

# Research & Analysis

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## STUDENT SATISFACTION WITH COLLEGE SERVICES

During a two week span from November 9 to 23, a survey was administered to students to assess their level of satisfaction with a number of college services, as well as gather other information. This brief will summarize the results of the survey pertaining to student satisfaction.

The survey was administered in an online format, via the Hawknet portal, yielding a total of 1,865 responses. Though this is a large respondent group vis-à-vis recent student surveys administered at Hillsborough Community College (HCC), the administration was not randomized; therefore the survey results are only applicable to the respondent group. Interestingly the survey is loosely representational of the student body in age, race/ethnicity, and campus of attendance. It has a disproportional representation of full-time students at 61% of respondents (vs. 35% of the student body, fall 2006).

The survey consists of a mix of open- and close-ended questions. This brief will report results on those close-ended questions in which the following scales were used:

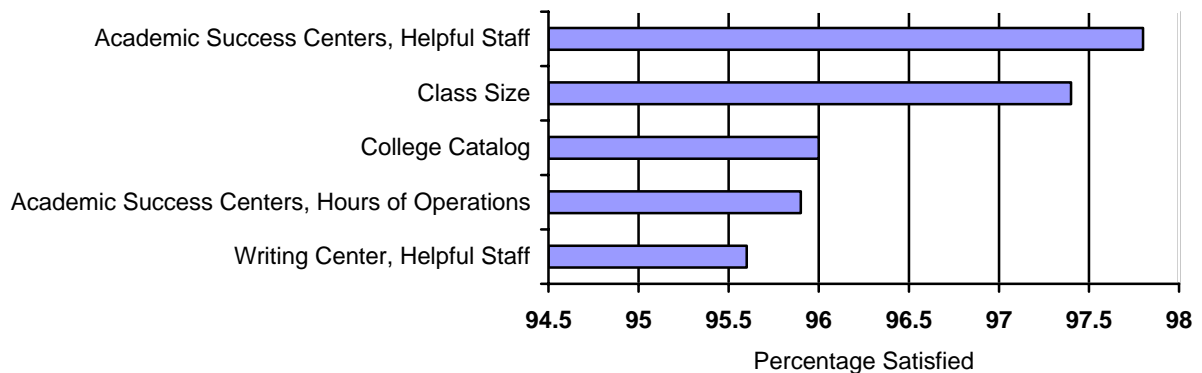
Very Satisfied, Somewhat Satisfied, Neutral/No Opinion, Somewhat Dissatisfied, Very Dissatisfied  
Or  
Strongly Agree, Agree, Neutral/No Opinion, Disagree, Strongly Disagree

The results are displayed as the percentage of respondents who were satisfied/very satisfied or who agreed/strongly agreed. The wording of the survey items is such that results reported in this fashion will reflect the percentage of positive evaluations for a given service.

The percentages of satisfaction are calculated based upon the number of respondents who expressed a judgment; those that checked *Neutral/No Opinion* are not factored into the results. The total number of respondents to each item (including those that were *Neutral/No Opinion*) is shown in the table on page 3. These data can enrich interpretation; for example, *Services for Students with Disabilities* was rated very highly (95% satisfaction), but only 563 out of 1,865 respondents assessed the service. This is not unexpected, since a smaller pool of students would be qualified to render a judgment.

### Five Highest Rated Services

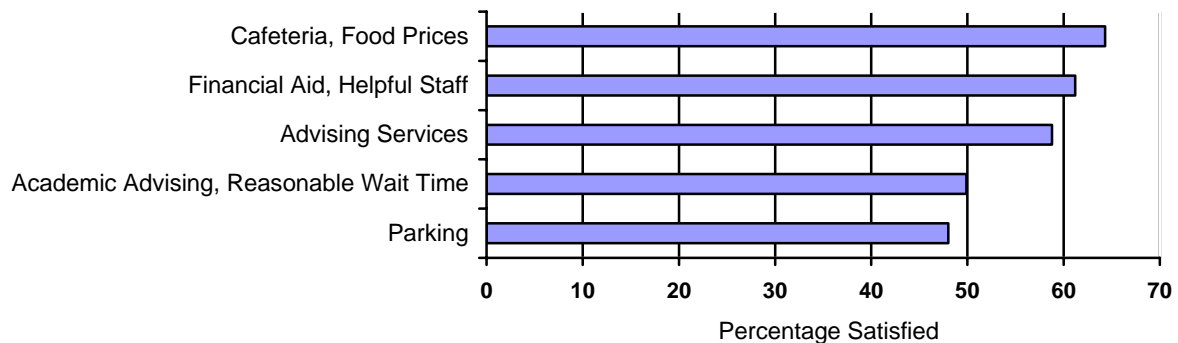
Shown in the graph below are the highest rated services or college qualities in descending order.



Numerous services received high percentages of satisfaction, with half of all services receiving satisfaction levels of greater than 91.5% (the median). A rank-ordered list of all services is included on page 3 of this brief.

### Five Lowest Rated Services

Shown below are the services receiving the lowest ratings in descending order.



There is a marked difference in the ratings of the two lowest rated services from the preceding three. A *Reasonable Wait Time for Academic Advising* is rated almost nine points lower (49.9% satisfaction) than *Advising Services* (58.8%). A number of services in the lowest quartile relate to student advisement. Reference the table on pages 3-4.

### Ratings of All Services

In descending order, the table below displays results for all survey items pertaining to student satisfaction. The “n” column indicates the number of those who assessed the service including those who responded with *Neutral/No Opinion* or, in some instances, *Not Relevant*.

As evident in the table, the range of satisfaction on 51 survey items was from 97.8% for *Staff in the Academic Success Centers are Helpful* to a low of *Parking* at 48.0%. The median response (a placeholder in which half of the ratings are higher and half lower) is 91.5% as found for item #26, *Hours of the Math Lab are Adequate*.

Of note is the compressed range of the ratings from the highest rated service to the median at 6.3 percentage points (97.8% to 91.5%). The range from the lowest rated service to the median is 43.5 percentage points (48.0% to 91.5%).

Rank	Survey Item	% Satisfied/Very Satisfied or Agree/Strongly Agree	n
1	Staff in the academic success centers are helpful	97.8%	537
2	Class size	97.4%	1792
3	College catalog	96.0%	1635
4	Hours of the academic success centers are adequate	95.9%	517
5	Staff in the writing centers are helpful	95.6%	478
6	Libraries have the resources I need to complete my course assignments	95.3%	1106
7	Overall, I feel safe on HCC campuses	95.1%	1648
8	Hours of the writing centers are adequate	95.0%	479
9	Services for students w/ disabilities	95.0%	563
10	Staff at the computer Helpdesk are knowledgeable	95.0%	655
11	Accessibility of facilities for students w/ disabilities	94.9%	1040
12	Hawknet (email through Hawknet)	94.9%	1794
13	Classroom facilities	94.8% (75 <sup>th</sup> percentile)	1800
14	Computer lab staff is helpful	94.8%	902
15	Computer lab hours are adequate	93.6%	993
16	Staff in the math labs are helpful	93.6%	327
17	Technical support for WebCT courses is adequate	93.4%	725
18	Testing center facilities	93.4%	1391
19	Veteran's services	92.9%	519
20	College website- <a href="http://www.hccfl.edu">http://www.hccfl.edu</a>	92.8%	1752
21	Student newspaper	92.8%	984
22	Overall, I am satisfied with my education at HCC	92.7%	1653
23	Study area facilities	92.6%	1602
24	Official college communication through Hawknet	91.9%	1561
25	Technical support for distance learning is adequate	91.7%	349
26	Hours of the math labs are adequate	91.5% (median)	317
27	Ease of registering for classes online	91.4%	1770
28	Convenience of paying for classes	91.0%	1701
29	I would take additional distance learning courses from HCC if available	90.2%	451
30	Campus grounds/landscaping	90.0%	1751
31	Bookstores have an adequate supply of books and supplies for my needs	87.4%	1297
32	Library hours are adequate	86.3%	1166

33	Career planning services	85.8%	942
34	Quality of the food in the cafeterias is adequate	84.0%	725
35	New student orientation helped me be successful	83.5%	1077
36	Admissions Office helpful (admissions)	83.3%	1630
37	Admissions Office helpful (tuition & fees)	81.4%	1492
38	Locations at which courses are offered	79.9%	1793
39	Variety of the food in the cafeterias is adequate	78.8% (25 <sup>th</sup> percentile)	717
40	Days/times at which courses are offered	78.3%	1802
41	Test center helped me understand my entry level test results	77.7%	1048
42	Information from advising services is accurate	77.6%	1305
43	Academic advisor helped me determine courses I need to finish my program	75.2%	1329
44	Ease of registering for classes on campus	67.8%	1170
45	Hours of the cafeteria are adequate	66.2%	743
46	Financial Aid staff are helpful in answering questions	65.6%	1037
47	Cafeteria food prices are reasonable	64.3%	698
48	Financial Aid staff are helpful in identifying sources of aid	61.2%	950
49	Advising services	58.8%	1675
50	Academic advisor can be seen within a reasonable amount of time	49.9%	1364
51	Parking	48.0%	1785

In a pursuit of continuous improvement, users of survey results may be assisted by reviewing the comments that correspond to the survey items. Constructive comments can be used for guidance in the improvement of service. The comments can also be used to uncover why high ratings were assigned in those instances. All comments will be posted on the website of the Departments of Institutional Research and Management Information Systems.

Paul Nagy and Alisa Zujovic  
Hillsborough Community College  
39 Columbia Drive  
Tampa, FL 33606