

STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March/April 2013 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 February 19, 2013 through TargetX with a link to the survey on SurveyMonkey.com. The survey was open until March 27, 2013 with a reminder emails being sent on February 26, March 7 and 20. 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 and Spring 2011.)

Of the **4,568** students, **4,510** (1,485 full-time and 3,025 part-time) email messages were received. **552** surveys were completed, a response rate of **12.2%**. An incentive was offered to participate, a chance to win one of four \$50 gas cards.

DEMOGRAPHICS OF 4,568 STUDENTS		
	Count	Percent of Total
Female	2,840	62.2%
Male	1,728	37.8%
Full-time (12 or more credits per semester)	1,502	32.9%
Part-time (less than 12 credits per semester)	3,066	67.1%
Washington County, MD	3,370	73.8%
Maryland (outside Washington County)	220	4.8%
Pennsylvania	751	16.4%
Virginia	11	0.2%
West Virginia	203	4.4%
Other	13	0.3%

1. What is your gender?		
	Response Count	Response Percent
Female	433	79.0%
Male	115	21.0%

2. What is your age?		
	Response Count	Response Percent
Under 18	15	2.7%
18 – 24 years old	256	46.7%
25 – 34 years old	116	21.2%
35 – 44 years old	90	16.4%
45+ years old	71	13.0%

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March/April 2013 Survey Results**

3. What is your enrollment status?		
	Response Count	Response Percent
Full-time (12 or more credits per semester)	255	46.4%
Part-time (less than 12 credits per semester)	284	51.7%
ESSENCE student (high school)	10	1.8%

4. Where do you live?		
	Response Count	Response Percent
Washington County, MD	393	71.7%
Maryland (outside Washington County)	20	3.6%
Pennsylvania	113	20.6%
Virginia	1	0.2%
West Virginia	20	3.6%
Other	1	0.2%

5. What is your race/ethnic background?		
	Response Count	Response Percent
American Indian or Alaskan Native	3	0.5%
Asian or Pacific Islander	8	1.5%
Black/African American	33	6.0%
Hispanic	15	2.7%
White/Caucasian	475	86.8%
Other	13	2.4%

6. What is your reason for attending HCC?		
	Response Count	Response Percent
Explore a new career	76	13.8%
Prepare for a career	240	43.7%
Prepare to transfer to another college	185	33.7%
Update skills for current job	35	6.4%
Take personal interest and self enrichment courses	13	2.4%

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March/April 2013 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 Judge	Rating Average	Rating Count
Student Recruitment	20.0% (109)	20.9% (114)	10.4% (57)	1.6% (9)	0.9% (5)	46.2% (252)	4.06	546
Admissions	42.9% (235)	37.8% (207)	11.9% (65)	2.0% (11)	0.9% (5)	4.6% (25)	4.25	548
Testing Center	48.9% (268)	29.4% (161)	11.9% (65)	3.5% (19)	2.0% (11)	4.4% (24)	4.25	548
Academic Advising	33.9% (186)	29.5% (162)	17.9% (98)	5.5% (30)	6.2% (34)	7.1% (39)	3.85	549
Disability Services	16.0% (87)	9.2% (50)	3.5% (19)	0.7% (4)	0.4% (2)	70.2% (382)	4.33	544
Registration	48.9% (266)	32.2% (175)	11.6% (63)	4.0% (22)	1.7% (9)	1.7% (9)	4.25	544
Records	36.9% (202)	25.8% (141)	10.1% (55)	3.1% (17)	0.7% (4)	23.4% (128)	4.24	547
Student Financial Aid	42.2% (231)	24.7% (135)	9.5% (52)	4.8% (26)	4.0% (22)	14.8% (81)	4.13	547
Student payments, billing, and refunds	47.9% (261)	31.7% (173)	9.4% (51)	2.8% (15)	2.4% (13)	5.9% (32)	4.27	545
Learning Support Center/Tutoring	41.4% (226)	18.5% (101)	7.5% (41)	3.7% (20)	1.8% (10)	27.1% (148)	4.29	546
Campus Store	33.5% (183)	32.9% (180)	18.8% (103)	4.8% (26)	5.7% (31)	4.4% (24)	3.88	547
Food Services	27.1% (148)	27.6% (151)	15.2% (83)	2.9% (16)	2.7% (15)	24.5% (134)	3.97	547
Vending machines	27.7% (151)	27.3% (149)	17.1% (93)	5.7% (31)	4.4% (24)	17.8% (97)	3.83	545

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March/April 2013 Survey Results**

	5	4	3	2	1	No Basis to Judge	Rating Average	Rating Count
Parking	13.4% (73)	19.0% (103)	20.4% (111)	18.4% (100)	26.3% (143)	2.4% (13)	2.74	543
Campus Security	27.3% (147)	27.0% (145)	13.2% (71)	5.0% (27)	5.4% (29)	22.1% (119)	3.84	538
Safety of buildings and grounds	45.5% (249)	31.4% (172)	13.2% (72)	1.6% (9)	1.6% (9)	6.6% (36)	4.26	547
Information Center (Telephone services)	27.5% (150)	18.3% (100)	12.1% (66)	4.0% (22)	2.8% (15)	35.2% (192)	3.99	545
Job Training Student Resources	21.2% (116)	10.8% (59)	7.9% (43)	0.4% (2)	1.1% (6)	58.6% (320)	4.23	546
Student Activities/Clubs	26.1% (143)	21.4% (117)	10.2% (56)	2.9% (16)	1.3% (7)	38.0% (208)	4.10	547
Student lounge space	28.2% (154)	25.3% (138)	15.8% (86)	5.5% (30)	5.3% (29)	20.0% (109)	3.82	546
Student Government Association	17.5% (95)	14.3% (78)	7.9% (43)	1.8% (10)	2.2% (12)	56.3% (306)	3.98	544
Library	46.2% (251)	28.7% (156)	9.6% (52)	2.8% (15)	1.3% (7)	11.4% (62)	4.31	543
Library - electronic resources	44.3% (242)	27.1% (148)	9.9% (54)	1.5% (8)	2.0% (11)	15.2% (83)	4.30	546
Library - hard copy resources	35.5% (193)	24.3% (132)	10.3% (56)	2.4% (13)	1.7% (9)	25.8% (140)	4.21	543
Accessibility of faculty offices	38.3% (207)	33.5% (181)	10.9% (59)	1.8% (10)	1.3% (7)	14.2% (77)	4.23	541

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March/April 2013 Survey Results**

	5	4	3	2	1	No Basis to Judge	Rating Average	Rating Count
Classroom spaces	48.7% (266)	35.5% (194)	10.3% (56)	2.9% (16)	0.4% (2)	2.2% (12)	4.32	546
Instructional labs	41.3% (224)	26.9% (146)	8.7% (47)	1.8% (10)	0.6% (3)	20.8% (113)	4.34	543
Computer labs	43.8% (240)	27.4% (150)	11.5% (63)	4.6% (25)	0.4% (2)	12.4% (68)	4.25	548
Fitness Center	19.7% (107)	15.4% (84)	8.5% (46)	1.3% (7)	1.5% (8)	53.7% (292)	4.09	544
Athletic facilities	20.4% (111)	14.4% (78)	6.6% (36)	1.3% (7)	1.3% (7)	56.0% (304)	4.17	543
Athletic programs	18.2% (98)	12.8% (69)	4.8% (26)	0.9% (5)	1.7% (9)	61.5% (330)	4.17	537
Cleanliness of campus	50.5% (276)	34.2% (187)	10.8% (59)	2.0% (11)	1.3% (7)	1.1% (6)	4.32	546
Internship & Job Services	16.7% (91)	11.7% (64)	6.8% (37)	1.3% (7)	1.3% (7)	62.2% (339)	4.09	545
Job placement	11.6% (63)	7.7% (42)	5.3% (29)	1.7% (9)	2.0% (11)	71.6% (389)	3.89	543

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

329 students submitted 1,532 total comments to Question 8. The following departments received the highest number of comments.

- Parking (164 comments)
- Campus Store (94 comments)
- Testing Center (83 comments)
- Academic Advising (82 comments)
- Food Services (80 comments)

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March/April 2013 Survey Results**

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

215 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!

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