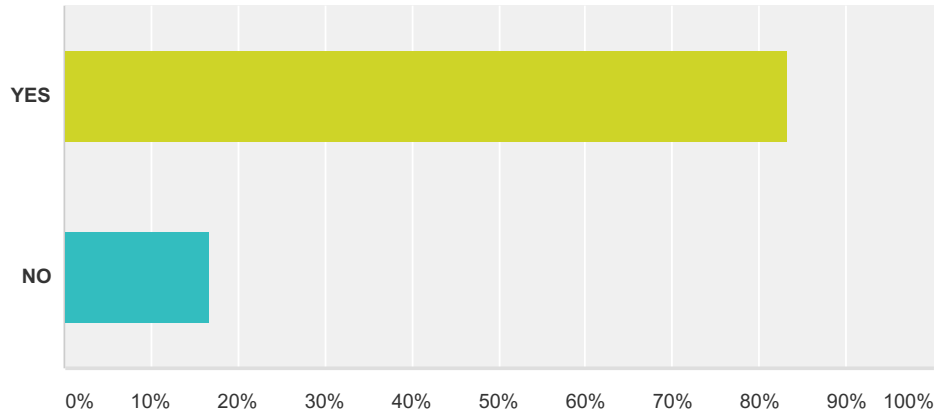


Q1 Do you use the JSCC library?

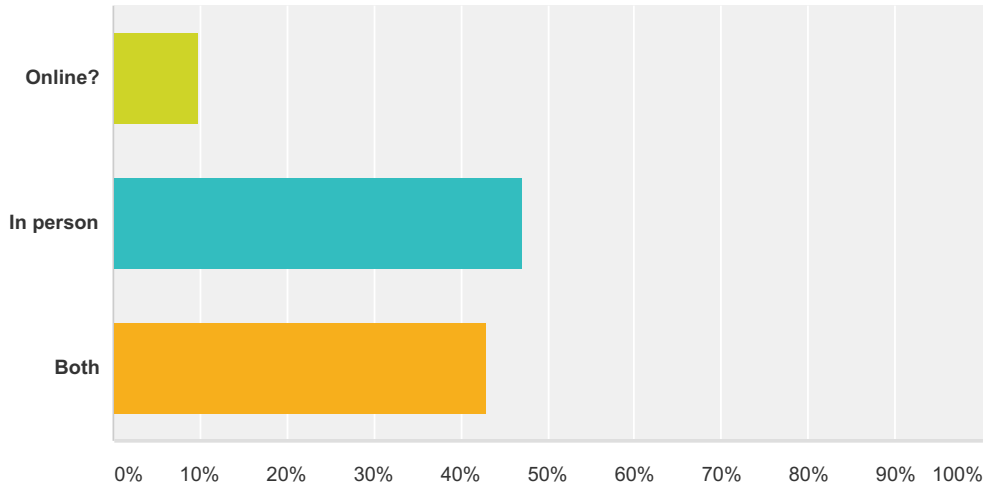
Answered: 253 Skipped: 1



Answer Choices	Responses	
YES	83.40%	211
NO	16.60%	42
Total		253

Q2 If yes, did you use the library...

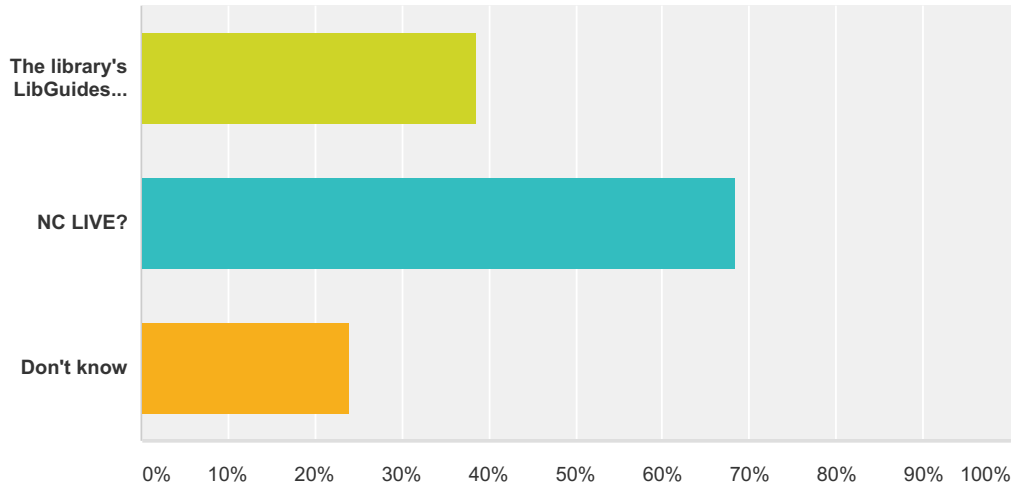
Answered: 214 Skipped: 40



Answer Choices	Responses
Online?	9.81% 21
In person	47.20% 101
Both	42.99% 92
Total	214

Q3 Have you visited... (check all that apply)

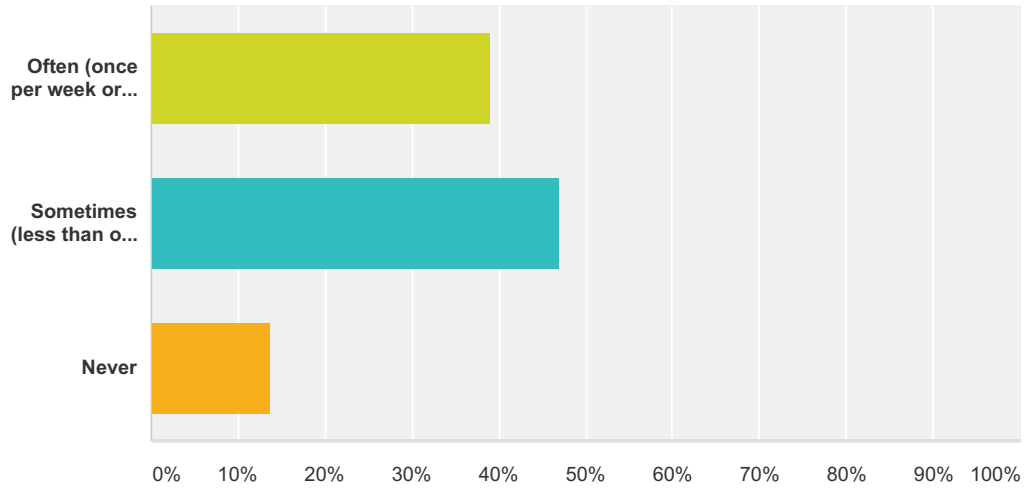
Answered: 238 Skipped: 16



Answer Choices	Responses	
The library's LibGuides website?	38.66%	92
NC LIVE?	68.49%	163
Don't know	23.95%	57
Total Respondents: 238		

Q4 How frequently do you use the library?

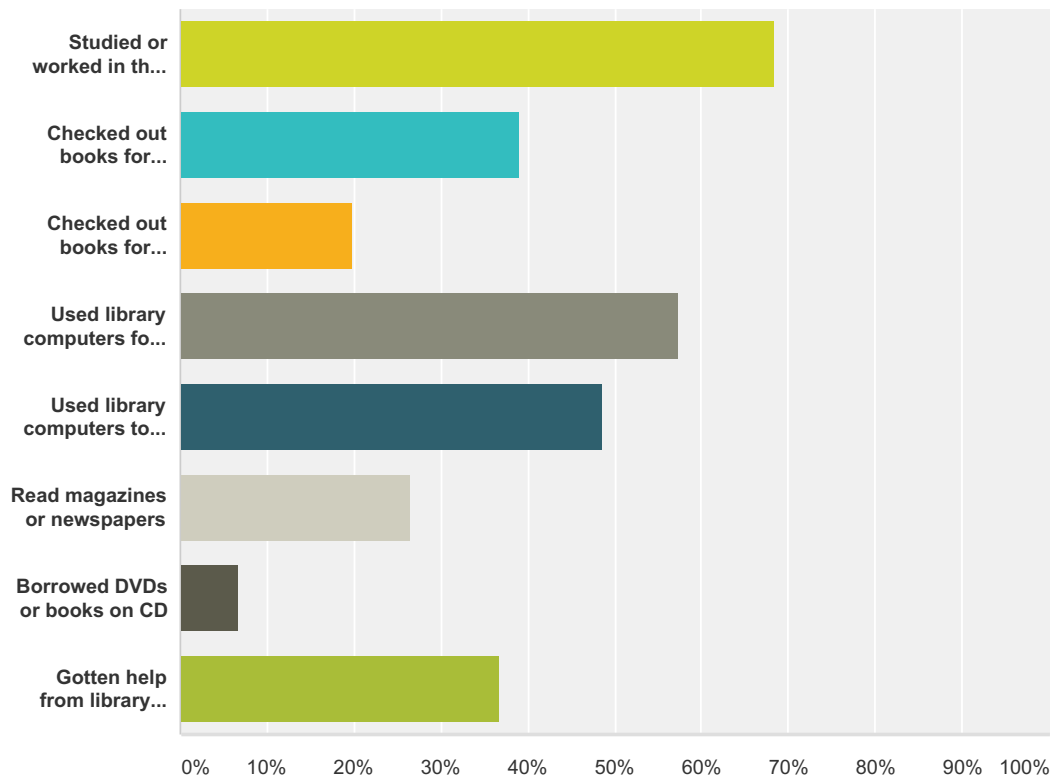
Answered: 253 Skipped: 1



Answer Choices	Responses
Often (once per week or more)	39.13% 99
Sometimes (less than once a week)	47.04% 119
Never	13.83% 35
Total	253

Q5 Which of the following have you used the library for? Choose all that apply.

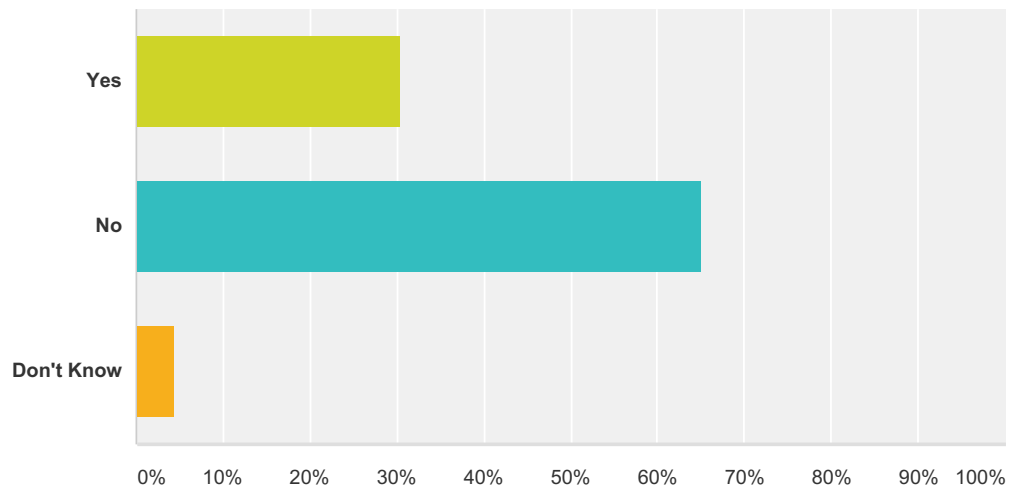
Answered: 253 Skipped: 1



Answer Choices	Responses
Studied or worked in the library	68.38% 173
Checked out books for assignments	39.13% 99
Checked out books for recreational reading	19.76% 50
Used library computers for research	57.31% 145
Used library computers to access Moodle or other class tools	48.62% 123
Read magazines or newspapers	26.48% 67
Borrowed DVDs or books on CD	6.72% 17
Gotten help from library staff	36.76% 93
Total Respondents: 253	

Q6 Have you attended a library workshop or orientation?

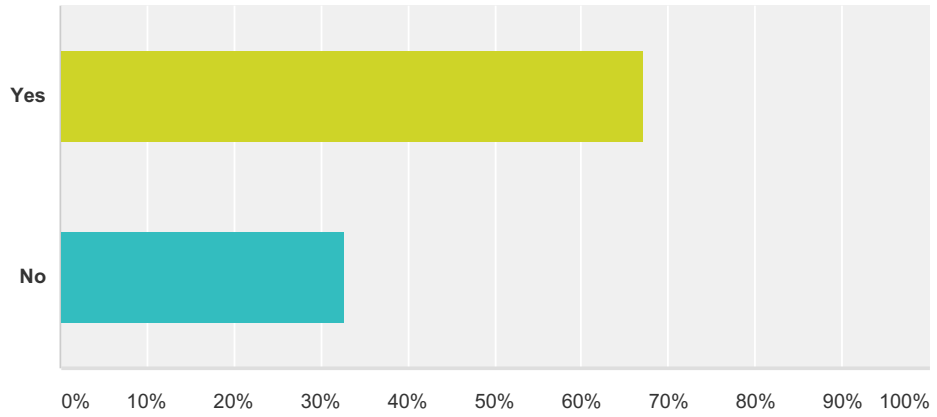
Answered: 253 Skipped: 1



Answer Choices	Responses
Yes	30.43% 77
No	65.22% 165
Don't Know	4.35% 11
Total	253

Q7 If YES, was it helpful?

Answered: 116 Skipped: 138



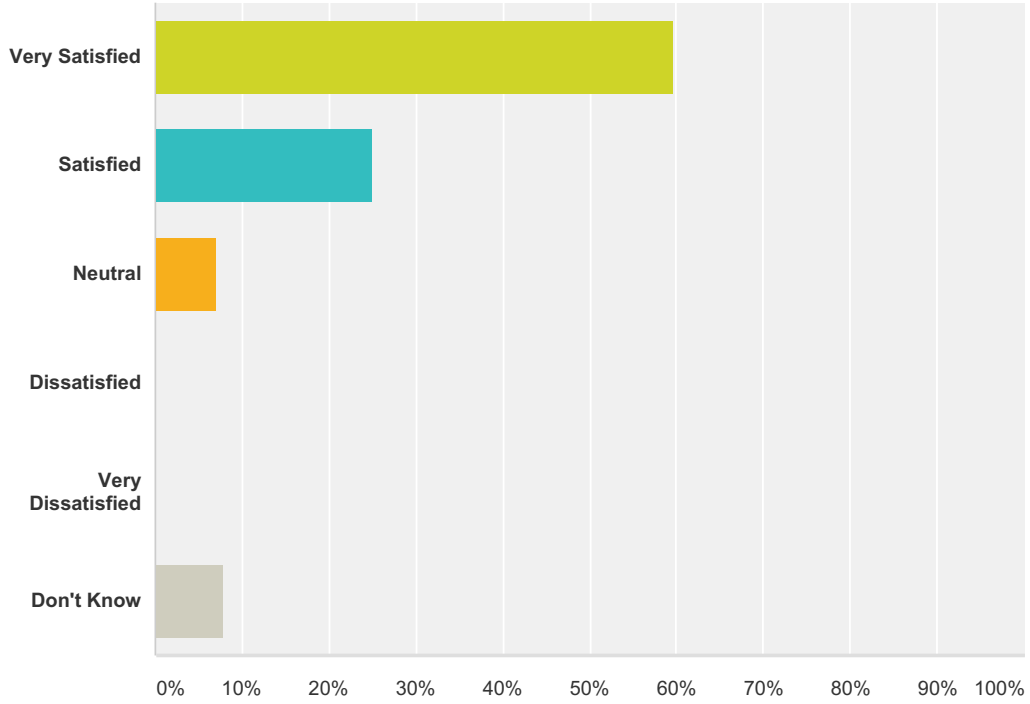
Answer Choices	Responses	
Yes	67.24%	78
No	32.76%	38
Total		116

Q8 Do you have any additional comments regarding the library services and resources?

Answered: 84 Skipped: 170

Q9 Are you satisfied with JSCC's library services (availability and helpfulness of staff)?

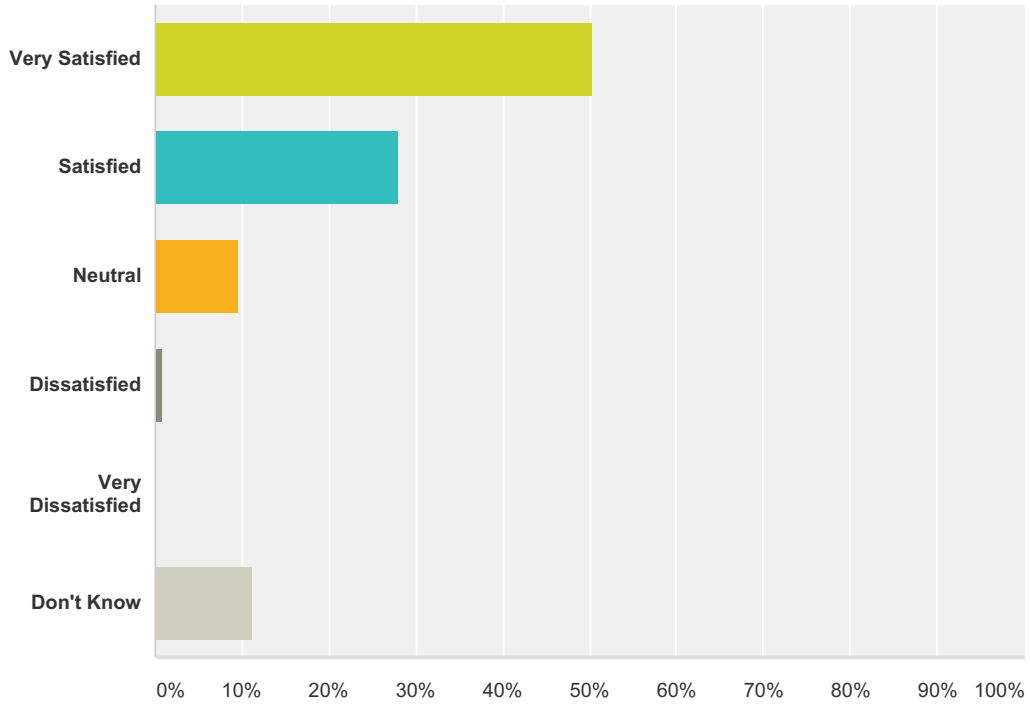
Answered: 251 Skipped: 3



Answer Choices	Responses	
Very Satisfied	59.76%	150
Satisfied	25.10%	63
Neutral	7.17%	18
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Don't Know	7.97%	20
Total		251

Q10 Are you satisfied with JSCC's library materials (books, audiovisual items, and online resources available)?

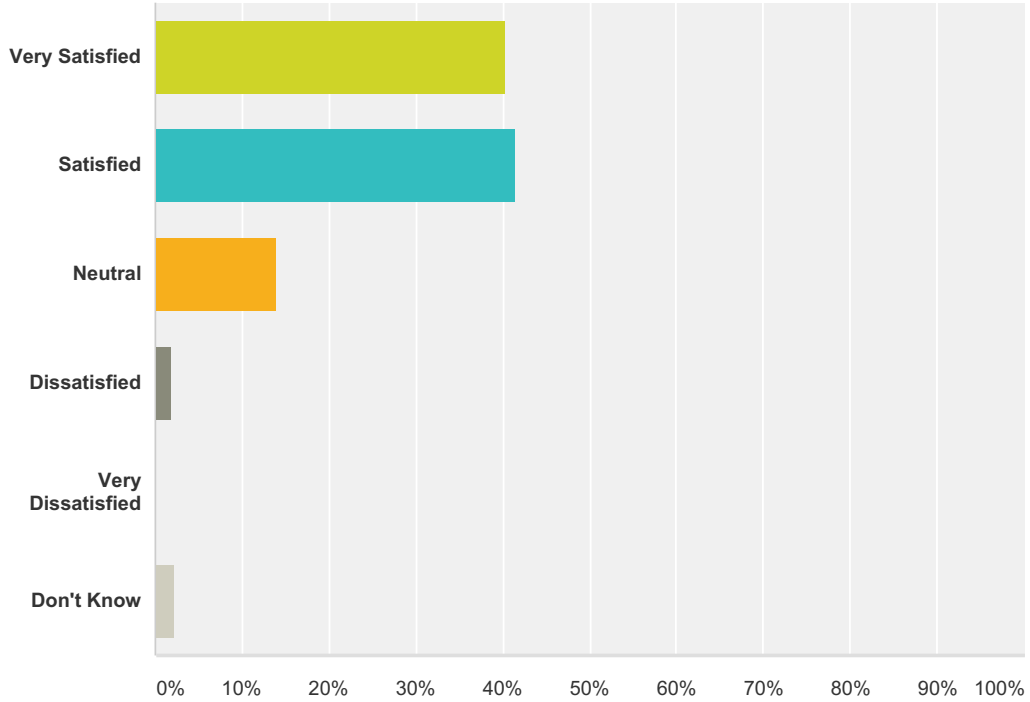
Answered: 250 Skipped: 4



Answer Choices	Responses	
Very Satisfied	50.40%	126
Satisfied	28.00%	70
Neutral	9.60%	24
Dissatisfied	0.80%	2
Very Dissatisfied	0.00%	0
Don't Know	11.20%	28
Total		250

Q11 To what extent are you satisfied with the overall functionality of the JSCC Bookstore?

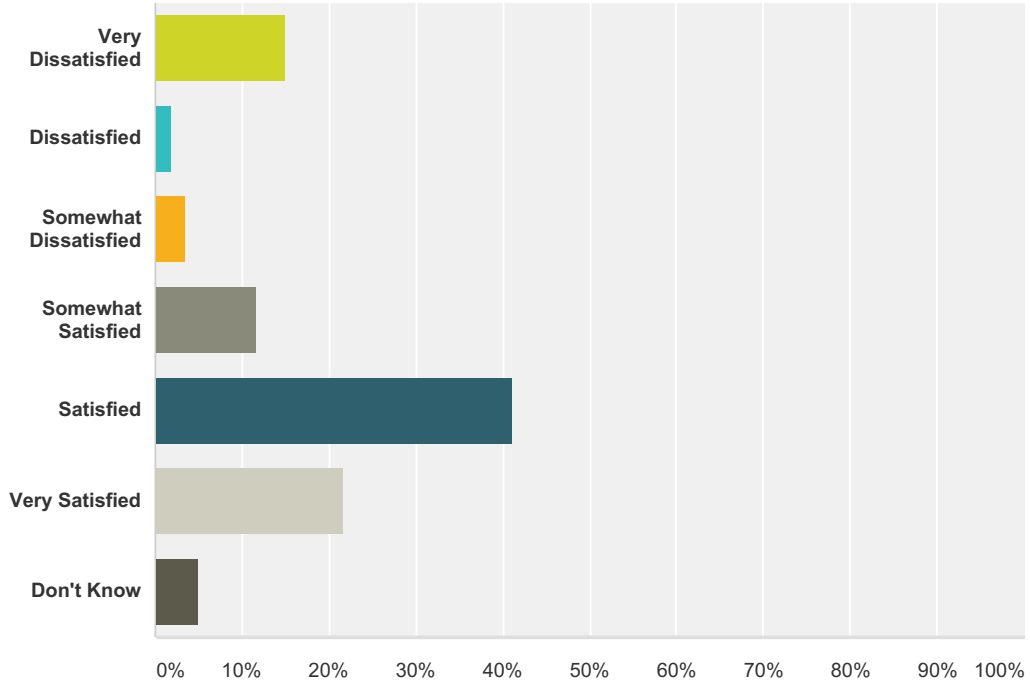
Answered: 221 Skipped: 33



Answer Choices	Responses	Count
Very Satisfied	40.27%	89
Satisfied	41.63%	92
Neutral	14.03%	31
Dissatisfied	1.81%	4
Very Dissatisfied	0.00%	0
Don't Know	2.26%	5
Total		221

Q12 To what extent are you satisfied with the products available in the JSCC bookstore?

Answered: 221 Skipped: 33



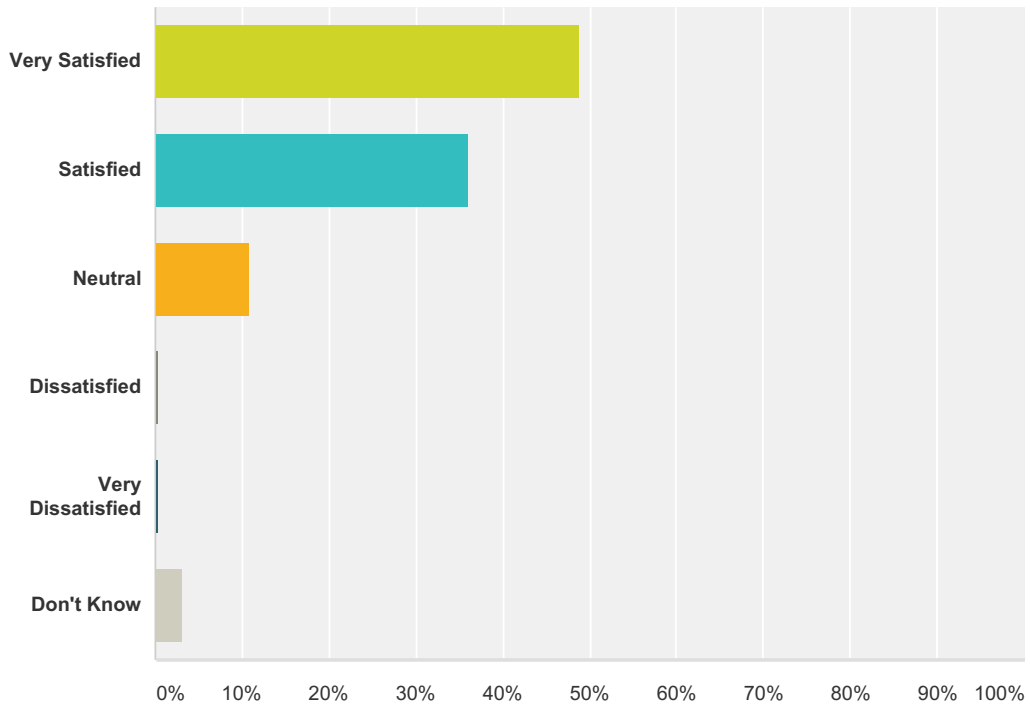
Answer Choices	Responses	
Very Dissatisfied	14.93%	33
Dissatisfied	1.81%	4
Somewhat Dissatisfied	3.62%	8
Somewhat Satisfied	11.76%	26
Satisfied	41.18%	91
Very Satisfied	21.72%	48
Don't Know	4.98%	11
Total		221

Q13 What additional items would you like to see in the JSCC bookstore?

Answered: 76 Skipped: 178

Q14 To what extent are you satisfied with the customer service from the bookstore?

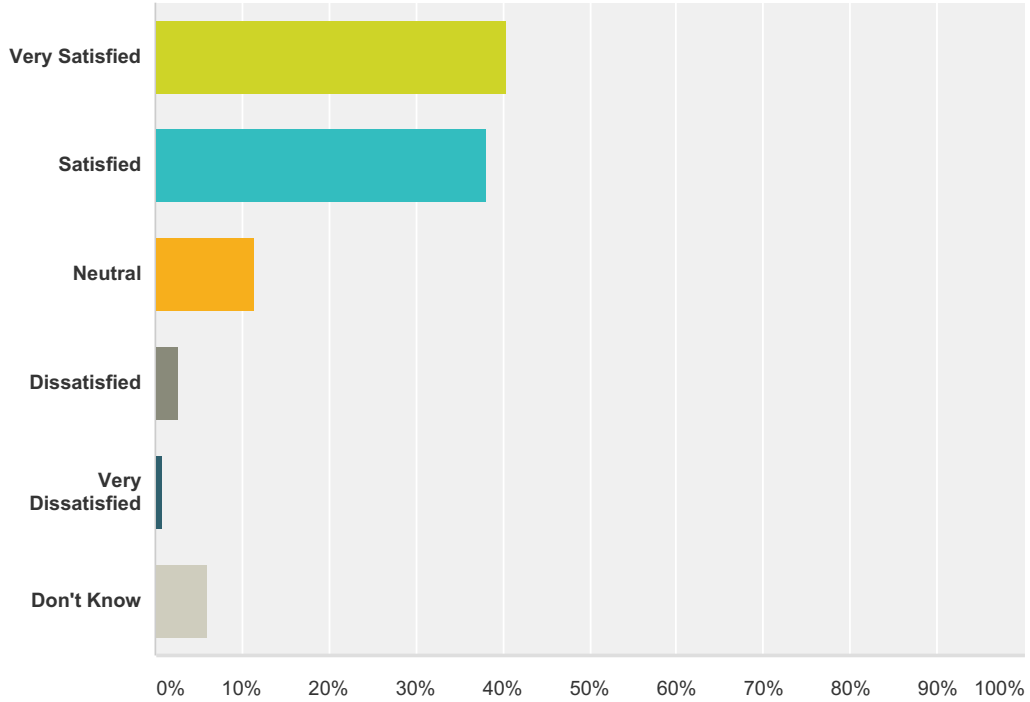
Answered: 221 Skipped: 33



Answer Choices	Responses	
Very Satisfied	48.87%	108
Satisfied	36.20%	80
Neutral	10.86%	24
Dissatisfied	0.45%	1
Very Dissatisfied	0.45%	1
Don't Know	3.17%	7
Total		221

Q15 To what extent are you satisfied with the services in the Academic Support Center (Hoffler Building)?

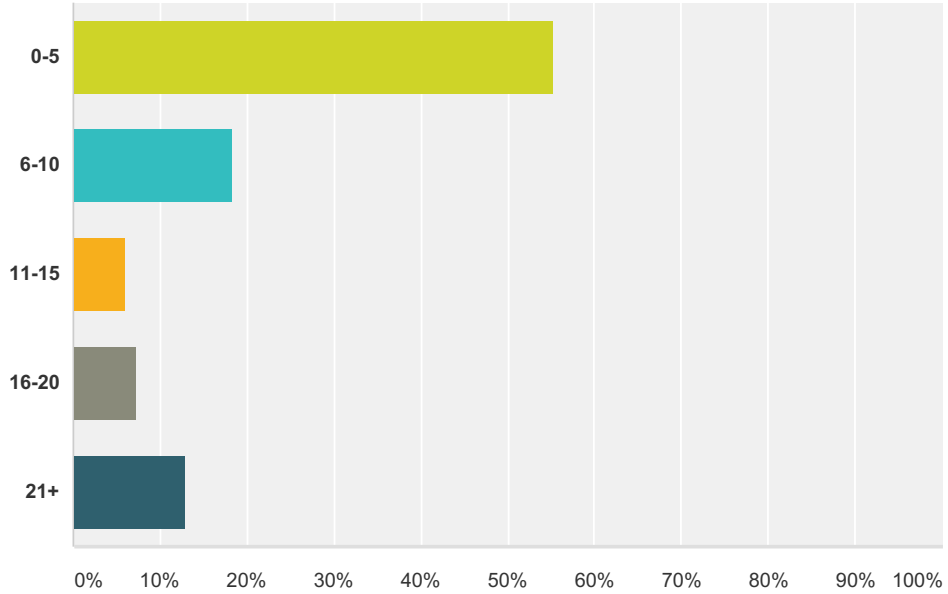
Answered: 217 Skipped: 37



Answer Choices	Responses	
Very Satisfied	40.55%	88
Satisfied	38.25%	83
Neutral	11.52%	25
Dissatisfied	2.76%	6
Very Dissatisfied	0.92%	2
Don't Know	5.99%	13
Total		217

Q16 On average, how many times a semester do you use the services in the Academic Support Center?

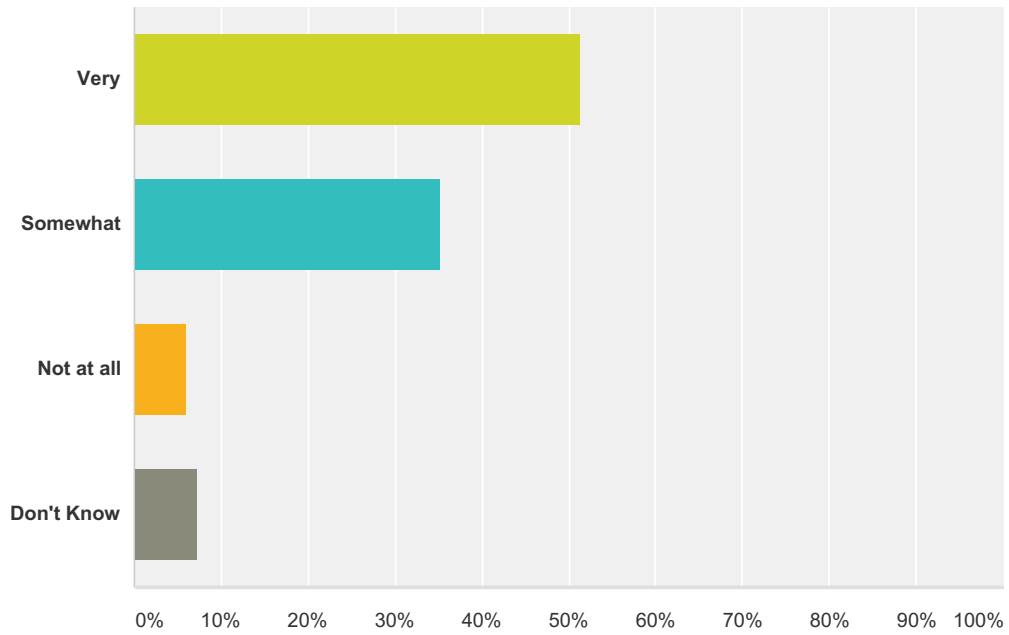
Answered: 217 Skipped: 37



Answer Choices	Responses	
0-5	55.30%	120
6-10	18.43%	40
11-15	5.99%	13
16-20	7.37%	16
21+	12.90%	28
Total		217

Q17 How important is the Academic Support Center to you?

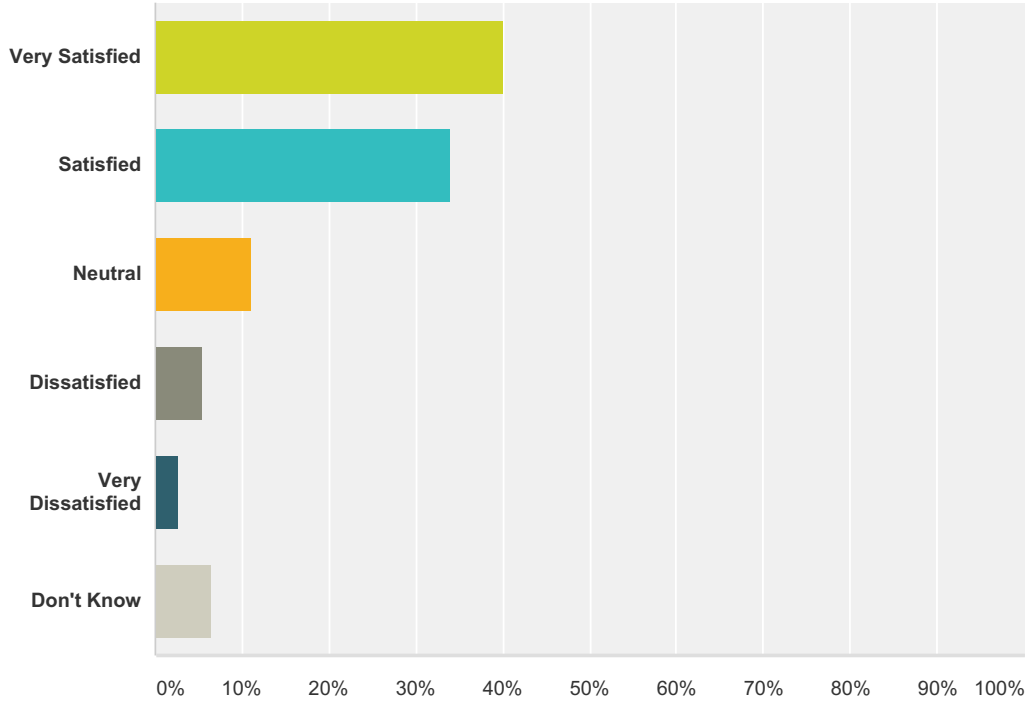
Answered: 218 Skipped: 36



Answer Choices	Responses	
Very	51.38%	112
Somewhat	35.32%	77
Not at all	5.96%	13
Don't Know	7.34%	16
Total		218

Q18 To what extent are you satisfied with the customer service from the Academic Support Center?

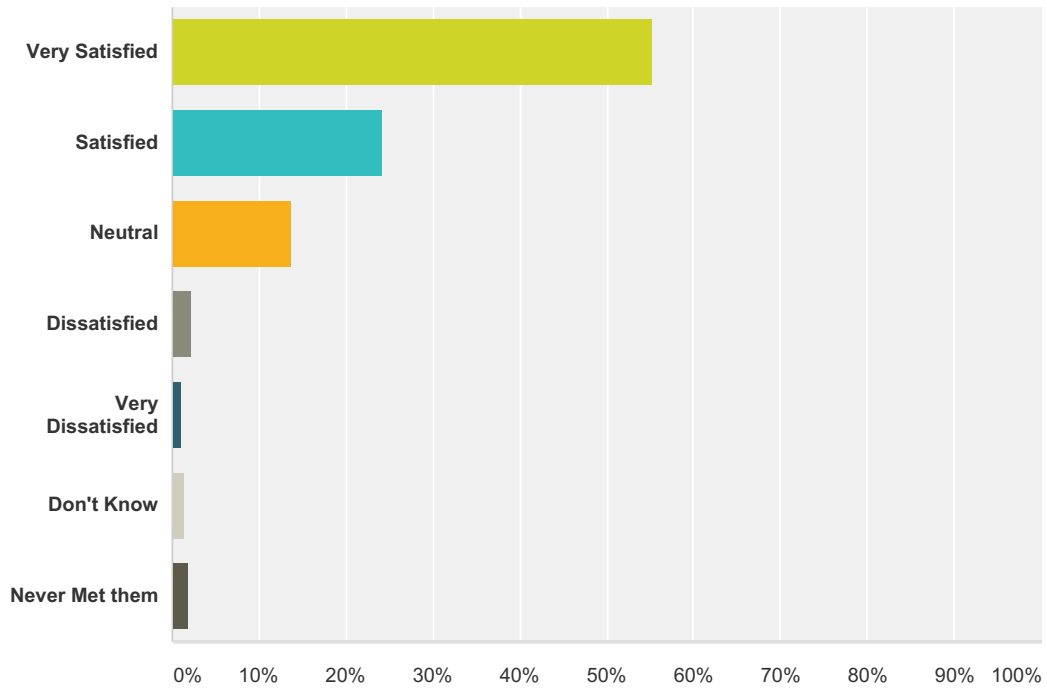
Answered: 217 Skipped: 37



Answer Choices	Responses	Count
Very Satisfied	40.09%	87
Satisfied	34.10%	74
Neutral	11.06%	24
Dissatisfied	5.53%	12
Very Dissatisfied	2.76%	6
Don't Know	6.45%	14
Total		217

Q19 To what extent are you satisfied with your academic advisor?

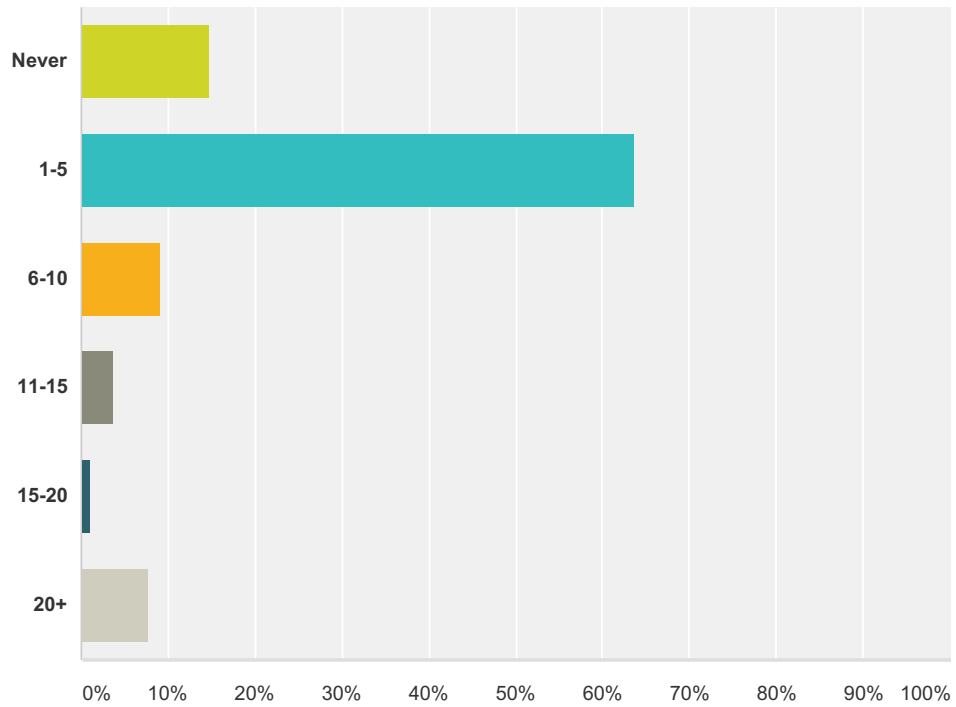
Answered: 210 Skipped: 44



Answer Choices	Responses	Count
Very Satisfied	55.24%	116
Satisfied	24.29%	51
Neutral	13.81%	29
Dissatisfied	2.38%	5
Very Dissatisfied	0.95%	2
Don't Know	1.43%	3
Never Met them	1.90%	4
Total		210

Q20 How many times have you met with your academic advisor this semester?

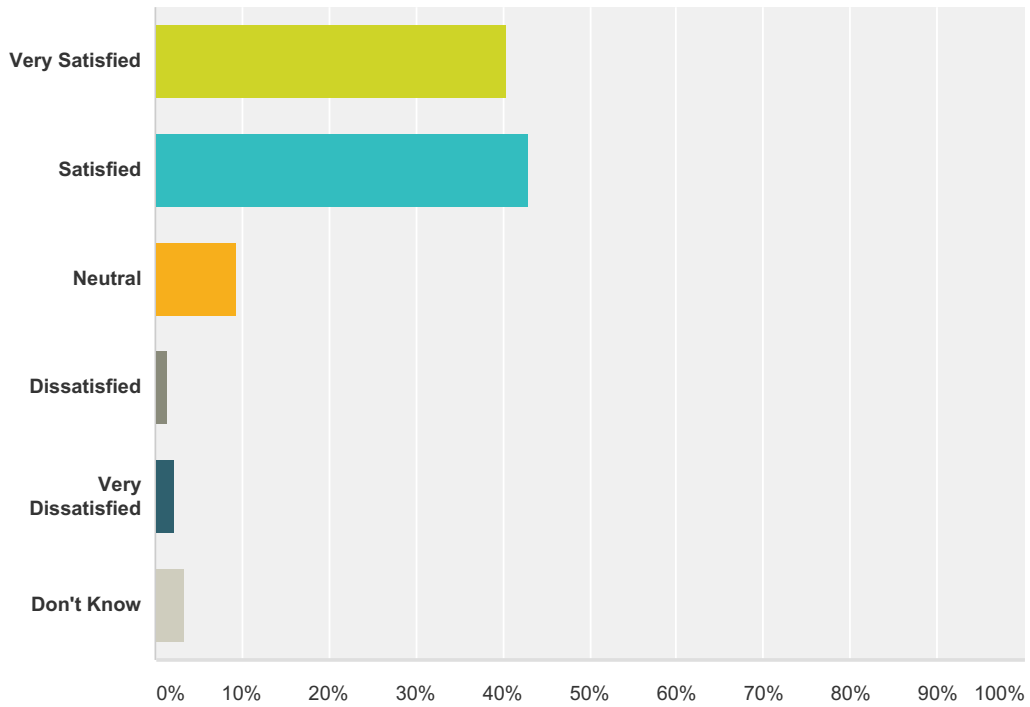
Answered: 209 Skipped: 45



Answer Choices	Responses
Never	14.83% 31
1-5	63.64% 133
6-10	9.09% 19
11-15	3.83% 8
15-20	0.96% 2
20+	7.66% 16
Total	209

Q21 To what extent are you satisfied with admissions and orientation services?

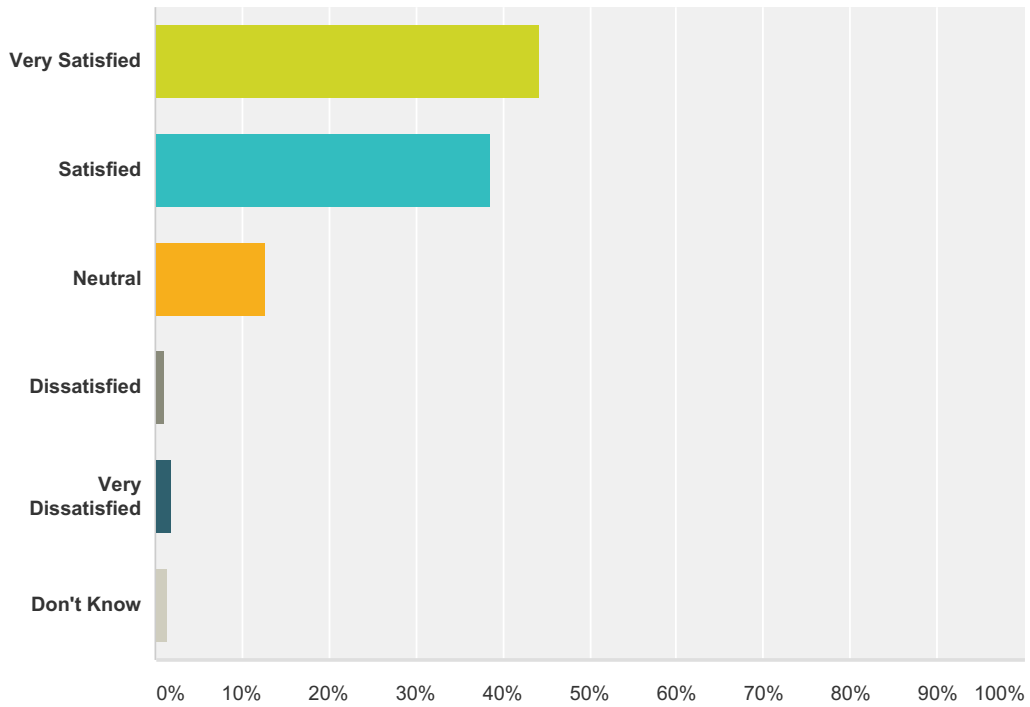
Answered: 212 Skipped: 42



Answer Choices	Responses	
Very Satisfied	40.57%	86
Satisfied	42.92%	91
Neutral	9.43%	20
Dissatisfied	1.42%	3
Very Dissatisfied	2.36%	5
Don't Know	3.30%	7
Total		212

Q22 To what extent are you satisfied with academic advising?

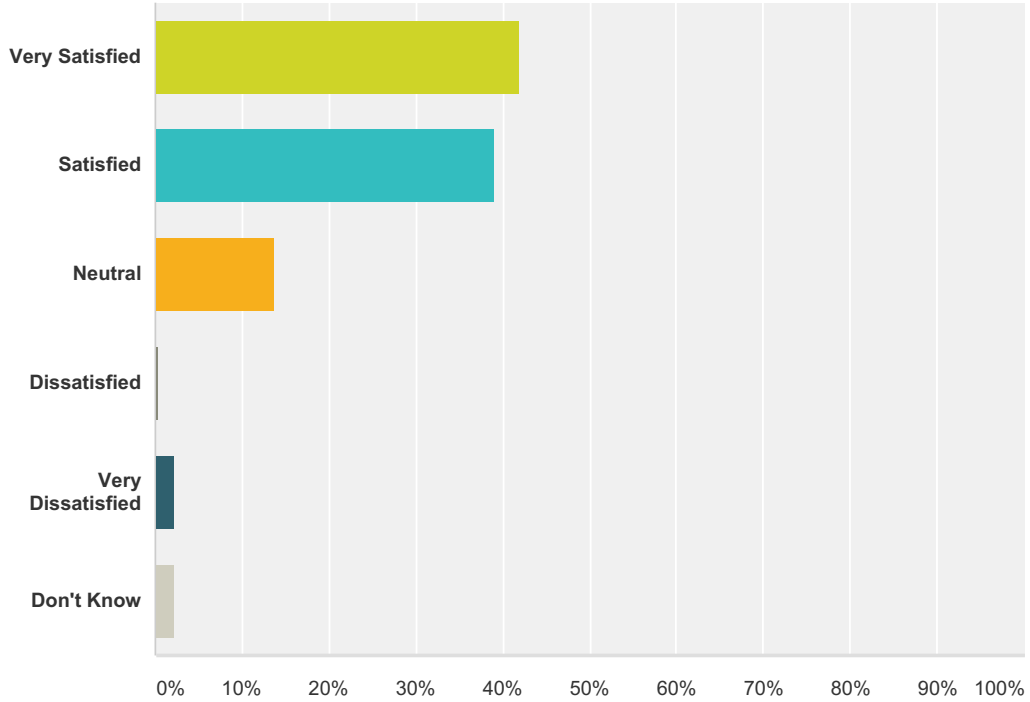
Answered: 212 Skipped: 42



Answer Choices	Responses	
Very Satisfied	44.34%	94
Satisfied	38.68%	82
Neutral	12.74%	27
Dissatisfied	0.94%	2
Very Dissatisfied	1.89%	4
Don't Know	1.42%	3
Total		212

Q23 To what extent are you satisfied with the customer service from academic advising staff?

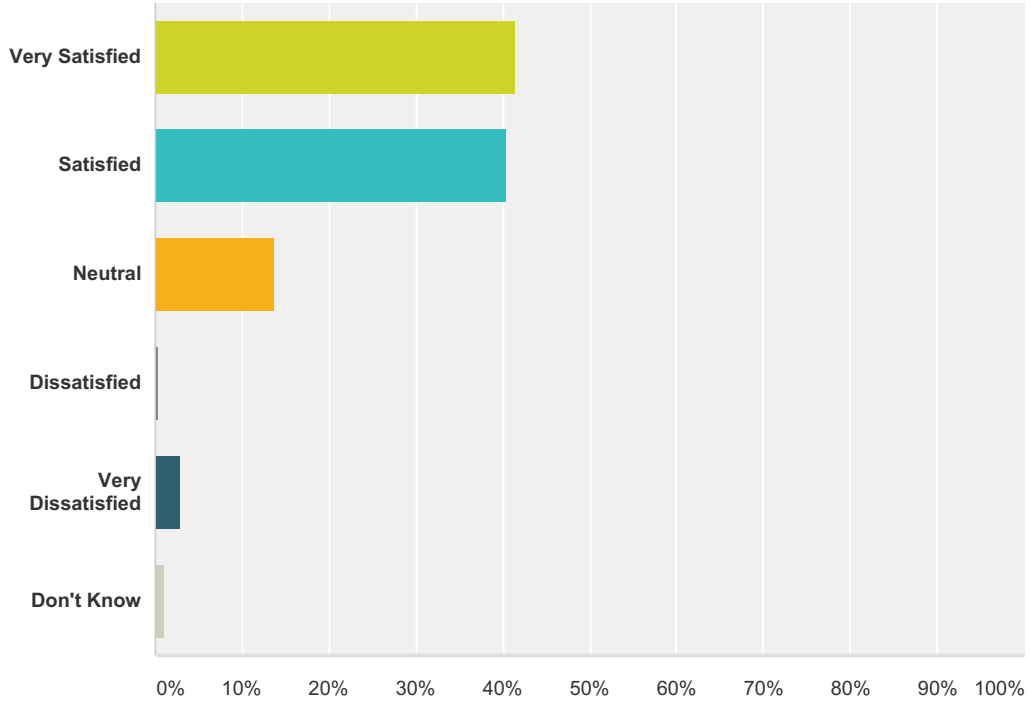
Answered: 210 Skipped: 44



Answer Choices	Responses	
Very Satisfied	41.90%	88
Satisfied	39.05%	82
Neutral	13.81%	29
Dissatisfied	0.48%	1
Very Dissatisfied	2.38%	5
Don't Know	2.38%	5
Total		210

Q24 To what extent are you satisfied with the advice you get in making educational decisions at JSCC?

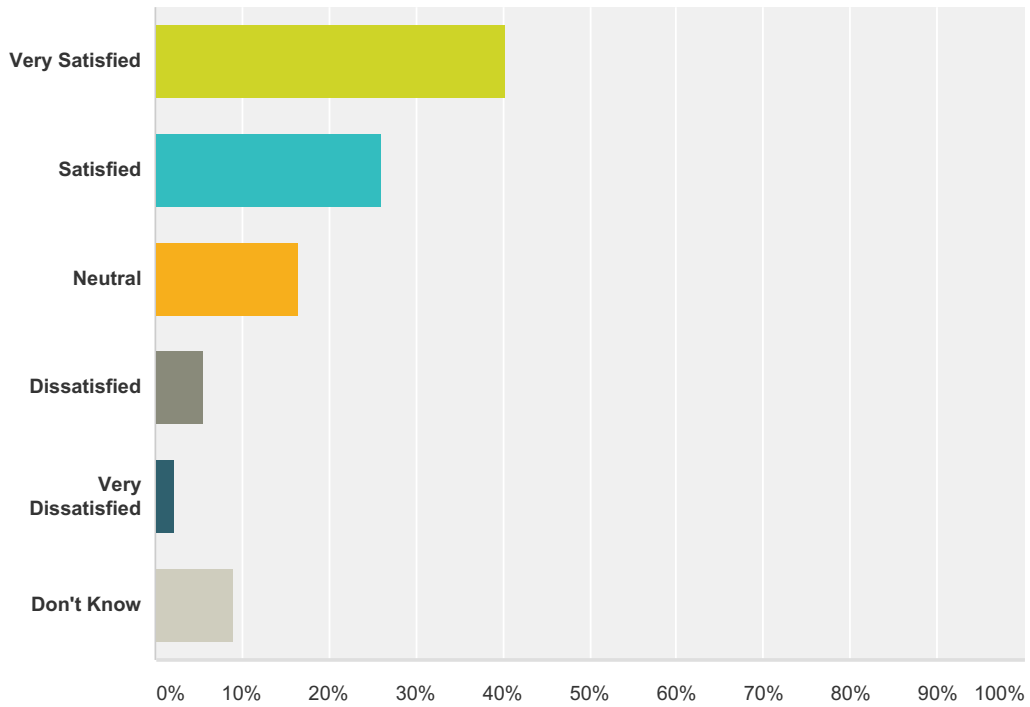
Answered: 212 Skipped: 42



Answer Choices	Responses	Count
Very Satisfied	41.51%	88
Satisfied	40.57%	86
Neutral	13.68%	29
Dissatisfied	0.47%	1
Very Dissatisfied	2.83%	6
Don't Know	0.94%	2
Total		212

Q25 To what extent are you satisfied with financial aid services?

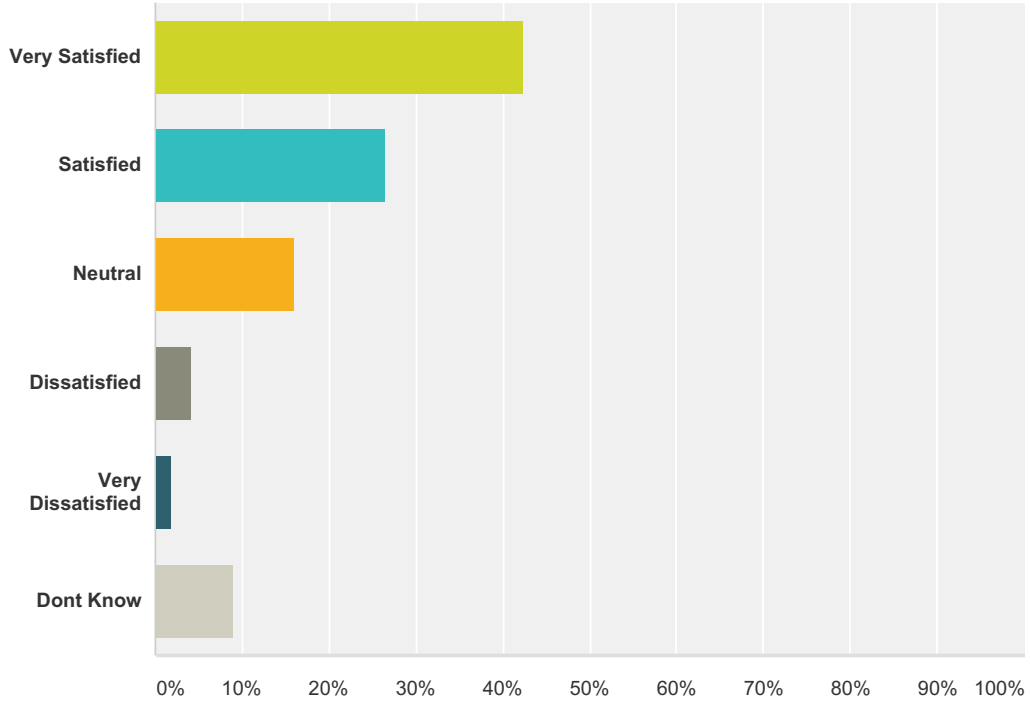
Answered: 211 Skipped: 43



Answer Choices	Responses	
Very Satisfied	40.28%	85
Satisfied	26.07%	55
Neutral	16.59%	35
Dissatisfied	5.69%	12
Very Dissatisfied	2.37%	5
Don't Know	9.00%	19
Total		211

Q26 To what extent are you satisfied with the customer service from the financial aid staff?

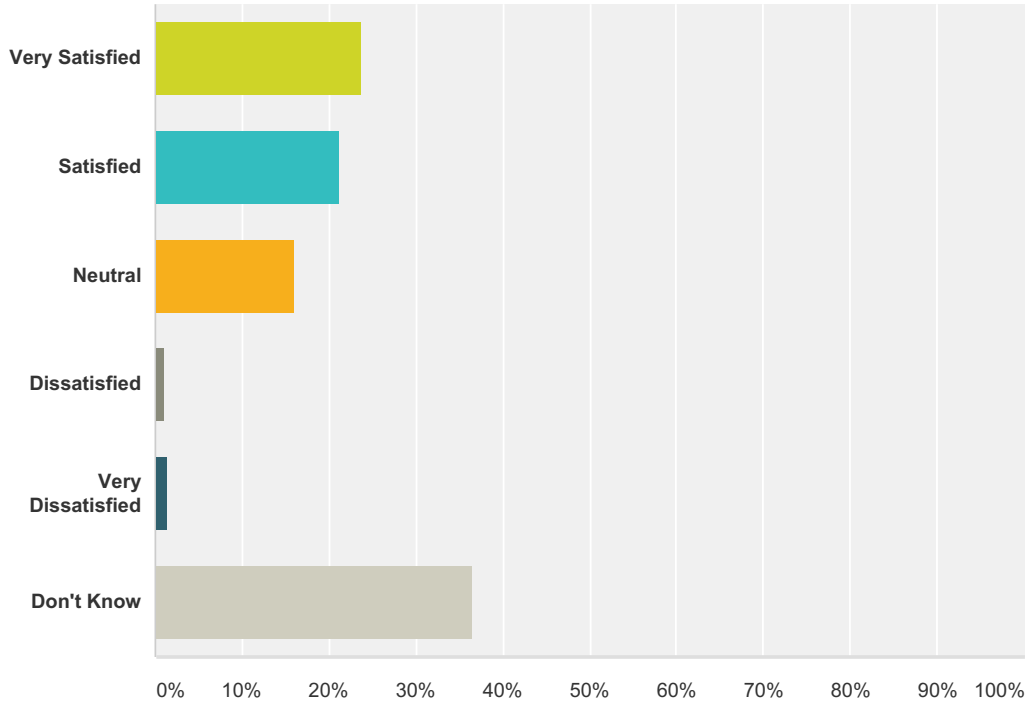
Answered: 212 Skipped: 42



Answer Choices	Responses
Very Satisfied	42.45% 90
Satisfied	26.42% 56
Neutral	16.04% 34
Dissatisfied	4.25% 9
Very Dissatisfied	1.89% 4
Dont Know	8.96% 19
Total	212

Q27 To what extent are you satisfied with career counseling services at JSCC (i.e., assistance with finding employment through the career counseling center)?

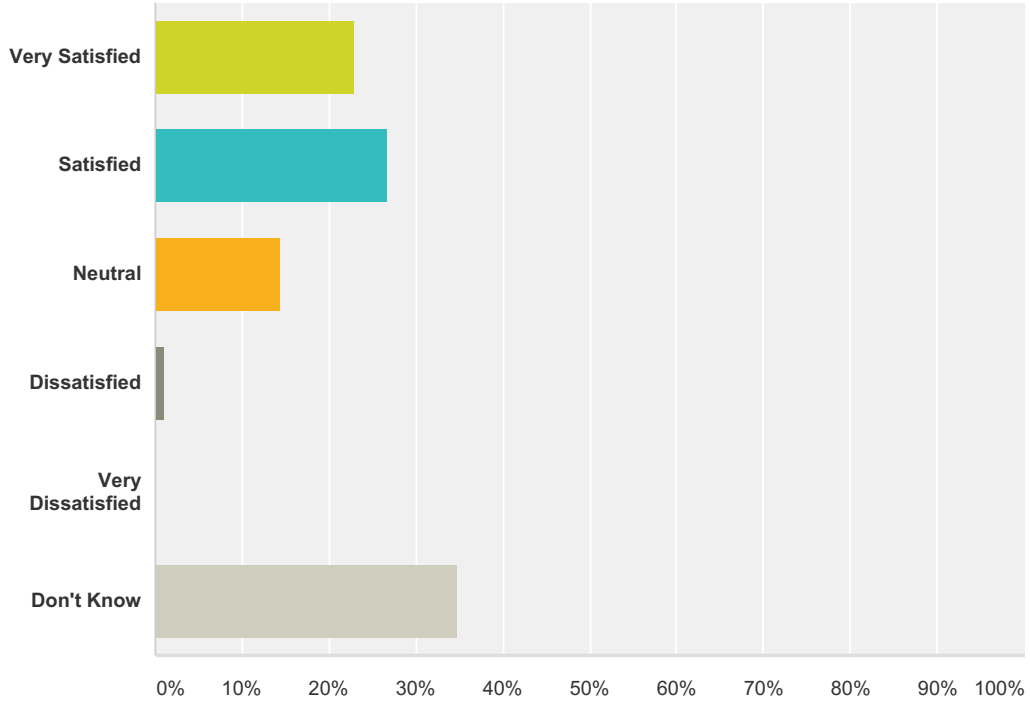
Answered: 211 Skipped: 43



Answer Choices	Responses	
Very Satisfied	23.70%	50
Satisfied	21.33%	45
Neutral	16.11%	34
Dissatisfied	0.95%	2
Very Dissatisfied	1.42%	3
Don't Know	36.49%	77
Total		211

Q28 To what extent are you satisfied with customer service from the career counseling services staff?

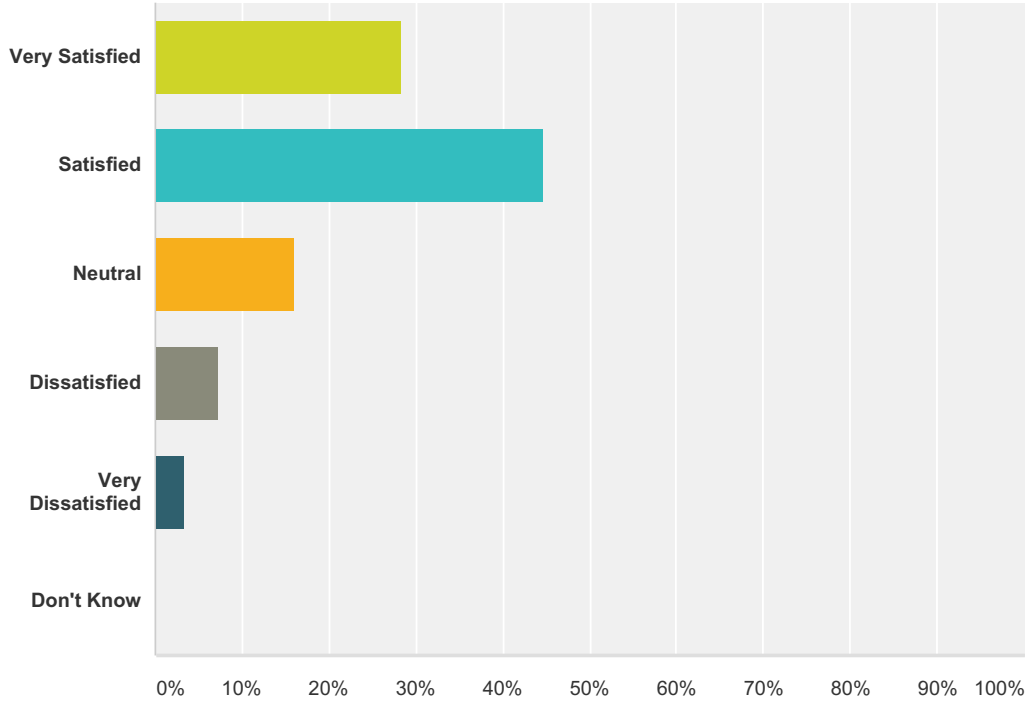
Answered: 209 Skipped: 45



Answer Choices	Responses	Count
Very Satisfied	22.97%	48
Satisfied	26.79%	56
Neutral	14.35%	30
Dissatisfied	0.96%	2
Very Dissatisfied	0.00%	0
Don't Know	34.93%	73
Total		209

Q29 To what extent are you satisfied with the number of curriculum courses offered each semester?

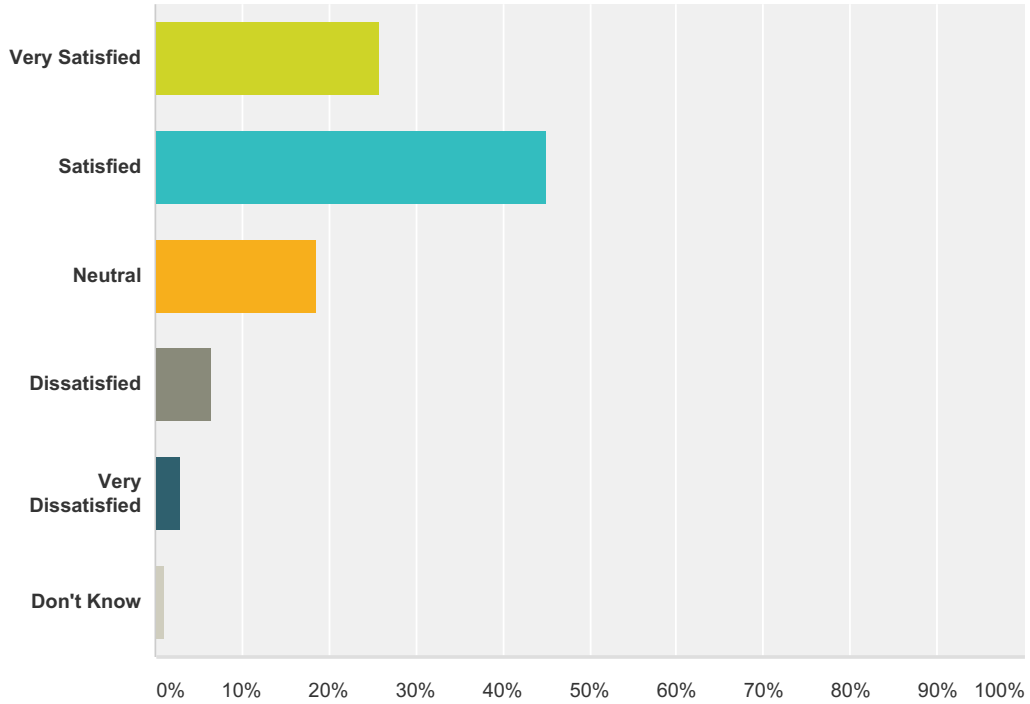
Answered: 204 Skipped: 50



Answer Choices	Responses	
Very Satisfied	28.43%	58
Satisfied	44.61%	91
Neutral	16.18%	33
Dissatisfied	7.35%	15
Very Dissatisfied	3.43%	7
Don't Know	0.00%	0
Total		204

Q30 To what extent are you satisfied with the time frame in which the curriculum course schedule is available each semester?

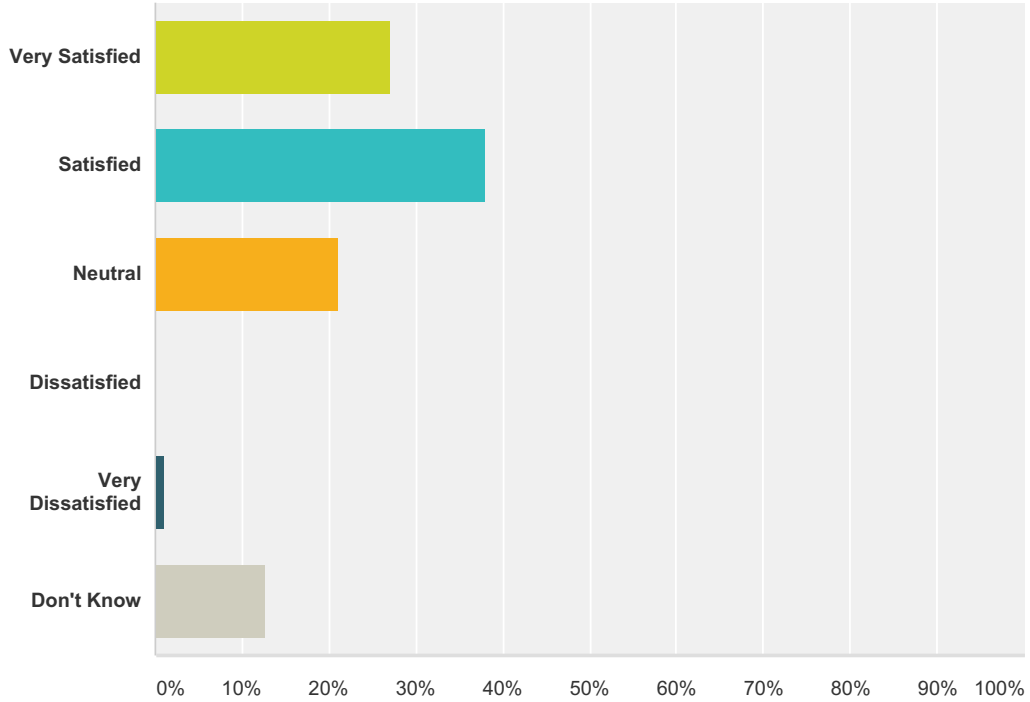
Answered: 204 Skipped: 50



Answer Choices	Responses	
Very Satisfied	25.98%	53
Satisfied	45.10%	92
Neutral	18.63%	38
Dissatisfied	6.37%	13
Very Dissatisfied	2.94%	6
Don't Know	0.98%	2
Total		204

Q31 To what extent are you satisfied with the schedule of placement testing opportunities at JSCC?

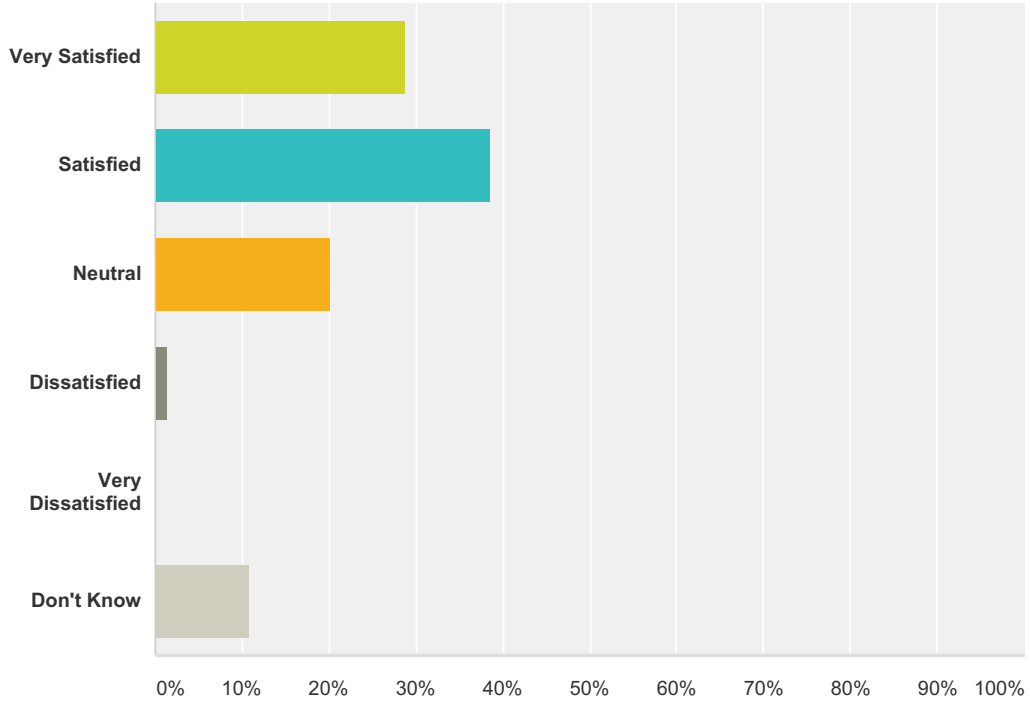
Answered: 203 Skipped: 51



Answer Choices	Responses	
Very Satisfied	27.09%	55
Satisfied	37.93%	77
Neutral	21.18%	43
Dissatisfied	0.00%	0
Very Dissatisfied	0.99%	2
Don't Know	12.81%	26
Total		203

Q32 To what extent are you satisfied with the overall testing and placement services available at JSCC?

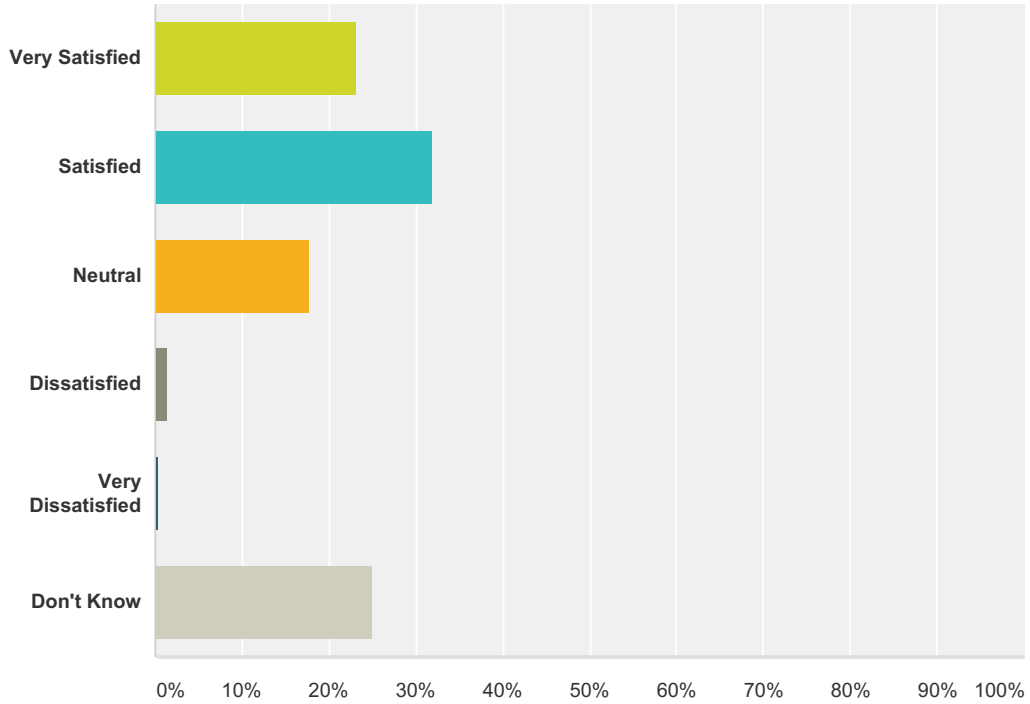
Answered: 202 Skipped: 52



Answer Choices	Responses	Count
Very Satisfied	28.71%	58
Satisfied	38.61%	78
Neutral	20.30%	41
Dissatisfied	1.49%	3
Very Dissatisfied	0.00%	0
Don't Know	10.89%	22
Total		202

Q33 To what extent are you satisfied with career planning and placement services at JSCC? (i.e., career counseling, job placement, job resources,...etc.)?

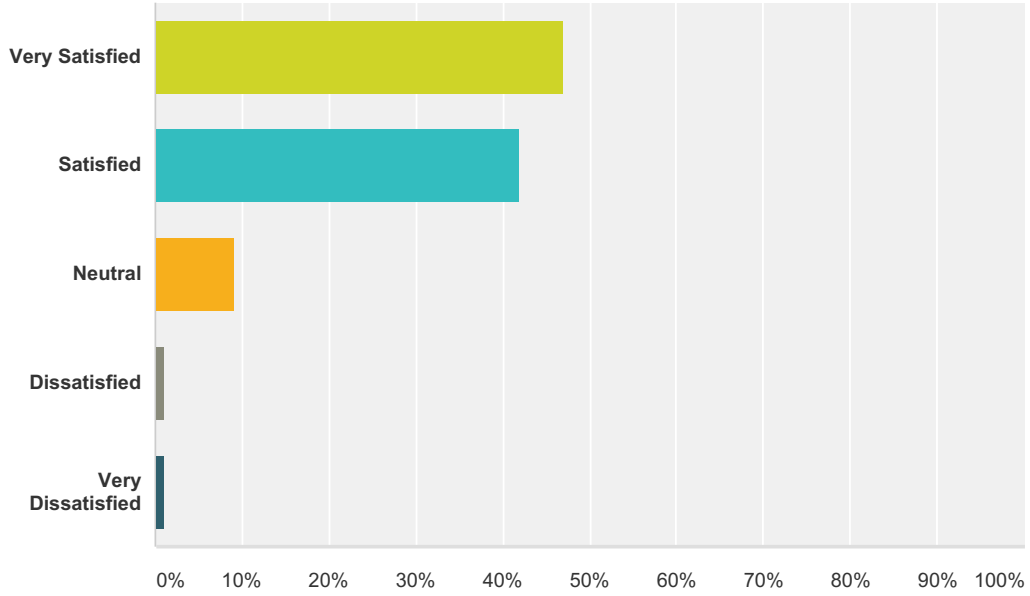
Answered: 203 Skipped: 51



Answer Choices	Responses	
Very Satisfied	23.15%	47
Satisfied	32.02%	65
Neutral	17.73%	36
Dissatisfied	1.48%	3
Very Dissatisfied	0.49%	1
Don't Know	25.12%	51
Total		203

Q34 To what extent are you satisfied with the application process at JSCC (applying to the college)?

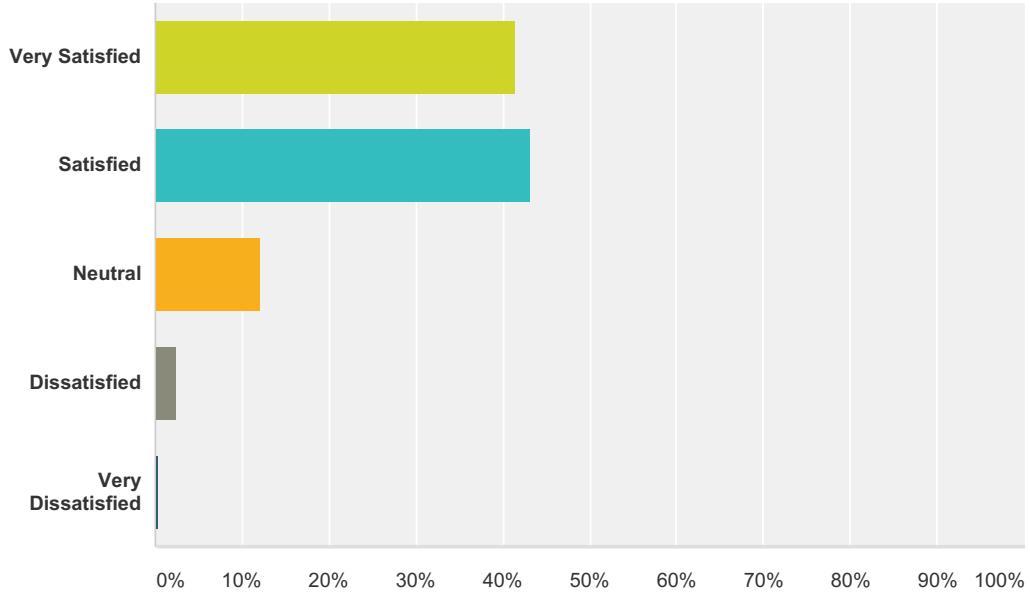
Answered: 198 Skipped: 56



Answer Choices	Responses	Count
Very Satisfied	46.97%	93
Satisfied	41.92%	83
Neutral	9.09%	18
Dissatisfied	1.01%	2
Very Dissatisfied	1.01%	2
Total		198

Q35 To what extent are you satisfied with the registration process at JSCC (obtaining your classes)?

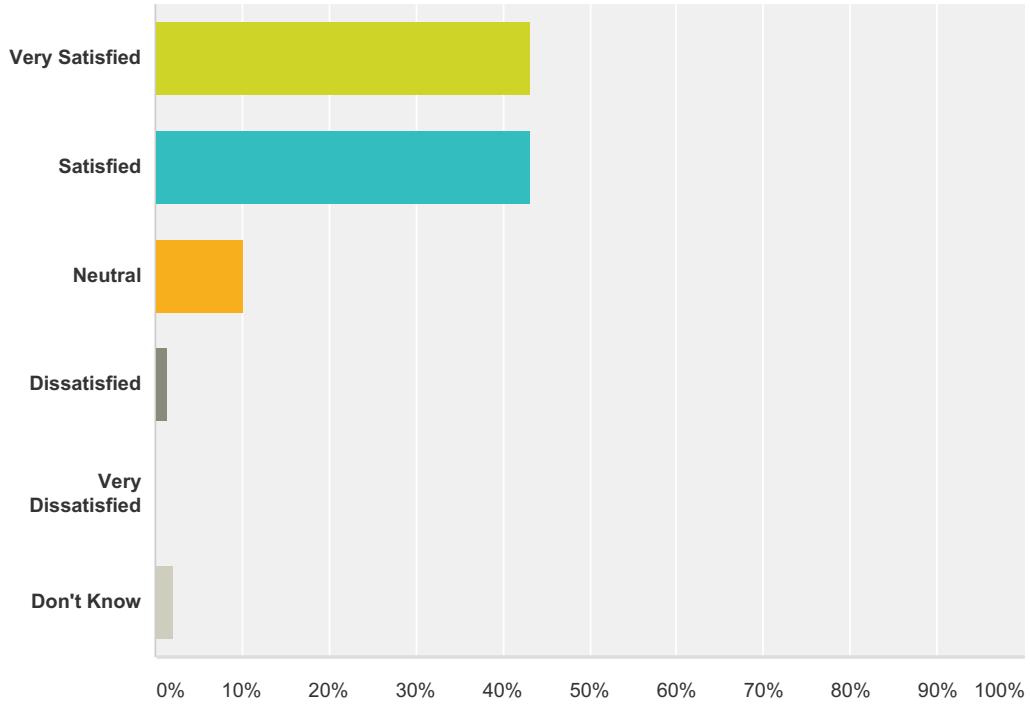
Answered: 197 Skipped: 57



Answer Choices	Responses	Count
Very Satisfied	41.62%	82
Satisfied	43.15%	85
Neutral	12.18%	24
Dissatisfied	2.54%	5
Very Dissatisfied	0.51%	1
Total		197

Q36 To what extent are you satisfied with the quality of record maintenance (i.e., correct transcripts, current schedule, and/or previous classes taken)?

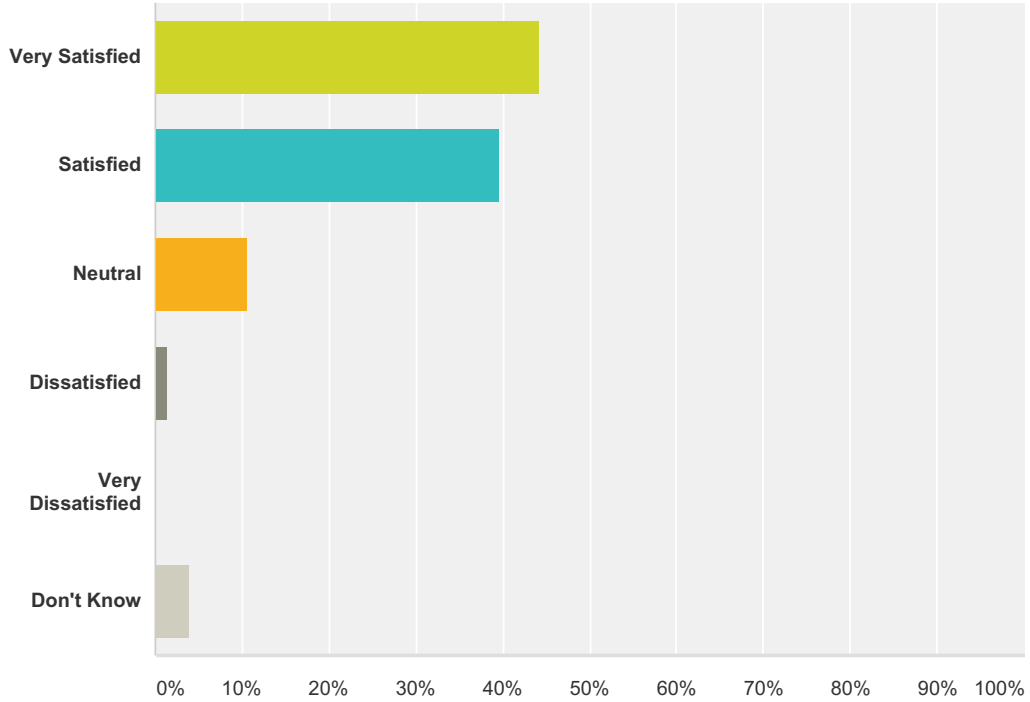
Answered: 197 Skipped: 57



Answer Choices	Responses	
Very Satisfied	43.15%	85
Satisfied	43.15%	85
Neutral	10.15%	20
Dissatisfied	1.52%	3
Very Dissatisfied	0.00%	0
Don't Know	2.03%	4
Total		197

Q37 To what extent are you satisfied with customer service from the Registrar's/Admissions office staff?

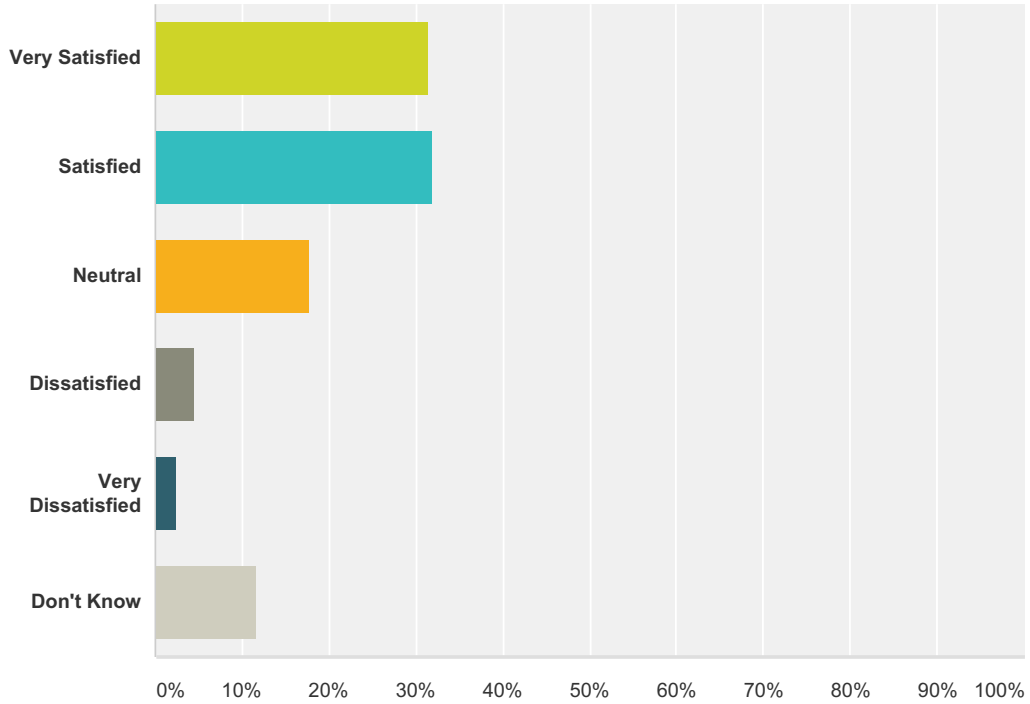
Answered: 197 Skipped: 57



Answer Choices	Responses	
Very Satisfied	44.16%	87
Satisfied	39.59%	78
Neutral	10.66%	21
Dissatisfied	1.52%	3
Very Dissatisfied	0.00%	0
Don't Know	4.06%	8
Total		197

Q38 To what extent are you satisfied with opportunities for student involvement in campus activities (e.g., clubs, events, and organizations)?

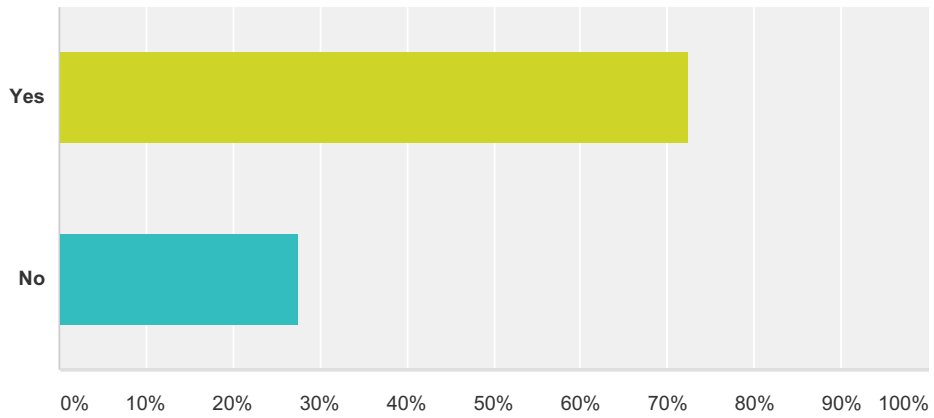
Answered: 197 Skipped: 57



Answer Choices	Responses	
Very Satisfied	31.47%	62
Satisfied	31.98%	63
Neutral	17.77%	35
Dissatisfied	4.57%	9
Very Dissatisfied	2.54%	5
Don't Know	11.68%	23
Total		197

Q39 Should JSCC offer any intramural sports programs?

Answered: 188 Skipped: 66



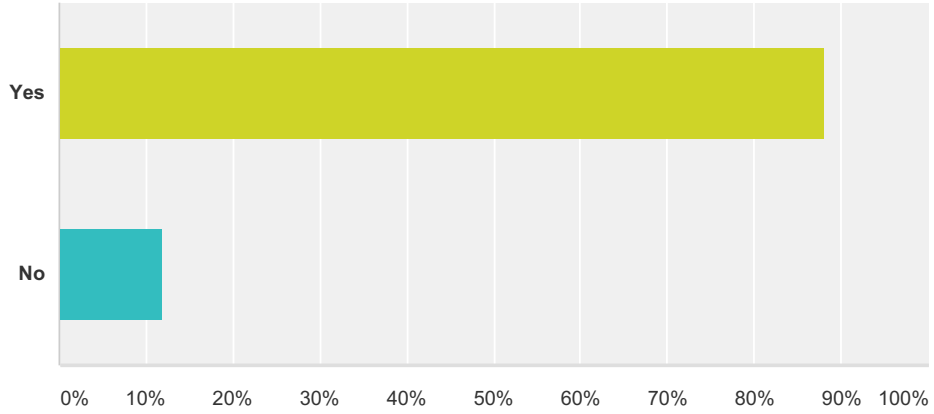
Answer Choices	Responses
Yes	72.34% 136
No	27.66% 52
Total	188

Q40 What additional activities would you like to see at JSCC?

Answered: 79 Skipped: 175

**Q41 I have seen JSCC
advertising/publications by mail, billboards,
radio, newspaper, and/or television.**

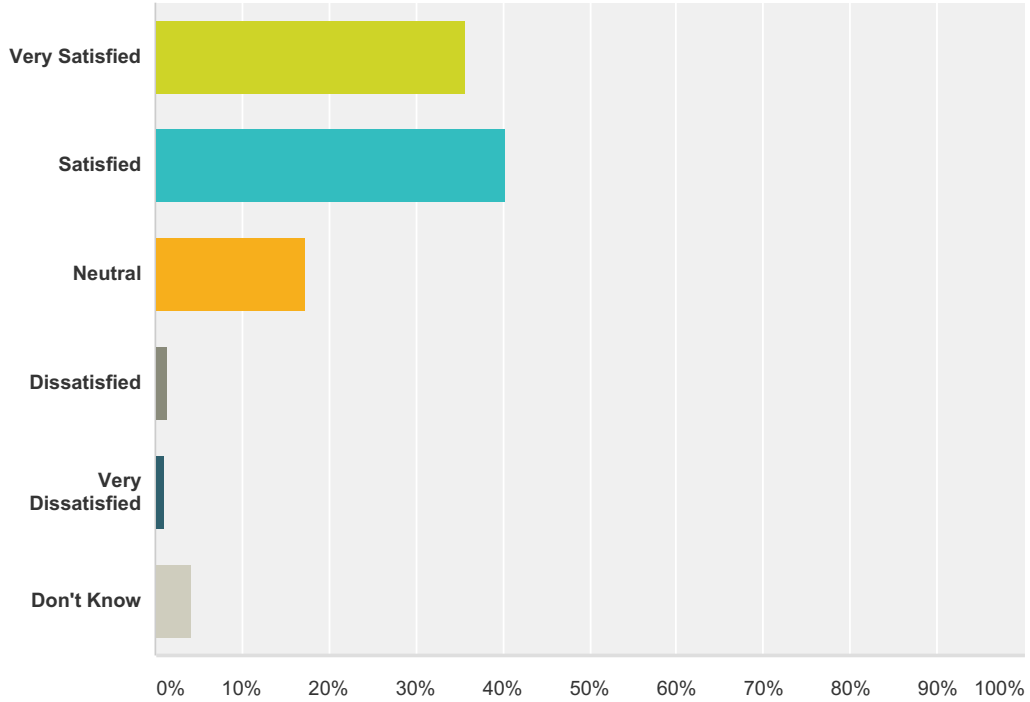
Answered: 194 Skipped: 60



Answer Choices	Responses
Yes	88.14% 171
No	11.86% 23
Total	194

Q42 To what extent are you satisfied with the marketing and promotional activities at JSCC?

Answered: 196 Skipped: 58



Answer Choices	Responses
Very Satisfied	35.71% 70
Satisfied	40.31% 79
Neutral	17.35% 34
Dissatisfied	1.53% 3
Very Dissatisfied	1.02% 2
Don't Know	4.08% 8
Total	196

Q43 How did you hear about JSCC?

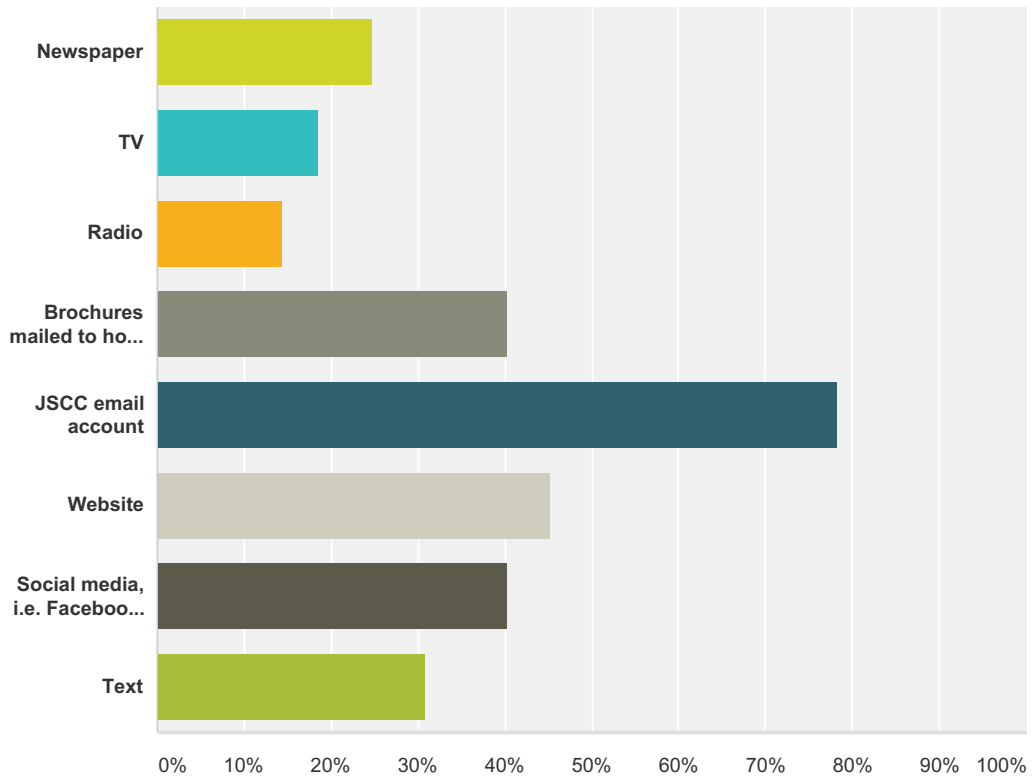
Answered: 160 Skipped: 94

Q44 What influenced you to attend JSCC?

Answered: 159 Skipped: 95

Q45 How would you like to be informed about JSCC activities?

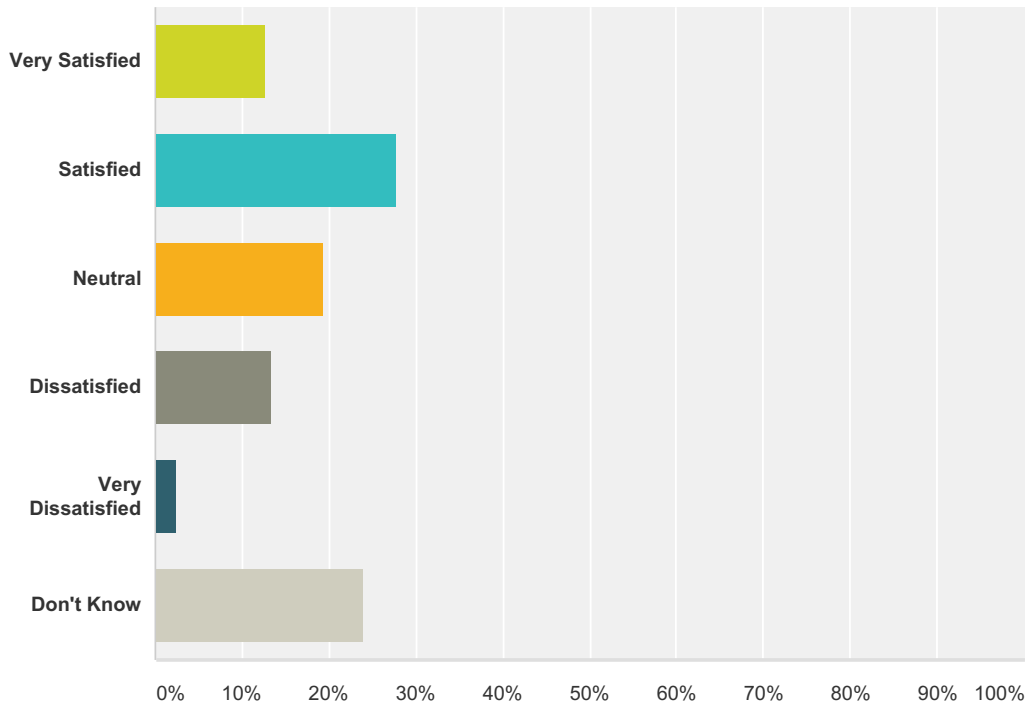
Answered: 194 Skipped: 60



Answer Choices	Responses
Newspaper	24.74% 48
TV	18.56% 36
Radio	14.43% 28
Brochures mailed to homes at Spring and Fall Registration	40.21% 78
JSCC email account	78.35% 152
Website	45.36% 88
Social media, i.e. Facebook, YouTube, Twitter, etc.	40.21% 78
Text	30.93% 60
Total Respondents: 194	

Q46 To what extent are you satisfied with the pricing of items in the cafeteria?

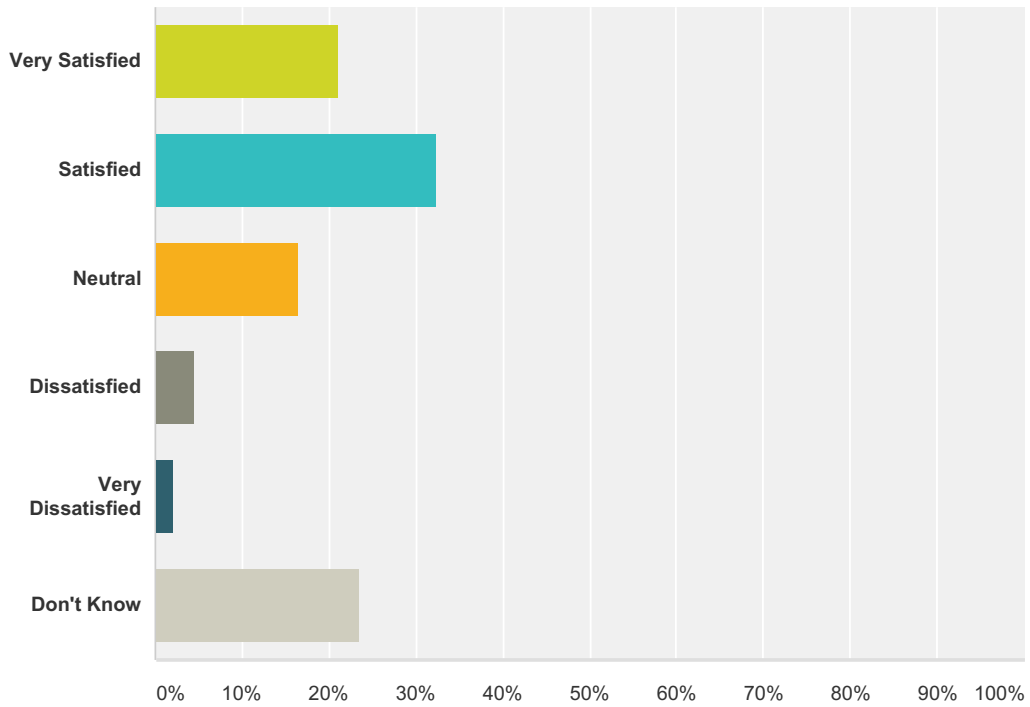
Answered: 195 Skipped: 59



Answer Choices	Responses
Very Satisfied	12.82% 25
Satisfied	27.69% 54
Neutral	19.49% 38
Dissatisfied	13.33% 26
Very Dissatisfied	2.56% 5
Don't Know	24.10% 47
Total	195

Q47 To what extent are you satisfied with the quality of items served in the cafeteria?

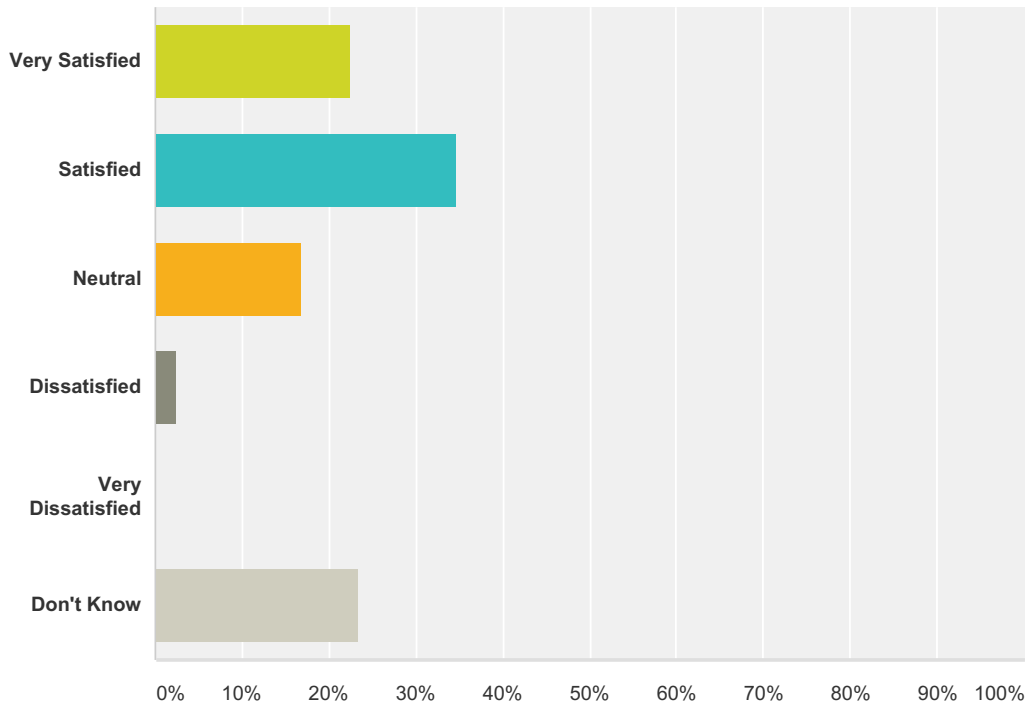
Answered: 195 Skipped: 59



Answer Choices	Responses	
Very Satisfied	21.03%	41
Satisfied	32.31%	63
Neutral	16.41%	32
Dissatisfied	4.62%	9
Very Dissatisfied	2.05%	4
Don't Know	23.59%	46
Total		195

Q48 To what extent are you satisfied with the overall quality of the cafeteria?

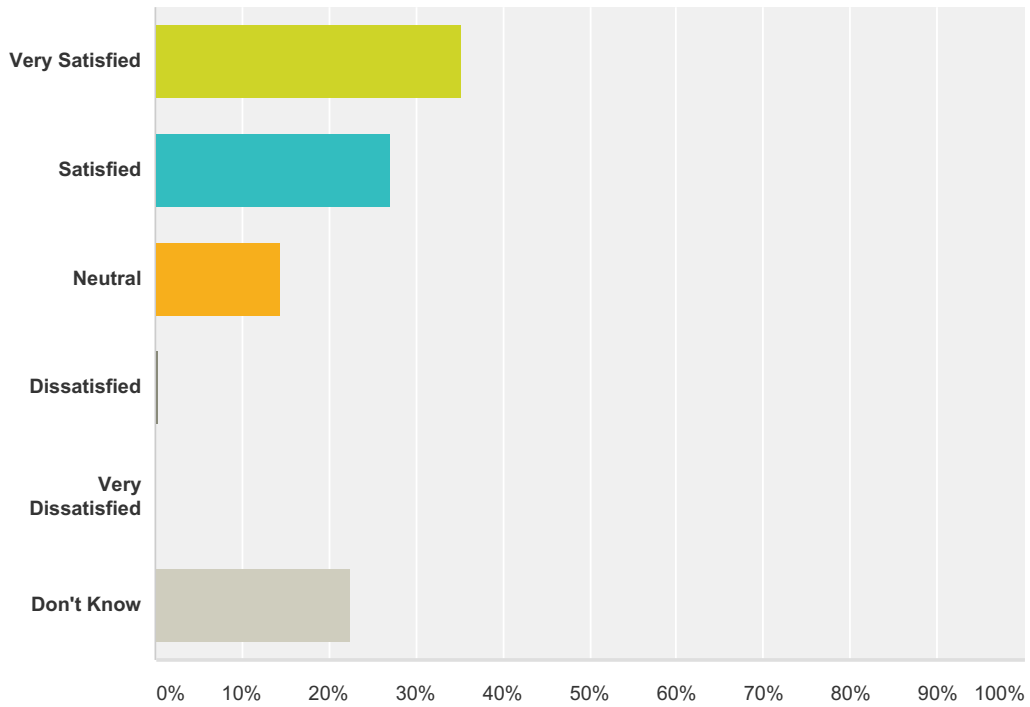
Answered: 196 Skipped: 58



Answer Choices	Responses	
Very Satisfied	22.45%	44
Satisfied	34.69%	68
Neutral	16.84%	33
Dissatisfied	2.55%	5
Very Dissatisfied	0.00%	0
Don't Know	23.47%	46
Total		196

Q49 To what extent are you satisfied with customer service by the cafeteria staff?

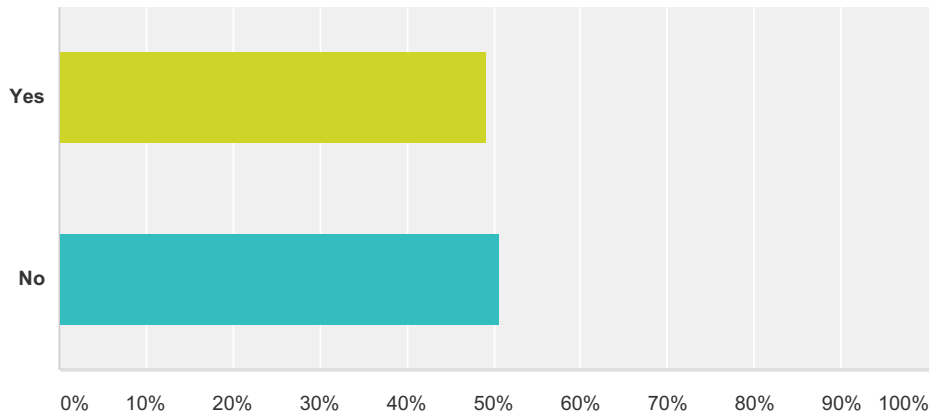
Answered: 195 Skipped: 59



Answer Choices	Responses	
Very Satisfied	35.38%	69
Satisfied	27.18%	53
Neutral	14.36%	28
Dissatisfied	0.51%	1
Very Dissatisfied	0.00%	0
Don't Know	22.56%	44
Total		195

Q50 Are you enrolled in Distance Learning Courses for the Fall semester?

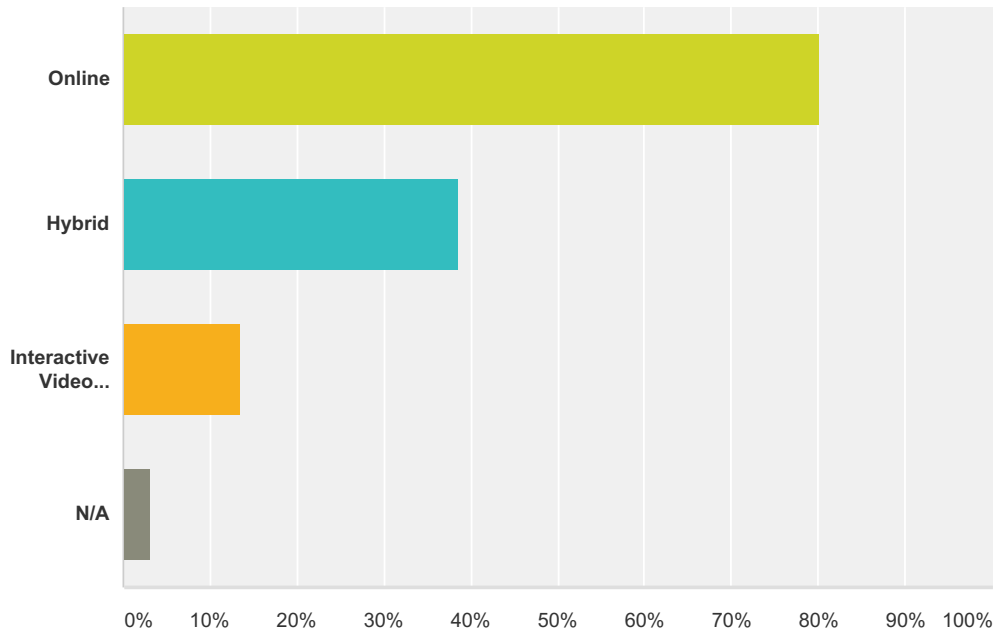
Answered: 195 Skipped: 59



Answer Choices	Responses	
Yes	49.23%	96
No	50.77%	99
Total		195

Q51 What type of Distance Learning course are you enrolled in (check all that apply)?

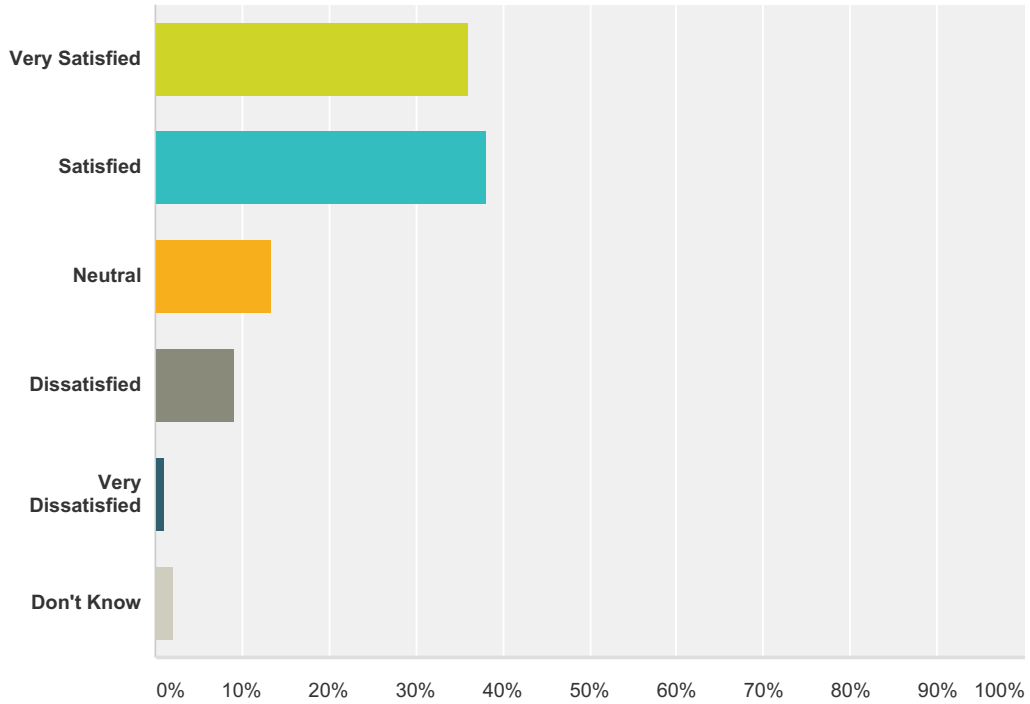
Answered: 96 Skipped: 158



Answer Choices	Responses
Online	80.21% 77
Hybrid	38.54% 37
Interactive Video Conferencing (real time instruction where the instructor may be physically located at a different college than the students)	13.54% 13
N/A	3.13% 3
Total Respondents: 96	

Q52 To what extent are you satisfied with the number of online and hybrid courses available at JSCC?

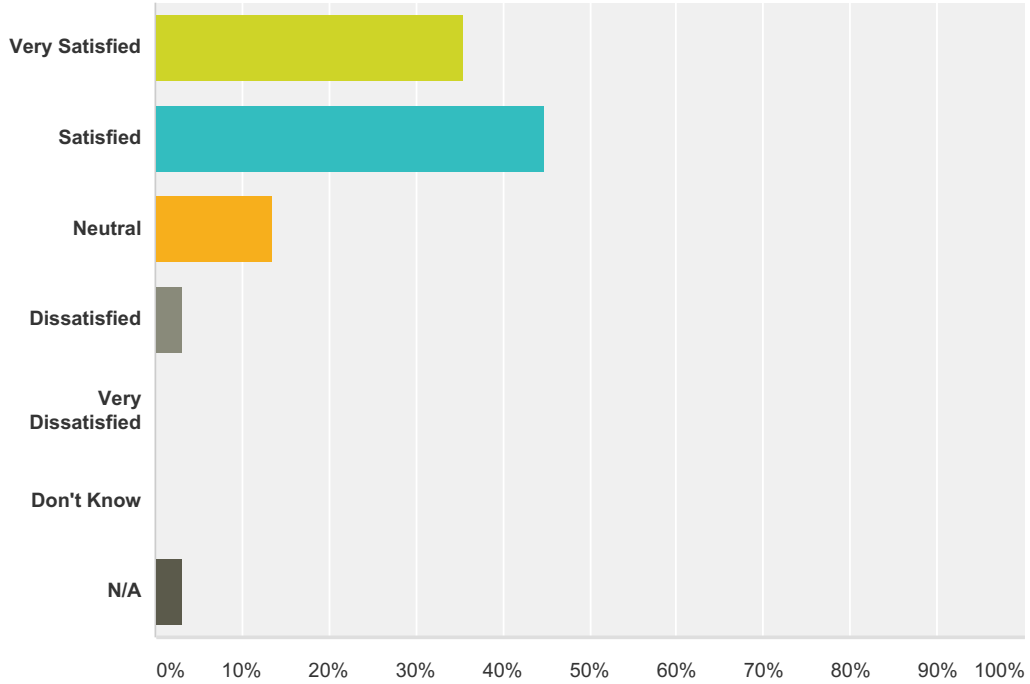
Answered: 97 Skipped: 157



Answer Choices	Responses	
Very Satisfied	36.08%	35
Satisfied	38.14%	37
Neutral	13.40%	13
Dissatisfied	9.28%	9
Very Dissatisfied	1.03%	1
Don't Know	2.06%	2
Total		97

Q53 To what extent are you satisfied with the delivery and contents of your online and hybrid courses?

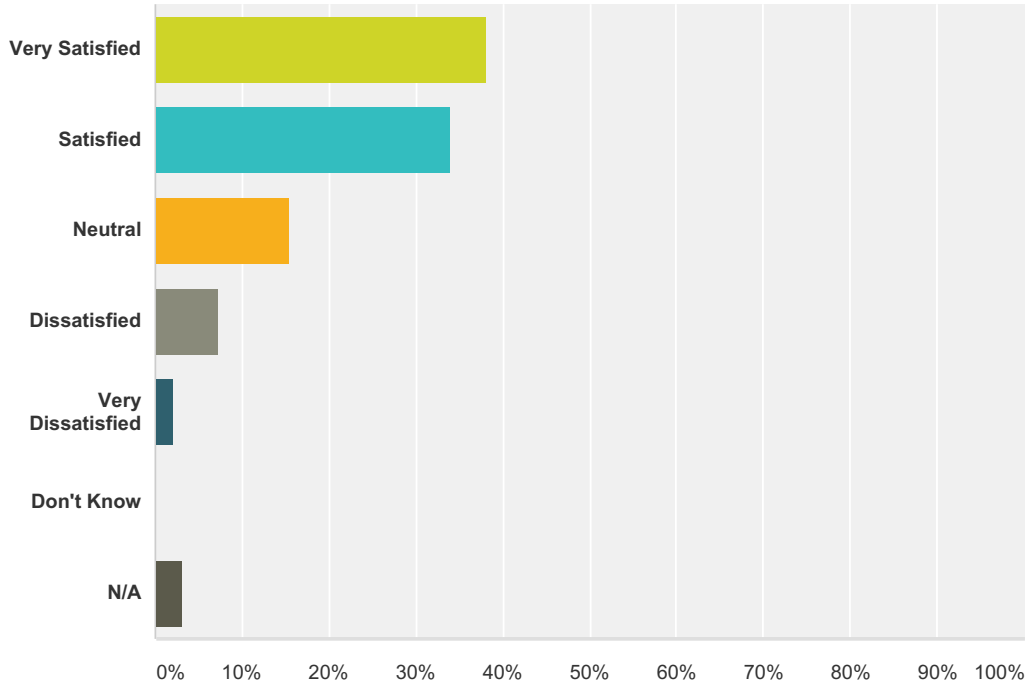
Answered: 96 Skipped: 158



Answer Choices	Responses	
Very Satisfied	35.42%	34
Satisfied	44.79%	43
Neutral	13.54%	13
Dissatisfied	3.13%	3
Very Dissatisfied	0.00%	0
Don't Know	0.00%	0
N/A	3.13%	3
Total		96

Q54 To what extent are you satisfied with the response of your instructor during your online, hybrid, and/or interactive video conferencing course?

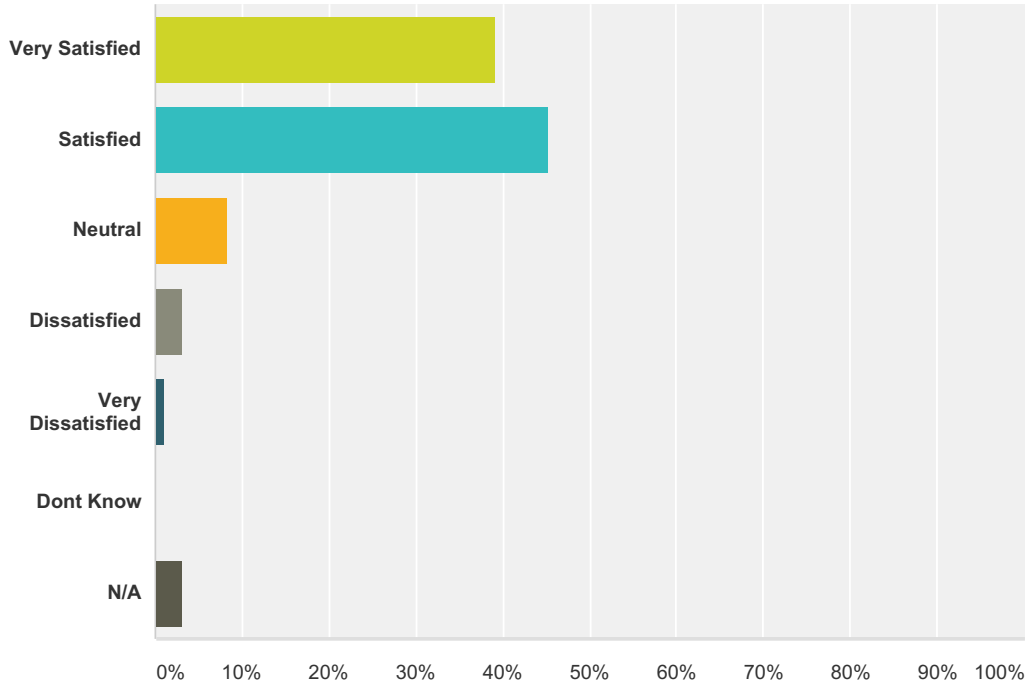
Answered: 97 Skipped: 157



Answer Choices	Responses	Count
Very Satisfied	38.14%	37
Satisfied	34.02%	33
Neutral	15.46%	15
Dissatisfied	7.22%	7
Very Dissatisfied	2.06%	2
Don't Know	0.00%	0
N/A	3.09%	3
Total		97

Q55 To what extent are you satisfied with the technology used and required during your online, hybrid, or interactive TV course?

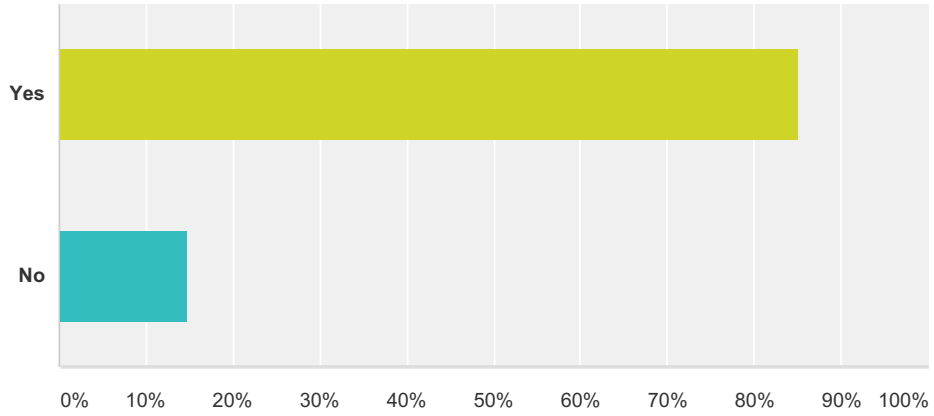
Answered: 97 Skipped: 157



Answer Choices	Responses
Very Satisfied	39.18% 38
Satisfied	45.36% 44
Neutral	8.25% 8
Dissatisfied	3.09% 3
Very Dissatisfied	1.03% 1
Dont Know	0.00% 0
N/A	3.09% 3
Total	97

Q56 When you registered for classes, did your advisor identify any course as a distance learning course (online, hybrid, interactive TV)?

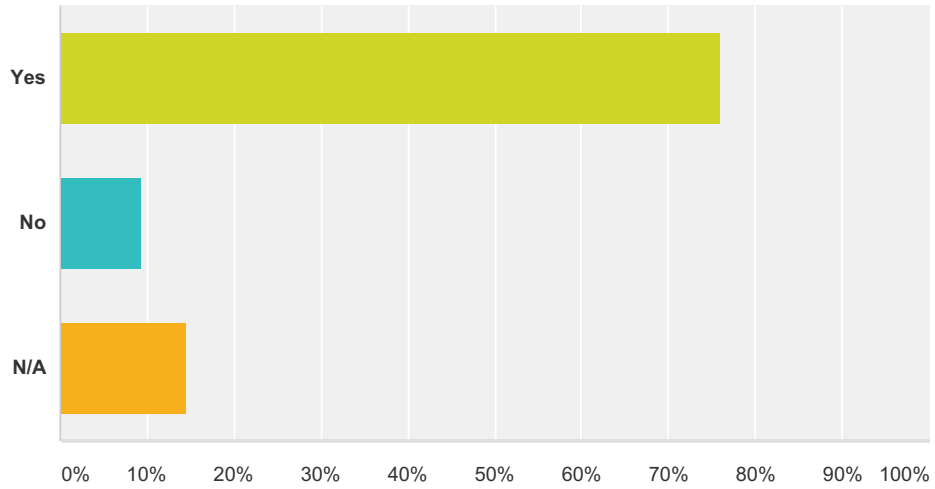
Answered: 95 Skipped: 159



Answer Choices	Responses
Yes	85.26% 81
No	14.74% 14
Total	95

Q57 When you registered for classes, were you explained the difference between a distance learning course (online, hybrid, interactive television) and seated (face-to-face) course?

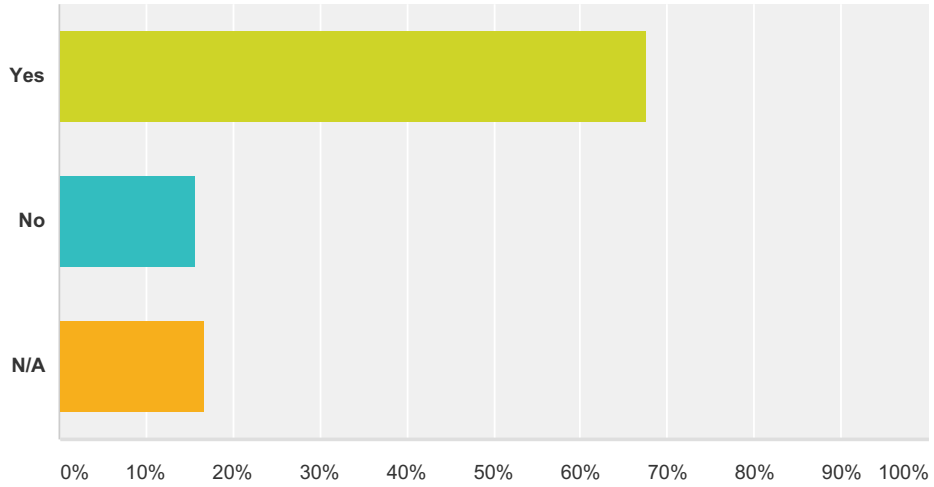
Answered: 96 Skipped: 158



Answer Choices	Responses	
Yes	76.04%	73
No	9.38%	9
N/A	14.58%	14
Total		96

Q58 When you registered for an online or hybrid course did your advisor discuss with you the skills needed to be successful in this type of course?

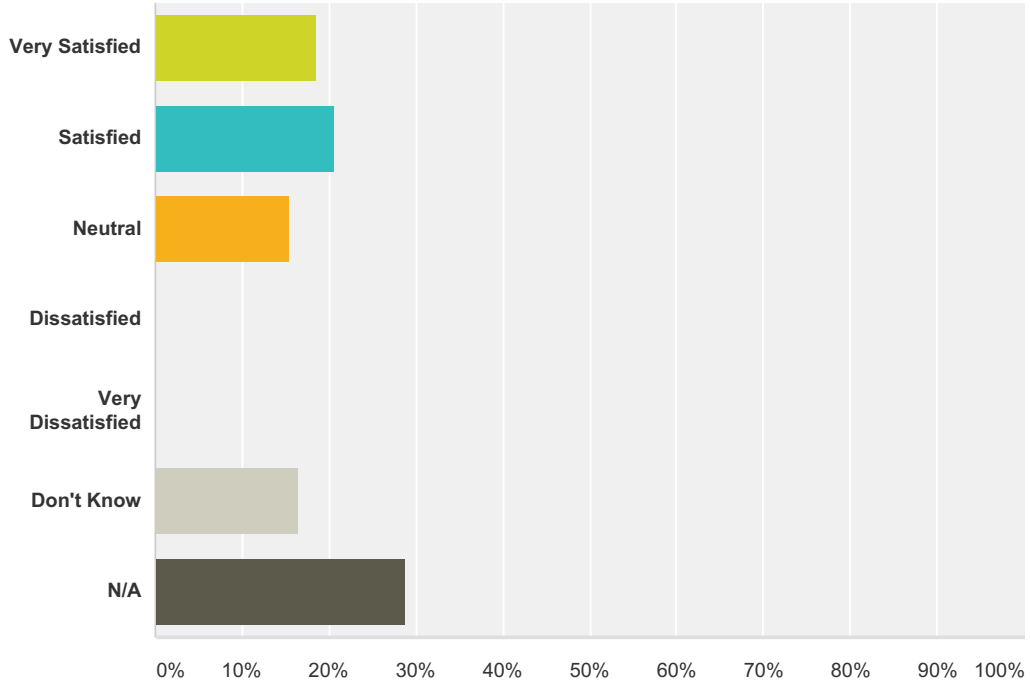
Answered: 96 Skipped: 158



Answer Choices	Responses	
Yes	67.71%	65
No	15.63%	15
N/A	16.67%	16
Total		96

Q59 To what extent are you satisfied with videoconferencing/interactive TV to deliver course instruction?

Answered: 97 Skipped: 157



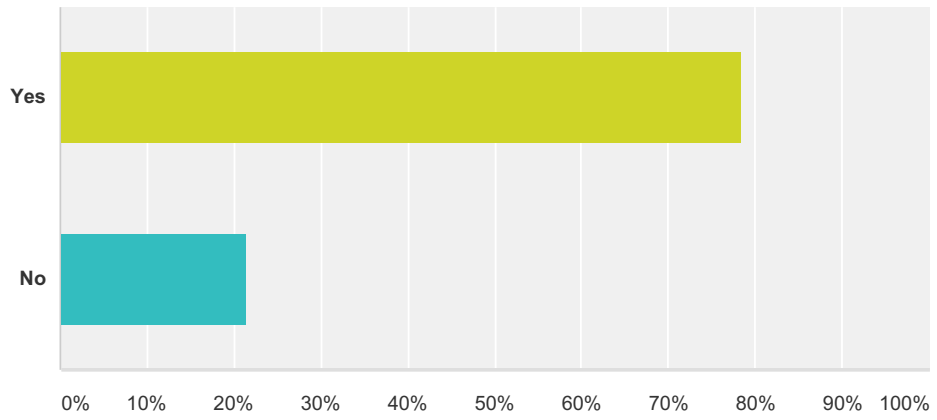
Answer Choices	Responses	
Very Satisfied	18.56%	18
Satisfied	20.62%	20
Neutral	15.46%	15
Dissatisfied	0.00%	0
Very Dissatisfied	0.00%	0
Don't Know	16.49%	16
N/A	28.87%	28
Total		97

Q60 What additional suggestions do you have to improve distance learning course offerings, quality and/or effectiveness at JSCC?

Answered: 31 Skipped: 223

Q61 Are you a Full-Time (>12 credit hours) student?

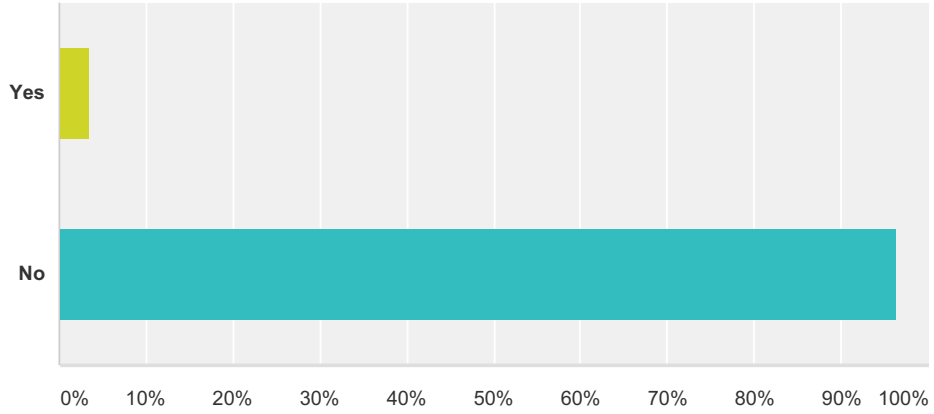
Answered: 195 Skipped: 59



Answer Choices	Responses	
Yes	78.46%	153
No	21.54%	42
Total		195

Q62 Are you attending college classes at one of the off site locations (ex. East Duplin HS).

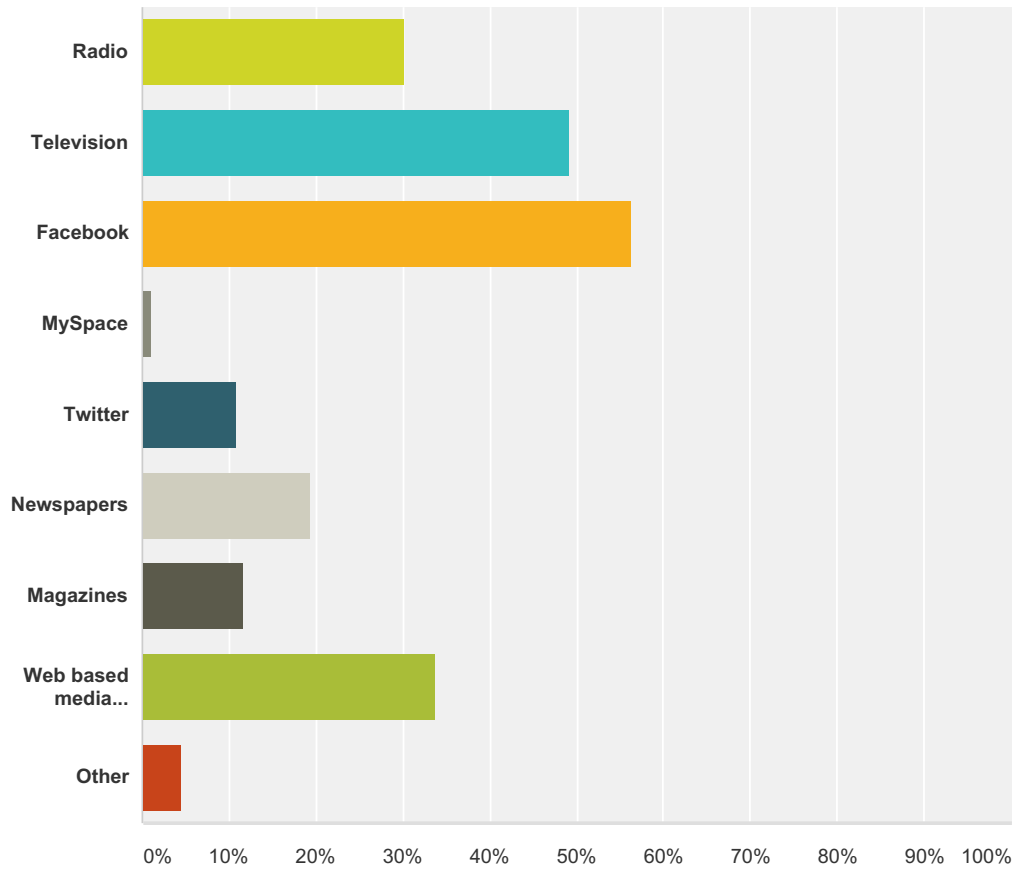
Answered: 196 Skipped: 58



Answer Choices	Responses	
Yes	3.57%	7
No	96.43%	189
Total		196

Q63 What form of media do you use the most?

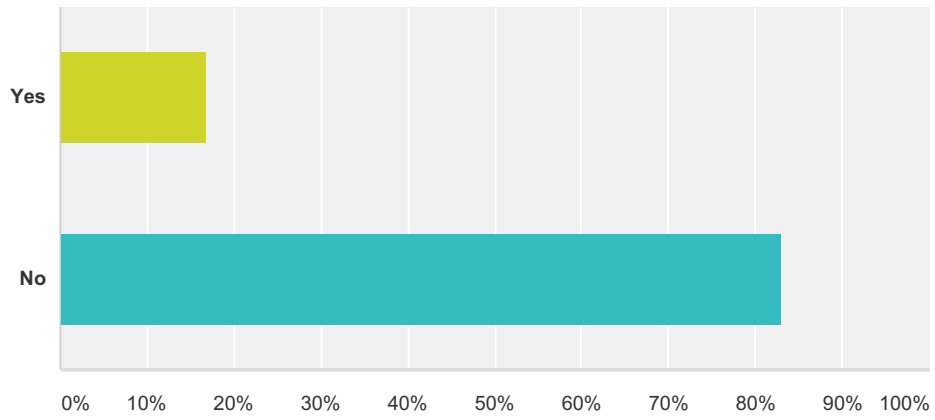
Answered: 195 Skipped: 59



Answer Choices	Responses	
Radio	30.26%	59
Television	49.23%	96
Facebook	56.41%	110
MySpace	1.03%	2
Twitter	10.77%	21
Newspapers	19.49%	38
Magazines	11.79%	23
Web based media (non-social media)	33.85%	66
Other	4.62%	9
Total Respondents: 195		

Q64 Do either of your parents possess a Bachelor's Degree?

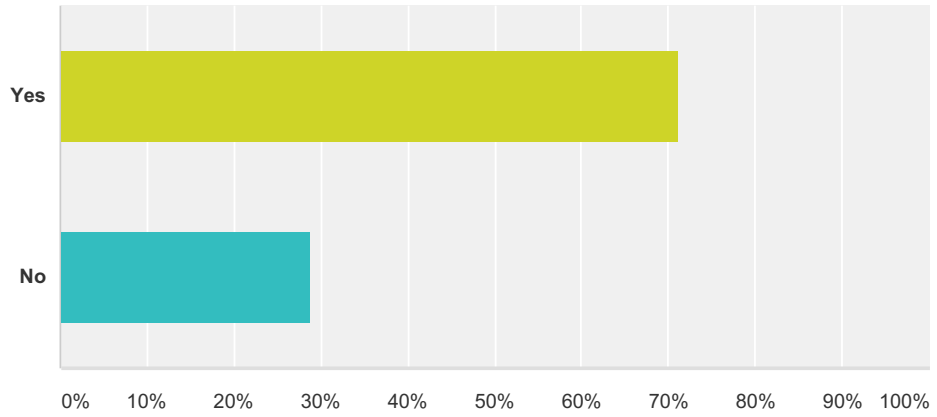
Answered: 195 Skipped: 59



Answer Choices	Responses	
Yes	16.92%	33
No	83.08%	162
Total		195

Q65 Do you receive a Pell Grant?

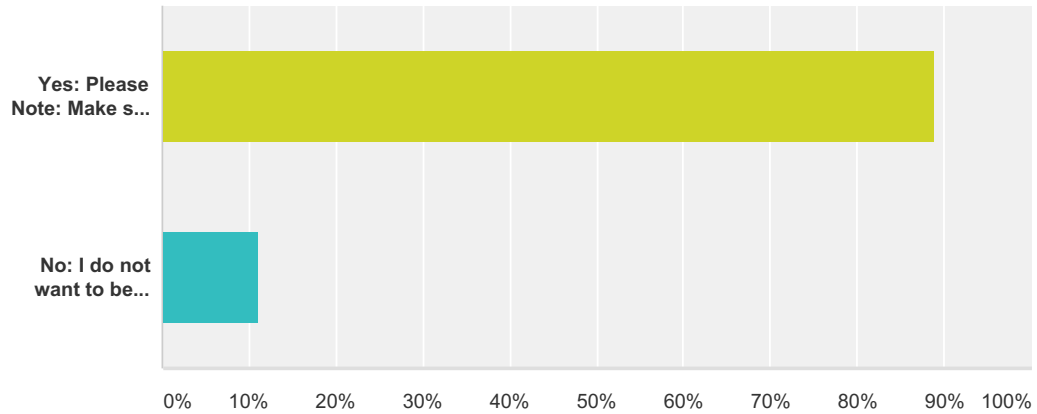
Answered: 195 Skipped: 59



Answer Choices	Responses	Count
Yes	71.28%	139
No	28.72%	56
Total		195

Q66 I would like to be entered in the drawing for the \$100.00 gift card drawing. Be sure to write your email address and phone number in the comment block so we can let you know if you are the winner!

Answered: 154 Skipped: 100



Answer Choices	Responses
Yes: Please Note: Make sure you have printed this page before clicking the done button.	88.96% 137
No: I do not want to be entered in this contest.	11.04% 17
Total	154