



GRADUATING STUDENT SURVEY (GSS) RESULTS REPORT 2018

Institutional Research
Office of Institutional Effectiveness & Advancement

Executive Summary

The Graduating Student Survey (GSS) was administered April 23rd - May 11th 2018 to 236 Halifax Community College graduating students in curriculum programs seeking certificate, diploma, and/or associate degree credentials, excluding high school equivalency students and inmates. One-hundred twenty-seven (127) out of 236 students completed the survey yielding a **response rate of 53.8%**. This rate represents a **six percentage-point decrease** in comparison to the *spring 2017 response rate of 59.8% (159 of 266)*.

Spring 2018 graduating respondents reported an **overall level of satisfaction** with their **HCC experience at 94%**. In addition to this high level of overall satisfaction, **92.9% of 2018 respondents** (114) stated that the **educational environment** at HCC **provided** them with **life skills** (2017 respondents (151) reported a 94.3% satisfaction level). **All 2018 graduates (100%)** reported satisfaction with their **competency in the basic use of computers** (98.7% in 2017). Upon graduating, 2018 graduates reported high levels of satisfaction with their ability to demonstrate:

- *effective oral communication (2018 – 99.21%; 2017 - 99.4%),*
- *fundamental math skills (2018 – 97.6%; 2017 - 97.4%),*
- *non-technical skills applicable in the workplace (2018 – 99.2%; 2017 - 98.7%),*
- *ability to communicate effectively in writing (2018 – 97.6%; 2017 – 100%),*
- *specialized skills related to program of study (2018 – 100%; 2017 – 99.4%).*

The spring 2018 satisfaction rating of HCC graduates for **their College experience overall** is 97.5% (2017 - 96.8%). Other areas with the **highest levels of satisfaction** (97% – 100% very satisfied/satisfied) include the following:

Facilities and Services

Cashiers Office - **100%**
Library - **100%**
Technology Resources - **99%**

Student Affairs

Admissions – **99%**
CAE – **99%**
Counseling – **99%**
Financial Aid Office – **98%**
PRIDE – **97%**
Registration – **97%**
Student Support Services – **100%**

Advising/Instruction

Academic Advising - **96%**
Overall Quality of Academic Program - **99%**
Quality of instruction in program – **98%**
Quality of instruction in other courses - **98%**

Goal(s) for Attending HCC and Employment

Of the 127 respondents, **120 (94.5%)** attended HCC for the **purpose of earning an associate degree, diploma and/or certificate**. In addition to seeking a credential, **48 (37.8%)** were **preparing for a new job**; and **45 (35.4%)** graduates indicated that they **planned to transfer to a four-year institution**.

Thirteen of 126 respondents (**10.3%**) indicated they partially accomplished their goal(s) for attending HCC. Of these 13 respondents, **financial hardship (46.2%)**, **Job conflict (23.1%)**, and **medical issues (23.1%)** were the most frequently cited reasons. However, 12 of 13 respondents (**92.3%**) cited “other” as a reason for not accomplishing their goal(s). (*See item 8 for a list of reasons*)

At the time of survey administration, **76 of 125 (60.8%)** respondents were **employed**.

Transfers

Forty-five (35.4%) respondents indicated an intent to transfer to a 4 year college/university. Twenty-two (22) respondents stated they had been accepted to begin studies at a 4-year college or university for the next academic year. **Schools of choice and frequency** are indicated below.

Appalachian State University (1)	North Carolina Central University (3)
Ashford University (1)	North Carolina State University (1)
Chowan University (1)	Ringling College of Arts and Design (1)
East Carolina University (3)	University of NC at Charlotte (1)
Elizabeth City State University (1)	University of NC at Greensboro (3)
North Carolina A&T St. University (2)	Winston Salem State University (4)

Summary of Accolades

- I'm very satisfied with my actual program and the instructors and advisor
- This has been the best experience
- I have had the best instructors
- The dental hygiene program was great. Mrs. High spends a lot of her downtime trying to make the program better
- The dental hygiene is a wonderful program. The instructors are wonderful and helpful
- HCC has made an impact on my life.
- My experiences here at HCC have been wonderful.
- HCC has truly been a blessing to me. Classmates, instructors, and staff were like family.
- I loved every part of this experience
- I am satisfied with my experience
- I just want to say that I have enjoyed working with the instructors
- Thank everyone who had a hand in my success. I greatly appreciate it.
- I loved my time at HCC, mostly thanks to my advisor, Dr. Julie Galvin
- HCC helped me succeed
- Halifax Community College was truly a growing experience. Helped me get back on the right track

Summary of Suggestions/Concerns

- Need more programs/courses
- Better communication between on-line instructors and students
- Bathrooms in Dental Hygiene are always leaking and out of order
- Advisors need to be more knowledgeable and willing to help students
- Observe new teachers to make sure students do not have to suffer
- Keep the gym open to registered students between semesters
- Overall appearance inside the building is very dull
- Faculty members are very rude and do the absolute bare minimum
- Admissions and office personnel need more organization and more willingness to help
- Attitudes are always negative
- Not a good quality school in my opinion
- I have not seen ANY improvement within HCC

1. What is your level of satisfaction with your ability to:	GSS 2018		
	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of "I do not know" Responses
Communicate effectively in writing (127 Responses)	124 (98.4%)	2 (1.6%)	1
Communicate effectively in oral communications (127 Responses)	126 (99.2%)	1 (0.8%)	0
Demonstrate fundamental mathematical skills (127 Responses)	124 (99.2%)	1 (0.8%)	2
Demonstrate positive non-technical skills applicable in the workplace (127 Responses)	126 (99.2%)	1 (0.8%)	0
Demonstrate competency in the basic use of computers (127 Responses)	127 (100.0%)	0 (0.0%)	0
Perform specialized skills related to program of study/career (127 Responses)	127 (100.0%)	0 (0.0%)	0

Note: Percentages do not include responses for "I do not know."

2. Please rate your satisfaction with the following:	GSS 2018		
	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of "I do not know" Responses
Quality of instruction in program area courses (127 Responses)	124 (98.4%)	2 (1.6%)	1
Quality of instruction in other courses (127 Responses)	123 (98.4%)	2 (1.6%)	2
Overall quality of academic program of study (major) (127 Responses)	125 (99.2%)	1 (0.8%)	1

Note: Percentages do not include responses for "I do not know."

3. Please rate your satisfaction with the following:	GSS 2018		
	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of "I do not know" Responses
Academic Advising (127 Responses)	116 (95.9%)	5 (4.1%)	6
Center for Academic Excellence (127 Responses)	114 (99.1%)	1 (0.9%)	12
Registration (127 Responses)	121 (96.8%)	4 (3.2%)	2
Admissions (127 Responses)	119 (99.2%)	1 (0.8%)	7
Student Activities (127 Responses)	112 (96.6%)	4 (3.4%)	11
Campus Security (127 Responses)	121 (97.6%)	3 (2.4%)	3

Library (127 Responses)	118 (100.0%)	0 (0.0%)	9
Bookstore (127 Responses)	121 (97.6%)	3 (2.4%)	3
Facilities (classrooms, labs) (127 Responses)	121 (96.8%)	4 (3.2%)	2
ACA - College Success Course (111, 122) (127 Responses)	114 (100.0%)	0 (0.0%)	13
Student Support Services (127 Responses)	109 (100.0%)	0 (0.0%)	18
Tutoring/Tutoring Lab (127 Responses)	98 (98.0%)	2 (2.0%)	27
Counseling Services (127 Responses)	102 (99.0%)	1 (1.0%)	24
Financial Aid Office (127 Responses)	117 (98.3%)	2 (1.7%)	8
Technology Resources (127 Responses)	115 (99.1%)	1 (0.9%)	11
Buildings & Grounds (127 Responses)	115 (94.3%)	7 (5.7%)	5
Vending & Hot Food Services (127 Responses)	107 (97.3%)	3 (2.7%)	17
Cashier's Office (127 Responses)	124 (100.0%)	0 (0.0%)	3
The College Overall (127 Responses)	121 (97.6%)	3 (2.4%)	3
PRIDE (127 Responses)	93 (96.9%)	3 (3.1%)	31

Note: Percentages do not include responses for "I do not know."

4. Please rate your satisfaction with the support for the learning environment:	GSS 2018		
	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of "I do not know" Responses
Multi-cultural differences	113 (98.3%)	2 (1.7%)	11
Life skills needs and student interests	117 (96.7%)	4 (3.3%)	2

Note: Percentages do not include responses for "I do not know."

			GSS 2018	
5. My goal(s) for attending HCC were to: (choose all that apply)	Choice	Number (Percentage)		
(127 responses)	Earn an Associate Degree, Diploma, or Certificate	120 (94.5%)		
	Prepare for a new job	48 (37.8%)		
	Improve existing job skills	39 (30.7%)		
	Transfer to a four year college/university	45 (35.4%)		
	Personal interest	29 (22.8%)		
	*Other	3 (2.4%)		

Note: Respondents are duplicated. Percentages will not sum to 100%.

*Other responses included:

- Supply me with the knowledge needed and resources to possibly use to manage and run my own business.
- Success

			GSS 2018	
6. I earned a/an: (check all that apply)	Choice	Number (Percentage)		
(127 responses)	Associate Degree	105 (82.7%)		
	Diploma	27 (21.3%)		
	Certificate	37 (29.1%)		
	*Other	3 (2.4%)		

Note: Respondents are duplicated. Percentages will not sum to 100%.

*Other responses included:

- CNA1 certificate
- Have not completed my course yet

7. I accomplished my goal(s)	Yes, Completely	Yes, Partially
(126 Responses)	113 (89.7%)	13 (10.3%)

8. If you partially accomplished your goal while at HCC, which of the following best describes why you did not achieve your goal: (Choose all that apply) (13 "Partially" Responses)	GSS 2018	
	Choice	Number (Percentage)
	Job conflict	3 (23.1%)
	New employment	1 (7.7%)
	Financial hardship	6 (46.2%)
	Family circumstances	1 (7.7%)
	Joined the military	0 (0.0%)
	Lack of child-care	0 (0.0%)
	Medical issues	3 (23.1%)
	Moved to a new area	0 (0.0%)
	Lack of interest in pursuing course of study	2 (15.4%)
	Dissatisfied with the services offered by the college	0 (0.0%)
	Dissatisfied with the quality of instruction	1 (7.7%)
	*Other	12 (92.3%)

Note: Respondents are duplicated. Percentages will not sum to 100%

*Other responses included:

- I will still be enrolled after receiving this certificate due to progressing toward my associates in business administration that I should be completed by December 2018.
- Still taking courses to graduate with an Associate's Degree
- I have yet to achieve my Associates Degree.
- I wanted to graduate with a 4.0, which I maintained for two semesters. It wasn't until taking [REDACTED] class that I became very discouraged throughout my remaining semesters. I tried my hardest taking that class, with no help from her. She wouldn't answer questions; she basically made the class teach themselves everything, and then rock back and forth in her chair when none of the students could answer questions on the board that she couldn't even answer herself. She yelled at me in her office, so loudly that her voice was echoing down the hallway, because I came to her to discuss why my grades were so low. I had met all of her assignment requirements, and still, my grades were unreasonably low. My grades were fine until she put a name to my face. I felt that she was treating me unfairly because of my sexual orientation, until I spoke with other students and realized she seemed to hate everybody. After trying everything, and still only ending up with a C, lowering my hard-earned GPA, I truly lost the will to try as hard in the following semesters. I will never forget [REDACTED]. If anything, I will keep her in mind as I go forward in life to remind me that there will be people who try to bring you down, for whatever reason, and you just have to keep trying until you succeed.
- Personal reasons.
- class not offered

9. If you were to begin again (if you had to start all over again) would you choose to attend HCC? (126 Responses)	Yes	No	Not sure
	104 (82.5%)	8 (6.4%)	14 (11.1%)

10. If you are unsure or would not attend HCC (if you were to start over again), please state the reason(s) why.	GSS 2018
	Location - I live in VA
	The admissions and office personnel need more organization and more willingness to help instead of acting as if things are a bother to them. Attitudes are always negative and unwelcoming. I am very satisfied with my actual program and the instructors and advisor , but the attitudes in the office I'm sure have cost the college some valuable students and discourage many from having to deal with them.
	Don't know where I'd be
	The full experience of HCC is yet to come.... Graduation!
	It does not offer all the classes I wish I could've taken
	I would do it again only if Mr. Bone was teaching my courses
	This place was a necessity not a choice
	The reason I would not attend HCC again is because I already stayed an extra year and I feel as though if I don't or didn't graduate with my degree then it was no point of attending and staying back.
	[REDACTED] - Instructor
	Instructor
	I attended HCC while being a high school student . I felt as if this was a lot to manage and sometimes lost focus of one for the other so I don't know how I would go about it if given the opportunity one more time .
	There were several issues , personal and professional, regarding the cosmetology program and instructor , which if resolved, would greatly improve the program as a whole.
	I would not choose to attend HCC because it is not a good quality school in my opinion . The faculty at HCC are not helpful . Though I put my four years at RVEC I have not seen ANY improvement within HCC! Very disappointed!
	I want more .

	GSS 2018		
11. School of College Transfer, Business, & Education	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of “I do not know/Not applicable” Responses
Associate in Arts (A) (85 Responses)	51 (100.0%)	0 (0.0%)	34
Teacher Preparation Partnership Associate in Science (A) (61 Responses)	15 (100.0%)	0 (0.0%)	46
Associate in General Education (A) (61 Responses)	15 (100.0%)	0 (0.0%)	46
Associate in Engineering (A) (59 Responses)	12 (100.0%)	0 (0.0%)	47
Business Administration (A, D, C) (64 Responses)	20 (100.0%)	0 (0.0%)	44
Computer Information Technology (A, D, C) (61 Responses)	17 (100.0%)	0 (0.0%)	44
Medical Office Administration (A, D, C) (65 Responses)	23 (100.0%)	0 (0.0%)	42
Early Childhood Education (A) (64 Responses)	20 (100.0%)	0 (0.0%)	44
Paralegal Technology (A, C) (57 Responses)	11 (100.0%)	0 (0.0%)	46
Criminal Justice Technology (A) (62 Responses)	16 (100.0%)	0 (0.0%)	46
Office Administration (A, D, C) (61 Responses)	16 (100.0%)	0 (0.0%)	45
School of Career & Technical Education	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of “I do not know/Not applicable” Responses
Automotive Systems Technology (A, D, C) (59 Responses)	14 (100.0%)	0 (0.0%)	45
Advertising and Graphic Design (A, D, C) (58 Responses)	12 (100.0%)	0 (0.0%)	46
Computer Graphics (C) (57 Responses)	12 (100.0%)	0 (0.0%)	45
Basic Law Enforcement Training (C) (58 Responses)	13 (100.0%)	0 (0.0%)	45
Cosmetology (A, D) (59 Responses)	14 (93.3%)	1 (6.7%)	44
Industrial Systems Technology (A, D, C) (60 Responses)	13 (100.0%)	0 (0.0%)	47
Welding (D, C) (60 Responses)	16 (100.0%)	0 (0.0%)	44
School of Health Sciences & Human Services Technology	Percent Satisfied/ Very Satisfied	Percent Dissatisfied/ Very Dissatisfied	Number of “I do not know/Not applicable” Responses
Associate Degree Nursing (A) (55 Responses)	12 (92.3%)	1 (7.7%)	42

Dental Hygiene (A) (62 Responses)	24 (92.3%)	2 (7.7%)	36
Human Services Technology (A) (58 Responses)	11 (91.7%)	1 (8.3%)	46
Medical Laboratory Technology (A) (55 Responses)	12 (100.0%)	0	43
Practical Nursing (D) (55 Responses)	10 (100.0%)	0	45
Phlebotomy (C) (56 Responses)	12 (100.0%)	0	44
Therapeutic & Diagnostic Services (D) (53 Responses)	7 (87.5%)	1 (12.5%)	45

Note: Percentages do not include responses for "I do not know."

12. If you have been accepted to begin studies at a 4-year college or university for the next academic year, or at another community college, list the name of the school you will attend:	GSS 2018	
	School Choice	Frequency
	Appalachian State University	1
	Ashford University	1
	Chowan University	1
	East Carolina University	3
	Elizabeth City State University	1
	North Carolina A&T St. University	2
	North Carolina Central University	3
	North Carolina State University	1
	Ringling College of Arts and Design	1
	University of NC at Charlotte	1
	University of NC at Greensboro	3
	Winston Salem State University	4
	Total = 12	22

13. Please rate your level of satisfaction with the following:	GSS 2018		
	Satisfied/Very Satisfied	Dissatisfied/Very Dissatisfied	Number of "I do not know" Responses
Your overall experience at Halifax Community College (125 Responses)	117 (97.5%)	3 (2.5%)	5

Note: Percentages do not include responses for "I do not know."

GSS 2018	
14. What is your current employment status? (125 Responses)	
Employed, job is related to my education	41 (32.8%)
Employed, job is not related to my education	35 (28.0%)
Unemployed	49 (39.2%)
Military Service	0 (0.0%)

GSS 2018	
15. Have you received an offer of employment upon graduating? (125 Responses)	
Yes	31 (24.8%)
No	94 (75.2%)

GSS 2018	
16. If employed or have an offer of employment, what is the location of your employment? (124 Responses)	
Halifax County	42 (33.9%)
Northampton County	7 (5.7%)
Eastern North Carolina	13 (10.5%)
Elsewhere in North Carolina	7 (5.7%)
Out-of-State	13 (10.5%)
Not Applicable, unemployed	42 (33.9%)

17. If employed or have an offer of employment, please provide the following information:	GSS 2018			
	Employer Name	Frequency	Employer Name	Frequency
	AAA Carolinas	1	Bone Toyota	1
	CADA Head Start	1	Lowe's Distribution	1
	Caledonia Correction Institution	1	McDonalds	2
	Dance's & Commonwealth	1	McPherson Beverages	1
	DenTemps	1	Metal Tech	1
	Dr. Bailey	1	Mr. Tire	1
	Drug Co. Discount Pharmacy	2	Northampton County Sheriff Dept.	1
	Food Lion	1	Pino's Pizza and Italian Restaurant	1
	Foodie boat lift	1	Roanoke Rapids Police Department	1
	Gaston College Preparatory	1	Salon 21	1
	Great clips	1	Self-employed	1
	Greenville Correctional Center	1	Shwetha Rodrigues Dental Office	1
	Halifax Community College	1	Signature	1
	Halifax County Sheriff Office	1	Southampton Memorial Hospital	1
	Halifax Medical Specialists	1	Southside Regional	2
	Halifax Regional medical center	1	Spa Nails	1
	Hardee's	1	Texas Steakhouse and Saloon	1
	Healthcare Care Options of The East	1	The Gingerbread House	1
	Heartland Dental	1	The Learning Experience	1
	Hertford County Public Schools	1	U.S. Security Associates	1
	Kingdom Kids	1	Weldon Police Department	1
	Klaussner Lumber	2	Zaxbys, LLC.	1

		GSS 2018
18. What is your salary range? (68 Responses)	Number (Percentage)	
Below \$5,000	18 (26.5%)	
\$5,000 - 9, 999	3 (4.4%)	
\$10,000 - 14,999	5 (7.35%)	
\$15,000 - 19,999	2 (2.9%)	
\$20,000 - 24,999	7 (10.3%)	
\$25,000 - 29,999	9 (13.2%)	
\$30,000 - 39,999	13 (19.1%)	
Above \$40,000	11 (16.2%)	

GSS 2018
19. Please add any comments about your experience(s) at HCC or suggestions for improving our services for students.
This has been the <i>best experience</i> for my first time attending college. I <i>would not change anything</i> about the facility, the faculty, or my program of study. I have <i>had the best instructors</i> to guide along my journey. <i>Thank you</i> to everyone who has impacted my life at HCC.
Wish HCC had <i>more programs</i> like Culinary!
I would love to see <i>a better communication between on-line instructors and students</i> in regards to emails.
The <i>dental hygiene program was great</i> , the instructors are great, but I <i>felt that the program goes un-noticed</i> and <i>Mrs. High spends a lot of her downtime trying to make the program better</i> and make sure that we have what we need to succeed. We <i>often run out of supplies</i> and cannot afford a lot of the supplies because it isn't in the budget. Also, the <i>bathrooms</i> in this lower section of the building were <i>always leaking and out of order</i> .
The <i>dental hygiene is a wonderful program</i> . I will <i>highly recommend</i> students who are interested in the career to apply to HCC's dental hygiene program. The <i>instructors are wonderful and helpful</i> every step of way.
Beginning at HCC has been an experience for me because <i>I have come a long way</i> . Learning different things, getting to meet new people, and taking time out to focus on the importance of life and to be better at what I do. <i>HCC has made an impact on my life</i> . Next month I will be graduating, and next year. <i>Life is GOOD</i> .
My <i>experiences</i> here at HCC <i>have been wonderful</i> .
<i>HCC has truly been a blessing to me</i> . I applied myself 110% and it has paid off. My <i>classmates, instructors, and staff were like family</i> . I love you all. Thank you
I <i>loved every part of this experience</i> and if there was another course or degree I could take, I would. I have no idea what I will do with my extra time now.
I am <i>satisfied with my experience</i> ,and <i>would come back</i> .
I wish program <i>advisor were more knowledgeable and willing to help students</i> .

I just want to say that I have *enjoyed working with the instructors* that have taught me all that I have learned out here at HCC, once again *Thank You!*

It was a long journey for me due to working full time and being a single parent, but I made it. I would like to *thank everyone who had a hand in my success*. I *greatly appreciate it*.

I *loved my time at HCC, mostly thanks to my advisor, Dr. Julie Galvin*, who has helped me out with every obstacle I have faced throughout this whole process. I can only think of a *few improvements*: 1. *Observe new teachers* as they teach for the first year or two of their career, *to make sure students do not have to suffer* at the hands of an incompetent instructor. 2. *Keep the gym open to registered students between semesters*, not just during semesters. 3. *Don't let go of* [REDACTED] as the *humanities instructor* of HCC. He is *absolutely, the most passionate* of all the instructors I have encountered. He is a scholar, and when you take his class, you learn way more than you would expect you would from a music class. He is an awesome instructor, all around, and I cannot imagine HCC without him there.

I *would not recommend HCC to anyone!* The *overall appearance inside* the building *are very dull!* Some of the *faculty members* are *very rude!* Many of the *teachers do the absolute bare minimum* in the classroom. I am *so unimpressed by HCC!*

HCC helped me succeed and gave me the tools for a four-year university.

Halifax Community College was *truly a growing experience* for me and *helped me get back on the right track* in terms of my education. *Thank you* to everyone at HCC

Great school

Please *replace* [REDACTED] in [REDACTED] program. [REDACTED] is emotionally unstable and unfit to teach.