

Satisfaction Survey Information

Official data sources for all surveys can be found in the exhibits posted online. All college-issued surveys are conducted on a 5-point scale with 5 being the highest rating. The CCSSE is conducted on a 3-point basis with 3 being the highest rating.

Admissions

The Admissions Department offers several services to new and potential students, including placement testing, and daily tours of the campus, which are conducted by student tour guides that take the groups around and show each building's unique features. By looking at the in-house surveys conducted every two years (beginning in 2009), we can see a small improvement in student-satisfaction from 4.09 to 4.15 to 4.25. The structure of this department helps to smooth the process of applying and registering for classes.

Advising/Registration

HCC relies upon CCSSE data to measure many of its student services. Unfortunately, there are no CCSSE data to specifically address the student registration system. However, in an effort to self-evaluate, HCC's Planning and Institutional Effectiveness (PIE) division has conducted in-house surveys since 2009 to address all areas of the College. One item on the survey does specifically address student and employee satisfaction with registration. The data presented by these surveys suggests an overall above average opinion of the registration system by both employees and students. While this data is useful, it offers very little in terms of useable criticisms, suggestions, or areas of possible improvement. The largest percentage of both students (48.9% and staff 34.5%) who responded ranked their satisfaction as the highest.

Online registration became mandatory in 2009/2010 via Web Advisor. The change was accepted by most, but many older and continuing students missed the paper system and the face-to-face contact. That and occasional technical difficulties with the system has led to some frustration.

An idea to better measure the effectiveness of the student registration system is to attach an “on-board” survey with WebAdvisor/Datatel. This would be a better instrument as it catches students in the act of registering and can offer an outlet for “in-the-moment” reactions/suggestions about the system.

In April 2005, HCC began using a sign-in database to log all students seeking advising help. This database has shown an overall increase in traffic, from 8,465 in 2006 to 10,243 in 2009 to 9,524 in 2013. By looking at the in-house surveys conducted every two years (beginning in 2009), we can see a small overall improvement in student-satisfaction from 4.14 to 4.29 to 4.25.

Financial Aid

The Community College Survey of Student Engagement (CCSSE) showed the following results for student satisfaction with the Financial Aid Office: *1=Not at all, 2=Somewhat, 3=Very.*

Community College Survey of Student Engagement for Financial Aid			
	HCC	Other Consortium Colleges	CCSSE Cohort
2004	2.15	2.21	2.16
2006	2.20	2.20	2.18
2008	2.22	2.18	2.19
2010	2.28	2.27	2.21
2013	2.28	2.25	2.24

Academic Advising

Key Performance Indicators (KPIs) are the general means to measure the effectiveness of the academic advising office. There are multiple measures to include indicators related to retention, wait and visit time, undecided students, and satisfaction. The student satisfaction with the Academic Advising Office dropped from 4.07 in 2011 to 3.85 in 2013. The student satisfaction for the Information Center also dropped slightly from 4.03 to 3.99.

Due to the requirement of online registration, the Advising office has added a scheduling lab to assist students with the use of Web Advisor. Students reported a 92% satisfaction rate (as defined by indicating a 4 or 5 on a 5 point satisfaction scale) with the on-line scheduling/registration assistance provided in the scheduling lab by student advisors.

JTSR

Data are gathered through surveys to obtain satisfaction from both students and HCC employees. Student satisfaction 4.21 for a five year average. Employee satisfaction was 4.17 for a five year average.

TRiO: SSS

The TRiO: SSS program at HCC, with support from the institution's Planning and Institutional Effectiveness office, releases a survey to program participants once per year. The primary purpose of this survey is to gather data on students' experience and satisfaction with the program. Satisfaction is measured on various areas including experience during advising appointments, tutoring services, satisfaction with respect to creating a supportive environment, and overall experience. In the 2013 survey, overall experience was rated at 4.86 by 72 respondents. This survey also measures the experience and benefit of all services including required, optional, and other services. Ratings ranged from 4.59 (tutoring) to 4.82 (advising).

Internships and Career Services

At the conclusion of the internship, student interns are asked to complete a survey; this survey gathers feedback for the Office of Internships and Job Services on the reason for taking the internship, satisfaction with the internship process, faculty support, and internship site, new skills gained, post-internship employment information, and the need for employment assistance.

The most recent student satisfaction survey, conducted in FY 13, showed an average satisfaction score for job placement of 3.890 as compared to the survey in FY 09 which showed an average satisfaction score of 3.78.

A Community College Survey of Student Engagement (CCSSE) survey is also conducted by the College every three years. This 3 point scale survey measures the student satisfaction with job placement assistance among other services. Results of the survey show a satisfactory response score of 1.86 for FY 13 and 1.97 for FY 10. The office's current focus is on internships for current students.

Student Activities

There are two main processes used to evaluate the effectiveness of the College's student activities program. The results of the April 2013 student satisfaction survey show an average satisfaction rating of 4.1 for student activities/clubs, with 547 students responding. This is a slight decrease from the 2011 results of a 4.19 rating, with 603 students responding, but an increase from the 2009 results of an average rating of 3.85, with 478 students responding.

Effectiveness is measured via student satisfaction surveys as well as new student orientation evaluations. In 2013, over 500 students responded to the student satisfaction survey

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- Student activities/Clubs: rating 4.10
- Student lounge space: rating 3.82
- Student Government Association: rating 3.98
- CCSSE report for satisfaction with campus clubs: 2.09

Additionally, the annual departmental KPIs are used to track the number of events on campus, the number of students involved in campus activities, and the number of students served through on-campus and online orientation.