

First Year Experience Survey

1. How would you rate the FYE program?

Response	Frequency	Percent	Mean: 4.63
Excellent	84	71.19	
Good	26	22.03	
Fair	6	5.08	
Poor	2	1.69	
N/A	0	0.00	

2. How well did FYE help you with your educational plans?

Response	Frequency	Percent	Mean: 4.62
Excellent	82	70.09	
Good	27	23.08	
Fair	7	5.98	
Poor	1	0.85	
N/A	0	0.00	

3. Counseling Services

Response	Frequency	Percent	Mean: 4.49
Excellent	75	63.56	
Good	31	26.27	
Fair	8	6.78	
Poor	3	2.54	
N/A	1	0.85	

4. Registration Assistance

Response	Frequency	Percent	Mean: 4.50
Excellent	76	64.96	
Good	31	26.50	
Fair	5	4.27	
Poor	3	2.56	
N/A	2	1.71	

5. Help completing my first year of college

Response	Frequency	Percent	Mean: 4.56
Excellent	80	67.80	
Good	29	24.58	
Fair	4	3.39	
Poor	5	4.24	
N/A	0	0.00	

6. Help using MyECC

Response	Frequency	Percent	Mean: 4.07
Excellent	44	37.61	
Good	48	41.03	
Fair	18	15.38	
Poor	3	2.56	
N/A	4	3.42	

7. Access to assistance

Response	Frequency	Percent	Mean: 4.28
Excellent	55	47.41	
Good	47	40.52	
Fair	9	7.76	
Poor	2	1.72	
N/A	3	2.59	

8. Faculty in the program

Response	Frequency	Percent	Mean: 4.55
Excellent	73	62.39	
Good	37	31.62	
Fair	5	4.27	
Poor	2	1.71	
N/A	0	0.00	



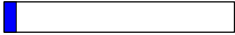


9. Staff helpfulness and customer service

Response	Frequency	Percent	Mean: 4.48
Excellent	67	56.78	
Good	43	36.44	
Fair	6	5.08	
Poor	2	1.69	
N/A	0	0.00	



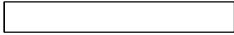


10. Staff knowledge

Response	Frequency	Percent	Mean: 4.51
Excellent	72	61.02	
Good	39	33.05	
Fair	4	3.39	
Poor	1	0.85	
N/A	2	1.69	


11. FYE academic and student support services

Response	Frequency	Percent	Mean: 4.43
Excellent	67	57.26	
Good	39	33.33	
Fair	7	5.98	
Poor	2	1.71	
N/A	2	1.71	

12. Overall quality of service

Response	Frequency	Percent	Mean: 4.63
Excellent	79	66.95	
Good	36	30.51	
Fair	1	0.85	
Poor	2	1.69	
N/A	0	0.00	

13. Is the FYE Program meeting your needs? If no, please comment

Response	Frequency	Percent	Mean: 1.04
Yes	108	96.43	
No	4	3.57	