



**Aiken Technical College**

## **Student Satisfaction Survey**

**2022**

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## **Summary:**

In general, the race/ethnicity percentage distribution between the Spring 2021 student population and the survey respondents was very similar, except for the Latino category where there was no participation. Another item of note is that a significantly disproportionate number of females were represented in the survey compared to their male counterparts.

Survey takers were also on average nine years older than the spring age distribution. General Education, Business, Computer Technology, and Health Science students contributed the most to the survey in terms of academic divisions. On the contrary, Technical Education students had reduced participation. Regarding the state of residency, the percentage of participation remained similar between survey participants and spring student composition.

A vast majority (87.2%) of students indicated their preferred method of contact is via their ATC email account. Slightly less than three-quarters stated that they received 'just right' communications from ATC via their *ATC email*. The other preferred methods are text messages, ATC Website, and personal email. Social media platforms fell to fifth place.

Facebook continues to be the preferred social media, followed by Instagram, and YouTube. In terms of frequency of use, almost forty percent indicated that they use social media every day or a few times a week. In contrast, forty percent expressed that they rarely or never interact with social media platforms.

Just one-third of respondents use social media to stay informed of campus events and important dates.

Approximately forty-three percent of the respondents indicated having interaction with the ISM Help Desk, most of those indicating rarely/infrequently (29.5%). Half of those who responded concerning the Help Desk were 'very satisfied' or 'satisfied' with their interaction.

Two-thirds of the students answered that Student Success Center (SSC) coaching and tutoring helped them succeed, and sixty-eight percent indicated they were 'very satisfied' or 'satisfied' with the SSC.

Almost eighty-four percent of respondents indicated that it was easy to put together their class schedules based on their needs and to sign up for classes.

Regarding the ATC Enrollment Services Center, about sixty-one percent of respondents indicated that they received a return call within 24 business hours. That and 'my ATC Enrollment Advisor helped me to understand how my program of study will improve my career options and goals' are the two categories with the lowest scores in that area.

Roughly forty-six percent of students have utilized Counseling Services, most of those indicating rarely/infrequently (34.6%). Among those who sought out counseling, slightly over fifty-five percent were 'very satisfied' or 'satisfied' with the services provided.

Half of the survey takers expressed that they 'neither agree or disagree' that the ATC Career Service helps them find a career or job, develop their interview skills, and develop or improve their resume.

The Library services such as online databases, computers/internet access, staff, and physical library achieved an interaction between twenty-four to thirty-four percent.

Student engagement shows that almost sixty percent of students are interested in campus activities, but half have not attended any campus activity or event. Eighty-six percent 'strongly agree' or 'agree' they receive notifications about campus events promptly.

There is a favorable rating (around 90%) concerning ATC campus grounds and buildings related to safety, cleanness, adequate security, and well-maintained facilities. Almost ninety-four percent considered that the campus facilities met their needs as a student. Nearly seventy percent rated very satisfied or satisfied with ATC Security Services.

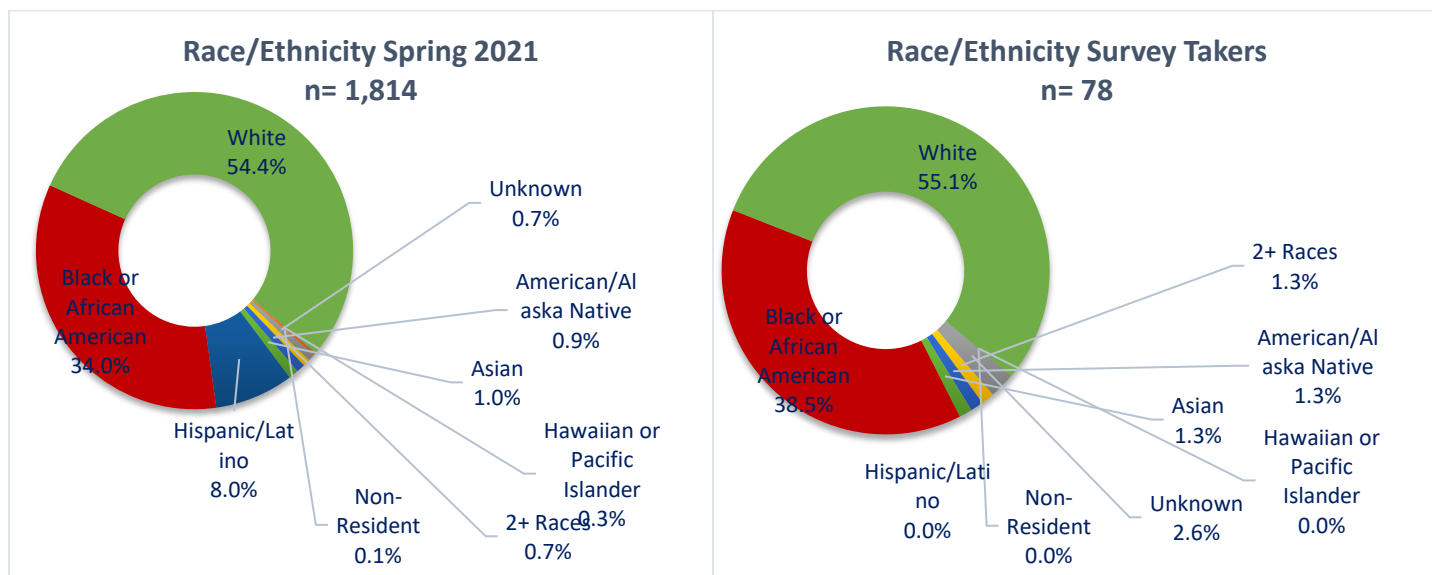
### **Methodology:**

The Institutional Effectiveness and Research Department administered the 2021 Student Satisfaction Survey via Survey Monkey. The purpose of the survey is to evaluate ATC's Services and Operations. On April 12, 2021, an invitation was emailed to 1,803 students enrolled in the Spring 2021 term with a reminder invitation on April 19, 2021. A link to the survey was also available on Facebook, Instagram, Twitter, and the MyATC Portal. The survey closed on April 25, 2021, at 11:55 p.m.

Results of the Student Satisfaction Survey 2022 are provided below.

## Results:

### Student Population Composition:



### Age Distribution:

	Spring 2021	Survey Takers
<b>Average</b>	26	34
<b>Median</b>	23	31
<b>1st quartile</b>	20	25
<b>3rd quartile</b>	30	38
<b>Interquartile Range</b>	10	13

### Gender:

	Spring 2021	Survey Takers
<b>Female</b>	66.6%	85.9%
<b>Male</b>	33.4%	14.1%

### Academic Division:

	Spring 2021	Survey Takers
<b>BCTT</b>	11.6%	16.7%
<b>GEN</b>	54.3%	51.3%
<b>HSC</b>	19.0%	26.9%
<b>TEC</b>	15.1%	5.1%

### State of Residency:

	Spring 2021	Survey Takers
<b>South Carolina</b>	85.6%	87.2%
<b>Georgia</b>	14.1%	12.8%

### State of Residency:

	Spring 2021	Survey Takers
South Carolina	85.6%	87.2%
Georgia	14.1%	12.8%

### By Award Type:

	Spring 2021	Survey Takers
Certificate < one year	20.4%	21.8%
One year but < two year certificate	2.6%	3.8%
Associate I creditable	75.9%	73.1%
Non-degree seeking	1.0%	1.3%

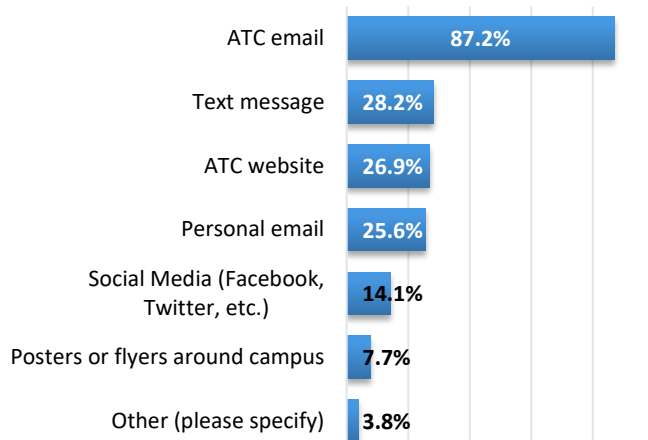
## Survey Analysis

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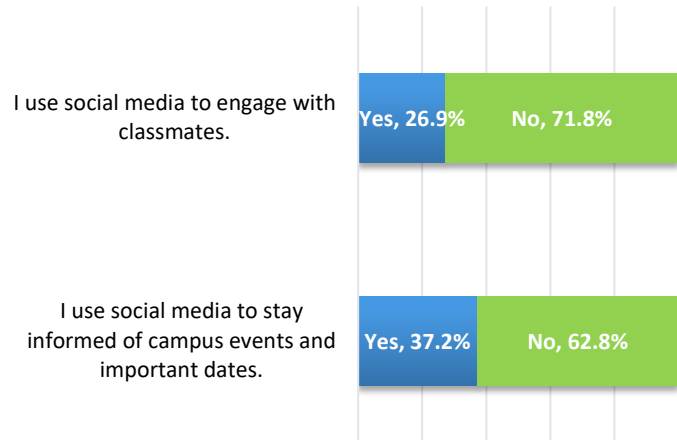
### Technology and Communication:

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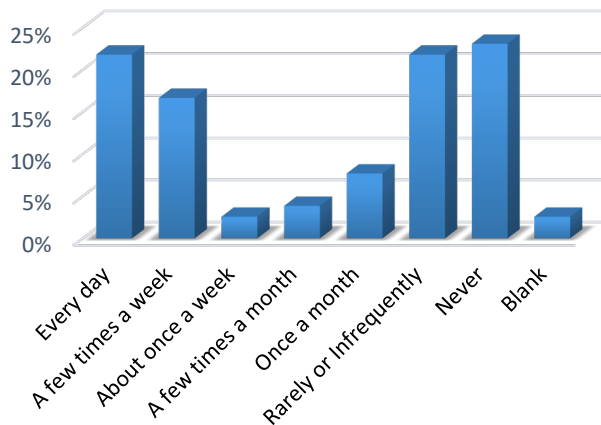
#### Preferred Contact Method



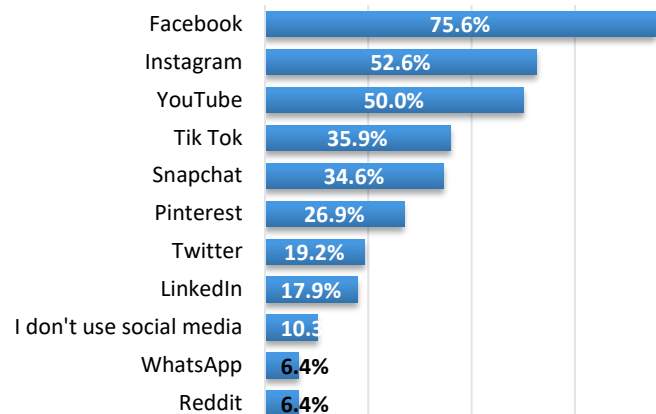
#### Social Media



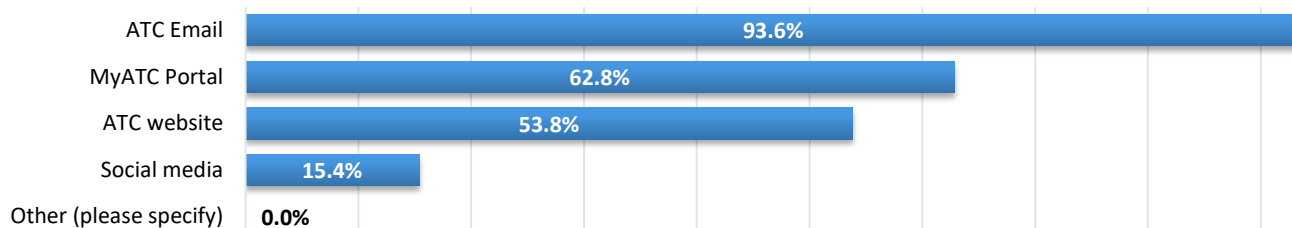
### Social Media Frequency of Use



### Social Media Platforms

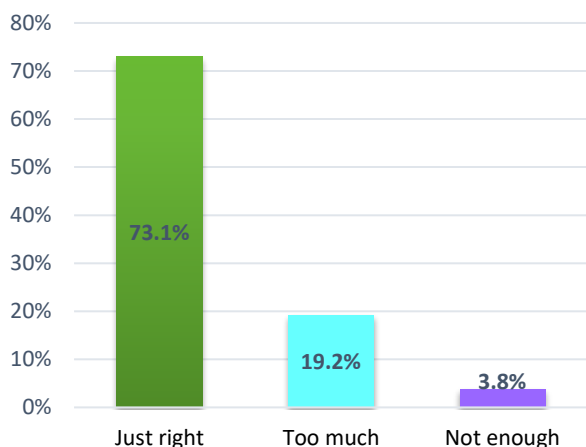


### Preferred Contact Method for General College Information and Updates

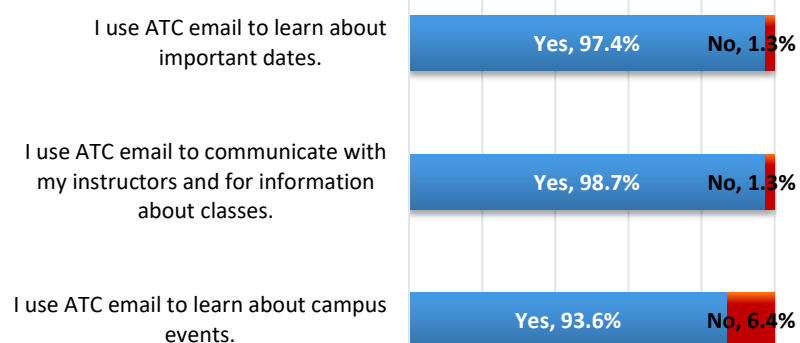


## ATC Email and Website:

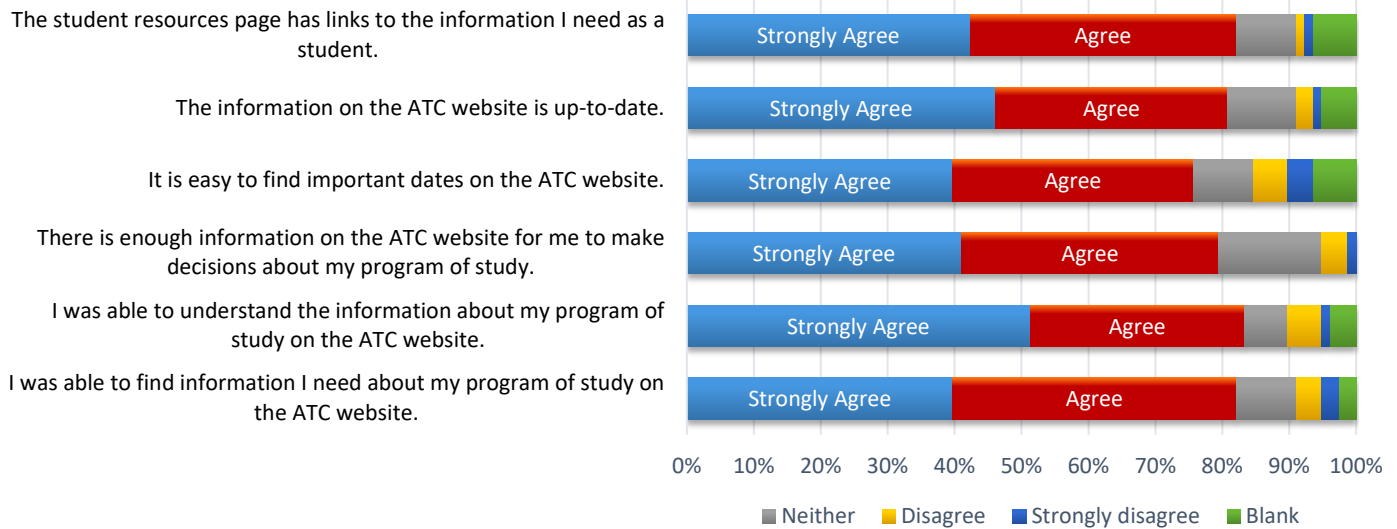
### Communications from ATC via email



### Communication Preferences

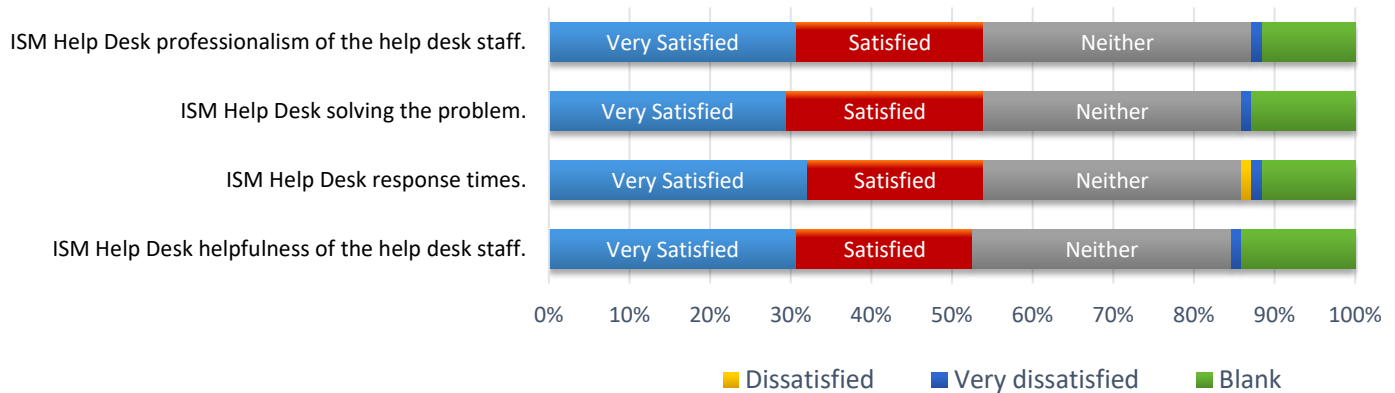


## Website Accessibility

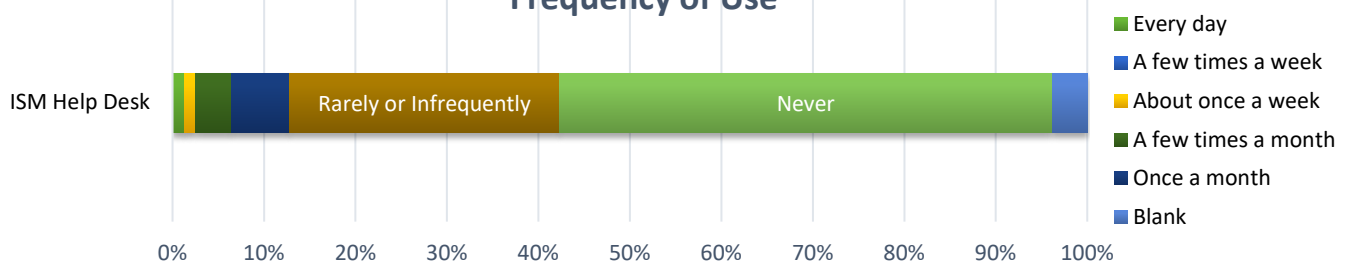


## Computer / IT Support

### ISM Help Desk Satisfaction

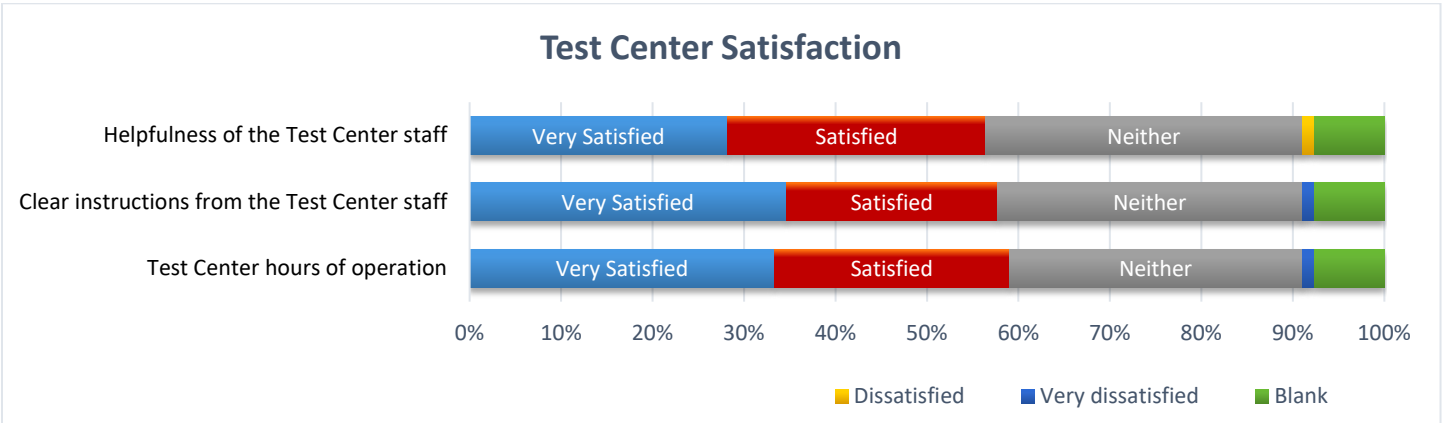


### Frequency of Use

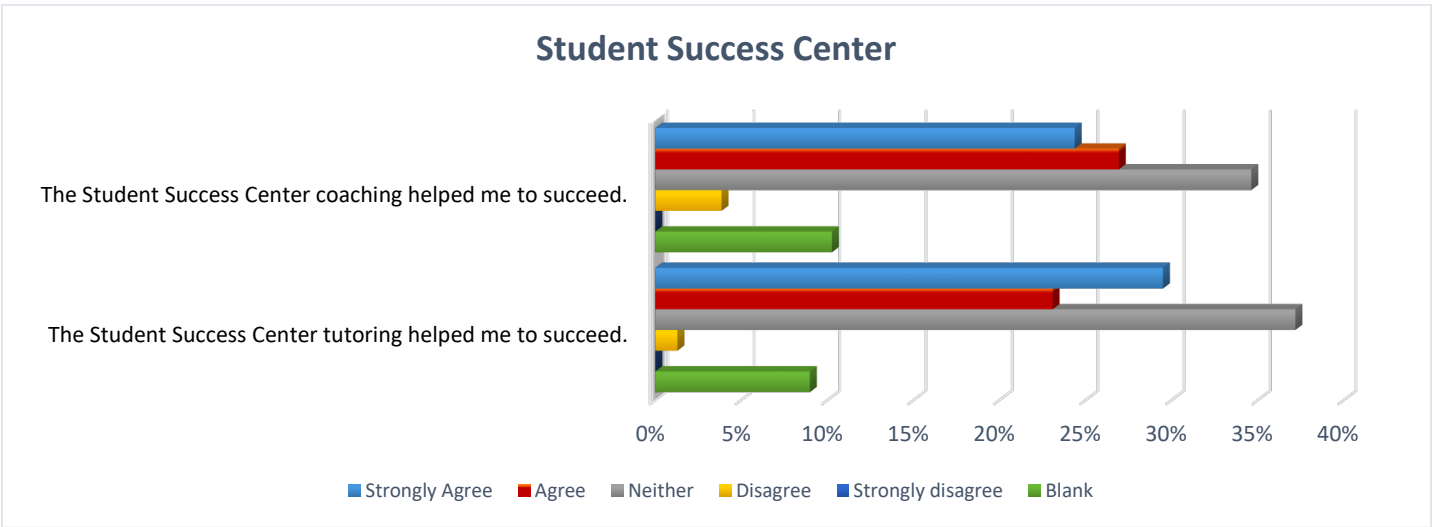




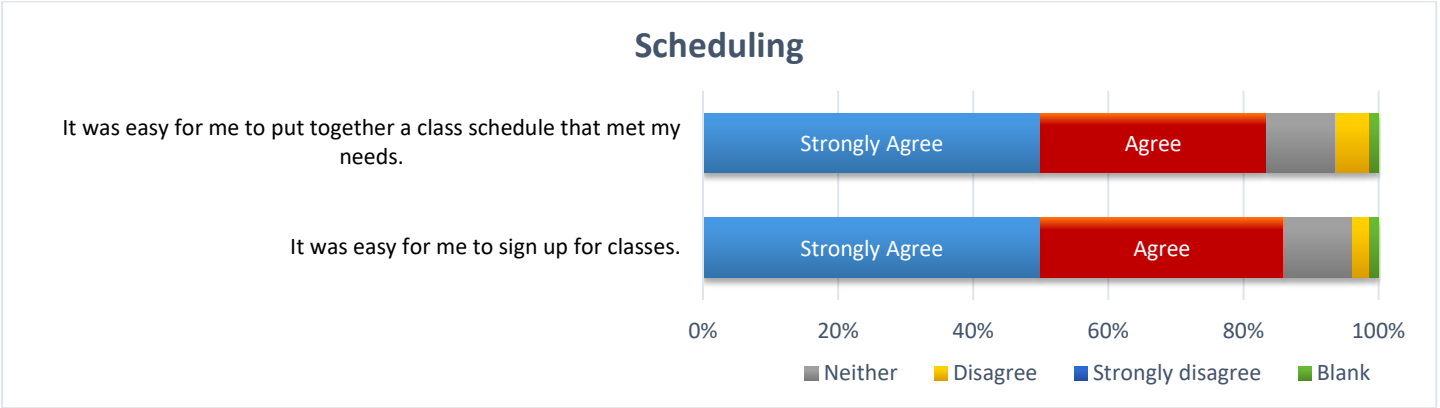
Test Center:



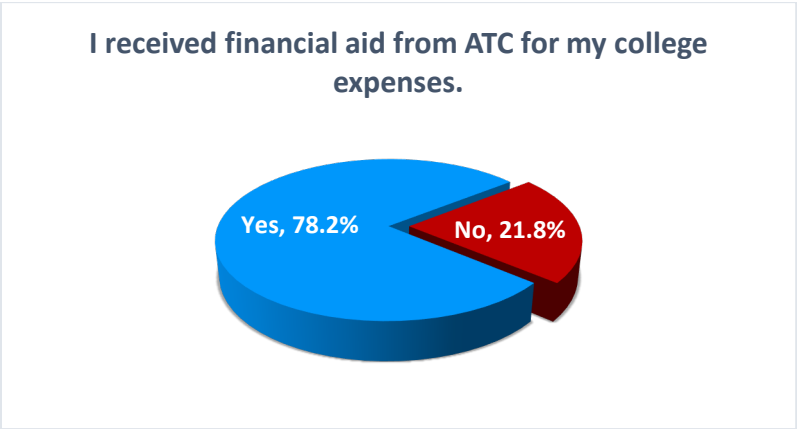
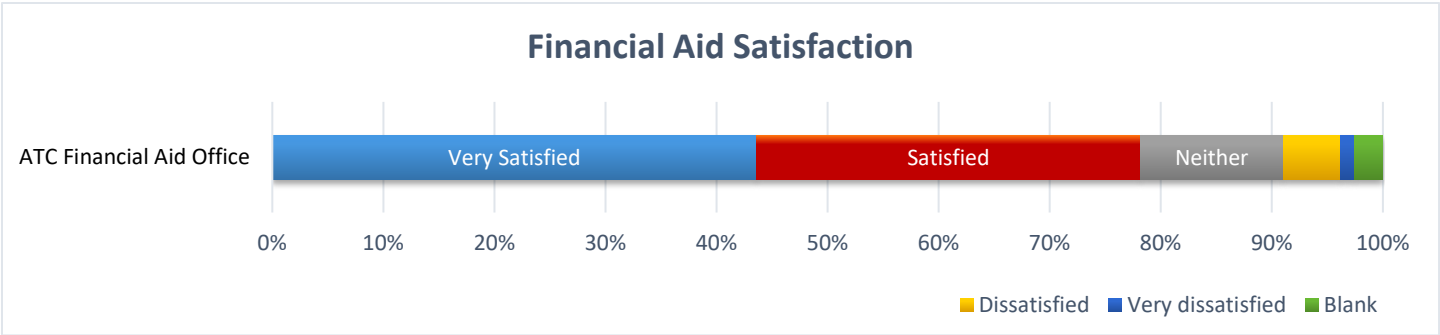
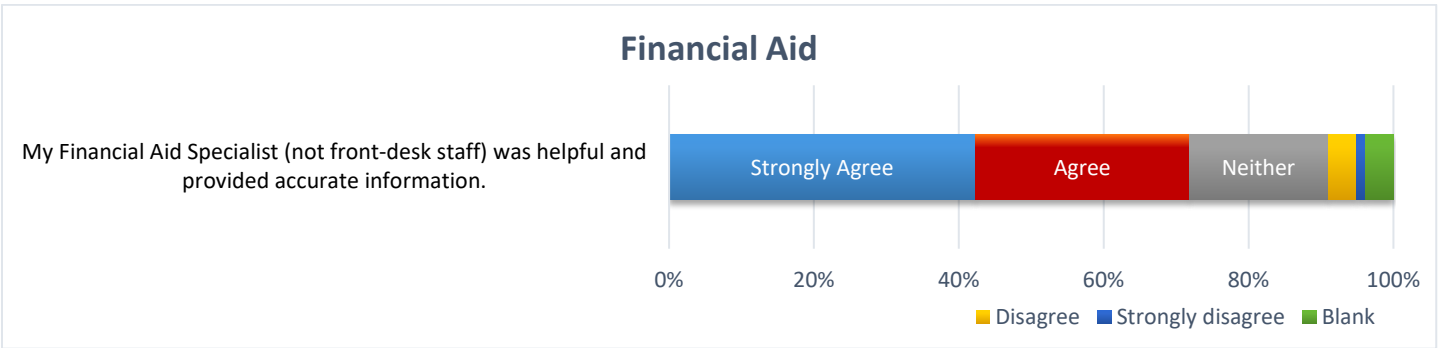
Student Success Center:



Scheduling:

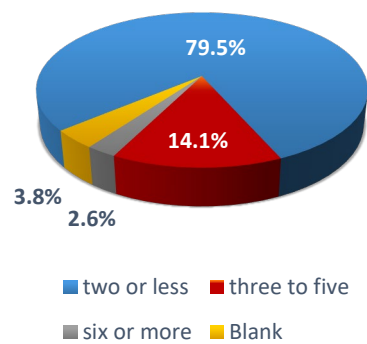


Financial Aid:

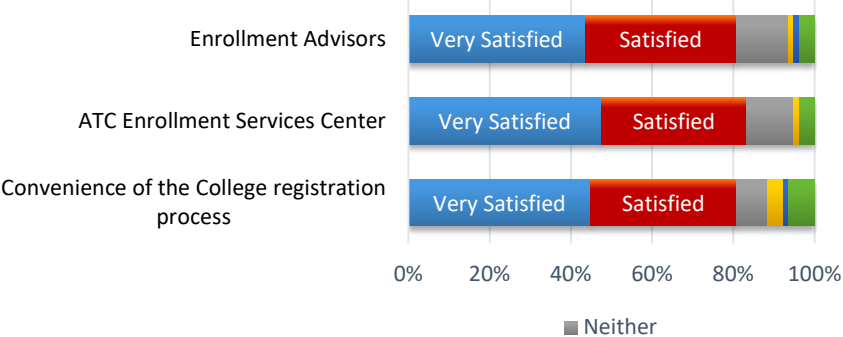


Enrollment Services Center:

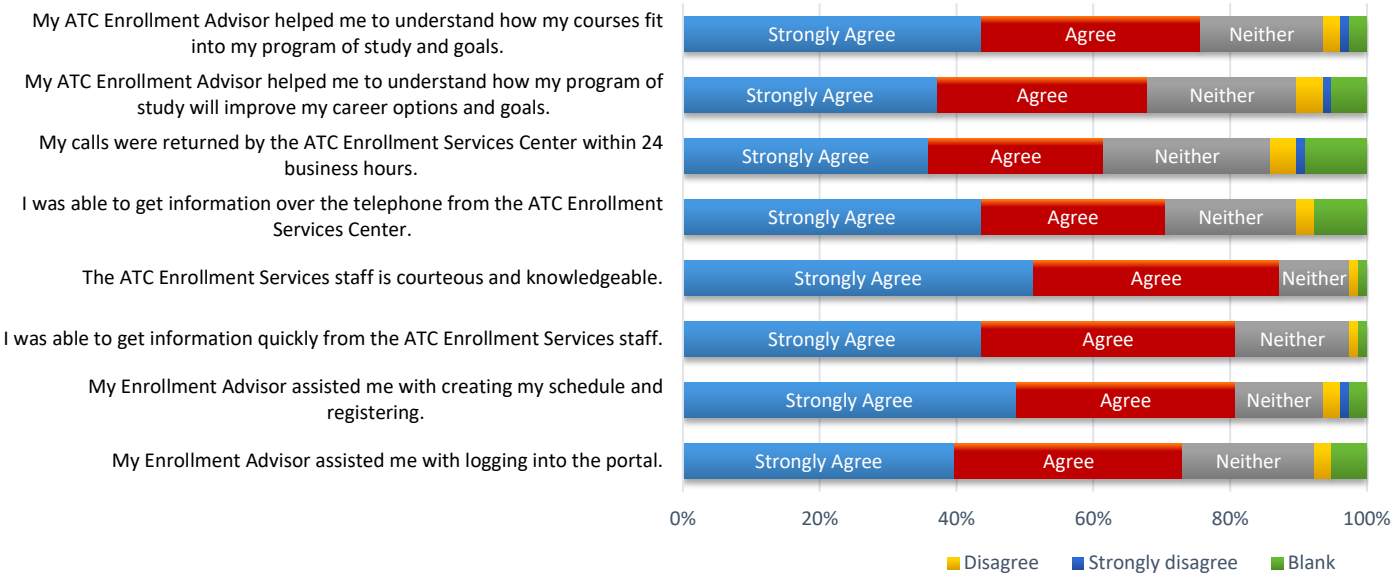
Visits to Complete Enrollment



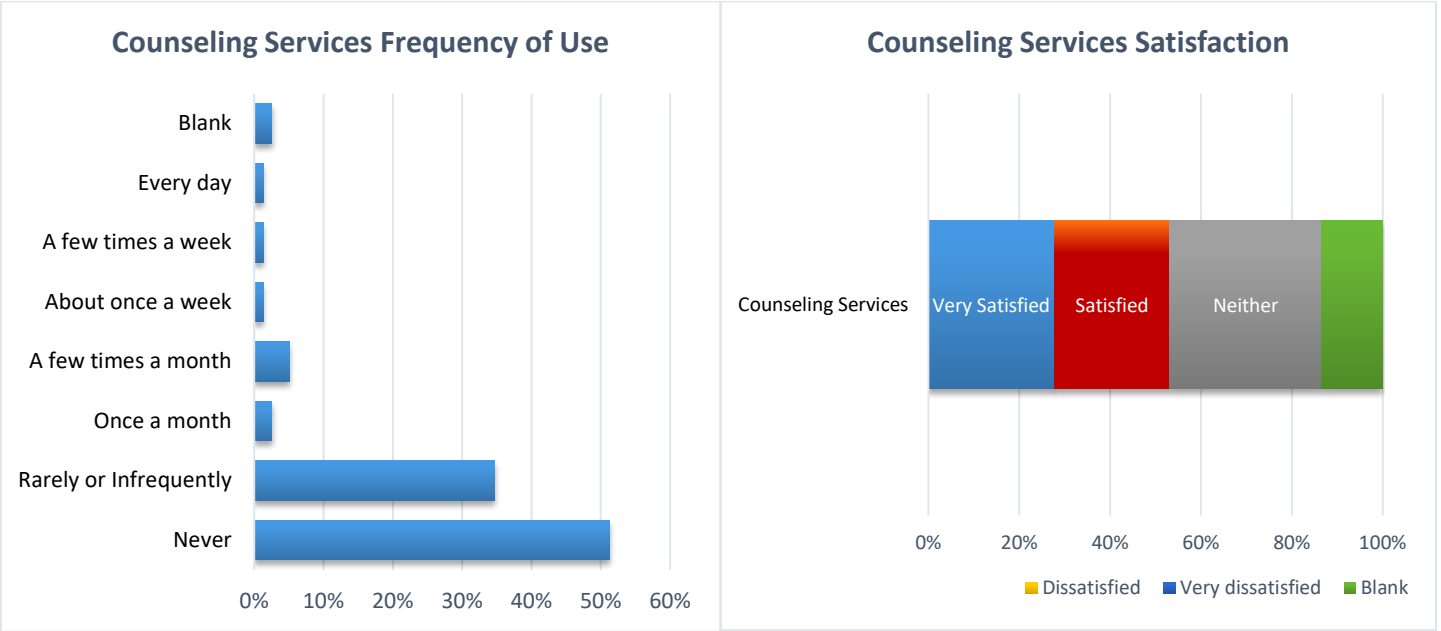
Enrollment Service Satisfaction



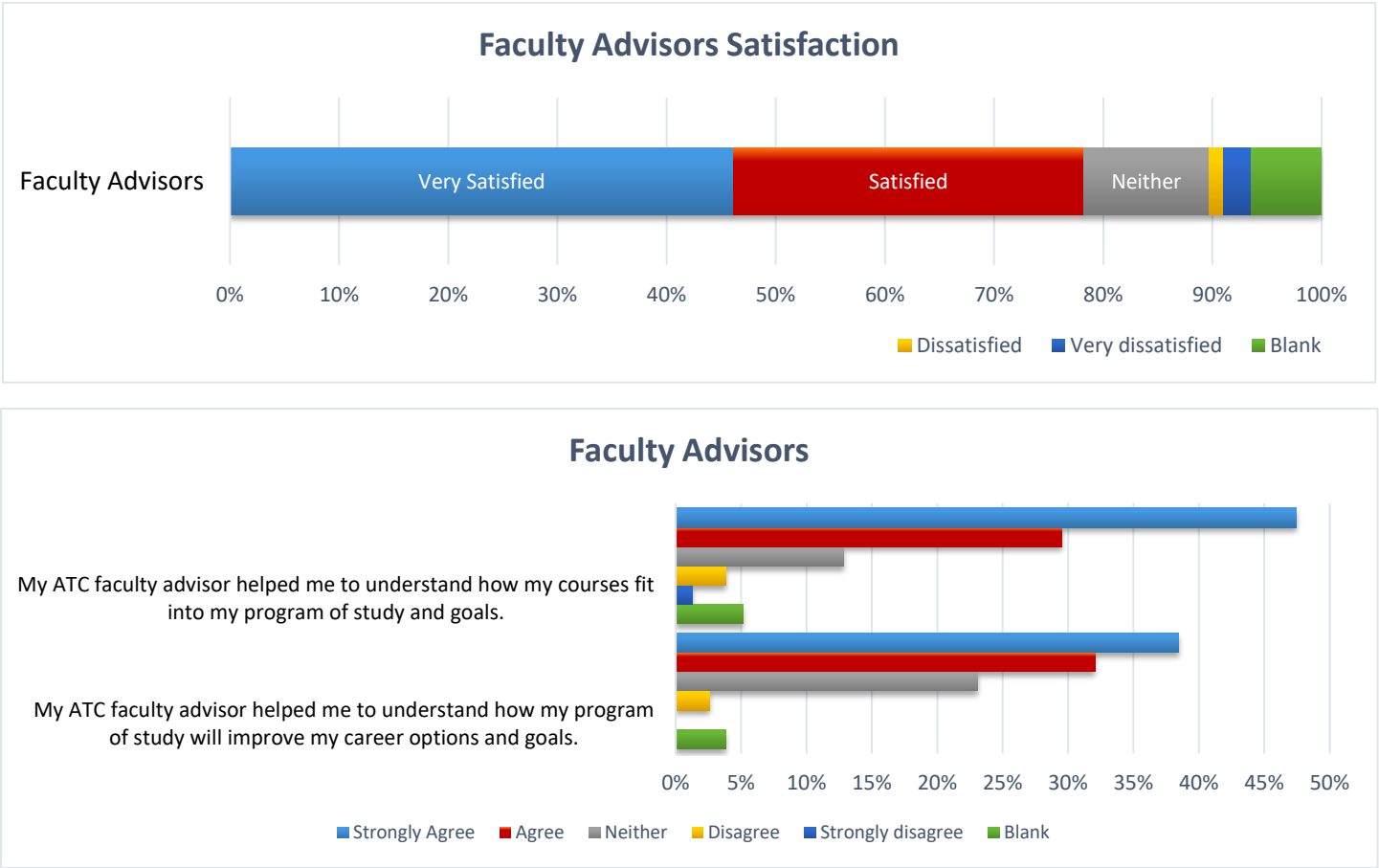
Enrollment Services

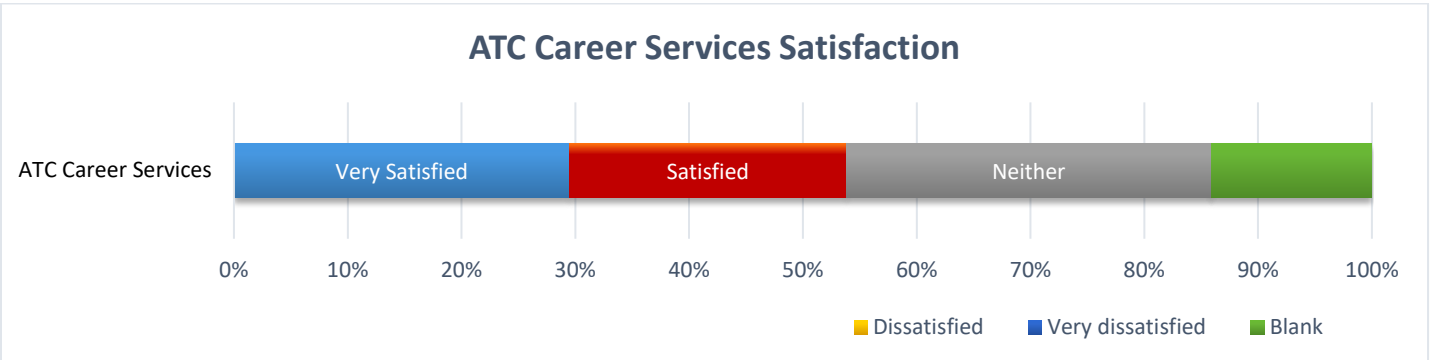


Counseling Services: 2.6

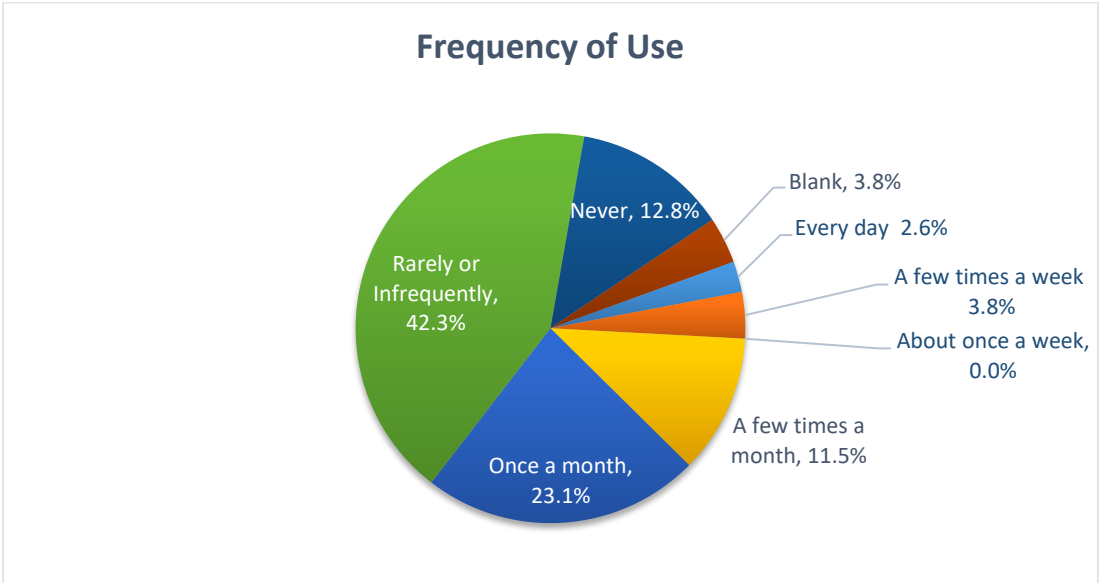


Academic Advising:

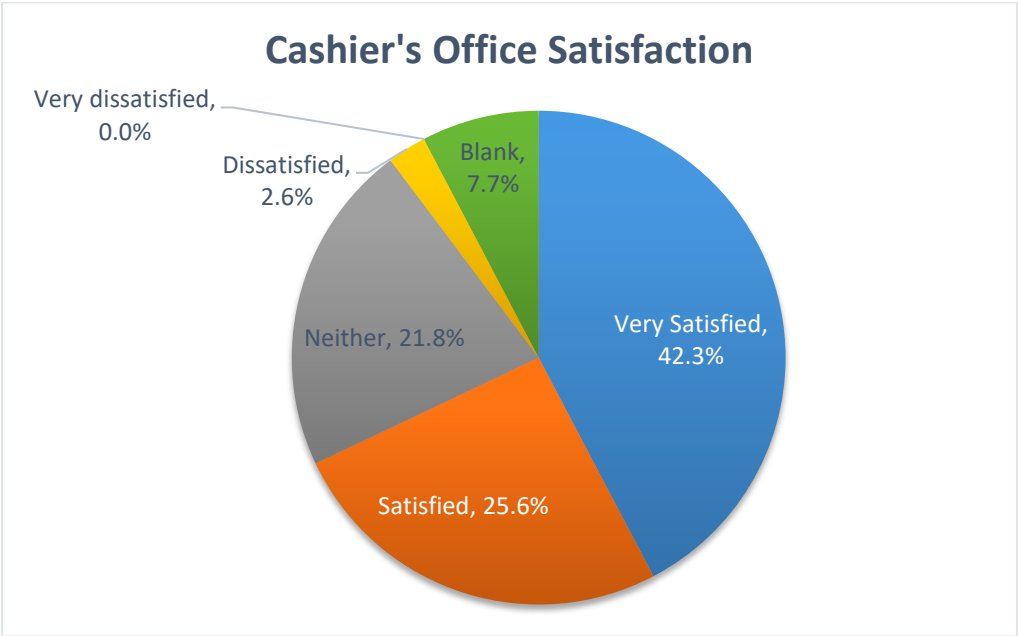
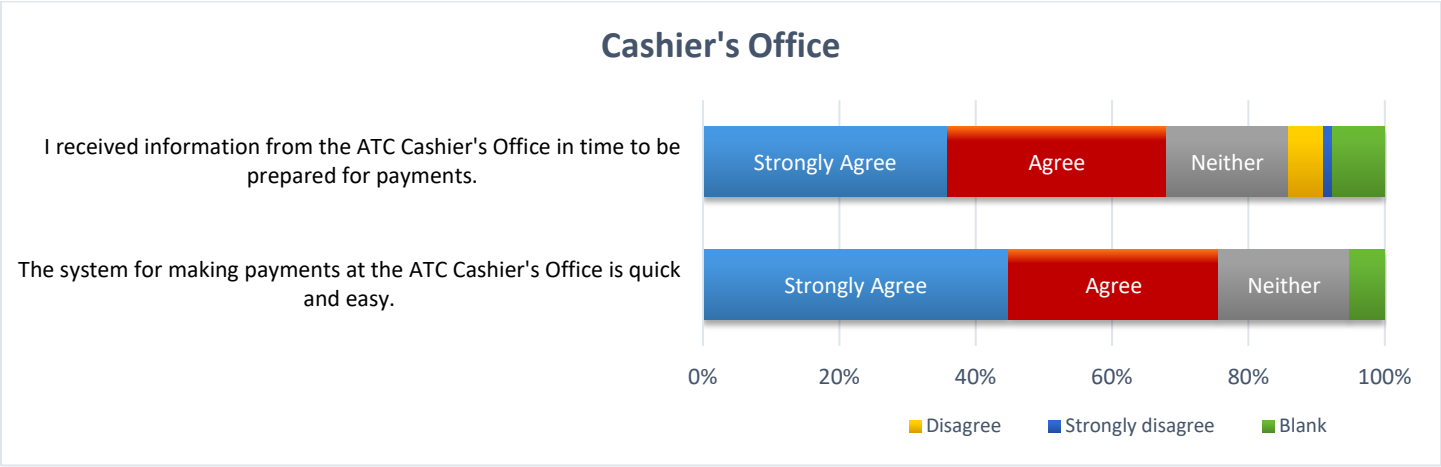


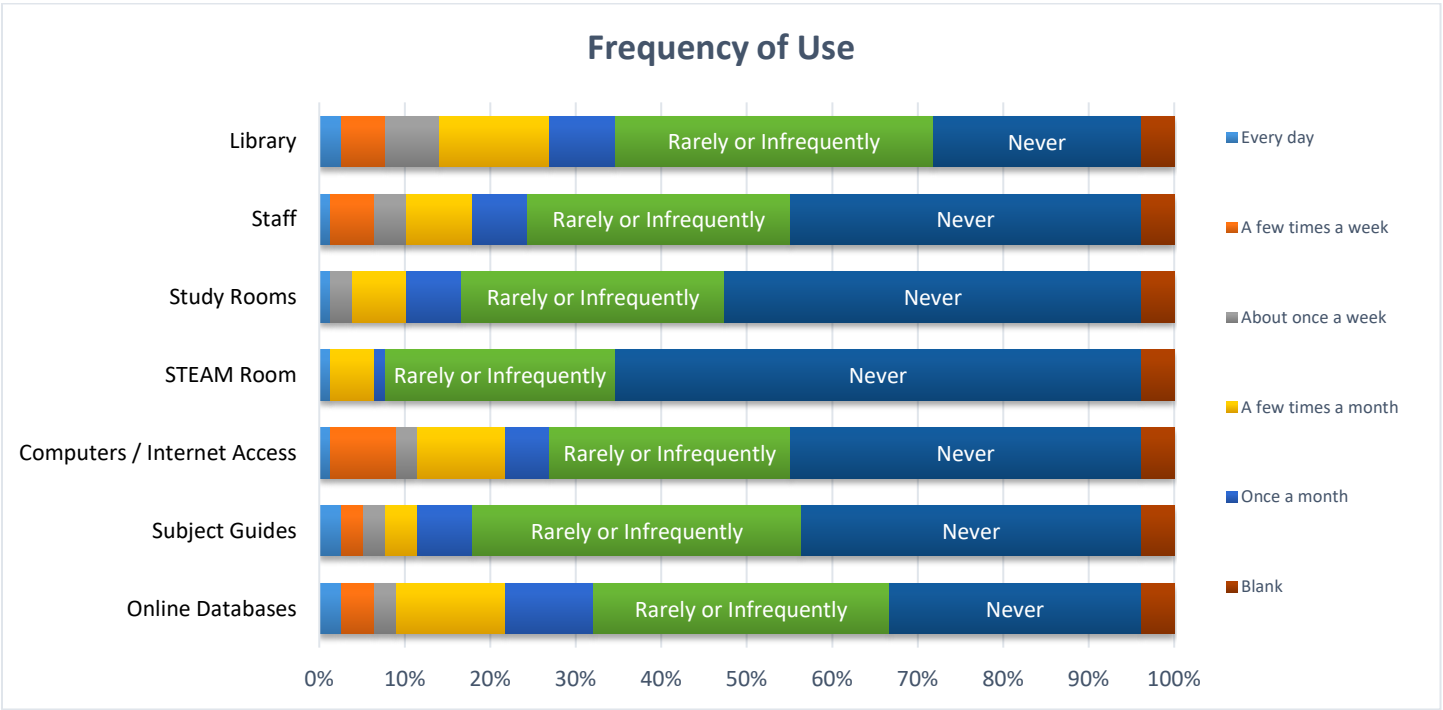
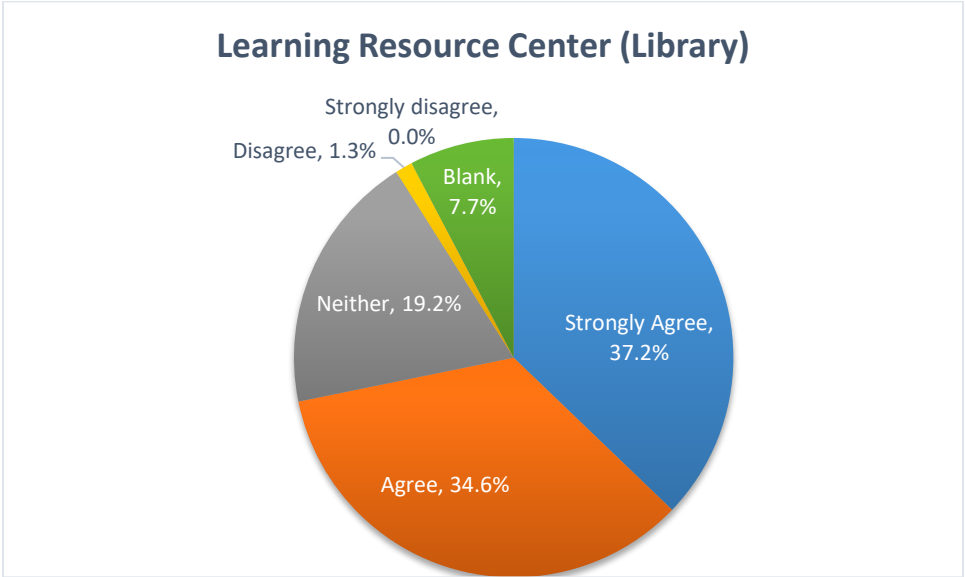


Bookstore:



Cashier’s Office:

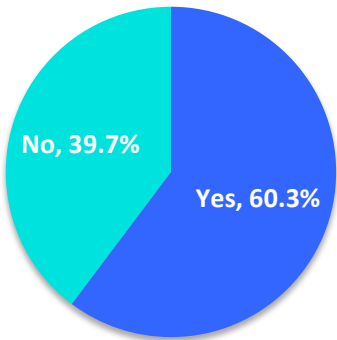




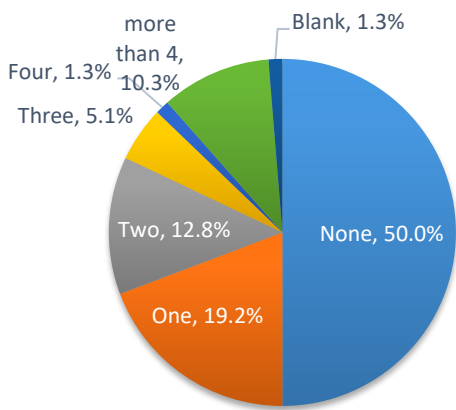


Student Engagement:

I am interested in campus events

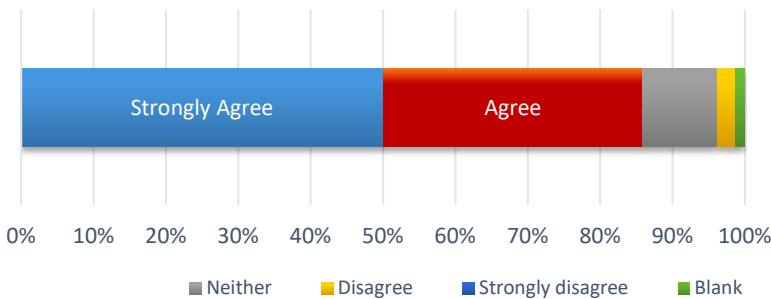


Campus Activities/Events Attended



Event Notifications

I receive notifications about campus events in a timely manner.



Security and Grounds:

