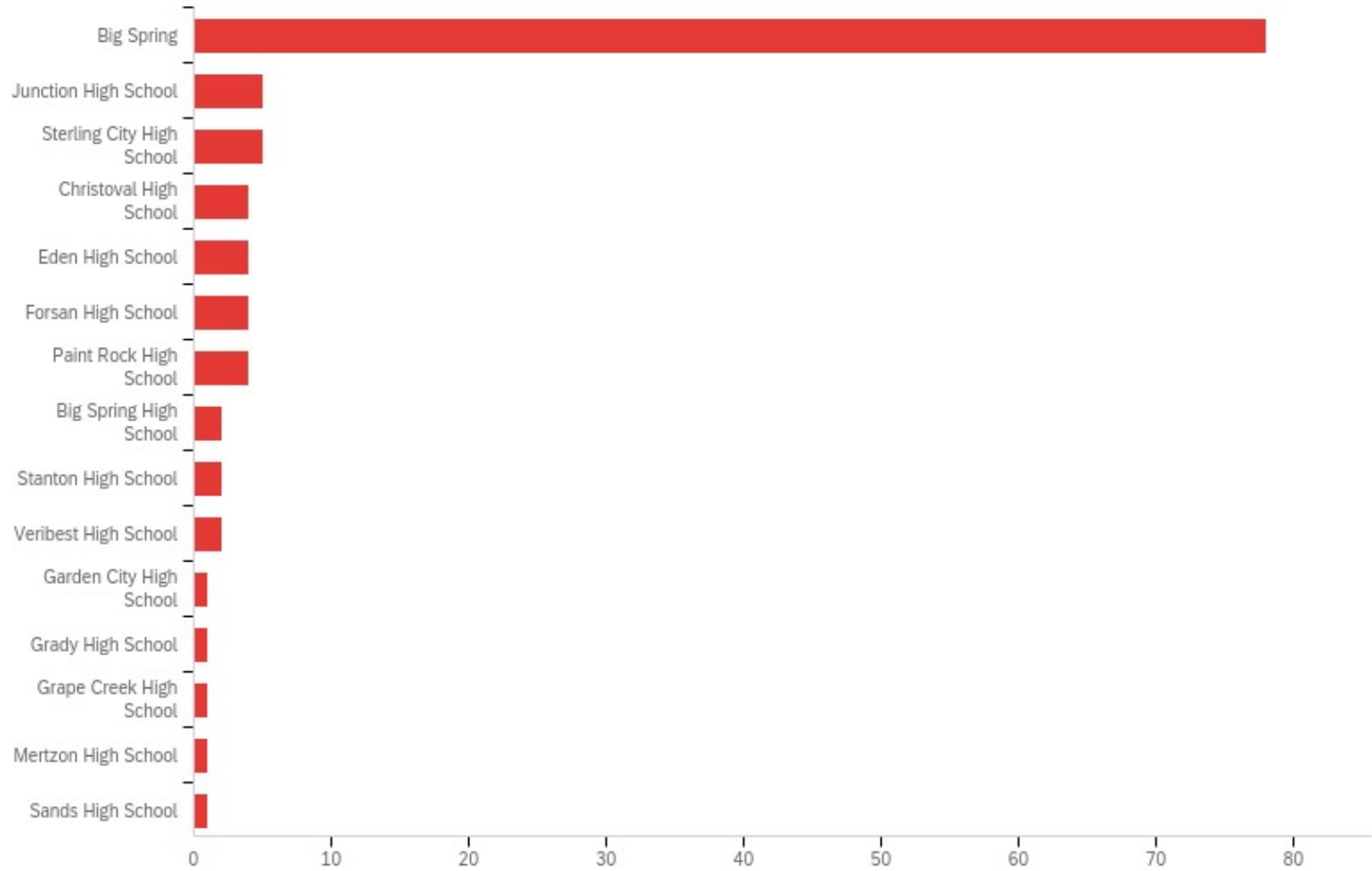


Student Satisfaction Survey – Fall 2020

Big Spring

HC



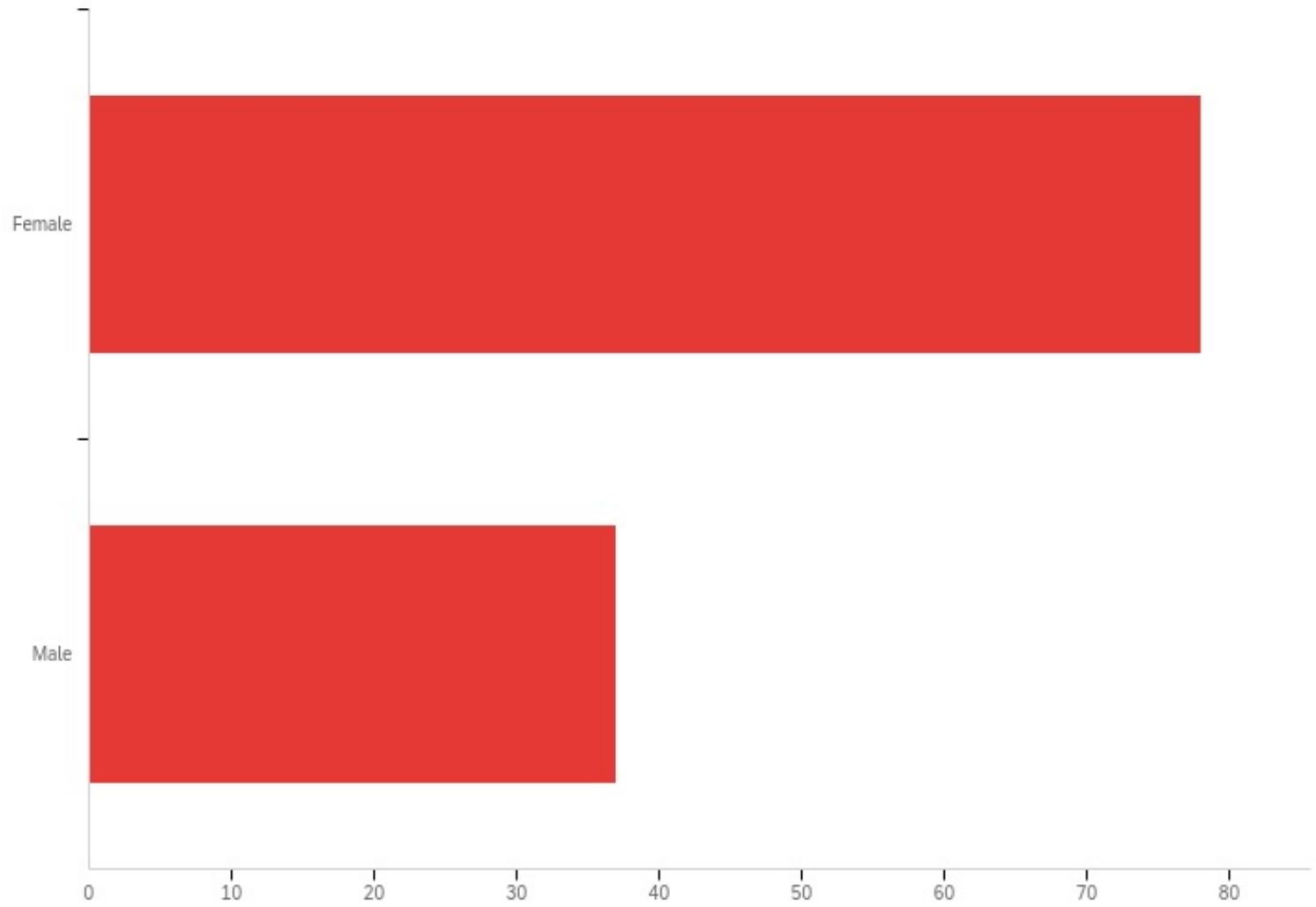
HC

| # | Answer | % | Count |
|---|---------------------------|--------|-------|
| 1 | Big Spring | 67.83% | 78 |
| 2 | Junction High School | 4.35% | 5 |
| 3 | Sterling City High School | 4.35% | 5 |
| 4 | Christoval High School | 3.48% | 4 |
| 5 | Eden High School | 3.48% | 4 |
| 6 | Forsan High School | 3.48% | 4 |
| 7 | Paint Rock High School | 3.48% | 4 |
| 8 | Big Spring High School | 1.74% | 2 |
| 9 | Stanton High School | 1.74% | 2 |

HC

| # | Answer | % | Count |
|----|-------------------------|-------|-------|
| 10 | Veribest High School | 1.74% | 2 |
| 11 | Garden City High School | 0.87% | 1 |
| 12 | Grady High School | 0.87% | 1 |
| 13 | Grape Creek High School | 0.87% | 1 |
| 14 | Mertzon High School | 0.87% | 1 |
| 15 | Sands High School | 0.87% | 1 |
| | Total | 100% | 115 |

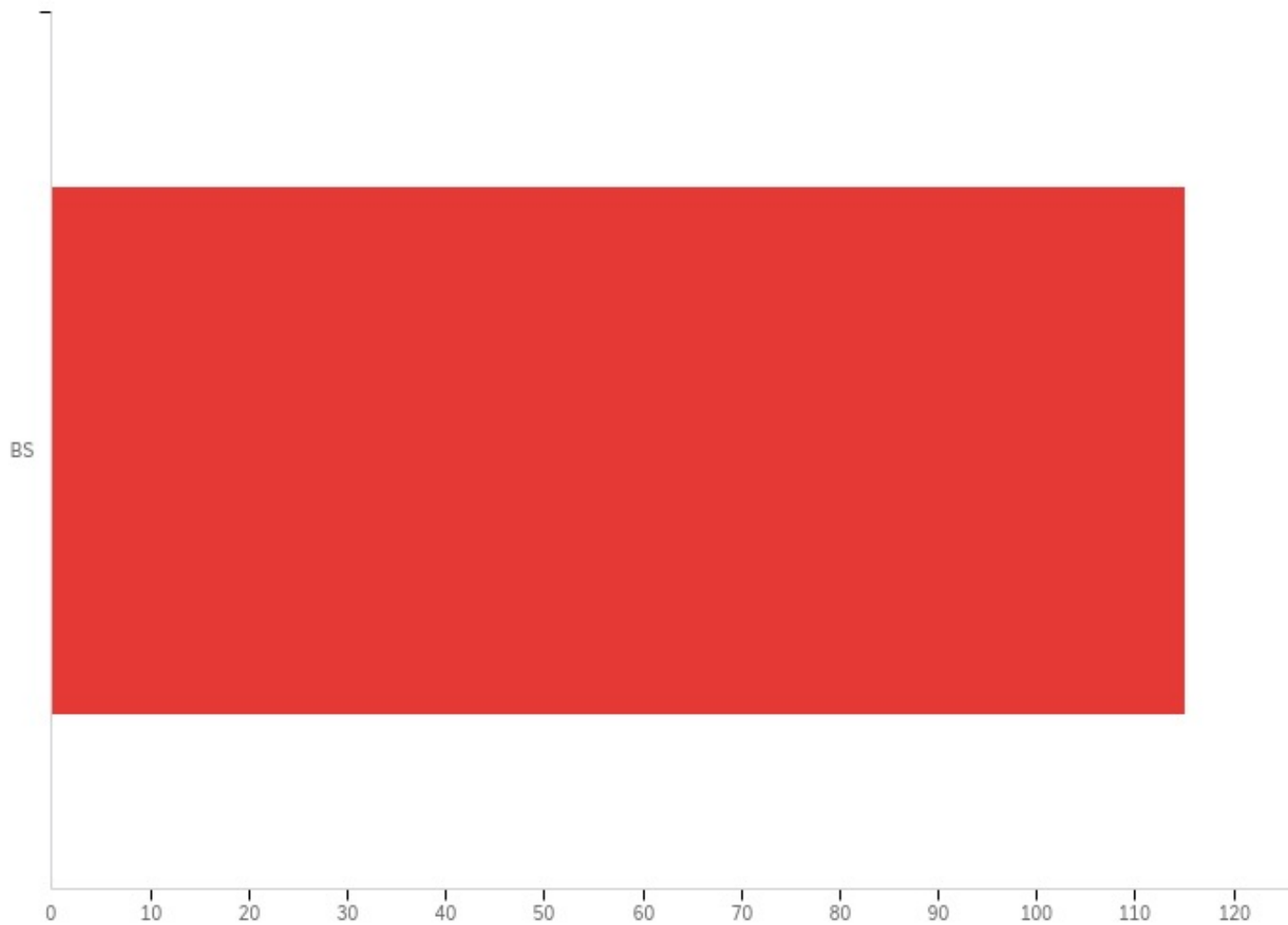
Sex



Sex

| # | Answer | % | Count |
|---|--------|--------|-------|
| 1 | Female | 67.83% | 78 |
| 2 | Male | 32.17% | 37 |
| | Total | 100% | 115 |

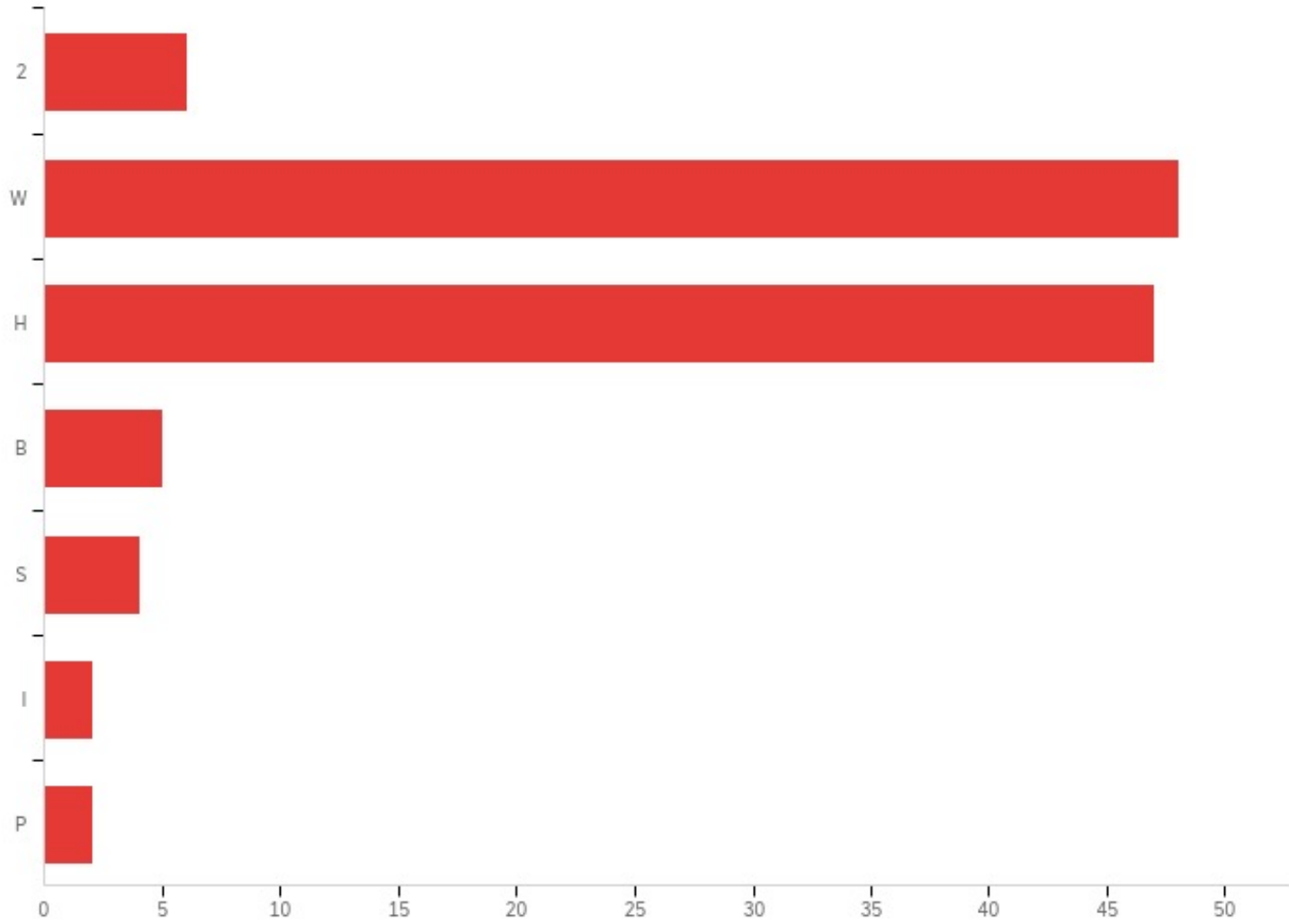
CampusGroup



CampusGroup

| # | Answer | % | Count |
|---|--------|---------|-------|
| 1 | BS | 100.00% | 115 |
| | Total | 100% | 115 |

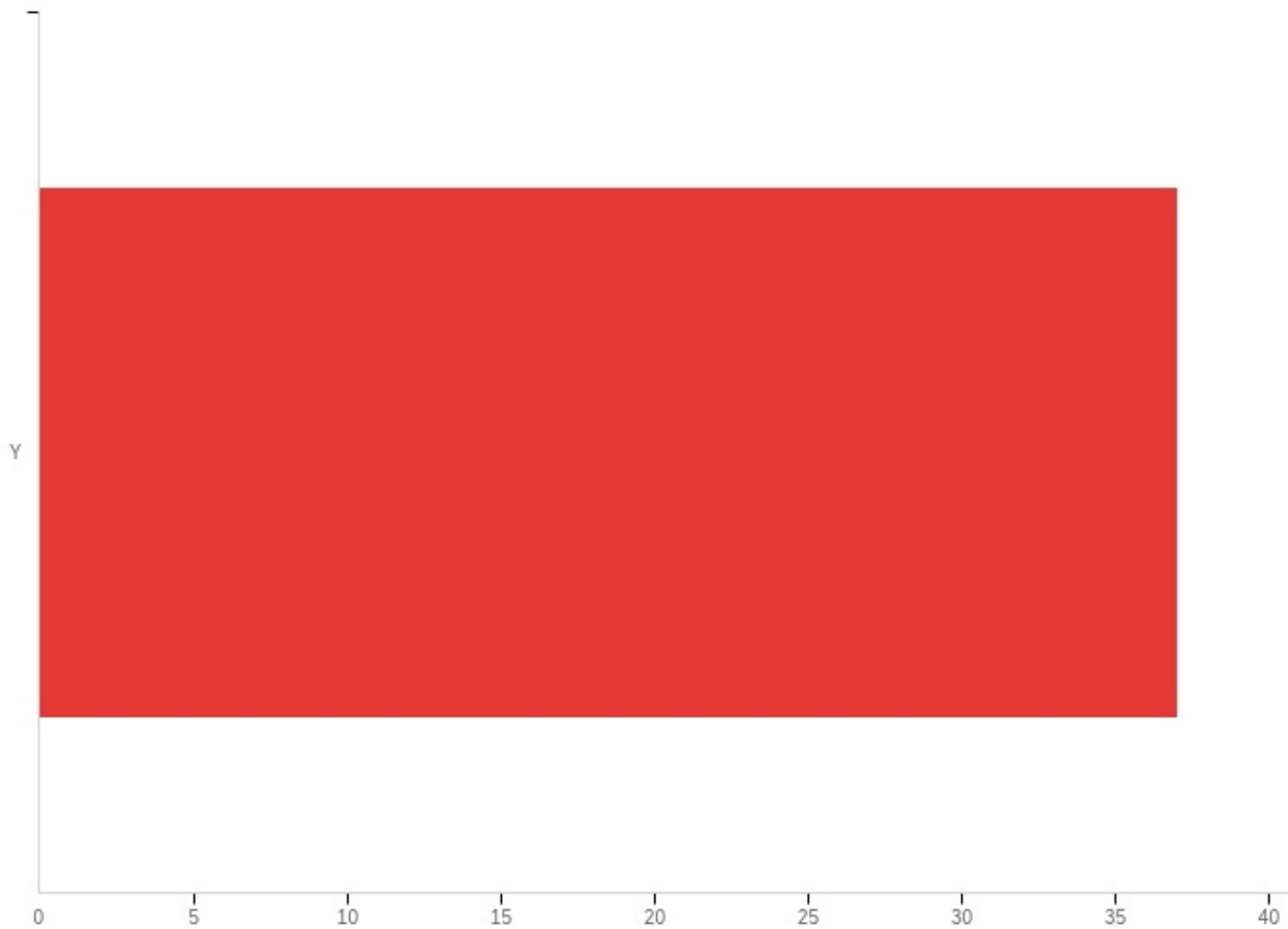
WorkEth



WorkEth

| # | Answer | % | Count |
|---|--------|--------|-------|
| 1 | 2 | 5.26% | 6 |
| 2 | W | 42.11% | 48 |
| 3 | H | 41.23% | 47 |
| 4 | B | 4.39% | 5 |
| 5 | S | 3.51% | 4 |
| 6 | I | 1.75% | 2 |
| 7 | P | 1.75% | 2 |
| | Total | 100% | 114 |

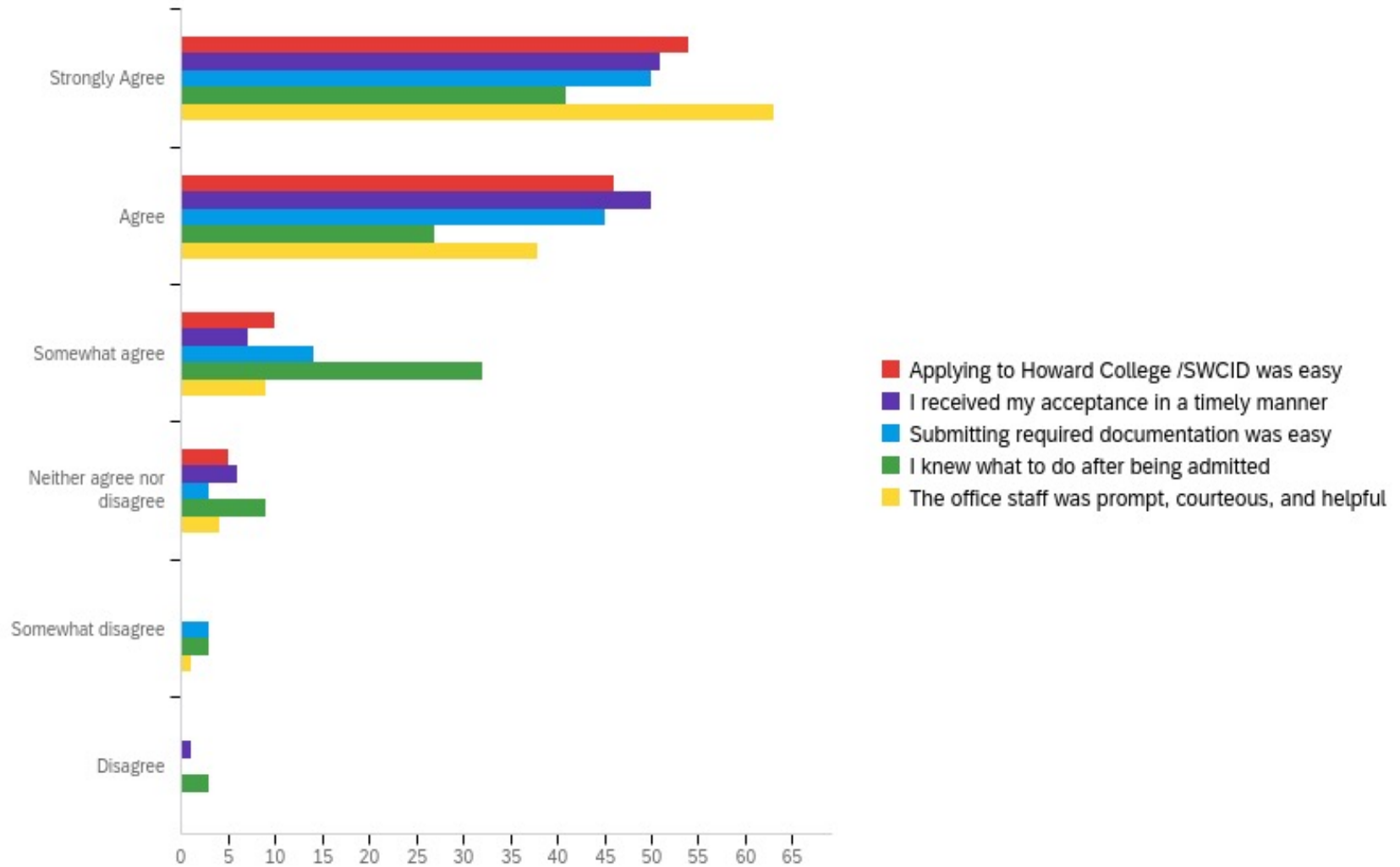
DualCredit



DualCredit

| # | Answer | % | Count |
|---|--------|---------|-------|
| 1 | Y | 100.00% | 37 |
| | Total | 100% | 37 |

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



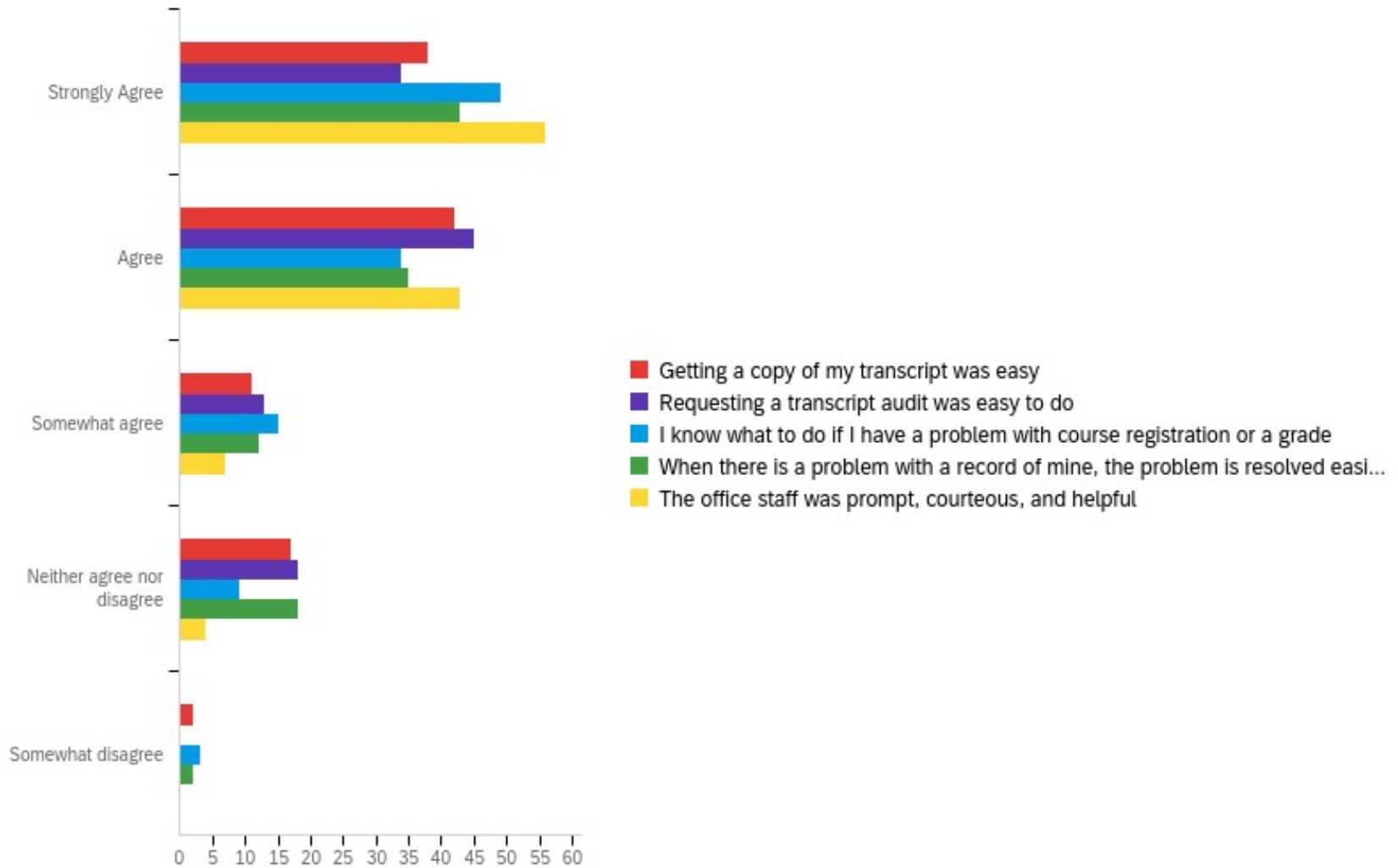
Q1 - Please select an answer that you feel accurately portrays your experience with...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Applying to Howard College /SWCID was easy | 1.00 | 4.00 | 1.70 | 0.80 | 0.64 | 115 |
| 2 | I received my acceptance in a timely manner | 1.00 | 6.00 | 1.76 | 0.89 | 0.79 | 115 |
| 3 | Submitting required documentation was easy | 1.00 | 5.00 | 1.82 | 0.93 | 0.86 | 115 |
| 4 | I knew what to do after being admitted | 1.00 | 6.00 | 2.26 | 1.24 | 1.53 | 115 |
| 5 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.63 | 0.84 | 0.70 | 115 |

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 | 46.96% | 54 | 40.00% | 46 | 8.70% | 10 | 4.35% | 5 | 0.00% | 0 | 0.00% | 0 | 115 |
| 2 | I received my acceptance in a timely manner | 44.35% | 51 | 43.48% | 50 | 6.09% | 7 | 5.22% | 6 | 0.00% | 0 | 0.87% | 1 | 115 |
| 3 | Submitting required documentation was easy | 43.48% | 50 | 39.13% | 45 | 12.17% | 14 | 2.61% | 3 | 2.61% | 3 | 0.00% | 0 | 115 |
| 4 | I knew what to do after being admitted | 35.65% | 41 | 23.48% | 27 | 27.83% | 32 | 7.83% | 9 | 2.61% | 3 | 2.61% | 3 | 115 |
| 5 | The office staff was prompt, courteous, and helpful | 54.78% | 63 | 33.04% | 38 | 7.83% | 9 | 3.48% | 4 | 0.87% | 1 | 0.00% | 0 | 115 |

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...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Getting a copy of my transcript was easy | 1.00 | 5.00 | 2.12 | 1.10 | 1.21 | 110 |
| 2 | Requesting a transcript audit was easy to do | 1.00 | 4.00 | 2.14 | 1.03 | 1.06 | 110 |
| 3 | I know what to do if I have a problem with course registration or a grade | 1.00 | 5.00 | 1.94 | 1.07 | 1.15 | 110 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 1.00 | 5.00 | 2.10 | 1.14 | 1.31 | 110 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 5 | The office staff was prompt, courteous, and helpful | 1.00 | 4.00 | 1.63 | 0.76 | 0.58 | 110 |

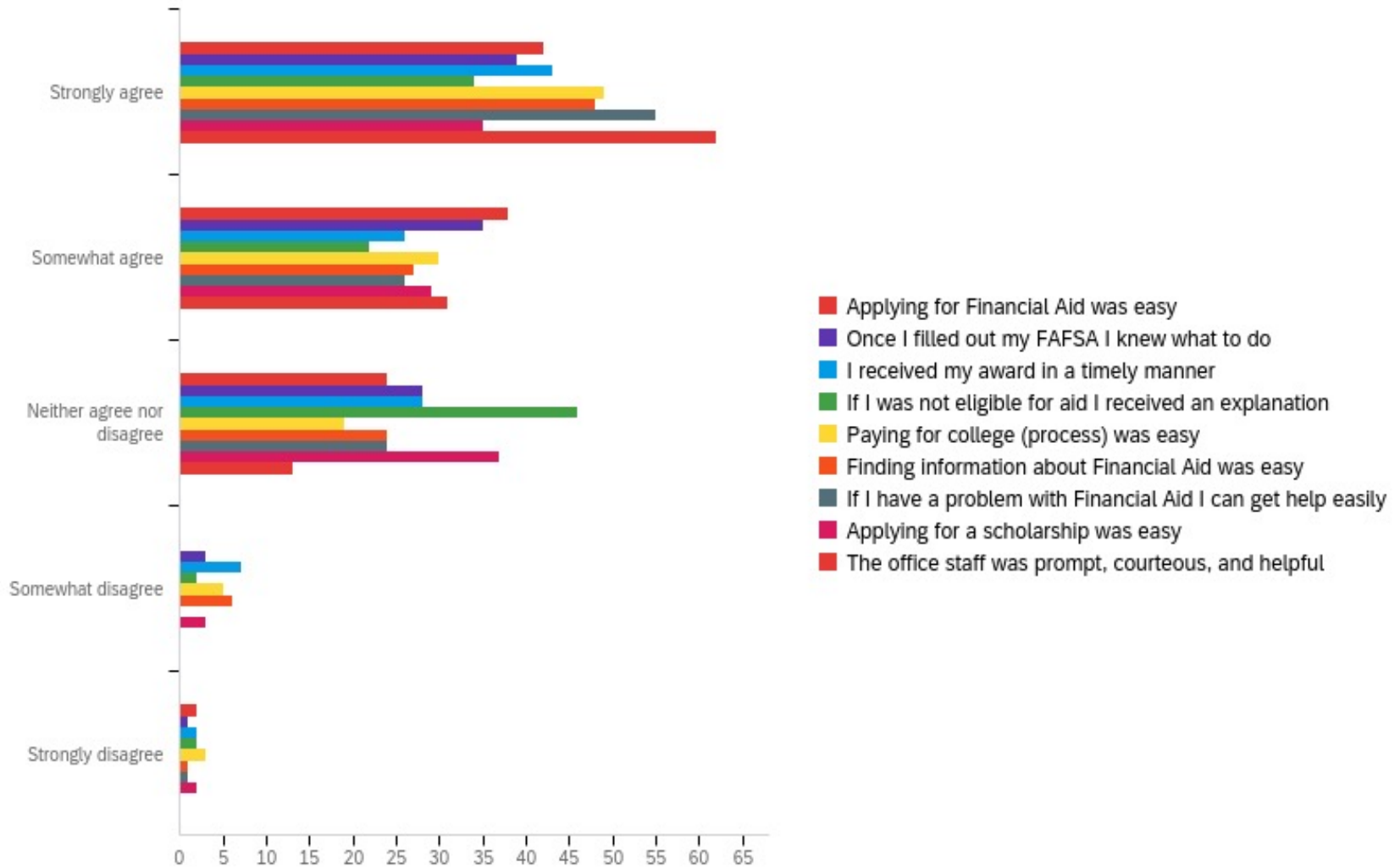
Q3 - Please select an answer that you feel accurately portrays your experience with...

| # | Question | Strongly Agree | Agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Total |
|---|---|----------------|--------------|----------------|----------------------------|-------------------|-------|
| 1 | Getting a copy of my transcript was easy | 34.55% 38 | 38.18% 42 | 10.00% 11 | 15.45% 17 | 1.82% 2 | 110 |
| 2 | Requesting a transcript audit was easy to do | 30.91% 34 | 40.91% 45 | 11.82% 13 | 16.36% 18 | 0.00% 0 | 110 |
| 3 | I know what to do if I have a problem with course registration or a grade | 44.55% 49 | 30.91% 34 | 13.64% 15 | 8.18% 9 | 2.73% 3 | 110 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 39.09% 43 | 31.82% 35 | 10.91% 12 | 16.36% 18 | 1.82% 2 | 110 |

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

| # | Question | Strongly Agree | | Agree | | Somewhat agree | | Neither agree nor disagree |
|---|---|----------------|----|--------|----|----------------|---|----------------------------|
| 5 | The office staff was prompt, courteous, and helpful | 50.91% | 56 | 39.09% | 43 | 6.36% | 7 | 3.64% |

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...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Applying for Financial Aid was easy | 1.00 | 5.00 | 1.89 | 0.88 | 0.78 | 106 |
| 2 | Once I filled out my FAFSA I knew what to do | 1.00 | 5.00 | 1.98 | 0.91 | 0.83 | 106 |
| 3 | I received my award in a timely manner | 1.00 | 5.00 | 2.05 | 1.05 | 1.10 | 106 |
| 4 | If I was not eligible for aid I received an explanation | 1.00 | 5.00 | 2.21 | 0.98 | 0.96 | 106 |
| 5 | Paying for college (process) was easy | 1.00 | 5.00 | 1.90 | 1.04 | 1.07 | 106 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 6 | Finding information about Financial Aid was easy | 1.00 | 5.00 | 1.92 | 0.99 | 0.98 | 106 |
| 7 | If I have a problem with Financial Aid I can get help easily | 1.00 | 5.00 | 1.74 | 0.87 | 0.76 | 106 |
| 8 | Applying for a scholarship was easy | 1.00 | 5.00 | 2.13 | 0.97 | 0.94 | 106 |
| 9 | The office staff was prompt, courteous, and helpful | 1.00 | 3.00 | 1.54 | 0.70 | 0.49 | 106 |

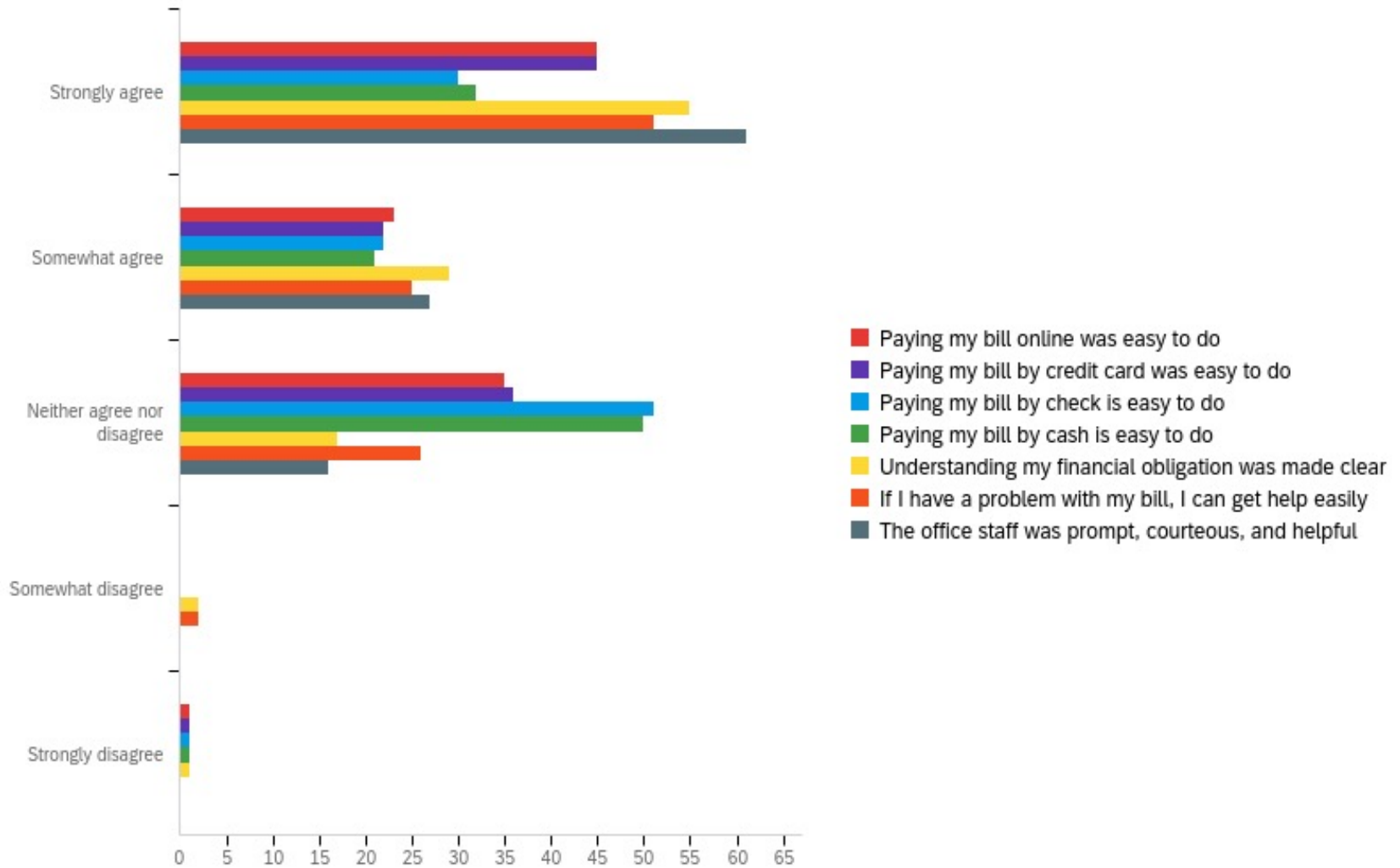
Q5 - Please select an answer that you feel accurately portrays your experience with...

| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|---|----------------|----|----------------|----|----------------------------|----|-------------------|---|-------------------|---|-------|
| 1 | Applying for Financial Aid was easy | 39.62% | 42 | 35.85% | 38 | 22.64% | 24 | 0.00% | 0 | 1.89% | 2 | 106 |
| 2 | Once I filled out my FAFSA I knew what to do | 36.79% | 39 | 33.02% | 35 | 26.42% | 28 | 2.83% | 3 | 0.94% | 1 | 106 |
| 3 | I received my award in a timely manner | 40.57% | 43 | 24.53% | 26 | 26.42% | 28 | 6.60% | 7 | 1.89% | 2 | 106 |
| 4 | If I was not eligible for aid I received an explanation | 32.08% | 34 | 20.75% | 22 | 43.40% | 46 | 1.89% | 2 | 1.89% | 2 | 106 |
| 5 | Paying for college (process) was easy | 46.23% | 49 | 28.30% | 30 | 17.92% | 19 | 4.72% | 5 | 2.83% | 3 | 106 |

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 | 45.28% | 48 | 25.47% | 27 | 22.64% | 24 | 5.66% | 6 | 0.94% | 1 | 106 |
| 7 | If I have a problem with Financial Aid I can get help easily | 51.89% | 55 | 24.53% | 26 | 22.64% | 24 | 0.00% | 0 | 0.94% | 1 | 106 |
| 8 | Applying for a scholarship was easy | 33.02% | 35 | 27.36% | 29 | 34.91% | 37 | 2.83% | 3 | 1.89% | 2 | 106 |
| 9 | The office staff was prompt, courteous, and helpful | 58.49% | 62 | 29.25% | 31 | 12.26% | 13 | 0.00% | 0 | 0.00% | 0 | 106 |

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...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Paying my bill online was easy to do | 1.00 | 5.00 | 1.93 | 0.92 | 0.85 | 104 |
| 2 | Paying my bill by credit card was easy to do | 1.00 | 5.00 | 1.94 | 0.93 | 0.86 | 104 |
| 3 | Paying my bill by check is easy to do | 1.00 | 5.00 | 2.23 | 0.90 | 0.81 | 104 |
| 4 | Paying my bill by cash is easy to do | 1.00 | 5.00 | 2.20 | 0.91 | 0.83 | 104 |
| 5 | Understanding my financial obligation was made clear | 1.00 | 5.00 | 1.70 | 0.88 | 0.77 | 104 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 6 | If I have a problem with my bill, I can get help easily | 1.00 | 4.00 | 1.80 | 0.88 | 0.78 | 104 |
| 7 | The office staff was prompt, courteous, and helpful | 1.00 | 3.00 | 1.57 | 0.74 | 0.55 | 104 |

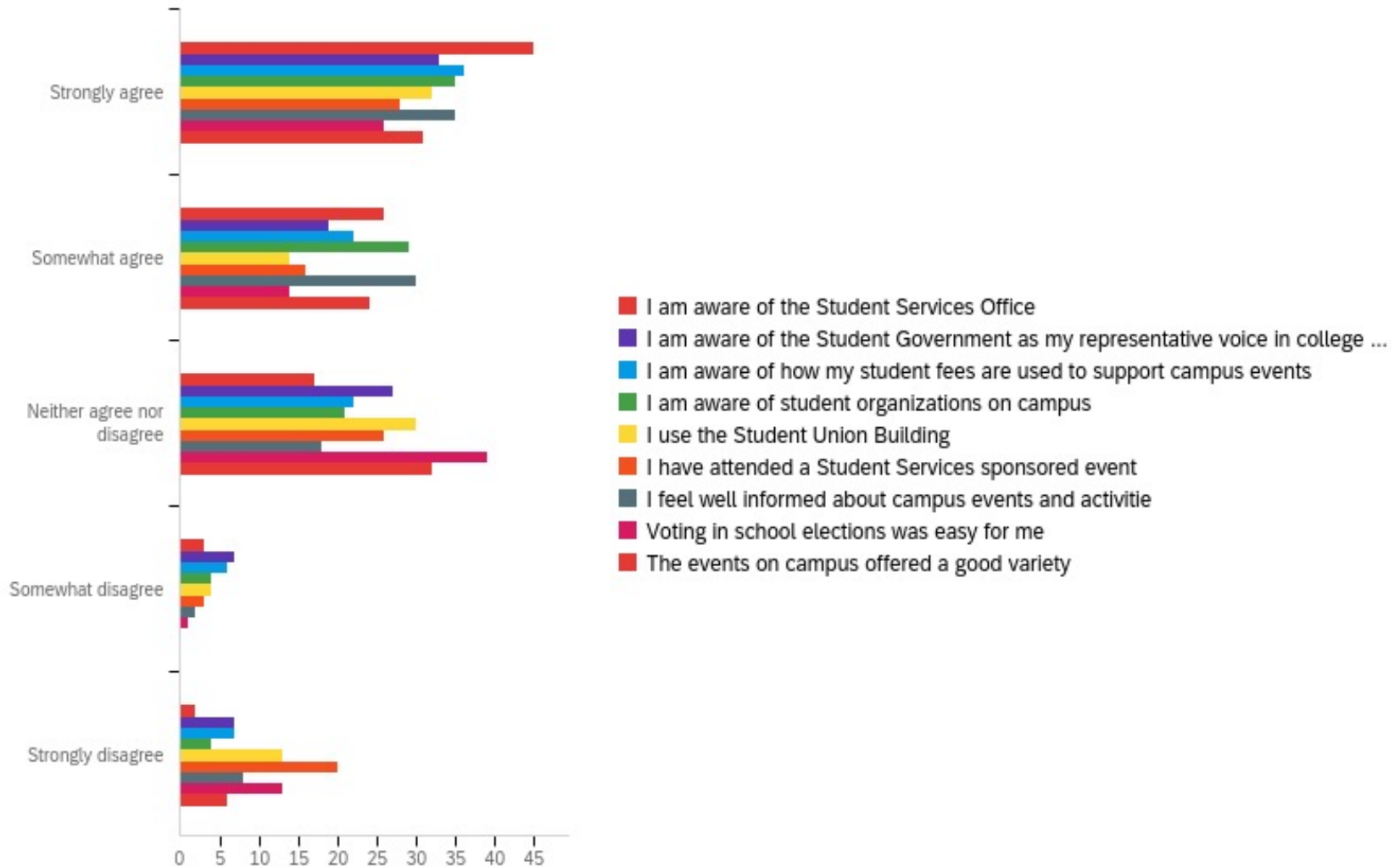
Q6 - Please select an answer that you feel accurately portrays your experience with...

| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|--|----------------|----|----------------|----|----------------------------|----|-------------------|---|-------------------|---|-------|
| 1 | Paying my bill online was easy to do | 43.27% | 45 | 22.12% | 23 | 33.65% | 35 | 0.00% | 0 | 0.96% | 1 | 104 |
| 2 | Paying my bill by credit card was easy to do | 43.27% | 45 | 21.15% | 22 | 34.62% | 36 | 0.00% | 0 | 0.96% | 1 | 104 |
| 3 | Paying my bill by check is easy to do | 28.85% | 30 | 21.15% | 22 | 49.04% | 51 | 0.00% | 0 | 0.96% | 1 | 104 |
| 4 | Paying my bill by cash is easy to do | 30.77% | 32 | 20.19% | 21 | 48.08% | 50 | 0.00% | 0 | 0.96% | 1 | 104 |
| 5 | Understanding my financial obligation was made clear | 52.88% | 55 | 27.88% | 29 | 16.35% | 17 | 1.92% | 2 | 0.96% | 1 | 104 |

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 | 49.04% | 51 | 24.04% | 25 | 25.00% | 26 | 1.92% | 2 | 0.00% | 0 | 104 |
| 7 | The office staff was prompt, courteous, and helpful | 58.65% | 61 | 25.96% | 27 | 15.38% | 16 | 0.00% | 0 | 0.00% | 0 | 104 |

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...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | I am aware of the Student Services Office | 1.00 | 5.00 | 1.83 | 0.98 | 0.96 | 93 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 1.00 | 5.00 | 2.31 | 1.24 | 1.53 | 93 |
| 3 | I am aware of how my student fees are used to support campus events | 1.00 | 5.00 | 2.20 | 1.23 | 1.52 | 93 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 4 | I am aware of student organizations on campus | 1.00 | 5.00 | 2.06 | 1.08 | 1.16 | 93 |
| 5 | I use the Student Union Building | 1.00 | 5.00 | 2.48 | 1.36 | 1.86 | 93 |
| 6 | I have attended a Student Services sponsored event | 1.00 | 5.00 | 2.69 | 1.47 | 2.17 | 93 |
| 7 | I feel well informed about campus events and activities | 1.00 | 5.00 | 2.12 | 1.19 | 1.42 | 93 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 8 | Voting in school elections was easy for me | 1.00 | 5.00 | 2.58 | 1.29 | 1.66 | 93 |
| 9 | The events on campus offered a good variety | 1.00 | 5.00 | 2.20 | 1.10 | 1.22 | 93 |

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 | 48.39% | 45 | 27.96% | 26 | 18.28% | 17 | 3.23% | 3 | 2.15% | 2 | 93 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 35.48% | 33 | 20.43% | 19 | 29.03% | 27 | 7.53% | 7 | 7.53% | 7 | 93 |
| 3 | I am aware of how my student fees are used to support campus events | 38.71% | 36 | 23.66% | 22 | 23.66% | 22 | 6.45% | 6 | 7.53% | 7 | 93 |

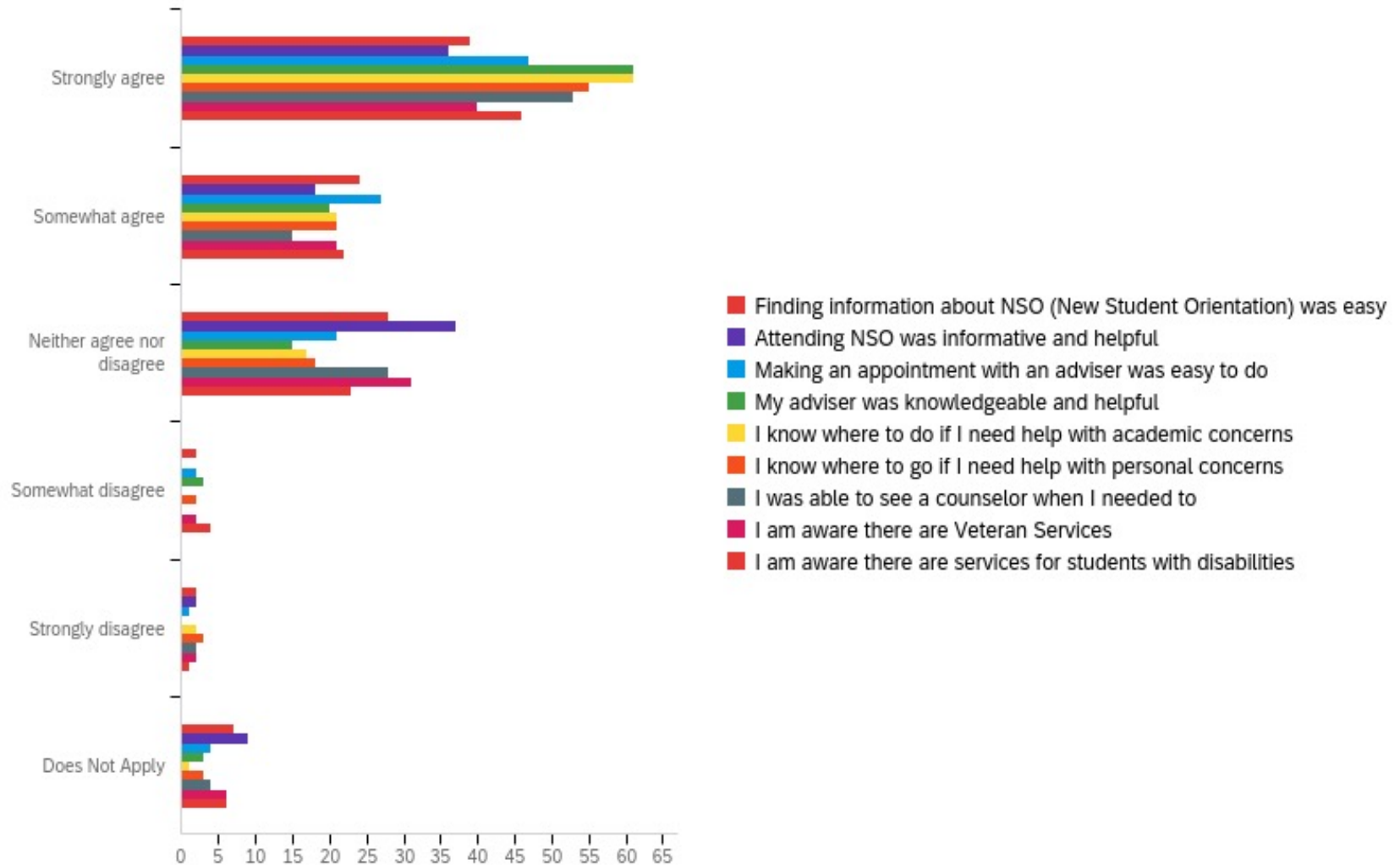
Q6 - Please select an answer that you feel accurately portrays your experience with...

| # | Question | Strongly agree | Somewhat agree | Neither agree nor disagree | Somewhat disagree | Strongly disagree | Total |
|---|---|----------------|----------------|----------------------------|-------------------|-------------------|-------|
| 4 | I am aware of student organizations on campus | 37.63% 35 | 31.18% 29 | 22.58% 21 | 4.30% 4 | 4.30% 4 | 93 |
| 5 | I use the Student Union Building | 34.41% 32 | 15.05% 14 | 32.26% 30 | 4.30% 4 | 13.98% 13 | 93 |
| 6 | I have attended a Student Services sponsored event | 30.11% 28 | 17.20% 16 | 27.96% 26 | 3.23% 3 | 21.51% 20 | 93 |
| 7 | I feel well informed about campus events and activities | 37.63% 35 | 32.26% 30 | 19.35% 18 | 2.15% 2 | 8.60% 8 | 93 |

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 | 27.96% | 26 | 15.05% | 14 | 41.94% | 39 | 1.08% | 1 | 13.98% | 13 | 93 |
| 9 | The events on campus offered a good variety | 33.33% | 31 | 25.81% | 24 | 34.41% | 32 | 0.00% | 0 | 6.45% | 6 | 93 |

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...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Finding information about NSO (New Student Orientation) was easy | 1.00 | 6.00 | 2.26 | 1.39 | 1.94 | 102 |
| 2 | Attending NSO was informative and helpful | 1.00 | 6.00 | 2.42 | 1.46 | 2.13 | 102 |
| 3 | Making an appointment with an adviser was easy to do | 1.00 | 6.00 | 1.97 | 1.21 | 1.46 | 102 |
| 4 | My adviser was knowledgeable and helpful | 1.00 | 6.00 | 1.73 | 1.12 | 1.26 | 102 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 5 | I know where to do if I need help with academic concerns | 1.00 | 6.00 | 1.67 | 0.99 | 0.99 | 102 |
| 6 | I know where to go if I need help with personal concerns | 1.00 | 6.00 | 1.88 | 1.23 | 1.52 | 102 |
| 7 | I was able to see a counselor when I needed to | 1.00 | 6.00 | 1.97 | 1.26 | 1.60 | 102 |
| 8 | I am aware there are Veteran Services | 1.00 | 6.00 | 2.25 | 1.35 | 1.83 | 102 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 9 | I am aware there are services for students with disabilities | 1.00 | 6.00 | 2.12 | 1.36 | 1.85 | 102 |

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 | 38.24% | 39 | 23.53% | 24 | 27.45% | 28 | 1.96% | 2 | 1.96% | 2 | 6.86% | 7 | 102 |
| 2 | Attending NSO was informative and helpful | 35.29% | 36 | 17.65% | 18 | 36.27% | 37 | 0.00% | 0 | 1.96% | 2 | 8.82% | 9 | 102 |
| 3 | Making an appointment with an adviser was easy to do | 46.08% | 47 | 26.47% | 27 | 20.59% | 21 | 1.96% | 2 | 0.98% | 1 | 3.92% | 4 | 102 |
| 4 | My adviser was knowledgeable and helpful | 59.80% | 61 | 19.61% | 20 | 14.71% | 15 | 2.94% | 3 | 0.00% | 0 | 2.94% | 3 | 102 |

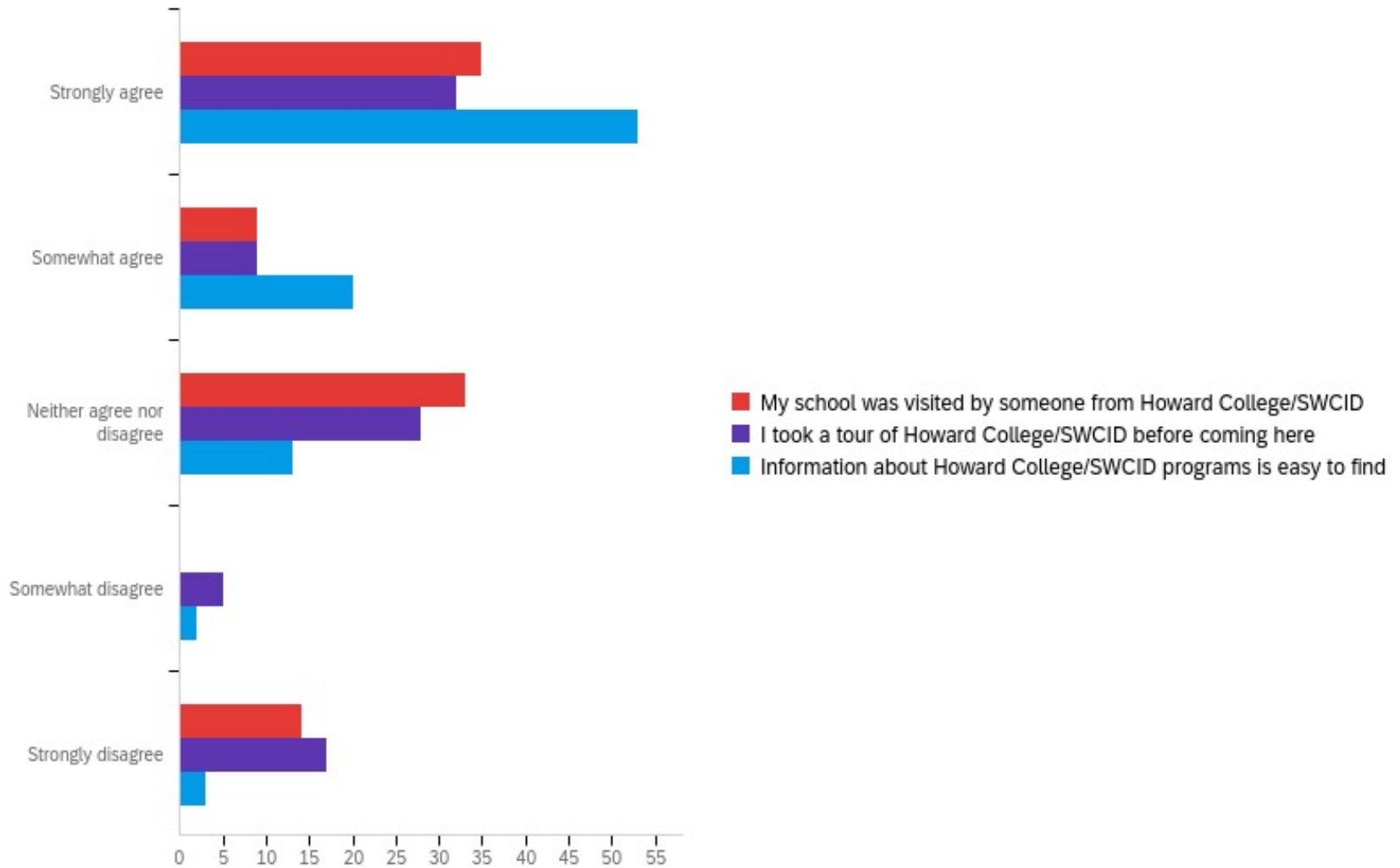
Q7 - Please select an answer that you feel accurately portrays your experience with...

| # | 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 | 59.80% | 61 | 20.59% | 21 | 16.67% | 17 | 0.00% | 0 | 1.96% | 2 | 0.98% | 1 | 102 |
| 6 | I know where to go if I need help with personal concerns | 53.92% | 55 | 20.59% | 21 | 17.65% | 18 | 1.96% | 2 | 2.94% | 3 | 2.94% | 3 | 102 |
| 7 | I was able to see a counselor when I needed to | 51.96% | 53 | 14.71% | 15 | 27.45% | 28 | 0.00% | 0 | 1.96% | 2 | 3.92% | 4 | 102 |
| 8 | I am aware there are Veteran Services | 39.22% | 40 | 20.59% | 21 | 30.39% | 31 | 1.96% | 2 | 1.96% | 2 | 5.88% | 6 | 102 |

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 | 45.10% | 46 | 21.57% | 22 | 22.55% | 23 | 3.92% | 4 | 0.98% | 1 | 5.88% | 6 | 102 |

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



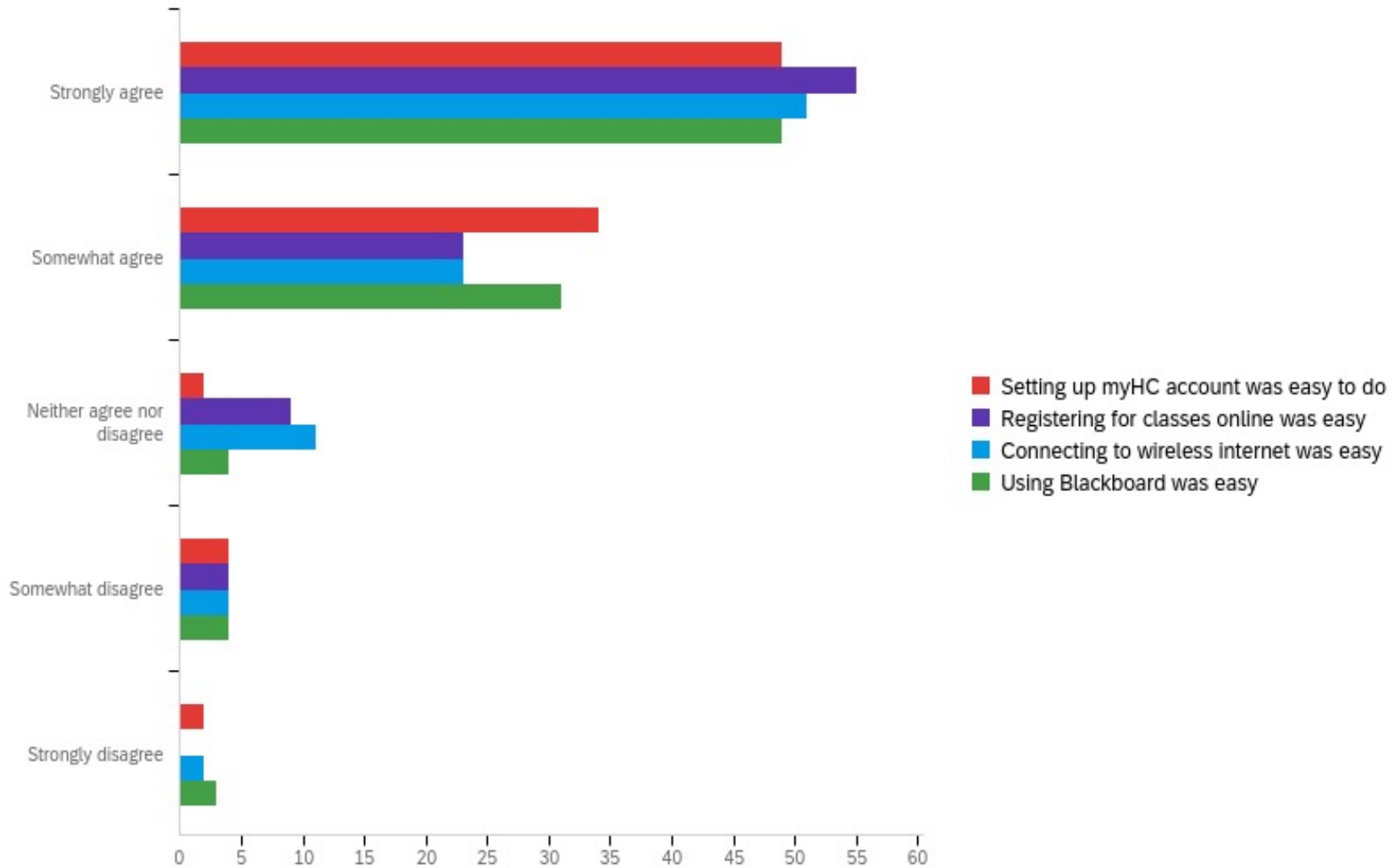
Q7 - Please select an answer that you feel accurately portrays your experience with...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | My school was visited by someone from Howard College/SWCID | 1.00 | 5.00 | 2.44 | 1.39 | 1.94 | 91 |
| 2 | I took a tour of Howard College/SWCID before coming here | 1.00 | 5.00 | 2.63 | 1.47 | 2.17 | 91 |
| 3 | Information about Howard College/SWCID programs is easy to find | 1.00 | 5.00 | 1.70 | 1.01 | 1.02 | 91 |

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/SWCID | 38.46% | 35 | 9.89% | 9 | 36.26% | 33 | 0.00% | 0 | 15.38% | 14 | 91 |
| 2 | I took a tour of Howard College/SWCID before coming here | 35.16% | 32 | 9.89% | 9 | 30.77% | 28 | 5.49% | 5 | 18.68% | 17 | 91 |
| 3 | Information about Howard College/SWCID programs is easy to find | 58.24% | 53 | 21.98% | 20 | 14.29% | 13 | 2.20% | 2 | 3.30% | 3 | 91 |

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



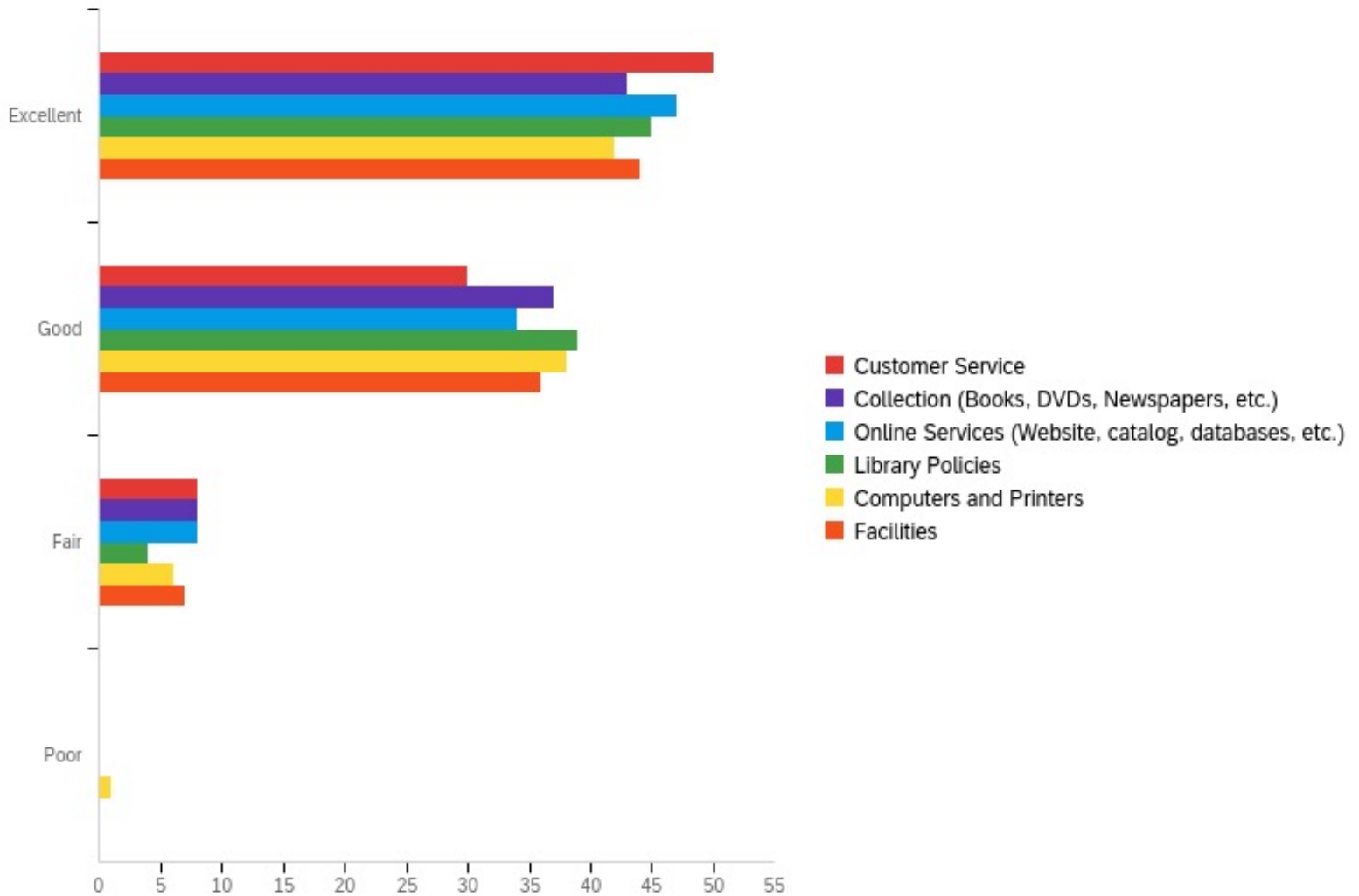
Q8 - Please select an answer that you feel accurately portrays your experience with...

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--|---------|---------|------|---------------|----------|-------|
| 1 | Setting up myHC account was easy to do | 1.00 | 5.00 | 1.64 | 0.90 | 0.80 | 91 |
| 2 | Registering for classes online was easy | 1.00 | 4.00 | 1.58 | 0.84 | 0.70 | 91 |
| 3 | Connecting to wireless internet was easy | 1.00 | 5.00 | 1.71 | 0.99 | 0.97 | 91 |
| 4 | Using Blackboard was easy | 1.00 | 5.00 | 1.69 | 0.98 | 0.96 | 91 |

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 | 53.85% | 49 | 37.36% | 34 | 2.20% | 2 | 4.40% | 4 | 2.20% | 2 | 91 |
| 2 | Registering for classes online was easy | 60.44% | 55 | 25.27% | 23 | 9.89% | 9 | 4.40% | 4 | 0.00% | 0 | 91 |
| 3 | Connecting to wireless internet was easy | 56.04% | 51 | 25.27% | 23 | 12.09% | 11 | 4.40% | 4 | 2.20% | 2 | 91 |
| 4 | Using Blackboard was easy | 53.85% | 49 | 34.07% | 31 | 4.40% | 4 | 4.40% | 4 | 3.30% | 3 | 91 |

Q13 - Please rate each of the following library services



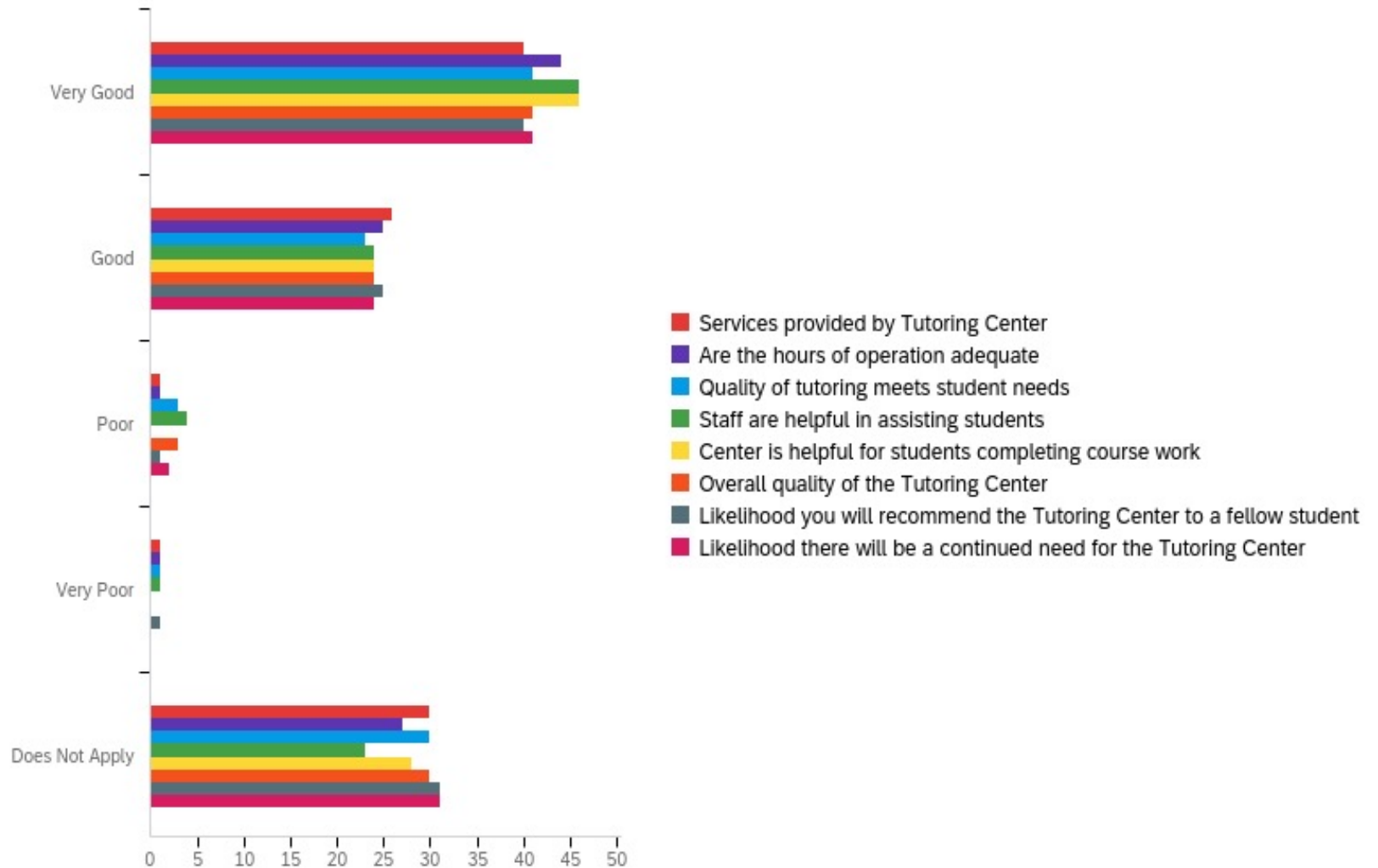
Q13 - Please rate each of the following library services

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Customer Service | 1.00 | 3.00 | 1.52 | 0.66 | 0.43 | 88 |
| 2 | Collection (Books, DVDs, Newspapers, etc.) | 1.00 | 3.00 | 1.60 | 0.65 | 0.42 | 88 |
| 3 | Online Services (Website, catalog, databases, etc.) | 1.00 | 3.00 | 1.56 | 0.65 | 0.43 | 89 |
| 4 | Library Policies | 1.00 | 3.00 | 1.53 | 0.58 | 0.34 | 88 |
| 5 | Computers and Printers | 1.00 | 4.00 | 1.61 | 0.67 | 0.44 | 87 |
| 6 | Facilities | 1.00 | 3.00 | 1.57 | 0.64 | 0.41 | 87 |

Q13 - Please rate each of the following library services

| # | Question | Excellent | Good | Fair | Poor | Total | | | | |
|---|---|-----------|------|--------|------|-------|---|-------|---|----|
| 1 | Customer Service | 56.82% | 50 | 34.09% | 30 | 9.09% | 8 | 0.00% | 0 | 88 |
| 2 | Collection (Books, DVDs, Newspapers, etc.) | 48.86% | 43 | 42.05% | 37 | 9.09% | 8 | 0.00% | 0 | 88 |
| 3 | Online Services (Website, catalog, databases, etc.) | 52.81% | 47 | 38.20% | 34 | 8.99% | 8 | 0.00% | 0 | 89 |
| 4 | Library Policies | 51.14% | 45 | 44.32% | 39 | 4.55% | 4 | 0.00% | 0 | 88 |
| 5 | Computers and Printers | 48.28% | 42 | 43.68% | 38 | 6.90% | 6 | 1.15% | 1 | 87 |
| 6 | Facilities | 50.57% | 44 | 41.38% | 36 | 8.05% | 7 | 0.00% | 0 | 87 |

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



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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Services provided by Tutoring Center | 1.00 | 5.00 | 2.54 | 1.71 | 2.92 | 98 |
| 2 | Are the hours of operation adequate | 1.00 | 5.00 | 2.41 | 1.68 | 2.81 | 98 |
| 3 | Quality of tutoring meets student needs | 1.00 | 5.00 | 2.55 | 1.72 | 2.94 | 98 |
| 4 | Staff are helpful in assisting students | 1.00 | 5.00 | 2.30 | 1.60 | 2.58 | 98 |
| 5 | Center is helpful for students completing course work | 1.00 | 5.00 | 2.39 | 1.70 | 2.89 | 98 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 6 | Overall quality of the Tutoring Center | 1.00 | 5.00 | 2.53 | 1.71 | 2.92 | 98 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 1.00 | 5.00 | 2.57 | 1.73 | 2.98 | 98 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 1.00 | 5.00 | 2.55 | 1.73 | 2.98 | 98 |

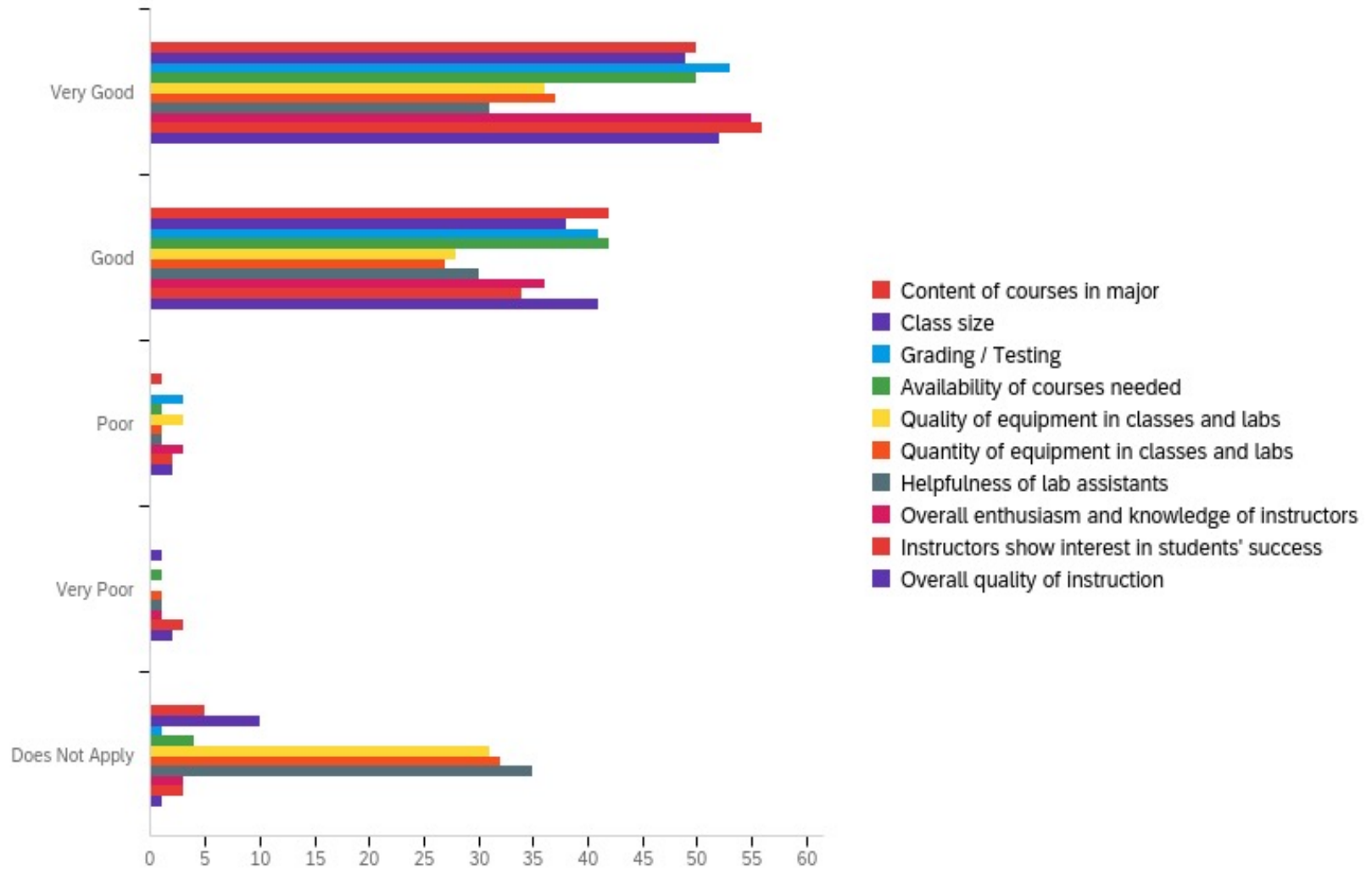
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

| # | Question | Very Good | Good | Poor | Very Poor | Does Not Apply | Total |
|---|---|--------------|--------------|------------|------------|----------------|-------|
| 1 | Services provided by Tutoring Center | 40.82% 40 | 26.53% 26 | 1.02% 1 | 1.02% 1 | 30.61% 30 | 98 |
| 2 | Are the hours of operation adequate | 44.90% 44 | 25.51% 25 | 1.02% 1 | 1.02% 1 | 27.55% 27 | 98 |
| 3 | Quality of tutoring meets student needs | 41.84% 41 | 23.47% 23 | 3.06% 3 | 1.02% 1 | 30.61% 30 | 98 |
| 4 | Staff are helpful in assisting students | 46.94% 46 | 24.49% 24 | 4.08% 4 | 1.02% 1 | 23.47% 23 | 98 |
| 5 | Center is helpful for students completing course work | 46.94% 46 | 24.49% 24 | 0.00% 0 | 0.00% 0 | 28.57% 28 | 98 |

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 | 41.84% | 41 | 24.49% | 24 | 3.06% | 3 | 0.00% | 0 | 30.61% | 30 | 98 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 40.82% | 40 | 25.51% | 25 | 1.02% | 1 | 1.02% | 1 | 31.63% | 31 | 98 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 41.84% | 41 | 24.49% | 24 | 2.04% | 2 | 0.00% | 0 | 31.63% | 31 | 98 |

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



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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Content of courses in major | 1.00 | 5.00 | 1.65 | 0.93 | 0.86 | 98 |
| 2 | Class size | 1.00 | 5.00 | 1.83 | 1.20 | 1.43 | 98 |
| 3 | Grading / Testing | 1.00 | 5.00 | 1.52 | 0.66 | 0.43 | 98 |
| 4 | Availability of courses needed | 1.00 | 5.00 | 1.64 | 0.89 | 0.80 | 98 |
| 5 | Quality of equipment in classes and labs | 1.00 | 5.00 | 2.61 | 1.69 | 2.87 | 98 |
| 6 | Quantity of equipment in classes and labs | 1.00 | 5.00 | 2.63 | 1.72 | 2.97 | 98 |

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

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|----|---|---------|---------|------|---------------|----------|-------|
| 7 | Helpfulness of lab assistants | 1.00 | 5.00 | 2.79 | 1.72 | 2.96 | 98 |
| 8 | Overall enthusiasm and knowledge of instructors | 1.00 | 5.00 | 1.58 | 0.86 | 0.73 | 98 |
| 9 | Instructors show interest in students' success | 1.00 | 5.00 | 1.60 | 0.91 | 0.83 | 98 |
| 10 | Overall quality of instruction | 1.00 | 5.00 | 1.56 | 0.73 | 0.53 | 98 |

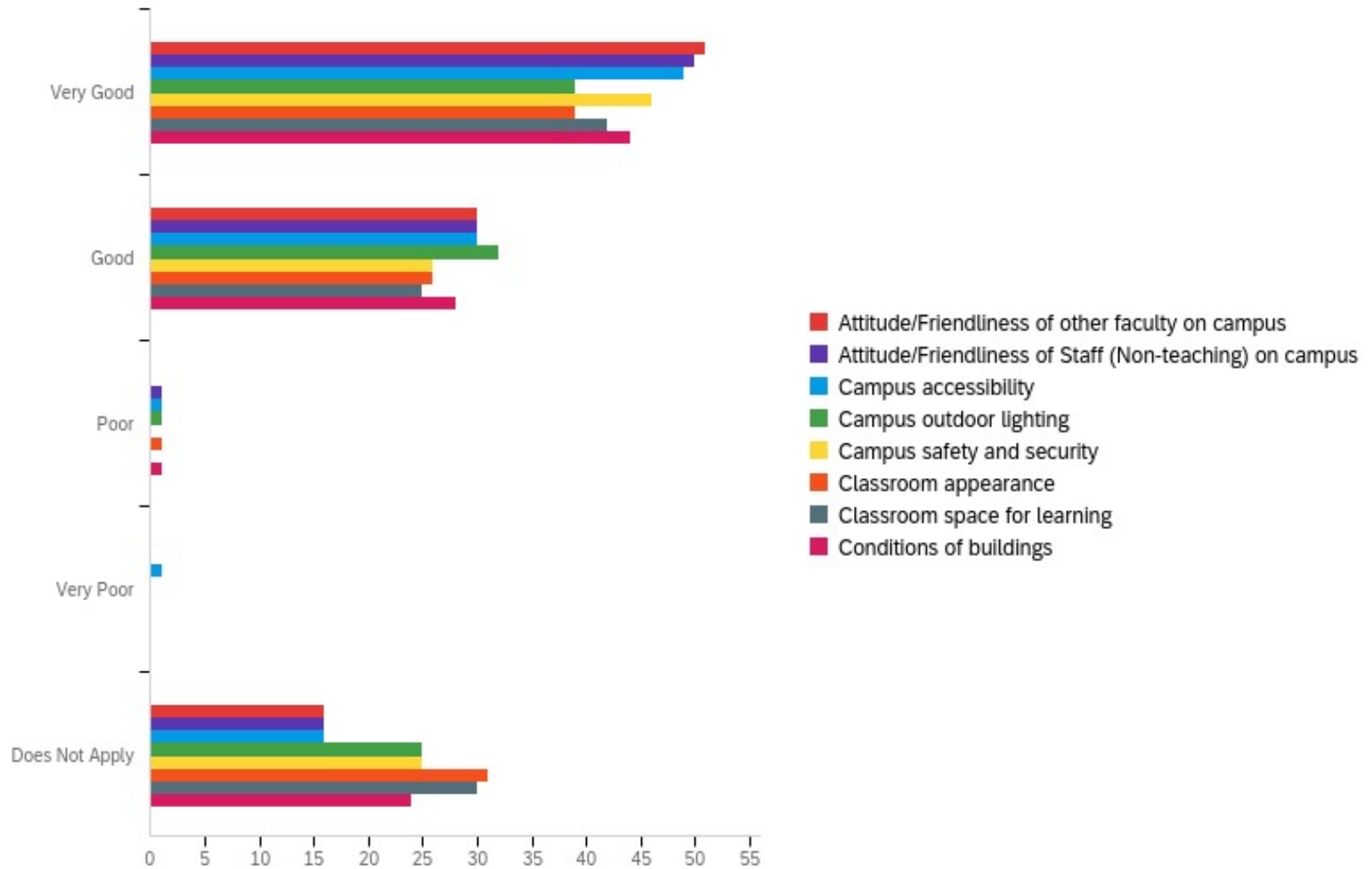
Q18 - How would you evaluate your courses at Howard College / SWCID?

| # | Question | Very Good | | Good | | Poor | | Very Poor | | Does Not Apply | | Total |
|---|---|-----------|----|--------|----|-------|---|-----------|---|----------------|----|-------|
| 1 | Content of courses in major | 51.02% | 50 | 42.86% | 42 | 1.02% | 1 | 0.00% | 0 | 5.10% | 5 | 98 |
| 2 | Class size | 50.00% | 49 | 38.78% | 38 | 0.00% | 0 | 1.02% | 1 | 10.20% | 10 | 98 |
| 3 | Grading / Testing | 54.08% | 53 | 41.84% | 41 | 3.06% | 3 | 0.00% | 0 | 1.02% | 1 | 98 |
| 4 | Availability of courses needed | 51.02% | 50 | 42.86% | 42 | 1.02% | 1 | 1.02% | 1 | 4.08% | 4 | 98 |
| 5 | Quality of equipment in classes and labs | 36.73% | 36 | 28.57% | 28 | 3.06% | 3 | 0.00% | 0 | 31.63% | 31 | 98 |
| 6 | Quantity of equipment in classes and labs | 37.76% | 37 | 27.55% | 27 | 1.02% | 1 | 1.02% | 1 | 32.65% | 32 | 98 |

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 | 31.63% | 30.61% | 1.02% | 1.02% | 35.71% | 98 |
| 8 | Overall enthusiasm and knowledge of instructors | 56.12% | 36.73% | 3.06% | 1.02% | 3.06% | 98 |
| 9 | Instructors show interest in students' success | 57.14% | 34.69% | 2.04% | 3.06% | 3.06% | 98 |
| 10 | Overall quality of instruction | 53.06% | 41.84% | 2.04% | 2.04% | 1.02% | 98 |

Q20 - Please evaluate the following items relating to the campus



Q20 - Please evaluate the following items relating to the campus

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|---|---------|---------|------|---------------|----------|-------|
| 1 | Attitude/Friendliness of other faculty on campus | 1.00 | 5.00 | 1.97 | 1.42 | 2.01 | 97 |
| 2 | Attitude/Friendliness of Staff (Non-teaching) on campus | 1.00 | 5.00 | 1.99 | 1.42 | 2.01 | 97 |
| 3 | Campus accessibility | 1.00 | 5.00 | 2.02 | 1.43 | 2.04 | 97 |
| 4 | Campus outdoor lighting | 1.00 | 5.00 | 2.38 | 1.61 | 2.59 | 97 |
| 5 | Campus safety and security | 1.00 | 5.00 | 2.30 | 1.64 | 2.70 | 97 |

Q20 - Please evaluate the following items relating to the campus

| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|------------------------------|---------|---------|------|---------------|----------|-------|
| 6 | Classroom appearance | 1.00 | 5.00 | 2.57 | 1.72 | 2.97 | 97 |
| 7 | Classroom space for learning | 1.00 | 5.00 | 2.49 | 1.72 | 2.97 | 97 |
| 8 | Conditions of buildings | 1.00 | 5.00 | 2.30 | 1.61 | 2.60 | 97 |

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 | 52.58% | 51 | 30.93% | 30 | 0.00% | 0 | 0.00% | 0 | 16.49% | 16 | 97 |
| 2 | Attitude/Friendliness of Staff (Non-teaching) on campus | 51.55% | 50 | 30.93% | 30 | 1.03% | 1 | 0.00% | 0 | 16.49% | 16 | 97 |
| 3 | Campus accessibility | 50.52% | 49 | 30.93% | 30 | 1.03% | 1 | 1.03% | 1 | 16.49% | 16 | 97 |
| 4 | Campus outdoor lighting | 40.21% | 39 | 32.99% | 32 | 1.03% | 1 | 0.00% | 0 | 25.77% | 25 | 97 |
| 5 | Campus safety and security | 47.42% | 46 | 26.80% | 26 | 0.00% | 0 | 0.00% | 0 | 25.77% | 25 | 97 |

Q20 - Please evaluate the following items relating to the campus

| # | Question | Very Good | Good | Poor | Very Poor | Does Not Apply | Total | | | | | |
|---|------------------------------|-----------|------|--------|-----------|----------------|-------|-------|---|--------|----|----|
| 6 | Classroom appearance | 40.21% | 39 | 26.80% | 26 | 1.03% | 1 | 0.00% | 0 | 31.96% | 31 | 97 |
| 7 | Classroom space for learning | 43.30% | 42 | 25.77% | 25 | 0.00% | 0 | 0.00% | 0 | 30.93% | 30 | 97 |
| 8 | Conditions of buildings | 45.36% | 44 | 28.87% | 28 | 1.03% | 1 | 0.00% | 0 | 24.74% | 24 | 97 |