

STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

As part of Hagerstown Community College's Institutional Effectiveness Data Measures, the Student Satisfaction Survey has been administered every other year beginning in Spring 2009. The 2015 Student Satisfaction Survey was distributed to all full-time and part-time regular students on February 13, 2015 through TargetX with a link to the survey on SurveyMonkey.com. The survey was open until March 31, 2015 with reminder emails being sent on February 20 and March 3.

Of the **4,253** students, **4,199** (1,316 full-time and 2,883 part-time) email messages were received. **283** surveys were completed, a response rate of **6.7%**. 2015's response rate is a noticeable decrease compared to 2009 through 2013, when four \$50 gift cards were issued. 2015's incentive to participate was a chance to win one of four staff parking spaces for a week.

Student Satisfaction Survey Overall Response Rate 2009 through 2015				
	2009	2011	2013	2015
Responses Received	483	609	552	283
Number of FT and PT students	4,063	4,457	4,568	4,253
Number of Emails Received	3,604	4,382	4,510	4,199
Overall Response Rate based on Emails Received	13.4%	13.9%	12.2%	6.7%

What is your gender?		
	Response Count	Response Percent
Female	199	72.63%
Male	75	27.37%

What is your age?		
	Response Count	Response Percent
Under 18	16	5.78%
18 – 24 years old	145	52.35%
25 – 34 years old	50	18.05%
35 – 44 years old	29	10.47%
45+ years old	37	13.36%

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What is your enrollment status?		
	Response Count	Response Percent
Full-time (12 or more credits per semester)	170	60.93%
Part-time (less than 12 credits per semester)	99	35.48%
ESSENCE student (high school)	10	3.58%

Where do you live?		
	Response Count	Response Percent
Washington County, MD	218	78.14%
Maryland (outside Washington County)	14	5.02%
Pennsylvania	39	13.98%
Virginia	1	0.36%
West Virginia	6	2.15%
Other	1	0.36%

What is your race/ethnic background?		
	Response Count	Response Percent
American Indian or Alaskan Native	3	1.11%
Asian or Pacific Islander	8	2.95%
Black/African American	18	6.64%
Hispanic	10	3.69%
White/Caucasian	224	82.66%
Other	8	2.95%

What is your reason for attending HCC?		
	Response Count	Response Percent
Explore a new career	22	7.91%
Prepare for a career	113	40.65%
Prepare to transfer to another college	122	43.88%
Update skills for current job	14	5.04%
Take personal interest and self-enrichment courses	7	2.52%

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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	Weighted Average	Rating Count
Student Recruitment	13.48% 38	13.48% 38	14.54% 41	2.13% 6	1.42% 4	54.96% 155	3.79	282
Admissions	37.41% 104	27.34% 76	22.66% 63	2.16% 6	2.52% 7	7.91% 22	4.03	278
Testing Center	47.52% 134	30.14% 85	14.18% 40	3.55% 10	3.55% 10	1.06% 3	4.16	282
Academic Advising	37.37% 105	21.00% 59	17.08% 48	8.54% 24	7.12% 20	8.90% 25	3.80	281
Disability Services	14.89% 42	4.61% 13	2.13% 6	1.77% 5	1.42% 4	75.18% 212	4.20	282
Registration	43.62% 123	28.72% 81	16.67% 47	4.26% 12	3.19% 9	3.55% 10	4.09	282
Records	27.14% 76	14.64% 41	15.36% 43	2.50% 7	1.43% 4	38.93% 109	4.04	280
Student Financial Aid	33.57% 94	21.43% 60	14.64% 41	6.43% 18	5.00% 14	18.93% 53	3.89	280
Student payments, billing, and refunds	40.78% 115	24.82% 70	16.31% 46	6.03% 17	2.48% 7	9.57% 27	4.05	282
Learning Support Center/Tutoring	47.14% 132	19.29% 54	11.07% 31	1.79% 5	5.36% 15	15.36% 43	4.19	280
Campus Store	38.63% 107	23.10% 64	16.25% 45	9.03% 25	6.50% 18	6.50% 18	3.84	277
Food Services	28.88% 80	16.97% 47	14.08% 39	5.05% 14	3.97% 11	31.05% 86	3.90	277
Vending machines	22.66% 63	18.71% 52	17.63% 49	11.51% 32	6.83% 16	22.66% 63	3.50	278

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	5	4	3	2	1	No Basis to Judge	Weighted Average	Rating Count
Parking	15.47% 43	16.55% 46	24.82% 69	15.47% 43	22.66% 63	5.04% 14	2.86	278
Campus Security	26.16% 73	15.77% 44	15.05% 42	5.38% 15	6.09% 17	31.54% 88	3.74	279
Safety of buildings and grounds	45.00% 126	26.43% 74	13.93% 39	2.86% 8	3.93% 11	7.86% 22	4.15	280
Information Center (Telephone services)	21.79% 61	10.00% 28	9.29% 26	3.21% 9	3.57% 10	52.14% 146	3.90	280
Job Training Student Resources	17.14% 48	6.43% 18	4.29% 12	2.86% 8	2.86% 8	66.43% 186	3.96	280
Student Activities/Clubs	22.78% 64	14.59% 41	7.83% 22	4.27% 12	2.49% 7	48.04% 135	3.98	281
Student lounge space	28.72% 81	16.31% 46	13.83% 39	7.45% 21	6.03% 17	27.66% 78	3.75	282
Student Government Association	15.36% 43	8.57% 24	8.21% 23	2.86% 8	2.14% 6	62.86% 176	3.87	280
Library	39.43% 110	21.15% 59	11.83% 33	2.51% 7	2.87% 8	22.22% 62	4.18	279
Library - electronic resources	39.36% 111	18.79% 53	12.06% 34	2.84% 8	2.48% 7	24.47% 69	4.19	282
Library - hard copy resources	24.56% 69	15.30% 43	10.68% 30	2.49% 7	1.78% 5	45.20% 127	4.06	281
Accessibility of faculty offices	35.11% 99	21.99% 62	16.67% 47	1.06% 3	2.84% 8	22.34% 63	4.10	282

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	5	4	3	2	1	No Basis to Judge	Weighted Average	Rating Count
Classroom spaces	48.06% 136	30.74% 87	12.01% 2.47	2.47% 7	1.41% 4	5.30% 15	4.28	283
Instructional labs	38.21% 107	21.07% 59	10.36% 29	2.86% 8	0.71% 2	26.79% 75	4.27	280
Computer labs	42.50% 119	19.29% 54	9.29% 26	4.29% 12	2.14% 6	22.50% 63	4.24	280
Fitness Center	16.79% 47	8.21% 23	6.79% 19	3.57% 10	3.57% 10	61.07% 171	3.80	280
Athletic facilities	18.64% 52	7.89% 22	6.09% 17	1.79% 5	1.08% 3	64.52% 180	4.16	279
Athletic programs	14.34% 40	5.02% 14	5.02% 14	1.08% 3	3.58% 10	70.97% 198	3.88	279
Cleanliness of campus	46.81% 132	33.33% 94	11.35% 32	2.84% 8	3.90% 11	1.77% 5	4.18	282
Internship & Job Services	14.59% 41	6.76% 19	4.63% 13	2.85% 8	2.49% 7	68.68% 193	3.90	281
Job placement	8.54% 24	6.41% 18	4.27% 12	3.56% 10	2.49% 7	74.73% 210	3.59	281

STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

STUDENT SATISFACTION SURVEY Results Based Upon Rating Average - FY 2009, 2011, 2013, and 2015

Department/Service	Rating Average (based on Five-Point Scale)			
	FY 2009	FY 2011	FY 2013	FY 2015
Academic Advising	3.90	4.07	3.85	3.80
Accessibility of faculty offices	3.90	4.22	4.23	4.10
Admissions	4.09	4.15	4.25	4.03
Athletic facilities	4.06	4.26	4.17	4.16
Athletic programs	4.09	4.28	4.17	3.88
Athletics	4.12	4.30	*	*
Campus Security	3.52	3.66	3.84	3.74
Campus Store	3.56	3.71	3.88	3.84
Classroom spaces	3.89	4.10	4.32	4.28
Cleanliness of campus	4.09	4.14	4.32	4.18
Computer labs	4.06	4.10	4.25	4.24
Disability Services	*	4.34	4.33	4.20
Fitness Center	3.90	4.24	4.09	3.80
Food Services	3.84	4.10	3.97	3.90
Information Center (Telephone services)	3.89	4.03	3.99	3.90
Instructional labs	3.97	4.12	4.34	4.27
Internship & Job Services	3.93	4.16	4.09	3.90
Job placement	3.78	3.82	3.89	3.59
Job Training Student Resources	4.09	4.31	4.23	3.96
Learning Support Center/Tutoring	3.99	4.25	4.29	4.19
Library	4.27	4.38	4.31	4.18
Library - electronic resources	4.28	4.36	4.30	4.19
Library - hard copy resources	4.15	4.28	4.21	4.06
Library spaces	4.07	4.16	*	*
Parking	2.41	2.20	2.74	2.86
Records	4.15	4.33	4.24	4.04
Registration	4.14	4.29	4.25	4.09
Safety of buildings and grounds	3.96	4.08	4.26	4.15
Student Activities/Clubs	3.85	4.19	4.10	3.98
Student Financial Aid	3.98	4.18	4.13	3.89
Student Government Association	3.90	4.18	3.98	3.87
Student lounge space	3.55	3.99	3.82	3.75
Student payments, billing, and refunds	4.12	4.30	4.27	4.05
Student Recruitment	4.09	4.15	4.06	3.79
Testing Center	3.96	3.99	4.25	4.16
Vending machines	3.25	3.34	3.83	3.50

* Department/Service not included on Survey

Dawn M. Reed Compiled 4.22.15

STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

STUDENT SATISFACTION SURVEY Results Based Upon Rating Average - FY 2009, 2011, 2013, and 2015 - High to Low for 2015 -

Department/Service	Rating Average (based on Five-Point Scale)			
	FY 2009	FY 2011	FY 2013	FY 2015
Classroom spaces	3.89	4.10	4.32	4.28
Instructional labs	3.97	4.12	4.34	4.27
Computer labs	4.06	4.10	4.25	4.24
Disability Services	*	4.34	4.33	4.20
Learning Support Center/Tutoring	3.99	4.25	4.29	4.19
Library - electronic resources	4.28	4.36	4.30	4.19
Cleanliness of campus	4.09	4.14	4.32	4.18
Library	4.27	4.38	4.31	4.18
Athletic facilities	4.06	4.26	4.17	4.16
Testing Center	3.96	3.99	4.25	4.16
Safety of buildings and grounds	3.96	4.08	4.26	4.15
Accessibility of faculty offices	3.90	4.22	4.23	4.10
Registration	4.14	4.29	4.25	4.09
Library - hard copy resources	4.15	4.28	4.21	4.06
Student payments, billing, and refunds	4.12	4.30	4.27	4.05
Records	4.15	4.33	4.24	4.04
Admissions	4.09	4.15	4.25	4.03
Student Activities/Clubs	3.85	4.19	4.10	3.98
Job Training Student Resources	4.09	4.31	4.23	3.96
Food Services	3.84	4.10	3.97	3.90
Information Center (Telephone services)	3.89	4.03	3.99	3.90
Internship & Job Services	3.93	4.16	4.09	3.90
Student Financial Aid	3.98	4.18	4.13	3.89
Athletic programs	4.09	4.28	4.17	3.88
Student Government Association	3.90	4.18	3.98	3.87
Campus Store	3.56	3.71	3.88	3.84
Academic Advising	3.90	4.07	3.85	3.80
Fitness Center	3.90	4.24	4.09	3.80
Student Recruitment	4.09	4.15	4.06	3.79
Student lounge space	3.55	3.99	3.82	3.75
Campus Security	3.52	3.66	3.84	3.74
Job placement	3.78	3.82	3.89	3.59
Vending machines	3.25	3.34	3.83	3.50
Parking	2.41	2.20	2.74	2.86
Athletics	4.12	4.30	*	*
Library spaces	4.07	4.16	*	*

* Department/Service not included on Survey

Dawn M. Reed Compiled 4.22.15

Dawn M. Reed administered survey and compiled results April 23, 2015

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Note: Comment responses are reproduced verbatim

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

174 students submitted 910 total comments. The following departments received the highest number of comments.

- Parking (71 comments)
- Vending Machines (68 comments)
- Testing Center (67 comments)
- Learning Support Center/Tutoring (64 comments)
- Academic Advising (60 comments)

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

106 students submitted comments.

Thank you very much for your time and opinion. FOUR randomly chosen students will WIN a staff parking space for a week! Please provide your name, email, and phone number to be entered.

219 students provided their name and contact information to be entered in the drawing for the four staff parking spaces.