



STUDENT SATISFACTION SURVEY REPORT

Fall 2021

MARCH 31, 2022
HALIFAX COMMUNITY COLLEGE
100 College Dr., Weldon, NC 27890



Executive Summary

The **Student Satisfaction Survey** was administered **Fall 2021** in collaboration with IOTA Solutions. For fall 2021, **191 students responded** to the survey yielding a **20% response rate – down one percentage-point** from fall 2020 (21%). Student responses indicated a **99% 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

- Blackboard – quality of instruction 99%
- Effectiveness of teaching instruction 98%
- Online classes – quality of instruction 98%
- Teaching techniques and methods 98%
- Lighting in classrooms/labs 97%
- Atmosphere among students is positive and friendly 96%
- Fairness of grading policies 96%
- Timely feedback from faculty 96%
- Audiovisual equipment in classrooms/labs sufficient 95%
- Seating availability in classrooms/labs 95%
- Sufficient electronic equipment in classrooms/labs 95%
- Adequate classroom furnishing 94%
- Timely faculty response to emails/phone calls 94%

Faculty Advising

- Availability of advisor 97%
- Concern shown for academic progress 97%

Satisfaction with Services/Facilities

(Averages)

Center for Acad. Excellence	100%	Student Support Services	98%
Counseling Services	100%	Admissions	97%
Library Resources	99%	Bookstore	96%
PRIDE	99%	Registrar	96%
Building/Grounds	98%	Fin. Aid/Tuition Pymt./Refund	95%
Cashier’s Office	98%	Café and Vending	92%
Information Technology	98%		

Student Comments

Students were afforded the opportunity to offer comments and/or suggestions about their experience at HCC. Overall, there were twelve (12) suggestions/concerns expressed and eleven (11) acclamations.

Acclamations

- I have only taken online HCC courses so I can definitely say that the services provided for online students are very adequate.
- I have had a great experience here so far.
- The Dental Hygiene Program has been a great experience so far!
- The spring semester of 2021 was my first time being at HCC. I was nervous coming in as a transfer, but the staff made me feel very welcomed.
- HCC is a great place!
- The HCC is a very helpful campus full of great people who are very kind.
- My experience here has been very good so far. There are many resources and help around, when it is needed.
- So far, HCC provides a great academic environment for early college.
- I honestly do not have any at the moment. Overall, they are actually perfect. They have always helped me when I needed help.
- I have had a great experience at HCC thus far.
- I have had a wonderful experience at HCC.

Concerns and Suggestions

- Improve for bigger class sizes; accommodate the heating and A/C environment to go with the weather. People are going to be sick. The A/C is still going in classrooms etc. and its 50 degrees outside instead of the heat in the classrooms. You cannot focus or learn that way when you are cold.
- No, I do not have any comments, but a suggestion. Offer financial aid for students with only one class in the spring semester.
- Auto Tech Building- The Smart boards are a great addition to the course conduct WE NEED COMPUTERS IN THE SHOP AND A PRINTER IN THE SHOP- The IT plan needs to be completed so students have access to the technical reference materials to do the shop work- SHARING ONE COMPUTER doesn't work!!!!!!!
- I think you all need to keep the online tutorial program because when you cannot get with your teacher then here is another way to get some assistance. Classes can be very stressful when there is no one to help and you are giving it your all and you feel like you are not accomplishing anything.
- The laptops in the nursing building need updates or refresh. There is always an issue with the Lockdown Respondus we used, it is very slow.
- Yes, HCC needs to offer more programs like radiology, and some type of Veterinary schooling. These are the two programs that I really wanted to attend.
- The instructor is knowledgeable and very helpful. However, the inability to access technical data at each work station and print course documents greatly impacts students ability to complete assigned tasks. The new facility is very nice. We just need more automation resources.
- I gave my transcripts to a lady in the cashiers office, and apparently they just vanished into thin air and they lost them and they told me like a week before classes started and I had to pay for a new one and drive an hour from Ahsoskie all the way back here for a second time. Nobody cared at all, apologized, or tried to help. Extremely unprofessional and messy.

- Overall, I am satisfied with services at HCC. However, I am not aware of all of the services available. I think students should definitely be provided with information of all HCC services and what their purpose is.
- Better repayment options for self-pay students. Your only option at this time is 60% before semester begins and the rest is due 30-45 days later.
- Please make it known whether girls are welcome to join the PRIDE program. The Student Support Services program and Women of Excellence programs have been inadequate as of 2018.
- My experience with some of the math instructors have not been so great. I would like HCC to improve with finding instructors and/or other programs or ways of teaching for adults over age 50.

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 (188 responses)	184 (98%)		4 (2%)	
Online classes - quality of instruction (179 responses)	175 (98%)		4 (2%)	
Teaching techniques and methods (183 responses)	179 (98%)		4 (2%)	
Blackboard - quality of instruction (182 responses)	180 (99%)		2 (1%)	
Fairness of grading policies (182 responses)	174 (96%)		8 (4%)	
Timely feedback from faculty pertaining to your academic performance (178 responses)	171 (96%)		7 (4%)	
Timely faculty response(s) to your emails and/or phone calls (175 responses)	164 (94%)		11 (6%)	

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 (166 responses)	161 (97%)		5 (3%)	
Information my advisor provides regarding course credits I need to graduate (166 responses)	160 (96%)		6 (4%)	
Information and resources my advisor provides to help me achieve my educational goals (166 responses)	158 (95%)		8 (5%)	

Concern shown for my academic progress (169 responses)	164 (97%)	5 (3%)
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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 (159 responses)	154 (97%)		5 (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 (133 responses)	126 (95%)		7 (5%)	
Convenience of making tuition payments (131 responses)	125 (95%)		6 (5%)	
Financial aid refunds distribution (128 responses)	123 (96%)		5 (4%)	
Overall financial aid process (129 responses)	122 (95%)		7 (5%)	

5. CASHIER'S OFFICE: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Hours of service (133 responses)	131 (98%)		2 (2%)	

Service provided for making payments for services on campus (127 responses)	124 (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 (133 responses)	130 (98%)		3 (2%)	
Handling transcript request in a timely manner (5-7 working days) (121 responses)	115 (95%)		6 (5%)	
Evaluating transcripts from other colleges in a timely manner (5-7 days) (117 responses)	110 (94%)		7 (6%)	

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 (125 responses)	122 (98%)		3 (2%)	
Information provided by the staff (134 responses)	133 (99%)		1 (1%)	
Concern shown for my academic progress (132 responses)	132 (100%)		0 (0%)	
Overall resources provided to address my academic needs (134 responses)	134 (100%)		0 (0%)	

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 (108 responses)	107 (99%)		1 (1%)	
Information provided by the staff (117 responses)	116 (99%)		1 (1%)	
Concern shown for my academic progress (115 responses)	114 (99%)		1 (1%)	
Overall resources provided to address my academic needs (117 responses)	114 (97%)		3 (3%)	

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 (76 responses)	76 (100%)		0 (0%)	
Tutorial services provided (69 responses)	69 (100%)		0 (0%)	
Overall resources provided to address my academic needs (77 responses)	77 (100%)		0 (0%)	

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

Coursework	93 (44%)
Make-up Testing	7 (3%)
Internet Research	33 (16%)

Media Assignments	12 (6%)
Studying	58 (27%)
Disability Accommodations	8 (4%)

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Prompt response to my requests/needs (82 responses)	81 (99%)		1 (1%)	
Concern shown for my educational progress (84 responses)	84 (100%)		0 (0%)	
Information provided by the staff (83 responses)	83 (100%)		0 (0%)	
Overall resources provided to address my counseling needs (82 responses)	82 (100%)		0 (0%)	

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.) (92 responses)	90 (98%)		2 (2%)	
The access you have to computers in the computer labs when needed (88 responses)	87 (99%)		1 (1%)	
Overall information technology and services provided (96 responses)	94 (98%)		2 (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 (83 responses)	79 (95%)		4 (5%)	
Availability of textbooks during the first week of class (90 responses)	86 (96%)		4 (4%)	
Availability of supplementary course materials (workbooks, etc.) during the first week of class (86 responses)	83 (97%)		3 (3%)	
Availability of a selection of supplies (pencils, disks, notebooks, etc.) (81 responses)	77 (95%)		4 (5%)	
Bookstore hours of operation (106 responses)	101 (95%)		5 (5%)	

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 (108 responses)	108 (100%)		0 (0%)	
Current print publications (books/newspaper/magazines) available for course assignments (97 responses)	95 (98%)		2 (2%)	
Print references (encyclopedias/current biography) available for course assignments (91 responses)	89 (99%)		2 (1%)	
Electronic resources available for my education needs (105 responses)	104 (99%)		1 (1%)	

My knowledge to locate the materials I need (73 responses)	72 (99%)	1 (1%)
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13a. LIBRARY RESOURCES: For what purpose(s) do you use the HCC Library	
Studying	55 (24%)
Reading	22 (10%)
Coursework	50 (22%)
Research	31 (13%)
I do not use the library	73 (32%)

14. BUILDING & GROUNDS: How would you rate your satisfaction with the following?				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Cleanliness of classrooms (127 responses)	124 (98%)		3 (2%)	
Cleanliness of hallways (135 responses)	133 (99%)		2 (1%)	
Cleanliness of lobby/lounge areas (136 responses)	134 (99%)		2 (1%)	
Cleanliness of restrooms (135 responses)	131 (97%)		4 (3%)	
Availability of toilet tissues in the restrooms (135 responses)	134 (99%)		1 (1%)	
Availability of paper towels in restrooms (133 responses)	131 (98%)		2 (2%)	
Availability of hand soap in restrooms (134 responses)	129 (96%)		5 (4%)	
Campus grounds are free of litter and debris (144 responses)	143 (99%)		1 (1%)	
Outside lighting of campus (131 responses)	130 (99%)		1 (1%)	

HCC provides an environment in which I can be proud (144 responses)	142 (99%)	2 (1%)
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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 (88 Responses)	81 (92%)		7 (8%)	
The selection of drink items available in campus vending machines (91 Responses)	85 (93%)		6 (7%)	
Function of the vending machines (92 Responses)	72 (78%)		20 (22%)	
Hours of operation of the Café (79 Responses)	75 (95%)		4 (5%)	
The quality of the food provided by the Café (79 Responses)	76 (96%)		3 (4%)	
Café menu selection (79 Responses)	76 (96%)		3 (4%)	
The cleanliness of the Café (85 Responses)	82 (96%)		3 (4%)	
Café speed of service (79 Responses)	73 (92%)		6 (8%)	

16. Choose "yes" or "no" for the following:	Yes	No
Did you take a developmental math course? (161 Responses)	45 (28%)	116 (72%)
Did you take a developmental English course? (161 Responses)	60 (37%)	101 (63%)
Did you take an ACA 111 or 122 course? (161 Responses)	79 (49%)	82 (51%)
Did you attend New Student Orientation? (161 Responses)	84 (52%)	77 (48%)
Do you know the process for registering for classes? (161 Responses)	137 (85%)	24 (15%)
Do you know the drop/add procedures? (161 Responses)	123 (76%)	38 (24%)
Do you use the HCC website to read about HCC news? (161 Responses)	103 (64%)	65 (36%)
Do you know the Wellness Center is open and free to students? (161 Responses)	91 (57%)	70 (43%)
Do you use the Wellness Center? (161 Responses)	30 (19%)	131 (81%)

Do you know whom to contact when considering dropping a class? (161 Responses)	140 (87%)	21 (13%)
Do you know the grievance and appeal procedures? (161 Responses)	85 (53%)	76 (47%)
Did you utilize Aviso this semester? (166 Responses)	112 (70%)	49 (30%)

17. Please respond to the following:				
	Always	Usually	Seldom	Never
Do you feel welcomed at Halifax Community College? (161 Responses)	135 (84%)	24 (15%)	2 (1%)	0 (0%)
Does the environment foster your personal growth and academic development? (161 Responses)	126 (78%)	31 (19%)	3 (2%)	1 (1%)
Is the lighting in the classrooms/labs adequate? (161 Responses)	123 (76%)	34 (21%)	1 (1%)	3 (2%)
Is the furniture in classrooms/labs adequate? (161 Responses)	110 (68%)	42 (26%)	4 (2%)	5 (3%)
Is the electronic equipment in classrooms/labs sufficient? (161 Responses)	109 (68%)	43 (27%)	5 (3%)	4 (2%)
Is the audio/visual equipment in classrooms/labs sufficient? (161 Responses)	111 (69%)	42 (26%)	4 (2%)	4 (2%)
Is seating availability in classrooms/labs adequate? (161 Responses)	120 (75%)	32 (20%)	3 (2%)	6 (4%)
Is there a positive, friendly atmosphere among students? (161 Responses)	115 (71%)	40 (25%)	4 (2%)	2 (1%)

18. Please respond to the following about CAMPUS SECURITY:				
	Always	Usually	Seldom	Never
Do you feel safe on the HCC campus? (130 Responses)	105 (81%)	23 (18%)	1 (1%)	1 (1%)

18a. CAMPUS SECURITY: Please respond to the following:	Yes	No	Have not used security
Do you know how to contact security? (130 Responses)	53 (41%)	25 (19%)	52 (40%)

Do you know where the security office is located? (130 Responses)	52 (40%)	35 (27%)	43 (33%)
Has security been of assistance when you have asked for help? (161 Responses)	51 (32%)	5 (3%)	105 (65%)

19. Please choose "yes" or "no" for the following:	Yes	No
Would you recommend HCC to others? (161 Responses)	158 (98%)	3 (2%)
Are you satisfied that you made the right decision in choosing to attend HCC? (161 Responses)	159 (99%)	2 (1%)
Are you planning to enroll at HCC for Spring 2022? (161 Responses)	151 (94%)	10 (6%)

19a. If you are not continuing your education at HCC in the spring, what are your reason(s) for not returning?	
Graduating	15 (33%)
Work Conflict	4 (9%)
Financial Reasons	3 (7%)
Courses that I need are not offered	3 (7%)
Family/Personal	5 (11%)
Attending Another College	3 (7%)
Transferring to a 4-year college or university	4 (9%)
Other	8 (18%)

20a. Do you feel that HCC is preparing you well for a career?	
Definitely	114 (71%)
Most Likely	44 (27%)

Probably Not	3 (2%)
Definitely Not	0 (0%)

20b. How would you rate your satisfaction with your overall experience at HCC?	
Very Satisfied	104 (65%)
Satisfied	55 (34%)
Dissatisfied	2 (1%)
Very Dissatisfied	0 (0%)
I do not know	0 (0%)

20c. What is your current academic classification?	
First Year Student	59 (37%)
Second Year Student	64 (40%)
Student in Third Year or Beyond	38 (24%)