

**HCC 2009 Fall Student Satisfaction Survey
Comments and Number of Occurrences**

POSITIVE COMMENTS	# Occurrences
<i>HCC Experience</i>	35
<p>Overall I think college is helpful and good for most students. ACA are really fun. Everything is great, keep up the good work. Great school Great school. Preparing me well for transfer to a university. HCC is a great place to receive your education. It has a very positive atmosphere. I tell people all the time about HCC and try to get them to join. HCC is a great school! I am enjoying myself and learning a lot at HCC. I am glad to have this chance to better myself and you be able to help other that my love and God love. I am happy today. I am very satisfied. I enjoyed all my classes this year. I had a wonderful time here at HCC. I have been going to HCC for sometime now and it has been a learning and rewarding experience. I have taken regular classes and online. I have learned a lot since I have attended HCC. I have really enjoyed my experiences here at HCC. I have learned so much about the curriculum I'm taking now and look forward to transferring to a 4 year college after I get my associate's degree. I really enjoy attending HCC. I really have learned a lot this semester. This is a fabulous place for design. Also a great starting place for students entering college for the first time or re-entering after several years. Well I think that HCC is a great school and I would recommend anyone to come here. This is my first year and I love it to death. Couldn't be better. I'm having a great time at HCC. It is a great program and a good school. It is such a great school and I enjoy coming every moment of it. Keep doing the good work. Keep up the good work. Nice environment I'm satisfy with this college Overall my hcc experience is a great one. Overall my rating for HCC, I have enjoyed the time spend here. I have learned a lot since I have return back to school. HCC has provided the necessary materials and skills that I am able to attain good grades in my course of students. I am enjoying myself and learning a lot at HCC. I enjoyed all my classes this year. I really have learned a lot this semester. You all have a great school.</p>	

<i>Personnel</i>	14
<p>Everyone has been great. When I applied everyone was so helpful. I really appreciate how helpful everyone was. I've felt welcomed and accepted by students and teacher around campus. If you need help with anything the staff is very helpful. Everyone from taking my placement test to financial aid, admissions and the overall experience of registering have been kind. I've felt welcomed and accepted by students and teachers. The faculty and staff have all been truly concerned about each student's progress in their education. Student Support Services is great though and they do work very hard. I have had some good instructors and who really cared about my progress. I can honestly say that everyone at HCC sincerely care about the success of students. An advisor came to workplace with materials on medical office courses to find out if we would be interested in night classes. This has changed my life and improved my self esteem. My advisor always available to assist answer emails and calls fast. Wish all my teachers were like advisor have learned so much in her class. Advisor is excellent. Always available to assist and offer encouragement. There to talk when everything goes upside down. So nice. She is main reason do not quit. Always telling me I can do it, slow down fewer classes but not give up, glad she is my advisor. Need more teachers like her. Shotwell and carl harris were great. I have had wonderful teachers: Dr. Galum, Mr. Wheeler, Mrs. Boone, Mrs. T – these teachers teach what you need to know and use in your future.</p>	
<i>Thank You</i>	7
<p>I really want to thank hcc staff and faculty. Thank you for this opportunity. I want to thank the HCC faculty and staff. Thanks for all that everyone has done for continued success. Thank you for all of your prayers, god will bless you. I personally love this school, thank you for the quality education you provided me. Thank you for the lights you provided for the night students. It really made me feel safer.</p>	
<i>Self-Improvement</i>	4
<p>Coming to HCC has improved my self-esteem as student. I got more opportunities to express myself. I feel more confidence about myself and hope to learn more in life about children It has provided a chance to better myself and opportunities to express myself.</p>	
<i>Success Story</i>	1
<p>I took up a class called BLET. A very hard class. I could not keep up with the reading. Comprehending the passages from the subject. The very same day, I made the decision to do something about my reading. I put myself in a reading lab class and from that day on, my reading went from an 8 to 11.1. I owe all of that turn around, in my reading level, to a very special teacher. One who not only taught me my lessons but showed me that there are still some very good teachers out there. Ones who have a heart to teach yet show you love. Thanks for being there for me. Thanks for being my friend. Won't ever forget you. Thank you Mrs. Cousin for everything.</p>	

NEGATIVE COMMENTS	# Occurrences
<i>Learning Resources Center (Library, ERC, LAC)</i>	11
<p>Is the library staff able to assist in seeking information? I answered usually because whenever I have needed assistance I have been helped. However the staff does not exactly make me feel welcome and wanting to come back anytime soon. Perhaps if they wouldn't mind being a little bit nicer or more cheerful then I wouldn't mind using their services more often.</p> <p>Library computer open later especially for night students, they try to close down to early.</p> <p>There should be wireless Internet in the library in the little booths for studying.</p>	
<p>The ERC should only be used for classwork and not facebook, myspace, video games, youtube, etc. There is an entire room filled with computers for those websites. Sometimes when you walk in the ERC, over half of the computers are being used for that nonsense and you have to sit and wait in the lobby for a computer to open then their is the person who may be doing class work but they are logged on to a movie website as well and others are forced to either hear what they are listening to or listen to them sing softly or hum the lyrics to the song on the net. Lost, sick people should be ban from both computer labs. This is by far the easiest way to make everyone on campus sick. Other than that I feel that the ERC and LRC staff are really good people, and I wouldn't know what to do if the labs were not there.</p>	
<p>The LAC is too small to accommodate the number of students it serves. I think that the LAC needs more space because once the lab is full students are turned away and the LAC staff is really helpful when a problem arouses.</p> <p>The LAC allows students to talk and that's helpful with group projects.</p> <p>The LAC leaks in a few spots and the front of the 100 building is real bad.</p> <p>The LAC is too hot and humid.</p> <p>The LAC is too small and doesn't have the software needed for my classes, the computer rooms that do have the software can't be used outside class time.</p> <p>The LAC is too small with not enough computers.</p>	

<i>Student Support Services: Financial Aid</i>	8
<p>Financial aid needs to be available for students that don't have kids and unable to work due to class schedule and living at home.</p> <p>Financial aide needs to be more adequate.</p> <p>Getting help from the head of financial aid is impossible. No one returns messages or can assist me when I ask for help.</p> <p>Very annoyed with faculty in financial aid department.</p> <p>If a student don't have enough money to pay tuition please help them.</p> <p>If the students don't have money to pay off their tuition. Please help them so they can return to college to finish to get their degree.</p> <p>Another good suggestion is for the financial aid office-why not have alphabetized lines such as A-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.</p> <p>The financial aide dept. should be required to help students file for a Stafford loan instead of sending you to the website (aren't they paid for their services?)</p>	

<i>Course Related</i>	21
<p>There needs to be some kind of updates to the medical office administration program. HCC does not compete with what most community colleges have to offer. Course schedules should be available to students sooner than they are.</p> <p>For math I think we should have more time on each chapter so that we can understand better.</p> <p>For some of the classes like BIO 168 & 169 they should try to explain more about chapters. When the chapter end comes a test. Everyone wonder why they flunk. They need to put it in more details.</p> <p>I just think that cosmetology should be put in the slideshows that the school shows to the students! We have attended every event held here and we don't get recognized for anything!! Even the gardens get recognized for the work they do. Think cosmetology should have a dress down day whereas we don't have to wear uniforms everyday. Need to involve cosmetology in more programs and activities. I would like for HCC to offer more courses for people who are planning to transfer. It would be nice to 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.).</p> <p>More degree programs.</p> <p>More classes should be offered that students need. Such as math 140. There was only one math 140 class for up coming semester. ACA118 is only offered in the evenings, there weren't any morning ACA 118.</p> <p>More teacher like programs. So you can get prep a bachelor degree and not leave HCC.</p> <p>Not enough seats in class or enough classes.</p> <p>There is only one math 140. ACA 118 only has 2 classes and are always full as well as Bio 169, it's hard to get in a class.</p> <p>The nursing program needs to be modified. There is a significant problem when most students fail or have to retake the program repeatedly. Of the 45 students that were in the RN fall '08 less than 13 remain.</p> <p>There needs to be more classes offered in the classroom.</p> <p>Waiting list for nursing too long; Need more slots and teachers!</p> <p>They do not have programs for people who are a bit more intelligent and need a challenge.</p> <p>Why should cosmetologist wear uniforms, when the major doesn't deals with anything with nursing or what we wear, also knowing that we drape clients and put on an apron themselves so nothing wouldn't interfere with either?</p> <p>Another question why is there such a thing as absence, because you never know what the situation is with that student; because I feel that as long as you maintain to keep coming to school, it shouldn't matter and believe it or not that's what stop the school from populating because people look at their days and stop going.</p> <p>You need to offer more night class for the human service field; We need an advisor to help us.</p> <p>Offer more evening classes in cosmetology.</p>	
<i>Faculty Related</i>	16
<p>Some of the instructors are not friendly and are not easy to approach when you have a problem with students.</p> <p>Academic advisor was very difficult to get in contact with and it should not be that</p>	

<p>way.</p> <p>Advisors never call you back. Very very difficult to touch with them for registration.</p> <p>Having no anatomy and physiology teacher for a month didn't help our class.</p> <p>I have no advisor and I would like one. I am a human service major and I think its unfair that we get the run around when registering or trying to ask questions. We need our education just like any of the other majors.</p> <p>I would have liked a better teacher for a + p not having a teacher for almost a month has put me at a disadvantage!! And I do not believe the teacher we have now is doing good at all, my grades are dropping and it has not been fair.</p> <p>I would like teachers to make sure they make consideration of other classes when it comes down to work for other classes.</p> <p>Always have an open heart to student without looking at us crazy.</p> <p>I would suggest a better selection of instructors who are competent in their field of study.</p> <p>I'm dissatisfied that when the a&p teacher left they had no immediate replacement. Now the students have to struggle to pass the course with proper direction and instruction.</p> <p>It is a problem when the counselors sign everyone up for a 2 year degree. More than likely this has happened to more students than me.</p> <p>I was lucky enough to transfer to dental hygiene while most students get discouraged with a degree that's not truly going to benefit them, so they drop out.</p> <p>Some teachers take too long to check your work and won't respond to emails.</p> <p>Some the teacher at HCC they got a nasty attitude with student and they try to get smart at the student no reason and they you do you want to drop my class in the middle semester.</p> <p>There have been many comments that the nursing teachers are fond of helping non-white students.</p> <p>Nursing instructors (some) need to be more into the needs and concerns of students. We are here to learn and we should be treated as if we matter.</p>	
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<i>Student Services</i>	
I feel the office staff are racist against white people. The staff needs to take a conflict resolution course.	2

<i>Campus Security</i>	15
<p>Get emergency call boxes on campus, hire more police!</p> <p>I think we need more parking area closer to the building and more lighting in the parking area.</p> <p>Need safety drills, which are not being practiced at the present time.</p> <p>Need to get the drug problem under control.</p> <p>I would suggestion that the drainage be clean on a regular basis because when it rains I feel been a staff or student, we should have to walk in water up pass our ankle.</p> <p>The water problem is real bad in 100 building parking lot when it rain.</p> <p>There also should be enough light in the parking lot for night class.</p> <p>The campus is very unsafe at night.</p> <p>There should be an area where you can go and call for assist like a telephone alarm phone box in every parking lot.</p> <p>I suggest HCC puts more light in the parking lot.</p>	

<p>Parking space needs to be increased and more lights at night when leave the LAC. Security needs to patrol areas more better. As a suggestion why not have campus security to drive around about 8:50 pm to ensure females are/feel safe as we walk to our cars.</p> <p>The campus needs to have more lighting for the people who have night classes.</p> <p>The parking lot need more lights also the side parking lot by the 100 building needs a better drain system.</p> <p>There needs to be more lighting in the parking lot.</p>	
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<i>HCC Experience</i>	26
<p>Complaints of a paper shortage but there does not seem to be a problem with it for this. Paper could have been conserved by printing front and back or done on line. I don't like HCC at all.</p> <p>I think it should be a smoke free campus.</p> <p>I think mothers need more help with childcare services. We do not receive enough help from Halifax and they need to lower the age for kids to attend daycare at the college.</p> <p>I think the TEAs test was a joke. I'm in the DH department and it was very frustrating for me to get into this program. I was first told I could only take the TEAs test once, then I found on the HCC website where it says you can take it twice. Tami Argo gace me the run around and noon else gave me a straight answer. Then I got a call saying I could take the test again and I passed with flying colors. Very confusing and frustrating process!!</p> <p>Need to address the dress code (sagging pants).</p> <p>Need more help with job placement upon completion of degrees, diploma, certificate.</p> <p>Need make program for all girl. Take us on trips. Show us how the real world is.</p> <p>Books should be ordered to suit our agenda it was bad.</p> <p>Nursing tutors should be available because the nursing program is so demanding.</p> <p>There are several areas concerning my program of study which I feel could be changed to better facilitate the learning process. There is a high anxiety level in our program which does not create the best atmosphere for retention and application of information that I have no idea how to change.</p> <p>To me HCC is more interested in the \$ than students personal needs.</p> <p>When there is a problem the chain of command does not resolve it. HCC cares more about their reputation (most of the high employees anyways).</p> <p>Dress code for students should be inforced.</p> <p>Other students who drive should not be taking up two parking places with one car.</p> <p>The guys need to wear their pants in a decent way and the young ladies as well.</p> <p>Students need to respect each other and stop cursing and talking loud there are older people here. Just respect each other.</p> <p>Students need help with transportation.</p> <p>The placement tests need to be ungraded. Many other schools are using computers to take these tests where as HCC uses the paper books and scantrons.</p> <p>There should be some healthy food choices available on campus. Salad or fruit or something like that would be nice to have available in the cafeteria. Also some pasta options would be nice. Anything in addition to all the fried foods would be great. It only makes sense when you consider this college offers 2 healthcare programs.</p> <p>We need to have a daily word for students. They don't always have good days we</p>	

<p>all need to feel loved and encouraged. We wear name tags but its not doing anyone any good if a person can't speak to them and see their name. It makes on wonder, why do we have these names haning on us? Just for looks, safety or what? It should be for friendly let us adults be friendly to each other by looking at the name tag and saying hello john good to see you lets be more friendly.</p> <p>I find the amount of smoking on campus distracting.</p> <p>Get their mess together because the school staff act like the school is broke but there is always some stupid activity going on when we need supplies for the cosmetology program in order for the students to continue to train and do clients.</p> <p>Not so long ago my care was hit and instead of the problem being solved with the school so now I have to fix my car by myself. I feel like we need cameras in all the parking areas just incase this happens again.</p> <p>I also feel that attendance should be taken in consideration when students are sick or have other emergencies that require them to either miss school or leave early due to important situations that may be out of our control.</p> <p>People should explain what clock hour conversation is! And that it aplys to you.</p> <p>I'm fresh to death like a million buck!! LOL!!</p>	
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<i>On-line Classes</i>	
<p>ACA class should not switch to online after half a semester. In my line of work it is difficult to get on line everyday like you are expected to do.</p> <p>Give the students the option of taking classes online or at campus. Not just online.</p> <p>Get a chemistry teacher.</p> <p>All classes should have a campus option.</p> <p>HCC should let the students choose if they would like to take chemistry online or on campus. Because some students need to take chemistry but learn a lot better with a teacher in front of them teaching.</p> <p>Need more classes offered in the classroom.</p> <p>Yes, I would like to suggest a better paralegal program so the students can actually go to class and not do all work online.</p>	7

<i>Environment</i>	20
<p>The dental hygiene break room is rarely ever cleaned.</p> <p>The bathrooms stairwells and hallways (mainly in the main building) are always filthy, is there even a custodial staff here?</p> <p>Have more comfortable chairs in all of the classrooms with tables.</p> <p>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.</p> <p>Nursing department: need soda and snack machine! And printer in the computer lab that works.</p> <p>Nursing students need lounge with microwave, printer in the nurses lab should be repaired. There's no color printer on campus.</p> <p>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.</p> <p>I think it should be a smoke free campus.</p> <p>I think every classroom should have table and chairs.</p> <p>Need more places where students can chill out. The quiet room is too quiet, the library is too quiet and the cafeteria is too noisy. Students need a room where they can play card games/board/video and/or watch tv after and/or between classes,</p>	

<p>which will also strengthen communication and social skills. Not enough seats in class or enough classes. Please, please designate a place to smoke. Stop the smoking around the door (enter and exit). Suggestions: Invest in upgrading current classrooms with adult-size comfortable seating and state of the art equipment. The current classrooms reflect negatively on HCC. The computers are outdated. The addition of an eating facility for the cosmetology dept. since they work with the public/clients and can't readily leave campus or visit cafeteria for lunch breaks when they have clients. A breakroom for that dept. would be great. The nursing department needs a lounge area w/ a microwave so we can heat up our lunches since we're here almost all day. Dental hygiene has a fridge and a microwave that we are not allowed to use. There is a great need for furniture especially in the interior design dept. the drafting tables, chairs and computers leave a lot to be desired. The student lounge needs to be a more inviting and comfortable space for students who have large time gaps between classes. We need some tables and chairs in every classroom for larger students.</p>	
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<p><i>Surveys</i></p>	
<p>Don't give surveys to BLET because we do not know what is going on with the rest of the classes. It is difficult to answer questions when they are pertaining to courses or the HCC environment. I feel the student population part should be taking off. I don't think to ask personal question like that on here. Please do not cut down tree for this anymore and I ain't got no time for this. This is very long. To whom it may concern: I spend good money for my education. Today I was not able to do that because of the survey that was given in class, maybe next time the survey could be posted online. Too many surveys. Survey is too long. This was very long.</p>	<p>9</p>