



Aiken Technical College

SOAR Student Survey-Fall 2016

Executive Report

Office of Planning & Research

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Introduction

The Services and Operations Assessment Report (SOAR) is a survey used to determine student satisfaction of non-academic services provided at Aiken Technical College (ATC). This survey was administered during the fall 2016 semester over an 8-week period, which included the winter break, sampling the ATC student population of 2461. There were 429 students who responded to the survey with 18 of those being duplicates. For the survey analysis all student responses were used. Students had the option of responding to all questions, but not all students did. The assessment included questions regarding non-classroom services offered to ATC students. This report includes the methodology, key findings, summary of departments, comparison of respondents to currently enrolled student population for the fall 2016 semester and summary of open-ended questions.

Methodology

Survey Development

The survey was developed in 2014 and was used to gather students' feedback on the ATC services and operations that impact students. Survey Monkey was the tool used to administer the survey. The survey was sent out from the Marketing Department inviting all current fall 2016 semester students to participate. An incentive of a \$10 Walmart/Sam's Club gift card was offered to the first 300 students who responded to the survey.

Sampling

A campuswide invitation was sent to all fall 2016 enrolled students with the goal to obtain a larger sample than the 2014 survey. The enrollment for the fall 2016 semester was 2461 unduplicated students. The Planning & Research (P&R) Department collected a data file, which is available for verification. The survey sample is a collection of students from that file. A total of 429 survey responses was collected. One respondent surveyed did not give any identifying information but did answer the survey, which was included. It was found that 18 responses were duplicated. The duplicated answers were kept and used for the analysis, but were not used when doing the demographic comparison. Accounting for the duplication, this number represents 16.7% of the student population at ATC, which is considered a strong representative sample with confidence level of 95% and a margin of error 4.

Contact Method

The initial invitation to participate in the survey was sent out via email to all students enrolled at ATC for the fall 2016 semester. The email gave the link to the survey and the information concerning the gift card. Subsequent invitations were sent weekly via students' email until January 9, 2017. This gave students ample time to participate, and at a time that was convenient for the student to complete the survey.

Survey Administration

The survey administration was coordinated by the P&R departmental staff from November 18, 2016 through January 15, 2017. Once the student completed the survey, they were told to visit the P&R department office with their student identification (ID) to pick up the gift card. The student's name and ID were verified on Survey Monkey as to whether the student had completed the survey. If the ID matched to a completed survey, students received a gift card. If the student had not completed the survey, they were requested to complete the survey, and return afterwards to pick up a gift card. The survey was terminated on January 15, 2017.

Key Finding

Technology Usage by Students

Students recognized that technology devices and services are an important component of their personal and academic life. Based on the SOAR Student Survey, 92% of students own and use a smart phone, and 83% own and use a laptop. This finding is parallel to survey responders choosing school email as their preferred method of contact on ATC deadlines and activities. Over 50% of the students reported checking their email at daily or almost daily.

Results also confirmed the importance of technology in students' academic success. Ninety-six percent of students indicated that they used technology devices for viewing course materials. In addition, students utilized devices for communicating with their instructor and/or administrator, and well as completing/posting assignments. Eighty-six percent (86%) of the students revealed that technology devices contribute "very much" to their learning experience.

Student Utilization of Services

Based on the survey results, there are four identifiable areas that had a low utilization of students. These areas were: (a) ISM Help Desk, where 82% of the students reported having never requested support from the Computer/IT Help Desk; (b) Counseling Services, 51% of students were aware of the services but have not used them; (c) Career Services, 54% indicated they were aware but have not used these services; and (d) Academic Success Center Workshops (ASC) where 63% of the respondents do not use the tutoring service offered and 92% of the respondents reported as never attended a workshop offered by ASC.

Student Awareness of Services

Student awareness of services was at least moderate to high in the majority of departments. Two areas where awareness levels of services being offered may require further promotion or review are: (a) Counseling Services, 43% were unaware of the free counseling services; and (b) Academic Success Center, 39% of students indicated they were unaware of the workshops offered by the ASC.

Summary of All Services

Information Technology (IT)

Twelve percent (12%) of students reported requesting support from the IT help desk. While this is a small percentage, the services that were needed are shown in the table below. It should be noted that 23% of students reported needing IT support outside of the normal hours of operation, which are Monday – Thursday 8 AM - 6 PM and Friday 8 AM – 1 PM.

Service	Percentage
Email	31%
Blackboard	53%
Logging onto MyATC portal	43%
Logging onto a computer in a classroom or lab	23%
Using WebAdvisor	25%
Help with using software on computers in classrooms or labs	27%
Other	13%

Website

Students were asked to evaluate the ATC's website. Ninety-four percent (94%) reported that the information on the ATC website is up-to-date. Students also stated "strongly agree" or "agree" (combined percentages) with the statements concerning the information provided on the website.

The table below shows these percentages.

Statement	Percentage
It is easy to find information I need about my program of study on the ATC website.	92%
It is easy to understand the information about my program of study on the ATC website.	93%
There is enough information on the ATC website for me to make decisions about my program of study.	90%

Career Service

Students were asked if they were helped by ATC Career Services. The following table shows how students responded to a specific services offered by Career Services and its percentage for that service.

No other information was obtained.

Service	Percentage
Better understand workplace expectations	34%
Develop or improve my resume	21%
Develop my interview skills	21%
Find a career or job	25%

Distance Education/ Online Courses

When respondents were asked about their level of interest in taking distance education (online) courses at ATC, 39% were "very interested" and 34% were "interested". If presented with the option of having their entire academic program in an online format, 33% of students were "very interested" and 33% were "interested". This shows a strong interest in online coursework in general.

Test Center

The Test Center was evaluated on several different aspect of services. The table below gives the percentages of students reporting being "very satisfied" or "satisfied" (combined percentages) with each of the services offered.

Service	Percentage
Hours of operation	87%
Clear instructions from the Test Center staff	86%
Helpfulness of the Test Center staff	85%
Convenience of the registration process	87%

Library

Students responded using the library 73% of the time at least once during the semester. For services offered by the library, students stated that the preferred method to be informed about the library services or resources was through the ATC email account, which was 70%, while 89% stated that the hours of the library are adequate. It should be noted that students responded that using the library resources to look for information using library website, library staff, EBSCO, and library catalog was low. The most used resources to look for information was computer/internet access, which was 76%. When asked about level of awareness of library services, 40% of the students responded that they are aware of all services offered except inter-library loan.

Academic Success Center (ASC)

Of those students who have received tutoring from the ASC, 86% of students “agreed” and/or “strongly agreed” that the ASC helped them to succeed as a student. Forty-three percent (43%) of students pointed out their grades improved about one letter grade while 66% students stated their grade improved one or more letter grades.

Enrollment Services Center

Fifty-eight percent (58%) of the students were able to complete their enrollment process in one or two visits to ATC. For other students, 42% needed three or more visits to complete the enrollment process.

Counseling Services

In the advisement process, the findings revealed positive results. When students were asked if they knew their assigned advisor, 88% indicated that they did. After meeting with their ATC advisor, 57% of students completed their online registration while 54% of students “strongly agreed” that their advisor helped them to understand how their program of study would improve their career options.

Marketing/Recruitment

Forty-four percent (44%) of the respondents learned about or knew of ATC through a friend or family member while 29% of respondents discovered ATC through personal research. It should be noted that T.V., newspaper articles/advertisement, and internet advertisement ranked last with only 11% as a means of discovering ATC.

Financial Aid

Eighty-two percent (82%) of the students taking the survey indicated that they had received financial aid from ATC for their college expenses. Ninety-one percent (91%) expressed that they were “satisfied” with the Financial Aid Office with 9% of survey responses showing some level of “dissatisfaction.”

Cashier's Office

Of those who used the cashier's office, 77% of students indicated the system for making payments at the ATC Cashier's Office was efficient. Twenty-two percent (22%) stated they had not used the Cashier's office. The results also showed a 33% level of satisfaction with the *Higher One* student refund process. Students also scored the Cashier's office's reliability for sending payment information on time at 92%.

Bookstore

While the bookstore is usually considered for buying textbooks, other items may be purchased by students. Seventy-eight percent (78%) of students surveyed stated using the bookstore for other items in some capacity while 22% said they never used the bookstore.

Security & Grounds

As to the campus itself, 99% of students “strongly agree” or “agree” that the grounds and buildings are kept clean and the campus is safe and has adequate security.

Survey Respondents Compared to Student Population

The degree to which the final sample of students taking the survey was representative of the currently enrolled students can be explored. The survey respondents and student population by academic divisions, race, ethnicity, gender, full/part-time students, and age groups were compared. For a true

representation of the student population in the tables below, the survey respondents and student population were unduplicated. The count of unduplicated respondents is n = 411 and the student population is n = 2461.

Table 1. Academic Division Proportions, Survey Respondents vs. Student Population

Division	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
BCTT	10.5%	12.8%	-2.3%
GEN	38.0%	42.1%	-4.1%
HSC	42.1%	30.8%	11.3%
TEC	9.5%	14.3%	-4.8%

Discussion: Comparing the survey respondents to the student population for each division, it appears to be similar except for the Health Science. This division had an overall higher response rate than the student population.

Table 2. Major Race, Survey Respondents vs. Student Population

Race	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
American/Alaska Native	1.0%	1.1%	-0.1%
Asian	1.2%	1.3%	-0.1%
Black or African American	37.2%	31.9%	5.3%
Hawaiian/Pacific Islander	0.0%	0.3%	-0.3%
Non-Resident Alien	0.0%	0.3%	-0.3%
Unknown	4.1%	3.9%	0.2%
White	56.4%	61.2%	-4.8%

Discussion: Comparing survey respondents to the student population appears to be similar.

Table 3. Ethnicity, Survey Respondents vs. Student Population

Ethnicity	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
Hispanic/Latino	4.6%	4.8%	-0.2%
Non-Hispanic	85.9%	85.0%	0.9%
Unknown	9.5%	10.2%	-0.7%

Discussion: Ethnicity is comparable between survey respondents and student population.

Table 4. Gender, Survey Respondents vs. Student Population

Gender	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
Female	81.0%	62.0%	19.0%
Male	18.7%	38.0%	-19.3%
Unknown	0.2%	0.0%	0.2%

Discussion: Gender appears to play a significant role in the survey. More females responded to the survey than males, and the response rate is more skewed than the student population. No apparent reason can be documented for this.

Table 5. Part-Time/Full Time Status, Survey Respondents vs. Student Population

Status	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
Full-Time*	31.9%	31.7%	0.2%
Part-Time*	68.1%	68.3%	-0.2%

*Full/Part-time classification followed IPEDS definition. Full-time is defined as the total number of credits ÷ by 12.

Discussion: This appears to be comparable across the survey respondents and student population.

Table 6. Age Bands, Survey Respondents vs. Student Population

Age Band	Survey Respondents (n=411)	ATC Student Population (n=2461)	Percentage Difference
Under 18	1.0%	4.1%	-3.1%
18 – 20	31.4%	34.7%	-3.3%
21 – 25	25.3%	27.2%	-1.9%
26 – 30	16.5%	13.9%	2.6%
31 – 40	14.8%	12.3%	2.5%
41 – 50	9.5%	5.5%	4.0%
Over 50	1.5%	2.3%	-0.8%

Discussion: When comparing age bands for the survey respondents to the student population, it appears to be similar.

Open Ended Question Responses

Students were asked several open-ended questions about the various services offered at ATC. These questions allowed the students to make comments and/or opinions if so desired. Below is a summary of those findings. The actual question with the corresponding comments may be found in the Appendix.

Information Technology

When students were asked about needing support from the Computer/IT help desk outside of normal hours of operations, six students responded. While this is not a significant number, getting these responses informs ATC that there is a need for more hours of operations from the IT help desk outside of normal hours of operations.

Library

Students also responded to needing additional hours to physically access the library. Twenty-six students responded that there needs to be additional hours of operations at the library. The times listed were varied, but students stated longer hours during the week, additional hours for Saturday, and that the library should be opened on Sunday. Students listed reasons for this as wanting a quiet place to study, needing a quiet place to do research, or a place to work on homework.

Additionally, students were asked for suggestions for improving the library and/or library services. There were a variety of answers, some of which included the hours of operations stated above. Other student responses included: comfortable chairs, make sure the printers have ink and paper, a café, a few more computers, quieter place to study, more study rooms, better temperature control, faster speed on computers, more sitting room with privacy, free printing, and a safer environment by showing ID to enter.

Academic Success Center

Students were asked for suggestions to help improve the services for ASC. Suggestions varied for improvement, but the main theme throughout the suggestions was getting more information out about what ASC has to offer. Suggestions for this included posters, emails, and advertising the different subject areas that have tutoring available. Some of the suggestions were: evening hours, Saturday hours, tutors could benefit from various teaching style, make sure all tutors in every subject are in there on the right time, more tutors, needs to advertise more to students, knowledgeable tutors in different subject areas, needs more nursing student tutors, more math/statistics tutors, be aware of working students' hours so they can attend events, and password used to enter should not be social security number.

Website

When students were asked about their experience using the ATC website, 82% responded with a positive experience. The majority of positive responses included "good," "okay," "very helpful," and "great" to name a few. A few students responded that that the website needs to be kept current and updated more often.

Financial Aid

Students were asked about their experience working with the Financial Aid office. Approximately 88% of students reported a positive experience in dealing with the Financial Aid office. The majority of the comments were concerning the staff in the Financial Aid Office. Some of the comments were that the staff was helpful and friendly, cooperative, knowledgeable, or excellent to mention a few.

When the students were asked about the dissatisfaction with the Financial Aid office, 12% of the students responded with negative comments. Some the comments listed were stressful, need to help

more, people are rude, no one there has a clear answer, be more responsive, or lack of communication for example.

Enrollment Services Center

The survey asked students about their experience with the Enrollment Services Center. Only 7% of students gave a positive response for their experiences in the Enrollment Services Center while 93% gave negative responses about their experience. Most often mentioned was that the staff was rude and unpleasant, while some mentioned that the wait time was ridiculous even with appointments.

For students who reported making three or more visits to ATC to complete the enrollment process, responses varied. Approximately 25% of students reported having an issue with their paperwork. The majority of complaints were stated as specific paperwork was missing or not having the correct paperwork. Other responses included needing to take an entrance test, needed a tax transcript, or staff hours to name a few.

Other suggestions for improvements

At the end of the survey, students were asked to respond with any other suggestion for improvements they would like to see at ATC. Approximately 10% of students responded with a suggestion of improvements with lunch availability. Several students listed needing a cafeteria or having better food choices. One student suggested having a microwave to heat food in different buildings or student break rooms. Five percent (5%) of student responses suggested having some athletic sports or an updated gym. While there were a variety of responses, 53% of students responded of having no suggestions, which implies that students overall are happy with ATC at this time.

Addendum

Comparison of some statistical findings from the SOAR Survey 2014 and SOAR Survey 2016 are being presented. The first area being compared is the general technology use and the important of technology to students. Table 1 compares technology usage by students from the SOAR Survey 2014 and 2016. The statistics indicates that students rely on Smart phones and laptop computers, and there has been an increase in both. Table 2 shows that students indicated the importance of technology in the student's academic success. Again, there has been an increase on the importance of technology in learning.

Table 1. Technology Usage Comparison 2014 and 2016

Technology Devices	SOAR Survey 2014	SOAR Survey 2016	Difference
Smart Phone	91%	92%	1%
Laptop	79%	83%	4%

Table 2. Technology Importance Comparison 2014 and 2016

Technology Important	SOAR Survey 2014	SOAR Survey 2016	Difference
Viewing course materials	94%	96%	2%
Contributes to learning	84%	86%	2%

Table 3 presents the student responses to utilization of some of the ATC's services from the SOAR Survey 2014 and 2016. This table indicates four services where there is low utilization. One service showed a slight improvement, another service remained static, and the remaining 2 showed a decrease in utilization of services. If there was an increase usage of a particular service, the difference is negative, while a decrease of a service usage is indicated by a positive difference.

Table 3. Student Utilization of Services Comparison 2014 and 2016

Low Utilization of Services	SOAR Survey 2014	SOAR Survey 2016	Difference
ISM Help Desk	82%	82%	0%
Counseling Services	50%	51%	1%
Career Services	52%	54%	2%
Academic Success Center Workshops	96%	92%	-4%

Table 4 presents the student responses to awareness of some services being offered at ATC from the SOAR Survey 2014 and 2016. This table indicates three departments where students were unaware of the service being offered. Two services showed improvement of awareness and the other one remained static. If there was an increase awareness of a particular service, the difference is negative, while a decrease of a service awareness is indicated by a positive difference.

Table 4. Student Awareness of Services Comparison 2014 and 2016

Unaware of Services	SOAR Survey 2014	SOAR Survey 2016	Difference
Counseling Services	45%	43%	-2%
Academic Success Center	50%	39%	-11%
Career Services	25%	25%	0%

Services by Department Comparison

Comparison of services offered by departments are being presented in the following tables. It should be noted that the percentage given are based on the number of responses to the questions and not the number of participating students.

Table 1. Information Technology Help Desk

IT Help Desk	SOAR Survey 2014	SOAR Survey 2016	Difference
Never use IT services	82%	82%	0%
Blackboard	64%	53%	-11%
Preferred method for support is walk-in	51%	44%	-7%
Very high satisfaction	52%	61%	9%

Discussion: There was no significant difference or a decrease in needing support from the IT help desk. The preferred method of contact is by walk-in to the IT department, and there was an increase in “very high satisfaction” with the IT Help Desk support.

Table 2. ATC Email

ATC Email	SOAR Survey 2014	SOAR Survey 2016	Difference
Check email at least once or twice a week	93%	85%	-8%
Check email daily	67%	56%	-11%

Discussion: Students responses on checking ATC email has decreased overall.

Table 3. ATC Website

ATC Website	SOAR Survey 2014	SOAR Survey 2016	Difference
Easy to find information about program of study	90%	91%	1%
Enough information to make decisions on program of study	84%	90%	6%
ATC website is up-to-date	93%	94%	1%

Discussion: Students overall were satisfied with the ATC website.

Table 4. Test Center

Test Center	SOAR Survey 2014	SOAR Survey 2016	Difference
Satisfied with services provided	90%	86%	-4%

Discussion: Student responses showed a slight decrease in satisfaction with the Test Center services being offered.

Table 5. Library

Library Services	SOAR Survey 2014	SOAR Survey 2016	Difference
Use library to some degree	75%	73%	-2%
Aware of online catalog	70%	65%	-5%
Hours are adequate	94%	89%	-5%
Satisfied with availability of books, periodical articles, etc	99%	97%	-5%
Rarely or never use library staff, website, catalog, etc	70%	78%	8%

Discussion: Student responses to services offered by the library showed an over drop in percentage points. Students do not seem to use the library or aware of the services offered. Students responses to the library hours being adequate dropped by 5%.

Table 6. Academic Success Center

ASC Services	SOAR Survey 2014	SOAR Survey 2016	Difference
Received tutoring	33%	37%	4%
Aware of tutoring services	90%	90%	0%
Helped student succeed	86%	86%	0%
Helped increase at least 1 letter grade	62%	69%	5%
Tutor's knowledge of subject matter excellent	53%	40%	-13%

Discussion: Student responses to the Academic Success Center question of the tutor's knowledge of subject matter saw a significant drop in satisfaction while the other survey question responses saw no change or an increase of satisfaction.

Table 7. Scheduling Classes

Scheduling Classes	SOAR Survey 2014	SOAR Survey 2016	Difference
Easy signing up for classes	92%	90%	-2%
Easy to put together a schedule that meets student's need	86%	88%	2%
Preferred morning classes	60%	61%	1%
Preferred afternoon	28%	25%	-3%
Preferred evening classes (after 6 pm)	12%	14%	2%
Interested in online classes	63%	72%	9%
Interested in taking entire program online	51%	66%	15%

Discussion: Student responses to scheduling classes showed no significant changes except for those students interested in taking their entire program online. This rose by 15%.

Table 8. Financial Aid

Financial Aid Service	SOAR Survey 2014	SOAR Survey 2016	Difference
Received financial aid	82%	82%	0%
Satisfied with financial aid	90%	91%	1%

Discussion: Student responses on satisfaction with Financial Aid had a slight increase.

Table 9. Marketing

Learned about ATC	SOAR Survey 2014	SOAR Survey 2016	Difference
Family or friend	41%	44%	3%
Personal research	26%	29%	3%
TV or Internet Advertisement	5%	10%	5%
Other Sources	27%	17%	-10%

Discussion: Student responses to learning about ATC showed an increase in all of the sources except one, Other Sources.

Table 10. Enrollment Center Services

Enrollment Center	SOAR Survey 2014	SOAR Survey 2016	Difference
Satisfied with staff	92%	89%	-3%
Completed enrollment in 1 or 2 visits	60%	58%	-2%
Spoke with ATC recruitment staff	22%	34%	12%
ATC email preferred method of contact on ATC deadlines and activities	51%	54%	3%

Discussion: Student responses regarding the Enrollment Center services showed a decrease in satisfaction with the staff and being able to complete enrollment in 1 or 2 visits. However, student responses showed an increase of speaking with an ATC recruitment staff and the preferred method of contact about ATC deadlines and activities to be ATC email.

Table 11. Counseling Services

Counseling Services	SOAR Survey 2014	SOAR Survey 2016	Difference
Aware of free counseling services offered	55%	57%	2%
Used counseling services	5%	6%	1%
Satisfied with counseling services	100%	100%	0%

Discussion: Student responses to Counseling Services offered at ATC showed an increase of awareness of free counseling services offered and used the counseling service. As with the previous survey, student responses to satisfied with counseling services was at 100%, which there was no change.

Table 12. Academic Advising

Servcies	SOAR Survey 2014	SOAR Survey 2016	Difference
Know assigned advisor	89%	88%	-1%
Satisfied with advisor	90%	91%	1%
Advisor provided helpful information	92%	93%	1%
Advisor understood student's program of study	90%	93%	3%
Completed registration prior to meeting with advisor	36%	43%	7%

Discussion: Student responses showed an increase in percentage points except for knowing their assigned advisor, which was a decrease of 1%.

Table 13. Career Services

Career Services	SOAR Survey 2014	SOAR Survey 2016	Difference
Aware of career services but did not use it	52%	54%	2%
Helped by career services	26%	44%	18%
Unaware of career services	25%	25%	0%

Discussion: Student responses showed an increase of awareness of Career Services but did not use it. A significant increase of percentage points was seen in being helped by career services. Unawareness of Career Services showed no difference.

Table 14. Bookstore

Bookstore services	SOAR Survey 2014	SOAR Survey 2016	Difference
Buying textbooks works quickly most of the time	53%	50%	-3%
Satisfied with services at the bookstore	84%	87%	3%

Discussion: Students responded an overall satisfaction with the Bookstore services.

Table 15. Cashier's Office

Cashier's Office Services	SOAR Survey 2014	SOAR Survey 2016	Difference
System for making payments is efficient	94%	87%	-7%
Satisfied with the Higher One card refund process	63%	71%	8%
Received information from the Cashier's Office in time to make payments	96%	92%	-4%
Experience with the Cashier's Office as pleasant	98%	96%	-2%

Discussion: Overall there was no significant change to the Cashier's Office services.

Table 16. Security and Grounds

Security and Grounds	SOAR Survey 2014	SOAR Survey 2016	Difference
Grounds and buildings are clean and well maintained	99%	99%	0%
ATC Campus is safe and has adequate security	99%	99%	0%

Discussion: Students responses to ATC security and the grounds/buildings being clean did not change between 2014 and 2016.

Appendix

Q12 Please tell us when you need support from the Computer/IT help desk outside of the normal hours of operation:

Answered: 21

Skipped: 408

#	Responses
1	around 8pm
2	Never
3	I only had problems at the beginning of the semester and my information did not go in correctly.
4	nothing at this time before it was the lockout
5	8-6
6	depending what the issue will be.
7	10pm
8	when I have problems
9	Sometimes can't get into account from home
10	An example would be with blackboard and a exam not showing up.
11	All I need is someone to help me for what I'm doing.
12	IT help is not required currently.
13	None
14	Usually in the evening after 6
15	i do not need any help
16	Never
17	I work and have class all day everyday so when I go home to do an assignment between 7pm-9pm.
18	Saturdays and Sundays typically afternoon
19	Homework and Blackboard
20	Saturdays
21	Random times

Q19 If you answered that the current ATC Library hours are NOT adequate for your needs, please tell us which additional hours you need access to the Library:

Answered: 26 Skipped: 403

#	Responses
1	Needs to open by 7am
2	Later on Fridays and weekends
3	later on saturdays
4	10pm
5	More time open on the week end would be nice
6	I would like if the library opened at 7 or 7:30, because I like to go to the library to study before a test and usually my tests are at 9:00. This only gives me 1 hour to have somewhere comfortable to study. Also, since I'm busy with class and clinical through the week I try to get a lot done on the weekend. The library is only open for 4 hours on the weekend. I would like some time on Sunday or more hours on Saturday.
7	I would prefer the library to open longer on Friday's until around like 7pm and on Saturday's until like 4pm.
8	Saturday is the day of the week that I have the most time to study, I find myself distracted at home while trying to study on saturdays and would like longer hours if possible to make it to the library.
9	Till possibly 1030
10	Later hours during finals weeks would be great
11	earlier a.m hours..
12	For some people who have classes at 8 and need a quiet place to study before class starts, the current hours are not benefiting them.
13	sunday
14	As a nursing student, we have exams at 9:00 am a lot and it would be helpful if the library opened up a little earlier than 8; I would say 7:00 am would be more convenient.
15	7am
16	I would love it if they could stay open later on Saturday or be open on Sunday.
17	Open at 7:00 am

18	The library should be open 24 hours for those of us that get off work late and for those of us that have weekends off we should be able to do courework in the library on weekends and it should also be open 24 hours so that we can utilize everything that ATC has to offer
19	They Should Stay Open Till About 10 pm This Gives Even The People Who Work Late Time To Access The Library
20	Longer hours on weekends. I had a lot of exams on Mondays with no adequate place to study quietly.
21	Sat afternoon/Sunday -- exam time
22	Earlier. Maybe at 6 or 7 AM.
23	5-7pm weekdays
24	Having longer hours on Friday would be nice!
25	There needs to be more time added for Friday in addition to the weekends.
26	Early in the morning before 8

Q23 Please share any suggestions which you have for improving the ATC Library and/or Library services:

Answered: 78

Skipped: 351

#	Responses
1	comfortable chairs
2	Make sure that printers have ink and paper. It's ridiculous that the library printers can be without ink for months. Have more study rooms available on campus. May be let students know which classrooms are unoccupied so that we can study there.
3	none
4	A cafe of some type would be very much appreciated
5	a few more computers they are all usally used during certain times of the day
6	Maybe open at 7am as opposed to 8. Some people have classes in there at 8am, so open doors are helpful for those who need to study before hand.
7	None
8	There is nothing I would change everyone is very helpful.
9	Librarys should be quiet for the person that uses it to study. Not a place to hang out before your next class and talk to your friends.
10	I would enjoy the library a lot more if it had quiet spaces. I would like to see mini study rooms like some of the other schools that I've visited.
11	No suggestions at this time.
12	The ATC library is very much good how it is. There no reason to change it.
13	The library is okay!
14	more hours on friday and saturdays
15	I think there should be more computers in the library.
16	More study rooms
17	The only thing wrong is that a library is supposed to be a quiet place to do work, and there are certain workers that sit in the front that are very loud and socialize. I left several times because of this.
18	Remove the "library guest" options when signing in. This process is only asking for trouble. Examples include saving personal information, keyloggers saving personal data/passwords, ease of hacking and stealing financial information due to reloading print credits via credit card. Of course the list goes on to include downloaded viruses unwanted malware intentionally or unintentionally downloaded and transferred to my flash drive ect
19	Recently there were two students playing music. clearly not very loud, but I felt like I couldn't study & I felt like in the amount of time this was going on, the staff should've noticed at some point, but they didnt.

20	N/A
21	It is uncomfortably COLD in the library!!! every time im in there I have to leave because im so uncomfortable!
22	faster speed on some of the computers
23	The library is very helpful I can not think of any changes to make it better
24	Library hours that are extended on weekends would be very helpful. USCA's library is open to 10pm on weekends.
25	From my experience, I have always been given the assistance that I needed
26	make the printer more freindly
27	When there are no classes in the class rooms inside the library. The students should be able to use them to study if everywhere else is full.
28	They should not be rude and say that a student study too much and says they will limit there study room time. How can you tell a student they study too much? We are working towards our degree and we pay plenty enough money to be able to use the library study rooms when needed! Thanks nursing students!
29	Add more sitting areas with privacy for solo study
30	Turn the air conditioning down!! It always feels like an igloo
31	I have never heard of EBSCO and would like information on what it is
32	I've only studying, to do printing, and finding the right books for my subject assignments.
33	Noone
34	I wish it was easier to find books . If you want to find them . Have subjects name of the bookcases so it is easier on the students.
35	When I visit in the morning, I can find a computer but when I visit in the afternoon there's no where to sit.
36	more private/quiet study rooms
37	enforce a quiet atmosphere to many people being loud and no one stepping in to tell them to be quiet, very distracting and annoying when trying to study
38	I do not have any suggestions.
39	library is always cold
40	There could be a few more tables for groups to set up study sessions at
41	More food options
42	No
43	less printing fee

44	The ATC Library should stay open 1 hour longer. Lke, until 10pm.
45	none
46	no other suggestions
47	I would suggest more tutors.
48	i wish the library was open at a later time.
49	I think the ATC library is already doing good.
50	I do not have any suggestions.
51	Maybe another printer sometimes lines for waiting can be long
52	that i think it should be more computers and tables for group sessions
53	The workers in the library can be very helpful and polite. Sometimes they are so loud at their desk and it can distract others trying to focus.
54	I wish there were more computers in the library. Usually when I go in there to use one they are all occupied.
55	The staff does not always know the answers to questions, I also think with the amount of tuition we pay there should be at least one printer open to everyone FOR FREE in case a student needs to print off something for an assignment ASAP and has no printing credits.
56	Free printing, more private rooms
57	more computers and study areas
58	N
59	More private study areas would help a lot.
60	Quietness should be encouraged more often.
61	We should be able to print in color there should be a fax machine in there We need better chairs
62	Pleased
63	Update magazines more frequently
64	I personally do not have any suggestions. Everything is okay with me.
65	Very comforting place to study.
66	Open earlier
67	none

68	Everything is always clean and able to get help when needed.
69	Just longer weekend hours would be nice.
70	Keep up the good work!
71	I have no suggestions.
72	Nothing, it is great like it is!
73	Posters around campus would help with information about available resources
74	Should be able to print 250 pages for free (charged technology fee), also should be able to checkout iPads/laptops like other college libraries
75	I would suggest having tutoring sessions in the Library during the time when research paper assignments so students will be more clear on where to find information, who to ask, what websites to go to, etc. Even though the English teachers set up times for the librarian to show you these things, and go through a power point, some students are still shy about asking questions and maybe that pace is too fast for them.
76	Keep up the good work.
77	I think that the library should ask students entering to show their id's, this way not just anyone can enter and this provides for better safety.
78	More online study guides books for Math and Science

Q32 Please share any suggestions you have to help us improve the services from the ATC Academic Success Center:

Answered: 75

Skipped: 354

#	Responses
1	Offer evening hours if possible.
2	Have Saturday hours.
3	n/a
4	Very helpful!
5	Tutors should learn Mr. [REDACTED] teaching style.
6	none at this time
7	Make sure all tutor in every subject are in there on the right time.
8	NEED MORE HELP WITH STUDIES FOR NURSING STUDENTS
9	Have not really used the Academic Success Center
10	Get the networking/programming teachers to offer tutoring in their related subjects.
11	It is okay!
12	needed more tutors that would know more other than math and english. would help me more
13	No suggestions, very good place.
14	pay the tutors more
15	I need to be more knowledge and understanding.I need to make understand on chalkboard
16	The Academic Success Center needs to be advertised more to students. This is my second semester at ATC, and I just went in there about halfway through the semester for the first time. I thought it was only a place where you could get tutoring. I didn't know there were computers and study space available for use. I don't need tutoring, so I'd never gone in there. I also had no idea that they offered workshops until taking this survey. I think this is a vastly overlooked resource.
17	Later times
18	Nothing
19	more willing tutors
20	To make the ATC Academic Success Center better, it should have more knowledgeable tutors in different subject areas to assist students.
21	I don't have any

22	Extended hours
23	Promote the services to the students. Many do not know what is there.
24	they have always been very helpful to me
25	posters?
26	none
27	The Academic Success Center needs more nursing student tutors.
28	Asked about health calculations before and was told that was beyond there scope. Maybe have someone designated to assist with every program the campus offers.
29	It doesn't need any improvement
30	more information through email when they are available
31	I'm always in ASC every day and it's a best place that I ever been.
32	Have not been!
33	advertise a little bit more
34	Naw
35	If students are getting help by their professors than why do you need to go into ATC Academic Success center .
36	more online help lists, not everyone has time to come in person
37	Provide more alerts about upcoming events
38	None
39	Statistics personnel 24/7
40	Nothing.
41	none
42	the tutors need to come up to the students that need help and ask if they need any help
43	i have no other suggestions
44	Have more math tutors
45	More knowledge
46	i do not believe you have to change anything, because it is such a great place.
47	I don't have any.

48	They are a great help
49	I do not have any suggestions.
50	Have more tutors in there on Fridays.
51	that the tutors should know more about what subject they are trying to help students with
52	Nothing at this time, I have never used this service
53	Advertise the different subjects/ programs that have tutors/tutoring available
54	Offer it at two different times, or on Fridays when no one has class and can make it.
55	There should be at least 3 tutors per subject available
56	Pleased
57	Registration process should be looked upon. Many students have to come back and forth to registration due to inaccurate information or incomplete information given. This makes students not want to come back and complete registration to enroll.
58	I didn't know about it
59	Heard it's great, haven't needed much help yet
60	Open earlier
61	The part on Blackboard that allows students to add/drop courses is not user friendly. It is very difficult to figure out and whenever I called/mailed for assistance, all they did was do it for me. I never really learned how to operate the website efficiently. I know that the advisors and the people at the Enrollment Center were trying to be friendly, but it is more helpful when the students are shown how to work the website.
62	Overall, the Staff and tutors in the Center are good. There is ONE i will never EVER again because He made me and several others student feel incompetent to complete Math, i came there to learn from him NOT expecting him to do my Math but to assist me and help me to see where i am hung up in learning. he was rude and this behavior was totally unacceptable. so i donot use him. I 'll wait until anther tutor comes in or I'll do another subject .
63	I like the way it is
64	none
65	I didn't use them often enough but when I did they were very helpful!
66	I have no suggestions.
67	I am satisfied with services at Success Center. I regularly visit the success center.
68	I think the academic success center is doing great!

69	The Academic Success Center is a great and quiet place to study, however I feel like they should have tutors who are have knowledge not only in the core classes, but also who have majored in other things at ATC such as manufacturing, nursing, and Industrial Maintenance. Other than that the Center is very helpful and everyone there is very kind.
70	I don't have any suggestions.
71	Constantly being bombarded with emails daily from ATC email lessens the importance so all are deleted and never read. 99% of the information and 'events' held are at times when people are working. Look at the amount of folks that are working AND going to school and try a little bit to be considerate. It is not welcoming to be outcast since everything is during regular business hours and it is impossible to attend.
72	I think that the password to use shouldn't be part of our social security number.
73	I love the success center it has been a great help to me esp last summer with statistics. Erin the best!!!!!!!!!!!!!!
74	The Academic Success Center is great I love to go in there to do my school work/homework.
75	The Academic Success center has helped me improved on my grades, studying skills, also my time management. I always enjoyed being in the Academic Success Center.

Q40 Please describe your experience in using the ATC website:

Answered: 407 Skipped: 22

#	Responses
1	good
2	The new academic calendar is horrible. I would like a calendar where you can see the whole academic year on one page.
3	Very useful and helpful!
4	I was searching for information on more programs that was related more to general education versus childhood and education. I don't see much info about childcare management certificate
5	very well
6	it was confusing at first but i got the hang of it
7	I find the site easy to navigate and frequently use it.
8	meets standard
9	Classes that are required conflict with one another and are offered only one semester. Those same classes must be taken before other classes in the curriculum.
10	It was very helpful but probably should be updated so a four year old could use it. Simple is always better
11	It was pretty good and easy to navigate.
12	its confusing at times
13	n/a
14	The website is easy to use and understand. It is designed well.
15	It's pretty easy to work. Still learning things about it. But I use it almost everyday since I started at ATC.
16	Very easy to use and always up to date.
17	Pretty easy to navigate overall. Better mobile support on some functions would be nice .
18	ATC website is somewhat user friendly. I think the color scheme could use some work.
19	good
20	it's okay
21	good
22	Very helpful

23	very helpful
24	very helpful!
25	it is functional
26	Easy
27	I was not aware of the change but when I figured out where everything was, it was fine to use.
28	good
29	Great!
30	Very easy
31	awesome
32	harder to navigate than the old one
33	It has always been an efficient experience.
34	It is user friendly
35	Easy to navigate
36	Sometimes I have a hard time finding even my portal.
37	good
38	Helpful, sometimes not so easy to navigate.
39	it is easy for me to navigate and use
40	I like the updates. I wish that It had more information on the nursing program. I had trouble finding out what it consisted of before entering the program.
41	Very frustrating. I was able to sign up and enroll for a program that wasn't being offered anymore, and several times throughout the semester was told to sign up because they were thinking of offering it again only to have them change their minds multiple times. It said nowhere on there that the program was not being offered. When signing up for classes it was next to impossible to figure out how to search for classes, much less sign up for them before they were all full.
42	It has been very easy to access and very informational.
43	The ATC website is, overall, fairly easy to navigate and understand.
44	Good
45	Great
46	The website is fine. It was hard to maneuvered at the beginning because it was new to me and so was college.

47	excellent
48	I've always had a good experience using the ATC website.
49	Just takes time to get familiar with it, then no problem
50	It is very helpful to me by using the ATC website.
51	I navigate thru the website fine. I use it to check financial aid, courses, and schedule.
52	It is very easy using the ATC website.
53	I haven't used it much, but there sure are a lot of links.
54	GOOD
55	Easy
56	I am working towards Nursing, and it would be helpful if there was more information about the program online.
57	Nothing
58	Good
59	Clunky at best. I wish y'all would go back to the old interface.
60	i have a hard time doing anything on the website
61	very easy to use
62	Great
63	Helpful and easy to navigate.
64	I feel it is easy to figure out how to do it by just reading the material.
65	Very helpful
66	I am satisfied with the website
67	The website is okay and easy to use.
68	its was new to me. keep up the new stuff.
69	Great
70	The website is useful, and easy to understand.
71	Good
72	I have had a great experience so far

73	good
74	After the update, it got more confusing. But once you find what you're looking for it's very informative.
75	It's very helpful. And gives me all the answers I need And it saves me the time of waiting in line to get the answers I seek.
76	The atc website is helpful. all the information is in one place
77	easy to use,
78	Library hours were out of date. The academic calendar does not cover all important events. My program had limited information on about what paths were available. For example I came to Aiken tech for accounting for a Bachelors. My first two semesters I was enrolled in a program that didn't have transferable credits. Transfer certificates were not even listed on the associates. If I didnt speak up and ask questions to my advisor I would not have even know about the transfer program. the associates degree classes do not transfer to USCA. I would have wasted a great deal of time here
79	An easy and resourceable website to use on the daily school bases
80	Searching a term for available classes and class sections available is easy to navigate.
81	i need to get interest through ATC
82	The website is ok to use if you're computer savvy. It takes a while to find degree programs.
83	I haven't used the new website very much since its been updated. It could have some more detailed information about the programs.
84	It is initially very difficult to navigate, but once you figure out where everything is, it is not bad at all. Had I not had someone to walk me through the registration process the first time, I would have been completely lost.
85	It is user friendly
86	The new format of the ATC website is so hard to use and understand. I have to search course offerings just to find it.
87	I have never had any problems or difficulties
88	It was great
89	No difficulties usually. Although I was able to sign up for my classes by myself for this upcoming semester & then I look the very next day and it's gone. I had to contact my advisor. I don't know if she took that option away from me or if you guys did but that is very inconvenient.
90	Great
91	Some things are not as easy to find in MyPortal, such as registering for classes and finding available classes.
92	I prefer the new layout of the website and think that it is on the right track as far as increasing functionality is concerned.
93	very easy

94	The new website is user friendly and easy to use/navigate.
95	When trying to find a program you might be interested in studying its very hard to find the credentials/requirements needed for that program and the information such as when the program is offered was very difficult.
96	Okay
97	It is helpful
98	It's not telling me enough about my major
99	The information is very useful.
100	Very helpful
101	Easy to navigate
102	Good
103	good
104	great overall experience
105	Great
106	The ATC website has always been helpful and easy to navigate.
107	Difficult to use
108	Great
109	The website is extremely user friendly.
110	Easy to use and informational.
111	very good
112	The website is very easy and convenient to navigate through.
113	It is fairly easy to use
114	I like it
115	Good
116	Has been pleasant. Hard to find the requirements for some programs.
117	Good
118	It has a lot of helpful information
119	The only issue i had was finding the Practical Nursing Handbook.

120	its great
121	no problem
122	never had a problem with the website
123	There are still things up from October and it is December.
124	I feel that it works properly
125	Informative
126	it has been beneficial and helpful
127	great
128	Good
129	Easy to use
130	Easy and convenient.
131	My experience is good. It is very easy to navigate.
132	Very helpful
133	Good
134	Good experience.
135	Registering for classes, academic calendar, course info
136	Its is just right.
137	Limited
138	Very easy to navigate
139	Good
140	It is dependable and it has most of everything I need at that time
141	its easy to use and all info is up to date for my classes
142	easily accessed
143	The website is always up to date. I am able to access the website anytime that I need and it also helps me answer questions that I have.
144	I dislike the steps it takes to login to my atc account.
145	very basic and easy

146	Good
147	I think the ATC website is very user friendly.
148	Very easy to use, and helpful.
149	It is average.
150	It has always been easy to use.
151	The website is very neatly organized.
152	it is helpful but I often have to contact my advisor to allow access to register
153	great
154	It has helped me a lot with the things that I have needed to access.
155	There is a lot of information jumbled into the website.
156	Decent experience, very helpful at times.
157	I went to Enrollment Services Center and getting ready to registered.
158	Fast, User Friendly
159	My experience here at ATC is great.
160	My experience has its pros and cons. I like how easy it is to get help and succeed.
161	The website has great information and keep me informed.
162	I don't use it all the time because it is a little outdated
163	I rarely use the ATC website.
164	Easy to use and self explanatory
165	very good
166	Great
167	It helped me find out a lot of info about when classes are canceled and what i need to know.
168	It's been helpful to see what classes I want to take for what career choice I'm doing
169	I have had a great experience using the ATI website. No problems thus far.
170	It is awful trying to find things, especially when you use the "search"
171	easy

172	Good.
173	everytime that i need to find something out about ATC i will use the website and it is very helpful
174	It is not user friendly if you are not a student
175	good
176	Good
177	It is always easy to access and find the information I am looking for.
178	It has had it's up's and downs
179	My experience in using the ATC website has helped me to look up my homework assignments, giving me notifications on what's going on during my class periods, what events are taking place, and giving me the opportunity to set up my next semester classes before the deadline.
180	User friendly. Needs better help desk links
181	The Website is fine
182	It has a lot of information but I find that I have a lot more questions for my advisor after looking at the website.
183	Great
184	The ATC website is relatively easy to navigate. I have always had good experiences with it.
185	It was really niceand easy to use
186	Very helpful.
187	Easy to use website
188	Very user friendly, quick and easy to move around.
189	It was fine
190	helpful
191	I had a great experience using the ATC website!
192	im adjusting to changes
193	It's fine.
194	good
195	Its been a long ride but its almost over. Overall i give ATC a 8.5 out of 10.
196	it was good

197	I use the ATC website to use the blackboard and email.
198	it is really helpful when i needed to know something
199	It is very useful and accurate.
200	I mainly use the ATC website to go to my blackboard because its hard to find information on the website.
201	none
202	It is easy to use
203	helpfull
204	it has been very helpful
205	good
206	It has been very helpful. User friendly
207	excellent
208	I've never really had any problems with it.
209	I find everything easy and its up to date.
210	Annoying
211	I love it, very helpful
212	is good
213	great
214	It is user friendly
215	It is fun
216	It is well organized and put together to help someone get their classes together and get registered.
217	it is very convenient
218	Easy to navigate. Layout is well
219	Good experience
220	It is really good. I can find what I need when I need it.
221	using the ATC website was very helpful and convenient to me.
222	It was confusing when i first started at ATC, but it has become more easily to explore.

223	I found it easy to manage my atc payments and schedules.
224	It helped a lot when I wanted to apply for the WORC scholarship.
225	It was helpful.
226	It was very easy to get around and I was able to find the links I needed with ease.
227	Everything is very useful and helpful to keep me updated.
228	i find it very easy to use and has a lot of good information on my subject of study
229	It has helped me pick the classes that I have to take in order to move on to the next set of classes
230	The ATC website has been very helpful on what work i need to complete and there due dates.
231	it had what i was looking for
232	It was easy to find information but i feel like there should be more added.
233	Very helpful when looking for information about library, academic success center or whatever information you may need you can normally find there.
234	meh
235	It's very helpful and always updated
236	It was decent
237	it is helpful and organized
238	I often use the website to double check my classes per each semester and I found the website very helpful with that.
239	It's easy to find everything I need on the website.
240	Everything is easy to find and the information is always there.
241	It has always been a quick and painless experience since I started college.
242	I love the website. It provides all the information you need to know.
243	its a success
244	very helpful
245	I've used the website to look up information about classes offered numerous times without issue.
246	Very good.
247	It is helpful and easy to follow
248	Good

249	It is user friendly
250	I don't get on it often. I mostly use blackboard.
251	very detailed and informal
252	user friendly
253	It was helpful in looking up information on programs of study I wanted to familiarize myself with and more.
254	I did not use it very often.
255	It is a little hard to navigate but it has improved a lot from the old site
256	its fine
257	Helpful when needed
258	it was a great experience i am excited to complete my next two years here
259	very good
260	friendly and helpful each time i have to go or have already gone there
261	It is very informative
262	I believe that the ATC website is a little plain but good.
263	I can find what I need to know on the website.
264	Easy to use
265	I felt is was easy to navigate and I could find everything I needed
266	My experience has been wonderful
267	I use it almost daily; very helpful.
268	Good
269	I've had a good experience.
270	its okay
271	It has been very user friendly.
272	I liked the old website much better.
273	I liked the old website for ATC better. It seems harder to find information on the new one.
274	Easy tonuse

275	Great
276	Since it's been changed it's very confusing.
277	I wish they would take the programs that are not offered off of the website. It is very misleading.
278	hard to find info, lots of time wasted searching
279	Easy and good.
280	It is great
281	very satisfied
282	Its clear instuctions and easy to use
283	Use it all the time ...liked the old set up better but I'm getting use to the new one ..
284	Pleasant and well organized.
285	It can be slow at times and glitch but all websites have their issues.
286	Easy and helpful
287	The ATC website has been very helpful and is always up to date with anything that is going on at the school.
288	Easy access to hours, phone numbers, staff emails, and syllabi
289	good
290	It's easy to find the things that I need.
291	It is difficult to navigate, and I feel like there should be a side bar menu on the atc website with programs of study, as well as a calendar or list of important events such as deadline dates, dates regarding financial aid and disbursements.
292	It was very helpful
293	I use it everyday to access my email on campus, blackboard, and self service. It's easy to get to and simple to use.
294	it was okay
295	It is very easy to access everything, I need to connect to.
296	it was a fast and easy experience
297	It has been a pleasant experience thus far.
298	The updated site is pretty easy to navigate, and locate the information that I need.
299	The new website design is a lot more difficult to manage than the old version, but I probably need to visit it more to better understand it.

300	It was a very great experience everything is laid out for me very clear to find.
301	It is hard to find what you are looking for you have to search search search
302	VERY PLEASANT
303	very well organized
304	great
305	Convenient.but advisors don't get back to you. Financial aid does though
306	it was very good
307	I find the ATC website very easy to use. I can find all the info i need in one location.
308	Pleased
309	Sometimes it can be difficult to find the information you need
310	It is very self-explanatory.
311	Very simple to find information
312	I have trouble navigating the website at times
313	I have never had any problems using the ATC's website. It has always been very helpful to me.
314	Wish the classes I needed were offered at better times. Classes I need are not offered in the semesters that I need them.
315	It has always been easy to navigate.
316	Helpful
317	good
318	helpful and useful to my convenience
319	It's disorganized and the calander is rarely updated. Contacting someone about some of it you get the run around.
320	Difficult to find things sometimes. Not very organized.
321	Use it very often
322	I go on the ATC website quite a bit and always get the information or clarification I need on certain subjects. Very useful.
323	Very helpfull and clear to understand
324	Great

325	Difficult to navigate
326	Everything else has been pretty smooth except the points made in my last comment.
327	it was good experience.
328	It's easy to navigate around it and get to where I need to be.
329	I never really use the ATC website.
330	I like how the website is user friendly.
331	It's very easy to navigate.
332	It is very easy to use.
333	My experience at ATC has been pleasant and convenient for me.
334	It is a helpful tool to guide a student in a independent setting.
335	great
336	Its very helpful and easy to log on
337	Very helpful
338	I have used the ATC website for looking up a lot of information pertaining to my program of study and others.
339	none
340	It was helpful and enlightening
341	The ATC website is very user friendly and convenient.
342	I never had a problem with the website
343	It was simple and I knew how to get to everything.
344	Positive
345	It helps me understand what needs to be done for my program.
346	Pretty easy to navigate.
347	I have never had any problems!
348	It is not good because the only computer I have at home the school has it locked out of the system.
349	I like the new update; easy to navigate.
350	It was very organized and useful in setting up my schedule.

351	The ATC website is a disaster. I try everything I can to stay away from it. It's so confusing, especially after this last update. Horrible.
352	It was good
353	It is easily accessible, easy to find things that I need.
354	The website is easy to navigate for information but the current and future events needs to me posted early.
355	It has been changed recently but it is very informative and easy to use
356	It was difficult to use when the site was updated.
357	Not easy to initially navigate...finding courses currently offered during the semester and the LPN-ADN transition information.
358	Easy to navigate
359	In the beginning it's confusing especially when you were use to the old page, but it only took me five minutes to get the hang of it.
360	The ATC website has been easy to maneuver.
361	since update ATC website, I could not find instructor's information.
362	It's fairly easy to use
363	occasional usage with okay results.
364	Wonderful
365	The new update was a little tricky finding certain items but I just had to really look for it
366	It is pretty easy to use.
367	Very helpful
368	ATC is very easy and self explanatory.
369	There are certain programs not available but they still have them on the website
370	It is not user friendly. Sometimes it's hard to find the information that I need.
371	Good
372	It is helpful and kept up to date very well! I appreciate the time and energy put into making the website the way it is!
373	It took a little while to get used to but I got it.
374	The website has too many menus, each screen has a different window to the right, finding what you need is not easy since you have to search many pages to find it, or just use the generic search and hope for the best.

375	I liked it before it was redone.. but it's still easy to navigate.
376	It is easy for me to find out what is happening around the college
377	it was rough figuring out where to go for things
378	The site is very well put together and it was usually easy for me to navigate it.
379	I find the ATC website is easy to use and gives me the information I need about my programs of study.
380	I have a very good experience with the ATC website. It is easy to find what you are looking for and is very efficient.
381	It takes me awhile to find out the information that I need. I needs to be more user friendly. It would help if there were more tabs for the areas instead of having to type a search.
382	Frustrating at times, but I usally find what I need.
383	adequate
384	It is very up to date and easy to navigate
385	n/a
386	I'm very satisfied with using the website because it let's me know what is going on with the school
387	My experience has been pleasant...no complaints yet
388	The ATC website is usually up to date. The system used to sign up for classes could still use improvements. It still feels like the user has to search for the class they need, plus it does not help with the fact that half the courses listed are not even offered here.
389	Very good.
390	Great
391	I applied online using the website and registered for classes. Advisors could go over the use of website more in depth
392	It's helpful when I need to know about a program I may be interested in
393	I have never had success looking for professors/advisors on the faculty directory, nor have I found phone numbers for these people that I need to call.
394	It has been helpful by answering my questions and concerns.
395	Easy to locate information needed
396	I have really enjoyed this school
397	The website is helpful
398	I had a great experience using the ATC website.

399	It is easy to access and get around
400	The ATC website is very easy to navigate.
401	The ATC layout looks better, and I'm able to find things easier.
402	Its well designed and easy to find information.
403	great
404	It can be glitchy and the course catalog is not always up to date.
405	more biology classes public speaking classes are needed mainly 210 and 211 between 10-3pm
406	It was ok. No problems encountered
407	The ATC website is very well organized and I can find what I need very easily.

Q42 Please describe your experience when working with the ATC Financial Aid office.

Answered: 335 Skipped: 94

#	Responses
1	good
2	Satisfied
3	Exceptional!
4	Very informative and quick.
5	informative
6	a headache
7	I had no issues with the financial aid office. Everyone is helpful and courteous.
8	all information is not given up front as far as the forms that is required to receive loans.
9	went very smooth
10	I just talked to my advisor and she told me she would handle it.
11	Good
12	I don't remember my experience
13	Very Helpful. They were on top of things and knew what they was talking about .
14	Very Satisfied
15	It was great.
16	alright
17	good
18	It was very helpful
19	helpful
20	sometimes a little slow processing information
21	It was hard for me to get in touch with them and I waited sometime for the money to come through. It was an inconvenience and had to pay out of pocket for a book I desperately needed. When they got back in touch with me after a week, everything was fine.
22	Horrible
23	Good!

24	Very friendly
25	The financial aid staff has been kind of slack lately with replies to questions and concerns, as well as posting updated financial aid information.
26	They were helpful
27	Very polite and knowledgeable
28	excellent
29	Fine
30	the financial aid office is helpful
31	Quick and painless, always seemed able to help in a timely manner
32	Good
33	Good
34	Don't recall working with them
35	It was okay;and I fill out all my paperwork myself.
36	It has always been positive.
37	Pretty much do it on my own
38	They was very helpful to me.
39	MY experience is very quick because I always have the necessary document needed to process schooling.
40	I have never had a problem with the ATC Financial Aid staffing
41	Its been good
42	IT WAS A GREAT EXPERIENCE
43	Good
44	Helpful staff.
45	I never had to.
46	working with the staff is good but dealing with the state is like trying to run thru hell while tied to a car bumper
47	They are very helpful.
48	Great
49	Very helpful

50	Always helpful
51	I had no problem.
52	Great
53	Ms. [REDACTED] is very helpful and she contacts you when you leave a voice message.
54	Not well very long process and when it's not complete I was given multiple excuses
55	Bad experience
56	good
57	IT was not a smooth ride. I applied for loans several months in advance and it seemed as if the process was slowly moving along... compared to other colleges I've attended, in which the process was smooth and not stressful
58	They are always friendly and they are helpful as well
59	I have yet to have a positive experience. Most of the time the staff in the from of the enrollment center play buffer and run between financial aid and the student. I dont blame them for doing there job however, I do get tired of getting the run around. Its almost impossible to make an appointment. Worst of all I was debating on dropping a class do to a promoting at work. I asked financial aid how my current aid would be affected and the response from financial aid was and I quote, "I dont know you will have to drop out to see"
60	great
61	Staff was helpful in explaining questions regarding my student loans and they provided quick service when I submit financial aid paperwork.
62	I've never had any issues working with the financial aid office
63	The people are wonderful, especially Mrs. [REDACTED], but the financial aid process is a major pain. I still am unsure how exactly to apply for a student loan. I did it the first semester. I thought I had this semester, too, but I did not.
64	Very knowledgeable
65	Good
66	I was given all the answers I needed
67	Good except, I still owed \$200 after financial aid & they never notified me. I could've been dropped from my classes but I figured all of this out myself, thank God I do my research, otherwise you guys could've have dropped me from all my courses & it would've been ridiculous.
68	Great
69	I was charged out of state fees for two semester because my paperwork was incomplete but no one told me and the person scanned in my paperwork signed off on it like it was
70	The staff is very helpful, especially Terri.

71	The Financial Aid Office was easy to deal with and were able to process my financial aid in a reasonable amount of time.
72	very informative and helpful
73	It has been good and bad. At times I did not receive correct information and was ineligible for certain financial aid due to mis communication.
74	They are nice and willing to help guide you.
75	Very helpful
76	Very easy process
77	Didn't have any problems
78	Made it simple and easy
79	Good
80	satisfied
81	Great
82	My experience has been great with the ATC financial aid office
83	Time intensive and confusing at the beginning.
84	Great
85	Very friendly and helpful.
86	Good experience.
87	alright
88	n/a
89	They mostly give me the information I need
90	They were very helpful
91	Very good
92	Helpful but difficult to reach over the phone.
93	Staff was very helpful
94	It was fine. They were helpful.
95	Didn't have much contact with financial aid office. Did most of my financial aid registration online.

96	great
97	it has been pleasant
98	great
99	easy
100	Very easy to work with
101	They are amazing.
102	The Financial Aid office is always willing to help me with any financial problems.
103	Easy
104	Good
105	Good experience.
106	very nice, helpful, patient
107	They are AMAZING!
108	They've been great
109	it went fine
110	Good
111	It is so helpful and they try to do everything they can to get you help with paying for school
112	good and easy to schedule my clases
113	I was able to do a lot with out having to meet someone face to face. I was very appreciative that they took the time to call me when I was about to miss out on receiving on my financial aid.
114	The financial aid office helped me a great deal and all of my questions were answered that I had.
115	it's okay
116	Everything went smooth.
117	They were all very helpful!
118	very helpful
119	awesome
120	They helped me with making sure that I got the most out of my financial aid to help me pay for school.
121	I had a very rude advisor at first until I asked to be switched. so the experience was not the best

122	Half of the time, the people at the front desk do not know what they are talking about. I always have to request to speak to the Financial Aid ladies in the offices.
123	It was good
124	Excellent service
125	The people in the office are somewhat of help
126	My experience when working with the ATC Financial Aid Office was pretty good. They make sure everything work out for you.
127	They provide you with all your information and tells you how to do everything.
128	it was a long experience but we finally got it.
129	They are always helpful.
130	Haven't worked with them directly but financial aid is easy
131	very good
132	It was easy
133	The staff was very helpful and nice if you have a question about what you need
134	Not really helpful pertaining to financial aid.
135	I understand they have been overloaded with too many students but there is no need for them to be rude. People's money is a big deal.
136	front desk lady was rude.. i didnt even trust her to turn in my nursing application, i made a appointment to turn in in myself... if you get past the front desk everyone else is very helpful and nice
137	Good.
138	they were very polite
139	They were very helpful .
140	good
141	Good
142	Mrs. [REDACTED] was very easy to make an appointment with and get my paperwork completed.
143	Somewhat helpful in meeting some of my financial needs
144	Took a lengthy amount of time after approval to get info on award letter. Had to email to receive an update
145	My experience working with the ATC financial aid office was very nice, and answer questions if you need help with .

146	The staff has always been VERY friendly and very helpful!
147	Great
148	it was long process but it work out
149	n/a
150	slow wait
151	Amazing experience.
152	n/a
153	Advisors have no clue what they're talking about. There seems to be some miscommunication.
154	good
155	It was good
156	not very helpful
157	They got it done fast enough for me to get my books before the semester started.
158	Everyone is helpful when i need something
159	Very satisfying.
160	They are very helpful.
161	none
162	stressfull
163	they have helped alot
164	idk
165	excellent
166	They are very nice, and get you into your meeting with an academic adviser if you need it quick.
167	good
168	They were very helpful
169	unwell i have had a bad experiance with communication
170	I have never worked with them.
171	They were very simple but a little difficult with direction

172	excellent
173	Helpful but can sometimes be a delay in response. Some staff seem rude but there are some who are nice.
174	They were very nice and helped me where help was needed, money wise.
175	Good
176	it was a little difficult for me just because i needed extra information because i do not have parents, but they were very patient and helpful.
177	They were friendly and kind to help me understand what i needed to do.
178	They were very helpful in giving me the money they gave me.
179	They helped me acquire the funding that I need to attend these courses
180	It paid some of my fees.
181	My experience with the ATC Financial Aid office was good. They always had a answer to any question that was concerning my financial aid. They always made sure my money came on time.
182	the workers were very nice and very helpful.
183	It is rocket science to get all of the information in so that you financial aid can be added to your tuition.
184	Very easy.
185	very helpful
186	it was good
187	stressful
188	They were very helpful individuals
189	Very easy process very helpful
190	Very Rough and Complicated
191	it took longer than i hoped
192	They were very helpful.
193	They answered all my questions that I had.
194	I didn't have any problems with my financial aid. ATC was very helpful in making sure that all of my information was processed.
195	They were very helpful in helping me understand things.
196	very helpful

197	I did not have a good experience with them. I transferred my credits from another school and one adviser told me I only had 26 credits and couldn't get the 2nd year loan of \$6,000. I looked at my transcripts and she was incorrect, so I had to go back to the office and show them that I did have 30 credits. Then the advisers could not tell me how to accept my financial aid on MyATC and insisted that I should have received an email, which I did not. Eventually, a lady at the front desk showed me how to do so. It frustrated me that the advisers miscounted my financial aid and then we unaware how to officially accept it online. I spent a lot of time at the advising office and in returning to correct the mistakes they made. It was bad enough that I considered going to Augusta Tech instead for classes.
198	When trying to confirm my award scholarship I was not informed I needed to sign a paper to verify it.
199	OK so far
200	very helpful and informal
201	I filled out my FASFA form and was awarded a pell grant for fall and spring semester.
202	They weren't very helpful had to use an outside source.
203	It was very easy
204	they are always helpful
205	Easy and convenient
206	It can get better. I felt sometimes a annoyed, when I did not know what to do
207	so far everything is good and i have had no problems...
208	Very pleasant.
209	There a little slow with their process, but they are very well organized.
210	Quick to answer any questions I have
211	Very friendly and helpful.
212	Very nice
213	I feel that it took a bit long to process my loan this semester. However, I do know that they have a lot of students to provide for. I did not care for the new change of dividing the loan refunds this semester.
214	Good
215	They were helpful.
216	They were nice very patient and willing to explain everything
217	They have been frustrating times and very productive times. At times it can be very slow in there and when you finally get to the desk the workers are sometimes rude because of maybe frustration their selves but sometimes it can make the student feel like a burden. Most of the time you can get stuff done in there and feel like you walked out with what you needed.

218	Always helpful
219	they are pretty good but sometimes get behind on paperwork and not always on the same page. However, there is one lady, M [REDACTED], that I can always contact. She ALWAYS helps me in a timely matter.
220	Friendly. They answered my questions usually
221	Good
222	Rude
223	Rarely had a problem and what ever my problem may have been was quickly resolved or clarified.
224	no problems, informative and helpful
225	Efficient and fast.
226	satisfied
227	Helpful and knowledgeable
228	It was ok but it took a lot to get my stuff approved
229	The staff was excellent
230	No one gets back to me especially my new advisor. No one answers the phones, I have been at home on hold trying to talk to someone and I drove all the way to ATC and walked in before someone helped me with my questions. There is one lady who ALWAYS emails me or answers my phone calls when she can and help me and that is K [REDACTED]. She's awesome and she isn't even with the financial aid office but she still answers and helps students.
231	Helpful
232	In order for me to find out about my financial aid I had to call the office many times and I had to email them several times before they gave me an answer. After they answered me, they were helpful and nice but my first impression of them was not so good.
233	Somewhat helpful
234	They were helpful in getting me to understand the things I was confused about.
235	I have had an issue the past two semesters where the financial aid was not processed on time even though I completed all necessary documentation and forms on time.
236	They were very prompt
237	They were quick to help me figured out my money situation
238	The office was slow
239	They were very helpful.
240	They give you the run around and tell you to call and no one answers the phone

241	I have not been recently.
242	The staff helped me to understand my loans, and explained how to apply.
243	They were very helpful I had no problems.
244	The financial aid office processes the applications quickly. However the time frame to receive a refund is ridiculous. Some student need the refunds to help with transportation, etc to complete the semester
245	Great Their Understanding And Make Sure They Are Fair To EVERYONE!
246	very helpful
247	great
248	Excellent
249	it was really helpful
250	The financial aid office has been very helpful to me in getting and applying for financial aid.
251	They can be very helpful in answering all questions and making sure you've done everything you're suppose to do before you can start classes.
252	Pleased
253	They are very helpful.
254	They answer all of my questions
255	Everyone in the financial aid office is always so kind and helpful except one of the workers named Sherry. She is rude and have a really bad attitude.
256	No comment..... Not good, but only because the people at the front desk in registration limits you to speak to financial aid personnel.
257	had no problems. I did it all online.
258	Very helpful
259	Pleasant
260	quick and easy process
261	They got the work done never had to speak with them.
262	Some of the staff is rude & not very helpful.
263	Financial aid is always striving to help me out with financial needs. Very satisfied.
264	Awesome

265	The personnel there was very knowledgeable and kind. I was able to accomplish things quickly with no delays.
266	Great
267	With the help of the financial aid helpers it was easy to apply for financial aid.
268	Financial aid is very slow at processing our financial aid and scholarships. We can not purchase books until it is processed. It was pretty bad when financial aid finally finished summer aid when we were in fall semester.
269	I did my fafsa online myself.
270	I got help with everything I needed without any problems.
271	The staff is very helpful.
272	great
273	Helpful
274	The Financial Aid office is competent, however I would like if it were easier to sit down and discuss financial aid matters with someone rather than having short conversations with someone at the desk. These do not always address the issue, and require multiple follow ups.
275	Great
276	good
277	Satisfactory
278	The ATC financial aid office is very quick with responses and available when I need them.
279	my questions are always answered
280	Subpar
281	Easy to do and help is always available if I had a question
282	Always been friendly and very helpful!
283	Good easy to communicate.
284	Overall decent. Had an issue this semester about not being notified about a grant that I subsequently lost due to this lack of communication.
285	It went well.
286	No one is ANY help. I have talked to someone in Financial Aid ONCE, and I never went back.
287	They were very helpful
288	It was very easy filling out the FAFSA online

289	It was okay, it's convient for me to pay online before the deadline.
290	Great. The process was very easy.
291	The people could be a little nicer.
292	It was okay for the most part.
293	Fast and quick service. Notifications are sent out early notifying when money should be available and what information is needed to complete the financial aid process.
294	helpful
295	A little tedious but once the ball gets rolling it's ok.
296	Ms. [REDACTED] is fabulous and very helpful.
297	Woderful
298	They are always helpful.
299	Nice and took their time helping
300	My experience with the ATC Financial Aid office was good.
301	Good
302	Hard to get in contact with the closer it got to the semester starting. I wasn't given all of the information I needed in order to complete my requirements.
303	Very good
304	Not having a phone number and leaving messages that claim 'will call back within 24 hours' is not true. It is a rat race to reach anyone, let alone depending on who you speak to determines if you have financial aid -inconsistent information and there is NO contact if a form is missing of you require another action for it to be complete.
305	I did not get money for books but tuition was covered.
306	They are very knowledgeable whenever I have questions or concerns about my financial aid
307	need more employees at the service desk at all times
308	it was easy and there was an issue but it was resolved soon after.
309	My experience while working with the ATC Financial Aid office was fine, I received my aid and understand the process.
310	The financial Aid office is great they help you with your financial aid all the way through. They also let you know what your missing for you to get finical aid and the also call you when your financial aid is approved.
311	With my work schedule it is hard to get to campus to during the hours of the financial aid office. I just do everything online,

312	Never a problem
313	cooperative and helpful
314	Great
315	They were very helpful
316	Very helpful and informing.
317	The Financial Aid department was a really big help with an issue I had.
318	Very good.
319	Good
320	Still waiting on FAFSA
321	They are knowledgeable whenever I had questions or concerns about it
322	Friendly staff
323	The people at the office helped me sort everything out and let me know what I needed to receive financial aid.
324	Helpful and informative
325	good experience
326	It was good
327	My experience was great with Ms. [REDACTED] that's my go to financial aid adviser. I love her!
328	They are all very helpful
329	It's alright. However, I always get direct answers from Mrs. [REDACTED] or Mrs. [REDACTED]. They are the absolute best!
330	The office is very helpful.
331	No complaints.
332	great
333	financial aid needs to be more clear on paying for books when new semester starts it gets confusing for students when they believe they are covered in full in the bookstore.
334	No problems
335	Working with the financial aid office was easy and and problems or questions I had were answered on my visit there.

Q44 If you answered dissatisfied or very dissatisfied with the ATC Financial Aid Office, please share our experience and your suggestions for improvement.

Answered: 32

Skipped: 397

#	Responses
1	some of the worker act like the didn't know what to do
2	The people are rude
3	Financial aid didn't cover my tuition and I had to buy my books out of my pocket. I requested a loan but never received the needed information I needed on going forward.
4	Get on the same page
5	Be more responsive
6	Please pervious page: The funds took a very long time to process.
7	I shared my experience in the previous question. The financial aid office should be able to tell me what the consequences of dropping a class in week three should be. The answer should never be "I dont know drop it and see" from a so called trained professional.
8	Need improvement
9	The advisors in the office, the freshman advisor who is a woman with blonde hair needs a lot of improvement
10	n/a
11	They need to help out more and actually know what they're talking about.
12	not all of the procedures were explained to me
13	they need to work with their communication and not wait til last minute
14	If there is a certain paper or document needed for someones financial aid, aiken tech should be able to access it themselves
15	Only one lady seem to always be bother and never took the time out to answer any of me and my mothers questions. She did not help out the way any others did.
16	very stressful
17	As mentioned previously, I found the advisers that worked with me unable to guide me successfully through the financial aid process (specifically accepting the loan online) and the lady miscounted my credits, thus only giving me first year status on my loan which made \$1,000 in difference for the school year.
18	Not helpful to transfer students. Had to use an outside source.
19	The staff is rude.
20	It is stated in the box before, no one there has a clear answer and some of the answers given are contradicting. It really messes up students.

21	I think that the financial aid office should either have more people on staff to process applications, or try to process them in a more efficient manner to ensure that the financial aid is processed in time to buy books before the semester starts.
22	they need to communicate better and be more efficient
23	The refunds take too long for us to receive them
24	.
25	Financial aid is very slow at processing our financial aid and scholarships. We can not purchase books until it is processed. It was pretty bad when financial aid finally finished summer aid when we were in fall semester. Financial aid needs to process the paperwork as soon as it comes in not wait till they feel like processing it.
26	a lot of running around to get what u need for it
27	Do better
28	I can't remember who I talked to, but I left feeling more confused than I did when I came in. No one in the office is any help.
29	Not having a phone number and leaving messages that claim 'will call back within 24 hours' is not true. It is a rat race to reach anyone, let alone depending on who you speak to determines if you have financial aid -inconsistent information and there is NO contact if a form is missing of you require another action for it to be complete. And with question below- don't you mean 2015 or 16? Why 2014? Do you even know what you are asking? I applied for this year (2016-2017) last May.
30	if there are four chairs and computers then use all four and not just two. More employees at the desk
31	The Financial Aid office could be better. It seems there is a lack of communication between the office and the Financial Aid department on what scholarships require. I was on the Life Scholarship and Vernon R. Ford Scholarship for two years. The first year, I did not have a problem. When it came time for signing up for the second year in the fall, I was still in the process of completing my last class during the summer to complete the 30 credits that were required for my first year. I was not sure if I needed to pay any fees when signing up for my fall classes last year. The office told me that I was fine and didn't need to pay anything. By time the deadline came for tuition and fees for fall, I was dropped from all my classes because of non-payment. Turns out I did not receive my year 2 financial aid because my summer class was still in the process of being completed, so I did not have my required 30 credits at the time. My scholarships came in after I completed the class and someone from the department got me back into all the classes that were dropped. I highly recommend the staff to improve on communication skills. Even if someone does not entirely know about something that another department knows, at least possibly check with them about an issue that someone has.
32	None of the advisors for financial aid are helpful except for Mrs. [REDACTED] and Mrs. [REDACTED].

Q51 If you answered dissatisfied or very dissatisfied with the staff at the ATC Enrollment Services Center, please share your experience and your suggestions for improvement:

Answered: 45 Skipped: 384

#	Responses
1	Advisors can not answer questions about programs or AP credits. There is a lot of back and forth between advisors and other members of faculty.
2	When there are only a few people in the waiting room, it takes them 15-20 mins to call you up there. Most of the time, they never pick up the phone either.
3	Helpful!
4	The wait times were ridiculous even with appts, and even when I did see someone they were incredibly unhelpful. The information they gave me did not translate the same way coming from the actual program leaders, and often when I had questions they would send me to the program leaders who would direct me back to the first people. Additionally I have had a number of unnecessarily rude email exchanges with staff there.
5	I had to return to enrollment 4 times because of paper work I was turning in. When I get there they would say it's everything but the paper work would get mailed back telling me i'm missing stuff. This happen on 3 occasions.
6	More training for people up front
7	The actual advisors are very good, but the people that sit up front are very rude and seem to never want to help.
8	I was not informed there were not many people in my program resulting in a lack of courses being offered per term.
9	The staff are very rude and not helpful at all. Students have to go through 20 people before getting anything accomplished. Nobody ever answers the phone when I call. I've had to make several wasted trips to the college when If sometime would just answer the telephone that wouldn't have happened.
10	Same answer for as the FASA
11	There was not a single nice person in that office when I went. They always seemed in to be in a hurry and very rude. It seemed to bother them when asking questions to make sure everything was in order.
12	They do not help very well they expect you to sit and wait for long periods of time even if you only have a small question
13	Workers are rude and very un happy. Always have an attitude especially the girl with the brown short hair cut
14	My advisor failed me royally. I was unable to start the LPN to RN transition program this fall because she did not do her job.
15	At the beginning of the semester it is very difficult to get a hold of any staff member on the phone and emails are not always responded to. Some of the staff has been rude and almost irritated with helping. There have on the other hand, been very helpful staff members.
16	At times the process can be very disorganized.

17	I have had several experiences with the Enrollment center messing up my paperwork. I am a transfer student and they lost my transcripts, labeled me as an out of state student when my paperwork clearly showed that I have lived locally for over a year, etc.
18	Oh okay
19	RUDE RUDE RUDE
20	I was happy with the enrollment center when I enrolled, but not that happy recently.
21	Everytime I go in there they act stupid. I would suggest better understanding of what's actually going on. If you ask one person a question and then another person the same question you get two different responses. They also need to stay open longer. 6pm is too early for peoples' needs. They should stay open like the library.
22	My counselor has been very rude on several occasions.
23	Every time the person i was suppose to meet either was not there for the SCHEDULED meeting or they were not helpful at all. waste of my time
24	communication and attitudes
25	They do not specify exactly what you need to be enrolled
26	Never took the time out to answer any questions always rushed
27	stressful
28	The staff is uninformed. They should under go more training to better understand the information they are telling students.
29	They were unhelpful. They were rude and had attitudes.
30	No one acts like they care. They act like they hate their job.
31	very rude...
32	Every time I would go in there, the people at the front desk is rude to everyone and feel like they do not want to be there. I absolutely hate going there and try at all cost to avoid them.
33	The representatives need to be more friendly they act as though they don't want to be there and they give misleading information
34	Some of the desk workers can be unhelpful and rude. At times questions I need answered seem as a nuisance to them.
35	Incomplete information or wrong information given which caused me to come back and forth over 4 times. The attitudes there are not friendly either making the situation worse.
36	.
37	Every time I come into the enrollment center, even just for a question, I have to sign in. I personally think that is unnecessary considering I am not seeing an advisor. They also speak in a very hostile manner.

38	No one in the Enrollment Center is helpful. At all.
39	The people who work at the front desk are often not knowledgeable about some of the things going on at Aiken Tech. Almost every time I went there the first time I was told "This is a new system and we are still learning how to use it". The second time I enrolled at Aiken Tech the experience improved somewhat but I still think there is some work to be done about the above statements.
40	Most of the time your call is unanswered and since every phone call is routed to them it is a roadblock. I have left many messages and never received a return call. Simple documents (that are scanned to file) should be able to be electronically submitted, there is no consideration to folks that work full time, like we are the black sheep and don't exist so we are inconvenienced the most. Also, my initial adviser withdrew me from classes and dropped my paperwork causing me to go to the Dean to get back in my classes.
41	The Enrollment Services Center could be better. It seems there is a lack of communication between the office and the Financial Aid department on what scholarships require. I was on the Life Scholarship and Vernon R. Ford Scholarship for two years. The first year, I did not have a problem. When it came time for signing up for the second year in the fall, I was still in the process of completing my last class during the summer to complete the 30 credits that were required for my first year. I was not sure if I needed to pay any fees when signing up for my fall classes last year. Someone from the center told me that I was fine and didn't need to pay anything. By time the deadline came for tuition and fees for fall, I was dropped from all my classes because of non-payment. Turns out I did not receive my year 2 financial aid because my summer class was still in the process of being completed, so I did not have my required 30 credits at the time. My scholarships came in after I completed the class and someone from the department got me back into all the classes that were dropped. I highly recommend the staff to improve on communication skills. Even if someone does not entirely know about something that another department knows, at least possibly check with them about an issue that someone has.
42	rude members of staff
43	My advisor was fired and when I needed an override for a class, the temporary advisor had no power to do an override. It will possibly delay my graduation another semester, which I am not happy about at all. To have an entire department with no head is just slack.
44	I think some of the front desk staff is very rude and disrespectful.
45	Ms. Caroline was always rude and dismissed my questions. Ms. Kate was always helpful and nice.

Q53 If you made three or more visits to Aiken Technical College to complete the enrollment process, what were the primary difficulties with the enrollment process, and what do you think ATC could do to solve these problems?

Answered: 116 Skipped: 313

#	Responses
1	finding my adviser
2	returning to do paperwork in different pieces.
3	Paper work
4	paperwork, less paperwork
5	Didn't have the right paperwork
6	My inexperience in enrollment process
7	Having to retake classes that i had taken because of the time frame in which they were taken.
8	Having correct paperwork.
9	Updating their website not to include programs they have chosen to no longer offer.
10	Documentation needed to be submitted. Some document were submitted but was not showing.
11	I got there to late to take the placement test
12	It has been a while since I enroll, I'm not really sure. If I'm not mistaken it was something to do with transcript
13	Aid
14	Not having transcripts
15	dealing with the state and feds on financial aid
16	have a quicker way to speak to people.
17	Get information correct NJ it send me on multiple trips
18	They would tell me I needed one thing, I'd go get it and bring it back, and then they would tell me I needed something else too.
19	meeting with a counselor
20	I had to complete entrance testing for reading, writing, and math.
21	i want to ask them about any need

22	I just had no idea what I was doing, and my enrollment advisor was not helpful at all. It seemed like every time I went to get through the process I was missing another form or piece of information and had to get that figured out before enrolling.
23	No I was told that they wasn't the person that scan my information in when I came summer semester it wasn't her fault
24	I was not informed on what I was still missing until seperated trips to the school had already been made. I travel 45 mins to get to school and a checklist stating every different thing that was needed would have been extremely helpful. High school transcript Copy of social security card Fassa Copy of drivers liscence etc
25	Transcript. accept whats on file
26	some of the staff did'nt quite know my needs, and some seem non chalant. maybe they could show the staff more on the college's amenities.
27	I don't know
28	Communication. Could not reach staff over the phone so I would have to come to campus to resolve issues.
29	Bad advising. One advisor even told me that ATC was money hungry and that I should try going to another school because I would not have to take as many classes.
30	didn't tell me what I need to do
31	paper work problems
32	Class registration and transcripts
33	Financial Aid too a while to figure out. I think it would be helpful if more help was provided. It is very hard to get an appointment with an advisor. There are very long wait times in the enrollment center. There should be a desk for "quick fixes" where students can ask a quick question or turn something in instead of having to sign in and wait behind people who are having meetings and things of that nature. You can never get through over the phone. If you want anything done you must go to the college which is a huge inconvenience.
34	Just had to gather information for my financial aid process
35	a lot of papers to turn in
36	Lack of communication, difficulty with financial aid.
37	The needed materials were difficult to get
38	all the different paperwork
39	VA enrollment and benefits
40	Before I went to Testing Center, I went to meet Mr. [REDACTED] who is my Disability Service Counselor and I thought they had all majors like Chef or Massage but they don't have it.
41	I think ATC can improve the process of enrollment in a faster manner.

42	the financial aid
43	Getting paperwork processed.
44	I just kept missing information or had questions so I would have to go back up there
45	Obtaining Student ID, Meeting with advisor, Attempting to solve financial aid problems.
46	Give a complete list of paperwork needed, not just bits at a time. advisors are usually very nice but not knowledgeable enough about programs and I wound up wasting time and money
47	The lady at the front desk would not take my application and was not helpful . I asked for information and she refused to give it to me.
48	Allow more online and email capabilities.
49	General questions.
50	First time- FAFSA wouldn't go through. I had to figure out why on my own. Second time- The reason was because it said I had already had one. How can that be if I've never attended college? I'm straight out of high school. One of the advisors helped me to make an account. Third time- After I was able to make a new account somehow, The school wasn't receiving the money. Fourth time- I was told to send in a paper to FAFSA so that they can call and ask me. Fifth time- School received the money but it took forever for me to get books since it hadn't got on my card yet. This is what I mean by miscommunication. Sixth time- I got my books and everything was on my card. I also got my refund, but the cashier in the bookstore gave me the wrong books and I bought a book for one class and we didn't even use the book.
51	Residency classification.
52	1. they close early on Fridays 2. sometimes there is a long wait to be attended
53	I did not have my W2's and it was my mistake.
54	I had problems with my financial aid
55	I didn't click the button that said I was an in-state student.
56	no problems
57	Make sure everyone is equally knowledgeable about the enrollment process.
58	because I did not have all my papers
59	paperwork that they kept on losing
60	placement test had no correlation to what I learned in high school
61	Financial aid
62	I was filed under out-of-state student and I had to gather information proving that I live in state. My financial aid didn't go through the first time.
63	Making sure that everything was on track.

64	I had to have a tax transcript that was up to their standards, I think the enrollment center could have got it themselves.
65	Better staff members
66	Mainly, my fasa.
67	most of the times i didn't have the papers that i needed and had to come back with them.
68	I never had all the documents that were needed.
69	It was all because I had questions about paper work and it was easier to visit the school.
70	I transferred from out of state and needed several documents to do so. I also had to provide an exhausting amount of paperwork and information to get in-state tuition as a military dependent.
71	It was difficult for me because I was unfamiliar with the registration process.
72	Their communication between each other.
73	one of the ladies at the front desk is very rude to everyone that comes in. she always has a nasty attitude. and i had to come back and take test and do paperwork as well
74	The primary difficulties with the enrollment process was financial aid. I did not know how to get financial aid, the staff had lost my unofficial transcript so I had to bring another one.
75	I had to take the compass test a second time and then I had to schedule for classes. I think they could've worked around the scores I had the first time .
76	The fasfa was having problems coming through to atc
77	I had to turn in paperwork and needed to have questions answered.
78	Getting things to transfer from my previous institution to ATC.
79	They send you an initial paper letter in the mail with everything you need to do but its just that the process takes some time. When I was trying to enroll I was hoping for a faster response so I kept going up there to drop things off and ended up not having everything at one time but overall no real difficulties enrolling.
80	lack of information about what i needed and always had to get other papers that i was not previously told about
81	No one knew answers to my questions.
82	no proper explanation...staff was very rude
83	Getting finicaial aid
84	paperwork, transcript issues, accepting financial aid documents
85	I had to turn in documents
86	transcripts

87	it took a long time to get my financial aid to go through
88	Communicate better with paperwork needing to be submitted.
89	I didn't really have any difficulties more so as questions I had about a class
90	let you speak to correct people in the department
91	Problems with timing if classes
92	Lack of communication as to what information they needed from me.
93	It took awhile to process my financial aid
94	Well I had to do testing then I'd then I had to meet with an advisor and then there was something else I had to come for.
95	Transcript
96	I turned in my high school transcript, take my compass, and had to come back to speak to an advisor. I like how ATC now offers the express enrollment, where you can do everything in one day.
97	losing my paper work at the front desk and extra paper work that I was told was needed then told it was not. wasted gas coming back and forth.
98	I didn't have any difficulties.
99	make sure u have everything u need so u wont have do a lot of visits
100	Getting paperwork right. Could have told me everything from the start
101	More knowledgeable employees, kinder employees, helpful employees, etc...
102	The primary difficulty of enrolling into Aiken Technical college is scheduling an adviser to discuss about registration
103	Paperwork
104	I had numerous transcripts so, some required courses for ADN program didn't initially get credited; also some were incomplete, so I had to get new copies sent.
105	Waiting for advisor or just doing financial aide
106	Information was not being received.
107	Checking up on progress required me to visit the campus. Hard to get accurate information over the phone.
108	Get all correct information
109	Change of address had to be in person, but you don't require any paperwork just a form so i didn't have to show new address, this could have been done online. Nobody can easily tell me who my adviser is. My paperwork has been messed up numerous times by office personnel not following through. Every semester there has been an issue. I have

	attended 5 colleges, 3 of them being community colleges and I have never had such a mess, if you all were any further away I would not be attending.
110	The employee did not take the time to look at my transcript. ATC should acquire employees who want the very best for students.
111	it was because i kept forgetting certain copies at home
112	Making sure my FASA was complete
113	The issue was being told I did not have to pay anything for my 4th semester since I would have my scholarship to cover everything. It wasn't in yet since my class still had to be completed over that summer and I was dropped from my classes. They could use a big improvement in communication skills between different departments at school.
114	Some of my classes were overlapping, but received help.
115	Paperwork errors, financial aid questions
116	Enrollment lost my paperwork.

Q82 Do you have other suggestions for improvements you would like to see at ATC?

Answered: 188 Skipped: 241

#	Responses
1	More study rooms/areas. Lecture classroom. If a class occurs on MON and WED, the same classroom should be used each day. Better organization of programs and communication between advisors.
2	Keep up the good work! My experience at ATC has been very enjoyable. Regardless of the hard work, academically that is, the staff members have been very helpful to me in helping me succeed through this path to an Associates degree. Thanks!
3	n/a
4	no
5	A cafe either at the bookstore library or cafeteria area where people could hang out in an area that doesn't look like a prison. probably an updated paint job and maybe to get a donut shop like dunkin donuts to serve coffee and donuts every day.
6	Make sure that the students really like the professors and keep more books in stock in the bookstore and at lower prices. College students cannot afford expensive books. Often they loan books from students who have already taken that class for a much cheaper price.
7	The school website can be difficult to navigate
8	I believe ATC should have sports but besides that I believe everything is great. The awesome school I have actually told my friends from high school to move to ATC. It is an awesome school, They have been thinking about it. Two of my friends has already told a there school that they will not be there next semester.
9	We need a sports department.
10	Better electives such as languages and other cultural courses, more convenient hours for the bookstore, and more events that include family.
11	No
12	The waiting for the enrollment center is not so great.
13	It was great!
14	Better access to your advisor
15	Not at this time.
16	No other suggestions at this time.
17	No
18	Mr. [REDACTED] making more Youtube videos for all algebra courses will be a big help!
19	none at this time

20	Hire more teachers so you are able to offer more classes, especially classes later in the evening for students who work full time jobs and need to get an education at night.
21	More night or online classes for working citizens that's getting near to their degree.
22	no
23	Not really
24	N/a
25	It would be nice if there was more detailed information about programs of study online. Other than that I can not think of any other improvements.
26	No
27	no
28	Not really.
29	no
30	No
31	More food choices
32	So far my experience has been good.
33	more hours for the libiary and the book store. and bring back the caftera.
34	Get instructors that care and willing to actually help students
35	Not at all. Love this campus.
36	<p>Bring back printers in the class room. The cost to print doubled and the machines barely work. Furthermore, if the printers know "Anthony Williamson" sent (X) pages to print just charge my account. There is no reason to have a log in system just to print I had to log in to print anyway. Having a log in system to make copies sure but swiping to print is excessive The library guest computer sign in option in the library needs to go it is way to vulnerable to several security risks. Give students the option to buy actual books rather than loose paper mascaraing as a book. The loose pages sold as books have no resale value and it is impossible to keep up with all the pages. The pages easily tear our of 3 ring binders and tape is not an effective means to keep them in the binder. Reduce the need for using a code to complete so many classes. CPT 101 is a classic example of a class students should not have to buy a code to complete. We are paying 502\$ plus technology fees to learn Word, Excel, and PowerPoint from a teacher. Having us pay an additional 155\$ just so "Cengage" can grade papers. Something Blackboard or the teacher could do is a unnecessary burden on students. If we signed up for a online class by all means I could understand needing a code to complete online work. There is however no reason that blackboard or in class materials could not cover the same material in many of the classes I have taken. Blackboard quizzes/test grades are still calculated by computer so teachers will not be burdened with excessive work to grade. Lastly, I have noticed from previous work experience that some of what has been taught here is "by the book." I can understand teaching people the way the book says to do things, but a lot of the things I am learning is not the way the real world operates. I am not sure if ATC is under contract to teach from the book or not, but some of these material are not the way the real world works.</p>

37	Email reminders on what Career Service Center have to offer to keep students informed.
38	no
39	An improvement in class availability specifically EET students.
40	Established programs that can keep program directors and instructors. Nice, friendly and helpful staff willing to better educate students. Lastly a way better communication system.
41	The higher one card is very inconvenient and shouldn't be used at all.
42	Everything is great
43	I have been pretty content with my experience at ATC.
44	Work towards expanding programs into more fields and creating a more active campus life. While it may be unreasonable to expect the same atmosphere as a 4 year school, I feel like ATC is in a position to offer more programs and a culture that would make it preferable over a traditional 4 year college education.
45	no
46	More evening classes for students who work during the day.
47	<p>The staff needs to understand that the students have a life outside of the college such as jobs and families. Although furthering education is top on the list the students need to keep their jobs in order to provide for their families and themselves. So please keep that in mind when you schedule clinicals and classes. Most people can not drop things at a blink of an eye when schedules change. Most people need at least a 2 week notice so they can make arrangements.</p> <p>Not a 24 hour notice and get told oh well this is what we have to work with.</p>
48	Need a cafeteria
49	The refund process shouldn't be that I put down a percentage if u can I'm getting funds.
50	Offer the courses that you say you offer online. I was going for NQS and after taking a full semester of classes for that degree I was informed that y'all wouldn't have the instructors for the program classes for the next year which was a huge disappointment
51	None
52	I like to use the gym in between classes and i would like to see it updated
53	no
54	No
55	Parking
56	No
57	maybe add more entertainment base programs for students; and offer more online courses so students wont have to come at night.

58	n/a
59	No
60	no
61	Extended hours for the library and for the Success Center.
62	No
63	None at this time.
64	better computers and the library open more.
65	I have nothing but great things to say about ATC. I was told the truth when I initially came to the school and spoke to Mr. Weldon for information on the nursing program. I was told it is very competitive, I was led in the right direction by my advisor, I studied hard, and have succeeded in getting in the program. The cleanliness of the school grounds (as far as what can be seen from the road) is part of the reason I stopped by in the first place. I went to school at Augusta Tech years ago and it reminded me of the health department. ATC is well kept up, and I appreciate that. The teachers have all been very nice, not easy by any means , but concerned and helpful. Thank you all so much for a great experience thus far.
66	Tell us how much books cost when we come in. I have never found my needed book prices online. Staff rude and we should be prepared for what we need to spend. Its a way to take financial aid money.
67	no suggestions
68	There should be designated places for nursing students/health science students to study. Maybe a lounge or something for us to heat up a lunch or something since we are on campus all of the time.
69	No
70	None
71	No
72	No , it is a great school.
73	no
74	No.
75	no I am satisfied
76	I wish there was closer parking to the 1000 building. It seems like it rained on me every time the close spots were taken.
77	no
78	None at all
79	We need sports back and better food.

80	Professors and tutors being more respectful towards students.
81	step team
82	no
83	not at all
84	Nope!
85	No
86	I would love to see improvements on different eating locations other than the ones located in the bookstore, the enrollment services staff could be a little more nicer and the campus should have more areas to use computers.
87	If there are changes to be made for classes, policies, etc, PLEASE SEND AN EMAIL!!! I have gone through HELL signing up for classes every single semester until i go accepted into my program. I was dropped from a class that they deleted without ever being notified. When I discovered the issue and signed up for a new section, the class time was changed AFTER I re-enrolled and it caused me to get kicked out of ANOTHER class and again, was not notified. All it would have taken was a simple email that the science dept was changing things around and students should check their schedules to make sure the classes they registered for are still available
88	A microwave to heat up food in the different buildings/ student break rooms.
89	I would suggest placing better vending machines in the cafeteria so that students in a rush that need a quick snack and need to pay with card, are able to do so
90	No
91	Yes. I would love to see teachers who actually have the time to teach and advisors who will actually be there for you when things get hard. Because they are fine helping you when the system is efficient but as soon as the efficiency stops and they get confused they try to act like it's your fault or say that they can't help you. Which, I find ridiculous for people who are fresh out of high school. High school does a poor job of preparing us for college so how are we expected to just know something?
92	No.
93	n/a
94	None
95	everything is fine to me at the moment
96	No.
97	Have sports and have more helpful people.
98	none
99	no
100	LoL. just call me and we will talk. im not typing everything. 706-825-5279

101	no
102	no other suggestions
103	the person in the book is too rude
104	no
105	Have the gym open more than 4 hours per day. Have McDonalds cater to the school. The price of books needs to be lower
106	nope
107	No.
108	None at this time.
109	no
110	No
111	No.
112	one of the people in the bookstore has been very rude the last few times i have went in there. I am unsure of her name but i will gladly show her to you.
113	none
114	No.
115	a actual student rec center that is not the cafeteria there is no room in there and you have people studding while people are making noise there needs to be a place where people can make noise with out disturbing other people
116	no
117	Change the new chair or raise the desks in the math lab in the 1000 building.
118	The school needs to offer used books for students. Only having new ones puts students in financial distress. My financial aid would not cover the cost for classes and all of my books. I paid \$600 out of pocket to purchase used books online and had to wait until the end of October to get my financial aid refund of \$450. The advising office needs to make new students aware of how to sign up for classes. My adviser knew I was a transfer and was unable to attend the new student orientation, yet he did not discuss it with me and the lady at the front desk argued about how I should have received an email telling me I had to meet with my adviser to sign up for classes. I never received an email, the ATC website did not have the spring classes listed right when we were able to sign up, and the class I wanted filled up within the first day. I almost filed a complaint, but I did not think it would make a difference with the school. My last school allowed students to sign up for classes online without advisers, so I was unaware of this school's process. I had to go to a teacher to unlock my classes because the adviser was not available when I had time even though I was told they took walk-ins. In short, the school needs to offer used books and make sure all students either receive and email or are told by advisers in advance about how to sign up for classes.
119	Saturday classes for people whom have to still work and go to school

120	No not at this time.
121	Not at the moment
122	The employees handling financial aid information need to be better informed. My experience has been very unpleasant and I have found them lacking. Other than that, my experience with ATC has been quite pleasant.
123	not that i know of, everything seems up to part with me
124	Being able to return textbooks even with taking off the wrapping cover as long as its undamaged and unused.
125	The enrollment center need to be better trained.
126	No
127	Everything at ATC is okay with me.
128	no.
129	It would be helpful if there was a better system for letting students know when to expect their financial aid refund.
130	No. It's wonderful so far!!
131	No
132	Yes i think ATC should offer classes like ASL. Also improve the online math classes.
133	I think that the nursing program should have their own building with their own little library area so that we arent 'overcrowding' the school library. The workers in the library do not like nursing students and there are alot of us. I just wish we had an assigned area that nursing students can interact and study, because there are enough of us to fill the library itself.
134	Nursing building needs to be built
135	I have no real suggestions, I love it here! Some of my former teachers have left something to be desired but every other aspect of the college has been beyond pleasant. I know we are not a large school but would like to see more campus life and student involvement in campus activities.
136	New bookstore staff. The whole staff needs to be replaced.
137	everything is good
138	No
139	More social and family activities
140	Some students are in class when lunch comes, I think if ATC gets 200 meals, 100 should be offered from 11am-12:30pm. Then the other 100 meals are available from 12:30pm-Theyre gone this way students who get out of class at 12:30 like me can still buy some lunch before the next class.
141	not at this time

142	Not right now.
143	no
144	more security during night classes.
145	More activities for students Faster refunds More food choices Courteous staff Better library hours More class schedules
146	There Should Be More Social Events To Get The Students To Interact With One Another. I Feel Like All I Do Is Come To School And Learn And That's It.... Never Really Get To Know Any Of My Class Mates Unless We Work In Groups
147	no
148	No
149	Not at this time
150	I do not.
151	I think the science center needs more funding and we as students need more convenient parking.
152	No
153	It would be pretty awesome, I don't if this is affordable, if there could be little coffee shops on campus. It would be nice to have it for in between classes or go there to hang out after class. Little branches of Starbucks, Dunkin Donuts, and Krispy Kreme would be amazing. Oh please think about that. You would probably get more students and business if those little branches were established.
154	We need Cafeteria and Sports back again at this school. its to far to go other places. The food provided is not all fresh and sometimes the sandwiches are soggy. .
155	I haven't had a problem so far in my year a half of going here so far.
156	S [REDACTED] was not a good PTK advisor nor a good teacher. I had to transfer to a different class because she was racist and did not like our interpretation of the papers we had to write. She also waited until the president, vice president, and myself (secretary/treasurer) was in class and voted a new president, vice president, secretary, and treasurer. So we were no longer in our title position because she chose to use wrong. She did the same thing to the new president, vice president, secretary, and treasurer. Please fix this so others can do well with PTK and make a difference at ATC.
157	I love ATC!
158	Nothing. I pretty much think everything about ATC is great!
159	No, I think everything at ATC is good.
160	No I'm satisfied
161	More food options available. Better food options. Even if in addition to the lunches from Chik-fil-a and Papa John's, we also had a salad or fruit option in the bookstore.

162	no
163	Some food other than what is sold in the bookstore. Preferably a salad bar or something healthy for students to choose. Fried food and pizza is not healthy for students who are trying to obtain brain knowledge.
164	I would like to see a cafeteria WITH FOOD provided for the students. I am glad I will be going to another college with more options than the horrible choices at the bookstore. No one can study well when they are hungry, and for the people that come at night, there is NOTHING for them to eat. This is highly unfair, as our tuition continues to go up yearly with no improvements made for the students, instead, the opportunities continue to decline for student life on this campus
165	There are tons of parents that attend the school, and it is harder to afford day care. A program for parents to bring their kids to some type of care while they are in class would be extremely helpful. I miss class a lot due to not having a babysitter. My mother is older in age, and she cannot watch her. I am still trying to get a job to afford day care.
166	Keep up the good work ATC!
167	More parking in the front of the facility!!! Most of my classes are in the 700/800 building, finding parking is ALWAYS a hassle. Also more parking in front of the 200 bldg
168	No I do not have any other suggestions.
169	I think there needs to be more resources to help students effectively in their future career and registration advisers needs to more helpful with new students enrolling into college
170	Bookstore should not be walled off. I feel like students are treated like prisoners. I'd like to be able to look at books/materials like most other college bookstores. I don't like having to wait in line outside. Selection of laptops via the bookstore is also pathetic. Didn't see any macbooks available either. Also, portion of financial aid could be placed on student id to use in snack machines and printing services (after initial FREE 250 pages). I also fail to understand why there is a late enrollment fee -- seems like another excuse to charge students fees.
171	more scholarships available for students who juggle work and school.
172	Yes, Students need to respect the staff members more
173	N/A
174	No
175	I would like to see sometime a way for students to use their learned skills on campus so they can practice on campus and make it so the community to see. For instance, the agriculture department (if we still have one, I'm not sure if we do or not) can be in charge of keeping the campus beautiful. Mowing the lawns, cleaning the reflective pond, etc. Manufacturing students can be in charge of manufacturing some of the stuff sold in the bookstore like coffee mugs, shirts, hats, etc to boost their knowledge and school spirit. I think these things will be very helpful also in recruiting new students. Also, getting rid of some of the no longer needed things on campus like the old 700/800 building where manufacturing classes used to take place, getting rid of extra space on parking lots no longer needed, maybe refurbishing or getting rid of the softball field since it is no longer in use. Thank you for allowing me to fill this out and Happy Thanksgiving!

176	I think in each section I elaborated on my experience with ATC. I have had a hassle every semester with Blackboard not working and submitting my work, messages and all to prove submission then get nasty emails from the directors trying to make me a liar. Nobody has willfully helped me with any of my problems except Mr [REDACTED]. My name is known for me causing a fuss to attend school. I have been through 5 schools, as mentioned earlier, and I have never had an enrollment issue, I have had issues every semester from being dropped from classes for no reason (no reason was ever found), inconsistent information, lack of courses available for working adults trying to better themselves, and the EXCESSIVE bombarding of emails like 'food is served in the Enrollment Center' - 'come join us' - 'food is gone' . Constant information about Nursing program when that only pertains to a portion of students. It has become excessive and eludes to the lack of professionalism at ATC. Why cant distribution lists be created a applicable to students in a department? Or on campus vs. distance students? Anything can be better than 6+ email a day about irrelevant information to students that are not impacted by the message.
177	I would like for ATC to have a free daycare for students.
178	NEW BOOKSTORE EMPLOYEES
179	Please find someone quickly for the engineering advisors.
180	No, I believe that Aiken Tech is a great school, with a safe campus and an almost unlimited supply of resources and aid for the students.
181	There needs to be more classes offered in the evening for those that have to work during the day. It would also be nice to have some activities scheduled for those of us who do attend classes at night. Everything is held during the day at hours that for many we can't attend due to working.
182	no
183	Again with communication, any fundraisers like the Supply Drive or Food drive, please let students know at least a few days in advanced about when it is taking place. A few days notice is better than knowing about it the day before. Also have instructors mention those fundraisers to students since some rarely check their emails. Try to get word around more and maybe more donations will come in. Not everyone goes through the building where the items get dropped off, so not everyone knows about them. Sometimes there is a lack of marker supplies for teachers to use for the white boards. One teacher I have mentioned about quality over quantity, that's a good thing. I recommend other teachers following that. The students should really feel like their teachers want them to learn. Teachers for online classes should interact more with their students. One other thing is that Blackboard is a broken website to use. It works fine and other times it does not work so much. That's not just for students, some teachers have issues too. Mainly the grades part of the site does not work so well. It would be great if a different website could be used for the school. Blackboard is also a nightmare to use on a mobile device, especially when trying to type a response on the discussion page.
184	More security, instructor in the lab at night when a lot of students are off work
185	We need better events on campus for student to want to be involved in!
186	No, because when I suggest something about an idea, Ms. [REDACTED] or Ms. [REDACTED] in the Recruitment & Student Experience office always takes it for their own personal gain. My ideas aren't safe when there are copy cats around.
187	need more scenery around campus like flowers, larger study areas in health building, and different food to eat for students like fruit and salads
188	Bigger health science building or separate building for nurses