Communications Survey Executive Summary

Introduction

Walters State Community College’s office of Enrollment Services developed a student survey administered by the office of Planning, Research and Assessment in the fall semester of 2013.

This survey was designed to solicit feedback from students concerning the effectiveness of communication college-wide. All enrolled students were invited to complete the survey during October and November 2013 via an email invitation to the student’s StarMail account. Information concerning the survey was also distributed through social media and eLearn announcements. The survey could be completed electronically by following a web link, which was provided in the student’s invitation e-mail and web announcements.

The results were compiled in SurveyMonkey.com. The survey instrument is included at the end of this report. Typed responses are recorded as entered by the students. The following table summarizes the survey administration.

Office Conducting Survey: Office of Enrollment Services assisted by the Office of Planning, Research and Assessment

Survey Administration: online format in Survey Monkey

Class Surveyed: Fall 2013 Enrolled Students


Possible Respondents: 6,277

Actual Respondents: 1,058

Response Rate: 16.9%

Questions/Comments should be directed to:

Mr. Mike Campbell (2682) Mike.Campbell@ws.edu
Ms. Avery Swinson (2688) Avery.Swinson@ws.edu
Dr. Debra McCarter (6844) Debbie.McCarter@ws.edu
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Highlights

A majority of the respondents (63.3%) reported having attended WSCC at least two semesters. Respondents included students taking classes at all campuses, online and through dual enrollment.

Most respondents (52.7%) reporting taking courses only in face-to-face instruction. The next largest group (34.4%) reported taking courses in a combination of instructional formats.

98.7% of the respondents reported that they were aware of all three online systems of communication; e.g. StarNET, StarMail, and eLearn.

93.8% of the students reported checking eLearn for WSCC communications; 63.3% check StarMail, 48.3% check the Current Student section of the webpage and 43% check StarNET.

7.8% experience login difficulty – common reasons: locked out often/incorrect password error (most common issue), eLearn and StarMail systems down. Many students provided written comments about the system stating they would like to see the three systems streamlined and combined into one system. Students also commented about compatibility issues with personal devices or software and WSCC connectivity.

Elearn & Facebook are the most common (and preferred) systems accessed on a daily or more basis but more students rely on StarMail and the WSCC webpage on a weekly basis.

Only 22.4% of the respondents link StarMail to a personal email account and 30.4% indicated they would like to learn how to link to a personal email.

Only 9.7% of respondents see communication barriers. In the open-ended comments, the most common theme relate to single sign-on; e.g., linking all communication systems, only offering one system, combining user login information to be the same on all systems.

Other barriers to communication:
- navigation issues for all systems
- frequent technical issues such as downtime, slow response
- missing important communications or failure to get information in a timely manner
- lack of instructions concerning all the different systems
- inconsistent information important issues such as advising, financial aid, registration
- lack of current information on website
- poor customer service (cannot find right person to assist, treated with disrespect, lack of response to phone calls and emails)
- systems only work on campus or students do not have access to Internet away from campus

Suggestions for Improvement (Q 17)

381 respondents – 156 (40.9%) of those responded with ‘none’ etc. or are pleased with communication at WS; 2.1% of total survey respondents offered specific suggestions.

Many respondents mentioned the difficulty in finding information on the WS website. One respondent suggested “Turning [it] into more of an APP rather than and old fashioned weathered web interface that’s hard to look at, as well as understand.” [SIC]

Common suggestions:
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linking eLearn, StarMail, and StarNET or combining them into one system
providing earlier notification of purge deadlines, canceled classes and financial aid information, etc.
providing additional communication via phone calls, instant messages, and/or text alerts, perhaps even more automated systems; some suggestions also included personal mail via the U. S. Post Office, use of personal email, push notifications with the WS app
creating an emailed newsletter with upcoming events, deadlines and other information students need.
Creating a calendar of important information
Suggestions were made to use simpler, clearer language for all communications - alert messages, announcements, instructions for using systems, fee structures, financial aid, advising, etc.
Staff training - see previous customer service training
Improve services with students with financial needs – a variety of suggestions to improve financial aid notifications and services, reinstate loans, expand tuition plans, more access to grants/scholarships
Several comments related to the difficulty of finding faculty/staff email addresses; suggestions included creating a separate database, adding the email address to the directory listing

Additional Comments Section

Of the 160 responses included in this section, 88 were non-suggestions and comments regarding positive experiences at Walters State. Less than 1% of total respondents offered comments.

Students expressed dissatisfaction with advising, faculty, financial aid communications and finding information online. Again, combining communication systems was mentioned frequently. Some respondents suggested that the language used in messages was confusing and communications should be clearer and easier to understand.

Several respondents expressed the need for more services such as tutoring after hours.

Many students commented on issues other than communication; parking, smoking on campus, financial aid were frequent topics.

Many students expressed satisfaction with the institution and the service they receive.

Of the five respondents with comments regarding parking, all indicated that their main campus for the fall 2013 semester was Morristown. Only one respondent specifically mentioned another campus, which was Greeneville.
1. How long have you been a student at Walters State?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is my first semester.</td>
<td>36.8%</td>
<td>389</td>
</tr>
<tr>
<td>This is my second semester.</td>
<td>10.6%</td>
<td>112</td>
</tr>
<tr>
<td>This is my third semester.</td>
<td>23.1%</td>
<td>244</td>
</tr>
<tr>
<td>I have attended four or more semesters.</td>
<td>29.6%</td>
<td>313</td>
</tr>
</tbody>
</table>

answered question 1058

skipped question 0

![Pie chart showing percentages of responses](chart.png)
2. What was your student status as of fall 2013?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing; I attended WSCC in spring 2013.</td>
<td>51.3%</td>
<td>543</td>
</tr>
<tr>
<td>Readmitted; I previously attended WSCC, but I was not here in spring 2013.</td>
<td>11.1%</td>
<td>117</td>
</tr>
<tr>
<td>First-time freshmen; fall 2013 is my first semester at any college.</td>
<td>25.6%</td>
<td>271</td>
</tr>
<tr>
<td>Transfer; I previously attended another college or university.</td>
<td>6.3%</td>
<td>67</td>
</tr>
<tr>
<td>Dual Enrollment; I am currently a high school student.</td>
<td>5.7%</td>
<td>60</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
3. Please mark your age group.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>6.0%</td>
<td>63</td>
</tr>
<tr>
<td>18 to 20</td>
<td>42.8%</td>
<td>452</td>
</tr>
<tr>
<td>21 to 24</td>
<td>14.3%</td>
<td>151</td>
</tr>
<tr>
<td>25 to 34</td>
<td>18.9%</td>
<td>200</td>
</tr>
<tr>
<td>35 to 44</td>
<td>11.2%</td>
<td>118</td>
</tr>
<tr>
<td>45 to 54</td>
<td>5.2%</td>
<td>55</td>
</tr>
<tr>
<td>55 to 64</td>
<td>1.5%</td>
<td>16</td>
</tr>
<tr>
<td>65+</td>
<td>0.1%</td>
<td>1</td>
</tr>
</tbody>
</table>

answered question 1056
skipped question 2
Thinking about your fall 2013 classes, please indicate the format of instruction. (check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent Unduplicated</th>
<th>Response Count Unduplicated</th>
<th>Response Percent Duplicated</th>
<th>Response Count Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional face to face classroom instruction</td>
<td>52.7%</td>
<td>558</td>
<td>85.3%</td>
<td>903</td>
</tr>
<tr>
<td>Multiple formats</td>
<td>34.6%</td>
<td>366</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Online</td>
<td>6.0%</td>
<td>64</td>
<td>28.4%</td>
<td>301</td>
</tr>
<tr>
<td>Hybrid instruction (combination of traditional and online instruction)</td>
<td>5.4%</td>
<td>57</td>
<td>18.4%</td>
<td>195</td>
</tr>
<tr>
<td>Video Streaming</td>
<td>7.1%</td>
<td>7</td>
<td>7.1%</td>
<td>75</td>
</tr>
<tr>
<td>Fast Track (College Express or Learning Express)</td>
<td>0.6%</td>
<td>6</td>
<td>3.8%</td>
<td>40</td>
</tr>
</tbody>
</table>

answered question: 1058
skipped question: 0

4. Thinking about your fall 2013 classes, please indicate the format of instruction. (check all that apply)

Response Percent - Unduplicated

- Traditional face to face classroom instruction: 52.7%
- Multiple formats: 34.6%
- Online: 6.0%
- Hybrid instruction (combination of traditional and online instruction): 5.4%
- Video Streaming: 7.1%
- Fast Track (College Express or Learning Express): 0.6%

Response Percent - Duplicated

- Traditional face to face classroom instruction: 85.3%
- Online: 28.4%
- Hybrid instruction (combination of traditional and online instruction): 18.4%
- Video Streaming: 7.1%
- Fast Track (College Express or Learning Express): 3.8%
5. Thinking about your fall 2013 classes, where do you take most of your classes?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morristown Campus</td>
<td>51.0%</td>
<td>540</td>
</tr>
<tr>
<td>Sevierville Campus</td>
<td>17.3%</td>
<td>183</td>
</tr>
<tr>
<td>Greeneville Campus</td>
<td>14.3%</td>
<td>151</td>
</tr>
<tr>
<td>Tazewell Campus</td>
<td>6.9%</td>
<td>73</td>
</tr>
<tr>
<td>Online</td>
<td>7.6%</td>
<td>80</td>
</tr>
<tr>
<td>Other</td>
<td>2.9%</td>
<td>31</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>33</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0

Other open ended responses:

- 2 classes at Cocke County High School
- And morristown campus (2)
- At my high school
- Cherokee High School (4)
- Claiborne Campus (2)
- Cocke County High School (6)
- Gatlinburg-Pittman duel-enrollment (2)
• Grainger High School
• high school
• I attend the sevierville campus 2 days of the week, and the morristown campus 2 days of the week.
• Jefferson County High School (3)
• My High School, Cherokee High School
• Newport
• none
• Seymour High School (3)
• Tusculum but transferring to WCSS
• UCHS
• Volunteer High School (Dual Enrollment)
6. Are you aware that WSCC uses the three following online systems to interact with students? StarNet (WSCC online registration system) StarMail (WSCC official email communication system) eLearn (WSCC electronic course management system)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>98.7%</td>
<td>1044</td>
</tr>
<tr>
<td>No</td>
<td>0.9%</td>
<td>10</td>
</tr>
<tr>
<td>I do not know.</td>
<td>0.4%</td>
<td>4</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
7. Do you check the "Current Student" tab on the ws.edu webpage seeking information?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>48.3%</td>
<td>511</td>
</tr>
<tr>
<td>No</td>
<td>41.8%</td>
<td>442</td>
</tr>
<tr>
<td>I do not know.</td>
<td>9.9%</td>
<td>105</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
8. Please rate your ability to use the following:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Expert navigator</th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not familiar</th>
<th>I do not use this system.</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>361</td>
<td>440</td>
<td>209</td>
<td>31</td>
<td>17</td>
<td>1058</td>
</tr>
<tr>
<td>StarMail</td>
<td>393</td>
<td>391</td>
<td>196</td>
<td>39</td>
<td>39</td>
<td>1058</td>
</tr>
<tr>
<td>eLearn</td>
<td>700</td>
<td>311</td>
<td>32</td>
<td>8</td>
<td>7</td>
<td>1058</td>
</tr>
</tbody>
</table>

*Answered question 1058
Skipped question 0
9. Where do you check for Walters State communication? (check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent Unduplicated</th>
<th>Response Count Unduplicated</th>
<th>Response Percent Duplicated</th>
<th>Response Count Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>0.3%</td>
<td>3</td>
<td>43.0%</td>
<td>455</td>
</tr>
<tr>
<td>StarMail</td>
<td>3.9%</td>
<td>41</td>
<td>63.3%</td>
<td>670</td>
</tr>
<tr>
<td>eLearn</td>
<td>26.8%</td>
<td>284</td>
<td>93.8%</td>
<td>992</td>
</tr>
<tr>
<td>a personal email account</td>
<td>47.3%</td>
<td>5</td>
<td>20.1%</td>
<td>213</td>
</tr>
<tr>
<td>Multiple Formats</td>
<td>68.5%</td>
<td>725</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

answered question: 1058
skipped question: 0
10. Do you experience login difficulty with any Walters State communication sources?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>92.2%</td>
<td>975</td>
</tr>
<tr>
<td>Yes (please specify)</td>
<td>7.8%</td>
<td>83</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0

Yes (please specify) open ended responses:

- Always says incorrect password
- Always says my password is wrong. I have to put my password in atleast 3 times before it will log me in.
- At least once a week, I can't get in without changing my password
- At times, the server is not available for me.
- elarn messes up a lot
- eLearn (2)
- ELearn & StarNet are almost always down.
- eLearn and airnet
- Elearn and student elections
• Elearn at times and Starmail is very slow
• Elearn seams to act up a lot, especially on campus
• Electronics lab. Very time consuming and repetitive.
• Had to download multiple browsers.
• have not been able to use the wifi at Greeneville campus
• having to change passwords occassionally
• Having to deal with three systems is difficult. It can be hard to keep everything organized.
• I can't setup an exchange or imap account for my elearn email address
• I don't actually experience any difficulty. However, it would be nice if Elearn and Starnet were more streamlined together. It would be nice to be able to sign in one, and be logged into both.
• I get locked out of my account often
• I hate the vlab interface. I hate the whole logging on a computer three times to be able to view class notes, power points, and to preview a paper I am trying to send. With all the money from the tech fees, looks like it could be made easier
• I have had trouble accessing e-Learn a couple of times.
• I have had trouble logging into starmail a couple of times, but the staff at the trouble shooting department cleared it up immediently.
• I have Internet Explorer 10, does not work well with elearn
• I tend to forget my email
• I'm having trouble with the starmail.
• It takes a long time to load at school and at home.
• It's difficult to remember three different logins. I have the most difficulty with StarNet.
• Many times the systems are down
• Math Lab
• My e-learn somtimes doesnt cooperate well
• Only when I forget my password.
• password wont work sometimes
• rarely this year but last year elearn was down often
• sometime cant connect on the first try
• Sometimes (4)
• sometimes a new password will timeout without notice
• Sometimes eLearn
• sometimes eLearn is down
• Sometimes I can't login at all
• sometimes on campus it will not always recognize my login on some computers in the nursing computer lab
• Sometimes one or the other wont allow login
• Sometimes the system will not let me log in
• sometimes with elearn
• Sometimes, my eLearn just won't log in for whatever reason.
• Star net and elearn
• Starmail (9)
• starmail gives me difficulty usually but i usually get it fixed
• Starmail is a joke
• starmail is hard to get on to. There needs to be only one program that is used.
• starmail screen is black on my computer and i have to highlight it to view stuff sometimes
• Starmail, I have dial-up so I can't access it
• StarMail. I tend to forget my password.
• StarNet (5)
• starnet is constantly having trouble or is unavailable and so is elearn
• StarNet is very difficult to navigate
• StarNET sometime but not always
• starnet the pass word is different and i do not use it as much as the others so i forget it and when i ask for my question it will not take the answer. i have worked at the same place for the past 22 years so my answer has not changed
• Stuff
• The changing of the passwords can be screwy sometimes
• the walters state app
• very rarely
• wheather alert
• when I try to login with my personal laptop while on campus
• when it is near time to change passwords
• when you have to change passwords
• wireless internet connection. wont accept my login and password although they are correct
• Yes I have in the past, I've always been directed when I've called the help desk.
11. Please rate your use of the following sources of Walters State communications.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Daily or multiple times per day</th>
<th>Every 2 to 3 days</th>
<th>Once per week</th>
<th>Every 2 to 4 weeks</th>
<th>Almost never</th>
<th>Do not know</th>
<th>Not applicable</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>101</td>
<td>162</td>
<td>214</td>
<td>371</td>
<td>186</td>
<td>14</td>
<td>10</td>
<td>1058</td>
</tr>
<tr>
<td>StarMail</td>
<td>184</td>
<td>243</td>
<td>226</td>
<td>171</td>
<td>210</td>
<td>8</td>
<td>16</td>
<td>1058</td>
</tr>
<tr>
<td>eLearn</td>
<td>814</td>
<td>187</td>
<td>31</td>
<td>6</td>
<td>3</td>
<td>3</td>
<td>14</td>
<td>1058</td>
</tr>
<tr>
<td>Facebook</td>
<td>556</td>
<td>131</td>
<td>55</td>
<td>30</td>
<td>107</td>
<td>13</td>
<td>166</td>
<td>1058</td>
</tr>
<tr>
<td>Twitter</td>
<td>213</td>
<td>68</td>
<td>20</td>
<td>31</td>
<td>203</td>
<td>18</td>
<td>505</td>
<td>1058</td>
</tr>
<tr>
<td>WSCC webpage</td>
<td>362</td>
<td>232</td>
<td>176</td>
<td>143</td>
<td>100</td>
<td>14</td>
<td>31</td>
<td>1058</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
12. Rank your preferred methods of receiving Walters State communication with one being the best means of communication and eight as the least preferred method of communication.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>56</td>
<td>150</td>
<td>163</td>
<td>144</td>
<td>161</td>
<td>151</td>
<td>131</td>
<td>102</td>
<td>4.60</td>
<td>1058</td>
</tr>
<tr>
<td>StarMail</td>
<td>111</td>
<td>215</td>
<td>197</td>
<td>126</td>
<td>117</td>
<td>97</td>
<td>94</td>
<td>101</td>
<td>4.03</td>
<td>1058</td>
</tr>
<tr>
<td>eLearn</td>
<td>554</td>
<td>200</td>
<td>166</td>
<td>54</td>
<td>31</td>
<td>17</td>
<td>15</td>
<td>21</td>
<td>2.08</td>
<td>1058</td>
</tr>
<tr>
<td>Personal email</td>
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<td>188</td>
<td>268</td>
<td>124</td>
<td>98</td>
<td>69</td>
<td>62</td>
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<tr>
<td>Text</td>
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<td>51</td>
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<td>89</td>
<td></td>
<td>5.22</td>
<td>1058</td>
</tr>
<tr>
<td>Postal mail</td>
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<td>35</td>
<td>73</td>
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<td>133</td>
<td>329</td>
<td>325</td>
<td>6.41</td>
<td>1058</td>
</tr>
<tr>
<td>WSCC website</td>
<td>15</td>
<td>65</td>
<td>66</td>
<td>116</td>
<td>137</td>
<td>158</td>
<td>194</td>
<td>307</td>
<td>5.91</td>
<td>1058</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
13. Do you link StarMail to your personal email?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>22.4%</td>
<td>237</td>
</tr>
<tr>
<td>No</td>
<td>42.8%</td>
<td>453</td>
</tr>
<tr>
<td>I do not know how, but would like to learn.</td>
<td>30.4%</td>
<td>322</td>
</tr>
<tr>
<td>I do not know how and do not wish to learn.</td>
<td>4.3%</td>
<td>46</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0
14. Do you use your StarNet account to check information regarding: (Select all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration (drop or add classes)</td>
<td>88.6%</td>
<td>937</td>
</tr>
<tr>
<td>Account balance</td>
<td>76.5%</td>
<td>809</td>
</tr>
<tr>
<td>Fee payment deadlines</td>
<td>65.4%</td>
<td>692</td>
</tr>
<tr>
<td>Financial aid information (awards, status, etc.)</td>
<td>79.2%</td>
<td>838</td>
</tr>
<tr>
<td>Final grades</td>
<td>77.5%</td>
<td>820</td>
</tr>
<tr>
<td>Degree evaluation</td>
<td>41.5%</td>
<td>439</td>
</tr>
<tr>
<td>Other</td>
<td>2.8%</td>
<td>30</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>21</td>
</tr>
</tbody>
</table>

answered question 1058
skipped question 0

Other (please specify) open ended responses:

- all
- Appeal status (however, it is very confusing to get get to and this semester, I was almost late in getting my information in because they had messaged me in such an odd place and somewhere I would never have thought to look.
- classroom numbers, schedules, and times
- Do not know how to use star net, have never been on it.
- Federal Work Study
- For updates on WS system
- Holds (2)
- I am not sure how to use this
- I do not use StarNet.
- I've really never log on to my "star net". I just use elearn and star mail.
- just the news around campus
- never uses
- news
- none
- Nothing
- Only when told to use it.
- Schedule
- surveys, schedule,
- transcripts
- When someone tells me I am required to check it.
15. Do you see any communication barriers for Walters State students?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9.7%</td>
<td>103</td>
</tr>
<tr>
<td>No</td>
<td>90.3%</td>
<td>955</td>
</tr>
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</table>

- answered question: 1058
- skipped question: 0
16. If you answered yes to question 15, please explain.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>answered question</td>
<td>103</td>
</tr>
<tr>
<td>skipped question</td>
<td>955</td>
</tr>
</tbody>
</table>

- I would prefer StarMail and eLearn emails to be linked.
- The website is not updated enough, and information is slow getting to the student. And some things that wanted by the school are not clear to the students when using starnet.
- Do not notice information about clubs and how to get involved within Walter State functions. Volunteering and or working opportunities.
- Its hard for WS to contact students efficiently, you really have to be looking for it when WS puts the word out.
- It would be nice to have some sort of signal when a new email appears in eLearn instead of checking it, then within the next hour a new email shows up, however, I am not aware of it until I get to class the next day.
- A chat room would be awesome for students that are in the same class. Something that the teacher could read daily and help with.
- It is difficult to find who to speak with when having a problem.
- three systems is hard to keep up with.
- There had been a couple of incidences where someone was misadvised and had taken classes that didn't pertain to their major. I myself have had problems in the past finding out information that I needed to know in order to schedule classes. I can only compare Walters State to LMU. I went there as a teenager for 2 years and when signing up for classes you never left your advisor until the classes were selected and you were enrolled. There was not gray area where you were expected to "finish" on your own. Many people dont have access to computers or in my case since I am not the computer generation I need assistance navigating the system. I just wish that kind of assistance was offered here.
- It is not ideal to have two separate logins and passwords. It gets confusing to remember which login goes to which site.
- Finiancial aid office is not very helpful. I believe they do as they are told by the ones higher up than they are, but they are at times very rude to students. I feel their job is to assist and at times they make you feel as if you are a bother or burden to them.
- send and forget by email regarding money issues is not a dependable means of communication.
- Oftentimes, information is sent through only one medium of communication. StarMail is neither convenient for me nor is it often used, but sometimes I end up missing important information because the only way someone tries to contact me is though StarMail.
• I have been out of school for 20 yrs and found starmail and starnet to be confusing and aggravating. There should be just one account for everything. I have a very busy schedule and having to log in to 2 different sites is not convenient in any way and having all those passwords
• It is hard to know what all is going on campus, flyers just don’t cut it.
• n/a (5)
• Not sure.
• It is difficult to email personal emails from Elearn. Sometimes it is necessary but it will not let me.
• A lot of times, like the teachers now, they want to only use starmail, which means I have to use my personal e-mail to contact them.
• The password system is quite unorganized. Its hard to know which password you set for what and which user name is acceptable under which service.
• Many times when emailing a professor, they either take a very long time to reply or do not reply at all, so some professors you can only reach face-to-face after or before class.
• Important messages from instructors for students regarding assignments or class cancellations should be sent as a form that will be immediately received. Many students do not check their eLearn emails frequently enough to receive this information.
• For first time students, I think there should be one advisor that tells you everything that needs to be done for enrollment instead of going through approximately 10 different teachers/advisors.
• Hard to get in touch with certain departments, example: when calling financial aid, I am usually on hold for 15+ minutes.
• There should be a way to link alerts from Elearn to smartphones so students can know if their teachers email them. Most students do not check their Elearn accounts, or they do but their teachers email them soon after they have just checked. Having the text alert would save time and stress of both students and teachers.
• Not everyone checks starmail.
• The home website, as well as starnet are sorta hard to navigate until you get the hang of them, I think that can be a major down-fall until you figure them out. Sometimes you really have to search hard for the information you are looking for on the WS.edu website.
• Starmail seems to be nothing but informing about "system is down" then "system is up". Haven’t checked starmail all semester.
• there are consistently technical problems with starnet via starmail
• Some students do not have access to internet because they cannot afford to buy a computer. Some may have registration issues which can hinder students to access theWSCC communications. Some may not have transportation to class/school to access communication. Others may not have a phone. Some may even have access to a computer, but cannot obtain the website due to network malfunction.
• The office staff in Sevierville is extremely rude and unhelpful most every time you ask them anything. You almost want to go all the way to Morristown to speak with anyone! Your online communication is good though!
• IF Walter State servers are down then so is Elearn, Starmail, and Starnet.
• I think students sometimes have problems reaching teacher because some teacher do not check elearn email but once or twice a week also some teachers do not call students back if they leave a message
• Walter State relies too much on a black or white communication system. Most professors are either almost all in person or almost all online communicators. This brings troubles to students who have trouble with one or another.
• StarMail is a very clunky service and not user friendly. I NEVER check StarMail, and most students I've talked to don't either. This is an issue since some important notices are sent via StarMail and no other means. Ipad connectivity is also an issue. Being kicked out of eLearn on the Ipad during the middle of taking a quiz or test is more than annoying. This seems to be an ongoing problem, having talked to students and instructors.
• I have tried contacting people who have control over certain academic aspects and I either don't get a return call or get their secretary.
• Students here aren't encouraged to express their opinions about subject matter in classes. This is a fundamental flaw within our society rather than this school, however, it would be encouraging to other schools in the nation/world if we're the first school to actually care about what the people want and create a place where we all learn from one another of how we could do it better rather than what makes money.
• There are way too many sites and usernames and passwords to remember. I prefer to use only one! The one being elearn.
• Need to be able to use Internet Explorer 10 better with E-learn, a lot of students have new computers and have Internet Explorer 10
• Most WSCC staff are helpful, informative, and easy to work with. However, there a a few that makes students not want to go that person or persons for information. I have spoken with a few of these people on several occasions. I have left feeling "stupid" or as if I were interrupting their day. Their faces seem to forget to tell those they are speaking with they are there to help or want to help. In other words, they do not smile and seem not to want to be where they are.
• No Money for their Classes, Walters State charging for breathing, Money problems.
• Every time I try to get any information when I call walter state I feel like I just keep getting handed to the next person instead of getting an answer or help. It is difficult to get answers sometimes, and I get told different things like there is lack of communication between wssc employees in office. Also, there has been several times I have called and left messages and never got a call back.
• not enough in formation posted in e-learn
• The only real issues I've ran into is in dealing with the StarNet website. It's navigation is confusing, the way everything is worded is confusing. It's not very user friendly, even for experienced internet users, such as myself. Also, while ELearn is nice, it's not usable outside of Walters State. If there was a mail system that could communicate externally (to outsiders) and still able to get more personable information regarding classes that was networked with the teachers the way that ELearn is setup, that would be the best. Essentially, if you were able to
take Starmail and combine it with ELearn, that would be a step in the right direction. Instead of having to worry about both, you’d only have to check the 1 email.

- The communication system works pretty well for most of my classes. The only problem I have had is not all of my teachers respond in a timely manner to email, even though they tell you that this is the best way to reach them. I have had some take over a week to get back to you, and by then it is too late. I also have teachers who have failed to post grades for projects; I have a computer class where the instructor hasn’t yet posted grades for assignments I did over 5 weeks ago. This worries me that he will get behind and forget. If it took me that long to do the assignment I would be failing. I think it should be mandantory that grades be posted within 2 weeks of completing assignments so students know what areas they need to improve upon in a timely manner. Also, using vlab kinda sucks. I wish Walter State computers had Office 365 installed on them instead of having to go thru vlab to access Word, Access, and PowerPoint. Vlab does not always work properly and if you have to rely on it to do a project you may end up turning a project in late if it won’t work properly. For the most part, breakdown of communication doesn’t happen because of system failures, but student/teacher failures.

- Too many websites for different information.
- Walters State should have Star Mail or Star Net. One password for all contact with Walters State. Think of how many Companies that You contact with usernames and passwords most people have a list, now multiply that list by three. The school has e-learn, starnet, starmail then there is Elsevier, Math lab and probably more. Math Lab was very problematic most of the time I could not log on, I finally switched to another internet provider.

- I was never told how to use elearn until the day of my first class.
- I never check my wsemail, I would like to have all the messages in my elearn main page, as soon as a i sign in i want to see them, one place for all the info we need. thank you.

- I think students should be able to have more face to face communication about problems and homework instead of always online or phone

- The system slows at peak usage times

- Sometimes elearn is down, and we can't get our material for class.

- Financial aid dept is horrible. They do not communicate regularly and are very unfriendly face to face.

- I have a very hard time getting ahold of my professors.

- I do not want the school contacting me only thru the Internet. I live in a very rural area and do not have reliable Internet. I have to drive 20 - 30 mins just to check my email.

- When asking questions about registration status etc. I get told multiple different answers leading me to be confused and lost for what to do.

- I wish there was just one emailing system instead of two. I really do not prefer getting emailed from elearn. I wish that starmail and elearn emails were connected.

- I have had great difficulty in the past with figuring out information about financial aid and specific requirements. I seem to always be "Passed" on to someone else.

- Financial Aid is horrible!! You can only talk to a person that doesn't even know what is going on. I had tax papers lost that I had to resubmit, multiple wrong answers to questions from several
different office workers regarding my financial aid status. This department needs a serious
overhaul. I have actually recommended other colleges in order to avoid WSCC financial aid
department. This is not my first college financial aid department I have had to deal with; but
definitely the most unorganized. Students need to be able speak directly to one case worker, or
processor, when problems occur to avoid the mass confusion I have had to deal with. I find it
utterly insane that we can not speak to someone that knows what is going on. Ridiculous!

- The three main platforms of elearn, starmail, and starnet should be able to navigate one to the
  other without having to sign in and out of each one. It's a pain having to leave one to get
  information from another you need for the first one.
- Sometimes the systems do not communicate with other systems, therefore; causing a lag in the
  most current information being accessible.
- Financial aid I didn't know about no student loans until after I done went through all the
  processes and had done sign up for my classes
- I've lost scholarships due to miscommunication in the financial aid department. Also there is no
  personal communication or specific emails sent to a person if they are in trouble and the emails
  are too hard to understand. They are mass emails to all and very vague.
- Financial aid information is difficult to get. No emails are sent to confirm receipt or aid status or
  changes to recent appeals etc.
- Some teachers try to impress you with their level of knowledge and make things much tougher
  than they need to be. For example, over 100 pages of notes only utilizing 25-30% of the
  information on them? That's overkill and extremely frustrating for me as a student.
- Students who do not have internet at home and can only check their elearn or starmail when
  they are on campus.
- Email addresses for faculty are difficult to find if you are not taking one of their classes. For
  example, I need to get in touch with [redacted], but his Walters State email address is not
  easily accessible from the faculty list on the website.
- elearn mail is not recommended by instructors because of ongoing issues with lost emails.
- You should be able to log in once for all services (StarNet, ELearn, and StarMail).
- Some kids lack the experience in knowing how to work the devices on campus
- It is difficult to be in contact with financial aid office. They do not have email.
- Sometimes; not sure whom to contact about certain problems
- Some teachers do not check elearn mail very often
- I feel like there are some teachers who do not use the online networks to communicate with
  their students frequently. One teacher in particular, has never posted anything online.
- I would like to be able to link all of the different communication services and all classes to some
  sort of calendar to be notified of all my assignments.
- Different campus offices appear to have different responses and willingness to help students
- the way the WSCC text alerts are set up you have to be able to receive a call on the number that
  is provided to receive the text at, however some student / staff like myself use an app for
  texting rather than text through their carrier, which makes it impossible to text. Also Wi-Fi
  needs to be stronger at the Greenville campus.
It would be nice if all e-Learn communication could be routed through a source outside of e-Learn. One of my professors has his WSCC e-mail linked to his e-Learn e-mail and, when he responds to my messages sent from e-Learn that he received on his WSCC account, I do not receive his replies. I think all e-mail should be routed through student Starmail and faculty e-mail accounts.

Not sure exactly which department to go to for various things. There needs to be lockers for the students, and it would be nice for there to be (if there isn't) a newspaper for the students to advertise in. There are problems with the assignments given from INFS class. The tutoring office nor the library computers aren't set up for a student to accomplish. Also; the Pearson program, at times, won't let you enter an answer to a computer assignment. I understood, (or mis-understood) when I purchased the Go! Microsoft 2013; that would be all needed for the class. But, yesterday had to 'charge' Office 2013 for the class assignments and having problems getting it loaded!! (cost over $300.00) for this class! And I'm still falling behind on the assignments. All the teachers seem to have assignments due at the same time! And, now, the Pearson program has changed the way the math 801/02..homework comes through; when it worked fine before!!

the fact that the starnet and starmail pass words are not the same is a stumbling block for me. i have to have it reset just about 1 or 2 times a semester. bothersome for me.

I have tried using starMail or other emailing options provided for me, but I was unable to send messages to my teacher. I'm not quite sure if it was starMail or if it was just the email I was working with, but it is just easier to use my personal email.

Put all the fees out upfront

StarMail (I feel) is always slow even on the computer.

When you try to talk to someone about a hold or a requirement it always seems like they do not know the procedures. Also, when you try to talk to a counselor they seem sort of rude if you don't really know the steps. Also, I am a disabled veteran and because of the fact I am not over the percentage requirement the Veteran person at Walter State did not want to help me out.

Some students don't have internet readily available off campus.

Basically just what I mentioned before; three systems. Very confusing.

Most teachers do not use elearn and Starnet as much as other teachers do. With 4 or 5 different ways to send you information it makes it difficult to figure out what needs to be done when everything is in a different location.

As I said before, StarNet is difficult to navigate. There is no way to know if you have messages unless you just go check every day and that can lead to other problems.

When trying to register fir school I can never get the information I need in 1 phone call or 1 trip to the school. I have always had problems getting registered because of multiple different reasons including different people telling me I need different things.

I think there should be more communication with financial aid. i like that they opened up a new office at the Sevierville campus, but i am not familiar with how to set up appointments or when it is acceptable to do so.
• More help needed for people who are entering college after being out of school for a long period of time. Better advising, to explain in detail certain aspects of classes. Maybe meet with an advisor half way through the semester to answer any questions that you don't know the answers to or don't know where to find the answers.

• Can't figure out how to use star net or e learn. I got a card in the mail on how to set up the email account, which is the only reason I use it. I did not get any help with the other two. I have also visited ws.edu website multiple times. Found it very hard to use. I have figured out most of it now. But still think it is not user friendly.

• star mail, starnet, and elearning should be possibly linked

• Trying to get specific information about your education path is sometimes hard if in general studies or planning to transfer to a non-traditional school.

• Since most teachers like to use elearn email, it needs to be easier to setup exchange or imap on that email account.

• No Walters States communication is just fine.

• I find some instructors do not use elearn email to communicate with students and I find that route easiest for myself since I have a busy schedule rather than looking up their other email

• eLearn sometimes runs extremely slow.

• When you have an email from eLearn, you do not have any direct notifications. It would be ideal to link either a phone (via text message) or a personal email to elearn, to have direct notifications.
17. Do you have suggestions to improve Walters State communications regarding student services information (financial aid, registration, deadlines, fee payments, etc.)

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
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<td>381</td>
</tr>
<tr>
<td>skipped question</td>
<td>677</td>
</tr>
</tbody>
</table>

- None (96)
- I think information should be posted in personal e-learn or star-mail accounts. I know I do not always read the info posted on starnet because I have so much to do with e-learn and star-mail, but I have missed info I would have liked to have had because of it. I have too much home work and too little time to spend it all browsing the starnet and WS web page to see what I am missing.
- Have a specific place for each so it is easier to find.
- Call people early instead of when they travel an hour and get their to find out they have no class!
- Once you changed the cost of tuition after I registered and paid. I got a last minute notice from a nursing instructor that I was about to be deleted from the system. The only notice before that was if I had happened to go into starnet to check things, which I had no reason to do sense I knew everything was paid for. I consider it unacceptable to not attempt to contact students in other ways long before hours (if memory serves me around 6 hrs) to deletion.
- I use my personal email far more than I do my WSCC email. I personally believe I would be more up to date on information if I knew how to link my WSCC info to my personal email.
- Keep students more up to date on class closing. Also sending out text or phone calls to alert students about upcoming events, and their fee payment deadlines.
- Get information to the people faster, and make it clear what is exactly needed
- When I first started WSCC this summer, the fact that I had to use 2 different username and passwords for starnet vs. starmail and elearn was very confusing. It would be nice if the username and password requirements could be streamlines somehow.
- Maybe have the financial aid workers be more helpful and understanding.
- Not really, just one big problem I would like to see fixed. When I'm walking around the campus there's usually people smoking up a storm and I myself am not a smoker. I do not enjoy smelling that, and having to inhale that nasty stuff on my way to my car and classes is just plain gross. If you could please help with this; I think most of the other none smoking students would appreciate this as well.
- knowing how to connect starmail to my personal email would be wonderful because I have missed some things where I don't check it but ever so often.
- We'll, just better communication with instructors especially the online classes. Most instructors are pretty good, but there are some that are not!
- Everybody worked good with me on all questions I had.
- Could there be an emailed newsletter that provided deadlines for filing for grants, etc. and when to sign up, who do you see if you are interested in a business degree, music degree, etc., what does it mean to get cleared to register? Can you test out of classes and where do you go to do so. I have attended and gained a degree through Walter State, it would have saved me time to have these questions answered in writing when I applied to attend and a map of offices and buildings would have been nice. I have found that most people working for Walter State were very helpful and friendly. It would have been nice if I could have had the answers to some of these questions before I started.
- If phone calls were sent out to those who choose to be contacted in that way, then it may help increase awareness about important information such as those that are listed above.
- Not clear on what class needed to take from advisor when you have transferred from another college.
- I would recommend a more active way of contacting students. much like what the retention office does with its automated calling.
- I think Walter State does a good job with communicating to students. I am always aware of important deadlines.
- sure don’t, it all seems pretty well laid out.
- No I do not Walter state does a great job at keeping the students informed
- no its awesome
- I would like to see loans available to students again. I am a middle class mom who has a family to support and i am unable to work full time due to nursing class schedule. It is extremely hard for me to come up with the tuition money out of pocket at this time. Luckily i only had 2 semesters left when you chose to take this advantage away from me. WSCC is making it even harder for a middle class family to pay for their children to attend college if they are unable to get scholarships.
- The entire system is to complicated. It took me an hour just to see what money I owed, and still couldn't tell what all my scholarships were paying.
- Yes. Some of us do not have the money to pay out of pocket for schooling. I had to sell my iPad in order to attend school this semester. Without school, i have nothing. And without money, i won't have school either. This being said, there needs to be another funding option for students. I get the Pell Grant, and scholarships are hard to come by. Even with the Pell Grant, i struggle to pay.
- When a student is selected for verification send them something by postal mail and email even give them a call, please
- No, I believe that everything seems to be doing well.
- I think you guys should get the stafford loans back. I was almost not able to attend walters state this semester because my financial aid did not go through in time and I had to borrow money from a family member for some tuition and all of my books. If you still had the stafford loans, I would not have had to rely on an outside source for school. I might attend a different college next year because of this.
- make less confusing for returning students
• It is very hard to talk to financial aid when it is completely automated.
• collecting cell phone numbers for emergency texts
• send messages thru e-learn
• I think Walters State should invent an Instant Messaging system, that way when it is really important we could just IM someone online and get an answer in a matter of seconds instead of minutes.
• No for the most part I have been very satisfied. A few of the online teachers could check their email more often and could be better when it comes to posting grades. My Sociology teacher has yet to post short answer grades for the past 4 weeks.
• Make more clear what is needed to complete financial aid requirements, make it more clear what financial aid opportunities are available, offer more online business classes, post summer classes when spring classes are posted for registration to help set up a degree completion plan, and process met financial aid requirements faster.
• Teachers could help with learning how to use dropbox and what they want from their class
• Most of the communication problems I have come from my high school rather than Walter State. The only issue I have ever had with Walter State was figuring out which books I needed for my classes.
• more training for students,
• One on one discussions that are not time restricted, where the student is not rushed and the entire process of applying, enrolling for certain classes or financial aid could be completed in full in one sitting.
• Financial aid could provide more information about certain scholarships rather than just handing out paper forms.
• My registration process was very smooth and WSCC gave me all the information I needed to know!
• Inservice for those working with the public- how to better explain to students when they questions regarding their financial aid
• pick up the phone, and only delegate one critical role to those that cannot manage more than one. If an issue is going to interfere with the money an individual uses to live on and feed her children, the [redacted] should not depend on an email to transmit the communication. Perhaps she needs an assistant to render [redacted] better service.
• Personal emails and texts would be very helpful when sending out personal information.
• I think mail through the post office should still be used and One email account with the school for all the emails would be great instead of two or use the students personal home email to mail financial stuff to.
• I feel as it would be beneficial to be able to send out a student/faculty wide email letting everyone know of the current or upcoming events. It took me until this year to actually start being involved in school because I was so unaware of the events going on. It would be very beneficial if the information was sent out/emailed/or told by all teachers instead of solemnly posted at the marquee or website calendar.
• stop sending emails saying that elearn is running slow down for maintenance ext. we know how slow t is and that it barley works and not telling us will eliminate the 20 plus emails we get for it and make the one or two emails we need stand out.
• No suggestions.
• Yes. It appears that the Financial Aid Office does not contact students promptly when there are significant problems that may result in a students eligibility to attend school. Simple problems such as communication or lack there of on behalf of the (FIA) office is great barrier that could easily be fixed by making sure whoever reviews a students’ (FIA) application for any reason must, on that day the delinquencies are noticed, contact that student to alert the student of his/her delinquent obligations required to be completed in order to attend school.
• I think it works smoothly just the way it is.
• I don’t have any at this time.
• No suggestions
• Hesi fees need to be included in fee payment.
• No everything has been great the whole time I have been here.
• I believe to keep students updated, Walters State should use an AlertNow system to remind students of upcoming events or registration.
• No. Don’t know enough about it to offer solutions...
• There never really seems to be a comprehensive list of all of the deadlines and requirements for financial aid each semester. The format on StarNET can be confusing.
• Perhaps send out texts with the information regarding due dates and fees
• Not sure if this is already in service, but the WS app is really handly and if you could access your eLearn account through the app it would be more convienant. also if the app had an alert system to show when you had an email, or nedded to trend to status business for enrollment etc.
• Financial aid alerts should appear in more than one place than a difficult-to-access place on StarNet that you must both deliberately and diligently check.
• I would like for the system to be applicable to go and change the date of tuition withdraw.
• I think sending out texts would help since most people are practically glued to their phones.
• I'd like that more information be offered regarding scholarships.
• Contacting the students directly in some cases such as registration would be very helpful.
• I think it would be great for the official Walters State app for smartphones to send out notifications to your phone regarding these types of information. It would keep most students well informed ahead of deadlines.
• Have larger staff in departments such as financial aid.
• Yes, it would be helpful if all departments were in communication with each other. I have had problems when lack of communication has caused me extra stress and problems with my financial aid. If something is needed or missing, a text alert would be helpful. My information was there, one instructor marked that I was not in attendance for orientation when in fact I was... this really messed up my financial aid, delayed me getting my books until two weeks into the semester - I eked by with two C's that would probably have been at least B’s. Also, I have
been bumped from classes because the system did not recognize that I had taken the prerequisites - this has happened more than once. The classes I was trying to get into filled up and I had to take one off campus in one instance and wait two additional semesters until one class was offered again. This really messed up my graduation plans.

- Most high school guidance counselors, contrary to popular belief, are not much help to most students and don't tell us about special things given by colleges like: waiving of application fees, scholarships, etc. I would tell students directly through personal email or text services about things to do and reminders for upcoming freshmen.
- Better contact about required files for registration and requirements for starting the semester, registering for classes, deadlines, etc.
- I was kind of confused about what books I needed in what classes. Some of the teachers expected you to know what book it was we needed and I could never figure out which one I did need.
- Send emails through things beside starmail.
- it would help to have more tuition payment plans/options
- No, communication is open for anyone that chooses to use it.
- Anyone picked for financial aid verification should be contacted AS SOON AS IT HAPPENS. Whatever it takes.
- financial aid services is a major stress and really they are a joke, they do not HELP us at all. They either do nothing or mess up your information! I have not met one single student in my 3 years at this school who does not hate the financial aid department. My children will NEVER go to this school simply because of the FA department!
- Flyers, advertisements on paper, posters--anything on paper would be nice so it can remind people not only on the internet but to have it in writing.
- it would be nice and convenient to have an online sessions, because due to work or classes sometimes it is difficult to find time to drop by the administration office.
- More should be sent into star mail or eLearn. I personally dont check star net often, so if it is not sent personally to me, I generally miss out on the memo.
- A larger bandwidth, and more reliable servers.
- All of these methods are efficient.
- I like how it is done now through email, because the emails come straight to my phone and I can check them almost as soon as they are sent and I can stay on top of all my financial aid and other things
- Set up a text alert system other than SET for information like financial aid, registration, etc.
- Have more assemblies.
- on point.
- text messages would be the most efficient way to do it or postal mail
- Students should all know how to connect starmail to their own email. Also, communicate with students through phone.
- No, any complications that I have had came from offices at other schools.
- Use personal E-Mails more and Text Messaging
• Start using personal email addresses provided by students to communicate about these important issues as well as using StarMail. Also, allow links in eLearn to bring up websites.
• I think financial aid should be a lot friendlier and also not sound so robotic when speaking to a student. When we have a question, we don't want to be told the same thing over and over again when we don't even understand what they are telling us.
• Not really, I think the people do a pretty good job.
• The workers in the financial aid office act as if they hate their jobs and aren't often prone to helping students understand the actual process.
• A brighter post on the homepage or eLearn would be helpful. It can be hard to find what's going on at times.
• Texts and eLearn. That's it.
• I wish there were a way to receive information which is sent through StarMail through text via mobile phone. I feel like it would keep me more efficiently updated and it would also be much easier than having to go online to check yet another email account. With students already having so many accounts to check and keep updated, taking one away and making it one less thing to have to worry about would be a blessing to students attending here at Walters State Community College.
• Emphasize communication information to be linked to personal accounts.
• None it works fine.
• None it works fine.
• No, everything is fine. The WS app is seems kind of pointless though?
• It took me awhile to get the verification process done and there was continually different papers that I had to turn in or fill out again. It was very annoying and it made it very difficult to properly prepare for my upcoming classes.
• Let us use our personal e-mail, not an email given to us.
• So many of us have I phones, if we could receive the information texted to our phones.
• No. I get the info I need pretty easily. I know where to look though.
• Include a way to combine the emails and notifications on eLearn to a personal email.
• There is too many possible ways to find information. In order to make sure you I am up to date with information, I have to check several sources. I would prefer only one e-mail (eLearn) to get all my information, that would cut on time I spent checking updates and so on.
• I am sure doing the same thing, dealing with the same issues can wear on a person. Those employees in these departments need to realize even though it is the same issue, it is different people who are new to these processes. Students (and parents) do not want to leave feeling frustrated and like they have fought or worked all day.
• Yes, I feel there is a disadvantage for students who work during the day and are continuing education at night. There is no after hours tutoring offered in the labs. If students need help they are lost or trying to find help on their own. This is not fair to those students that have evening courses verses those who have day. Students do not have the advantage of using the appropriate means to get the help they need.
• Everything is so easy to find and simple to use. I can't think of any needed improvements.
• Financial Aid could communicate more effectively and answer questions, rather than shuffle people back and forth between departments.
• Text messages about what is going on would be kinda cool in my opinion or alerts/due dates for anything.
• Everything works the way I would hope that it works.
• allow student to use the printers without bringing paper.
• Send text messages to students when registration dates start or an email.
• No. I think it works good the way it is.
• Make it easier to pay them.
• Some office employees should maybe figure out something to do that makes them happier and have a positive attitude for work.
• NO I think Walters State has a good plan for communications.
• getting in and out of campus
• No, I am okay with things the way they are.
• financial department need to be more active with students and more helpful. Knowledge is to share to help student financially so they can continue there educatio9n. There is a financial assistance to help student that their parent were in Desert Storm and I just found out about it through a friend and I've visit the financial department several time through the years and still financial department never inform us about it.
• Sure, use some sort of Modern User Interface. Stick with a JQuery library that's easy to use and maintain. Perhaps utilize some Accordion widgets, or something that makes the smoother AND easier to understand and use. I'm not sure if the technology exists, I haven't tried to use StarNet on my tablet, but perhaps some mobile alternative for users that use cell phones and/or tablets. Turning into more of an APP rather than and old fashioned weathered web interface that's hard to look at, as well as understand.
• Once in the summer class was cancelled due to some type of threat but idk it until we got to class and teacher told us to leave. a few hrs later it was on wsc fb status that campus was closed. It was kind of alarming but never heard anymore about it or any news coverage that it was safe or nothing on wsc websites either.
• No, I really think the communication area between institution and student is excellent.
• No I like the way it is setup now.
• Send final warnings through the mail when the financial deadlines are nearing. Also, make sure the financial paperwork is kept up with. I know people who send in their paperwork early and still end up having to wait for their aid due to the paperwork not being looked at.
• Combine StarNet, StarMail, and eLearn into one user-friendly system.
• With just one username and password we should be able to go any where in the system. On the main page have a list of all the places we may need to look at. We should be able to go to financial aid, registration, grades, anywhere in the system and then log out. When I go to My Healthy Vet (a web site for information at the Veterans Administration) I can look up future appointments, past appointments view a list of medications that I take, I can order medications, contact my doctor, look up V.A. benefits when I am done I log out. Imagine how many
usernames I would need to have if I needed a different password or username for each services that the V.A. has.

- I think everything is great. My experience at Walters State the past two and half years has been great. I couldn’t have asked for a better college.
- I believe there should be an hour class on how to use elearn, before the students first semester so they are prepared.
- On the email function, Scholarship opportunities should be sent to the students.
- I think the way it is set up now is very effective and helpful.
- No, the current system is efficient.
- Make decisions about closing the school before 10 in the morning. I drove to class one morning in the snow and ice and when I got there they had just closed school without letting anyone know.
- I think the communication system in use (StarNet, StarMail, and ELearn) is great! Its almost like it give you three attempts to recieve a message, and if a student is too lazy to check one of those then that just reflect bad on them!
- I wish you could sit down privately with a financial aid officer. Someone who completely knows the details and can help with options.
- be more polite on the phone and try to really help the students
- Not really, Students have all the resources they need already put out by WSCC.
- It would be nice if the Facebook page and the Elearn news feed posted more of the campus and club events. I know that SGA has pushed for those sorts of ideas.
- The only problem I have ever had was my name not being on the Honor’s List. Im glad I went in search of it when I did so that I could be a part of Phi Theta Kappa. I know many people that were not contacted and who were overlooked. That is my only complaint because it is such an honor to be recognized for those achievements. A lot of hard work goes into making straight A’s. Everything else has been perfect!
- Some way of finding different ways to get financial aid.
- Use eLearn as the location for upcoming student news. That would be nice so you don’t have to check the ws.edu page for those updates.
- "Ibelieve that it should be more consolidated. As it stands I am required to check starmail, elearn, and my personal e-mail in order to be sure I have no important information waiting for me. Having multiple sources is okay, assuming they involve different means of communicating, but it is pointless otherwise.
- It's like classifying "'hot'" and "'cold'" as two completely different things, when they are both applied the same way, to measure "'temperature'".
- The staff at the Morristown Campus in the financial aid department are not very friendly. Whenever I have questions and try to ask my balance they get hateful with me. Also, my parents have had to see them for me when I was unable to go, and one lady in particular no name will be mentioned, but she was plain rude to my mother. I think that a few of them need to take some communication classes and think before they speak.
• Take loans again. Also, get a new financial aid staff that is willing to help the students and notifies us when things are needed instead of when we call to ask why something is taking so long.
• I think the fee deadlines and financial aid criteria should be easier to find.
• Offer more resources for financial aid
• Wished the financial aid office continued to mail out cards to home address regarding missing information for financial aid.
• Do not send notices only thru the Internet. Post mail is important too!
• Find a way to let the students know more clearly if they have been selected for verification.
• When asked what a student needs to do in order to be registered for class, tell the student everything needing to still be done. Many students know nothing about registering for college when they come to apply.
• WSCC has a great way of communicating but although I wish everything was located in same area, instead of two or three things to log in.
• The financial aid office and the cashier’s office have a serious lack of communication. I have actually went out of my way to pay a fee and the financial aid office told me to go to the cashier’s office, and when I got there, the cashier’s office had no clue as to what I needed to pay for. It took the better part of an hour to get the issue resolved.
• Not letting the them be down as often,
• Easier access to timetable of classes would be good
• I understand that in order to attend classes for the current semester money must be paid. I myself have to pay everything out of pocket. I am currently a full time student with no job who was denied financial aid of any sort. My monthly payments are $416.00 a month and that is always a problem. If there were any way to extend the payment plan that would help a ton, because at the start of classes other students in my possession and myself must also pay for books and materials also all out of pocket.
• Well I feel like many people really aren’t that enthusiastic at first which makes it discouraging to first time applicants. For example this was my first semester attending Walter State and when I was registering I basically had to figure out what to do. I mean a list or something would’ve helped; I’m not complaining but a list would have been nice. Oh and one of the reasons it was harder for me is because I’ve been out of school for five years and I didn’t know where to start, so the whole process was discouraging.
• I believe that it would be helpful to have more accommodations at the Claiborne campus regarding financial aid
• The financial aid office seems to never want to help students with problems they are having, they always try to rush you out or not interested in giving you any information.
• Overhaul financial aid. Make processors more accessible so questions can be addressed in a more accurate and timely manner. We can not always have access to StarNet. Better communication for financial aid is extremely necessary.
• Need a working database of email addresses for instructors and support staff.
• The resources that wscc has works, but it is not used well or effectively. Students use elearn more than anything, elearn needs to be the main communication line.
• Let people know about things ahead of time
• Answer the phone in less than 20 minutes in financial aid office.
• It would be nice to have some sort of alert on elearn for information when it is needed.
• Financial aid needs an entirely new system. Nothing is specific and emails need to be sent and some how responded to know that he/she has read it and is aware. Nothing is specifically addressed. Emails are too hard to understand and even a phone call or letter is better than a mass email.
• I think financial aid should send us emails through elearn showing us what scholarships that are eligible for.
• See #16
• I would like there to be a separate listing or easier to find area of registration for the fast track classes instead of being with all the other classes.
• Perhaps a reminder would improve communications for such things.
• Starting college after being out of school for so long it was very confusing on where to start and who to talk to. Maybe holding a certain meeting or program for people just starting would be great.
• make it more clear ... it is confusing at times
• I think they should bring back paper versions of the timetable of classes
• Yes, financial aid by making the personnel more aware of guidelines of the aid offered.
• Students need to know up front how to use starnet and elearn. I had to figure those out on my own. Which the website walks you through it after you realize thats where you need to go for information.
• None. I am satisfied with the communications overall.
• none at this time they seem to communicate okay for me
• Just to be a little quicker is all
• I would suggest further financial aid resources; for example, tell us (as in the student body) ways to expand upon and further the use of the financial aid that we receive. Also, I would suggest a larger scale of notification for ways to attain more financial aid. Scholarships are everywhere, and we as a student body need to be aware of that.
• I am pleased with the systems
• Everything is so easy to use and very organized. Very happy with the websites!
• I think all online classes taught should not require you to come to a campus for anything, this is hard for me due to my work schedule. This needs to change!
• They should have a meeting too help with the FAFSA.
• Add the faculty's email addresses to the faculty listing.
• Registration and deadlines seem to be a major function to students. There seemed to be some confusion with advising between the Fall 2012 and Spring 2013 semester. There were departments that were advising and other departments that said we had to wait until a certain day to start.
• not that I can think of. This system has worked fine so far.
• I wish there could be just one form of communication instead of having 3 or more. One email account would be enough to keep up with.
• Yes, financial aid tends to be very confusing and many students have a hard time with that. I think more e-mails about financial aid and everything else is fine.
• Do not make students change their password every 60 days. It would be easier to remember to only change the password at the end of each semester.
• I do not like that I have to check eLearn and StarMail separately.
• I'm not a fan of the overly automated phone system. I feel like I have to jump through hoops to talk to a person. If the question can't be answered online, then I need to talk to a person not a polite computerized voice.
• "I guess it depends on the final analysis and how many people prefer StarNet over StarMail, but I would like to see more information come straight to me ABOUT me in the form of an email to my StarMail account. The reason being is because I never know when StarNet has been updated or new information pertaining to myself has been altered or entered. I have to go seeking that information and StarNet has nothing in place for me to personally sort and/or store some of that information for later. I have to find it, familiarize myself with the format (which is not necessarily a negative thing), then remember where I saw it last time and try to remember what it said. If I had the time to copy/paste all that information into other areas (i.e., flash drive, hard copy, transfer to new online location), then I'd probably be all about that but I have my studies and my home life. I feel like the school has their part and the student has theirs.
• What I'm saying is that I'd much rather check my StarMail to find messages that I can easily mark and sort by using the way the email page allow. If a "Hold" has come in on my account, I need to know that information immediately upon receipt of said "Hold", otherwise I run the danger of forgetting to check StarNet and find it and thereby cause myself more trouble than I care to deal with. I've never had a "Hold" (which means perhaps you already do notify the student immediately through their StarMail account and I could be mistaken about that aspect) and I work hard not to get them.
• It's just too complicated and overwhelming to check ELearn, check StarMail, check StarNet, check the school webpage, check my personal email, etc., and then sort through all that to get to information I should have found a week prior to finding it.
• It's all my opinion, of course, but I'd really like to see something in place for us to receive the personal information that needs to be dealt with instead of finding it tucked somewhere in StarNet and unbeknownst to the student until they stumble on it trying to navigate through that crazy page (which I still, after two years, can't find my way around).
• Thank you for allowing me to air the grievance of communications at WSCC.
• you could make it easier to locate which grants/scholarships u provide and how to get them.
• Make it easier to find. Currently it's not obvious where to look and it takes some searching.
• It would be neat to be signed up to a text alert list for WSCC students to tell updates about deadlines and registration.
• Maybe that when something in your financial aid status changes that you receive a notification email.
• I have no suggestions, everything is fine as it is now.
• Not that I know of. Walters State does a very well done job of establishing communications with its students with student services information.
• to go to personal emails, and mail. Also I do not see half the facebook updates posted by WSCC
• none at all, everything is fine in my eyes.
• I suggest more financial aid opportunities from the school; I desperately need aid yet I still did not recieve any. I also suggest more flexible payment plans because there may be students who do not get paid enough at a time to make large payments even if on a payment plan and cannot make the payment on time without outside assistance which is incredibely difficult in most cases.
• As a new student, and an older one!, I found it upsetting that the required textbooks for my class did not come in until about a month into the semester. However, the professor was awesome and did not skip a beat jumping into something that we did have books for that was equally as important.
• I would like to be able to link all of the different communication services and classes to some sort of calendar to be notified of all my assignments.
• You should make the people at the financial aid office in Morristown more helpful and more willing to help the students. And not just throw paperwork at them. The only people that were helpful is the people at the financial aid department in Sevierville.
• None, it is very simple.
• none i can think of
• No, it seems to work well.
• Use texting as a communicator
• help the students find more ways of coming across grant money that will help pay for are college then taking out student loans that the government makes it to hard to pay back.
• Read the previous response.
• Text alerts for deadlines to registered WSCC students
• Make the wssc app functional and include it all there with push notifications
• Yes; it would be nice to have had someone go step by step as to enrolling in college for the first time. I did not know there would of been a 'book allowance'; until it was too late. The parking areas specify certain areas for student; yet there isn't aple parking that students have no choice but to park in 'Visitor/Faculty' areas..I've been tempted to do so. I arrive at least an hour ealy just to have a close parking space; if there were lockers to leave our books..it wouldn't mater so much!! I did not know exactly what classes to take when I enrolled. I told the 'advisor' i just wanted to learn more about computers..and I'm learning programs but not the computer itself..so; better explaining as to the classes. Also; students on financial aide taking classes that homeowrk /assignments over the computer, should not be held accountable for failing when the library nor tutuoring office computers are not 'updated' to accomplish the homework.
• Personally, I would prefer to get a letter each semester detailing how much money I have available through scholarships and grants. I would like to be able to see if my tuition is covered somehow without relying on starnet. I have a hard time getting a hold of the financial aid office each time I have tried to call. I get put on hold for long periods of time and rarely is my issue resolved within the first phone call.
• Make an option with eLearm for students to be able to sign up for email alerts that will send them extra reminders a few days before their assignments are due.
• none at the moment.
• getting full refunds to students faster so they can get books sooner
• I'd like to see elearn and other online recourses on the main page
• Make a list of all fees that are going to be due throughout the semester and give to each student
• More streamlined to help new students
• Some of the teachers do not use elearn. I think it would be helpful if all the teachers a had to use elearn and update grades in to the system.
• I do not have any suggestions because everything is clearly laid out in all three accounts( starnet, starmail, and elearn).
• Financial aid can be a little bit confusing. Making sure students are clear would be beneficial.
• Use text messaging more often since I am constantly on my phone.
• I believe it is working great the way it is.
• No, I find all communications easy to use, and find it very helpful.
• Yes, if there is a requirement you should have the student come into the office and sit down face to face, not send out emails that they have to call 2 people about trying to find answers for. And a lot of times it seems like they always refer me to Morristown instead of being able to help me at Sevierville. I can't afford to drive to Morristown so it isn't helpful at all trying to take care of it over the phone.
• It would be a lot easier if it was all linked to one account.
• Starnet feels kind of like a maze. If the navigation could be simplified (for example, maybe have a list of links under each heading on the main StarNET page, instead of the current version where each heading is a link leading to more links) I think that would help a lot. Clearer info about how to deal with enrollment, registration, and financial aid would also be useful for newbies like me.
• The financial aid website information needs updated--they never answer phone calls
• No, Walters State has an excellent communication system in place.
• Have it all in one place. It's a little confusing having 3 places to check stuff.
• Have it all
• I do not have any suggestions to improve Walters State communication, the services provided are very helpful.
• If everything was connected through one site or via text
• They have a great system, personable, friendly and make sure you understand what you need.
• I believe simplicity will remain the best policy. People of all ages attend wscc so just keep the web layout fairly simple for all users
• Text messages
  • The Android App could use a little updating, I like being able to check things easily from my phone. I would say most students could benefit from a better App.
  • no everything is pretty straight forward the students just have to remember to check everything on a regular basis.
  • Make deadlines more prominent.
  • any student parking close to the math building is crowded
  • Returning phone calls faster, giving students all the information we need the first time
  • It should be more advertised that you can link StarMail to a personal email.
  • Everything is great as is.
  • No, All is good so far!!
  • i always stress whether or not my scholarships will pay each semester. i think it should be mandatory for each scholarship to post a list of who all will be receiving their scholarship each semester.
  • More information on financial available needs to be made such as other grants and student loans
  • text messages
  • no, its working pretty good for me
  • Step by step instructions for things like financial aid, registration and fee payments. It's difficult to navigate through all of the information you are given.
  • I think it would be more helpful if someone could personally assist students regarding financial aid and fees aside from also posting information on StarNet. Most students do not understand extra fees or what is needed to complete registration/financial aid. It is somewhat difficult to contact someone on staff and/or explain with little knowledge of what is needed in the first place.
  • none at this time
  • No, not really, everything seems to work well so far. Thank you, Walter State!
  • no suggestions.
  • Just make sure we get an email or start sending a text saying, "Hey check up on your fee payments, etc." because those are very important things to know about.
  • I think all that should be in elearn as well.
  • Talk the students through financial aid at least once a year. Things are constantly changing.
  • be able to send out texts that tell when payments are due, when registration is open, and when the individual has a deadline.
  • They could use the announcement speakers more often to better remind college students of incoming deadlines, as well as upcoming events on the campus.
  • No, everything is great with Walters State communication.
  • Have personalized financial aid information/ important requirements sent to personal emails. I have had so many semesters where I am missing 1 or 2 items and never know about it until I'm purged or something else gets messed up.
• No, I think that the communication is there. The only thing may be the user knowing where to find it.
• I think that there should be a way to have an automatic text service for those who would want it. Then I would know when all of these things were due and how much I owed.
• Get it all done soon do not wait and put it off it only harms you. Get involved in clubs and focus more in school than hanging with friends.
• I think deadlines need to be advertised more throughout elearn, starnet, and starmail. I also think financial aid awards should be posted earlier.
• Answer the phones!
• Mail information on how to use the on line services. I can only look at one class at a time on the ws.edu website. When I go to look at another class it says the request has already been received. I have to sign out, log back in again to view the details of each class, often to find out it is not even available at the campus of my choice. Very time consuming, and aggravating.
• Communications with Walters State have been more than satisfactory with me. I could not think of anything that would make it better for me
• Stop making us change the passwords so much.
• No. I think everything is satisfactory.
• There needs to be better communication about services offered and financial aid. You never know anything about financial aid until it’s too late or there is an issue. No one helps beforehand.
• I believe text messages and personal emails should be used more often.
• Starnet should be updated and more organized to make information accessible in a timely fashion.
• Walters State’s communication is top notch. The only suggestion I have is, keep it up!!
• There should be a student success center, like the one at morristown, on every campus. They were extremely helpful!
• Send out texts regarding personal student accounts
• I would like for when registration comes along that the specific professor was on there, because some students don't learn as well if they don't get the professor they want.
• More help in financial aid department in greeneville campus
• The website seems not to be professional like another colleges.
• We should have a way to be able to forward the emails we get in elearn to our starmail or personal email. There is a way in the email setting on elearn but the last time I tried it, it didn't work.
• Just make it easier to view financial aid status and grades instead of taking time to find where they are on my account. Why not just send out emails to each student with their grades, etc?
• I feel that the Financial Aid office does not do a good job of informing students on fee payments. When I do have a question, I go in to ask and they make me feel stupid for even asking a question.
• I know that many students are not aware of what financial aid is out there and I find that no one really sits down with them to take the time to discuss options. It is a quick inquiry at the desk in financial aid.
• None (19)
• Video Streaming is TERRIBLE!!!!! But other than that all is good.
• I am pleased with the overall means of communication that WSCC uses.
• Great school, and great teachers. I wouldn’t change a thing.
• I have never had so much trouble getting information from my school. It is not clear what you want in the active messages and this makes it stressful on the student.
• Walters State is a great school. I’m happy I have the opportunity to earn a degree here. Keep up the good work!
• "I have been attending WSCC for 2 years. I would like to compliment [blank], she has been my anatomy teacher for 2 semesters straight. Although I have had some good teachers I have had some very bad and inexperienced ones to. [Blank] is by far the best teacher I have ever had in my career of being a student. She cares about her students and helps us reach success. I would just like to say, she is everything a student could ask for in a professor
• Thank you very much!"
• Very pleased with my recent experiences at WSCC, Different from many years when I received my nursing degree but I am very pleased with new technology and ease of use
• Pretty good college and people here have good attitudes.
• I am glad that I have attended Walter State Community College Morristown Campus.
• The provided Walters State internet programs are a great way to reach teachers and keep up with class assignments if you have missed a class or have fallen behind. These programs make it incredibly convenient for me as a student to keep up with every class and be successful.
• When classes are cancelled there needs to be other forms of communication besides elearn
• I love Walter state. I have been so long here because I changed my mind on what I want to do with my life now that I know I’m going do it 100% for it I’m just so blessed to go to this school. Thank you I didn’t think I had a chance in this world and now I have so many chances
• I think it’s great that WSCC takes the time to ask the opinion of their students.
• This is my last semester at Walters State and I can honestly say I have enjoyed my time here and I would recommend this school to anyone who is looking. The staff is wonderful and I love the people who I have come in contact with
• I enjoy school and my classes are great.
• I am very pleased with the way I receive information from Walters State and do not have any suggestions for improvement.
• I really enjoy being able to take online classes because I live so far from a campus but it is very hard to take them because of Elearn problems and not being able to communicate with professors due to them not emailing/calling back when I need help in the class.
• I thoroughly enjoy my classes :) 
• excellent professors very happy to attending ws
• I love the Tazewell Campus. It is close to home and my teachers are awesome. The facility is always clean and very courteous. Please continue to offer classes here. It cuts a commute that would be over an hour for me down to a thirty minute drive.
• Although this is my first semester here at WSCC I have truly enjoyed the classes I am taking and how much I have already learned!
• Walter state does an outstanding job on every level.....supporting the students, being available...etc...bravo
• I really love attending this college. I look forward to the classroom experience. I could not ask for better instructors. Thank everyone involved for this blessing!!!
• we need a campus newspaper or online newsletter every week.
• Walters State has an amazing staff and amazing professors that actually care how well you are doing in class and want to help you succeed. This school has changed my life in more ways than one.
• I like being at Walter state better than any school ive been with..
• I love being a Senator!!! I hope I win an iPad Mini!!!
• I have also been pleased with my decision to attend Walter State. I get comments about people not wanting to go to a community college. I think it is better than any of the other choices in the area!
• I don't really have any, maybe a page sent out, by mail, on how to access starmail for the Dial-up people.
• I am in my third semester at Walters State and I have really enjoyed my experience so far
• The Walter State app for smart devices should allow you to stay signed in and alert you to e-mails that go to the e-learn and starmail accounts since post mail is being used less and less and personal e-mails regarding classes, financial aid, admissions, etc. are not permitted.
• I wish the My IT Lab computer class was more like the My Math Lab Math class. The math lab works beautifully and is so helpful!
• Love on line course option for dual enrollment!
• Advisors need to be made aware of class changes as well. I enrolled in the new Math classes because I was told they were each 5 week courses, when I got to class the instructor told us it was a 3 week course with the final given the 3rd week of the class, I'm failing miserably and can't change because I will have to pay back my financial aid. This is very costly to my GPA and my future at WSCC.
• Every staff member I have met seems as if they want me to do well. Thanks so much!
• When an instructor has to cancel class, it would be good if students could be contacted. Some have to drive to another county for class only to learn it has been cancelled by a note on the door.
I am an older student returning to WSCC I can not believe how the school has change. I chose another school for my other degree because I felt no one at WSCC seemed to care, that has changed massively. Keep up the good work, I am looking for to achieving my second degree at WSCC.

Purging of classes because of verification pushes ignorance to its highest level.

It should be easier to get disability services. I had a note from my Dr. stating I had test anxiety and needed accommodations of a quiet room. I also asked for more time on my tests. Initially I received both and did much better (previously had a 4.0 that had dropped to a 2.5) A man did an audit of the department and said my Dr. did not state more time, they took it away from me. I am now failing my classes! Thank you so much!

The only problem I have is certain teachers, not all of them, but some of them will not email back. In one case I had surgery and wanted to know if there were any assignments I needed to and what we went over in class and I could not get them to email me back to inform me of these things even after I sent several emails.

I would like to say thanks for taking my option into account and I hope I win the iPad mini.

need to only have full time teacher for comp to hard to keep up with teacher that teach at another schools

air conditioning in the computer lab on the greeneville campus

I have absolutely no critiques about WSCC, only praises. I am currently take General Psychology under [redacted] as a dual enrollment class. [redacted] has been an amazing professor so far and is always quick to help if my classmates and/or I have a problem or concern. Thanks to him, I am considering going to WSCC after high school.

Good college.

I love Walters State College. I think it is a great place to start a career. Thanks WS.

I am 32 years old and I am pursuing a degree for my job in a specific field (Chemistry). My company questions why I need some of the classes required and I have had difficulty getting reimbursed for these courses. As a non-traditional student, I wish I could test out of a few classes that are not directly related to my major i.e. 3 English's, 2 History's, and a few others.

sugar is 5 cents a packet in cafeteria...seriosly?? what did tuition go for if it can't even afford me a pack of sugar??

Thank you for the survey!

Overall, WSCC is a great experience.

There are some parts on the main website and elearn that are difficult to navigate. I am, by no means inept with a computer, but I still sometimes find it hard to find certain areas.

It needs one login and password not 3

I'm honestly pretty happy with things the way they are, but I'm always open to change and new ideas.

More information (or maybe something bigger drawing attention) should be given about the sample tests on the Counseling and Testing page. I "stumbled" on the sample tests after my daughter had taken her diagnostic test. I feel she probably would have done better and maybe
not have to have had developmental classes. She is doing great now, but knowing what was coming would have helped her prepare and freshen up on formulas.

- Hello :)
- I would suggested later tutoring hours for students who have later classes. If that's not possible then have list of tutors that can tutor beyond the college and after hours or even weekends.
- I felt really uncomfortable coming back to school. Everyone on staff, for the most part, have been helpful making me feel comfortable in a vast amount of ways.
- I absolutely love how Walter State feels like high school but more freedom!
- As a first time student with WSCC, I am enjoying my learning experience. The professors are knowledgeable and informative. I like the smaller classes which allows for more interaction with the professors. I hate that next year I will be attending a four year college and will miss the accessibility WSCC provides for their students.
- It would be helpful is there was section for recent changes that showed if professors have put anything on eLearn or have changed anything.
- Some of the off campus teachers should be evaluated because I do not feel they are up to par with the rest of the Walters State staff.
- If I could help improve anything it would be to set the book store up in a way of knowing what was left of the financial aid and scholarships. When I attended college in Florida, they had everything set in the computer that would allow students to have their classes paid for in full and with in only a few minutes had a balance for the students account. It allowed them to go to the book store and use their social security number and photo ID or student ID with a picture on it to look up their account. They could get their books and supplies with the remaining balance of their account. It helped them to stay up to date with what they had available.
- Reduce Costs by half.
- Wish there were different ways to communicate about the ut tix. I didn't check starmail until this Sunday which was too late if it was on elearn web or fb it would have been so much better.
- At the Greeneville campus the school needs to have a system in place and a person that can, and most importantly will, tell a potential student what exactly needs to be done for the student to enroll in classes and get through the administration process. Something like a real administration office where a person can go their and get the process done and if there is a problem they can be advised on how to fix the problem.
- It would be very helpful if elearn mail could be forwarded to a personal email account.
- Please do something about financial aid. Every time I go in for help I get a different answer. Plus they don't explain things clearly. There are so many that don't continue due to financial aid issues. They also need to help with other options.
- Keep up the great work! This is an awesome school and I love it! Thank you for opportunities.
- How about teachers acting like they actually give a damn about students instead of seeing them as a hindrance to their leisure time???
- Other than the problems in financial aid, I don't think it's fair for the nursing students to fail one class and be able to repeat the semester that class is in. In any other program if you fail one class you are out of the program. I don't think that is fair at all. Every program should have the
same rules regarding failing. Also, the parking at the Greeneville campus is terrible. Parking spots are limited, and we have to walk up to a half of a mile away on back roads if the spots at the Orthopedic clinic are full. I think that a parking garage or something similar should be built.

- I am needing scholarships to enter college for Spring 2014. I will need help with that.
- I think the communication between Walters State and WSCC students are achieved very well.
- Take out this stupid v-lab stuff
- The staff at Walters State has been extremely helpful and supportive. I am really enjoying the atmosphere and the welcoming attitudes from everyone there.
- Fix the vlab! Some of us forget to logout that second time.
- While I understand the financial aid office deals with many different students who are just plain uncaring, those of us who genuinely try to abide by all of the rules sometimes are treated with no respect what so ever. This needs to be addressed, or students will find another institution of higher education to attend.
- It's all good in the neighborhood.
- Why do students park the furthest away? We PAY to be there. Instructors are employees paid by us. In every other business on earth the employees must leave the better parking for the customer.
- Would love to know after 2.5 years who my adviser is and how to reach them other than going to student success center and waiting in line. Email would be great!
- I received an email through my starmail, and then my parents were called about my grade in one of my classes. In 4 semesters I have never had that happen, I feel like that is a violation of privacy. There seems to be one communication barrier that wsc has forgot about, the teachers actually telling students face to face what is going on. I would not like an email or a call from some other department, I want the teacher to personally tell me/the class.
- love WSCC
- Overall, I think walters state needs to be more specific on the emails and to the person. They need one place where email is to be read not a million other places to check daily. It's a community college, get more personal with your student (financial aid).
- I think financial aid should send us emails through elearn showing us what scholarships that are eligible for.
- WSCC is a great community college. Sometimes I just wonder if the faculty is as knowledgeable as they portray themselves. I think some would be lost if not for their book of notes that they read during class.
- I have been very satisfied with the my overall experience with Walters State. I am currently using the RODP program, and I love it!!
- Putting actual tutors relating to the subject in the same building with the classes like the math lab for example.
- Walters state community college is a great college to begin at!
- Surveys like these seem to greatly beneficial; I suggest more of them.
- I love Walters State!
• I have found out that this semester that a online class I am taking, the instructor is very unhelpful. I am taking Stats online. He tried to get everyone to come to campus to do a intro class for stats but it is almost impossible for me to come to any campus due to my schedule, that is why I am taking online classes. I do not like the idea of having to come to campus for a class that is online. We are supposed to take a final exam at the main campus, this is going to be very hard for me to try to attend, and I may get a fail grade on the final exam if I can not make it on the 10th of December. This needs to change!

• I believe starmail should link to the Elearn email

• Communications about scholarship deadlines need to be emphasized much more; and make the distinction between scholarship deadlines and financial aid deadlines. I missed out on the scholarship deadlines in the spring because I was going by the financial aid deadlines which are much later in the year.

• I'm not sure if this is a good location to comment, but podcasting has been a real problem and unreliable. Many students like to review lectures and instructors are very good about doing them, but the podcasts many times are not successful. This is very frustrating for both students and instructors.

• The Walter State iPod app is great for seeing you classes, but you're unable to access ELearn. I think I'd be a good idea to add this feature to he app. Also if a class were canceled maybe we could get a text from the school. I know most people dot check ELearn daily or maybe running late. That would save confusion and the student money on gas.

• to make it easier to go from starmail back to home page or go to elearn from starmail

• I believe Walters State Community College has great sources for students to communicate.

• "Please talk to your professors about using up so much class time talking about themselves and life's experiences.

• Teachers need to understand that it's EXTREMELY difficult to learn in an environment where the topic is not maintained. Teachers are expected (if only by the students) to remain on topic, at least for the first 1.5 hours of the 3 hour period.

• Teachers have control of their classrooms, I understand that, but I'm there to learn the course materials so I can move forward. None of us need to be held back in any way, certainly not by a teacher who can't resist the urge to tell every joke he knows and every event that ever happened to him as a young ""whipper snapper"".

• I just want to say that I'm EXTREMELY frustrated that my mind knows what it needs in order to learn well but the only thing standing in it's way is a rambling teacher."

• I love Walter State!

• I am very satisfied with my experience with WSCC

• I love Walters State!

• I was extremely nervous when I first started, but would like to take this opportunity to let the staff and faculty of WSCC know that from day 1 I felt at home. Everyone was polite, helpful and never treated like "that poor little lost lady" :) Thanks for the positive attitudes and atmosphere, it has made my experience a much smoother sail and am encouraging others to start.
I would like to be able to link all of the different communication services and classes to some sort of calendar to be notified of all my assignments.

If elearn could send/receive external emails, it would be #1

There also needs to be trash cans wherever there are ash trays! And the ash trays need be emptied more often..esp certain ones..such as the (circle/back) entrance of the Humanities building..There may be other, but this one is has been fullest of those around campus.

Would like to have a information lecture on how to operate a calculator and what the buttons are for and how to use them in the late afternoon hours for those of us who work full time on a public job during the day. Would also like to see more interaction on how to access the library online. Have had absolutely no luck with that.

Walters State is a great college and has made wonderful improvements!

I love Walters state and the staff. I enjoy being a student here!

I think that if there is any problem between students and WSCC communication, it is by fault of the student. The majority of the time, the student just doesn't take the time to log onto the WSCC websites to look for information because if he or she did, the questions the individual had would soon be answered.

Call and text students more often about news, updates, and information.

Sometimes I do not like. I am a Christian who is paying for a professional teacher, I end up having to sit in classes where the professor is cussing or using provocative language. There is no smoking at the buildings but at the Sevierville campus I have to walk through about 20 students smoking at the front door to get in the building. The office staff at Sevierville need to be a little kinder when working with students, most of the time you feel stupid by the time you leave the office because of the way they treat you.

Thank you!

I really wish the school still participated in the Stafford Loan Program. It was a big help since I take a huge cut in work hours and it is very hard to pay for bills and rent.

The only communication device that is less the worthless is the android app. I wish you would figure it out as it could be an invaluable tool for communication

Walters State is an enjoyable experience. The staff, library, financial aid, counselors are among the best in my experience. Thank you for all you do.

Add frequent messaging

So far this has been a great experience!

n/a

I am glad I chose to come to Walters state first than any other college.

The homework ratio is very unfair to students who have jobs, or any other activities.besides school. there just isn't enough time in the day, and even on breaks to pay for college and be proficient in it

none

I would love to see evening classes in the nursing program. And an evening microbiology class option.
I have found Walters State a very great school. It has great ways to find out the things I need to know and if I need help I can get it very easily. Walters State also has a very effective way of getting in touch with its students in many ways.

I love attending Walters State.

The Walters State webpage could be a little more user friendly.

"I believe the test at Walter State should be spread out instead of several test on same day thank you

your proud student."

wscc start the stafford loan again

great college!

Walters State Is a great community college and I have had an exceptional experience here so far.

I'm not sure.

"Regarding class communications I do not use facetube or tweeter and my starmail requires an activation/setup I am not willing to do. If it is not in my elearn email, I will not see it.

As for deadlines in fee payment, etc, I depend on my adviser for that."

Elearn should be able to be synced to your phone as well, because sometimes it's hard to check elearn every day.

It would be nice if you had an orientation to show new students how to use your internet sites, especially since you do most things on line. This is probably not necessary for the younger generation. But for old folks that didn't grow up with computers this is a definite disability, and would make getting an education much easier.

The only thing I don't like so far is that my iPad logs out of the internet way too easy.

If the class doesn't say mainly online use then it shouldn't be mainly online as in reading classes.

I have enjoyed my time at WSCC and am so very thankful that nursing is available at an affordable price so close to home!!

n/a

There should be more student parking lots

I have anatomy this semester and we need some new equipment! Also, find a way to link elearn to send text to our phones when received a email.

Other than that, I believe the communication is pretty much user friendly and I have no problems with it at Walter State.

I was headed for a University, where my parents wanted me to go. I decided to stay close to home and start with WSCC as a stepping stone, I know now that I made the right choice! WSCC has been a fantastic experience and I will graduate in the Spring semester of 2014. I would recommend this school to all of my friends.
Respondents who indicated Fall 2013 as First Semester at Walters State
1. **How long have you been a student at Walters State?**

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is my first semester.</td>
<td>100.0%</td>
<td>389</td>
</tr>
<tr>
<td>This is my second semester.</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>This is my third semester.</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>I have attended four or more semesters.</td>
<td>0.0%</td>
<td>0</td>
</tr>
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- **answered question**: 389
- **skipped question**: 0
### 2. What was your student status as of fall 2013?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
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<tr>
<td>Continuing; I attended WSCC in spring 2013.</td>
<td>4.4%</td>
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<tr>
<td>Readmitted; I previously attended WSCC, but I was not here in spring 2013.</td>
<td>4.1%</td>
<td>16</td>
</tr>
<tr>
<td>First-time freshmen; fall 2013 is my first semester at any college.</td>
<td>67.9%</td>
<td>264</td>
</tr>
<tr>
<td>Transfer; I previously attended another college or university.</td>
<td>13.4%</td>
<td>52</td>
</tr>
<tr>
<td>Dual Enrollment; I am currently a high school student.</td>
<td>10.3%</td>
<td>40</td>
</tr>
</tbody>
</table>

- **answered question**: 389
- **skipped question**: 0

- Continuing; I attended WSCC in spring 2013.
- Readmitted; I previously attended WSCC, but I was not here in spring 2013.
- First-time freshmen; fall 2013 is my first semester at any college.
- Transfer; I previously attended another college or university.
- Dual Enrollment; I am currently a high school student.
3. Please mark your age group.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
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<tbody>
<tr>
<td>Under 18</td>
<td>11.8%</td>
<td>46</td>
</tr>
<tr>
<td>18 to 20</td>
<td>57.8%</td>
<td>225</td>
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<tr>
<td>21 to 24</td>
<td>6.4%</td>
<td>25</td>
</tr>
<tr>
<td>25 to 34</td>
<td>10.5%</td>
<td>41</td>
</tr>
<tr>
<td>35 to 44</td>
<td>6.7%</td>
<td>26</td>
</tr>
<tr>
<td>45 to 54</td>
<td>4.6%</td>
<td>18</td>
</tr>
<tr>
<td>55 to 64</td>
<td>1.8%</td>
<td>7</td>
</tr>
<tr>
<td>65+</td>
<td>0.3%</td>
<td>1</td>
</tr>
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</table>

answered question 389
skipped question 0
4. Thinking about your fall 2013 classes, please indicate the format of instruction. (check all that apply)

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<tr>
<th>Answer Options</th>
<th>Response Percent Unduplicated</th>
<th>Response Count Unduplicated</th>
<th>Response Percent Duplicated</th>
<th>Response Count Duplicated</th>
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</thead>
<tbody>
<tr>
<td>Traditional face to face classroom instruction</td>
<td>62.5%</td>
<td>243</td>
<td>85.9%</td>
<td>334</td>
</tr>
<tr>
<td>Online</td>
<td>5.7%</td>
<td>22</td>
<td>19.5%</td>
<td>76</td>
</tr>
<tr>
<td>Hybrid instruction (combination of traditional and online instruction)</td>
<td>6.7%</td>
<td>26</td>
<td>19.5%</td>
<td>76</td>
</tr>
<tr>
<td>Video Streaming</td>
<td>0.0%</td>
<td>0</td>
<td>2.6%</td>
<td>10</td>
</tr>
<tr>
<td>Fast Track (College Express or Learning Express)</td>
<td>0.3%</td>
<td>1</td>
<td>3.3%</td>
<td>13</td>
</tr>
<tr>
<td>Multiple Formats</td>
<td>25%</td>
<td>97</td>
<td>-</td>
<td>-</td>
</tr>
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</table>

answered question 389
skipped question 0
5. Thinking about your fall 2013 classes, where do you take most of your classes?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
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</thead>
<tbody>
<tr>
<td>Morristown Campus</td>
<td>43.2%</td>
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</tr>
<tr>
<td>Sevierville Campus</td>
<td>22.6%</td>
<td>88</td>
</tr>
<tr>
<td>Greeneville Campus</td>
<td>15.2%</td>
<td>59</td>
</tr>
<tr>
<td>Tazewell Campus</td>
<td>7.5%</td>
<td>29</td>
</tr>
<tr>
<td>Online</td>
<td>6.2%</td>
<td>24</td>
</tr>
<tr>
<td>Other</td>
<td>5.4%</td>
<td>21</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>22</td>
</tr>
</tbody>
</table>

answered question 389
skipped question 0

Other open ended responses:

- Cocke County High School (3)
- Seymour High School (3)
- Tusculum but transferring to WSCC
- Newport
- High School
• Cherokee High School (2)
• UCHS
• 2 classes at Cocke County High School
• Jefferson County High School (3)
• None
• I attend the sevierville campus 2 days of the week, and the morristown campus 2 days of the week.
• At my high school
• Gatlinburg-Pittman duel-enrollment
• Grainger High School
• Claiborne County
6. Are you aware that WSCC uses the three following online systems to interact with students? StarNet (WSCC online registration system) StarMail (WSCC official email communication system) eLearn (WSCC electronic course management system)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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<td>Yes</td>
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</tr>
<tr>
<td>No</td>
<td>1.5%</td>
<td>6</td>
</tr>
<tr>
<td>I do not know.</td>
<td>0.0%</td>
<td>0</td>
</tr>
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</table>

answered question 389
skipped question 0
7. Do you check the "Current Student" tab on the ws.edu webpage seeking information?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
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</tr>
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<tbody>
<tr>
<td>Yes</td>
<td>49.6%</td>
<td>193</td>
</tr>
<tr>
<td>No</td>
<td>38.6%</td>
<td>150</td>
</tr>
<tr>
<td>I do not know.</td>
<td>11.8%</td>
<td>46</td>
</tr>
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</table>

answered question 389
skipped question 0
8. Please rate your ability to use the following:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Expert navigator</th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not familiar</th>
<th>I do not use this system.</th>
<th>Response Count</th>
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<tbody>
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<td>142</td>
<td>114</td>
<td>24</td>
<td>14</td>
<td>389</td>
</tr>
<tr>
<td>StarMail</td>
<td>129</td>
<td>152</td>
<td>72</td>
<td>20</td>
<td>16</td>
<td>389</td>
</tr>
<tr>
<td>eLearn</td>
<td>212</td>
<td>148</td>
<td>18</td>
<td>7</td>
<td>4</td>
<td>389</td>
</tr>
</tbody>
</table>

**Answered question** 389

**Skipped question** 0
9. Where do you check for Walters State communication? (check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent Unduplicated</th>
<th>Response Count Unduplicated</th>
<th>Response Percent Duplicated</th>
<th>Response Count Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>0.3%</td>
<td>1</td>
<td>37.8%</td>
<td>147</td>
</tr>
<tr>
<td>StarMail</td>
<td>6.6%</td>
<td>19</td>
<td>64.3%</td>
<td>250</td>
</tr>
<tr>
<td>eLearn</td>
<td>39.8%</td>
<td>115</td>
<td>90.7%</td>
<td>353</td>
</tr>
<tr>
<td>a personal email account</td>
<td>0.3%</td>
<td>1</td>
<td>19.5%</td>
<td>76</td>
</tr>
<tr>
<td>Multiple Formats</td>
<td>87.2%</td>
<td>252</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

answered question: 389
skipped question: 0

Response Percent - Unduplicated

Response Percent - Duplicated
10. Do you experience login difficulty with any Walters State communication sources?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>92.3%</td>
<td>359</td>
</tr>
<tr>
<td>Yes (please specify)</td>
<td>7.7%</td>
<td>30</td>
</tr>
</tbody>
</table>

answered question 389
skipped question 0

Yes (please specify) open ended responses:

- Always says incorrect password
- Always says my password is wrong. I have to put my password in at least 3 times before it will log me in.
- At least once a week, I can't get in without changing my password
- At times, the server is not available for me.
- eLearn
- eLearn & Starnet are almost always down.
- eLearn and airnet
- Elearn and student elections
- Had to download multiple browsers.
- having to change passwords occasionally
• Having to deal with three systems is difficult. It can be hard to keep everything organized.
• I tend to forget my email
• I'm having trouble with the starmail.
• It takes a long time to load at school and at home.
• password wont work sometimes
• Sometimes, my eLearn just won't log in for whatever reason.
• Star net and elearn
• Starmail (3)
• starmail is hard to get on to. There needs to be only one program that is used.
• starmail screen is black on my computer and i have to highlight it to view stuff sometimes
• starnet (3)
• StarNET sometime but not always
• Stuff
• The changing of the passwords can be screwy sometimes
• wheather alert
• wireless internet connection. wont accept my login and password although they are correct
11. Please rate your use of the following sources of Walters State communications.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Daily or multiple times per day</th>
<th>Every 2 to 3 days</th>
<th>Once per week</th>
<th>Every 2 to 4 weeks</th>
<th>Almost never</th>
<th>Do not know</th>
<th>Not applicable</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>66</td>
<td>70</td>
<td>71</td>
<td>100</td>
<td>67</td>
<td>8</td>
<td>7</td>
<td>389</td>
</tr>
<tr>
<td>StarMail</td>
<td>107</td>
<td>90</td>
<td>83</td>
<td>51</td>
<td>48</td>
<td>5</td>
<td>5</td>
<td>389</td>
</tr>
<tr>
<td>eLearn</td>
<td>293</td>
<td>73</td>
<td>8</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>9</td>
<td>389</td>
</tr>
<tr>
<td>Facebook</td>
<td>198</td>
<td>48</td>
<td>20</td>
<td>9</td>
<td>39</td>
<td>8</td>
<td>67</td>
<td>389</td>
</tr>
<tr>
<td>Twitter</td>
<td>100</td>
<td>29</td>
<td>4</td>
<td>10</td>
<td>55</td>
<td>9</td>
<td>182</td>
<td>389</td>
</tr>
<tr>
<td>WSCC webpage</td>
<td>150</td>
<td>75</td>
<td>64</td>
<td>43</td>
<td>34</td>
<td>7</td>
<td>16</td>
<td>389</td>
</tr>
</tbody>
</table>

answered question 389
skipped question 0
12. Rank your preferred methods of receiving Walters State communication with one being the best means of communication and eight as the least preferred method of communication.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>33</td>
<td>56</td>
<td>49</td>
<td>66</td>
<td>50</td>
<td>58</td>
<td>38</td>
<td>39</td>
<td>4.45</td>
<td>389</td>
</tr>
<tr>
<td>StarMail</td>
<td>54</td>
<td>94</td>
<td>77</td>
<td>42</td>
<td>47</td>
<td>27</td>
<td>30</td>
<td>18</td>
<td>3.58</td>
<td>389</td>
</tr>
<tr>
<td>eLearn</td>
<td>184</td>
<td>67</td>
<td>81</td>
<td>17</td>
<td>12</td>
<td>10</td>
<td>7</td>
<td>11</td>
<td>2.28</td>
<td>389</td>
</tr>
<tr>
<td>Personal email</td>
<td>27</td>
<td>64</td>
<td>66</td>
<td>112</td>
<td>47</td>
<td>29</td>
<td>22</td>
<td>22</td>
<td>3.96</td>
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</tr>
<tr>
<td>Text</td>
<td>66</td>
<td>54</td>
<td>51</td>
<td>44</td>
<td>98</td>
<td>38</td>
<td>13</td>
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<td>3.89</td>
<td>389</td>
</tr>
<tr>
<td>Phone</td>
<td>14</td>
<td>29</td>
<td>35</td>
<td>53</td>
<td>47</td>
<td>131</td>
<td>60</td>
<td>20</td>
<td>5.12</td>
<td>389</td>
</tr>
<tr>
<td>Postal mail</td>
<td>7</td>
<td>6</td>
<td>12</td>
<td>26</td>
<td>36</td>
<td>144</td>
<td>111</td>
<td>18</td>
<td>6.47</td>
<td>389</td>
</tr>
<tr>
<td>WSCC website</td>
<td>4</td>
<td>19</td>
<td>18</td>
<td>29</td>
<td>52</td>
<td>49</td>
<td>75</td>
<td>143</td>
<td>6.26</td>
<td>389</td>
</tr>
</tbody>
</table>

answered question 389
skipped question 0
13. Do you link StarMail to your personal email?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>20.3%</td>
<td>79</td>
</tr>
<tr>
<td>No</td>
<td>47.3%</td>
<td>184</td>
</tr>
<tr>
<td>I do not know how, but would like to learn.</td>
<td>27.8%</td>
<td>108</td>
</tr>
<tr>
<td>I do not know how and do not wish to learn.</td>
<td>4.6%</td>
<td>18</td>
</tr>
</tbody>
</table>

answered question: 389
skipped question: 0
14. Do you use your StarNet account to check information regarding: (Select all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration (drop or add classes)</td>
<td>80.7%</td>
<td>314</td>
</tr>
<tr>
<td>Account balance</td>
<td>65.3%</td>
<td>254</td>
</tr>
<tr>
<td>Fee payment deadlines</td>
<td>58.4%</td>
<td>227</td>
</tr>
<tr>
<td>Financial aid information (awards, status, etc.)</td>
<td>73.5%</td>
<td>286</td>
</tr>
<tr>
<td>Final grades</td>
<td>53.5%</td>
<td>208</td>
</tr>
<tr>
<td>Degree evaluation</td>
<td>24.2%</td>
<td>94</td>
</tr>
<tr>
<td>Other</td>
<td>3.6%</td>
<td>14</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

answered question: 389  
skipped question: 0

Other (please specify) open ended responses:
- I do not use StarNet.
- none
- Nothing
• When someone tells me I am required to check it.
• I've really never log on to my "star net". I just use elearn and star mail.
• Federal Work Study
• news
• just the news around campus
• Only when told to use it.
• Do not know how to use star net, have never been on it.
15. Do you see any communication barriers for Walters State students?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>9.5%</td>
<td>37</td>
</tr>
<tr>
<td>No</td>
<td>90.5%</td>
<td>352</td>
</tr>
</tbody>
</table>

answered question: 389
skipped question: 0
16. If you answered yes to question 15, please explain.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>answered question</td>
<td>36</td>
</tr>
<tr>
<td>skipped question</td>
<td>353</td>
</tr>
</tbody>
</table>

- The website is not updated enough, and information is slow getting to the student. And some things that wanted by the school are not clear to the students when using starnet.
- A chat room would be awesome for students that are in the same class. Something that the teacher could read daily and help with.
- It is difficult to find who to speak with when having a problem.
- There had been a couple of incidences where someone was misadvised and had taken classes that didn't pertain to their major. I myself have had problems in the past finding out information that I needed to know in order to schedule classes. I can only compare Walters State to LMU. I went there as a teenager for 2 years and when signing up for classes you never left your advisor until the classes were selected and you were enrolled. There was not gray area where you were expected to "finish" on your own. Many people don't have access to computers or in my case since I am not the computer generation I need assistance navigating the system. I just wish that kind of assistance was offered here.
- Financial aid office is not very helpful. I believe they do as they are told by the ones higher up than they are, but they are at times very rude to students. I feel their job is to assist and at times they make you feel as if you are a bother or burden to them.
- I have been out of school for 20 yrs and found starmail and starnet to be confusing and aggravating. There should be just one account for everything. I have a very busy schedule and having to log in to 2 different sites is not convenient in any way and having all those passwords.
- Not sure.
- The password system is quite unorganized. It's hard to know which password you set for what and which user name is acceptable under which service.
- For first time students, I think there should be one advisor that tells you everything that needs to be done for enrollment instead of going through approximately 10 different teachers/advisors.
- Not everyone checks starmail.
- Some students do not have access to internet because they cannot afford to buy a computer. Some may have registration issues which can hinder students to access the WSCC communications. Some may not have transportation to class/school to access communication. Others may not have a phone. Some may even have access to a computer, but cannot obtain the website due to network malfunction.
- Walter State relies too much on a black or white communication system. Most professors are either almost all in person or almost all online communicators. This brings troubles to students who have trouble with one or another.
- Students here aren't encouraged to express their opinions about subject matter in classes. This is a fundamental flaw within our society rather than this school, however, it would be encouraging to other schools in the nation/world if we're the first school to actually care.
about what the people want and create a place where we all learn from one another of how we could do it better rather than what makes money.

- There are way too many sites and usernames and passwords to remember. I prefer to use only one! The one being elearn.
- The communicaton system works pretty well for most of my classes. The only problem I have had is not all of my teachers respond in a timely manner to email, even though they tell you that this is the best way to reach them. I have had some take over a week to get back to you, and by then it is too late. I also have teachers who have failed to post grades for projects; I have a computer class where the instructor hasn’t yet posted grades for assignments I did over 5 weeks ago. This worries me that he will get behind and forget. If it took me that long to do the assignment I would be failing. I think it should be mandantory that grades be posted within 2 weeks of completing assignments so students know what areas they need to improve upon in a timely manner. Also, using vlab kinda sucks. I wish Walter State computers had Office 365 installed on them instead of having to go thru vlab to access Word, Access, and PowerPoint. Vlab does not always work properly and if you have to rely on it to do a project you may end up turning a project in late if it won't work properly. For the most part, breakdown of communication doesn't happen because of system failures, but student/teacher failures.
- I was never told how to use elearn until the day of my first class.
- I think students shoULd be able to have more face to face communication about problems and homework instead of always online or phone
- The system slows at peak usage times
- I have a very hard time getting ahold of my professors.
- I wish there was just one emailing system instead of two. I really do not prefer getting emailed from elearn. I wish that starmail and elearn emails were connected.
- Financial aid I didn't know about no student loans until after I done went through all the processes and had done sign up for my classes
- Some kids lack the experience in knowing how to work the devices on campus
- It is difficult to be in contact with financial aid office. They do not have email.
- Sometimes; not sure whom to contact about certain problems
- Some teachers do not check elearn mail very often
- I would like to be able to link all of the different communication services and all classes to some sort of calendar to be notified of all my assignments.
- Not sure exactly which department to go to for various things. There needs to be lockers for the students, and it would be nice for there to be (if there isn't) a newspaper for the students to advertise in. There are problems with the assignments given from INFS class. The tutoring office nor the library computers aren't set up for a student to accomplish. Also; the Pearson program, at times, won't let you enter an answer to a computer assignment. I understood, (or mis-understood) when I purchased the Go! Microsoft 2013; that would be all needed for the class. But, yesterday had to 'charge' Office 2013 for the class assignments and having problems getting it loaded!! (cost over $300.00) for this class! And I'm still falling behind on the assignments. All the teachers seem to have assignments due at the same time! And, now, the Pearson program has changed the way the math 801/02.. homework comes through; when it worked fine before!!
- I have tried using starMail or other emailing options provided for me, but I was unable to send messages to my teacher. I'm not quite sure if it was starMail or if it was just the email I was working with, but it is just easier to use my personal email.
- StarMail (I feel) is always slow even on the computer.
- Some students don't have internet readily available off campus.
- Basically just what I mentioned before; three systems. Very confusing.
- Can't figure out how to use star net or e learn. I got a card in the mail on how to set up the email account, which is the only reason I use it. I did not get any help with the other two. I have also visited ws.edu website multiple times. Found it very hard to use. I have figured out most of it now. But still think it is not user friendly.
- star mail, starnet, and e learning should be possibly linked
- Trying to get specific information about your education path is sometimes hard if in general studies or planning to transfer to a non-traditional school.
- No Walters States communication is just fine.
- When you have an email from eLearn, you do not have any direct notifications. It would be ideal to link either a phone (via text message) or a personal email to elearn, to have direct notifications.
17. Do you have suggestions to improve Walters State communications regarding student services information (financial aid, registration, deadlines, fee payments, etc.)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>answered question</td>
<td>131</td>
</tr>
<tr>
<td>skipped question</td>
<td>258</td>
</tr>
</tbody>
</table>

- allow student to use the printers without bringing paper.
- any student parking close to the math building is crowded
- As a new student, and an older one!, I found it upsetting that the required textbooks for my class did not come in until about a month into the semester. However, the professor was awesome and did not skip a beat jumping into something that we did have books for that was equally as important.
- be more polite on the phone and try to really help the students
- Better contact about required files for registration and requirements for starting the semester, registering for classes, deadlines, etc.
- Contacting the students directly in some cases such as registration would be very helpful.
- Do not make students change their password every 60 days. It would be easier to remember to only change the password at the end of each semester.
- Everything is so easy to use and very organized. Very happy with the websites!
- Everything works the way I would hope that it works.
- Financial Aid could communicate more effectively and answer questions, rather than shuffle people back and forth between departments
- Find a way to let the students know more clearly if they have been selected for verification.
- Flyers, advertisements on paper, posters--anything on paper would be nice so it can remind people not only on the internet but to have it in writing.
- Get information to the people faster, and make it clear what is exactly needed
- getting full refunds to students faster so they can get books sooner
- Have more assemblies.
- I am pleased with the systems
- I believe there should be an hour class on how to use elearn, before the students first semester so they are prepared.
- I do not have any suggestions to improve Walters State communication, the services provided are very helpful.
- I do not like that I have to check eLearn and StarMail separately.
- I don't have any at this time.
- I feel that the Financial Aid office does not do a good job of informing students on fee payments. When I do have a question, I go in to ask and they make me feel stupid for even asking a question.
- I think mail through the post office should still be used and One email account with the school for all the emails would be great instead of two or use the students personal home email to mail financial stuff to.
• I think the communication system in use (StarNet, StarMail, and ELearn) is great! It's almost like it give you three attempts to receive a message, and if a student is too lazy to check one of those then that just reflect bad on them!

• I think the fee deadlines and financial aid criteria should be easier to find.

• I understand that in order to attend classes for the current semester money must be paid. I myself have to pay everything out of pocket. I am currently a full time student with no job who was denied financial aid of any sort. My monthly payments are $416.00 a month and that is always a problem. If there were any way to extend the payment plan that would help a ton, because at the start of classes other students in my possession and myself must also pay for books and materials also all out of pocket.

• I would like to be able to link all of the different communication services and classes to some sort of calendar to be notified of all my assignments.

• I would suggest further financial aid resources; for example, tell us (as in the student body) ways to expand upon and further the use of the financial aid that we receive. Also, I would suggest a larger scale of notification for ways to attain more financial aid. Scholarships are everywhere, and we as a student body need to be aware of that.

• "I believe that it should be more consolidated. As it stands I am required to check StarMail, eLearn, and my personal e-mail in order to be sure I have no important information waiting for me. Having multiple sources is okay, assuming they involve different means of communicating, but it is pointless otherwise.

• It's like classifying "hot" and "cold" as two completely different things, when they are both applied the same way, to measure "temperature."

• I'd like that more information be offered regarding scholarships.

• Include a way to combine the emails and notifications on eLearn to a personal email.

• Inservice for those working with the public—how to better explain to students when they questions regarding their financial aid

• It is very hard to talk to financial aid when it is completely automated.

• It took me awhile to get the verification process done and there was continually different papers that I had to turn in or fill out again. It was very annoying and it made it very difficult to properly prepare for my upcoming classes.

• It would be a lot easier if it was all linked to one account.

• It would be nice to have some sort of alert on eLearn for information when it is needed.

• Just make sure we get an email or start sending a text saying, "Hey check up on your fee payments, etc." because those are very important things to know about.

• Let people know about things ahead of time

• Let us use our personal e-mail, not an email given to us.

• Mail information on how to use the on line services. I can only look at one class at a time on the ws.edu website. When I go to look at another class it says the request has already been received. I have to sign out, log back in again to view the details of each class, often to find out it is not even available at the campus of my choice. Very time consuming, and aggravating.

• Make an option with eLearn for students to be able to sign up for email alerts that will send them extra reminders a few days before their assignments are due.

• make it more clear ... it is confusing at times

• Make more clear what is needed to complete financial aid requirements, make it more clear what financial aid opportunities are available, offer more online business classes, post summer classes when spring classes are posted for registration to help set up a degree completion plan, and process met financial aid requirements faster.
• More information on financial available needs to be made such as other grants and student loans
• Most of the communication problems I have come from my high school rather than Walter State. The only issue I have ever had with Walter State was figuring out which books I needed for my classes.
• My registration process was very smooth and WSCC gave me all the information I needed to know!
• No, none or n/a (38)
• No everything is pretty straight forward the students just have to remember to check everything on a regular basis.
• No I do not.
• No I like the way it is setup now.
• NO I think Walters State has a good plan for communications.
• no its awesome
• no suggestions.
• No, everything is great with Walters State communication.
• No, I am okay with things the way they are.
• No, I find all communications easy to use, and find it very helpful.
• No. I think everything is satisfactory.
• No. I think it works good the way it is.
• non that I can think of
• none at all, everything is fine in my eyes.
• none at the moment.
• none at this time they seem to communicate okay for me
• not at this time
• Not letting the them be down as often,
• Not really, just one big problem I would like to see fixed. When I'm walking around the campus there's usually people smoking up a storm and I myself am not a smoker. I do not enjoy smelling that, and having to inhale that nasty stuff on my way to my car and classes is just plain gross. If you could please help with this; I think most of the other none smoking students would appreciate this as well.
• Not sure if this is already in service, but the WS app is really handy and if you could access your eLearn account through the app it would be more convieniant. also if the app had an alert system to show when you had an email, or needed to trend to status business for enrollment etc.
• Offer more resources for finanncial aid
• on point.
• On the email function, Scholarship opportunities should be sent to the students.
• One on one discussions that are not time restricted, where the student is not rushed and the entire process of applying, enrolling for certain classes or financial aid could be completed in full in one sitting.
• Perhaps a reminder would improve communications for such things.
• Send emails through things beside starmail.
• Send out texts regarding personal student accounts
• Set up a text alert system other than SET for information like financial aid, registration, etc.
• Starnet feels kind of like a maze. If the navigation could be simplified (for example, maybe have a list of links under each heading on the main StarNET page, instead of the current version where each heading is a link leading to more links) I think that would help a lot. Clearer info about how to deal with enrollment, registration, and financial aid would also be useful for newbies like me.
• Students should all know how to connect starmail to their own email. Also, communicate with students through phone.
• Teachers could help with learning how to use dropbox and what they want from their class
• Text messages (2)
• Text messages about what is going on would be kinda cool in my opinion or alerts/due dates for anything.
• Text messages would be the most efficient way to do it or postal mail
• Texts and elearn. That’s it.
• The entire system is too complicated. It took me an hour just to see what money I owed, and still couldn’t tell what all my scholarships were paying.
• The website seems not to be professional like another colleges.
• The workers in the financial aid office act as if they hate their jobs and aren’t often prone to helping students understand the actual process.
• There should be a student success center, like the one at morristown, on every campus. They were extremely helpful!
• They should have a meeting too help with the FAFSA.
• Use eLearn as the location for upcoming student news. That would be nice so you don't have to check the ws.edu page for those updates.
• Use personal E-Mails more and Text Messaging
• Use text messaging more often since I am constantly on my phone.
• Use texting as a communicator
• Well I feel like many people really aren't that enthusiastic at first which makes it discouraging to first time applicants. For example this was my first semester attending Walter State and when I was registering I basically had to figure out what to do. I mean a list or something would’ve helped; I’m not complaining but a list would have been nice. Oh and one of the reasons it was harder for me is because I've been out of school for five years and I didn't know where to start, so the whole process was discouraging.
• would be helpful to know more concerning the 'FASA" before hand. Upon registering; to have someone ‘walk through' coming to college for first timers
• WSCC has a great way of communicating but although I wish everything was located in same area, instead of two or three things to log in.
• Yes; it would be nice to have had someone go step by step as to enrolling in college for the first time. I did not know there would of been a 'book allowance'; until it was too late. The parking areas specify certain areas for student; yet there isn't aple parking that students have no choice but to park in 'Visitor/Faculty' areas..I’ve been tempted to do so. I arrive at least an hour ealy just to have a close parking space; if there were lockers to leave our books..it wouldn't mater so much!! I did not know exactly what classes to take when I enrolled. I told the 'advisor' i just wanted to learn more about computers..and I'm learning programs but not the computer itself..so; better explaining as to the classes. Also; students on financial aide taking classes that homeowrk /assignments over the computer, should not be held accountable for failing when the library nor tutuoring office computers are not 'updated' to accomplish the homework.
• Add frequent messaging
• Although this is my first semester here at WSCC I have truly enjoyed the classes I am taking and how much I have already learned!
• As a first time student with WSCC, I am enjoying my learning experience. The professors are knowledgeable and informative. I like the smaller classes which allows for more interaction with the professors. I hate that next year I will be attending a four year college and will miss the accessibility WSCC provides for their students.
• Call and text students more often about news, updates, and information.
• Good college.
• great college!
• Hello :)
• I absolutely love how Walter State feels like high school but more freedom!
• i am glad i chose to come to Walters state first than any other college.
• I am pleased with the overall means of communication that WSCC uses.
• I am very pleased with the way I receive information from Walters State and do not have any suggestions for improvement.
• I believe Walters State Community College has great sources for students to communicate.
• i enjoy school and my classes are great.
• I felt really uncomfortable coming back to school. Everyone on staff, for the most part, have been helpful making me feel comfortable in a vast amount of ways.
• I have absolutely no critiques about WSCC, only praises. I am currently take General Psychology under [REDACTED] as a dual enrollment class. [REDACTED] has been an amazing professor so far and is always quick to help if my classmates and/or I have a problem or concern. Thanks to him, I am considering going to WSCC after high school.
• I have found Walters State a very great school. It has great ways to find out the things I need to know and if I need help I can get it very easily. Walters State also has a verry effective way of getting in touch with its students in many ways.
• I have never had so much trouble getting information from my school. It is not clear what you want in the active messages and this makes it stressful on the student.
• I like being at Walter state better than any school ive been with..
• I love the Tazewell Campus. It is close to home and my teachers are awesome. The facility is always clean and very courteous. Please continue to offer classes here. It cuts a commute that would be over an hour for me down to a thirty minute drive.
• I love Walter State!
I really enjoy being able to take online classes because I live so far from a campus but it is very hard to take them because of Elearn problems and not being able to communicate with professors due to them not emailing/calling back when I need help in the class.

I really love attending this college. I look forward to the classroom experience. I could not ask for better instructors. Thank everyone involved for this blessing!!!

I think it's great thatWSCC takes the time to ask the opinion of their students.

I thoroughly enjoy my classes :)

I was extremely nervous when I first started, but would like to take this opportunity to let the staff and faculty of WSCC know that from day 1 I felt at home. Everyone was polite, helpful and never treated like "that poor little lost lady" :) Thanks for the positive attitudes and atmosphere, it has made my experience a much smoother sail and am encouraging others to start.

I wish the My IT Lab computer class was more like the My Math Lab Math class. The math lab works beautifully and is so helpful!

I would like to be able to link all of the different communication services and classes to some sort of calendar to be notified of all my assignments.

If I could help improve anything it would be to set the book store up in a way of knowing what was left of the financial aid and scholarships. When I attended college in Florida, they had everything set in the computer that would allow students to have their classes paid for in full and with in only a few minutes had a balance for the students account. It allowed them to go to the book store and use their social security number and photo ID or student ID with a picture on it to look up their account. They could get their books and supplies with the remaining balance of their account. It helped them to stay up to date with what they had available.

If the class doesn't say mainly online use then it shouldn't be mainly online as in reading classes.

It would be nice if you had an orientation to show new students how to use your internet sites, especially since you do most things on line. This is probably not necessary for the younger generation. But for old folks that didn't grow up with computers this is a definite disability, and would make getting an education much easier.

Love online course option for dual enrollment!

love WSCC

N/A, no, or none (7)

Pretty good college and people here have good attitudes.

sugar is 5 cents a packet in cafferteria...seriosly?? what did tuition go for if it can't even afford me a pack of suger???

Surveys like these seem to greatly beneficial; I suggest more of them.

Thank you for the survey!

Thank you!

the homework ratio is very unfair to students who have jobs, or any other activities besides school. there just isn't enough time in the day, and even on breaks to pay for college and be proficient in it

The staff at Walters State has been extremely helpful and supportive. I am really enjoying the atmosphere and the welcoming attitudes from everyone there.

There also needs to be trash cans where-ever there are ash trays! And the ash trays need be emptied more often..esp certain ones..such as the (circle/back) entrance of the Humanities building..There may be other, but this one is has been fullest of those around campus.

There are some parts on the main website and elearn that are difficult to navigate. I am, by no means inept with a computer, but I still sometimes find it hard to find certain areas.
• There should be more student parking lots
• to make it easier to go from starmail back to home page or go to elearn from starmail
• Walter state does an outstanding job on every level.....supporting the students, being available...etc...bravo
• wscc start the staffotd loan again
Respondents who indicated that Fall 2013 was not their first semester at Walters State
1. How long have you been a student at Walters State?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is my first semester.</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>This is my second semester.</td>
<td>16.7%</td>
<td>112</td>
</tr>
<tr>
<td>This is my third semester.</td>
<td>36.5%</td>
<td>244</td>
</tr>
<tr>
<td>I have attended four or more semesters.</td>
<td>46.8%</td>
<td>313</td>
</tr>
</tbody>
</table>

answered question: 669
skipped question: 0
2. **What was your student status as of fall 2013?**

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuing; I attended WSCC in spring 2013.</td>
<td>78.6%</td>
<td>526</td>
</tr>
<tr>
<td>Readmitted; I previously attended WSCC, but I was not here in spring 2013.</td>
<td>15.1%</td>
<td>101</td>
</tr>
<tr>
<td>First-time freshmen; fall 2013 is my first semester at any college.</td>
<td>1.0%</td>
<td>7</td>
</tr>
<tr>
<td>Transfer; I previously attended another college or university.</td>
<td>2.2%</td>
<td>15</td>
</tr>
<tr>
<td>Dual Enrollment; I am currently a high school student.</td>
<td>3.0%</td>
<td>20</td>
</tr>
</tbody>
</table>

*answered question 669*

*skipped question 0*
3. Please mark your age group.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under 18</td>
<td>2.5%</td>
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</tr>
<tr>
<td>18 to 20</td>
<td>34.0%</td>
<td>227</td>
</tr>
<tr>
<td>21 to 24</td>
<td>18.9%</td>
<td>126</td>
</tr>
<tr>
<td>25 to 34</td>
<td>23.8%</td>
<td>159</td>
</tr>
<tr>
<td>35 to 44</td>
<td>13.8%</td>
<td>92</td>
</tr>
<tr>
<td>45 to 54</td>
<td>5.5%</td>
<td>37</td>
</tr>
<tr>
<td>55 to 64</td>
<td>1.3%</td>
<td>9</td>
</tr>
<tr>
<td>65+</td>
<td>0.0%</td>
<td>0</td>
</tr>
</tbody>
</table>

answered question 667
skipped question 2
4. Thinking about your fall 2013 classes, please indicate the format of instruction. (check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent Unduplicated</th>
<th>Response Count Unduplicated</th>
<th>Response Percent Duplicated</th>
<th>Response Count Duplicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional face to face classroom instruction</td>
<td>47.1%</td>
<td>315</td>
<td>85.1%</td>
<td>569</td>
</tr>
<tr>
<td>Online</td>
<td>6.3%</td>
<td>42</td>
<td>33.6%</td>
<td>225</td>
</tr>
<tr>
<td>Hybrid instruction (combination of traditional and online instruction)</td>
<td>4.6%</td>
<td>31</td>
<td>17.8%</td>
<td>119</td>
</tr>
<tr>
<td>Video Streaming</td>
<td>1.0%</td>
<td>7</td>
<td>9.7%</td>
<td>65</td>
</tr>
<tr>
<td>Fast Track (College Express or Learning Express)</td>
<td>0.7%</td>
<td>5</td>
<td>4.0%</td>
<td>27</td>
</tr>
<tr>
<td>Multiple Formats</td>
<td>40.2%</td>
<td>269</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

answered question 669  
skipped question 0

**Percent Response - Unduplicated**

- Traditional face to face classroom instruction: 47.1%
- Online: 6.3%
- Hybrid instruction (combination of traditional and online instruction): 4.6%
- Video Streaming: 1.0%
- Fast Track (College Express or Learning Express): 0.7%
- Multiple Formats: 40.2%

**Percent Response - Duplicated**

- Traditional face to face classroom instruction: 85.1%
- Online: 33.6%
- Hybrid instruction (combination of traditional and online instruction): 17.8%
- Video Streaming: 9.7%
- Fast Track (College Express or Learning Express): 4.0%
5. Thinking about your fall 2013 classes, where do you take most of your classes?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morristown Campus</td>
<td>55.6%</td>
<td>372</td>
</tr>
<tr>
<td>Sevierville Campus</td>
<td>14.2%</td>
<td>95</td>
</tr>
<tr>
<td>Greeneville Campus</td>
<td>13.8%</td>
<td>92</td>
</tr>
<tr>
<td>Tazewell Campus</td>
<td>6.6%</td>
<td>44</td>
</tr>
<tr>
<td>Online</td>
<td>8.4%</td>
<td>56</td>
</tr>
<tr>
<td>Other</td>
<td>1.5%</td>
<td>10</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>11</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0

Other open ended responses:

- And morristown campus (2)
- Cocke County High School (vocational building)
- Cherokee High School (3)
- Volunteer High School (Dual Enrollment)
- Cocke County High School (2)
- Claiborne Campus
- Gatlinburg-Pittman High School
6. Are you aware thatWSCC uses the three following online systems to interact with students? StarNet (WSCC online registration system) StarMail (WSCC official email communication system) eLearn (WSCC electronic course management system)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>98.8%</td>
<td>661</td>
</tr>
<tr>
<td>No</td>
<td>0.6%</td>
<td>4</td>
</tr>
<tr>
<td>I do not know.</td>
<td>0.6%</td>
<td>4</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0
7. Do you check the "Current Student" tab on the ws.edu webpage seeking information?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>47.5%</td>
<td>318</td>
</tr>
<tr>
<td>No</td>
<td>43.6%</td>
<td>292</td>
</tr>
<tr>
<td>I do not know.</td>
<td>8.8%</td>
<td>59</td>
</tr>
</tbody>
</table>

- **answered question**: 669
- **skipped question**: 0

![Pie Chart](https://via.placeholder.com/150)
8. Please rate your ability to use the following:

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Expert navigator</th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not familiar</th>
<th>I do not use this system.</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>266</td>
<td>298</td>
<td>95</td>
<td>7</td>
<td>3</td>
<td>669</td>
</tr>
<tr>
<td>StarMail</td>
<td>264</td>
<td>239</td>
<td>124</td>
<td>19</td>
<td>23</td>
<td>669</td>
</tr>
<tr>
<td>eLearn</td>
<td>488</td>
<td>163</td>
<td>14</td>
<td>1</td>
<td>3</td>
<td>669</td>
</tr>
</tbody>
</table>

answered question 669  
skipped question 0
9. Where do you check for Walters State communication? (check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unduplicated</td>
<td>Duplicated</td>
<td>Unduplicated</td>
<td>Duplicated</td>
</tr>
<tr>
<td>StarNet</td>
<td>0.3%</td>
<td>46.0%</td>
<td>2</td>
<td>308</td>
</tr>
<tr>
<td>StarMail</td>
<td>3.3%</td>
<td>62.8%</td>
<td>22</td>
<td>420</td>
</tr>
<tr>
<td>eLearn</td>
<td>25.3%</td>
<td>95.5%</td>
<td>169</td>
<td>639</td>
</tr>
<tr>
<td>a personal email account</td>
<td>0.4%</td>
<td>20.5%</td>
<td>3</td>
<td>137</td>
</tr>
<tr>
<td>Multiple Formats</td>
<td>70.7%</td>
<td>-</td>
<td>473</td>
<td>-</td>
</tr>
</tbody>
</table>

**answered question** 669  
**skipped question** 0
10. Do you experience login difficulty with any Walters State communication sources?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>92.1%</td>
<td>616</td>
</tr>
<tr>
<td>Yes (please specify)</td>
<td>7.9%</td>
<td>53</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0

Yes (please specify) open ended responses:

- elarn messes up a lot
- eLearn
- Elearn at times and Starmail is very slow
- Elearn seams to act up a lot, especially on campus
- Electronics lab. Very time consuming and repetitive.
- have not been able to use the wifi at Greeneville campus
- I can't setup an exchange or imap account for my elearn email address
- I don't actually experience any difficulty. However, it would be nice if Elearn and Starnet were more streamlined together. It would be nice to be able to sign in one, and be logged into both.
- I get locked out of my account often
• I hate the vlab interface. I hate the whole logging on a computer three times to be able to view class notes, power points, and to preview a paper I am trying to send. With all the money from the tech fees, looks like it could be made easier
• I have had trouble accessing e-Learn a couple of times.
• I have had trouble logging into starmail a couple of times, but the staff at the trouble shooting department cleared it up immediently.
• I have Internet Explorer 10, does not work well with elearn
• It's difficult to remember three different logins. I have the most difficulty with StarNet.
• Many times the systems are down
• Math Lab
• My e-learn somtimes doesnt cooperate well
• Only when I forget my password.
• rarely this year but last year elearn was down often
• sometime cant connect on the first try
• Sometimes (4)
• sometimes a new password will timeout without notice
• Sometimes eLearn
• sometimes eLearn is down
• Sometimes I can't login at all
• sometimes on campus it will not always recognize my login on some computers in the nursing computer lab
• Sometimes one or the other wont allow login
• Sometimes the system will not let me log in
• sometimes with elearn
• StarMail (6)
• starmail gives me difficulty usually but i usually get it fixed
• Starmail is a joke
• Starmail, I have dial-up so I can't access it
• StarMail. I tend to forget my password.
• StarNet (2)
• starnet is constantly having trouble or is unavailable and so is elearn
• StarNet is very difficult to navigate
• starnet the pass word is different and i do not use it as much as the others so i forget it and when i ask for my question it will not take the answer. i have worked at the same place for the past 22 years so my answer has not changed
• the walters state app
• very rarely
• when I try to login with my personal laptop while on campus
• when it is near time to change passwords
• when you have to change passwords
• Yes I have in the past, I've always been directed when I've called the help desk.
11. Please rate your use of the following sources of Walters State communications.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Daily or multiple times per day</th>
<th>Every 2 to 3 days</th>
<th>Once per week</th>
<th>Every 2 to 4 weeks</th>
<th>Almost never</th>
<th>Do not know</th>
<th>Not applicable</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>35</td>
<td>92</td>
<td>143</td>
<td>271</td>
<td>119</td>
<td>6</td>
<td>3</td>
<td>669</td>
</tr>
<tr>
<td>StarMail</td>
<td>77</td>
<td>153</td>
<td>143</td>
<td>120</td>
<td>162</td>
<td>3</td>
<td>11</td>
<td>669</td>
</tr>
<tr>
<td>eLearn</td>
<td>521</td>
<td>114</td>
<td>23</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>669</td>
</tr>
<tr>
<td>Facebook</td>
<td>358</td>
<td>83</td>
<td>35</td>
<td>21</td>
<td>68</td>
<td>5</td>
<td>99</td>
<td>669</td>
</tr>
<tr>
<td>Twitter</td>
<td>113</td>
<td>39</td>
<td>16</td>
<td>21</td>
<td>148</td>
<td>9</td>
<td>323</td>
<td>669</td>
</tr>
<tr>
<td>WSCC webpage</td>
<td>212</td>
<td>157</td>
<td>112</td>
<td>100</td>
<td>66</td>
<td>7</td>
<td>15</td>
<td>669</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0
12. Rank your preferred methods of receiving Walters State communication with one being the best means of communication and eight as the least preferred method of communication.

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
<td>23</td>
<td>94</td>
<td>114</td>
<td>78</td>
<td>111</td>
<td>93</td>
<td>93</td>
<td>63</td>
<td>4.68</td>
<td>669</td>
</tr>
<tr>
<td>StarMail</td>
<td>57</td>
<td>121</td>
<td>120</td>
<td>84</td>
<td>70</td>
<td>70</td>
<td>64</td>
<td>83</td>
<td>4.30</td>
<td>669</td>
</tr>
<tr>
<td>eLearn</td>
<td>370</td>
<td>133</td>
<td>85</td>
<td>37</td>
<td>19</td>
<td>7</td>
<td>8</td>
<td>10</td>
<td>1.96</td>
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</tr>
<tr>
<td>Personal email</td>
<td>61</td>
<td>97</td>
<td>122</td>
<td>156</td>
<td>77</td>
<td>69</td>
<td>47</td>
<td>40</td>
<td>4.03</td>
<td>669</td>
</tr>
<tr>
<td>Text</td>
<td>123</td>
<td>110</td>
<td>99</td>
<td>89</td>
<td>128</td>
<td>55</td>
<td>39</td>
<td>26</td>
<td>3.66</td>
<td>669</td>
</tr>
<tr>
<td>Phone</td>
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<td>89</td>
<td>180</td>
<td>114</td>
<td>69</td>
<td>5.28</td>
<td>669</td>
</tr>
<tr>
<td>Postal mail</td>
<td>10</td>
<td>14</td>
<td>23</td>
<td>47</td>
<td>90</td>
<td>86</td>
<td>185</td>
<td>214</td>
<td>6.38</td>
<td>669</td>
</tr>
<tr>
<td>WSCC website</td>
<td>11</td>
<td>46</td>
<td>48</td>
<td>87</td>
<td>85</td>
<td>109</td>
<td>119</td>
<td>164</td>
<td>5.71</td>
<td>669</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0
13. Do you link StarMail to your personal email?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>23.6%</td>
<td>158</td>
</tr>
<tr>
<td>No</td>
<td>40.2%</td>
<td>269</td>
</tr>
<tr>
<td>I do not know how, but would like to learn.</td>
<td>32.0%</td>
<td>214</td>
</tr>
<tr>
<td>I do not know how and do not wish to learn.</td>
<td>4.2%</td>
<td>28</td>
</tr>
</tbody>
</table>

answered question 669
skipped question 0
14. Do you use your StarNet account to check information regarding: (Select all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration (drop or add classes)</td>
<td>93.1%</td>
<td>623</td>
</tr>
<tr>
<td>Account balance</td>
<td>83.0%</td>
<td>555</td>
</tr>
<tr>
<td>Fee payment deadlines</td>
<td>69.5%</td>
<td>465</td>
</tr>
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<tr>
<td>Final grades</td>
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<td>612</td>
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<tr>
<td>Degree evaluation</td>
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<td>345</td>
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<tr>
<td>Other</td>
<td>2.4%</td>
<td>16</td>
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Answered question: 669

Skipped question: 0

Other (please specify) open ended responses:

- Appeal status (however, it is very confusing to get to and this semester, I was almost late in getting my information in because they had messaged me in such an odd place and somewhere I would never have thought to look.
- classroom numbers, schedules, and times
- never uses
- transcripts
• I am not sure how to use this surveys, schedule,
• Holds (2)
• Schedule
• For updates on WS system
• all
15. Do you see any communication barriers for Walters State students?

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answered question 669
skipped question 0
16. If you answered yes to question 15, please explain.

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- A lot of times, like the teachers now, they want to only use starmail, which means I have to use my personal e-mail to contact them.
- As I said before, StarNet is difficult to navigate. There is no way to know if you have messages unless you just go check every day and that can lead to other problems.
- Different campus offices appear to have different responses and willingness to help students.
- Do not notice information about clubs and how to get involved within Walter State functions. Volunteering and or working opportunities.
- elearn mail is not recommended by instructors because of ongoing issues with lost emails.
- eLearn sometimes runs extremely slow.
- Email addresses for faculty are difficult to find if you are not taking one of their classes. For example, I need to get in touch with [redacted], but his Walters State email address is not easily accessible from the faculty list on the website.
- Every time I try to get any information when I call walter state I feel like I just keep getting handed to the next person instead of getting an answer or help. It is difficult to get answers sometimes, and I get told different things like there is lack of communication between wssc employees in office. Also, there has been several times I have called and left messages and never got a call back.
- Financial aid dept is horrible. They do not communicate regularly and are very unfriendly face to face.
- Financial aid information is difficult to get. No emails are sent to confirm receipt or aid status or changes to recent appeals etc.
- Financial Aid is horrible!! You can only talk to a person that doesn't even know what is going on. I had tax papers lost that I had to resubmit, multiple wrong answers to questions from several different office workers regarding my financial aid status. This department needs a serious overhaul. I have actually recommended other colleges in order to avoid WSCC financial aid department. This is not my first college financial aid department I have had to deal with; but definitely the most unorganized. Students need to be able speak directly to one case worker, or processor, when problems occur to avoid the mass confusion I have had to deal with. I find it utterly insane that we can not speak to someone that knows what is going on. Ridiculous!
- Hard to get in touch with certain departments, example: when calling financial aid, I am usually on hold for 15+ minutes.
- I do not want the school contacting me only thru the Internet. I live in a very rural area and do not have reliable Internet. I have to drive 20 - 30 mins just to check my email.
- I feel like there are some teachers who do not use the online networks to communicate with their students frequently. One teacher in particular, has never posted anything online.
- I find some instructors do not use elearn email to communicate with students and I find that route easiest for myself since I have a busy schedule rather than looking up their other email.
I have had great difficulty in the past with figuring out information about financial aid and specific requirements. I seem to always be "Passed" on to someone else.

I have tried contacting people who have control over certain academic aspects and I either don't get a return call or get their secretary.

I never check my wsemail, I would like to have all the messages in my elearn main page, as soon as I sign in I want to see them, one place for all the info we need. Thank you.

I think students sometimes have problems reaching teacher because some teacher do not check elearn email but once or twice a week also some teachers do not call students back if they leave a message.

I think there should be more communication with financial aid. I like that they opened up a new office at the Sevierville campus, but I am not familiar with how to set up appointments or when it is acceptable to do so.

I would prefer StarMail and eLearn emails to be linked.

IF Walter State servers are down then so is eLearn, Starmail, and Starnet.

Important messages from instructors for students regarding assignments or class cancellations should be sent as a form that will be immediately received. Many students do not check their eLearn emails frequently enough to receive this information.

It is difficult to email personal emails from eLearn. Sometimes it is necessary but it will not let me.

It is not ideal to have two separate logins and passwords. It gets confusing to remember which login goes to which site.

It would be nice if all e-Learn communication could be routed through a source outside of e-Learn. One of my professors has his WSCC e-mail linked to his e-Learn e-mail and, when he responds to my messages sent from e-Learn that he received on his WSCC account, I do not receive his replies. I think all e-mail should be routed through student Starmail and faculty e-mail accounts.

It would be nice to have some sort of signal when a new email appears in eLearn instead of checking it, then within the next hour a new email shows up, however, I am not aware of it until I get to the next day.

It's hard for WS to contact students efficiently, you really have to be looking for it when WS puts the word out.

I've lost scholarships due to miscommunication in the financial aid department. Also there is no personal communication or specific emails sent to a person if they are in trouble and the emails are too hard to understand. They are mass emails to all and very vague.

Many times when emailing a professor, they either take a very long time to reply or do not reply at all, so some professors you can only reach face-to-face after or before class.

More help needed for people who are entering college after being out of school for a long period of time. Better advising, to explain in detail certain aspects of classes. Maybe meet with an advisor about through the semester to answer any questions that you don't know the answers to or don't know where to find the answers.

Most teachers do not use eLearn and Starnet as much as other teachers do. With 4 or 5 different ways to send you information it makes it difficult to figure out what needs to be done when everything is in a different location.

Most WSCC staff are helpful, informative, and easy to work with. However, there are a few that makes students not want to go that person or persons for information. I have spoken with a few of these people on several occasions. I have left feeling "stupid" or as if I were interrupting
Their faces seem to forget to tell those they are speaking with they are there to help or want to help. In other words, they do not smile and seem not to want to be where they are.

- N/A (5)
- Need to be able to use Internet Explorer 10 better with E-learn, a lot of students have new computers and have Internet Explorer 10
- No Money for their Classes, Walters State charging for breathing, Money problems.
- not enough in formation posted in e-learn
- Oftentimes, information is sent through only one medium of communication. StarMail is neither convenient for me nor is it often used, but sometimes I end up missing important information because the only way someone tries to contact me is though StarMail.
- Put all the fees out upfront
- send and forget by email regarding money issues is not a dependable means of communication.
- Since most teachers like to use elearn email, it needs to be easier to setup exchange or imap on that email account.
- Some teachers try to impress you with their level of knowledge and make things much tougher than they need to be. For example, over 100 pages of notes only utilizing 25-30% of the information on them? That's overkill and extremely frustrating for me as a student.
- Sometimes elearn is down, and we can't get our material for class.
- Sometimes the systems do not communicate with other systems, therefore; causing a lag in the most current information being accessible.
- StarMail is a very clunky service and not user friendly. I NEVER check StarMail, and most students I've talked to don't either. This is an issue since some important notices are sent via StarMail and no other means. Ipad connectivity is also an issue. Being kicked out of eLearn on the Ipads during the middle of taking a quiz or test is more than annoying. This seems to be an ongoing problem, having talked to students and instructors.
- Starmail seems to be nothing but informing about "system is down" then "system is up". Haven't checked starmail all semester.
- Students who do not have internet at home and can only check their elearn or starmail when they are on campus.
- the fact that the starnet and starmail pass words are not the same is a stumbling block for me. i have to have it reset just about 1 or 2 times a semester. bothersome for me.
- The home website, as well as starnet are sorta hard to navigate until you get the hang of them, I think that can be a major down-fall until you figure them out. Sometimes you really have to search hard for the information you are looking for on the WS.edu website.
- The office staff in Sevierville is extremely rude and unhelpful most every time you ask them anything. You almost want to go all the way to Morristown to speak with anyone! Your online communication is good though!
- The only real issues I've ran into is in dealing with the StarNet website. It's navigation is confusing, the way everything is worded is confusing. It's not very user friendly, even for experienced internet users, such as myself. Also, while ELearn is nice, it's not usable outside of Walters State. If there was a mail system that could communicate externally (to outsiders) and still able to get more personable information regarding classes that was networked with the teachers the way that ELearn is setup, that would be the best. Essentially, if you were able to take Starmail and combine it with ELearn, that would be a step in the right direction. Instead of having to worry about both, you'd only have to check the 1 email.
• The three main platforms of elearn, starmail, and starnet should be able to navigate one to the other without having to sign in and out of each one. It’s a pain having to leave one to get information from another you need for the first one.

• the way the WSCC text alerts are set up you have to be able to receive a call on the number that is provided to receive the text at, however some student / staff like myself use an app for texting rather than text through their carrier, which makes it impossible to text. Also Wi-Fi needs to be stronger at the Greenville campus.

• three systems is hard to keep up with.

• too many websites for different information.

• Walters State should have Star Mail or Star Net. One password for all contact with Walters State. Think of how many Companies that You contact with usernames and passwords most people have a list, now multiply that list by three. The school has e-learn, starnet, starmail then there is Elsevier, Math lab and probably more. Math Lab was very problematic most of the time I could not log on, I finally switched to another internet provider.

• When asking questions about registration status etc. I get told multiple different answers leading me to be confused and lost for what to do.

• When trying to register fir school I can never get the information I need in 1 phone call or 1 trip to the school. I have always had problems getting registered because of multiple different reasons including different people telling me I need different things.

• When you try to talk to someone about a hold or a requirement it always seems like they do not know the procedures. Also, when you try to talk to a counselor they seem sort of rude if you don't really know the steps. Also, I am a disabled veteran and because of the fact I am not over the percentage requirement the Veteran person at Walter State did not want to help me out.

• You should be able to log in once for all services (StarNet, ELearn, and StarMail).
17. **Do you have suggestions to improve Walters State communications regarding student services information (financial aid, registration, deadlines, fee payments, etc.)**

<table>
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<th>Response Count</th>
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<td>250</td>
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<td>419</td>
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- I think information should be posted in personal e-learn or star-mail accounts. I know I do not always read the info posted on starnet because I have so much to do with e-learn and star-mail, but I have missed info I would have liked to have had because of it. I have too much home work and too little time to spend it all browsing the starnet and WS web page to see what I am missing.
- A brighter post on the homepage or elearn would be helpful. It can be hard to find what's going on at times
- A larger bandwidth, and more reliable servers.
- Add the faculty's email addresses to the faculty listing.
- All of these methods are efficient.
- Answer the phone in less than 20 minutes in financial aid office.
- Answer the phones!
- Anyone picked for financial aid verification should be contacted AS SOON AS IT HAPPENS. Whatever it takes.
- be able to send out texts that tell when payments are due, when registration is open, and when the individual has a deadline.
- Call people early instead of when they travel an hour and get their to find out they have no class!
- collecting cell phone numbers for emergency texts
- Combine StarNet, StarMail, and eLearn into one user-friendly system.
- Communications with Walters State have been more than satisfactory with me. I could not think of anything that would make it better for me
- Could there be an emailed newsletter that provided deadlines for filing for grants, etc. and when to sign up, who do you see if you are interested in a business degree, music degree, etc. , what does it mean to get cleared to register? Can you test out of classes and where do you go to do so. I have attended and gained a degree through Walter State, it would have saved me time to have these questions answered in writing when I applied to attend and a map of offices and buildings would have been nice. I have found that most people working for Walter State were very helpful and friendly. It would have been nice if I could have had the answers to some of these questions before I started.
- Do not send notices only thru the Internet. Post mail is important too!
- Easier access to timetable of classes would be good
- Emphasize communication information to be linked to personal accounts.
- Everybody worked good with me on all questions I had.
- Everything is great as is.
- Everything is so easy to find and simple to use. I can't think of any needed improvements.
• Financial aid alerts should appear in more than one place than a difficult-to-access place on StarNet that you must both deliberately and diligently check.
• Financial aid can be a little bit confusing. Making sure students are clear would be beneficial.
• Financial aid could provide more information about certain scholarships rather than just handing out paper forms.
• Financial aid needs an entirely new system. Nothing is specific and emails need to be sent and some how responded to know that he/she has read it and is aware. Nothing is specifically addressed. Emails are too hard to understand and even a phone call or letter is better than a mass email.
• financial aid services is a major stress and really they are a joke, they do not HELP us at all. They either do nothing or mess up your information! I have not met one single student in my 3 years at this school who does not hate the financial aid department. My children will NEVER go to this school simply because of the FA department!
• financial department need to be more active with students and more helpful. Knowledge is to share to help student financially so they can continue there educatio9n. There is a financial assistance to help student that their parent were in Desert Storm and I just found out about it through a friend and I've visit the financial department several time through the years and still financial department never inform us about it.
• Get it all done soon do not wait and put it off it only harms you. Get involved in clubs and focus more in school than hanging with friends.
• getting in and out of campus
• Have a specific place for each so it is easier to find.
• Have it all
• Have it all in one place. It's a little confusing having 3 places to check stuff.
• Have larger staff in departments such as financial aid.
• Have personalized financial aid information/ important requirements sent to personal emails. I have had so many semesters where I am missing 1 or 2 items and never know about it until I'm purged or something else gets messed up.
• help the students find more ways of coming across grant money that will help pay for are college then taking out student loans that the government makes it to hard to pay back.
• Hesi fees need to be included in fee payment.
• i always stress whether or not my scholarships will pay each semester. i think it should be mandatory for each scholarship to post a list of who all will be receiving their scholarship each semester.
• I am sure doing the same thing, dealing with the same issues can wear on a person. Those employees in these departments need to realize even though it is the same issue, it is different people who are new to these processes. Students (and parents) do not want to leave feeling frustrated and like they have fought or worked all day.
• I believe it is working great the way it is.
• I believe simplicity will remain the best policy. People of all ages attest wssc so just keep the web layout fairly simple for all users
• I believe text messages and personal emails should be used more often.
• I believe that it would be helpful to have more accommodations at the Claiborne campus regarding financial aid
• I believe to keep students updated, Walters State should use an AlertNow system to remind students of upcoming events or registration.
I do not have any suggestions because everything is clearly laid out in all three accounts (starnet, starmail, and elearn).

I do not.

I feel as if it would be beneficial to be able to send out a student/faculty wide email letting everyone know of the current or upcoming events. It took me until this year to actually start being involved in school because I was so unaware of the events going on. It would be very beneficial if the information was sent out/mailed or told by all teachers instead of solemnly posted at the marquee or website calendar.

"I guess it depends on the final analysis and how many people prefer StarNet over StarMail, but I would like to see more information come straight to me ABOUT me in the form of an email to my StarMail account. The reason being is because I never know when StarNet has been updated or new information pertaining to myself has been altered or entered. I have to go seeking that information and StarNet has nothing in place for me to personally sort and/or store some of that information for later. I have to find it, familiarize myself with the format (which is not necessarily a negative thing), then remember where I saw it last time and try to remember what it said. If I had the time to copy/paste all that information into other areas (i.e., flash drive, hard copy, transfer to new online location), then I’d probably be all about that but I have my studies and my home life. I feel like the school has their part and the student has theirs.

What I’m saying is that I’d much rather check my StarMail to find messages that I can easily mark and sort by using the way the email page allow. If a "Hold" has come in on my account, I need to know that information immediately upon receipt of said "Hold", otherwise I run the danger of forgetting to check StarNet and find it and thereby cause myself more trouble than I care to deal with. I’ve never had a "Hold" (which means perhaps you already do notify the student immediately through their StarMail account and I could be mistaken about that aspect) and I work hard not to get them.

It's just too complicated and overwhelming to check ELearn, check StarMail, check StarNet, check the school webpage, check my personal email, etc., and then sort through all that to get to information I should have found a week prior to finding it.

It's all my opinion, of course, but I'd really like to see something in place for us to receive the personal information that needs to be dealt with instead of finding it tucked somewhere in StarNet and unbeknownst to the student until they stumble on it trying to navigate through that crazy page (which I still, after two years, can't find my way around).

Thank you for allowing me to air the grievance of communications at WSCC."

I have no suggestions; everything is fine as it is now.

I know that many students are not aware of what financial aid is out there and I find that no one really sits down with them to take the time to discuss options. It is a quick inquiry at the desk in financial aid.

I like how it is done now through email, because the emails come straight to my phone and I can check them almost as soon as they are sent and I can stay on top of all my financial aid and other things

I suggest more financial aid opportunities from the school; I desperately need aid yet I still did not receive any. I also suggest more flexible payment plans because there may be students who do not get paid enough at a time to make large payments even if on a payment plan and cannot make the payment on time without outside assistance which is incredibly difficult in most cases.

I think all online classes taught should not require you to come to a campus for anything, this is hard for me due to my work schedule. This needs to change!

I think all that should be in elearn as well.
• I think deadlines need to be advertised more throughout elearn, starnet, and starmail. I also think financial aid awards should be posted earlier.
• I think everything is great. My experience at Walters State the past two and half years has been great. I couldn't have asked for a better college.
• I think financial aid should be a lot friendlier and also not sound so robotic when speaking to a student. When we have a question, we don't want to be told the same thing over and over again when we don't even understand what they are telling us.
• I think financial aid should send us emails through elearn showing us what scholarships that are eligible for.
• I think it works smoothly just the way it is.
• I think it would be great for the official Walters State app for smartphones to send out notifications to your phone regarding these types of information. It would keep most students well informed ahead of deadlines.
• I think it would be more helpful if someone could personally assist students regarding financial aid and fees aside from also posting information on StarNet. Most students do not understand extra fees or what is needed to complete registration/financial aid. It is somewhat difficult to contact someone on staff and/or explain with little knowledge of what is needed in the first place.
• I think sending out texts would help since most people are practically glued to their phones.
• I think that there should be a way to have an automatic text service for those who would want it. Then I would know when all of these things were due and how much I owed.
• I think the way it is set up now is very effective and helpful.
• I think they should bring back paper versions of the timetable of classes
• I think Walter State does a good job with communicating to students. I am always aware of important deadlines.
• I think Walters State should invent an Instant Messaging system, that way when it is really important we could just IM someone online and get an answer in a matter of seconds instead of minutes.
• I think you guys should get the Stafford loans back. I was almost not able to attend Walters State this semester because my financial aid did not go through in time and I had to borrow money from a family member for some tuition and all of my books. If you still had the Stafford loans, I would not have had to rely on an outside source for school. I might attend a different college next year because of this.
• I use my personal email far more than I do my WSCC email. I personally believe I would be more up to date on information if I knew how to link my WSCC info to my personal email.
• I was kind of confused about what books I needed in what classes. Some of the teachers expected you to know what book it was we needed and I could never figure out which one I did need.
• I wish there could be just one form of communication instead of having 3 or more. One email account would be enough to keep up with.
• I wish there were a way to receive information which is sent through StarMail through text via mobile phone. I feel like it would keep me more efficiently updated and it would also be much easier than having to go online to check yet another email account. With students already having so many accounts to check and keep updated, taking one away and making it one less thing to have to worry about would be a blessing to students attending here at Walters State Community College.
• I wish you could sit down privately with a financial aid officer. Someone who completely knows the details and can help with options.
• I would like for the system to be applicable to go and change the date of tuition withdraw.
• I would like for when registration comes along that the specific professor was on there, because some students don't learn as well if they don't get the professor they want.
• I would like there to be a separate listing or easier to find area of registration for the fast track classes instead of being with all the other classes.
• I would like to see loans available to students again. I am a middle class mom who has a family to support and i am unable to work full time due to nursing class schedule. It is extremely hard for me to come up with the tuition money out of pocket at this time. Luckily i only had 2 semesters left when you chose to take this advantage away from me. WSCC is making it even harder for a middle class family to pay for their children to attend college if they are unable to get scholarships.
• I would recommend a more active way of contacting students. much like what the retention office does with its automated calling.
• I'd like to see elearn and other online resources on the main page
• If everything was connected through one site or via text
• If phone calls were sent out to those who choose to be contacted in that way, then it may help increase awareness about important information such as those that are listed above.
• I'm not a fan of the overly automated phone system. I feel like I have to jump through hoops to talk to a person. If the question can't be answered online, then I need to talk to a person not a polite computerized voice.
• It should be more advertised that you can link StarMail to a personal email.
• It would be neat to be signed up to a text alert list for WSCC students to tell updates about deadlines and registration.
• it would be nice and convenient to have an online sessions, because due to work or classes sometimes it is difficult to find time to drop by the administration office.
• It would be nice if the Facebook page and the Elearn news feed posted more of the campus and club events. I know that SGA has pushed for those sorts of ideas.
• it would help to have more tuition payment plans/options
• Just make it easier to view financial aid status and grades instead of taking time to find where they are on my account. Why not just send out emails to each student with their grades, etc?
• Just to be a little quicker is all
• Keep students more up to date on class closing. Also sending out text or phone calls to alert students about upcoming events, and their fee payment deadlines.
• knowing how to connect starmail to my personal email would be wonderful because I have missed some things where I don't check it but ever so often.
• Make a list of all fees that are going to be due throughout the semester and give to each student
• Make deadlines more prominent.
• Make decisions about closing the school before 10 in the morning. I drove to class one morning in the snow and ice and when I got there they had just closed school without letting anyone know.
• Make it easier to find. Currently it's not obvious where to look and it takes some searching.
• Make it easier to pay them.
• make less confusing for returning students
• Make the wscc app functional and include it all there with push notifications
• Maybe have the financial aid workers be more helpful and understanding.
• Maybe that when something in your financial aid status changes that you receive a notification email.
• More help in financial aid department in greeneville campus
• More should be sent into star mail or eLearn. I personally dont check star net often, so if it is not sent personally to me, I generally miss out on the memo.
• More streamlined to help new students
• more trainin for students,
• Most high school guidance counsellors, contrary to popular belief, are not much help to most students and don't tell us about special things given by colleges like: waiving of application fees, scholarships, etc. I would tell students directly through personal email or text services about things to do and reminders for upcoming freshmen.
• N/A, No, or none (60)
• Need a working database of email addresses for instructors and support staff.
• No everything has been great the whole time I have been here.
• No for the most part I have been very satisfied. A few of the online teachers could check their email more often and could be better when it comes to posting grades. My Sociology teacher has yet to post short answer grades for the past 4 weeks.
• No I do not Walter state does a great job at keeping the students informed
• No, All is good so far!!
• No, any complications that I have had came from offices at other schools.
• No, communication is open for anyone that chooses to use it.
• No, everything is fine. The WS app is seems kind of pointless though?
• No, I believe that everything seems to be doing well.
• No, I really think the communication area between institution and student is excellent.
• No, I think that the communication is there. The only thing may be the user knowing where to find it.
• No, it seems to work well.
• no, its working pretty good for me
• No, not really, everything seems to work well so far. Thank you, Walter State!
• No, the current system is efficient.
• No, Walters State has an excellent communication system in place.
• No. I get the info I need pretty easily. I know where to look though.
• No. Don't know enough about it to offer solutions...
• None, it is very simple.
• None. I am satisfied with the communications overall.
• Not clear on what class needed to take from advisor when you have transferred from another college.
• Not really, I think the people do a pretty good job.
• Not really, Students have all the resources they need already put out by WSCC.
• not that I can think of. This system has worked fine so far.
• Not that I know of. Walters State does a very well done job of establishing communications with its students with student services information.
• Once in the summer class was cancelled due to some type of threat but idk it until we got to class and teacher told us to leave . a few hrs later it was on wssc fb status that campus was closed. It was kind of alarming but never heard anymore about it or any news coverage that it was safe or nothing on wssc websites either.
Once in the summer class was cancelled due to some type of threat but idk it until we got to class and teacher told us to leave. A few hrs later it was on wssc fb status that campus was closed. It was kind of alarming but never heard anymore about it or any news coverage that it was safe or nothing on wssc websites either.

Once you changed the cost of tuition after I registered and paid. I got a last minute notice from a nursing instructor that I was about to be deleted from the system. The only notice before that was if I had happened to go into starnet to check things, which I had no reason to do sense I knew everything was paid for. I consider it unacceptable to not attempt to contact students in other ways long before hours (if memory serves me around 6 hrs) to deletion.

Overhaul financial aid. Make processors more accessible so questions can be addressed in a more accurate and timely manner. We can not always have access to StarNet. Better communication for financial aid is extremely necessary.

Perhaps send out texts with the information regarding due dates and fees

Personal emails and texts would be very helpful when sending out personal information.

Personally, I would prefer to get a letter each semester detailing how much money I have available through scholarships and grants. I would like to be able to see if my tuition is covered somehow without relying on starnet. I have a hard time getting a hold of the financial aid office each time I have tried to call. I get put on hold for long periods of time and rarely is my issue resolved within the first phone call.

pick up the phone, and only delegate one critical role to those that cannot manage more than one. If an issue is going to interfere with the money an individual uses to live on and feed her children, the communication should not depend on an email to transmit the communication. perhaps she needs an assistant to render better service.

Read the previous response.

Registration and deadlines seem to be a major function to students. There seemed to be some confusion with advising between the Fall 2012 and Spring 2013 semester. There were departments that were advising and other departments that said we had to wait until a certain day to start.

Returning phone calls faster, giving students all the information we need the first time

See #16

Send final warnings through the mail when the financial deadlines are nearing. Also, make sure the financial paperwork is kept up with. I know people who send in their paperwork early and still end up having to wait for their aid due to the paperwork not being looked at.

send messages thru e-learn

Send text messages to students when registration dates start or an email.

So many of us have I phones, if we could receive the information texted to our phones

Some of the teachers do not use elearn. I think it would be helpful if all the teachers a had to use elearn and update grades in to the system.

Some office employees should maybe figure out something to do that makes them happier and have a positive attitude for work.

Some way of finding different ways to get financial aid.

StarNet should be updated and more organized to make information accessible in a timely fashion.

Start using personal email addresses provided by students to communicate about these important issues as well as using StarMail. Also, allow links in eLearn to bring up websites.
• Starting college after being out of school for so long it was very confusing on where to start and who to talk to. Maybe holding a certain meeting or program for people just starting would be great.
• Step by step instructions for things like financial aid, registration and fee payments. It’s difficult to navigate through all of the information you are given.
• Stop making us change the passwords so much.
• stop sending emails saying that elearn is running slow down for maintenance ext. we know how slow t is and that it barley works and not telling us will eliminate the 20 plus emails we get for it and make the one or two emails we need stand out.
• Students need to know up front how to use starnet and elearn. I had to figure those out on my own. Which the website walks you through it after you realize thats where you need to go for information.
• sure don’t, it all seems pretty well laid out.
• Sure, use some sort of Modern User Interface. Stick with a JQuery library that’s easy to use and maintain. Perhaps utilize some Accordion widgets, or something that makes the smoother AND easier to understand and use. I’m not sure if the technology exists, I haven’t tried to use StarNet on my tablet, but perhaps some mobile alternative for users that use cell phones and/or tablets. Turning into more of an APP rather than and old fashioned weathered web interface that’s hard to look at, as well as understand.
• Take loans again. Also, get a new financial aid staff that is willing to help the students and notifies us when things are needed instead of when we call to ask why something is taking so long.
• Talk the students through financial aid at least once a year. Things are constantly changing.
• Text alerts for deadlines to registered WSCC students
• The Android App could use a little updating, I like being able to check things easily from my phone. I would say most students could benefit from a better App.
• The financial aid office and the cashier’s office have a serious lack of communication. I have actually went out of my way to pay a fee and the financial aid office told me to go to the cashier’s office, and when I got there, the cashier’s office had no clue as to what I needed to pay for. It took the better part of an hour to get the issue resolved.
• The financial aid office seems to never want to help students with problems they are having, they always try to rush you out or not interested in giving you any information.
• The financial aid website information needs updated--they never answer phone calls
• The only problem I have ever had was my name not being on the Honor’s List. Im glad I went in search of it when I did so that I could be a part of Phi Theta Kappa. I know many people that were not contacted and who were overlooked. That is my only complaint because it is such an honor to be recognized for those achievements. A lot of hard work goes into making straight A’s. Everything else has been perfect!
• The resources that wscc has works, but it is not used well or effectively. Students use elearn more than anything, elearn needs to be the main communication line.
• The staff at the Morristown Campus in the financial aid department are not very friendly. Whenever I have questions and try to ask my balance they get hateful with me. Also, my parents have had to see them for me when I was unable to go, and one lady in particular no name will be mentioned, but she was plain rude to my mother. I think that a few of them need to take some communication classes and think before they speak.
• There is too many possible ways to find information. In order to make sure you I am up to date with information, I have to check several sources. I would prefer only one e-mail (elearn) to get all my information, that would cut on time I spent checking updates and so on.
• There needs to be better communication about services offered and financial aid. You never know anything about financial aid until it’s too late or there is an issue. No one helps beforehand.
• There never really seems to be a comprehensive list of all of the deadlines and requirements for financial aid each semester. The format on StarNET can be confusing.
• They could use the announcement speakers more often to better remind college students of incoming deadlines, as well as upcoming events on the campus.
• They have a great system, personable, friendly and make sure you understand what you need.
• to go to personal emails, and mail. Also I do not see half the facebook updates posted byWSCC
• Walters State's communication is top notch. The only suggestion I have is, keep it up!!
• We should have a way to be able to forward the emails we get in elearn to our starmail or personal email. There is a way in the email setting on elearn but the last time I tried it, it didn't work.
• We'll, just better communication with instructors especially the online classes. Most instructors are pretty good, but there are some that are not!
• We'll, just better communication with instructors especially the online classes. Most instructors are pretty good, but there are some that are not!
• When a student is selected for verification send them something by postal mail and email even give them a call, please
• When asked what a student needs to do in order to be registered for class, tell the student Everything needing to still be done. Many students know nothing about registering for college when they come to apply.
• When I first started WSCC this summer, the fact that I had to use 2 different username and passwords for starnet vs. starmail and elearn was very confusing. It would be nice if the username and password requirements could be streamlines somehow.
• Wished the financial aid office continued to mail out cards to home address regarding missing information for financial aid.
• With just one username and password we should be able to go any where in the system. On the main page have a list of all the places we may need to look at. We should be able to go to financial aid, registration, grades, anywhere in the system and then log out. When I go to My Healthy Vet (a web site for information at the Veterans Administration) I can look up future appointments, past appointments view a list of medications that I take, I can order medications, contact my doctor, look up V.A. benefits when I am done I log out. Imagine how many usernames I would need to have if I needed a different password or username for each services that the V.A. has.
• Yes, financial aid by making the personnel more aware of guidelines of the aid offered.
• Yes, financial aid tends to be very confusing and many students have a hard time with that. I think more e-mails about financial aid and everything else is fine.
• Yes, I feel there is a disadvantage for students who work during the day and are continuing education at night. There is no after hours tutoring offered in the labs. If students need help they are lost or trying to find help on their on. This is not fair to those students that have evening courses verses those who have day. Students do not have the advantage of using the appropriate means to get the help they need.
• Yes, if there is a requirement you should have the student come into the office and sit down face to face, not send out emails that they have to call 2 people about trying to find answers for. And a lot of times it seems like they always refer me to Morristown instead of being able to help me at Sevierville. I can't afford to drive to Morristown so it isn't helpful at all trying to take care of it over the phone.

• Yes, it would be helpful if all departments were in communication with each other. I have had problems when lack of communication has caused me extra stress and problems with my financial aid. If something is needed or missing, a text alert would be helpful. My information was there, one instructor marked that I was not in attendance for orientation when in fact I was... this really messed up my financial aid, delayed me getting my books until two weeks into the semester - I eked by with two C's that would probably have been at least B's. Also, I have been bumped from classes because the system did not recognize that I had taken the prerequisites - this has happened more than once. The classes I was trying to get into filled up and I had to take one off campus in one instance and wait two additional semesters until one class was offered again. This really messed up my graduation plans.

• Yes. It appears that the Financial Aid Office does not contact students promptly when there are significant problems that may result in a students eligibility to attend school. Simple problems such as communication or lack there of on behalf of the (FIA) office is great barrier that could easily be fixed by making sure whoever reviews a students' (FIA) application for any reason must, on that day the delinquencies are noticed, contact that student to alert the student of his/her delinquent obligations required to be completed in order to attend school.

• Yes. Some of us do not have the money to pay out of pocket for schooling. I had to sell my iPad in order to attend school this semester. Without school, i have nothing. And without money, i won't have school either. This being said, there needs to be another funding option for students. I get the Pell Grant, and scholarships are hard to come by. Even with the Pell Grant, i struggle to pay.

• you could make it easier to locate which grants/scholarships u provide and how to get them.

• You should make the people at the financial aid office in Morristown more helpful and more willing to help the students. And not just throw paperwork at them. The only people that were helpful is the people at the financial aid department in Sevierville.
Advisors need to be made aware of class changes as well. I enrolled in the new Math classes because I was told they were each 5 week courses, when I got to class the instructor told us it was a 3 week course with the final given the 3rd week of the class, I'm failing miserably and can't change because I will have to pay back my financial aid. This is very costly to my GPA and my future at WSCC.

- air conditioning in the computer lab on the greeneville campus
- At the Greeneville campus the school needs to have a system in place and a person that can, and most importantly will, tell a potential student what exactly needs to be done for the student to enroll in classes and get through the administration process. Something like a real administration office where a person can go their and get the process done and if there is a problem they can be advised on how to fix the problem.
- Communications about scholarship deadlines need to be emphasized much more; and make the distinction between scholarship deadlines and financial aid deadlines. I missed out on the scholarship deadlines in the spring because I was going by the financial aid deadlines which are much later in the year.
- Elearn should be able to be synced to your phone as well, because sometimes it's hard to check elearn every day.
- Every staff member I have met seems as if they want me to do well. Thanks so much!
- excellent professors very happy to be atting ws
- Fix the vlab! Some of us forget to logout that second time.
- Great school, and great teachers. I wouldn't change a thing.
- How about teachers acting like they actually give a damn about students instead of seeing them as a hinderance to their leisure time????
- I am 32 years old and I am pursuing a degree for my job in a specific field (Chemistry). My company questions why I need some of the classes required and I have had difficulty getting reimbursed for these courses. As a non-traditional student, I wish I could test out of a few classes that are not directly related to my major i.e. 3 English's, 2 History's, and a few others.
- I am an older student returning to WSCC I can not believe how the school has change. I chose another school for my other degree because, I felt no one at WSCC seemed to care, that has changed massively. Keep up the good work, I am looking for to achieving my second degree at wscc
- I am glad that I have attended Walter State Community College Morristown Campus.
- I am in my third semester at Walters State and I have really enjoyed my experience so far
- I am needing scholarships to enter college for Spring 2014. I will need help with that.
- I am very satisfied with my experience with WSCC
- I believe starmail should link to the Elearn email
- I believe the test at walter state should be spread out instead of several test on same day thank you your proud student.
• I don't really have any, maybe a page sent out, by mail, on how to access starmail for the Dial-up people.
• I have also been pleased with my decision to attend Walter State. I get comments about people not wanting to go to a community college. I think it is better than any of the other choices in the area!
• I have anatomy this semester and we need some new equipment! Also, find a way to link elearn to send text to our phones when received an email.
• "I have been attending WSCC for 2 years. I would like to compliment [redacted], she has been my anatomy teacher for 2 semesters straight. Although I have had some good teachers I have had some very bad and inexperienced ones to. [redacted] is by far the best teacher I have ever had in my career of being a student. She cares about her students and helps us reach success. I would just like to say, she is everything a student could ask for in a professor.
• Thank you very much!"
• I have been very satisfied with the my overall experience with Walters State. I am currently using the RODP program, and I love it!!
• I have enjoyed my time at WSCC and am so very thankful that nursing is available at an affordable price so close to home!!
• I have found out that this semester that a online class I am taking, the instructor is very unhelpful. I am taking Stats online. He tried to get everyone to come to campus to do a intro class for stats but it is almost impossible for me to come to any campus due to my schedule, that is why I am taking online classes. I do not like the idea of having to come to campus for a class that is online. We are supposed to take a final exam at the main campus, this is going to be very hard for me to try to attend, and I may get a fail grade on the final exam if I can not make it on the 10th of December. This needs to change!
• I love attending Walters State.
• I love being a Senator!!! I hope I win an iPad Mini!!!
• I love Walter state. I have been so long here because I changed my mind on what I want to do with my life now that I know I'm going doe it 100 % for it I'm just so blessed to go to this school. Thank you I didn't think I had a chance in this world and now I have so many chances
• I love Walters state and the staff. I enjoy being a student here!
• I love Walters State College. I think it is a great place to start a career. Thanks WS
• I love Walters State! (2)
• I really wish the school still particapated in the Stafford Loan Program. It was a big help since I take a huge cut in work hours and it is very hard to pay for bills and rent.
• I received an email through my starmail, and then my parents were called about my grade in one of my classes. In 4 semesters I have never had that happen, I feel like that is a violation of privacy. There seems to be one communication barrier that wssc has forgot about, the teachers actually telling students face to face what is going on. I would not like an email or a call from some other department, I want the teacher to personally tell me/the class.
• I think financial aid should send us emails through elearn showing us what scholarships that are eligible for.
• I think that if there is any problem between students and WSCC communication, it is by fault of the student. The majority of the time, the student just doesn't take the time to log onto the WSCC websites to look for information because if he or she did, the questions the individual had would soon be answered.
• I think the communication between Walters State and WSCC students are achieved very well.
I was headed for a University, where my parents wanted me to go. I decided to stay close to home and start with WSCC as a stepping stone, I know now that I made the right choice! WSCC has been a fantastic experience and I will graduate in the Spring semester of 2014. I would recommend this school to all of my friends.

I would like to say thanks for taking my option into account and I hope I win the iPad mini

I would love to see evening classes in the nursing program. And an evening microbiology class option.

I would suggested later tutoring hours for students who have later classes. If that's not possible then have list of tutors that can tutor beyond the college and after hours or even weekends.

If eLearn could send/receive external emails, it would be #1

I'm honestly pretty happy with things the way they are, but I'm always open to change and new ideas.

I'm not sure if this is a good location to comment, but podcasting has been a real problem and unreliable. Many students like to review lectures and instructors are very good about doing them, but the podcasts many times are not successful. This is very frustrating for both students and instructors.

I'm not sure.

It needs one login and password not 3 (2)

It should be easier to get disability services. I had a note from my Dr. stating I had test anxiety and needed accomodations of a quiet room. I also asked for more time on my tests. Initially I received both and did much better (previously had a 4.0 that had dropped to a 2.5) A man did an audit of the department and said my Dr. did not state more time, they took it away from me. I am now failing my classes! Thank you so much!

It would be helpful is there was section for recent changes that showed if professors have put anything on eLearn or have changed anything.

It would be very helpful if eLearn mail could be forwarded to a personal email account

It's all good in the neighborhood.

Keep up the great work! This is an awesome school and I love it! Thank you for opportunities.

More information (or maybe something bigger drawing attention) should be given about the sample tests on the Counseling and Testing page. I "stumbled" on the sample tests after my daughter had taken her diagnostic test. I feel she probably would have done better and maybe not have to have had developmental classes. She is doing great now, but knowing what was coming would have helped her prepare and freshen up on formulas.

N/A, no, or none (15)

need to only have full time teacher for comp to hard to keep up with teacher that teach at other schools

Other than that, I believe the communication is pretty much user friendly and I have no problems with it at Walters State.

Other than the problems in financial aid, I don't think it's fair for the nursing students to fail one class and be able to repeat the semester that class is in. In any other program if you fail one class you are out of the program. I don't think that is fair at all. Every program should have the same rules regarding failing. Also, the parking at the Greeneville campus is terrible. Parking spots are limited, and we have to walk up to a half of a mile away on back roads if the spots at the Orthopedic clinic are full. I think that a parking garage or something similar should be built.

Overall, I think Walters state needs to be more specific on the emails and to the person. They need one place where email is to be read not a million other places to check daily. It's a community college, get more personal with your student (financial aid).
Overall, WSCC is a great experience.
Please do something about financial aid. Every time I go in for help I get a different answer. Plus they don’t explain things clearly. There are so many that don’t continue due to financial aid issues. They also need to help with other options.
"Please talk to your professors about using up so much class time talking about themselves and life’s experiences.
Teachers need to understand that it’s EXTREMELY difficult to learn in an environment where the topic is not maintained. Teachers are expected (if only by the students) to remain on topic, at least for the first 1.5 hours of the 3 hour period.
Teachers have control of their classrooms, I understand that, but I’m there to learn the course materials so I can move forward. None of us need to be held back in any way, certainly not by a teacher who can’t resist the urge to tell every joke he knows and every event that ever happened to him as a young ""whipper snapper"".
I just want to say that I’m EXTREMELY frustrated that my mind knows what it needs in order to learn well but the only thing standing in it’s way is a rambling teacher."
Purging of classes because of verification pushes ignorance to its highest level.
Putting actual tutors relating to the subject in the same building with the classes like the math lab for example.
Reduce Costs by half.
"Regarding class communications I do not use facetube or tweeter and my starmail requires an activation/setup I am not willing to do. If it is not in my elearn email, I will not see it.
As for deadlines in fee payment, etc, I depend on my adviser for that."
So far this has been a great experience!
Some of the off campus teachers should be evaluated because I do not feel they are up to par with the rest of the Walters State staff.
Somethings I do not like. I am a Christian who is paying for a professional teacher, I end up having to sit in classes where the professor is cussing or using provocative language. There is no smoking at the buildings but at the Sevierville campus I have to walk through about 20 students smoking at the front door to get in the building. The office staff at Sevierville need to be a little kinder when working with students, most of the time you feel stupid by the time you leave the office because of the way they treat you.
Take out this stupid v-lab stuff
The only communication device that is less the worthless is the android app. I wish you would figure it out as it could be an invaluable tool for communication
The only problem I have is certain teachers, not all of them, but some of them will not email back. In one case I had surgery and wanted to know if there were any assignments I needed to and what we went over in class and I could not get them to email me back to inform me of these things even after I sent several emails.
The only thing I don’t like so far is that my iPad logs out of the internet way to easy.
The provided Walters State internet programs are a great way to reach teachers and keep up with class assignments if you have missed a class or have fallen behind. These programs make it incredibly convenient for me as a student to keep up with every class and be successful.
The Walter State app for smart devices should allow you to stay signed in and alert you to e-mails that go to the e-learn and starmail accounts since post mail is being used less and less and personal e-mails regarding classes, financial aid, admissions, etc. are not permitted.
The Walter State iPod app is great for seeing you classes, but you’re unable to access ELearn. I think I’d be a good idea to add this feature to he app. Also if a class were canceled maybe we
could get a text from the school. I know most people don’t check ELearn daily or maybe running late. That would save confusion and the student money on gas.

- The Walters State webpage could be a little more user friendly.
- This is my last semester at Walters State and I can honestly say I have enjoyed my time here and I would recommend this school to anyone who is looking. The staff is wonderful and I love the people who I have come in contact with.
- Very pleased with my recent experiences at WSCC, Different from many years when I received my nursing degree but I am very pleased with new technology and ease of use.
- Video Streaming is TERRIBLE!!!!!! But other than that all is good.
- Walters state community college is a great college to begin at!
- Walters State has an amazing staff and amazing professors that actually care how well you are doing in class and want to help you succeed. This school has changed my life in more ways than one.
- Walters State is a great college and has made wonderful improvements!
- Walters State is a great community college and I have had an exceptional experience here so far.
- Walters State is a great school. I’m happy I have the opportunity to earn a degree here. Keep up the good work!
- Walters State is an enjoyable experience. The staff, library, financial aid, counselors are among the best in my experience. Thank you for all you do.
- we need a campus newspaper or online newsletter every week.
- When an instructor has to cancel class, it would be good if students could be contacted. Some have to drive to another county for class only to learn it has been cancelled by a note on the door.
- When classes are cancelled there needs to be other forms of communication besides elearn.
- While I understand the financial aid office deals with many different students who are just plain uncaring, those of us who genuinely try to abide by all of the rules sometimes are treated with no respect whatsoever. This needs to be addressed, or students will find another institution of higher education to attend.
- Why do students park the furthest away? We PAY to be there. Instructors are employees paid by us. In every other business on earth the employees must leave the better parking for the customer.
- Wish there were different ways to communicate about the ut tix. I didn’t check starmail until this Sunday which was too late if it was on elearn web or fb it would have been so much better.
- Would like to have an information lecture on how to operate a calculator and what the buttons are for and how to use them in the late afternoon hours for those of us who work full time on a public job during the day. Would also like to see more interaction on how to access the library online. Have had absolutely no luck with that.
- Would love to know after 2.5 years who my adviser is and how to reach them other than going to student success center and waiting in line. Email would be great!
- WSCC is a great community college. Sometimes I just wonder if the faculty is as knowledgeable as they portray themselves. I think some would be lost if not for their book of notes that they read during class.
Survey Instrument
Click the answers that best describe your awareness and use of WSCC communication systems. Use the next button at the bottom of each screen to move through the survey.

1. How long have you been a student at Walters State?
   - This is my first semester.
   - This is my second semester.
   - This is my third semester.
   - I have attended four or more semesters.

2. What was your student status as of fall 2013?
   - Continuing; I attended WSCC in spring 2013.
   - Readmitted; I previously attended WSCC, but I was not here in spring 2013.
   - First-time freshmen; fall 2013 is my first semester at any college.
   - Transfer; I previously attended another college or university.
   - Dual Enrollment; I am currently a high school student.

3. Please mark your age group.
   - Under 18
   - 18 to 20
   - 21 to 24
   - 25 to 34
   - 35 to 44
   - 45 to 54
   - 55 to 64
   - 65+

4. Thinking about your fall 2013 classes, please indicate the format of instruction. (check all that apply)
Traditional face to face classroom instruction
Online
Hybrid instruction (combination of traditional and online instruction)
Video Streaming
Fast Track (College Express or Learning Express)

5. Thinking about your fall 2013 classes, where do you take most of your classes?

- Morristown Campus
- Sevierville Campus
- Greeneville Campus
- Tazewell Campus
- Online
- Other

Other (please specify)

6. Are you aware that WSCC uses the three following online systems to interact with students?

- StarNet (WSCC online registration system)
- StarMail (WSCC official email communication system)
- eLearn (WSCC electronic course management system)

- Yes
- No
- I do not know.

7. Do you check the "Current Student" tab on the ws.edu webpage seeking information?

- Yes
- No
- I do not know.

8. Please rate your ability to use the following:

<table>
<thead>
<tr>
<th>Expert navigator</th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not familiar</th>
<th>I do not use this system</th>
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<tbody>
<tr>
<td>StarNet</td>
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<td>StarMail</td>
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<tr>
<td>eLearn</td>
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</tbody>
</table>
9. Where do you check for Walters State communication? (check all that apply)
- StarNet
- StarMail
- eLearn
- a personal email account

10. Do you experience login difficulty with any Walters State communication sources?
- No
- Yes (please specify)

11. Please rate your use of the following sources of Walters State communications.

<table>
<thead>
<tr>
<th>Daily or multiple times per day</th>
<th>Every 2 to 3 days</th>
<th>Every 2 to 4 weeks</th>
<th>Almost never</th>
<th>Do not know</th>
<th>Not applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>StarNet</td>
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<td>StarMail</td>
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<td>WSCC webpage</td>
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</table>

12. Rank your preferred methods of receiving Walters State communication with one being the best means of communication and eight as the least preferred method of communication.

- StarNet
- StarMail
- eLearn
- Personal email
- Text
13. Do you link StarMail to your personal email?
   - Yes
   - No
   - I do not know how, but would like to learn.
   - I do not know how and do not wish to learn.

14. Do you use your StarNet account to check information regarding: (Select all that apply)
   - [ ] Registration (drop or add classes)
   - [ ] Account balance
   - [ ] Fee payment deadlines
   - [ ] Financial aid information (awards, status, etc.)
   - [ ] Final grades
   - [ ] Degree evaluation
   - [ ] Other
     Other (please specify)

15. Do you see any communication barriers for Walters State students?
   - Yes
   - No

16. If you answered yes to question 15, please explain.

17. Do you have suggestions to improve Walters State communications regarding student services information (financial aid, registration, deadlines, fee payments, etc.)
18. Please use the following text box for any other comments/suggestions.
19. If you would like to register for the prize drawing, please enter your contact information below:

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
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<tbody>
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<td>Phone</td>
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THANK YOU FOR YOUR PARTICIPATION.