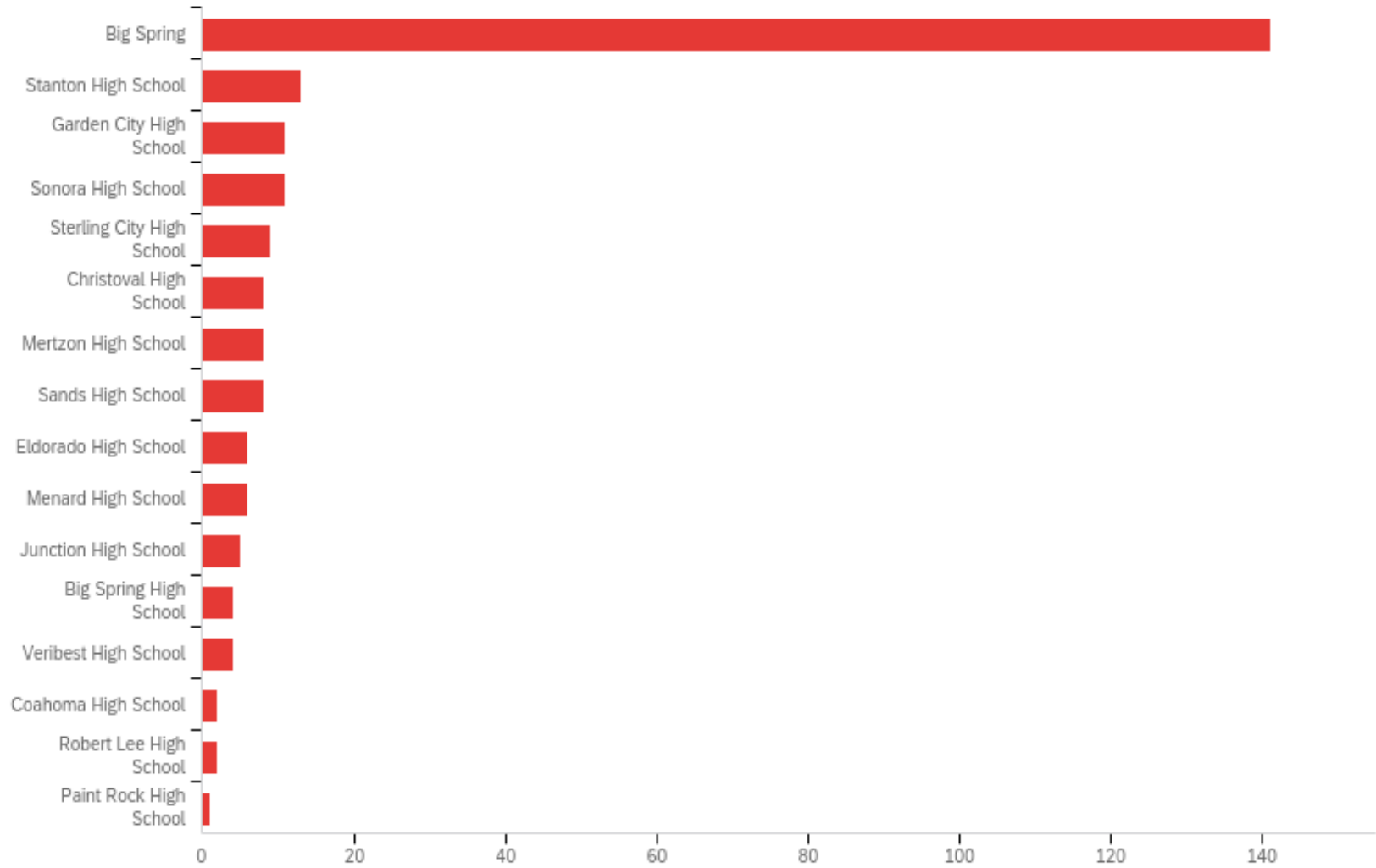


Student Satisfaction Survey - Fall 2019

Big Spring

HC



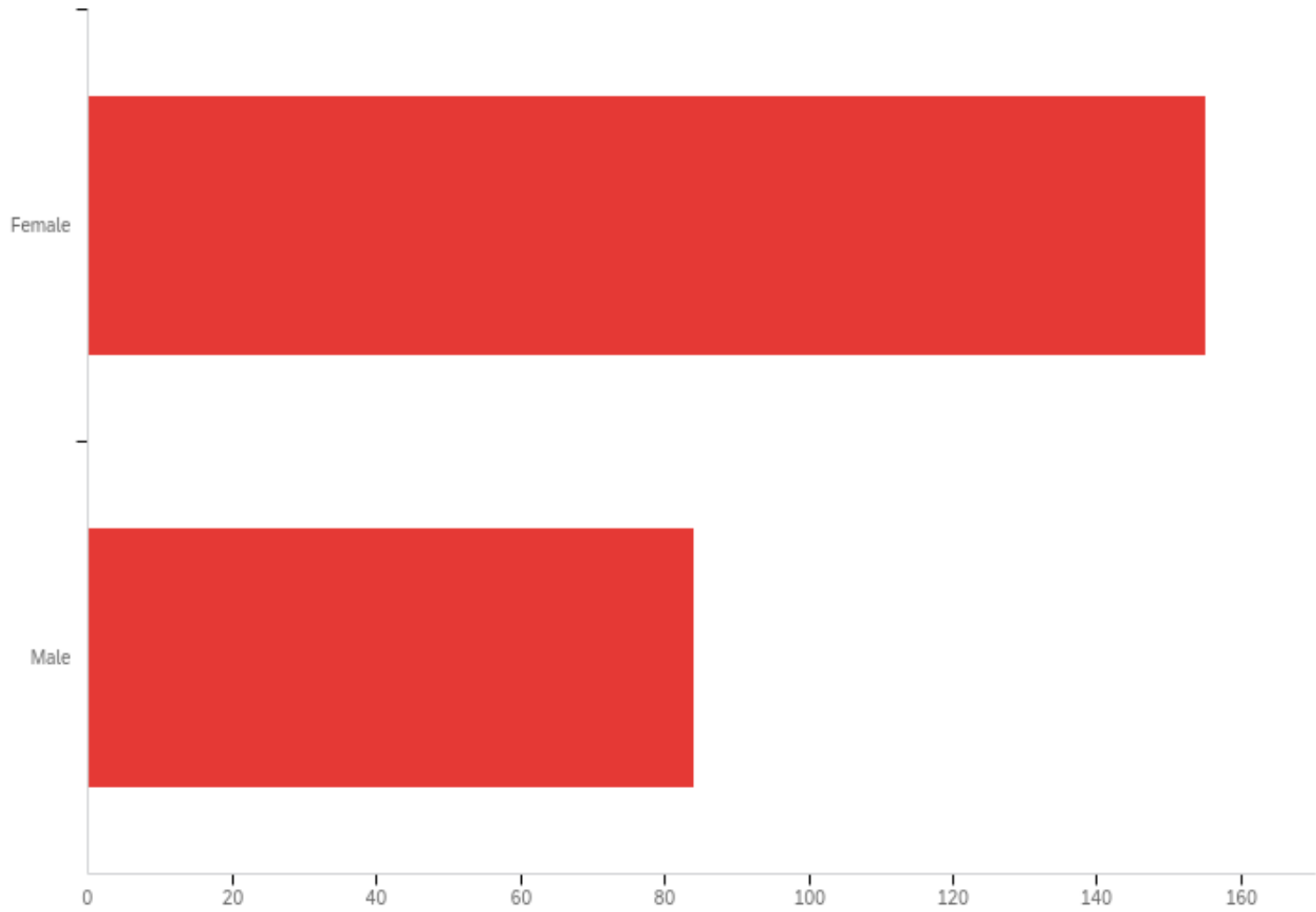
HC

#	Answer	%	Count
1	Big Spring	59.00%	141
2	Stanton High School	5.44%	13
3	Garden City High School	4.60%	11
4	Sonora High School	4.60%	11
5	Sterling City High School	3.77%	9
6	Christoval High School	3.35%	8
7	Mertzon High School	3.35%	8
8	Sands High School	3.35%	8
9	Eldorado High School	2.51%	6

HC

#	Answer	%	Count
10	Menard High School	2.51%	6
11	Junction High School	2.09%	5
12	Big Spring High School	1.67%	4
13	Veribest High School	1.67%	4
14	Coahoma High School	0.84%	2
15	Robert Lee High School	0.84%	2
16	Paint Rock High School	0.42%	1
	Total	100%	239

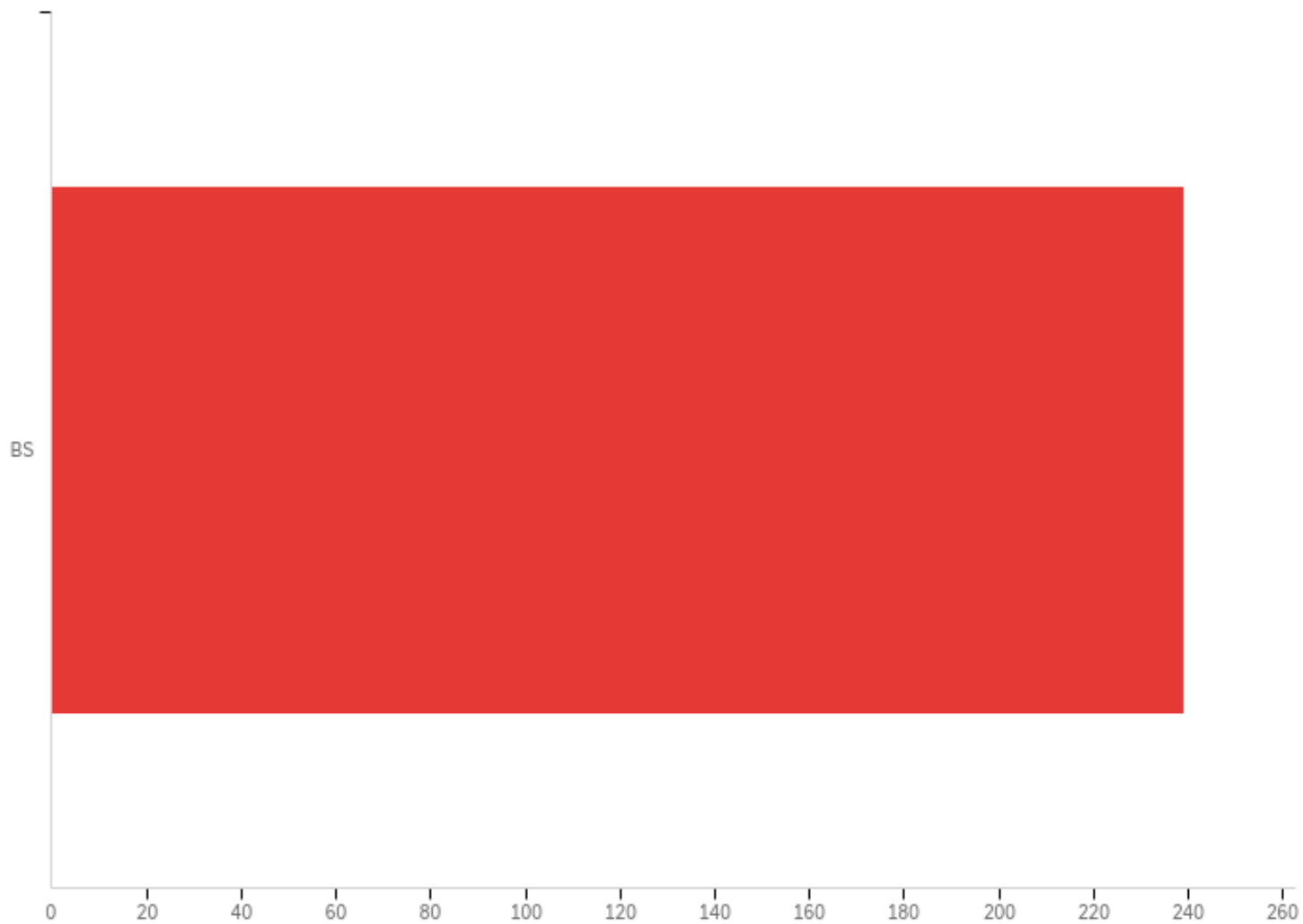
Sex



Sex

#	Answer	%	Count
1	Female	64.85%	155
2	Male	35.15%	84
	Total	100%	239

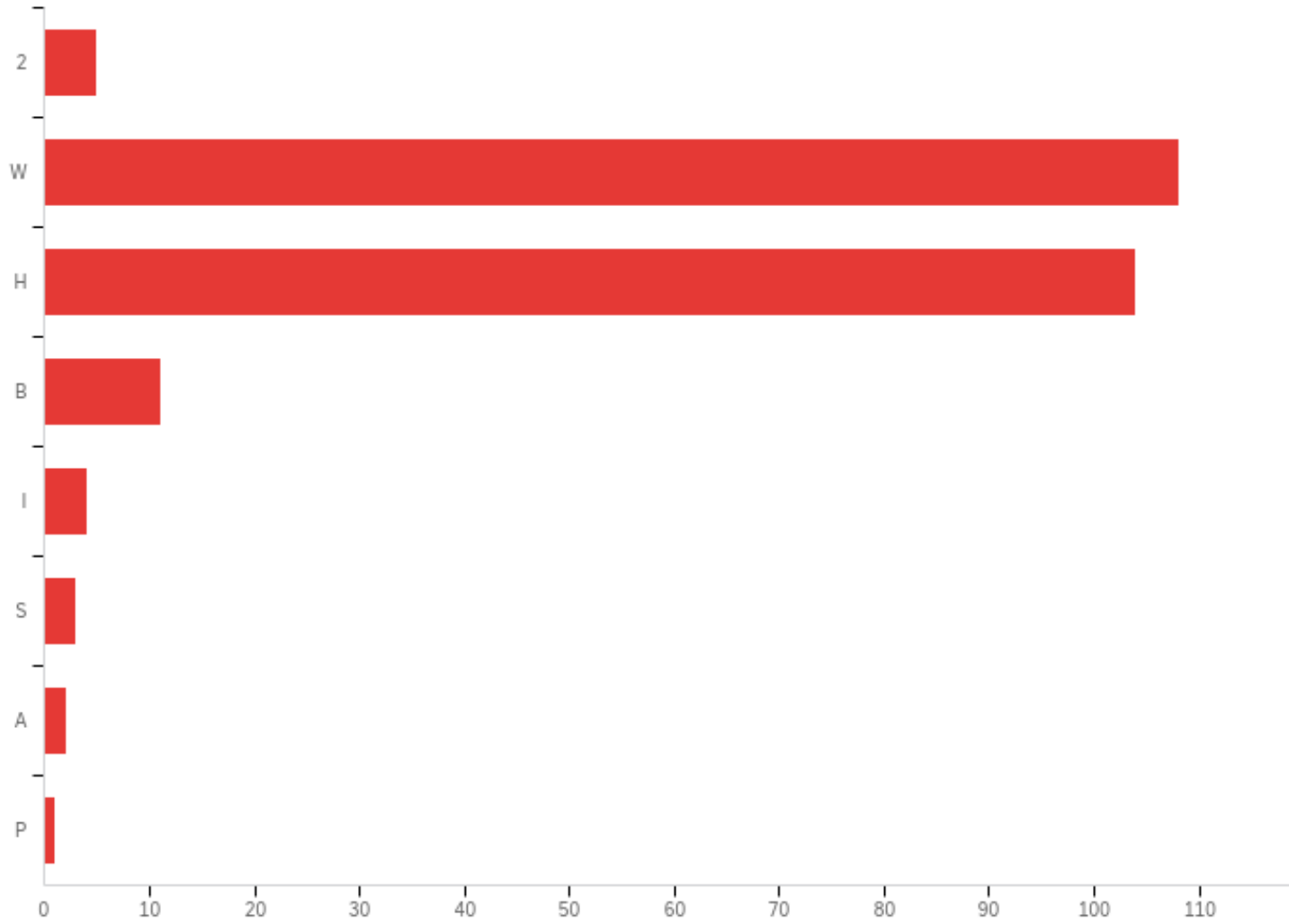
CampusGroup



CampusGroup

#	Answer	%	Count
1	BS	100.00%	239
	Total	100%	239

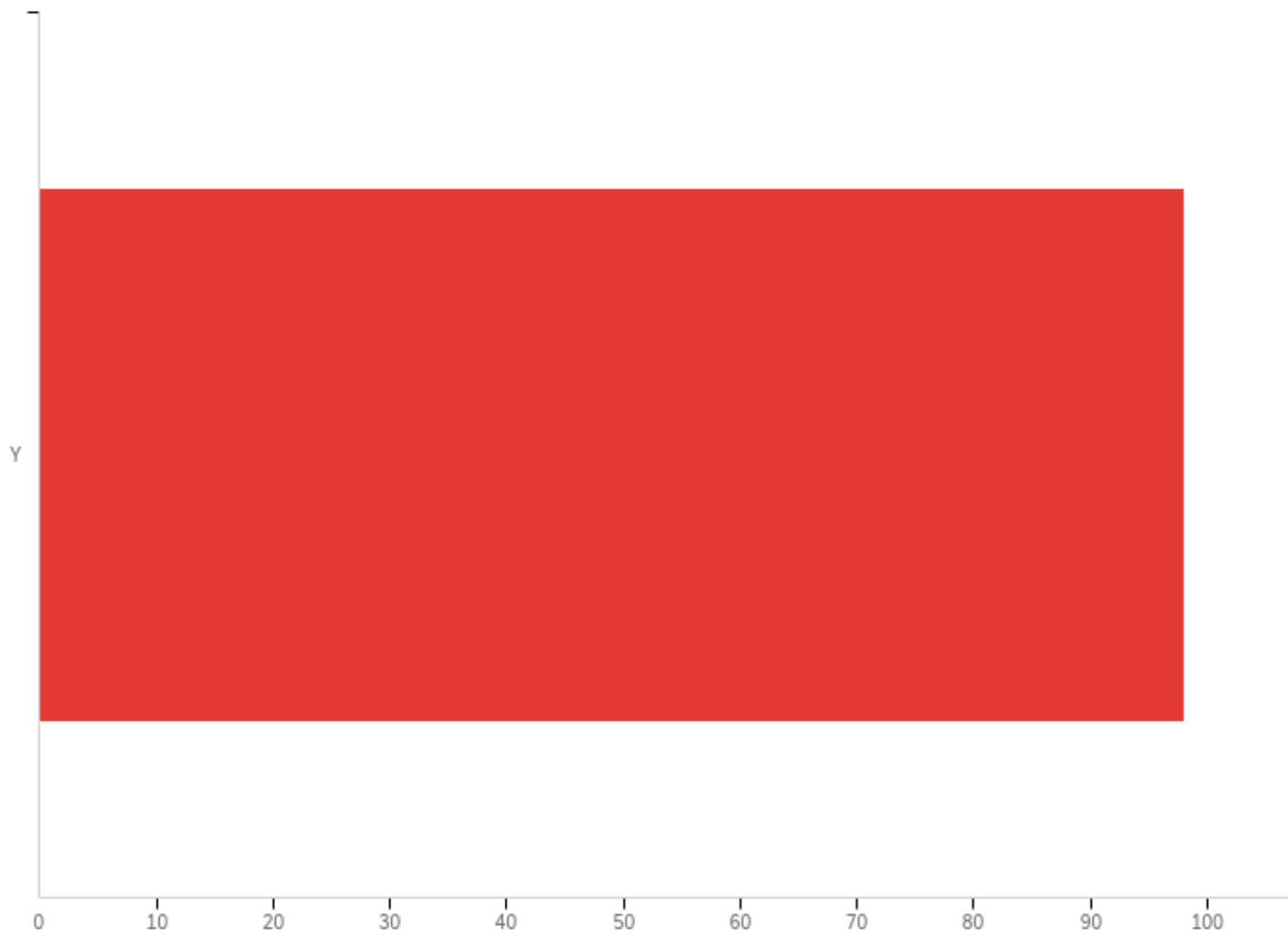
WorkEth



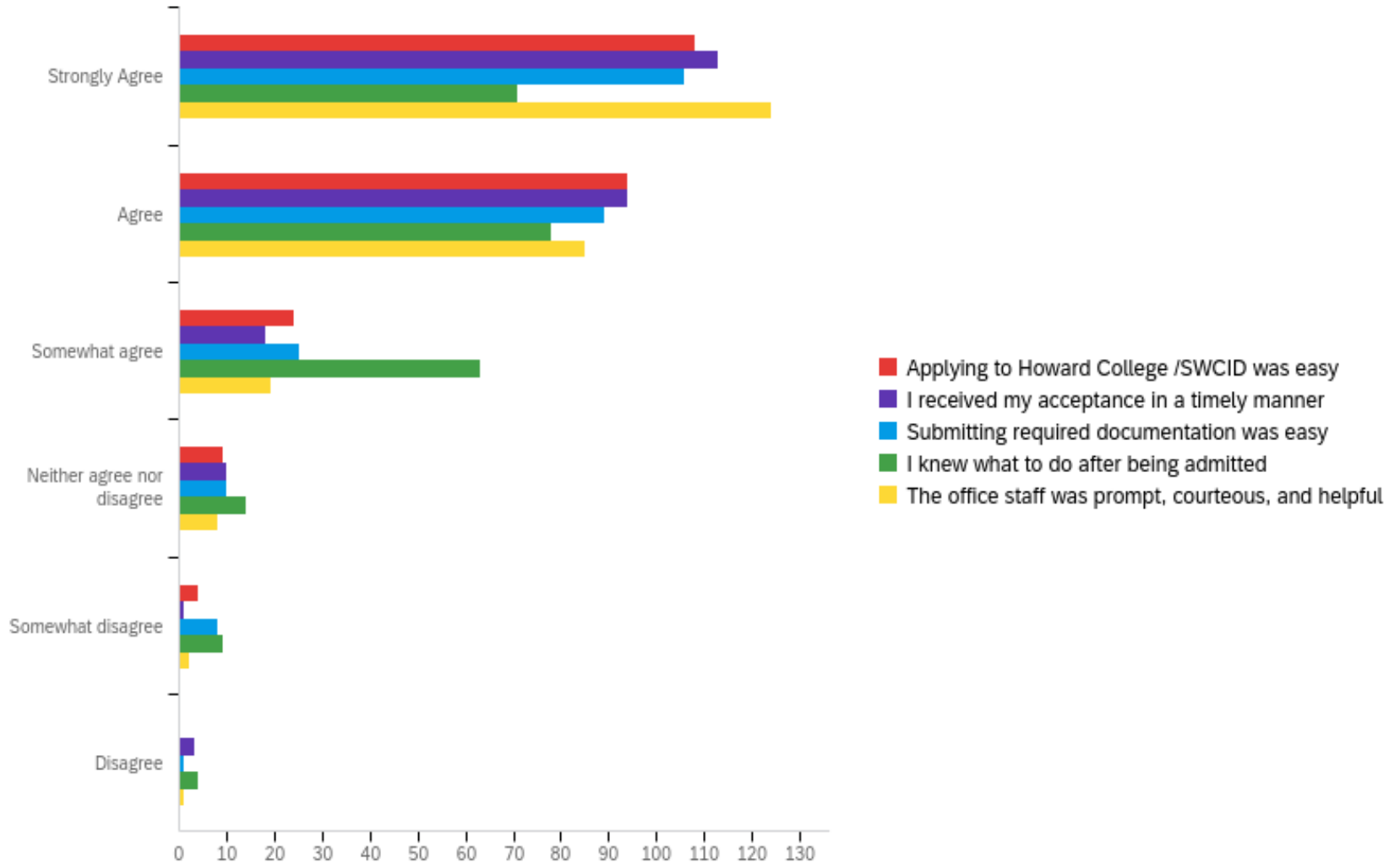
WorkEth

#	Answer	%	Count
1	2	2.10%	5
2	W	45.38%	108
3	H	43.70%	104
4	B	4.62%	11
5	I	1.68%	4
6	S	1.26%	3
7	A	0.84%	2
8	P	0.42%	1
	Total	100%	238

DualCredit



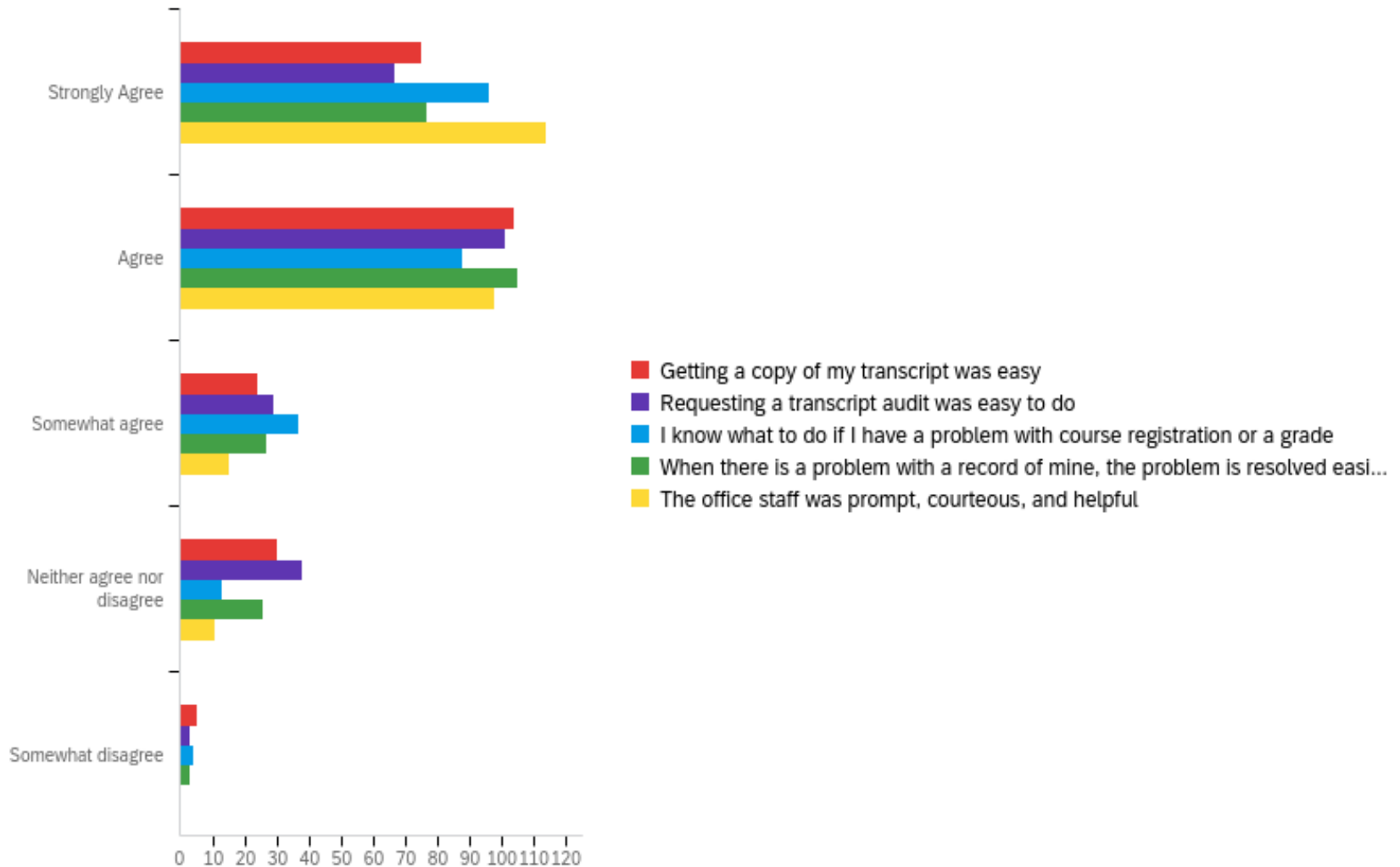
Q1 - Please select an answer that you feel accurately portrays your experience with...



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	45.19%	108	39.33%	94	10.04%	24	3.77%	9	1.67%	4	0.00%	0	239
2	I received my acceptance in a timely manner	47.28%	113	39.33%	94	7.53%	18	4.18%	10	0.42%	1	1.26%	3	239
3	Submitting required documentation was easy	44.35%	106	37.24%	89	10.46%	25	4.18%	10	3.35%	8	0.42%	1	239
4	I knew what to do after being admitted	29.71%	71	32.64%	78	26.36%	63	5.86%	14	3.77%	9	1.67%	4	239
5	The office staff was prompt, courteous, and helpful	51.88%	124	35.56%	85	7.95%	19	3.35%	8	0.84%	2	0.42%	1	239

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



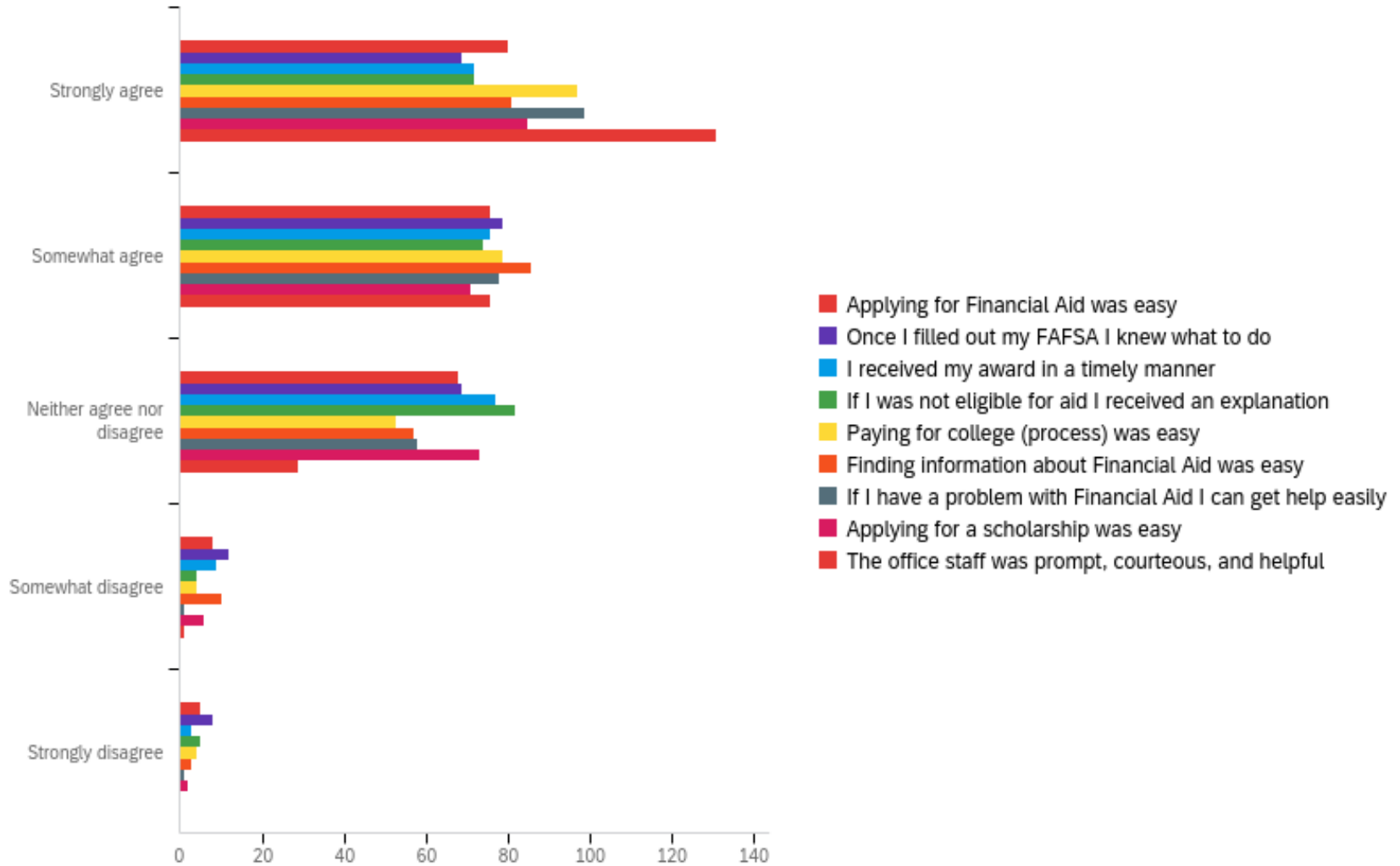
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	31.51%	75	43.70%	104	10.08%	24	12.61%	30	2.10%	5	238
2	Requesting a transcript audit was easy to do	28.15%	67	42.44%	101	12.18%	29	15.97%	38	1.26%	3	238
3	I know what to do if I have a problem with course registration or a grade	40.34%	96	36.97%	88	15.55%	37	5.46%	13	1.68%	4	238
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	32.35%	77	44.12%	105	11.34%	27	10.92%	26	1.26%	3	238

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	47.90%	114	41.18%	98	6.30%	15	4.62%	11	0.00%	0	238

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



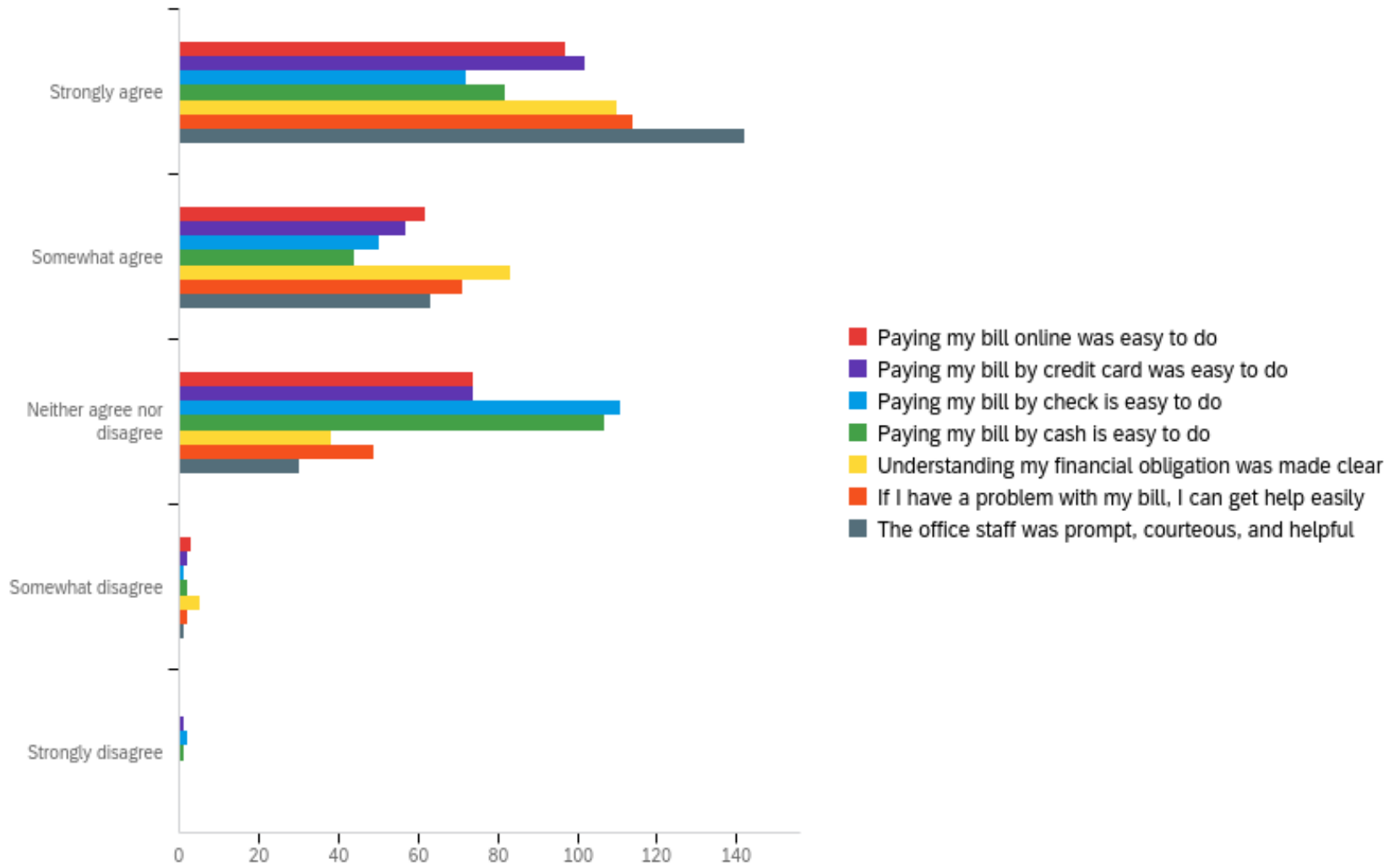
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	33.76%	80	32.07%	76	28.69%	68	3.38%	8	2.11%	5	237
2	Once I filled out my FAFSA I knew what to do	29.11%	69	33.33%	79	29.11%	69	5.06%	12	3.38%	8	237
3	I received my award in a timely manner	30.38%	72	32.07%	76	32.49%	77	3.80%	9	1.27%	3	237
4	If I was not eligible for aid I received an explanation	30.38%	72	31.22%	74	34.60%	82	1.69%	4	2.11%	5	237
5	Paying for college (process) was easy	40.93%	97	33.33%	79	22.36%	53	1.69%	4	1.69%	4	237

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	34.18%	81	36.29%	86	24.05%	57	4.22%	10	1.27%	3	237
7	If I have a problem with Financial Aid I can get help easily	41.77%	99	32.91%	78	24.47%	58	0.42%	1	0.42%	1	237
8	Applying for a scholarship was easy	35.86%	85	29.96%	71	30.80%	73	2.53%	6	0.84%	2	237
9	The office staff was prompt, courteous, and helpful	55.27%	131	32.07%	76	12.24%	29	0.42%	1	0.00%	0	237

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



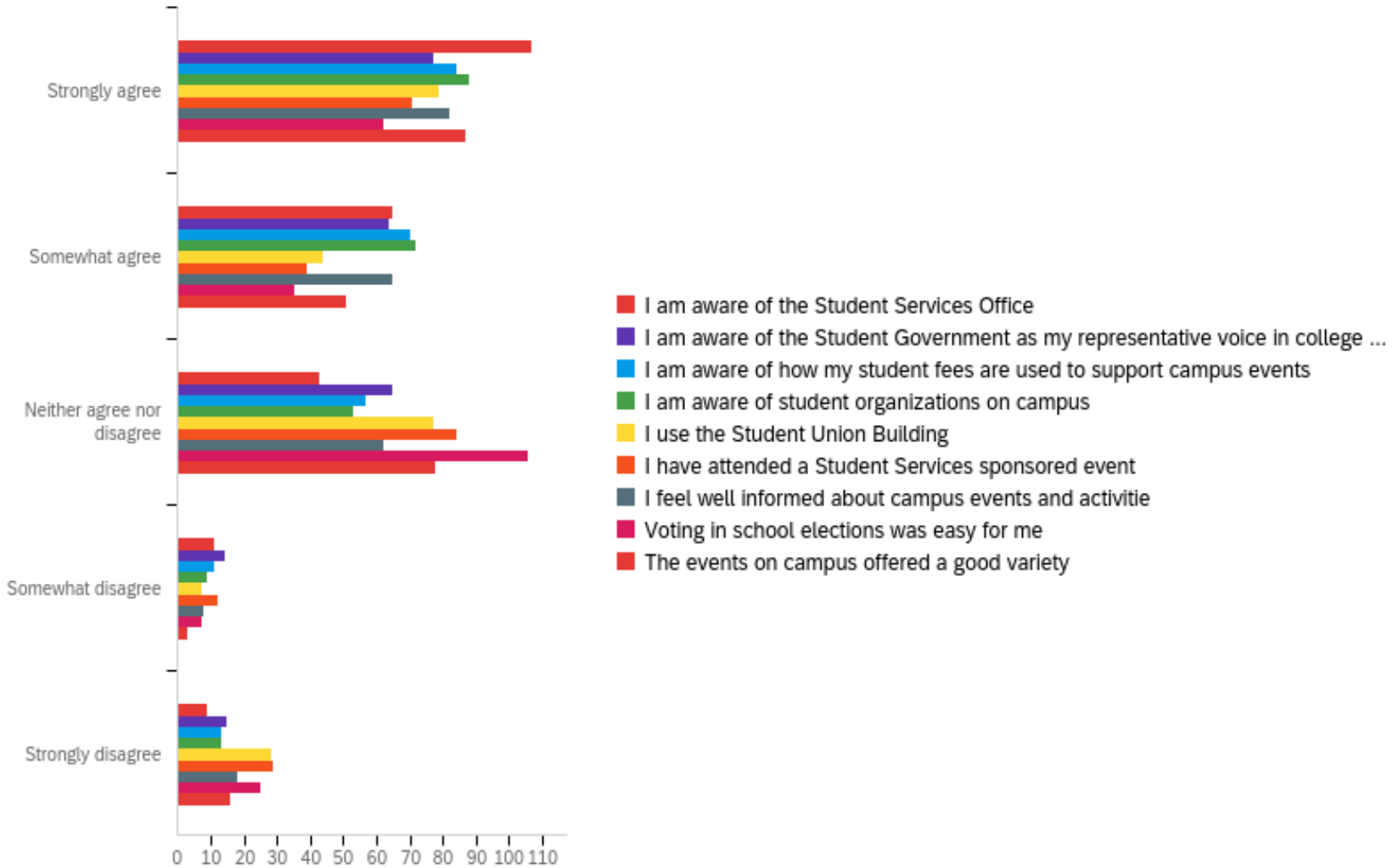
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	41.10%	97	26.27%	62	31.36%	74	1.27%	3	0.00%	0	236
2	Paying my bill by credit card was easy to do	43.22%	102	24.15%	57	31.36%	74	0.85%	2	0.42%	1	236
3	Paying my bill by check is easy to do	30.51%	72	21.19%	50	47.03%	111	0.42%	1	0.85%	2	236
4	Paying my bill by cash is easy to do	34.75%	82	18.64%	44	45.34%	107	0.85%	2	0.42%	1	236
5	Understanding my financial obligation was made clear	46.61%	110	35.17%	83	16.10%	38	2.12%	5	0.00%	0	236

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	48.31%	114	30.08%	71	20.76%	49	0.85%	2	0.00%	0	236
7	The office staff was prompt, courteous, and helpful	60.17%	142	26.69%	63	12.71%	30	0.42%	1	0.00%	0	236

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	45.53%	107	27.66%	65	18.30%	43	4.68%	11	3.83%	9	235
2	I am aware of the Student Government as my representative voice in college affairs	32.77%	77	27.23%	64	27.66%	65	5.96%	14	6.38%	15	235
3	I am aware of how my student fees are used to support campus events	35.74%	84	29.79%	70	24.26%	57	4.68%	11	5.53%	13	235

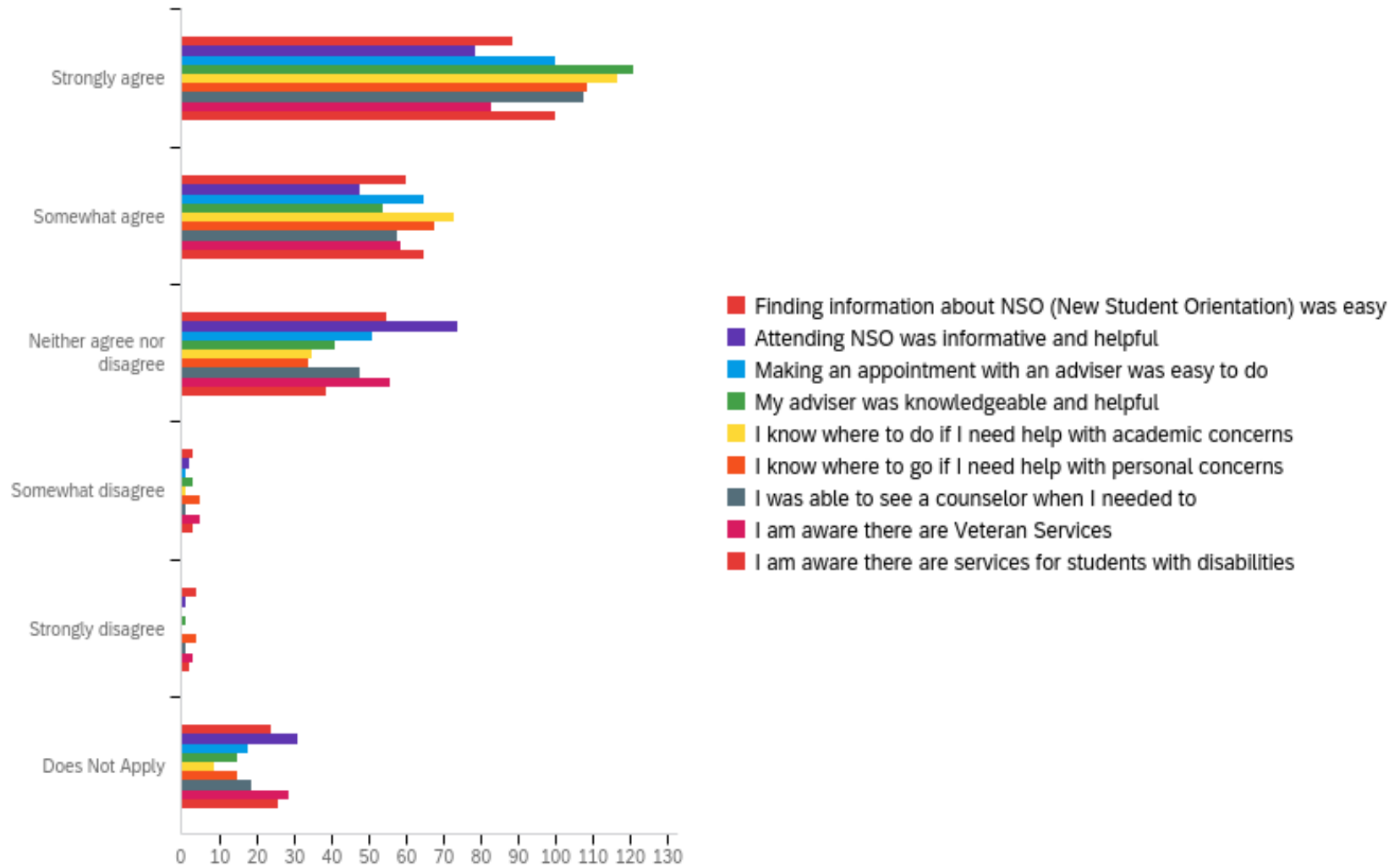
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	37.45%	88	30.64%	72	22.55%	53	3.83%	9	5.53%	13	235
5	I use the Student Union Building	33.62%	79	18.72%	44	32.77%	77	2.98%	7	11.91%	28	235
6	I have attended a Student Services sponsored event	30.21%	71	16.60%	39	35.74%	84	5.11%	12	12.34%	29	235
7	I feel well informed about campus events and activities	34.89%	82	27.66%	65	26.38%	62	3.40%	8	7.66%	18	235

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	26.38%	62	14.89%	35	45.11%	106	2.98%	7	10.64%	25	235
9	The events on campus offered a good variety	37.02%	87	21.70%	51	33.19%	78	1.28%	3	6.81%	16	235

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	37.87%	89	25.53%	60	23.40%	55	1.28%	3	1.70%	4	10.21%	24	235
2	Attending NSO was informative and helpful	33.62%	79	20.43%	48	31.49%	74	0.85%	2	0.43%	1	13.19%	31	235
3	Making an appointment with an adviser was easy to do	42.55%	100	27.66%	65	21.70%	51	0.43%	1	0.00%	0	7.66%	18	235
4	My adviser was knowledgeable and helpful	51.49%	121	22.98%	54	17.45%	41	1.28%	3	0.43%	1	6.38%	15	235

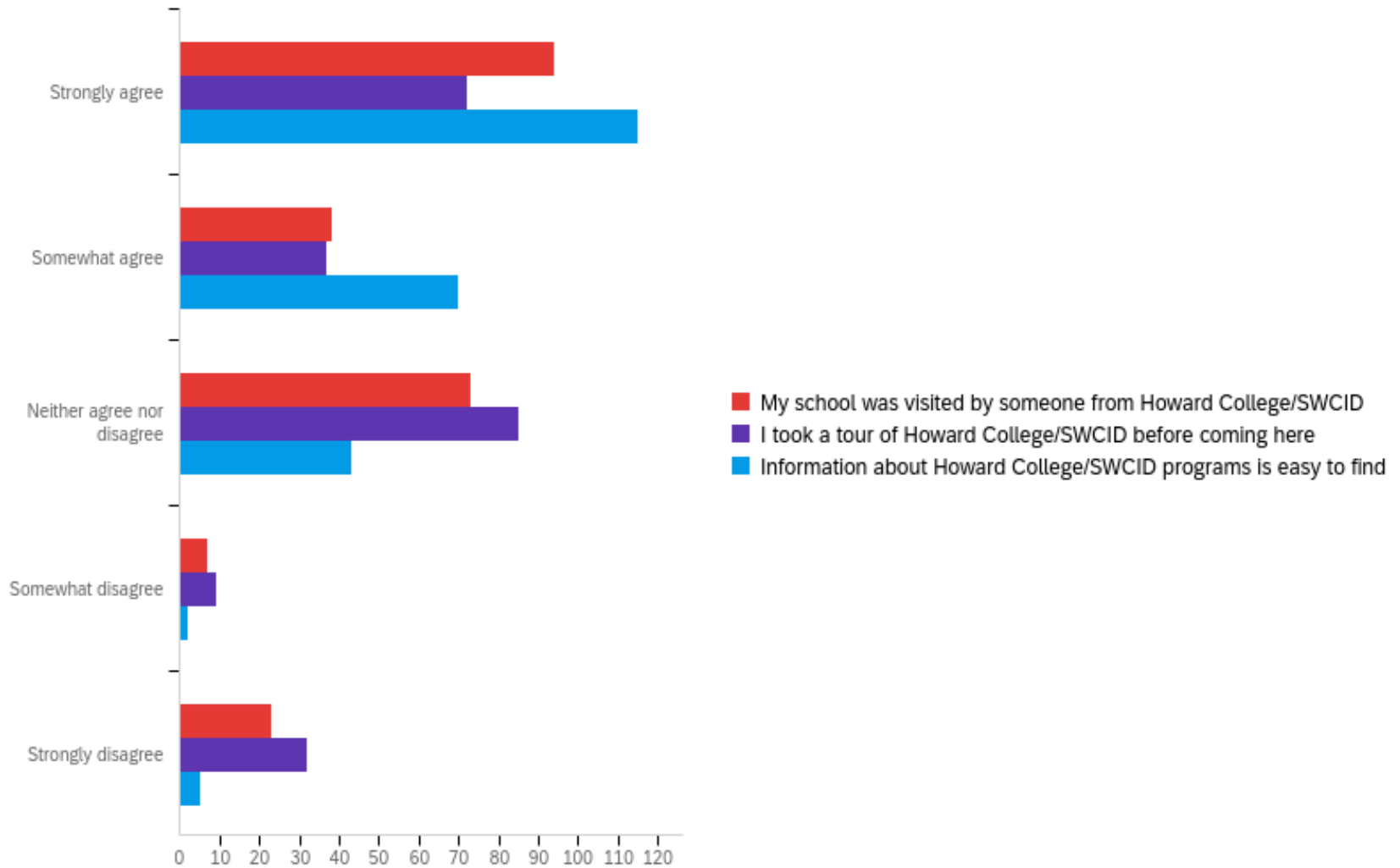
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	49.79%	117	31.06%	73	14.89%	35	0.43%	1	0.00%	0	3.83%	9	235
6	I know where to go if I need help with personal concerns	46.38%	109	28.94%	68	14.47%	34	2.13%	5	1.70%	4	6.38%	15	235
7	I was able to see a counselor when I needed to	45.96%	108	24.68%	58	20.43%	48	0.43%	1	0.43%	1	8.09%	19	235
8	I am aware there are Veteran Services	35.32%	83	25.11%	59	23.83%	56	2.13%	5	1.28%	3	12.34%	29	235

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	42.55%	100	27.66%	65	16.60%	39	1.28%	3	0.85%	2	11.06%	26	235

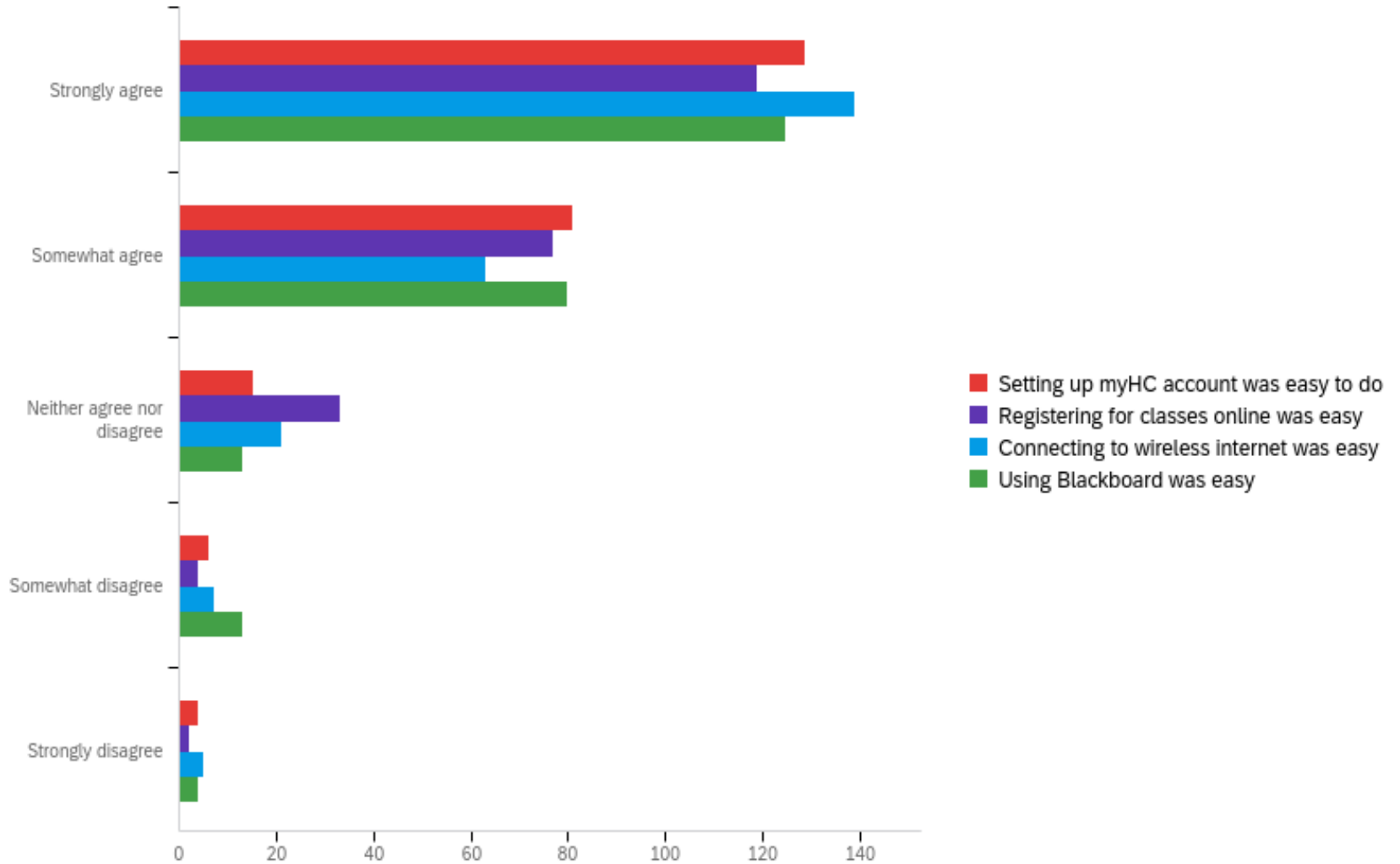
Q7 - Please select an answer that you feel accurately portrays your experience with...



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	40.00%	94	16.17%	38	31.06%	73	2.98%	7	9.79%	23	235
2	I took a tour of Howard College/SWCI D before coming here	30.64%	72	15.74%	37	36.17%	85	3.83%	9	13.62%	32	235
3	Information about Howard College/SWCI D programs is easy to find	48.94%	115	29.79%	70	18.30%	43	0.85%	2	2.13%	5	235

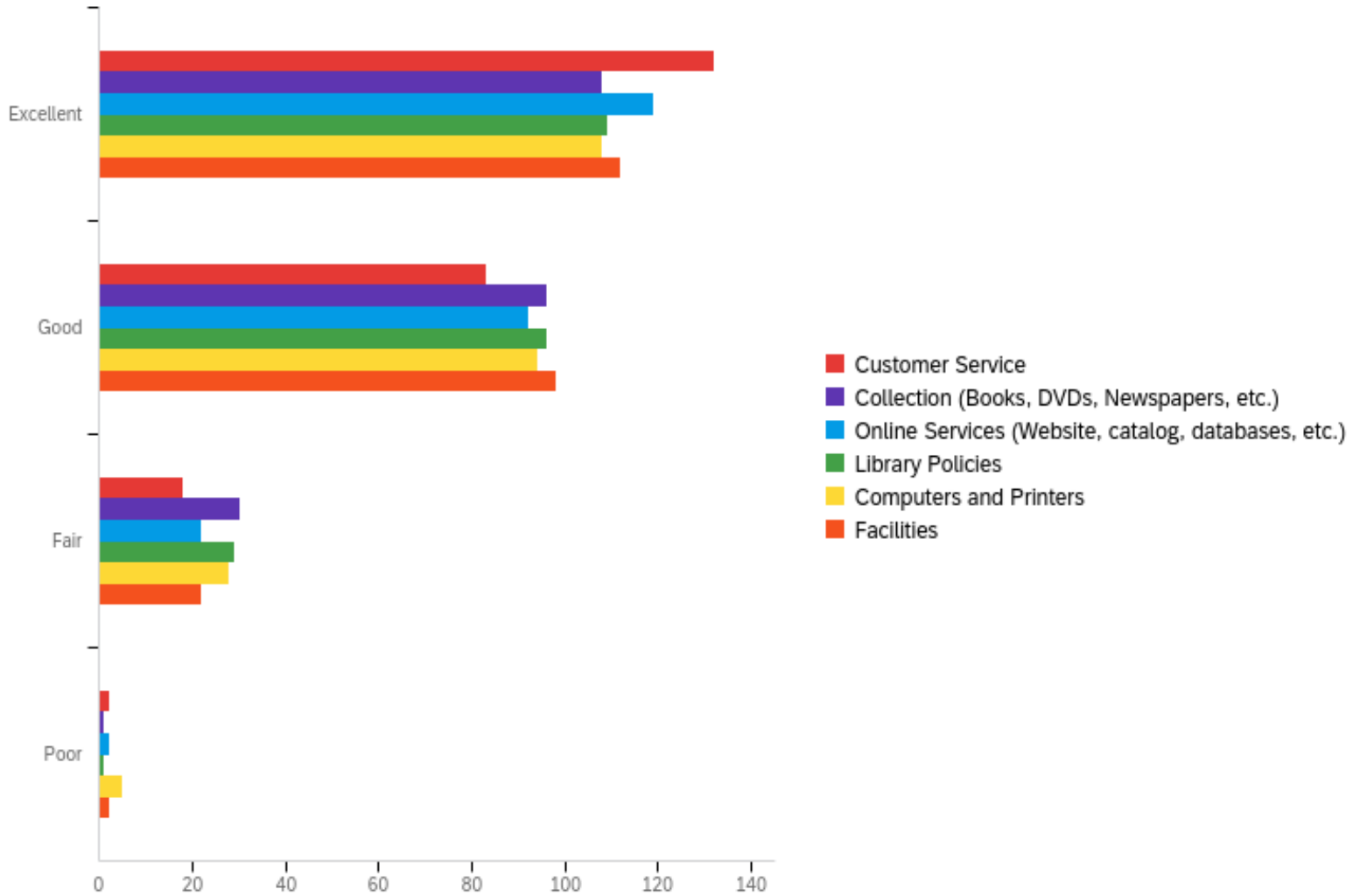
Q8 - Please select an answer that you feel accurately portrays your experience with...



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	54.89%	129	34.47%	81	6.38%	15	2.55%	6	1.70%	4	235
2	Registering for classes online was easy	50.64%	119	32.77%	77	14.04%	33	1.70%	4	0.85%	2	235
3	Connecting to wireless internet was easy	59.15%	139	26.81%	63	8.94%	21	2.98%	7	2.13%	5	235
4	Using Blackboard was easy	53.19%	125	34.04%	80	5.53%	13	5.53%	13	1.70%	4	235

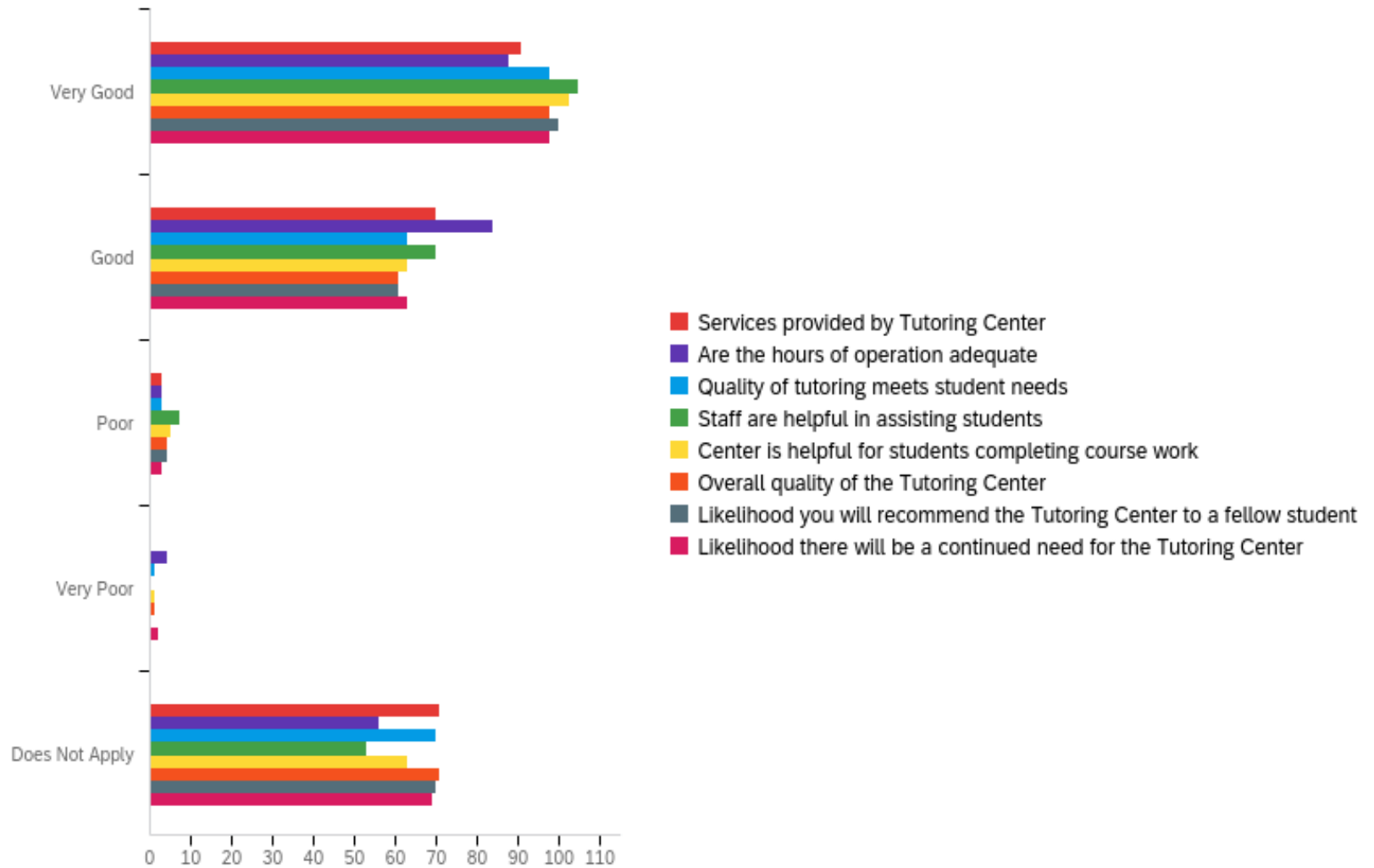
Q13 - Please rate each of the following library services



Q13 - Please rate each of the following library services

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	56.17%	132	35.32%	83	7.66%	18	0.85%	2	235
2	Collection (Books, DVDs, Newspapers, etc.)	45.96%	108	40.85%	96	12.77%	30	0.43%	1	235
3	Online Services (Website, catalog, databases, etc.)	50.64%	119	39.15%	92	9.36%	22	0.85%	2	235
4	Library Policies	46.38%	109	40.85%	96	12.34%	29	0.43%	1	235
5	Computers and Printers	45.96%	108	40.00%	94	11.91%	28	2.13%	5	235
6	Facilities	47.86%	112	41.88%	98	9.40%	22	0.85%	2	234

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



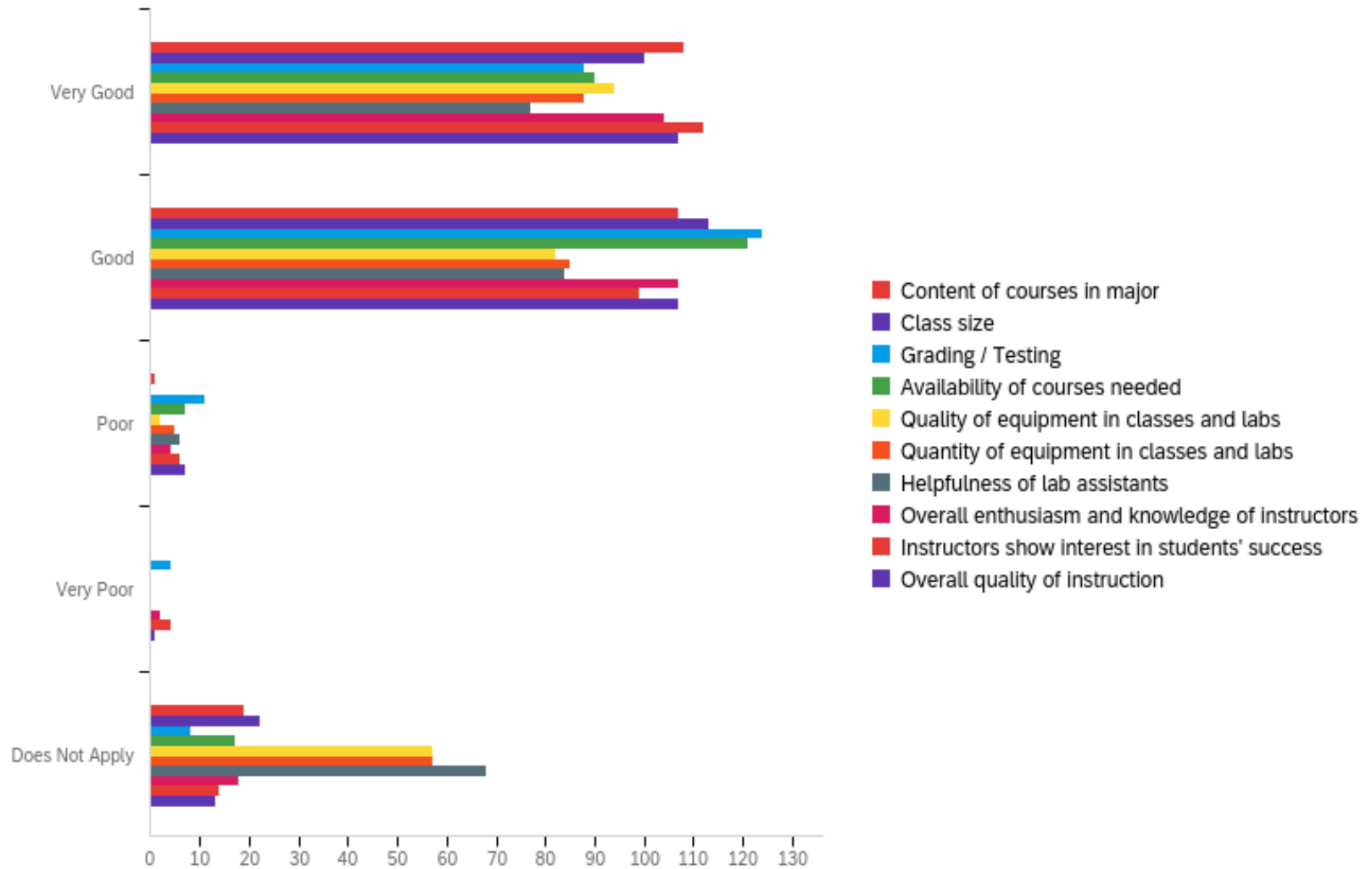
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
1	Services provided by Tutoring Center	38.72% 91	29.79% 70	1.28% 3	0.00% 0	30.21% 71	235
2	Are the hours of operation adequate	37.45% 88	35.74% 84	1.28% 3	1.70% 4	23.83% 56	235
3	Quality of tutoring meets student needs	41.70% 98	26.81% 63	1.28% 3	0.43% 1	29.79% 70	235
4	Staff are helpful in assisting students	44.68% 105	29.79% 70	2.98% 7	0.00% 0	22.55% 53	235
5	Center is helpful for students completing course work	43.83% 103	26.81% 63	2.13% 5	0.43% 1	26.81% 63	235

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	41.70% 98	25.96% 61	1.70% 4	0.43% 1	30.21% 71	235
7	Likelihood you will recommend the Tutoring Center to a fellow student	42.55% 100	25.96% 61	1.70% 4	0.00% 0	29.79% 70	235
8	Likelihood there will be a continued need for the Tutoring Center	41.70% 98	26.81% 63	1.28% 3	0.85% 2	29.36% 69	235

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



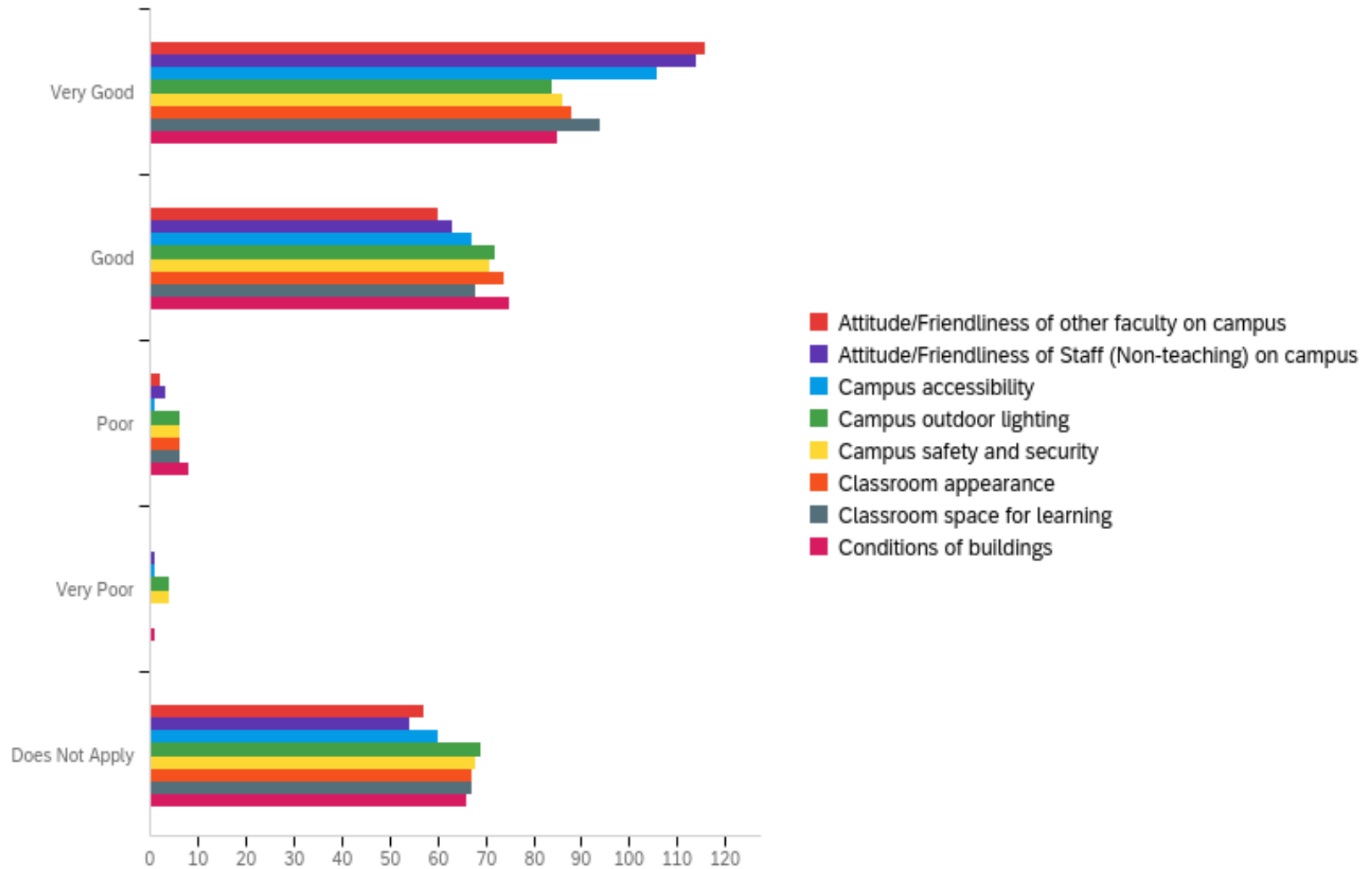
Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	45.96%	108	45.53%	107	0.43%	1	0.00%	0	8.09%	19	235
2	Class size	42.55%	100	48.09%	113	0.00%	0	0.00%	0	9.36%	22	235
3	Grading / Testing	37.45%	88	52.77%	124	4.68%	11	1.70%	4	3.40%	8	235
4	Availability of courses needed	38.30%	90	51.49%	121	2.98%	7	0.00%	0	7.23%	17	235
5	Quality of equipment in classes and labs	40.00%	94	34.89%	82	0.85%	2	0.00%	0	24.26%	57	235
6	Quantity of equipment in classes and labs	37.45%	88	36.17%	85	2.13%	5	0.00%	0	24.26%	57	235

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	32.77%	77	35.74%	84	2.55%	6	0.00%	0	28.94%	68	235
8	Overall enthusiasm and knowledge of instructors	44.26%	104	45.53%	107	1.70%	4	0.85%	2	7.66%	18	235
9	Instructors show interest in students' success	47.66%	112	42.13%	99	2.55%	6	1.70%	4	5.96%	14	235
10	Overall quality of instruction	45.53%	107	45.53%	107	2.98%	7	0.43%	1	5.53%	13	235

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	49.36%	116	25.53%	60	0.85%	2	0.00%	0	24.26%	57	235
2	Attitude/Friendliness of Staff (Non-teaching) on campus	48.51%	114	26.81%	63	1.28%	3	0.43%	1	22.98%	54	235
3	Campus accessibility	45.11%	106	28.51%	67	0.43%	1	0.43%	1	25.53%	60	235
4	Campus outdoor lighting	35.74%	84	30.64%	72	2.55%	6	1.70%	4	29.36%	69	235
5	Campus safety and security	36.60%	86	30.21%	71	2.55%	6	1.70%	4	28.94%	68	235

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	37.45%	88	31.49%	74	2.55%	6	0.00%	0	28.51%	67	235
7	Classroom space for learning	40.00%	94	28.94%	68	2.55%	6	0.00%	0	28.51%	67	235
8	Conditions of buildings	36.17%	85	31.91%	75	3.40%	8	0.43%	1	28.09%	66	235