

Fayetteville Technical Community College
Current Student Survey
May 2009

(Satisfaction Rates)

A. Facilities and Services	2007 486 Respondents	2008 657 Respondent s	2009 1056 Respondents
1. Admissions process (entering College)	90.8%	91.0%	89.5%
2. Registration for classes	90.1%	88.1%	90.6%
3. Quality of Cashiering Services for tuition & fee payments; loans, Pell Grants, scholarship payments, and disbursements	90.9%	91.4%	93.2%
4. Quality of Financial Aid Services (The application process for Loans, Pell Grants, and Scholarships)	71.0%	72.3%	73.5%
5. Quality of Counseling Services (Student Center)	81.7%	78.5%	79.4%
6. Quality of Faculty Academic Advising	86.2%	84.6%	83.7%
7. Quality of Campus Security	95.2%	92.8%	92.3%
8. Quality of Library Resources and Services	96.6%	97.5%	96.7%
9. Quality of Success Center Resources and Services	95.9%	94.4%	94.3%
10. Quality of Career Center Services	97.2%	95.0%	95.2%
11. Quality of Student Activities Office (ID Cards, Fall Festival, Spring Fling, Special Events)	96.7%	94.8%	94.3%
12. Quality of Bookstore	91.8%	88.7%	90.5%
13. Quality of Cafeteria	81.9%	84.5%	83.9%
14. Quality of Classroom/Lab equipment	95.5%	93.2%	92.7%
15. Quality of Facilities	97.6%	96.5%	97.1%
16. Quality of Grounds Maintenance	99.8%	98.9%	99.2%
17. Quality of Health Services	98.8%	92.5%	91.5%
18. Quality of Housekeeping Services	96.9%	96.0%	94.7%
19. Quality of Internet Access	90.6%	87.8%	94.3%
20. Quality of the Blackboard system for Internet class delivery	n/a	n/a	88.2%

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20. Quality of Job Placement Services	92.7%	60.2%	88.3%
21. Quality of Veterans Services	93.0%	83.3%	91.4%
Average Satisfaction Rate for Facilities/Services	1927.3/21 = 91.77%	1862.0/21 = 88.66%	1994.5/22 = 90.66%

B. College Impressions	2007 486 Respondents	2008 657 Respondents	2009 1056 Respondents
1. Teaching methods that meet students needs	89.7%	89.8%	86.9%
2. Fair treatment of students	91.1%	90.7%	90.7%
3. Educational costs of FTCC	88.3%	89.2%	91.2%
4. Campus access for students with disabilities	94.2%	95.9%	92.4%
5. Safety and security of students on the campus	95.3%	95.2%	94.5%
6. Sense of belonging on the campus	92.6%	92.6%	91.4%
7. Freedom to express ideas and beliefs	93.4%	92.0%	93.2%
8. Printed materials (brochures, advertisements, etc.) representative of FTCC students	95.5%	94.2%	95.7%
9. Quality of instruction in major program area	91.9%	92.4%	88.9%
10. Quality of instruction in other courses	93.0%	93.3%	92.1%
11. Overall quality of the academic program	93.9%	94.9%	92.7%
12. My classes have improved my communication skills	n/a	n/a	94.8%
13. My classes have prepared me for the technical skills	n/a	n/a	94.0%
14. My time at the college has improved my ability to analyze problems, make logical decisions and is likely to have a positive influence on my future interpersonal skills.	n/a	n/a	94.7%
12. Overall quality of the College	95.5%	95.7%	93.8%

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Average Satisfaction Rate for College Impressions	1,114.40 / 12 = 92.87%	1,118.0/12 = 93.16%	1387/15 = 92.47%