## Student Satisfaction Survey -2021-2022

Big Spring

HC


HC

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Big Spring | $92.59 \%$ | 25 |
| 2 | Forsan High School | $3.70 \%$ | 1 |
| 3 | Home School Big <br> Spring | $3.70 \%$ | 1 |
|  | Total | $100 \%$ | 27 |

Sex


## Sex

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Female | $77.78 \%$ | 21 |
| 2 | Male | $22.22 \%$ | 6 |
|  | Total | $100 \%$ | 27 |

CampusGroup


## CampusGroup

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | BS | $100.00 \%$ | 27 |
|  | Total | $100 \%$ | 27 |

## WorkEth



WorkEth

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | 2 | $3.70 \%$ | 1 |
| 2 | W | $51.85 \%$ | 14 |
| 3 | H | $37.04 \%$ | 10 |
| 4 | B | $3.70 \%$ | 1 |
| 5 | I | $3.70 \%$ | 1 |
|  | Total | $100 \%$ | 27 |

## DualCredit




## DualCredit

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Y | $100.00 \%$ | 2 |
|  | Total | $100 \%$ | 2 |

## 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 /SWCD was easy | 1.00 | 2.00 | 1.44 | 0.50 | 0.25 | 27 |
| 2 | I received my acceptance in a timely manner | 1.00 | 3.00 | 1.52 | 0.57 | 0.32 | 27 |
| 3 | Submitting required documentatio n was easy | 1.00 | 4.00 | 1.89 | 0.83 | 0.69 | 27 |
| 4 | I knew what to do after being admitted | 1.00 | 5.00 | 2.56 | 1.23 | 1.51 | 27 |
| 5 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.48 | 0.83 | 0.69 | 27 |

## 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 /SWCD was easy | 55.56\% | 15 | 44.44\% | 12 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 27 |
| 2 | I received my acceptance in a timely manner | 51.85\% | 14 | 44.44\% | 12 | 3.70\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 27 |
| 3 | Submitting required documentatio n was easy | 37.04\% | 10 | 40.74\% | 11 | 18.52\% | 5 | 3.70\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 27 |
| 4 | I knew what to do after being admitted | 25.93\% | 7 | 22.22\% | 6 | 29.63\% | 8 | 14.81\% | 4 | 7.41\% | 2 | 0.00\% | 0 | 27 |
| 5 | The office staff was prompt, courteous, and helpful | 62.96\% | 17 | 33.33\% | 9 | 0.00\% | 0 | 0.00\% | 0 | 3.70\% | 1 | 0.00\% | 0 | 27 |

## 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 | 2.08 | 1.24 | 1.53 | 26 |
| 2 | Requesting a transcript audit was easy to do | 1.00 | 5.00 | 2.00 | 1.18 | 1.38 | 26 |
| 3 | I know what to do if I have a problem with course registration or a grade | 1.00 | 5.00 | 1.88 | 1.31 | 1.72 | 26 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 1.00 | 5.00 | 2.04 | 1.19 | 1.42 | 26 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 5 | The office <br> staff was <br> prompt, <br> courteous, <br> and helpful | 1.00 | 5.00 | 1.54 | 0.93 | 0.86 | 26 |

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 | 46.15\% | 12 | 23.08\% | 6 | 11.54\% | 3 | 15.38\% | 4 | 3.85\% | 1 | 26 |
| 2 | Requesting a transcript audit was easy to do | 46.15\% | 12 | 26.92\% | 7 | 11.54\% | 3 | 11.54\% | 3 | 3.85\% | 1 | 26 |
| 3 | I know what to do if I have a problem with course registration or a grade | 57.69\% | 15 | 19.23\% | 5 | 11.54\% | 3 | 0.00\% | 0 | 11.54\% | 3 | 26 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 46.15\% | 12 | 23.08\% | 6 | 15.38\% | 4 | 11.54\% | 3 | 3.85\% | 1 | 26 |

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

| $\#$ | Question | Strongly <br> Agree | Agree |  | Somewhat <br> agree | Neither <br> agree nor <br> disagree | Somewhat <br> disagree | Total |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |

## 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 | 1.88 | 1.18 | 1.39 | 25 |
| 2 | Once I filled out my FAFSA I knew what to do | 1.00 | 5.00 | 2.08 | 1.13 | 1.27 | 25 |
| 3 | I received my award in a timely manner | 1.00 | 4.00 | 1.80 | 1.13 | 1.28 | 25 |
| 4 | If I was not eligible for aid I received an explanation | 1.00 | 5.00 | 2.16 | 1.12 | 1.25 | 25 |
| 5 | Paying for college (process) was easy | 1.00 | 5.00 | 1.84 | 1.05 | 1.09 | 25 |

## 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 | 1.68 | 1.16 | 1.34 | 25 |
| 7 | If I have a problem with Financial Aid I can get help easily | 1.00 | 5.00 | 1.68 | 1.09 | 1.18 | 25 |
| 8 | Applying for a scholarship was easy | 1.00 | 5.00 | 2.36 | 1.13 | 1.27 | 25 |
| 9 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.60 | 1.13 | 1.28 | 25 |

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

| \# | Question | Strongly agree |  | Somewh agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Applying for Financial Aid was easy | 56.00\% | 14 | 16.00\% | 4 | 16.00\% | 4 | 8.00\% | 2 | 4.00\% | 1 | 25 |
| 2 | Once I filled out my FAFSA I knew what to do | 36.00\% | 9 | 40.00\% | 10 | 8.00\% | 2 | 12.00\% | 3 | 4.00\% | 1 | 25 |
| 3 | I received my award in a timely manner | 64.00\% | 16 | 4.00\% | 1 | 20.00\% | 5 | 12.00\% | 3 | 0.00\% | 0 | 25 |
| 4 | If I was not eligible for aid I received an explanation | 40.00\% | 10 | 16.00\% | 4 | 36.00\% | 9 | 4.00\% | 1 | 4.00\% | 1 | 25 |
| 5 | Paying for college (process) was easy | 48.00\% | 12 | 32.00\% | 8 | 12.00\% | 3 | 4.00\% | 1 | 4.00\% | 1 | 25 |

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 | 68.00\% | 17 | 12.00\% | 3 | 8.00\% | 2 | 8.00\% | 2 | 4.00\% | 1 | 25 |
| 7 | If I have a problem with Financial Aid I can get help easily | 64.00\% | 16 | 16.00\% | 4 | 12.00\% | 3 | 4.00\% | 1 | 4.00\% | 1 | 25 |
| 8 | Applying for a scholarship was easy | 32.00\% | 8 | 16.00\% | 4 | 40.00\% | 10 | 8.00\% | 2 | 4.00\% | 1 | 25 |
| 9 | The office staff was prompt, courteous, and helpful | 72.00\% | 18 | 12.00\% | 3 | 4.00\% | 1 | 8.00\% | 2 | 4.00\% | 1 | 25 |

## 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 | 2.16 | 1.05 | 1.09 | 25 |
| 2 | Paying my bill by credit card was easy to do | 1.00 | 3.00 | 1.96 | 0.92 | 0.84 | 25 |
| 3 | Paying my bill by check is easy to do | 1.00 | 3.00 | 2.48 | 0.85 | 0.73 | 25 |
| 4 | Paying my bill by cash is easy to do | 1.00 | 3.00 | 2.40 | 0.89 | 0.80 | 25 |
| 5 | Understandin g my financial obligation was made clear | 1.00 | 3.00 | 1.44 | 0.70 | 0.49 | 25 |

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 <br> problem with <br> my bill, I can <br> get help <br> easily | 1.00 | 3.00 | 1.68 | 0.84 | 0.70 | 25 |
| 7 | The office <br> staff was <br> prompt, <br> courteous, <br> and helpful | 1.00 | 5.00 | 1.48 | 0.90 | 0.81 | 25 |

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 | 36.00\% | 9 | 20.00\% | 5 | 40.00\% | 10 | 0.00\% | 0 | 4.00\% | 1 | 25 |
| 2 | Paying my bill by credit card was easy to do | 44.00\% | 11 | 16.00\% | 4 | 40.00\% | 10 | 0.00\% | 0 | 0.00\% | 0 | 25 |
| 3 | Paying my bill by check is easy to do | 24.00\% | 6 | 4.00\% | 1 | 72.00\% | 18 | 0.00\% | 0 | 0.00\% | 0 | 25 |
| 4 | Paying my bill by cash is easy to do | 28.00\% | 7 | 4.00\% | 1 | 68.00\% | 17 | 0.00\% | 0 | 0.00\% | 0 | 25 |
| 5 | Understandi ng my financial obligation was made clear | 68.00\% | 17 | 20.00\% | 5 | 12.00\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 25 |

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 | 56.00\% | 14 | 20.00\% | 5 | 24.00\% | 6 | 0.00\% | 0 | 0.00\% | 0 | 25 |
| 7 | The office staff was prompt, courteous, and helpful | 68.00\% | 17 | 24.00\% | 6 | 4.00\% | 1 | 0.00\% | 0 | 4.00\% | 1 | 25 |

## 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 | 4.00 | 1.61 | 0.87 | 0.76 | 23 |
| 2 | I am aware of the Student Government as my representativ e voice in college affairs | 1.00 | 5.00 | 2.39 | 1.17 | 1.37 | 23 |
| 3 | I am aware of how my student fees are used to support campus events | 1.00 | 5.00 | 2.35 | 1.13 | 1.27 | 23 |

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 | 2.17 | 1.17 | 1.36 | 23 |
| 5 | I use the Student Union Building | 1.00 | 5.00 | 3.09 | 1.35 | 1.82 | 23 |
| 6 | I have attended a Student Services sponsored event | 1.00 | 5.00 | 3.48 | 1.28 | 1.64 | 23 |
| 7 | I feel well informed about campus events and activitie | 1.00 | 5.00 | 2.26 | 1.26 | 1.58 | 23 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 8 | Voting in <br> school <br> elections was <br> easy for me | 1.00 | 5.00 | 2.78 | 1.02 | 1.04 | 23 |
| 9 | The events <br> on campus <br> offered a <br> good variety | 1.00 | 4.00 | 2.17 | 0.96 | 0.93 | 23 |

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

| \# | Question | Strongly agree |  | Some <br> what <br> agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | I am aware of the Student Services Office | 60.87\% | 14 | $\begin{aligned} & 21.74 \\ & \% \end{aligned}$ | 5 | 13.04\% | 3 | 4.35\% | 1 | 0.00\% | 0 | 23 |
| 2 | I am aware of the Student Governmen t as my representati ve voice in college affairs | 26.09\% | 6 | $\begin{aligned} & 30.43 \\ & \% \end{aligned}$ | 7 | 30.43\% | 7 | 4.35\% | 1 | 8.70\% | 2 | 23 |
| 3 | I am aware of how my student fees are used to support campus events | 30.43\% | 7 | $\begin{aligned} & 21.74 \\ & \% \end{aligned}$ | 5 | 34.78\% | 8 | 8.70\% | 2 | 4.35\% | 1 | 23 |

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 <br> disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | I am aware of student organization s on campus | 39.13\% | 9 | 21.74\% | 5 | 26.09\% | 6 | 8.70\% | 2 | 4.35\% | 1 | 23 |
| 5 | I use the Student Union Building | 13.04\% | 3 | 21.74\% | 5 | 34.78\% | 8 | 4.35\% | 1 | 26.09\% | 6 | 23 |
| 6 | I have attended a Student Services sponsored event | 8.70\% | 2 | 8.70\% | 2 | 43.48\% | 10 | 4.35\% | 1 | 34.78\% | 8 | 23 |
| 7 | I feel well informed about campus events and activitie | 39.13\% | 9 | 17.39\% | 4 | 30.43\% | 7 | 4.35\% | 1 | 8.70\% | 2 | 23 |

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 | 17.39\% | 4 | 4.35\% | 1 | 69.57\% | 16 | 0.00\% | 0 | 8.70\% | 2 | 23 |
| 9 | The events on campus offered a good variety | 34.78\% | 8 | 17.39\% | 4 | 43.48\% | 10 | 4.35\% | 1 | 0.00\% | 0 | 23 |

## 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 | 2.17 | 1.31 | 1.72 | 24 |
| 2 | Attending NSO was informative and helpful | 1.00 | 6.00 | 2.58 | 1.61 | 2.58 | 24 |
| 3 | Making an appointment with an adviser was easy to do | 1.00 | 4.00 | 1.54 | 0.87 | 0.75 | 24 |
| 4 | My adviser was knowledgeab le and helpful | 1.00 | 4.00 | 1.50 | 0.91 | 0.83 | 24 |

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 | 4.00 | 1.58 | 1.00 | 0.99 | 24 |
| 6 | I know where to go if I need help with personal concerns | 1.00 | 5.00 | 1.71 | 1.21 | 1.46 | 24 |
| 7 | I was able to see a counselor when I needed to | 1.00 | 4.00 | 1.83 | 1.07 | 1.14 | 24 |
| 8 | I am aware there are Veteran Services | 1.00 | 6.00 | 2.50 | 1.29 | 1.67 | 24 |

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 <br> there are <br> services for <br> students with <br> disabilities | 1.00 | 6.00 | 1.88 | 1.27 | 1.61 | 24 |

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 | 41.67\% | 10 | 20.83\% | 5 | 29.17\% | 7 | 0.00\% | 0 | 4.17\% | 1 | 4.17\% | 1 | 24 |
| 2 | Attending NSO was informative and helpful | 37.50\% | 9 | 8.33\% | 2 | 37.50\% | 9 | 4.17\% | 1 | 0.00\% | 0 | 12.50\% | 3 | 24 |
| 3 | Making an appointment with an adviser was easy to do | 66.67\% | 16 | 16.67\% | 4 | 12.50\% | 3 | 4.17\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 4 | My adviser was knowledgea ble and helpful | 70.83\% | 17 | 16.67\% | 4 | 4.17\% | 1 | 8.33\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 24 |

## 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 | 70.83\% | 17 | 8.33\% | 2 | 12.50\% | 3 | 8.33\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 6 | I know where to go if I need help with personal concerns | 70.83\% | 17 | 4.17\% | 1 | 12.50\% | 3 | 8.33\% | 2 | 4.17\% | 1 | 0.00\% | 0 | 24 |
| 7 | I was able to see a counselor when I needed to | 58.33\% | 14 | 8.33\% | 2 | 25.00\% | 6 | 8.33\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 8 | I am aware there are Veteran Services | 29.17\% | 7 | 16.67\% | 4 | 41.67\% | 10 | 4.17\% | 1 | 4.17\% | 1 | 4.17\% | 1 | 24 |

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 | 58.33\% | 14 | 12.50\% | 3 | 20.83\% | 5 | 4.17\% | 1 | 0.00\% | 0 | 4.17\% | 1 | 24 |

## 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/SWC D | 1.00 | 5.00 | 2.91 | 1.14 | 1.30 | 23 |
| 2 | I took a tour of Howard College/SWC D before coming here | 1.00 | 5.00 | 2.74 | 1.22 | 1.50 | 23 |
| 3 | Information about Howard College/SWC D programs is easy to find | 1.00 | 4.00 | 1.83 | 1.05 | 1.10 | 23 |

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/SWC D | 17.39\% | 4 | 4.35\% | 1 | 60.87\% | 14 | 4.35\% | 1 | 13.04\% | 3 | 23 |
| 2 | I took a tour of Howard College/SWC D before coming here | 21.74\% | 5 | 13.04\% | 3 | 47.83\% | 11 | 4.35\% | 1 | 13.04\% | 3 | 23 |
| 3 | Information <br> about <br> Howard <br> College/SWC <br> D programs is easy to find | 52.17\% | 12 | 26.09\% | 6 | 8.70\% | 2 | 13.04\% | 3 | 0.00\% | 0 | 23 |

## 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 <br> Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Setting up myHC account was easy to do | 1.00 | 4.00 | 1.82 | 1.07 | 1.15 | 22 |
| 2 | Registerin g for classes online was easy | 1.00 | 4.00 | 1.86 | 0.97 | 0.94 | 22 |
| 3 | Connectin g to wireless internet was easy | 1.00 | 3.00 | 1.59 | 0.83 | 0.70 | 22 |
| 4 | Using Blackboar d was easy | 1.00 | 5.00 | 1.91 | 1.12 | 1.26 | 22 |

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 | 54.55\% | 12 | 22.73\% | 5 | 9.09\% | 2 | 13.64\% | 3 | 0.00\% | 0 | 22 |
| 2 | Registering for classes online was easy | 50.00\% | 11 | 18.18\% | 4 | 27.27\% | 6 | 4.55\% | 1 | 0.00\% | 0 | 22 |
| 3 | Connecting to wireless internet was easy | 63.64\% | 14 | 13.64\% | 3 | 22.73\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 22 |
| 4 | Using Blackboard was easy | 45.45\% | 10 | 36.36\% | 8 | 4.55\% | 1 | 9.09\% | 2 | 4.55\% | 1 | 22 |

## 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 | 2.00 | 1.23 | 0.42 | 0.18 | 22 |
| 2 | Collection <br> (Books, DVDs, <br> Newspapers, etc.) | 1.00 | 3.00 | 1.41 | 0.58 | 0.33 | 22 |
| 3 | Online Services (Website, catalog, databases, etc.) | 1.00 | 3.00 | 1.32 | 0.55 | 0.31 | 22 |
| 4 | Library Policies | 1.00 | 3.00 | 1.33 | 0.56 | 0.32 | 21 |
| 5 | Computers and Printers | 1.00 | 3.00 | 1.45 | 0.66 | 0.43 | 22 |
| 6 | Facilities | 1.00 | 3.00 | 1.45 | 0.58 | 0.34 | 22 |

## Q13 - Please rate each of the following library services

| \# | Question | Excellent |  | Good |  | Fair |  | Poor |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Customer Service | 77.27\% | 17 | 22.73\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 22 |
| 2 | Collection <br> (Books, DVDs, <br> Newspapers, etc.) | 63.64\% | 14 | 31.82\% | 7 | 4.55\% | 1 | 0.00\% | 0 | 22 |
| 3 | Online Services (Website, catalog, databases, etc.) | 72.73\% | 16 | 22.73\% | 5 | 4.55\% | 1 | 0.00\% | 0 | 22 |
| 4 | Library Policies | 71.43\% | 15 | 23.81\% | 5 | 4.76\% | 1 | 0.00\% | 0 | 21 |
| 5 | Computers and Printers | 63.64\% | 14 | 27.27\% | 6 | 9.09\% | 2 | 0.00\% | 0 | 22 |
| 6 | Facilities | 59.09\% | 13 | 36.36\% | 8 | 4.55\% | 1 | 0.00\% | 0 | 22 |

## 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 <br> provided by <br> Tutoring <br> Center | 1.00 | 5.00 | 3.00 | 1.80 | 3.25 | 24 |
| 2 | Are the hours of operation adequate | 1.00 | 5.00 | 2.67 | 1.70 | 2.89 | 24 |
| 3 | Quality of tutoring meets student needs | 1.00 | 5.00 | 3.00 | 1.80 | 3.25 | 24 |
| 4 | Staff are helpful in assisting students | 1.00 | 5.00 | 2.54 | 1.78 | 3.16 | 24 |
| 5 | Center is helpful for students completing course work | 1.00 | 5.00 | 2.67 | 1.84 | 3.39 | 24 |

## 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 | 2.83 | 1.86 | 3.47 | 24 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 1.00 | 5.00 | 2.75 | 1.81 | 3.27 | 24 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 1.00 | 5.00 | 3.04 | 1.74 | 3.04 | 24 |

## 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 | 33.33\% | 8 | 20.83\% | 5 | 0.00\% | 0 | 4.17\% | 1 | 41.67\% | 10 | 24 |
| 2 | Are the hours of operation adequate | 33.33\% | 8 | 33.33\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 33.33\% | 8 | 24 |
| 3 | Quality of tutoring meets student needs | 33.33\% | 8 | 20.83\% | 5 | 0.00\% | 0 | 4.17\% | 1 | 41.67\% | 10 | 24 |
| 4 | Staff are helpful in assisting students | 45.83\% | 11 | 20.83\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 33.33\% | 8 | 24 |
| 5 | Center is helpful for students completing course work | 45.83\% | 11 | 16.67\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 37.50\% | 9 | 24 |

## 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 | 41.67\% | 10 | 16.67\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 41.67\% | 10 | 24 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 41.67\% | 10 | 16.67\% | 4 | 4.17\% | 1 | 0.00\% | 0 | 37.50\% | 9 | 24 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 29.17\% | 7 | 20.83\% | 5 | 8.33\% | 2 | 0.00\% | 0 | 41.67\% | 10 | 24 |

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



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

| \# | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Content of courses in major | 1.00 | 3.00 | 1.42 | 0.57 | 0.33 | 24 |
| 2 | Class size | 1.00 | 5.00 | 1.50 | 0.87 | 0.75 | 24 |
| 3 | Grading / <br> Testing | 1.00 | 3.00 | 1.42 | 0.57 | 0.33 | 24 |
| 4 | Availability of courses needed | 1.00 | 3.00 | 1.63 | 0.56 | 0.32 | 24 |
| 5 | Quality of equipment in classes and labs | 1.00 | 5.00 | 2.21 | 1.53 | 2.33 | 24 |
| 6 | Quantity of equipment in classes and labs | 1.00 | 5.00 | 2.21 | 1.53 | 2.33 | 24 |

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

| \# | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | Helpfulness of lab assistants | 1.00 | 5.00 | 2.54 | 1.78 | 3.16 | 24 |
| 8 | Overall enthusiasm and knowledge of instructors | 1.00 | 5.00 | 1.46 | 0.87 | 0.75 | 24 |
| 9 | Instructors show interest in students' success | 1.00 | 3.00 | 1.46 | 0.64 | 0.41 | 24 |
| 10 | Overall quality of instruction | 1.00 | 5.00 | 1.54 | 0.87 | 0.75 | 24 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Content of courses in major | 62.50\% | 15 | 33.33\% | 8 | 4.17\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 2 | Class size | 62.50\% | 15 | 33.33\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 4.17\% | 1 | 24 |
| 3 | Grading / <br> Testing | 62.50\% | 15 | 33.33\% | 8 | 4.17\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 4 | Availability of courses needed | 41.67\% | 10 | 54.17\% | 13 | 4.17\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 5 | Quality of equipment in classes and labs | 45.83\% | 11 | 29.17\% | 7 | 4.17\% | 1 | 0.00\% | 0 | 20.83\% | 5 | 24 |
| 6 | Quantity of equipment in classes and labs | 45.83\% | 11 | 29.17\% | 7 | 4.17\% | 1 | 0.00\% | 0 | 20.83\% | 5 | 24 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very P |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | Helpfulness of lab assistants | 45.83\% | 11 | 20.83\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 33.33\% | 8 | 24 |
| 8 | Overall enthusiasm and knowledge of instructors | 66.67\% | 16 | 29.17\% | 7 | 0.00\% | 0 | 0.00\% | 0 | 4.17\% | 1 | 24 |
| 9 | Instructors show interest in students' success | 62.50\% | 15 | 29.17\% | 7 | 8.33\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 24 |
| 10 | Overall quality of instruction | 58.33\% | 14 | 37.50\% | 9 | 0.00\% | 0 | 0.00\% | 0 | 4.17\% | 1 | 24 |

## 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/Frie ndliness of other faculty on campus | 1.00 | 5.00 | 1.65 | 1.13 | 1.27 | 23 |
| 2 | Attitude/Frie ndliness of Staff (Nonteaching) on campus | 1.00 | 5.00 | 1.43 | 0.88 | 0.77 | 23 |
| 3 | Campus accessibility | 1.00 | 5.00 | 1.52 | 0.88 | 0.77 | 23 |
| 4 | Campus outdoor lighting | 1.00 | 5.00 | 2.39 | 1.50 | 2.24 | 23 |
| 5 | Campus safety and security | 1.00 | 5.00 | 1.87 | 1.30 | 1.68 | 23 |

Q20 - Please evaluate the following items relating to the campus

| \# | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Classroom appearan ce | 1.00 | 5.00 | 2.09 | 1.41 | 1.99 | 23 |
| 7 | Classroom space for learning | 1.00 | 5.00 | 2.17 | 1.55 | 2.40 | 23 |
| 8 | Condition <br> s of buildings | 1.00 | 5.00 | 1.87 | 1.15 | 1.33 | 23 |

## Q20 - Please evaluate the following items relating to the campus

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Attitude/Frie ndliness of other faculty on campus | 60.87\% | 14 | 30.43\% | 7 | 0.00\% | 0 | 0.00\% | 0 | 8.70\% | 2 | 23 |
| 2 | Attitude/Frie ndliness of Staff (Nonteaching) on campus | 69.57\% | 16 | 26.09\% | 6 | 0.00\% | 0 | 0.00\% | 0 | 4.35\% | 1 | 23 |
| 3 | Campus accessibility | 60.87\% | 14 | 34.78\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 4.35\% | 1 | 23 |
| 4 | Campus outdoor lighting | 34.78\% | 8 | 34.78\% | 8 | 8.70\% | 2 | 0.00\% | 0 | 21.74\% | 5 | 23 |
| 5 | Campus safety and security | 52.17\% | 12 | 34.78\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 13.04\% | 3 | 23 |

## Q20 - Please evaluate the following items relating to the campus

| \# | Question | Very Good |  | Good |  | Poor |  | Very P |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Classroom appearance | 43.48\% | 10 | 39.13\% | 9 | 0.00\% | 0 | 0.00\% | 0 | 17.39\% | 4 | 23 |
| 7 | Classroom space for learning | 47.83\% | 11 | 30.43\% | 7 | 0.00\% | 0 | 0.00\% | 0 | 21.74\% | 5 | 23 |
| 8 | Conditions of buildings | 47.83\% | 11 | 34.78\% | 8 | 8.70\% | 2 | 0.00\% | 0 | 8.70\% | 2 | 23 |

