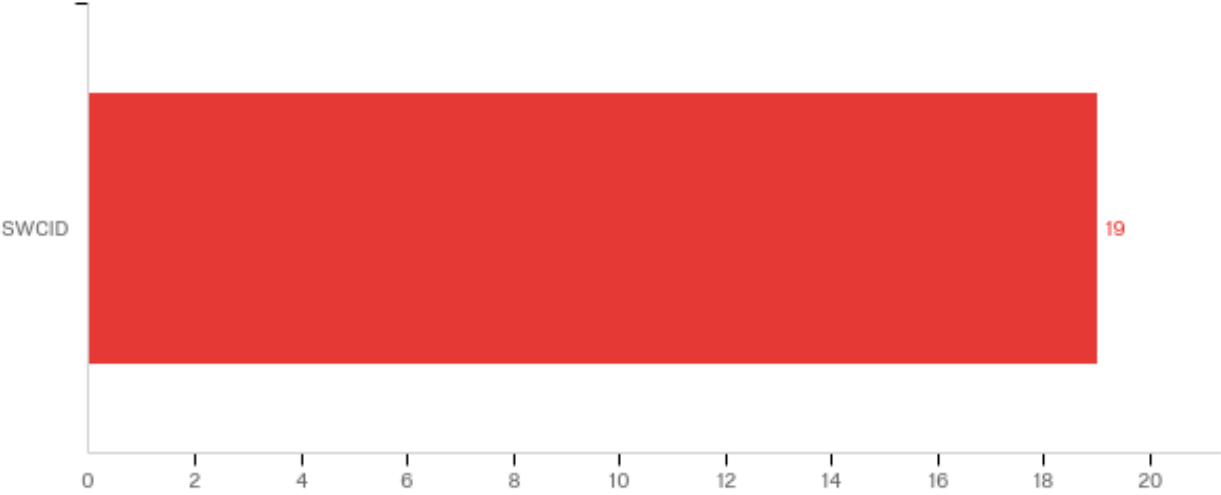


SWCID

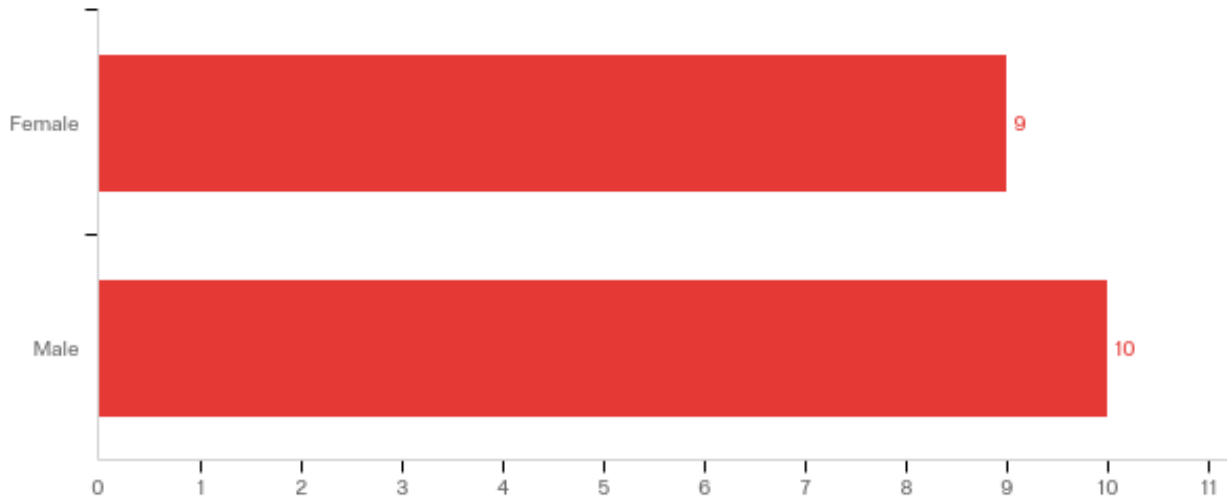
Student Satisfaction Survey - Fall 2017

HC



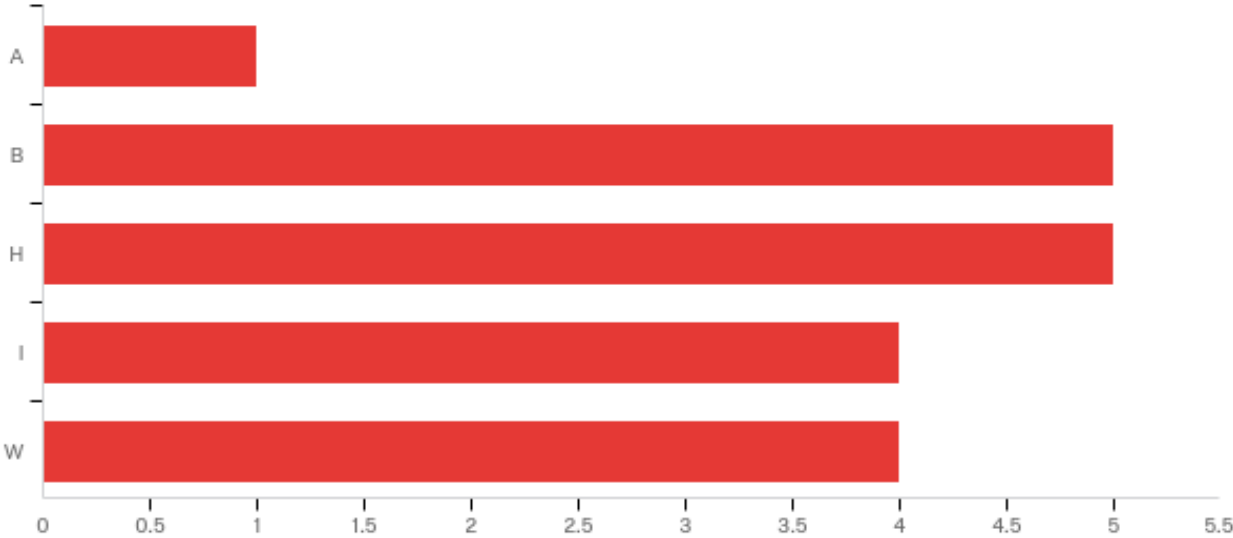
| Answer | % | Count |
|--------|---------|-------|
| SWCID | 100.00% | 19 |
| Total | 100% | 19 |

Sex



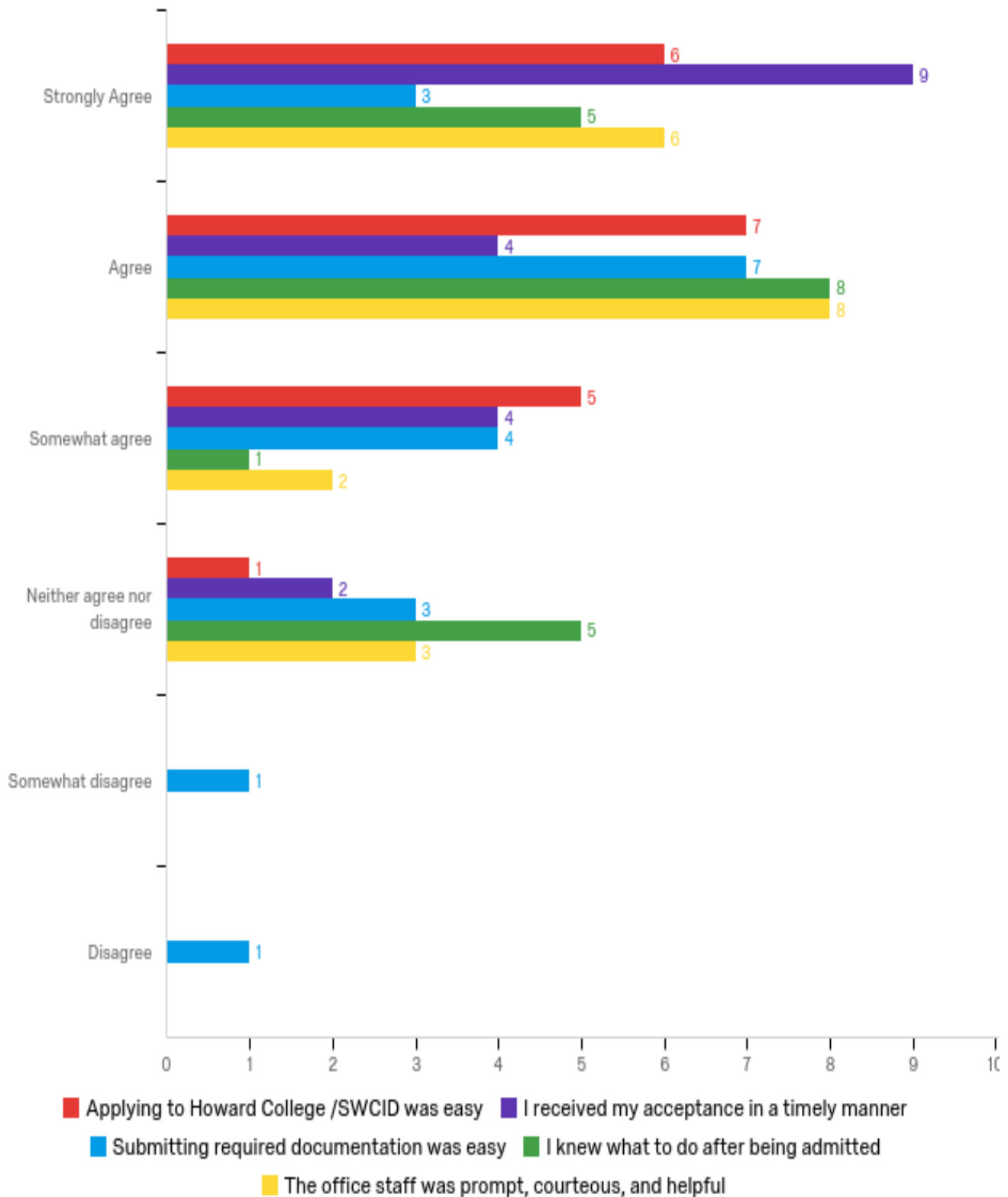
| Answer | % | Count |
|--------|--------|-------|
| Female | 47.37% | 9 |
| Male | 52.63% | 10 |
| Total | 100% | 19 |

Ethnicity



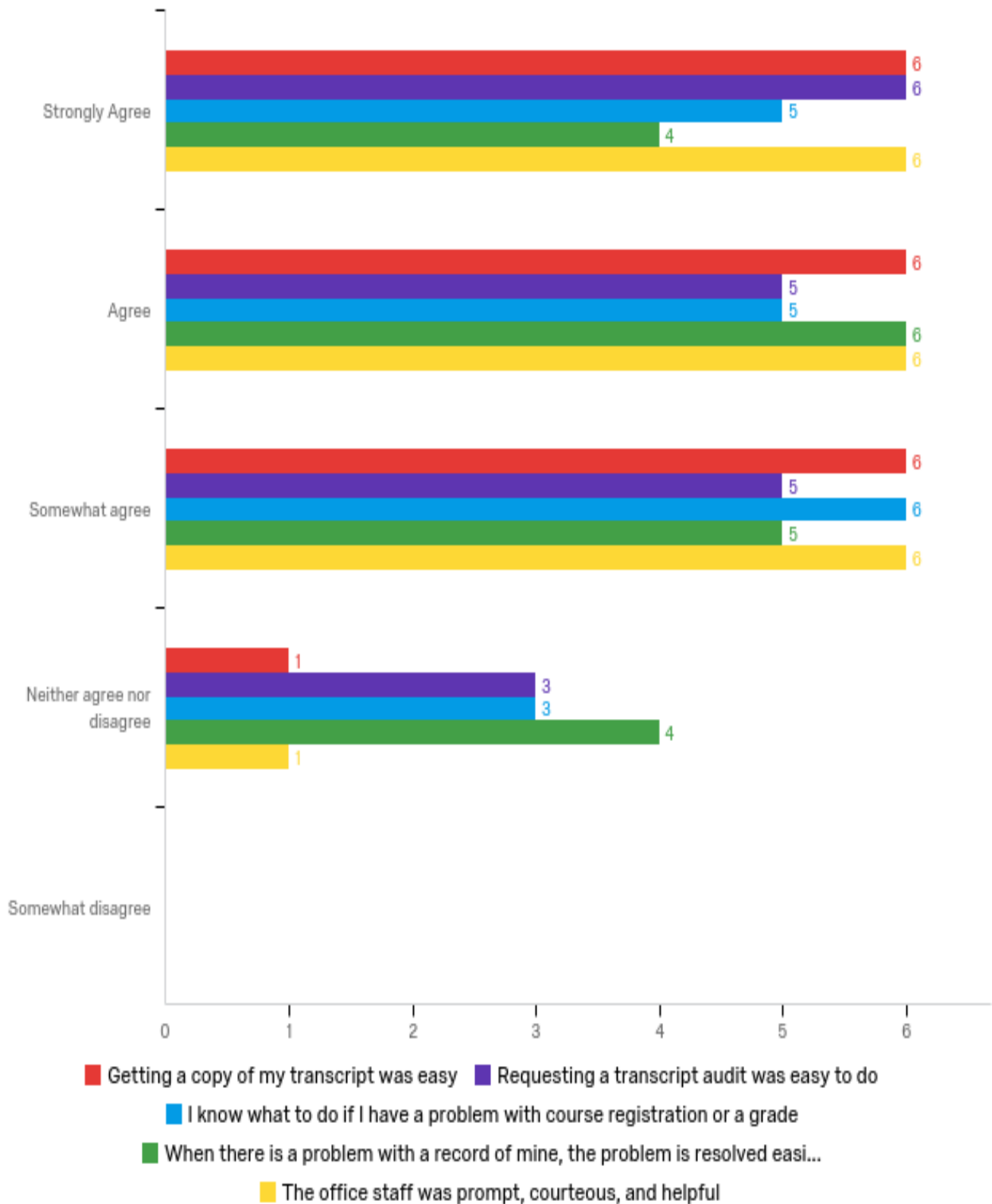
| Answer | % | Count |
|---------------------------|--------|-------|
| American Indian | 5.26% | 1 |
| Black or African American | 26.32% | 5 |
| Hispanic | 26.32% | 5 |
| International | 21.05% | 4 |
| White | 21.05% | 4 |
| Total | 100% | 19 |

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 | 31.58% | 6 | 36.84% | 7 | 26.32% | 5 | 5.26% | 1 | 0.00% | 0 | 0.00% | 0 | 19 |
| 2 | I received my acceptance in a timely manner | 47.37% | 9 | 21.05% | 4 | 21.05% | 4 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 3 | Submitting required documentation was easy | 15.79% | 3 | 36.84% | 7 | 21.05% | 4 | 15.79% | 3 | 5.26% | 1 | 5.26% | 1 | 19 |
| 4 | I knew what to do after being admitted | 26.32% | 5 | 42.11% | 8 | 5.26% | 1 | 26.32% | 5 | 0.00% | 0 | 0.00% | 0 | 19 |
| 5 | The office staff was prompt, courteous, and helpful | 31.58% | 6 | 42.11% | 8 | 10.53% | 2 | 15.79% | 3 | 0.00% | 0 | 0.00% | 0 | 19 |

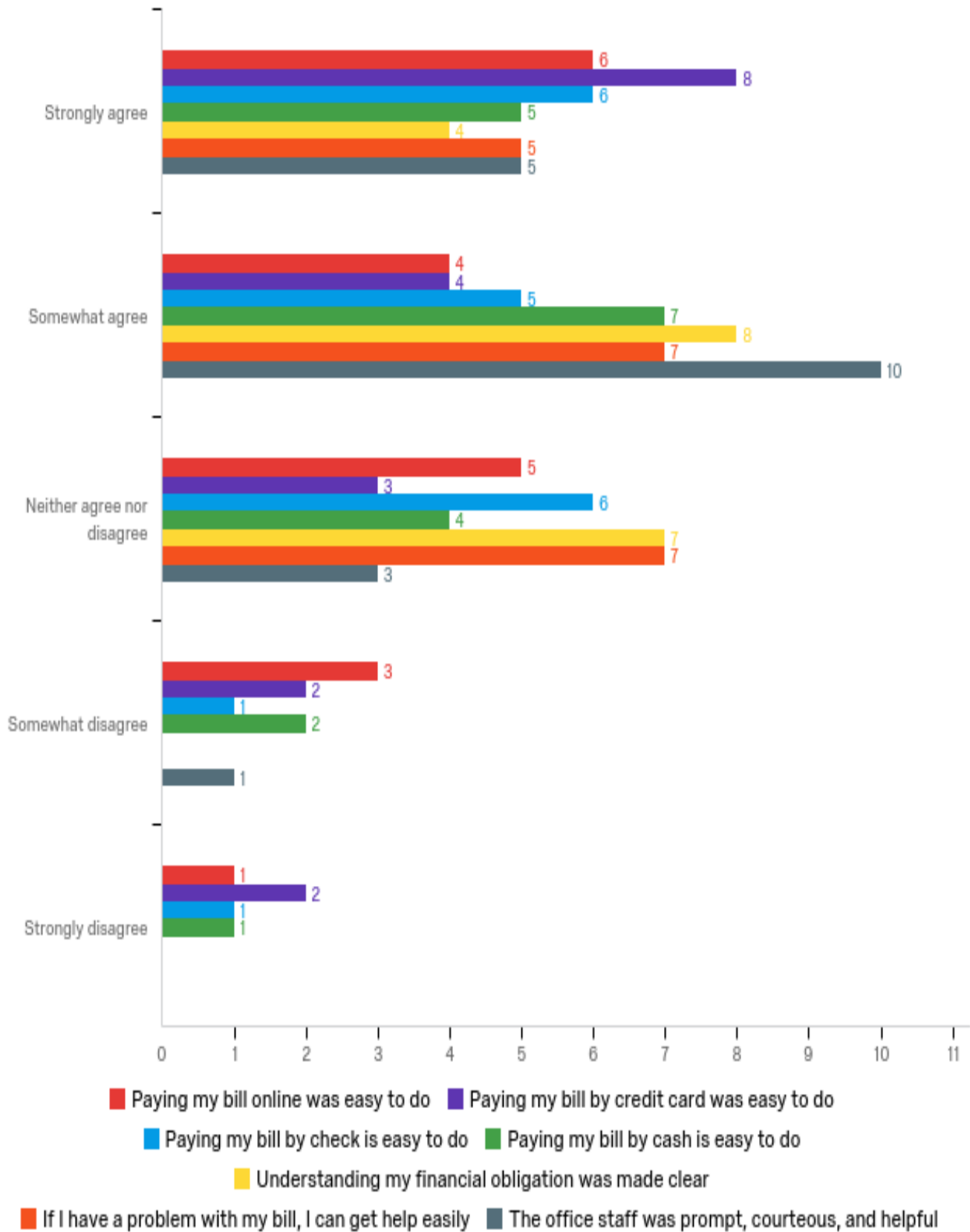
2. Please select an answer that you feel accurately portrays your experience with...



| # | Question | Strongly Agree | | Agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Total |
|---|---|----------------|---|--------|---|----------------|---|----------------------------|---|-------------------|---|-------|
| 1 | Getting a copy of my transcript was easy | 31.58% | 6 | 31.58% | 6 | 31.58% | 6 | 5.26% | 1 | 0.00% | 0 | 19 |
| 2 | Requesting a transcript audit was easy to do | 31.58% | 6 | 26.32% | 5 | 26.32% | 5 | 15.79% | 3 | 0.00% | 0 | 19 |
| 3 | I know what to do if I have a problem with course registration or a grade | 26.32% | 5 | 26.32% | 5 | 31.58% | 6 | 15.79% | 3 | 0.00% | 0 | 19 |
| 4 | When there is a problem with a record of mine, the problem is resolved easily and quickly | 21.05% | 4 | 31.58% | 6 | 26.32% | 5 | 21.05% | 4 | 0.00% | 0 | 19 |
| 5 | The office staff was prompt, courteous, and helpful | 31.58% | 6 | 31.58% | 6 | 31.58% | 6 | 5.26% | 1 | 0.00% | 0 | 19 |

| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|--|----------------|----|----------------|----|----------------------------|---|-------------------|---|-------------------|---|-------|
| 1 | Applying for Financial Aid was easy | 31.58% | 6 | 42.11% | 8 | 26.32% | 5 | 0.00% | 0 | 0.00% | 0 | 19 |
| 2 | Once I filled out my FAFSA I knew what to do | 36.84% | 7 | 52.63% | 10 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 3 | I received my award in a timely manner | 57.89% | 11 | 31.58% | 6 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 4 | If I was not eligible for aid I received an explanation | 21.05% | 4 | 31.58% | 6 | 42.11% | 8 | 5.26% | 1 | 0.00% | 0 | 19 |
| 5 | Paying for college (process) was easy | 31.58% | 6 | 42.11% | 8 | 15.79% | 3 | 10.53% | 2 | 0.00% | 0 | 19 |
| 6 | Finding information about Financial Aid was easy | 42.11% | 8 | 26.32% | 5 | 26.32% | 5 | 5.26% | 1 | 0.00% | 0 | 19 |
| 7 | If I have a problem with Financial Aid I can get help easily | 52.63% | 10 | 26.32% | 5 | 15.79% | 3 | 5.26% | 1 | 0.00% | 0 | 19 |
| 8 | Applying for a scholarship was easy | 36.84% | 7 | 36.84% | 7 | 21.05% | 4 | 5.26% | 1 | 0.00% | 0 | 19 |
| 9 | The office staff was prompt, courteous, and helpful | 31.58% | 6 | 36.84% | 7 | 26.32% | 5 | 5.26% | 1 | 0.00% | 0 | 19 |

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

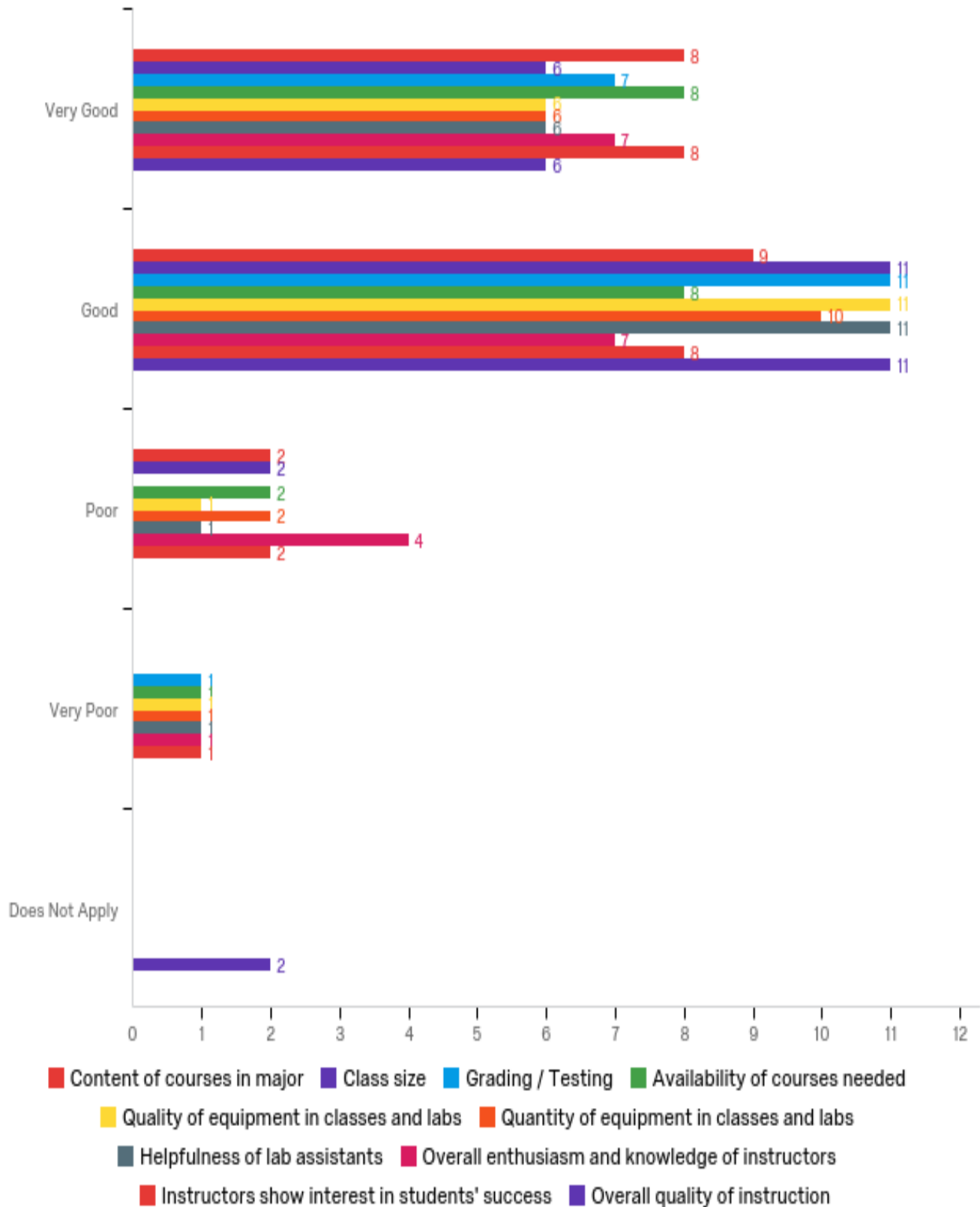


| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|---|----------------|---|----------------|----|----------------------------|---|-------------------|---|-------------------|---|-------|
| 1 | Paying my bill online was easy to do | 31.58% | 6 | 21.05% | 4 | 26.32% | 5 | 15.79% | 3 | 5.26% | 1 | 19 |
| 2 | Paying my bill by credit card was easy to do | 42.11% | 8 | 21.05% | 4 | 15.79% | 3 | 10.53% | 2 | 10.53% | 2 | 19 |
| 3 | Paying my bill by check is easy to do | 31.58% | 6 | 26.32% | 5 | 31.58% | 6 | 5.26% | 1 | 5.26% | 1 | 19 |
| 4 | Paying my bill by cash is easy to do | 26.32% | 5 | 36.84% | 7 | 21.05% | 4 | 10.53% | 2 | 5.26% | 1 | 19 |
| 5 | Understanding my financial obligation was made clear | 21.05% | 4 | 42.11% | 8 | 36.84% | 7 | 0.00% | 0 | 0.00% | 0 | 19 |
| 6 | If I have a problem with my bill, I can get help easily | 26.32% | 5 | 36.84% | 7 | 36.84% | 7 | 0.00% | 0 | 0.00% | 0 | 19 |
| 7 | The office staff was prompt, courteous, and helpful | 26.32% | 5 | 52.63% | 10 | 15.79% | 3 | 5.26% | 1 | 0.00% | 0 | 19 |

| # | 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 | 57.89% | 11 | 21.05% | 4 | 10.53% | 2 | 5.26% | 1 | 0.00% | 0 | 5.26% | 1 | 19 |
| 2 | Attending NSO was informative and helpful | 63.16% | 12 | 26.32% | 5 | 0.00% | 0 | 5.26% | 1 | 0.00% | 0 | 5.26% | 1 | 19 |
| 3 | Making an appointment with an adviser was easy to do | 31.58% | 6 | 36.84% | 7 | 26.32% | 5 | 0.00% | 0 | 0.00% | 0 | 5.26% | 1 | 19 |
| 4 | My adviser was knowledgeable and helpful | 42.11% | 8 | 36.84% | 7 | 15.79% | 3 | 5.26% | 1 | 0.00% | 0 | 0.00% | 0 | 19 |
| 5 | I know where to do if I need help with academic concerns | 52.63% | 10 | 31.58% | 6 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 5.26% | 1 | 19 |
| 6 | I know where to go if I need help with personal concerns | 42.11% | 8 | 36.84% | 7 | 15.79% | 3 | 0.00% | 0 | 0.00% | 0 | 5.26% | 1 | 19 |
| 7 | I was able to see a counselor when I needed to | 42.11% | 8 | 15.79% | 3 | 31.58% | 6 | 5.26% | 1 | 0.00% | 0 | 5.26% | 1 | 19 |
| 8 | I am aware there are Veteran Services | 21.05% | 4 | 26.32% | 5 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 42.11% | 8 | 19 |
| 9 | I am aware there are services for students with disabilities | 42.11% | 8 | 26.32% | 5 | 15.79% | 3 | 5.26% | 1 | 0.00% | 0 | 10.53% | 2 | 19 |

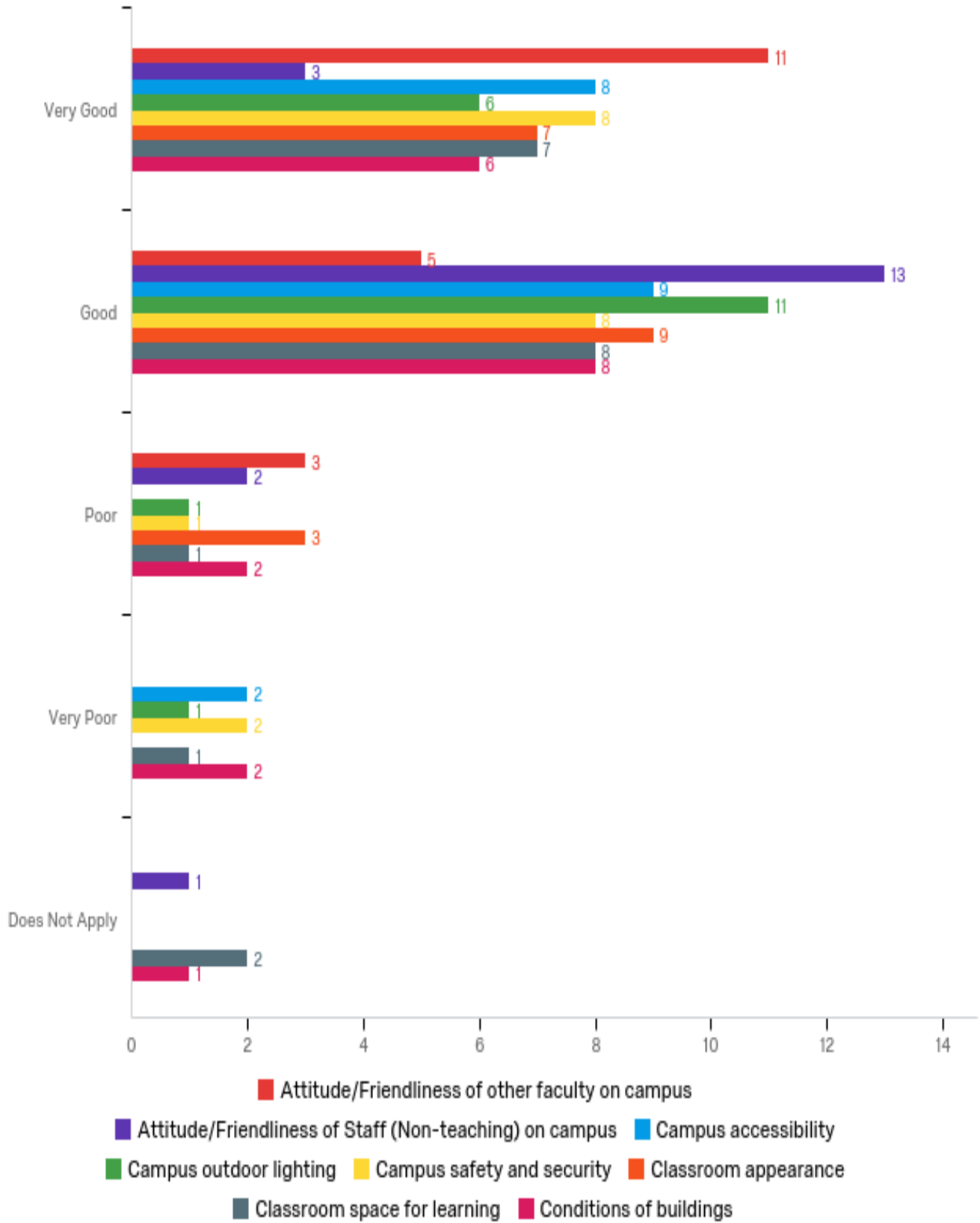
| # | Question | Very Good | | Good | | Poor | | Very Poor | | Does Not Apply | | Total |
|---|---|-----------|----|--------|----|--------|---|-----------|---|----------------|---|-------|
| 1 | Services provided by Tutoring Center | 42.11% | 8 | 47.37% | 9 | 5.26% | 1 | 5.26% | 1 | 0.00% | 0 | 19 |
| 2 | Are the hours of operation adequate | 36.84% | 7 | 52.63% | 10 | 5.26% | 1 | 5.26% | 1 | 0.00% | 0 | 19 |
| 3 | Quality of tutoring meets student needs | 31.58% | 6 | 42.11% | 8 | 26.32% | 5 | 0.00% | 0 | 0.00% | 0 | 19 |
| 4 | Staff are helpful in assisting students | 47.37% | 9 | 36.84% | 7 | 10.53% | 2 | 5.26% | 1 | 0.00% | 0 | 19 |
| 5 | Center is helpful for students completing course work | 36.84% | 7 | 52.63% | 10 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 6 | Overall quality of the Tutoring Center | 36.84% | 7 | 52.63% | 10 | 5.26% | 1 | 0.00% | 0 | 5.26% | 1 | 19 |
| 7 | Likelihood you will recommend the Tutoring Center to a fellow student | 36.84% | 7 | 52.63% | 10 | 5.26% | 1 | 0.00% | 0 | 5.26% | 1 | 19 |
| 8 | Likelihood there will be a continued need for the Tutoring Center | 52.63% | 10 | 42.11% | 8 | 0.00% | 0 | 0.00% | 0 | 5.26% | 1 | 19 |

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



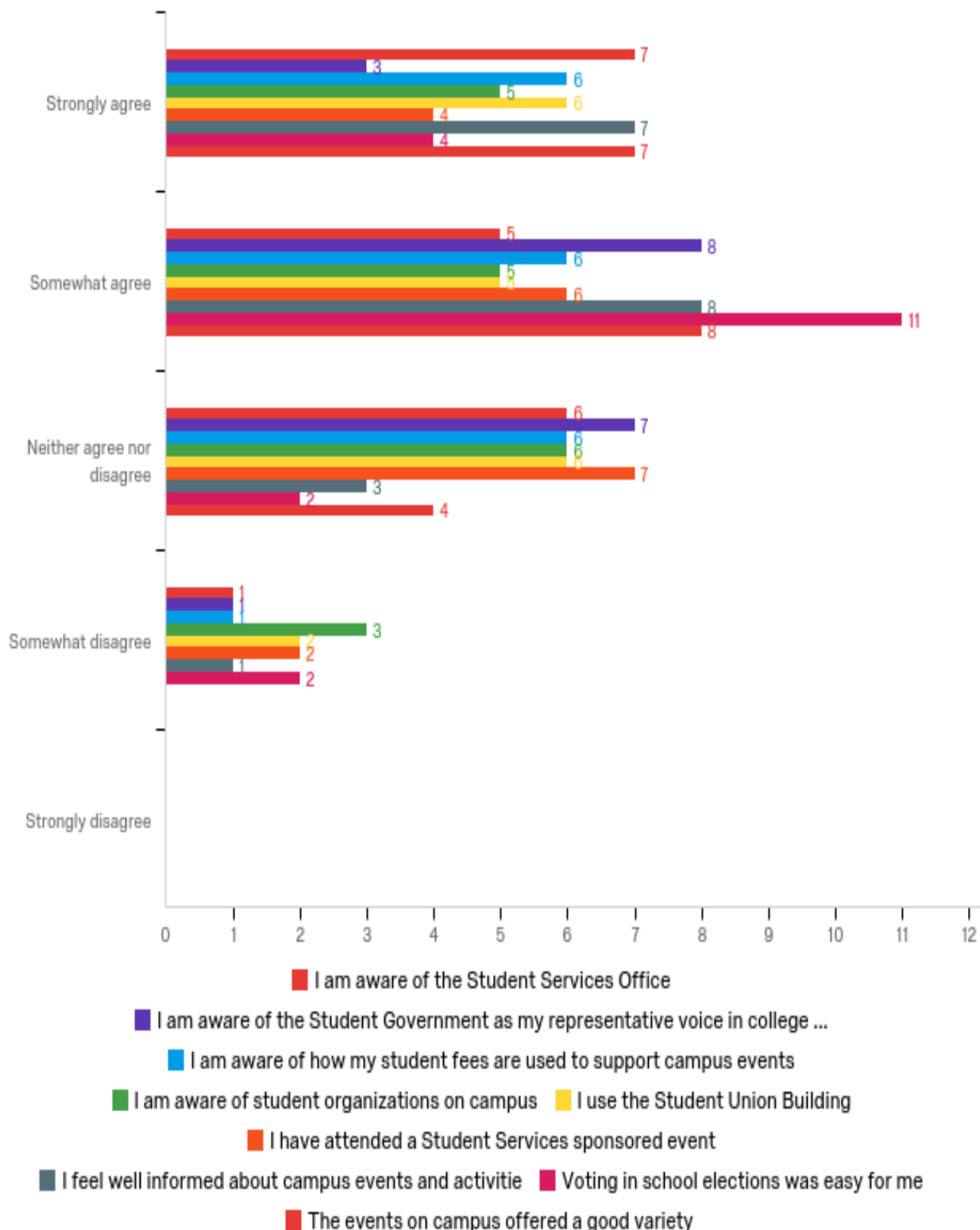
| # | Question | Very Good | | Good | | Poor | | Very Poor | | Does Not Apply | | Total |
|----|---|-----------|---|--------|----|--------|---|-----------|---|----------------|---|-------|
| 1 | Content of courses in major | 42.11% | 8 | 47.37% | 9 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 2 | Class size | 31.58% | 6 | 57.89% | 11 | 10.53% | 2 | 0.00% | 0 | 0.00% | 0 | 19 |
| 3 | Grading / Testing | 36.84% | 7 | 57.89% | 11 | 0.00% | 0 | 5.26% | 1 | 0.00% | 0 | 19 |
| 4 | Availability of courses needed | 42.11% | 8 | 42.11% | 8 | 10.53% | 2 | 5.26% | 1 | 0.00% | 0 | 19 |
| 6 | Quality of equipment in classes and labs | 31.58% | 6 | 57.89% | 11 | 5.26% | 1 | 5.26% | 1 | 0.00% | 0 | 19 |
| 7 | Quantity of equipment in classes and labs | 31.58% | 6 | 52.63% | 10 | 10.53% | 2 | 5.26% | 1 | 0.00% | 0 | 19 |
| 9 | Helpfulness of lab assistants | 31.58% | 6 | 57.89% | 11 | 5.26% | 1 | 5.26% | 1 | 0.00% | 0 | 19 |
| 10 | Overall enthusiasm and knowledge of instructors | 36.84% | 7 | 36.84% | 7 | 21.05% | 4 | 5.26% | 1 | 0.00% | 0 | 19 |
| 11 | Instructors show interest in students' success | 42.11% | 8 | 42.11% | 8 | 10.53% | 2 | 5.26% | 1 | 0.00% | 0 | 19 |
| 12 | Overall quality of instruction | 31.58% | 6 | 57.89% | 11 | 0.00% | 0 | 0.00% | 0 | 10.53% | 2 | 19 |

8. Please evaluate the following items relating to the campus



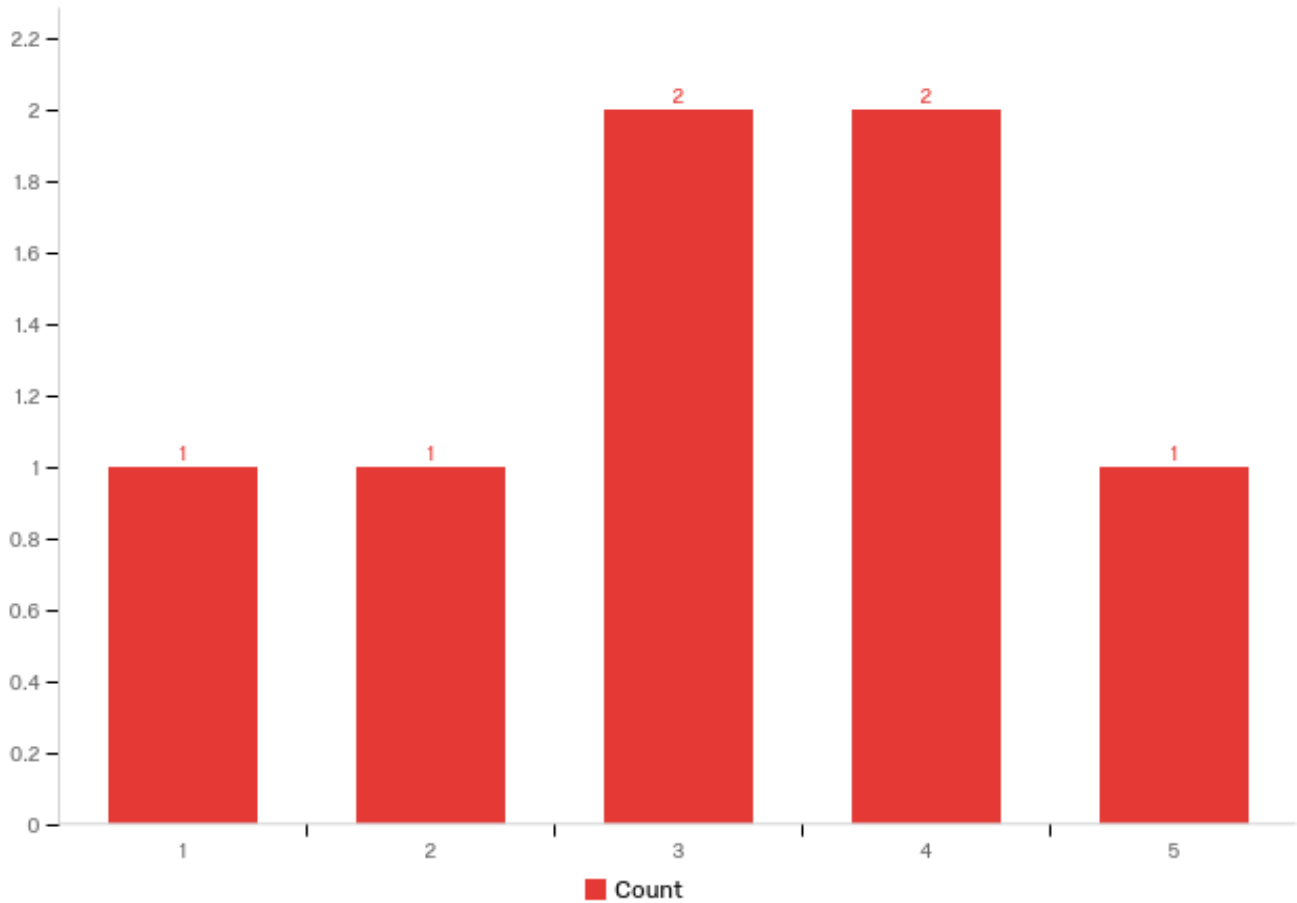
| # | Question | Very Good | | Good | | Poor | | Very Poor | | Does Not Apply | | Total |
|---|---|-----------|----|--------|----|--------|---|-----------|---|----------------|---|-------|
| 1 | Attitude/Friendliness of other faculty on campus | 57.89% | 11 | 26.32% | 5 | 15.79% | 3 | 0.00% | 0 | 0.00% | 0 | 19 |
| 2 | Attitude/Friendliness of Staff (Non-teaching) on campus | 15.79% | 3 | 68.42% | 13 | 10.53% | 2 | 0.00% | 0 | 5.26% | 1 | 19 |
| 3 | Campus accessibility | 42.11% | 8 | 47.37% | 9 | 0.00% | 0 | 10.53% | 2 | 0.00% | 0 | 19 |
| 4 | Campus outdoor lighting | 31.58% | 6 | 57.89% | 11 | 5.26% | 1 | 5.26% | 1 | 0.00% | 0 | 19 |
| 5 | Campus safety and security | 42.11% | 8 | 42.11% | 8 | 5.26% | 1 | 10.53% | 2 | 0.00% | 0 | 19 |
| 6 | Classroom appearance | 36.84% | 7 | 47.37% | 9 | 15.79% | 3 | 0.00% | 0 | 0.00% | 0 | 19 |
| 7 | Classroom space for learning | 36.84% | 7 | 42.11% | 8 | 5.26% | 1 | 5.26% | 1 | 10.53% | 2 | 19 |
| 8 | Conditions of buildings | 31.58% | 6 | 42.11% | 8 | 10.53% | 2 | 10.53% | 2 | 5.26% | 1 | 19 |

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



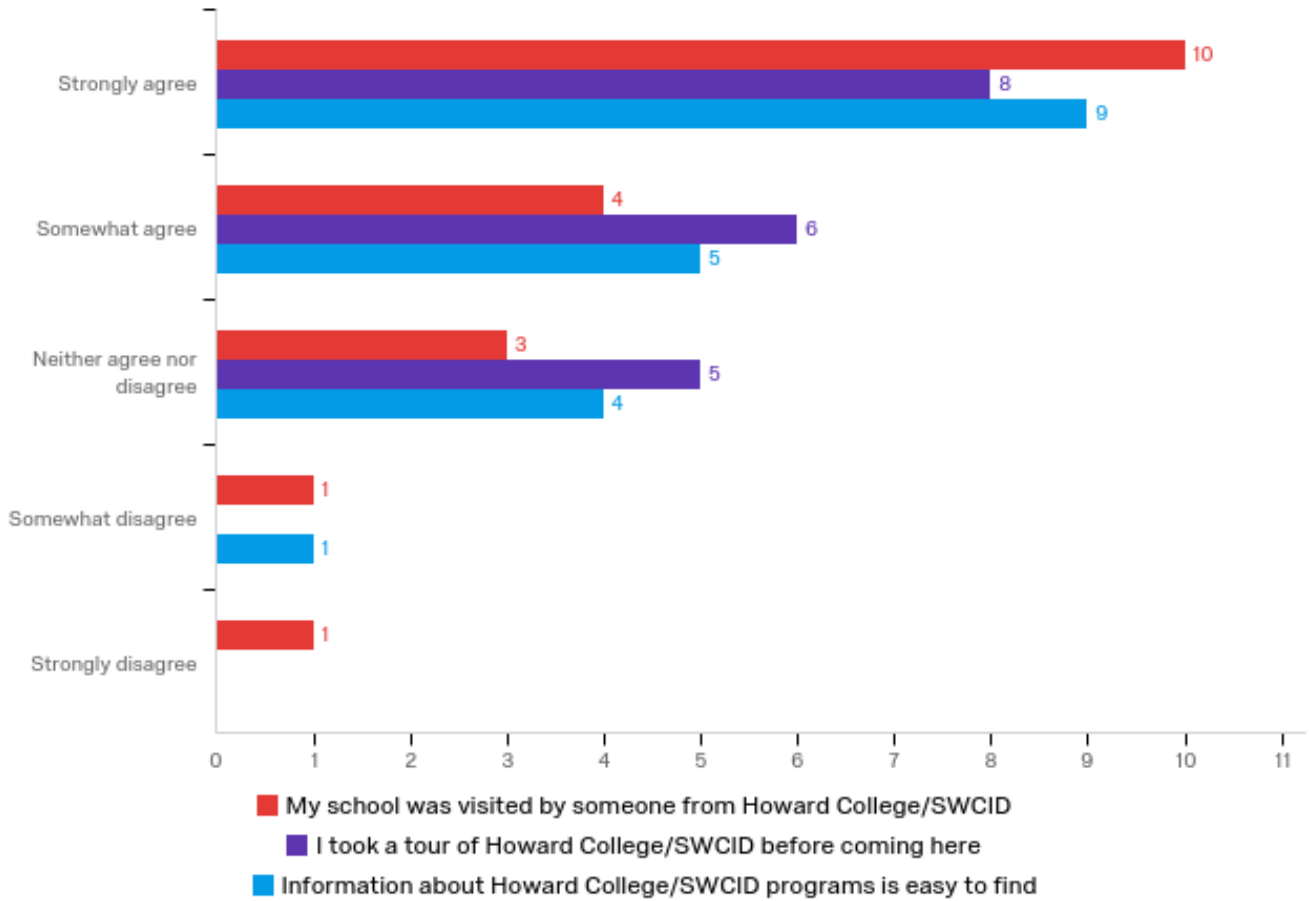
| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|--|----------------|---|----------------|----|----------------------------|---|-------------------|---|-------------------|---|-------|
| 1 | I am aware of the Student Services Office | 36.84% | 7 | 26.32% | 5 | 31.58% | 6 | 5.26% | 1 | 0.00% | 0 | 19 |
| 2 | I am aware of the Student Government as my representative voice in college affairs | 15.79% | 3 | 42.11% | 8 | 36.84% | 7 | 5.26% | 1 | 0.00% | 0 | 19 |
| 3 | I am aware of how my student fees are used to support campus events | 31.58% | 6 | 31.58% | 6 | 31.58% | 6 | 5.26% | 1 | 0.00% | 0 | 19 |
| 4 | I am aware of student organizations on campus | 26.32% | 5 | 26.32% | 5 | 31.58% | 6 | 15.79% | 3 | 0.00% | 0 | 19 |
| 5 | I use the Student Union Building | 31.58% | 6 | 26.32% | 5 | 31.58% | 6 | 10.53% | 2 | 0.00% | 0 | 19 |
| 6 | I have attended a Student Services sponsored event | 21.05% | 4 | 31.58% | 6 | 36.84% | 7 | 10.53% | 2 | 0.00% | 0 | 19 |
| 7 | I feel well informed about campus events and activities | 36.84% | 7 | 42.11% | 8 | 15.79% | 3 | 5.26% | 1 | 0.00% | 0 | 19 |
| 8 | Voting in school elections was easy for me | 21.05% | 4 | 57.89% | 11 | 10.53% | 2 | 10.53% | 2 | 0.00% | 0 | 19 |
| 9 | The events on campus offered a good variety | 36.84% | 7 | 42.11% | 8 | 21.05% | 4 | 0.00% | 0 | 0.00% | 0 | 19 |

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



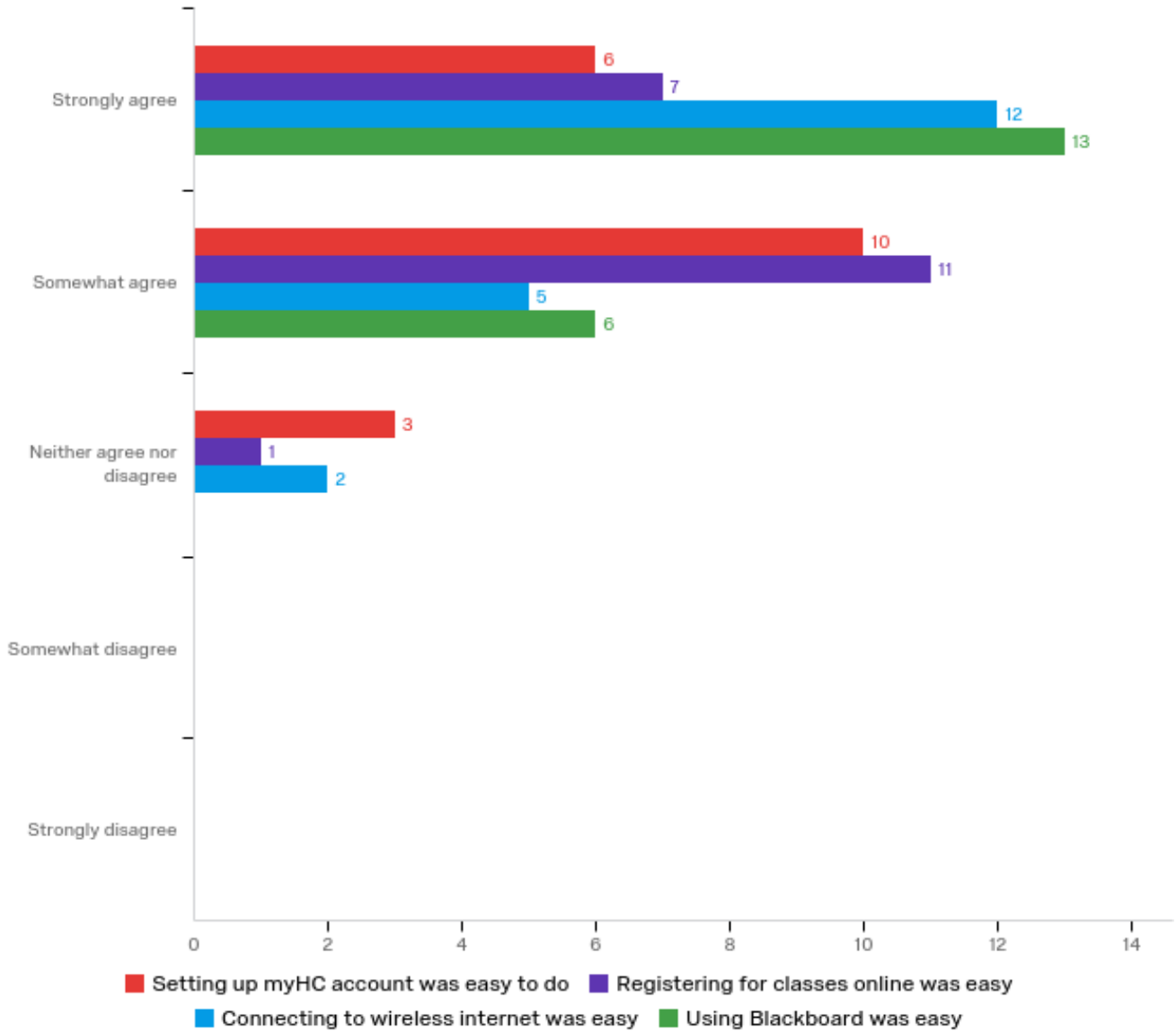
| # | Field | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|-------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Click to write Choice 1 | 1.00 | 5.00 | 3.14 | 1.25 | 1.55 | 7 |

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



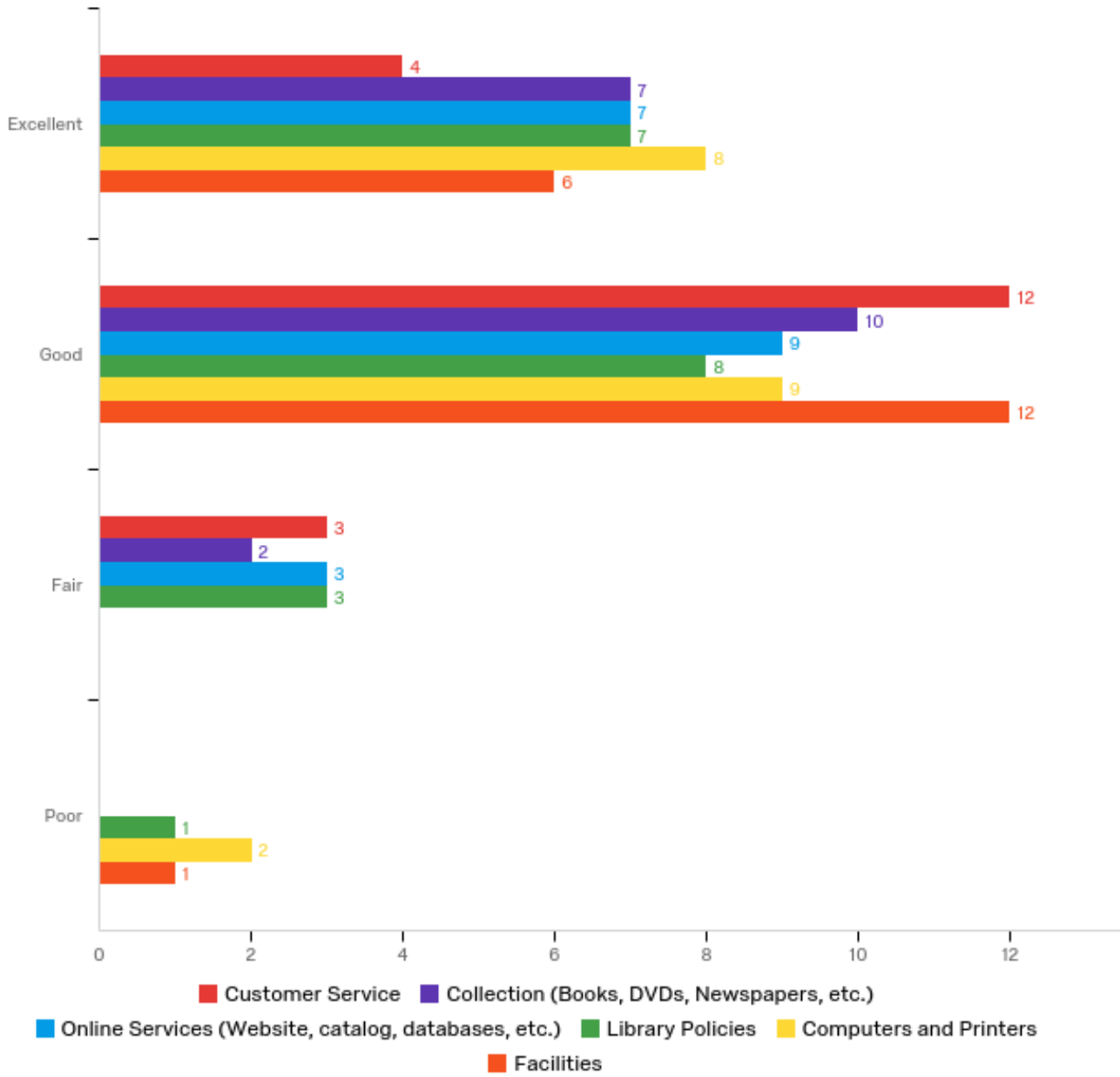
| # | Question | Strongly agree | | Somewhat agree | | Neither agree nor disagree | | Somewhat disagree | | Strongly disagree | | Total |
|---|---|----------------|----|----------------|---|----------------------------|---|-------------------|---|-------------------|---|-------|
| 1 | My school was visited by someone from Howard College/SWCID | 52.63% | 10 | 21.05% | 4 | 15.79% | 3 | 5.26% | 1 | 5.26% | 1 | 19 |
| 2 | I took a tour of Howard College/SWCID before coming here | 42.11% | 8 | 31.58% | 6 | 26.32% | 5 | 0.00% | 0 | 0.00% | 0 | 19 |
| 3 | Information about Howard College/SWCID programs is easy to find | 47.37% | 9 | 26.32% | 5 | 21.05% | 4 | 5.26% | 1 | 0.00% | 0 | 19 |

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 | 31.58% 6 | 52.63% 10 | 15.79% 3 | 0.00% 0 | 0.00% 0 | 19 |
| 2 | Registering for classes online was easy | 36.84% 7 | 57.89% 11 | 5.26% 1 | 0.00% 0 | 0.00% 0 | 19 |
| 3 | Connecting to wireless internet was easy | 63.16% 12 | 26.32% 5 | 10.53% 2 | 0.00% 0 | 0.00% 0 | 19 |
| 4 | Using Blackboard was easy | 68.42% 13 | 31.58% 6 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 19 |

13. Please rate each of the following library services



| # | Question | Excellent | | Good | | Fair | | Poor | | Total |
|---|---|-----------|---|--------|----|--------|---|--------|---|-------|
| 1 | Customer Service | 21.05% | 4 | 63.16% | 12 | 15.79% | 3 | 0.00% | 0 | 19 |
| 2 | Collection (Books, DVDs, Newspapers, etc.) | 36.84% | 7 | 52.63% | 10 | 10.53% | 2 | 0.00% | 0 | 19 |
| 3 | Online Services (Website, catalog, databases, etc.) | 36.84% | 7 | 47.37% | 9 | 15.79% | 3 | 0.00% | 0 | 19 |
| 4 | Library Policies | 36.84% | 7 | 42.11% | 8 | 15.79% | 3 | 5.26% | 1 | 19 |
| 5 | Computers and Printers | 42.11% | 8 | 47.37% | 9 | 0.00% | 0 | 10.53% | 2 | 19 |
| 6 | Facilities | 31.58% | 6 | 63.16% | 12 | 0.00% | 0 | 5.26% | 1 | 19 |