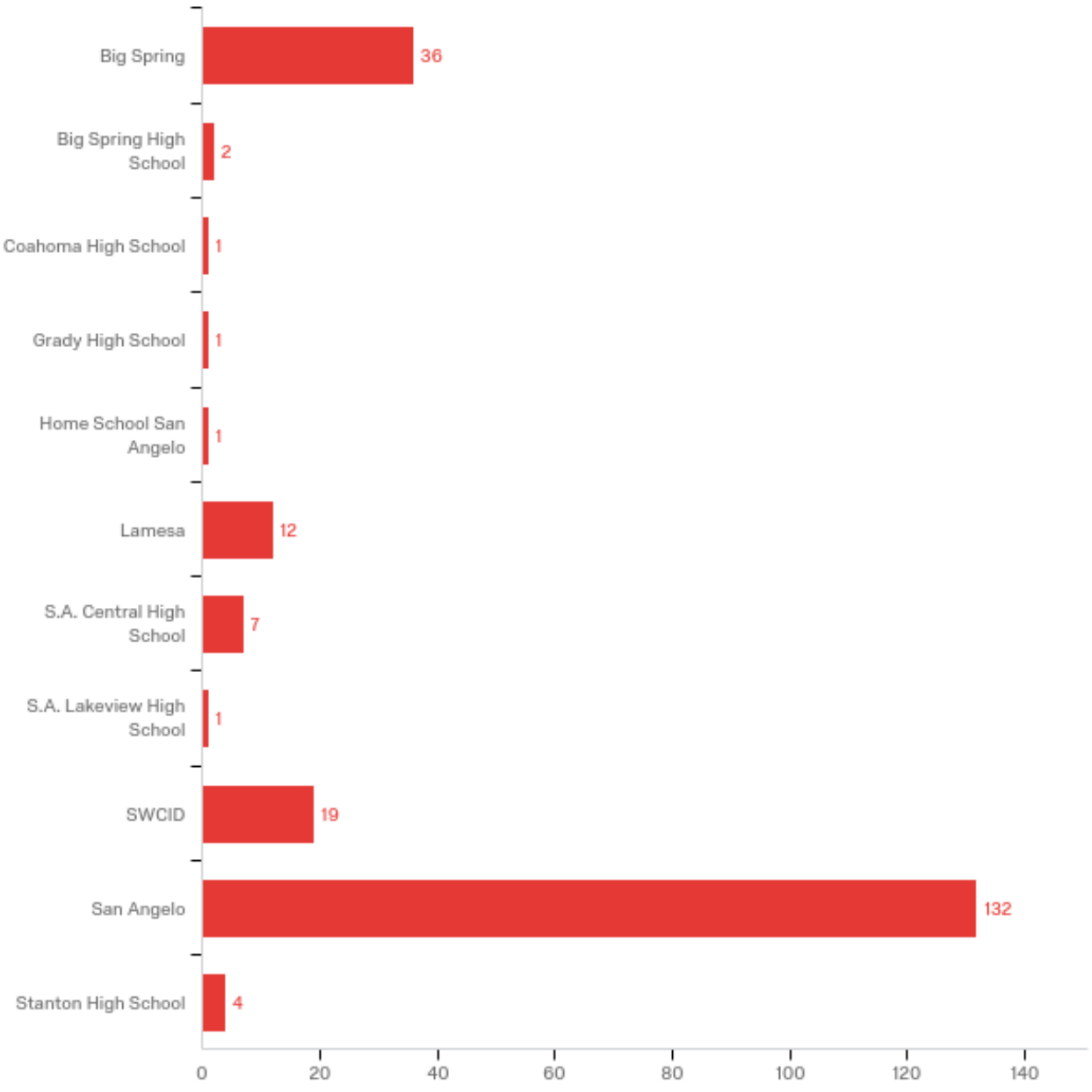
District

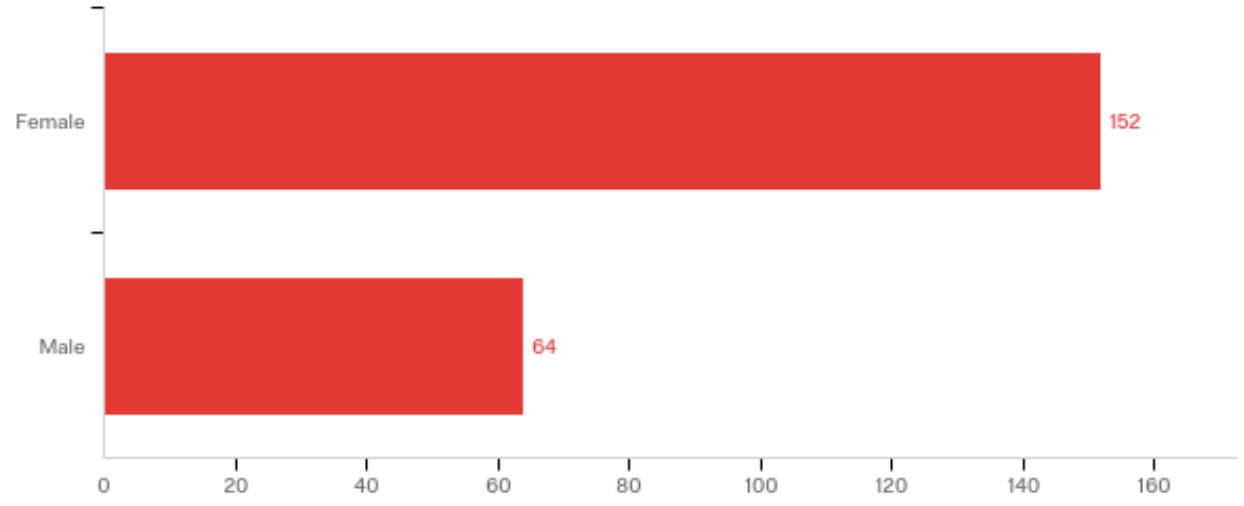
Student Satisfaction Survey - Fall 2017

HC



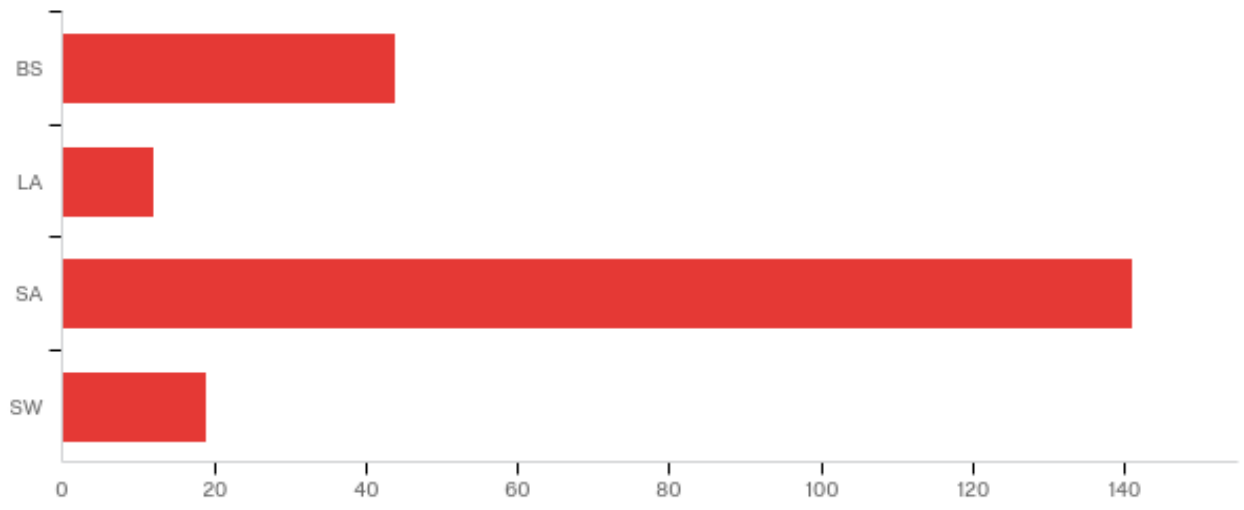
Answer	%	Count
Big Spring	16.67%	36
Big Spring High School	0.93%	2
Coahoma High School	0.46%	1
Grady High School	0.46%	1
Home School San Angelo	0.46%	1
Lamesa	5.56%	12
S.A. Central High School	3.24%	7
S.A. Lakeview High School	0.46%	1
SWCID	8.80%	19
San Angelo	61.11%	132
Stanton High School	1.85%	4
Total	100%	216

Sex



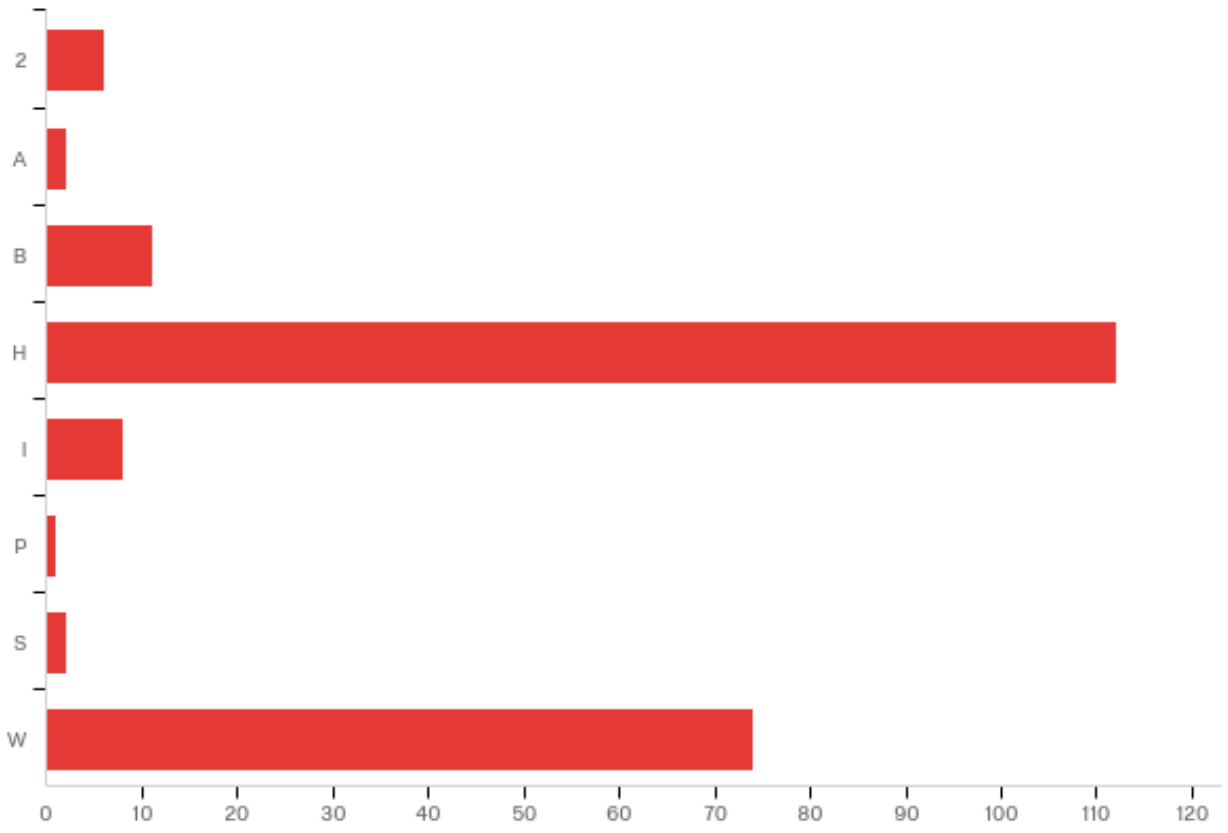
Answer	%	Count
Female	70.37%	152
Male	29.63%	64
Total	100%	216

Campus Group



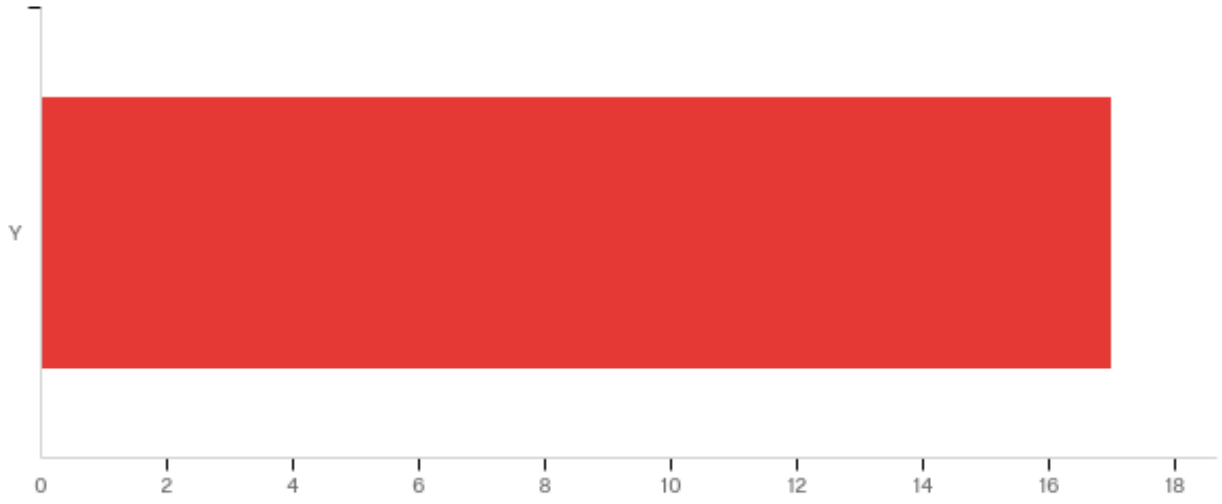
Answer	%	Count
BS	20.37%	44
LA	5.56%	12
SA	65.28%	141
SW	8.80%	19
Total	100%	216

Ethnicity



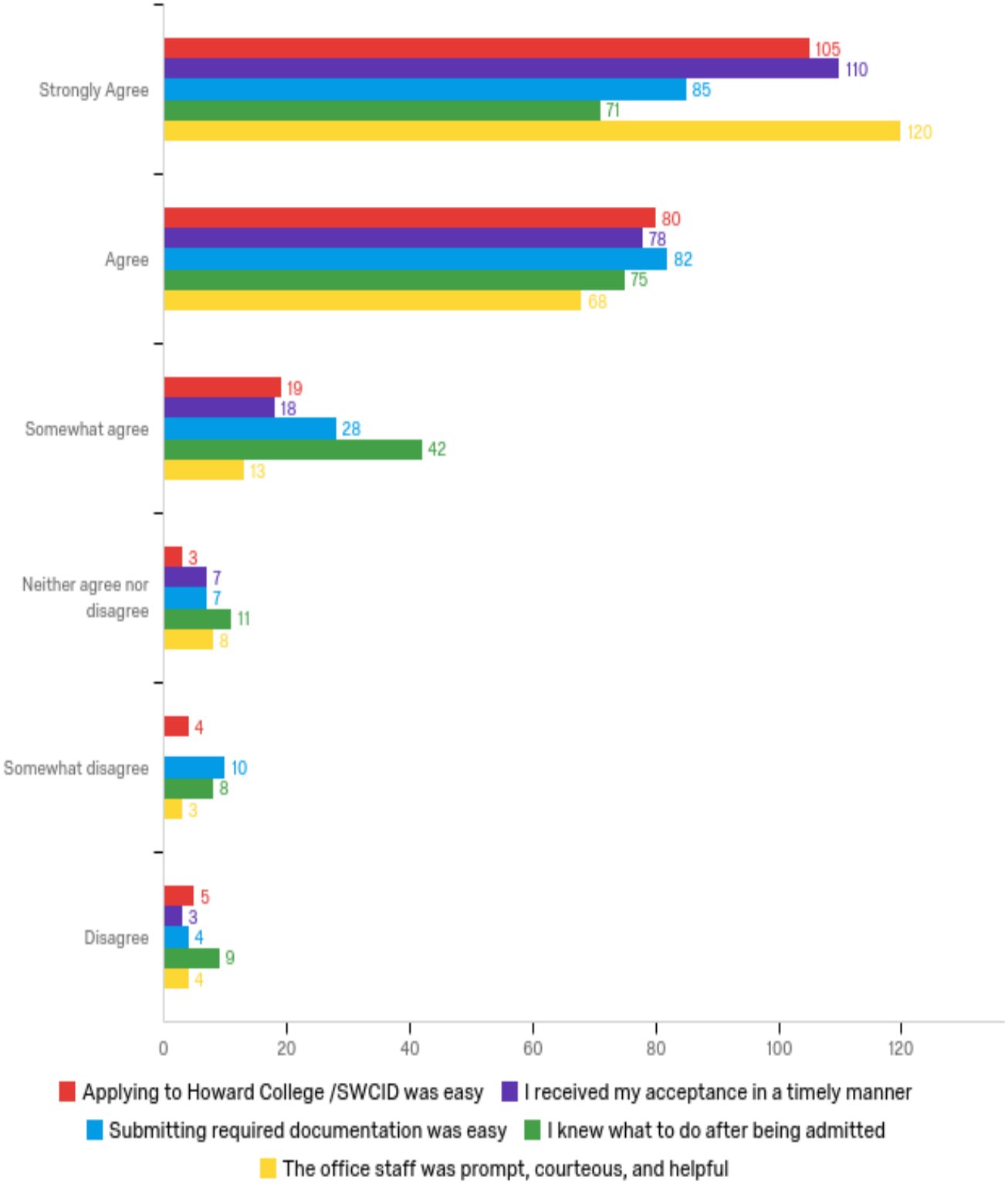
Answer	%	Count
2	2.78%	6
A	0.93%	2
B	5.09%	11
H	51.85%	112
I	3.70%	8
P	0.46%	1
S	0.93%	2
W	34.26%	74
Total	100%	216

Dual Credit



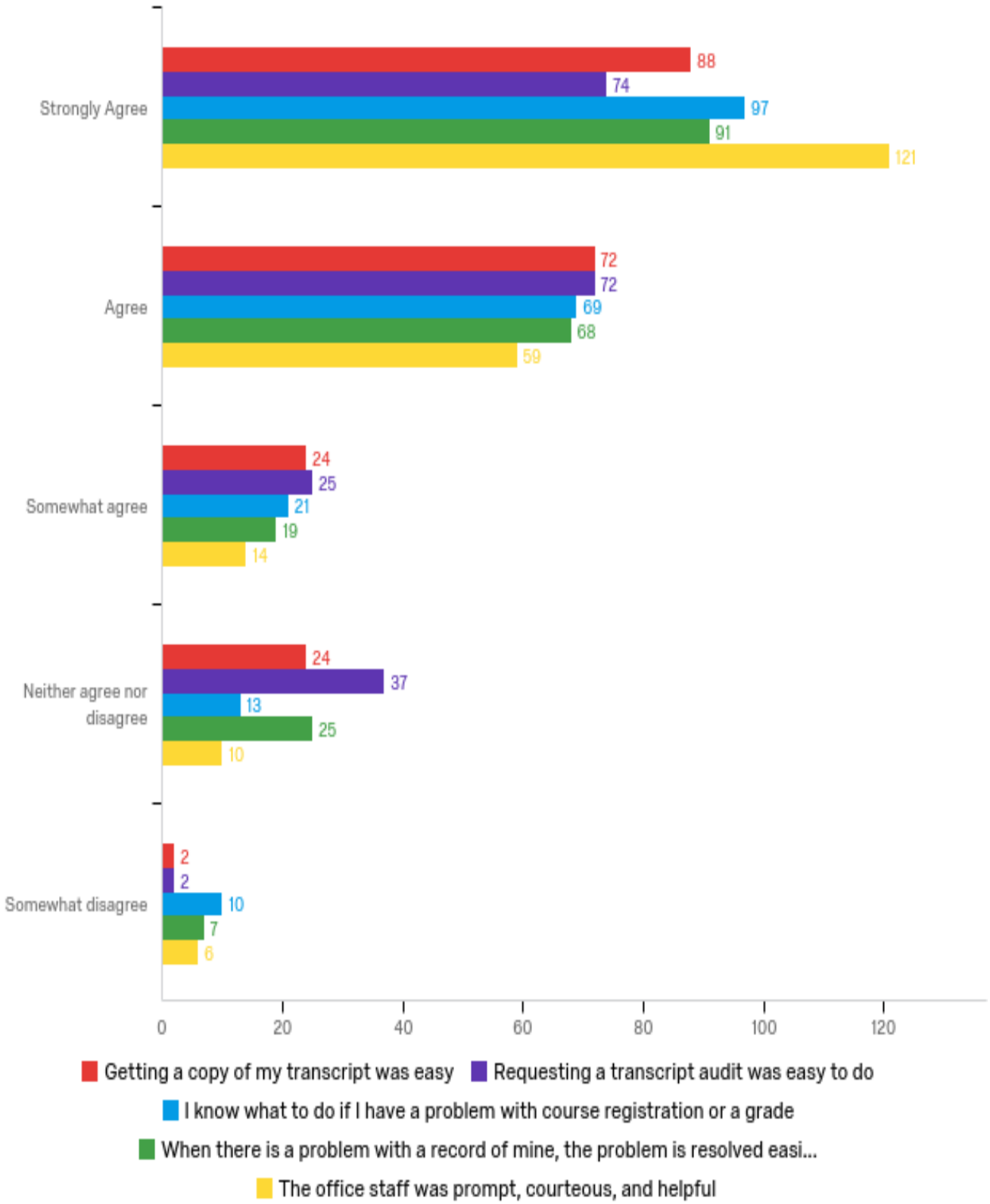
Answer	%	Count
Y	100.00%	17
Total	100%	17

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



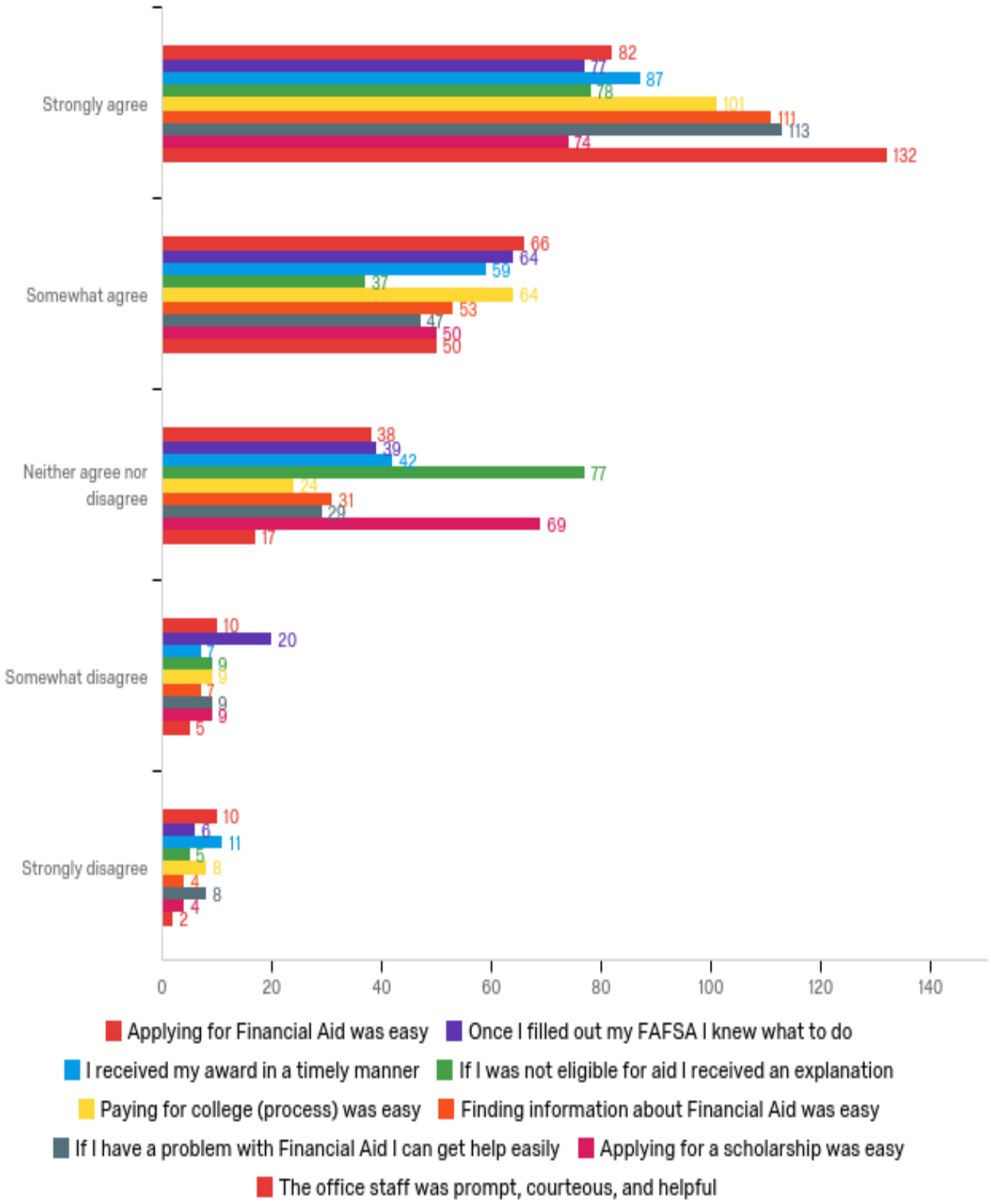
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCID was easy	48.61%	105	37.04%	80	8.80%	19	1.39%	3	1.85%	4	2.31%	5	216
2	I received my acceptance in a timely manner	50.93%	110	36.11%	78	8.33%	18	3.24%	7	0.00%	0	1.39%	3	216
3	Submitting required documentation was easy	39.35%	85	37.96%	82	12.96%	28	3.24%	7	4.63%	10	1.85%	4	216
4	I knew what to do after being admitted	32.87%	71	34.72%	75	19.44%	42	5.09%	11	3.70%	8	4.17%	9	216
5	The office staff was prompt, courteous, and helpful	55.56%	120	31.48%	68	6.02%	13	3.70%	8	1.39%	3	1.85%	4	216

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



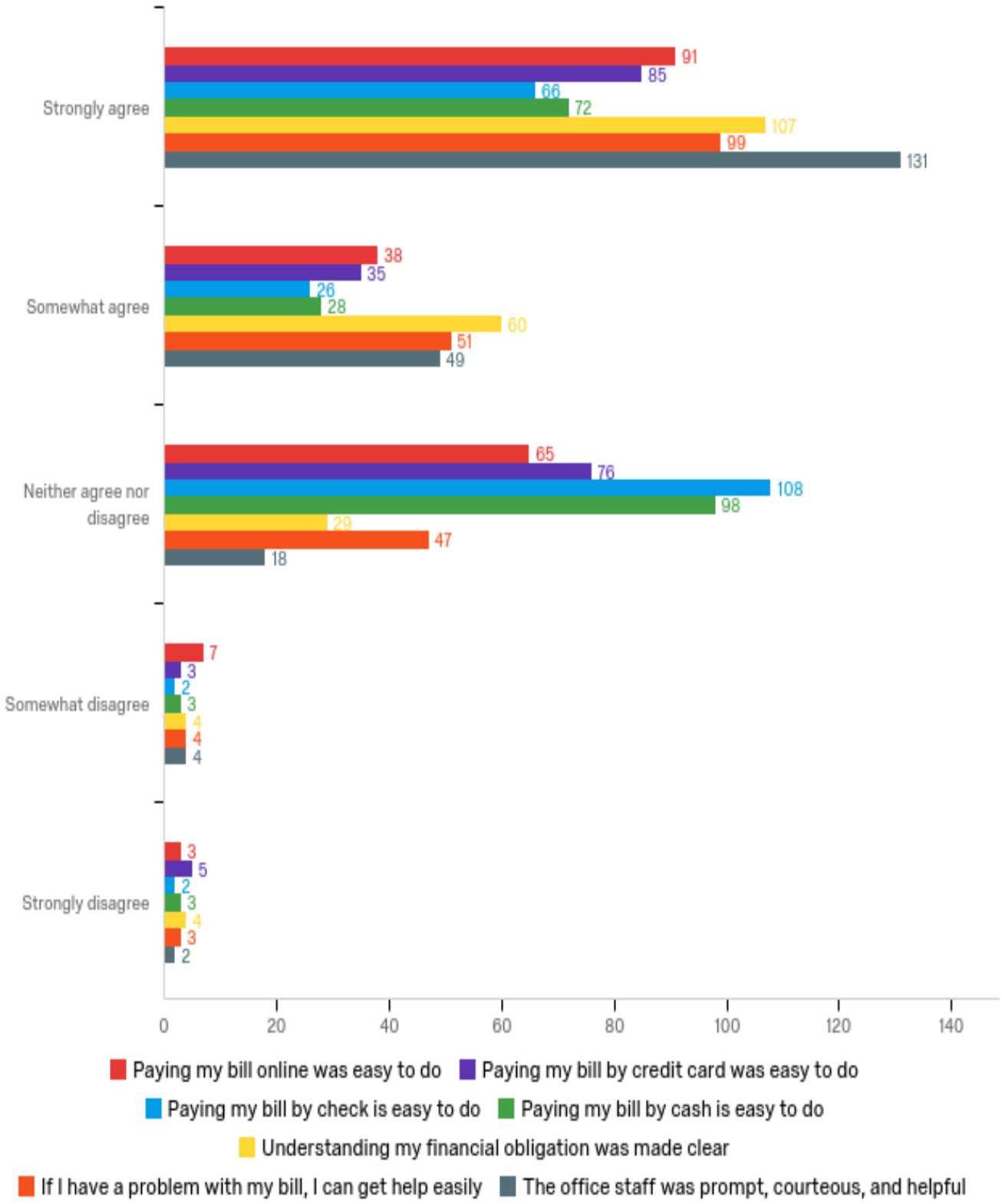
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	41.90%	88	34.29%	72	11.43%	24	11.43%	24	0.95%	2	210
2	Requesting a transcript audit was easy to do	35.24%	74	34.29%	72	11.90%	25	17.62%	37	0.95%	2	210
3	I know what to do if I have a problem with course registration or a grade	46.19%	97	32.86%	69	10.00%	21	6.19%	13	4.76%	10	210
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	43.33%	91	32.38%	68	9.05%	19	11.90%	25	3.33%	7	210
5	The office staff was prompt, courteous, and helpful	57.62%	121	28.10%	59	6.67%	14	4.76%	10	2.86%	6	210

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



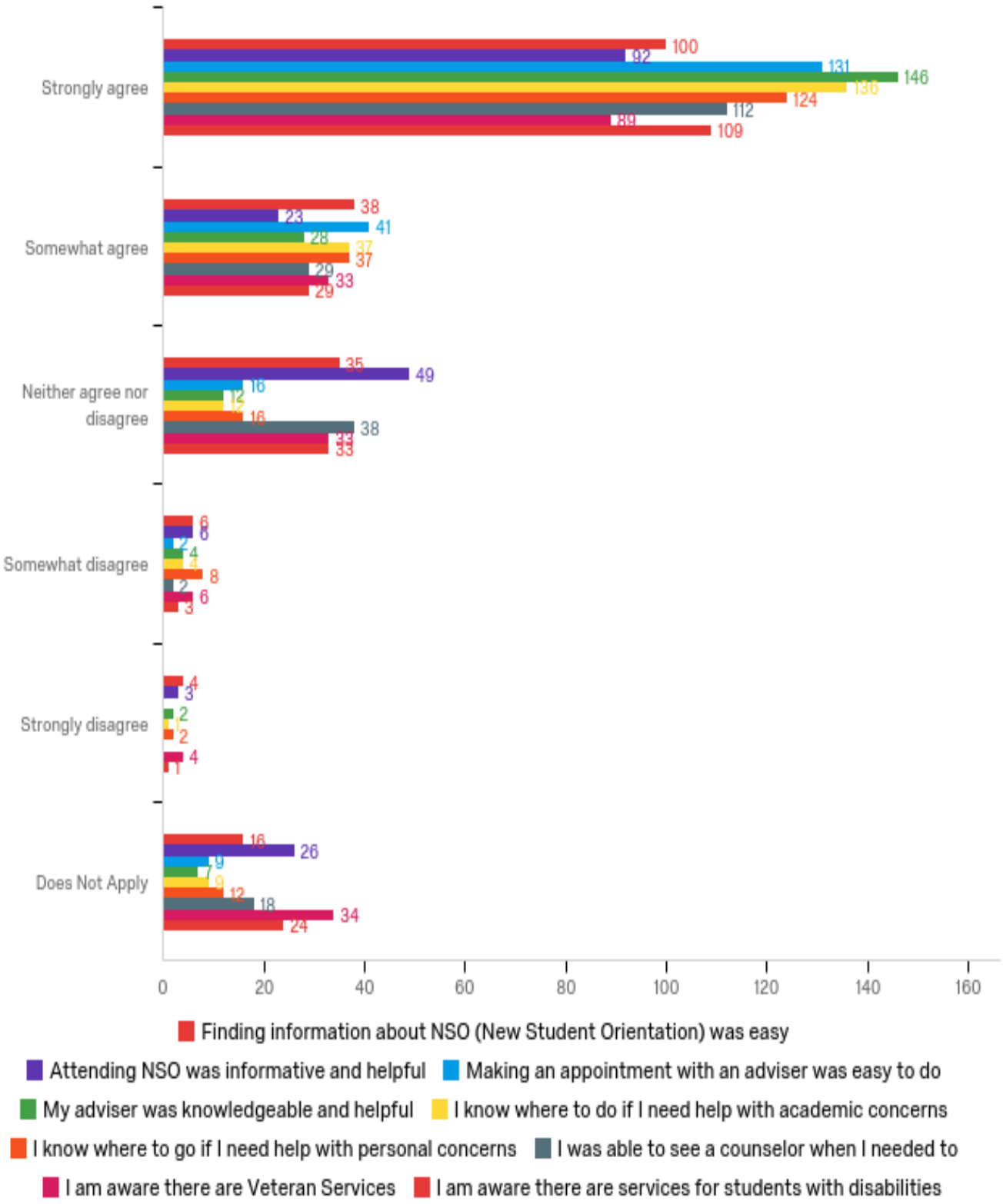
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	39.81%	82	32.04%	66	18.45%	38	4.85%	10	4.85%	10	206
2	Once I filled out my FAFSA I knew what to do	37.38%	77	31.07%	64	18.93%	39	9.71%	20	2.91%	6	206
3	I received my award in a timely manner	42.23%	87	28.64%	59	20.39%	42	3.40%	7	5.34%	11	206
4	If I was not eligible for aid I received an explanation	37.86%	78	17.96%	37	37.38%	77	4.37%	9	2.43%	5	206
5	Paying for college (process) was easy	49.03%	101	31.07%	64	11.65%	24	4.37%	9	3.88%	8	206
6	Finding information about Financial Aid was easy	53.88%	111	25.73%	53	15.05%	31	3.40%	7	1.94%	4	206
7	If I have a problem with Financial Aid I can get help easily	54.85%	113	22.82%	47	14.08%	29	4.37%	9	3.88%	8	206
8	Applying for a scholarship was easy	35.92%	74	24.27%	50	33.50%	69	4.37%	9	1.94%	4	206
9	The office staff was prompt, courteous, and helpful	64.08%	132	24.27%	50	8.25%	17	2.43%	5	0.97%	2	206

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



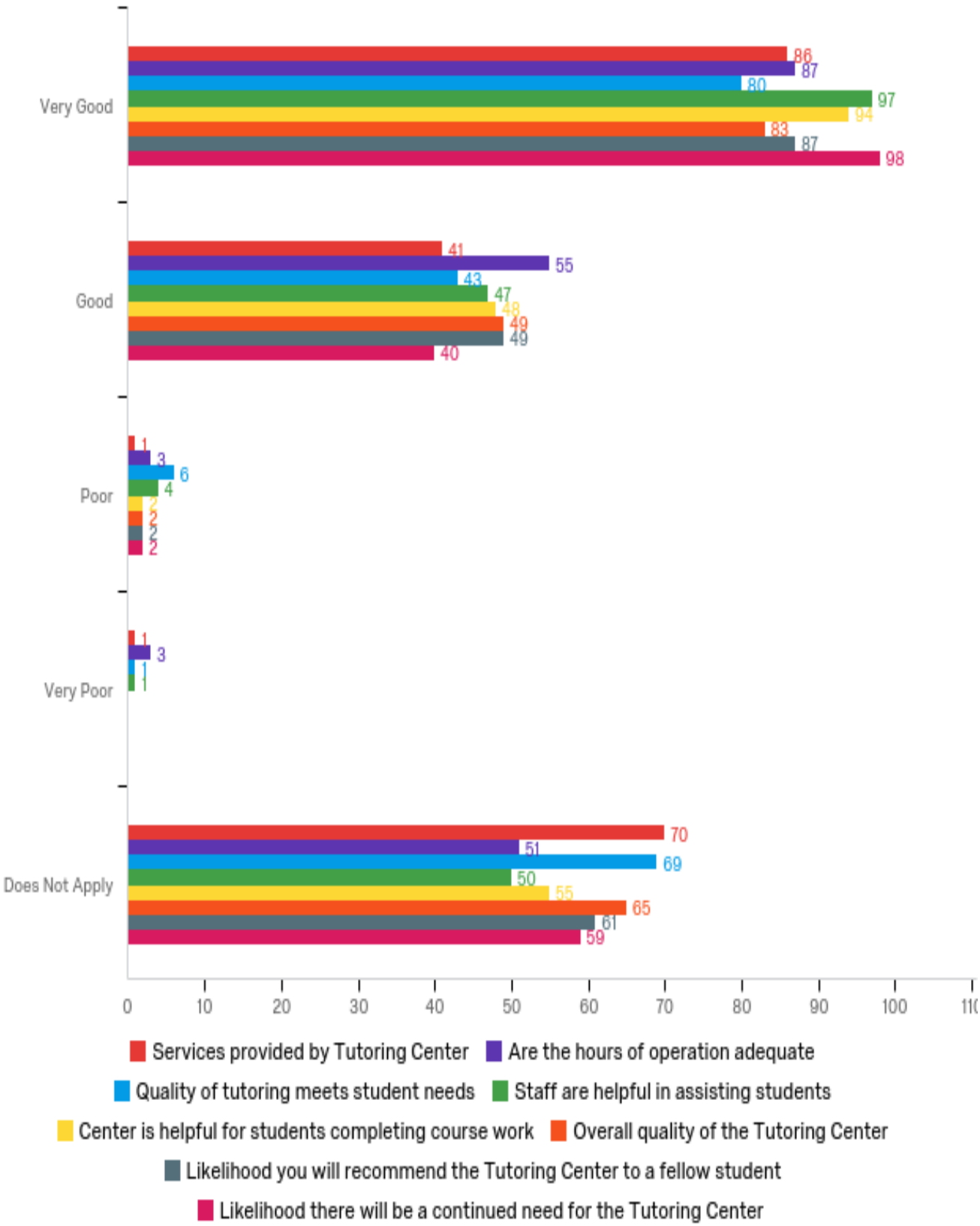
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	44.61%	91	18.63%	38	31.86%	65	3.43%	7	1.47%	3	204
2	Paying my bill by credit card was easy to do	41.67%	85	17.16%	35	37.25%	76	1.47%	3	2.45%	5	204
3	Paying my bill by check is easy to do	32.35%	66	12.75%	26	52.94%	108	0.98%	2	0.98%	2	204
4	Paying my bill by cash is easy to do	35.29%	72	13.73%	28	48.04%	98	1.47%	3	1.47%	3	204
5	Understanding my financial obligation was made clear	52.45%	107	29.41%	60	14.22%	29	1.96%	4	1.96%	4	204
6	If I have a problem with my bill, I can get help easily	48.53%	99	25.00%	51	23.04%	47	1.96%	4	1.47%	3	204
7	The office staff was prompt, courteous, and helpful	64.22%	131	24.02%	49	8.82%	18	1.96%	4	0.98%	2	204

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



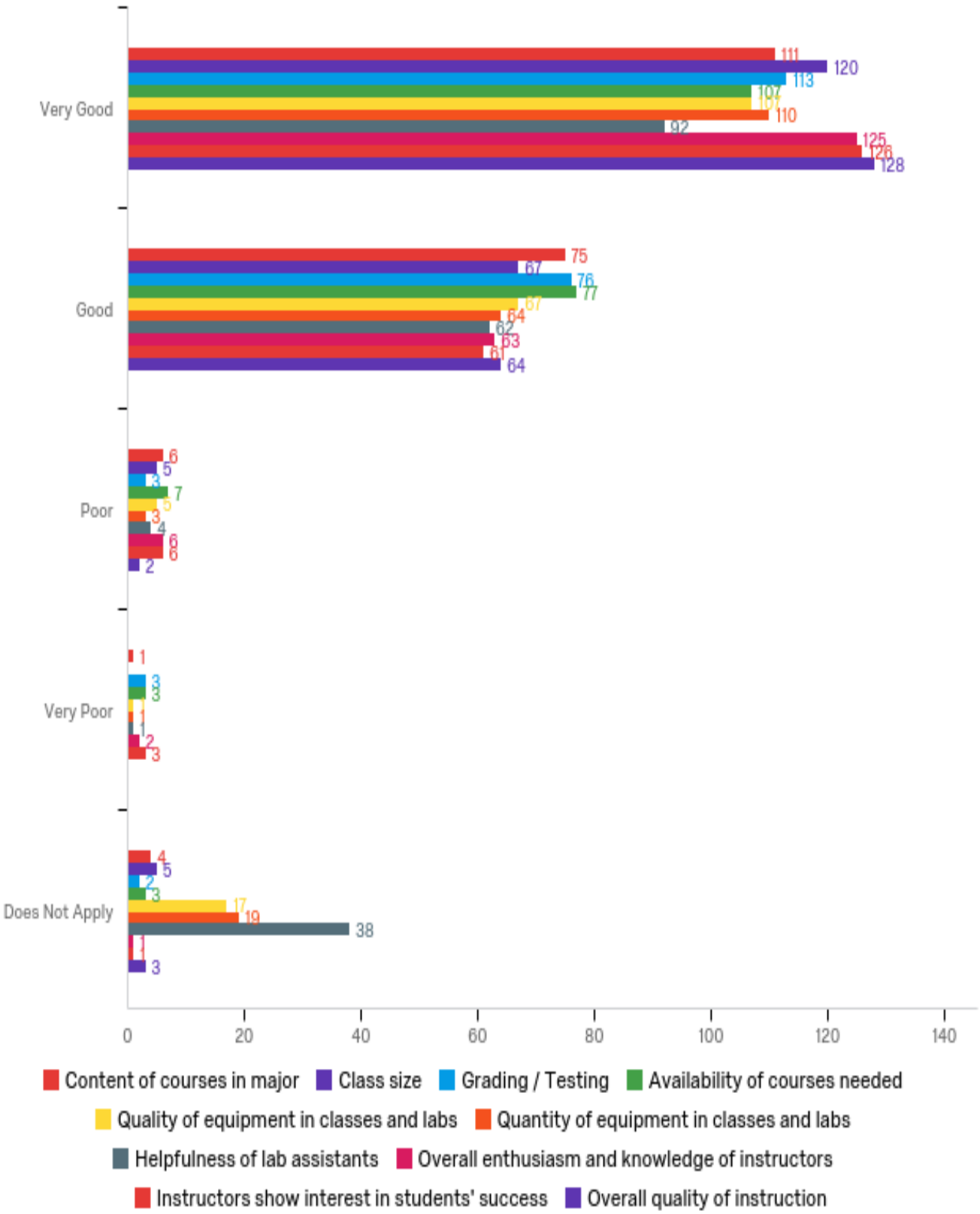
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	50.25%	100	19.10%	38	17.59%	35	3.02%	6	2.01%	4	8.04%	16	199
2	Attending NSO was informative and helpful	46.23%	92	11.56%	23	24.62%	49	3.02%	6	1.51%	3	13.07%	26	199
3	Making an appointment with an adviser was easy to do	65.83%	131	20.60%	41	8.04%	16	1.01%	2	0.00%	0	4.52%	9	199
4	My adviser was knowledgeable and helpful	73.37%	146	14.07%	28	6.03%	12	2.01%	4	1.01%	2	3.52%	7	199
5	I know where to do if I need help with academic concerns	68.34%	136	18.59%	37	6.03%	12	2.01%	4	0.50%	1	4.52%	9	199
6	I know where to go if I need help with personal concerns	62.31%	124	18.59%	37	8.04%	16	4.02%	8	1.01%	2	6.03%	12	199
7	I was able to see a counselor when I needed to	56.28%	112	14.57%	29	19.10%	38	1.01%	2	0.00%	0	9.05%	18	199
8	I am aware there are Veteran Services	44.72%	89	16.58%	33	16.58%	33	3.02%	6	2.01%	4	17.09%	34	199
9	I am aware there are services for students with disabilities	54.77%	109	14.57%	29	16.58%	33	1.51%	3	0.50%	1	12.06%	24	199

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



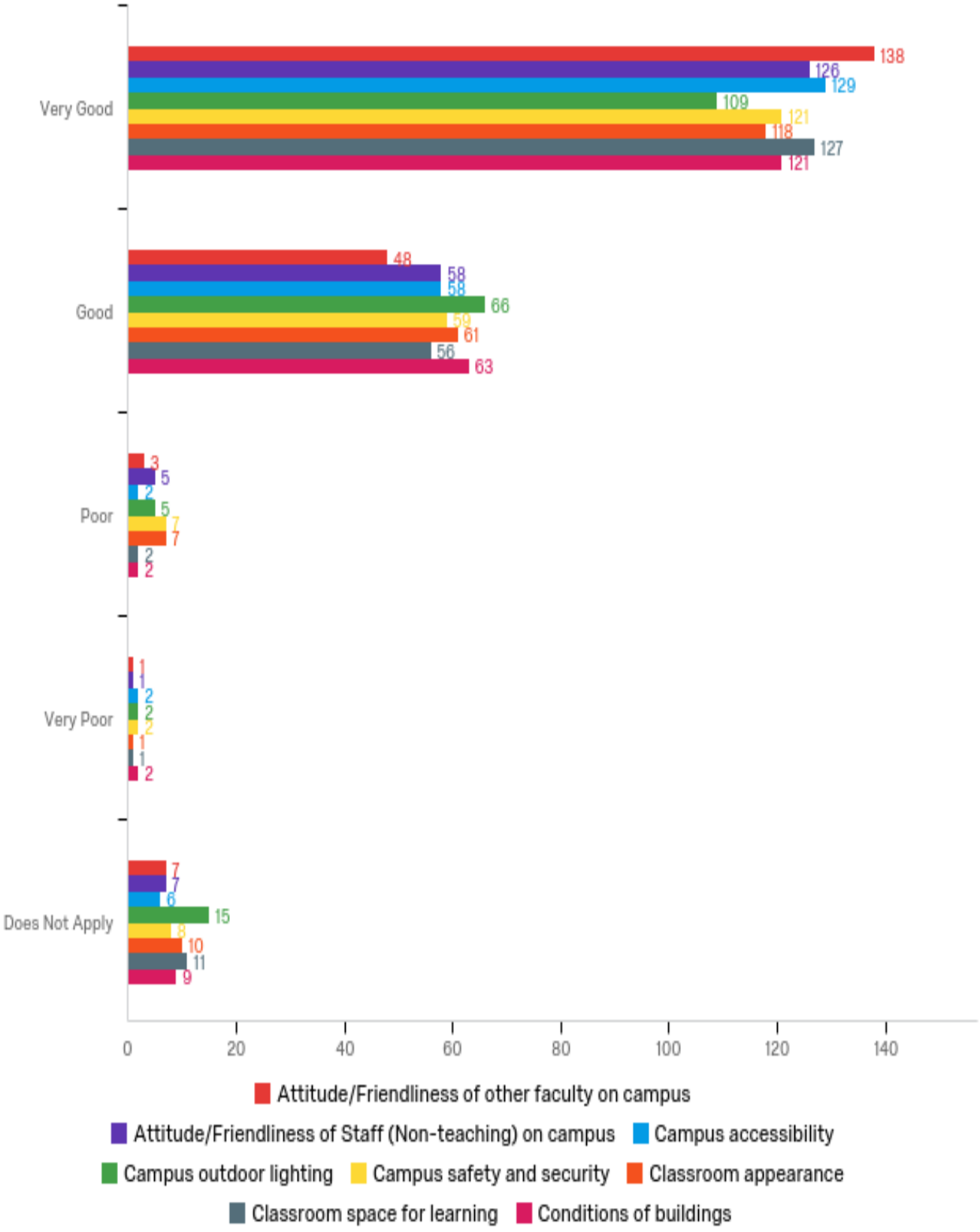
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	43.22%	86	20.60%	41	0.50%	1	0.50%	1	35.18%	70	199
2	Are the hours of operation adequate	43.72%	87	27.64%	55	1.51%	3	1.51%	3	25.63%	51	199
3	Quality of tutoring meets student needs	40.20%	80	21.61%	43	3.02%	6	0.50%	1	34.67%	69	199
4	Staff are helpful in assisting students	48.74%	97	23.62%	47	2.01%	4	0.50%	1	25.13%	50	199
5	Center is helpful for students completing course work	47.24%	94	24.12%	48	1.01%	2	0.00%	0	27.64%	55	199
6	Overall quality of the Tutoring Center	41.71%	83	24.62%	49	1.01%	2	0.00%	0	32.66%	65	199
7	Likelihood you will recommend the Tutoring Center to a fellow student	43.72%	87	24.62%	49	1.01%	2	0.00%	0	30.65%	61	199
8	Likelihood there will be a continued need for the Tutoring Center	49.25%	98	20.10%	40	1.01%	2	0.00%	0	29.65%	59	199

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



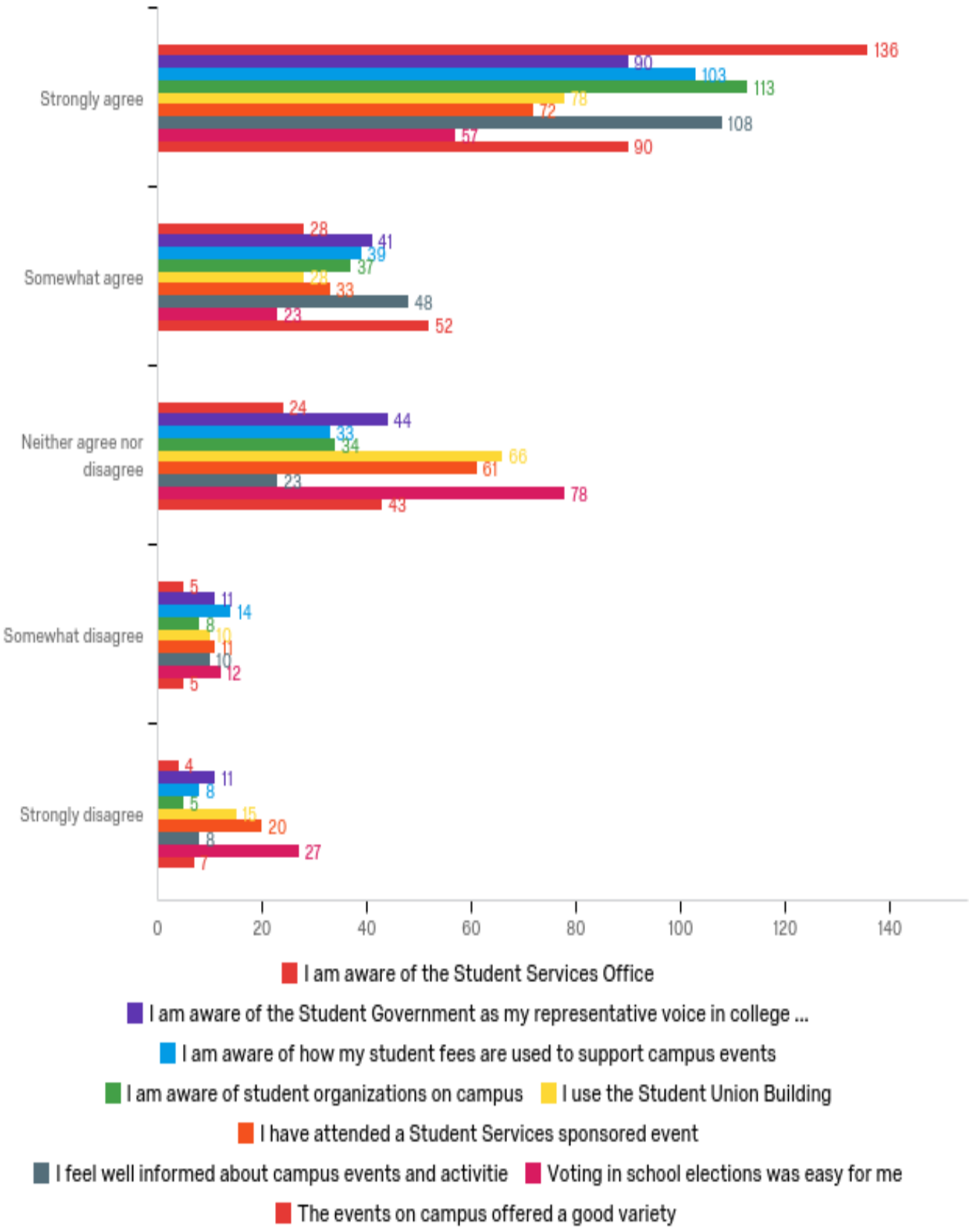
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	56.35%	111	38.07%	75	3.05%	6	0.51%	1	2.03%	4	197
2	Class size	60.91%	120	34.01%	67	2.54%	5	0.00%	0	2.54%	5	197
3	Grading / Testing	57.36%	113	38.58%	76	1.52%	3	1.52%	3	1.02%	2	197
4	Availability of courses needed	54.31%	107	39.09%	77	3.55%	7	1.52%	3	1.52%	3	197
6	Quality of equipment in classes and labs	54.31%	107	34.01%	67	2.54%	5	0.51%	1	8.63%	17	197
7	Quantity of equipment in classes and labs	55.84%	110	32.49%	64	1.52%	3	0.51%	1	9.64%	19	197
9	Helpfulness of lab assistants	46.70%	92	31.47%	62	2.03%	4	0.51%	1	19.29%	38	197
10	Overall enthusiasm and knowledge of instructors	63.45%	125	31.98%	63	3.05%	6	1.02%	2	0.51%	1	197
11	Instructors show interest in students' success	63.96%	126	30.96%	61	3.05%	6	1.52%	3	0.51%	1	197
12	Overall quality of instruction	64.97%	128	32.49%	64	1.02%	2	0.00%	0	1.52%	3	197

8. Please evaluate the following items relating to the campus



#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Friendliness of other faculty on campus	70.05%	138	24.37%	48	1.52%	3	0.51%	1	3.55%	7	197
2	Attitude/Friendliness of Staff (Non-teaching) on campus	63.96%	126	29.44%	58	2.54%	5	0.51%	1	3.55%	7	197
3	Campus accessibility	65.48%	129	29.44%	58	1.02%	2	1.02%	2	3.05%	6	197
4	Campus outdoor lighting	55.33%	109	33.50%	66	2.54%	5	1.02%	2	7.61%	15	197
5	Campus safety and security	61.42%	121	29.95%	59	3.55%	7	1.02%	2	4.06%	8	197
6	Classroom appearance	59.90%	118	30.96%	61	3.55%	7	0.51%	1	5.08%	10	197
7	Classroom space for learning	64.47%	127	28.43%	56	1.02%	2	0.51%	1	5.58%	11	197
8	Conditions of buildings	61.42%	121	31.98%	63	1.02%	2	1.02%	2	4.57%	9	197

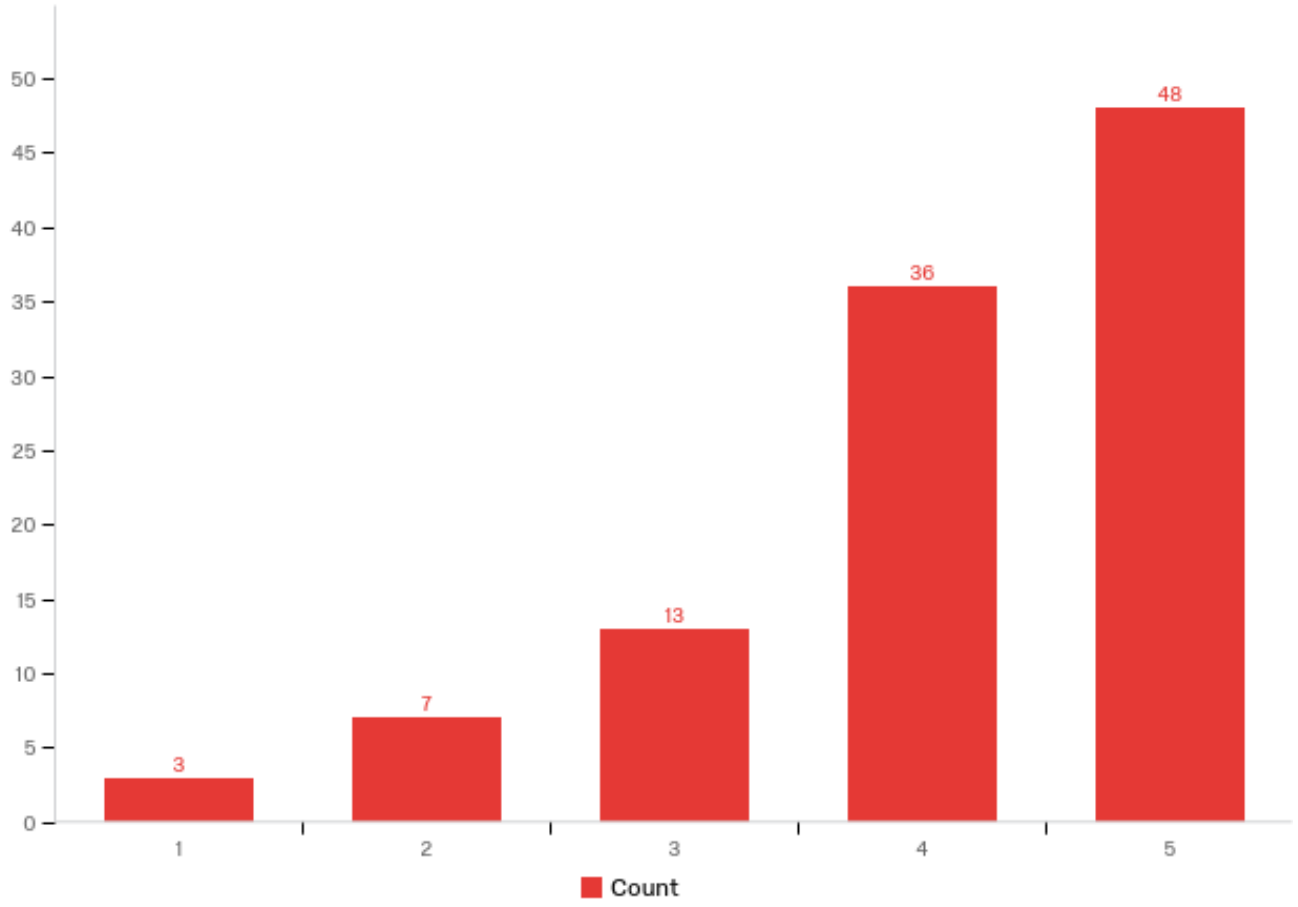
9. Please select an answer that you feel accurately portrays your experience with...



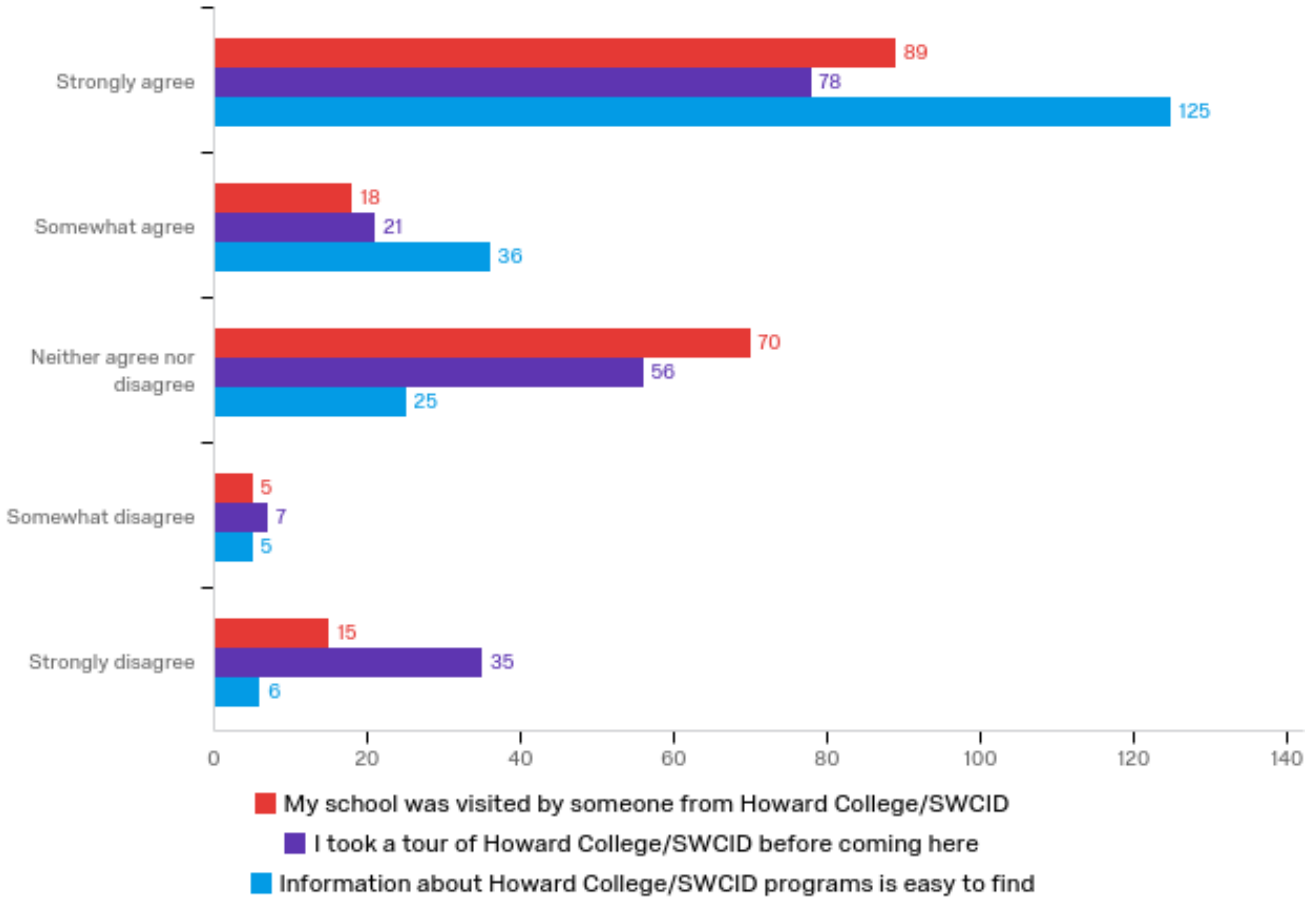
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	69.04%	136	14.21%	28	12.18%	24	2.54%	5	2.03%	4	197
2	I am aware of the Student Government as my representative voice in college affairs	45.69%	90	20.81%	41	22.34%	44	5.58%	11	5.58%	11	197
3	I am aware of how my student fees are used to support campus events	52.28%	103	19.80%	39	16.75%	33	7.11%	14	4.06%	8	197
4	I am aware of student organizations on campus	57.36%	113	18.78%	37	17.26%	34	4.06%	8	2.54%	5	197
5	I use the Student Union Building	39.59%	78	14.21%	28	33.50%	66	5.08%	10	7.61%	15	197
6	I have attended a Student Services sponsored event	36.55%	72	16.75%	33	30.96%	61	5.58%	11	10.15%	20	197
7	I feel well informed about campus events and activities	54.82%	108	24.37%	48	11.68%	23	5.08%	10	4.06%	8	197
8	Voting in school elections was easy for me	28.93%	57	11.68%	23	39.59%	78	6.09%	12	13.71%	27	197
9	The events on campus offered a good variety	45.69%	90	26.40%	52	21.83%	43	2.54%	5	3.55%	7	197

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

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Click to write Choice 1	1.00	5.00	4.11	1.04	1.07	107

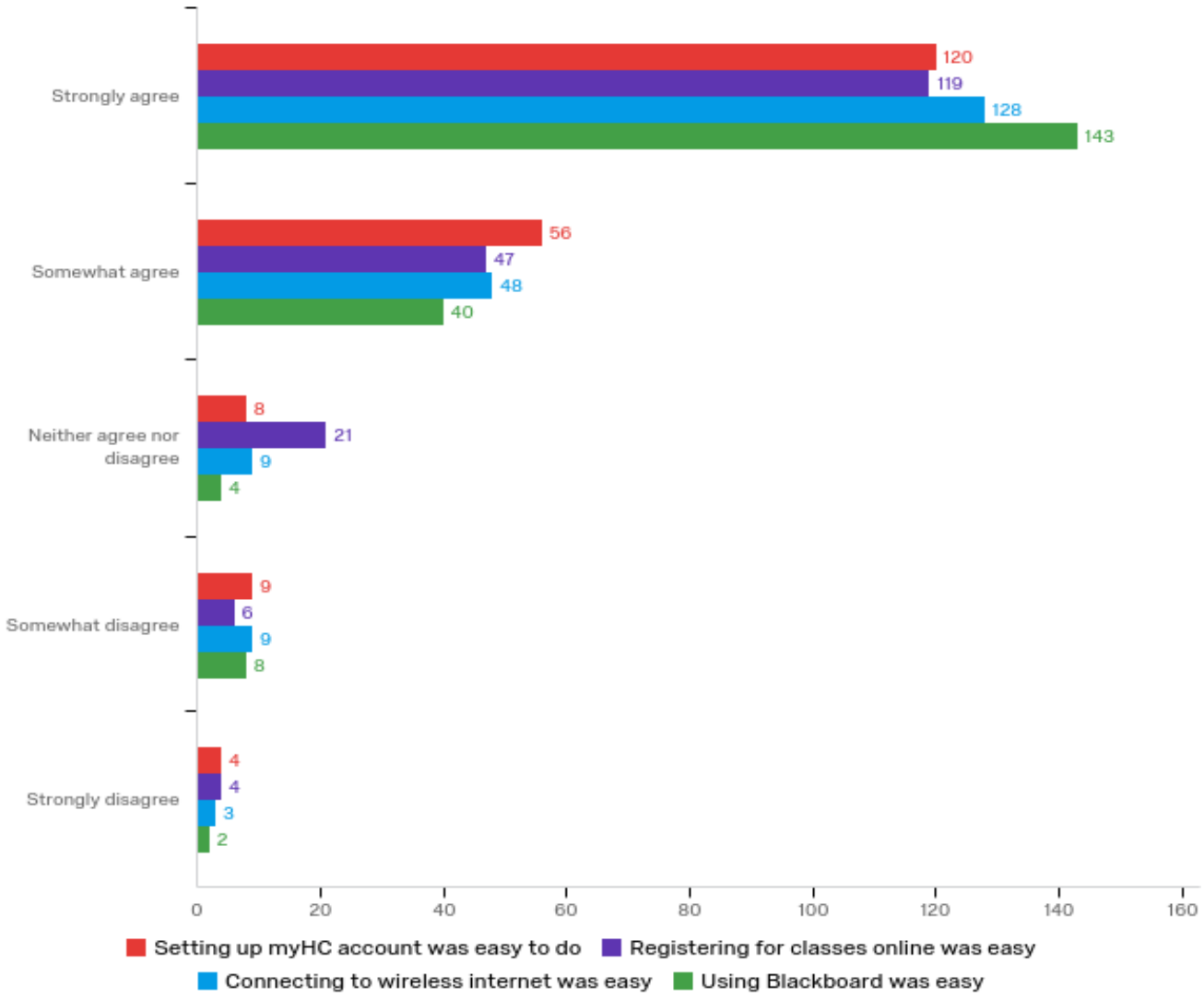


11. Please select an answer that you feel accurately portrays your experience with...



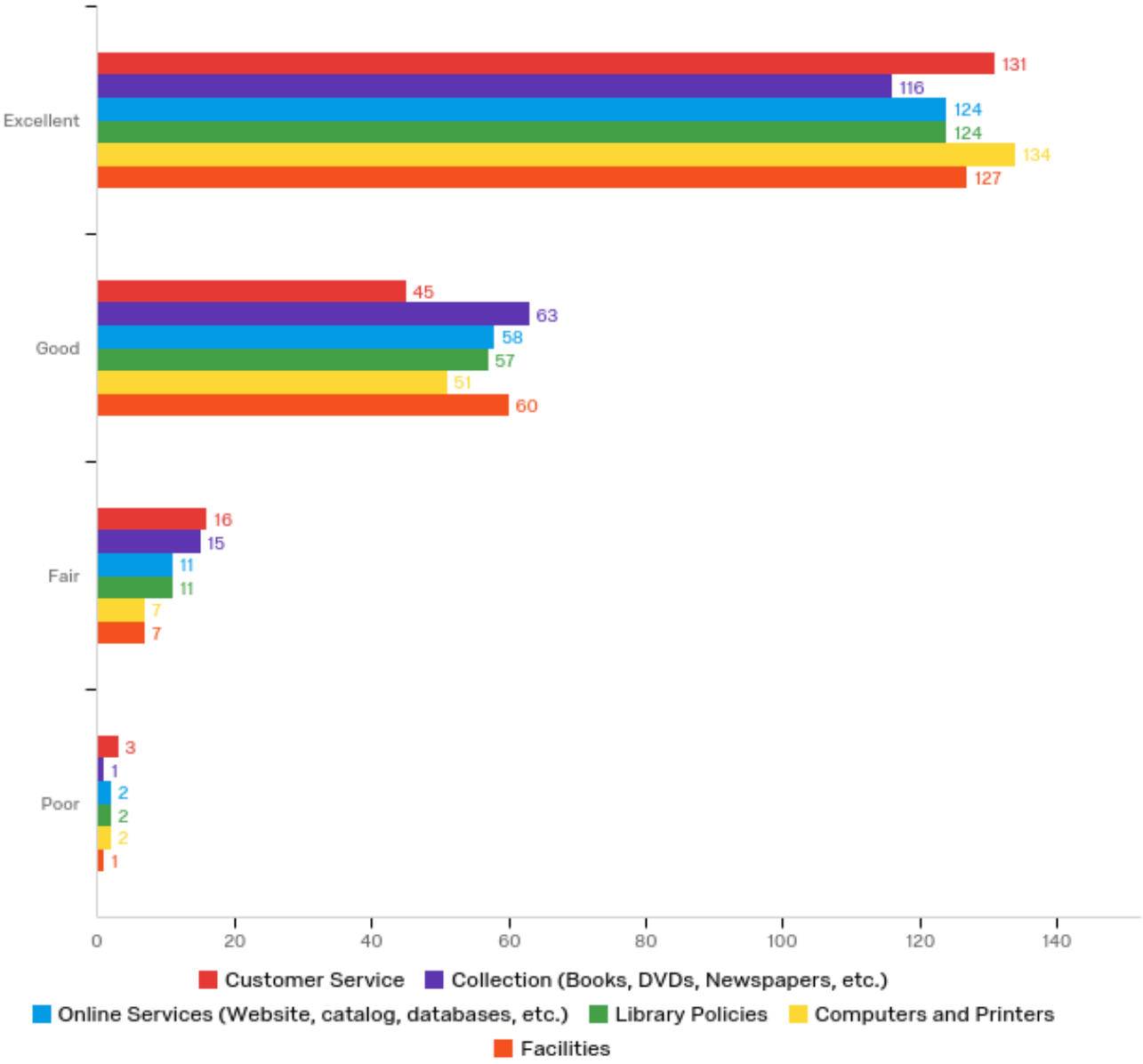
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	My school was visited by someone from Howard College/SWCID	45.18%	89	9.14%	18	35.53%	70	2.54%	5	7.61%	15	197
2	I took a tour of Howard College/SWCID before coming here	39.59%	78	10.66%	21	28.43%	56	3.55%	7	17.77%	35	197
3	Information about Howard College/SWCID programs is easy to find	63.45%	125	18.27%	36	12.69%	25	2.54%	5	3.05%	6	197

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



#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	60.91%	120	28.43%	56	4.06%	8	4.57%	9	2.03%	4	197
2	Registering for classes online was easy	60.41%	119	23.86%	47	10.66%	21	3.05%	6	2.03%	4	197
3	Connecting to wireless internet was easy	64.97%	128	24.37%	48	4.57%	9	4.57%	9	1.52%	3	197
4	Using Blackboard was easy	72.59%	143	20.30%	40	2.03%	4	4.06%	8	1.02%	2	197

13. Please rate each of the following library services



#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	67.18%	131	23.08%	45	8.21%	16	1.54%	3	195
2	Collection (Books, DVDs, Newspapers, etc.)	59.49%	116	32.31%	63	7.69%	15	0.51%	1	195
3	Online Services (Website, catalog, databases, etc.)	63.59%	124	29.74%	58	5.64%	11	1.03%	2	195
4	Library Policies	63.92%	124	29.38%	57	5.67%	11	1.03%	2	194
5	Computers and Printers	69.07%	134	26.29%	51	3.61%	7	1.03%	2	194
6	Facilities	65.13%	127	30.77%	60	3.59%	7	0.51%	1	195