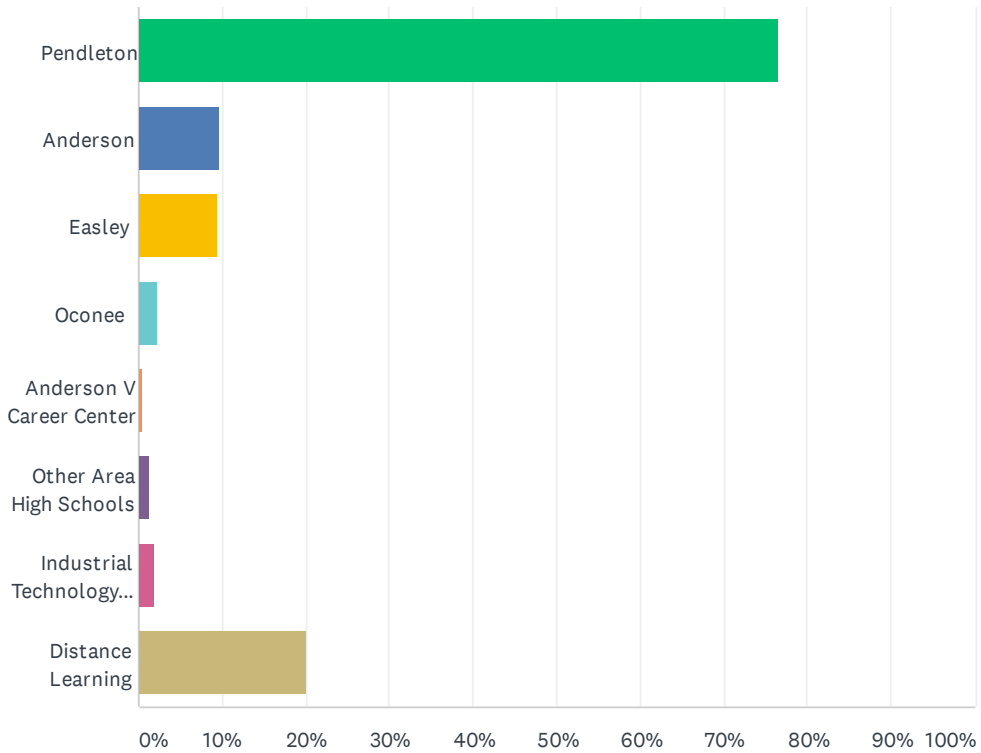


# Q1 At which location(s) are you taking courses this semester? (Check all that apply)

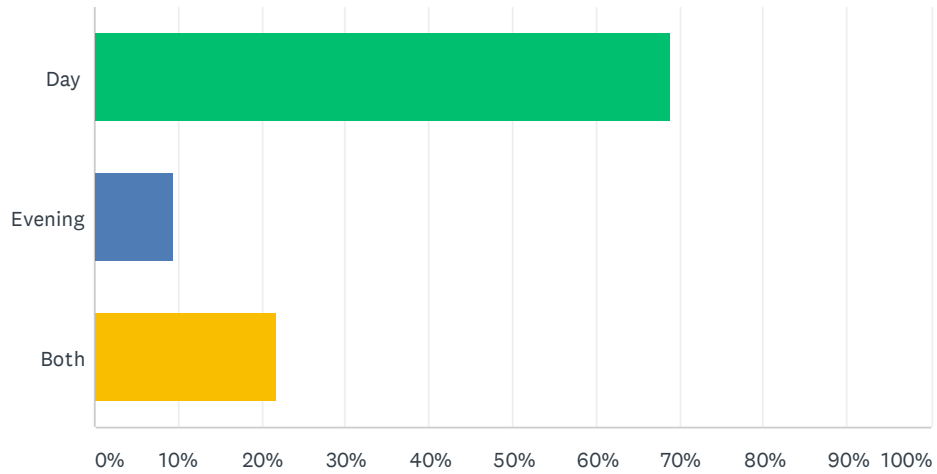
Answered: 1,561 Skipped: 0



ANSWER CHOICES	RESPONSES	
Pendleton	76.62%	1,196
Anderson	9.61%	150
Easley	9.48%	148
Oconee	2.37%	37
Anderson V Career Center	0.32%	5
Other Area High Schools	1.22%	19
Industrial Technology Center (ITC)	1.86%	29
Distance Learning	20.12%	314
Total Respondents: 1,561		

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

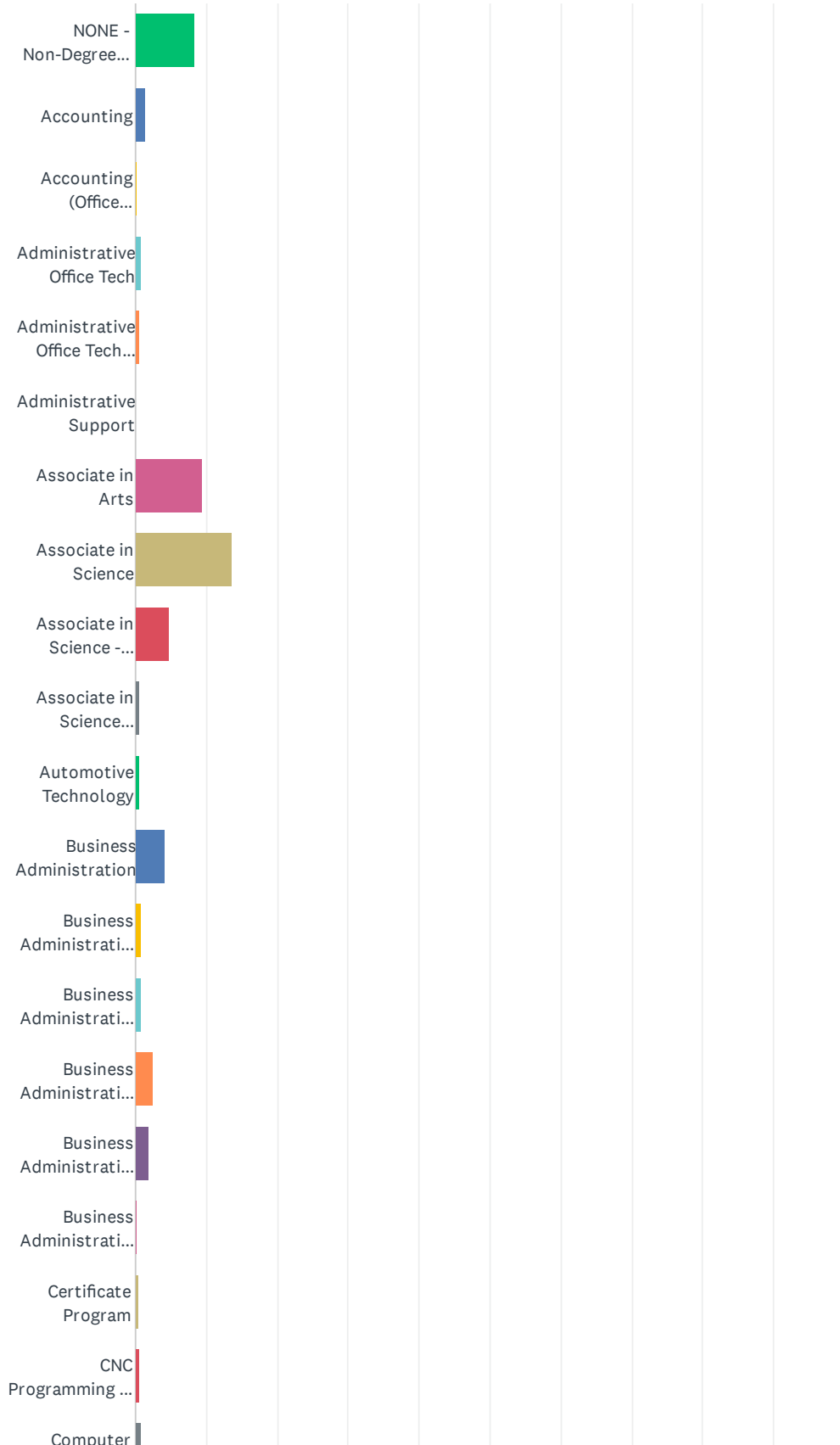
Answered: 1,552 Skipped: 9



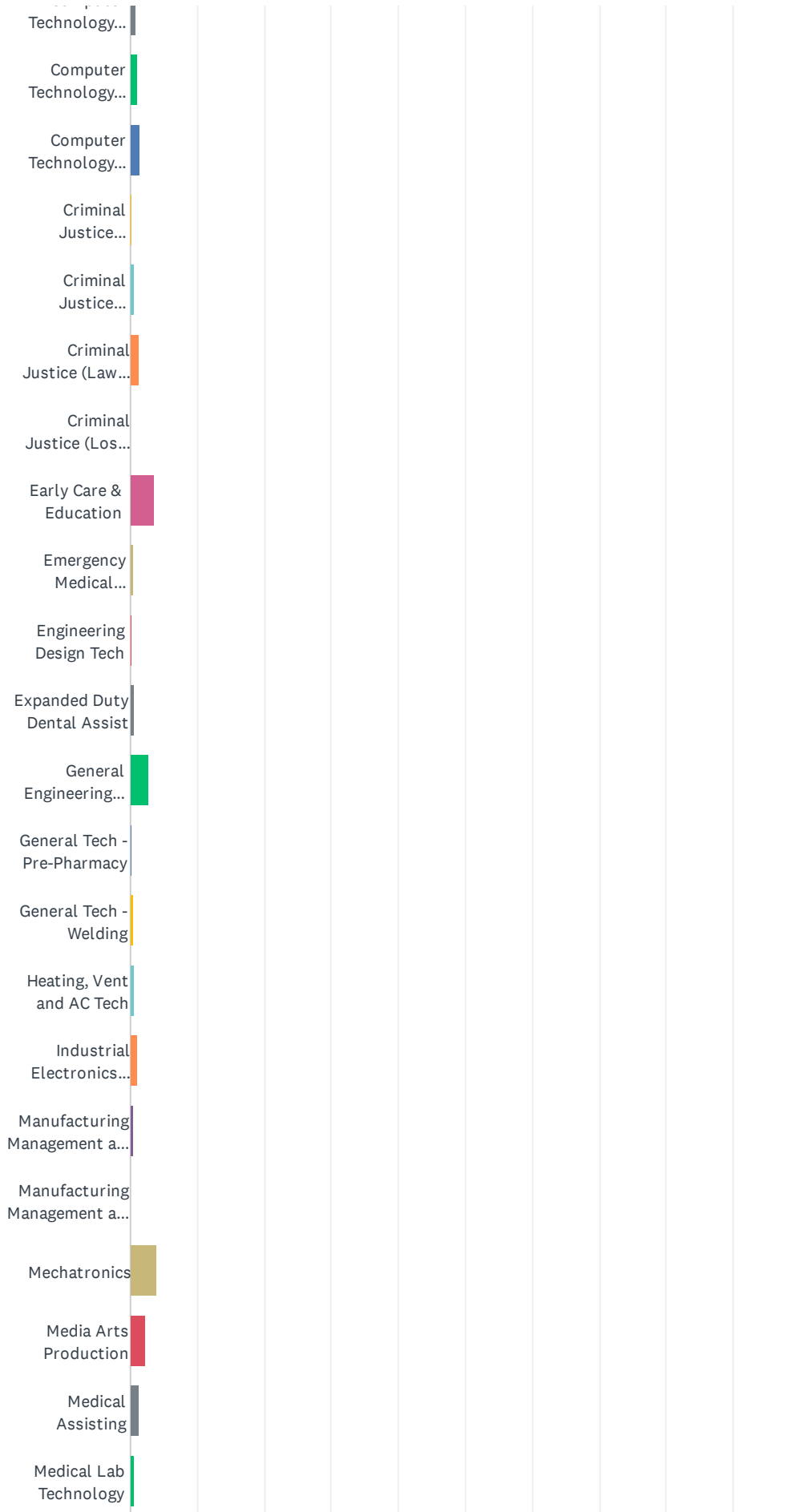
ANSWER CHOICES	RESPONSES	
Day	68.88%	1,069
Evening	9.34%	145
Both	21.78%	338
TOTAL		1,552

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

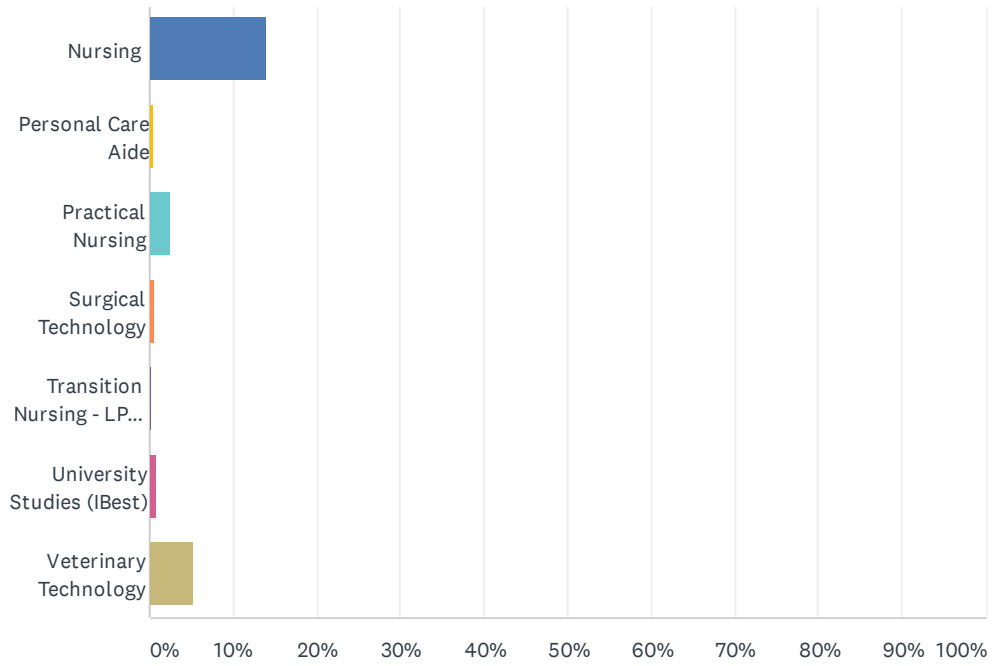
Answered: 1,544 Skipped: 17



2019-20 Fall Student Survey 101719



# 2019-20 Fall Student Survey 101719



2019-20 Fall Student Survey 101719

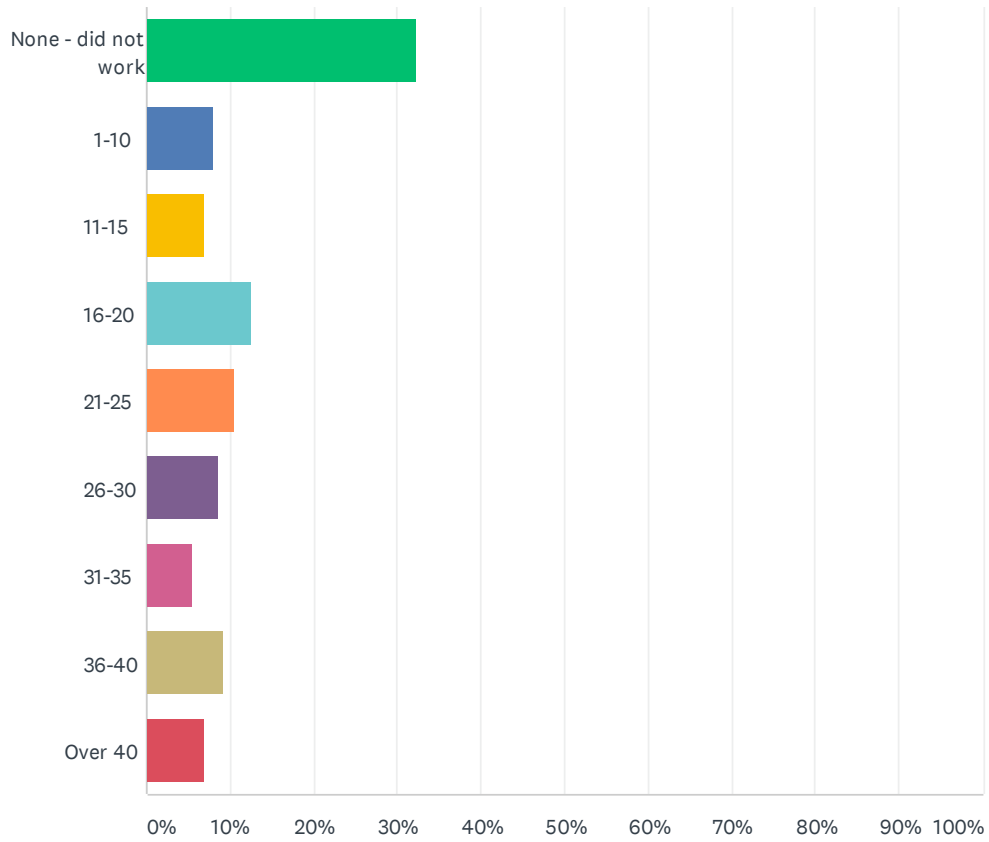
ANSWER CHOICES	RESPONSES	
NONE - Non-Degree Seeking	8.42%	130
Accounting	1.42%	22
Accounting (Office Specialist Emphasis)	0.13%	2
Administrative Office Tech	0.78%	12
Administrative Office Tech (Medical Emphasis)	0.65%	10
Administrative Support	0.00%	0
Associate in Arts	9.46%	146
Associate in Science	13.67%	211
Associate in Science - Nursing Track	4.73%	73
Associate in Science -Practical Nursing Track	0.58%	9
Automotive Technology	0.58%	9
Business Administration	4.08%	63
Business Administration (Banking & Finance Emphasis)	0.84%	13
Business Administration (Entrepreneur Emphasis)	0.84%	13
Business Administration (Management Emphasis)	2.46%	38
Business Administration (Marketing Emphasis)	1.88%	29
Business Administration (Operations Management Emphasis)	0.19%	3
Certificate Program	0.52%	8
CNC Programming and Operations	0.71%	11
Computer Technology (Cybersecurity and Forensics Emphasis)	0.91%	14
Computer Technology (Network Systems Management Emphasis)	1.10%	17
Computer Technology (Software and Web Development Emphasis)	1.42%	22
Criminal Justice Technology	0.26%	4
Criminal Justice Technology (Paralegal Studies Emphasis)	0.65%	10
Criminal Justice (Law Enforcement Operations Emphasis)	1.17%	18
Criminal Justice (Loss Prevention and Security Emphasis)	0.00%	0
Early Care & Education	3.56%	55
Emergency Medical Technician	0.45%	7
Engineering Design Tech	0.26%	4
Expanded Duty Dental Assist	0.71%	11
General Engineering Tech	2.72%	42
General Tech - Pre-Pharmacy	0.19%	3
General Tech - Welding	0.52%	8
Heating, Vent and AC Tech	0.65%	10

2019-20 Fall Student Survey 101719

Industrial Electronics Tech	0.97%	15
Manufacturing Management and Leadership	0.45%	7
Manufacturing Management and Leadership (Production and Operations Emphasis)	0.06%	1
Mechatronics	3.95%	61
Media Arts Production	2.40%	37
Medical Assisting	1.17%	18
Medical Lab Technology	0.71%	11
Nursing	13.99%	216
Personal Care Aide	0.39%	6
Practical Nursing	2.53%	39
Surgical Technology	0.58%	9
Transition Nursing - LPN to ADN	0.19%	3
University Studies (IBest)	0.84%	13
Veterinary Technology	5.25%	81
<b>TOTAL</b>		<b>1,544</b>

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

Answered: 1,549 Skipped: 12

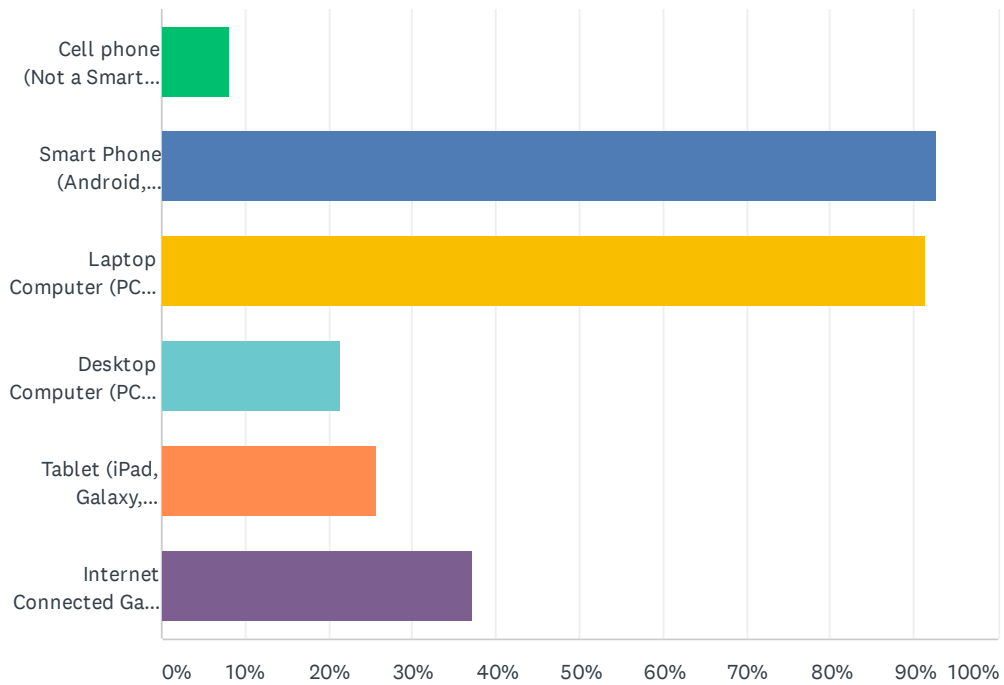


ANSWER CHOICES	RESPONSES	
None - did not work	32.15%	498
1-10	7.94%	123
11-15	6.84%	106
16-20	12.52%	194
21-25	10.52%	163
26-30	8.59%	133
31-35	5.49%	85
36-40	9.10%	141
Over 40	6.84%	106
<b>TOTAL</b>		<b>1,549</b>



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

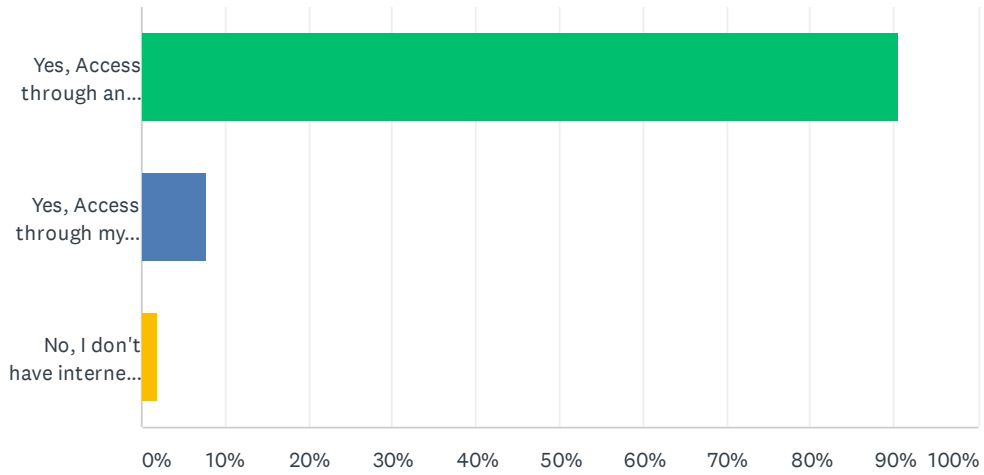
Answered: 1,559 Skipped: 2



ANSWER CHOICES	RESPONSES	
Cell phone (Not a Smart Phone)	8.21%	128
Smart Phone (Android, iPhone, Windows, other)	92.62%	1,444
Laptop Computer (PC, Apple, other)	91.47%	1,426
Desktop Computer (PC, Apple, other)	21.36%	333
Tablet (iPad, Galaxy, Surface, Kindle, other)	25.79%	402
Internet Connected Game System(xbox, Wii, Play Station, other)	37.14%	579
Total Respondents: 1,559		

## Q6 Do you have internet Access at home?

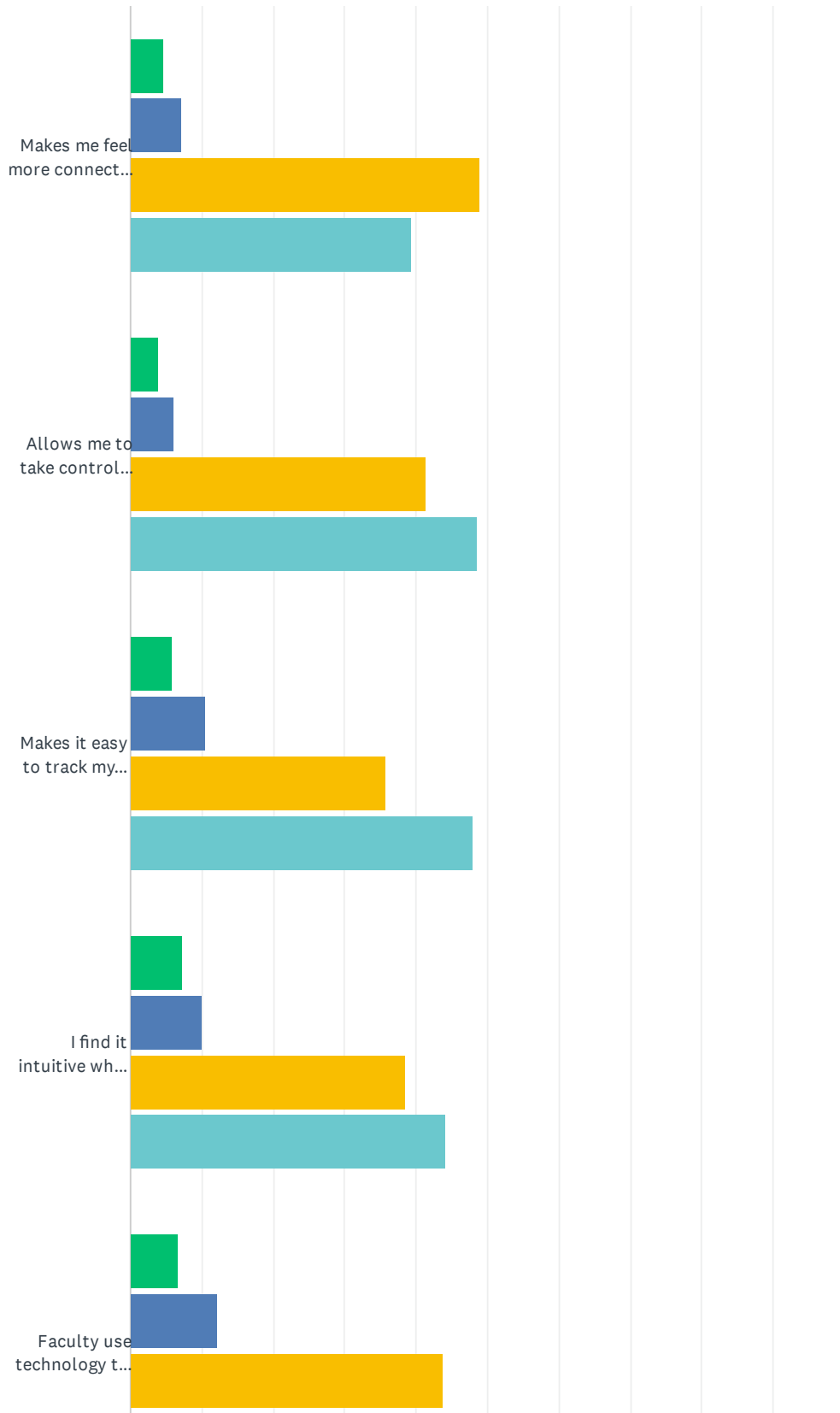
Answered: 1,552 Skipped: 9



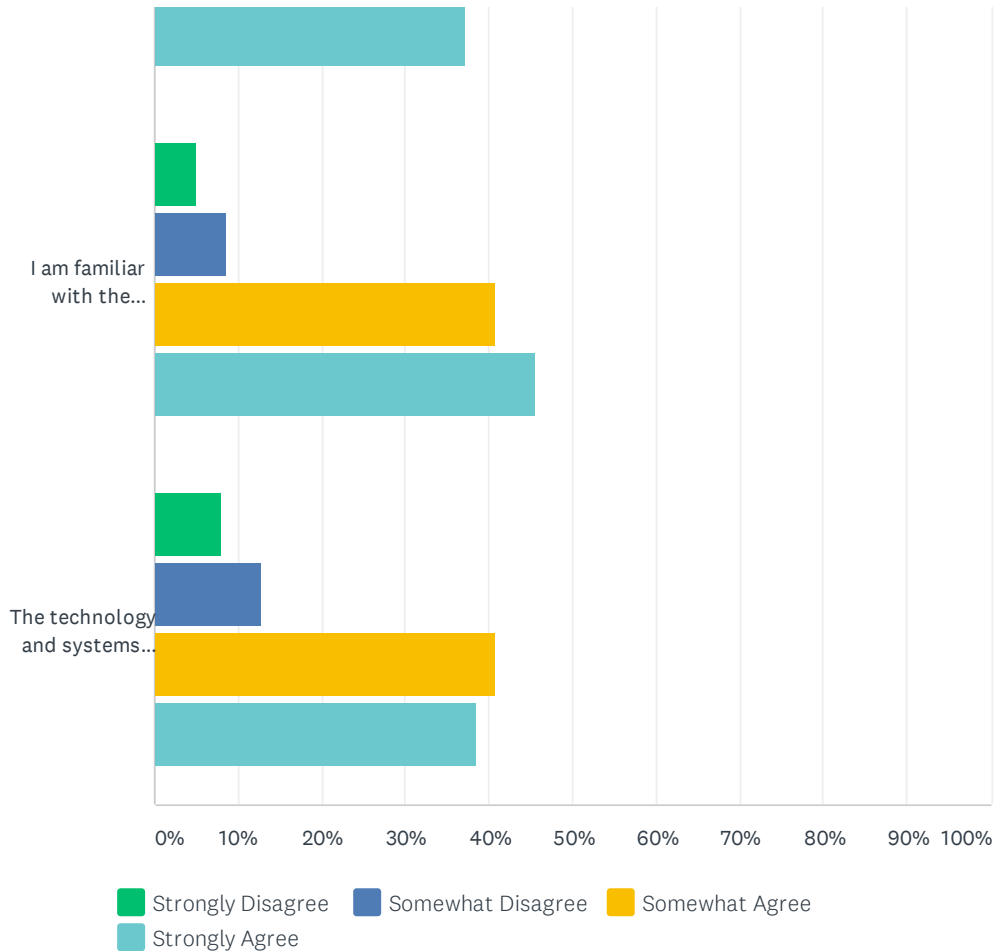
ANSWER CHOICES	RESPONSES	
Yes, Access through an internet provider (Spectrum, Charter, DirectTV, other)	90.53%	1,405
Yes, Access through my smart phone	7.67%	119
No, I don't have internet access	1.80%	28
<b>TOTAL</b>		<b>1,552</b>

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

Answered: 1,560 Skipped: 1



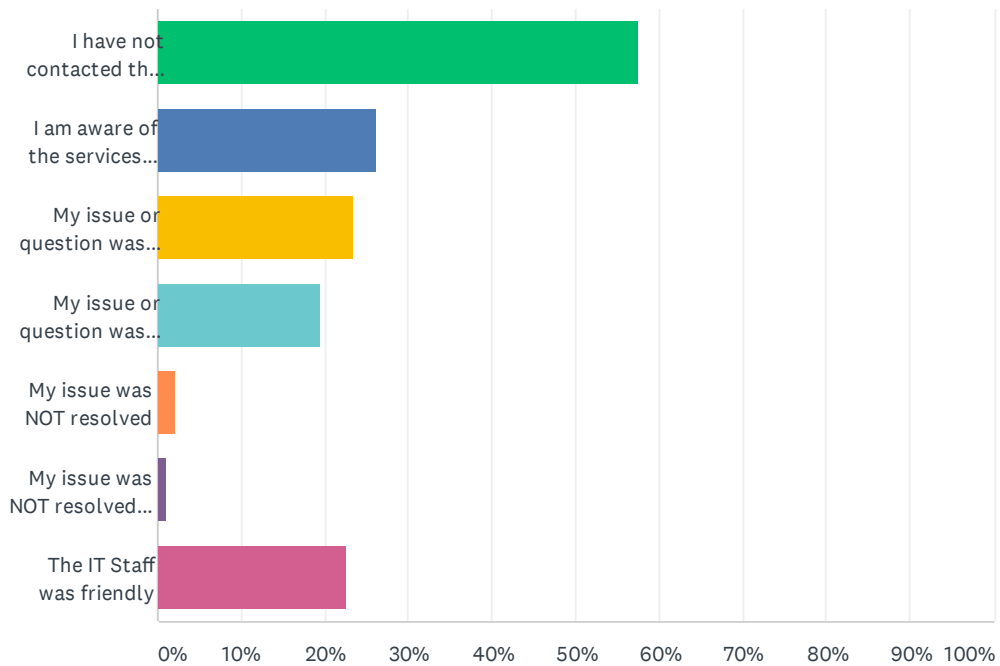
2019-20 Fall Student Survey 101719



	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Makes me feel more connected to what's going on at the college	4.55% 71	7.18% 112	49.01% 764	39.26% 612	1,559	3.23
Allows me to take control of my own learning and success	3.92% 61	6.16% 96	41.46% 646	48.46% 755	1,558	3.34
Makes it easy to track my academic or course progress by giving me relevant information in a timely manner	5.88% 91	10.47% 162	35.79% 554	47.87% 741	1,548	3.26
I find it intuitive when handling administrative related activities such as registering for classes, paying tuition, using blackboard, etc...	7.28% 113	9.99% 155	38.53% 598	44.20% 686	1,552	3.20
Faculty use technology to improve their teaching and classroom experience	6.79% 105	12.22% 189	43.83% 678	37.17% 575	1,547	3.11
I am familiar with the digital/technology tools and resources the college makes available to me	5.09% 79	8.56% 133	40.76% 633	45.59% 708	1,553	3.27
The technology and systems that Tri-County Technical College has in place are easy to use	7.85% 122	12.86% 200	40.84% 635	38.46% 598	1,555	3.10

### Q8 Please select your interactions or the support you've received from the IT Service Desk? [check all that apply]

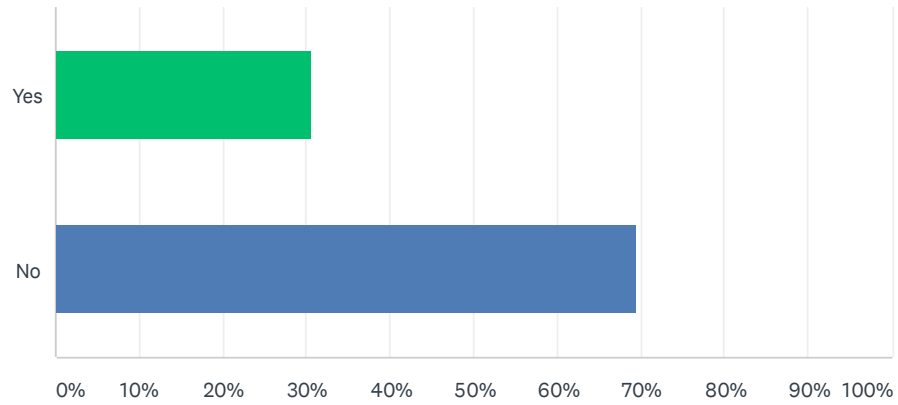
Answered: 1,554 Skipped: 7



ANSWER CHOICES	RESPONSES	
I have not contacted the IT Service Desk	57.46%	893
I am aware of the services and support the IT Service Desk provides?	26.13%	406
My issue or question was resolved	23.36%	363
My issue or question was resolved quickly	19.50%	303
My issue was NOT resolved	2.12%	33
My issue was NOT resolved quickly	1.09%	17
The IT Staff was friendly	22.65%	352
Total Respondents: 1,554		

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

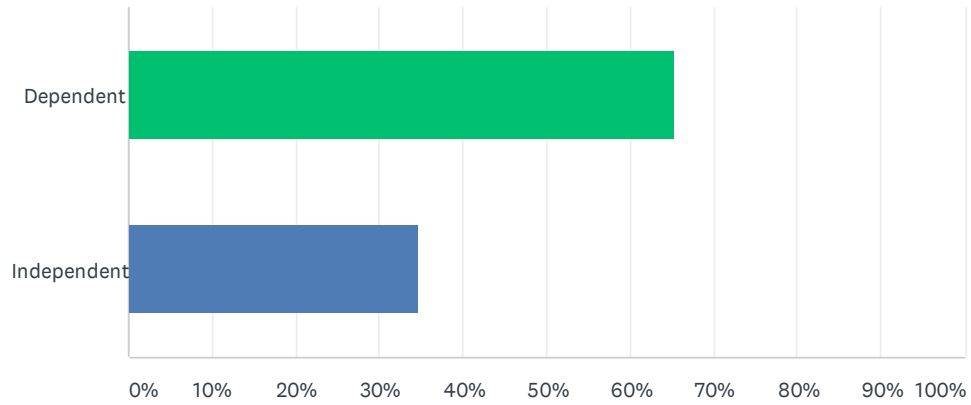
Answered: 1,555 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	30.48%	474
No	69.52%	1,081
TOTAL		1,555

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

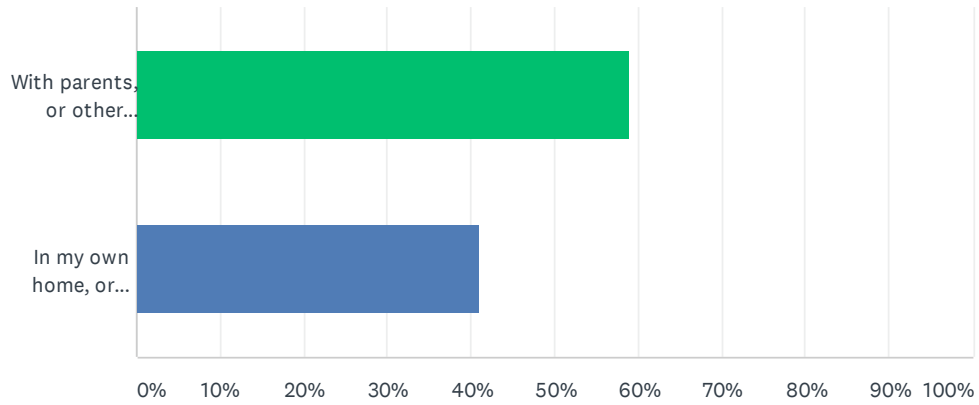
Answered: 1,467 Skipped: 94



ANSWER CHOICES	RESPONSES	
Dependent	65.24%	957
Independent	34.76%	510
TOTAL		1,467

### Q11 I live:

Answered: 1,475 Skipped: 86

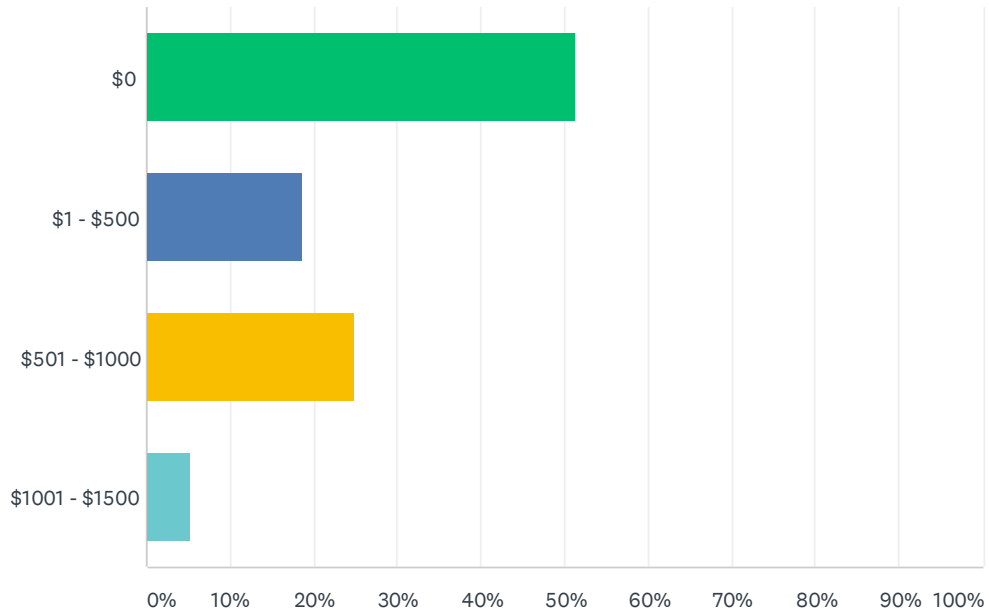


ANSWER CHOICES	RESPONSES	
With parents, or other relatives	58.98%	870
In my own home, or dwelling	41.02%	605
TOTAL		1,475



## Q12 My monthly rent, or mortgage payment is

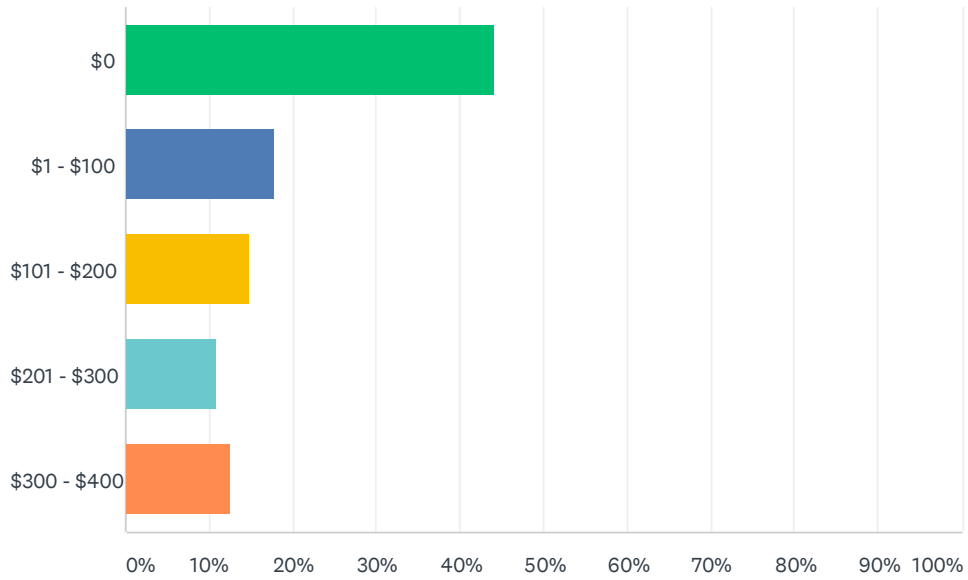
Answered: 1,470 Skipped: 91



ANSWER CHOICES	RESPONSES	
\$0	51.16%	752
\$1 - \$500	18.64%	274
\$501 - \$1000	24.90%	366
\$1001 - \$1500	5.31%	78
<b>TOTAL</b>		<b>1,470</b>

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

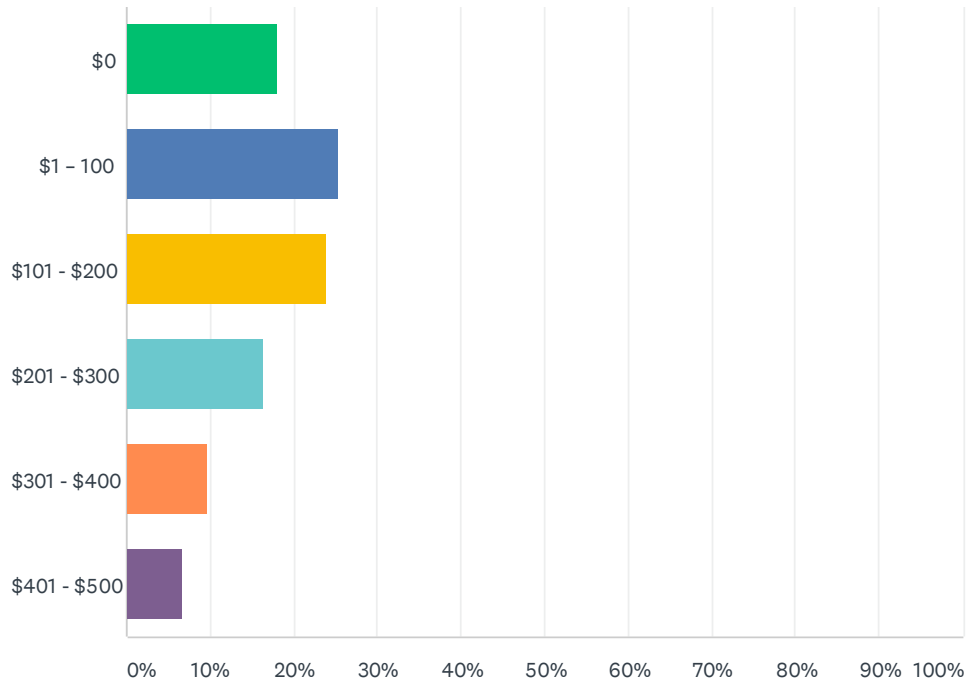
Answered: 1,469 Skipped: 92



ANSWER CHOICES	RESPONSES	
\$0	44.04%	647
\$1 - \$100	17.70%	260
\$101 - \$200	14.91%	219
\$201 - \$300	10.82%	159
\$300 - \$400	12.53%	184
<b>TOTAL</b>		<b>1,469</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)).**

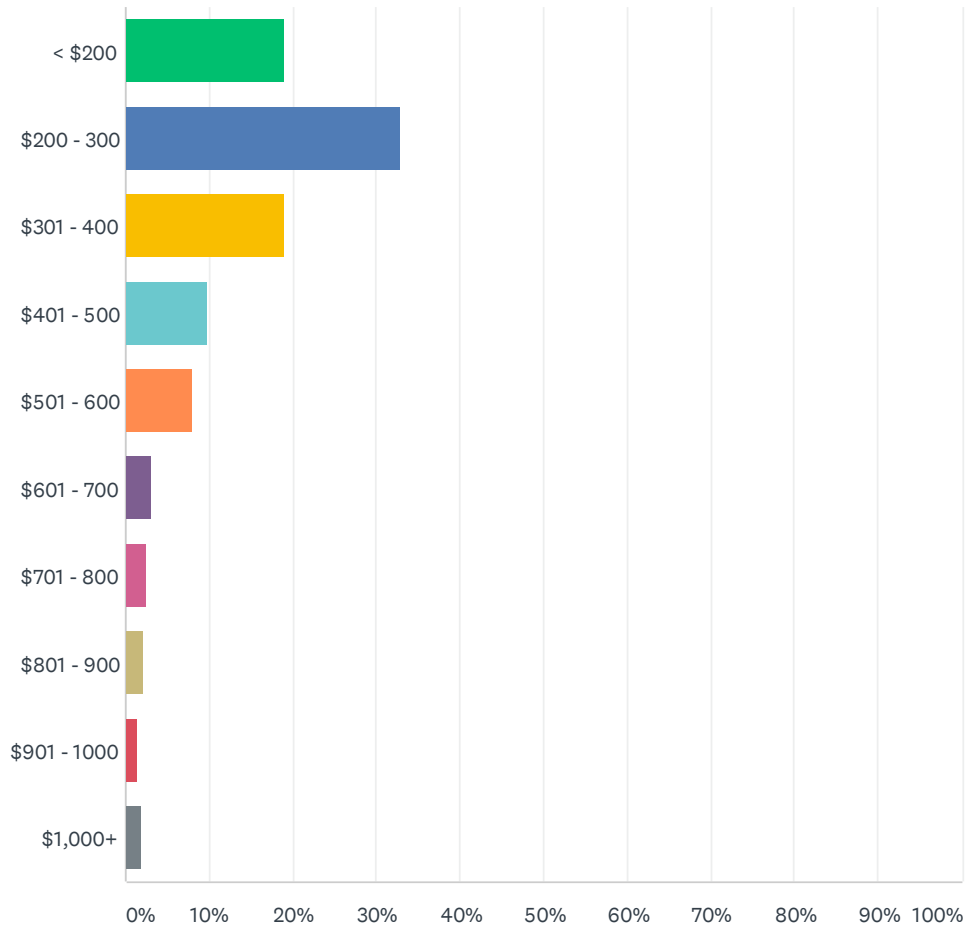
Answered: 1,463 Skipped: 98



ANSWER CHOICES	RESPONSES	
\$0	18.05%	264
\$1 - 100	25.36%	371
\$101 - \$200	23.92%	350
\$201 - \$300	16.34%	239
\$301 - \$400	9.71%	142
\$401 - \$500	6.63%	97
<b>TOTAL</b>		<b>1,463</b>

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

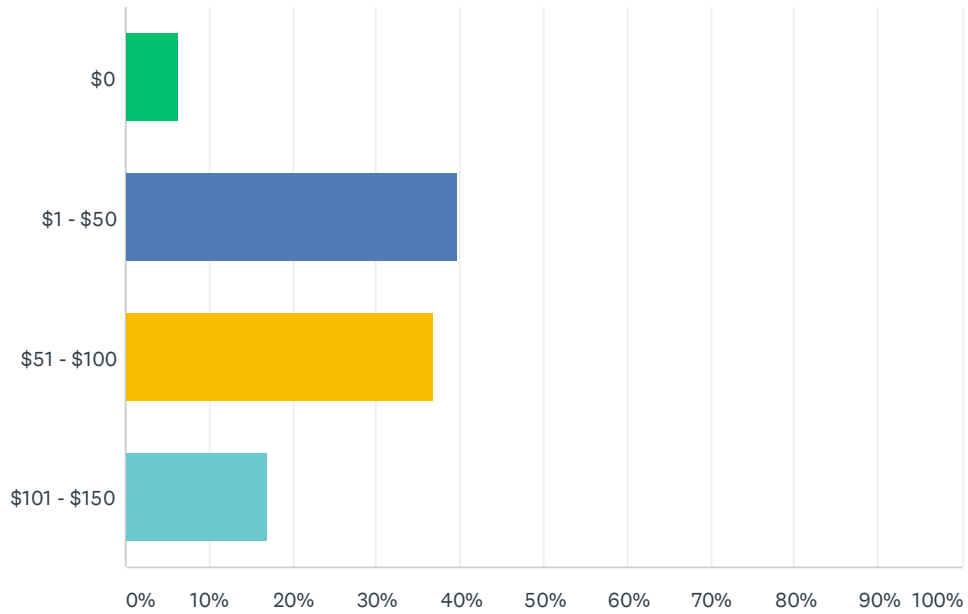
Answered: 1,472 Skipped: 89



ANSWER CHOICES	RESPONSES	
< \$200	19.02%	280
\$200 - 300	32.88%	484
\$301 - 400	19.09%	281
\$401 - 500	9.85%	145
\$501 - 600	8.02%	118
\$601 - 700	3.13%	46
\$701 - 800	2.45%	36
\$801 - 900	2.11%	31
\$901 - 1000	1.49%	22
\$1,000+	1.97%	29
<b>TOTAL</b>		<b>1,472</b>

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

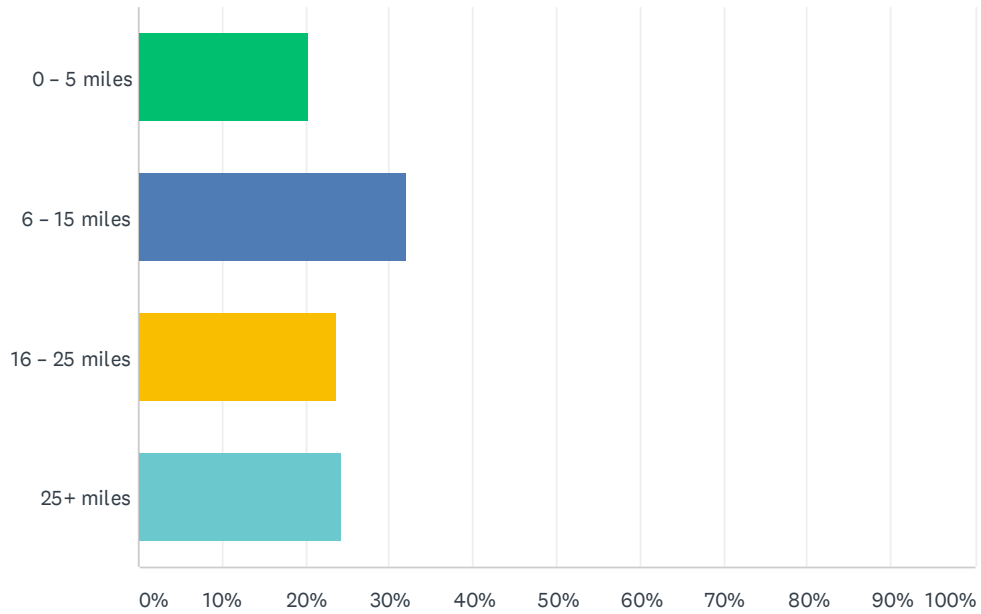
Answered: 1,463 Skipped: 98



ANSWER CHOICES	RESPONSES	
\$0	6.29%	92
\$1 - \$50	39.85%	583
\$51 - \$100	36.91%	540
\$101 - \$150	16.95%	248
TOTAL		1,463

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

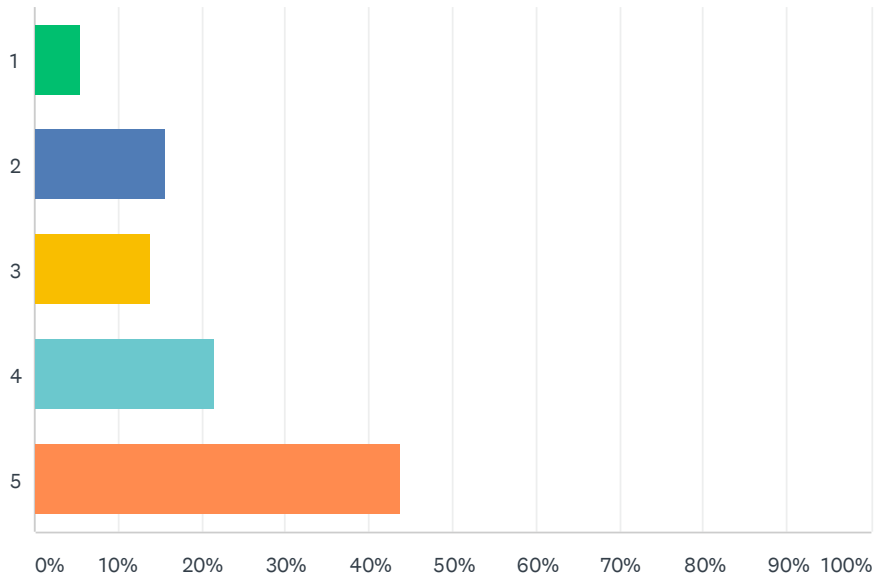
Answered: 1,470 Skipped: 91



ANSWER CHOICES	RESPONSES	
0 – 5 miles	20.20%	297
6 – 15 miles	31.90%	469
16 – 25 miles	23.61%	347
25+ miles	24.29%	357
<b>TOTAL</b>		<b>1,470</b>

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

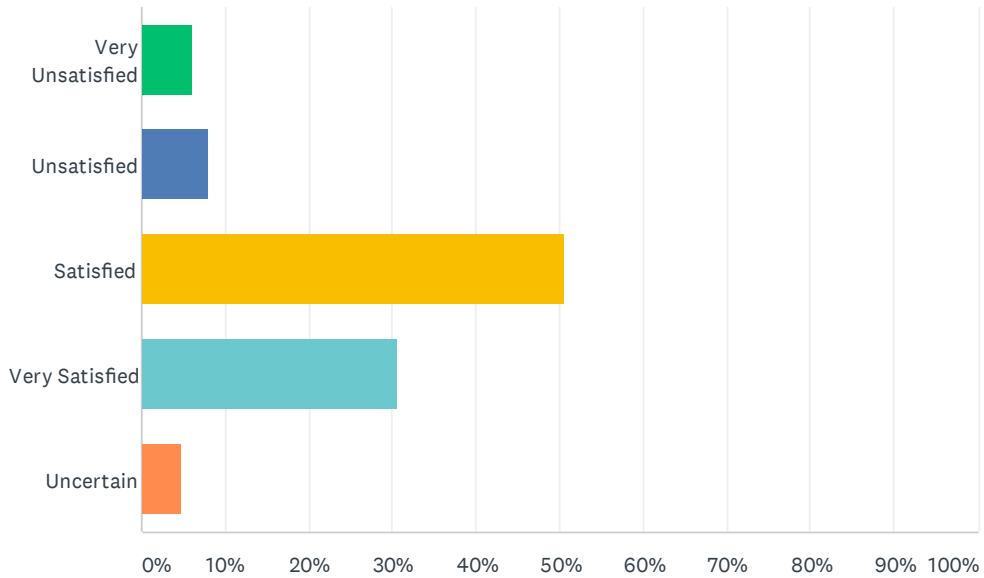
Answered: 1,456 Skipped: 105



ANSWER CHOICES	RESPONSES	
1	5.36%	78
2	15.59%	227
3	13.74%	200
4	21.57%	314
5	43.75%	637
TOTAL		1,456

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

Answered: 1,432 Skipped: 129

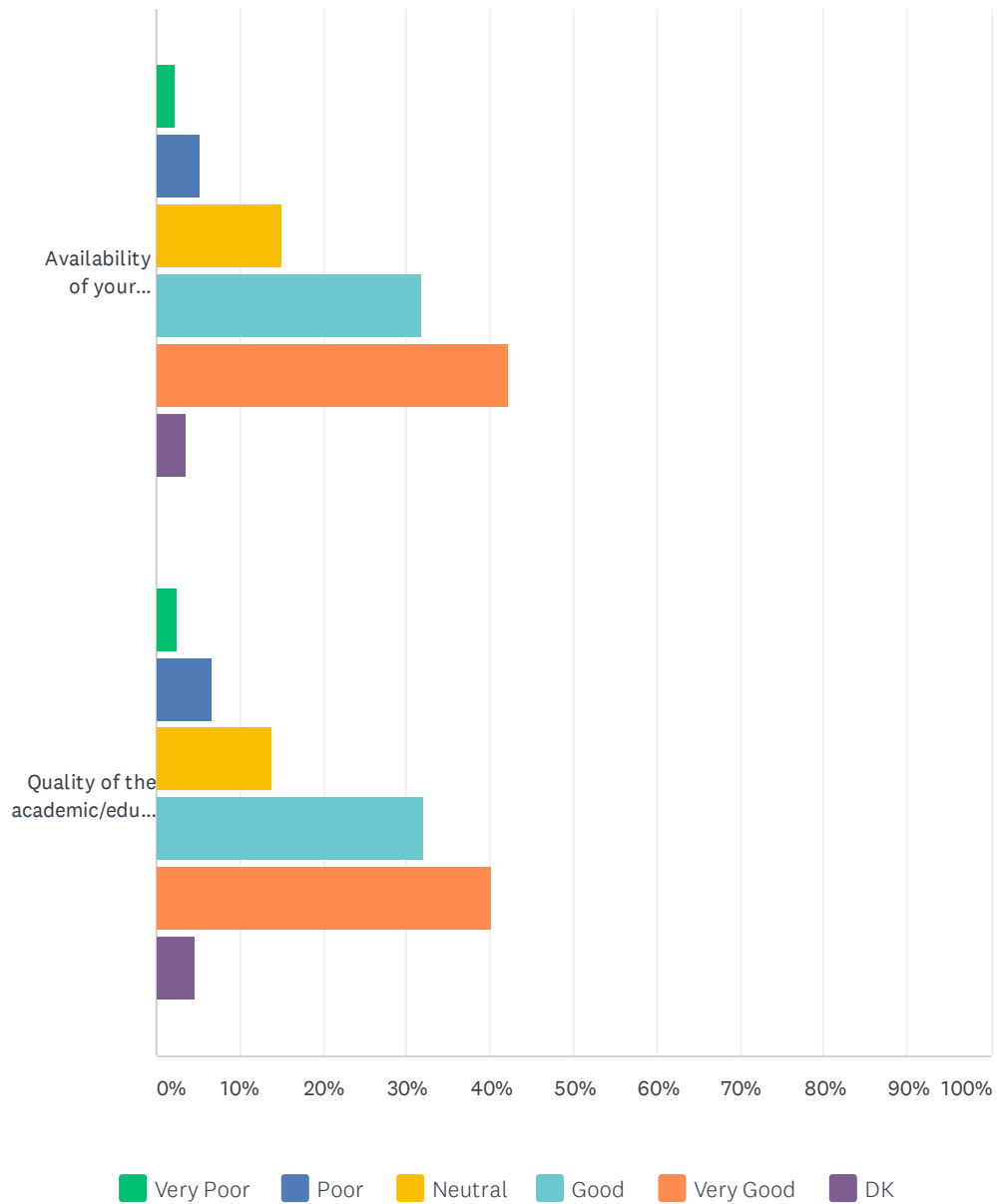


ANSWER CHOICES	RESPONSES	
Very Unsatisfied	6.08%	87
Unsatisfied	8.03%	115
Satisfied	50.63%	725
Very Satisfied	30.45%	436
Uncertain	4.82%	69
<b>TOTAL</b>		<b>1,432</b>



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: 1,426 Skipped: 135

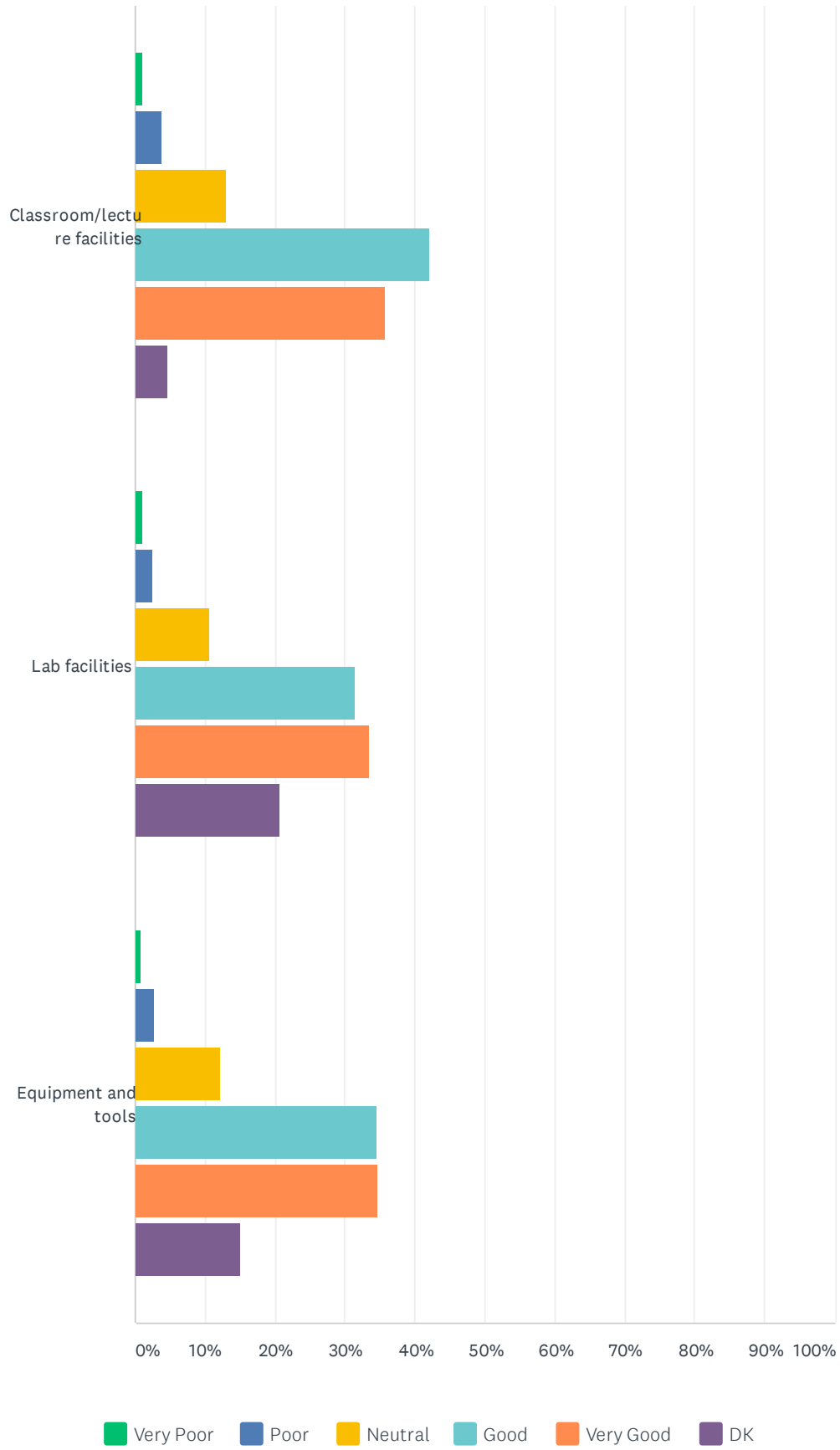


	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of your advisor(s) to you	2.23% 30	5.14% 69	15.04% 202	31.72% 426	42.29% 568	3.57% 48	1,343	4.11
Quality of the academic/educational advising	2.58% 36	6.73% 94	13.89% 194	32.00% 447	40.16% 561	4.65% 65	1,397	4.05

**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: 1,422 Skipped: 139

2019-20 Fall Student Survey 101719

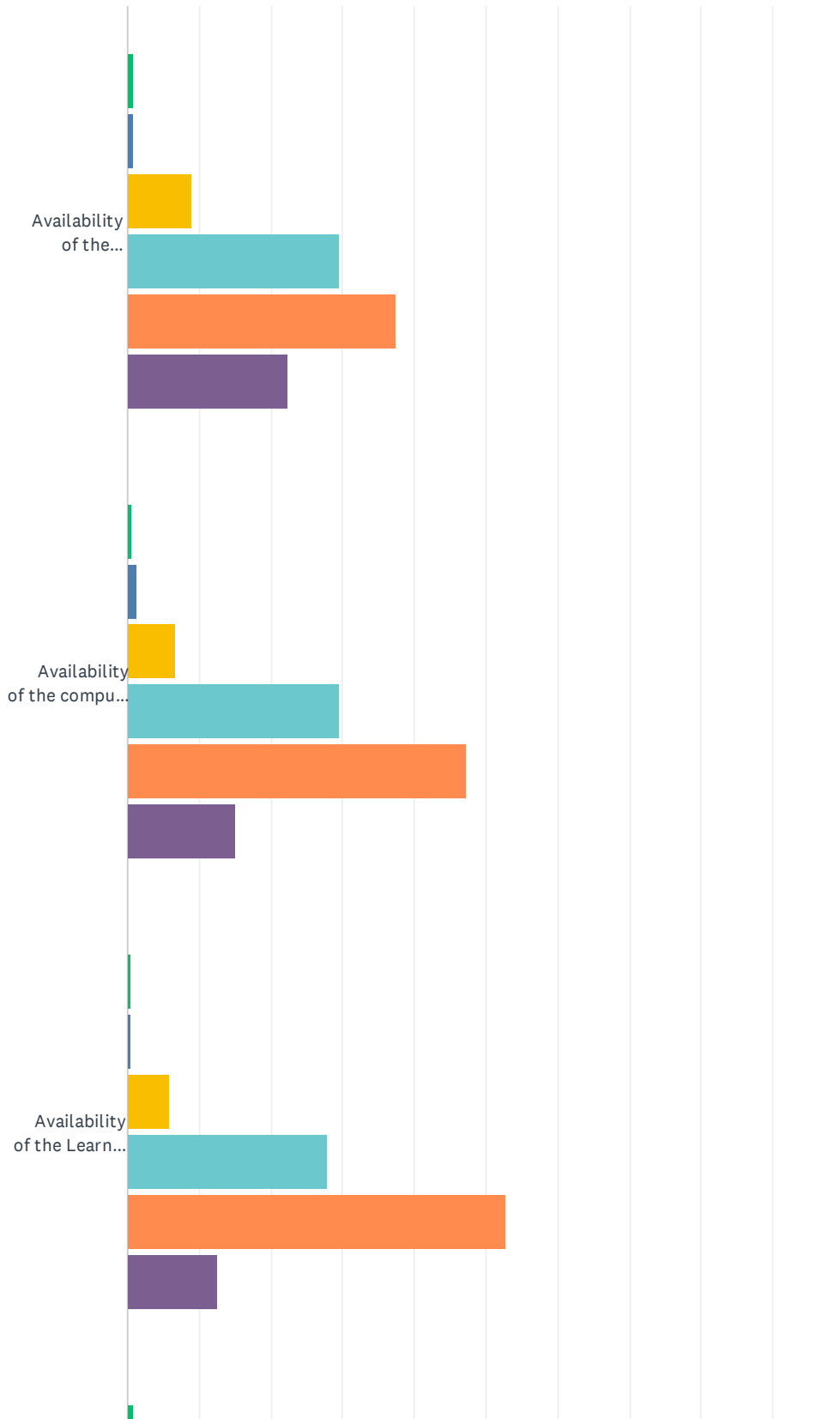


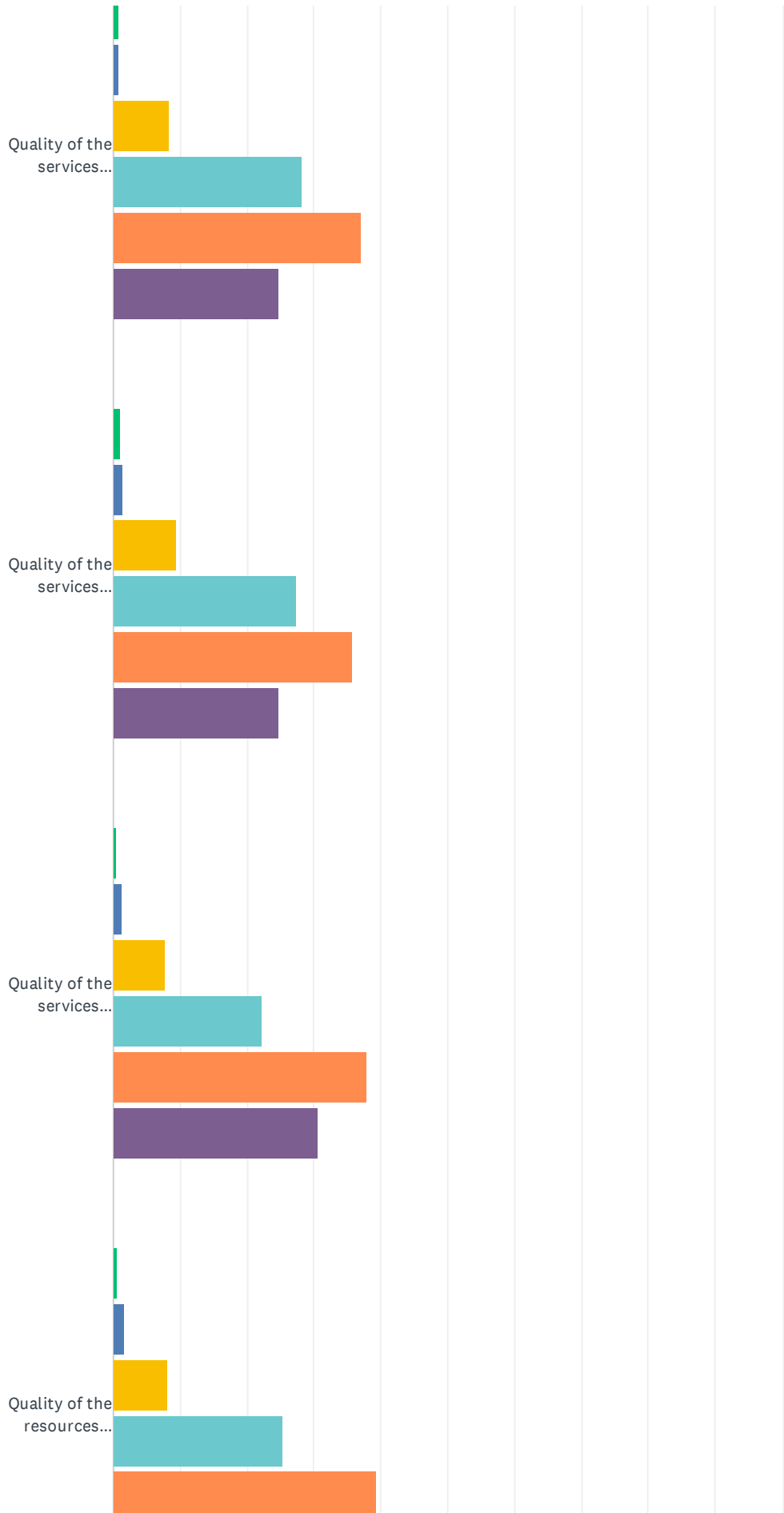
2019-20 Fall Student Survey 101719

	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Classroom/lecture facilities	0.99% 14	3.67% 52	12.93% 183	42.05% 595	35.69% 505	4.66% 66	1,415	4.13
Lab facilities	1.13% 16	2.47% 35	10.72% 152	31.38% 445	33.57% 476	20.73% 294	1,418	4.18
Equipment and tools	0.92% 13	2.62% 37	12.03% 170	34.54% 488	34.75% 491	15.15% 214	1,413	4.17

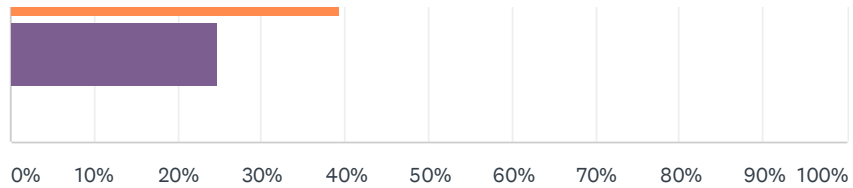
Q22 Please rate the following items on instructional support services.  
Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 1,425 Skipped: 136





## 2019-20 Fall Student Survey 101719

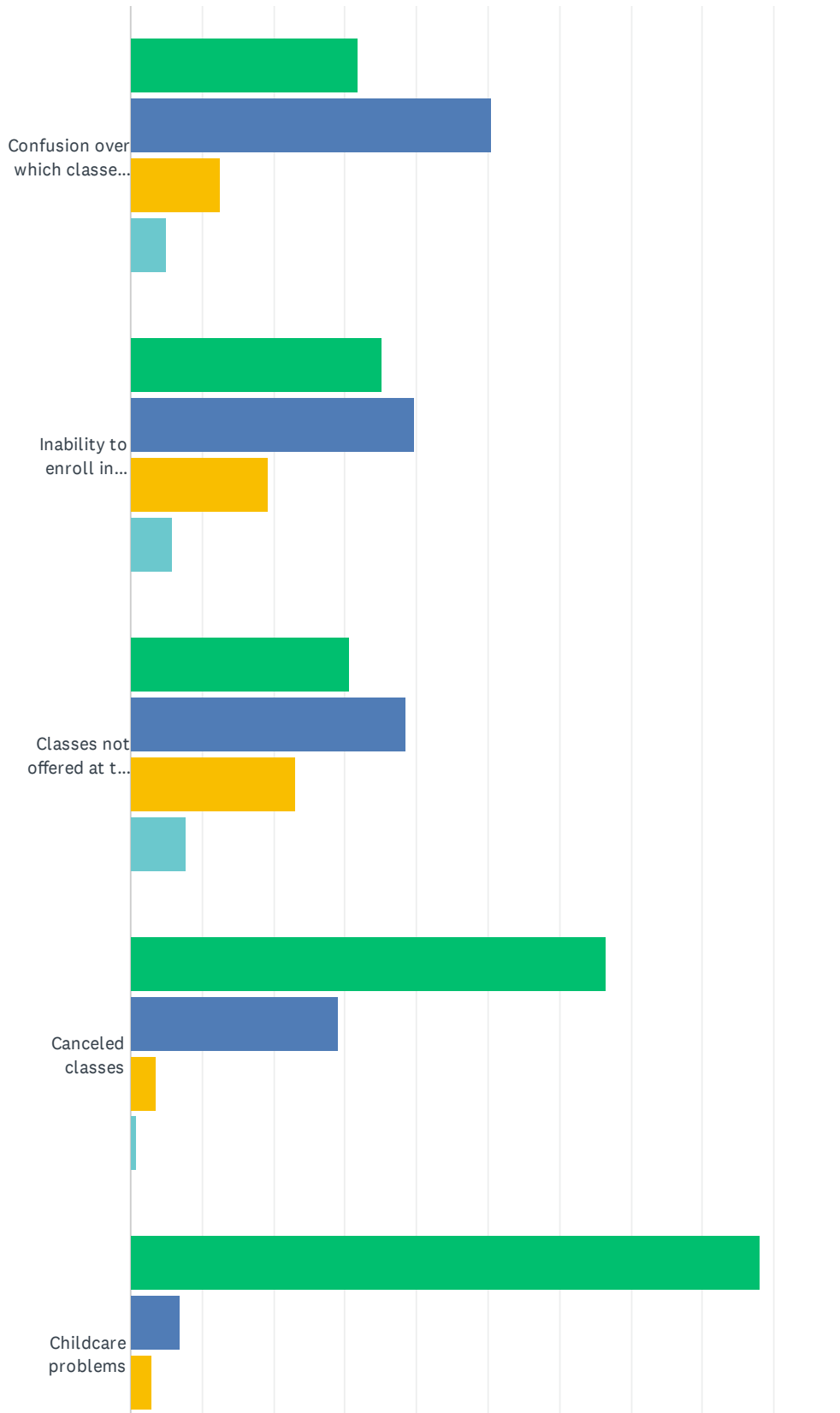


■ Very Poor   
 ■ Poor   
 ■ Neutral   
 ■ Good   
 ■ Very Good   
 ■ DK

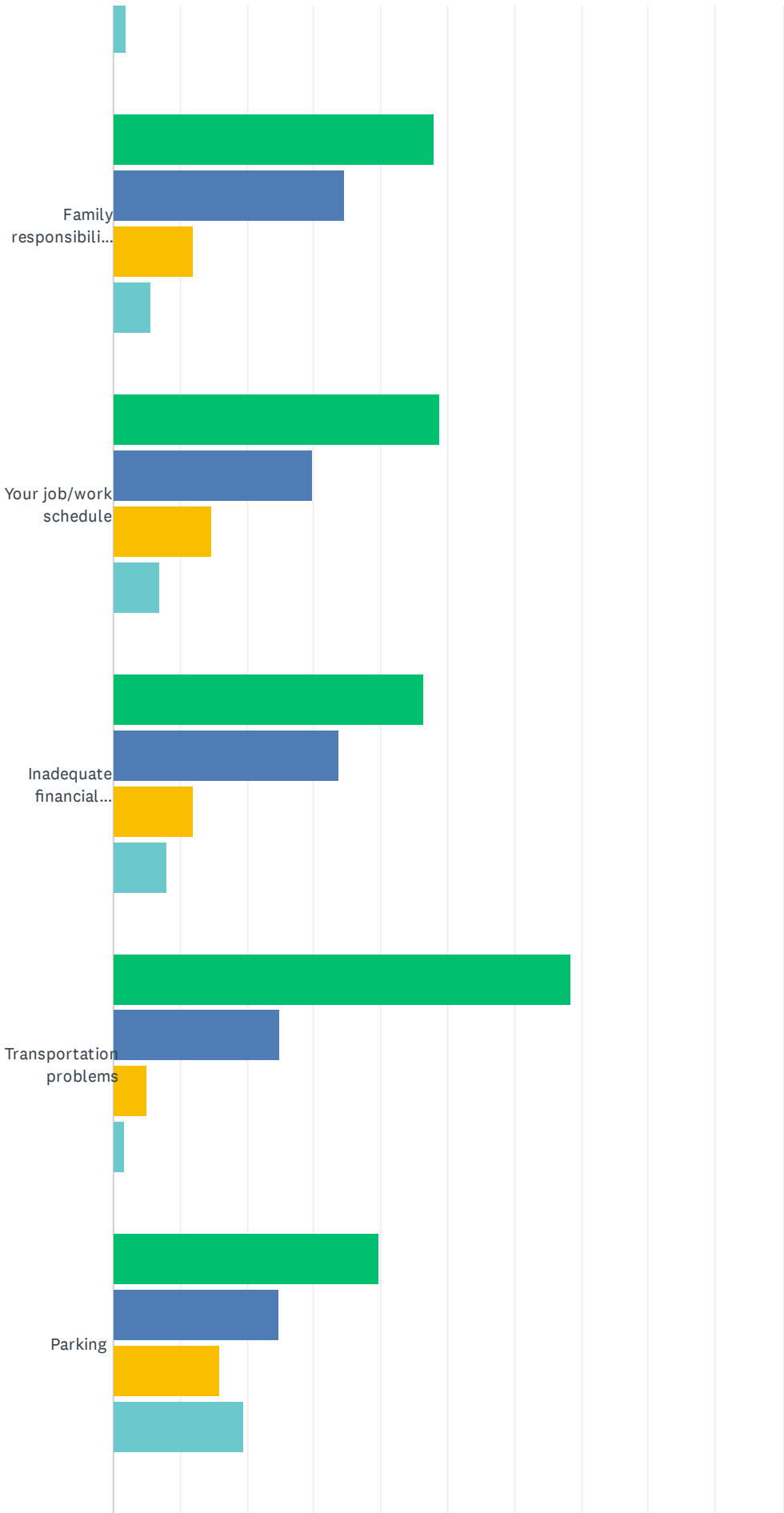
	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of the Assessment Center/Testing Center to students	0.84% 12	0.91% 13	9.06% 129	29.42% 419	37.43% 533	22.33% 318	1,424	4.31
Availability of the computer labs to students	0.56% 8	1.20% 17	6.61% 94	29.40% 418	47.26% 672	14.98% 213	1,422	4.43
Availability of the Learning Commons to students	0.50% 7	0.50% 7	5.81% 82	27.92% 394	52.73% 744	12.54% 177	1,411	4.51
Quality of the services provided to students in the Assessment Center/Testing Center	0.84% 12	0.84% 12	8.36% 119	28.25% 402	37.10% 528	24.60% 350	1,423	4.33
Quality of the services provided to students in the computer labs	0.99% 14	1.55% 22	9.50% 135	27.45% 390	35.82% 509	24.70% 351	1,421	4.27
Quality of the services provided to students in the Tutoring Center	0.49% 7	1.27% 18	7.81% 111	22.10% 314	37.79% 537	30.54% 434	1,421	4.37
Quality of the resources available for students in the Library to complete assignments	0.56% 8	1.62% 23	8.23% 117	25.40% 361	39.41% 560	24.77% 352	1,421	4.35

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

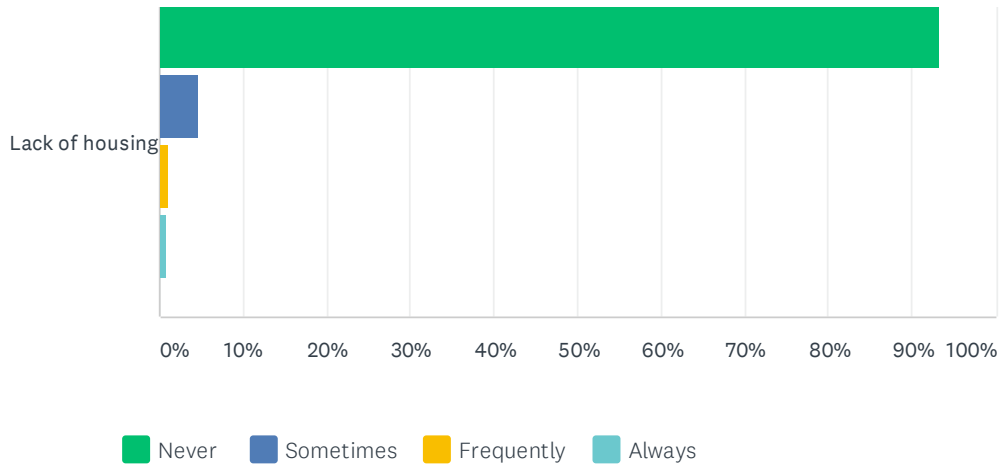
Answered: 1,426 Skipped: 135







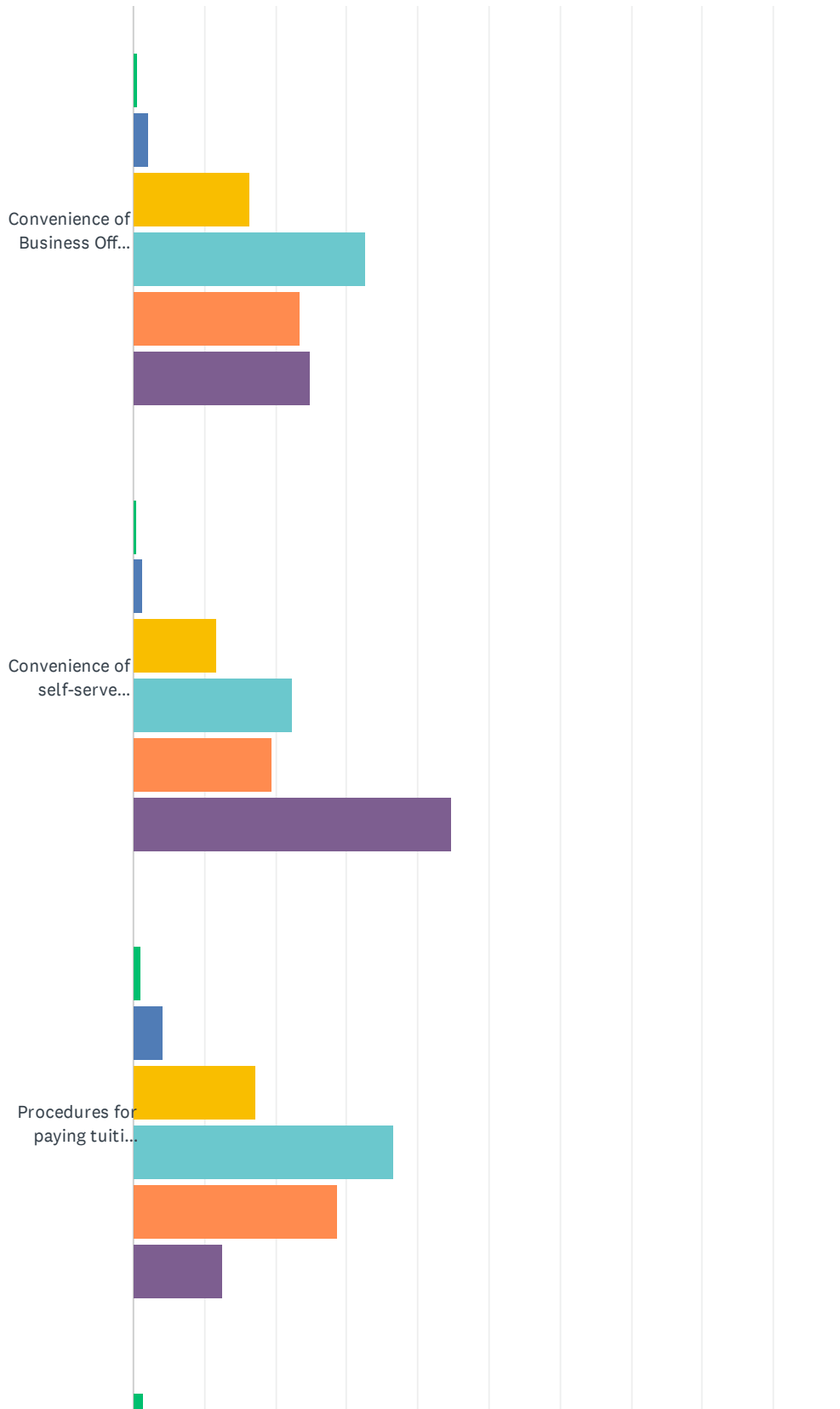
## 2019-20 Fall Student Survey 101719

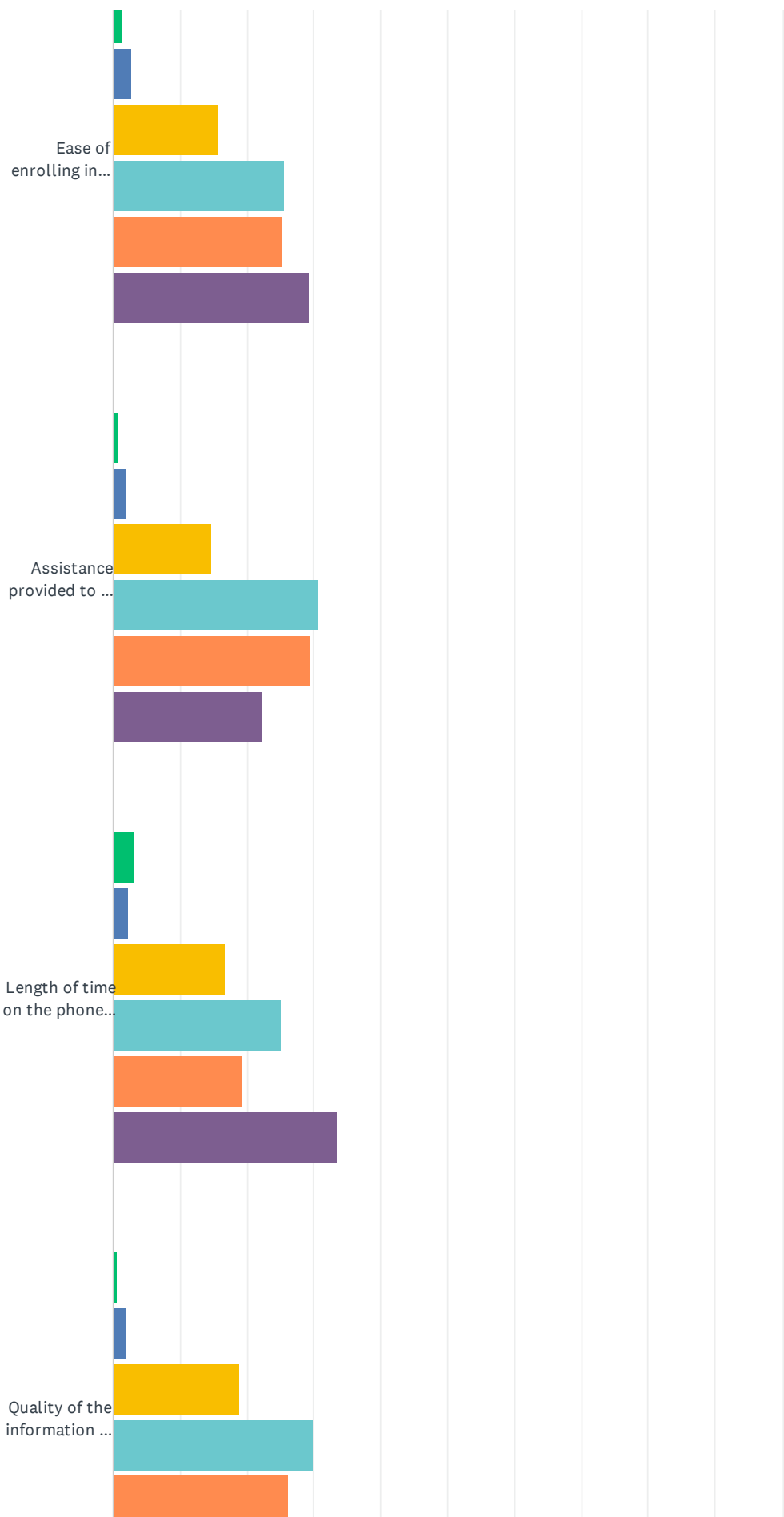


	NEVER	SOMETIMES	FREQUENTLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Confusion over which classes you needed to take	31.88% 454	50.49% 719	12.57% 179	5.06% 72	1,424	1.91
Inability to enroll in classes because they were full	35.07% 499	39.85% 567	19.18% 273	5.90% 84	1,423	1.96
Classes not offered at the times you needed	30.64% 433	38.57% 545	23.00% 325	7.78% 110	1,413	2.08
Canceled classes	66.43% 944	28.99% 412	3.66% 52	0.91% 13	1,421	1.39
Childcare problems	88.09% 1,250	6.98% 99	3.03% 43	1.90% 27	1,419	1.19
Family responsibilities	47.96% 681	34.58% 491	11.83% 168	5.63% 80	1,420	1.75
Your job/work schedule	48.67% 693	29.71% 423	14.68% 209	6.95% 99	1,424	1.80
Inadequate financial resources	46.48% 660	33.59% 477	11.90% 169	8.03% 114	1,420	1.81
Transportation problems	68.33% 971	24.98% 355	4.93% 70	1.76% 25	1,421	1.40
Parking	39.78% 566	24.74% 352	15.95% 227	19.54% 278	1,423	2.15
Lack of housing	93.30% 1,322	4.66% 66	1.13% 16	0.92% 13	1,417	1.10

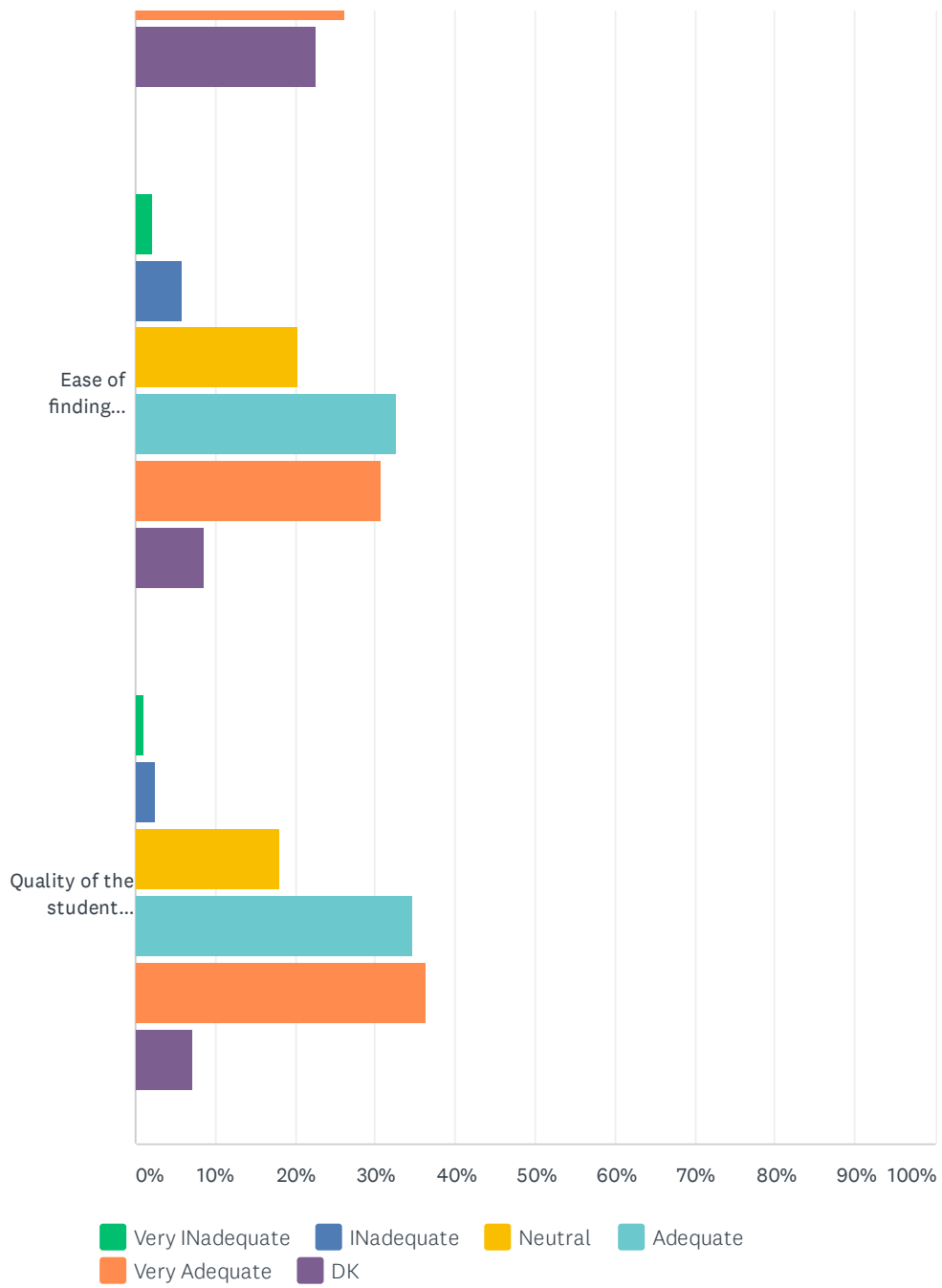
### Q24 Please rate the following Business Office services. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 447 Skipped: 1,114





2019-20 Fall Student Survey 101719

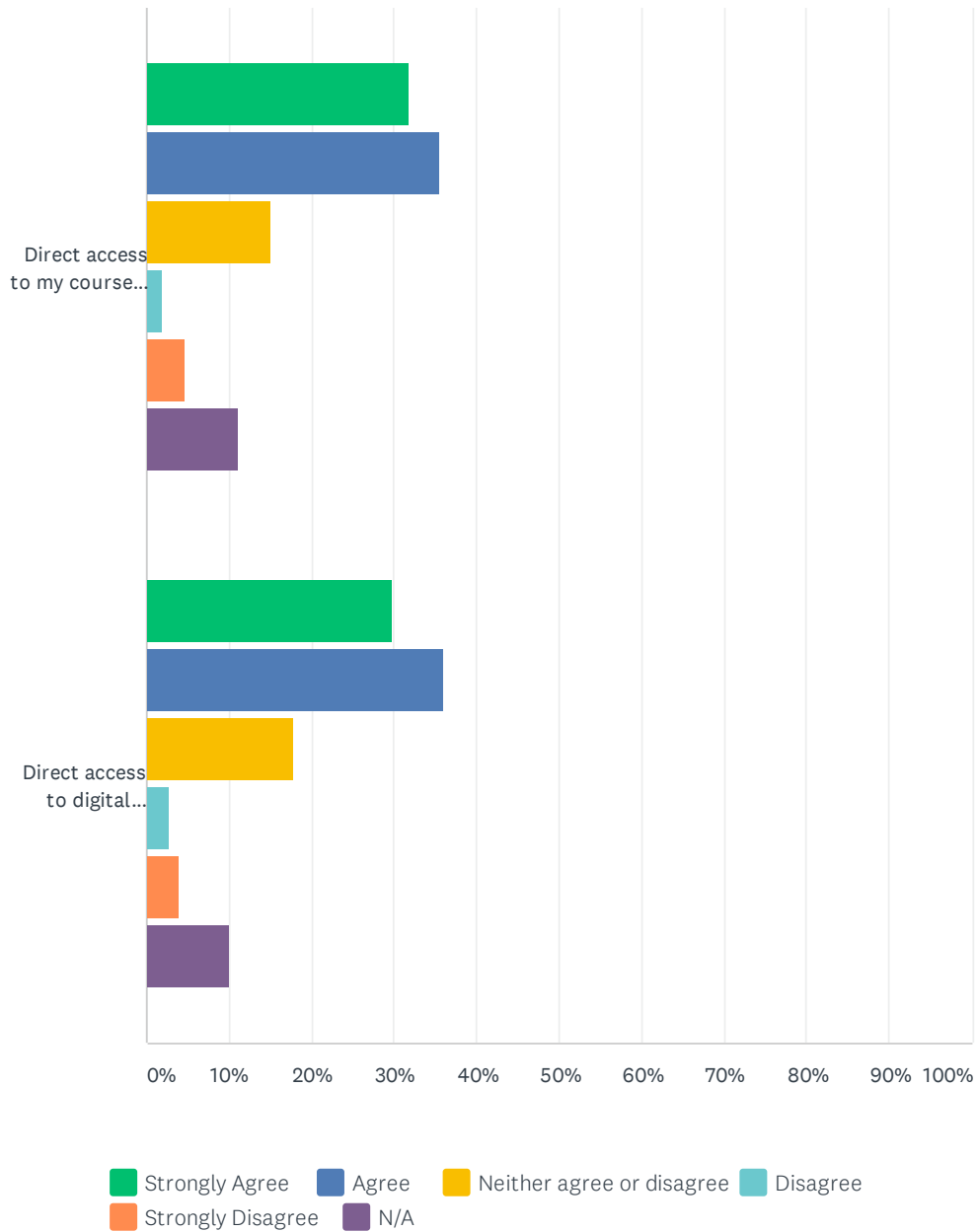


2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Convenience of Business Office hours	0.67% 3	2.01% 9	16.33% 73	32.66% 146	23.49% 105	24.83% 111	447	4.01
Convenience of self-serve options at satellite campuses	0.45% 2	1.35% 6	11.71% 52	22.30% 99	19.37% 86	44.82% 199	444	4.07
Procedures for paying tuition and fees	1.13% 5	4.08% 18	17.23% 76	36.51% 161	28.57% 126	12.47% 55	441	4.00
Ease of enrolling in the payment plan	1.57% 7	2.68% 12	15.66% 70	25.50% 114	25.28% 113	29.31% 131	447	3.99
Assistance provided to you by the cashiers/business office staff	0.90% 4	1.79% 8	14.57% 65	30.72% 137	29.60% 132	22.42% 100	446	4.11
Length of time on the phone for assistance provided by the cashiers/business office staff	3.14% 14	2.24% 10	16.82% 75	25.11% 112	19.28% 86	33.41% 149	446	3.83
Quality of the information you receive from cashiers/business office staff	0.67% 3	1.80% 8	18.88% 84	29.89% 133	26.07% 116	22.70% 101	445	4.02
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	2.02% 9	5.84% 26	20.22% 90	32.58% 145	30.79% 137	8.54% 38	445	3.92
Quality of the student bill/schedule	1.13% 5	2.48% 11	18.02% 80	34.68% 154	36.49% 162	7.21% 32	444	4.11

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: 332 Skipped: 1,229



2019-20 Fall Student Survey 101719

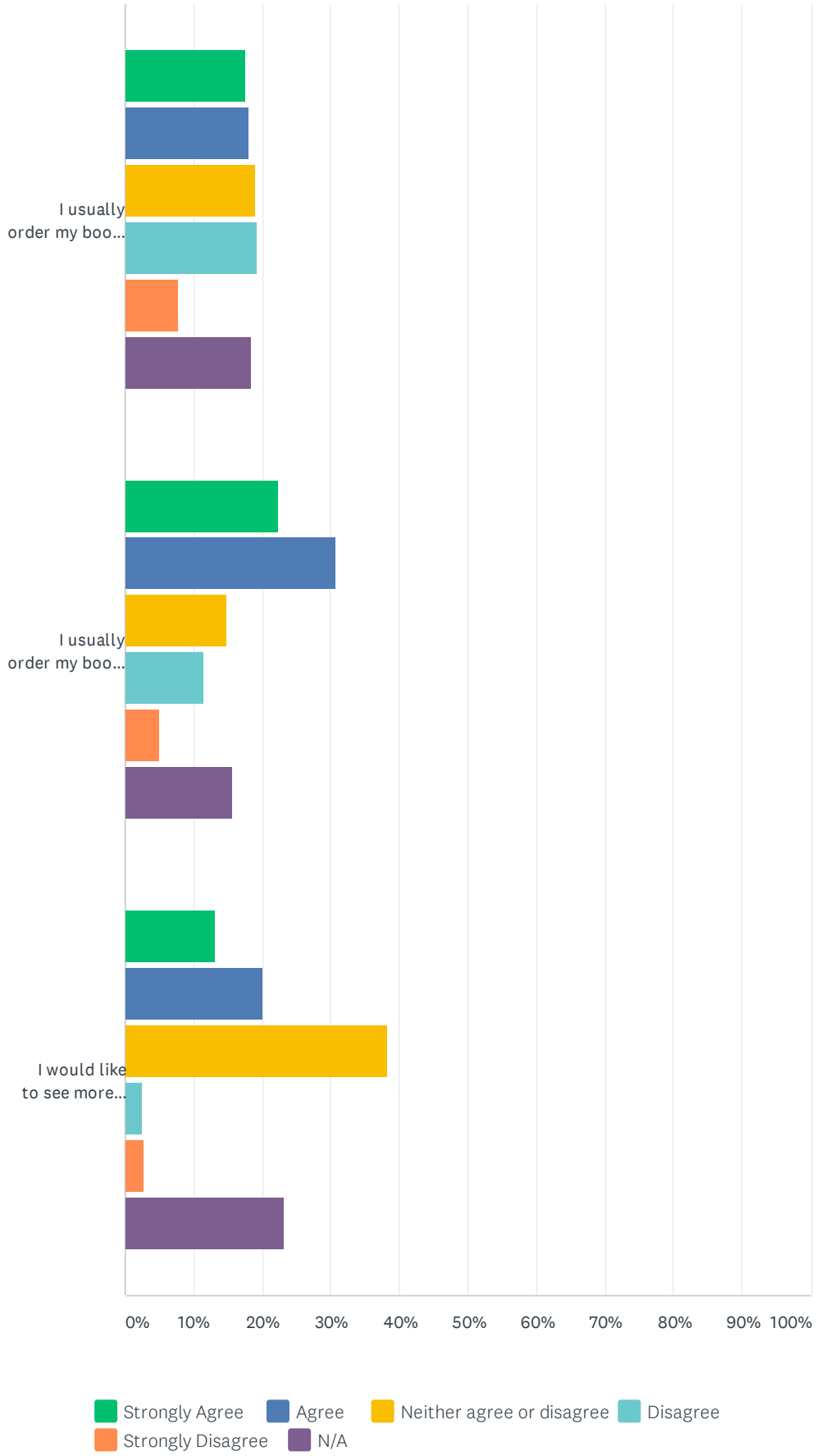
	<b>STRONGLY AGREE</b>	<b>AGREE</b>	<b>NEITHER AGREE OR DISAGREE</b>	<b>DISAGREE</b>	<b>STRONGLY DISAGREE</b>	<b>N/A</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Direct access to my course etext/materials is a better option than individual access codes.	31.72% 105	35.65% 118	15.11% 50	1.81% 6	4.53% 15	11.18% 37	331	3.99
Direct access to digital materials increased my chances to be successful in my courses.	29.61% 98	35.95% 119	17.82% 59	2.72% 9	3.93% 13	9.97% 33	331	3.94



**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: 333 Skipped: 1,228

2019-20 Fall Student Survey 101719



2019-20 Fall Student Survey 101719

	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.	17.47% 58	18.07% 60	18.98% 63	19.28% 64	7.83% 26	18.37% 61	332	3.22
I usually order my books online after I attend class so I know exactly which books I need.	22.29% 74	30.72% 102	14.76% 49	11.45% 38	5.12% 17	15.66% 52	332	3.64
I would like to see more options of Tri-County Technical College "Spirit" wear and supplies in the new Campus Store.	13.25% 44	20.18% 67	38.25% 127	2.41% 8	2.71% 9	23.19% 77	332	3.51

Q27 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.....

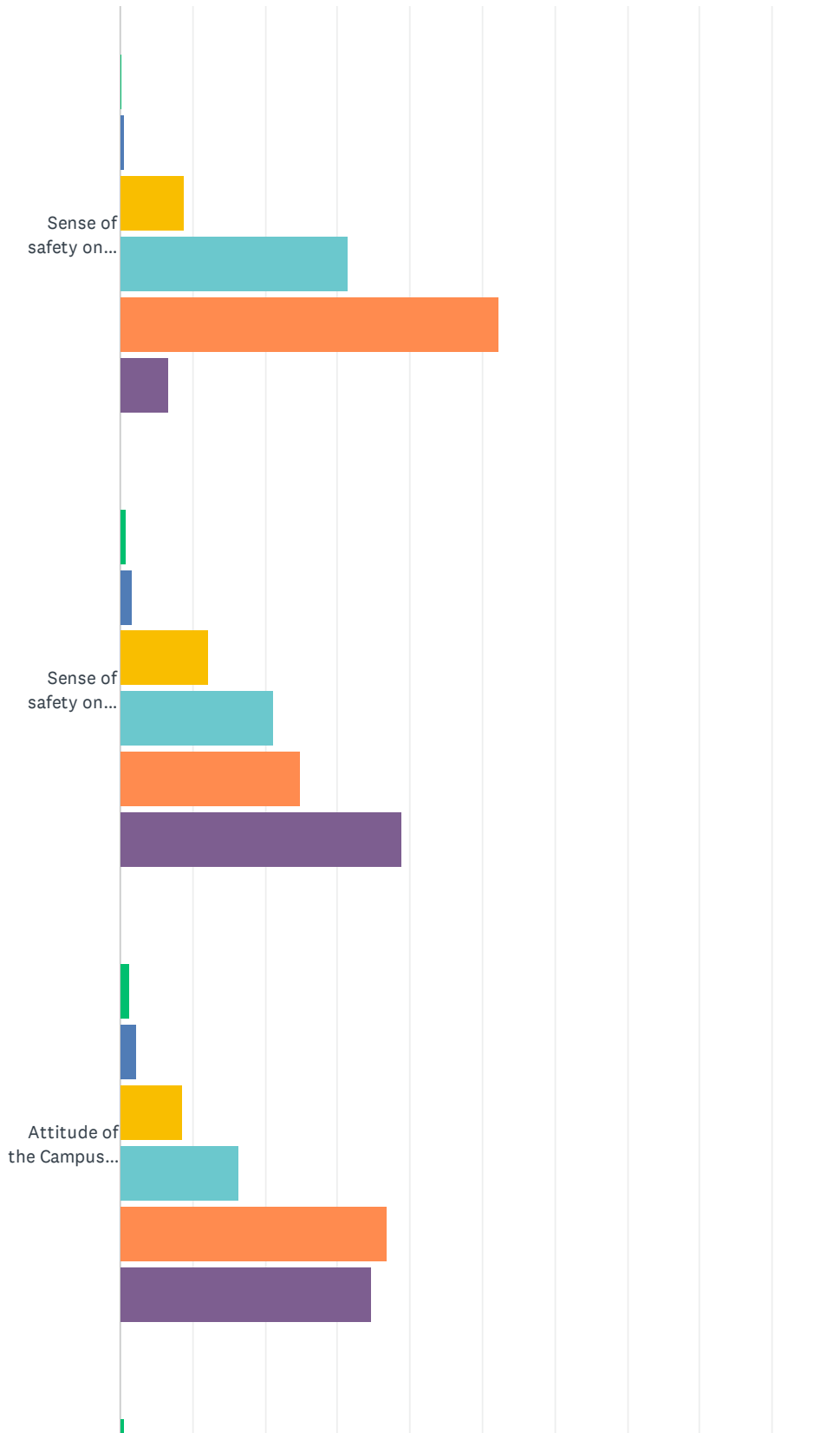
Answered: 159 Skipped: 1,402

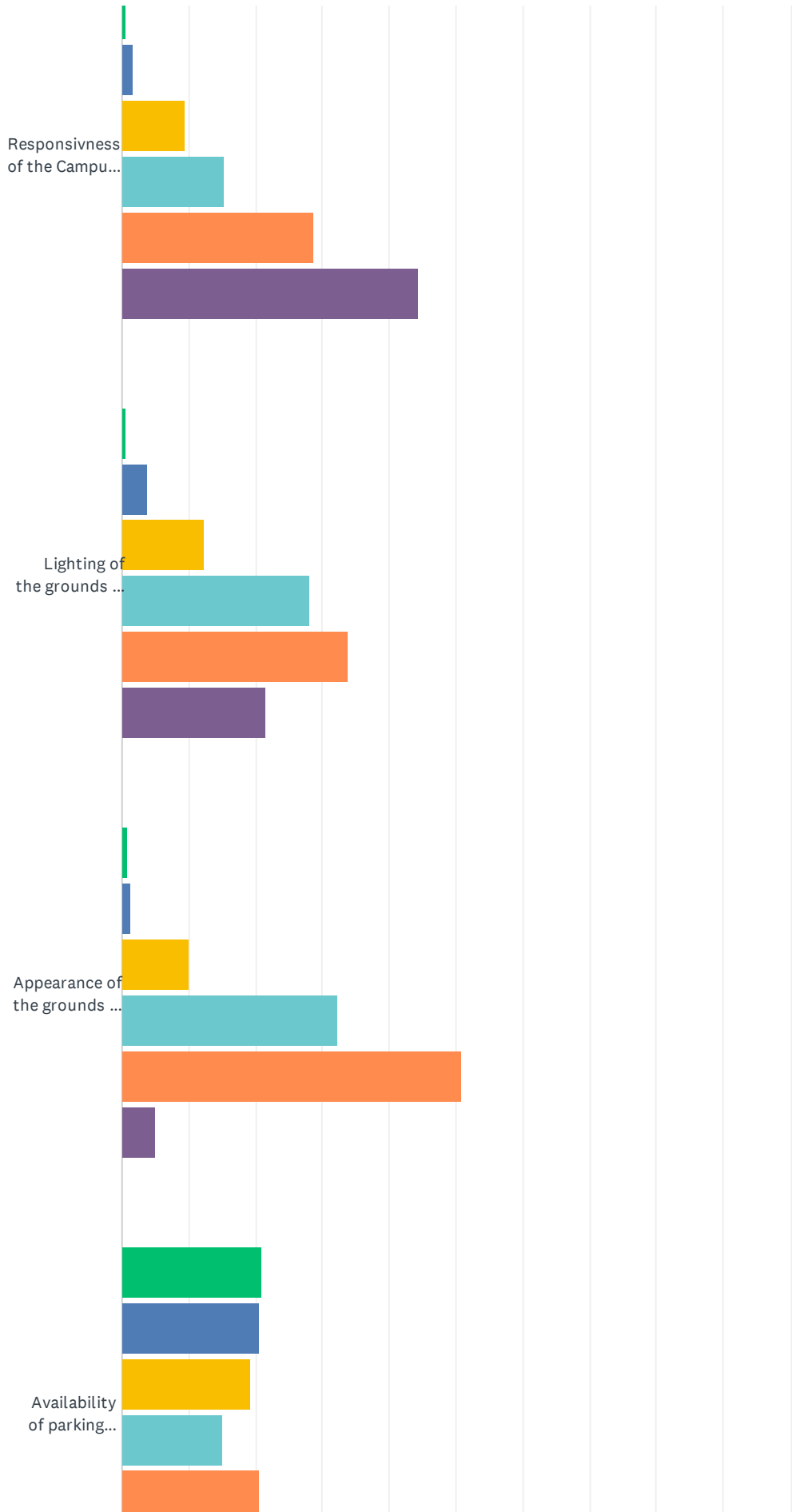
Q28 If you do not currently eat in the campus café on a regular basis; what can we do that would appeal to you to visit us on a regular basis?

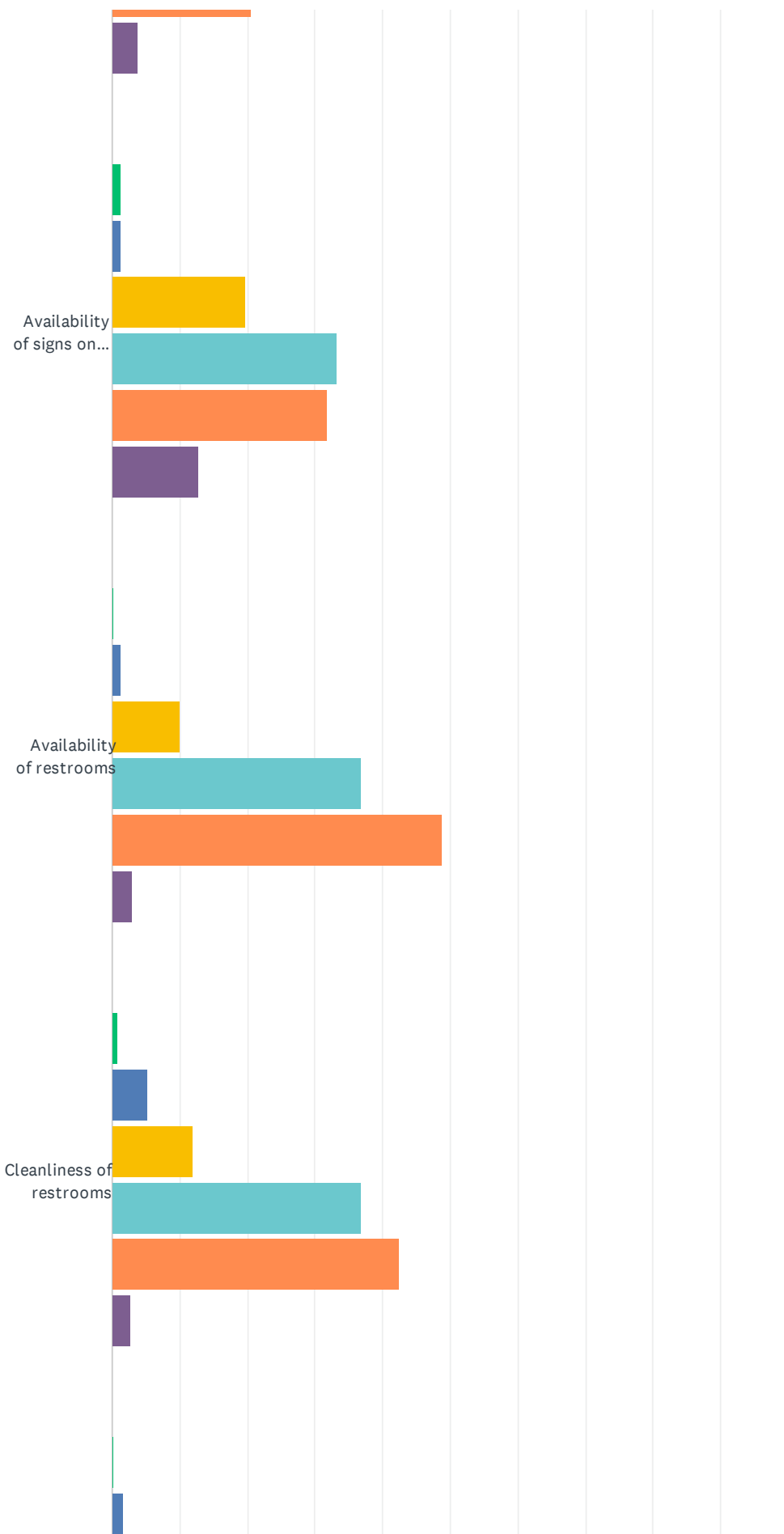
Answered: 153 Skipped: 1,408

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: 344 Skipped: 1,217

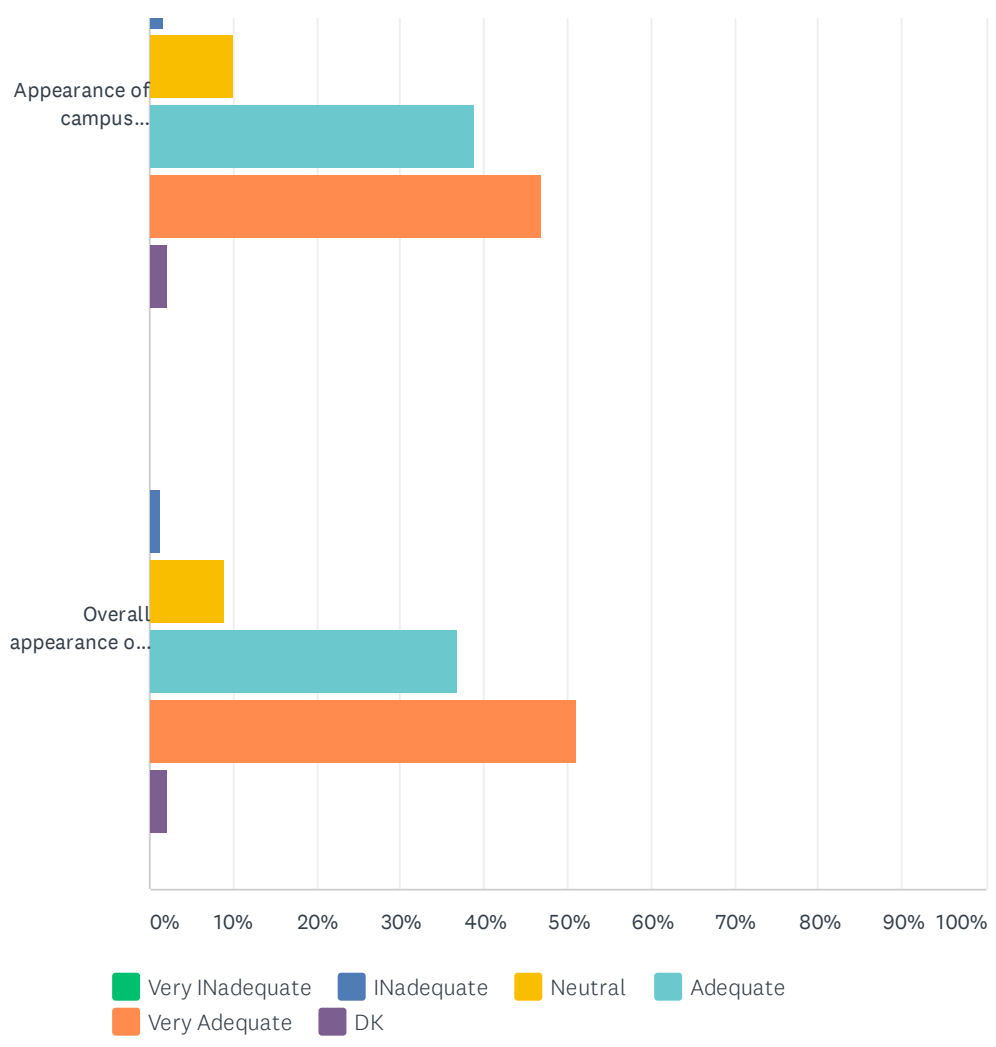








2019-20 Fall Student Survey 101719

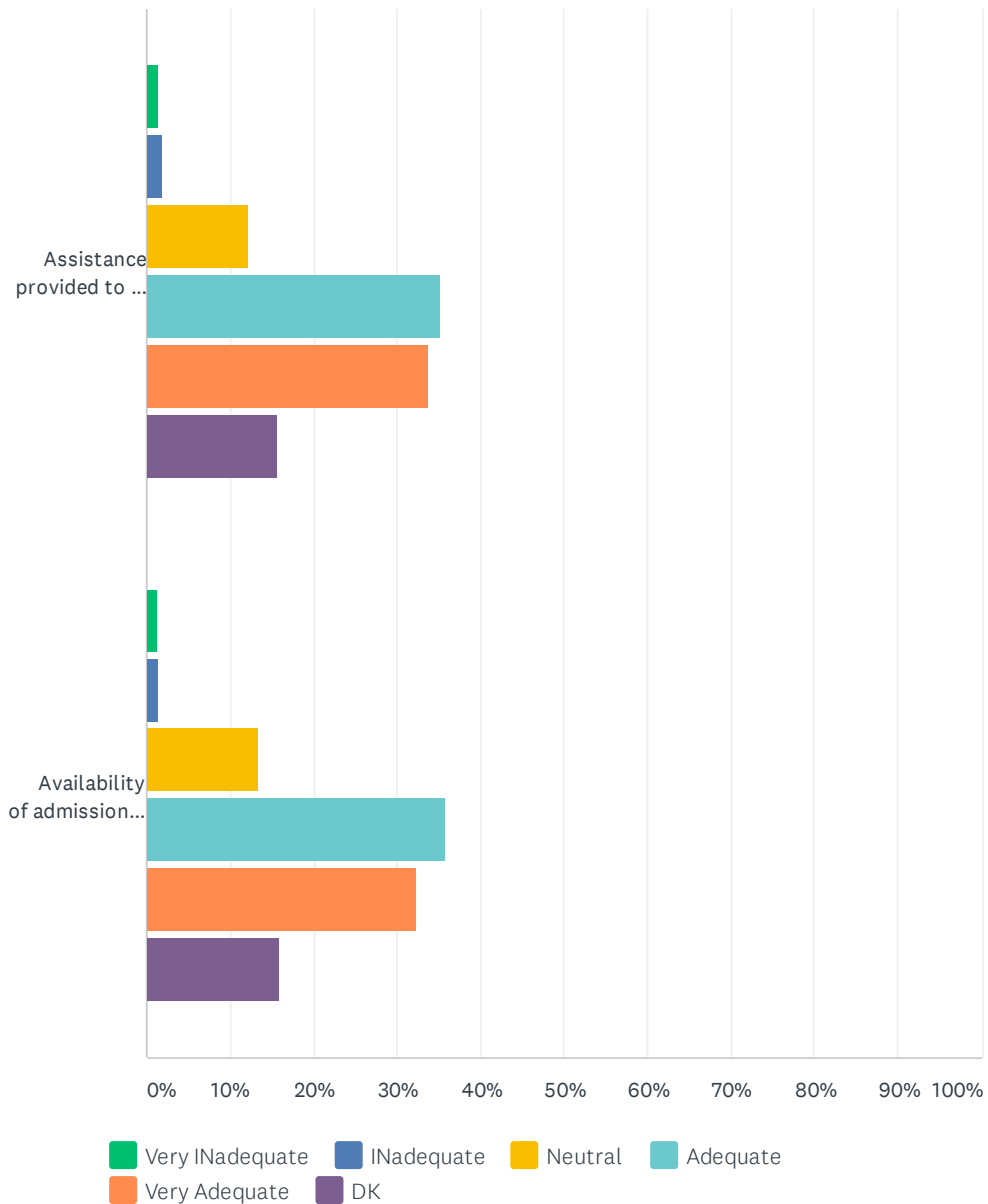


2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Sense of safety on campus during the day	0.29% 1	0.58% 2	8.72% 30	31.40% 108	52.33% 180	6.69% 23	344	4.45
Sense of safety on campus at night	0.87% 3	1.74% 6	12.21% 42	21.22% 73	25.00% 86	38.95% 134	344	4.11
Attitude of the Campus police when helping you	1.17% 4	2.34% 8	8.48% 29	16.37% 56	36.84% 126	34.80% 119	342	4.31
Responsivness of the Campus police	0.59% 2	1.76% 6	9.38% 32	15.25% 52	28.74% 98	44.28% 151	341	4.25
Lighting of the grounds and walkways	0.58% 2	3.79% 13	12.24% 42	27.99% 96	33.82% 116	21.57% 74	343	4.16
Appearance of the grounds and walkways	0.88% 3	1.17% 4	9.94% 34	32.16% 110	50.88% 174	4.97% 17	342	4.38
Availability of parking spaces on campus	20.99% 72	20.41% 70	19.24% 66	15.16% 52	20.41% 70	3.79% 13	343	2.93
Availability of signs on campus	1.17% 4	1.17% 4	19.59% 67	33.33% 114	31.87% 109	12.87% 44	342	4.07
Availability of restrooms	0.29% 1	1.17% 4	9.94% 34	36.84% 126	48.83% 167	2.92% 10	342	4.37
Cleanliness of restrooms	0.87% 3	5.25% 18	11.95% 41	36.73% 126	42.57% 146	2.62% 9	343	4.18
Appearance of campus buildings	0.29% 1	1.76% 6	9.97% 34	39.00% 133	46.92% 160	2.05% 7	341	4.33
Overall appearance of the campus	0.00% 0	1.17% 4	9.04% 31	36.73% 126	51.02% 175	2.04% 7	343	4.40

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

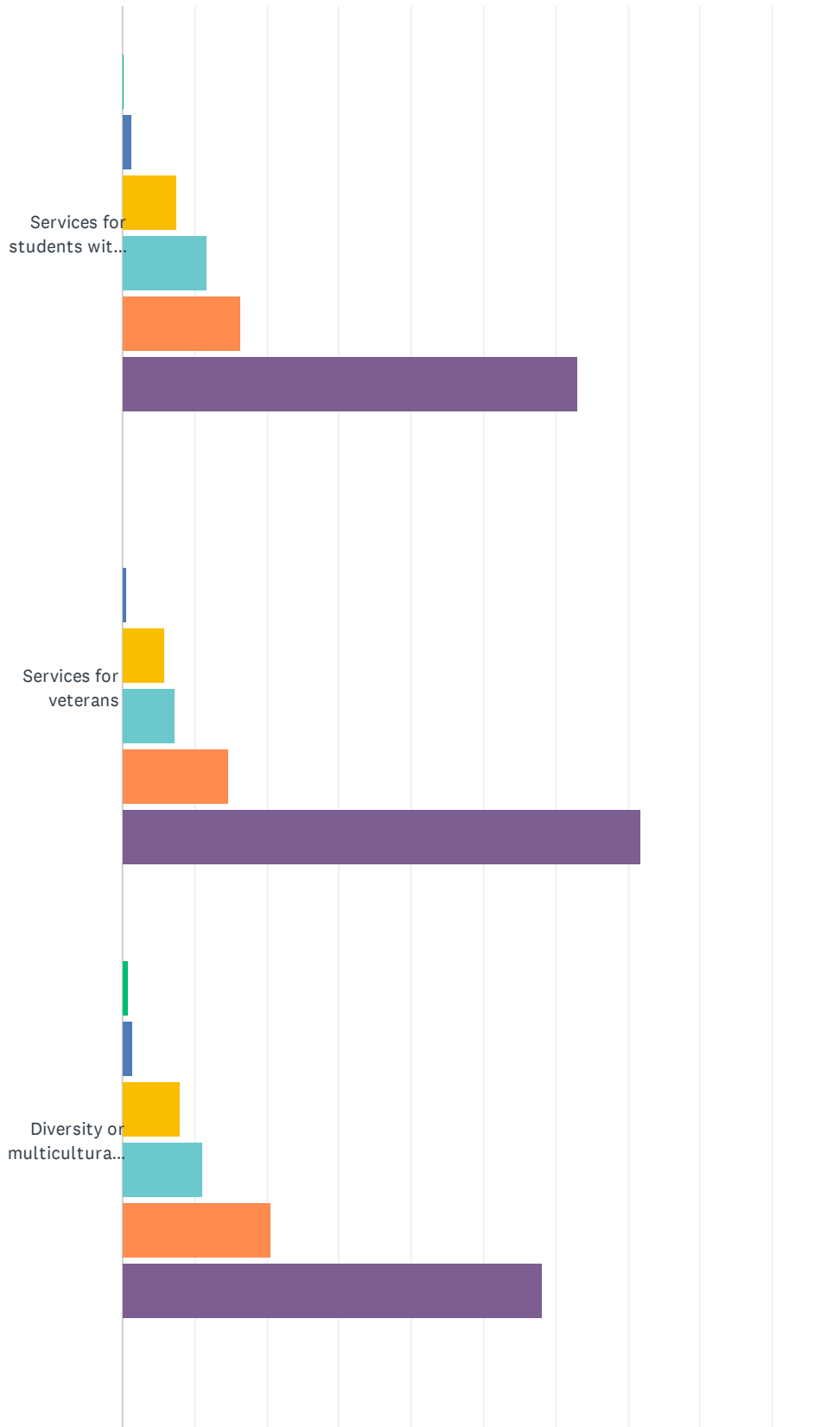
Answered: 340 Skipped: 1,221

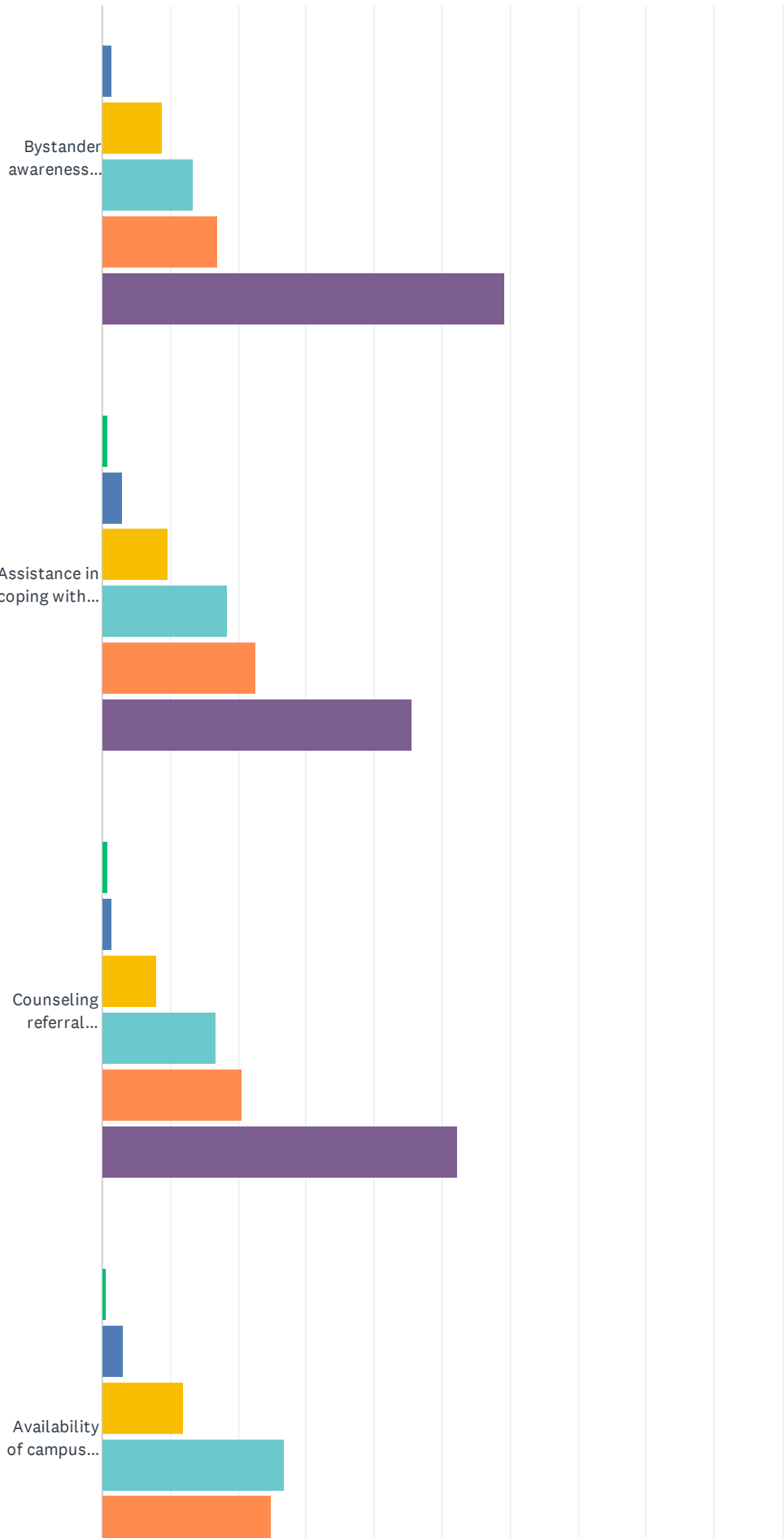


	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Admissions staff	1.53% 5	1.83% 6	12.23% 40	35.17% 115	33.64% 110	15.60% 51	327	4.16
Availability of admission services to students	1.18% 4	1.48% 5	13.31% 45	35.80% 121	32.25% 109	15.98% 54	338	4.15

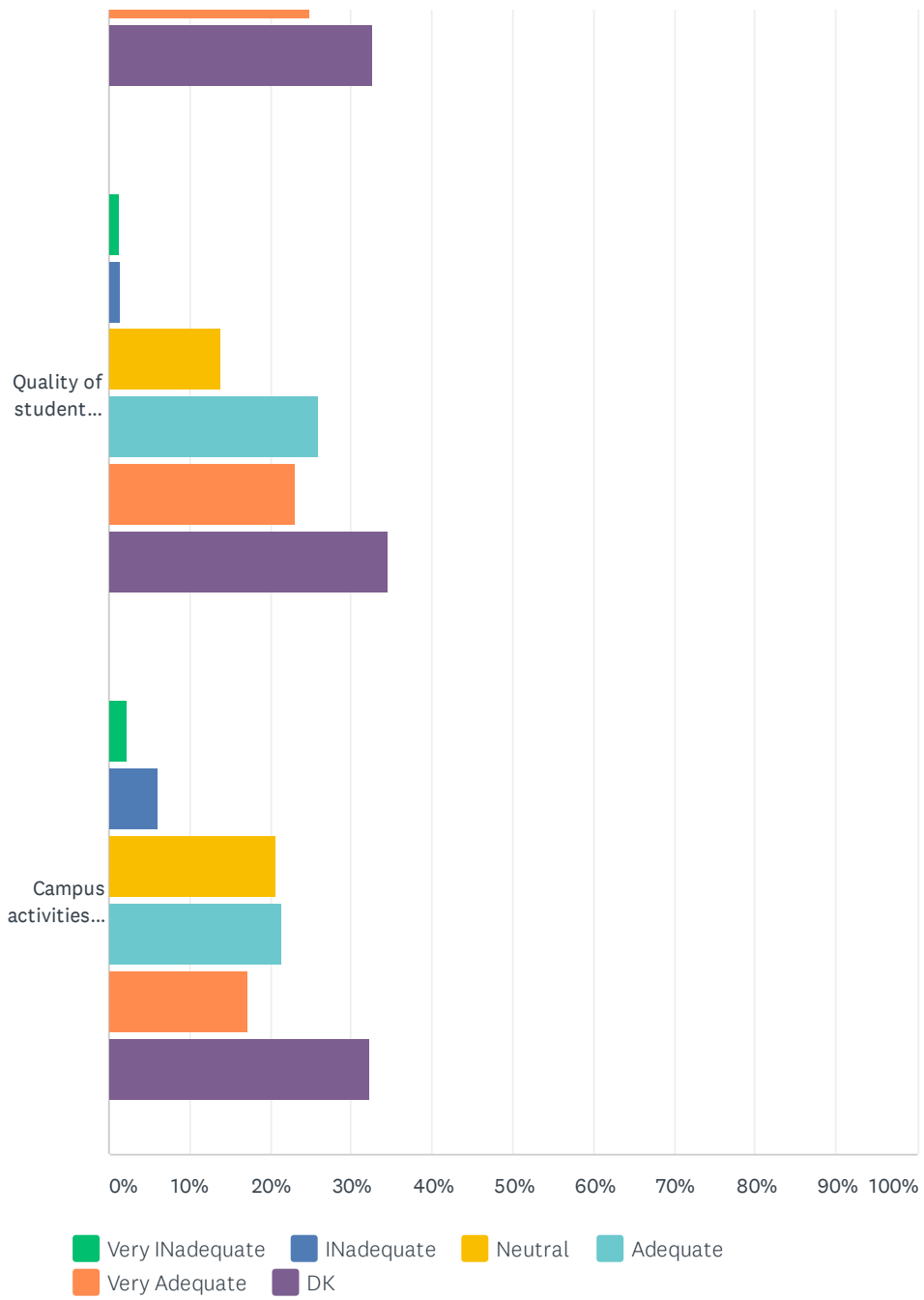
### Q31 Please rate the following services available for Student Support and Engagement outside the classroom.

Answered: 344 Skipped: 1,217





2019-20 Fall Student Survey 101719

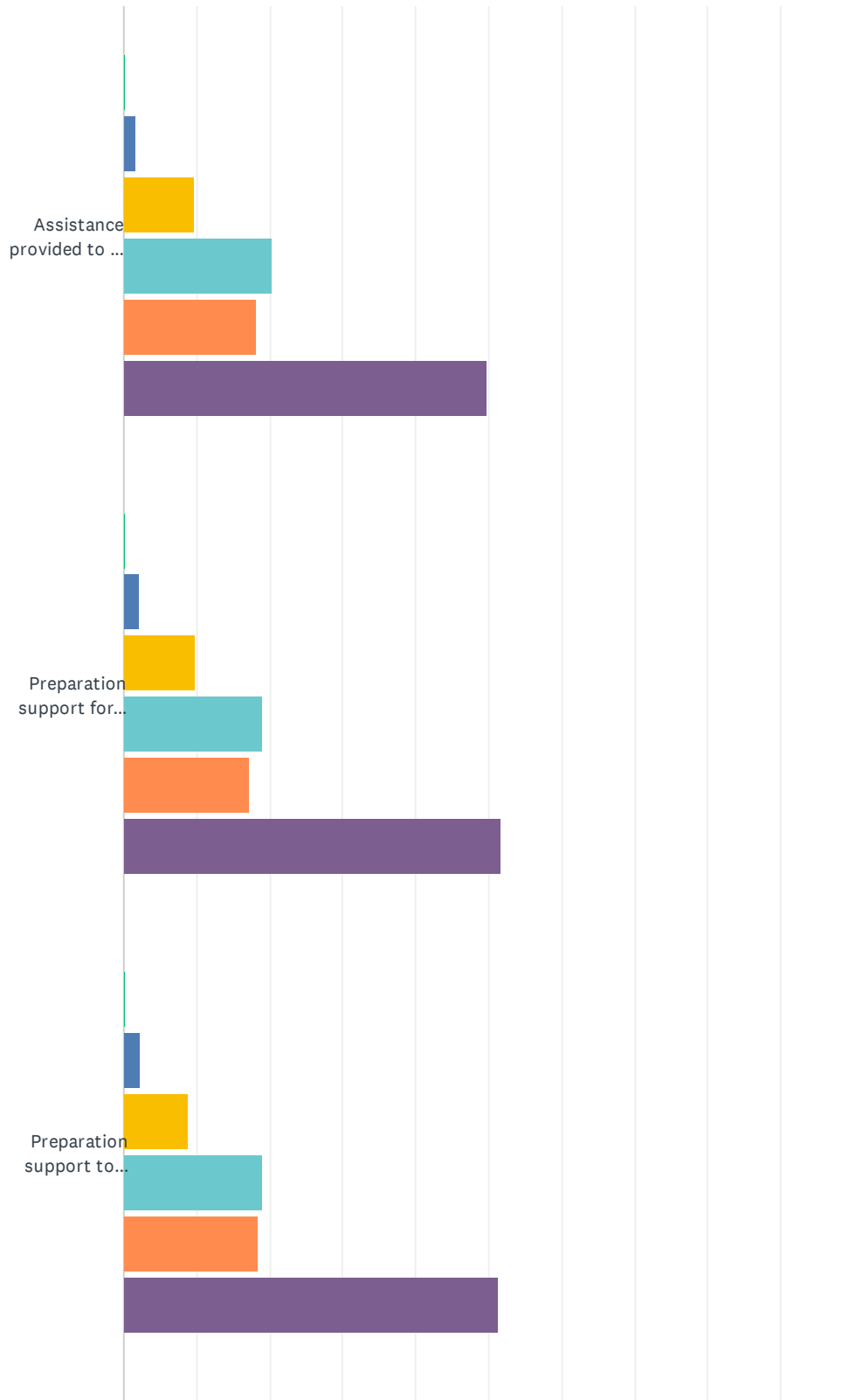


2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Services for students with disabilities, special needs or learning differences	0.29% 1	1.17% 4	7.58% 26	11.66% 40	16.33% 56	62.97% 216	343	4.15
Services for veterans	0.00% 0	0.58% 2	5.83% 20	7.29% 25	14.58% 50	71.72% 246	343	4.27
Diversity or multicultural programs or activities	0.88% 3	1.47% 5	7.92% 27	11.14% 38	20.53% 70	58.06% 198	341	4.17
Bystander awareness programs or activities	0.00% 0	1.47% 5	8.80% 30	13.49% 46	17.01% 58	59.24% 202	341	4.13
Assistance in coping with challenges interfering with academic performance	0.87% 3	2.91% 10	9.59% 33	18.31% 63	22.67% 78	45.64% 157	344	4.09
Counseling referral resources	0.88% 3	1.47% 5	7.94% 27	16.76% 57	20.59% 70	52.35% 178	340	4.15
Availability of campus activities and events outside class periods	0.58% 2	3.20% 11	11.92% 41	26.74% 92	25.00% 86	32.56% 112	344	4.07
Quality of student activities/events provided by students/for students	1.17% 4	1.46% 5	13.74% 47	26.02% 89	23.10% 79	34.50% 118	342	4.04
Campus activities match with your interest	2.34% 8	6.14% 21	20.76% 71	21.35% 73	17.25% 59	32.16% 110	342	3.66

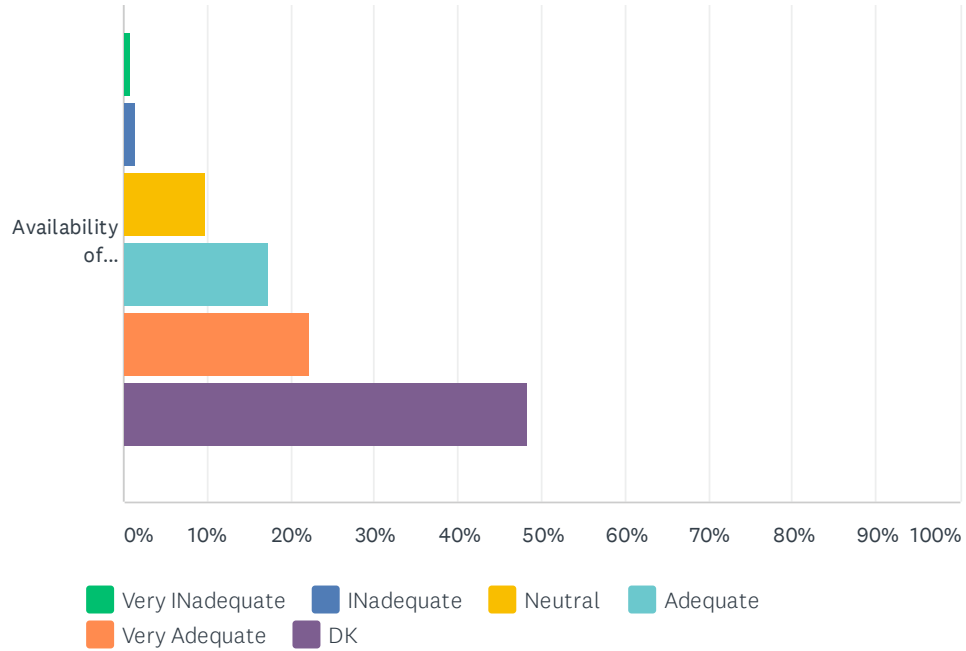
Q32 Please rate the following Career and Employability Resources (formally named Career Services). Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 343 Skipped: 1,218





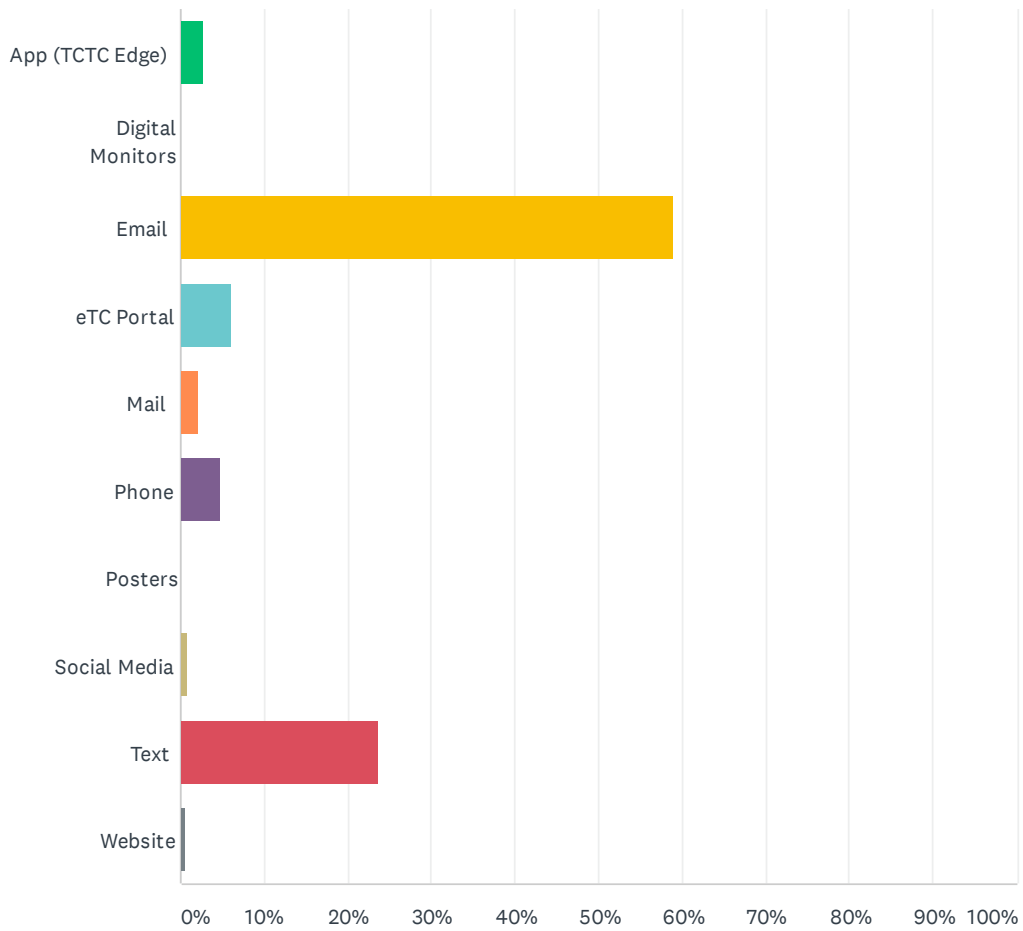
2019-20 Fall Student Survey 101719



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Career and Employability Resources staff	0.29% 1	1.76% 6	9.68% 33	20.23% 69	18.18% 62	49.85% 170	341	4.08
Preparation support for entering the workforce provided to you by the Career and Employability Resources staff	0.29% 1	2.04% 7	9.91% 34	18.95% 65	17.20% 59	51.60% 177	343	4.05
Preparation support to develop effective job interviewing skills provided to you by the Career and Employability Resources staff	0.29% 1	2.34% 8	8.77% 30	19.01% 65	18.42% 63	51.17% 175	342	4.08
Availability of employability assistance to students	0.89% 3	1.48% 5	9.76% 33	17.46% 59	22.19% 75	48.22% 163	338	4.13

### Q33 When the College needs to send information what is your preferred method for receiving information?

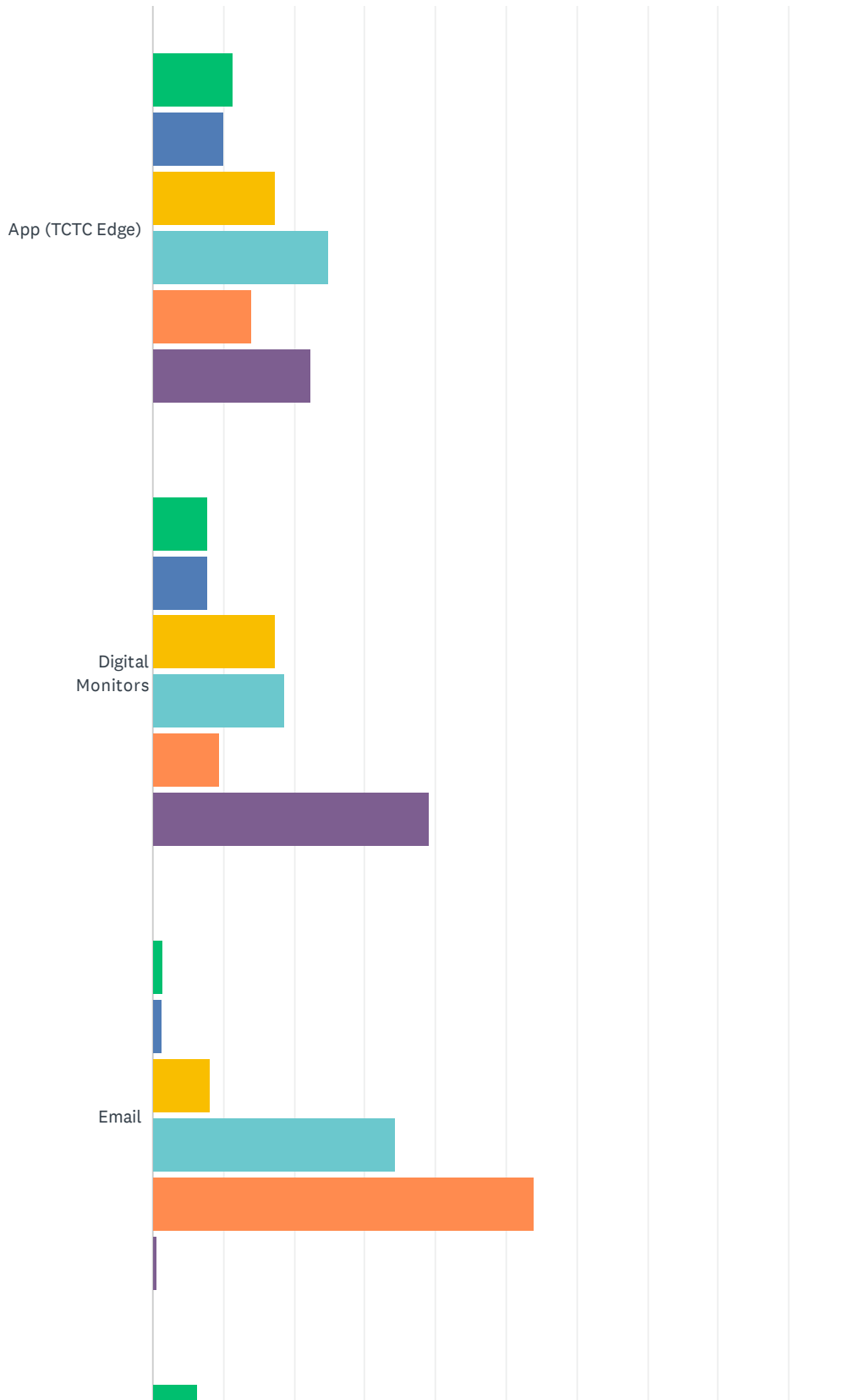
Answered: 326 Skipped: 1,235

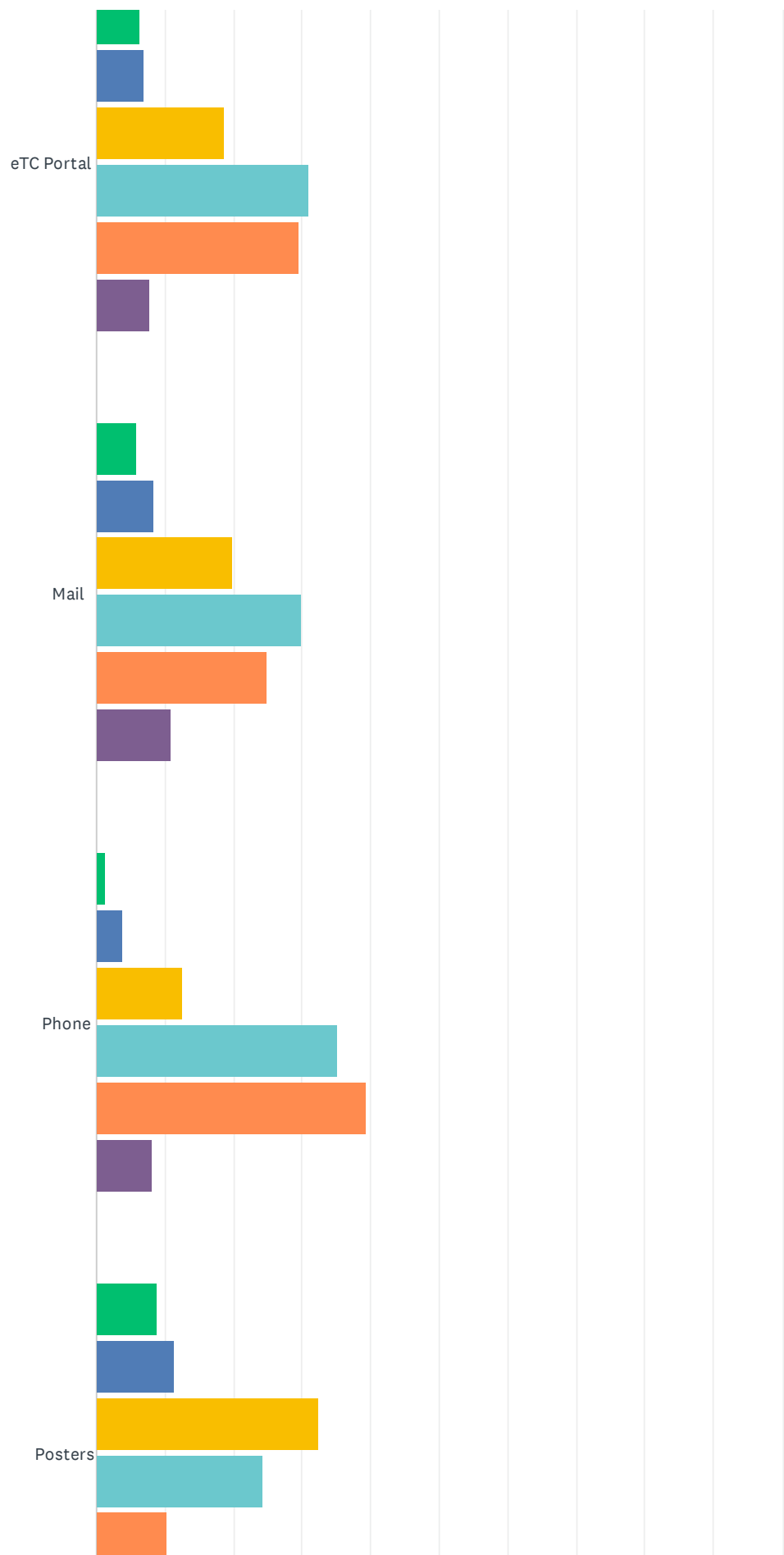


ANSWER CHOICES	RESPONSES
App (TCTC Edge)	2.76% 9
Digital Monitors	0.00% 0
Email	58.90% 192
eTC Portal	6.13% 20
Mail	2.15% 7
Phone	4.91% 16
Posters	0.00% 0
Social Media	0.92% 3
Text	23.62% 77
Website	0.61% 2
<b>TOTAL</b>	<b>326</b>

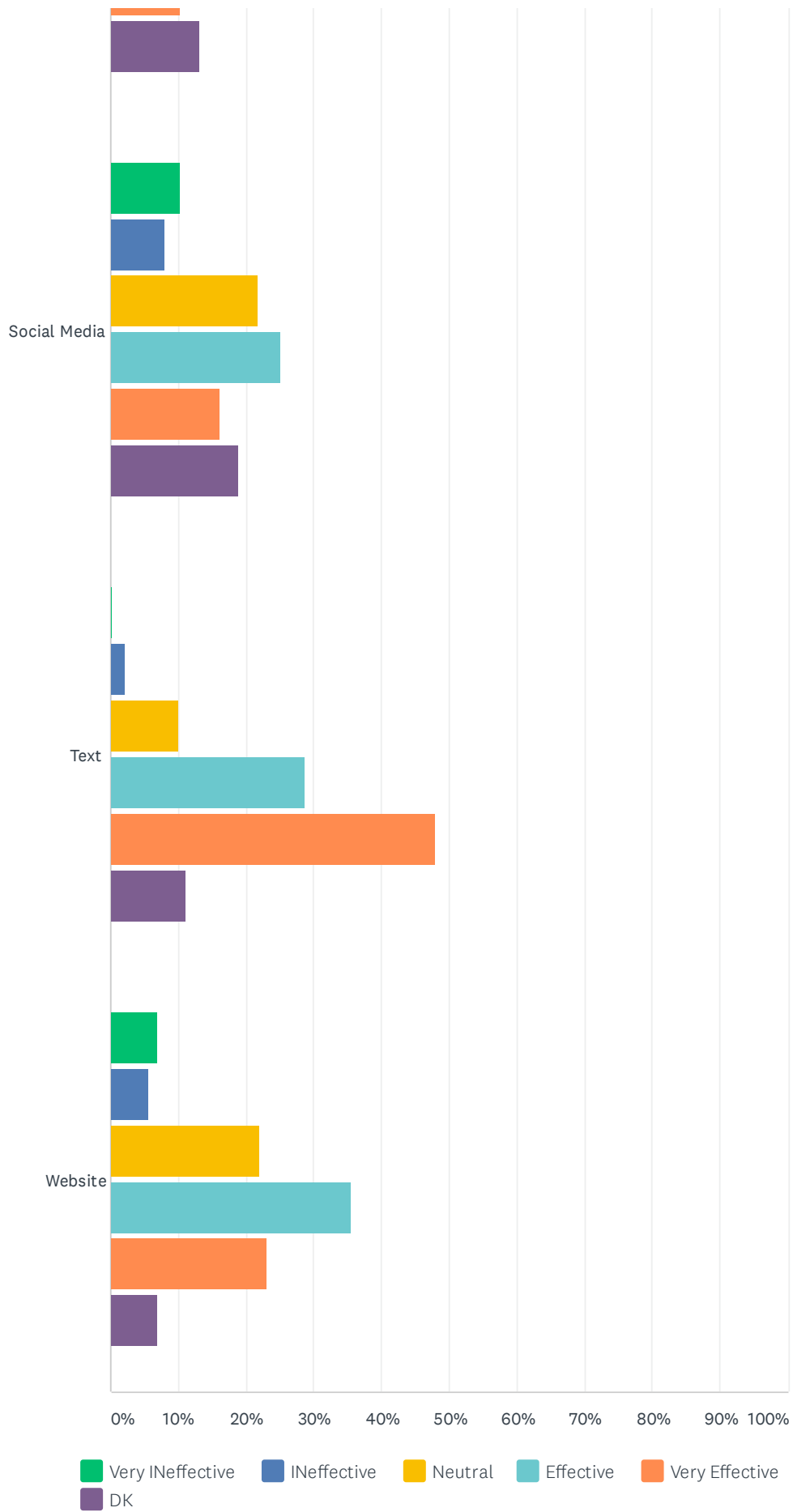
Q34 Please indicate how effective the following forms of communication are for you. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 324 Skipped: 1,237





2019-20 Fall Student Survey 101719



2019-20 Fall Student Survey 101719

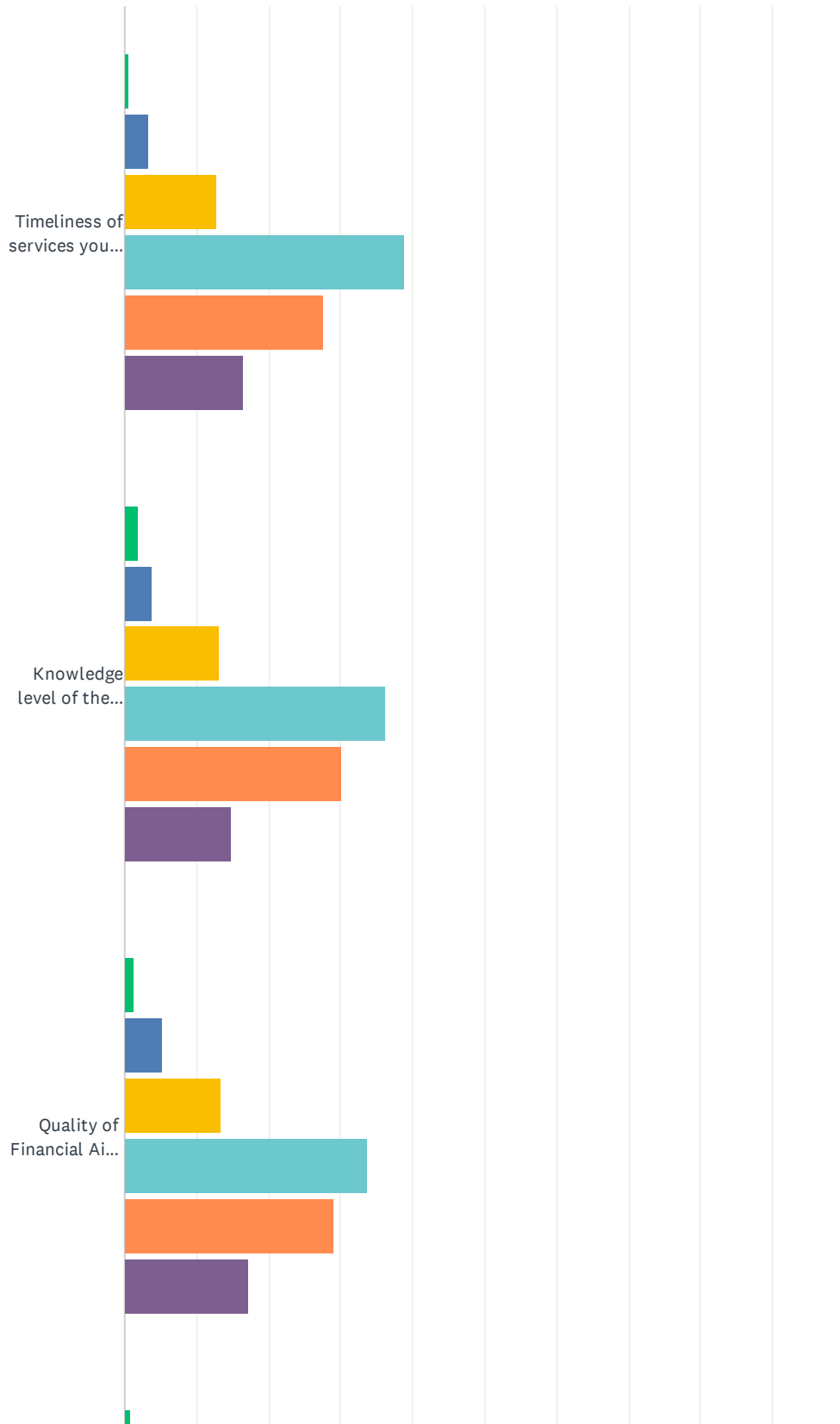
	VERY INEFFECTIVE	INEFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	DK	TOTAL	WEIGHTED AVERAGE
App (TCTC Edge)	11.21% 36	9.97% 32	17.45% 56	24.92% 80	14.02% 45	22.43% 72	321	3.27
Digital Monitors	7.76% 25	7.76% 25	17.39% 56	18.63% 60	9.32% 30	39.13% 126	322	3.23
Email	1.56% 5	1.25% 4	8.13% 26	34.38% 110	54.06% 173	0.63% 2	320	4.39
eTC Portal	6.21% 20	6.83% 22	18.63% 60	31.06% 100	29.50% 95	7.76% 25	322	3.77
Mail	5.92% 19	8.41% 27	19.94% 64	29.91% 96	24.92% 80	10.90% 35	321	3.67
Phone	1.25% 4	3.74% 12	12.46% 40	35.20% 113	39.25% 126	8.10% 26	321	4.17
Posters	8.72% 28	11.21% 36	32.40% 104	24.30% 78	10.28% 33	13.08% 42	321	3.19
Social Media	10.22% 33	8.05% 26	21.67% 70	25.08% 81	16.10% 52	18.89% 61	323	3.35
Text	0.31% 1	2.17% 7	9.94% 32	28.57% 92	47.83% 154	11.18% 36	322	4.37
Website	6.92% 22	5.66% 18	22.01% 70	35.53% 113	22.96% 73	6.92% 22	318	3.67

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

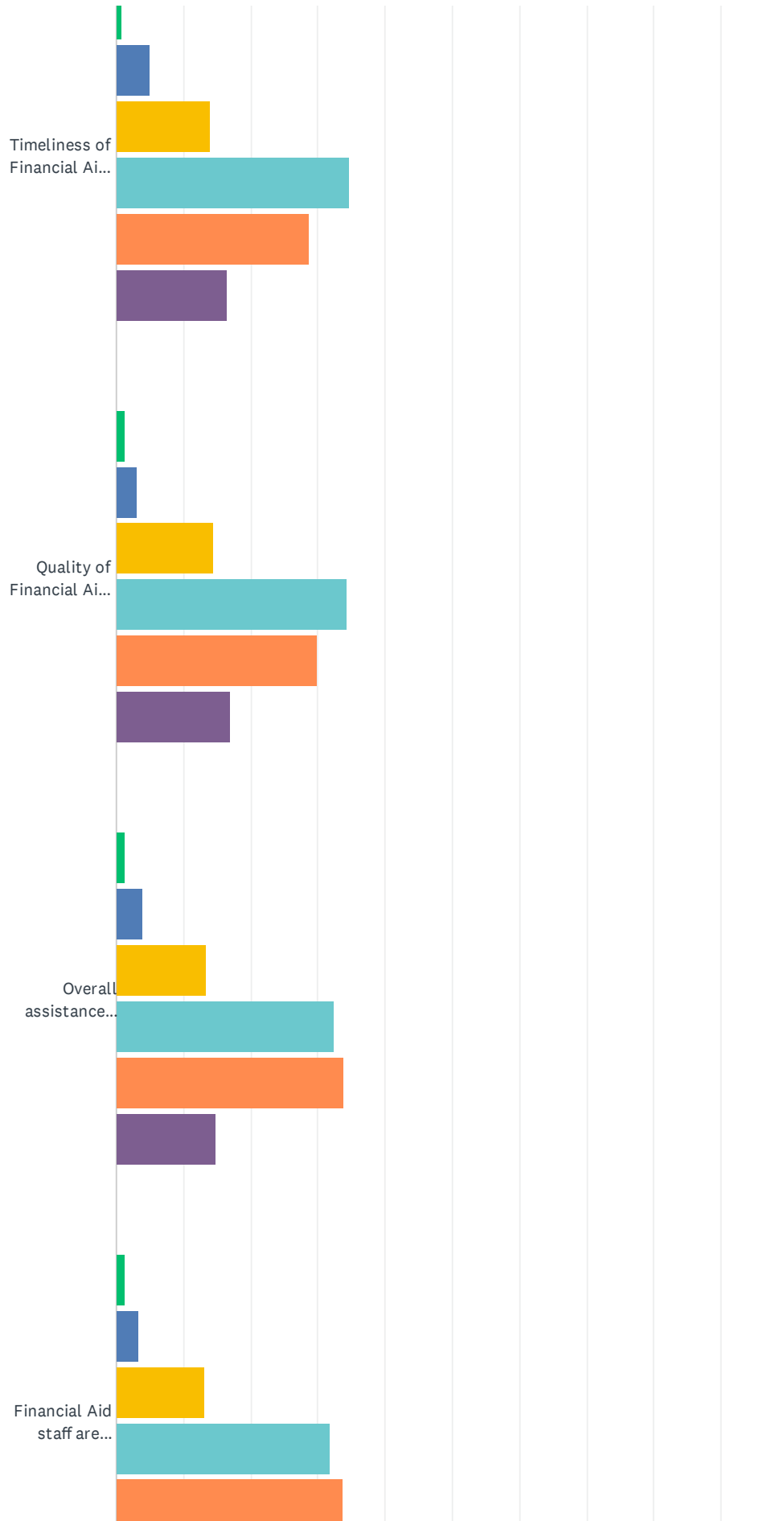
Answered: 113 Skipped: 1,448

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.

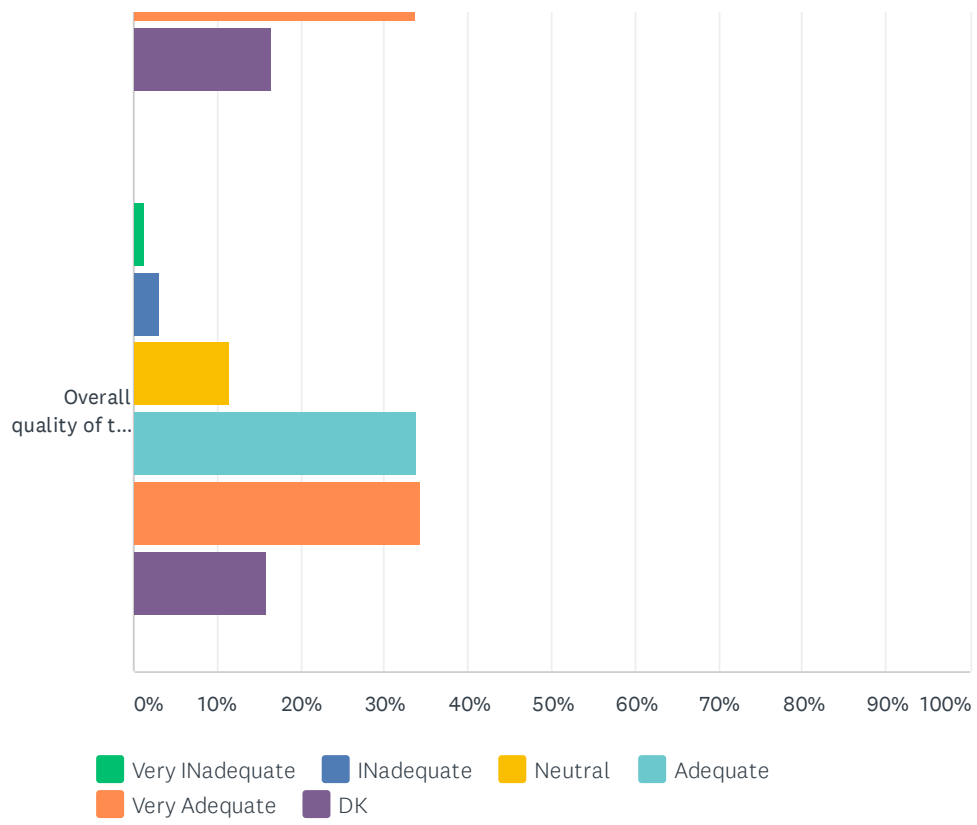
Answered: 321 Skipped: 1,240







2019-20 Fall Student Survey 101719

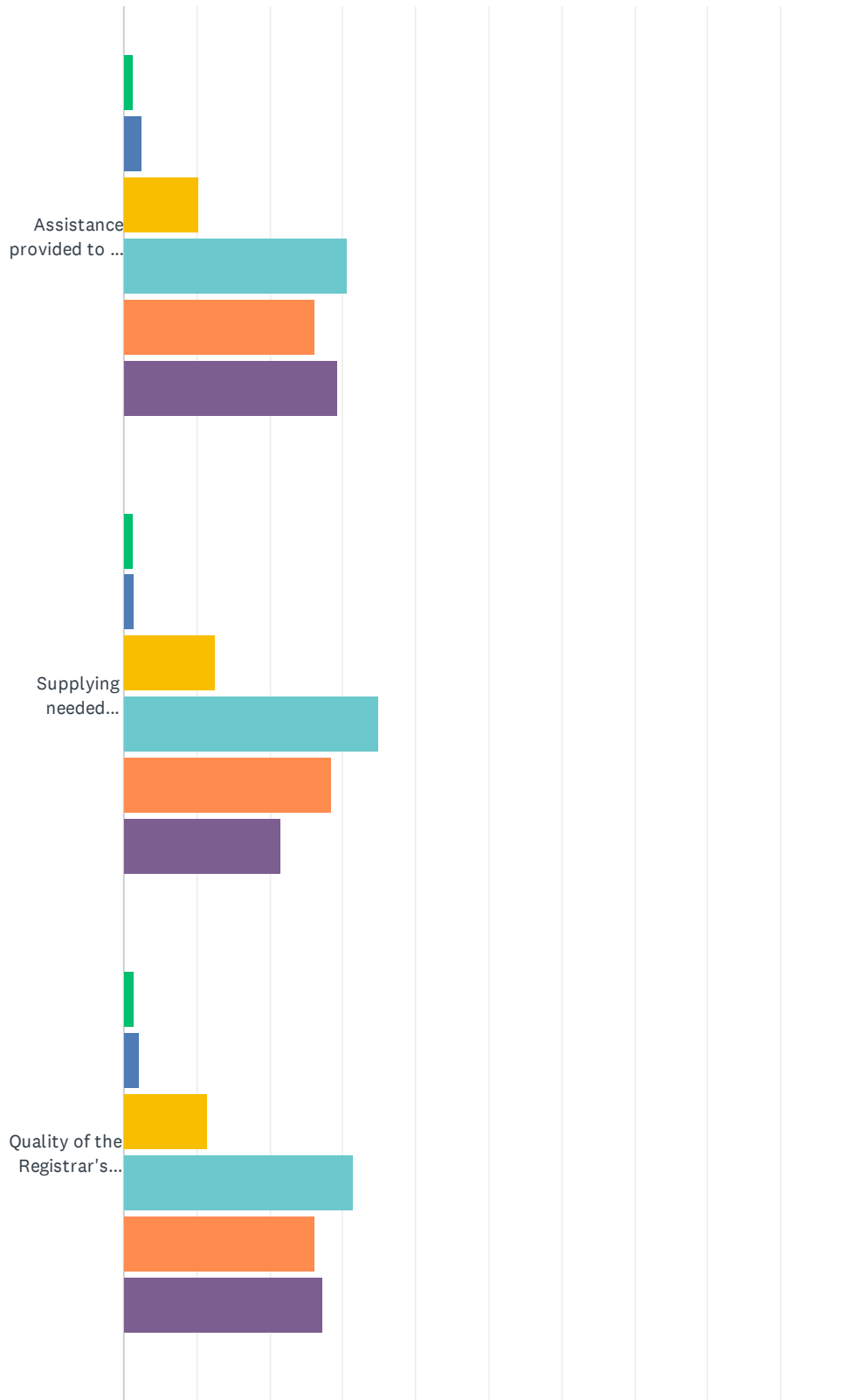


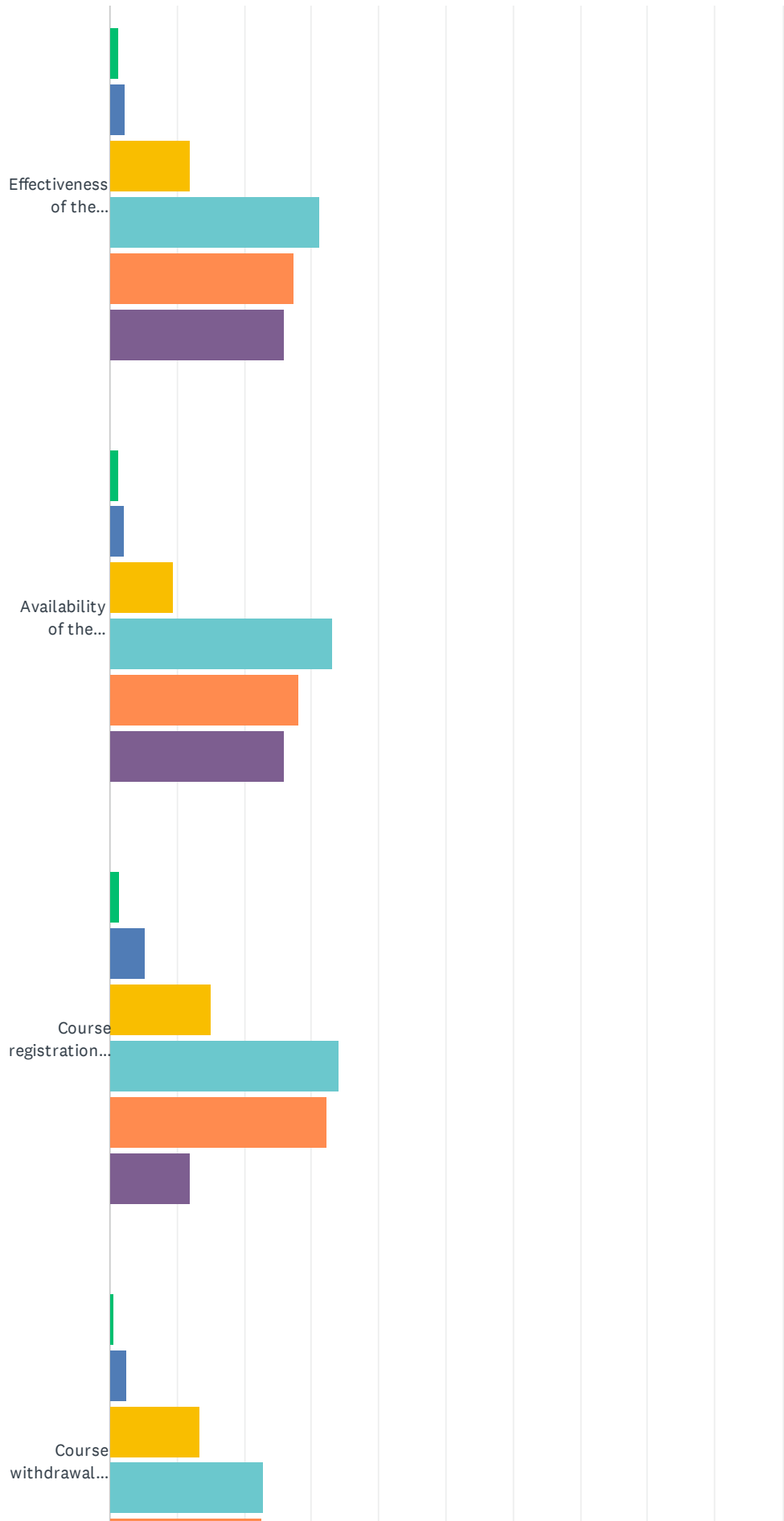
2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	0.63% 2	3.45% 11	12.85% 41	38.87% 124	27.59% 88	16.61% 53	319	4.07
Knowledge level of the staff	1.87% 6	3.74% 12	13.08% 42	36.14% 116	30.22% 97	14.95% 48	321	4.05
Quality of Financial Aid email communications	1.25% 4	5.31% 17	13.44% 43	33.75% 108	29.06% 93	17.19% 55	320	4.02
Timeliness of Financial Aid email communications	0.94% 3	5.00% 16	14.06% 45	34.69% 111	28.75% 92	16.56% 53	320	4.02
Quality of Financial Aid information at student orientation	1.25% 4	3.13% 10	14.37% 46	34.38% 110	30.00% 96	16.88% 54	320	4.07
Overall assistance provided by Financial Aid staff	1.25% 4	4.05% 13	13.40% 43	32.40% 104	33.96% 109	14.95% 48	321	4.10
Financial Aid staff are knowledgeable of financial aid policies and procedures	1.25% 4	3.44% 11	13.13% 42	31.87% 102	33.75% 108	16.56% 53	320	4.12
Overall quality of the Financial Aid staff's customer service	1.25% 4	3.12% 10	11.53% 37	33.96% 109	34.27% 110	15.89% 51	321	4.15

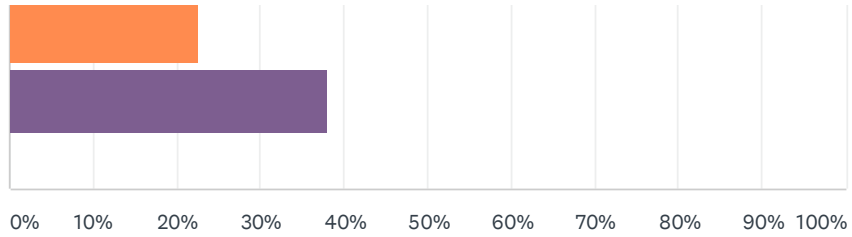
Q37 Please rate the following items on Registrar's Office/Student Data Center services and staff. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 321 Skipped: 1,240





2019-20 Fall Student Survey 101719

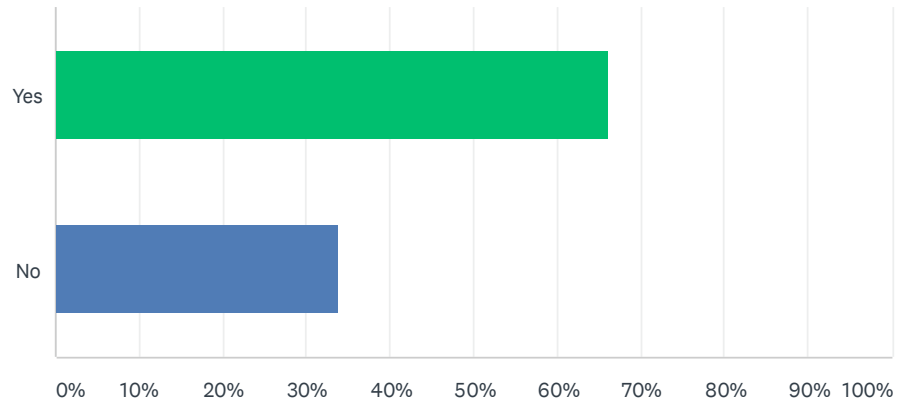


■ Very INadequate   
 ■ INadequate   
 ■ Neutral   
 ■ Adequate  
■ Very Adequate   
 ■ DK

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Registrar's Office/Student Data Center staff	1.25% 4	2.49% 8	10.28% 33	30.53% 98	26.17% 84	29.28% 94	321	4.10
Supplying needed documents (i.e. transcripts, enrollment verifications to students)	1.25% 4	1.56% 5	12.46% 40	34.89% 112	28.35% 91	21.50% 69	321	4.10
Quality of the Registrar's Office/Student Data Center services provided to students	1.56% 5	2.18% 7	11.53% 37	31.46% 101	26.17% 84	27.10% 87	321	4.00
Effectiveness of the Registrar's Office/Student Data Center service in meeting the needs of students	1.26% 4	2.21% 7	11.99% 38	31.23% 99	27.44% 87	25.87% 82	317	4.10
Availability of the Registrar's Office/Student Data Center to students	1.25% 4	2.19% 7	9.38% 30	33.13% 106	28.13% 90	25.94% 83	320	4.10
Course registration (i.e. Course Scheduler, registration, and drop)	1.56% 5	5.31% 17	15.00% 48	34.06% 109	32.19% 103	11.88% 38	320	4.00
Course withdrawal process	0.63% 2	2.50% 8	13.44% 43	22.81% 73	22.50% 72	38.13% 122	320	4.00

### Q38 Have you accessed TC Central resources?

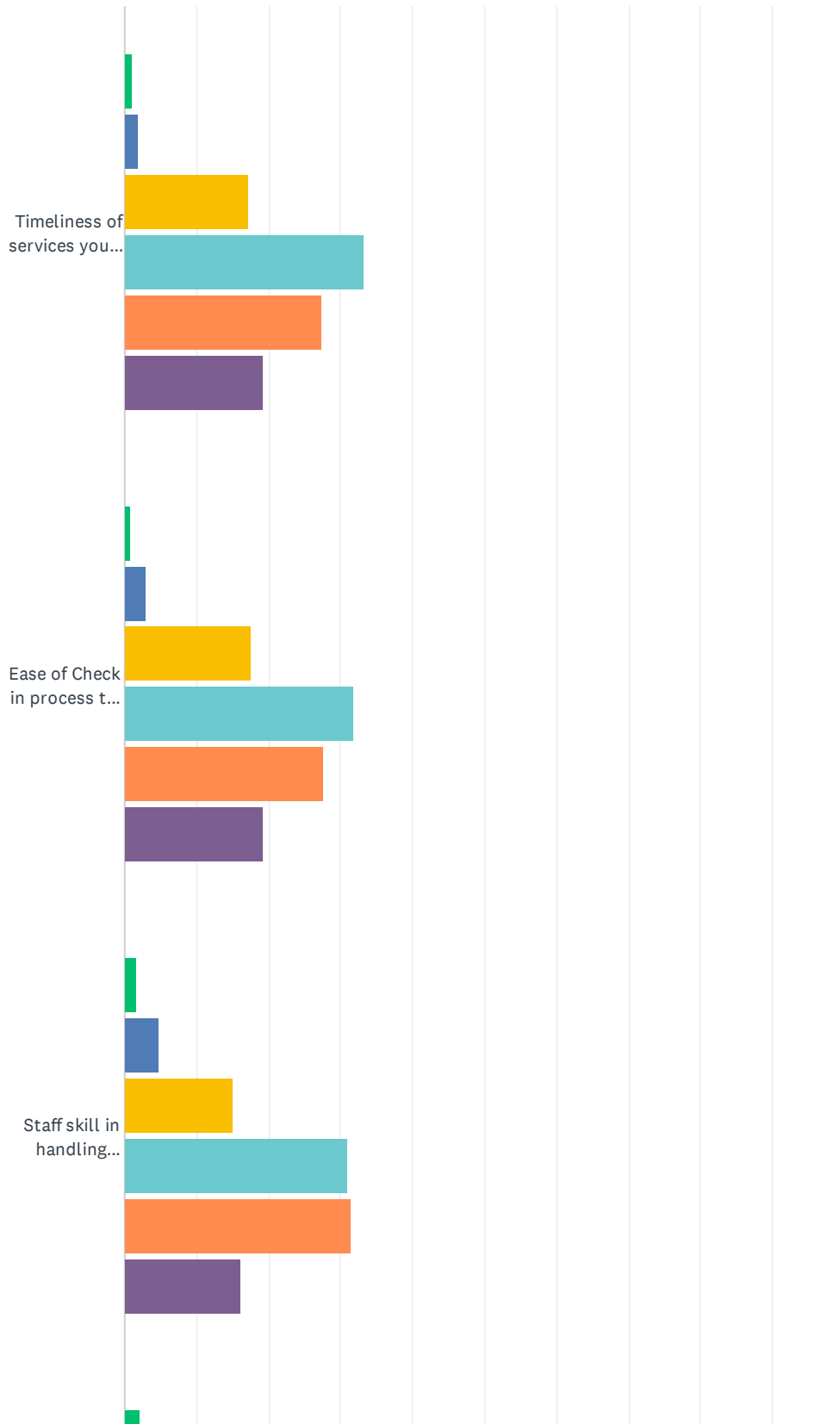
Answered: 321 Skipped: 1,240



ANSWER CHOICES	RESPONSES	
Yes	66.04%	212
No	33.96%	109
TOTAL		321

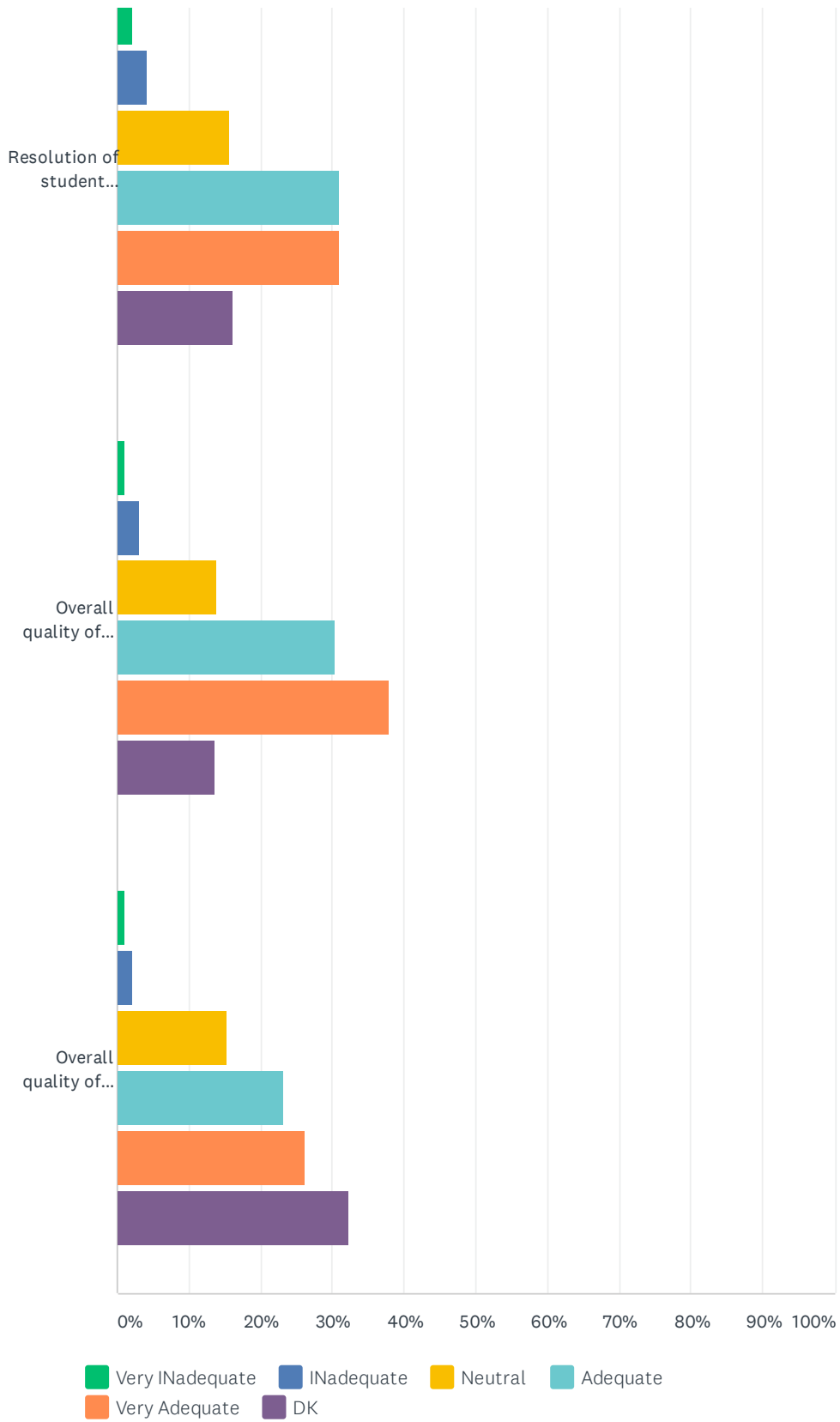
### Q39 Please rate the following items regarding TC Central services and staff: Check (DK) for Don't Know for any item you feel you cannot rate.)

Answered: 448 Skipped: 1,113





2019-20 Fall Student Survey 101719

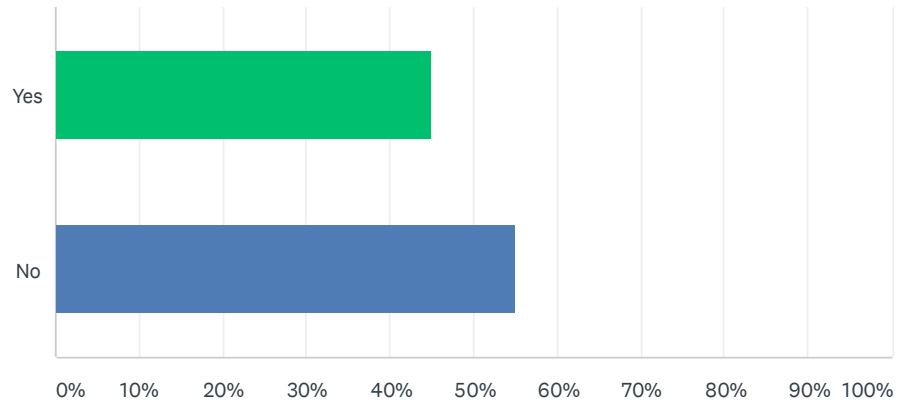


2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	1.12% 5	1.79% 8	17.19% 77	33.26% 149	27.46% 123	19.20% 86	448	4.04
Ease of Check in process to access services	0.89% 4	2.91% 13	17.67% 79	31.77% 142	27.52% 123	19.24% 86	447	4.02
Staff skill in handling student concerns	1.57% 7	4.72% 21	15.06% 67	31.01% 138	31.46% 140	16.18% 72	445	4.03
Resolution of student concerns	2.01% 9	4.24% 19	15.63% 70	31.03% 139	31.03% 139	16.07% 72	448	4.01
Overall quality of staff's customer service	1.12% 5	3.13% 14	13.84% 62	30.36% 136	37.95% 170	13.62% 61	448	4.17
Overall quality of referral process if required	1.12% 5	2.01% 9	15.21% 68	23.27% 104	26.17% 117	32.21% 144	447	4.05

### Q40 Did you access Student Success Coach services?

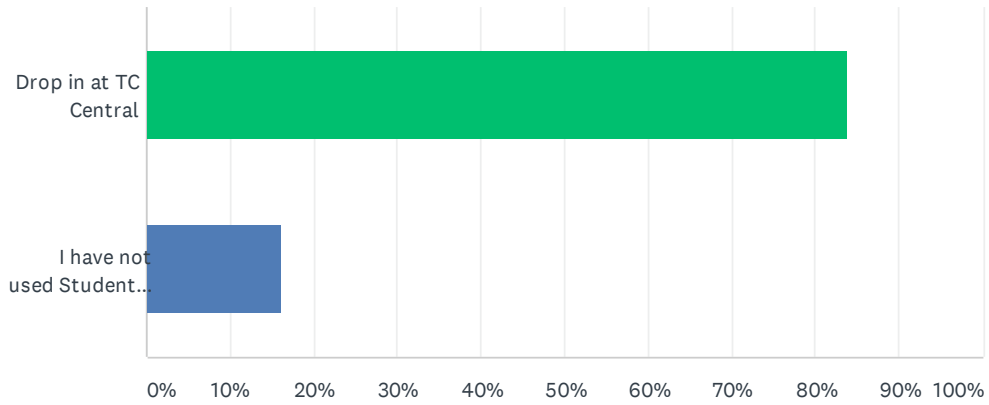
Answered: 451 Skipped: 1,110



ANSWER CHOICES	RESPONSES	
Yes	45.01%	203
No	54.99%	248
TOTAL		451

### Q41 How do you access the Student Success Coach resources?

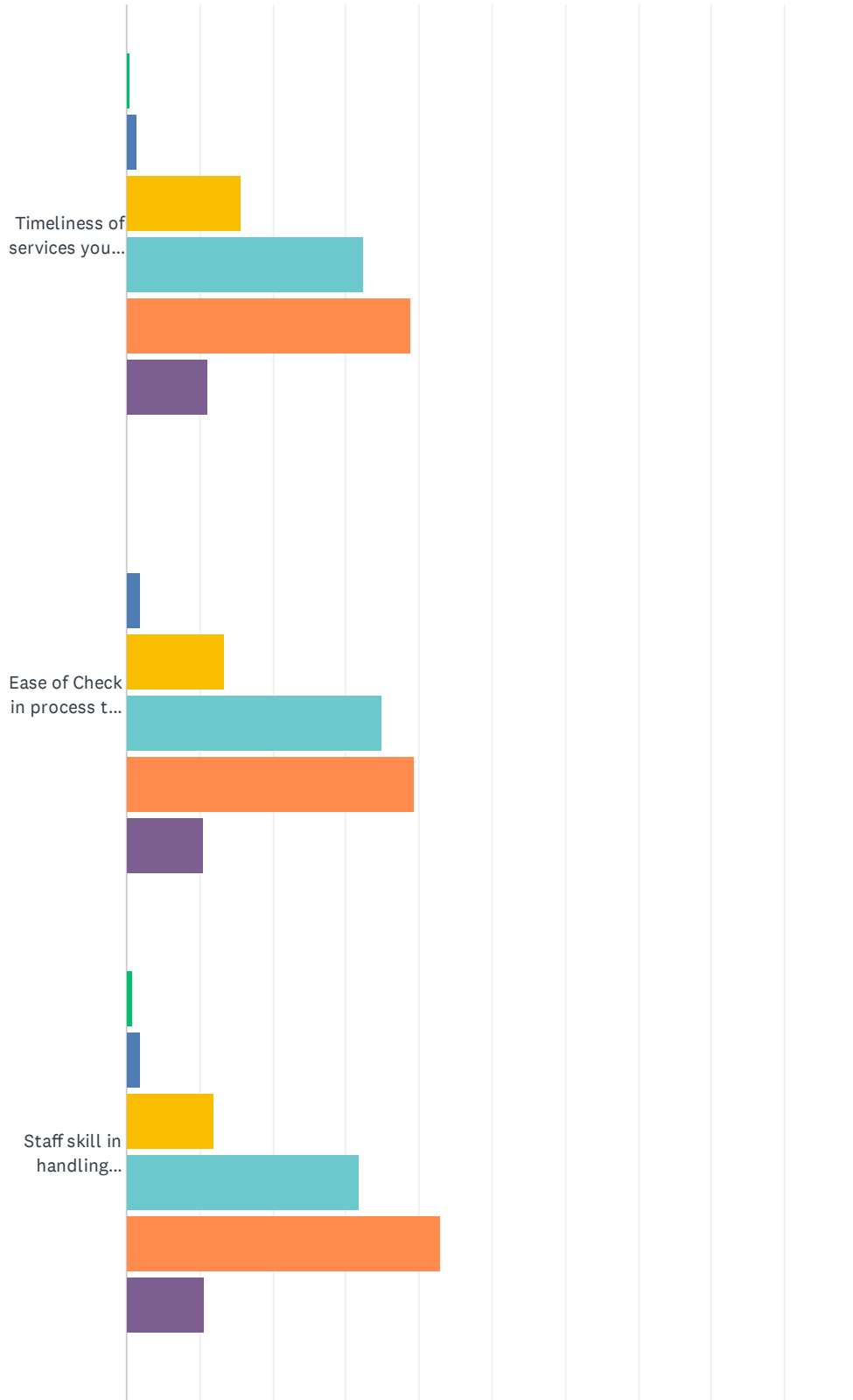
Answered: 260 Skipped: 1,301



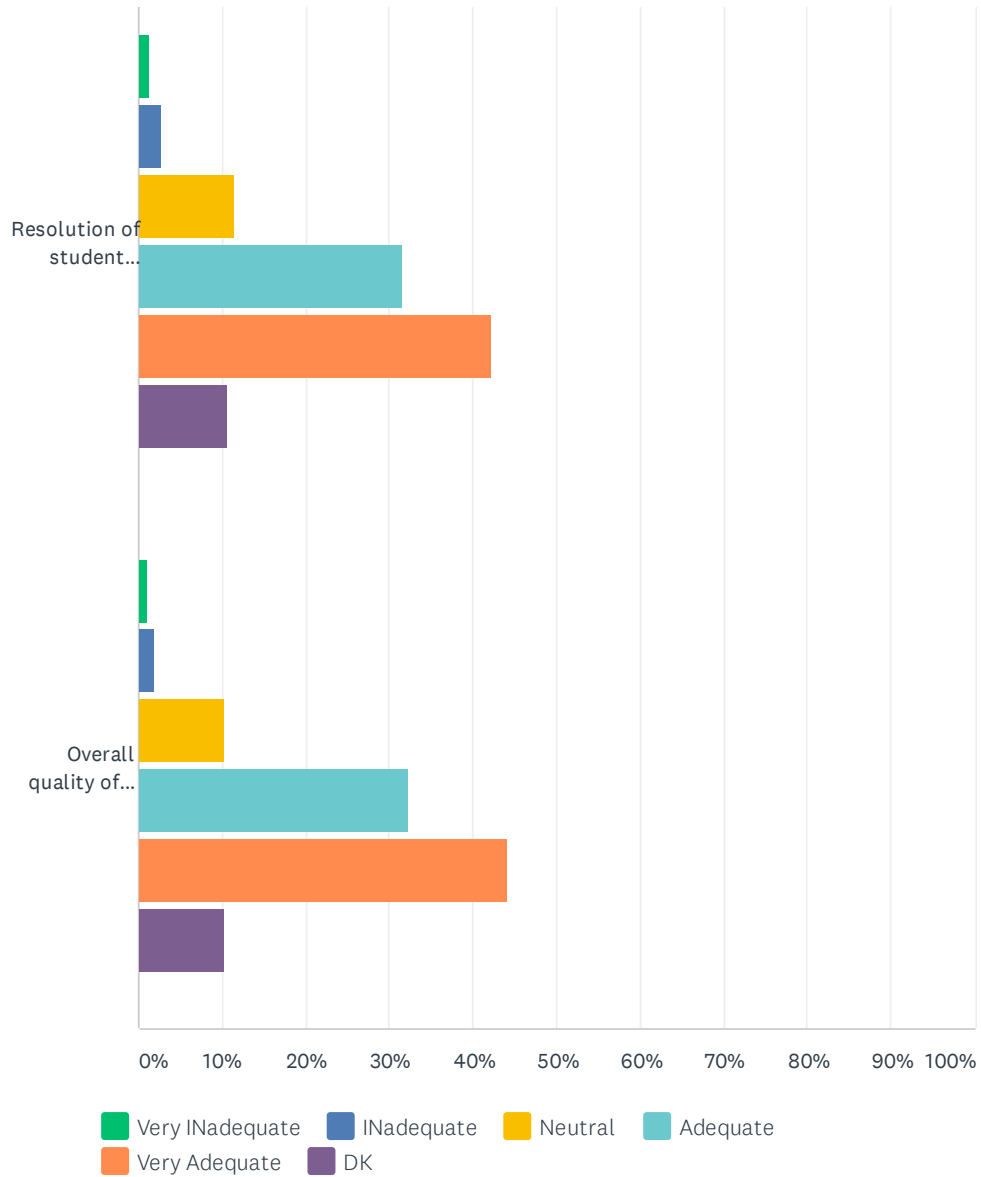
ANSWER CHOICES	RESPONSES	
Drop in at TC Central	83.85%	218
I have not used Student Success Coach resources	16.15%	42
<b>TOTAL</b>		<b>260</b>

### 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: 262 Skipped: 1,299



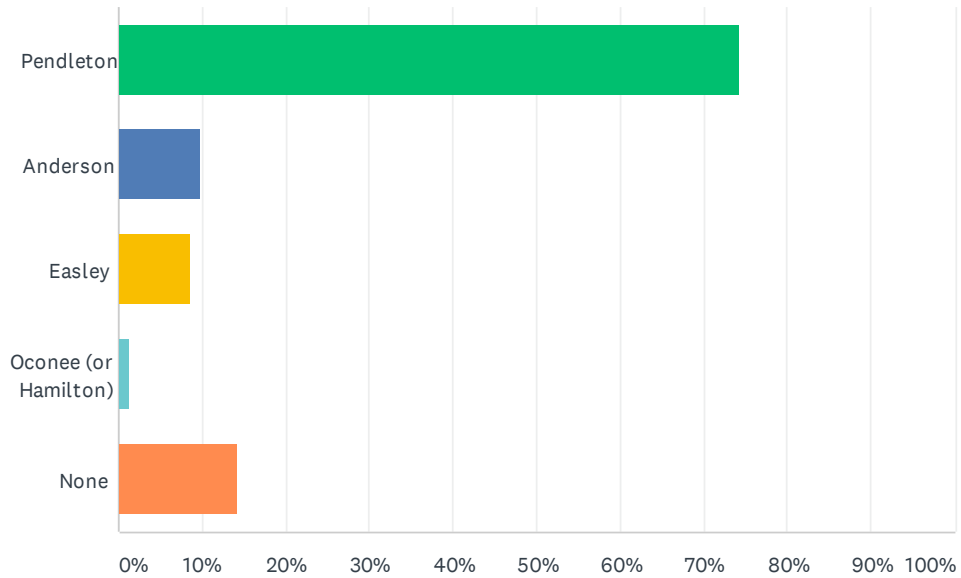
2019-20 Fall Student Survey 101719



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	0.38% 1	1.53% 4	15.65% 41	32.44% 85	38.93% 102	11.07% 29	262	4.21
Ease of Check in process to access services	0.00% 0	1.92% 5	13.46% 35	35.00% 91	39.23% 102	10.38% 27	260	4.24
Staff skill in handling student concerns	0.77% 2	1.92% 5	11.88% 31	31.80% 83	42.91% 112	10.73% 28	261	4.28
Resolution of student concerns	1.15% 3	2.69% 7	11.54% 30	31.54% 82	42.31% 110	10.77% 28	260	4.25
Overall quality of staff's customer service	1.15% 3	1.92% 5	10.34% 27	32.18% 84	44.06% 115	10.34% 27	261	4.29

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

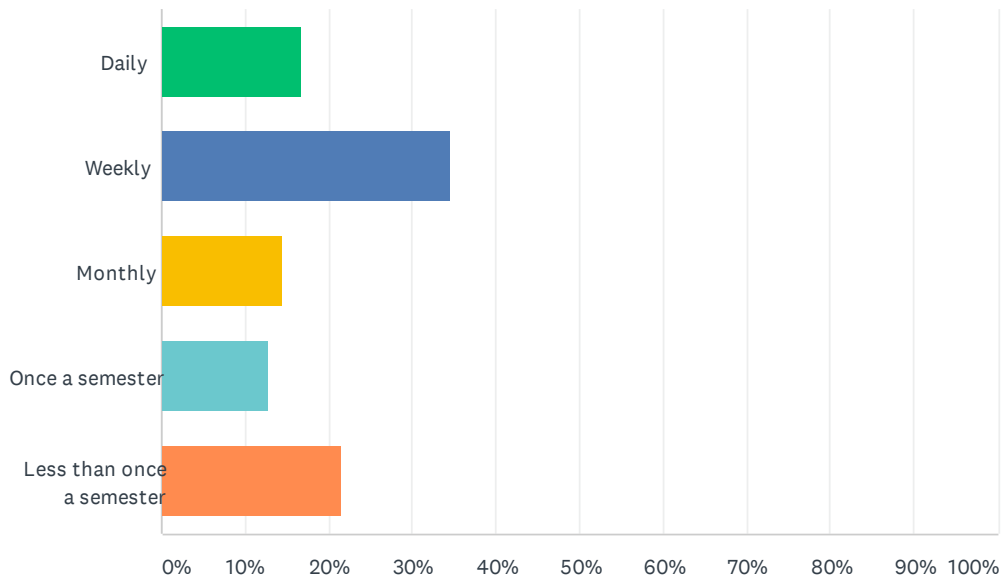
Answered: 465 Skipped: 1,096



ANSWER CHOICES	RESPONSES	
Pendleton	74.19%	345
Anderson	9.89%	46
Easley	8.60%	40
Oconee (or Hamilton)	1.29%	6
None	14.19%	66
Total Respondents: 465		

### Q44 How often do you use the Learning Commons? (Physically or Online)

Answered: 430 Skipped: 1,131

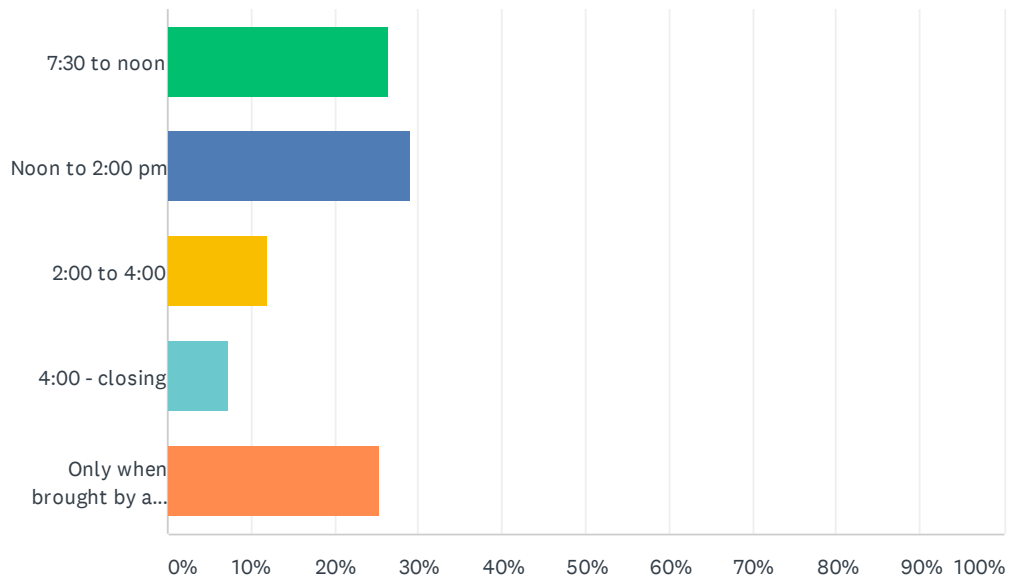


ANSWER CHOICES	RESPONSES	
Daily	16.74%	72
Weekly	34.42%	148
Monthly	14.42%	62
Once a semester	12.79%	55
Less than once a semester	21.63%	93
<b>TOTAL</b>		<b>430</b>



## Q45 When do you primarily use the Learning Commons?

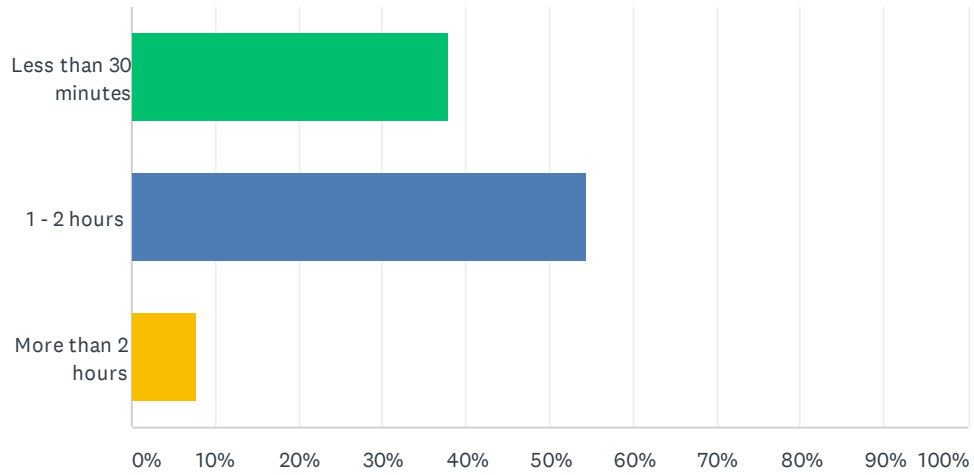
Answered: 421 Skipped: 1,140



ANSWER CHOICES	RESPONSES	
7:30 to noon	26.37%	111
Noon to 2:00 pm	28.98%	122
2:00 to 4:00	11.88%	50
4:00 - closing	7.36%	31
Only when brought by an instructor during scheduled class time	25.42%	107
<b>TOTAL</b>		<b>421</b>

## Q46 How long do you usually stay in the Learning Commons?

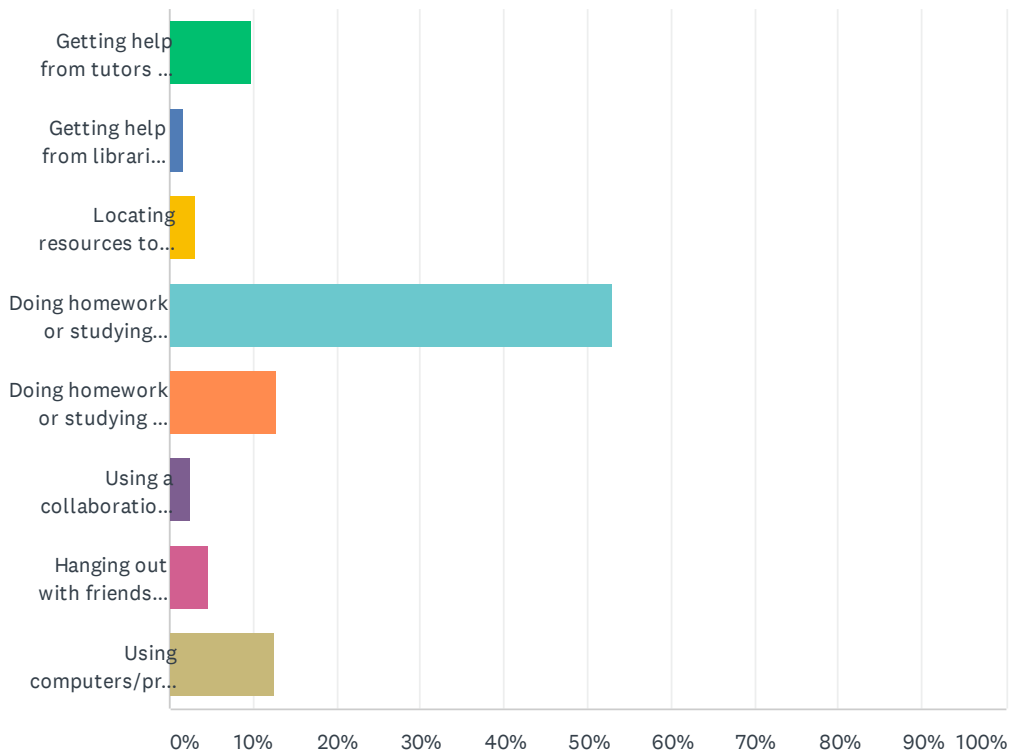
Answered: 417 Skipped: 1,144



ANSWER CHOICES	RESPONSES	
Less than 30 minutes	37.89%	158
1 - 2 hours	54.44%	227
More than 2 hours	7.67%	32
<b>TOTAL</b>		<b>417</b>

## Q47 What do you spend the most time on when you are physically in the Learning Commons?

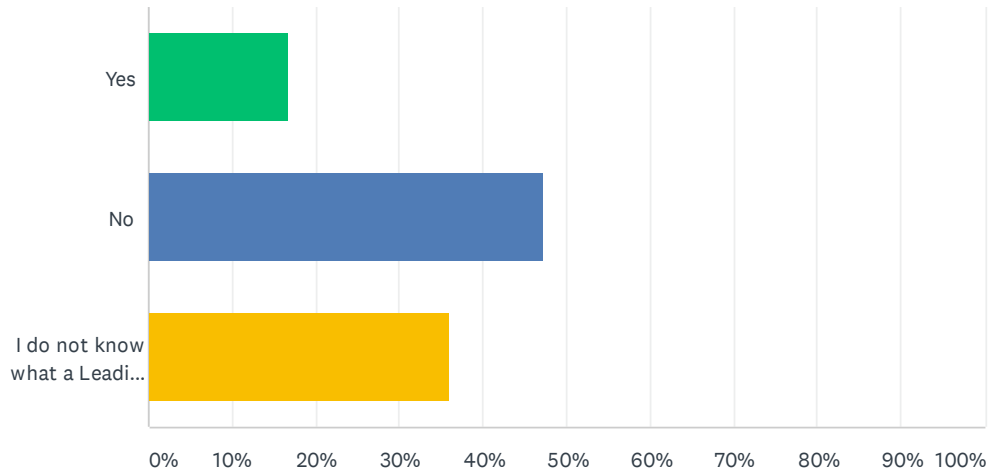
Answered: 408 Skipped: 1,153



ANSWER CHOICES	RESPONSES	
Getting help from tutors on classroom assignments	9.80%	40
Getting help from librarians on research assignments	1.72%	7
Locating resources to complete assignments (digital or physical)	3.19%	13
Doing homework or studying alone	52.94%	216
Doing homework or studying in a group	12.75%	52
Using a collaboration room	2.45%	10
Hanging out with friends before/between/after classes	4.66%	19
Using computers/printers/etc.	12.50%	51
<b>TOTAL</b>		<b>408</b>

## Q48 Have you attended a Leading Edge Experience Skillshop in the Learning Commons?

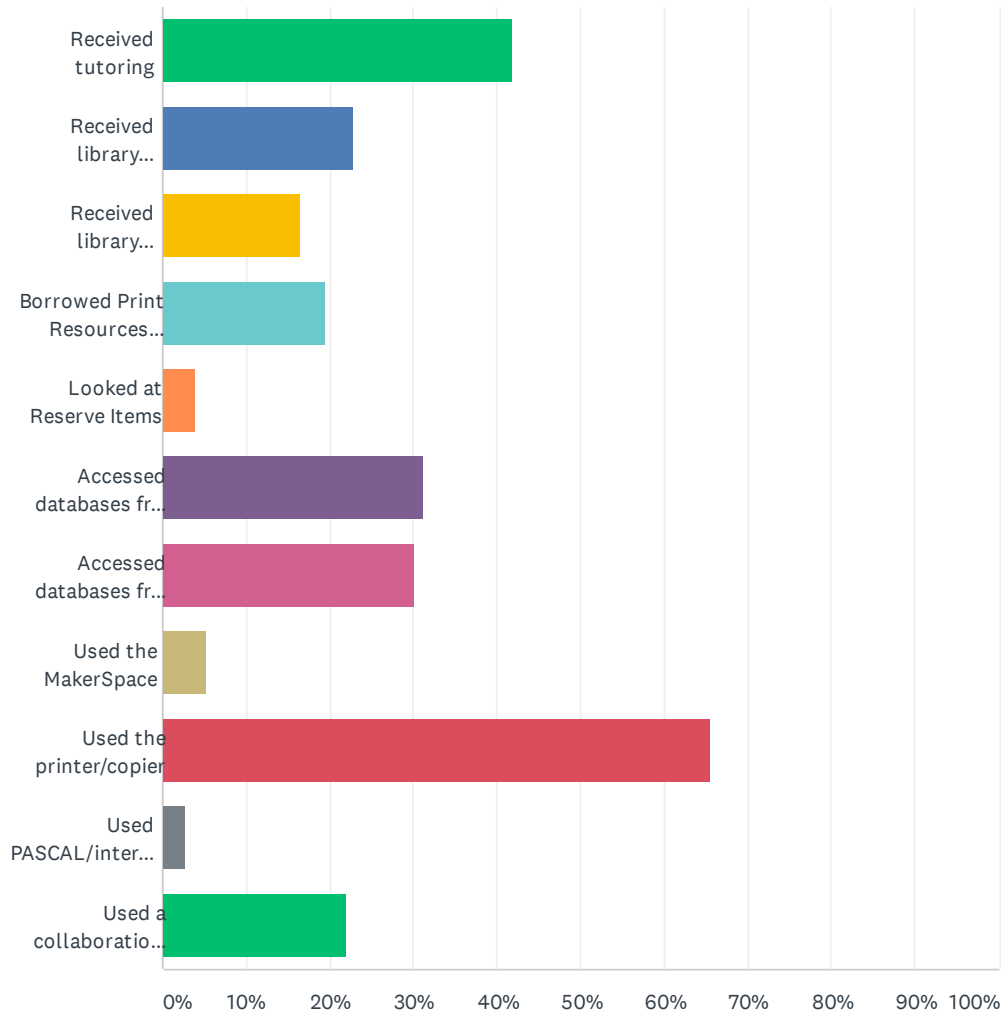
Answered: 419 Skipped: 1,142



ANSWER CHOICES	RESPONSES	
Yes	16.71%	70
No	47.26%	198
I do not know what a Leading Edge Experience Skillshop is	36.04%	151
<b>TOTAL</b>		<b>419</b>

### Q49 Which Learning Commons services have you used? (check all that apply)

Answered: 359 Skipped: 1,202

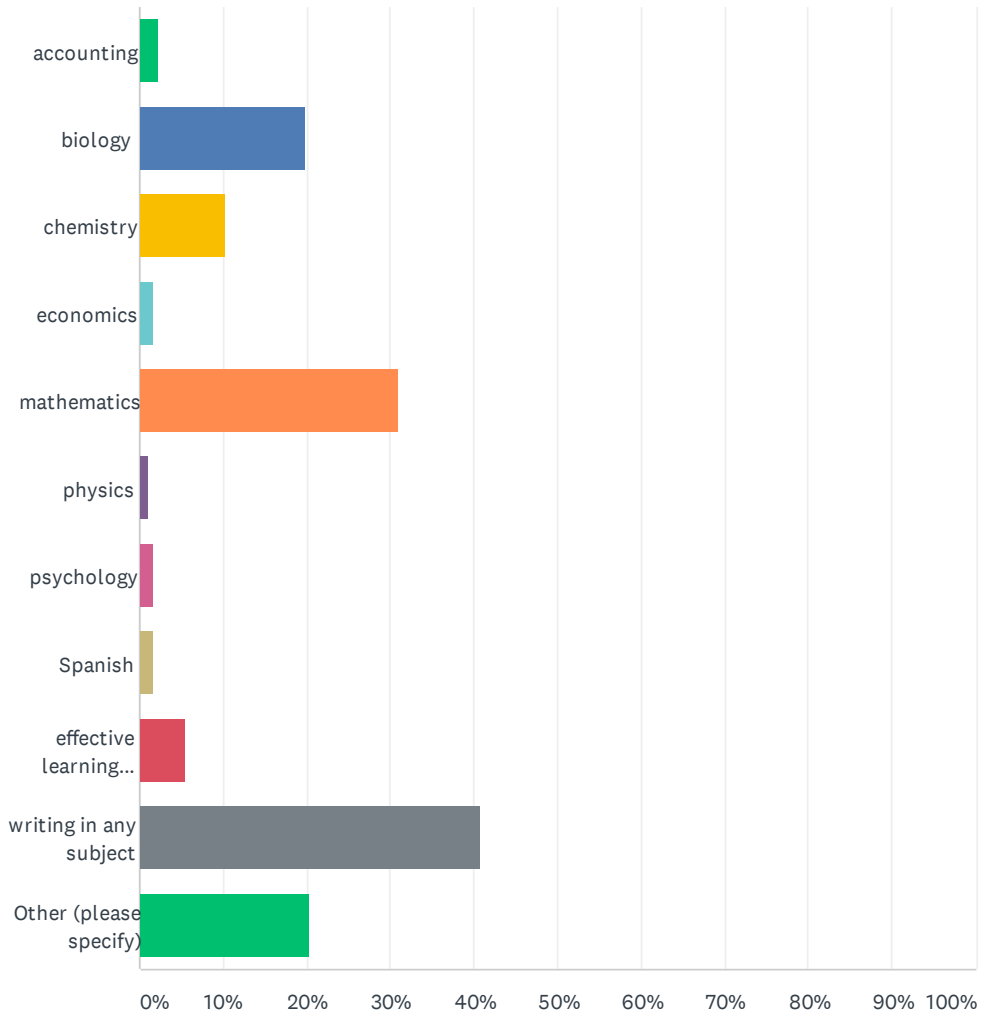


2019-20 Fall Student Survey 101719

ANSWER CHOICES	RESPONSES	
Received tutoring	41.78%	150
Received library instruction/orientation from a librarian	22.84%	82
Received library instruction/orientation from my instructor	16.43%	59
Borrowed Print Resources (books, magazines, newspapers)	19.50%	70
Looked at Reserve Items	3.90%	14
Accessed databases from campus	31.20%	112
Accessed databases from off campus	30.08%	108
Used the MakerSpace	5.29%	19
Used the printer/copier	65.46%	235
Used PASCAL/interlibrary loan	2.79%	10
Used a collaboration room	22.01%	79
Total Respondents: 359		

### Q50 For which subject(s) did you receive tutoring services? (check all that apply)

Answered: 291 Skipped: 1,270



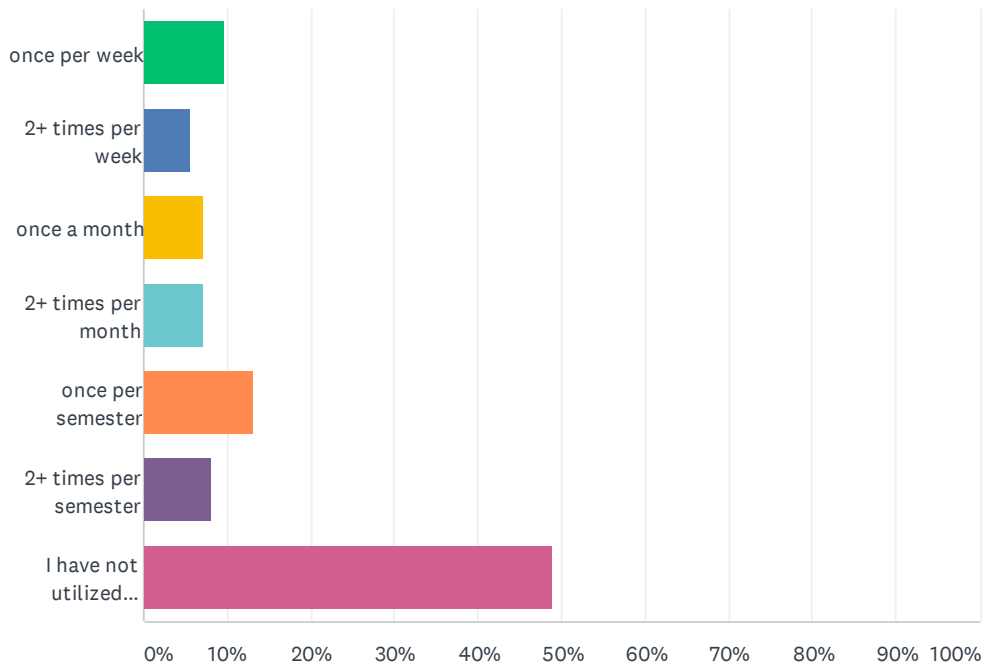
2019-20 Fall Student Survey 101719

ANSWER CHOICES	RESPONSES	
accounting	2.41%	7
biology	19.93%	58
chemistry	10.31%	30
economics	1.72%	5
mathematics	30.93%	90
physics	1.03%	3
psychology	1.72%	5
Spanish	1.72%	5
effective learning strategies	5.50%	16
writing in any subject	40.89%	119
Other (please specify)	20.27%	59
Total Respondents: 291		



### Q51 How often have you utilized tutoring services.

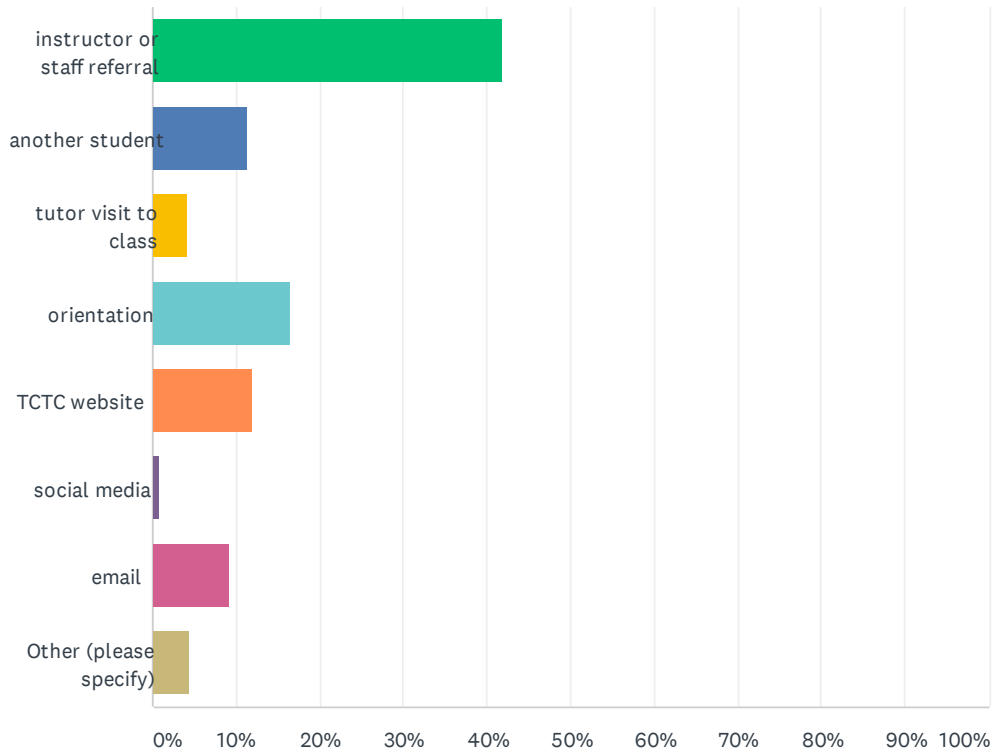
Answered: 404 Skipped: 1,157



ANSWER CHOICES	RESPONSES	
once per week	9.65%	39
2+ times per week	5.69%	23
once a month	7.18%	29
2+ times per month	7.18%	29
once per semester	13.12%	53
2+ times per semester	8.17%	33
I have not utilized tutoring services	49.01%	198
<b>TOTAL</b>		<b>404</b>

## Q52 How did you learn about tutoring services?

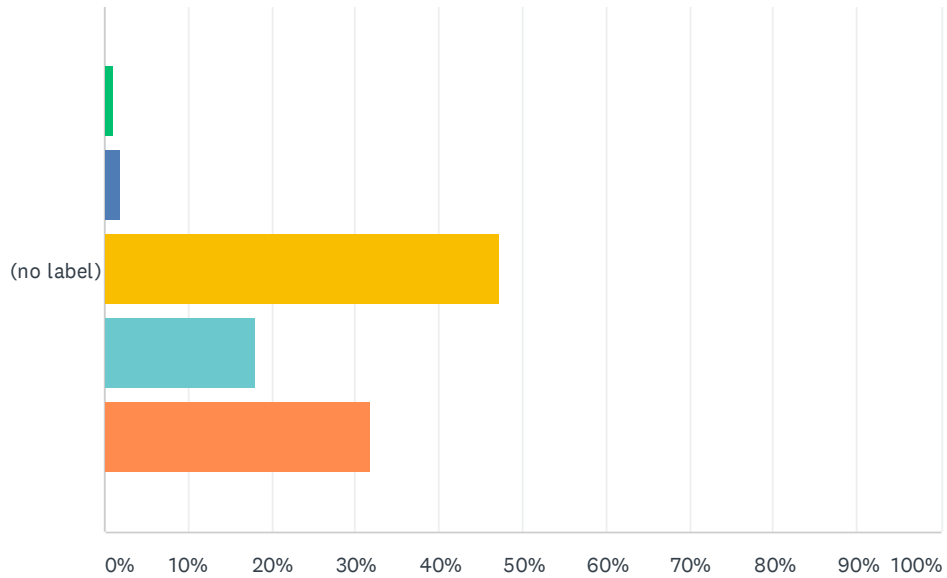
Answered: 389 Skipped: 1,172



ANSWER CHOICES	RESPONSES	
instructor or staff referral	41.90%	163
another student	11.31%	44
tutor visit to class	4.11%	16
orientation	16.45%	64
TCTC website	11.83%	46
social media	0.77%	3
email	9.25%	36
Other (please specify)	4.37%	17
<b>TOTAL</b>		<b>389</b>

### Q53 I am satisfied with the tutoring services provided by the Learning Commons.

Answered: 393 Skipped: 1,168

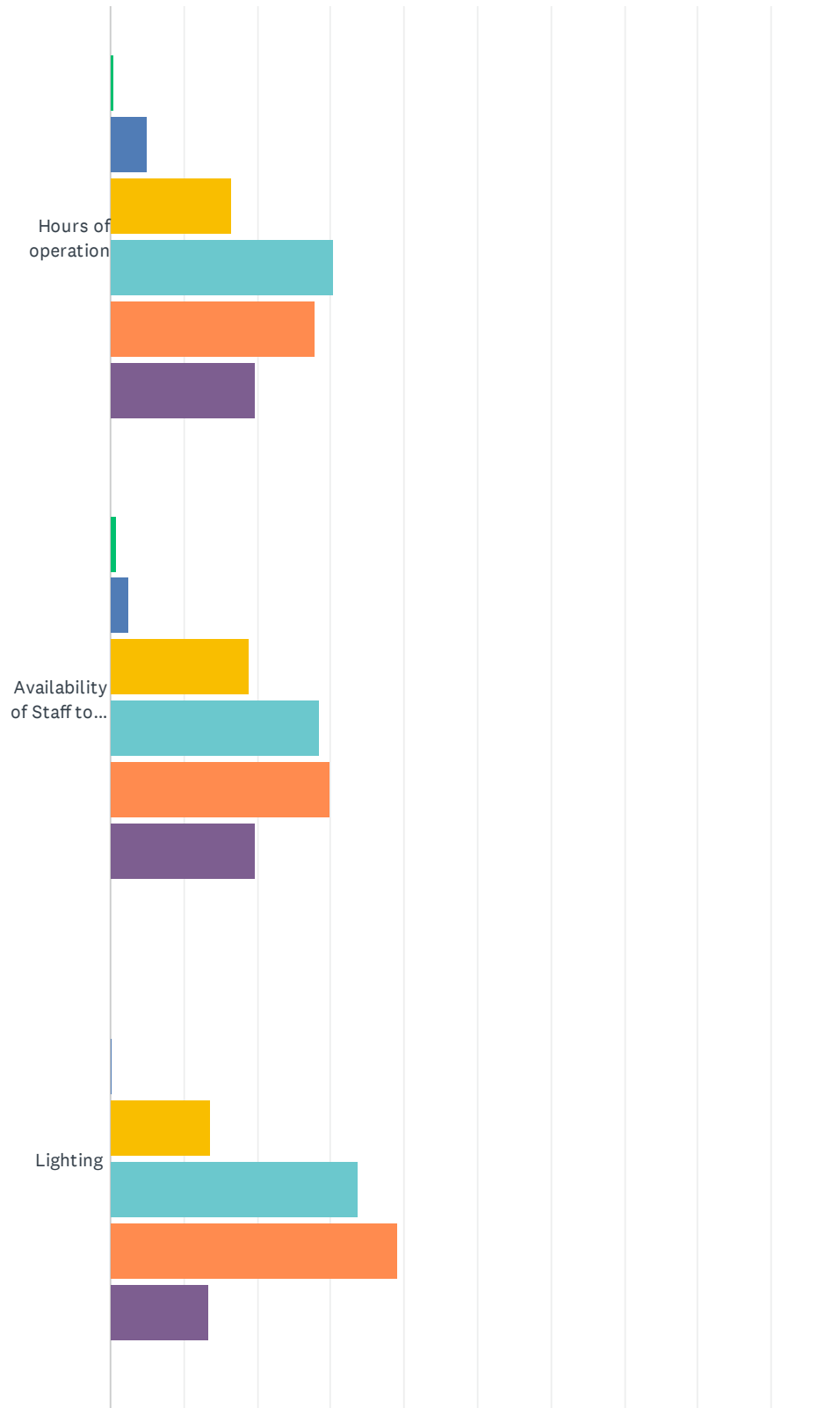


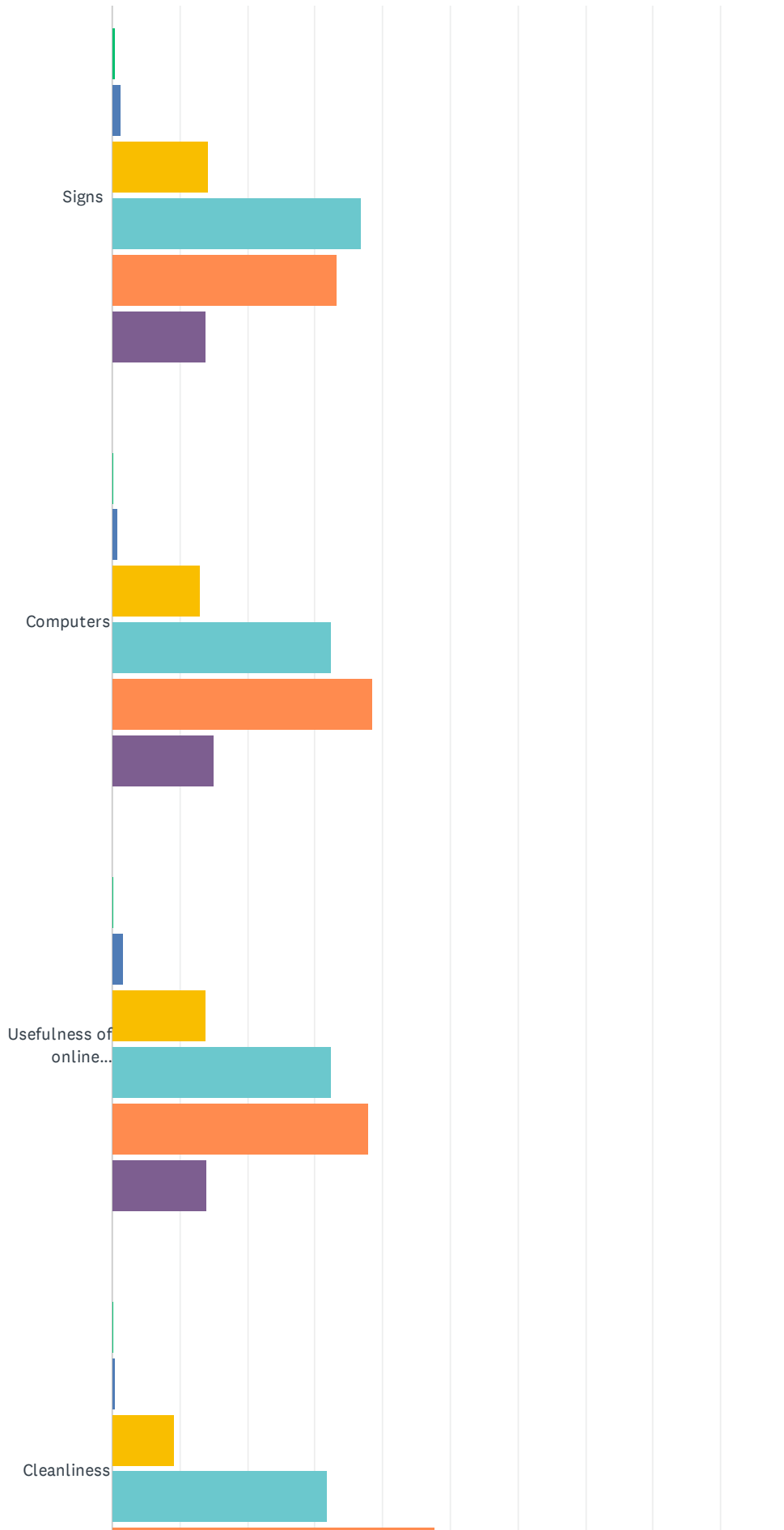
■ Strongly Disagree  
 ■ Somewhat Disagree  
 ■ Neutral  
 ■ Somewhat Agree  
 ■ Strongly Agree

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
(no label)	1.02% 4	1.78% 7	47.33% 186	18.07% 71	31.81% 125	393	3.78

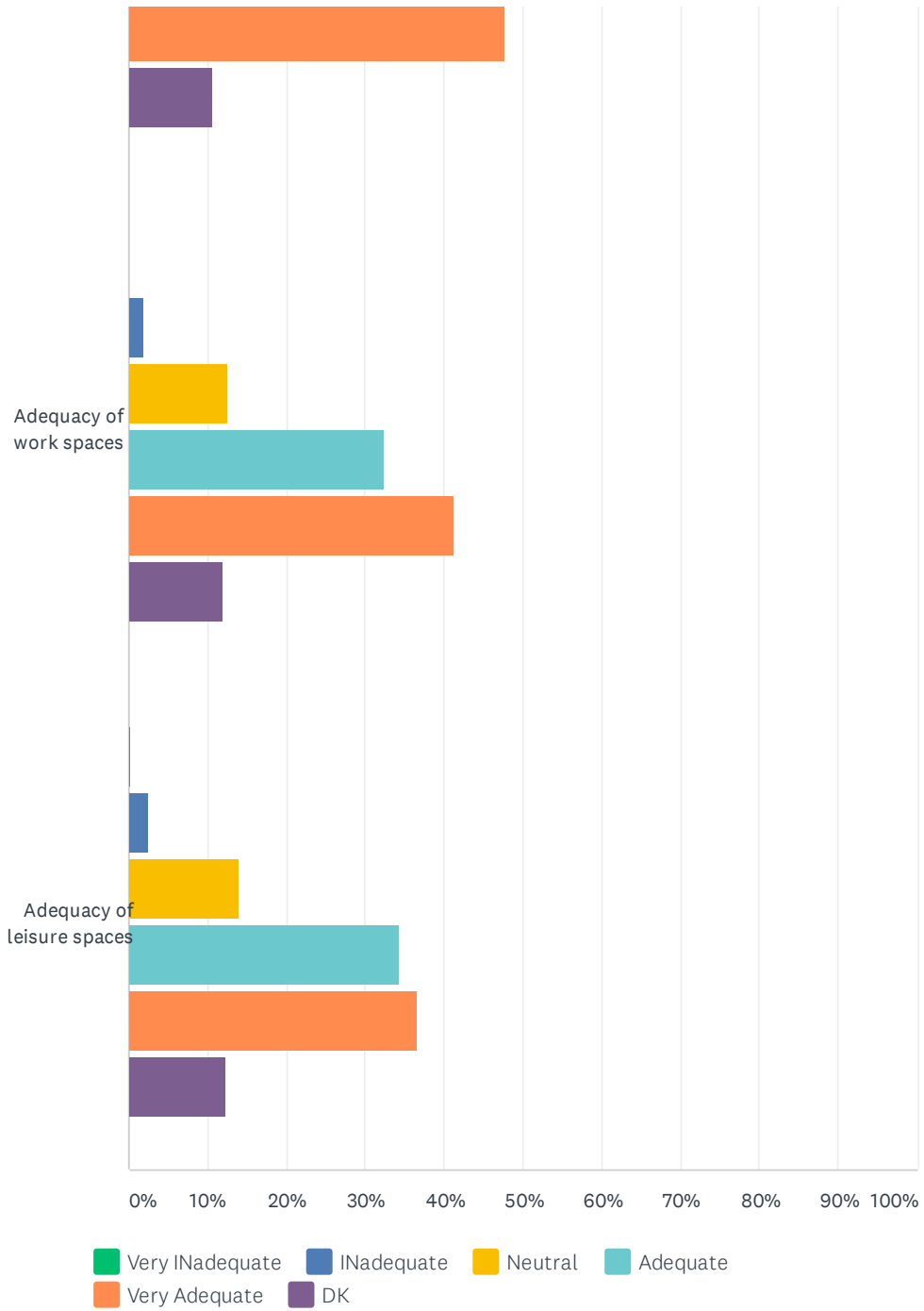
Q54 Please rate the following items on the Learning Commons facilities and equipment. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 406 Skipped: 1,155





2019-20 Fall Student Survey 101719



2019-20 Fall Student Survey 101719

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Hours of operation	0.49% 2	4.94% 20	16.54% 67	30.37% 123	27.90% 113	19.75% 80	405	4.00
Availability of Staff to answer questions	0.74% 3	2.47% 10	18.77% 76	28.40% 115	29.88% 121	19.75% 80	405	4.05
Lighting	0.00% 0	0.25% 1	13.55% 55	33.74% 137	39.16% 159	13.30% 54	406	4.29
Signs	0.49% 2	1.23% 5	14.32% 58	36.79% 149	33.33% 135	13.83% 56	405	4.17
Computers	0.25% 1	0.74% 3	12.90% 52	32.51% 131	38.46% 155	15.14% 61	403	4.27
Usefulness of online resources (website, databases, resource guides, etc.)	0.25% 1	1.73% 7	13.83% 56	32.35% 131	37.78% 153	14.07% 57	405	4.23
Cleanliness	0.25% 1	0.50% 2	9.18% 37	31.76% 128	47.64% 192	10.67% 43	403	4.41
Adequacy of work spaces	0.00% 0	1.98% 8	12.59% 51	32.35% 131	41.23% 167	11.85% 48	405	4.28
Adequacy of leisure spaces	0.25% 1	2.47% 10	14.07% 57	34.32% 139	36.54% 148	12.35% 50	405	4.19