

Library

1. Have you used the JSCC Library?

Yes

No

2. If yes, did you use the library...

Online

In person

Both

3. Have you visited... (check all that apply)

The library's LibGuides website?

NC LIVE?

Don't know

4. To what extent are you satisfied with JSCC's library services (availability and helpfulness of staff)?

Very satisfied

Satisfied

Neutral

Dissatisfied

Very dissatisfied

Please explain

5. To what extent are you satisfied with JSCC's library materials (books, audiovisual items, and online resources)?

Very satisfied

Satisfied

Neutral

Dissatisfied

Very dissatisfied

Please explain

Academic Support Center (Hoffler Building)

6. On average, how many times a semester do you use the services in the Academic Support Center?

- 0-5
- 6-10
- 11-15
- 16-20
- 21 or more

7. How important is the Academic Support Center to you in your academic success at JSCC?

- Very
- Somewhat
- Not at all
- Don't Know

8. To what extent are you satisfied with the customer service provided by the Academic Support Center?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

How can we improve our customer service?

9. To what extent are you satisfied with the customer service from the Academic Support Center?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

How can we improve our customer service?

10. To what extent are you satisfied with the resources (e.g. computer hardware and software) in the Academic Support Center?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

11. To what extent are you satisfied with the "Just Ask tech Support" (JATS) service in the ASC?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

12. Have you ever used the Help Desk Function at the Academic Support Center?

- Yes
- No

13. When you used the Help desk Function was it to receive help on:

- E-mail
- Moodle
- Spartan Alert System

Other (please specify)

Marketing

14. Which of the following JSCC advertisements have you seen?

- Direct Mail
- Bill Boards
- Website
- Social Media
- Newspaper ads
- Festival/Fair booths

Other (please specify)

15. How did you hear about JSCC?

- Family member
- Friend
- Counselor
- JSCC Recruiter

Other (please specify)

16. How would you like to be informed about JSCC activities?

- Newspaper
- TV
- Radio
- Brochures mailed to homes at Spring and Fall Registration
- JSCC email account
- Website
- Social media,.
- Facebook,
- Twitter
- Text message

17. To what extent are you satisfied with the marketing and promotional activities at JSCC?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

18. I have signed up for the Spartan Alert. (The JSCC emergency alert system)

- Yes
- No

If not why?

Student Services

19. I am aware of the workshops offered by the Career Center.

Yes

No

20. I have used the Career Center.

Yes

No

21. I am aware of the Academic Success Center workshops offered by JSCC .

Yes

No

22. Are you aware of the student clubs and organizations offered at JSCC?

Yes

No

23. Are you a U.S. veteran? If so, are you aware of the services provided to you by the JSCC veterans Affairs Counselor?

Yes

No

N/A

24. Do you know how to select courses based on information provided to you by your advisor?

Yes

No

25. I have received individual counseling on career or personal concerns provided by JSCC Counseling Service.

Yes

No

26. To what extent are you satisfied with JSCC's counseling services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

27. How satisfied are you with JSCC facilities? (buildings, bathrooms, etc.)

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

28. How satisfied are you with JSCC classroom facilities?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

29. How satisfied are you with JSCC classroom equipment?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

30. How satisfied are you with the physical appearance of JSCC Facilities (grounds, landscaping, etc.)?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

31. To what extent are you satisfied with the cafeteria services at James Sprunt Community College?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Don't Know

32. 1. Do you use the Bookstore?

Yes

No

33. 2. If you do not use the Bookstore why? (please specify)

34. 7. If you could change one thing about the Bookstore, what would it be?

35. How would feel about the Bookstore having a Facebook page that would allow you to buy/sell used textbooks?

Yes

No

I don't use Facebook

36. Did you use all of the books you purchased in your classes?

Yes

No

If not which classes?

37. Did you open your required textbook for your class this past semester

Yes

No

If so, how often did you use your textbook

38. 3. How aware are you of the services that the Bookstore offers?

- Very aware
- Aware
- average
- Not aware
- I don't use the bookstore

39. How would you rate your overall Financial Aid experience?

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied
- I haven't used Financial Aid services
- Other

Other (please specify)

40. Have you noticed improvements in the Financial Aid office in the last 6 months?

- Yes
- No
- N/A

41. What can Financial Aid do to improve your overall experience?

42. 4. Do you use the Book Buyback offered during and at the end of each academic semester?

- Yes
- No

43. How satisfied are you with the products carried in the Bookstore?

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

44. 6. If you could add one product to be carried in the Bookstore, what would it be?

Thank you for completing the JSCC Spring Student Survey

Congratulations! You are now eligible to enter a drawing for a \$100.00 check. Please copy and save the last page of this survey to your desktop, and print the survey and place it in the green survey box outside room 101 in the Hoffler building. Make sure you have printed this page before clicking the Done button or you will not be able to enter our drawing!

* 45. I would like to be entered in the drawing for the \$100.00 check drawing.

- Yes: Please Note: Make sure you have printed this page before clicking the done button
- No: Please Note: Make sure you have printed this page before clicking the done button