# 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 $\mathbf{1 6 . 8 \%}$. Based on the emails opened $(1,278)$, the response rate was $47.7 \%$.

| Student Satisfaction Survey <br> Overall Response Rate <br> 2009 through 2017 |  |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: |
|  | $\mathbf{2 0 0 9}$ | $\mathbf{2 0 1 1}$ | $\mathbf{2 0 1 3}$ | $\mathbf{2 0 1 5}$ | $\mathbf{2 0 1 7}$ |
| 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 <br> Emails Received | $\mathbf{1 3 . 4 \%}$ | $\mathbf{1 3 . 9 \%}$ | $\mathbf{1 2 . 2 \%}$ | $\mathbf{6 . 7 \%}$ | $\mathbf{1 6 . 8 \%}$ |

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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 | $\begin{gathered} \text { 21.17\% } \\ 127 \end{gathered}$ | $\begin{gathered} 16.67 \% \\ 100 \end{gathered}$ | $\begin{gathered} 8.17 \% \\ 49 \end{gathered}$ | $\begin{gathered} 1.83 \% \\ 11 \end{gathered}$ | $\begin{gathered} 0.83 \% \\ 5 \end{gathered}$ | $\begin{gathered} 51.33 \% \\ 308 \end{gathered}$ | 600 | 4.14 |
| Admissions | $\begin{gathered} 45.24 \% \\ 271 \end{gathered}$ | $\begin{gathered} 31.05 \% \\ 186 \end{gathered}$ | $\begin{gathered} 11.19 \% \\ 67 \end{gathered}$ | $\begin{gathered} 3.17 \% \\ 19 \end{gathered}$ | $\underset{7}{1.17 \%}$ | $\begin{gathered} 8.18 \% \\ 49 \end{gathered}$ | 599 | 4.26 |
| Testing Center | $\begin{gathered} 51.65 \% \\ 313 \end{gathered}$ | $\begin{gathered} 27.39 \% \\ 166 \end{gathered}$ | $\begin{gathered} 9.74 \% \\ 59 \end{gathered}$ | $\begin{aligned} & 3.47 \% \\ & 21 \end{aligned}$ | $\begin{aligned} & 2.97 \% \\ & 18 \end{aligned}$ | $\begin{aligned} & 4.79 \% \\ & 29 \end{aligned}$ | 606 | 4.27 |
| Academic Advising | $\begin{gathered} 44.04 \% \\ 266 \end{gathered}$ | $\begin{gathered} 22.35 \% \\ 135 \end{gathered}$ | $\begin{gathered} 14.24 \% \\ 86 \end{gathered}$ | $\begin{gathered} 5.13 \% \\ 31 \end{gathered}$ | $\begin{gathered} 4.64 \% \\ 28 \end{gathered}$ | $\begin{gathered} 9.60 \% \\ 58 \end{gathered}$ | 604 | 4.06 |
| Disability Services | $\begin{gathered} 16.64 \% \\ 100 \end{gathered}$ | $\begin{gathered} 5.99 \% \\ 36 \end{gathered}$ | $\begin{gathered} 3.00 \% \\ 18 \end{gathered}$ | $\begin{gathered} 0.33 \% \\ 2 \end{gathered}$ | $\begin{gathered} 0.83 \% \\ 5 \end{gathered}$ | $\begin{gathered} 73.21 \% \\ 440 \end{gathered}$ | 601 | 4.39 |
| Registration | $\begin{gathered} 51.49 \% \\ 311 \end{gathered}$ | $\begin{gathered} 29.97 \% \\ 181 \end{gathered}$ | $\begin{gathered} 10.26 \% \\ 62 \end{gathered}$ | $\begin{gathered} 2.48 \% \\ 15 \end{gathered}$ | $\begin{gathered} 0.99 \% \\ 6 \end{gathered}$ | $\begin{gathered} 4.80 \% \\ 29 \end{gathered}$ | 604 | 4.35 |
| Records Office | $\begin{gathered} 25.83 \% \\ 155 \end{gathered}$ | $\begin{gathered} 17.33 \% \\ 104 \end{gathered}$ | $\begin{gathered} 5.50 \% \\ 33 \end{gathered}$ | $\begin{gathered} 1.17 \% \\ 7 \end{gathered}$ | $\begin{gathered} 1.00 \% \\ 6 \end{gathered}$ | $\begin{gathered} 49.17 \% \\ 295 \end{gathered}$ | 600 | 4.30 |
| Student Financial Aid | $\begin{gathered} 39.37 \% \\ 239 \end{gathered}$ | $\begin{gathered} 20.92 \% \\ 127 \end{gathered}$ | $\begin{gathered} 8.24 \% \\ 50 \end{gathered}$ | $\begin{gathered} 5.60 \% \\ 34 \end{gathered}$ | $\begin{gathered} 3.13 \% \\ 19 \end{gathered}$ | $\begin{gathered} 22.73 \% \\ 138 \end{gathered}$ | 607 | 4.14 |
| Student payments, billing, and refunds | $\begin{gathered} 46.86 \% \\ 284 \end{gathered}$ | $\begin{gathered} 24.75 \% \\ 150 \end{gathered}$ | $\begin{gathered} 9.41 \% \\ 57 \end{gathered}$ | $\begin{aligned} & 3.63 \% \\ & 22 \end{aligned}$ | $\begin{aligned} & 3.47 \% \\ & 21 \end{aligned}$ | $\begin{gathered} 11.88 \% \\ 72 \end{gathered}$ | 606 | 4.22 |
| Learning Support Center/Tutoring | $\begin{gathered} 53.31 \% \\ 322 \end{gathered}$ | $\begin{gathered} 15.07 \% \\ 91 \end{gathered}$ | $\begin{gathered} 7.28 \% \\ 44 \end{gathered}$ | $\begin{gathered} 1.32 \% \\ 8 \end{gathered}$ | $\begin{gathered} 1.66 \% \\ 10 \end{gathered}$ | $\begin{gathered} 21.36 \% \\ 129 \end{gathered}$ | 604 | 4.49 |
| Campus Store | $\begin{gathered} 43.52 \% \\ 262 \end{gathered}$ | $\begin{gathered} 28.57 \% \\ 172 \end{gathered}$ | $\begin{gathered} 10.96 \% \\ 66 \end{gathered}$ | $\begin{gathered} 3.16 \% \\ 19 \end{gathered}$ | $\begin{aligned} & 3.99 \% \\ & 24 \end{aligned}$ | $\begin{gathered} 9.80 \% \\ 59 \end{gathered}$ | 602 | 4.16 |
| Food Services | $\begin{gathered} 35.23 \% \\ 211 \end{gathered}$ | $\begin{gathered} 22.70 \% \\ 136 \end{gathered}$ | $\begin{gathered} 9.68 \% \\ 58 \end{gathered}$ | $\begin{gathered} 4.01 \% \\ 24 \end{gathered}$ | $\begin{gathered} 1.34 \% \\ 8 \end{gathered}$ | $\begin{gathered} 27.05 \% \\ 162 \end{gathered}$ | 599 | 4.19 |
| Vending machines | $\begin{gathered} \text { 26.88\% } \\ 161 \end{gathered}$ | $\begin{gathered} 22.37 \% \\ 134 \end{gathered}$ | $\begin{gathered} 15.69 \% \\ 94 \end{gathered}$ | $\begin{aligned} & 5.84 \% \\ & 35 \end{aligned}$ | $\begin{gathered} 3.84 \% \\ 23 \end{gathered}$ | $\begin{gathered} 25.38 \% \\ 152 \end{gathered}$ | 599 | 3.84 |
| Parking | $\begin{gathered} 24.00 \% \\ 144 \end{gathered}$ | $\begin{gathered} 27.50 \% \\ 165 \end{gathered}$ | $\begin{gathered} 19.67 \% \\ 118 \end{gathered}$ | $\begin{gathered} 12.00 \% \\ 72 \end{gathered}$ | $\begin{gathered} \text { 11.50\% } \\ 69 \end{gathered}$ | $\begin{gathered} 5.33 \% \\ 32 \end{gathered}$ | 600 | 3.43 |
| Campus Security | $\begin{gathered} 33.44 \% \\ 202 \end{gathered}$ | $\begin{gathered} 16.56 \% \\ 100 \end{gathered}$ | $\begin{gathered} 8.94 \% \\ 54 \end{gathered}$ | $\begin{gathered} 3.31 \% \\ 20 \end{gathered}$ | $\begin{gathered} 3.15 \% \\ 19 \end{gathered}$ | $\begin{gathered} 34.60 \% \\ 209 \end{gathered}$ | 604 | 4.13 |
| Safety of buildings and grounds | $\begin{gathered} 55.65 \% \\ 335 \end{gathered}$ | $\begin{gathered} 22.92 \% \\ 138 \end{gathered}$ | $\begin{gathered} 7.48 \% \\ 45 \end{gathered}$ | $\begin{gathered} 2.82 \% \\ 17 \end{gathered}$ | $\begin{gathered} 1.00 \% \\ 6 \end{gathered}$ | $\begin{gathered} 10.13 \% \\ 61 \end{gathered}$ | 602 | 4.44 |
| Information Center (Telephone services) | $\begin{gathered} 25.21 \% \\ 152 \end{gathered}$ | $\begin{gathered} 16.75 \% \\ 101 \end{gathered}$ | $\begin{gathered} 7.96 \% \\ 48 \end{gathered}$ | $\begin{gathered} 1.66 \% \\ 10 \end{gathered}$ | $\begin{gathered} 1.16 \% \\ 7 \end{gathered}$ | $\begin{gathered} 47.26 \% \\ 285 \end{gathered}$ | 603 | 4.20 |
| Job Training Student Resources | $\begin{gathered} \mathbf{1 8 . 8 6 \%} \\ 113 \end{gathered}$ | $\begin{gathered} 8.35 \% \\ 50 \end{gathered}$ | $\begin{gathered} 4.51 \% \\ 27 \end{gathered}$ | $\begin{gathered} 0.67 \% \\ 4 \end{gathered}$ | $\begin{gathered} 0.83 \% \\ 5 \end{gathered}$ | $\begin{gathered} 66.78 \% \\ 400 \end{gathered}$ | 599 | 4.32 |

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

# STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2017 Survey Results 

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 |

# STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2017 Survey Results 

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.

# STUDENT SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2017 Survey Results 

## 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 Percent |  |
| :--- | :---: | :---: |
|  | Response Count | $\mathbf{1 3 . 0 1 \%}$ |
| Explore a new career | $\mathbf{7 7}$ | $\mathbf{4 3 . 0 7 \%}$ |
| Prepare for a career | 255 | $\mathbf{3 6 . 9 9 \%}$ |
| Prepare to transfer to another <br> college | 26 | $\mathbf{4 . 3 9 \%}$ |
| Update skills for current job | 15 | $\mathbf{2 . 5 3 \%}$ |
| Take personal interest and <br> self-enrichment courses |  |  |

