



# STUDENT SATISFACTION SURVEY - 2019

Office of Institutional Effectiveness and Research

# Contents

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Executive Summary.....2

Survey Highlights.....3

Technology and Communication..... 5

ATC Email and Website.....6

Computer /IT Support.....7

Test Center.....8

Academic Success Center.....9

Scheduling.....10

Financial Aid.....11

Enrollment Services Center.....12

Counseling Services.....13

Academic Advising.....14

Career Services.....15

Bookstore.....16

Cashier’s Office.....17

Library.....18

Student Engagement.....19

Security and Grounds.....20

Additional Comments.....21

# Executive Summary:

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This survey was administered via both email invitation and web link. A total of 1,934 students were invited to complete the survey. The survey response collection period was from March 15, 2019 – March 30, 2019. The response rate for this survey was 7.8%.

# Survey Highlights

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## **Technology**

- 92.0% of respondents agreed that they receive notifications about campus events in a timely manner

## **ATC Email and Website**

- 94.0% of respondents indicated that ATC email is their preferred contact method
- 74.5% of respondents indicated that they receive just the right amount of communication in their ATC inbox
- 85.4% of respondents agreed that there is enough information available on the ATC website for them to make decisions regarding their program of study

## **Computer /IT Support**

- 61.8% of respondents indicated that they were satisfied with the helpfulness of the ISM Help Desk staff
- 50.7% of respondents indicated that they have never utilized the ISM Help Desk

## **Test Center**

- 69.8% of respondents indicated that they were satisfied with the helpfulness of the test center staff

## **Academic Success Center**

- 56.7% of respondents indicated that they had received tutoring from the Academic Success Center

## **Scheduling**

- 88.6% of respondents indicated that they found it easy to sign up for classes

## **Financial Aid**

- 81.5% of respondents indicated they received financial aid

## **Enrollment Services Center**

- 85.3% of respondents agreed that the ATC Enrollment Services staff is courteous and knowledgeable
- 55.6% of respondents agreed that their calls were returned by the ATC Enrollment Services Center within 24 hours

## **Counseling Services**

- 60.4% of respondents indicated that they have never utilized ATC Counseling Services

## **Academic Advising**

- 83.9% of respondents agreed that they were satisfied with their Academic Advisors

## **Career Services**

- 28.0% of respondents agreed that the ATC Career Services helped them to develop or improve their resume
- 21.2% of respondents agreed that the ATC Career Services helped them to find a career or job; 64.9% of respondents neither agreed or disagreed to this statement

**Bookstore**

- 80.7% of respondents indicated that they were satisfied with the Bookstore hours of operation
- 91.3% of respondents indicated that they were satisfied with the helpfulness of Bookstore staff

**Cashier's Office**

- 65.6% of respondents agreed that the system for making payments at the Cashier's Office was quick and easy

**Student Engagement**

- 74.5% of respondents indicated that they were interested in learning about campus events; however, 44.0% of the respondents indicated they attended 0 campus activities/events this year; 16.7% of respondents indicated they attended 3 or more events this year

**Library**

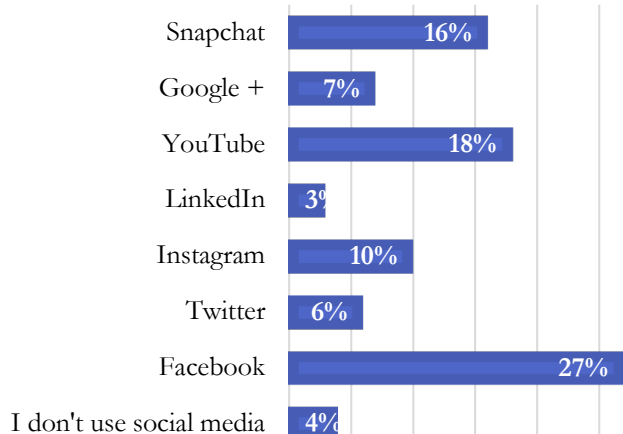
- 76.2% of respondents agreed that there is enough information available in the Library to help them complete their assignments
- 66.7% of respondents indicated that they have never utilized the Learning Resource Center (Library) STEAM room

**Security and Grounds**

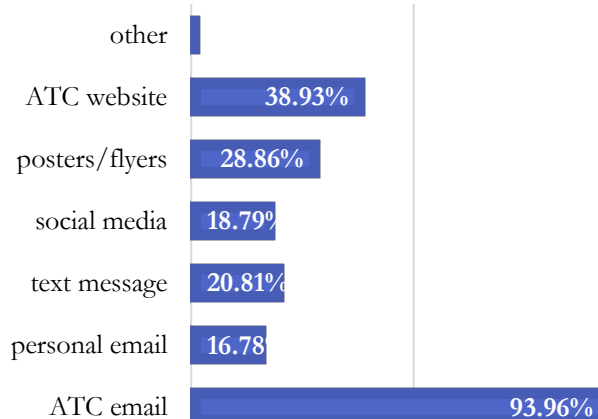
- 90.7% of respondents agreed that the grounds and buildings are clean and well maintained
- 88.1% of respondents agreed that the buildings are safe and have adequate security

# Technology and Communication:

## SOCIAL MEDIA PLATFORMS



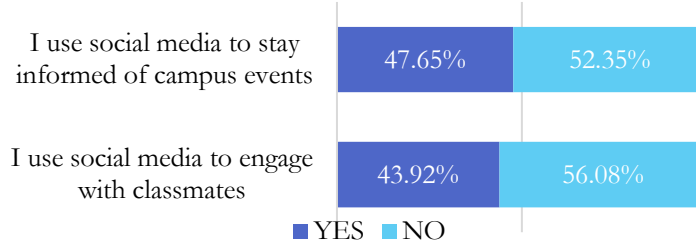
## PREFERRED CONTACT



## SOCIAL MEDIA FREQUENCY OF USE

Every day	34.46%
A few times a week	16.22%
About once a week	8.78%
A few times a month	8.08%
Once a month	2.03%
Less than once a month	6.76%
Never	25.68%

## SOCIAL MEDIA

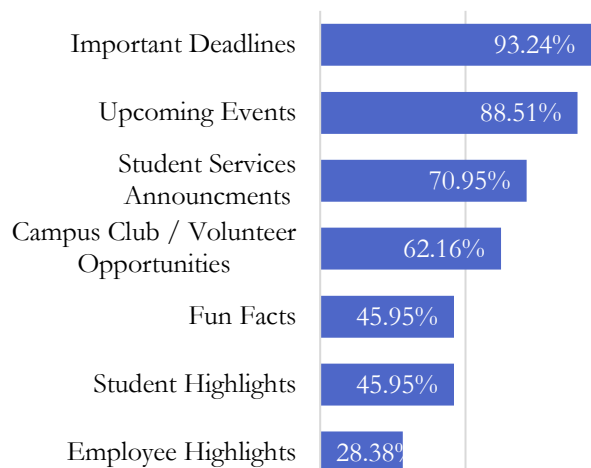


## CAMPUS TV

The campus TV screens have information I need as a student



## CAMPUS TV DESIRED INFO



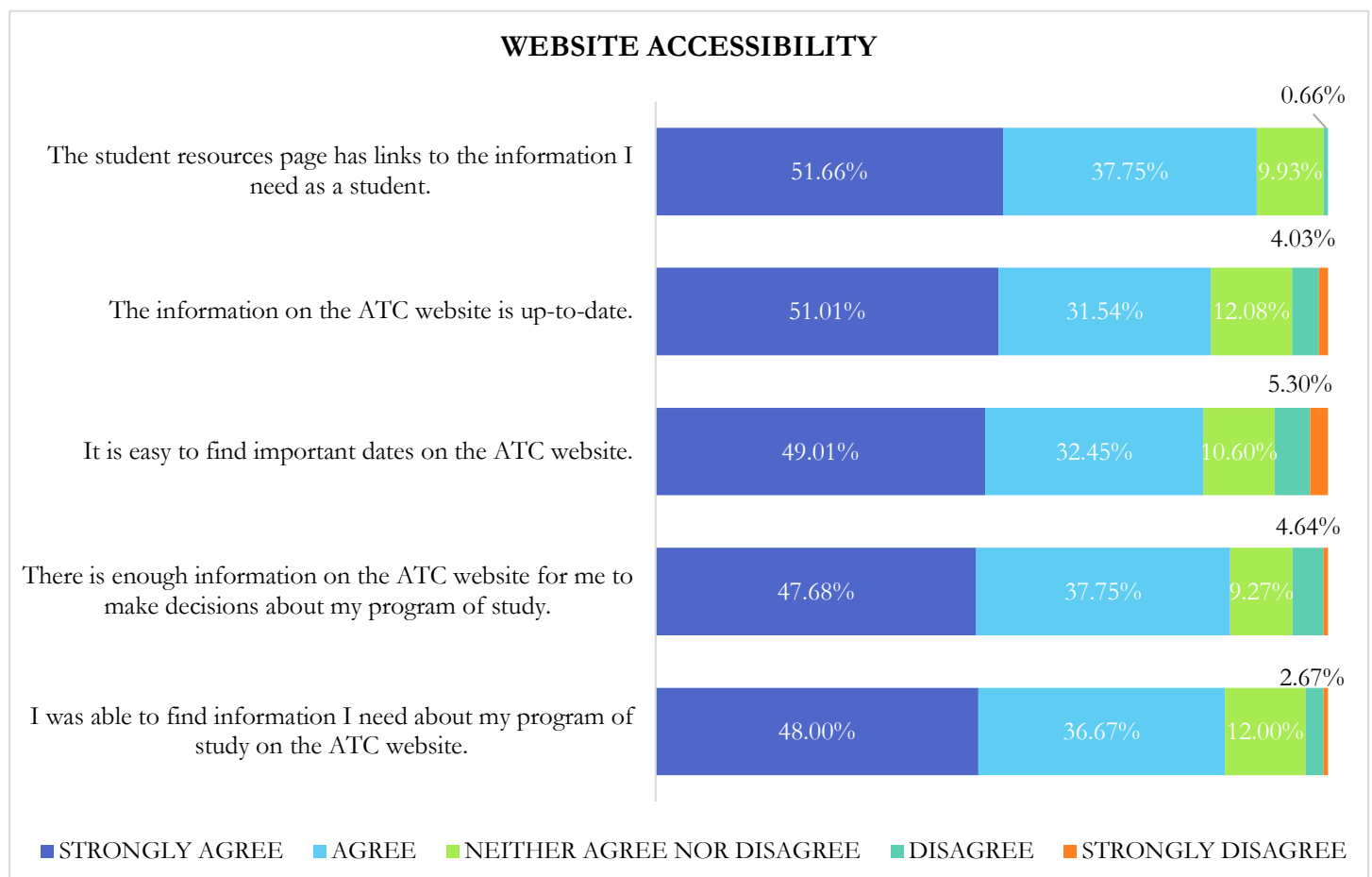
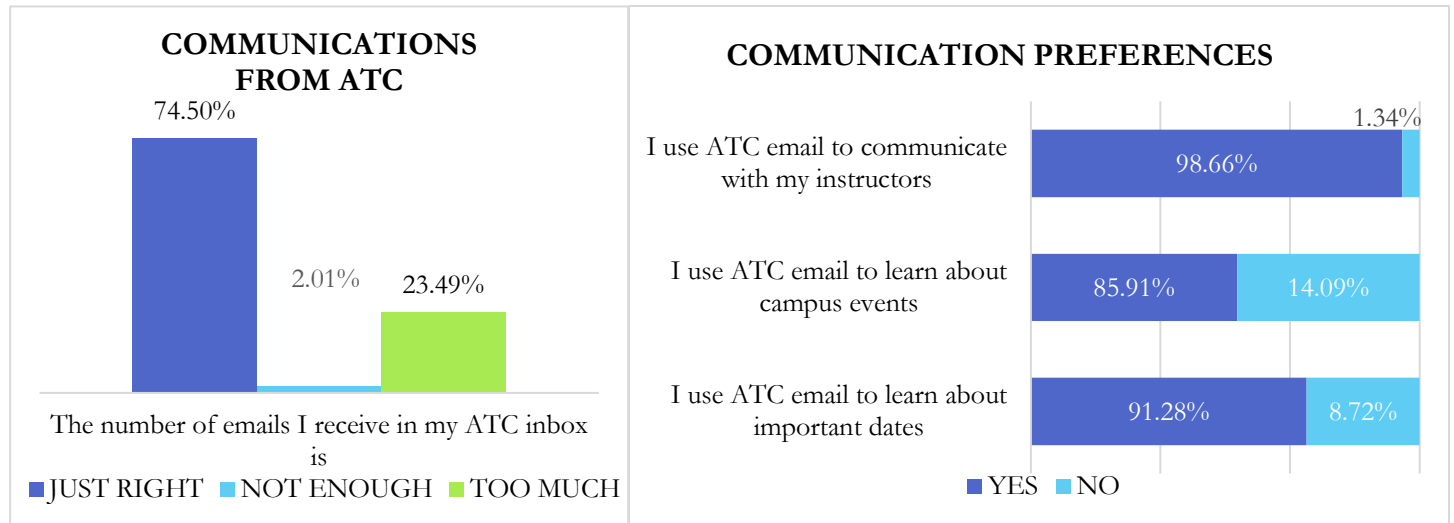
## ADDITIONAL COMMENTS:

I also would like to add that the frequency of emails per event is a little excessive... I don't need 2 emails a day leading up to one event. One or two is plenty!

Can I limit the number of a activity emails I receive. Sometimes it is too many.

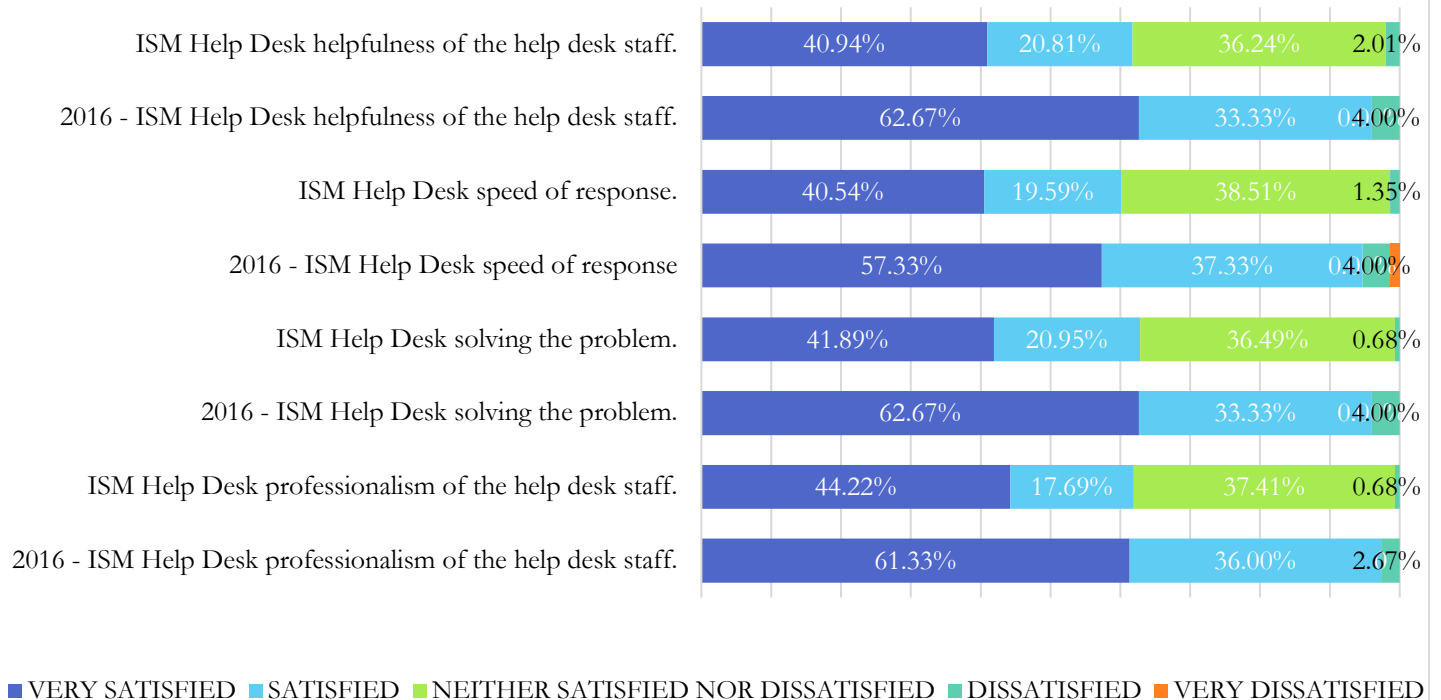
Communication needs work, last semester filled out FAFSA and it said the school would notify me if there was any extra documents they needed, found out about when I called 2months after they received the information. They never contacted me to tell me I had stuff to do for them.

# ATC Email and Website:

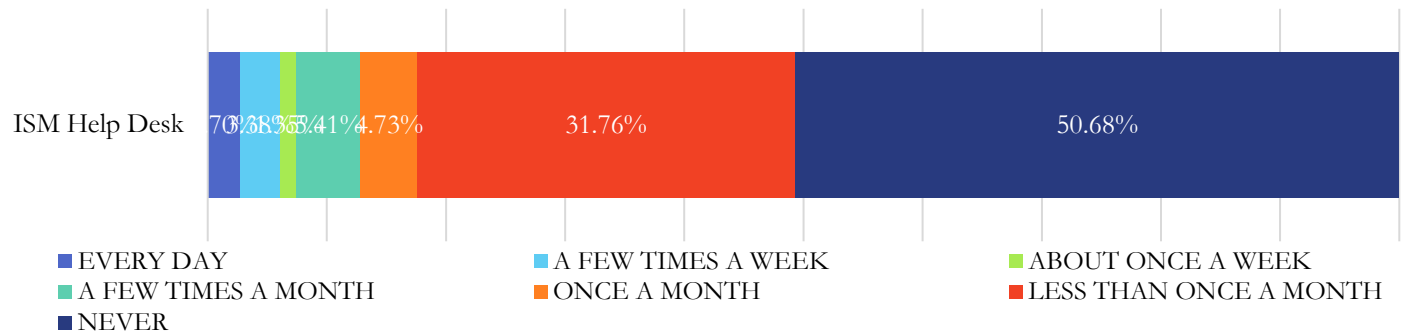


# Computer / IT Support

## ISM SATISFACTION



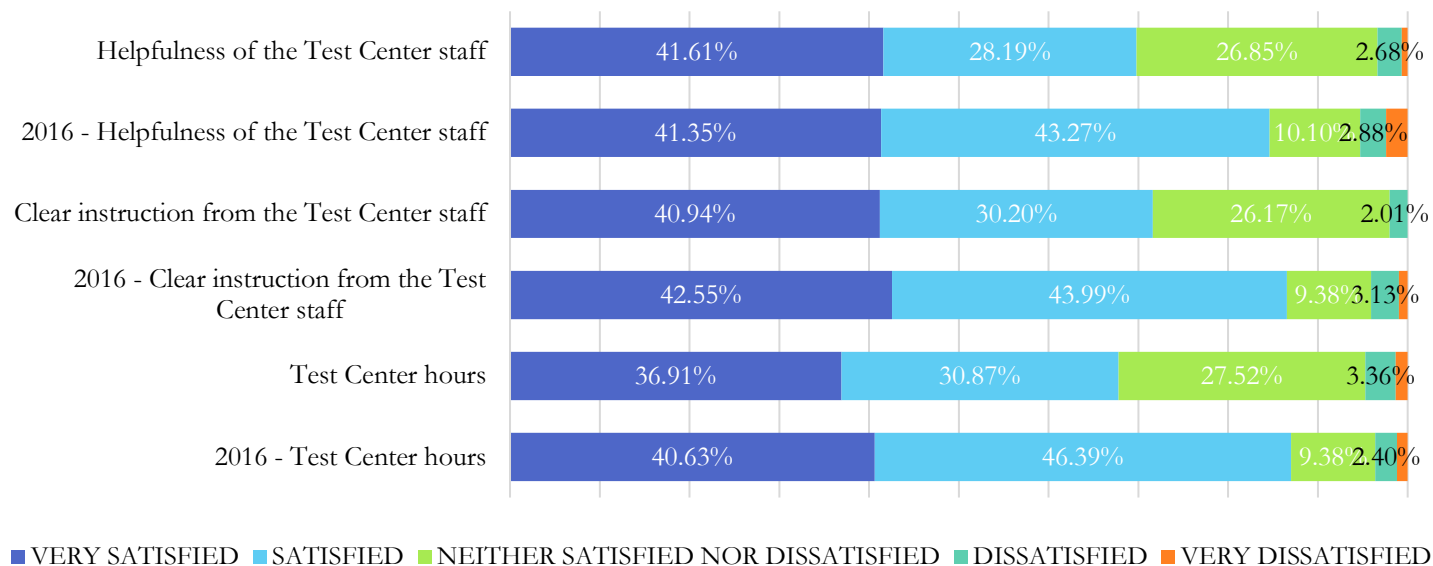
## FREQUENCY OF USE





# Test Center:

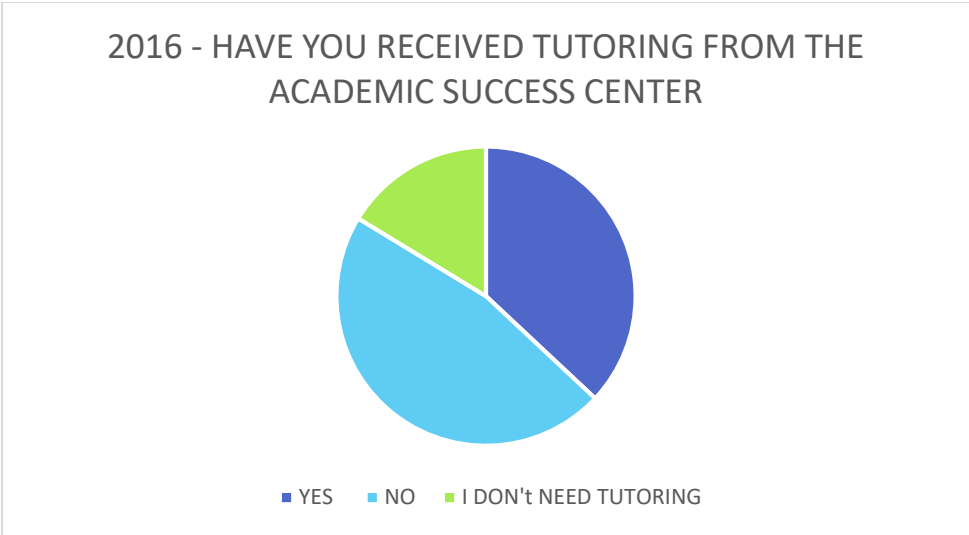
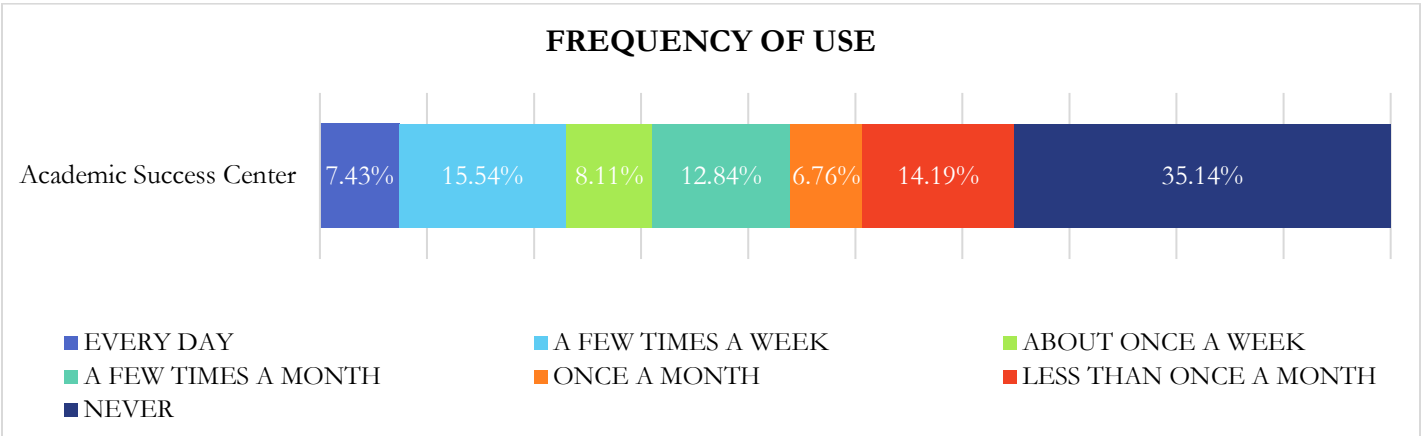
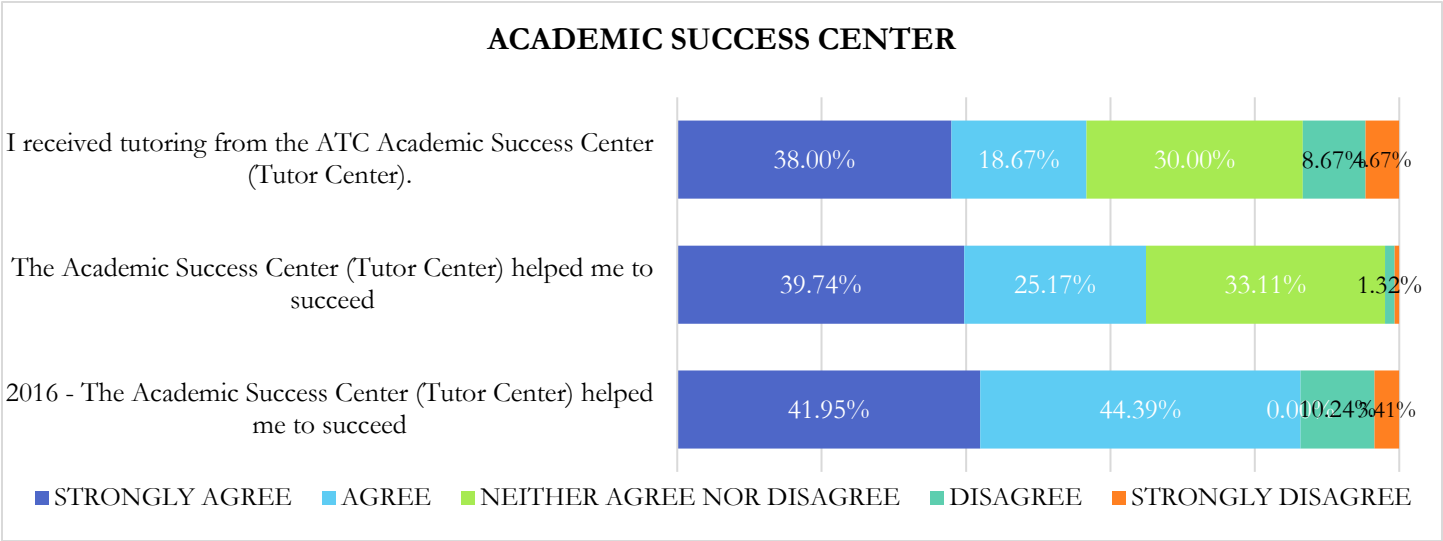
## TEST CENTER SATISFACTION



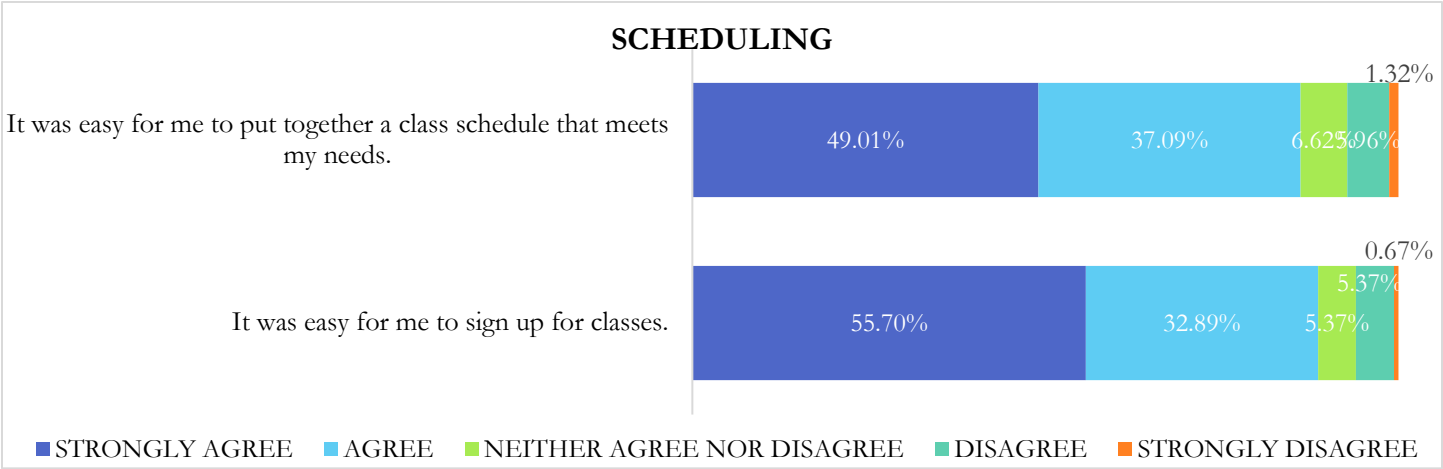
## ADDITIONAL COMMENTS

Almost everything is great about ATC. The testing center could use some improvement. Some of the people that work in there are very rude. Other than that I have no complaints.

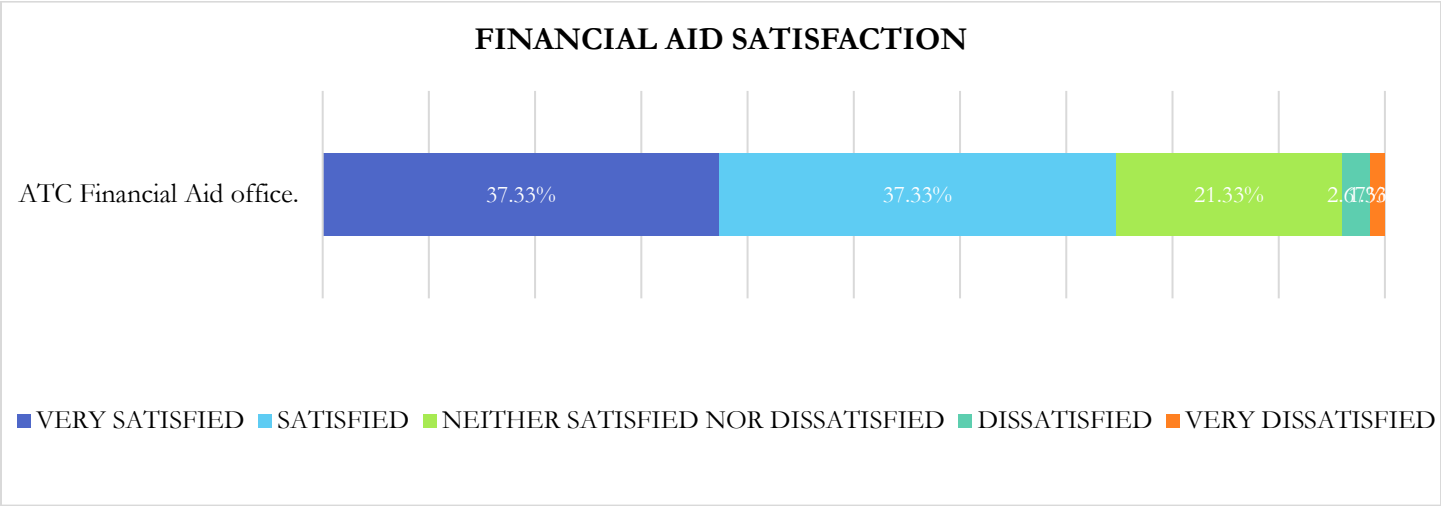
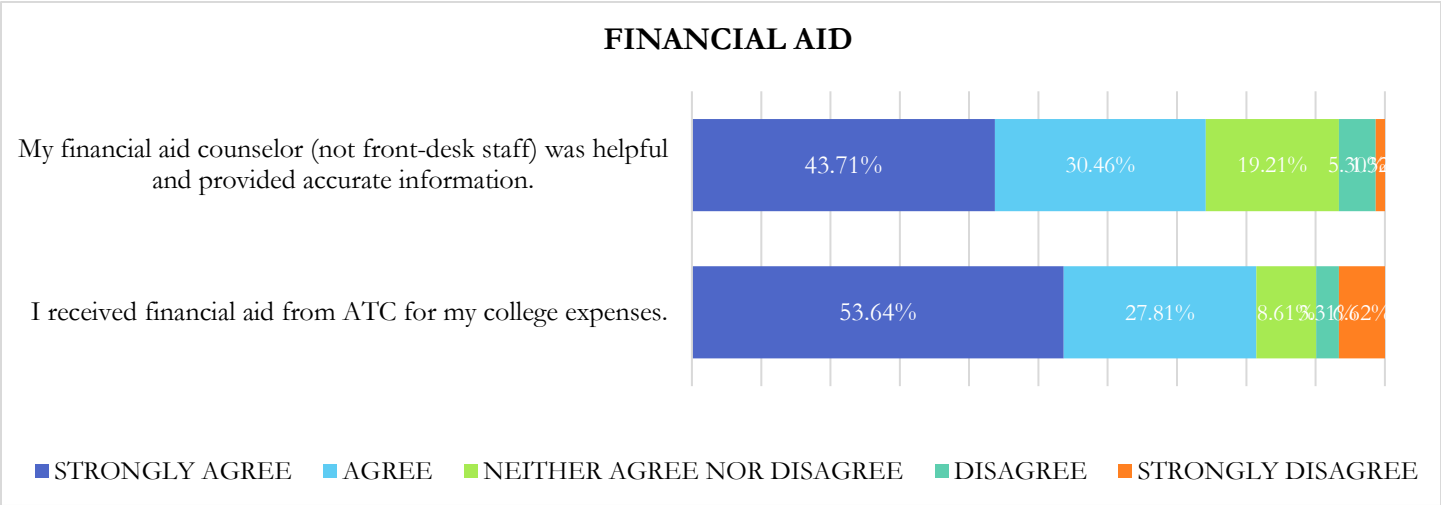
# Academic Success Center:



# Scheduling:

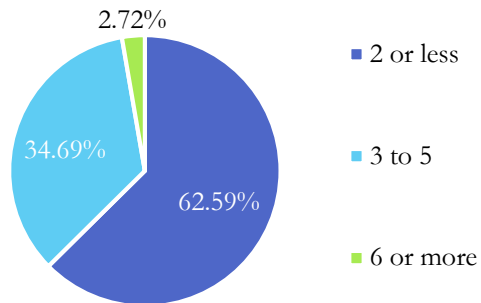


# Financial Aid:

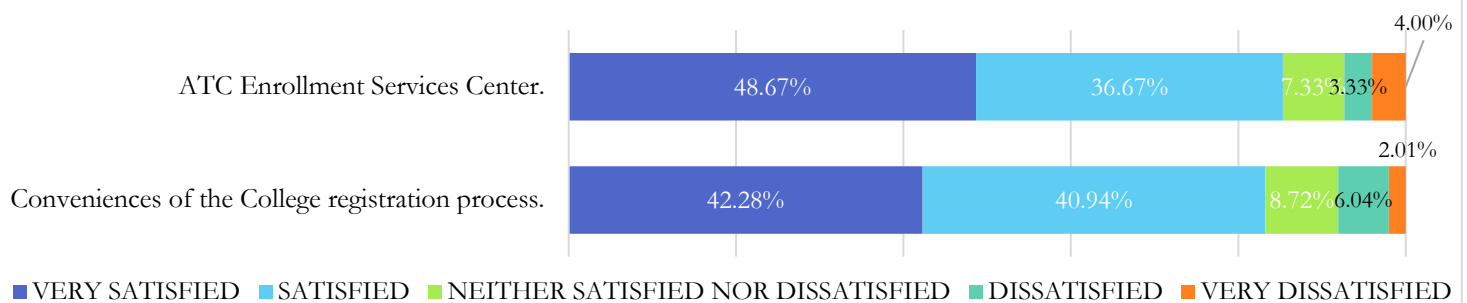


# Enrollment Services Center:

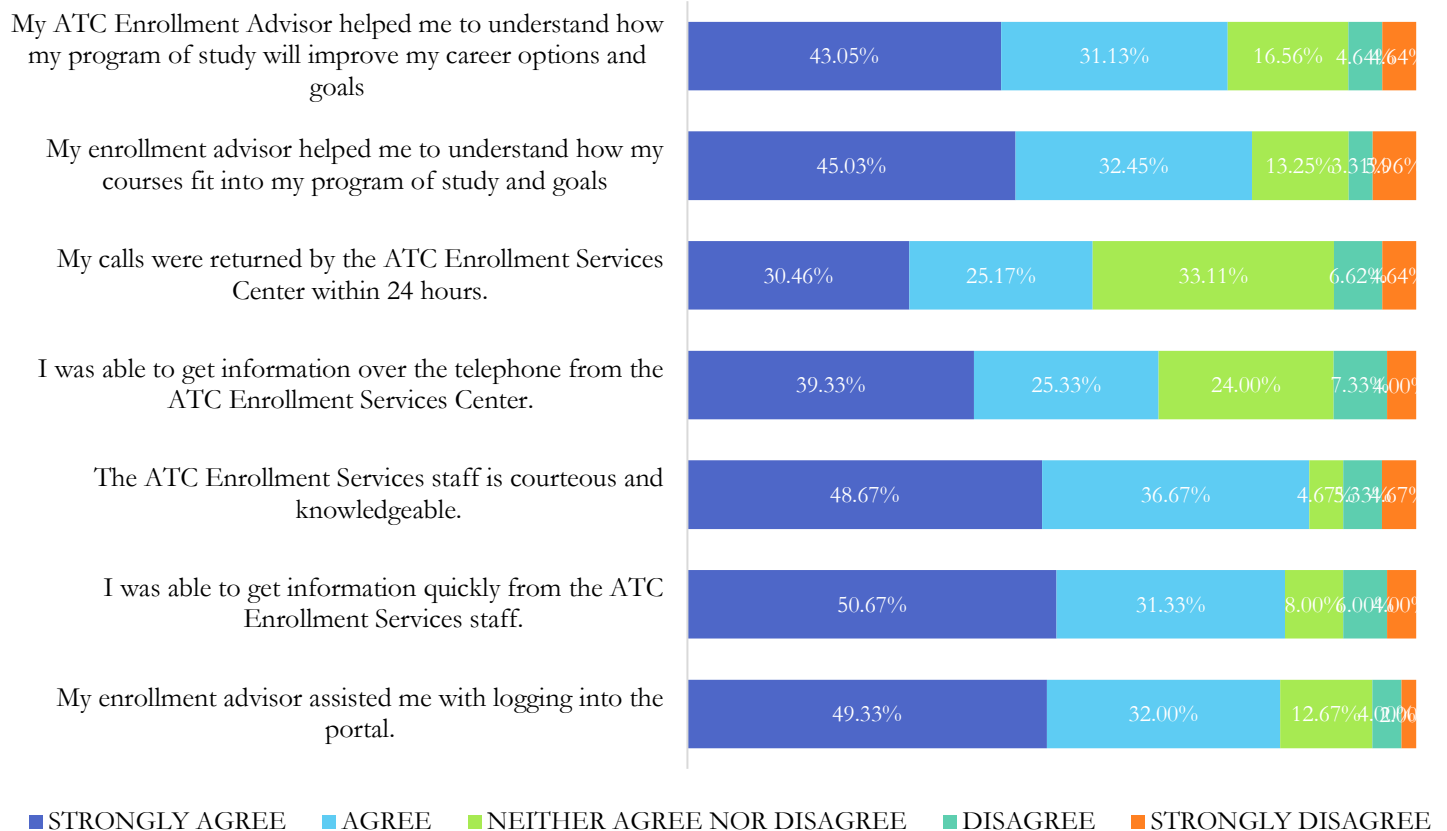
## Visits to Complete Enrollment



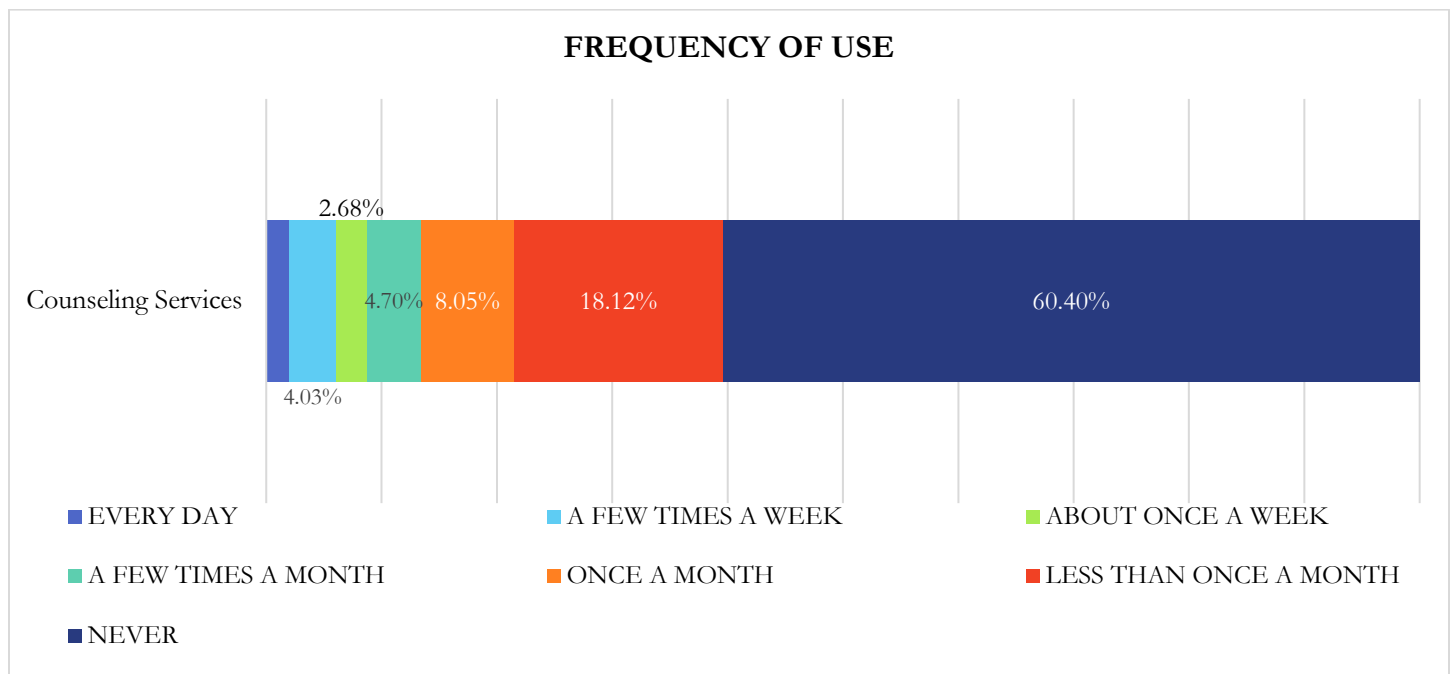
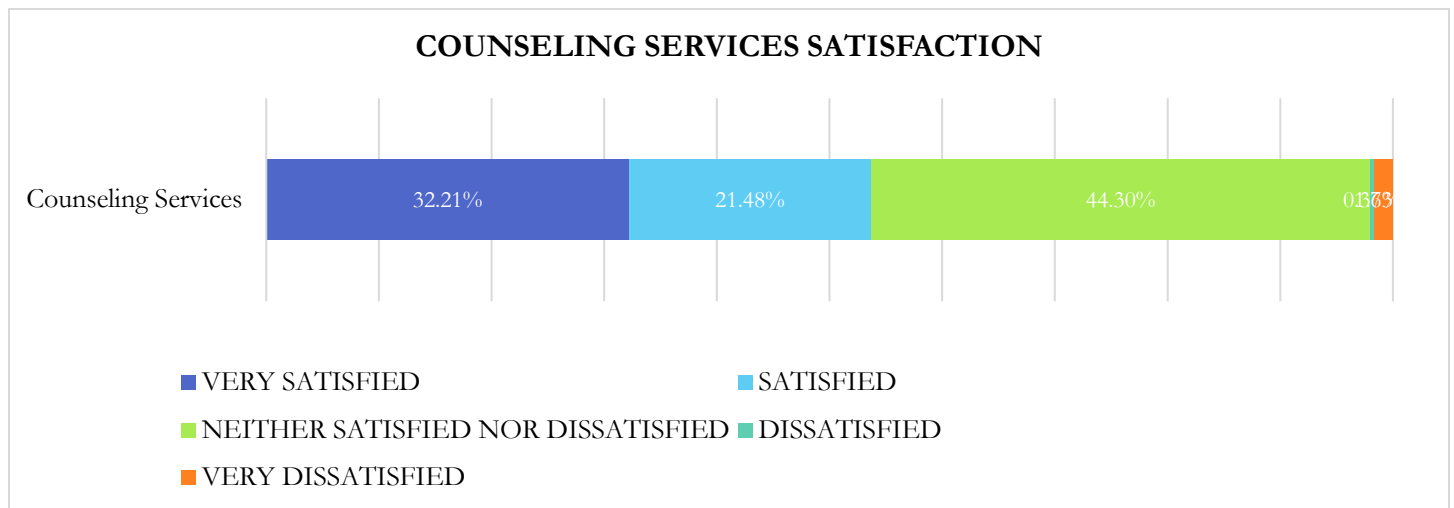
## ENROLLMENT SATISFACTION



## ENROLLMENT SERVICES

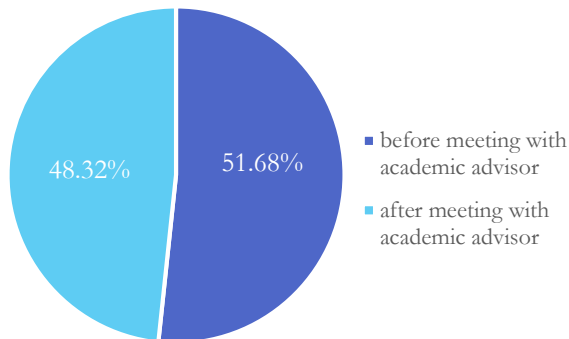


# Counseling Services:



# Academic Advising:

## ONLINE REGISTRATION



## ADVISORS

My ATC Faculty Advisor helped me to understand how my program of study will improve my career options and goals



My ATC Faculty Advisor helped me to understand how my courses fit into my program of study and goals



My advisor assisted me with creating my schedule and registering for my first semester



■ STRONGLY AGREE ■ AGREE ■ NEITHER AGREE NOR DISAGREE ■ DISAGREE ■ STRONGLY DISAGREE

## ADVISOR SATISFACTION

Advisors



■ VERY SATISFIED ■ SATISFIED ■ NEITHER SATISFIED NOR DISSATISFIED ■ DISSATISFIED ■ VERY DISSATISFIED

## ADDITIONAL COMMENTS

My advisor, [REDACTED] does not return emails or voicemails when I have questions or want to make appointment.

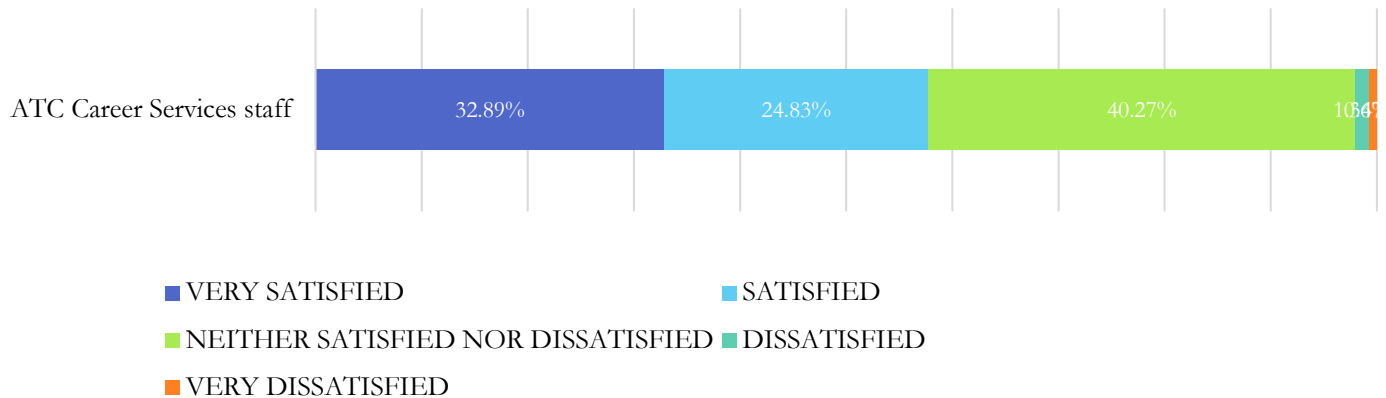
I recently had an accidental with an academic advisor other than my own and it was not an encouraging experience. This person had an opportunity to encourage and instead was very negative and discouraging. I will never agree to meet with anyone other than my advisor again...

I have had a lot of bad experiences with advisers. Mr. Weldon has been the only person that I have met with that made my experience less of a hassle. He has been very encouraging every time I have met with him.

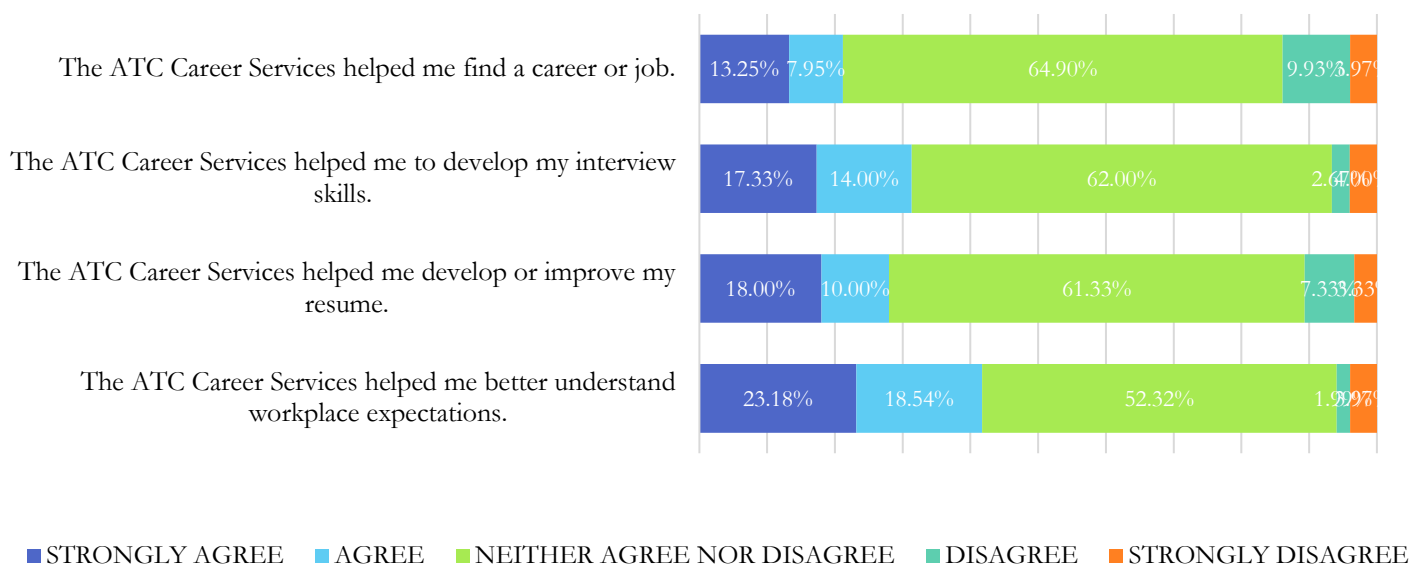
The only thing I would suggest is having the advisor periodically check in with new students to make sure they are adjusting well and that the classes fit them.

# Career Services:

## CAREER SERVICES SATISFACTION



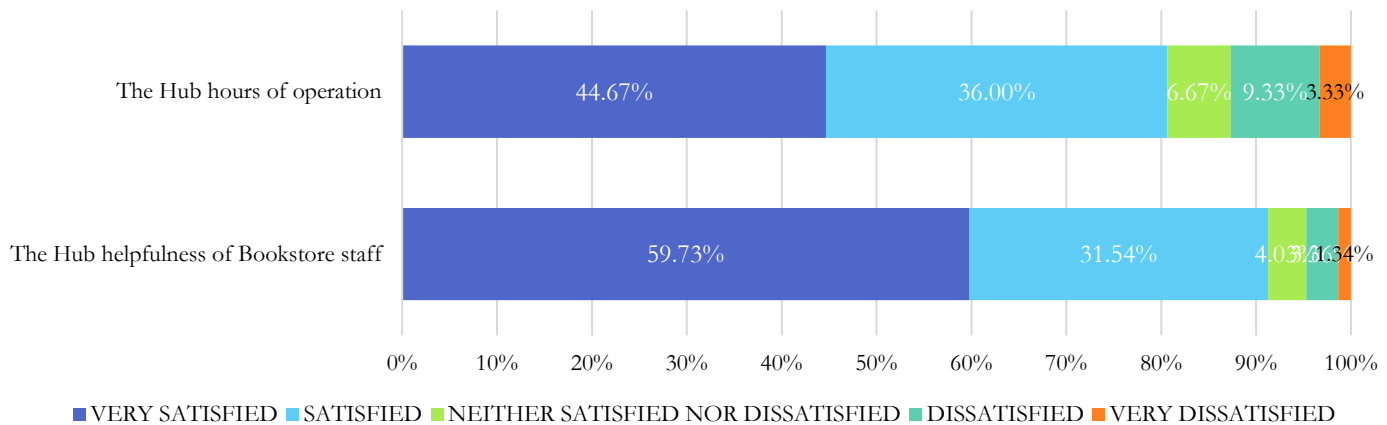
## CAREER SERVICES



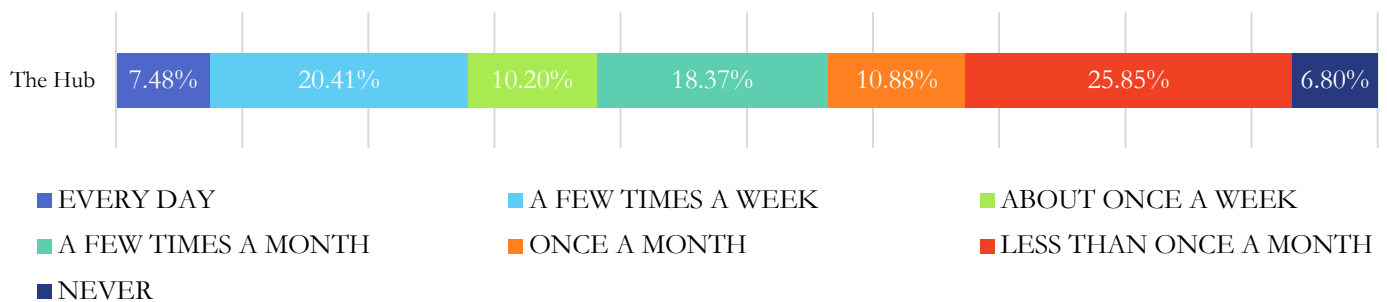


# Bookstore:

## BOOKSTORE SATISFACTION



## FREQUENCY OF USE



## ADDITIONAL COMMENTS

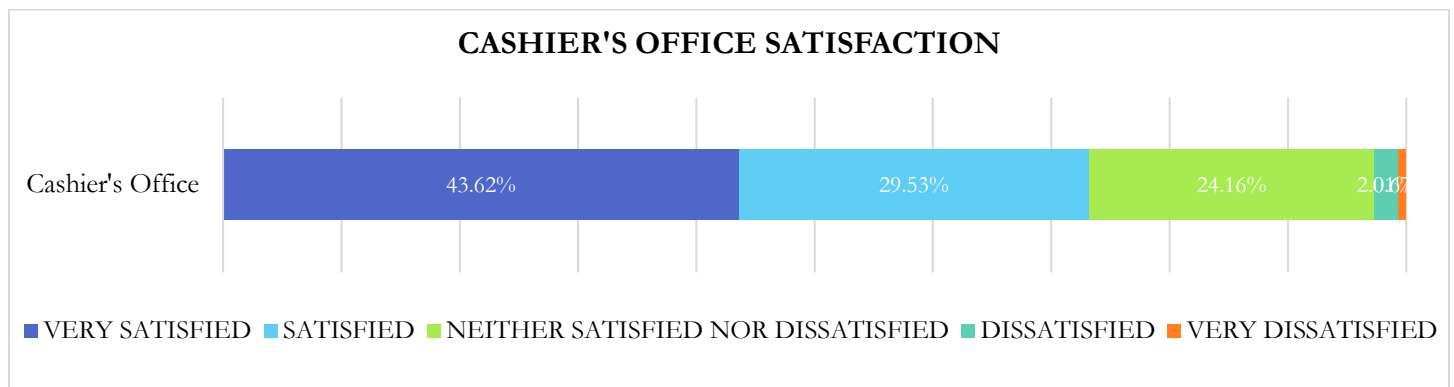
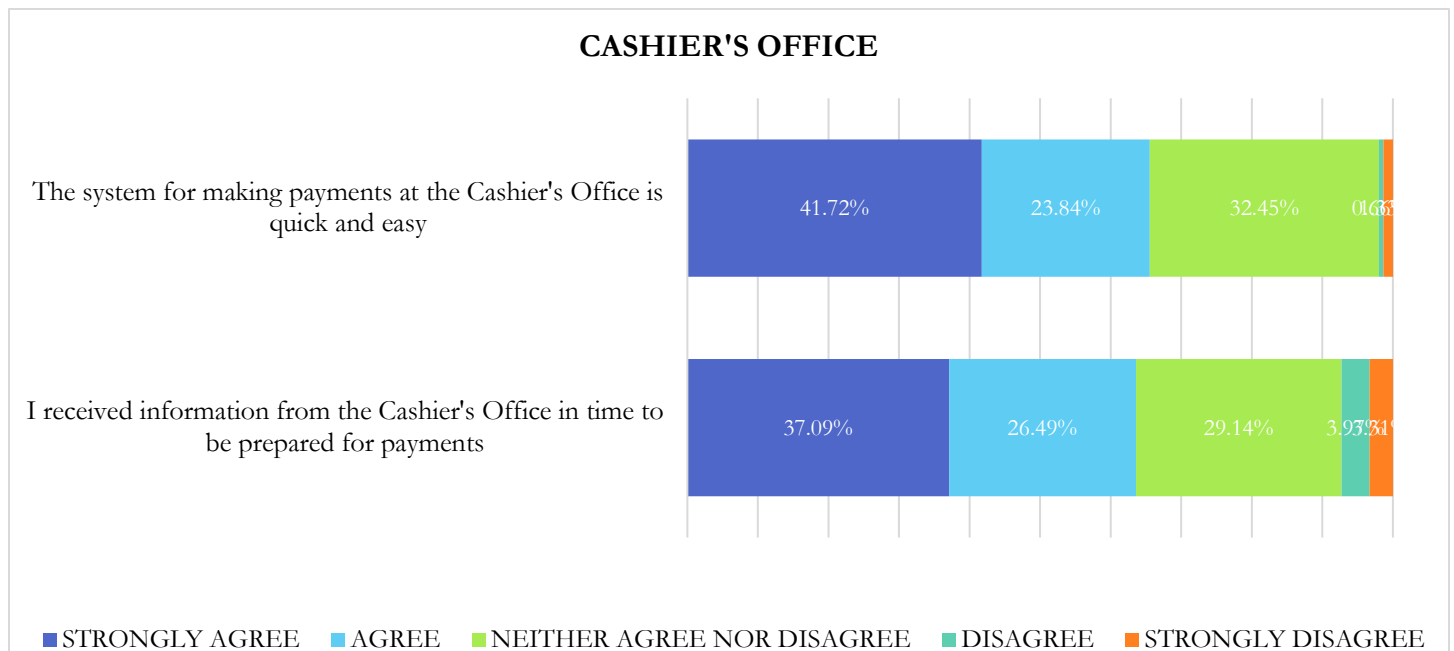
The bookstore hours. For some of us that work, the hours of operation are extremely inconvenient. I don't have the option to get the books I need for my classes, unless I take time off from work and use my vacation time. Maybe Make it like the test center where you have limited hours on Friday and Saturday or every other Friday or something. Monday through Thursday 8-4 (or whatever it is) makes it difficult for working adults.

Lastly, the bookstore is amazing, I love grabbing lunch there, however... it's a bit much to walk across campus to grab a sandwich only to have to sprint across again to make it to class. Perhaps a food truck could be allowed on campus for the buildings that are a bit far from the Hub?

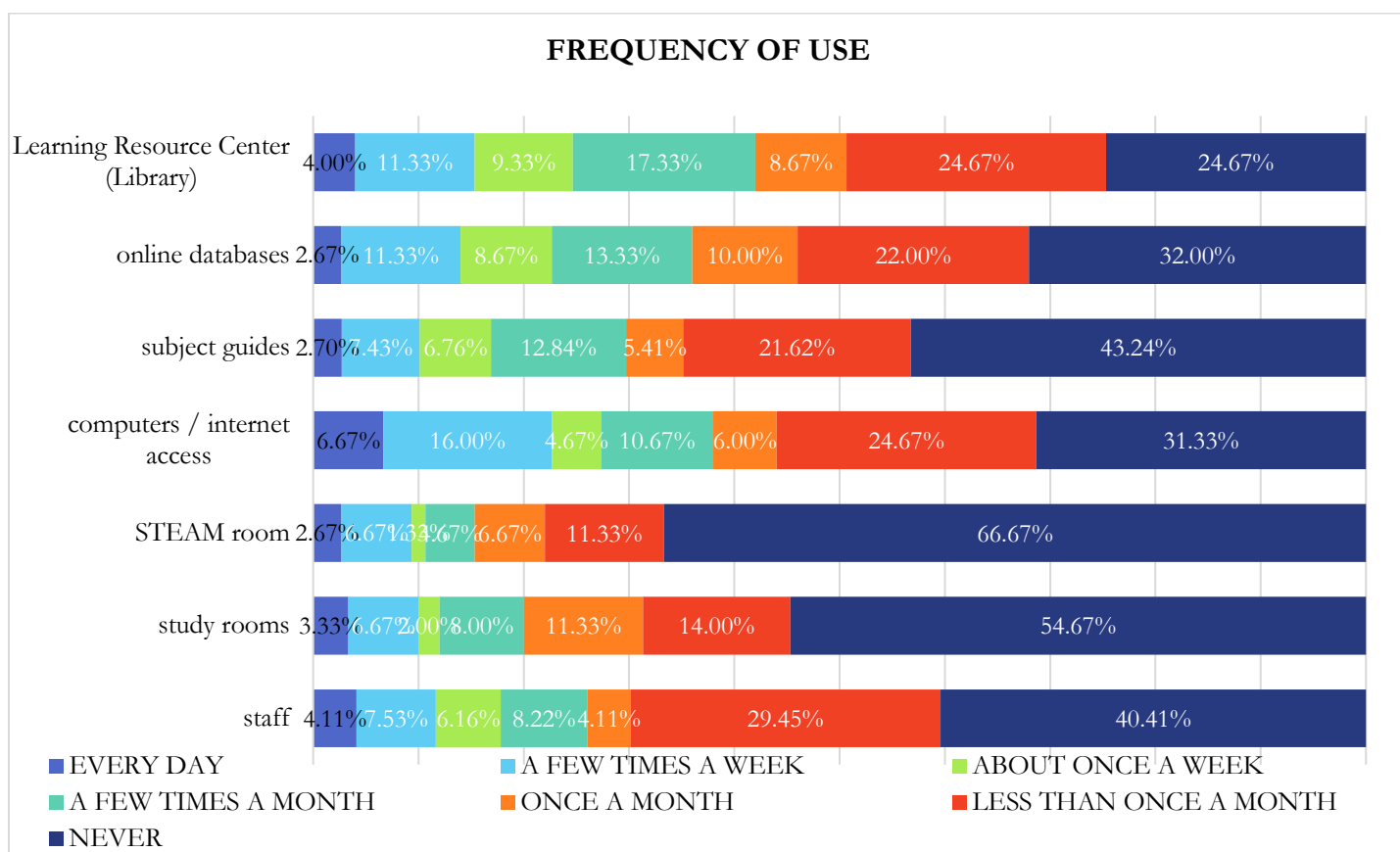
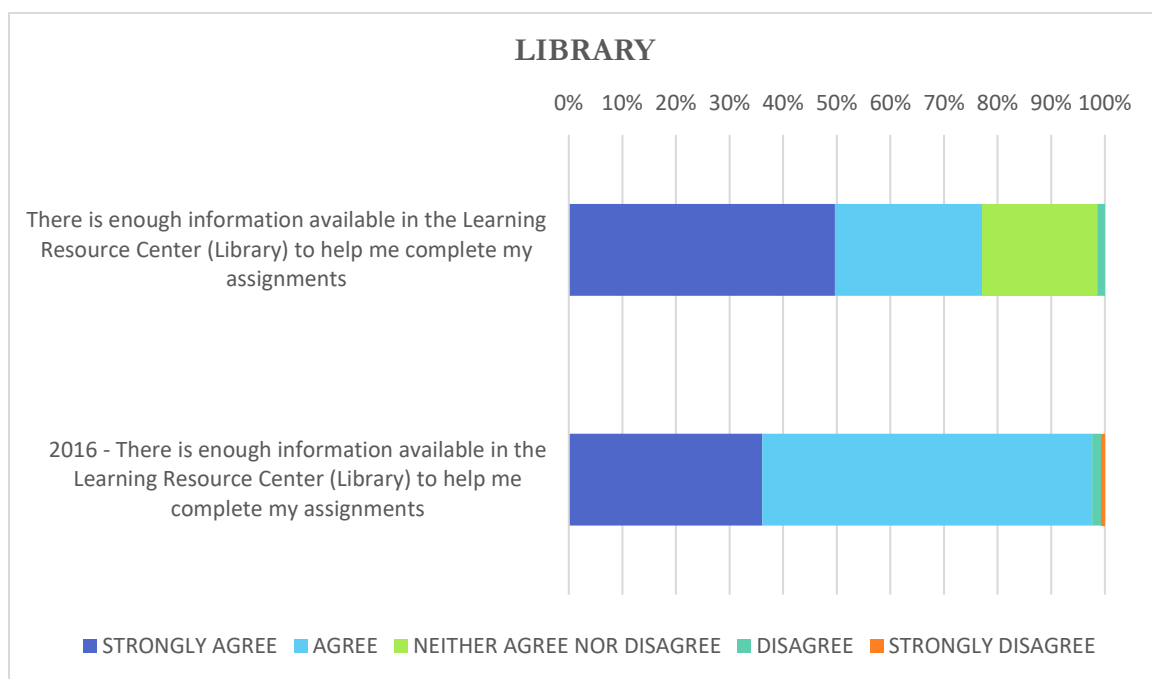
The bookstore hours suck. They close right when I am getting off and it's not right that I should have to take of work just to get books for class.

Extend Book store hours to 5pm if possible.

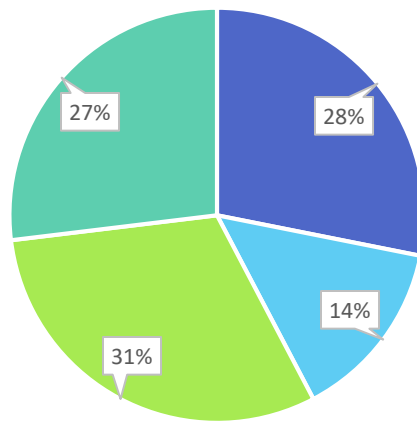
# Cashiers Office:



# Library:

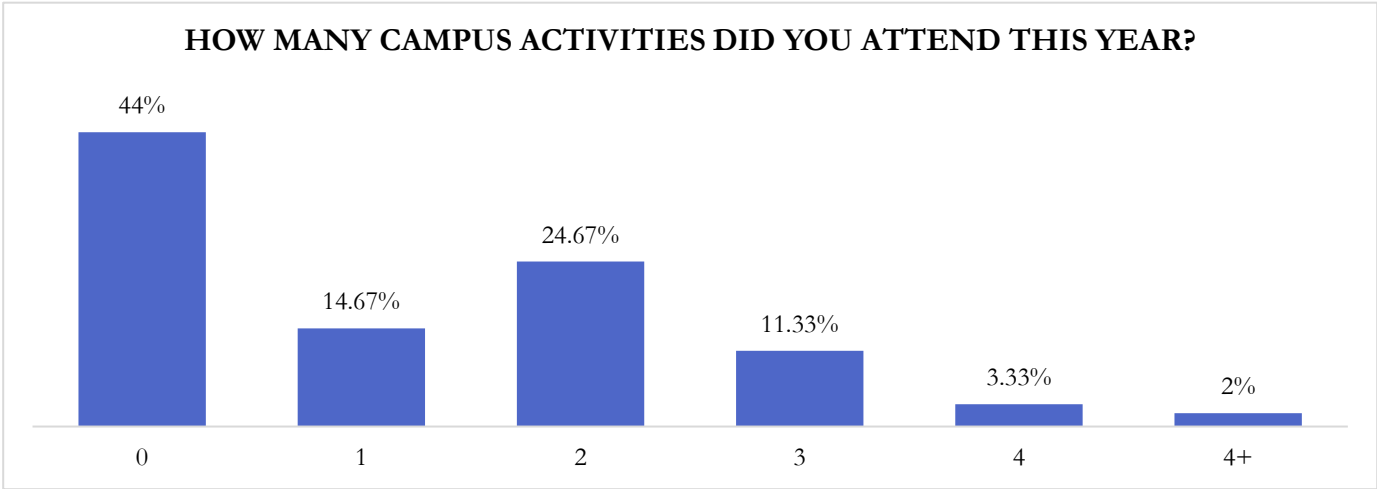
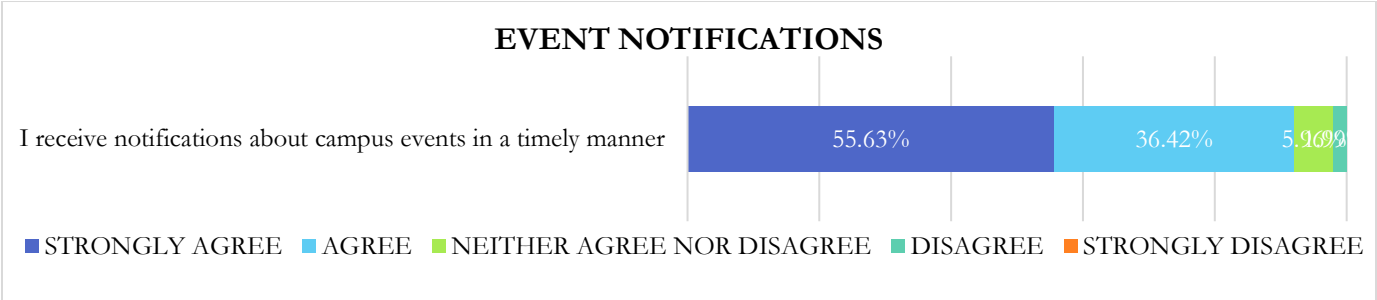
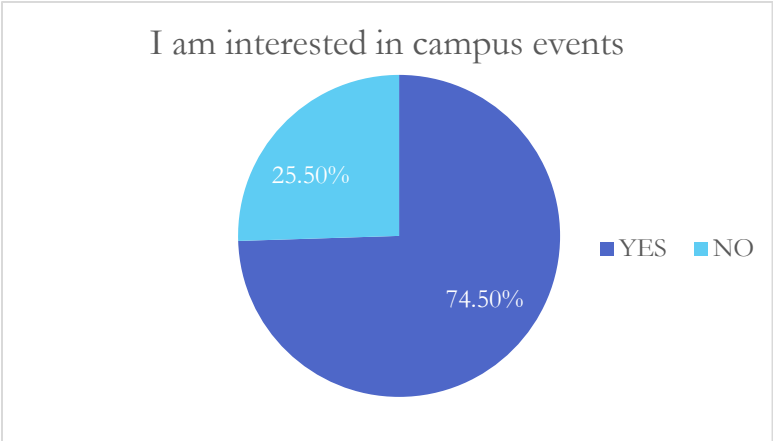


## 2016 LIBRARY FREQUENCY OF USE

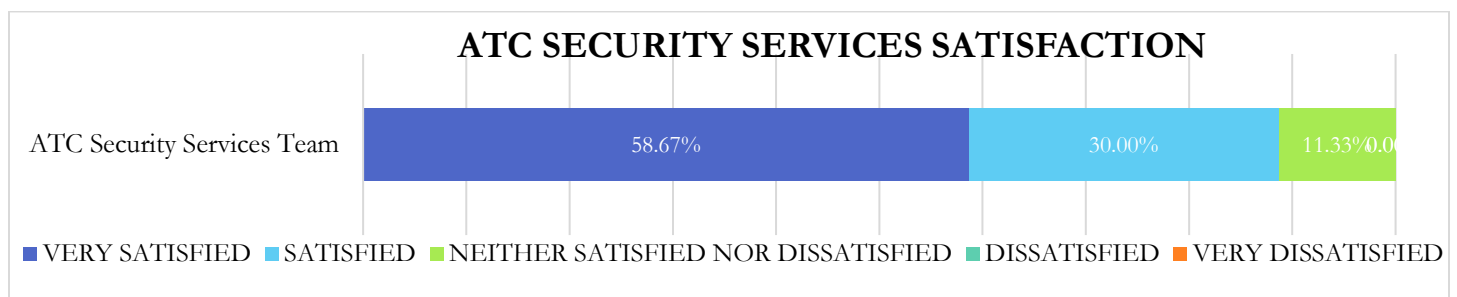
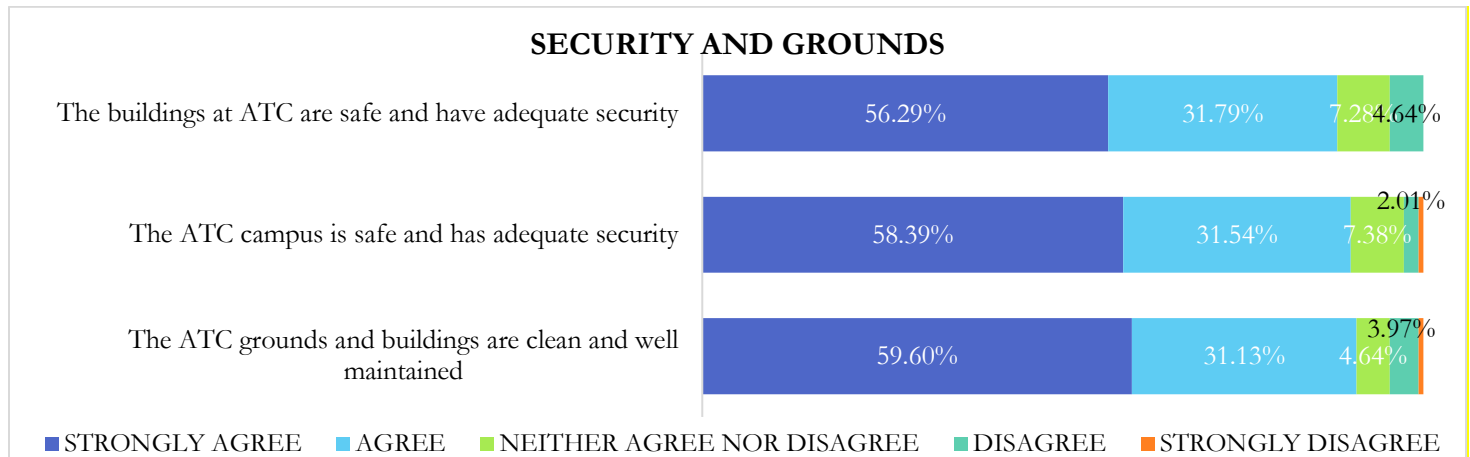


■ SEVERAL TIMES A WEEK ■ SEVERAL TIMES A MONTH ■ SEVERAL TIMES A SEMESTER ■ NEVER

# Student Engagement:



# Security and Grounds:



ADDITIONAL COMMENTS
I take evening classes and I would appreciate if the parking lot lights were turned on. Some of them are on but not enough of them, it's still very dark in the lots. Also, being able to schedule appointments with enrollment advisors online would be fantastic because it can be difficult to get through to the office on the phone. Thank you!!
I love ATC. For questions that I marked "neither," it was only because it did not apply. The only thing I would like to see addressed as a student is security. There are signs posted in several places about the campus being a weapon free location. That concerns me. If the signs are going to stay, I would like to see more security presence in the buildings or a stronger security system to gain entrance. I am thankful to be here and look forward to continuing my education.
The classrooms need to be cleaned more often, please.
The campus is great but I have noticed a few different girls bathrooms are not as well kept as others. Also in advertisement on the site seem to see the same people in all the pictures, it would be nice to have some of the newer members of the student organizations in advertisement pictures.
The building with the academic success center needs to have an exterminator come. There were roaches in the women's restroom and we even saw them crawling on the baseboards on the hallway
First is that there is not enough seating in the halls and outside on campus!!! As someone who has a bit of a wait between classes and has to wait for a ride to show up, a few benches by the parking lots and in the hallways would be a blessing! Another is that the hand sanitizers in the halls are empty half the time! With all the colds going around, having those working better would be amazing
An email, phone number, or simply a submission box for maintenance services on the site somewhere would be great too. There's some pretty large wasp nests on the side of some of the buildings that are a bit concerning, and I've been having trouble getting into contact with someone who could take care of them or could pass along information.
Bathrooms are in poor working order over here in the 700 building. 2 stalls down and nearly every day there is water on the floor in the stalls.
The campus needs recycling bins. Near vending machines would be a good location.
I wish that ATC would have more security officers to walk around the campus more .
More security cameras in the Academic Success Center

# Additional Comments:

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UNCATEGORIZED COMMENTS
No
I don't have any comments or suggestions they always keep me informed
No comment
N/a
I believe there needs to be more information on the Physical Therapy Assistant Associates Degree Program. I was told its being worked on but at least an application for the program or core courses required would be beneficial.
I think everything is doing well! Keep it up!
A student calendar would be great online. There is confusion about testing and holidays. Help desk could improve dramatically. My advisor/ teacher picks class pets.
none
N/A
Majority of ATC is only for full time students and there is hardly any room for professional full-time working students. ATC is not set up or accommodates those working and going to school and it's a shame. From enrollment hours, to non-communicating advisors, to un-returned calls, I cannot leave work every time I have a question and stand in line in enrollment services. Also classes being required but only offered ever 3 years and during summer only is unacceptable.
this is a good school
Yes am or Yes sir I will let you know.
nonee
I think that there needs to be more activities/events and hours geared around the working college student. There are times I would like to participate in things and can't because they are all during working hours..
I am pleased with all services I receive from ATC. I do feel at times that the modern pressures dealing with technology and social media hinder me finding navigation easy. I believe that it is great to be tech savvy but in my experience, I feel I learn better in more traditional methods. I am personally capable of learning quite a bit online, but I was unable to do so until I had a mentor and/or friend to assist me in each skill. This is something I have learned to do with many assignments.
I am pleased with all the services you provide! Thank you!
None
Everything is good.
For my first time at ATC I have truly enjoyed it. I have had wonderful teachers and have meet amazing people. I truly can not wait to contine the next four years here at ATC.
Overall ATC is a good school and I like the small classes and easy to navigate campus.
No, I do not have any suggestions for any of the ATC services.
None