

**Fayetteville Technical Community College**  
**Current Student Survey**  
**May 2009**

( Satisfaction Rates)

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

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

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

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