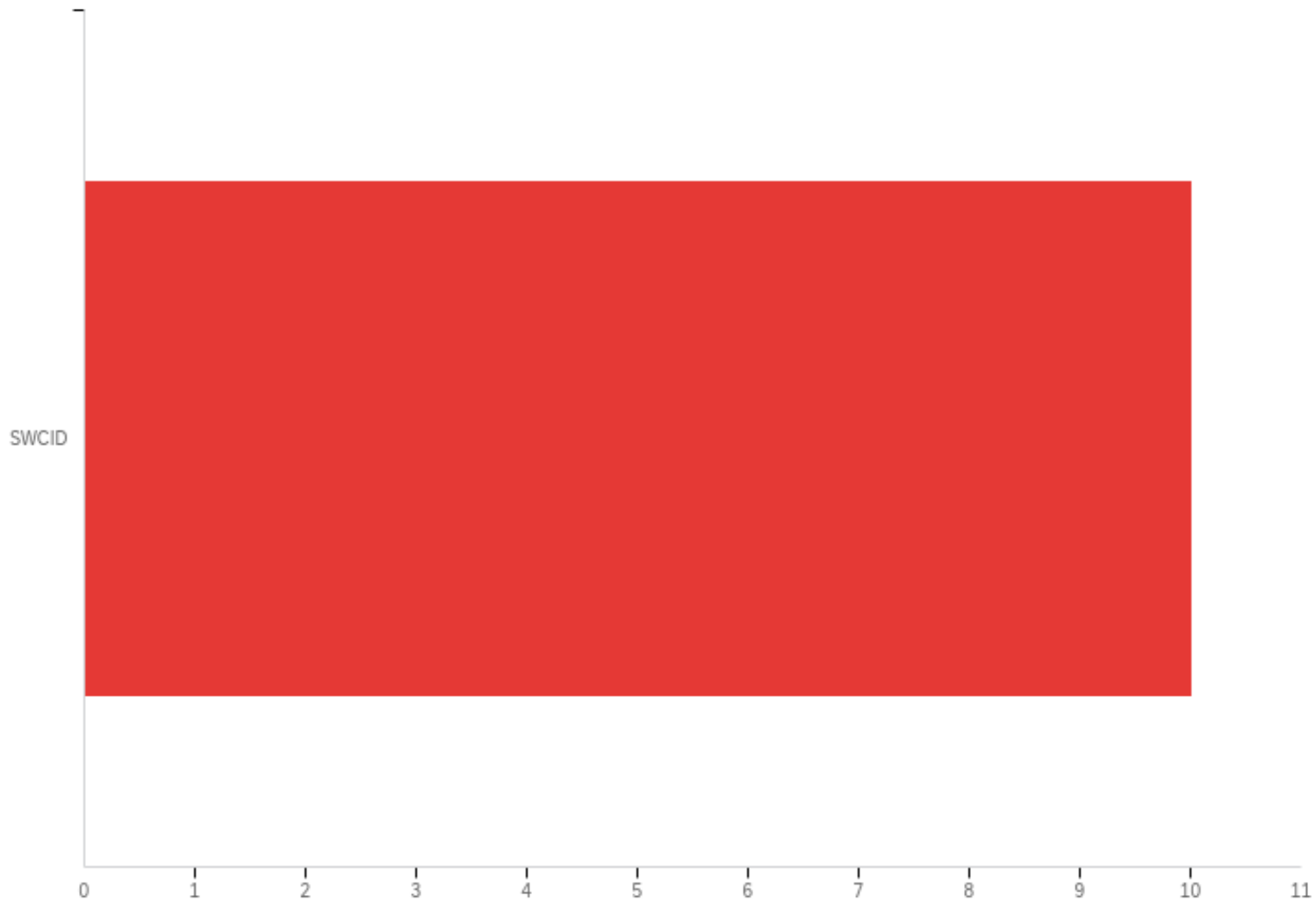


Student Satisfaction Survey - Fall 2018

SWCD

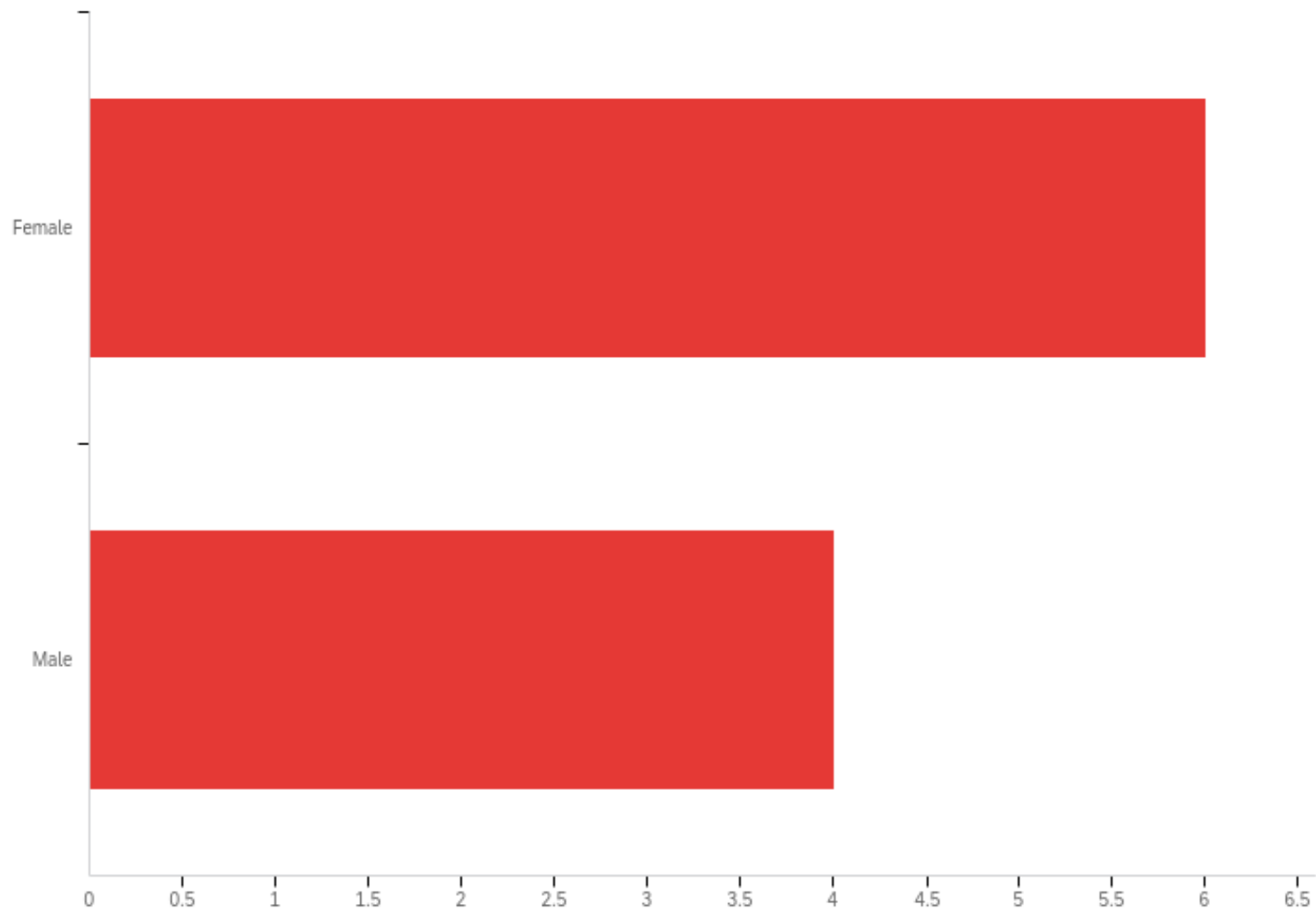
HC



HC

#	Answer	%	Count
1	SWCID	100.00%	10
	Total	100%	10

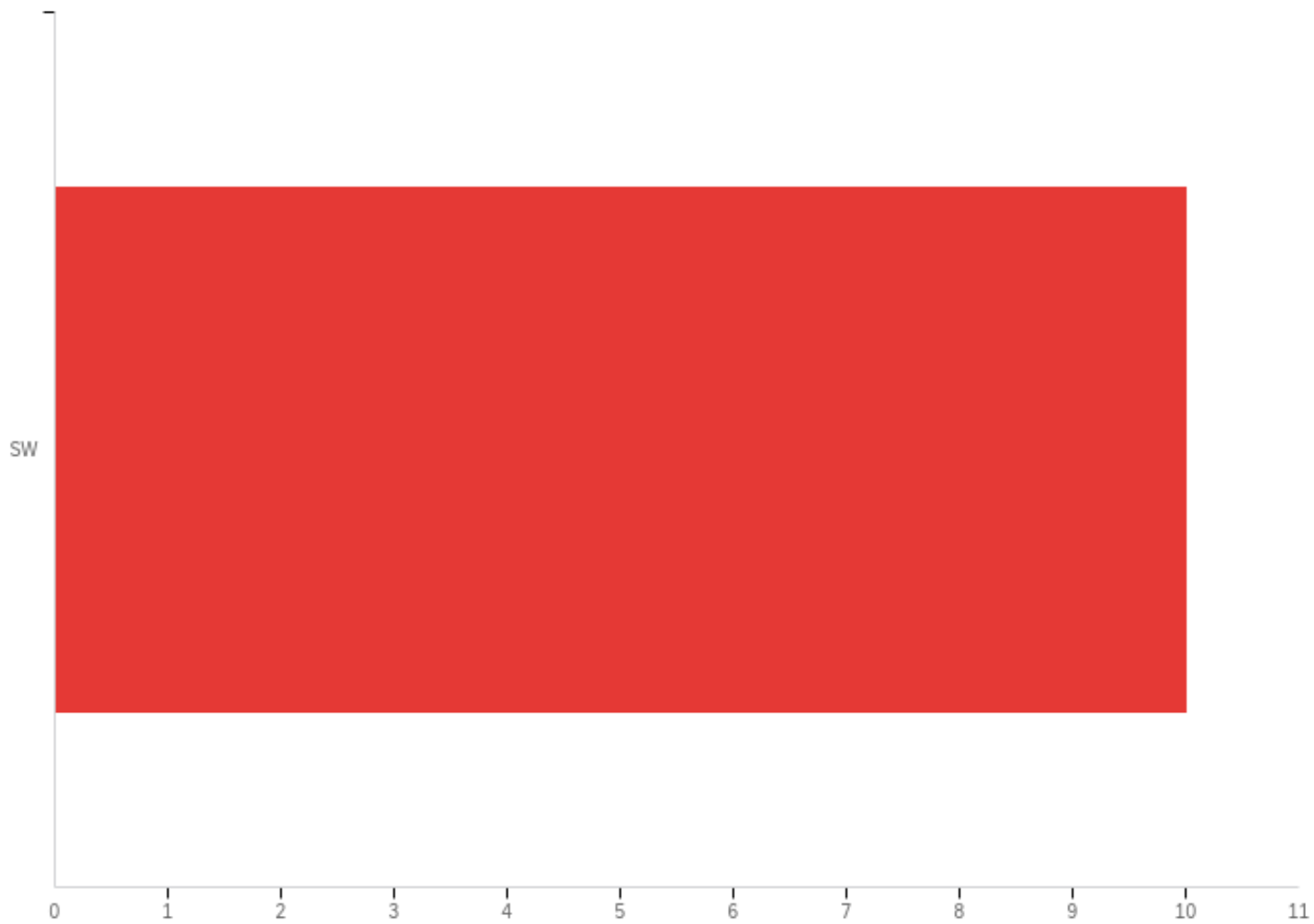
Sex



Sex

#	Answer	%	Count
1	Female	60.00%	6
2	Male	40.00%	4
	Total	100%	10

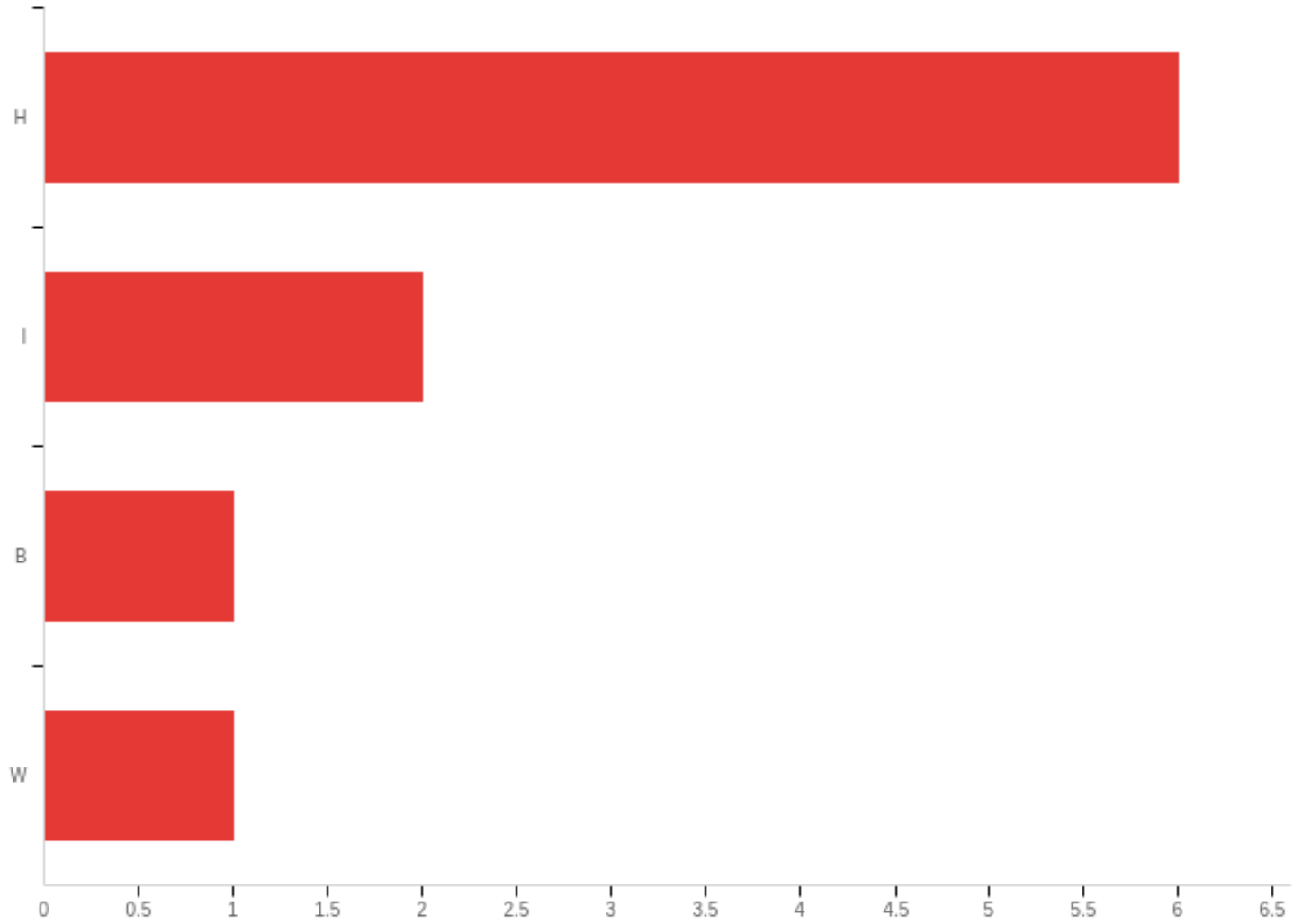
CampusGroup



CampusGroup

#	Answer	%	Count
1	SW	100.00%	10
	Total	100%	10

WorkEth



WorkEth

#	Answer	%	Count
1	H	60.00%	6
2	I	20.00%	2
3	B	10.00%	1
4	W	10.00%	1
	Total	100%	10

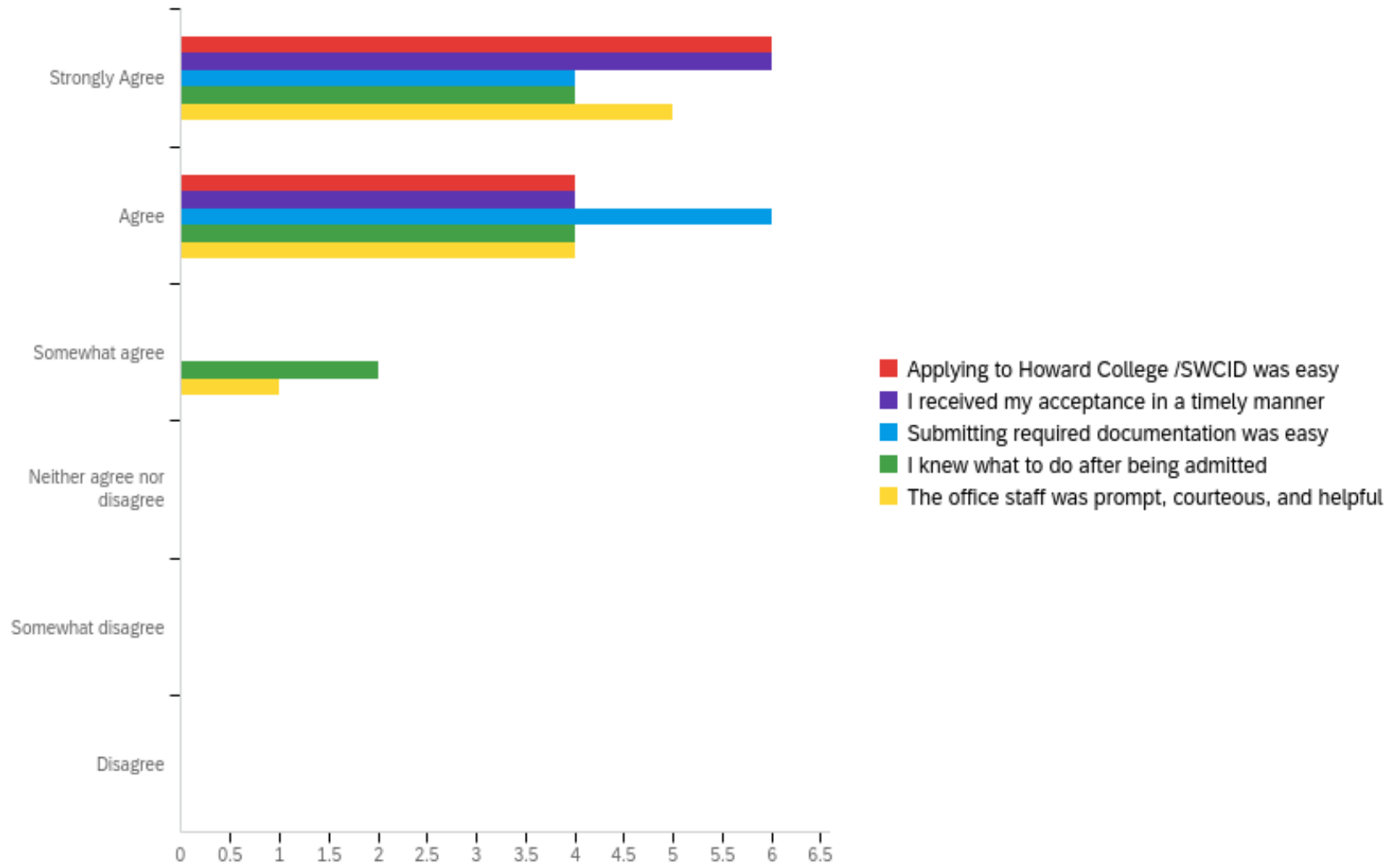
DualCredit

Data source misconfigured for this visualization

DualCredit

Answer	%	Count
Total		

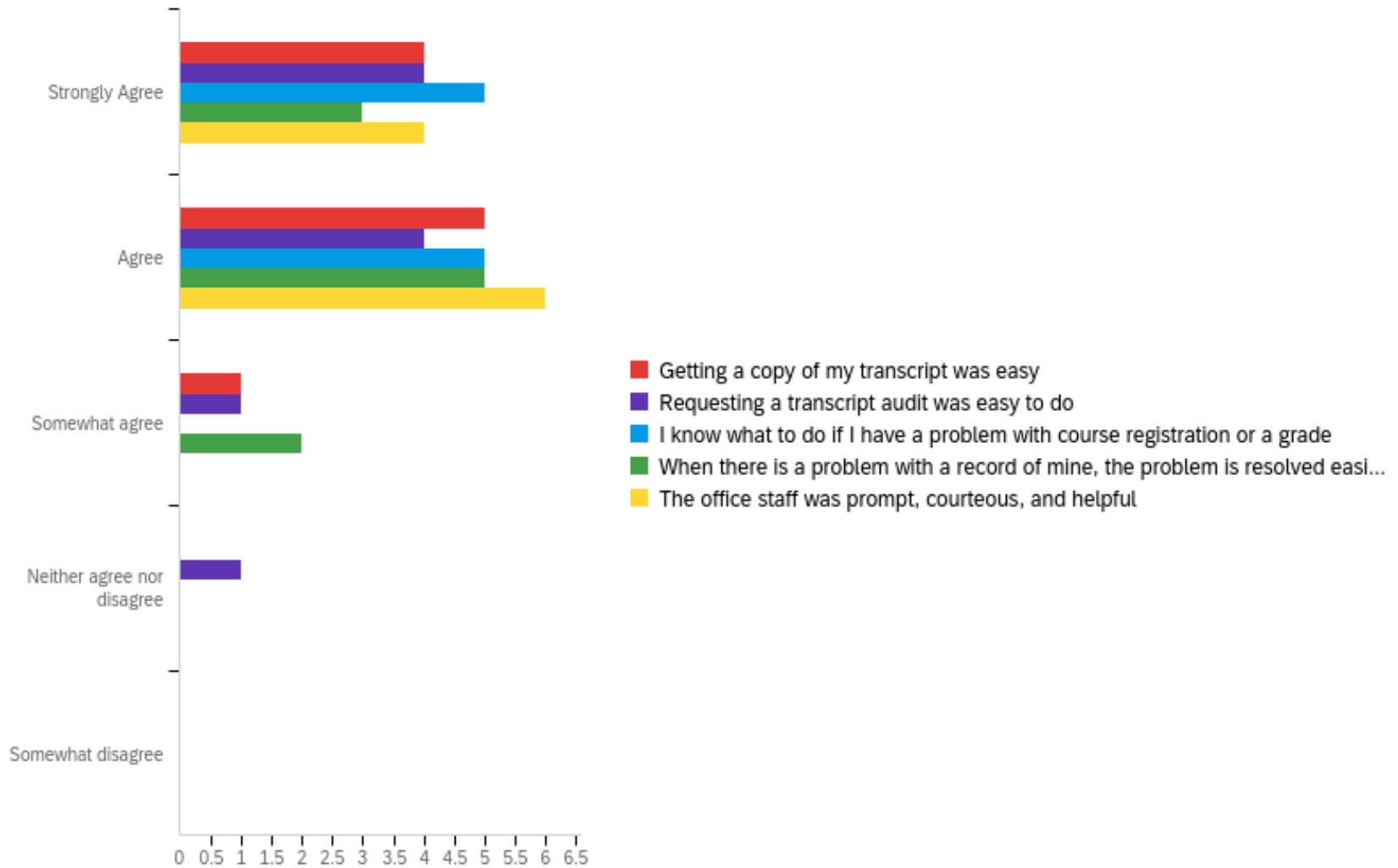
Q1 - Please select an answer that you feel accurately portrays your experience with...



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	60.00%	6	40.00%	4	0.00%	0	0.00%	0	0.00%	0	0.00%	0	10
2	I received my acceptance in a timely manner	60.00%	6	40.00%	4	0.00%	0	0.00%	0	0.00%	0	0.00%	0	10
3	Submitting required documentation was easy	40.00%	4	60.00%	6	0.00%	0	0.00%	0	0.00%	0	0.00%	0	10
4	I knew what to do after being admitted	40.00%	4	40.00%	4	20.00%	2	0.00%	0	0.00%	0	0.00%	0	10
5	The office staff was prompt, courteous, and helpful	50.00%	5	40.00%	4	10.00%	1	0.00%	0	0.00%	0	0.00%	0	10

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	40.00% 4	50.00% 5	10.00% 1	0.00% 0	0.00% 0	10
2	Requesting a transcript audit was easy to do	40.00% 4	40.00% 4	10.00% 1	10.00% 1	0.00% 0	10
3	I know what to do if I have a problem with course registration or a grade	50.00% 5	50.00% 5	0.00% 0	0.00% 0	0.00% 0	10
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	30.00% 3	50.00% 5	20.00% 2	0.00% 0	0.00% 0	10

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	40.00%	4	60.00%	6	0.00%	0	0.00%	0	0.00%	0	10

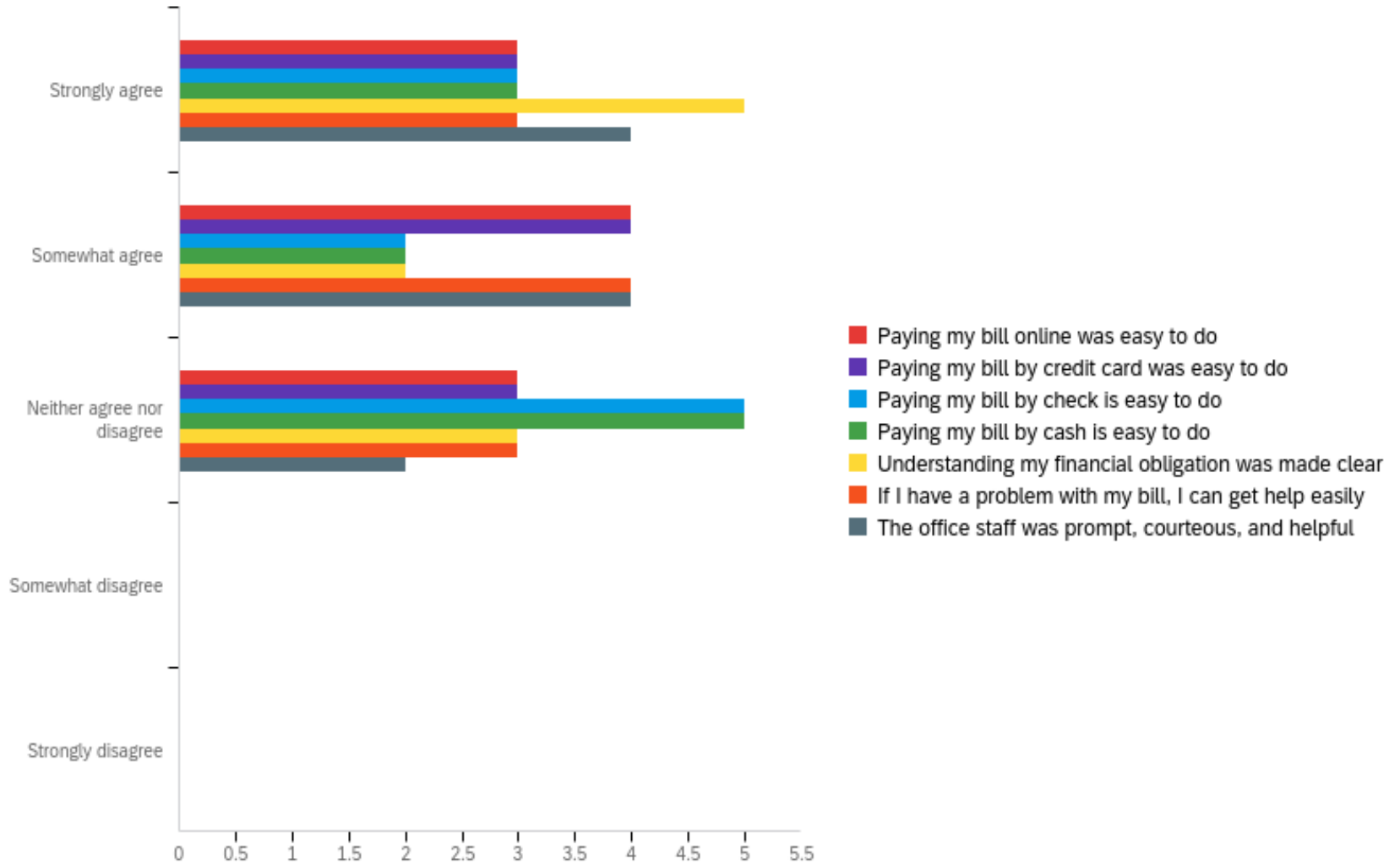
Q5 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree	Total					
1	Applying for Financial Aid was easy	30.00%	3	30.00%	3	30.00%	3	10.00%	1	0.00%	0	10
2	Once I filled out my FAFSA I knew what to do	20.00%	2	30.00%	3	40.00%	4	10.00%	1	0.00%	0	10
3	I received my award in a timely manner	30.00%	3	30.00%	3	40.00%	4	0.00%	0	0.00%	0	10
4	If I was not eligible for aid I received an explanation	20.00%	2	30.00%	3	40.00%	4	10.00%	1	0.00%	0	10
5	Paying for college (process) was easy	30.00%	3	30.00%	3	40.00%	4	0.00%	0	0.00%	0	10

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	40.00%	4	30.00%	3	30.00%	3	0.00%	0	0.00%	0	10
7	If I have a problem with Financial Aid I can get help easily	50.00%	5	30.00%	3	20.00%	2	0.00%	0	0.00%	0	10
8	Applying for a scholarship was easy	40.00%	4	10.00%	1	40.00%	4	10.00%	1	0.00%	0	10
9	The office staff was prompt, courteous, and helpful	40.00%	4	50.00%	5	10.00%	1	0.00%	0	0.00%	0	10

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



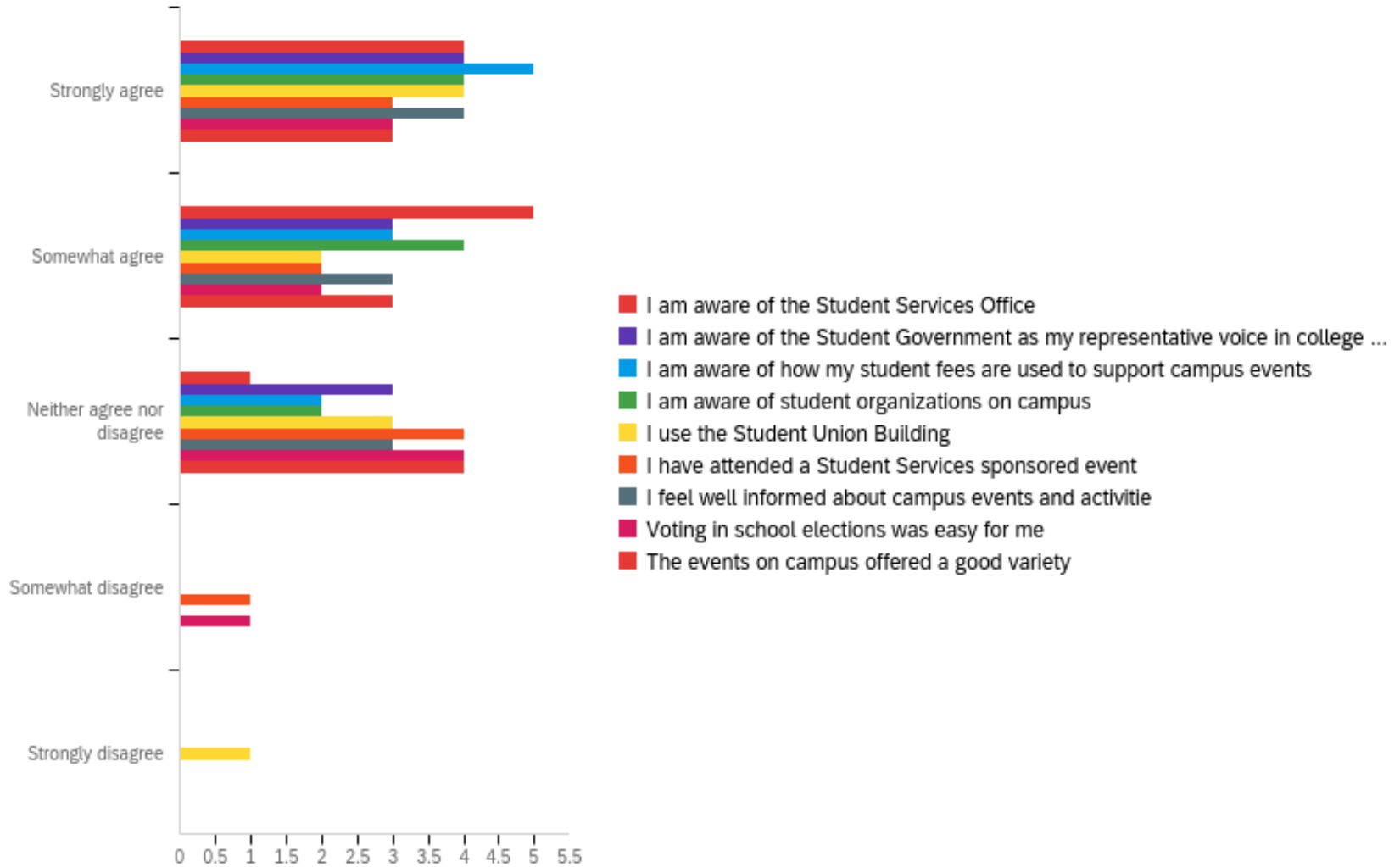
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	30.00%	3	40.00%	4	30.00%	3	0.00%	0	0.00%	0	10
2	Paying my bill by credit card was easy to do	30.00%	3	40.00%	4	30.00%	3	0.00%	0	0.00%	0	10
3	Paying my bill by check is easy to do	30.00%	3	20.00%	2	50.00%	5	0.00%	0	0.00%	0	10
4	Paying my bill by cash is easy to do	30.00%	3	20.00%	2	50.00%	5	0.00%	0	0.00%	0	10
5	Understanding my financial obligation was made clear	50.00%	5	20.00%	2	30.00%	3	0.00%	0	0.00%	0	10

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	30.00%	3	40.00%	4	30.00%	3	0.00%	0	0.00%	0	10
7	The office staff was prompt, courteous, and helpful	40.00%	4	40.00%	4	20.00%	2	0.00%	0	0.00%	0	10

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	40.00%	4	50.00%	5	10.00%	1	0.00%	0	0.00%	0	10
2	I am aware of the Student Government as my representative voice in college affairs	40.00%	4	30.00%	3	30.00%	3	0.00%	0	0.00%	0	10
3	I am aware of how my student fees are used to support campus events	50.00%	5	30.00%	3	20.00%	2	0.00%	0	0.00%	0	10

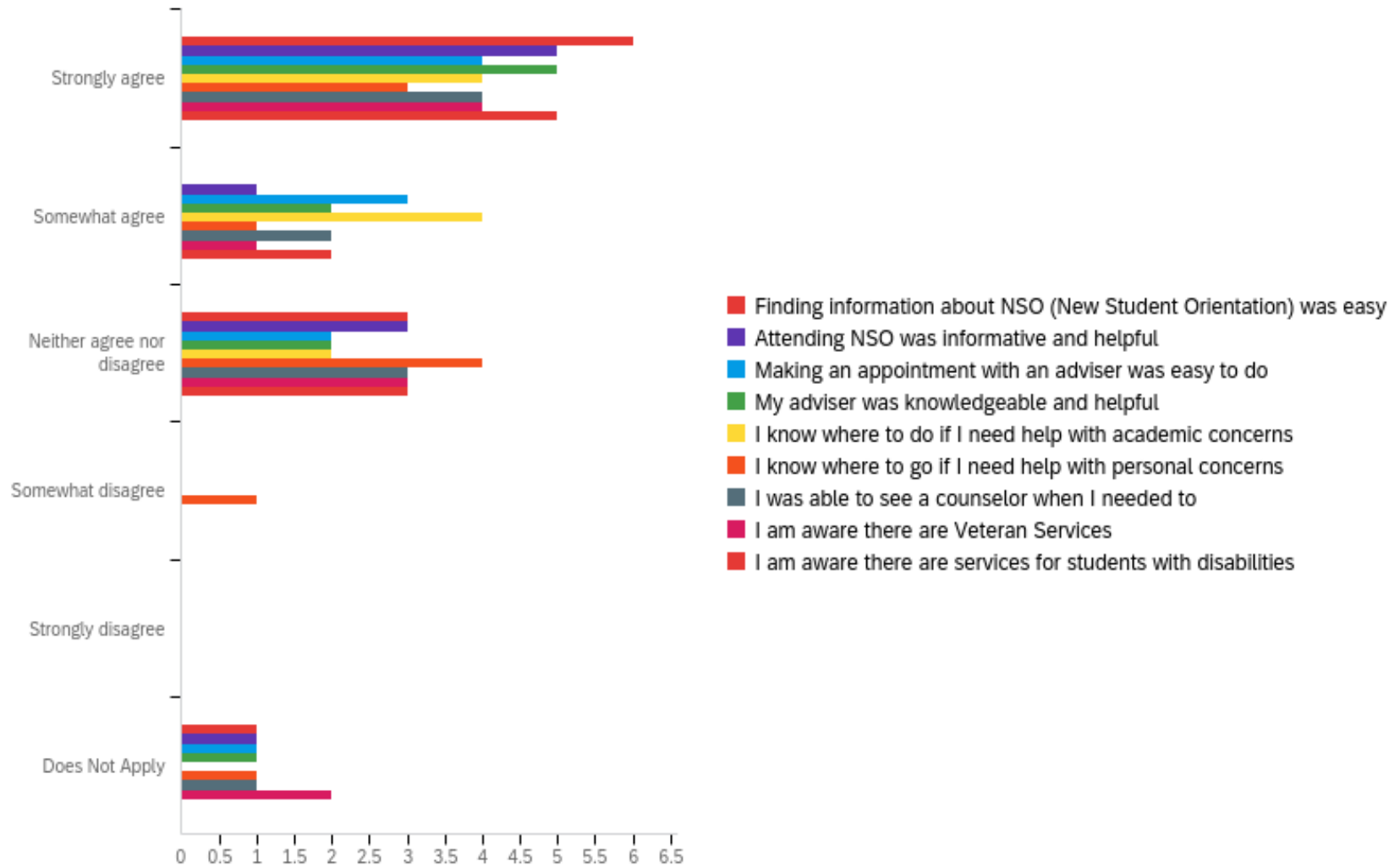
Q6 - Please select an answer that you feel accurately portrays your experience with...

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	40.00%	4	40.00%	4	20.00%	2	0.00%	0	0.00%	0	10
5	I use the Student Union Building	40.00%	4	20.00%	2	30.00%	3	0.00%	0	10.00%	1	10
6	I have attended a Student Services sponsored event	30.00%	3	20.00%	2	40.00%	4	10.00%	1	0.00%	0	10
7	I feel well informed about campus events and activities	40.00%	4	30.00%	3	30.00%	3	0.00%	0	0.00%	0	10

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	30.00%	3	20.00%	2	40.00%	4	10.00%	1	0.00%	0	10
9	The events on campus offered a good variety	30.00%	3	30.00%	3	40.00%	4	0.00%	0	0.00%	0	10

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	60.00%	6	0.00%	0	30.00%	3	0.00%	0	0.00%	0	10.00%	1	10
2	Attending NSO was informative and helpful	50.00%	5	10.00%	1	30.00%	3	0.00%	0	0.00%	0	10.00%	1	10
3	Making an appointment with an adviser was easy to do	40.00%	4	30.00%	3	20.00%	2	0.00%	0	0.00%	0	10.00%	1	10
4	My adviser was knowledgeable and helpful	50.00%	5	20.00%	2	20.00%	2	0.00%	0	0.00%	0	10.00%	1	10

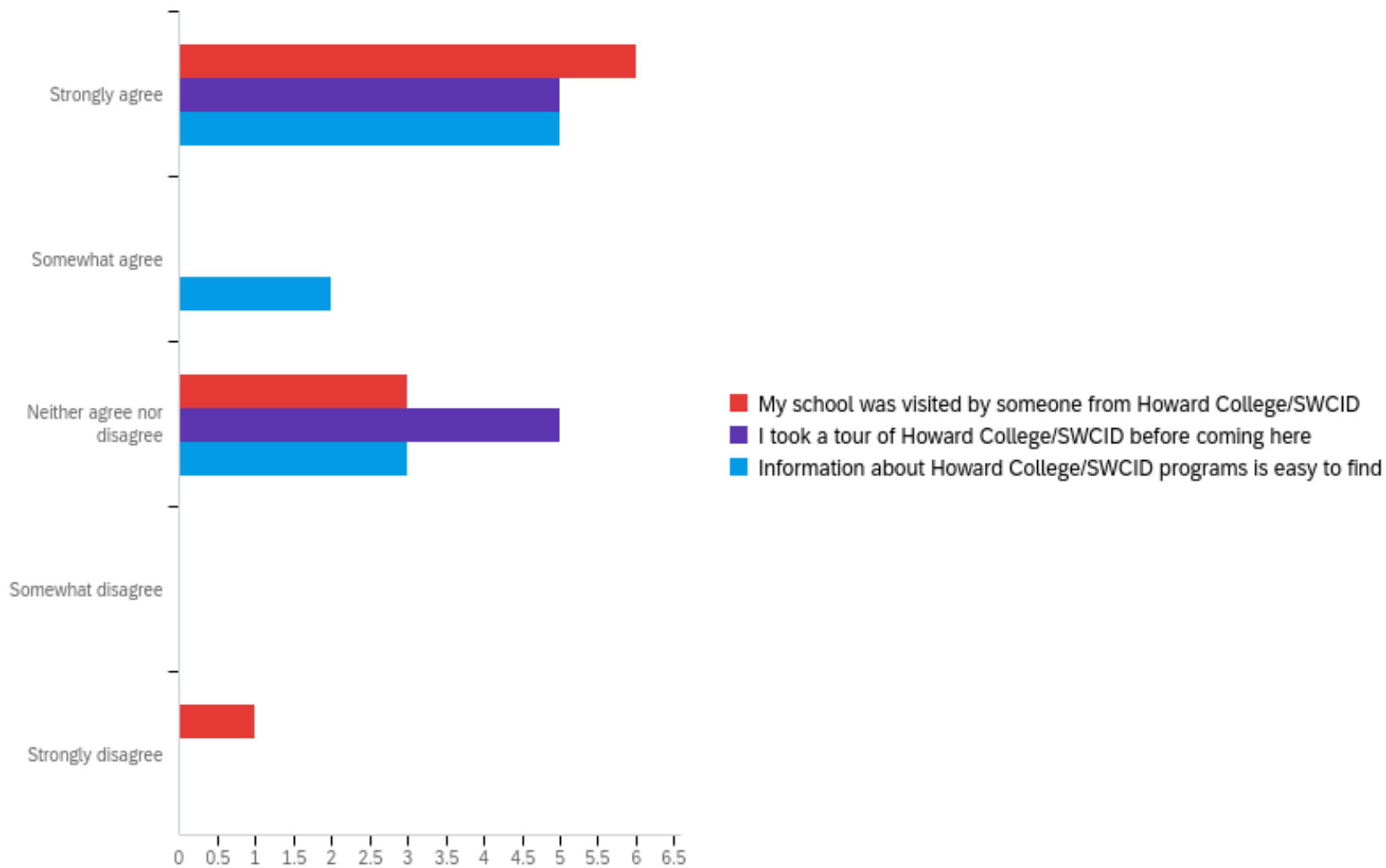
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	40.00%	4	40.00%	4	20.00%	2	0.00%	0	0.00%	0	0.00%	0	10
6	I know where to go if I need help with personal concerns	30.00%	3	10.00%	1	40.00%	4	10.00%	1	0.00%	0	10.00%	1	10
7	I was able to see a counselor when I needed to	40.00%	4	20.00%	2	30.00%	3	0.00%	0	0.00%	0	10.00%	1	10
8	I am aware there are Veteran Services	40.00%	4	10.00%	1	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10

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	50.00%	5	20.00%	2	30.00%	3	0.00%	0	0.00%	0	0.00%	0	10

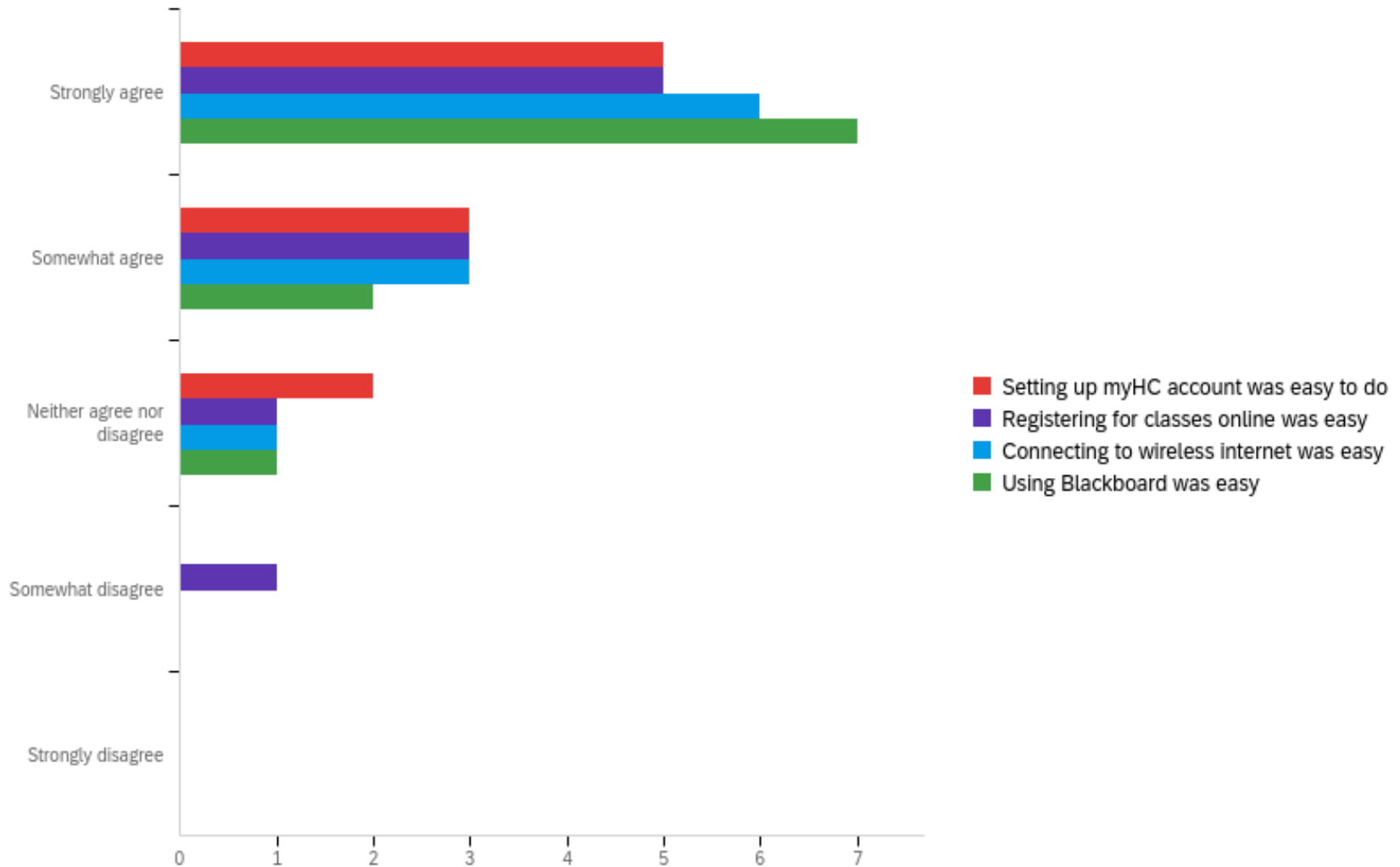
Q7 - Please select an answer that you feel accurately portrays your experience with...



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	60.00%	6	0.00%	0	30.00%	3	0.00%	0	10.00%	1	10
2	I took a tour of Howard College/SWCI D before coming here	50.00%	5	0.00%	0	50.00%	5	0.00%	0	0.00%	0	10
3	Information about Howard College/SWCI D programs is easy to find	50.00%	5	20.00%	2	30.00%	3	0.00%	0	0.00%	0	10

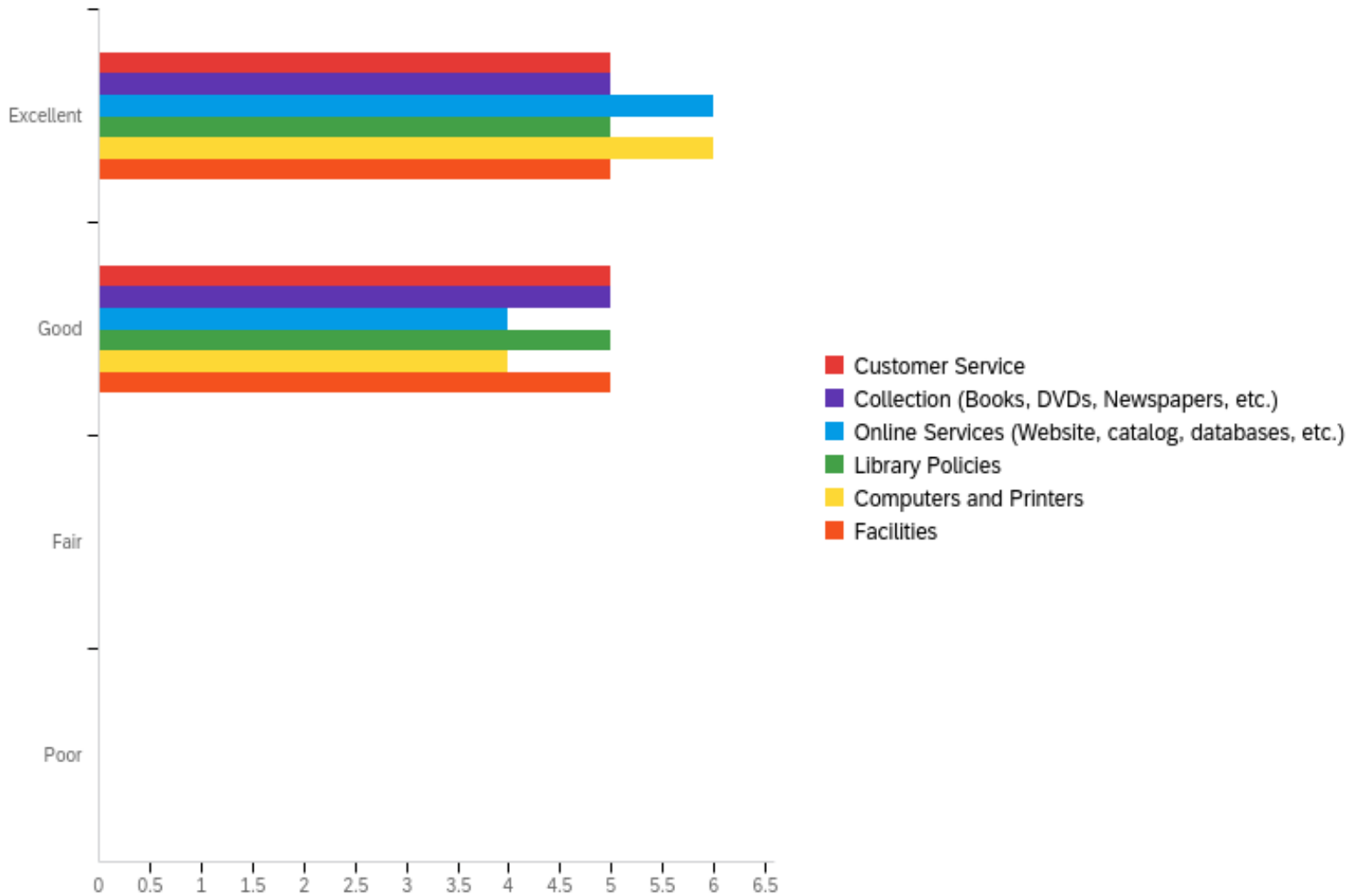
Q8 - Please select an answer that you feel accurately portrays your experience with...



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	50.00%	5	30.00%	3	20.00%	2	0.00%	0	0.00%	0	10
2	Registering for classes online was easy	50.00%	5	30.00%	3	10.00%	1	10.00%	1	0.00%	0	10
3	Connecting to wireless internet was easy	60.00%	6	30.00%	3	10.00%	1	0.00%	0	0.00%	0	10
4	Using Blackboard was easy	70.00%	7	20.00%	2	10.00%	1	0.00%	0	0.00%	0	10

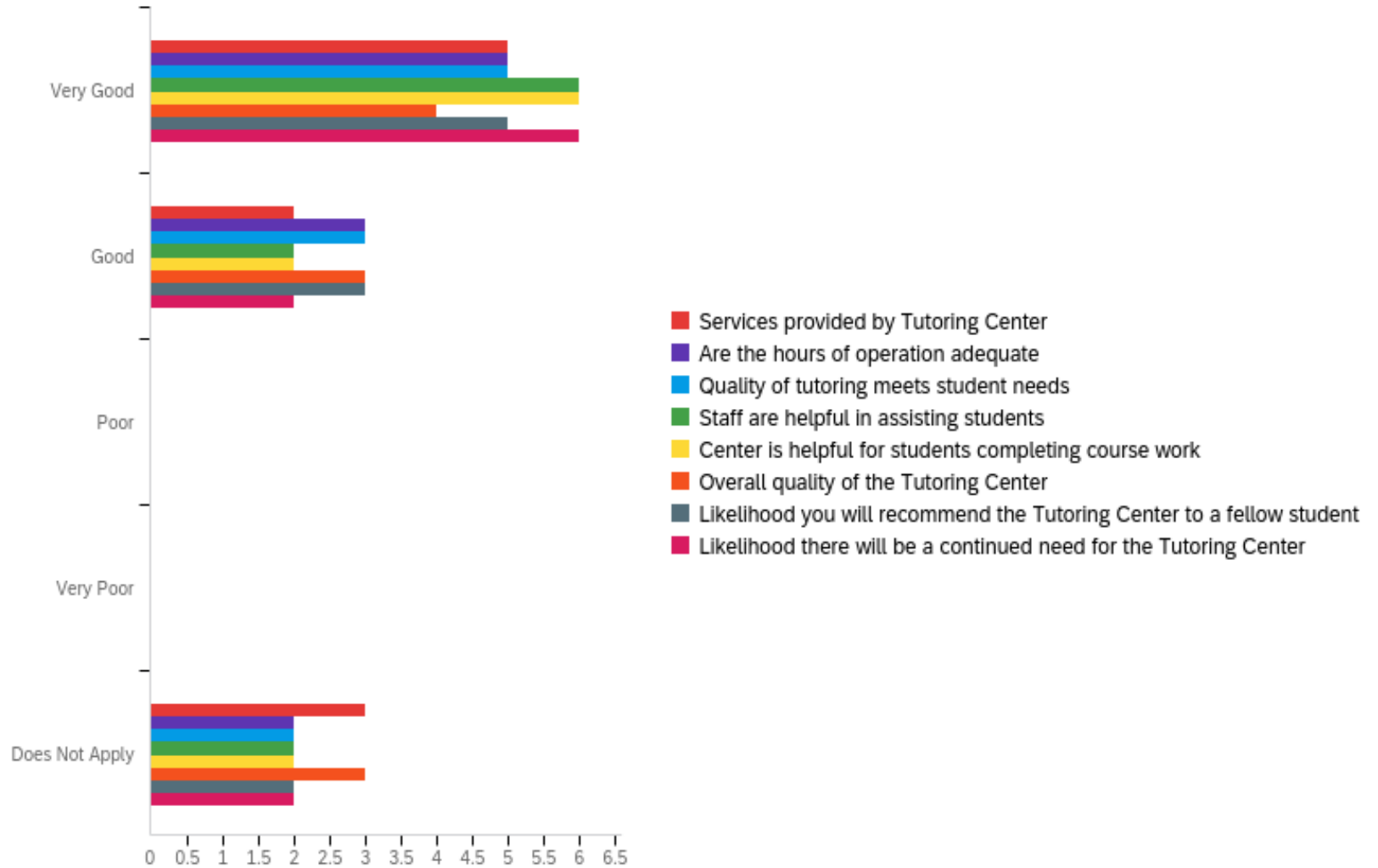
Q13 - Please rate each of the following library services



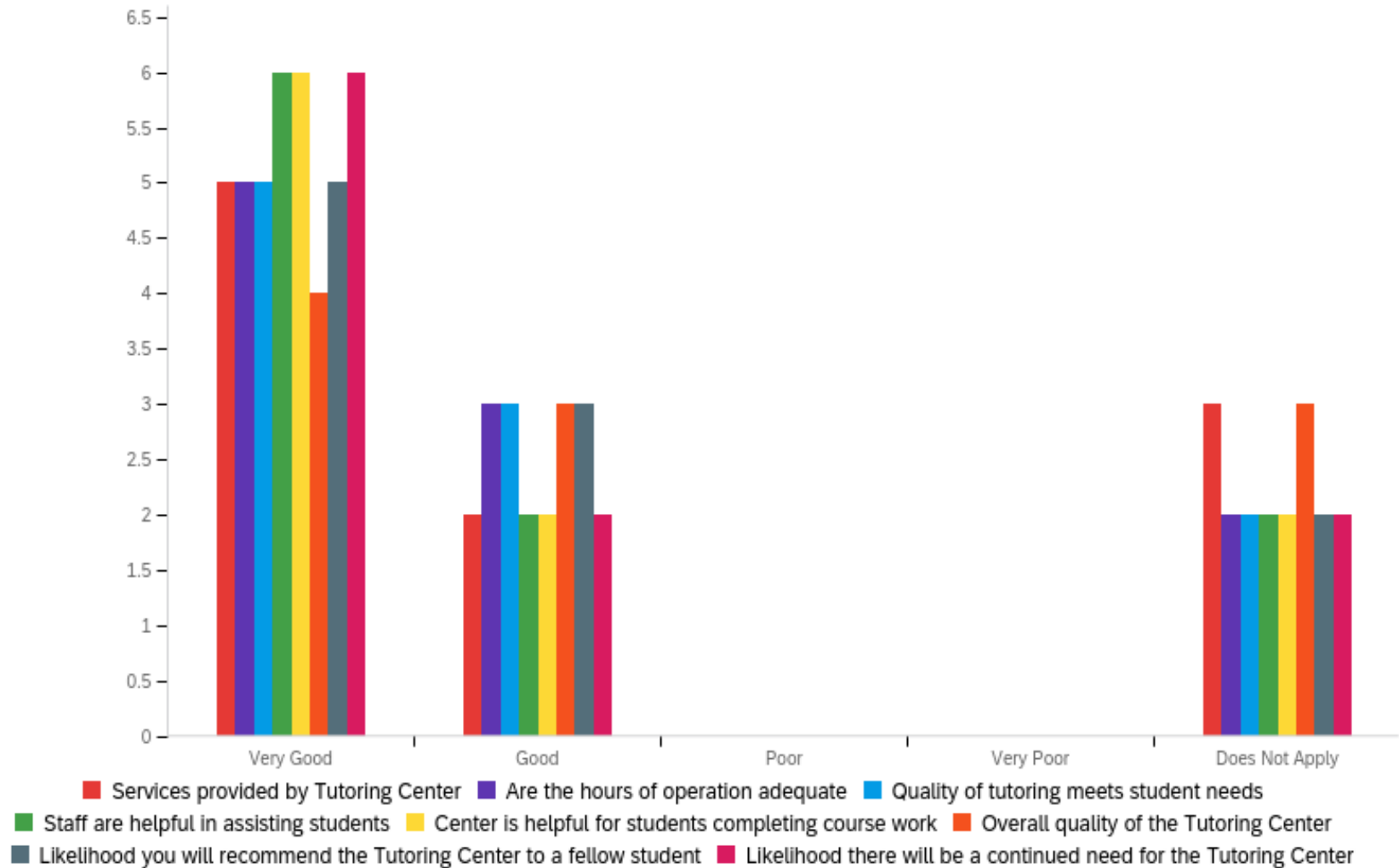
Q13 - Please rate each of the following library services

#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	50.00%	5	50.00%	5	0.00%	0	0.00%	0	10
2	Collection (Books, DVDs, Newspapers, etc.)	50.00%	5	50.00%	5	0.00%	0	0.00%	0	10
3	Online Services (Website, catalog, databases, etc.)	60.00%	6	40.00%	4	0.00%	0	0.00%	0	10
4	Library Policies	50.00%	5	50.00%	5	0.00%	0	0.00%	0	10
5	Computers and Printers	60.00%	6	40.00%	4	0.00%	0	0.00%	0	10
6	Facilities	50.00%	5	50.00%	5	0.00%	0	0.00%	0	10

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



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



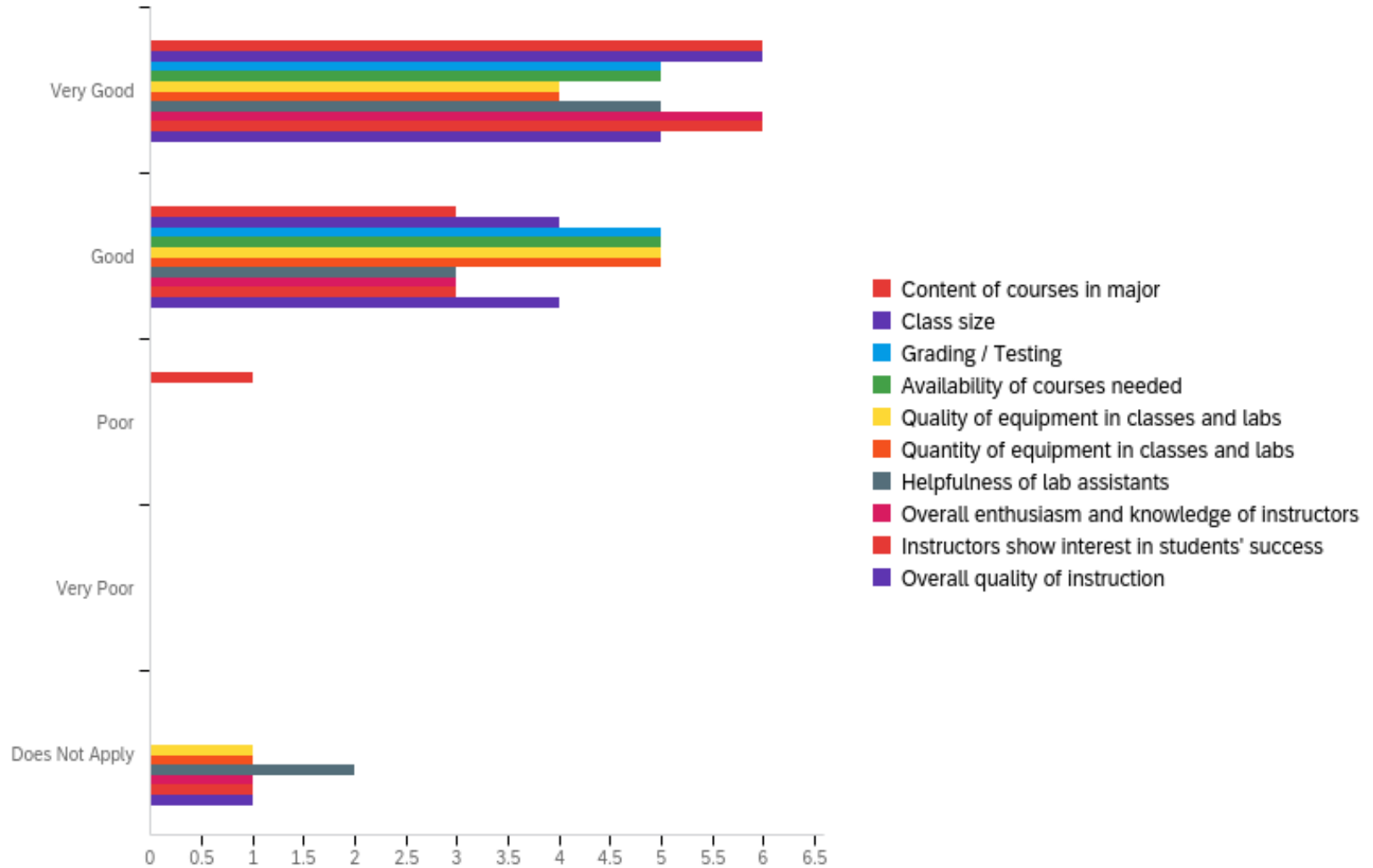
Q14 - Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Services provided by Tutoring Center	50.00%	5	20.00%	2	0.00%	0	0.00%	0	30.00%	3	10
2	Are the hours of operation adequate	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
3	Quality of tutoring meets student needs	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
4	Staff are helpful in assisting students	60.00%	6	20.00%	2	0.00%	0	0.00%	0	20.00%	2	10
5	Center is helpful for students completing course work	60.00%	6	20.00%	2	0.00%	0	0.00%	0	20.00%	2	10

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	40.00%	4	30.00%	3	0.00%	0	0.00%	0	30.00%	3	10
7	Likelihood you will recommend the Tutoring Center to a fellow student	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
8	Likelihood there will be a continued need for the Tutoring Center	60.00%	6	20.00%	2	0.00%	0	0.00%	0	20.00%	2	10

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	60.00%	6	30.00%	3	10.00%	1	0	0.00%	0	10	
2	Class size	60.00%	6	40.00%	4	0.00%	0	0.00%	0	0.00%	0	10
3	Grading / Testing	50.00%	5	50.00%	5	0.00%	0	0.00%	0	0.00%	0	10
4	Availability of courses needed	50.00%	5	50.00%	5	0.00%	0	0.00%	0	0.00%	0	10
5	Quality of equipment in classes and labs	40.00%	4	50.00%	5	0.00%	0	0.00%	0	10.00%	1	10
6	Quantity of equipment in classes and labs	40.00%	4	50.00%	5	0.00%	0	0.00%	0	10.00%	1	10

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	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
8	Overall enthusiasm and knowledge of instructors	60.00%	6	30.00%	3	0.00%	0	0.00%	0	10.00%	1	10
9	Instructors show interest in students' success	60.00%	6	30.00%	3	0.00%	0	0.00%	0	10.00%	1	10
10	Overall quality of instruction	50.00%	5	40.00%	4	0.00%	0	0.00%	0	10.00%	1	10

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	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
2	Attitude/Friendliness of Staff (Non-teaching) on campus	40.00%	4	40.00%	4	0.00%	0	0.00%	0	20.00%	2	10
3	Campus accessibility	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
4	Campus outdoor lighting	40.00%	4	40.00%	4	0.00%	0	0.00%	0	20.00%	2	10
5	Campus safety and security	30.00%	3	50.00%	5	0.00%	0	0.00%	0	20.00%	2	10

Q20 - Please evaluate the following items relating to the campus

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
6	Classroom appearance	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
7	Classroom space for learning	50.00%	5	30.00%	3	0.00%	0	0.00%	0	20.00%	2	10
8	Conditions of buildings	40.00%	4	40.00%	4	0.00%	0	0.00%	0	20.00%	2	10