COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
Learning Resources Center (Library, ERC, LAC)			
both lab in the library LAC and student center the employee is not totally friendly at times. they don't know who to talk to the students at times. every student isn't treated equal. make me wonder it's a black and white thing.	?	Sometimes conversations may become tense.(MG Cooper - LRC) This comment is difficult to understand; not sure what this person is saying, except reference to "both lab in the library" probably refers to the ERC lab, not student center. I do not know from the comment which employee in which lab is being referred to here, but I can say that LAC staff is friendly to all students equally. (B Brown-LAC)	I encourage my staff to be pleasant and respectful of all patrons. (MG Cooper- LRC)
The headphones in the LAC really do need replacing.	Y	This issue has been addressed. The LAC received twenty (20) new Califone Multimedia headphones on 4/08/10.	However, these new headphones will be kept in the file cabinet to be checked out and used only for course related work due to student misuse and destruction of the last twenty headphones that were purchased.
Student Support Services: Financial Aid			
HCC should do something about students who register for classes to receive financial aid money, only to promptly drop all of their classes. Looking at the stats, HCC seems to have a very low retention rate. There have been some big changes since I first came to the HCC campus in 1999. I don't see the school pride like before and just listening to the other students while waiting in line to register reinforces the fact that	Y	HCC has a Satisfactory Academic Progress (SAP) policy. The student must complete and pass 67% of attempted coursework and maintain a 2.0 GPA (both cumulative). Students not maintaining SAP are placed on a probationary period of one semester. A student is placed on financial aid suspension if the student is still not maintaining SAP at the end of the probationary period. Beginning, fall of 2009, "in-person"	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
there are still those who only take classes to try to collect a fat Pell check and then drop the classes. This is sad and it robs others of much needed money who do want to take classes and become productive people in society. Maybe one day those who are the "takers" will see the light and make amends for trying to cheat or beat the system.		probation counseling is required for all students placed on a financial aid probationary period. The counseling is to educate the student as to why they are on probation and what is required to achieve SAP. This topic is covered in New Student Orientation. Also, under federal regulations, students who withdraw from all classes prior to the 60% point of the semester are required to repay any portion of unearned aid they received.	
Financial aide is very unorganized and not up-to-date on information as far as state scholarship requirements, etc.	Y	The Financial Aid Office uses all available technology to be more efficient and better organized. Staff members participate in professional development opportunities when available. HCC directs all students interested in state scholarships to resources available at CFNC.org, where most state scholarships are administered. Staff members have been encouraged to familiarize themselves with the eligibility requirements for state scholarships (examples: Nurse Scholars, NC Health- Science & Math, etc.) Deadlines and requirements are posted in the Financial Aid Office. Announcements are sent through student Gmail accounts.	Due to the fact that HCC has a large number of "late" financial aid applicants, creating awarding backlogs, HCC should continue to encourage prospective students to apply and prepare early.
More should be offered for people who work	N	Federal and State aid eligibility requirements	More advertisement of HCC

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
full time and are trying to futher their education. It seems you have to receive Pell, have several children, and not really care about your education just getting free money to get help. I do not feel like adequate financial aid is available to ALL students. This of course I do not blame on the financial aid staff; however, I do think that the school "itself" gives financial favoritism to black males. I am fully aware that the school receives special funding for minority males. What about the special needs of others? … Please take into consideration relieving some of the financial stress off the rest of us!		are not established by HCC. The Financial Aid Office does not administer any aid programs that favor a particular race over another. All students are invited to apply for HCC Foundation Scholarships. Some of the scholarships offered are "merit-based" and do not consider financial need.	Foundation Scholarship opportunities.
Financial aids needs to provide students with better information with the financial aid.	Y	All Financial Aid recipients are mailed an award package, which includes several pages of information on aid programs and HCC policies. Financial Aid holds a session during New Student Orientation. All policies, as they relate to financial aid, are in the HCC Catalog and HCC website.	
Student Support Services: Tutoring			
SSS needs to get more tutors for Information Systems majors. They do not have a lot of tutors to help in that major so if you need help you are basically on your own.		Each semester SSS hires between nine and eleven tutors. The student requests are in high demand for the following course areas: Biology, English and Math. Budget constraints dictate that the high priority requests are filled first.	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
The tutoring lab is in dire need of more room and more computers.	?	This space that SSS is using in the library seems to be working.	I'm not sure what other space may be available on campus.
	N	At this time there is limited space on campus. Student Support Services is a federally funded program. Computers are purchased when funds are available in the budget.	
Admissions: Placement Testing			
Need to be able to take the placements several times a year per student.	N	The Re-testing policy is set by the curriculum committee. The testing is used to determine placement in classes. Offering testing several times a year would allow the students to figure out the answer by re-testing, not actually learning the information needed to be successful in the next level courses.	
Every student should get a 2nd chance on all placement test s no matter what their score is. There should be a way for a student to retake these tests especially if they have done well on their first developmental course.	N	Students may re-test in English if they meet the requirements in the catalog on pages 27-30 in the 2008-2009 Catalog.	
The requirements to take the teas test really are not fair to students who are enrolled in math 070 this semester. If a student has a passing grade in 060 and will have 070 completed in April then they should not be kept from taking the teas test.	N	This policy is set by The Nash-Edgecombe-Wilson-Halifax (NEWH) Consortium not Halifax Community College. If the student does not actually pass MATH 070, he /she is not accepted into the Nursing Program. Re-taking the class in summer would mean the students would not be finished with it (class)	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		by Early Registration. Allied Health Program Staff would be registering late and unsure of the number of students in the class.	
Course Related			
For students in the technology field, the computers are slow and out of date making some labs impossible to complete on campus.	Y	New Windows 7 computers have been purchased and installed.	Continue to maintain the latest technology in computer training labs.
Computer labs are often locked, even after we had been told we would be able to use them.	Y	The computer labs are not "open" labs. An instructor must unlock and remain in the computer lab with students. This is a security issue. The library and both computer labs (ERC/LAC) are open both day and evening.	Instructors should tell students that the LAC and ERC are available during all college operating hours. Our library ERC public schedule was reduced when our part-time lab position was cut.
Classes needed for a major are only offered at the same time as the major itself, and no online course was offered in addition.		Students need to discuss their interest with their advisors and seek help from the Dean of students.	
HCC should offer more "seated" non-developmental classes for transfer students during the day.		Classes are offered. Students need to discuss their interest with their advisors	
ACA 118 is a waste of time and money.		Students admitted are not at the same level in terms of preparation for college's work.	Some students needs the class to be ready for college's work
Classes needed to be offered at more varied times and more online classes. Math classes give limited opportunities for time selection and make scheduling difficult.		Students need to discuss their interest with their advisors and seek help from the Dean of curriculum.	
Offer more classes in the evening.		Evening classes are offered. Classes are created when there is sufficient numbers of students to form a class.	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
The Interior Design Department is in serious need of upgraded computer equipment and supplies to help us get a better understanding of course and the required assignments.	Y	The computers have been upgraded to Windows 7 PCs.	Continue to maintain the latest technology in computer training labs.
Bookstore			
I think it would be useful for class to post the ISBN of the books required for classes online.	Y	Textbooks information including, titles, prices and ISBN numbers are posted on our website each semester. A listing of all books required for classes taught in a given semester are now listed on the College website. This is a federal requirement to enable students to do comparison shopping for the best prices.	
Campus Security			
More light in the parking lot for night students or security around.	Y	October 2009 the College started the process of increasing lights in parking lots and along walkways. The project was completed December 2009. The completion of the project promoted a feeling of safety on campus. The use of acorn style globes improved the appearance of the campus at night. Upgrades to outside lighting have been made. Remaining repair & renovation funds from the 2000 State Bond Referendum were approved for use to hire a lighting contractor to evaluate existing outside lighting in parking lots and along walkways	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		and to develop a plan for upgrading outside lighting. The plan was developed, approved by the Board of Trustees and completed in December 2009.	
The campus parking lot isn't safe. There are people speeding through the parking lot and not stopping for students who are in the crosswalk.	Y	There are speed bumps and signs prior to the crosswalk. Parking lots were re-striped in June 2010 making speed bumps and pedestrian crossings more visible. The College hired a campus police officer in 2008 who is a sworn law enforcement officer.	The College will investigate further the need for additional warning signs in parking lots.
HCC Experience			
The higher ups at HCC are condescending, particularly my experiences with the current Director of Distance Learning and the Dean of Curriculum Programs. At the university I attended, I never dealt with such inconsiderate faculty. Very unpleasant experience. I hope in my remaining time at HCC I'll have no need of their "assistance" again.	Y	I believe our Director of Distance Learning goes out of her way to assist people.	A follow-up review will be ideal.
I generally believe that HCC tries its best to take care of its students. However, through my experience I have come into contact with a hand full of instructors, and office personnel that are arrogant and prejudice to the point that it effects with their abilities.	Y	"Arrogance and prejudice" is not tolerated among administrative services staff. Any report of such action is taken seriously, investigated, and a response made to the student or patron who filed the complaint.	
This is a college setting, not the local hangout. It would be nice if we could cut down on the amount of men's briefs we're subjected to	Y	All students are expected to dress appropriately while on the College campus. Students are encouraged to report any	The P.R.I.D.E. Program offers several "dress for success" workshops throughout the academic

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
viewing and I personally could use less four letter word language in my life on campus.		conduct behavior to campus security or the Dean of Student Services. Once reported, it is handled in a manner that will not cause conflict among the students. Security checks to make sure individuals on campus have an updated ID or visitor's pass. The P.R.I.D.E. Program offers several "dress for success" workshops throughout the academic year.	year. The workshops should be a continuous effort.
Registration is a nightmare every semester. It makes no sense that students have to wait hours to see their advisor to register for classes, and have to make appointments to register after open enrollment days. Many advisors aren't prompt on returning phone calls and its' frustrating.	Y	The College has implemented a plan that has registration on-going once early registration occurs. A 'grid' is created and posted on the college's website and at the Help Desk in Building 300. The college has also instituted the use of Web Advisor. This allows students to register themselves.	Training of students is needed to ensure familiarity with web-advisor software for Registration. Trained students can also be used to train other students.
There needs to be more parking available for students down in the 600 building. Sometimes we have to park up front and walk down to class.	N	There is parking availability in the parking lot closest to the 100 building. Students are encouraged to utilize it. Monies are not available to increase parking spaces near the 600 Building. Current budget cuts do not allow for the building of additional parking lots at this time.	The request for additional parking near the 600 Building has been added to facility plans for future funding.
There is no longer a course schedule put out on paper, but there is two put out for continuing education and career pay. What happened to the course schedule? These were better than just looking at it online!! Please bring it back!		Students can request a paper copy of course schedule. However, Technology is the way of the future. Using technology will save money for students	Help will be provided to students that need assistance in transitioning to technology
Doc Jones is the rudest most bias person I have ever met. On the occasions I have met		Dr. Jones is no longer at HCC	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
with her she made it clear the school was her first priority not the student.			
Registration is chaotic and disorganized. My application was lost and there were no applications in the admissions office. I have to go around the building to get one and by the time I got back, several more students were in front of me. The admissions counselor (a gentleman) then waited on every other person in the room, including those who arrived after me, before he processed my application.	Y	The College now has an on-line application process. Students now have the option of submitting it online or face to face. Registration is also on-going once Early Registration occurs. Students who take advantage of this should not have to wait in a long line to submit an application or register for classes. A new Director of admission has been hired.	
On-line Classes			
On my online course, essay questions weren't graded until after the assignments were done. Some of these essay questions were on the quiz for the chapter. With no classroom interaction, it is difficult to know this, so if the essay question is wrong, we get it wrong on the quiz. When I made this suggestion, I was told there was no need for inferences, and she graded all work the following week.		Student can discuss their needs with the instructor, advisor, Dean of students. Generally, essay question can only be graded after the completion of the assignment.	
I had one instructor that was not easy to get along with didn't want to return emails and it was an on-line class. I don't want to name names but I feel that a remainder to all instructors should go out to remind them that the need to be more attentive to there students. Most of us are here for one reason and that is to get an education. Thank You		Students need to communicate their frustration with instructors, advisors, and Dean of curriculum (faculty) so that any issue can be resolved quickly.	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
This Community College is one of the hardest colleges to get registered at if you are a distance learner. Halifax needs to set-up a pay by phone service or have online payments.	N	Students can and do register online, however, they will be purged unless they pay before the purge date. The process of payment by phone or on-line is one that has been discussed. The process will require research into needed equipment and banking services and the development of a plan for implementation. It is not known what the cost would be to implement such a payment process.	
There should be more online classes available. I would love to see history classes online. There should be some math classes offered online.		Our Distance Learning program is growing.	Research the cost of acquiring equipment to accept on-line payments, once that takes place, then the college must put the project out for bids.
Environment			
HCC also has to do something with students doing drugs on campus. I've also heard of at least 2 fights breaking out on campus in the duration of a semester.	Y	The College now has a uniformed police officer on campus. Students, staff, or anyone else who observe this type of activity on campus must be willing to inform the police officer. The College has a policy on behavior and the consequences outlined on pages 82-85 in the 2008-2008 College Catalog. HCC hired a campus police officer in May 2008. Officer Exum is a sworn law enforcement officer with the Weldon Police Department with the power of arrest.	
The quiet room needs to live up to its name; there is too much noise in that room.	Y	Summer 2010 rules were implemented and posted in the Quiet Room.	Should be routinely checked by Dean of Students and the HCC staff.

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		The Quiet Room has been adopted by the SGA and FLI. They have posted a list of rules for use of the room.	
Handicap parking is in short supply by the 100 building and there is no wheelchair ramp near the handicap parking by the library.	Y	The sidewalk near the library has been modified to accommodate wheelchair access. There are also 12 handicap parking spaces provided near the library and 6 directly in front of Building 100. Additional handicap spaces were marked with signs next to the Library in June 2009. Ten additional handicap spaces were marked in other areas around the campus in May 2010. Curb cuts and concrete ramps were installed near the Library and Student Services Center in May 2010.	
Needs to improve on the amount of parking spaces.	N	There are numerous parking spaces available adjacent to the rear of Building 100. Parking lots across the street from the 100 Building are not being fully utilized by our students.	
Bathrooms need stalls and sinks.	N	One stall was found in the 300 Building that was missing a door. The door has been replaced. Every bathroom has at least one sink.	
Surveys			
I already completed this survey for another class. We have to take surveys throughout the course for each course we take at HCC. Now we have to take another survey at the		Surveys are needed to get feedback for HCC continuous Improvement	

COMMENTS FROM FALL 2008 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
end of the semester. It is just too much.			

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
Learning Resources Center (Library, ERC, LAC)			
Library computer open later especially for night students		The library is open till 9:00 p.m. so that night students can have access to the computers.	
There should be wireless Internet in the library in the little booths for studying.		Expansion of the wireless internet over the whole campus has been planned in segments.	
The ERC should only be used for class work		ERC is used for class work	
LAC needs more space	Y	Future expansion in Phase I construction plan 3 years or more away	The LAC needs more space, computers and staff NOW more than ever with the tremendous growth in enrollment, LAC attendance and the number of courses requiring computer usage. Actually, this has been the case for the past three years. Possible past proposals by LAC Coordinator have been to relocate SSS Tutoring (currently next door to LAC) elsewhere and expand the LAC into that room OR switch the LAC and ERC so HCC students have the larger computer lab and the public lab becomes the smaller lab. Another possibility to a relocate the LAC to a larger space outside of the LRC.
LAC leaks in a few spots and the front of the 100 building is real bad	Y	Maintenance has looked at LAC ceiling leakage problems several times and has fixed one spot, but not the other two; the	Fix the mold/mildew problems instead of covering them up (which is only temporary) OR seek outside

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		damaged ceiling tiles are being replaced, but the leakage problems are not being fixed. Roof on 100 Building and Library have been patched to prevent leaks. A request has been made to the County Commissioners for $200,000 to replace the roof on Building 100. The County Commissioners did not approve the request in our 2010-11 budget	assistance with fixing the ceiling leakage problems. The request for $200,000 to replace the roof on the 100 Building has been included in the 5-year Capital Plan sent to the County Manager.
LAC is too hot and humid	Y	Outside company did come in to look at the air flow problems and discovered the air vent into the LAC was bent and had been for about three years. Only 38% air flow was reaching the room, which was why it was continually hot and humid in the LAC; this LAC problem has been resolved. $3,200 was spent in April 2010 to replace the bearings and shaft in the air handler that cools the Library and LRC. It was necessary to wait until county funds were available to make these repairs.	Thank you for a much cooler and healthier LAC working environment for students, staff, and computer longevity! The LAC may need its own thermostat like the ERC. The LAC computer lab needs to be controlled separately since it needs a cooler environment than other areas of the library due to the heat from computers and bodies in such a small confined space.
LAC...doesn't have the software needed for my classes, the computer rooms that do have the software can't be used outside class time	Y	To my knowledge the LAC houses copies of all Windows based software used in the classrooms (exception – Macs used for design lab 138); however, the LAC does have a limited number of copies based on the number of available licenses. Therefore, some computers have some of the software, but not all computers have all the software available. There are only twenty computers available in the LAC for course related	Most course specific software is placed in the LAC by instructor request. Instructors need to make a request to Betty Brown, LAC Coordinator or Jerry Thompson, Information Systems Manager if course specific software needs to be available to students in the LAC. This pertains to updating current programs and/or when changing software programs. Many times

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		student usage and often students can't get to the computers with the software they need because they're being used. With the record breaking attendance in the LAC during the past three years, students are continually being turned away during peak usage times due to full capacity. I wish the student would have identified the software. However we will audit the LAC to make sure all Windows software on campus is represented (exception the design lab 138).	when this happens, the LAC is not notified of the changes nor does LAC staff know of these changes until the semester has begun and students come in needing to use the new programs. This is much too late; the LAC needs knowledge of updates and/or changes when they are made and the software installed before the semester begins. Most networking software is automatically placed in the LAC by the Information Systems office. But when ordering classroom software that is stand-alone only, additional copies need to be ordered and installed in the LAC when network licensing is not available. Perhaps some MAC computers could be placed in the LAC for design courses, but space is an issue.
Student Support Services: Financial Aid			
No one returns messages or can assist me when I ask for help	Y	On May 27th, 2010 the Director of Financial Aid held a staff meeting to address student concerns. Everyone was asked to return phone calls promptly. Also, if a staff member is unable to assist a student they are to refer them to another FA staff member.	
(Long lines – comment was phrased as	N	We assist students on a first-come, first-	"…have alphabetized lines such as A-

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
suggestion – see suggestions for improvement)		serve basis during registration. Students that have to wait in line at the Financial Aid Office are late applicants that missed the priority deadline. The deadlines are advertised in the Catalog, Student Handbook, and on the Website.	E F-J, etc to shorten lines during the beginning of the semesters. It would cut down on the long lines and frustrations of those of us who have time schedules and try to work around school and work"
…help students file for a Stafford loan…	Y	On May 27th, 2010 the Director of Financial Aid held a staff meeting to address student concerns. We addressed the issue that some students are not aware that we can provide assistance in online processes in the FA lab. In the future, this will be made clear to all students seeking assistance. Fund is now available to add additional staff.	
Course Related			
…updates to the medical office administration program. HCC does not compete with what most community colleges have to offer		New software being installed for the Fall semester. We rely on instructors to choose course software.	
…cosmetology should be put in the slideshows that the school shows to the students!		The department head, Mr. Kenneth Harris will provide information and materials to the director of Admissions.	
…cosmetology should have a dress down day whereas we don't have to wear uniforms everyday		Dress code is required by the State Board at all time.	
Need to involve cosmetology in more programs and activities		This is done by the head of Cosmetology program.	
Offer more evening classes in cosmetology.			
…offer more courses for people who are planning to transfer		Students need to inform their advisors of their interest.	

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
…include classes or programs to promote social conformity (such as dress, how to tie neckties, proper dining etiquette, social behavior for events and gathering, social hosting, etc.)		The PRIDE Program has provided classes and seminars on these issues.	Ensure more advertising to students, faculty and staff.
More degree programs.		Addition of more degree programs is predicated on needs, demands, and other factors.	
More classes should be offered that students need. Such as math 140. There was only one math 140 class for upcoming semester. ACA118 is only offered in the evenings, there weren't any morning ACA 118.	Y	ACA 118 will be offered on Friday mornings in the fall; other mornings are difficult since they conflict with nursing courses, and nursing instructors are teaching.	Will look at an online version or a hybrid with fewer meeting dates as possible options.
More teacher like programs. So you can get prep a bachelor degree and not leave HCC.	Y	We currently offer a program leading to a bachelor's degree in elementary education through the Teacher Preparation Partnership w/ Elizabeth City State University. All coursework is offered here on our campus.	
Waiting list for nursing too long; Need more slots and teachers	N	Number of nursing slots available set by the NC Board of Nursing; waiting lists are not kept from year to year, so every year, each student has equal opportunity to be ranked.	Possibility of increasing slots only if retention and pass rates are very high – would be NEWH Consortium overall.
…offer more night class for the human service field		Night classes are offered when there are enough students to create a class.	
We (human services) need an advisor to help us	Y	School chair is acting as advisor in absence of department head.	Hire a temp pt master's level human service instructor to address this need.
Faculty Related			

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
Academic advisor was very difficult to get in contact with		Students are advised to communicate with Student Services when this occurs.	Schedule office hours for advising
Advisors never call you back			
I would have liked a better teacher for a + p not having a teacher for almost a month has put me at a disadvantage		New A&P teacher was hired as of 1/1/10	
Campus Security			
Get emergency call boxes on campus	Y	Call boxes have been cost prohibitive in the past. A new grant obtained through the Office of Congressman Butterfield may help with the purchase of a security system that would include either cameras or call boxes.	We will continue to investigate the purchase of the call boxes.
more lighting in the parking area		The College began installing new lights throughout the entire campus on October 2009 and completed the process December 2009. Upgrades to outside lighting have been made. Remaining repair & renovation funds from the 2000 State Bond Referendum were approved for use to hire a lighting contractor to evaluate existing outside lighting in parking lots and along walkways and to develop a plan for upgrading outside lighting. The plan was developed, approved by the Board of Trustees and completed in December 2009.	
Need safety drills		Fire drills have been conducted in various buildings during the Spring 2010 semester. Those drills were organized by Kevin Kupietz.	

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
…the side parking lot by the 100 building needs a better drain system	N	The drain system was dug up, cleaned, and replaced using Bond Repair and Renovation Monies. Budget Constraints will not allow this now. All Bond funds have been used. The drain was dug up, cleaned, and repairs made about 5 years ago. Pine straw continually makes its way into the drain and clogs it. Maintenance routinely clears the pine straw but the entire system needs to be dug up and cleaned again.	The project to dig up the drain system is rather expensive. This is another item that must await funds from the county budget before it can be done.
(Walking to cars at night– comment was phrased as suggestion – see suggestions for improvement)	Y	Security is available every night to walk any student or employee to their car if requested. Individuals do call the college switchboard and request security to come to their location. The switchboard radios security and the officer goes to the individual to escort them to their car.	…have campus security to drive around about 8:50 pm to ensure females are/feel safe as we walk to our cars
cameras in all the parking areas	Y	A new grant received from the Office of Congressman Butterfield is to help purchase a security system that would include cameras around the campus. Funding (Golden Leaf foundation) is also in place to install security system.	The plan for the security system is being developed.
HCC Experience			
I think it should be a smoke free campus		Halifax Community College has a 100% Tobacco Free Campus policy that was voted on by the Board of Trustees on June 29, 2010. HCC become a 100% tobacco-free campus	

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		on August 1, 2010.	
TEAs test is a very consuming and frustrating process	Y	Informational sessions are held to clarify program requirements; also, increased information to be provided on HCC website regarding all Allied Health Admission procedures	Looking at options for TEAS Prep-type course (early stages)
healthy food choices available on campus	Y	Clem's Garden Café was asked to prepare some healthy food choices. They have added a few items but continue to offer those items that are best sellers.	
Nursing tutors should be available because the nursing program is so demanding	Y	Have asked about tutors for nursing among hospital staff, former graduates; most nurses are unable/unwilling to tutor due to scheduled work times.	Advertised positions for tutors and increased pay may bring more potential tutors into the college; also utilizing current nursing students as tutors, although many do not because of their own course loads.
Need to address the dress code (sagging pants)		P.R.I.D.E. Male Mentoring Program: Sponsored 2 workshops to address personal presentation and dress. One lead by HCC President and a follow-up by PRIDE staff. Sponsored 2 dresses for success workshops/fashion shows and provided awards to participants. Established a Grooming Exceptional Men (GEMS) program to acknowledge men with high standards of dress. Established men's donated professional dress clothes are available (storage) for	Continue to work closely with all students, faculty, staff, administrators and mentors to reinforce the same message to students. Provide workshops for women relative to setting high expectations for men in which they associate. Post signage throughout campus reminding men of dress expectations.

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
		students. Established Pride zones and signage to remind students about proper and improper dress. Includes dress expectations in PRIDE participation contracts. Posted signage throughout campus regarding professional dress expectations. Established a professional dress closet for students to enhance wardrobe and personal presentation. Included dress expectations and requirement for program participants, travel, work, community service, and other activities.	
placement tests should be taken using computers		Yes, but there will only be limited opportunities dues to current demand for paper/pencil testing.	There are 8 computers in room 338 on campus that have COMPASS testing loaded on them. The program needs to be updated to have the current testing levels on them (Spring 2011).
On-line Classes			
HCC should let the students choose if they would like to take chemistry online or on		The student should discuss this issue or preference with the advisor.	

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
campus.			
better paralegal program so the students can actually go to class and not do all work online.	Y	Following courses will be delivered in traditional or hybrid format beginning fall 2010: LEX 110, 130, 140, 210, 240	
Environment			
I think every classroom should have tables and chairs, I am a big person and its hard for me to fit in a desk so I think it would be much better if all classes had tables and chairs not desks.	Y	Tables and larger sized chairs were purchased for several classrooms and labs during 2009-10.	More tables and larger sized chairs will be purchased each year until all student desks have been replaced in all classrooms and labs.
dental hygiene break room is rarely ever cleaned	Y	Housekeeping has been informed to check on the Dental Hygiene break room more frequently.	
bathrooms stairwells and hallways (mainly in the main building) are always filthy	Y	Housekeeping has been informed that the stairwells in all buildings are to get the same attention as hallways and classroom floors.	
Nursing department needs soda and snack machine	Y	A drink machine was installed in the first floor (near the elevator and back stairs) of the AH Building several years ago and is easily accessible to nursing students. Food and drinks are not allowed in classrooms. We try to contain food and drinks to the lunchroom area in the 300 Building to help keep classrooms and hallways clean and to insure mice do not come into the buildings in search of food.	A snack machine would be helpful in the AH building.
…printer in the nurses lab should be repaired	N	Printer in nursing lab is for faculty use only; students should use printers in library.	All reported printer problems have been addressed. We will contact the Nursing Department to investigate and make any needed

COMMENTS FROM FALL 2009 STUDENT SATISFACTION SURVEY THAT MIGHT BE FEASIBLE TO ADDRESS

Comment	Feasible (Y/N)	Evidence that it is being addressed or has been addressed	Suggestions for improvement
			repairs.
break room for cosmetology dept. would be great	N	Food and drinks are not allowed in classrooms. We try to contain food and drinks to the lunchroom area in the 300 Building to help keep classrooms and hallways clean and to insure mice do not come into the buildings in search of food.	
great need for furniture especially in the interior design dept.	Y	The Interior Design classroom has received drafting tables and chairs.	
Surveys			
the survey that was given in class (see suggestions for improvement)			There will be future online survey
Paper could have been conserved by printing front and back or done on line			Front and back print will be done next time
Survey is too long			We detail feedback on HCC performances
Too many surveys			Surveys are needed for HCC continuous improvement