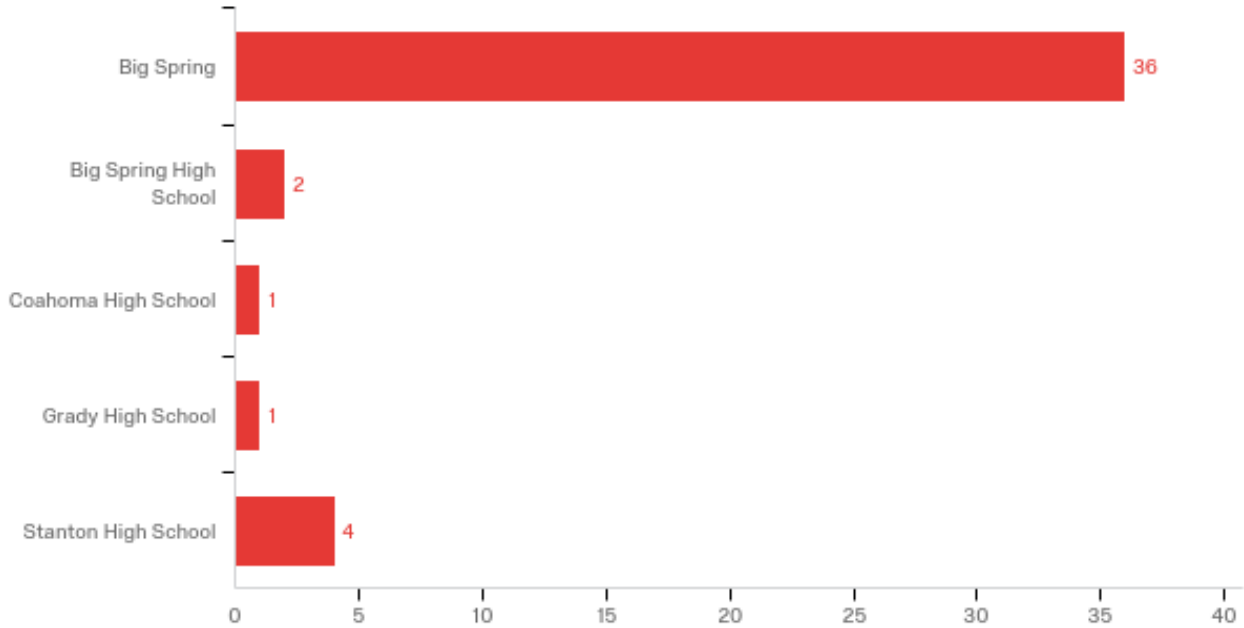


Big Spring

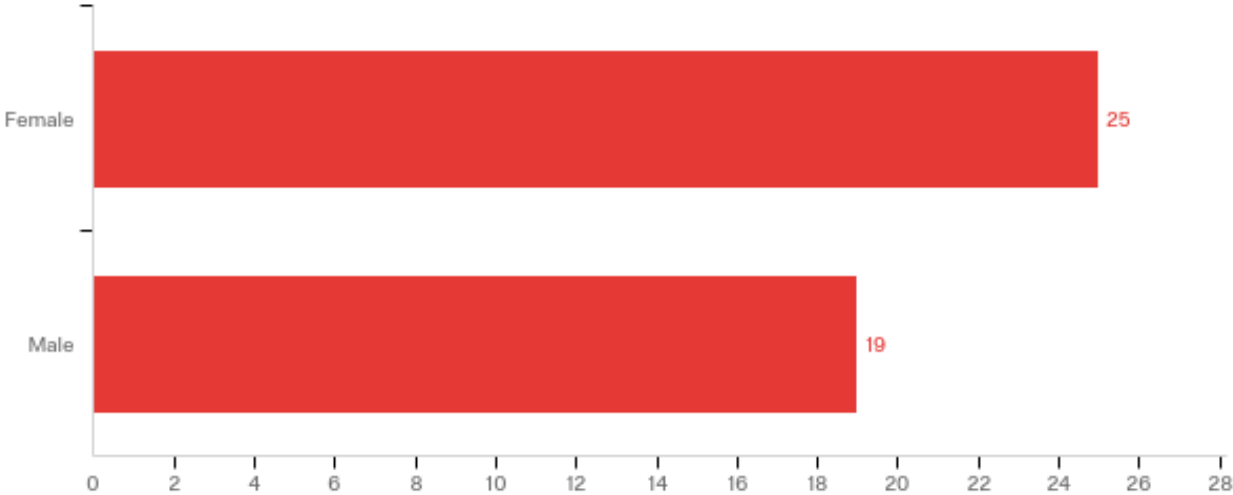
Student Satisfaction Survey - Fall 2017

HC



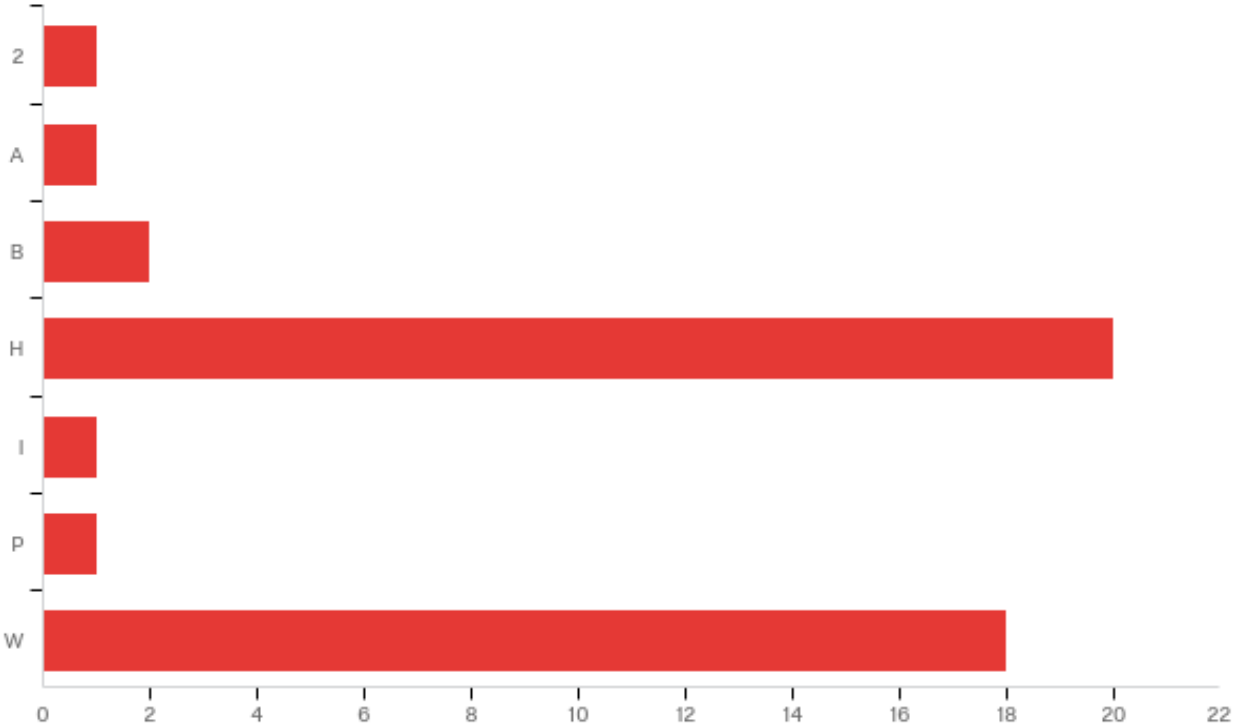
Answer	%	Count
Big Spring	81.82%	36
Big Spring High School	4.55%	2
Coahoma High School	2.27%	1
Grady High School	2.27%	1
Stanton High School	9.09%	4
Total	100%	44

Sex



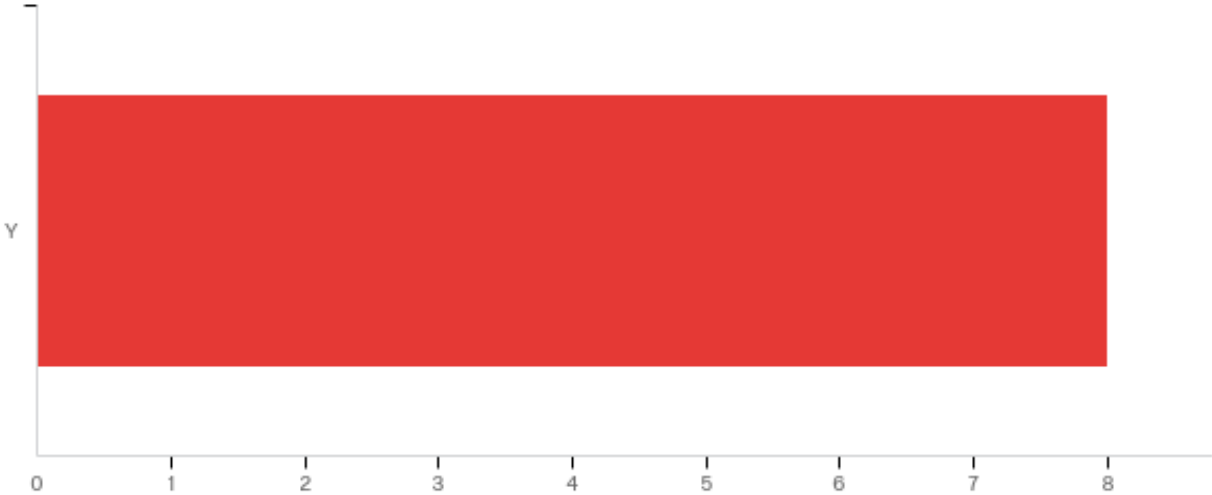
Answer	%	Count
Female	56.82%	25
Male	43.18%	19
Total	100%	44

Ethnicity



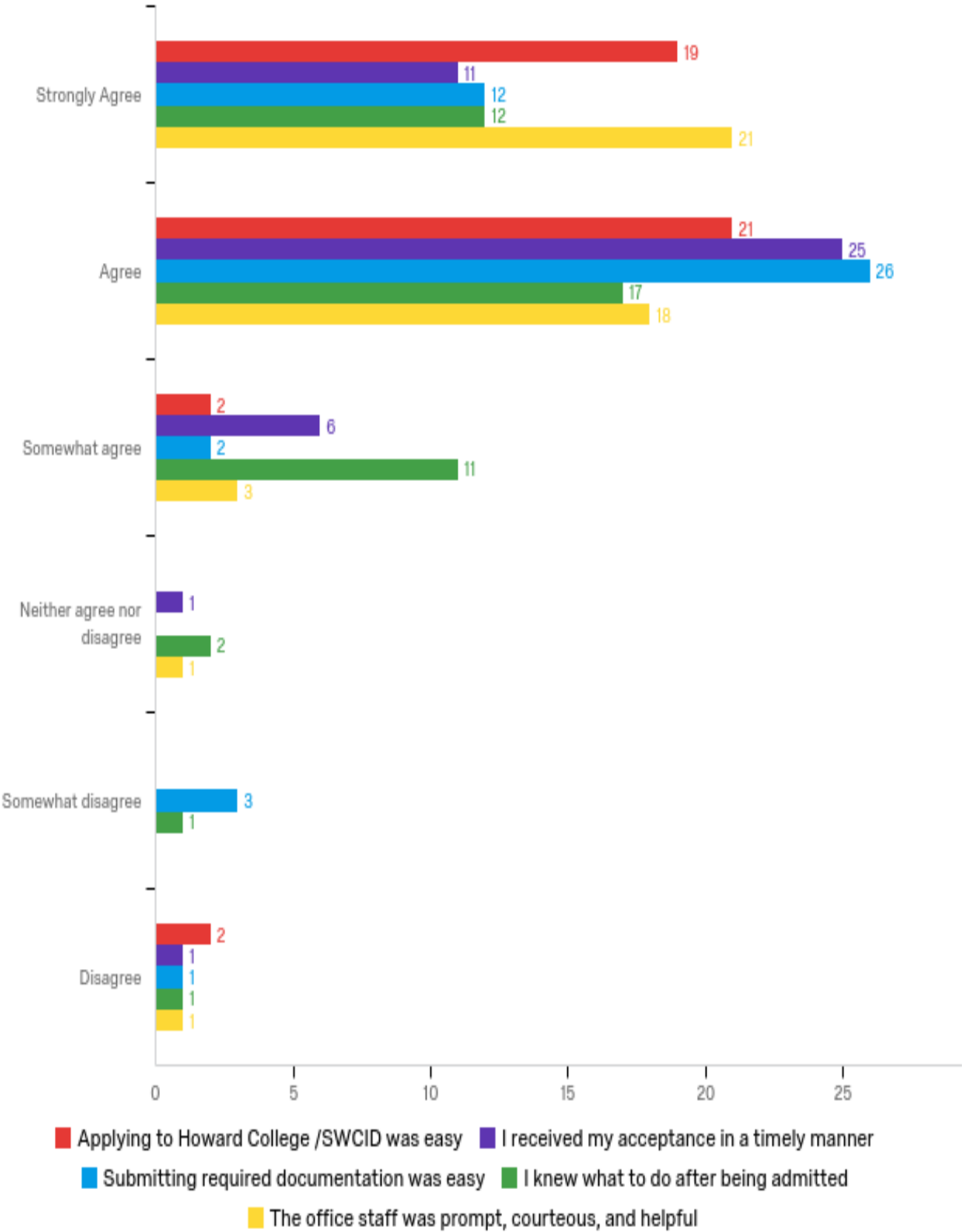
Answer	%	Count
2 or more	2.27%	1
Asian	2.27%	1
Black or African American	4.55%	2
Hispanic	45.45%	20
Indian or Native American	2.27%	1
Pacific Islander	2.27%	1
White	40.91%	18
Total	100%	44

Dual Credit



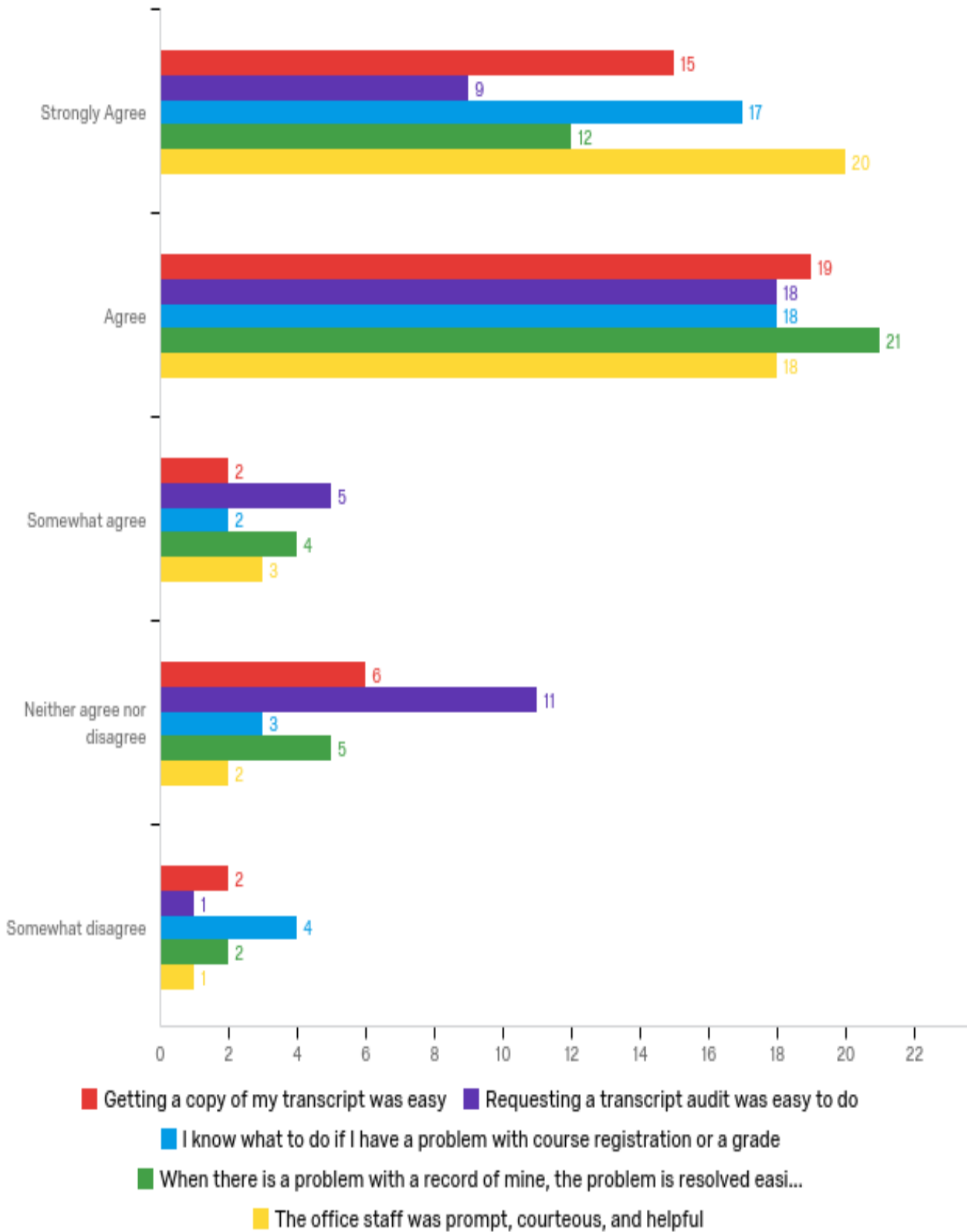
Answer	%	Count
Y	100.00%	8
Total	100%	8

1. Please select an answer that you feel accurately portrays your experience with...



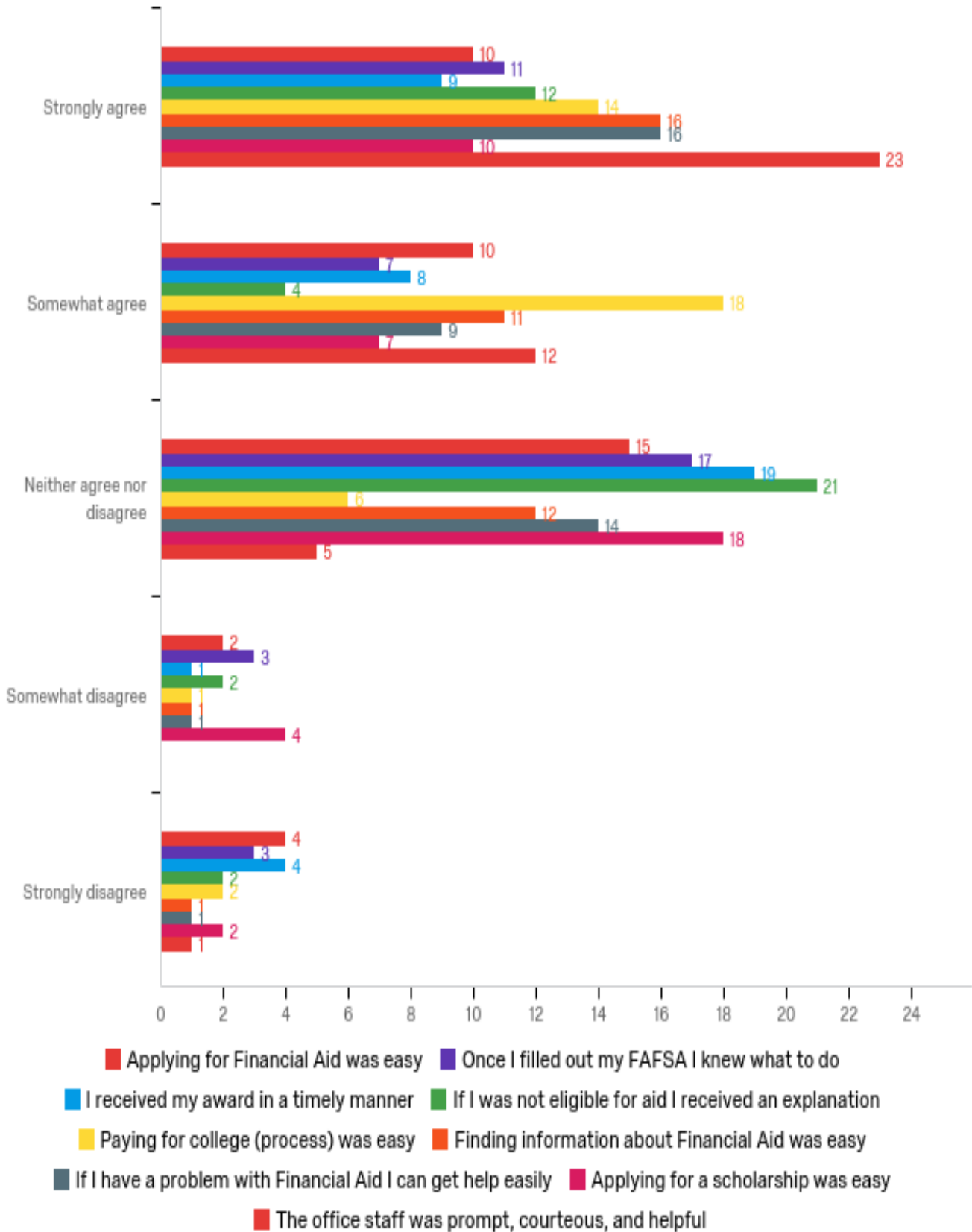
#	Question	Strongly Agree	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree	Total
1	Applying to Howard College /SWCID was easy	43.18% 19	47.73% 21	4.55% 2	0.00% 0	0.00% 0	4.55% 2	44
2	I received my acceptance in a timely manner	25.00% 11	56.82% 25	13.64% 6	2.27% 1	0.00% 0	2.27% 1	44
3	Submitting required documentation was easy	27.27% 12	59.09% 26	4.55% 2	0.00% 0	6.82% 3	2.27% 1	44
4	I knew what to do after being admitted	27.27% 12	38.64% 17	25.00% 11	4.55% 2	2.27% 1	2.27% 1	44
5	The office staff was prompt, courteous, and helpful	47.73% 21	40.91% 18	6.82% 3	2.27% 1	0.00% 0	2.27% 1	44

2. Please select an answer that you feel accurately portrays your experience with...



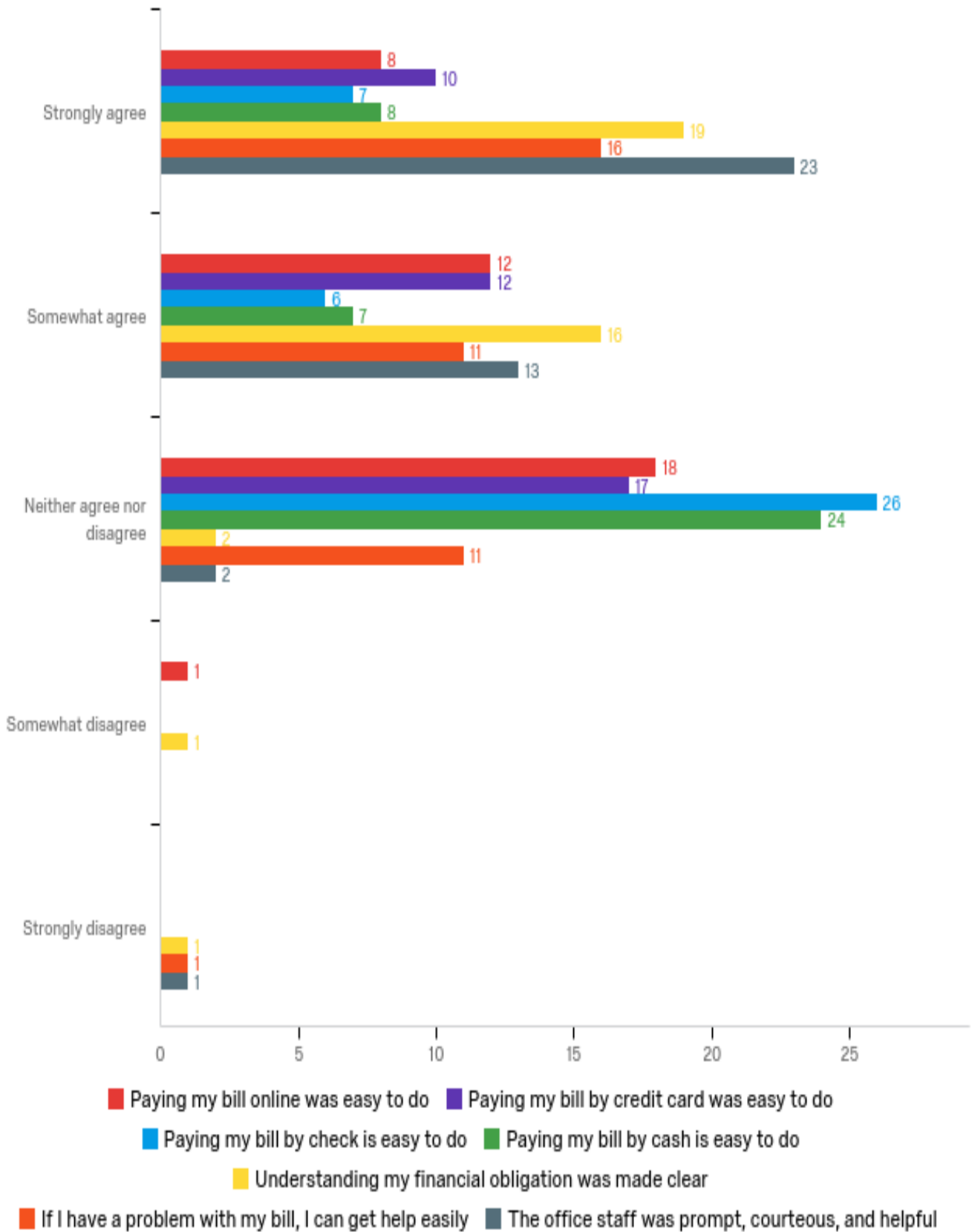
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	34.09%	15	43.18%	19	4.55%	2	13.64%	6	4.55%	2	44
2	Requesting a transcript audit was easy to do	20.45%	9	40.91%	18	11.36%	5	25.00%	11	2.27%	1	44
3	I know what to do if I have a problem with course registration or a grade	38.64%	17	40.91%	18	4.55%	2	6.82%	3	9.09%	4	44
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	27.27%	12	47.73%	21	9.09%	4	11.36%	5	4.55%	2	44
5	The office staff was prompt, courteous, and helpful	45.45%	20	40.91%	18	6.82%	3	4.55%	2	2.27%	1	44

3. Please select an answer that you feel accurately portrays your experience with...



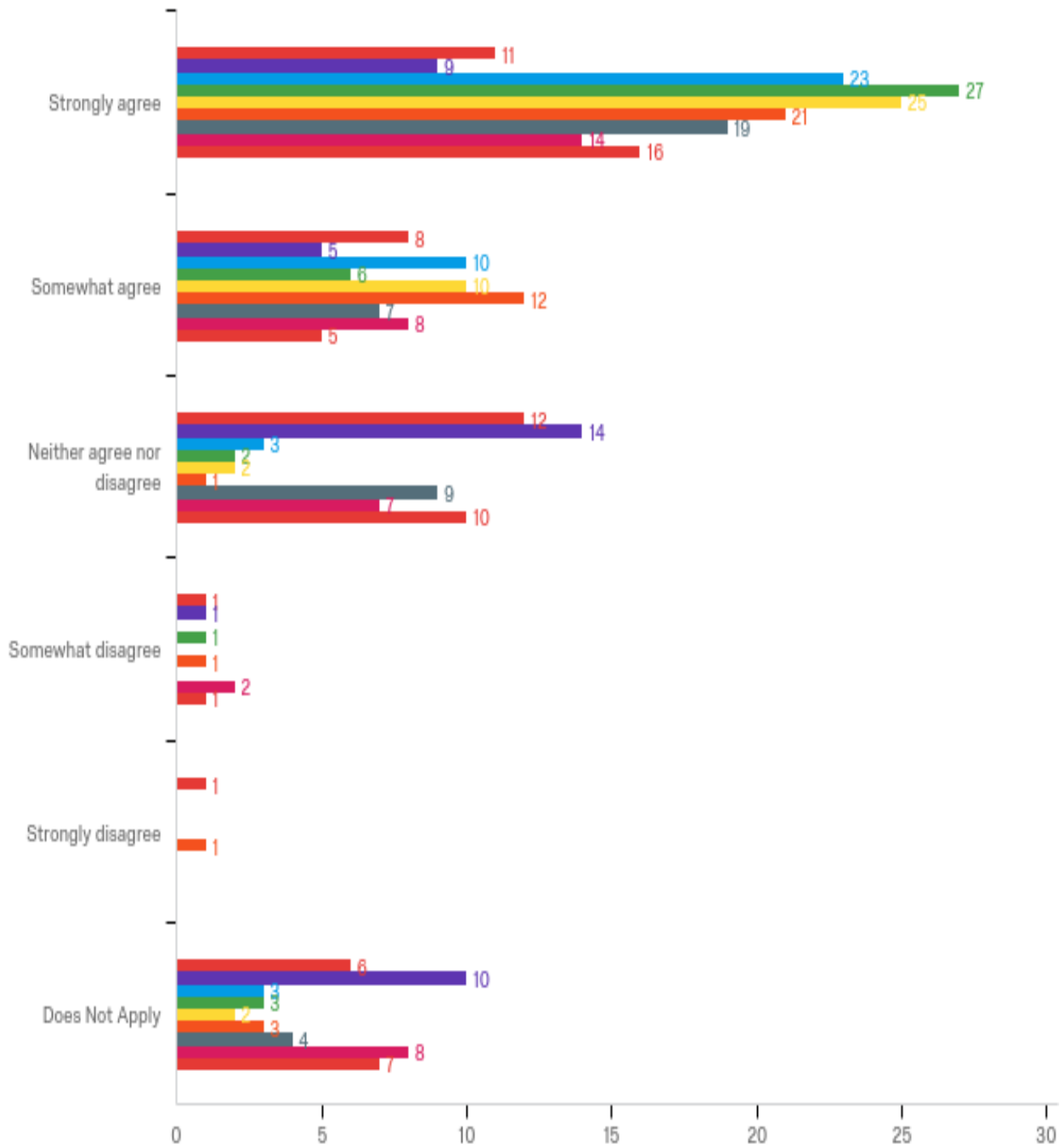
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	24.39%	10	24.39%	10	36.59%	15	4.88%	2	9.76%	4	41
2	Once I filled out my FAFSA I knew what to do	26.83%	11	17.07%	7	41.46%	17	7.32%	3	7.32%	3	41
3	I received my award in a timely manner	21.95%	9	19.51%	8	46.34%	19	2.44%	1	9.76%	4	41
4	If I was not eligible for aid I received an explanation	29.27%	12	9.76%	4	51.22%	21	4.88%	2	4.88%	2	41
5	Paying for college (process) was easy	34.15%	14	43.90%	18	14.63%	6	2.44%	1	4.88%	2	41
6	Finding information about Financial Aid was easy	39.02%	16	26.83%	11	29.27%	12	2.44%	1	2.44%	1	41
7	If I have a problem with Financial Aid I can get help easily	39.02%	16	21.95%	9	34.15%	14	2.44%	1	2.44%	1	41
8	Applying for a scholarship was easy	24.39%	10	17.07%	7	43.90%	18	9.76%	4	4.88%	2	41
9	The office staff was prompt, courteous, and helpful	56.10%	23	29.27%	12	12.20%	5	0.00%	0	2.44%	1	41

4. Please select an answer that you feel accurately portrays your experience with...



#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	20.51%	8	30.77%	12	46.15%	18	2.56%	1	0.00%	0	39
2	Paying my bill by credit card was easy to do	25.64%	10	30.77%	12	43.59%	17	0.00%	0	0.00%	0	39
3	Paying my bill by check is easy to do	17.95%	7	15.38%	6	66.67%	26	0.00%	0	0.00%	0	39
4	Paying my bill by cash is easy to do	20.51%	8	17.95%	7	61.54%	24	0.00%	0	0.00%	0	39
5	Understanding my financial obligation was made clear	48.72%	19	41.03%	16	5.13%	2	2.56%	1	2.56%	1	39
6	If I have a problem with my bill, I can get help easily	41.03%	16	28.21%	11	28.21%	11	0.00%	0	2.56%	1	39
7	The office staff was prompt, courteous, and helpful	58.97%	23	33.33%	13	5.13%	2	0.00%	0	2.56%	1	39

5. Please select an answer that you feel accurately portrays your experience with...



■ Finding information about NSO (New Student Orientation) was easy

■ Attending NSO was informative and helpful ■ Making an appointment with an adviser was easy to do

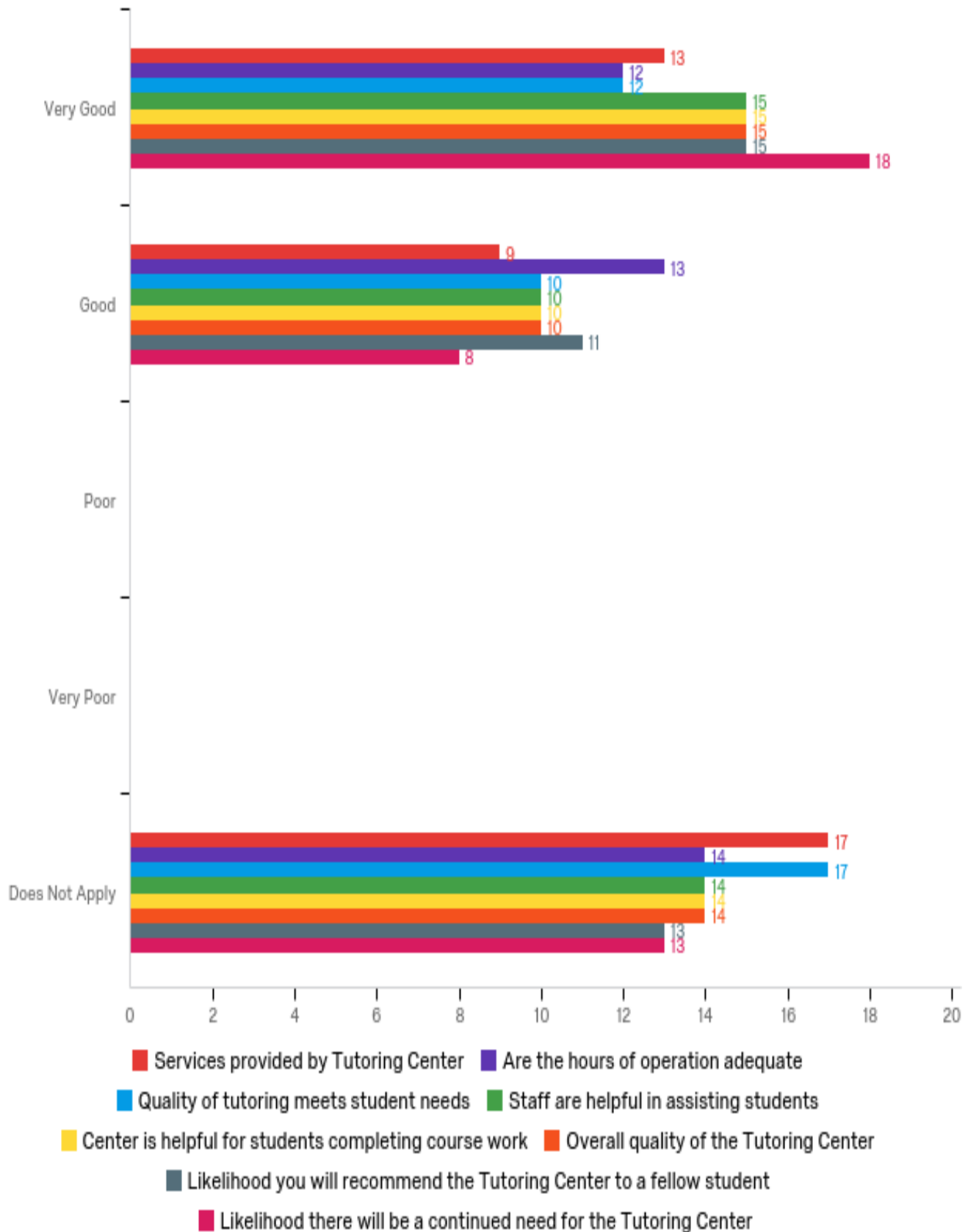
■ My adviser was knowledgeable and helpful ■ I know where to do if I need help with academic concerns

■ I know where to go if I need help with personal concerns ■ I was able to see a counselor when I needed to

■ I am aware there are Veteran Services ■ I am aware there are services for students with disabilities

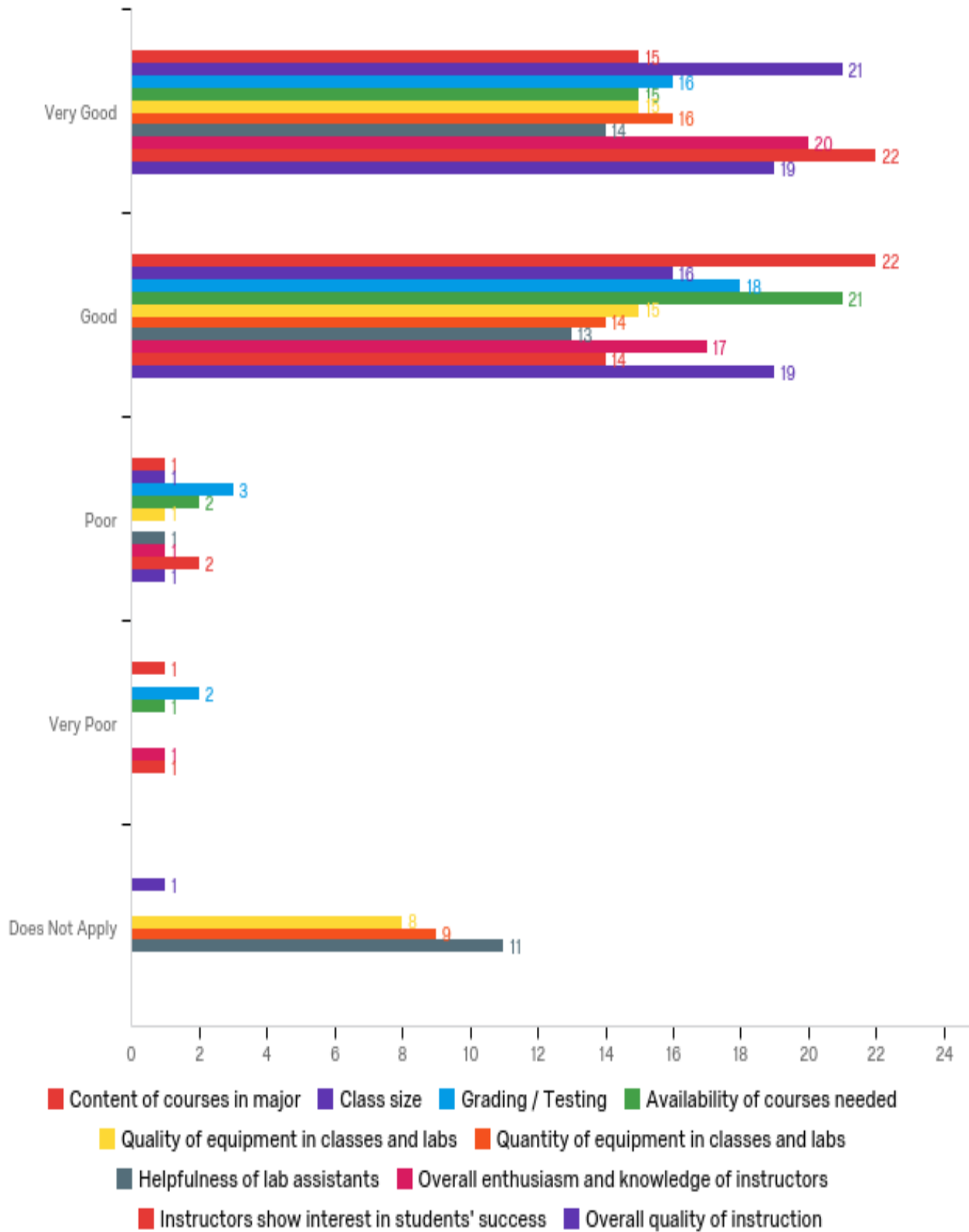
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	28.21%	11	20.51%	8	30.77%	12	2.56%	1	2.56%	1	15.38%	6	39
2	Attending NSO was informative and helpful	23.08%	9	12.82%	5	35.90%	14	2.56%	1	0.00%	0	25.64%	10	39
3	Making an appointment with an adviser was easy to do	58.97%	23	25.64%	10	7.69%	3	0.00%	0	0.00%	0	7.69%	3	39
4	My adviser was knowledgeable and helpful	69.23%	27	15.38%	6	5.13%	2	2.56%	1	0.00%	0	7.69%	3	39
5	I know where to do if I need help with academic concerns	64.10%	25	25.64%	10	5.13%	2	0.00%	0	0.00%	0	5.13%	2	39
6	I know where to go if I need help with personal concerns	53.85%	21	30.77%	12	2.56%	1	2.56%	1	2.56%	1	7.69%	3	39
7	I was able to see a counselor when I needed to	48.72%	19	17.95%	7	23.08%	9	0.00%	0	0.00%	0	10.26%	4	39
8	I am aware there are Veteran Services	35.90%	14	20.51%	8	17.95%	7	5.13%	2	0.00%	0	20.51%	8	39
9	I am aware there are services for students with disabilities	41.03%	16	12.82%	5	25.64%	10	2.56%	1	0.00%	0	17.95%	7	39

6. Please rate your experience/opinion concerning the Tutoring Center.



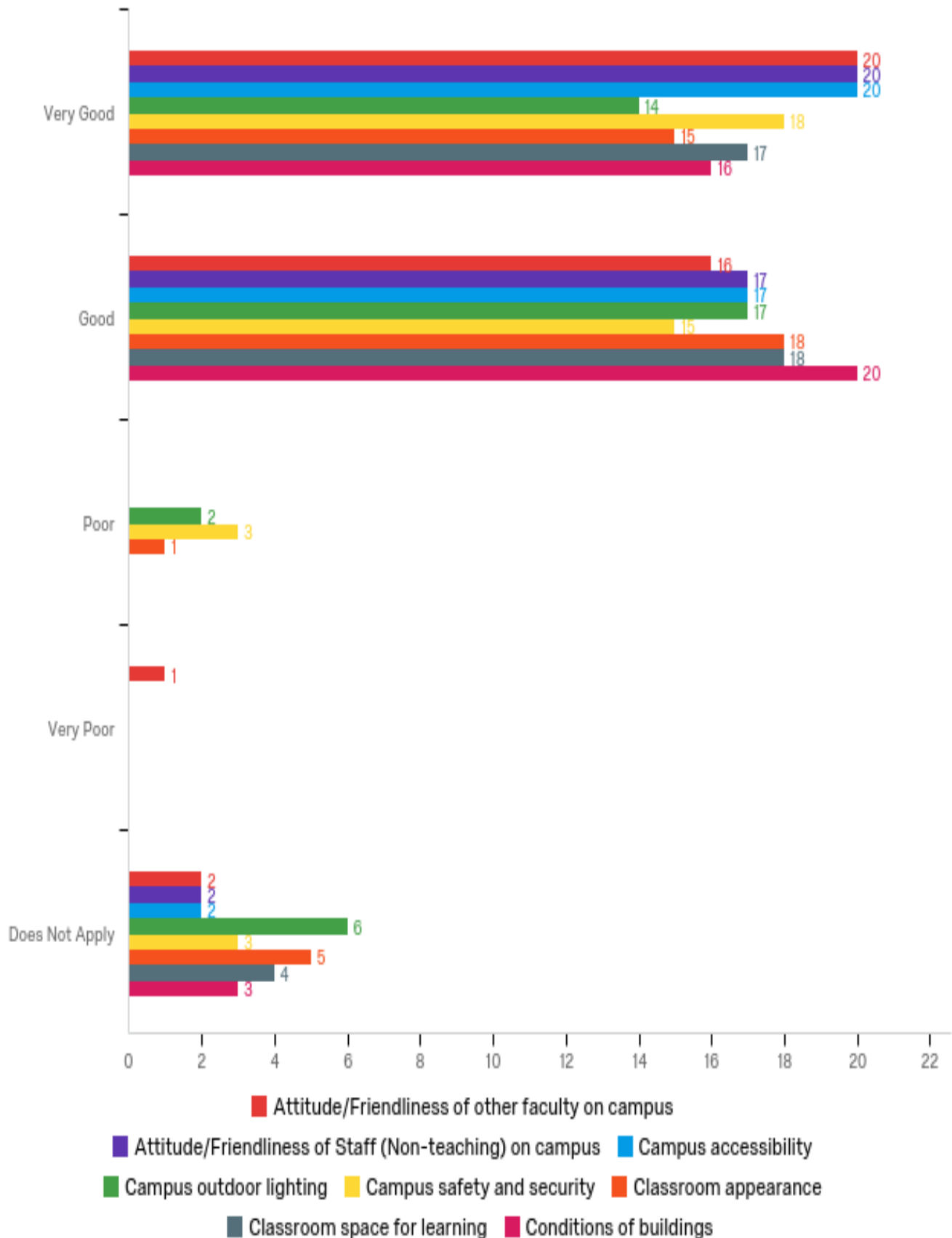
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	33.33%	13	23.08%	9	0.00%	0	0.00%	0	43.59%	17	39
2	Are the hours of operation adequate	30.77%	12	33.33%	13	0.00%	0	0.00%	0	35.90%	14	39
3	Quality of tutoring meets student needs	30.77%	12	25.64%	10	0.00%	0	0.00%	0	43.59%	17	39
4	Staff are helpful in assisting students	38.46%	15	25.64%	10	0.00%	0	0.00%	0	35.90%	14	39
5	Center is helpful for students completing course work	38.46%	15	25.64%	10	0.00%	0	0.00%	0	35.90%	14	39
6	Overall quality of the Tutoring Center	38.46%	15	25.64%	10	0.00%	0	0.00%	0	35.90%	14	39
7	Likelihood you will recommend the Tutoring Center to a fellow student	38.46%	15	28.21%	11	0.00%	0	0.00%	0	33.33%	13	39
8	Likelihood there will be a continued need for the Tutoring Center	46.15%	18	20.51%	8	0.00%	0	0.00%	0	33.33%	13	39

7. How would you evaluate your courses at Howard College / SWCID?



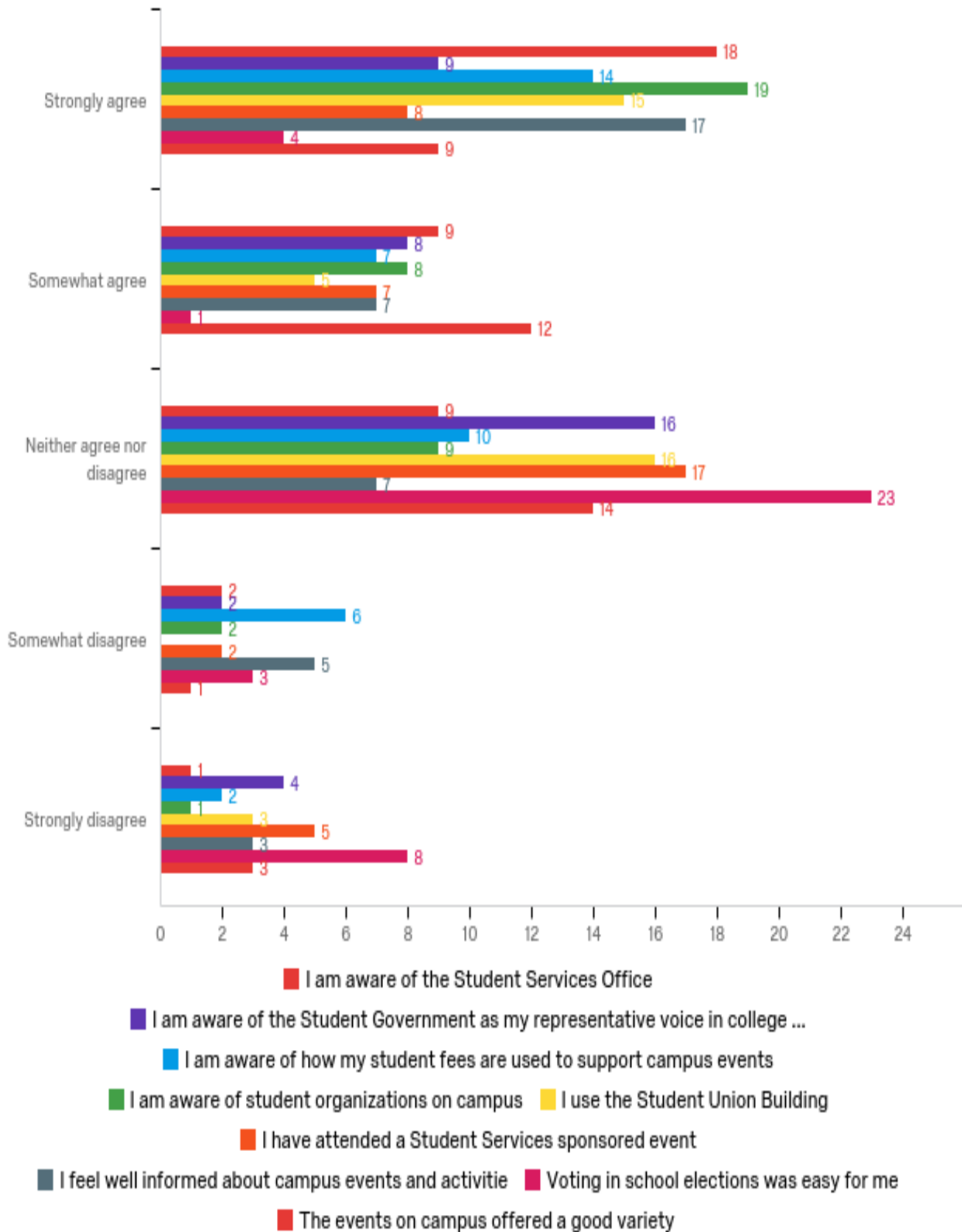
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	38.46%	15	56.41%	22	2.56%	1	2.56%	1	0.00%	0	39
2	Class size	53.85%	21	41.03%	16	2.56%	1	0.00%	0	2.56%	1	39
3	Grading / Testing	41.03%	16	46.15%	18	7.69%	3	5.13%	2	0.00%	0	39
4	Availability of courses needed	38.46%	15	53.85%	21	5.13%	2	2.56%	1	0.00%	0	39
6	Quality of equipment in classes and labs	38.46%	15	38.46%	15	2.56%	1	0.00%	0	20.51%	8	39
7	Quantity of equipment in classes and labs	41.03%	16	35.90%	14	0.00%	0	0.00%	0	23.08%	9	39
9	Helpfulness of lab assistants	35.90%	14	33.33%	13	2.56%	1	0.00%	0	28.21%	11	39
10	Overall enthusiasm and knowledge of instructors	51.28%	20	43.59%	17	2.56%	1	2.56%	1	0.00%	0	39
11	Instructors show interest in students' success	56.41%	22	35.90%	14	5.13%	2	2.56%	1	0.00%	0	39
12	Overall quality of instruction	48.72%	19	48.72%	19	2.56%	1	0.00%	0	0.00%	0	39

8. Please evaluate the following items relating to the campus



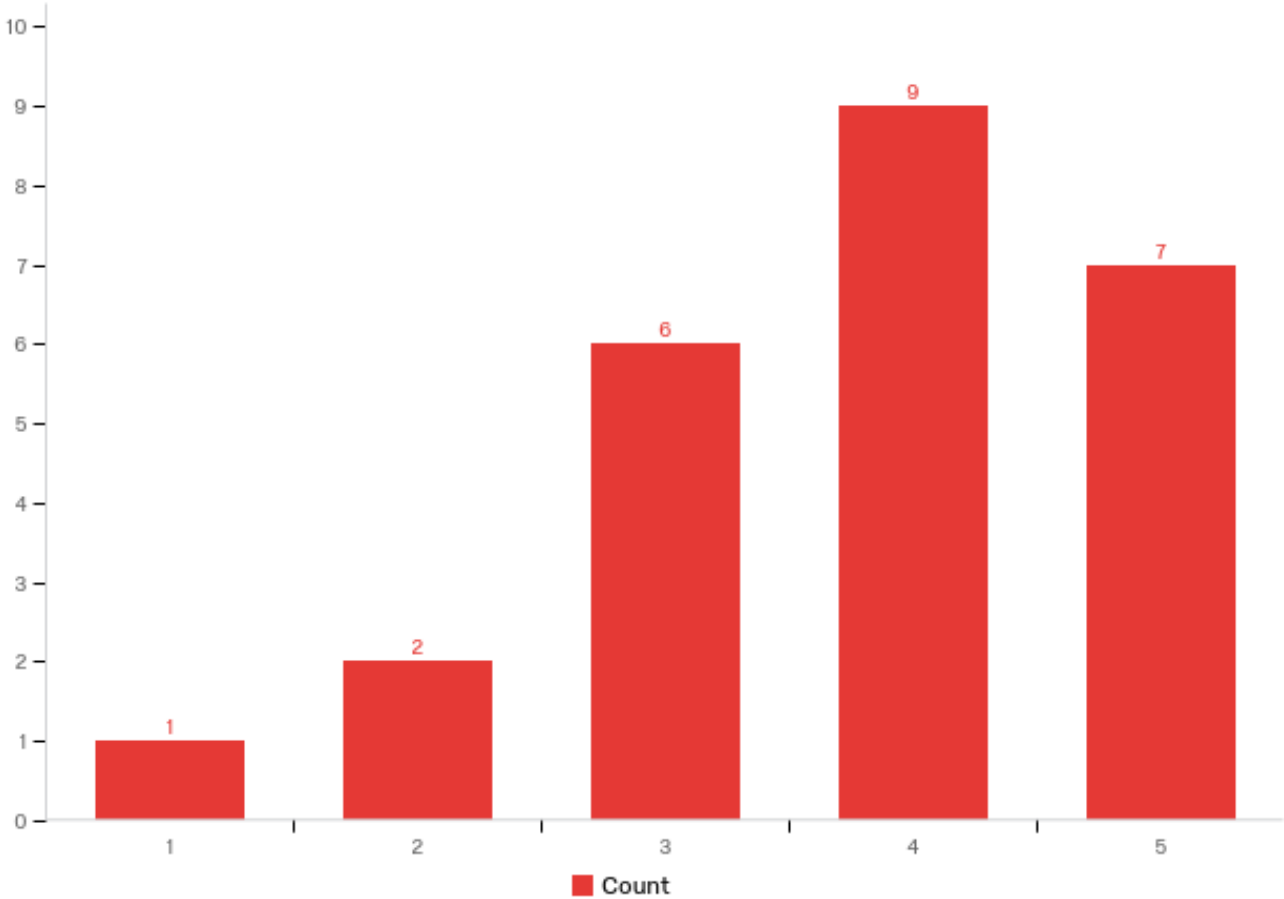
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Friendliness of other faculty on campus	51.28%	20	41.03%	16	0.00%	0	2.56%	1	5.13%	2	39
2	Attitude/Friendliness of Staff (Non-teaching) on campus	51.28%	20	43.59%	17	0.00%	0	0.00%	0	5.13%	2	39
3	Campus accessibility	51.28%	20	43.59%	17	0.00%	0	0.00%	0	5.13%	2	39
4	Campus outdoor lighting	35.90%	14	43.59%	17	5.13%	2	0.00%	0	15.38%	6	39
5	Campus safety and security	46.15%	18	38.46%	15	7.69%	3	0.00%	0	7.69%	3	39
6	Classroom appearance	38.46%	15	46.15%	18	2.56%	1	0.00%	0	12.82%	5	39
7	Classroom space for learning	43.59%	17	46.15%	18	0.00%	0	0.00%	0	10.26%	4	39
8	Conditions of buildings	41.03%	16	51.28%	20	0.00%	0	0.00%	0	7.69%	3	39

9. Please select an answer that you feel accurately portrays your experience with...



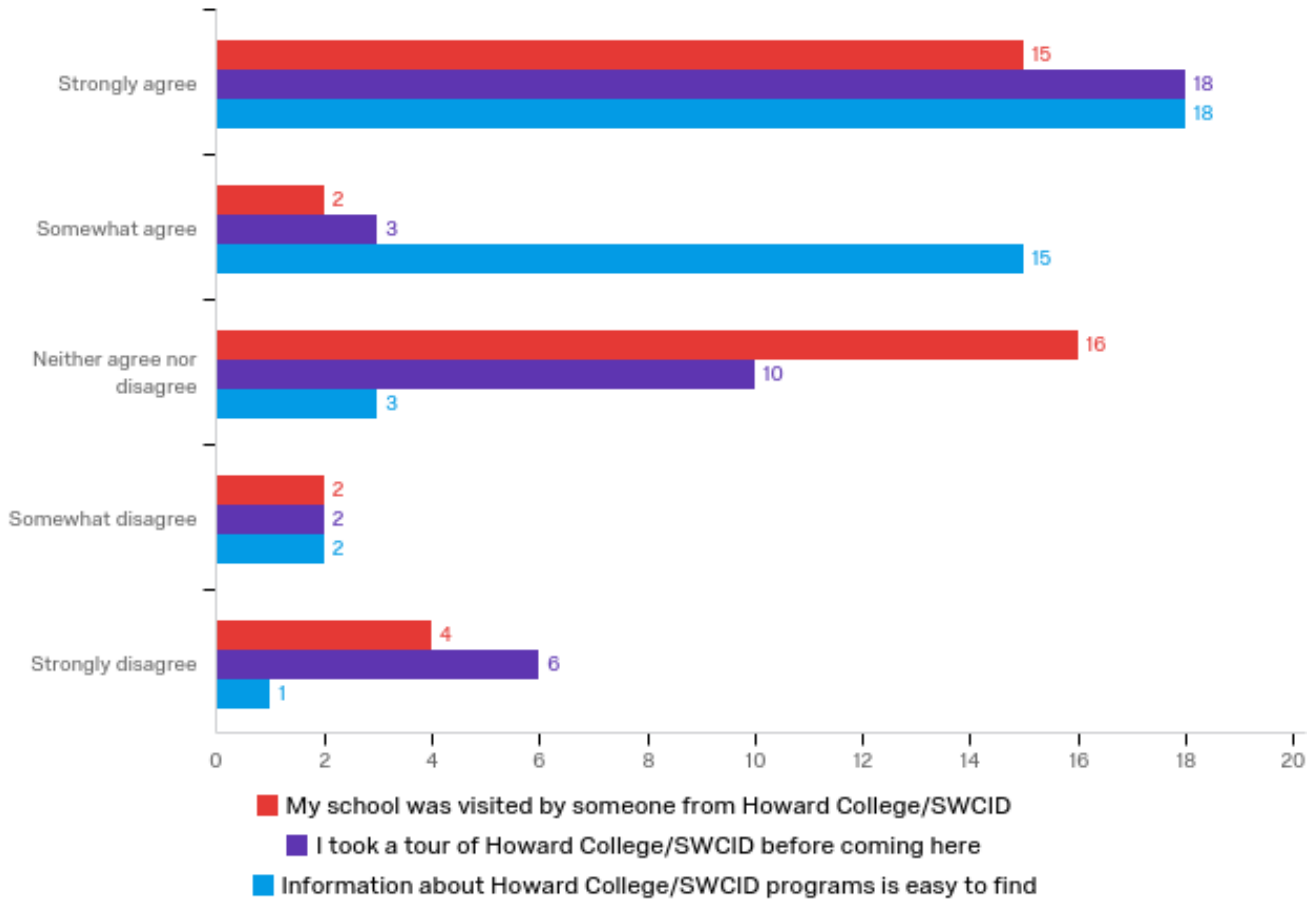
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	46.15%	18	23.08%	9	23.08%	9	5.13%	2	2.56%	1	39
2	I am aware of the Student Government as my representative voice in college affairs	23.08%	9	20.51%	8	41.03%	16	5.13%	2	10.26%	4	39
3	I am aware of how my student fees are used to support campus events	35.90%	14	17.95%	7	25.64%	10	15.38%	6	5.13%	2	39
4	I am aware of student organizations on campus	48.72%	19	20.51%	8	23.08%	9	5.13%	2	2.56%	1	39
5	I use the Student Union Building	38.46%	15	12.82%	5	41.03%	16	0.00%	0	7.69%	3	39
6	I have attended a Student Services sponsored event	20.51%	8	17.95%	7	43.59%	17	5.13%	2	12.82%	5	39
7	I feel well informed about campus events and activities	43.59%	17	17.95%	7	17.95%	7	12.82%	5	7.69%	3	39
8	Voting in school elections was easy for me	10.26%	4	2.56%	1	58.97%	23	7.69%	3	20.51%	8	39
9	The events on campus offered a good variety	23.08%	9	30.77%	12	35.90%	14	2.56%	1	7.69%	3	39

10. Please rank overall satisfaction with activities and events offered on campus.



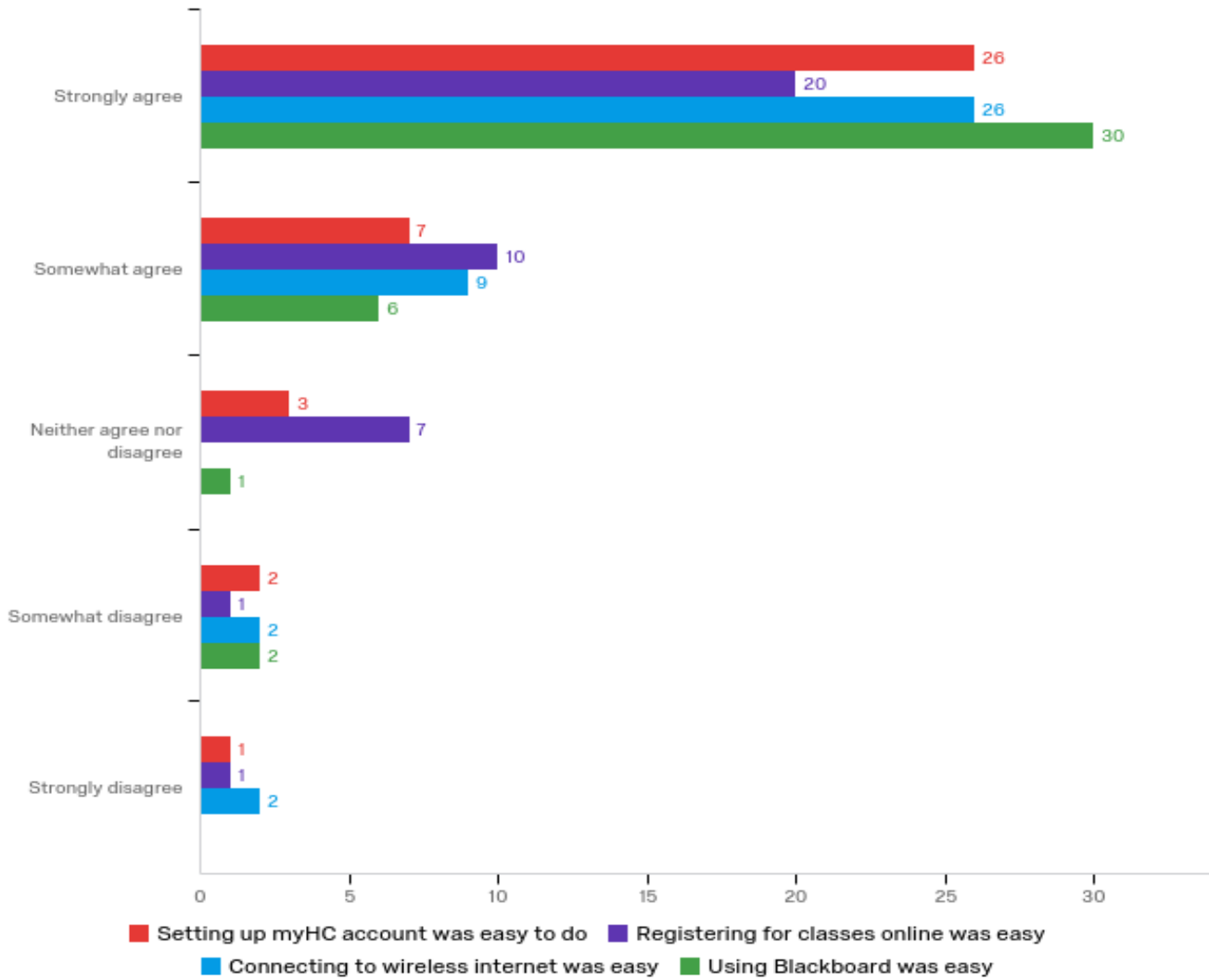
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Click to write Choice 1	1.00	5.00	3.76	1.07	1.14	25

11. Please select an answer that you feel accurately portrays your experience with...



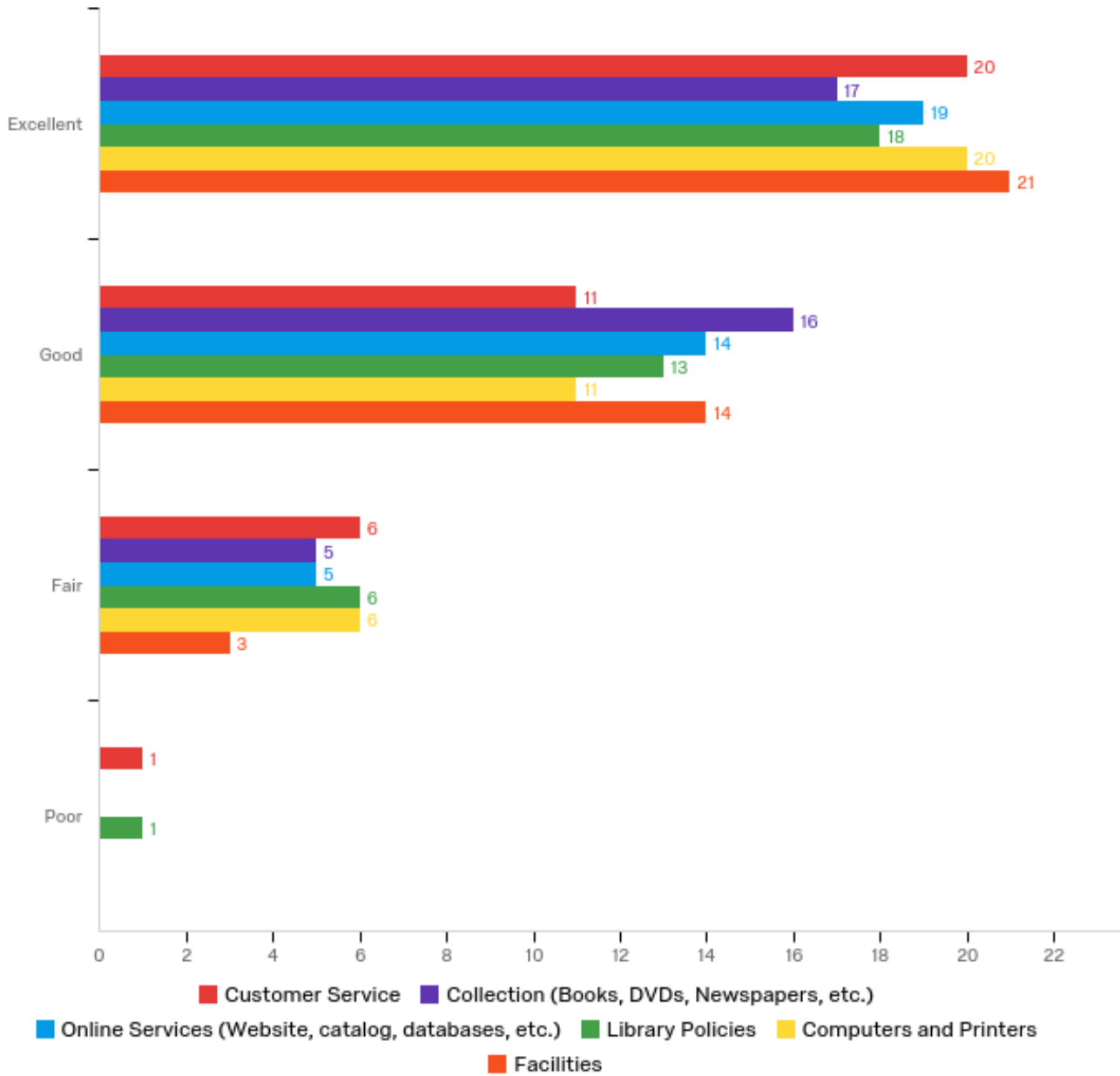
#	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
1	My school was visited by someone from Howard College/SWCID	38.46% 15	5.13% 2	41.03% 16	5.13% 2	10.26% 4	39
2	I took a tour of Howard College/SWCID before coming here	46.15% 18	7.69% 3	25.64% 10	5.13% 2	15.38% 6	39
3	Information about Howard College/SWCID programs is easy to find	46.15% 18	38.46% 15	7.69% 3	5.13% 2	2.56% 1	39

12. Please select an answer that you feel accurately portrays your experience with...



	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
1	Setting up myHC account was easy to do	66.67% 26	17.95% 7	7.69% 3	5.13% 2	2.56% 1	39
2	Registering for classes online was easy	51.28% 20	25.64% 10	17.95% 7	2.56% 1	2.56% 1	39
3	Connecting to wireless internet was easy	66.67% 26	23.08% 9	0.00% 0	5.13% 2	5.13% 2	39
4	Using Blackboard was easy	76.92% 30	15.38% 6	2.56% 1	5.13% 2	0.00% 0	39

13. Please rate each of the following library services



#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	52.63%	20	28.95%	11	15.79%	6	2.63%	1	38
2	Collection (Books, DVDs, Newspapers, etc.)	44.74%	17	42.11%	16	13.16%	5	0.00%	0	38
3	Online Services (Website, catalog, databases, etc.)	50.00%	19	36.84%	14	13.16%	5	0.00%	0	38
4	Library Policies	47.37%	18	34.21%	13	15.79%	6	2.63%	1	38
5	Computers and Printers	54.05%	20	29.73%	11	16.22%	6	0.00%	0	37
6	Facilities	55.26%	21	36.84%	14	7.89%	3	0.00%	0	38