

## **Student Satisfaction Survey Fall 2007**

The purpose of this survey is to assess student satisfaction with the quality of HCC's programs and services. Your survey responses are totally anonymous unless you choose to identify yourself. Survey results will be applied to the College review of programs and services with the goal of continuous improvement. Click on the 'Next' button at the bottom of each screen to continue to the next set of items.

The survey contains a variety of multiple choice questions and many opportunities for you to provide comments. The survey is designed to ask questions based on your responses. It may appear to be longer than it is due to the branching that is used. The survey was designed to be able to be completed in 10 to 15 minutes.

The faculty and staff at Hillsborough Community College value student responses, and we wish to thank you for taking time to respond to this Student Satisfaction Survey.

**Q1 When I applied for admission to HCC, the Admissions Office staff gave me the information that I requested.**

- 21.8% Strongly Agree
- 50.7% Agree
- 13.1% Neutral/No Opinion
- 9.6% Disagree
- 4.8% Strongly Disagree

**Q2 When I have questions about tuition or fees, the Admissions Office staff are helpful.**

- 19.2% Strongly Agree
- 47.6% Agree
- 17.9% Neutral/No Opinion
- 9.2% Disagree
- 6.1% Strongly Disagree

**Q3 What could HCC do to improve the admissions process?**

- 54.1%

**Q4 When you first enrolled at HCC, did you attend a new student orientation?**

78.2% Yes

21.8% No

**Q5 The new student orientation that I attended helped prepare me to be successful at HCC.**

18.4% Strongly Agree

48.0% Agree

24.6% Neutral/No Opinion

6.7% Disagree

2.2% Strongly Disagree

**Q6 What could HCC do to improve its new student orientation?**

33.5%

**Q7 When you first enrolled at HCC, did you take an entry-level test (for example, the CPT) at an HCC test center?**

68.1% Yes

31.9% No

**Q8 The test center staff made certain that I understood the results of my entry-level test(s).**

31.4% Strongly Agree

44.9% Agree

12.8% Neutral/No Opinion

7.7% Disagree

3.2% Strongly Disagree

**Q9 What could HCC do to improve its entry-level testing process?**

32.1%

**Q10 How many times have you met with an academic advisor this semester?**

- 41.0% None
- 39.7% Once
- 14.0% Twice
- 5.2% Three or more times

**Q11 When I need to see an academic advisor, I can see one within a reasonable amount of time.**

- 6.1% Strongly Agree
- 27.5% Agree
- 21.0% Neutral/No Opinion
- 26.6% Disagree
- 18.8% Strongly Disagree

**Q12 The academic advisor(s) help me determine the courses that I need to complete my program at HCC.**

- 19.2% Strongly Agree
- 39.3% Agree
- 13.5% Neutral/No opinion
- 11.8% Disagree
- 4.8% Strongly Disagree
- 11.4% Not relevant - I have never met with an HCC advisor

**Q13 The information that I receive from advising services is accurate.**

- 19.2% Strongly Agree
- 49.8% Agree
- 16.3% Neutral/No Opinion
- 11.3% Disagree
- 3.4% Strongly Disagree

**Q14 How satisfied are you with the advising services at HCC?**

- 26.1% Very Satisfied
- 40.9% Somewhat Satisfied
- 11.8% Neutral/No opinion
- 12.8% Somewhat Dissatisfied
- 7.9% Very Dissatisfied
- 0.5% Not relevant - I have never used HCC's advising services.

**Q15 What could HCC do to improve its advising services?**

49.0%

**Q16 What could HCC do to encourage you to use the college's advising services?**

55.6%

**Q17 Have you used the services of the Financial Aid Office at HCC?**

65.5% Yes

34.5% No

**Q18 When I have questions related to Financial Aid, the staff in the Financial Aid staff are helpful.**

28.0% Strongly Agree

38.7% Agree

8.7% Neutral/No Opinion

13.3% Disagree

11.3% Strongly Disagree

**Q19 The Financial Aid staff help me identify sources of Financial Aid.**

22.0% Strongly Agree

34.7% Agree

18.7% Neutral/No Opinion

12.0% Disagree

12.7% Strongly Disagree

**Q20 What could HCC do to improve its Financial Aid services?**

53.3%

**Q21 Have you taken a distance learning course from HCC?**

16.2% Yes

83.8% No

**Q22 The technical support for distance learning courses at HCC is adequate.**

18.9% Strongly Agree

51.4% Agree

27.0% Neutral/No Opinion

0.0% Disagree

2.7% Strongly Disagree

**Q23 I would take additional distance learning courses from HCC if they were available.**

43.2% Strongly Agree

40.5% Agree

5.4% Neutral/No Opinion

2.7% Disagree

8.1% Strongly Disagree

**Q24 What could HCC do to improve its distance learning courses?**

40.5%

**Q25 Have you taken a class at HCC that uses WebCT?**

32.8% Yes

67.2% No

**Q26 The technical support for WebCT courses at HCC is adequate.**

26.7% Strongly Agree

46.7% Agree

20.0% Neutral/No Opinion

5.3% Disagree

1.3% Strongly Disagree

**Q27 What could HCC do to improve its courses that use WebCT?**

20.0%

**Q28 How often do you use any of the HCC campus libraries?**

- 10.9% Every day
- 30.6% Once a week
- 24.5% Once a month
- 17.5% Once a semester
- 16.6% Never

**Q29 HCC's libraries have the resources that I need to complete my course assignments.**

- 30.4% Strongly Agree
- 51.3% Agree
- 14.1% Neutral/No Opinion
- 3.7% Disagree
- 0.5% Strongly Disagree

**Q30 HCC's library hours are adequate for my needs.**

- 34.0% Strongly Agree
- 45.0% Agree
- 16.8% Neutral/No Opinion
- 3.1% Disagree
- 1.0% Strongly Disagree

**Q31 Why haven't you used any of HCC's libraries?**

- 15.8% I use a public library.
- 42.1% I don't have any courses this semester that require library resources.
- 28.9% I use an online library.
- 13.2% Other:

Please specify: 13.2%

**Q32 How often do you use any of HCC's computer labs?**

- 10.5% Every day
- 27.9% Once a week
- 11.8% Once a month
- 13.5% Once a semester
- 36.2% Never

**Q33 HCC's computer lab hours are adequate for my needs.**

- 24.0% Strongly Agree
- 54.8% Agree
- 17.1% Neutral/No Opinion
- 2.1% Disagree
- 2.1% Strongly Disagree

**Q34 The staff in the computer labs are helpful.**

- 32.9% Strongly Agree
- 45.9% Agree
- 18.5% Neutral/No Opinion
- 2.1% Disagree
- 0.7% Strongly Disagree

**Q35 The staff at the computer Helpdesk (HELP ext. 4357) are knowledgeable (for example, when I need help with HawkNet, WebAdvisor, or Campus Cruiser).**

- 20.5% Strongly Agree
- 37.0% Agree
- 39.7% Neutral/No Opinion
- 1.4% Disagree
- 1.4% Strongly Disagree

**Q36 When I need to use a computer on campus, there is usually one available.**

32.2% Strongly Agree

52.7% Agree

9.6% Neutral/No Opinion

3.4% Disagree

2.1% Strongly Disagree

**Q37 Do you have access to the Internet at home?**

93.8% Yes

6.2% No

**Q38 What could HCC do to improve its computer labs?**

28.1%

**Q39 How often do you use any of HCC's academic success centers?**

- 7.0% Every Day
- 20.1% Once a week
- 17.9% Once a month
- 14.4% Once a semester
- 40.6% Never

**Q40 The staff in the academic success centers are helpful.**

- 39.0% Strongly Agree
- 49.3% Agree
- 8.8% Neutral/No Opinion
- 1.5% Disagree
- 1.5% Strongly Disagree

**Q41 The hours of the academic success centers are adequate for my needs.**

- 36.0% Strongly Agree
- 48.5% Agree
- 12.5% Neutral/No Opinion
- 2.9% Disagree
- 0.0% Strongly Disagree

**Q42 What could HCC do to improve its academic success centers?**

- 30.1%

**Q43 How often do you use any of HCC's math labs?**

- 0.4% Once a day
- 3.9% Once a week
- 0.9% Once a month
- 2.6% Once a semester
- 92.1% Never

**Q44 The staff in the math labs are helpful.**

- 33.3% Strongly Agree
- 38.9% Agree
- 27.8% Neutral/No Opinion
- 0.0% Disagree
- 0.0% Strongly Disagree

**Q45 The math lab hours are adequate for my needs.**

- 38.9% Strongly Agree
- 33.3% Agree
- 27.8% Neutral/No Opinion
- 0.0% Disagree
- 0.0% Strongly Disagree

**Q46 What could HCC do to improve its math labs?**

22.2%

**Q47 How often do you use any of HCC's writing centers?**

- 0.0% Once a day
- 3.1% Once a week
- 1.3% Once a month
- 3.1% Once a semester
- 92.6% Never

**Q48 The staff in the writing centers are helpful.**

- 11.8% Strongly Agree
- 58.8% Agree
- 29.4% Neutral/No Opinion
- 0.0% Disagree
- 0.0% Strongly Disagree

**Q49 The writing center hours are adequate for my needs.**

- 11.8% Strongly Agree
- 64.7% Agree
- 23.5% Neutral/No Opinion
- 0.0% Disagree
- 0.0% Strongly Disagree

**Q50 What could HCC do to improve its writing centers?**

- 29.4%

**Q51 How often do you eat at any of the HCC cafeterias?**

- 1.7% Once a day
- 5.2% Once a week
- 3.5% Once a month
- 5.7% Once a semester
- 83.8% Never

**Q52 Which food service do you most often patronize?**

- 18.9% Brandon cafeteria
- 0.0% Brandon cyber cafe
- 5.4% Dale Mabry cafeteria
- 5.4% Dale Mabry convenience store
- 2.7% Dale Mabry cyber cafe
- 59.5% Plant City convenience store (bookstore)
- 8.1% Ybor City cafeteria
- 0.0% Ybor City cyber cafe

**Q53 The quality of the food in the cafeterias is adequate.**

- 21.6% Strongly Agree
- 24.3% Agree
- 35.1% Neutral/No Opinion
- 8.1% Disagree
- 10.8% Strongly Disagree

**Q54 The variety of the food offered in the cafeterias is adequate.**

18.9% Strongly Agree

29.7% Agree

24.3% Neutral/No Opinion

16.2% Disagree

10.8% Strongly Disagree

**Q55 The cafeteria hours are adequate for my needs.**

13.5% Strongly Agree

29.7% Agree

32.4% Neutral/No Opinion

13.5% Disagree

10.8% Strongly Disagree

**Q56 The cafeteria food prices are reasonable.**

10.8% Strongly Agree

32.4% Agree

27.0% Neutral/No Opinion

16.2% Disagree

13.5% Strongly Disagree

**Q57 What could HCC do to improve its cafeterias (i.e., food selections, services, layout/decor, marketing/promotions)?**

51.4%

**Q58 What franchises would you patronize if they were available on campus?**

54.1%

**Q59 Do you usually purchase your textbooks at an HCC campus bookstore?**

89.5% Yes

8.3% No

2.2% Not applicable

**Q60 The HCC bookstores have an adequate supply of books and supplies for my classes.**

29.3% Strongly Agree

47.3% Agree

10.7% Neutral/No Opinion

9.8% Disagree

2.9% Strongly Disagree

**Q61 What could HCC do to improve its bookstore operations?**

36.6%

**Q62 How did you register for classes this semester?**

11.8% On campus

88.2% Online

**Q63 Why didn't you register online?**

29.6% I had a hold on my records.

11.1% I don't have a computer available.

59.3% Other

Please  
specify: 63.0%

**Q64 For each item related to campus facilities listed below, please rate your overall level of satisfaction.**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
a. Classrooms	45.4%	48.5%	2.6%	0.9%	2.6%
b. Study areas	35.8%	50.2%	3.5%	1.7%	8.7%
c. Testing center	24.9%	43.7%	3.5%	3.9%	24.0%
d. Campus grounds/landscaping	32.8%	55.0%	4.8%	2.2%	5.2%
e. Accessibility of facilities for students with disabilities	24.0%	36.7%	0.9%	0.9%	37.6%
f. Parking	11.8%	46.7%	22.7%	15.7%	3.1%

**Q65 What could HCC do to improve its campus facilities?**

41.9%

**Q66 Overall, I feel that I am safe on HCC's campuses.**

33.6% Strongly Agree

52.0% Agree

9.2% Neutral/No Opinion

3.9% Disagree

1.3% Strongly Disagree

**Q67 For each item related to HCC classes, please rate your overall level of satisfaction.**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
a. Ease of registering for classes online	44.1%	42.4%	5.2%	2.6%	5.7%
b. Ease of registering for classes on campus	10.9%	32.3%	13.5%	7.0%	36.2%
c. Class size	35.8%	59.0%	1.3%	0.4%	3.5%
d. Days/times at which courses are offered	27.9%	52.0%	13.5%	3.9%	2.6%
e. Locations at which courses are offered	22.3%	50.7%	17.9%	6.1%	3.1%
f. Convenience of paying for classes.	34.5%	48.9%	3.9%	2.6%	10.0%

**Q68 What could HCC do to improve its registration process?**

26.2%

**Q69 What could HCC do to improve where and when courses are offered? (Please be specific.)**

31.8%

**Q70 Why are you dissatisfied with HCC's class sizes? (Please be specific.)**

27.1%

**Q71 For each item related to services for students, please rate your overall level of satisfaction**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
a. Career planning services	14.4%	36.7%	6.1%	3.5%	39.3%
b. Services for students with disabilities	11.8%	20.5%	0.9%	0.4%	66.4%
c. Veterans' services	10.5%	17.5%	1.7%	1.3%	69.0%

**Q72 What could HCC do to improve its services for students?**

22.3%

**Q73 For each item related to HCC student publications/communications, please rate your overall level of satisfaction.**

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>No Opinion</i>
a. College catalog	33.2%	52.4%	3.1%	1.3%	10.0%
b. Hawkmail (email through Hawknet)	42.4%	49.3%	2.6%	1.7%	3.9%
c. Student newspaper	19.7%	36.2%	2.2%	2.2%	39.7%
d. Official college communication through Hawknet	32.3%	45.0%	5.2%	0.9%	16.6%
e. College website - <a href="http://www.hccfl.edu">http://www.hccfl.edu</a>	34.9%	56.3%	3.5%	1.3%	3.9%

**Q74 What could HCC do to improve its student publications and communications?**

17.0%

**Q75 Overall, I am satisfied with my education at HCC.**

31.0% Strongly Agree

49.8% Agree

9.6% Neutral/No Opinion

6.6% Disagree

3.1% Strongly Disagree

**Q76 What could HCC do to improve the educational opportunities at HCC?**

24.9%

**Q77 At which campus do you take the majority of your classes?**

- 0.0% Brandon Campus
- 0.0% Dale Mabry Campus
- 100.0% Plant City Campus
- 0.0% Ybor City Campus
- 0.0% MacDill Center
- 0.0% SunPoint Center
- 0.0% Other

Please specify: 7.9%

**Please tell us a little about yourself.**  
**This information will be used only to make certain that the students who complete this survey are representative of HCC's student population.**

**Q78 What is your primary educational goal at HCC?**

- 83.8% Complete an Associate's degree
- 4.8% Obtain college transfer credit but not earn an HCC degree
- 3.1% Earn a certificate that leads directly to employment
- 0.9% Take coursework to upgrade my current job skills but not earn an HCC certificate
- 0.4% Take coursework only for personal enrichment
- 3.9% Other

Please specify: 21.8%

**Q79 What is your enrollment status at HCC this term? (Full-time credits = 12 or more; full-time clock hours = 900 or more)**

- 63.3% Full-time
- 34.9% Part-time

**Q80 At which times do you attend classes? (Check all that apply.)**

- 65.9% Morning (8 a.m. - noon)
- 47.2% Afternoon (noon - 5 p.m.)
- 48.5% Evening (5 p.m. and after)
- 8.3% Weekend
- 5.7% Online

**Q81 What is your current age?**

- 1.7% Under 18
- 25.8% 18-19
- 15.7% 20-21
- 9.6% 22-24
- 10.5% 25-29
- 10.5% 30-34
- 25.8% 35 or over

**Q82 Are you of Hispanic/Latino ethnicity?**

13.5% Yes

83.4% No

**Q83 What is your race?**

10.0% African-American

2.2% American Native/Alaska Native

2.2% Asian

71.6% White

7.9% Multiple

**Q84 During a typical week, how many hours do you work for pay outside the home?**

5.2% 1-10

18.8% 11-20

17.5% 21-30

24.5% 30-40

8.3% More than 40

23.6% I don't work for pay outside the home

**Be certain to click the 'Submit' button to complete the survey.  
You will be directed to a "thank you" page.**

**Thank you for your time!**