

**STUDENT SATISFACTION
AT HAGERSTOWN COMMUNITY COLLEGE
March 2017 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 2017 Student Satisfaction Survey was distributed to all full-time and part-time regular credit students on February 3, 2017 through SurveyMonkey. The survey was open until March 1, 2017 with reminder emails being sent on February 10, 13, and 17.

Of the **3,625** students (1,151 full-time and 2,474 part-time), **3,624** email messages were successfully sent. **609** surveys were completed, an overall response rate of **16.8%**. Based on the emails opened (1,278), the response rate was **47.7%**.

Student Satisfaction Survey Overall Response Rate 2009 through 2017					
	2009	2011	2013	2015	2017
Responses Received	483	609	552	283	609
Number of FT and PT students	4,063	4,457	4,568	4,253	3,625
Number of Emails Received	3,604	4,382	4,510	4,199	3,624
Overall Response Rate based on Emails Received	13.4%	13.9%	12.2%	6.7%	16.8%

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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	Total	Weighted Average
Student Recruitment	21.17% 127	16.67% 100	8.17% 49	1.83% 11	0.83% 5	51.33% 308	600	4.14
Admissions	45.24% 271	31.05% 186	11.19% 67	3.17% 19	1.17% 7	8.18% 49	599	4.26
Testing Center	51.65% 313	27.39% 166	9.74% 59	3.47% 21	2.97% 18	4.79% 29	606	4.27
Academic Advising	44.04% 266	22.35% 135	14.24% 86	5.13% 31	4.64% 28	9.60% 58	604	4.06
Disability Services	16.64% 100	5.99% 36	3.00% 18	0.33% 2	0.83% 5	73.21% 440	601	4.39
Registration	51.49% 311	29.97% 181	10.26% 62	2.48% 15	0.99% 6	4.80% 29	604	4.35
Records Office	25.83% 155	17.33% 104	5.50% 33	1.17% 7	1.00% 6	49.17% 295	600	4.30
Student Financial Aid	39.37% 239	20.92% 127	8.24% 50	5.60% 34	3.13% 19	22.73% 138	607	4.14
Student payments, billing, and refunds	46.86% 284	24.75% 150	9.41% 57	3.63% 22	3.47% 21	11.88% 72	606	4.22
Learning Support Center/Tutoring	53.31% 322	15.07% 91	7.28% 44	1.32% 8	1.66% 10	21.36% 129	604	4.49
Campus Store	43.52% 262	28.57% 172	10.96% 66	3.16% 19	3.99% 24	9.80% 59	602	4.16
Food Services	35.23% 211	22.70% 136	9.68% 58	4.01% 24	1.34% 8	27.05% 162	599	4.19
Vending machines	26.88% 161	22.37% 134	15.69% 94	5.84% 35	3.84% 23	25.38% 152	599	3.84
Parking	24.00% 144	27.50% 165	19.67% 118	12.00% 72	11.50% 69	5.33% 32	600	3.43
Campus Security	33.44% 202	16.56% 100	8.94% 54	3.31% 20	3.15% 19	34.60% 209	604	4.13
Safety of buildings and grounds	55.65% 335	22.92% 138	7.48% 45	2.82% 17	1.00% 6	10.13% 61	602	4.44
Information Center (Telephone services)	25.21% 152	16.75% 101	7.96% 48	1.66% 10	1.16% 7	47.26% 285	603	4.20
Job Training Student Resources	18.86% 113	8.35% 50	4.51% 27	0.67% 4	0.83% 5	66.78% 400	599	4.32

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	5	4	3	2	1	No Basis to Judge	Total	Weighted Average
Student Activities and Organizations	30.22% 181	16.86% 101	8.01% 48	1.34% 8	1.34% 8	42.24% 253	599	4.27
Student lounge space	45.47% 276	22.08% 134	9.06% 55	1.81% 11	0.82% 5	20.76% 126	607	4.38
Student Government Association	16.97% 102	8.99% 54	6.16% 37	0.67% 4	0.50% 3	66.72% 401	601	4.24
Library Services	33.22% 200	16.61% 100	8.47% 51	1.66% 10	1.50% 9	38.54% 232	602	4.28
Library - Quality of Electronic Resources	31.95% 192	18.14% 109	7.15% 43	1.83% 11	1.33% 8	39.60% 238	601	4.28
Accessibility of faculty offices	42.79% 258	27.36% 165	7.96% 48	1.66% 10	1.33% 8	18.91% 114	603	4.34
Classroom spaces	50.25% 303	31.51% 190	7.63% 46	2.82% 17	1.16% 7	6.63% 40	603	4.36
Instructional labs	41.26% 248	19.63% 118	6.49% 39	1.33% 8	1.00% 6	30.28% 182	601	4.42
Computer labs	42.88% 259	22.52% 136	7.12% 43	1.32% 8	0.83% 5	25.33% 153	604	4.41
Fitness Center	19.83% 119	10.50% 63	5.50% 33	2.00% 12	0.83% 5	61.33% 368	600	4.20
Athletic facilities	18.83% 113	11.67% 70	4.83% 29	0.67% 4	0.50% 3	63.50% 381	600	4.31
Athletic programs	14.86% 89	6.68% 40	3.67% 22	0.67% 4	0.83% 5	73.29% 439	599	4.28
Cleanliness of campus	61.22% 371	28.55% 173	7.10% 43	1.65% 10	0.33% 2	1.16% 7	606	4.50
Internship & Job Services	16.19% 97	9.85% 59	4.67% 28	0.83% 5	0.83% 5	67.61% 405	599	4.23
Job placement	10.50% 63	6.00% 36	4.00% 24	1.00% 6	1.33% 8	77.17% 463	600	4.02

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STUDENT SATISFACTION SURVEY
Results Based Upon Rating Average - FY 2009, 2011, 2013, 2015, and 2017

Department/Service	Rating Average (based on Five-Point Scale)				
	FY 2009	FY 2011	FY 2013	FY 2015	FY 2017
Academic Advising	3.90	4.07	3.85	3.80	4.06
Accessibility of faculty offices	3.90	4.22	4.23	4.10	4.34
Admissions	4.09	4.15	4.25	4.03	4.26
Athletic facilities	4.06	4.26	4.17	4.16	4.31
Athletic programs	4.09	4.28	4.17	3.88	4.28
Athletics	4.12	4.30	*	*	*
Campus Security	3.52	3.66	3.84	3.74	4.13
Campus Store	3.56	3.71	3.88	3.84	4.16
Classroom spaces	3.89	4.10	4.32	4.28	4.36
Cleanliness of campus	4.09	4.14	4.32	4.18	4.50
Computer labs	4.06	4.10	4.25	4.24	4.41
Disability Services	*	4.34	4.33	4.20	4.39
Fitness Center	3.90	4.24	4.09	3.80	4.20
Food Services	3.84	4.10	3.97	3.90	4.19
Information Center (Telephone services)	3.89	4.03	3.99	3.90	4.20
Instructional labs	3.97	4.12	4.34	4.27	4.42
Internship & Job Services	3.93	4.16	4.09	3.90	4.23
Job placement	3.78	3.82	3.89	3.59	4.02
Job Training Student Resources	4.09	4.31	4.23	3.96	4.32
Learning Support Center/Tutoring	3.99	4.25	4.29	4.19	4.49
Library Services	4.27	4.38	4.31	4.18	4.28
Library - Electronic Resources	4.28	4.36	4.30	4.19	4.28
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	3.43
Records	4.15	4.33	4.24	4.04	4.30
Registration	4.14	4.29	4.25	4.09	4.35
Safety of buildings and grounds	3.96	4.08	4.26	4.15	4.44
Student Activities and Organizations	3.85	4.19	4.10	3.98	4.27
Student Financial Aid	3.98	4.18	4.13	3.89	4.14
Student Government Association	3.90	4.18	3.98	3.87	4.24
Student lounge space	3.55	3.99	3.82	3.75	4.38
Student payments, billing, and refunds	4.12	4.30	4.27	4.05	4.22
Student Recruitment	4.09	4.15	4.06	3.79	4.14
Testing Center	3.96	3.99	4.25	4.16	4.27
Vending machines	3.25	3.34	3.83	3.50	3.84

* Department/Service not included on Survey

Dawn M. Reed Compiled 3.3.17

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

314 students submitted 1,742 total comments. The following departments received the highest number of comments.

- Testing Center (129 comments)
- Academic Advising (127 comments)
- Learning Support Center/Tutoring (114 comments)
- Parking (111 comments)
- Campus Store (101 comments)

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

214 students submitted comments.

Thank you very much for your time and opinion. FOUR randomly chosen students will WIN \$25 Amazon Gift Cards! Please provide your name, email, and phone number to be entered.

582 students provided their name and contact information to be entered in the drawing.

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Demographics of HCC Credit Students and Survey Respondents

	All Spring 2017 Students		Survey Respondents	
	#	% of Total	#	% of Total
GENDER				
Female	2,290	63.17%	451	74.06%
Male	1,335	36.83%	158	25.94%
AGE				
Under 18	324	8.94%	34	5.58%
18 – 24 years old	1,942	53.57%	293	48.11%
25 – 34 years old	751	20.72%	135	22.17%
35 – 44 years old	340	9.38%	78	12.81%
45+ years old	268	7.39%	69	11.33%
ENROLLMENT STATUS				
Full-Time (12 or more credits)	1,151	31.75%	231	37.93%
Part-Time (11 or less credits)	2,474	68.25%	378	62.07%
RESIDENCY				
Washington County, MD	2,568	70.84%	429	70.44%
Maryland (other counties)	237	6.54%	32	5.25%
Pennsylvania	646	17.82%	113	18.56%
Virginia	16	0.44%	4	0.66%
West Virginia	151	4.17%	31	5.09%
Other	7	0.19%	0	0.00%

What is your reason for attending HCC?		
	Response Count	Response Percent
Explore a new career	77	13.01%
Prepare for a career	255	43.07%
Prepare to transfer to another college	219	36.99%
Update skills for current job	26	4.39%
Take personal interest and self-enrichment courses	15	2.53%