

SURVEY OF PREVIOUSLY ENROLLED STUDENTS – Spring 2015 Cohort AT HAGERSTOWN COMMUNITY COLLEGE

Survey Results and Comments

Hagerstown Community College conducts a Survey of Previously Enrolled Students every other year (odd years). The purpose of the survey is to find out why students attend one semester, but do not return the following semester (Spring to Fall). Results from Question 3 are reported on HCC’s annual Accountability Report (Indicator 2).

1,223 surveys were mailed on December 3, 2015 to students that attended Spring 2015 but did not return for the Fall 2015 term. Each student received a cover letter, survey, and reply envelope. As an incentive, students who provided their name, email, and/or phone number were entered into a drawing to win a \$50 Amazon gift card. A total of **144** completed surveys were returned, a response rate of **11.8%**.

Below are the surveys’ statistics since 2004.

	2004 Survey Attended Spring 2004 But Did Not Return Fall 2004	2005 Survey Attended Spring 2005 But Did Not Return Fall 2005	2007 Survey Attended Spring 2007 But Did Not Return Fall 2007	2009 Survey Attended Spring 2009 But Did Not Return Fall 2009	2011 Survey Attended Spring 2011 But Did Not Return Fall 2011	2013 Survey Attended Spring 2013 But Did Not Return Fall 2013	2015 Survey Attended Spring 2015 But Did Not Return Fall 2015
# of Surveys Mailed	1,071	1,095	1,207	1,373	1,352	1,346	1,268
# of Surveys Returned as Undeliverable	15	27	30	41	56	49	45
# of Delivered Surveys	1,056	1,068	1,177	1,332	1,296	1,297	1,223
# of Completed Surveys Received	189	199	230	224	199	147	144
Return Rate	17.9%	18.6%	19.5%	16.8%	15.4%	11.3%	11.8%

**2004 Survey was administered on a special basis.*

1. Our records indicate that you were last enrolled at Hagerstown Community College in the Spring 2015 semester and have not enrolled again. Is that correct?

	Response Count	Response Percent
Yes	136	94.44%
No	8	5.56%
Semester:		
<ul style="list-style-type: none"> • Summer 2015 (8) 		

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2. What was your educational goal in attending the Spring 2015 semester?

	Response Count	Response Percent
To earn an Associate Degree or a certificate	69	47.92%
To prepare to transfer to a four-year institution	42	29.17%
To update skills for a current job	4	2.78%
To prepare for a new or different career	14	9.72%
To take courses for self-enrichment or interest	5	3.47%
Other (specify)	10	6.94%

3. Was your educational goal, indicated in Question #2 above, reached by the end of that semester?

	Response Count	Response Percent	Response Percent
Yes, completely	33	22.92%	66.7%
Yes, partly	63	43.75%	
No, not at all	48	33.33%	33.3%

The responses to this survey question are included on HCC’s Accountability Indicators. “Yes, completely” and “Yes, partly” are considered satisfied.

Accountability Indicator 2							
Non-returning student satisfaction with education goal achievement	Spring 2003 Cohort	Spring 2005 Cohort	Spring 2007 Cohort	Spring 2009 Cohort	Spring 2011 Cohort	Spring 2013 Cohort	Spring 2015 Cohort
	73.0%	73.0%	75.7%	75.0%	72.4%	76.9%	66.7%

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4. The following are possible reasons that a student might not return to college. Please let us know, for each one, whether it was a major reason, a minor reason or not a reason in your decision not to return to Hagerstown Community College.

Note: The top major and minor reasons are marked in yellow.

	Major Reason	Minor Reason
Transferred to another school	43	2
Employment demands	21	21
Took course for transfer school	27	5
Educational goal changed	12	18
Class times not convenient	7	9
Desired course(s) not offered in the evening	6	5
Personal reasons	37	21
Child care difficulties	9	5
Illness (self/family)	16	6
Financial reasons	31	19
Transportation difficulties	4	7
Under-prepared for college	6	6
Academic problems	17	9
Difficulties with registration	0	3
Lack of support/poor advice from advisor	7	7
Lack of attention from faculty	4	5
Dissatisfied with quality of instruction	5	4
Course content did not meet expectations	5	4
Moved from the area	9	3
Other (please specify)		

5. How many semesters in all have you attended at Hagerstown Community College?

	Response Count	Response Percent
1 semester	23	16.20%
2 – 3 semesters	48	33.80%
4 – 5 semesters	32	22.54%
6 or more semesters	39	27.46%

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6. Do you plan to return to Hagerstown Community College at some point?

	Response Count		Response Percent
Yes	81		58.27%
No	58		41.73%
When?			
Spring 16	Summer 16	Fall 16	Spring 17
23 (51.11%)	9 (20.00%)	10 (22.22%)	3 (6.67%)
			Response Count
			45

7. What is your current status? Please mark all that apply.

	Response Count	Response Percent
Employed full-time (35 or more hours per week)	60	42.55%
Employed part-time	38	26.95%
Full-time student (12 or more credit hours)	34	24.11%
Part-time student	16	11.35%
Active military service	0	0.00%
Full-time homemaker	14	9.93%
Unemployed and seeking a job	7	4.96%
Unemployed and not seeking a job	8	5.67%
Employed and seeking a different job	9	6.38%

8. Did HCC's academic courses/program help you obtain a job?

	Response Count	Response Percent
Yes	29	21.17%
No	108	78.83%

9. Is your current job related to your program of student at HCC?

	Response Count	Response Percent
Yes	36	26.67%
No	99	73.33%

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10. Have you enrolled anywhere else for either credit or non-credit classes? Please mark all that apply.

	Response Count	Response Percent
Yes, for credit	39	27.66%
Yes, for non-credit	5	3.55%
No, have not enrolled elsewhere	97	68.79%
Where? (Other Colleges Attended)		
<ul style="list-style-type: none"> • American Public University • Arizona State University • Arts Institute of Pittsburg (Online) • Austin Community College (ACC) • Blue Ridge Community and Technical College • CCAC • Cheyney University • Coastal Carolina University • Frederick Community College (4) • Frostburg State University (2) • FSU • George Mason University • Howard Community College • Indiana University of PA • James Madison University • Johnson & Wales University (online) • McCann School of Business • Morgan State University • Northwest Nazarene University (NNU) in Nampa, Idaho • Penn Foster Accreditation Online College • Salisbury University (2) • Shenandoah University • Shepherd University (4) • Shippensburg University • The Temple Paul Mitchell Partner School • Towson - CCBC Essex Physician Assistant Program • Towson University BSN Nursing • UMUC, FSU @ USMH • University of Maryland College Park (3) • University of Maryland, Baltimore County • University of Rochester, Rochester, NY • USMH Salisbury • Virginia Tech 		

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11. If you have not reached your educational goal, can Hagerstown Community College do anything differently to persuade you to return?

	Response Count	Response Percent
Not Applicable	68	48.57%
No	41	29.29%
Yes	31	22.14%

12. Would you like to let the College know anything else, or do you have general comments to make about Hagerstown Community College?

*Thank you very much for your help and your time! Please complete the optional information below to be entered in the drawing to win a \$50 AMAZON GIFT CARDS!
Please return this survey in the postage paid envelope by January 10, 2016.*

Name: _____ City/State/Zip: _____

Phone: _____ Email Address: _____

	Response Count
Name	139
City	138
State	137
ZIP	136
Email Address	127
Phone Number	134