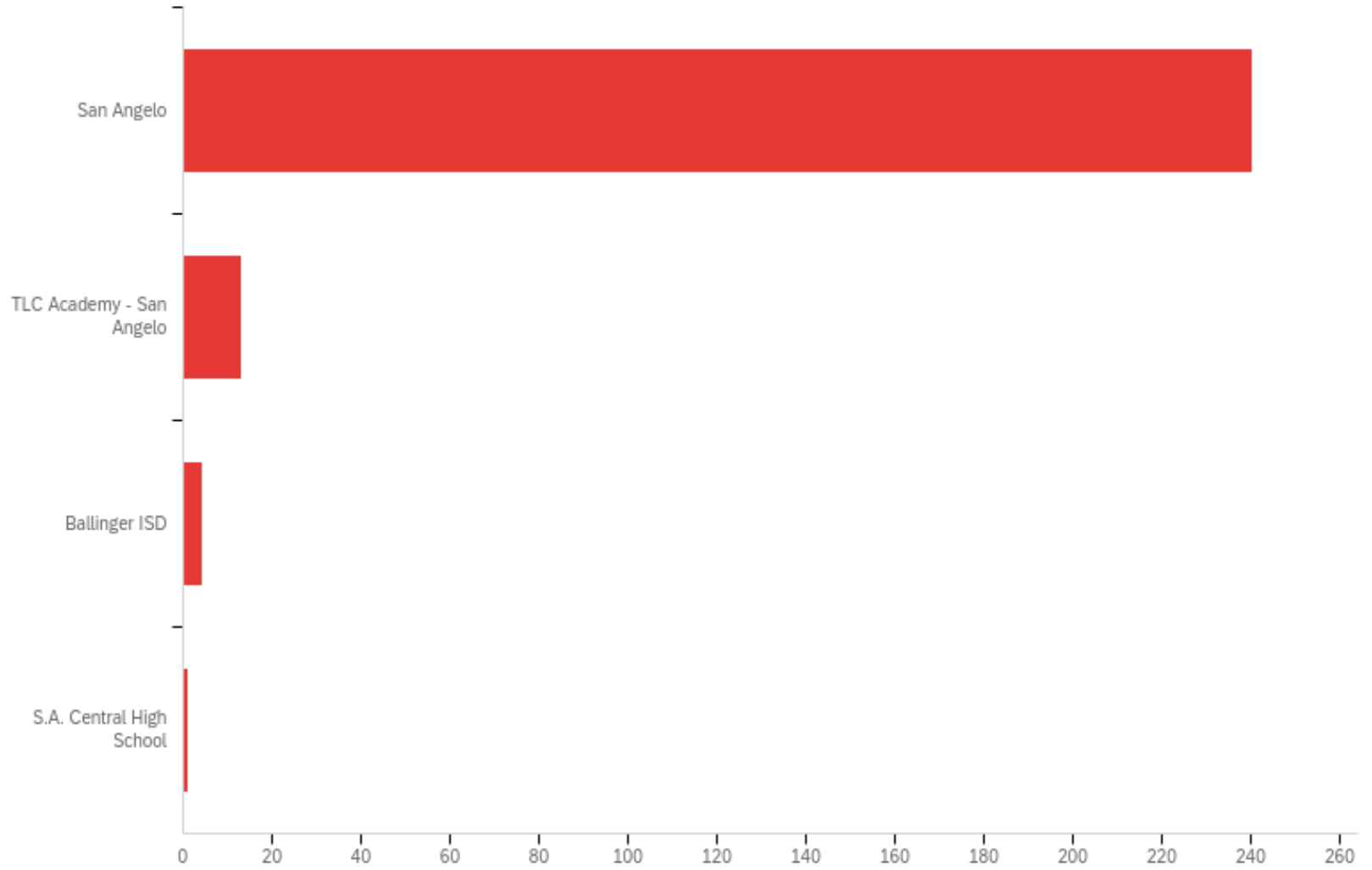


# Student Satisfaction Survey - Fall 2019

San Angelo

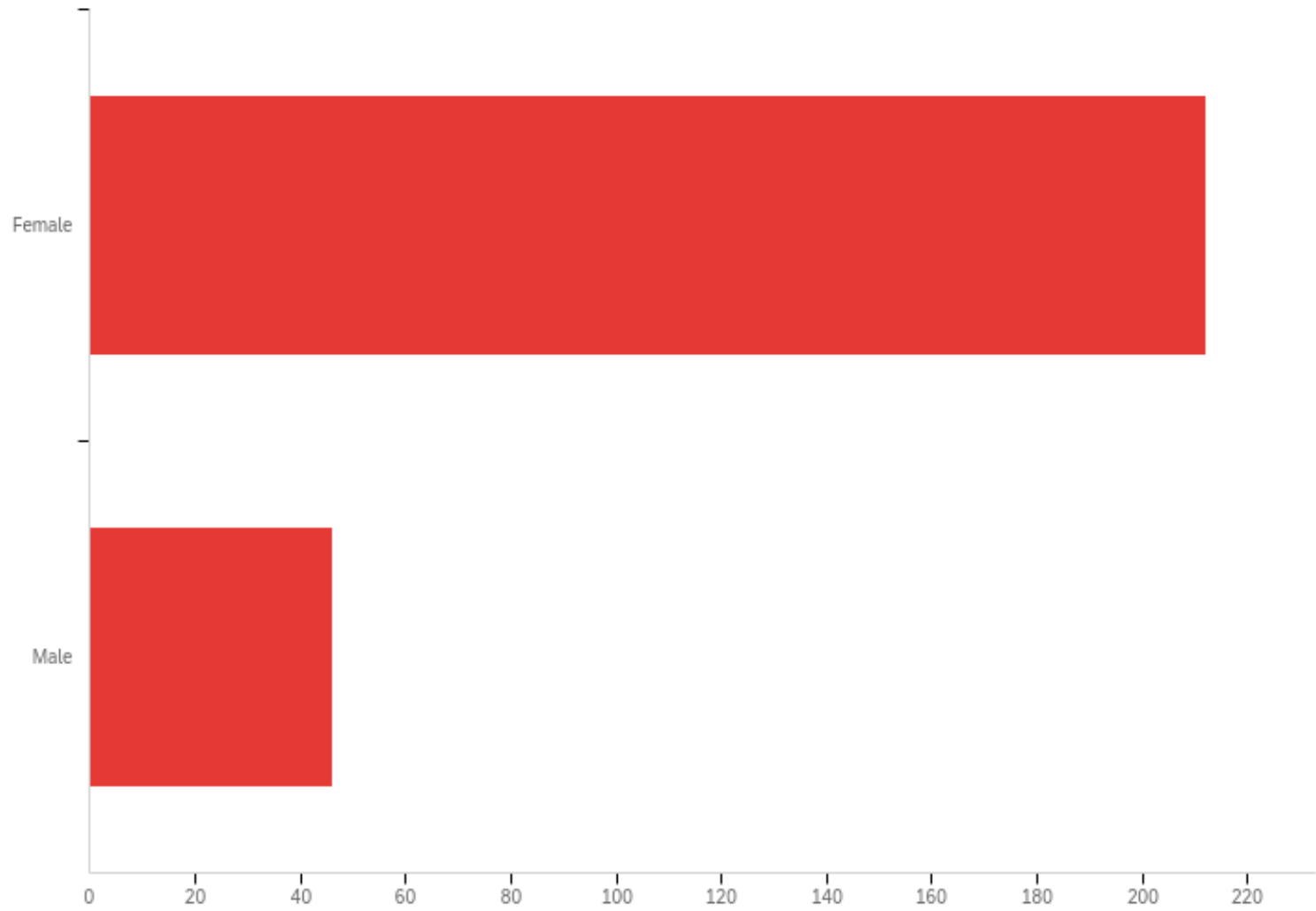
HC



# HC

#	Answer	%	Count
1	San Angelo	93.02%	240
2	TLC Academy - San Angelo	5.04%	13
3	Ballinger ISD	1.55%	4
4	S.A. Central High School	0.39%	1
	Total	100%	258

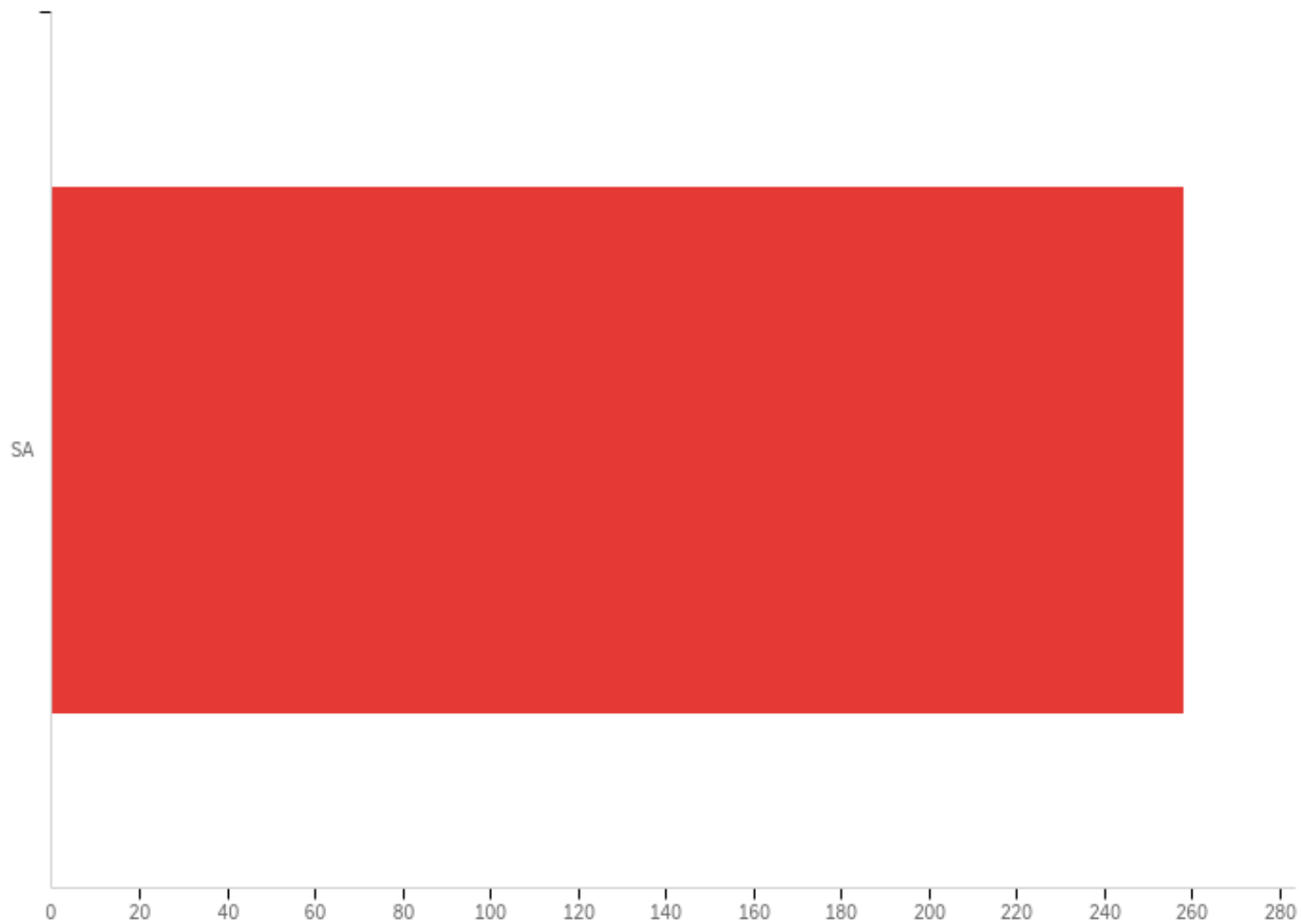
# Sex



# Sex

#	Answer	%	Count
1	Female	82.17%	212
2	Male	17.83%	46
	Total	100%	258

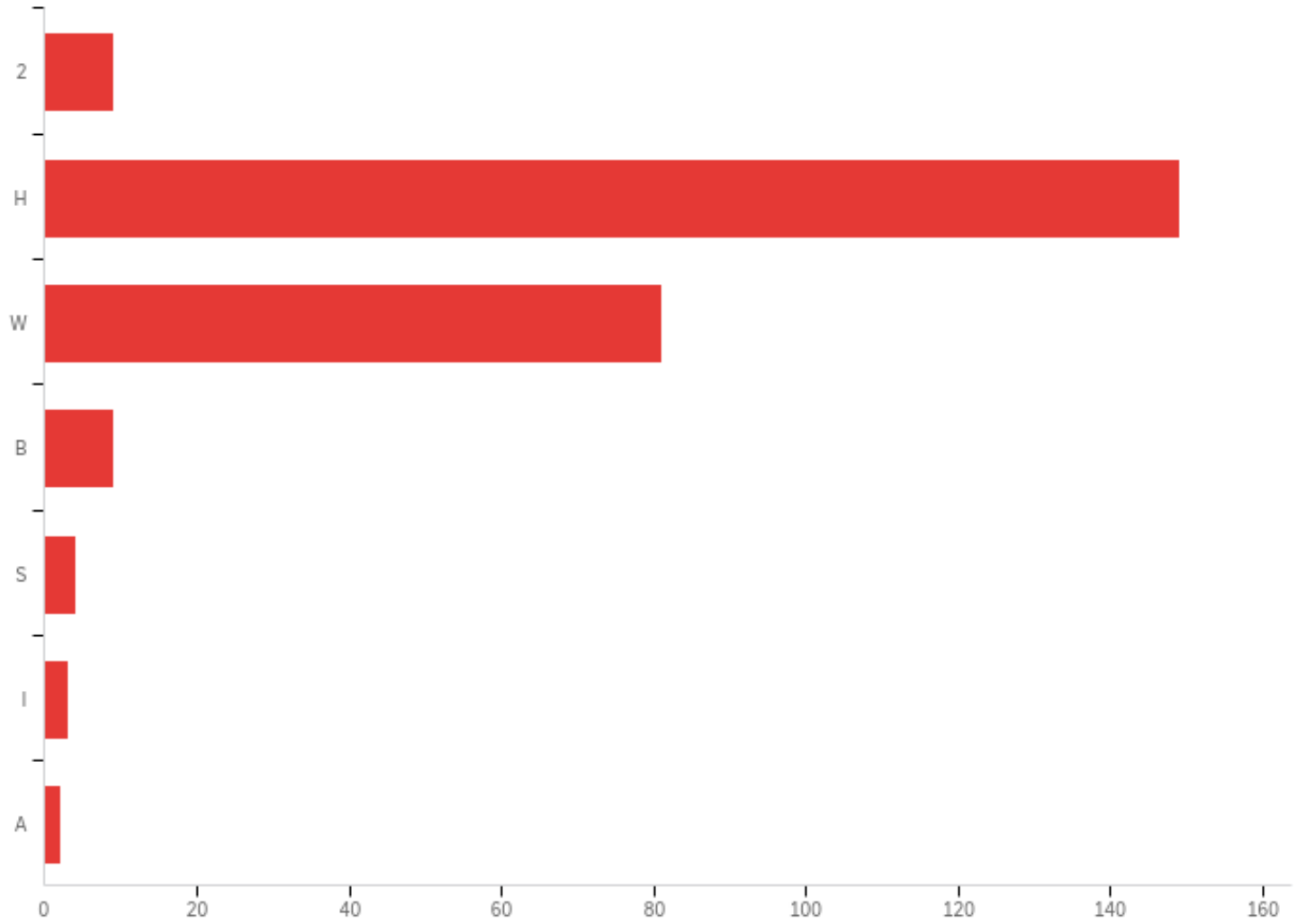
# CampusGroup



# CampusGroup

#	Answer	%	Count
1	SA	100.00%	258
	Total	100%	258

# WorkEth

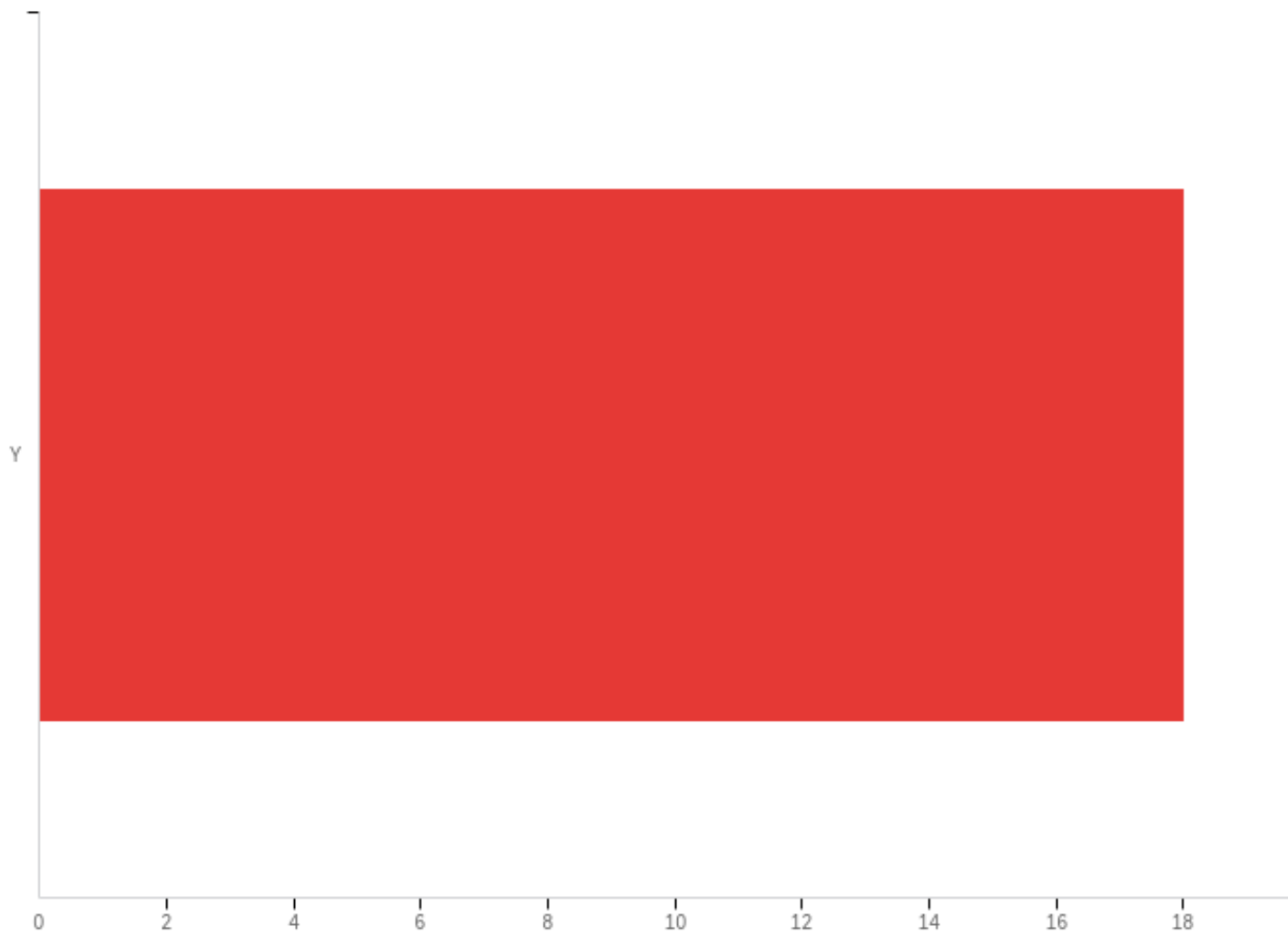




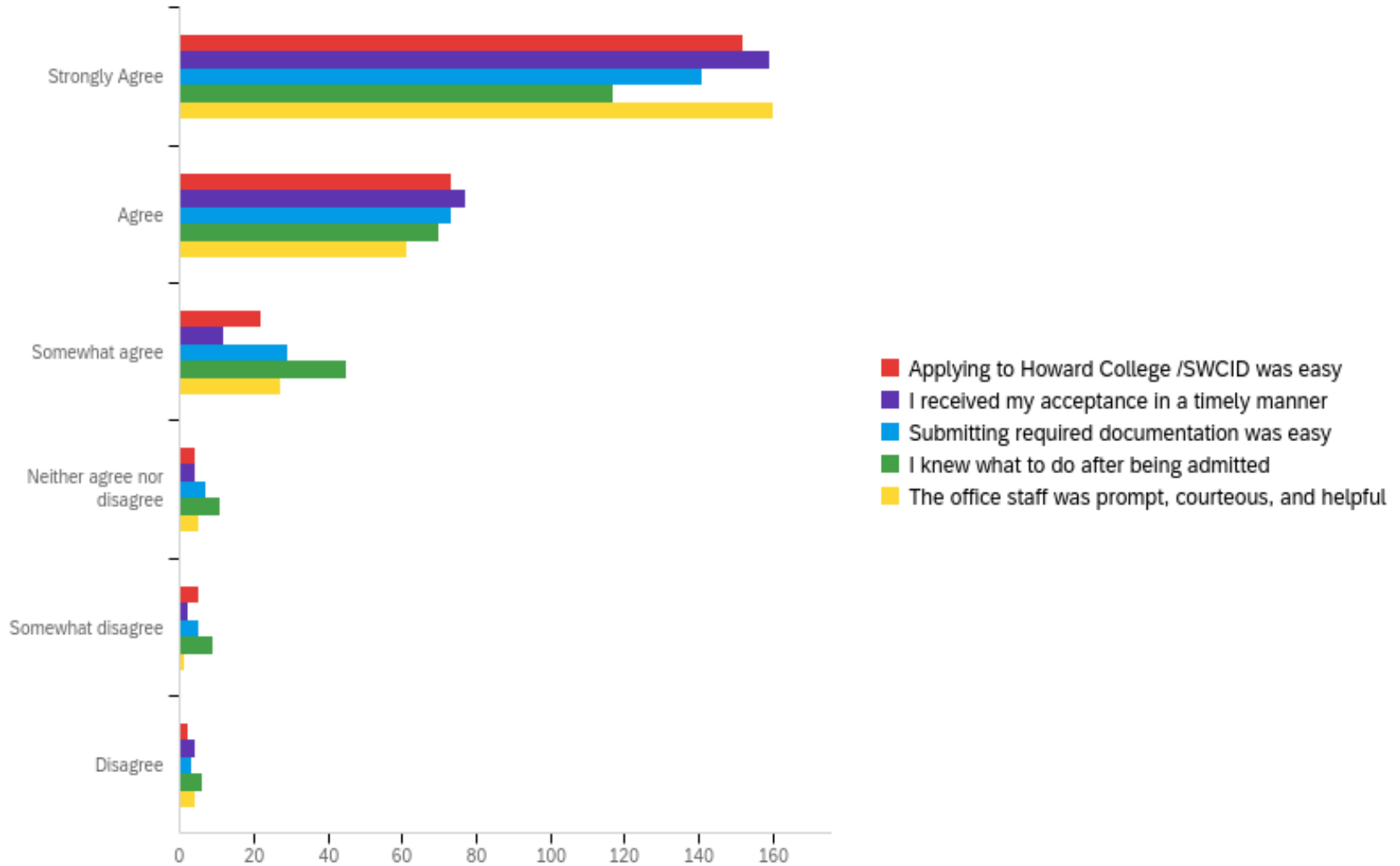
# WorkEth

#	Answer	%	Count
1	2	3.50%	9
2	H	57.98%	149
3	W	31.52%	81
4	B	3.50%	9
5	S	1.56%	4
6	I	1.17%	3
7	A	0.78%	2
	Total	100%	257

# DualCredit



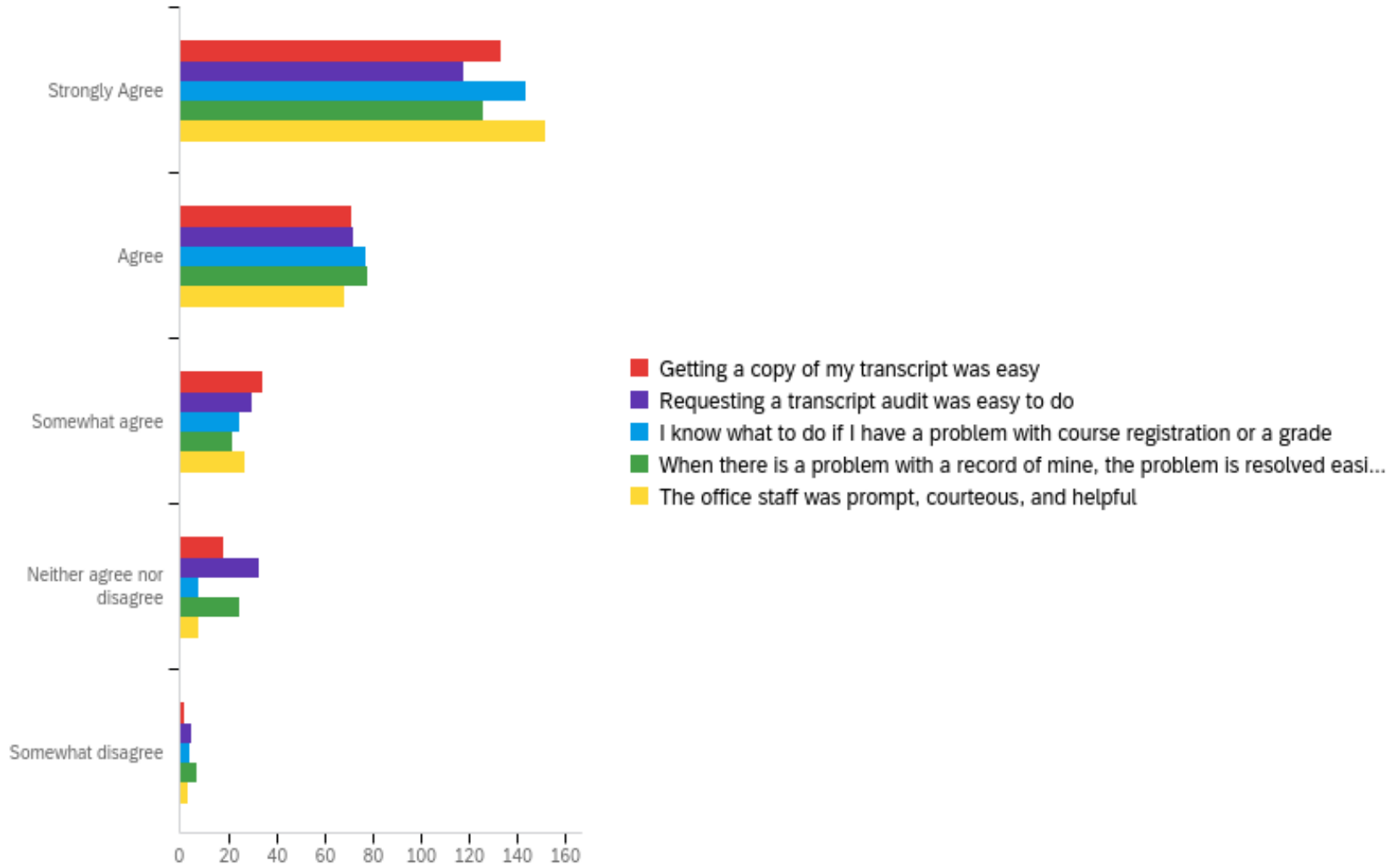
# Q1 - Please select an answer that you feel accurately portrays your experience with...



## 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	58.91%	152	28.29%	73	8.53%	22	1.55%	4	1.94%	5	0.78%	2	258
2	I received my acceptance in a timely manner	61.63%	159	29.84%	77	4.65%	12	1.55%	4	0.78%	2	1.55%	4	258
3	Submitting required documentation was easy	54.65%	141	28.29%	73	11.24%	29	2.71%	7	1.94%	5	1.16%	3	258
4	I knew what to do after being admitted	45.35%	117	27.13%	70	17.44%	45	4.26%	11	3.49%	9	2.33%	6	258
5	The office staff was prompt, courteous, and helpful	62.02%	160	23.64%	61	10.47%	27	1.94%	5	0.39%	1	1.55%	4	258

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



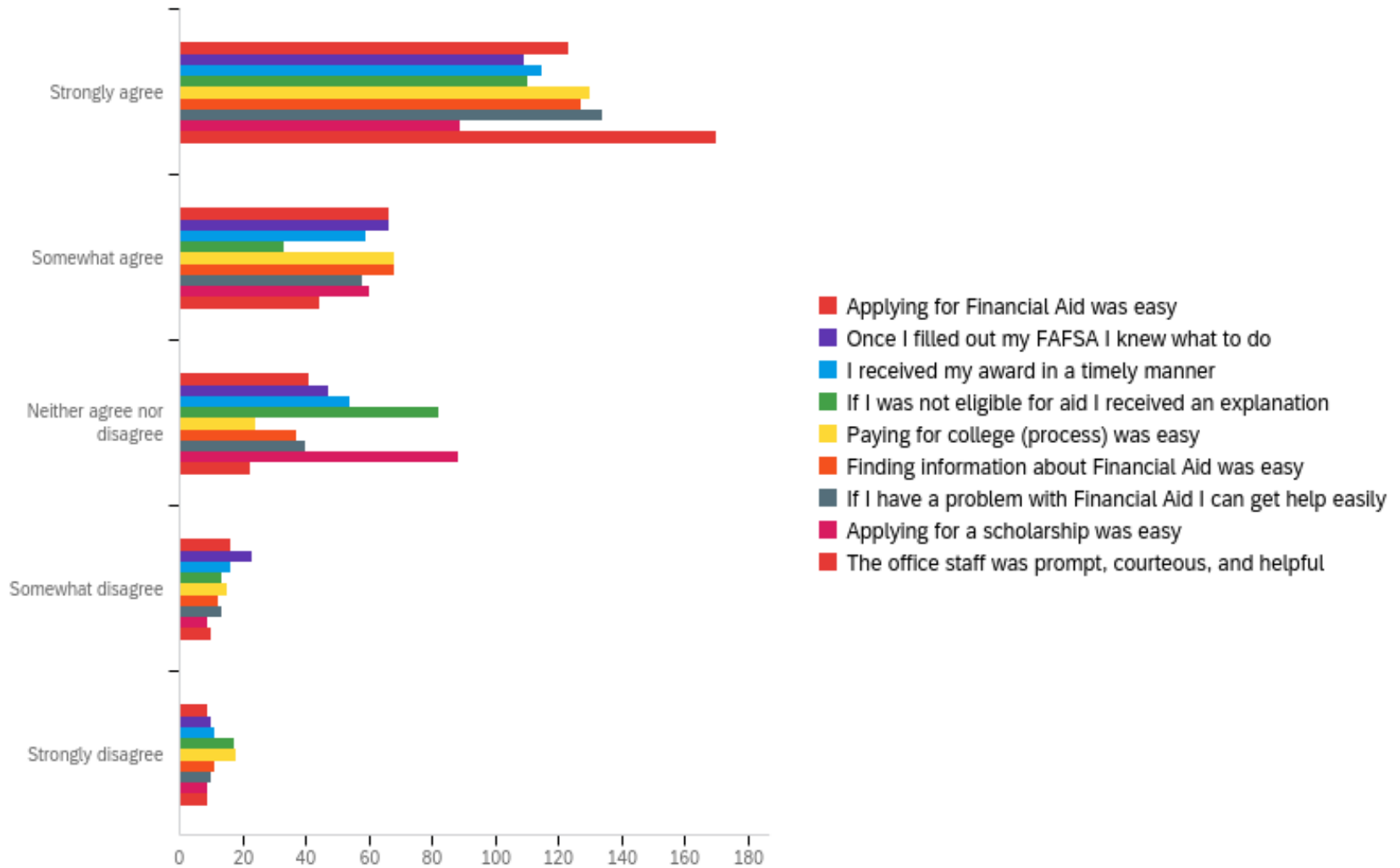
Q3 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	51.55%	133	27.52%	71	13.18%	34	6.98%	18	0.78%	2	258
2	Requesting a transcript audit was easy to do	45.74%	118	27.91%	72	11.63%	30	12.79%	33	1.94%	5	258
3	I know what to do if I have a problem with course registration or a grade	55.81%	144	29.84%	77	9.69%	25	3.10%	8	1.55%	4	258
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	48.84%	126	30.23%	78	8.53%	22	9.69%	25	2.71%	7	258

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	58.91%	152	26.36%	68	10.47%	27	3.10%	8	1.16%	3	258

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





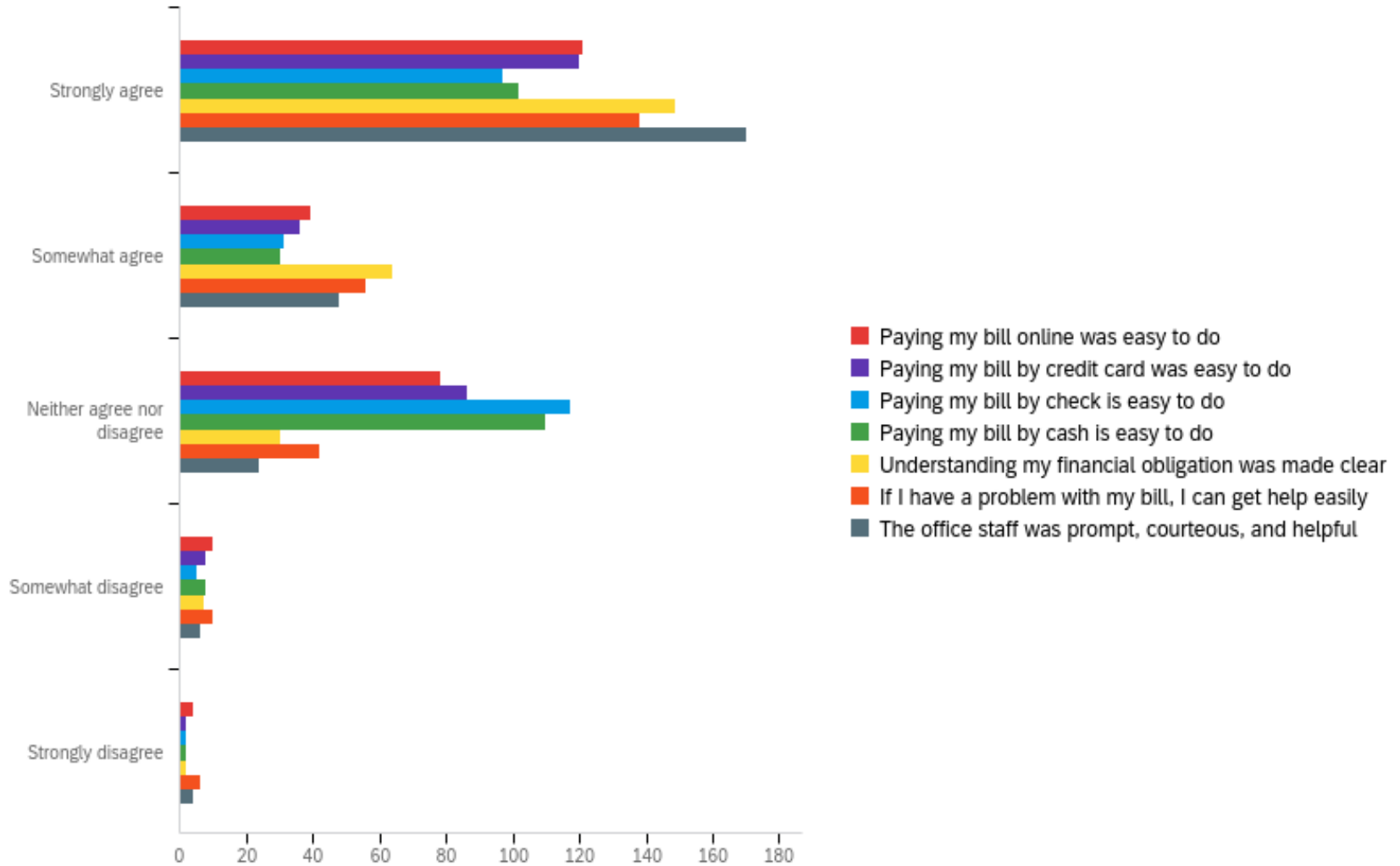
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	48.24%	123	25.88%	66	16.08%	41	6.27%	16	3.53%	9	255
2	Once I filled out my FAFSA I knew what to do	42.75%	109	25.88%	66	18.43%	47	9.02%	23	3.92%	10	255
3	I received my award in a timely manner	45.10%	115	23.14%	59	21.18%	54	6.27%	16	4.31%	11	255
4	If I was not eligible for aid I received an explanation	43.14%	110	12.94%	33	32.16%	82	5.10%	13	6.67%	17	255
5	Paying for college (process) was easy	50.98%	130	26.67%	68	9.41%	24	5.88%	15	7.06%	18	255

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	49.80%	127	26.67%	68	14.51%	37	4.71%	12	4.31%	11	255
7	If I have a problem with Financial Aid I can get help easily	52.55%	134	22.75%	58	15.69%	40	5.10%	13	3.92%	10	255
8	Applying for a scholarship was easy	34.90%	89	23.53%	60	34.51%	88	3.53%	9	3.53%	9	255
9	The office staff was prompt, courteous, and helpful	66.67%	170	17.25%	44	8.63%	22	3.92%	10	3.53%	9	255

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



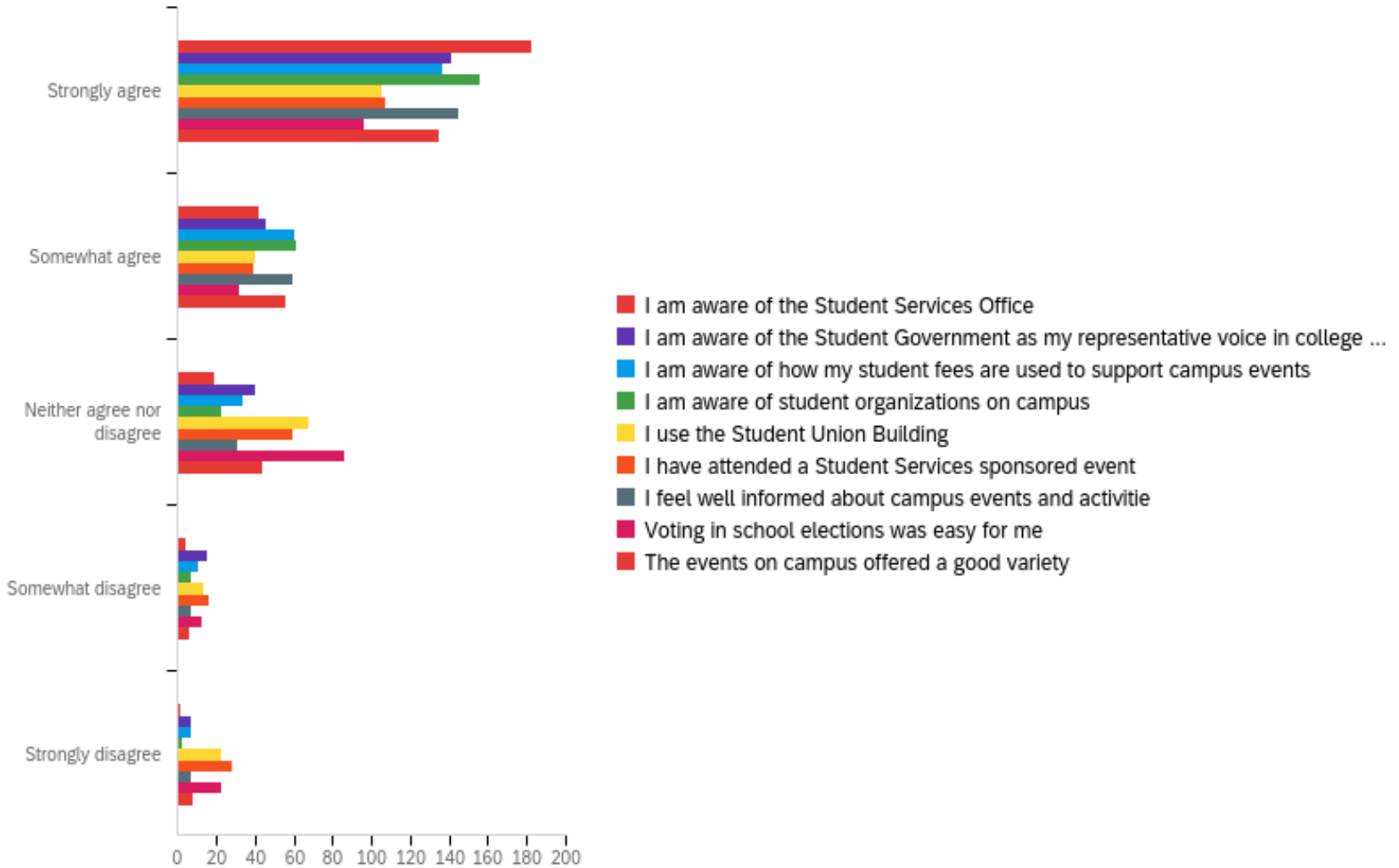
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	48.02%	121	15.48%	39	30.95%	78	3.97%	10	1.59%	4	252
2	Paying my bill by credit card was easy to do	47.62%	120	14.29%	36	34.13%	86	3.17%	8	0.79%	2	252
3	Paying my bill by check is easy to do	38.49%	97	12.30%	31	46.43%	117	1.98%	5	0.79%	2	252
4	Paying my bill by cash is easy to do	40.48%	102	11.90%	30	43.65%	110	3.17%	8	0.79%	2	252
5	Understanding my financial obligation was made clear	59.13%	149	25.40%	64	11.90%	30	2.78%	7	0.79%	2	252

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	54.76%	138	22.22%	56	16.67%	42	3.97%	10	2.38%	6	252
7	The office staff was prompt, courteous, and helpful	67.46%	170	19.05%	48	9.52%	24	2.38%	6	1.59%	4	252

# 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	73.49%	183	16.87%	42	7.63%	19	1.61%	4	0.40%	1	249
2	I am aware of the Student Government as my representative voice in college affairs	56.63%	141	18.47%	46	16.06%	40	6.02%	15	2.81%	7	249
3	I am aware of how my student fees are used to support campus events	55.02%	137	24.10%	60	13.65%	34	4.42%	11	2.81%	7	249

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

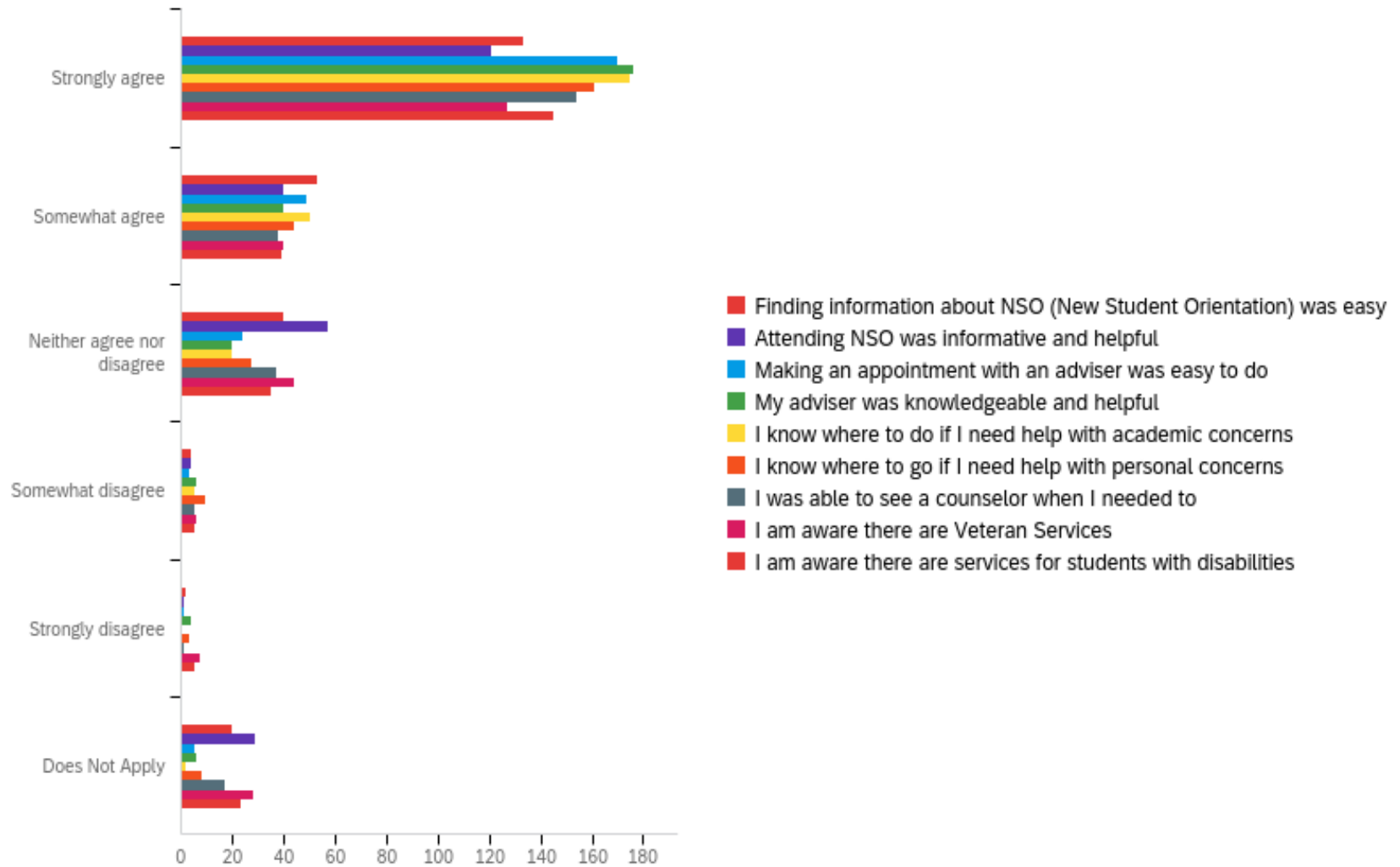
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	62.65%	156	24.50%	61	9.24%	23	2.81%	7	0.80%	2	249
5	I use the Student Union Building	42.17%	105	16.06%	40	27.31%	68	5.22%	13	9.24%	23	249
6	I have attended a Student Services sponsored event	42.97%	107	15.66%	39	23.69%	59	6.43%	16	11.24%	28	249
7	I feel well informed about campus events and activities	58.23%	145	23.69%	59	12.45%	31	2.81%	7	2.81%	7	249



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	38.55%	96	12.85%	32	34.54%	86	4.82%	12	9.24%	23	249
9	The events on campus offered a good variety	54.22%	135	22.49%	56	17.67%	44	2.41%	6	3.21%	8	249

# 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	52.78%	133	21.03%	53	15.87%	40	1.59%	4	0.79%	2	7.94%	20	252
2	Attending NSO was informative and helpful	48.02%	121	15.87%	40	22.62%	57	1.59%	4	0.40%	1	11.51%	29	252
3	Making an appointment with an adviser was easy to do	67.46%	170	19.44%	49	9.52%	24	1.19%	3	0.40%	1	1.98%	5	252
4	My adviser was knowledgeable and helpful	69.84%	176	15.87%	40	7.94%	20	2.38%	6	1.59%	4	2.38%	6	252

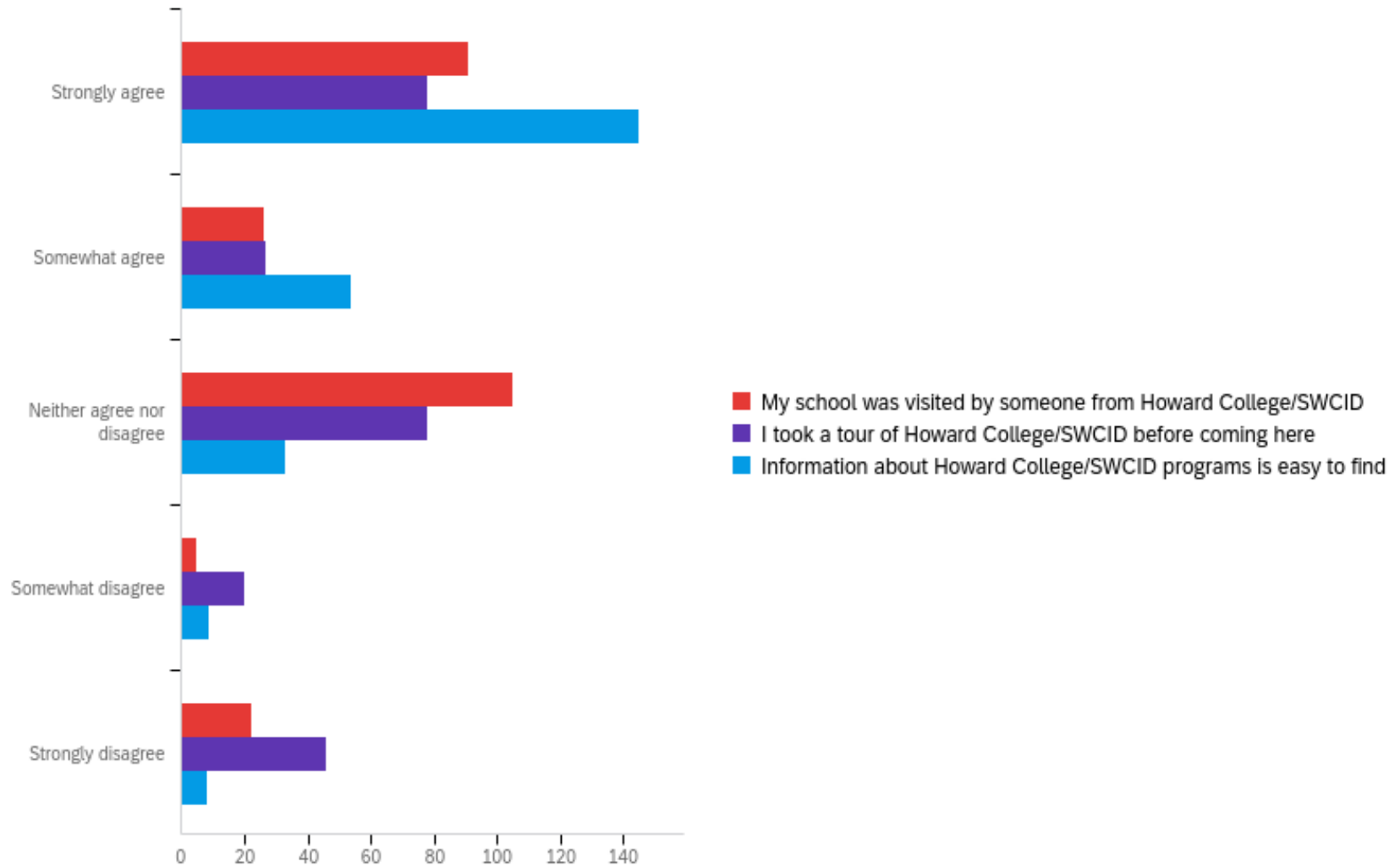
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	69.44%	175	19.84%	50	7.94%	20	1.98%	5	0.00%	0	0.79%	2	252
6	I know where to go if I need help with personal concerns	63.89%	161	17.46%	44	10.71%	27	3.57%	9	1.19%	3	3.17%	8	252
7	I was able to see a counselor when I needed to	61.11%	154	15.08%	38	14.68%	37	1.98%	5	0.40%	1	6.75%	17	252
8	I am aware there are Veteran Services	50.40%	127	15.87%	40	17.46%	44	2.38%	6	2.78%	7	11.11%	28	252

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	57.54%	145	15.48%	39	13.89%	35	1.98%	5	1.98%	5	9.13%	23	252

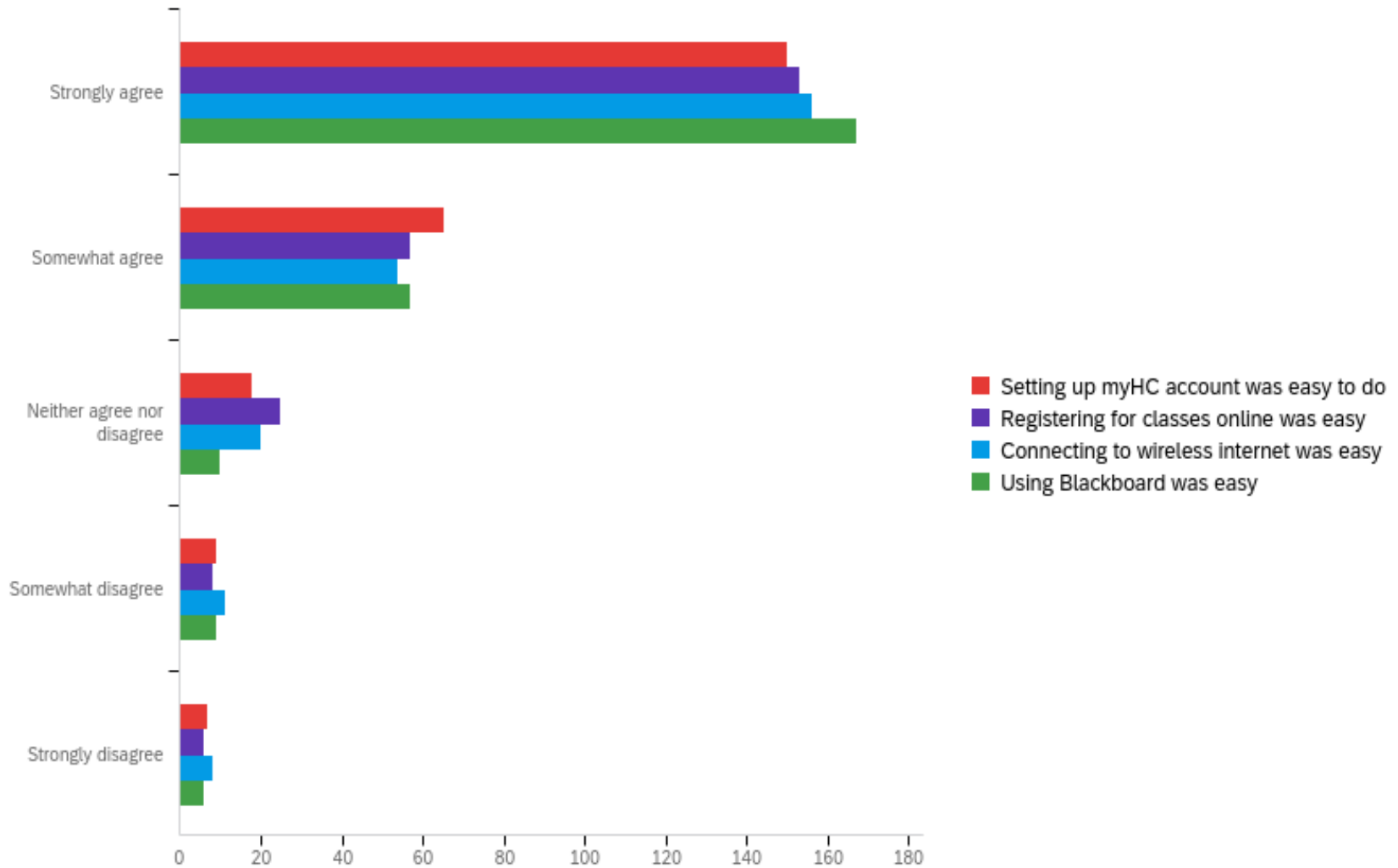
# Q7 - Please select an answer that you feel accurately portrays your experience with...



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	36.55%	91	10.44%	26	42.17%	105	2.01%	5	8.84%	22	249
2	I took a tour of Howard College/SWCI D before coming here	31.33%	78	10.84%	27	31.33%	78	8.03%	20	18.47%	46	249
3	Information about Howard College/SWCI D programs is easy to find	58.23%	145	21.69%	54	13.25%	33	3.61%	9	3.21%	8	249

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





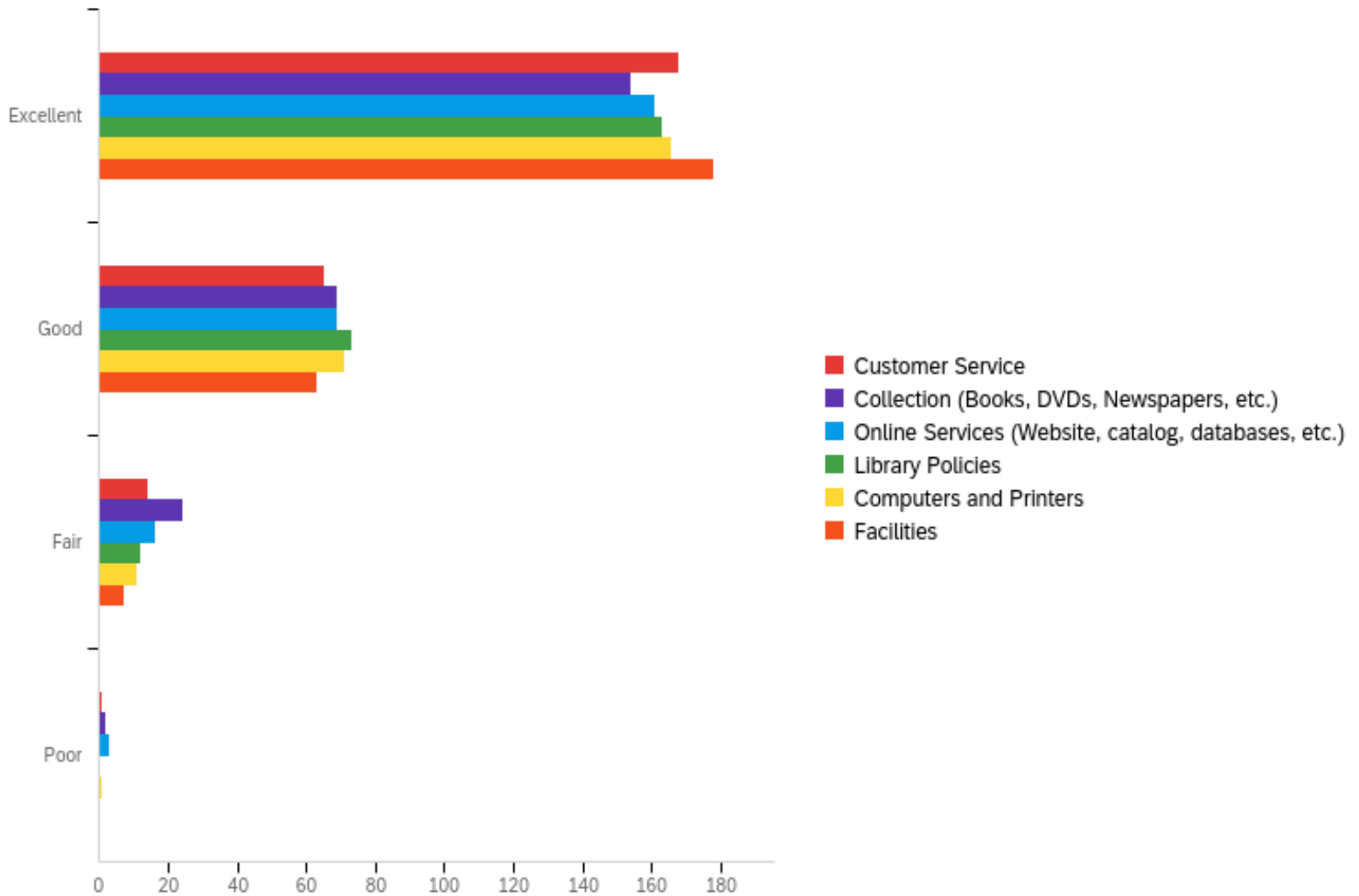
Q8 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	60.24%	150	26.10%	65	7.23%	18	3.61%	9	2.81%	7	249
2	Registering for classes online was easy	61.45%	153	22.89%	57	10.04%	25	3.21%	8	2.41%	6	249
3	Connecting to wireless internet was easy	62.65%	156	21.69%	54	8.03%	20	4.42%	11	3.21%	8	249
4	Using Blackboard was easy	67.07%	167	22.89%	57	4.02%	10	3.61%	9	2.41%	6	249

Q10 - 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	4.24	0.99	0.97	159

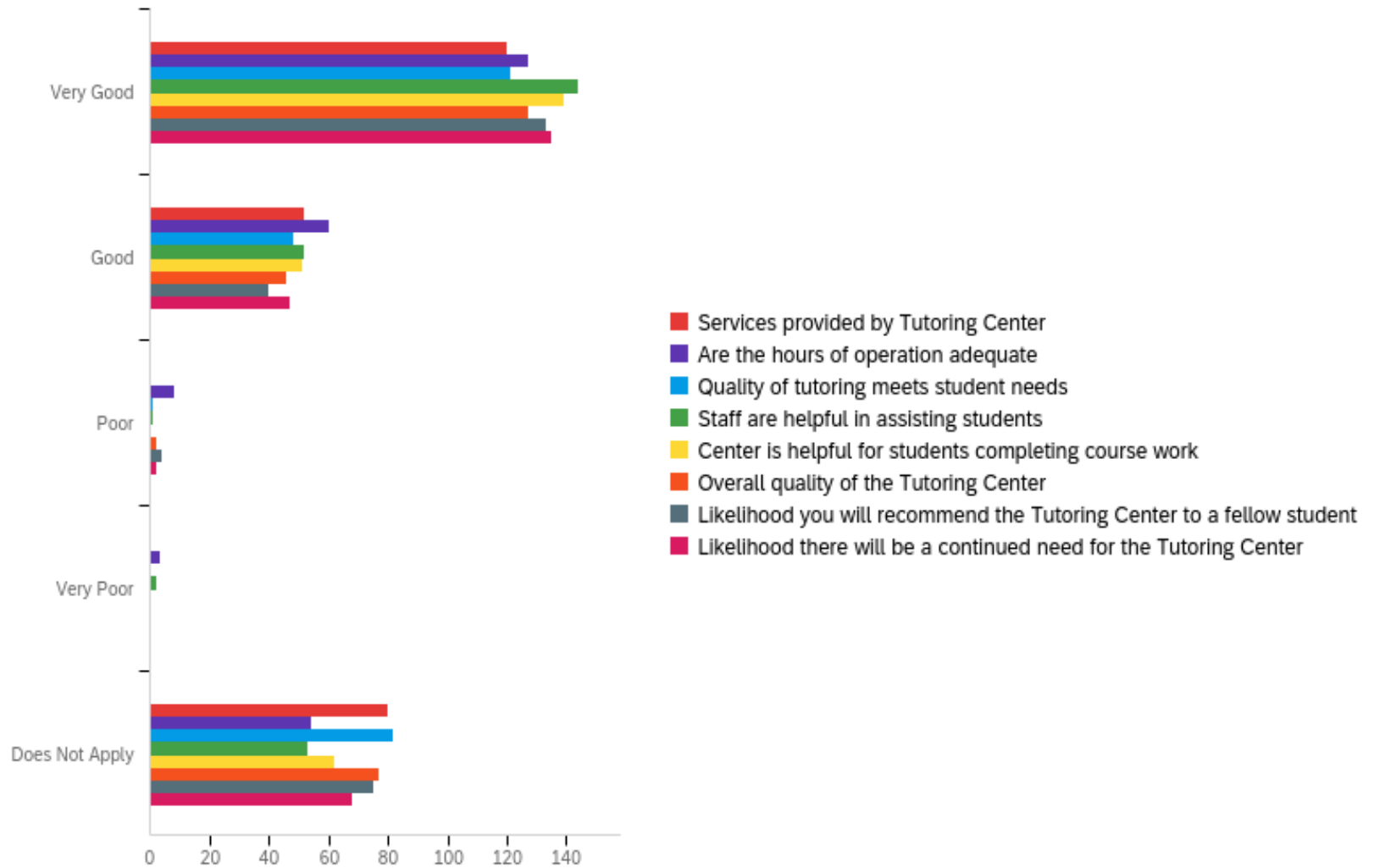
# Q13 - Please rate each of the following library services



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

#	Question	Excellent	Good	Fair	Poor	Total				
1	Customer Service	67.74%	168	26.21%	65	5.65%	14	0.40%	1	248
2	Collection (Books, DVDs, Newspapers, etc.)	61.85%	154	27.71%	69	9.64%	24	0.80%	2	249
3	Online Services (Website, catalog, databases, etc.)	64.66%	161	27.71%	69	6.43%	16	1.20%	3	249
4	Library Policies	65.73%	163	29.44%	73	4.84%	12	0.00%	0	248
5	Computers and Printers	66.67%	166	28.51%	71	4.42%	11	0.40%	1	249
6	Facilities	71.77%	178	25.40%	63	2.82%	7	0.00%	0	248

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



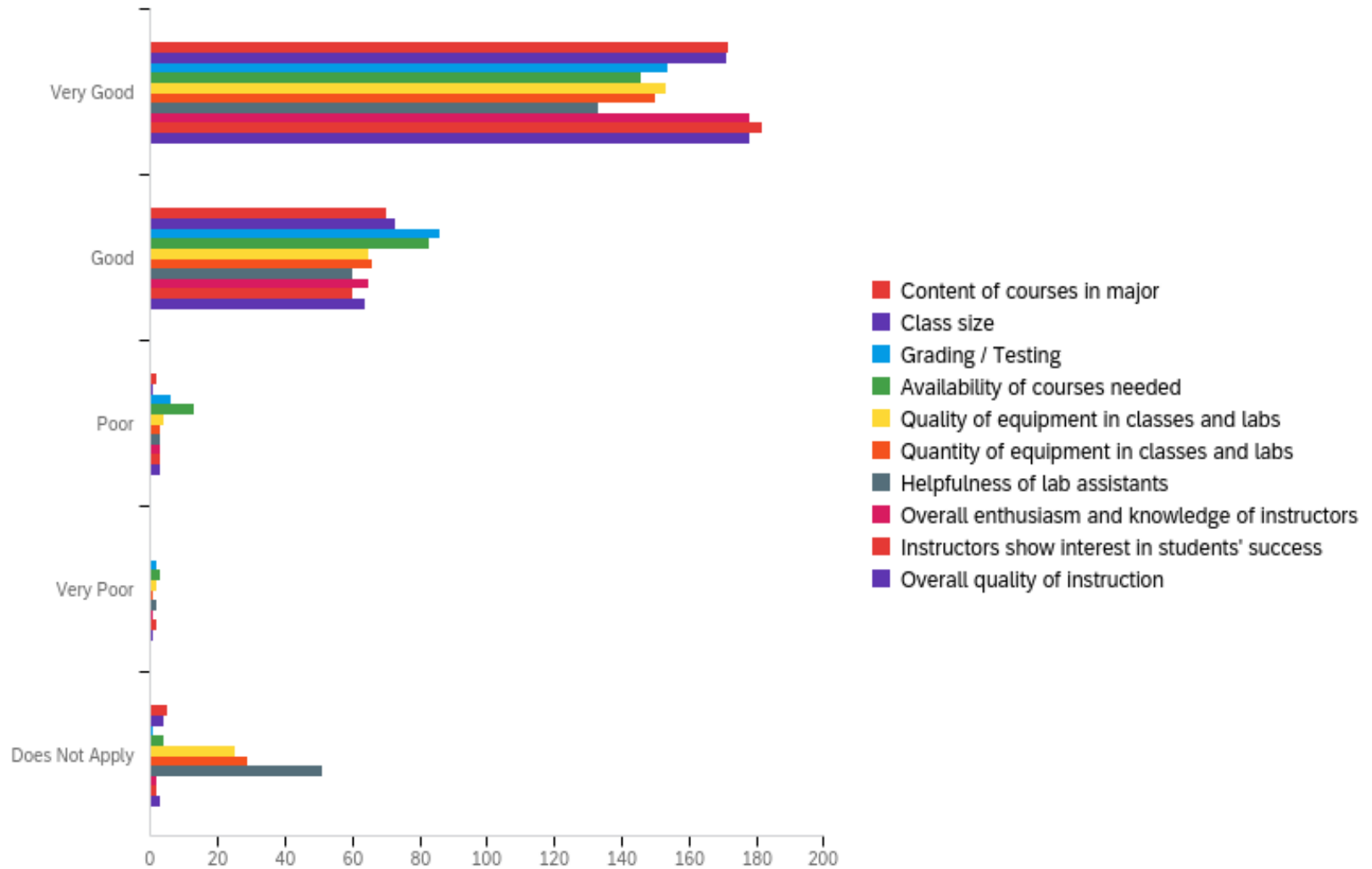
# Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	47.62%	120	20.63%	52	0.00%	0	0.00%	0	31.75%	80	252
2	Are the hours of operation adequate	50.40%	127	23.81%	60	3.17%	8	1.19%	3	21.43%	54	252
3	Quality of tutoring meets student needs	48.02%	121	19.05%	48	0.40%	1	0.00%	0	32.54%	82	252
4	Staff are helpful in assisting students	57.14%	144	20.63%	52	0.40%	1	0.79%	2	21.03%	53	252
5	Center is helpful for students completing course work	55.16%	139	20.24%	51	0.00%	0	0.00%	0	24.60%	62	252

## 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	50.40%	127	18.25%	46	0.79%	2	0.00%	0	30.56%	77	252
7	Likelihood you will recommend the Tutoring Center to a fellow student	52.78%	133	15.87%	40	1.59%	4	0.00%	0	29.76%	75	252
8	Likelihood there will be a continued need for the Tutoring Center	53.57%	135	18.65%	47	0.79%	2	0.00%	0	26.98%	68	252

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





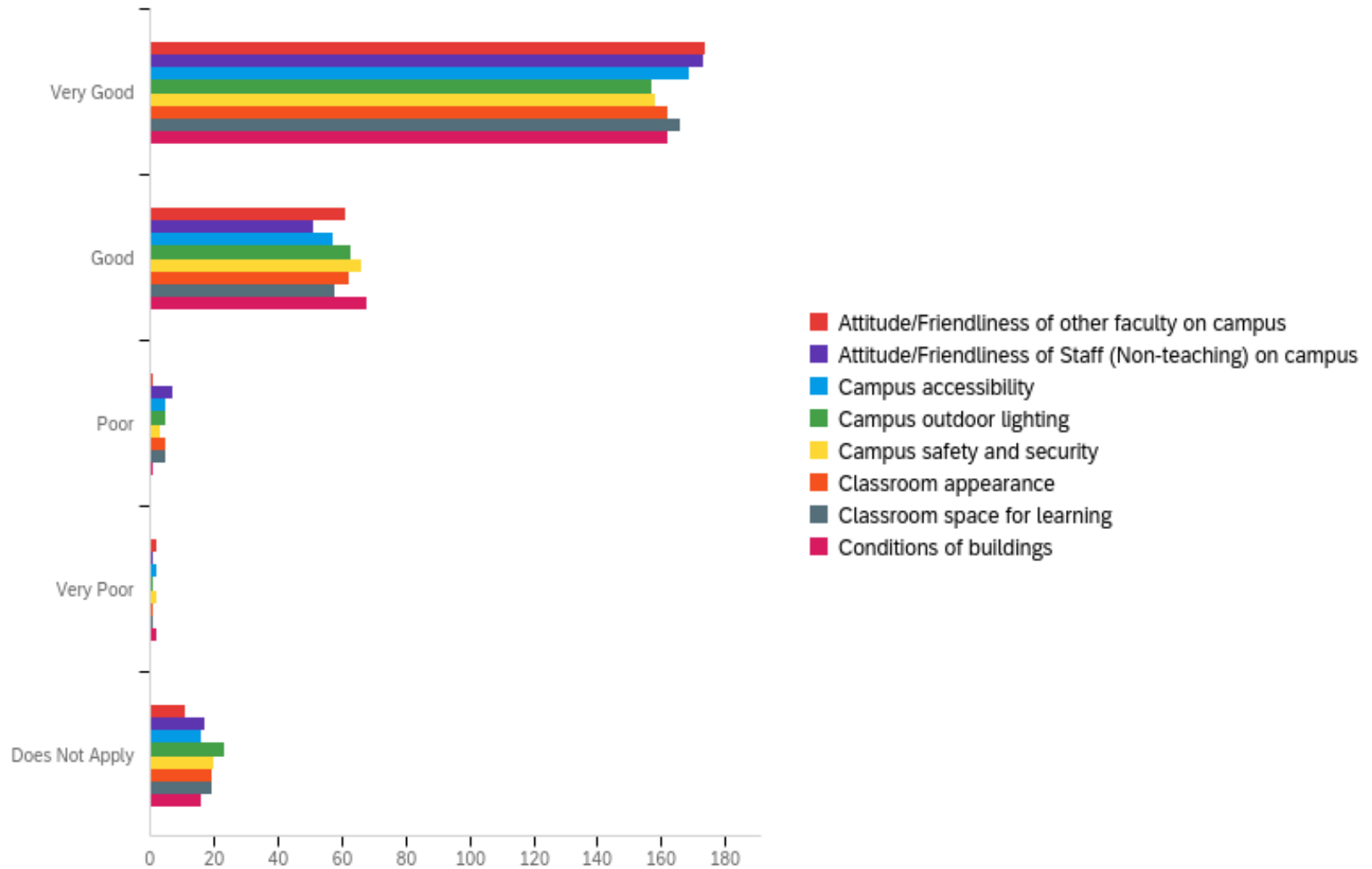
# Q18 - How would you evaluate your courses at Howard College / SWCID?

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	69.08%	172	28.11%	70	0.80%	2	0.00%	0	2.01%	5	249
2	Class size	68.67%	171	29.32%	73	0.40%	1	0.00%	0	1.61%	4	249
3	Grading / Testing	61.85%	154	34.54%	86	2.41%	6	0.80%	2	0.40%	1	249
4	Availability of courses needed	58.63%	146	33.33%	83	5.22%	13	1.20%	3	1.61%	4	249
5	Quality of equipment in classes and labs	61.45%	153	26.10%	65	1.61%	4	0.80%	2	10.04%	25	249
6	Quantity of equipment in classes and labs	60.24%	150	26.51%	66	1.20%	3	0.40%	1	11.65%	29	249

# 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	53.41%	133	24.10%	60	1.20%	3	0.80%	2	20.48%	51	249
8	Overall enthusiasm and knowledge of instructors	71.49%	178	26.10%	65	1.20%	3	0.40%	1	0.80%	2	249
9	Instructors show interest in students' success	73.09%	182	24.10%	60	1.20%	3	0.80%	2	0.80%	2	249
10	Overall quality of instruction	71.49%	178	25.70%	64	1.20%	3	0.40%	1	1.20%	3	249

## 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	69.88%	174	24.50%	61	0.40%	1	0.80%	2	4.42%	11	249
2	Attitude/Friendliness of Staff (Non-teaching) on campus	69.48%	173	20.48%	51	2.81%	7	0.40%	1	6.83%	17	249
3	Campus accessibility	67.87%	169	22.89%	57	2.01%	5	0.80%	2	6.43%	16	249
4	Campus outdoor lighting	63.05%	157	25.30%	63	2.01%	5	0.40%	1	9.24%	23	249
5	Campus safety and security	63.45%	158	26.51%	66	1.20%	3	0.80%	2	8.03%	20	249

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

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	65.06%	162	24.90%	62	2.01%	5	0.40%	1	7.63%	19	249
7	Classroom space for learning	66.67%	166	23.29%	58	2.01%	5	0.40%	1	7.63%	19	249
8	Conditions of buildings	65.06%	162	27.31%	68	0.40%	1	0.80%	2	6.43%	16	249