

Student Satisfaction Survey (2018)

March 2019

SOUTH TEXAS COLLEGE

Student Satisfaction Survey (2018) Summary Report

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OVERVIEW

Goal

In consultation with South Texas College (STC) Marketing Department staff, Interact Communications designed and implemented a customized online student satisfaction survey to understand the extent to which specific student support services are meeting (or not meeting) the needs of STC students.

Rationale

As students experience “college,” they undoubtedly use the college’s support services to:

- A. Navigate the complexities of being a college student;
- B. Understand how to be successful; and
- C. Participate in the college’s social activities, clubs, and programs.

Psychological principles such as “violation of expectations” suggest that the levels of importance and satisfaction that students assign to a college’s support services should contribute in meaningful ways to students’ perceptions of being a student on that campus and to their overarching perceptions of the college. This is typically due to the fact that personal experiences tend to influence self-perceptions and, more globally, help to define overarching perceptions of objects that are inherently linked into meaningful sets in one’s mind (e.g., it’s not uncommon to generalize to a class of people based on specific experiences with one person who represents that class).

For students, use of the college’s support services are vital components of being a college student and attending a specific college because students are required to use many of the college’s support services to make degree progress and to be successful. Thus, as central components of the college experience, the perceptions and experiences that students derive from support services are likely to contribute in meaningful ways to students’ self-perceptions and to overall perceptions of the college.

Gathering information on how well student support services meet the needs of students typically involves asking students to evaluate each support service along perceptual dimensions, such as the degree to which they perceive the support service to be “important” in terms of helping them to be successful and make degree progress, and the extent to which their personal experiences with the support service have been “satisfying, enjoyable, and/or pleasant.” These subjective assessments provide information that can be used for internal planning and external marketing efforts in at least two ways:

- A. First, they capture the nature of the support service from the student perspective, helping to clarify how the processes and procedures that are associated with the implementation of the support service operate (i.e., are they effective and efficient?); and
- B. Second, they show how students’ experiences with the college and being a student on a specific campus contribute to the formation of students’ perceptions of the college and what it is like being a student at a specific college.

Both lines of information are valuable and can be used to guide internal planning and to design marketing efforts to attract new students and to retain existing students.

In this survey, students were asked to evaluate a comprehensive set of student support services based on their perceptions of importance and satisfaction. These two perceptions can be compared to each other to derive an overall value that reflects the degree to which students perceive the support service to be effective in terms of meeting their needs. Based on “violation of expectations,” if a support service is not meeting the needs of students, students should evaluate that service in expected ways to reflect their perceptions and experiences. As a result, the difference between importance and satisfaction ratings can be informative in revealing the extent to which students hold positive or negative perceptions of specific support services. Table 1 illustrates these relationships and shows that when differences exist between perceptions of importance and satisfaction, specific outcomes should result:

Table 1

Expected relationships and outcomes between importance and satisfaction ratings

	Importance	
	High	Low
Satisfaction (High)	Positive	Positive
Satisfaction (Low)	Negative	Neutral/Indifference

As Table 1 shows, differences between perceptions of importance and satisfaction can result in positive or negative outcomes. These outcomes are most prominent and persistent when individuals are required to complete tasks such as financial aid forms and college applications. This makes understanding the extent to which discrepant perceptions (i.e., high vs. low pairings) and their link to end state outcomes such as affective states and subjective perceptions of importance very important. Thus, measuring student perceptions of support services helps the college move forward with internal planning and marketing initiatives because it provides information that shows the extent to which student need and student demand are being met (or not) within and across specific support service domains. This information can also assist in determining remediation that may be necessary to increase the effectiveness and efficiency of specific support services and help to identify issues that could undermine the college’s reputation and performance.

METHODOLOGY

In consultation with STC staff, a customized online survey was designed by Interact Communications (see Appendix A: Student Satisfaction Survey) to assess students' perceptions of 13 of STC's support services (see Table 2 below). The online survey was available for students to complete from October 29, 2018 to December 10, 2018. Over 400 students (N=442) completed the online survey.

Sample Demographics

The STC student sample for the online survey was 68.6% female (n=303) and 31.2% male (n=138) with one individual indicating non-binary gender identification. Students ranged in age from 15 to 61, with a mean age of 22.56 years. Over 80% (87.5%; n=387) of the sample identified as Hispanic, Latino, or of Spanish origin; 8% (n=35) indicated that they were White; with the remaining individuals spread across several additional race/ethnicity categories. Students reported attending the Pecan campus (n=170), Mid-Valley campus (n=85), Nursing and Allied Health campus (n=51), and online (n=51), with the remaining spread out across the outreach campuses and Technology campus (n=85). Additional sample demographics are in Appendix B (Sample Demographics).

Support Service Definitions & Ratings Scales

Given that many of the support services are complex and contain unique aspects, they were broken down into more specific components when appropriate to simplify their complexity and to capture their breadth with more precision. For example, due to the complexity of Student & Learning Services, it was broken into five components to reflect its unique aspects (cafeteria, bookstore, library, tutoring, and technology; see Table 2 for a complete listing that shows how each support service was broken into components). This approach allows evidence to be gathered for components that may need additional attention and provides evidence for components that are working as designed and as intended.

Table 2

Support Services and their components included in online survey

Intake Processes
1. Application process
2. Admissions assistance
3. Admissions information on the website
4. Printed admissions materials
Orientation
1. College orientation
Financial Assistance Services
1. Financial aid application process
2. Financial aid assistance by phone
3. Financial aid assistance in person
4. Financial aid information on the website
5. Award notification process

<p>Financial Payment Assistance</p> <ol style="list-style-type: none"> 1. Payment plan options 2. Methods of payment 3. Assistance from the business office 4. Emergency loan
<p>Registration Services</p> <ol style="list-style-type: none"> 1. Printed class schedule 2. Printed catalog/course information 3. Online class schedule 4. Online catalog/course information 5. Adding and dropping classes 6. Fee and tuition payment process 7. Fee and tuition payment options
<p>Advising Services</p> <ol style="list-style-type: none"> 1. Advising during registration 2. Advising on academic matters 3. Advising on personal matters 4. Career advising 5. Program advising 6. Transfer advising
<p>Career Assistance</p> <ol style="list-style-type: none"> 1. Information on careers on website 2. Job search assistance (Job Connections) 3. Internships with employers
<p>Student & Learning Services</p> <ol style="list-style-type: none"> 1. Cafeteria 2. Bookstore 3. Library (ERC) 4. Centers for Learning Excellence (tutoring) 5. IT/Technical Support
<p>Security Services</p> <ol style="list-style-type: none"> 1. Security on campus 2. Parking on campus
<p>Teaching & Instruction Services</p> <ol style="list-style-type: none"> 1. Knowledgeable instructors 2. Friendly instructors 3. Helpful instructors 4. Classroom facilities 5. Teaching materials
<p>Access to Information Services</p> <ol style="list-style-type: none"> 1. Access to important college news 2. Access to important college dates 3. Access to information about important college events
<p>Student Life Services</p> <ol style="list-style-type: none"> 1. Fun activities on campus 2. Clubs that interest you 3. Events for the community

Students were asked to evaluate each component listed in Table 2 using importance and satisfaction ratings scales, which were operationalized as follows:

- A. Importance was assessed on a 1 to 6 scale, where 1 = “very unimportant” and 6 = “very important;” and
- B. Satisfaction was assessed on a 1 to 6 scale, where 1 = “very dissatisfied” and 6 = “very satisfied.”

Difference Scores

To assess the extent to which students’ perceptions highlight the need to modify specific support services, a difference score was computed between the importance and satisfaction ratings (Diff score = importance – satisfaction), which was then submitted to a correlated t-test to determine the extent to which the difference was “significant” (i.e., not likely due to chance variations in the sample). Selection of the correlated t-test was needed to remove the inherent association that exists between the importance and satisfaction measures due to the fact that the same individual provided both assessments for each support service that was evaluated. All t-test results that passed the significance test were eligible for the next stage of analysis, which was to categorize each into a “GAP” category to assign it a priority level to signify if further consideration was warranted.

Traditional levels of significance were applied to the t-test results. Thus, to be considered “significant,” the resulting t-test result must have reached at least the $p < .05$ level, meaning that the difference was not likely due to chance variations in the sample (e.g., $p < .05 = 1$ out of 20). Typically, the t-test results were found to be significant at the $p < .0001$ level, indicating that chance variations were not a significant possibility in bringing about the obtained t-test results ($p < .0001 = 1$ out of 10,000).

GAP Categories

The GAP categories assign priority levels to the results. Results that fall into the “small” GAP category illustrate that a difference between importance and satisfaction ratings is “real” (i.e., not likely due to chance variations), but does not rise to the level of priority that needs immediate attention, meaning that students rated that support service as generally meeting their needs. Results that fall into the “medium” GAP category illustrate differences that are trending toward high priority and should be examined for further consideration to understand how they can be changed to meet student needs more effectively. Results that fall into the “large” GAP category illustrate differences that are high priority and should be examined in detail to understand how they can be modified to meet student needs more effectively, sooner rather than later.

The three GAP categories were derived from an equal percentile split performed on the actual mean difference scores (importance minus satisfaction) across the set of support service components that were evaluated, where “small” was determined to include difference values from 0 to 0.344, “medium” was determined to include difference values from 0.371 to 0.519, and

“large” was determined to include difference values from 0.530 to 1.135.

Tables 3 to 14 (see Appendix C: Difference Results & GAP Categories) contain the results of the t-test comparisons and the classification of the resulting differences into the three GAP categories (small, medium, and large). Each table represents a specific student support service and its unique components. In addition, Appendices D (Quantitative Results: Overall Scales) and E (Quantitative Results: Support Scales) present basic descriptive information for the entire set of ratings scales used in the online survey across the set of support services, including additional assessments such as college image results and student comments. Readers are encouraged to examine the contents of these three appendices to get a clearer sense of the range of values that STC students reported for each support service component that they evaluated.

No GAP (non-significant) support services (Level 1a: “support service is performing well, as intended, as designed”)

Two of the support service components that were evaluated by STC students (College Orientation and Print Schedule) were “non-significant,” meaning that there was no discernible difference between perceptions of importance and satisfaction. These results suggest that these two support services are working well, as intended, as designed, and most likely do not need additional attention. That said, these two support services can be used as models to glean information regarding what STC students perceive as well-executed support services (see, for example, Appendix F: Qualitative Results for details on student perceptions of the STC Orientation process for insights).

Small GAP support services (Level 1b: “support service is performing well, as intended, as designed”)

Fifteen of the support service components that were evaluated by STC students were found to fall into the “small” GAP category. These components represented a wide array of processes and procedures offered by the college to help students. As shown in Table 15 below, the following list contains the support services and their components that fell into the “small” GAP category (see Tables in Appendix C for additional details):

Table 15

Support service components that fell into the small GAP category

Support Service	Component
Intake	Application Admissions Info-Web Admissions Material-Print
Registration	Print Catalog

	Online Schedule Online Catalog Add/Drop Classes
Student & Learning	Cafeteria Library Centers for Learning Technical Support
Teaching & Instruction	Friendly Instructors Classroom Facilities
Student Life	Fun Activities on Campus Events for Community

As in the “no” GAP results above, although these t-test results were significant (meaning that there is a discernible difference between the importance and satisfaction ratings), the “small” GAP categorization suggests that these specific components of student support services are working well to meet the demands and needs of STC students, and that the “significant” result is likely due to the power of the test to detect small differences across the measures that were compared. In other words, these results may have too little “social” value to be of concern for internal planning and action (although they may be of great value for external marketing efforts as a way to promote the qualities and features of the college and its efforts to meet the needs of students). Given that these differences fell into the “small” GAP category, the need for further consideration is minimal and may be a matter of routine upgrading to keep them top-of-mind and accessible for students.

Medium GAP support services (Level 2: “design/implementation of support service is of concern for subsequent action”)

Sixteen support service components that were evaluated by STC students were found to fall into the “medium” GAP category. These components represented a wide array of processes and procedures offered by the college to help students. As shown in Table 16 below, the following list contains the support services and their components that fell into the “medium” GAP category (see Tables in Appendix C for additional details):

Table 16

Support service components that fell into the medium GAP category

Support Service	Component
Intake (Admissions)	Admission Assistance

Financial Assistance	Award Notification
Registration	Payment Options
Financial Payment	Method of Payment
Advising	Registration Advising Personal Advising
Career Assistance	Career Info-Web
Student & Learning	Bookstore
Security	Security
Teaching & Instruction	Knowledgeable Instructors Helpful Instructors Teaching Materials
Access to Information	Access to College News Access to College Dates Access to College Events
Student Life	Clubs of Interest

These results suggest that specific components of student support services across the college may need to be examined to assess the extent to which their designs and implementation are optimized to meet the needs of STC students effectively. Examination of the set of support services listed in Table 16 shows that they are all critical and vital services that students need to be successful and to make degree progress, suggesting that attention to the design and implementation of the entire set contained in Table 16 may be necessary.

Large GAP support services (Level 3: “design/implementation of support service is potentially of high priority for subsequent action”)

Fifteen components of support services that were evaluated by STC students were found to fall into the “large” GAP category. As above, these components represented a wide array of processes and procedures offered by the college to help students. As shown in Table 17 below, the following list contains the support services and their components that fell into the “large” GAP category (see Tables in Appendix C for additional details):

Table 17

Support service components that fell into the Large GAP category

Support Service	Component
Financial Assistance	Financial Aid-App Financial Aid-Phone Financial Aid-F2F Financial Aid-Web
Registration	Payment Process
Financial Payment	Payment Plan Options Business Office Assistance Emergency Loan
Advising	Academic Advising Career Advising Program Advising Transfer Advising
Career Assistance	Job Search Assistance Employment Internships
Security	Parking

As above, these results suggest that specific components of student support services across the college may need to be examined to assess the extent to which their designs and implementation are optimized to meet the needs of STC students effectively. As above, the entire set of support services listed in Table 17 are critical and vital support services for students, suggesting that attention to the set may be required. From a marketing perspective, when students experience financial payment, registration, advising, career guidance, and potential security problems, these experiences can form powerful perceptions that alter beliefs and evaluations about the college and what it is like to be a student at the college. It is also likely that these types of perceptions will be expressed to others who ask about the college, including potential recruits. Examination of the student comments suggests that this process is likely already taking place in terms of the on-campus parking situation. On-campus parking was a clear standout that was rated as “very high priority” by STC students, and it had the largest difference value across all support service components rated by STC students.

Preliminary Explanations for GAP Scores

To gain clarity on the underlying reasons why STC students reported discrepancies between ratings of importance and satisfaction (i.e., the GAP scores) across the support services, at the end of each support service section, students were asked to comment on their perceptions of that support service(s). Tables 18-28 outline and highlight the STC student comments that likely contributed to the GAP scores for each support service reported above. These comments provide context and reasons for the GAP scores presented above (see Appendix F: Qualitative Results for additional details). In addition to the specific student comments, Tables 18-28 also list the underlying issue(s) that each comment likely implicates and/or addresses to illustrate and highlight what aspect of each support service may need additional consideration and/or may need to be addressed to reduce the GAP score for each support service. Tables 18-28 follow:

Table 18

STC student comments about Admissions support services and underlying issues

Student Comments*	Underlying Issue(s)
"should have a direct line to speak to them on the phone"	Access (convenience, options)
"clerks are usually in a bad mood and a rude attitude"	Customer Service (staff training)
"I need assistance filling out the forms"	Customer Service & Communication (outreach)
"if you do online courses, why force students to go to campus? ...just help online or over the phone, annoying to have to go in"	Access (convenience, options)
"long wait to speak to someone, who did not know what s/he was saying"	Access (capacity) & Customer Service (staff training)
"maybe set up a check-in application/online option to set up appointments and skip waiting in line"	Access (convenience, capacity)
"some of the staff need better people skills"	Customer Service (staff training)
"the advisors/staff never want to spend more than 5 minutes with you...it's frustrating because I changed my major and needed extra guidance"	Customer Service (staff training)
"...the guidance counselor I met with...rushed through the courses I needed, barely making eye contact with me and didn't explain a thing. He literally marked off all the classes 'I should	Customer Service (staff training)

take' and sent me off. I walked out of his office and had to ask someone what I should do next. Very disappointing for a first-time student"	
"the lines are very long...it may be difficult if you are going during lunch break or if you have a small child with you and they are not able to wait patiently for mom or dad to finish doing the admission"	Access (convenience, options, capacity)
"the staff need to be more informative on the process and a little bit more helpful"	Customer Service (staff training)
"to have office hours on weekends"	Access (capacity)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 19

STC student comments about Orientation support services and underlying issues

Student Comments*	Underlying Issue(s)
"I enjoyed the orientation but would have preferred to not have to attend at Pecan campus since I was attending Mid-Valley campus"	Access (convenience)
"On orientation they should bring fewer people, so we could all hear"	Access (options)
"orientation tells you how it excited it can get but not how to deal with the problems you can encounter"	Comprehensiveness (completeness)
"I did not understand much because it was a large group and only had one person to explain"	Access (capacity)
"Orientation, in general, was okay. However, I am a transfer student, and the main and only reason I went to the offered orientation Fall 2018 was to have a tour and get to see/know the main campus, which was not provided"	Comprehensiveness (completeness)
"They negated to mention how tedious applying for financial aid was"	Comprehensiveness (completeness)
"College orientation is not necessary for integration into college education"	Relevance

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 20

STC student comments about Financial Assistance support services and underlying issues

Student Comments*	Underlying Issue(s)
"the person answering the phones gives you five different answers, not the whole information"	Customer Service (staff training)
"every time that I called...it was very rare that I got to speak to someone. Lines and staff are always very busy. When referred to a specific fin aid officer, I tried to reach them by phone or email and I never got a response back"	Access (capacity) & Customer Service (staff training)
"going to Fin Aid services is always a hassle b/c they are in such high demand. They usually have really long lines."	Access (convenience, capacity)
"I found it a little frustrating that I did not have my grant money released until after classes had started. Made it difficult to purchase books..."	Policy (practice, procedure, process)
"I would like to be sent an email or some type of notification if I DID NOT win a scholarship or get fin aid; they shouldn't just leave you in the dark."	Communication (outreach)
"in person we need more people working and less going to lunch at the same time. They take too long and they have to be more friendly."	Access (capacity, options) & Customer Service (staff training)
"my experience with your fin aid appeal process has been terrible for the past year."	Customer Service (staff training) & Policy (practice, procedure, process)
"my final refund was never issued to me, and they are still trying to find out where it was sent...I have been struggling with buying the materials that I need for Art class..."	Policy (practice, procedure, process)
"sometimes I would get the runaround. When I completed what was asked of me, they would add more instead of handing it to me all at once."	Customer Service (staff training) & Policy (practice, procedure, process)
"sometimes it will say that you are approved for aid and then a week before classes start you get a rejection letter that doesn't give you much time to correct the issue."	Policy (practice, procedure, process)

“this part was one of the worst parts of this experience. Poor, poor communication. Counselors seem indifferent, so long as they get their paycheck.”	Customer Service (staff training)
“when contacting the Fin Aid office on the phone, there are times when you would wait on line and just get hung up on after waiting what could be 30+ minutes without warning.”	Customer Service (staff training) & Access (capacity)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 21

STC student comments about Registration support services and underlying issues

Student Comments*	Underlying Issue(s)
“by having a payment plan available after early registration, monthly payments could be reduced, making tuition payments more affordable.”	Policy (practice, procedure, process)
“I just find it not fair for tuition to be more expensive for me as I am not zoned to McAllen. I already waste on gas to be able to go to school. I am from Brownsville.”	Policy (practice, procedure, process)
“I really dislike that you cannot pay emergency loans online or access your loan information.”	Policy (practice, procedure, process)
“I’ve had a payment plan once, and it was hard. It is very difficult for some students to be able to agree to some of the demands of STC when it comes to payment plans.”	Policy (practice, procedure, process)
“Lack of communication.”	Communication (promotion, outreach)
“Some things do need explanation such as the BAT competency program tuition.”	Communication (promotion, outreach)
“The school must have more affordable payments to give a chance for students to afford an education! More availability for TAFSA/FAFSA for those closer to graduating.”	Policy (practice, procedure, process)
“There are a lot of fees in my registration statement that were not explained. I still do not know what a lot of the fees are...”	Communication (promotion, outreach)

"There should be more online payment options for international students. I am an international student, and my last experience with online payments was really bad."	Access (options, convenience)
"there should be more payment options for students and better deadlines."	Access (options, convenience) & Communication (promotion, outreach)
"Too many fees."	Policy (practice, procedure, process)
"When selecting classes there was a lady who would be upset if you were a returning student and asked for help to register for classes. I experienced it several times, she demanded we learn once and well. She was very rude and unprofessional...she really made me feel like an idiot. Thanks for that. I learned and never stopped by if she was at the desk..."	Customer Service (staff training)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 22

STC student comments about Financial Payment support services and underlying issues

Student Comments*	Underlying Issue(s)
"I don't know if the cashier helping me about an emergency loan did not explain the process right or what happened. At the end of the day she said I would have to pay money up front either way. The main reason for me needing an emergency loan was not having money which made it impossible to get the loan."	Customer Service (staff training)
"I wish you could pay online for emergency loan."	Access (options)
"More payment options that reduce monthly payments."	Access (options)
"Payment plan options should not have a rate to enroll in."	Policy (practice, procedure, process)
"Some of the services that the cashier office is responsible for take great amount of time to process, such as a stop check. To verify that a check was cashed or not takes up to three weeks, and sometimes when a person would like to inquire about the status of their	Policy (practice, procedure, process) & Customer Service (staff training)

process, the cashiers have an attitude towards the student for asking. It bothers them. At least it bothered them when I would call once a week. It's ridiculous."	
"There must be a lower plan for the emergency loans."	Access (options)
"This semester was quite tricky because of the Mini-mesters. I didn't end up getting the total refund until the second week of October. A breakdown of that online would help for those taking Mini-mesters."	Policy (practice, procedure, process)
"Why does STC only let you get \$3,000 from a loan that was approved for \$5,200? That was what I was going to use to pay bills while finishing up college."	Policy (practice, procedure, process)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 23

STC student comments about Advising support services and underlying issues

Student Comments*	Underlying Issue(s)
"Academic/degree advising is one of the most important issues a college student faces in order to successfully complete their degree. STC has a lot of room for improvement in this department. The good news is that if STC improves it will highly distinguish itself from other schools as other schools seem to have the same problem."	Inadequacy (unspecified)
"advisors seem like they don't really care and don't put much effort into helping you. They just tell you the obvious."	Customer Service (staff training)
"Advisors should have more information about other colleges and more information on degree plans so students could start being prepared where they want to transfer after finishing at STC or let students know who to talk about transferring."	Customer Service (staff training)
"Career advising is very bad in the STC!!!!!!"	Inadequacy (unspecified)
"I am a transfer student and I was not aware	Communication (promotion, outreach)

there was transfer advising. In this case, I would suggest making this service more known.”	
“I felt like the advisors at Mid-Valley weren’t at all helpful due to them having an attitude about questions I’d ask about my desired program. I also felt like they did not really help at all to answer my questions because they were clueless about my program and questions I had.”	Customer Service (staff training)
“I think the college advisers need to expand on like I’ve heard they do at other colleges. They need to be able to connect you with the professors when you’re having difficulties with communication. My experience thus far with professors has been they have an attitude of being too busy to even give you the time of day to speak of your progress in class.”	Customer Service (staff training)
“The advisors are all very helpful, I just wish they didn’t all give you different answers for specific things.”	Customer Service (staff training)
“The advisory department wants to get you out and going. We go for guidance and are entitled to take more than 5 minutes. I went several times just to ask the same questions again, their answers are not always clear.”	Access (capacity) & Customer Service (staff training)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 24

STC student comments about Career Assistance support services and underlying issues

Student Comments*	Underlying Issue(s)
“I applied for 2 student learning assistant positions. Didn’t get my application reviewed or given an interview.”	Customer Service (staff training)
“Next semester, I am going to take a capstone class, which is sort of like an internship, but my advisor had recommended me to speak with certain people in the Political Science department before doing so. The truth is that it is very disappointing that some of the faculty easily forget about setting up appointments	Customer Service (staff training)

with students to speak with them. I was one of those forgotten students.”

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 25

STC student comments about Student & Learning support services and underlying issues

Student Comments*	Underlying Issue(s)
“CLE is great but do not have a tutor for statistics for Physiology. I struggle with this course because the times I got help with my assignments the tutor seemed frustrated... They make you feel stupid...which is wrong because we all have a weak subject. I never went back.”	Access (capacity) & Customer Service (staff training)
“The cafeteria is very overpriced. The food is not good, the coffee is always burnt. Parking is terrible, not enough. CLE needs to hire better staff.”	Policy (practice, procedure, process), Access (capacity), & Customer Service (staff training)
“...The customer service on the other hand is non-existent. I have only attempted to buy 1 textbook...and after the service I received, I have never gone back...”	Customer Service (staff training)
“please find a way to allow the NAH library or Pecan library to be open 24/7 like UTRGV. Some students really need a safe and known place to study.”	Access (capacity, options)
“I would like to see more presence of security after dark.”	Access (capacity) & Policy (practice, procedure, process)
“help to improve the library with more E-books and reducing the prices for books.”	Access (capacity) & Policy (practice, procedure, process)
“Both areas of the library are too loud, including the staff. Parking is horrible, too many students and not enough parking. Security is hardly around in the buildings and outside.”	Inadequacy (nuisance) & Access (capacity)
“you should make parking like they have at the mall, you should make it two floors!!!!”	Access (capacity)
“we should have more food vendors! Have Starbucks and other options! Parking space is	Policy (practice, procedure, process) & Access (capacity)

crazy! We need more space, driving around for 30 minutes wasting gas is unacceptable!”	
“Parking should be free if you're attending night classes, as not as many people need parking...”	Policy (practice, procedure, process)
“Parking needs to be worked on, certain student parking lots have 20 or more parking spaces reserved for campus maintenance vehicles, and only between 5-8 spots are used...Meanwhile teacher parking has open spaces all the time...”	Access (capacity) & Policy (practice, procedure, process)
“Parking at STC is a hassle, especially if a student has classes in the morning, which is the majority...”	Access (capacity)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 26

STC student comments about Teaching & Instruction support services and underlying issues

Student Comments*	Underlying Issue(s)
“Currently have a Level 4 instructor teaching a Level 1 class and majority of Level 1 students are failing and when the instructor is confronted about it he retaliates with difficult pop quizzes that are to help us.”	Customer Service (staff training)
“help improve the facilities and classrooms on campus.”	Access (capacity)
“I am doing online classes and my experience with my professors this semester has been awful. Their syllabi do not go with the semester dates. Their submission dates keep changing. Even their links for submitting assignments were off...”	Customer Service (staff training)
“I am having a terrible time at the moment with my College Algebra professor... He has been of no help and gives confusing instructions and homework that is not based on his teaching lectures. I've spoken to classmates and know I'm not the only one who feels this way...”	Customer Service (staff training)

“Online class instructors are sometimes hard to deal with. Sometimes very confusing and often do not respond in a timely manner...”	Customer Service (staff training)
“right away you can see what instructor cares about you, regardless if they are strict or not. Some instructors I will not love for my children to be near them. They have no heart...”	Customer Service (staff training)
“Some of the professors target you, especially in online classes. If you are not in their good grace they grade you very toughly. Also, STC is one of the institutions with ZERO diversity of thought. Politics influence the majority of the professors. Currently, I am experiencing oppression of my conservative thoughts. If my opinions are not left-sided or if the instructor's way of thinking is completely opposite than mine, then I am wrong... I have been judged and interrupted constantly by my instructor for having conservative political views...”	Customer Service (staff training)
“There are very limited instructors in the ADN program who are approachable and willing to help students. There are more instructors who pretend to help students but in reality they retaliate if a student asks for help...”	Customer Service (staff training)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 27

STC student comments about Access to Information support services and underlying issues

Student Comments*	Underlying Issue(s)
“I sincerely wish STC made JagTV an official and permanent news organization for the college, as well as pursued journalism awards for its student reporters. STC has a lot of talented students involved and even more fascinating stories of campus events and the people behind them.”	Access (options)
“I have noticed posters or remnants of fun social activities that have happened, but I feel like I'm not on campus those days or I don't see the advertising for them until they've	Communication (promotion)

happened. Maybe put up posters and announce the events earlier.”

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Table 28

STC student comments about Student Life support services and underlying issues

Student Comments*	Underlying Issue(s)
“please make a Computer Science club”	Access (capacity, options)
“Allow the creation of more clubs that can help in the future. Some clubs are really bad and unnecessary.”	Access (capacity, options)

**Note: Some of the student comments were edited for grammar and/or paraphrased to provide clarity and brevity.*

Support service by underlying issue matrix

To provide clarity and a snapshot of the underlying issues highlighted by the STC student comments across support services, Table 29 organizes the set of underlying issues across the set of support services. As shown in Table 29, there is a disproportionate distribution of underlying issues across the set of support services, revealing that Access (n=10) and Customer Service (n=8) issues are most prominent, followed by Communication (n=4) issues:

Table 29

Support service by issue matrix

Support Service	Underlying Issue						
	Access	Customer Service	Communication	Policy	Comprehensiveness	Relevance	Inadequacy
Admissions	X	X					
Orientation	X				X	X	
Fin. Asst.	X	X	X				
Registration	X	X	X				
Fin. Pay.	X	X		X			
Advising	X	X	X				X

Career Asst.		X					
Student & Learning*	X	X		X			X
Teaching & Instruction	X	X					
Access to Information	X		X				
Student Life	X						

**In the original survey, "Student & Learning" included "Parking," which was separated out in prior analyses to highlight its importance.*

Although not definitive, the distribution of results presented in Table 29 illustrates the concerns of STC students across the set of support services. It is clear that STC students want the college to provide support services that are:

- A. more accessible (providing more options, higher capacity, and convenience);
- B. more effective in terms of providing customer service (especially in terms of well informed, pleasant, and helpful staff); and
- C. promoted more effectively (including direct outreach to students).

Access (e.g., increased options, capacity, and convenience) and customer service (better staff training, pleasant and helpful staff) were the two most prominent issues reported by STC students. Coupled with the GAP results, attention to these two issues should be considered a priority for the support services that fell into the "large" GAP category to promote higher levels of student satisfaction at STC. These support services include Financial Assistance, Registration, Financial Payment, Advising, Career Assistance, Student & Learning, and Security, especially student parking (see Table 17).

CONCLUSIONS

Overall, several take-away conclusions have been highlighted by the results of this survey:

First, it is clear than many of the support services are working well to meet the demands and needs of STC students. All of the support services that were found to be “non-significant” or fell into the “small” GAP category are likely designed and implemented in ways that work for students and meet current student demand and need. Thus, the need for further consideration of these support services is minimal and may be a matter of routine upgrading (see Table 15 for additional details).

Second, it is clear that STC should consider looking into the components of the support services that fell into the “medium” GAP category (see Table 16) to examine how they are designed and implemented and, if warranted, modify these support service components to optimize their effectiveness to meet the demands and needs of STC students. It is not uncommon for components of support services that are classified in the “medium” GAP category (“of concern”) to move into the “large” GAP category (“high priority”) over time. In part, these shifts are due to changing student demand and needs, and to the fact that underlying issues tend to magnify as time passes and attention to details, procedures, practices, and processes waver. Thus, catching and reversing these trends may go a long way toward changing student perceptions of the college.

Third, it is also clear that STC should consider the components of support services that fell into the “large” GAP category (see Table 17) as “high priority” and take appropriate action(s) to design and implement these support service components so that they are more effective in meeting student demand and needs. Changing a critical sub-set of these high priority support services can go a long way toward changing student perceptions of the college. Tables 18-29 provide specific insights into what aspects of each support service that could be targeted for modification, with Table 29 providing summary information to guide overall change strategy. Of particular note, the Registration, Advising, and Parking support services may be natural first steps. Making changes in these three so that they meet student demand and need more effectively should result in measurable positive outcomes in student satisfaction levels.

Fourth, this survey was designed based on the assumption that students form perceptions of the college based on specific experiences and perceptions that they form and hold as they navigate the “college experience.” Based on these administrative, social processes, perceptions of the college are formed as students interact with the various support services that the college offers and requires them to use to be college students on the STC campus and to make degree progress. Providing seamless, accessible, and easy-to-use support services for students will help them to form favorable impressions of STC, which are likely to form into powerful and long-lasting overall attitudes and beliefs about the college. Thus, it is important to assess the relationship among perceptions of importance and satisfaction to gauge the extent to which “violations of expectations” are driving negative perceptions of the college and forming negative

impressions of the college in the minds of students. Thus, as stated above, measuring student perceptions of support services:

- A. helps the college move forward with strategic and tactical planning and marketing initiatives;
- B. assists committees charged to make changes by pointing out what (and how) to change support services to increase their effectiveness; and
- C. helps to identify underlying issues that could damage the college's reputation and performance within the local community and region.

RECOMMENDATIONS

Based on the results presented above, several recommendations are advanced:

First, STC should consider keeping careful track of the support services that fell into the "medium" GAP category and monitor their status somewhat continuously (2-3 times a year) to make sure that they do not slip into the "large" GAP category, and to assess the extent internal efforts have moved them from the "medium" GAP category into the "small" or "no" GAP categories. This process will set up and provide evidence to justify proposed changes that may be needed to make adjustments so that the services meet student demand and need. In general, design modifications in these areas hold the potential to strengthen customer service and productivity and set student expectations to favor the college. Proper management of these support services should be prioritized, to some extent, to determine what needs to be done to enhance these service offerings.

Second, in particular, the GAPs detected in the Advising support services show that modifications are needed. Advising services are critical programs for students and warrant careful and further consideration. Given STC's focus on transfer and occupational education, advising holds a critical function at STC (and for community colleges in general). These critically important services should be examined in detail to understand why the gaps have come about (see Tables 17-29 for insight and guidance). Thus, this call to action is especially important because advising support services hold the potential to make significant differences in the lives of STC students and set them up for future success, which will reflect well on STC.


Third, parking is a known and deep-seated concern for STC students. The results suggest that further action is warranted to educate students on parking plans, improvements, and alternatives, when appropriate. The issue of on-campus parking is not a surprise as enrollments grow and shift across campuses, and individuals prefer the flexibility of having their own vehicles to maximize their mobility and convenience. Continued work to alleviate these transportation issues may take creative solutions to address, but added capacity to on-campus parking and transportation options will make discernible positive differences to STC student satisfaction levels.

Fourth, placing recommendations into a timeframe is often helpful to guide and structure efforts. Thus, the following are offered as a way to prioritize and guide efforts:

- A. Immediate (tactical actions): Given that STC hired Interact Communications to conduct a Student Satisfaction Survey suggests that there is some concern, at some level, about student perceptions of the college. To follow up on this concern and the results presented in this report, STC should consider forming an action committee(s) to look into the student support services that fell into the “large” GAP category, with an eye toward understanding why students perceive those specific support services the ways that they do. Examination of Tables 17-29 can be used as a solid starting point, but the data presented in those tables is not definitive and should be bolstered by additional data collection efforts to maximize validity and to replicate the results presented in Tables 17-29. In addition, composition of the action committee(s) should be done with care to include a wide array of individuals, including students, faculty, staff, administrators, executives, and members of the local community to set up an inclusive environment and to signal that these issues are being taken seriously; and
- B. Longer-term (strategic actions): As a longer-term strategy, designing communication policies (and accompanying programs, practices, and processes) that support, bolster, and help to coordinate the implementation of tactical actions would be beneficial to set in place a culture that embraces all of the constituents and stakeholders, including students, staff, faculty, administration, executives, and local community members so that they are made aware of the processes of change and resulting decisions. Often students, staff, and local community members are left out of the decision-making process. Thus, designing communication outlets that reach out to as many constituents as possible should go a long way toward creating buy-in and keeping everyone informed of the beneficial choices that are being made along the way. Thus, the development of new channels of promotion and direct outreach may be necessary.

APPENDIX A: STUDENT SATISFACTION SURVEY


The following images show the survey questions as participants encountered them in the online survey.


Logout

South Texas College Student Satisfaction Study

Thank you for agreeing to complete this survey. It should take approximately 30 minutes of your time.
 This survey is being conducted on behalf of South Texas College by Interact Communications. Your participation in this survey is voluntary. Your responses will not be linked to you personally. Your responses will be used to shape the future of South Texas College, so please be honest and thorough.
 After the survey is a separate form for you to submit your name and phone number so you can enter the drawing for an iPad. You will only be entered into the drawing once.

Start Survey


Logout

South Texas College Student Satisfaction Study

Demographics

What is your gender?

☐ Female
☐ Male
☐ Other

What is your age? (Please enter your response as a whole number only.)

With which ethnicity/race category do you identify yourself?

☐ American Indian
☐ Asian or Pacific Islander
☐ Black or African-American
☐ Hispanic, Latino, or of Spanish Origin
☐ Middle Eastern/South Asian
☐ White
☐ Other

If "Other," which ethnicity do you identify yourself?

How many semesters have you attended South Texas College? (Please enter your response as a whole number only.)

What is your cumulative college Grade Point Average?

What high school did (or do) you attend?

What is the city and state of your last high school?

What financial aid have you received? (Check all that apply)

Grant (e.g. PELL)	<input type="checkbox"/>
Loan	<input type="checkbox"/>
Work Study	<input type="checkbox"/>
Scholarship	<input type="checkbox"/>
Did Not Receive Aid	<input type="checkbox"/>
Did Not Apply for Aid	<input type="checkbox"/>
Veterans Affairs	<input type="checkbox"/>

What is your major/program of study?

At which campus do you attend classes most frequently? (Whether you are a full-time, part-time, or dual credit student)

- ☐ Mid-Valley Campus
- ☐ Nursing and Allied Health Campus
- ☐ Online Campus
- ☐ Pecan Campus
- ☐ SAIL Center in Elsa
- ☐ Star County Campus
- ☐ Technology Campus
- ☐ La Joya Education Center
- ☐ Pharr Higher Education Center

What is your home zip code? (Please enter your response as a whole number only.)

What is your current attendance status?

- ☐ Full time
- ☐ Part time

What is your estimated graduation date?

- ☐ 2018
- ☐ 2019
- ☐ 2020
- ☐ 2021
- ☐ 2022
- ☐ Not sure
- ☐ Do not plan to graduate

What is your purpose for attending South Texas College?

- ☐ Associate's degree for work reasons
- ☐ Associate's degree for personal reasons
- ☐ As the first step of a transfer program
- ☐ As the first step toward a job or career
- ☐ Continuing Education
- ☐ Dual Credit
- ☐ Taking a class to fulfill a requirement for another college/university
- ☐ Other

If "Other," what is your purpose for attending South Texas College?

What were your reasons for choosing South Texas College?

Close to home	<input type="checkbox"/>
On my way between work and home	<input type="checkbox"/>
Good reputation	<input type="checkbox"/>
Nice campus	<input type="checkbox"/>
Good transfer rate	<input type="checkbox"/>
Good teachers	<input type="checkbox"/>
Respected college	<input type="checkbox"/>
A specific major I wanted	<input type="checkbox"/>
Other	<input type="checkbox"/>

If "Other," what was your reason for choosing South Texas College?

Next

6%

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South Texas College Student Satisfaction Study

Admissions

The following questions ask you to evaluate the admissions processes that you experienced at South Texas College. Using a scale of 1 to 6 (1= Not at all; 6 = Very/A lot), check the appropriate answer for each of the questions that follow:

Application process

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Admissions assistance

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Admissions information on the website

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Printed admissions materials

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your admissions process at South Texas College?

Next

13% Complete

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South Texas College Student Satisfaction Study

College Orientation

Now, we would like you to evaluate the college orientation process. Using the same scale as the previous page (1 to 6; 1 = Not at all; 6 = Very/A lot), please answer the following questions:

College orientation

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How enjoyable was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your college orientation or campus tour?

Next

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South Texas College Student Satisfaction Study

Financial Assistance

This section asks you to evaluate the financial assistance aspects of South Texas College. Using the same scale as the previous page (1 to 6; 1= Not at all; 6 = Very/A lot), please answer the following questions:

Financial aid application process (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Financial aid assistance by phone (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Financial aid assistance in person (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Financial aid information on the website (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Award notification process (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your experiences with financial assistance?

Next

26% Complete

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Logout

South Texas College Student Satisfaction Study

Registration

Now, we would like to find out about your registration experiences. Using the same 1 to 6 scale as previous, please answer the following questions:

Printed class schedule (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Online class schedule (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Printed catalog/course information (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Online catalog/course information (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Adding and dropping classes (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fee and tuition payment process (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fee and tuition payment options (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to make about your experiences with registration?

Next

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South Texas College Student Satisfaction Study

College Finances

Now, we would like to find out about your college financing experiences. Using the same 1 to 6 scale as previous, please answer the following questions:

Payment plan options (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Methods of payment (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Assistance from the business office (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Emergency loan (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to make about your experiences with college finances?

Next

40% Complete

South Texas College Student Satisfaction Study

College Advising

Now, we would like you to evaluate the college advising at South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Advising during registration (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advising on academic matters (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Advising on personal matters (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Career advising (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Program advising (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Transfer advising (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to make about your experiences with college advising?

Next

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South Texas College Student Satisfaction Study

Career Assistance

Now, we would like you to evaluate the career assistance at South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Information on careers on website (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Job search assistance (Job Connections) (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Internships with employers (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to make about your experiences with career assistance?

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South Texas College Student Satisfaction Study

Support Services

In this section, we want you to evaluate the support services at South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Cafeteria (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Bookstore (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library (ERC) (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Centers for Learning Excellence (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IT/Technical Support (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Security on campus (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Parking on campus (answer if applicable to you)

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy was it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to make about your experiences with support services?

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South Texas College Student Satisfaction Study

Teaching (General)

In this section, we ask you to evaluate the teaching and facility aspects of South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Knowledgeable instructors

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Friendly instructors

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helpful instructors

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Classroom facilities

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Teaching materials

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your experiences with teaching, in general?

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South Texas College Student Satisfaction Study

Access to Information

Now, we would like you to evaluate access to information at South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Access to important college news

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How enjoyable is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access to important college dates

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How enjoyable is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access to information about important college events

	1	2	3	4	5	6
How important is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How enjoyable is it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your experiences with access to information?

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South Texas College Student Satisfaction Study

College Life

Now, we would like you to evaluate college life at South Texas College. Using the same 1 to 6 scale as previous, please answer the following questions:

Fun activities on campus (answer if applicable to you)

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Clubs that interest you (answer if applicable to you)

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Events for the community (answer if applicable to you)

	1	2	3	4	5	6
How important are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How simple/easy are they?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How much experience do you have with them?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are/were you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments you would like to share about your experiences with college life?

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South Texas College Student Satisfaction Study

Overall

In this section, we ask you to report your overall perceptions of South Texas College (STC). Using a scale of 1 to 6 (1= Not at all; 6 = Very/A lot), check the appropriate answer.

Overall Satisfaction

	1	2	3	4	5	6
How satisfied are you with your decision to attend STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the quality of teaching at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with your program/major at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the quality of the facilities at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the quality of the support services at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with access to financial aid at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with access to assistance with your classwork at STC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the value STC offers for your money?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the reputation of STC in the community?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with the reputation of STC with local employers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

86% Complete

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South Texas College Student Satisfaction Study

Final Questions

Are there any comments you would like to make regarding your experience with STC?

If "Yes," what are they?

Where do you go when you have difficulties at STC?

Thank you for participating in this survey!

Please make sure to fill out the form to participate in the drawing for the iPad on the next screen.

Next

93% Complete

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South Texas College Student Satisfaction Study

Prize Drawing

Would you like to be entered to win a prize?

- ☐ Yes
☐ No

First Name

Last Name

Phone Number (with area code)

Email Address

Shipping Address

Finish

100% Complete

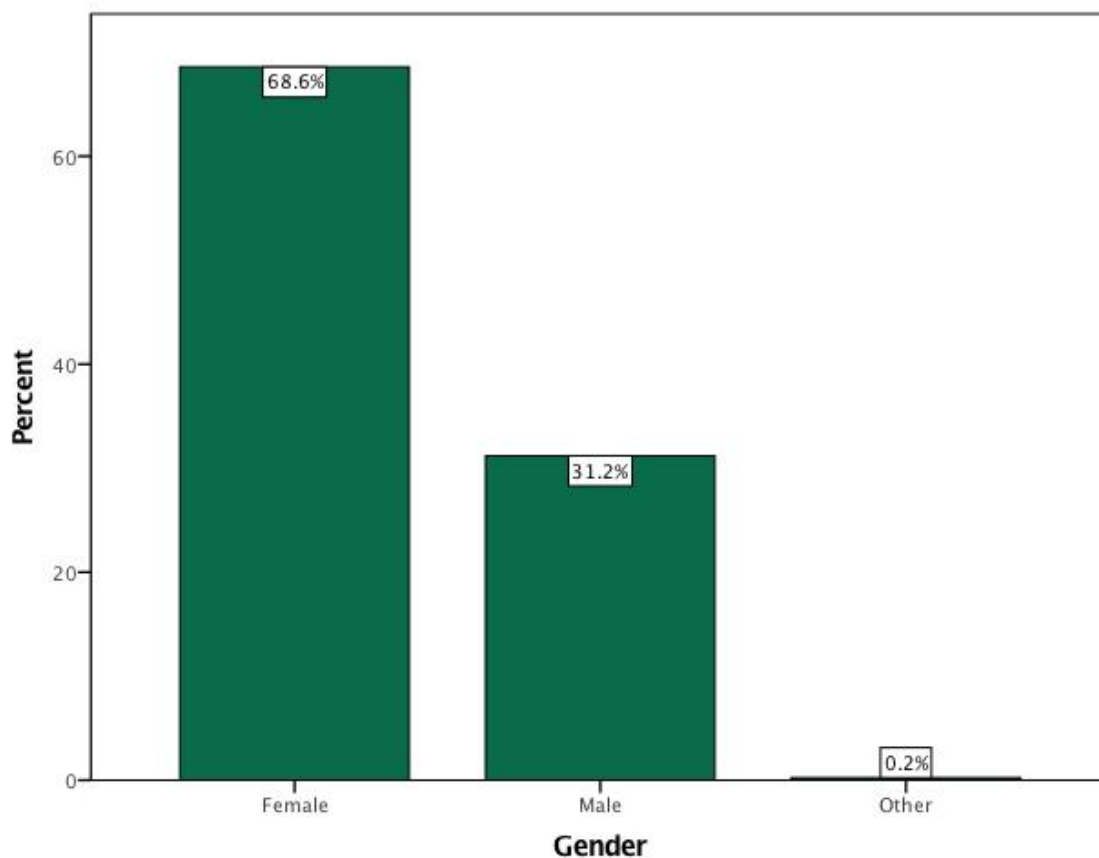
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APPENDIX B: SURVEY SAMPLE DEMOGRAPHICS

Overall

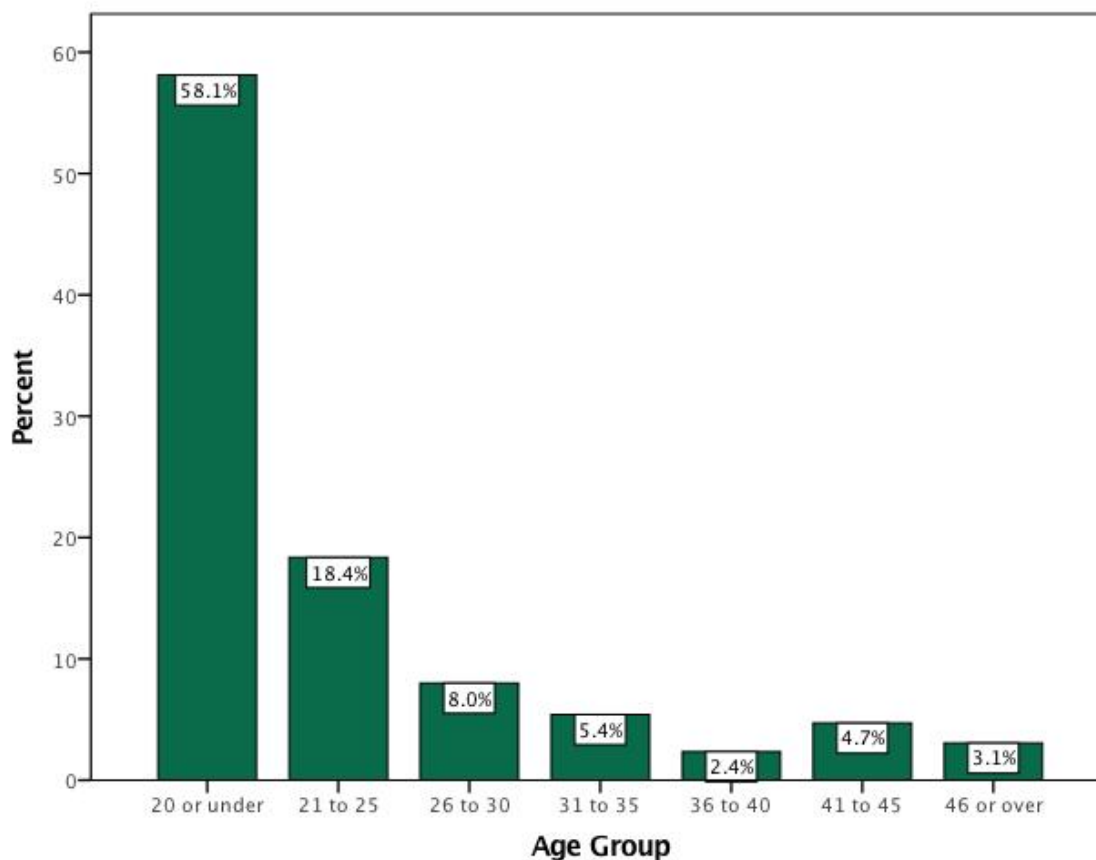
- There were 442 respondents who participated in this study, of which 170 attend the Pecan campus, 85 attend the Mid-Valley campus, 51 attend the Nursing and Allied Health campus, and 51 attend online. The remaining participants are spread out amongst the remaining outreach campuses and the Technology campus.

Gender



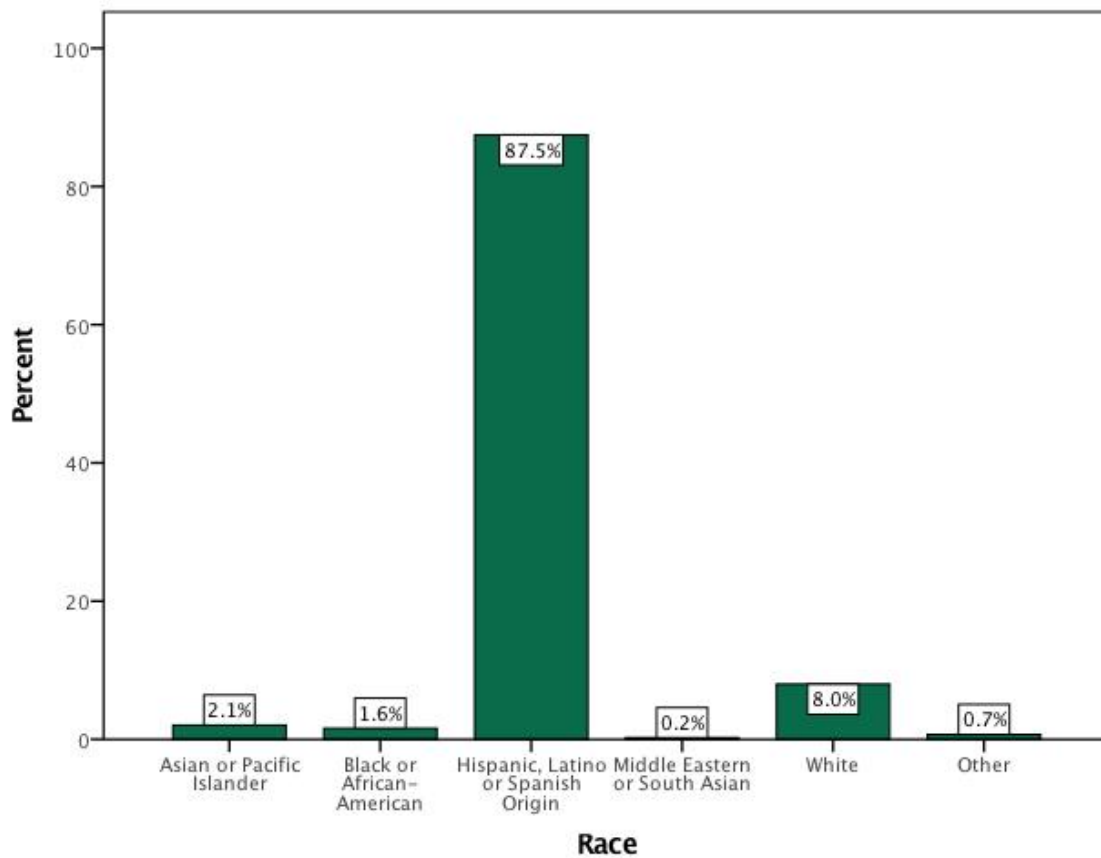
- The sample for this survey was nearly two-thirds female and one-third male. One individual indicated non-binary gender identification. This ratio is typical of individuals who choose to participate in surveys.

Age



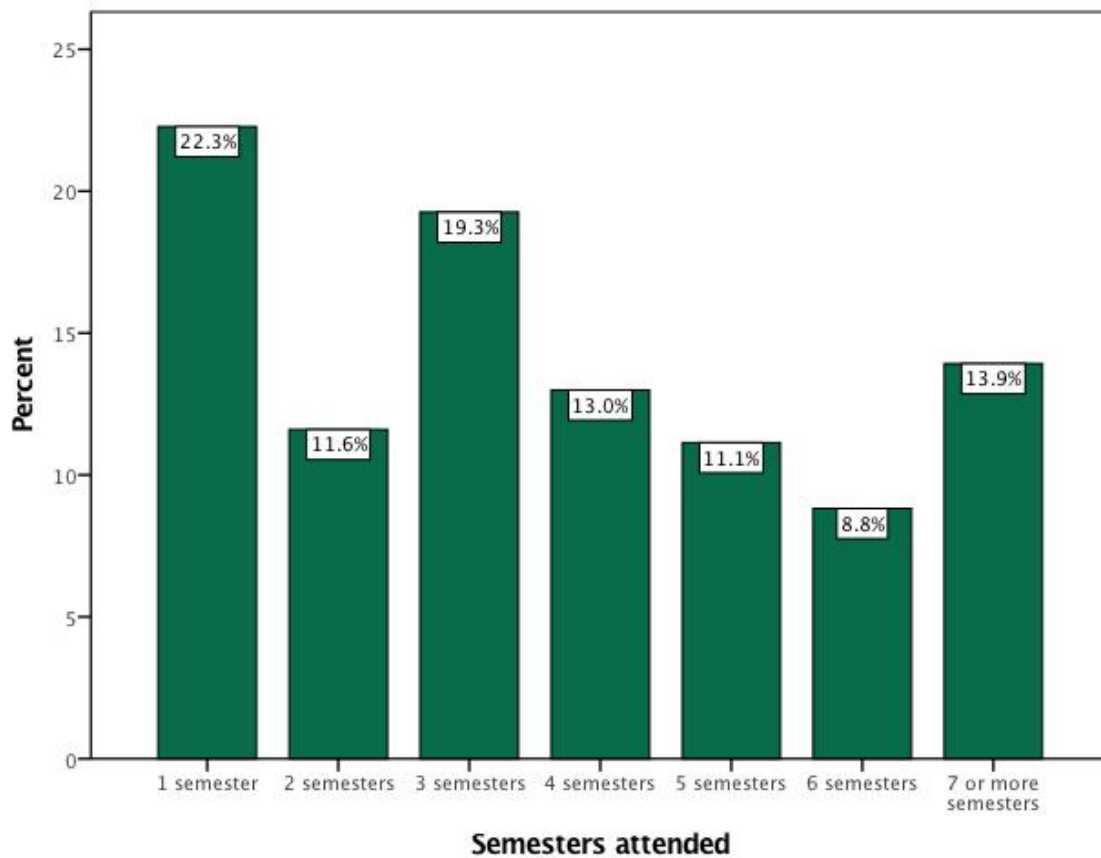
- Ages represented in the sample included persons between age 15 and age 61.
- The mode for age was 17, the median age was 19, and the mean was 22.56.
- Nearly three in five (58.1%) were age 20 and younger.
- More than three-quarters (76.5%) of participants were age 25 and younger.

Race/Ethnicity



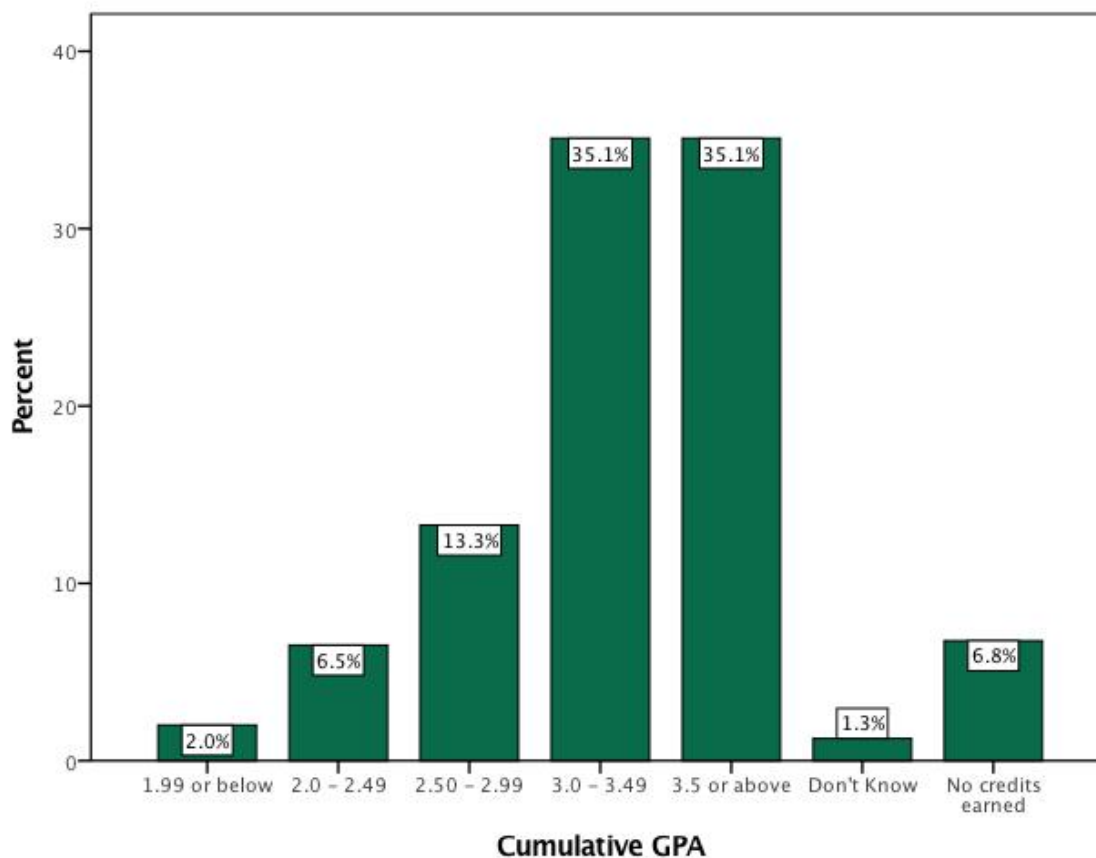
- More than three-quarters (87.5%) of the sample identified as Hispanic, Latino, or of Spanish origin.
- An additional eight percent indicated they were White.

Semesters Attended



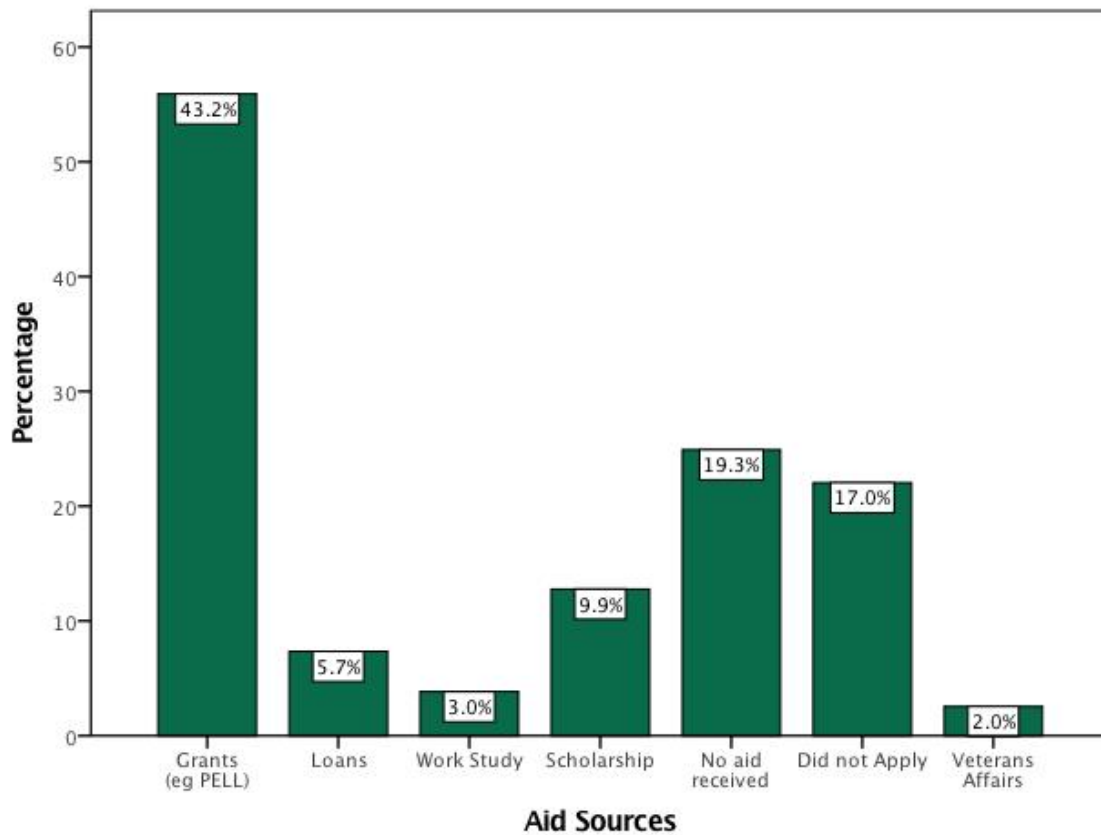
- More than one-third (33.8%) of the sample has been attending South Texas College for more than 5 semesters.
- Approximately one-quarter (22.3%) were experiencing their first semester at the time of the study.

Cumulative GPA



- Students who participated in the survey appear to be successful students at South Texas College. Nearly three out of four students (70.6%) have achieved a GPA of 3.0 or higher.
- Although 22.3 percent are in their first semester at STC, only 6.8 percent indicated they did not have a GPA established because they have not yet earned any credits.

Financial Aid Use



43.2 percent of students received aid in the form of grants.

17.0 percent say they did not apply for aid.

Nearly one in five (19.3%) said they received no aid.

Major/Program of Study

Participants were asked to list what they were studying as a student at South Texas College. The top nine majors/programs are listed below by frequency. All other majors/programs were mentioned less than twelve times.

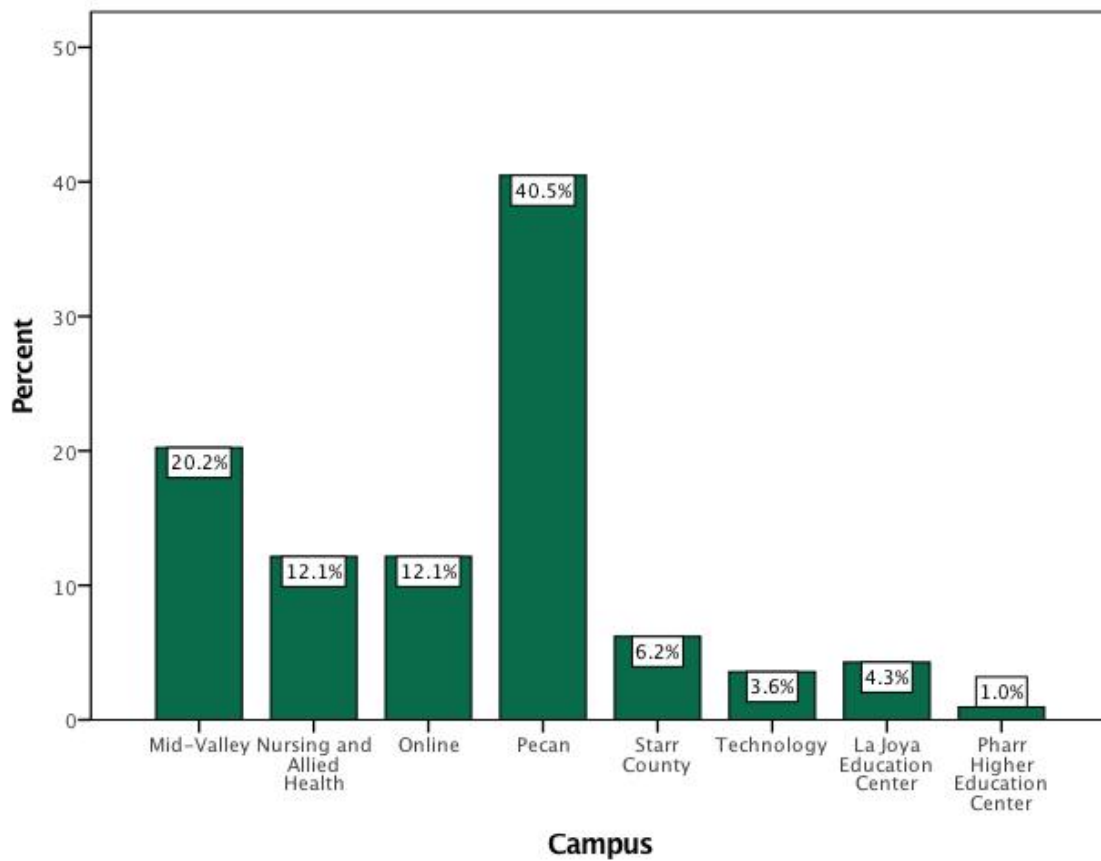
Major	Frequency	Percent
Nursing	57	12.9
Biology	44	10.0
Interdisciplinary Studies	39	8.8
Business	24	5.4
Criminal Justice	23	5.2
Education	23	5.2
BAS-Organizational Leadership	14	3.2
Psychology	13	2.9
Engineering	12	2.7

Survey participants are largely studying Nursing.

The next most frequent major is Biology.

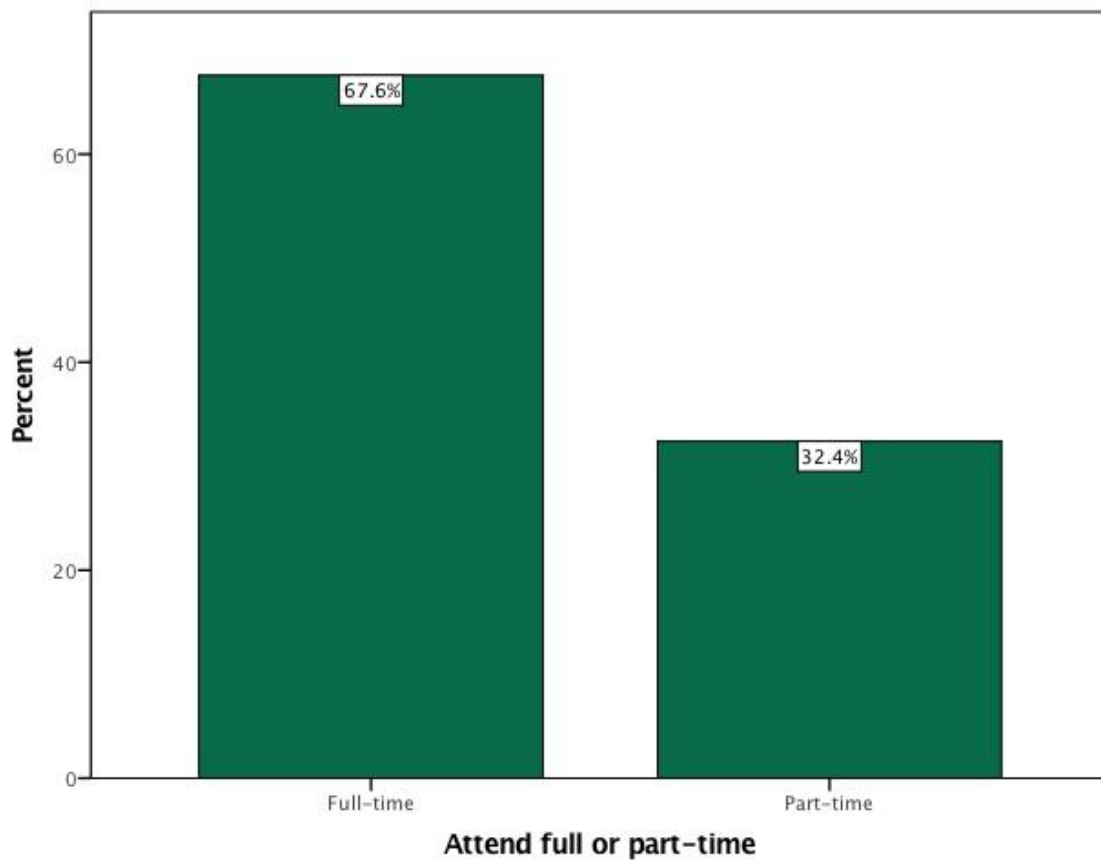
A full listing of participant majors can be found in the qualitative data summary located in the Appendix.

Campus Attended Most Frequently



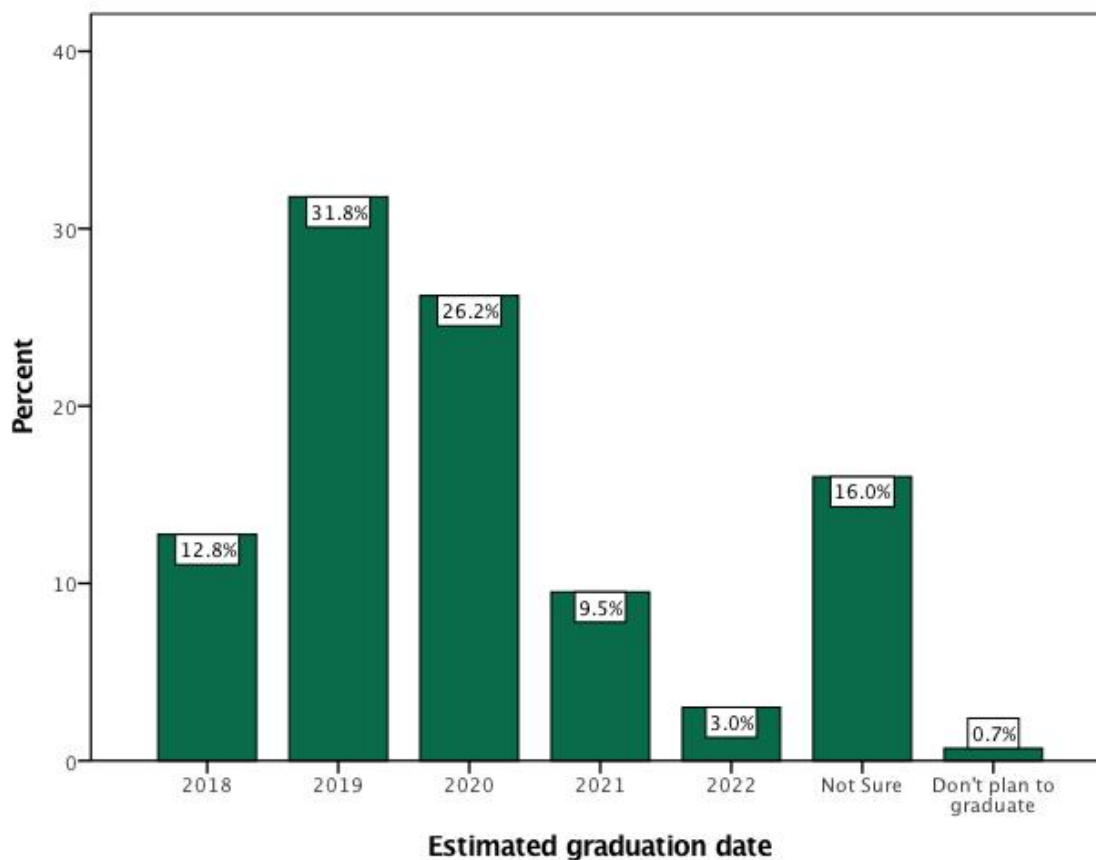
40.5 percent attend the Pecan campus most frequently. The Mid-Valley campus is the most frequent campus attended for one in five survey participants.

Attendance Status



South Texas College has a larger percentage of students attending with full-time student status than part-time status. Two-thirds of participants indicated they attend STC full time.

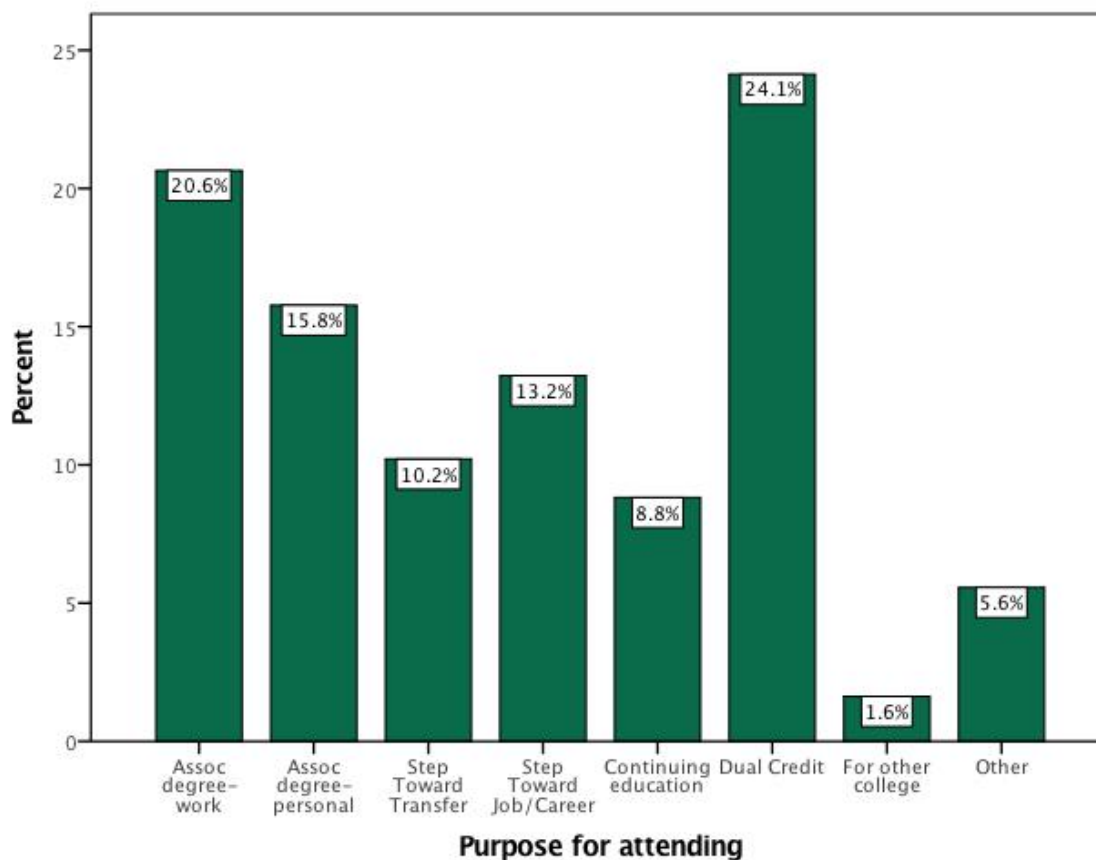
Estimated Graduation



12.8 percent of participants expected to graduate in 2018, the year they participated in the survey.

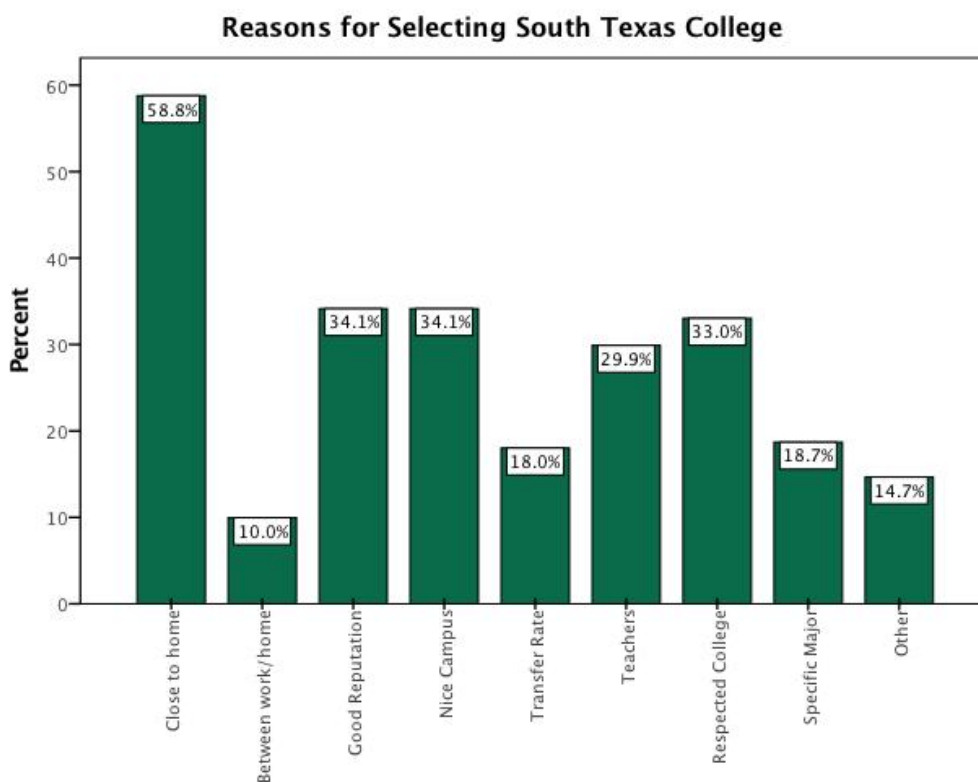
31.8 percent indicate they plan to graduate in 2019.

Purpose for Attending South Texas College



Nearly one-quarter (24.1%) of participants are attending as dual-credit students. 20.6 percent of participants are attending to advance to an associate degree for work or job purposes. 10.2 percent indicate attendance for preparation to transfer to another institution.

Reasons for Choosing South Texas College



Totals more than 100% as participants were instructed to select all that apply; each percent calculated as part of the entire sample

Participants were asked to select from nine reasons someone might select a college to attend. They were able to select multiple reasons for attendance. In total, 358 respondents selected 1,082 reasons.

58.8% say they attend STC because it is close to home. This was the most frequent response.

Approximately one-third selected good reputation, nice campus, and respected college as reasons for attending South Texas College.

APPENDIX C: DIFFERENCE RESULTS & GAP CATEGORIES

Table 3: Intake (Admissions) Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Application	.259	5.03(427), p < .0001	Small
Admissions Info: Web	.328	6.14(426), p < .0001	Small
Admissions Material: Print	.191	3.46(429), p < .001	Small
Admissions Assistance	.390	6.73(430), p < .0001	Medium

Table 4: Orientation Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
College Orientation	.099	1.55(415), p < .12	NA

Table 5: Financial Assistance Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Award Notification	.519	6.88(282), p < .0001	Medium
Financial Aid: App	.681	9.29(325), p < .0001	Large
Financial Aid: Phone	.669	7.53(265), p < .0001	Large
Financial Aid: F2F	.718	8.72(290), p < .0001	Large
Financial Aid: Web	.580	7.83(292), p < .0001	Large

Table 6: Registration Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
------------	---------------------------------------	----------	--------------

Print Schedule	.016	.254(307), $p < .799$	NA
Print Catalog	.145	2.22(274), $p < .03$	Small
Online Schedule	.252	5.01(304), $p < .0001$	Small
Online Catalog	.240	4.87(286), $p < .0001$	Small
Add/Drop Classes	.302	5.25(310), $p < .0001$	Small
Payment Options	.464	5.76(247), $p < .0001$	Medium
Payment Process	.530	6.99(263), $p < .0001$	Large

Table 7: Financial Payment Assistance Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Method of Payment	.437	5.82(221), $p < .0001$	Medium
Payment Plan Options	.615	6.89(220), $p < .0001$	Large
Business Office Assistance	.567	5.48(193), $p < .0001$	Large
Emergency Loan	.582	5.19(169), $p < .0001$	Large

Table 8: Advising Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Registration Advising	.496	5.83(267), $p < .0001$	Medium
Personal Advising	.498	5.06(202), $p < .0001$	Medium
Academic Advising	.598	6.73(258), $p < .0001$	Large
Career Advising	.557	6.02(234), $p < .0001$	Large
Program Advising	.574	6.09(236), $p < .0001$	Large
Transfer Advising	.668	6.41(189), $p < .0001$	Large

Table 9: Career Assistance Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Career Information: Web	.462	5.61(224), $p < .0001$	Medium
Job Search Assistance	.608	5.27(170), $p < .0001$	Large
Employment Internships	.707	5.99(154), $p < .0001$	Large

Table 10: Student & Learning Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Cafeteria	.344	3.77(226), p < .0001	Small
Library	.234	4.06(255), p < .0001	Small
Centers for Learning	.279	4.36(232), p < .0001	Small
Technical Support	.257	3.66(190), p < .0001	Small
Bookstore	.429	5.62(246), p < .0001	Medium

Table 11: Security Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Security	.388	5.88(231), p < .0001	Medium
Parking	1.135	9.71(236), p < .0001	Large

Table 12: Teaching & Instruction Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Friendly Instructors	.341	5.78(327), p < .0001	Small
Classroom Facilities	.232	5.01(313), p < .0001	Small
Knowledgeable Instructors	.371	6.82(328), p < .0001	Medium
Helpful Instructors	.397	6.60(329), p < .0001	Medium
Teaching Materials	.483	7.29(322), p < .0001	Medium

Table 13: Access to Information Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Access to College News	.445	6.26(298), p < .0001	Medium
Access to College Dates	.382	6.01(302), p < .0001	Medium
Access to College Events	.415	6.48(298), p < .0001	Medium

Table 14: Student Life Services

Components	Difference (Import – Satisfaction)	t(df), p	GAP category
Fun Activities on Campus	.279	3.26(228), p < .001	Small
Events for Community	.344	4.07(194), p < .0001	Small
Clubs of Interest	.467	4.29(194), p < .0001	Medium

APPENDIX D: QUANTITATIVE RESULTS (OVERALL SCALES)

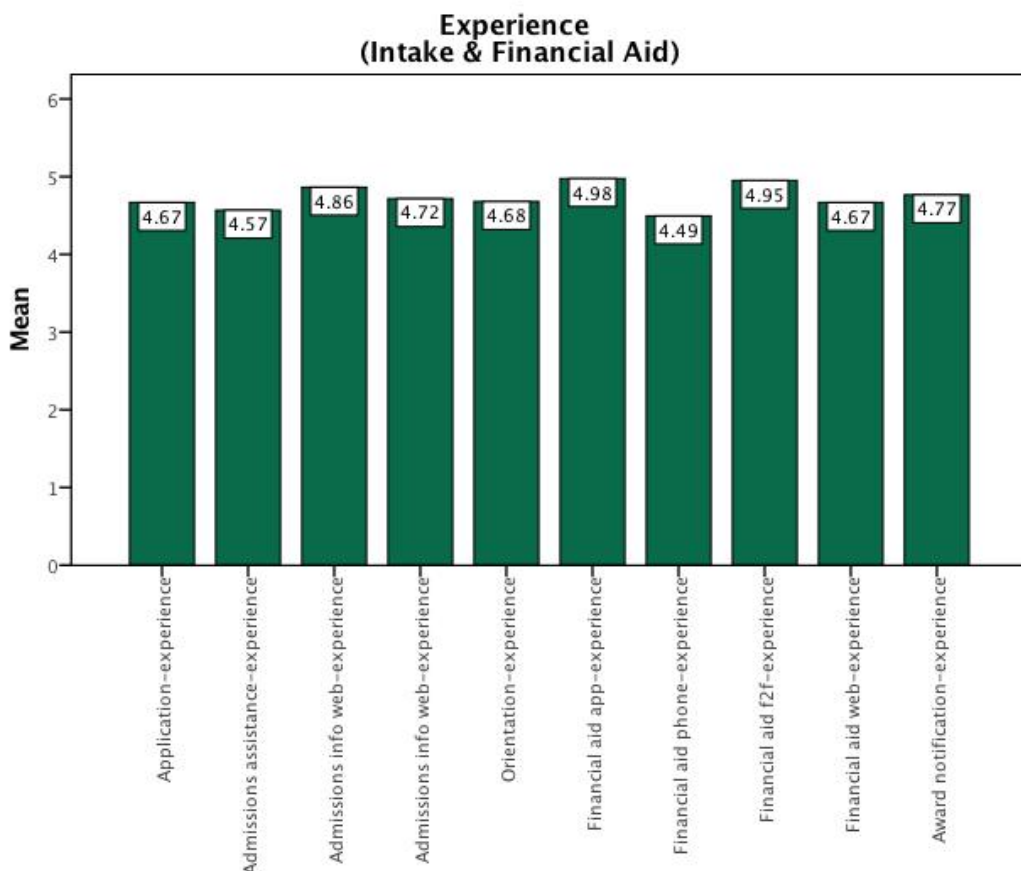
Basic descriptive results are presented below, organized into sections including experience, satisfaction, and quality of experience.

Experience Levels

South Texas College students were asked to rate how much they utilized any particular campus service. Although many services exist to assist students at every stage of their education, students don't always utilize the available services. This information can help STC learn firsthand how students perceive their experience levels with various departments. Experience level is presented in the following groupings of services.

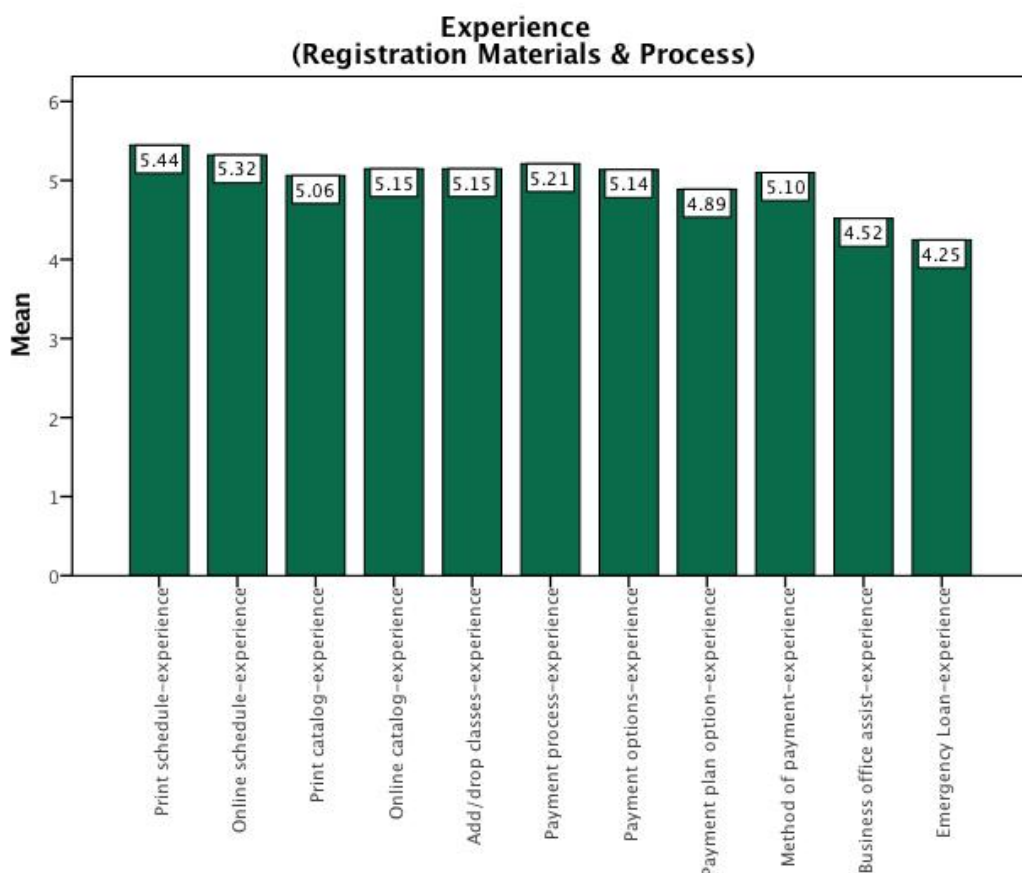
- A. Admissions/Getting into College/Orientation/Financial Assistance
- B. Registration (Materials, Timelines, Payments)/College Finances
- C. College Advising/Career Assistance
- D. Support Services/Access to Information/Student-College Life

Students rated experience with each service on the following scale: 1 = "not at all experienced," 2 = "inexperienced," 3 = "somewhat inexperienced," 4 = "somewhat experienced," 5 = "experienced," 6 = "very experienced."



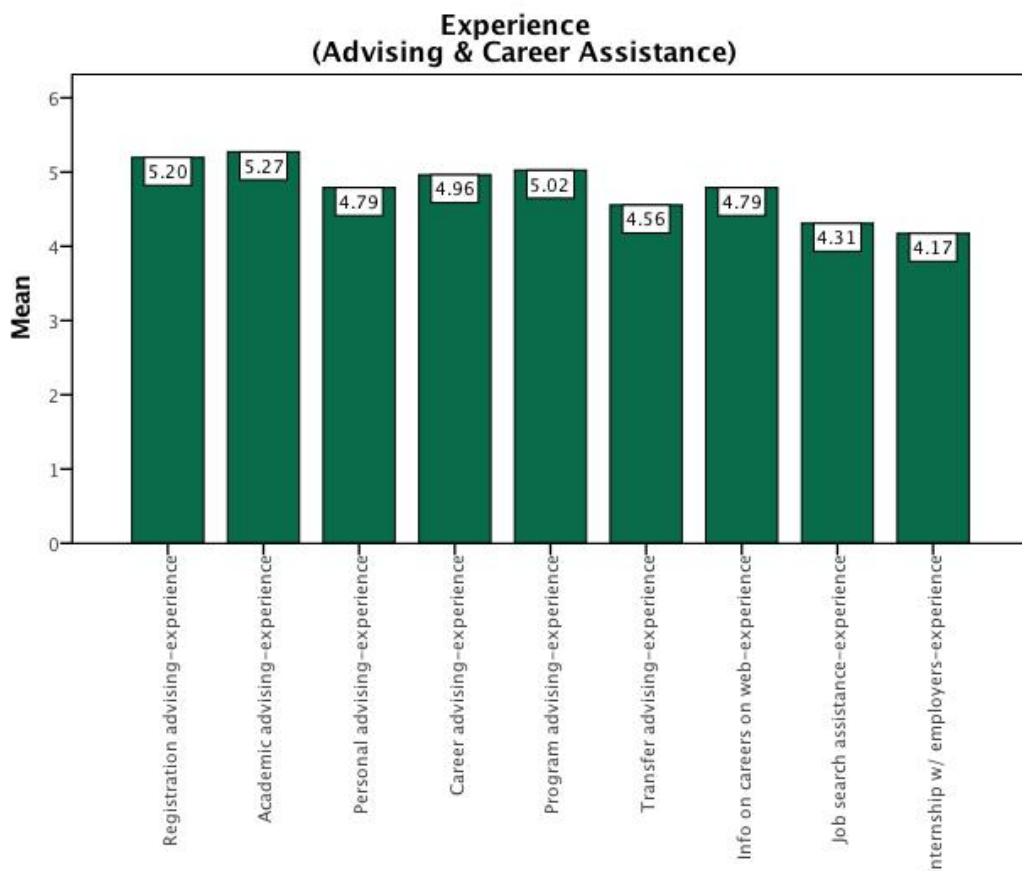
Students suggest they have the most experience with the financial aid application (4.98), followed closely by face-to face meetings with financial aid (4.95). The lowest experience rating is 4.49 or “somewhat experienced” with financial aid information by phone.

Experiencing financial aid is slightly more memorable than experiencing the application or orientation process. This is interesting to note, since most individuals are likely required to make an application to the college and complete some type of orientation.



Students suggest they have the most experience with the printed schedule (5.44), followed closely by experience with the online schedule (5.32). The lowest experience rating is 4.25 or “somewhat experienced” with emergency loans. Payment plan options, business office assistance, and emergency loans have the lowest experience ratings of the above registration and payment elements. Students are “somewhat experienced” with these elements.

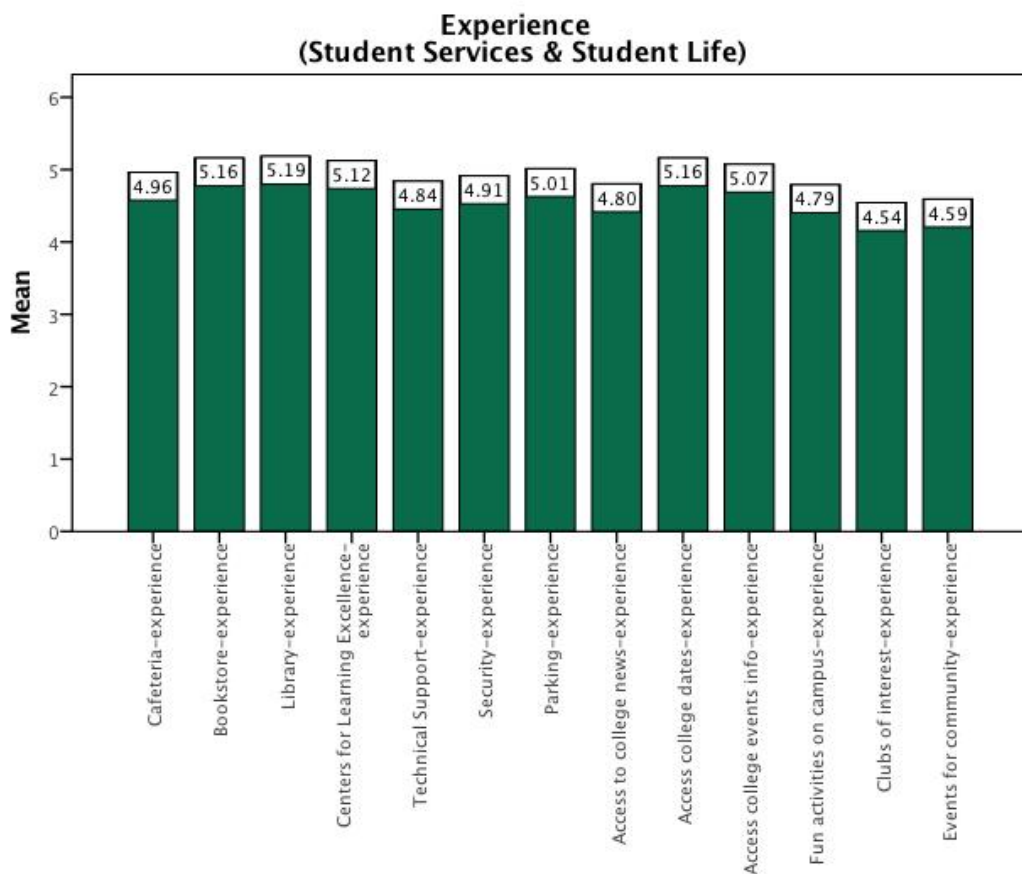
The print schedule is a well-utilized tool for students, and slightly outranks online schedule experience for students. The reverse is true for the catalog, where students are utilizing the online catalog slightly more than the print version.



Students suggest they have the most experience with academic advising (5.27), followed closely by experience with registration advising (5.20). The lowest experience rating is 4.17 or “somewhat experienced” with internship employment opportunities.

Transfer advising, job search assistance, and internship employment opportunities have the lowest experience ratings of the above advising and career assistance elements. Students are “somewhat experienced” with these elements.

Survey participants have more experience with the enrollment portions of the advising process when compared to job search assistance, which corresponds to the high frequency of survey participants who indicated they were dual-enrolled or in their first or second semester at STC.



Students have the most experience with the library (5.19), followed closely by experience with the bookstore (5.16), accessing important college dates (5.16), and the Centers for Learning Excellence (5.12).

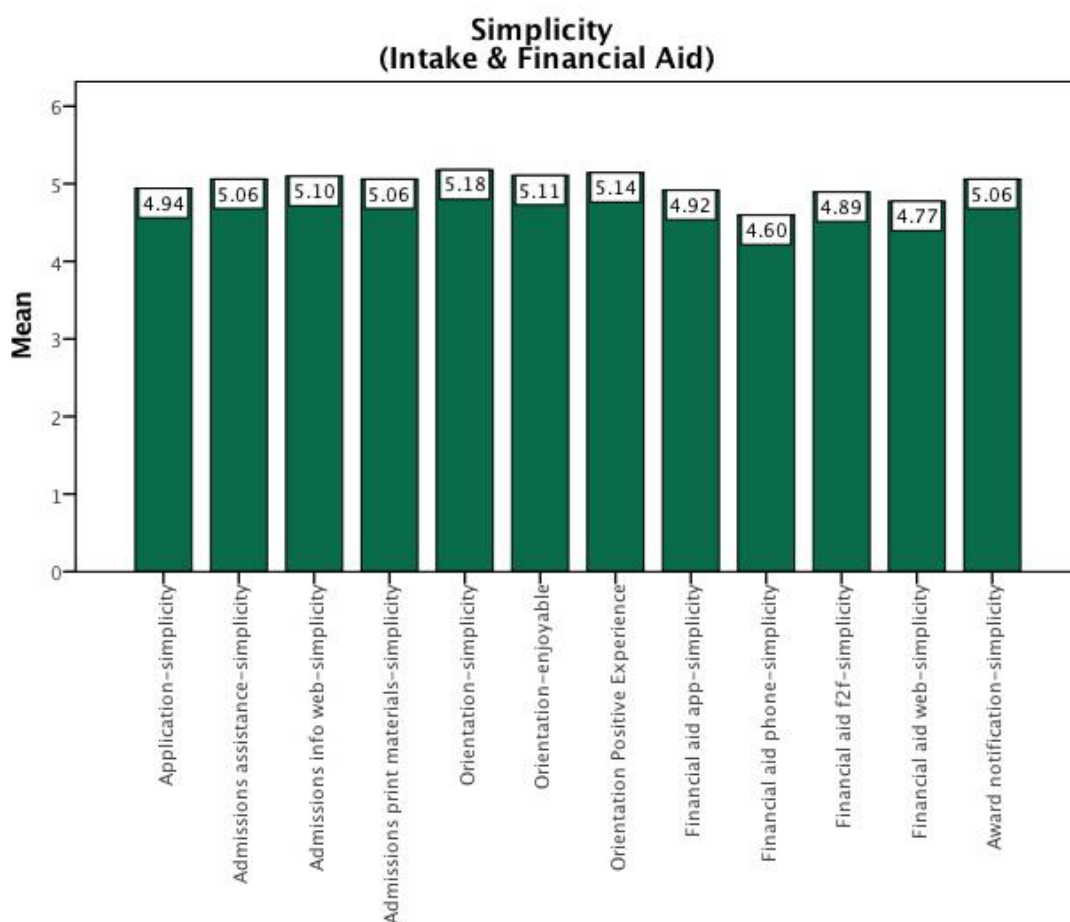
The lowest experience rating is 4.54 or “somewhat experienced” with clubs of interest. Student services are being experienced at a higher rate than students are consuming college news or accessing/seeking out information about all types of college events and campus involvement.

Simplicity/Ease of Use

South Texas College students were asked to rate how simple or easy any particular campus service was for them. Students responded to simplicity questions in the following categories:

- A. Admissions/Getting into College/Orientation/Financial Assistance
- B. Registration (Materials, Timelines, Payments)/College Finances
- C. College Advising/Career Assistance
- D. Support Services/Access to Information/Student-College Life

Students used the following scale for this evaluation: 1 = “not at all simple/easy,” 2 = “not simple/easy,” 3 = “somewhat not simple/easy,” 4 = “somewhat simple/easy,” 5 = “simple/easy,” 6 = “very simple/easy.”

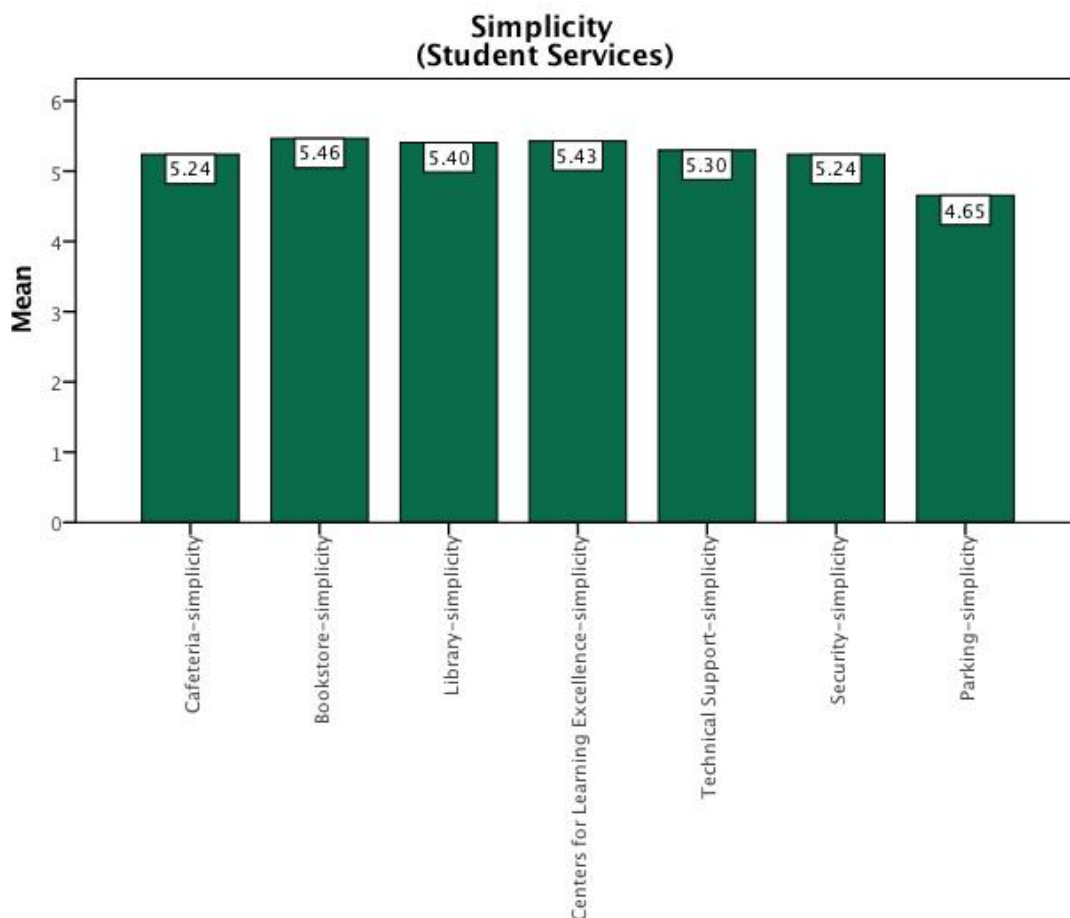


Students report orientation as the most simple (5.18), with admissions information available on the website second in simplicity (5.10).

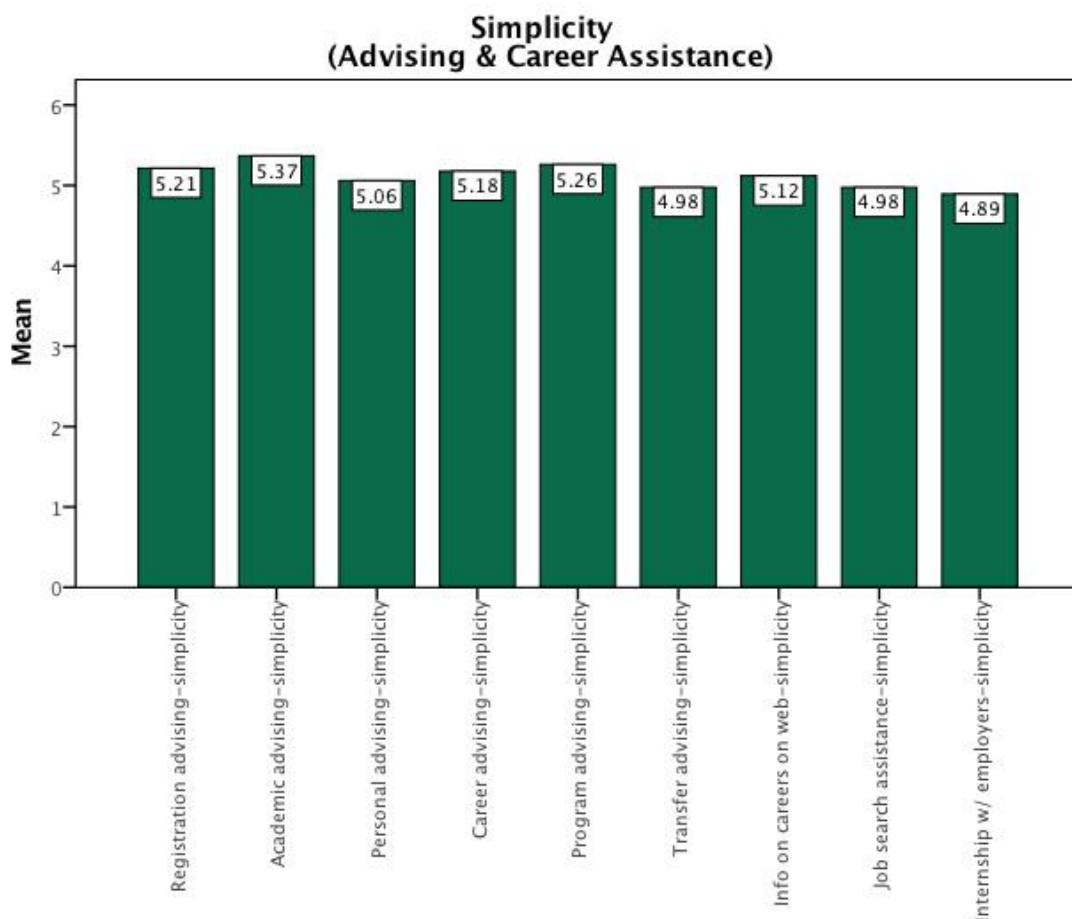
Student orientation services were seen as “enjoyable” (5.11).

Financial aid information over the phone received the lowest simplicity rating of 4.60, more closely associated with “somewhat simple” to “simple,” and similarly, the financial

aid services and information available on the website are perceived as less simple (4.77) (more complicated) than all other intake functions. Financial aid information and services over the phone and within the website are more complex for the user than admissions or orientation.

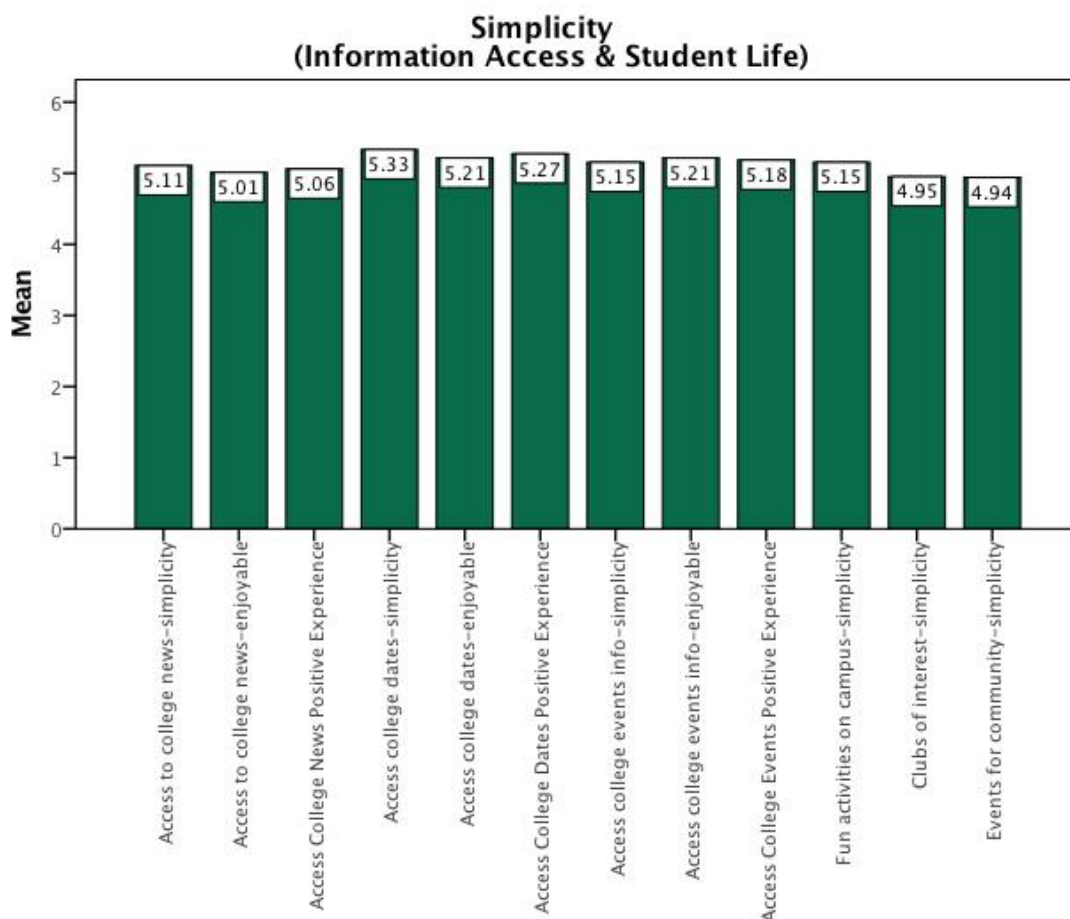


Parking is the only student service that is “somewhat simple” to “simple,” while all other student services reviewed are perceived as “simple” (greater than 5.0). The bookstore has the highest simplicity rating at 5.46 or “simple” to “very simple.” Parking concerns occupy much of student struggles and complaints.



Academic advising is most “simple” (5.37), followed by program advising (5.26). Students rated internships with employers (4.89), transfer advising (4.98), and job search assistance (4.98) as “simple” but not as high a rating as the other elements. It is likely that the students participating in the survey have less interaction with these more exit-based services.

South Texas College is offering services to students that are simple to utilize.



Clubs of interest and events for the community have the least amount of simplicity associated with them (4.94 and 4.95). However, they are still found to be “simple” for students.

Access to important college dates, college news, and college events information is both simple and enjoyable for students. (All results range from 5.01 to 5.33, or “enjoyable” or “simple.”)

Promotion of clubs of interest and events for the community lags slightly behind in simplicity when compared to access to college dates, news, and events for those individuals looking for student life and campus involvement information.

Satisfaction Levels

There were eleven main areas of student experience where importance and satisfaction were measured. The areas were:

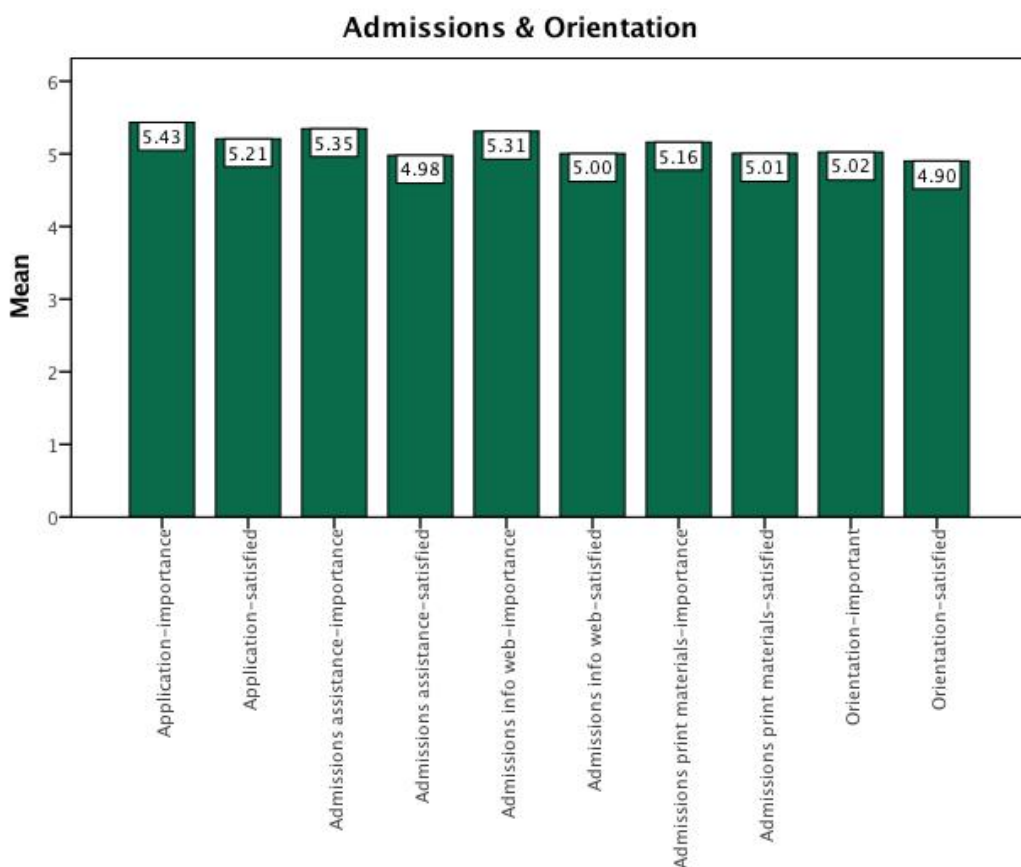
- A. Admissions/Getting into College
- B. Orientation
- C. Financial Assistance
- D. Registration (Materials, Timelines, Payments)
- E. College Finances
- F. College Advising
- G. Career Assistance
- H. Support Services
- I. Teaching/Instruction
- J. Access to Information
- K. Student/College Life

The ratings scales for Importance and Satisfaction were:

Importance: 1 = *“very unimportant,”* 2 = *“unimportant,”* 3 = *“slightly unimportant,”* 4 = *“slightly important,”* 5 = *“important,”* 6 = *“very important.”*

Satisfaction: 1 = *“very dissatisfied,”* 2 = *“dissatisfied,”* 3 = *“slightly dissatisfied,”* 4 = *“slightly satisfied,”* 5 = *“satisfied,”* and 6 = *“very satisfied.”*

Getting into South Texas College and Orientation



Overall, students are “satisfied” with the application process, admissions assistance, and admission information both on the website and in print materials. Satisfaction scores ranged from 4.90 to 5.21.

Application received the highest importance rating with 5.43 or “important.” All remaining items were also rated as important, with the lowest importance rating being 5.02.

There are no areas where satisfaction outweighs importance for admissions measures (i.e. exceeds expectations).

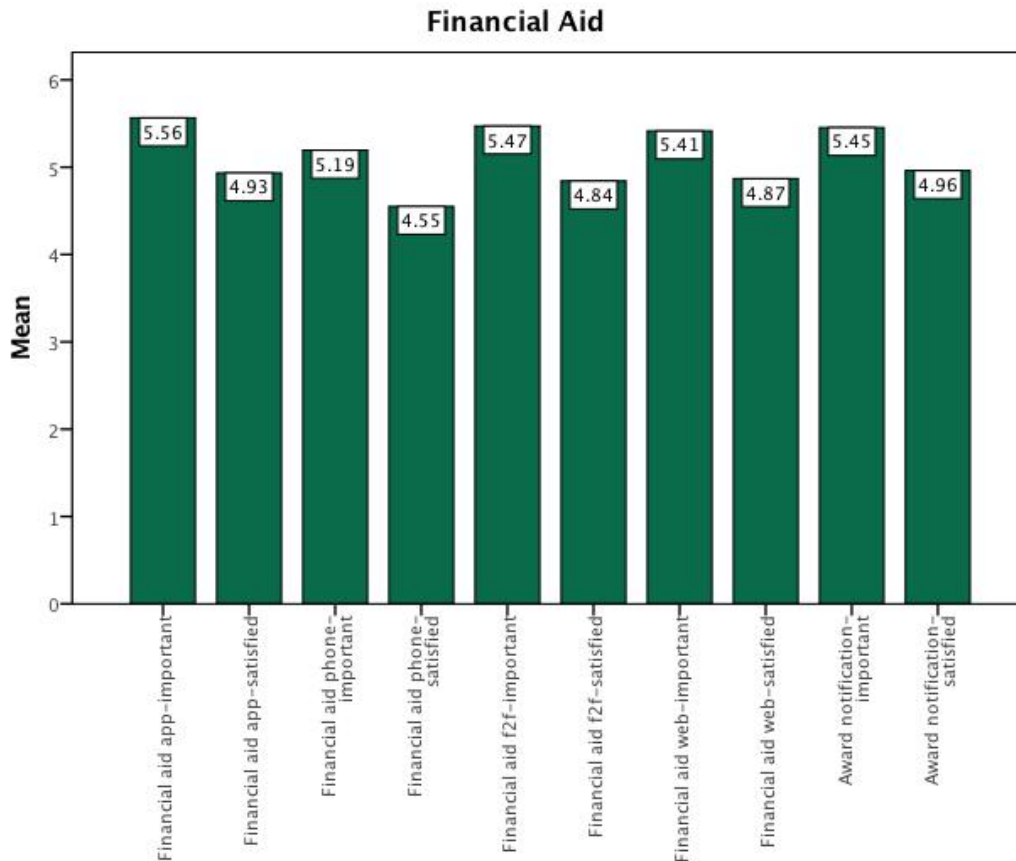
The lowest satisfaction rating for these elements is admissions assistance with 4.98 and orientation with 4.90, which equates to “satisfied.”

Orientation is also “important” at 4.995.

Orientation is the measure closest to meeting student expectations, where the difference between satisfaction and importance is less than 0.10.

Generally speaking, students are satisfied with the overall intake and orientation process.

Financial Aid



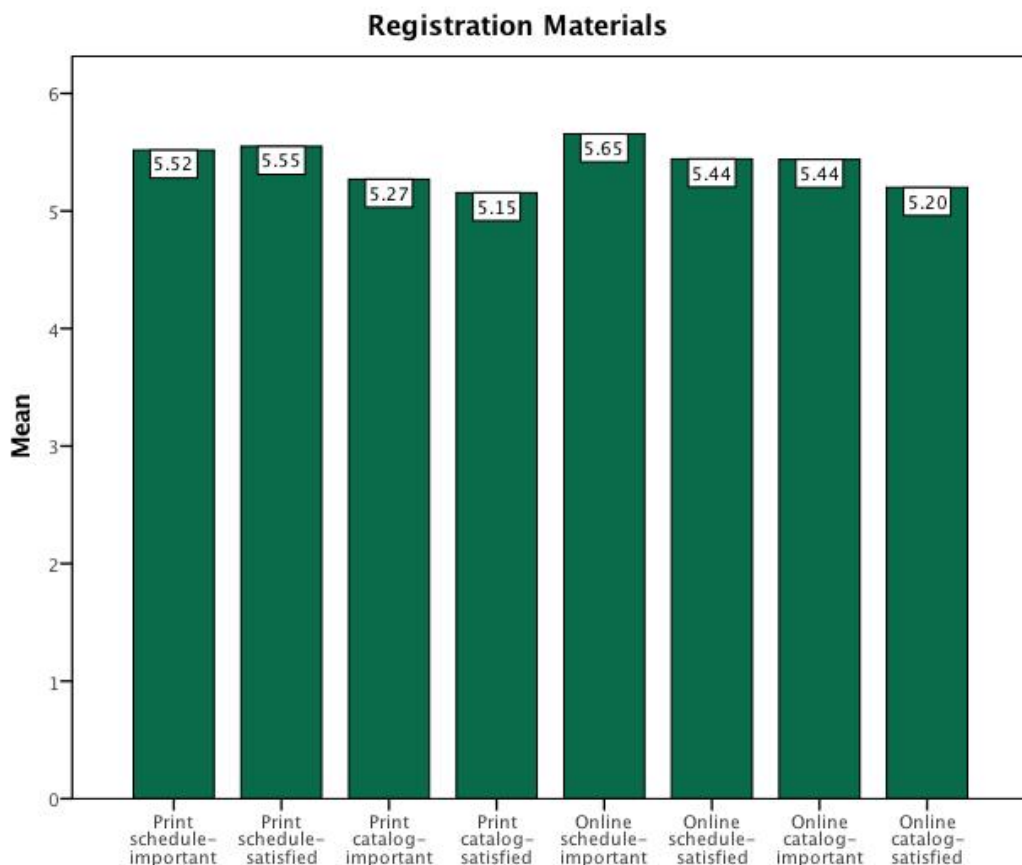
The financial aid application process is seen as the most important element, followed by face-to-face financial aid appointments, award notification, and financial aid information on the website.

Participants were most satisfied with award notification and the application process, with rankings of “satisfied.”

Financial aid assistance by phone rated “important” on the scale and slightly less important than the other elements measured. Assistance by phone also received the lowest satisfaction rating of 4.55, which is nearly in the middle between “slightly satisfied” and “satisfied.”

Financial aid is always a target in student satisfaction surveys because they are one of the departments that often say “no” to students. Telephone counseling on financial aid seems to leave recipients with more negative feelings about their experiences.

Registration



The online schedule was rated as the most important element at 5.65, between “important” and “very important.”

The print schedule was rated as the second most important element at 5.52. The print schedule also achieved the highest satisfaction rating (5.55), between “satisfied” and “very satisfied.” The print schedule also slightly exceeds expectations, as satisfaction outweighed importance by 0.03.

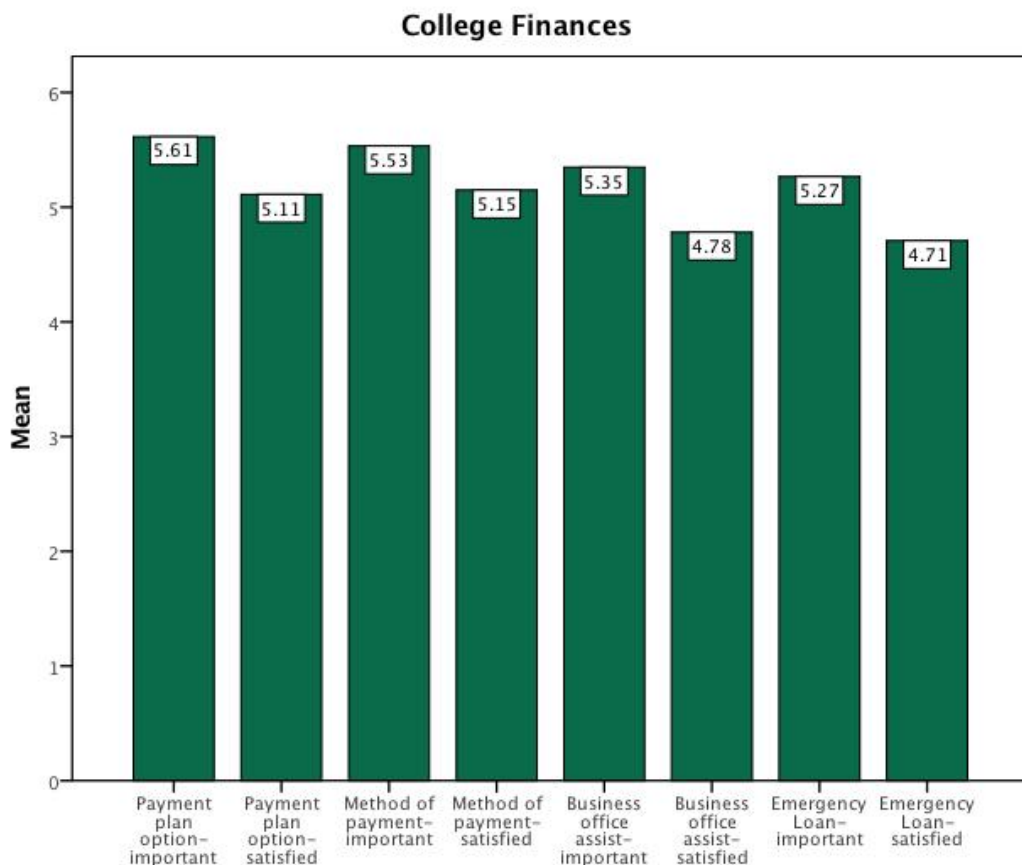
The printed catalog received the lowest ratings for this element grouping, although all ratings are still high within the “important” and “satisfied” levels.

Generally, students are satisfied with the information they receive, both in print and online, as it relates to the schedule and catalog.



The add/drop process and the payment process were rated as the most important elements, at 5.60 between “important” and “very important.” Students felt the most satisfaction with the add/drop process for this group of elements. However, all elements rate high within the “important” and “satisfied” levels.

College Finances

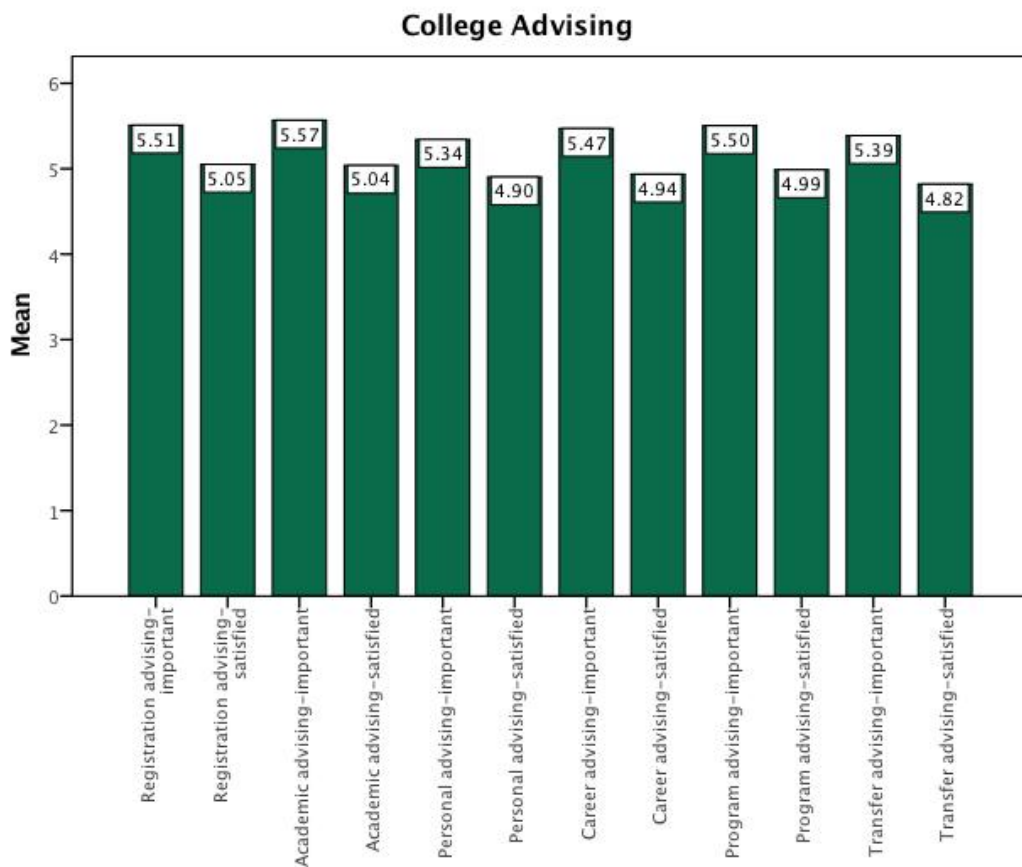


The payment plan options rated as the most important element at 5.61 or “important” to “very important.”

The remaining financial elements are all considered “important” by students.

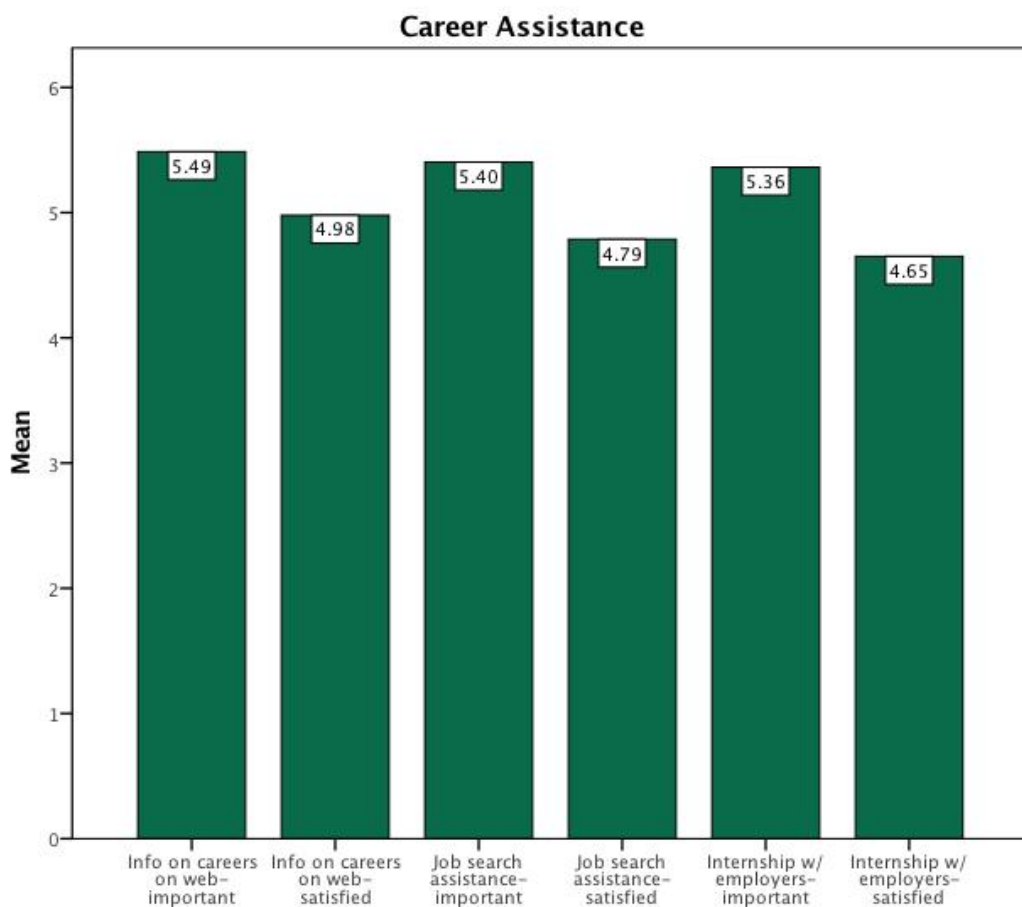
Business office assistance and emergency loans received some of the lowest satisfaction ratings of the elements in question, however these elements were still rated “slightly satisfied” to “satisfied.”

College Advising Services



Academic advising, advising during registration, and program advising were the most important elements and ranked as “important” to “very important.” Career advising could also be grouped with these highly important services. Registration advising received the highest satisfaction rating among these elements, with a rating of 5.05 or “satisfied.”

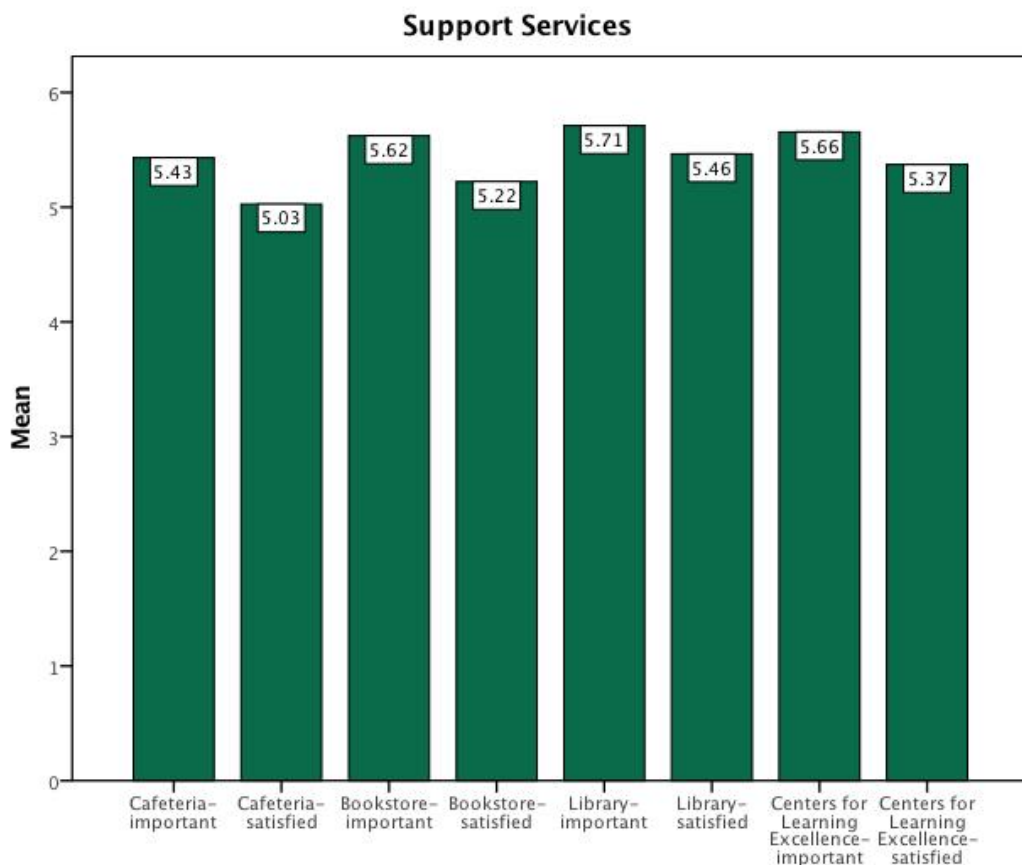
Career Assistance



Information about careers on the website is “important” to “very important,” with a value of 5.49.

Satisfaction levels on all three measures range from “slightly satisfied” to “satisfied.”

Support Services

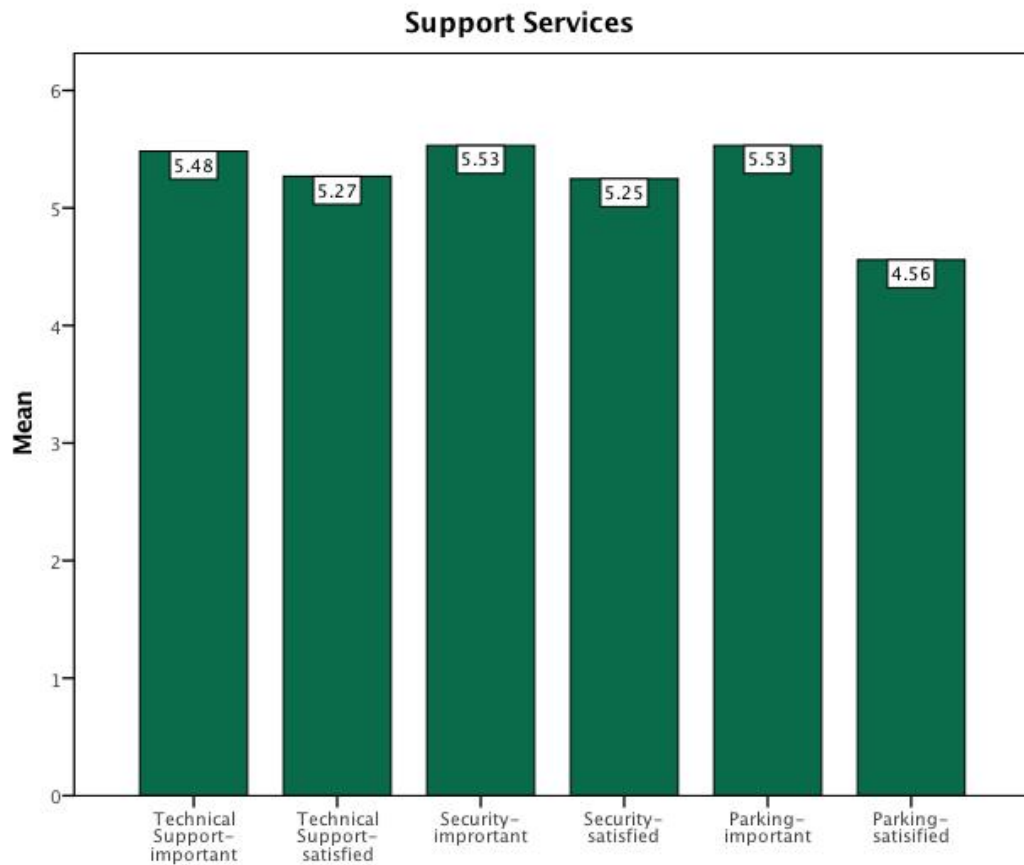


All of these support services are viewed as “important” to “very important.”

The library was found to have the highest importance rating of 5.71, nearing “very important” on a six-point scale. The library also had the highest satisfaction rating at 5.464, or “satisfied” and approaching “very satisfied.”

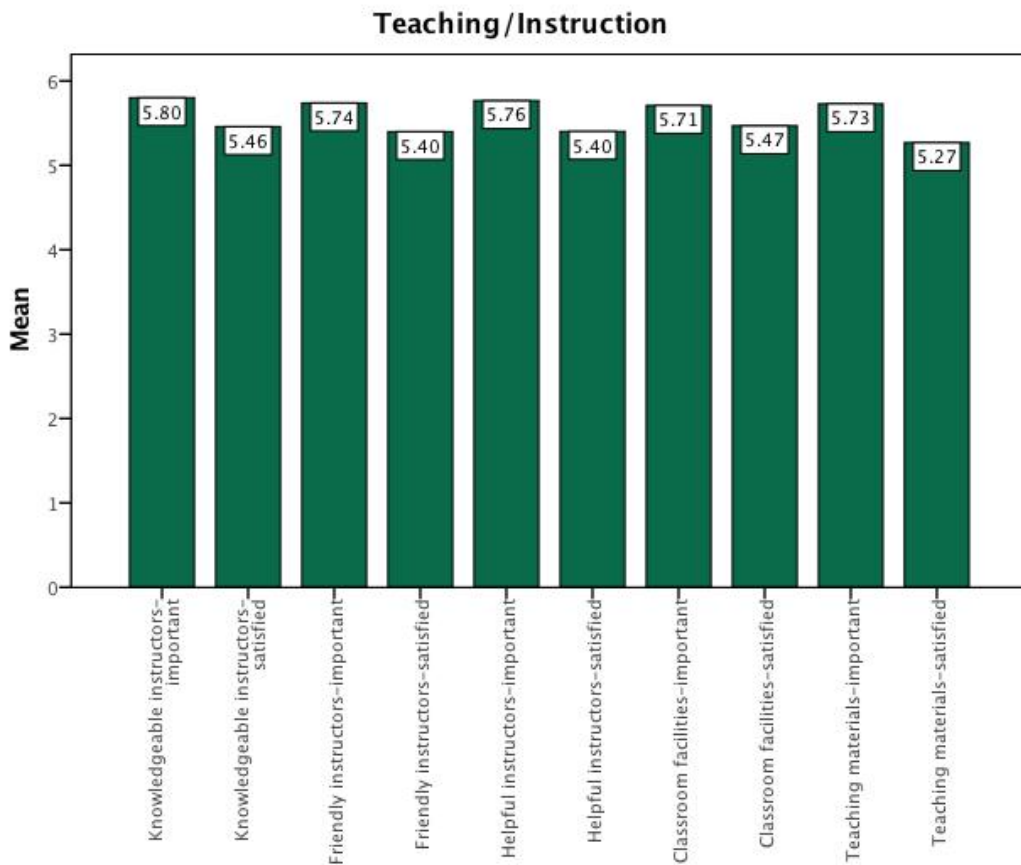
Centers for Learning Excellence and the bookstore received the second and third highest importance ratings for this category.

Satisfaction levels on all four measures range from “satisfied” to nearly “very satisfied.”



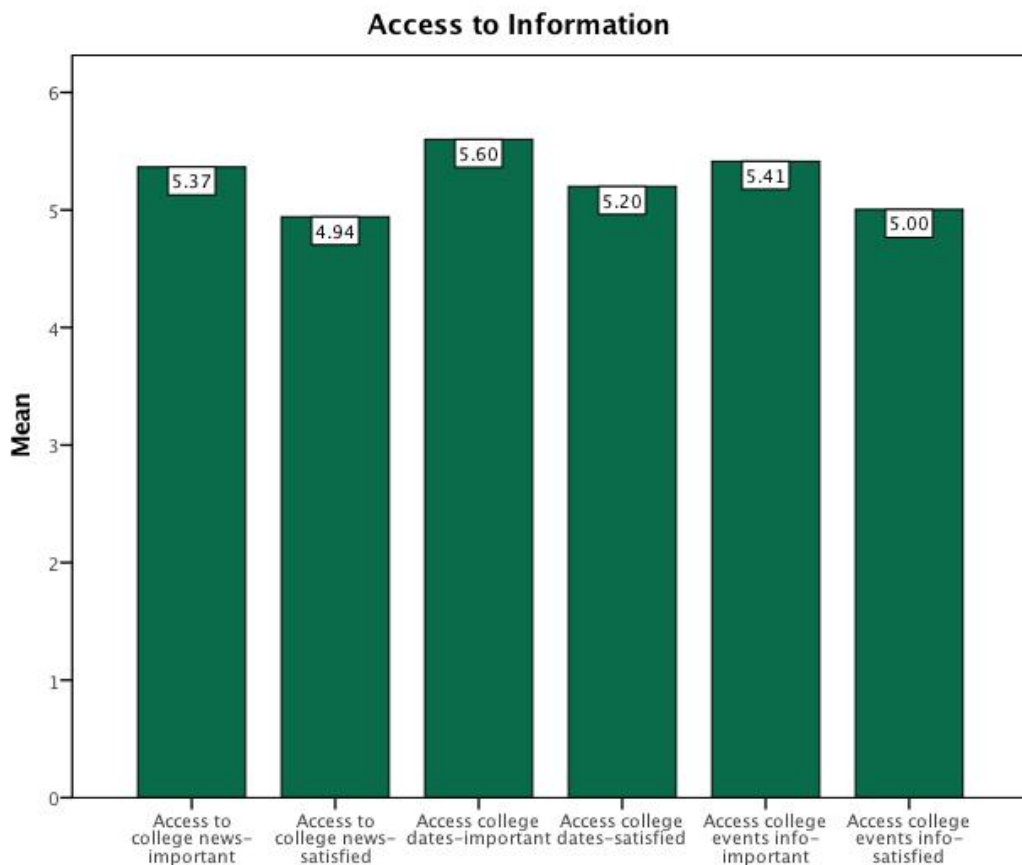
Security and parking received the highest importance rating (5.53) for this chart. Within support services (additional measures on previous page), security and parking come in lower than the bookstore, library, and Centers for Learning Excellence for importance.

Teaching/Instruction



All of the elements of teaching/instruction are viewed as nearly “very important” (5.7 to 5.8), with knowledgeable instructors as the most important at 5.8. Students are “satisfied” with all five elements of teaching and instruction.

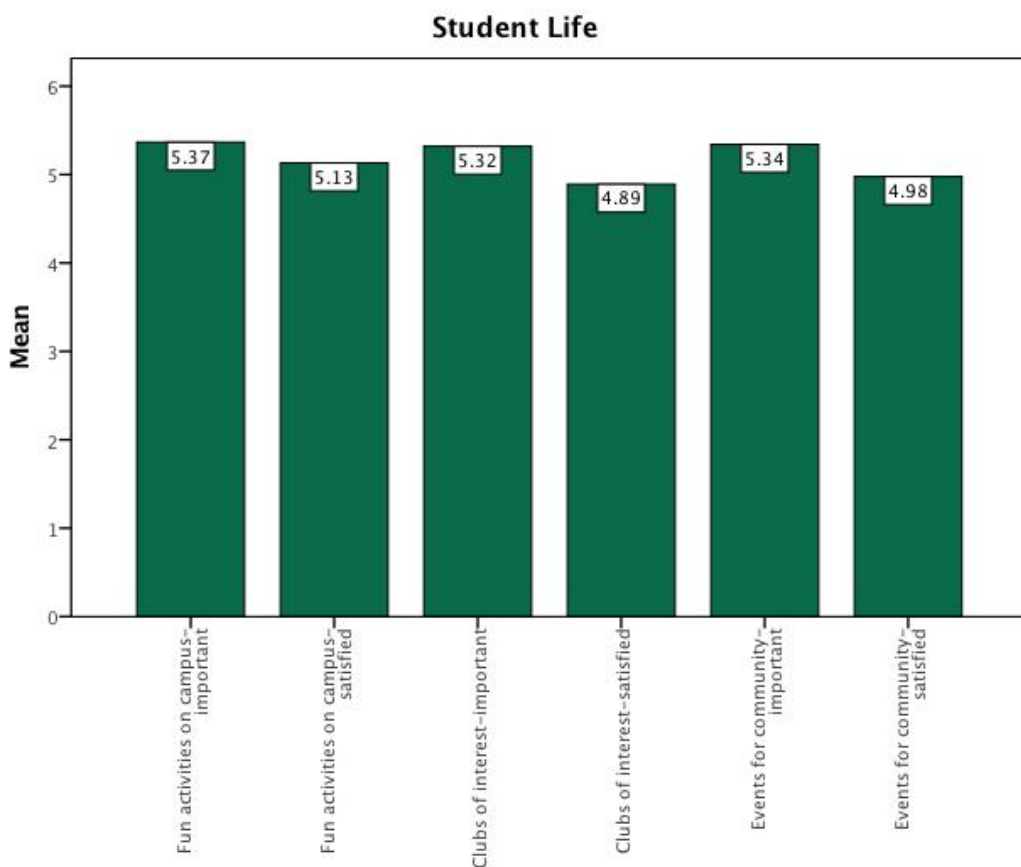
Access to Information



All of the elements of access to information are viewed as “important” (5.37 to 5.60), with important college dates as the most important at 5.60.

Students are “satisfied” on all three elements of access to information.

Student Life

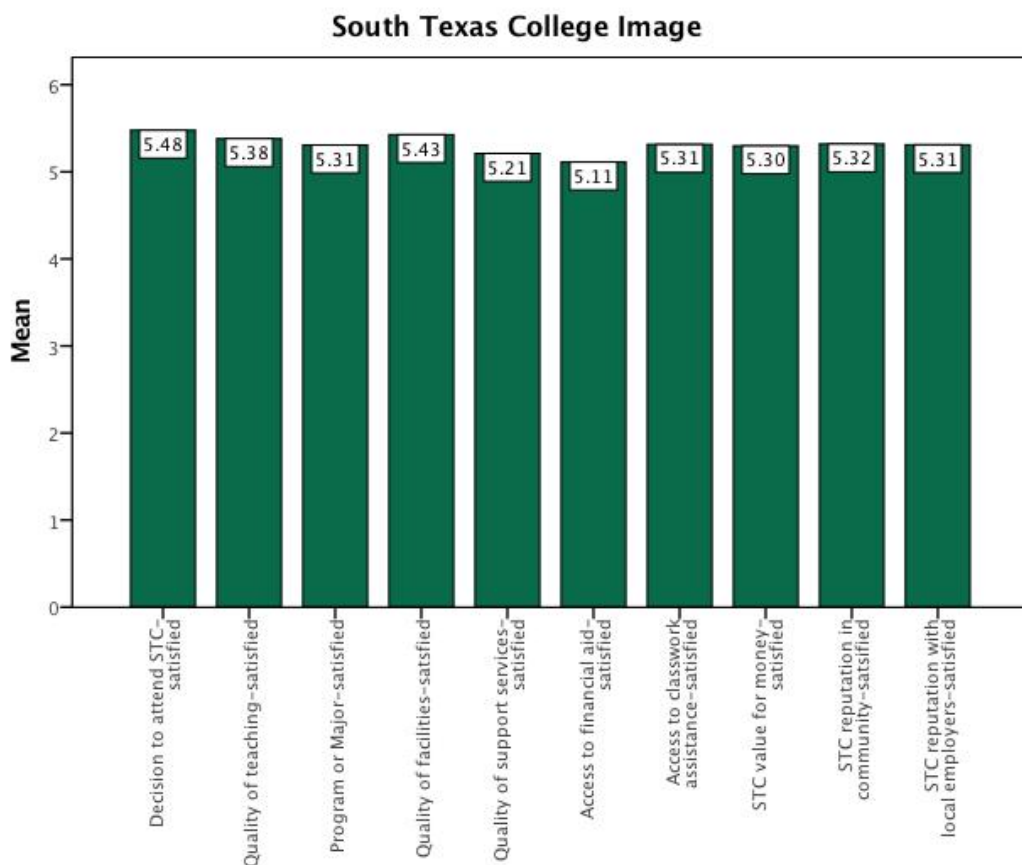


All of the elements of student life are viewed as “important” (5.32 to 5.37). Students are “satisfied” on all three elements of student life.

Final Thoughts

College Image

Satisfaction: 1 = “very dissatisfied,” 2 = “dissatisfied,” 3 = “slightly dissatisfied,” 4 = “slightly satisfied,” 5 = “satisfied,” and 6 = “very satisfied.”

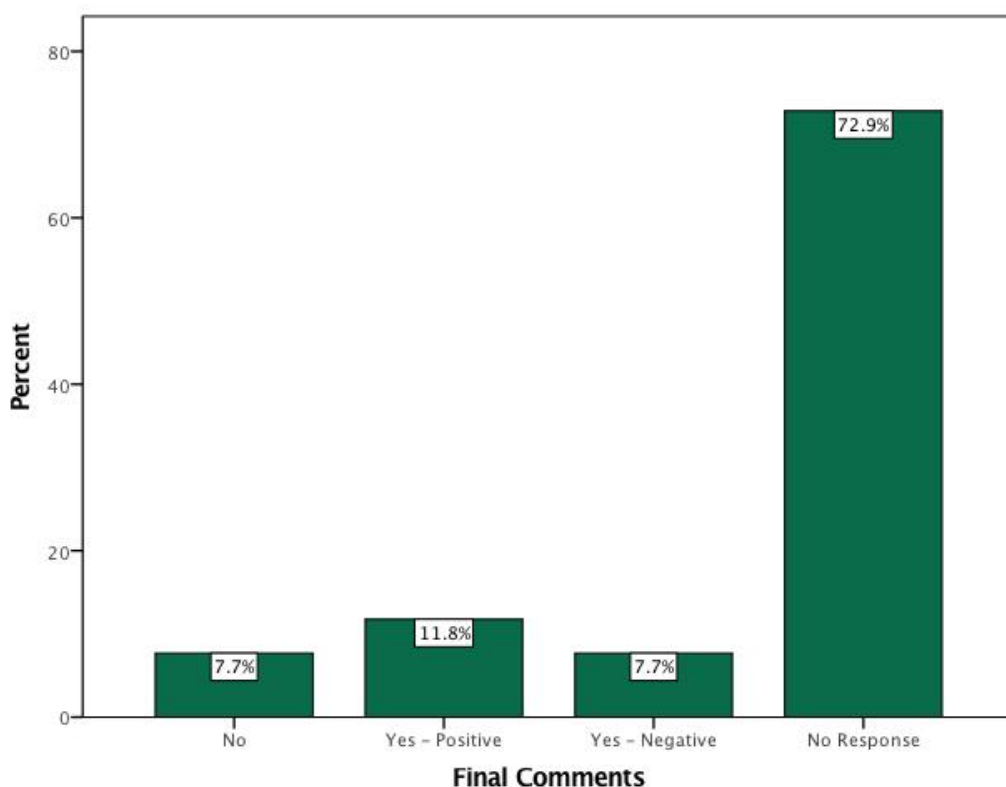


Students are “satisfied” with all ten elements of the college image summary question. These elements included the decision to attend STC, quality of teaching, program/major, quality of facilities, quality of support services, access to financial aid, access to class work assistance, value STC offers for your money, reputation of STC in the community, and reputation of STC with local employers.

Students are most satisfied overall with the decision to attend STC and the quality of facilities.

Final Comments

Are there any comments you would like to make about your experience with STC? If yes, what are they?



85 students (approximately 19.5%) had additional final comments they wished to share. Of these comments, approximately two-thirds were positive and one-third were negative. Comments negative in nature largely spoke of parking conditions, desire for more bachelor's degrees or other program offerings, more flexibility or hours for access for places such as the library, or included specific details about a perceived negative experience with an office, department, or program.

Positive comments centered around overall appreciation of the experience provided at STC.

Summary of Comments

Final Comments

Negative Final Comments

Advisors should take the time to communicate with the student. Enrolling in college is a huge step for someone my age and it was made very difficult. Some of us students are also High School students and would like to have a bit more flexibility with college. I know that college is a key for our success but we cant control everything that comes in our way and have to make a lot of sacrifices.

Full semester classes were designed to be less stressful than summer semesters. However, this fall 2018, all class assignments, discussions etc. are due weekly instead of giving us time to read and understand the concept (2-3 week time frame). Needs work.

Hire better instructors that test on material they teach and who do not contradict themselves when you speak with them.

Improve the amount of parking available on campus and the classroom facilities.

more parking; Nice reputation, excellent facilities, but it could have a better parking lot; parking needs to be more efficient for student/staff maybe a revision of parking lots and space distribution

Please making parking lots like the ones at the mall, I promise you if you start asking or take a poll or something like that everyone will agree and say we need more parking

The campuses have improved a lot, The services are great, my only comment would be that the library at NHA closes early. Parking at pecan is always a hassle; parking again is terrible, updates about school closures, news, updates via email and text are great. keep up the good work.; Yes. We need better parking and make students pay for parking permits!

Everything is excellent, just not the Parking conditions, hardly any parking. Also, something needs to be done about the students that park outside the exists at Mid-Valley Campus! I almost got hit by a car because I couldn't see a car that was coming!

OFFER MORE ONE DAY CLASSES

It would be nice if STC offered more bachelor degrees in the health profession Since my major is Engineering, I would like that there is more coverage to the different areas of engineering. Also, that articulation agreements of the different Universities were reviewed more deeply, since STC is a college that grows and change rapidly.

Yes, please make a way to allow the NAH or Pecan libraries to be open 24/7 like most libraries at other colleges. It is so hard to find a safe place to study at night. Please keep the library open or make a study hall like building where we can all study 24/7 without having to worry about safety or Wi-Fi going down.

I have a great experience with STC. I just believe that staff in library and CLE in Starr County Campus should be reduced. Their job lacks performance and

it creates not a learning environment. There is good staff, but majority are abusing their position.

You should have more local events where people gather more. Per say a summer camp or something alike.

yeah, some of the computers in the C building labs don't work.

THE SCHOOL NEEDS TO PROVIDE MORE AFFORDABLE PAYMENTS FOR CLASSES,

The BAT MHSM program has some great instructors like Dr. Ruben Flores, Dr. Daniel Montez, Dr. Edwin Tamayo and Dr. St. Pierre. Dr. Benito Garza never responds to his e-mails promptly. His syllabus is very general and many students don't know what they want from him. His course content does not prepare me management.

More flexibility with having to go to campus for online classesshouldn't have to

I wish the professor would look beyond the minds of simple teen sophomores. What are they going to do to implement instructors tolerance of students political views and ideas?

two semesters ago I had a complain about a professor and emailed the director of the campus. My complain was the length of time he too grading assignments up to two or 3 weeks, we never knew where we stood. Nothing ever got done. Why? If you cant voice your concerns whey do you promote it ?

I only wish they offered more bachelor programs so I wouldn't have to transfer.; I enjoy it being close to home, I just wish STC had more bachelor options ; I think STC should offer more evening classes and more bachelor programs.

I have had bad experience. some instructors are there to help you. others they don't.

Good but with no traditional students the STC does not answer nothing expand the nursing allied campus

The ADN program should not be a place to torture people, I understand that it has to be challenging, but I have had 6 exams in 2 weeks, that is not teaching me anything, nor is giving me retention of information to care for patients. Just because past generations have gone through it does not make it right, and the student does not have a voice in this school.

When I first registered and spoke of my veteran status at the Veteran's Office, no one spoke to me of vocational rehab for classes. This would've saved me thousands out of pocket dollars. I had to pay for my classes and books out of pocket. Then of course needing to be on payment plan, I couldn't afford books up front so had to wait. Played catch up. Then in spring I went to the same person I had the 2 semesters before that had registered me to drop a class. She told me she would take care of it. She didn't. I got stuck with an F that I had to force the college to take responsibility for as it was there fault and then waited for them to fix it before I could then apply for VA benefits and financial aid. This took quite a while and of course after not having known and the staff dropping the ball, they want to give me instructions after the fact like they're

doing me a favor. I again had to wait for everything to get cleared up and when it did, the financial aid office didn't even notify me. I checked an obscure email almost two wks. after they'd ok'd it and I almost couldn't accept it. Why ask which email is easiest to contact a student if you don't follow the response? Once I did accept it and could finally purchase course material to do my work, one teacher had already dropped me. That affected my enrollment. Again, people wanted to help me after like they were doing me a favor. I have had to play catch up again now 6 wks. behind and am struggling because of it. This is causing me to have to drop another course which I will now have to pay back the government for something out of my control. I have PTSD from the military and huge anxiety and have to test in the testing center. They lost my tests to which I was given the oh well too bad routine. Turned out it was under Garcia rather than Hernandez. My Professor had to go and yell at them. Tutoring is a joke. There's a guy there who vapes indoors while he's supposed to be helping students. Bunches of 15-16 y.o.'s running the halls and yelling like kids. The students who take their work seriously and want to concentrate are the ones who suffer. This college got it's money. They don't care about us. Only bringing in more funding. This place is a joke, a mistake I made and the worst I've ever heard of. I have been hindered more than helped and will not be finishing here. Parking is stupid. You have millions to build a new building but still have a dirt lot. There is only a minute fraction of people that finish here and I now completely understand why. You have kids, staff and administration that doesn't care but of what money's they take home. The cafeteria is good. They do a very good job. The teachers care. About the only good things to say about this pit.

Positive Final Comments

All is ok, Thank you

Amazing school that needs work in hiring additional assistance.

As a first time student, I am very impressed and pleased. I would like to tell all the staff that helped me and guided me a big Thank You! You guys do make a difference in every student that crosses your path, whether they understand it or not.

Everybody is extremely helpful. It's an awesome college.; everyone is always so nice and helpful; good experience (2)

How friendly the environment was, I loved my experience at stc, I would not change a thing

I believe that STC is a great community college and with great courses online. If we commit ourselves to something we can do it.

I do not have financial aid because my classes are already paid for because of my early college high school.

I do not physically attend STC, but I take STC dual classes here at my high school campus.

I enjoy attending STC, great staff and a very friendly environment.

I enjoyed the opportunity provided by STC for me throughout my high school education.

I feel like STC has been and is a great place to start your academic journey.

I have been having a pretty good online experience at STC with the professors and the Blackboard set up through Jagnet.

I have had a great experience with STC, because I've had no trouble whatsoever.

I have had an overall good experience at STC I am almost done with the radiology program and the faculty and staff has done their best to help me along the way

I love how helpful and enjoyable the instructor made my time at stc. I've had tough instructor before but after following my true passion my time at stc didn't feel like school.

I think STC has tried to involve many students into activities as much as possible but they have to help more people to strive for free education.

I truly look forward to when the BSN program will be offered at STC.

I wish college could be free!!

I would just like to say how surprised I am with the campus. I transferred over from a different college, and if I had been more aware of STC when I was younger, I would have attended right after high school. I think STC needs to advertise themselves more in the lower valley and really showcase what it has to offer students who maybe can not afford to go out of the valley to obtain their college degrees.

I'm glad I chose STC, it has been so good to me. And my instructors are amazing!

is and incredible and enjoyable experience

It is a very nice experience because you are able to meet a lot of people. Also, it is good to join clubs because we have the opportunity to get more involved.

It is a very good community college. I like the way college life is and they way activities are.

It was enjoyable the whole time I was here. Usually had evening classes but always felt safe.

It's an amazing school, very satisfactory, extremely standard but makes it's self stand out from the rest.

It's easy to apply, really beneficial, and I would recommend it to anyone in the Rio Grande Valley.

It's been the best experience.; Nothing, everything was a great experience.;

Overall satisfied with STC.; There is nothing to complain about STC; it was my best college experience ever

its been so nice as transfer student they do a better jobs than bigger universities

My experience with STC has been great I have had the opportunity to make new friends, use many resources from the library, and further peruse my career.

Online classes are great

STC is just as a young child , that in the future it will become a greater man, a symbol of greatness for him and his community. But until now there a long path to walk, there is no such thing as impossible whenever theirs and attempt STC has been the best place for me to start my journey into the college world, making it easy to understand the process to getting associate degree

STC has great instructors and facilities with all the resources you need, so what I can say about my experience at STC is AMAZING because no matter what STC can always help you find your way through your career and help you find the guidance you need to graduate.

STC is a wonderful college the professors make sure that the students learn the material at hand.

STC is a wonderful school that everyone should consider attending

STC was a growing experience in which I met excellent professors that came from different areas and just wanted to spread the knowledge. I am grateful and thankful to have teachers like those in STC.

The 8 years I have been attending (on and off due to personal matters), have been good. I love the class sizes and the attentiveness and interest most of my instructors have in their given subject.

The CLE is great.

The library renovation was great, thanks lots of space. This study should be done every semester to understand the students that care and take their time answering questions.

The pecan campus in general is a really nice place with fun activities going on almost every week and really nice and supportive staff and teachers. Though the classes may tough at times, I'm glad this was the first college I decided to attend and I am grateful for all the financial help I have received to come here.

The staff and my professors have made me feel more at ease with my decision of going back to school after 35 years

This is honestly such an outstanding college campus and with a very affordable price of tuition plus materials.

To me this was a great opportunity , I enjoyed and learned in every course I had in the program.

Valley Scholars Program at STC is amazing, it offers many opportunities to students and our VSP advisors are always there to help with whatever needed Very nice teachers and great at what they do; Well I love the staff and teachers

Very well organized campus! They know what they're doing and get a great response when a question is asked.

Where do you go when you have difficulties at STC?

Summary of Comments

Comments	Frequency	Percent
Advisor/F Building	25	20.3
CLE	17	13.8
Instructor/Professor	16	13.0
Counselor/K Building	9	7.3
Online	9	7.3
Admissions	8	6.5
Parents/Home	8	6.5
Student Services	8	6.5
Depends/No Needs	7	5.7
Administration	6	4.9
Don't Have Anyone	5	4.1
Library	5	4.1
Total	123	100%

Advisor was the most frequent response for students seeking assistance with difficulties. The depth of response in the table indicates a variety of campus options known and available to students.

APPENDIX E: QUANTITATIVE RESULTS (SUPPORT SERVICES)

The following charts illustrate basic descriptive results across the following scales by support services:

Experienced: 1 = “not at all experienced,” 2 = “not experienced,” 3 = “somewhat inexperienced,” 4 = “somewhat experienced,” 5 = “experienced,” 6 = “very experienced.”

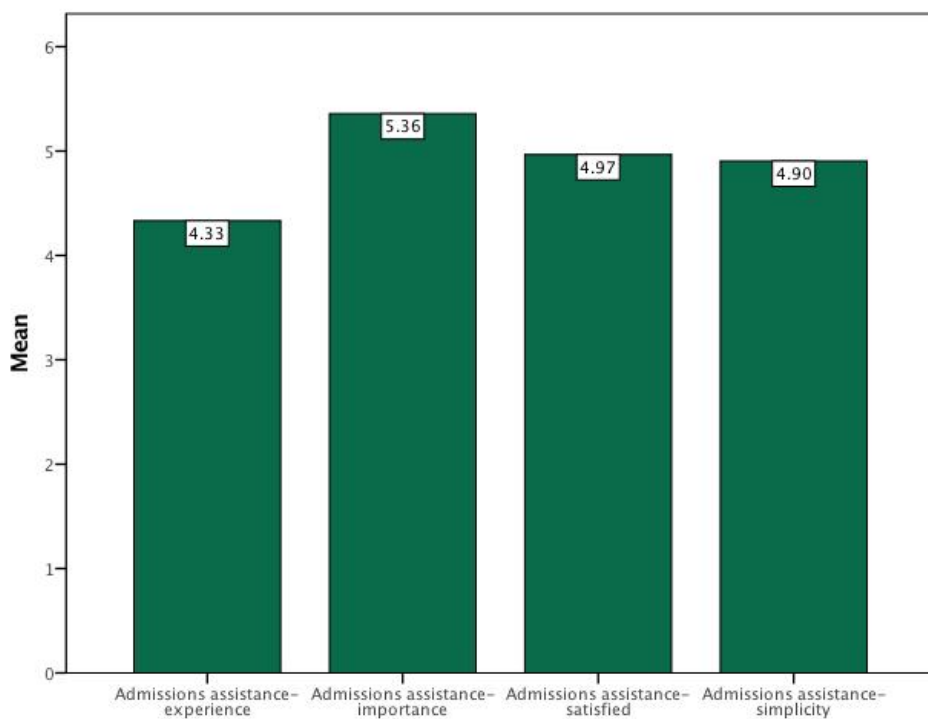
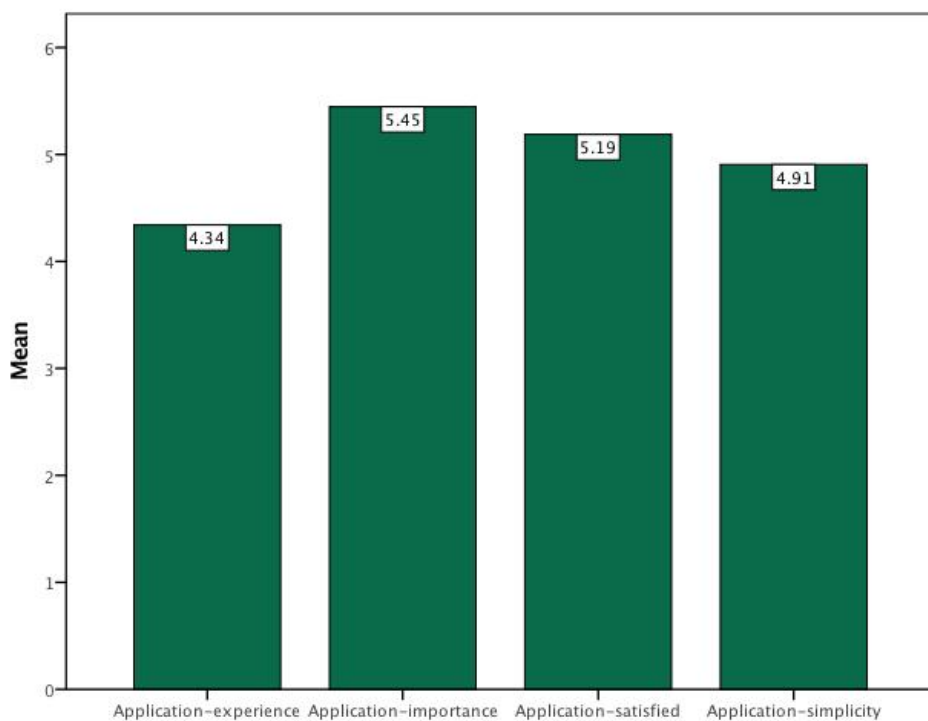
Importance: 1 = “very unimportant,” 2 = “unimportant,” 3 = “slightly unimportant,” 4 = “slightly important,” 5 = “important,” 6 = “very important.”

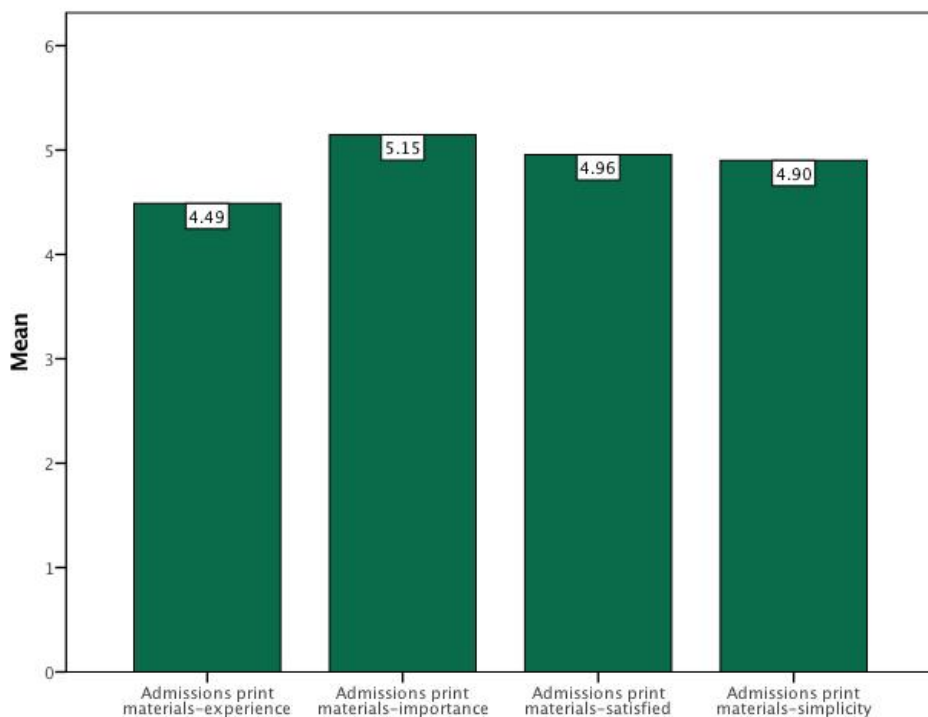
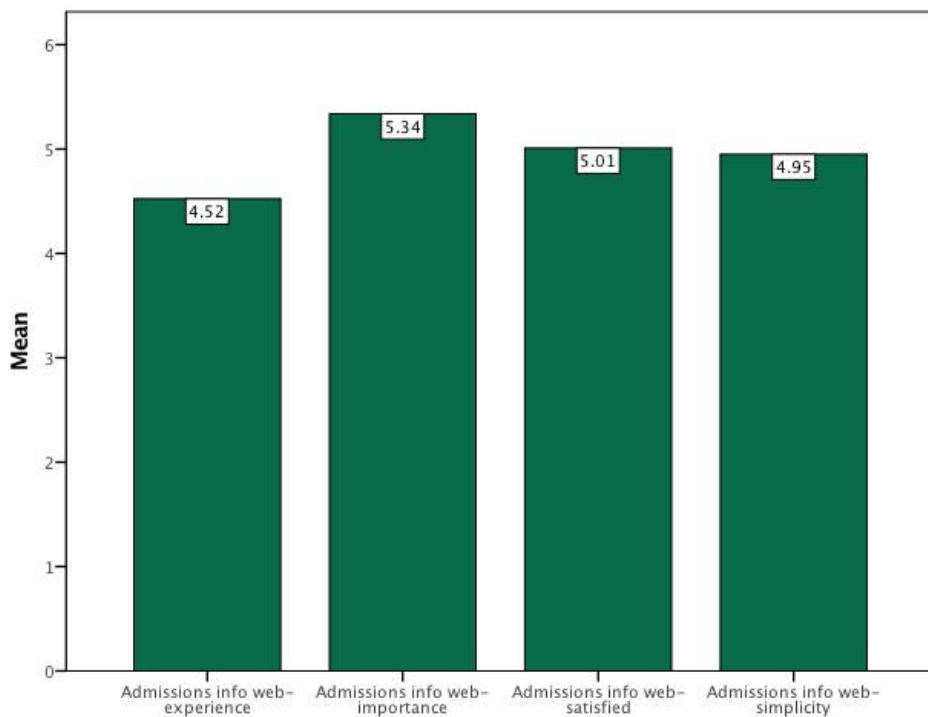
Satisfaction: 1 = “very dissatisfied,” 2 = “dissatisfied,” 3 = “slightly dissatisfied,” 4 = “slightly satisfied,” 5 = “satisfied,” and 6 = “very satisfied.”

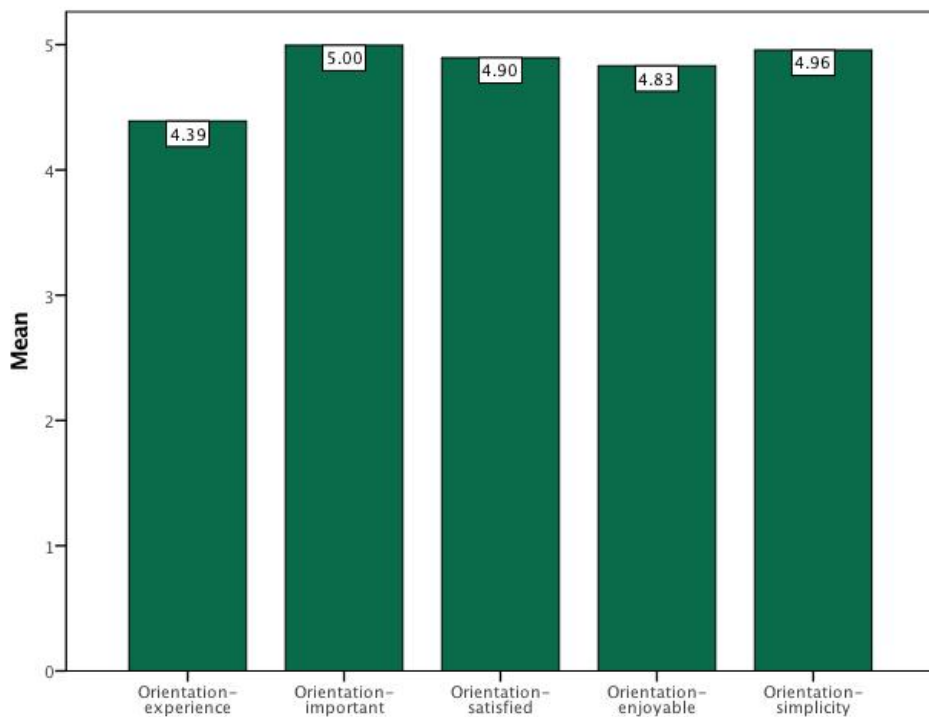
Enjoyable: 1 = “not at all enjoyable,” 2 = “not enjoyable,” 3 = “somewhat not enjoyable,” 4 = “somewhat enjoyable,” 5 = “enjoyable,” 6 = “very enjoyable.”

Simplicity/Ease: 1 = “not at all simple/easy,” 2 = “not simple/easy,” 3 = “somewhat not simple/easy,” 4 = “somewhat simple/easy,” 5 = “simple/easy,” 6 = “very simple/easy.”

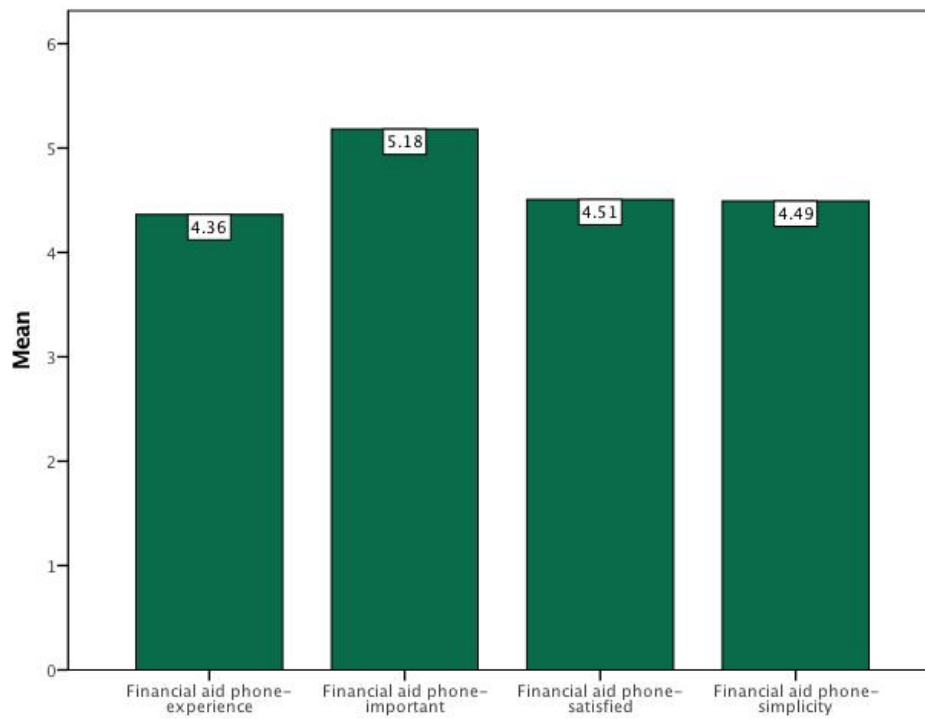
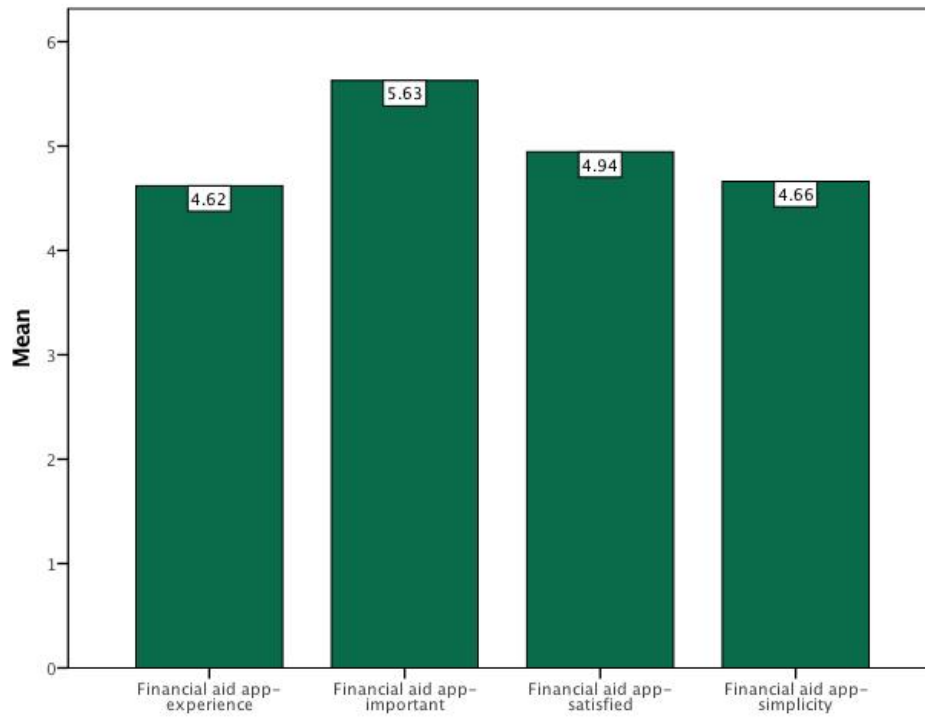
Admissions & Orientation

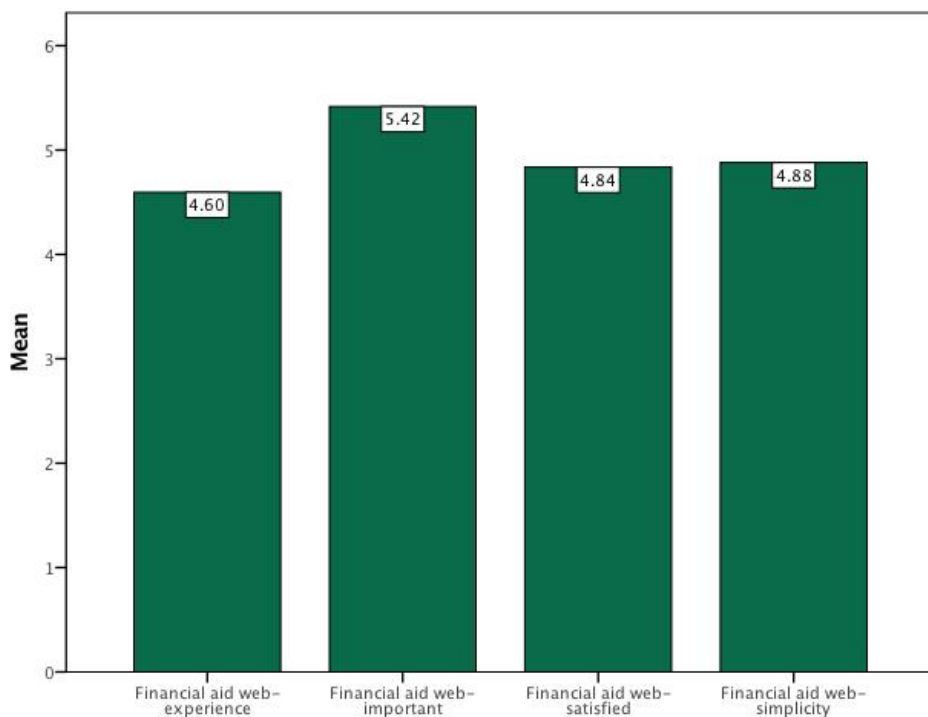
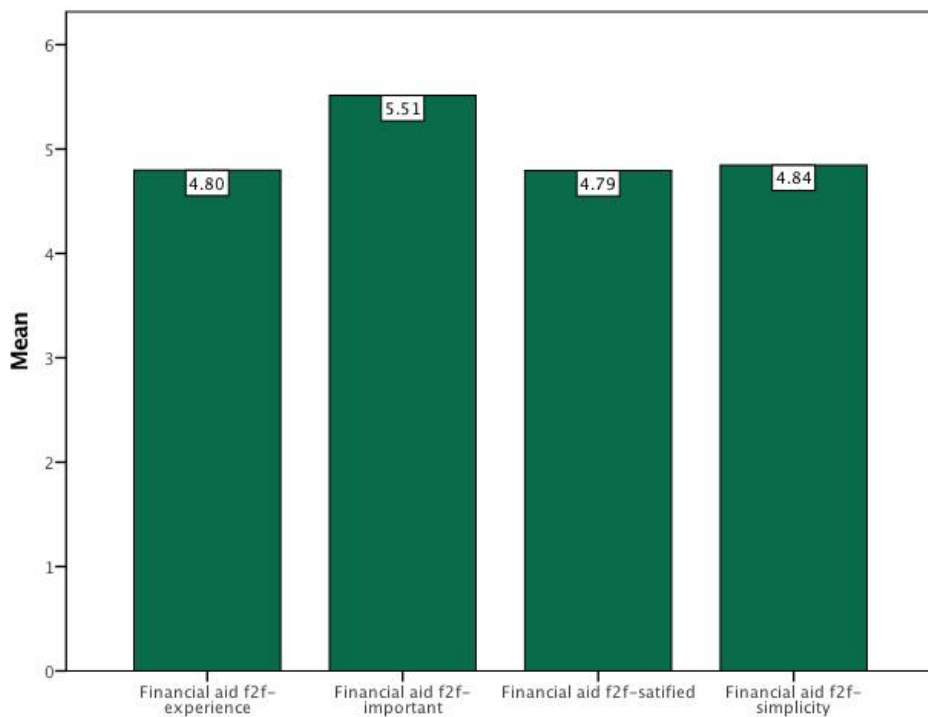


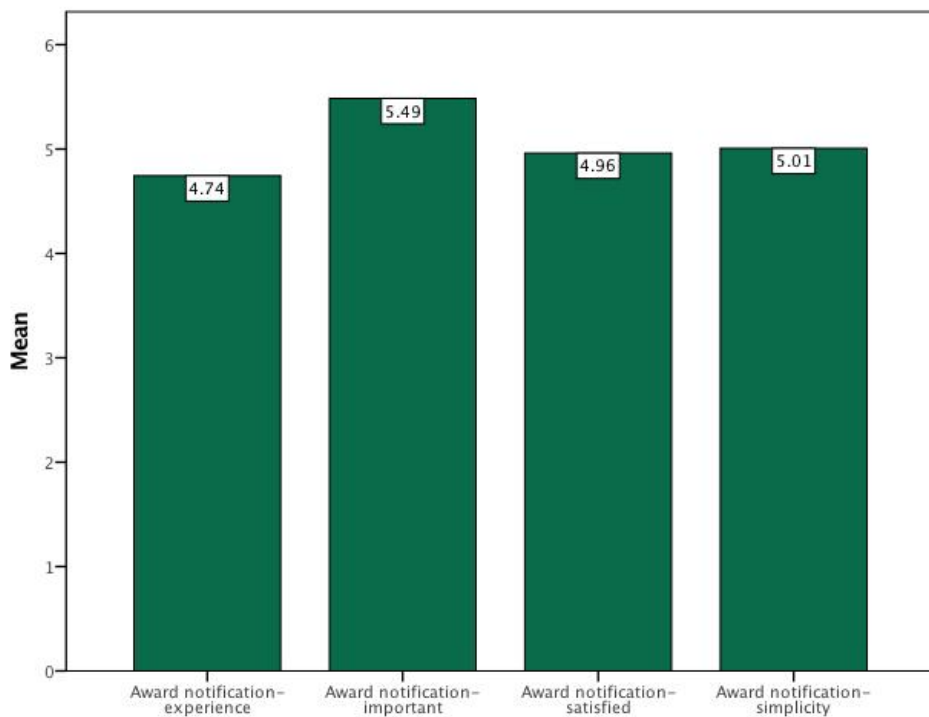




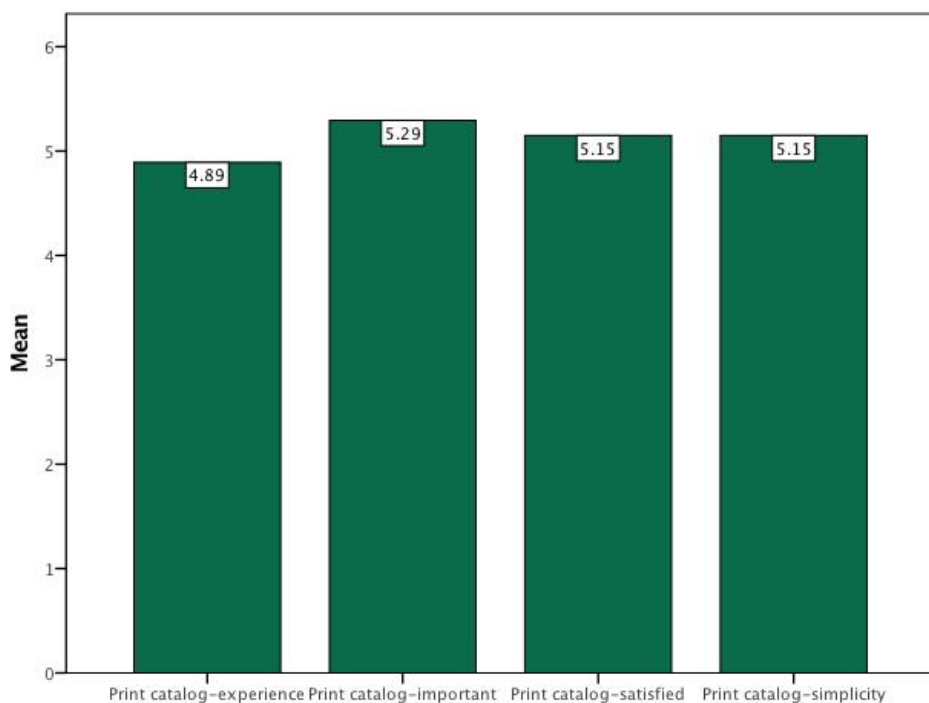
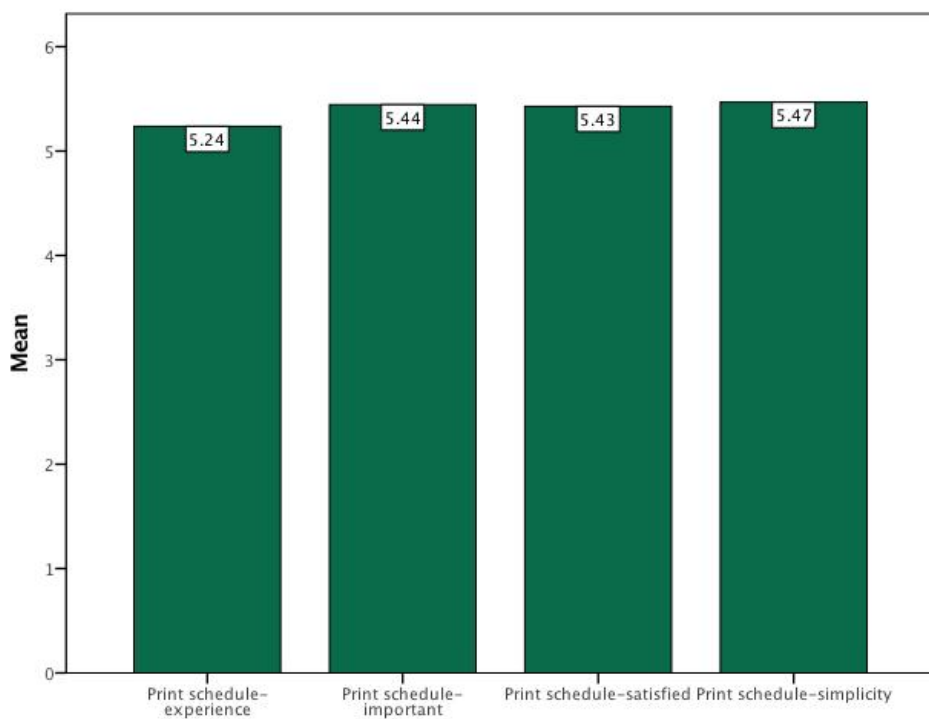
Financial Assistance

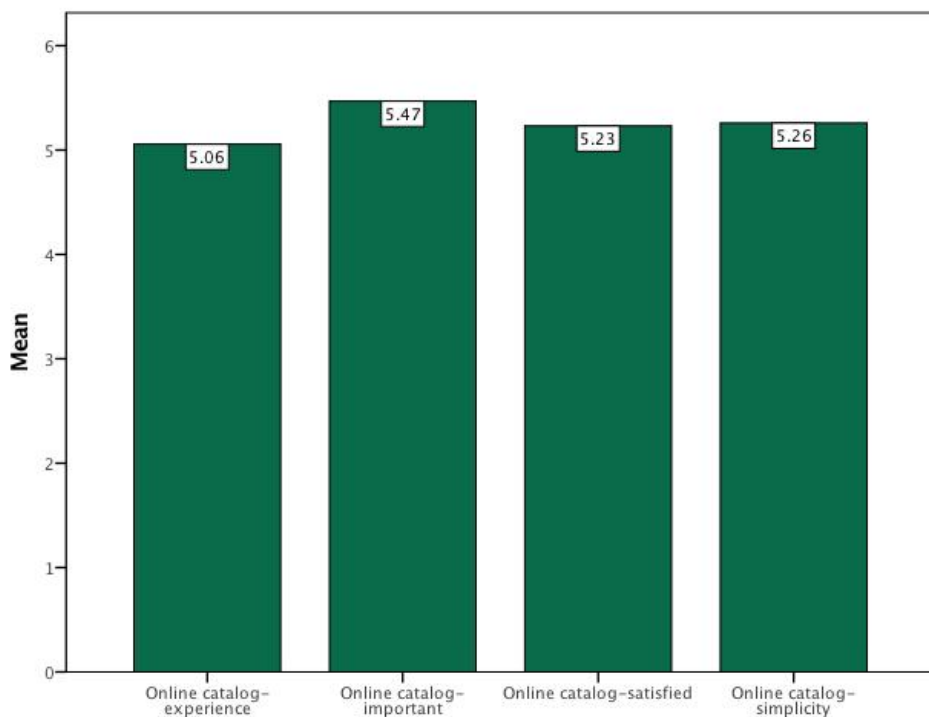
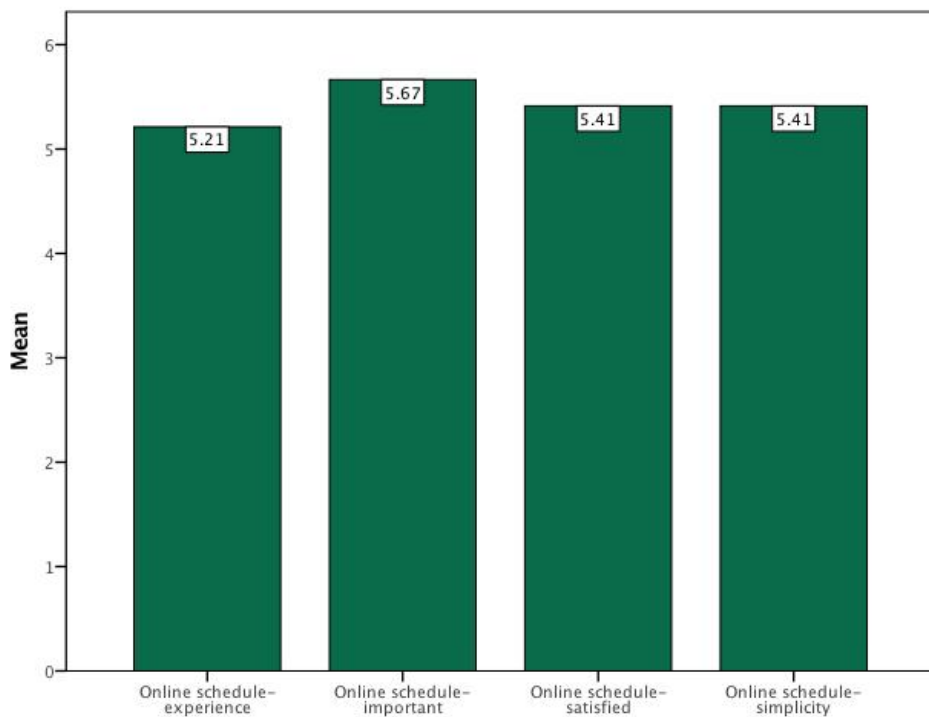


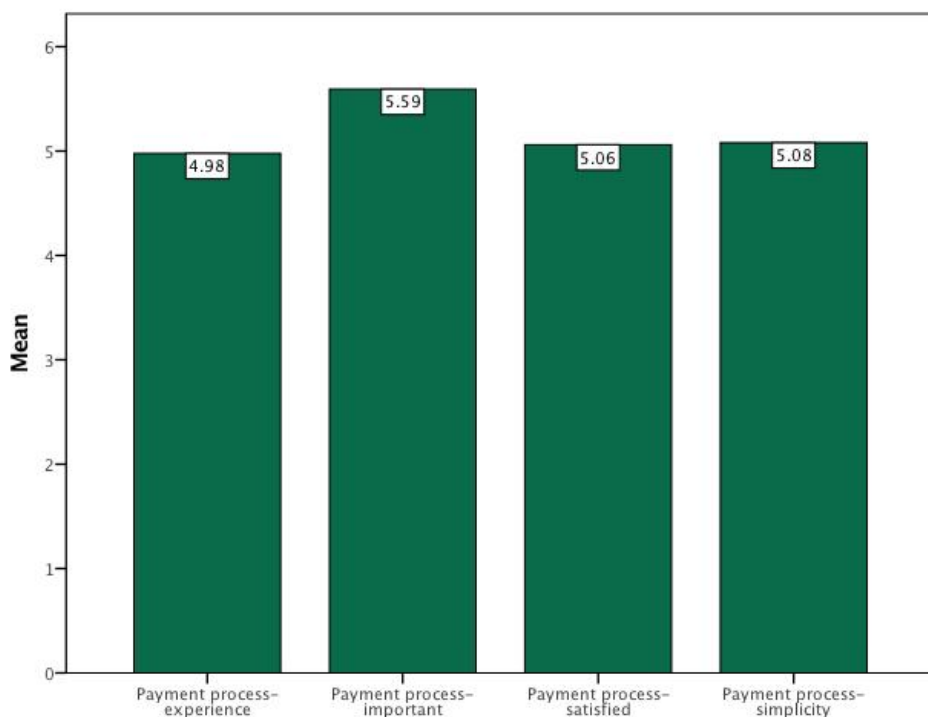
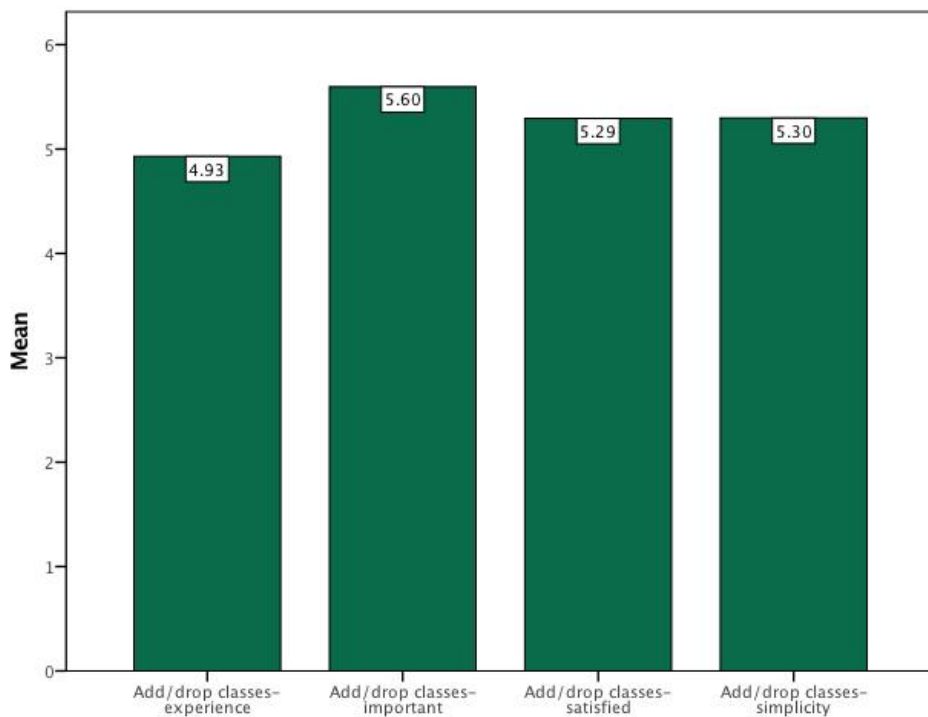


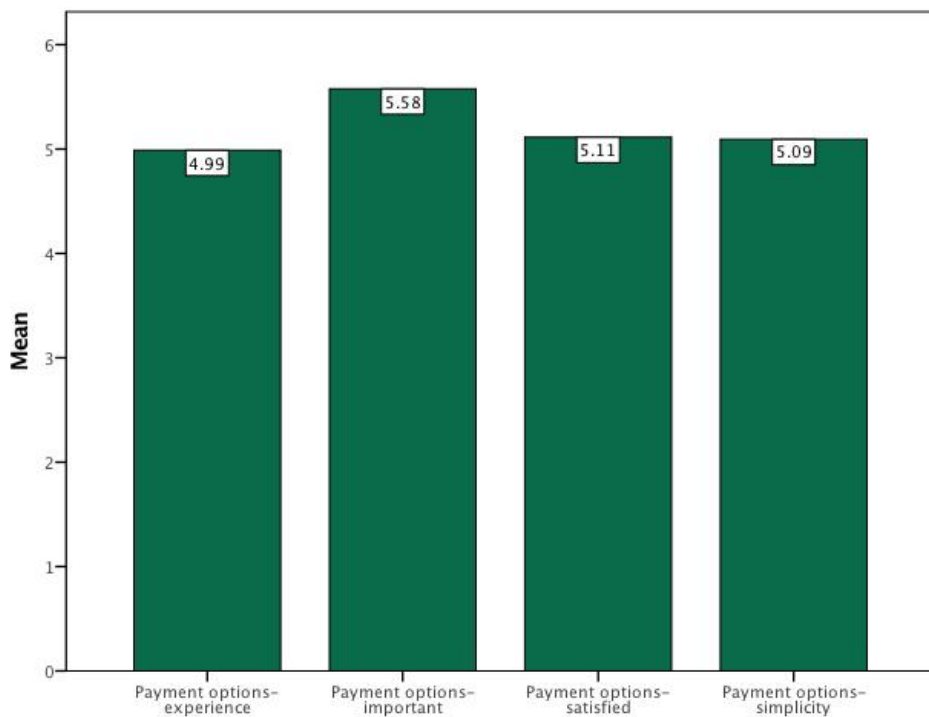


Registration

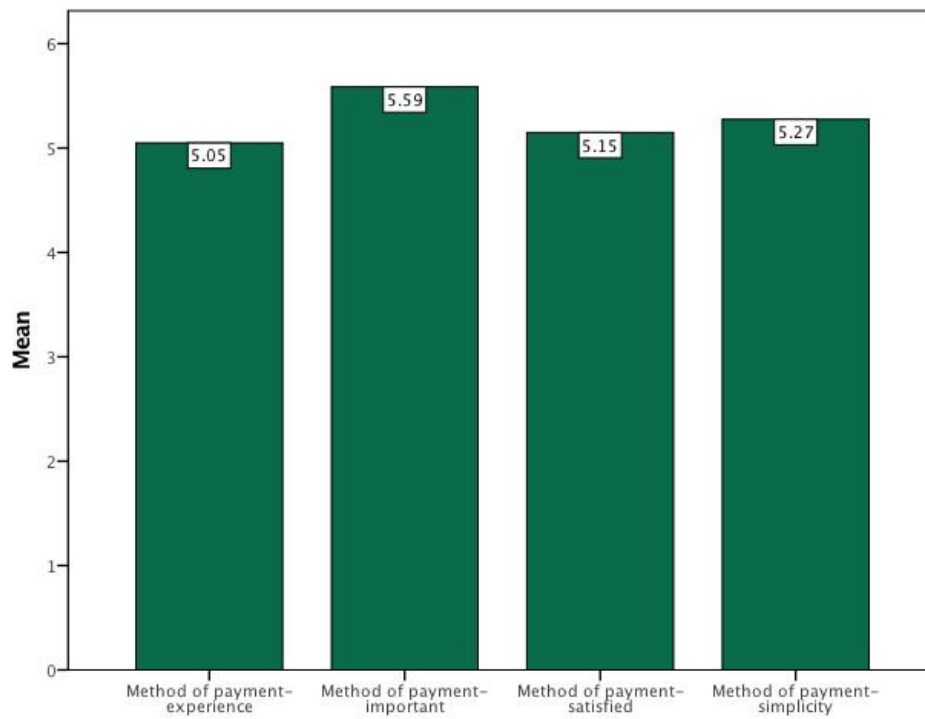
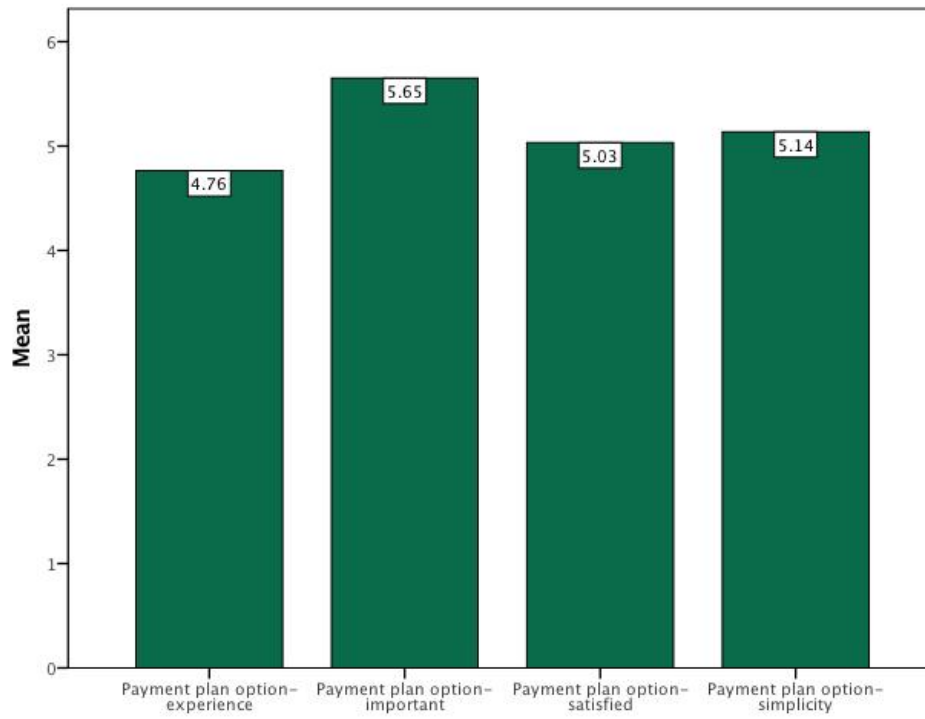


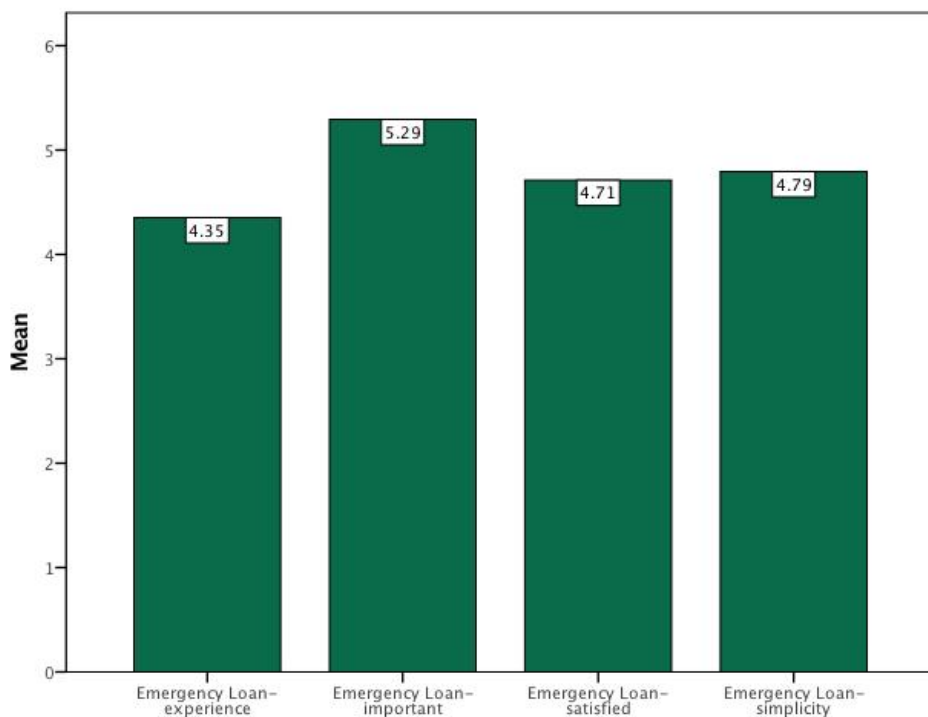
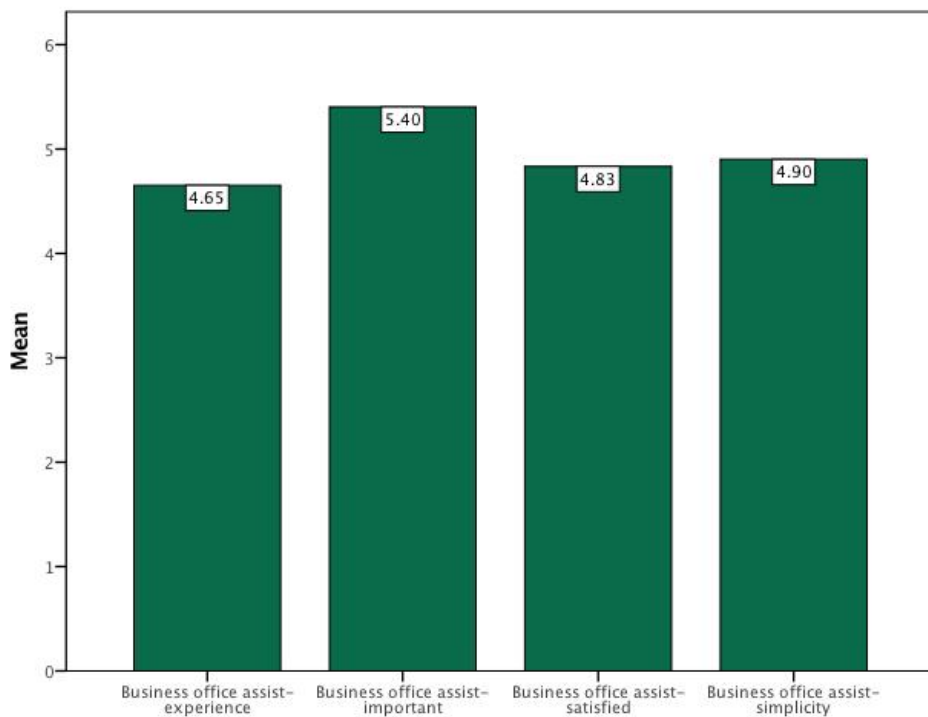




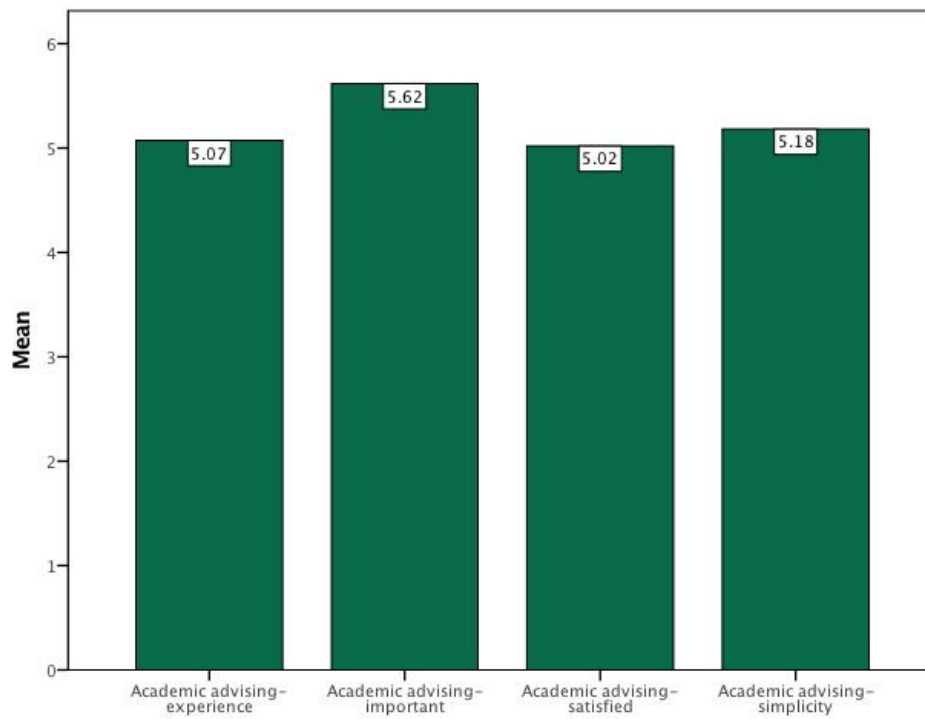
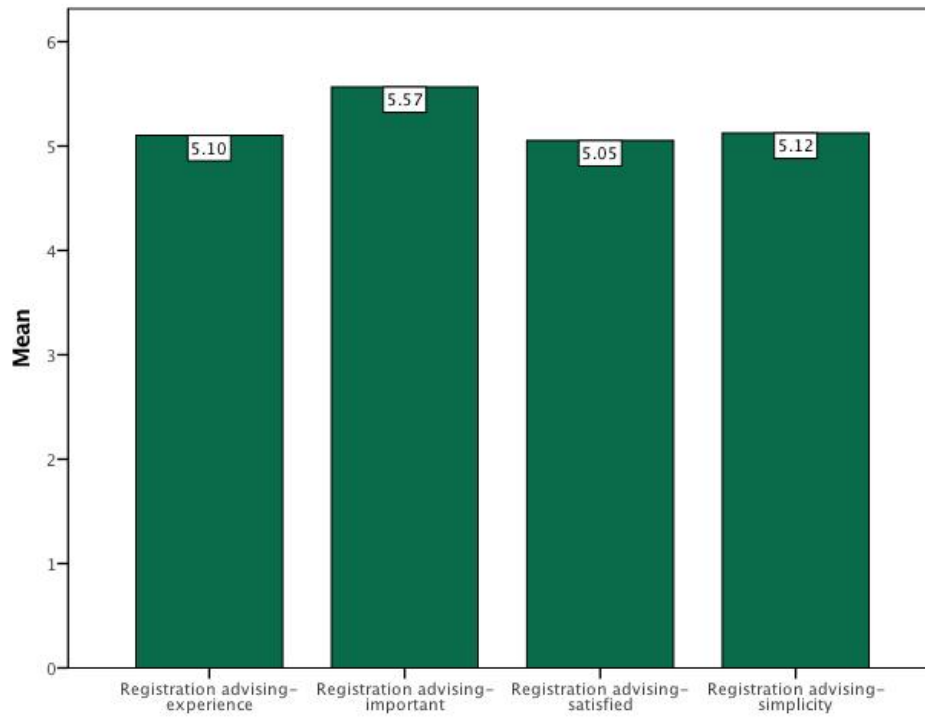


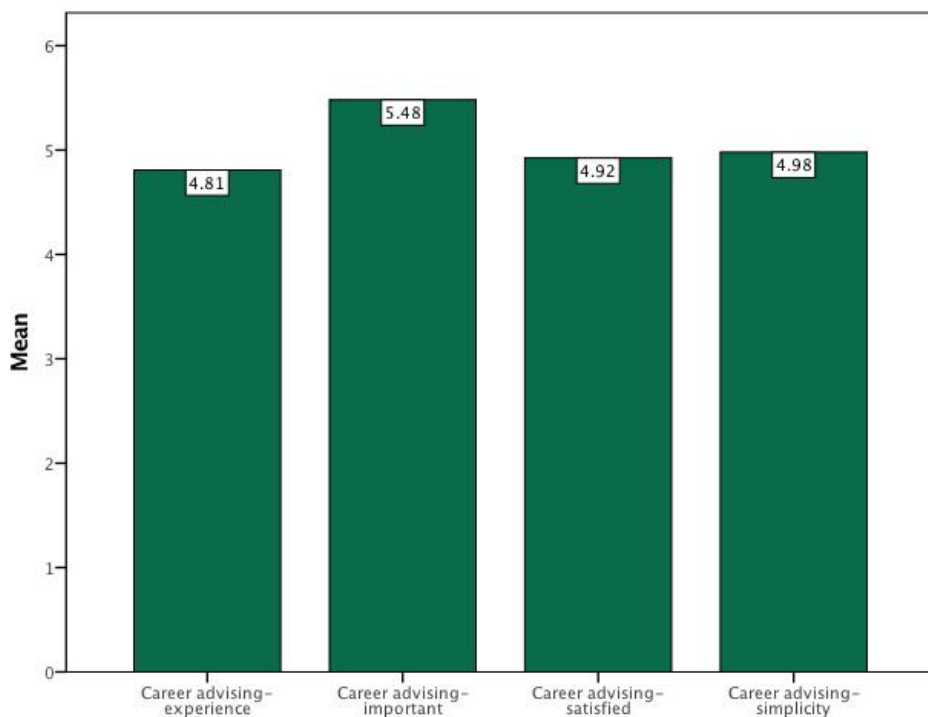
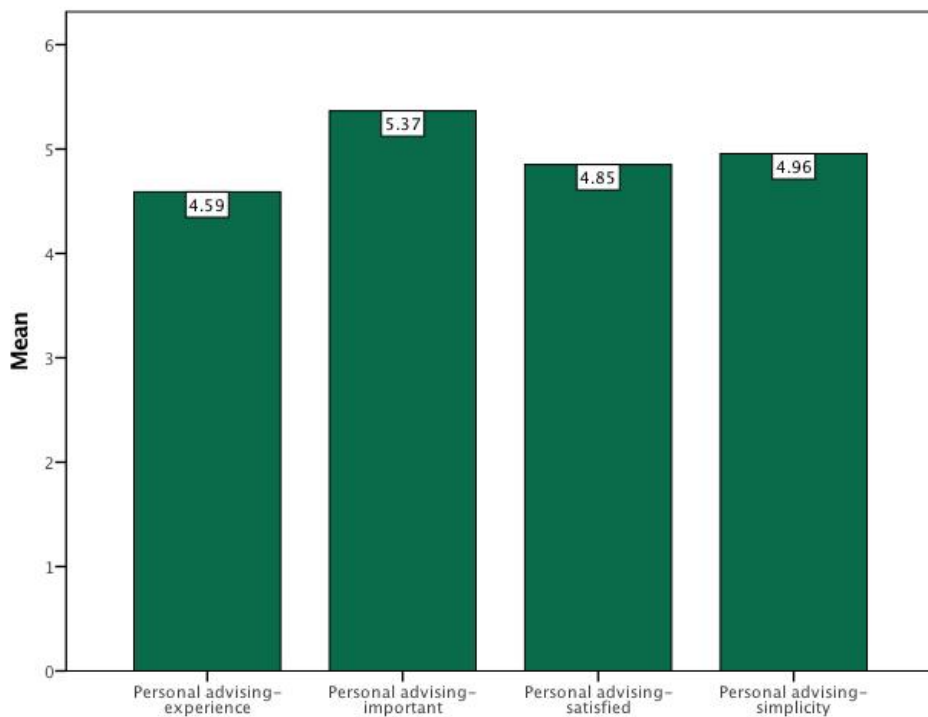
Finances

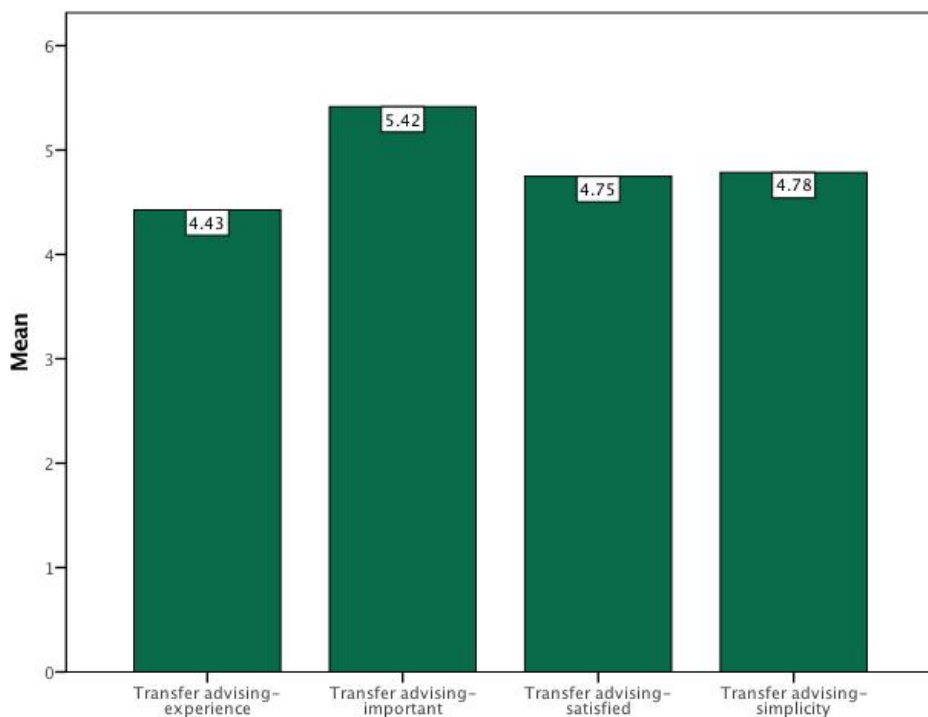
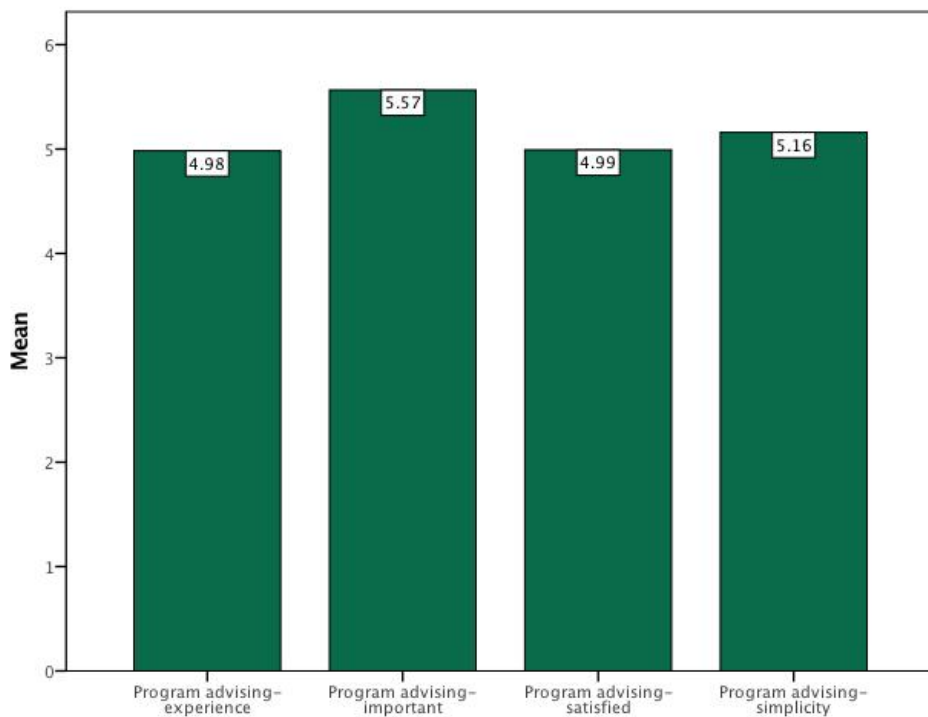




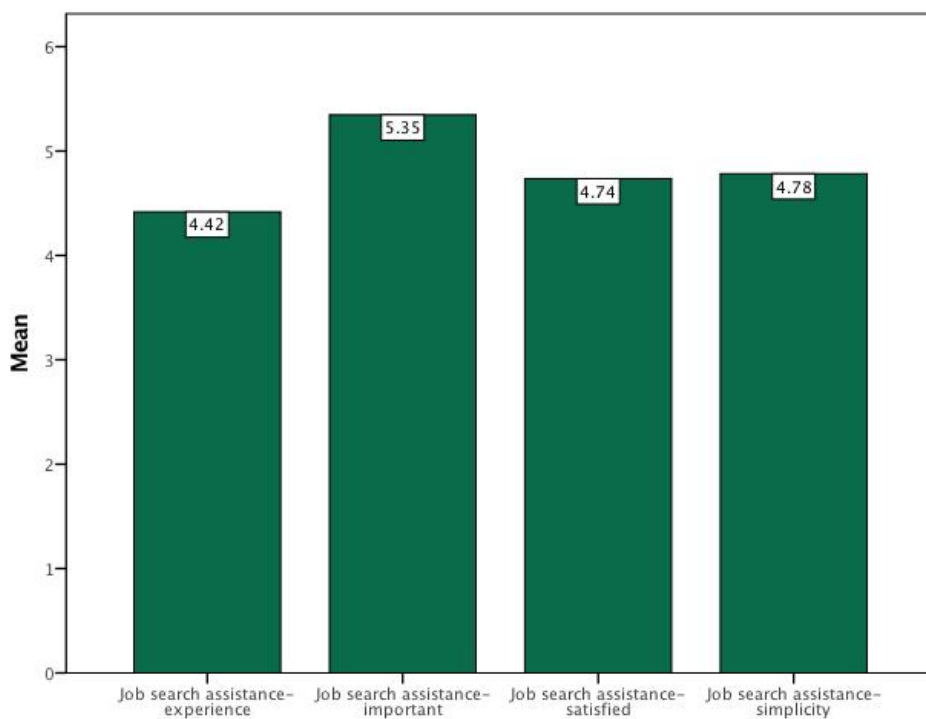
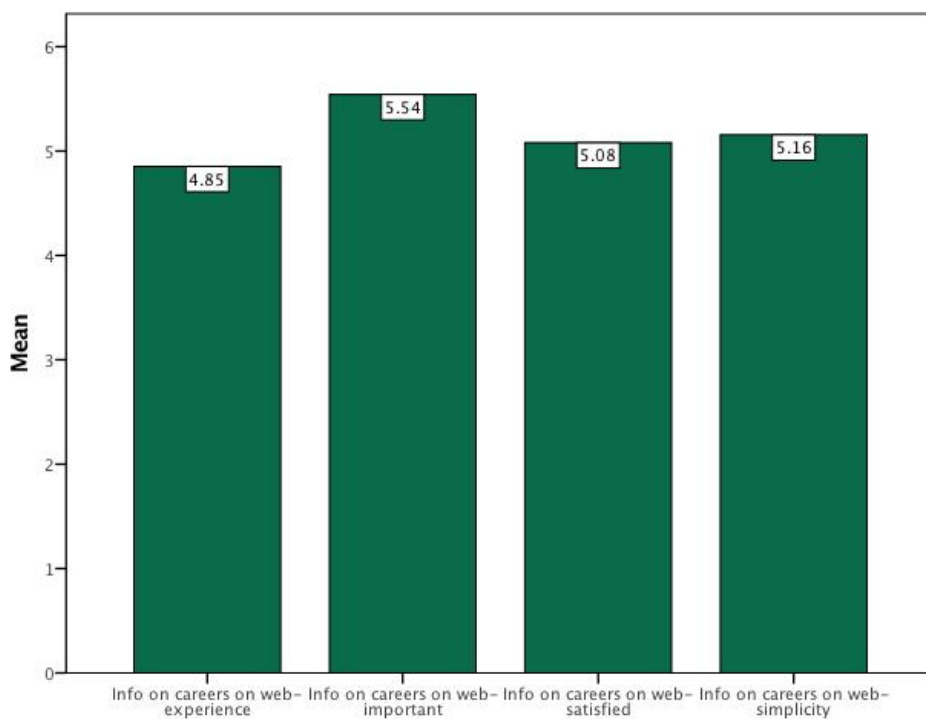
Advising

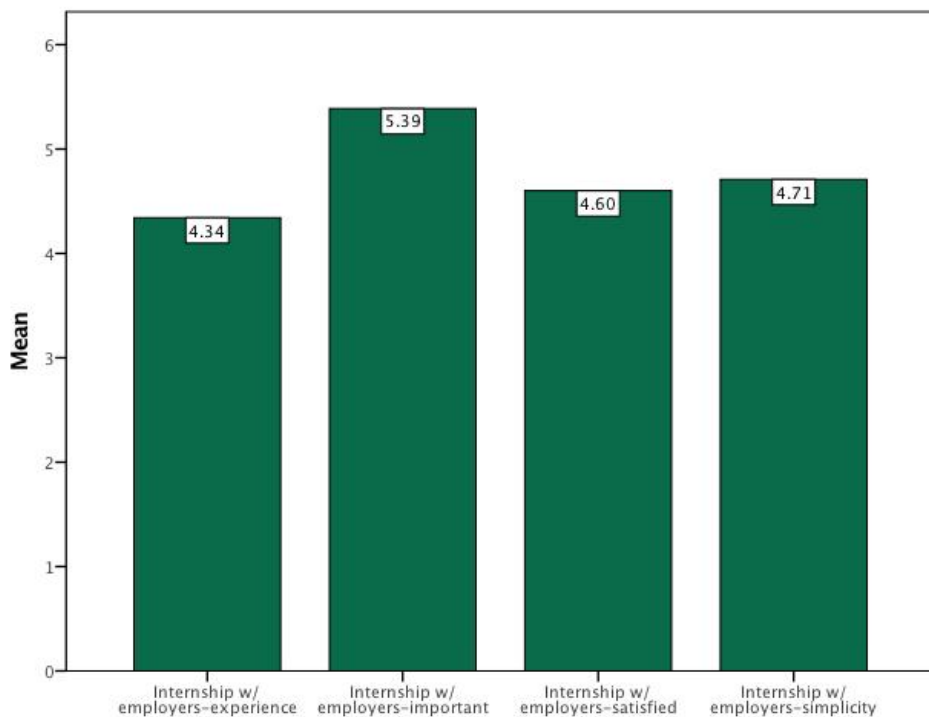




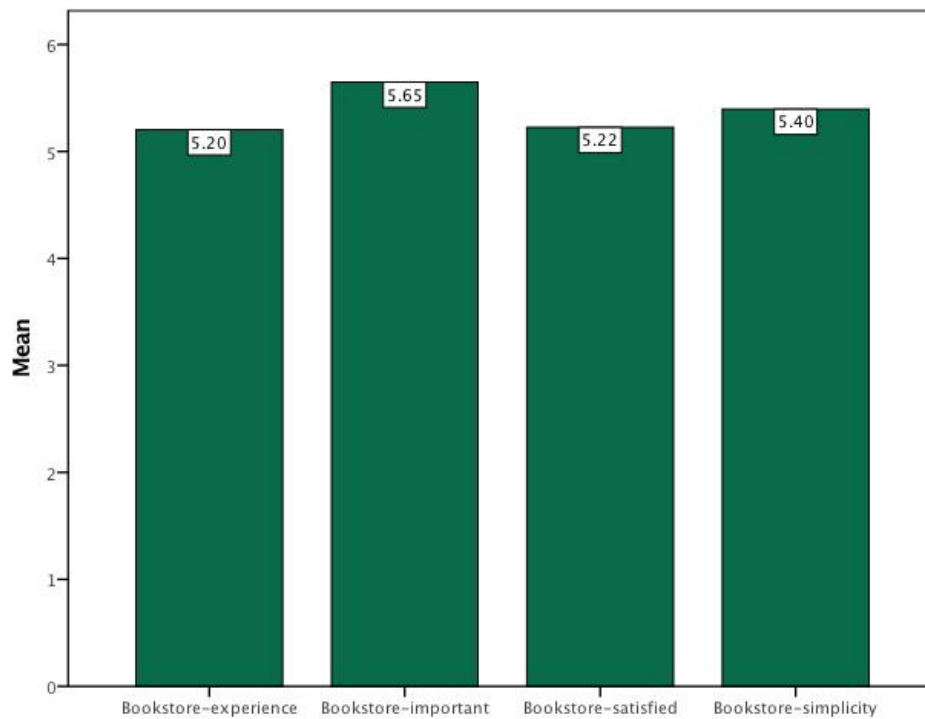
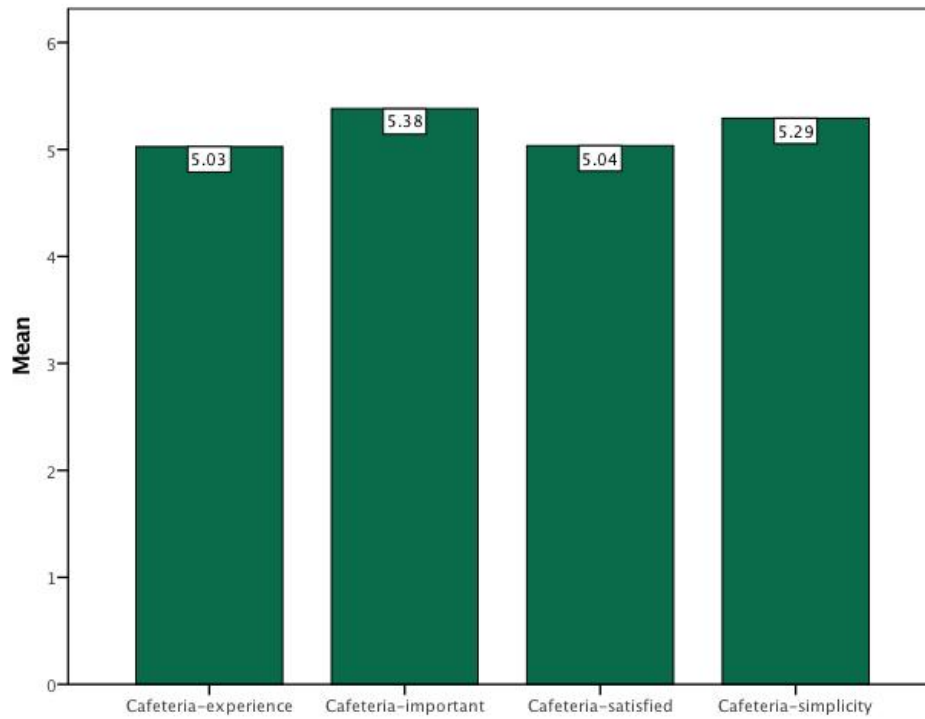


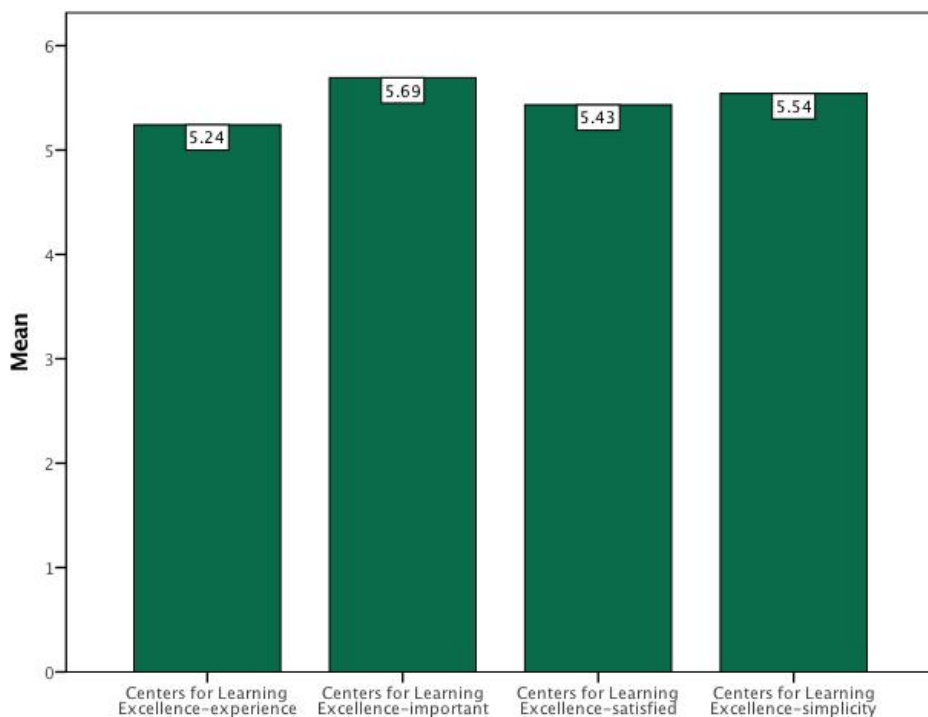
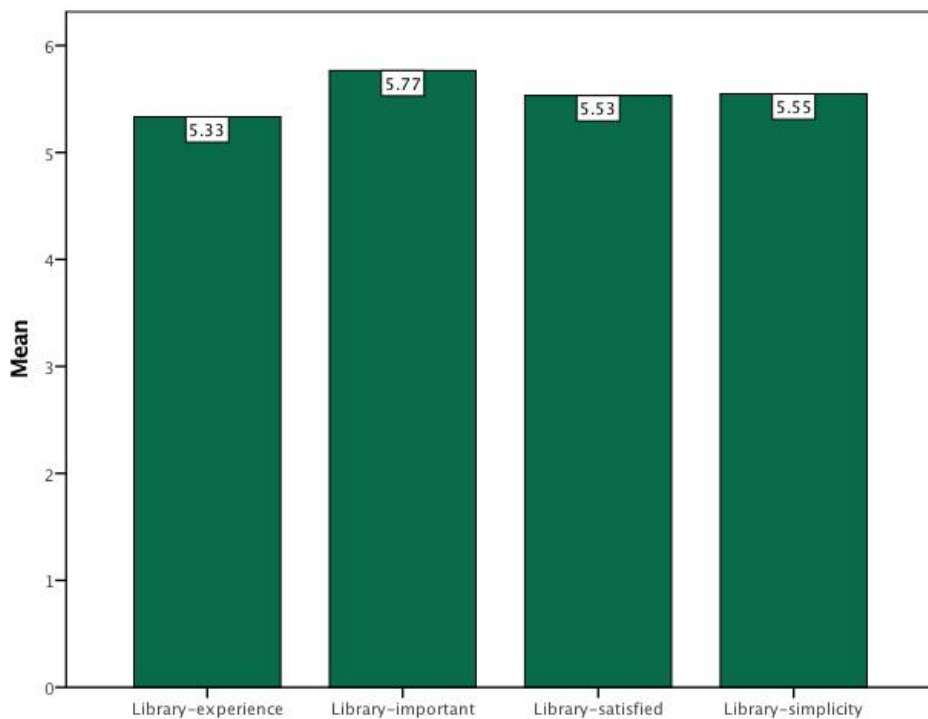
Career Assistance

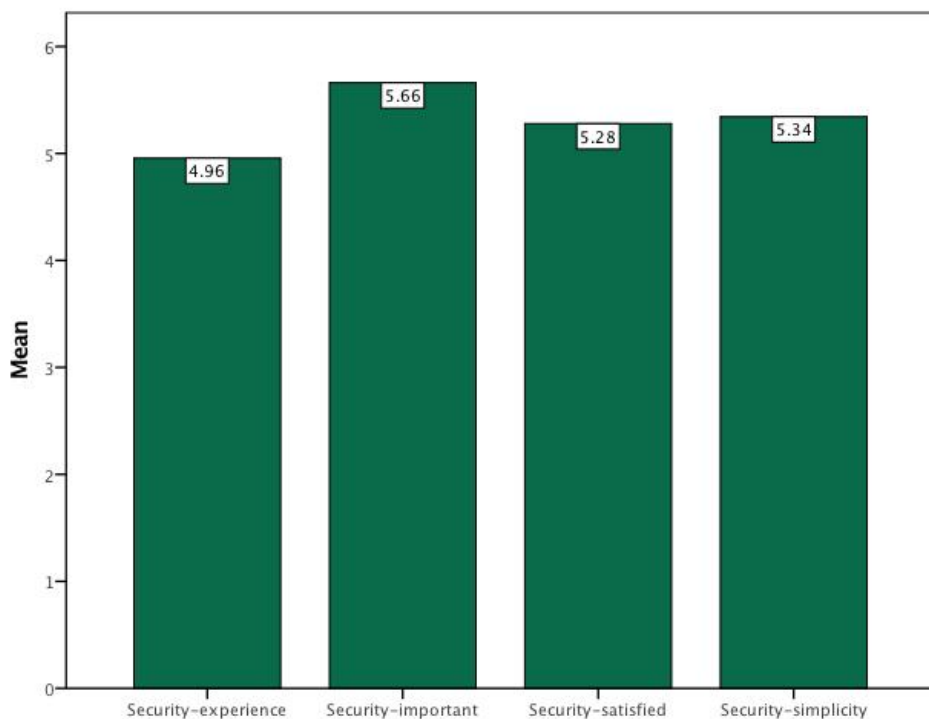
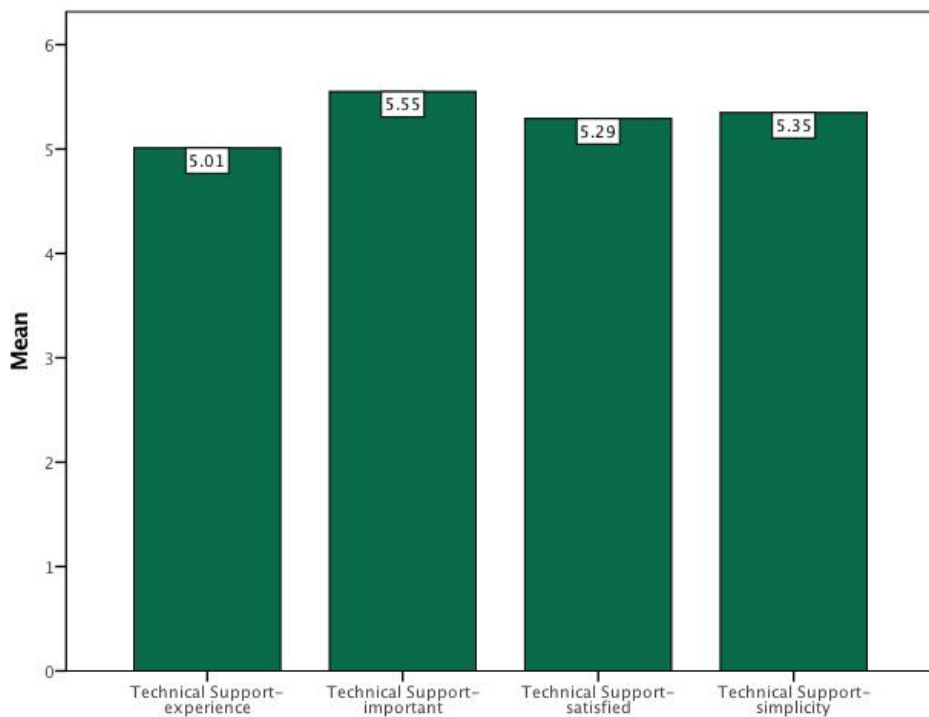


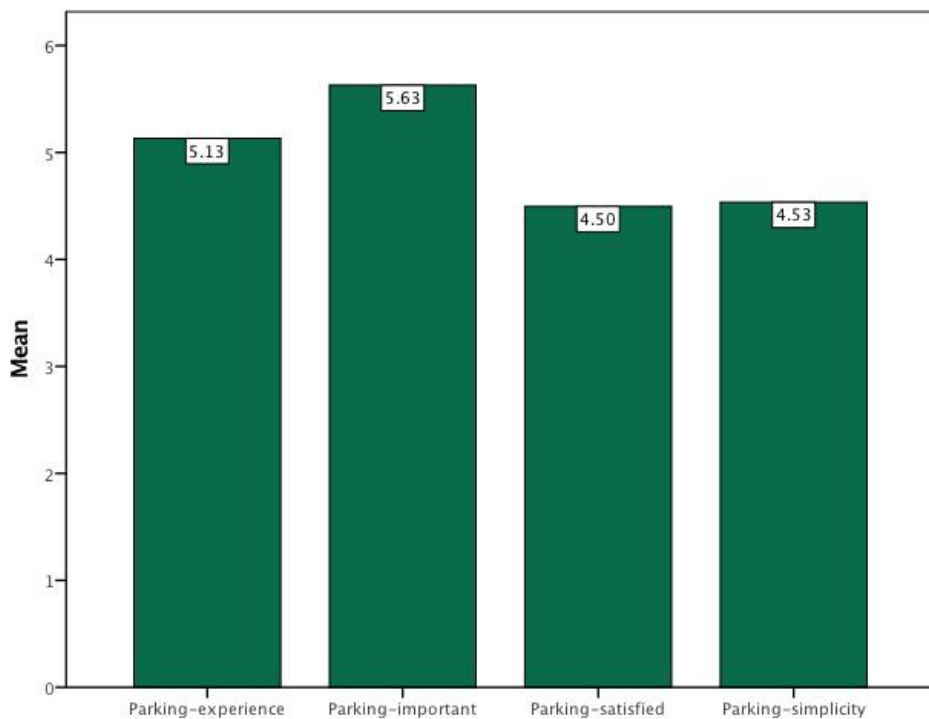


Student & Learning

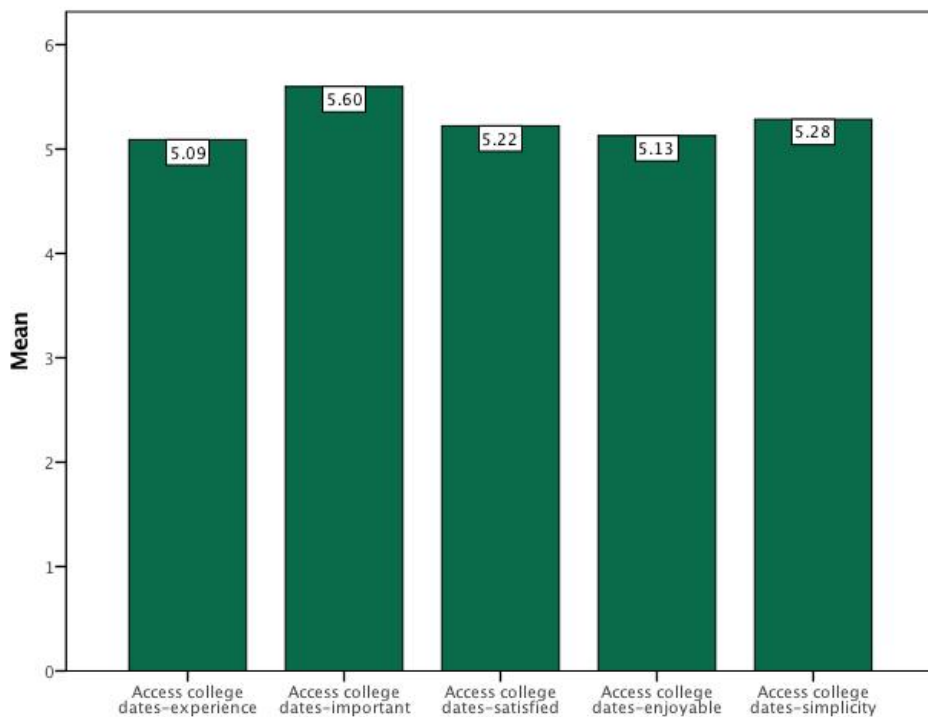
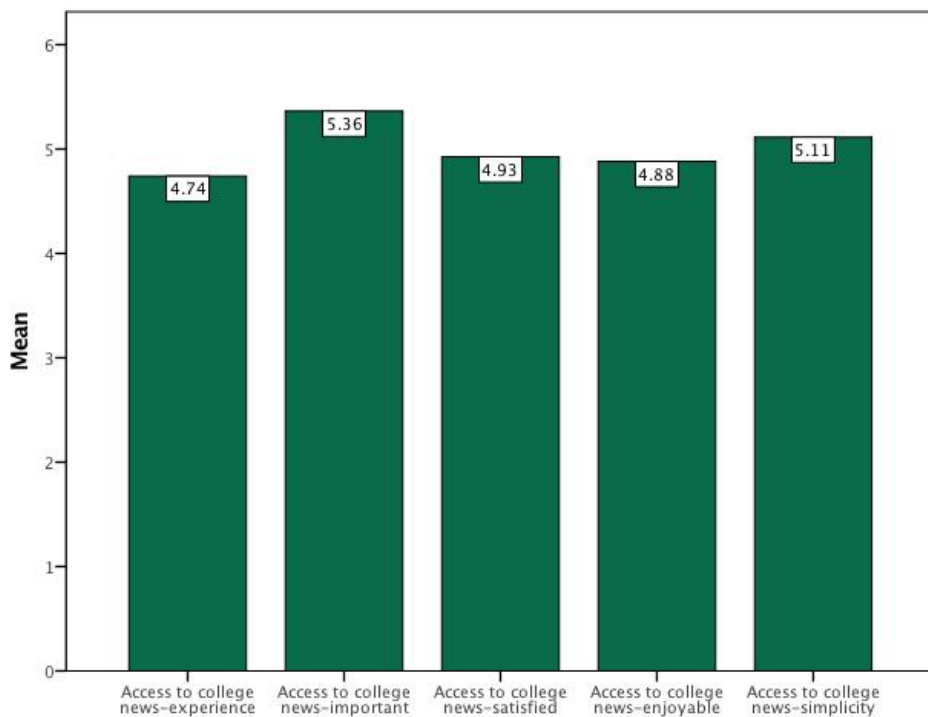


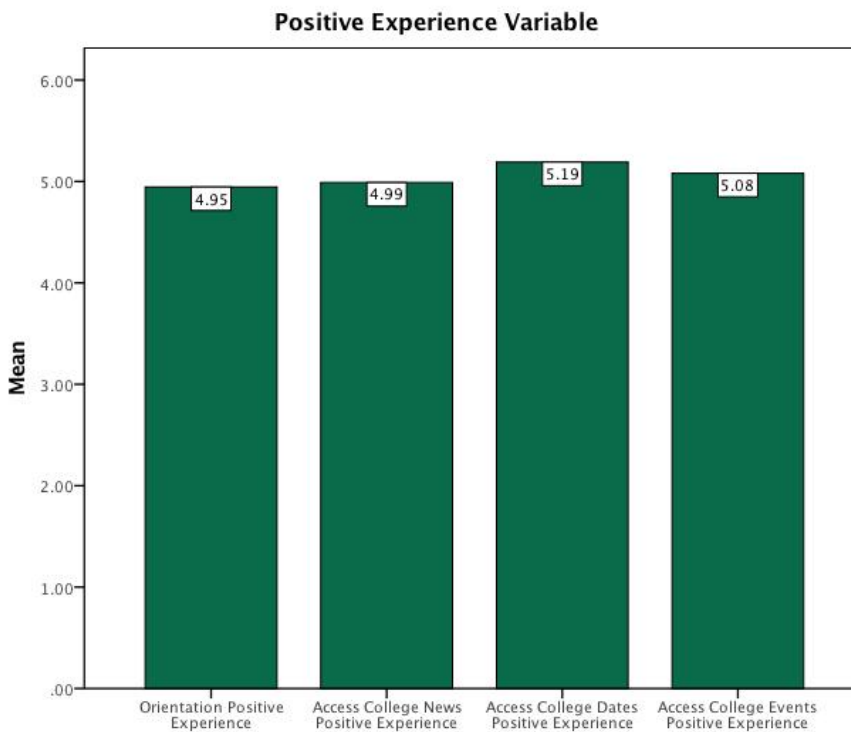
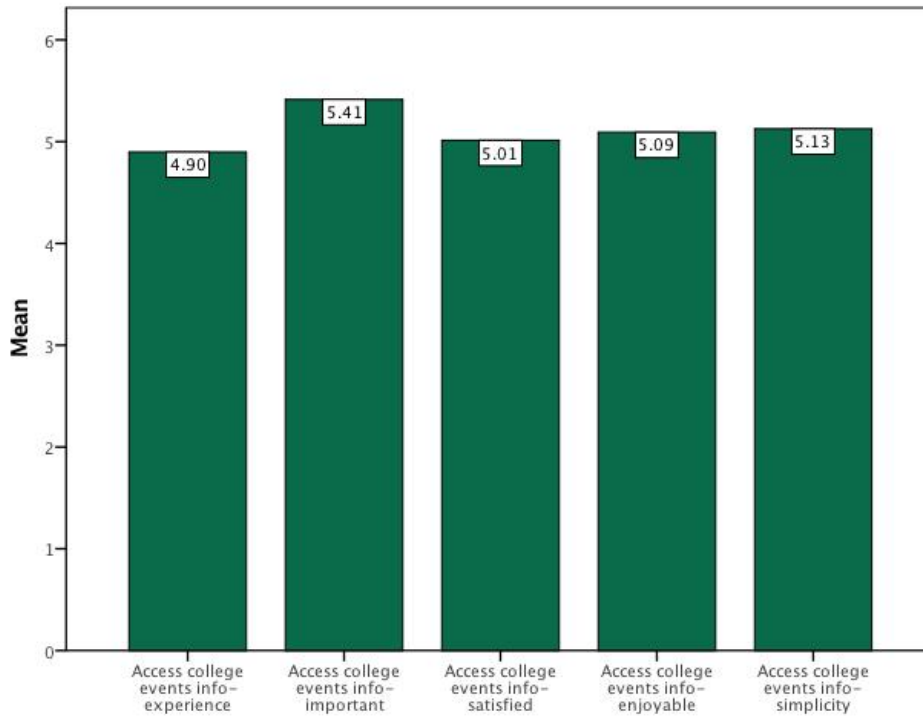






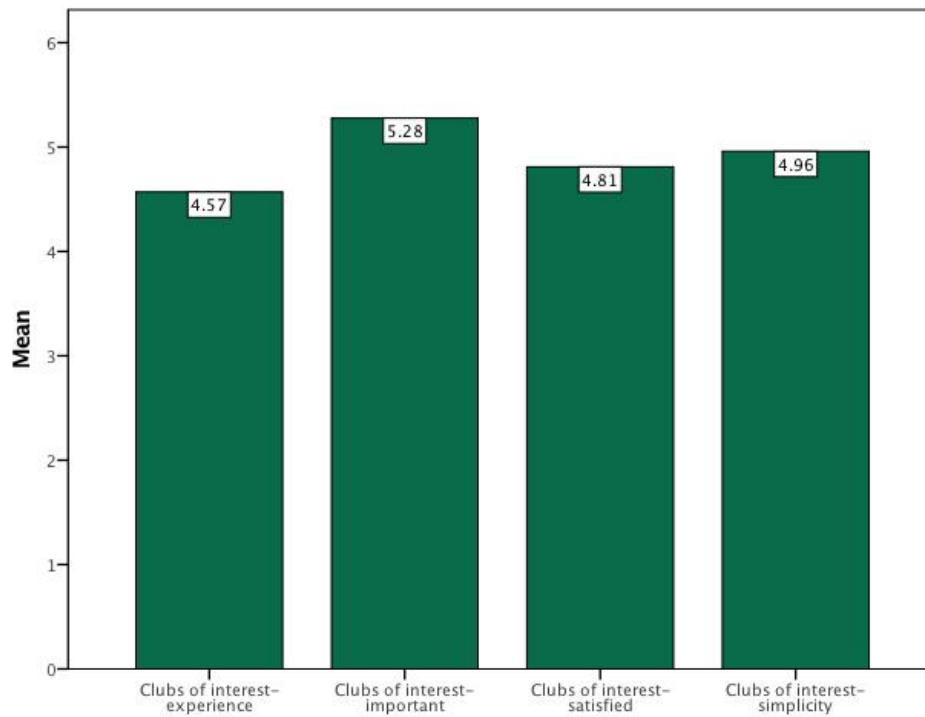
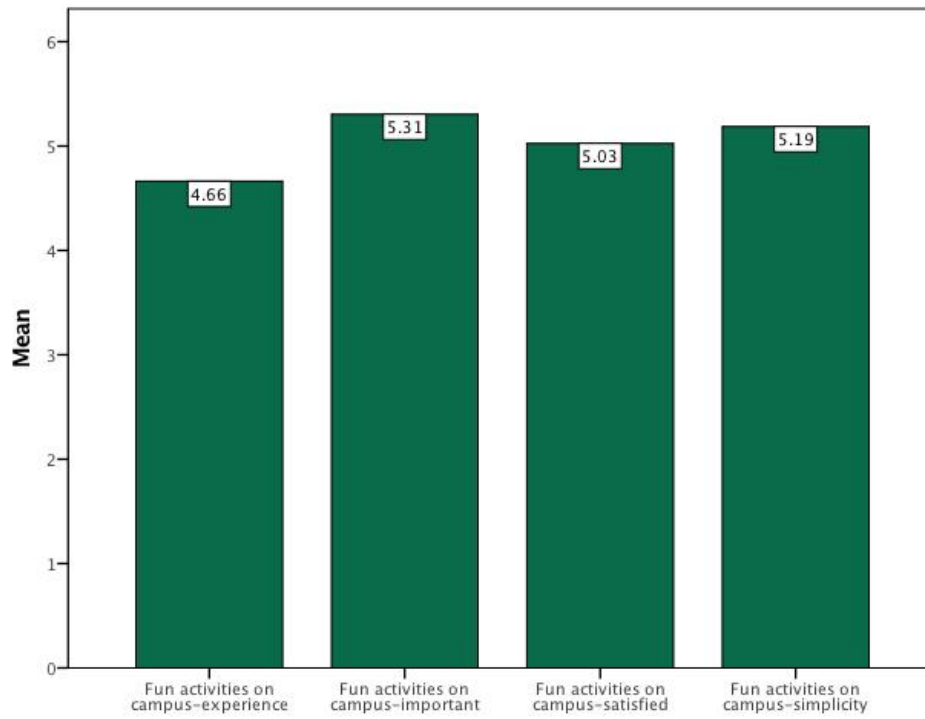
Access to Information

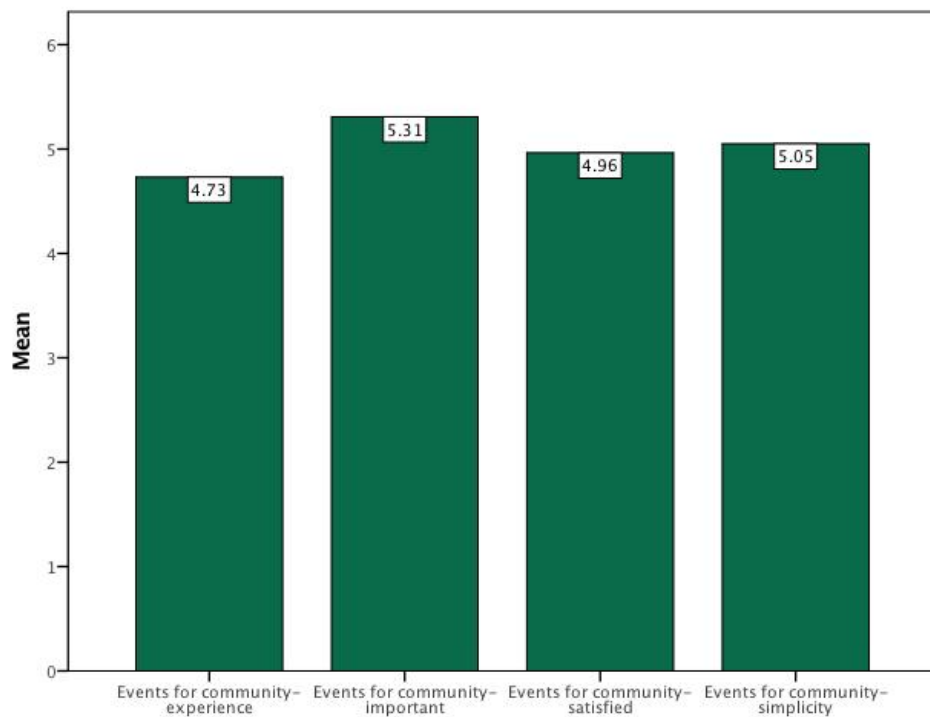




Questions about student access to information included two elements to gauge the quality of experience: whether it was simple/easy, and whether it was enjoyable. Those were combined to create the overall positive experience shown above.

Student/College Life





APPENDIX F: QUALITATIVE RESULTS

The following tables present responses to the open ended questions asked throughout the survey. Below is a listing of all high schools mentioned by participants of the survey.

High School List

High School	High School	High School
Achieve Early College High School	Johnny G. Economedes High School	PSJA North High School
Akins High School	Juarez-Lincoln High School	PSJA Southwest Early College High School
Al-kawthar Model college	La Joya Early College High School	PSJA Thomas Jefferson T-STEM Raymondville High School
Angleton	La Joya High School	Region one
Baton Rouge Magnet High School	La Villa High School	Ringgold
Bears	Lake Taylor	Rio Grande City High School
Business Education Technology Academy	Lamar Academy	Robert Vela High School
CCTA	Lopez high school	Roma High School
Churchill High School	Los Fresnos High School	Saint Louis University Laboratory High School
Cotulla High School	McAllen High School	San Benito High School
CTE Early College High School	McAllen Memorial High School	San Isidro High School
D.E Gavit High School	MCHS	Science Academy of South Texas
Donna High School	Med High	Sharyland Advanced Academic Academy
Donna North High School	Medical Academi	Sharyland High School
Early College High School	Mercedes Early College Academy	Sharyland Pioneer High School
Edcouch Elsa High School	Mercedes High School	Sonia Sotomayor HS
Edinburg High School	Mexican High School	South Texas Academy for Medical Professions
Edinburg North High School	Mexico	South Texas Business Education Technology Academy
Edwin G. Forman	Mission Collegiate High School	South Texas Christian Academy
EEISD	Mission High School	South Texas High School for Health Professions
Fairmount Public School	Mission Veterans	southern Wayne high school
Ford High School	Monte Alto High School	Southwest high school
Grulla High School	New Waverly	T-STEM Early College High School
Haltom High School	O.W Holmes High School	TecMilenio Reynosa
Harlingen High School	Oratory Aethenaeum	Texas A&M GED
Harlingen High School South	Out of USA	The Science Academy of South Texas
Hastings high school	P-SJ-A North HS	Thelma R. Salinas STEM Early College High School
Helix High School	Palmview High School	Thomas Jefferson T-STEM ECHS
Hemphill ISD	Penn Foster High School	Valley View High School
Hidalgo Early College High School	"Pereyra" Puebla Mex.	Vanguard Academy Rembrandt Secondary
Hidalgo ISD	Premier High School of Mission	Vanguard Mozart Secondary
Home school	Premier High School of San Juan	Veterans Memorial High school
humble hs	Preparatoria Juan Jose de la Garza	Weslaco East High School
IDEA college prep	Preparatoria UANL (Universidad Autonoma de Nuevo Leon) #21	Weslaco High School
Idea College Preparatory San Juan	Preparatory for Early College High School	
Idea Donna	Progreso high school	
Idea pharr college prep	PSJA ECHS	
In Ukraine	PSJA High	
Integrity School	PSJA Memorial Early College High School	
James Nikki Rowe	PSJA Memorial High School	
James Pace High School		

Jimmy Carter Early College High School	PSJA North Early College High School	Zapata High School
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Major List

This table includes all majors listed during the survey. A frequency table of majors is included in the main body of the report.

Major	Major	Major
Accounting	Criminal Justice	Medical
Administration of Early Childhood	Culinary arts	medical and health management
Administrative Office Assistant	Cyber security AAS	Medical Coding Specialist Medical
Advance Manufacturing	Cyber security specialist	Physiology
Advertising/Public Relations	DEMSA	Medicine
American Sign Language	Diesel Technology	Mexican American Studies
Animal Sciences, Music Education	Dual Credit	Multidisciplinary Studies
Anthropology	Education	Music
Architect	Electrician Assistant	Nursing
Art	Electrician Associate degree	Occupational Therapy Assistant
ASN	Elementary Education	Organizational Leadership
Associate Degree in Nursing	EMT basic	Paralegal
ASSOCIATE OF APPLIED SCIENCE	Engineering	Patient Care Assistant
Architectural and Civil Engineering	English	Petroleum Engineering
Tech	Graphic Design	PHARMACY TECHNOLOGY
Associate of Arts in Spanish	Health	Phlebotomy/EKG
Concentration	Health information Technology	Physical Therapy Assistant
associate of human resource	Health science	Political Science
Associates in Applied Science/	Health Services and Management	Precision Manufacturing
Child Development	History	Technology
automotive technology	HIT	Psychology
Bachelor of Applied Technology -	Human Resource management	Public health
Computer Information	HVAC	Radiologic Technology
Technologies (BAT-CITP)	Information Systems	Respiratory Therapy
Bachelor of Applied Technology	Information Technology	Science
Medical/Health Services	Interdisciplinary Studies	Secondary Education
Management	International Business	Social Work
BAT - Technology Management	Kinesiology	Spanish
Biology	Law enforcement	Structural Welding.
Business Administration	LVN	Undecided
Chemistry	Management	visual arts
Child Development	MAT	Welding
child development and early	Mathematics	
childhood	Mechanical Engineering	

Communication

Computer Applications Specialist

Computer information technology

Computer Science

Purpose for Attendance List

Purpose for Attending STC

Dual Credit (29)

Affordable/Cheaper (25)

Bachelor's Degree (15)

Certificate (3)

Associate's Degree in Interdisciplinary Studies

Getting my Associates to start on my Bachelor's

Interdisciplinary studies

Become an RN

I am trying to get into the RN program STC has to offer, and if I do not get in, I am trying to finish up my Bachelors

I'm attending STC to be successful in life, to have the opportunity of becoming a registered nurse, and because it is closer to home.

Because my 1st bachelor don't work here

College courses offered by high school

First step to becoming an elementary teacher.

Only college in The Valley to have Paramedic to RN transition

only college that had the programs i was looking for

Only LVN-ADN program available in the Valley.

i didn't get into the nursing program at UTRGV

Nursing program.

Online. Easier access

Only college to offer automotib

Option to receive Associates Degree while still attending college

Out of State

STC understands and supports students who are parents

The professors care about if you understand the material or not, they take their time to make sure you're getting it, It is also very affordable and they work with students who are parents too. Love the activities we do and how they try to bring us all closer together, whether during World Cup time or NFL or Halloween, it feels good.

I had no choice, this was all that was offered

i qualified for financial aid

I wasn't able to attend campus and STC was the only college to offer my program fully online

I'm a student at Achieve Early College High School.

It's early college program

its a good school

Jimmy Carter offers classes there.

UTRGV didn't have a section available for the class I needed for Dual Credit

Close to my children's schools.

Close to Progreso High School

cost effective

D.A.R.S. sent me but have not helped

DEMSA is a program inculcated with/by STC to which I'm a proud participant of.

easy ways to pay for classes

flexibility

husband works here

I can complete my associates in mathematics.

Getting a higher education for a good paying career and to be the first in my family to attend and graduate from college, to be able to help my family as much as I possibly can financially

Graduate with associates once i graduate high school

so i can have a college degree

To be the first in my family to graduate college

to graduate

to have an example for my children and the community that is never to late to go for your dream

Student Comments on Support Services

Admissions

Admissions Support Services

Admission should have a direct line to speak to them on the phone

Admissions did a great job explaining to me and guiding me in the correct path. Thank you!!

Admissions process through South Texas College is an easy process that can be done in one sitting, without difficulty.

All of the employees are fast and helpful

Apply Texas website makes it simple

Being offered to be in the High School Dual Credit program has been an amazing privilege. The Professors have been so helpful and understanding, I am looking forward to continue taking classes at STC.

clerks are usually in a bad mood and have a rude attitude at admissions, cashiers and financial aid

Did not get a very good vibe from Art professor, Mr. Paz: this made me rethink of quality of service I would receive at this college.

Easy for anyone to understand and if something isn't explained, assistance is always offered to answer anything and everything.

Everyone that assisted me was very helpful and nice

Everything is very understandable.

good communication

Good school overall.

I appreciate the ease of the admissions process

I did not go through the admissions process so I may not be a reliable source for a genuine answer to these questions.

I did the Dual Enrollment Academy application

I didn't go through this.

I didn't really need to do much at admissions, everything was done for me by my high school counselor

I didn't, which is why I rated everything as a one

i need assistance filling out this forms

i would like to know for other programs that STC could offer outside campus

If you do online classes why force students to go to the campus...just help online or over the phone ...annoying to have to go in

In my opinion, it was very convenient and easy.

It was a very simple step and everyone was very helpful and knowledgeable

It was easy and non frustrating.

it was excellent and easy (3)

It was very nice and easy. Took be about 10 minutes and had help from a representative.

It wasn't that easy admissions process, the personal did not really have the willing to explain and help.

Keep the good work

Keep up the great work!!

Long wait to speak to someone who does not know what they are saying

Maybe set up a 'Check-In' application/on-line options for those to make appointment/skip the lines

Not talking about the whole staff but a few of them need a little more people skills

OFFER ADDITIONAL CLASSES, TRAININGS, OR CERTIFICATIONS, ALONG WITH THE HVAC ASSOCIATE DEGREE OR OTHER ASSOCIATE DEGREES TO DISTINGUISH STC ASSOCIATE DEGREES FROM OTHER

SCHOOLS.ALSO, AN ASSOCIATE DEGREE WITH ON THE JOB TRAINING INCLUDED WITH THE DEGREE WOULD BE A FAR SUPERIOR DEGREE COMPARED TO OTHER SCHOOLS.THIS WOULD ESPECIALLY BE HELPFUL WITH STC TRADE PROGRAMS AT THE TECHNOLOGY CENTER.

The advisory department never want to spend more than 5 min on a student. I always go prior to registration and regardless if there is a line or not they quickly want to end the secession. Its frustrating really because I changed major and needed extra guidance. In result I went multiple times in one week because each session was so rushed.

The guidance counselor I met with at the Weslaco campus was frustrated, concerned about the pizza people were eating while he was helping me, rushed through the courses I needed, barely made eye contact with me and didn't explain a thing. He literally marked off all the classes "I should take" and sent me off. I walked out of his office and had to ask someone what I should do next. Very disappointing for a first-time student.

The lines are very long at some campuses compared to other campuses. It may be difficult if you are going during lunch break or if you have a small child with you and they are not able to wait patiently for mom or dad to finish doing the admission.

The overall admission processes are made simple and easy at South Texas College

the people in financial aid need to be more aware of students waiting in line and be more helpful and not to be in such a rush to help students.

The people who helped out were nice and helpful

The process for appealing for financial aid is terrible

The process was fairly easy and I know I will not have any trouble with it in the future.

The staff need to be more informative on the process and a little bit more helpful.

They are very well organized.

they made it bigger and easier to access

To have office hours on weekends.

Very easy

Very helpful

Very simple to admission into STC, nice and profound information, 10/10

When I apply to the ADN program it was very easy to obtain a spot, but during the program all they do is try to make you fail. I would have rather go through a more complex application process and receive a more fair and proper education. Every semester is the same thing, teachers that try to weed out the bad seeds, and that is very unfair.

When I was reapplying because I was out of school for a while, admissions was very helpful in telling me what I needed to do

Your staff needs to be more people friendly. Some students have no clue on requirements and your staff is the one to go to for help/answers. Going back to school, I've had both good and bad experiences with your staff.

Orientation

Orientation Support Services

Positive

College orientation is a great way to start off your college future.

Do work around the people who are working good

how challenging could dual enrollment it could be

I always have trouble remembering things, and I always have to ask multiple times if I still on track of getting my associate's degree. People always are there to help and they don't mind if you ask too many questions.

I received a Campus tour from one of the persons in charge of admissions in Starr County, and the tour she gave, plus how nice and friendly she was with me, was one of the main reason that made me decide to study in Starr County.

I really loved the guest speaker that was there during our orientation. I do not recall his name though. Excellent motivational speaker.

Nice orientation for sure

It was really fun getting to look around campus and trying out hanging out in the cafeteria while we ate.

It was very fun, I had a great time and made me feel proud in myself for actually being accepted to the college

it was very good and entertaining, i like that they add some fun to it.

It was very kind, and Satisfying

Made easy and simple for people that don't want to deal with difficult situations.

My college is amazing

I attended two orientations.

Orientation was actually very helpful for 1st generation college students
Presenters are very nice and helpful!

The campus tour was an experience that was not overwhelming as tours seem to be, with tour guides that are well informed, getting up and around campus is a breeze.

The keynote speaker what's a very wonderful person that gave really great advise. The people that day that was helping were very kind and help explain and understand all my questions.

The most easy and enjoyable.

The orientation I had was a great experience I had a lot of fun and it made me feel comfortable being at the campus.

The orientation is very important because one is able to know what the school is about and what is offered.

the people doing the orientation were very welcoming.

Very fun and informative

Very informative

Did Not Attend One

I did not attend any orientation, was not aware they had ...

I did not attend orientation. I may have registered too late and missed it.

I did not do the college orientation or campus tour. I did everything online.

Did not have to go through orientation since I was in dual enrollment in high school.

We did not have a college orientation since I am taking Dual Credit

I did not have orientation. I think because I started stc while still in hs didn't do orientation i transferred from tstc

I was a transfer student (with an AAS) and did not attend orientation.

I wasn't required to attend orientation when I started in 2010.

Did not attend orientation. (5)

Didn't go to one (3)

Didn't have an orientation (2)

I have not attended any orientation so once again my answers may not be relevant.

I have not been to a college orientation, so I wouldn't fully be able to critique that.

Negative or Suggestion

I enjoyed the orientation but would have preferred to not have to attend at Pecan campus since I was attending Mid-Valley campus

On orientation they should bring less people, so we could all here orientation tells you how it excited it can get but not how to deal with the problems you can encounter

I did not understand much because it was a large group and only had one person to explain.

Orientation, in general, was okay. However, I am a transfer student, and the main and only reason I went to the offered orientation Fall 2018 was to have a tour and get to see/know the main campus which was not provided.

They negated to mention how tedious applying for financial aid was

Considering that I never had the offer for College Orientations or Campus Tours, I would suggest making it mandatory or have the high school seniors tour the campus prior to starting the semester.

I DON'T BELIEVE I ATTENDED A COLLEGE ORIENTATION, BUT I BELIEVE IT WOULD BE BENEFICIAL TO NEW STUDENTS.DEGREE ADVISING IS WHAT I BELIEVE A LOT OF STUDENTS NEED BECAUSE THEY MAY NOT KNOW WHAT CLASSES TO TAKE FOR THEIR DEGREE OR WHEN TO TAKE THE CLASSES.

I would of like to have seen a class in session.

College orientation is not necessary for integration into college education.

Financial Assistance

Financial Assistance Support Services

Again the person answering the phones give you five different answers not the whole information

All went very smoothly. the financial aid office at the Weslaco campus was very helpful and willing to give information.

Did not receive

Do not qualify for financial aid

DON'T QUALIFY FOR FINANCIAL AID, BUT THE VA OFFICE AT THE PECAN CAMPUS HAS BEEN BENEFICIAL IN MY CASE.

Every time I needed to call for financial aid, it was very rare that I got to speak to someone. Lines or staff are always very busy. When referred to a specific financial aid officer, I tried reaching them by phone or email and I never got a response back.

Everything is pretty good and understandable but they were not able to help me pay my last class that I need for my Associates degree.

Financial Aid assistance the week before, during and after school starts has a long wait. These weeks I recommend to go to campus early to have everything done before mid-day.

Financial aid has always been very helpful, but there is a waiting time. At the desk they are very knowledgeable.

Financial aid office needs to help students more in regards to financial aid

Financial Aid staff always friendly and knowledgeable.

First Time Ive Applied

Going to financial aid services is always a hassle because they are in such high demand. They usually have really long lines
good attention

I did go thru the financial aid process but did not qualify. I was very surprised that the school did not have an option of student federal loans they only offer private loans.

I didn't receive financial aid ; I didn't have it

I have not yet applied for financial aid

I want eligible for assistance

I would be nice if we were able to use the Stafford sub/unsub student loans at the school. I found it a little frustrating that I did not have my grant money released until after classes had started. Made it difficult to purchase books and online access to programs.

I would like to be sent an email or some type of notification if I DID NOT win a scholarship or get financial aid. they shouldn't just leave you in the dark. I applied for a scholarship and was never called back. when I called to follow up to see if they ever chose the recipients, the lady was very rude and told me that if you don't get chosen they don't tell you

I would like to know why the award is always different. What is it based on? if I am seeking financial aid assistance than I need help. I can't continue my education lacking courses because I can't pay

In every method mentioned above, I have been able to find answers to my questions. Everything is very simple. New students, like my daughter, have a bit more difficulty because they do not ask questions or think of questions that are important or could affect them. Creating a flyer with important questions to ask for freshmen would be beneficial.

In person we need more people working and less going to lunch at the same time. Take too long and they have to be more friendly.

My experience with your financial appeal process has been terrible for the past year

my final refund was never issued to me, and they are still trying to find out where it was sent to. So I am still waiting on my final refund, and the semester is going to be over. I have been struggling with buying the materials that I need for art class. That final refund would have been so much help if I would have received it.

some questions about income are complicated

Sometimes I would get the run around. When I completed what was asked of me, they would add more instead of handing it to me all at once.

Sometimes it will say you are approved for aid and then a week before classes start you get a rejection letter which doesn't give you much time to correct the issue.

The financial aid page on the STC website is great, yet the scholarship page is lack-luster. There is little to no resources on locating internal and external scholarships that are out there in our community. There should be a page specifically dedicated to scholarships offered to the student by the school, and a page dedicated to local scholarships such as VAMOS, Stars Scholarship Fund, Wal-Mart, Security First Credit Union Annual Scholarship, etc. There would greatly help students who don't receive any financial aid like myself.

The only thing I did not like about FA assistance over the phone was that I would always get disconnected after being on hold for sometimes close to an hour after the machine would say there was only 1 person ahead of me. It would disconnect me and I would have to call overs again and wait all overs again.

The people at the financial aid office would send me back multiple times to sign different papers that were not even needed.

The people in financial need to be more aware of students that are waiting in line and not to be in such a rush a to help students and always double check if they're giving students correct information.

The personal need to be more nice.

there should be given a more time period to start looking for scholarship. Orient student how to get one , and how many.

They are very helpful when it comes to the questions with financial aid.

This part was one of the worst parts of this experience. Poor, poor communication. Counselors seem indifferent, so long as they get a paycheck. Will give full rundown of everything in additional comments
Very helpful

Very helpful and good communication

Very helpful people.

very nice and they help you a lot

very rude people working in financial aid, they have you running around for paperwork they don't need.

When contacting the financial aid office on the phone there are times where you would wait in line and just get hung up on after waiting what could be 30+ minutes without warning. Then you would have to go to the campus and wait in a line for an additional 2:00.

Why can't we use federal loans?

Registration

Registration Support Services

All information is easily located online and if you call to ask. My daughter had to drop a minimester history class which did not have a specific date on the internet for. Yet, she had to gain permission from the professor. He was not readily available and because time had gone by, she was not refunded her money for that class. Minimesters should also have clear deadlines, not "amounts could change by day. Please call to ask." there should still be a clear deadline for dropping these minimesters with the 100% refund, 75% refund, 50%, and so on.

BY HAVING A PAYMENT PLAN AVAILABLE AFTER EARLY REGISTRATION, MONTHLY PAYMENTS COULD BE REDUCED MAKING TUITION PAYMENTS MORE AFFORDABLE.

good attention

How much money do each course class cost , or the total cost of falling or dropping a class.

I am impressed by the increase in online courses offered at STC. It makes it easier for students who work or have family obligations

I don't have fees or tuition so i ranked them as one

I just find not fair for tuition to be more expensive for me as I am not zoned to McAllen. I already waste on gas to be able to go to school. REMINDER: I am from Brownsville.

I really dislike that you cannot pay emergency loans online or access your loan information.

I'm an older student who stills like to have the paper option still available but use online just as much. I have taken advantage of the school's payment plan and it has been great.

I've had a payment plan once, and it was hard. It is very difficult for some students to be able to agree to some of the demands of STC when it comes to payment plans.

in order for me to continue with my selected program i need full financial assistance i have no support other than with stc

Lack of communication

Not taking any one line classes

Online courses should let students know when the course is gonna require live chats.

School Pays for my Fees

Some things do need explanation such as the BAT competency program tuition.

Thank you for your kindness.

The only comment I would like to make is in comparison to other schools STC is affordable. I also like the way the classes are offered at all hours throughout the day.

The school must have more affordable payments to be able to give a chance for students to afford an education!, More availability for tafsa, fafsa for those closer to graduating

There are a lot of fees in my registration statement that were not explained. I still do not know what a lot of the fees are, but I like the school, so I don't complain.

There should be more online payment options for international students. I am an international student, and my last experience with online payments was really bad.

there should be more payment options for students and better deadlines.

There was one lady whose name I can't remember but she helped me with registration and made it a breeze

This was another broken tooth in the wheel.

Too many fees

very good

When selecting classes there was a lady who would be upset if you where a returning student and asked for help to register for classes. I experienced it several times, She demanded we learn one and well. She was very rude and unprofessional. I wish i could remember her name, she really made me feel like an idiot. thanks for that. I learned and never stopped by if she was at the desk. Everyone else was really nice.

Finances

Financial Payment Support Services

Business office was always helpful.
financial plans (if available).

i don't know if the cashier helping me about an emergency loan did not explain the process right or what happened. At the end of the day she said i would have to pay money up front either way. the main reason for me needing an emergency loan was not having money which made it impossible to get the loan.

I have no finances, so i once again rated everything as one

I wish you could pay online for emergency loan.

I've never had to use an emergency loan so I did not know what to click.

There is no "Not Applicable" option.

MORE PAYMENT OPTIONS THAT REDUCE MONTHLY PAYMENTS

Never used an emergency loan

No comment.

no money no education

Payment plan options should not have a rate to enroll in.

Payment plans really help students in need such as myself. I sincerely hope STC keeps them in place

Some of the services that the cashier office is responsible for take great amount of time to process, such as a stop check. To verify is a check was cashed or not, takes up to three weeks, and sometimes when a person would like to inquire about the status of their process, the cashiers have an attitude towards the student for asking. It bothers them, at least it bothered them when I would call once a week. Its ridiculous.

There must be a lower plan for the emergency loans,

These Things Don't Apply to me

They did their part smoothly

This semester was quite tricky because of the minimesters. I didn't end up getting the total refund until the second week of October. A break down of that online would help for those taking minimesters.

why does stc only let you get 3000 from a loan that was approved for 5200?
that was what i was going to use to pay bills while finishing up college.

Advising

Advising Support Services

ACADEMIC/DEGREE ADVISING IS ONE OF THE MOST IMPORTANT ISSUES A COLLEGE STUDENT FACES IN ORDER TO SUCCESSFULLY COMPLETE THEIR DEGREE. STC HAS A LOT OF ROOM FOR IMPROVEMENT IN THIS DEPARTMENT. THE GOOD NEWS IS THAT IF STC IMPROVES THIS DEPARTMENT IT WILL HIGHLY DISTINGUISH IT FROM OTHER SCHOOLS AS OTHER SCHOOLS SEEM TO HAVE THE SAME PROBLEM.

Advising team is awesome

advisors seem like they don't really care and don't put much effort into helping you. they just tell you the obvious

Advisors should have more information about other colleges and more information on degree plans. So students could start being prepared where they want to transfer after finishing at STC or let students know who to talk about transferring.

Career advising is very bad in the STC!!!!!!

Everything advising does is great, they are very helpful.

Had a very bad experience with the advisor I met with at the Weslaco campus.

Have never used transfer advising. Starfish makes it simple to book an appointment with the NAH advisors.

I am a transfer student and I was not aware there was transfer advising. In this case, I would suggest making this service more known.

I felt like the advisors at Mid-Valley weren't at all helpful due to them having an attitude about questions I'd ask about my desired program. I also felt like they did not really help at all to answer my questions because they were clueless about my program and questions I had.

I love the fact that they are always there to support us in any way.

I love how the advisors are always available to help

I think the college advisers need to expand on like I've heard they do at other colleges. They need to be able to connect you with the professors when you're having difficulties with communication. My experience thus far with professors has been they have an attitude of being too busy to even give you the time of day to speak of your progress on class.

If it weren't for our awesome advisor, I would have never returned. Advisors help so much in setting goals and helping growth within a program for students

Once again, I did none of it

South Texas College has some of the best Advisor's I have met.

Steven Cardenas, and Alexandra Morales are HIGHLY qualified advisers and I love them!

The advisors are all very helpful I just wish they didn't all give you different answers for specific things

The advisory department wants to get you out and going. We go for guidance and are entitled to take more than a 5 minutes. I went several times just to ask the same questions again, their answers are not always clear.

very good advisors, they help you a lot and i like that there is someone you can see at any time.

what can I do in order to transfer all of my current credits.

Career Assistance

Career Assistance Support Services

Do not have any experience with these services
easy and helpful.

help students with job recommendation.

I applied for 2 student learning assistant positions. Didn't get my
application reviewed or given an interview.

I did recently attend a workshop at the Technology campus and was very
impressed with the services they provide when it comes to resume skills.

I have never used these resources but I do believe they are important to
use. I will use them once I'm ready to graduate.

I love how career information on your website has important information
because it gives student insight into their future career

I'm too young and busy to work

**INTERNSHIPS WOULD HIGHLY DISTINGUISH STC TRADE PROGRAMS AT
THE TECHNOLOGY CENTER FROM OTHER SCHOOLS.**

learning about internships through STC

Next semester, I am going to take a capstone class, which is sort of like an
internship, but my advisor had recommended me to speak with certain
people in the political science department before doing so. The truth is that
is very disappointing that some of the faculty easily forget about setting up
appointments with students to speak with them, I was one of those
forgotten students.

no internships yet

The computer building does have signs that describe career opportunities.

Support Services

Student & Learning Support Services

Negative

The CLE is great but do not have a tutor for statistics for physiology. I struggle with this course because the times i got help in my assignments the tutor seemed frustrated. Later when speaking with my professor I learned her advise and understanding was wrong. They make you feel stupid especially in math, which is wrong because we all have a weak subject. I never went back, they did not help me but confused me more. Now i watch youtube videos that do not make faces when i ask questions.

The CLE and Library are great places to study and do coursework, but the employees are loud in the Starr County Campus. I have seen it as a problem due to other students walking out.

The cafeteria is very overprice, the food is not good, the coffee is always burn. Parking is terrible not enough. CLE needs to hire better staff. In the ADN building, the CLE staff is made up of students that are not even passing nor qualify to tutor other students. I believe that if you refer a student to the CLE is because they will get proper support from peers that are good in those subjects.

The bookstore is well-organized and provides quality products for students. The customer service on the over hand is non-existent. I have only attempted to buy 1 textbook at the beginning of the semester and after the service I received, I have never gone back nor plan to.

please find a way to allow the NAH library or Pecan library to be open 24/7 like UTRGV. Some students really need a safe and known place to study.

I would like to see more presence of security after dark.

help improve the library with more E-books , and reducing the prices for books.

Both areas of the library are too loud including the staff. Parking is horrible, too many students and not enough parking. Security is hardly around in the buildings and outside.

you should make parking like they have at the mall, you should make it two floors!!!! Please, I promise EVERYONE will appreciate more parking, students, teachers, staff, everyone.

when coming to drop off a document I do not find a parking spot at anytime of the day

WE SHOULD HAVE MORE FOOD VENDORS! HAVE STARBUCKS, AND OTHER OPTIONS! PARKING SPACE IS CRAZY! WE NEED MORE SPACE, DRIVING AROUND FOR 30 MINUTES WASTING GAS IN UNACCEPTABLE! PARKING PERMIT SHOULD BE ADDED TO THE BALANCE/BILL!

Parking should be free if you're attending night classes, as not as many people are needing parking spaces.

Parking needs to be worked on, certain student parking lots have 20 or more parking spaces reserved for campus maintenance vehicles, and only between 5-8 spots are used with the others free. Meanwhile teacher parking has open spaces all the time. Maybe the school should reserved the parking spaces in teacher/faculty parking lots and leave student lots open.

Parking is terrible. We need more parking space. And the cars that park on the curbs next to the exists are likely to cause an accident eventually, because they are blocking the view to see incoming cars (especially on the exist of G building in MidValley Campus)

Parking in STC is a hassle, especially if a student have classes in the morning, which is the majority of campus. The problem is when students who are registered for evening classes get a ticket for not having a parking permit. The issue is not fair, they park in spaces available and after 6:00 Pm, when 80% of students have left for the day because the majority do not have evening classes. If the intention is to keep students and any faculty member safe by identifying that the vehicle indeed belongs to a student, they should sell parking permits for a very low price. As a result, it would allow students to park worry-free of getting any citations by STC, and it

would allow students vehicles to be recognized by security and faculty members.

Parking for disabilities people was not very good at the tech campus
PARKING AT THE PECAN CAMPUS NEEDS TO IMPROVE OR ADD MORE ONE DAY A WEEK CLASSES.I'M ACTUALLY FACING THIS DILEMA FOR SPRING 2019.I WOULD LIKE TO TAKE 3 CLASSES, BUT JUST SHOW UP FOR THESE CLASSES ON ONE DAY (EXPAMPLE HAVE ALL MY CLASSES ON THURSDAY).I MIGHT HAVE TO END UP JUST TAKING ONE OR TWO CLASSES BECAUSE TAKING THREE CLASSES MAY NOT FIT WITH MY WORK SCHEDULE.MORE CLASSES ON SATURDAY MORNING MAY BE BENEFICIAL FOR MANY STUDENTS AS WELL.

oh the parking....i get that parking can be limited on campus so we have the large parking across the street by the theater arts and the parking lots where the shuttle bus picks students up...but when you reserve 20-25 parking spaces for service vehicles that are only taking up 5 (i know its a little off) you have to wonder if the campus is doing the best they can in terms of parking availability for students.

I don't have a license yet so I can't park yet

Considering that there are more college students than faculty/staff employees. We would like to see more parking spaces on campus. But then again, we have the park and ride on Pecan Blvd. Have the staff parking in one centralized location, rather than scattered.

Have the staff parking in one centralized location, rather than scattered.

Need more parking spaces.

I wish STC offered different foods other than the cafeteria food. It would be nice to have restaurants on campus that student can get for lunch. Another thing that would be nice is having water bottle fountains to refill our bottles.

At the A building of NAH they charge for plastic forks/spoons but they do not charge at any other campus.

Positive

I love the burgers from the cafeteria

the CLE and library at the camps' are very welcoming and very helpful.

It is a very good support service.

In my opinion the library, cafeteria, and the CLE are some of the most important support areas around the campus. There is always a friendly environment around those areas and someone there to help you when you need assistance.

I don't have too much experience with the bookstore since all of our books for nursing are online based. The library and CLE are one of the campus resources that I use the most.

I do think the CLE does help but the timeframe at which you have help is very short. Especially for computer programming majors.

Everyone I have come into connect with from the cafeteria staff to the security officers patrolling the parking lot have been friendly and helpful.

Teaching/Instruction

Teaching & Instruction Support Services

Negative

Currently have a Level 4 instructor teaching a Level 1 class and majority of all of Level 1 students are currently failing and when the instructor is confronted about it he retaliates with difficult pop quizzes that are to "help us".

Having to fully rely on books rather than actual instruction

help improve the facilities and classrooms on campus.

I am doing on line classes, and my experience with my professors this semester have been awful. Their syllabus does not go with this semester dates. And their submission dates kept changing. Even their links for submitting assignments were off. Last spring semester my professor would go all out to help us with any questions or problem.

I am having a terrible time at the moment with my College Algebra professor, more specifically Dr. XXX. He has been of no help and gives confusing instructions and homework that is not based on his teaching lectures. I've spoken to classmates and know I'm not the only one who feels this way. I am actually trying to find a way to get him to communicate with me on how I can do better on his course, but he is not helpful at all. I've also tried to speaking to advisors. If there is a way someone could help me out, please email me on this it would be of help:XXX

Online class instructors are sometimes hard to deal with. Sometimes very confusing and often do not respond in a timely manner. I had the worst experience with my SPEECH class with XXX. I honestly do not know how she is still teaching. She is very disorganized.

Professors in the past have been helpful and understanding. This semester , fall 2018, professors have not been much help for online classes. It is understandable that it is self taught, but not much not much on their part is done in regards to assisting when needed.

right away you can see what instructor cares about you. regardless if they are strict or not. some instructor i will not love for my children to be near them. they have no heart. it is their job to teach but sometimes you have to be understandable

Some of the professors target you, especially on online classes, if you are not in their good grace they grade you very toughly. Also, STC is one of the institutions with ZERO diversity of thought. Politics influence the majority of the professors. Currently, I am experiencing oppression of my conservative thoughts. If my opinions are not left-sided or if the instructor's way of thinking is completely opposite than mine, than I am wrong. What generalization does STC have in order to consider conservative thoughts wrong?. If the idea is wrong they should allow the idea to die by itself. Instead, they oppress students that have thoughts that are opposite to their political views. I have been judged and interrupted constantly by my instructor for having conservative political views, and I have seen him grant infinite amount of time to those who speak in his favor. I understand that we live in a very liberal, democratic area, but it is simply not fair. One of the main points of college, which is the exchange of ideas, has been eradicated from STC. I know that a lot of other students that feel the same way I do would not bother to say anything because they believe the school wont care about their opinion, a thought that I share with them. If STC really cares

about its students, it should reform their Political Science department and teach instructors to either be more central bias, or to deal with the contrast opinion of students.

Sometimes teachers online are not that good that is my only concern.

There are very limited instructors in the ADN program that are approachable and willing to help students. There are more instructors that they pretend to help the student but in reality they retaliate if a student asks for help. I had experience with an instructor that asked me how she could help me to get a better grasp of the material in her lectures and I mentioned to her that examples helped me associate things better. For 4 weeks I had to endure the instructor mock me in class, repeating the word example at least 5 times over time she mention one and would even say people say I don't give examples, so here is one, are you listening.

Positive

All my instructors have been amazing the whole time I've been here

All of my nursing instructors have been very helpful.

I couldn't have been more pleased with my instructor. She has the compassion to be a Dean Some day

I really love how available my instructors have been this semester, both online and on campus.

I seen a lot of my professors emphasize buying books and students don't do it. I believe textbooks are an essential aspect of a course.

I've had the best instructors in The Mid-Valley Campus!

MY INSTRUCTORS HAVE SHOWN THAT THEY ARE KNOWLEDGEABLE AND EXPERIENCED WITH THE SUBJECT MATTER, WHICH HAS BEEN HELPFUL IN LEARNING THE MATERIAL.

My online professors were exceptional and had detailed instructions on how to obtain assistance. I would recommend online classes.

STC is far better than UTRGV with their classroom facilities. Even upon my return was highly impressed with how after all these years, STC still maintained clean, organized and up-to-date facilities for its students.

STC Pecan campus has nice classrooms and very supportive and knowledgeable instructors from whom I have learned a lot. I am very satisfied with the school.

the instructors are always helpful .

The PASS Program is a great help for students that truly can't afford the required books and material

There are very good instructors there in STC.

This is my first time taking classes at STC; I am very impressed.

While in my period of taking college classes my professors have been extraordinary in the way they can carry their classroom and how much help they put in.

You guys hire amazing teachers!

Information Access

Access to Information Support Services

the fall festival should had been moved due to the weather, we did not enjoy it.

The calendar is an amazing tool which keeps students in touch with college events.

Since I'm still in high school, i don't really go to events

more calendars at the school, will help most the college.

make more food events!

I sincerely wish STC made JagTV an official and permanent news organization for the college. As well as pursued journalism awards for its students' reporters. STC has a lot of talented students involved and even more fascinating stories of campus events and the people behind them.

I have noticed posters or remnants of fun social activities that have happened but I feel like I'm not on campus those days or I don't see the advertising for them until they've happened. Maybe put up posters and announce the events earlier.

I have never looked into other college dates. Not sure how to answer some of the questions.

I don't care much about any of the events since they don't fit into my schedule and I never have time to go out of my way to check them

Student Life

Student Life Support Services

Have not participated in these things but I do think they are important.

I am apart of my departments club, HMAS. It's great to see more events happening on campus during the day.

I dont do any activities

I work part-time and go to school full-time, I don't have the advantage of joining clubs, activities, or community events at this time. Maybe in the future.

It takes the stress or the burden of a long day during class or even stress and would most recommend it for others.

Not enough info at the Tech campus in E building. it was only in B building please make a computer science club

STC has always been great about keeping the campus activities fun for students. I look forward to the continued growth and addition of more events in the future.

The college life in STC is actually very good. I didn't think its that bad. It might be stressful for the homework they give, but after all it is a good experience.

The disc golf event that was held on campus was exceptional.

They crammed my schedule so all the activities are when I have class. Even if it's after class, I'm too exhausted to even have a nice time. Maybe if my schedule was more flexible then I would be able to enjoy it

To let the creation of more and more clubs that can help in the future . Some clubs are really bad and unnecessary.

try making a HOSA chapter for NAH!!!

Very fun and exciting

very nice, like the dedication

