



STUDENT SATISFACTION SURVEY REPORT

Fall 2019

FEBRUARY 17, 2020
HALIFAX COMMUNITY COLLEGE
100 College Dr., Weldon, NC 27890



Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2019** in collaboration with IOTA Solutions. For fall 2018, **310 students responded** to the survey yielding a **31% response rate – up 3 percentage points** from fall 2018 (28%). 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 **97%** 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

- Effectiveness of teaching instruction 99%
- Blackboard – quality of instruction 98%
- Lighting in classrooms/labs 98%
- Audiovisual equipment in classrooms/labs sufficient 97%
- Online classes – quality of instruction 97%
- Seating availability in classrooms/labs 97%
- Sufficient electronic equipment in classrooms/labs 97%
- Teaching techniques and methods 97%
- Adequate classroom furnishing 96%
- Atmosphere among students is positive and friendly 96%
- Timely faculty response to emails/phone calls 96%
- Timely feedback from faculty 96%
- Fairness of grading policies 94%

Faculty Advising

- Availability of advisor 95%
- Provides information and resources 96%

Satisfaction with Services/Facilities

(Averages)

Counseling Services	100%	Information Technology	98%
Center for Acad. Excellence	99%	Fin. Aid/Tuition Pymt./Refund	98%
Library Resources	99%	Registrar	98%
Bookstore	98%	Student Support Services	98%
Building/Grounds	98%	Admissions	97%
Cashier’s Office	98%	Café and Vending	94%

Student Comments

Students were afforded the opportunity to offer comments or suggestions about their experience at HCC.

Acclamations

- Taking the **ACA class has helped** me with **time management and writing papers** for my online courses.
- I am attending HCC in the Fall for cosmetology and **I'm ecstatic to be attending.**
- I am a nursing student. Overall, **I enjoy my nursing program.**
- Yes, I am. **HCC is a good school** to new knowledge.
- **I have really enjoyed my learning. Staff is great and very knowledgeable** about their jobs.
- So far, I have had **good experiences at HCC.** I have had only one instructor whose grading style I did not agree with. However, I understand final grading is at the instructor's discretion.
- **Attending HCC has really helped me out. It was the best decision** because I am not in financial debt and I am going to be graduating with an associate. I am **very satisfied with my decision!** **Everyone has been very helpful** and nice to get me where I want to be.
- Halifax Community College has complemented and **has helped me to the highest degree,** and I **love being a student at HCC.**
- I was **very pleased with my adviser**
- I **always enjoyed** studying at Halifax Community College. What a **wonderful and knowledgeable experience I had.**
- Overall, **it's an amazing school** I attend Roanoke Valley Early College but **being able to take college classes and getting a head start of everything is great,** it's hard within the beginning, but it's all worth it at the end.
- This is a **well-organized campus!**
- **HCC saved my life,** getting my education here **made a big difference in my life.**
- I am able to have a **large amount of time for myself thanks to the online classes** that I am taking, however there are disadvantages to this such as waiting for the instructor's response, which could take a while. On top of that, an online class is like having to teach myself the content, but I slowly got used to this process. On the bright side, **I am able to do the things I need to do that are not school related** while getting to go to my classes.

Reoccurring Themes for Concerns and Suggestions

- Restroom cleanliness and maintenance needs in Dental Hygiene and Nursing areas
- More programs to choose from
- More online courses
- More control of temperature in classrooms
- Improvements in advising

Concerns and Suggestions

- Concerning my advisor [REDACTED]: I have **scheduled several meetings** with [REDACTED] over the course of the past year and a half and [REDACTED] has **missed almost every meeting without notice.** If students are assigned an advisor, then the **advisor needs to be present in the students education affairs** and **be able to assist the students** with any and all questions. If the advisor is not going to be present and helpful, then there is no need for there to be an advisor title. I am very thankful I was able to find another advisor, [REDACTED] has been a great assistance and was able to answer all my questions and guide me on the right path. **I do**

believe advisors are important for the success of students and do believe **there should be a mandatory meeting with advisors and students at least twice a semester**. College can be difficult and confusing so it is **vital that there be a person or group to help each and every student succeed**.

- Suggestions for Dental Clinic: - **Plumbing issues bathrooms, water fountains, stinks**, etc. - Waiting area for patients **needs updated furniture**. - **Debit/ credit card machine for payment options** other than cash only. - **Advertisement** for dental cleanings.
- In the **dental hygiene building**, the **women's bathroom always seems to have an issue** with the toilets. The very first one **leaks around the base** and as the day goes on the **water spreads across the floor** of the other stalls. The big stall has an **issue when flushing**, we sometimes have to flush that toilet several times to make the loud noise it makes when being flushed to stop. Other than that, the bathroom is always well stocked. The maintenance staff does a very good job keeping toilet tissue, paper towels, and soap stocked.
- I know about the **Wellness Center** and that its free for students but the **times it is open is not convenient for a full-time student**. Should **open earlier in the mornings** and/or **close later in the evenings**.
- **More chairs in the dental hygiene student lunch area. Dust and clean** clinic floors. The **women's bathroom toilet leaks** water on the entire floor.
- In the summer the **air conditioning could be turn down some more**
- **Parking needs to be sectioned off for buildings**. Early college kids park in dental/nursing building parking lot and then walk across campus to their classes. It leaves very little parking for dental/nursing students who only use the one building.
- I feel that we need **more courses to choose from**, such as Radiology program and a Veterinarians program. I have a daughter that loves animals and she's about to graduate and looking for a Veterinaries program and the closest program is Wake County.
- Better **temperature control in classrooms**, usually too hot.
- Admissions is a **joke at this campus**. **Repeatedly** had to go to the college over months of time to **resubmit paperwork** that was simply sitting on [REDACTED] desk. I was told there was no way I got into my program of study because I wasn't even enrolled in the college.
- The **chairs in the MLT/Phlebotomy lab is uncomfortable**.
- A **snack vending machine in the nursing department**
- **Online math class has not worked well for me**. I do not learn well re: math instruction in this manner. I regret having to take MAT-143 online. I feel that I could have done much better with a on campus class. It may work well for others, but not me.
- **Help from advisors with continuing education was very frustrating and difficult**. I was **passed from person to person every semester**.
- Start doing searches of students **there have been drugs and guns brought onto campus** I have feared for my safety on more than one account I have had the weapon pulled on me and pointed in my side.
- Wish that there were **more online classes** offered for every class offered.
- eLECTUDE TEST NEEDS SOME CORRECTING
- **Some** of your **restrooms throughout the campus are not hygienic**.
- In the bookstore, when I bought 2 new books for class, I noticed that the book looked like it has been used. One was a hard cover book, and the edges looked they were slammed. **If I am buying a new book the book should be in flawless condition**. The second book was a spiral book and the edges were worn, and some pages were torn. When you open the book, the seal should crack. I feel like I received a worn-out book but paid full price for it. I had to purchase the book for class, and it was the only one left. If I knew about amazon schoolbooks before hand, I would've bought the book from that company. At least it would've been brand new. My suggestion is that for the bookstore employees **just to check all books to make sure they are**

new books and not in bad condition and selling them for a brand-new book. If the book has been damaged either rent it out or sell it for a reduced price.

- I would like to **see more programs offered at HCC. HCC is more like a high school** these days and **that's why personally I wouldn't recommend it**. If you're a person that needs to be retrained to find better employment, HCC doesn't offer many options. I don't think it's right that I have to go to other community colleges such as Nash, Edgemoor or Wilson and I'm offered much more as far as programs of study. **HCC does great for the students in the early college but there needs to be more options for others here in Halifax County.**

Fall 2019 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 (304 responses)	301 (99%)		3 (1%)	
Online classes - quality of instruction (287 responses)	278 (97%)		9 (3%)	
Teaching techniques and methods (305 responses)	296 (97%)		9 (3%)	
Blackboard - quality of instruction (306 responses)	300 (98%)		6 (2%)	
Fairness of grading policies (304 responses)	284 (93%)		20 (7%)	
Timely feedback from faculty pertaining to your academic performance (298 responses)	285 (96%)		13 (4%)	
Timely faculty response(s) to your emails and/or phone calls (299 responses)	283 (95%)		16 (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 (275 responses)	262 (95%)		13 (5%)	
Information my advisor provides regarding course credits I need to graduate (272 responses)	264 (97%)		8 (3%)	
Information and resources my advisor provides to help me achieve my educational goals (278 responses)	268 (96%)		10 (4%)	

3. ADMISSIONS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information received about admissions procedures/requirements (269 responses)	262 (97%)		7 (3%)	
Information provided by Placement Counselors (245 responses)	237 (97%)		8 (3%)	

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 (292 responses)	286 (98%)		6 (2%)	
Convenience of making tuition payments (227 responses)	222 (98%)		5 (2%)	
Financial aid refunds distribution (223 responses)	219 (98%)		4 (2%)	
Overall financial aid process (240 responses)	232 (97%)		8 (3%)	

5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service (265 responses)	260 (98%)		5 (2%)	
Service provided for making payments for services on campus (239 responses)	237 (99%)		2 (1%)	

6. REGISTRAR'S OFFICE: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Answering questions about transcripts and grades (244 responses)	237 (97%)		7 (3%)	
Handling transcript request in a timely manner (5-7 working days) (223 responses)	221 (98%)		5 (2%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days) (214 responses)	209 (98%)		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 (225 responses)	220 (98%)		5 (2%)	
Information provided by the staff (234 responses)	230 (98%)		4 (2%)	
Concern shown for my academic progress (239 responses)	235 (98%)		4 (2%)	
Overall resources provided to address my academic needs (234 responses)	230 (98%)		4 (2%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (216 responses)	214 (99%)		2 (1%)	
Information provided by staff (220 responses)	219 (99%)		1 (1%)	
Concern shown for my academic progress (217 Responses)	216 (99%)		1 (1%)	
Overall resources provided to address my academic needs (218 responses)	217 (99%)		1 (1%)	

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

Coursework	96 (27%)
Make-up Testing	8 (2%)
Internet Research	50 (14%)
Media Assignments	25 (7%)
Studying	76 (21%)
Disability Accommodations	7 (2%)
Other	100 (28%)

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs (178 responses)	178 (100%)		0 (0%)	
Concern shown for my educational progress (181 responses)	180 (99%)		1 (1%)	
Information provided by the staff (180 responses)	178 (99%)		2 (1%)	
Overall resources provided to address my counseling needs (174 responses)	174 (100%)		0 (0%)	

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hardware equipment provided in the computer labs (monitors, processors, printers, keyboards, etc.) (209 responses)	206 (99%)		3 (1%)	
The access you have to computers in the computer labs when needed (207 responses)	205 (99%)		2 (1%)	
Overall information technology and services provided (171 responses)	170 (98%)		1 (2%)	

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 (223 responses)	218 (98%)		5 (2%)	
Availability of textbooks during the first week of class (226 responses)	213 (94%)		13 (6%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class (216 responses)	209 (97%)		7 (3%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.) (212 responses)	212 (100%)		0 (0%)	
Bookstore hours of operation (221 responses)	221 (100%)		0 (0%)	

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 (186 responses)	184 (99%)		2 (1%)	
Current print publications (books/newspaper/magazines) available for course assignments (166 responses)	166 (100%)		0 (0%)	
Print references (encyclopedias/current biography) available for course assignments (169 responses)	168 (99%)		1 (1%)	

Electronic resources available for my education needs (190 responses)	189 (99%)	1 (1%)
My knowledge to locate the materials I need (187 responses)	186 (99%)	1 (1%)

13a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library	
Studying	110 (28%)
Reading	40 (10%)
Coursework	98 (25%)
Research	57 (15%)
I do not use the library	88 (22%)

14. BUILDING & GROUNDS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms (217 responses)	215 (99%)		2 (1%)	
Cleanliness of hallways (231 responses)	226 (98%)		5 (2%)	
Cleanliness of lobby/lounge areas (231 responses)	226 (98%)		5 (2%)	
Cleanliness of restrooms (227 responses)	208 (92%)		19 (8%)	
Availability of toilet tissues in the restrooms (224 responses)	219 (98%)		5 (2%)	
Availability of paper towels in restrooms (226 responses)	221 (98%)		5 (2%)	
Availability of hand soap in restrooms (226 responses)	219 (97%)		7 (3%)	
Campus grounds are free of litter and debris (237 responses)	234 (99%)		3 (1%)	

Outside lighting of campus (220 responses)	215 (98%)	5 (2%)
Maintenance and grounds (236 Responses)	234 (99%)	2 (1%)
HCC provides an environment in which I can be proud (235 responses)	231 (98%)	4 (2%)
Outside appearance of buildings (237 Responses)	235 (99%)	2 (1%)
Availability of spaces for parking (235 Responses)	224 (95%)	11 (5%)
Appearance of the campus and grounds (238 Responses)	236 (99%)	2 (1%)

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 (165 Responses)	156 (95%)		9 (5%)	
The selection of drink items available in campus vending machines (170 Responses)	161 (95%)		9 (5%)	
Function of the vending machines (170 Responses)	142 (84%)		28 (16%)	
Hours of operation of the Café (154 Responses)	150 (97%)		4 (3%)	
The quality of the food provided by the Café (147 Responses)	138 (94%)		9 (6%)	
Café menu selection (146 Responses)	138 (95%)		8 (5%)	
The cleanliness of the Café (152 Responses)	149 (98%)		3 (2%)	
Café speed of service (149 Responses)	139 (93%)		10 (7%)	

16. Choose "yes" or "no" for the following:	Yes	No
Did you take a developmental math course? (251 Responses)	62 (25%)	189 (75%)
Did you take a developmental English course? (250 Responses)	91 (36%)	159 (64%)
Did you take an ACA 111 or 122 course? (250 Responses)	111 (44%)	139 (56%)
Did you attend New Student Orientation? (251 Responses)	131 (52%)	120 (48%)
Do you know the process for registering for classes? (253 Responses)	232 (92%)	21 (8%)
Do you know the drop/add procedures? (251 Responses)	213 (85%)	38 (15%)
Do you use the HCC website to read about HCC news? (253 Responses)	169 (67%)	84 (33%)
Do you know the Wellness Center is open and free to students? (252 Responses)	173 (69%)	79 (31%)
Do you use the Wellness Center? (251 Responses)	52 (21%)	199 (79%)
Do you know whom to contact when considering dropping a class? (253 Responses)	219 (87%)	34 (13%)
Do you know the grievance and appeal procedures? (252 Responses)	151 (60%)	101 (40%)

17. Please respond to the following:				
	Always	Usually	Seldom	Never
Do you feel welcomed at Halifax Community College? (252 Responses)	194 (77%)	55 (22%)	2 (<1%)	1 (<1%)
Does the environment foster your personal growth and academic development? (252 Responses)	190 (75%)	55 (22%)	6 (2%)	1 (<1%)
Is the lighting in the classrooms/labs adequate? (253 Responses)	199 (79%)	49 (19%)	2 (<1%)	3 (1%)
Is the furniture in classrooms/labs adequate? (253 Responses)	192 (76%)	52 (21%)	6 (2%)	3 (1%)
Is the electronic equipment in classrooms/labs sufficient? (253 Responses)	190 (75%)	56 (22%)	4 (2%)	3 (1%)
Is the audio/visual equipment in classrooms/labs sufficient? (251 Responses)	191 (75%)	55 (22%)	2 (<1%)	5 (2%)
Is seating availability in classrooms/labs adequate? (253 Responses)	193 (76%)	53 (21%)	3 (1%)	4 (2%)
Is there a positive, friendly atmosphere among students? (252 Responses)	179 (71%)	63 (25%)	7 (3%)	3 (1%)

18. Please respond to the following about CAMPUS SECURITY:				
	Always	Usually	Seldom	Never
Do you feel safe on the HCC campus? (252 Responses)	181 (72%)	67 (27%)	3 (1%)	1 (<1%)

18a. CAMPUS SECURITY: Please respond to the following:	Yes	No	Have not used security
Do you know how to contact security? (253 Responses)	137 (54%)	31 (12%)	85 (34%)
Do you know where the security office is located? (252 Responses)	145 (58%)	48 (19%)	59 (23%)
Has security been of assistance when you have asked for help? (253 Responses)	108 (43%)	10 (4%)	135 (53%)

19. Please choose "yes" or "no" for the following:	Yes	No
Would you recommend HCC to others? (252 Responses)	246 (97%)	6 (3%)
Are you satisfied that you made the right decision in choosing to attend HCC? (253 Responses)	247 (98%)	6 (2%)
Are you planning to enroll at HCC for Spring 2020? (253 Responses)	236 (93%)	17 (7%)

20. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?	
Graduating	36 (15%)
Work Conflict	9 (4%)
Financial Reasons	9 (4%)
Courses that I need are not offered	6 (3%)

Family/Personal	7 (3%)
Attending Another College	6 (3%)
Transferring to a 4-year college or university	18 (8%)
Other	175 (74%)

20a. Do you feel that HCC is preparing you well for a career?	
Definitely	185 (74%)
Most Likely	62 (25%)
Probably Not	4 (1%)
Definitely Not	0 (0%)

20b. How would you rate your satisfaction with your overall experience at HCC?	
Very Satisfied	173 (69%)
Satisfied	70 (28%)
Dissatisfied	5 (2%)
Very Dissatisfied	1 (<1%)
I do not know	3 (1%)

20c. What is your current academic classification?	
First Year Student	114 (45%)
Second Year Student	72 (29%)
Student in Third Year or Beyond	46 (18%)
Early College	19 (8%)