

SWTJC Student Satisfaction of Services Survey Fall 2014

Percent Responses Satisfied/Very Satisfied by Campus

Office of Admissions & Registrar

Percent responding Very Satisfied or Satisfied

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Admissions and Registrar staff	100	97	97	98	95	97
Knowledge of Admissions and Registrar staff	100	96	96	97	97	97
Courtesy and respectfulness of Admissions and Registrar staff	100	97	95	98	100	98
Assistance with online forms	100	94	96	97	95	96
On-line grade retrieval	100	93	95	95	87	94
Online Admissions Application	100	96	96	97	97	97
In-person/counselor assisted registration	100	97	96	97	91	96
Telephone registration	100	95	94	95	83	93
Web registration	96	94	96	95	92	95
Transcript requests	92	97	96	96	94	95

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
How did you submit your application for admission?						
On-line (Web Advisor)	48	65	44	36	57	50
Regular paper form	52	35	56	64	43	50
How would you rate your application process?						
<i>(Percent responding Excellent/Good)</i>	100	98	97	98	100	99
How did you register for classes?						
Advisor assisted	80	73	87	94	83	83
Telephone	0	0	0	1	0	0
Web-Advisor	20	27	13	5	17	16
Which registration method do you prefer?						
Advisor assisted	72	69	84	90	72	77
Telephone	8	1	0	2	3	3
Web-Advisor	20	30	16	8	25	20

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Business Office

Percent responding Very Satisfied or Satisfied

	<u>Crystal City</u>	<u>Del Rio</u>	<u>Eagle Pass</u>	<u>Uvalde</u>	<u>Other</u>	<i>All Campuses Combined</i>
Helpfulness of Business Office staff	100	97	96	99	97	98
Knowledge of Business Office staff	100	97	96	99	97	98
Courtesy and respectfulness of Business Office staff	100	98	97	98	97	98
Completeness of information provided by Business Office staff	100	97	97	99	97	98
Available methods of payment	100	98	97	99	100	99

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Financial Aid Office

Percent responding Very Satisfied or Satisfied

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Financial Aid staff	100	95	94	94	97	96
Knowledge of Financial Aid staff	100	94	94	94	94	95
Courtesy and respectfulness of Financial Aid staff	100	97	96	94	91	96
Completeness of information provided by Financial Aid staff	100	95	94	92	94	95
The amount of information about my financial aid options	100	94	93	92	94	95
Availability of financial aid forms	100	96	95	94	94	96

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Advising & Counseling

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Advisor/Counselor	100	97	98	97	97	98
Knowledge of Advisor/Counselor	100	97	98	98	97	98
Courtesy and respectfulness of Advisor/Counselor	100	97	98	96	94	97
Completeness of information provided to you by an Advisor/Counselor	100	97	98	95	94	97
Assistance you received for understanding your degree plan	100	95	98	93	97	97
Assistance you received to prepare for transferring to another institution	100	96	98	96	97	97
Overall advising by Advising/Counseling Office staff	100	97	98	95	97	97
Overall advising by faculty	100	97	98	94	100	98
The help you received for personal counseling	100	97	97	94	100	98

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Library

Percent responding Very Satisfied or Satisfied

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Library staff	91	96	96	97	100	96
Knowledge of Library staff	91	94	96	97	100	96
Courtesy and respectfulness of Library staff	91	92	97	97	97	95
Helpfulness of library instruction sessions	91	94	97	96	100	96
Ease of finding the material I want/need in the Library	91	96	96	96	100	96
Ease of finding what I need on the Library website	91	97	97	96	100	96
Library hours	91	96	96	98	97	96
<i>Percent responding YES</i>						
Have you used any of the online library resources?	68	62	69	73	66	68
Did you know that online resources are available off-campus?	86	72	77	77	77	78
Did you know you can call or e-mail a librarian?	65	60	65	69	74	67
Could you use more help in understanding how to use the library resources?	80	65	81	68	68	72

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Bookstore

Percent responding Very Satisfied or Satisfied

	<u>Crystal City</u>	<u>Del Rio</u>	<u>Eagle Pass</u>	<u>Uvalde</u>	<u>Other</u>	<i>All Campuses Combined</i>
Helpfulness of Book Store staff	88	91	95	100	100	95
Knowledge of Book Store staff	91	89	95	100	100	95
Courtesy and respectfulness of Book Store staff	86	86	94	99	97	92
Availability of books	91	84	91	96	94	91
Ease of finding required books	91	86	94	97	97	93
Ease of finding needed supplies	91	90	94	99	100	95
Book Store hours	91	83	91	98	88	90
Purchasing and buy back policies	86	81	91	92	91	88

My needs are being met by the bookstore.

Always/Sometimes

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Student Help Desk & Technical Support

Percent responding Very Satisfied or Satisfied

	<u>Crystal City</u>	<u>Del Rio</u>	<u>Eagle Pass</u>	<u>Uvalde</u>	<u>Other</u>	<u>All Campuses Combined</u>
Helpfulness of Help Desk staff/technician	95	96	98	97	97	97
Courtesy and respectfulness of Help Desk staff/technician	90	96	98	98	100	96
Knowledge of Help Desk staff/technician	95	96	98	98	97	97
Clarity and availability of instructions for using WebCT	89	96	98	98	97	96
Help you received for resetting passwords	95	96	98	97	97	97
Technical support you received related to WebCT	94	96	98	97	97	96
How satisfied are you with WebCT overall?	89	94	98	98	94	95
Clarity and availability of instructions for using WebAdvisor	90	91	97	99	97	95
Technical support you received related to WebAdvisor	90	91	97	99	100	95
How satisfied are you with WebAdvisor overall?	95	92	97	98	100	96
Clarity and availability of instructions for using SWTJC Portal	95	95	98	99	100	97
Technical support you received related to SWTJC Portal	90	95	98	98	97	96
How satisfied are you with the SWTJC Portal overall?	95	96	98	99	97	97

Percent responding YES

	<u>Crystal City</u>	<u>Del Rio</u>	<u>Eagle Pass</u>	<u>Uvalde</u>	<u>Other</u>	<u>All Campuses Combined</u>
Do you know who to call when you have a problem with any of SWTJC's on-line services?	82	47	74	73	51	65
How often do you use the SWTJC Portal?						
Daily	82	62	56	62	43	61
Several times a week	14	31	31	29	43	30
Once a week	5	4	11	7	0	5
Once or twice a semester	0	3	3	1	5	2
Not at all	0	1	0	1	8	2
How often do you access your SWTJC e-mail?						
Daily	46	56	51	51	43	49
Several times a week	41	31	34	37	35	36
Once a week	14	8	13	9	14	12
Once or twice a semester	0	3	3	1	3	2
Not at all	0	2	0	1	5	2

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Campus Facilities/Grounds & Safety

Percent responding Very Satisfied or Satisfied

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Campus Police	91	91	95	97	100	95
Courtesy and respectfulness of campus police	90	93	95	99	100	95
Helpfulness of maintenance staff	90	97	98	99	97	96
Courtesy and respectfulness maintenance staff	90	98	98	99	100	97
Cleanliness and appearance of classrooms	95	98	98	98	97	97
Cleanliness and appearance of restrooms	95	97	97	95	97	96
Cleanliness and appearance of campus grounds	95	97	97	97	93	96
Number of outdoor seating and picnic tables	85	88	91	97	93	91
Location of outdoor seating and picnic tables	80	91	93	97	97	92
Lighting around buildings and parking lots	80	95	94	97	93	92
Personal and property security and safety while on campus	80	95	96	96	97	93
Awareness and presence of Campus Police on site	80	91	92	97	93	91

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Student Activities

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	<i>All Campuses Combined</i>
Number of SWTJC organized student activities on your campus	79	89	95	96	83	88
Variety of organized student activities on your campus	79	89	95	97	83	89
Quality of organized student activities	79	91	95	97	86	90
Publication/notification of organized student activities	78	89	94	97	93	90

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Food Service

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of Food Service staff	78	73	89	94	90	85
Courtesy and respectfulness of Food Service staff	78	73	89	94	93	85
Cleanliness of facilities	78	75	89	97	97	87
Cleanliness of dishes and silverware	78	72	88	97	90	85
Freshness and variety of salad bar	78	71	86	94	93	84
Overall quality of snack bar food	77	70	86	93	93	84
Overall quality of breakfasts	77	72	86	94	93	84
Overall quality of lunches	77	72	85	95	93	84
Overall quality of dinners	77	71	85	92	93	84
Serving hours	77	71	87	92	86	83
Serving sizes	77	71	85	94	89	83

Job Placement

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Helpfulness of the Job Placement Office	74	86	94	93	100	89
Services provided through the Job Placement Office	74	88	94	92	100	90
Workstudy program	83	90	94	95	93	91
Publication/notification of job opportunities and openings	74	89	94	93	96	89

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

Word of mouth	23	24	20	23	23	23
SWTJC Job Fair	16	11	7	7	14	11
Bulletin boards	10	20	24	14	30	20
School newspaper	10	11	10	6	2	8
College website	23	22	26	26	28	25
SWTJC e-mail	19	24	28	22	35	26
Other	16	17	15	20	21	18
Have not been made aware of job opportunities through any means						

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Marketing and Communication

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

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Word of mouth	23	27	23	25	23	24
College instructors	23	20	26	16	7	18
Counselors/advisors	26	29	41	31	35	32
School newspaper	3	8	10	6	7	7
College website	23	27	30	28	23	26
Radio	0	2	2	2	5	2
TV	0	1	1	1	0	1
Newspaper	0	4	4	4	5	3
SWTJC Catalog	10	16	15	16	9	13
SWTJC Schedule of Classes	19	20	17	19	16	18
Other	13	12	10	10	21	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?

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Word of mouth	32	32	23	25	19	26
College bulletin boards	19	18	31	16	7	18
School newspaper	3	13	13	8	7	9
Community newspaper	0	7	5	6	5	5
College website - News and Events	26	30	29	28	30	29
The Portal	29	39	41	37	47	39
Video in Student Center	3	0	3	2	5	3
SWTJC Catalog	13	11	13	11	9	11
SWTJC Schedule of Classes	10	15	10	10	9	11
Other	13	12	11	12	26	15

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

<i>Percent responding Very Often or Often</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
School newspaper	40	29	50	30	36	37
College bulletin boards	45	51	71	49	46	52
Community newspaper	47	31	53	39	41	42
SWTJC web page - News and Events	75	72	78	75	78	76
The Portal	95	87	94	91	89	91
Video in the Student Center	30	24	48	32	27	32

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

	Crystal City	Del Rio	Eagle Pass	Uvalde	Other	All Campuses Combined
Newspaper	5	8	12	9	5	8
Television	10	12	10	13	11	11
Radio	19	5	5	3	11	9
Internet	67	75	72	75	78	73