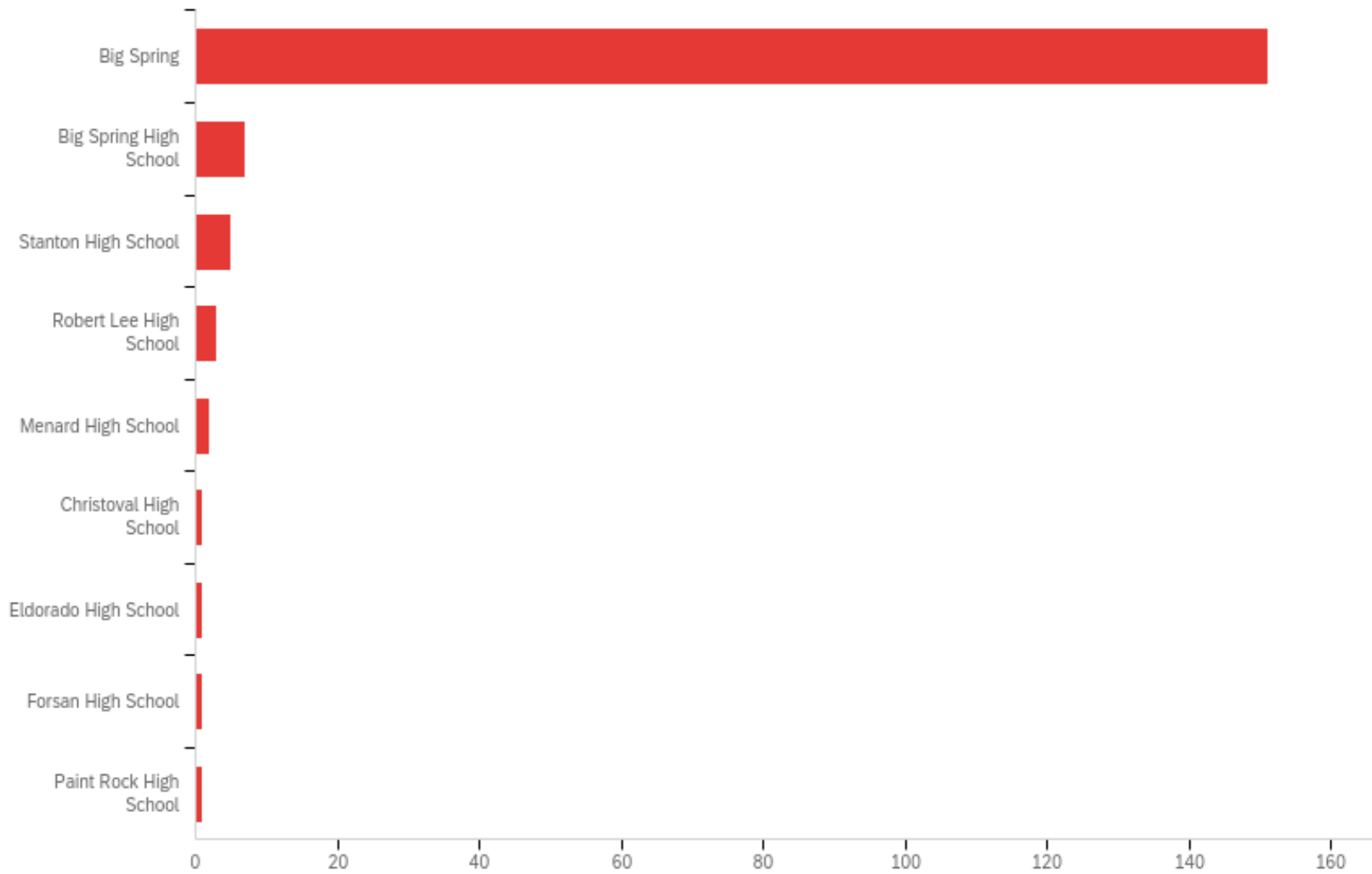


Student Satisfaction Survey - Fall 2018

Big Spring

HC



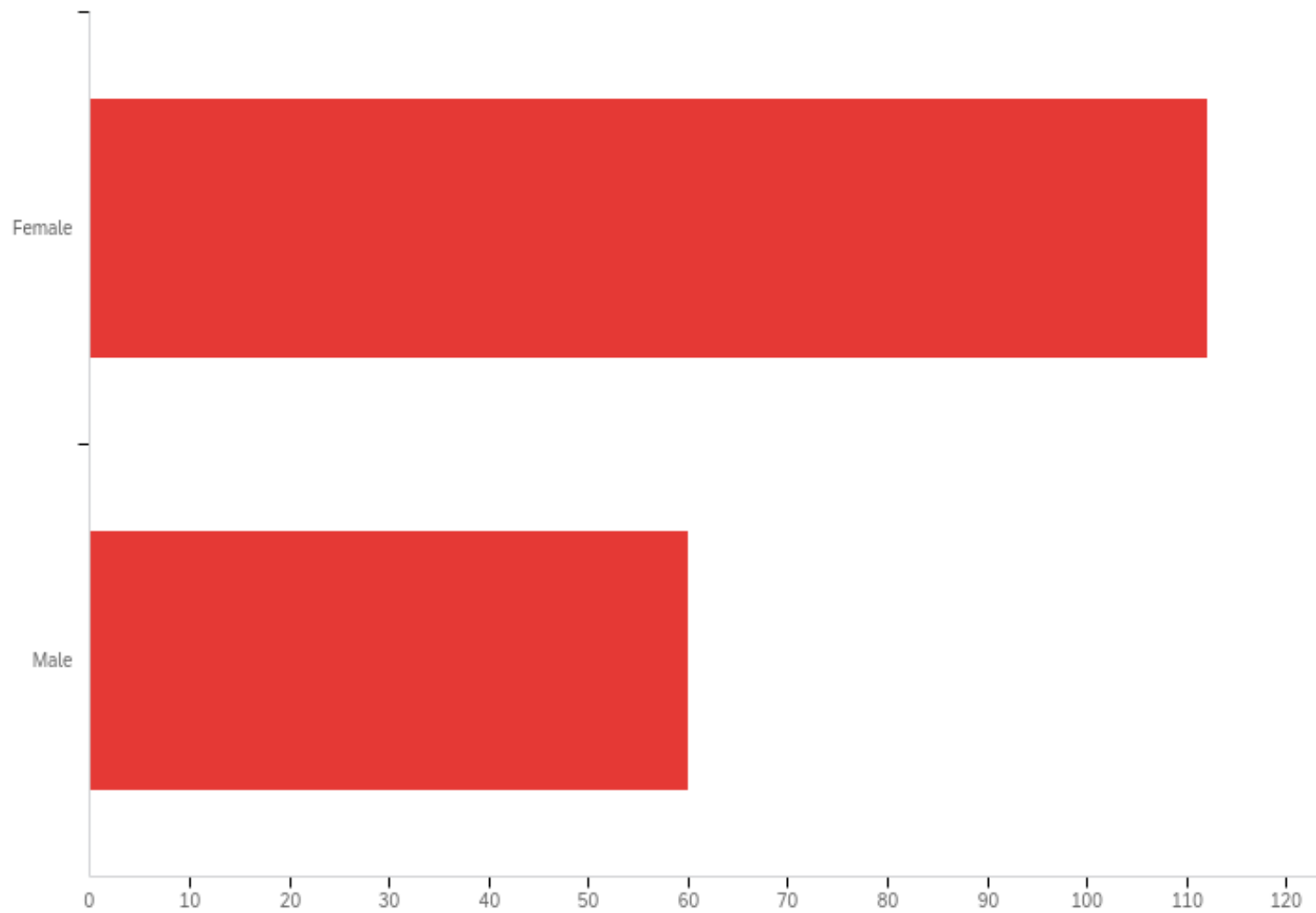
HC

#	Answer	%	Count
1	Big Spring	87.79%	151
2	Big Spring High School	4.07%	7
3	Stanton High School	2.91%	5
4	Robert Lee High School	1.74%	3
5	Menard High School	1.16%	2
6	Christoval High School	0.58%	1
7	Eldorado High School	0.58%	1
8	Forsan High School	0.58%	1
9	Paint Rock High School	0.58%	1

HC

#	Answer	%	Count
	Total	100%	172

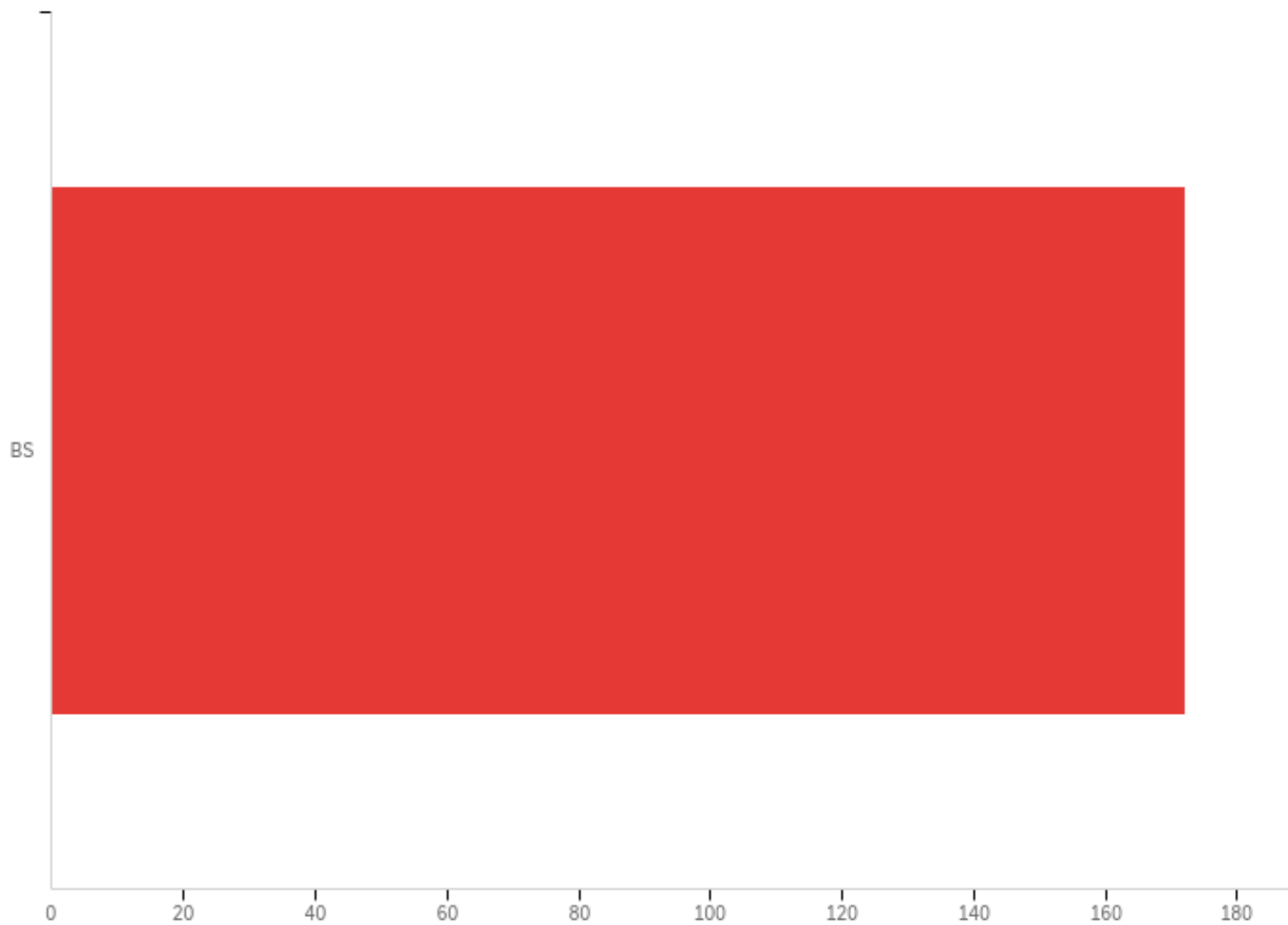
Sex



Sex

#	Answer	%	Count
1	Female	65.12%	112
2	Male	34.88%	60
	Total	100%	172

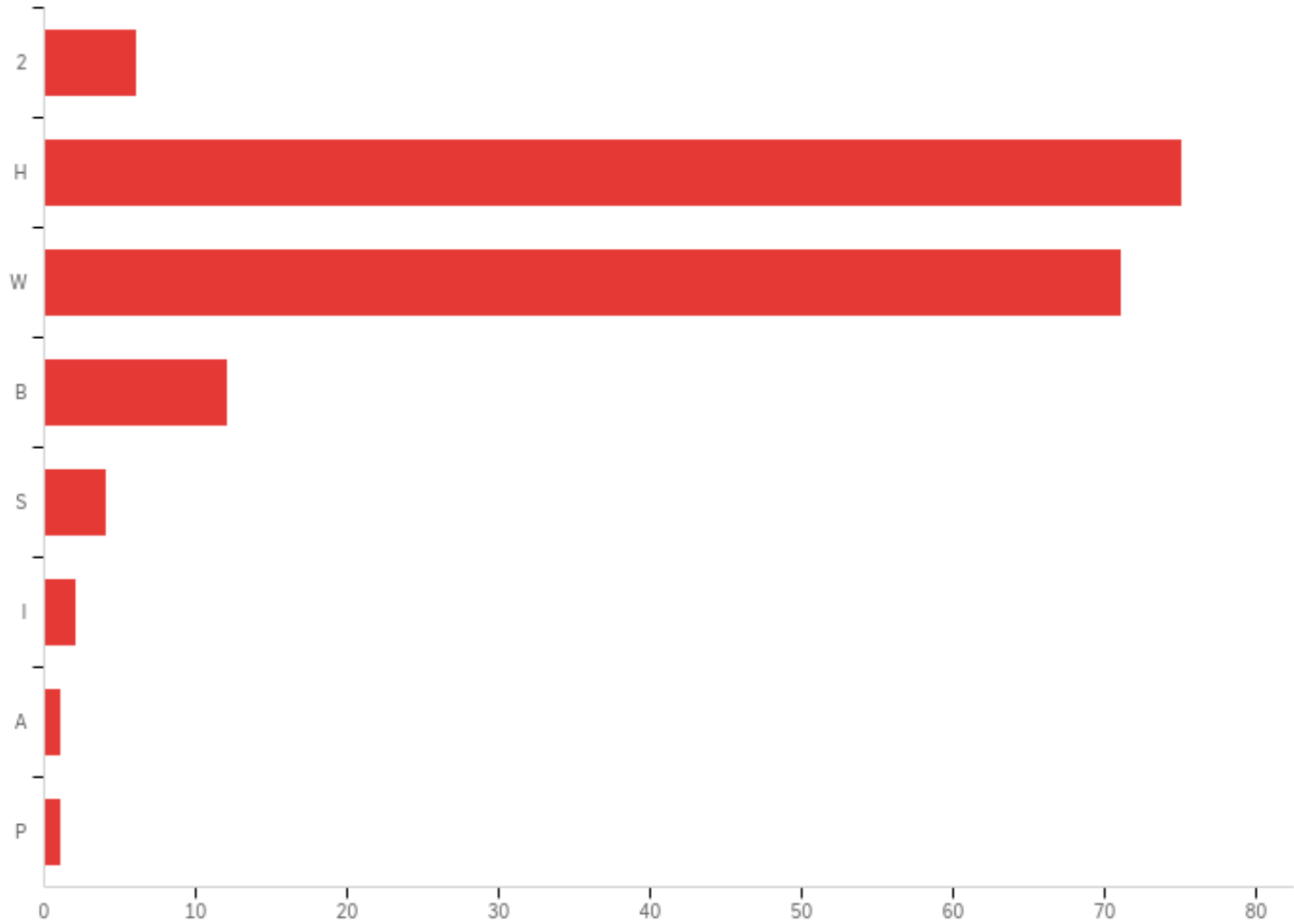
CampusGroup



CampusGroup

#	Answer	%	Count
1	BS	100.00%	172
	Total	100%	172

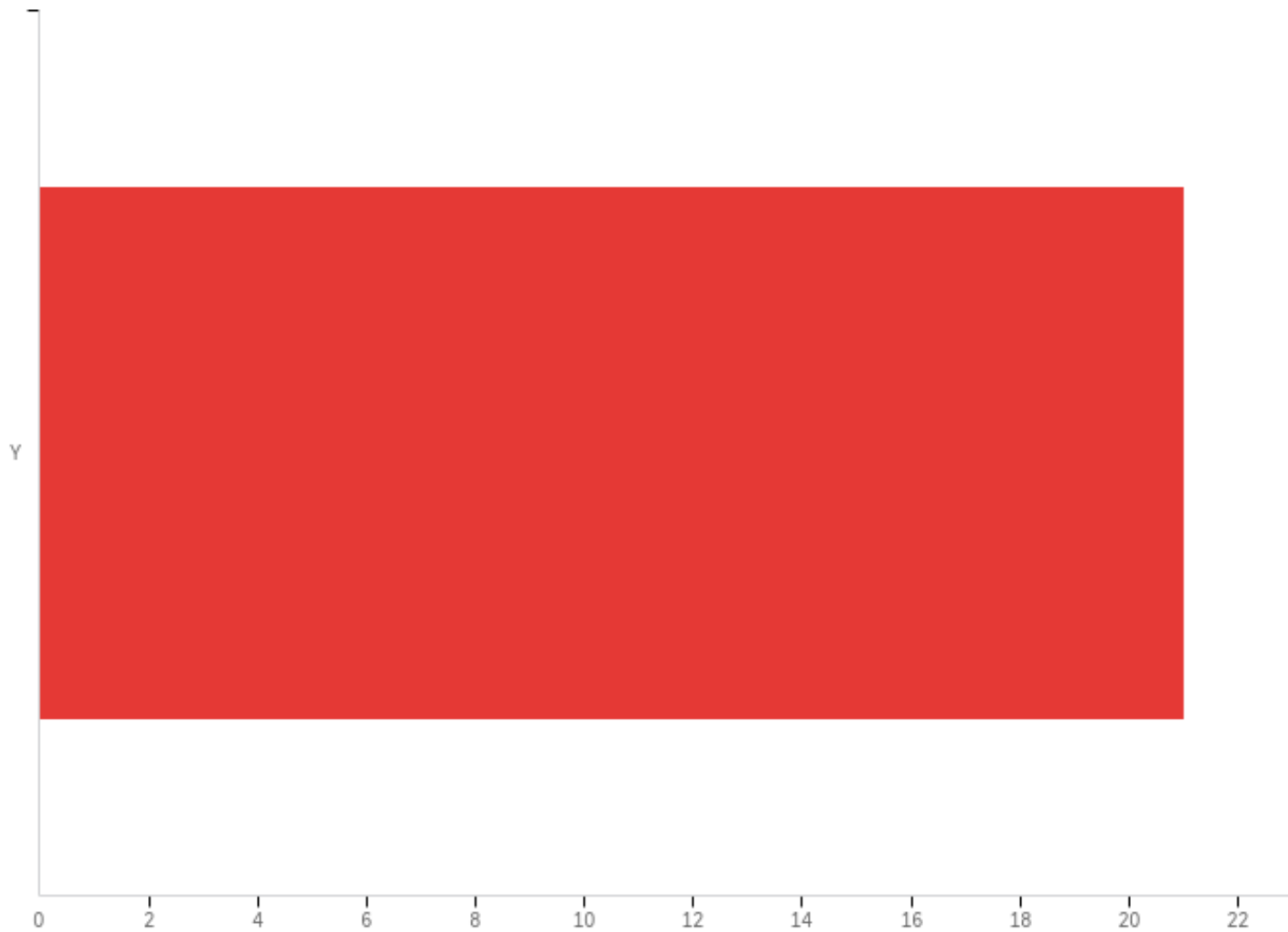
WorkEth



WorkEth

#	Answer	%	Count
1	2	3.49%	6
2	H	43.60%	75
3	W	41.28%	71
4	B	6.98%	12
5	S	2.33%	4
6	I	1.16%	2
7	A	0.58%	1
8	P	0.58%	1
	Total	100%	172

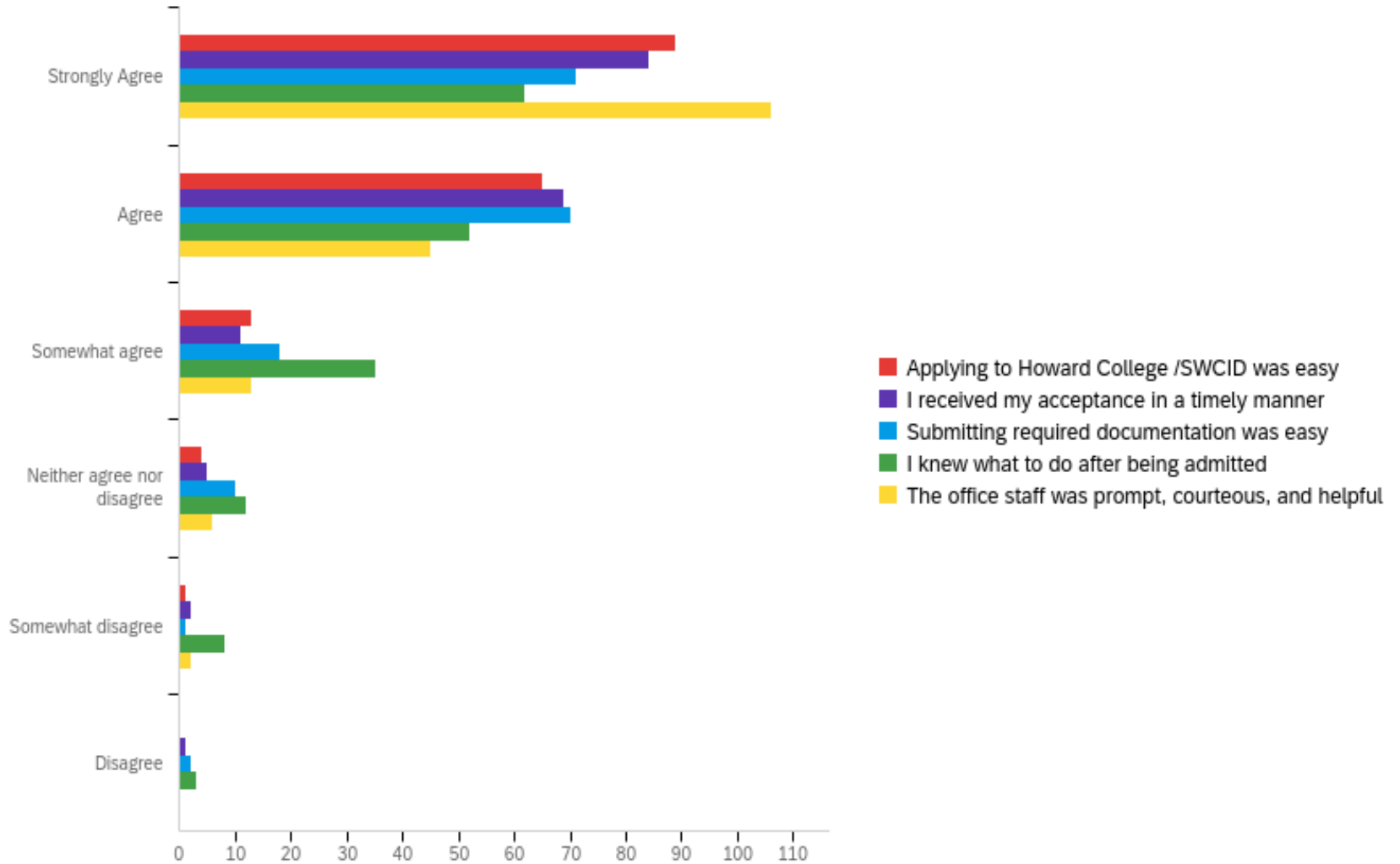
DualCredit



DualCredit

#	Answer	%	Count
1	Y	100.00%	21
	Total	100%	21

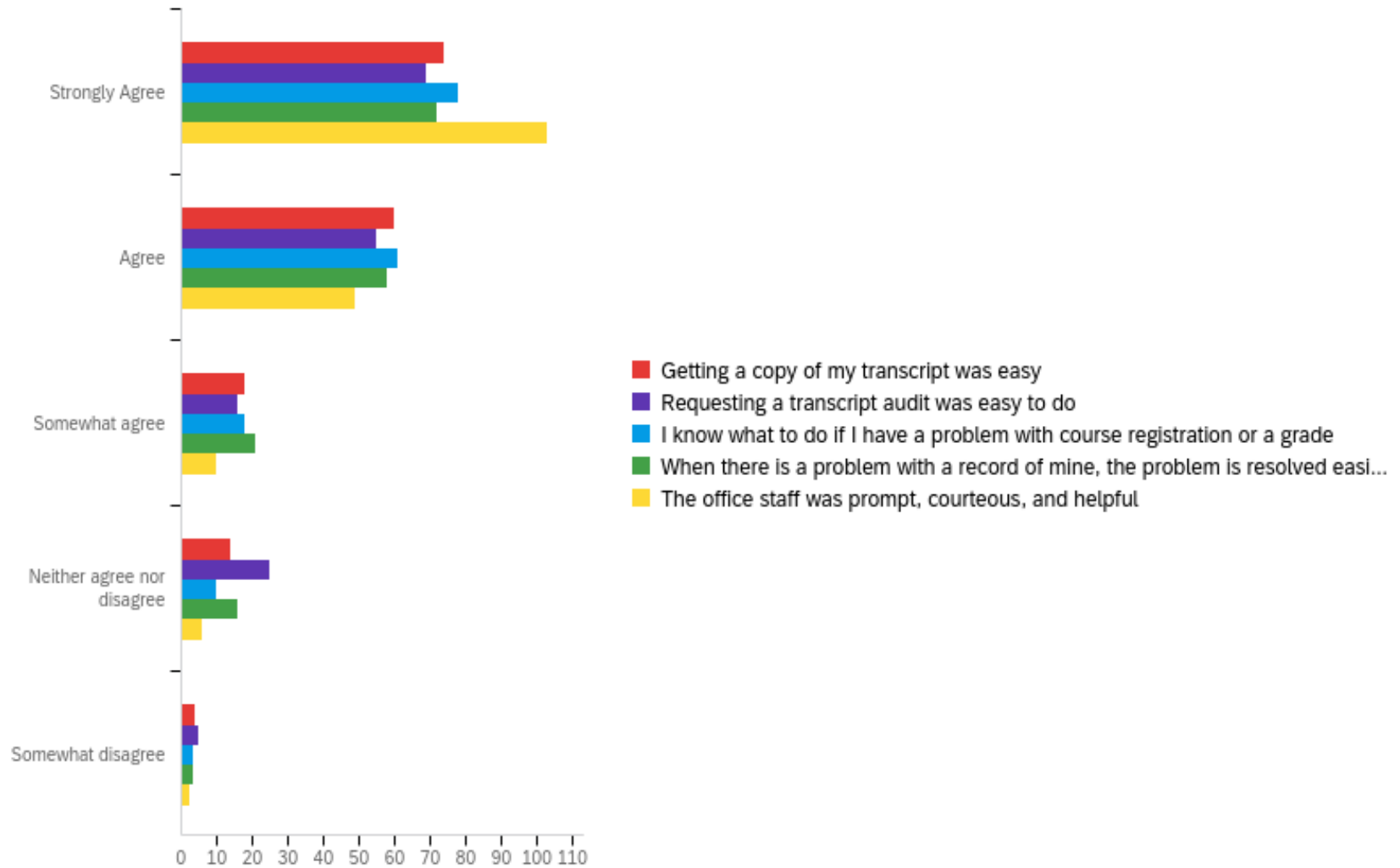
Q1 - Please select an answer that you feel accurately portrays your experience with...



Q1 - 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	51.74%	89	37.79%	65	7.56%	13	2.33%	4	0.58%	1	0.00%	0	172
2	I received my acceptance in a timely manner	48.84%	84	40.12%	69	6.40%	11	2.91%	5	1.16%	2	0.58%	1	172
3	Submitting required documentation was easy	41.28%	71	40.70%	70	10.47%	18	5.81%	10	0.58%	1	1.16%	2	172
4	I knew what to do after being admitted	36.05%	62	30.23%	52	20.35%	35	6.98%	12	4.65%	8	1.74%	3	172
5	The office staff was prompt, courteous, and helpful	61.63%	106	26.16%	45	7.56%	13	3.49%	6	1.16%	2	0.00%	0	172

Q3 - Please select an answer that you feel accurately portrays your experience with...



Q3 - 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	43.53%	74	35.29%	60	10.59%	18	8.24%	14	2.35%	4	170
2	Requesting a transcript audit was easy to do	40.59%	69	32.35%	55	9.41%	16	14.71%	25	2.94%	5	170
3	I know what to do if I have a problem with course registration or a grade	45.88%	78	35.88%	61	10.59%	18	5.88%	10	1.76%	3	170
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	42.35%	72	34.12%	58	12.35%	21	9.41%	16	1.76%	3	170

Q3 - 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
5	The office staff was prompt, courteous, and helpful	60.59%	103	28.82%	49	5.88%	10	3.53%	6	1.18%	2	170

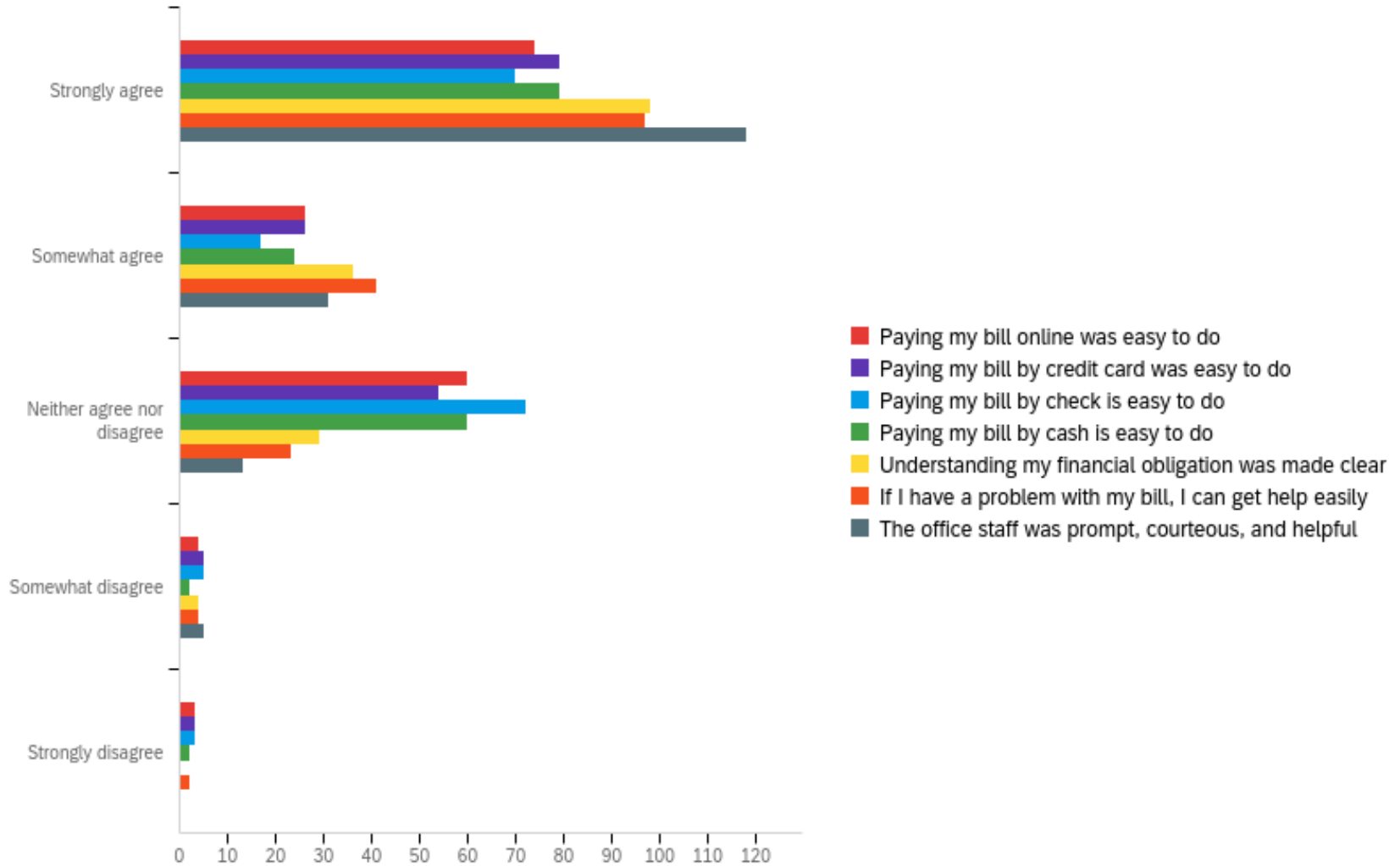
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	42.26%	71	31.55%	53	17.26%	29	3.57%	6	5.36%	9	168
2	Once I filled out my FAFSA I knew what to do	37.50%	63	28.57%	48	24.40%	41	5.95%	10	3.57%	6	168
3	I received my award in a timely manner	42.26%	71	24.40%	41	26.19%	44	4.17%	7	2.98%	5	168
4	If I was not eligible for aid I received an explanation	42.26%	71	17.26%	29	32.74%	55	4.76%	8	2.98%	5	168
5	Paying for college (process) was easy	49.40%	83	25.60%	43	16.07%	27	4.76%	8	4.17%	7	168

Q5 - 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
6	Finding information about Financial Aid was easy	44.05%	74	29.17%	49	16.67%	28	6.55%	11	3.57%	6	168
7	If I have a problem with Financial Aid I can get help easily	50.60%	85	23.81%	40	19.64%	33	4.76%	8	1.19%	2	168
8	Applying for a scholarship was easy	41.67%	70	22.62%	38	30.36%	51	3.57%	6	1.79%	3	168
9	The office staff was prompt, courteous, and helpful	67.26%	113	21.43%	36	7.14%	12	4.17%	7	0.00%	0	168

Q6 - Please select an answer that you feel accurately portrays your experience with...



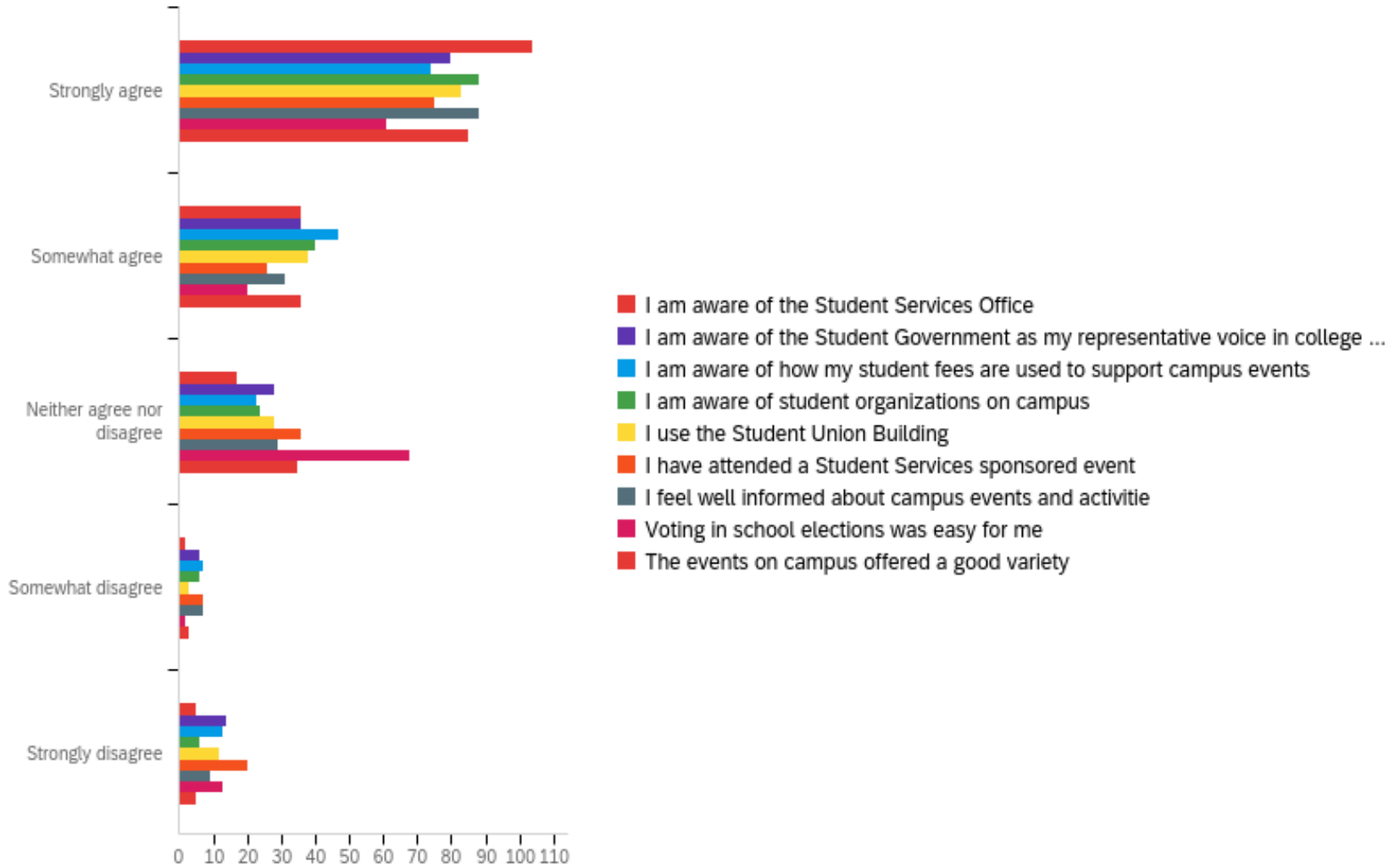
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	44.31%	74	15.57%	26	35.93%	60	2.40%	4	1.80%	3	167
2	Paying my bill by credit card was easy to do	47.31%	79	15.57%	26	32.34%	54	2.99%	5	1.80%	3	167
3	Paying my bill by check is easy to do	41.92%	70	10.18%	17	43.11%	72	2.99%	5	1.80%	3	167
4	Paying my bill by cash is easy to do	47.31%	79	14.37%	24	35.93%	60	1.20%	2	1.20%	2	167
5	Understanding my financial obligation was made clear	58.68%	98	21.56%	36	17.37%	29	2.40%	4	0.00%	0	167

Q6 - 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
6	If I have a problem with my bill, I can get help easily	58.08%	97	24.55%	41	13.77%	23	2.40%	4	1.20%	2	167
7	The office staff was prompt, courteous, and helpful	70.66%	118	18.56%	31	7.78%	13	2.99%	5	0.00%	0	167

Q6 - Please select an answer that you feel accurately portrays your experience with...



Q6 - 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	63.41%	104	21.95%	36	10.37%	17	1.22%	2	3.05%	5	164
2	I am aware of the Student Government as my representative voice in college affairs	48.78%	80	21.95%	36	17.07%	28	3.66%	6	8.54%	14	164
3	I am aware of how my student fees are used to support campus events	45.12%	74	28.66%	47	14.02%	23	4.27%	7	7.93%	13	164

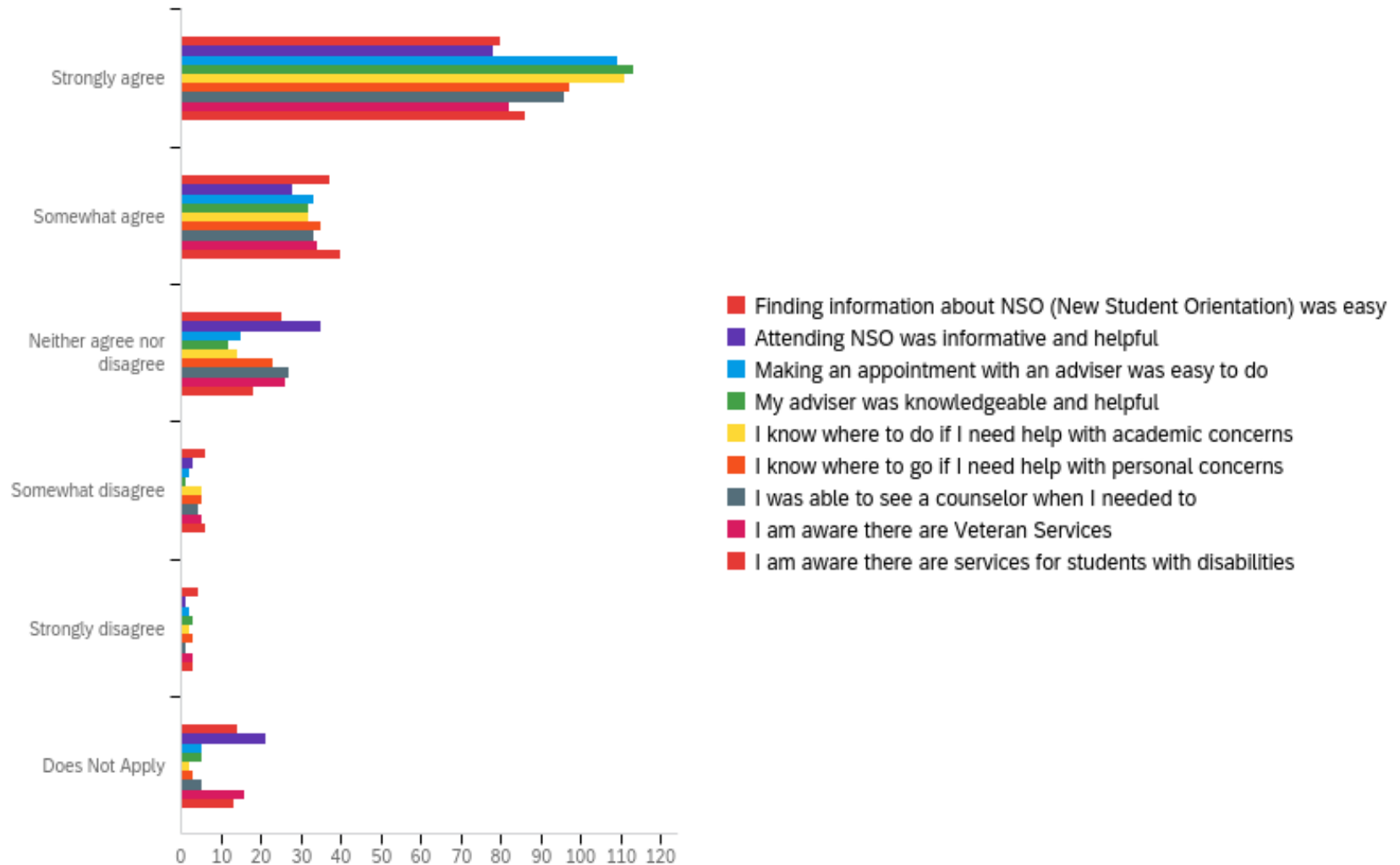
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	53.66%	88	24.39%	40	14.63%	24	3.66%	6	3.66%	6	164
5	I use the Student Union Building	50.61%	83	23.17%	38	17.07%	28	1.83%	3	7.32%	12	164
6	I have attended a Student Services sponsored event	45.73%	75	15.85%	26	21.95%	36	4.27%	7	12.20%	20	164
7	I feel well informed about campus events and activities	53.66%	88	18.90%	31	17.68%	29	4.27%	7	5.49%	9	164

Q6 - 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
8	Voting in school elections was easy for me	37.20%	61	12.20%	20	41.46%	68	1.22%	2	7.93%	13	164
9	The events on campus offered a good variety	51.83%	85	21.95%	36	21.34%	35	1.83%	3	3.05%	5	164

Q7 - Please select an answer that you feel accurately portrays your experience with...



Q7 - 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		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	48.19%	80	22.29%	37	15.06%	25	3.61%	6	2.41%	4	8.43%	14	166
2	Attending NSO was informative and helpful	46.99%	78	16.87%	28	21.08%	35	1.81%	3	0.60%	1	12.65%	21	166
3	Making an appointment with an adviser was easy to do	65.66%	109	19.88%	33	9.04%	15	1.20%	2	1.20%	2	3.01%	5	166
4	My adviser was knowledgeable and helpful	68.07%	113	19.28%	32	7.23%	12	0.60%	1	1.81%	3	3.01%	5	166

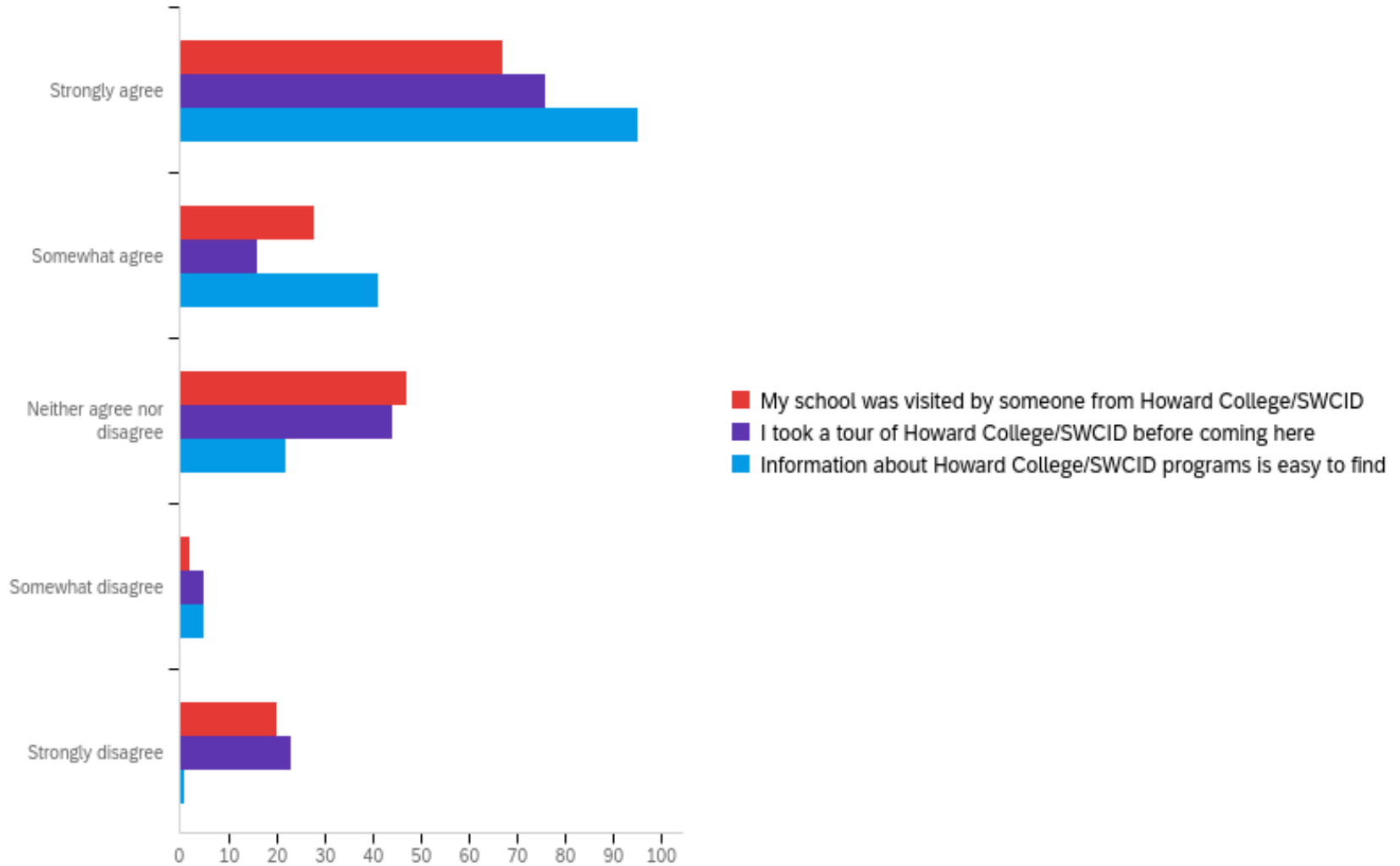
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
5	I know where to do if I need help with academic concerns	66.87%	111	19.28%	32	8.43%	14	3.01%	5	1.20%	2	1.20%	2	166
6	I know where to go if I need help with personal concerns	58.43%	97	21.08%	35	13.86%	23	3.01%	5	1.81%	3	1.81%	3	166
7	I was able to see a counselor when I needed to	57.83%	96	19.88%	33	16.27%	27	2.41%	4	0.60%	1	3.01%	5	166
8	I am aware there are Veteran Services	49.40%	82	20.48%	34	15.66%	26	3.01%	5	1.81%	3	9.64%	16	166

Q7 - 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		Does Not Apply		Total
9	I am aware there are services for students with disabilities	51.81%	86	24.10%	40	10.84%	18	3.61%	6	1.81%	3	7.83%	13	166

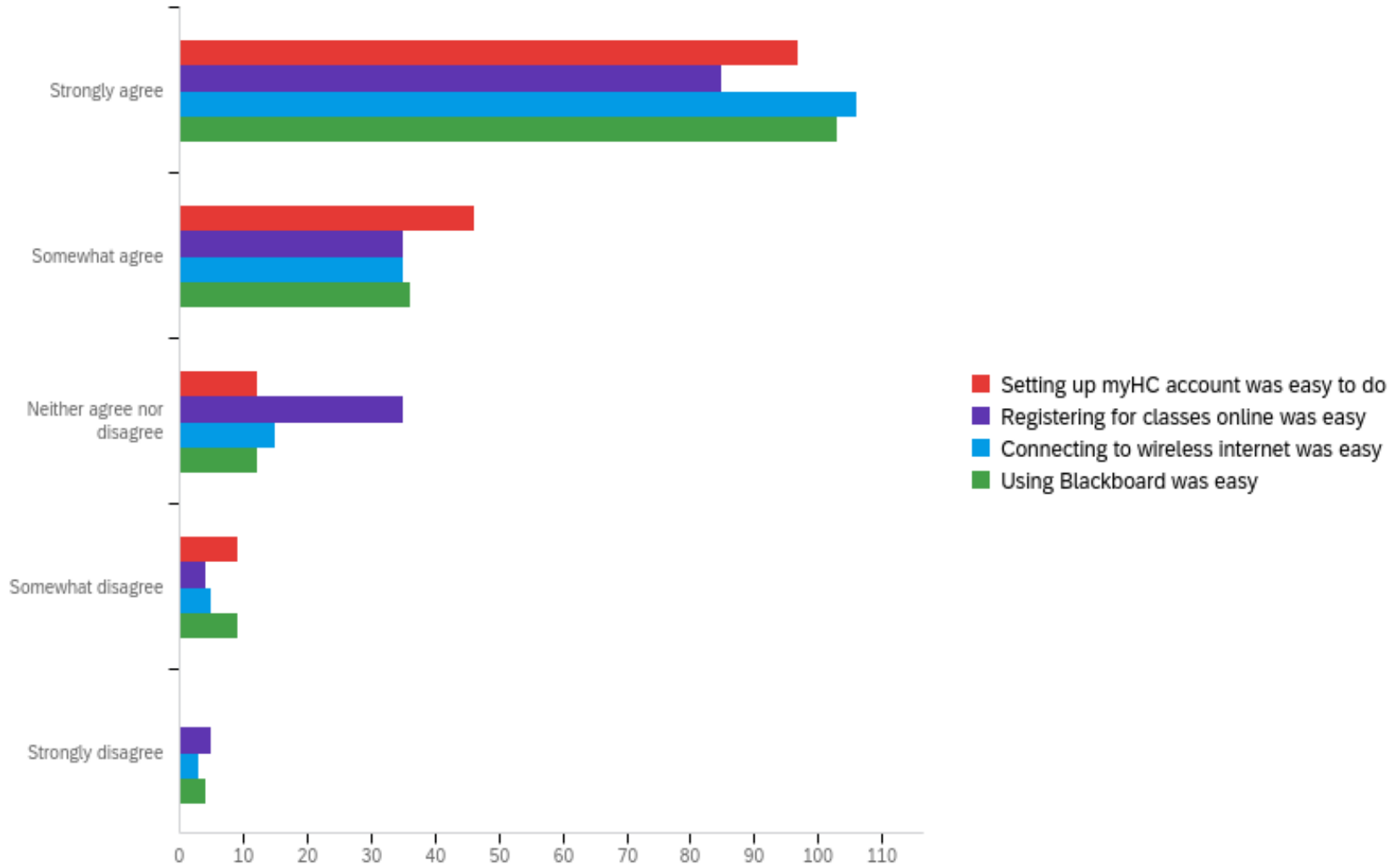
Q7 - Please select an answer that you feel accurately portrays your experience with...



Q7 - 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/SWCI D	40.85%	67	17.07%	28	28.66%	47	1.22%	2	12.20%	20	164
2	I took a tour of Howard College/SWCI D before coming here	46.34%	76	9.76%	16	26.83%	44	3.05%	5	14.02%	23	164
3	Information about Howard College/SWCI D programs is easy to find	57.93%	95	25.00%	41	13.41%	22	3.05%	5	0.61%	1	164

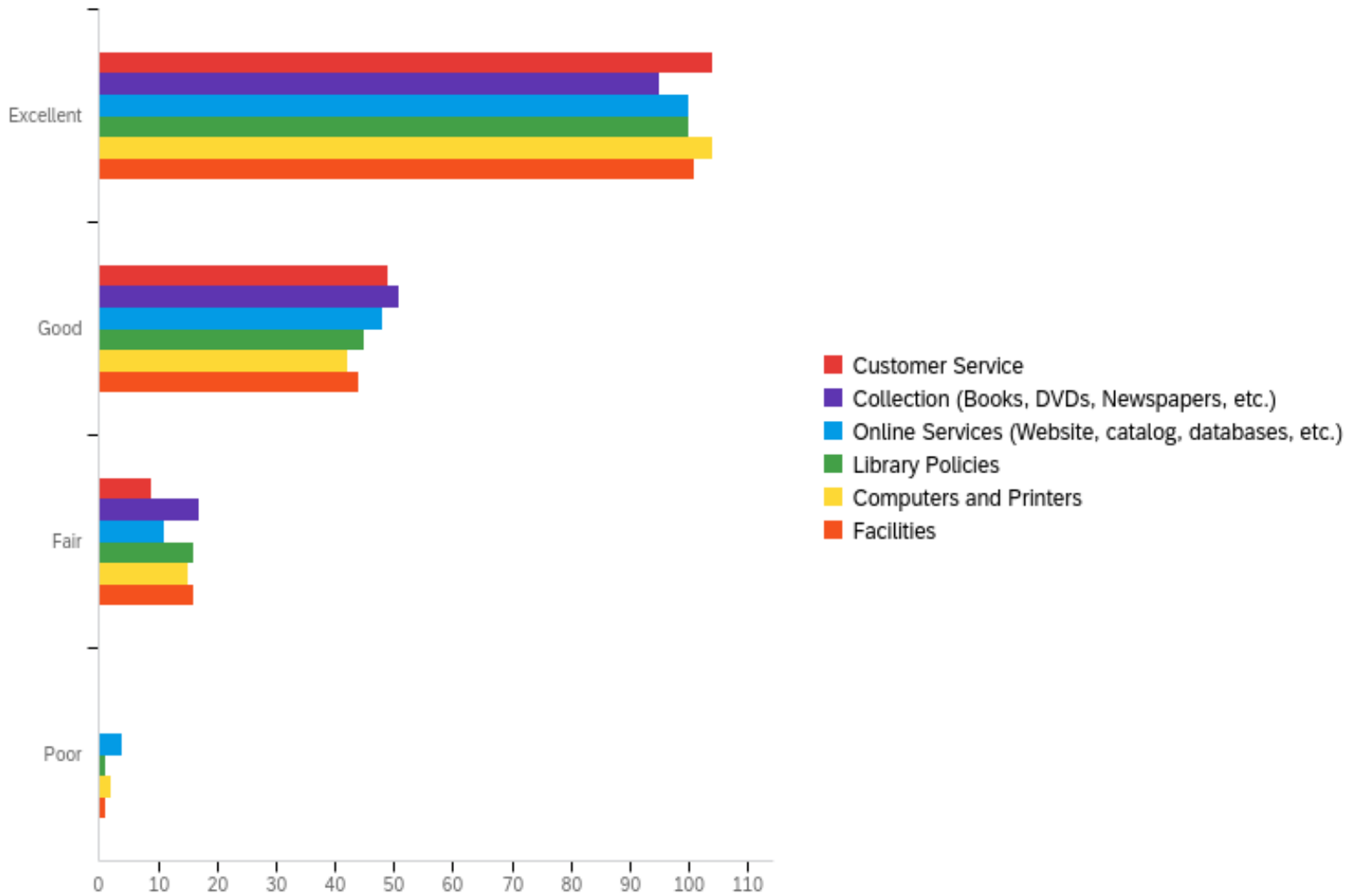
Q8 - Please select an answer that you feel accurately portrays your experience with...



Q8 - 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	59.15%	97	28.05%	46	7.32%	12	5.49%	9	0.00%	0	164
2	Registering for classes online was easy	51.83%	85	21.34%	35	21.34%	35	2.44%	4	3.05%	5	164
3	Connecting to wireless internet was easy	64.63%	106	21.34%	35	9.15%	15	3.05%	5	1.83%	3	164
4	Using Blackboard was easy	62.80%	103	21.95%	36	7.32%	12	5.49%	9	2.44%	4	164

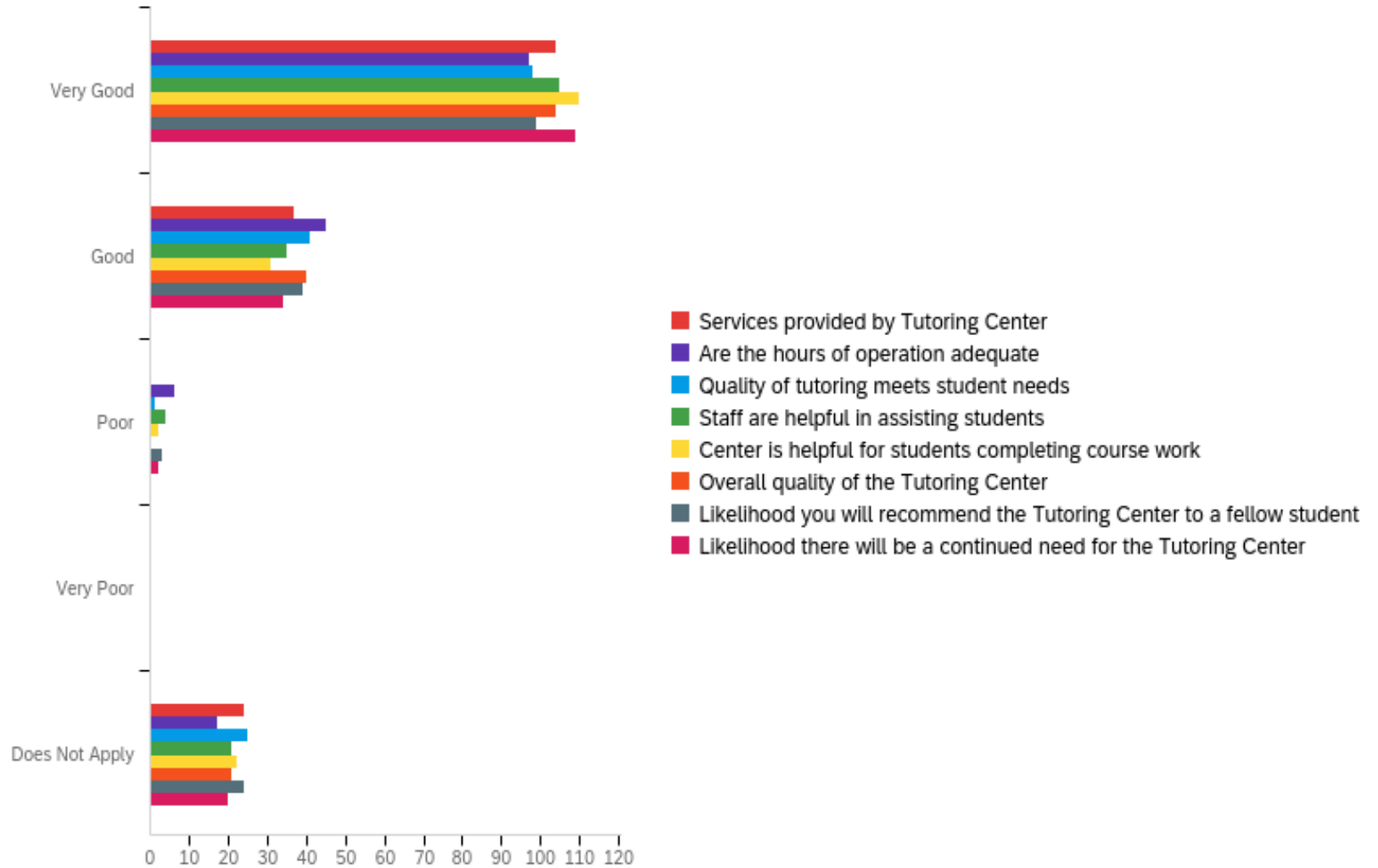
Q13 - Please rate each of the following library services



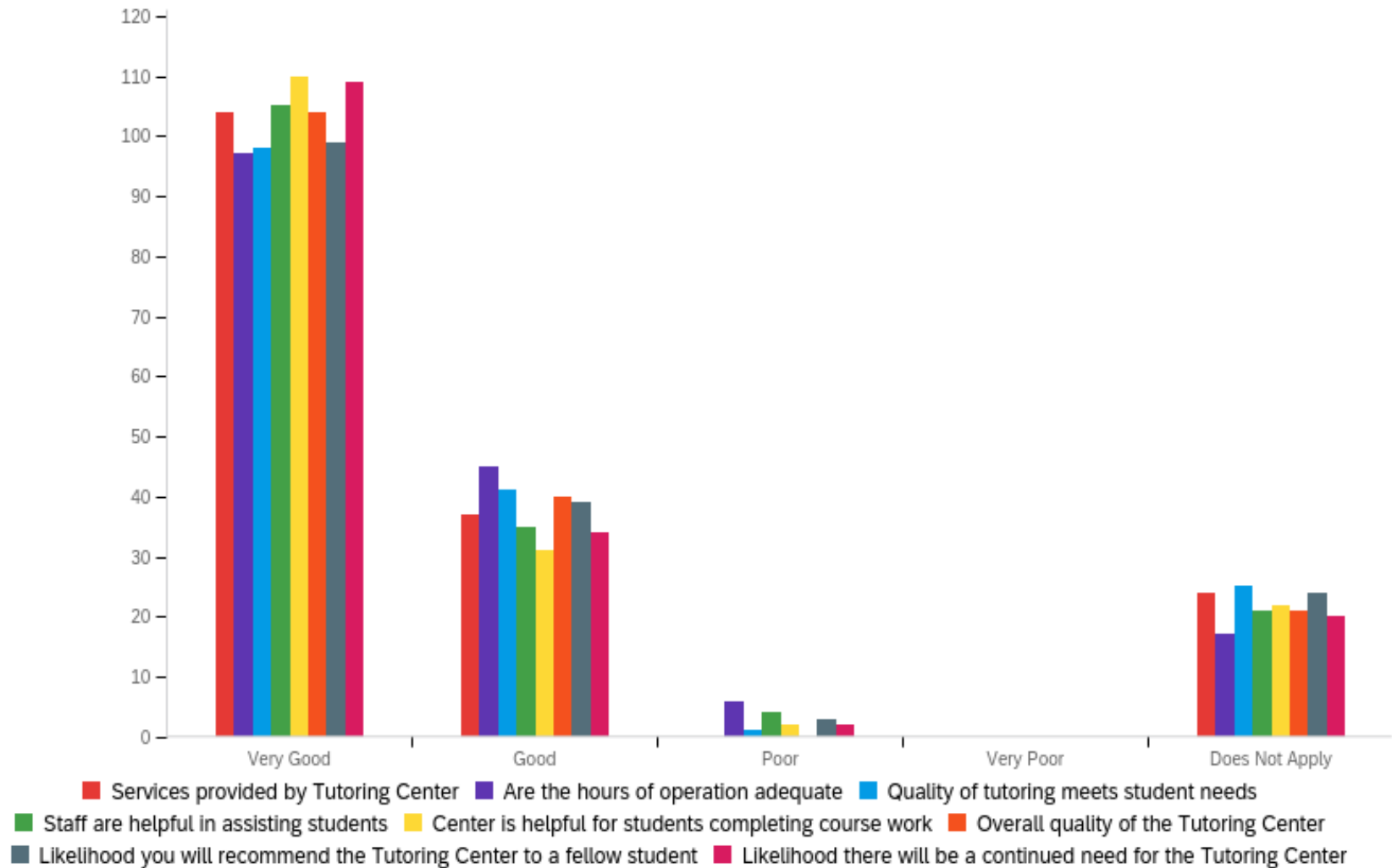
Q13 - Please rate each of the following library services

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	64.20%	104	30.25%	49	5.56%	9	0.00%	0	162
2	Collection (Books, DVDs, Newspapers, etc.)	58.28%	95	31.29%	51	10.43%	17	0.00%	0	163
3	Online Services (Website, catalog, databases, etc.)	61.35%	100	29.45%	48	6.75%	11	2.45%	4	163
4	Library Policies	61.73%	100	27.78%	45	9.88%	16	0.62%	1	162
5	Computers and Printers	63.80%	104	25.77%	42	9.20%	15	1.23%	2	163
6	Facilities	62.35%	101	27.16%	44	9.88%	16	0.62%	1	162

Q14 - Please rate your experience/opinion concerning the Tutoring Center.



Q14 - Please rate your experience/opinion concerning the Tutoring Center.



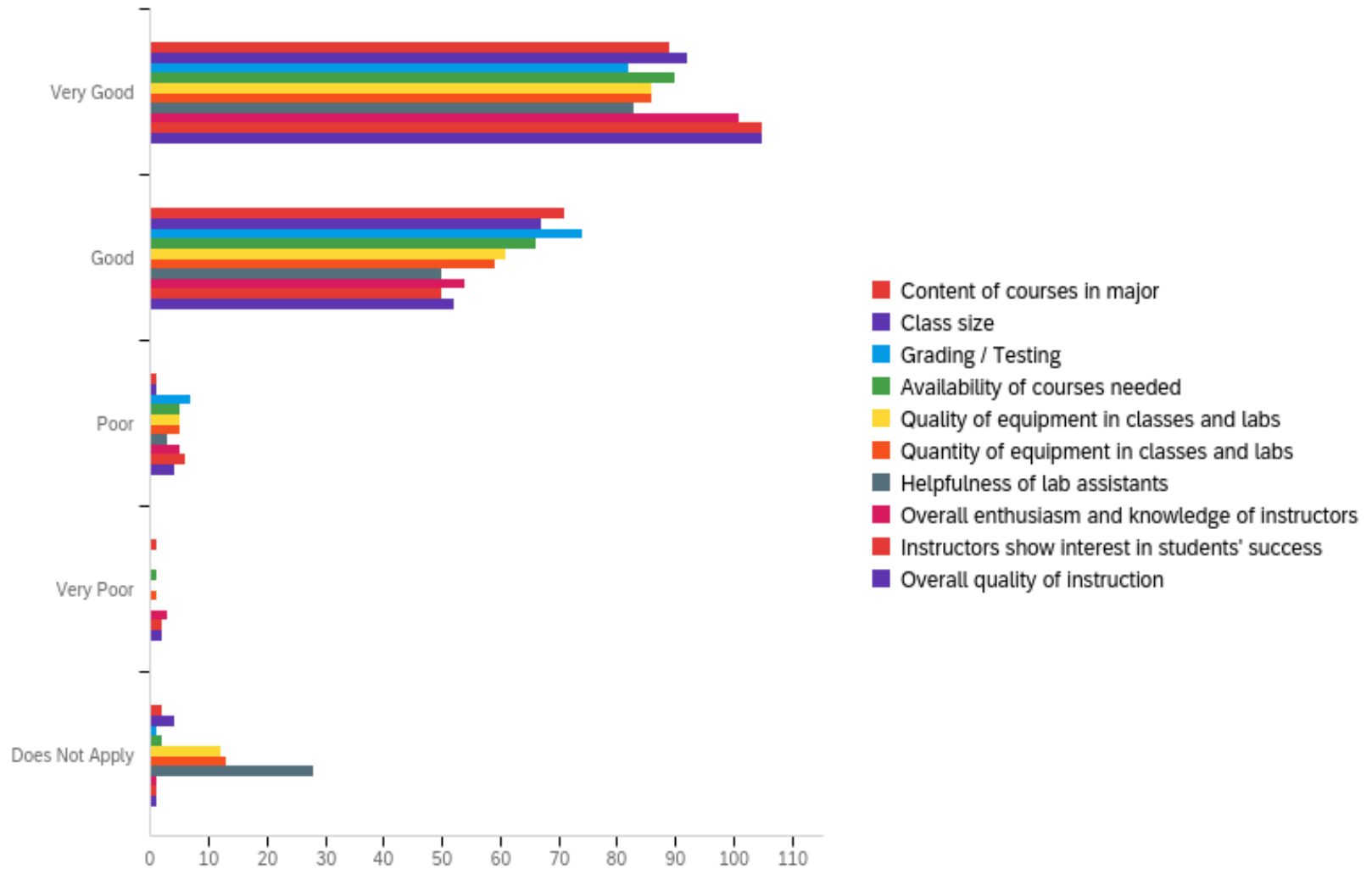
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	63.03%	104	22.42%	37	0.00%	0	0.00%	0	14.55%	24	165
2	Are the hours of operation adequate	58.79%	97	27.27%	45	3.64%	6	0.00%	0	10.30%	17	165
3	Quality of tutoring meets student needs	59.39%	98	24.85%	41	0.61%	1	0.00%	0	15.15%	25	165
4	Staff are helpful in assisting students	63.64%	105	21.21%	35	2.42%	4	0.00%	0	12.73%	21	165
5	Center is helpful for students completing course work	66.67%	110	18.79%	31	1.21%	2	0.00%	0	13.33%	22	165

Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Overall quality of the Tutoring Center	63.03%	104	24.24%	40	0.00%	0	0.00%	0	12.73%	21	165
7	Likelihood you will recommend the Tutoring Center to a fellow student	60.00%	99	23.64%	39	1.82%	3	0.00%	0	14.55%	24	165
8	Likelihood there will be a continued need for the Tutoring Center	66.06%	109	20.61%	34	1.21%	2	0.00%	0	12.12%	20	165

Q18 - How would you evaluate your courses at Howard College / SWCID?



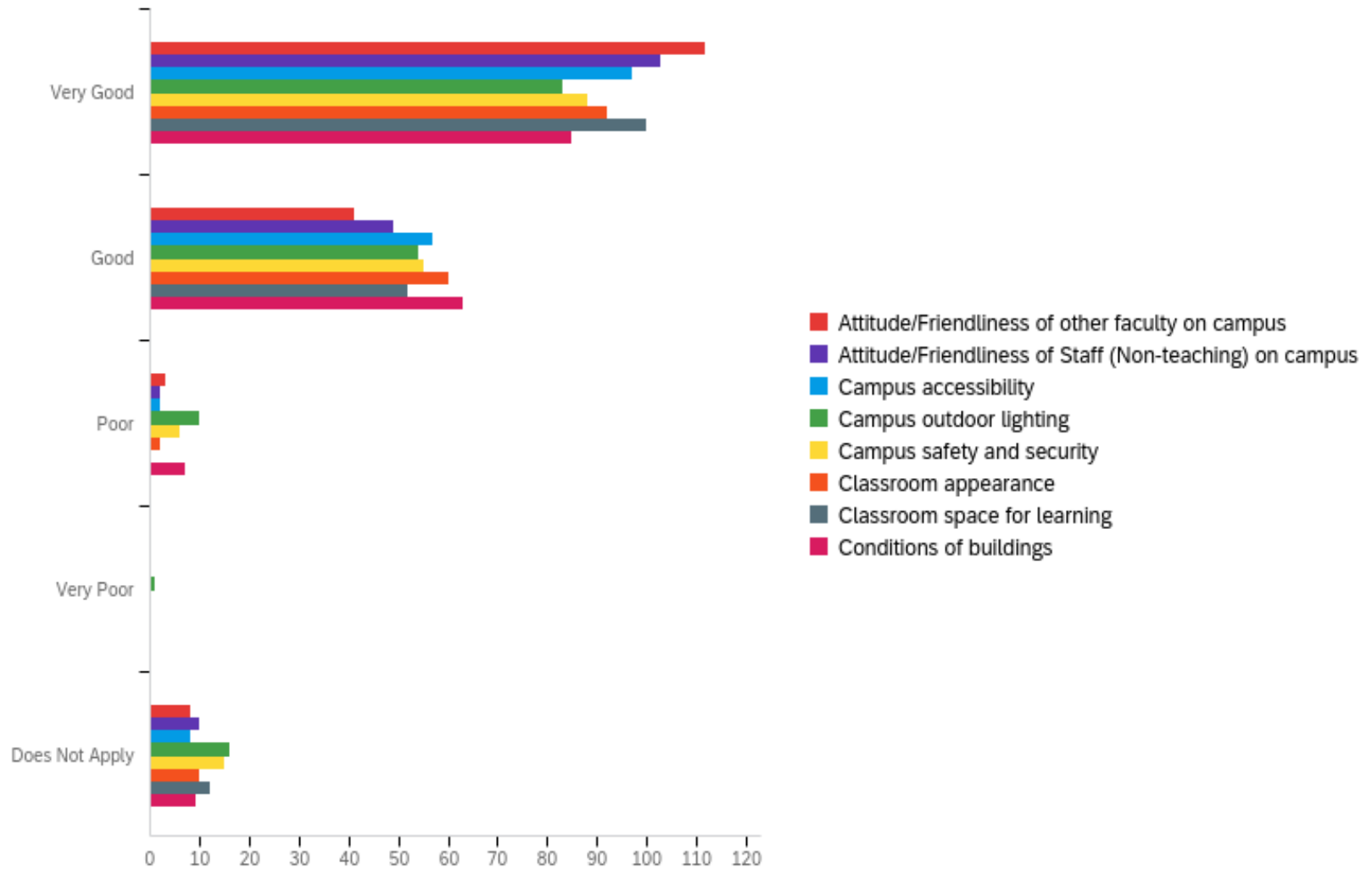
Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	54.27%	89	43.29%	71	0.61%	1	0.61%	1	1.22%	2	164
2	Class size	56.10%	92	40.85%	67	0.61%	1	0.00%	0	2.44%	4	164
3	Grading / Testing	50.00%	82	45.12%	74	4.27%	7	0.00%	0	0.61%	1	164
4	Availability of courses needed	54.88%	90	40.24%	66	3.05%	5	0.61%	1	1.22%	2	164
5	Quality of equipment in classes and labs	52.44%	86	37.20%	61	3.05%	5	0.00%	0	7.32%	12	164
6	Quantity of equipment in classes and labs	52.44%	86	35.98%	59	3.05%	5	0.61%	1	7.93%	13	164

Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
7	Helpfulness of lab assistants	50.61% 83	30.49% 50	1.83% 3	0.00% 0	17.07% 28	164
8	Overall enthusiasm and knowledge of instructors	61.59% 101	32.93% 54	3.05% 5	1.83% 3	0.61% 1	164
9	Instructors show interest in students' success	64.02% 105	30.49% 50	3.66% 6	1.22% 2	0.61% 1	164
10	Overall quality of instruction	64.02% 105	31.71% 52	2.44% 4	1.22% 2	0.61% 1	164

Q20 - Please evaluate the following items relating to the campus



Q20 - 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	68.29%	112	25.00%	41	1.83%	3	0.00%	0	4.88%	8	164
2	Attitude/Friendliness of Staff (Non-teaching) on campus	62.80%	103	29.88%	49	1.22%	2	0.00%	0	6.10%	10	164
3	Campus accessibility	59.15%	97	34.76%	57	1.22%	2	0.00%	0	4.88%	8	164
4	Campus outdoor lighting	50.61%	83	32.93%	54	6.10%	10	0.61%	1	9.76%	16	164
5	Campus safety and security	53.66%	88	33.54%	55	3.66%	6	0.00%	0	9.15%	15	164

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Classroom appearance	56.10%	92	36.59%	60	1.22%	2	0.00%	0	6.10%	10	164
7	Classroom space for learning	60.98%	100	31.71%	52	0.00%	0	0.00%	0	7.32%	12	164
8	Conditions of buildings	51.83%	85	38.41%	63	4.27%	7	0.00%	0	5.49%	9	164