

SURVEY OF PREVIOUSLY ENROLLED STUDENTS – Spring 2017 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).

1,057 surveys were mailed on January 26, 2018 to students that attended Spring 2017 but did not return for the Fall 2017 term. Each student received a cover letter, survey, and reply envelope. (The survey was also sent electronically to the students’ HCC email address as a reminder.) 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 **130** completed surveys were returned, a response rate of **12.3%**.

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	2017 Survey Attended Spring 2017 But Did Not Return Fall 2017
# of Surveys Mailed	1,071	1,095	1,207	1,373	1,352	1,346	1,268	1,057
# of Surveys Returned as Undeliverable	15	27	30	41	56	49	45	0
# of Delivered Surveys	1,056	1,068	1,177	1,332	1,296	1,297	1,223	1,057
# of Completed Surveys Received	189	199	230	224	199	147	144	130
Return Rate	17.9%	18.6%	19.5%	16.8%	15.4%	11.3%	11.8%	12.3%

*2004 Survey was administered on a special basis.

1. What was your educational goal in attending the Spring 2015 semester?		
	Response Count	Response Percent
Earn an Associate Degree or a certificate	57	43.85%
Prepare to transfer to a four-year institution	30	23.08%
Update skills for a current job	5	3.85%
Prepare for a new or different career	20	15.38%
Take courses for self-enrichment or interest	7	5.38%
Other (specify)	11	8.46%

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2. Was your educational goal, indicated in Question #2 above, reached by the end of that semester?			
	Response Count	Response Percent	Response Percent
Yes, completely	35	27.78%	78.57%
Yes, partly	64	50.79%	
No, not at all	27	21.43%	21.43%

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	Spring 2017 Cohort
		73.0%	73.0%	75.7%	75.0%	72.4%	76.9%	66.7%

3. 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.		
<i>Note: The top major and minor reasons are marked in yellow.</i>		
	Major Reason	Minor Reason
Transferred to another school	28	9
Employment demands	11	27
Took course for transfer school	24	8
Educational goal changed	7	10
Class times not convenient	8	11
Desired course(s) not offered in the evening	7	11
Personal reasons	35	22
Child care difficulties	10	9
Illness (self/family)	11	9
Financial reasons	25	16
Transportation difficulties	5	6
Under-prepared for college	3	10
Academic problems	8	15
Difficulties with registration	3	6
Lack of support/poor advice from advisor	11	9
Lack of attention from faculty	10	7
Dissatisfied with quality of instruction	6	9
Course content did not meet expectations	6	4
Moved from the area	9	2
Other (please specify)	30	

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4. Do you plan to return to Hagerstown Community College at some point?						
			Response Count	Response Percent		
Yes			67	54.03%		
No			57	45.97%		
What semester do you plan to return to HCC?						
Spring 2018	Summer 2018	Fall 2018	Spring 2019	Summer 2019	Fall 2019	Response Count
26 (57.78%)	7 (15.56%)	9 (20.00%)	2 (4.44%)	0 (0.00%)	1 (2.22%)	45

5. What is your current status? Please mark all that apply.			
		Response Count	Response Percent
Employed full-time (35 or more hours per week)		54	42.86%
Employed part-time		34	26.98%
Full-time student (12 or more credit hours)		31	24.60%
Part-time student		23	18.25%
Active military service		4	3.17%
Full-time homemaker		10	7.94%
Unemployed and seeking a job		4	3.17%
Unemployed and not seeking a job		4	3.17%
Employed and seeking a different job		5	3.97%
Current Employer:		49	
<ul style="list-style-type: none"> • Alternate Heating Systems • ARC of WC and Star Community Inc • Beckwith Medical Group • Berkeley Medical Center • Bowman Sales & Equipment, Williamsport • Bright Eyes Daycare • CACI International • Caregiver • Department of Defense • Facchina Eye Center & Match Mg • FannieMae • First United Daycare • FoodLion • Fund and Learning Center • Hospice of Washington County • iKea 			

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- Julia Manor
- KP
- Leiter's Catering and Event Decor & Planning (Self employed)
- M & T Bank
- Martin's
- Maryland State Police and Hagerstown Community College
- Meritus Health
- Meritus Medical Center - full-time; Plastic Surgery Services - per diem; Hospice of Washington County - per diem
- Mikie's Ice Cream
- Montgomery County MD
- Optimal Imaging
- Papa John's - Drive
- Parkway Physical Therapy
- Potomac Edison
- Providence Place
- self
- Shop n' Save
- Smithsburg Pharmacy
- Super Shoe
- Swanson health products
- Take 5 Oil Change (NC)
- The Quarters at Shook Home in Chambersburg, PA
- United States Postal Service
- US Army
- Volvo Group Trucks
- Waitressing job
- WCPS (2)
- Whitetail Resort (2)
- Williamsport Retirement Village
- Winchester Community Mental Health Center
- Wydler Brothers Real Estate

6. Did HCC's academic courses/program help you obtain a job?		
	Response Count	Response Percent
Yes	20	16.13%
No	104	83.87%

7. Is your current job related to your program of student at HCC?		
	Response Count	Response Percent
Yes	39	32.23%
No	82	67.77%

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8. Have you enrolled <u>anywhere else</u> for either credit or non-credit classes? Please mark all that apply.		
	Response Count	Response Percent
Yes, for credit	46	36.80%
Yes, for non-credit	4	3.20%
No, have not enrolled elsewhere	75	60.00%
Where? (Other Colleges Attended)		
<ul style="list-style-type: none"> • American Public University • Blue Ridge CTC • Camden County College • Chambersburg Votech • Denver, CO • Fire Training Academy • Fort Hays State University • Fortis College • free online courses • Frostburg & USMH (2) • Frostburg State University (2) • Green Mountain College, VT • Hood College • HACC • University of Maryland Baltimore County • Jacksonville University - online BSN • Lord Fairfax Community College • Old Dominion University • Penn State Mont Alto • Pennsylvania College of Health Sciences • Pensacola State College • PGCC and Bowie State University • Pittsburgh Institute of Aeronautics • Rochester Institute of Technology • Shepherd University (3) • Shippensburg University (3) • Stevenson University • Strayer University-Rockville Campus- Online • Towson University • UMUC (2) • University of Maryland • University of Maryland - College Park • University of Maryland University College • University of South Carolina • UTI (NC) • VA Tech., Northern VA Community College • Wilson College 		

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9. If you have <u>not</u> reached your educational goal, can Hagerstown Community College do anything differently to persuade you to return?		
	Response Count	Response Percent
Not Applicable	58	48.74%
No	37	31.09%
Yes, please specify	24	20.17%

10. 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 a \$50 AMAZON GIFT CARD. Please return this survey in the postage paid envelope by February 16, 2018.

Name: _____ **City/State/Zip:** _____

Phone: _____ **Email Address:** _____

	Response Count
Name	122
City	122
State	120
ZIP	118
Email Address	114
Phone Number	116