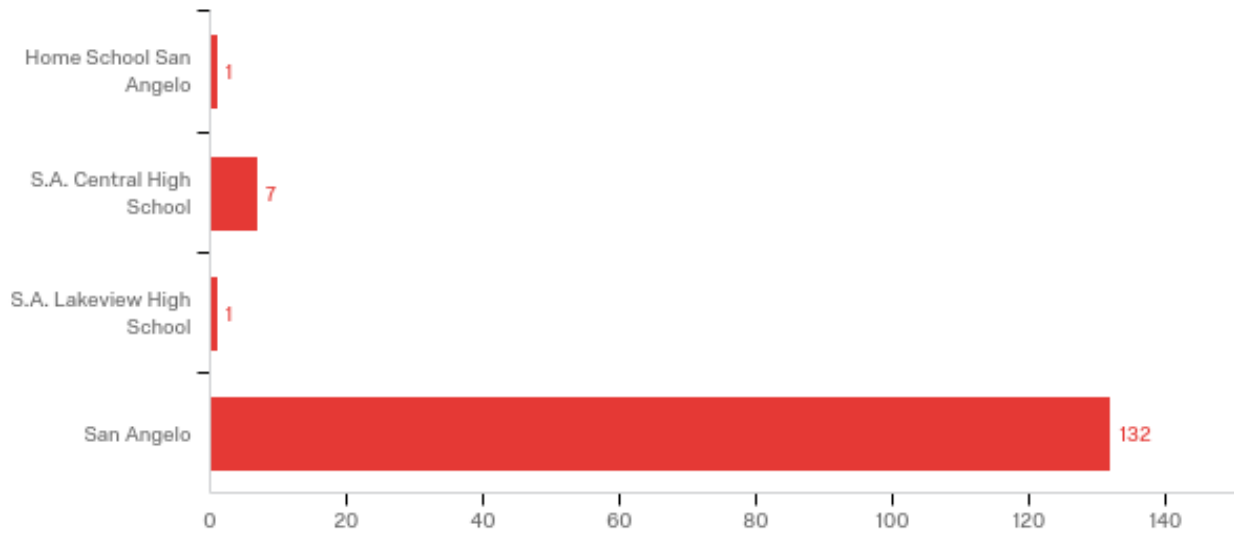


San Angelo

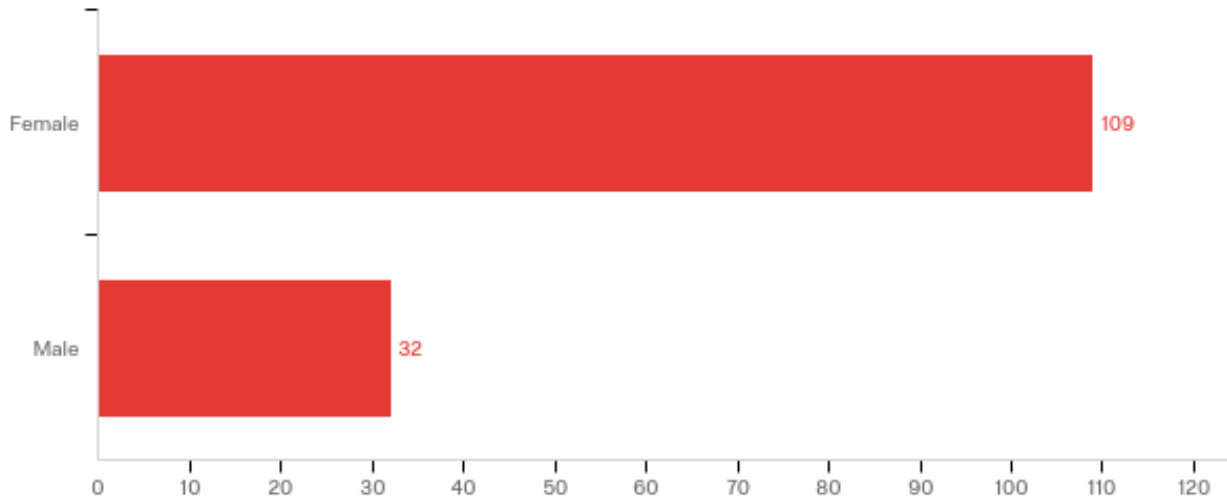
Student Satisfaction Survey - Fall 2017

HC



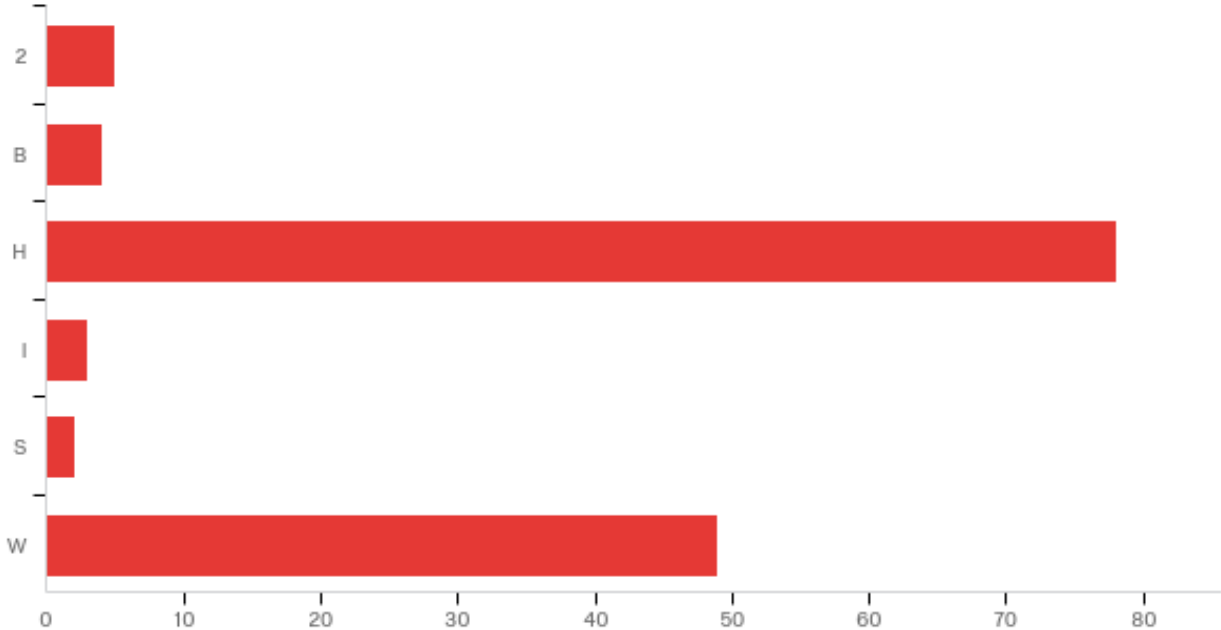
Answer	%	Count
Home School San Angelo	0.71%	1
S.A. Central High School	4.96%	7
S.A. Lakeview High School	0.71%	1
San Angelo	93.62%	132
Total	100%	141

Sex



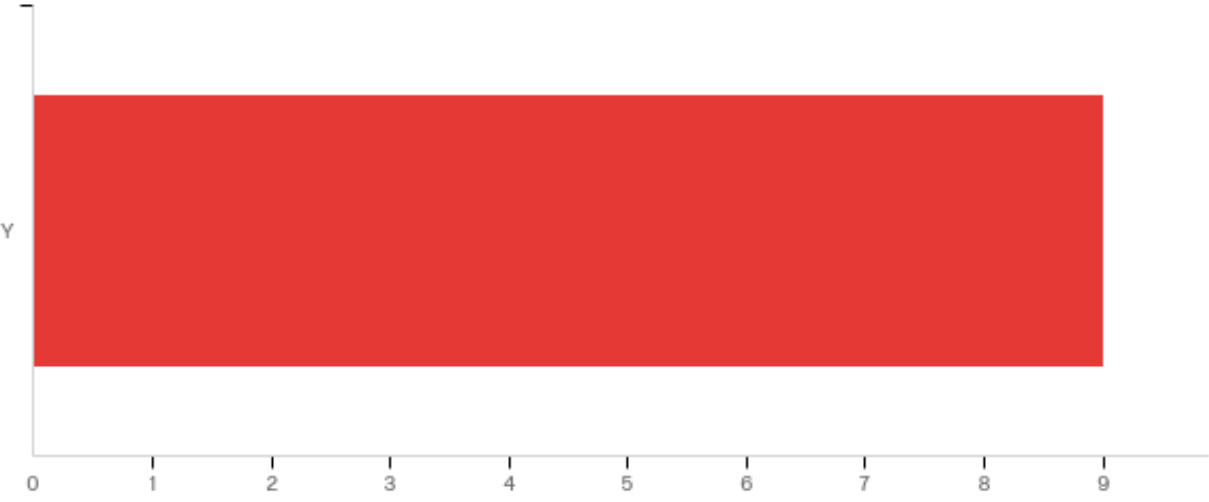
Answer	%	Count
Female	77.30%	109
Male	22.70%	32
Total	100%	141

Ethnicity



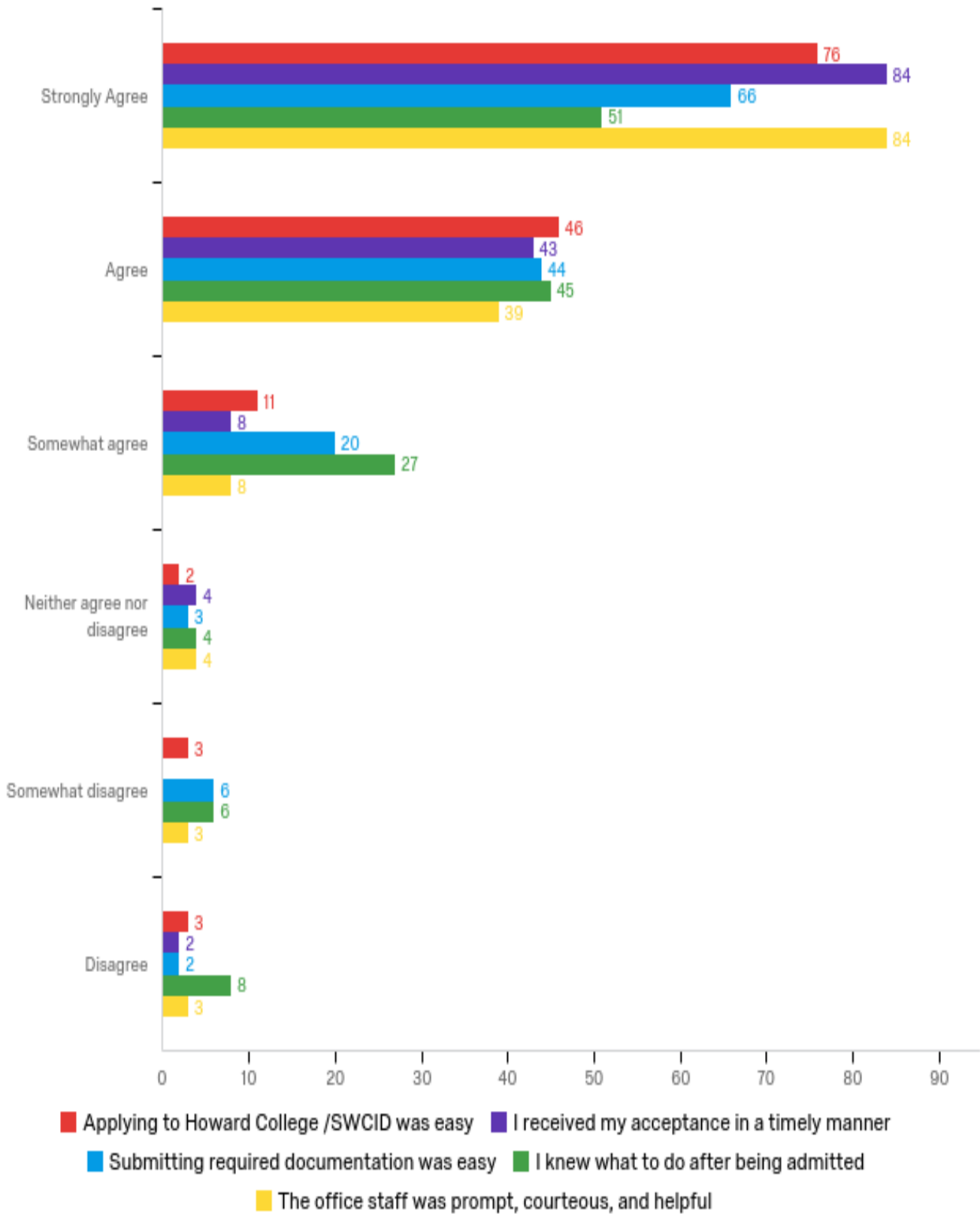
Answer	%	Count
2 or more	3.55%	5
Black or African American	2.84%	4
Hispanic	55.32%	78
International	2.13%	3
S Asian	1.42%	2
White	34.75%	49
Total	100%	141

Dual Credit



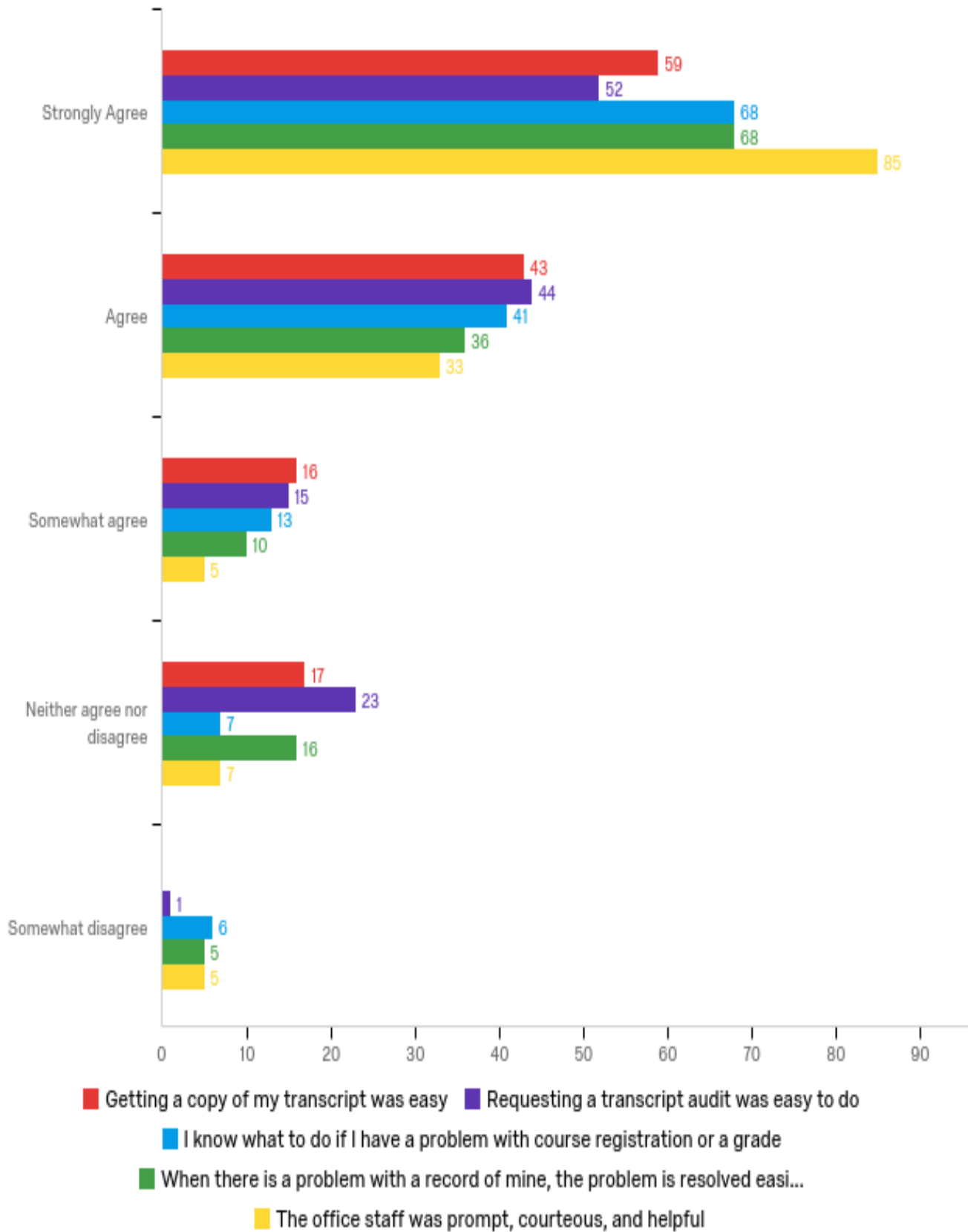
Answer	%	Count
Y	100.00%	9
Total	100%	9

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



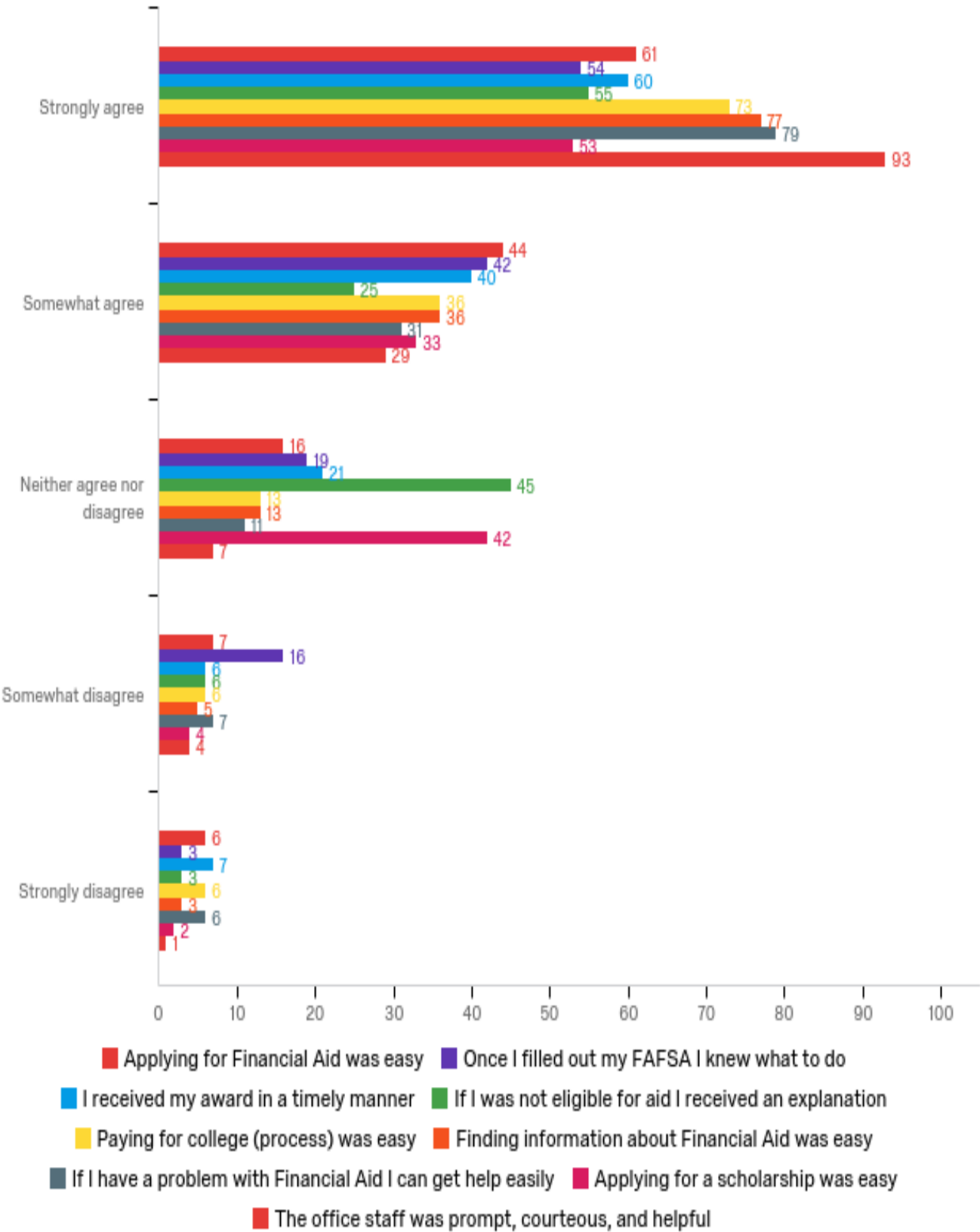
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCID was easy	53.90%	76	32.62%	46	7.80%	11	1.42%	2	2.13%	3	2.13%	3	141
2	I received my acceptance in a timely manner	59.57%	84	30.50%	43	5.67%	8	2.84%	4	0.00%	0	1.42%	2	141
3	Submitting required documentation was easy	46.81%	66	31.21%	44	14.18%	20	2.13%	3	4.26%	6	1.42%	2	141
4	I knew what to do after being admitted	36.17%	51	31.91%	45	19.15%	27	2.84%	4	4.26%	6	5.67%	8	141
5	The office staff was prompt, courteous, and helpful	59.57%	84	27.66%	39	5.67%	8	2.84%	4	2.13%	3	2.13%	3	141

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



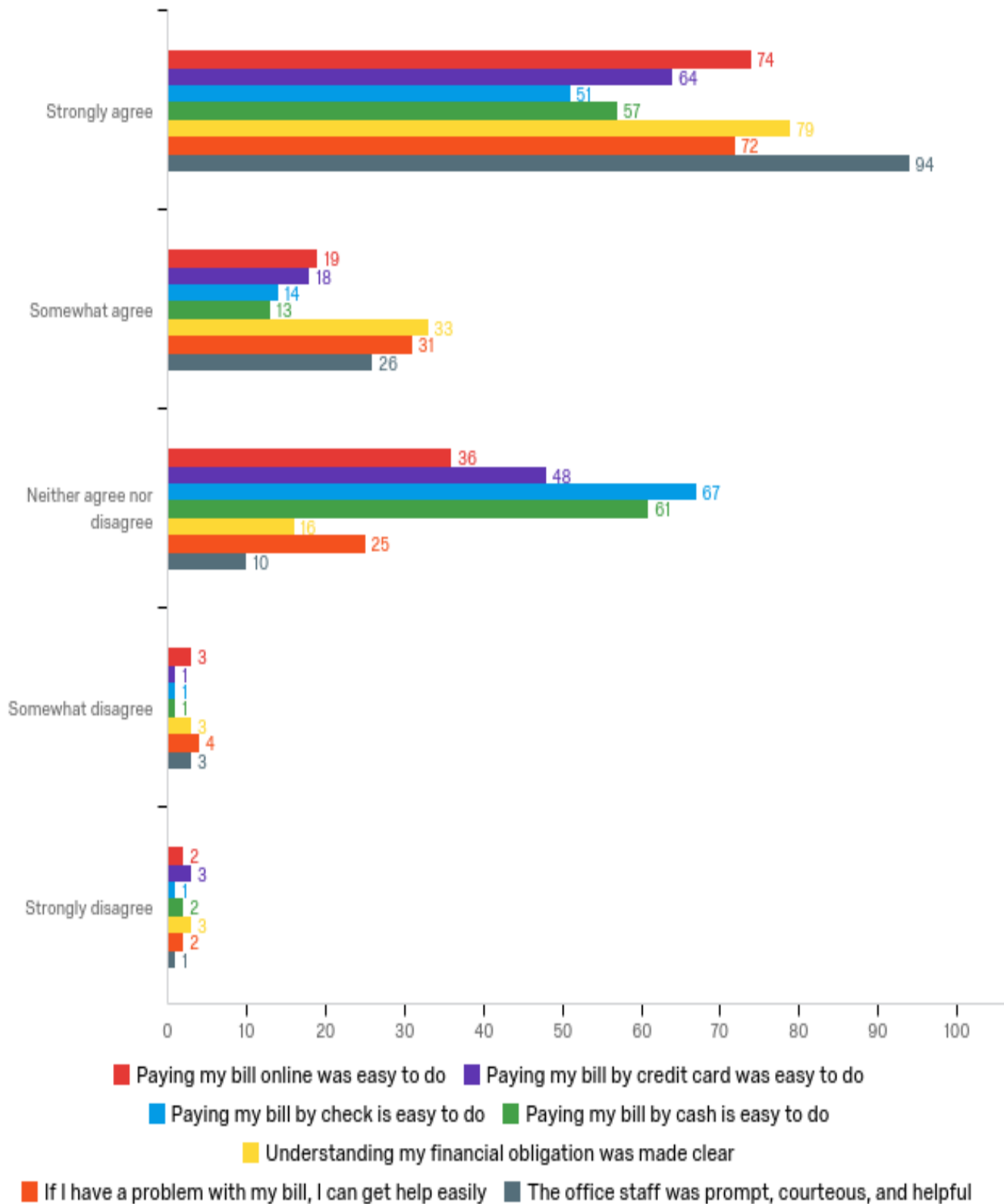
#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	43.70%	59	31.85%	43	11.85%	16	12.59%	17	0.00%	0	135
2	Requesting a transcript audit was easy to do	38.52%	52	32.59%	44	11.11%	15	17.04%	23	0.74%	1	135
3	I know what to do if I have a problem with course registration or a grade	50.37%	68	30.37%	41	9.63%	13	5.19%	7	4.44%	6	135
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	50.37%	68	26.67%	36	7.41%	10	11.85%	16	3.70%	5	135
5	The office staff was prompt, courteous, and helpful	62.96%	85	24.44%	33	3.70%	5	5.19%	7	3.70%	5	135

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



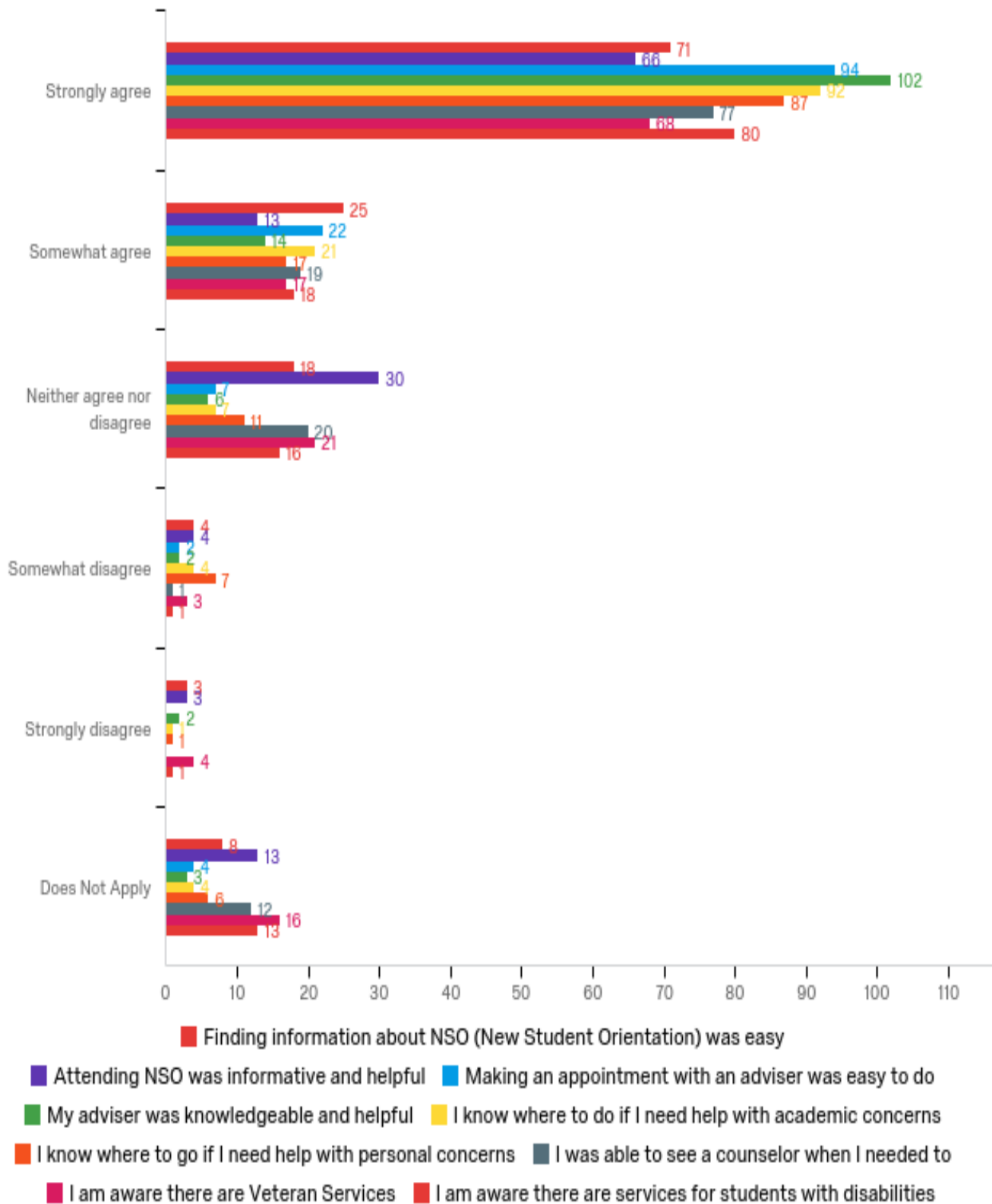
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	45.52%	61	32.84%	44	11.94%	16	5.22%	7	4.48%	6	134
2	Once I filled out my FAFSA I knew what to do	40.30%	54	31.34%	42	14.18%	19	11.94%	16	2.24%	3	134
3	I received my award in a timely manner	44.78%	60	29.85%	40	15.67%	21	4.48%	6	5.22%	7	134
4	If I was not eligible for aid I received an explanation	41.04%	55	18.66%	25	33.58%	45	4.48%	6	2.24%	3	134
5	Paying for college (process) was easy	54.48%	73	26.87%	36	9.70%	13	4.48%	6	4.48%	6	134
6	Finding information about Financial Aid was easy	57.46%	77	26.87%	36	9.70%	13	3.73%	5	2.24%	3	134
7	If I have a problem with Financial Aid I can get help easily	58.96%	79	23.13%	31	8.21%	11	5.22%	7	4.48%	6	134
8	Applying for a scholarship was easy	39.55%	53	24.63%	33	31.34%	42	2.99%	4	1.49%	2	134
9	The office staff was prompt, courteous, and helpful	69.40%	93	21.64%	29	5.22%	7	2.99%	4	0.75%	1	134

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



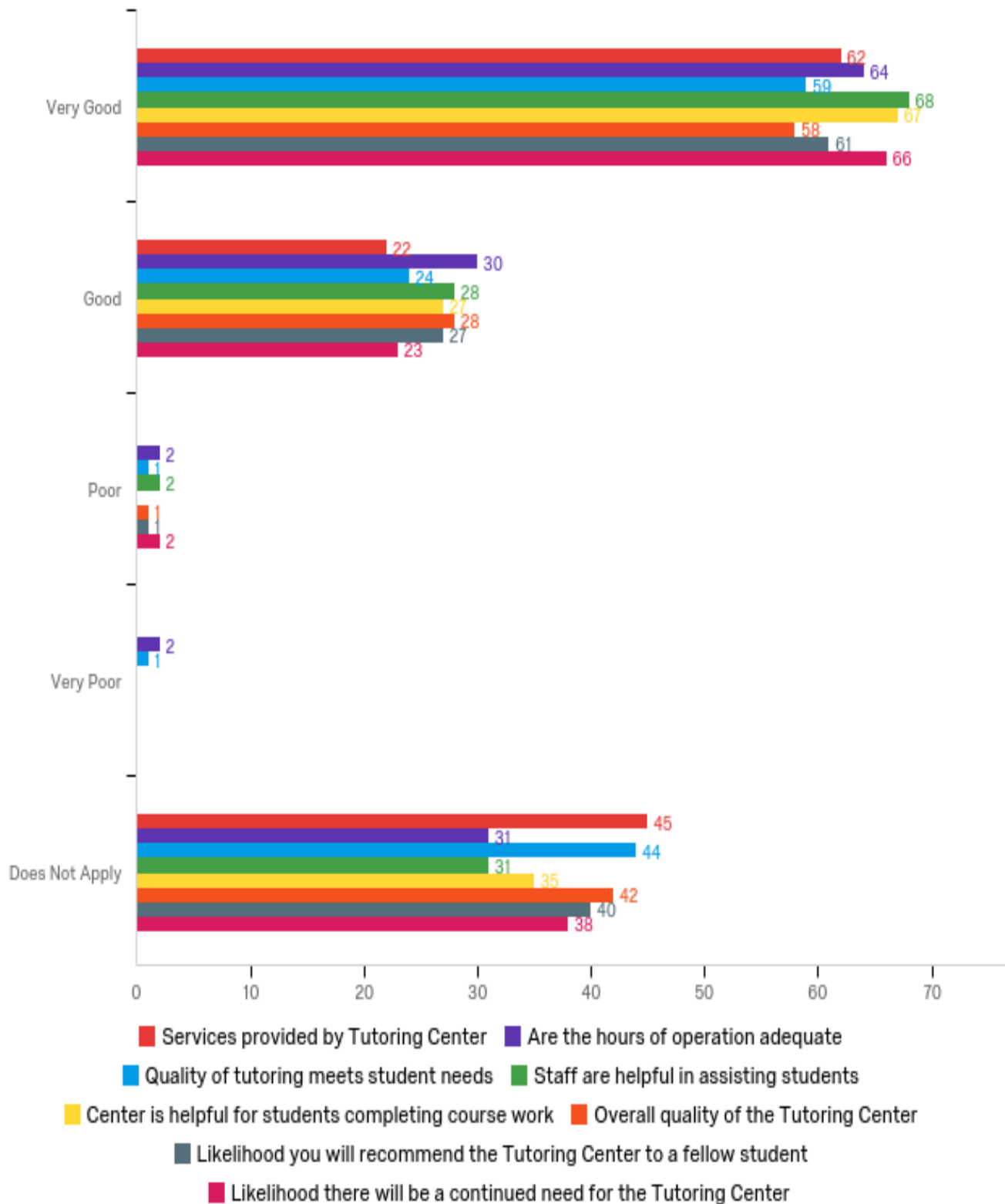
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	55.22%	74	14.18%	19	26.87%	36	2.24%	3	1.49%	2	134
2	Paying my bill by credit card was easy to do	47.76%	64	13.43%	18	35.82%	48	0.75%	1	2.24%	3	134
3	Paying my bill by check is easy to do	38.06%	51	10.45%	14	50.00%	67	0.75%	1	0.75%	1	134
4	Paying my bill by cash is easy to do	42.54%	57	9.70%	13	45.52%	61	0.75%	1	1.49%	2	134
5	Understanding my financial obligation was made clear	58.96%	79	24.63%	33	11.94%	16	2.24%	3	2.24%	3	134
6	If I have a problem with my bill, I can get help easily	53.73%	72	23.13%	31	18.66%	25	2.99%	4	1.49%	2	134
7	The office staff was prompt, courteous, and helpful	70.15%	94	19.40%	26	7.46%	10	2.24%	3	0.75%	1	134

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



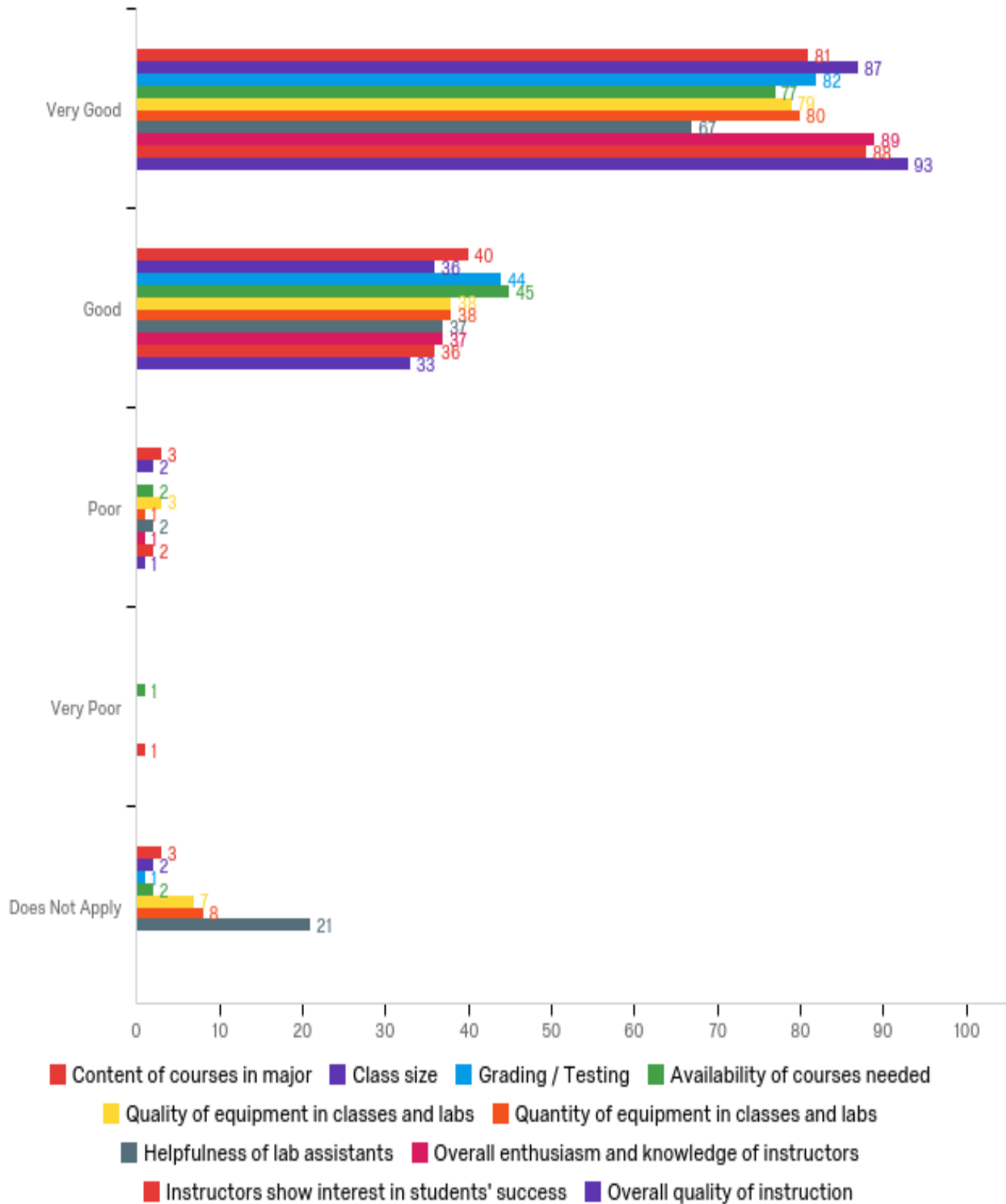
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Does Not Apply		Total
1	Finding information about NSO (New Student Orientation) was easy	55.04%	71	19.38%	25	13.95%	18	3.10%	4	2.33%	3	6.20%	8	129
2	Attending NSO was informative and helpful	51.16%	66	10.08%	13	23.26%	30	3.10%	4	2.33%	3	10.08%	13	129
3	Making an appointment with an adviser was easy to do	72.87%	94	17.05%	22	5.43%	7	1.55%	2	0.00%	0	3.10%	4	129
4	My adviser was knowledgeable and helpful	79.07%	102	10.85%	14	4.65%	6	1.55%	2	1.55%	2	2.33%	3	129
5	I know where to go if I need help with academic concerns	71.32%	92	16.28%	21	5.43%	7	3.10%	4	0.78%	1	3.10%	4	129
6	I know where to go if I need help with personal concerns	67.44%	87	13.18%	17	8.53%	11	5.43%	7	0.78%	1	4.65%	6	129
7	I was able to see a counselor when I needed to	59.69%	77	14.73%	19	15.50%	20	0.78%	1	0.00%	0	9.30%	12	129
8	I am aware there are Veteran Services	52.71%	68	13.18%	17	16.28%	21	2.33%	3	3.10%	4	12.40%	16	129
9	I am aware there are services for students with disabilities	62.02%	80	13.95%	18	12.40%	16	0.78%	1	0.78%	1	10.08%	13	129

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



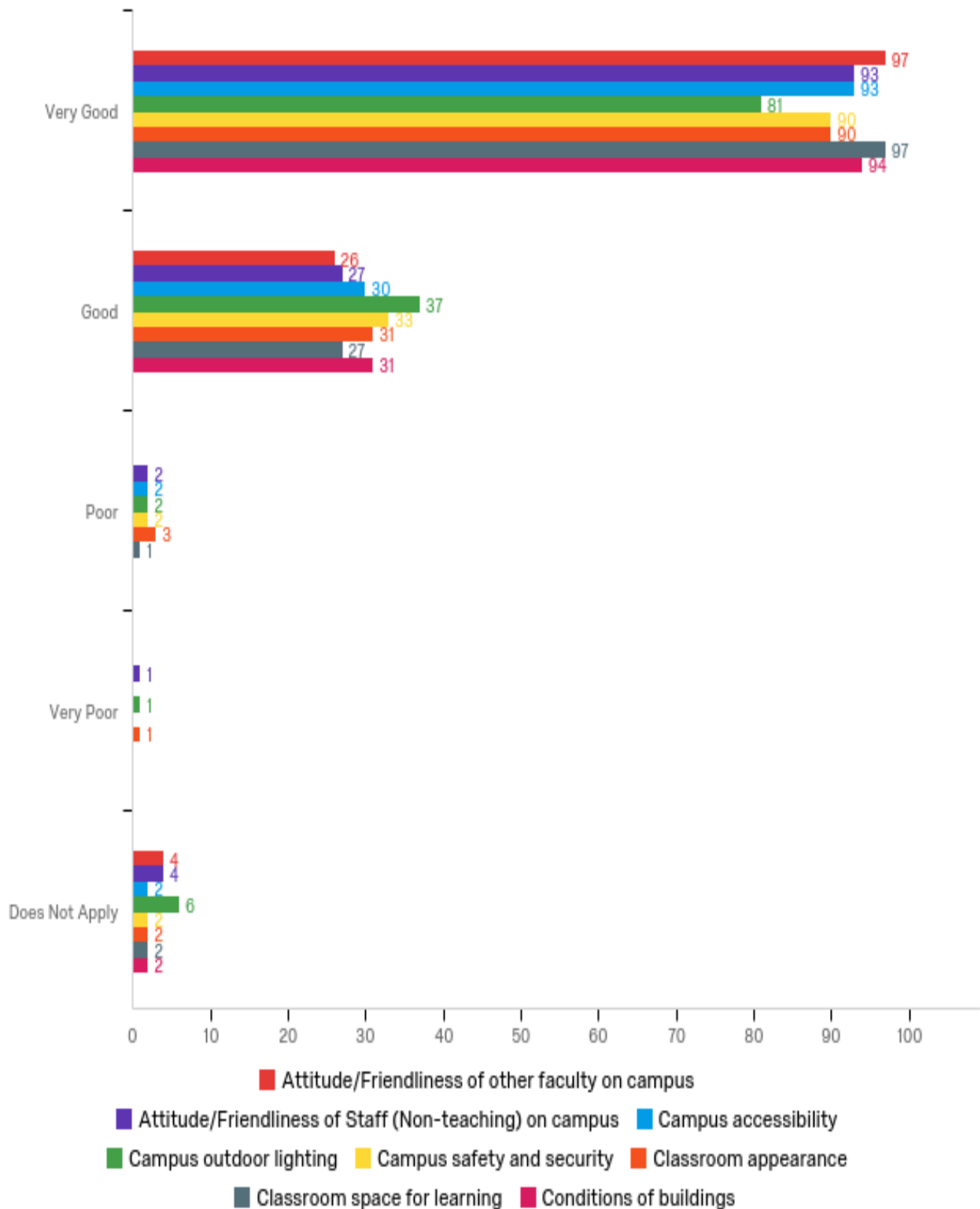
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	48.06%	62	17.05%	22	0.00%	0	0.00%	0	34.88%	45	129
2	Are the hours of operation adequate	49.61%	64	23.26%	30	1.55%	2	1.55%	2	24.03%	31	129
3	Quality of tutoring meets student needs	45.74%	59	18.60%	24	0.78%	1	0.78%	1	34.11%	44	129
4	Staff are helpful in assisting students	52.71%	68	21.71%	28	1.55%	2	0.00%	0	24.03%	31	129
5	Center is helpful for students completing course work	51.94%	67	20.93%	27	0.00%	0	0.00%	0	27.13%	35	129
6	Overall quality of the Tutoring Center	44.96%	58	21.71%	28	0.78%	1	0.00%	0	32.56%	42	129
7	Likelihood you will recommend the Tutoring Center to a fellow student	47.29%	61	20.93%	27	0.78%	1	0.00%	0	31.01%	40	129
8	Likelihood there will be a continued need for the Tutoring Center	51.16%	66	17.83%	23	1.55%	2	0.00%	0	29.46%	38	129

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



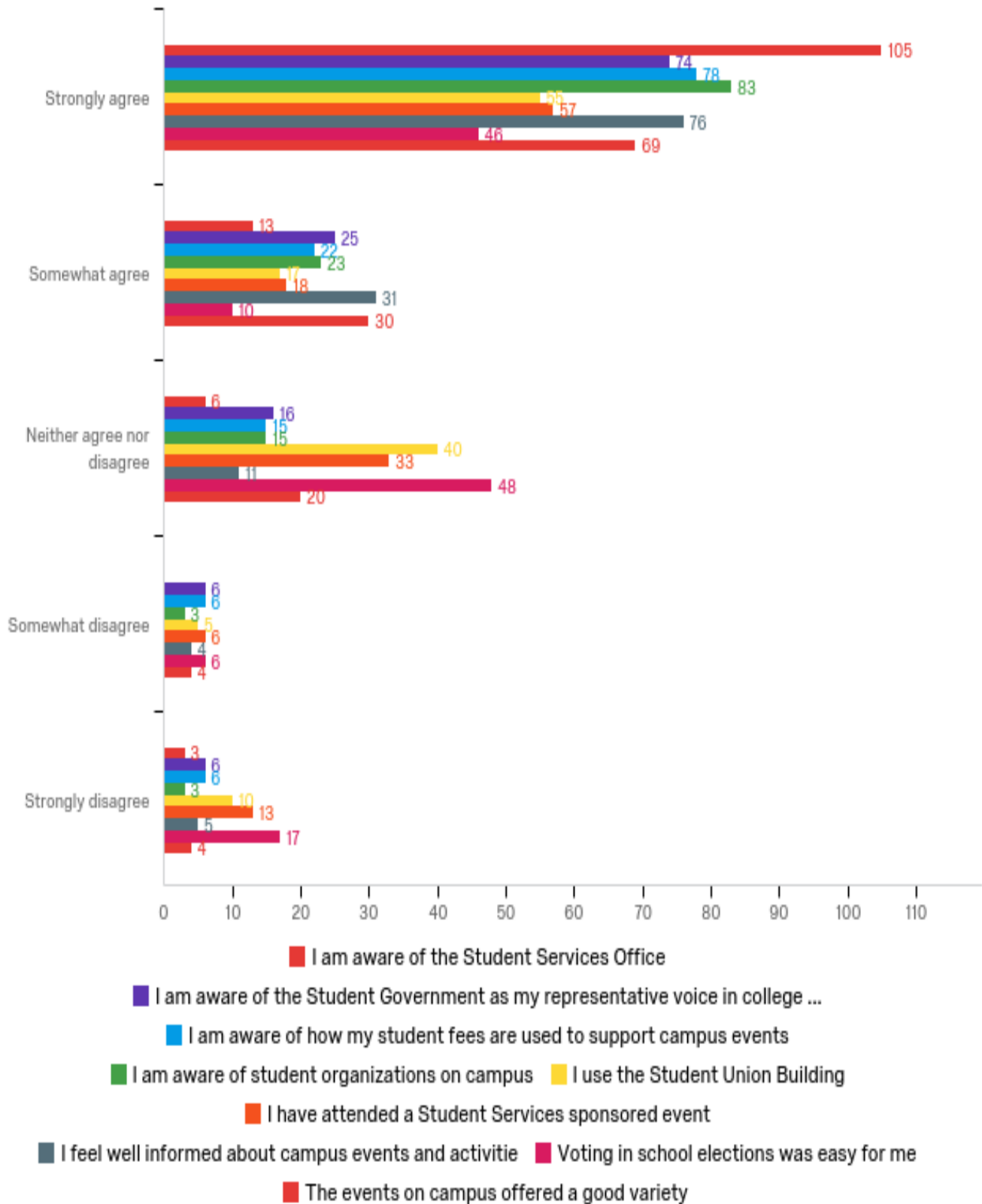
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	63.78%	81	31.50%	40	2.36%	3	0.00%	0	2.36%	3	127
2	Class size	68.50%	87	28.35%	36	1.57%	2	0.00%	0	1.57%	2	127
3	Grading / Testing	64.57%	82	34.65%	44	0.00%	0	0.00%	0	0.79%	1	127
4	Availability of courses needed	60.63%	77	35.43%	45	1.57%	2	0.79%	1	1.57%	2	127
6	Quality of equipment in classes and labs	62.20%	79	29.92%	38	2.36%	3	0.00%	0	5.51%	7	127
7	Quantity of equipment in classes and labs	62.99%	80	29.92%	38	0.79%	1	0.00%	0	6.30%	8	127
9	Helpfulness of lab assistants	52.76%	67	29.13%	37	1.57%	2	0.00%	0	16.54%	21	127
10	Overall enthusiasm and knowledge of instructors	70.08%	89	29.13%	37	0.79%	1	0.00%	0	0.00%	0	127
11	Instructors show interest in students' success	69.29%	88	28.35%	36	1.57%	2	0.79%	1	0.00%	0	127
12	Overall quality of instruction	73.23%	93	25.98%	33	0.79%	1	0.00%	0	0.00%	0	127

8. Please evaluate the following items relating to the campus



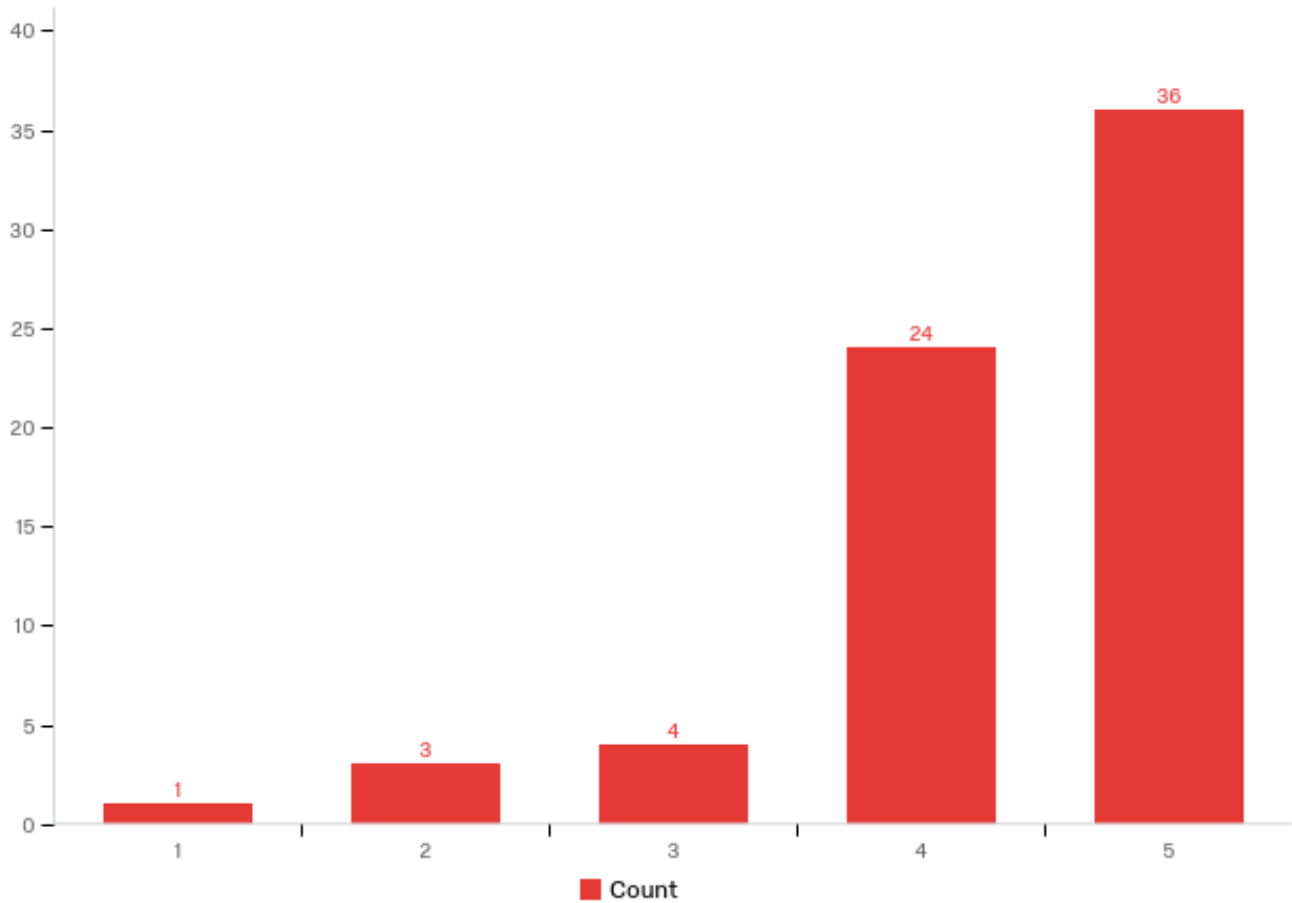
#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Friendliness of other faculty on campus	76.38%	97	20.47%	26	0.00%	0	0.00%	0	3.15%	4	127
2	Attitude/Friendliness of Staff (Non-teaching) on campus	73.23%	93	21.26%	27	1.57%	2	0.79%	1	3.15%	4	127
3	Campus accessibility	73.23%	93	23.62%	30	1.57%	2	0.00%	0	1.57%	2	127
4	Campus outdoor lighting	63.78%	81	29.13%	37	1.57%	2	0.79%	1	4.72%	6	127
5	Campus safety and security	70.87%	90	25.98%	33	1.57%	2	0.00%	0	1.57%	2	127
6	Classroom appearance	70.87%	90	24.41%	31	2.36%	3	0.79%	1	1.57%	2	127
7	Classroom space for learning	76.38%	97	21.26%	27	0.79%	1	0.00%	0	1.57%	2	127
8	Conditions of buildings	74.02%	94	24.41%	31	0.00%	0	0.00%	0	1.57%	2	127

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



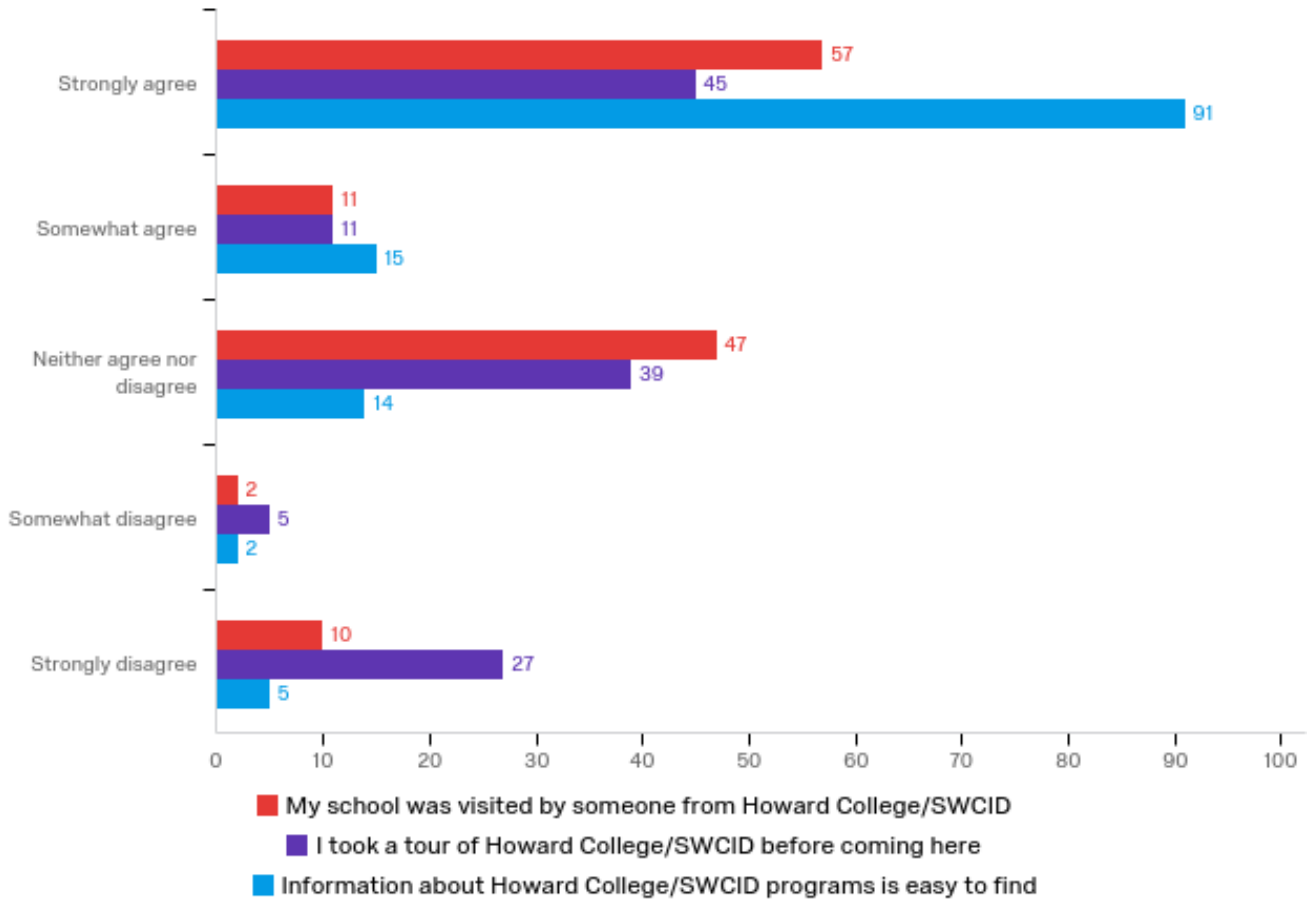
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	82.68%	105	10.24%	13	4.72%	6	0.00%	0	2.36%	3	127
2	I am aware of the Student Government as my representative voice in college affairs	58.27%	74	19.69%	25	12.60%	16	4.72%	6	4.72%	6	127
3	I am aware of how my student fees are used to support campus events	61.42%	78	17.32%	22	11.81%	15	4.72%	6	4.72%	6	127
4	I am aware of student organizations on campus	65.35%	83	18.11%	23	11.81%	15	2.36%	3	2.36%	3	127
5	I use the Student Union Building	43.31%	55	13.39%	17	31.50%	40	3.94%	5	7.87%	10	127
6	I have attended a Student Services sponsored event	44.88%	57	14.17%	18	25.98%	33	4.72%	6	10.24%	13	127
7	I feel well informed about campus events and activities	59.84%	76	24.41%	31	8.66%	11	3.15%	4	3.94%	5	127
8	Voting in school elections was easy for me	36.22%	46	7.87%	10	37.80%	48	4.72%	6	13.39%	17	127
9	The events on campus offered a good variety	54.33%	69	23.62%	30	15.75%	20	3.15%	4	3.15%	4	127

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



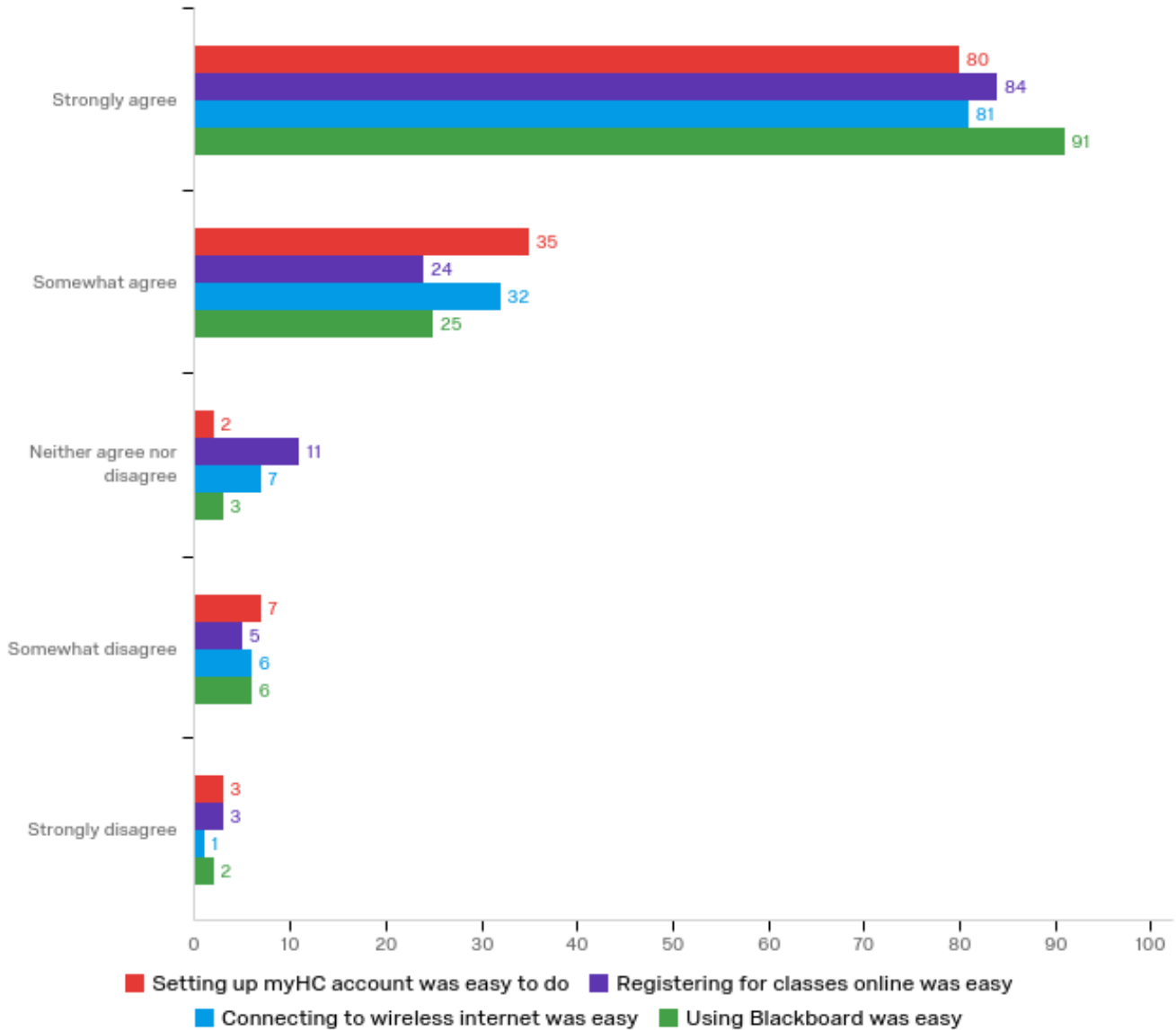
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Click to write Choice 1	1.00	5.00	4.34	0.88	0.78	68

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



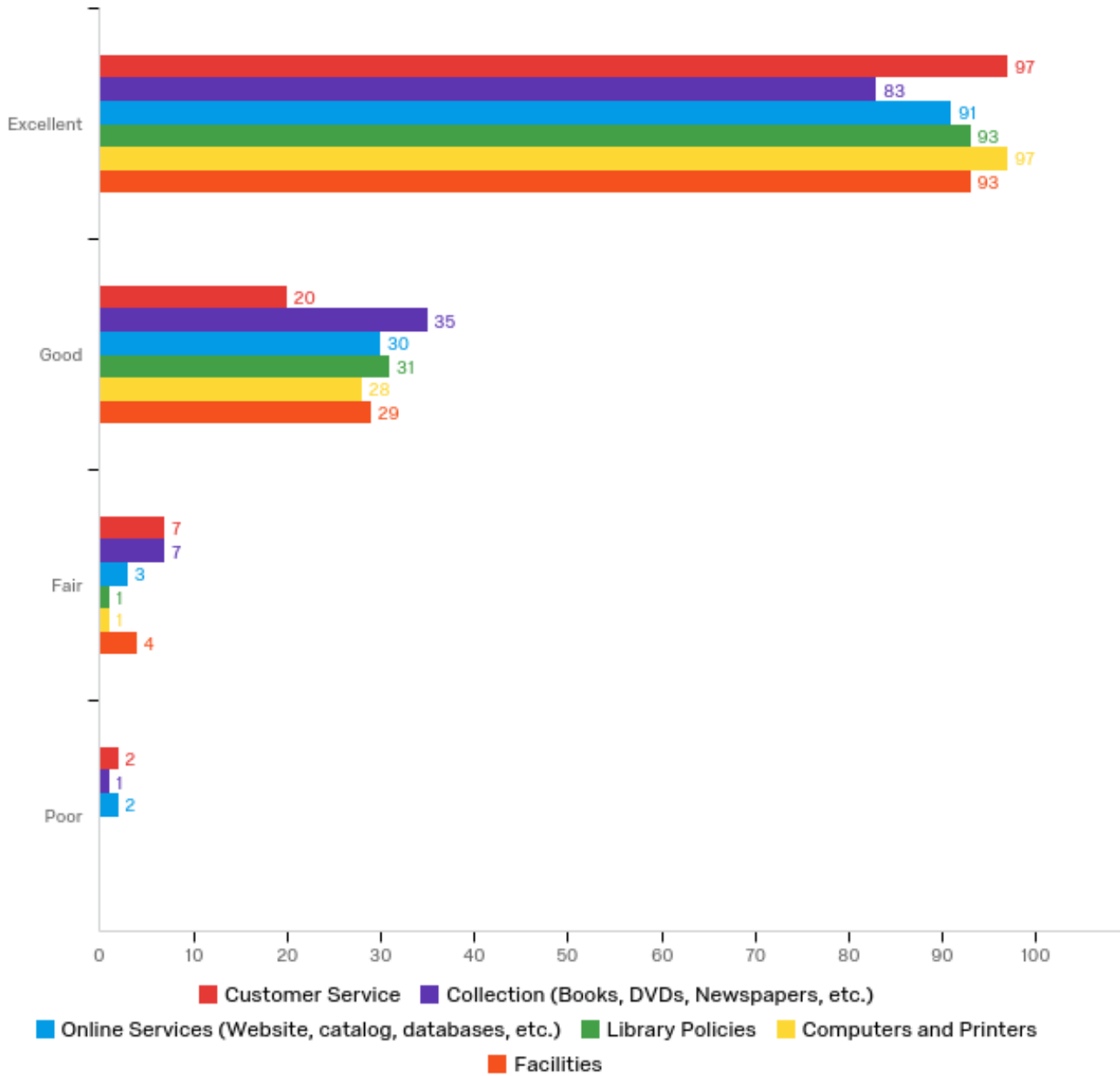
#	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total
1	My school was visited by someone from Howard College/SWCID	44.88% 57	8.66% 11	37.01% 47	1.57% 2	7.87% 10	127
2	I took a tour of Howard College/SWCID before coming here	35.43% 45	8.66% 11	30.71% 39	3.94% 5	21.26% 27	127
3	Information about Howard College/SWCID programs is easy to find	71.65% 91	11.81% 15	11.02% 14	1.57% 2	3.94% 5	127

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	62.99% 80	27.56% 35	1.57% 2	5.51% 7	2.36% 3	127
2	Registering for classes online was easy	66.14% 84	18.90% 24	8.66% 11	3.94% 5	2.36% 3	127
3	Connecting to wireless internet was easy	63.78% 81	25.20% 32	5.51% 7	4.72% 6	0.79% 1	127
4	Using Blackboard was easy	71.65% 91	19.69% 25	2.36% 3	4.72% 6	1.57% 2	127

13. Please rate each of the following library services



	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	76.98%	97	15.87%	20	5.56%	7	1.59%	2	126
2	Collection (Books, DVDs, Newspapers, etc.)	65.87%	83	27.78%	35	5.56%	7	0.79%	1	126
3	Online Services (Website, catalog, databases, etc.)	72.22%	91	23.81%	30	2.38%	3	1.59%	2	126
4	Library Policies	74.40%	93	24.80%	31	0.80%	1	0.00%	0	125
5	Computers and Printers	76.98%	97	22.22%	28	0.79%	1	0.00%	0	126
6	Facilities	73.81%	93	23.02%	29	3.17%	4	0.00%	0	126