

**2013 Student Experience Survey Results
In-Class by campus**

Crosstab

	1. Overall quality of instruction					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	4	1	16	172	148	341
Shelby (Valleydale Road)	0	6	21	259	239	525
St. Clair Center (Pell City)	1	0	1	35	54	91
Chilton Clanton	0	2	3	44	66	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	5	9	41	511	511	1077

Crosstab

	2. Variety of courses provided					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	5	5	37	169	128	344
Shelby (Valleydale Road)	4	6	36	272	207	525
St. Clair Center (Pell City)	0	0	13	44	33	90
Chilton Clanton	1	3	11	53	47	115
Internet delivery or other distance delivery method(s)	0	0	1	0	4	5
	10	14	98	538	419	1079

Crosstab

	3. Courses for general education					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	5	2	12	166	156	341
Shelby (Valleydale Road)	9	2	10	255	251	527
St. Clair Center (Pell City)	0	0	1	35	53	89
Chilton Clanton	1	0	6	45	63	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	15	4	29	503	526	1077

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	4. Courses in your major					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	14	7	28	147	144	340
Shelby (Valleydale Road)	25	14	51	228	207	525
St. Clair Center (Pell City)	3	2	14	34	38	91
Chilton Clanton	6	4	13	37	54	114
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	48	27	106	448	446	1075

Crosstab

	5. Availability of courses					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	4	10	50	150	124	338
Shelby (Valleydale Road)	3	13	73	244	193	526
St. Clair Center (Pell City)	0	3	17	40	31	91
Chilton Clanton	1	3	15	45	50	114
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	8	29	155	481	401	1074

Crosstab

	6. Opportunity for intellectual growth					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	5	7	14	166	149	341
Shelby (Valleydale Road)	5	4	29	257	229	524
St. Clair Center (Pell City)	1	0	1	43	46	91
Chilton Clanton	2	1	2	49	61	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	13	12	46	517	488	1076

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	7. Opportunity for active learning					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	5	5	18	160	152	340
Shelby (Valleydale Road)	4	7	42	246	227	526
St. Clair Center (Pell City)	1	0	3	39	46	89
Chilton Clanton	2	1	3	43	64	113
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	12	13	66	490	492	1073

Crosstab

	8. Opportunity for interaction between faculty and students					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	3	7	31	143	157	341
Shelby (Valleydale Road)	6	9	33	213	261	522
St. Clair Center (Pell City)	0	0	5	25	60	90
Chilton Clanton	0	3	4	30	77	114
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	9	19	73	413	558	1072

Crosstab

	9. Faculty knowledge of the subject					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	1	1	18	136	185	341
Shelby (Valleydale Road)	1	3	18	210	293	525
St. Clair Center (Pell City)	0	0	3	27	61	91
Chilton Clanton	0	2	4	33	76	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	2	6	43	408	618	1077

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	10. Faculty availability					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	6	5	21	153	158	343
Shelby (Valleydale Road)	3	10	30	234	246	523
St. Clair Center (Pell City)	0	0	1	32	58	91
Chilton Clanton	0	2	4	39	70	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	9	17	56	460	535	1077

Crosstab

	11. Faculty concern for students					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	6	9	24	160	141	340
Shelby (Valleydale Road)	9	10	37	216	251	523
St. Clair Center (Pell City)	2	0	1	34	54	91
Chilton Clanton	0	2	3	38	72	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	17	21	65	450	521	1074

Crosstab

	12. Admissions process					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	8	18	25	172	120	343
Shelby (Valleydale Road)	8	10	48	238	222	526
St. Clair Center (Pell City)	1	0	3	35	52	91
Chilton Clanton	1	3	8	40	63	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	18	31	84	486	461	1080

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	13. Registration process					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	7	18	26	161	129	341
Shelby (Valleydale Road)	3	11	46	232	233	525
St. Clair Center (Pell City)	1	0	7	29	54	91
Chilton Clanton	1	2	9	41	62	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	12	31	88	464	482	1077

Crosstab

	14. Business Office services					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	28	13	42	158	97	338
Shelby (Valleydale Road)	44	12	51	239	178	524
St. Clair Center (Pell City)	4	0	4	30	53	91
Chilton Clanton	2	1	11	38	62	114
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	78	26	108	466	394	1072

Crosstab

	15. Placement testing					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	62	10	24	153	90	339
Shelby (Valleydale Road)	100	10	54	192	166	522
St. Clair Center (Pell City)	11	1	6	28	43	89
Chilton Clanton	19	3	4	34	55	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	192	24	88	408	358	1070

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	16. Academic advising process					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	22	19	48	146	106	341
Shelby (Valleydale Road)	30	19	68	222	183	522
St. Clair Center (Pell City)	6	1	2	34	48	91
Chilton Clanton	9	1	12	37	56	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	67	40	130	440	397	1074

Crosstab

	17. Academic advisors' availability					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	22	17	30	147	122	338
Shelby (Valleydale Road)	30	20	61	247	161	519
St. Clair Center (Pell City)	3	1	7	33	46	90
Chilton Clanton	7	0	11	37	60	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	62	38	109	465	393	1067

Crosstab

	18. Advisors' knowledge of program requirements					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	25	13	48	139	116	341
Shelby (Valleydale Road)	42	23	54	212	183	514
St. Clair Center (Pell City)	7	1	8	26	49	91
Chilton Clanton	8	3	9	37	57	114
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	82	40	119	415	409	1065

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	19. Student organizations (clubs and SGA)					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	96	13	29	131	71	340
Shelby (Valleydale Road)	157	30	62	155	116	520
St. Clair Center (Pell City)	27	2	4	31	26	90
Chilton Clanton	33	4	6	37	34	114
Internet delivery or other distance delivery method(s)	1	0	0	1	3	5
	314	49	101	355	250	1069

Crosstab

	20. Overall satisfactions with out-of-class student activities					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	81	26	42	113	68	330
Shelby (Valleydale Road)	144	38	65	149	111	507
St. Clair Center (Pell City)	21	2	6	33	24	86
Chilton Clanton	34	3	10	29	34	110
Internet delivery or other distance delivery method(s)	1	0	0	1	3	5
	281	69	123	325	240	1038

Crosstab

	21. Helpfulness of financial aid personnel					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	39	37	50	124	90	340
Shelby (Valleydale Road)	84	40	54	193	154	525
St. Clair Center (Pell City)	12	7	8	30	31	88
Chilton Clanton	15	4	13	37	45	114
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	150	88	125	385	324	1072

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	22. Accuracy of information provided by financial aid personnel					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	38	34	42	132	92	338
Shelby (Valleydale Road)	87	31	59	192	150	519
St. Clair Center (Pell City)	14	5	5	34	30	88
Chilton Clanton	11	2	12	40	49	114
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	150	72	118	399	325	1064

Crosstab

	23. Availability (place & time) of financial aid services					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	34	27	37	151	92	341
Shelby (Valleydale Road)	89	29	62	191	148	519
St. Clair Center (Pell City)	14	7	12	31	24	88
Chilton Clanton	15	1	17	34	47	114
Internet delivery or other distance delivery method(s)	0	0	0	1	3	4
	152	64	128	408	314	1066

Crosstab

	24. Financial Aid Office overall services					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	38	31	48	134	90	341
Shelby (Valleydale Road)	99	28	49	199	151	526
St. Clair Center (Pell City)	14	4	8	28	34	88
Chilton Clanton	14	3	9	43	44	113
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	165	66	114	405	323	1073

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	25. Career and job-resource services					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	85	13	31	137	74	340
Shelby (Valleydale Road)	143	12	34	188	140	517
St. Clair Center (Pell City)	19	3	5	34	28	89
Chilton Clanton	30	1	4	30	49	114
Internet delivery or other distance delivery method(s)	1	0	0	1	3	5
	278	29	74	390	294	1065

Crosstab

	26. Library services					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	27	6	7	161	142	343
Shelby (Valleydale Road)	67	9	21	216	212	525
St. Clair Center (Pell City)	1	1	1	37	50	90
Chilton Clanton	7	2	5	32	69	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	102	18	34	448	476	1078

Crosstab

	27. Library collection/resources					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	35	5	16	155	130	341
Shelby (Valleydale Road)	77	7	32	212	195	523
St. Clair Center (Pell City)	3	1	2	33	51	90
Chilton Clanton	9	2	5	38	61	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	124	15	55	440	440	1074

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	28. Electronic access to learning resources					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	23	9	22	147	139	340
Shelby (Valleydale Road)	37	8	35	218	224	522
St. Clair Center (Pell City)	2	1	1	28	58	90
Chilton Clanton	6	1	3	35	70	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	68	19	61	430	494	1072

Crosstab

	29. Tutorial services/learning assistance					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	68	10	29	143	90	340
Shelby (Valleydale Road)	119	8	40	186	171	524
St. Clair Center (Pell City)	15	1	5	30	38	89
Chilton Clanton	18	1	3	38	55	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	220	20	77	399	357	1073

Crosstab

	30. Services for disables students					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	136	4	12	100	85	337
Shelby (Valleydale Road)	193	7	15	138	166	519
St. Clair Center (Pell City)	31	0	2	21	36	90
Chilton Clanton	34	2	4	27	48	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	394	13	33	288	338	1066

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	31. New Student Orientation					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	82	14	30	127	90	343
Shelby (Valleydale Road)	142	19	31	179	151	522
St. Clair Center (Pell City)	17	1	4	28	39	89
Chilton Clanton	19	4	1	39	52	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	260	38	66	375	335	1074

Crosstab

	32. College Catalog					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	46	10	25	146	115	342
Shelby (Valleydale Road)	79	13	29	218	187	526
St. Clair Center (Pell City)	9	1	1	30	49	90
Chilton Clanton	11	3	5	38	58	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	145	27	60	433	413	1078

Crosstab

	33. Published Class Schedule					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	16	5	13	172	137	343
Shelby (Valleydale Road)	28	9	19	230	239	525
St. Clair Center (Pell City)	2	0	1	31	56	90
Chilton Clanton	3	2	3	39	68	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	49	16	36	473	504	1078

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	34. College bookstore					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	20	19	41	155	109	344
Shelby (Valleydale Road)	45	23	41	219	195	523
St. Clair Center (Pell City)	1	3	5	29	53	91
Chilton Clanton	7	10	18	31	49	115
Internet delivery or other distance delivery method(s)	0	0	0	1	4	5
	73	55	105	435	410	1078

Crosstab

	35. Overall quality of classrooms					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	2	9	52	184	96	343
Shelby (Valleydale Road)	4	8	36	268	212	528
St. Clair Center (Pell City)	0	0	3	44	44	91
Chilton Clanton	2	1	0	33	79	115
Internet delivery or other distance delivery method(s)	0	0	0	3	2	5
	8	18	91	532	433	1082

Crosstab

	36. Overall quality of laboratories					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	45	12	35	151	97	340
Shelby (Valleydale Road)	65	9	29	225	201	529
St. Clair Center (Pell City)	6	0	1	33	50	90
Chilton Clanton	9	1	1	29	75	115
Internet delivery or other distance delivery method(s)	0	0	0	3	2	5
	125	22	66	441	425	1079

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	37. Overall quality of equipment for learning					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	16	14	30	186	95	341
Shelby (Valleydale Road)	22	5	49	253	201	530
St. Clair Center (Pell City)	2	0	2	40	47	91
Chilton Clanton	5	1	2	28	79	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	45	20	83	509	425	1082

Crosstab

	38. Upkeep/maintenance of the buildings					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	2	7	57	178	97	341
Shelby (Valleydale Road)	4	8	51	248	216	527
St. Clair Center (Pell City)	1	1	1	32	56	91
Chilton Clanton	1	1	1	26	86	115
Internet delivery or other distance delivery method(s)	0	0	0	3	2	5
	8	17	110	487	457	1079

Crosstab

	39. Upkeep/maintenance of the grounds					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	3	6	30	185	118	342
Shelby (Valleydale Road)	4	7	27	261	231	530
St. Clair Center (Pell City)	1	0	1	31	58	91
Chilton Clanton	1	0	1	28	85	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	9	13	59	507	495	1083

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	40. Overall maintenance of the college					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	3	7	39	185	108	342
Shelby (Valleydale Road)	4	5	26	254	239	528
St. Clair Center (Pell City)	0	0	0	31	60	91
Chilton Clanton	1	0	2	25	87	115
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	8	12	67	497	497	1081

Crosstab

	41. Overall appearance of the college					Total
	No Opinion or Not applicable	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	
Jefferson (Carson Road)	2	10	49	175	103	339
Shelby (Valleydale Road)	3	6	17	256	247	529
St. Clair Center (Pell City)	0	0	0	29	62	91
Chilton Clanton	1	0	0	23	90	114
Internet delivery or other distance delivery method(s)	0	0	0	2	3	5
	6	16	66	485	505	1078