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# STUDENT SATISFACTION SURVEY REPORT

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**Fall 2018**

FEBRUARY 15, 2019  
HALIFAX COMMUNITY COLLEGE  
100 College Dr., Weldon, NC 27890



## Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2018** in collaboration with IOTA Solutions. For fall 2018, **260 students responded** to the survey yielding a **28% response rate – up 3 percent from fall 2017** (25%). Student responses indicated a **96% 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 (96%)**, 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

- Blackboard – quality of instruction 99%
- Effectiveness of teaching instruction 99%
- Seating availability in classrooms/labs 98%
- Teaching techniques and methods 98%
- Online classes – quality of instruction 97%
- Timely feedback from faculty 97%
- Timely faculty response to emails/phone calls 97%
- Atmosphere among students is positive and friendly 96%
- Fairness of grading policies 96%
- Lighting in classrooms/labs 97%
- Adequate classroom furnishing 95%
- Audiovisual equipment in classrooms/labs sufficient 95%
- Sufficient electronic equipment in classrooms/labs 95%

### Faculty Advising

- Availability of advisor 97%
- Provides information and resources 97%

### Satisfaction with Services/Facilities

(Averages)

Counseling Services	100%	Cashier’s Office	98%
Admissions	99%	Registrar	98%
Bookstore	99%	Student Support Services	98%
Center for Acad. Excellence	99%	Fin. Aid/Tuition Pymt./Refund	96%
Library Resources	99%	Building/Grounds	94%
Information Technology	99%	Café and Vending	91%
P.R.I.D.E.	99%		

## Student Comments

Students were afforded the opportunity to offer comments or suggestions about their experience at HCC. Overall, there were thirteen (13) negative tone comments and five (5) positive tone comments.

### Acclamations

- It always been a **wonderful experience** for me here at HCC.
- It been **improving at every minute**.
- I **enjoy coming** to the facility
- I was on academic probation and I hated it. The **financial aid and I agreed** I would **pass all of my classes to get off probation**. I am proud to say that I have worked towards that goal, and **will continue to move forward**.
- **Mr. Hardy is a great advisor**

### Reoccurring Themes for Concerns and Suggestions

- Restroom cleanliness and maintenance needs in Dental Hygiene and Nursing areas

### Concerns and Suggestions

- I was disappointed to find out that the last **English class I took (was told I needed) was not the one I needed after all**.
- I feel that many **students** there are **misusing the food bank** for their own personal shopping experiences.
- **Lack of communication and follow up**. I received a 4.0 and was told that my name was called at an **awards ceremony** that **I knew absolutely nothing about**.
- I wish that the **restrooms in the nursing department would be fixed**. We only get 10-15 minutes. I also would like to see a **drink machine and snack machine** be put on our floor as well. We have very long days there and it is **hard for us to go up to the café in just a few minutes**.
- I do not agree with the idea of **so many high school students** being on campus. It **interferes** with the whole **purpose of this being a college campus** and adults receiving uninterrupted well deserved education.
- The **restrooms in the dental hygiene building are disgusting**. There are **rarely any paper towels** and the **toilets** are almost **always not working**. The **bathroom also smells terrible**.
- **[REDACTED] in CAE is not fair**. She is always asking for favors. If you don't do it for her, she sabotages your work. I have suffered working with her for two years and I hope CAE get new help that is fair and able to help because no student should have to do endure that pressure from a tutor. I wont say anything else. Just enough to hopefully prevent it from happening to the next student. I have reported this several times. So I guess it is ok. People go through enough, people are stressed enough. If you are not a people person, you should not be helping, because you're not helping you are hurting!!!!!!!!!!!!!!
- **[REDACTED] is neither helpful or professional**. As an enrolling student I had to remind her to register me and she has **given me the wrong information several times**. She was **also rude**, never gave me the information on starting my class or the login I was supposed to receive. Among this she was rude and I had to inform her of other students enrolling so she could email them about starting the class even though it started in less than a week.
- The **restrooms in the dental hygiene clinic for students are completely disgusting**. The smell is horrible, and usually **stuff is seeping out of the floor** which is disgusting. One restroom for handicap doesn't work in the women's and has been that way for a year now, so we actually go to the men's if we have to! The vending machine is never full in the hygiene department either.

We also ***really need a new panoramic X-ray machine*** in order to properly treat and diagnose patients. ***Another dentist needs to be hired ASAP*** as well to help assist Dr. Clark and the instructors. We as students suffer because of this situation. Dentists have well earned their education and the right to make good money, so I feel if a dentist is asking for a fair amount just give it to them for the sake of the program. There is plenty of money that is being just handed out around the school and I feel some could go toward hiring an additional dentist at the rate they are asking to help staff and students in the dental hygiene department.

- The ***dental hygiene*** building girls ***restrooms needs to fix a toilet***. It has a sign don't use since Jan 2018.
- My suggestion would be that ***HCC needs to have more programs of study*** to offer for its community. Maybe offer ***more trade programs***. Also, when your students graduate, you can ***help them with job placement***.
- I'm a bit annoyed that the academic year ***calendar on the HCC website was messed up*** this semester. This has ***caused mild inconvenience*** in scheduling going into the spring 2019 semester. ***Courses*** that ***were offered*** when I ***enrolled*** in my degree have since been ***discontinued***, yet I still need them for my degree through HCC.

## Fall 2018 Student Satisfaction Survey Results Report

<b>1. GENERAL: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The overall effectiveness of teaching instruction (256 responses)	254 (99%)		2 (1%)	
Online classes - quality of instruction (228 responses)	221 (97%)		7 (3%)	
Teaching techniques and methods (249 responses)	243 (98%)		6 (2%)	
Blackboard - quality of instruction (252 responses)	249 (99%)		3 (1%)	
Fairness of grading policies (250 responses)	241 (96%)		9 (4%)	
Timely feedback from faculty pertaining to your academic performance (250 responses)	242 (97%)		8 (3%)	
Timely faculty response(s) to your emails and/or phone calls (248 responses)	241 (97%)		7 (3%)	

<b>2. FACULTY ADVISING: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The availability of my faculty advisor to meet with me (236 responses)	229 (97%)		7 (3%)	
Information my advisor provides regarding course credits I need to graduate (233 responses)	224 (96%)		9 (4%)	
Information and resources my advisor provides to help me achieve my educational goals (236 responses)	228 (97%)		8 (3%)	

<b>3. ADMISSIONS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information received about admissions procedures/requirements (229 responses)	226 (99%)		3 (1%)	
Information provided by Placement Counselors (210 responses)	205 (98%)		5 (2%)	

<b>4. FINANCIAL AID AND TUITION PAYMENT/REFUNDS: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Information about financial aid requirements (202 responses)	194 (96%)		8 (4%)	
Convenience of making tuition payments (194 responses)	187 (96%)		7 (4%)	
Financial aid refunds distribution (191 responses)	185 (97%)		6 (3%)	
Overall financial aid process (200 responses)	189 (95%)		11 (5%)	

<b>5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service (222 responses)	218 (98%)		4 (2%)	
Service provided for making payments for services on campus (206 responses)	201 (98%)		5 (2%)	

**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 (206 responses)	201 (98%)		5 (2%)	
Handling transcript request in a timely manner (5-7 working days) (194 responses)	190 (98%)		4 (2%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days) (184 responses)	180 (98%)		4 (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 (197 responses)	194 (98%)		3 (2%)	
Information provided by the staff (201 responses)	197 (98%)		4 (2%)	
Concern shown for my academic progress (200 responses)	196 (98%)		4 (2%)	
Overall resources provided to address my academic needs (202 responses)	199 (99%)		3 (1%)	

<b>8. P.R.I.D.E.: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (162 responses)	158 (98%)		4 (2%)	
Information provided by the staff (167 responses)	165 (99%)		2 (1%)	
Concern shown for my academic progress (164 responses)	162 (99%)		2 (1%)	
Overall resources provided to address my academic needs (164 responses)	162 (99%)		2 (1%)	

<b>9. CENTER FOR ACADEMIC EXCELLENCE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests for academic support (161 responses)	159 (99%)		2 (1%)	
Tutorial services provided (153 responses)	151 (99%)		2 (1%)	
Overall resources provided to address my academic needs (163 responses)	163 (100%)		0 (0%)	

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

Coursework	96 (29%)
Make-up Testing	13 (4%)
Internet Research	49 (15%)
Media Assignments	19 (6%)
Studying	57 (17%)
Disability Accommodations	5 (2%)
Other	90 (27%)

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs (136 responses)	136 (100%)		0 (0%)	
Concern shown for my educational progress (138 responses)	168 (100%)		0 (0%)	
Information provided by the staff (138 responses)	138 (100%)		0 (0%)	
Overall resources provided to address my counseling needs (136 responses)	136 (100%)		0 (0%)	

<b>11. INFORMATION TECHNOLOGY/RESOURCES: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hardware equipment provided in the computer labs (monitors, processors, printers, keyboards, etc.) (172 responses)	170 (99%)		2 (1%)	
The access you have to computers in the computer labs when needed (173 responses)	172 (99%)		1 (1%)	
Overall information technology and services provided (171 responses)	170 (99%)		1 (1%)	

<b>12. FOLLETT BOOKSTORE: How would you rate your satisfaction with the following?</b>				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Helpfulness of the Bookstore staff in locating textbooks and materials (201 responses)	198 (99%)		3 (1%)	
Availability of textbooks during the first week of class (199 responses)	195 (98%)		4 (2%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class (192 responses)	190 (99%)		2 (1%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.) (184 responses)	182 (99%)		2 (1%)	
Bookstore hours of operation (199 responses)	197 (99%)		2 (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 (159 responses)	158 (99%)		1 (1%)	
Current print publications (books/newspaper/magazines) available for course assignments (152 responses)	150 (99%)		2 (1%)	
Print references (encyclopedias/current biography) available for course assignments (150 responses)	148 (99%)		2 (1%)	
Electronic resources available for my education needs (167 responses)	164 (98%)		3 (2%)	
My knowledge to locate the materials I need (160 responses)	158 (99%)		2 (1%)	

**13a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library**

Studying	86 (23%)
Reading	44 (12%)
Coursework	89 (24%)
Research	72 (19%)
I do not use the library	82 (22%)

**14. BUILDING & GROUNDS: How would you rate your satisfaction with the following?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms (197 responses)	190 (96%)		7 (4%)	
Cleanliness of hallways (201 responses)	195 (97%)		6 (3%)	
Cleanliness of lobby/lounge areas (195 responses)	188 (96%)		7 (4%)	
Cleanliness of restrooms (197 responses)	171 (87%)		26 (13%)	
Availability of toilet tissues in the restrooms (197 responses)	175 (89%)		22 (11%)	
Availability of paper towels in restrooms (197 responses)	174 (88%)		23 (12%)	
Availability of hand soap in restrooms (197 responses)	183 (93%)		14 (7%)	
Campus grounds are free of litter and debris (201 responses)	195 (97%)		6 (3%)	
Outside lighting of campus (192 responses)	184 (96%)		8 (4%)	
HCC provides an environment in which I can be proud (201 responses)	193 (96%)		8 (4%)	

**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 (137 Responses)	126 (92%)		11 (8%)	
The selection of drink items available in campus vending machines (138 Responses)	127 (92%)		11 (8%)	
Function of the vending machines (138 Responses)	120 (87%)		18 (13%)	
Hours of operation of the Café (137 Responses)	131 (96%)		6 (4%)	
The quality of the food provided by the Café (137 Responses)	123 (90%)		14 (10%)	
Café menu selection (137 Responses)	117 (89%)		20 (11%)	
The cleanliness of the Café (137 Responses)	129 (94%)		8 (6%)	
Café speed of service (136 Responses)	117 (86%)		19 (14%)	

<b>16. Choose "yes" or "no" for the following:</b>	<b>Yes</b>	<b>No</b>
Did you take a developmental math course? (218 Responses)	76 (35%)	142 (65 %)
Did you take a developmental English course? (218 Responses)	84 (38%)	134 (62%)
Did you take an ACA 111 or 122 course? (218 Responses)	80 (37%)	137 (63%)
Did you attend New Student Orientation? (218 Responses)	111 (51%)	106 (49%)
Do you know the process for registering for classes? (218 Responses)	190 (87%)	28 (13%)
Do you know the drop/add procedures? (218 Responses)	159 (73%)	58 (27%)
Do you use the HCC website to read about HCC news? (218 Responses)	151 (69%)	67 (31%)
Do you know the Wellness Center is open and free to students? (218 Responses)	134 (61%)	84 (39%)
Do you use the Wellness Center? (218 Responses)	50 (23%)	168 (77%)
Do you know whom to contact when considering dropping a class? (218 Responses)	176 (81%)	42 (19%)
Do you know the grievance and appeal procedures? (218 Responses)	107 (49%)	111 (51%)
Did you utilize Aviso this semester? (218 Responses)	94 (43%)	124 (57%)

<b>17. Please respond to the following:</b>				
	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel welcomed at Halifax Community College? (218 Responses)	158 (73%)	55 (25%)	3 (1%)	2 (1%)
Does the environment foster your personal growth and academic development? (218 Responses)	144 (66%)	59 (27%)	10 (5%)	4 (2%)
Is the lighting in the classrooms/labs adequate? (218 Responses)	155 (71%)	57 (26%)	3 (1%)	3 (1%)
Is the furniture in classrooms/labs adequate? (218 Responses)	144 (66%)	63 (29%)	7 (3%)	3 (1%)
Is the electronic equipment in classrooms/labs sufficient? (218 Responses)	145 (67%)	62 (28%)	6 (3%)	4 (2%)
Is the audio/visual equipment in classrooms/labs sufficient? (218 Responses)	146 (67%)	62 (28%)	6 (3%)	3 (1%)
Is seating availability in classrooms/labs adequate? (218 Responses)	157 (72%)	56 (26%)	1 (<1%)	2 (1%)
Is there a positive, friendly atmosphere among students? (218 Responses)	137 (63%)	72 (33%)	6 (3%)	2 (1%)

<b>18. Please respond to the following about CAMPUS SECURITY:</b>				
	<b>Always</b>	<b>Usually</b>	<b>Seldom</b>	<b>Never</b>
Do you feel safe on the HCC campus?	139 (64%)	71 (33%)	5 (2%)	3 (1%)

<b>18a. CAMPUS SECURITY: Please respond to the following:</b>	<b>Yes</b>	<b>No</b>	<b>Have not used security</b>
Do you know how to contact security? (218 Responses)	116 (53%)	36 (17%)	65 (30%)
Do you know where the security office is located? (218 Responses)	108 (50%)	59 (27%)	50 (23%)
Has security been of assistance when you have asked for help? (218 Responses)	83 (38%)	13 (6%)	121 (56%)

<b>19. Please choose "yes" or "no" for the following:</b>	<b>Yes</b>	<b>No</b>
Would you recommend HCC to others? (218 Responses)	212 (97%)	6 (3%)
Are you satisfied that you made the right decision in choosing to attend HCC? (218 Responses)	209 (96%)	9 (4%)
Are you planning to enroll at HCC for Fall 2017? (218 Responses)	193 (89%)	23 (11%)

<b>20. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?</b>	
Graduating	32 (30%)
Work Conflict	10 (10%)
Financial Reasons	9 (9%)
Courses that I need are not offered	7 (7%)
Family/Personal	5 (5%)
Attending Another College	9 (9%)
Transferring to a 4-year college or university	17 (16%)
Other	16 (15%)

<b>20a. Do you feel that HCC is preparing you well for a career?</b>	
Definitely	143 (66%)
Most Likely	66 (30%)
Probably Not	7 (3%)
Definitely Not	2 (1%)

**20b. How would you rate your satisfaction with your overall experience at HCC?**

Very Satisfied	123 (56%)
Satisfied	86 (40%)
Dissatisfied	4 (2%)
Very Dissatisfied	2 (1%)
I do not know	3 (1%)

**20c. What is your current academic classification?**

First Year Student	104 (48%)
Second Year Student	58 (27%)
Student in Third Year or Beyond	56 (26%)