



STUDENT SATISFACTION SURVEY REPORT

Fall 2020

FEBRUARY 25, 2020
HALIFAX COMMUNITY COLLEGE
100 College Dr., Weldon, NC 27890



Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2020** in collaboration with IOTA Solutions. For fall 2020, **207 students responded** to the survey yielding a **21% response rate – down 10 percentage points** from fall 2019 (31%). Student responses indicated a **98% satisfaction rating** (satisfied or very satisfied) with their **overall experience at HCC**. Respondents also reported they believed HCC was definitely or most likely **preparing them well for a career (98%)**, and **98%** reported they **would recommend HCC to others**.

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

Instructional Environment/Educational Instruction

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

Faculty Advising

- Availability of advisor 99%
- Provides information and resources 98%

Satisfaction with Services/Facilities

(Averages)

Information Technology	99%	Cashier’s Office	98%
Library Resources	99%	PRIDE	98%
Admissions	98%	Student Support Services	97%
Building/Grounds	98%	Registrar	96%
Center for Acad. Excellence	98%	Café and Vending	95%
Counseling Services	98%	Fin. Aid/Tuition Pymt./Refund	95%
		Bookstore	93%

Student Comments

Students were afforded the opportunity to offer comments or suggestions about their experience at HCC. Overall, there were fourteen (14) suggestions/concerns expressed and five (5) acclamations.

Acclamations

- Everything is great!!
- HCC is ok I've enjoyed my experience so far
- Mrs Rachel Stephens is a excellent teacher!
- I like HCC experience.
- Keep up the good work .

Concerns and Suggestions

- More comfortable chairs would be nice for the nursing classrooms and nursing lab. Especially when we have long 8-3 days.
- The bookstore is atrocious and appalling.
- The microwave in the cafeteria barely works. I think that a working microwave is needed in the cafeteria, for students who bring their lunch from home. I'm not satisfied with the service provided by technical support for blackboard, I contacted them twice, like 2 months ago, because the email used in my account is incorrect, and they have not solved the problem, they have not even let me know why the issue has not been resolved.
- I interacted with several support staff and I was not addressed in a timely manner. And when a student has a grievance and/or a concern with an instructor, there needs to be public notice of how to address and resolve issue.
- Hopefully more classes become available. Maybe look at potential writing intensive courses to be added so that transfer students can easily transfer as a junior in 4-year colleges that *do* require writing intensive courses in their pre-requisites.
- It would be helpful for the library to open earlier than 8. I do not have access to internet at home and often my lectures or tests are at 8 which is when the library is just opening. If they could even open at 7:45, it would be a great help.
- To be completely honest, HCC needs to hire staff members that know what they are doing, instead of people who should be working at McDonald's. Hire teachers that are good at teaching and want to teach, also it is very important to hire teachers that can speak English clearly for students to understand.
- 75 minutes per class is not efficient enough time to review and discuss class work.
- I suggest that there are more resources that can be provided to students due to their being strictly online classes due to Covid 19.
- The chairs in the MLT/Phlebotomy classroom need to be updated and fit the class health/cleanness requirements.
- Many employees are stale in their passion for helping others.
- The only issues I had this semester was having two virtual classes then one in class so I had to sit in my car for my two virtual classes to be on campus for my in person class.
- Cleaner bathrooms
- Before everything with covid 19 the college was better. This online is a pain.

Fall 2020 Student Satisfaction Survey Results Report

1. GENERAL: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The overall effectiveness of teaching instruction (197 responses)	190 (96%)		7 (4%)	
Online classes - quality of instruction (196 responses)	187 (95%)		9 (5%)	
Teaching techniques and methods (192 responses)	181 (94%)		11 (6%)	
Blackboard - quality of instruction (192responses)	186 (97%)		6 (3%)	
Fairness of grading policies (193 responses)	188 (97%)		5 (3%)	
Timely feedback from faculty pertaining to your academic performance (192 responses)	181 (94%)		11 (6%)	
Timely faculty response(s) to your emails and/or phone calls (189 responses)	180 (95%)		9 (5%)	

2. FACULTY ADVISING: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The availability of my faculty advisor to meet with me (157 responses)	155(99%)		2 (1%)	
Information my advisor provides regarding course credits I need to graduate (164responses)	159 (97%)		5 (3%)	
Information and resources my advisor provides to help me achieve my educational goals (161 responses)	156 (98%)		5 (2%)	

Concern shown for my academic progress (164 responses)	160 (98%)	4 (2%)
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3. ADMISSIONS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information received about admissions procedures/requirements (165 responses)	161 (98%)		4 (2%)	

4. FINANCIAL AID AND TUITION PAYMENT/REFUNDS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information about financial aid requirements (135 responses)	126 (93%)		9 (7%)	
Convenience of making tuition payments (138 responses)	134 (97%)		4 (3%)	
Financial aid refunds distribution (122 responses)	118 (97%)		4 (3%)	
Overall financial aid process (125responses)	118 (94%)		7 (6%)	

5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service (142responses)	138 (97%)		4 (3%)	

Service provided for making payments for services on campus (132 responses)	129 (98%)	3 (2%)
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6. REGISTRAR'S OFFICE: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Answering questions about transcripts and grades (134 responses)	128 (96%)		6 (4%)	
Handling transcript request in a timely manner (5-7 working days) (126 responses)	121(96%)		5 (4%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days) (123 responses)	118 (96%)		5 (2%)	

7. STUDENT SUPPORT SERVICES (SSS): How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (118 responses)	114 (97%)		4 (3%)	
Information provided by the staff (132 responses)	128 (97%)		4 (3%)	
Concern shown for my academic progress (130 responses)	127 (97%)		3 (3%)	
Overall resources provided to address my academic needs (130 responses)	127 (98%)		3 (2%)	

8. P.R.I.D.E.: How would you rate your satisfaction with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (103 responses)	100(97%)		3 (3%)	
Information provided by the staff (111 responses)	109 (98%)		2 (2%)	
Concern shown for my academic progress (105 responses)	102 (97%)		3 (3%)	
Overall resources provided to address my academic needs (109 responses)	107 (98%)		2 (2%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (104responses)	103 (99%)		1 (1%)	
Tutorial services provided (91 responses)	87 (96%)		4 (4%)	
Overall resources provided to address my academic needs (105 responses)	103 (98%)		2 (2%)	

9a. CENTER FOR ACADEMIC EXCELLENCE: For what purpose(s) do you use the Center for Academic Excellence?

Coursework	98 (45%)
Make-up Testing	9 (4%)
Internet Research	25 (11%)

Media Assignments	14 (6%)
Studying	57 (26%)
Disability Accommodations	15 (7%)

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs (104 responses)	103 (99%)		1 (1%)	
Concern shown for my educational progress (107 responses)	106 (99%)		1 (1%)	
Information provided by the staff (110 responses)	108 (98%)		2 (2%)	
Overall resources provided to address my counseling needs (107 responses)	104 (97%)		3 (3%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hardware equipment provided in the computer labs (monitors, processors, printers, keyboards, etc.) (106 responses)	106 (100%)		0 (0%)	
The access you have to computers in the computer labs when needed (105 responses)	103 (98%)		2 (2%)	
Overall information technology and services provided (112 responses)	111 (99%)		1 (1%)	

12. FOLLETT BOOKSTORE: How would you rate your satisfaction with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Helpfulness of the Bookstore staff in locating textbooks and materials (126 responses)	121 (96%)		5 (4%)	
Availability of textbooks during the first week of class (134 responses)	121 (90%)		13 (10%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class (130 responses)	119 (92%)		11 (8%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.) (116 responses)	115 (99%)		1 (1%)	
Bookstore hours of operation (127 responses)	126 (99%)		1 (1%)	

13. LIBRARY RESOURCES: How would you rate your satisfaction with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The knowledge of staff to assist you with locating materials (106 responses)	105 (99%)		1 (1%)	
Current print publications (books/newspaper/magazines) available for course assignments (100 responses)	100 (100%)		0 (0%)	
Print references (encyclopedias/current biography) available for course assignments (101 responses)	101 (100%)		0 (0%)	
Electronic resources available for my education needs (111 responses)	109 (98%)		2 (2%)	

My knowledge to locate the materials I need (107 responses)	106 (99%)	1 (1%)
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13a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library	
Studying	47 (22%)
Reading	13 (6%)
Coursework	39 (18%)
Research	27 (12%)
I do not use the library	91 (42%)

14. BUILDING & GROUNDS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms (122 responses)	118 (97%)		4 (3%)	
Cleanliness of hallways (132 responses)	129 (98%)		3 (2%)	
Cleanliness of lobby/lounge areas (126 responses)	123 (98%)		3 (2%)	
Cleanliness of restrooms (122 responses)	120 (98%)		2 (2%)	
Availability of toilet tissues in the restrooms (122 responses)	121 (99%)		1 (1%)	
Availability of paper towels in restrooms (122 responses)	119 (98%)		3 (2%)	
Availability of hand soap in restrooms (123 responses)	117 (95%)		6 (5%)	
Campus grounds are free of litter and debris (132 responses)	131 (99%)		1 (1%)	
Outside lighting of campus (123 responses)	120 (98%)		3 (2%)	

HCC provides an environment in which I can be proud (133 responses)	130 (98%)	3 (2%)
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15. VENDING & CAFE: How would you rate your satisfaction with the following?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The selection of food items in vending machines (77 Responses)	72 (94%)		5 (6%)	
The selection of drink items available in campus vending machines (78 Responses)	72 (92%)		6 (8%)	
Function of the vending machines (77 Responses)	68 (88%)		4 (12%)	
Hours of operation of the Café (72 Responses)	70 (97%)		2 (3%)	
The quality of the food provided by the Café (69 Responses)	66 (96%)		3 (4%)	
Café menu selection (69 Responses)	67 (97%)		2 (3%)	
The cleanliness of the Café (70 Responses)	69 (99%)		1 (1%)	
Café speed of service (70 Responses)	69 (99%)		1 (1%)	

16. Choose "yes" or "no" for the following:	Yes	No
Did you take a developmental math course? (166 Responses)	34 (20%)	132 (80%)
Did you take a developmental English course? (166 Responses)	46 (28%)	120 (72%)
Did you take an ACA 111 or 122 course? (166 Responses)	67 (40%)	99 (60%)
Did you attend New Student Orientation? (166 Responses)	77 (46%)	89 (54%)
Do you know the process for registering for classes? (166 Responses)	130 (78%)	36 (22%)
Do you know the drop/add procedures? (166 Responses)	119 (72%)	47 (28%)
Do you use the HCC website to read about HCC news? (166 Responses)	104 (63%)	62 (37%)
Do you know the Wellness Center is open and free to students? (166 Responses)	92 (55%)	74 (45%)
Do you use the Wellness Center? (166 Responses)	35 (21%)	131 (79%)

Do you know whom to contact when considering dropping a class? (166 Responses)	126 (76%)	40 (24%)
Do you know the grievance and appeal procedures? (166 Responses)	85 (51%)	81 (49%)
Did you utilize Aviso this semester? (166 Responses)	90 (54%)	76 (46%)

17. Please respond to the following:				
	Always	Usually	Seldom	Never
Do you feel welcomed at Halifax Community College? (166 Responses)	133 (80%)	30 (18%)	1 (1%)	2 (1%)
Does the environment foster your personal growth and academic development? (166 Responses)	117 (70%)	43 (26%)	3 (2%)	3 (2%)
Is the lighting in the classrooms/labs adequate? (166 Responses)	119 (72%)	38 (23%)	6 (4%)	3 (1%)
Is the furniture in classrooms/labs adequate? (166 Responses)	115 (69%)	41 (25%)	6 (4%)	4 (2%)
Is the electronic equipment in classrooms/labs sufficient? (166 Responses)	114 (69%)	45 (27%)	4 (2%)	3 (2%)
Is the audio/visual equipment in classrooms/labs sufficient? (166 Responses)	115 (69%)	44 (27%)	4 (2%)	3 (2%)
Is seating availability in classrooms/labs adequate? (166 Responses)	121 (73%)	37 (22%)	5 (3%)	3 (2%)
Is there a positive, friendly atmosphere among students? (166 Responses)	118 (71%)	43 (26%)	3 (2%)	2 (1%)

18. Please respond to the following about CAMPUS SECURITY:				
	Always	Usually	Seldom	Never
Do you feel safe on the HCC campus? (166 Responses)	123 (74%)	38 (23%)	4 (2%)	1 (1%)

18a. CAMPUS SECURITY: Please respond to the following:	Yes	No	Have not used security
Do you know how to contact security? (166 Responses)	70 (42%)	31 (19%)	65 (39%)

Do you know where the security office is located? (166 Responses)	67 (40%)	45 (27%)	54 (33%)
Has security been of assistance when you have asked for help? (166 Responses)	56 (34%)	9 (5%)	101 (61%)

19. Please choose "yes" or "no" for the following:	Yes	No
Would you recommend HCC to others? (166 Responses)	162 (98%)	4 (2%)
Are you satisfied that you made the right decision in choosing to attend HCC? (166 Responses)	161 (97%)	5 (3%)
Are you planning to enroll at HCC for Fall 2017? (166 Responses)	150 (90%)	16 (10%)

19a. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?	
Graduating	9 (18%)
Work Conflict	2 (4%)
Financial Reasons	2 (4%)
Courses that I need are not offered	1 (2%)
Family/Personal	3 (6%)
Attending Another College	4 (8%)
Transferring to a 4-year college or university	4 (8%)
Other	25 (50%)

20a. Do you feel that HCC is preparing you well for a career?	
Definitely	114 (69%)
Most Likely	49 (30%)

Probably Not	1 (1%)
Definitely Not	2 (1%)

20b. How would you rate your satisfaction with your overall experience at HCC?	
Very Satisfied	103 (62%)
Satisfied	57 (34%)
Dissatisfied	3 (2%)
Very Dissatisfied	1 (1%)
I do not know	2 (1%)

20c. What is your current academic classification?	
First Year Student	77 (46%)
Second Year Student	65 (39%)
Student in Third Year or Beyond	24 (15%)