



---

# STUDENT SATISFACTION SURVEY REPORT

---

**Fall 2016**

JANUARY 27, 2016  
HALIFAX COMMUNITY COLLEGE  
100 College Dr., Weldon, NC 27890



## Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2016** in conjunction with IOTA Solutions. This was the first fall administration of the survey in 4 years. The survey was migrated from spring to fall to capture data in a manner consistent with external agencies/organizations. For fall 2016, **324 students responded** to the survey yielding a **28% response rate – down 2 percent from spring 2016** (30.83). Largely, students continue to be pleased with the **overall experience** they receive at HCC as **94%** stated they were satisfied or very satisfied. Students responding to the survey also reported they felt HCC was **preparing them well for a career (94%)**, and **96%** reported they **would recommend HCC to others**.

**Controlling for students that responded “did not use/not applicable”**, student satisfaction (satisfied or very satisfied) in the various areas are as follows:

### Instructional Environment/Educational Instruction

- Effectiveness of teaching instruction 97%
- Blackboard – quality of instruction 97%
- Seating availability in classrooms/labs 96%
- Online classes – quality of instruction 96%
- Lighting in classrooms/labs 95%
- Teaching techniques and methods 95%
- Sufficient electronic equipment in classrooms/labs 95%
- Audiovisual equipment in classrooms/labs sufficient 94%
- Fairness of grading policies 94%
- Adequate classroom furnishing 93%
- Atmosphere among students is positive and friendly 92%
- Timely feedback from faculty 92%
- Timely faculty response to emails/phone calls 91%

### Faculty Advising

- Availability of advisor 95%
- Provides information and resources 94%

### Satisfaction with Services

(averages)

Library Resources	99%	Counseling Services	96%
Information Technology	98%	Book Store	95%
Registrar	98%	Café and Vending	92%
Student Support Services	98%		

## Student Comments

Students were provided the opportunity to offer comments about their experience at HCC. Overall, comments were very positive and reaffirmed what makes HCC a great institution.

### Acclamations

- Great program of study and friendly environment.
- I am happy that I choose HCC to get my education it has been a great experience.
- I have learn a lot since I been herer at HCC.
- I like HCC and all the resources are provided here which I needed and faculty advisor is good also. I am satisfies with all of that.
- I like the book store rental option.
- I love the new bookstore because it offers book rentals. Which makes going to college more affordable. Also SSS is very helpful and the staff cares about the students at HCC.
- I LOVE THIS COLLEGE
- I wish I could continue but I'll be graduating.
- My experience at HCC as always has been great.
- My experience at HCC has been amazing.
- The staff here at HCC, is one of the best I have seen. I am a huge fan of the Student Support Services. They have been a great help throughout my transition here.

### Highlights of Concerns and Suggestions

- **Explaining things better** for kids that are there for their **first year**.
- **Grades needed** to pass at HCC are **lower than grades** needed to pass **at other community colleges** I've attended.
- **HCC needs to keep up with the times**, I feel like a lot of the **programs offered** are either **old** or if they are new they **have old material being used** to teach.
- I was very **dissappointed** in the **bookstore this semester**. I **won a gift certificate** at the end of semester **spring 2016** and **was told I could use it in the fall**.
- I would suggest that the head staff at HCC. Actually should **listen to the students** when the have a **complaint about their grade**.
- It is hard for some students to get back and forth, we **need a more reliable transportation**.
- Just when I sometimes go inside the **café. It look dirty and messy**. It is a place where we eat and socialize. And I know it need a little cleaning **DOING THE DAY TIME**.
- Maybe contact different companies across the county or state to **acknowledge students with discounts** possibly at restaurants, hotels, venues, retail, etc.
- PLEASE GET **BETTER LIGHTING ON THE CAMPUS**
- Some **classes are cold**, will there be heat in the future?
- **Some** of your **instructors** make it very clear that they are **only there for a pay check** and can care less about the student or their needs.
- **The 100 building stays cold**. A lot of the class rooms are cold also.

## Fall 2016 Student Satisfaction Survey Results Report

<b>1. GENERAL: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The overall effectiveness of teaching instruction	303 (97%)		8 (3%)	
Teaching techniques and methods	296 (95%)		15 (5%)	
Online classes - quality of instruction	268 (96%)		10 (4%)	
Blackboard - quality of instruction	300 (97%)		10 (3%)	
Fairness of grading policies	293 (94%)		19 (6%)	
Timely feedback from faculty pertaining to your academic performance	287 (92%)		24 (8%)	
Timely faculty response(s) to your emails and/or phone calls	283 (91%)		28 (9%)	

<b>2. FACULTY ADVISING: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The availability of my faculty advisor to meet with me	284 (95%)		14 (5%)	
Information my advisor provides regarding course credits I need to graduate	280 (94%)		18 (6%)	
Information and resources my advisor provides to help me achieve my educational goals	283 (94%)		17 (6%)	

<b>3. ADMISSIONS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information received about admissions procedures/requirements	275 (95%)		14 (5%)	
Information provided by Placement Counselors	255 (96%)		10 (4%)	

<b>4. FINANCIAL AID AND TUITION PAYMENT/REFUNDS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information about financial aid requirements	260 (97%)		8 (3%)	
Convenience of making tuition payments	246 (95%)		12 (5%)	
Financial aid refunds distribution	248 (95%)		12 (5%)	
Overall financial aid process	251 (94%)		16 (6%)	

<b>5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service	280 (99%)		3 (1%)	
Service provided for making payments for services on campus	266 (99%)		3 (1%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Answering questions about transcripts and grades	252 (97%)		9 (3%)	
Handling transcript request in a timely manner (5-7 working days)	240 (98%)		5 (2%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days)	232 (98%)		5 (2%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support	220 (98%)		5 (2%)	
Information provided by the staff	225 (97%)		6 (3%)	
Concern shown for my academic progress	227 (98%)		5 (2%)	
Overall resources provided to address my academic needs	227 (98%)		5 (2%)	

**8. CENTER FOR ACADEMIC EXCELLENCE (formerly Student Success Center in the Library): How would you rate your satisfaction with the following?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support	195 (98%)		4 (2%)	
Tutorial services provided	189 (98%)		4 (2%)	
Overall resources provided to address my academic needs	200 (98%)		4 (2%)	

**8a. CENTER FOR ACADEMIC EXCELLENCE (formerly Student Success Center in the Library): For what purpose(s) do you use the Center for Academic Excellence?**

Coursework	51 (16%)
Make-up Testing	3 (<1%)
Internet Research	22 (7%)
Media Assignments	4 (1%)
Studying	100 (31%)
Disability Accommodations	0 (0%)
Other	144 (44%)

**9. COUNSELING SERVICES: How would you rate your satisfaction with the following?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs	193 (97%)		7 (3%)	
Concern shown for my educational progress	197 (96%)		9 (4%)	
Information provided by the staff	194 (95%)		10 (5%)	
Overall resources provided to address my counseling needs	191 (95%)		10 (5%)	

**10. INFORMATION TECHNOLOGY/RESOURCES: How would you rate your satisfaction with the following?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hardware equipment provided in the computer labs (monitors, processors, printers, keyboards, etc.)	268 (97%)		8 (3%)	
The access you have to computers in the computer labs when needed	268 (98%)		6 (2%)	
Overall information technology and services provided	272 (98%)		6 (2%)	



<b>11. HCC BOOKSTORE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Helpfulness of the Bookstore staff in locating textbooks and materials	276 (96%)		12 (4%)	
Availability of textbooks during the first week of class	266 (92%)		22 (8%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class	262 (94%)		17 (6%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.)	266 (96%)		11 (4%)	
Bookstore hours of operation	283 (97%)		8 (3%)	

<b>12. LIBRARY RESOURCES: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The knowledge of staff to assist you with locating materials	230 (98%)		4 (2%)	
Current print publications (books/newspaper/magazines) available for course assignments	223 (98%)		4 (2%)	
Print references (encyclopedias/current biography) available for course assignments	219 (99%)		3 (1%)	
Electronic resources available for my education needs	232 (99%)		3 (1%)	
My knowledge to locate the materials I need	233 (99%)		3 (1%)	

<b>12a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library</b>	
Studying	141 (44%)
Reading	6 (2%)
Coursework	31 (10%)
Research	33 (10%)
I do not use the library	113 (35%)

<b>13. BUILDING &amp; GROUNDS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms	286 (95%)		15 (5%)	
Cleanliness of hallways	291 (96%)		12 (4%)	
Cleanliness of lobby/lounge areas	280 (95%)		15 (5%)	
Cleanliness of restrooms	252 (84%)		47 (16%)	
Availability of toilet tissues in the restrooms	271 (91%)		26 (9%)	
Availability of paper towels in restrooms	270 (91%)		28 (9%)	
Availability of hand soap in restrooms	273 (91%)		26 (9%)	
Campus grounds are free of litter and debris	283 (94%)		19 (6%)	
Outside lighting of campus	275 (95%)		16 (5%)	
HCC provides an environment in which I can be proud	285 (94%)		17 (6%)	

<b>14. VENDING &amp; CAFE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The selection of food items in vending machines	192 (92%)		16 (8%)	
The selection of drink items available in campus vending machines	199 (95%)		11 (5%)	
Function of the vending machines	198 (94%)		12 (6%)	
Hours of operation of the Café	190 (95%)		10 (5%)	
The quality of the food provided by the Café	178 (91%)		18 (9%)	
Café menu selection	180 (92%)		16 (8%)	
The cleanliness of the Café	185 (89%)		23 (11%)	
Café speed of service	178 (90%)		19 (10%)	

<b>15. Choose "yes" or "no" for the following:</b>	Yes	No
Did you take a developmental math course?	103 (32%)	221 (68%)
Did you take a developmental English course?	110 (34%)	214 (66%)
Did you take an ACA 111 or 122 course?	154 (48%)	170 (52%)
Did you attend New Student Orientation?	145 (45%)	179 (55%)
Do you know the process for registering for classes?	280 (86%)	44 (14%)
Do you know the drop/add procedures?	245 (76%)	79 (24%)
Do you know whom to contact when considering dropping a class?	259 (80%)	65 (20%)
Do you know the grievance and appeal procedures?	194 (60%)	130 (40%)
Do you use the HCC website to read about HCC news?	227 (70%)	97 (30%)
Do you know the Wellness Center is open and free to students?	202 (62%)	122 (38%)
Do you use the Wellness Center?	85 (26%)	239 (74%)

<b>16. Please respond to the following:</b>				
	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel welcomed at Halifax Community College?	225 (69%)	83 (26%)	12 (4%)	4 (1%)
Does the environment foster your personal growth and academic development?	206 (64%)	97 (30%)	16 (5%)	5 (2%)
Is the lighting in the classrooms/labs adequate?	225 (69%)	83 (26%)	12 (4%)	4 (1%)
Is the furniture in classrooms/labs adequate?	218 (67%)	84 (26%)	17 (5%)	5 (2%)
Is the electronic equipment in classrooms/labs sufficient?	220 (68%)	86 (27%)	14 (4%)	4 (1%)
Is the audio/visual equipment in classrooms/labs sufficient?	215 (66%)	91 (28%)	14 (4%)	4 (1%)
Is seating availability in classrooms/labs adequate?	230 (71%)	80 (25%)	10 (3%)	4 (1%)
Is there a positive, friendly atmosphere among students?	202 (62%)	97 (30%)	21 (6%)	4 (1%)

<b>17. Please respond to the following about CAMPUS SECURITY:</b>				
	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel safe on the HCC campus?	196 (60%)	114 (35%)	10 (3%)	4 (1%)

<b>17a. CAMPUS SECURITY: Please respond to the following:</b>	<b>Yes</b>	<b>No</b>	<b>Have not used security</b>
Do you know how to contact security?	187 (58%)	44 (14%)	93 (29%)
Do you know where the security office is located?	185 (57%)	69 (21%)	70 (22%)
Has security been of assistance when you have asked for help?	135 (42%)	19 (6%)	170 (52%)

<b>18. Please choose "yes" or "no" for the following:</b>	<b>Yes</b>	<b>No</b>
Would you recommend HCC to others?	310 (96%)	14 (4%)
Are you satisfied that you made the right decision in choosing to attend HCC?	304 (94%)	20 (6%)
Are you planning to enroll at HCC for Spring 2017?	237 (73%)	87 (27%)

<b>19. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?</b>	
Graduating	58 (18%)
Work Conflict	14 (4%)
Financial Reasons	4 (1%)
Courses that I need are not offered	3 (1%)
Family/Personal	5 (2%)
Attending Another College	6 (2%)
Transferring to a 4-year college or university	23 (7%)
Other	32 (10%)
No response	179 (55%)

<b>19a. Do you feel that HCC is preparing you well for a career?</b>	
Definitely	203 (63%)
Most Likely	100 (31%)
Probably Not	15 (5%)
Definitely Not	6 (2%)

<b>19b. How would you rate your satisfaction with your overall experience at HCC?</b>	
Very Satisfied	182 (56%)
Satisfied	122 (38%)
Dissatisfied	7 (2%)
Very Dissatisfied	5 (2%)
I do not know	8 (2%)

<b>19c. What is your current academic classification?</b>	
First Year Student	150 (46%)
Second Year Student	87 (27%)
Student in Third Year or Beyond	87 (27%)