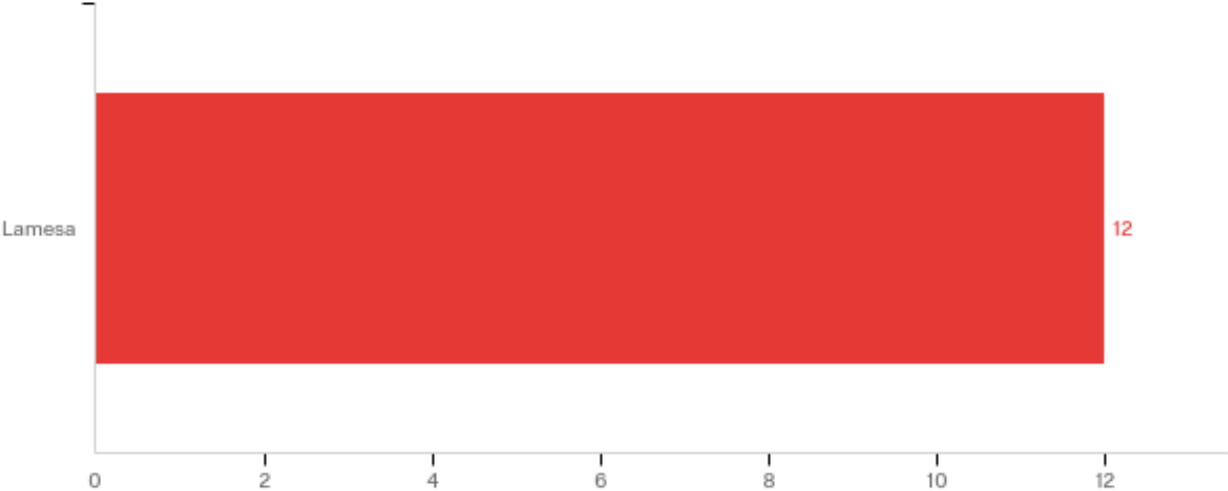


Lamesa

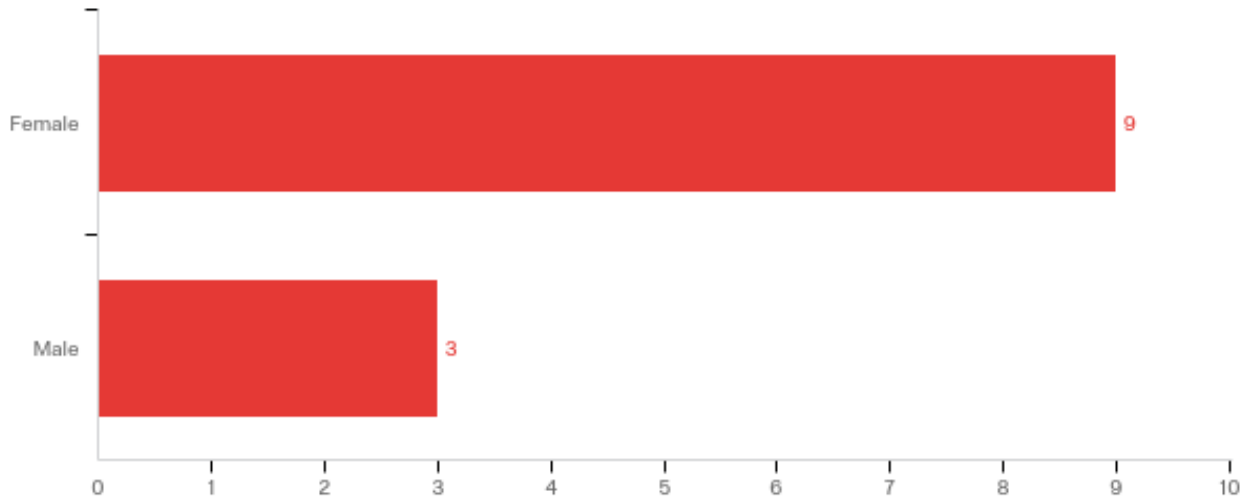
Student Satisfaction Survey - Fall 2017

HC



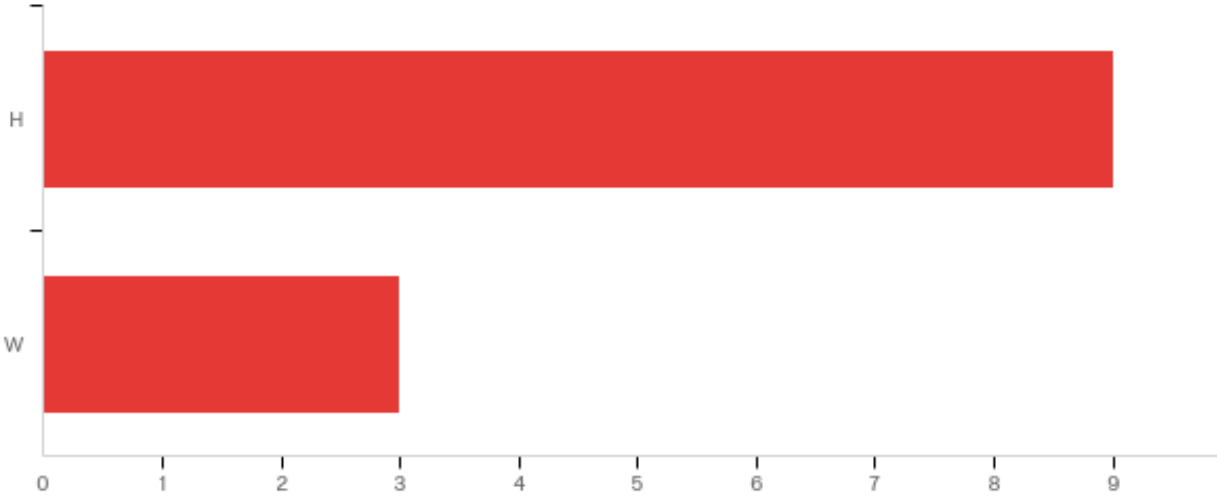
Answer	%	Count
Lamesa	100.00%	12
Total	100%	12

Sex



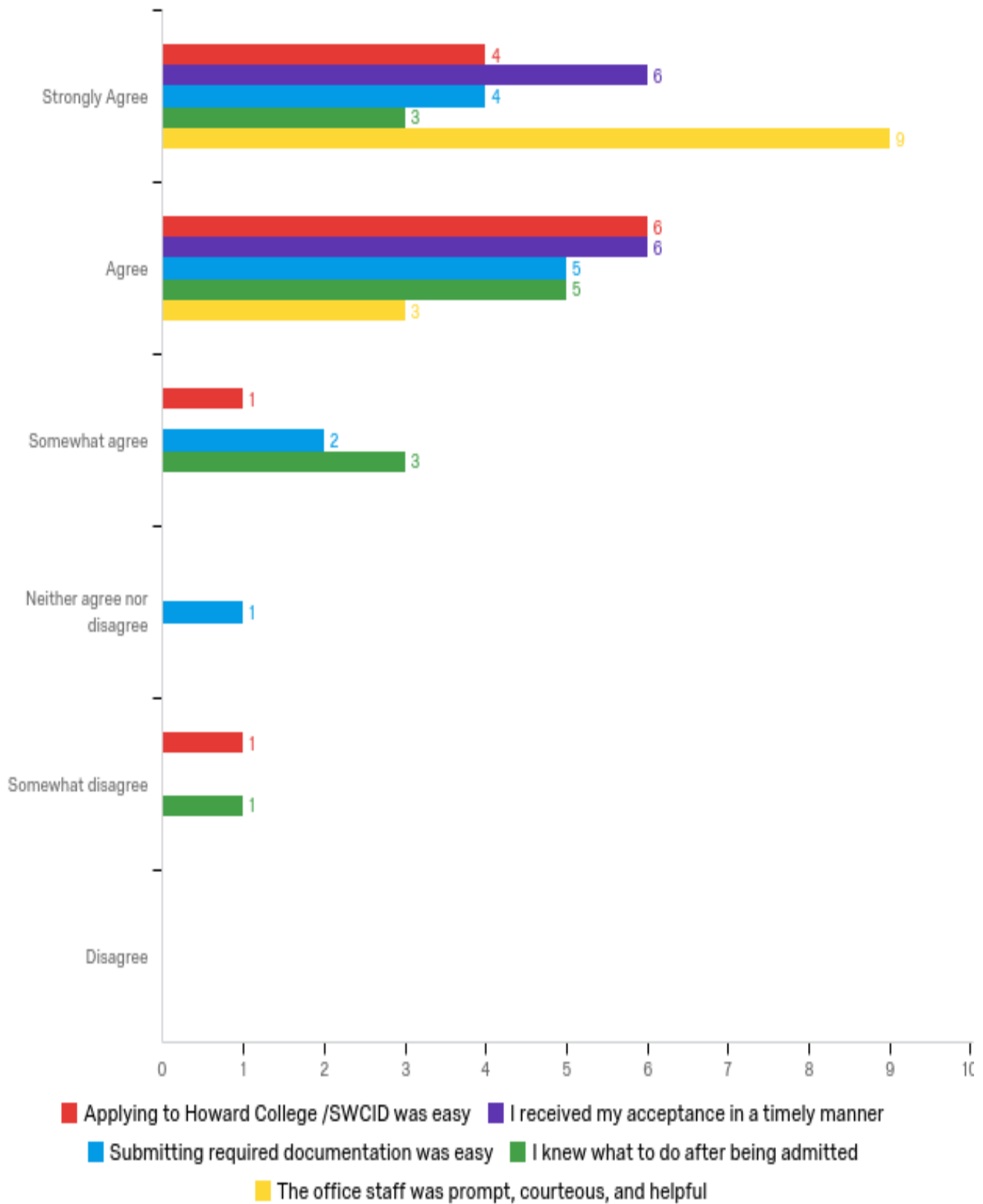
Answer	%	Count
Female	75.00%	9
Male	25.00%	3
Total	100%	12

Ethnicity



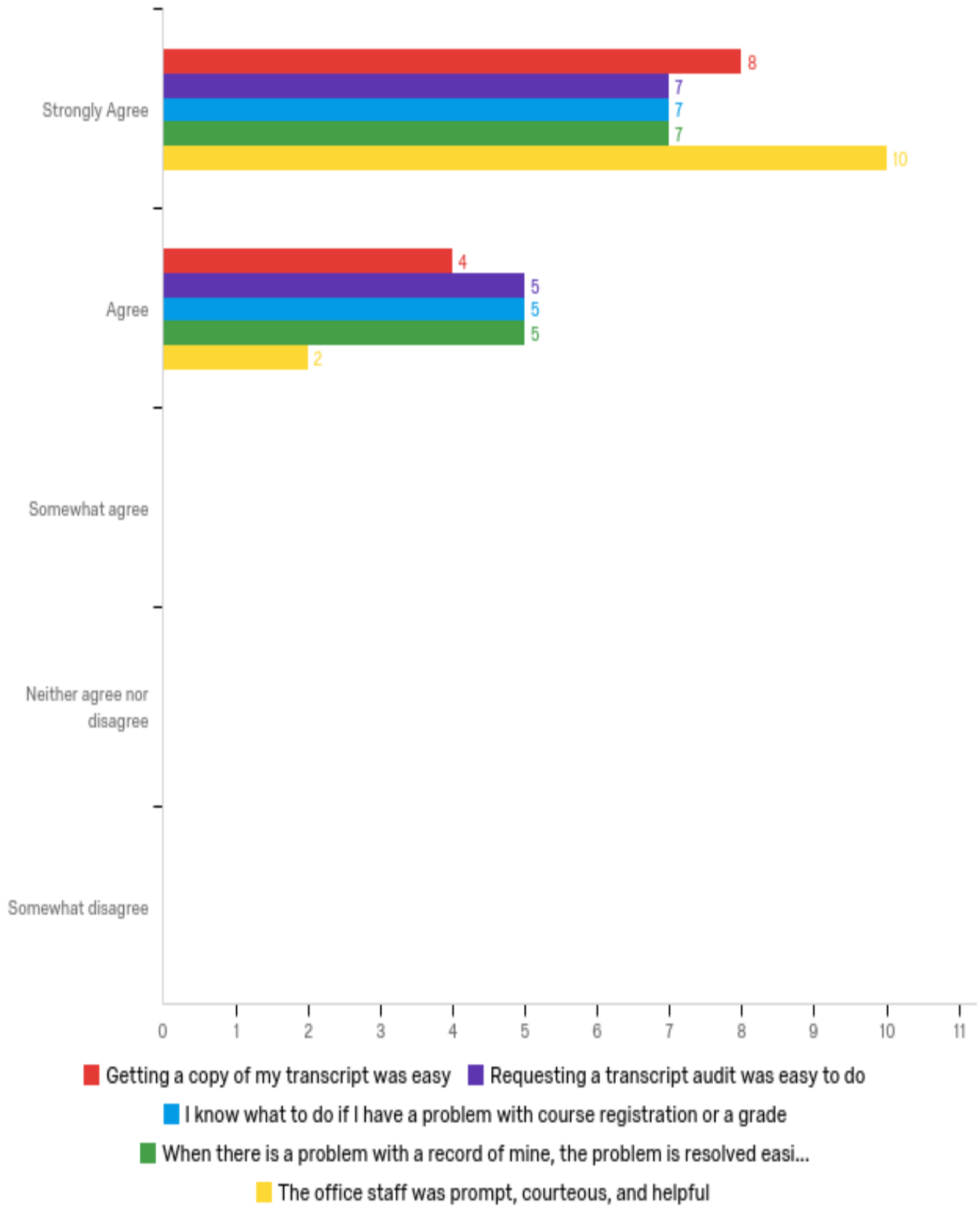
Answer	%	Count
Hispanic	75.00%	9
White	25.00%	3
Total	100%	12

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



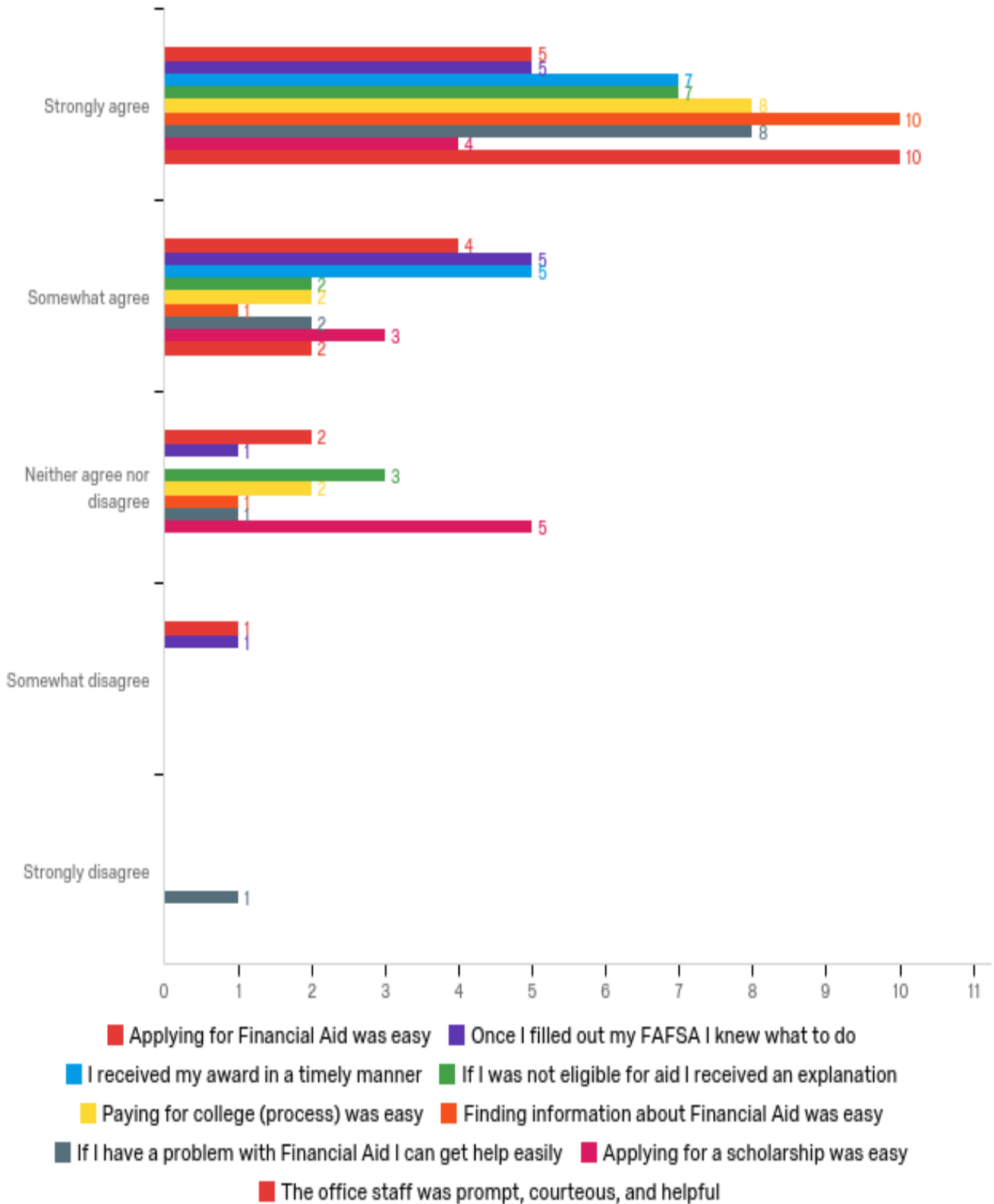
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCID was easy	33.33%	4	50.00%	6	8.33%	1	0.00%	0	8.33%	1	0.00%	0	12
2	I received my acceptance in a timely manner	50.00%	6	50.00%	6	0.00%	0	0.00%	0	0.00%	0	0.00%	0	12
3	Submitting required documentation was easy	33.33%	4	41.67%	5	16.67%	2	8.33%	1	0.00%	0	0.00%	0	12
4	I knew what to do after being admitted	25.00%	3	41.67%	5	25.00%	3	0.00%	0	8.33%	1	0.00%	0	12
5	The office staff was prompt, courteous, and helpful	75.00%	9	25.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	12

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



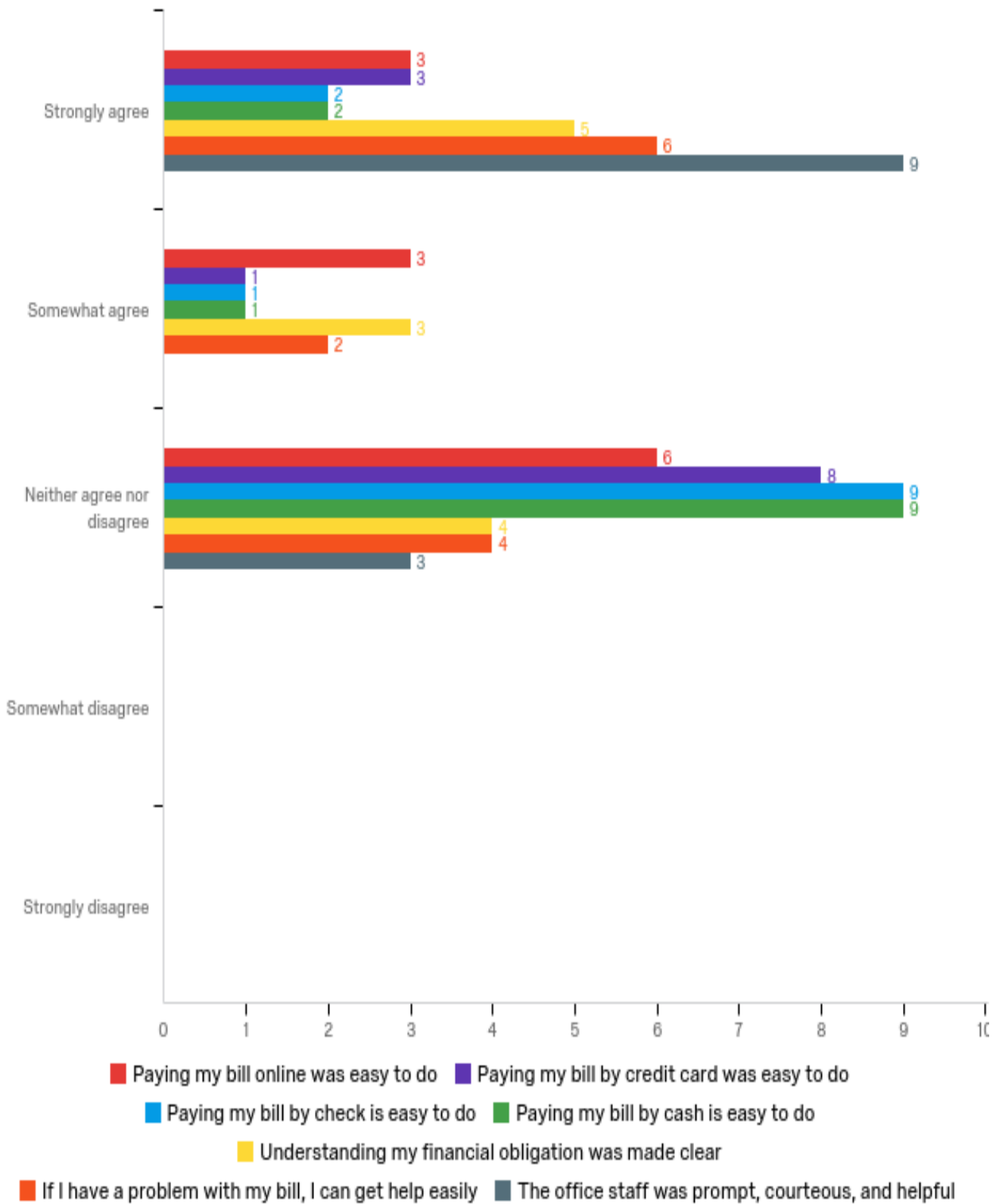
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	66.67%	8	33.33%	4	0.00%	0	0.00%	0	0.00%	0	12
2	Requesting a transcript audit was easy to do	58.33%	7	41.67%	5	0.00%	0	0.00%	0	0.00%	0	12
3	I know what to do if I have a problem with course registration or a grade	58.33%	7	41.67%	5	0.00%	0	0.00%	0	0.00%	0	12
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	58.33%	7	41.67%	5	0.00%	0	0.00%	0	0.00%	0	12
5	The office staff was prompt, courteous, and helpful	83.33%	10	16.67%	2	0.00%	0	0.00%	0	0.00%	0	12

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



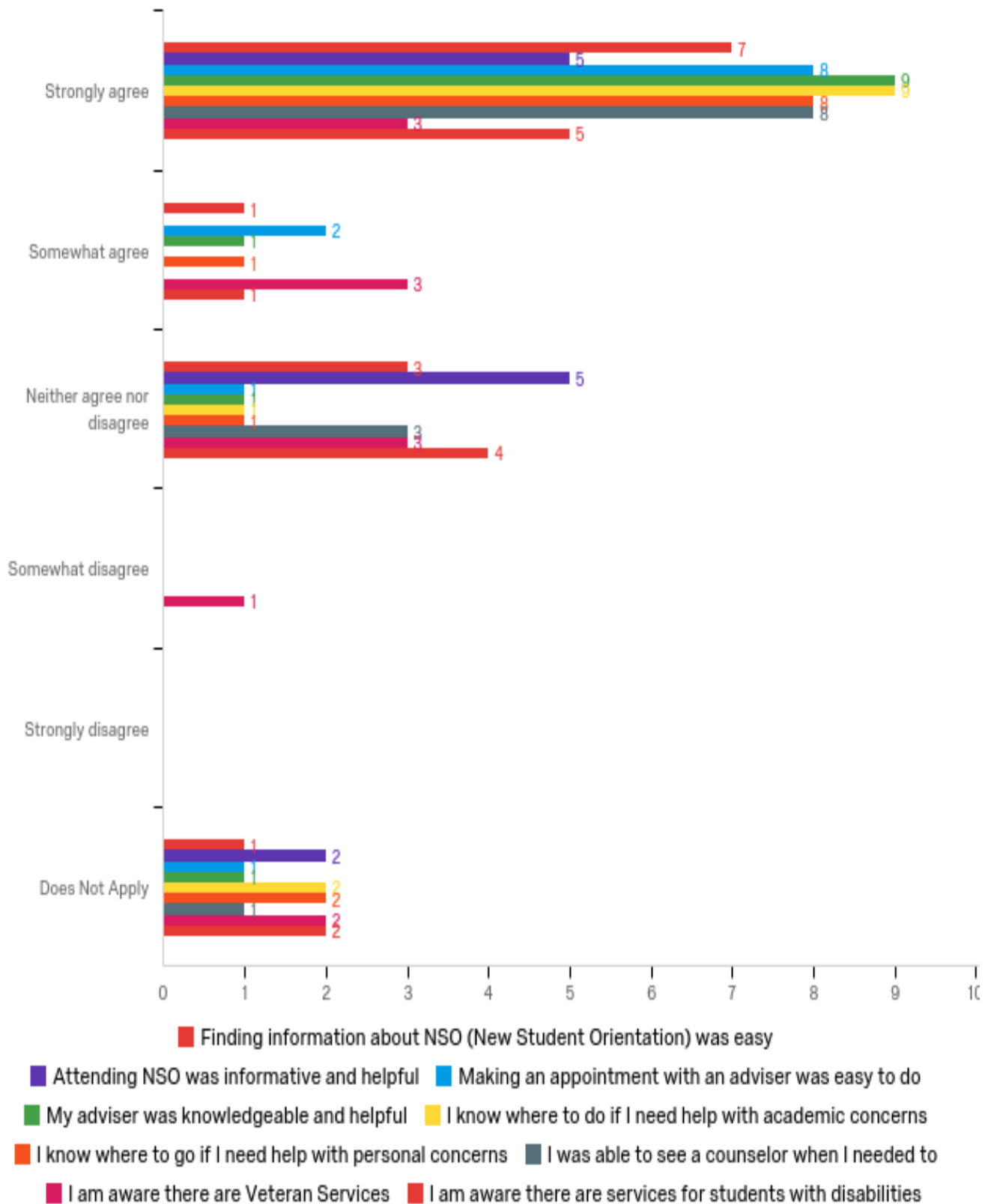
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	41.67%	5	33.33%	4	16.67%	2	8.33%	1	0.00%	0	12
2	Once I filled out my FAFSA I knew what to do	41.67%	5	41.67%	5	8.33%	1	8.33%	1	0.00%	0	12
3	I received my award in a timely manner	58.33%	7	41.67%	5	0.00%	0	0.00%	0	0.00%	0	12
4	If I was not eligible for aid I received an explanation	58.33%	7	16.67%	2	25.00%	3	0.00%	0	0.00%	0	12
5	Paying for college (process) was easy	66.67%	8	16.67%	2	16.67%	2	0.00%	0	0.00%	0	12
6	Finding information about Financial Aid was easy	83.33%	10	8.33%	1	8.33%	1	0.00%	0	0.00%	0	12
7	If I have a problem with Financial Aid I can get help easily	66.67%	8	16.67%	2	8.33%	1	0.00%	0	8.33%	1	12
8	Applying for a scholarship was easy	33.33%	4	25.00%	3	41.67%	5	0.00%	0	0.00%	0	12
9	The office staff was prompt, courteous, and helpful	83.33%	10	16.67%	2	0.00%	0	0.00%	0	0.00%	0	12

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



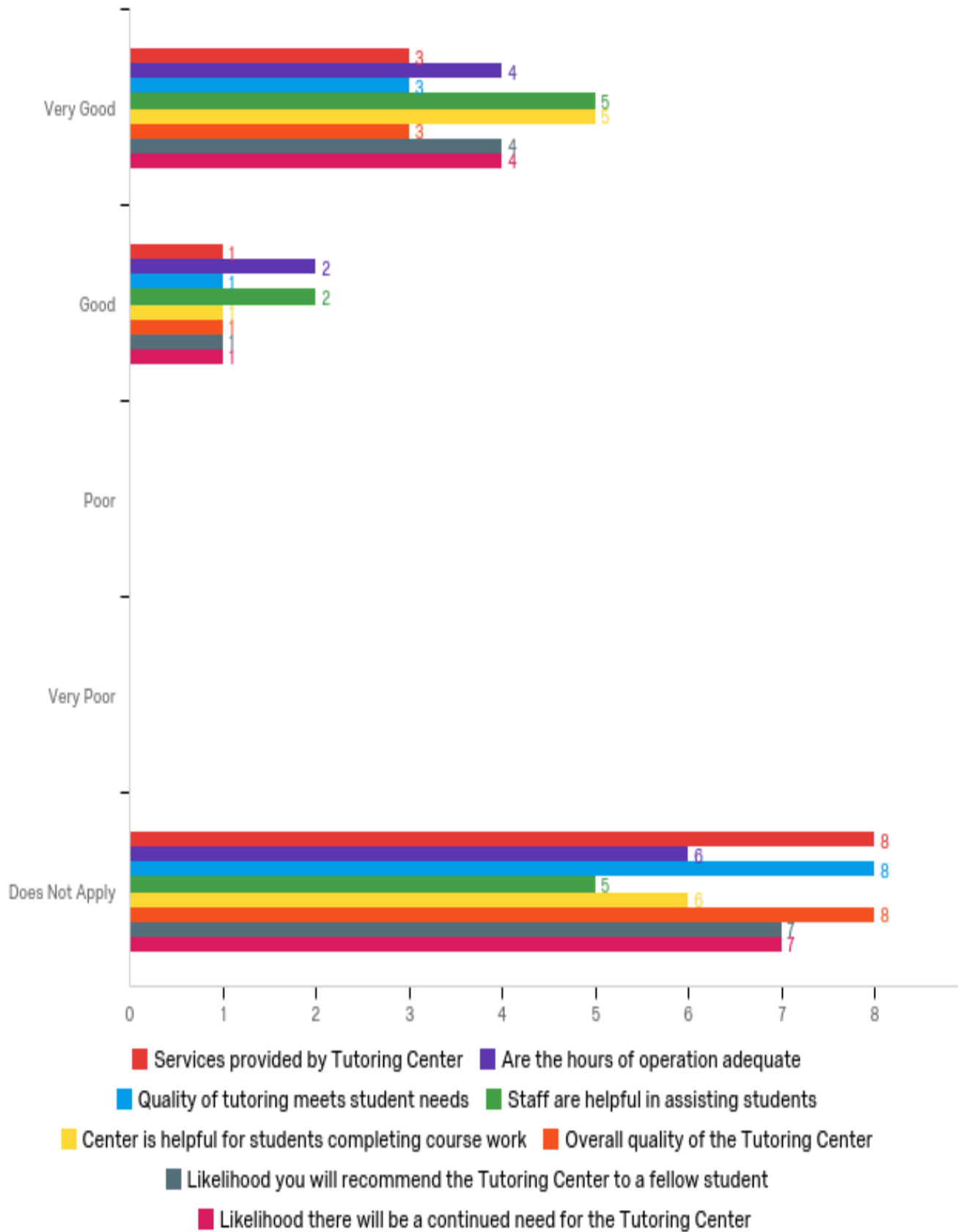
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	25.00%	3	25.00%	3	50.00%	6	0.00%	0	0.00%	0	12
2	Paying my bill by credit card was easy to do	25.00%	3	8.33%	1	66.67%	8	0.00%	0	0.00%	0	12
3	Paying my bill by check is easy to do	16.67%	2	8.33%	1	75.00%	9	0.00%	0	0.00%	0	12
4	Paying my bill by cash is easy to do	16.67%	2	8.33%	1	75.00%	9	0.00%	0	0.00%	0	12
5	Understanding my financial obligation was made clear	41.67%	5	25.00%	3	33.33%	4	0.00%	0	0.00%	0	12
6	If I have a problem with my bill, I can get help easily	50.00%	6	16.67%	2	33.33%	4	0.00%	0	0.00%	0	12
7	The office staff was prompt, courteous, and helpful	75.00%	9	0.00%	0	25.00%	3	0.00%	0	0.00%	0	12

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



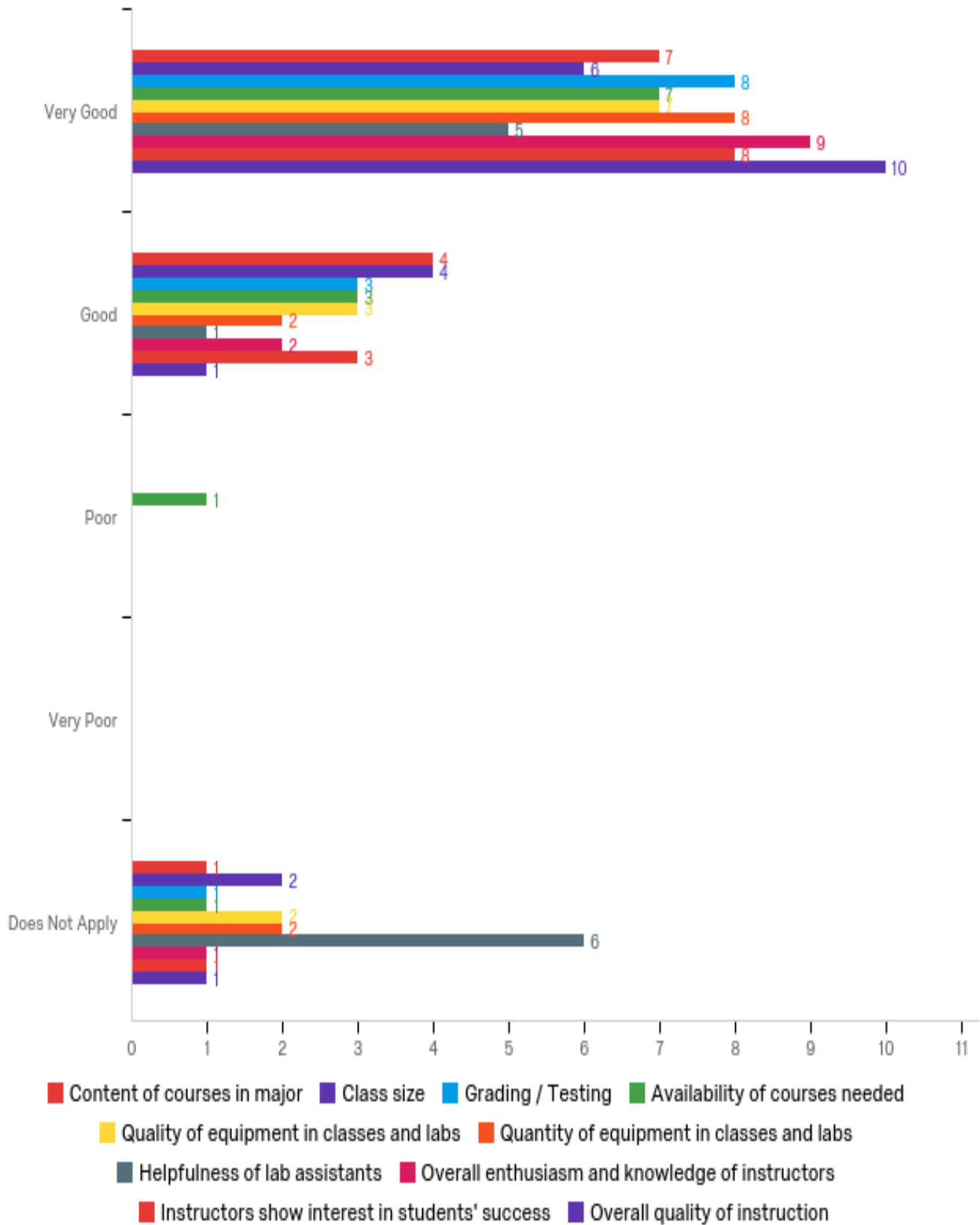
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	58.33%	7	8.33%	1	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
2	Attending NSO was informative and helpful	41.67%	5	0.00%	0	41.67%	5	0.00%	0	0.00%	0	16.67%	2	12
3	Making an appointment with an adviser was easy to do	66.67%	8	16.67%	2	8.33%	1	0.00%	0	0.00%	0	8.33%	1	12
4	My adviser was knowledgeable and helpful	75.00%	9	8.33%	1	8.33%	1	0.00%	0	0.00%	0	8.33%	1	12
5	I know where to do if I need help with academic concerns	75.00%	9	0.00%	0	8.33%	1	0.00%	0	0.00%	0	16.67%	2	12
6	I know where to go if I need help with personal concerns	66.67%	8	8.33%	1	8.33%	1	0.00%	0	0.00%	0	16.67%	2	12
7	I was able to see a counselor when I needed to	66.67%	8	0.00%	0	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
8	I am aware there are Veteran Services	25.00%	3	25.00%	3	25.00%	3	8.33%	1	0.00%	0	16.67%	2	12
9	I am aware there are services for students with disabilities	41.67%	5	8.33%	1	33.33%	4	0.00%	0	0.00%	0	16.67%	2	12

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



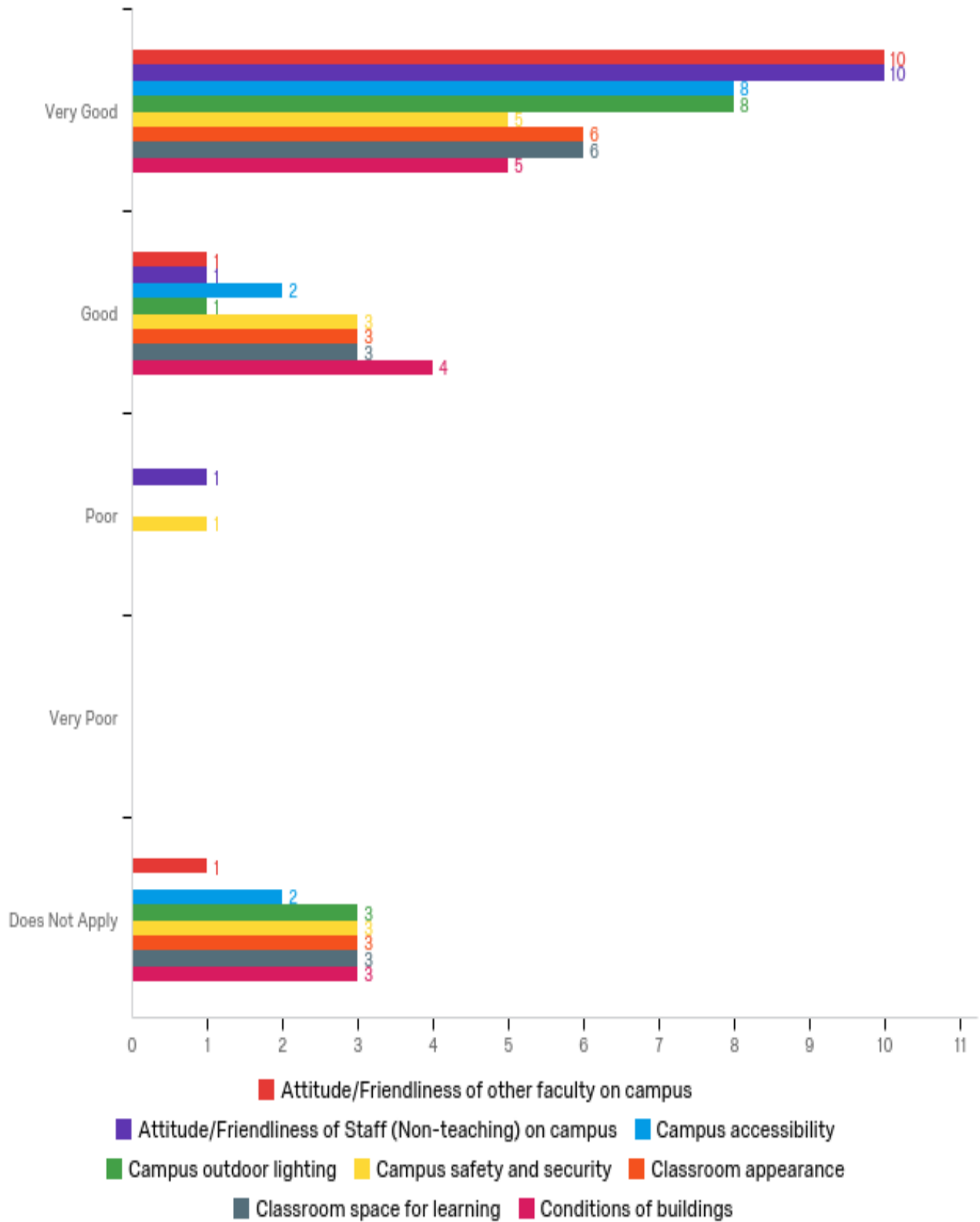
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	25.00%	3	8.33%	1	0.00%	0	0.00%	0	66.67%	8	12
2	Are the hours of operation adequate	33.33%	4	16.67%	2	0.00%	0	0.00%	0	50.00%	6	12
3	Quality of tutoring meets student needs	25.00%	3	8.33%	1	0.00%	0	0.00%	0	66.67%	8	12
4	Staff are helpful in assisting students	41.67%	5	16.67%	2	0.00%	0	0.00%	0	41.67%	5	12
5	Center is helpful for students completing course work	41.67%	5	8.33%	1	0.00%	0	0.00%	0	50.00%	6	12
6	Overall quality of the Tutoring Center	25.00%	3	8.33%	1	0.00%	0	0.00%	0	66.67%	8	12
7	Likelihood you will recommend the Tutoring Center to a fellow student	33.33%	4	8.33%	1	0.00%	0	0.00%	0	58.33%	7	12
8	Likelihood there will be a continued need for the Tutoring Center	33.33%	4	8.33%	1	0.00%	0	0.00%	0	58.33%	7	12

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



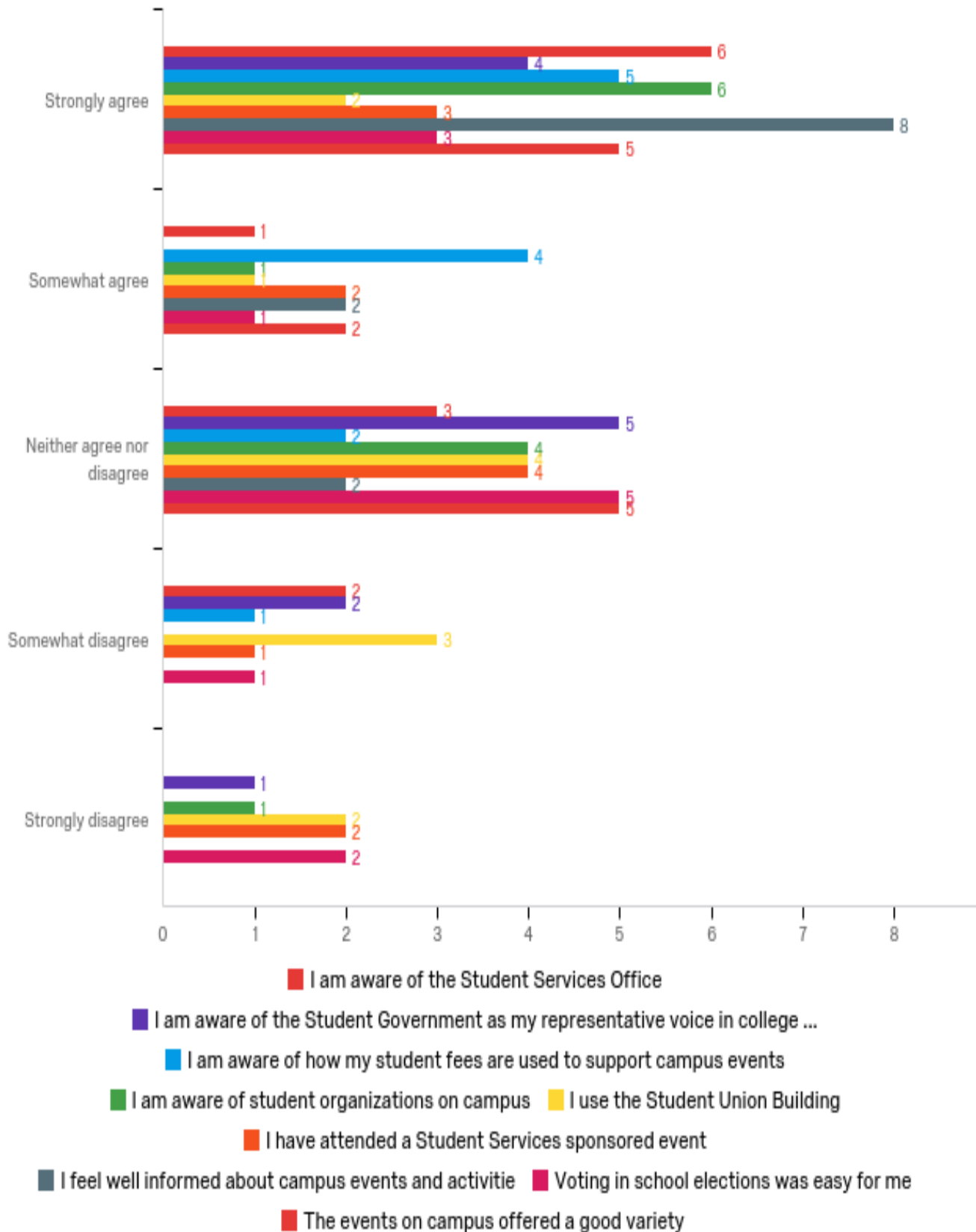
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	58.33%	7	33.33%	4	0.00%	0	0.00%	0	8.33%	1	12
2	Class size	50.00%	6	33.33%	4	0.00%	0	0.00%	0	16.67%	2	12
3	Grading / Testing	66.67%	8	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
4	Availability of courses needed	58.33%	7	25.00%	3	8.33%	1	0.00%	0	8.33%	1	12
6	Quality of equipment in classes and labs	58.33%	7	25.00%	3	0.00%	0	0.00%	0	16.67%	2	12
7	Quantity of equipment in classes and labs	66.67%	8	16.67%	2	0.00%	0	0.00%	0	16.67%	2	12
9	Helpfulness of lab assistants	41.67%	5	8.33%	1	0.00%	0	0.00%	0	50.00%	6	12
10	Overall enthusiasm and knowledge of instructors	75.00%	9	16.67%	2	0.00%	0	0.00%	0	8.33%	1	12
11	Instructors show interest in students' success	66.67%	8	25.00%	3	0.00%	0	0.00%	0	8.33%	1	12
12	Overall quality of instruction	83.33%	10	8.33%	1	0.00%	0	0.00%	0	8.33%	1	12

8. Please evaluate the following items relating to the campus



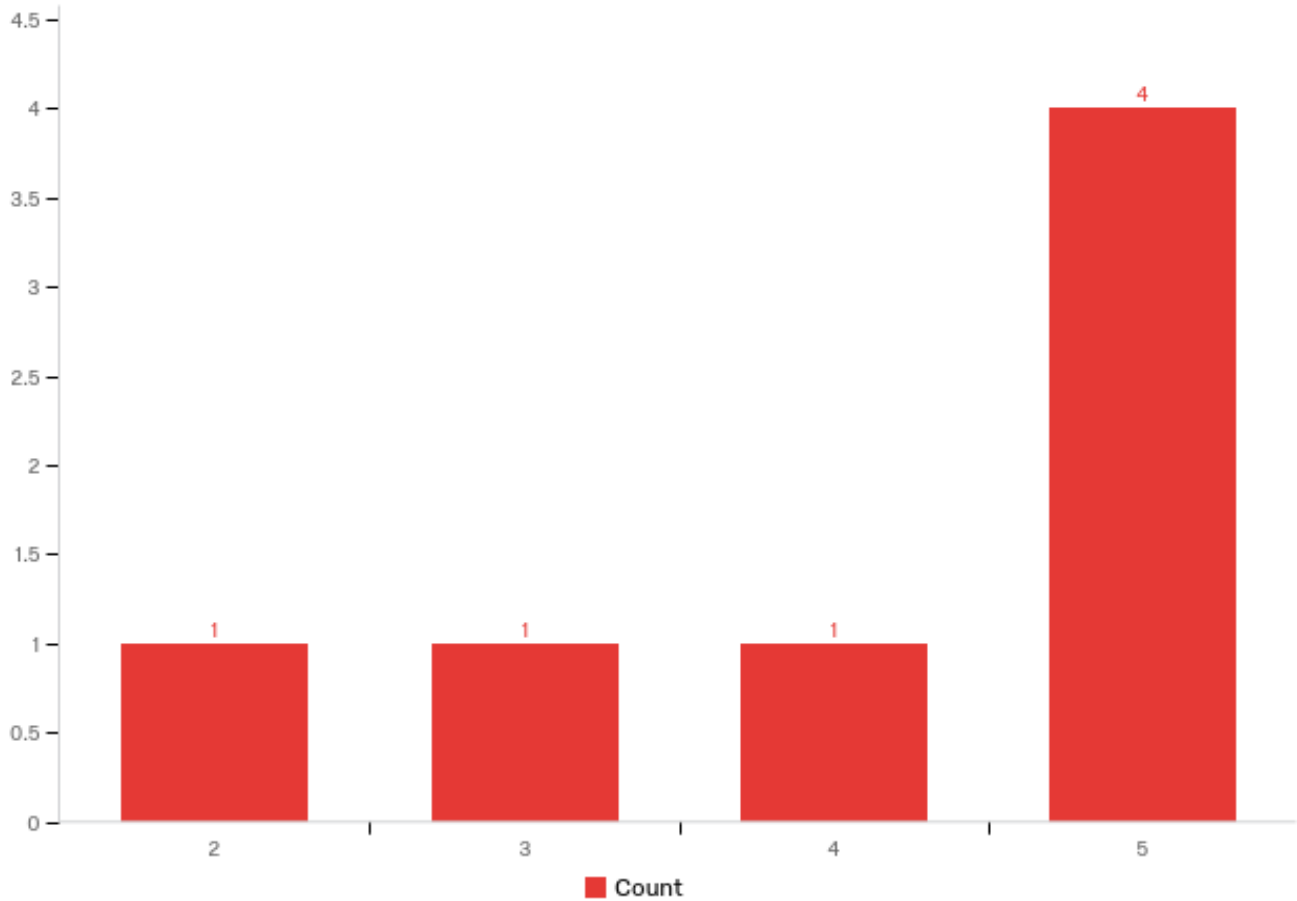
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Friendliness of other faculty on campus	83.33%	10	8.33%	1	0.00%	0	0.00%	0	8.33%	1	12
2	Attitude/Friendliness of Staff (Non-teaching) on campus	83.33%	10	8.33%	1	8.33%	1	0.00%	0	0.00%	0	12
3	Campus accessibility	66.67%	8	16.67%	2	0.00%	0	0.00%	0	16.67%	2	12
4	Campus outdoor lighting	66.67%	8	8.33%	1	0.00%	0	0.00%	0	25.00%	3	12
5	Campus safety and security	41.67%	5	25.00%	3	8.33%	1	0.00%	0	25.00%	3	12
6	Classroom appearance	50.00%	6	25.00%	3	0.00%	0	0.00%	0	25.00%	3	12
7	Classroom space for learning	50.00%	6	25.00%	3	0.00%	0	0.00%	0	25.00%	3	12
8	Conditions of buildings	41.67%	5	33.33%	4	0.00%	0	0.00%	0	25.00%	3	12

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



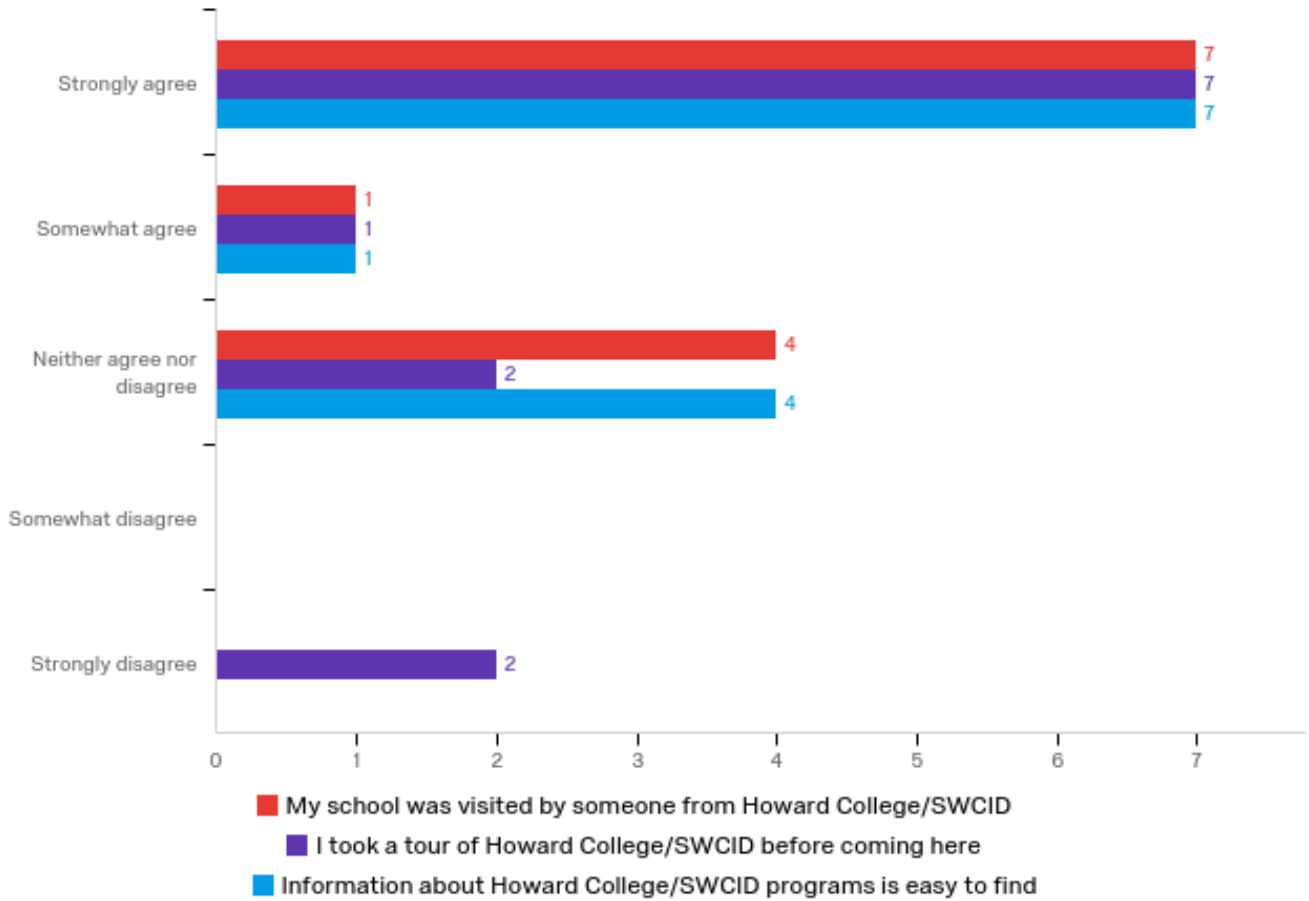
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	50.00%	6	8.33%	1	25.00%	3	16.67%	2	0.00%	0	12
2	I am aware of the Student Government as my representative voice in college affairs	33.33%	4	0.00%	0	41.67%	5	16.67%	2	8.33%	1	12
3	I am aware of how my student fees are used to support campus events	41.67%	5	33.33%	4	16.67%	2	8.33%	1	0.00%	0	12
4	I am aware of student organizations on campus	50.00%	6	8.33%	1	33.33%	4	0.00%	0	8.33%	1	12
5	I use the Student Union Building	16.67%	2	8.33%	1	33.33%	4	25.00%	3	16.67%	2	12
6	I have attended a Student Services sponsored event	25.00%	3	16.67%	2	33.33%	4	8.33%	1	16.67%	2	12
7	I feel well informed about campus events and activities	66.67%	8	16.67%	2	16.67%	2	0.00%	0	0.00%	0	12
8	Voting in school elections was easy for me	25.00%	3	8.33%	1	41.67%	5	8.33%	1	16.67%	2	12
9	The events on campus offered a good variety	41.67%	5	16.67%	2	41.67%	5	0.00%	0	0.00%	0	12

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



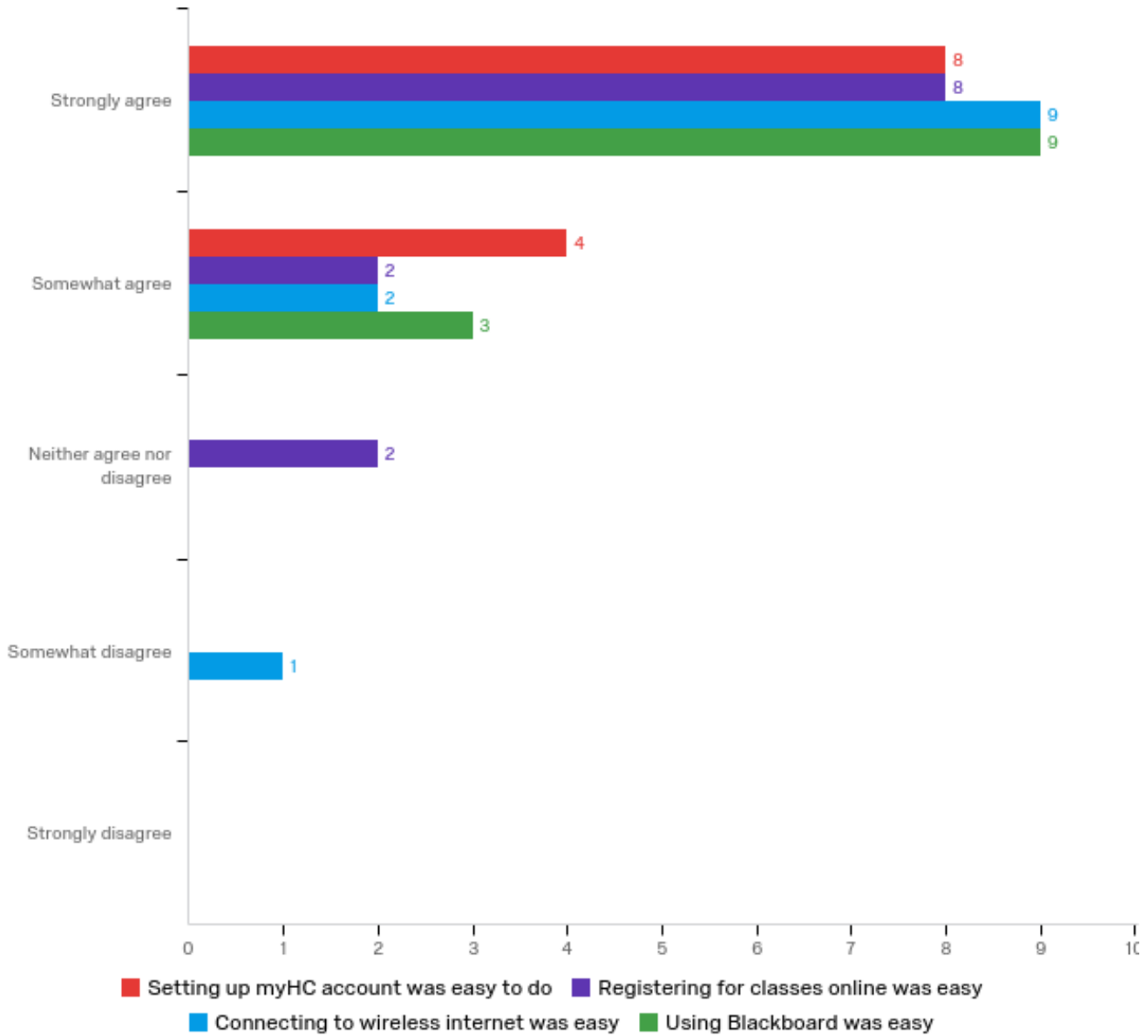
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Click to write Choice 1	2.00	5.00	4.14	1.12	1.27	7

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



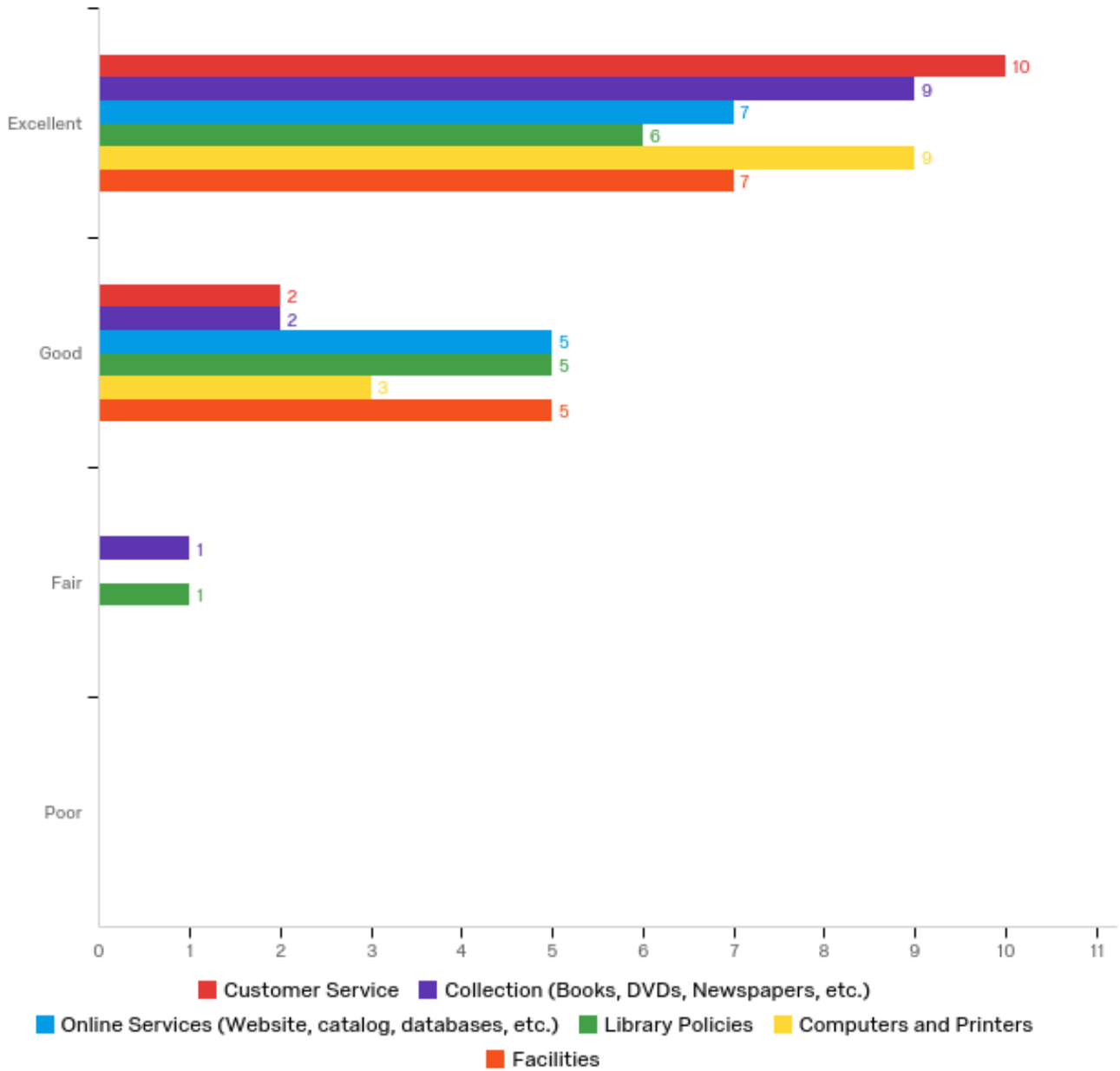
#	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
1	My school was visited by someone from Howard College/SWCID	58.33% 7	8.33% 1	33.33% 4	0.00% 0	0.00% 0	12
2	I took a tour of Howard College/SWCID before coming here	58.33% 7	8.33% 1	16.67% 2	0.00% 0	16.67% 2	12
3	Information about Howard College/SWCID programs is easy to find	58.33% 7	8.33% 1	33.33% 4	0.00% 0	0.00% 0	12

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	66.67% 8	33.33% 4	0.00% 0	0.00% 0	0.00% 0	12
2	Registering for classes online was easy	66.67% 8	16.67% 2	16.67% 2	0.00% 0	0.00% 0	12
3	Connecting to wireless internet was easy	75.00% 9	16.67% 2	0.00% 0	8.33% 1	0.00% 0	12
4	Using Blackboard was easy	75.00% 9	25.00% 3	0.00% 0	0.00% 0	0.00% 0	12

13. Please rate each of the following library services



#	Question	Excellent	Good	Fair	Poor	Total
1	Customer Service	83.33% 10	16.67% 2	0.00% 0	0.00% 0	12
2	Collection (Books, DVDs, Newspapers, etc.)	75.00% 9	16.67% 2	8.33% 1	0.00% 0	12
3	Online Services (Website, catalog, databases, etc.)	58.33% 7	41.67% 5	0.00% 0	0.00% 0	12
4	Library Policies	50.00% 6	41.67% 5	8.33% 1	0.00% 0	12
5	Computers and Printers	75.00% 9	25.00% 3	0.00% 0	0.00% 0	12
6	Facilities	58.33% 7	41.67% 5	0.00% 0	0.00% 0	12