

# STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2011 Survey Results

As part of Hagerstown Community College's Institutional Effectiveness Data Measures, a Student Satisfaction Survey was distributed to all full-time and part-time regular students on March 2, 2011 through TargetX with a link to the survey on SurveyMonkey.com. The survey was open until March 30, 2011 with a reminder email being sent on March 14. The survey consisted of nine questions, of which questions eight and nine were an open-ended, comment sections. (This exact survey was administered in Spring 2009.)

Of the 4,457 students, **4,382** (1,496 full-time and 2,886 part-time) email messages were received. **609** surveys were completed, a response rate of **13.9%**. An incentive was offered to participate, a chance to win one of four \$50 gas cards.

<b>DEMOGRAPHICS OF 4,457 STUDENTS</b>		
	Count	Percent of Total
Female	<b>2,754</b>	<b>61.8%</b>
Male	<b>1,703</b>	<b>38.2%</b>
Full-time (12 or more credits per semester)	<b>1,520</b>	<b>34.1%</b>
Part-time (less than 12 credits per semester)	<b>2,937</b>	<b>65.9%</b>
Washington County, MD	<b>3,324</b>	<b>74.6%</b>
Maryland (outside Washington County)	<b>270</b>	<b>6.1%</b>
Pennsylvania	<b>666</b>	<b>14.9%</b>
Virginia	<b>15</b>	<b>0.3%</b>
West Virginia	<b>179</b>	<b>4.0%</b>
Other	<b>3</b>	<b>0.1%</b>

<b>1. What is your gender?</b>		
	Response Count	Response Percent
Female	<b>441</b>	<b>73.3%</b>
Male	<b>161</b>	<b>26.7%</b>

<b>2. What is your age?</b>		
	Response Count	Response Percent
Under 18	<b>23</b>	<b>3.8%</b>
18 – 24 years old	<b>294</b>	<b>48.8%</b>
25 – 34 years old	<b>133</b>	<b>22.1%</b>
35 – 44 years old	<b>93</b>	<b>15.4%</b>
45+ years old	<b>60</b>	<b>10.0%</b>

**STUDENT SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2011 Survey Results**

<b>3. What is your enrollment status?</b>		
	Response Count	Response Percent
Full-time (12 or more credits per semester)	<b>332</b>	<b>54.9%</b>
Part-time (less than 12 credits per semester)	<b>245</b>	<b>40.5%</b>
ESSENCE student (high school)	<b>28</b>	<b>4.6%</b>

<b>4. Where do you live?</b>		
	Response Count	Response Percent
Washington County, MD	<b>465</b>	<b>76.9%</b>
Maryland (outside Washington County)	<b>30</b>	<b>5.0%</b>
Pennsylvania	<b>77</b>	<b>12.7%</b>
Virginia	<b>2</b>	<b>0.3%</b>
West Virginia	<b>29</b>	<b>4.8%</b>
Other	<b>2</b>	<b>0.3%</b>

<b>5. What is your race/ethnic background?</b>		
	Response Count	Response Percent
American Indian or Alaskan Native	<b>4</b>	<b>0.7%</b>
Asian or Pacific Islander	<b>20</b>	<b>3.3%</b>
Black/African American	<b>39</b>	<b>6.5%</b>
Hispanic	<b>26</b>	<b>4.3%</b>
White/Caucasian	<b>500</b>	<b>82.9%</b>
Other	<b>14</b>	<b>2.3%</b>

<b>6. What is your reason for attending HCC?</b>		
	Response Count	Response Percent
Explore a new career	<b>105</b>	<b>17.4%</b>
Prepare for a career	<b>257</b>	<b>42.5%</b>
Prepare to transfer to another college	<b>206</b>	<b>34.1%</b>
Update skills for current job	<b>25</b>	<b>4.1%</b>
Take personal interest and self enrichment courses	<b>11</b>	<b>1.8%</b>

**STUDENT SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2011 Survey Results**

**7. How do you rate your experience with the following services, with "5" being the highest and "1" being the lowest degree of satisfaction? For those services you do not use, please select "No Basis to Judge."**

	5	4	3	2	1	No Basis to	Rating Average	Response Count
Student Recruitment/Admissions	33.8% (204)	<b>38.0%</b> <b>(229)</b>	13.4% (81)	1.8% (11)	1.2% (7)	11.8% (71)	<b>4.15</b>	603
Testing	30.1% (181)	<b>41.6%</b> <b>(250)</b>	16.0% (96)	4.5% (27)	2.0% (12)	5.8% (35)	<b>3.99</b>	601
Academic Advising	<b>40.8%</b> <b>(247)</b>	29.7% (180)	14.9% (90)	4.8% (29)	3.3% (20)	6.6% (40)	<b>4.07</b>	606
Disability Services	17.1% (103)	8.3% (50)	2.3% (14)	1.3% (8)	0.7% (4)	<b>70.3%</b> <b>(423)</b>	<b>4.34</b>	602
Registration	<b>48.0%</b> <b>(287)</b>	35.5% (212)	12.7% (76)	1.7% (10)	1.2% (7)	1.0% (6)	<b>4.29</b>	598
Records	<b>42.1%</b> <b>(254)</b>	24.2% (146)	9.8% (59)	1.8% (11)	0.8% (5)	21.2% (128)	<b>4.33</b>	603
Student Financial Aid	<b>42.3%</b> <b>(256)</b>	21.3% (129)	9.8% (59)	4.5% (27)	3.0% (18)	19.2% (116)	<b>4.18</b>	605
Student payments, billing, and refunds	<b>48.8%</b> <b>(296)</b>	31.5% (191)	10.0% (61)	2.1% (13)	2.1% (13)	5.4% (33)	<b>4.30</b>	607
Tutoring	28.1% (170)	14.9% (90)	8.4% (51)	1.8% (11)	0.8% (5)	<b>46.0%</b> <b>(279)</b>	<b>4.25</b>	606
Bookstore	<b>33.0%</b> <b>(200)</b>	27.4% (166)	21.9% (133)	7.9% (48)	7.8% (47)	2.0% (12)	<b>3.71</b>	606
Food Services	<b>31.5%</b> <b>(191)</b>	26.4% (160)	11.2% (68)	4.8% (29)	1.0% (6)	25.2% (153)	<b>4.10</b>	607
Vending machines	16.7% (101)	<b>22.1%</b> <b>(134)</b>	20.7% (125)	13.6% (82)	7.4% (45)	19.5% (118)	<b>3.34</b>	605
Parking	6.4% (39)	9.9% (60)	21.3% (129)	16.8% (102)	<b>41.0%</b> <b>(249)</b>	4.6% (28)	<b>2.20</b>	607
Campus Security	<b>26.9%</b> <b>(162)</b>	20.6% (124)	16.4% (99)	6.5% (39)	8.0% (48)	21.7% (131)	<b>3.66</b>	603

**STUDENT SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2011 Survey Results**

	5	4	3	2	1	No Basis to Judge	Rating Average	Response Count
Safety of buildings and grounds	<b>40.6%</b> (246)	29.5% (179)	14.2% (86)	4.5% (27)	3.3% (27)	7.9% (48)	<b>4.08</b>	606
Telephone services (Information Center)	24.8% (150)	18.5% (112)	10.8% (65)	3.1% (19)	2.0% (12)	<b>40.7%</b> (246)	<b>4.03</b>	604
Job Training Student Resources	21.5% (130)	12.1% (73)	4.6% (28)	1.0% (6)	0.8% (5)	<b>60.0%</b> (363)	<b>4.31</b>	605
Student Activities/Clubs	26.4% (159)	16.6% (100)	9.5% (57)	1.3% (8)	1.3% (8)	<b>44.9%</b> (271)	<b>4.19</b>	603
Student lounge space	<b>30.8%</b> (186)	25.0% (151)	12.9% (78)	5.5% (33)	2.6% (16)	23.2% (140)	<b>3.99</b>	604
Student Government Association	20.4% (123)	15.7% (95)	6.1% (37)	0.7% (4)	1.7% (10)	<b>55.5%</b> (335)	<b>4.18</b>	604
Library	<b>47.1%</b> (285)	30.1% (182)	8.4% (51)	1.3% (8)	0.8% (5)	12.2% (74)	<b>4.38</b>	605
Library - electronic resources	<b>46.0%</b> (278)	27.9% (169)	7.6% (46)	2.5% (15)	0.8% (5)	15.2% (92)	<b>4.36</b>	605
Library - hard copy resources	<b>38.6%</b> (233)	25.5% (154)	9.8% (59)	2.2% (13)	1.0% (6)	23.0% (139)	<b>4.28</b>	604
Library spaces	<b>40.4%</b> (243)	27.7% (167)	12.3% (74)	4.3% (26)	1.8% (11)	13.5% (81)	<b>4.16</b>	602
Accessibility of faculty offices	<b>38.8%</b> (234)	29.5% (178)	11.8% (71)	2.7% (16)	1.0% (6)	16.3% (98)	<b>4.22</b>	603
Classroom spaces	<b>39.7%</b> (241)	35.1% (213)	17.6% (107)	4.4% (27)	1.2% (7)	2.0% (12)	<b>4.10</b>	607
Instructional labs	<b>33.7%</b> (203)	27.9% (168)	12.4% (75)	3.5% (21)	1.5% (9)	21.1% (127)	<b>4.12</b>	603
Computer labs	<b>39.8%</b> (241)	30.9% (187)	15.5% (94)	4.0% (24)	2.3% (14)	7.6% (46)	<b>4.10</b>	606
Fitness Center	23.6% (143)	13.4% (81)	5.6% (34)	2.3% (14)	0.8% (5)	<b>54.2%</b> (328)	<b>4.24</b>	605
Athletics	19.4% (117)	9.4% (57)	3.3% (20)	2.2% (13)	0.5% (3)	<b>65.2%</b> (394)	<b>4.30</b>	604

**STUDENT SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2011 Survey Results**

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>No Basis to Judge</b>	<b>Rating Average</b>	<b>Response Count</b>
Athletic facilities	19.3% (116)	11.6% (70)	4.5% (27)	1.8% (11)	0.5% (3)	<b>62.3%</b> <b>(375)</b>	<b>4.26</b>	602
Athletics programs	18.5% (111)	11.4% (68)	3.5% (21)	2.0% (12)	0.3% (2)	<b>64.3%</b> <b>(385)</b>	<b>4.28</b>	599
Cleanliness of campus	<b>42.8%</b> <b>(255)</b>	35.6% (212)	14.1% (84)	4.9% (29)	1.7% (10)	1.0% (6)	<b>4.14</b>	596
Internship & Job Services (C & IS)	16.4% (99)	8.0% (48)	4.1% (25)	1.2% (7)	1.7% (10)	<b>68.7%</b> <b>(414)</b>	<b>4.16</b>	603
Job placement	10.0% (60)	7.2% (43)	4.5% (27)	2.0% (12)	2.0% (12)	<b>74.3%</b> <b>(446)</b>	<b>3.82</b>	600

**8. Please share any positive experiences or construction suggestions about these services.**

**390 students submitted 2,462 comments to Question 8.**

**9. Do you have any comments about your experiences with HCC that you'd like to share?**

**234 students submitted comments to Question 9.**

**10. Thank you very much for your time and opinion. Please complete the OPTIONAL information below to be entered in the drawing to win a one of four \$50 gas cards!**

**566 students provided their name and contact information to be entered in the drawing for the four \$50 gas gift cards.**