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# STUDENT SATISFACTION SURVEY REPORT

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**Fall 2017**

FEBRUARY 7, 2018  
HALIFAX COMMUNITY COLLEGE  
100 College Dr., Weldon, NC 27890



## Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2017** in collaboration with IOTA Solutions. For fall 2017, **274 students responded** to the survey producing a **25% response rate – down 3 percent from fall 2016** (28%). Largely, students are pleased with the **overall experience** they receive at HCC as **95%** stated they were satisfied or very satisfied. Students responding to the survey also reported that HCC was definitely or most likely **preparing them well for a career (96%)**, and **95%** reported they **would recommend HCC to others**.

In general, **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

- Audiovisual equipment in classrooms/labs sufficient 98%
- Blackboard – quality of instruction 98%
- Lighting in classrooms/labs 98%
- Seating availability in classrooms/labs 97%
- Sufficient electronic equipment in classrooms/labs 97%
- Effectiveness of teaching instruction 96%
- Teaching techniques and methods 96%
- Atmosphere among students is positive and friendly 95%
- Fairness of grading policies 95%
- Online classes – quality of instruction 95%
- Adequate classroom furnishing 94%
- Timely feedback from faculty 94%
- Timely faculty response to emails/phone calls 93%

### Faculty Advising

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

### Satisfaction with Services

(Averages)

Library Resources	99%	Counseling Services	98%
Information Technology	99%	Bookstore	98%
Registrar	98%	Café and Vending	93%
Student Support Services	98%		

## Student Comments

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

### Acclamations

- I have learned a lot. I have grown.
- I like it here.
- I liked HCC environment and the behavior of instructors are very good and they all are very nice. They always help me in my work and appreciate me. I have a wonderful experience at HCC.
- I was very happy with my instructor Mrs. Arnette Davis. She is an asset to your Institution.
- HCC help me to build my ground for my future and to defined my success. They gave me a lot of opportunities to choose in order to practice my major.
- I am looking forward to the next semester and what it has to offer me in addition to my career
- Thank you for the chance.
- HCC is a great place to attend and the people here really want to help and teach students to the best of their abilities.
- Thank you for giving me a voice.

### Concerns and Suggestions

- Work on **Communication with instructors** who are **online. Better online resources.**
- It would be beneficial to have **more exposure opportunities and guidance in the graduating/licensure processes.**
- All the **computer input devices** in classrooms **need to be cleaned**, some of them have been **visibly dirty.**
- Really don't **understand the certificate, and diploma** part
- **Make the bathrooms cleaner and sanitary** for all people to use them. Also, smiles are not for sale, only free!
- **Water fountains needed** in Library building.
- The women's restroom **needs covers for all toilet paper rolls.** The **paper towel dispenser did not work for 16 weeks** and if someone came in and did not know if it worked they would close it and then no one would be able to get out any paper toilet
- The **water heater in the Wellness Center** was **broken for 2 months.** The **lighting around the track** didn't work very well.
- Most of the **instructors in my program do not show that they care** if we pass or fail.
- I will recommend someone to go to the school but as far as going into the **cosmetology program I would not recommend** no one to go there because it's very unorganized and very stressful and I feel that the **teacher do not understand situations about their students** and comprehend and she's very late on things she say one thing and do another thing.
- I would recommend **more lighting for students who are attending night classes.**
- **Online** classes for **credit towards a BSN**
- I have been a long time student of HCC and I have enjoyed every other semester I've enrolled. However, **cosmetology** has been a different story. I just feel there **needs to be another instructor in the program.**
- **Offer online tuition payments option and more scholarship options** for dental hygiene.
- I would like to see far **more healthier choices on the school menu.**
- The **chairs in the lab rooms are very uncomfortable.**
- Please **fix the chairs in the phlebotomy class.**

## Fall 2017 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 (269 responses)	258 (96%)		11 (4%)	
Online classes - quality of instruction (244 responses)	231 (95%)		13 (5%)	
Teaching techniques and methods (270 responses)	258 (96%)		12 (4%)	
Blackboard - quality of instruction (266 responses)	260 (98%)		6 (2%)	
Fairness of grading policies (271 responses)	258 (95%)		13 (5%)	
Timely feedback from faculty pertaining to your academic performance (271 responses)	256 (94%)		15 (6%)	
Timely faculty response(s) to your emails and/or phone calls (269 responses)	249 (93%)		20 (7%)	

<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 (248 responses)	236(95%)		12 (5%)	
Information my advisor provides regarding course credits I need to graduate (249 responses)	242 (97%)		7 (3%)	
Information and resources my advisor provides to help me achieve my educational goals (252 responses)	239 (95%)		13 (5%)	

<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 (243 responses)	236 (97%)		7 (3%)	
Information provided by Placement Counselors (221 responses)	213 (96%)		8 (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 (226 responses)	218 (96%)		8 (4%)	
Convenience of making tuition payments (216 responses)	211 (98%)		5 (2%)	
Financial aid refunds distribution (217 responses)	212 (98%)		5 (2%)	
Overall financial aid process (225 responses)	217 (96%)		8 (4%)	

<b>5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service (248 responses)	248 (100%)		0 (0%)	
Service provided for making payments for services on campus (233 responses)	231 (99%)		2 (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 (225 responses)	221 (98%)		4 (2%)	
Handling transcript request in a timely manner (5-7 working days) (207 responses)	204 (99%)		3 (2%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days) (201 responses)	197 (98%)		4 (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 (190 responses)	188 (99%)		2 (1%)	
Information provided by the staff (194 responses)	193 (99%)		1 (1%)	
Concern shown for my academic progress (195 responses)	191 (98%)		4 (2%)	
Overall resources provided to address my academic needs (194 responses)	191 (98%)		3 (2%)	

**8. CENTER FOR ACADEMIC EXCELLENCE: How would you rate your satisfaction with the following?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (172 responses)	171 (99%)		1 (1%)	
Tutorial services provided (172 responses)	167 (97%)		5 (3%)	
Overall resources provided to address my academic needs (177 responses)	176 (99%)		1 (1%)	

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

Coursework	108 (27%)
Make-up Testing	12 (3%)
Internet Research	42 (10%)
Media Assignments	26 (6%)
Studying	76 (19%)
Disability Accommodations	8 (2%)
Other	131 (33%)

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs (170 responses)	165 (97%)		5 (3%)	
Concern shown for my educational progress (167 responses)	165 (99%)		2 (1%)	
Information provided by the staff (175 responses)	171 (98%)		4 (2%)	
Overall resources provided to address my counseling needs (167 responses)	164 (98%)		3 (2%)	

**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.) (218 responses)	211 (97%)		8 (3%)	
The access you have to computers in the computer labs when needed (221 responses)	221 (100%)		0 (0%)	
Overall information technology and services provided (222 responses)	221 (99%)		1 (1%)	



<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 (239 responses)	235 (98%)		4 (2%)	
Availability of textbooks during the first week of class (239 responses)	232 (97%)		7 (3%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class (233 responses)	227 (97%)		6 (3%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.) (225 responses)	223 (99%)		2 (1%)	
Bookstore hours of operation (241 responses)	237 (98%)		4 (2%)	

<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 (191 responses)	191 (100%)		0 (0%)	
Current print publications (books/newspaper/magazines) available for course assignments (186 responses)	184 (99%)		2 (1%)	
Print references (encyclopedias/current biography) available for course assignments (182 responses)	181 (99%)		1 (1%)	
Electronic resources available for my education needs (192 responses)	191 (99%)		1 (1%)	
My knowledge to locate the materials I need (194 responses)	191 (98%)		3 (2%)	

<b>12a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library</b>	
Studying	119 (27%)
Reading	56 (13%)
Coursework	94 (21%)
Research	81 (18%)
I do not use the library	98 (22%)

<b>13. BUILDING &amp; GROUNDS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms (259 responses)	250 (97%)		9 (3%)	
Cleanliness of hallways (264 Responses)	258 (97%)		6 (3%)	
Cleanliness of lobby/lounge areas (255 Responses)	246 (96%)		9 (4%)	
Cleanliness of restrooms (258 Responses)	228 (88%)		30 (12%)	
Availability of toilet tissues in the restrooms (257 Responses)	243 (95%)		14 (5%)	
Availability of paper towels in restrooms (259 Responses)	247 (95%)		12 (5%)	
Availability of hand soap in restrooms (260 Responses)	247 (95%)		13 (5%)	
Campus grounds are free of litter and debris (265 Responses)	253 (95%)		12 (5%)	
Outside lighting of campus (257 Responses)	249 (97%)		8 (3%)	
HCC provides an environment in which I can be proud (264 Responses)	253 (96%)		11 (4%)	

#### 14. VENDING & CAFE: How would you rate your satisfaction with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The selection of food items in vending machines (189 Responses)	174 (92%)		15 (8%)	
The selection of drink items available in campus vending machines (196 Responses)	181 (92%)		15 (8%)	
Function of the vending machines (193 Responses)	179 (93%)		14 (7%)	
Hours of operation of the Café (186 Responses)	177 (95%)		9 (5%)	
The quality of the food provided by the Café (182 Responses)	166 (91%)		16 (9%)	
Café menu selection (183 Responses)	168 (92%)		15 (8%)	
The cleanliness of the Café (192 Responses)	178 (93%)		14 (7%)	
Café speed of service (183 Responses)	168 (92%)		15 (8%)	

15. Choose "yes" or "no" for the following:	Yes	No
Did you take a developmental math course?	88 (32%)	186 (68%)
Did you take a developmental English course?	93 (34%)	181 (66%)
Did you take an ACA 111 or 122 course?	141 (51%)	133 (49%)
Did you attend New Student Orientation?	124 (45%)	150 (55%)
Do you know the process for registering for classes?	238 (87%)	36 (13%)
Do you know the drop/add procedures?	214 (78%)	60 (22%)
Do you know whom to contact when considering dropping a class?	226 (82%)	48 (18%)
Do you know the grievance and appeal procedures?	162 (59%)	112 (41%)
Do you use the HCC website to read about HCC news?	192 (70%)	82 (30%)
Do you know the Wellness Center is open and free to students?	181 (66%)	93 (34%)
Do you use the Wellness Center?	83 (30%)	191 (70%)

<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?	206 (75%)	64 (23%)	4 (2%)	0 (0%)
Does the environment foster your personal growth and academic development?	193 (70%)	69 (25%)	12 (5%)	0 (0%)
Is the lighting in the classrooms/labs adequate?	207 (76%)	61 (22%)	6 (2%)	0 (0%)
Is the furniture in classrooms/labs adequate?	182 (66%)	76 (28%)	13 (5%)	3 (1%)
Is the electronic equipment in classrooms/labs sufficient?	192 (70%)	73 (27%)	8 (3%)	1 (<1%)
Is the audio/visual equipment in classrooms/labs sufficient?	194 (71%)	74 (27%)	5 (2%)	1 (<1%)
Is seating availability in classrooms/labs adequate?	205 (75%)	61 (22%)	7 (3%)	1 (<1%)
Is there a positive, friendly atmosphere among students?	194 (71%)	67 (24%)	13 (5%)	0 (0%)

<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?	193 (70%)	72 (26%)	7 (3%)	2 (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?	153 (56%)	43 (16%)	78 (28%)
Do you know where the security office is located?	157 (57%)	66 (24%)	51 (19%)
Has security been of assistance when you have asked for help?	118 (43%)	19 (7%)	137 (50%)

<b>18. Please choose "yes" or "no" for the following:</b>	<b>Yes</b>	<b>No</b>
Would you recommend HCC to others?	259 (95%)	15 (5%)
Are you satisfied that you made the right decision in choosing to attend HCC?	260 (95%)	14 (5%)
Are you planning to enroll at HCC for Fall 2017?	236 (86%)	38 (14%)

<b>19. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?</b>	
Graduating	30 (26%)
Work Conflict	5 (4%)
Financial Reasons	6 (5%)
Courses that I need are not offered	5 (4%)
Family/Personal	8 (7%)
Attending Another College	9 (8%)
Transferring to a 4-year college or university	13 (11%)
Other	39 (34%)

<b>19a. Do you feel that HCC is preparing you well for a career?</b>	
Definitely	174 (64%)
Most Likely	89 (32%)
Probably Not	10 (4%)
Definitely Not	1 (<1%)

**19b. How would you rate your satisfaction with your overall experience at HCC?**

Very Satisfied	149 (54%)
Satisfied	112 (41%)
Dissatisfied	7 (3%)
Very Dissatisfied	1 (<1%)
I do not know	5 (2%)

**19c. What is your current academic classification?**

First Year Student	104 (38%)
Second Year Student	103 (38%)
Student in Third Year or Beyond	67 (24%)