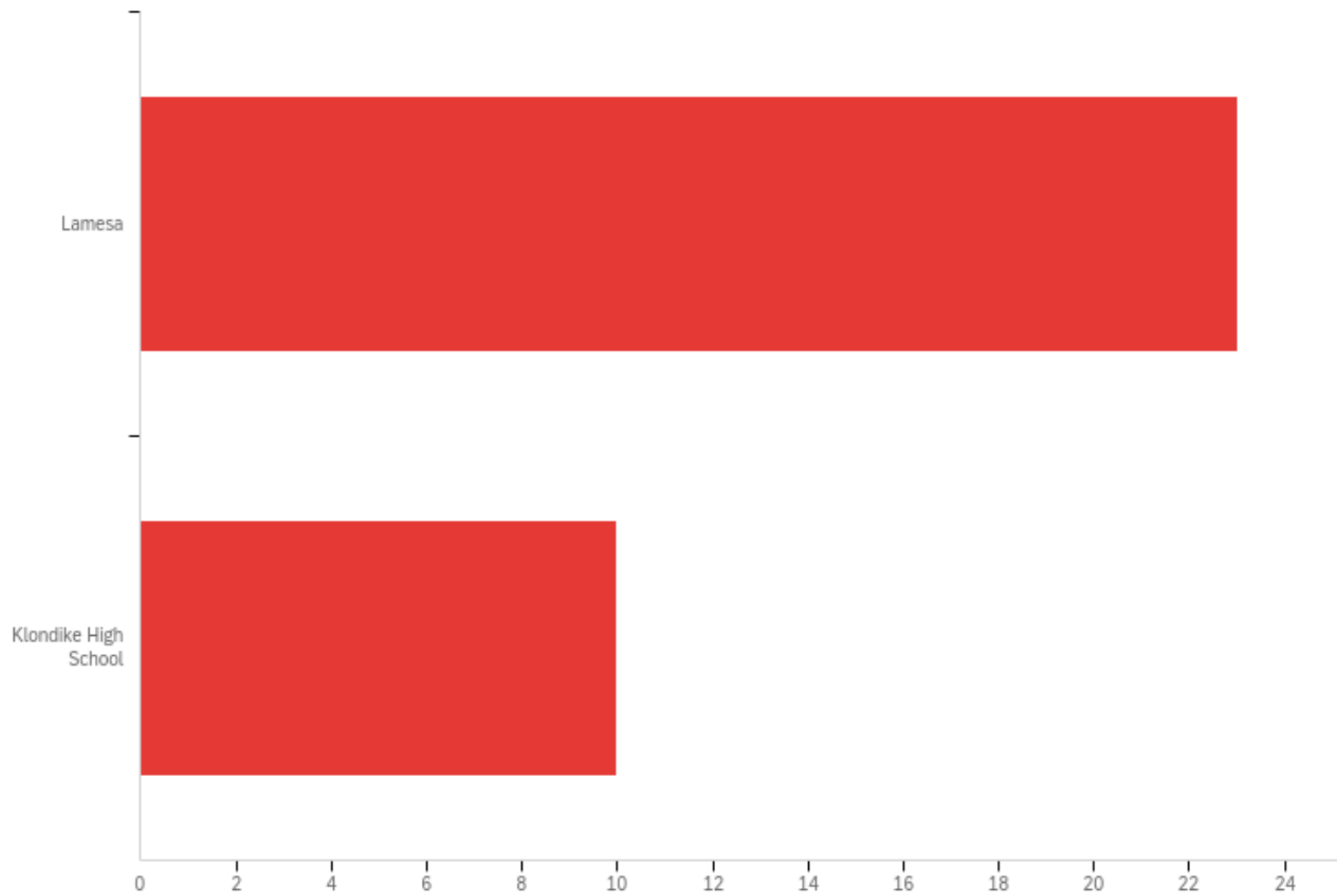


# Student Satisfaction Survey - Fall 2019

Lamesa

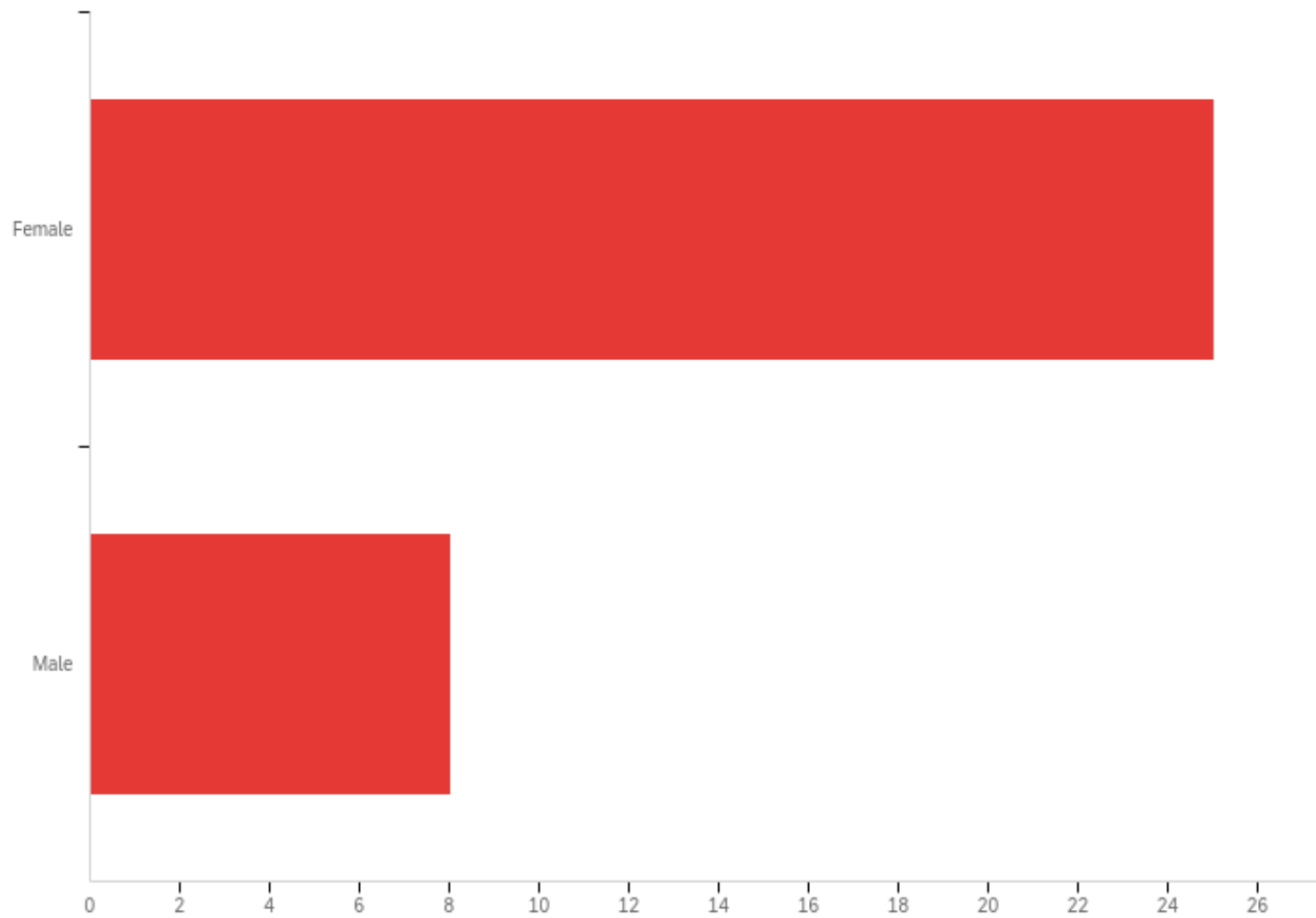
HC



HC

#	Answer	%	Count
1	Lamesa	69.70%	23
2	Klondike High School	30.30%	10
	Total	100%	33

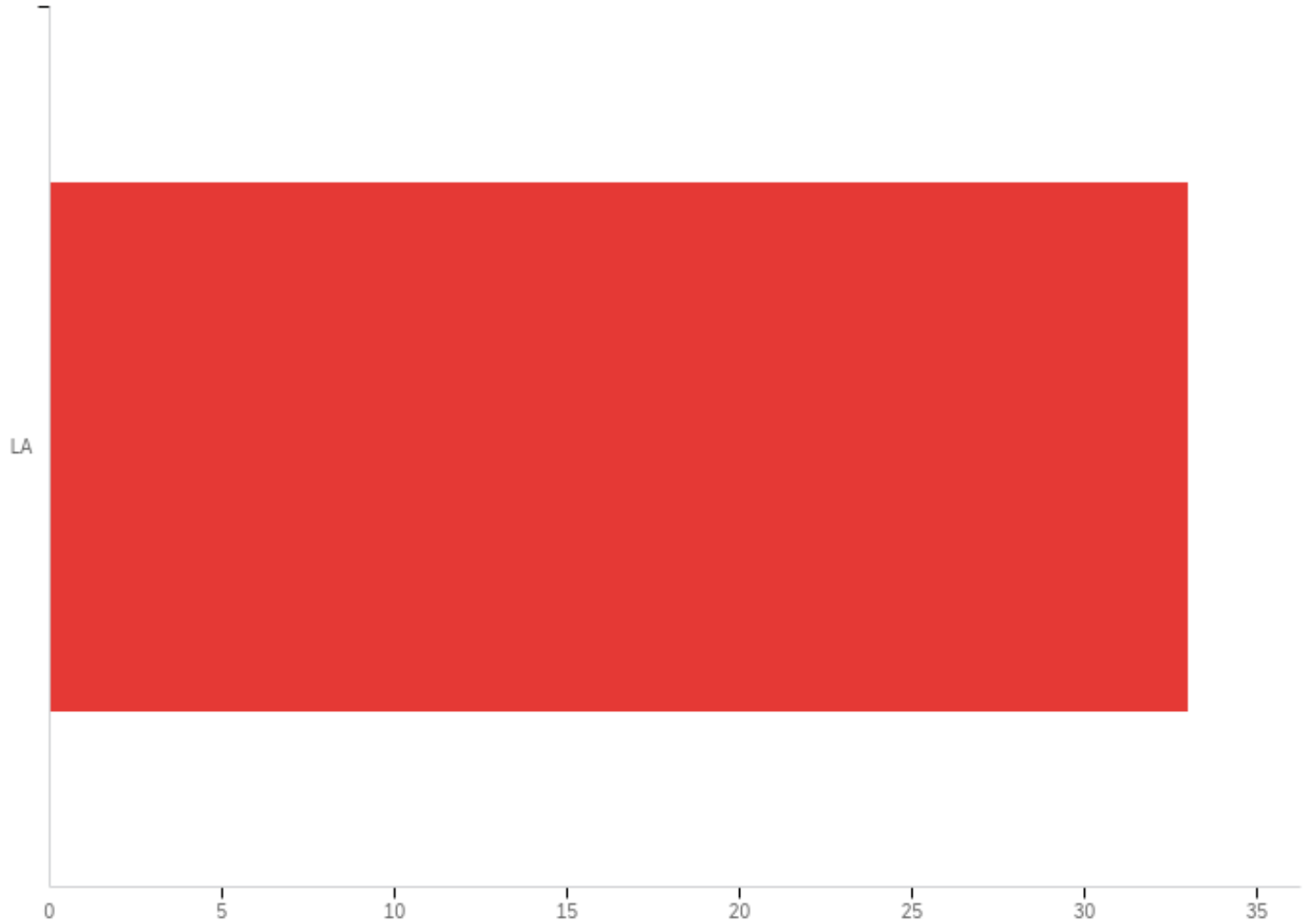
# Sex



# Sex

#	Answer	%	Count
1	Female	75.76%	25
2	Male	24.24%	8
	Total	100%	33

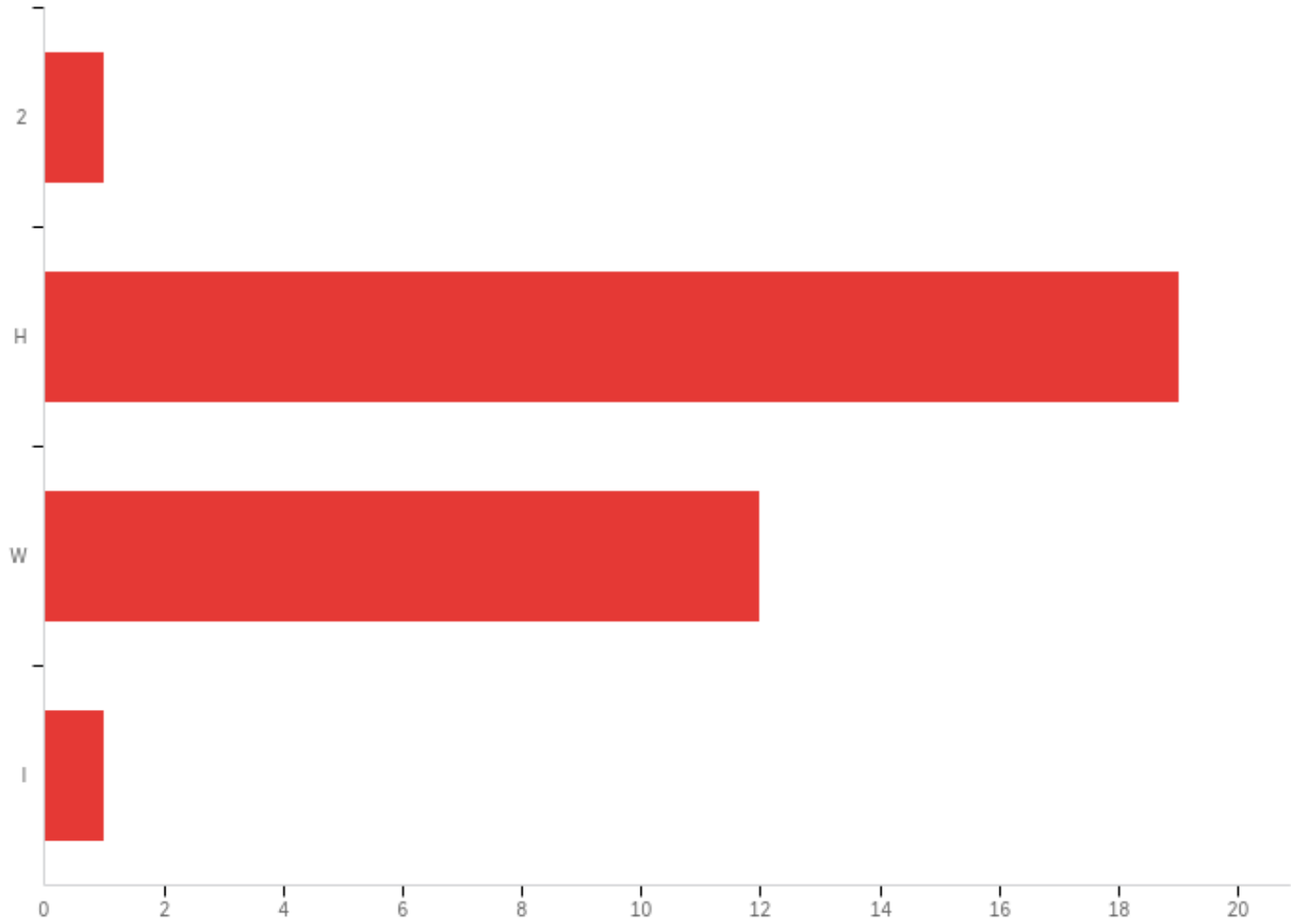
# CampusGroup



# CampusGroup

#	Answer	%	Count
1	LA	100.00%	33
	Total	100%	33

# WorkEth

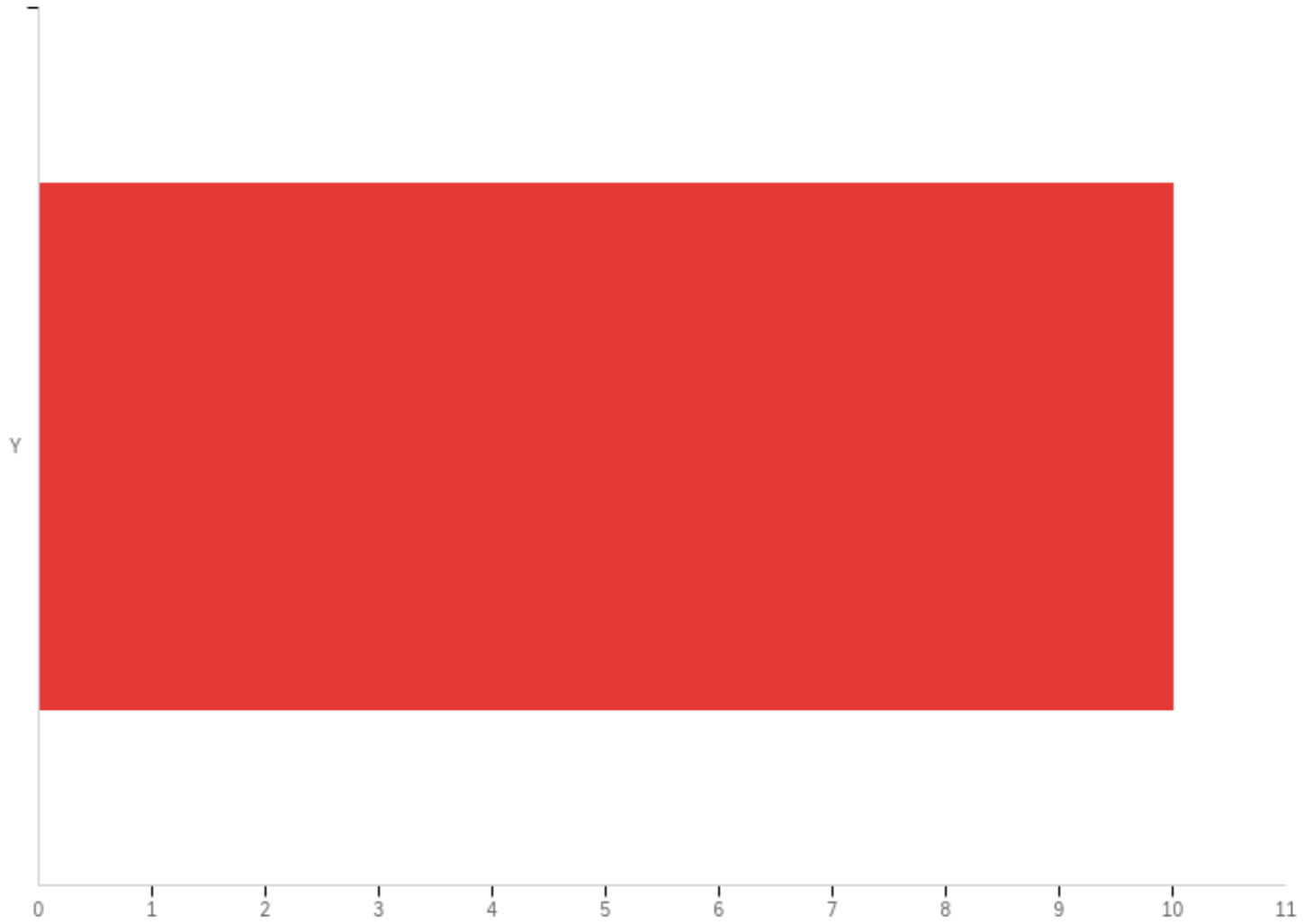




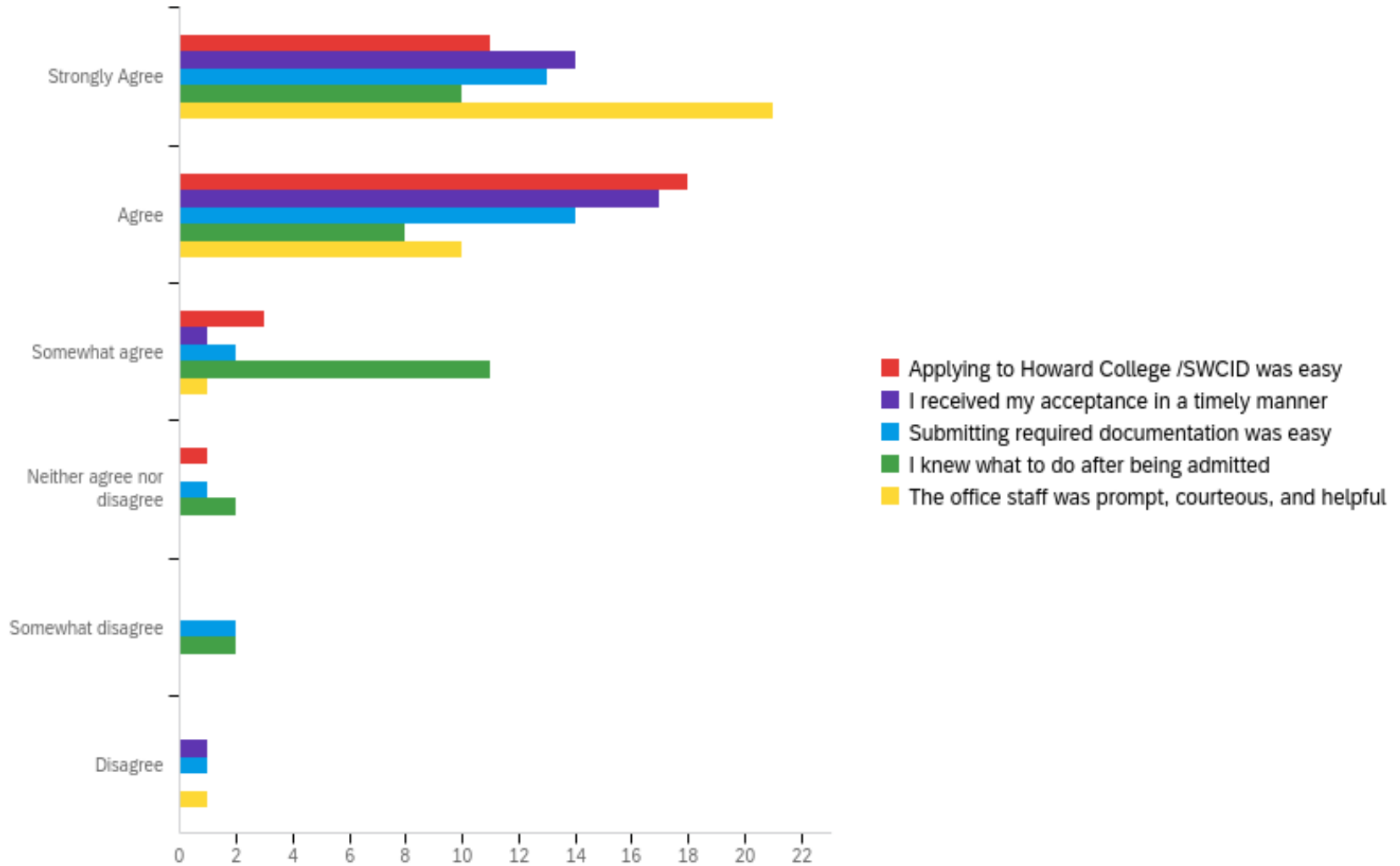
# WorkEth

#	Answer	%	Count
1	2	3.03%	1
2	H	57.58%	19
3	W	36.36%	12
4	I	3.03%	1
	Total	100%	33

# DualCredit



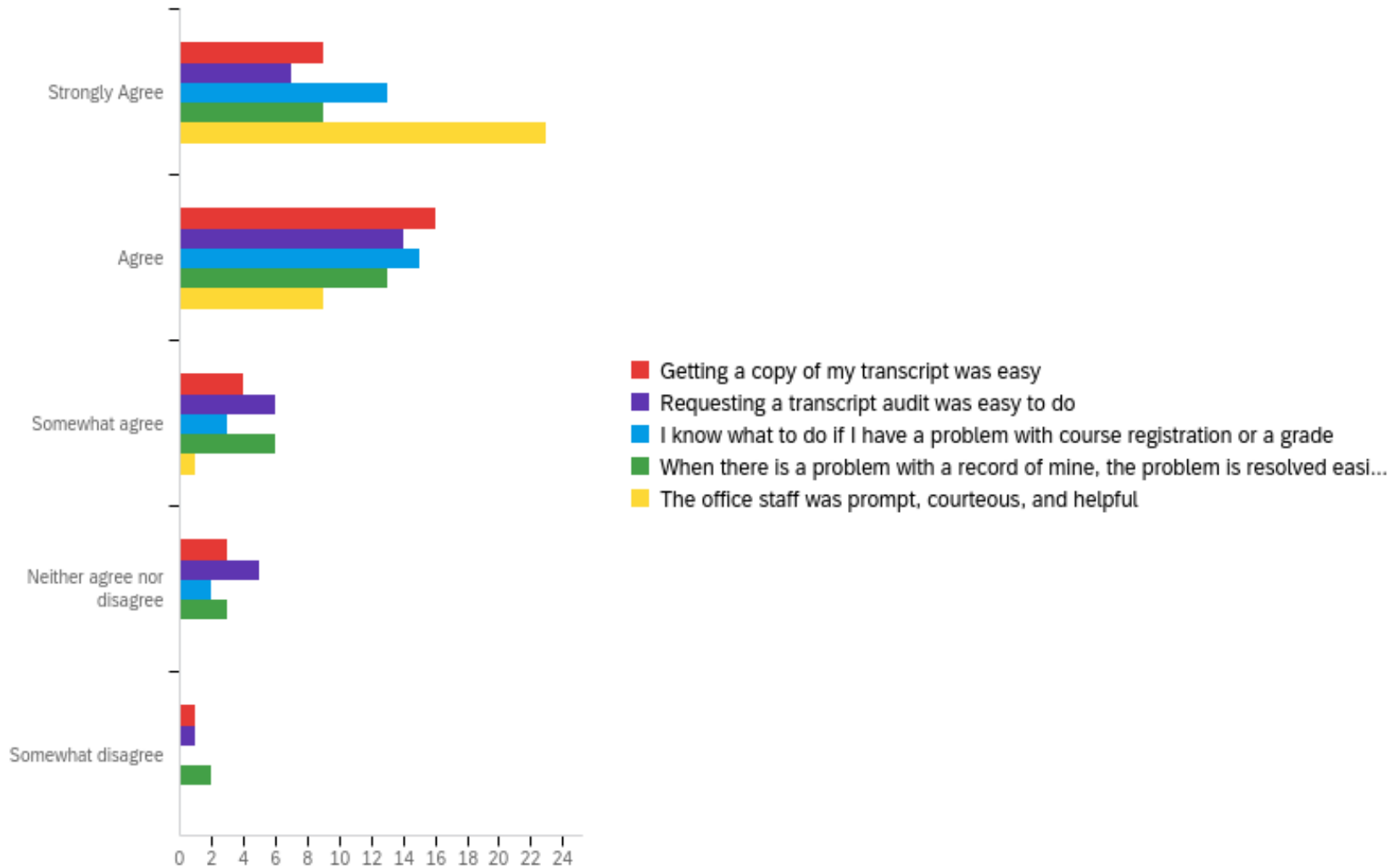
# Q1 - Please select an answer that you feel accurately portrays your experience with...



## 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	33.33%	11	54.55%	18	9.09%	3	3.03%	1	0.00%	0	0.00%	0	33
2	I received my acceptance in a timely manner	42.42%	14	51.52%	17	3.03%	1	0.00%	0	0.00%	0	3.03%	1	33
3	Submitting required documentation was easy	39.39%	13	42.42%	14	6.06%	2	3.03%	1	6.06%	2	3.03%	1	33
4	I knew what to do after being admitted	30.30%	10	24.24%	8	33.33%	11	6.06%	2	6.06%	2	0.00%	0	33
5	The office staff was prompt, courteous, and helpful	63.64%	21	30.30%	10	3.03%	1	0.00%	0	0.00%	0	3.03%	1	33

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



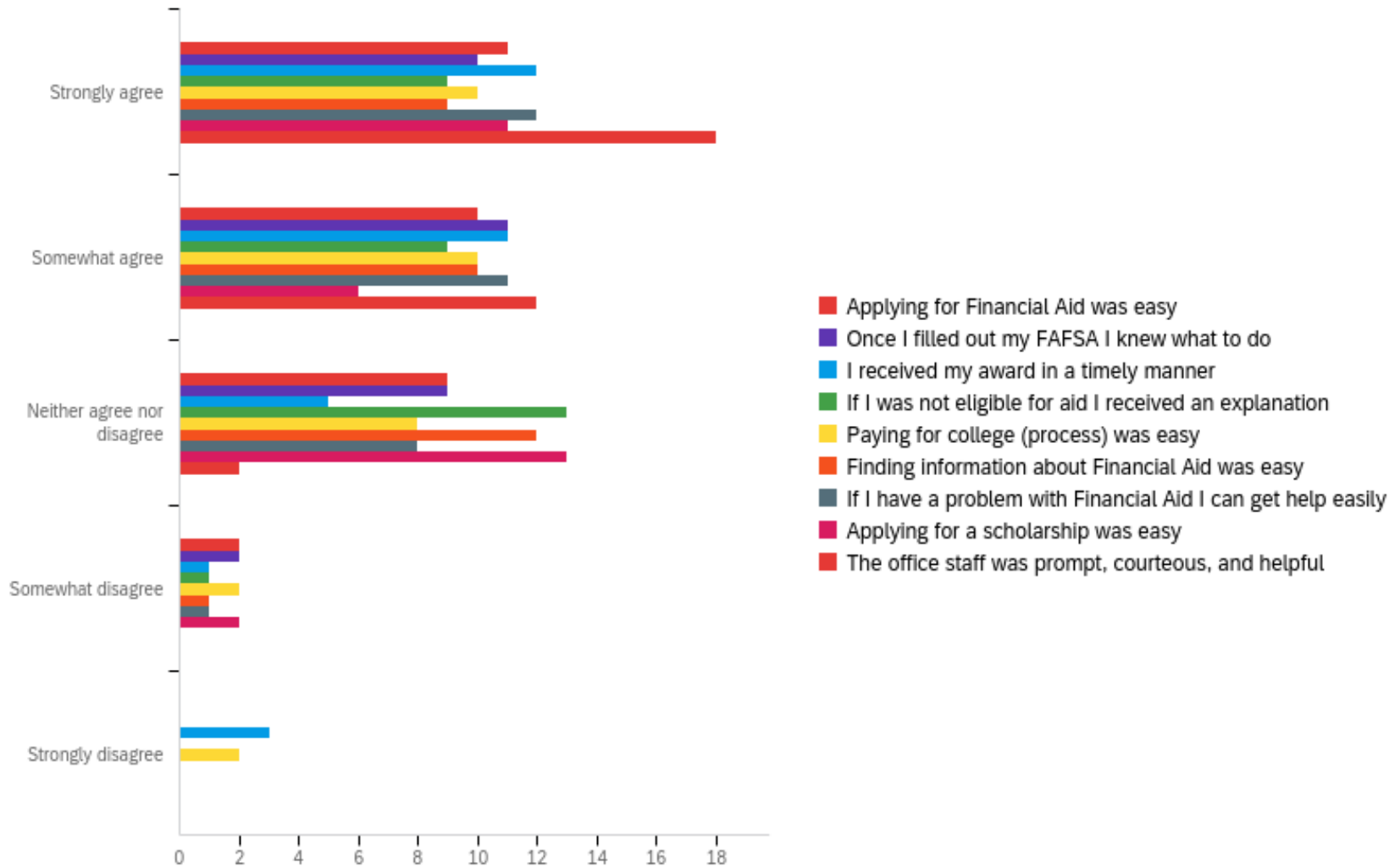
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	27.27%	9	48.48%	16	12.12%	4	9.09%	3	3.03%	1	33
2	Requesting a transcript audit was easy to do	21.21%	7	42.42%	14	18.18%	6	15.15%	5	3.03%	1	33
3	I know what to do if I have a problem with course registration or a grade	39.39%	13	45.45%	15	9.09%	3	6.06%	2	0.00%	0	33
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	27.27%	9	39.39%	13	18.18%	6	9.09%	3	6.06%	2	33

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	69.70%	23	27.27%	9	3.03%	1	0.00%	0	0.00%	0	33

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





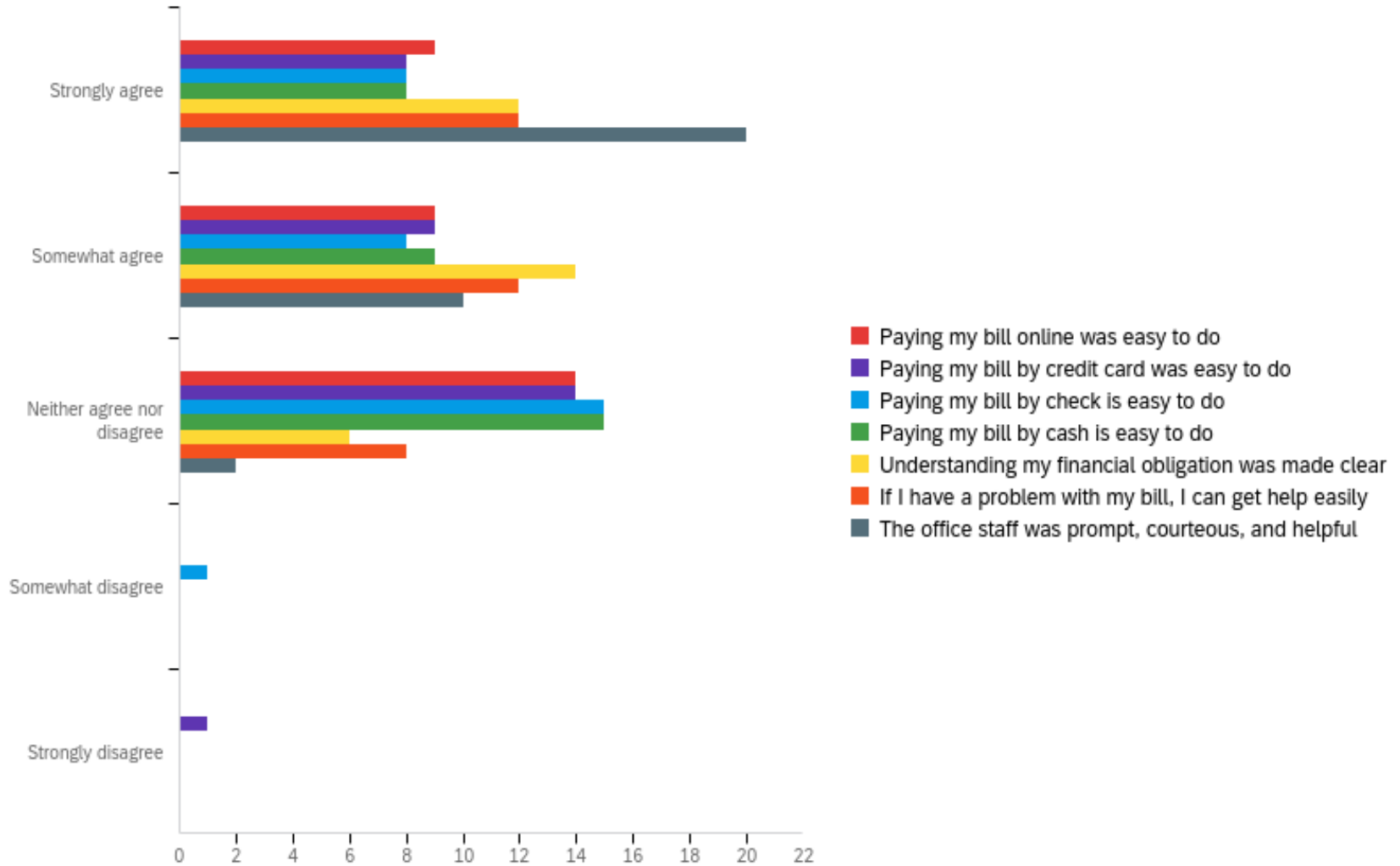
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	34.38%	11	31.25%	10	28.13%	9	6.25%	2	0.00%	0	32
2	Once I filled out my FAFSA I knew what to do	31.25%	10	34.38%	11	28.13%	9	6.25%	2	0.00%	0	32
3	I received my award in a timely manner	37.50%	12	34.38%	11	15.63%	5	3.13%	1	9.38%	3	32
4	If I was not eligible for aid I received an explanation	28.13%	9	28.13%	9	40.63%	13	3.13%	1	0.00%	0	32
5	Paying for college (process) was easy	31.25%	10	31.25%	10	25.00%	8	6.25%	2	6.25%	2	32

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	28.13%	9	31.25%	10	37.50%	12	3.13%	1	0.00%	0	32
7	If I have a problem with Financial Aid I can get help easily	37.50%	12	34.38%	11	25.00%	8	3.13%	1	0.00%	0	32
8	Applying for a scholarship was easy	34.38%	11	18.75%	6	40.63%	13	6.25%	2	0.00%	0	32
9	The office staff was prompt, courteous, and helpful	56.25%	18	37.50%	12	6.25%	2	0.00%	0	0.00%	0	32

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



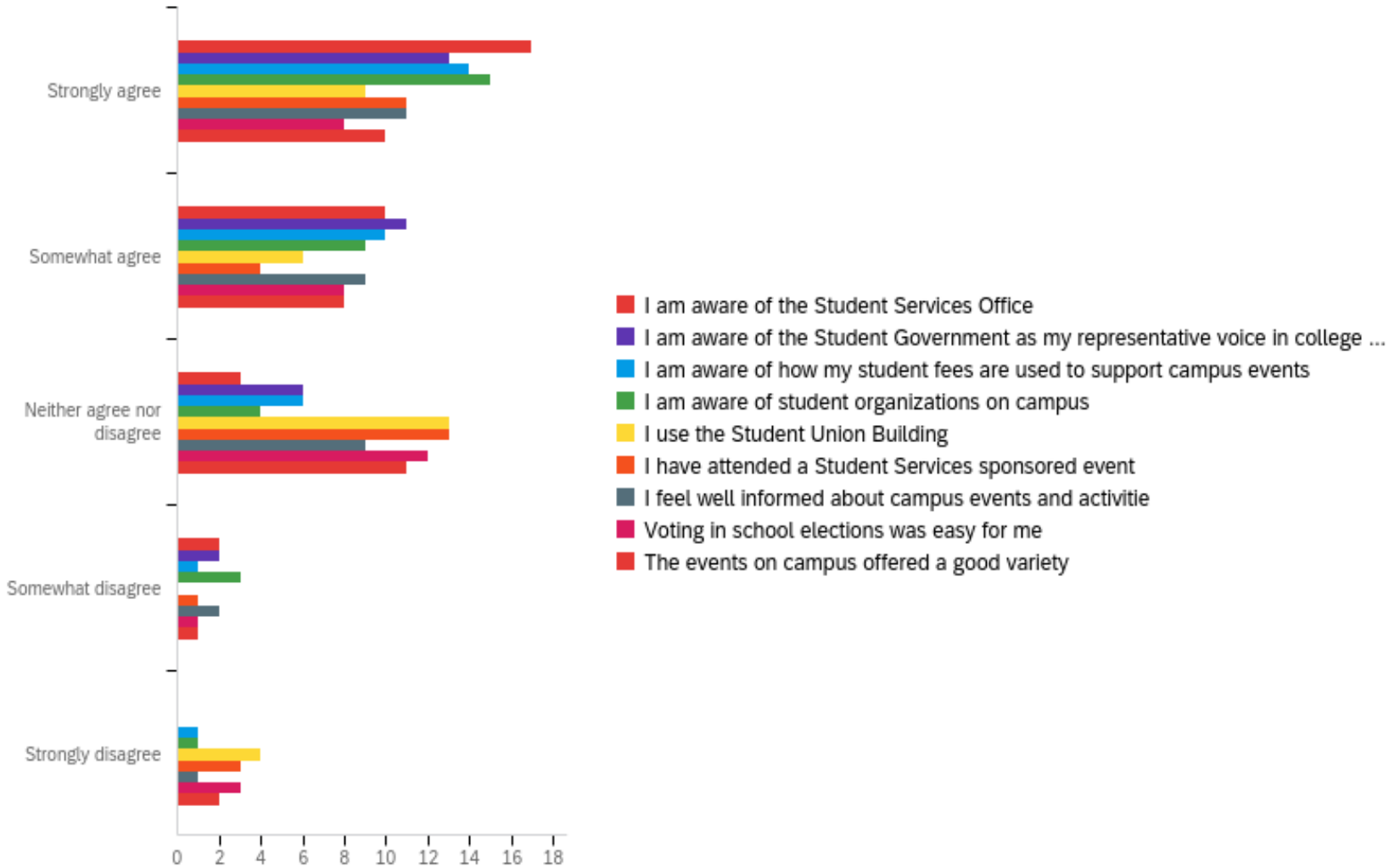
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	28.13%	9	28.13%	9	43.75%	14	0.00%	0	0.00%	0	32
2	Paying my bill by credit card was easy to do	25.00%	8	28.13%	9	43.75%	14	0.00%	0	3.13%	1	32
3	Paying my bill by check is easy to do	25.00%	8	25.00%	8	46.88%	15	3.13%	1	0.00%	0	32
4	Paying my bill by cash is easy to do	25.00%	8	28.13%	9	46.88%	15	0.00%	0	0.00%	0	32
5	Understanding my financial obligation was made clear	37.50%	12	43.75%	14	18.75%	6	0.00%	0	0.00%	0	32

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	37.50%	12	37.50%	12	25.00%	8	0.00%	0	0.00%	0	32
7	The office staff was prompt, courteous, and helpful	62.50%	20	31.25%	10	6.25%	2	0.00%	0	0.00%	0	32

# 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	53.13%	17	31.25%	10	9.38%	3	6.25%	2	0.00%	0	32
2	I am aware of the Student Government as my representative voice in college affairs	40.63%	13	34.38%	11	18.75%	6	6.25%	2	0.00%	0	32
3	I am aware of how my student fees are used to support campus events	43.75%	14	31.25%	10	18.75%	6	3.13%	1	3.13%	1	32

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

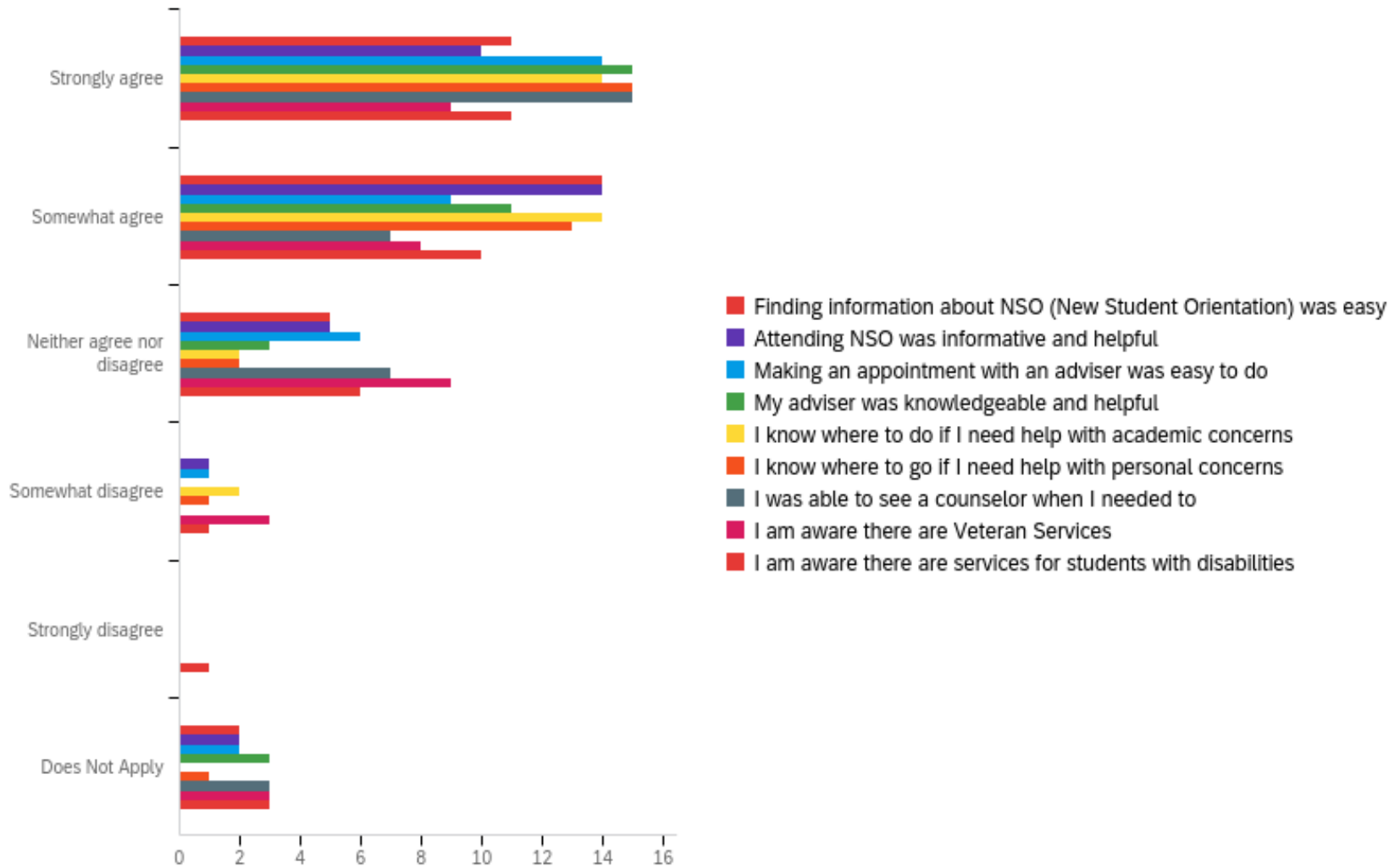
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	46.88%	15	28.13%	9	12.50%	4	9.38%	3	3.13%	1	32
5	I use the Student Union Building	28.13%	9	18.75%	6	40.63%	13	0.00%	0	12.50%	4	32
6	I have attended a Student Services sponsored event	34.38%	11	12.50%	4	40.63%	13	3.13%	1	9.38%	3	32
7	I feel well informed about campus events and activities	34.38%	11	28.13%	9	28.13%	9	6.25%	2	3.13%	1	32



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	25.00%	8	25.00%	8	37.50%	12	3.13%	1	9.38%	3	32
9	The events on campus offered a good variety	31.25%	10	25.00%	8	34.38%	11	3.13%	1	6.25%	2	32

# 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	34.38%	11	43.75%	14	15.63%	5	0.00%	0	0.00%	0	6.25%	2	32
2	Attending NSO was informative and helpful	31.25%	10	43.75%	14	15.63%	5	3.13%	1	0.00%	0	6.25%	2	32
3	Making an appointment with an adviser was easy to do	43.75%	14	28.13%	9	18.75%	6	3.13%	1	0.00%	0	6.25%	2	32
4	My adviser was knowledgeable and helpful	46.88%	15	34.38%	11	9.38%	3	0.00%	0	0.00%	0	9.38%	3	32

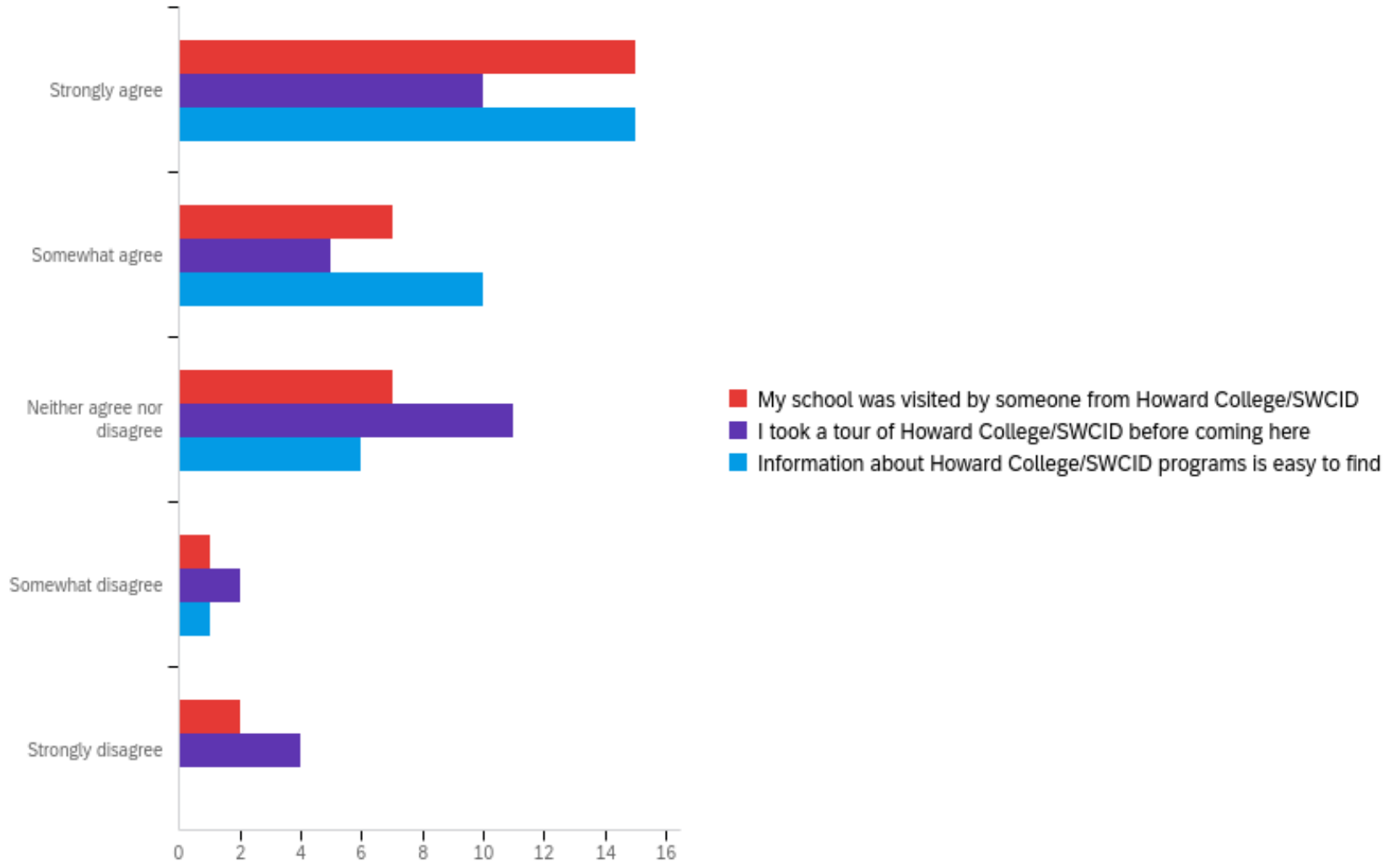
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	43.75%	14	43.75%	14	6.25%	2	6.25%	2	0.00%	0	0.00%	0	32
6	I know where to go if I need help with personal concerns	46.88%	15	40.63%	13	6.25%	2	3.13%	1	0.00%	0	3.13%	1	32
7	I was able to see a counselor when I needed to	46.88%	15	21.88%	7	21.88%	7	0.00%	0	0.00%	0	9.38%	3	32
8	I am aware there are Veteran Services	28.13%	9	25.00%	8	28.13%	9	9.38%	3	0.00%	0	9.38%	3	32

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	34.38%	11	31.25%	10	18.75%	6	3.13%	1	3.13%	1	9.38%	3	32

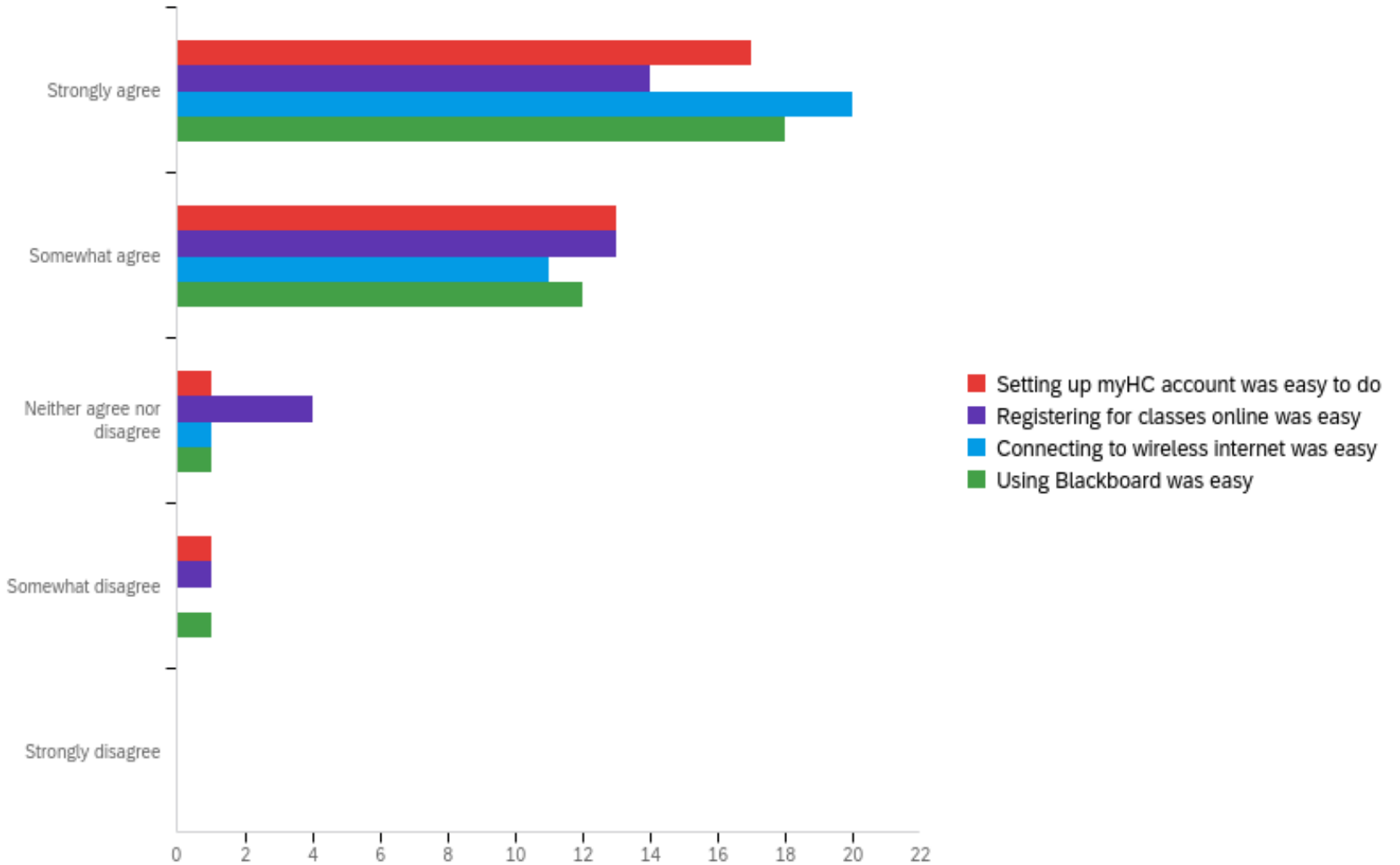
# Q7 - Please select an answer that you feel accurately portrays your experience with...



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	46.88%	15	21.88%	7	21.88%	7	3.13%	1	6.25%	2	32
2	I took a tour of Howard College/SWCI D before coming here	31.25%	10	15.63%	5	34.38%	11	6.25%	2	12.50%	4	32
3	Information about Howard College/SWCI D programs is easy to find	46.88%	15	31.25%	10	18.75%	6	3.13%	1	0.00%	0	32

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

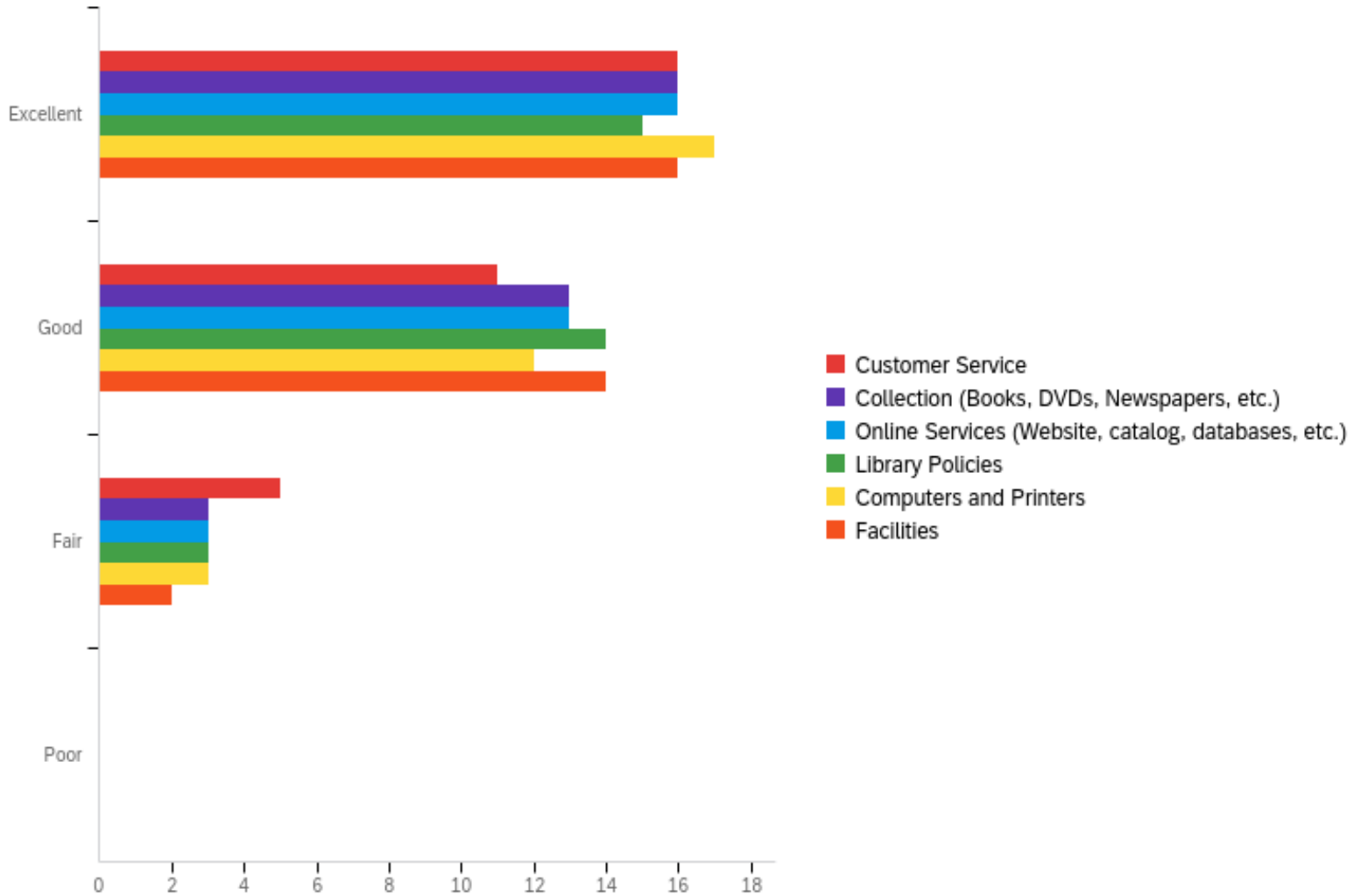




Q8 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	53.13%	17	40.63%	13	3.13%	1	3.13%	1	0.00%	0	32
2	Registering for classes online was easy	43.75%	14	40.63%	13	12.50%	4	3.13%	1	0.00%	0	32
3	Connecting to wireless internet was easy	62.50%	20	34.38%	11	3.13%	1	0.00%	0	0.00%	0	32
4	Using Blackboard was easy	56.25%	18	37.50%	12	3.13%	1	3.13%	1	0.00%	0	32

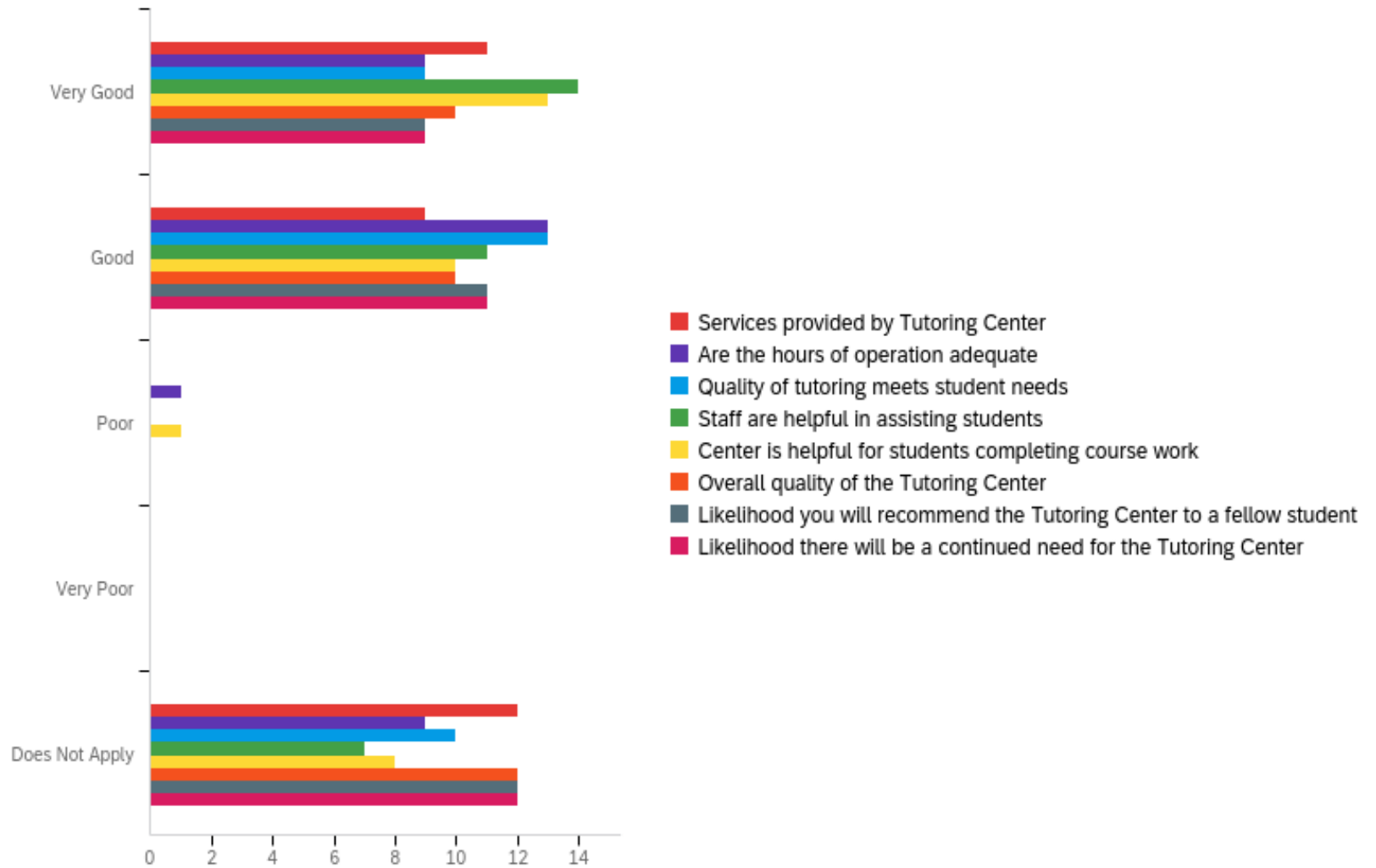
# Q13 - Please rate each of the following library services



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

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	50.00%	16	34.38%	11	15.63%	5	0.00%	0	32
2	Collection (Books, DVDs, Newspapers, etc.)	50.00%	16	40.63%	13	9.38%	3	0.00%	0	32
3	Online Services (Website, catalog, databases, etc.)	50.00%	16	40.63%	13	9.38%	3	0.00%	0	32
4	Library Policies	46.88%	15	43.75%	14	9.38%	3	0.00%	0	32
5	Computers and Printers	53.13%	17	37.50%	12	9.38%	3	0.00%	0	32
6	Facilities	50.00%	16	43.75%	14	6.25%	2	0.00%	0	32

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



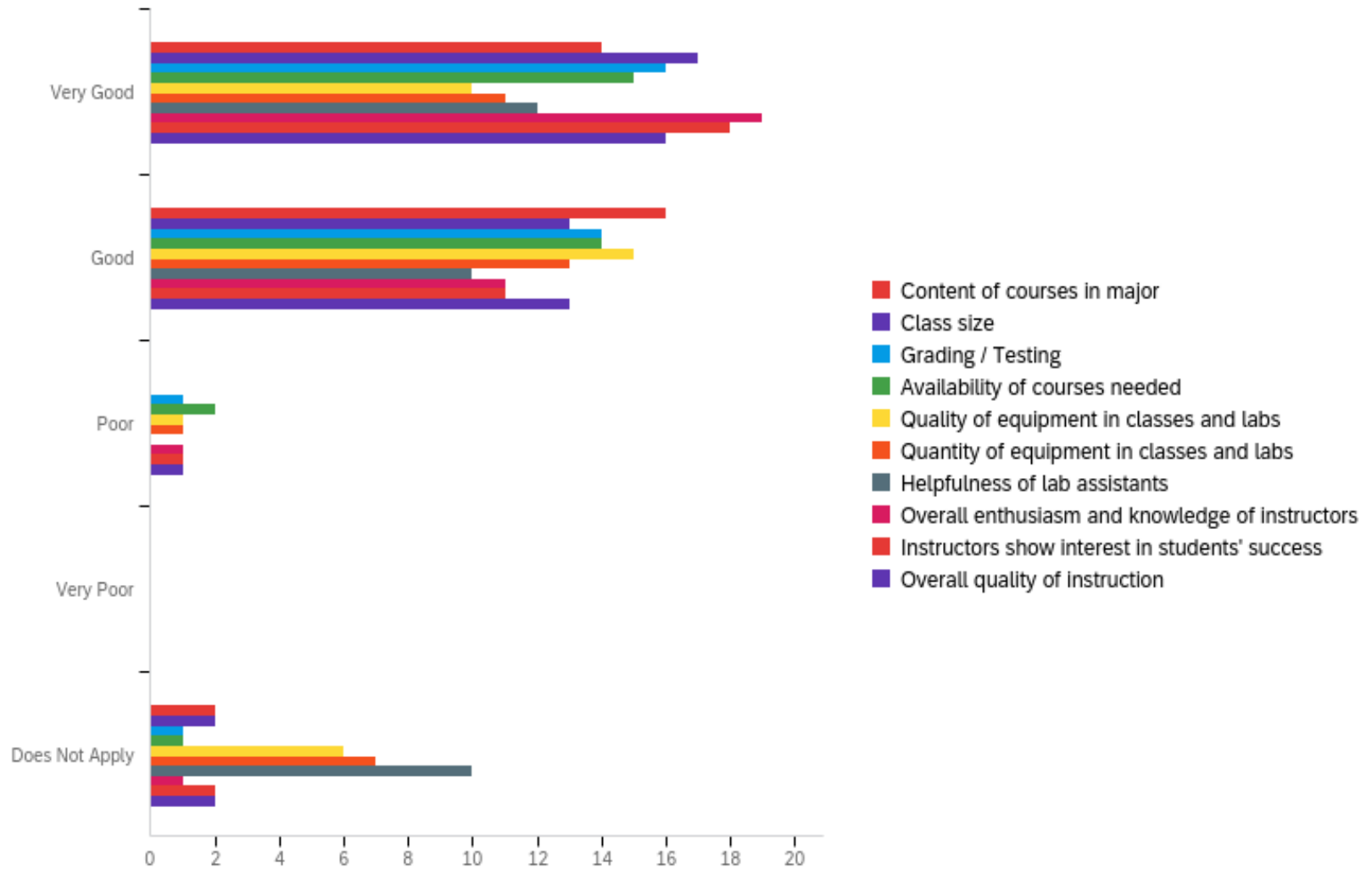
# Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	34.38%	11	28.13%	9	0.00%	0	0.00%	0	37.50%	12	32
2	Are the hours of operation adequate	28.13%	9	40.63%	13	3.13%	1	0.00%	0	28.13%	9	32
3	Quality of tutoring meets student needs	28.13%	9	40.63%	13	0.00%	0	0.00%	0	31.25%	10	32
4	Staff are helpful in assisting students	43.75%	14	34.38%	11	0.00%	0	0.00%	0	21.88%	7	32
5	Center is helpful for students completing course work	40.63%	13	31.25%	10	3.13%	1	0.00%	0	25.00%	8	32

## 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	31.25%	10	31.25%	10	0.00%	0	0.00%	0	37.50%	12	32
7	Likelihood you will recommend the Tutoring Center to a fellow student	28.13%	9	34.38%	11	0.00%	0	0.00%	0	37.50%	12	32
8	Likelihood there will be a continued need for the Tutoring Center	28.13%	9	34.38%	11	0.00%	0	0.00%	0	37.50%	12	32

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



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

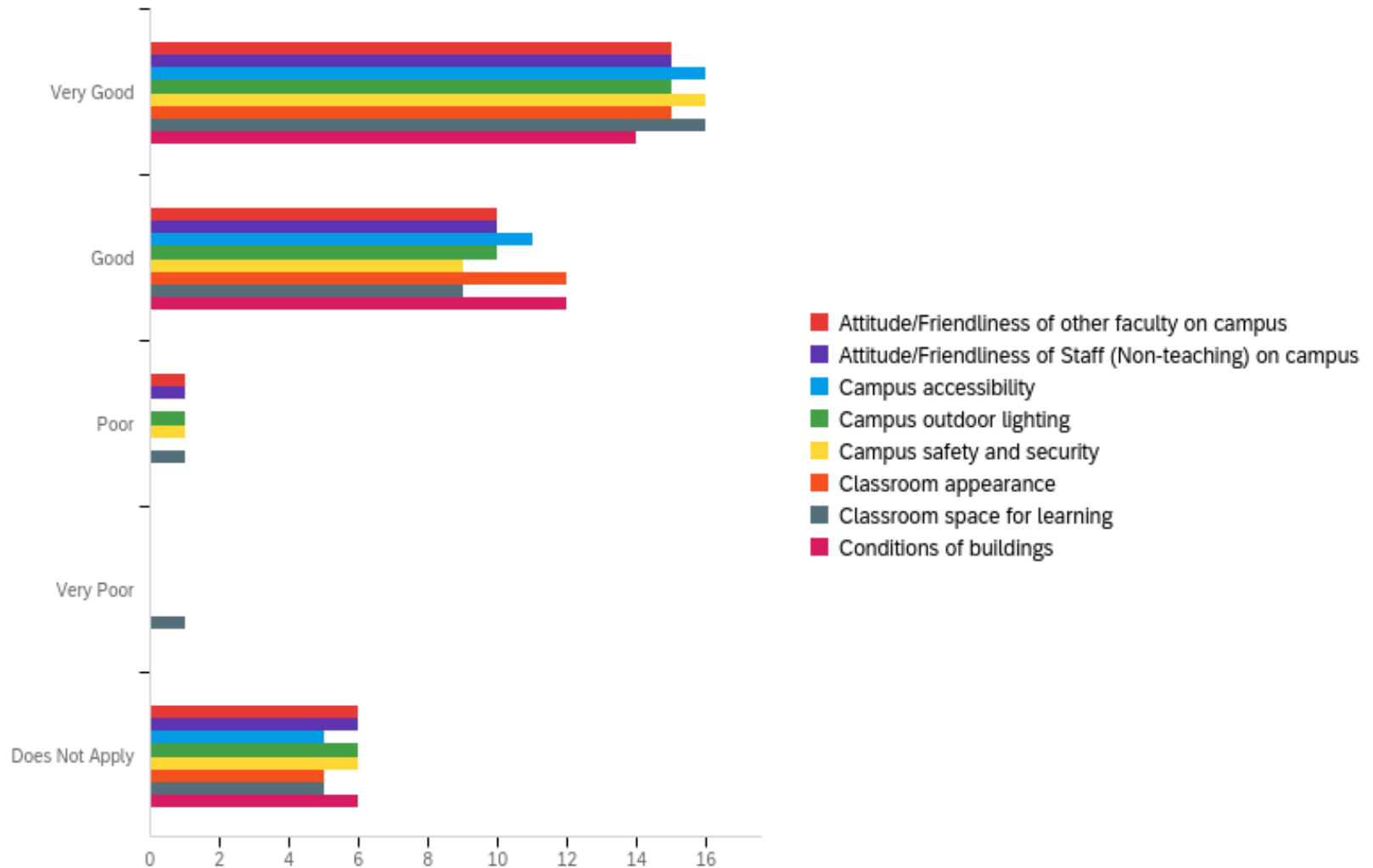
#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	43.75%	14	50.00%	16	0.00%	0	0.00%	0	6.25%	2	32
2	Class size	53.13%	17	40.63%	13	0.00%	0	0.00%	0	6.25%	2	32
3	Grading / Testing	50.00%	16	43.75%	14	3.13%	1	0.00%	0	3.13%	1	32
4	Availability of courses needed	46.88%	15	43.75%	14	6.25%	2	0.00%	0	3.13%	1	32
5	Quality of equipment in classes and labs	31.25%	10	46.88%	15	3.13%	1	0.00%	0	18.75%	6	32
6	Quantity of equipment in classes and labs	34.38%	11	40.63%	13	3.13%	1	0.00%	0	21.88%	7	32



# 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	37.50%	12	31.25%	10	0.00%	0	0.00%	0	31.25%	10	32
8	Overall enthusiasm and knowledge of instructors	59.38%	19	34.38%	11	3.13%	1	0.00%	0	3.13%	1	32
9	Instructors show interest in students' success	56.25%	18	34.38%	11	3.13%	1	0.00%	0	6.25%	2	32
10	Overall quality of instruction	50.00%	16	40.63%	13	3.13%	1	0.00%	0	6.25%	2	32

## 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	46.88%	15	31.25%	10	3.13%	1	0.00%	0	18.75%	6	32
2	Attitude/Friendliness of Staff (Non-teaching) on campus	46.88%	15	31.25%	10	3.13%	1	0.00%	0	18.75%	6	32
3	Campus accessibility	50.00%	16	34.38%	11	0.00%	0	0.00%	0	15.63%	5	32
4	Campus outdoor lighting	46.88%	15	31.25%	10	3.13%	1	0.00%	0	18.75%	6	32
5	Campus safety and security	50.00%	16	28.13%	9	3.13%	1	0.00%	0	18.75%	6	32

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

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	46.88%	15	37.50%	12	0.00%	0	0.00%	0	15.63%	5	32
7	Classroom space for learning	50.00%	16	28.13%	9	3.13%	1	3.13%	1	15.63%	5	32
8	Conditions of buildings	43.75%	14	37.50%	12	0.00%	0	0.00%	0	18.75%	6	32