The purpose of this survey is to assess student satisfaction with the quality of HCC's programs and services. Your survey responses are completely confidential. 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. The survey was designed to be completed in approximately 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 online application process was simple to use.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q2 After submitting my on-line application, I received an acceptance letter and welcome packet from the Admissions Office within two weeks.
   - Yes
   - No

Q3 What could HCC do to improve the admissions process?

Q4 When you first enrolled at HCC, did you attend a new student orientation?
   - Yes
   - No
   - Go to Q7
Q5 The new student orientation that I attended helped prepare me to be successful at HCC.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

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

Q7 When you first enrolled at HCC, did you take an entry-level test (for example, the PERT) at an HCC test center?
   - Yes
   - No Go to Q10

Q8 The test center staff made certain that I understood the results of my entry-level test(s).
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

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

Q10 How many times have you met with an academic advisor this semester?
   - None
   - Once
   - Twice
   - Three or more times
Q11  When I need to see an academic advisor, I can see one within a reasonable amount of time.

- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q12  How satisfied are you with the advising services at HCC?

- Very Satisfied
- Satisfied
- Neutral / No opinion
- Dissatisfied
- Very Dissatisfied
- Not relevant - I have never met with an HCC advisor Go to Q15

Q13  The information that I receive from HCC academic advisors is accurate.

- Strongly Agree
- Agree
- Neutral / No opinion
- Disagree
- Strongly Disagree

Q14  The academic advisor(s) help me determine the courses that I need to complete my program at HCC.

- Strongly Agree
- Agree
- Neutral / No opinion
- Disagree
- Strongly Disagree

Q15  Which of the following self-advising tools have you used? (Please check all that apply.)

- [ ] Degree Audit
- [ ] e-Advising
- [ ] FACTS.org
- [ ] HCC Advising Guides
- [ ] None
- [ ] Other

Please specify:
Q16  What could HCC do to encourage you to use the College's advising services?

Q17  What could HCC do to improve its advising services?

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

  ○ Strongly Agree
  ○ Agree
  ○ Neutral / No Opinion
  ○ Disagree
  ○ Strongly Disagree

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

  ○ Strongly Agree
  ○ Agree
  ○ Neutral / No Opinion
  ○ Disagree
  ○ Strongly Disagree

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

Q21  Have you used the services of the Financial Aid Office at HCC?

  ○ Yes
  ○ No  Go to Q22
Q22 Have you taken a distance learning course from HCC?
- Yes
- No
  Go to Q29

Q23 The technical support for distance learning courses at HCC meets my needs.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q24 I would take additional distance learning courses from HCC if they were available.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q25 What could HCC do to improve its distance learning courses?

Q26 The technical support for MyHCC courses meets my needs.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

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

Q28 Have you called HCC Live?
   ☐ Yes
   ☐ No
   Go to Q36

Q29 Have you taken a class at HCC that uses MyHCC?
   ☐ Yes
   ☐ No
   Go to Q28

Q30 What was the purpose of your call(s) to HCC Live? (Check all that apply.)
   ☐ Admissions
   ☐ Continuing Education
   ☐ Financial Aid
   ☐ Registration
   ☐ Technology Help Desk
   ☐ Other
   Please specify:

Q31 Was the HCC Live staff able to solve your technology issue(s) over the phone?
   ☐ Yes
   ☐ No

Q32 In instances where your technology issue(s) could not be solved over the phone, was a ticket assigned for follow up by a higher-level technician?
   ☐ Yes
   ☐ No

Q33 Were you subsequently contacted (via email or phone) by a technician?
   ☐ Yes
   ☐ No
   Go to Q35

Q34 How satisfied were you with the technician's ability to solve your technology issue(s)?
   ☐ Very Satisfied
   ☐ Satisfied
   ☐ Neutral / No Opinion
   ☐ Dissatisfied
   ☐ Very Dissatisfied
Q35 How satisfied are you with HCC Live?
- Very Satisfied
- Satisfied
- Neutral / No Opinion
- Dissatisfied
- Very Dissatisfied

Q36 Have you used the HCC Live web page?
- Yes
- No Go to Q39

Q37 How satisfied are you with the HCC Live web page?
- Very Satisfied
- Satisfied
- Neutral / No Opinion
- Dissatisfied
- Very Dissatisfied

Q38 What could the College do to improve HCC Live and / or the HCC Live web page?

Q39 HCC's on-campus wireless service has adequate coverage.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q40 How often do you use any of the HCC campus libraries?
- Every day
- Once a week
- Once a month
- Once a semester
- Never Go to Q42
Q41  HCC's libraries have the resources that I need to complete my course assignments.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral / No Opinion
   ○ Disagree
   ○ Strongly Disagree

Q42  HCC's library hours are adequate for my needs.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral / No Opinion
   ○ Disagree
   ○ Strongly Disagree

Q43  Why haven't you used any of HCC's libraries?
   ○ I use a public library.
   ○ I don't have any courses this semester that require library resources.
   ○ I use an online library.
   ○ Other
     Please specify: __________________________

Q44  How often do you use any of HCC's computer labs?
   ○ Every day
   ○ Once a week
   ○ Once a month
   ○ Once a semester
   ○ Never
     Go to Q49

Q45  HCC's computer lab hours are adequate for my needs.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral / No Opinion
   ○ Disagree
   ○ Strongly Disagree

Q46  The staff in the computer labs are helpful.
   ○ Strongly Agree
   ○ Agree
   ○ Neutral / No Opinion
   ○ Disagree
   ○ Strongly Disagree
Q47 When I need to use a computer on campus, there is usually one available.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q48 What could HCC do to improve its computer labs?

Q49 Do you have access to the Internet at home?
   - Yes
   - No

Q50 How do you access the Internet? (Check all that apply.)
   - Home computer
   - Computer on an HCC campus
   - Computer at a public library
   - My own laptop / tablet (e.g. iPad) with wireless
   - Smart phone
   - Other
   - I don't ever access the Internet.
     If you checked "Other", please specify how else you access the Internet:

Q51 What are your three favorite websites? (Please be as specific as possible.)

Q52 How often do you use any of HCC's academic success centers?
   - Every Day
   - Once a week
   - Once a month
   - Once a semester
   - Never  
   Go to Q56
Q53  The staff in the academic success centers are helpful.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q54  The hours of the academic success centers are adequate for my needs.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q55  What could HCC do to improve its academic success centers?

Q56  How often do you use any of HCC's math labs?
   - Every day
   - Once a week
   - Once a month
   - Once a semester
   - Never

Q57  The staff in the math labs are helpful.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q58  The math lab hours are adequate for my needs.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree
Q59  What could HCC do to improve its math labs?

Q60  The staff in the writing centers are helpful.
    - Strongly Agree
    - Agree
    - Neutral / No Opinion
    - Disagree
    - Strongly Disagree

Q61  The writing center hours are adequate for my needs.
    - Strongly Agree
    - Agree
    - Neutral / No Opinion
    - Disagree
    - Strongly Disagree

Q62  What could HCC do to improve its writing centers?

Q63  How often do you eat at any of the HCC cafeterias?
    - Every day
    - Once a week
    - Once a month
    - Once a semester
    - Never

Go to Q71
Q64 How often do you use any of HCC's writing centers?
- Every day
- Once a week
- Once a month
- Once a semester
- Never

Q65 Which food service do you most often patronize?
- Brandon cafeteria
- Brandon cyber cafe
- Dale Mabry Hawks Cay Cafe
- Dale Mabry Starbucks
- Plant City convenience store (bookstore)
- SouthShore convenience store (bookstore)
- SouthShore food trucks
- Ybor City cafeteria
- Ybor City convenience store (bookstore)
- Ybor City cyber cafe

Q66 The food in the cafeterias is of good quality.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q67 There is a good variety of food offered in the cafeterias.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q68 The cafeteria hours are adequate for my needs.
- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree
Q69 The cafeteria food prices are reasonable.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree

Q70 What could HCC do to improve its cafeterias (i.e. food selections, services, layout/decor, marketing/promotions)?

Q71 What franchises would you patronize if they were available on campus?

Q72 Do you usually purchase your textbooks at an HCC campus bookstore?
   - Yes
   - No
   - Not applicable

Q73 The HCC bookstores have an adequate supply of books and supplies for my classes.
   - Strongly Agree
   - Agree
   - Neutral / No Opinion
   - Disagree
   - Strongly Disagree
Q74 What could HCC do to improve its bookstore operations?

Q75 How did you register for classes this semester?
- On campus
- Online

Q76 Why didn't you register online?
- I had a hold on my records.
- I don't have a computer available.
- Other
  Please specify: ________________

Q77 For each item related to campus facilities listed below, please rate your overall level of satisfaction.

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Classrooms</td>
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</tr>
<tr>
<td>b. Study areas</td>
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<tr>
<td>c. Testing center</td>
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<tr>
<td>d. Campus grounds / landscaping</td>
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<tr>
<td>e. Accessibility of facilities for students with disabilities</td>
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<tr>
<td>f. Parking</td>
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</tbody>
</table>

Q78 What could HCC do to improve its campus facilities?
Q79 Overall, I feel that I am safe on HCC’s campuses.

- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q80 For each item related to HCC classes, please rate your overall level of satisfaction.

<table>
<thead>
<tr>
<th>Item</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Ease of registering for classes online</td>
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<tr>
<td>b. Ease of registering for classes on campus</td>
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<tr>
<td>c. Class size</td>
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<td>d. Days / times at which courses are offered</td>
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<td>e. Locations at which courses are offered</td>
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<tr>
<td>f. Convenience of paying for classes</td>
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</tbody>
</table>

Q81 What could HCC do to improve its registration process?

Q82 What could HCC do to improve where and when courses are offered? (Please be specific.)
Q83  Why are you dissatisfied with HCC's class sizes? (Please be specific.)

Q84  For each item related to services for students, please rate your overall level of satisfaction.

a. Career planning services  
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

b. Services for students with disabilities
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

c. Veterans' services
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

Q85  What could HCC do to improve its services for students?

Q86  For each item related to HCC student publications / communications, please rate your overall level of satisfaction.

a. College catalog
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

b. Hawkmail365 (email through HawkNet)
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

c. Student newspaper
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

d. Official college communication through HawkNet
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion

e. College website - http://www.hccfl.edu
   Very Satisfied  Satisfied  Dissatisfied  Very Dissatisfied  No Opinion
Q87  What could HCC do to improve its student publications and communications?

Q88  Overall, I am satisfied with my education at HCC.

- Strongly Agree
- Agree
- Neutral / No Opinion
- Disagree
- Strongly Disagree

Q89  What could HCC do to improve the educational opportunities at HCC?

Q90  At which campus do you take the majority of your classes?

- Brandon Campus
- Dale Mabry Campus
- Plant City Campus
- Ybor City Campus
- MacDill Center
- SouthShore Campus
- Other
  Please specify:

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.
Q91 What is your primary educational goal at HCC?
- Complete an Associate's degree
- Obtain college transfer credit but not earn an HCC degree
- Earn a certificate that leads directly to employment
- Take course work to upgrade my current job skills but not earn an HCC certificate
- Take course work only for personal enrichment
- Other
  Please specify:

Q92 What is your enrollment status at HCC this term? (Full-time credits = 12 or more; full-time clock hours = 900 or more)
- Full-time
- Part-time

Q93 At which times do you attend classes? (Check all that apply.)
- Morning (8 a.m. - noon)
- Afternoon (noon - 5 p.m.)
- Evening (5 p.m. and after)
- Weekend
- Online

Q94 What is your current age?
- Under 18
- 18-19
- 20-21
- 22-24
- 25-29
- 30-34
- 35 or over

Q95 Are you of Hispanic / Latino ethnicity?
- Yes
- No

Q96 What is your race? (Check all that apply.)
- American Indian or Alaska Native
- Asian
- Black or African-American
- Native Hawaiian or Other Pacific Islander
- White
Q97 During a typical week, how many hours do you work for pay outside the home?

- 1-10
- 11-20
- 21-30
- 31-40
- More than 40
- I don't work for pay outside the home.

Be certain to click the 'Submit' button to complete the survey.

Thank you for your time!