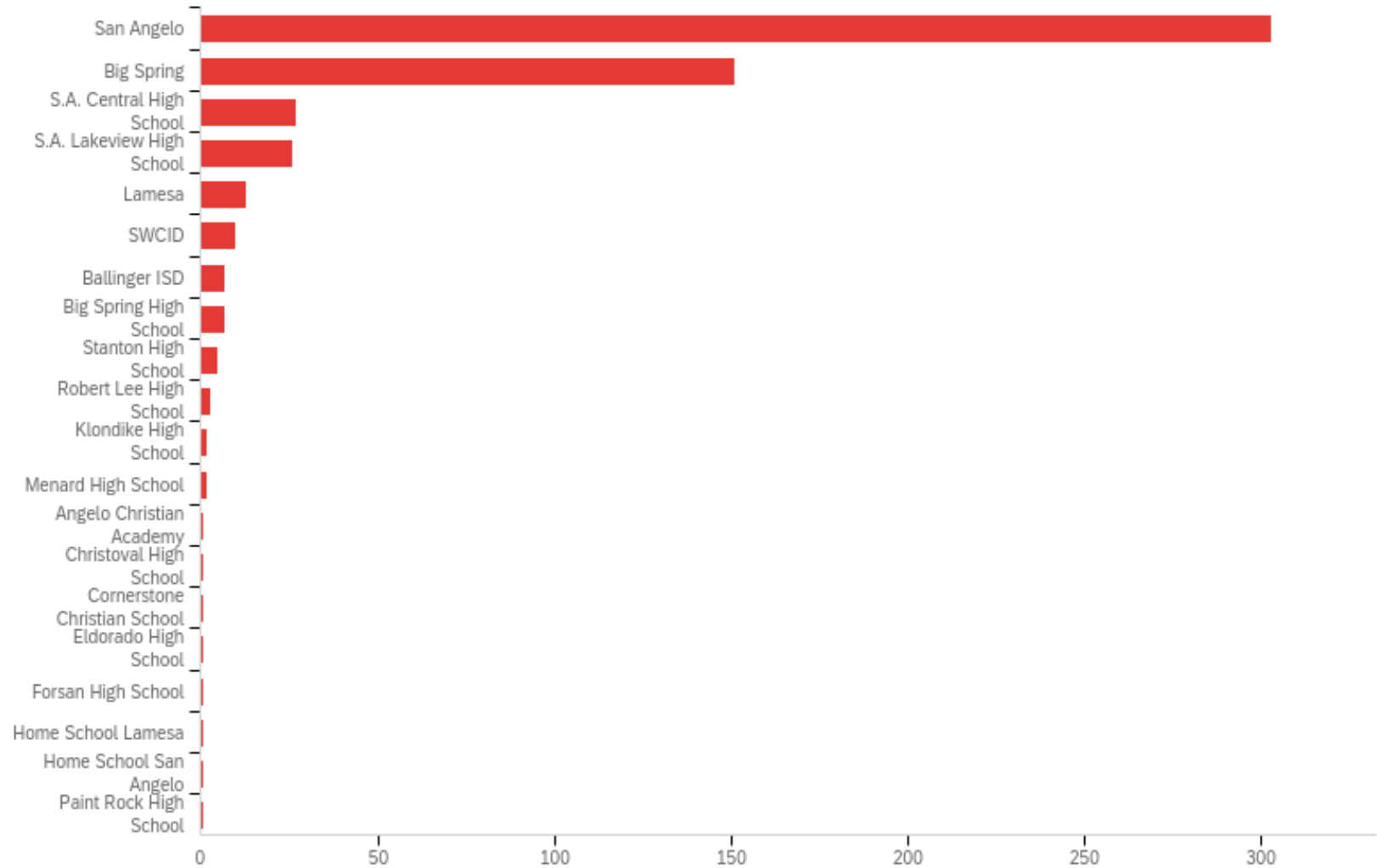


Student Satisfaction Survey - Fall 2018

District

HC



HC

#	Answer	%	Count
1	San Angelo	53.72%	303
2	Big Spring	26.77%	151
3	S.A. Central High School	4.79%	27
4	S.A. Lakeview High School	4.61%	26
5	Lamesa	2.30%	13
6	SWCID	1.77%	10
7	Ballinger ISD	1.24%	7
8	Big Spring High School	1.24%	7
9	Stanton High School	0.89%	5

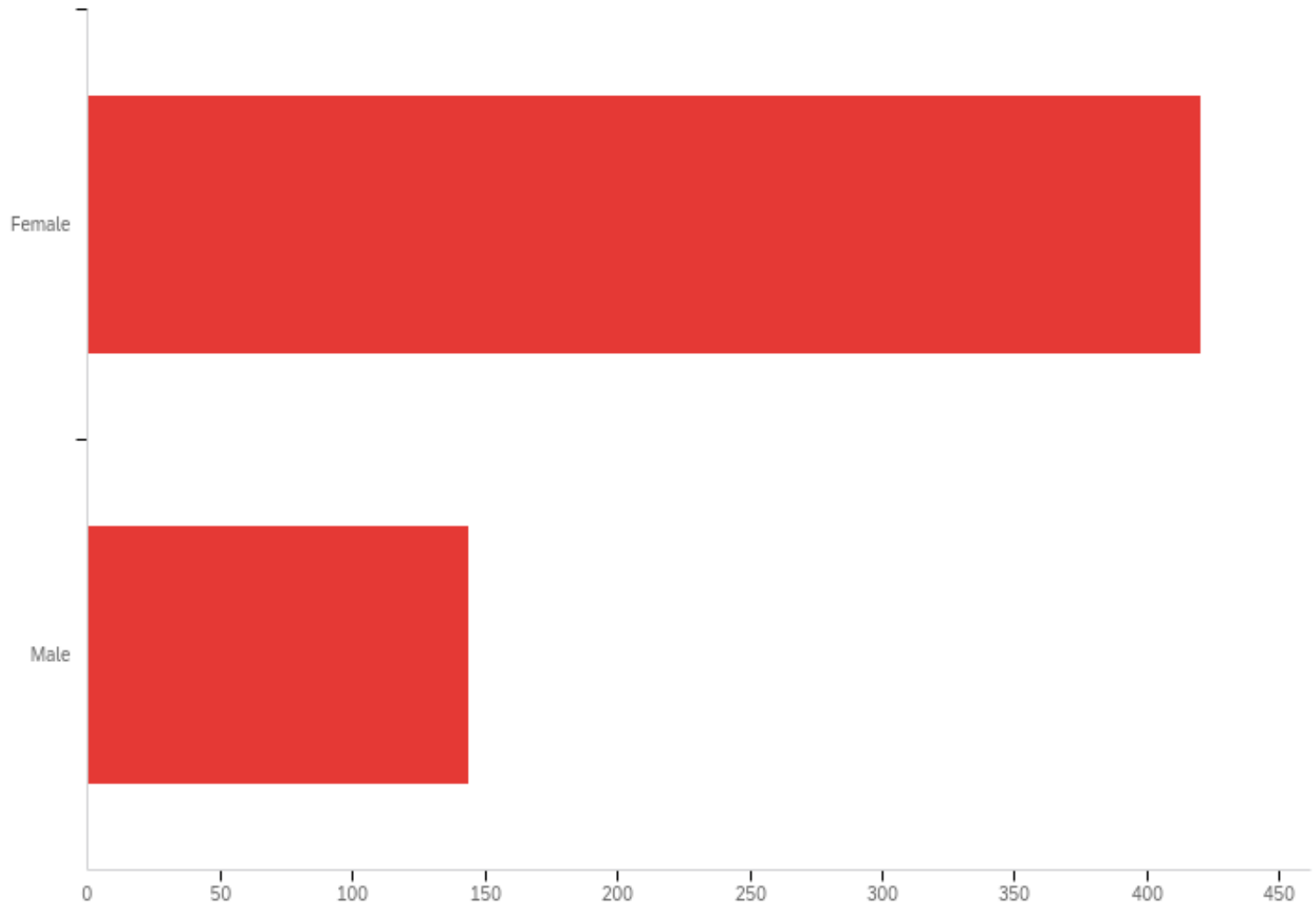
HC

#	Answer	%	Count
10	Robert Lee High School	0.53%	3
11	Klondike High School	0.35%	2
12	Menard High School	0.35%	2
13	Angelo Christian Academy	0.18%	1
14	Christoval High School	0.18%	1
15	Cornerstone Christian School	0.18%	1
16	Eldorado High School	0.18%	1
17	Forsan High School	0.18%	1

HC

#	Answer	%	Count
18	Home School Lamesa	0.18%	1
19	Home School San Angelo	0.18%	1
20	Paint Rock High School	0.18%	1
	Total	100%	564

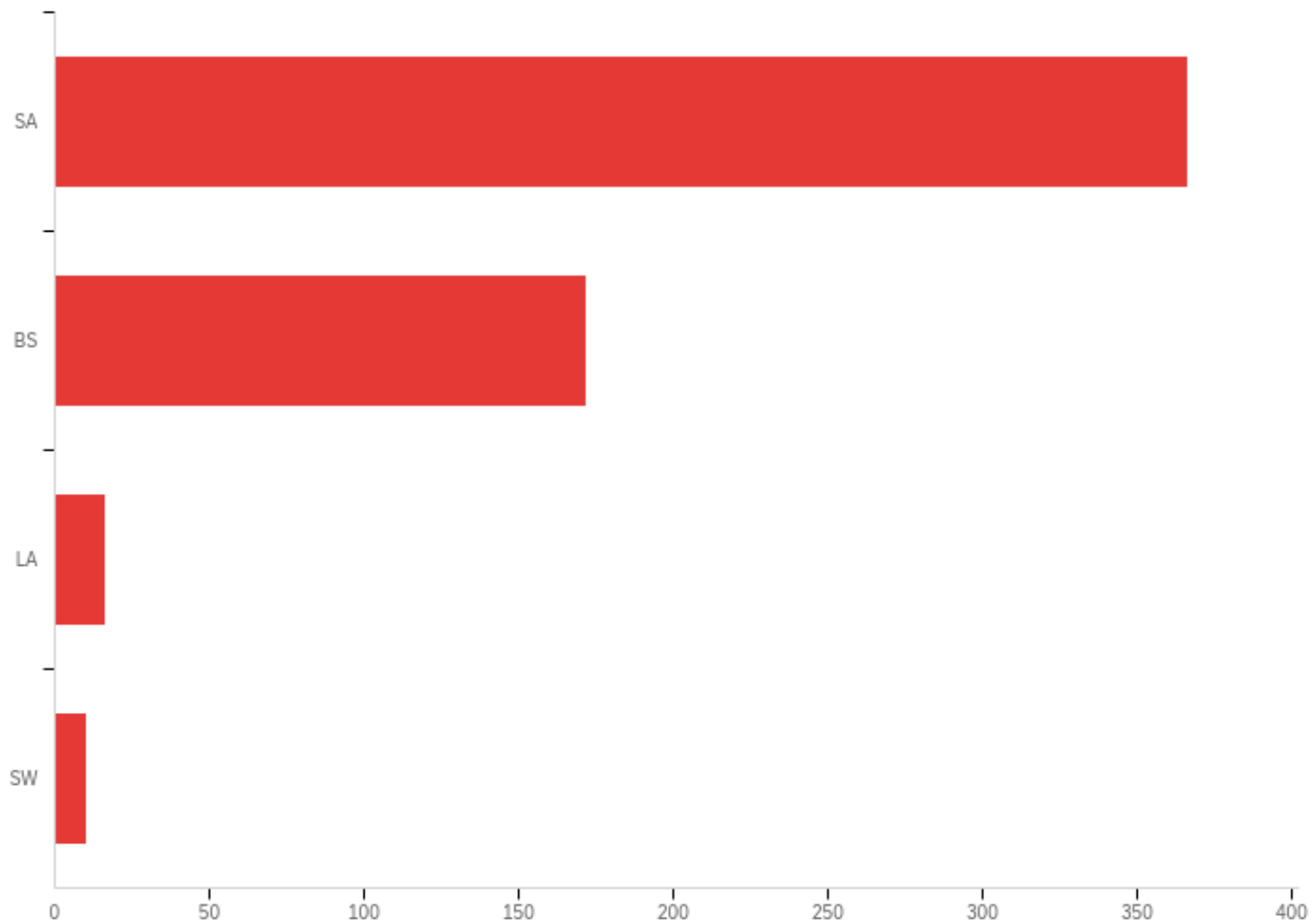
Sex



Sex

#	Answer	%	Count
1	Female	74.47%	420
2	Male	25.53%	144
	Total	100%	564

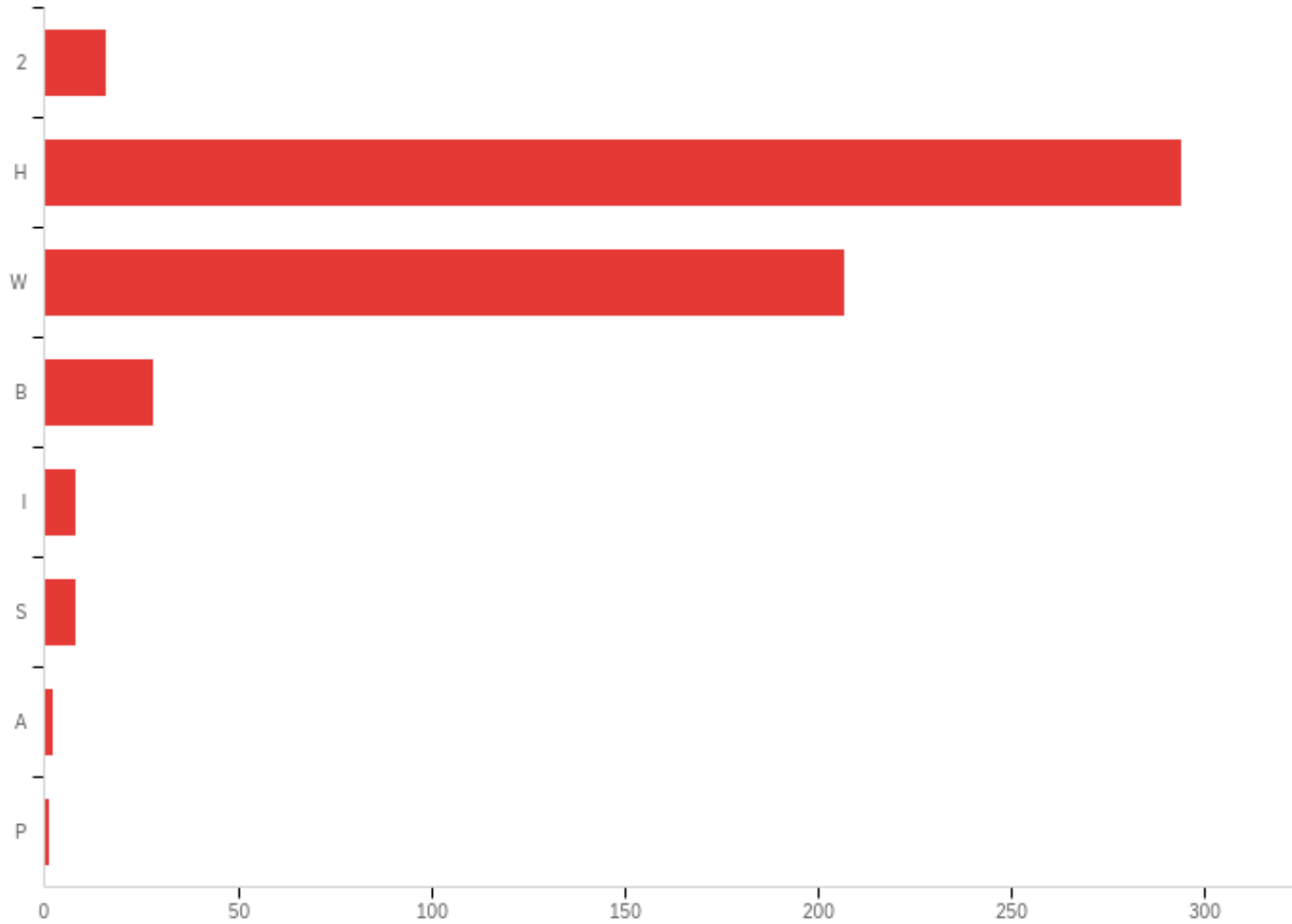
CampusGroup



CampusGroup

#	Answer	%	Count
1	SA	64.89%	366
2	BS	30.50%	172
3	LA	2.84%	16
4	SW	1.77%	10
	Total	100%	564

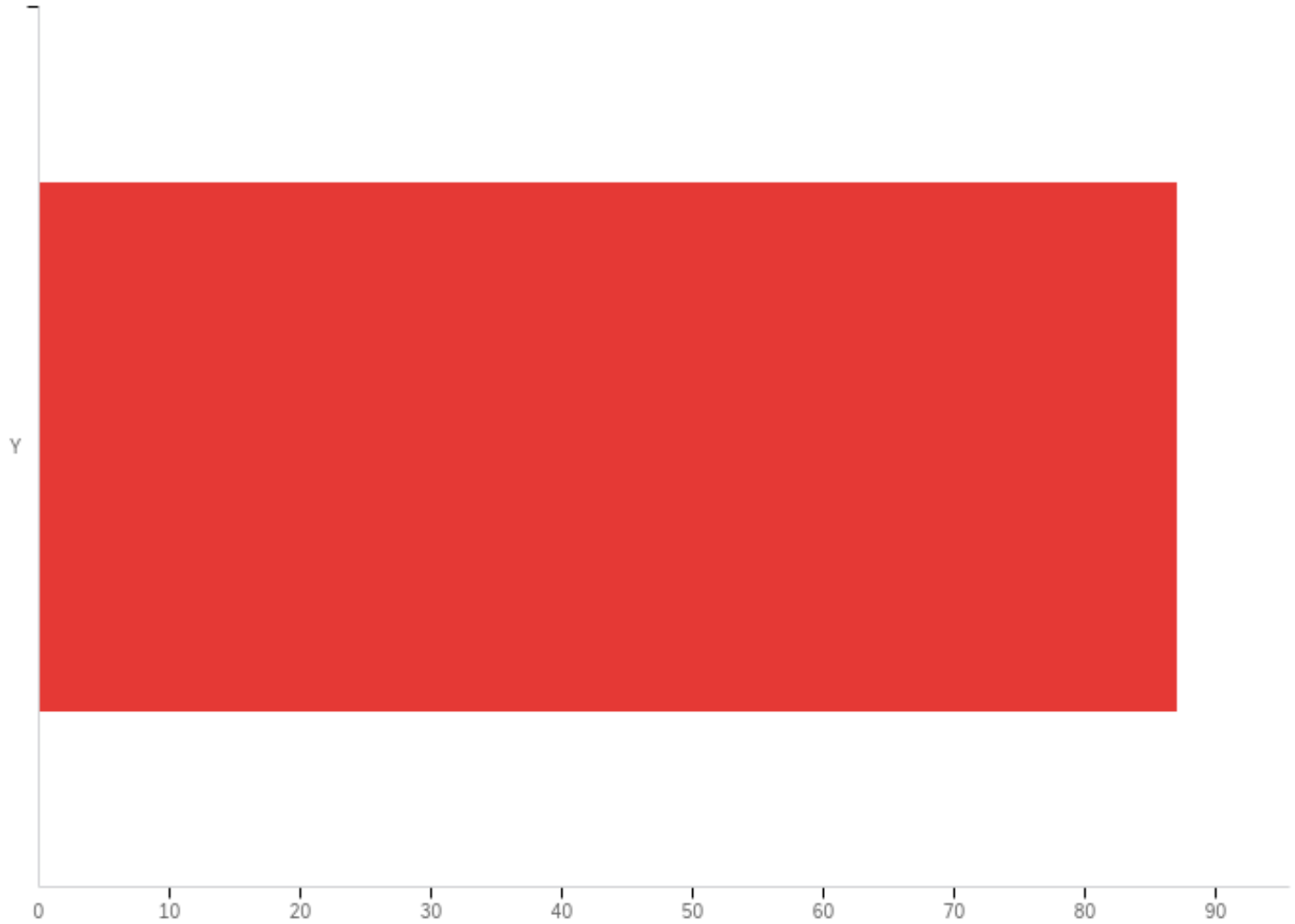
WorkEth



WorkEth

#	Answer	%	Count
1	2	2.84%	16
2	H	52.13%	294
3	W	36.70%	207
4	B	4.96%	28
5	I	1.42%	8
6	S	1.42%	8
7	A	0.35%	2
8	P	0.18%	1
	Total	100%	564

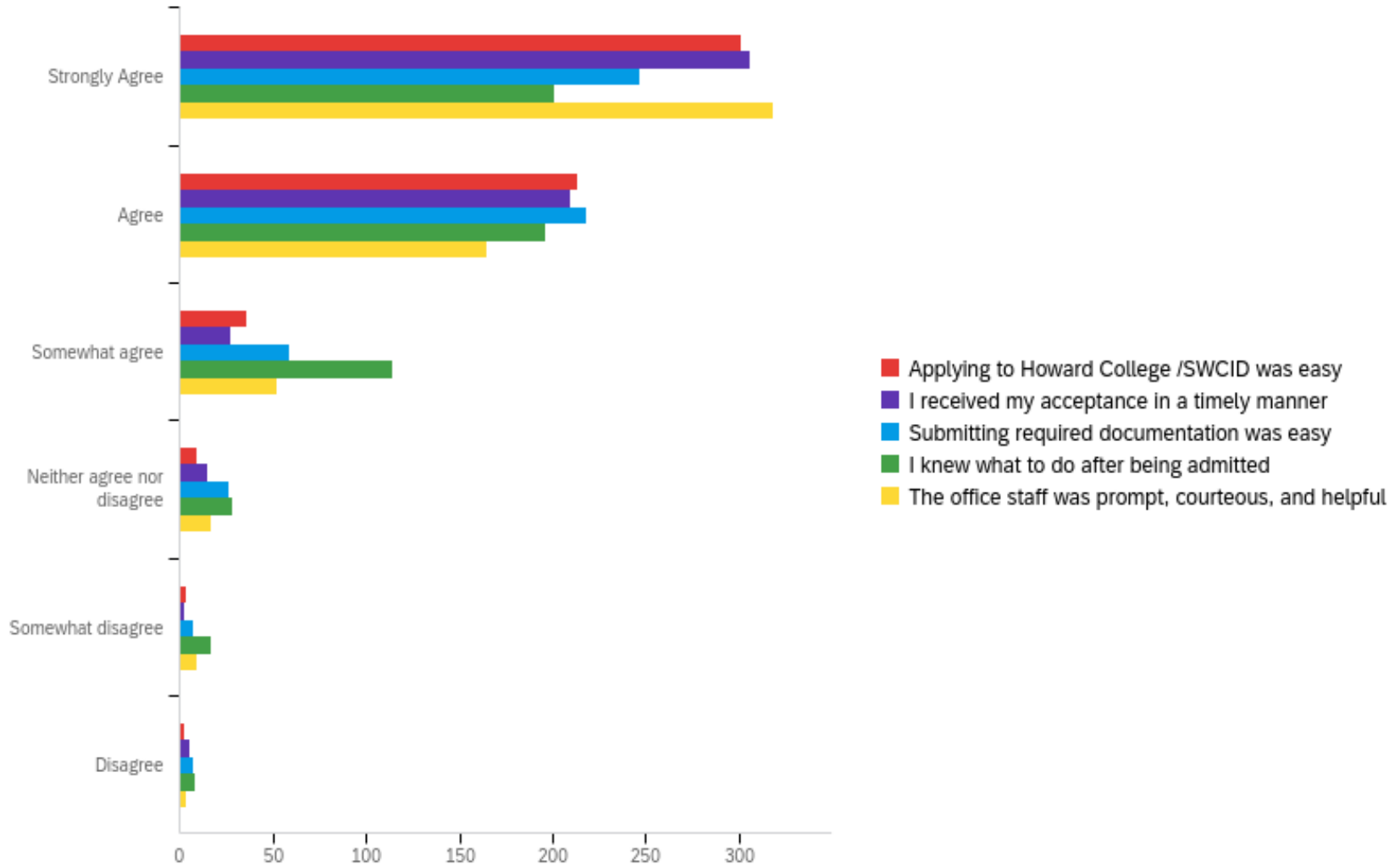
DualCredit



DualCredit

#	Answer	%	Count
1	Y	100.00%	87
	Total	100%	87

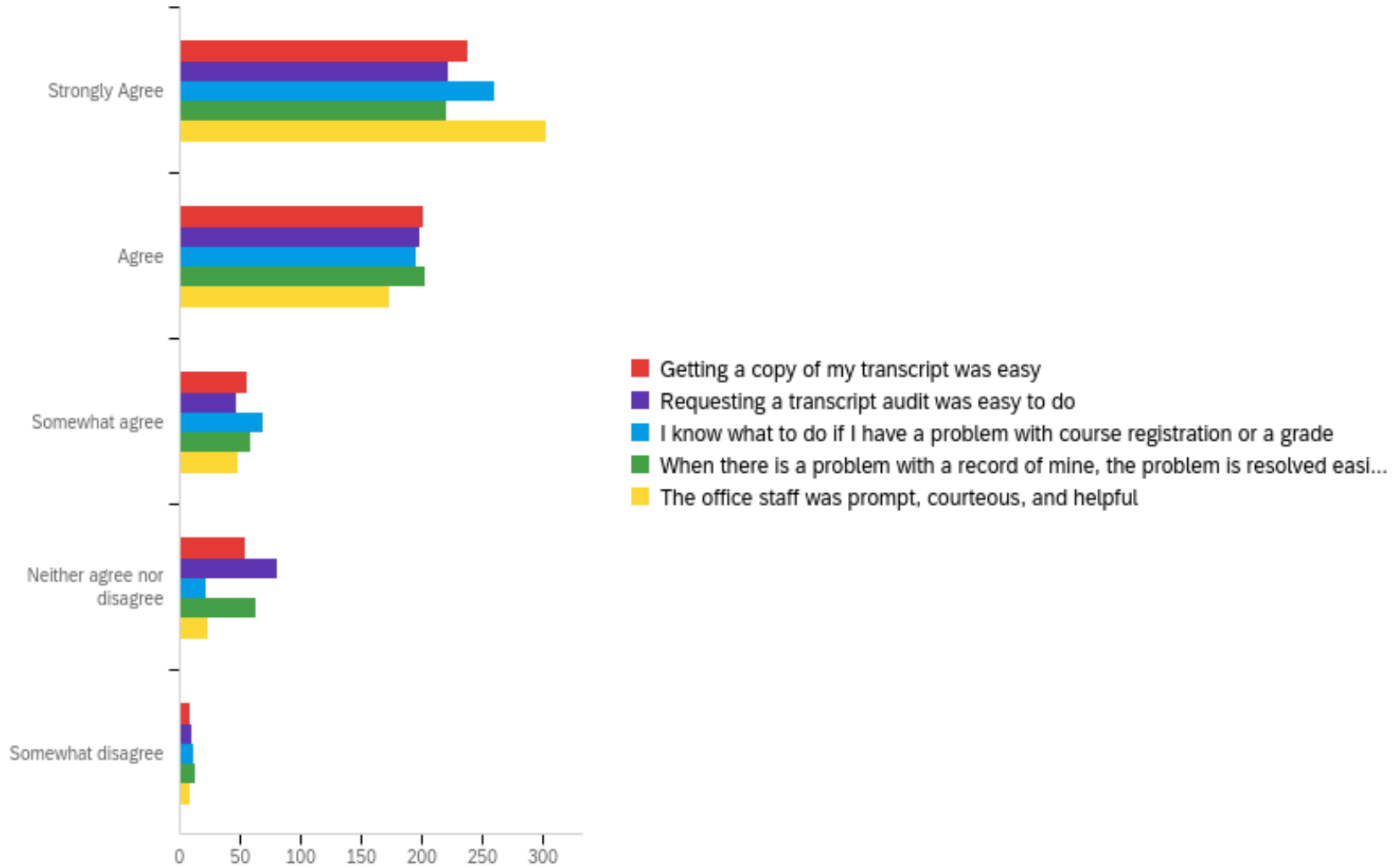
Q1 - Please select an answer that you feel accurately portrays your experience with...



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	53.37%	301	37.77%	213	6.38%	36	1.60%	9	0.53%	3	0.35%	2	564
2	I received my acceptance in a timely manner	54.26%	306	37.06%	209	4.79%	27	2.66%	15	0.35%	2	0.89%	5	564
3	Submitting required documentation was easy	43.79%	247	38.65%	218	10.46%	59	4.61%	26	1.24%	7	1.24%	7	564
4	I knew what to do after being admitted	35.64%	201	34.75%	196	20.21%	114	4.96%	28	3.01%	17	1.42%	8	564
5	The office staff was prompt, courteous, and helpful	56.38%	318	29.26%	165	9.22%	52	3.01%	17	1.60%	9	0.53%	3	564

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



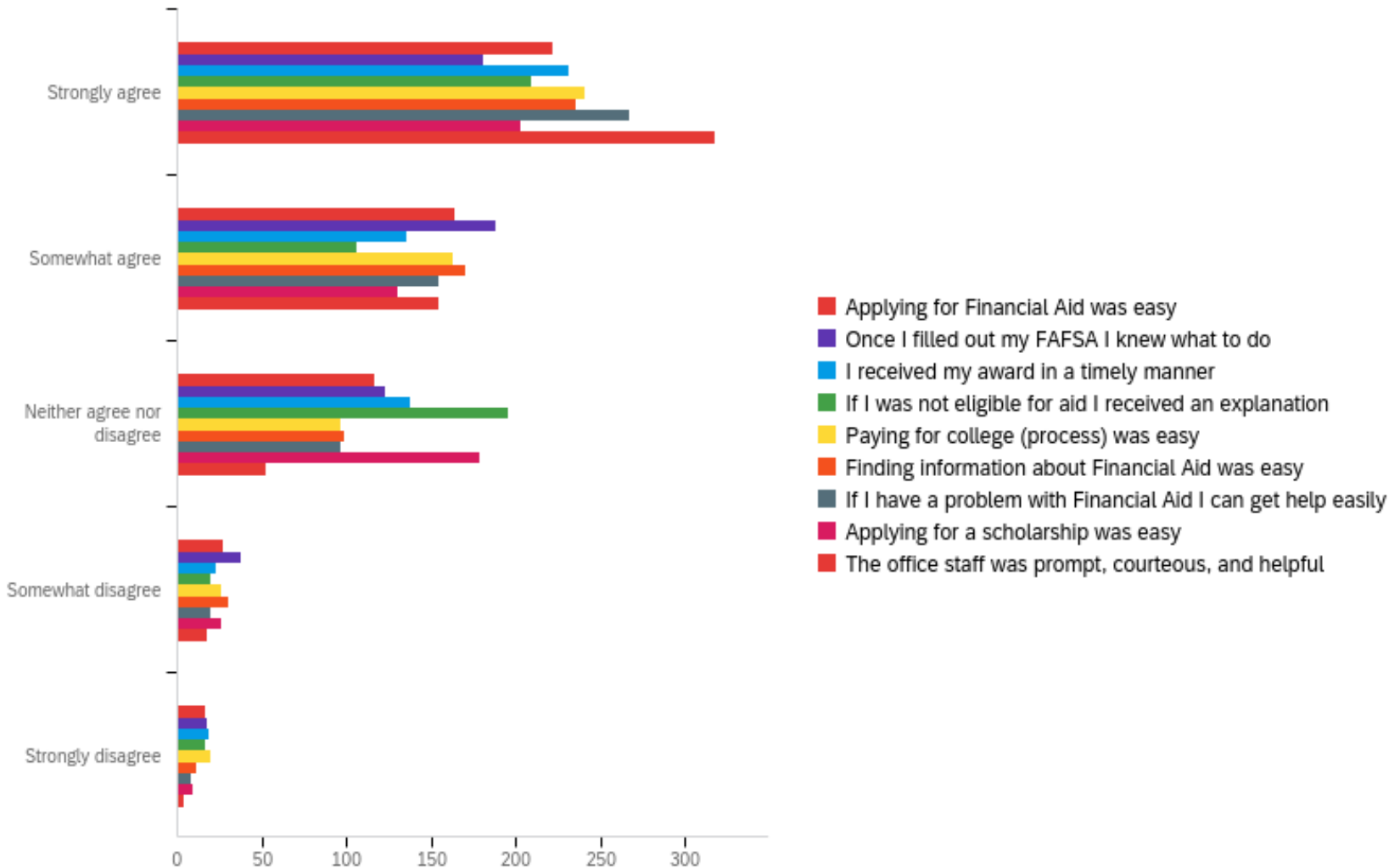
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	42.91%	239	36.09%	201	9.87%	55	9.69%	54	1.44%	8	557
2	Requesting a transcript audit was easy to do	39.86%	222	35.73%	199	8.26%	46	14.54%	81	1.62%	9	557
3	I know what to do if I have a problem with course registration or a grade	46.86%	261	35.19%	196	12.21%	68	3.77%	21	1.97%	11	557
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	39.68%	221	36.45%	203	10.41%	58	11.31%	63	2.15%	12	557

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	54.58%	304	31.24%	174	8.62%	48	4.13%	23	1.44%	8	557

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



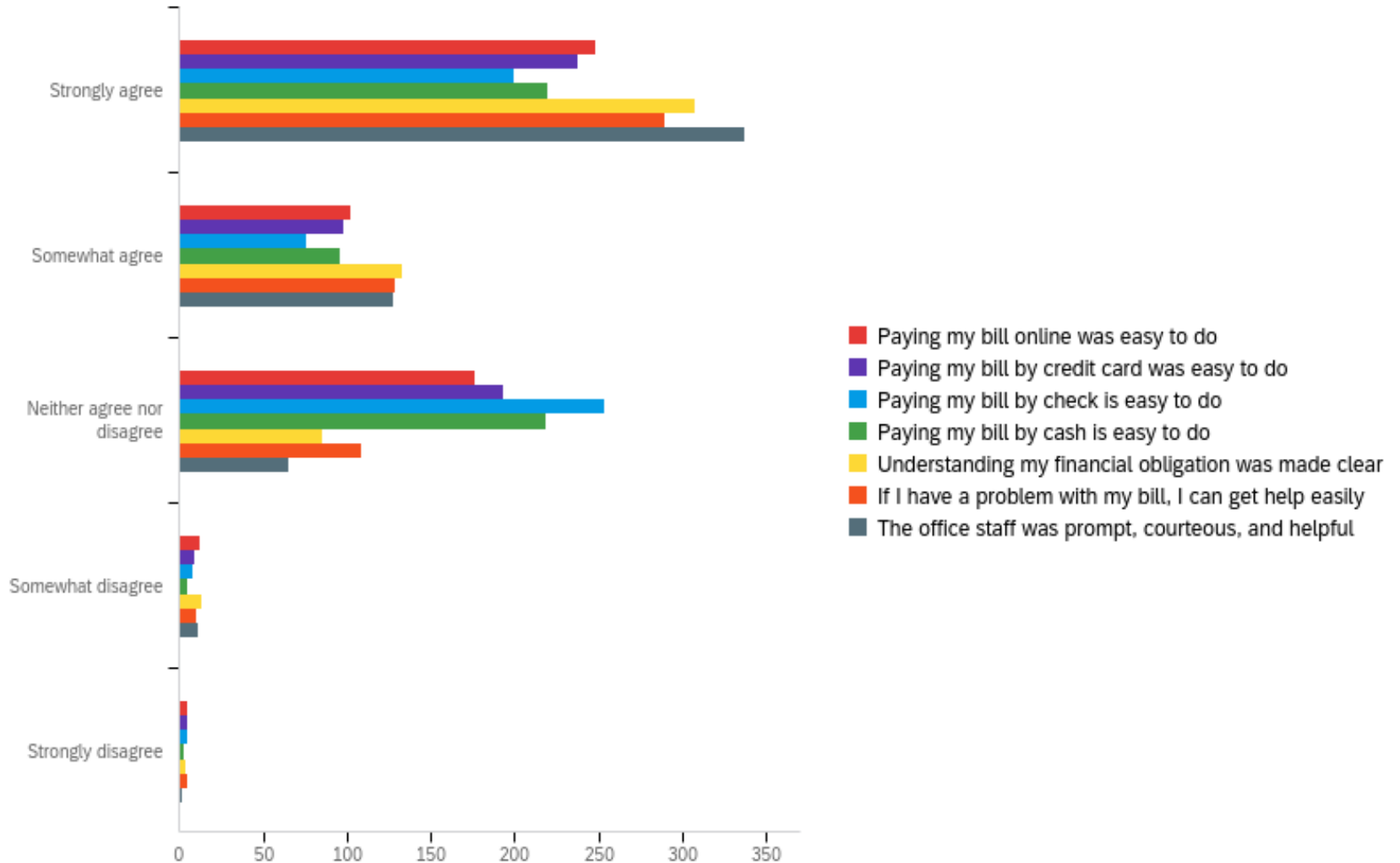
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	40.66%	222	30.04%	164	21.43%	117	4.95%	27	2.93%	16	546
2	Once I filled out my FAFSA I knew what to do	33.15%	181	34.43%	188	22.53%	123	6.78%	37	3.11%	17	546
3	I received my award in a timely manner	42.31%	231	24.91%	136	25.27%	138	4.21%	23	3.30%	18	546
4	If I was not eligible for aid I received an explanation	38.28%	209	19.41%	106	35.90%	196	3.48%	19	2.93%	16	546
5	Paying for college (process) was easy	44.14%	241	29.85%	163	17.77%	97	4.76%	26	3.48%	19	546

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	43.22%	236	31.14%	170	18.13%	99	5.49%	30	2.01%	11	546
7	If I have a problem with Financial Aid I can get help easily	48.90%	267	28.39%	155	17.58%	96	3.66%	20	1.47%	8	546
8	Applying for a scholarship was easy	37.11%	203	23.77%	130	32.72%	179	4.75%	26	1.65%	9	547
9	The office staff was prompt, courteous, and helpful	58.24%	318	28.39%	155	9.52%	52	3.11%	17	0.73%	4	546

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



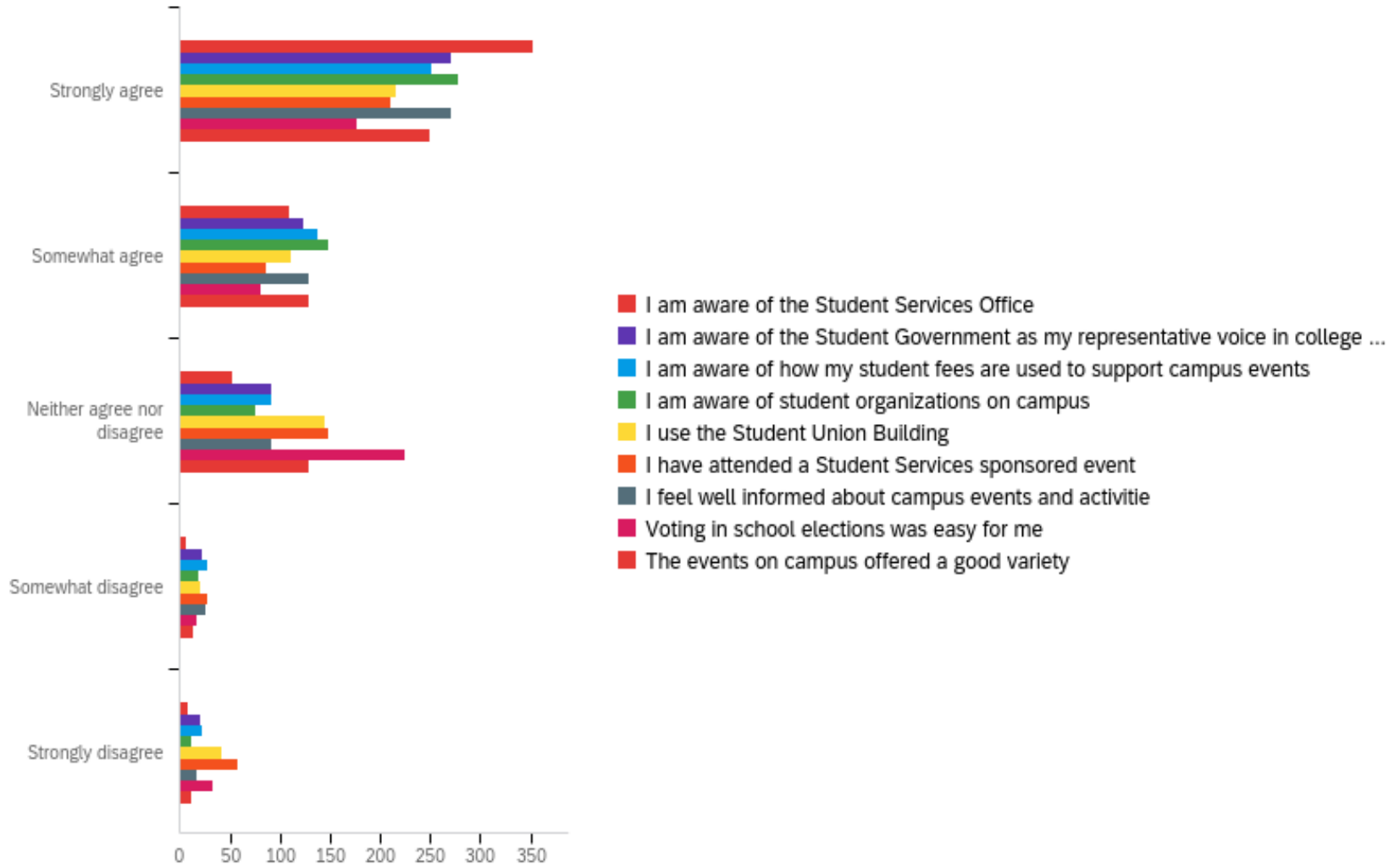
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	45.67%	248	18.78%	102	32.41%	176	2.21%	12	0.92%	5	543
2	Paying my bill by credit card was easy to do	43.83%	238	18.05%	98	35.54%	193	1.66%	9	0.92%	5	543
3	Paying my bill by check is easy to do	36.83%	200	14.00%	76	46.78%	254	1.47%	8	0.92%	5	543
4	Paying my bill by cash is easy to do	40.52%	220	17.68%	96	40.33%	219	0.92%	5	0.55%	3	543
5	Understanding my financial obligation was made clear	56.72%	308	24.49%	133	15.65%	85	2.39%	13	0.74%	4	543

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	53.41%	290	23.76%	129	20.07%	109	1.84%	10	0.92%	5	543
7	The office staff was prompt, courteous, and helpful	62.06%	337	23.57%	128	11.97%	65	2.03%	11	0.37%	2	543

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	66.48%	353	20.72%	110	9.98%	53	1.32%	7	1.51%	8	531
2	I am aware of the Student Government as my representative voice in college affairs	51.04%	271	23.35%	124	17.33%	92	4.33%	23	3.95%	21	531
3	I am aware of how my student fees are used to support campus events	47.46%	252	25.80%	137	17.33%	92	5.27%	28	4.14%	22	531

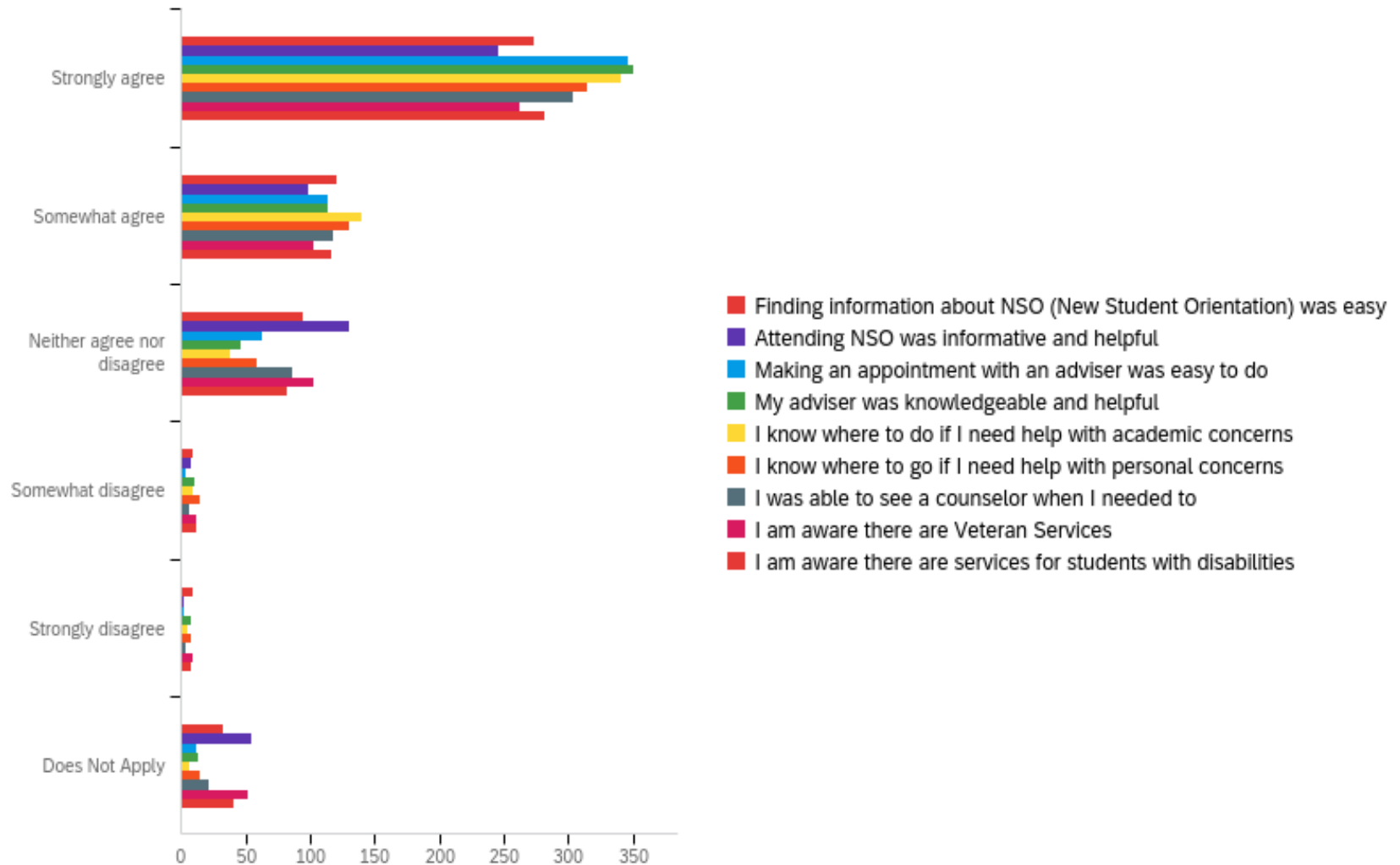
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	52.35%	278	27.87%	148	14.12%	75	3.39%	18	2.26%	12	531
5	I use the Student Union Building	40.49%	215	20.90%	111	27.12%	144	3.77%	20	7.72%	41	531
6	I have attended a Student Services sponsored event	39.74%	211	16.20%	86	28.06%	149	5.27%	28	10.73%	57	531
7	I feel well informed about campus events and activities	50.85%	270	24.11%	128	17.33%	92	4.71%	25	3.01%	16	531

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	33.15%	176	15.25%	81	42.37%	225	3.01%	16	6.21%	33	531
9	The events on campus offered a good variety	47.08%	250	24.11%	128	24.29%	129	2.45%	13	2.07%	11	531

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	50.83%	274	22.26%	120	17.63%	95	1.67%	9	1.67%	9	5.94%	32	539
2	Attending NSO was informative and helpful	45.64%	246	18.37%	99	24.12%	130	1.48%	8	0.37%	2	10.02%	54	539
3	Making an appointment with an adviser was easy to do	64.19%	346	20.96%	113	11.50%	62	0.74%	4	0.37%	2	2.23%	12	539
4	My adviser was knowledgeable and helpful	64.94%	350	20.96%	113	8.53%	46	1.86%	10	1.30%	7	2.41%	13	539

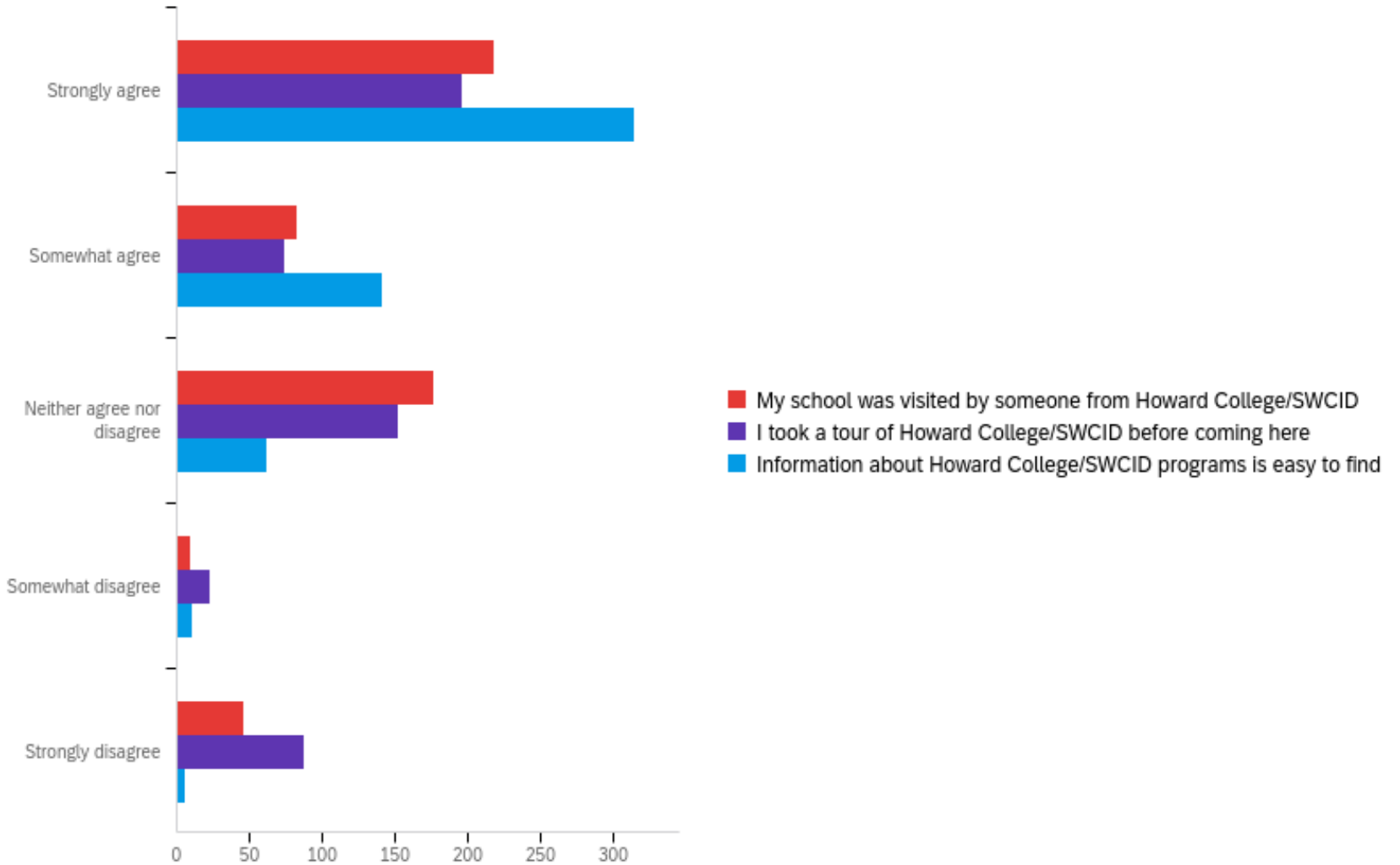
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	63.27%	341	25.97%	140	7.05%	38	1.67%	9	0.93%	5	1.11%	6	539
6	I know where to go if I need help with personal concerns	58.26%	314	24.12%	130	10.95%	59	2.78%	15	1.30%	7	2.60%	14	539
7	I was able to see a counselor when I needed to	56.22%	303	21.89%	118	15.96%	86	1.11%	6	0.74%	4	4.08%	22	539
8	I am aware there are Veteran Services	48.61%	262	18.92%	102	19.11%	103	2.23%	12	1.67%	9	9.46%	51	539

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	52.13%	281	21.52%	116	15.21%	82	2.23%	12	1.30%	7	7.61%	41	539

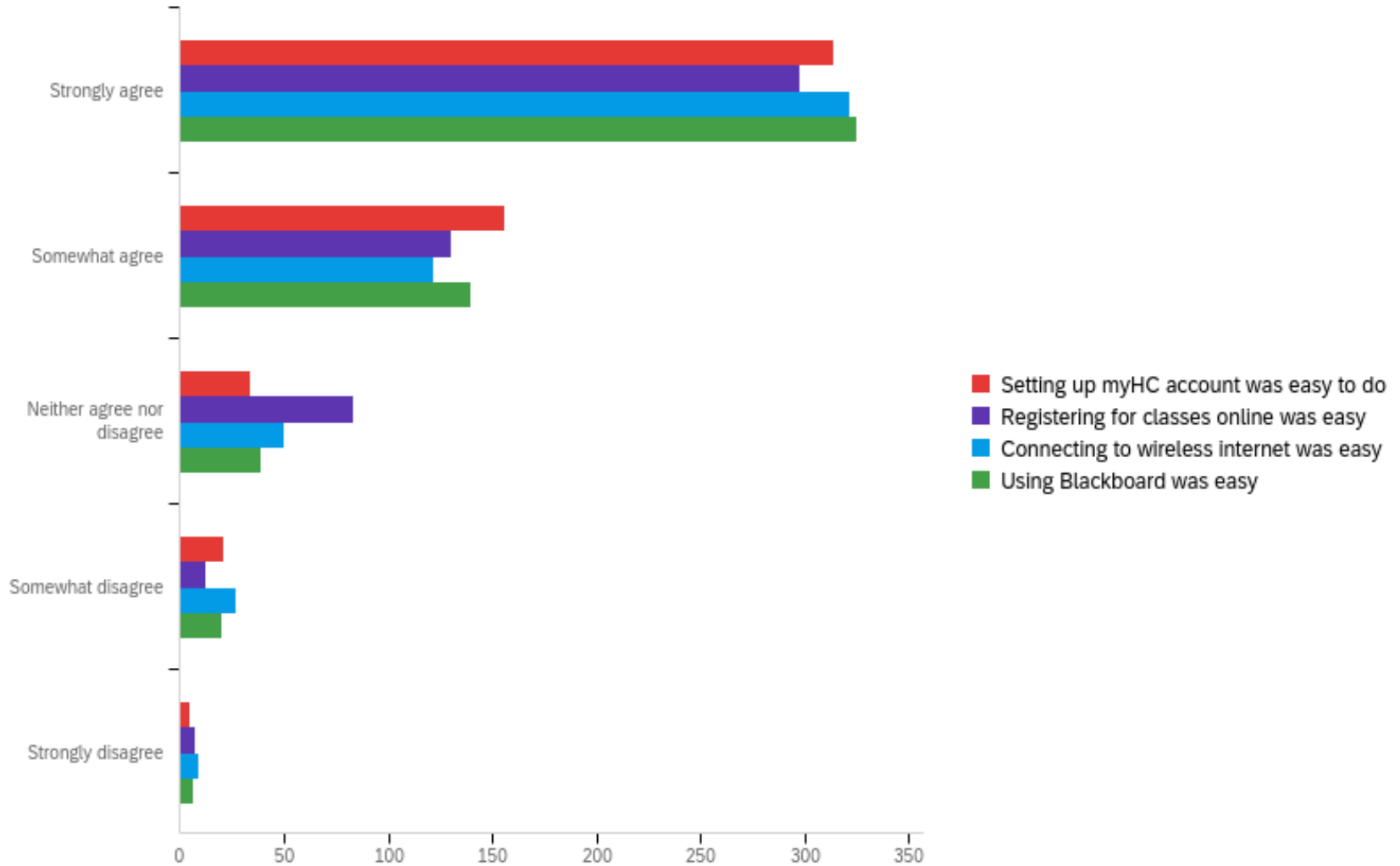
Q7 - Please select an answer that you feel accurately portrays your experience with...



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	41.05%	218	15.44%	82	33.15%	176	1.69%	9	8.66%	46	531
2	I took a tour of Howard College/SWCI D before coming here	36.91%	196	13.94%	74	28.63%	152	4.14%	22	16.38%	87	531
3	Information about Howard College/SWCI D programs is easy to find	59.13%	314	26.55%	141	11.49%	61	1.88%	10	0.94%	5	531

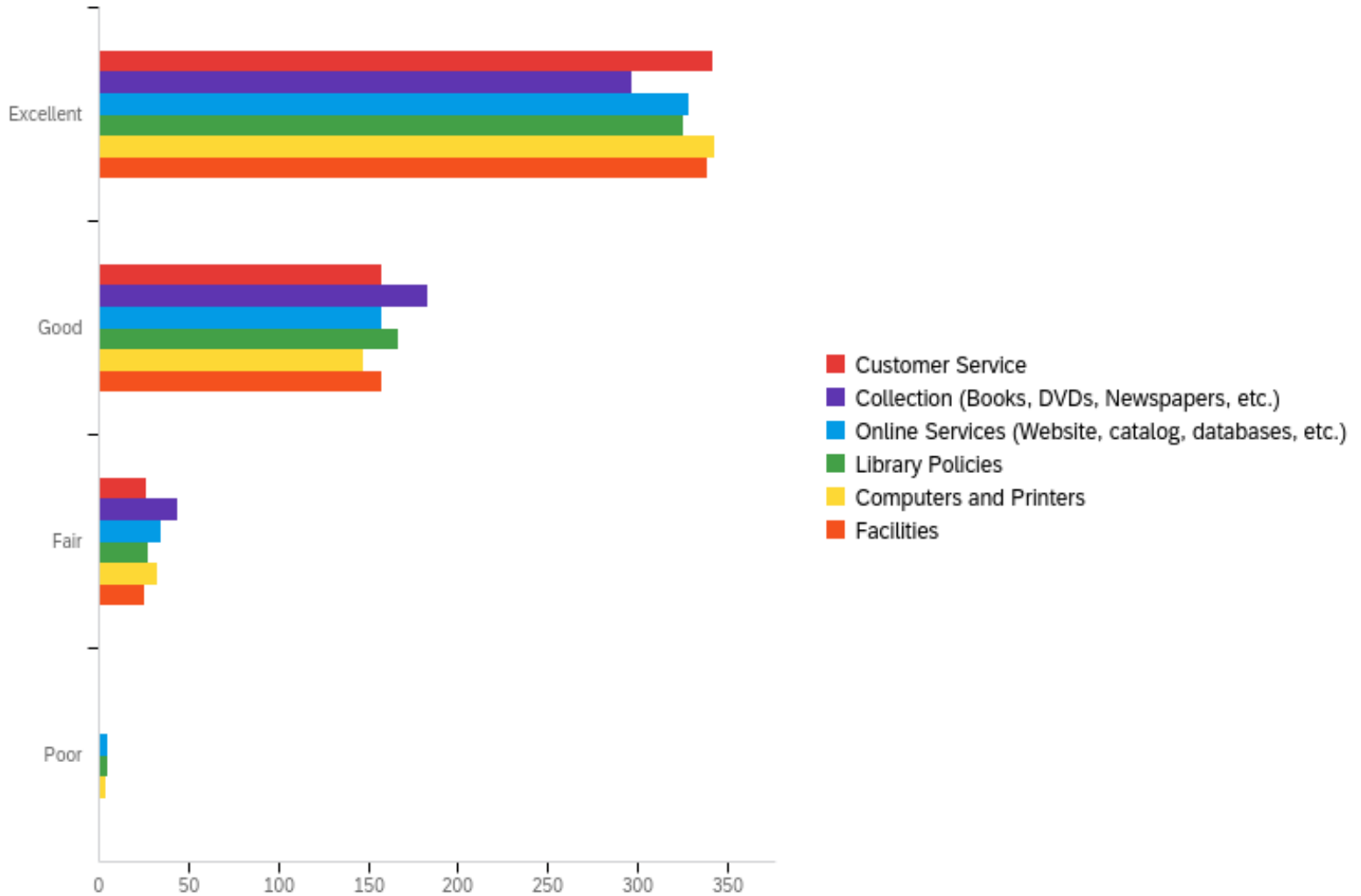
Q8 - Please select an answer that you feel accurately portrays your experience with...



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

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	59.25%	314	29.43%	156	6.42%	34	3.96%	21	0.94%	5	530
2	Registering for classes online was easy	56.23%	298	24.53%	130	15.66%	83	2.26%	12	1.32%	7	530
3	Connecting to wireless internet was easy	60.75%	322	23.02%	122	9.43%	50	5.09%	27	1.70%	9	530
4	Using Blackboard was easy	61.32%	325	26.42%	140	7.36%	39	3.77%	20	1.13%	6	530

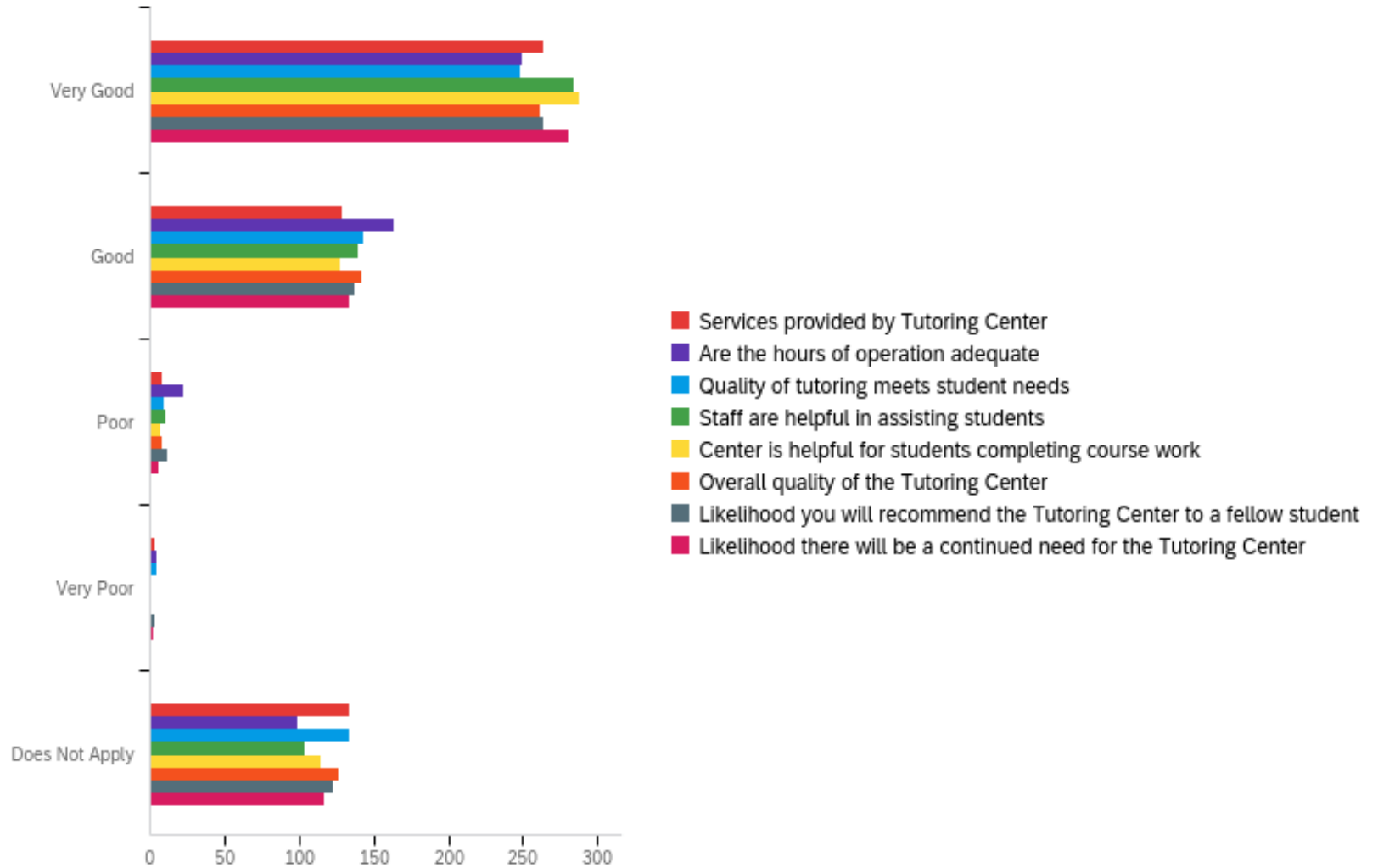
Q13 - Please rate each of the following library services



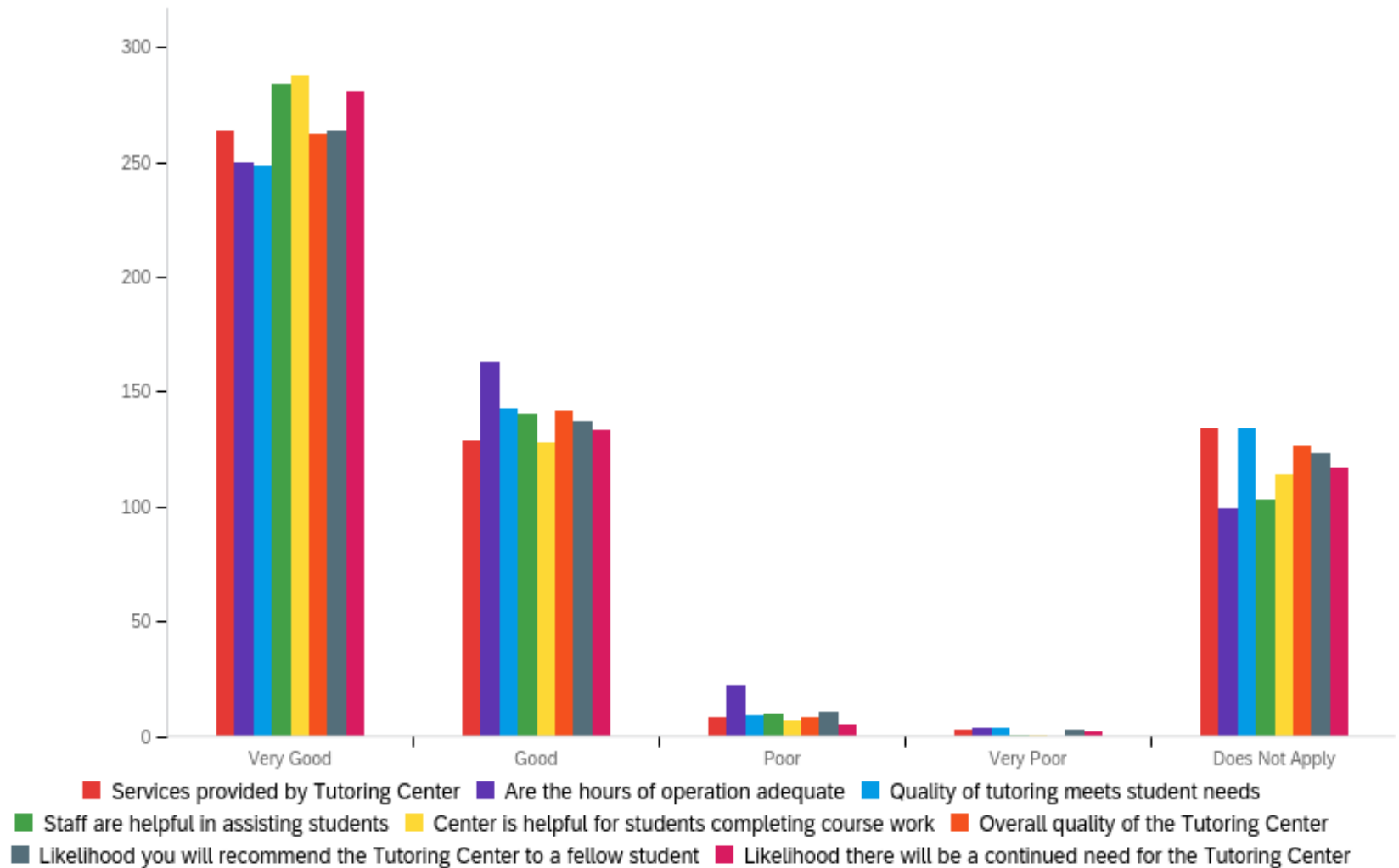
Q13 - Please rate each of the following library services

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	65.14%	342	29.90%	157	4.95%	26	0.00%	0	525
2	Collection (Books, DVDs, Newspapers, etc.)	56.57%	297	34.86%	183	8.38%	44	0.19%	1	525
3	Online Services (Website, catalog, databases, etc.)	62.67%	329	29.90%	157	6.48%	34	0.95%	5	525
4	Library Policies	62.10%	326	31.81%	167	5.14%	27	0.95%	5	525
5	Computers and Printers	65.21%	343	27.95%	147	6.08%	32	0.76%	4	526
6	Facilities	64.94%	339	30.08%	157	4.79%	25	0.19%	1	522

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



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



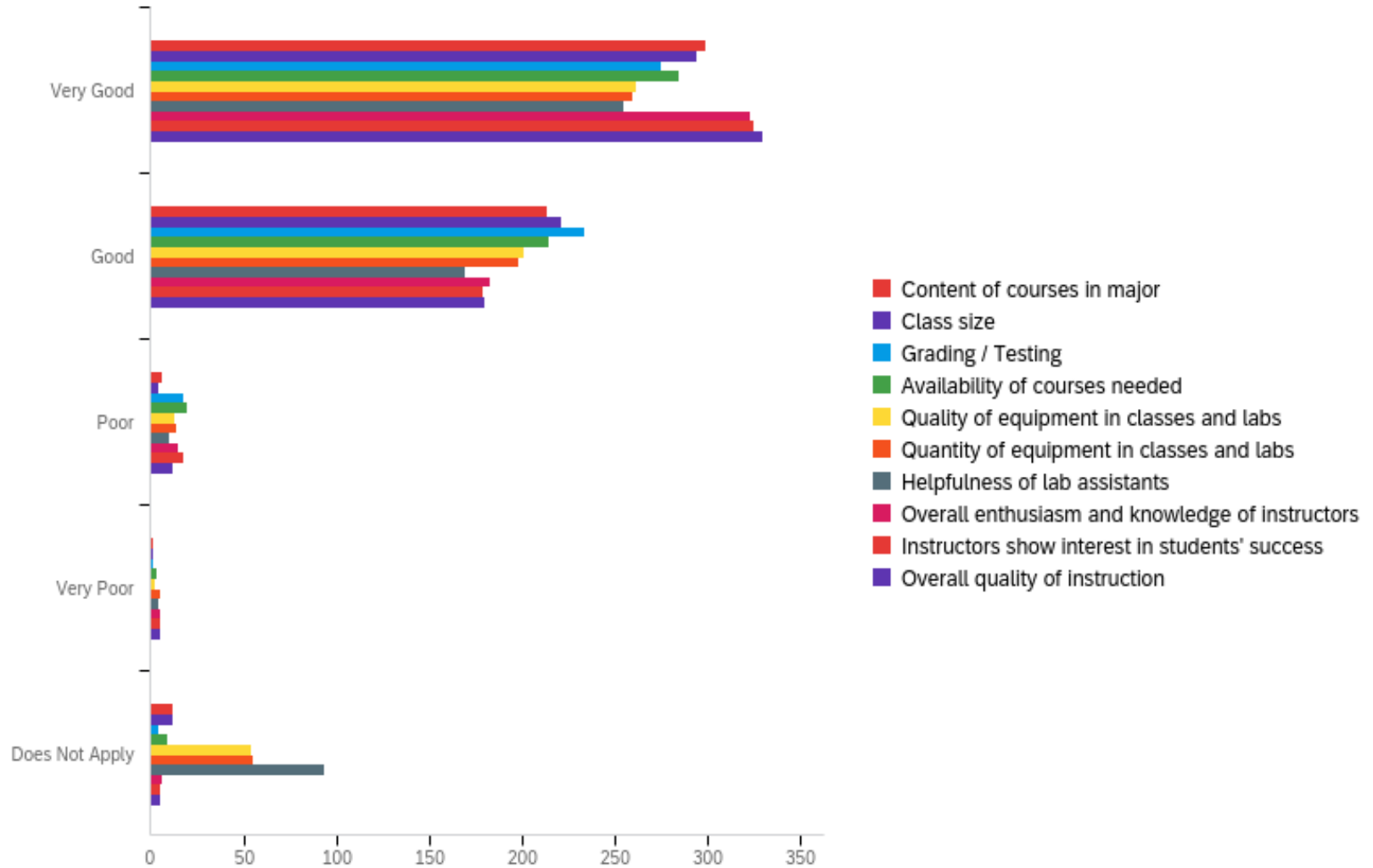
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	49.07%	264	23.98%	129	1.49%	8	0.56%	3	24.91%	134	538
2	Are the hours of operation adequate	46.47%	250	30.30%	163	4.09%	22	0.74%	4	18.40%	99	538
3	Quality of tutoring meets student needs	46.10%	248	26.58%	143	1.67%	9	0.74%	4	24.91%	134	538
4	Staff are helpful in assisting students	52.79%	284	26.02%	140	1.86%	10	0.19%	1	19.14%	103	538
5	Center is helpful for students completing course work	53.53%	288	23.79%	128	1.30%	7	0.19%	1	21.19%	114	538

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	48.70%	262	26.39%	142	1.49%	8	0.00%	0	23.42%	126	538
7	Likelihood you will recommend the Tutoring Center to a fellow student	49.07%	264	25.46%	137	2.04%	11	0.56%	3	22.86%	123	538
8	Likelihood there will be a continued need for the Tutoring Center	52.23%	281	24.72%	133	0.93%	5	0.37%	2	21.75%	117	538

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



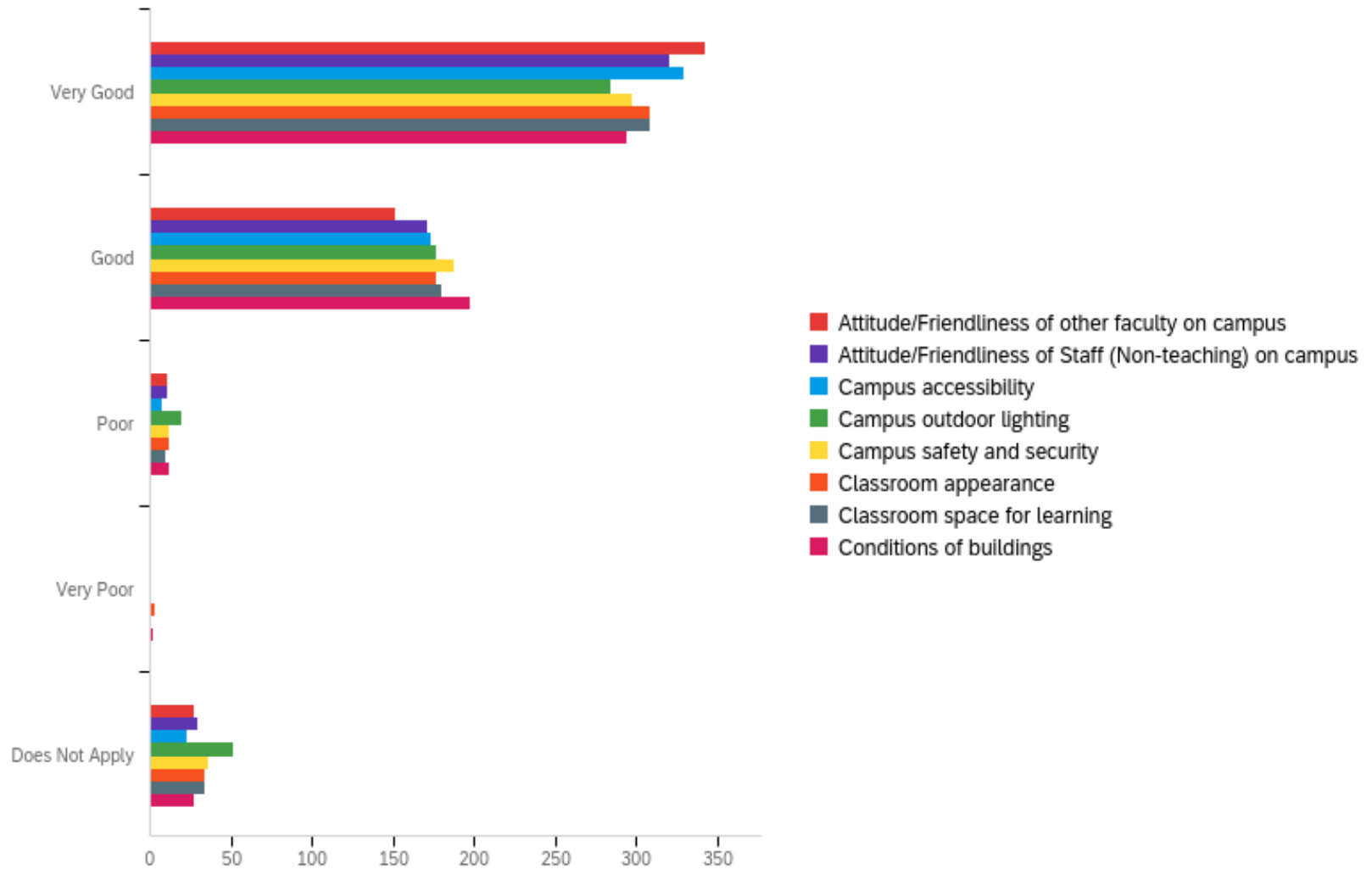
Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	56.20%	299	40.23%	214	1.13%	6	0.19%	1	2.26%	12	532
2	Class size	55.26%	294	41.54%	221	0.75%	4	0.19%	1	2.26%	12	532
3	Grading / Testing	51.69%	275	43.98%	234	3.38%	18	0.19%	1	0.75%	4	532
4	Availability of courses needed	53.57%	285	40.41%	215	3.76%	20	0.56%	3	1.69%	9	532
5	Quality of equipment in classes and labs	49.25%	262	37.78%	201	2.44%	13	0.38%	2	10.15%	54	532
6	Quantity of equipment in classes and labs	48.87%	260	37.22%	198	2.63%	14	0.94%	5	10.34%	55	532

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	47.93%	255	31.77%	169	1.88%	10	0.75%	4	17.67%	94	532
8	Overall enthusiasm and knowledge of instructors	60.71%	323	34.40%	183	2.82%	15	0.94%	5	1.13%	6	532
9	Instructors show interest in students' success	61.09%	325	33.65%	179	3.38%	18	0.94%	5	0.94%	5	532
10	Overall quality of instruction	62.03%	330	33.83%	180	2.26%	12	0.94%	5	0.94%	5	532

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	64.47%	343	28.38%	151	1.88%	10	0.19%	1	5.08%	27	532
2	Attitude/Friendliness of Staff (Non-teaching) on campus	60.34%	321	32.14%	171	1.88%	10	0.19%	1	5.45%	29	532
3	Campus accessibility	61.84%	329	32.52%	173	1.32%	7	0.00%	0	4.32%	23	532
4	Campus outdoor lighting	53.38%	284	33.27%	177	3.57%	19	0.19%	1	9.59%	51	532
5	Campus safety and security	55.83%	297	35.15%	187	2.26%	12	0.00%	0	6.77%	36	532

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	57.89%	308	33.08%	176	2.26%	12	0.56%	3	6.20%	33	532
7	Classroom space for learning	57.89%	308	33.83%	180	1.69%	9	0.19%	1	6.39%	34	532
8	Conditions of buildings	55.26%	294	37.03%	197	2.26%	12	0.38%	2	5.08%	27	532