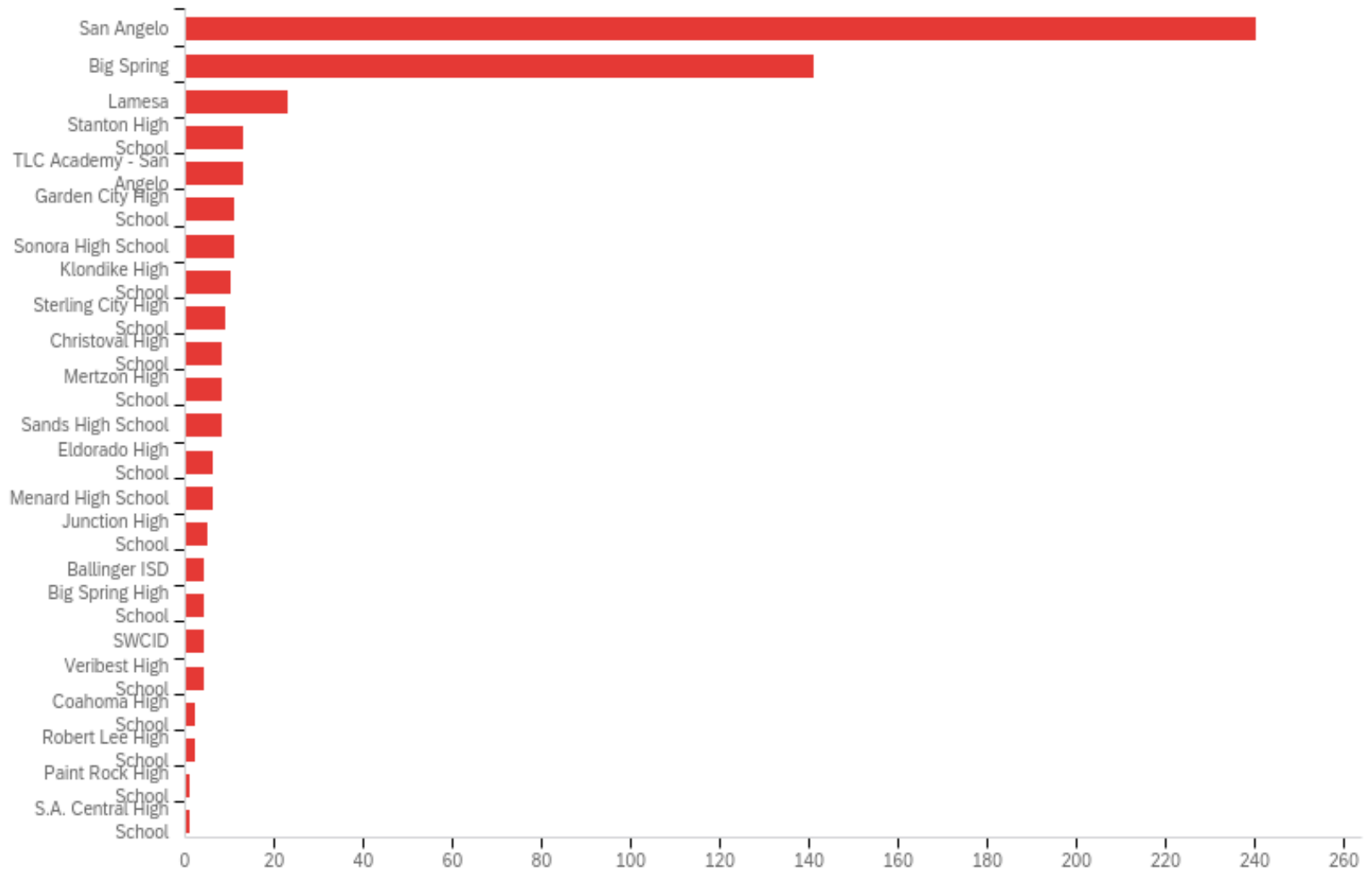


Student Satisfaction Survey - Fall 2019

District

HC



HC

#	Answer	%	Count
1	San Angelo	44.94%	240
2	Big Spring	26.40%	141
3	Lamesa	4.31%	23
4	Stanton High School	2.43%	13
5	TLC Academy - San Angelo	2.43%	13
6	Garden City High School	2.06%	11
7	Sonora High School	2.06%	11
8	Klondike High School	1.87%	10
9	Sterling City High School	1.69%	9

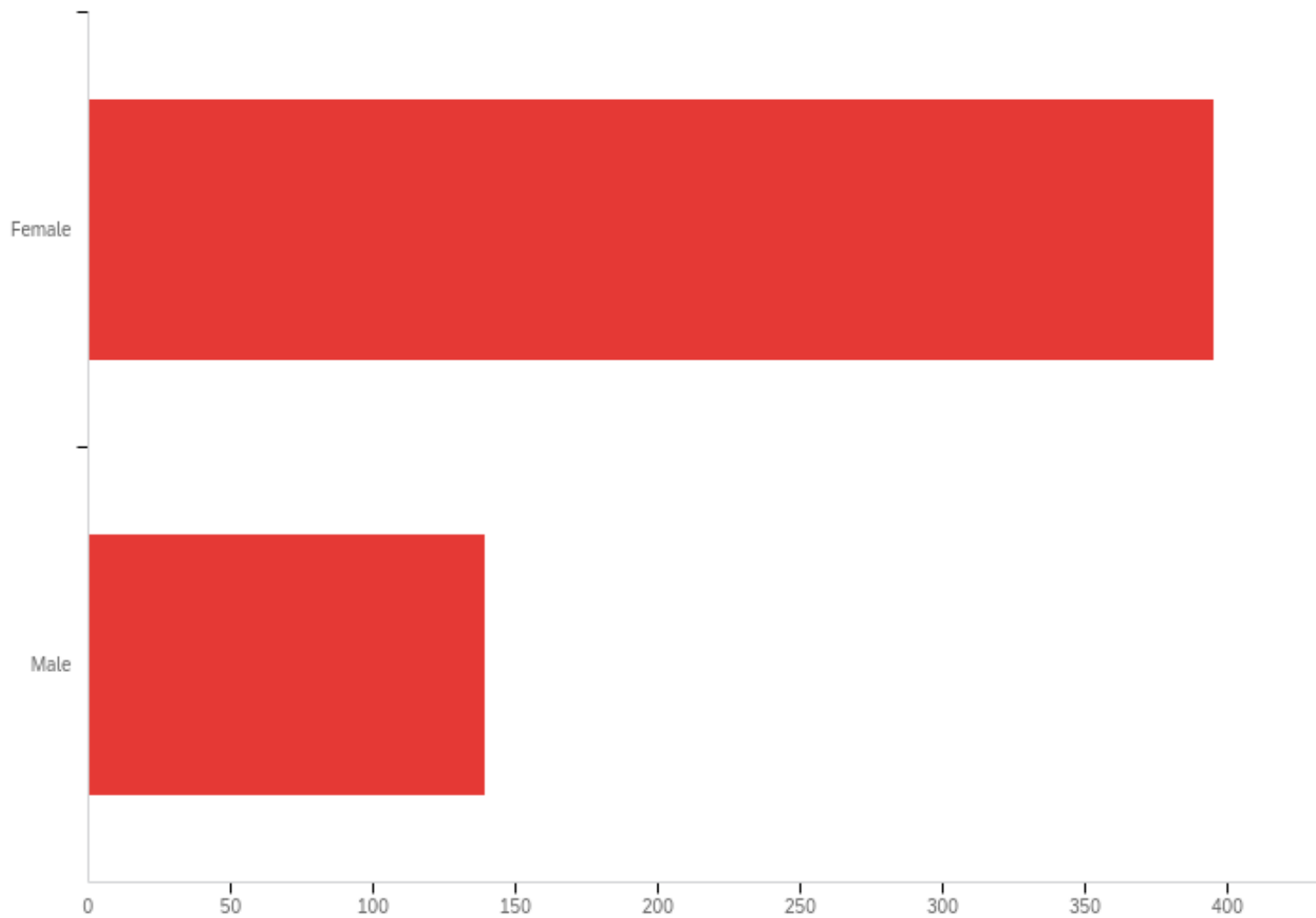
HC

#	Answer	%	Count
10	Christoval High School	1.50%	8
11	Mertzon High School	1.50%	8
12	Sands High School	1.50%	8
13	Eldorado High School	1.12%	6
14	Menard High School	1.12%	6
15	Junction High School	0.94%	5
16	Ballinger ISD	0.75%	4
17	Big Spring High School	0.75%	4
18	SWCID	0.75%	4

HC

#	Answer	%	Count
19	Veribest High School	0.75%	4
20	Coahoma High School	0.37%	2
21	Robert Lee High School	0.37%	2
22	Paint Rock High School	0.19%	1
23	S.A. Central High School	0.19%	1
	Total	100%	534

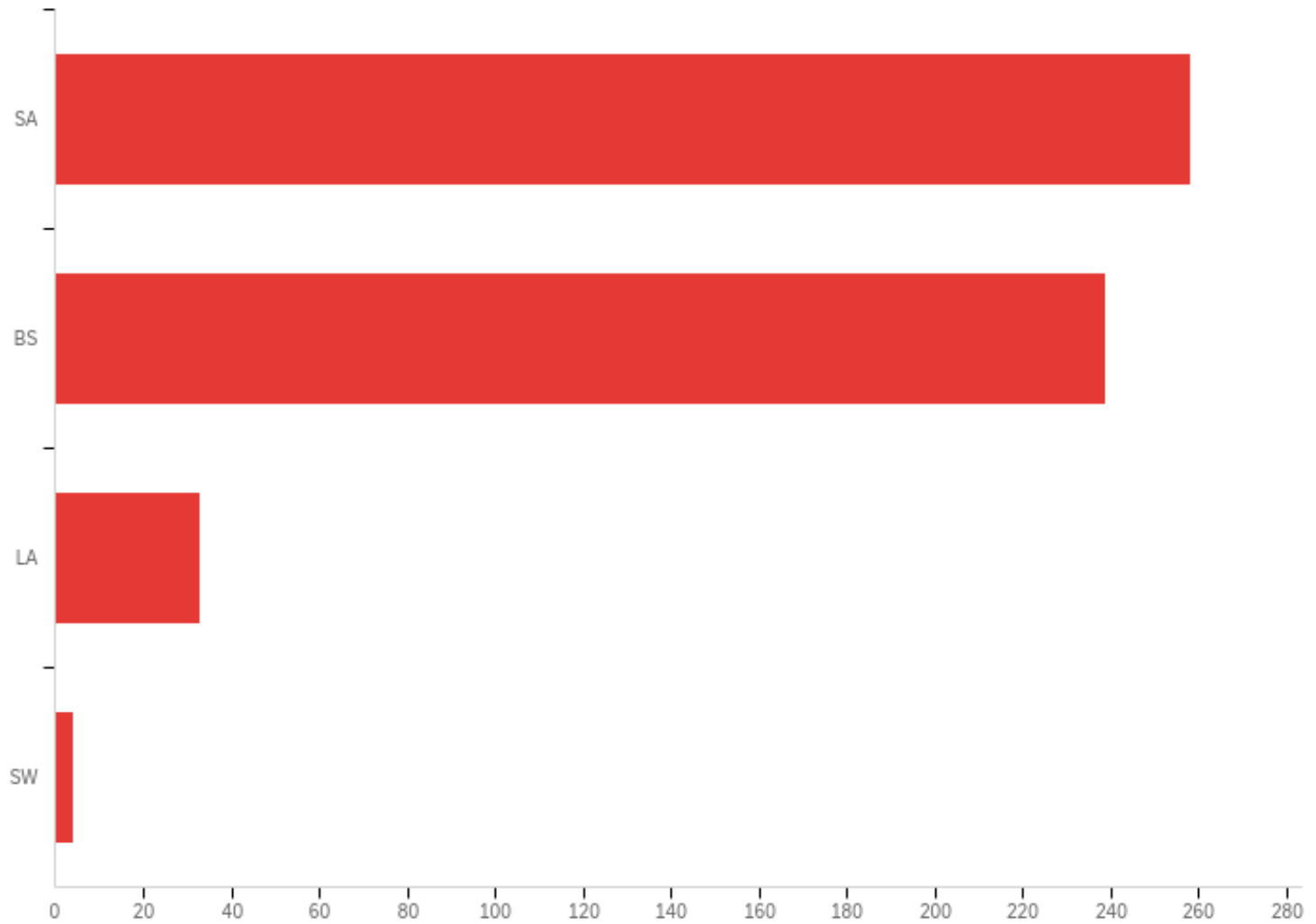
Sex



Sex

#	Answer	%	Count
1	Female	73.97%	395
2	Male	26.03%	139
	Total	100%	534

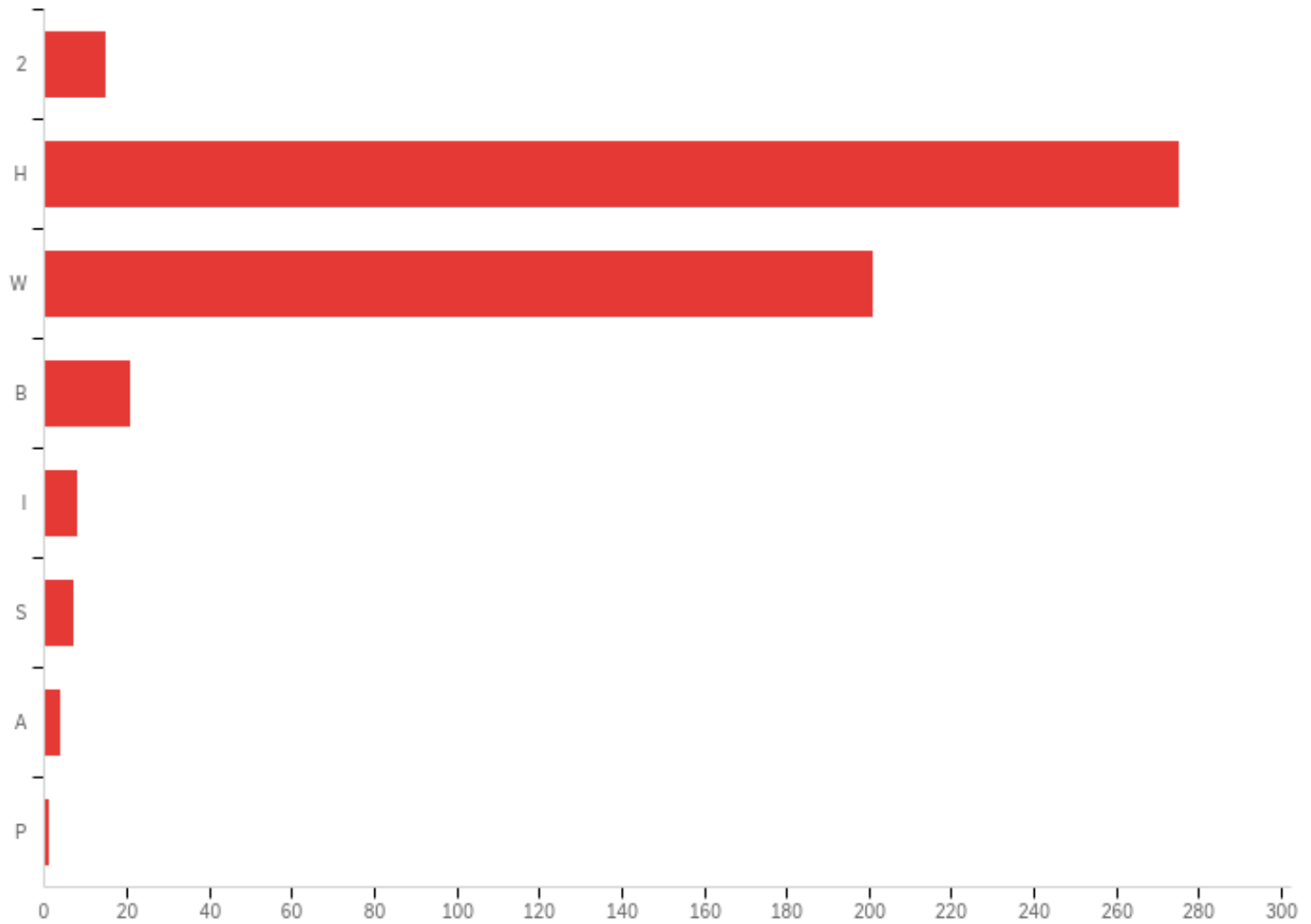
CampusGroup



CampusGroup

#	Answer	%	Count
1	SA	48.31%	258
2	BS	44.76%	239
3	LA	6.18%	33
4	SW	0.75%	4
	Total	100%	534

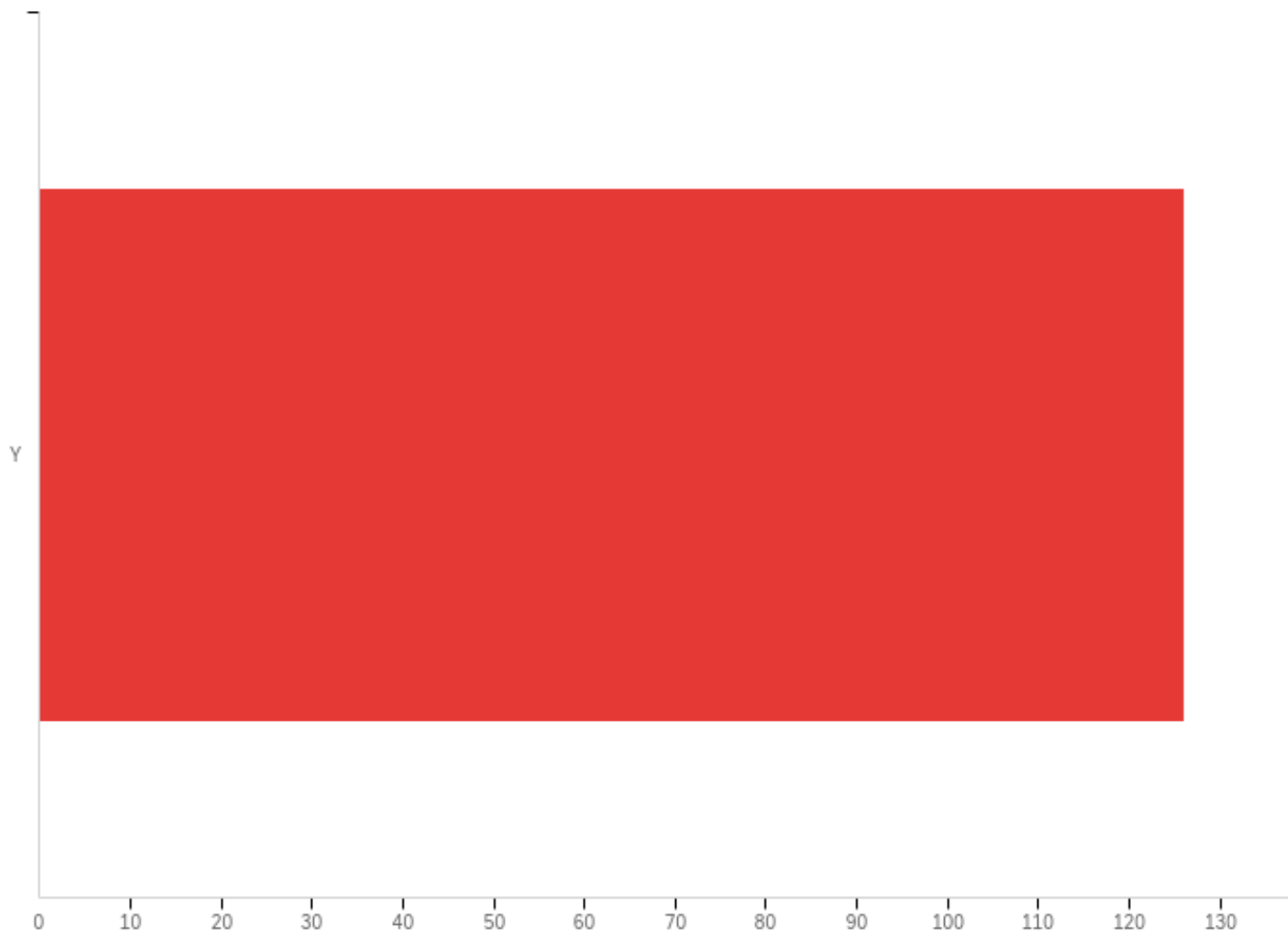
WorkEth



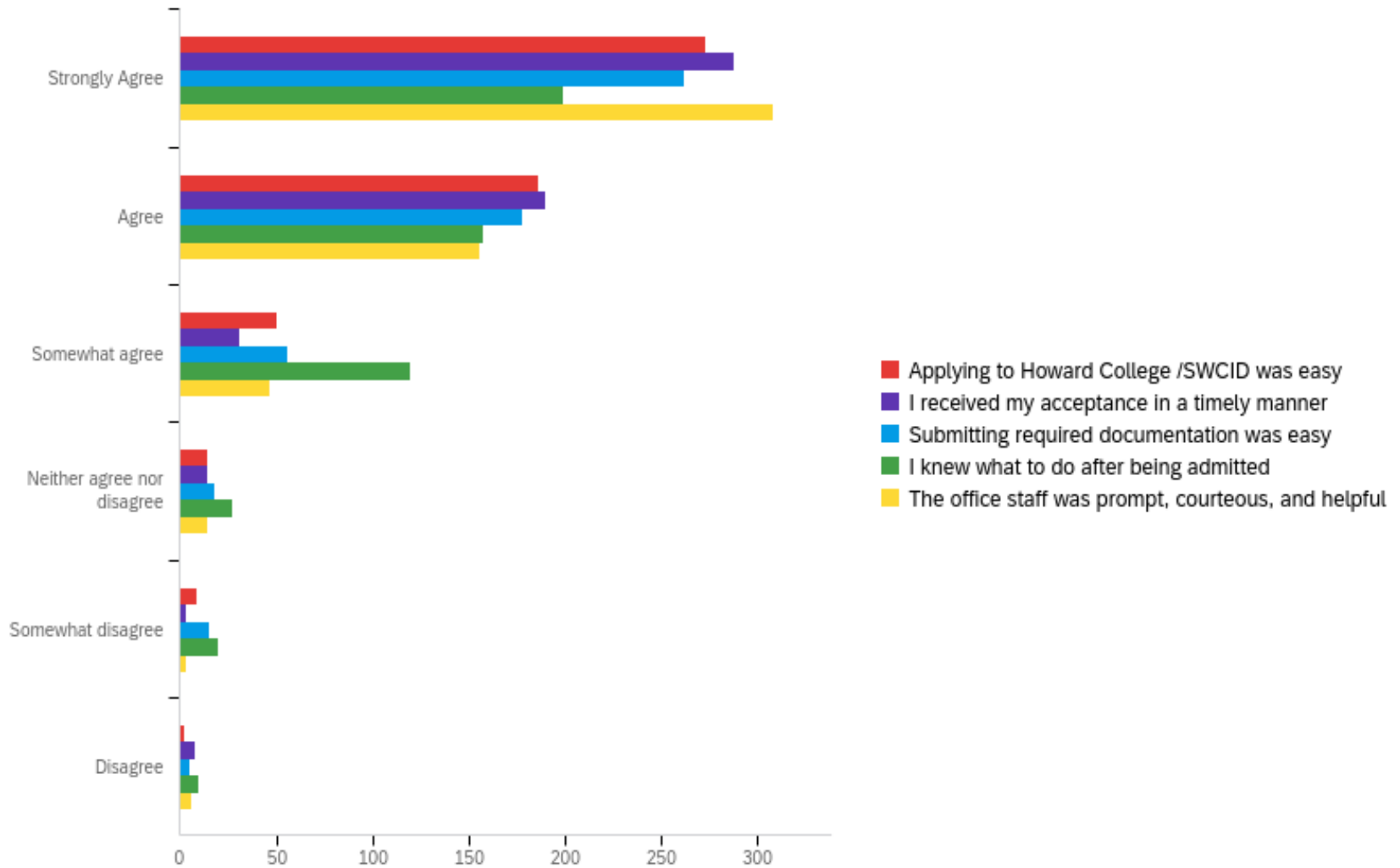
WorkEth

#	Answer	%	Count
1	2	2.82%	15
2	H	51.69%	275
3	W	37.78%	201
4	B	3.95%	21
5	I	1.50%	8
6	S	1.32%	7
7	A	0.75%	4
8	P	0.19%	1
	Total	100%	532

DualCredit



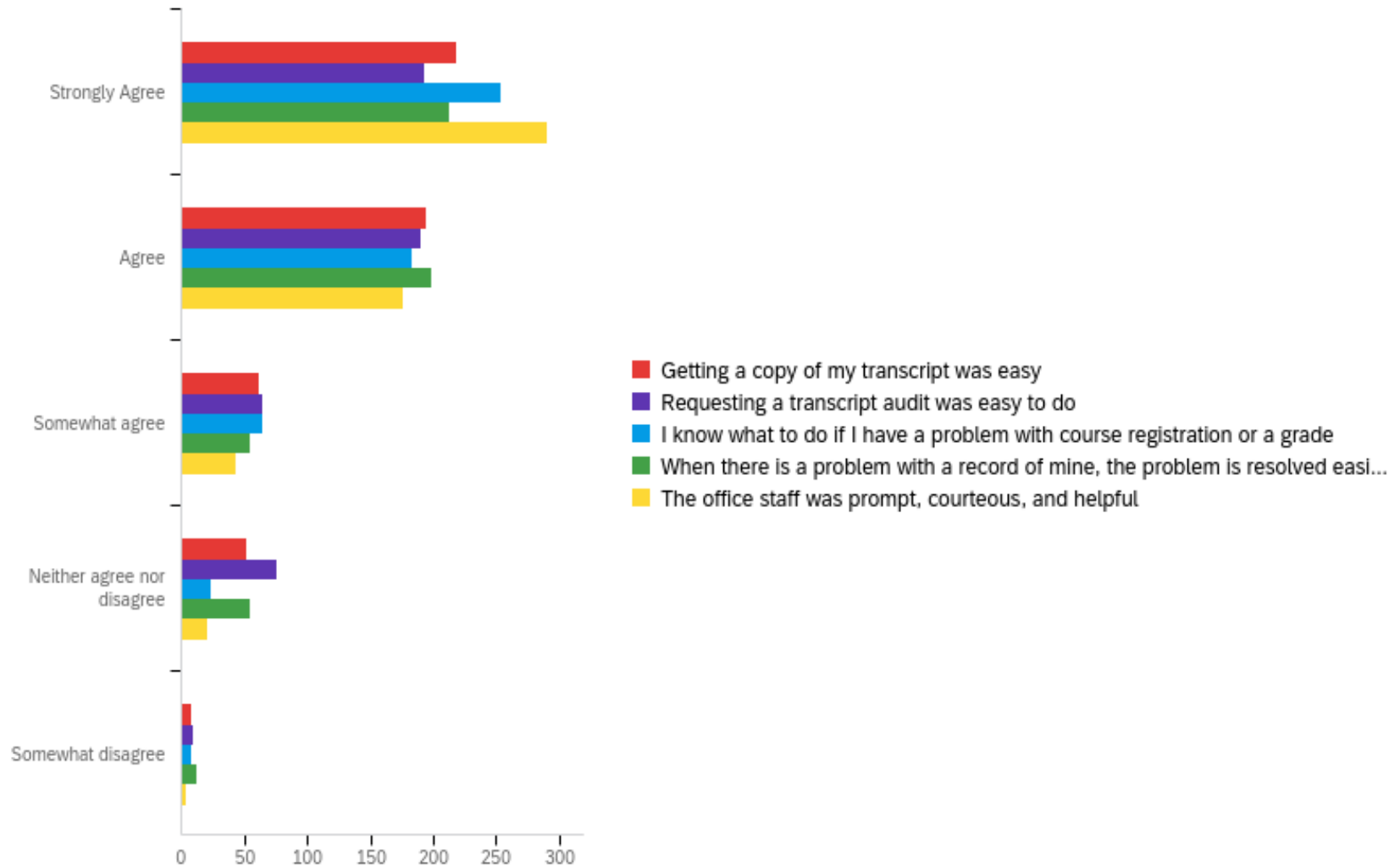
Q1 - Please select an answer that you feel accurately portrays your experience with...



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

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCID was easy	51.12%	273	34.83%	186	9.36%	50	2.62%	14	1.69%	9	0.37%	2	534
2	I received my acceptance in a timely manner	53.93%	288	35.58%	190	5.81%	31	2.62%	14	0.56%	3	1.50%	8	534
3	Submitting required documentation was easy	49.06%	262	33.33%	178	10.49%	56	3.37%	18	2.81%	15	0.94%	5	534
4	I knew what to do after being admitted	37.27%	199	29.59%	158	22.47%	120	5.06%	27	3.75%	20	1.87%	10	534
5	The office staff was prompt, courteous, and helpful	57.68%	308	29.21%	156	8.80%	47	2.62%	14	0.56%	3	1.12%	6	534

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



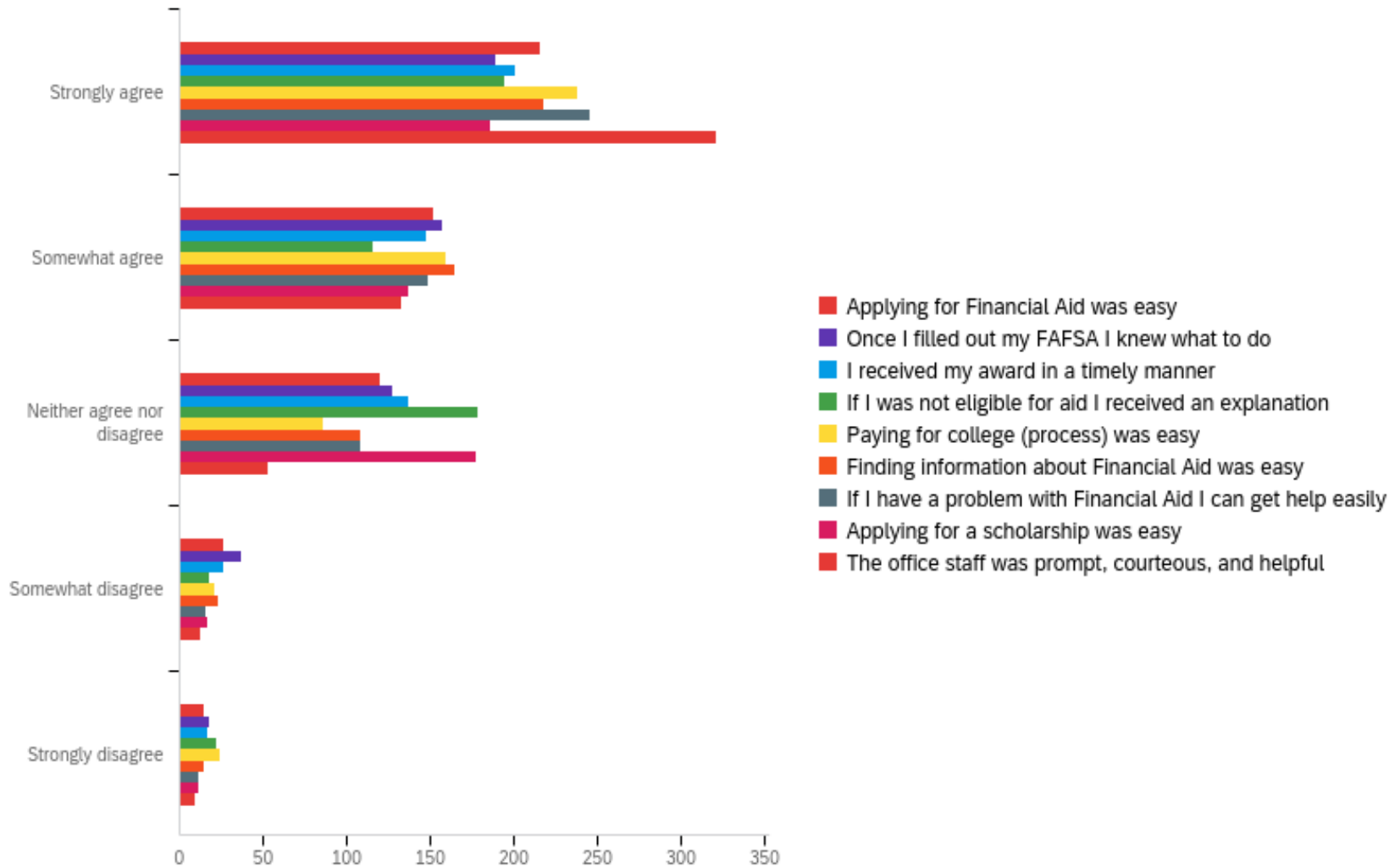
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	40.90%	218	36.40%	194	11.63%	62	9.57%	51	1.50%	8	533
2	Requesting a transcript audit was easy to do	36.21%	193	35.65%	190	12.20%	65	14.26%	76	1.69%	9	533
3	I know what to do if I have a problem with course registration or a grade	47.65%	254	34.33%	183	12.20%	65	4.32%	23	1.50%	8	533
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	39.96%	213	37.34%	199	10.32%	55	10.13%	54	2.25%	12	533

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	54.60%	291	33.02%	176	8.07%	43	3.75%	20	0.56%	3	533

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



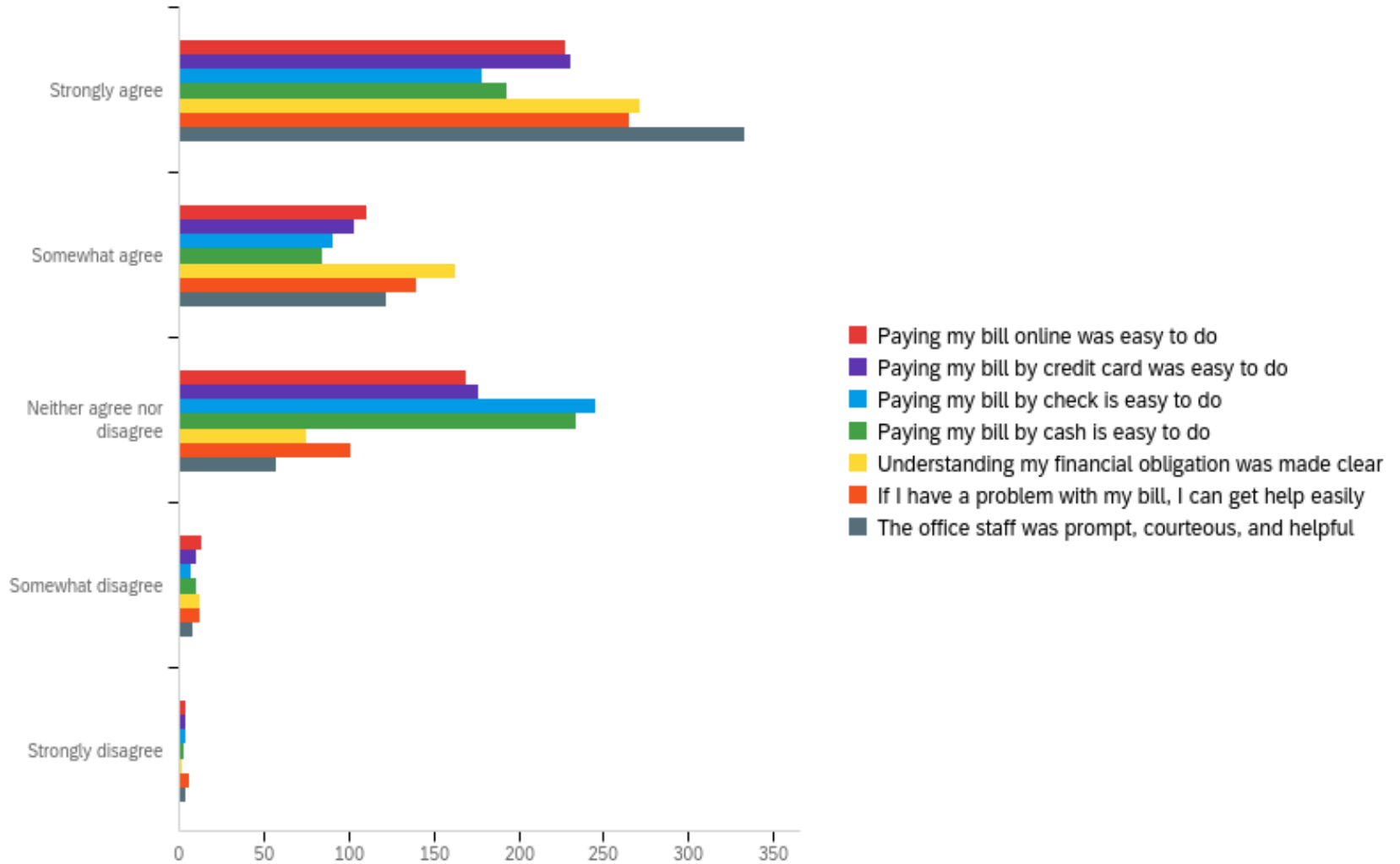
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	40.91%	216	28.79%	152	22.73%	120	4.92%	26	2.65%	14	528
2	Once I filled out my FAFSA I knew what to do	35.80%	189	29.73%	157	24.05%	127	7.01%	37	3.41%	18	528
3	I received my award in a timely manner	38.07%	201	27.84%	147	25.95%	137	4.92%	26	3.22%	17	528
4	If I was not eligible for aid I received an explanation	36.74%	194	21.97%	116	33.71%	178	3.41%	18	4.17%	22	528
5	Paying for college (process) was easy	45.08%	238	30.11%	159	16.29%	86	3.98%	21	4.55%	24	528

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	41.29%	218	31.25%	165	20.45%	108	4.36%	23	2.65%	14	528
7	If I have a problem with Financial Aid I can get help easily	46.40%	245	28.22%	149	20.45%	108	2.84%	15	2.08%	11	528
8	Applying for a scholarship was easy	35.23%	186	25.95%	137	33.52%	177	3.22%	17	2.08%	11	528
9	The office staff was prompt, courteous, and helpful	60.80%	321	25.19%	133	10.04%	53	2.27%	12	1.70%	9	528

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



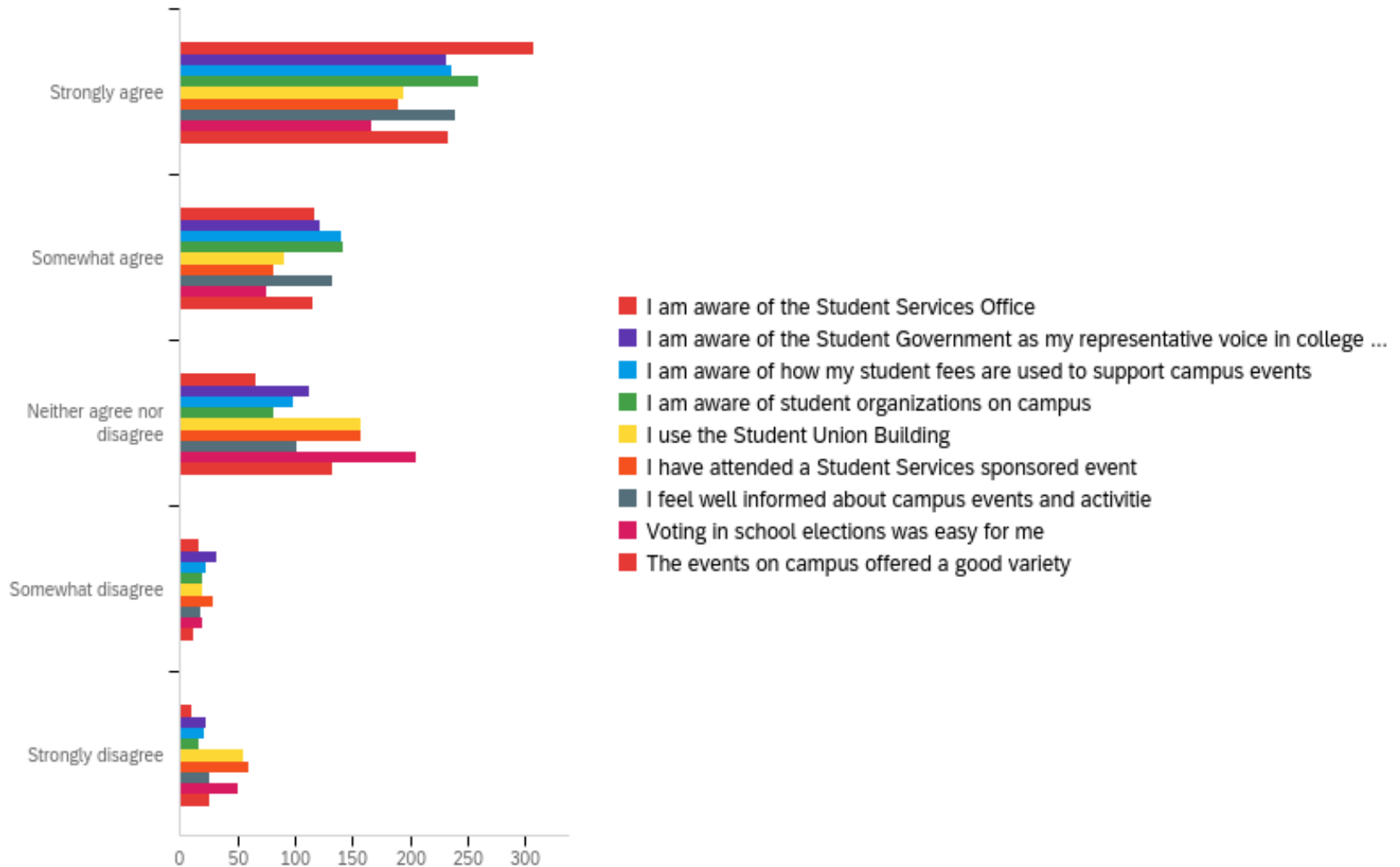
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	43.51%	228	20.99%	110	32.25%	169	2.48%	13	0.76%	4	524
2	Paying my bill by credit card was easy to do	44.08%	231	19.66%	103	33.59%	176	1.91%	10	0.76%	4	524
3	Paying my bill by check is easy to do	33.97%	178	17.18%	90	46.76%	245	1.34%	7	0.76%	4	524
4	Paying my bill by cash is easy to do	36.83%	193	16.03%	84	44.66%	234	1.91%	10	0.57%	3	524
5	Understanding my financial obligation was made clear	51.91%	272	31.11%	163	14.31%	75	2.29%	12	0.38%	2	524

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	50.57%	265	26.72%	140	19.27%	101	2.29%	12	1.15%	6	524
7	The office staff was prompt, courteous, and helpful	63.55%	333	23.28%	122	10.88%	57	1.53%	8	0.76%	4	524

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	59.46%	308	22.59%	117	12.74%	66	3.28%	17	1.93%	10	518
2	I am aware of the Student Government as my representative voice in college affairs	44.79%	232	23.36%	121	21.62%	112	5.98%	31	4.25%	22	518
3	I am aware of how my student fees are used to support campus events	45.56%	236	27.03%	140	18.92%	98	4.44%	23	4.05%	21	518

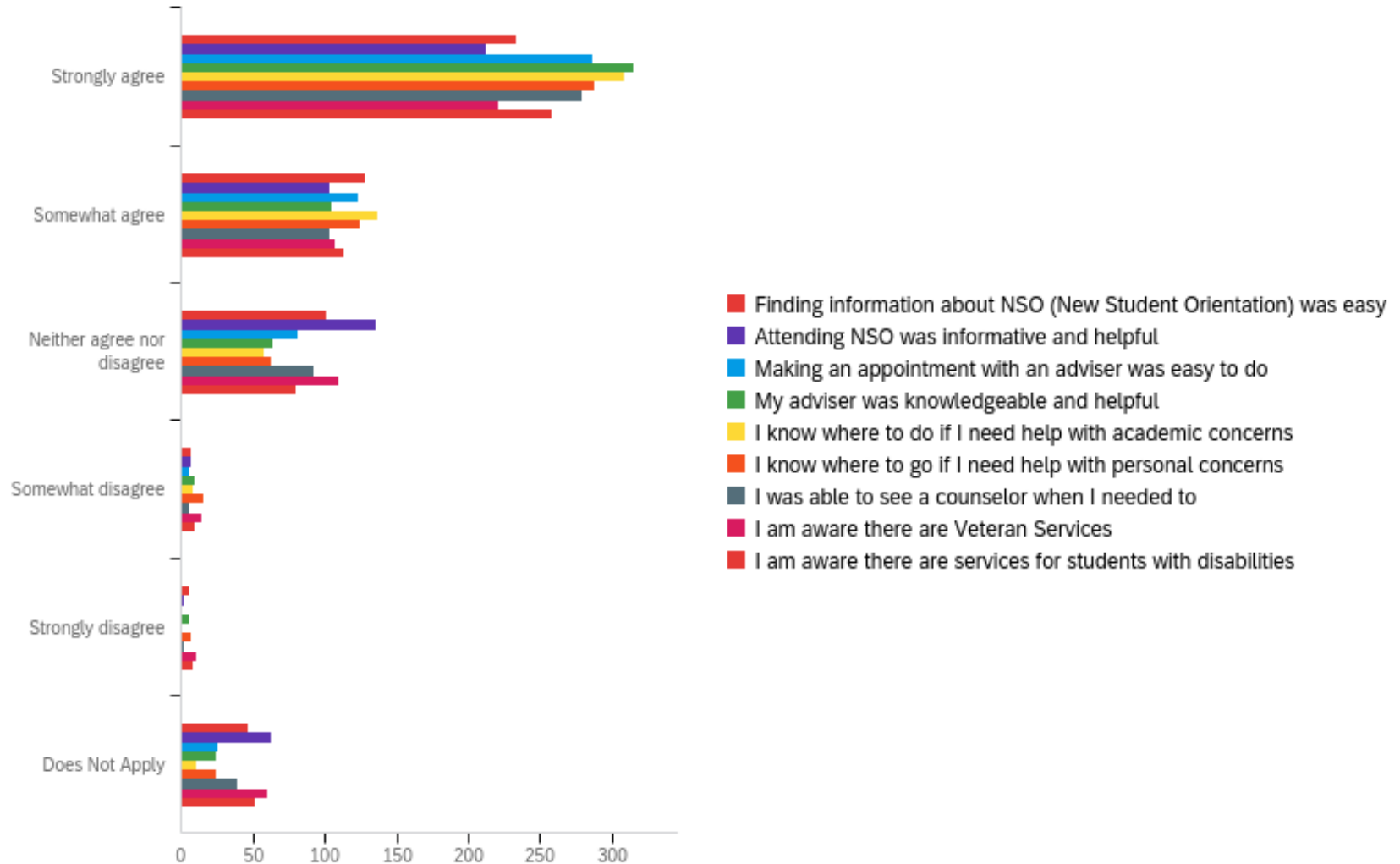
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	50.19%	260	27.41%	142	15.64%	81	3.67%	19	3.09%	16	518
5	I use the Student Union Building	37.45%	194	17.57%	91	30.50%	158	3.86%	20	10.62%	55	518
6	I have attended a Student Services sponsored event	36.68%	190	15.83%	82	30.31%	157	5.60%	29	11.58%	60	518
7	I feel well informed about campus events and activities	46.14%	239	25.68%	133	19.69%	102	3.47%	18	5.02%	26	518

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	32.24%	167	14.48%	75	39.58%	205	3.86%	20	9.85%	51	518
9	The events on campus offered a good variety	44.98%	233	22.20%	115	25.68%	133	2.12%	11	5.02%	26	518

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	44.83%	234	24.52%	128	19.35%	101	1.34%	7	1.15%	6	8.81%	46	522
2	Attending NSO was informative and helpful	40.61%	212	19.73%	103	26.05%	136	1.34%	7	0.38%	2	11.88%	62	522
3	Making an appointment with an adviser was easy to do	54.98%	287	23.56%	123	15.52%	81	0.96%	5	0.19%	1	4.79%	25	522
4	My adviser was knowledgeable and helpful	60.34%	315	20.11%	105	12.26%	64	1.72%	9	0.96%	5	4.60%	24	522

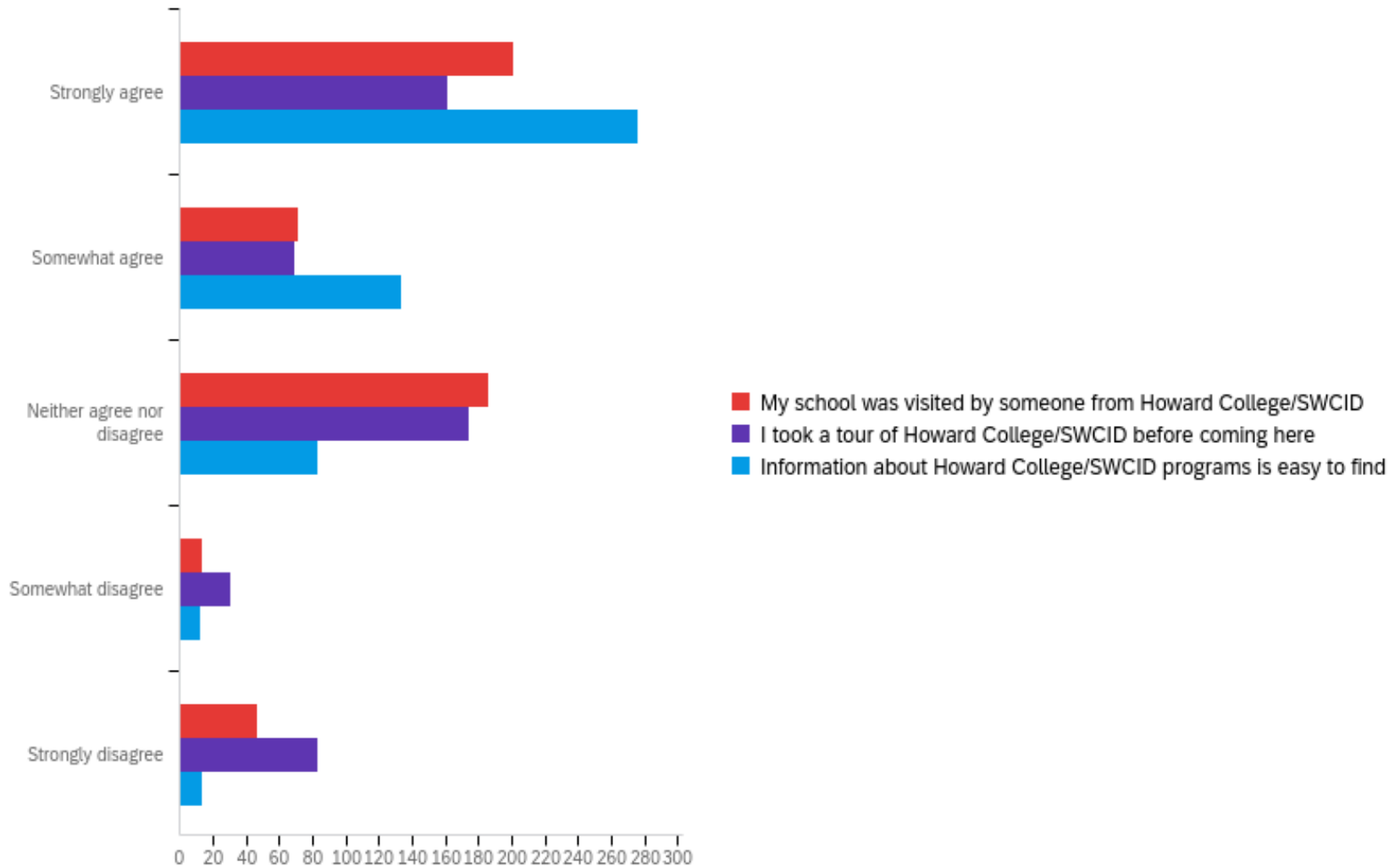
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	59.20%	309	26.25%	137	10.92%	57	1.53%	8	0.00%	0	2.11%	11	522
6	I know where to go if I need help with personal concerns	55.17%	288	23.95%	125	12.07%	63	2.87%	15	1.34%	7	4.60%	24	522
7	I was able to see a counselor when I needed to	53.64%	280	19.73%	103	17.62%	92	1.15%	6	0.38%	2	7.47%	39	522
8	I am aware there are Veteran Services	42.34%	221	20.50%	107	21.07%	110	2.68%	14	1.92%	10	11.49%	60	522

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	49.62%	259	21.84%	114	15.33%	80	1.72%	9	1.53%	8	9.96%	52	522

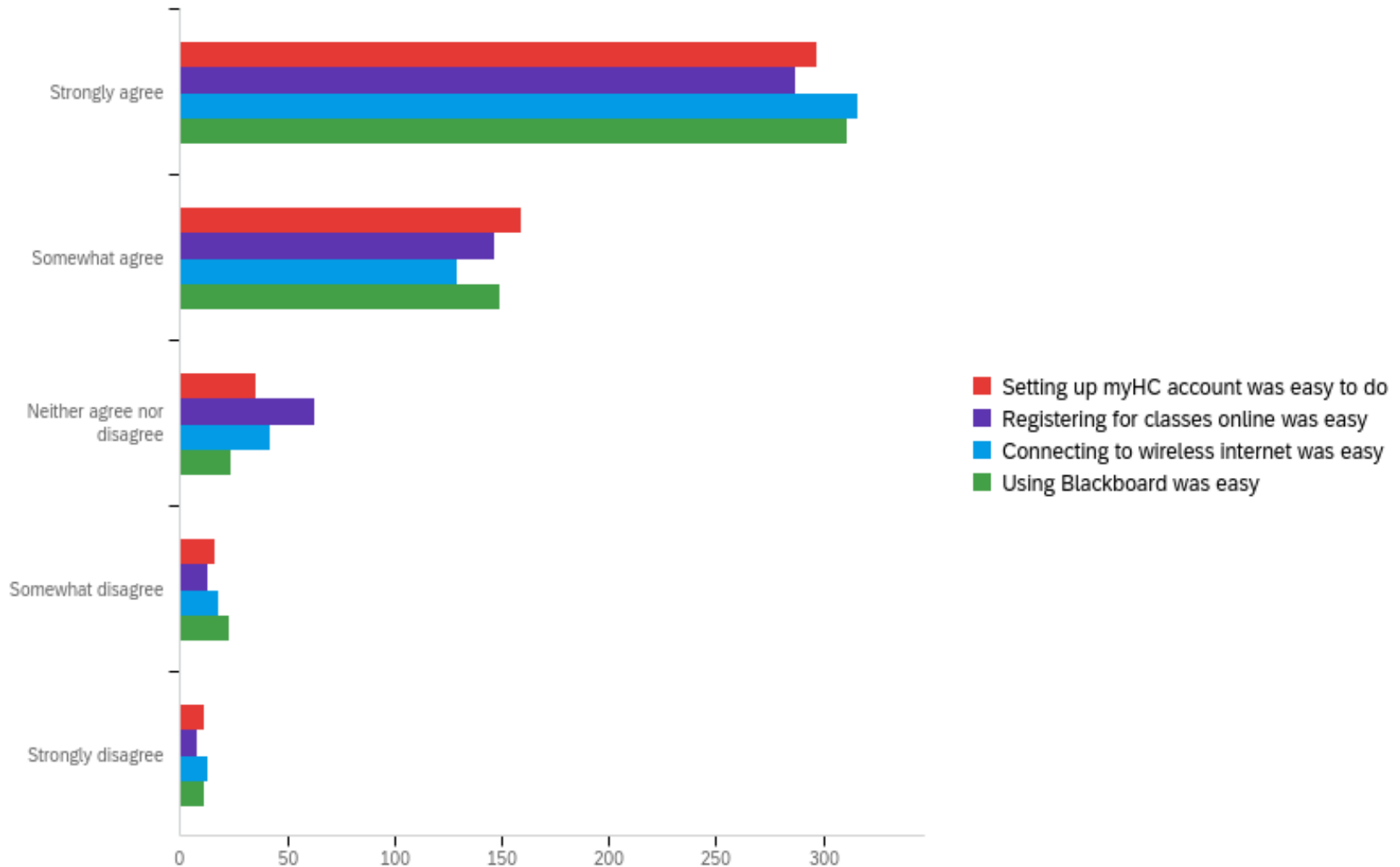
Q7 - Please select an answer that you feel accurately portrays your experience with...



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	38.80%	201	13.71%	71	35.91%	186	2.51%	13	9.07%	47	518
2	I took a tour of Howard College/SWCI D before coming here	31.08%	161	13.32%	69	33.59%	174	5.98%	31	16.02%	83	518
3	Information about Howard College/SWCI D programs is easy to find	53.28%	276	25.87%	134	16.02%	83	2.32%	12	2.51%	13	518

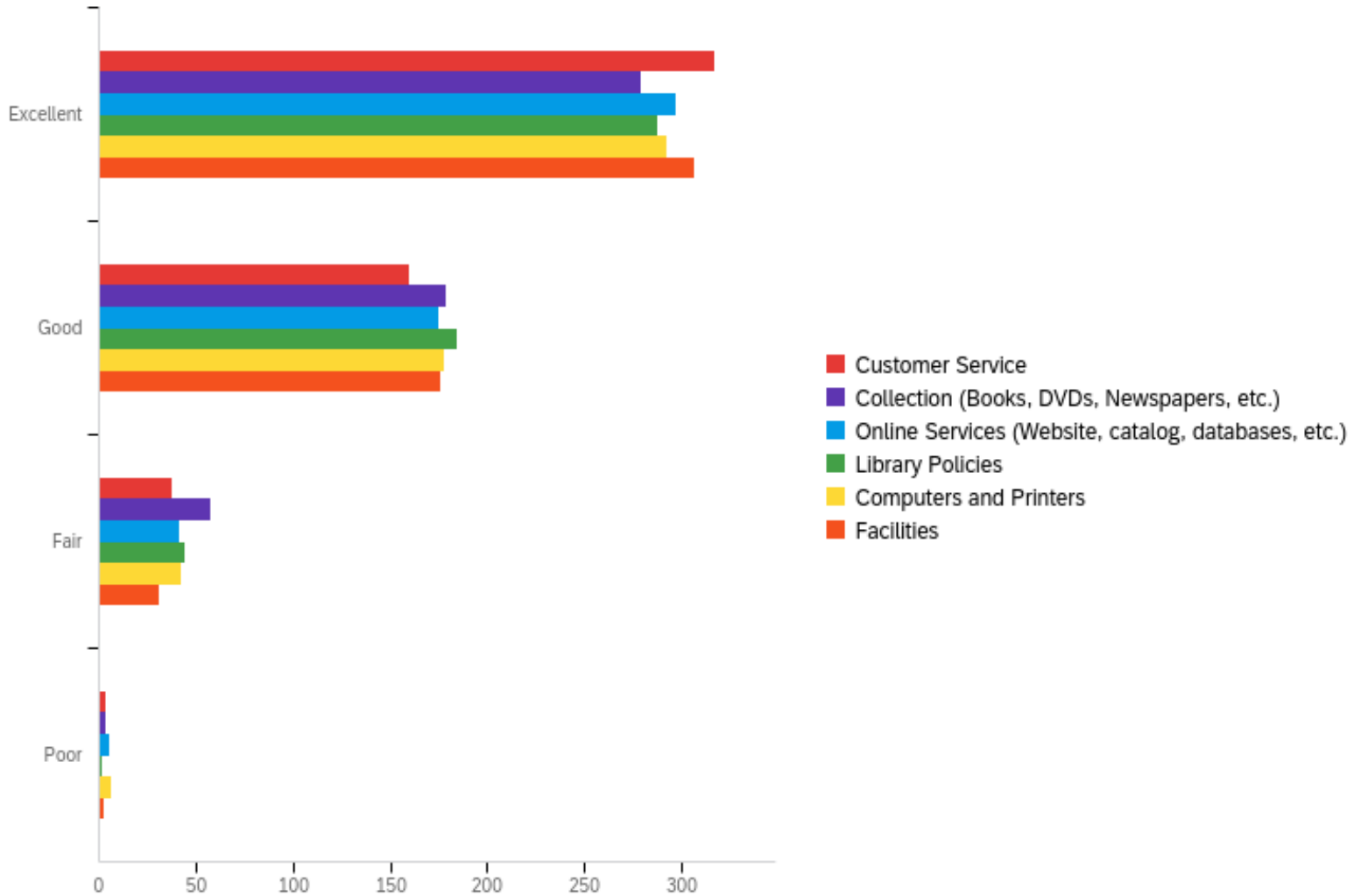
Q8 - Please select an answer that you feel accurately portrays your experience with...



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	57.34%	297	30.69%	159	6.76%	35	3.09%	16	2.12%	11	518
2	Registering for classes online was easy	55.41%	287	28.38%	147	12.16%	63	2.51%	13	1.54%	8	518
3	Connecting to wireless internet was easy	61.00%	316	24.90%	129	8.11%	42	3.47%	18	2.51%	13	518
4	Using Blackboard was easy	60.04%	311	28.76%	149	4.63%	24	4.44%	23	2.12%	11	518

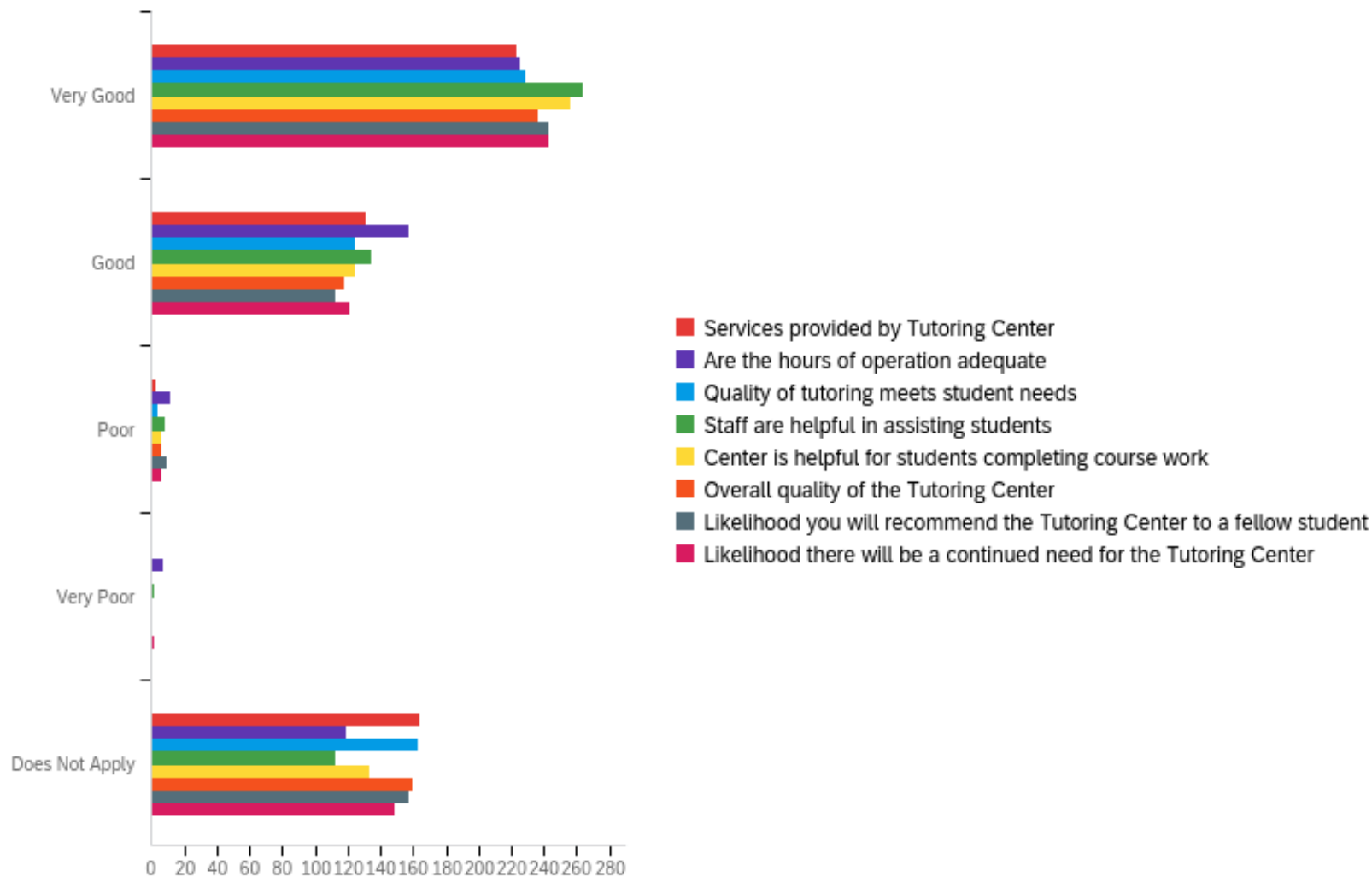
Q13 - Please rate each of the following library services



Q13 - Please rate each of the following library services

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	61.32%	317	30.95%	160	7.16%	37	0.58%	3	517
2	Collection (Books, DVDs, Newspapers, etc.)	53.86%	279	34.56%	179	11.00%	57	0.58%	3	518
3	Online Services (Website, catalog, databases, etc.)	57.34%	297	33.78%	175	7.92%	41	0.97%	5	518
4	Library Policies	55.71%	288	35.59%	184	8.51%	44	0.19%	1	517
5	Computers and Printers	56.37%	292	34.36%	178	8.11%	42	1.16%	6	518
6	Facilities	59.50%	307	34.11%	176	6.01%	31	0.39%	2	516

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



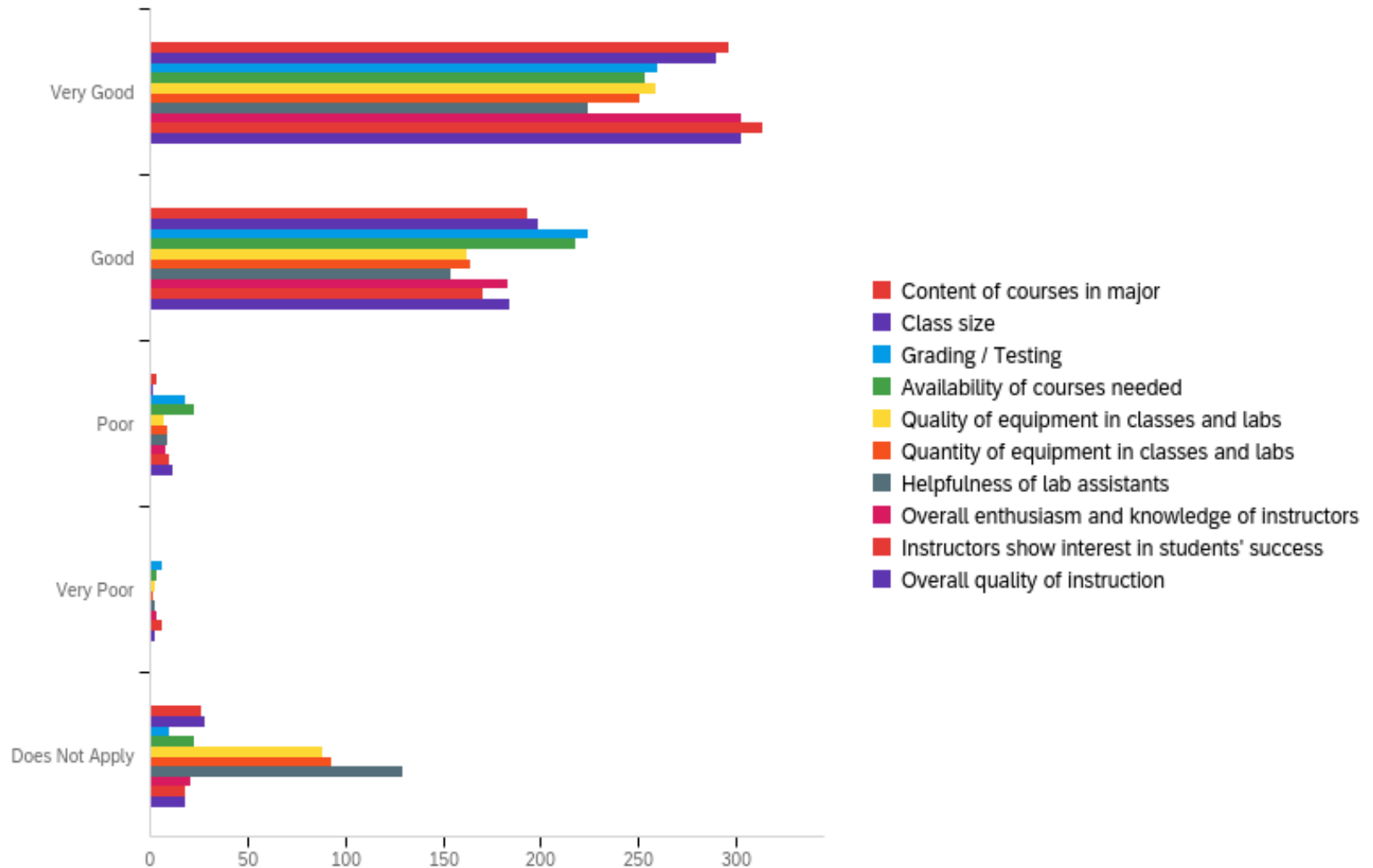
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	42.80%	223	25.14%	131	0.58%	3	0.00%	0	31.48%	164	521
2	Are the hours of operation adequate	43.19%	225	30.33%	158	2.30%	12	1.34%	7	22.84%	119	521
3	Quality of tutoring meets student needs	43.95%	229	23.80%	124	0.77%	4	0.19%	1	31.29%	163	521
4	Staff are helpful in assisting students	50.67%	264	25.72%	134	1.54%	8	0.38%	2	21.69%	113	521
5	Center is helpful for students completing course work	49.14%	256	23.99%	125	1.15%	6	0.19%	1	25.53%	133	521

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	45.30%	236	22.65%	118	1.15%	6	0.19%	1	30.71%	160	521
7	Likelihood you will recommend the Tutoring Center to a fellow student	46.64%	243	21.50%	112	1.73%	9	0.00%	0	30.13%	157	521
8	Likelihood there will be a continued need for the Tutoring Center	46.64%	243	23.22%	121	1.15%	6	0.38%	2	28.60%	149	521

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



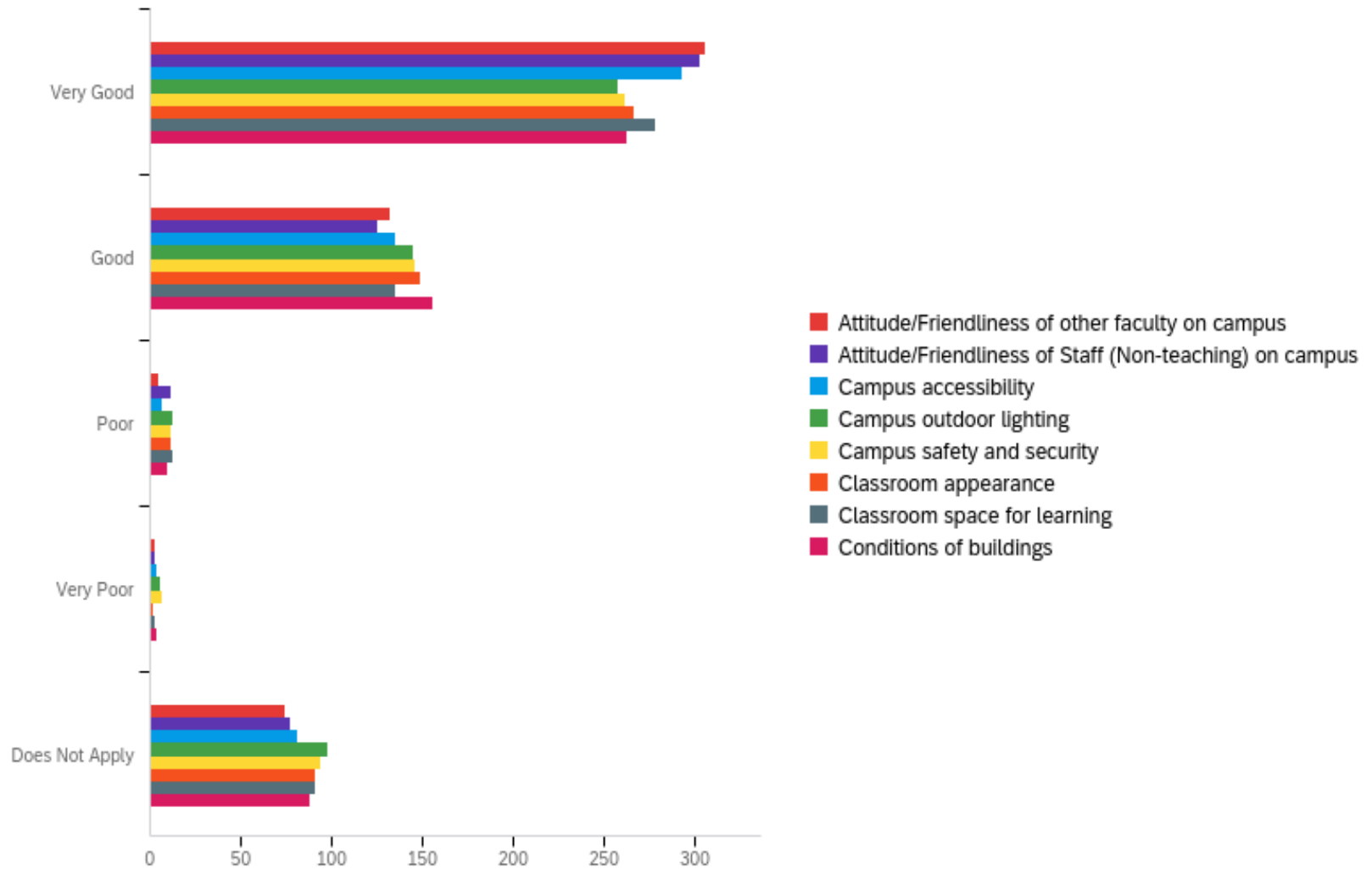
Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	57.14%	296	37.26%	193	0.58%	3	0.00%	0	5.02%	26	518
2	Class size	55.98%	290	38.42%	199	0.19%	1	0.00%	0	5.41%	28	518
3	Grading / Testing	50.19%	260	43.24%	224	3.47%	18	1.16%	6	1.93%	10	518
4	Availability of courses needed	48.84%	253	42.08%	218	4.25%	22	0.58%	3	4.25%	22	518
5	Quality of equipment in classes and labs	50.00%	259	31.27%	162	1.35%	7	0.39%	2	16.99%	88	518
6	Quantity of equipment in classes and labs	48.46%	251	31.66%	164	1.74%	9	0.19%	1	17.95%	93	518

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	43.24%	224	29.73%	154	1.74%	9	0.39%	2	24.90%	129	518
8	Overall enthusiasm and knowledge of instructors	58.49%	303	35.33%	183	1.54%	8	0.58%	3	4.05%	21	518
9	Instructors show interest in students' success	60.62%	314	32.82%	170	1.93%	10	1.16%	6	3.47%	18	518
10	Overall quality of instruction	58.49%	303	35.52%	184	2.12%	11	0.39%	2	3.47%	18	518

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	59.07%	306	25.48%	132	0.77%	4	0.39%	2	14.29%	74	518
2	Attitude/Friendliness of Staff (Non-teaching) on campus	58.49%	303	24.13%	125	2.12%	11	0.39%	2	14.86%	77	518
3	Campus accessibility	56.56%	293	26.06%	135	1.16%	6	0.58%	3	15.64%	81	518
4	Campus outdoor lighting	49.81%	258	27.99%	145	2.32%	12	0.97%	5	18.92%	98	518
5	Campus safety and security	50.39%	261	28.19%	146	2.12%	11	1.16%	6	18.15%	94	518

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	51.35%	266	28.76%	149	2.12%	11	0.19%	1	17.57%	91	518
7	Classroom space for learning	53.67%	278	26.06%	135	2.32%	12	0.39%	2	17.57%	91	518
8	Conditions of buildings	50.58%	262	30.12%	156	1.74%	9	0.58%	3	16.99%	88	518