



Aiken Technical College

Student Satisfaction Survey

2020

Produced by ATC Institutional Effectiveness and Research Office

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Summary:

Minoritized student populations were slightly under-represented when compared to the Summer 2020 composition of student population. Men's participation was half compared to its summer figure.

Survey takers were somewhat older than summer's age distribution. In terms of academic divisions, General Education and Health Science students almost have the same percentage composition based on summer figures. Business, Computer, and Technology students had reduced participation and Technical Education students had a greater involvement. Regarding the state of residency, percentage participation remained similar between survey participants and summer student composition.

A vast majority of students indicated their preferred method of contact is via their ATC email account. It was followed by the ATC website and text messages. Social media platforms fell to fourth place. More than half of the survey takers 'strongly agree' or 'agree' that the campus TV screens "have the information I need." Based on the above, social media could not be the best option to be in touch with students.

More than half of the responses indicated no interaction with ISM Help Desk. Of those who interacted with ISM Help Desk, half were 'very satisfied' or 'satisfied' with their interaction.

A little more than two-thirds of the students answered that they had used the Student Success Center, and slightly less than half of the responses indicated that the coaching and tutoring helped them to succeed.

At least eighty percent of respondents were able to put together their class schedule based on their needs and sign up for classes.

At the ATC Enrollment Service Center, the two areas with a lower score related to getting information over the telephone and returning calls within 24 hours.

Half of the students have not used Counseling Services.

On average, more than forty percent of the survey takers have not utilized any of the Library services available for them.

Student engagement shows that almost sixty percent of the students are interested in campus activities, but fifty-six percent have not attended a campus activity or event.

Methodology:

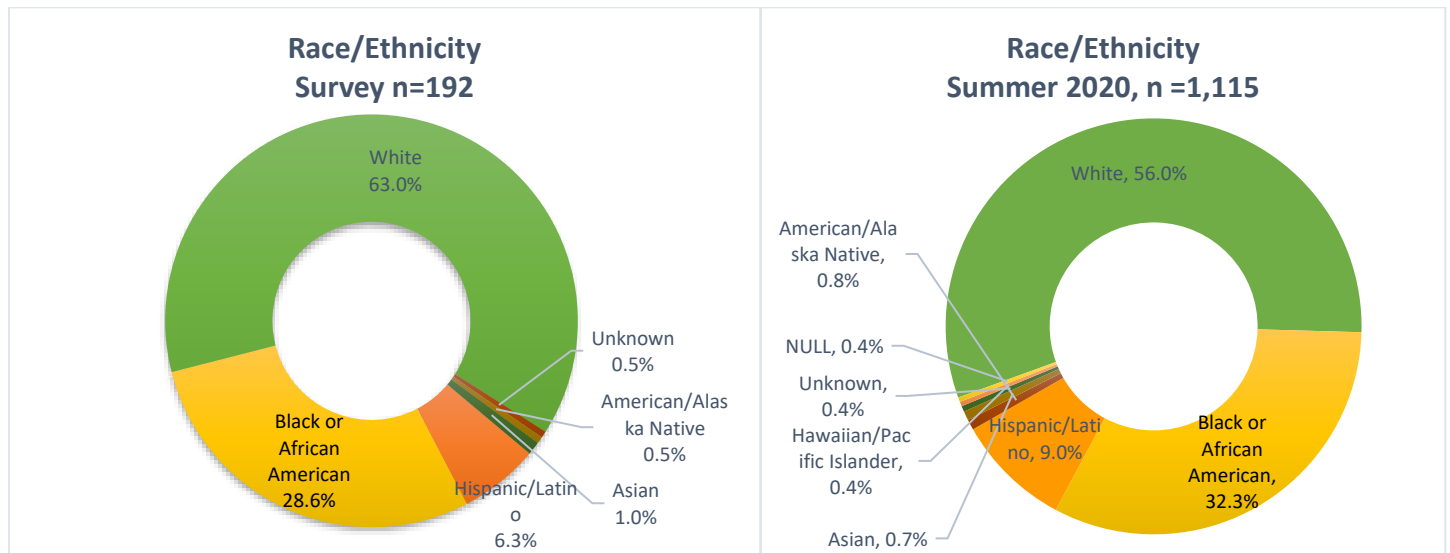
The Institutional Effectiveness and Research Department administered the 2020 Student Satisfaction Survey via Survey Monkey. On June 22, 2020, an invitation was emailed to 1,115 students enrolled in the Summer 2020 term. A link to the survey was also available on Facebook, Instagram, Twitter, and the MyATC Portal.

192 students responded, yielding a response rate of 17.21%. The survey closed on July 20, 2020, at 12:01 am. The purpose of the survey is to evaluate ATC's Services and Operations. A drawing for twenty-five \$10.00 Walmart/Sam's Club gift cards were offered as an incentive to complete the survey.

Results of the Student Satisfaction Survey 2020 are provided below.

Results:

Survey Takers Composition:



Age Distribution:

	Survey	Summer 2020
Average	28	26
Median	26	22
1st quartile	20	19
3rd quartile	34	30
Interquartile Range	14	11

Gender:

	Survey	Summer 2020
Female	83.9%	68.9%
Male	16.1%	31.1%

Academic Division:

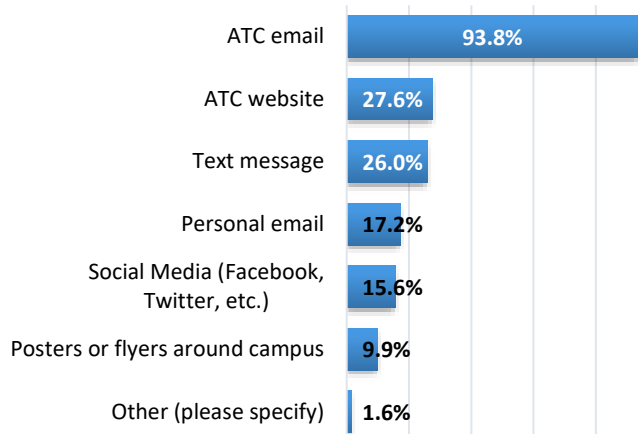
	Survey	Summer 2020
GEN	60.9%	59.1%
HSC	20.3%	18.3%
BCTT	12.0%	8.3%
TEC	6.8%	14.3%

State of Residency:

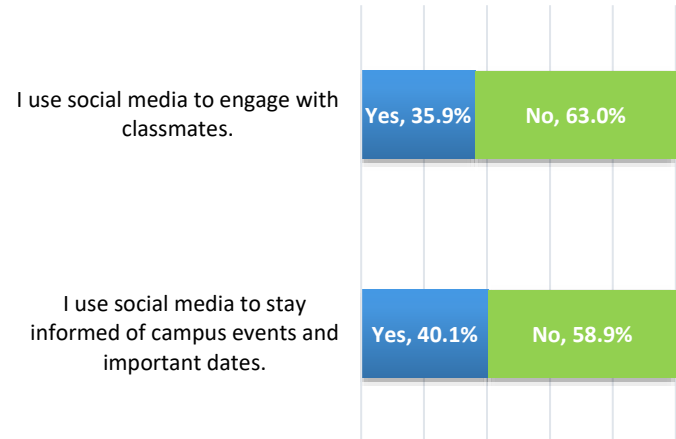
	Survey	Summer 2020
South Carolina	84.9%	85.8%
Georgia	15.1%	13.6%

Technology and Communication:

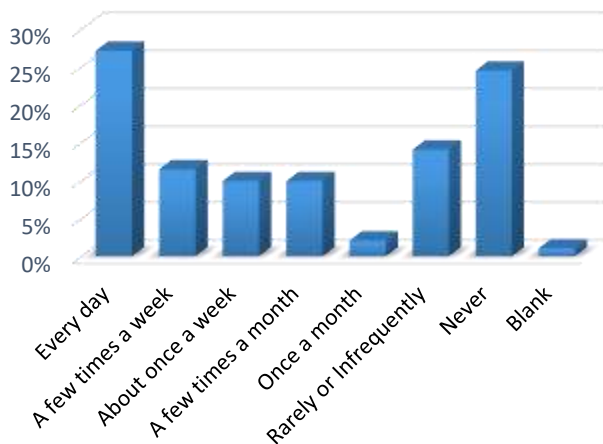
Preferred Contact Method



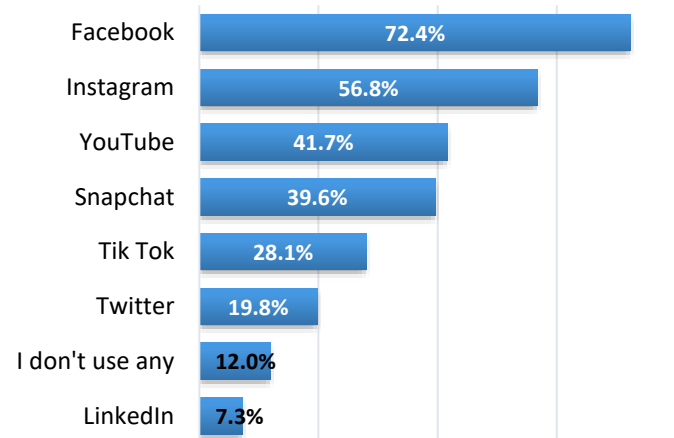
Social Media



Social Media Frequency of Use



Social Media Platforms

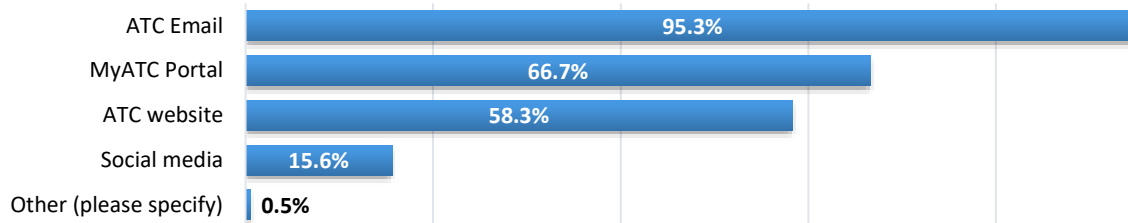


Campus TV

The campus TV screens have information I need as a student.

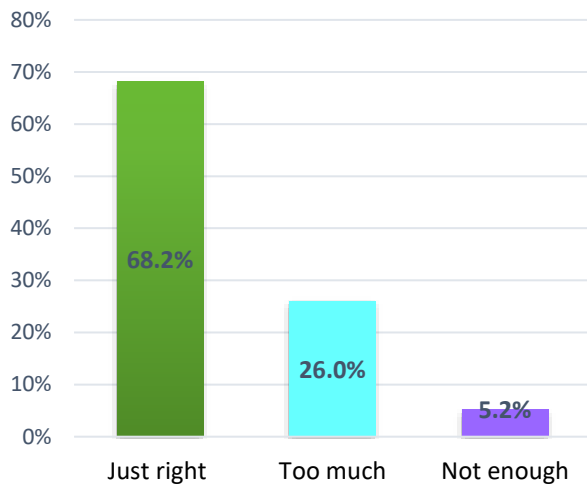


Preferred Contact Method for general College information and updates

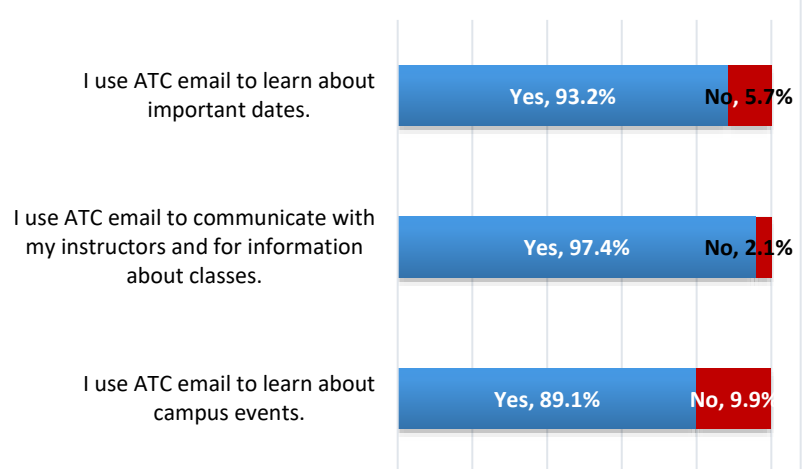


ATC Email and Website:

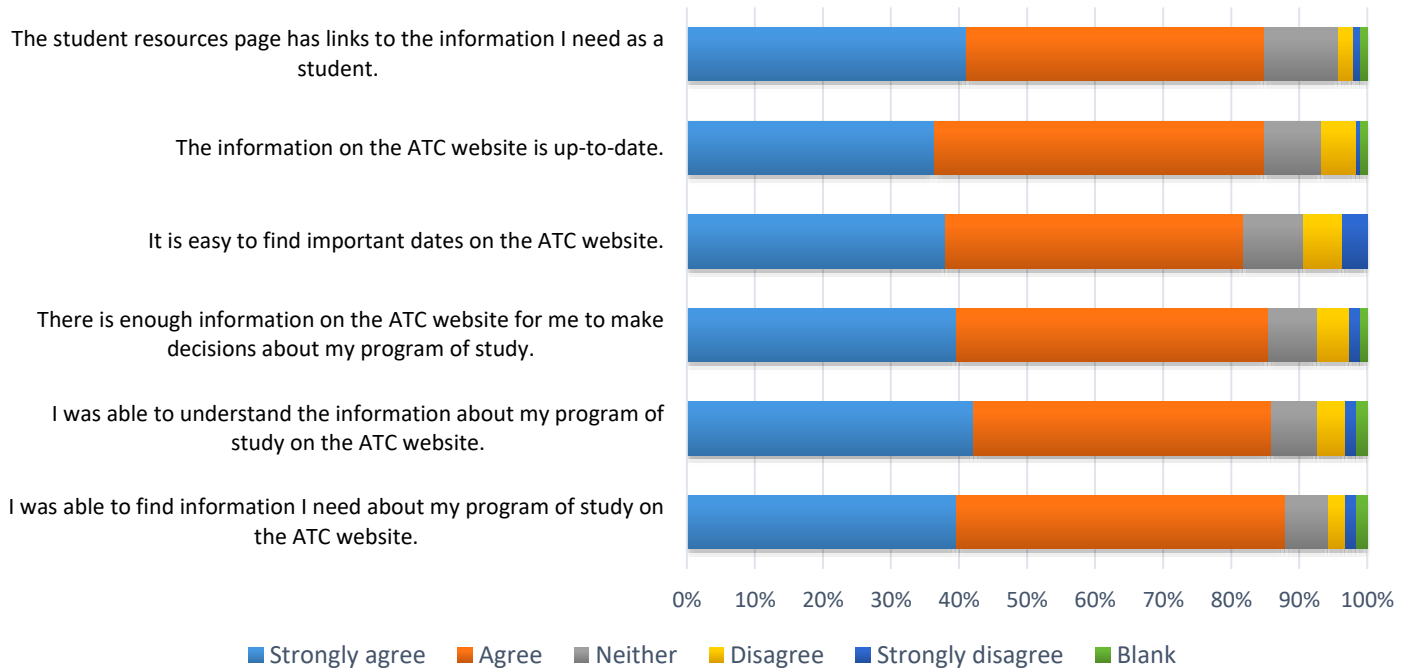
Communications from ATC via email



Communication Preferences

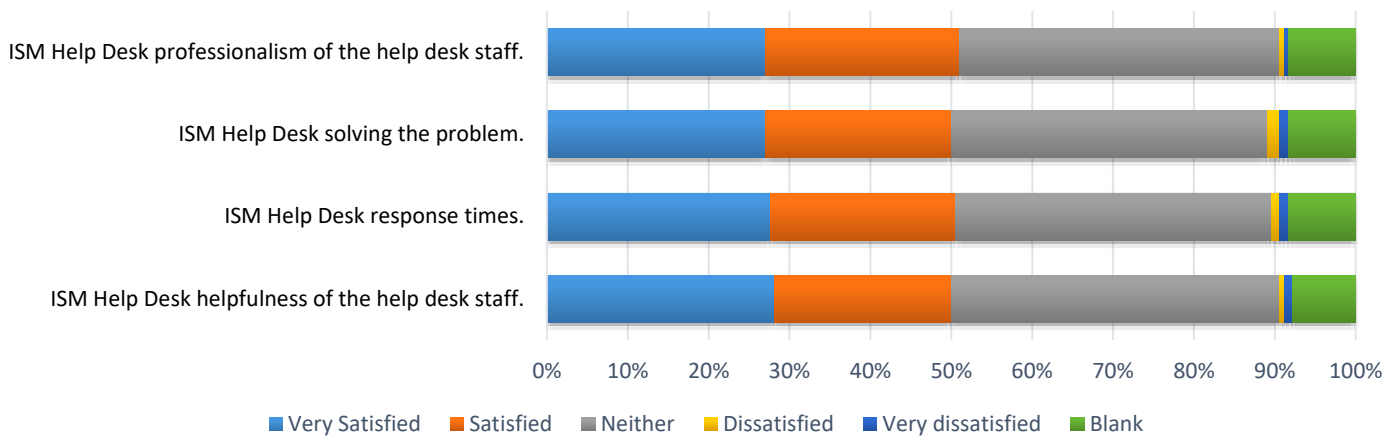


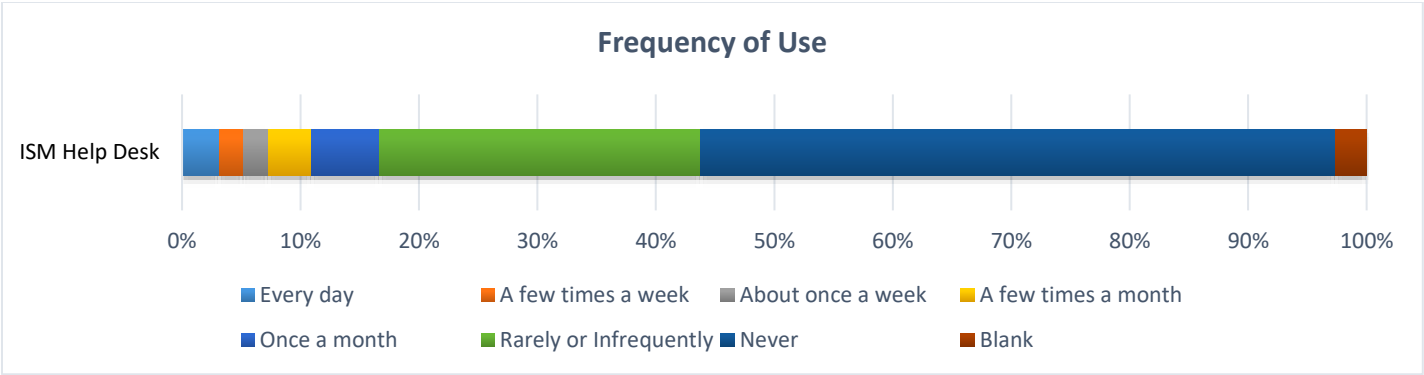
Website Accessibility



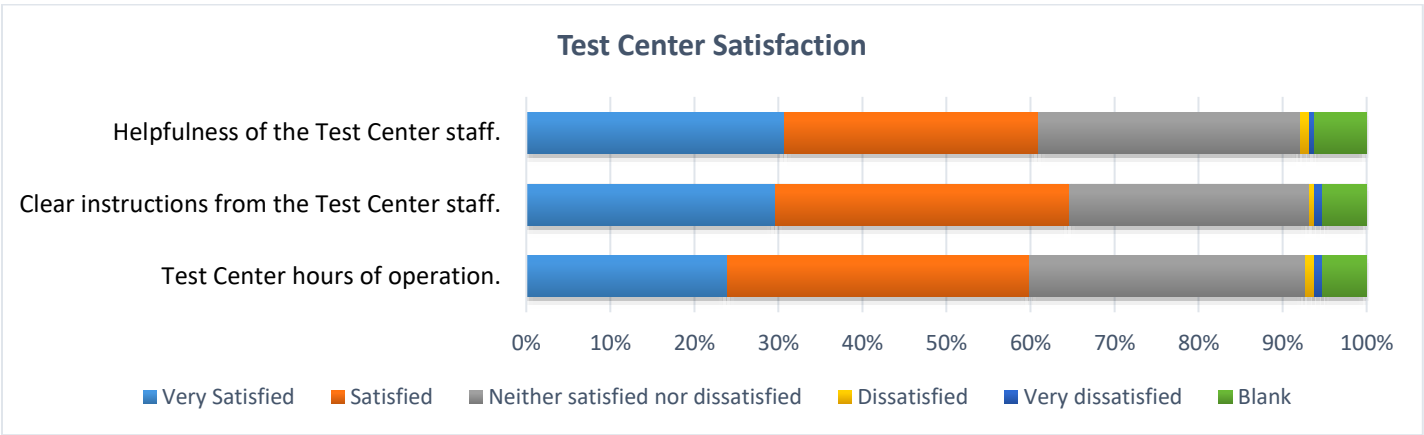
Computer / IT Support

ISM Help Desk Satisfaction

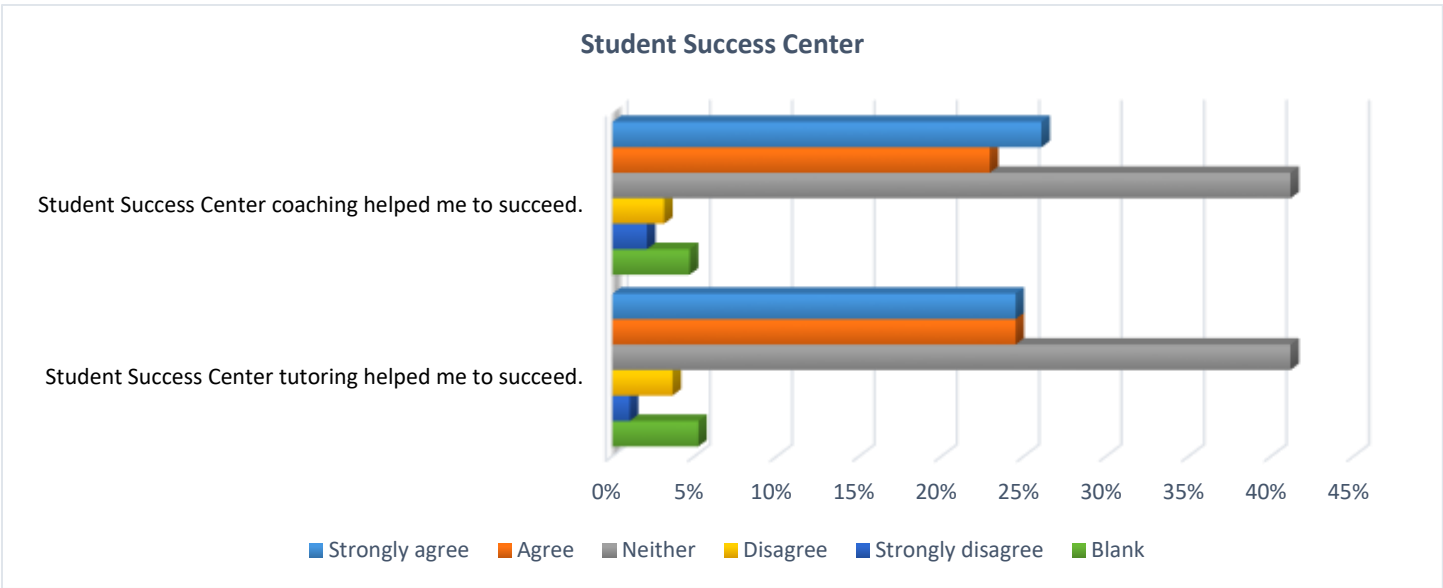




Test Center:

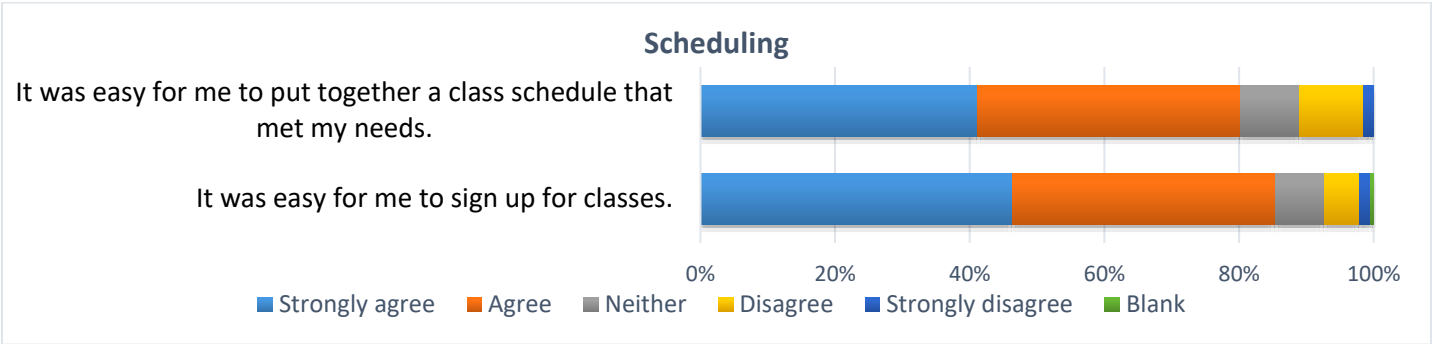


Student Success Center:

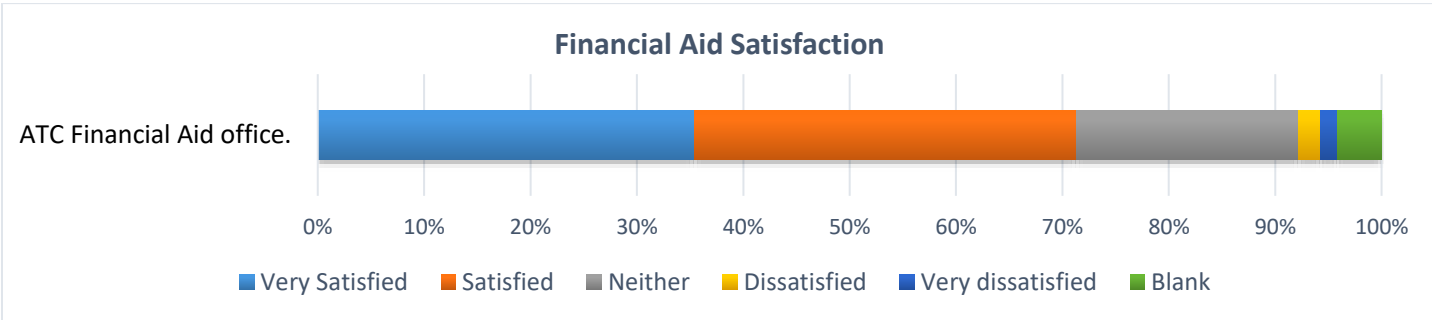
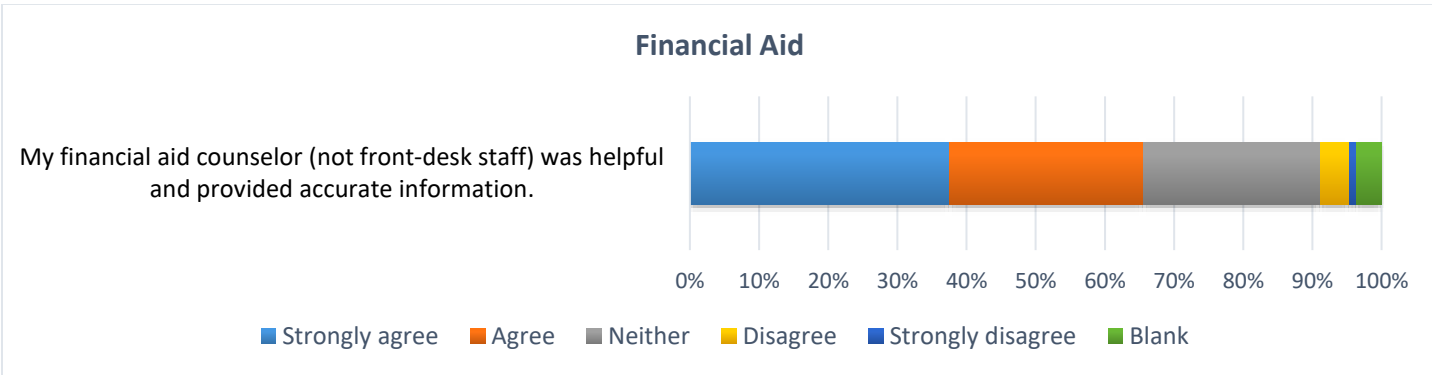




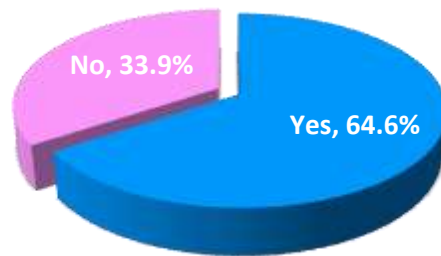
Scheduling:



Financial Aid:

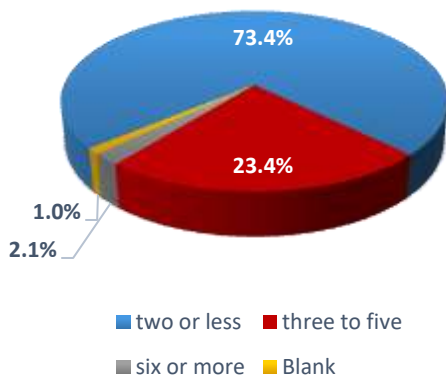


I received financial aid from ATC for my college expenses.

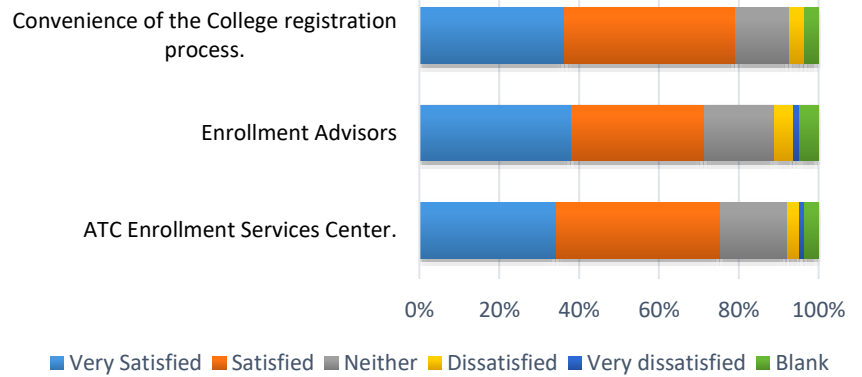


Enrollment Services Center:

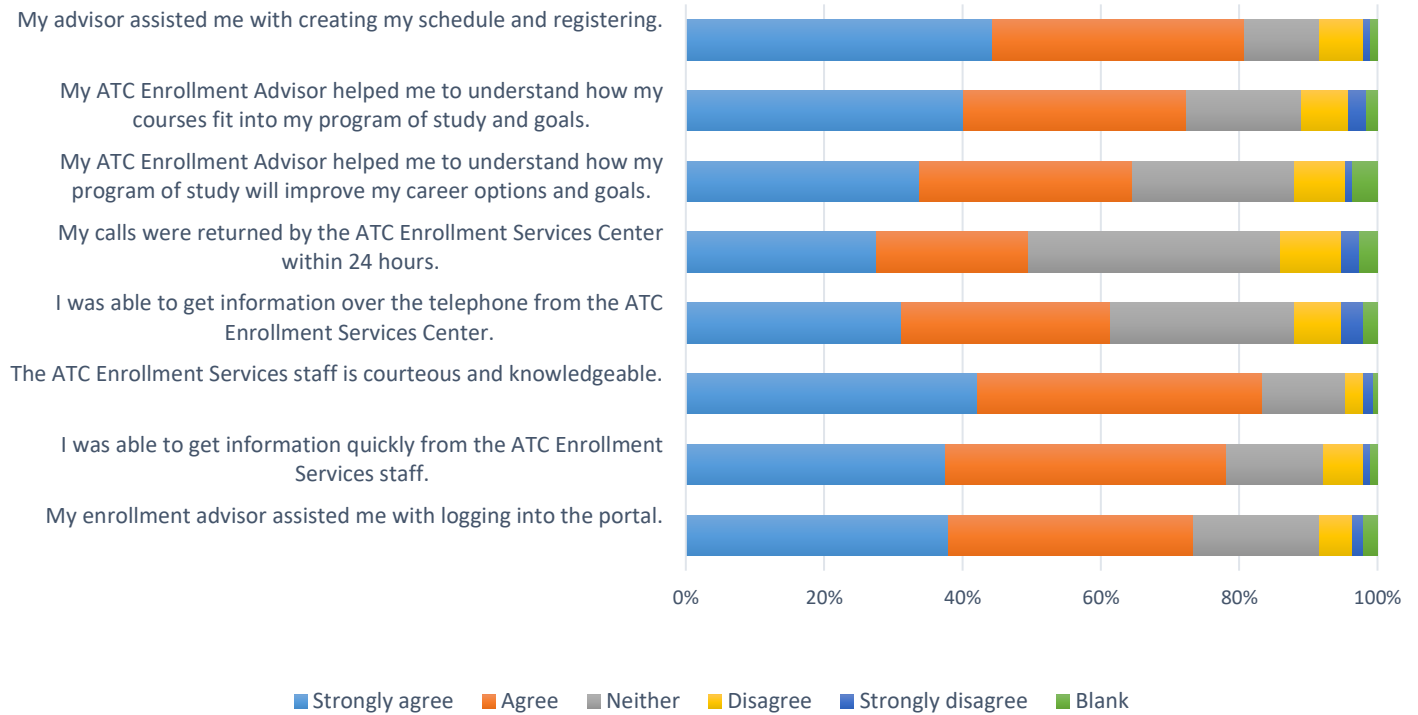
Visits to Complete Enrollment



Enrollment Service Satisfaction

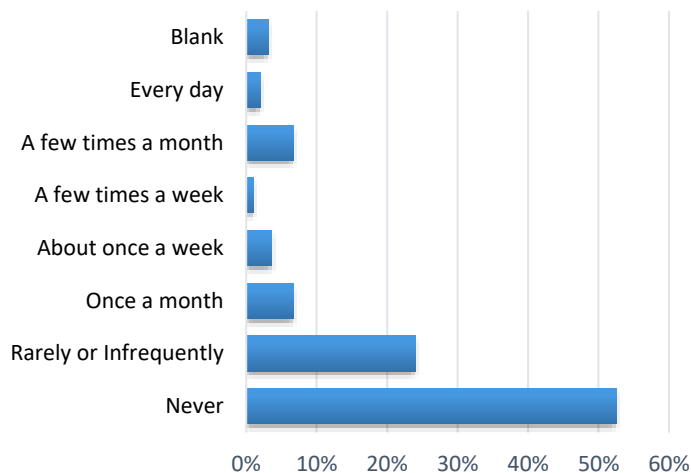


Enrollment Service

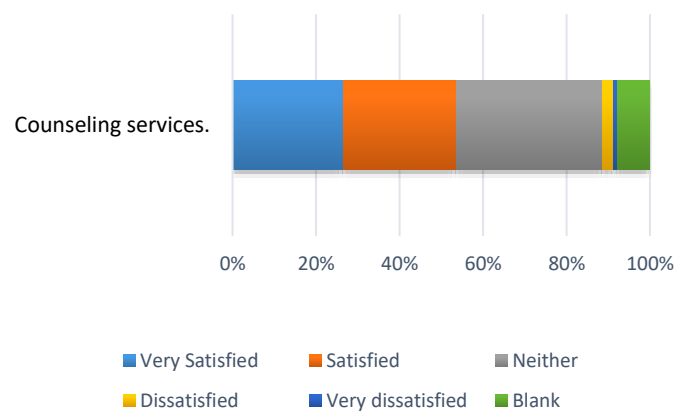


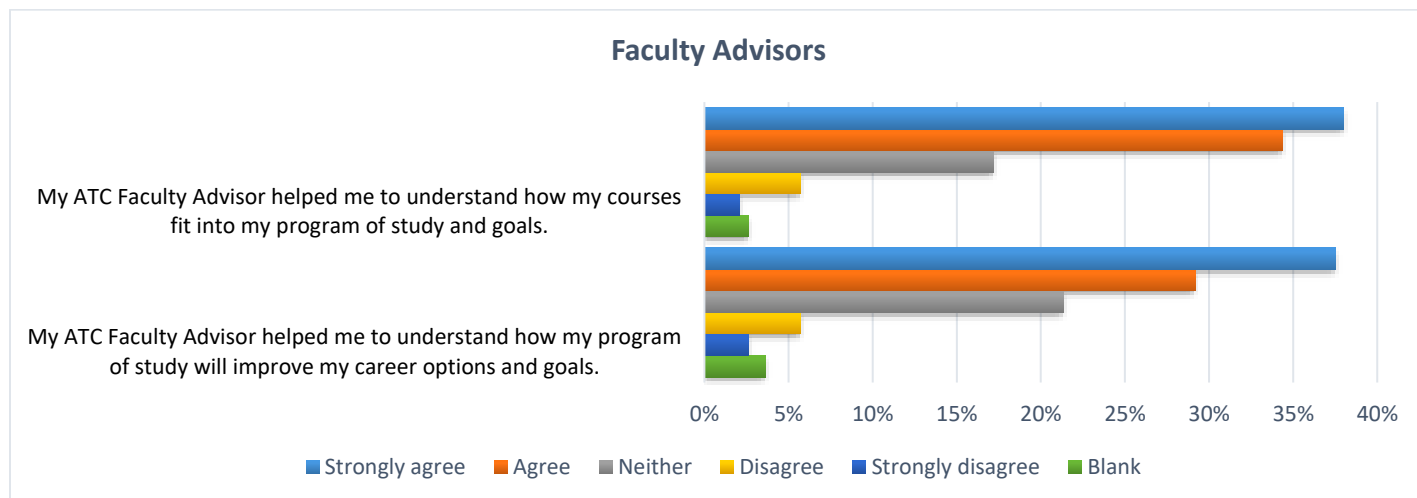
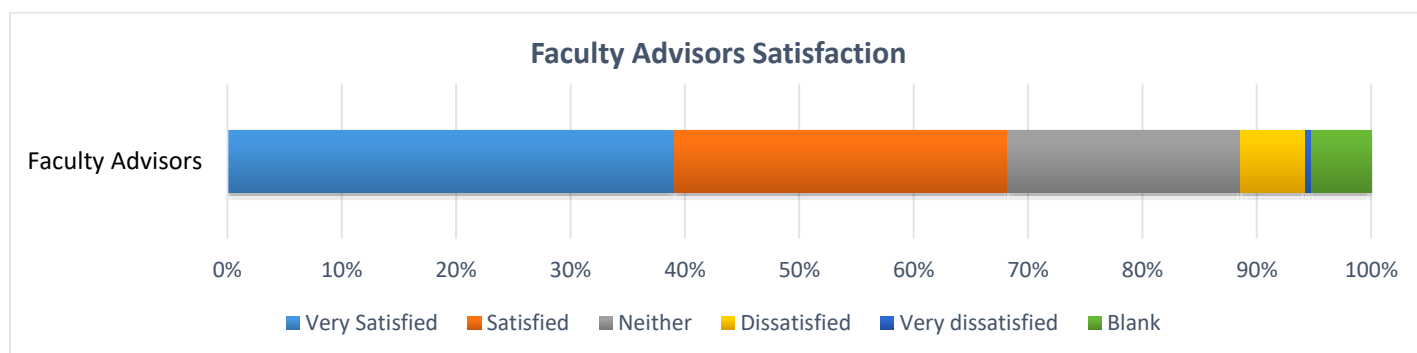
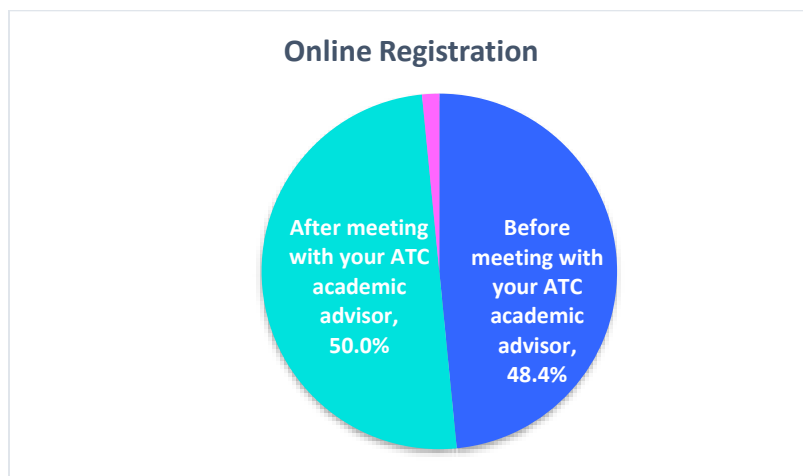
Counseling Services:

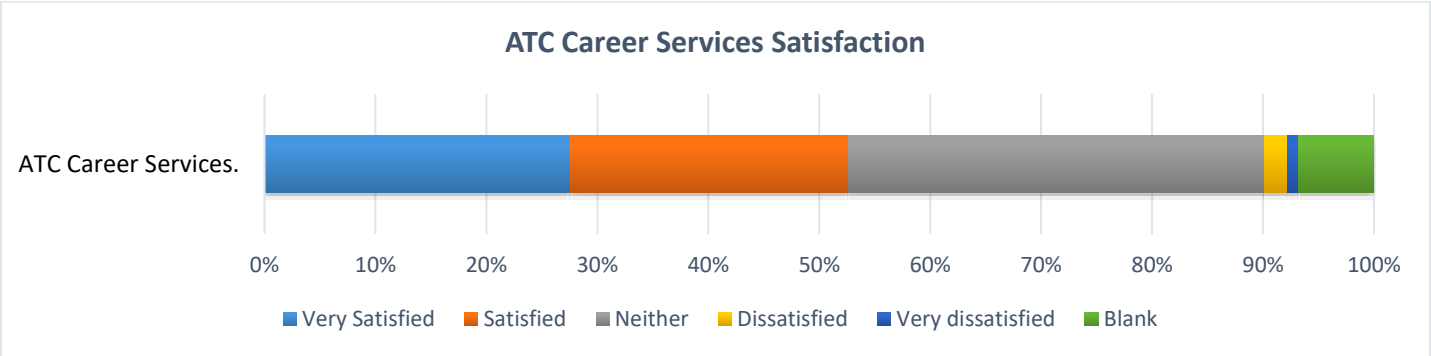
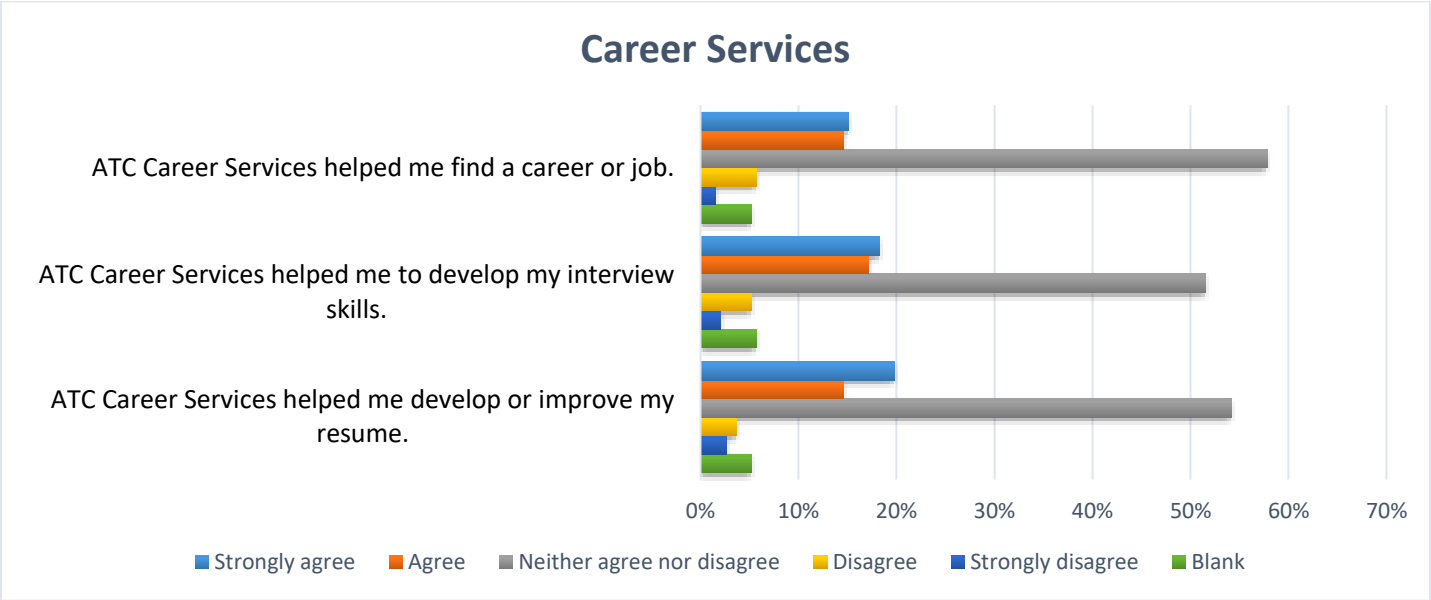
Counseling Services Frequency of Use



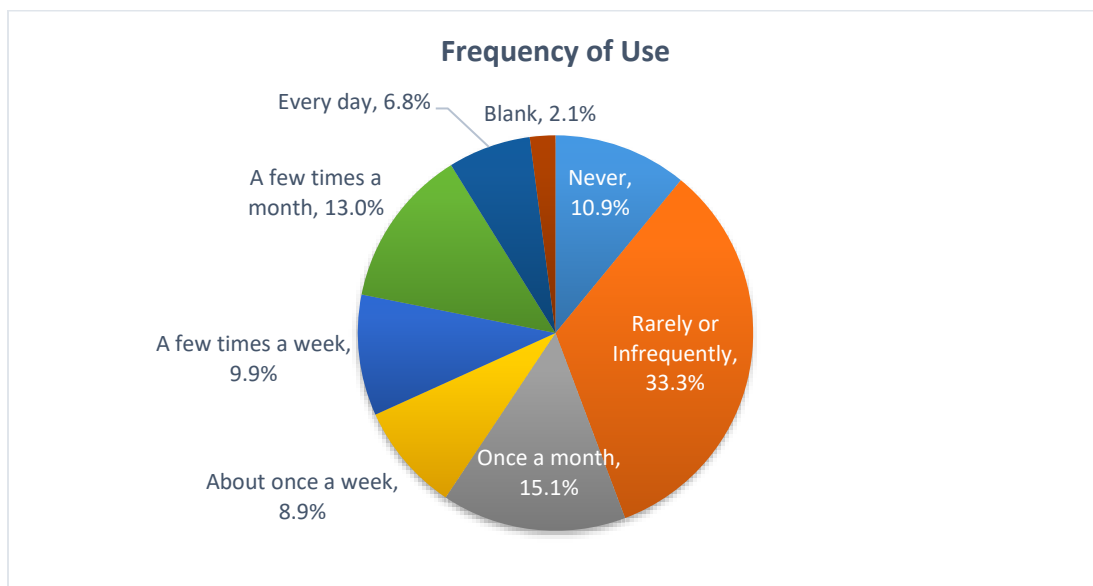
Counseling Services Satisfaction



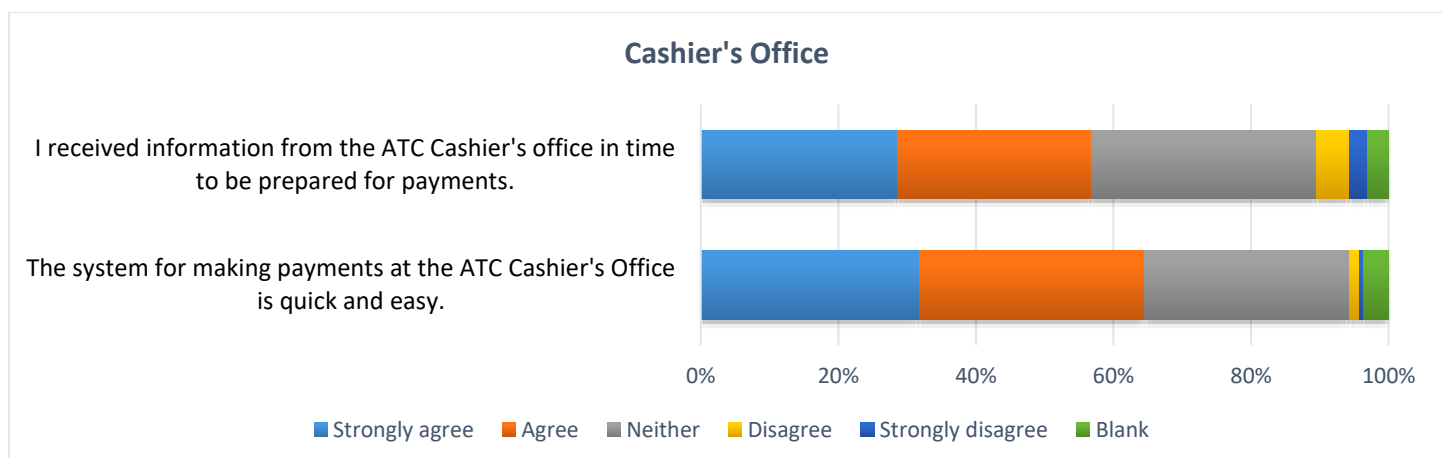


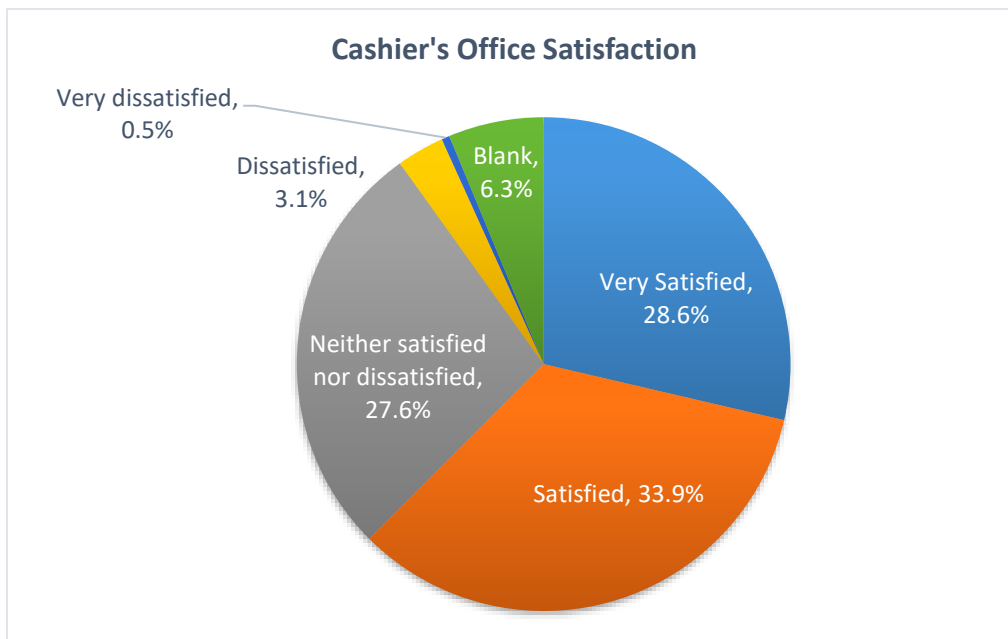


Bookstore:

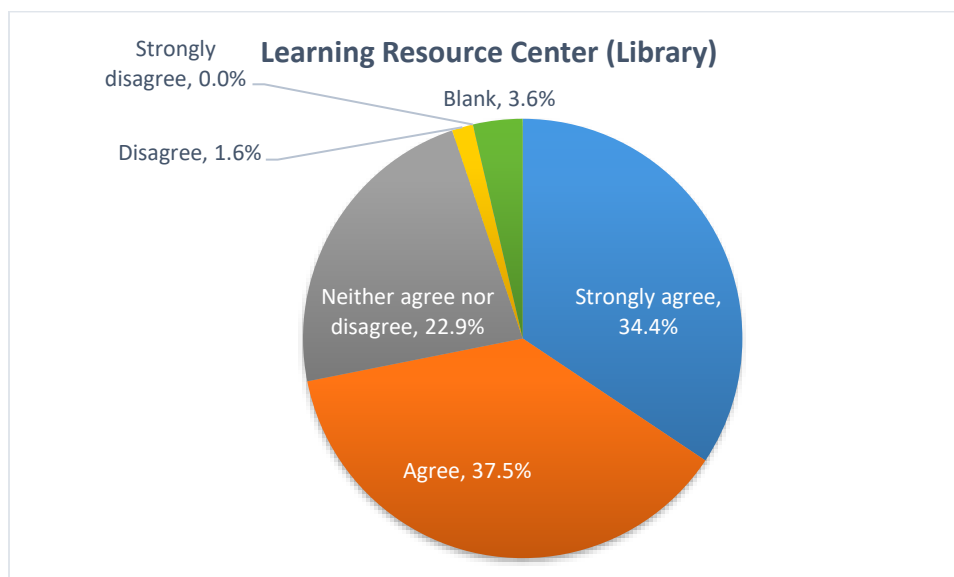


Cashier's Office:

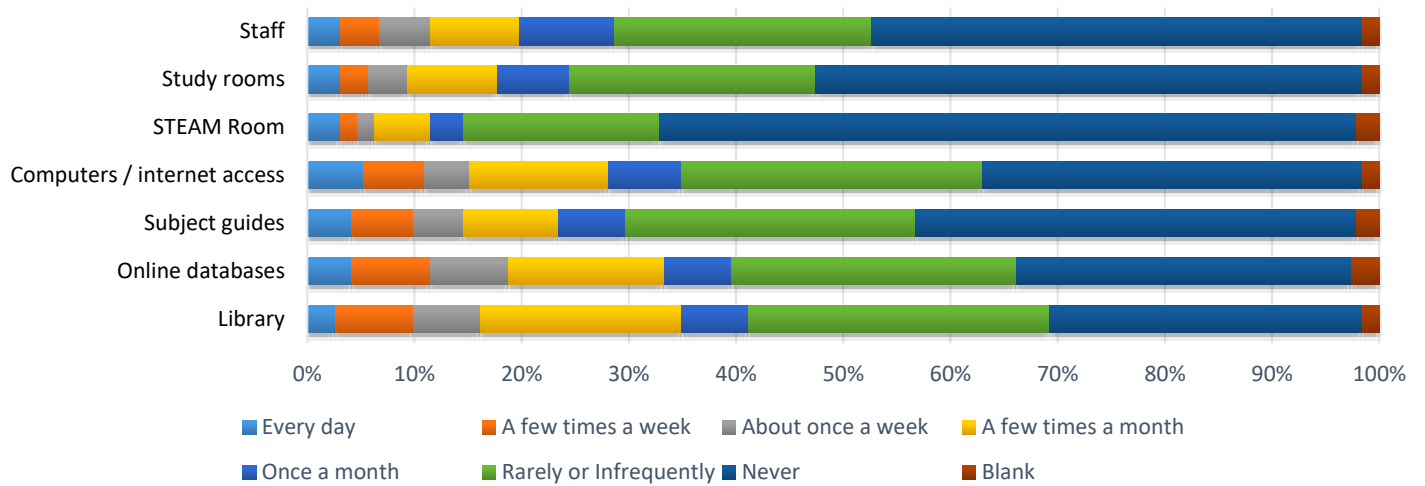




Library:

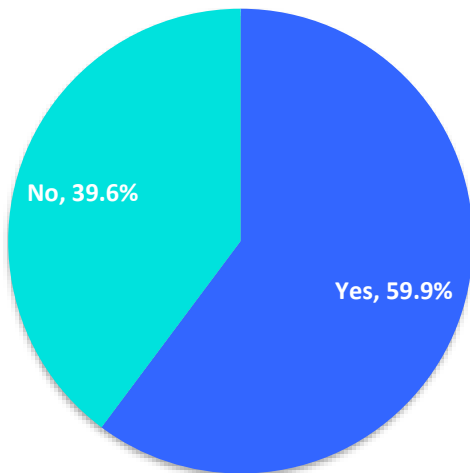


Frequency of Use

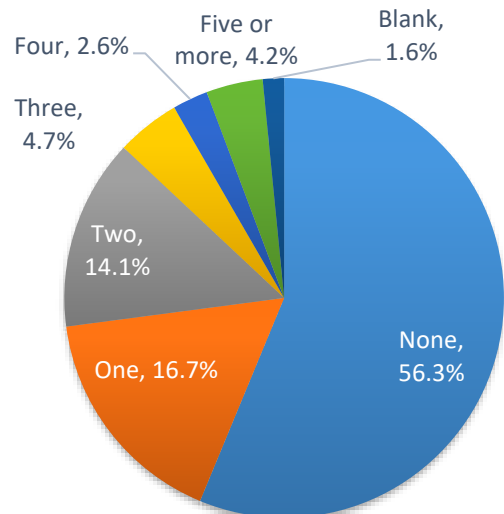


Student Engagement:

I am interested in campus events



Campus Activities/Events Attended



Security and Grounds:

