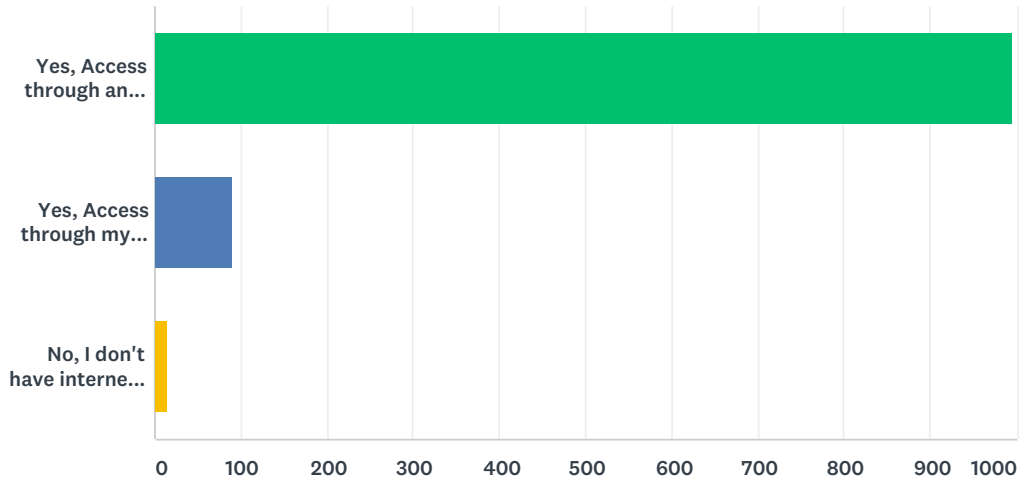
ANSWER CHOICES	RESPONSES	
Yes, Access through an internet provider (Spectrum, Charter, DirectTV, other)	90.55%	996
Yes, Access through my smart phone	8.09%	89
No, I don't have internet access	1.36%	15
TOTAL		1,100

Q7 How do you feel about your Tri-County Technical College digital/technology experience?

Answered: 1,102   Skipped: 3
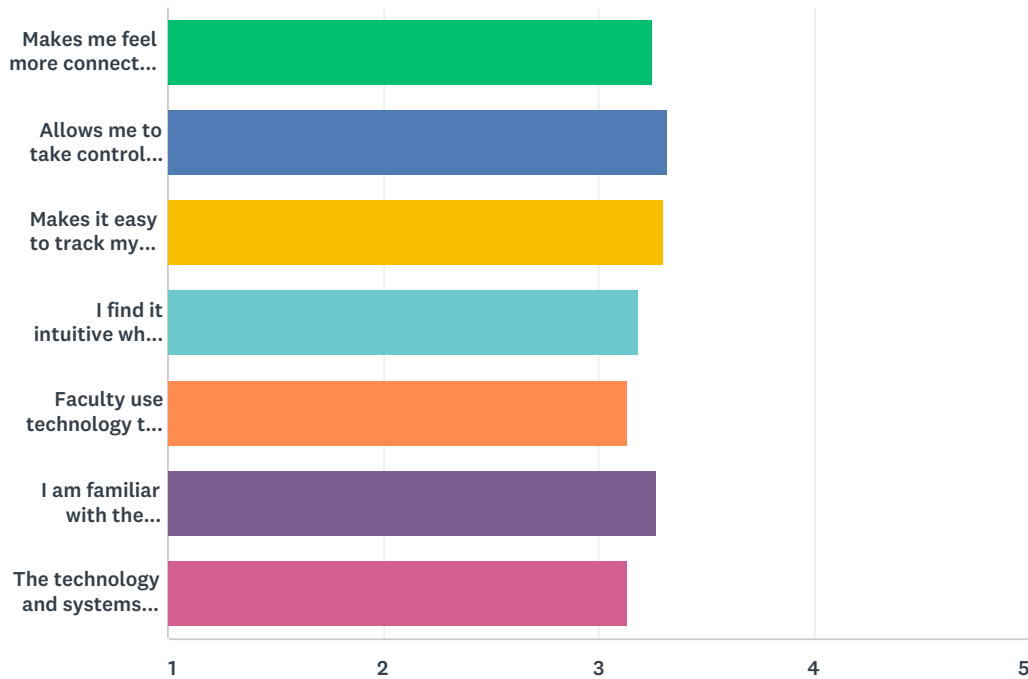
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Makes me feel more connected to what's going on at the college	3.72% 41	6.09% 67	51.41% 566	38.78% 427	1,101	3.25
Allows me to take control of my own learning and success	3.99% 44	6.08% 67	43.47% 479	46.46% 512	1,102	3.32
Makes it easy to track my academic or course progress by giving me relevant information in a timely manner	4.86% 53	8.44% 92	38.81% 423	47.89% 522	1,090	3.30
I find it intuitive when handling administrative related activities such as registering for classes, paying tuition, using blackboard, etc…	7.00% 77	10.45% 115	40.18% 442	42.36% 466	1,100	3.18
Faculty use technology to improve their teaching and classroom experience	5.55% 61	13.09% 144	44.27% 487	37.09% 408	1,100	3.13
I am familiar with the digital/technology tools and resources the college makes available to me	4.28% 47	7.93% 87	44.21% 485	43.57% 478	1,097	3.27
The technology and systems that Tri-County Technical College has in place are easy to use	6.01% 66	12.93% 142	43.44% 477	37.61% 413	1,098	3.13

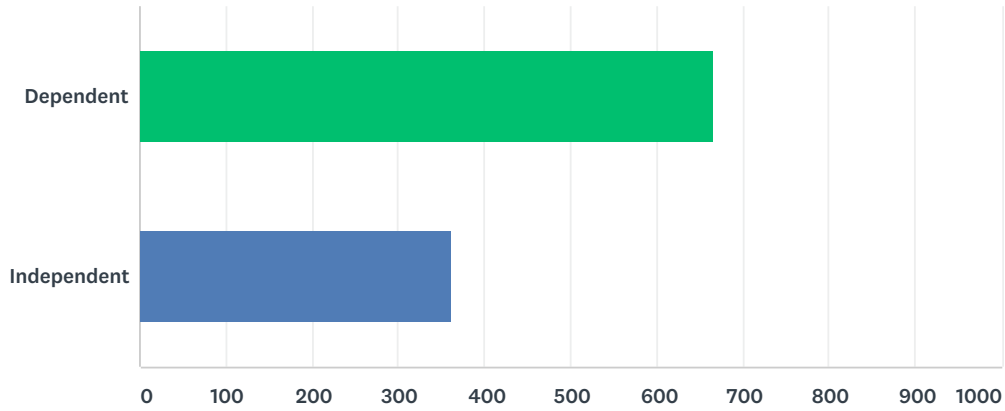# Q8 Are you the first person in your immediate family to attend college?

Answered: 1,104   Skipped: 1
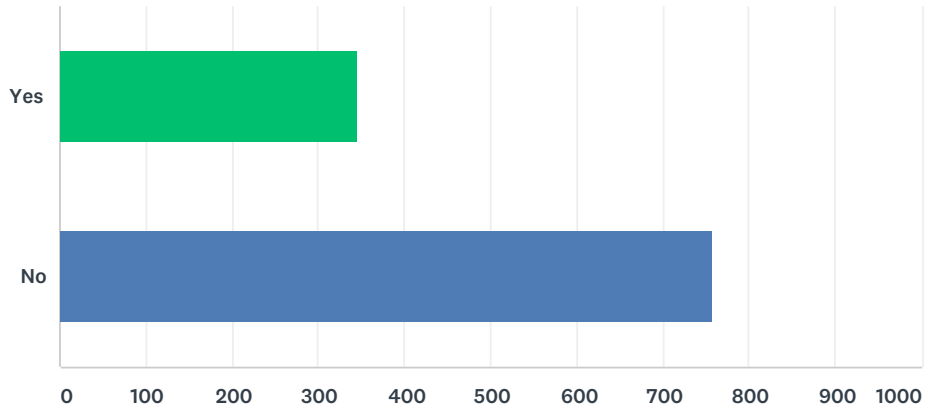
ANSWER CHOICES	RESPONSES	
Yes	31.34%	346
No	68.66%	758
TOTAL		1,104

Q9 According to the federal financial aid definition, I am

Answered: 1,027   Skipped: 78

ANSWER CHOICES	RESPONSES	
Dependent	64.85%	666
Independent	35.15%	361
TOTAL		1,027

Q10 I live:

Answered: 1,035   Skipped: 70
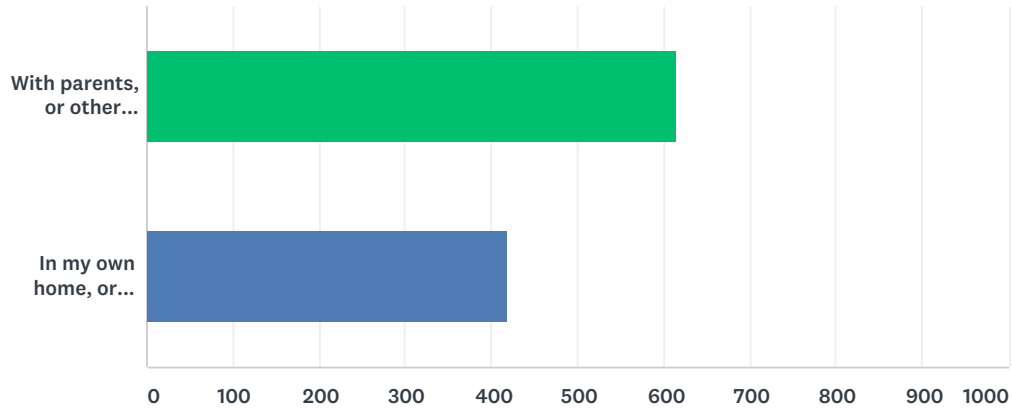
ANSWER CHOICES	RESPONSES	
With parents, or other relatives	59.52%	616
In my own home, or dwelling	40.48%	419
TOTAL		1,035

Q11 My monthly rent, or mortgage payment is

Answered: 1,026   Skipped: 79
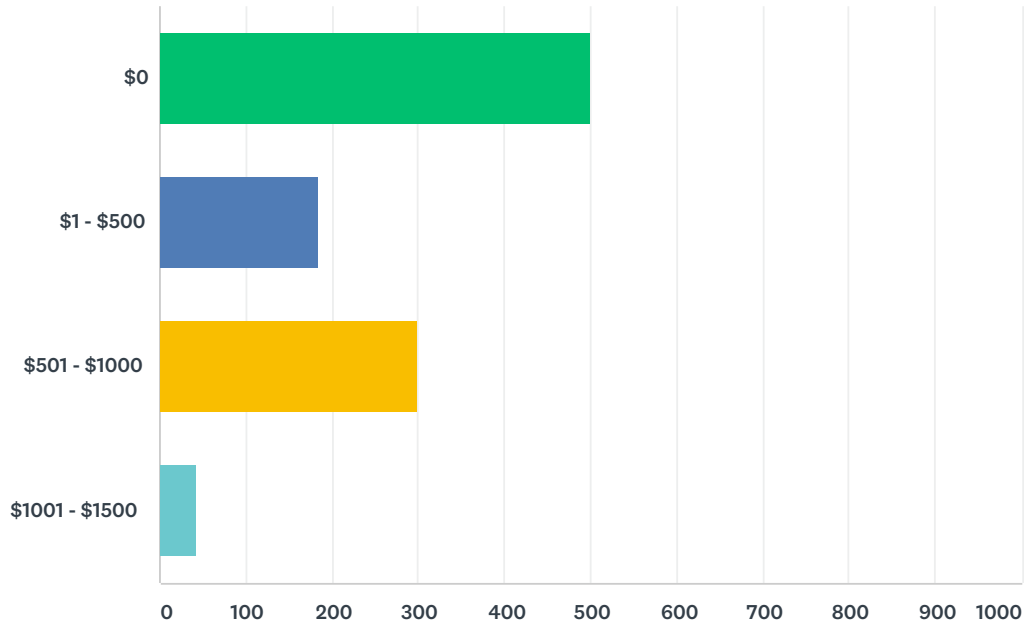
ANSWER CHOICES	RESPONSES	
$0	48.83%	501
$1 - $500	17.93%	184
$501 - $1000	29.24%	300
$1001 - $1500	4.00%	41
TOTAL		1,026

Q12 My average monthly utility (water, electricity, phone, internet) cost is:

Answered: 1,024   Skipped: 81
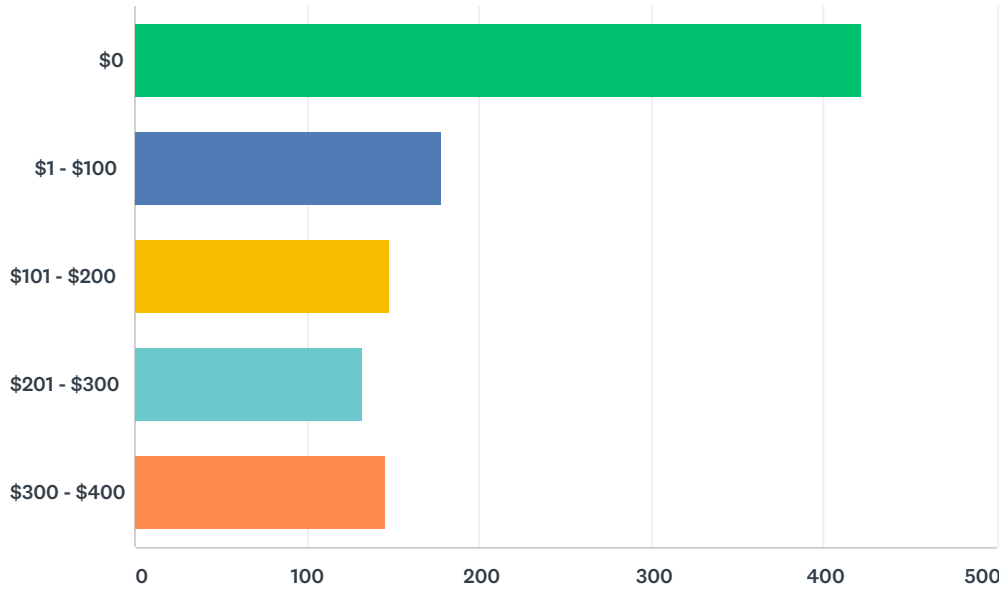
ANSWER CHOICES	RESPONSES	
$0	41.21%	422
$1 - $100	17.38%	178
$101 - $200	14.36%	147
$201 - $300	12.89%	132
$300 - $400	14.16%	145
TOTAL		1,024

Q13 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: 79
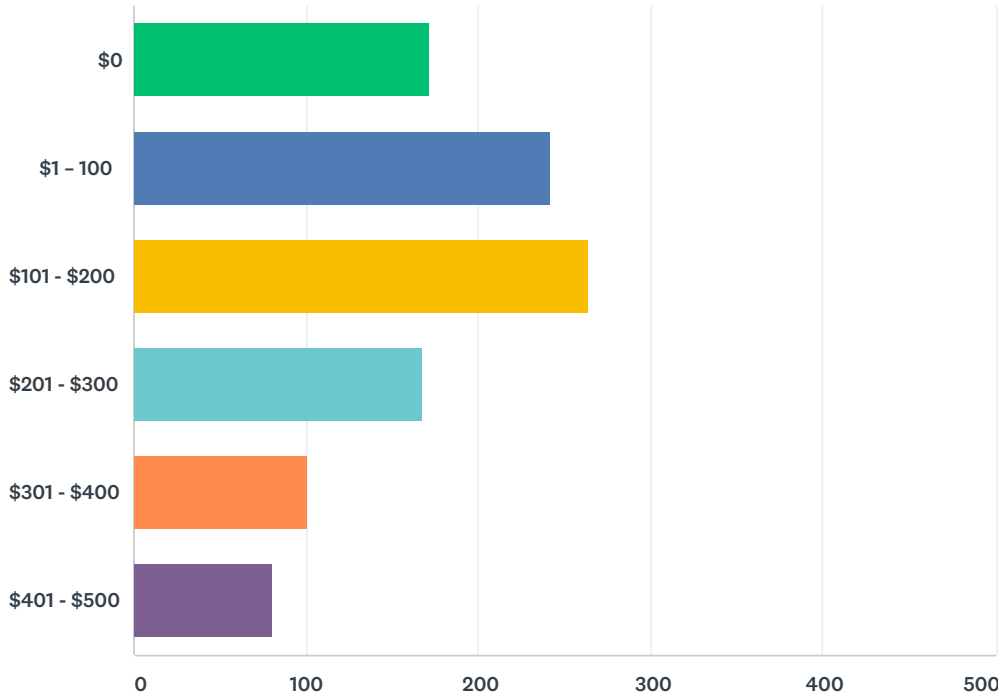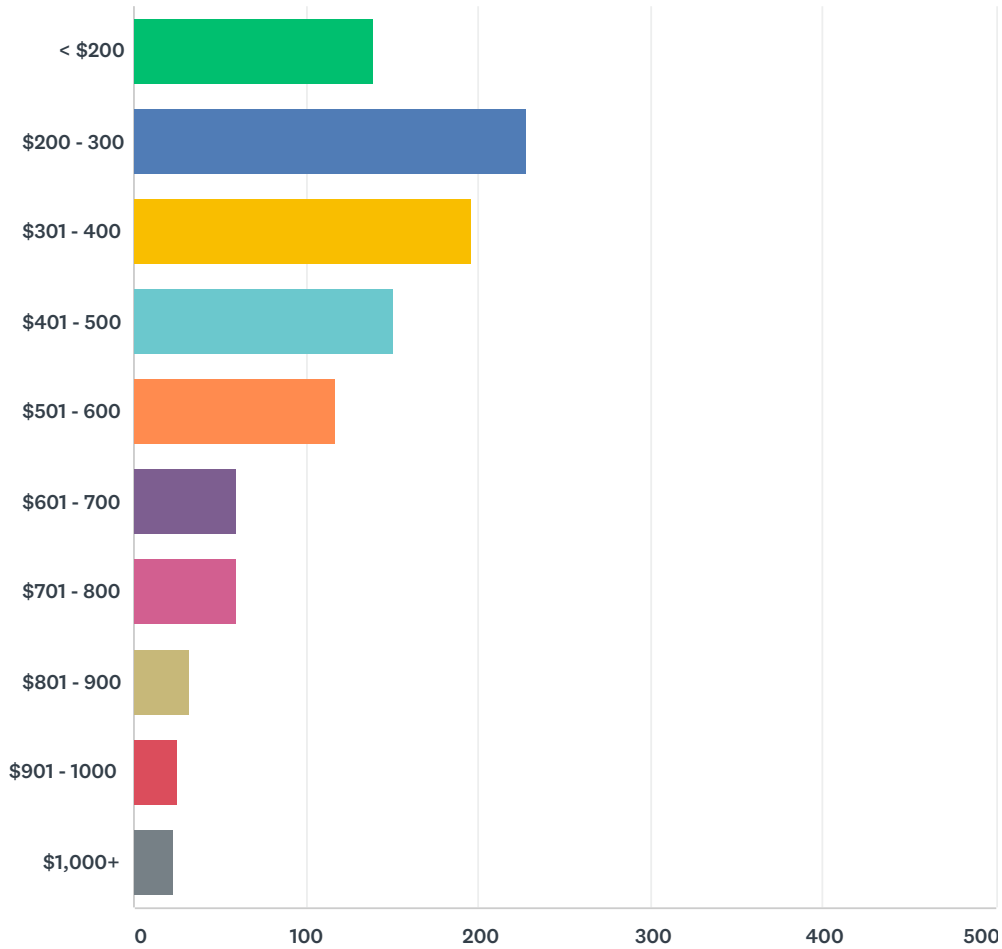

ANSWER CHOICES	RESPONSES	
$0	16.76%	172
$1 – 100	23.59%	242
$101 - $200	25.73%	264
$201 - $300	16.28%	167
$301 - $400	9.75%	100
$401 - $500	7.89%	81
TOTAL		1,026

Q14 The average cost of my books and supplies for one semester is:

Answered: 1,031   Skipped: 74

ANSWER CHOICES	RESPONSES	
< $200	13.48%	139
$200 - 300	22.11%	228
$301 - 400	19.01%	196
$401 - 500	14.65%	151
$501 - 600	11.35%	117
$601 - 700	5.82%	60
$701 - 800	5.82%	60
$801 - 900	3.10%	32
$901 - 1000	2.42%	25
$1,000+	2.23%	23
TOTAL		1,031

Q15 My average monthly cost for personal (clothing, hygiene, etc.) expenses is:

Answered: 1,027   Skipped: 78
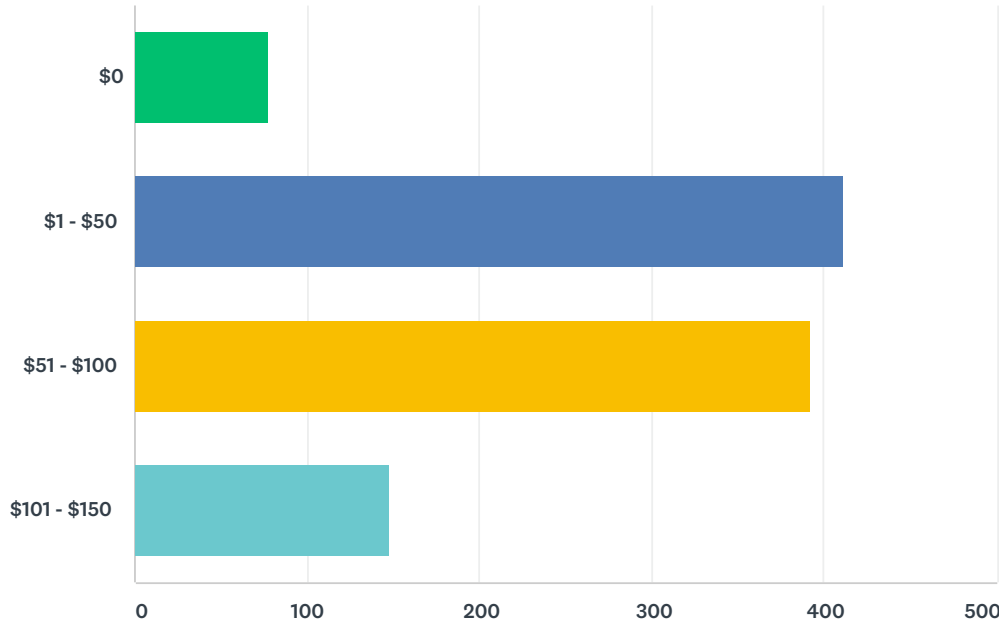
ANSWER CHOICES	RESPONSES	
$0	7.50%	77
$1 - $50	40.02%	411
$51 - $100	38.17%	392
$101 - $150	14.31%	147
TOTAL		1,027

Q16 The round trip travel for me to class is:

Answered: 1,031   Skipped: 74
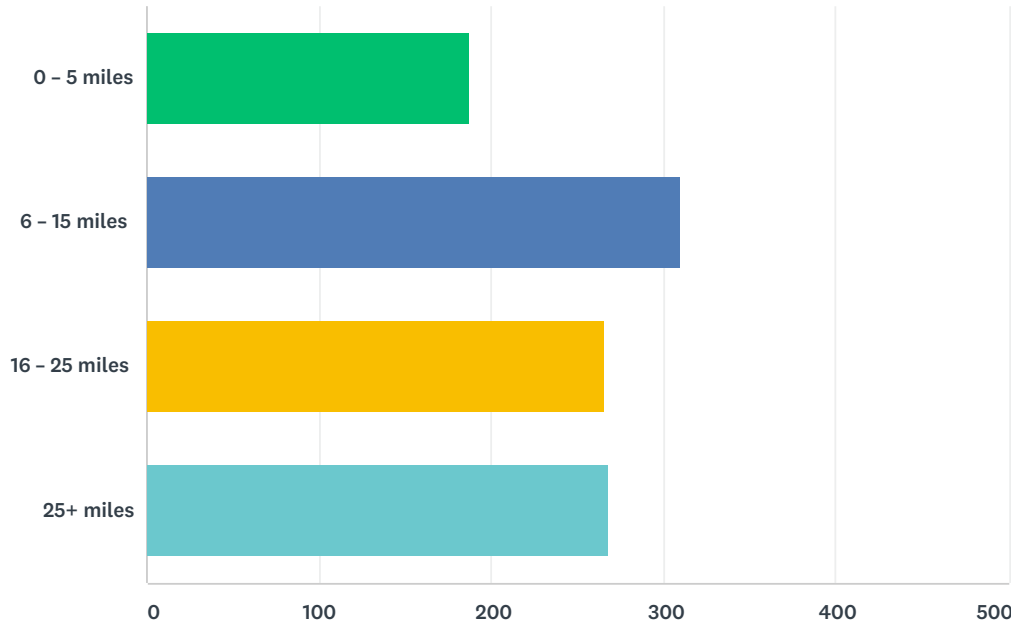
ANSWER CHOICES	RESPONSES	
0 – 5 miles	18.14%	187
6 – 15 miles	30.07%	310
16 – 25 miles	25.80%	266
25+ miles	25.99%	268
TOTAL		1,031

Q17 I travel to class ___ days per week

Answered: 1,022   Skipped: 83
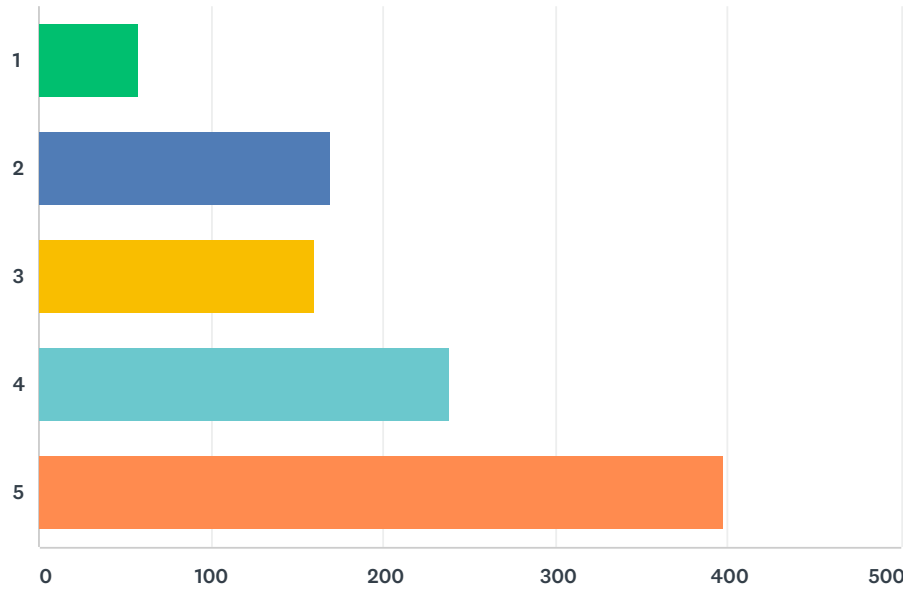
ANSWER CHOICES	RESPONSES	
1	5.68%	58
2	16.54%	169
3	15.66%	160
4	23.29%	238
5	38.85%	397
TOTAL		1,022

Q18 How satisfied are you with your overall educational experience at Tri-County Technical College?

Answered: 1,002   Skipped: 103
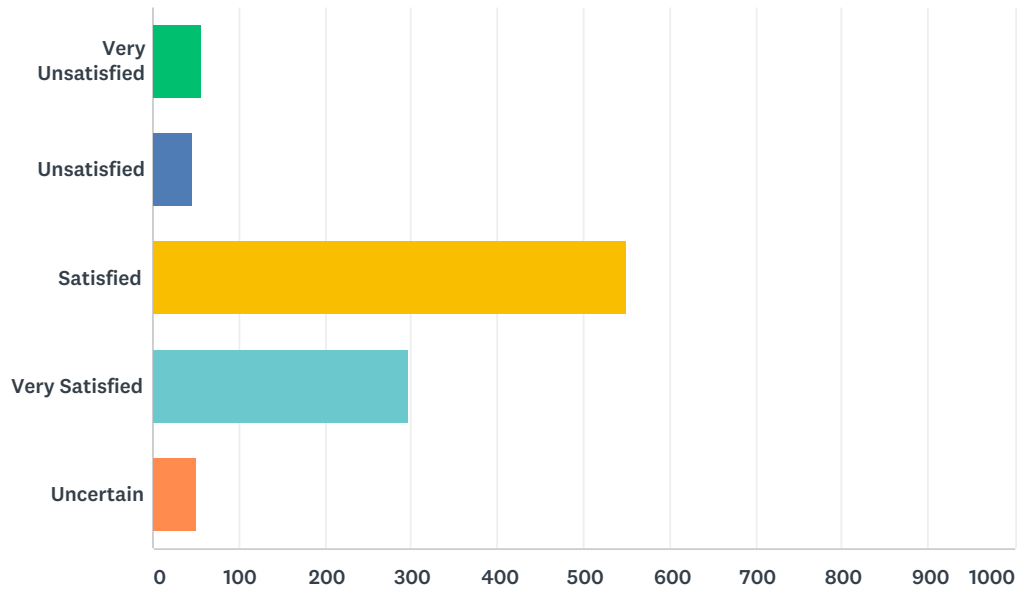
ANSWER CHOICES	RESPONSES	
Very Unsatisfied	5.69%	57
Unsatisfied	4.69%	47
Satisfied	54.99%	551
Very Satisfied	29.64%	297
Uncertain	4.99%	50
TOTAL		1,002

Q19 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: 1,001   Skipped: 104
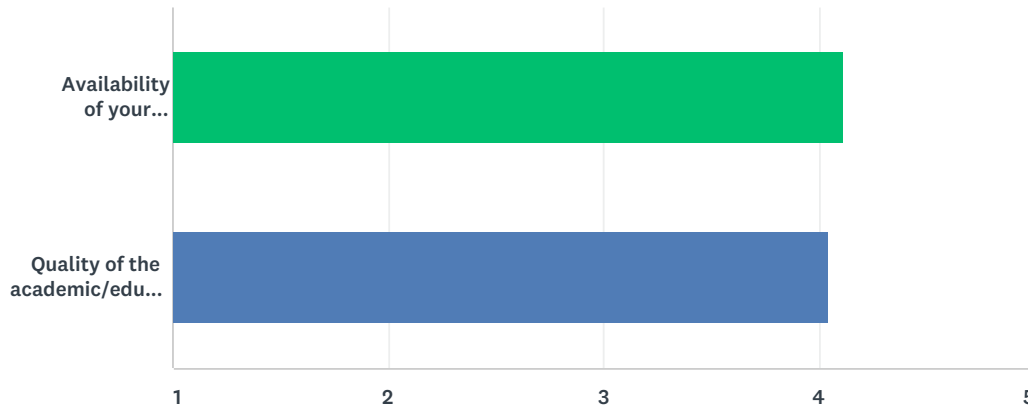
	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of your advisor(s) to you	2.65% 25	4.88% 46	13.26% 125	33.40% 315	41.46% 391	4.35% 41	943	4.11
Quality of the academic/educational advising	2.65% 26	5.30% 52	15.07% 148	34.42% 338	38.29% 376	4.28% 42	982	4.05

Q20 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: 1,003   Skipped: 102
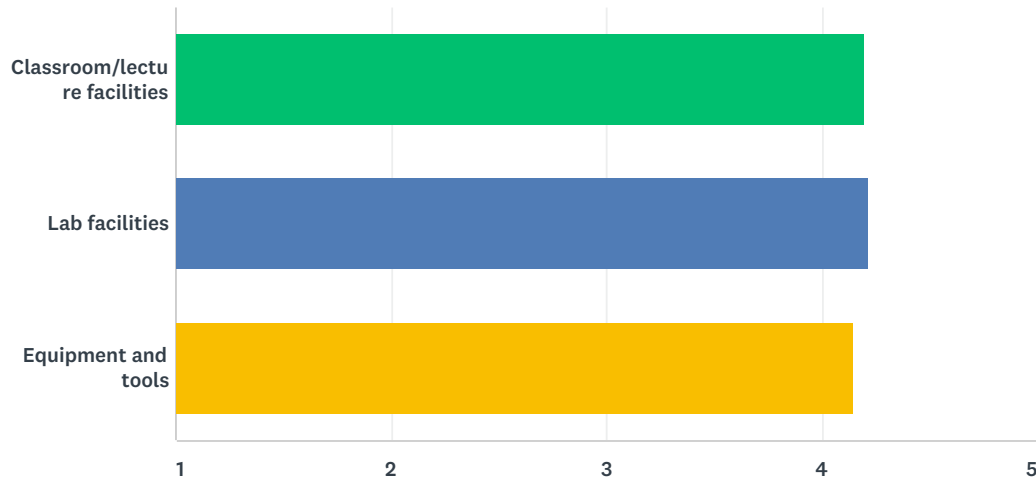
	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Classroom/lecture facilities	0.30% 3	2.01% 20	12.14% 121	44.53% 444	36.11% 360	4.91% 49	997	4.20
Lab facilities	0.40% 4	2.00% 20	9.39% 94	34.97% 350	31.37% 314	21.88% 219	1,001	4.21
Equipment and tools	0.40% 4	2.40% 24	13.21% 132	36.04% 360	32.03% 320	15.92% 159	999	4.15

Q21 Please rate the following items on instructional support services. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 1,004   Skipped: 101
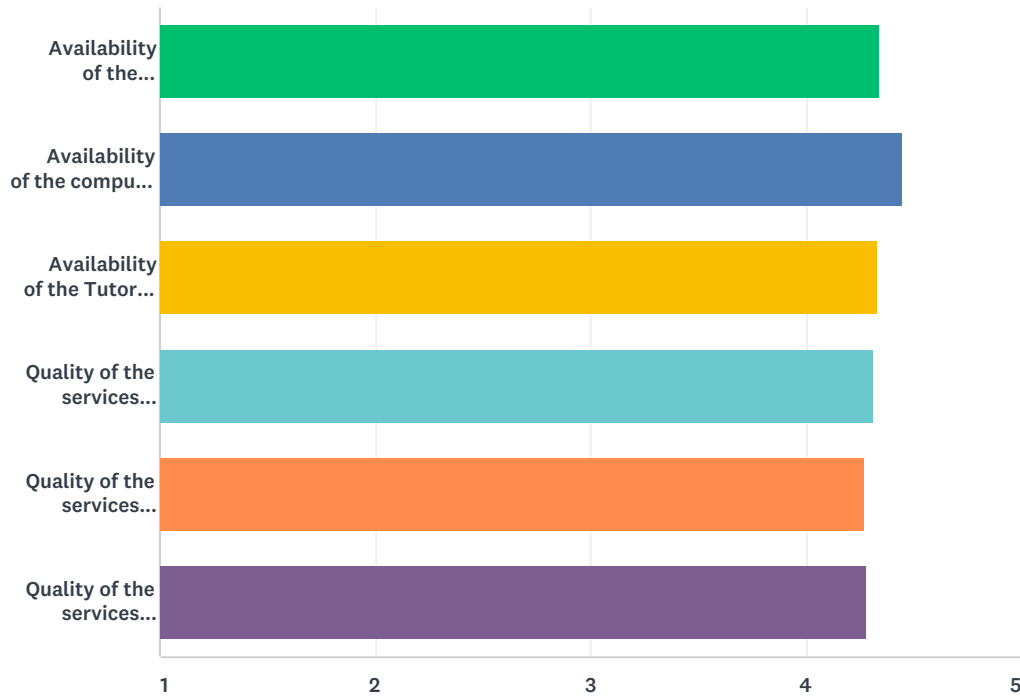
	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of the Assessment Center to students	0.70% 7	1.29% 13	7.17% 72	30.68% 308	38.84% 390	21.31% 214	1,004	4.34
Availability of the computer labs to students	0.40% 4	1.60% 16	5.98% 60	28.12% 282	49.05% 492	14.86% 149	1,003	4.45
Availability of the Tutoring Center to students	0.51% 5	1.72% 17	8.08% 80	28.08% 278	38.18% 378	23.43% 232	990	4.33
Quality of the services provided to students in the Assessment Center	0.40% 4	0.80% 8	9.20% 92	27.90% 279	34.10% 341	27.60% 276	1,000	4.31
Quality of the services provided to students in the computer labs	0.20% 2	1.40% 14	11.10% 111	29.00% 290	35.40% 354	22.90% 229	1,000	4.27
Quality of the services provided to students in the Tutoring Center	0.40% 4	1.50% 15	8.00% 80	27.60% 276	31.50% 315	31.00% 310	1,000	4.28

Q22 Have any of the following caused you problems or interfered with your studies at Tri-County Technical College?

Answered: 1,004   Skipped: 101
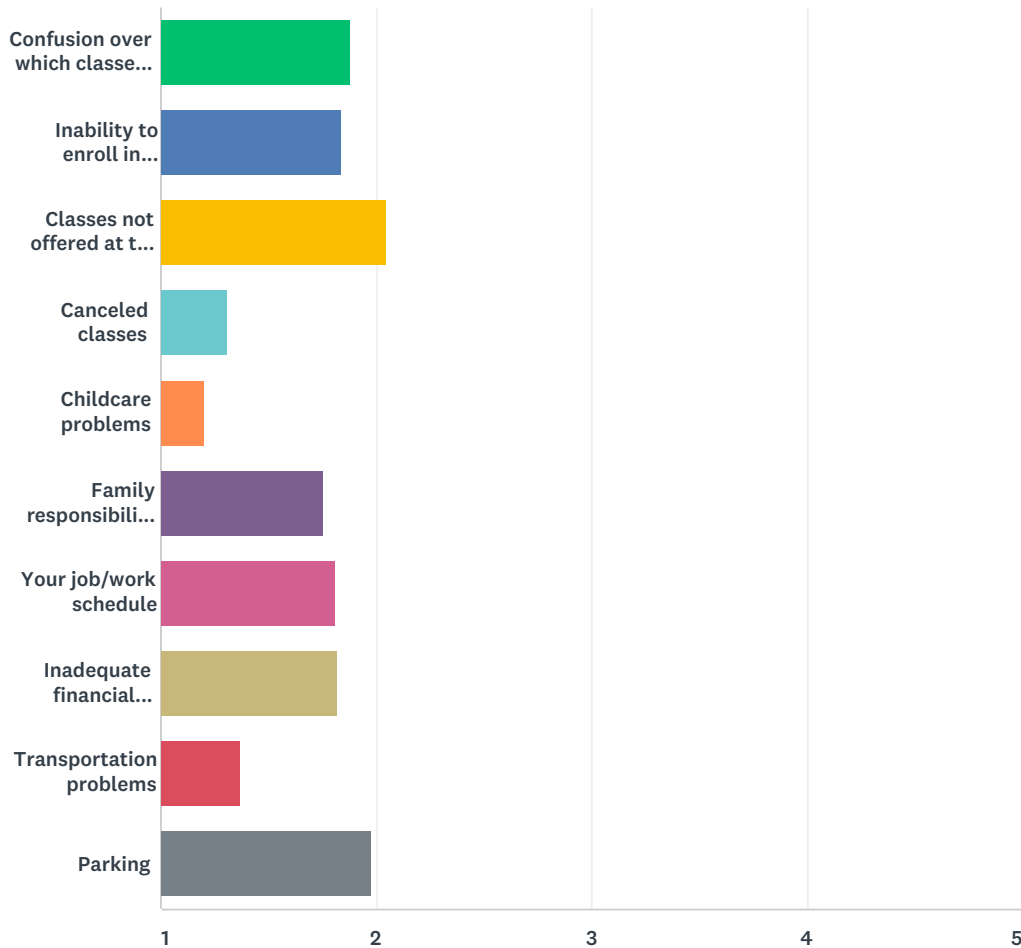
	NEVER	SOMETIMES	FREQUENTLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Confusion over which classes you needed to take	32.57% 326	51.15% 512	12.09% 121	4.20% 42	1,001	1.88
Inability to enroll in classes because they were full	41.06% 411	38.76% 388	15.18% 152	5.00% 50	1,001	1.84
Classes not offered at the times you needed	32.13% 321	39.24% 392	20.52% 205	8.11% 81	999	2.05
Canceled classes	73.07% 730	23.82% 238	2.20% 22	0.90% 9	999	1.31
Childcare problems	86.55% 862	8.63% 86	2.91% 29	1.91% 19	996	1.20
Family responsibilities	46.69% 465	37.35% 372	10.44% 104	5.52% 55	996	1.75
Your job/work schedule	46.45% 465	33.47% 335	13.19% 132	6.89% 69	1,001	1.81

Inadequate financial resources	44.93% 448	35.71% 356	11.74% 117	7.62% 76	997	1.82
Transportation problems	69.35% 690	25.83% 257	3.62% 36	1.21% 12	995	1.37
Parking	49.40% 494	19.60% 196	15.00% 150	16.00% 160	1,000	1.98

Q23 Please rate the following Business Office services. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 341   Skipped: 764
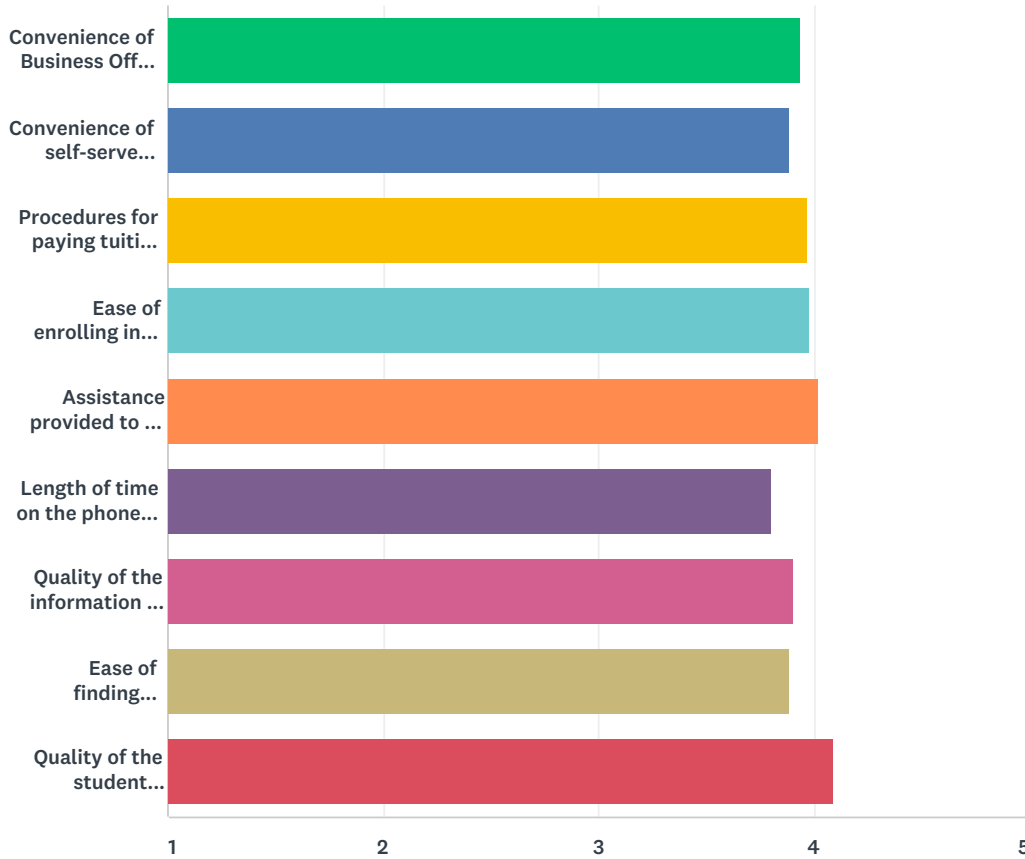
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Convenience of Business Office hours	0.00% 0	2.35% 8	19.06% 65	30.79% 105	19.35% 66	28.45% 97	341	3.94
Convenience of self-serve options at satellite campuses	0.59% 2	0.29% 1	15.54% 53	21.99% 75	12.32% 42	49.27% 168	341	3.89
Procedures for paying tuition and fees	1.18% 4	1.76% 6	20.00% 68	38.24% 130	24.71% 84	14.12% 48	340	3.97
Ease of enrolling in the payment plan	1.18% 4	1.77% 6	15.34% 52	28.61% 97	20.94% 71	32.15% 109	339	3.98
Assistance provided to you by the cashiers/business office staff	1.18% 4	1.76% 6	15.29% 52	32.65% 111	24.12% 82	25.00% 85	340	4.02

Length of time on the phone for assistance provided by the cashiers/business office staff	1.47% 5	3.24% 11	18.24% 62	28.24% 96	15.59% 53	33.24% 113	340	3.80
Quality of the information you receive from cashiers/business office staff	1.47% 5	2.64% 9	19.06% 65	30.50% 104	21.41% 73	24.93% 85	341	3.90
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	2.05% 7	6.45% 22	18.77% 64	35.78% 122	27.86% 95	9.09% 31	341	3.89
Quality of the student bill/schedule	1.17% 4	2.64% 9	17.60% 60	37.24% 127	34.90% 119	6.45% 22	341	4.09

Q24 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.
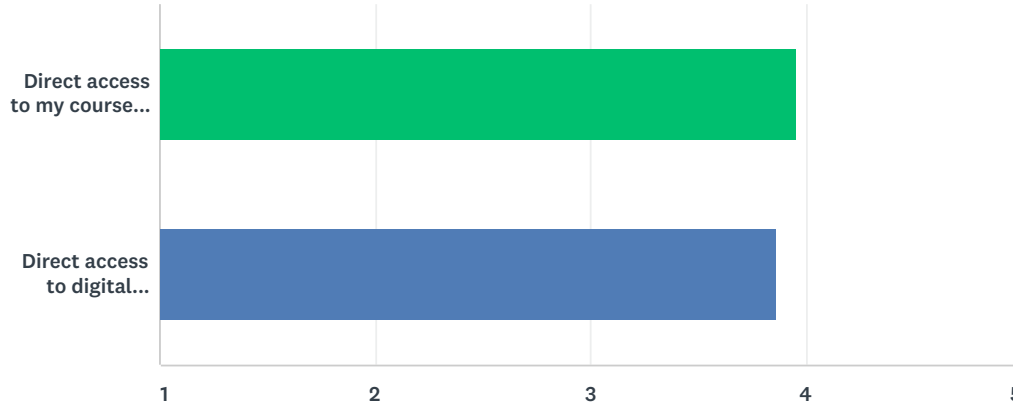
Answered: 242   Skipped: 863

	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.	29.34% 71	34.71% 84	17.77% 43	1.65% 4	4.13% 10	12.40% 30	242	3.95
Direct access to digital materials increased my chances to be successful in my courses.	24.90% 60	34.02% 82	24.90% 60	2.49% 6	2.49% 6	11.20% 27	241	3.86

Q25 Please answer the following questions on the College's bookstore. Check N/A (not applicable) for any item you feel you cannot rate.
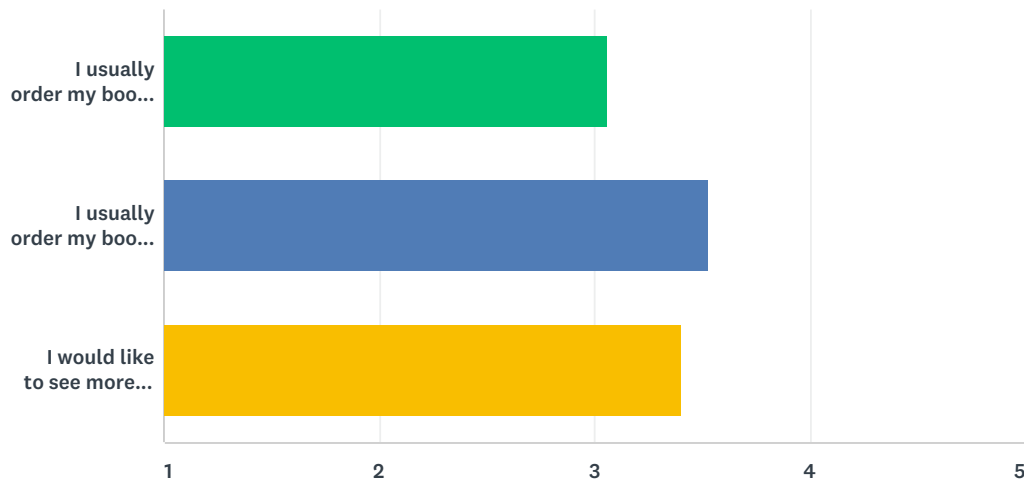
Answered: 242   Skipped: 863

	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.	14.46% 35	14.88% 36	19.83% 48	19.83% 48	9.50% 23	21.49% 52	242	3.06
I usually order my books online after I attend class so I know exactly which books I need.	18.67% 45	32.37% 78	12.45% 30	16.18% 39	4.56% 11	15.77% 38	241	3.53
I would like to see more options of Tri-County Technical College "Spirit" wear and supplies in the new Campus Store.	9.13% 22	21.16% 51	35.27% 85	2.90% 7	3.73% 9	27.80% 67	241	3.40

Q26 There may be a need to remove some menu items in the Campus Cafe. 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.......
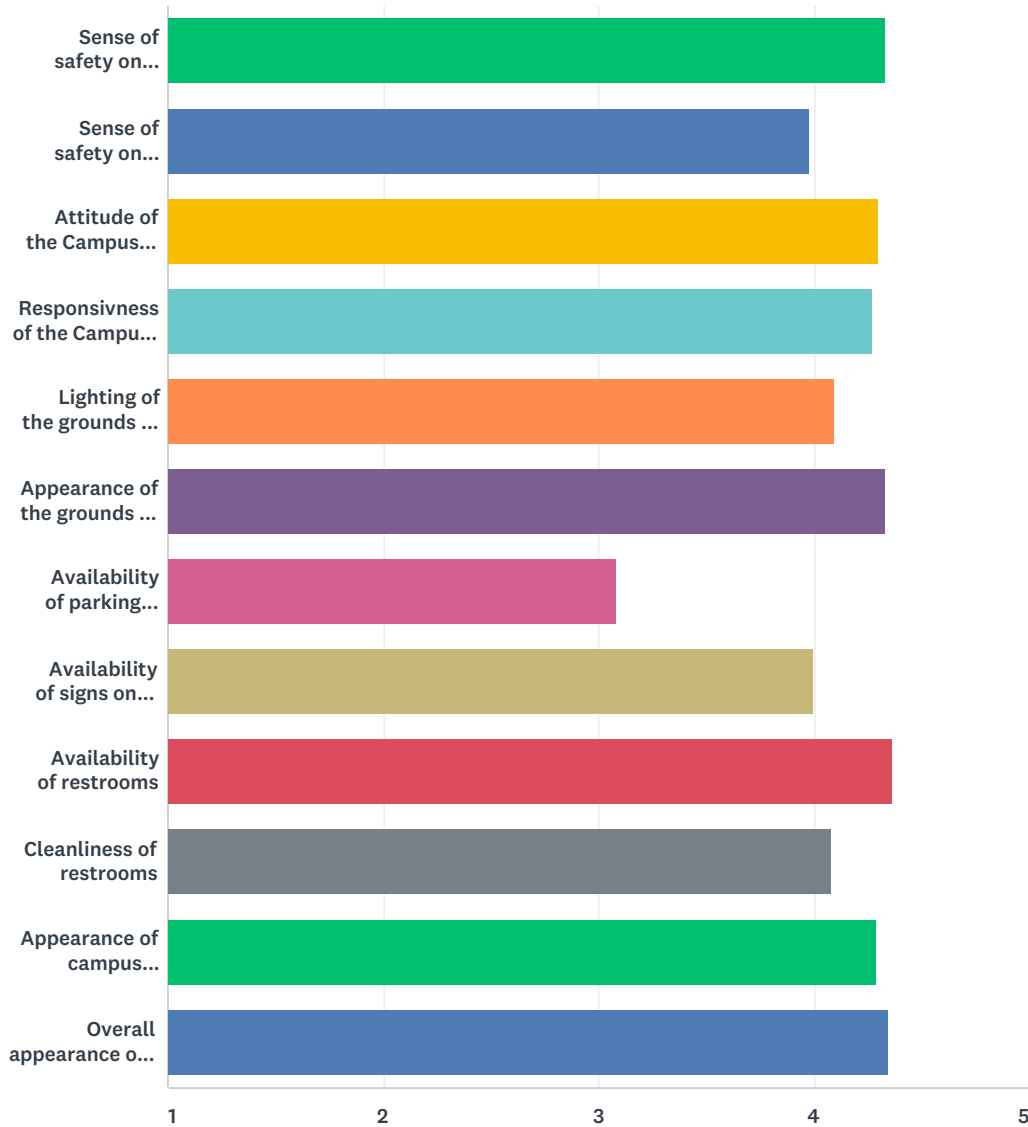
Answered: 131   Skipped: 974

Q27 If you do not currently eat in the campus café on a regular basis; what can we do that would appeal to you to visit us on a regular basis?

Answered: 107   Skipped: 998

Q28 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: 252   Skipped: 853

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Sense of safety on campus during the day	0.80% 2	0.40% 1	10.76% 27	34.26% 86	44.22% 111	9.56% 24	251	4.33
Sense of safety on campus at night	1.20% 3	4.78% 12	10.36% 26	23.90% 60	22.31% 56	37.45% 94	251	3.98
Attitude of the Campus police when helping you	0.40% 1	2.39% 6	8.37% 21	22.71% 57	34.66% 87	31.47% 79	251	4.30

Responsivness of the Campus police	0.80% 2	0.80% 2	7.57% 19	19.52% 49	26.69% 67	44.62% 112	251	4.27
Lighting of the grounds and walkways	0.40% 1	5.98% 15	8.37% 21	33.47% 84	29.08% 73	22.71% 57	251	4.10
Appearance of the grounds and walkways	0.40% 1	1.98% 5	7.94% 20	41.27% 104	44.84% 113	3.57% 9	252	4.33
Availability of parking spaces on campus	16.67% 42	17.46% 44	19.84% 50	22.22% 56	18.25% 46	5.56% 14	252	3.08
Availability of signs on campus	1.19% 3	2.78% 7	20.24% 51	34.92% 88	28.97% 73	11.90% 30	252	4.00
Availability of restrooms	0.40% 1	1.19% 3	7.54% 19	39.29% 99	44.84% 113	6.75% 17	252	4.36
Cleanliness of restrooms	2.79% 7	3.98% 10	13.94% 35	35.06% 88	37.45% 94	6.77% 17	251	4.08
Appearance of campus buildings	0.40% 1	0.80% 2	11.60% 29	41.60% 104	42.80% 107	2.80% 7	250	4.29
Overall appearance of the campus	0.00% 0	0.80% 2	9.56% 24	41.43% 104	45.42% 114	2.79% 7	251	4.35

Q29 Please rate the following items on the Admissions staff. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 251   Skipped: 854
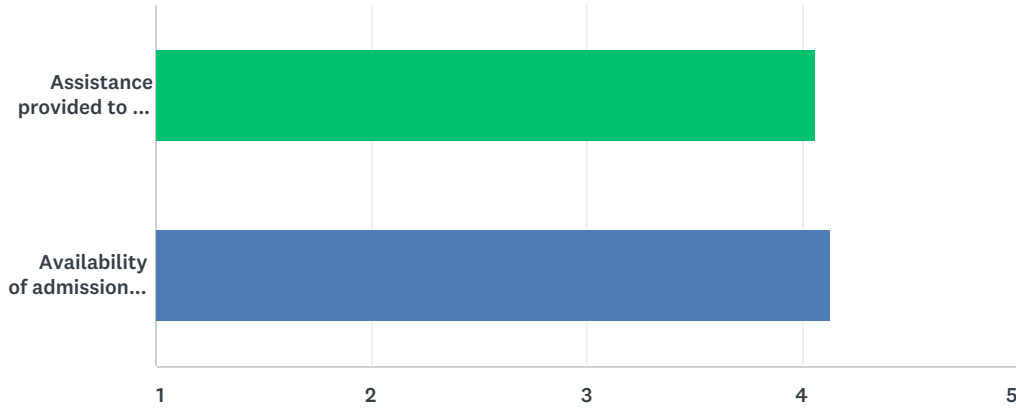
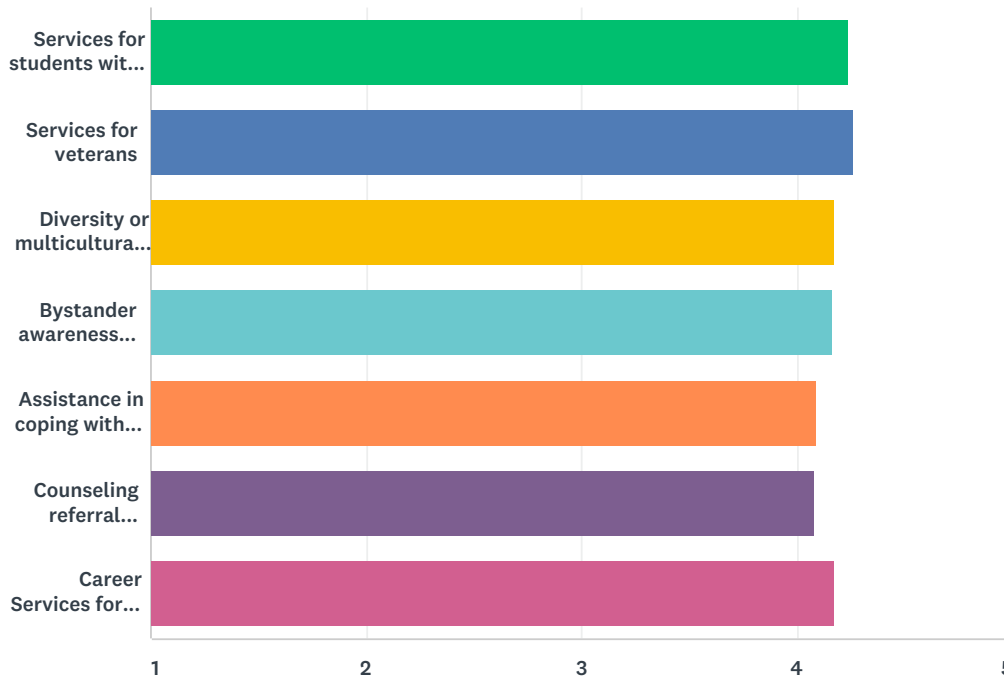|	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Admissions staff	1.27% 3	3.39% 8	14.83% 35	35.59% 84	30.51% 72	14.41% 34	236	4.06
Availability of admission services to students	1.20% 3	1.20% 3	13.94% 35	37.85% 95	30.68% 77	15.14% 38	251	4.13

Q30 Please rate the following services available in Student Support Engagement.

Answered: 252   Skipped: 853

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Services for students with disabilities,special needs or learning differences	0.40% 1	0.80% 2	5.58% 14	13.15% 33	17.13% 43	62.95% 158	251	4.24
Services for veterans	0.00% 0	0.00% 0	6.37% 16	11.16% 28	14.74% 37	67.73% 170	251	4.26
Diversity or multicultural programs or activities	0.40% 1	0.80% 2	7.20% 18	17.60% 44	17.20% 43	56.80% 142	250	4.17
Bystander awareness programs or activities	0.40% 1	0.40% 1	7.94% 20	14.29% 36	16.27% 41	60.71% 153	252	4.16
Assistance in coping with challenges interfering with academic performance	1.20% 3	1.59% 4	9.16% 23	16.33% 41	20.32% 51	51.39% 129	251	4.09
Counseling referral resources	0.80% 2	2.00% 5	8.80% 22	15.60% 39	18.80% 47	54.00% 135	250	4.08

| Career Services for assistance with job search, resume and interview process | 0.40% 1 | 0.79% 2 | 9.92% 25 | 19.05% 48 | 21.43% 54 | 48.41% 122 | 252 | 4.17 |

Q31 Please rate the following items on student engagement. Check DK (Don't Know) for any item you feel you cannot rate.
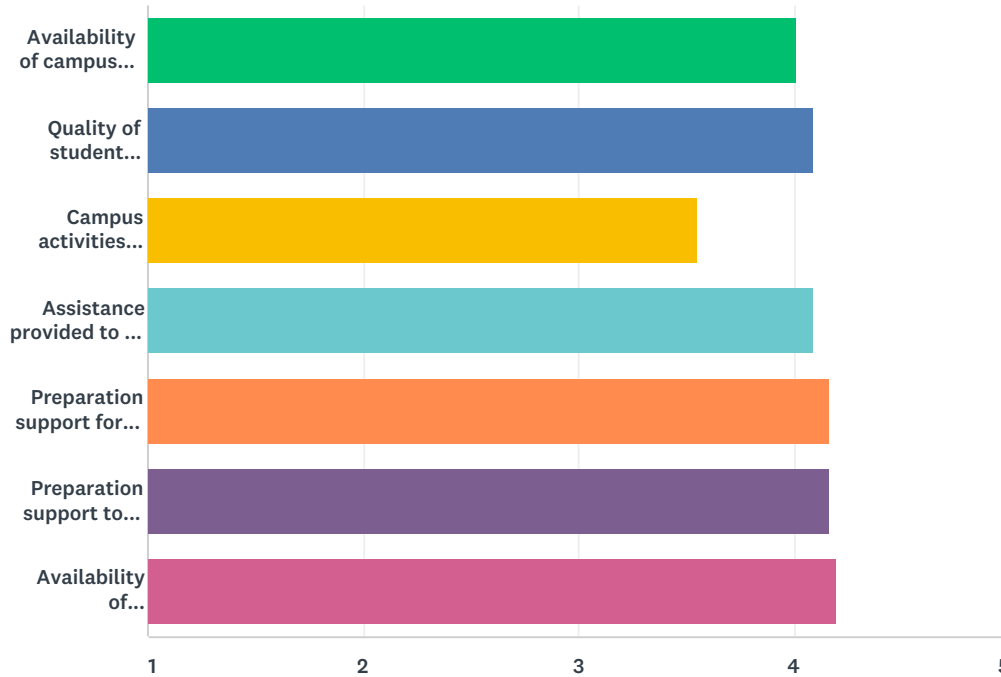
Answered: 252   Skipped: 853

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Availability of campus activities and events outside class periods	1.19% 3	2.38% 6	16.67% 42	29.76% 75	25.79% 65	24.21% 61	252	4.01
Quality of student activities/events provided by students/for students	0.40% 1	1.98% 5	11.90% 30	30.56% 77	23.41% 59	31.75% 80	252	4.09
Campus activities match with your interests	3.57% 9	8.73% 22	23.02% 58	21.43% 54	17.86% 45	25.40% 64	252	3.55
Assistance provided to you by the Career Services staff	1.60% 4	0.80% 2	12.00% 30	22.00% 55	24.00% 60	39.60% 99	250	4.09
Preparation support for entering the workforce provided to you by the Career Services staff	0.79% 2	1.59% 4	9.92% 25	16.67% 42	23.81% 60	47.22% 119	252	4.16

Preparation support to develop effective job interviewing skills provided to you by the Career Services staff	1.19% 3	1.19% 3	9.52% 24	15.87% 40	23.41% 59	48.81% 123	252	4.16
Availability of employability assistance to students	1.19% 3	0.79% 2	9.52% 24	17.46% 44	25.79% 65	45.24% 114	252	4.20

Q32 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: 229   Skipped: 876
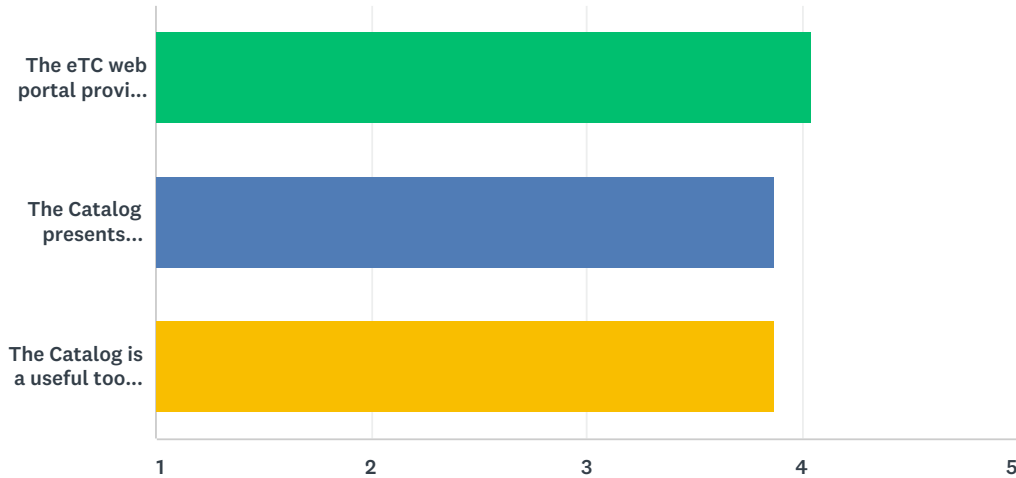
	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	DK	TOTAL	WEIGHTED AVERAGE
The eTC web portal provides the information you need as a student	2.18% 5	4.37% 10	13.10% 30	44.98% 103	33.19% 76	2.18% 5	229	4.05
The Catalog presents information in an easy-to-understand manner	1.31% 3	8.30% 19	20.96% 48	33.19% 76	29.26% 67	6.99% 16	229	3.87
The Catalog is a useful tool for planning and managing your education	3.06% 7	5.24% 12	21.40% 49	34.50% 79	28.82% 66	6.99% 16	229	3.87

Q33 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: 229   Skipped: 876
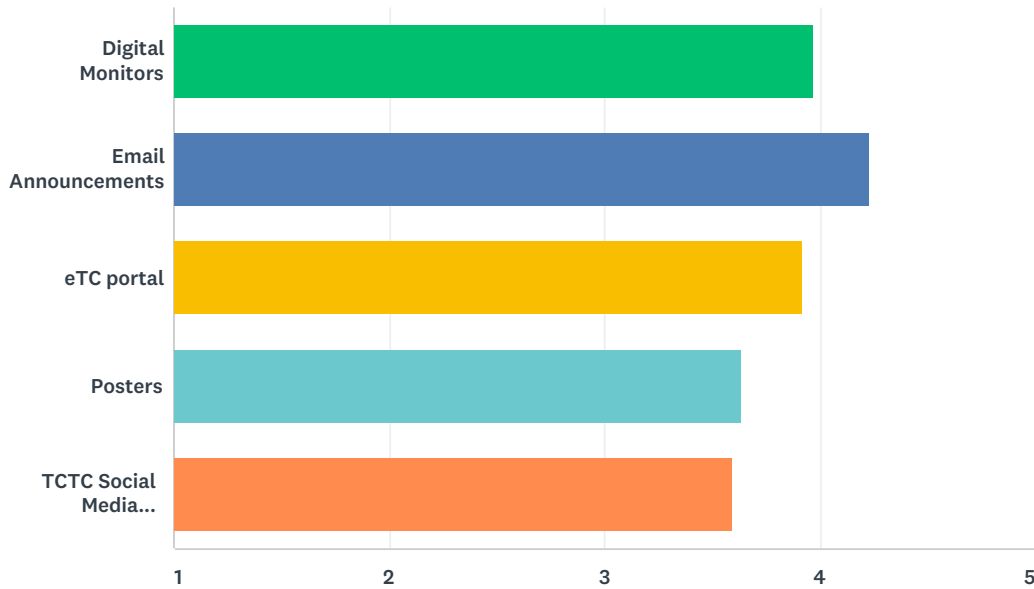
	VERY INEFFECTIVE	INEFFECTIVE	NEUTRAL	EFFFECTIVE	VERY EFFECTIVE	DK	TOTAL	WEIGHTED AVERAGE
Digital Monitors	2.20% 5	0.88% 2	17.62% 40	25.55% 58	23.79% 54	29.96% 68	227	3.97
Email Announcements	2.18% 5	3.49% 8	9.61% 22	37.55% 86	45.41% 104	1.75% 4	229	4.23
eTC portal	3.52% 8	7.05% 16	16.74% 38	32.16% 73	33.92% 77	6.61% 15	227	3.92
Posters	3.93% 9	9.17% 21	24.89% 57	27.95% 64	22.71% 52	11.35% 26	229	3.64
TCTC Social Media (Facebook, Twitter, Instagram)	5.68% 13	6.55% 15	18.34% 42	21.40% 49	19.21% 44	28.82% 66	229	3.59

Q34 When the College needs to send information what is your preferred method for receiving information?

Answered: 229   Skipped: 876
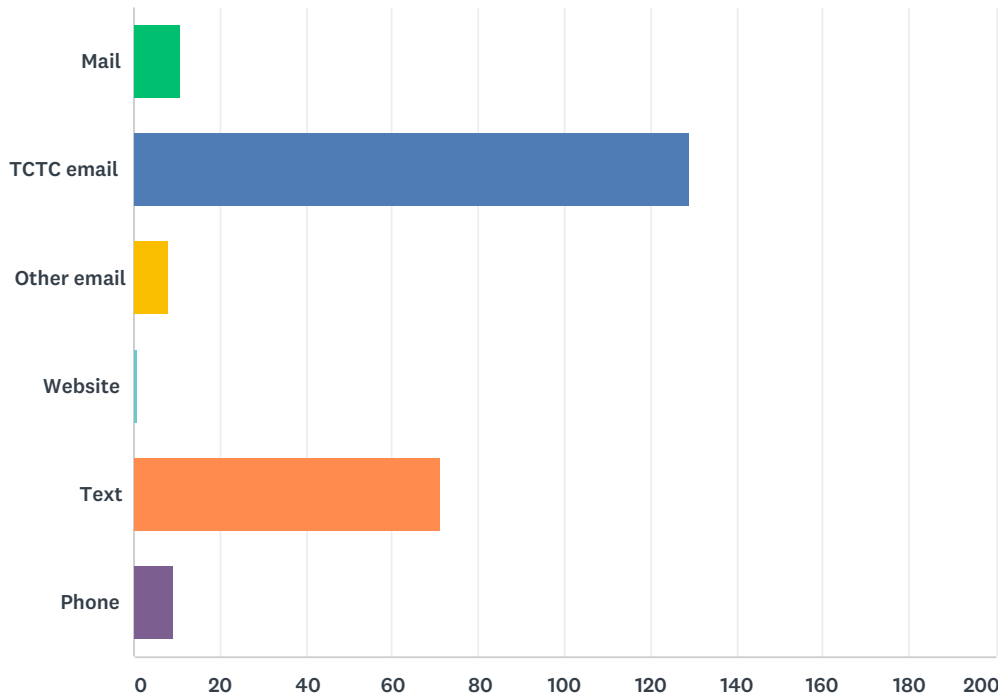
ANSWER CHOICES	RESPONSES	
Mail	4.80%	11
TCTC email	56.33%	129
Other email	3.49%	8
Website	0.44%	1
Text	31.00%	71
Phone	3.93%	9
TOTAL		229

Q35 What suggestions do you have for improving the effectiveness of the methods the College uses to communicate with students?

Answered: 99   Skipped: 1,006

Q36 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: 228   Skipped: 877
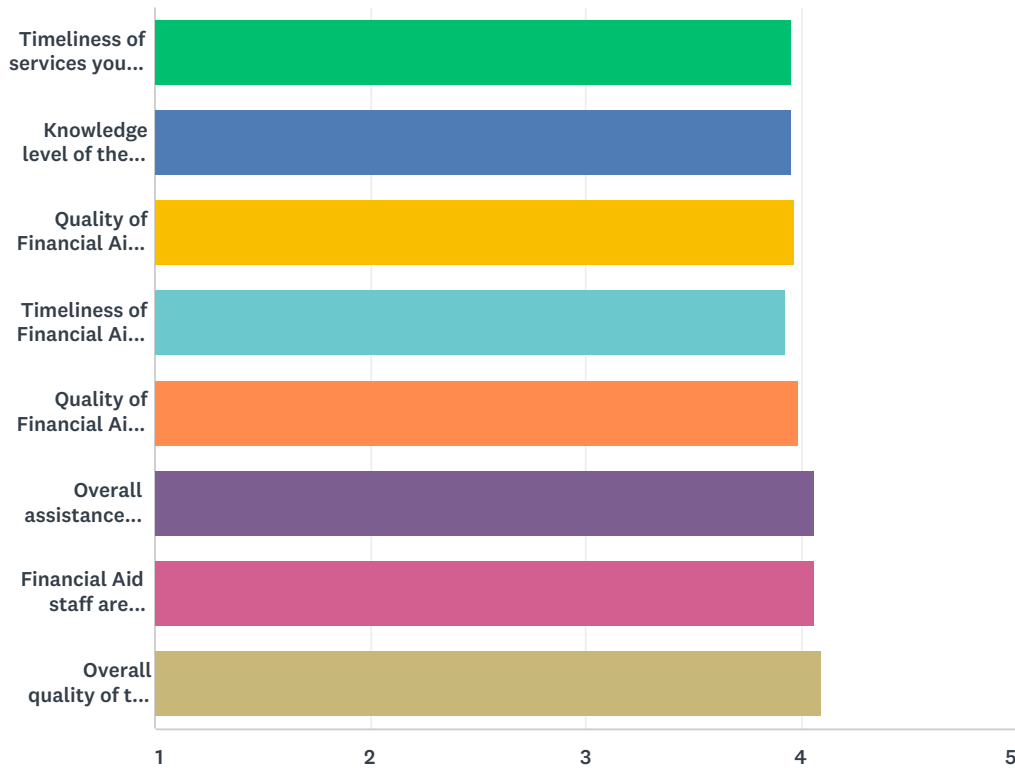
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	2.19% 5	3.51% 8	15.35% 35	36.84% 84	25.00% 57	17.11% 39	228	3.95
Knowledge level of the staff	2.63% 6	6.58% 15	11.84% 27	34.65% 79	28.95% 66	15.35% 35	228	3.95
Quality of Financial Aid email communications	2.22% 5	4.44% 10	13.33% 30	32.89% 74	26.22% 59	20.89% 47	225	3.97
Timeliness of Financial Aid email communications	1.32% 3	6.58% 15	14.04% 32	31.58% 72	25.44% 58	21.05% 48	228	3.93
Quality of Financial Aid information at student orientation	2.20% 5	4.41% 10	11.45% 26	29.96% 68	26.43% 60	25.55% 58	227	3.99
Overall assistance provided by Financial Aid staff	1.75% 4	4.82% 11	12.28% 28	31.14% 71	32.02% 73	17.98% 41	228	4.06
Financial Aid staff are knowledgable of financial aid policies and procedures	1.76% 4	3.96% 9	13.22% 30	30.84% 70	31.28% 71	18.94% 43	227	4.06

Overall quality of the Financial Aid staff's customer service	1.76% 4	3.52% 8	12.78% 29	30.40% 69	33.48% 76	18.06% 41	227	4.10

Q37 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: 228   Skipped: 877
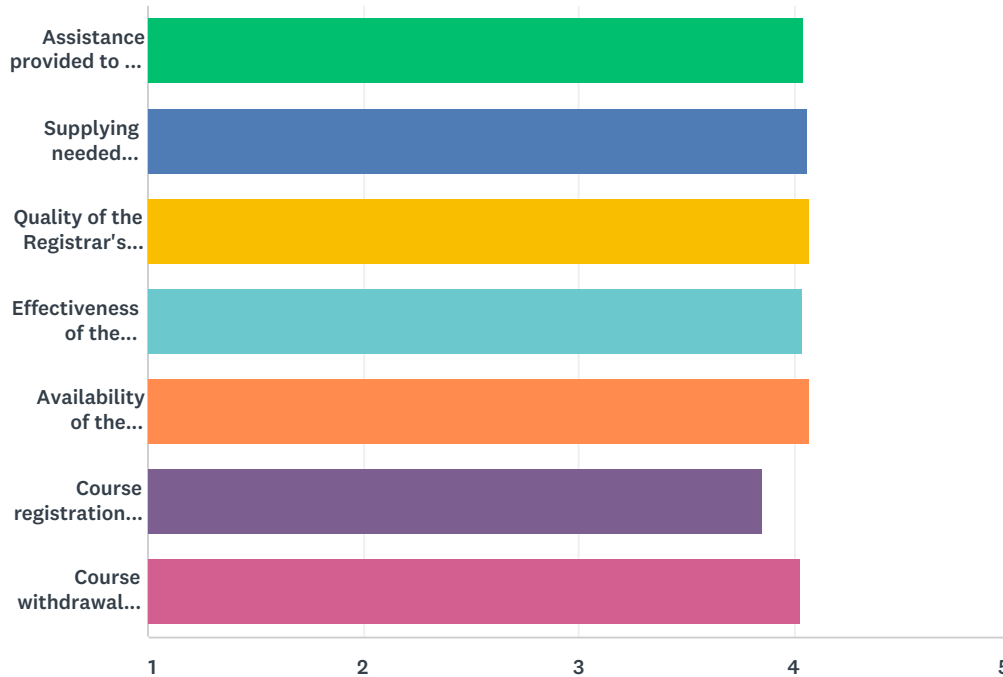
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Registrar's Office/Student Data Center staff	0.88% 2	2.63% 6	10.96% 25	35.53% 81	22.81% 52	27.19% 62	228	4.05
Supplying needed documents (i.e. transcripts,enrollment verifications to students)	0.88% 2	1.75% 4	14.91% 34	32.02% 73	25.88% 59	24.56% 56	228	4.06
Quality of the Registrar's Office/Student Data Center services provided to students	0.44% 1	2.19% 5	14.47% 33	32.89% 75	25.44% 58	24.56% 56	228	4.07
Effectiveness of the Registrar's Office/Student Data Center service in meeting the needs of students	0.44% 1	1.75% 4	14.04% 32	35.09% 80	21.49% 49	27.19% 62	228	4.04
Availability of the Registrar's Office/Student Data Center to students	0.88% 2	1.76% 4	13.22% 30	32.60% 74	24.67% 56	26.87% 61	227	4.07

|								
Course registration (i.e. Course Scheduler, registration, and drop)	4.85% 11	4.85% 11	17.62% 40	37.00% 84	28.19% 64	7.49% 17	227	3.85
Course withdrawal process	1.75% 4	0.44% 1	11.40% 26	26.75% 61	19.30% 44	40.35% 92	228	4.03

Q38 Have you accessed TC Central resources?

Answered: 225   Skipped: 880
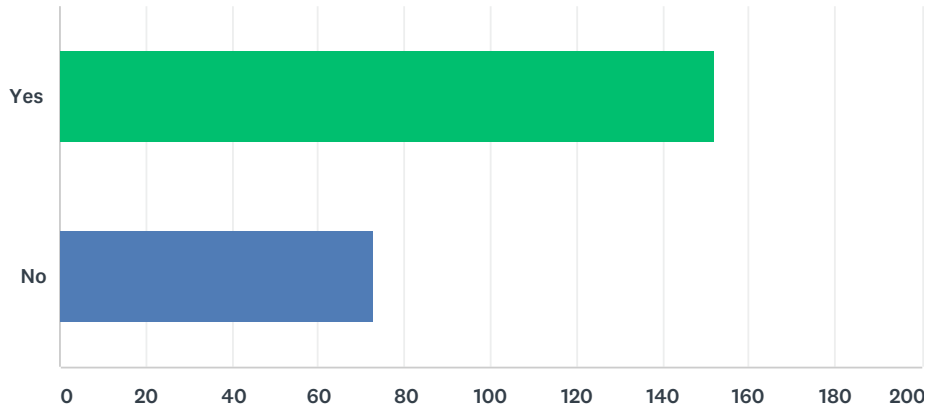
ANSWER CHOICES	RESPONSES	
Yes	67.56%	152
No	32.44%	73
TOTAL		225

Q39 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: 311   Skipped: 794
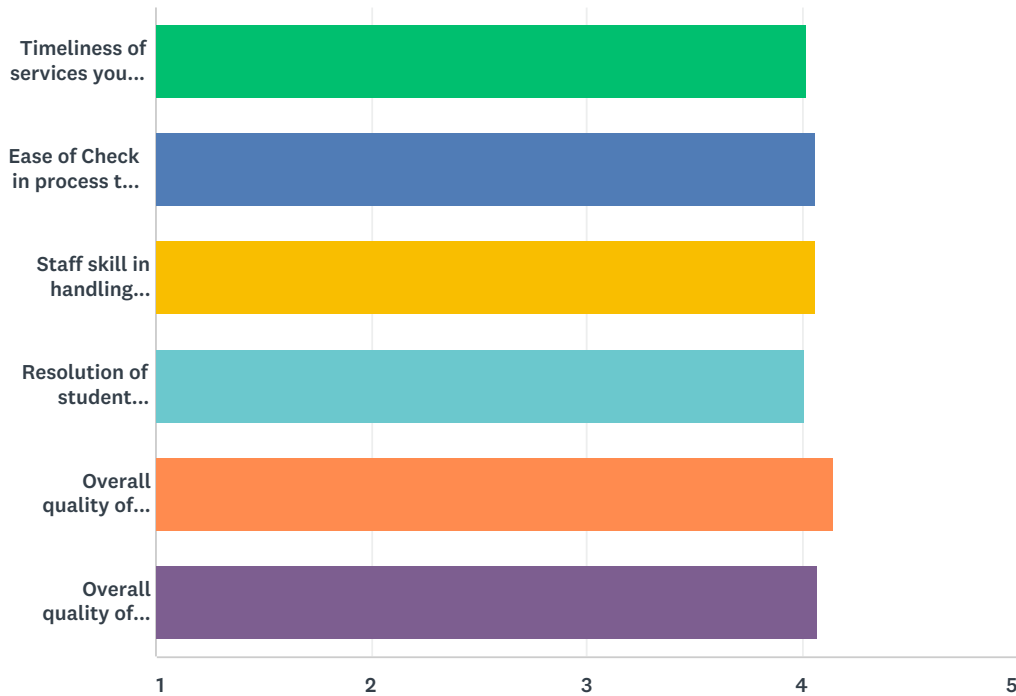
|	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	1.29% 4	0.96% 3	16.08% 50	36.66% 114	23.15% 72	21.86% 68	311	4.02
Ease of Check in process to access services	0.64% 2	1.93% 6	14.79% 46	33.44% 104	25.40% 79	23.79% 74	311	4.06
Staff skill in handling student concerns	0.96% 3	3.22% 10	13.83% 43	34.41% 107	27.97% 87	19.61% 61	311	4.06
Resolution of student concerns	1.93% 6	0.96% 3	17.36% 54	33.44% 104	25.72% 80	20.58% 64	311	4.01
Overall quality of staff's customer service	0.97% 3	1.94% 6	13.92% 43	32.36% 100	33.33% 103	17.48% 54	309	4.15
Overall quality of referral process if required	1.29% 4	0.65% 2	14.24% 44	23.62% 73	23.95% 74	36.25% 112	309	4.07

Q40 Did you access Student Success Coach services?

Answered: 312   Skipped: 793
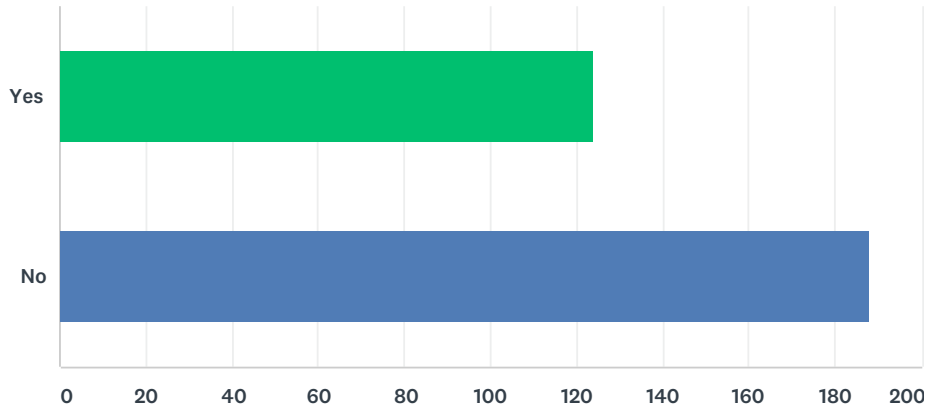
ANSWER CHOICES	RESPONSES	
Yes	39.74%	124
No	60.26%	188
TOTAL		312

Q41 How do you access the Student Success Coach resources?

Answered: 181   Skipped: 924
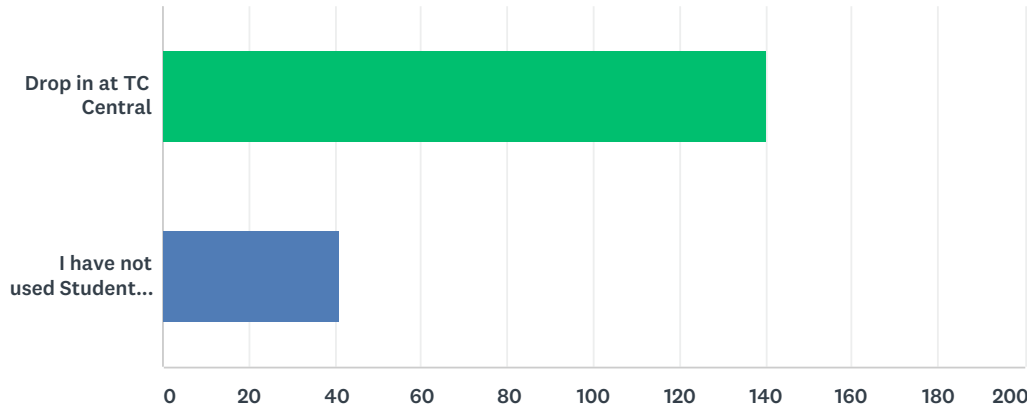
ANSWER CHOICES	RESPONSES	
Drop in at TC Central	77.35%	140
I have not used Student Success Coach resources	22.65%	41
TOTAL		181

Q42 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: 185   Skipped: 920
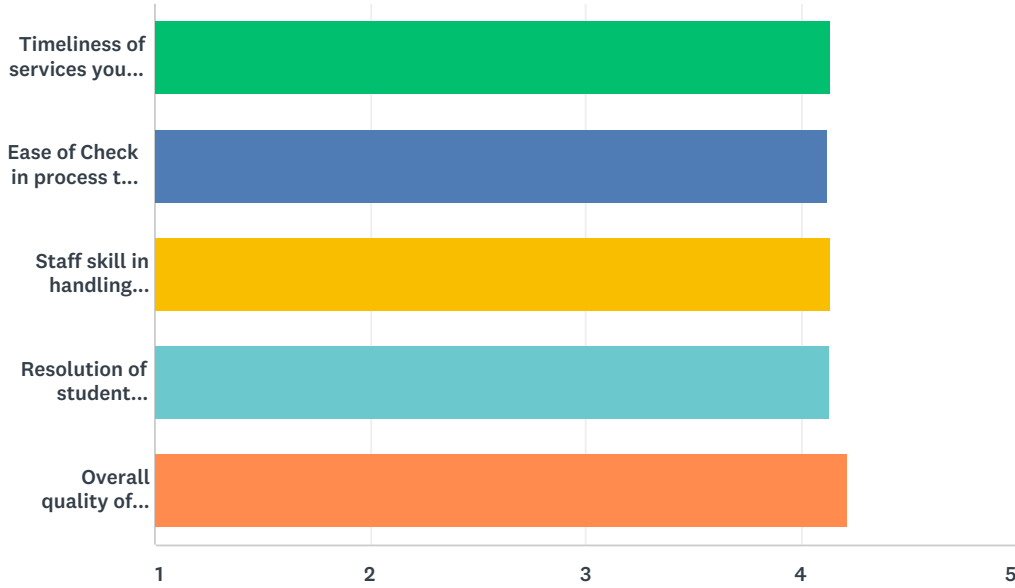
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	2.17% 4	0.54% 1	16.85% 31	28.26% 52	36.41% 67	15.76% 29	184	4.14
Ease of Check in process to access services	1.08% 2	3.24% 6	15.14% 28	29.19% 54	35.14% 65	16.22% 30	185	4.12
Staff skill in handling student concerns	2.70% 5	0.54% 1	15.68% 29	29.19% 54	36.76% 68	15.14% 28	185	4.14
Resolution of student concerns	2.72% 5	0.00% 0	16.85% 31	28.80% 53	36.41% 67	15.22% 28	184	4.13
Overall quality of staff's customer service	1.62% 3	1.08% 2	15.68% 29	26.49% 49	40.54% 75	14.59% 27	185	4.21

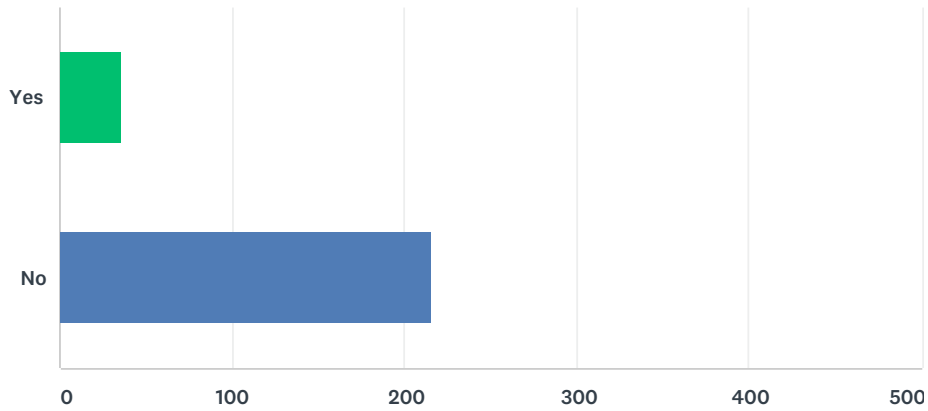# Q43 Which TCTC Library/Learning Commons do you use? [Check all that apply.]

Answered: 295   Skipped: 810
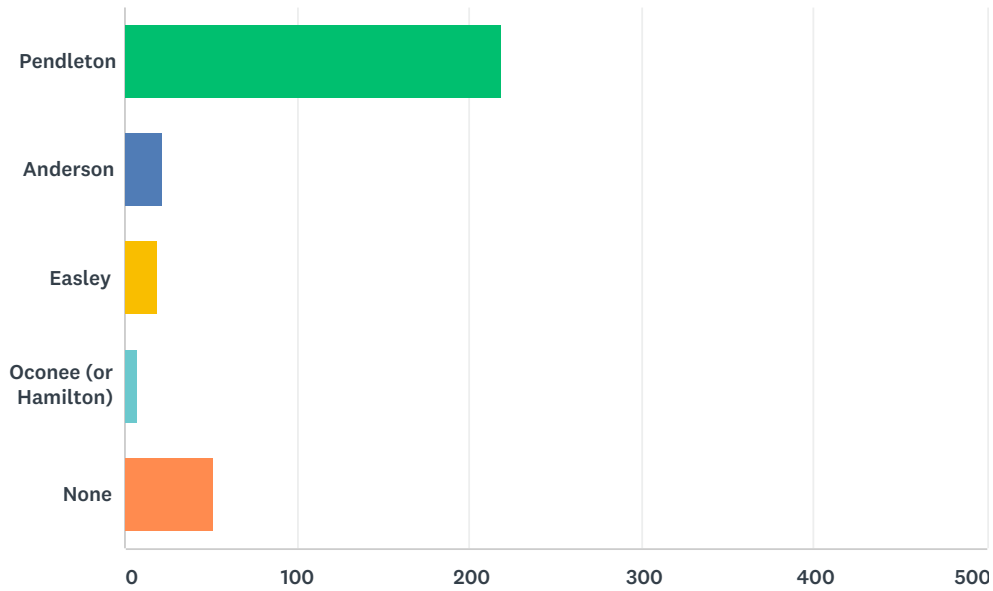
ANSWER CHOICES	RESPONSES	
Pendleton	74.24%	219
Anderson	7.46%	22
Easley	6.44%	19
Oconee (or Hamilton)	2.37%	7
None	17.29%	51
Total Respondents: 295		

Q44 Have you had to request books from one of the other campus libraries?

Answered: 252   Skipped: 853

ANSWER CHOICES	RESPONSES	
Yes	14.29%	36
No	85.71%	216
TOTAL		252

Q45 How often do you use the Library? (Physically or Online)

Answered: 252   Skipped: 853
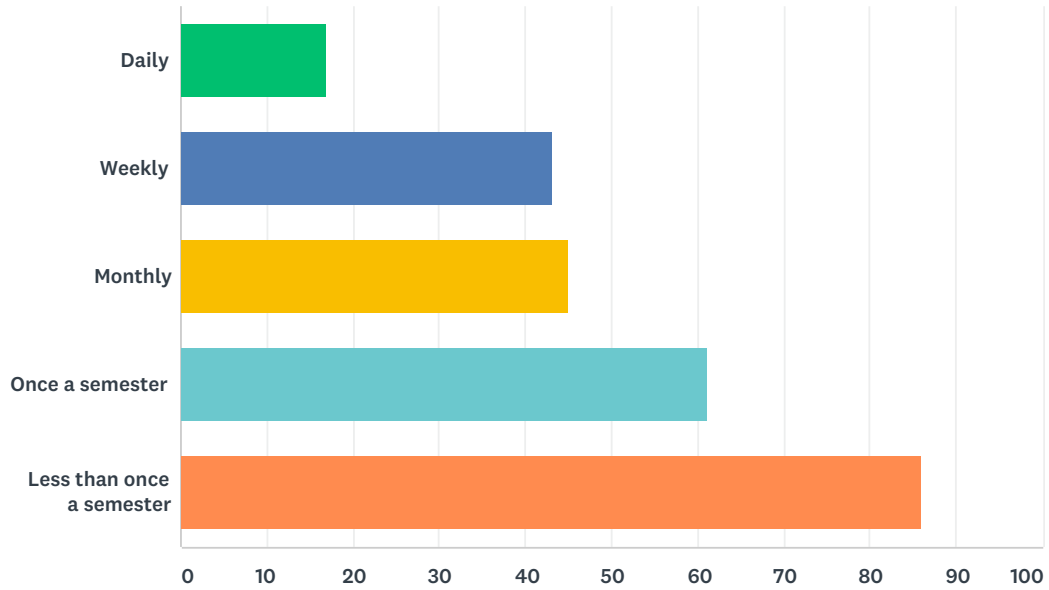
ANSWER CHOICES	RESPONSES	
Daily	6.75%	17
Weekly	17.06%	43
Monthly	17.86%	45
Once a semester	24.21%	61
Less than once a semester	34.13%	86
TOTAL		252

Q46 How often do you use electronic resources?

Answered: 252   Skipped: 853
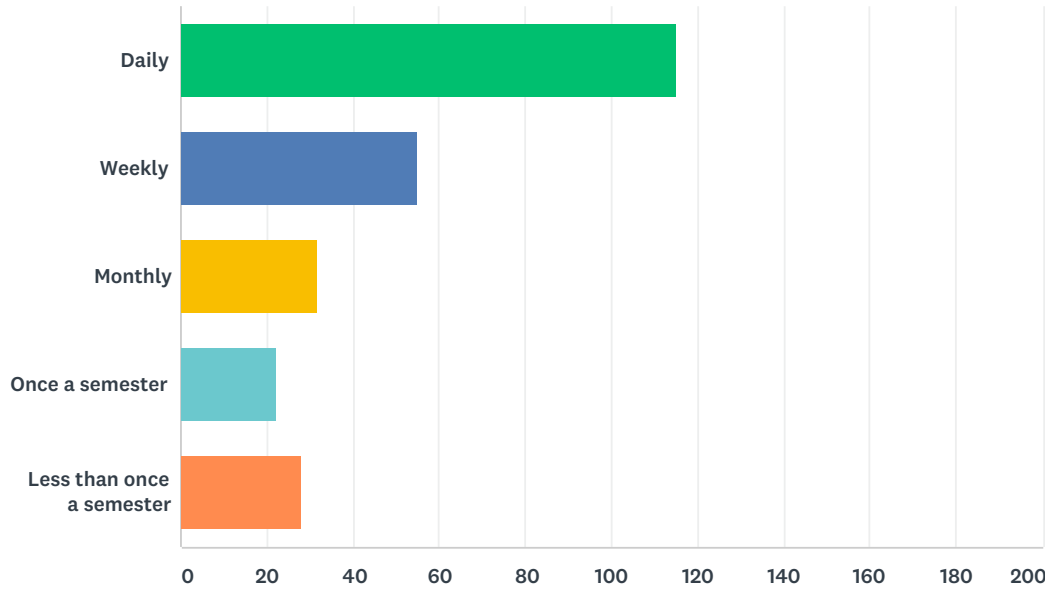
ANSWER CHOICES	RESPONSES	
Daily	45.63%	115
Weekly	21.83%	55
Monthly	12.70%	32
Once a semester	8.73%	22
Less than once a semester	11.11%	28
TOTAL		252

Q47 When do you primarily use the Library?

Answered: 243   Skipped: 862
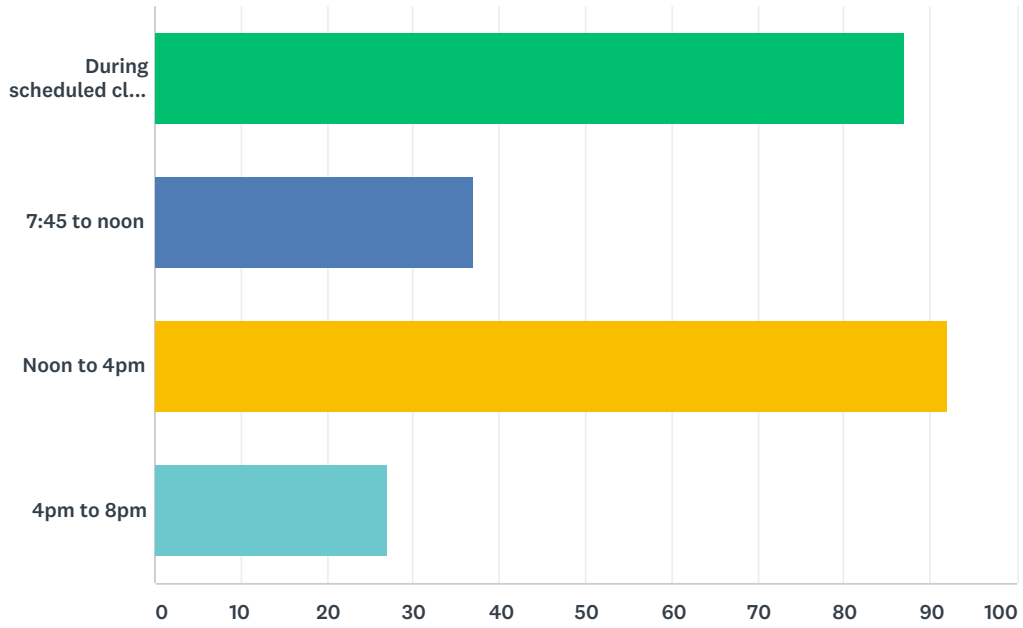
ANSWER CHOICES	RESPONSES	
During scheduled class time only	35.80%	87
7:45 to noon	15.23%	37
Noon to 4pm	37.86%	92
4pm to 8pm	11.11%	27
TOTAL		243

Q48 What do you spend the most time on when you are physically in the Library/Learning Commons?

Answered: 242   Skipped: 863
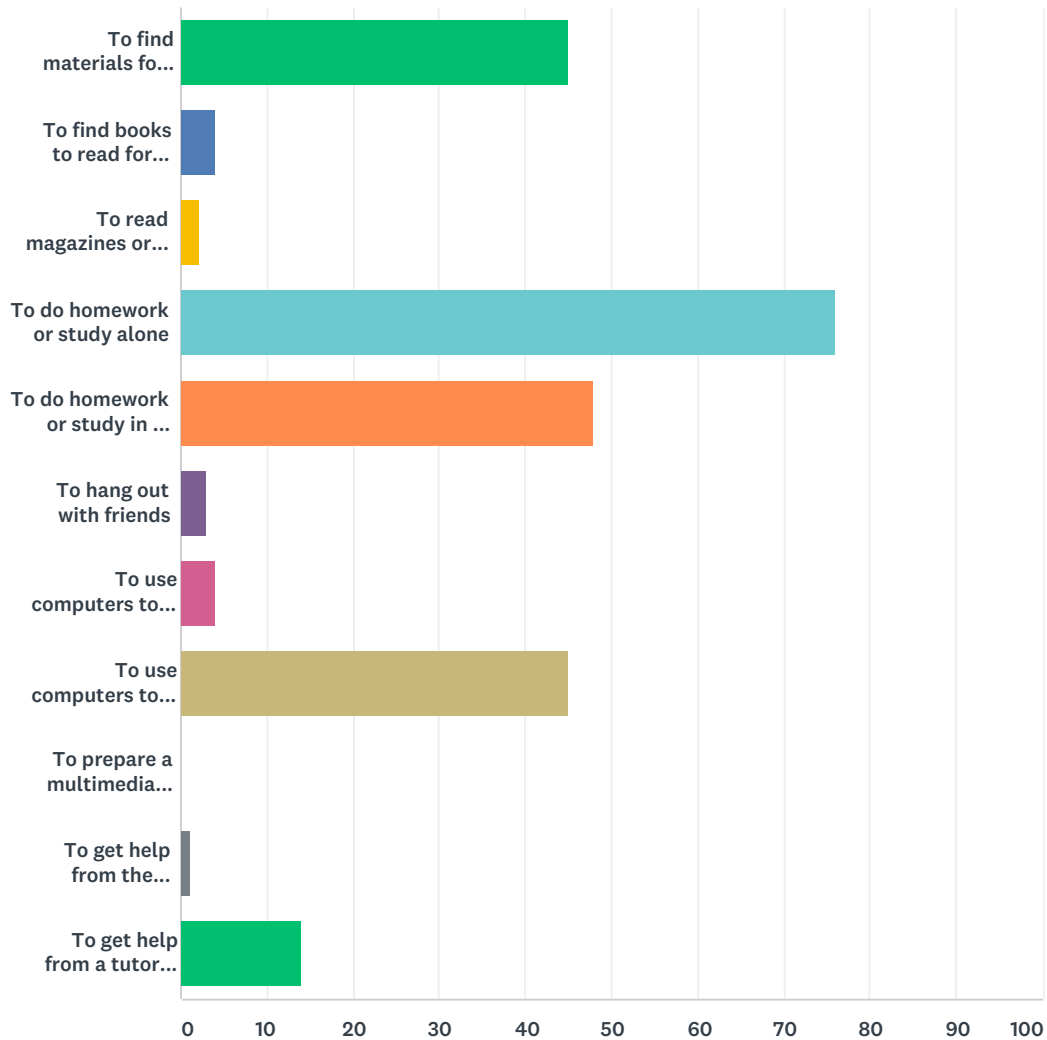
ANSWER CHOICES	RESPONSES	
To find materials for assignments	18.60%	45
To find books to read for leisure	1.65%	4
To read magazines or newspapers	0.83%	2
To do homework or study alone	31.40%	76
To do homework or study in a group	19.83%	48
To hang out with friends	1.24%	3
To use computers to search the internet	1.65%	4
To use computers to type/print an assignment	18.60%	45
To prepare a multimedia presentation	0.00%	0

To get help from the librarians on assignments	0.41%	1
To get help from a tutor on assignments	5.79%	14
TOTAL		242

Q49 Please indicate if you have used the following Learning Commons materials and services. (check all that apply)

Answered: 226   Skipped: 879
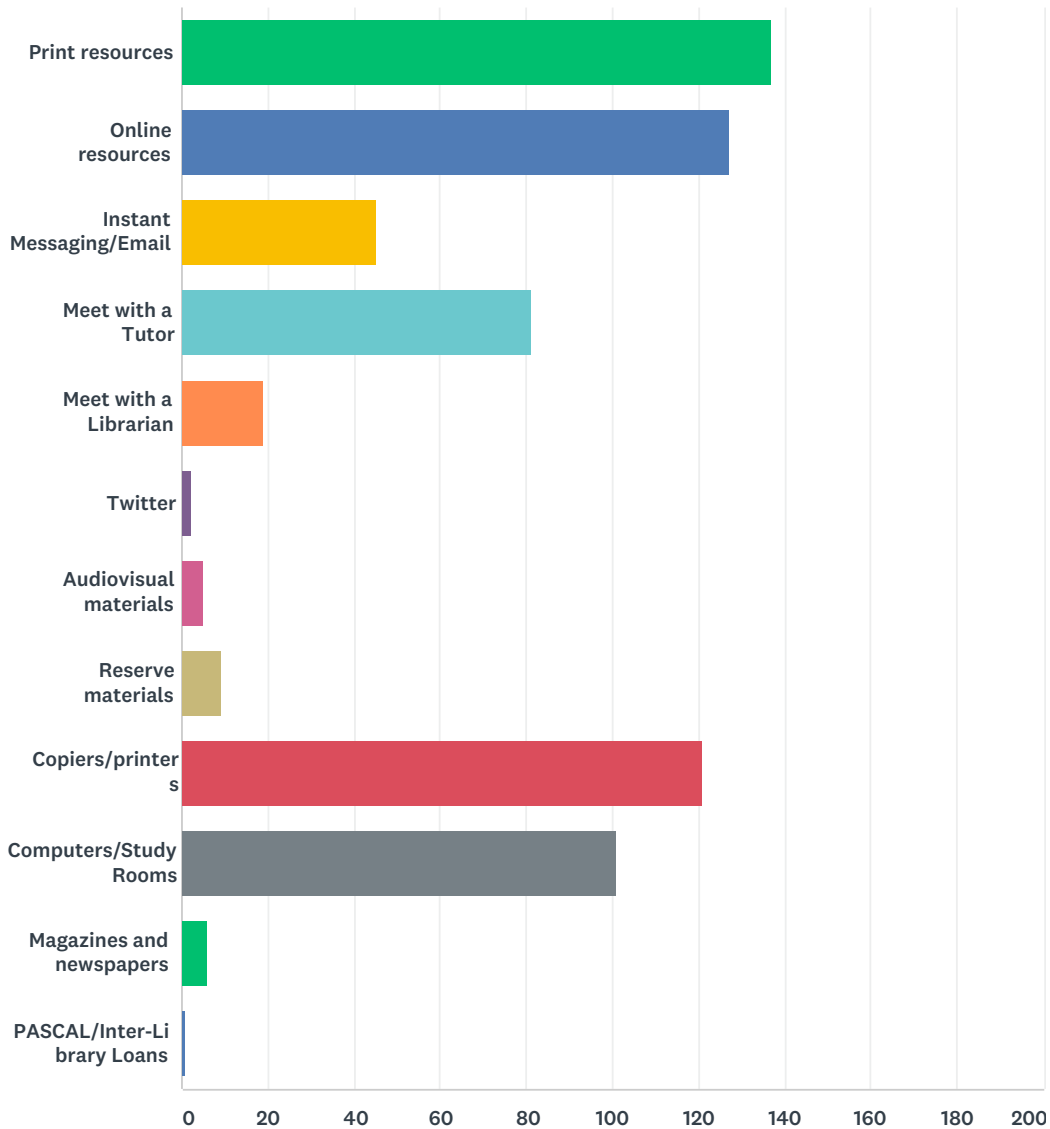
ANSWER CHOICES	RESPONSES	
Print resources	60.62%	137
Online resources	56.19%	127
Instant Messaging/Email	19.91%	45
Meet with a Tutor	35.84%	81
Meet with a Librarian	8.41%	19
Twitter	0.88%	2
Audiovisual materials	2.21%	5

Reserve materials	3.98%	9
Copiers/printers	53.54%	121
Computers/Study Rooms	44.69%	101
Magazines and newspapers	2.65%	6
PASCAL/Inter-Library Loans	0.44%	1
Total Respondents: 226		

Q50 Have you received Library orientation/instruction?

Answered: 246   Skipped: 859
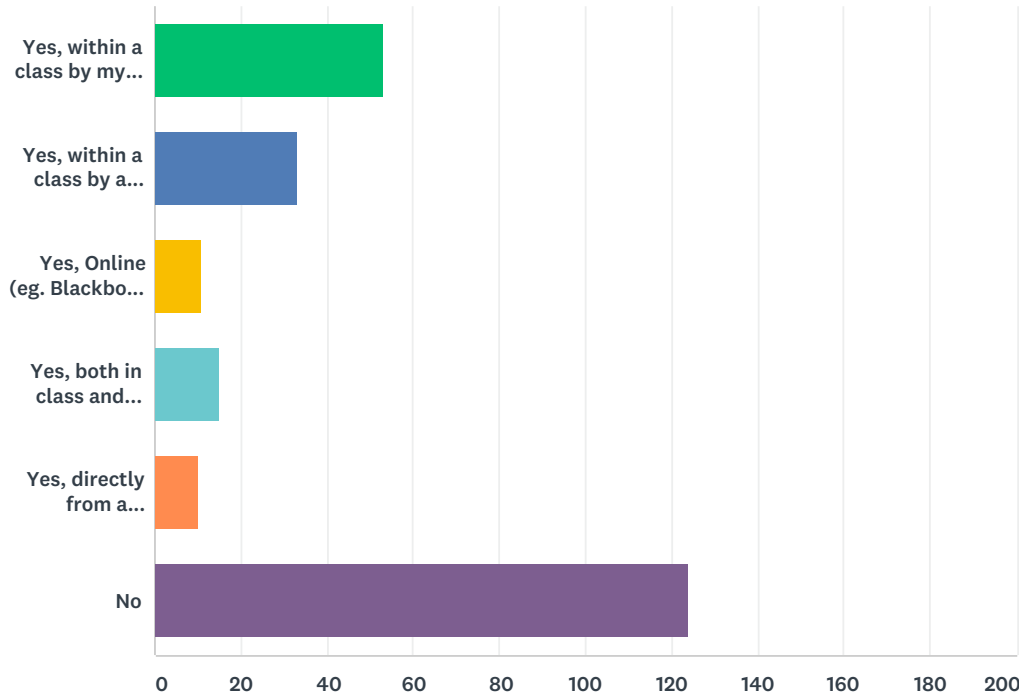
ANSWER CHOICES	RESPONSES	
Yes, within a class by my instructor	21.54%	53
Yes, within a class by a librarian	13.41%	33
Yes, Online (eg. Blackboard videos)	4.47%	11
Yes, both in class and online	6.10%	15
Yes, directly from a librarian	4.07%	10
No	50.41%	124
TOTAL		246

Q51 Please rate the following items on the Library orientation/instruction. Check DK (Don't Know) for any item you feel you cannot rate

Answered: 248   Skipped: 857
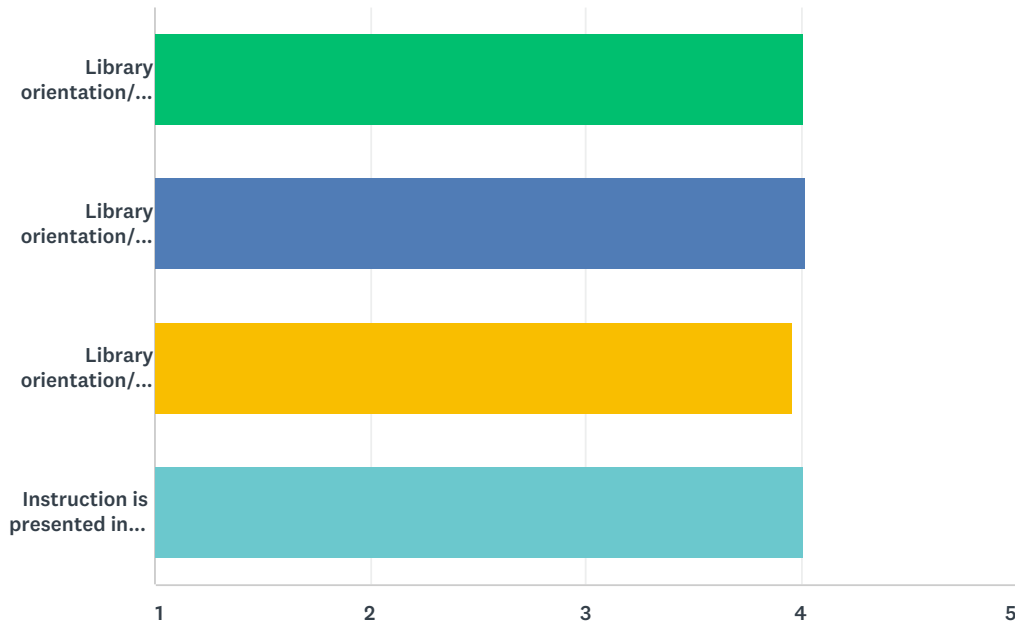
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Library orientation/instruction prepares me to use the library's resources	0.40% 1	0.81% 2	15.38% 38	21.46% 53	18.62% 46	43.32% 107	247	4.01
Library orientation/instruction helps me discover resources needed for my assignments	0.40% 1	0.81% 2	14.11% 35	22.58% 56	18.15% 45	43.95% 109	248	4.02
Library orientation/instruction helps me feel more comfortable using the library to complete academic work in my major	0.81% 2	1.61% 4	14.11% 35	21.77% 54	17.74% 44	43.95% 109	248	3.96
Instruction is presented in a clear and understandable manner	0.00% 0	1.21% 3	14.98% 37	22.27% 55	18.22% 45	43.32% 107	247	4.01

Q52 Please rate the following items on Library staff. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 246   Skipped: 859
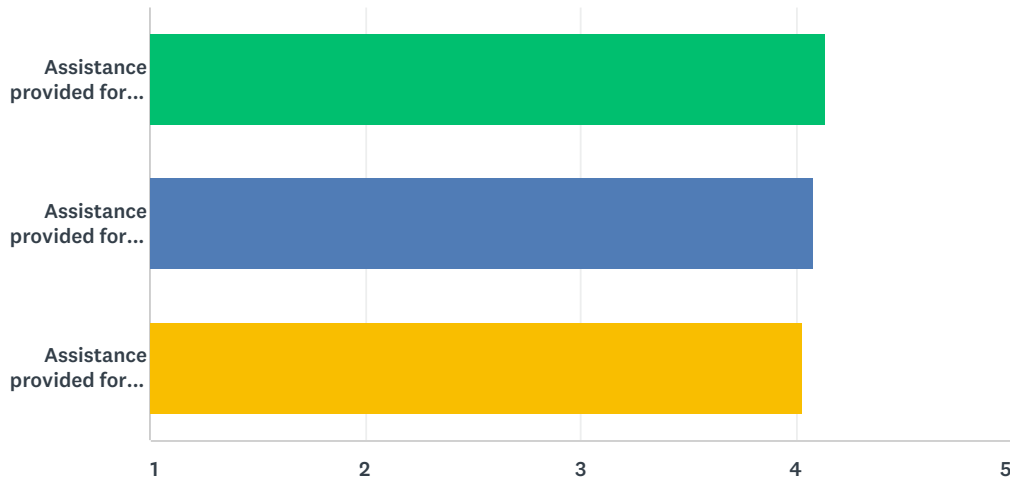
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided for accessing resources to support academic work in general education courses	0.00% 0	0.41% 1	12.60% 31	22.76% 56	21.54% 53	42.68% 105	246	4.14
Assistance provided for accessing resources to support academic work in my major	0.00% 0	1.63% 4	13.01% 32	21.14% 52	20.73% 51	43.50% 107	246	4.08
Assistance provided for accessing non-academic resources	0.41% 1	0.41% 1	13.01% 32	20.73% 51	16.67% 41	48.78% 120	246	4.03

Q53 Please rate the following items on the Learning Commons facilities and equipment. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 247   Skipped: 858
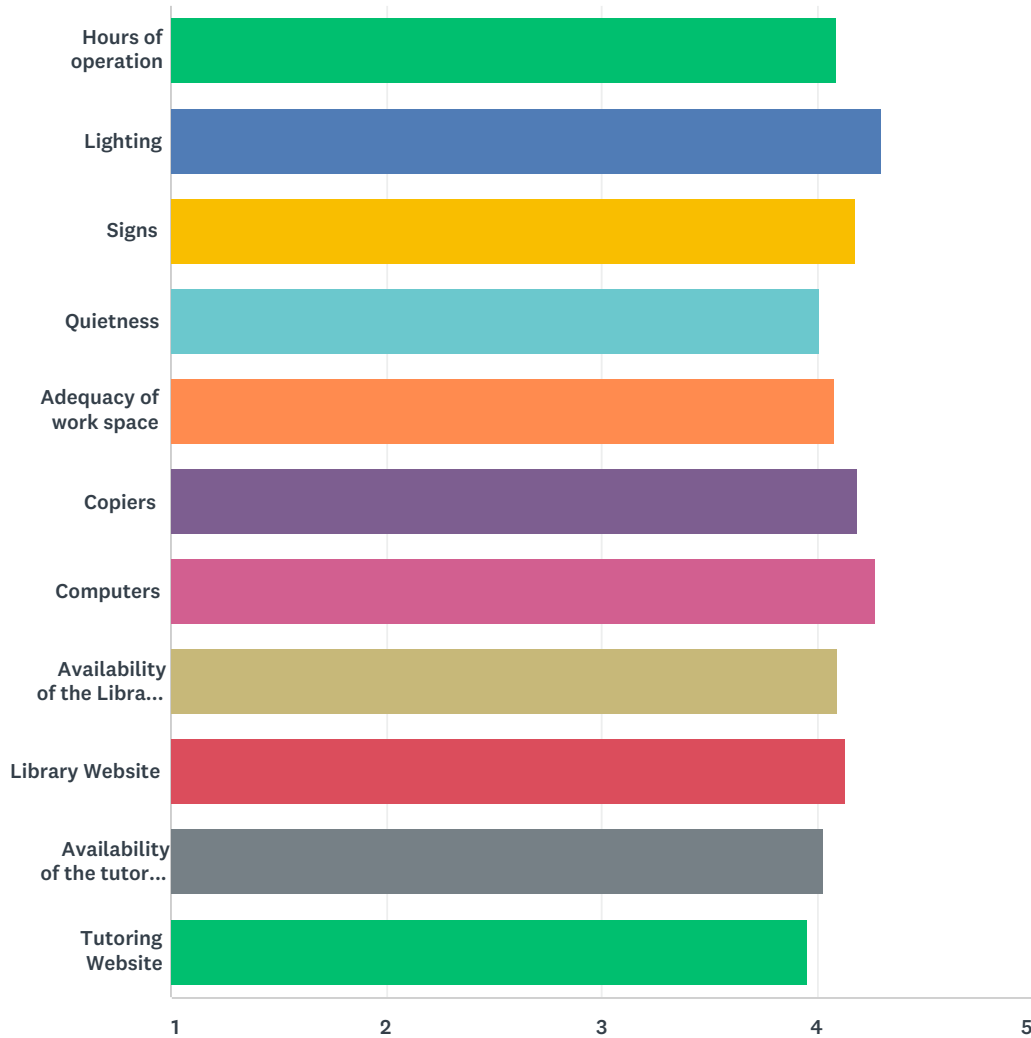
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Hours of operation	1.21% 3	2.43% 6	12.96% 32	29.96% 74	27.94% 69	25.51% 63	247	4.09
Lighting	0.00% 0	0.40% 1	10.53% 26	34.01% 84	36.03% 89	19.03% 47	247	4.30
Signs	0.00% 0	1.23% 3	12.30% 30	34.43% 84	28.28% 69	23.77% 58	244	4.18
Quietness	0.82% 2	4.49% 11	15.10% 37	33.06% 81	26.94% 66	19.59% 48	245	4.01
Adequacy of work space	0.41% 1	2.03% 5	17.07% 42	32.52% 80	28.46% 70	19.51% 48	246	4.08

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Copiers	0.00% 0	1.63% 4	10.57% 26	30.49% 75	27.24% 67	30.08% 74	246	4.19
Computers	0.00% 0	0.81% 2	7.32% 18	35.37% 87	28.46% 70	28.05% 69	246	4.27
Availability of the Library staff	0.00% 0	1.63% 4	13.01% 32	26.42% 65	22.76% 56	36.18% 89	246	4.10
Library Website	0.00% 0	1.63% 4	13.88% 34	28.57% 70	26.12% 64	29.80% 73	245	4.13
Availability of the tutoring staff	0.00% 0	1.63% 4	14.69% 36	26.53% 65	19.59% 48	37.55% 92	245	4.03
Tutoring Website	0.41% 1	2.86% 7	12.65% 31	23.67% 58	16.73% 41	43.67% 107	245	3.95

Q54 How often have you utilized tutoring services.

Answered: 239   Skipped: 866
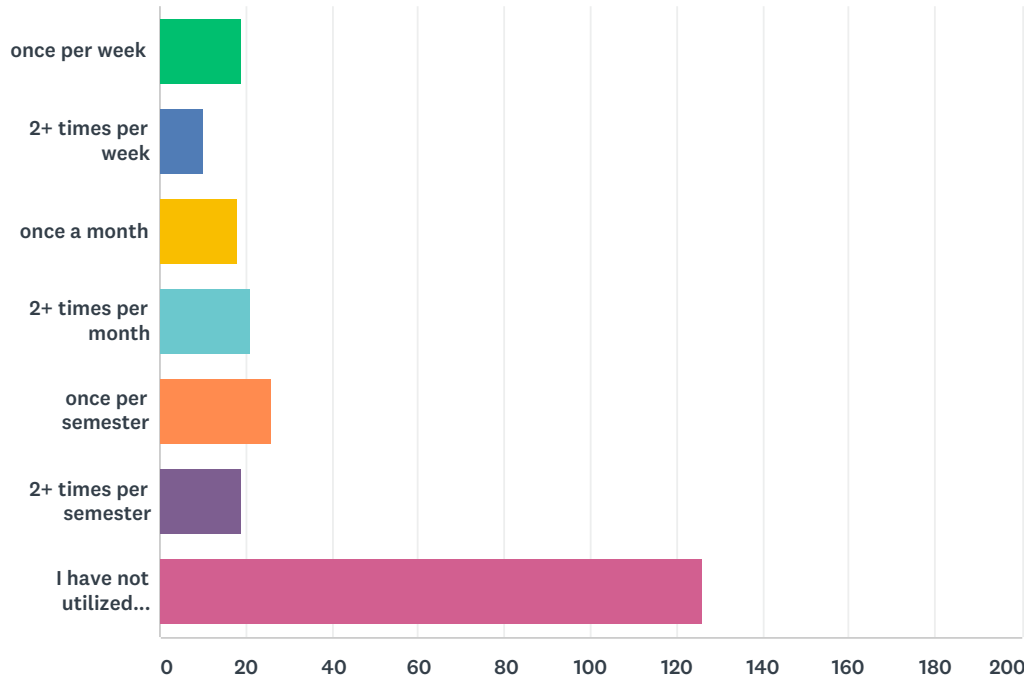
ANSWER CHOICES	RESPONSES	
once per week	7.95%	19
2+ times per week	4.18%	10
once a month	7.53%	18
2+ times per month	8.79%	21
once per semester	10.88%	26
2+ times per semester	7.95%	19
I have not utilized tutoring services	52.72%	126
TOTAL		239

Q55 For which subject(s) did you receive tutoring services? (check all that apply)

Answered: 143   Skipped: 962
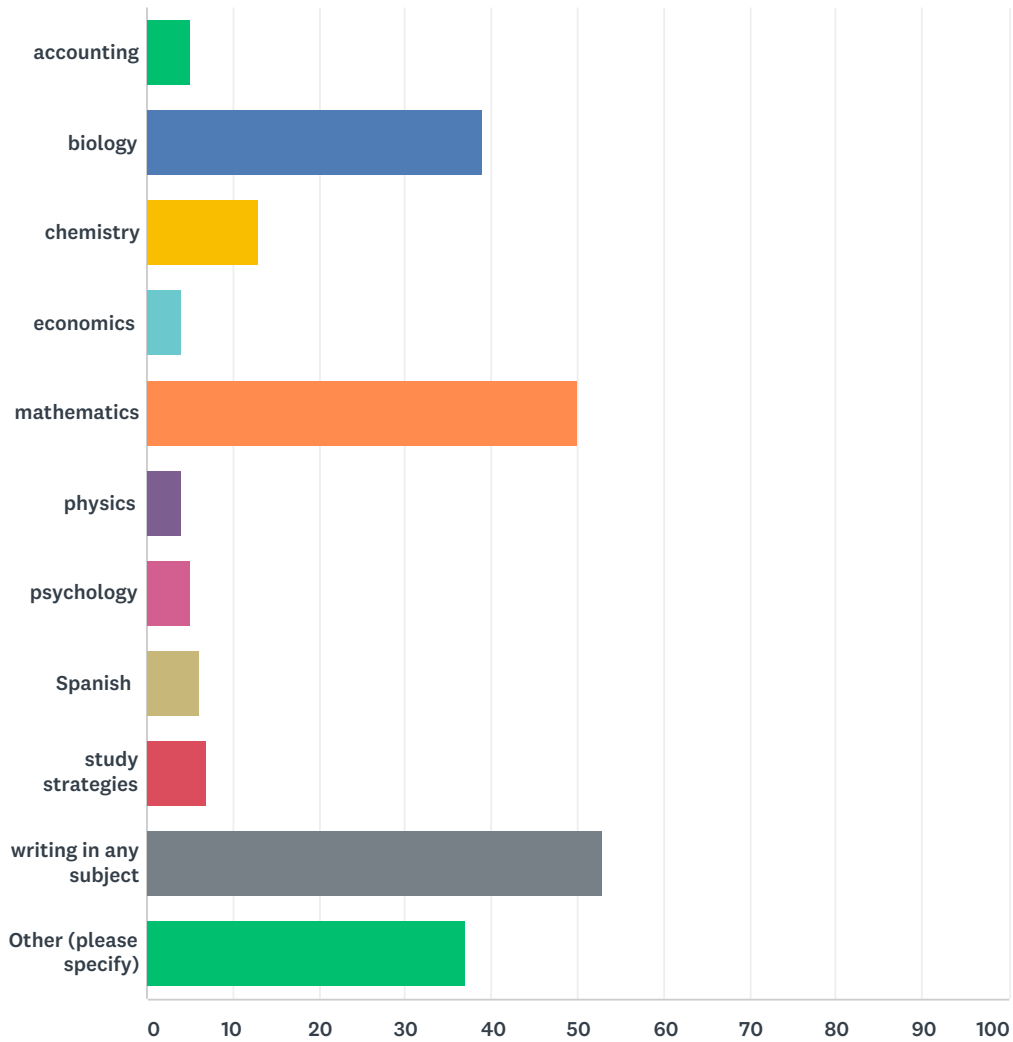
ANSWER CHOICES	RESPONSES	
accounting	3.50%	5
biology	27.27%	39
chemistry	9.09%	13
economics	2.80%	4
mathematics	34.97%	50
physics	2.80%	4
psychology	3.50%	5
Spanish	4.20%	6
study strategies	4.90%	7

writing in any subject	37.06%	53
Other (please specify)	25.87%	37
Total Respondents: 143		

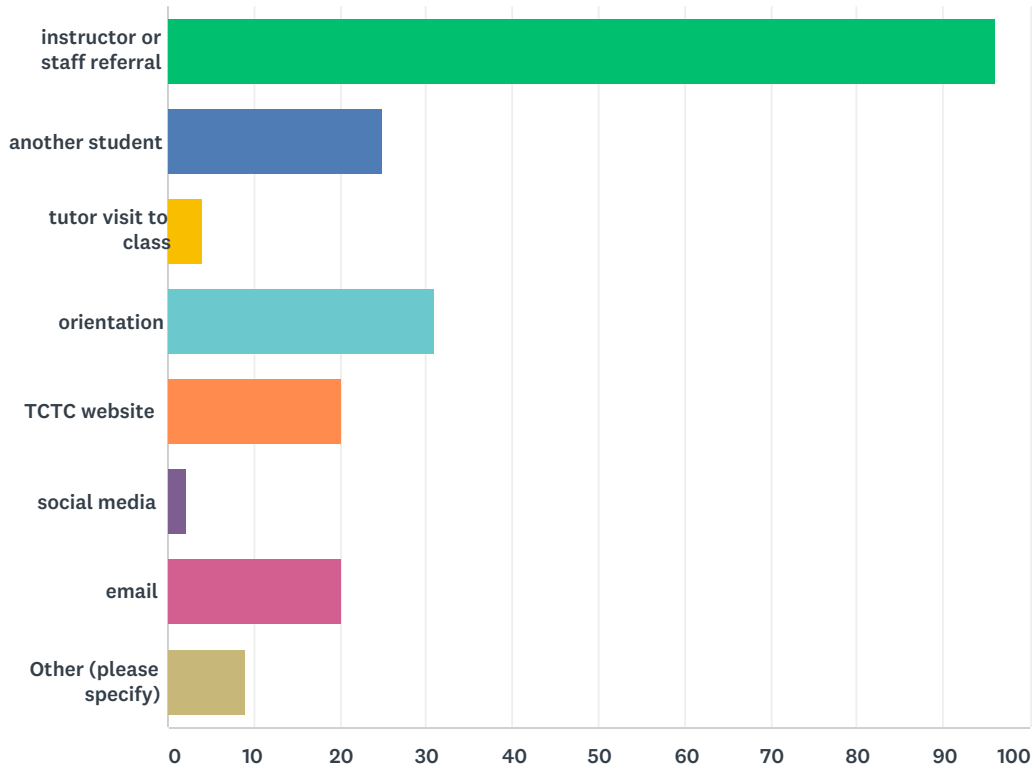# Q56 I am satisfied with the tutoring services provided by the Learning Commons.

Answered: 212   Skipped: 893
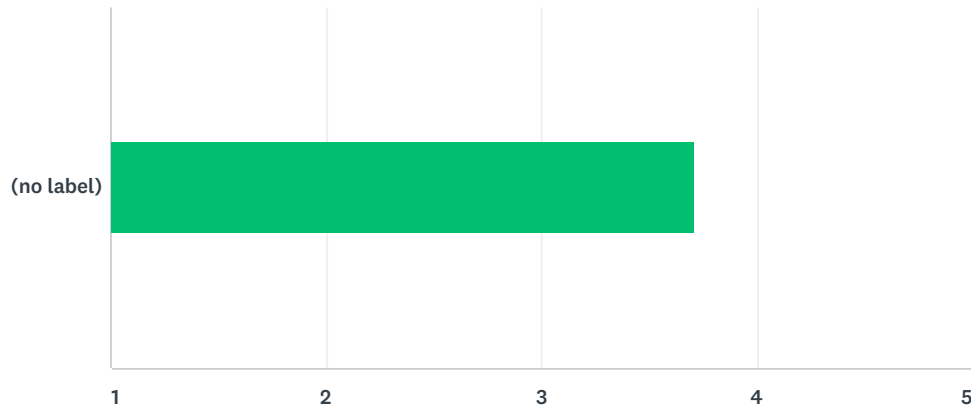
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	0.94% 2	3.77% 8	47.17% 100	19.34% 41	28.77% 61	212	3.71

Q57 How did you find out about tutoring services?

Answered: 207   Skipped: 898

ANSWER CHOICES	RESPONSES	
instructor or staff referral	46.38%	96
another student	12.08%	25
tutor visit to class	1.93%	4
orientation	14.98%	31
TCTC website	9.66%	20
social media	0.97%	2
email	9.66%	20
Other (please specify)	4.35%	9
TOTAL		207

Q58 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: 589   Skipped: 516

Q59 General comments

Answered: 248   Skipped: 857