## Student Satisfaction Survey 2022-2023

District

## HC



HC

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | San Angelo | $38.65 \%$ | 126 |
| 2 | Big Spring | $19.94 \%$ | 65 |
| 3 | Christoval High School | $5.52 \%$ | 18 |
| 4 | Big Spring High School | $3.99 \%$ | 13 |
| 5 | Sterling City High <br> School | $3.68 \%$ | 12 |
| 6 | SouthWest College for <br> the Deaf | $3.37 \%$ | 11 |
| 7 | Coahoma High School | $3.07 \%$ | 10 |
| 8 | Paint Rock High School | $2.76 \%$ | 9 |

HC

| $\#$ | Answer | \% | Count |
| :--- | :--- | :--- | :--- |
| 9 | Lamesa | $2.45 \%$ | 8 |
| 10 | Miles High School | $2.45 \%$ | 8 |
| 11 | Grape Creek High <br> School | $1.53 \%$ | 5 |
| 12 | Klondike High School | $1.53 \%$ | 5 |
| 13 | Sonora High School | $1.53 \%$ | 5 |
| 14 | TLC Academy - San | $1.53 \%$ | 5 |
| 15 | Angelo | Menard High School | $1.23 \%$ |

HC

| $\#$ | Answer | \% | Count |
| :--- | :--- | :--- | :--- |
| 18 | Ballinger ISD | $0.61 \%$ | 2 |
| 19 | Wall High School | $0.61 \%$ | 2 |
| 20 | Cornerstone Christian <br> School | $0.31 \%$ | 1 |
| 21 | Eden High School | $0.31 \%$ | 1 |
| 22 | Eldorado High School | $0.31 \%$ | 1 |
| 23 | Forsan High School | $0.31 \%$ | 1 |
| 24 | Garden City High <br> School | $0.31 \%$ | 1 |
| 25 | Home School Big <br> Spring | $0.31 \%$ | 1 |
| 26 | Home School Lamesa | $0.31 \%$ | 1 |

HC

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 27 | Home School San <br> Angelo | $0.31 \%$ | 1 |
| 28 | Robert Lee High <br> School | $0.31 \%$ | 1 |
| 29 | S.A. Central High <br> School | $0.31 \%$ | 1 |
| 30 | Stanton High School | $0.31 \%$ | 1 |
|  | Total | $100 \%$ | 326 |

Sex


## Sex

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Female | $76.07 \%$ | 248 |
| 2 | Male | $23.93 \%$ | 78 |
|  | Total | $100 \%$ | 326 |

## CampusGroup



## CampusGroup

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | BS | $48.16 \%$ | 157 |
| 2 | SA | $44.17 \%$ | 144 |
| 3 | LA | $4.29 \%$ | 14 |
| 4 | SW | $3.37 \%$ | 11 |
|  | Total | $100 \%$ | 326 |

## WorkEth



## WorkEth

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 2 | 2 | $4.60 \%$ | 15 |
| 2 | H | $44.79 \%$ | 146 |
| 3 | W | $42.94 \%$ | 140 |
| 4 | B | $3.37 \%$ | 11 |
| 5 | S | $3.37 \%$ | 11 |
| 6 | I | $0.92 \%$ | 3 |
|  | Total | $100 \%$ | 326 |

## DualCredit



## DualCredit

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Y | $100.00 \%$ | 116 |
|  | Total | $100 \%$ | 116 |

## 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 | 6.00 | 1.72 | 0.90 | 0.82 | 315 |
| 2 | I received my acceptance in a timely manner | 1.00 | 6.00 | 1.70 | 0.89 | 0.80 | 315 |
| 3 | Submitting required documentation was easy | 1.00 | 5.00 | 1.78 | 0.95 | 0.89 | 315 |
| 4 | I knew what to do after being admitted | 1.00 | 6.00 | 2.11 | 1.22 | 1.49 | 315 |
| 5 | The office staff was prompt, courteous, and helpful | 1.00 | 6.00 | 1.66 | 0.96 | 0.93 | 315 |

## 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 | 49.21\% | 155 | $\begin{aligned} & 37.14 \\ & \% \end{aligned}$ | 117 | 7.62\% | 24 | 4.76\% | 15 | 0.95\% | 3 | 0.32\% | 1 | 315 |
| 2 | I received my acceptance in a timely manner | 49.84\% | 157 | $\begin{aligned} & 38.10 \\ & \% \end{aligned}$ | 120 | 5.40\% | 17 | 5.71\% | 18 | 0.63\% | 2 | 0.32\% | 1 | 315 |
| 3 | Submitting required documentat ion was easy | 47.62\% | 150 | $\begin{aligned} & 34.60 \\ & \% \end{aligned}$ | 109 | 12.38\% | 39 | 2.86\% | 9 | 2.54\% | 8 | 0.00\% | 0 | 315 |
| 4 | I knew what to do after being admitted | 39.68\% | 125 | $\begin{aligned} & 28.89 \\ & \% \end{aligned}$ | 91 | 19.37\% | 61 | 6.98\% | 22 | 2.54\% | 8 | 2.54\% | 8 | 315 |
| 5 | The office staff was prompt, courteous, and helpful | 56.51\% | 178 | $\begin{aligned} & 30.48 \\ & \% \end{aligned}$ | 96 | 6.03\% | 19 | 5.08\% | 16 | 1.27\% | 4 | 0.63\% | 2 | 315 |

## 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 | 2.11 | 1.10 | 1.21 | 307 |
| 2 | Requesting a transcript audit was easy to do | 1.00 | 5.00 | 2.20 | 1.14 | 1.30 | 307 |
| 3 | I know what to do if I have a problem with course registration or a grade | 1.00 | 5.00 | 1.88 | 1.03 | 1.07 | 307 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 1.00 | 5.00 | 2.02 | 1.04 | 1.09 | 307 |

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

| \# | Field | Minimum | Maximum | Mean | Std <br> Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | The office staff was prompt, courteous , and helpful | 1.00 | 5.00 | 1.66 | 0.91 | 0.83 | 307 |

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 | 35.50\% | 109 | 36.16\% | 111 | 12.05\% | 37 | 14.33\% | 44 | 1.95\% | 6 | 307 |
| 2 | Requesting a transcript audit was easy to do | 33.22\% | 102 | 35.50\% | 109 | 10.75\% | 33 | 18.89\% | 58 | 1.63\% | 5 | 307 |
| 3 | I know what to do if I have a problem with course registration or a grade | 44.30\% | 136 | 35.18\% | 108 | 12.05\% | 37 | 4.89\% | 15 | 3.58\% | 11 | 307 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 37.79\% | 116 | 36.48\% | 112 | 12.70\% | 39 | 11.73\% | 36 | 1.30\% | 4 | 307 |

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

| \# | Question | Strongly <br> Agree |  | Agree |  | Somewhat <br> agree |  | Neither agree <br> nor 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 | 2.06 | 1.05 | 1.09 | 303 |
| 2 | Once I filled out my FAFSA I knew what to do | 1.00 | 5.00 | 2.15 | 1.08 | 1.17 | 303 |
| 3 | I received my award in a timely manner | 1.00 | 5.00 | 2.02 | 0.99 | 0.98 | 303 |
| 4 | If I was not eligible for aid I received an explanation | 1.00 | 5.00 | 2.23 | 1.04 | 1.08 | 303 |
| 5 | Paying for college (process) was easy | 1.00 | 5.00 | 1.89 | 0.97 | 0.94 | 303 |

## 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 | 2.02 | 0.99 | 0.99 | 303 |
| 7 | If I have a problem with Financial Aid I can get help easily | 1.00 | 5.00 | 1.90 | 0.95 | 0.90 | 303 |
| 8 | Applying for a scholarship was easy | 1.00 | 5.00 | 2.18 | 1.03 | 1.06 | 303 |
| 9 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.61 | 0.86 | 0.75 | 303 |

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 | 38.61\% | 117 | 26.73\% | 81 | 28.05\% | 85 | 3.30\% | 10 | 3.30\% | 10 | 303 |
| 2 | Once I filled out my FAFSA I knew what to do | 35.97\% | 109 | 26.07\% | 79 | 29.04\% | 88 | 5.28\% | 16 | 3.63\% | 11 | 303 |
| 3 | I received my award in a timely manner | 38.61\% | 117 | 27.72\% | 84 | 28.38\% | 86 | 3.30\% | 10 | 1.98\% | 6 | 303 |
| 4 | If I was not eligible for aid I received an explanation | 33.33\% | 101 | 19.47\% | 59 | 41.25\% | 125 | 2.97\% | 9 | 2.97\% | 9 | 303 |
| 5 | Paying for college (process) was easy | 44.22\% | 134 | 30.69\% | 93 | 18.48\% | 56 | 5.28\% | 16 | 1.32\% | 4 | 303 |

## 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 <br> Financial Aid was easy | 38.94\% | 118 | 28.05\% | 85 | 26.73\% | 81 | 4.62\% | 14 | 1.65\% | 5 | 303 |
| 7 | If I have a problem with Financial Aid I can get help easily | 44.22\% | 134 | 26.73\% | 81 | 25.41\% | 77 | 2.31\% | 7 | 1.32\% | 4 | 303 |
| 8 | Applying for a scholarship was easy | 34.98\% | 106 | 20.46\% | 62 | 37.29\% | 113 | 5.61\% | 17 | 1.65\% | 5 | 303 |
| 9 | The office staff was prompt, courteous, and helpful | 58.75\% | 178 | 25.74\% | 78 | 12.54\% | 38 | 1.65\% | 5 | 1.32\% | 4 | 303 |

## 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 | 1.89 | 0.97 | 0.94 | 299 |
| 2 | Paying my bill by credit card was easy to do | 1.00 | 5.00 | 1.85 | 0.90 | 0.80 | 299 |
| 3 | Paying my bill by check is easy to do | 1.00 | 5.00 | 2.10 | 0.95 | 0.91 | 299 |
| 4 | Paying my bill by cash is easy to do | 1.00 | 5.00 | 2.11 | 0.95 | 0.90 | 299 |
| 5 | Understanding my financial obligation was made clear | 1.00 | 4.00 | 1.74 | 0.83 | 0.68 | 299 |

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 | 5.00 | 1.77 | 0.88 | 0.78 | 299 |
| 7 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.55 | 0.78 | 0.61 | 299 |

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

| \# | Question | Strongly agree |  | Somewhat agree |  | Neither nor disa |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Paying my bill online was easy to do | 46.49\% | 139 | 24.08\% | 72 | 25.08\% | 75 | 3.01\% | 9 | 1.34\% | 4 | 299 |
| 2 | Paying my bill by credit card was easy to do | 46.82\% | 140 | 22.41\% | 67 | 29.77\% | 89 | 0.67\% | 2 | 0.33\% | 1 | 299 |
| 3 | Paying my bill by check is easy to do | 37.79\% | 113 | 17.06\% | 51 | 42.81\% | 128 | 2.01\% | 6 | 0.33\% | 1 | 299 |
| 4 | Paying my bill by cash is easy to do | 37.12\% | 111 | 17.06\% | 51 | 43.48\% | 130 | 2.01\% | 6 | 0.33\% | 1 | 299 |
| 5 | Understandin g my financial obligation was made clear | 48.83\% | 146 | 30.77\% | 92 | 18.39\% | 55 | 2.01\% | 6 | 0.00\% | 0 | 299 |

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 | 49.50\% | 148 | 26.42\% | 79 | 22.07\% | 66 | 1.34\% | 4 | 0.67\% | 2 | 299 |
| 7 | The office staff was prompt, courteous, and helpful | 60.54\% | 181 | 25.75\% | 77 | 12.04\% | 36 | 1.34\% | 4 | 0.33\% | 1 | 299 |

## 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 | 1.79 | 1.00 | 1.01 | 290 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 1.00 | 5.00 | 2.09 | 1.12 | 1.26 | 290 |
| 3 | I am aware of how my student fees are used to support campus events | 1.00 | 5.00 | 2.08 | 1.16 | 1.34 | 290 |

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 | 1.93 | 1.03 | 1.06 | 290 |
| 5 | I use the Student Union Building | 1.00 | 5.00 | 2.43 | 1.31 | 1.71 | 290 |
| 6 | I have attended a <br> Student Services sponsored event | 1.00 | 5.00 | 2.48 | 1.38 | 1.89 | 290 |
| 7 | I feel well informed about campus events and activitie | 1.00 | 5.00 | 1.93 | 1.08 | 1.16 | 290 |

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 | 2.43 | 1.21 | 1.47 | 290 |
| 9 | The events on <br> campus <br> offered a good <br> variety | 1.00 | 5.00 | 2.08 | 1.10 | 1.20 | 290 |

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 | 52.41\% | 152 | 25.17\% | 73 | 15.17\% | 44 | 5.52\% | 16 | 1.72\% | 5 | 290 |
| 2 | I am aware of the Student Government as my representativ e voice in college affairs | 41.72\% | 121 | 21.03\% | 61 | 26.90\% | 78 | 6.90\% | 20 | 3.45\% | 10 | 290 |
| 3 | I am aware of how my student fees are used to support campus events | 43.45\% | 126 | 20.69\% | 60 | 24.83\% | 72 | 6.55\% | 19 | 4.48\% | 13 | 290 |

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 | 45.52\% | 132 | 24.83\% | 72 | 22.76\% | 66 | 4.83\% | 14 | 2.07\% | 6 | 290 |
| 5 | I use the Student Union Building | 33.45\% | 97 | 18.28\% | 53 | 31.38\% | 91 | 5.52\% | 16 | 11.38\% | 33 | 290 |
| 6 | I have attended a Student Services sponsored event | 34.48\% | 100 | 16.90\% | 49 | 28.62\% | 83 | 6.21\% | 18 | 13.79\% | 40 | 290 |
| 7 | I feel well informed about campus events and activitie | 45.86\% | 133 | 27.24\% | 79 | 18.62\% | 54 | 4.48\% | 13 | 3.79\% | 11 | 290 |

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 | 32.07\% | 93 | 12.76\% | 37 | 44.14\% | 128 | 2.07\% | 6 | 8.97\% | 26 | 290 |
| 9 | The events on campus offered a good variety | 41.03\% | 119 | 21.38\% | 62 | 30.34\% | 88 | 3.10\% | 9 | 4.14\% | 12 | 290 |

## 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 | 2.19 | 1.43 | 2.05 | 297 |
| 2 | Attending NSO was informative and helpful | 1.00 | 6.00 | 2.35 | 1.51 | 2.27 | 297 |
| 3 | Making an appointment with an adviser was easy to do | 1.00 | 6.00 | 1.90 | 1.28 | 1.65 | 297 |
| 4 | My adviser was knowledgeable and helpful | 1.00 | 6.00 | 1.71 | 1.15 | 1.32 | 297 |

## 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 | 1.76 | 1.10 | 1.21 | 297 |
| 6 | I know where to go if I need help with personal concerns | 1.00 | 6.00 | 1.95 | 1.30 | 1.70 | 297 |
| 7 | I was able to see a counselor when I needed to | 1.00 | 6.00 | 2.18 | 1.50 | 2.24 | 297 |
| 8 | I am aware there are Veteran Services | 1.00 | 6.00 | 2.28 | 1.53 | 2.35 | 297 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 9 | l am aware <br> there are <br> services for <br> students with <br> disabilities 1.00 6.00 2.12 1.48 2.18  |  |  |  |  |  |  |

## 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 <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Finding information about NSO (New Student Orientation) was easy | 43.10\% | 128 | 23.23\% | 69 | 22.22\% | 66 | 2.36\% | 7 | 1.68\% | 5 | 7.41\% | 22 | 297 |
| 2 | Attending NSO was informative and helpful | 39.73\% | 118 | 18.52\% | 55 | 28.96\% | 86 | 2.69\% | 8 | 0.34\% | 1 | 9.76\% | 29 | 297 |
| 3 | Making an appointment with an adviser was easy to do | 54.55\% | 162 | 18.52\% | 55 | 19.53\% | 58 | 2.02\% | 6 | 0.34\% | 1 | 5.05\% | 15 | 297 |
| 4 | My adviser was knowledgeabl e and helpful | 61.62\% | 183 | 18.52\% | 55 | 13.80\% | 41 | 2.69\% | 8 | 0.00\% | 0 | 3.37\% | 10 | 297 |

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

| \# | Question | Strongly agree |  | Somewhat agree |  | Neither agree nor disagree |  | Somev disagr |  | Strongly disagree |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | I know where to do if I need help with academic concerns | 56.57\% | 168 | 22.22\% | 66 | 15.49\% | 46 | 2.69\% | 8 | 0.67\% | 2 | 2.36\% | 7 | 297 |
| 6 | I know where to go if I need help with personal concerns | 53.20\% | 158 | 18.52\% | 55 | 18.52\% | 55 | 4.04\% | 12 | 1.35\% | 4 | 4.38\% | 13 | 297 |
| 7 | I was able to see a counselor when I needed to | 47.47\% | 141 | 18.18\% | 54 | 21.89\% | 65 | 2.69\% | 8 | 1.35\% | 4 | 8.42\% | 25 | 297 |
| 8 | I am aware there are Veteran Services | 45.12\% | 134 | 16.84\% | 50 | 21.89\% | 65 | 5.72\% | 17 | 2.02\% | 6 | 8.42\% | 25 | 297 |

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 <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 9 | I am aware there are services for students with disabilities | 49.83\% | 148 | 18.52\% | 55 | 17.85\% | 53 | 4.38\% | 13 | 2.36\% | 7 | 7.07\% | 21 | 297 |

## 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/SWCD | 1.00 | 5.00 | 2.39 | 1.27 | 1.62 | 290 |
| 2 | I took a tour of Howard College/SWCD before coming here | 1.00 | 5.00 | 2.72 | 1.43 | 2.05 | 290 |
| 3 | Information about Howard College/SWCD programs is easy to find | 1.00 | 5.00 | 1.73 | 0.97 | 0.94 | 290 |

## 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 | 34.48\% | 100 | 16.21\% | 47 | 36.55\% | 106 | 1.72\% | 5 | 11.03\% | 32 | 290 |
| 2 | I took a tour of Howard College/SWC D before coming here | 29.31\% | 85 | 12.76\% | 37 | 33.79\% | 98 | 4.48\% | 13 | 19.66\% | 57 | 290 |
| 3 | Information about Howard College/SWC D programs is easy to find | 53.45\% | 155 | 27.24\% | 79 | 14.48\% | 42 | 2.07\% | 6 | 2.76\% | 8 | 290 |

## 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 | 1.67 | 0.93 | 0.86 | 289 |
| 2 | Registering for classes online was easy | 1.00 | 5.00 | 1.61 | 0.84 | 0.70 | 289 |
| 3 | Connecting to wireless internet was easy | 1.00 | 5.00 | 1.54 | 0.79 | 0.62 | 289 |
| 4 | Using Blackboard was easy | 1.00 | 5.00 | 1.67 | 1.03 | 1.07 | 289 |

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

| \# | Question | Strongly agree |  | Somewhat agree |  | Neither agree nor disagree |  | Some disagr |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Setting up myHC account was easy to do | 54.33\% | 157 | 32.18\% | 93 | 7.27\% | 21 | 4.15\% | 12 | 2.08\% | 6 | 289 |
| 2 | Registering for classes online was easy | 57.09\% | 165 | 28.72\% | 83 | 10.73\% | 31 | 2.77\% | 8 | 0.69\% | 2 | 289 |
| 3 | Connecting to wireless internet was easy | 61.25\% | 177 | 25.61\% | 74 | 11.42\% | 33 | 1.04\% | 3 | 0.69\% | 2 | 289 |
| 4 | Using Blackboard was easy | 59.17\% | 171 | 26.64\% | 77 | 6.92\% | 20 | 2.77\% | 8 | 4.50\% | 13 | 289 |

## 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 | 4.00 | 1.53 | 0.67 | 0.44 | 288 |
| 2 | Collection <br> (Books, DVDs, <br> Newspapers, etc.) | 1.00 | 4.00 | 1.68 | 0.71 | 0.50 | 287 |
| 3 | Online <br> Services <br> (Website, catalog, databases, etc.) | 1.00 | 4.00 | 1.59 | 0.71 | 0.50 | 286 |
| 4 | Library Policies | 1.00 | 4.00 | 1.63 | 0.68 | 0.46 | 286 |
| 5 | Computers and Printers | 1.00 | 4.00 | 1.59 | 0.68 | 0.46 | 286 |
| 6 | Facilities | 1.00 | 4.00 | 1.56 | 0.67 | 0.46 | 287 |

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

| \# | Question | Excellent |  | Good |  | Fair |  | Poor |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Customer Service | 55.90\% | 161 | 35.07\% | 101 | 8.68\% | 25 | 0.35\% | 1 | 288 |
| 2 | Collection (Books, DVDs, Newspapers, etc.) | 45.30\% | 130 | 42.86\% | 123 | 10.80\% | 31 | 1.05\% | 3 | 287 |
| 3 | Online Services (Website, catalog, databases, etc.) | 52.80\% | 151 | 37.06\% | 106 | 8.74\% | 25 | 1.40\% | 4 | 286 |
| 4 | Library Policies | 47.90\% | 137 | 41.96\% | 120 | 9.44\% | 27 | 0.70\% | 2 | 286 |
| 5 | Computers and Printers | 51.40\% | 147 | 39.16\% | 112 | 8.74\% | 25 | 0.70\% | 2 | 286 |
| 6 | Facilities | 53.31\% | 153 | 38.33\% | 110 | 7.32\% | 21 | 1.05\% | 3 | 287 |

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

Services provided by Tutoring CenterAre the hours of operation adequate
Quality of tutoring meets student needsStaff are helpful in assisting students
Center is helpful for students completing course workOverall quality of the Tutoring CenterLikelihood you will recommend the Tutoring Center to a fellow student
$\square$ Likelihood there will be a continued need for 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 | 2.87 | 1.78 | 3.17 | 292 |
| 2 | Are the hours of operation adequate | 1.00 | 5.00 | 2.51 | 1.67 | 2.78 | 292 |
| 3 | Quality of tutoring meets student needs | 1.00 | 5.00 | 2.87 | 1.78 | 3.15 | 292 |
| 4 | Staff are helpful in assisting students | 1.00 | 5.00 | 2.35 | 1.64 | 2.70 | 292 |
| 5 | Center is helpful for students completing course work | 1.00 | 5.00 | 2.61 | 1.72 | 2.94 | 292 |

## 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 | 2.84 | 1.79 | 3.19 | 292 |
| 7 | Likelihood you will <br> recommend the Tutoring Center to a fellow student | 1.00 | 5.00 | 2.85 | 1.80 | 3.22 | 292 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 1.00 | 5.00 | 2.77 | 1.78 | 3.17 | 292 |

## Q14 - Please rate your experience/opinion concerning the Tutoring

## Center.

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Services provided by Tutoring Center | 33.56\% | 98 | 25.68\% | 75 | 0.68\% | 2 | 0.34\% | 1 | 39.73\% | 116 | 292 |
| 2 | Are the hours of operation adequate | 39.04\% | 114 | 29.79\% | 87 | 1.71\% | 5 | 0.34\% | 1 | 29.11\% | 85 | 292 |
| 3 | Quality of tutoring meets student needs | 33.56\% | 98 | 25.00\% | 73 | 1.71\% | 5 | 0.34\% | 1 | 39.38\% | 115 | 292 |
| 4 | Staff are helpful in assisting students | 45.21\% | 132 | 27.05\% | 79 | 1.37\% | 4 | 0.34\% | 1 | 26.03\% | 76 | 292 |
| 5 | Center is helpful for students completing course work | 38.36\% | 112 | 27.40\% | 80 | 1.71\% | 5 | 0.34\% | 1 | 32.19\% | 94 | 292 |

## Q14 - Please rate your experience/opinion concerning the Tutoring

## Center.

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Overall quality of the Tutoring Center | 35.96\% | 105 | 22.60\% | 66 | 2.05\% | 6 | 0.68\% | 2 | 38.70\% | 113 | 292 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 36.30\% | 106 | 21.92\% | 64 | 1.37\% | 4 | 1.37\% | 4 | 39.04\% | 114 | 292 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 37.67\% | 110 | 22.60\% | 66 | 1.71\% | 5 | 1.03\% | 3 | 36.99\% | 108 | 292 |

## 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 | 5.00 | 1.67 | 1.01 | 1.02 | 291 |
| 2 | Class size | 1.00 | 5.00 | 1.77 | 1.11 | 1.23 | 291 |
| 3 | Grading / <br> Testing | 1.00 | 5.00 | 1.65 | 0.81 | 0.66 | 291 |
| 4 | Availability of courses needed | 1.00 | 5.00 | 1.66 | 0.93 | 0.86 | 291 |
| 5 | Quality of equipment in classes and labs | 1.00 | 5.00 | 2.39 | 1.61 | 2.60 | 291 |
| 6 | Quantity of equipment in classes and labs | 1.00 | 5.00 | 2.40 | 1.60 | 2.57 | 291 |

## 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 | 2.63 | 1.71 | 2.93 | 291 |
| 8 | Overall enthusiasm and knowledge of instructors | 1.00 | 5.00 | 1.60 | 0.84 | 0.70 | 291 |
| 9 | Instructors show interest in students' success | 1.00 | 5.00 | 1.57 | 0.80 | 0.64 | 291 |
| 10 | Overall quality of instruction | 1.00 | 5.00 | 1.55 | 0.77 | 0.60 | 291 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Content of courses in major | 53.95\% | 157 | 38.49\% | 112 | 0.69\% | 2 | 0.69\% | 2 | 6.19\% | 18 | 291 |
| 2 | Class size | 50.17\% | 146 | 40.21\% | 117 | 1.03\% | 3 | 0.00\% | 0 | 8.59\% | 25 | 291 |
| 3 | Grading / <br> Testing | 47.77\% | 139 | 45.36\% | 132 | 3.09\% | 9 | 1.37\% | 4 | 2.41\% | 7 | 291 |
| 4 | Availability of courses needed | 51.55\% | 150 | 41.24\% | 120 | 1.72\% | 5 | 1.03\% | 3 | 4.47\% | 13 | 291 |
| 5 | Quality of equipment in classes and labs | 41.24\% | 120 | 30.24\% | 88 | 2.41\% | 7 | 0.69\% | 2 | 25.43\% | 74 | 291 |
| 6 | Quantity of equipment in classes and labs | 40.21\% | 117 | 30.93\% | 90 | 2.75\% | 8 | 1.03\% | 3 | 25.09\% | 73 | 291 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very P |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | Helpfulness of lab assistants | 37.11\% | 108 | 28.18\% | 82 | 1.72\% | 5 | 0.69\% | 2 | 32.30\% | 94 | 291 |
| 8 | Overall enthusiasm and knowledge of instructors | 53.26\% | 155 | 39.18\% | 114 | 4.47\% | 13 | 0.00\% | 0 | 3.09\% | 9 | 291 |
| 9 | Instructors show interest in students' success | 55.67\% | 162 | 37.11\% | 108 | 4.47\% | 13 | 0.34\% | 1 | 2.41\% | 7 | 291 |
| 10 | Overall quality of instruction | 55.67\% | 162 | 37.80\% | 110 | 4.12\% | 12 | 0.34\% | 1 | 2.06\% | 6 | 291 |

## 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/Frien dliness of other faculty on campus | 1.00 | 5.00 | 2.01 | 1.44 | 2.07 | 291 |
| 2 | Attitude/Frien dliness of Staff (Non-teaching) on campus | 1.00 | 5.00 | 2.01 | 1.43 | 2.06 | 291 |
| 3 | Campus accessibility | 1.00 | 5.00 | 2.00 | 1.42 | 2.03 | 291 |
| 4 | Campus outdoor lighting | 1.00 | 5.00 | 2.23 | 1.58 | 2.50 | 291 |
| 5 | Campus safety and security | 1.00 | 5.00 | 2.15 | 1.52 | 2.31 | 291 |

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 | 2.25 | 1.58 | 2.49 | 291 |
| 7 | Classroom space for learning | 1.00 | 5.00 | 2.26 | 1.58 | 2.51 | 291 |
| 8 | Condition <br> s of buildings | 1.00 | 5.00 | 2.19 | 1.50 | 2.26 | 291 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Attitude/Frien dliness of other faculty on campus | 51.20\% | 149 | 30.58\% | 89 | 1.03\% | 3 | 0.00\% | 0 | 17.18\% | 50 | 291 |
| 2 | Attitude/Frien dliness of Staff (Nonteaching) on campus | 51.55\% | 150 | 29.90\% | 87 | 1.37\% | 4 | 0.34\% | 1 | 16.84\% | 49 | 291 |
| 3 | Campus accessibility | 51.55\% | 150 | 30.24\% | 88 | 1.37\% | 4 | 0.34\% | 1 | 16.49\% | 48 | 291 |
| 4 | Campus outdoor lighting | 46.74\% | 136 | 29.21\% | 85 | 1.03\% | 3 | 0.00\% | 0 | 23.02\% | 67 | 291 |
| 5 | Campus safety and security | 47.08\% | 137 | 31.96\% | 93 | 0.34\% | 1 | 0.00\% | 0 | 20.62\% | 60 | 291 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very Poor |  | Does Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Classroom appearance | 45.70\% | 133 | 29.55\% | 86 | 1.37\% | 4 | 0.34\% | 1 | 23.02\% | 67 | 291 |
| 7 | Classroom space for learning | 45.70\% | 133 | 29.55\% | 86 | 1.37\% | 4 | 0.00\% | 0 | 23.37\% | 68 | 291 |
| 8 | Conditions of buildings | 45.02\% | 131 | 31.62\% | 92 | 2.41\% | 7 | 1.37\% | 4 | 19.59\% | 57 | 291 |

Q10 - Please rank overall satisfaction with activities and events offered on campus.

| $\#$ | Field | Minimum | Maximum | Mean | Std <br> Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | Click to <br> write <br> Choice 1 | 1.00 | 5.00 | 4.32 | 0.95 | 0.90 | 253 |

