



Halifax Community College

Student Satisfaction Survey Results Report

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June 18, 2014





Executive Summary

The **Student Satisfaction Survey** was administered in spring 2014, utilizing IOTA Solutions, Inc., a company which provides support for a web-based data management assessment tool to administer surveys, yielding a 20% increase in response rate. For 2013-14, 365 students responded to the survey compared to 305 students in fall 2012. Consistent with previous ratings (95.7%, 2012-13) Halifax Community College is a place where students consistently rate their level of **satisfaction of their educational experience at 95% or better**. Students surveyed indicated that **HCC prepares them well for a future career 96%**, and **94% would recommend HCC to others (93%, 2012-13)**.

In summary, **Instructional** areas with the highest level of satisfaction (very satisfied/satisfied) center around the college's **instructional setting** (averaging 97%) and **educational instruction** (96%). The satisfaction level for **faculty advising** averaged 90%.

Instructional Environment/Setting

➤ Seating availability in classrooms/labs	98%
➤ Lighting in classrooms/labs	97%
➤ Sufficient electronic equipment in classrooms/labs	97%
➤ The campus atmosphere among students is positive and friendly	97%
➤ Audio/visual equipment in classrooms/labs are sufficient	97%
➤ Adequate classroom furnishing (furniture)	95%

Educational Instruction

➤ Effectiveness of teaching instruction	96%
➤ Quality of instruction using blackboard	95%
➤ Teaching techniques and methods	94%
➤ Fairness of grading procedures	94%
➤ Timely feedback from faculty	93%
➤ Timely faculty response to emails and phone calls	93%

Faculty Advising

➤ Availability of advisor	90%
➤ Advisor provides information and resources	90%

The survey assessment of student's level of **satisfaction with services** in areas across the campus range from 80% to 100% in most areas; when controlling for areas where student did not use a service, ratings were higher. Ratings were as follows:

Library Resources	99%	Circle Café and Vending	95%
Counseling Services	98%	Information Technology	89%
Registrar	98%	Book Store	87%
Student Support Services	97%		

Student Comments

Students were provided an opportunity to offer comments about their experience at HCC. Overall, student comments were very positive. Especially noted were comments that the **President, faculty, and staff embrace an open door policy** and do a **great job assisting students so they are successful**. Other comments of acclamation include:

- ❖ The School gave me a welcoming feeling
- ❖ Dental hygiene and Nursing programs and faculty are the best
- ❖ Counseling services have been exceptionally superb in helping me succeed
- ❖ Employees make the college a great place to be educated
- ❖ HCC services are excellent
- ❖ HCC is a good school; I'd recommend it to anyone. The courses are worth the time.

Highlights of *concerns* and *suggestions* offered by students are as follows:

- Utilize textbooks student have to purchase. Students stated that textbooks cost them a lot of money and some professors do not use them for the class.
- Provide Adobe Suite in the library for student use. It is available in labs for instruction when instructors are available for supervision.
- On-line classes should have more thorough instruction and communications.
- Allow students to access blackboard and course information a week before classes start
- Offer classes in history of art, mythology, or fantasy (for example, Lord of the Rings, Chronicles of Narnia)
- Offer training and co-op experiences that lead to direct job-ready placement
- Provide vending machines in 500 Building; extend Circle Café hours to accommodate students with late/evening classes
- Notify students when a class is cancelled
- Reduce printing costs in the library
- Put financial aid refunds on a debit card
- Offer more classes for older adults in the evening
- Provide more seating in the café
- Healthier drinks and snack choices in the vending machines
- Update technology, smart classrooms and aesthetics
- Host more clubs/activities on campus
- Provide more security in the parking lots in the morning
- Bathrooms in 300/500 buildings need more attention- tissue paper, paper towels and cleaning

On-Line Questionnaire

Student Satisfaction Survey- Spring 2014

1. How would you rate your satisfaction with the following?					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Did Not Use
The overall effectiveness of teaching instruction	96% (353)		3% (9)		1% (3)
Teaching techniques and methods	94% (346)		5% (15)		1% (4)
Online classes-quality of instruction	81% (297)		5% (20)		13% (48)
Blackboard-quality of instruction	95% (348)		3% (10)		2% (7)
Fairness of grading procedures	94% (344)		5% (16)		1% (5)
Timely feedback from faculty pertaining to your academic performance	93% (340)		6% (21)		1% (4)
Timely faculty response(s) to your emails and/or phone calls	93% (340)		5% (19)		2% (6)

2. How would you rate your satisfaction with the following about FACULTY ADVISING?					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Do Not Know
The availability of my faculty advisor to meet with me.	90% (332)		5% (15)		5% (18)
Information my advisor provides regarding course credits I need to graduate.	89% (321)		5% (16)		6% (24)
Information & resources my advisor provides to help me achieve my educational goals.	90% (330)		3% (13)		6% (22)

3. How would you rate your satisfaction with the following about ADMISSIONS?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Did not use
Information received about admissions procedures/requirements.	88% (320)		3% (13)		9% (32)
Information provided by Placement Counselors	81% (294)		4% (16)		15% (55)

4. How would you rate your satisfaction with the following about FINANCIAL AID and TUITION PAYMENT/REFUNDS?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Did not use
Information about financial aid requirements and processing.	83% (304)		5% (16)		12% (45)
Convenience of making tuition payments.	75% (272)		3% (11)		22% (81)
Financial aid refunds distribution.	81% (294)		4% (15)		15% (56)
Overall financial aid process.	83% (301)		4% (16)		13% (48)

5. How would you rate your satisfaction with the following about the CASHIER'S OFFICE?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Hours of service.	94% (342)		0% (1)		6% (22)
Service provided for making payments for services on campus.	81% (295)		0% (2)		19% (68)

6. How would you rate your satisfaction with the following about the REGISTRAR'S OFFICE?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Did not use
Answering questions about transcripts and grades.		79% (289)		2% (6)	19% (70)
Handling transcript request in a timely manner (5-7 working days).		72% (263)		1% (4)	27% (98)
Evaluating transcripts from <u>other colleges</u> in a timely manner (5-7days).		67% (244) (98%)*		1% (6)	32% (115)

*Percentage of Satisfaction when adjusting for number of students that did not use service.

7. How would you rate your satisfaction with the following about STUDENT SUPPORT SERVICES (SSS)?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Prompt response to my requests for academic support.		68% (246) (97%)*		2% (8)	30% (111)
Information provided by the staff.		69% (253) (98%)*		2% (6)	29% (106)
Concern shown for my academic progress.		69% (251) (96%)*		3% (10)	28% (104)
Overall resources provided to address my academic needs.		69% (251) (96%)*		3% (10)	28% (104)

*Percentage of Satisfaction when adjusting for number of students that did not use service.

8. How would you rate your satisfaction with the following about the STUDENT SUCCESS CENTER (SSC in Library)?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Prompt response to my requests for academic support.	67% (246) (99%)*		1% (3)		32% (116)
Information provided by staff.	68% (248) (98%)*		2% (6)		30% (111)
Concern shown for my academic progress.	68% (247) (97%)*		2% (7)		30% (111)
Overall resources provided to address my academic needs.	69% (250) (97%)*		2% (8)		29% (107)

*Percentage of Satisfaction when adjusting for number of students that did not use service.

9. For what purpose(s) do you use the Student Success Center (SSC)?

Coursework	42% (153)
Make-up Testing	4% (15)
Internet Research	26% (96)
Media Assignments	10% (35)
Studying	33% (121)
Disability Accommodations	1% (5)
Other	45% (166)

10. How would you rate your satisfaction with the following about COUNSELING SERVICES?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Prompt response to my requests/needs.	64% (235) (99%)*		1% (2)		35% (128)
Concern shown for my educational progress.	64% (232) (97%)*		1% (6)		35% (127)
Information provided by the staff.	64% (232) (99%)*		1% (4)		35% (129)
Overall resources provided to address my counseling needs.	63% (230) (99.5%)*		1% (4)		36% (131)

*Percentage of Satisfaction when adjusting for number of students that did not use service.

11. How would you rate your satisfaction with the following about INFORMATION TECHNOLOGY RESOURCES?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Hardware equipment provided in the computer labs (monitors, processors, printers, keyboards, etc.)	89% (326)		2% (6)		9% (33)
The access you have to computers in the computer lab when needed.	88% (322)		2% (5)		10% (38)
Overall information technology resources and services provided.	90% (327)		1% (4)		9% (34)

12. How would you rate your satisfaction with the following about the HCC BOOKSTORE?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Helpfulness of the Bookstore staff in locating textbooks & materials.	90% (330)		2% (7)		8% (28)
Availability of textbooks during the first week of class.	83% (304)		7% (26)		10% (35)
Availability supplementary course materials (workbooks, etc.).	84% (308)		4% (15)		12% (42)
Availability of a selection of supplies (pencils, disks, notebooks etc.).	88% (321)		3% (8)		10% (36)
Bookstore hours of operation.	90% (329)		2% (7)		8% (29)

13. How would you rate your satisfaction with the following about LIBRARY RESOURCES?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
The knowledge of staff to assist you with locating materials.		79% (288)		0% (1)	21% (76)
Current print publications (books/newspaper/magazine) available for course assignments.		76% (277)		1% (3)	23% (85)
Print references (encyclopedias/current biography) available.		75% (275)		0% (0)	25% (90)
Electronic resources available for my education needs.		81% (293)		1% (5)	18% (66)
My knowledge to locate the materials I need.		79% (289)		1% (4)	20% (71)

14. For what purpose(s) do you use the HCC Library?

Studying	52% (188)
Reading	26% (96)
Coursework	51% (187)
Research	43% (158)
I do not use the library.	24% (89)

15. How would you rate your satisfaction with the following about BUILDINGS & GROUNDS?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
Cleanliness of classrooms.	92% (332)		4% (14)		5% (19)
Cleanliness of hallways.	92% (338)		4% (12)		4% (15)
Cleanliness of lobby/lounge areas.	89% (326)		3% (11)		8% (28)
Cleanliness of restrooms.	77% (282)		17% (63)		6% (20)
Availability of toilet tissues in the restrooms.	83% (303)		11% (41)		6% (20)
Availability of paper towels in restrooms.	86% (314)		9% (32)		5% (19)
Availability of hand soap in restrooms.	84% (306)		11% (40)		5% (19)
Campus grounds are free of litter & debris.	87% (318)		9% (31)		4% (16)
Outside lighting campus.	85% (311)		8% (30)		6% (24)
HCC provides an environment in which I can be proud.	90% (331)		5% (17)		5% (17)
Maintained building and grounds.	92% (337)		3% (12)		5% (16)

16. How would you rate your satisfaction with the following about VENDING & CIRCLE CAFE?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable/Did not use
The selection of food items in vending machines.	61% (221) (94%)*		3% (12)		36% (132)
The selection of drink items available in campus vending machines.	64% (236) (95%)*		3% (12)		32% (117)
Function of the vending machines.	63% (229) (93%)*		4% (17)		33% (119)
Hours of operation of the Circle Cafe.	61% (221) (91%)*		6% (22)		33% (122)
The quality of the food provided by the Circle Cafe.	63% (231) (97%)*		2% (7)		35% (127)
Circle Cafe menu selection.	63% (230) (97%)*		2% (8)		35% (127)
The Cleanliness of the Circle Cafe.	65% (237) (97%)*		2% (8)		33% (120)
Circle Cafe speed of service.	64% (233) (98%)*		1% (3)		35% (128)

*Percentage of Satisfaction when adjusting for number of students that did not use service.

17. Choose “yes” or “no” for the following:	Yes	No
Did you take a developmental math course?	43% (157)	57% (208)
Did you take a developmental English course?	35% (128)	65% (236)
Did you take an ACA course?	44% (159)	56% (205)
Did you attend New Student Orientation?	54% (196)	46% (169)
Do you know the process for registering for classes?	94% (344)	5% (20)
Do you know the drop/add procedures?	87% (317)	48% (13)
Do you know whom to contact when	68% (247)	32% (118)
Do you know the grievance and appeal procedures?	91% (331)	9% (33)
Do you use the HCC website to read about HCC news?	84% (305)	16% (60)
Do you know the Wellness Center is open and free to students?	63% (230)	37% (135)
Do you use the Wellness Center?	23% (85)	77% (280)

18. Please respond to the following:

	Always	Usually	Seldom	Never
Do you feel welcome at Halifax Community College?	67% (245)	28% (103)	3% (12)	1% (5)
Does the environment foster your personal growth and academic development?	62% (225)	31% (114)	5% (18)	2% (8)
Is the lighting in classrooms/labs adequate?	70% (255)	27% (98)	2% (7)	1% (4)
Is the furniture in classrooms/labs adequate?	67% (243)	28% (101)	4% (16)	1% (5)
Is the electronic equipment in classrooms/labs sufficient?	67% (244)	30% (109)	2% (6)	1% (5)
Is the audio/visual equipment in classrooms/labs sufficient?	65% (239)	31% (114)	2% (9)	1% (3)
Is seating availability in classrooms/labs adequate?	71% (259)	27% (100)	1% (2)	1% (4)
Is there a positive, friendly atmosphere among students?	59% (214)	38% (138)	2% (6)	2% (7)

19. Please respond to the following about CAMPUS SECURITY:

	Always	Usually	Seldom	Never
Do you feel safe on the HCC campus?	61% (224)	34% (123)	4% (14)	1% (4)

20. Please respond to the following about CAMPUS SECURITY:

	Yes	No	Have not used security
Do you know how to contact security?	53% (192)	16% (59)	31% (114)
Do you know where the security office is located?	55% (201)	26% (96)	19% (68)
Has security been of assistance when you have asked for help?	40% (146)	3% (10)	57% (209)

21. Please choose "yes" or "no" for the following:

	Yes	No
Would you recommend others to attend HCC?	94% (342)	6% (23)
Are you satisfied that you made the right decision in choosing to attend HCC?	95% (345)	5% (20)
Are you planning to enroll at HCC for Fall 2014?	74% (269)	26% (96)

22. If you are not continuing your education at HCC in the Fall 2014, what are your reason(s) for not returning?

Graduating	26% (96)
Work conflict	2% (9)
Financial reasons	5% (17)
Courses that I need are not offered as needed.	4% (15)
Family/personal	3% (11)
Attending another college	6% (23)
Transferring to a 4 year college or university	6% (21)
Other	55% (201)

23. Do you feel that HCC is preparing you well for your future career?

Definitely	58% (210)
Most Likely	38% (138)
Probably Not	3% (11)
Definitely Not	2% (6)

24. How would you rate your satisfaction with your overall experience at HCC?	
Very Satisfied	51% (186)
Satisfied	44% (161)
Dissatisfied	1% (4)
Very Dissatisfied	2% (6)
I Do Not Know	2% (8)

25. What is your current academic classification?	
First Year Student	36% (133)
Second Year Student	35% (129)
Student in Third Year or Beyond	28% (102)