

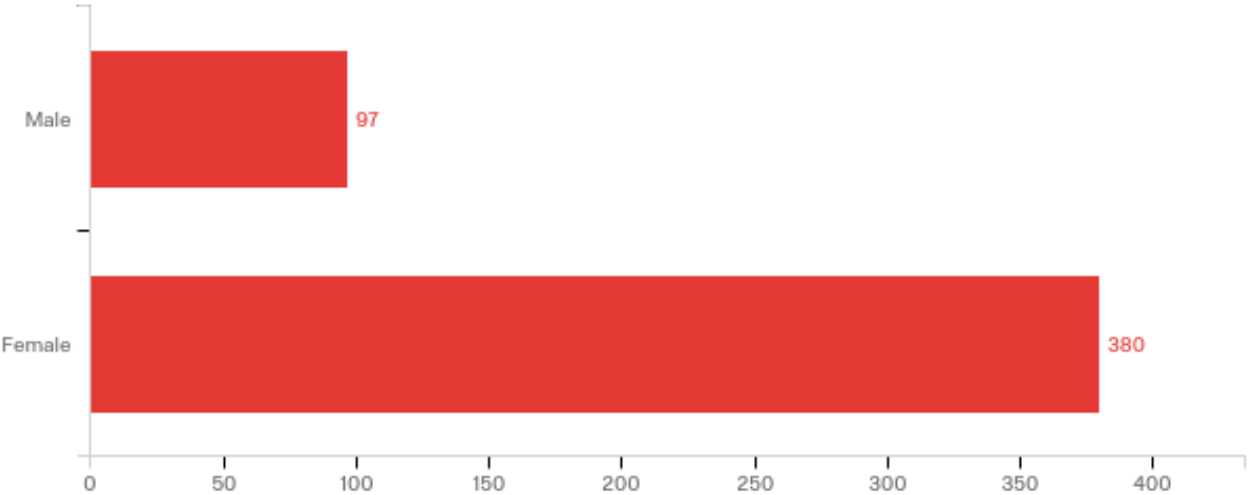
# District Report

Student Satisfaction Survey - Fall 2016

## Gender:

### Gender Comparison

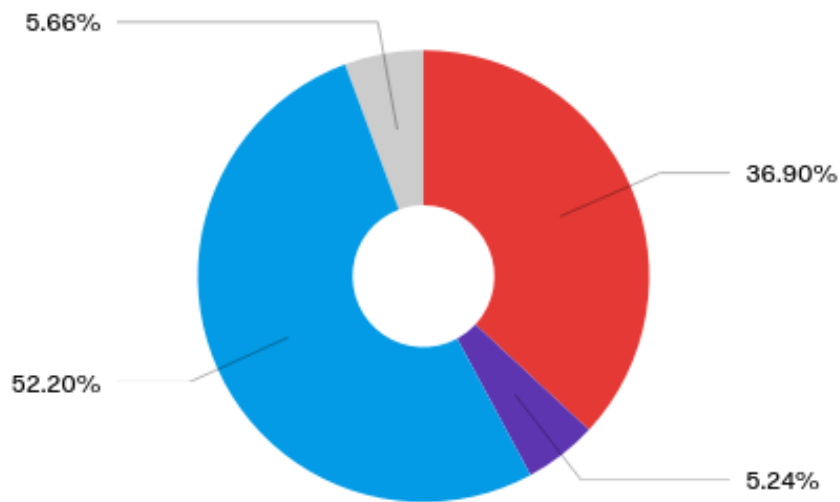
#	Answer	Count
	Total	477
1	Male	97
2	Female	380



## Ethnicity:

### Ethnicity Comparison

#	Answer	Count
5	American Indian	3
4	Asian/Pacific Islander	11
2	Black, Non Hispanic	25
3	Hispanic	249
6	Non Resident	2
7	Other	11
	Total	477
1	White, Non Hispanic	176



■ White, Non Hispanic  
 ■ Black, Non Hispanic  
 ■ Hispanic  
 ■ Asian/Pacific Islander  
■ American Indian  
 ■ Non Resident  
 ■ Other

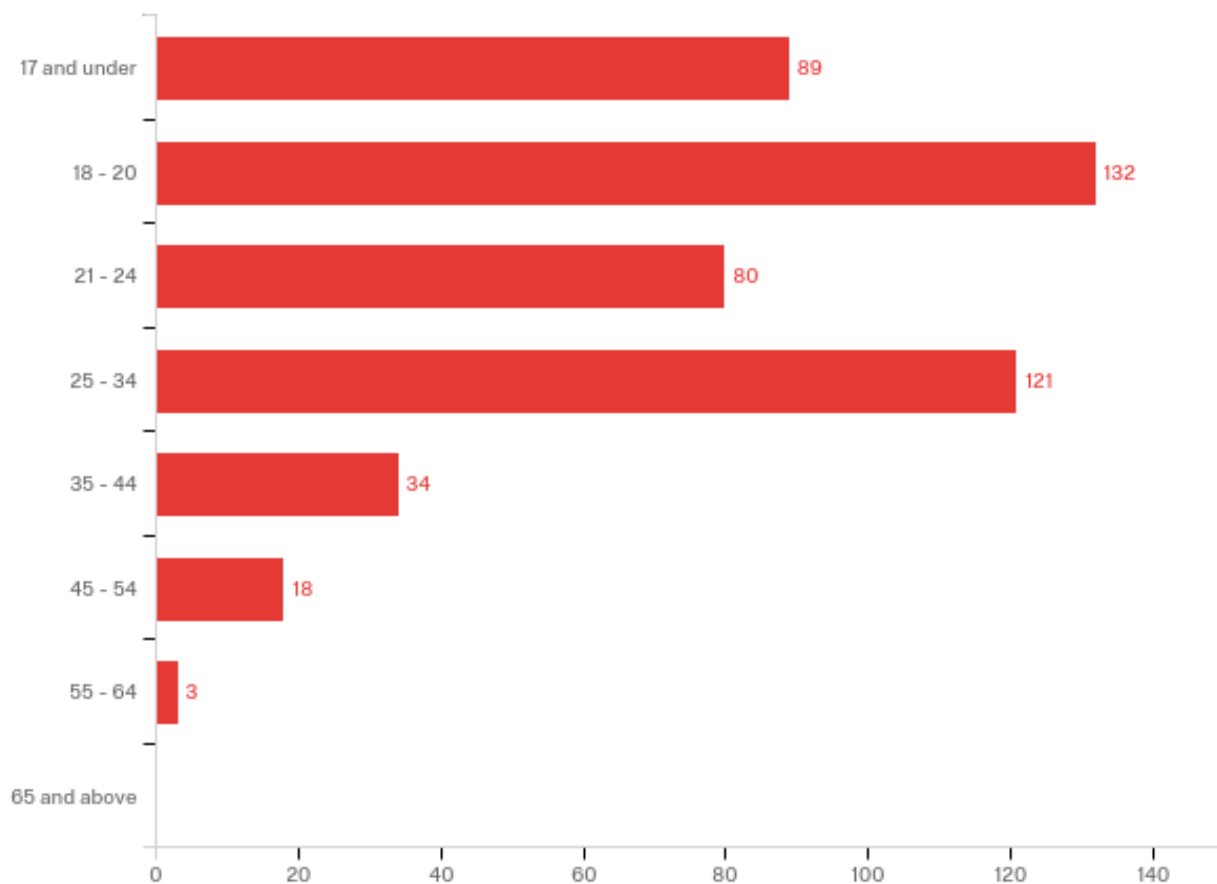
Grey field represents Asian/Pacific Islander, American Indian, Non-Resident, and Other combined.

## Age:

### Age Comparison

#	Answer	Count
1	17 and under	89
8	65 and above	0
	Total	477
7	55 - 64	3
6	45 - 54	18
5	35 - 44	34
4	25 - 34	121
3	21 - 24	80
2	18 - 20	132

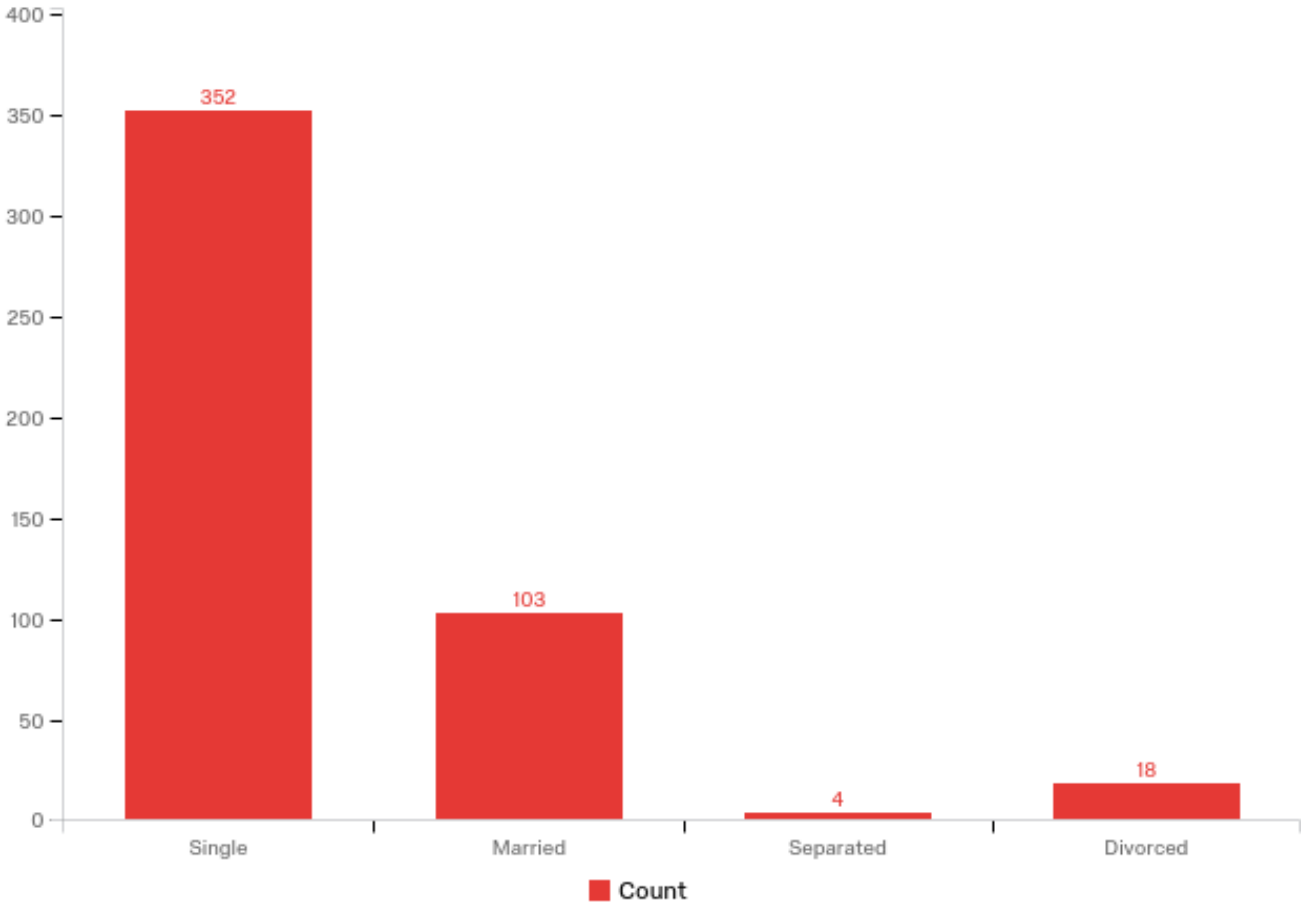
### Q4 - Age:



# Marital Status:

## Marital Status

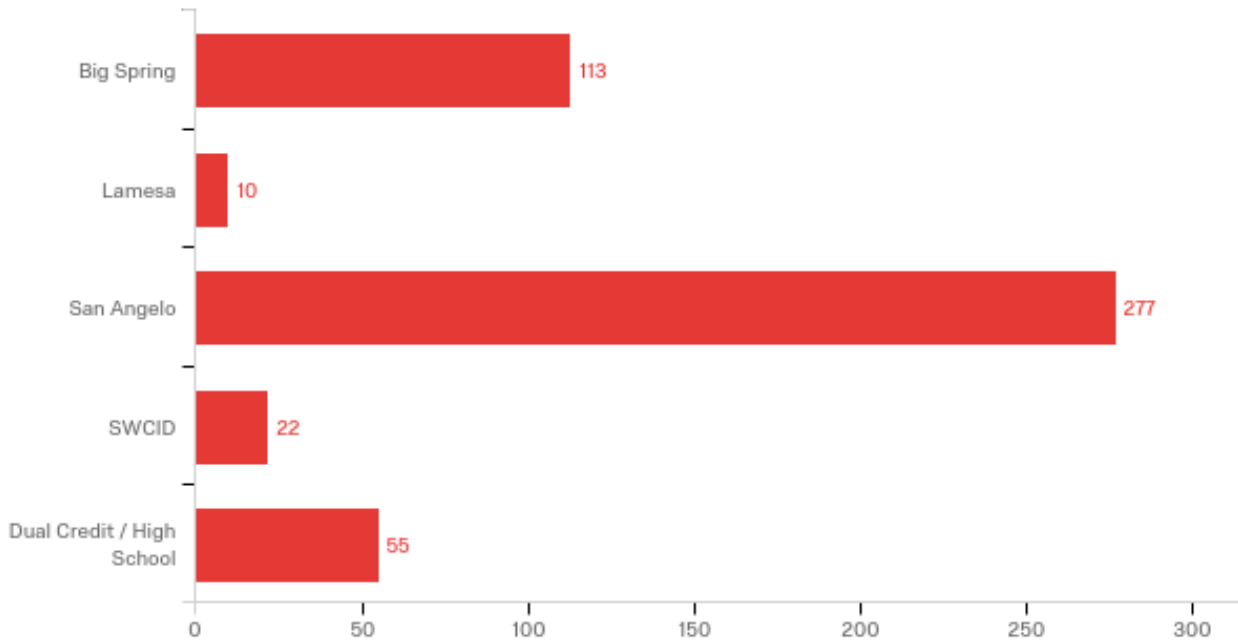
#	Answer	Count
1	Single	352
2	Married	103
3	Separated	4
4	Divorced	18
	Total	477



## Primary (home) Campus:

### Campus Designation

#	Answer	Count
	Total	477
3	San Angelo	277
4	SWCID	22
2	Lamesa	10
5	Dual Credit / High School	55
1	Big Spring	113

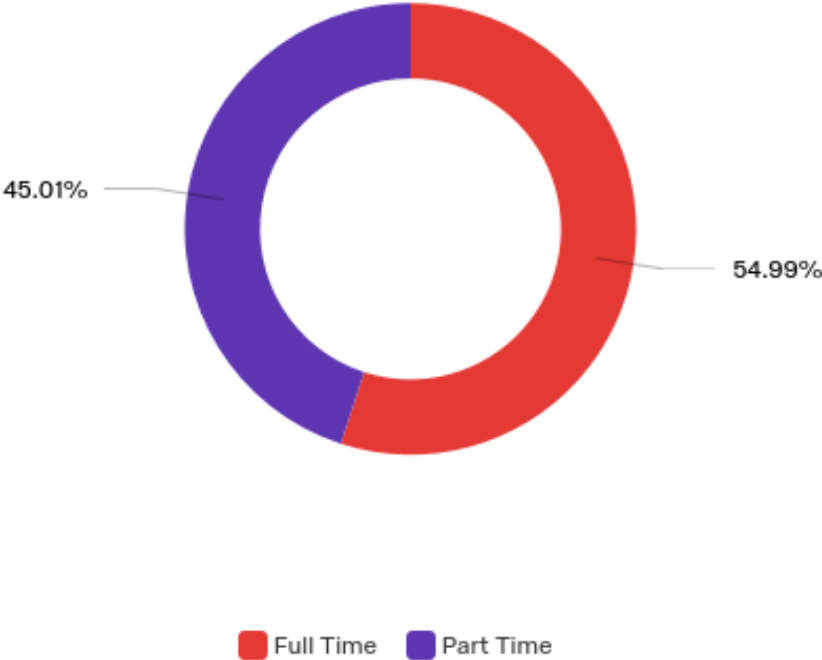


## Your primary reason for attending college:

#	Answer	Count
	Total	471
5	To improve skills for my current job or get a better job	29
4	To get a job	23
6	Personal Enrichment	19
3	Earn a 4-year Degree	123
2	Earn a 2-year Degree	177
1	Earn a Certificate	100

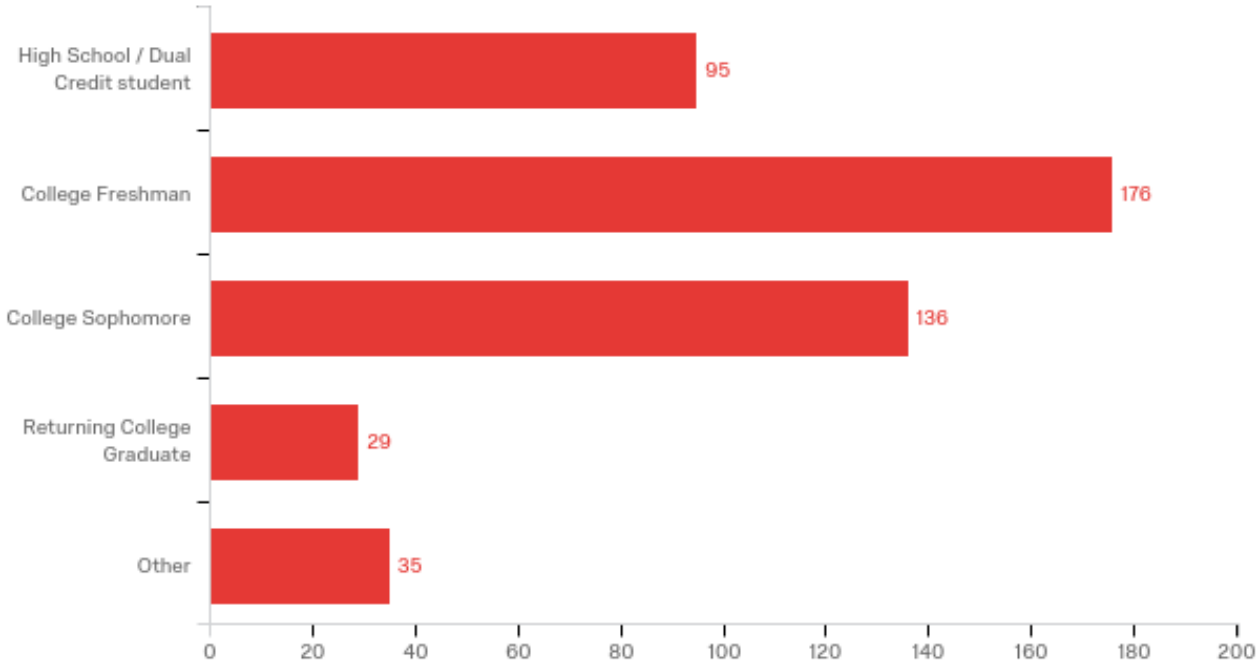
**Enrollment Status:**

#	Answer	Count
1	Full Time	259
2	Part Time	212
	Total	471



**Academic Classification:**

#	Answer	Count
1	High School / Dual Credit student	95
2	College Freshman	176
3	College Sophomore	136
4	Returning College Graduate	29
5	Other	35
	Total	471





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

Financial Aid Comparison

#	Answer	Count
	Total	468
2	Texas Deaf Waiver	12
1	State or Federal Grant	206
8	Other	69
6	No, I have not received financial aid	138
7	I do not know if I received financial aid	23
3	Education Loan	61
4	Departmental Scholarships	13
5	Athletic Scholarship	27

Other

GI Bill

Hazlewood

Fafsa

grants

No

Financial Aid

Workfirce

Perkins book grant

Post 911

Hazelwood Act

Weston Johnson Never Flinch Scholarships

Workforce

Perkins

perkins

---

State of Texas Grant

---

dars

---

texas hazelwood act

---

va

---

Sonic scholarship

---

And I pay with my own money

---

I'll be receiving Financial Aid for the Spring 2017 Semester. I paid for this Fall 2016 Semester.

---

sterling city foundation scholarship

---

Texas Workforce Commision

---

financial aid

---

G.I. Bill

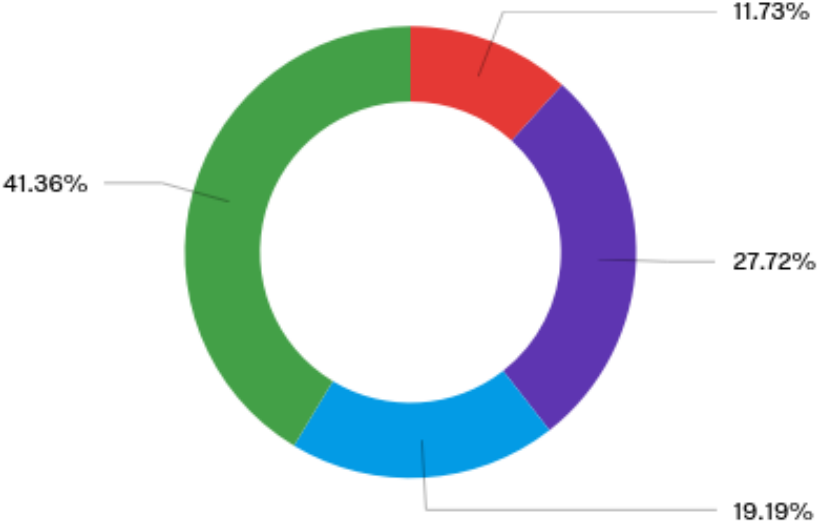
---

GI Bill

---

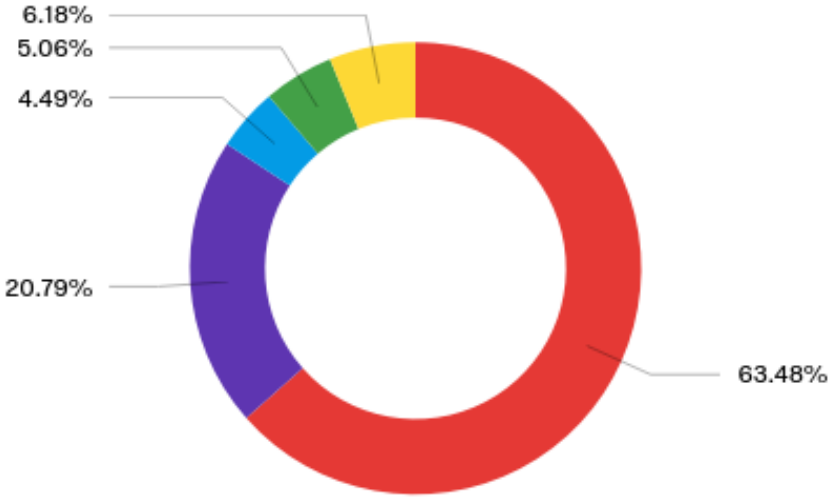
sanford loan

# Have you visited the Tutoring Center?



- 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?



- Instructor
- Fellow Student
- Poster / Flyer
- Website
- Other

**Please rate your experience/opinion concerning the Tutoring Center.**

**Tutoring Center Satisfaction**

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
4	Staff are helpful in assisting students	106	65	5	1	1	178
1	Services provided by Tutoring Center	101	68	7	0	2	178
3	Quality of tutoring meets student needs	96	72	7	2	1	178
6	Overall quality of the Tutoring Center	102	70	3	2	1	178
7	Likelihood you will recommend the Tutoring Center to a fellow student	109	60	7	1	1	178
8	Likelihood there will be a continued need for the Tutoring Center	111	61	5	0	1	178
5	Center is helpful for students completing course work	104	69	3	1	1	178
2	Are the hours of operation adequate	77	89	8	2	2	178

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

Course Delivery Comparison

#	Answer	%	Count
4	Blackboard Enhanced or Hybrid Course (Both Face-to-Face and online)	23.19%	106
1	Daytime Face-to-Face (regular 16 week semester)	64.99%	297
7	Dual Credit / Concurrent / Early Admissions (enrolled prior to high school graduation)	15.75%	72
2	Evening Face-to-Face (regular 16 week semester)	10.72%	49
6	Flex-Entry Course (shorter than the regular 16 week semester)	7.66%	35
8	ITV Course (Interactive TV)	2.19%	10
3	Online (Blackboard) Course - Completely Online	43.54%	199
	Total	100%	457
5	VCT Course (Virtual College of Texas online course)	2.63%	12

**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	Total
1	Quality of video (picture)	1	9	0	0	0	10
2	Quality of audio (sound)	1	7	2	0	0	10
3	Instructor's use of equipment	3	7	0	0	0	10
4	Reliability of connection to/from other campuses	1	8	0	1	0	10
5	ITV facilitator (HC employee who assisted)	3	6	0	1	0	10
6	Quality of furniture/equipment in classroom	5	5	0	0	0	10

## How can we improve ITV Courses?

How can we improve ITV Courses?

---

Have the facilitator actually know how to work the equipment instead of just sitting there on her phone.

---

There is a lot of microphone feedback problems that could be fixed.

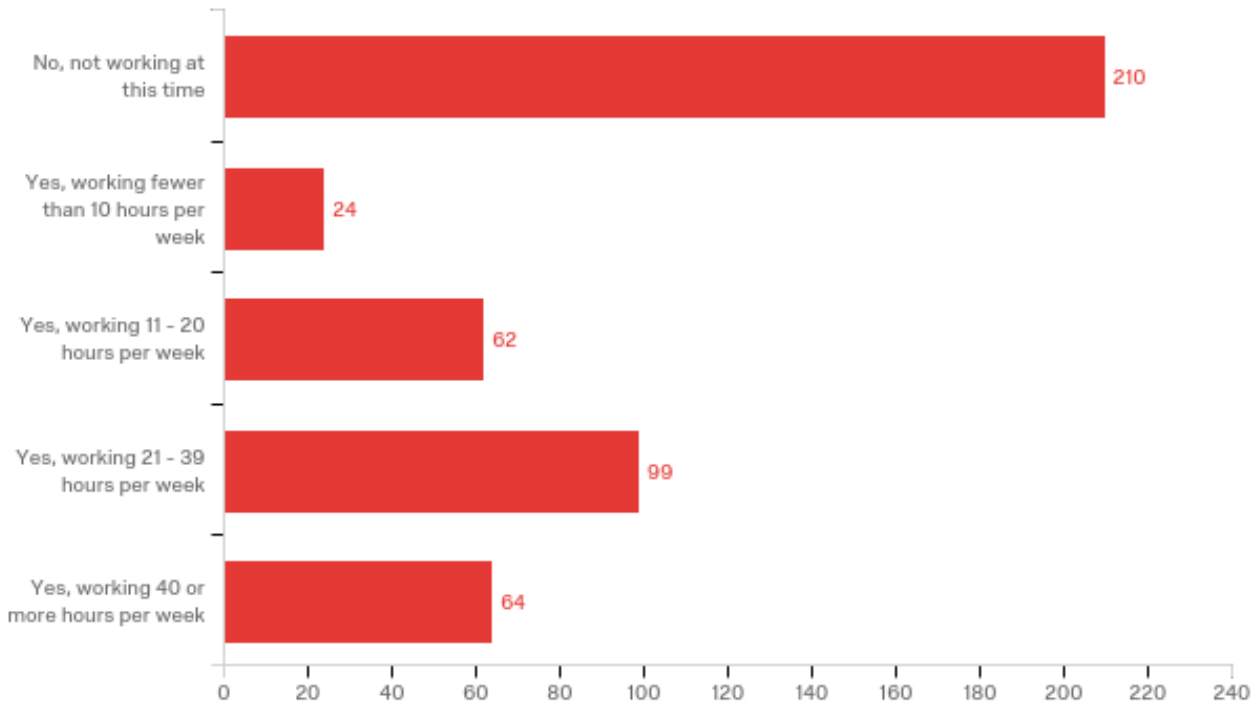
---

all good

# Do you have a job?

## Employment Status

#	Answer	Count
5	Yes, working 40 or more hours per week	64
4	Yes, working 21 - 39 hours per week	99
3	Yes, working 11 - 20 hours per week	62
2	Yes, working fewer than 10 hours per week	24
	Total	459
1	No, not working at this time	210

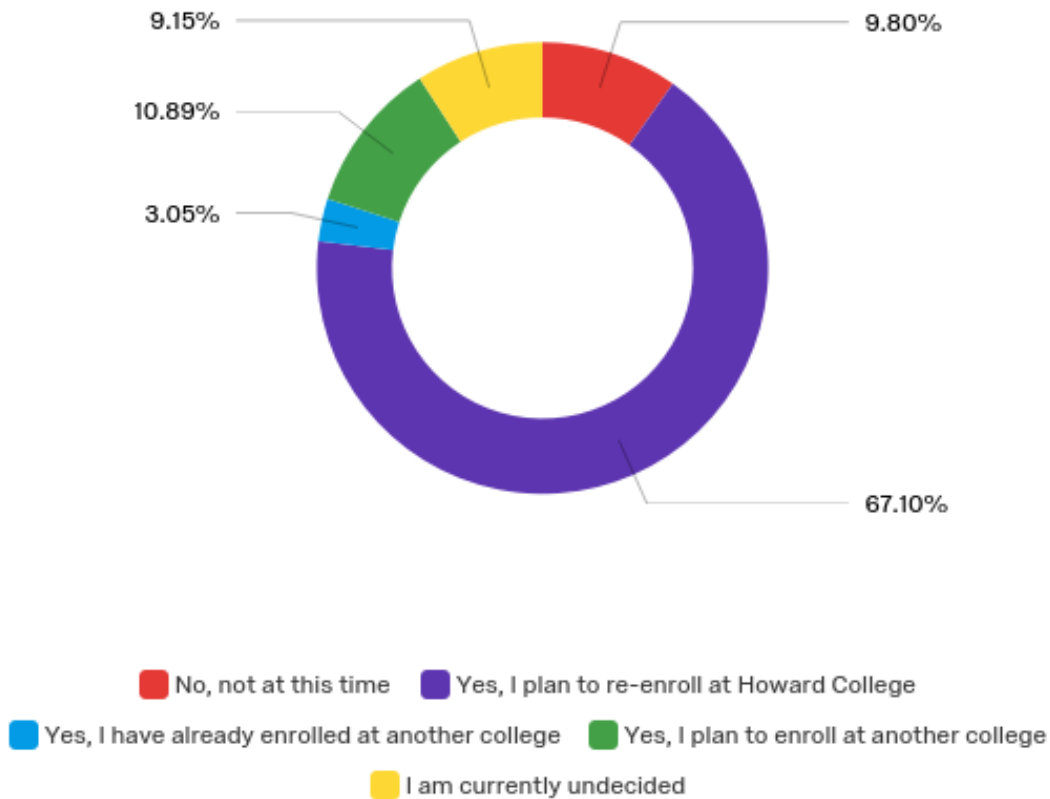




## Do you currently have plans for additional education after this semester?

### Educational Plans

#	Answer	Count
2	Yes, I plan to re-enroll at Howard College	308
4	Yes, I plan to enroll at another college	50
3	Yes, I have already enrolled at another college	14
	Total	459
1	No, not at this time	45
5	I am currently undecided	42



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

### Course Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
7	Quantity of equipment in classes and labs	223	166	18	3	35	445
6	Quality of equipment in classes and labs	224	172	12	5	32	445
12	Overall quality of instruction	273	160	10	2	0	445
10	Overall enthusiasm and knowledge of instructors	278	154	7	2	4	445
11	Instructors show interest in students' success	281	145	14	4	1	445
9	Helpfulness of lab assistants	207	142	16	5	75	445
3	Grading / Testing	235	194	14	1	1	445
1	Content of courses in major	263	163	6	3	10	445
2	Class size	252	178	4	2	9	445
4	Availability of courses needed	230	183	20	6	6	445

## 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	Total
20	Wireless Connectivity	147	137	48	35	18	52	437
2	Cafeteria / Snack bar / Food Service	108	149	41	20	14	105	437
17	Student Lounge Area(s)	165	149	26	6	11	80	437
12	Parking	186	177	19	5	3	47	437
16	Access to Technology (copying, printing, computers, etc.)	222	151	16	4	7	37	437
15	Student Activities (recreation, organizations, entertainment, games)	146	121	15	13	27	115	437
9	Website	220	191	10	2	3	11	437
3	MYHC Portal / Campus Connect	216	175	10	1	9	26	437
18	Testing Services (TSIA, CLEP, etc.)	161	137	10	3	20	106	437
5	Cultural Programs (Plays, Concerts, Exhibits, Lectures)	113	90	9	8	69	148	437
4	Child Care Assistance (Howard Cottage)	69	50	6	5	61	246	437
11	Minority Affairs / Organizations	119	111	6	4	48	149	437
10	Career Services	175	154	6	1	34	67	437
13	Athletic Programs	101	68	5	4	40	219	437
19	Veteran's services	100	72	4	1	42	218	437
14	Residence Halls and services	105	90	4	4	36	198	437

## Please evaluate the following items relating to the campus

### Campus Environment Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	Does Not Apply	Total
1	Attitude/Friendliness of other faculty on campus	276	133	6	5	16	436
2	Attitude/Friendliness of Staff (Non-teaching) on campus	255	147	7	7	20	436
3	Campus accessibility	253	159	3	3	18	436
4	Campus outdoor lighting	217	151	18	4	46	436
5	Campus safety and security	230	162	17	2	25	436
6	Classroom appearance	243	162	8	2	21	436
7	Classroom space for learning	255	151	3	2	25	436
8	Conditions of buildings	248	161	9	2	16	436
9	Conditions of grounds/landscaping	261	148	6	1	20	436

**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	220	180	12	2	22	436
7	Use of Technology	239	175	8	1	13	436
9	Teamwork	234	173	8	2	19	436
4	Social Responsibility	233	177	2	2	22	436
6	Self Reliance	241	173	8	1	13	436
2	Reading Skills	225	179	10	1	21	436
3	Mathematical Skills	185	167	22	7	55	436
10	Developing a foundation for life-long learning	248	167	5	3	13	436
8	Critical Thinking / Problem Solving / Reasoning Skills	242	177	4	2	11	436
5	Communication Skills	237	173	6	2	18	436

## Online (Web) Services

### Online Service Satisfaction

#	Question	Very Good -web	Good - web	Poor - web	Very poor-web	N/A - web	Unaware of Service	Total
2	Registration	102	100	5	1	27	18	253
5	Library	81	81	3	0	47	26	238
7	Financial Aid	75	80	8	1	55	23	242
3	Business Office (billing/payments)	76	95	8	2	42	21	244
6	Bookstore	68	80	11	3	50	23	235
1	Admissions Office (application process)	83	103	7	2	33	26	254
4	Academic Advising	80	92	3	2	42	22	241

## On-Site Services at Campus

### Campus Based Service Satisfaction

#	Question	Very Good	Good	Poor	Very Poor	N/A	Unaware of Service	Total
4	Academic Advising	236	120	10	9	13	4	392
1	Admissions Office (application process)	229	133	8	2	14	7	393
6	Bookstore	190	159	13	7	19	7	395
3	Business Office (billing/payments)	206	139	9	3	21	6	384
7	Financial Aid	178	106	18	13	59	12	386
5	Library	216	119	6	0	39	11	391
2	Registration	239	124	5	3	14	2	387

## Services for High School Students

### High School Based Service Satisfaction

#	Question	Very Good -HS	Good -HS	Poor -HS	Very Poor -HS	N/A -HS	Unaware of Service	Total
2	Registration	57	55	5	1	63	35	216
5	Library	48	49	4	0	73	39	213
7	Financial Aid	36	42	2	0	89	44	213
3	Business Office (billing/payments)	51	52	4	0	70	37	214
6	Bookstore	41	47	4	4	76	41	213
1	Admissions Office (application process)	63	55	4	0	66	36	224
4	Academic Advising	57	50	2	0	70	35	214

## DualCredit

### Dual Credit Responses

#	Question	Very Good	Good	Poor	Very Poor	N/A	Unaware of Service	Total
2	Registration	239	124	5	3	14	2	387
5	Library	216	119	6	0	39	11	391
7	Financial Aid	178	106	18	13	59	12	386
3	Business Office (billing/payments)	206	139	9	3	21	6	384
6	Bookstore	190	159	13	7	19	7	395
1	Admissions Office (application process)	229	133	8	2	14	7	393
4	Academic Advising	236	120	10	9	13	4	392

## Telephone Responses

### Telephone Service Satisfaction

#	Question	Very Good-phone	Good-phone	Poor-phone	Very Poor-phone	N/A-phone	Unaware of Service	Total
2	Registration	62	82	16	8	45	21	234
5	Library	49	72	6	3	65	28	223
7	Financial Aid	59	65	14	13	59	21	231
3	Business Office (billing/payments)	60	86	14	8	47	15	230
6	Bookstore	54	78	13	3	53	23	224
1	Admissions Office (application process)	70	88	22	12	34	17	243
4	Academic Advising	63	85	12	6	42	22	230