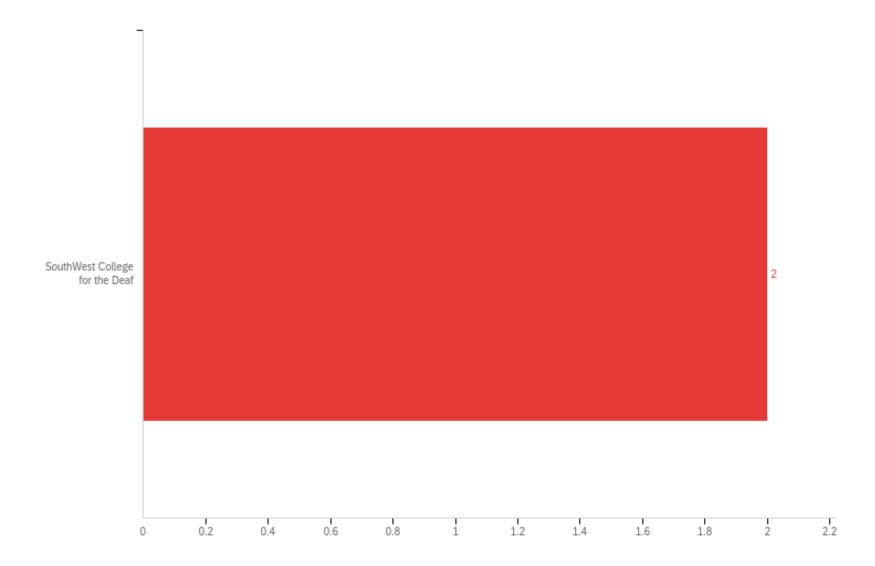
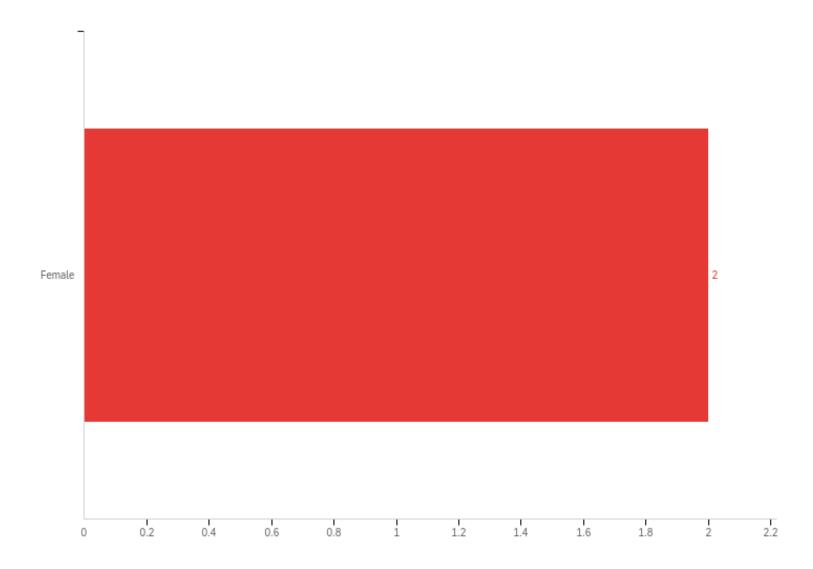
Student Satisfaction Survey 2021-2022

SWCD



HC

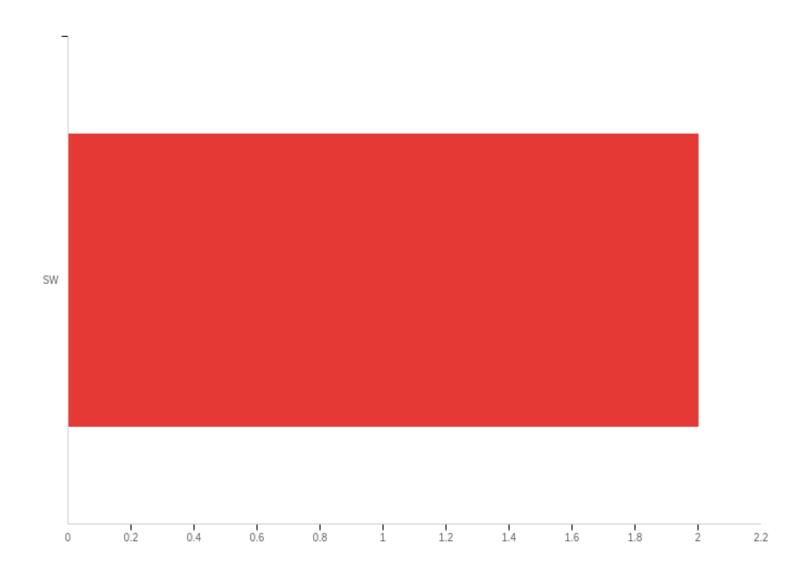
#	Answer	%	Count
1	SouthWest College for the Deaf	100.00%	2
	Total	100%	2



Sex

#	Answer	%	Count
1	Female	100.00%	2
	Total	100%	2

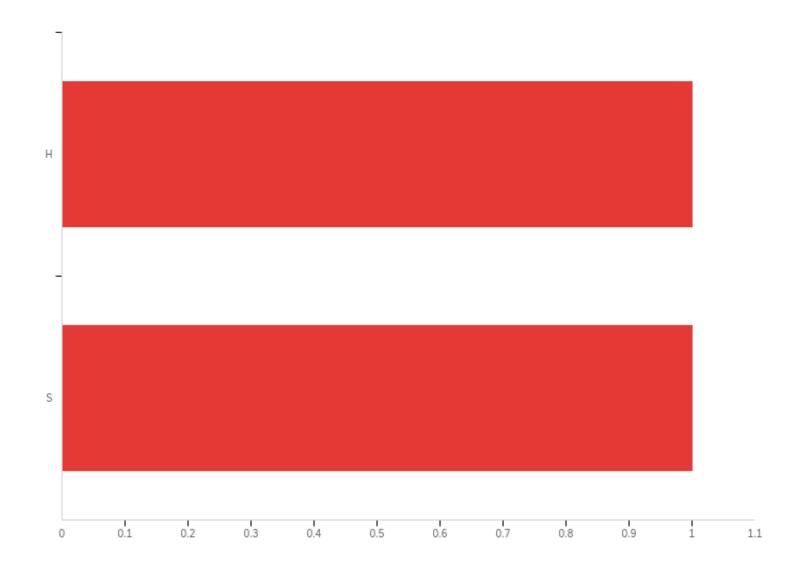
CampusGroup



CampusGroup

#	Answer	%	Count
1	SW	100.00%	2
	Total	100%	2

WorkEth



WorkEth

#	Answer	%	Count
1	Н	50.00%	1
2	S	50.00%	1
	Total	100%	2

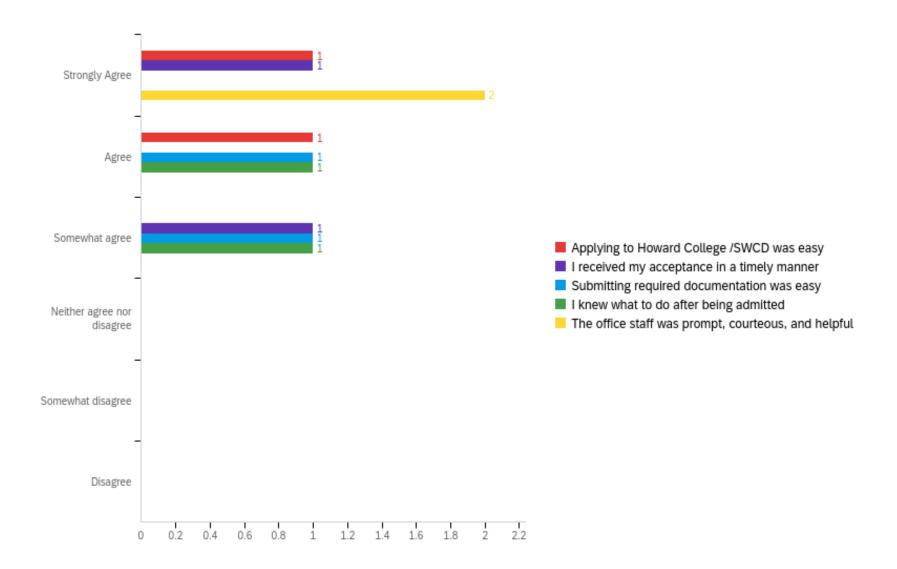
DualCredit



DualCredit

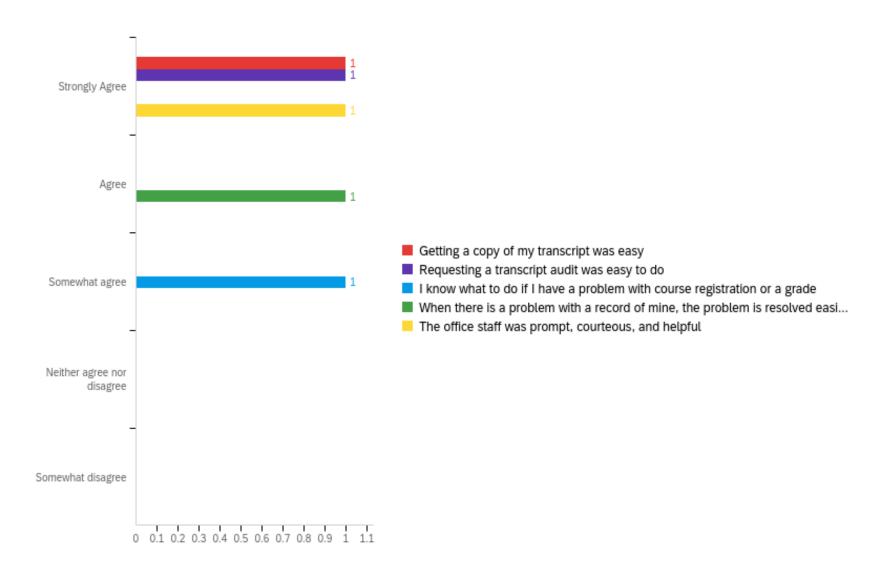
Answer	%	Count
Total		

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



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Applying to Howard College /SWCD was easy	1.00	2.00	1.50	0.50	0.25	2
2	I received my acceptance in a timely manner	1.00	3.00	2.00	1.00	1.00	2
3	Submitting required documentation was easy	2.00	3.00	2.50	0.50	0.25	2
4	I knew what to do after being admitted	2.00	3.00	2.50	0.50	0.25	2
5	The office staff was prompt, courteous, and helpful	1.00	1.00	1.00	0.00	0.00	2

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Disagree		Total
1	Applying to Howard College /SWCD was easy	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2
2	I received my acceptance in a timely manner	50.00%	1	0.00%	0	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
3	Submitting required documentation was easy	0.00%	0	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
4	I knew what to do after being admitted	0.00%	0	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0.00%	0	2
5	The office staff was prompt, courteous, and helpful	100.00%	2	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2



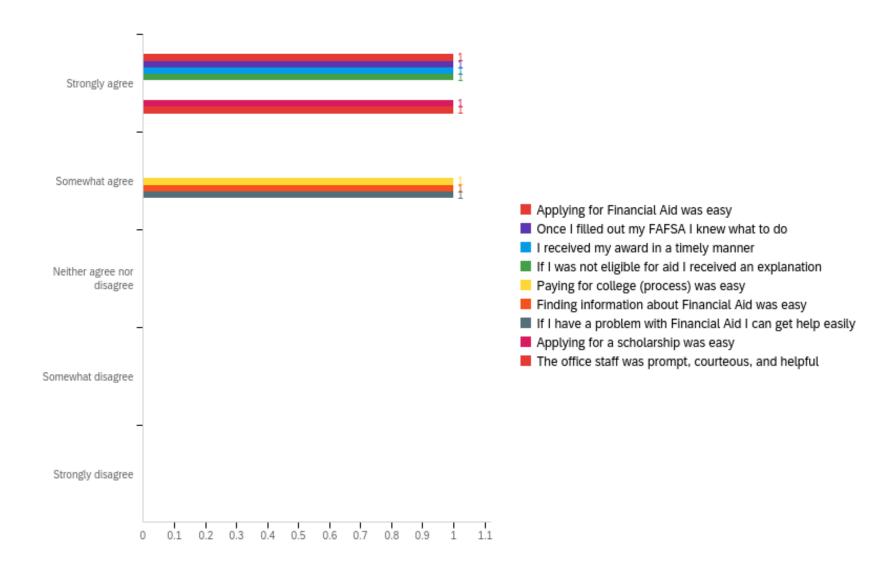
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Getting a copy of my transcript was easy	1.00	1.00	1.00	0.00	0.00	1
2	Requesting a transcript audit was easy to do	1.00	1.00	1.00	0.00	0.00	1
3	I know what to do if I have a problem with course registration or a grade	3.00	3.00	3.00	0.00	0.00	1
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	2.00	2.00	2.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
5	The office staff was prompt, courteous, and helpful	1.00	1.00	1.00	0.00	0.00	1

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
1	Getting a copy of my transcript was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	Requesting a transcript audit was easy to do	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	I know what to do if I have a problem with course registration or a grade	0.00%	0	0.00%	0	100.00%	1	0.00%	0	0.00%	0	1
4	When there is a problem with a record of mine, the problem is resolved easily and quickly	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1

#	Question	Strongly Agree		Agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Total
5	The office staff was prompt, courteous, and helpful	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

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



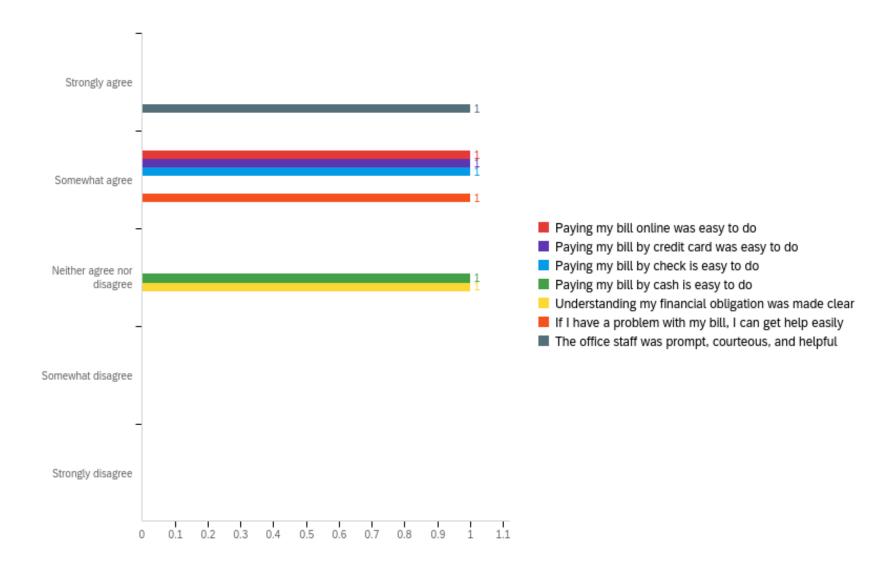
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Applying for Financial Aid was easy	1.00	1.00	1.00	0.00	0.00	1
2	Once I filled out my FAFSA I knew what to do	1.00	1.00	1.00	0.00	0.00	1
3	I received my award in a timely manner	1.00	1.00	1.00	0.00	0.00	1
4	If I was not eligible for aid I received an explanation	1.00	1.00	1.00	0.00	0.00	1
5	Paying for college (process) was easy	2.00	2.00	2.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Finding information about Financial Aid was easy	2.00	2.00	2.00	0.00	0.00	1
7	If I have a problem with Financial Aid I can get help easily	2.00	2.00	2.00	0.00	0.00	1
8	Applying for a scholarship was easy	1.00	1.00	1.00	0.00	0.00	1
9	The office staff was prompt, courteous, and helpful	1.00	1.00	1.00	0.00	0.00	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Applying for Financial Aid was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	Once I filled out my FAFSA I knew what to do	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	I received my award in a timely manner	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
4	If I was not eligible for aid I received an explanation	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
5	Paying for college (process) was easy	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
6	Finding information about Financial Aid was easy	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
7	If I have a problem with Financial Aid I can get help easily	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
8	Applying for a scholarship was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
9	The office staff was prompt, courteous, and helpful	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

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



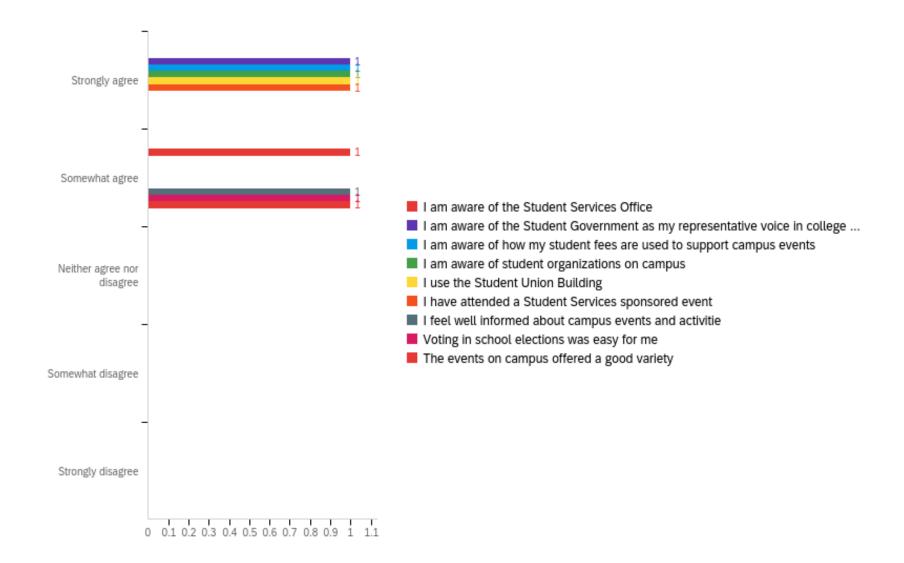
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Paying my bill online was easy to do	2.00	2.00	2.00	0.00	0.00	1
2	Paying my bill by credit card was easy to do	2.00	2.00	2.00	0.00	0.00	1
3	Paying my bill by check is easy to do	2.00	2.00	2.00	0.00	0.00	1
4	Paying my bill by cash is easy to do	3.00	3.00	3.00	0.00	0.00	1
5	Understanding my financial obligation was made clear	3.00	3.00	3.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	If I have a problem with my bill, I can get help easily	2.00	2.00	2.00	0.00	0.00	1
7	The office staff was prompt, courteous, and helpful	1.00	1.00	1.00	0.00	0.00	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Paying my bill online was easy to do	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
2	Paying my bill by credit card was easy to do	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
3	Paying my bill by check is easy to do	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
4	Paying my bill by cash is easy to do	0.00%	0	0.00%	0	100.00%	1	0.00%	0	0.00%	0	1
5	Understandin g my financial obligation was made clear	0.00%	0	0.00%	0	100.00%	1	0.00%	0	0.00%	0	1

#	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	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
7	The office staff was prompt, courteous, and helpful	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

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



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am aware of the Student Services Office	2.00	2.00	2.00	0.00	0.00	1
2	I am aware of the Student Government as my representative voice in college affairs	1.00	1.00	1.00	0.00	0.00	1
3	I am aware of how my student fees are used to support campus events	1.00	1.00	1.00	0.00	0.00	1

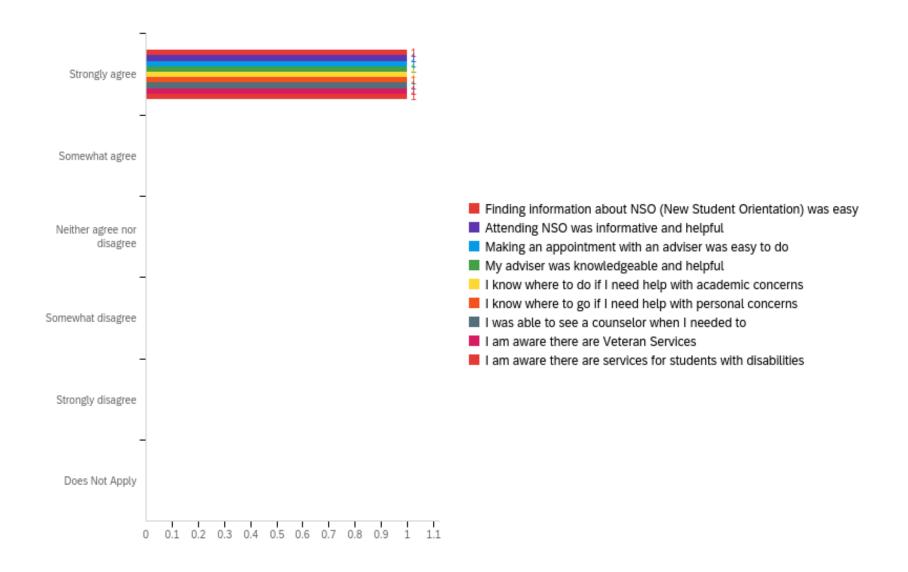
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
4	I am aware of student organizations on campus	1.00	1.00	1.00	0.00	0.00	1
5	I use the Student Union Building	1.00	1.00	1.00	0.00	0.00	1
6	I have attended a Student Services sponsored event	1.00	1.00	1.00	0.00	0.00	1
7	I feel well informed about campus events and activitie	2.00	2.00	2.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
8	Voting in school elections was easy for me	2.00	2.00	2.00	0.00	0.00	1
9	The events on campus offered a good variety	2.00	2.00	2.00	0.00	0.00	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	I am aware of the Student Services Office	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
2	I am aware of the Student Government as my representativ e voice in college affairs	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	I am aware of how my student fees are used to support campus events	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
4	I am aware of student organizations on campus	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
5	I use the Student Union Building	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
6	I have attended a Student Services sponsored event	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
7	I feel well informed about campus events and activitie	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
8	Voting in school elections was easy for me	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
9	The events on campus offered a good variety	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Finding information about NSO (New Student Orientation) was easy	1.00	1.00	1.00	0.00	0.00	1
2	Attending NSO was informative and helpful	1.00	1.00	1.00	0.00	0.00	1
3	Making an appointment with an adviser was easy to do	1.00	1.00	1.00	0.00	0.00	1
4	My adviser was knowledgeable and helpful	1.00	1.00	1.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
5	I know where to do if I need help with academic concerns	1.00	1.00	1.00	0.00	0.00	1
6	I know where to go if I need help with personal concerns	1.00	1.00	1.00	0.00	0.00	1
7	I was able to see a counselor when I needed to	1.00	1.00	1.00	0.00	0.00	1
8	I am aware there are Veteran Services	1.00	1.00	1.00	0.00	0.00	1

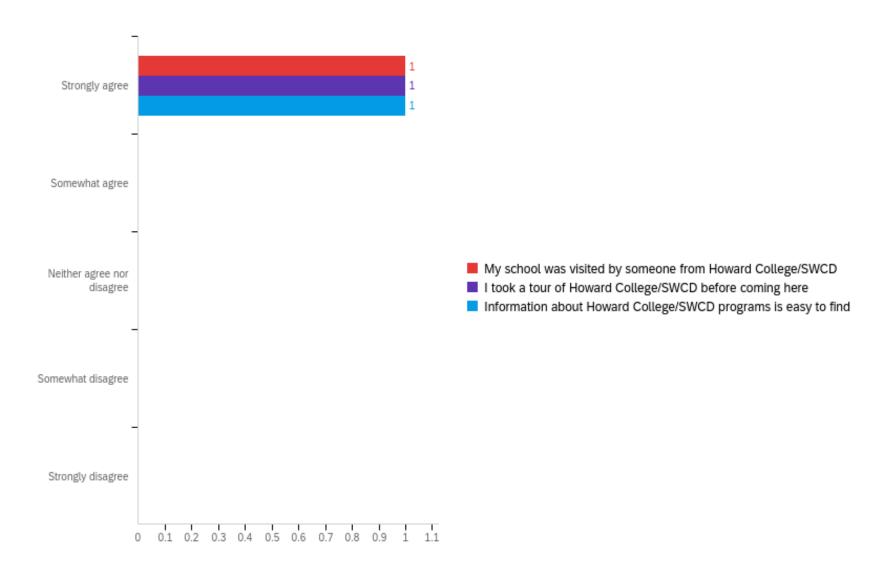
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
9	I am aware there are services for students with disabilities	1.00	1.00	1.00	0.00	0.00	1

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

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

#	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%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

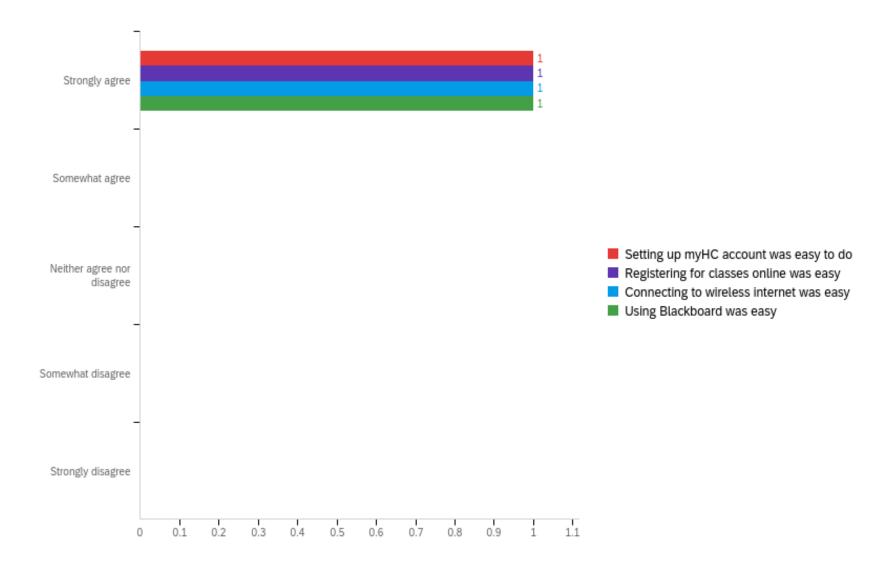
Q7 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	My school was visited by someone from Howard College/SWCD	1.00	1.00	1.00	0.00	0.00	1
2	I took a tour of Howard College/SWCD before coming here	1.00	1.00	1.00	0.00	0.00	1
3	Information about Howard College/SWCD programs is easy to find	1.00	1.00	1.00	0.00	0.00	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	My school was visited by someone from Howard College/SWC D	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	I took a tour of Howard College/SWC D before coming here	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	Information about Howard College/SWC D programs is easy to find	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

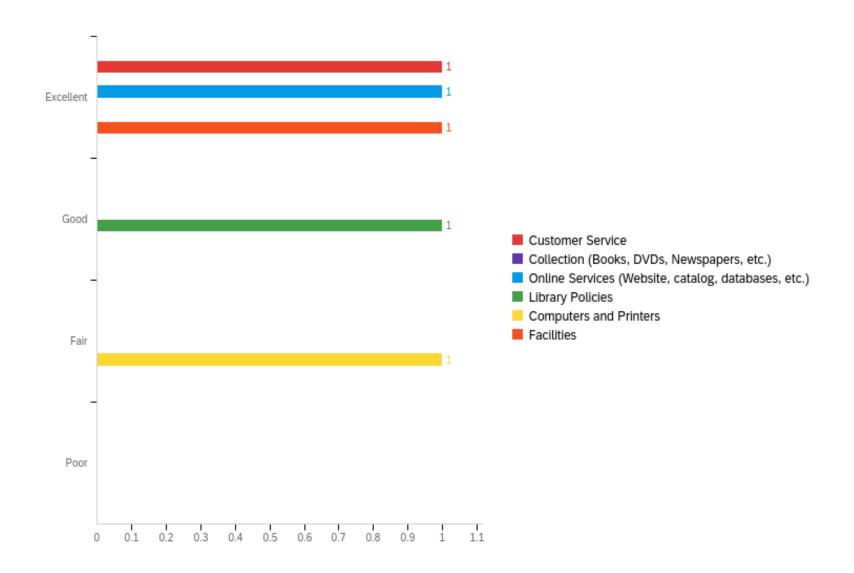
Q8 - Please select an answer that you feel accurately portrays your experience with...



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Setting up myHC account was easy to do	1.00	1.00	1.00	0.00	0.00	1
2	Registering for classes online was easy	1.00	1.00	1.00	0.00	0.00	1
3	Connecting to wireless internet was easy	1.00	1.00	1.00	0.00	0.00	1
4	Using Blackboard was easy	1.00	1.00	1.00	0.00	0.00	1

#	Question	Strongly agree		Somewhat agree		Neither agree nor disagree		Somewhat disagree		Strongly disagree		Total
1	Setting up myHC account was easy to do	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	Registering for classes online was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	Connecting to wireless internet was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
4	Using Blackboard was easy	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

Q13 - Please rate each of the following library services



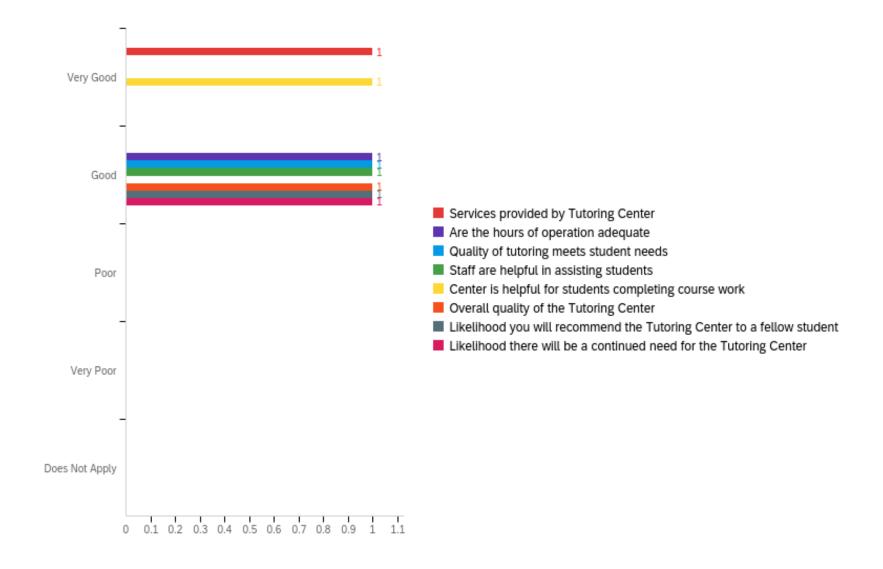
Q13 - Please rate each of the following library services

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Customer Service	1.00	1.00	1.00	0.00	0.00	1
2	Collection (Books, DVDs, Newspapers, etc.)	0.00	0.00	0.00	0.00	0.00	0
3	Online Services (Website, catalog, databases, etc.)	1.00	1.00	1.00	0.00	0.00	1
4	Library Policies	2.00	2.00	2.00	0.00	0.00	1
5	Computers and Printers	3.00	3.00	3.00	0.00	0.00	1
6	Facilities	1.00	1.00	1.00	0.00	0.00	1

Q13 - Please rate each of the following library services

#	Question	Excellent		Good		Fair		Poor		Total
1	Customer Service	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
2	Collection (Books, DVDs, Newspapers, etc.)	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0
3	Online Services (Website, catalog, databases, etc.)	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
4	Library Policies	0.00%	0	100.00%	1	0.00%	0	0.00%	0	1
5	Computers and Printers	0.00%	0	0.00%	0	100.00%	1	0.00%	0	1
6	Facilities	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1

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



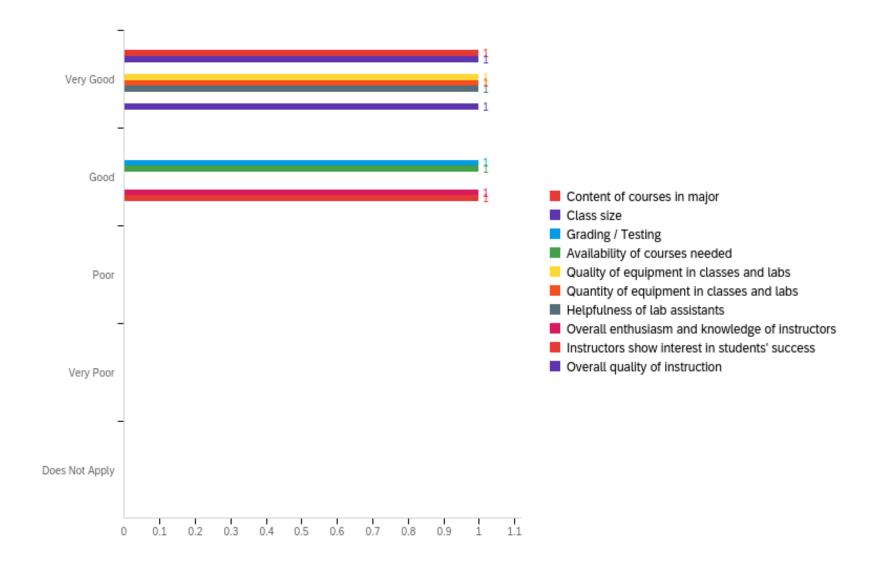
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Services provided by Tutoring Center	1.00	1.00	1.00	0.00	0.00	1
2	Are the hours of operation adequate	2.00	2.00	2.00	0.00	0.00	1
3	Quality of tutoring meets student needs	2.00	2.00	2.00	0.00	0.00	1
4	Staff are helpful in assisting students	2.00	2.00	2.00	0.00	0.00	1
5	Center is helpful for students completing course work	1.00	1.00	1.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Overall quality of the Tutoring Center	2.00	2.00	2.00	0.00	0.00	1
7	Likelihood you will recommend the Tutoring Center to a fellow student	2.00	2.00	2.00	0.00	0.00	1
8	Likelihood there will be a continued need for the Tutoring Center	2.00	2.00	2.00	0.00	0.00	1

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Services provided by Tutoring Center	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	Are the hours of operation adequate	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
3	Quality of tutoring meets student needs	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
4	Staff are helpful in assisting students	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
5	Center is helpful for students completing course work	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Overall quality of the Tutoring Center	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
7	Likelihood you will recommend the Tutoring Center to a fellow student	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
8	Likelihood there will be a continued need for the Tutoring Center	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1

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

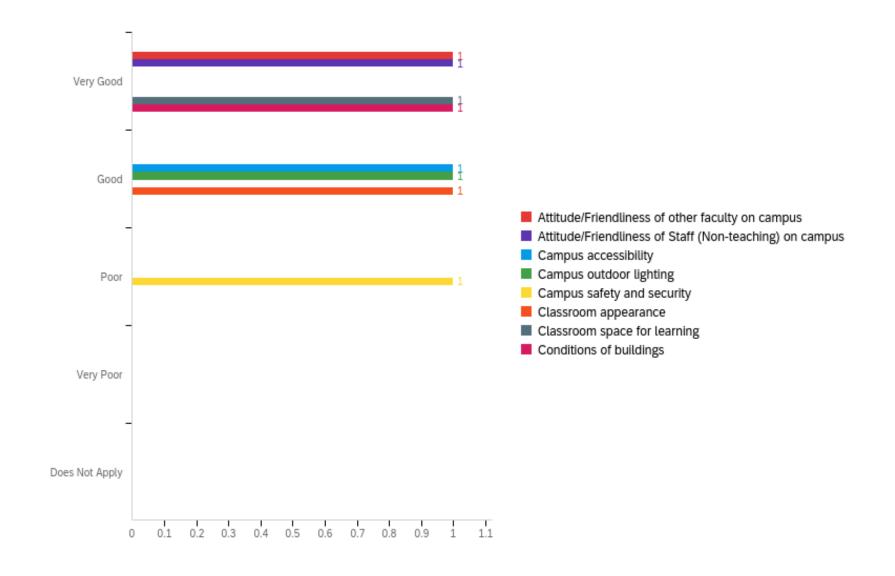


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Content of courses in major	1.00	1.00	1.00	0.00	0.00	1
2	Class size	1.00	1.00	1.00	0.00	0.00	1
3	Grading / Testing	2.00	2.00	2.00	0.00	0.00	1
4	Availability of courses needed	2.00	2.00	2.00	0.00	0.00	1
5	Quality of equipment in classes and labs	1.00	1.00	1.00	0.00	0.00	1
6	Quantity of equipment in classes and labs	1.00	1.00	1.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
7	Helpfulness of lab assistants	1.00	1.00	1.00	0.00	0.00	1
8	Overall enthusiasm and knowledge of instructors	2.00	2.00	2.00	0.00	0.00	1
9	Instructors show interest in students' success	2.00	2.00	2.00	0.00	0.00	1
10	Overall quality of instruction	1.00	1.00	1.00	0.00	0.00	1

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

#	Question	Very Good		Good		Poor		Very Poor	/ery Poor D A			Total
7	Helpfulness of lab assistants	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
8	Overall enthusiasm and knowledge of instructors	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
9	Instructors show interest in students' success	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
10	Overall quality of instruction	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Attitude/Frien dliness of other faculty on campus	1.00	1.00	1.00	0.00	0.00	1
2	Attitude/Frien dliness of Staff (Non-teaching) on campus	1.00	1.00	1.00	0.00	0.00	1
3	Campus accessibility	2.00	2.00	2.00	0.00	0.00	1
4	Campus outdoor lighting	2.00	2.00	2.00	0.00	0.00	1
5	Campus safety and security	3.00	3.00	3.00	0.00	0.00	1

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
6	Classroom appearance	2.00	2.00	2.00	0.00	0.00	1
7	Classroom space for learning	1.00	1.00	1.00	0.00	0.00	1
8	Conditions of buildings	1.00	1.00	1.00	0.00	0.00	1

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
1	Attitude/Frien dliness of other faculty on campus	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
2	Attitude/Frien dliness of Staff (Non- teaching) on campus	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
3	Campus accessibility	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
4	Campus outdoor lighting	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
5	Campus safety and security	0.00%	0	0.00%	0	100.00%	1	0.00%	0	0.00%	0	1

#	Question	Very Good		Good		Poor		Very Poor		Does Not Apply		Total
6	Classroom appearance	0.00%	0	100.00%	1	0.00%	0	0.00%	0	0.00%	0	1
7	Classroom space for learning	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1
8	Conditions of buildings	100.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	1