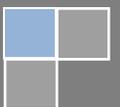


# Halifax Community College

## Student Satisfaction Survey Results Report

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## Executive Summary

The **Student Satisfaction Survey** was administered in spring 2015, utilizing IOTA Solutions, Inc., a company which provides support for a web-based data management assessment tool to administer surveys, yielding a 32.25% response rate. Completing the survey were 114 (35%) first-year, 103 (31%) second- year, and 111 (34%) third- year or beyond students. Halifax Community College is a place where students consistently rate their level of **satisfaction of their educational experience** at **95%**. Students surveyed indicated that **HCC prepares them well for a future career 96%**, and **96%** would **recommend HCC to others (94%, 2013-14)**.

In summary, **Instructional** areas with the highest level of satisfaction (very satisfied/satisfied) center around the college’s **instructional setting** (averaging 98%) and **educational instruction** (97%). The satisfaction level for **faculty advising** averaged 91%.

### Instructional Environment/Setting

➤ Seating availability in classrooms/labs	98%
➤ Lighting in classrooms/labs	98%
➤ Sufficient electronic equipment in classrooms/labs	98%
➤ 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	97%
➤ Quality of instruction using blackboard	97%
➤ Teaching techniques and methods	96%
➤ Fairness of grading procedures	94%
➤ Timely feedback from faculty	93%
➤ Timely faculty response to emails and phone calls	90%

### Faculty Advising

➤ Availability for advisor	92%
➤ Provides information and resources	91%

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	98%	Circle Café and Vending	93%
Counseling Services	98%	Information Technology	89%
Registrar	98%	Book Store	92%
Student Support Services	98%	Financial Aid Process	96%
Student Success Center	98%		

## Student Comments

Students were provided an opportunity to offer comments about their experience at HCC. Overall, student comments were very positive. One student noted that “the school itself is a great place of learning and truly lives up to its claim, where learning comes to life in the pursuit of excellence”. Other comments of acclamation include:

- ❖ Most of the faculty really care about students and helped them succeed.
- ❖ Great school if you plan to transfer
- ❖ Coming to HCC was the best decision some students say they made.
- ❖ Tutors really help students
- ❖ It has been a great journey
- ❖ Most would recommend HCC to others

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

- Offer more opportunities for “field work” while studying
- Provide more tutors and computers in the tutoring center, and longer tutoring sessions
- Bathrooms are not clean and need to be kept supplied with toilet paper, soap and paper towels\*
- Provide disinfect spray for computers in labs to decrease spread of germs
- Extend Circle Café hours to accommodate students with late/evening classes\*
- Laptop computers sold in bookstore are not of quality expected
- Reduce printing costs in the library\*
- Offer more classes for older adults in the evening and on line\*
- Too many classes on line; need more to provide class time
- Indicate which classes are hybrid on the schedule
- Labs are too small and have substandard equipment
- Classrooms are cold all year around; need heat in the winter
- Boards in 500 building need replacing, they don’t wipe clean and hard to read what teachers write on them

All student unedited comments from the survey are at the end of this report.

\* Item listed on previous year survey.

## Student Satisfaction Survey- Spring 2015

<b>1. How would you rate your satisfaction with the following?</b>					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Did Not Use
The overall effectiveness of teaching instruction	97% (319)		2% (7)		1% (2)
Teaching techniques and methods	96% (315)		3% (11)		1% (2)
Online classes-quality of instruction	85% (278)		8% (27)		7% (23)
Blackboard-quality of instruction	97% (319)		12 (8)		1% (1)
Fairness of grading procedures	94% (309)		6% (19)		0% (0)
Timely feedback from faculty pertaining to your academic performance	93% (307)		6% (20)		1% (1)
Timely faculty response(s) to your emails and/or phone calls	90% (295)		8% (26)		2% (7)

<b>2. How would you rate your satisfaction with the following about FACULTY ADVISING?</b>					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable/Do Not Know
The availability of my faculty advisor to meet with me.	92% (302)		3% (11)		5% (15)
Information my advisor provides regarding course credits I need to graduate.	91% (298)		3% (9)		6% (21)
Information & resources my advisor provides to help me achieve my educational goals.	91% (299)		4% (14)		5% (15)

**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.	90% (294)		3% (11)		7% (23)
Information provided by Placement Counselors	83% (273)		3% (9)		14% (46)

**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.	88% (287)		3% (11)		9% (30)
Convenience of making tuition payments.	81% (267)		2% (7)		17% (54)
Financial aid refunds distribution.	83% (271)		4% (15)		13% (42)
Overall financial aid process.	85% (280)		4% (12)		11% (36)

**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.	95% (310)		0% (2)		5% (16)
Service provided for making payments for services on campus.	88% (289)		1% (4)		11% (35)

**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.	86% (282) (99%)*		1% (2)		13% (44)
Handling transcript request in a timely manner (5-7 working days).	80% (261) (98%)*		1% (4)		19% (63)
Evaluating transcripts from <u>other colleges</u> in a timely manner (5-7days).	74% (241) (98%)*		1% (4)		25% (83)

\*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% (249) (98%)*		2% (5)		30% (74)
Information provided by the staff.	77% (254) (98%)*		2% (5)		21% (69)
Concern shown for my academic progress.	75% (247) (97%)*		2% (8)		22% (73)
Overall resources provided to address my academic needs.	76% (251) (98%)*		2% (5)		22% (72)

\*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.	69% (225) (99%)*		1% (3)		30% (100)
Information provided by staff.	68% (225) (97%)*		2% (6)		30% (98)
Concern shown for my academic progress.	68% (222) (98%)*		1% (5)		31% (101)
Overall resources provided to address my academic needs.	69% (226) (98%)*		1% (4)		30% (98)

\*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	41% (135)
Make-up Testing	3% (11)
Internet Research	26% (84)
Media Assignments	14% (47)
Studying	34% (112)
Disability Accommodations	2% (8)
Other	45% (148)

### 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.	63% (206) (98%)*		1% (4)		36% (118)
Concern shown for my educational progress.	63% (207) (98%)*		2% (5)		35% (116)
Information provided by the staff.	64% (208) (98%)*		1% (4)		35% (116)
Overall resources provided to address my counseling needs.	63% (206) (99.5%)*		2% (6)		35% (116)

\*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% (292)		2% (6)		9% (30)
The access you have to computers in the computer lab when needed.	89% (293)		2% (6)		9% (29)
Overall information technology resources and services provided.	90% (294)		2% (7)		8% (27)

**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.	96% (315)		1% (3)		3% (10)
Availability of textbooks during the first week of class.	90% (294)		5% (16)		5% (18)
Availability supplementary course materials (workbooks, etc.).	88% (288)		2% (7)		10% (33)
Availability of a selection of supplies (pencils, disks, notebooks etc.).	91% (299)		2% (5)		7% (24)
Bookstore hours of operation.	95% (313)		1% (3)		4% (11)

**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.		77% (253)		1% (4)	22% (71)
Current print publications (books/newspaper/magazine) available for course assignments.		72% (236)		1% (4)	27% (88)
Print references (encyclopedias/current biography) available for course assignments.		72% (237)		1% (2)	27% (89)
Electronic resources available for my education needs.		80% (262)		1% (3)	19% (63)
My knowledge to locate the materials I need.		79% (259)		1% (2)	20% (67)

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

Studying	52% (169)
Reading	25% (82)
Coursework	45% (148)
Research	42% (137)
I do not use the library.	26% (85)

**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% (301)		4% (14)		4% (13)
Cleanliness of hallways.	95% (311)		3% (10)		2% (7)
Cleanliness of lobby/lounge areas.	92% (302)		4% (12)		4% (14)
Cleanliness of restrooms.	83% (272)		14% (46)		3% (10)
Availability of toilet tissues in the restrooms.	86% (283)		11% (35)		3% (10)
Availability of paper towels in restrooms.	87% (284)		10% (34)		3% (10)
Availability of hand soap in restrooms.	86% (283)		11% (36)		3% (9)
Campus grounds are free of litter & debris.	93% (303)		5% (17)		2% (8)
Outside lighting campus.	87% (283)		7% (24)		6% (21)
HCC provides an environment in which I can be proud.	93% (306)		4% (12)		3% (10)
Maintained building and grounds.	93% (304)		5% (15)		2% (9)
HCC provides an environment in which I can be proud	93% (304)		5% (15)		2% (9)

**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.	60% (197) (89%)*		7% (24)		33% (107)
The selection of drink items available in campus vending machines.	66% (215) (94%)*		4% (13)		30% (100)
Function of the vending machines.	62% (204) (90%)*		7% (23)		31% (101)
Hours of operation of the Circle Cafe.	56% (185) (86%)*		9% (29)		35% (114)
The quality of the food provided by the Circle Cafe.	62% (202) (95%)*		3% (10)		35% (116)
Circle Cafe menu selection.	61% (200) (95%)*		3% (11)		36% (117)
The Cleanliness of the Circle Cafe.	64% (210) (96%)*		2% (8)		34% (110)
Circle Cafe speed of service.	63% (206) (98%)*		1% (5)		36% (117)

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

<b>17. Choose “yes” or “no” for the following:</b>	<b>Yes</b>	<b>No</b>
Did you take a developmental math course?	43% (141)	57% (187)
Did you take a developmental English course?	40% (130)	60% (198)
Did you take an ACA course?	48% (157)	52% (171)
Did you attend New Student Orientation?	53% (174)	47% (154)
Do you know the process for registering for classes?	94% (307)	6% (21)
Do you know the drop/add procedures?	90% (296)	10% (32)
Do you know whom to contact when considering dropping a class?	93% (305)	7% (23)
Do you know the grievance and appeal procedures?	69% (225)	31% (103)
Do you use the HCC website to read about HCC news?	79% (260)	21% (68)
Do you know the Wellness Center is open and free to students?	64% (211)	36% (117)
Do you use the Wellness Center?	23% (75)	77% (253)

**18. Please respond to the following:**

	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel welcomed at Halifax Community College?	71% (234)	26% (87)	2% (6)	1% (1)
Does the environment foster your personal growth and academic development?	61% (199)	35% (115)	3% (11)	1% (3)
Is the lighting in classrooms/labs adequate?	70% (232)	28% (92)	1% (3)	1% (1)
Is the furniture in classrooms/labs adequate?	67% (218)	30% (100)	2% (7)	1% (3)
Is the electronic equipment in classrooms/labs sufficient?	62% (204)	36% (117)	1% (6)	1% (1)
Is the audio/visual equipment in classrooms/labs sufficient?	62% (204)	35% (116)	2% (7)	1% (1)
Is seating availability in classrooms/labs adequate?	69% (228)	29% (97)	1% (2)	1% (1)
Is there a positive, friendly atmosphere among students?	58% (191)	37% (122)	4% (14)	1% (1)

**19. Please respond to the following about CAMPUS SECURITY:**

	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel safe on the HCC campus?	61% (201)	37% (122)	1% (4)	1% (1)

**20. Please respond to the following about CAMPUS SECURITY:**

	<b>Yes</b>	<b>No</b>	<b>Have not used security</b>
Do you know how to contact security?	58% (189)	15% (49)	27% (90)
Do you know where the security office is located?	59% (192)	22% (72)	19% (64)
Has security been of assistance when you have asked for help?	45% (146)	3% (10)	52% (172)

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

	Yes	No
Would you recommend others to attend HCC?	96% (316)	4% (12)
Are you satisfied that you made the right decision in choosing to attend HCC?	97% (317)	3% (11)
Are you planning to enroll at HCC for Fall?	69% (227)	30% (101)

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

Graduating	45% (92)
Work conflict	5% (10)
Financial reasons	6% (12)
Courses that I need are not offered as needed.	1% (3)
Family/personal	4% (8)
Attending another college	6% (12)
Transferring to a 4 year college or university	12% (24)
Other	21% (42)

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

Definitely	60% (197)
Most Likely	36% (119)
Probably Not	3% (10)
Definitely Not	1% (2)

<b>24. How would you rate your satisfaction with your overall experience at HCC?</b>	
Very Satisfied	53% (176)
Satisfied	42% (137)
Dissatisfied	3% (9)
Very Dissatisfied	0% (0)
I Do Not Know	2% (6)

<b>25. What is your current academic classification?</b>	
First Year Student	35% (114)
Second Year Student	31% (103)
Student in Third Year or Beyond	34% (111)

Comments about your experience at HCC or suggestion for improving our services.

Doyouhaveanycommentsaboutyourexperience(s)atHCCorsuggestionforimprovingourservicesfo\_294

N/A

Need better and fair teachers for english 111 online for spring 2015 semester, mrs.weden does not know what she is doing.

HCC is a great school if you are transferring, like I am.

No

We need to be more community involved in trying to keep our students and recruit new ones. We have an awesome facility that is not used to the best of our ability.

I would like to see more field work while studying.

Just to advise you that on some questions on this survey you have listed the year 2014 when it should be 2015. I think the majority of the bathrooms need much better cleaning and supplies. These bathrooms also have a very bad odor to them. There are only few bathrooms that are actually clean. When students have disabilities & it is noted through Ms. Mayle & Instructor is advised they should honor that & be more willing to help student so they can succeed. Student Support Services Tutoring Center needs more room and computers, special machines that magnify material, its growing pace in there somedays no computer or seats available on my tutoring days. They need a bigger room and more computers. Some students need more than 1 hour of tutoring in one session.

No

I Prefer if the teacher have better Attitudes and have longer due date and let us know when we have class.

Thank you for all that you have done. I am glad that I made the decision to come here and I have no regrets on the decision I have made.

no

HCC is a great place where on the mind can grow and flourish. Thanks for the opportunity to achieve my goals.

Provide disinfecting spray for all computer labs. Or where ever a computer is use my multiple people to decrease germs and the spread of viruses and the flu.

perusing an education was probably the best decision i have made and im glad that hcc was there. the teachers are enjoyable, the other staff is enjoyable, and this has been a helpful and fulfilling experience.

None

Restrooms are usually out of toilet paper, paper towels, and soap.

Yes I really think that we should have a talent show here at Halifax Community College.

The Circle Cafe needs to stay open longer than 2pm. I believe that it should be open to at least 3pm. Promote harder to get more students enrolled here at HCC.

Increasing the amount of weeks for developmental math courses would be quite helpful for students that are totally new to the information.

n/a

My experience at school has been excellent. The automotive department needs some equipment such as: Tire Changer, Tire Balancer, The heat needs to be fixed in both buildings, The lifts need to be serviced. feel free to contact me about this.

Staff needs more communication and understanding of each other and students. ( EXCLUDE MRS. HIGH)

I have learned a lot in Medical Office Administration.

The quality of the lab tops sold in the book store is very poor for the price. Had several problems with mine to where I had to take it to staples to be fixed. Vending machines have a habit of taken money and not giving the product requested.

A little more clear one on one understanding with curriculum professors and the hands on material.

Why is it that you have to have taken a class to do a class. Like those DMA classes. I am sick of them I have taken DMA 20 twice. Its hard for me and math.

My experience at HCC was challenging yet good. I would highly recommend Halifax Community College to anyone pursuing a higher education.

I love the experience.

No.

My experience at HCC have been great.

I have really enjoyed attending HCC and I would suggest others to have this experience.

I always feel like all my instructors and staff has always cared about my progress and my future. HCC has always made me feel that everyone care and wants to see the students succeed. Honestly HCC changed my life.

HCC has been a good experience for me and I think it will be the same for others if they wish to attend a two year college.

I have enjoyed my experience at Halifax Community College. All of the instructors and advisors that I have had while ay HCC helped me through to be able to get my Associates Degree. They were all very knowledgeable and helpful. I will miss them all when I transfer in the fall.

no

I will be graduatung in May I would like to say I have had a pleasant exprience here at HCC. I ran into some nice teachers as well (Mr. Stansbury, Mr. Hale, Mr. Lovett and of course my advisor Ms. Debra Boone. Majority of my courses were online courses but they made my exprience on campus welcoming. One thing I can surely say about them they don't mind guiding you in the direction you need to go.

Nope

Need more classes offered at night or online for those of us not able to attend day classes. Need instructors that actually answer ALL questions when emailed. Not just pick and choose which questions they will address. Need more people that can offer assistance in a timely manner. To many of us and not enough tutors to go around. I don't know I am going to have an issue with an assignment til I see it. Can't ask for help til I know I need it. When I needed a tutor for a class; I could not get assistance before assignment was due. You site would not let me submit til I answered question 16 but I can't because I did not have any on campus classes this semester. So I've answered them but my answers are not based on this semester.

My experiences at the Halifax Community College has been wonderful. The improving of the services at the school meets all of my requirements.

No

Industrial Systems Technology needs a Co-op Program

No

N/A

I have really enjoyed my time at HCC!! I am very thankful for person I have become while pursuing my education with you'll. I really out done myself and I am anxious to point someone in the schools direction to do the same for themselves!!

I was so amazed that I came back to school after being out for so many years. I have learned so much coming out here to HCC and I am proud of myself, the big step that I made. I want you all to know I am very serious about my courses and keeping those grades up.I have a few issues with the math.I hoped that you all will see me through and pray for me.I have been through alot trying to make to school that's how bad I want it.I'm looking forward to graduating in May 2016. Make sure that the students are getting what they need as in anything.

I have enjoyed my academic year(s) here at HCC and I look forward in continuing my college career here and beyond. It has indeed been a wonderful experience. Thank you,M.Thompson (605)

My Advisor Mr Phil Pair, Along with several instructors, Marcus Lewis, Derek Hale, Derrek Lewis were fabulous! They pushed me to move towards my goal and dreams of graduating. They motivated and encouraged me every step of the way. Plus the online instruction courses offered by Ms Judy Galvin so I could complete my degree on time

No.

Inform the cook in the Cafe to wear gloves and take off rings for proper infection control procedures.Thanks

There should be more students accepted in the nursing programs both RN LPN. The wait for a whole year accepted is ridiculous when you have the required classes grades and test scores.

i am satisfied nothing to really say.

none

I am having a great experience here i am getting the knowledge i need to take into the field after i graduate.

it been a definitely hcc progress this year for me

N/A

The charge to print papers in library lab is costly.

All in all the program I am involved in is very productive and professional, hence making it a great major and very capable of excelling in. The school itself is a great place of learning and truly lives up to its claim. Where Learning Comes to Life in the Pursuit of Excellence. Thank you.

No.

This is my second time attending I have already received an Associates Degree in Medical Office Administration and I am now doing my pre reqs for Nursing I would not trade my experience at HCC for nothing in this world keep up the good work. I live in Nashville NC and anyone I talk to that is thinking about college I tell them to check HCC out this is the best college I have ever been to.

No

I have had a good experience at HCC. The teachers I have had and have are very helpful.

Classes that are a hybrid, should be specified on schedule.

The lack of teachers, and class time hurts. The fact that I have to take most of my classes online leads me to believe that I am not obtaining a quality education. Another problem is that I must take more classes than I can hope to handle in the fall because they will not be available in the spring. I have some apprehension about being prepared for a future career!

During the winter, it was freezing in the classroom.

Halifax Community College has every thing that I need.

No.

Circle Cafe- Being in the health field it would be great to follow strict infection control guidelines (when wearing gloves do not touch appliance handles or students hands remove gloves first. At times the cafe was closed and students were not aware after walking there to get lunch. It also seems as though we are being treated like kids because we can not fix our own drinks or get our condiments etc. the only thing we have access to is our straws and drink lids. This is the only college I know that keeps everything from costumers. I am aware some make it bad for others but that's besides the point. Also during one of the activities on campus we had to have a spring sticker on the back of our badges, well some didn't and we had to go through loops to get the sticker and to get our catered plate from hunter hill cafe. Yes we should have them but for the future please send a email stating that if you do not have your current sticker you will not receive lunch. Thanks so much and it has been a pleasure.

I do not feel there is any need for improvement. I am totally satisfied with th experience I am having at the HCC.

N/A

n/a

none

As a MLT student I often felt left out. The staff did not know there was a MLT program when I signed up and the bookstore had no MLT merchandise and the name tags that usually show the area of study did not have an MLT option. I felt that no one cared. Our classroom was often left dirty and our equipment was more than 30 years old. Many of our labs did not work because the reagents did not work. I believe that Mr. Lonnie Barker will help to improve these conditions but I believe he will need staff to assist him in this. I drove an hour away every day because this was the only school around to offer this program. I love the career I have chosen and the people that have helped me get there but I just wish the facility offered more experience.

Overall - satisfied. I would suggest greater access to printers and courses in print management/sales for students in the graphic design program at HCC as this knowledge is both useful and necessary in this field.

I have enjoyed my years in college. Looking forward to graduating.

No

No

N/A

Labs are entirely too small. Most equipment is either unsafe or substandard.

Cold in rooms all year round ... Need heat during the winter and Air conditioner above 40

Micro-wave in student lounge needs to be clean every day.

More online offerings

none

Instructors are well prepared for class and they assist when need. The tutors in the LRC have worked with me on subjects that I needed helped with at anytime. If it was not for the tutors, I would not have made it through the rough assignments. I praise Ms. Johnson and the tutors in the LRC and student support services. This college makes me fell that I can acheive my goals. Thanks for hiring good tutors and instructors. This college should have more

activities for instance, basketball, baseball, and many more

No

I have enjoy being a HCC.

Overall my experience is good and I like attending the college to continue working towards my degree.

Basketball team

No, everything is okay

This semester was better than last because I familiarized myself with the catalog and knew what was and wasn't required, whereas last semester (and when I attended two semesters a couple of year ago) I was told I had to have placement testing that the catalog said I did not. Since I had earned an AAS degree here a few years ago, it was not required until I was actually ready to register for one particular class for which it was required, a class that is suggested in the last semester of the two year program. I was surprised that NO one in the admissions or other administrative offices was aware of this, and my mentioning that I had an AAS didn't trigger any memory of what was stated in the catalog. After discussing this several times over a period of 10 days, this was not resolved until I brought in a catalog and showed it to the registrar, who was also unaware that the policy had changed, in person. Even if it had not been during a trying time (my son having a heart attack and stent placement during the ten day interim), it seems odd that not one person was aware of what has been in the catalog for at least three years. Any other concerns I have learned to deal with on my own however I'm not sure how many students, especially younger ones, would be able to be assertive and address things that might be discouraging enough for them to quit if they felt they had no recourse for resolution or didn't understand how to address issues that frustrated them.... also, some of the questions for this survey do not have a N/A, such as some of the student services, so there is no way to provide an honest, correct answer to them.

N/A

It would b nice if u provided a menu for vegetarians

There needs to be a mandatory workshop for instructors on how to communicate effectively.

I suggest that all bathrooms at HCC needs to be remodeled and a more clean environment to students. I also suggest that there should more places for students to relax and have space time to study in the library. In the library there are a lot of books, but not a living vibe and one quiet areas, small, needs remodeling. The Cafe needs to remodeling a bigger kitchen and to allow students to help prepare food in work-study programs. The Cafe needs remodeling, wider and up-to -date as a comfortable environment for all students to meet after they have classes, a more living vibe for youth and new students. Yugio card players needs to stay out of the Cafe it is very negative and annoying to see students not willing to go to class. It really makes the school looks bad and unprofessional. I strongly suggest that Graphic Design be promoted more in HCC, to have their own building and more high-tech devices that are also use in the designing field. I suggest that HCC should have their own transportation system for students from going back and forth to school. I think that the Cafe should be open more late for students who have evening classes. If there be long lines in the Lunch area I suggest food vending machines. I suggest some of the buildings hall ways to be remodeled, especially the one near the bookstore, so students who come visit the school will not feel negative attending. I suggest there should be more hang-out spots or building for students to relax, have fun, near the gym. I believe this will be good step up in the city of Roanoke Rapids for high school students

who's attending here and first year students, so they can have a close college experience. It will also be good for me while I'm attending HCC during my writing career. Thank you.

Nope

no

no

I have no complaints about HCC accommodations or the school as a whole however the nursing program needs some reworking. Kelly Harvey is the best thing that you all have going for that program. Dr. Terry leaving took all of the fairness and balance out of second level. Judy Yates will continue to completely run this program into the ground. Every question that has a poor response is directed specifically at second level nursing teachers, their attitudes and methods used.

No

a It's a good one

wonderful!!

The boards in the 500 building need to be replaced. It was hard to see what the teacher was writing because it wasn't very clean.

I need a loan. They really assist students with the cost of living expenses. I had difficulty with paying necessary bills and paying for my continued education. I also feel that the developmental courses should not come from my tuition. It should be offered free of charge. The Circle Café should have longer hours to accommodate people in the evening. Many times people come directly from work and are not able to get dinner. Vending machines are not the best choice for everyone.

Keeping handsoap in the womens restroom in the dental hygiene building. We were always out of soap and it would stay that way for a week at a time.

It has been a great journey.

HCC needs to offer more online classes to help out working adults.