

Student Services Program Review
Student Focus Group

Date: November 12, 2003 (9:30am-10:30am)
Class: Earth Science GLY 1001, M/W 9:30am - 10:45am
Location: PSCI 112

Student Information: 28 students
Registered By: Telephone - 5, Web - 5, In Person - 18

REGISTRATION PROCESS QUALITY (Noel-Levitz)

Question 1: How would you describe your course registration experience this summer at HCC?

- Like pulling teeth to register on campus
- Stand in line, asked "did you try to register on-line or over phone", if not tell you to do it that way
- Under staffed
- Stand at window and staff do not come to window
- Waited in line for 20 minutes
- Waited for an hour
- Waited for an hour and 15 minutes
- Had difficulty with user id on webadvisor, won't let you register
- Phones always down (3)

Question 2: What could we have done to have made registration easier for you?

- More than one person working at window
- Have people work with you and not against you
- Get rid of phone registration
- No keep it
- Smile, be friendly when helping students
- Half the time internet registration is down, glitches, fix it

ADVISORS/COUNSELORS (Noel-Levitz)

Question 3: How would you describe the services of our academic advisors/counselors?

- Good
- Too many things going on at one time, out of office doing that, out with other students at high school, not available to help HCC students

- Can't get straight answer, one said I needed 5 course to graduate, another said 3, another said 7
- Took unnecessary class because of advisor
- Need more information about universities for students transferring to university, they say to go to university

Question 4: Were advisors and counselors accessible and available when you needed assistance?

- Yes, after waiting hours to see them (4)
- No long wait, 10 minutes
- Helpful, waited long time, very friendly

Question 5: What could they have done to have assisted you more?

- More staff
- More information on grants and scholarships
- More literature on universities, on major universities in State, i.e. USF, UCF
- You get scholarships based on who you know
- True, if you know someone, they will tell students they know

CONCERN ABOUT THE INDIVIDUAL (Noel-Levitz)

Question 6: During registration, did you feel that HCC employees cared about your needs?

- Yes (3)
- No
- They got the job done
- Counselors nice (3)
- If they want to help, yes
- If they had to help, no

FINANCIAL AID SERVICES (HCC survey of SS employees)

Question 7: What was your experience with financial aid?

- Horrible (2)
- Bad (3)
- Felt like they didn't want to help, rude, short with me, talked to me as if I were a dog, didn't explain anything
- I didn't understand process, waited an hour and a half, was asked what they could do for me in front of everyone, felt belittled, told to get on-line, gave me paperwork and that was it
- Asked questions that aren't relevant, not going along with standards
- Positive, told to go on-line
- One was more polite than the other

Question 8: What could we do to make the financial aid process easier for you?

- Extra help, understaffed
- Yes, extra help, people that are willing to help, move people around to different areas, have different employees, some been there a long time
- Put them on Prozac
- Told "wait until I finished smoking cigarette", don't take breaks when on clock
- No, they have to take breaks
- Be able to log onto computer in library or somewhere to check application status
- Be given checklist to explain what you have to do to figure out what have or have not done, may save time, may not have to wait in line

OVERALL QUALITY OF SERVICES

Question 9: Overall, how would you describe the assistance you have received from advisors, counselors, testing, admissions and financial aid personnel?

- Need more than one person at test center, if lady sick, it is closed, staff from other areas can't help out
- 4 on a scale of 10
- 9 out of 10
- Different at different departments
- Different every day

Question 10: Would you recommend HCC to a friend?

- 3 yes
- Yes, not based on student services staff
- 2 no
- Teachers good

Question 11: Do you have any other comments that would help us improve services to students?

- Cigarette smoking areas are nasty & at main entrances, move it away from door
- SGA gave tickets away to Universal Studios to first 100 on Tuesday, not fair, not everybody can make it at that time
- SGA trying to do activities for all of student body, voted by students

Question 12: Explain your experiences with SGA and provide recommendations.

- One ticket given away to Universal, another event 2 tickets given away, will always go with someone, should give away two, should be consist with giving away tickets
- SGA voted for event, someone? president of college? said no, added to next agenda after already voted on, voted down, lost money
- SGA only benefits from activities
- 75 percent of student body has no clue
- Need better advertising
- Waste of money, use money on realistic things, scholarships, book vouchers, pay car insurance for a month