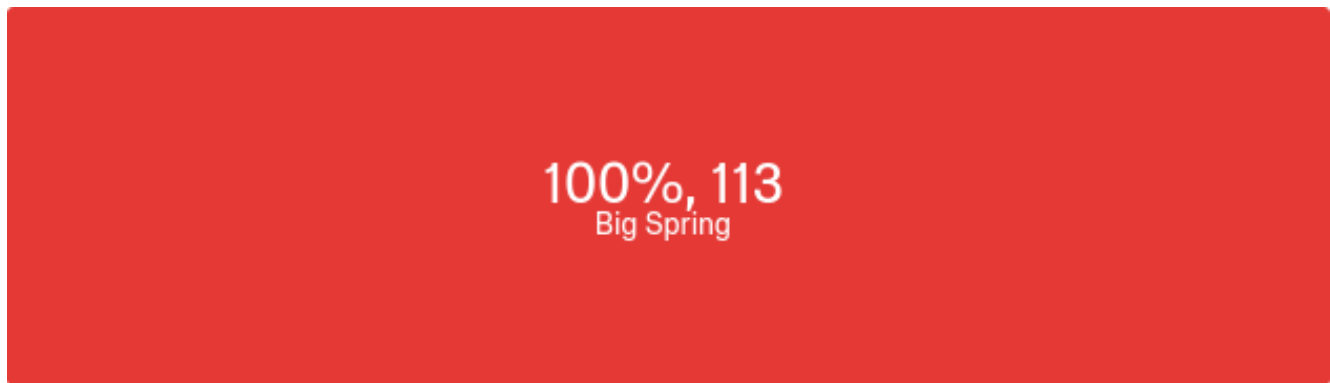


Big Spring Campus Results

Student Satisfaction Survey - Fall 2016

Your Primary (home) Campus:

#	Answer	Count
	Total	113
1	Big Spring	113



DualCredit

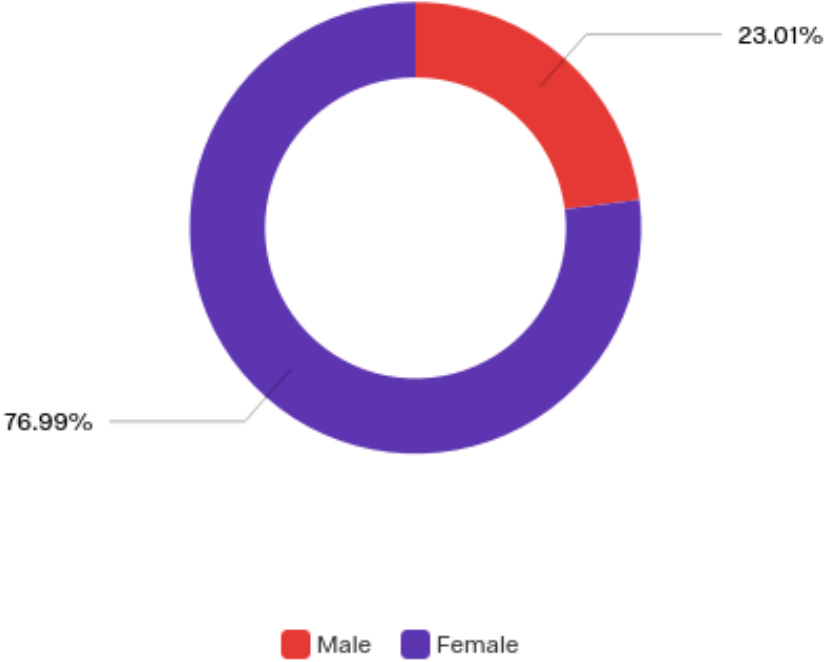
Dual Credit Responses

Answer	Count
Y	8
Total	8

Gender:

Gender Comparison

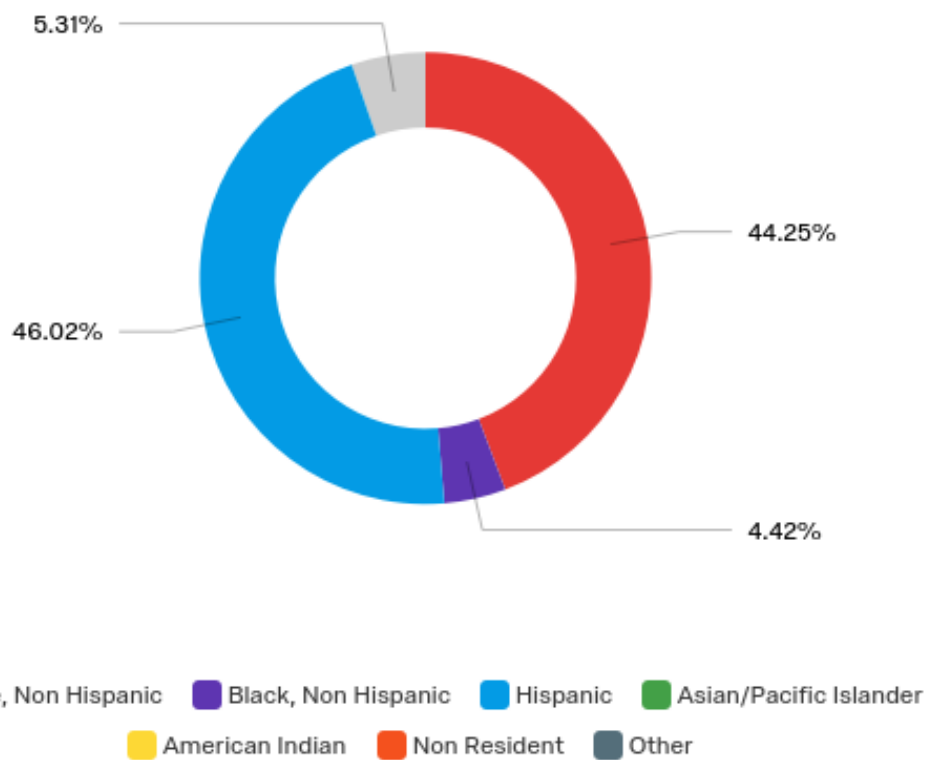
#	Answer	Count
	Total	113
1	Male	26
2	Female	87



Ethnicity:

Ethnicity Comparison

#	Answer	Count
1	White, Non Hispanic	50
	Total	113
7	Other	4
6	Non Resident	2
3	Hispanic	52
2	Black, Non Hispanic	5
4	Asian/Pacific Islander	0
5	American Indian	0

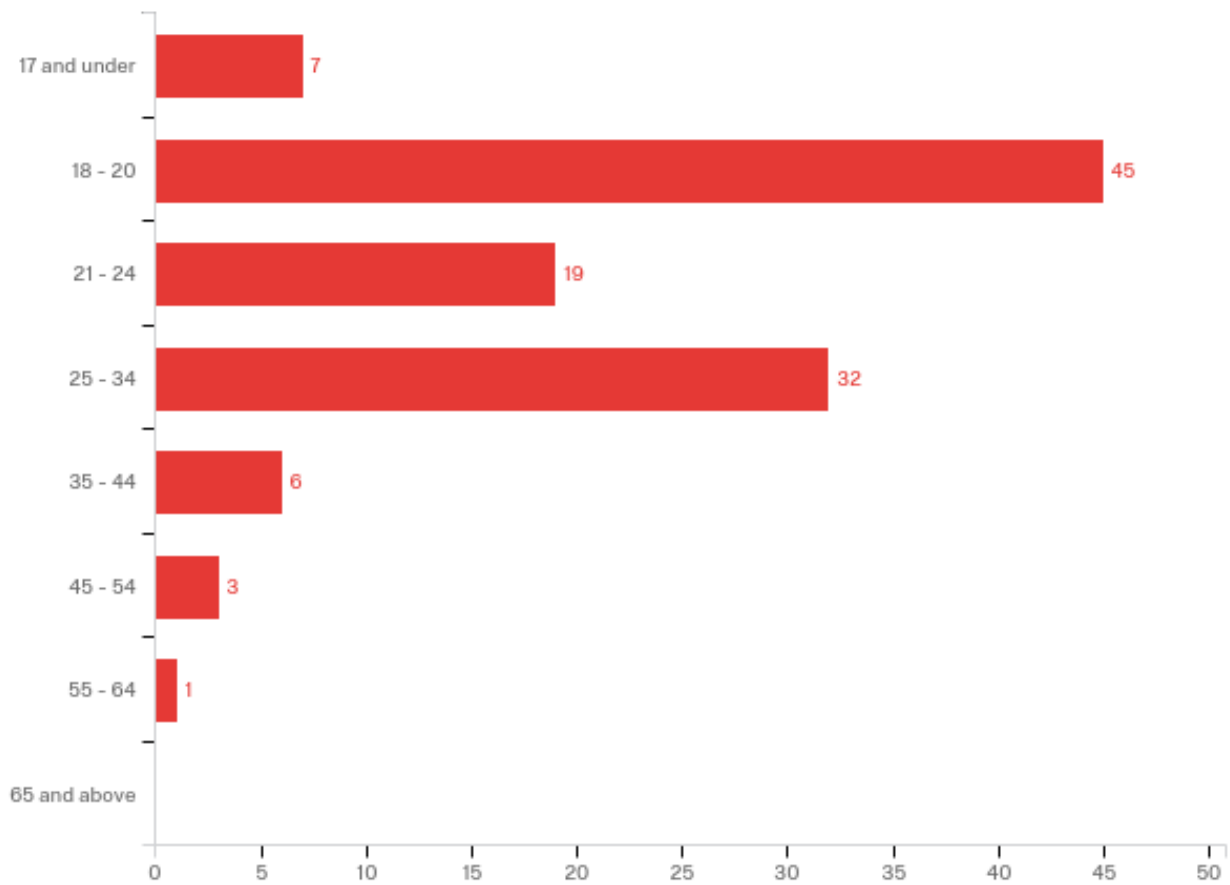


Grey field represents Asian/Pacific Islander, American Indian, Non-Resident, and Other combined.

Age:

Age Comparison

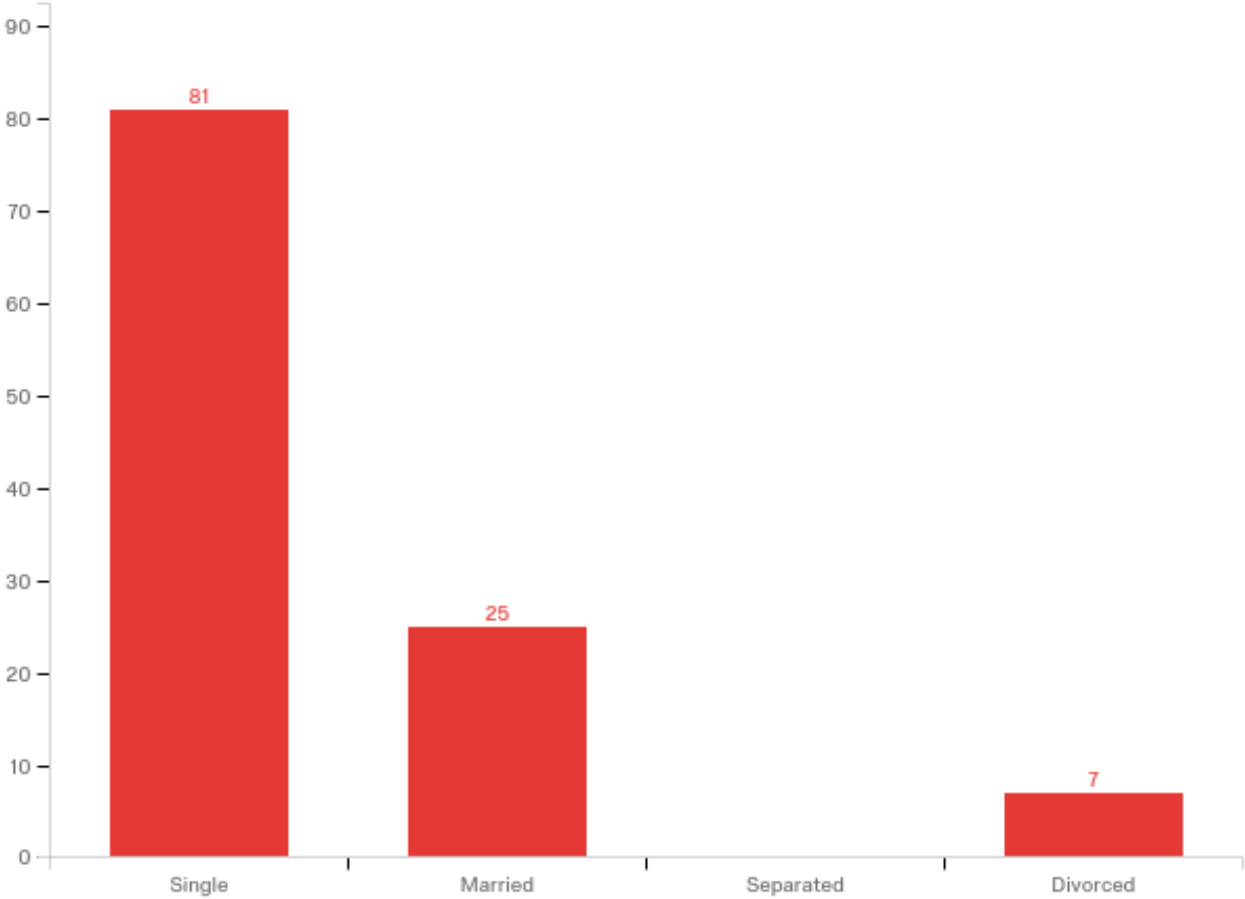
#	Answer	Count
1	17 and under	7
8	65 and above	0
	Total	113
7	55 - 64	1
6	45 - 54	3
5	35 - 44	6
4	25 - 34	32
3	21 - 24	19
2	18 - 20	45



Marital Status:

Marital Status

#	Answer	Count
	Total	113
1	Single	81
3	Separated	0
2	Married	25
4	Divorced	7

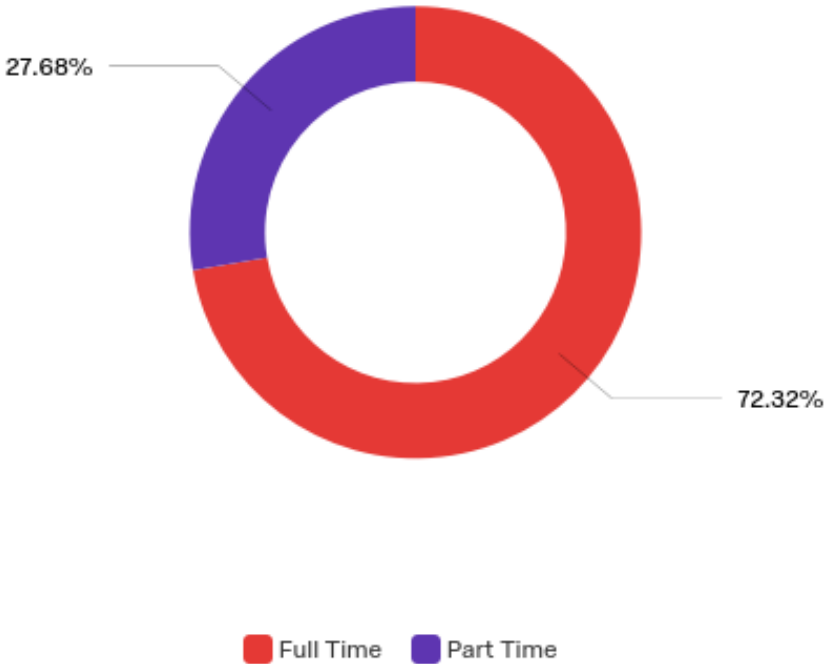


Your primary reason for attending college:

#	Answer	Count
1	Earn a Certificate	8
2	Earn a 2-year Degree	52
3	Earn a 4-year Degree	32
4	To get a job	2
5	To improve skills for my current job or get a better job	13
6	Personal Enrichment	5
	Total	112

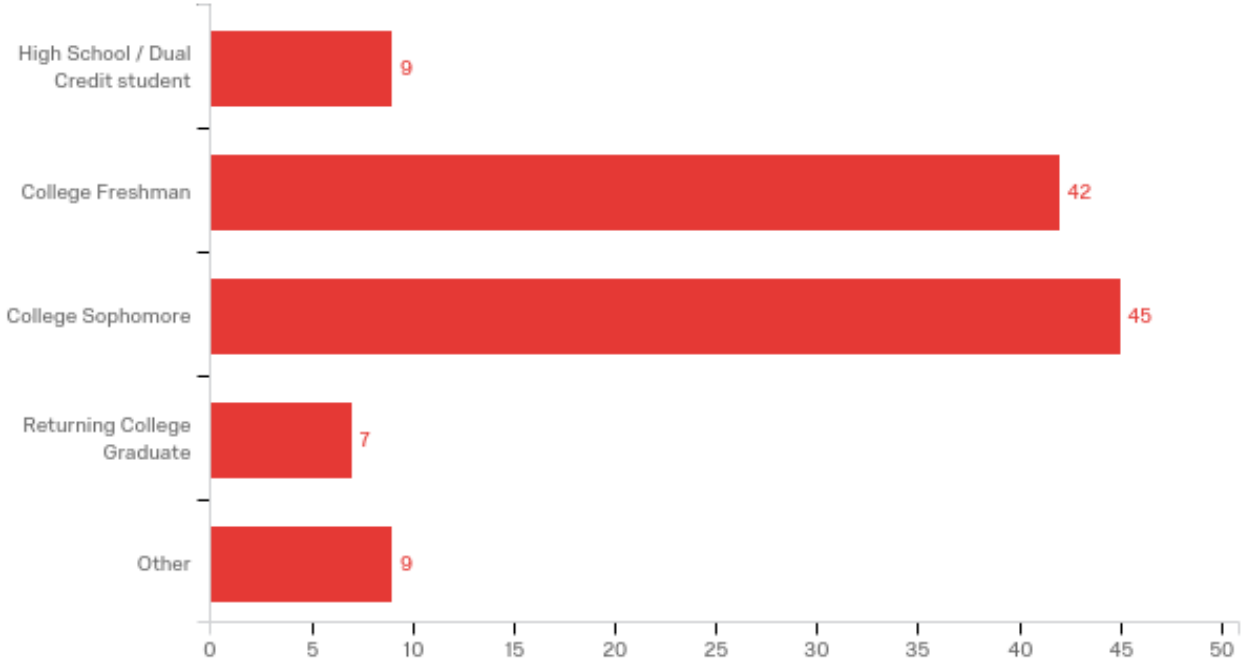
Enrollment Status:

#	Answer	Count
1	Full Time	81
2	Part Time	31
	Total	112



Academic Classification:

#	Answer	Count
1	High School / Dual Credit student	9
2	College Freshman	42
3	College Sophomore	45
4	Returning College Graduate	7
5	Other	9
	Total	112

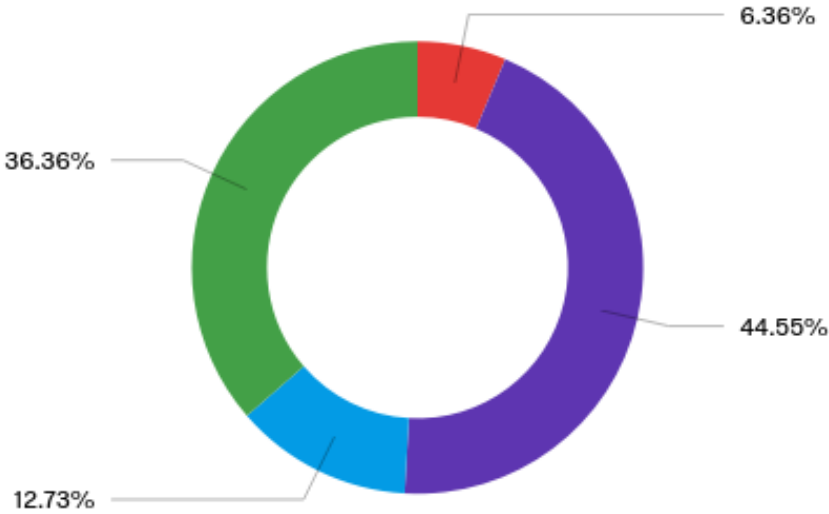


Are you receiving any of the following types of Financial Aid? (Select ALL that apply)

#	Answer	Count
1	State or Federal Grant	46
2	Texas Deaf Waiver	2
3	Education Loan	17
4	Departmental Scholarships	6
5	Athletic Scholarship	22
6	No, I have not received financial aid	30
7	I do not know if I received financial aid	6
8	Other	8
	Total	110

Have you visited the Tutoring Center?

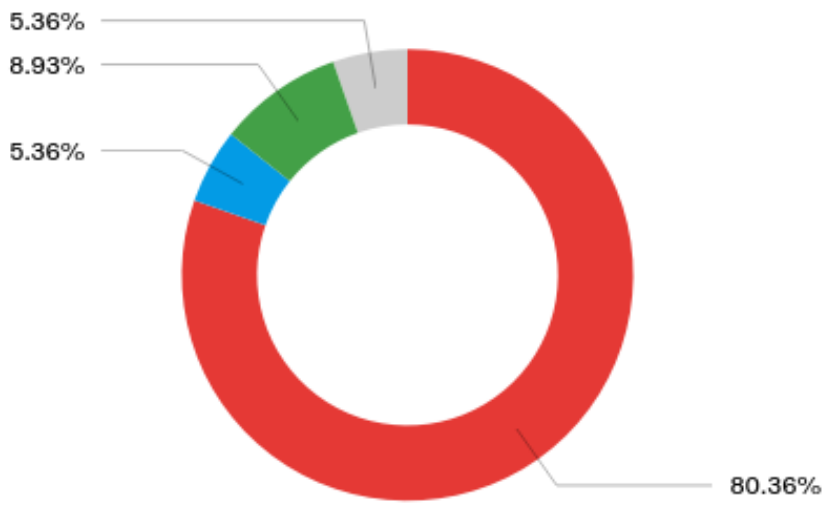
#	Answer	Count
1	Yes, one time	7
2	Yes, more than one time	49
3	No, I did not know about the Tutoring Center	14
4	No, I knew about the center, but did not use the services	40
	Total	110



- Yes, one time
- Yes, more than one time
- No, I did not know about the Tutoring Center
- No, I knew about the center, but did not use the services

How did you find out about the Tutoring Center?

#	Answer	Count
4	Website	5
	Total	56
3	Poster / Flyer	3
5	Other .	1
1	Instructor	45
2	Fellow Student	2



■ Instructor
 ■ Fellow Student
 ■ Poster / Flyer
 ■ Website
 ■ Other .

Please rate your experience/opinion concerning the Tutoring Center.

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply
1	Services provided by Tutoring Center	35	20	1	0	0
2	Are the hours of operation adequate	22	32	2	0	0
3	Quality of tutoring meets student needs	29	25	2	0	0
4	Staff are helpful in assisting students	35	21	0	0	0
5	Center is helpful for students completing course work	34	22	0	0	0
6	Overall quality of the Tutoring Center	37	19	0	0	0
7	Likelihood you will recommend the Tutoring Center to a fellow student	37	19	0	0	0
8	Likelihood there will be a continued need for the Tutoring Center	38	16	2	0	0
	Total	267	174	7	0	0

Please select the Instruction methods for your course work (select ALL OPTIONS THAT APPLY):

Course Delivery Comparison

#	Answer	Count
1	Daytime Face-to-Face (regular 16 week semester)	75
2	Evening Face-to-Face (regular 16 week semester)	8
3	Online (Blackboard) Course - Completely Online	51
4	Blackboard Enhanced or Hybrid Course (Both Face-to-Face and online)	38
5	VCT Course (Virtual College of Texas online course)	5
6	Flex-Entry Course (shorter than the regular 16 week semester)	12
7	Dual Credit / Concurrent / Early Admissions (enrolled prior to high school graduation)	5
8	ITV Course (Interactive TV)	0
	Total	109

Please rate your experience with our Interactive TV (ITV) classrooms, instructors, and facilitators.

Interactive TV (ITV) Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply
1	Quality of video (picture)	0	0	0	0	0
2	Quality of audio (sound)	0	0	0	0	0
3	Instructor's use of equipment	0	0	0	0	0
4	Reliability of connection to/from other campuses	0	0	0	0	0
5	ITV facilitator (HC employee who assisted)	0	0	0	0	0
6	Quality of furniture/equipment in classroom	0	0	0	0	0
	Total	0	0	0	0	0

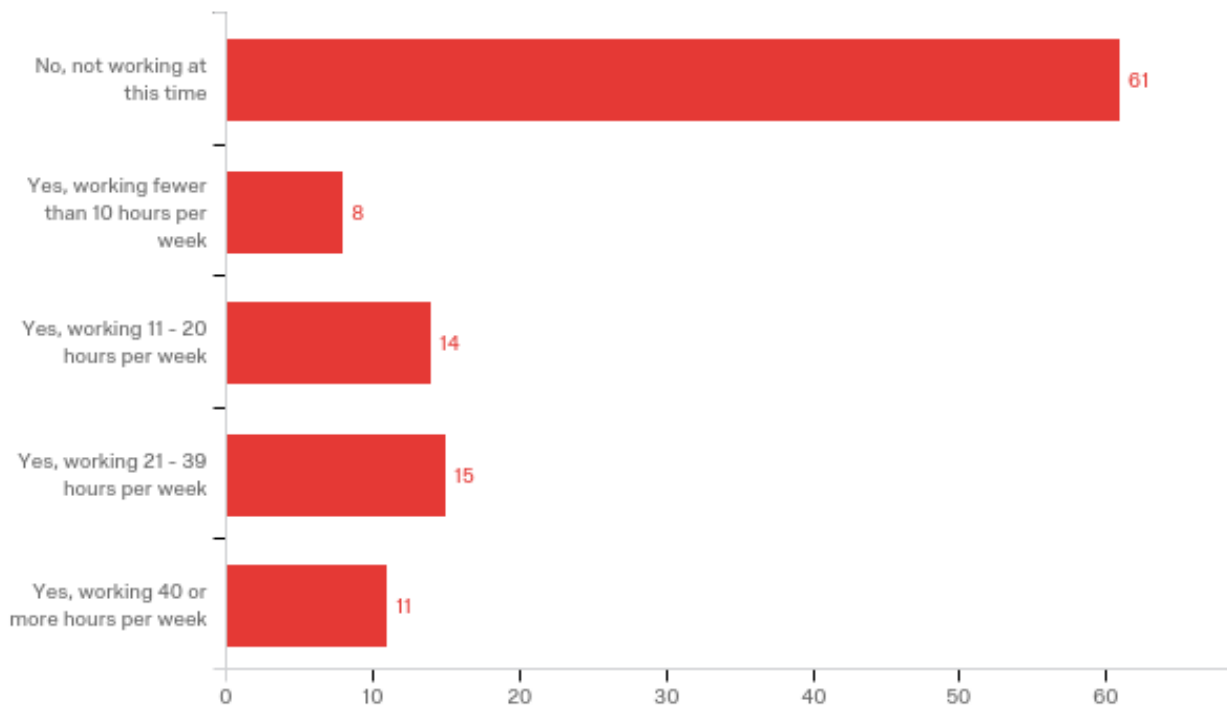
How can we improve ITV Courses?

No Results

Do you have a job?

Employment Status

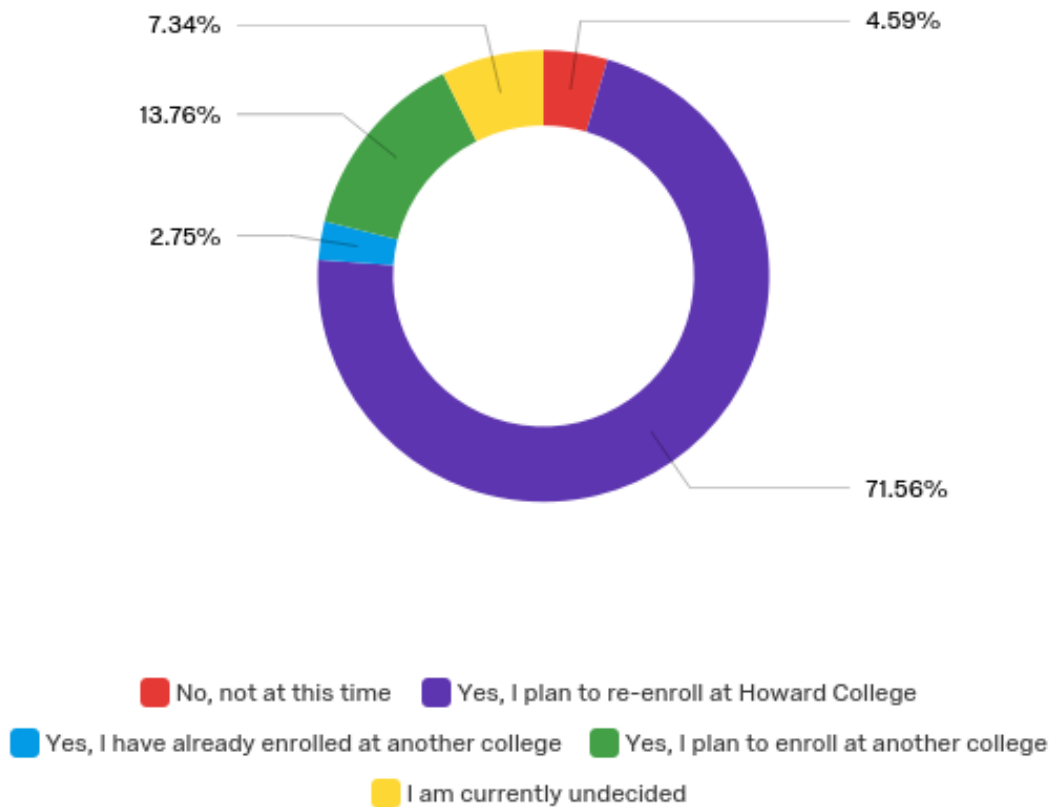
#	Answer	Count
1	No, not working at this time	61
2	Yes, working fewer than 10 hours per week	8
3	Yes, working 11 - 20 hours per week	14
4	Yes, working 21 - 39 hours per week	15
5	Yes, working 40 or more hours per week	11
	Total	109



Do you currently have plans for additional education after this semester?

Educational Plans

#	Answer	Count
2	Yes, I plan to re-enroll at Howard College	78
4	Yes, I plan to enroll at another college	15
3	Yes, I have already enrolled at another college	3
	Total	109
1	No, not at this time	5
5	I am currently undecided	8



On-Site at Campus

Campus Based Service Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	N/A	Unaware of Service
	Total	402	226	13	7	48	6
2	Registration	69	28	1	0	2	0
1	Admissions Office (application process)	60	35	0	0	3	2
3	Business Office (billing/payments)	60	33	2	0	5	1
4	Academic Advising	56	34	2	3	5	1
5	Library	53	32	4	0	11	0
7	Financial Aid	53	23	1	3	17	2
6	Bookstore	51	41	3	1	5	0

Online (Web)

Online Service Satisfaction

#	Question	Very Good - web	Good - web	Poor - web	Very poor - web	N/A - web	Unaware of Service
1	Admissions Office (application process)	21	25	3	1	8	8
2	Registration	27	23	0	0	9	5
3	Business Office (billing/payments)	23	23	2	0	11	5
4	Academic Advising	20	24	1	0	12	5
5	Library	22	20	1	0	12	7
6	Bookstore	16	22	3	2	13	6
7	Financial Aid	19	20	1	0	16	6
	Total	148	157	11	3	81	42

By Telephone

Telephone Service Satisfaction

#	Question	Very Good - phone	Good - phone	Poor - phone	Very Poor - phone	N/A - phone	Unaware of Service
1	Admissions Office (application process)	23	24	1	0	7	6
2	Registration	21	23	0	1	10	5
3	Business Office (billing/payments)	18	24	1	1	11	4
4	Academic Advising	17	21	2	0	11	7
5	Library	14	20	1	0	16	7
6	Bookstore	16	19	3	1	13	6
7	Financial Aid	19	18	1	2	13	6
	Total	128	149	9	5	81	41

At High Schools

High School Based Service Satisfaction

#	Question	Very Good - HS	Good - HS	Poor - HS	Very Poor - HS	N/A - HS	Unaware of Service
1	Admissions Office (application process)	13	12	1	0	18	12
2	Registration	10	14	0	0	17	13
3	Business Office (billing/payments)	12	10	0	0	18	13
4	Academic Advising	12	11	0	0	18	12
5	Library	13	6	3	0	18	13
6	Bookstore	11	4	2	3	20	13
7	Financial Aid	10	6	0	0	24	13
	Total	81	63	6	3	133	89

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

Course Evaluation

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply
1	Content of courses in major	61	37	1	1	5
2	Class size	67	33	1	1	3
3	Grading / Testing	60	39	5	1	0
4	Availability of courses needed	52	41	7	3	2
6	Quality of equipment in classes and labs	58	35	1	0	11
7	Quantity of equipment in classes and labs	56	35	3	0	11
9	Helpfulness of lab assistants	54	28	0	1	22
10	Overall enthusiasm and knowledge of instructors	65	37	1	1	1
11	Instructors show interest in students' success	67	32	4	2	0
12	Overall quality of instruction	65	36	2	2	0
	Total	605	353	25	12	55

How would you evaluate the following Howard College / SWCID services?

Support Service Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	Did Not Know about this Service	Does Not Apply
20	Wireless Connectivity	45	32	11	5	2	9
9	Website	58	38	4	1	0	3
19	Veteran's services	27	17	0	1	7	52
	Total	640	437	41	33	53	460
18	Testing Services (TSIA, CLEP, etc.)	49	28	0	1	2	24
17	Student Lounge Area(s)	46	28	2	1	1	26
15	Student Activities (recreation, organizations, entertainment, games)	35	29	3	1	4	32
14	Residence Halls and services	32	21	0	2	3	46
12	Parking	50	36	2	3	0	13
11	Minority Affairs / Organizations	30	18	2	1	11	42
3	MYHC Portal / Campus Connect	55	39	2	0	1	7
5	Cultural Programs (Plays, Concerts, Exhibits, Lectures)	35	25	1	1	5	37
4	Child Care Assistance (Howard Cottage)	20	13	0	1	4	66
10	Career Services	42	32	2	1	8	19
2	Cafeteria / Snack bar / Food Service	21	28	11	9	3	32
13	Athletic Programs	38	18	1	2	1	44
16	Access to Technology (copying, printing, computers, etc.)	57	35	0	3	1	8

Please evaluate the following items relating to the campus

Campus Based Environment Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply
	Total	565	305	20	7	39
9	Conditions of grounds/landscaping	60	38	2	0	4
8	Conditions of buildings	58	39	3	1	3
7	Classroom space for learning	62	34	2	0	6
6	Classroom appearance	62	33	2	1	6
5	Campus safety and security	57	40	3	0	4
4	Campus outdoor lighting	55	34	6	0	9
3	Campus accessibility	71	29	1	1	2
1	Attitude/Friendliness of other faculty on campus	72	27	1	2	2
2	Attitude/Friendliness of Staff (Non-teaching) on campus	68	31	0	2	3

How would you evaluate your educational experience at Howard / SWCID in preparing you in the following areas?

Program and Student Learning Outcomes

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
1	Writing Skills	57	39	3	0	5	104
2	Reading Skills	58	41	2	0	3	104
3	Mathematical Skills	46	42	6	2	8	104
4	Social Responsibility	59	39	1	0	5	104
5	Communication Skills	61	38	1	0	4	104
6	Self Reliance	61	38	1	0	4	104
7	Use of Technology	62	38	1	0	3	104
8	Critical Thinking / Problem Solving / Reasoning Skills	58	41	1	1	3	104
9	Teamwork	56	38	3	1	6	104
10	Developing a foundation for life-long learning	62	35	3	1	3	104