

**SWTJC Student Satisfaction of Services Survey
2006-2008-2010-2014**

**Percent Responses Satisfied/Very Satisfied
All Campuses Combined**

Office of Admissions & Registrar

<i>Percent responding Very Satisfied or Satisfied</i>	Fall 2006 N=303	Fall 2008 N=500	Fall 2010 N=380	Fall 2014 N=635
Helpfulness of Admissions and Registrar staff	91	95	92	97
Knowledge of Admissions and Registrar staff	90	92	89	97
Courtesy and respectfulness of Admissions and Registrar staff	88	93	92	98
Assistance with online forms	90	92	89	96
On-line grade retrieval	84	93	92	94
Online Admissions Application	94	96	93	97
In-person/counselor assisted registration	88	93	92	96
Telephone registration	90	86	85	93
Web registration	92	91	92	95
Transcript requests	90	93	93	95

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
How did you submit your application for admission?				
On-line (Web Advisor)		40	51	50
Regular paper form		60	49	50
How would you rate your application process? <i>(Percent responding Excellent/Good)</i>		90	90	99
How did you register for classes?				
Advisor assisted		81	63	83
Telephone		3	1	0
Web-Advisor		16	37	16
Which registration method do you prefer?				
Advisor assisted		75	62	77
Telephone		3	2	3
Web-Advisor		21	37	20

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Business Office

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Business Office staff	95	94	94	98
Knowledge of Business Office staff	93	93	94	98
Courtesy and respectfulness of Business Office staff	93	92	93	98
Completeness of information provided by Business Office staff	90	92	93	98
Available methods of payment	92	96	96	99

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Financial Aid Office

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Financial Aid staff	82	89	89	96
Knowledge of Financial Aid staff	81	88	89	95
Courtesy and respectfulness of Financial Aid staff	86	92	94	96
Completeness of information provided by Financial Aid staff	78	88	90	95
The amount of information about my financial aid options	75	85	86	95
Availability of financial aid forms	90	93	96	96

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Advising & Counseling

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Advisor/Counselor	90	95	91	98
Knowledge of Advisor/Counselor	91	93	94	98
Courtesy and respectfulness of Advisor/Counselor	95	97	94	97
Completeness of information provided to you by an Advisor/Counselor	90	92	92	97
Assistance you received for understanding your degree plan	88	89	90	97
Assistance your received to prepare for transferring to another institution	88	92	90	97
Overall advising by Advising/Counseling Office staff	92	93	92	97
Overall advising by faculty	93	94	93	98
The help you received for personal counseling	89	94	93	98

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Library

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Library staff	96	97	95	96
Knowledge of Library staff	95	96	94	96
Courtesy and respectfulness of Library staff	97	95	94	95
Helpfulness of library instruction sessions	94	96	96	96
Ease of finding the material I want/need in the Library	91	95	96	96
Ease of finding what I need on the Library website	95	95	96	96
Library hours	96	97	94	96
<i>Percent responding YES</i>				
Have you used any of the online library resources?	56	61	58	68
Did you know that online resources are available off-campus?	57	70	68	78
Did you know you can call or e-mail a librarian?	40	48	50	67
Could you use more help in understanding how to use the library resources?			61	72

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Bookstore

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Book Store staff	90	93	94	95
Knowledge of Book Store staff	91	93	95	95
Courtesy and respectfulness of Book Store staff	90	91	92	92
Availability of books	85	88	88	91
Ease of finding required books	89	92	91	93
Ease of finding needed supplies	90	92	91	95
Book Store hours	78	80	84	90
Purchasing and buy back policies	73	80	84	88

My needs are being met by the bookstore.

Always/Sometimes

93

91

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Student Help Desk & Technical Support

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Help Desk staff/technician	96	98	97	97
Courtesy and respectfulness of Help Desk staff/technician	96	98	97	96
Knowledge of Help Desk staff/technician	93	97	96	97
Clarity and availability of instructions for using WebCT	95	95	95	96
Help you received for resetting passwords	87	98	96	97
Technical support you received related to WebCT	94	96	96	96
How satisfied are you with WebCT overall?	95	97	97	95
Clarity and availability of instructions for using WebAdvisor	92	96	95	95
Technical support you received related to WebAdvisor	93	98	95	95
How satisfied are you with WebAdvisor overall?	92	98	96	96
Clarity and availability of instructions for using SWTJC Portal	95	97	96	97
Technical support you received related to SWTJC Portal	96	98	96	96
How satisfied are you with the SWTJC Portal overall?	96	97	96	97

Percent responding YES

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Do you know who to call when you have a problem with any of SWTJC's on-line services?	42	57	56	65
How often do you use the SWTJC Portal?				
Daily	30	45	57	61
Several times a week	33	34	31	30
Once a week	18	14	6	5
Once or twice a semester	8	5	5	2
Not at all	10	2	1	2
How often do you access your SWTJC e-mail?				
Daily	22	40	52	40
Several times a week	31	30	32	36
Once a week	24	17	9	12
Once or twice a semester	11	8	6	2
Not at all	12	5	2	2

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Campus Facilities/Grounds & Safety

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Campus Police	87	91	88	95
Courtesy and respectfulness of campus police	89	93	90	95
Helpfulness of maintenance staff	97	98	96	96
Courtesy and respectfulness maintenance staff	98	98	97	97
Cleanliness and appearance of classrooms	90	95	92	97
Cleanliness and appearance of restrooms	92	95	92	96
Cleanliness and appearance of campus grounds	95	97	96	96
Number of outdoor seating and picnic tables	74	76	77	91
Location of outdoor seating and picnic tables	77	80	79	92
Lighting around buildings and parking lots	82	83	74	92
Personal and property security and safety while on campus	74	91	85	93
Awareness and presence of Campus Police on site	77	82	74	91

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Student Activities

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Number of SWTJC organized student activities on your campus	89	86	84	88
Variety of organized student activities on your campus	87	84	86	89
Quality of organized student activities	89	88	88	90
Publication/notification of organized student activities	83	84	84	90

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Food Service

<i>Percent responding Very Satisfied or Satisfied</i>	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of Food Service staff	87	86	90	85
Courtesy and respectfulness of Food Service staff	88	91	86	85
Cleanliness of facilities	87	91	90	87
Cleanliness of dishes and silverware	86	89	92	85
Freshness and variety of salad bar	74	81	87	84
Overall quality of snack bar food	74	80	89	84
Overall quality of breakfasts	74	78	83	84
Overall quality of lunches	78	76	82	84
Overall quality of dinners	72	73	80	84
Serving hours	79	83	86	83
Serving sizes	78	83	88	83

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Job Placement

Percent responding Very Satisfied or Satisfied

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Helpfulness of the Job Placement Office		88	85	89
Services provided through the Job Placement Office		84	86	90
Workstudy program		88	84	91
Publication/notification of job opportunities and openings		88	87	89

Through which of the following means did you learn about job opportunities at SWTJC?

Word of mouth			18	23
SWTJC Job Fair			6	11
Bulletin boards			22	20
School newspaper			8	8
College website			24	25
SWTJC e-mail			75	26
Other			1	18
Have not been made aware of job opportunities through any means			10	

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Marketing and Communication

Through which of the following means did you learn about programs and individual classes available at SWTJC?

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Word of mouth			36	24
College instructors			28	18
Counselors/advisors			38	32
School newspaper			16	7
College website			44	26
Radio			3	2
TV			2	1
Newspaper			7	3
SWTJC Catalog			34	13
SWTJC Schedule of Classes			39	18
Other			1	13

As a student at SWTJC, how do you get information about registration, graduation, financial aid and current events (basketball games, dances, rodeo) happening at the school?

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Word of mouth			42	26
College bulletin boards			36	18
School newspaper			19	9
Community newspaper			8	5
College website - News and Events			42	29
The Portal			66	39
Video in Student Center			3	2
SWTJC Catalog			19	11
SWTJC Schedule of Classes			21	11
Other			3	15

How often do you view/read or listen to the following to learn about SWTJC information?

Percent responding Very Often or Often

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
School newspaper		38	37	37
College bulletin boards		59	55	52
Community newspaper		40	40	42
SWTJC web page - News and Events		74	73	76
The Portal		84	89	91
Video in the Student Center		18	19	32

When it comes to advertising, which type do you pay attention to the most?

	Fall 2006	Fall 2008	Fall 2010	Fall 2014
Newspaper		17	16	8
Television		16	14	11
Radio		7	7	9
Internet		61	64	73