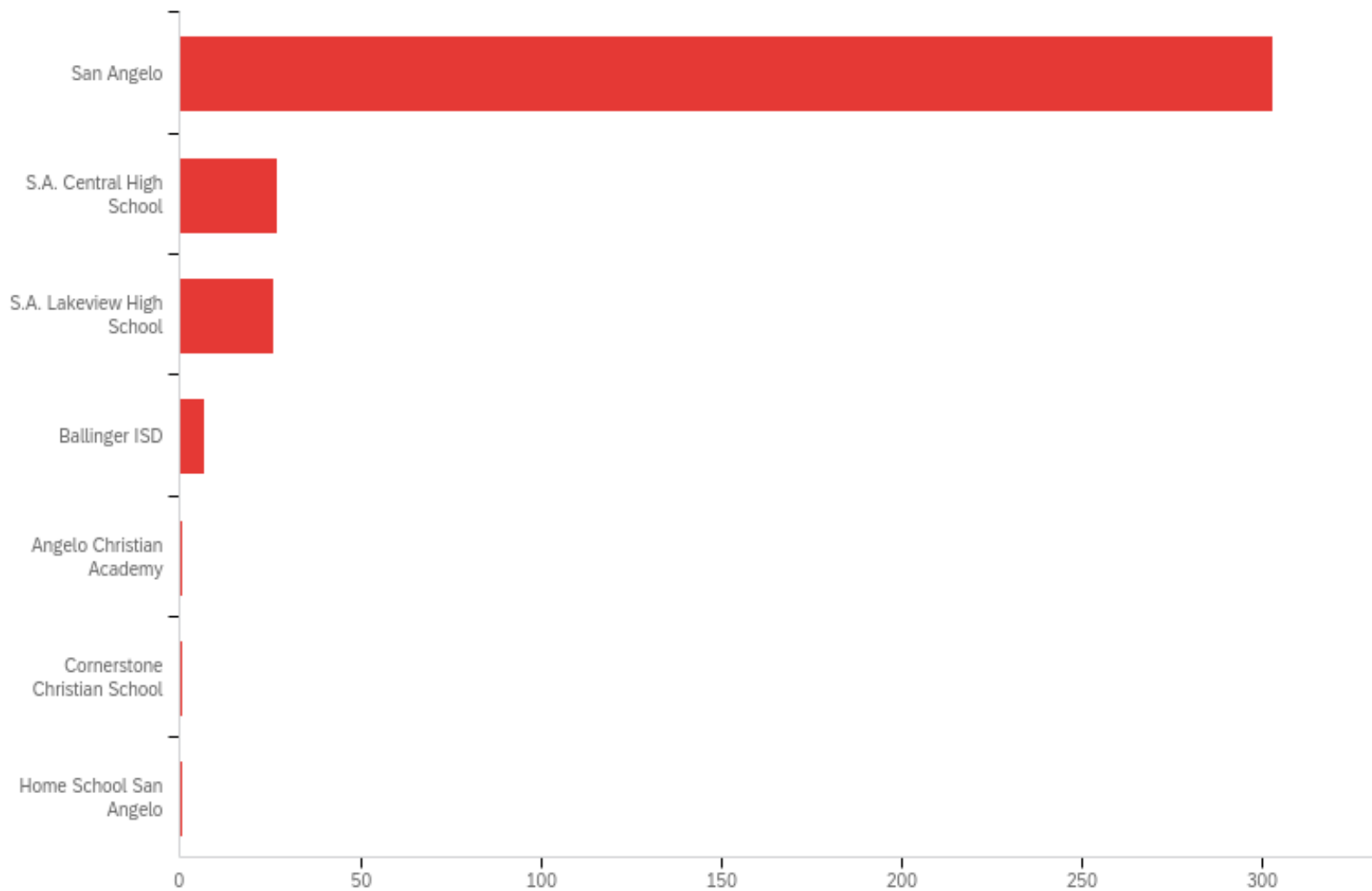


Student Satisfaction Survey - Fall 2018

San Angelo

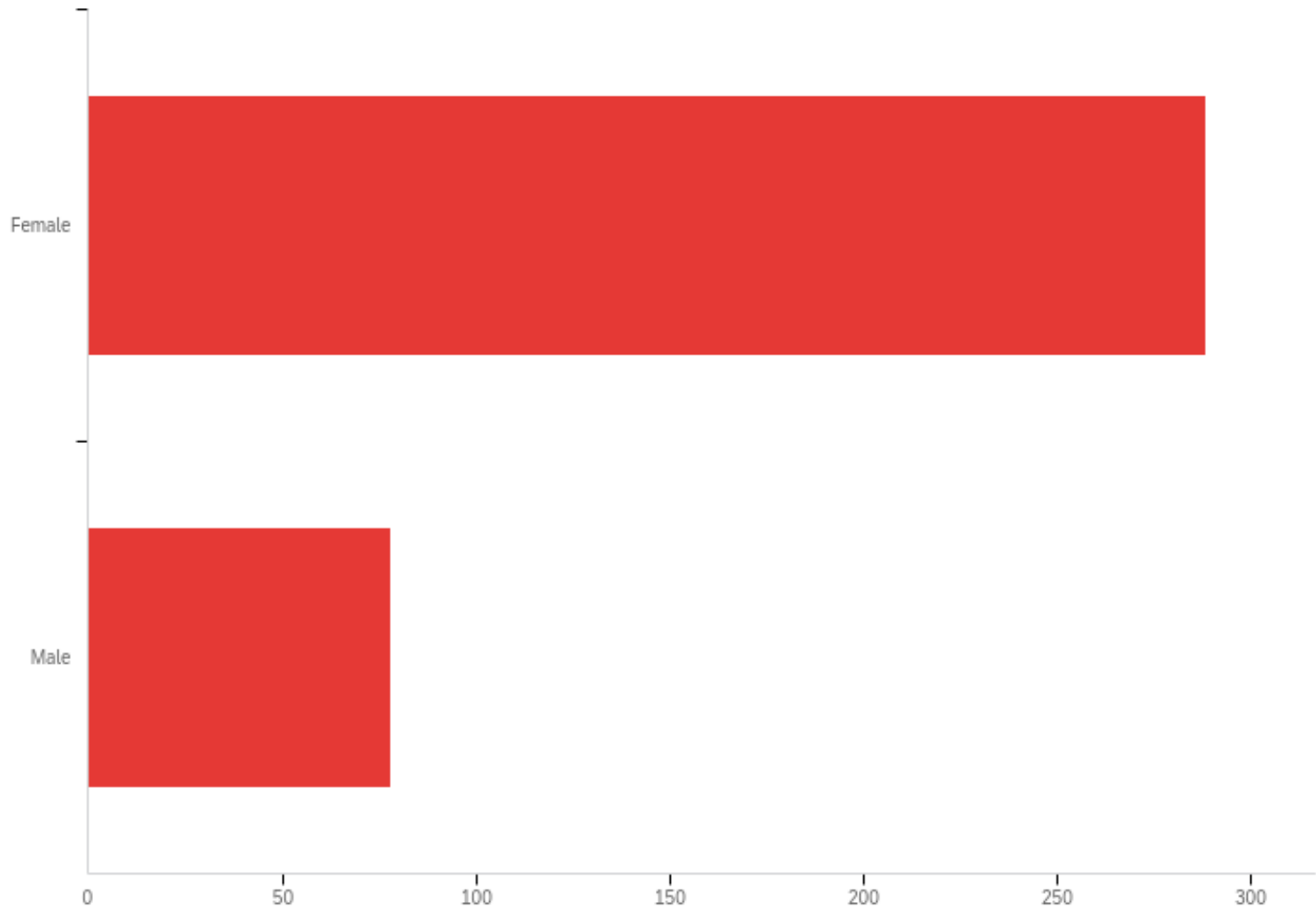
HC



HC

#	Answer	%	Count
1	San Angelo	82.79%	303
2	S.A. Central High School	7.38%	27
3	S.A. Lakeview High School	7.10%	26
4	Ballinger ISD	1.91%	7
5	Angelo Christian Academy	0.27%	1
6	Cornerstone Christian School	0.27%	1
7	Home School San Angelo	0.27%	1
	Total	100%	366

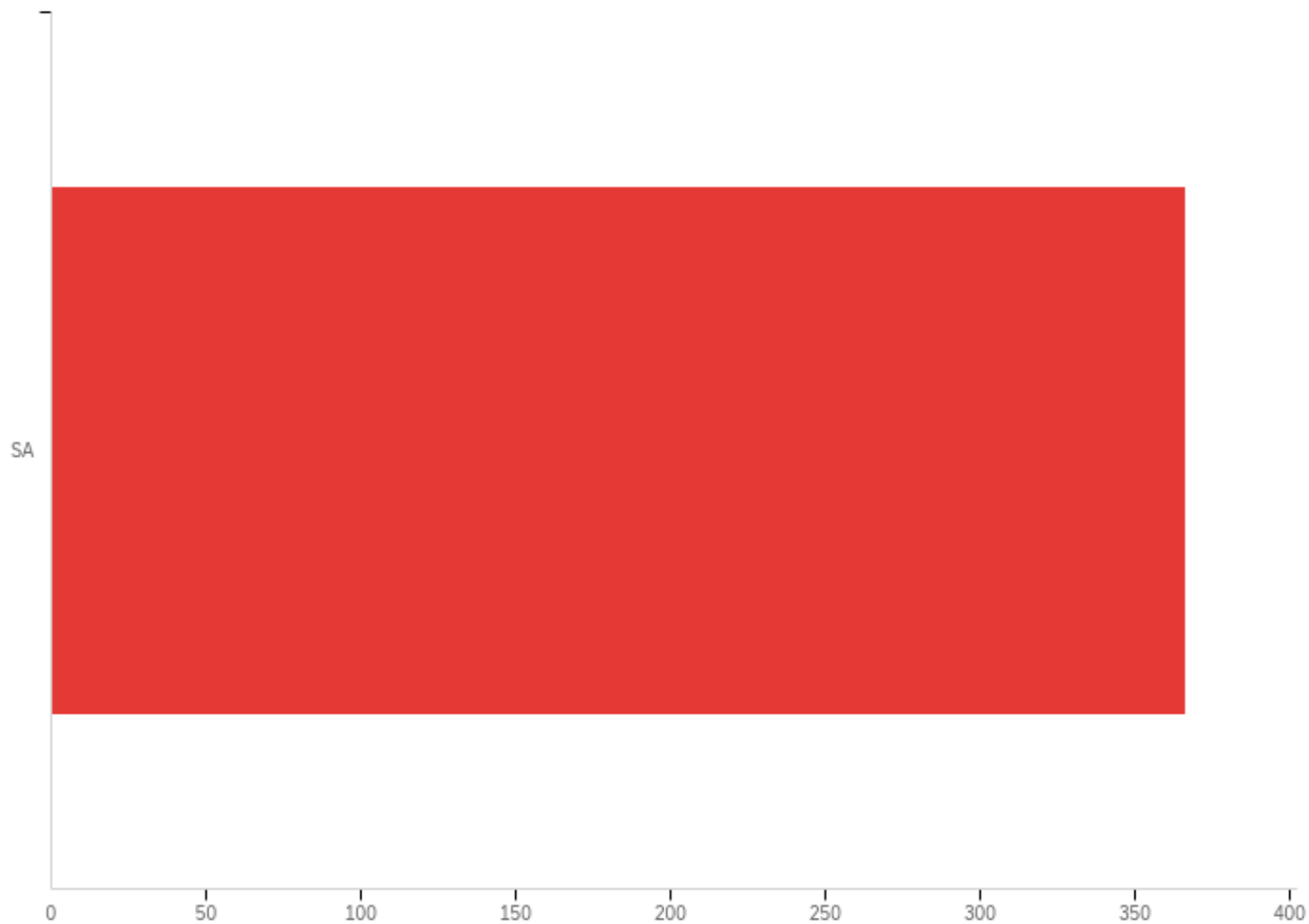
Sex



Sex

#	Answer	%	Count
1	Female	78.69%	288
2	Male	21.31%	78
	Total	100%	366

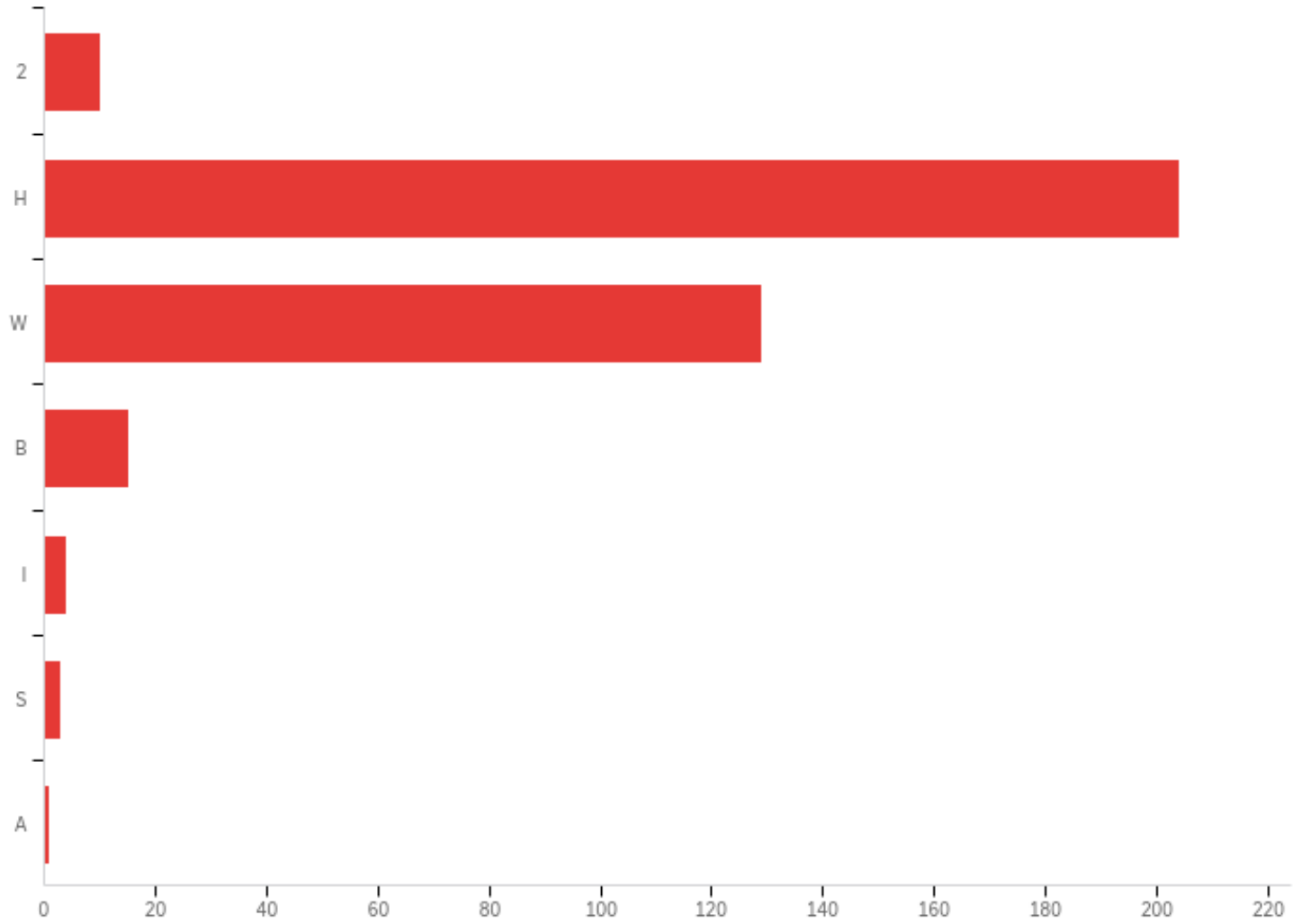
CampusGroup



CampusGroup

#	Answer	%	Count
1	SA	100.00%	366
	Total	100%	366

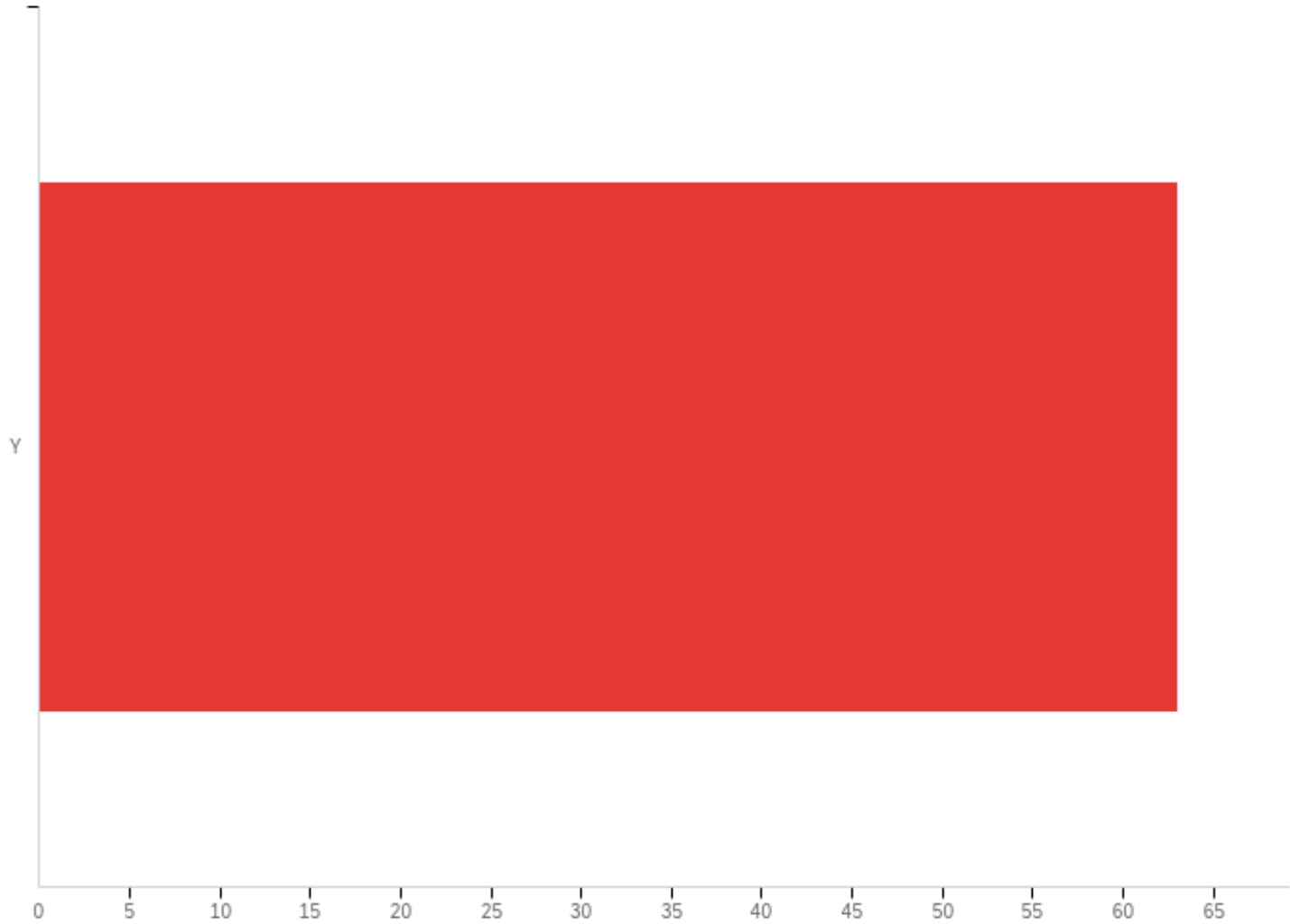
WorkEth



WorkEth

#	Answer	%	Count
1	2	2.73%	10
2	H	55.74%	204
3	W	35.25%	129
4	B	4.10%	15
5	I	1.09%	4
6	S	0.82%	3
7	A	0.27%	1
	Total	100%	366

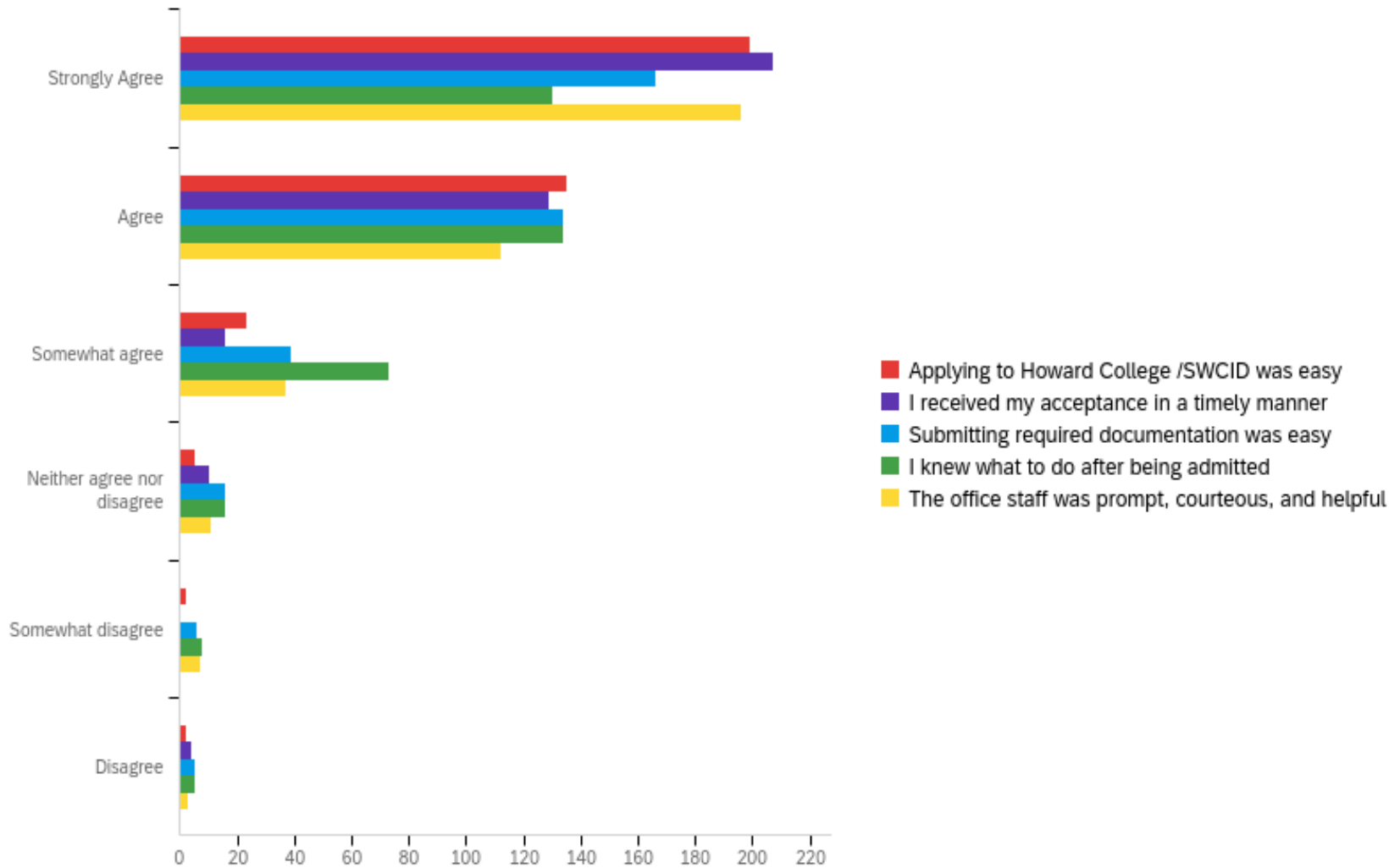
DualCredit



DualCredit

#	Answer	%	Count
1	Y	100.00%	63
	Total	100%	63

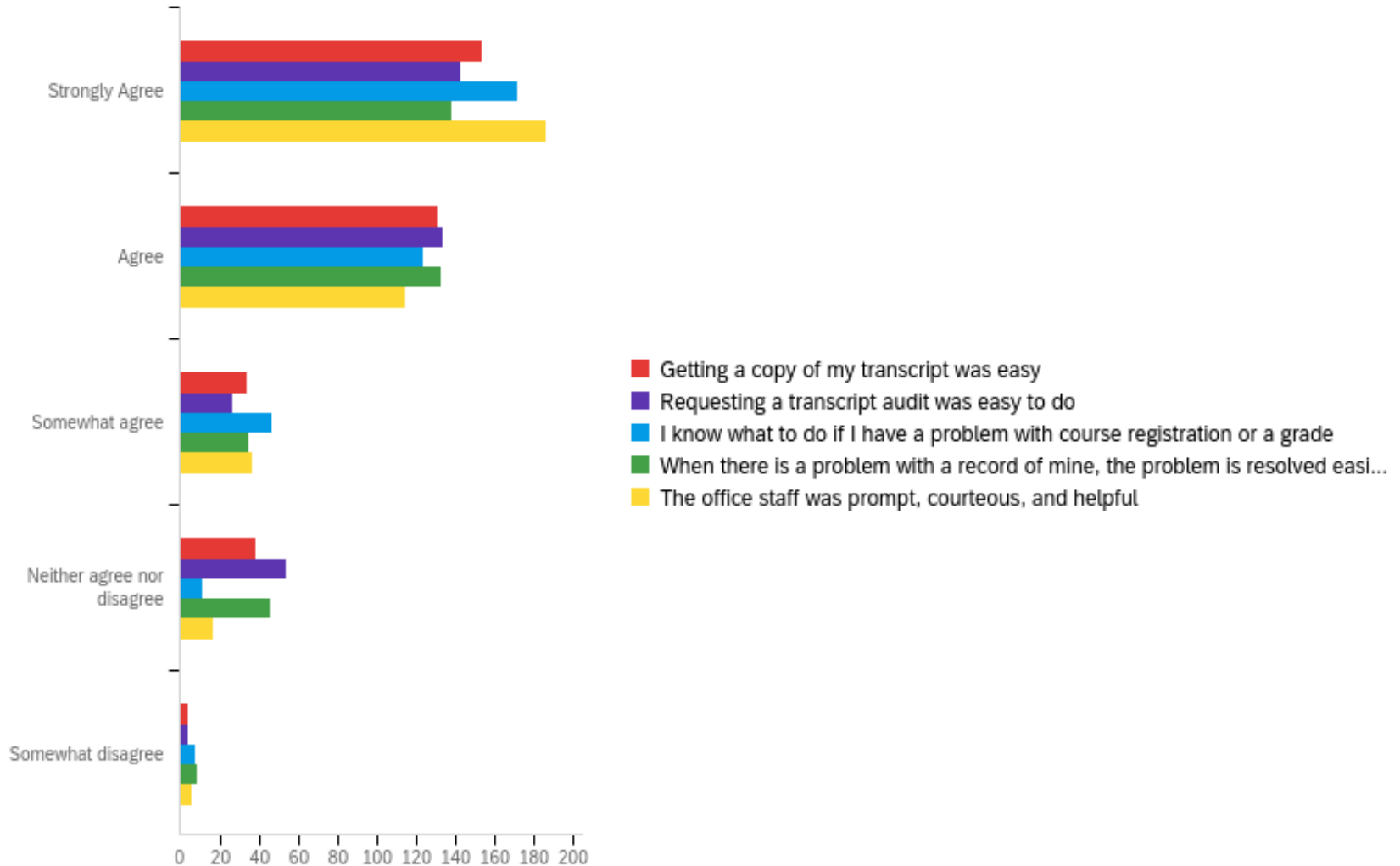
Q1 - Please select an answer that you feel accurately portrays your experience with...



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	54.37%	199	36.89%	135	6.28%	23	1.37%	5	0.55%	2	0.55%	2	366
2	I received my acceptance in a timely manner	56.56%	207	35.25%	129	4.37%	16	2.73%	10	0.00%	0	1.09%	4	366
3	Submitting required documentation was easy	45.36%	166	36.61%	134	10.66%	39	4.37%	16	1.64%	6	1.37%	5	366
4	I knew what to do after being admitted	35.52%	130	36.61%	134	19.95%	73	4.37%	16	2.19%	8	1.37%	5	366
5	The office staff was prompt, courteous, and helpful	53.55%	196	30.60%	112	10.11%	37	3.01%	11	1.91%	7	0.82%	3	366

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



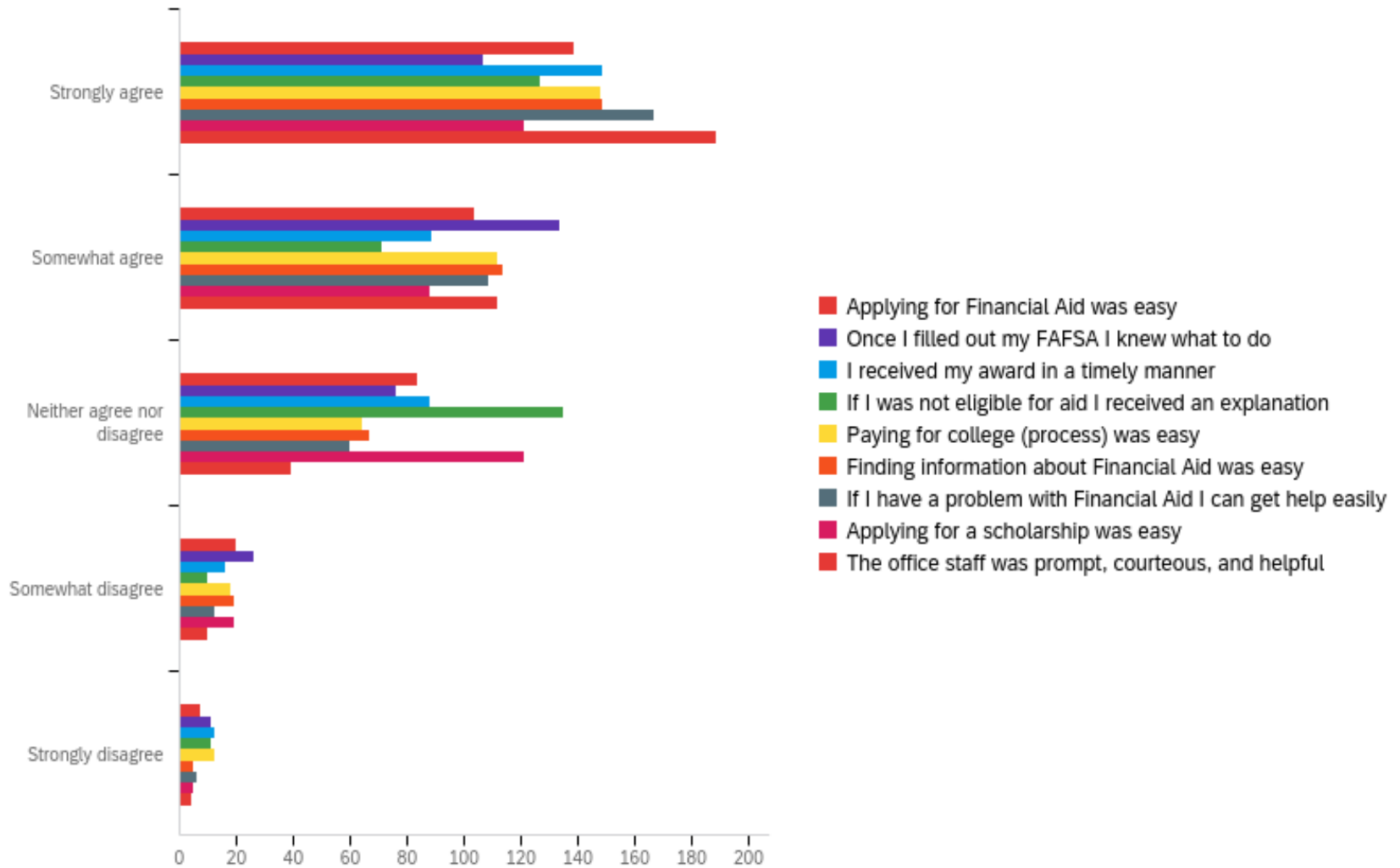
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total	
1	Getting a copy of my transcript was easy	42.54%	154	36.19%	131	9.39%	34	10.77%	39	1.10%	4	362	
2	Requesting a transcript audit was easy to do	39.50%	143	37.02%	134	7.46%	27	14.92%	54	1.10%	4	362	
3	I know what to do if I have a problem with course registration or a grade	47.51%	172	34.25%	124	12.98%	47	3.04%	11	2.21%	8	362	
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	38.40%	139	36.74%	133	9.67%	35	12.71%	46	2.49%	9	362	

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	51.66%	187	31.77%	115	10.22%	37	4.70%	17	1.66%	6	362

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



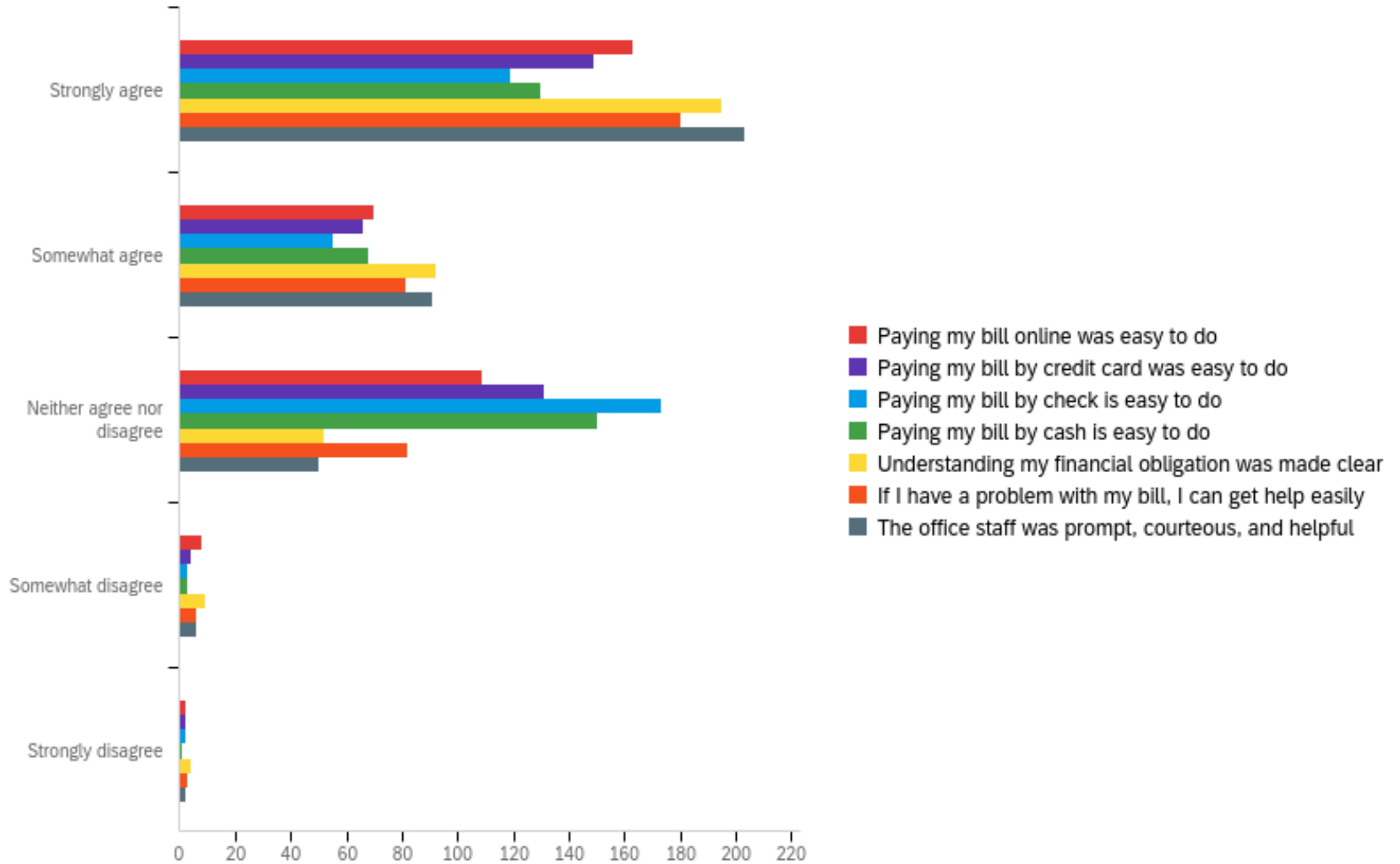
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	39.27%	139	29.38%	104	23.73%	84	5.65%	20	1.98%	7	354
2	Once I filled out my FAFSA I knew what to do	30.23%	107	37.85%	134	21.47%	76	7.34%	26	3.11%	11	354
3	I received my award in a timely manner	42.09%	149	25.14%	89	24.86%	88	4.52%	16	3.39%	12	354
4	If I was not eligible for aid I received an explanation	35.88%	127	20.06%	71	38.14%	135	2.82%	10	3.11%	11	354
5	Paying for college (process) was easy	41.81%	148	31.64%	112	18.08%	64	5.08%	18	3.39%	12	354

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	42.09%	149	32.20%	114	18.93%	67	5.37%	19	1.41%	5	354
7	If I have a problem with Financial Aid I can get help easily	47.18%	167	30.79%	109	16.95%	60	3.39%	12	1.69%	6	354
8	Applying for a scholarship was easy	34.18%	121	24.86%	88	34.18%	121	5.37%	19	1.41%	5	354
9	The office staff was prompt, courteous, and helpful	53.39%	189	31.64%	112	11.02%	39	2.82%	10	1.13%	4	354

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



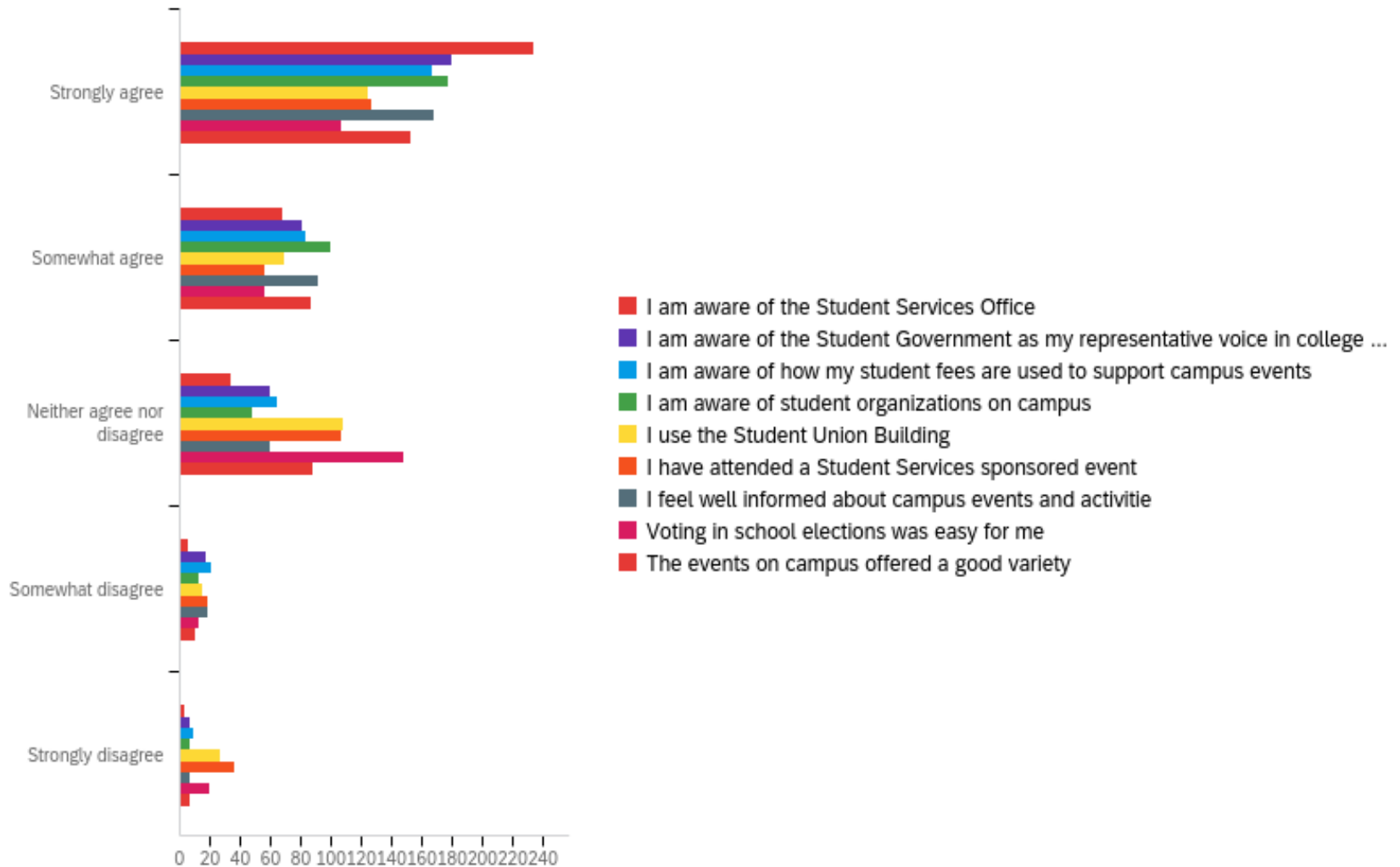
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	46.31%	163	19.89%	70	30.97%	109	2.27%	8	0.57%	2	352
2	Paying my bill by credit card was easy to do	42.33%	149	18.75%	66	37.22%	131	1.14%	4	0.57%	2	352
3	Paying my bill by check is easy to do	33.81%	119	15.63%	55	49.15%	173	0.85%	3	0.57%	2	352
4	Paying my bill by cash is easy to do	36.93%	130	19.32%	68	42.61%	150	0.85%	3	0.28%	1	352
5	Understanding my financial obligation was made clear	55.40%	195	26.14%	92	14.77%	52	2.56%	9	1.14%	4	352

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	51.14%	180	23.01%	81	23.30%	82	1.70%	6	0.85%	3	352
7	The office staff was prompt, courteous, and helpful	57.67%	203	25.85%	91	14.20%	50	1.70%	6	0.57%	2	352

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	68.22%	234	19.83%	68	9.62%	33	1.46%	5	0.87%	3	343
2	I am aware of the Student Government as my representative voice in college affairs	52.19%	179	23.62%	81	17.20%	59	4.96%	17	2.04%	7	343
3	I am aware of how my student fees are used to support campus events	48.40%	166	24.20%	83	18.66%	64	6.12%	21	2.62%	9	343

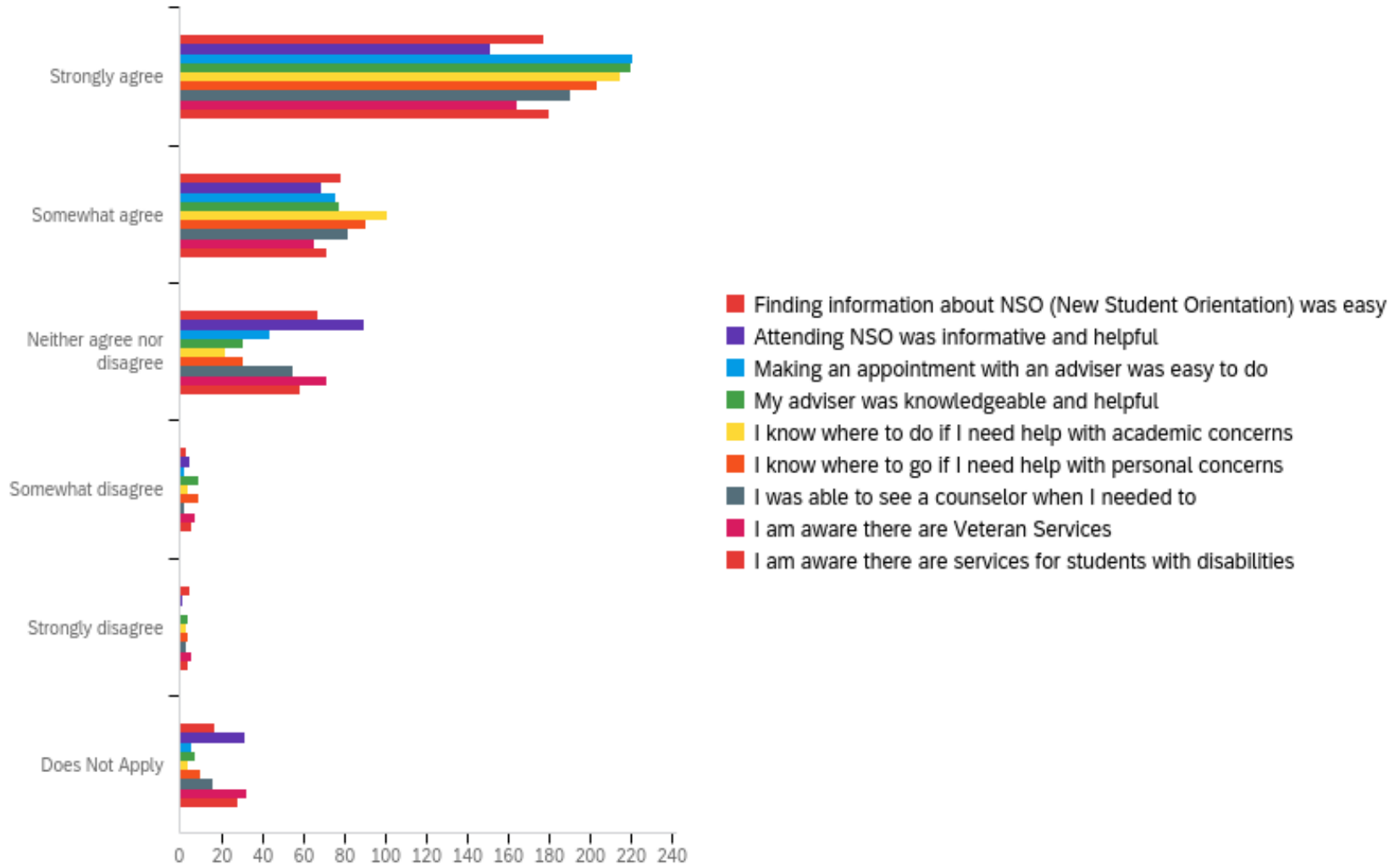
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	51.60%	177	29.15%	100	13.99%	48	3.50%	12	1.75%	6	343
5	I use the Student Union Building	36.15%	124	20.12%	69	31.49%	108	4.37%	15	7.87%	27	343
6	I have attended a Student Services sponsored event	37.03%	127	16.33%	56	30.90%	106	5.25%	18	10.50%	36	343
7	I feel well informed about campus events and activities	48.98%	168	26.53%	91	17.20%	59	5.25%	18	2.04%	7	343

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	31.20%	107	16.33%	56	43.15%	148	3.50%	12	5.83%	20	343
9	The events on campus offered a good variety	44.61%	153	25.07%	86	25.66%	88	2.92%	10	1.75%	6	343

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	51.00%	178	22.64%	79	19.20%	67	0.86%	3	1.43%	5	4.87%	17	349
2	Attending NSO was informative and helpful	43.55%	152	19.77%	69	25.79%	90	1.43%	5	0.29%	1	9.17%	32	349
3	Making an appointment with an adviser was easy to do	63.32%	221	21.78%	76	12.61%	44	0.57%	2	0.00%	0	1.72%	6	349
4	My adviser was knowledgeable and helpful	63.04%	220	22.35%	78	8.88%	31	2.58%	9	1.15%	4	2.01%	7	349

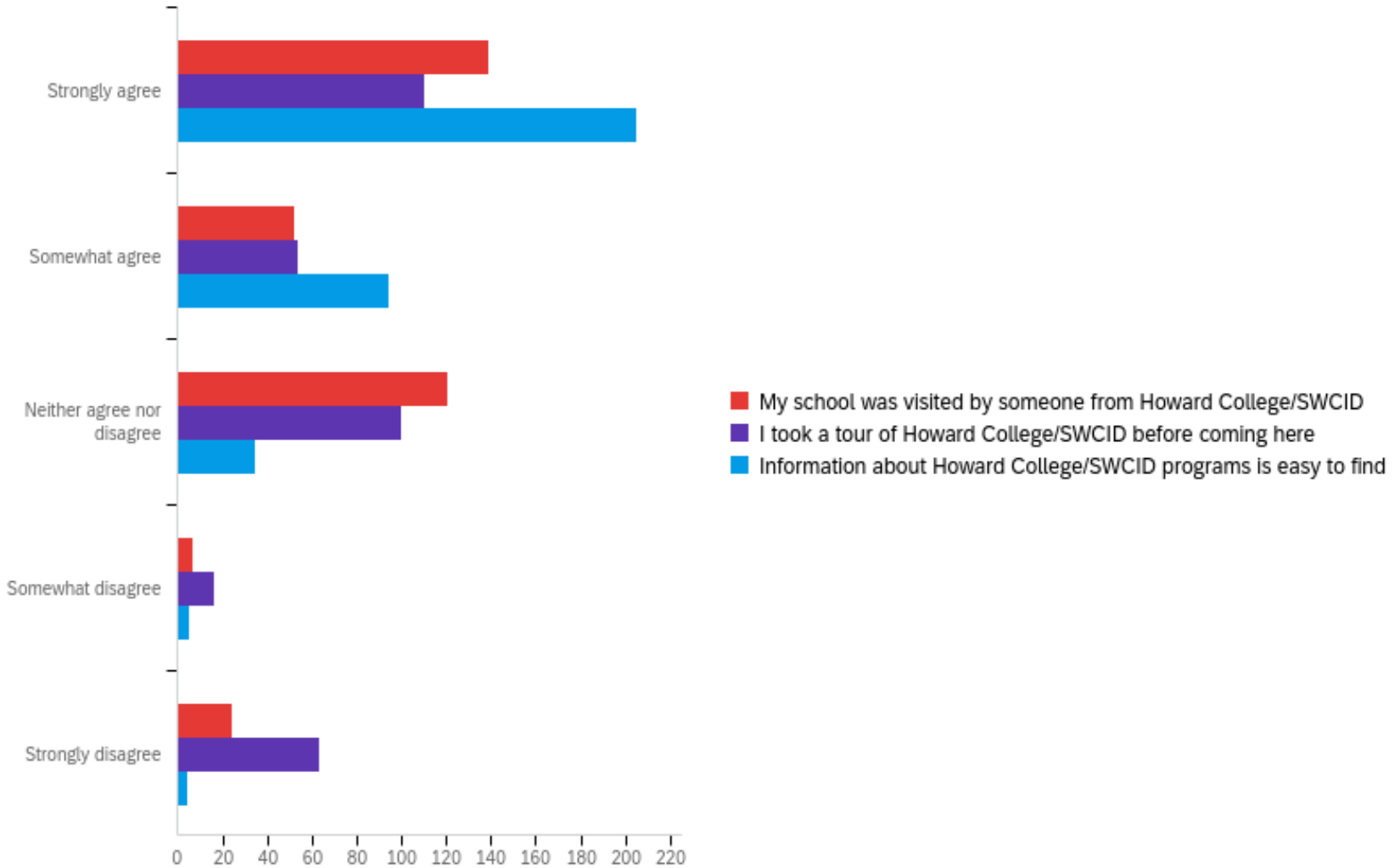
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	61.60%	215	28.94%	101	6.30%	22	1.15%	4	0.86%	3	1.15%	4	349
6	I know where to go if I need help with personal concerns	58.45%	204	26.07%	91	8.88%	31	2.58%	9	1.15%	4	2.87%	10	349
7	I was able to see a counselor when I needed to	54.73%	191	23.50%	82	15.76%	55	0.57%	2	0.86%	3	4.58%	16	349
8	I am aware there are Veteran Services	47.28%	165	18.91%	66	20.63%	72	2.01%	7	1.72%	6	9.46%	33	349

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	51.58%	180	20.63%	72	16.91%	59	1.72%	6	1.15%	4	8.02%	28	349

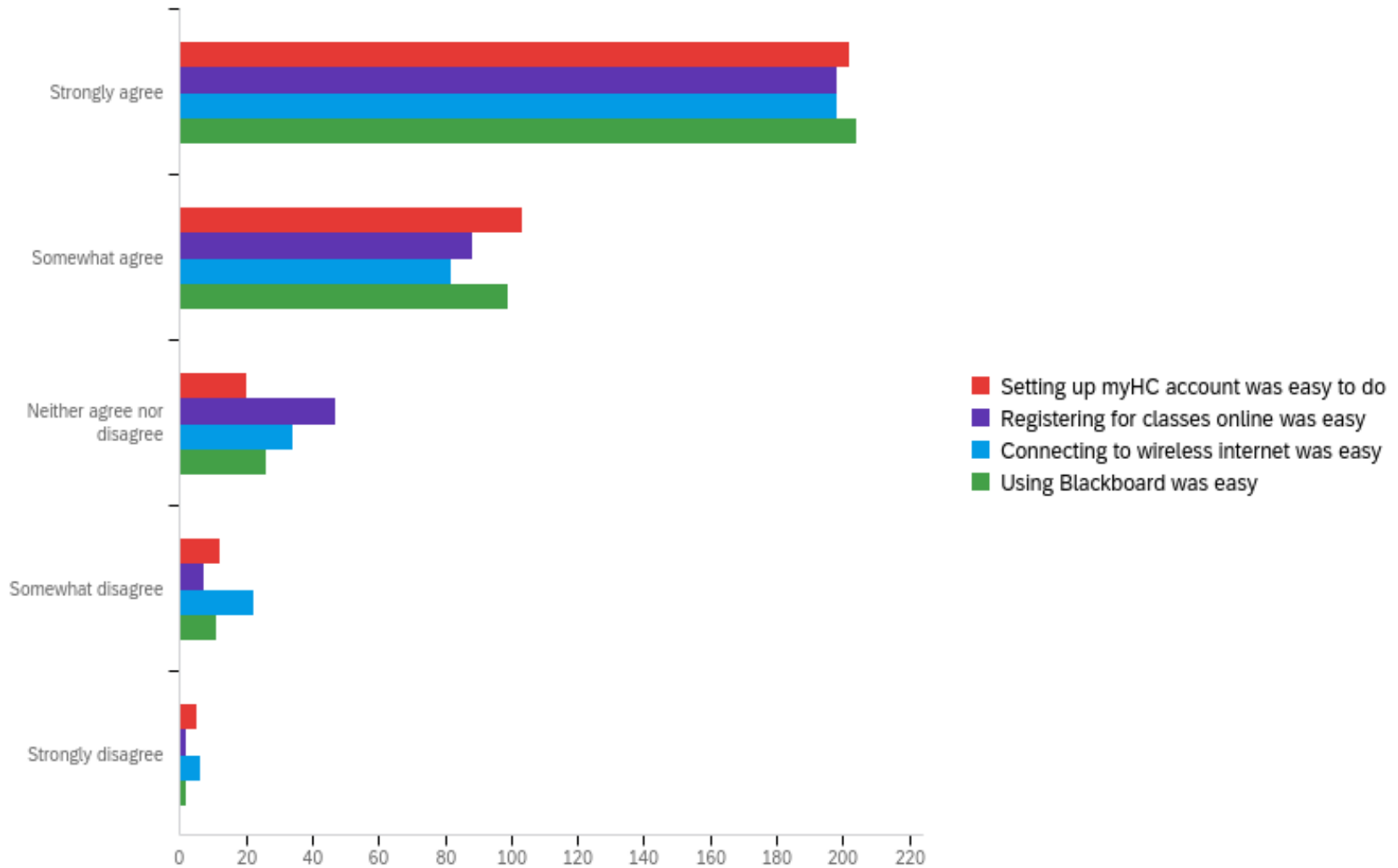
Q7 - Please select an answer that you feel accurately portrays your experience with...



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	40.52%	139	15.16%	52	35.28%	121	2.04%	7	7.00%	24	343
2	I took a tour of Howard College/SWCI D before coming here	32.07%	110	15.74%	54	29.15%	100	4.66%	16	18.37%	63	343
3	Information about Howard College/SWCD programs is easy to find	59.77%	205	27.41%	94	10.20%	35	1.46%	5	1.17%	4	343

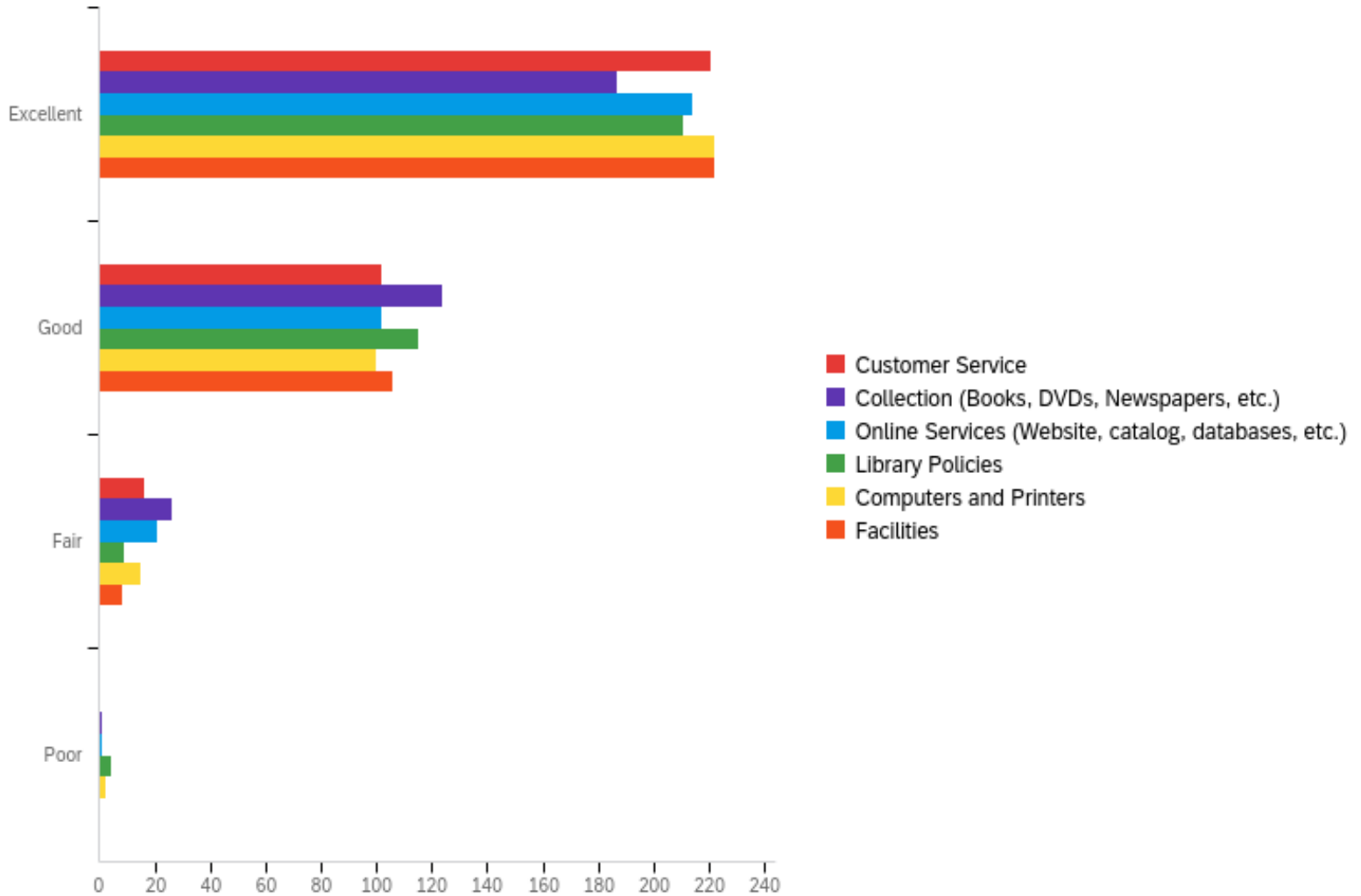
Q8 - Please select an answer that you feel accurately portrays your experience with...



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	59.06%	202	30.12%	103	5.85%	20	3.51%	12	1.46%	5	342
2	Registering for classes online was easy	57.89%	198	25.73%	88	13.74%	47	2.05%	7	0.58%	2	342
3	Connecting to wireless internet was easy	57.89%	198	23.98%	82	9.94%	34	6.43%	22	1.75%	6	342
4	Using Blackboard was easy	59.65%	204	28.95%	99	7.60%	26	3.22%	11	0.58%	2	342

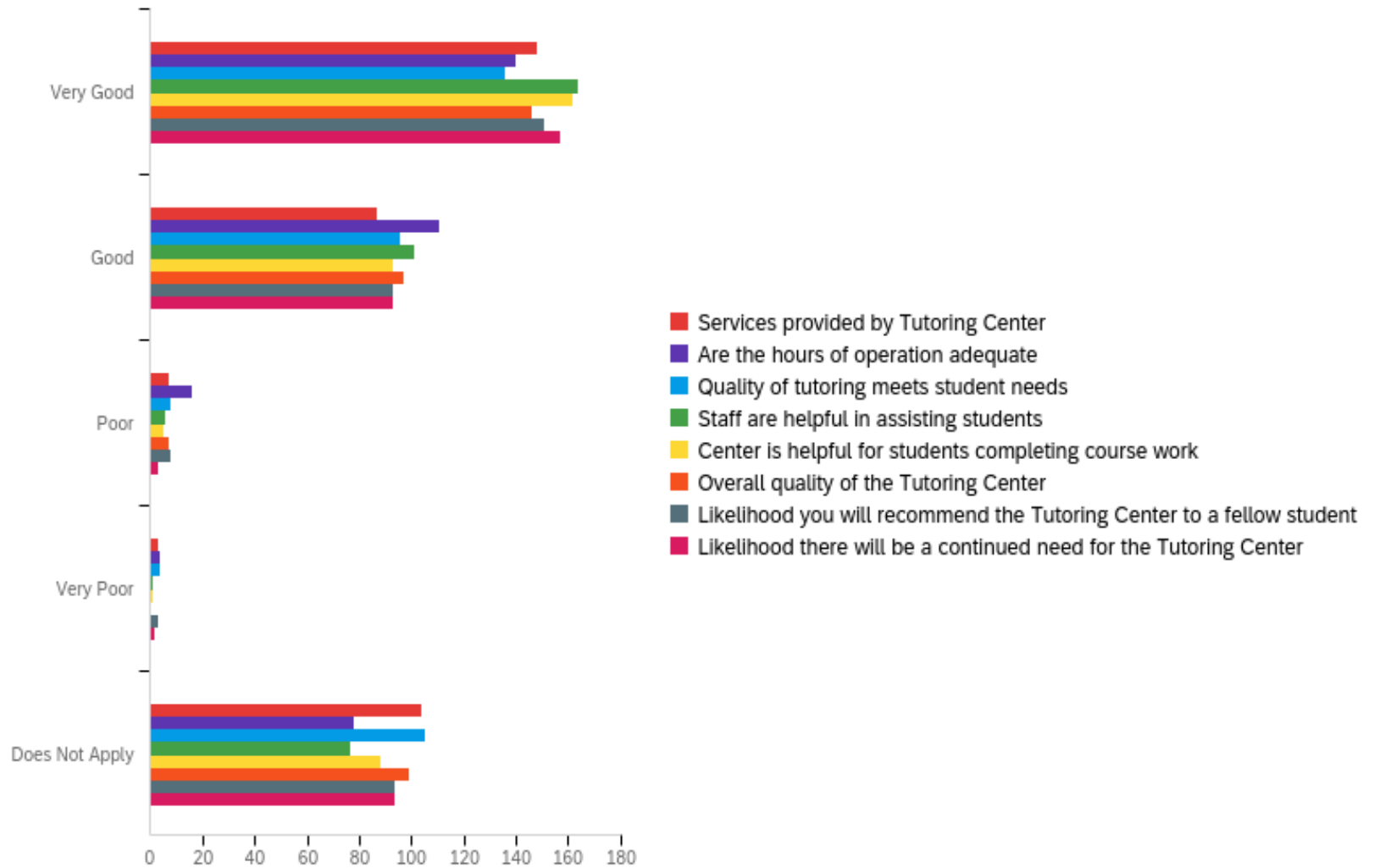
Q13 - Please rate each of the following library services



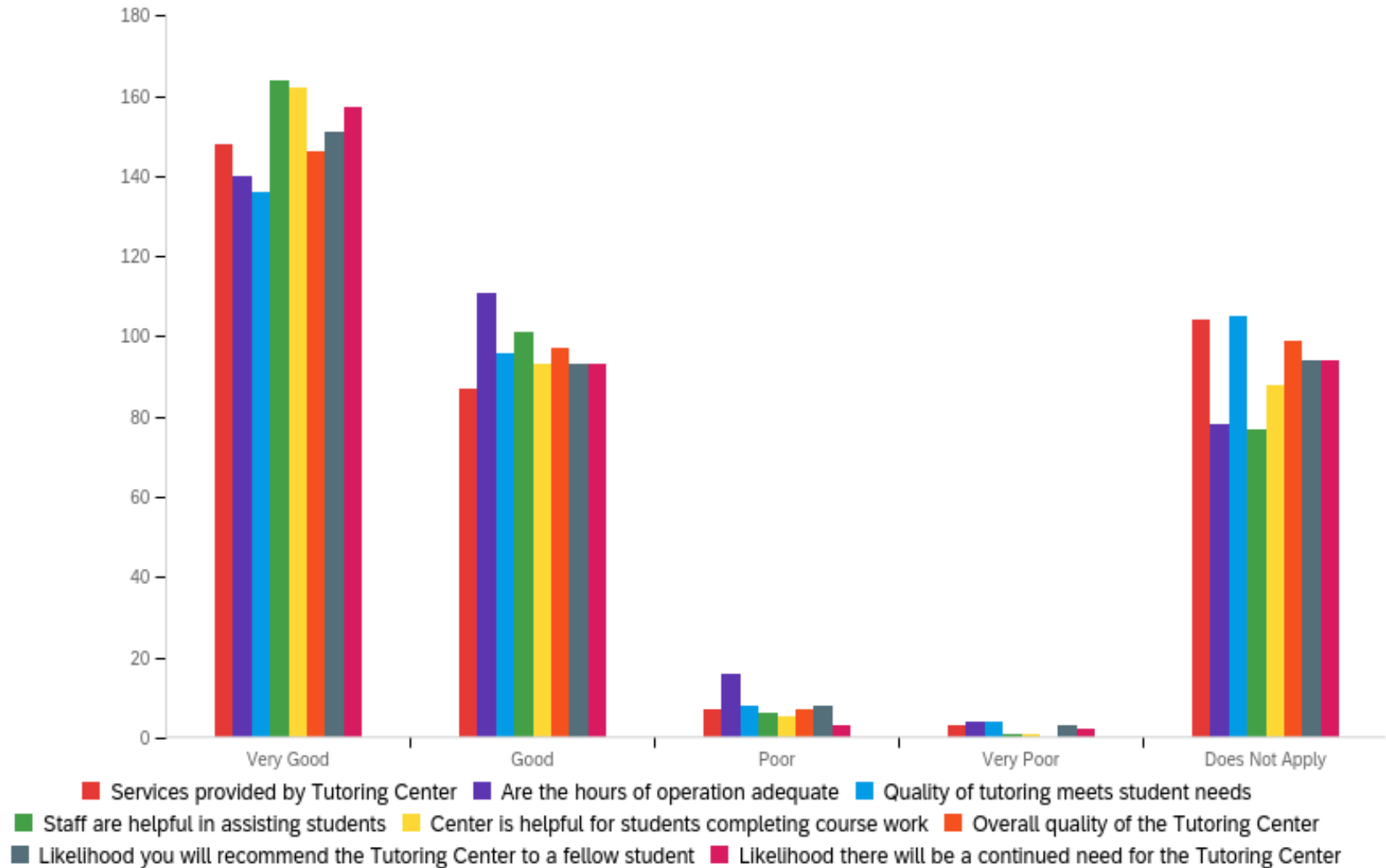
Q13 - Please rate each of the following library services

#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	65.19%	221	30.09%	102	4.72%	16	0.00%	0	339
2	Collection (Books, DVDs, Newspapers, etc.)	55.33%	187	36.69%	124	7.69%	26	0.30%	1	338
3	Online Services (Website, catalog, databases, etc.)	63.31%	214	30.18%	102	6.21%	21	0.30%	1	338
4	Library Policies	62.24%	211	33.92%	115	2.65%	9	1.18%	4	339
5	Computers and Printers	65.49%	222	29.50%	100	4.42%	15	0.59%	2	339
6	Facilities	66.07%	222	31.55%	106	2.38%	8	0.00%	0	336

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



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



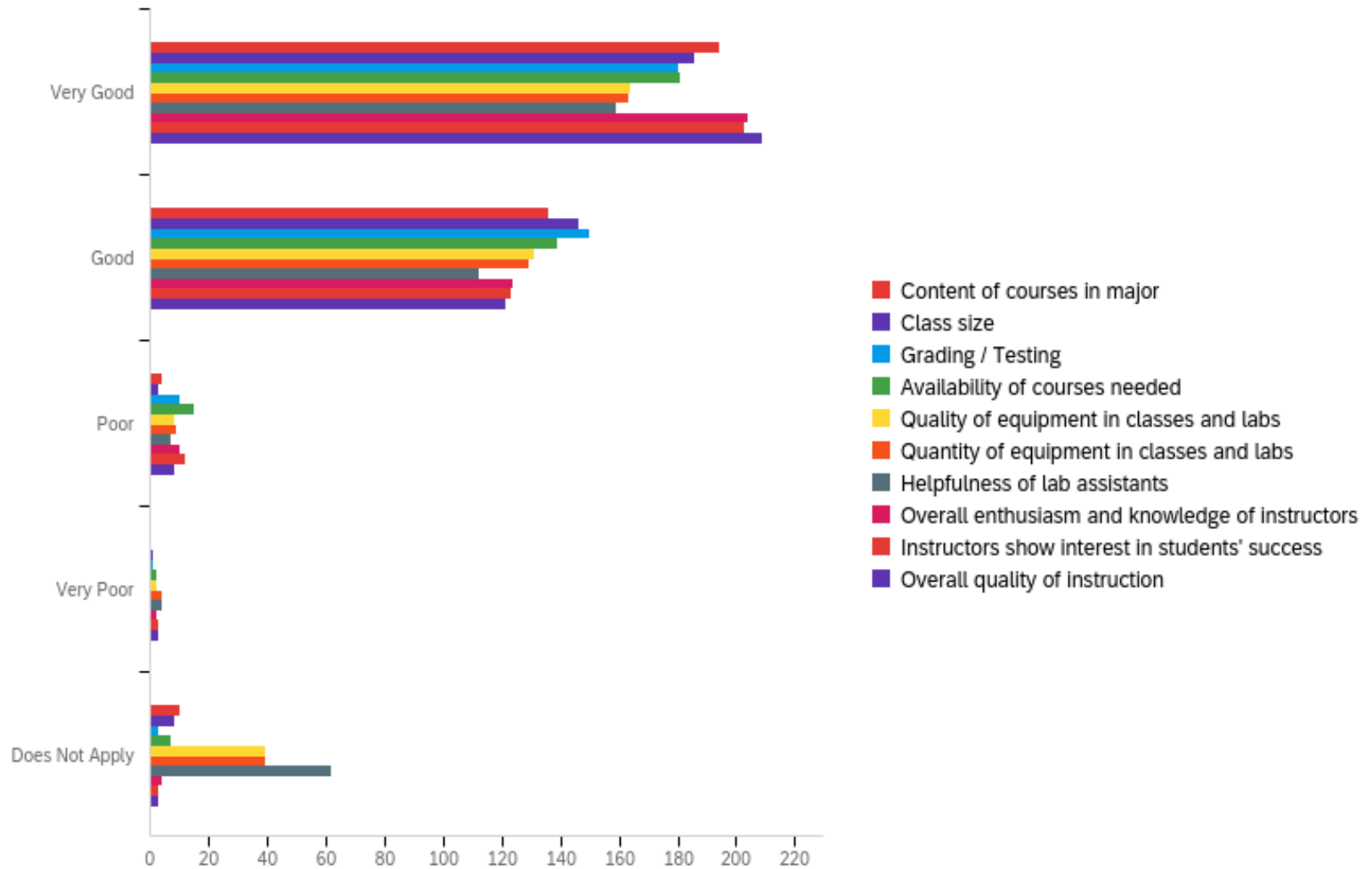
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	42.41%	148	24.93%	87	2.01%	7	0.86%	3	29.80%	104	349
2	Are the hours of operation adequate	40.11%	140	31.81%	111	4.58%	16	1.15%	4	22.35%	78	349
3	Quality of tutoring meets student needs	38.97%	136	27.51%	96	2.29%	8	1.15%	4	30.09%	105	349
4	Staff are helpful in assisting students	46.99%	164	28.94%	101	1.72%	6	0.29%	1	22.06%	77	349
5	Center is helpful for students completing course work	46.42%	162	26.65%	93	1.43%	5	0.29%	1	25.21%	88	349

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	41.83%	146	27.79%	97	2.01%	7	0.00%	0	28.37%	99	349
7	Likelihood you will recommend the Tutoring Center to a fellow student	43.27%	151	26.65%	93	2.29%	8	0.86%	3	26.93%	94	349
8	Likelihood there will be a continued need for the Tutoring Center	44.99%	157	26.65%	93	0.86%	3	0.57%	2	26.93%	94	349

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



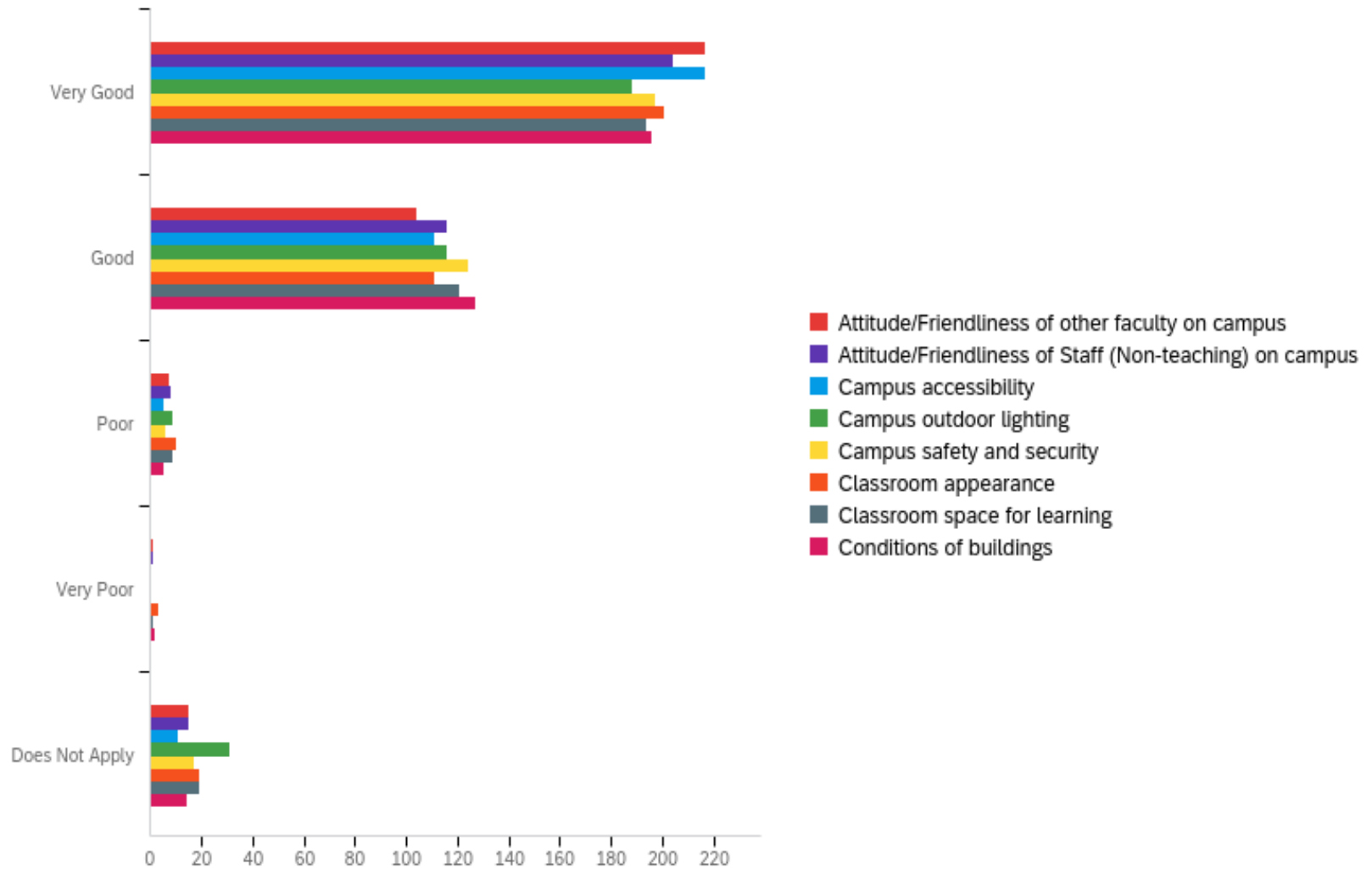
Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Content of courses in major	56.40%	194	39.53%	136	1.16%	4	0.00%	0	2.91%	10	344
2	Class size	54.07%	186	42.44%	146	0.87%	3	0.29%	1	2.33%	8	344
3	Grading / Testing	52.33%	180	43.60%	150	2.91%	10	0.29%	1	0.87%	3	344
4	Availability of courses needed	52.62%	181	40.41%	139	4.36%	15	0.58%	2	2.03%	7	344
5	Quality of equipment in classes and labs	47.67%	164	38.08%	131	2.33%	8	0.58%	2	11.34%	39	344
6	Quantity of equipment in classes and labs	47.38%	163	37.50%	129	2.62%	9	1.16%	4	11.34%	39	344

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	46.22%	159	32.56%	112	2.03%	7	1.16%	4	18.02%	62	344
8	Overall enthusiasm and knowledge of instructors	59.30%	204	36.05%	124	2.91%	10	0.58%	2	1.16%	4	344
9	Instructors show interest in students' success	59.01%	203	35.76%	123	3.49%	12	0.87%	3	0.87%	3	344
10	Overall quality of instruction	60.76%	209	35.17%	121	2.33%	8	0.87%	3	0.87%	3	344

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	63.08%	217	30.23%	104	2.03%	7	0.29%	1	4.36%	15	344
2	Attitude/Friendliness of Staff (Non-teaching) on campus	59.30%	204	33.72%	116	2.33%	8	0.29%	1	4.36%	15	344
3	Campus accessibility	63.08%	217	32.27%	111	1.45%	5	0.00%	0	3.20%	11	344
4	Campus outdoor lighting	54.65%	188	33.72%	116	2.62%	9	0.00%	0	9.01%	31	344
5	Campus safety and security	57.27%	197	36.05%	124	1.74%	6	0.00%	0	4.94%	17	344

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Classroom appearance	58.43%	201	32.27%	111	2.91%	10	0.87%	3	5.52%	19	344
7	Classroom space for learning	56.40%	194	35.17%	121	2.62%	9	0.29%	1	5.52%	19	344
8	Conditions of buildings	56.98%	196	36.92%	127	1.45%	5	0.58%	2	4.07%	14	344