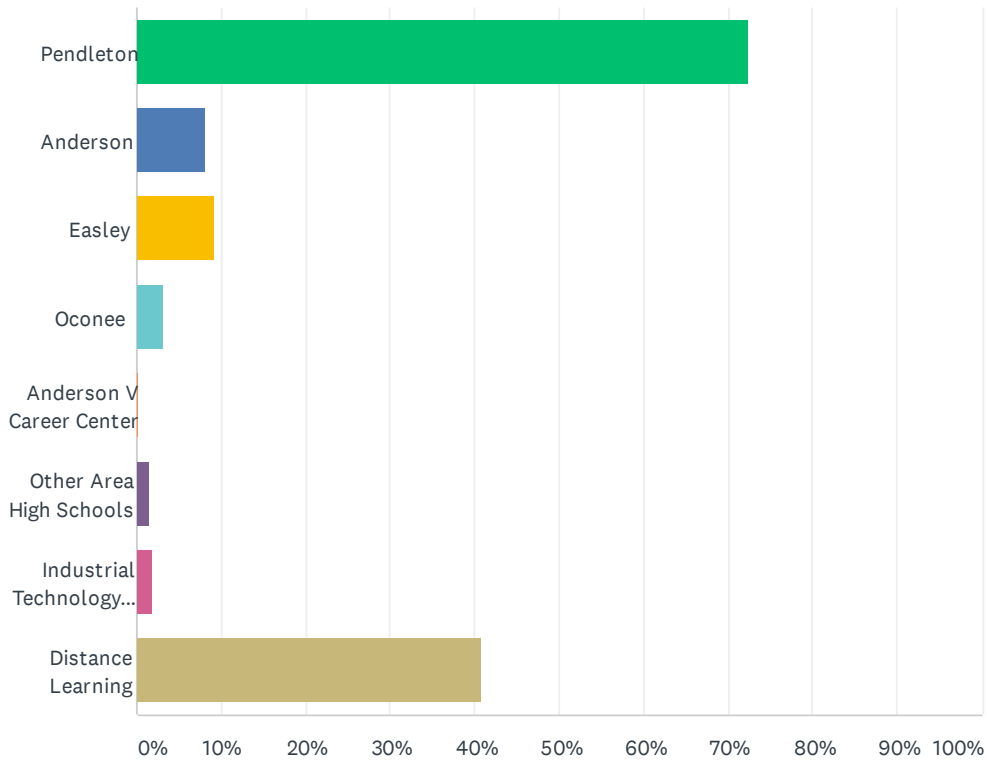


Q1 At which location(s) are you taking courses this semester? (Check all that apply)

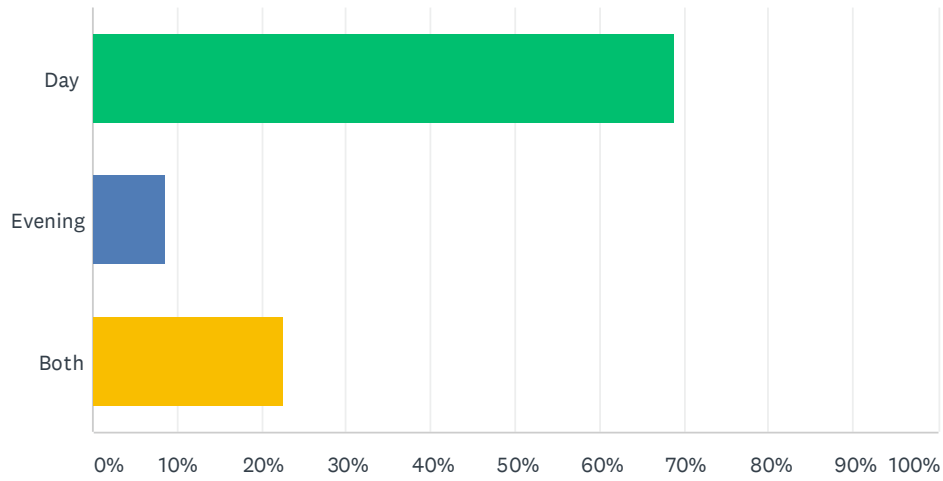
Answered: 1,022 Skipped: 2



ANSWER CHOICES	RESPONSES	
Pendleton	72.41%	740
Anderson	8.22%	84
Easley	9.20%	94
Oconee	3.13%	32
Anderson V Career Center	0.20%	2
Other Area High Schools	1.47%	15
Industrial Technology Center (ITC)	1.96%	20
Distance Learning	40.80%	417
Total Respondents: 1,022		

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

Answered: 1,020 Skipped: 4



ANSWER CHOICES	RESPONSES	
Day	68.82%	702
Evening	8.63%	88
Both	22.55%	230
TOTAL		1,020

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

Answered: 1,004 Skipped: 20

2020-21 Fall Student Survey

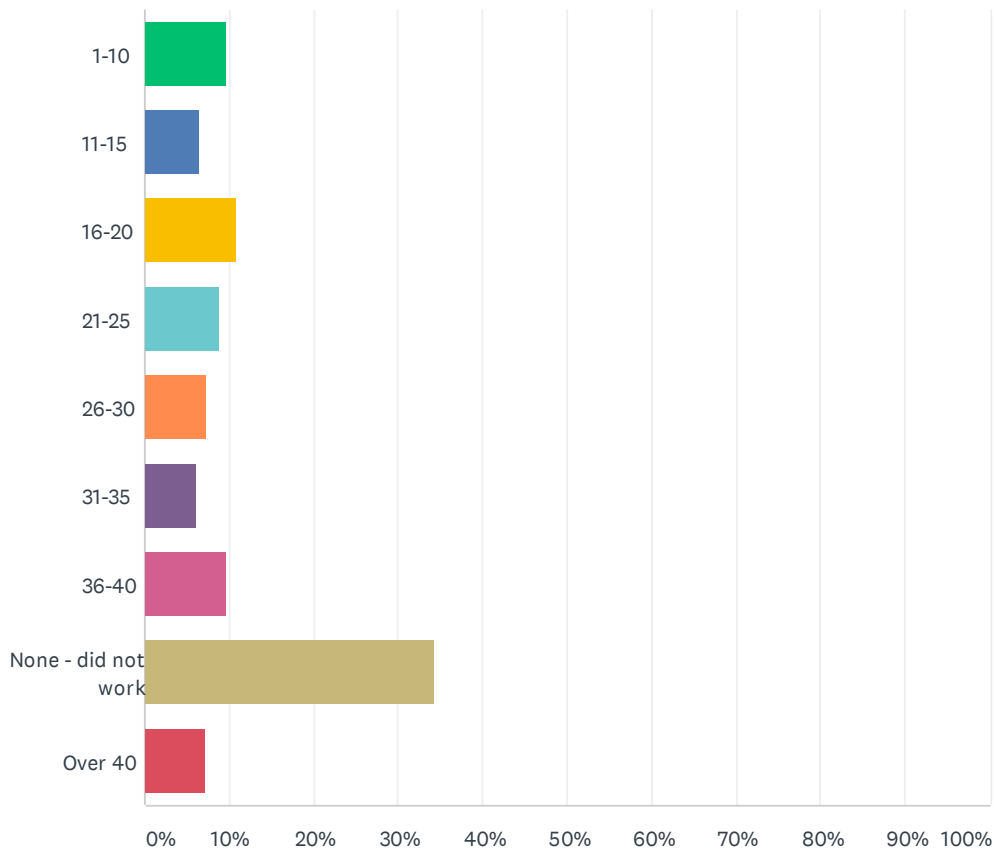
ANSWER CHOICES	RESPONSES	
Associate in Science	13.55%	136
Nursing	12.85%	129
NONE - Non-Degree Seeking	9.96%	100
Associate in Arts	9.06%	91
Business Administration	5.08%	51
Veterinary Technology	4.78%	48
Associate in Science - Nursing Track	4.68%	47
Early Care & Education	3.39%	34
Mechatronics	3.29%	33
Practical Nursing	3.09%	31
General Engineering Tech	2.79%	28
Computer Technology (Software and Web Development Emphasis)	2.29%	23
Medical Assisting	1.89%	19
ANY CERTIFICATE PROGRAM	1.79%	18
Business Administration (Management Emphasis)	1.79%	18
Criminal Justice (Law Enforcement Operations Emphasis)	1.69%	17
Accounting	1.59%	16
Media Arts Production	1.59%	16
Business Administration (Marketing Emphasis)	1.39%	14
Industrial Electronics Tech	1.10%	11
CNC Programming and Operations	1.00%	10
General Tech - Welding	1.00%	10
Business Administration (Entrepreneur Emphasis)	0.90%	9
Computer Technology (Cybersecurity and Forensics Emphasis)	0.90%	9
Surgical Technology	0.80%	8
Computer Technology (Network Systems Management Emphasis)	0.70%	7
Expanded Duty Dental Assist	0.70%	7
Associate in Science -Practical Nursing Track	0.60%	6
Business Administration (Banking & Finance Emphasis)	0.60%	6
Manufacturing Management and Leadership	0.60%	6
Criminal Justice Technology	0.50%	5
Criminal Justice Technology (Paralegal Studies Emphasis)	0.50%	5
Medical Lab Technology	0.50%	5

2020-21 Fall Student Survey

Administrative Office Tech	0.40%	4
Administrative Office Tech (Medical Emphasis)	0.40%	4
Engineering Design Tech	0.40%	4
Accounting (Office Specialist Emphasis)	0.30%	3
Automotive Technology	0.30%	3
Business Administration (Operations Management Emphasis)	0.30%	3
Emergency Medical Technology	0.30%	3
General Tech - Pre-Pharmacy	0.30%	3
Heating, Vent and AC Tech	0.20%	2
Manufacturing Management and Leadership (Production and Operations Emphasis)	0.20%	2
TOTAL		1,004

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

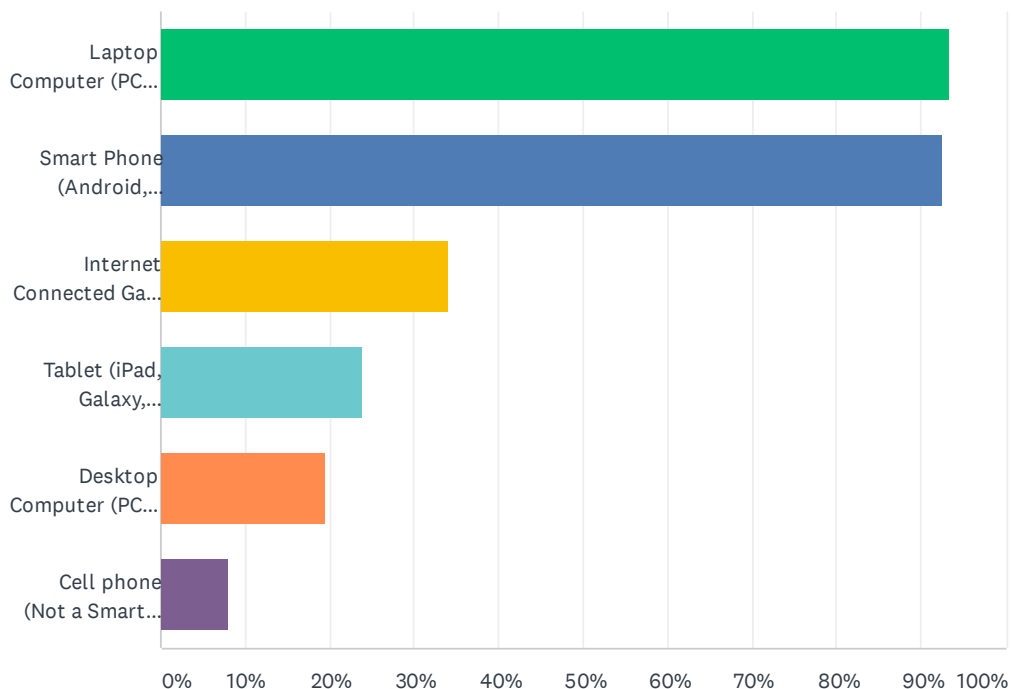
Answered: 1,020 Skipped: 4



ANSWER CHOICES	RESPONSES	
1-10	9.61%	98
11-15	6.57%	67
16-20	10.78%	110
21-25	8.82%	90
26-30	7.25%	74
31-35	5.98%	61
36-40	9.71%	99
None - did not work	34.22%	349
Over 40	7.06%	72
TOTAL		1,020

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

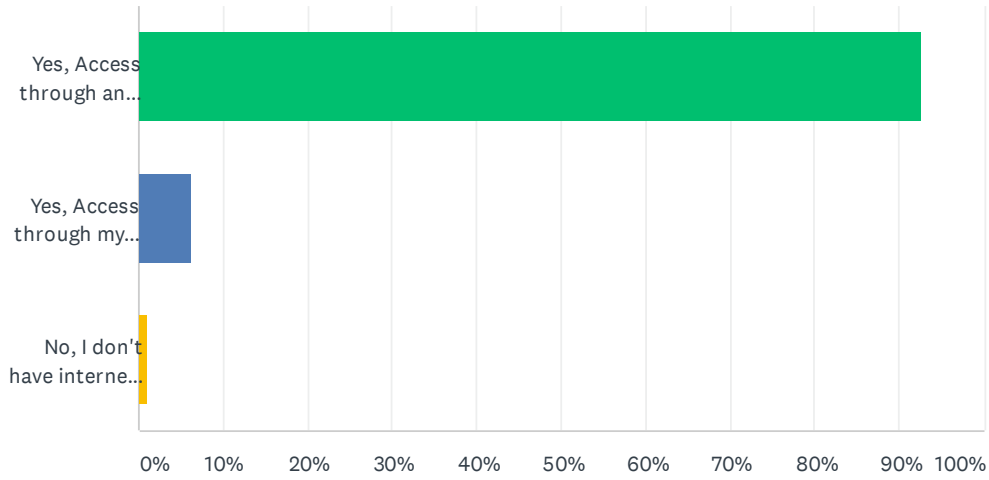
Answered: 1,019 Skipped: 5



ANSWER CHOICES	RESPONSES	
Laptop Computer (PC, Apple, other)	93.23%	950
Smart Phone (Android, iPhone, Windows, other)	92.54%	943
Internet Connected Game System(xbox, Wii, Play Station, other)	34.15%	348
Tablet (iPad, Galaxy, Surface, Kindle, other)	23.85%	243
Desktop Computer (PC, Apple, other)	19.53%	199
Cell phone (Not a Smart Phone)	8.05%	82
Total Respondents: 1,019		

Q6 Do you have internet Access at home?

Answered: 1,017 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes, Access through an internet provider (Spectrum, Charter, DirectTV, other)	92.72%	943
Yes, Access through my smart phone	6.29%	64
No, I don't have internet access	0.98%	10
TOTAL		1,017

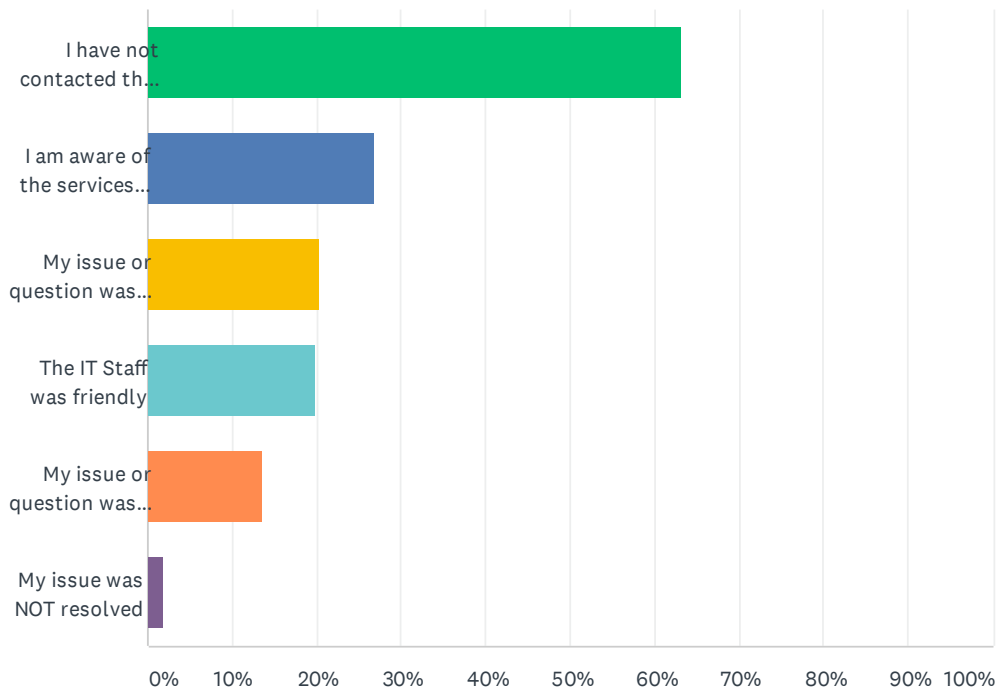
Q7 How do you feel about your Tri-County Technical College digital/technology experience?

Answered: 1,019 Skipped: 5

	STRONGLY DISAGREE	SOMEWHAT DISAGREE	SOMEWHAT AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
Allows me to take control of my own learning and success	5.60% 57	8.46% 86	41.00% 417	44.94% 457	1,017	3.25
I am familiar with the digital/technology tools and resources the college makes available to me	4.14% 42	11.03% 112	40.20% 408	44.63% 453	1,015	3.25
Makes it easy to track my academic or course progress by giving me relevant information in a timely manner	8.50% 86	10.97% 111	38.34% 388	42.19% 427	1,012	3.14
I find it intuitive when handling administrative related activities such as registering for classes, paying tuition, using blackboard, etc...	7.70% 78	9.48% 96	43.93% 445	38.89% 394	1,013	3.14
The technology and systems that Tri-County Technical College has in place are easy to use	6.23% 63	11.96% 121	44.66% 452	37.15% 376	1,012	3.13
Faculty use technology to improve their teaching and classroom experience	7.62% 77	14.85% 150	43.27% 437	34.26% 346	1,010	3.04
Makes me feel more connected to what's going on at the college	8.54% 87	16.19% 165	45.83% 467	29.44% 300	1,019	2.96

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

Answered: 1,008 Skipped: 16



ANSWER CHOICES	RESPONSES
I have not contacted the IT Service Desk	63.10% 636
I am aware of the services and support the IT Service Desk provides?	26.79% 270
My issue or question was resolved	20.24% 204
The IT Staff was friendly	19.84% 200
My issue or question was resolved quickly	13.59% 137
My issue was NOT resolved	1.79% 18
Total Respondents: 1,008	

#	DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT IN THE IT SERVICE DESK?	DATE
1	Yes, 24/7 access. I work fulltime & am not always on the computer.	11/15/2020 9:42 AM
2	N/A	11/12/2020 5:59 AM
3	no	11/11/2020 10:22 AM
4	No	11/10/2020 11:16 AM
5	N/A	11/8/2020 8:25 PM
6	none	11/5/2020 10:32 PM
7	I have not contacted the IT Service Desk.	11/4/2020 4:22 PM
8	No.	11/4/2020 12:04 PM

2020-21 Fall Student Survey

9	None	11/3/2020 1:01 PM
10	no	11/3/2020 10:24 AM
11	no	11/3/2020 10:13 AM
12	No	11/3/2020 12:58 AM
13	none	11/2/2020 10:52 PM
14	N/A	11/2/2020 5:35 PM
15	No	11/2/2020 4:27 PM
16	no	11/2/2020 4:03 PM
17	no	11/2/2020 4:02 PM
18	No	11/2/2020 4:00 PM
19	no	11/2/2020 3:49 PM
20	No.	11/2/2020 3:38 PM
21	No.	11/2/2020 3:22 PM
22	Nope, I'm good.	11/2/2020 2:19 PM
23	No	11/2/2020 1:23 PM
24	The woman I spoke to sounded like I was taking up her time and she had somewhere else to be. She hung up, she was friendly but I had to call back because she kinda dismissed my problem. The waiting was a bit lengthy, I was waiting for at least fifteen minutes. Not sure if y'all just have high call volumes either.	11/2/2020 1:04 PM
25	N/A	11/2/2020 12:05 PM
26	None	11/2/2020 11:32 AM
27	none	11/2/2020 11:10 AM
28	no	11/2/2020 11:10 AM
29	No	11/2/2020 10:16 AM
30	No.	11/2/2020 9:58 AM
31	My suggestion isnt totally for IT but I have a chrome book and I cant even use it for class because blackboard ultra doesn't work with the system and the solution I was given actually gave viruses on my laptop.	11/2/2020 9:53 AM
32	None	11/2/2020 9:43 AM
33	No	11/2/2020 9:11 AM
34	N/A	11/2/2020 9:10 AM
35	No.	11/2/2020 9:04 AM
36	Please expand hours. When students try to contact on a Friday afternoon and they are done for the day it can be frustrating	11/2/2020 9:02 AM
37	No	11/2/2020 9:01 AM
38	none	11/1/2020 2:35 PM
39	no	10/31/2020 1:43 PM
40	No	10/31/2020 12:51 PM
41	no	10/30/2020 12:31 PM
42	No	10/30/2020 12:07 PM
43	No	10/30/2020 9:42 AM
44	no	10/29/2020 7:16 PM

2020-21 Fall Student Survey

45	N/A	10/29/2020 1:50 PM
46	Be open on Saturday	10/29/2020 1:44 PM
47	N/A	10/29/2020 12:52 PM
48	I have never used the easley campus staff, but some of the staff at the pendleton campus are short tempered, lack patience and seemed to do the bare minimum. But most were very friendly and quick to help.	10/29/2020 6:01 AM
49	Great staff very friendly	10/28/2020 11:43 PM
50	I do not.	10/28/2020 10:45 PM
51	N/A	10/28/2020 10:09 PM
52	No, I do not.	10/28/2020 8:21 PM
53	No	10/28/2020 7:59 PM
54	Maneuvering eTC is very confusing and difficult. Blackboard is not as easy to use as Canvas. I feel that using Blackboard hurt my grades at the beginning of the semester.	10/28/2020 7:59 PM
55	When dealing with an issue in person maybe sit down with the person and go through the problem together. Its easier to understand what to do by showing it or explain it to the student while sitting together.	10/28/2020 7:31 PM
56	N/A	10/28/2020 7:24 PM
57	no	10/28/2020 7:13 PM
58	No	10/28/2020 7:01 PM
59	N/A	10/28/2020 5:43 PM
60	Improve the Blackboard module. Does not seem to be compatible with MacBook.	10/28/2020 5:42 PM
61	no	10/28/2020 5:39 PM
62	N/A	10/28/2020 5:23 PM
63	Stop making us reset passwords every semester. Nobody wants to do that. No one	10/28/2020 4:34 PM
64	N/A	10/28/2020 4:29 PM
65	na	10/28/2020 4:28 PM
66	None. The IT department is very helpful in person.	10/28/2020 4:18 PM
67	N0	10/28/2020 3:42 PM
68	No, i think they are doing a great job	10/28/2020 3:31 PM
69	No	10/28/2020 3:29 PM
70	N/A	10/28/2020 3:15 PM
71	N/A	10/28/2020 3:05 PM
72	NA	10/28/2020 3:01 PM
73	no	10/28/2020 2:55 PM
74	Not right now	10/28/2020 2:48 PM
75	None.	10/28/2020 2:45 PM
76	no	10/28/2020 2:35 PM
77	I do not	10/28/2020 2:30 PM
78	Don't send us from person to person to person for no one to know the answer. If you don't know it just say so.	10/28/2020 1:27 PM
79	None that I can think of	10/28/2020 1:24 PM
80	na	10/26/2020 2:33 PM

2020-21 Fall Student Survey

81	N/A	10/26/2020 11:19 AM
82	I had an issue with Pearson, I called IT and they said they couldn't help and that it was a Pearson problem, so I called Pearson and they said it was a school problem. and so on. I ended up resolving the issue myself.	10/25/2020 3:11 PM
83	No I do not.	10/25/2020 1:37 PM
84	No	10/25/2020 9:59 AM
85	No	10/23/2020 7:19 AM
86	not at this time.	10/22/2020 11:58 PM
87	none	10/22/2020 8:44 PM
88	N/A	10/22/2020 5:30 PM
89	NA	10/22/2020 4:16 PM
90	Nope.	10/22/2020 9:16 AM
91	Stop making students change their password for Blackboard every 6 months or so.	10/22/2020 8:50 AM
92	none that I know of because I have not contacted them.	10/22/2020 1:05 AM
93	N/A	10/21/2020 11:17 PM
94	N/A	10/21/2020 8:58 PM
95	No suggestions at this time.	10/21/2020 8:50 PM
96	IT staff was very rude when the system went down and I called about not being able to register for classes. They can work on being friendly.	10/21/2020 8:36 PM
97	Nothing, they are amazing!!	10/21/2020 5:46 PM
98	No	10/21/2020 2:56 PM
99	none	10/21/2020 2:34 PM
100	need to have more open hours	10/21/2020 1:48 PM
101	I haven't contacted the IT Service Desk, so I have no suggestions.	10/21/2020 1:40 PM
102	No	10/21/2020 11:05 AM
103	NONE	10/21/2020 10:46 AM
104	To make the IT service desk more well known. I had no idea tri country offered these services to students.	10/21/2020 10:44 AM
105	no, I do not	10/21/2020 10:02 AM
106	No	10/21/2020 9:31 AM
107	No I don't believe so	10/21/2020 9:22 AM
108	no	10/21/2020 9:05 AM
109	No	10/21/2020 8:57 AM
110	N/A	10/21/2020 8:50 AM
111	No	10/21/2020 8:20 AM
112	no	10/21/2020 3:26 AM
113	N/a	10/21/2020 2:06 AM
114	No, it is already great!	10/21/2020 1:15 AM
115	none	10/21/2020 1:08 AM
116	Quicker response time, but overall great help!	10/20/2020 11:39 PM
117	No. They did a great job helping me and fast.	10/20/2020 9:46 PM

2020-21 Fall Student Survey

118	Not yet	10/20/2020 9:03 PM
119	No suggestions	10/20/2020 8:41 PM
120	i have no questions	10/20/2020 8:36 PM
121	Having things explained when it comes to distance learning and being able to video in from home for distance learning. Having scheduling of classes better explained.	10/20/2020 8:25 PM
122	none	10/20/2020 8:12 PM
123	I do not at this time.	10/20/2020 8:09 PM
124	Nope they do a great job at tctc	10/20/2020 8:05 PM
125	The front desk attendant should have more knowledge of the college. This way she could help get information to the student more quickly.	10/20/2020 7:58 PM
126	It would be helpful to have suggestions of who to contact next and the numbers to contact them with (if IT is unable to help with my issues).	10/20/2020 7:40 PM
127	Nope :) very sweet, friendly people.	10/20/2020 6:51 PM
128	No.	10/20/2020 6:17 PM
129	N/A	10/20/2020 6:04 PM
130	no	10/20/2020 5:59 PM
131	No, they are really helpful is my experience	10/20/2020 5:56 PM
132	My comment not question is that the instructors should be up to date on the tech. program to better help us, the students. If the tech department could enhance the instructors' ability to have more sources available to them then maybe they could work through this issue of Covid19. Yes, the students would have to learn and structure themselves as an online class, but if it is offered then there will be no way that students can say that TCTC is not giving them the same hours to learn what others have had much more time to learn the same thing. My SCIENCE DEPT. is great and computer savvy. However, my Spanish 1 class is awful, and we should have an altogether compromise with the grade of this subject. The lack of teaching, learning, and tech issues has made this class very stressful. I had not seen my instructor in person until a month in the semester. Classes were thrown together because the instructor had been changed 3 times. Whether it was an IT issues uploading or an instructor issue who needed to reload assignments and quizzes. Which many of us missed quizzes because of the not posting of them. I do not know who is to blame but it is not the students' fault if we miss a quiz or assignment if we do not know we have one or if we only have a day to study for it. then 2 quizzes on the same day. Just all together stressed out and with Covid 19 we don't need our immune system lowered because of stress. I failed my 1st bio 210 test because I was trying to get the Spanish class up and running and did not have time to study. Mr. Irwin knows how to set this hybrid class up! He needs more ways to draw out on the whiteboard and then use BlackBoard to allows us to view it with AUDIO. The humanities department could use some tips from the Science department with Technical improvements that can keep this college a wonderful learning process. It can be done. I know he and Mrs. Garrison (Lab) want to improve their student's ability to learn as smoothly as possible, but they need more ability technology to do so. As for my Spanish class if we had more time and or at least an audio lesson like Dr. Irwin does then maybe we would not feel like just dropping out completely. Actually, for me, if it was not for the Science department classes I would have dropped out, truly.	10/20/2020 5:48 PM
133	If I ever needed anything I would like for them to be kind and fast!	10/20/2020 5:40 PM
134	No.	10/20/2020 5:31 PM
135	no	10/20/2020 5:29 PM
136	No	10/20/2020 5:24 PM
137	no	10/20/2020 5:09 PM
138	N/A	10/20/2020 4:28 PM
139	N/A	10/20/2020 4:09 PM
140	no	10/20/2020 3:41 PM

2020-21 Fall Student Survey

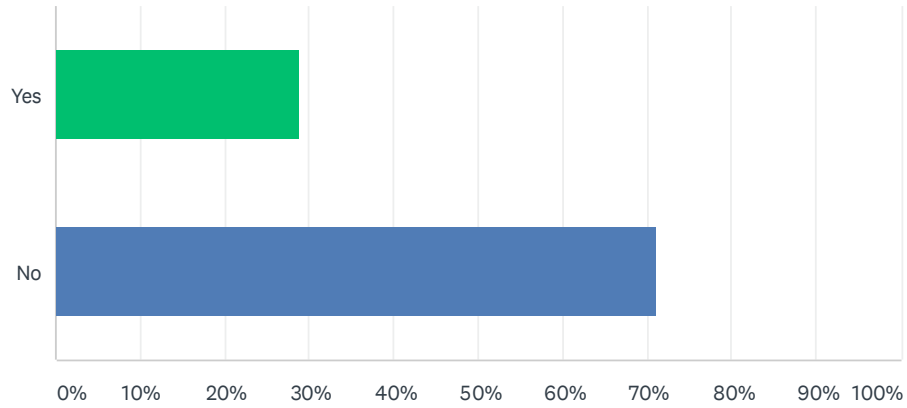
141	No I have never had to call them.	10/20/2020 3:34 PM
142	na	10/20/2020 3:30 PM
143	I went in person to try to set up my email on my phone, and the lady was nice, but merely gave me a pamphlet and told me that's all she could do because of COVID restrictions. I'm not going to violently exude COVID onto someone while they are helping me get my school email on my phone.	10/20/2020 3:19 PM
144	N/A	10/20/2020 3:07 PM
145	No	10/20/2020 2:55 PM
146	n/a	10/20/2020 2:40 PM
147	Not currently. Thank you.	10/20/2020 2:28 PM
148	If there would be various solutions towards the virtual desktops for one of my classes due to continuous tech issues.	10/20/2020 2:13 PM
149	no	10/20/2020 2:13 PM
150	Have a better attitude and don't be so dismissive when someone asks you a question especially if it's over the phone.	10/20/2020 1:59 PM
151	no	10/20/2020 1:58 PM
152	none	10/20/2020 1:44 PM
153	No, they're friendly and helpful.	10/20/2020 1:43 PM
154	No	10/20/2020 1:42 PM
155	No I have never contacted the IT Service Desk.	10/20/2020 1:39 PM
156	N/A	10/20/2020 1:38 PM
157	No, they helped me very quickly.	10/20/2020 1:29 PM
158	No	10/20/2020 1:23 PM
159	More clearly announce the services provided and how to access them	10/20/2020 1:18 PM
160	They are great, helps to have someone to work with you when you have not had a lot of computer training. Very happy to have them when I need help.	10/20/2020 1:10 PM
161	N/A	10/20/2020 1:10 PM
162	no	10/20/2020 12:57 PM
163	Just try to get people in and out a little bit quicker	10/20/2020 12:55 PM
164	No	10/20/2020 12:54 PM
165	I have not had to deal with IR faculty	10/20/2020 12:49 PM
166	no	10/20/2020 12:45 PM
167	I have no further improvement, every time I have been there with an issue it was resolved good	10/20/2020 12:36 PM
168	I have not contacted them, therefore, I cannot make suggestions,	10/20/2020 12:26 PM
169	no	10/20/2020 12:21 PM
170	no	10/20/2020 12:15 PM
171	n/a	10/20/2020 12:13 PM
172	The IT desk has been helpful for the few problems I have had.	10/20/2020 12:10 PM
173	N/A	10/20/2020 12:07 PM
174	None at all.	10/20/2020 11:52 AM
175	No	10/20/2020 11:50 AM

2020-21 Fall Student Survey

176	No i dont have	10/20/2020 11:46 AM
177	No	10/20/2020 11:43 AM
178	No	10/20/2020 11:40 AM
179	I just wish you didn't have to go through so many people to be transferred to the IT Service Desk.	10/20/2020 11:33 AM
180	no	10/20/2020 11:30 AM
181	no	10/20/2020 11:29 AM
182	no	10/20/2020 11:28 AM
183	No	10/20/2020 11:27 AM
184	No.	10/20/2020 11:24 AM
185	dont have any question	10/20/2020 11:20 AM
186	N/A	10/20/2020 11:17 AM
187	No.	10/20/2020 11:15 AM
188	none	10/20/2020 11:12 AM
189	No suggestions, good costumer service.	10/20/2020 11:09 AM
190	No	10/20/2020 11:08 AM
191	No	10/20/2020 11:07 AM
192	N/a	10/20/2020 11:05 AM
193	None	10/20/2020 11:04 AM
194	No	10/20/2020 11:02 AM
195	No	10/20/2020 11:01 AM
196	I don't know because I haven't connected with them	10/20/2020 10:58 AM
197	I think everyone is friendly and extremely helpful	10/20/2020 10:56 AM
198	no	10/20/2020 10:55 AM
199	N/A	10/20/2020 10:53 AM
200	No	10/20/2020 10:51 AM

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

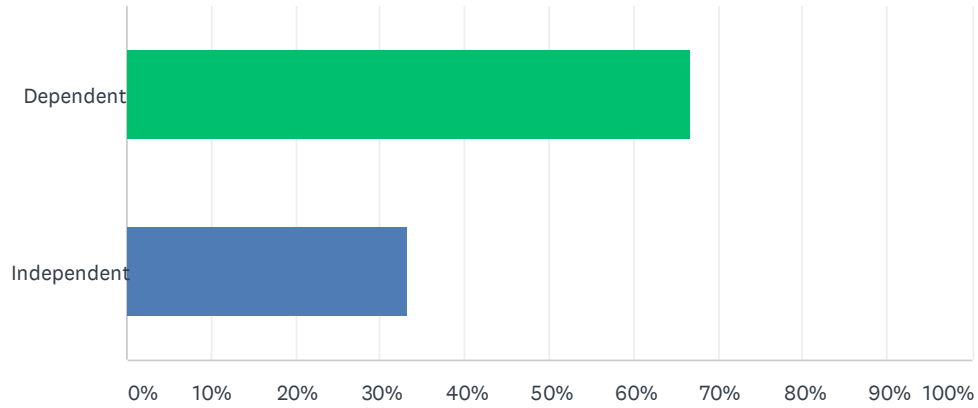
Answered: 1,018 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	28.78%	293
No	71.22%	725
TOTAL		1,018

Q10 According to the federal financial aid definition, I am

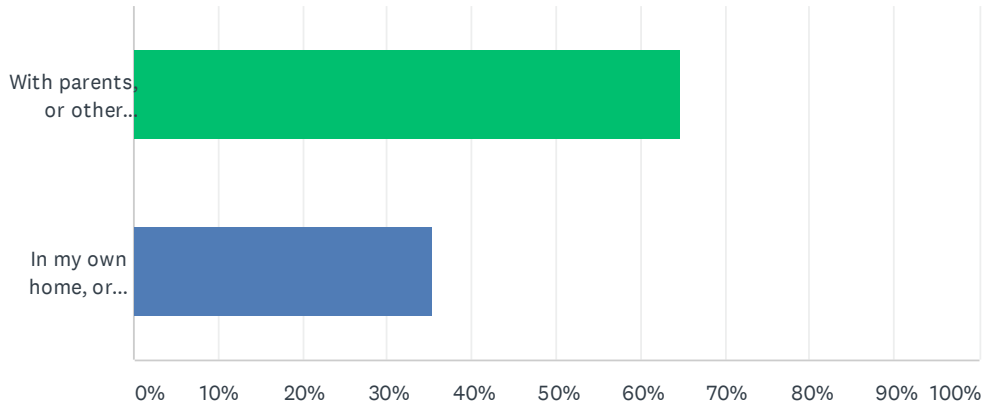
Answered: 941 Skipped: 83



ANSWER CHOICES	RESPONSES
Dependent	66.74% 628
Independent	33.26% 313
TOTAL	941

Q11 I live:

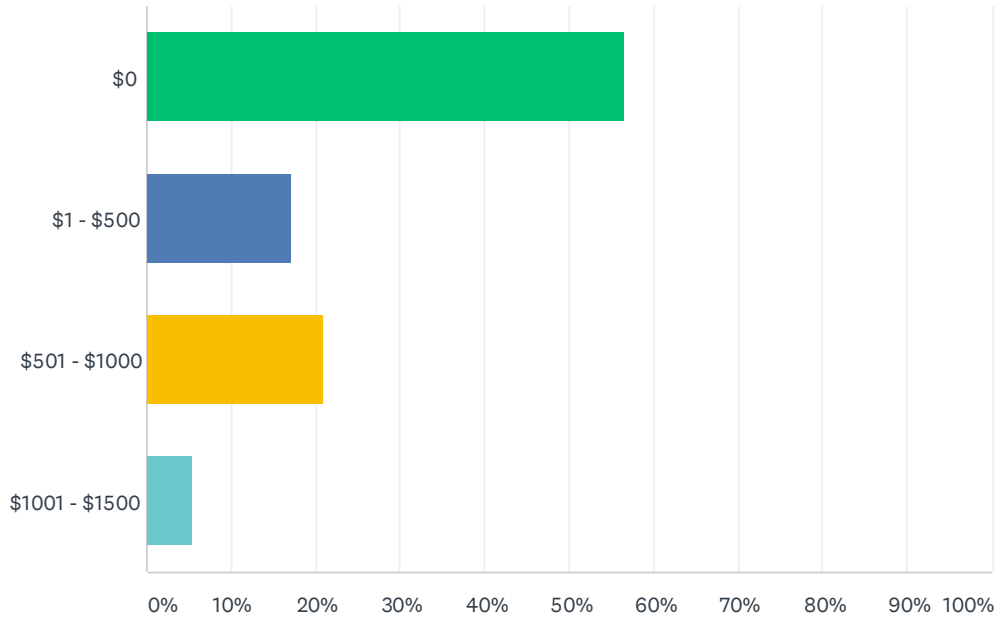
Answered: 948 Skipped: 76



ANSWER CHOICES	RESPONSES	
With parents, or other relatives	64.66%	613
In my own home, or dwelling	35.34%	335
TOTAL		948

Q12 My monthly rent, or mortgage payment is

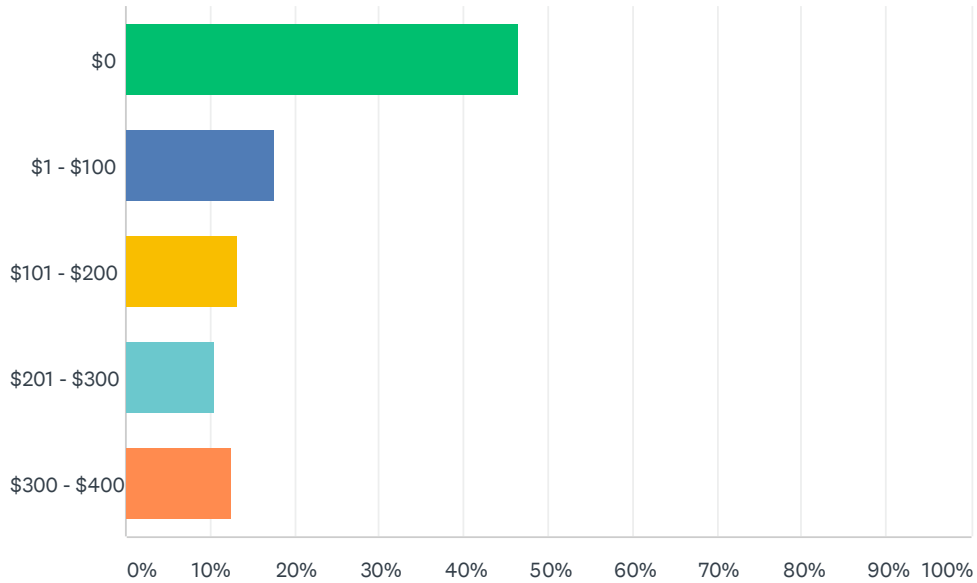
Answered: 946 Skipped: 78



ANSWER CHOICES	RESPONSES
\$0	56.45% 534
\$1 - \$500	17.12% 162
\$501 - \$1000	20.93% 198
\$1001 - \$1500	5.50% 52
TOTAL	946

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

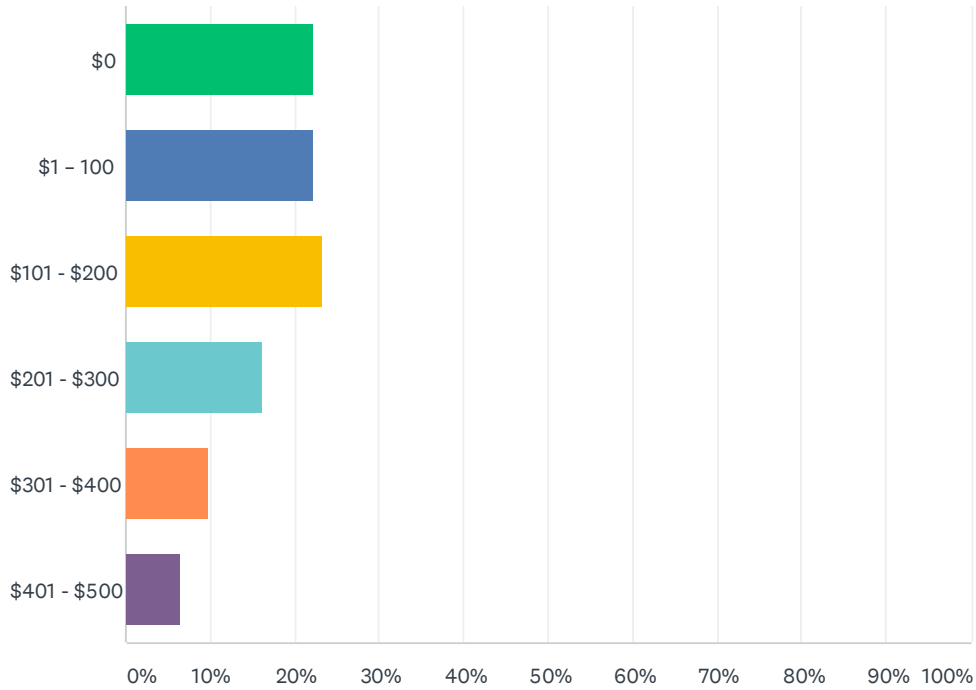
Answered: 944 Skipped: 80



ANSWER CHOICES	RESPONSES	
\$0	46.40%	438
\$1 - \$100	17.48%	165
\$101 - \$200	13.14%	124
\$201 - \$300	10.38%	98
\$300 - \$400	12.61%	119
TOTAL		944

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)).

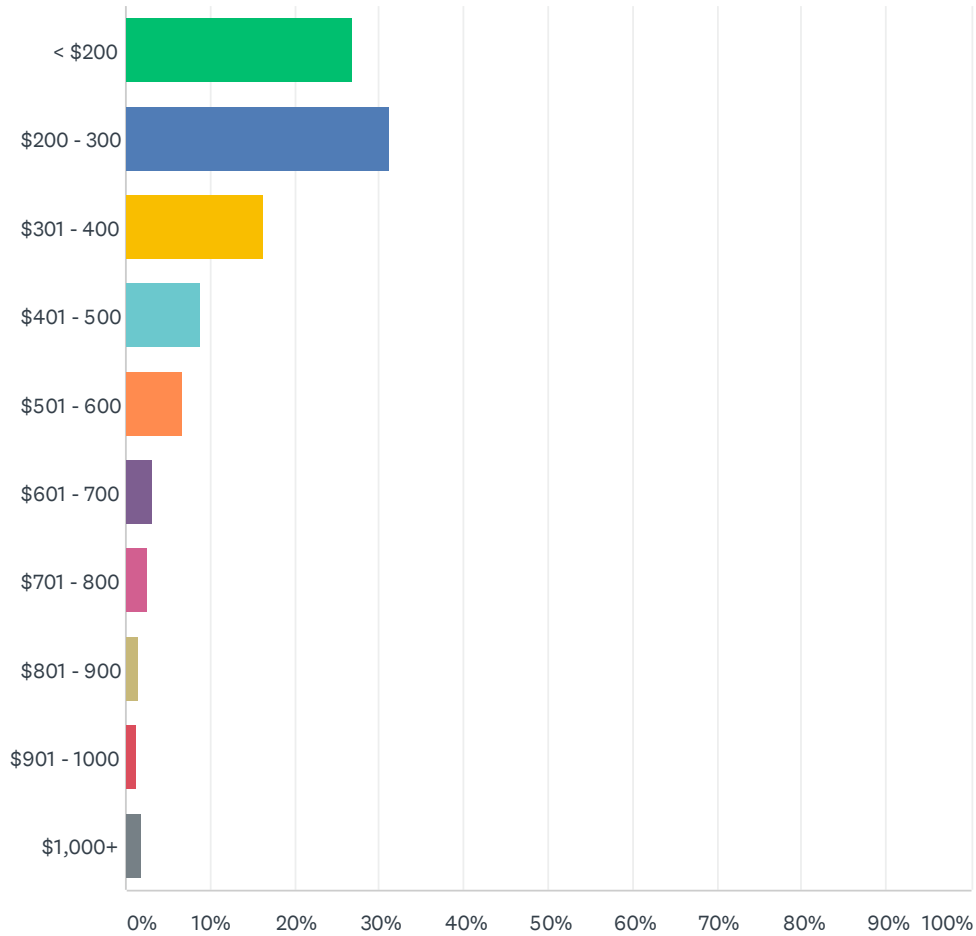
Answered: 946 Skipped: 78



ANSWER CHOICES	RESPONSES	
\$0	22.09%	209
\$1 - 100	22.20%	210
\$101 - \$200	23.15%	219
\$201 - \$300	16.17%	153
\$301 - \$400	9.94%	94
\$401 - \$500	6.45%	61
TOTAL		946

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

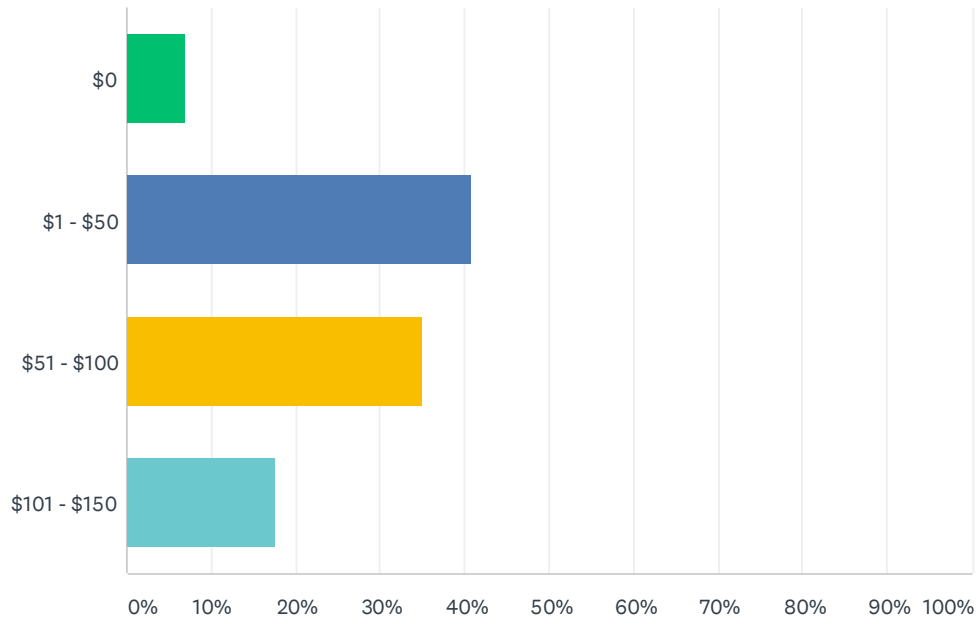
Answered: 946 Skipped: 78



ANSWER CHOICES	RESPONSES	
< \$200	26.85%	254
\$200 - 300	31.08%	294
\$301 - 400	16.28%	154
\$401 - 500	8.88%	84
\$501 - 600	6.66%	63
\$601 - 700	3.17%	30
\$701 - 800	2.54%	24
\$801 - 900	1.37%	13
\$901 - 1000	1.27%	12
\$1,000+	1.90%	18
TOTAL		946

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

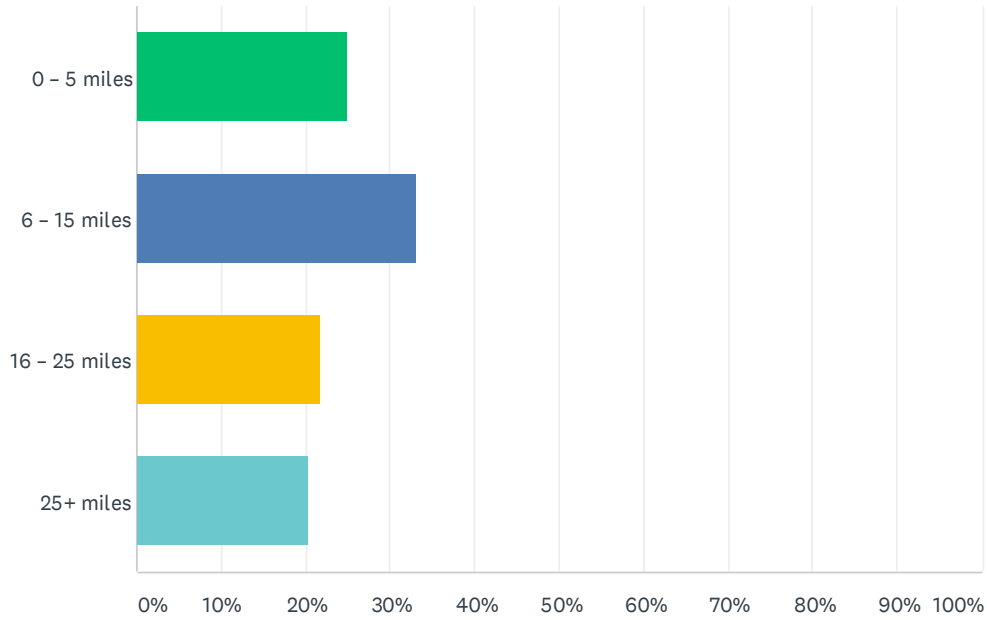
Answered: 946 Skipped: 78



ANSWER CHOICES	RESPONSES	
\$0	6.87%	65
\$1 - \$50	40.70%	385
\$51 - \$100	34.88%	330
\$101 - \$150	17.55%	166
TOTAL		946

Q17 The round trip travel for me to class is:

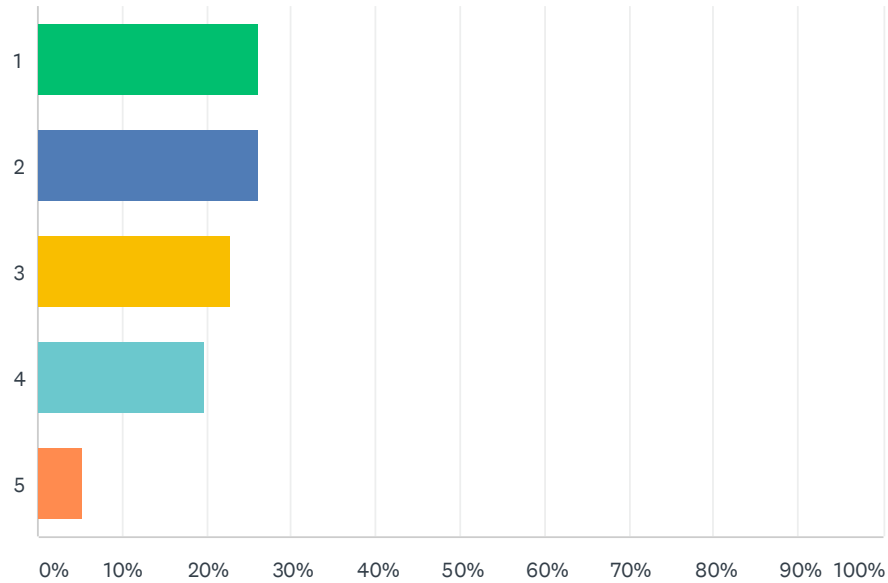
Answered: 948 Skipped: 76



ANSWER CHOICES	RESPONSES
0 – 5 miles	24.89% 236
6 – 15 miles	33.02% 313
16 – 25 miles	21.84% 207
25+ miles	20.25% 192
TOTAL	948

Q18 I travel to class ___ days per week

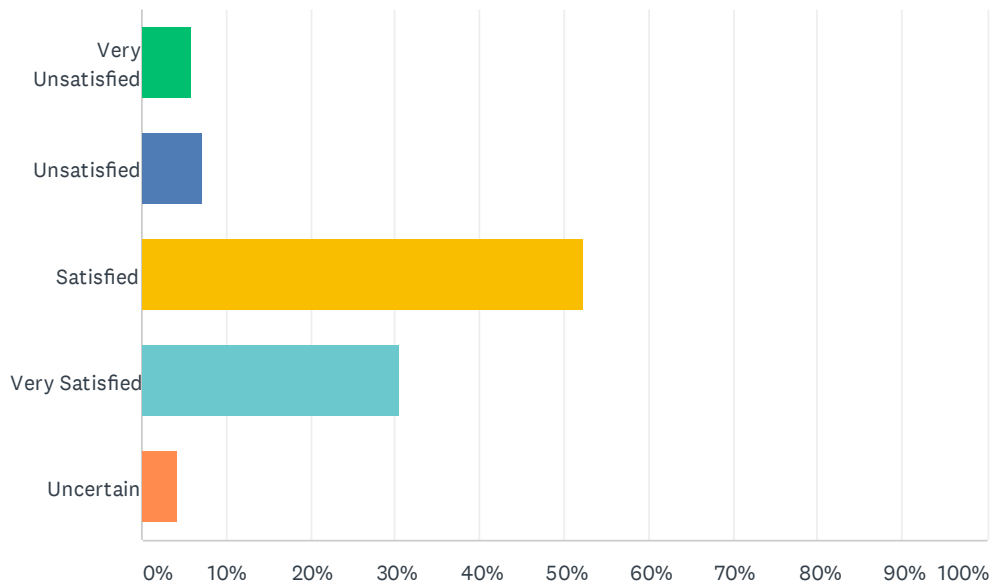
Answered: 929 Skipped: 95



ANSWER CHOICES	RESPONSES	
1	26.16%	243
2	26.16%	243
3	22.82%	212
4	19.59%	182
5	5.27%	49
TOTAL		929

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

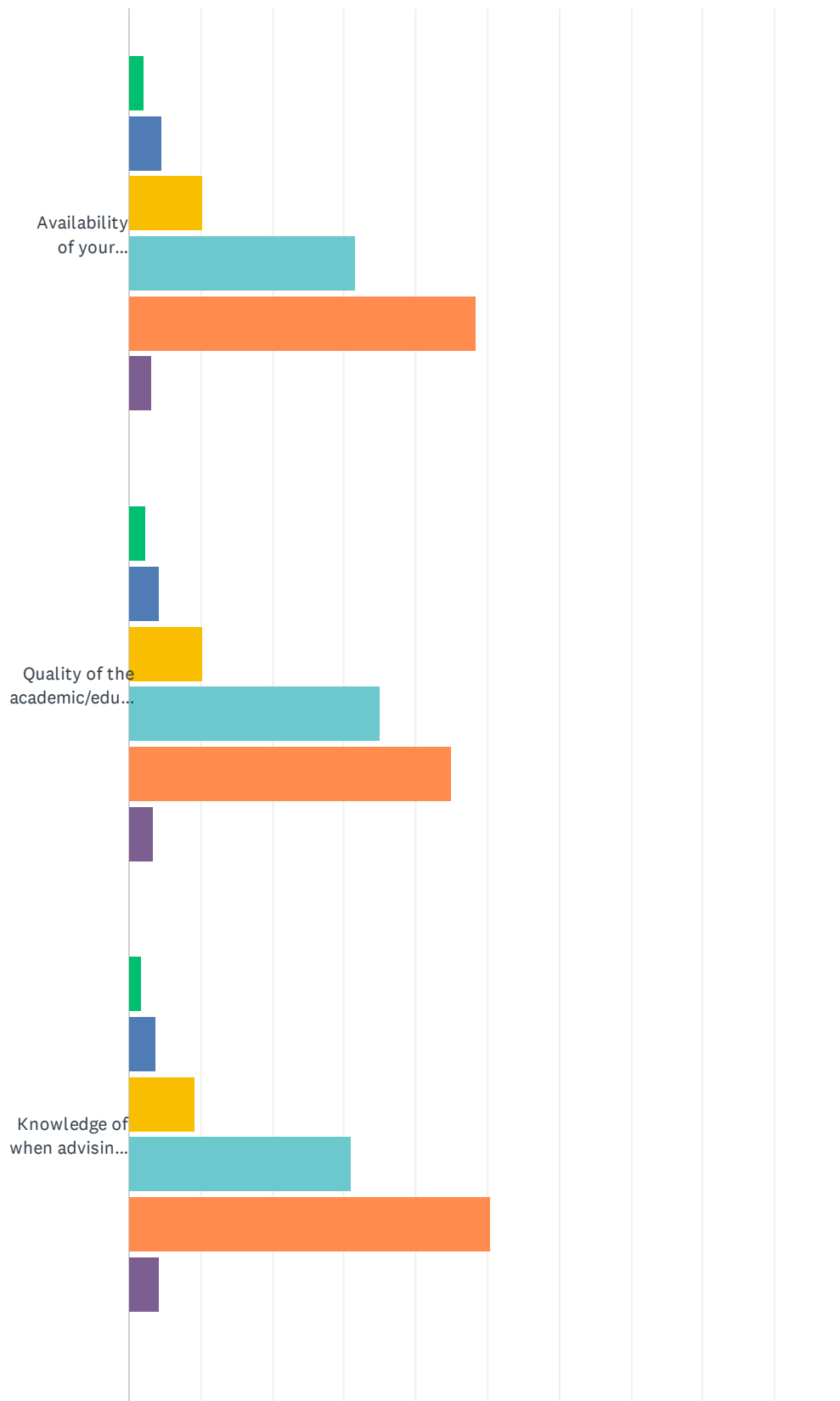
Answered: 896 Skipped: 128



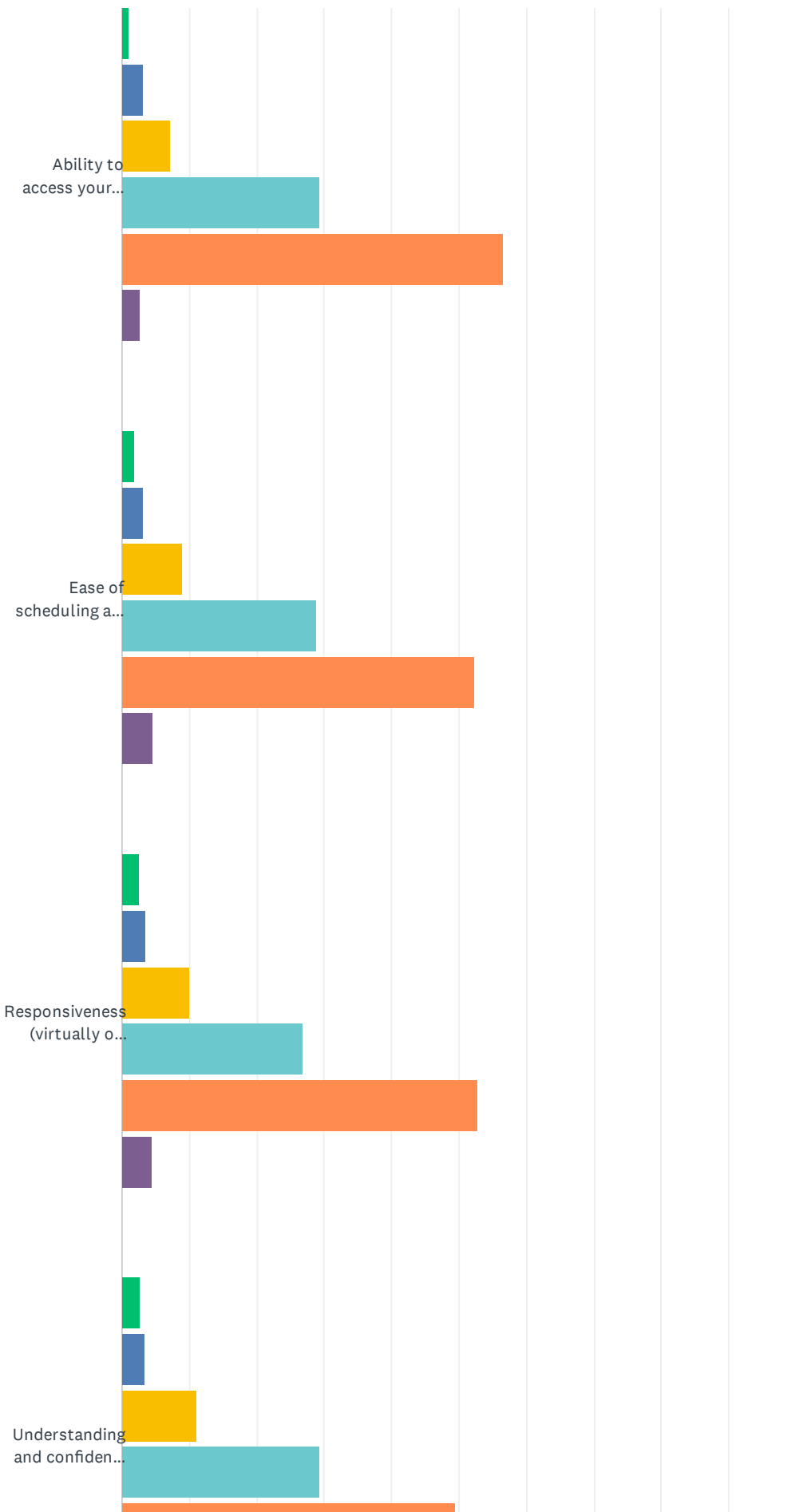
ANSWER CHOICES	RESPONSES	
Very Unsatisfied	5.80%	52
Unsatisfied	7.14%	64
Satisfied	52.34%	469
Very Satisfied	30.47%	273
Uncertain	4.24%	38
TOTAL		896

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.

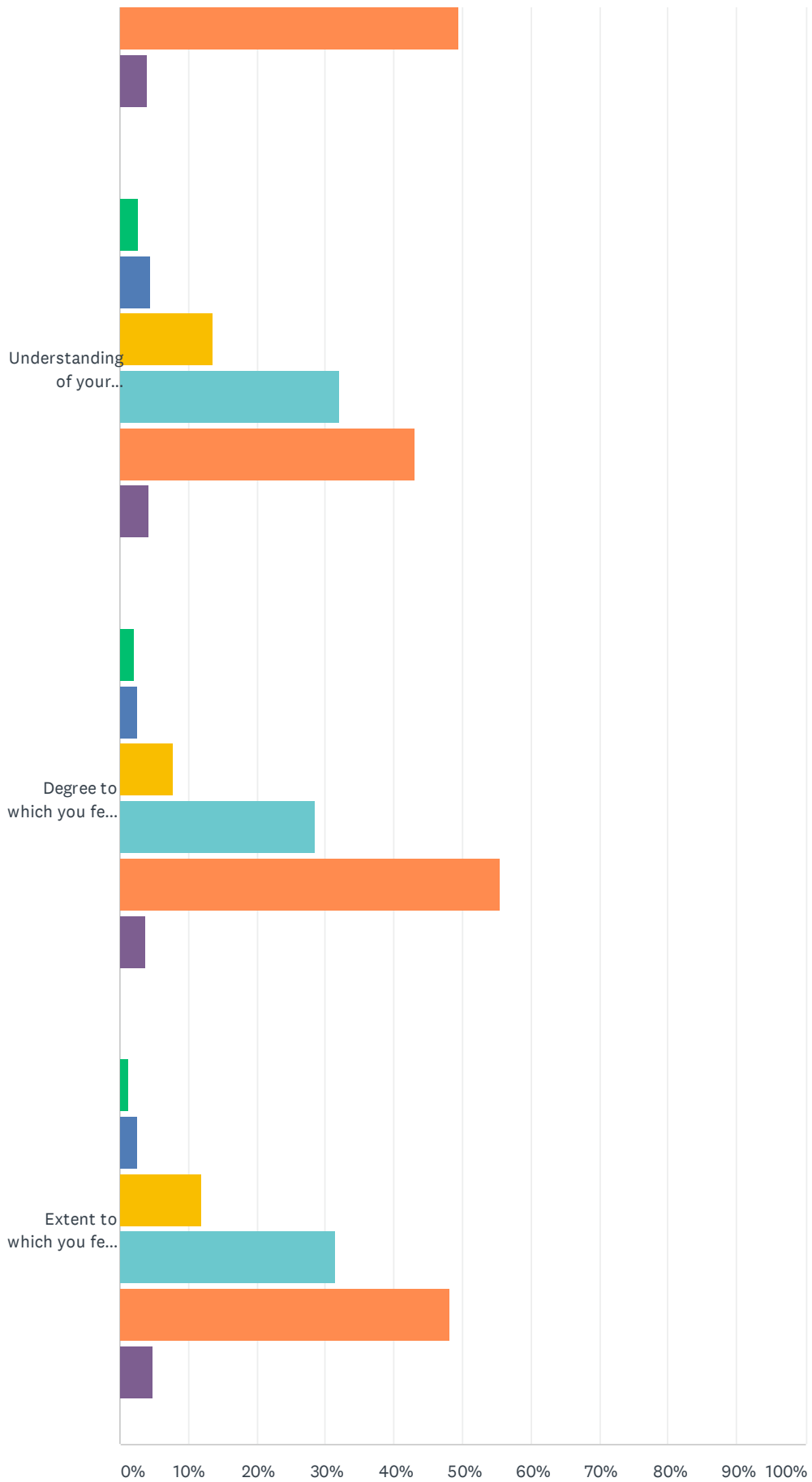
Answered: 894 Skipped: 130



2020-21 Fall Student Survey



2020-21 Fall Student Survey



2020-21 Fall Student Survey

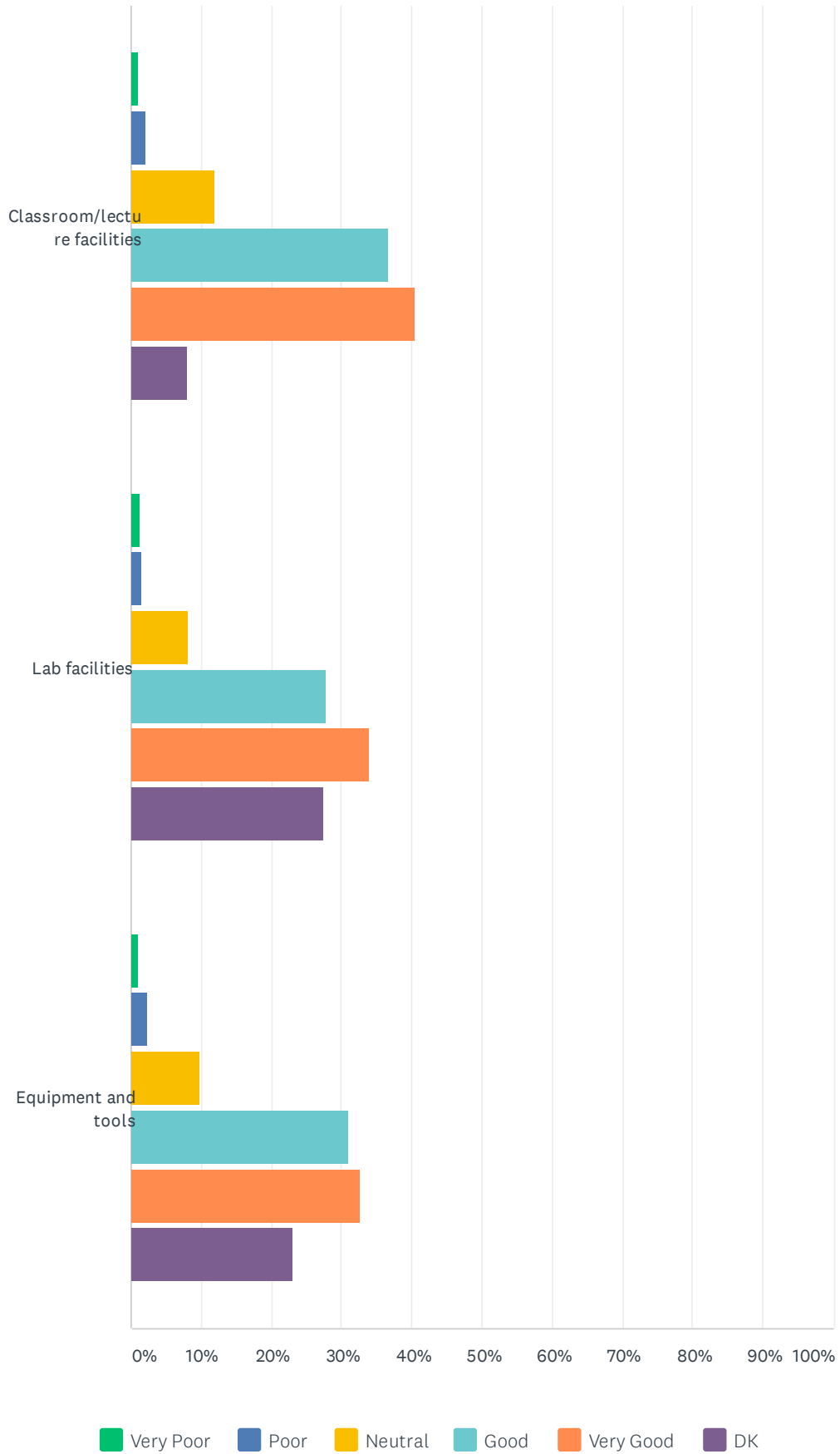
■ Very Poor
 ■ Poor
 ■ Neutral
 ■ Good
 ■ Very Good
 ■ DK

	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Availability of your advisor(s) to you	2.02% 18	4.60% 41	10.33% 92	31.65% 282	48.26% 430	3.14% 28	891	4.23
Quality of the academic/educational advising	2.24% 20	4.26% 38	10.20% 91	34.98% 312	45.07% 402	3.25% 29	892	4.20
Knowledge of when advising began	1.58% 14	3.73% 33	9.15% 81	30.96% 274	50.40% 446	4.18% 37	885	4.30
Ability to access your advisor's contact information	1.13% 10	3.04% 27	7.21% 64	29.39% 261	56.53% 502	2.70% 24	888	4.41
Ease of scheduling an advising (virtually or face-to-face) appointment with your advisor	1.91% 17	3.14% 28	9.08% 81	28.92% 258	52.35% 467	4.60% 41	892	4.33
Responsiveness (virtually or face-to-face) of your advisor in answering your questions/concerns	2.46% 22	3.58% 32	9.97% 89	26.88% 240	52.74% 471	4.37% 39	893	4.30
Understanding and confidence level in your advisor's course recommendations	2.81% 25	3.26% 29	11.12% 99	29.33% 261	49.44% 440	4.04% 36	890	4.24
Understanding of your program/major and/or transfer options	2.80% 25	4.48% 40	13.66% 122	31.91% 285	43.00% 384	4.14% 37	893	4.13
Degree to which you felt welcomed by your advisor	2.13% 19	2.58% 23	7.64% 68	28.54% 254	55.39% 493	3.71% 33	890	4.38
Extent to which you felt prepared for your advising meeting	1.23% 11	2.58% 23	11.88% 106	31.28% 279	48.21% 430	4.82% 43	892	4.29

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: 891 Skipped: 133

2020-21 Fall Student Survey

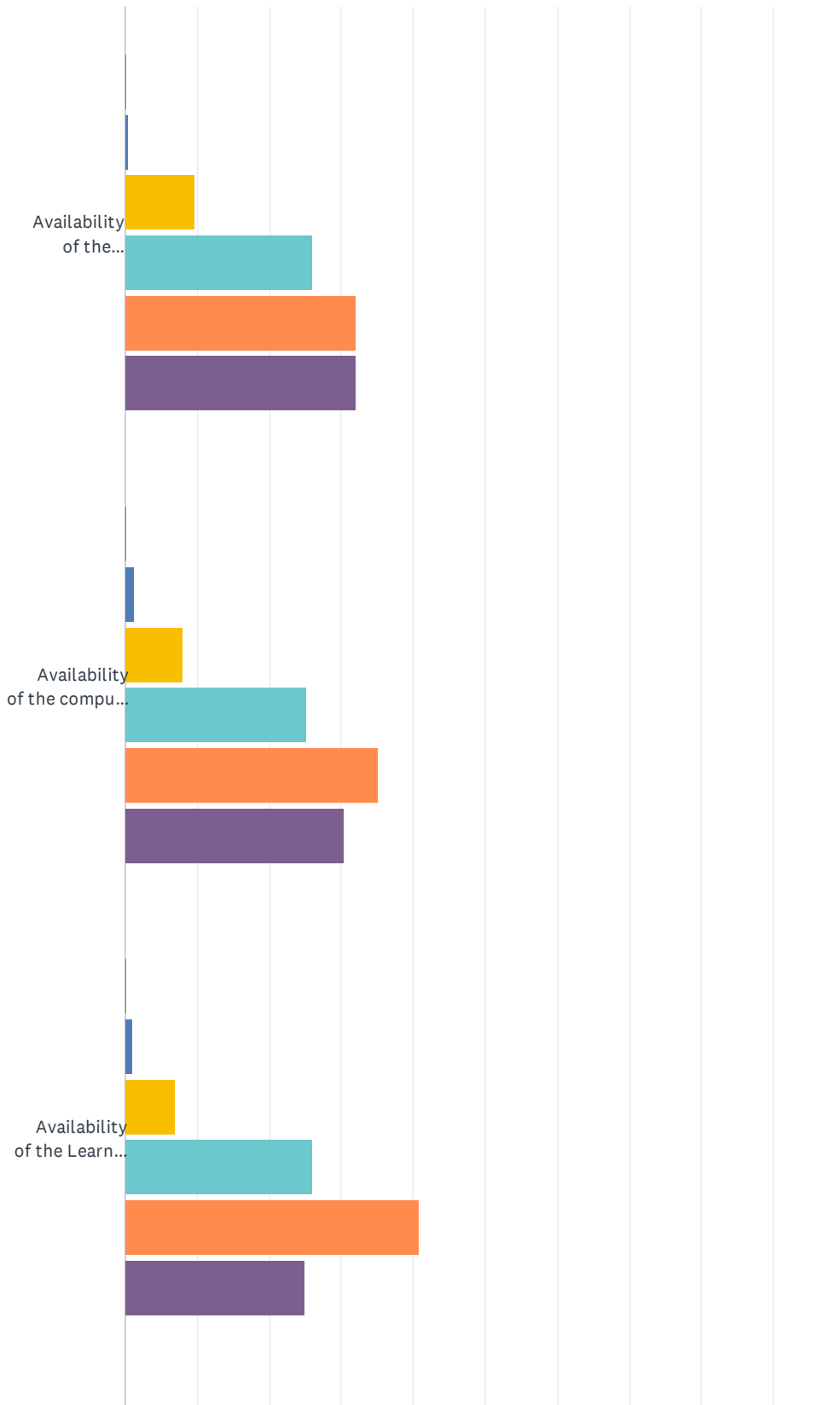


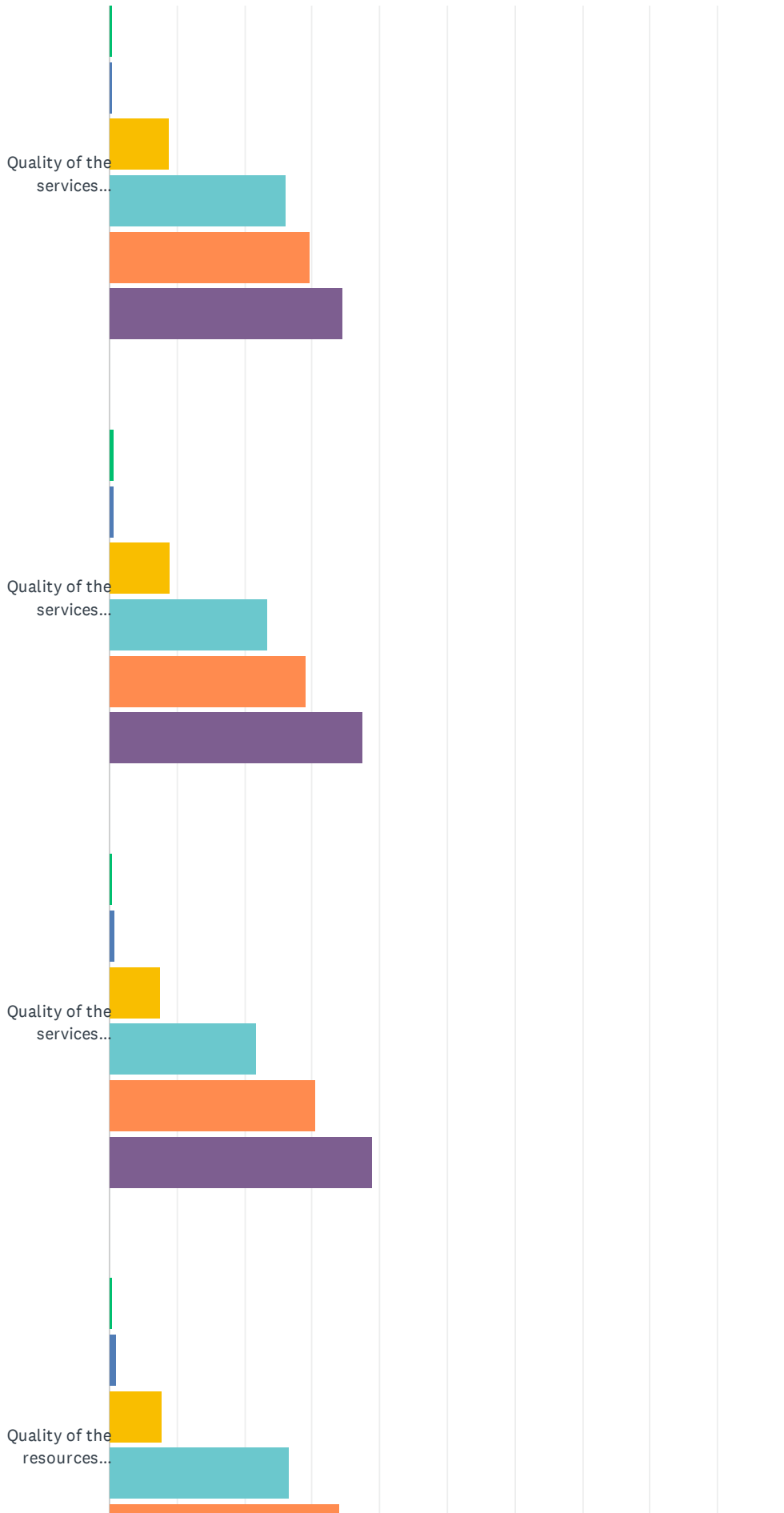
2020-21 Fall Student Survey

	VERY POOR	POOR	NEUTRAL	GOOD	VERY GOOD	DK	TOTAL	WEIGHTED AVERAGE
Classroom/lecture facilities	1.01% 9	2.03% 18	11.94% 106	36.60% 325	40.43% 359	8.00% 71	888	4.23
Lab facilities	1.24% 11	1.46% 13	8.09% 72	27.87% 248	33.93% 302	27.42% 244	890	4.26
Equipment and tools	1.13% 10	2.25% 20	9.91% 88	30.97% 275	32.66% 290	23.09% 205	888	4.19

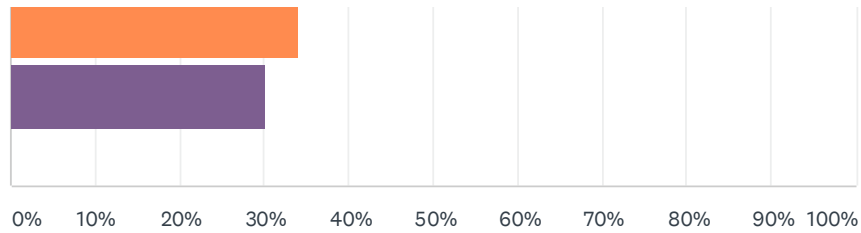
Q22 Please rate the following items on instructional support services.
Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 891 Skipped: 133





2020-21 Fall Student Survey



■ 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	0.22% 2	0.34% 3	9.54% 85	25.93% 231	31.99% 285	31.99% 285	891	4.31
Availability of the computer labs to students	0.22% 2	1.35% 12	7.87% 70	25.06% 223	35.17% 313	30.34% 270	890	4.34
Availability of the Learning Commons to students	0.23% 2	1.14% 10	6.96% 61	25.91% 227	40.75% 357	25.00% 219	876	4.41
Quality of the services provided to students in the Assessment Center/Testing Center	0.34% 3	0.45% 4	8.77% 78	26.10% 232	29.81% 265	34.53% 307	889	4.29
Quality of the services provided to students in the computer labs	0.56% 5	0.67% 6	9.00% 80	23.40% 208	29.02% 258	37.35% 332	889	4.27
Quality of the services provided to students in the Tutoring Center	0.34% 3	0.90% 8	7.55% 67	21.73% 193	30.63% 272	38.85% 345	888	4.33
Quality of the resources available for students in the Library to complete assignments	0.45% 4	1.01% 9	7.78% 69	26.49% 235	34.05% 302	30.21% 268	887	4.33

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

Answered: 894 Skipped: 130

	NEVER	SOMETIMES	FREQUENTLY	ALWAYS	TOTAL	WEIGHTED AVERAGE
Confusion over which classes you needed to take	39.80% 355	48.77% 435	9.19% 82	2.24% 20	892	1.74
Inability to enroll in classes because they were full	46.20% 413	37.70% 337	12.19% 109	3.91% 35	894	1.74
Classes not offered at the times you needed	40.99% 364	37.73% 335	15.54% 138	5.74% 51	888	1.86
Canceled classes	74.24% 660	22.38% 199	2.70% 24	0.67% 6	889	1.30
Childcare problems	91.22% 810	5.86% 52	1.91% 17	1.01% 9	888	1.13
Family responsibilities	49.94% 442	34.58% 306	10.17% 90	5.31% 47	885	1.71
Your job/work schedule	49.44% 440	30.56% 272	12.70% 113	7.30% 65	890	1.78
Inadequate financial resources	55.81% 495	28.97% 257	9.13% 81	6.09% 54	887	1.66
Transportation problems	73.21% 653	21.86% 195	2.69% 24	2.24% 20	892	1.34
Parking	72.55% 645	15.97% 142	7.87% 70	3.60% 32	889	1.43
Lack of housing	95.16% 846	3.71% 33	0.56% 5	0.56% 5	889	1.07

#	IF PARKING HAS INTERFERED WITH YOUR STUDIES, HOW HAS IT AFFECTED YOU?	DATE
1	Not enough parking	11/15/2020 3:29 PM
2	Not enough parking spaces close to the classroom buildings.	11/15/2020 9:46 AM
3	Tardiness.	11/7/2020 1:31 AM
4	Unless I leave super early it is hard to get a decent spot where I wont have to rush to my class to be there in time.	11/6/2020 12:09 PM
5	not enough availble parking	11/5/2020 10:34 PM
6	I have to spend a lot of time just to find a spot to park	11/5/2020 1:16 PM
7	The hill. It triggers asthma attacks and the hike itself can make me late for class when I was early to arrive.	11/4/2020 5:02 PM
8	Rare occasion of not enough parking	11/4/2020 4:28 PM
9	Between parking at Clemson and Tri-county, the combined walk can significantly add time to your trip to school and has cause me to be late even though I thought I left my dorm in plenty of time.	11/4/2020 10:50 AM
10	Having to walk far to get to class due to parking being full	11/3/2020 3:28 PM
11	got towed	11/3/2020 2:43 PM

2020-21 Fall Student Survey

12	Can be a bit of a walk sometimes	11/3/2020 2:11 PM
13	none	11/3/2020 1:03 PM
14	Not being able to find a park which caused me to be late to a class.	11/3/2020 12:48 PM
15	Made me late	11/3/2020 12:15 PM
16	N/A	11/3/2020 10:16 AM
17	Not enough handicap parking close to buildings	11/2/2020 6:39 PM
18	N/A	11/2/2020 5:37 PM
19	never interfered	11/2/2020 4:45 PM
20	none	11/2/2020 4:06 PM
21	It makes me late and that results in being marked as absent and I get a zero for everything that was due that day. To avoid this, I have to show up an hour or two before my class. It's also very frustrating when they block off student parking for guest speakers or whatever because I PAY TO PARK IN EVERY STUDENT SPOT so how is it fair that you all get to take that away from us and give it to someone I don't know or care about that doesn't pay a freaking dime to park here, meanwhile, I'm having to actually hike to class from the parking lot at the bottom of the hill. It's ridiculous and completely unfair.	11/2/2020 2:42 PM
22	Parking space outside of the nursing building was reduced which made it difficult to park unless you got there early	11/2/2020 1:44 PM
23	People that don't have tags or aren't supposed to park there, park in spots that students need.	11/2/2020 12:19 PM
24	Made me late to class	11/2/2020 12:08 PM
25	Finding a parking place in time not to be late for class. Mainly Pendleton campus	11/2/2020 11:12 AM
26	Not enough parking. Sometimes I can't find a parking spot and I become late to class. It would be awesome if there was an app that can tell us where a parking spot is or if the parking lot is full	11/2/2020 10:10 AM
27	For Pendleton a lot	11/2/2020 9:46 AM
28	coming in plenty of time before a class, ex. 30 minutes early and being late to class because I couldnt park. (pre covid)	11/2/2020 9:39 AM
29	Parking lot full, had to wait for a spot to open up. (During construction and they keep taking more and more spaces)	11/2/2020 9:09 AM
30	N/A	11/2/2020 9:05 AM
31	Being unable to find a parking space has made me late to class many many times.	10/31/2020 1:45 PM
32	It made me late to my class because I had to park so far down.	10/30/2020 10:50 AM
33	The lack of available parking in general has negatively affected my ability to arrive on time to classes that I do have on campus	10/30/2020 8:50 AM
34	no	10/29/2020 7:19 PM
35	It doesn't	10/29/2020 1:49 PM
36	taking spaces away unnecessarily	10/29/2020 6:14 AM
37	It has made me late several times to class especially last year. This year hasn't been as bad since there are less students on campus.	10/29/2020 12:44 AM
38	Not being able to park.	10/28/2020 11:04 PM
39	It has made it harder to get to class on time due to the lack of open parking spaces.	10/28/2020 8:58 PM
40	Walking up many stairs and having to rush to class. It also interferes with me breathing because of wearing a mask after walking up so many stairs.	10/28/2020 8:30 PM
41	no	10/28/2020 8:27 PM
42	Not enough good parking spots. I'd rather be a little late to class to wait for a good parking spot than to make it on time but have to walk up like 4-6 flights of steep stairs.	10/28/2020 8:08 PM

2020-21 Fall Student Survey

43	Finding a spot in my building area is hard sometimes when students don't park straight or are too big for the spot.	10/28/2020 7:41 PM
44	Parking lot full	10/28/2020 6:48 PM
45	I had to obtain at handicap placard	10/28/2020 4:54 PM
46	made it harder to get to class on time because of limited parking	10/28/2020 4:39 PM
47	You shouldn't charge for a parking pass if you have to walk up the hill. Front parking is understandable but you should not have to pay \$30 for a pass every other semester to get a workout before class. Stupid	10/28/2020 4:38 PM
48	N/A	10/28/2020 4:36 PM
49	This year has been fine thanks to covid, but past semesters after 10-11 there literally is no parking available on campus.	10/28/2020 3:35 PM
50	N/A	10/28/2020 3:27 PM
51	stairs and far away parking takes longer to find a spot. Many blind spots makes driving through lots difficult.	10/28/2020 3:23 PM
52	Sometimes a little late for class	10/28/2020 3:20 PM
53	Though the parking lot is far more empty this fall 2020, students still park like blind orangutans which prevents me from parking in the space correctly, resulting in me coming to class late because I'm left circling the lot for a decent spot to park due to the lack of common sense some students proudly posses.	10/28/2020 3:19 PM
54	Was not clear the first week of school as to where we could and could not park	10/28/2020 3:14 PM
55	NA	10/28/2020 3:09 PM
56	The long walks to the parking lots	10/28/2020 2:55 PM
57	There is just not enough parking close to the campus buildings	10/28/2020 2:52 PM
58	It has not	10/28/2020 2:32 PM
59	Couldn't find a parking spot for over 20min and was late to class	10/28/2020 2:29 PM
60	Parking spaces are not as available closer, so it takes much more time allotted for parking and travel and less time for studying and schoolwork.	10/28/2020 2:24 PM
61	The distance from parking to the buildings, especially when suffering from an injury:	10/28/2020 2:03 PM
62	Could not find spot and was late to class and counted absent	10/28/2020 1:46 PM
63	Until Covid 19 the parking lot would be completely full by 9 am making it impossible to find one and get to class on time.	10/28/2020 1:35 PM
64	Parking. Is. Terrible. Steps. Are. Terrible.	10/28/2020 1:30 PM
65	Makes it hard to find parking places not enough	10/28/2020 1:28 PM
66	made me late to class even when I allowed an extra half hour to try to account for it	10/28/2020 1:26 PM
67	Lots of tickets	10/28/2020 1:25 PM
68	Too much time spent walking	10/26/2020 2:35 PM
69	NA	10/26/2020 1:33 PM
70	Not many options for people who cannot climb stairs but are not registered as handicapped.	10/25/2020 3:15 PM
71	Unless you show up pretty early in the morning, spaces are difficult to find in decent walking distances. You drive around forever near class change times looking for a space not requiring a VERY long walk. The steps at the rear of the campus are VERY steep if you have to park back there (not exactly parking-related, but kind of.)	10/25/2020 5:57 AM
72	No parking available during regular operation. Have witnessed vehicles parked on grassy areas, and curbs, often students will drive or stop in hopes of getting a parking place, while line of traffic builds and students are stuck until that car moves forward. Walking up the hill in the back is treacherous, even for someone in shape, and I have fallen a few times	10/24/2020 11:49 AM

2020-21 Fall Student Survey

73	Not having anywhere to park has affected my arrival time.	10/23/2020 11:18 PM
74	Parking at off campus	10/23/2020 12:00 AM
75	made me late for class d/t not finding an open space.	10/22/2020 8:47 PM
76	Having to park far away making me late to class.	10/22/2020 2:20 PM
77	It hasn't really been a problem this year due to covid/online classes, but before it was difficult finding a parking spot and I would have to leave my house extra early so I would have time to drive around looking for a parking spot before going to class.	10/22/2020 12:18 PM
78	More time spent looking for parking spaces, less time for studying.	10/22/2020 9:41 AM
79	to long of walks.	10/22/2020 1:10 AM
80	im in vet tech and everyone parks over in the parking lots on that side of campus to avoid the hill even though the ones down the hill are most likely closer to their classes and I end up spending 7+ minutes walking to class, and that cuts down on time I can be studying because I work all the time, I help take care of my family, and my job is short staffed so I work a lot more now so I get very little sleep. also, do they seriously need that many teacher parking spots and construction paring spots next to full!	10/21/2020 10:29 PM
81	I have had to come hours early to find parking spot at all. Not this semester though due to covid I have actually been able to park.	10/21/2020 8:40 PM
82	made me late for classes because there was no where to park	10/21/2020 8:32 PM
83	I have no problems at the Anderson Campus. When attending the Pendleton campus, I arrive early and have to circle the parking lot multiple times, up to 45 minutes sometimes, waiting on another student to finish class and leave. Even then, many other students are waiting in line for the same spots. This waiting time creates childcare challenges at times and increases my anxiety and ability to focus before classes.	10/21/2020 8:17 PM
84	If I park in the front I got leaves and dirt splattered on my car after washing it from the blowing. So I park in the back and walk	10/21/2020 6:11 PM
85	when its full and i dont even know where to park.	10/21/2020 5:53 PM
86	I have to park very far from my dorm. Then park very far from my classrooms.	10/21/2020 3:19 PM
87	Running late to class due to lack of parking or waiting for spot to open.	10/21/2020 3:01 PM
88	its more of just a pain to walk up tons of stairs then go to class for hours and be tired before you get there	10/21/2020 2:42 PM
89	It is extremely hard to find a convenient parking spot sometimes on the TCTC campus, which can make me late for class.	10/21/2020 12:39 PM
90	had to park far from the building and was 10 mins late	10/21/2020 10:27 AM
91	it hasn't	10/21/2020 10:12 AM
92	no	10/21/2020 9:08 AM
93	It hasn't	10/21/2020 8:59 AM
94	there are not enough parking spots at the Pendleton campus	10/21/2020 5:45 AM
95	N/A	10/21/2020 3:30 AM
96	Had to park farther away, was almost late.	10/21/2020 1:12 AM
97	The far parking makes me tired before I even get to class, it makes me dread the day before it even gets started. It doesn't neccessarily affect my studies but it affects my attitude related to my studies...	10/20/2020 11:43 PM
98	I've had to drop classes before because I couldn't find parking spots to get to class on time even when arriving an hour before it began	10/20/2020 10:59 PM
99	During face to face and regular schedules, it was very hard to find a parking space where you didn't walk a lot uphill and at times I would push the limit on arriving on time. This would happen even when I arrived early.	10/20/2020 9:53 PM

2020-21 Fall Student Survey

100	Because sometimes spots close to where I need to be are not available.	10/20/2020 9:45 PM
101	When there is barely any parking sometimes it takes too long to find a spot that isn't so far away from my building/class	10/20/2020 9:20 PM
102	I was in a car accident and I got a new car the day before I was going to Tri-County so I didn't have a parking decal and I told the cops what was going on and they told me that it's fine that I can go and get a new one after I got one and came back and I got a ticket. Tomorrow I am going with my friends car and I hope I can get a temporary pass	10/20/2020 9:03 PM
103	I once missed a 55 minute lecture class looking for a parking spot.	10/20/2020 8:31 PM
104	Parking lots fill up fast and has made me late before	10/20/2020 6:43 PM
105	Made me late to class multiple times, its hard to find a parking spot in Fulp because of the parking spots that were given to the workers that are working on fulp. I hope once they are done that the spots will be given back	10/20/2020 6:31 PM
106	having to walk far distances in bad weather, being late for class	10/20/2020 6:27 PM
107	I am handicap and HC parking is few and far between Especially around Pickens hall.	10/20/2020 6:07 PM
108	Because sometimes its very hard to find a parking space to walk to your class on time without being late.	10/20/2020 6:06 PM
109	Not this semester	10/20/2020 5:52 PM
110	There were times I would arrive to campus 20-30 minutes early and be unable to find open parking spaces. I also had times where I parked at the extended lots and the bus would not be running to transport students. I have not attended class a few times due to not being able to find a parking space.	10/20/2020 4:32 PM
111	Missing classes	10/20/2020 4:09 PM
112	Parking far away from classes and only having 10 minutes to walk across campus	10/20/2020 4:02 PM
113	b	10/20/2020 3:30 PM
114	The parking is not good and I have gotten unjust parking tickets that have made me lose study time.	10/20/2020 3:20 PM
115	Even if I show up early, I will still be driving around campus trying to find a spot. With COVID-19, it is not so packed and I can find a spot this semester	10/20/2020 3:20 PM
116	N/a	10/20/2020 3:04 PM
117	no	10/20/2020 2:42 PM
118	Being late to class sometimes. I arrive 15 minutes before but sometimes the parking lot is so overwhelming it takes up all of that extra time.	10/20/2020 2:37 PM
119	I think parking got better this year	10/20/2020 2:30 PM
120	The parking behind the building confuses me.	10/20/2020 2:21 PM
121	Due to asthma I am not able to walk up multiple flights of stairs so I had to drive around the parking lot to find a spot in lot A to accommodate with my asthma	10/20/2020 1:58 PM
122	Parking is always full for bridge students coming back to class and are forced to park super far away when there is an empty parking that we aren't allowed to park is right beside our building.	10/20/2020 1:51 PM
123	Getting to class on time and parking spaces very tight causing my vehicle to be hit by other people getting in and out of their vehicle with their door.	10/20/2020 1:47 PM
124	Being parked far away from my classroom	10/20/2020 1:42 PM
125	Trying to find a space to park has made me late to a couple of my classes.	10/20/2020 1:39 PM
126	When I do have classes at the pendleton campus it is often hard to find parking if you are not there for an early class.	10/20/2020 1:37 PM
127	Hard to find a parking place. Parking spaces are too small.	10/20/2020 1:17 PM
128	It has not impacted me	10/20/2020 1:13 PM

2020-21 Fall Student Survey

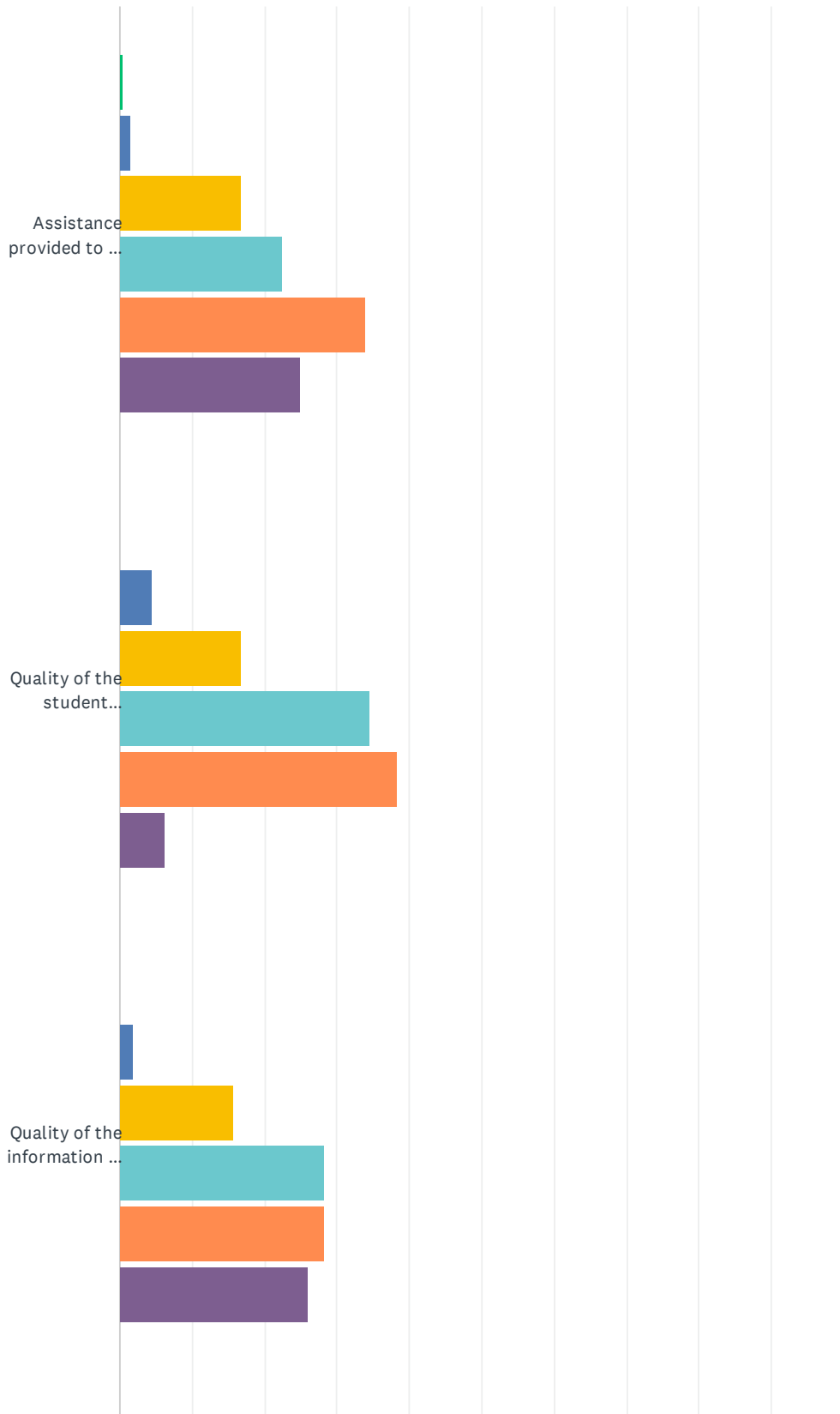
129	not making it to class on time	10/20/2020 1:12 PM
130	it hasn't	10/20/2020 12:59 PM
131	Parking has not interfered with my studies	10/20/2020 12:57 PM
132	Pre-Covid, the parking lot was always really packed early in the semester. I was late to class a few times early on searching for a parking spot.	10/20/2020 12:54 PM
133	It hasn't interfered with me getting to class on time because I always arrive early. However, there are usually plenty of parking spaces but a lot of them can't be used because people park over the white lines and you aren't able to get in the space. I see this every time I go to campus. I end up having to park in a different lot because of this.	10/20/2020 12:54 PM
134	N/A but in the past there has not been a lot of parking and potentially made me late for class.	10/20/2020 12:52 PM
135	Luckily I have a handicap permit and do not have the parking hassles other students have at the Pendleton Campus!	10/20/2020 12:51 PM
136	made me late for class	10/20/2020 12:50 PM
137	It's does not effect me	10/20/2020 12:47 PM
138	Can't find a parking place near the buildings.	10/20/2020 12:44 PM
139	Not finding a spot anywhere. What is the point in paying for a pass to park, if in fact you can not park?	10/20/2020 12:38 PM
140	I have had a hard time finding a parking spot and have been late to class	10/20/2020 12:37 PM
141	it is a long walk to the classes	10/20/2020 12:37 PM
142	sometimes it takes a long time to be able to find parking that is needed, and ends up with you having to park far away from you class	10/20/2020 12:35 PM
143	i was late to class a few times because there was not enough parking in the fall and spring of 2019-2020	10/20/2020 12:34 PM
144	only on Pendleton campus	10/20/2020 12:25 PM
145	The stairs are brutal	10/20/2020 12:23 PM
146	Sometimes parking is very hard but since COVID it has been less of a hassle due to not everyone being at school which as been very helpful	10/20/2020 12:22 PM
147	On some days I can not find a parking spot. It is VERY aggravating that they have taken SOOO many parking spots away by the Health and Science building	10/20/2020 12:21 PM
148	Sometimes the parking space near the healthcare building is near impossible to park. However there are spaces I can walk from.	10/20/2020 12:14 PM
149	N/A	10/20/2020 12:10 PM
150	made me late for class because there was no parking and i had to drive around until someone left	10/20/2020 12:04 PM
151	Never	10/20/2020 11:50 AM
152	Yes it has made me late before	10/20/2020 11:46 AM
153	finding a parking spot is hard	10/20/2020 11:34 AM
154	no	10/20/2020 11:32 AM
155	there's usually no where to park and by the time you find one you're late for class	10/20/2020 11:32 AM
156	I have to walk up two flights of stairs prior to getting into the building and the stairs are short and unsafe.	10/20/2020 11:29 AM
157	I got a \$50 parking ticket for parking in the wrong spot, but was never told or given directions about parking.	10/20/2020 11:25 AM
158	N/A	10/20/2020 11:24 AM
159	There weren't always spots available last year	10/20/2020 11:23 AM

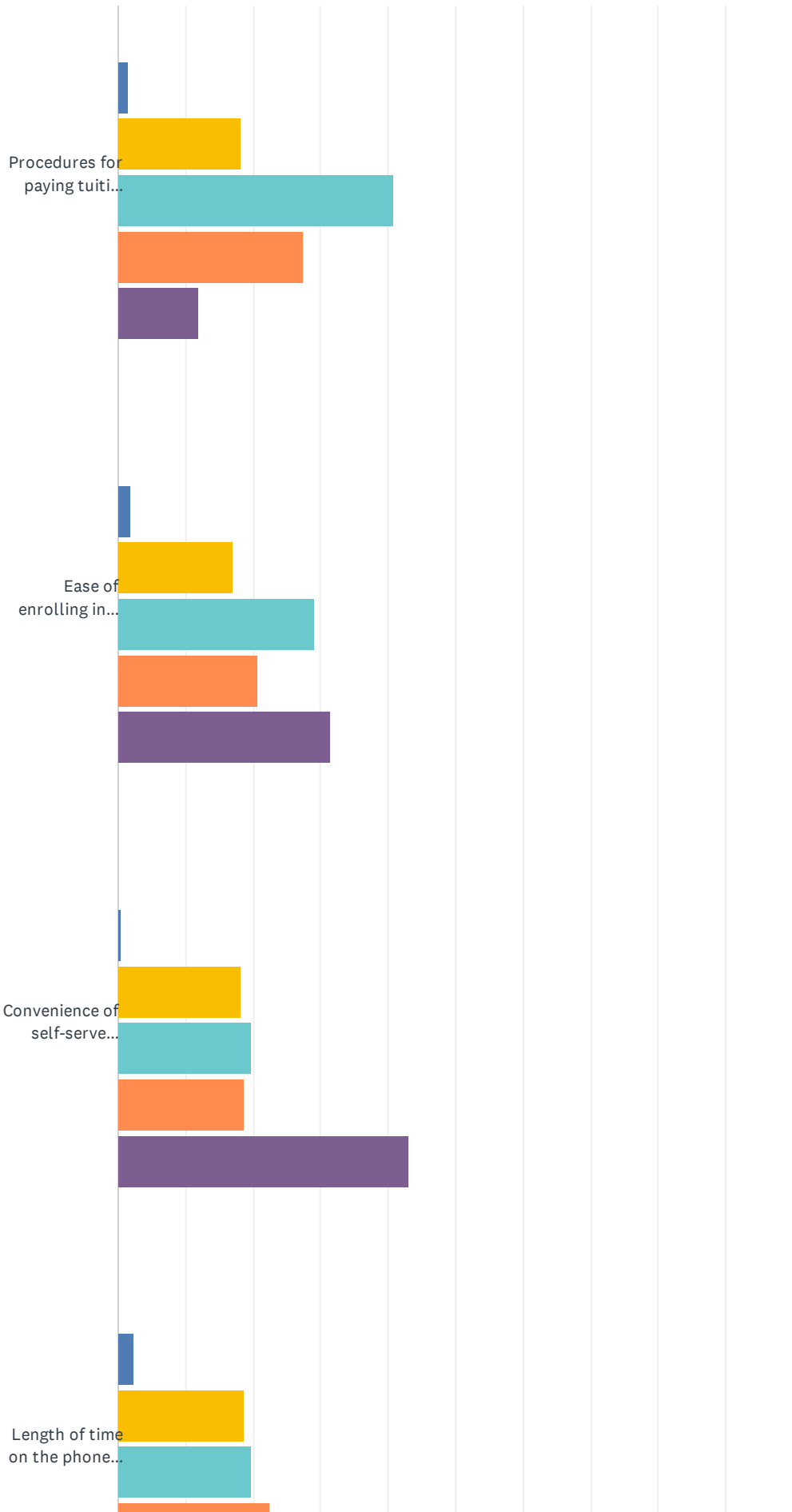
2020-21 Fall Student Survey

160	Late to class looking for a park	10/20/2020 11:22 AM
161	It has made me late to class several times due to me circling the parking lot looking for a spot	10/20/2020 11:21 AM
162	Made me late to class	10/20/2020 11:16 AM
163	Being late	10/20/2020 11:16 AM
164	In the first semester of school, it was difficult to find parking, so I parked far from campus which was difficult, but this fall semester has been good with parking.	10/20/2020 11:15 AM
165	No	10/20/2020 11:09 AM
166	Made me late to class, due to no spots available.	10/20/2020 11:07 AM
167	I have to leave so much earlier to find close parking	10/20/2020 11:07 AM
168	I always ended up parking further away from the buildings I need access to.	10/20/2020 11:07 AM
169	The parking is not anywhere relative to where I need to go.	10/20/2020 11:06 AM
170	Having to leave to go to class an hour before class starts when I live 10 minutes away cause it can take forever to find a parking spot by my building	10/20/2020 11:04 AM
171	Sometimes I couldn't get there early enough to get decent parking, so I would drive around for about an hour and if I still could not find decent parking where I'm not killing myself trying to walk forever I would just skip class and go home. I have also dropped a class because it seemed like the campus always had more people on this certain day and there was never any parking. I eventually just went all online and dropped to part time.	10/20/2020 11:04 AM
172	Have to walk a long way to some classes	10/20/2020 11:01 AM
173	Just full if I'm running late	10/20/2020 11:00 AM
174	Sometimes I have been late to class.	10/20/2020 10:59 AM
175	no	10/20/2020 10:58 AM
176	Not being able to ever find a parking spot	10/20/2020 10:58 AM
177	Having to park all the way down the hill and walk up all those stairs. Over the age of 30 shouldn't have to climb those steps.	10/20/2020 10:55 AM

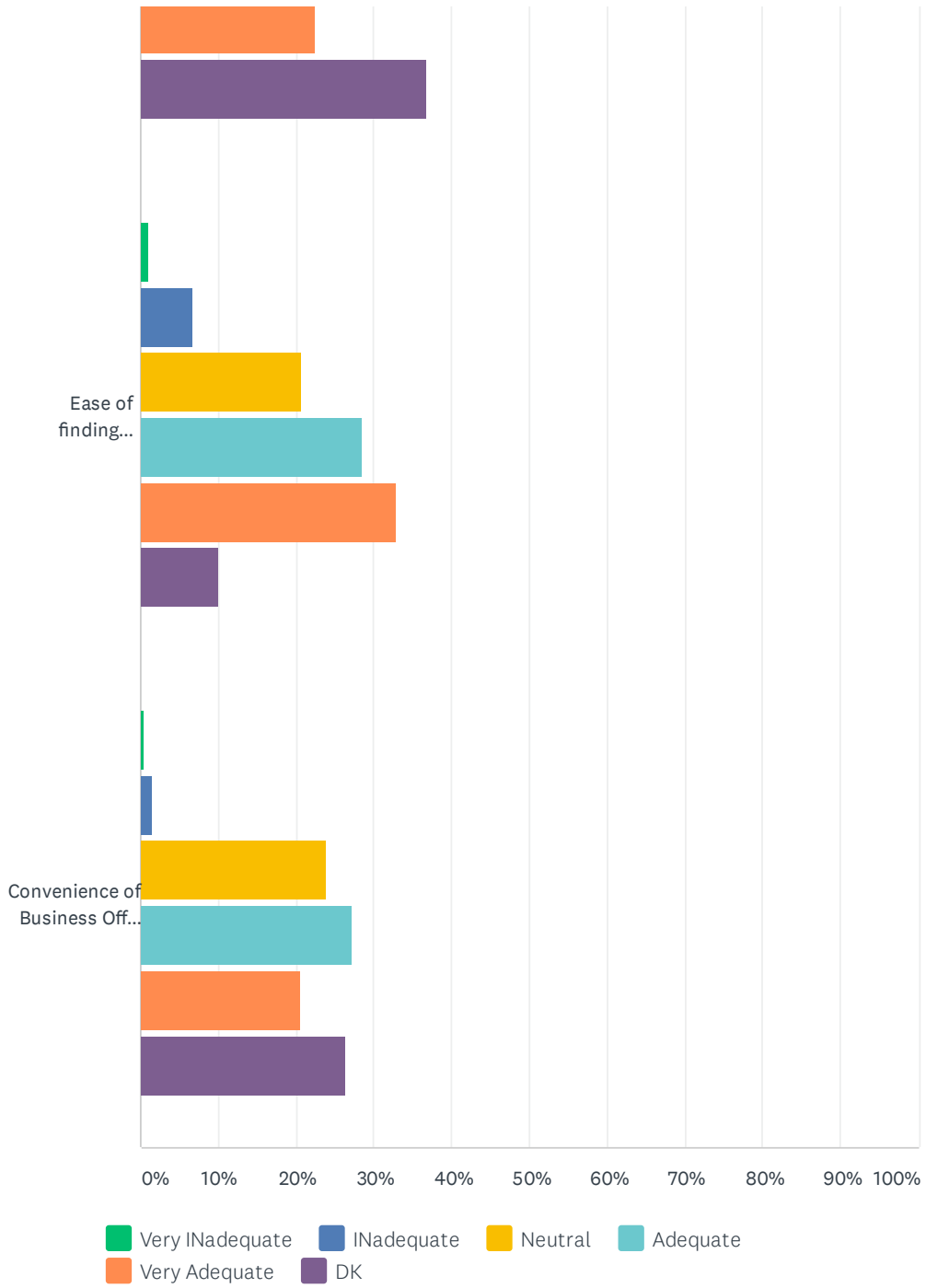
Q24 Please rate the following Business Office services. Check DK (Don't Know) for any item you feel you cannot rate.

Answered: 209 Skipped: 815





2020-21 Fall Student Survey

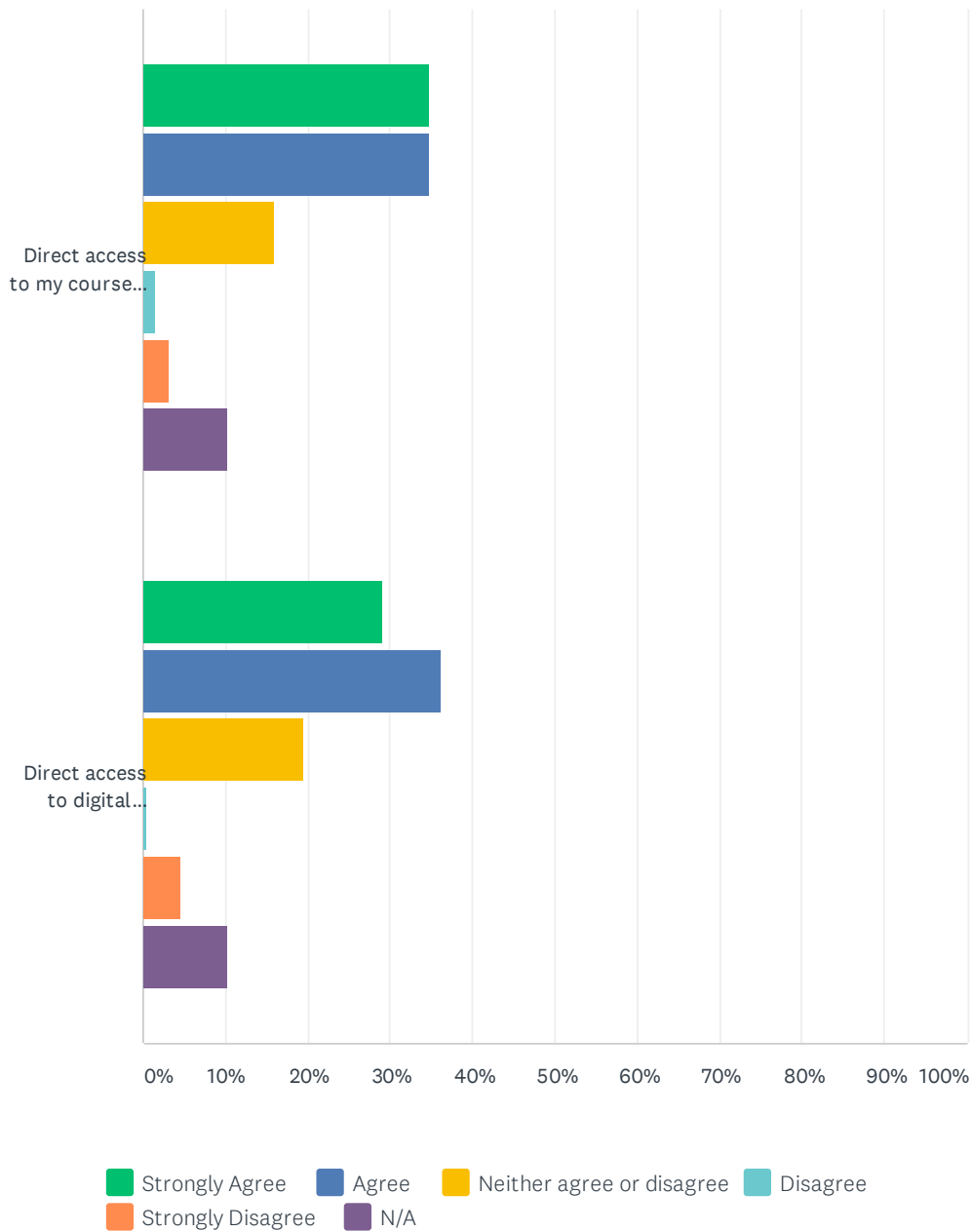


2020-21 Fall Student Survey

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the cashiers/business office staff	0.48% 1	1.44% 3	16.75% 35	22.49% 47	33.97% 71	24.88% 52	209	4.17
Quality of the student bill/schedule	0.00% 0	4.31% 9	16.75% 35	34.45% 72	38.28% 80	6.22% 13	209	4.14
Quality of the information you receive from cashiers/business office staff	0.00% 0	1.91% 4	15.79% 33	28.23% 59	28.23% 59	25.84% 54	209	4.12
Procedures for paying tuition and fees	0.00% 0	1.44% 3	18.27% 38	40.87% 85	27.40% 57	12.02% 25	208	4.07
Ease of enrolling in the payment plan	0.00% 0	1.93% 4	16.91% 35	28.99% 60	20.77% 43	31.40% 65	207	4.00
Convenience of self-serve options at satellite campuses	0.00% 0	0.48% 1	18.18% 38	19.62% 41	18.66% 39	43.06% 90	209	3.99
Length of time on the phone for assistance provided by the cashiers/business office staff	0.00% 0	2.39% 5	18.66% 39	19.62% 41	22.49% 47	36.84% 77	209	3.98
Ease of finding information on the website and student portal (e.g. tuition rates, payment plan options, and payment deadlines)	0.97% 2	6.76% 14	20.77% 43	28.50% 59	32.85% 68	10.14% 21	207	3.95
Convenience of Business Office hours	0.48% 1	1.44% 3	23.92% 50	27.27% 57	20.57% 43	26.32% 55	209	3.90

Q25 Please answer the following questions on the 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: 196 Skipped: 828



2020-21 Fall Student Survey

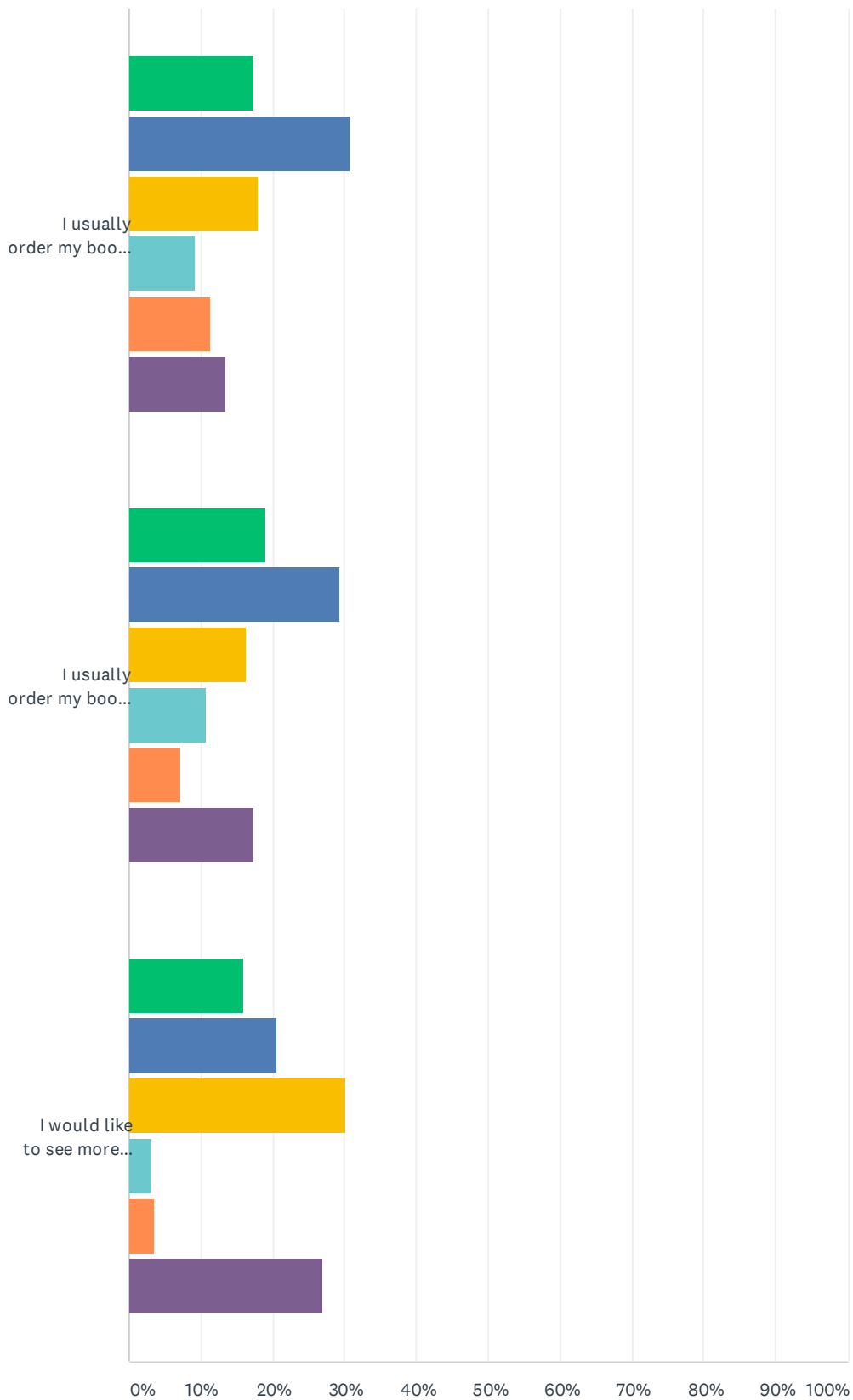
	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL	WEIGHTED AVERAGE
Direct access to my course etext/materials is a better option than individual access codes.	34.69% 68	34.69% 68	15.82% 31	1.53% 3	3.06% 6	10.20% 20	196	4.07
Direct access to digital materials increased my chances to be successful in my courses.	29.08% 57	36.22% 71	19.39% 38	0.51% 1	4.59% 9	10.20% 20	196	3.94

#	IF YOU ANSWERED DISAGREE OR STRONGLY DISAGREE, PLEASE EXPLAIN WHY	DATE
1	Persons with ADHD and dyslexia cannot function with digital texts, they need hard copies	11/2/2020 6:41 PM
2	N/A	11/2/2020 5:39 PM
3	Because there are too many pop up blocks if we can just automatically sign in it would be less hassle	10/28/2020 1:31 PM
4	Many textbooks I purchased brand new from bookstore did not have the access codes or special online E-text available as advertised on the book cover without paying additional fees. Especially Nursing books EVOLVE.	10/24/2020 11:55 AM
5	With pursuing educational goals concerning a profession I have been in for more than a decade, many of the course materials are not needed in my case. I would prefer the option to purchase materials on my own. For courses that are e-based, of course the fee should be required to complete course work.	10/23/2020 7:55 PM
6	I prefer to have a hard copy of the textbook, so being forced to buy the digital copy is a waste of money.	10/22/2020 8:57 AM
7	Na	10/21/2020 2:11 AM
8	Digital is just over all more convenient because I can access it anywhere.	10/21/2020 1:18 AM
9	It is included in your class and not purchases separate which is another fee.	10/20/2020 5:35 PM
10	It's not easy to find these resources and my professors did not help me.	10/20/2020 3:58 PM
11	N/A	10/20/2020 1:15 PM
12	Can't always access the website with indivit codes	10/20/2020 11:05 AM
13	I do better in person	10/20/2020 11:00 AM

**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: 196 Skipped: 828

2020-21 Fall Student Survey



Strongly Agree Agree Neither agree or disagree Disagree
Strongly Disagree N/A

2020-21 Fall Student Survey

	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.	17.44% 34	30.77% 60	17.95% 35	9.23% 18	11.28% 22	13.33% 26	195	3.39
I usually order my books online after I attend class so I know exactly which books I need.	18.97% 37	29.23% 57	16.41% 32	10.77% 21	7.18% 14	17.44% 34	195	3.51
I would like to see more options of Tri-County Technical College "Spirit" wear and supplies in the new Campus Store.	15.82% 31	20.41% 40	30.10% 59	3.06% 6	3.57% 7	27.04% 53	196	3.57

#	IF YOU ANSWERED DISAGREE OR STRONGLY DISAGREE, PLEASE EXPLAIN WHY	DATE
1	I just get them online	11/3/2020 2:45 PM
2	I disagreed on getting my books after classes have started because I like to be prepared and get them before.	11/3/2020 12:19 PM
3	N/A	11/2/2020 5:39 PM
4	I have made the mistake of buy the books before school started and didn't need 3 of them.	10/29/2020 7:13 PM
5	So many of my professors so far ended up not using certain books at all.	10/29/2020 6:08 AM
6	I would not wear these items	10/29/2020 12:27 AM
7	Sometimes we do not use the textbooks.	10/28/2020 9:46 PM
8	I'd rather buy my books after I attend a class so I know which books I really need.	10/28/2020 8:16 PM
9	I don't buy my books from the bookstore because there aren't any rental options. I can't afford to buy the books outright, so I rent them from Amazon.	10/28/2020 8:08 PM
10	I just wait because I may be able to find the books somewhere else for way cheaper.	10/28/2020 5:26 PM
11	It might brighten up the worker's work life inspire them to want to work	10/28/2020 1:31 PM
12	I order my books before my classes start.	10/24/2020 2:24 PM
13	Book store had a lot of different supplies and "Spirit" wear when I attended in 2010. The new store has nothing to offer and prices are gauged very high. You can go to Walmart and purchase same exact product for 50% less.	10/24/2020 11:55 AM
14	I have never ordered online, but I haven't had any trouble dropping by the book store to get my books.	10/22/2020 12:21 PM
15	some classes dont require purchasing books	10/21/2020 8:35 PM
16	I disagreed because most of the teachers say we don't need the books or there a waste of money and my first semester i got the books I needed before the class and we only used on of the two books I got barely and I spent over 300 on something i didn't even use so I wait to see what the teachers say before I buy them.	10/21/2020 2:50 PM
17	I order books from 3rd party websites	10/21/2020 2:11 AM
18	I have bought books in the past and ended up not using them for that class/semester which resulted in a loss of a LOT of money.	10/20/2020 7:58 PM
19	I have ordered after because they usually give more info after classes start.	10/20/2020 5:35 PM
20	I ordered my books after the semester started and I don't care about "Spirit" wear.	10/20/2020 4:04 PM
21	I rented books	10/20/2020 3:40 PM

2020-21 Fall Student Survey

22	I will not buy Tri County Merch. I will rent/buy textbooks depending on what classmates say. I will go and wait in line at Tri County for my books.	10/20/2020 2:00 PM
23	I usually will get my books ahead of time regardless if they are actually required or not.	10/20/2020 1:15 PM
24	I know what material is required by the instructors so I get them before the FDOC. The book store needs to put the other supplies and Spirit wear so they can be ordered online without going to the campus book store. If this was done, sales would greatly increase! Other colleges have this!	10/20/2020 1:02 PM
25	Some of the teachers don't tell you what book you need until a few days after you star the class which is hard if your are going to order it online and have to do class work that week.	10/20/2020 12:25 PM
26	I don't care about apparel	10/20/2020 12:20 PM
27	I would like to see more at the Easley Campus! More fun activities and student enagement fun as well, more time options and availabilities and possibilities of food choices that would also open up doors for more work studies at this location for students. Pendleton is great lets build to Easley some to!	10/20/2020 11:41 AM
28	I buy the books that professors say I need	10/20/2020 11:36 AM
29	i would go to the the campus where i know i have the right book	10/20/2020 11:29 AM
30	I don't care to spend unnecessary money on things I don't need	10/20/2020 11:14 AM
31	I don't care to wear TCTC gear more do I want to spend money on it. Also, it tends to fill up the store with what I considern unnecessary.	10/20/2020 11:10 AM

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: 94 Skipped: 930

#	RESPONSES	DATE
1	I don't eat there usually.	11/11/2020 10:32 AM
2	N/A	11/10/2020 1:47 AM
3	dk	11/9/2020 7:28 PM
4	chicken tenders	11/7/2020 3:48 PM
5	Chocolate chip cookie	11/4/2020 12:10 PM
6	DK	11/4/2020 9:11 AM
7	I do not go there	11/3/2020 2:45 PM
8	Subs	11/3/2020 12:51 PM
9	I don't know because I've never gone to the cafe.	11/3/2020 12:19 PM
10	NA	11/2/2020 10:46 PM
11	Never been	11/2/2020 7:21 PM
12	N/A	11/2/2020 5:39 PM
13	Chicken Tenders and season fries	11/2/2020 3:54 PM
14	Mozzarella sticks	11/2/2020 2:24 PM
15	don't eat there	11/2/2020 1:17 PM
16	Fries	11/2/2020 11:43 AM
17	I don't really use the campus cafe	11/2/2020 10:52 AM
18	Chicken strips	11/2/2020 9:53 AM
19	NA	11/2/2020 9:21 AM
20	chicken tenders	11/2/2020 9:18 AM
21	I don't eat at tri-county, but I do drink lots of coffee.	11/2/2020 9:12 AM
22	Steak and cheese, chicken tenders, salads, fries	10/31/2020 12:12 AM
23	I haven't ever eaten at the Campus Cafe, but I would definitely say the salad bar has to go	10/30/2020 8:55 AM
24	pizza	10/29/2020 7:20 PM
25	Do not get rid of the sandwiches. they are delicious and the only thing I buy every Wednesday.	10/29/2020 7:13 PM
26	I have never ate there.	10/29/2020 6:08 AM
27	French Fries	10/29/2020 12:27 AM
28	DK	10/28/2020 9:46 PM
29	I don't eat in at the Campus Cafe so I do really care what they change on the menu.	10/28/2020 8:16 PM
30	n/a	10/28/2020 5:42 PM
31	coffee	10/28/2020 5:06 PM
32	N/A	10/28/2020 4:10 PM

2020-21 Fall Student Survey

33	I went to Easley campus and had to bring my own lunch.	10/28/2020 3:40 PM
34	Chicken tenders	10/28/2020 3:32 PM
35	n/a	10/28/2020 3:06 PM
36	none	10/28/2020 2:39 PM
37	coffee	10/28/2020 2:21 PM
38	Pizza	10/28/2020 1:36 PM
39	I dont normally eat in the cafe so i do not know	10/26/2020 9:25 AM
40	I don't really go to the campus cafe.	10/25/2020 9:02 PM
41	Chicken Strip Basket with Fries	10/25/2020 1:41 PM
42	I have never tried the Campus Cafe.	10/24/2020 2:24 PM
43	Campus Cafe remodel is nice but menu items have already been reduced greatly. The food is not good anymore.	10/24/2020 11:55 AM
44	-	10/23/2020 4:21 PM
45	Tater Tots	10/23/2020 11:26 AM
46	N/A	10/22/2020 5:10 PM
47	I usually do not eat at the campus cafe, but when I do I eat chicken fingers.	10/22/2020 12:21 PM
48	I don't eat there.	10/22/2020 9:20 AM
49	I am only on the Anderson campus, but please do not get rid of the vending machines.	10/22/2020 8:57 AM
50	n/a	10/21/2020 8:35 PM
51	I don't eat there.	10/21/2020 8:02 PM
52	coffee is life!!	10/21/2020 5:58 PM
53	cheese fries	10/21/2020 2:50 PM
54	burger	10/21/2020 1:53 PM
55	I do not eat at the café.	10/21/2020 11:33 AM
56	I do not use the cafeteria.	10/21/2020 10:18 AM
57	N/A I don't eat on campus	10/21/2020 8:57 AM
58	I do not eat in the campus cafe	10/21/2020 8:24 AM
59	Na	10/21/2020 2:11 AM
60	food	10/20/2020 10:46 PM
61	chicken strips	10/20/2020 9:55 PM
62	I don't eat at the campus cafe.	10/20/2020 9:51 PM
63	n/a	10/20/2020 8:58 PM
64	Chicken tenders! Those are some of the best tenders I have ever had! Solid 10/10	10/20/2020 8:09 PM
65	Cheesesticks!	10/20/2020 7:58 PM
66	Chicken tenders and French fries	10/20/2020 6:42 PM
67	I have only been part of distanced learning.	10/20/2020 6:42 PM
68	I have never ate there	10/20/2020 5:35 PM
69	not sure	10/20/2020 3:40 PM
70	Cheese Burger	10/20/2020 2:18 PM

2020-21 Fall Student Survey

71	I wish the grill cheese was an automatic option. I had to wait 40 mins for one and that is wasted time.	10/20/2020 2:00 PM
72	N/A	10/20/2020 1:38 PM
73	I have never been to the cafe, so I do not have an opinion.	10/20/2020 1:37 PM
74	Salads	10/20/2020 1:27 PM
75	Grilled Chicken Sandwich	10/20/2020 1:15 PM
76	Well Ive never personally been there, but I would say coffee. MUST HAVE COFFEE and other caffeine drinks!!	10/20/2020 1:02 PM
77	Chocolate chip cookies	10/20/2020 1:01 PM
78	N/A	10/20/2020 12:53 PM
79	I don't eat cafe	10/20/2020 12:52 PM
80	Chicken Basket	10/20/2020 12:47 PM
81	have not had it yet	10/20/2020 12:42 PM
82	chicken strips	10/20/2020 12:36 PM
83	Coffee	10/20/2020 12:26 PM
84	I wish there were cheaper items offered that are meals.	10/20/2020 12:20 PM
85	n/a	10/20/2020 11:41 AM
86	idk	10/20/2020 11:36 AM
87	breakfast. but the campus cafe needs more hours	10/20/2020 11:34 AM
88	N/A. I have never been.	10/20/2020 11:24 AM
89	I've never ate anything from the cafe	10/20/2020 11:14 AM
90	I don't eat at school	10/20/2020 11:11 AM
91	I don't eat at the campus store but I've heard the fries are good.	10/20/2020 11:10 AM
92	I don't eat at the cafe, when I attend class I go to the Easley campus normally. But I have all online classes this semester.	10/20/2020 11:07 AM
93	No opinion	10/20/2020 11:06 AM
94	Cheese pizza. Definitely need to offer for breakfast	10/20/2020 11:05 AM

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: 97 Skipped: 927

#	RESPONSES	DATE
1	Open a coffee shop.	11/11/2020 10:32 AM
2	N/A	11/10/2020 1:47 AM
3	dk	11/9/2020 7:28 PM
4	free meals after buying a certain dollar amount	11/7/2020 3:48 PM
5	Free Chocolate chip cookies and cheetos	11/4/2020 12:10 PM
6	DK	11/4/2020 9:11 AM
7	Pizza	11/3/2020 2:45 PM
8	Gravy Biscuits	11/3/2020 12:51 PM
9	Do points on our cards like what Clemson does.	11/3/2020 12:19 PM
10	Make everything stay the same	11/3/2020 9:08 AM
11	i haven't got the opportunity to yet due to only going once a day with the covid pandemic.	11/3/2020 8:08 AM
12	NA	11/2/2020 10:46 PM
13	Never been	11/2/2020 7:21 PM
14	N/A	11/2/2020 5:39 PM
15	Different culture cuisine. Asain food, latino food, italian food, diverse options	11/2/2020 3:54 PM
16	I go there around twice a week	11/2/2020 2:24 PM
17	I'm not at that campus so it doesn't matter	11/2/2020 1:17 PM
18	A kiosk for ordering food	11/2/2020 11:43 AM
19	quick grab and go snacks	11/2/2020 11:39 AM
20	enable us to use our TCTC ID to pay for snacks and food	11/2/2020 10:52 AM
21	I do not eat because my classes are online.	11/2/2020 9:21 AM
22	I just don't eat out. I don't have the money to do so.	11/2/2020 9:12 AM
23	Maybe get rid of the salad bar.	10/30/2020 8:55 AM
24	I might have a better answer when I'm on campus more!	10/29/2020 11:32 PM
25	yes	10/29/2020 7:20 PM
26	Good coffee	10/29/2020 11:59 AM
27	Affordable food and a more homely area to eat.	10/29/2020 6:08 AM
28	Better salads	10/29/2020 12:27 AM
29	Ice Cream	10/28/2020 9:46 PM
30	Make it cheap or add healthy options to the menu.	10/28/2020 8:16 PM
31	I was not aware that was a campus café.	10/28/2020 8:08 PM
32	I do not need to because of my schedule	10/28/2020 5:42 PM
33	Bring in a Chick-fil-A	10/28/2020 5:26 PM

2020-21 Fall Student Survey

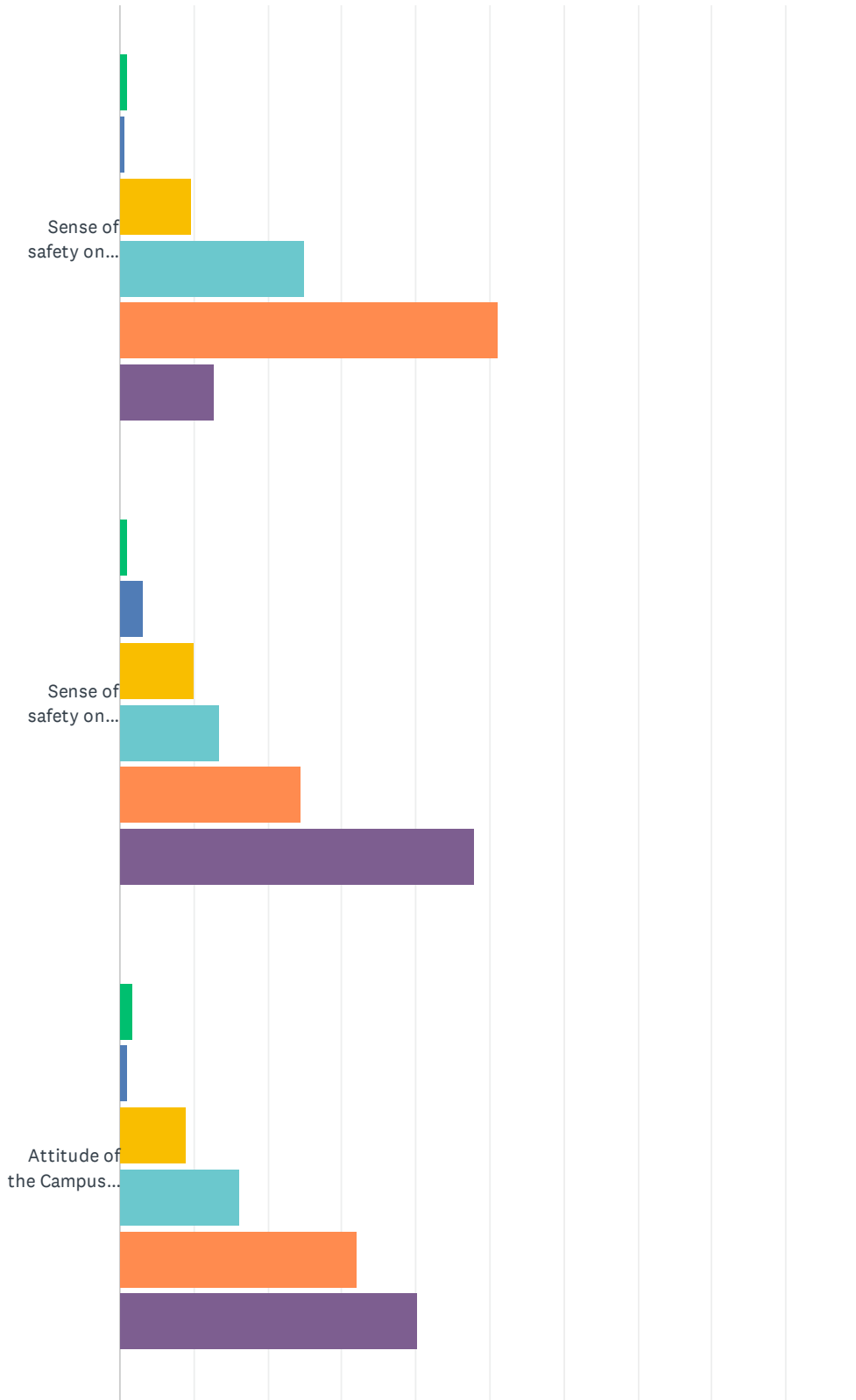
34	coupons	10/28/2020 5:06 PM
35	N/a	10/28/2020 4:10 PM
36	Not offered at Easley Campus	10/28/2020 3:40 PM
37	Have more signs around campus informing students that there is one and where it is.	10/28/2020 3:32 PM
38	n/a	10/28/2020 3:06 PM
39	never	10/28/2020 2:39 PM
40	Have more options	10/28/2020 1:36 PM
41	I like coffee and bagels with cream cheese in the mornings so if those are served id be more likely to eat there before classes but i have not seen them in the cafe before	10/26/2020 9:25 AM
42	Make it easier to find. I never knew there was even one there.	10/25/2020 9:02 PM
43	I am not usually hungry when I arrive on campus, but I eat lunch at my high school an hour before class.	10/24/2020 2:24 PM
44	Offer more menu options especially tater tots, pancakes for breakfast, bacon.	10/24/2020 11:55 AM
45	-	10/23/2020 4:21 PM
46	Have meal plan in tuition	10/23/2020 11:26 AM
47	The majority of my classes are in the afternoon or online.	10/22/2020 5:10 PM
48	I think everything is fine the way it is, I just usually don't eat because I don't have time/I am not hungry	10/22/2020 12:21 PM
49	Bagels with strawberry cream cheese	10/22/2020 9:20 AM
50	I would like if you had food options on campuses other than Pendleton.	10/22/2020 8:57 AM
51	I am a virtual student so I do not go to campus.	10/21/2020 8:39 PM
52	that its open more	10/21/2020 8:35 PM
53	Discounts	10/21/2020 8:02 PM
54	make your coffee fresh every time.	10/21/2020 5:58 PM
55	I'm a freshman and hardly know anything about the café. Posting menu items with prices for the day would be great. Also, informing new students with detailed information about the café would be nice.	10/21/2020 3:05 PM
56	a Starbucks or some kind of coffee products	10/21/2020 2:50 PM
57	stay open a little later than 2	10/21/2020 1:53 PM
58	barista, coffee	10/21/2020 11:33 AM
59	Give out free food.	10/21/2020 10:18 AM
60	N/A I just decide not to eat on campus because I would rather eat something at home with my family for some time with them.	10/21/2020 8:57 AM
61	Coffee shop	10/21/2020 8:24 AM
62	Na,	10/21/2020 2:11 AM
63	Chocolate Milk	10/20/2020 10:46 PM
64	n/a	10/20/2020 9:55 PM
65	Include in the Clemson bridge dining plan	10/20/2020 9:51 PM
66	energy drinks	10/20/2020 9:21 PM
67	I eat there pretty regularly the food is pretty good and the seating is awesome	10/20/2020 8:09 PM
68	Add more variety.	10/20/2020 7:58 PM
69	I want to stay safe during the threat of covid 19.	10/20/2020 6:42 PM

2020-21 Fall Student Survey

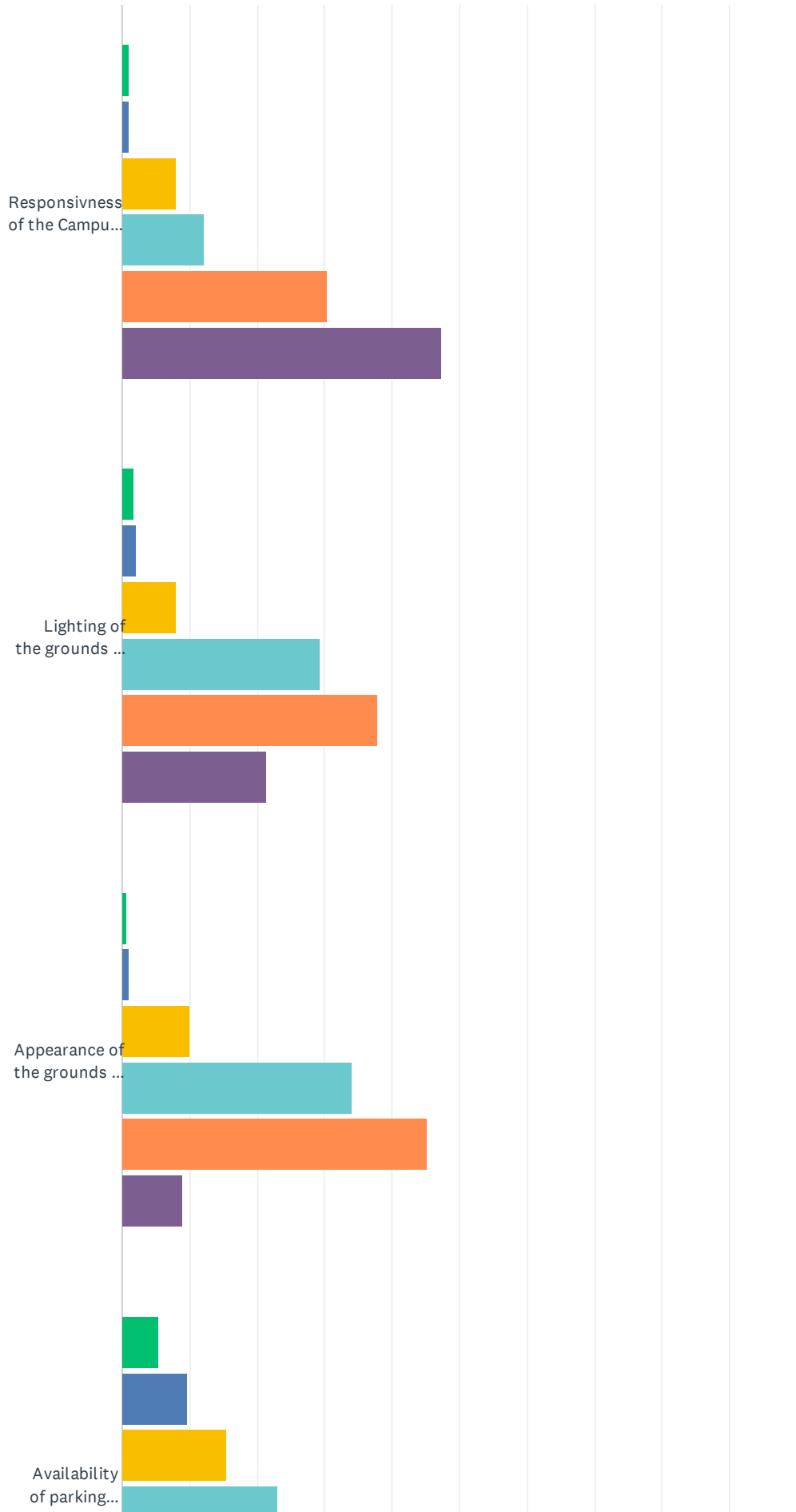
70	Coupons or deals	10/20/2020 5:35 PM
71	Stay open later.	10/20/2020 4:04 PM
72	I don't know where is is	10/20/2020 3:58 PM
73	not sure	10/20/2020 3:40 PM
74	I love the cheese sticks but you have to request them so that's wasted time.	10/20/2020 2:00 PM
75	N/A	10/20/2020 1:38 PM
76	Move my classes to a campus that offers it.	10/20/2020 1:37 PM
77	Have it work with Clemson's meal swipes or paw points	10/20/2020 1:28 PM
78	More snacks around campus, not necessarily full meals.	10/20/2020 1:27 PM
79	N/A	10/20/2020 1:15 PM
80	I am sorry, I would not go. I only go to the Pendleton campus because I have to! So, when I am there it is for my classes and I leave. I do not hang around there. I guess it would be good for some students that have more than one class at a time per day. I am not even aware of where the cafe is located.	10/20/2020 1:02 PM
81	I normally eat after class off campus	10/20/2020 12:53 PM
82	close later in the day instead of 2	10/20/2020 12:42 PM
83	im not there enough	10/20/2020 12:36 PM
84	LOWER PRICES!!!!	10/20/2020 12:20 PM
85	Cheaper food alternatives	10/20/2020 11:46 AM
86	bring a cafe to Easley or a food truck!	10/20/2020 11:41 AM
87	idk	10/20/2020 11:36 AM
88	I would be more inclined to visit if I knew there was some decent coffee.	10/20/2020 11:33 AM
89	Maybe add a fastfood chain	10/20/2020 11:27 AM
90	coffee	10/20/2020 11:24 AM
91	N/A.	10/20/2020 11:24 AM
92	Nothing. That's a unnecessary waste of money for me	10/20/2020 11:14 AM
93	Nothing	10/20/2020 11:11 AM
94	Add an actual restaurant like chick fil a, Starbucks, or subway. A cafeteria is very high school like and unappealing.	10/20/2020 11:10 AM
95	N/A. I don't go to that campus.	10/20/2020 11:07 AM
96	Keep it open later	10/20/2020 11:06 AM
97	Takes to long when you only have a few mins between class	10/20/2020 11:05 AM

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.

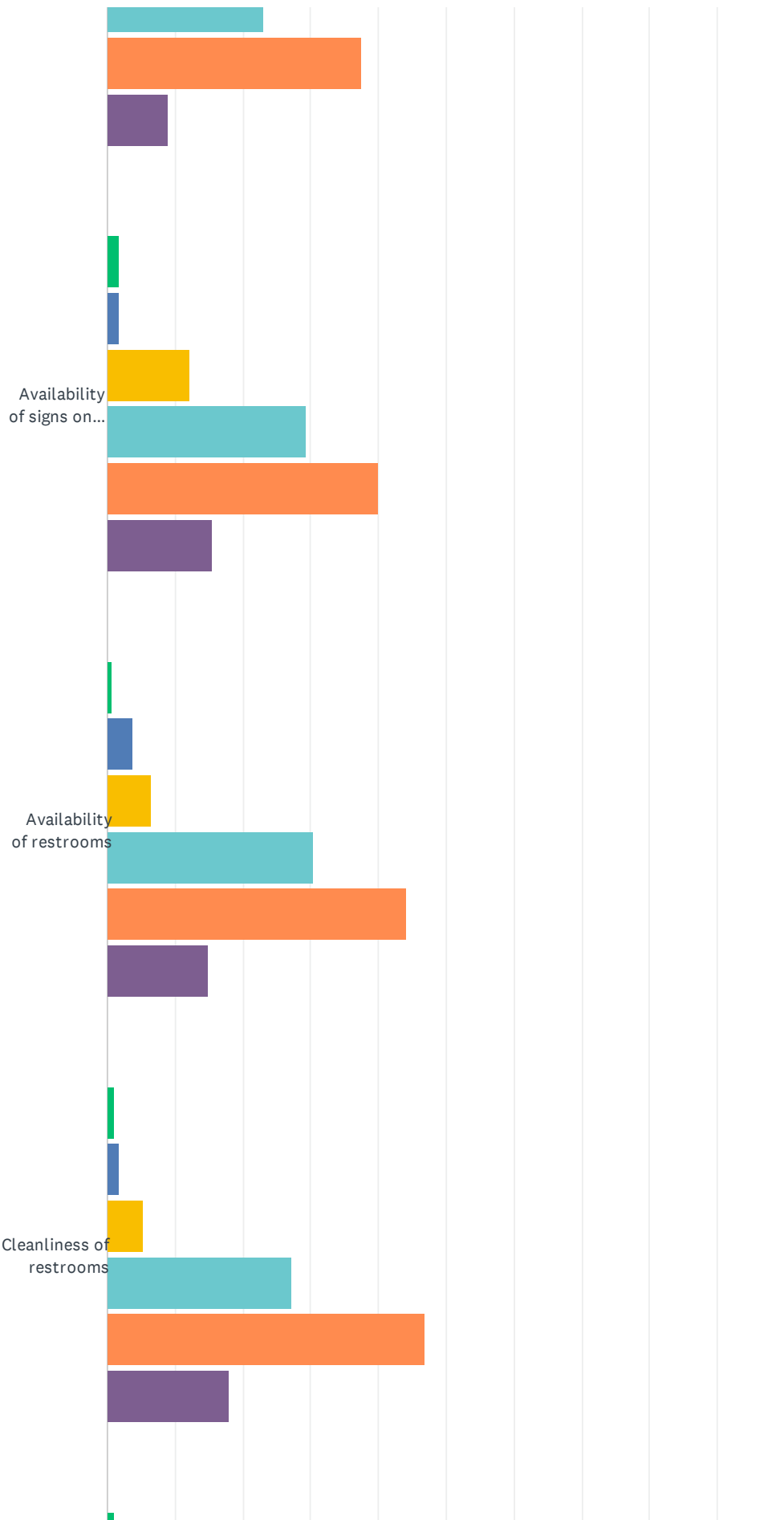
Answered: 188 Skipped: 836



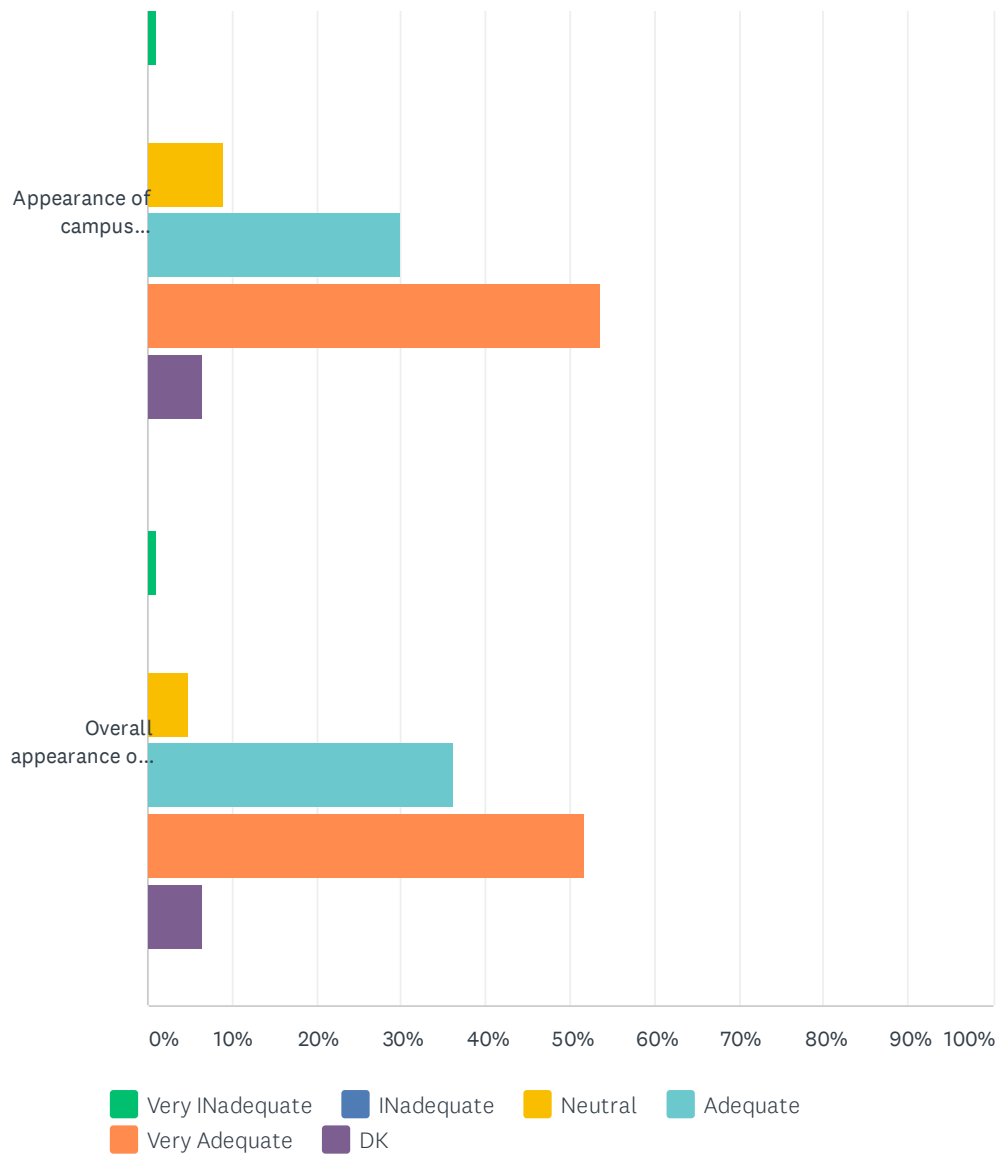
2020-21 Fall Student Survey



2020-21 Fall Student Survey



2020-21 Fall Student Survey

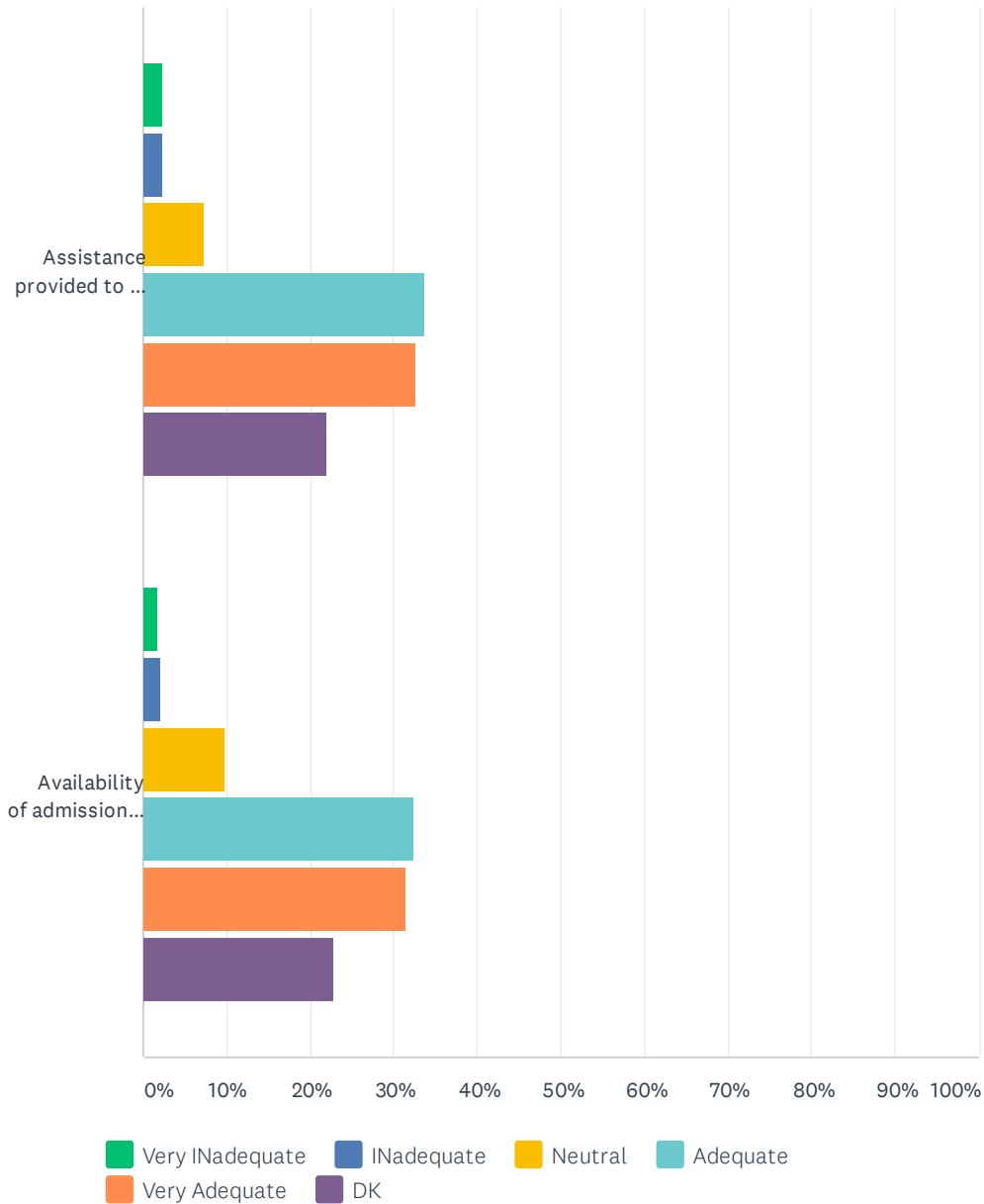


2020-21 Fall Student Survey

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Sense of safety on campus during the day	1.06% 2	0.53% 1	9.57% 18	25.00% 47	51.06% 96	12.77% 24	188	4.43
Sense of safety on campus at night	1.06% 2	3.19% 6	10.11% 19	13.30% 25	24.47% 46	47.87% 90	188	4.09
Attitude of the Campus police when helping you	1.60% 3	1.07% 2	9.09% 17	16.04% 30	32.09% 60	40.11% 75	187	4.27
Responsivness of the Campus police	1.06% 2	1.06% 2	7.98% 15	12.23% 23	30.32% 57	47.34% 89	188	4.32
Lighting of the grounds and walkways	1.60% 3	2.13% 4	7.98% 15	29.26% 55	37.77% 71	21.28% 40	188	4.26
Appearance of the grounds and walkways	0.53% 1	1.06% 2	10.11% 19	34.04% 64	45.21% 85	9.04% 17	188	4.35
Availability of parking spaces on campus	5.35% 10	9.63% 18	15.51% 29	22.99% 43	37.43% 70	9.09% 17	187	3.85
Availability of signs on campus	1.60% 3	1.60% 3	12.23% 23	29.26% 55	39.89% 75	15.43% 29	188	4.23
Availability of restrooms	0.53% 1	3.72% 7	6.38% 12	30.32% 57	44.15% 83	14.89% 28	188	4.34
Cleanliness of restrooms	1.06% 2	1.60% 3	5.32% 10	27.13% 51	46.81% 88	18.09% 34	188	4.43
Appearance of campus buildings	1.07% 2	0.00% 0	9.09% 17	29.95% 56	53.48% 100	6.42% 12	187	4.44
Overall appearance of the campus	1.06% 2	0.00% 0	4.79% 9	36.17% 68	51.60% 97	6.38% 12	188	4.47

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

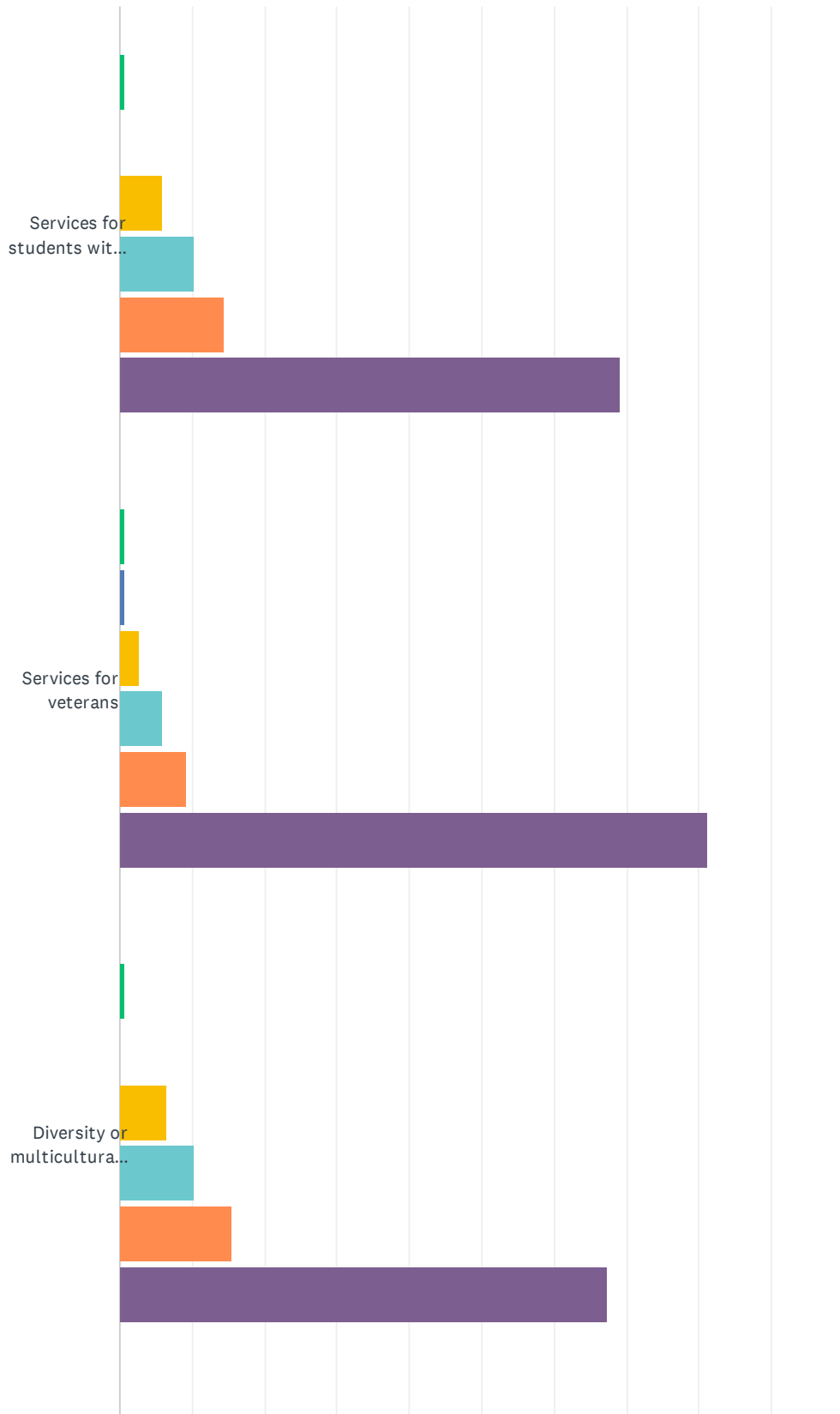
Answered: 187 Skipped: 837



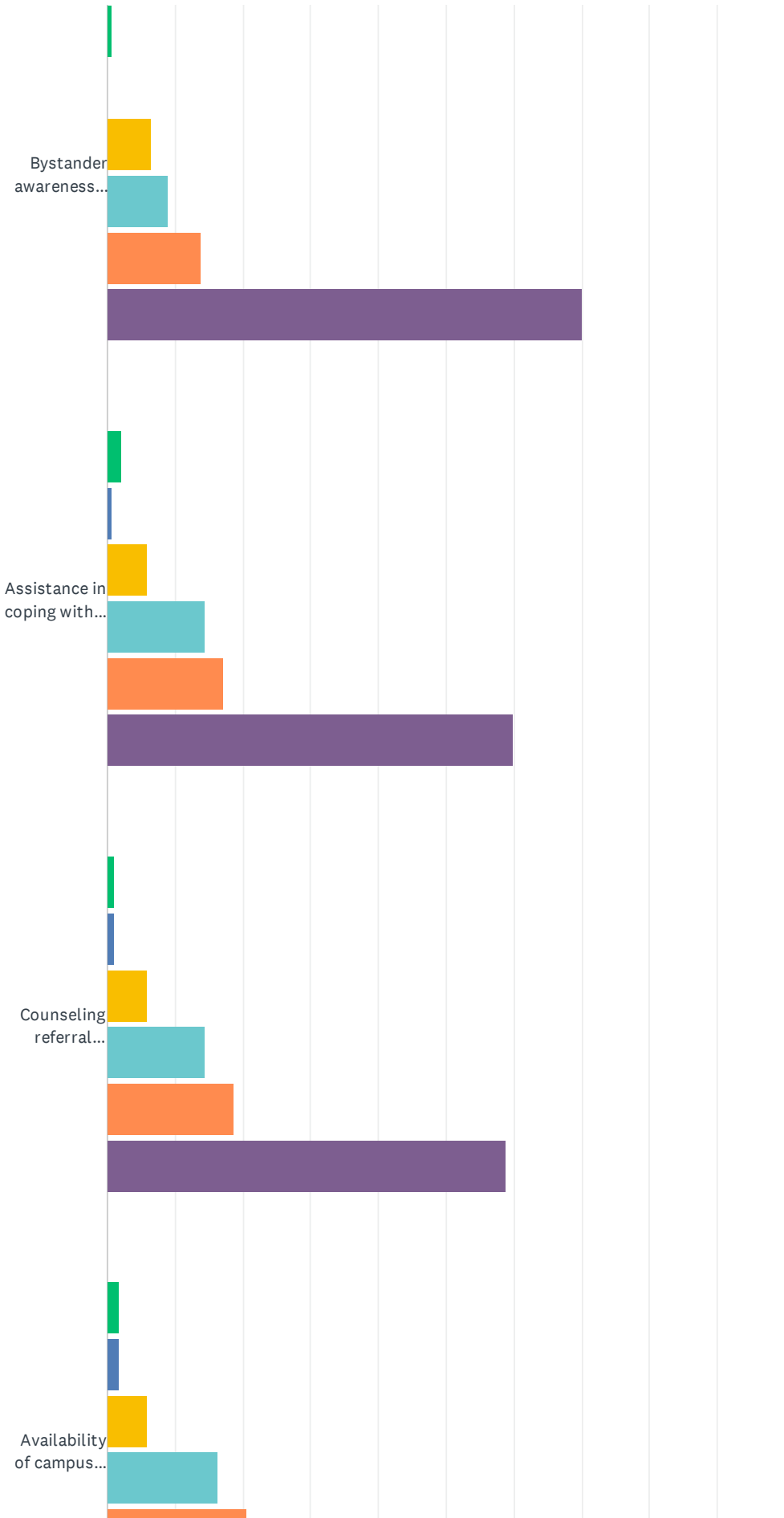
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Admissions staff	2.25% 4	2.25% 4	7.30% 13	33.71% 60	32.58% 58	21.91% 39	178	4.18
Availability of admission services to students	1.62% 3	2.16% 4	9.73% 18	32.43% 60	31.35% 58	22.70% 42	185	4.16

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

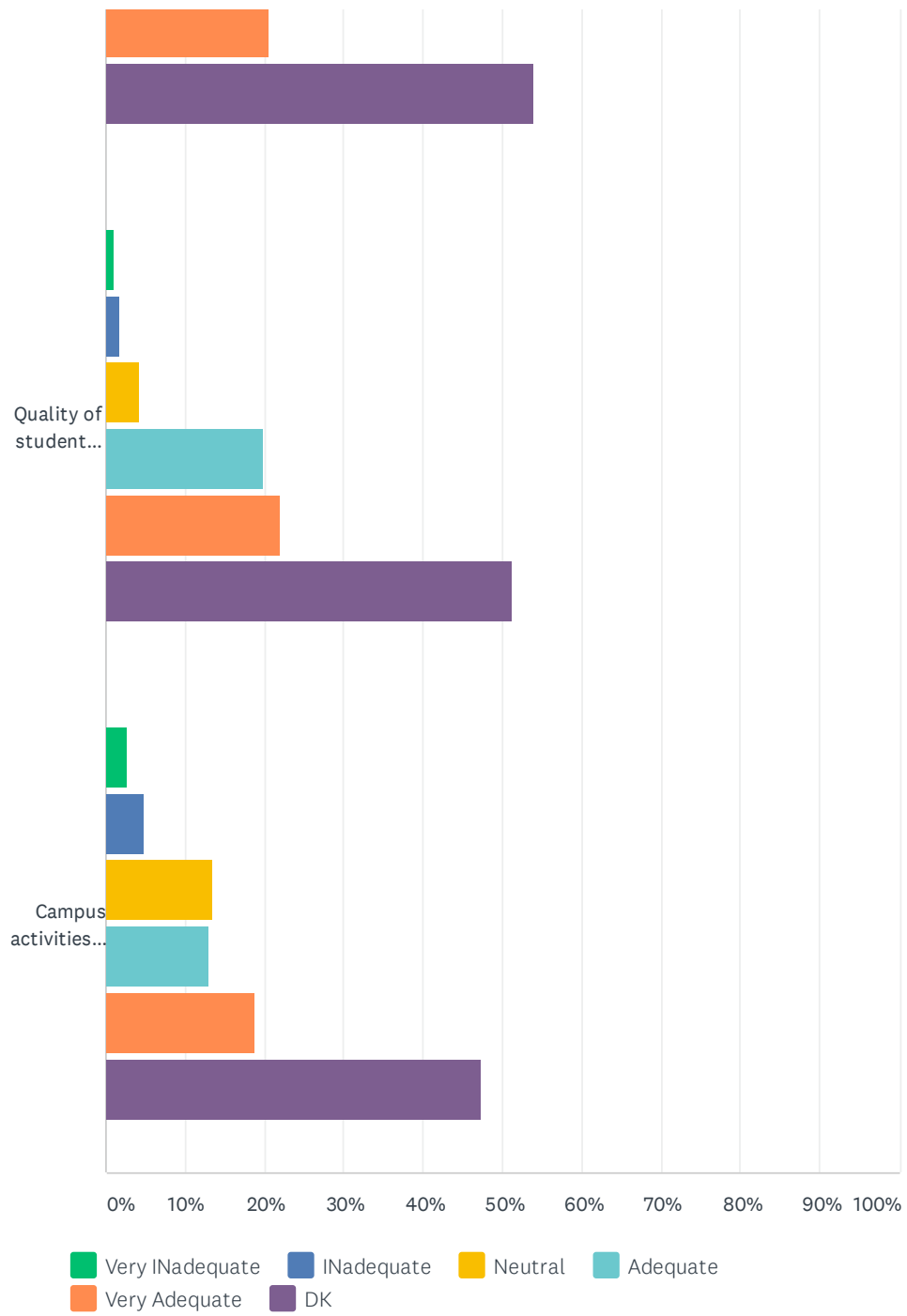
Answered: 187 Skipped: 837



2020-21 Fall Student Survey



2020-21 Fall Student Survey

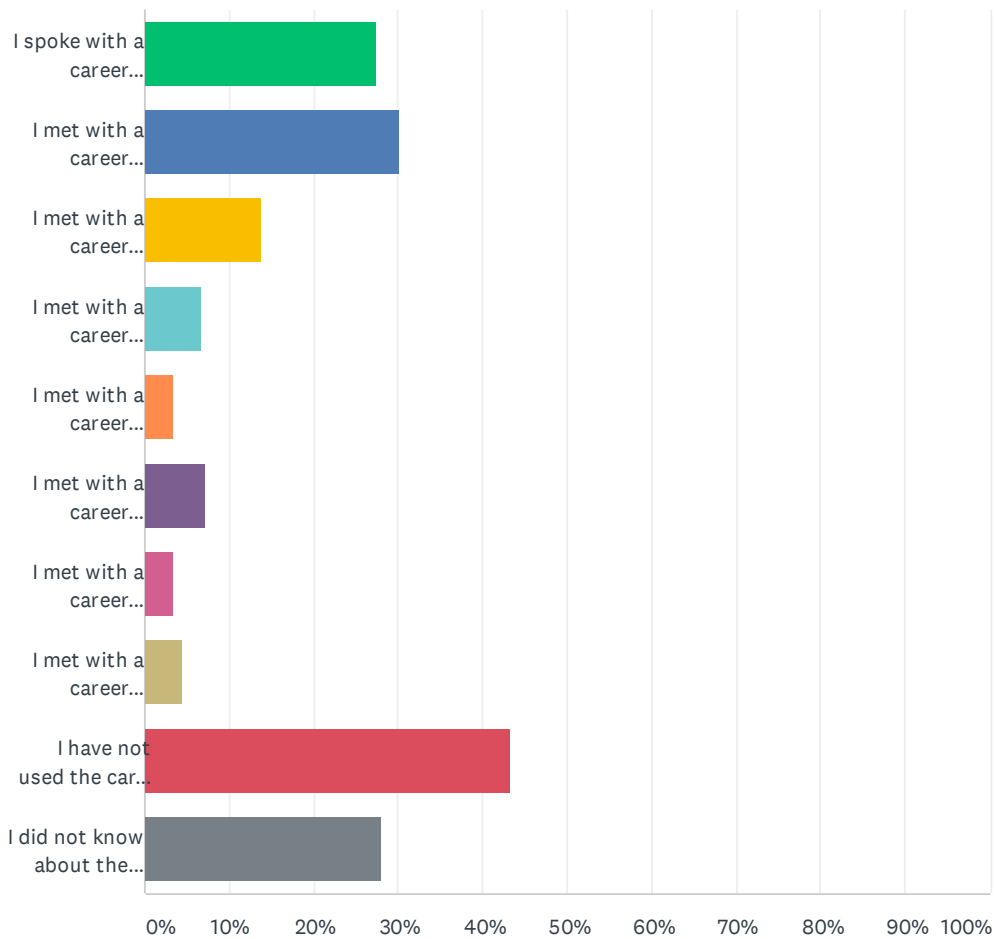


2020-21 Fall Student Survey

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Services for students with disabilities, special needs or learning differences	0.53% 1	0.00% 0	5.88% 11	10.16% 19	14.44% 27	68.98% 129	187	4.22
Services for veterans	0.54% 1	0.54% 1	2.69% 5	5.91% 11	9.14% 17	81.18% 151	186	4.20
Diversity or multicultural programs or activities	0.53% 1	0.00% 0	6.42% 12	10.16% 19	15.51% 29	67.38% 126	187	4.23
Bystander awareness programs or activities	0.53% 1	0.00% 0	6.42% 12	9.09% 17	13.90% 26	70.05% 131	187	4.20
Assistance in coping with challenges interfering with academic performance	2.14% 4	0.53% 1	5.88% 11	14.44% 27	17.11% 32	59.89% 112	187	4.09
Counseling referral resources	1.07% 2	1.07% 2	5.88% 11	14.44% 27	18.72% 35	58.82% 110	187	4.18
Availability of campus activities and events outside class periods	1.62% 3	1.62% 3	5.95% 11	16.22% 30	20.54% 38	54.05% 100	185	4.14
Quality of student activities/events provided by students/for students	1.07% 2	1.60% 3	4.28% 8	19.79% 37	21.93% 41	51.34% 96	187	4.23
Campus activities match with your interest	2.69% 5	4.84% 9	13.44% 25	12.90% 24	18.82% 35	47.31% 88	186	3.77

Q32 Please select ALL ways in which you have used the career office: [Check all that apply.]

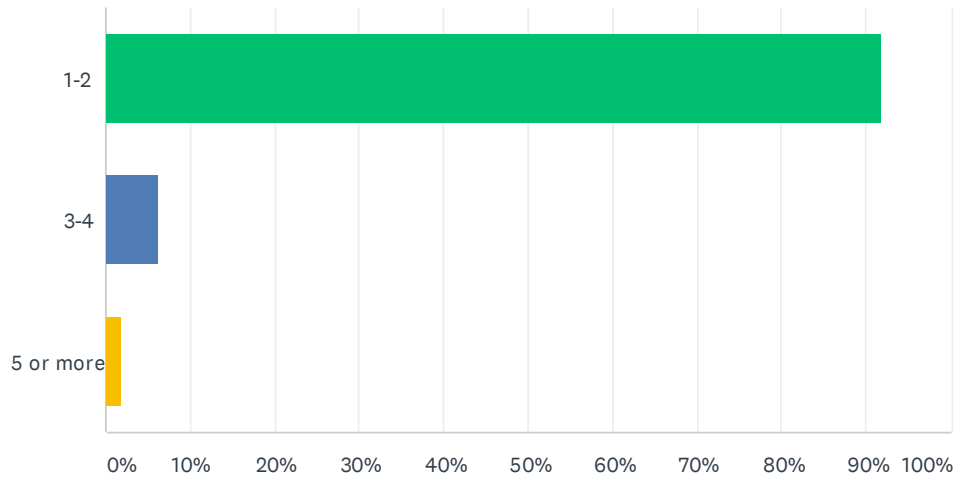
Answered: 182 Skipped: 842



ANSWER CHOICES	RESPONSES
I spoke with a career counselor following my Accuplacer test to help me determine classes.	27.47% 50
I met with a career counselor to discuss my major, or get help choosing a career.	30.22% 55
I met with a career counselor to change my major.	13.74% 25
I met with a career counselor to discuss work-based learning opportunities.	6.59% 12
I met with a career counselor to get help in my job search.	3.30% 6
I met with a career counselor to get help writing a resume and/or cover letter.	7.14% 13
I met with a career counselor to perform a mock interview.	3.30% 6
I met with a career counselor for a reason not listed.	4.40% 8
I have not used the career office.	43.41% 79
I did not know about the career office.	28.02% 51
Total Respondents: 182	

Q33 If you used one or more support services above, how many were for a class?

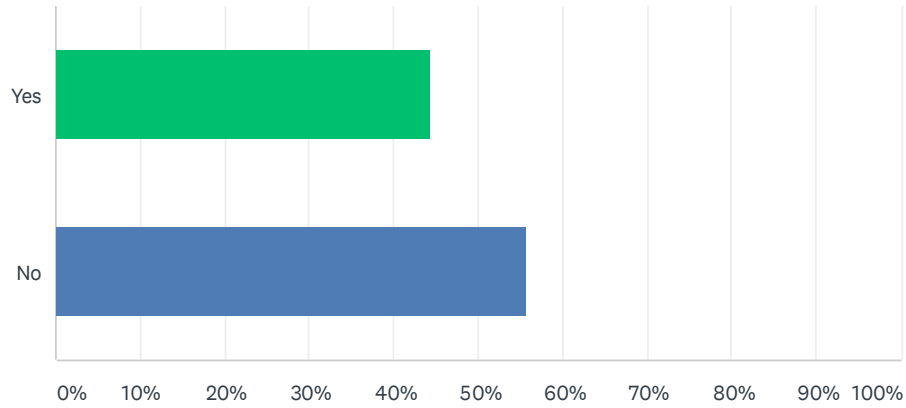
Answered: 110 Skipped: 914



ANSWER CHOICES	RESPONSES	
1-2	91.82%	101
3-4	6.36%	7
5 or more	1.82%	2
TOTAL		110

Q34 Do you plan on using any of the support services after graduation?

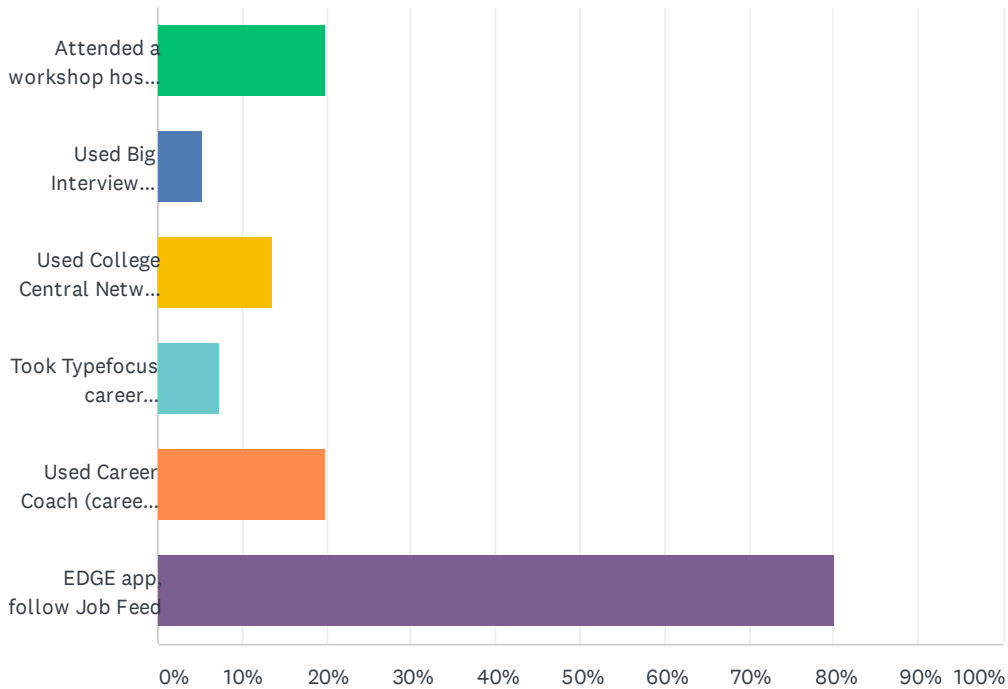
Answered: 169 Skipped: 855



ANSWER CHOICES	RESPONSES	
Yes	44.38%	75
No	55.62%	94
TOTAL		169

Q35 Please select all resources which you have used: [Check all that apply.]

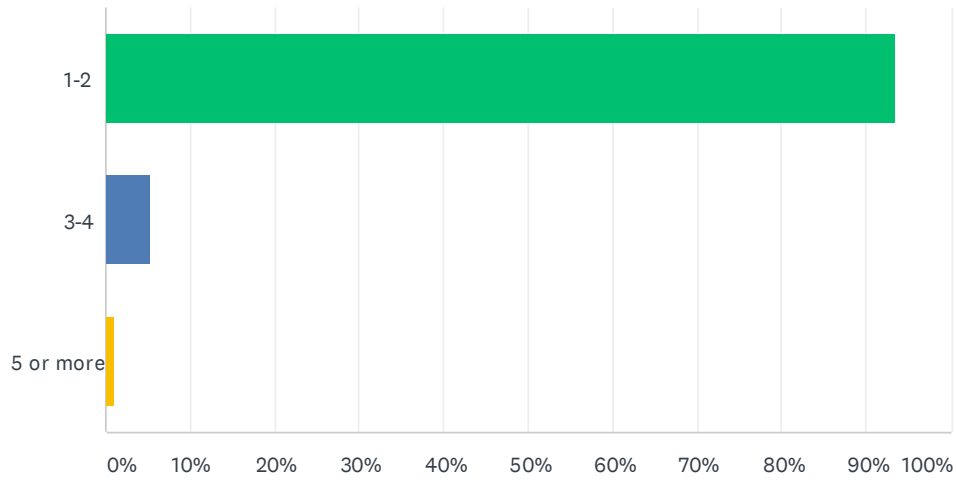
Answered: 96 Skipped: 928



ANSWER CHOICES	RESPONSES	
Attended a workshop hosted by Career & Employability Resources	19.79%	19
Used Big Interview (online interviewing tool)	5.21%	5
Used College Central Network (CCN, online job board)	13.54%	13
Took Typefocus career assessment	7.29%	7
Used Career Coach (career research)	19.79%	19
EDGE app, follow Job Feed	80.21%	77
Total Respondents: 96		

Q36 If you used one or more resources above, how many were for a class?

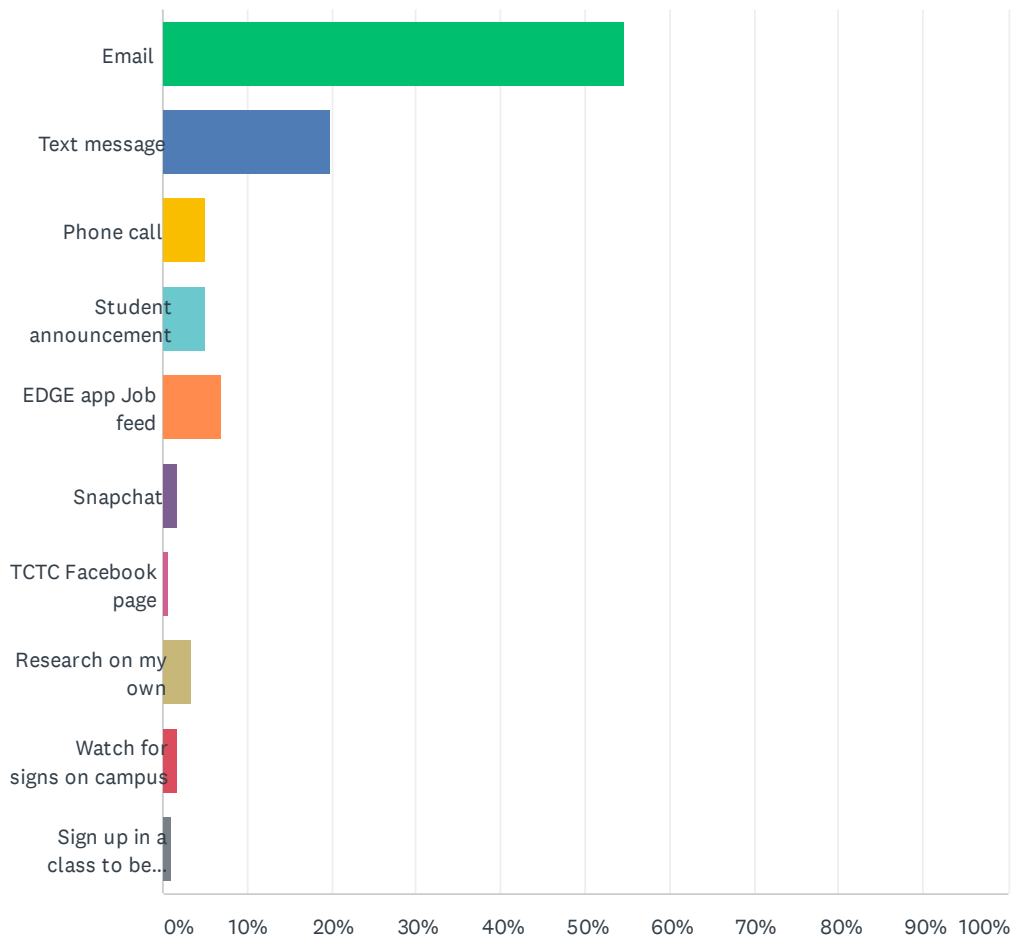
Answered: 94 Skipped: 930



ANSWER CHOICES	RESPONSES	
1-2	93.62%	88
3-4	5.32%	5
5 or more	1.06%	1
TOTAL		94

Q37 When work-based learning, job opportunities or employer events arise, how would you prefer to learn about them?

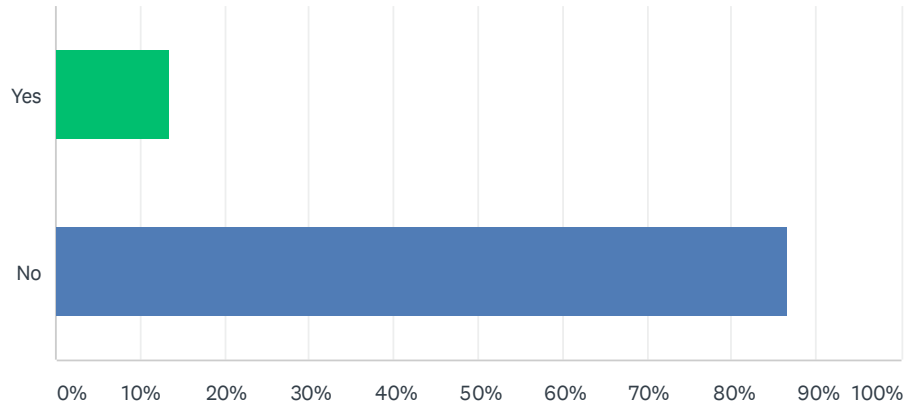
Answered: 176 Skipped: 848



ANSWER CHOICES	RESPONSES	
Email	54.55%	96
Text message	19.89%	35
Phone call	5.11%	9
Student announcement	5.11%	9
EDGE app Job feed	6.82%	12
Snapchat	1.70%	3
TCTC Facebook page	0.57%	1
Research on my own	3.41%	6
Watch for signs on campus	1.70%	3
Sign up in a class to be contacted about these events	1.14%	2
TOTAL		176

Q38 Do you follow the TCTC Facebook page?

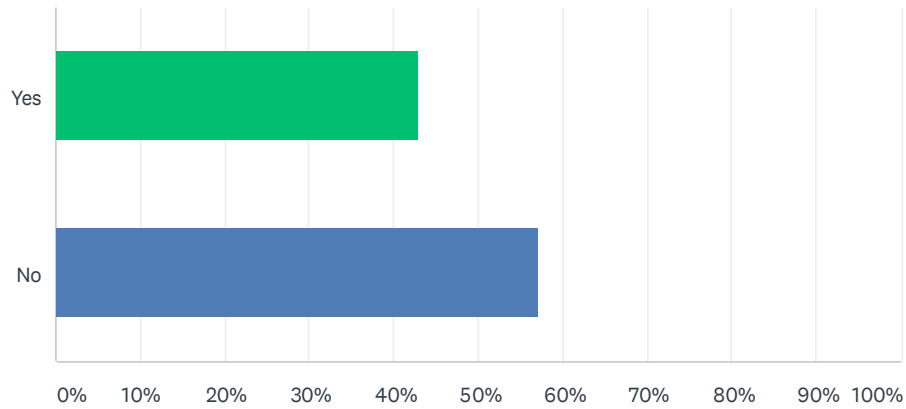
Answered: 186 Skipped: 838



ANSWER CHOICES	RESPONSES	
Yes	13.44%	25
No	86.56%	161
TOTAL		186

Q39 If the career office had a separate Facebook page, would you follow it?

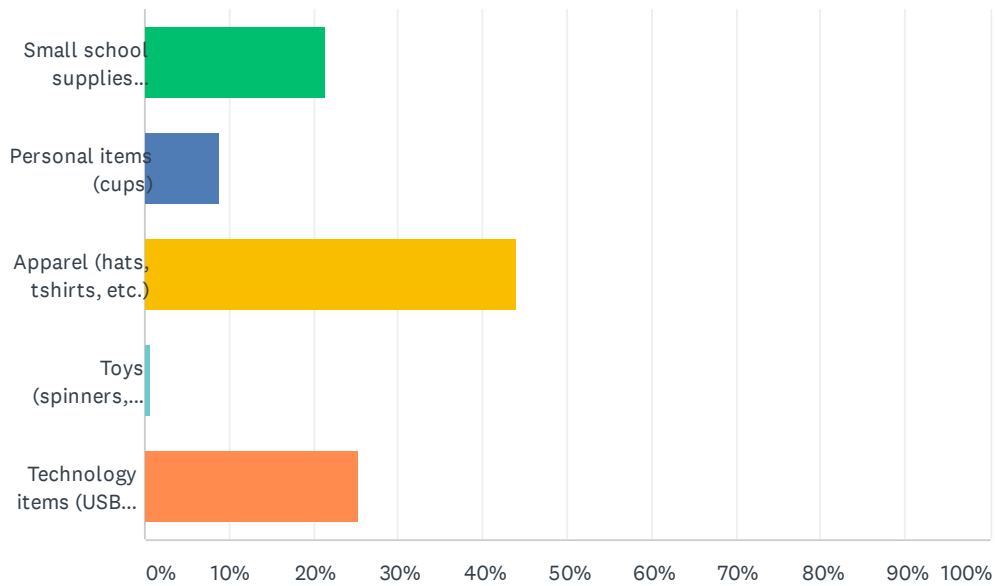
Answered: 184 Skipped: 840



ANSWER CHOICES	RESPONSES
Yes	42.93% 79
No	57.07% 105
TOTAL	184

Q40 What item would you hope to pick up from a giveaway table?

Answered: 182 Skipped: 842



ANSWER CHOICES	RESPONSES	
Small school supplies (notebooks, pens, etc.)	21.43%	39
Personal items (cups)	8.79%	16
Apparel (hats, tshirts, etc.)	43.96%	80
Toys (spinners, beach balls, etc.)	0.55%	1
Technology items (USB power banks or cords, etc.)	25.27%	46
TOTAL		182

Q41 Do you have any suggestions for how the career office might help or communicate with you better?

Answered: 35 Skipped: 989

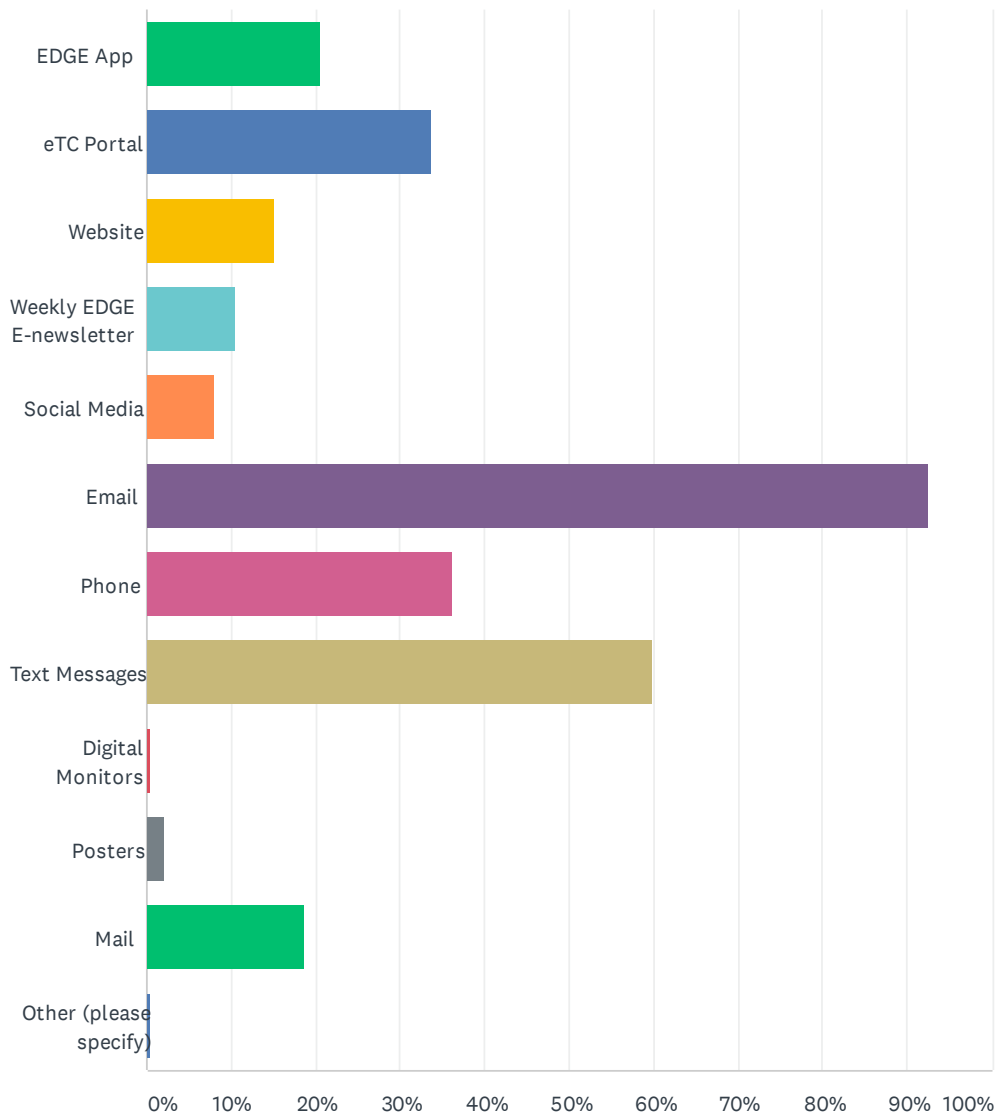
#	RESPONSES	DATE
1	N/A	11/12/2020 6:20 AM
2	No	11/3/2020 2:14 PM
3	none	11/3/2020 12:36 PM
4	Text and reach out through social media outlets as well.	11/3/2020 2:07 AM
5	No	11/2/2020 4:51 PM
6	n/a	11/2/2020 12:10 PM
7	Maybe calling once semester to check with you.	11/2/2020 11:16 AM
8	no thank you	10/29/2020 5:48 PM
9	through email or text message	10/29/2020 1:17 PM
10	Night classes are a little tricky, but i appreciate them NOT interrupting my classes lile they do during the day. The say classes i took skipped material i NEEDED so that my classmates could learn to budget.	10/29/2020 8:14 AM
11	No	10/28/2020 4:57 PM
12	no	10/28/2020 4:44 PM
13	Know what semester your students are in. I wasn't informed about a very important job opportunity until my friend told me. I was emailing the head of job resources at the time and she also knew i was in IET but didn't inform me about this event because she didn't know what semester i was in.	10/28/2020 4:43 PM
14	NA	10/28/2020 3:12 PM
15	More emails	10/25/2020 3:20 PM
16	N/A	10/22/2020 6:00 PM
17	no	10/22/2020 1:38 AM
18	No suggestions at this time.	10/21/2020 8:59 PM
19	no	10/21/2020 4:55 PM
20	i don't know what it is. Which is probably a bad thing. So the fact that i don't even know what it is shows how well they do their job.	10/21/2020 4:26 PM
21	I was unaware the Career office offered so many services to students. I will definitely be checking it out and utilizing the services available to me.	10/21/2020 10:52 AM
22	N/A	10/21/2020 9:11 AM
23	They're awesome!	10/20/2020 11:46 PM
24	No, I don't	10/20/2020 9:07 PM
25	No, I do not	10/20/2020 8:42 PM
26	no	10/20/2020 6:23 PM
27	no	10/20/2020 5:54 PM
28	No	10/20/2020 5:27 PM

2020-21 Fall Student Survey

29	I respond very well to emails and to announcements in class.	10/20/2020 3:27 PM
30	Not really.	10/20/2020 2:30 PM
31	None, so far.	10/20/2020 2:21 PM
32	n/a	10/20/2020 12:25 PM
33	I was unaware there was a career office.	10/20/2020 12:25 PM
34	no	10/20/2020 11:15 AM
35	N/A, so far everything is great!	10/20/2020 11:02 AM

Q42 When the College needs to send information what is your preferred method for receiving information? (Check all that apply)

Answered: 199 Skipped: 825



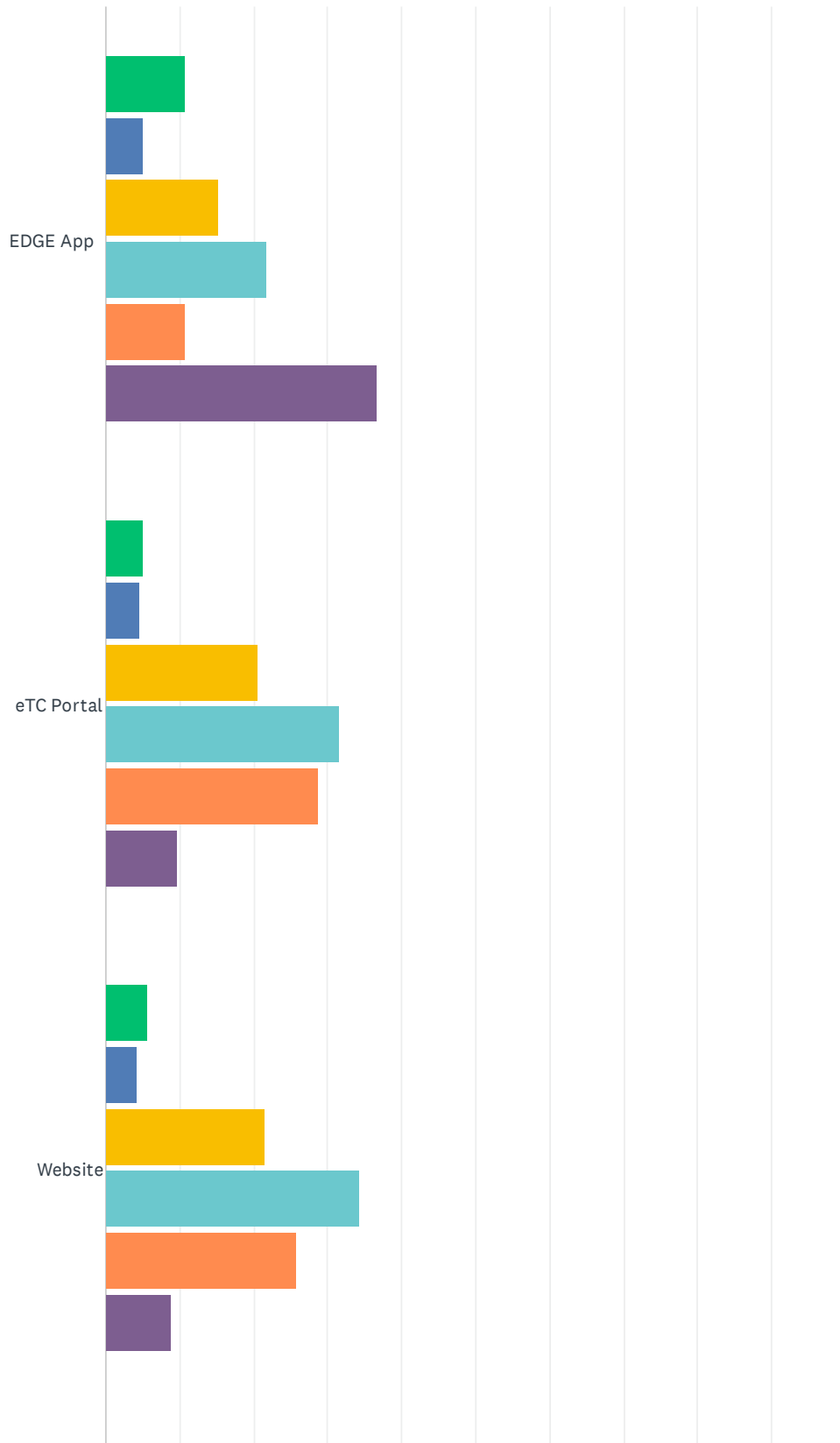
2020-21 Fall Student Survey

ANSWER CHOICES	RESPONSES	
EDGE App	20.60%	41
eTC Portal	33.67%	67
Website	15.08%	30
Weekly EDGE E-newsletter	10.55%	21
Social Media	8.04%	16
Email	92.46%	184
Phone	36.18%	72
Text Messages	59.80%	119
Digital Monitors	0.50%	1
Posters	2.01%	4
Mail	18.59%	37
Other (please specify)	0.50%	1
Total Respondents: 199		

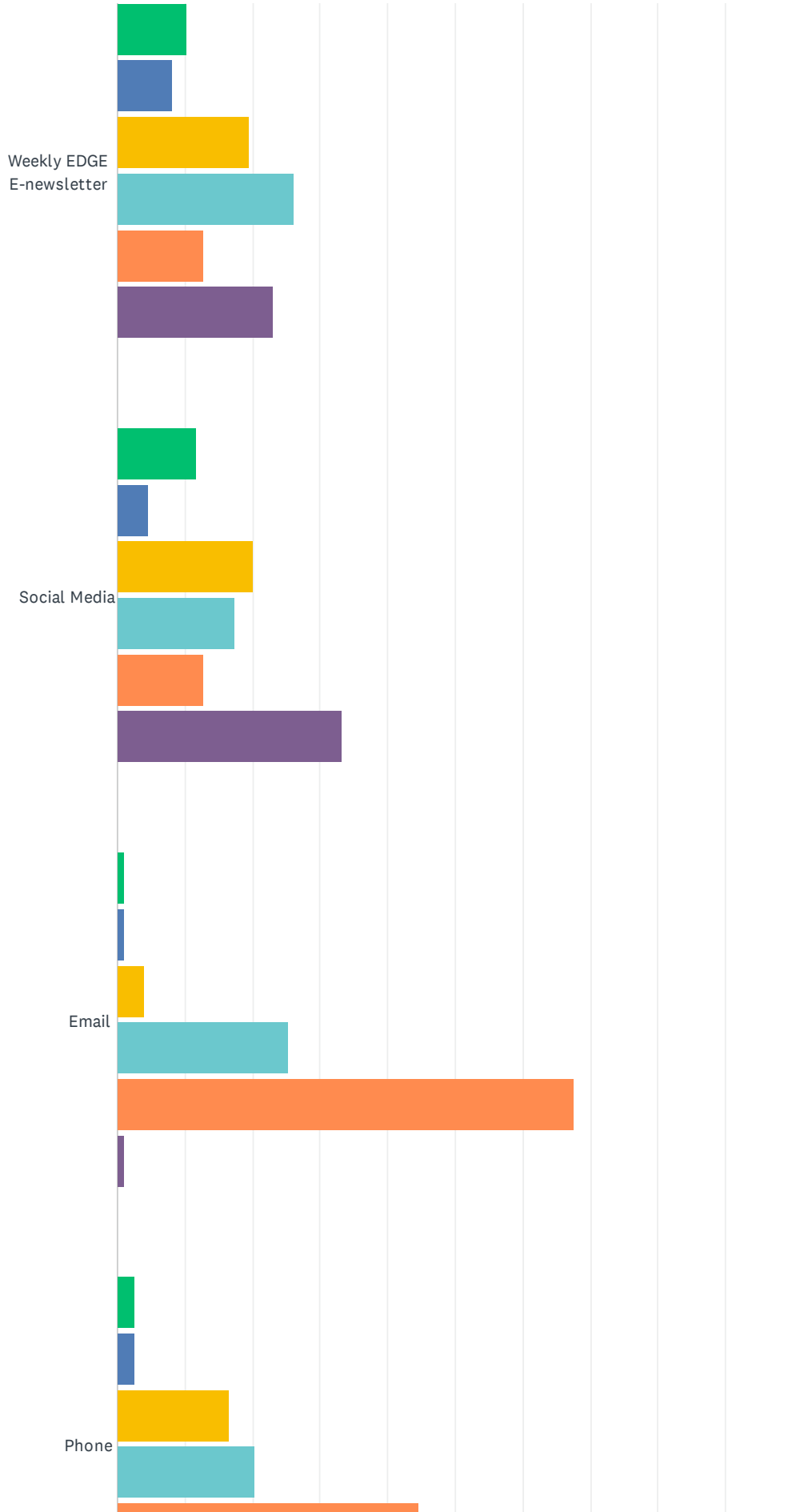
#	OTHER (PLEASE SPECIFY)	DATE
1	Instructors	10/21/2020 8:01 AM

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

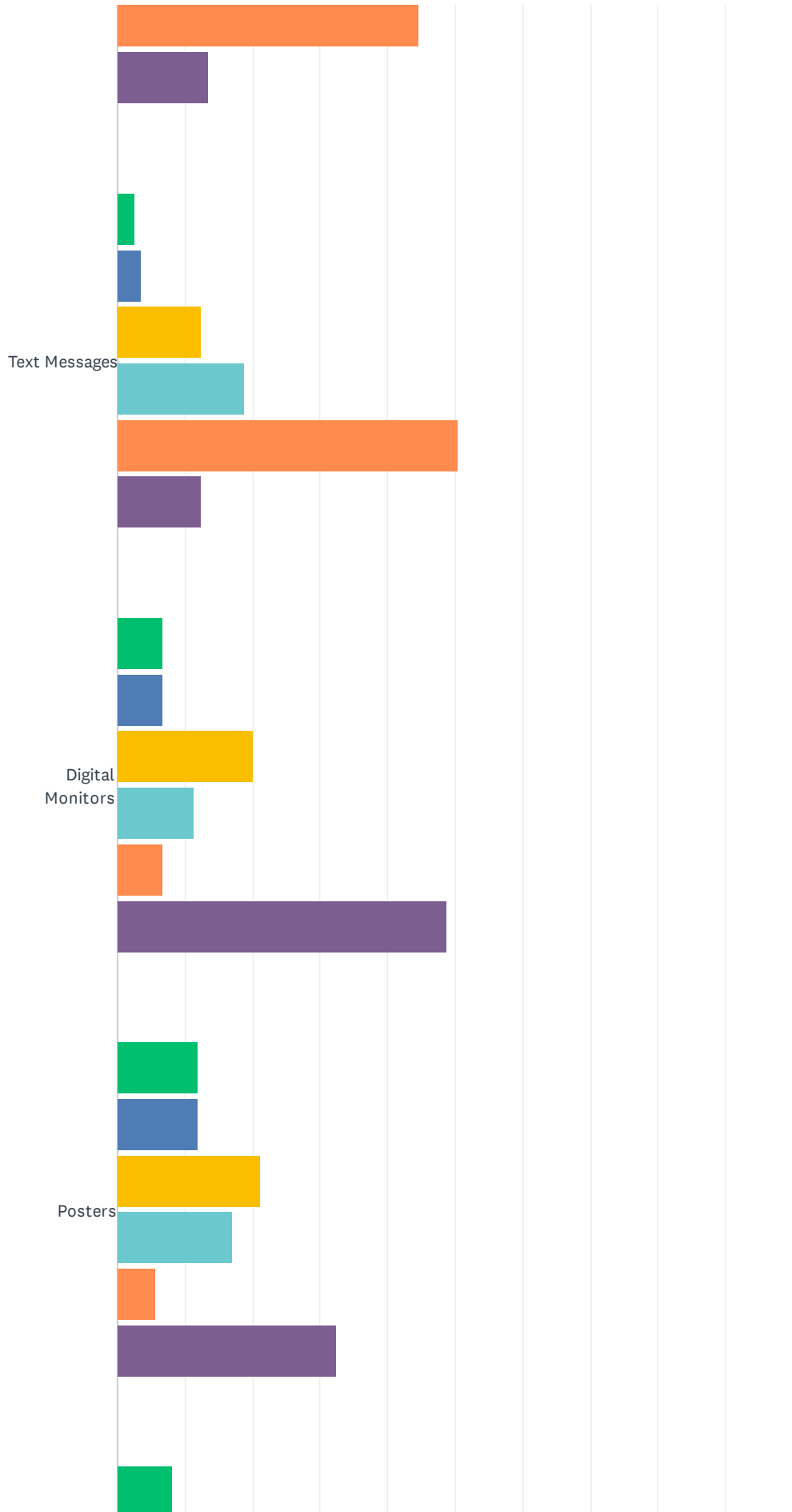
Answered: 198 Skipped: 826



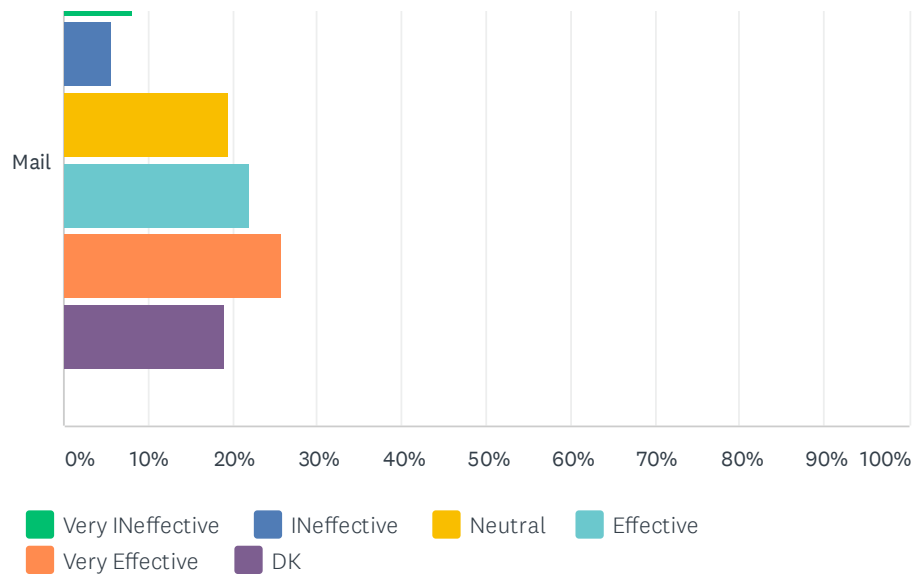
2020-21 Fall Student Survey



2020-21 Fall Student Survey



2020-21 Fall Student Survey



	VERY INEFFECTIVE	INEFFECTIVE	NEUTRAL	EFFECTIVE	VERY EFFECTIVE	DK	TOTAL	WEIGHTED AVERAGE
EDGE App	10.66% 21	5.08% 10	15.23% 30	21.83% 43	10.66% 21	36.55% 72	197	3.26
eTC Portal	5.10% 10	4.59% 9	20.41% 40	31.63% 62	28.57% 56	9.69% 19	196	3.82
Website	5.64% 11	4.10% 8	21.54% 42	34.36% 67	25.64% 50	8.72% 17	195	3.77
Weekly EDGE E-newsletter	10.26% 20	8.21% 16	19.49% 38	26.15% 51	12.82% 25	23.08% 45	195	3.30
Social Media	11.79% 23	4.62% 9	20.00% 39	17.44% 34	12.82% 25	33.33% 65	195	3.22
Email	1.02% 2	1.02% 2	4.06% 8	25.38% 50	67.51% 133	1.02% 2	197	4.59
Phone	2.59% 5	2.59% 5	16.58% 32	20.21% 39	44.56% 86	13.47% 26	193	4.17
Text Messages	2.55% 5	3.57% 7	12.24% 24	18.88% 37	50.51% 99	12.24% 24	196	4.27
Digital Monitors	6.67% 13	6.67% 13	20.00% 39	11.28% 22	6.67% 13	48.72% 95	195	3.09
Posters	11.86% 23	11.86% 23	21.13% 41	17.01% 33	5.67% 11	32.47% 63	194	2.89
Mail	8.21% 16	5.64% 11	19.49% 38	22.05% 43	25.64% 50	18.97% 37	195	3.63

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

Answered: 92 Skipped: 932

#	RESPONSES	DATE
1	Text and email works best for me personally, especially with distance learning.	11/8/2020 8:33 PM
2	none i can think of	11/5/2020 10:37 PM
3	none	11/3/2020 10:29 AM
4	E-mail is the best way for me to understand what is needed to be addressed to me.	11/3/2020 1:05 AM
5	N/A	11/2/2020 9:46 PM
6	I prefer emailing or texting because then I will see it because I am always checking my phone.	11/2/2020 8:30 PM
7	none	11/2/2020 4:08 PM
8	EDGE app is very useful (except for the students who use the discussion board as a joke), and phone/text is useful. Email is something that I check often. I think phone/text, and email is the best way for communication.	11/2/2020 3:50 PM
9	Call, text, and email us directly.	11/2/2020 2:45 PM
10	I think that some professors abuse their power and take advantage of what happens inside the classroom. I also think that I don't need to attend a class to recover materials in the book, it doesn't make sense I should be learning new material.	11/2/2020 1:12 PM
11	I would love for classes to have a group text with the teacher to notify of important upcoming dates since sometimes emails are not seen right after they have been sent.	11/2/2020 11:32 AM
12	email is good. its up to the student to check it every day.	11/2/2020 10:31 AM
13	Mainly mail and email because when I'm on campus I don't have time to stop and look around to see things that are going on	11/2/2020 9:50 AM
14	n/a	11/2/2020 9:07 AM
15	The emails sent are very helpful.	11/2/2020 9:05 AM
16	none	11/1/2020 2:49 PM
17	The process hasn't been explained and a majority of us have never used this program.	10/30/2020 12:12 PM
18	Nothing	10/29/2020 1:50 PM
19	None	10/29/2020 11:16 AM
20	I have been impressed by the effectiveness of the college in relaying needed information in a cost effective and speedy manner.	10/29/2020 10:47 AM
21	To try and let students know of updates as soon as possible with multiple ways of telling them.	10/29/2020 12:46 AM
22	I feel that the communication methods used are really effective (for the ones I use regularly).	10/28/2020 10:51 PM
23	update your app. it is very complicated to use, acts glitchy, and not very well put together	10/28/2020 10:28 PM
24	Maybe showing videos in class to inform students	10/28/2020 8:41 PM
25	Seems to be pretty good as is. Info goes out several different ways so you should always have access to it in a timely manner.	10/28/2020 7:41 PM
26	Most information sent to me is useless. I would like a system to opt into specific types of communications so that the only information I receive is relevant to attaining my degree.	10/28/2020 4:11 PM
27	None	10/28/2020 3:58 PM

2020-21 Fall Student Survey

28	Emails for general things, calls/ text for highly important matters.	10/28/2020 3:39 PM
29	none	10/28/2020 3:20 PM
30	N/A	10/28/2020 2:27 PM
31	Use the edge app more	10/28/2020 2:10 PM
32	none!	10/28/2020 1:38 PM
33	n/a	10/28/2020 1:34 PM
34	Rate all incoming emails with college information as high priority	10/28/2020 1:28 PM
35	NA	10/26/2020 1:34 PM
36	Although I appreciate it, I don't need a text, mail, phone call, voicemail, and email letting me know information that isn't life or death. For example, when tuition is due I don't need all of the above to let me know.	10/26/2020 11:28 AM
37	I would recommend a system where students can sync their email to their smart phone in order to receive email notifications.	10/25/2020 2:46 PM
38	Require instructors to ALL use the same standard form of communication with students. Some use texting, others TCTC email, some GroupME, some the messaging in Blackboard. One even thought it was ok to email us with assignments and important messages from his personal email address, but then he was livid when we replied TO THAT ADDRESS! If he didn't want his personal inbox flooded with school-related messages and scans with assignments (since he didn't know how to use BB to create a submission portal), he shouldn't be sending course info & assignments FROM that address. Maybe at least require one specific method with an option for a second method in case one has a problem.	10/25/2020 6:11 AM
39	none	10/22/2020 8:49 PM
40	Have the instructors relay information in classes.	10/22/2020 9:45 AM
41	N/A	10/21/2020 7:17 PM
42	none	10/21/2020 4:50 PM
43	Focus more on text messages and such because it is more easily accessible. Email is accessible, but not everyone checks their email as often a needed.	10/21/2020 2:49 PM
44	na	10/21/2020 10:23 AM
45	Email is prioritized by many students and I think should be the number 1 goal.	10/21/2020 9:25 AM
46	N/A	10/21/2020 8:01 AM
47	N/A	10/21/2020 3:33 AM
48	Fewer emails with more information	10/20/2020 11:25 PM
49	I feel that it is perfect the way it is. I stay up to date with the methods currently used.	10/20/2020 8:27 PM
50	Help the teachers who want to teach (Science Department) with technology that can help them preform their lessons with more ease such as the ability to draw on the white board without using the mouse, and having the ability to video /audio a class that can be presented to the class in replacement of the missing day.	10/20/2020 5:57 PM
51	It seems to be working just fine for me	10/20/2020 3:22 PM
52	phone calls usually get stuff done better than everything else	10/20/2020 3:19 PM
53	More emails	10/20/2020 3:12 PM
54	None	10/20/2020 3:09 PM
55	None	10/20/2020 2:33 PM
56	N/A	10/20/2020 2:23 PM
57	The weekly edge newsletter didn't have a date and time for the FAFSA event and once I found out the school had a Facebook account it was too late to attend the event. The EDGE	10/20/2020 2:05 PM

2020-21 Fall Student Survey

newsletter is effective but it needs to ensure it has all pertinent information or an email should be sent at a later date if the time/date is unknown.

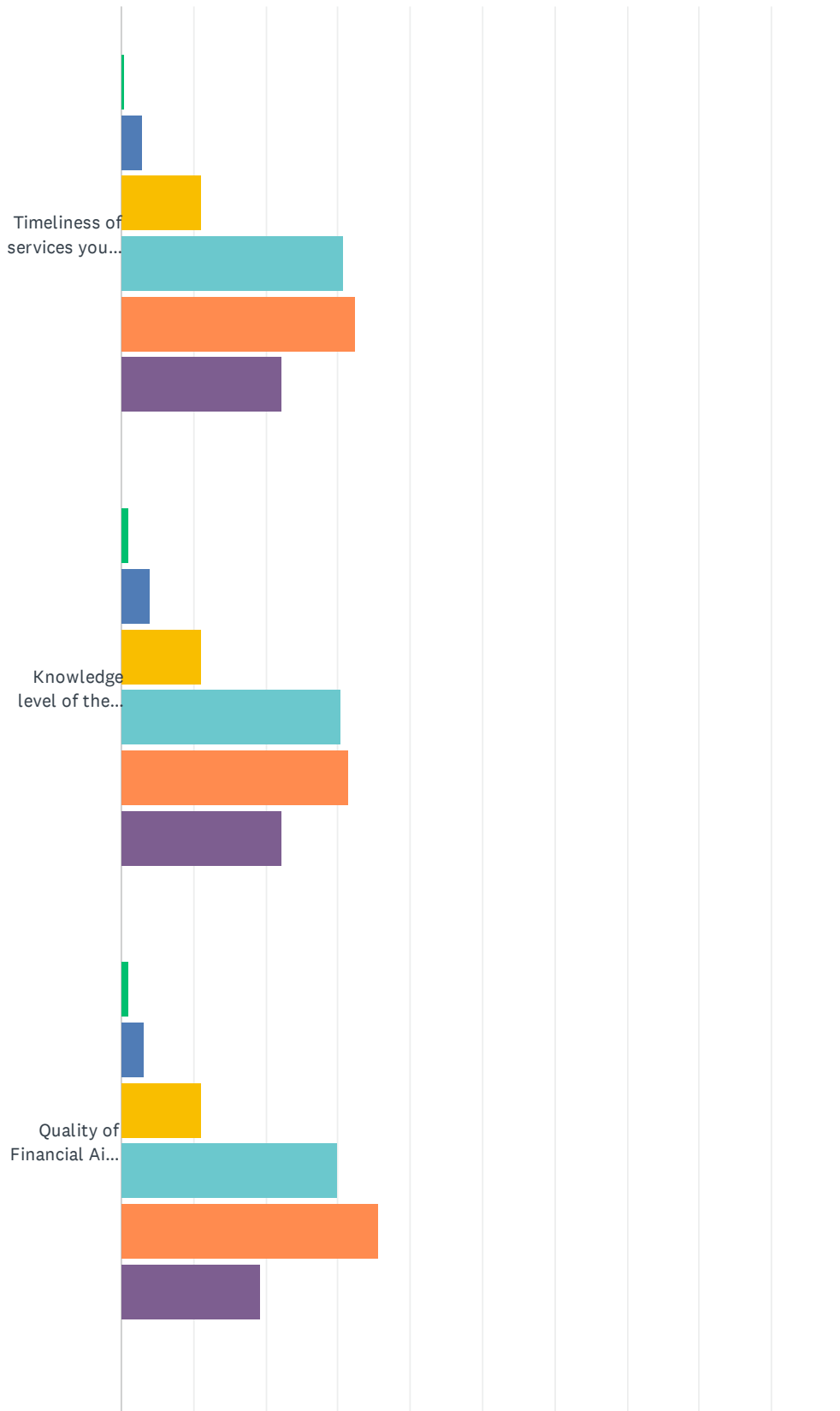
58	More communication by email or phone	10/20/2020 1:45 PM
59	Maybe sending more emails that make dates clearer like the registration opening dates.	10/20/2020 1:41 PM
60	Make it more consistent	10/20/2020 1:33 PM
61	Announcements through email or text are appreciated.	10/20/2020 1:20 PM
62	I am fine with the current methods of communication.	10/20/2020 1:18 PM
63	Use the EDGE app alot more and organize it better	10/20/2020 12:58 PM
64	Use more email and texts	10/20/2020 12:56 PM
65	more text less email maybe	10/20/2020 12:51 PM
66	For some reason I don't get updates from TCTC or the the weekly newsletter sent to my email. I had no idea that advising was open or that registration was soon until another class mate told me and then one of the advisors in my department had the date wrong. I have tried to fix the issue of not getting the emails and I can't fix it so I always feel out of the loop.	10/20/2020 12:42 PM
67	I think communication between student and school is ok	10/20/2020 12:39 PM
68	N/A	10/20/2020 12:38 PM
69	n/a	10/20/2020 12:36 PM
70	I'm not sure, most instructors respond to emails a select few have made there own rules.	10/20/2020 12:25 PM
71	The best for me is college email or a text message.	10/20/2020 12:05 PM
72	Call on the phone or text message	10/20/2020 11:52 AM
73	Some professors do not answer emails in a timely manner	10/20/2020 11:49 AM
74	I feel like Social media like Snap chat would be a great way to reach students. I use this app a lot sometimes.	10/20/2020 11:48 AM
75	I do not have any suggestions currently.	10/20/2020 11:47 AM
76	Remind is excellent	10/20/2020 11:42 AM
77	Having a way to send blast text messages of important information to text messaging apps.	10/20/2020 11:41 AM
78	I would recommend using an SMS type of communication because most students are in their phones anyways and it would be an easier way to be in contact with them	10/20/2020 11:35 AM
79	none	10/20/2020 11:33 AM
80	None, I think the College is effective in its communication methods.	10/20/2020 11:29 AM
81	I think E-mail is very effective, but inorder for me to decided important information from the news letter mark in important in the subject box	10/20/2020 11:26 AM
82	Promote the edge app more. I feel like a lot of students don't really use it so it's hard to know what's going on all the time on campus.	10/20/2020 11:25 AM
83	Allow students to sign up for different methods	10/20/2020 11:24 AM
84	More text message alerts	10/20/2020 11:24 AM
85	The effectiveness is great because I do not think there has been a time where I did not know what was going on at school. If there was an emergency, I received a text message, and there is frequent e-mails that I receive through my school e-mail. Also, the school website is always up to date.	10/20/2020 11:19 AM
86	Could send out a text on important info	10/20/2020 11:13 AM
87	None	10/20/2020 11:12 AM
88	None	10/20/2020 11:09 AM
89	All students have phones and always use them so communication should be text mostly	10/20/2020 11:07 AM

2020-21 Fall Student Survey

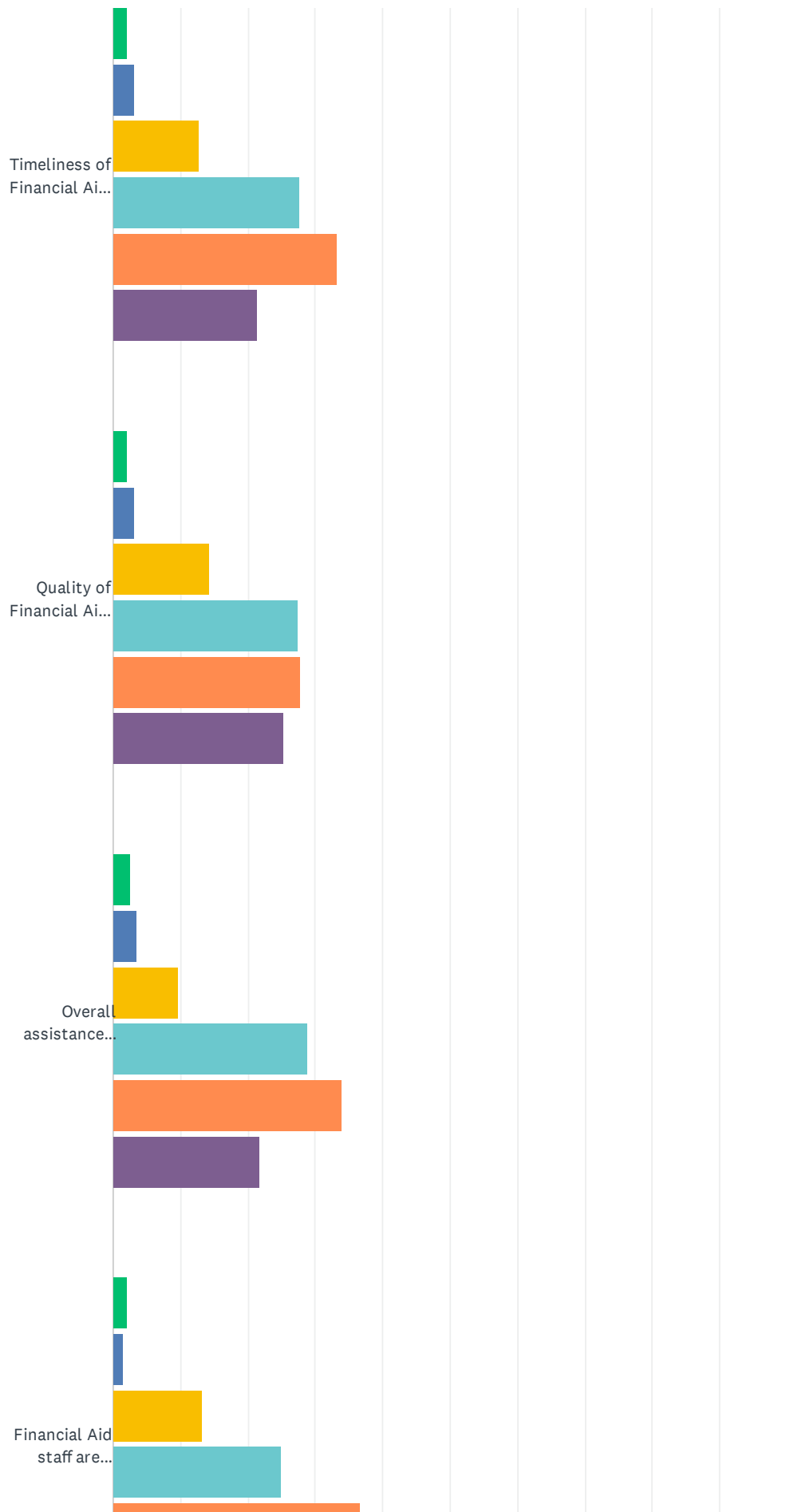
90	None at this moment .	10/20/2020 11:07 AM
91	N/A	10/20/2020 11:03 AM
92	I really like the EDGE app, plus emails are helpful	10/20/2020 10:56 AM

Q45 Please rate the following items on the Financial Aid services and staff.
Check DK (Don't Know) for any item you feel you cannot rate.

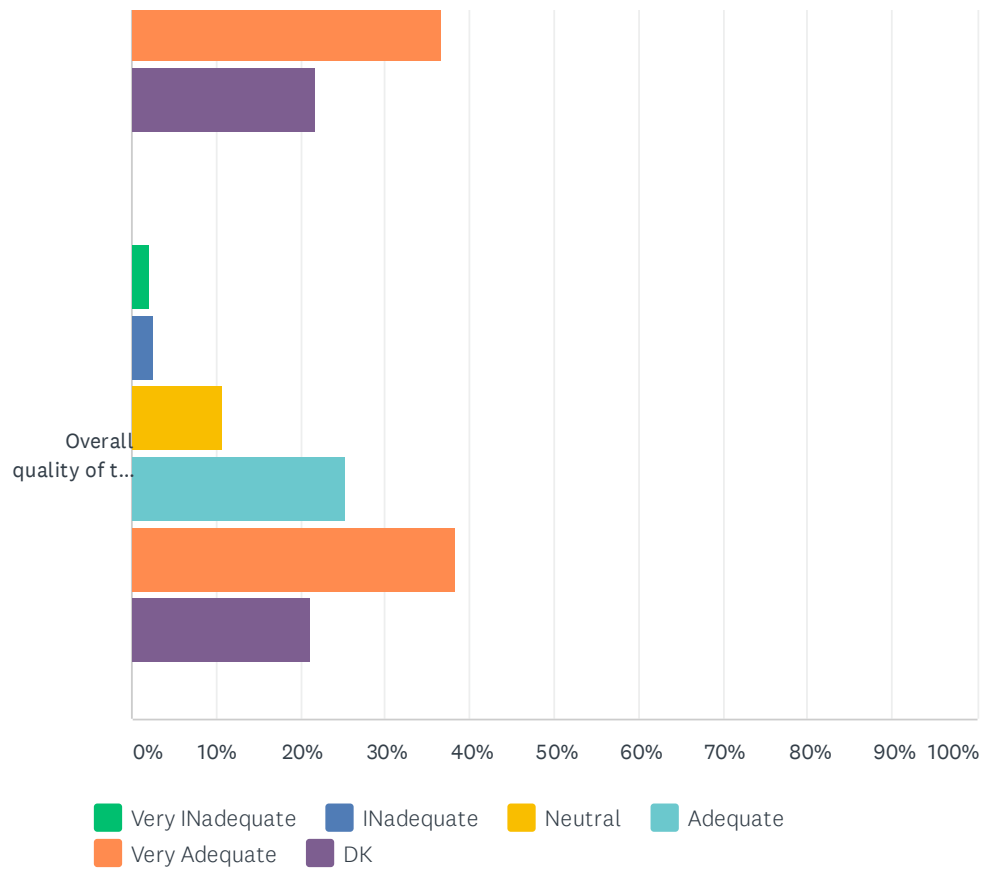
Answered: 198 Skipped: 826



2020-21 Fall Student Survey



2020-21 Fall Student Survey

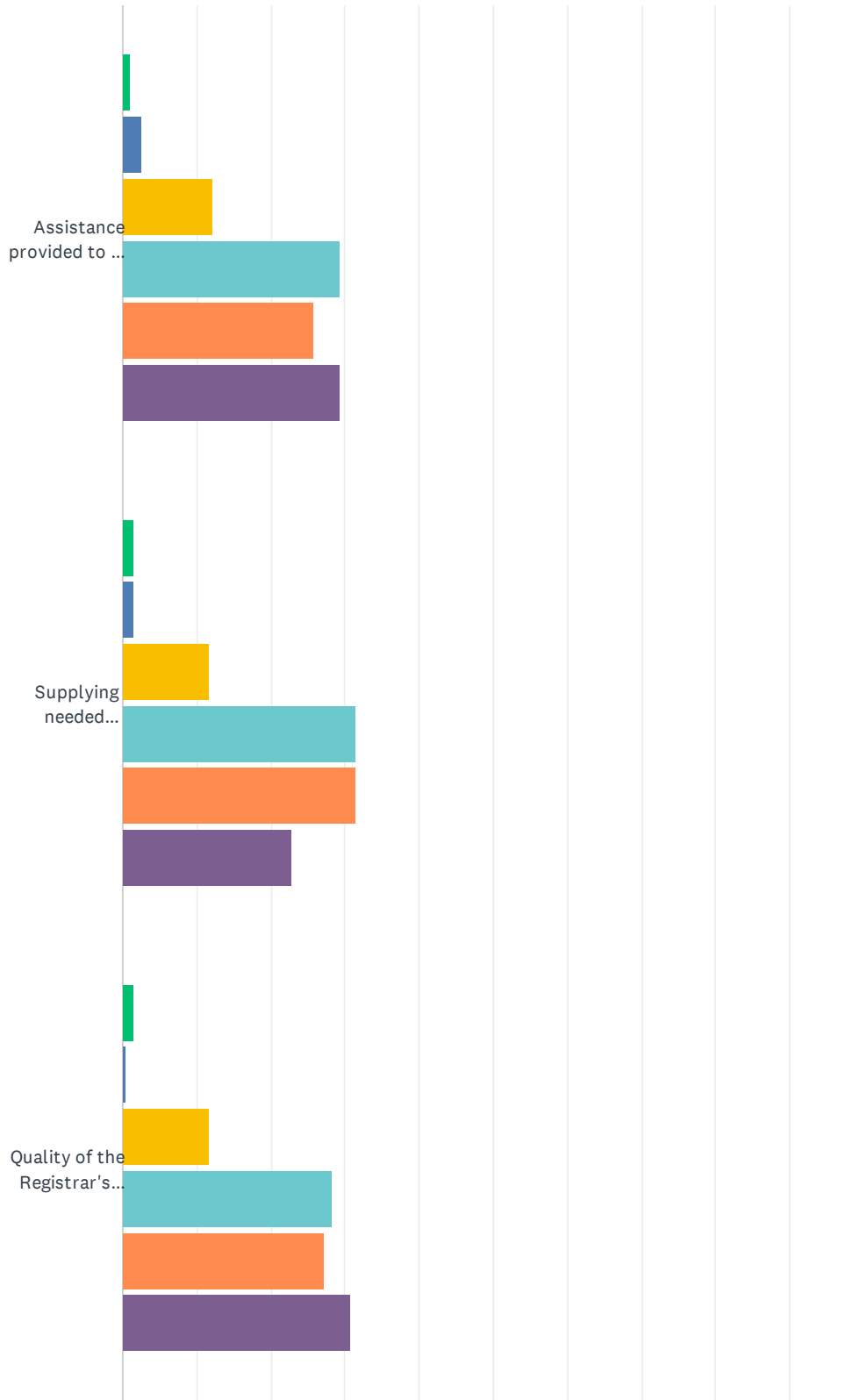


2020-21 Fall Student Survey

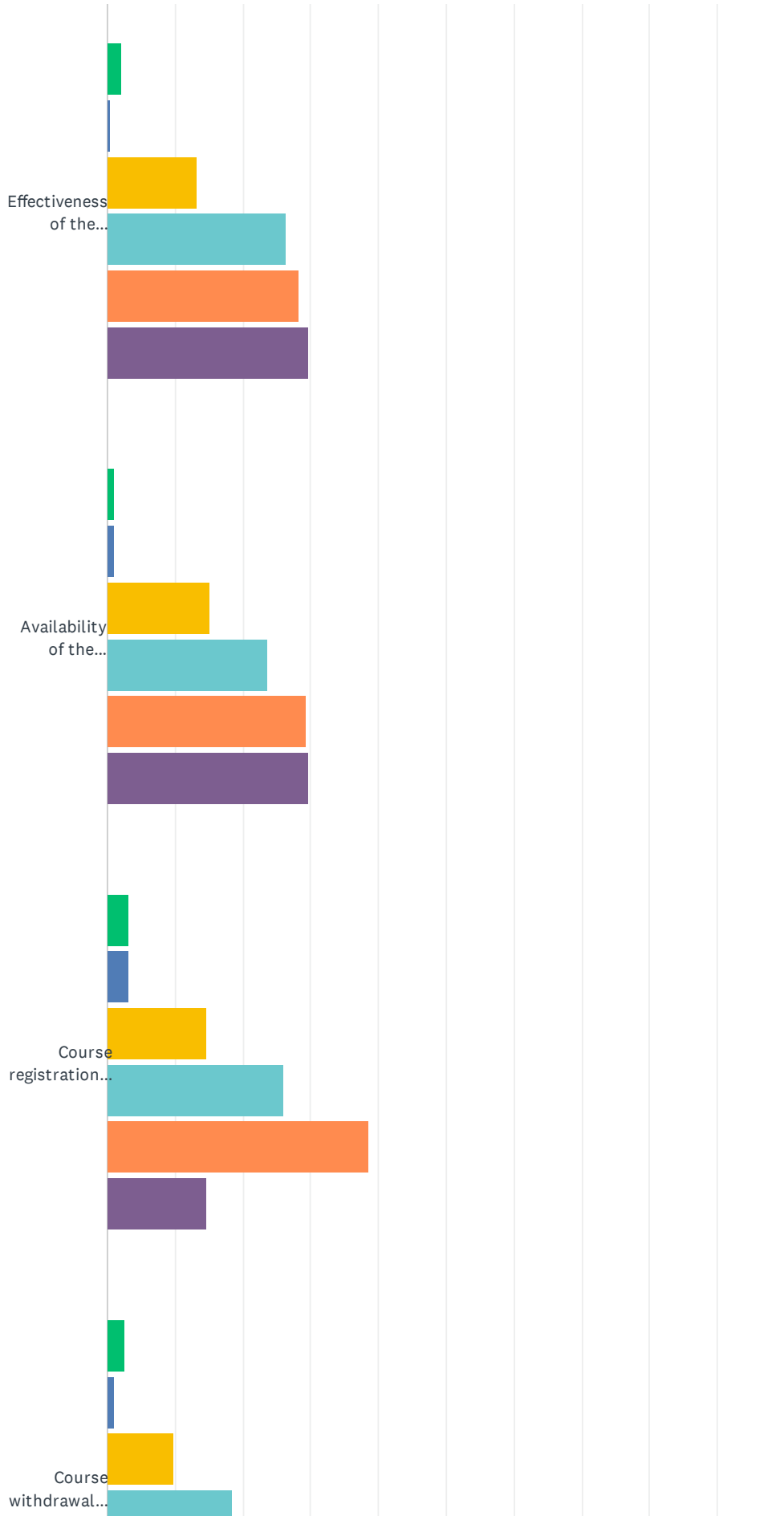
	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	0.51% 1	3.03% 6	11.11% 22	30.81% 61	32.32% 64	22.22% 44	198	4.18
Knowledge level of the staff	1.01% 2	4.04% 8	11.11% 22	30.30% 60	31.31% 62	22.22% 44	198	4.12
Quality of Financial Aid email communications	1.02% 2	3.05% 6	11.17% 22	29.95% 59	35.53% 70	19.29% 38	197	4.19
Timeliness of Financial Aid email communications	2.04% 4	3.06% 6	12.76% 25	27.55% 54	33.16% 65	21.43% 42	196	4.10
Quality of Financial Aid information at student orientation	2.03% 4	3.05% 6	14.21% 28	27.41% 54	27.92% 55	25.38% 50	197	4.02
Overall assistance provided by Financial Aid staff	2.53% 5	3.54% 7	9.60% 19	28.79% 57	33.84% 67	21.72% 43	198	4.12
Financial Aid staff are knowledgeable of financial aid policies and procedures	2.03% 4	1.52% 3	13.20% 26	24.87% 49	36.55% 72	21.83% 43	197	4.18
Overall quality of the Financial Aid staff's customer service	2.02% 4	2.53% 5	10.61% 21	25.25% 50	38.38% 76	21.21% 42	198	4.21

Q46 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.

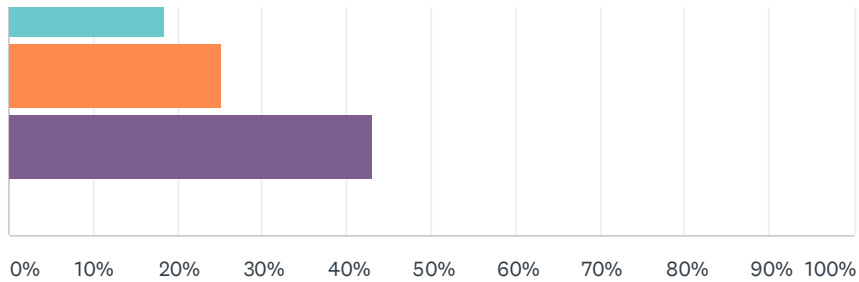
Answered: 198 Skipped: 826



2020-21 Fall Student Survey



2020-21 Fall Student Survey

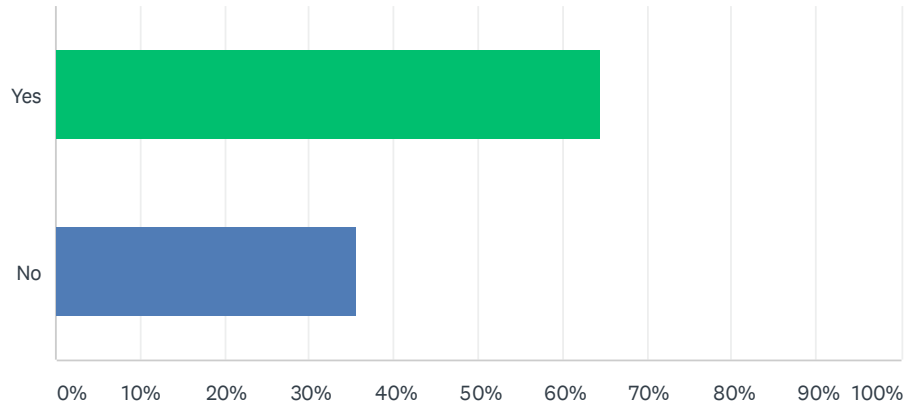


■ Very Inadequate
 ■ Inadequate
 ■ Neutral
 ■ Adequate
■ Very Adequate
 ■ DK

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Assistance provided to you by the Registrar's Office/Student Data Center staff	1.01% 2	2.53% 5	12.12% 24	29.29% 58	25.76% 51	29.29% 58	198	4.08
Supplying needed documents (i.e. transcripts, enrollment verifications to students)	1.52% 3	1.52% 3	11.62% 23	31.31% 62	31.31% 62	22.73% 45	198	4.16
Quality of the Registrar's Office/Student Data Center services provided to students	1.52% 3	0.51% 1	11.62% 23	28.28% 56	27.27% 54	30.81% 61	198	4.15
Effectiveness of the Registrar's Office/Student Data Center service in meeting the needs of students	2.02% 4	0.51% 1	13.13% 26	26.26% 52	28.28% 56	29.80% 59	198	4.12
Availability of the Registrar's Office/Student Data Center to students	1.01% 2	1.01% 2	15.15% 30	23.74% 47	29.29% 58	29.80% 59	198	4.13
Course registration (i.e. Course Scheduler, registration, and drop)	3.05% 6	3.05% 6	14.72% 29	25.89% 51	38.58% 76	14.72% 29	197	4.10
Course withdrawal process	2.56% 5	1.03% 2	9.74% 19	18.46% 36	25.13% 49	43.08% 84	195	4.10

Q47 Have you visited, or contacted, TC Central?

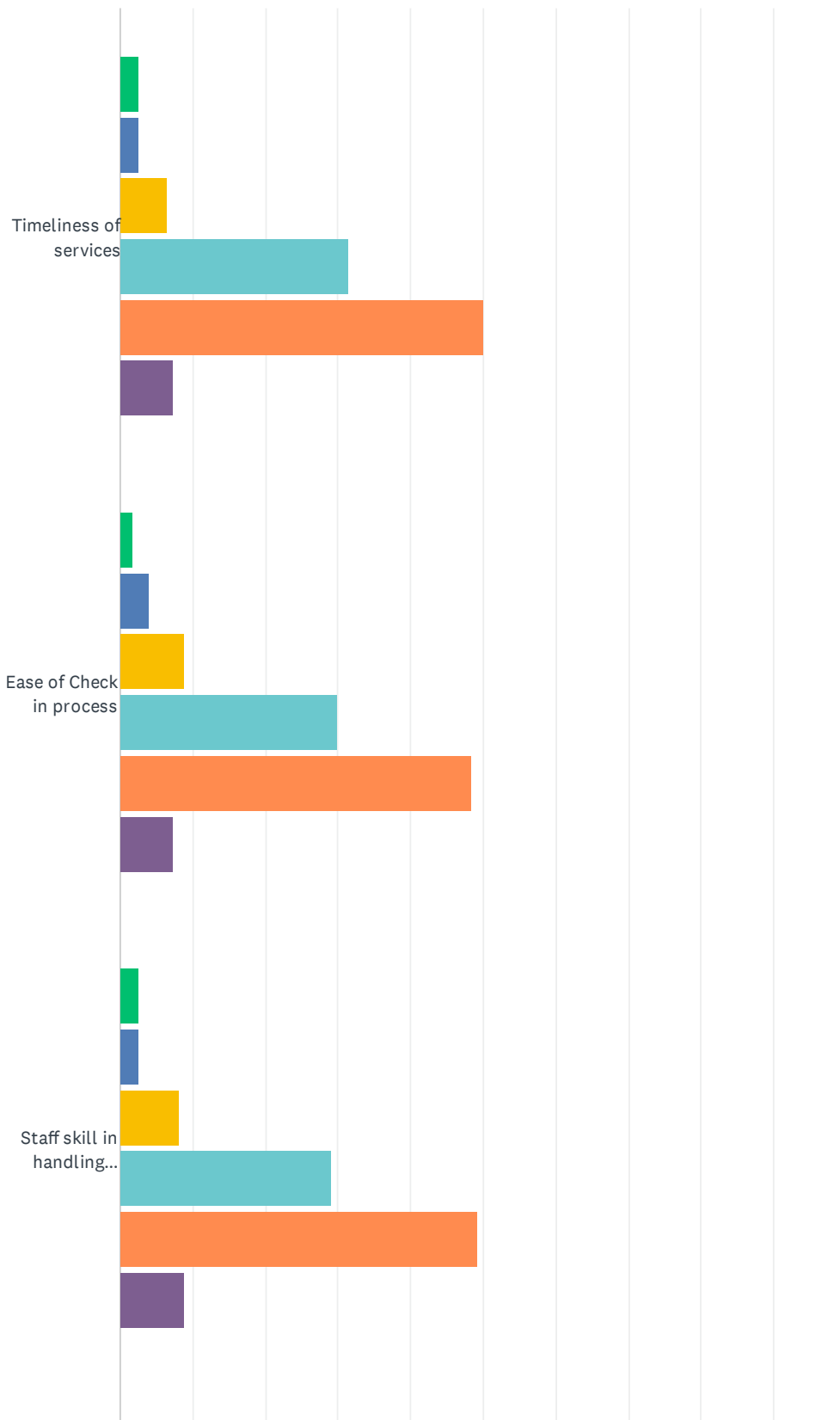
Answered: 194 Skipped: 830



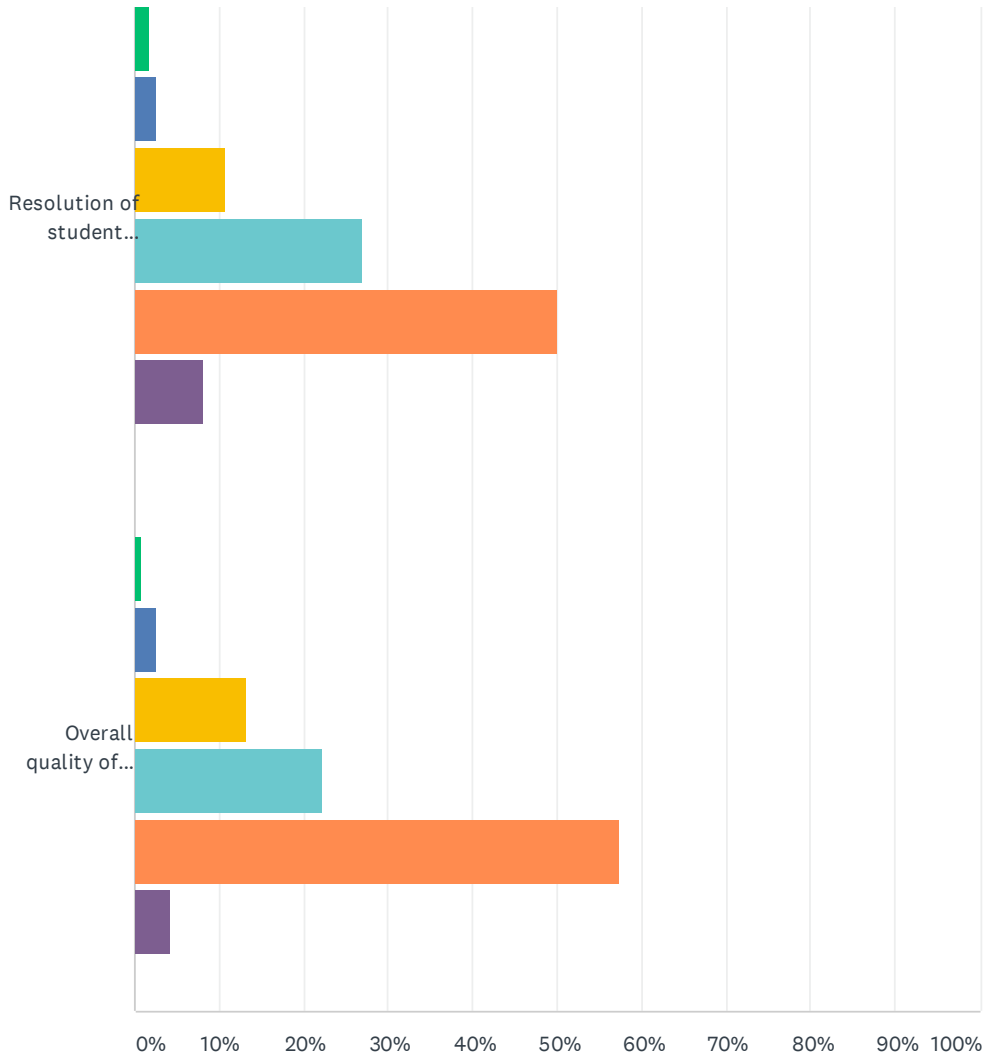
ANSWER CHOICES	RESPONSES	
Yes	64.43%	125
No	35.57%	69
TOTAL		194

Q48 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: 124 Skipped: 900



2020-21 Fall Student Survey

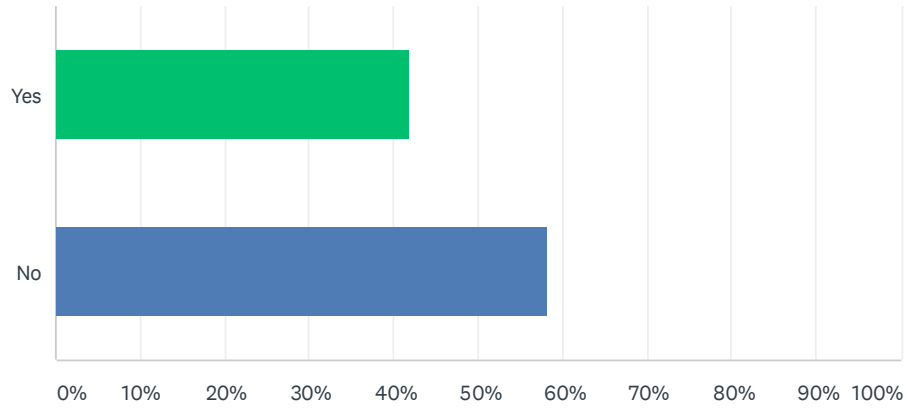


■ Very Inadequate
 ■ Inadequate
 ■ Neutral
 ■ Adequate
■ Very Adequate
 ■ DK

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services	2.42% 3	2.42% 3	6.45% 8	31.45% 39	50.00% 62	7.26% 9	124	4.34
Ease of Check in process	1.61% 2	4.03% 5	8.87% 11	29.84% 37	48.39% 60	7.26% 9	124	4.29
Staff skill in handling student concerns	2.42% 3	2.42% 3	8.06% 10	29.03% 36	49.19% 61	8.87% 11	124	4.32
Resolution of student concerns	1.64% 2	2.46% 3	10.66% 13	27.05% 33	50.00% 61	8.20% 10	122	4.32
Overall quality of staff's customer service	0.82% 1	2.46% 3	13.11% 16	22.13% 27	57.38% 70	4.10% 5	122	4.38

Q49 Did you access Student Success Coach services?

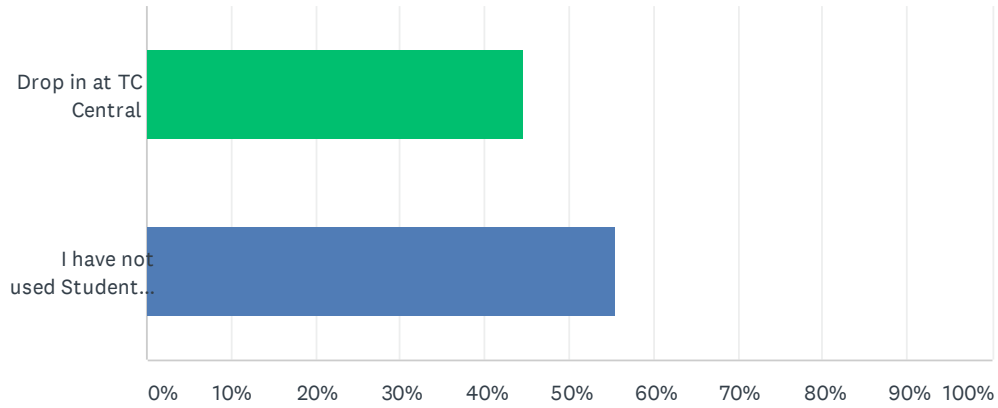
Answered: 124 Skipped: 900



ANSWER CHOICES	RESPONSES	
Yes	41.94%	52
No	58.06%	72
TOTAL		124

Q50 How do you access the Student Success Coach resources?

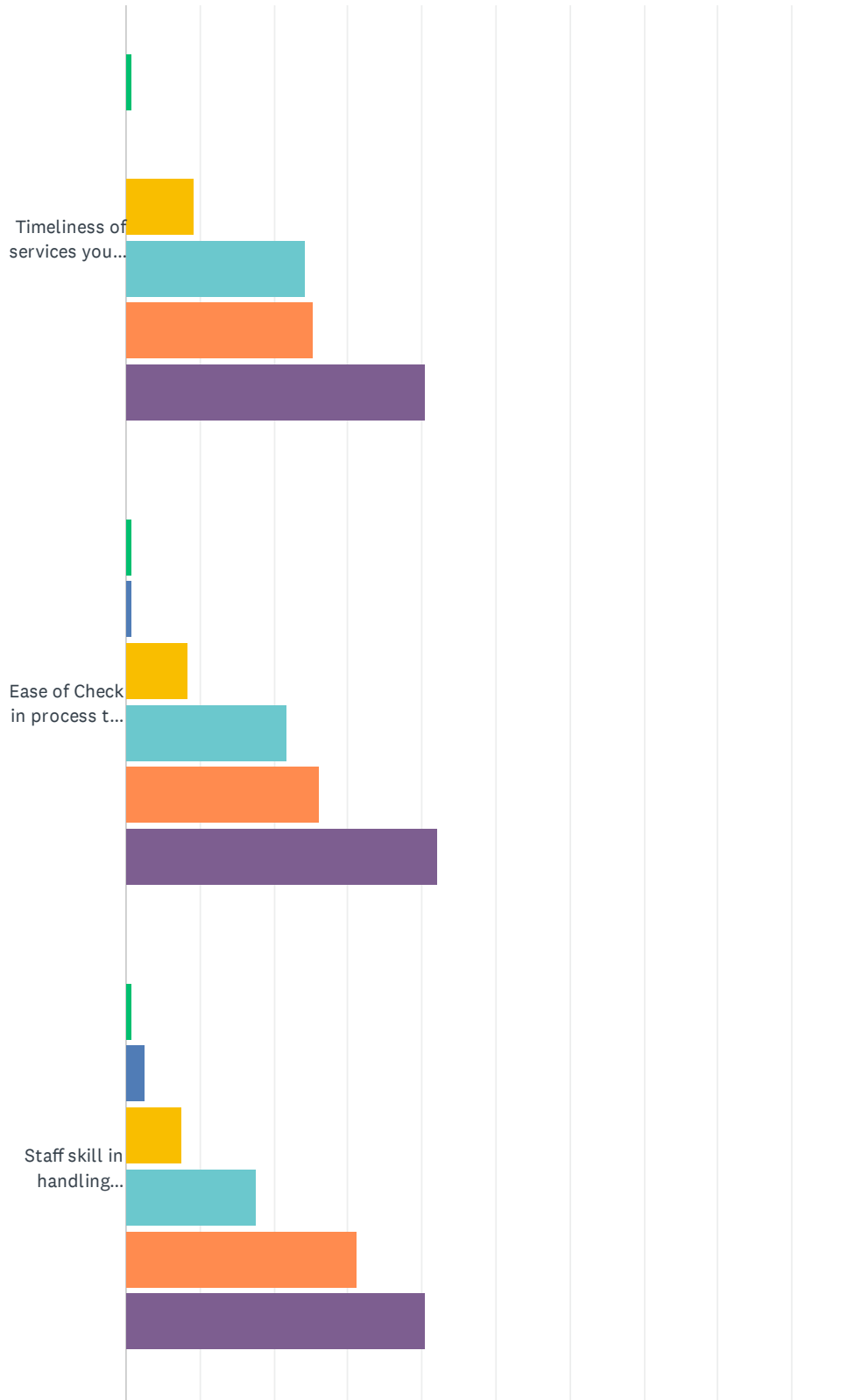
Answered: 121 Skipped: 903



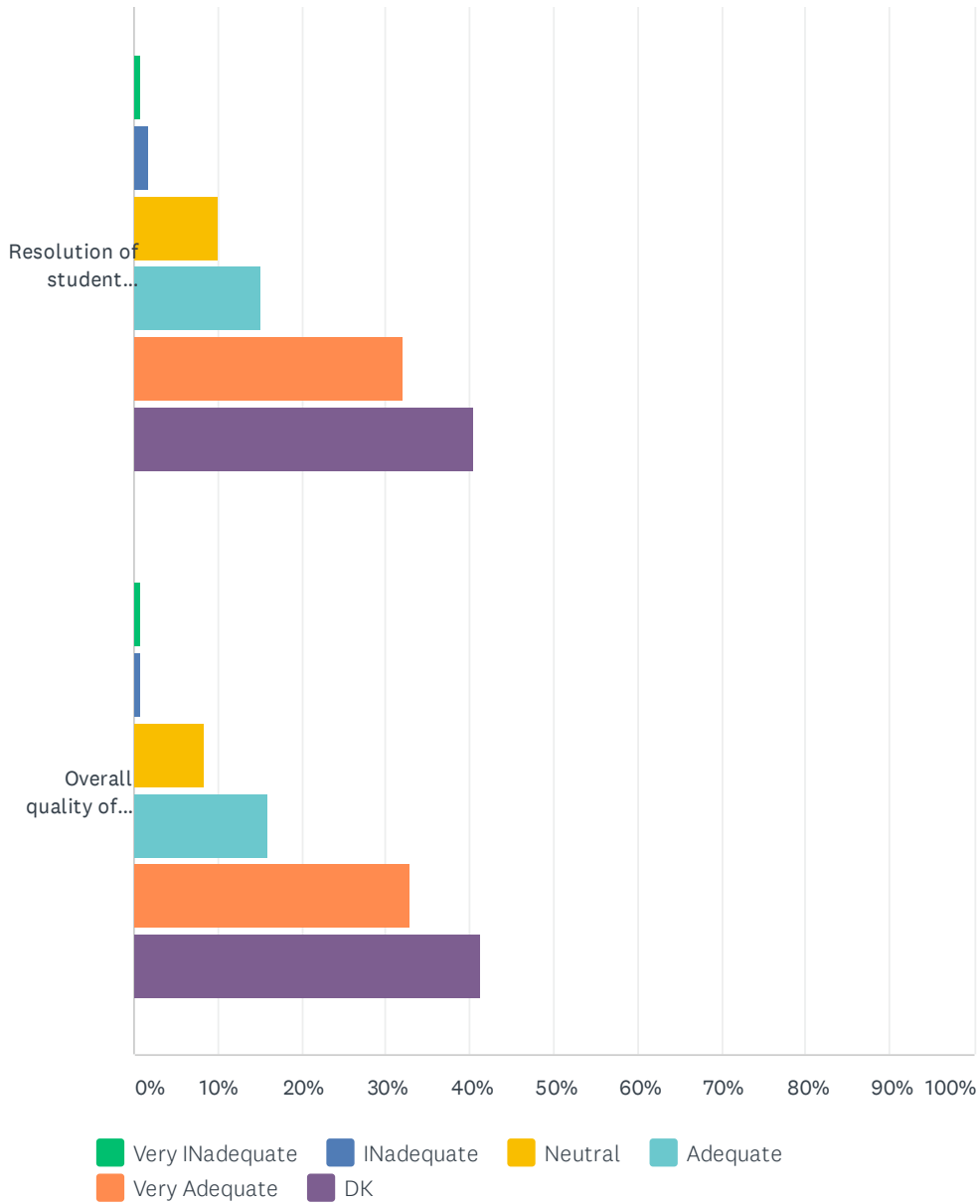
ANSWER CHOICES	RESPONSES	
Drop in at TC Central	44.63%	54
I have not used Student Success Coach resources	55.37%	67
TOTAL		121

Q51 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: 119 Skipped: 905



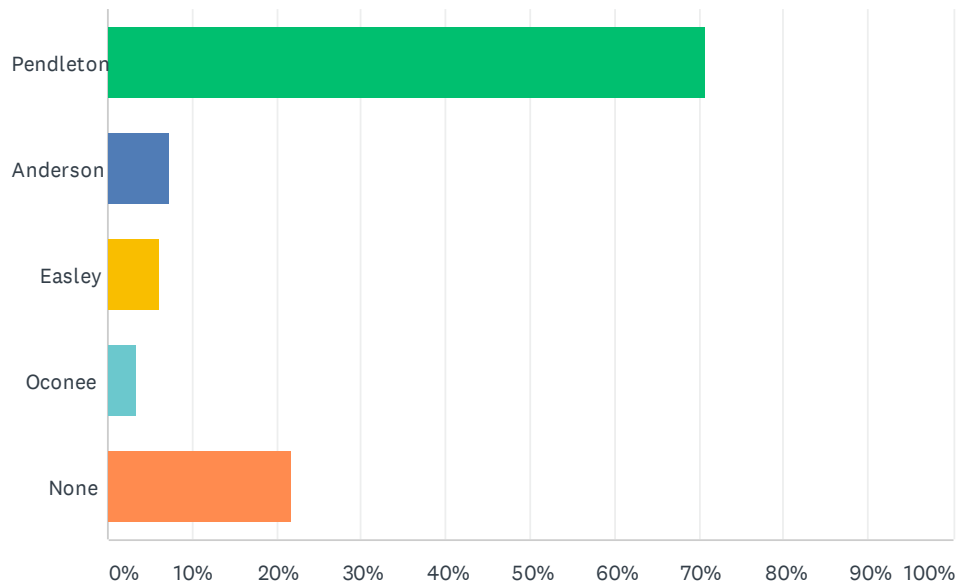
2020-21 Fall Student Survey



	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Timeliness of services you received	0.84% 1	0.00% 0	9.24% 11	24.37% 29	25.21% 30	40.34% 48	119	4.23
Ease of Check in process to access services	0.84% 1	0.84% 1	8.40% 10	21.85% 26	26.05% 31	42.02% 50	119	4.23
Staff skill in handling student concerns	0.84% 1	2.52% 3	7.56% 9	17.65% 21	31.09% 37	40.34% 48	119	4.27
Resolution of student concerns	0.84% 1	1.68% 2	10.08% 12	15.13% 18	31.93% 38	40.34% 48	119	4.27
Overall quality of staff's customer service	0.84% 1	0.84% 1	8.40% 10	15.97% 19	32.77% 39	41.18% 49	119	4.34

Q52 Which TCTC Learning Commons do you use? [Check all that apply.]

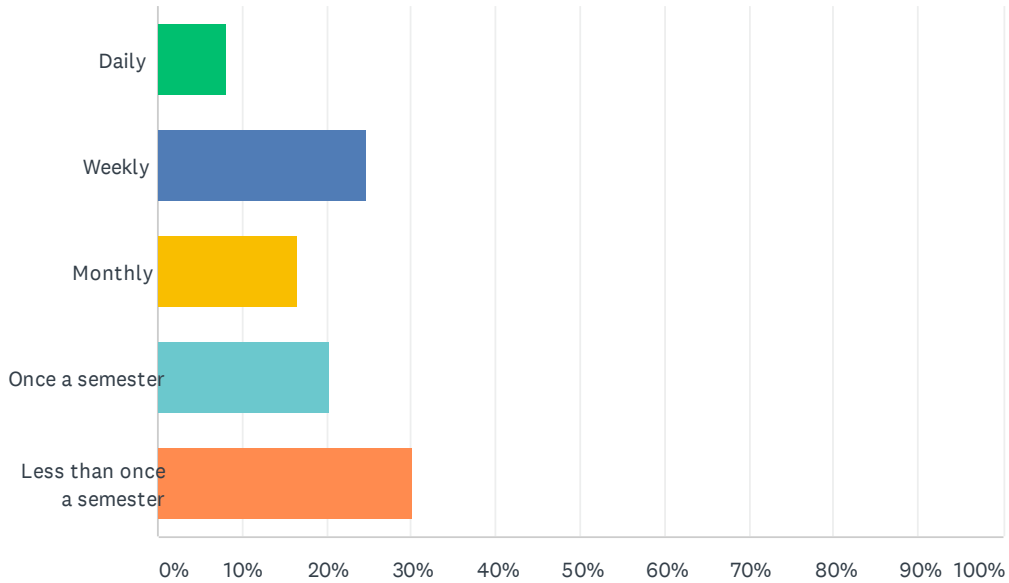
Answered: 262 Skipped: 762



ANSWER CHOICES	RESPONSES	
Pendleton	70.61%	185
Anderson	7.25%	19
Easley	6.11%	16
Oconee	3.44%	9
None	21.76%	57
Total Respondents: 262		

Q53 How often do you use the Learning Commons? (Physically or Online)

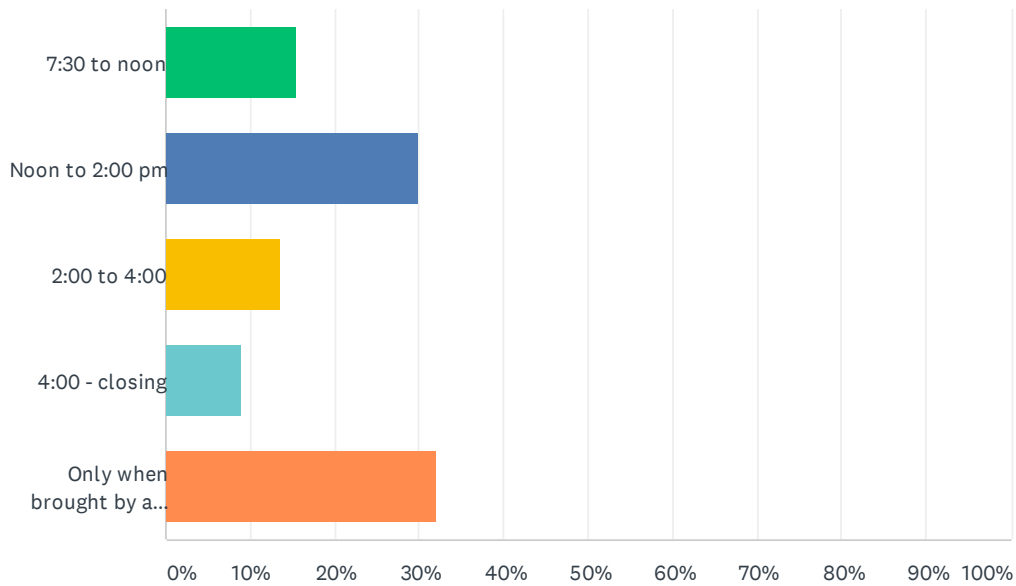
Answered: 206 Skipped: 818



ANSWER CHOICES	RESPONSES	
Daily	8.25%	17
Weekly	24.76%	51
Monthly	16.50%	34
Once a semester	20.39%	42
Less than once a semester	30.10%	62
TOTAL		206

Q54 When do you primarily use the Learning Commons?

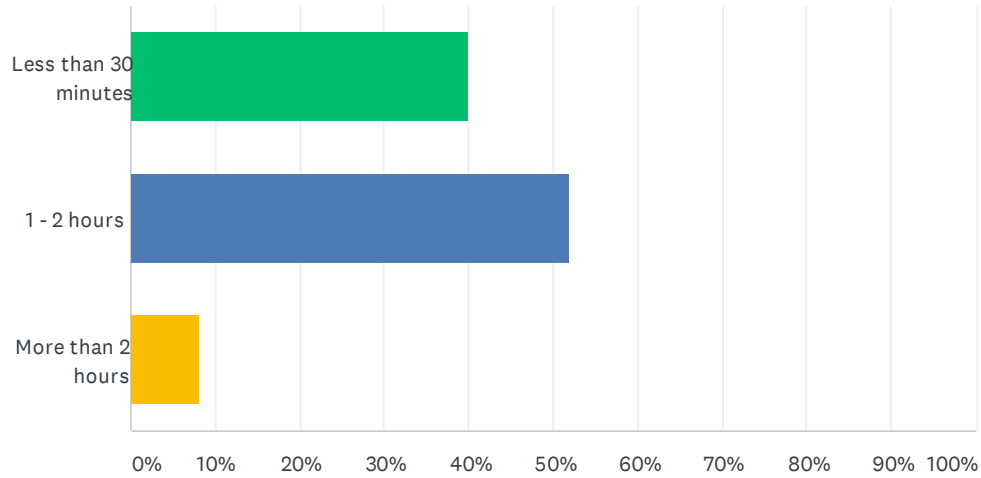
Answered: 200 Skipped: 824



ANSWER CHOICES	RESPONSES	
7:30 to noon	15.50%	31
Noon to 2:00 pm	30.00%	60
2:00 to 4:00	13.50%	27
4:00 - closing	9.00%	18
Only when brought by an instructor during scheduled class time	32.00%	64
TOTAL		200

Q55 How long do you usually stay in the Learning Commons?

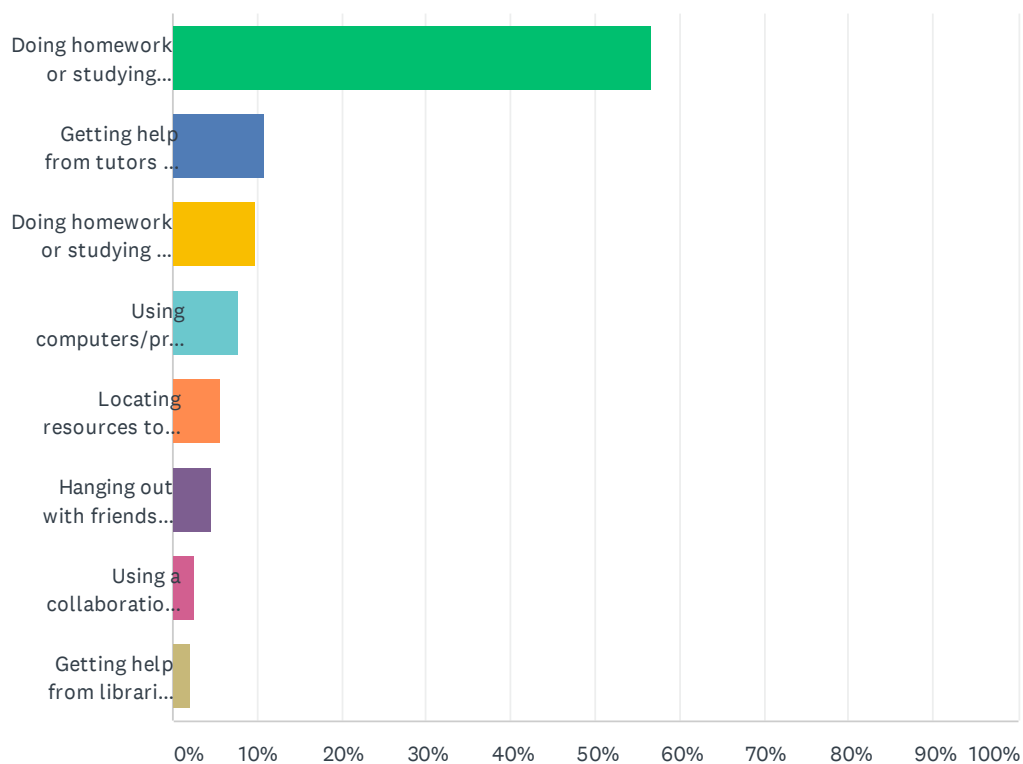
Answered: 195 Skipped: 829



ANSWER CHOICES	RESPONSES	
Less than 30 minutes	40.00%	78
1 - 2 hours	51.79%	101
More than 2 hours	8.21%	16
TOTAL		195

Q56 What do you spend the most time on when you are physically in the Learning Commons?

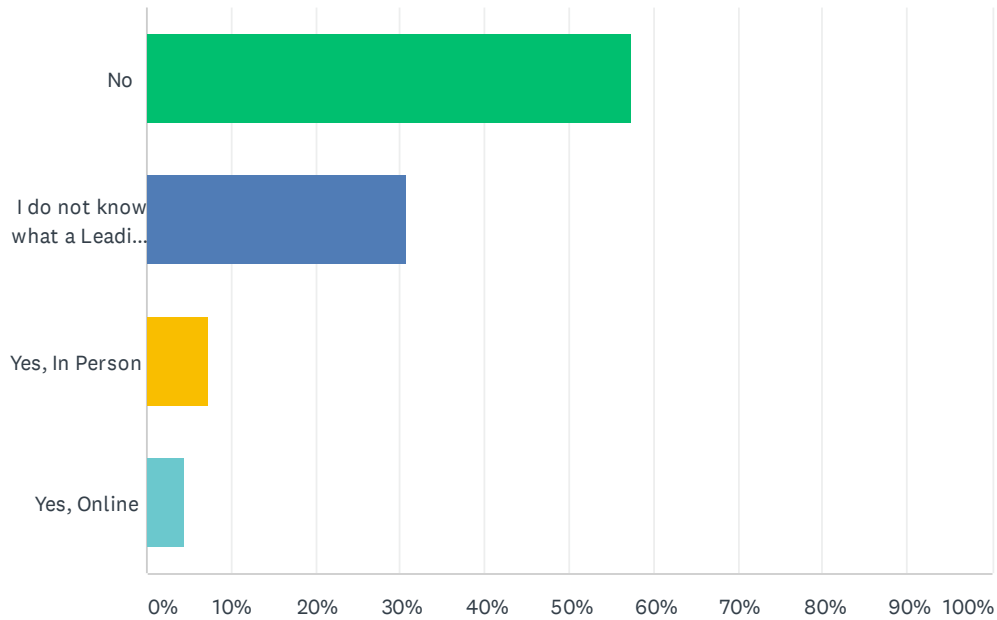
Answered: 194 Skipped: 830



ANSWER CHOICES	RESPONSES	
Doing homework or studying alone	56.70%	110
Getting help from tutors on classroom assignments	10.82%	21
Doing homework or studying in a group	9.79%	19
Using computers/printers/etc.	7.73%	15
Locating resources to complete assignments (digital or physical)	5.67%	11
Hanging out with friends before/between/after classes	4.64%	9
Using a collaboration room	2.58%	5
Getting help from librarians on research assignments	2.06%	4
TOTAL		194

Q57 Have you attended a Leading Edge Experience Skillshop in the Learning Commons?

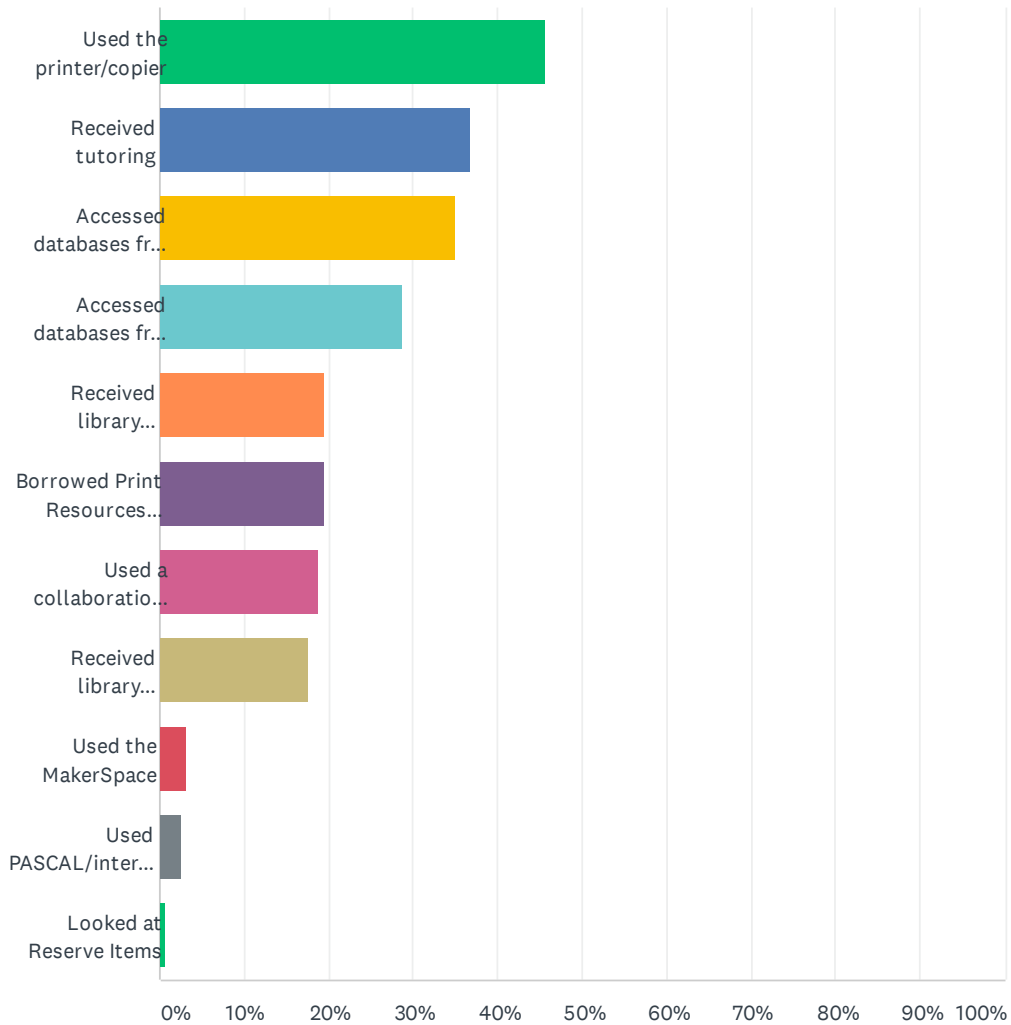
Answered: 202 Skipped: 822



ANSWER CHOICES	RESPONSES	
No	57.43%	116
I do not know what a Leading Edge Experience Skillshop is	30.69%	62
Yes, In Person	7.43%	15
Yes, Online	4.46%	9
TOTAL		202

Q58 Which Learning Commons services have you used? (check all that apply)

Answered: 160 Skipped: 864

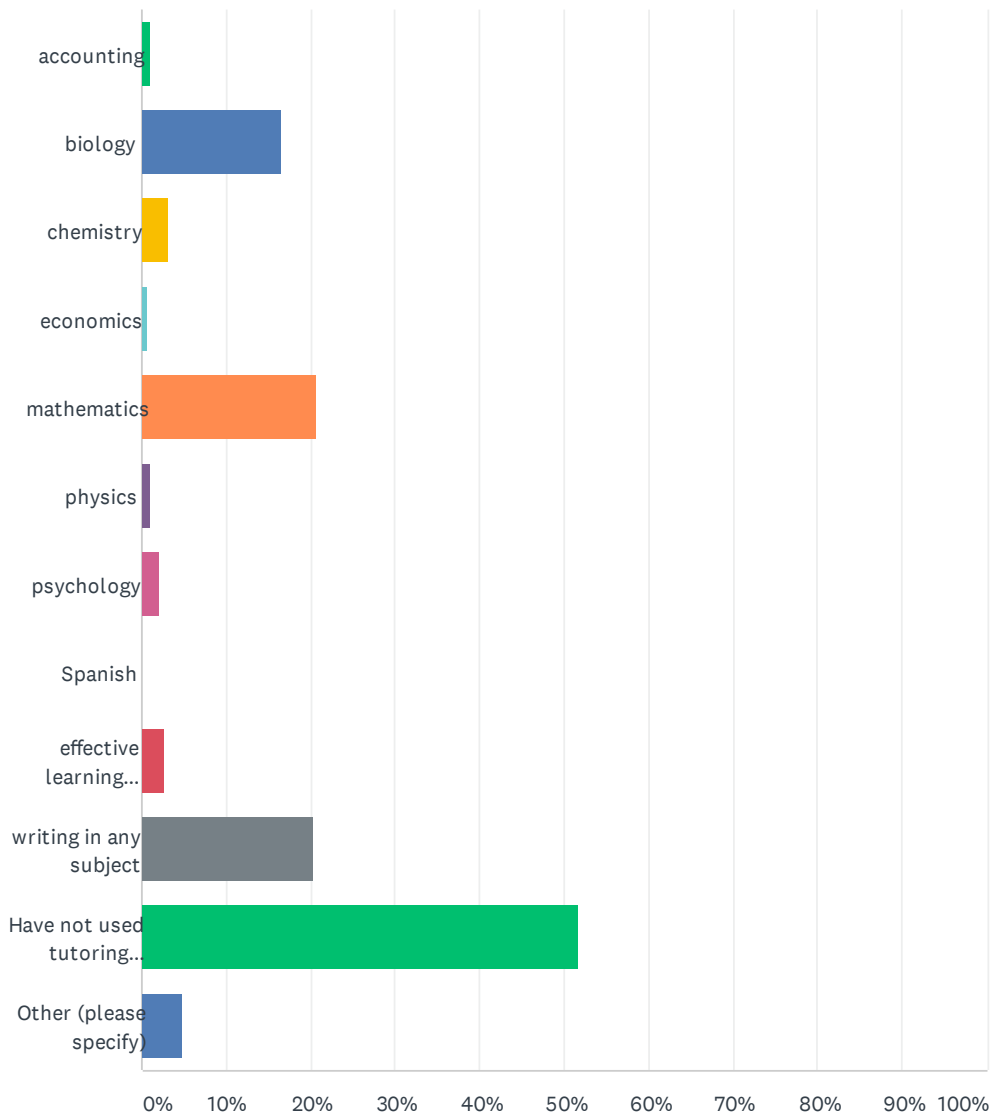


2020-21 Fall Student Survey

ANSWER CHOICES	RESPONSES	
Used the printer/copier	45.63%	73
Received tutoring	36.88%	59
Accessed databases from off campus	35.00%	56
Accessed databases from campus	28.75%	46
Received library instruction/orientation from a librarian	19.38%	31
Borrowed Print Resources (books, magazines, newspapers)	19.38%	31
Used a collaboration room	18.75%	30
Received library instruction/orientation from my instructor	17.50%	28
Used the MakerSpace	3.13%	5
Used PASCAL/interlibrary loan	2.50%	4
Looked at Reserve Items	0.63%	1
Total Respondents: 160		

Q59 For which subject(s) did you receive tutoring services? (check all that apply)

Answered: 188 Skipped: 836



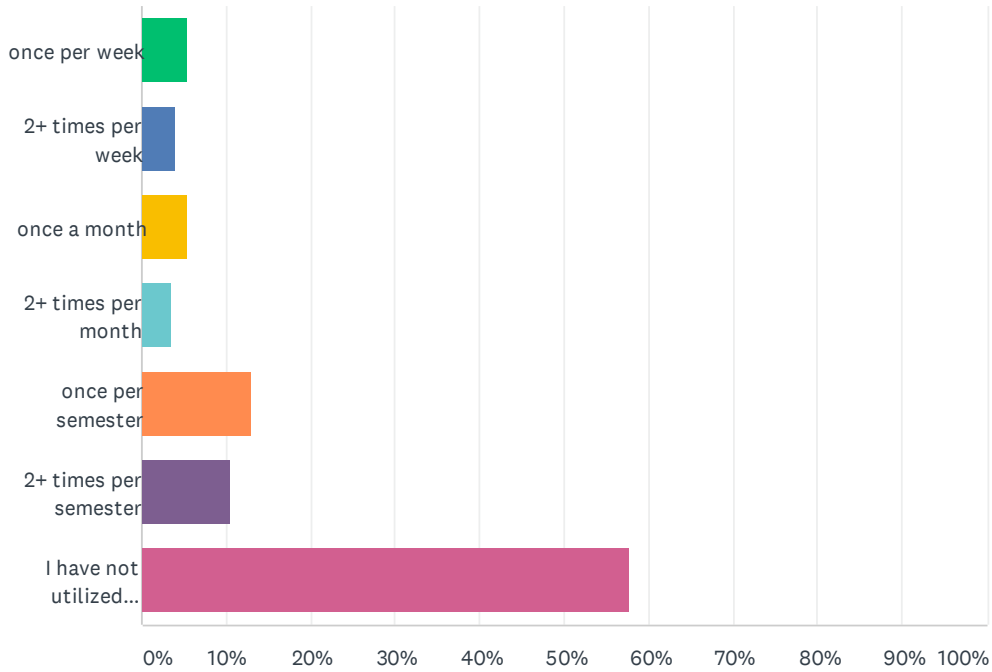
2020-21 Fall Student Survey

ANSWER CHOICES	RESPONSES	
accounting	1.06%	2
biology	16.49%	31
chemistry	3.19%	6
economics	0.53%	1
mathematics	20.74%	39
physics	1.06%	2
psychology	2.13%	4
Spanish	0.00%	0
effective learning strategies	2.66%	5
writing in any subject	20.21%	38
Have not used tutoring services	51.60%	97
Other (please specify)	4.79%	9
Total Respondents: 188		

#	OTHER (PLEASE SPECIFY)	DATE
1	engineering	11/4/2020 11:56 AM
2	Nursing	11/2/2020 1:46 PM
3	I Wish y'all had vet tutors	10/21/2020 10:32 PM
4	If SI counts, then calculus and chemistry	10/21/2020 4:29 PM
5	bio midterm	10/20/2020 4:52 PM
6	Hh	10/20/2020 4:11 PM
7	.	10/20/2020 3:21 PM
8	nursing	10/20/2020 11:36 AM
9	N/a	10/20/2020 11:09 AM

Q60 How often have you utilized tutoring services.

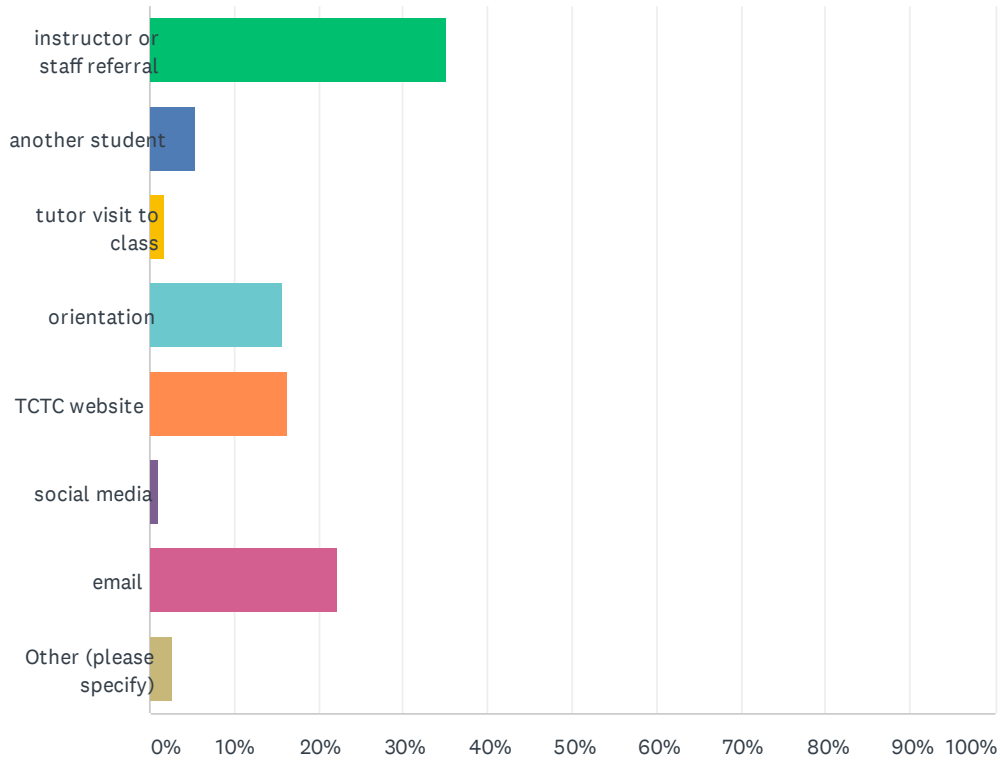
Answered: 199 Skipped: 825



ANSWER CHOICES	RESPONSES	
once per week	5.53%	11
2+ times per week	4.02%	8
once a month	5.53%	11
2+ times per month	3.52%	7
once per semester	13.07%	26
2+ times per semester	10.55%	21
I have not utilized tutoring services	57.79%	115
TOTAL		199

Q61 How did you learn about tutoring services?

Answered: 185 Skipped: 839

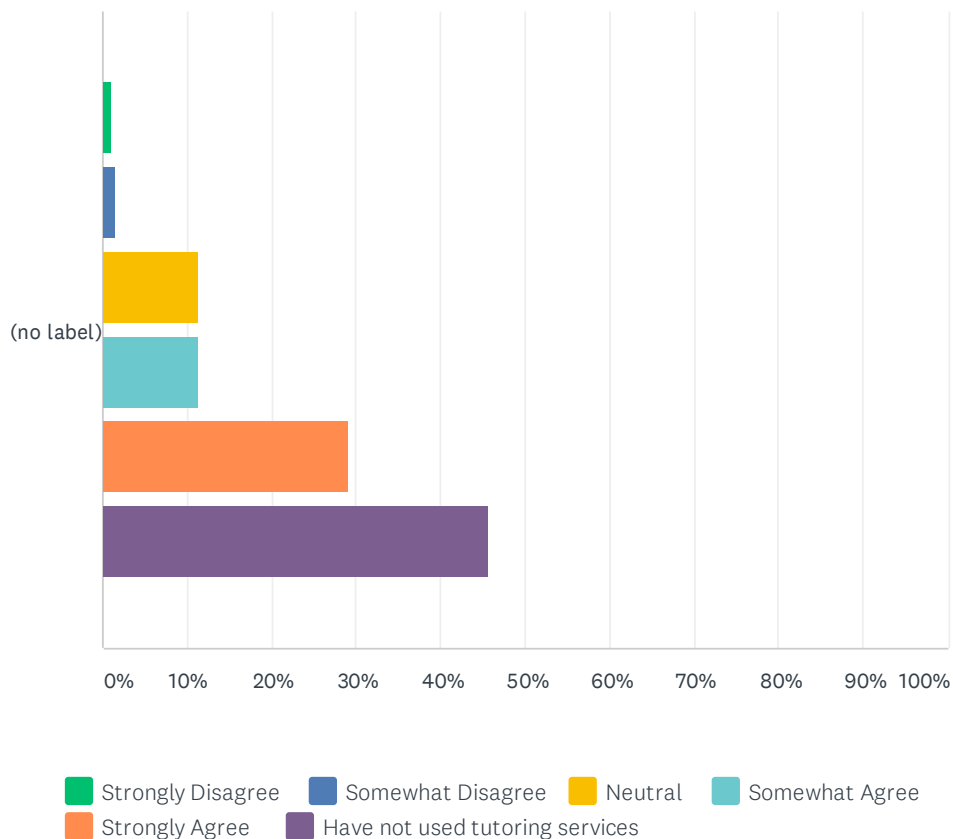


ANSWER CHOICES	RESPONSES
instructor or staff referral	35.14% 65
another student	5.41% 10
tutor visit to class	1.62% 3
orientation	15.68% 29
TCTC website	16.22% 30
social media	1.08% 2
email	22.16% 41
Other (please specify)	2.70% 5
TOTAL	185

#	OTHER (PLEASE SPECIFY)	DATE
1	all of the above... you should add a button	10/28/2020 9:34 PM
2	almost all of the above	10/28/2020 8:04 PM
3	This survey	10/21/2020 10:15 PM
4	I didn't know about it until now.	10/21/2020 2:03 PM
5	My parents told me about it	10/20/2020 11:53 AM

Q62 I am satisfied with the tutoring services provided by the Learning Commons.

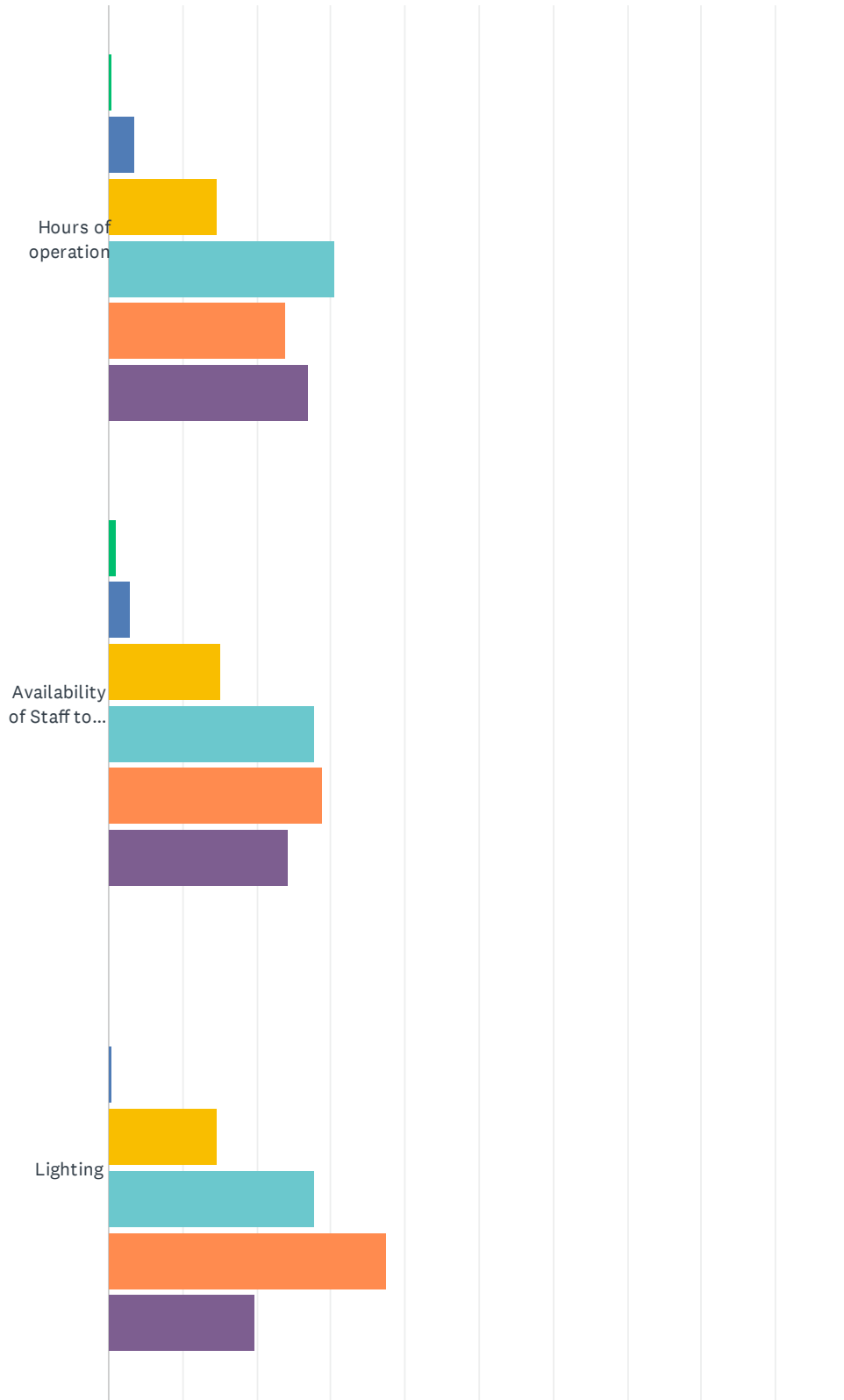
Answered: 193 Skipped: 831



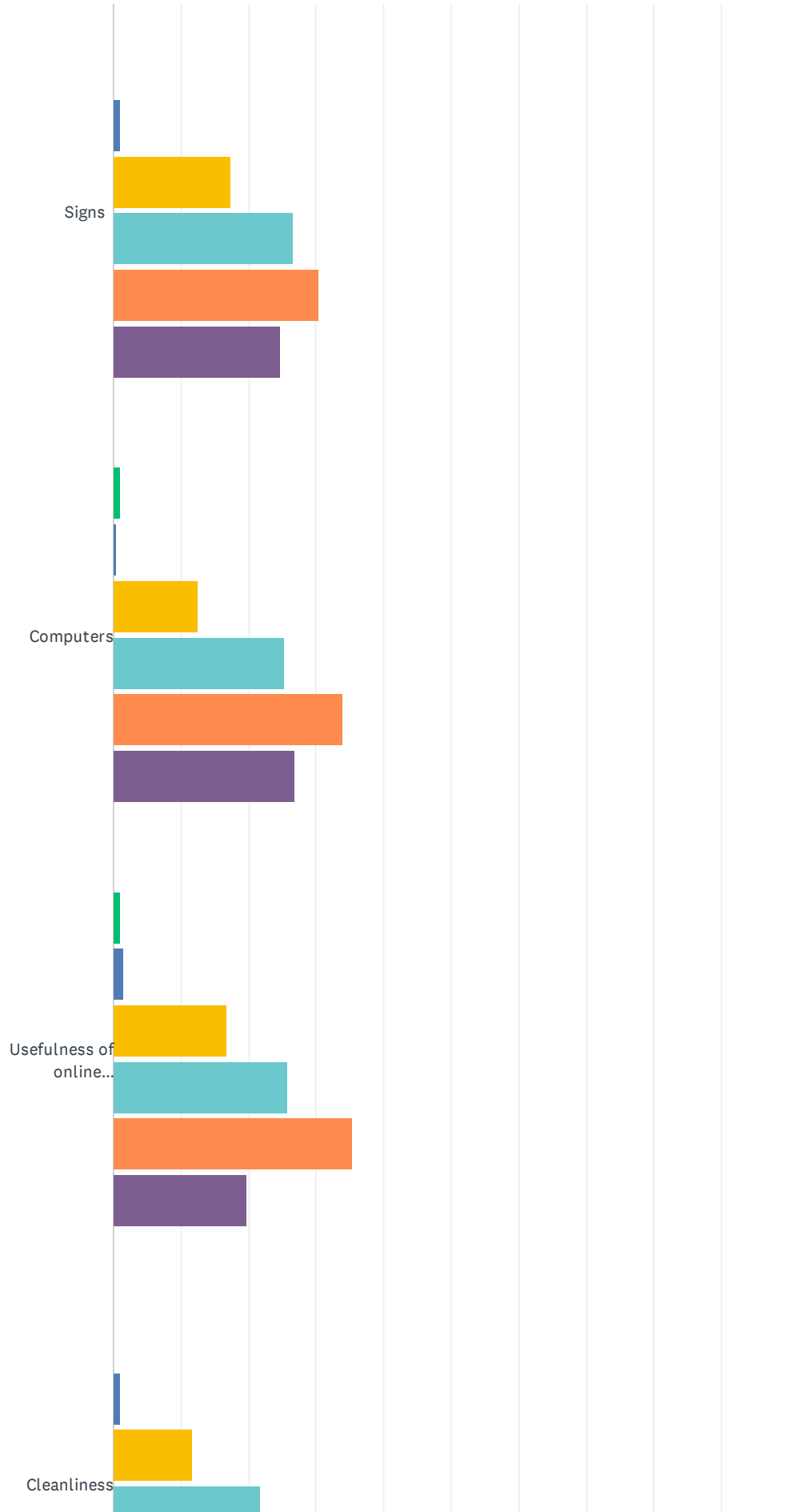
	STRONGLY DISAGREE	SOMEWHAT DISAGREE	NEUTRAL	SOMEWHAT AGREE	STRONGLY AGREE	HAVE NOT USED TUTORING SERVICES	TOTAL	WEIGHTED AVERAGE
(no label)	1.04%	1.55%	11.40%	11.40%	29.02%	45.60%	193	2.29
	2	3	22	22	56	88		

Q63 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.

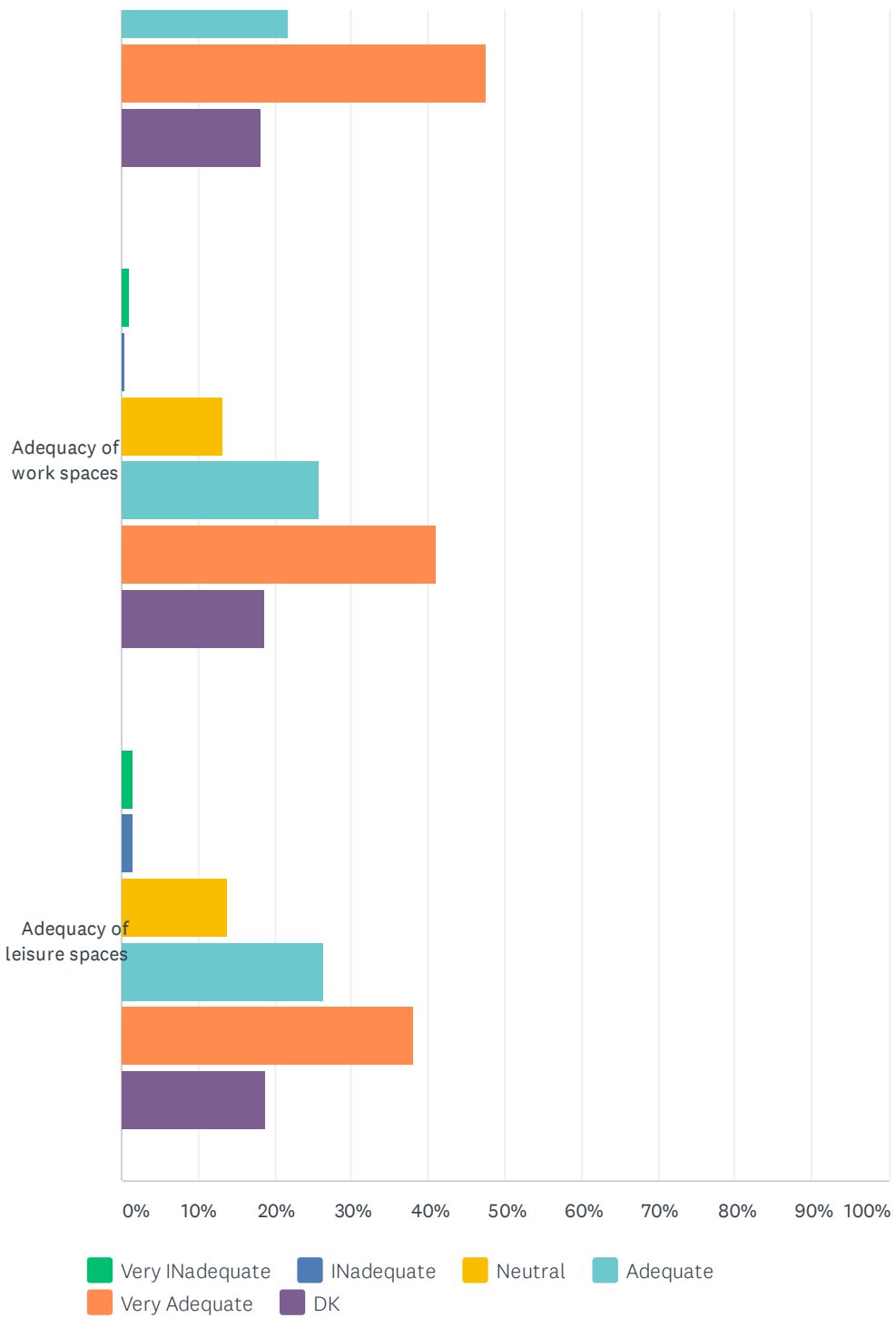
Answered: 198 Skipped: 826



2020-21 Fall Student Survey



2020-21 Fall Student Survey



2020-21 Fall Student Survey

	VERY INADEQUATE	INADEQUATE	NEUTRAL	ADEQUATE	VERY ADEQUATE	DK	TOTAL	WEIGHTED AVERAGE
Hours of operation	0.51% 1	3.55% 7	14.72% 29	30.46% 60	23.86% 47	26.90% 53	197	4.01
Availability of Staff to answer questions	1.01% 2	3.03% 6	15.15% 30	27.78% 55	28.79% 57	24.24% 48	198	4.06
Lighting	0.00% 0	0.51% 1	14.65% 29	27.78% 55	37.37% 74	19.70% 39	198	4.27
Signs	0.00% 0	1.03% 2	17.44% 34	26.67% 52	30.26% 59	24.62% 48	195	4.14
Computers	1.01% 2	0.51% 1	12.63% 25	25.25% 50	33.84% 67	26.77% 53	198	4.23
Usefulness of online resources (website, databases, resource guides, etc.)	1.01% 2	1.52% 3	16.67% 33	25.76% 51	35.35% 70	19.70% 39	198	4.16
Cleanliness	0.00% 0	1.01% 2	11.62% 23	21.72% 43	47.47% 94	18.18% 36	198	4.41
Adequacy of work spaces	1.01% 2	0.51% 1	13.13% 26	25.76% 51	40.91% 81	18.69% 37	198	4.29
Adequacy of leisure spaces	1.52% 3	1.52% 3	13.71% 27	26.40% 52	38.07% 75	18.78% 37	197	4.21