## Student Satisfaction Survey Fall 2020

Lamesa


HC

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Lamesa | $91.67 \%$ | 11 |
| 2 | Lamesa High School | $8.33 \%$ | 1 |
|  | Total | $100 \%$ | 12 |

Female


## Sex

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | Female | $91.67 \%$ | 11 |
| 2 | Male | $8.33 \%$ | 1 |
|  | Total | $100 \%$ | 12 |

CampusGroup


## CampusGroup

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | LA | $100.00 \%$ | 12 |
|  | Total | $100 \%$ | 12 |

## WorkEth



## WorkEth

| $\#$ | Answer | $\%$ | Count |
| :--- | :--- | :--- | :--- |
| 1 | H | $66.67 \%$ | 8 |
| 2 | W | $25.00 \%$ | 3 |
| 3 | B | $8.33 \%$ | 1 |
|  | Total | $100 \%$ | 12 |

## DualCredit




## DualCredit

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

## 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 /SWCID was easy | 1.00 | 4.00 | 1.92 | 0.86 | 0.74 | 12 |
| 2 | I received my acceptance in a timely manner | 1.00 | 5.00 | 1.75 | 1.09 | 1.19 | 12 |
| 3 | Submitting required documentation was easy | 1.00 | 5.00 | 2.50 | 1.19 | 1.42 | 12 |
| 4 | I knew what to do after being admitted | 1.00 | 6.00 | 2.75 | 1.53 | 2.35 | 12 |
| 5 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.75 | 1.23 | 1.52 | 12 |

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

| \# | Question | Strongly <br> 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 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 2 | I received my acceptance in a timely manner | 50.00\% | 6 | 41.67\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 8.33\% | 1 | 0.00\% | 0 | 12 |
| 3 | Submitting required documentation was easy | 25.00\% | 3 | 25.00\% | 3 | 33.33\% | 4 | 8.33\% | 1 | 8.33\% | 1 | 0.00\% | 0 | 12 |
| 4 | I knew what to do after being admitted | 25.00\% | 3 | 25.00\% | 3 | 25.00\% | 3 | 8.33\% | 1 | 8.33\% | 1 | 8.33\% | 1 | 12 |
| 5 | The office staff was prompt, courteous, and helpful | 66.67\% | 8 | 8.33\% | 1 | 16.67\% | 2 | 0.00\% | 0 | 8.33\% | 1 | 0.00\% | 0 | 12 |

## 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 | 3.00 | 1.75 | 0.60 | 0.35 | 12 |
| 2 | Requesting a transcript audit was easy to do | 1.00 | 4.00 | 2.08 | 0.86 | 0.74 | 12 |
| 3 | I know what to do if I have a problem with course registration or a grade | 1.00 | 3.00 | 2.00 | 0.71 | 0.50 | 12 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 1.00 | 4.00 | 2.00 | 0.91 | 0.83 | 12 |

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 | 3.00 | 1.42 | 0.76 | 0.58 | 12 |

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 | 33.33\% | 4 | 58.33\% | 7 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 2 | Requesting a transcript audit was easy to do | 25.00\% | 3 | 50.00\% | 6 | 16.67\% | 2 | 8.33\% | 1 | 0.00\% | 0 | 12 |
| 3 | I know what to do if I have a problem with course registration or a grade | 25.00\% | 3 | 50.00\% | 6 | 25.00\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 4 | When there is <br> a problem with <br> a record of mine, the problem is resolved easily and quickly | 33.33\% | 4 | 41.67\% | 5 | 16.67\% | 2 | 8.33\% | 1 | 0.00\% | 0 | 12 |

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 | 75.00\% | 9 | 8.33\% | 1 | 16.67\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 12 |

## 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 <br> Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Applying for <br> Financial <br> Aid was easy | 1.00 | 5.00 | 2.25 | 1.30 | 1.69 | 12 |
| 2 | Once I filled out my FAFSA I knew what to do | 1.00 | 5.00 | 2.58 | 1.44 | 2.08 | 12 |
| 3 | I received my award in a timely manner | 1.00 | 5.00 | 2.17 | 1.28 | 1.64 | 12 |
| 4 | If I was not eligible for aid I received | 1.00 | 3.00 | 2.08 | 0.95 | 0.91 | 12 |

## 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 | 2.50 | 1.44 | 2.08 | 12 |
| 7 | If I have a problem with Financial Aid I can get help easily | 1.00 | 5.00 | 1.83 | 1.21 | 1.47 | 12 |
| 8 | Applying for a scholarship was easy | 1.00 | 4.00 | 2.42 | 1.04 | 1.08 | 12 |
| 9 | The office staff was prompt, courteous, and helpful | 1.00 | 5.00 | 1.67 | 1.11 | 1.22 | 12 |

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

| \# | Question | Strongly agree |  | Somewh at agree |  | Neither agree nor disagree |  | Somewh <br> at <br> disagree |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Applying for <br> Financial <br> Aid was easy | 41.67\% | 5 | 16.67\% | 2 | 25.00\% | 3 | 8.33\% |
| 2 | Once I filled out my FAFSA I knew what to do | 33.33\% | 4 | 16.67\% | 2 | 25.00\% | 3 | 8.33\% |
| 3 | I received my award in a timely manner | 41.67\% | 5 | 25.00\% | 3 | 16.67\% | 2 | 8.33\% |
| 4 | If I was not eligible | 41.67\% | 5 | 8.33\% | 1 | 50.00\% | 6 | 0.00\% |

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

| \# | Question | Strongly |  | Somewh agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Finding information about Financial Aid was easy | 33.33\% | 4 | 25.00\% | 3 | 16.67\% | 2 | 8.33\% | 1 | 16.67\% | 2 | 12 |
| 7 | If I have a problem with Financial Aid I can get help easily | 58.33\% | 7 | 16.67\% | 2 | 16.67\% | 2 | 0.00\% | 0 | 8.33\% | 1 | 12 |
| 8 | Applying for a scholarship was easy | 25.00\% | 3 | 25.00\% | 3 | 33.33\% | 4 | 16.67\% | 2 | 0.00\% | 0 | 12 |
| 9 | The office staff was prompt, courteous, and helpful | 58.33\% | 7 | 33.33\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 8.33\% | 1 | 12 |

## 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 | 3.00 | 2.50 | 0.76 | 0.58 | 12 |
| 2 | Paying my bill by credit card was easy to do | 1.00 | 3.00 | 2.50 | 0.76 | 0.58 | 12 |
| 3 | Paying my bill by check is easy to do | 2.00 | 3.00 | 2.92 | 0.28 | 0.08 | 12 |
| 4 | Paying my bill by cash is easy to do | 1.00 | 3.00 | 2.50 | 0.76 | 0.58 | 12 |
| 5 | Understanding my financial obligation was made clear | 1.00 | 3.00 | 1.92 | 0.86 | 0.74 | 12 |

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 <br> problem with <br> my bill, I can get <br> help easily | 1.00 | 4.00 | 2.17 | 0.99 | 0.97 | 12 |
| 7 | The office staff <br> was prompt, <br> courteous, and <br> helpful | 1.00 | 5.00 | 1.75 | 1.16 | 1.35 | 12 |

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 | 16.67\% | 2 | 16.67\% | 2 | 66.67\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 2 | Paying my bill by credit card was easy to do | 16.67\% | 2 | 16.67\% | 2 | 66.67\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 3 | Paying my bill by check is easy to do | 0.00\% | 0 | 8.33\% | 1 | 91.67\% | 11 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 4 | Paying my bill by cash is easy to do | 16.67\% | 2 | 16.67\% | 2 | 66.67\% | 8 | 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 |

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 | 33.33\% | 4 | 25.00\% | 3 | 33.33\% | 4 | 8.33\% | 1 | 0.00\% | 0 | 12 |
| 7 | The office staff was prompt, courteous, and helpful | 58.33\% | 7 | 25.00\% | 3 | 8.33\% | 1 | 0.00\% | 0 | 8.33\% | 1 | 12 |

## 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 | 2.64 | 0.98 | 0.96 | 11 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 1.00 | 5.00 | 2.27 | 1.21 | 1.47 | 11 |
| 3 | I am aware of how my student fees are used to support campus events | 1.00 | 5.00 | 2.45 | 1.08 | 1.16 | 11 |

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 <br> organizations on campus | 1.00 | 5.00 | 2.36 | 1.15 | 1.32 | 11 |
| 5 | l use the Student Union <br> Building | 1.00 | 5.00 | 2.91 | 1.00 | 0.99 | 11 |
| 6 | I have attended a Student <br> Services sponsored event | 1.00 | 5.00 | 2.64 | 1.23 | 1.50 | 11 |
| 7 | I feel well informed about <br> campus events and activitie | 1.00 | 5.00 | 2.36 | 1.30 | 1.69 | 11 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 8 | Voting in school elections <br> was easy for me | 1.00 | 5.00 | 2.73 | 1.05 | 1.11 | 11 |
| 9 | The events on campus <br> offered a good variety | 1.00 | 5.00 | 2.73 | 1.05 | 1.11 | 11 |

## 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 | 9.09\% | 1 | 36.36\% | 4 | 45.45\% | 5 | 0.00\% | 0 | 9.09\% | 1 | 11 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 36.36\% | 4 | 18.18\% | 2 | 36.36\% | 4 | 0.00\% | 0 | 9.09\% | 1 | 11 |
| 3 | I am aware of how my student fees are used to support campus events | 18.18\% | 2 | 36.36\% | 4 | 36.36\% | 4 | 0.00\% | 0 | 9.09\% | 1 | 11 |

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

| \# | Question | Strongly |  | Somewhat agree |  | Neither nor disa |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | I am aware of student organizations on campus | 27.27\% | 3 | 27.27\% | 3 | 36.36\% | 4 | 0.00\% | 0 | 9.09\% | 1 | 11 |
| 5 | I use the Student Union Building | 9.09\% | 1 | 18.18\% | 2 | 54.55\% | 6 | 9.09\% | 1 | 9.09\% | 1 | 11 |
| 6 | I have attended a Student Services sponsored event | 27.27\% | 3 | 9.09\% | 1 | 45.45\% | 5 | 9.09\% | 1 | 9.09\% | 1 | 11 |
| 7 | I feel well informed about campus events and activitie | 36.36\% | 4 | 18.18\% | 2 | 27.27\% | 3 | 9.09\% | 1 | 9.09\% | 1 | 11 |

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

| \# | Question | Strongly |  | Somewhat agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8 | Voting in school elections was easy for me | 18.18\% | 2 | 9.09\% | 1 | 63.64\% | 7 | 0.00\% | 0 | 9.09\% | 1 | 11 |
| 9 | The events on campus offered a good variety | 18.18\% | 2 | 9.09\% | 1 | 63.64\% | 7 | 0.00\% | 0 | 9.09\% | 1 | 11 |

## 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 | 3.00 | 2.00 | 0.71 | 0.50 | 12 |
| 2 | Attending NSO was informative and helpful | 1.00 | 3.00 | 2.42 | 0.76 | 0.58 | 12 |
| 3 | Making an appointment with an adviser was easy to do | 1.00 | 3.00 | 1.92 | 0.86 | 0.74 | 12 |
| 4 | My adviser was knowledgeable and helpful | 1.00 | 4.00 | 1.92 | 1.04 | 1.08 | 12 |

## 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 | 2.00 | 1.47 | 2.17 | 12 |
| 6 | I know where to go if I need help with personal concerns | 1.00 | 6.00 | 2.08 | 1.44 | 2.08 | 12 |
| 7 | I was able to see a counselor when I needed to | 1.00 | 6.00 | 3.33 | 1.31 | 1.72 | 12 |
| 8 | I am aware there are Veteran Services | 1.00 | 6.00 | 3.25 | 1.36 | 1.85 | 12 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 9 | lam aware there are <br> services for students with <br> disabilities | 1.00 | 6.00 | 2.58 | 1.32 | 1.74 | 12 |

## 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 | 25.00\% | 3 | 50.00\% | 6 | 25.00\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 2 | Attending NSO was informative and helpful | 16.67\% | 2 | 25.00\% | 3 | 58.33\% | 7 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 3 | Making an appointment with an adviser was easy to do | 41.67\% | 5 | 25.00\% | 3 | 33.33\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 0.00\% | 0 | 12 |
| 4 | My adviser was knowledgeable and helpful | 50.00\% | 6 | 16.67\% | 2 | 25.00\% | 3 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 12 |

## 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 | 58.33\% | 7 | 8.33\% | 1 | 25.00\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 8.33\% | 1 | 12 |
| 6 | I know where to go if I need help with personal concerns | 50.00\% | 6 | 16.67\% | 2 | 25.00\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 8.33\% | 1 | 12 |
| 7 | I was able to see a counselor when I needed to | 8.33\% | 1 | 0.00\% | 0 | 75.00\% | 9 | 0.00\% | 0 | 0.00\% | 0 | 16.67\% | 2 | 12 |
| 8 | I am aware there are Veteran Services | 8.33\% | 1 | 8.33\% | 1 | 66.67\% | 8 | 0.00\% | 0 | 0.00\% | 0 | 16.67\% | 2 | 12 |

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

| \# Question | Strongly <br> agree | Somewh <br> at agree | Neither <br> agree nor <br> disagree | Somewh <br> at <br> disagree |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| 9 | I am <br> aware <br> there are <br> services <br> for <br> students <br> with <br> disabilitie <br> s | $25.00 \%$ | $16.67 \%$ | 2 | $50.00 \%$ |$\quad 6$| $0.00 \%$ |
| :--- |

## 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 <br> someone from Howard <br> College/SWCID | 1.00 | 3.00 | 2.09 | 0.90 | 0.81 | 11 |
| 2 | 1.00 | 3.00 | 2.00 | 0.95 | 0.91 | 11 |  |
|  | I took a tour of Howard <br> College/SWCID before <br> coming here | 1.00 | 3.00 | 1.91 | 0.90 | 0.81 | 11 |
| 3 | Information about Howard <br> College/SWCID programs is <br> easy to find |  |  |  |  |  |  |

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

| \# | Question | Strongly agree |  | Somewh agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | My school was visited by someone from Howard College/SWCID | 36.36\% | 4 | 18.18\% | 2 | 45.45\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 11 |
| 2 | I took a tour of Howard College/SWCID before coming here | 45.45\% | 5 | 9.09\% | 1 | 45.45\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 11 |
| 3 | Information about Howard College/SWCID programs is easy to find | 45.45\% | 5 | 18.18\% | 2 | 36.36\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 11 |

## 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 <br> was easy to do | 1.00 | 4.00 | 2.18 | 1.03 | 1.06 | 11 |
| 2 | Registering for classes <br> online was easy | 1.00 | 4.00 | 1.91 | 1.16 | 1.36 | 11 |
| 3 | Connecting to wireless <br> internet was easy | 1.00 | 3.00 | 1.73 | 0.86 | 0.74 | 11 |
| 4 | Using Blackboard was easy | 1.00 | 3.00 | 1.73 | 0.62 | 0.38 | 11 |

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

| \# | Question | Strongly |  | Somewh agree |  | Neither agree nor disagree |  | Somewhat disagree |  | Strongly disagree |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Setting up myHC account was easy to do | 27.27\% | 3 | 45.45\% | 5 | 9.09\% | 1 | 18.18\% | 2 | 0.00\% | 0 | 11 |
| 2 | Registering for classes online was easy | 54.55\% | 6 | 18.18\% | 2 | 9.09\% | 1 | 18.18\% | 2 | 0.00\% | 0 | 11 |
| 3 | Connecting to wireless internet was easy | 54.55\% | 6 | 18.18\% | 2 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 11 |
| 4 | Using Blackboard was easy | 36.36\% | 4 | 54.55\% | 6 | 9.09\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 11 |

## 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 | 3.00 | 1.73 | 0.62 | 0.38 | 11 |
| 2 | Collection <br> (Books, DVDs, <br> Newspapers, etc.) | 1.00 | 3.00 | 1.82 | 0.57 | 0.33 | 11 |
| 3 | Online Services <br> (Website, catalog, databases, etc.) | 1.00 | 3.00 | 2.00 | 0.60 | 0.36 | 11 |
| 4 | Library Policies | 1.00 | 4.00 | 2.09 | 0.79 | 0.63 | 11 |
| 5 | Computers and Printers | 1.00 | 3.00 | 1.82 | 0.57 | 0.33 | 11 |
| 6 | Facilities | 1.00 | 3.00 | 1.82 | 0.57 | 0.33 | 11 |

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

| \# | Question | Excellent |  | Good |  | Fair |  | Poor |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Customer Service | 36.36\% | 4 | 54.55\% | 6 | 9.09\% | 1 | 0.00\% | 0 | 11 |
| 2 | Collection (Books, DVDs, Newspapers, etc.) | 27.27\% | 3 | 63.64\% | 7 | 9.09\% | 1 | 0.00\% | 0 | 11 |
| 3 | Online Services (Website, catalog, databases, etc.) | 18.18\% | 2 | 63.64\% | 7 | 18.18\% | 2 | 0.00\% | 0 | 11 |
| 4 | Library Policies | 18.18\% | 2 | 63.64\% | 7 | 9.09\% | 1 | 9.09\% | 1 | 11 |
| 5 | Computers and Printers | 27.27\% | 3 | 63.64\% | 7 | 9.09\% | 1 | 0.00\% | 0 | 11 |
| 6 | Facilities | 27.27\% | 3 | 63.64\% | 7 | 9.09\% | 1 | 0.00\% | 0 | 11 |

## Q14 - Please rate your experience/opinion concerning 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 | 3.50 | 1.80 | 3.25 | 12 |
| 2 | Are the hours of operation adequate | 1.00 | 5.00 | 2.58 | 1.75 | 3.08 | 12 |
| 3 | Quality of tutoring meets student needs | 1.00 | 5.00 | 3.50 | 1.80 | 3.25 | 12 |
| 4 | Staff are helpful in assisting students | 1.00 | 5.00 | 2.08 | 1.71 | 2.91 | 12 |
| 5 | Center is helpful for students completing course work | 1.00 | 5.00 | 2.42 | 1.85 | 3.41 | 12 |

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

## Center.

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 6 | Overall quality of the <br> Tutoring Center | 1.00 | 5.00 | 3.42 | 1.89 | 3.58 | 12 |
| 7 | Likelihood you will <br> recommend the Tutoring <br> Center to a fellow student | 1.00 | 5.00 | 3.17 | 1.86 | 3.47 | 12 |
| 8 | Likelihood there will be a <br> continued need for the <br> Tutoring Center | 1.00 | 5.00 | 3.42 | 1.89 | 3.58 | 12 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very <br> Poor |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Services provided by Tutoring Center | 25.00\% | 3 | 16.67\% | 2 | 0.00\% | 0 | 0.00\% |
| 2 | Are the hours of operation adequate | 41.67\% | 5 | 25.00\% | 3 | 0.00\% | 0 | 0.00\% |
| 3 | Quality of tutoring meets student needs | 25.00\% | 3 | 16.67\% | 2 | 0.00\% | 0 | 0.00\% |
| 4 | Staff are helpful in assisting students | 66.67\% | 8 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% |
| 5 | Center is | 58.33\% | 7 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% |

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

## Center.

| \# | Question | Very Good |  | Good |  | Poor |  | Very <br> Poor |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Overall quality of the Tutoring Center | 33.33\% | 4 | 8.33\% | 1 | 0.00\% | 0 | 0.00\% | 0 | 58.33\% | 7 | 12 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 33.33\% | 4 | 16.67\% | 2 | 0.00\% | 0 | 0.00\% | 0 | 50.00\% | 6 | 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 |

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



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

| \# | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Content <br> of courses in major | 1.00 | 5.00 | 2.45 | 1.23 | 1.52 | 11 |
| 2 | Class size | 1.00 | 5.00 | 2.00 | 1.04 | 1.09 | 11 |
| 3 | Grading / Testing | 1.00 | 5.00 | 2.27 | 0.96 | 0.93 | 11 |
| 4 | Availabilit <br> y of <br> courses <br> needed | 1.00 | 5.00 | 2.18 | 0.94 | 0.88 | 11 |
| 5 | Quality of equipmen t in classes and labs | 1.00 | 5.00 | 2.73 | 1.42 | 2.02 | 11 |
| 6 | Quantity of equipmen $t$ in | 1.00 | 5.00 | 3.00 | 1.54 | 2.36 | 11 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 7 | Helpfulness of lab assistants | 1.00 | 5.00 | 3.45 | 1.72 | 2.98 | 11 |
| 8 | Overall enthusiasm and <br> knowledge of instructors | 1.00 | 5.00 | 2.27 | 1.35 | 1.83 | 11 |
| 9 | Instructors show interest in <br> students' success | 1.00 | 5.00 | 2.18 | 1.19 | 1.42 | 11 |
| 10 | Overall quality of instruction | 1.00 | 5.00 | 2.09 | 1.24 | 1.54 | 11 |

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

| $\#$ | Question | Very <br> Good |  | Good | Poor |  | Very <br> Poor |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | Content <br> of <br> courses <br> in major | $9.09 \%$ | 1 | $72.73 \%$ | 8 | $0.00 \%$ | 0 | $0.00 \%$ |
| 2 | Class size | $27.27 \%$ | 3 | $63.64 \%$ | 7 | $0.00 \%$ | 0 | $0.00 \%$ |
| 3 | Grading / <br> Testing | $9.09 \%$ | 1 | $72.73 \%$ | 8 | $9.09 \%$ | 1 | $0.00 \%$ |
| 4 | Availabilit <br> y of <br> courses <br> needed | $9.09 \%$ | 1 | $81.82 \%$ | 9 | $0.00 \%$ | 0 | $0.00 \%$ |
|  |  |  |  |  |  |  |  |  |
| Quality of <br> equipme <br> nt in <br> lasses <br> and labs | $9.09 \%$ | 1 | $63.64 \%$ | 7 | $0.00 \%$ | 0 | $0.00 \%$ |  |
| 6 | Quantity <br> of <br> equipme | $9.09 \%$ | 1 | $54.55 \%$ | 6 | $0.00 \%$ | 0 | $0.00 \%$ |

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

| \# | Question | Very <br> Good |  | Good |  | Poor |  | Very <br> Poor |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | Helpfulness of lab assistants | 18.18\% | 2 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 54.55\% | 6 | 11 |
| 8 | Overall enthusiasm and knowledge of instructors | 27.27\% | 3 | 54.55\% | 6 | 0.00\% | 0 | 0.00\% | 0 | 18.18\% | 2 | 11 |
| 9 | Instructors show interest in students' success | 27.27\% | 3 | 54.55\% | 6 | 0.00\% | 0 | 9.09\% | 1 | 9.09\% | 1 | 11 |
| 10 | Overall quality of instruction | 36.36\% | 4 | 45.45\% | 5 | 0.00\% | 0 | 9.09\% | 1 | 9.09\% | 1 | 11 |

## 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/Friendliness of <br> other faculty on campus | 1.00 | 5.00 | 2.00 | 1.48 | 2.18 | 11 |
| 2 | Attitude/Friendliness of Staff <br> (Non-teaching) on campus | 1.00 | 5.00 | 2.00 | 1.48 | 2.18 | 11 |
| 3 | Campus accessibility | 1.00 | 5.00 | 2.09 | 1.44 | 2.08 | 11 |
| 4 | Campus outdoor lighting | 1.00 | 5.00 | 3.18 | 1.70 | 2.88 | 11 |
| 5 | Campus safety and security | 1.00 | 5.00 | 2.82 | 1.70 | 2.88 | 11 |

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

| $\#$ | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 6 | Classroom appearance | 1.00 | 5.00 | 2.91 | 1.62 | 2.63 | 11 |
| 7 | Classroom space for learning | 1.00 | 5.00 | 2.36 | 1.67 | 2.78 | 11 |
| 8 | Conditions of buildings | 1.00 | 5.00 | 2.36 | 1.67 | 2.78 | 11 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very <br> Poor |  | Does <br> Not <br> Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | Attitude/Friendliness of other faculty on campus | 54.55\% | 6 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 18.18\% | 2 | 11 |
| 2 | Attitude/Friendliness of Staff (Non-teaching) on campus | 54.55\% | 6 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 18.18\% | 2 | 11 |
| 3 | Campus accessibility | 45.45\% | 5 | 36.36\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 18.18\% | 2 | 11 |
| 4 | Campus outdoor lighting | 18.18\% | 2 | 36.36\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 45.45\% | 5 | 11 |
| 5 | Campus safety and security | 27.27\% | 3 | 36.36\% | 4 | 0.00\% | 0 | 0.00\% | 0 | 36.36\% | 4 | 11 |

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

| \# | Question | Very Good |  | Good |  | Poor |  | Very P |  | Does Not Apply |  | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | Classroom appearance | 18.18\% | 2 | 45.45\% | 5 | 0.00\% | 0 | 0.00\% | 0 | 36.36\% | 4 | 11 |
| 7 | Classroom space for learning | 45.45\% | 5 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 27.27\% | 3 | 11 |
| 8 | Conditions of buildings | 45.45\% | 5 | 27.27\% | 3 | 0.00\% | 0 | 0.00\% | 0 | 27.27\% | 3 | 11 |

