HCC GRADUATE SURVEY (Fall 2008 and Spring 2009 Graduates)
RESPONSES TO OPEN-ENDED ITEMS

The online graduate surveys allowed students many opportunities to provide comments. These responses that are for public distribution have been imported exactly as they were typed by the respondents. However, in those cases that an individual(s) could be identified in a negative context, either by name or by inference, a notation such as [a staff member] or [name of faculty member] is listed.

The number that precedes each comment is a number generated within Snap, the online survey software package. These numbers are included only for ease of reading, to determine where one comment ends and the next begins.

Q5: What additional services or facilities would have enhanced your experience at HCC?

Fall 2008 Graduates:
3: paper covers for toilet seats, some actually answering the phone at least once in financial aid, offering more classes, more night classes, more online classes, and professor reviews done by qualified staff.
5: Counseling / Student Services should have been available more often at the Plant City campus. When they were available, there were very few counselors to help students causing the students to have to wait for hours. On several occasions counselors were not available at all. Also when there is a schedule change, such as a class being cancelled by the college; an e-mail notice to the students before the scheduled class would be considerate. The restroom facilities at the Brandon campus need to be updated and repaired. Also when the Plant City campus cancels class they should make registration people available that can help the students reschedule to another class or location if needed. I was told that I had to take care of it myself on line. No one could answer questions or help me at the window.
7: A student service center that was more interactive with students. A dining area with more variety and longer hours.
8: Perhaps teachers that actually care about the quality of education received by students, or a student services center with helpful people that do not serve as roadblocks in the education process would be nice.
16: Updated television studio/radio studio. Thank you for keeping 1520 AM on the air though.
19: I have got to the tutoring commons several times for help with physics with calculus and have not found the staff more knowledgable then myself.
20: Asking all teachers to get the word out for special events. Some of my teachers let us know about events and other didn't.
28: The Allied Health Lab lacks updated equipment. The "kit" we were required to purchase for nursing was used minimally and a waste of money. The instructors attempted to "Make Do", however, it was extremely frustrating for them, without the proper equipment.
37: Financial Aid and the Advising Department needs a complete overhaul. Spent countless hours in financial aid over minor things that could have been corrected if it was all automated. Plus some Financial Aid workers gave different answers to the same questions repeatedly. Advisors were unhelpful at times and unclear of correct policies. It is unnerving
to see lines stretched out throughout the whole building at the start of every single semester. There has to be a better system than the one in place right now. Since HCC has more students than USF than why is it that there is only a handful of people working in financial aid. At USF I am in and out of financial aid promptly with my problem solved immediately. There is apparently a total lack of training when it comes to the HCC Dale Mabry Financial Aid department, and its sad that you must ask for the supervisor every single time to make sure your problem is correctly dealt with.

39: fix issues with online registration for classes that must be taken at the same time. allow parking in the grass field.

42: Food services at Plant City would be appericated.

46: More diverse selection of online classes that do not require an onsite meeting- there's a reason a person takes online classes.

53: I have to focus on the parking problem at both the Brandon and Dale Mabry campuses. Parking is out-dated. There are so many incoming high school students now than ever before (that's a good thing) that there aren't enough parking spaces. I believe the college should invest in the construction of parking garages.

54: I enjoyed HCC overall. My only issues were with the financial aid office. They are very rude and unprofessional.

57: Internship opportunities with the field I want to pursue.

58: Update equipment in EMS labs to reflect actual equipment found in the field. Much of the EMS equipment in the labs is outdated and/or obsolete.

60: Overall, I am quite happy with the level of education that I have received at HCC. All of my instructors have been exceptional and have given me great insight into my new career.

64: I have had the worst college experience at HCC. I have told everyone I know & have convinced some students to go to a different community college or just skip community & go straight to a university. Seriously the school & the staff are THE WORST your staff other than the professors are ignorant very untrained & lack common sense and if you think I am being rude you wouldn't be able to go to HCC since this is child’s play compared to what I experienced. I graduated last year & have just know received this also I got my diploma almost 5 months after I graduated & the survey had expired. I am so glad to be finished with HCC. USF has been great so far. I will continue to inform all your new students just what they have in store for them & allow them to make an educated decision. HCC is the WORST!

66: The library is very extreem about printing 10 pages per visit. This is ridiculous, the students spend the money to use the paper and ink and if they need to use 20 pages it should not be an issue.

67: more available resources for older students

72: Access to the Honors Lounge helped to enhance my experience at HCC because it allowed me to be able to use the computers when the Library or computer lab was closed.

74: A seperate room for students with disabilities to take test in instead of trying to take them in the disability office.

**Spring 2009 Graduates:**

8: The Veterans Affair employees and the advising departments were very difficult to work with.

9: Nursing lab is EXTREMELY outdated compared to other schools.
10: Hours extended in the library. Library should be larger. Many days there was no place to study in the library because all tables were full, and people were very loud.

11: Family housing at Hawkslanding.

13: Parking was my only major concern coming to HCC everyday, maybe a parking garage would be beneficial.

19: I graduated from the Nursing Program at the Plant City Campus & found it ridiculous that we had Simm Man in his original box throughout my 2 years at HCC. Simm Man allows for a great learning experience in hands on skills for students. I can excuse the old beds & supplies that we were told are donated, I understand it keeps the cost of the program down. There is an expensive learning tool in the original box collecting dust and it has been since at least August of 2007 when I started attending HCC. What a waste!!!

29: The advisers need to be better informed on the transfer process and all that it entails when leaving HCC and going on to USF. Maybe there should be some sort of checklist for this process as I was not informed that I would have all requirements completed by end of fall and this stopped me from taking classes at USF in the spring. The adviser should have caught this so I didn't waste a semester. I know USF has transfer orientation and maybe they should partner with HCC on this. Suffice to say that I spent hours researching info about the transfer and how it would all work that could easily have been given in some sort of seminar briefing.

36: na

41: Financial aid was a complete mess and no one ever knew what they were talking about. None of the people in the office were friendly; if anything they were rude. Also, no one in the FA office was ever on the same page, everyone always told me something different.

43: less waiting time to see counseling/advising

53: knowledgeable and better service from "counselors" and advisors. Less attitude and more professionalism from bursars office. Better class scheduling to accommodate better parking because of the lack of parking.

54: The financial aid system needs to be reevaluated.

58: Engineering advisors who were Engineers themselves.

61: Allow people to park on the grass areas.

67: no comment

70: My experience with HCC through the Honors Institute has been FANTASTIC. Suggestions: re-work your transcript ordering system so that transcripts are sent out more quickly (in some cases mine took over a month), and give students the option to pick up and deliver the transcripts themselves. PS- the website make over looks great!

71: I have attended classes at HCC for the last 6 years, and have just finally completed my RN. Throughout the years it is very difficult to get answers to questions in the advising, financial aid and admissions. Not only do you have to plan many hours to get through the unorganized lines but then you have to deal with employees who are rude and either give you false information or do not know the answer and can not get the answer. If an employee gives you false information that you use and plan by then the student is the only one who suffers, no one cares if you tell them that someone in admissions told you certain information. The entire operation makes it very hard for people that work full time. I have always dreaded going on campus to get information, and have ended up getting whom ever gives me service to write down what information they are telling me and signing it. Once you get your paperwork all handled the classes run smoothly for the most part. Most of the instructors were pretty good and some were outstanding. However, the nursing program was a
disappointment! Almost every aspect is poorly planned and unfair. I attended the Plant City
night and weekend classes and we were not advised of many of the activities that the daytime
classes were notified about. We were not offered support as the daytime classes were. The
first semester we received an instructor that had never taught before, only had worked in
home health and was from [a foreign country]. She had a very thick accent and referred to
common medical phrases with [her country's] slang words, that none of us understood. She
admitted to the students that she was not given the resources needed to teach us successfully.
The students took over the class and in the end she quit and passed everyone. Our teacher
the second semester was not professional and did not teach us very much. Finally our third
and final semester we received great instructors. Whenever we met as an entire nursing class
the instructors that spoke were rude and degrading. [A faculty member] is rude and unrealistic.
I would not recommend this nursing program to anyone. It is hard enough to learn the
content in the lectures, much less deal with all of the unorganized chaos that the nursing
faculty experiences.
87: Instructors office hours was a great learning tool that I took advantage of. Most students are
unaware of the instructors office hours so reinforcement is needed on encourage students to
use the available hours to interact with the professors.

Q6a: What was your primary goal when you attended HCC?
[Asked of those who responded “Other”]

Fall 2008 Graduates:
32: complete an associates degree and get colleg transfer credit
55: Nursing
74: I obtained my AA degree in mass communications.

Spring 2009 Graduates:
Responses to “Other”:
3: nursing
17: get an AA and earn a certificate that leads directly to employment
59: Receive both an AA and AS degree.
64: earn an AA degree to move onto a bachelor's, and master's
81: associate degree in nursing
82: Dental Hygiene
87: Associate of Arts

Q9: Please identify at least one strength of HCC:

Fall 2008 Graduates:
1: HCC is very diversified and I like the option of attending different campuses during the same
   semester.
2: the staff
3: It's lower priced than any other school.
5: Quality education at an affordable price.
6: they are growing at a great pace
7: The best teachers/ professors
8: Well, I would have said parking, but as enrollment exploded the last semester I attended classes, I would say nothing.
9: A strength at HCC would be the science department
12: Great teachers and staff
13: Most of the teachers really seem to care about their students. They take pride in what they are teaching, which makes learning easy and fun.
14: It's cheap and some of the instructors are knowledgeable, passionate, and helpful.
15: I found many instructors very helpful and informative, and willing to help the students succeed.
16: Instructors are always available for one-on-one meetings.
17: Diversity.
19: Student government provides may opportunities to get involved and the campus looks great.
20: The teachers seem to really care about the students
21: I love that HCC has more than one campus, and that all campuses offer different courses.
22: The technology in the computer labs were always up-to-date as far as programs and software updates that were required to run on-line courses or other necessary systems
25: The professionalism of each and every faculty and staff meber.
27: Small class sizes for more individualized attention.
28: Linda Freeman, Coordinator of Special Services
30: HCC does a very good job of providing professors from different backgrounds who do not hold the same viewpoints. This diversity provided a much better learning experience.
31: The class sizes and the attention of the instructors.
32: the class scedgules are
34: Quality education
36: EXCELLENT INSTRUCTORS
37: The faculty is great !!!
38: VA Services was excellence in comparison to USF.
39: online payment
41: A lot of staff make you feel like they genuinely care and want to help you.
42: The financial Aid office is very helpful & informative, not like my prior college.
43: The front desk lady that makes everyone feel very welcome and special. The wonderful lady in Financial aid (initials MM, Mariana or something like that) that deals so wonderfully with all the students, even though they give her such a hard time. The outstanding Disabled Student Services that cares about the needs of her students.
44: Small class sizes
46: really enjoyed Macdill classes/schedule.
47: Price and flexibility of class schedules are two of the much strength of HCC.
48: multicultural, good teachers, student focused.
49: Excellent Teachers.
50: Diverse age groups provide additional resources for real-world learning.
52: Quality teachers
53: Teachers at Dale Mabry, specifically Wayne Pollock and Sean Kenney.
54: The advisors were very helpful in guiding my progress. I knew exactly what I needed to complete my Associates Degress.
55: Because HCC is a community college, it has smaller class sizes than a university which tends to make instructors more readily available for individual instruction.
57: Definitely the unity and desire to help from student services. I strongly believe that Brandon campus student services is the best.
58: Online classes
59: Resources
60: HCC's Allied Heath programs are great and the teachers are very dedicated to their students.
61: The staff is willing to help and answer any question.
62: The professors are awesome.
64: NONE Your professors I really can't complain about them.
65: The quality of the teachers was excellent. They were all extremely helpful to me.
66: Ability to recognize strong, passionate and intelligent instructors like Dr. Berry, Dr. Greico, Professor Kim (both of them), Professor Lemke, Professor Neal, and Dr. Switzer.
67: math tutoring
68: Multiple campuses
69: The professors/teachers are wonderful, easy to access.
70: HCC has a great talent pool of professors!
71: 
72: it is a great school that caters to the educational needs of all it students no matter what culture or nationality they are.
73: The faculty and staff at the Ybor City campus spends time with the students and ensure they understand the fundamentals of the class
74: The staff are friendly and easy to work with.

Spring 2009 Graduates:
1: Aply services the needs of a diverse community college student populace.
2: I have loved most of my teachers here at HCC. I feel that this college picks qualified and caring faculty, which is a very important part of a successful institution.
4: Good evening class hours for working adults
5: Quality of local leadership at the campus level, at least at the campuses that I am familiar with: Brandon and Ybor.
6: At this moment I can't think of anything.
7: You are guaranteed to complete your course in a satisfactory manner.
8: The Library at the Plant City campus is incredible and the librarian that works there is very helpful.
9: Full time instructors care about students success.
10: The smaller class sizes were very beneficial, more one on one time was helpful
11: HCC's Honors Institute
12: Faculty
13: Small class sizes allow for one on one and more personal educational experience.
14: It is cheap.
15: cant really think of one, its a joke
17: On-line classes
18: good instructers and flexable scheduales
19: Price
21: I enjoyed almost all of my instructors and really liked the smaller class size.
22: Great courses. Some great teachers.
25: Good teachers.
26: Convenience in location. The transit system works well with the logistics of the school. And the size of the school. Just big enough to be revered, but not so big to be over-whelming (like a USF type)
27: the small classes, which means better attention of professor
28: Clearly outlined courses needed for each program in the student handbook.
29: A lot of teachers who really do care about the students and are knowledgeable in their field of study.
30: Activities during the year (food, music, etc.)
31: There were enough classes where I could always find one open.
34: Flexible course scheduling
35: It is cheap for people who need the help with finances.
36: na
37: A wonderful transition process from high school to university or career.
38: price is reasonable
39: They offer everything you need for a degree
41: Good teachers
42: variety of courses to take.
43: Friendly atmosphere
44: The nursing program. Instructors were great.
45: The support of the stuff.
48: Good class offerings, convenient times
49: Great Professors
51: Quality in teachers
52: great instructors
53: Excellent diversity of certificate programs
54: Flexible scheduling and a variety of ways to take the courses you need.
55: class sizes
56: I highly commend the Honors Institute and organizations such as Phi Theta Kappa. These opportunities provide excellent instruction, guidance and promote camaraderie.
57: class size
58: Sheryl Sippel.
60: All the Professors that I came across were helpful and knew their stuff.
61: teachers/professors
62: The classroom instruction is a clear strength. Class sizes are small relative to four-year institutions and this allows for greater interaction between students and the professor. I found that, with a few exceptions, the faculty was concerned with the success of their students and generally willing to help in any way they could
64: The diversity of instructors, and therefore teaching methods.
65: Fantastic number of classes offered at various times to fit into anyone's schedule
66: Advisory staff was amazing. Spent a while at PCC and was pushed aside. My first semester i was advised to take specific classes. 3/4 of the way through the semester i stumbled upon the fact that i had been ill advised and spent money on something i did not need. It was not caught by the advisory until i found it myself. I lost a scholarship out of the situation and
could never get a true bit of help when it was needed. I transferred to HCC and tackled all obstacles I couldn't seem to pass at PCC. Mrs. Strobel is an amazing advisor.

67: I would say surrounding myself around positive people.

70: Dr. Stevens, Lydia Lyons, and the Honors Institute. I am a raving fan.

71: Some of the instructors are wonderful, passionate and very experienced in what they teach. This is so important for students to learn.

72: Low Cost. Good quality,

74: Teachers and the education

75: One on one with students that you don't get at a larger universities. I actually understand Math now!

76: Price is reasonable per credit hour

77: Classes.

78: Advising was great.

79: The activities

80: Good health programs

81: Great services and help for international students

82: Hawknet and registering online.

84: The availability of classes, nights, days, on-line

87: HCC offers all the necessary tools to students to utilize them to succeed.

88: Small class size.

89: Small Classes

90: They have very good study areas!

91: I learned how to make goals and accomplish them. I have learned a lot about myself. I have had a lot of great professors to help guide me through, as well as caring advisors at Ybor campus to help me through making my experience here at HCC a good one.

92: tutoring and the success center

Q10: Please identify at least one area where HCC could improve:

Fall 2008 Graduates:
1: The assistance in some of the advising offices and financial aid offices, mainly ybor, can stand improvement.
2: Financial aid
3: More personnel.
4: Counseling availability in Plant City.
5: Registration
6: Student Government
7: Staff, parking, curriculum, building maintenance, and all of the online systems are in desperate need of improvement. The last community college I attended in Illinois had about 3 times the number of students and they have better staff, facilities, and parking.
9: Improvements would be: advising, tutoring centers, teachers, and the knowledge of the staff needs to improve
12: Classroom locations
13: The admissions and financial aid offices at the Dale Mabry campus are a disaster. Depending on who you talk to, you get contradicting answers. No one seems to be able to fix
any problems, and they just pass you on to someone else. I would suggest training the people that are working there, and improving communication across the board.
14: I have always dreaded getting anything done with HCC's student services because the employees are rude, I have to go through multiple people that don't know what they're doing, and it takes several visits to get one thing done. Financial aid could be less of a hassle by hiring personnel that are not rude, know the documents, and understand the FAFSA. [A financial aid staff member] at the DM campus didn't understand the numbers on a Social Security 1099, so she counted full-disability benefits that my mom receives as income that was supposed to support my education. My experience with academic advising was less helpful than the catalog. I ended up using USF’s advisors to complete my degree and establish good transfer credit. I have requested my transcripts be sent to the COLLEGE OF BUSINESS at USF 4 times now, and each time they are sent electronically to Undergraduate Admissions at USF. I have spent $20 on transcripts since December 16th, and USF still doesn't have my degree. Within the graduation packet I received, I have a document dated January 2009 referencing this survey and stating it will be closed February 23, 2009, which was yesterday, and I have transcripts dated February 5, 2009. This packet is post-stamped February 23, 2009. It's difficult for me to take a survey when it closed the day before I got the information regarding it. Overall, the student services at HCC needs to be SERIOUSLY evaluated. If needed, send 'undercover students' in to evaluate the staff. I am almost positive, just like my other surveys and comments completed the duration of my attendance at HCC, that this will not be taken seriously. It's a shame that students can't be treated like adults and can't receive a decent standard of service at the community college level. Lower tuition rates only prevents overpayed staff - it's not an excuse for sub-par service.
15: Sometimes the advisers and counselors were unaware that classes on different campuses were taught differently than on the campus where they themselves were based, including using different texts and materials. This created a problem for me once or twice.
16: Financial Aid
17: Graduation process. Advisors need better training.
19: I would like a parking garage to be installed for future students.
20: A dress code or standard.
21: A larger parking area, mainly in Dale Mabry.
22: Coming towards the end of my A.A. a lot of the courses were hard to schedule because of availability. HCC should work on making even the uncommon class more available.
23: Have a better organized Coding Program
25: There should be more advisors in financial aid.
26: I think that the grading system needs to be evaluated. There are some teachers that require one student to do much more than another to get the same grade.
27: Responsive on student e-mails/questions.
28: There are so many areas; however, one key area would be financial aid - this area lacks organization & quantity of knowledgeable staff members.
30: Efficiency. Any time I needed to do something it involved long lines and abhorrent wait times. Also, the computer server proved to be inadequate.
31: Get rid of online homework. It's a horrible idea. There is no benefit to it to anyone other then the company who sold it to the college. It succeeds only in frustrating and irritating the students who try to use it. Online homework, especially in math classes, has no value as an instructional tool.
32: parking
34: Parking
36: ADVISORS ON ALL CAMPUS'S KNOWING COURSE REQUIREMENTS FOR ALL PROGRAMS
37: Financial Aid and Advising
39: ease of online registration and updates
41: Some of the instructors I have had have been very bad.
42: A more diverse classes offered at each campus so you do not have to drive. Like offering more IDS classes in the spring for graduating students so we do not have to drive to Dale Mabry from Plant City.
43: Financial aid process needs to be simplified making it so that everything can be completed without numerous long waits to complete something and then find out something else is needed! So many times I went, asking if there was anything else only to learn that one more thing is needed, then another, then another. I am grateful that tuition isn't due before the money comes in though!
44: none
46: More online classes.
47: The student advising needs major improvement!
48: computer labs
49: Administration PLEASE, Better Counseling,
50: Cleaner, working bathrooms.
52: I attended 3 different campuses. The one I've been most dissatisfied with has been the Plant City campus. I do not feel the office staff was very friendly or helpful.
53: Advising - they barely look at your record and don't spend enough quality time actually advising.
54: Hcc could improve their selection of employees. Having to apply for financial aid is very stressful in itself. Unprofessional staff makes applying more hard.
55: HCC could greatly improve on the organization of both student services, and the Nursing program as a whole.
57: Food area, most of the food sold in the cafeteria is expensive.
58: Cleanliness, ease of on campus registration and advising, amount of classes available for employed students, etc
59: Offer marine biology
60: The financial aid office doesn't run smoothly and every semester like clockwork problems arise with forms that I have given them that mysteriously disappeared and financial aid advisors that don't know what they are doing.
61: I would like to see administration actively observe lectures by the adjunct professors.
62: Registration: It would be helpful for students if they could speak with a warm body during registration and make an appointment via phone. If the student doesn't show up at the appointed time, and doesn't give a courtesy call to the advisor, then the advisor will see the next student.
64: ALL OF HCC CAN IMPROVE!
65: The parking situation could improve. I would drive around for 20 and 30 minutes sometimes just to find a parking space
66: Hire people with less attitude and willingness to help in the registration department.
67: testing center available to students that need that extra care, without requiring medical
documentation and a required medical condition.

68: Parking. Instead of apartments, the money should have been spent on a new parking garage
over in the grassy area (dale mabry campus).

69: Parking/more counslors

70: It took me almost two semesters to have my transcripts evaluated. This is completely
unacceptable. The advising office is also not very helpful, all they did was recite what was in
the college catalog.

71: Let students print more in the computer labs!! We pay enough tuition.

72: I know we are in an economical situation but training for student services faculty and staff.
Parking for disabled

73: screening of the temporary teachers.

Spring 2009 Graduates:

1: The parking sucks, but you already know that.

2: I feel that HCC could improve by running the different offices more efficiently. I remember
one day I went to the Dale Mabry campus and was there for 5 hours (when I shouldn't have
been there for more than 2 hours) because I was getting wrong information from everyone I
spoke with. The Advising office told me to go to a certain place, where in fact I should have
gone somewhere else. That same office also forgot to give me a certain piece of paper to fill
out so I had to go back and wait in line for that again. It was the same thing all day with
every office I went to, and it was extremely frustrating and irritating to say the least.

4: Have more prerequisite classes in the evening for working adults

5: Move the out-of-touch administration to the campuses so that they can become involved with
the student population.

6: Advising area, I had too many problems with my records. My records were lost, and I had to
trac them down. I was misled several times by different advisors. If I myself did not know
what I needed I would have been there much longer and would have taken useless courses. I
am very displeased with the advising at this school. I had the worse experience.

7: [A financial aid staff member] is very unreasonable. He need to be replaced with Mrs. Kay.

8: The VA department at Dale Mabry almost made me switch schools. The employees
incorrectly submitted my enrollment every single semester I was enrolled. The advising
department should be a little more helpful and their appointment system should be
overhauled. I waited over three hours twice to see an adviser.

9: Nursing lab need vast improvement. Parking should be reinstated in the grass area behind
the student services building. Financial aid needs to be able to see more than one student a
half hour (the wait times are extremely long).

10: More parking, the grass was mostly wet this year and many time we couldnt park in most of
the grass

11: temperature control in the buildings The temperature was often so cold that it would become
distracting to the learning process.

12: HCC needs more academic advisers that understand dual-enrollment and early-enrollment
students' needs. Also, the academic advisers seem to be out of touch with the music program
as they are unaware of what specific classes are necessary to complete an A.A. in Music.

13: Im not sure other than the parking issue

14: Office communication.
15: Just about everywhere, especially the honors institute, what a mess
17: being a little more patient in helping students achieve their goal without leaving an advisiors office feeling like I was a bother.
21: More parking would be nice. The biggest improvement could be in the admissions and guidance office. The waiting times are ridiculously long and sometimes the counsellors aren't much help-AT ALL
22: I hate cigarettes. I hate the smell of them. I especially hate second hand. Some of the campuses have the smell lingering all outside. It is disgusting! Personally I believe that smoking should be disallowed and banned from college campuses. Some colleges have already banned smoking. If smoking remains, it should at least be strongly enforced that students who smoke should do it in the proper smoking area. I see students getting away with smoking in the hallways and upstairs where it is not allowed, and nobody does anything about them. Also, the location of the smoking areas should be changed; they should be farther away from the campus so that students like me will not have to breathe it in or try to hold their breath while walking to class. It is unfair to those who do not smoke and dislike smoking and want to keep their lungs clean. Also, parking is especially a problem at the Ybor campus; there is not enough room or spaces to park, and it is difficult to find a place to park at all without either the possibility of being ticketed or having to take a very long walk within a limited time in the parking spot.
25: Instead of coming into Financial Aid... mailing all documents. Parking.
27: some toilets can definitely be renewed
28: The nursing lab is very out of date and needs to be stocked with supplies that are relevant to the current practices
29: The computer class requirement was a joke and it could be improved to really help people in a more complex and technological world. I understand it's only basic but it could be taken up a notch.
30: Teachers
31: I think that the hours some classes were available should improve. One class that I wanted to take was only available at night and I couldn't take a night class.
34: More online courses and accomodations for non traditional students
35: Some of the teachers were horrible. Also, parking is a weakness and prices of books were unreasonably high.
36: na
37: Dale Mabry campus student advising. Very long waits are discouraging, and the staff at the front desk in DM student advising are not particularly friendly.
38: instructor quality-
39: Pick your teachers better. It is a little upsetting when you are taking a difficult course and you cannot understand one word out of your teacher's mouth. Classes cost too much to fail because the teacher cannot speak english.
41: FINANCIAL AID!!!
42: advising is horrible.
43: Provide better student counseling
44: Parking and financial aid office. Mrs. T. Banks was great and very helpful.
45: The wait time in Advising
48: The advising office; the way it is run and the accuracy of information provided to students
49: Financial aid is REALLY REALLY REALLY BAD!!!
51: Parking Garages
52: financial aide department workers, very slow, uncaring, lazy and disrespectful.
53: better instrucotrs who know how to accomodate students with diverse needs
54: Financial Aid processing, and better math professors.
55: financial aid and academic advising
56: I think that HCC could greatly benefit from a better or an improved parking system.
57: parking (Brandon)
58: [an adjunct instructor]
60: bigger bathrooms in the social sciences building
61: The Student services building needs improvement. The financial aid office needs new people who are concerned about doing things right. [A staff member in] advising needs to be fired account of a lack of keeping her staff consistent with academic policies. [A student services staff member] needs to retire along with [another staff member]. The bursar’s office needs staff that cares about doing their job. In short the whole student services build is comprised of people who don't provide a service to the students, unless that is being an incompetent, negligent, bureaucratic, nightmare. Listen to the students. The complaints are widely available. Ask any student on campus if they had any issues during their time at HCC, 100% of the time it will revolve around the student services building. Concentrate
62: Dealing with student services was always a frustrating endeavor. I attempted to avoid interaction with the advising office when possible as the staff and advisors were apathetic, not helpful, and often gave incorrect information. In addition, it is quite difficult to schedule an appointment with an advisor or counselor, although this may simply be a result of high demand. It would be nice to have the ability to schedule appointments online as I can at USF. I consistently heard similar complaints regarding other services during my time at HCC. The poor quality of student services stands in strong contrast to the quality of instruction and is a weakness for the school.
64: Never stop striving to be up to date.
66: Offer more Computer/Technical classes. A+, N+, CCNA, etc... The Network class i did take at HCC was awesome and i learned a lot. I work as a Network Engineer and it helped out tremendously to have a class like that with the professor that i had.
67: financial aid needs to work on there customer service skills
68: The on campus services could run a little bit smoother. The wait is sometime to long. And the phone services could improve by someone answering the phone we you call in.
70: Student Services' efficiency and "customer service".
71: The admissions, financial aid and advising offices should be much more organized and beneficial to working students. Also the staff should be courteous, professional and knowledgable. There should be a way for students to call and speak to someone in these departments to determine if they even need to come to the office and wait for many hours.
72: Improve lab facilities.
74: Parking
75: financial aid and parking
76: Faculty needs improvment
77: Teachers.
78: Tutoring was terrible
79: The Advising
80: cafeteria
82: Financial Aid Lines and Registration Line... Terrible set-up... Need more help with these areas... students need help and guidance in the beginning not negative attitudes and rude personnel.
84: Math requirements, especially for older/Non-traditional students
85: Science labs such as organic chemistry labs should take more precautions, because students are working with chemicals and they should use gloves to protect themselves from the chemicals. Bookstores in the Brandon and Ybor campus have very rude employees and the issue needs to be addressed.
87: Students need a physics tutor on Ybor campus for tutoring.
88: Advising center would be more helpful if all the advisors were on the same page. I would get different opinions every time I went in to ask about my degree requirements.
89: Impossible Parking, maybe a parking garage will work!
90: FIRING [a faculty member].... Seriously.
91: Parking
92: advisement waiting

Q11: What could HCC do to improve the educational opportunities at the College?

Fall 2008 Graduates:
1: n/a
2: offer more courses
3: more classes
5: Advise students if there are suggested classes available prior to taking difficult courses. Ie: I believe there should be another prep class available before Business Calculus, after College Algebra. Also Elementary Spanish I should have a preparation course available.
6: have more employees help in the process
7: offer 4 year degrees
8: Better staff, a curriculum that is actually challenging, and friendly, helpful people in the advising and financial aid offices could be a good starting place to make this community college not seem like a total waste of time and money. I received a better high school education than the education I received to earn my associates degree at HCC. I guess this is what I should have expected out of a Florida public school.
9: HCC needs to have higher guidelines for the classes. I took numerous classes that were required but to me were a waste of my time and money. The classes and the teachers were a joke. I think it would help if the required classes had higher standards of learning.
12: Offer more language courses in Asian languages
13: n/a
14: Open more technical programs and make them available at more than one campus.
15: I would have enjoyed more online courses, particularly in Math. I found them very helpful to me, being disabled.
16: I think the opportunities are great, and the college provides a great opportunity to learn, but maybe the college could foster a more respectful attitude towards education and the way students should carry themselves, especially at the Ybor campus.
17: More nursing student opportunities.
19: Hire better help for the science tutoring center.
20: I took classes at three different campuses and the quality of the lab equipment was not equal at each one. Some of the teacher didn't use the high technology equipment in the class room. Maybe, there can be more training for teachers especially the Ybor City ones on the classroom technology available to them.

22: See Q10

23: Keeping given the seminar to the new students to help them prepare for the college experience.

25: Give more information about classes and their requirements.

26: Please see response to Q10.

28: Hire more staff members like Maria Bautista-Smith, a woman totally there for the love of teaching & a desire to see students succeed.

31: Other then doing away with online homework I'm not sure.

32: hcc needs to increase highly trained profesors, and add more transferable courses specialy for engineering

34: Offer more online courses

37: The one thing going for HCC is the high caliber of educators. If you could only apply this standard to your Financial Aid and Advising departments then your school would be exceptional.

38: More classes online.

41: Maybe there could be a course or get together on how to use the database.

43: The experience was outstanding. I was able to complete two career goals at one time and I am so grateful to HCC for the opportunity! God bless you all!

44: extend more financial opportunities

46: Make the degrees transferrable to even other states. My employer transferred me to another state and my degree does nothing for me to enter the University here- I have to retake over 10 classes.

47: Having been in the workforce for nearly fifteen years before entering college, I believe the one thing that could be improved would be teaching stress relieves. Most of college is an obtainable goal if you have the drive, however, in the work force you can have all the drive you want that does not help with handling the stress of life.

50: Providing more advisors, more advising hours, and advisors who are happy to provide all applicable information to students would be a vast improvement.

52: The math lab needs to have hours for the student that works during the day at the Plant City campus.

53: Offer higher level courses more often. I understand that the college is obligated to offer those courses at least once a year but that sort of thing may hold up someone who needs those courses to graduate.

54: Hcc could have more 21st Century technology in the classrooms in order to prepare learners more adequately for their future careers.

55: The Nursing program could greatly benefit from a protocol which contains guidelines for providing continuity of instruction among all HCC Nursing courses. The Nursing faculty hold meetings to discuss program cariculum. However, there appears to be a lack of agreement regarding course requirements of students, faculty, and lab/clinical instructors.

59: hmmm. can't think of anything at this moment.

60: HCC could offer more online / web-based programs in core degree seeking classes.
61: Offer more variety at all campuses not just Dale Mabry or Ybor.
64: Change your staff. Educate your staff all of your staff such as academic advisors bookstore employess the staff that work the windows your website your phone service. Have someone attempt to attend the college have them look like like a young white women and see all the problems your school has. With speaking to someone on what classes to get paying for class attempted to get financial aid buying a book and selling it back. You will see your school needs work.
65: I believe they provide excellent educational opportunities.
67: mentoring a particular high school
68: Offer more majors
71: ?
72: HCC could provide more Honors night classes to improve the educational opportunities for the Honors students who work during the day and go to school at night. I was an Honors students who worked during the day and went to school at night. I took three Honors Classes during the night but I had to drop out of the Honors Institute because there were no more night Honors classes. Hence I will not be graduating as an Honor student because I did not meet the minimum classes. I really enjoyed beeing in the Honors Institute and I used to try to attend atleast 70% of the events. However, after I realized that I was going to graduate and there were no Honors classes that fit into my schedule I stopped going to the events because it would have just been a waste of my time since I would not have the minimum classes to graduate in Honors.
74: provide a more detailed description of programs.

Spring 2009 Graduates:
1: Offer more specialized majors.
4: Send out recruiters to graduating high schools prior(a year) to their graduation.
5: Insist that administrators, staff, and academic advisors teach at least one class a term to keep in touch with the needs of the students.
7: Nothing at all.....
8: My degree program had a required class that was not offered until the last semester of my enrollment. I had my program director submit a change of course that took over a year to get through the system. During this time the VA department would not submit my enrollment for this course and I had to see the program director on five separate occasions to get her approval for the same thing.
9: See Q10
10: More advisors. waiting up to 2 hours to speak to an advisor was pretty ridiculous.
11: to promote further the Honors Institute to current HCC students
13: n/a
14: Not graduate then ungraduate someone.
15: i dont even know where to start
17: letting the students know exactly what classes count toward a certificate without us asking and asking.
19: Utilize all learning tools available. (Simm Man in the Plant City Nursing Lab)
21: New and interesting classes are always a plus.
22: Have a mixture of courses available to other campuses and not just one particular campus. (Example: Art courses are available at the Ybor campus, but they should also have them
available at the other campuses too, such as Brandon campus.) Also, have more courses available during all semesters and during different times in the day; some classes are either only available during Summer semester or only take place in the evening.

27: make tuition even for all. instead of the system of instate and out of state. but i guess that is for whole america then

28: Make advisors more available at each college and more knowledgeable about each program.

29: Have proper writing and grammar be required for much of the Gorden rule with regard to in class essays and such. I only had one teacher who pushed this. Also class participation should be pushed more as class sizes are relatively small and could allow for it.

30: HCC has the worse math professors. The ones from foreign countries that you can hardly understand what they say. I can't believe some teachers still there after a lot of feedback received from students.

36: na

37: No comment, I think HCC is wonderful in this catagory and is on the right track!

38: just keep expanding

42: know what classes we need to transfer to USF.

45: none

49: Change finicial aid office personel and procedures. You can ask 3 employees in there a question and get 3 totally different answers!! Also parking is very agravating!

51: Have classes from USF being offered.

52: instructors were wonderful

53: Offer more online classes

54: Hire better professors.

56: I think that if HCC could find ways to assist students in attaining internships, the students would greatly appreciate the assistance.

57: N/A

58: HCC could get rid of the 1 credit Connections class. That class felt more like a class to shove my professor's world view down my throat. It certainly didn't stimulate critical thought.

61: Please replace the staff of the student services building, and pay the new hires better. Maybe that will have an impact on everything else at HCC

62: It would be great if the class section search in Web Advisor offered the ability to select only class sections that are open. USF has this provision on their schedule search and it makes scheduling classes far less frustrating.

64: Improve the efficiency of the financial aid department, or offer more personnel in this area. There are very few senior representatives in this department, atleast at the Dale Mabry campus, and this makes a trip to the financial aid office more seamless.

66: Was great. I came from a college that is supposedly so great, yet many i know have transferred from it to HCC or went straight to HCC instead because of the benefits.

67: provide awards for outstanding students

70: emphasize, encourage, and create opportunities for international cross-cultural travel.

71: Staff should be more knowledgable. The bookstore should be better stocked, more knowledgable and less rude. The nursing program should be better organized especially for night/weekend students. Nursing students should be more informed about what activities are taking place, to better assist them. The nursing instructors should be knowledgable and
professional. Some institutions require their nursing staff to continue to work in a clinical setting to apply their skills and stay up to date.
72: Hire quality professionals.
74: Provide more scholarships or funding to encourage students to complete their courses despite their financial circumstances.
77: Improve the course material.
80: HCC could introduce many programs more by the seminar.
82: Make easier for all students to register online and have happier employees.
84: Math requirements or teachers/professors to help with older/non-traditional students in this subject or other subjects that they might need additional help. I think a little more understanding and or compassion as some of us have been out of school a very long time.
87: HCC must keep expanding to accept more students.
88: No comment
90: Fire [a faculty member] at Dale Mabry so he will stop wasting student's money and stop making students HATE chemistry.
91: I enjoyed the learning experience, class setting are small and I got the attention I needed from the professors. I enjoyed being a student at HCC, I will definitely miss my teachers and advisors. I hope to have a good experience at USF as I seek a bachelors degree there. But I know I won't get the special treatment I got from HCC, due to the large number of students enrolled. I would definitely recommend this school to anyone. HCC staff makes you feel like family, caring, and helpful in every way.
92: some of the advisors seem over worked or either not interested in a students success, after waiting for hours, students are rushed out of advisement by some advisors. not always well informed

Q12: What was your program of study as recorded on your Spring 2009 HCC diploma?

Fall 2008 Graduates:
1: AA Bus Admin/Mgmt
2: Business administration
3: Associate of Science
4: CRIMINAL JUSTICE TECHNOLOGY
5: Business Administration
6: AA- ELEM EDU
7: Liberal Arts
8: Liberal Arts
9: When I finally receive my diploma I will let you know. It's Feb. 17th and I have not received it yet
10: N/A
11: counseling and human services
12: AA
13: general
14: AA Business Administration
15: Liberal Arts in Music
16: Liberal Arts
17: AA Liberal Arts
18: associates of science in nursing
19: Engineering
20: Medical
21: Business Administration
22: A.A. in Business Management
23: Medical Billing and Coding Program Certificate
24: Associate of Science Nursing (RN)
25: business administration
26: Nursing
27: Pre-Physical Therapy
28: Nursing
29: Nursing
30: Liberal Arts AA
31: Associate in Arts
32: associate in engineering
33: Liberal Arts
34: Office Management
35: nurse
36: CRIMINAL JUSTICE OFFICER ADMINISTRATION
37: AA Liberal Arts
38: Associates in Arts
39: EMT
40: Associate of Medical Science
41: AA of Liberal Arts
42: AAP & AA
43: AS Nursing
44: Business Administration
45: nothing
46: Business admin
47: Business
48: A.A Med
49: Secondary Education
50: Education
51: A.A.
52: Sign Language Interpreter
53: Associate of Science Degree - computer programming
54: Liberal Arts
55: Nursing
56: Nursing
57: AA-Pre-med
58: AAS Emergency Medicine
59: AA
60: A.A.S. in Opticianry
61: A.A. Education
62: Early Childhood Management
63: BUSINESS ADMIN
64: MASS COMM
65: A.A.S. Degree in Early Childhood Management
66: education
67: liberal arts
68: AA. Eng - Associate of Arts - Engineering
69: Liberal Arts
70: Liberal Arts
71: Respiratory Therapy
72: AA - Engineering
73: AA Business Administration
74: Mass Communications

Spring 2009 Graduates:
1: Liberal Arts
2: Liberal Arts
3: don't know
4: Unfortunately, it was not recorded on the diploma. It should have been Computer Information Systems
5: Advanced Technical Degree in Paralegal / Legal Assisting
6: Elementary Education
7: Criminal Justice
8: AS Network Adminstration Option 2
9: Nursing
10: A.A Liberal Arts
11: liberal arts
12: Music
13: AA in liberal arts
14: Liberal Arts
15: liberal arts
16: liberal arts
17: AA
18: criminal justice
19: Nursing
20: ADN
21: Sign Language Interpreting
22: Graphic Design
23: Secondary Ed. Science
24: AA Liberal Arts
25: Liberal Arts
26: Psychology (Liberal Arts)
27: AA.Dance
28: Nursing
29: A.A.
30: Associate in Business Management
31: Business Administration
32: nursing
33: LIBERAL ARTS
34: AA
35: education
36: na
37: Libral Arts
38: yes
39: Liberal Arts
40: elementary education
41: Associate in Liberal Arts
42: associates in arts
43: Billing and coding
44: Associates Nursing
45: AS Sing Language interpreting
46: Liberal Arts
47: a.a. liberal arts
48: (Spring 2009) Mass Communications
49: Respiratory Care
50: Mass Communications
51: AA-Livberal Arts
52: AA Business Administration
53: Diagnostic medical ultrasound
54: Associate of Art in Education
55: radiography
56: Associates of Arts
57: education
58: Engineering
59: Received two diplomas: AA and AS degree.
60: Elementary Education
61: Radiography Technology
62: Liberal arts
63: CIS
64: AA in Lib arts- emphasis in Criminology
65: A.A. Liberal Arts
66: Computer Information Systems
67: business administration
68: liberal Arts
69: did not receive a diploma yet
70: Associate in Arts Degree
71: Nursing
72: AA in Liberal Arts
73: AA.BUS.
74: Transitional ASN program was recorded on my Spring 2009 diploma
75: Radiation Therapy
76: Business Administration
77: Business
Q14: If you are not continuing your education and not working outside the home, please specify what you are doing:

Fall 2009 Graduates:
15: My disability keeps me from working a proper job, but I'm seeking volunteer work in childhood education
23: Finishing my last class for my program that was cancelled last semester.

Spring 2009 Graduates:
22: Currently I am on vacation but also preparing to transfer to a four-year university, University of South Florida. I will be attending orientation at USF next month.
49: Studying for my State Boards so I can work.
53: looking for a job
75: still in school at Hcc will graduate July 31, 2009

Q19: Why would you not consider returning to HCC for additional training?
[Asked of students who responded “No” to Q18 – Would you consider returning to HCC for additional training?]

Fall 2008 Graduates:
9: The majority of my time at HCC felt like a waste.
14: I was not satisfied with the level of training I received in my AA program and I was even less satisfied with the level of intelligence in student services.
28: Lack of quality professors
29: Does not offer what i am interested in
46: online classes do not service my need
50: I have gone as far as HCC can take me. I am now at the University of Tampa, and I plan on continuing my education as a graduate student, which HCC cannot help me with.
64: I do not like how HCC is ran.

Spring 2009 Graduates:
9: No additional training for nursing, need another instructional perspective even if a BSN in nursing was provided. Nursing instructors (most) read off power point slides provided by the textbook publisher.
11: I have moved out-of-state.
14: It needs more professionalism.
15: It is one of the worst run businesses/schools I could ever imagine, what a train wreck
19: Masters in Nursing is not available
22: Lack of both money and time. Otherwise, I might consider it.
28: The level of education I am seeking is higher than HCC.
32: want my BS or BSN
53: too far from my home and I want a higher degree
61: I would only pay HCC to train me if other options were not available to me. If the school provides me with training at no cost to me and the student services current staff is not involved in handling any of the paper work then I would consider that an acceptable reason to attend.
76: Because my Major is set
80: I do not want to study more, that's all
92: I have already taken all available courses at HCC with the exception of having to retaken MCB 1000 because this is the only course that is not transferable to other Florida college because it is not offered as MCB 2010 yet instead as MCB 1000.

Q21: Please specify where you are continuing your education:
[Asked of students who responded “Other” to Q20; i.e. they were not attending the University of Central Florida, University of Florida, or University of South Florida.]

Fall 2008 Graduates:
6: University of Utah
11: ECKERD COLLEGE
28: Penn State University
46: University of Arizona
50: University of Tampa
54: University of Tampa currently- transferring to USF
55: Walden University
57: I am getting my associates in HCC and continuing my education in Italy.
59: vet tech program
67: ohio state university

Spring 2009 Graduates:
3: not sure yet
11: University of North Carolina at Chapel Hill
12: University of Miami, Florida
25: HCC
28: University of Tampa  
41: University of North Florida  
43: HCC  
69: undecided  
76: Saint Leo University  
82: St.Pete College for Bachelor's Program  
87: Florida A&M University  
92: St. Petersburg College