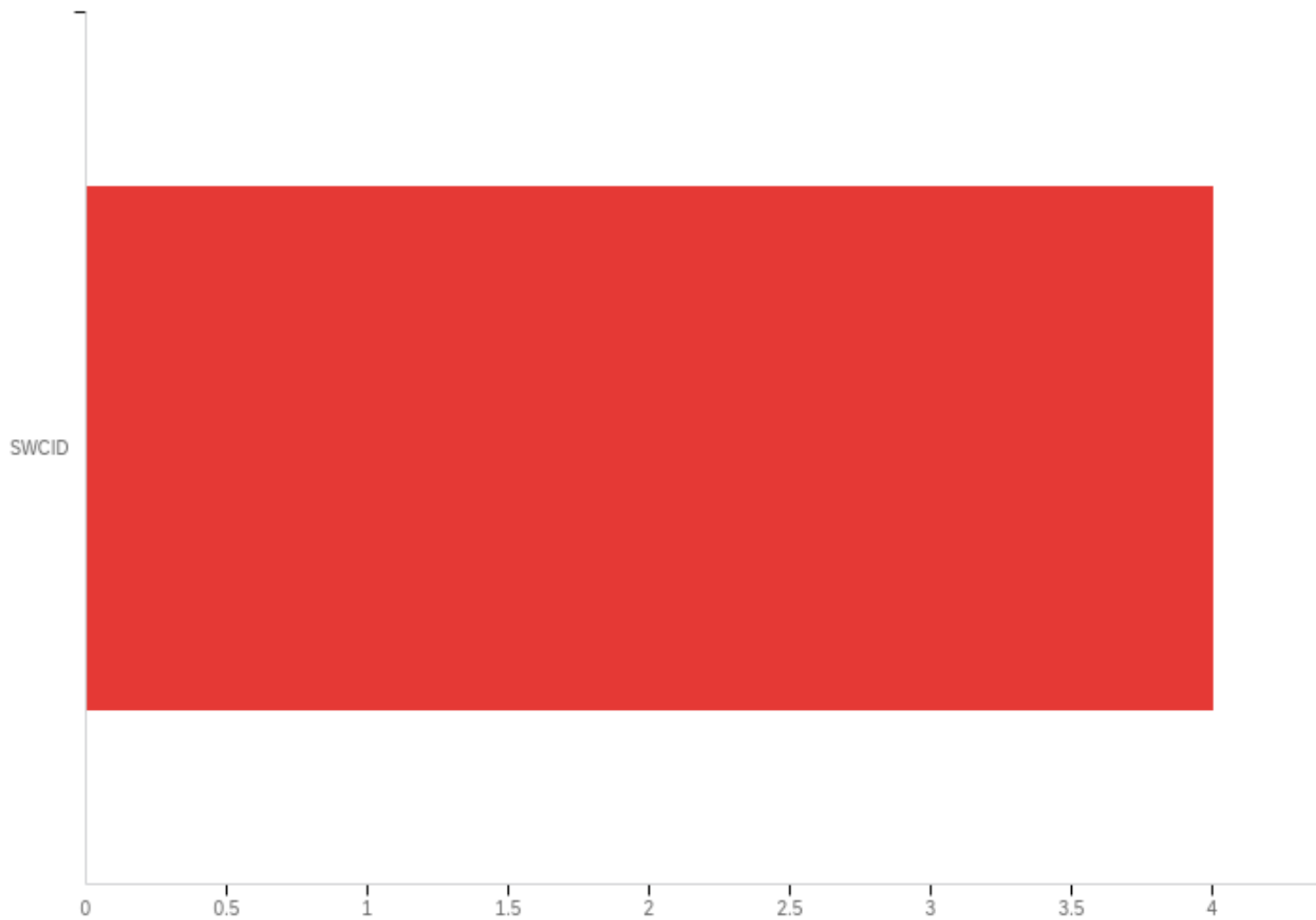


# Student Satisfaction Survey - Fall 2019

SWCD

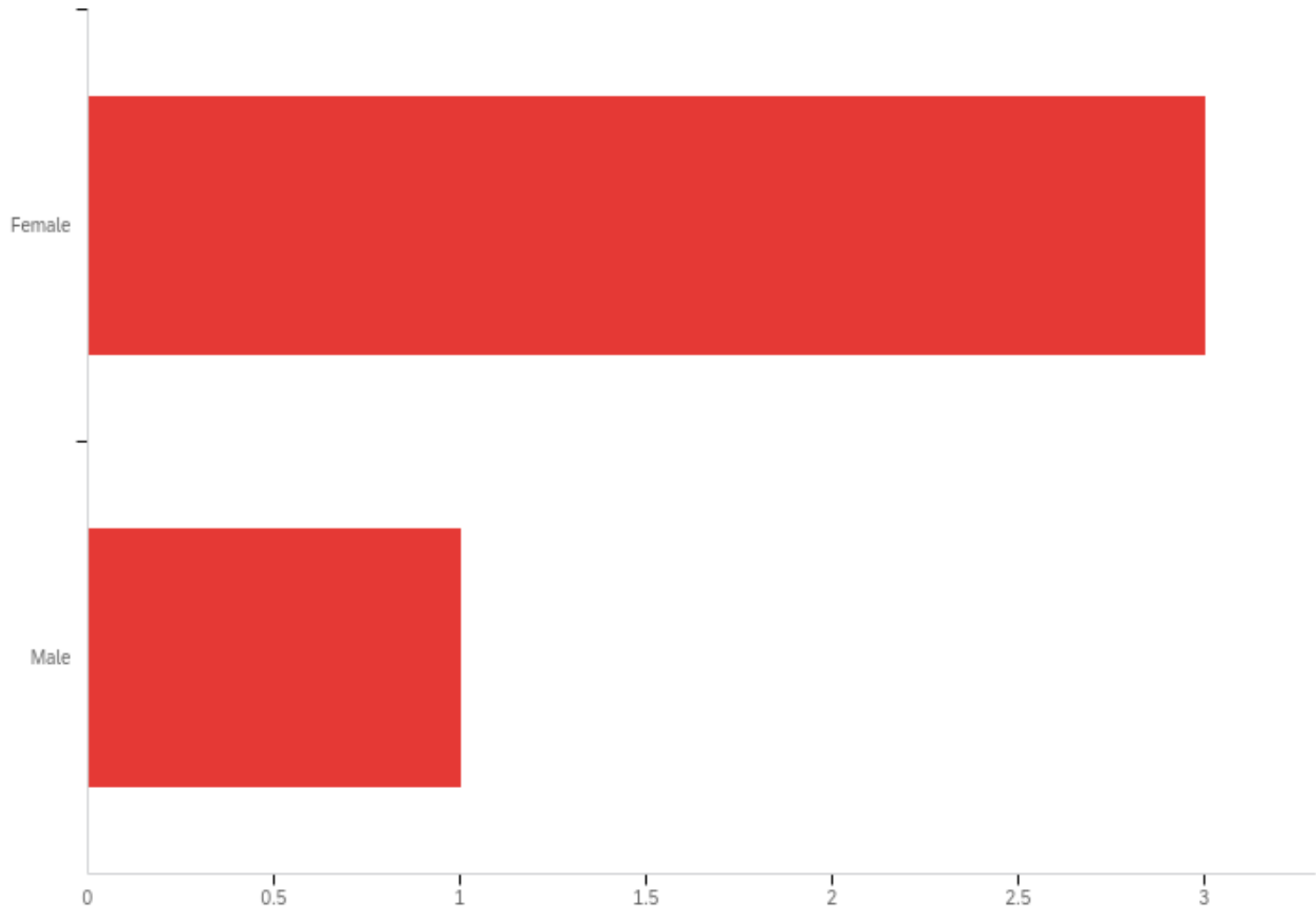
HC



HC

#	Answer	%	Count
1	SWCID	100.00%	4
	Total	100%	4

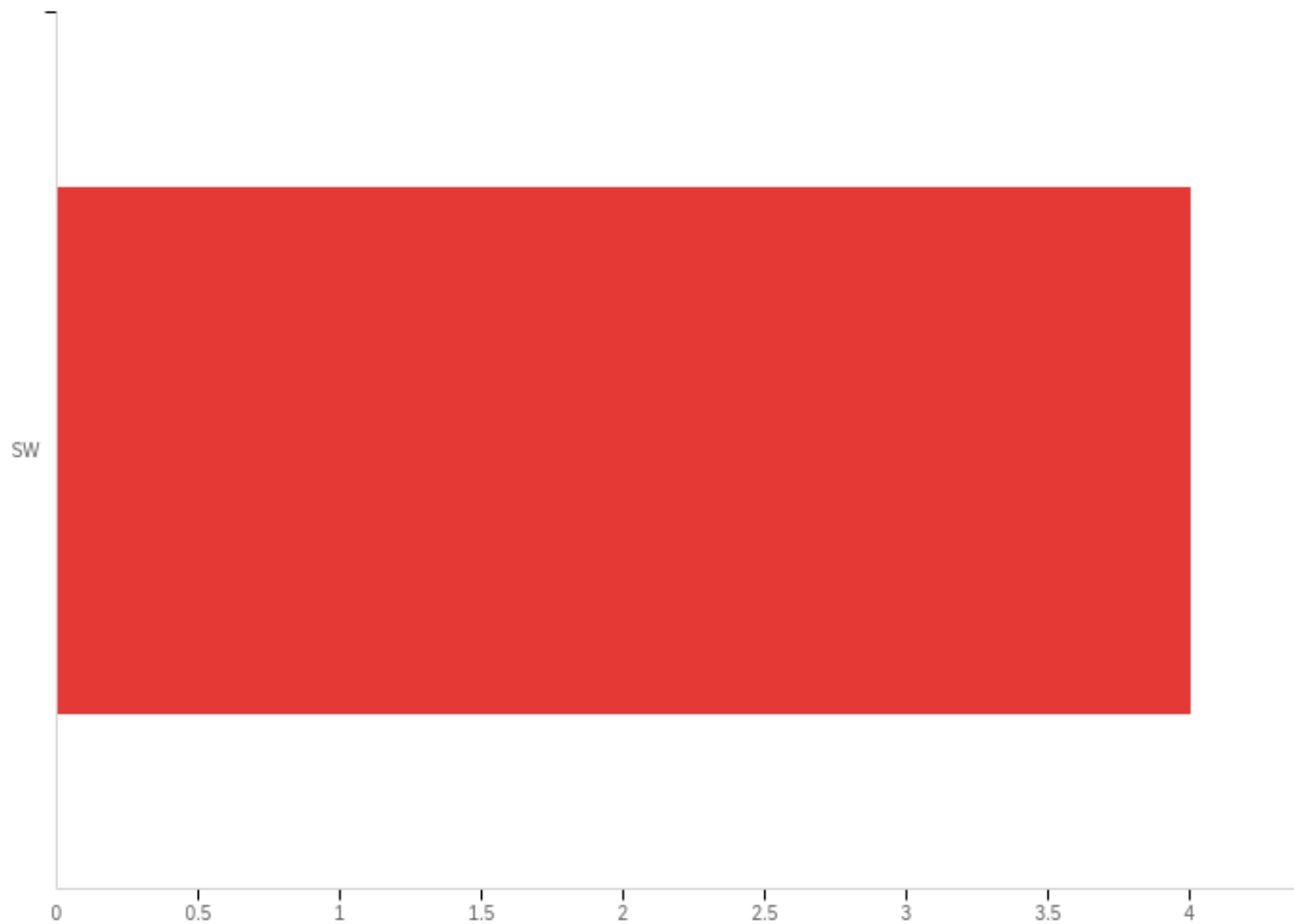
# Sex



# Sex

#	Answer	%	Count
1	Female	75.00%	3
2	Male	25.00%	1
	Total	100%	4

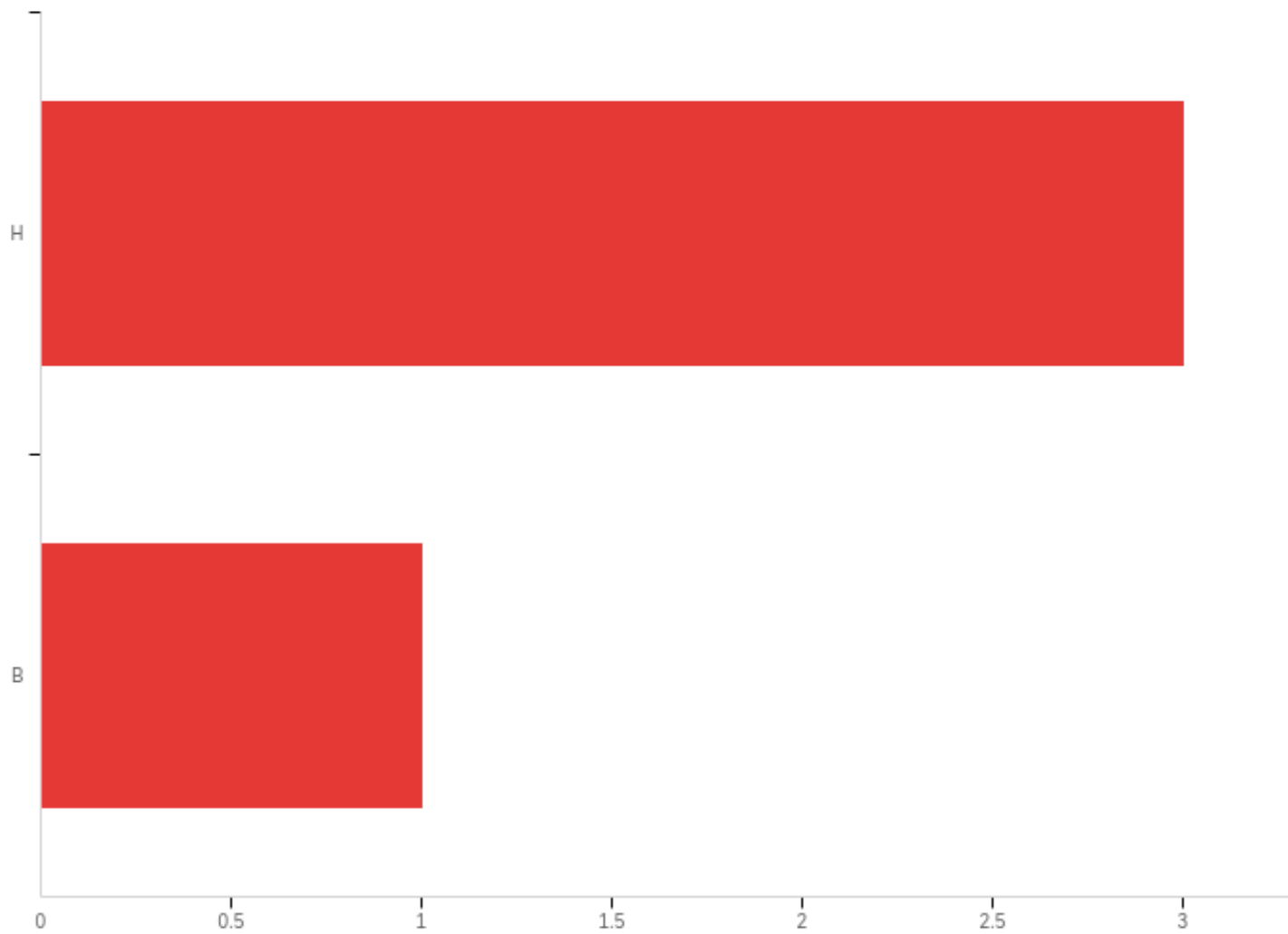
# CampusGroup



# CampusGroup

#	Answer	%	Count
1	SW	100.00%	4
	Total	100%	4

# WorkEth

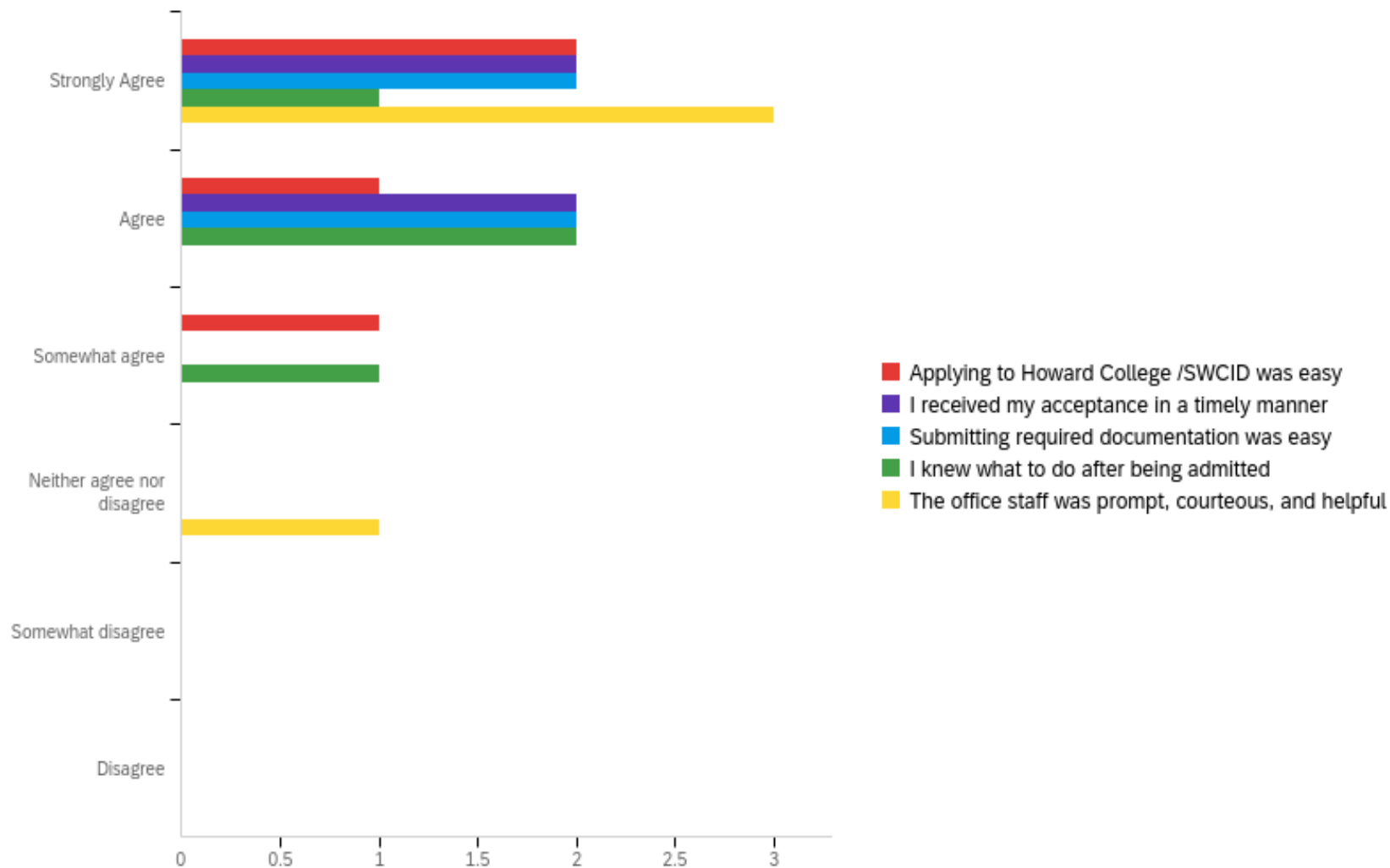




# WorkEth

#	Answer	%	Count
1	H	75.00%	3
2	B	25.00%	1
	Total	100%	4

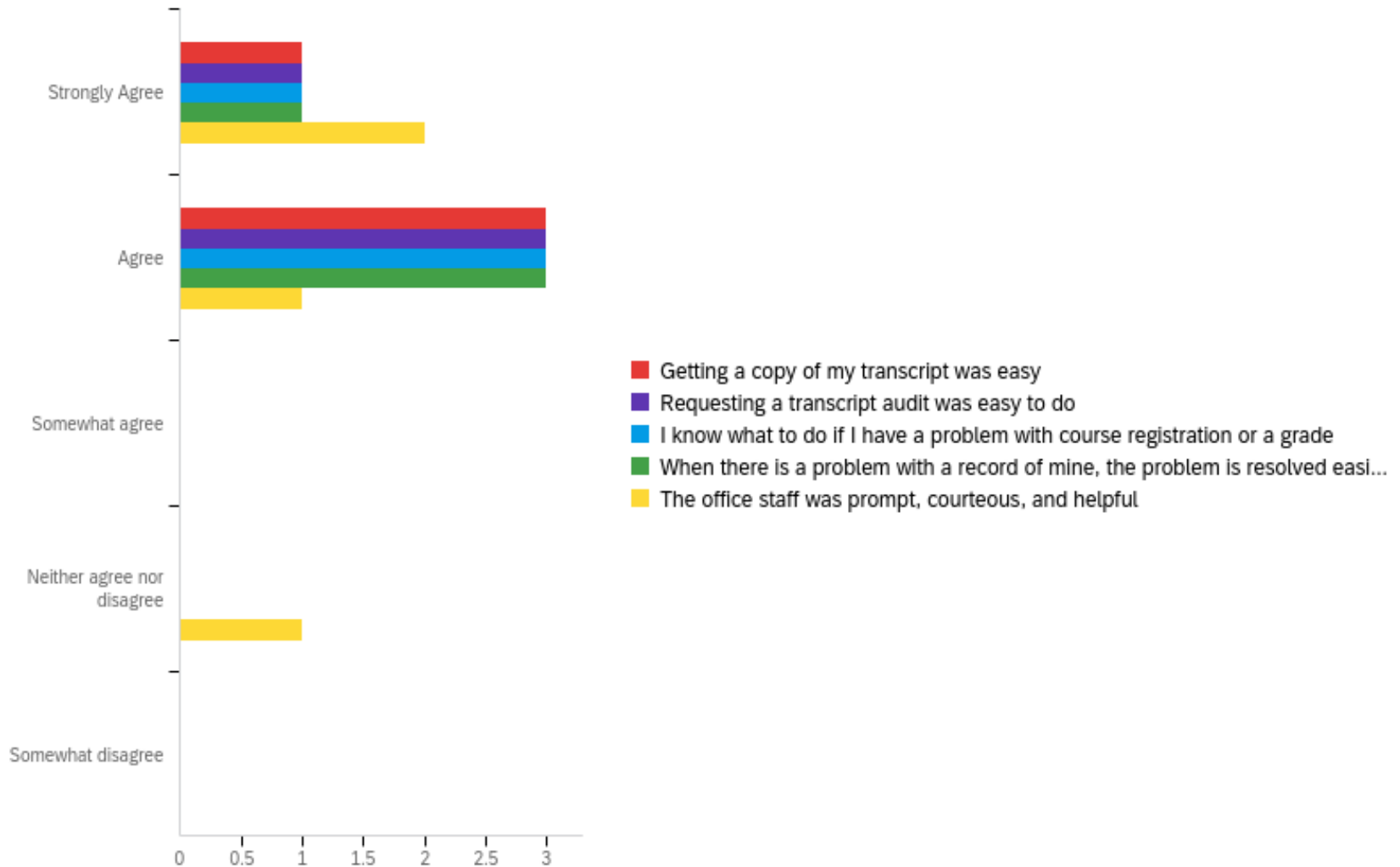
# Q1 - Please select an answer that you feel accurately portrays your experience with...



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	50.00%	2	25.00%	1	25.00%	1	0.00%	0	0.00%	0	0.00%	0	4
2	I received my acceptance in a timely manner	50.00%	2	50.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	4
3	Submitting required documentation was easy	50.00%	2	50.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	4
4	I knew what to do after being admitted	25.00%	1	50.00%	2	25.00%	1	0.00%	0	0.00%	0	0.00%	0	4
5	The office staff was prompt, courteous, and helpful	75.00%	3	0.00%	0	0.00%	0	25.00%	1	0.00%	0	0.00%	0	4

### 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	25.00%	1	75.00%	3	0.00%	0	0.00%	0	0.00%	0	4
2	Requesting a transcript audit was easy to do	25.00%	1	75.00%	3	0.00%	0	0.00%	0	0.00%	0	4
3	I know what to do if I have a problem with course registration or a grade	25.00%	1	75.00%	3	0.00%	0	0.00%	0	0.00%	0	4
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	25.00%	1	75.00%	3	0.00%	0	0.00%	0	0.00%	0	4

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	50.00%	2	25.00%	1	0.00%	0	25.00%	1	0.00%	0	4



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

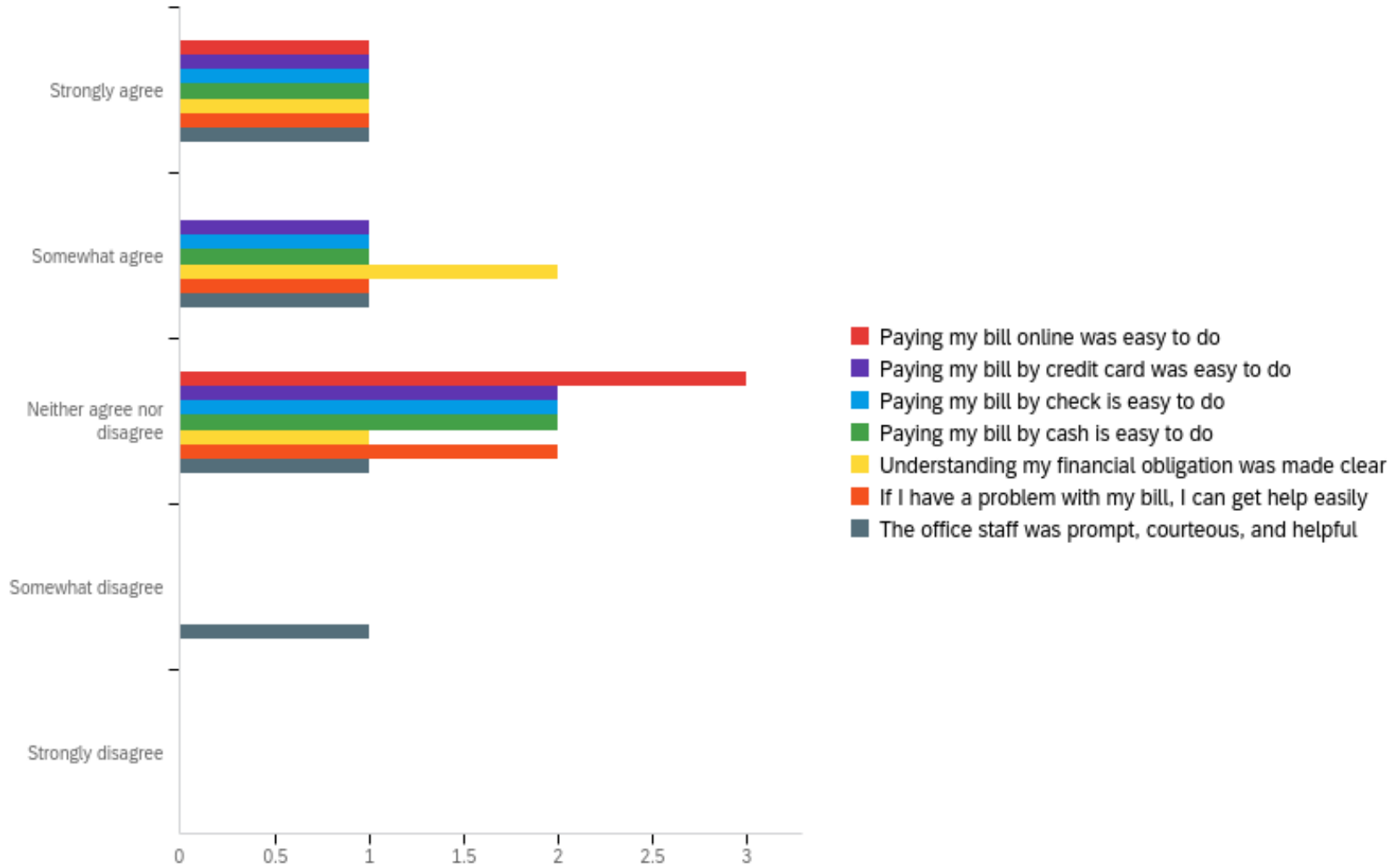
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	50.00%	2	0.00%	0	50.00%	2	0.00%	0	0.00%	0	4
2	Once I filled out my FAFSA I knew what to do	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
3	I received my award in a timely manner	50.00%	2	25.00%	1	25.00%	1	0.00%	0	0.00%	0	4
4	If I was not eligible for aid I received an explanation	75.00%	3	0.00%	0	25.00%	1	0.00%	0	0.00%	0	4
5	Paying for college (process) was easy	25.00%	1	50.00%	2	25.00%	1	0.00%	0	0.00%	0	4



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	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
7	If I have a problem with Financial Aid I can get help easily	0.00%	0	50.00%	2	50.00%	2	0.00%	0	0.00%	0	4
8	Applying for a scholarship was easy	25.00%	1	0.00%	0	75.00%	3	0.00%	0	0.00%	0	4
9	The office staff was prompt, courteous, and helpful	50.00%	2	25.00%	1	0.00%	0	25.00%	1	0.00%	0	4

# 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	25.00%	1	0.00%	0	75.00%	3	0.00%	0	0.00%	0	4
2	Paying my bill by credit card was easy to do	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
3	Paying my bill by check is easy to do	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
4	Paying my bill by cash is easy to do	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
5	Understanding my financial obligation was made clear	25.00%	1	50.00%	2	25.00%	1	0.00%	0	0.00%	0	4

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	25.00%	1	25.00%	1	50.00%	2	0.00%	0	0.00%	0	4
7	The office staff was prompt, courteous, and helpful	25.00%	1	25.00%	1	25.00%	1	25.00%	1	0.00%	0	4



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

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

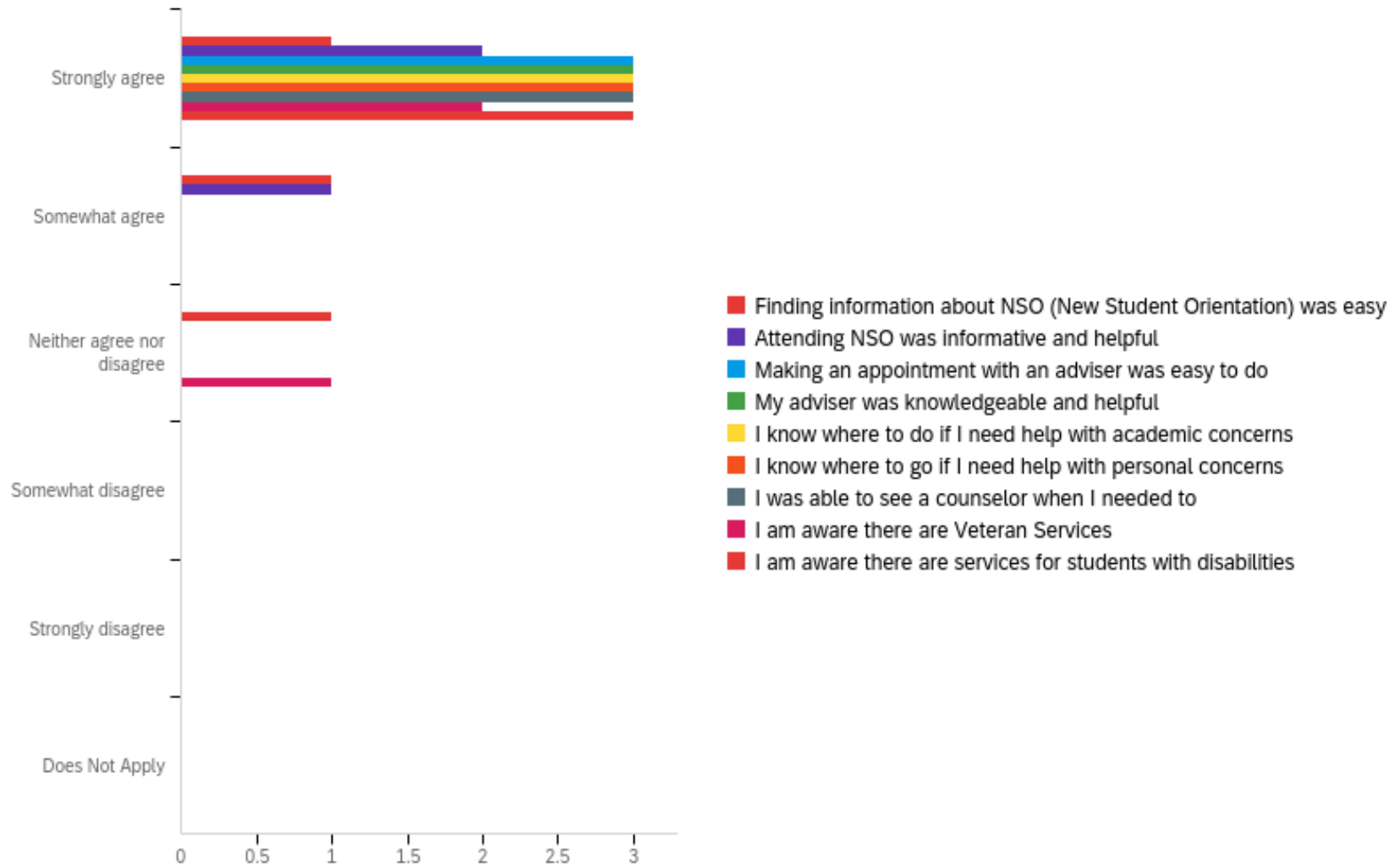
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
5	I use the Student Union Building	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
6	I have attended a Student Services sponsored event	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
7	I feel well informed about campus events and activities	50.00%	1	0.00%	0	0.00%	0	50.00%	1	0.00%	0	2

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	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
9	The events on campus offered a good variety	50.00%	1	0.00%	0	0.00%	0	50.00%	1	0.00%	0	2



# 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	33.33%	1	33.33%	1	33.33%	1	0.00%	0	0.00%	0	0.00%	0	3
2	Attending NSO was informative and helpful	66.67%	2	33.33%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3
3	Making an appointment with an adviser was easy to do	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3
4	My adviser was knowledgeable and helpful	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3

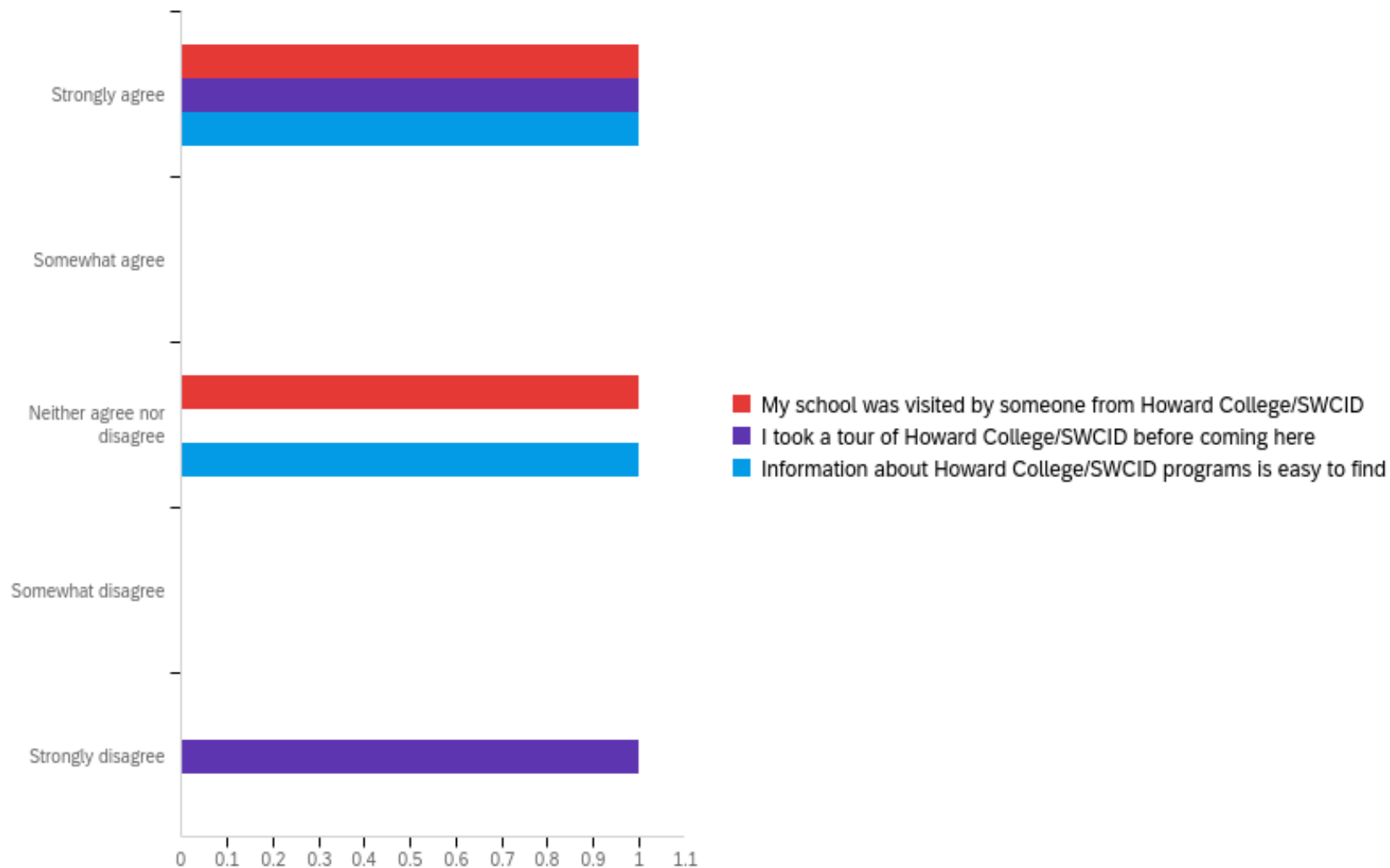
Q7 - Please select an answer that you feel accurately portrays your experience with...

#	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	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3
6	I know where to go if I need help with personal concerns	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3
7	I was able to see a counselor when I needed to	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3
8	I am aware there are Veteran Services	66.67%	2	0.00%	0	33.33%	1	0.00%	0	0.00%	0	0.00%	0	3

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	100.00%	3	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	3

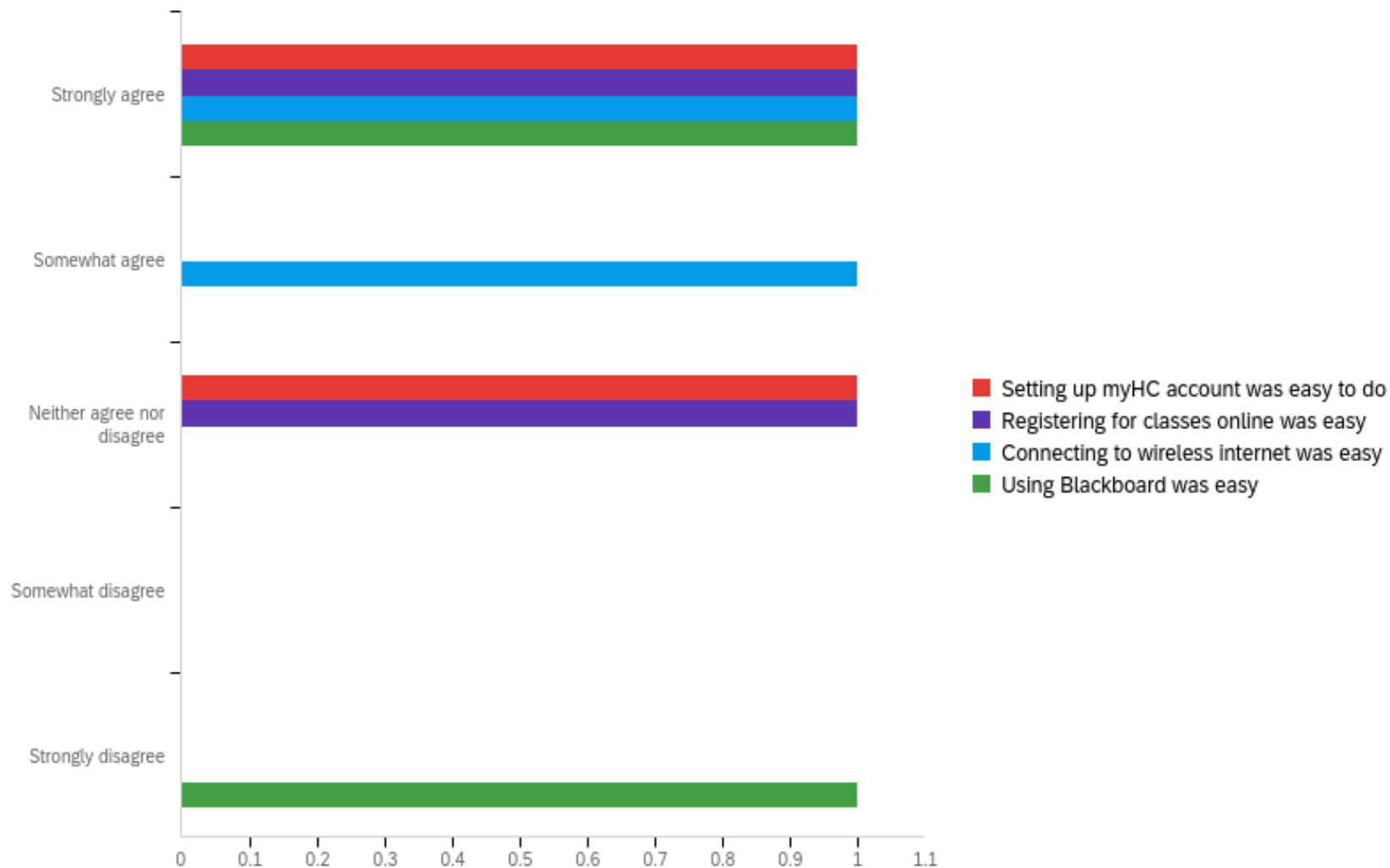
# Q7 - Please select an answer that you feel accurately portrays your experience with...



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	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
2	I took a tour of Howard College/SWCI D before coming here	50.00%	1	0.00%	0	0.00%	0	0.00%	0	50.00%	1	2
3	Information about Howard College/SWCI D programs is easy to find	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2

## 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...

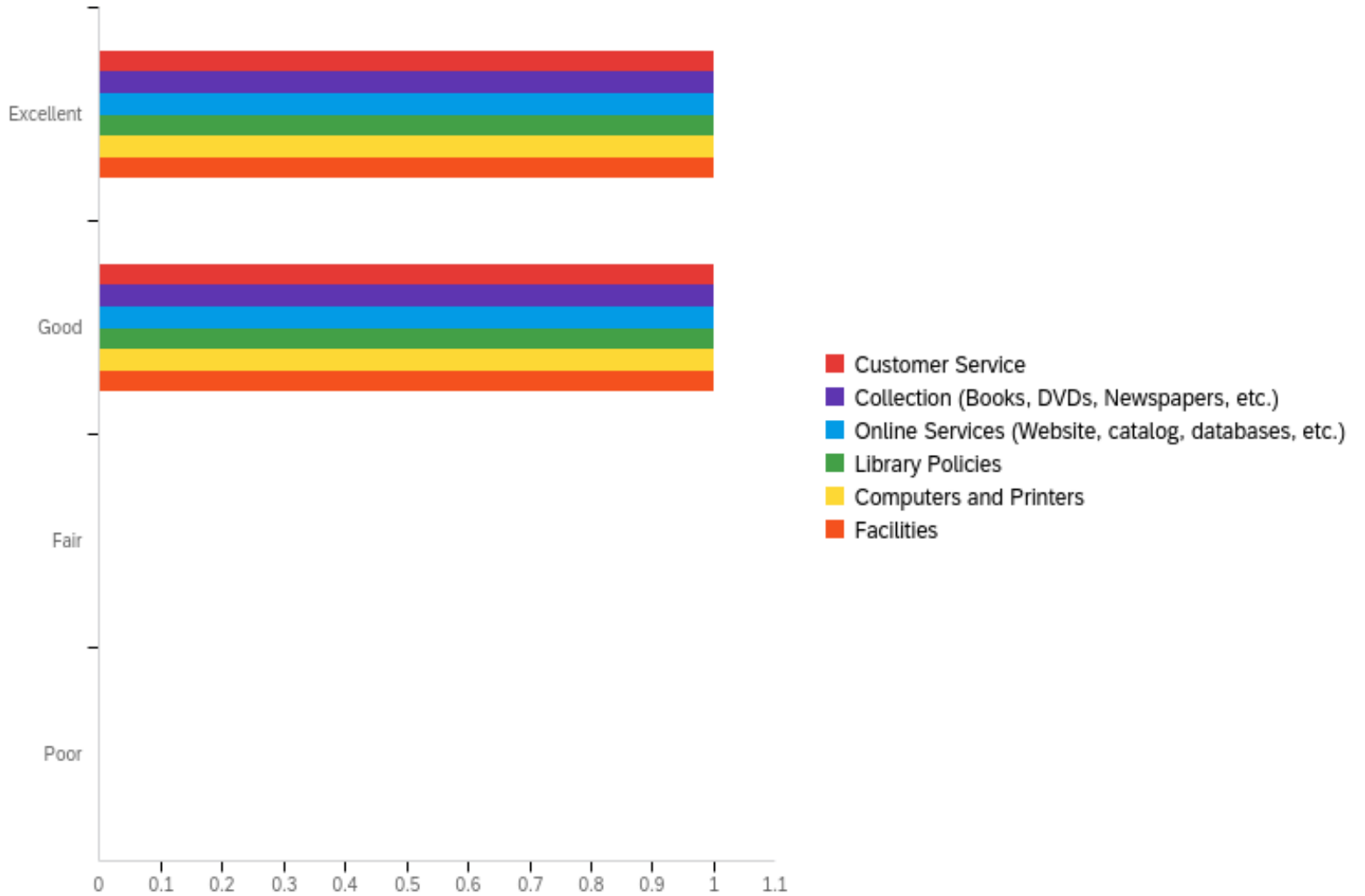
#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
2	Registering for classes online was easy	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
3	Connecting to wireless internet was easy	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
4	Using Blackboard was easy	50.00%	1	0.00%	0	0.00%	0	0.00%	0	50.00%	1	2



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	2.00	5.00	3.50	1.50	2.25	2

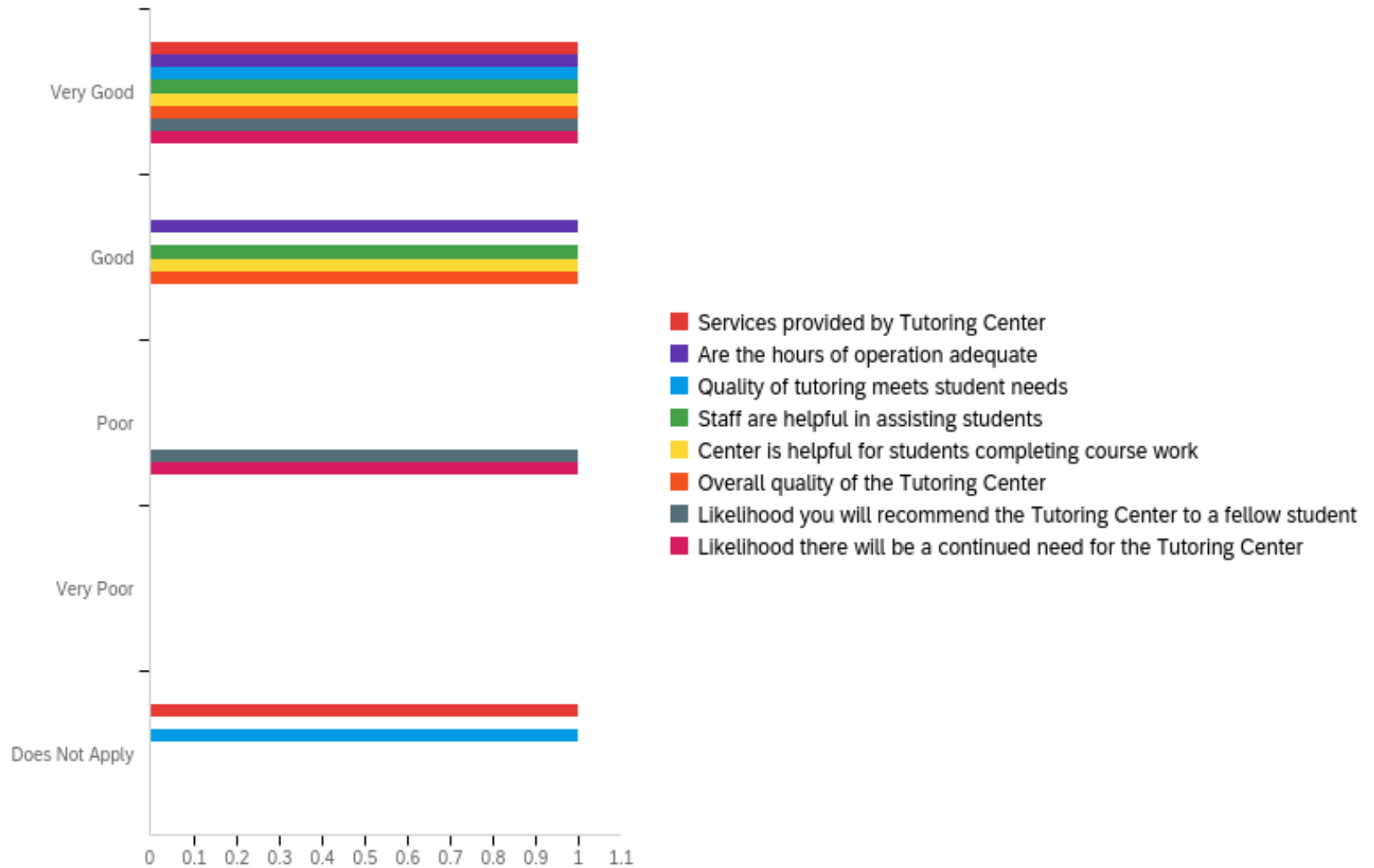
# Q13 - Please rate each of the following library services



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

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

# 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%	1	0.00%	0	0.00%	0	0.00%	0	50.00%	1	2
2	Are the hours of operation adequate	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
3	Quality of tutoring meets student needs	50.00%	1	0.00%	0	0.00%	0	0.00%	0	50.00%	1	2
4	Staff are helpful in assisting students	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
5	Center is helpful for students completing course work	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2

## 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	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
7	Likelihood you will recommend the Tutoring Center to a fellow student	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2
8	Likelihood there will be a continued need for the Tutoring Center	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2



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

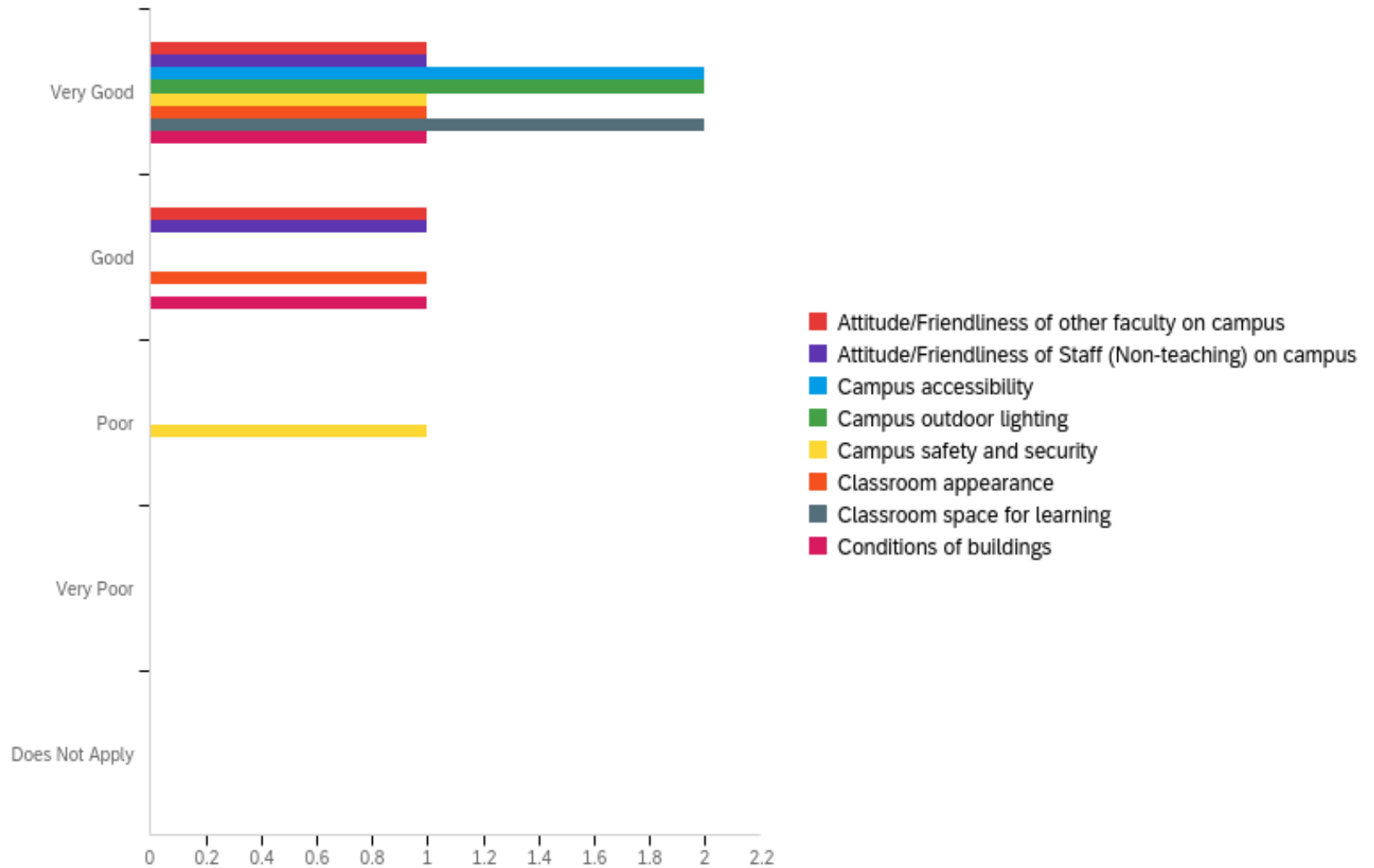
#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total					
1	Content of courses in major	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
2	Class size	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
3	Grading / Testing	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
4	Availability of courses needed	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
5	Quality of equipment in classes and labs	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
6	Quantity of equipment in classes and labs	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2



# 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	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
8	Overall enthusiasm and knowledge of instructors	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
9	Instructors show interest in students' success	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
10	Overall quality of instruction	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2

## 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	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
2	Attitude/Friendliness of Staff (Non-teaching) on campus	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
3	Campus accessibility	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
4	Campus outdoor lighting	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
5	Campus safety and security	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	2

## 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%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
7	Classroom space for learning	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
8	Conditions of buildings	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2