HCC GRADUATE SURVEY (Summer 2009, Fall 2009 and Spring 2010 Graduates)
RESPONSES TO OPEN-ENDED ITEMS

These comments that are for public distribution have been imported exactly as they were typed by the respondents. However, in those cases that an individual(s) could be identified in a negative context, either by name or by inference, a notation such as [a staff member] or [name of faculty member] is listed. In several instances, obscene language was replaced by the notation [expletive]. The number that precedes each comment is a number generated within Snap, the online survey software package. These numbers are included only for ease of reading, to determine where one comment ends and the next begins.

SUMMER 2009 GRADUATES

Q5: What additional services or facilities would have enhanced your experience at HCC?

6: The advisors look at things very generically. How can you have college campuses where nobody answers the (Brandon) and an option to leave a message is not even given.

10: a parking structure. Better security and higher standards in student selection. Too many students. The old black women in admissions is horrible. She couldn't structure one complete sentence and really embarrassed the institution she represents. She was sarcastic and rude. Financial Aid is a nightmare with long wait times and rude receptionists. The only thing I liked about HCC were my instructors. professional every one.

12: I can not understand why a school as large a HCC can not have decent Gym for student to work out in. I think the removing the donut shop and replacing What Miss Mary did was the biggest mistake every. if the administration of this school could have pulled their heads out of their asses for five minutes they would know her operation gave soul to this institution. By the way where is all the money going? Because it's not coming back to the student in the way of services. Great Instructors, atrocious administration.

15: The Plant City campus needs a food service of some kind. Also the science labs need to be stocked and utilized for the students.

22: I would like to have seen more philosophy, critical thinking, and literature classes.

27: The way students are treated at the Financial Aid Office. While students understand that there is a lot of paperwork, etc; but as far as the Dale Mabry office is concerned, part of the staff is rude and does not allow you to finish asking a question nor do they have a pleasant attitude when they're talking to you.

32: I would have liked to call HCC and have someone answer a phone instead of just having to remain on hold constantly. Also, F.A. needs alot of improvement. They lack professionalism as well as empathy.

35: Having more options to get in the RN program.

38: More caring advisors and the Veteran's affair official needs her own office again.

48: I found the advising at HCC to be very unhelpful. Every time I encountered an issue that needed the assistance of the academic advising I would almost always leaving with a bad taste in my mouth. The advisors would usually send fellow students and I around in circles from advising to the counseling back to advising. I have wasted many hours dealing with the HCC faculty. Other than that, and my conflict with a teacher who called me ADD in front of the whole class, my stay at HCC was satisfying.

51: More allied health lab hours with a consistant schedule. Also, more personnel in the academic advising office. Need up to date equipment in the Nursing lab - we pay soooo much for lab fees.
Q6: What was your primary goal when you attended HCC? [Other]
3: also to prepare me for a Bachelor's at USF
6: earn an a.s. and all the bachelor level courses possible.
7: Earn an Associate's degree and transfer to the University of South Florida.
26: a degree to transfer to 4 year
34: Get my AA and get out of here.
35: Complete the RN program.

Q9: Please identify at least one strength of HCC.
1: James Wysong is the strength of HCC
3: Friendly, trying to get updated electronically/technologically. I understand it's an everchanging environment.
4: Frendly staff
5: Good quality education
6: Nice campuses and locations.
7: Some of the professors are top notch! Referring to Cynthia Hawkins, Gregory Comnes, and Brooke Quilan. They really engage you into the coursework.
9: The professors are extremely helpful.
10: Faculty
11: Meets needs of local students.
12: Instructors
13: Had some great teachers that really inspired me and gave me new perspectives
14: It is relatively small, which allows teachers and students to build relationships.
15: Staff. you have some of the best professors who care about the students success and continuing education.
16: Great Great Teachers mostly fair in grading and encouraging.
17: Availability of resources to students.
19: Alot of the professors.
20: Great Professors
21: labs
22: Great faculty and teaching staff. One of the best I've had the pleasure of dealing with. High praises for Professors James Wysong, Charles Jimenez, and Janet Sibol. Pay them more money!!!
23: accessible, good profs
24: adjunct staff invloved in Crime Scene Technology courses are among the best when it comes to teaching the skills necessary to that job.
26: most professors or very good and the class size is very reasonable
27: The teachers are truly interested in their students doing well in class and succeed
28: Responsive to the needs of students especially from diverse cultures
30: Professors are always willing to go the extra mile to help. Dean Joseph Bentravado is great with working with students.
32: Some of the instructors go above and beyond for the students. HCC is lucky to have them.
33: Online registration
34: Dumbed down classes, cheap aa degree, also John Ball and Eric Joost are two of the best assets this [expletive] will ever have.
35: The variety of class times and locations.
36: Small classrooms
37: The EAP program is very good.
38: A lot of caring teachers.
39: class size and parking is good
40: ONE STRENGTH IS THE COLLEGE ABILITY TO AQUIRE INSTRUCTORS WHO ARE EXPERTS IN THEIR FIELD.
42: excellent and caring teacher
45: strong customer service
47: SOME OF THE PROFESSORS WERE WILLING TO HELP THEIR STUDENTS.
48: The teachers for the most part are very nice and helpful.
49: HCC had great teachers.
50: HCC has a very diverse course schedule that accommodates most work schedules. While at HCC I was always able to schedule school around work, or work around school.
51: Classroom facilities with the projectors and ELMO.
52: class times
53: Small class sizes

Q10: Please identify at least one area where HCC could improve.
1: Advising is terrible. I spent more money in commuting than tuition. Use technology to make more things remote. [A staff member] answering her phone would have saved about 5 hours of my life.
2: student services!!!!!!
3: Analytical thinking, even in the fine arts
4: need more models for anatomy
5: Admissions Department, Financial Aid Department
6: A bachelors level course of study needs to be offered.
7: Some of the professors are not even close to at least the bottom notch! These professors should be let go. Referring to [four faculty members]. They either never even opened the book or referred to anything in it or were so unorganized and all over the place that they were hard to even try to follow.
9: Online registration at the beginning of the semester because the computers were always down.
10: Student government is a joke. How many ethnic festivals can they possible waste money on.
11: More online courses. Parking is horrible at Plant City and Brandon. Please hurry with the construction at Brandon... that's a pain.
12: Administration, facilities for students.
13: Signing up for online classes-I often would be kicked off the website on sign up days.
14: Advising
15: Food service of Plant City. There were only a few instructors I felt needed more monitoring from administration. I am not sure how you can have quality control in education, but there instances when it is needed.
16: Student absent policies. Students should be penalized by teachers for being absent if they are earning a B average or higher in the class. There is an economic crisis out there and people have to work and volunteer to be successful as well.
17: The parking lot needs to be expanded.
19: Parking
21: physics teacher
22: Better negotiating with contractors so that they understand remodeling projects should not take up an entire school year. Ever try taking a calculus final while a building is being destroyed right next to your testing facility?
23: registrar's office, very difficult to have transcripts sent, mistakes made often
24: Weekend parking seems to be an issue (especially with lots that are "loaned out" to local valet companies - they always tried to charge me, but I stood my ground and told them I was a student and they seemed confused but somewhat satisfied.
26: add more advisers with a better understanding of the process and gear them more to transfer students.
27: The service rendered at the Financial Aid office as well as the quality of the information given at the Advising office regarding transfers.
28: Student parking and safety
30: The contact system is horrible. (The phones) Every time I tried to call HCC I could NEVER get anyone on the phone. I had to take time out of my day to personally drive over to HCC Brandon to get answers to my simple questions.
32: HCC needs to start answering their phones as well as give HCC some type of training in professionalism and customer service.
33: Parking at Plant City campus
34: Stop hiring idiots like [a faculty member] to teach, as well as a number of other people who work here.
35: Having more openings for the RN and any other program that is that demanding.
36: 1. Additional parking for students 2. Speaking to anyone in admissions, counseling, financial aid over the phone.
37: for the architecture program hire better fit instructors for the classes. One instructor is not supposed to teach everything.
38: If it's an administrative department, chances are I think it could use some improvement, especially advising.
39: Staffs are very rude in student service building. They don't want to help AT ALL.
40: STUDENT SERVICES COULD BE IMPROVED GREATLY. I THINK THE PEOPLE WHO ARE HIRED IN THE DEANS OFFICES SHOULD BE EVALUATED BY THE STUDENTS. NOT BY THE DEANS.
41: Advising needs to be improved. The wait is horrible and then the advisors rush you.
42: the deli service
45: everything is great; however, cleaner bathrooms would be great
47: ADVISING AND COUNSELING.
48: The academic advising and financial aid staff. Some of the teachers however are condescending to the students. I have only had this problem with [a faculty member] and I informed the disabilities department about his behavior. I am not sure if he was penalized for what he did.
49: Advising Services
50: Advising at HCC is less than stellar. While at HCC, I rarely used the advisors, because it quickly because evident many were not trained or informed of course changes and also different degree requirements. Many times I was misinformed by Advisors regarding classes, and other valuable information they should have, but did not know. For a Student Advising Department, I see this as a major problem.
Web site for registration is horrible. Not user friendly and down too much.

wait time to see advisor

Academic advising, admissions and records office staff need to IMPROVE! food is horrid

Q11: What could HCC do to improve the educational opportunities at the College?

Answer the phone

Improve your advising department! It was like pulling teeth with each visit. They just didn't volunteer information. If I didn't ask just the right questions, they weren't forthcoming. I always felt like I had to ask so many questions to double check them and still had problems at graduation time with a problem I had addressed a year earlier. I graduated with 82 credit and yet one of my transfer credits might have prevented me from graduating had I not fought for it by going over the advisor to the Dean and lastly to Tallahassee.

Umm I would have to say the models again.

have additional staff to handle peak registration periods and reduce wait times for students

Bachelors, Bachelors, and Bachelors.

Follow the professors more closely and pass out surveys to students throughout the semester to follow their improvement or deterioration.

Get all of the advising staff on the same page. Anytime I would visit I would be told something completely different then the time before.

job placement

Work on helping students to the next step in their education.

Don't make it so difficult for students to see a counselor for financial aid or academic advising. I understand there are many students HCC must accommodate, but if there was a way to make appointments it would go much smoother.

My experience overall was very good. I attended Dale Mabry, Ybor, and Plant City campuses and found the staff to be excellent at all of them. I had few issues with educators and no issues with any other staff on any campus.

Offer more Programs designed for hardworking students to transfer to competitive programs at university levels.

Offer more upper-level courses at all campuses.

Educational improvements can only be achieved by the student. All the university can do is provide the tools to sharpen young minds. HCC accomplishes this task, and there is nothing else that can or should be done.

n/a

Furthering the classes necessary in Crime Scene Technology to make it by far the best in the State - maybe more classes that are in-depth and have labs that would fully prepare you for a career in CST. Having secured only a Crime Scene Technology certificate (because I already had a college degree) I feel I missed out on the opportunity to serve in an intern setting to get a better feel of the job and to get my "foot in the door" so that the CSI community would know I exist and am very interested in working in the field.

offer more online courses.

Increase minorities enrollment
30: Make the advisors easier to get ahold of. There needs to be more direction to students. Students should be able to make a phone advising session to discuss their future at HCC and beyond.

34: Hire more good professors like John Ball and Eric Joost who know how to present information to students and don't let people who are basketball coaches teach anything, ever.

35: Open more seats to the demanding programs. This means get more teachers if necessary.

36: Get better teachers

37: Teach trades in design and construction technology

39: Good College. I would recommend to my friends

40: EDUCATION IS GREAT IT WILL IMPROVE ITSELF AS TIME GOES ON.

42: they are great overall

45: offer more higher level classes

48: Well, I go to UF now and it seems that what it really takes to get a person academically successful is to try to make that person interested in the material. Having the teachers inform students about the real life applications of the topics at hand can encourage the student to go "above and beyond" by taking extra time to learn additional information about the material. Colleges with truly engaging teachers are the ones where students leave class everyday and really go home and think about the topics they were taught. Make the reading necessary for all the classes. Have teachers call out on students to encourage them to do the reading before the attend the class, so if they do get called out they are not publicly embarrassed. This may seem too harsh but it really does work.

51: More evening and weekend classes

Q12: What was your program of study as recorded on your Fall 2008 HCC diploma?

1: BA
2: Hospitality & Tourism
3: Associate of Arts in Art with honors
4: AA in liberal Arts
5: Business Administration
6: A.S. FIRE SERVICE TECHNOLOGY.
7: Associate's degree in Libral Arts - Sociology/Psychology
8: Pharmacy
9: Pre-Pharmacy
10: ADBT.AAS
11: CCC Computer Information Technology Specialist
12: CCC Paramedic
13: Associates in Arts
14: elementary education
15: Nursing
16: Pre-Pharmacy
17: Associates in Arts- Medical Science
18: Radiation Therapy
19: Liberal Arts
20: associates in arts
21: radiology
22: Associate of Arts, Business Administration
23: Liberal Aets  
24: College Certificate - Crime Scene Technology  
25: associates in arts  
26: associat of arts (engineering)  
27: Associate of Arts  
28: Radiography  
29: Computer Repair  
30: A.S. Pre-Physical Therapy  
31: My program of study was not on my diploma. I was disappointed about this fact.  
32: Elementary Education  
33: Liberal Arts  
34: Mass Communications  
35: EMT  
36: pre-pharmacy  
37: Autocad certificate. I am still working on my AS in Arquitecture Design & Construction Technology  
38: Liberal Arts  
39: Computer Science  
40: COUNSELING AND HUMAN SERVICES  
41: Associates in Arts  
42: nursing  
43: EMT-Basic  
44: hospitality/culinary  
45: pre-pharm  
46: AA  
47: AA- BUSINESS ADMIN. THIS WAS NOT ON MY DEGREE. I SPECIFIED WITH THE COUNSELOR.  
48: Engineering.  
49: Music  
50: A.A.-Liberal Arts.  
51: AS Nursing - RN  
52: associate arts  
53: liberal arts  
54: buissness administration  

Q14: If you are not continuing your education and not working outside the home, please specify what you are doing.  
24: Having satisfied the requirements for the certificate - I am seeking part-time employment while searching a full-time job in Crime Scene.  
45: prepping for a pharmacy school admission  

Q19: Why would you not consider returning to HCC for additional training?  
1: To much of a hassle  
2: poor quality  
15: I need to further my degree which HCC does not offer at this time  
26: I have all of the courses that are related to my chosen field of study  
34: Cause it's a [expletive] and because I don't want any of the other degrees you offer.
I had encountered too many issues with the institution.
because I do not need any additional training from HCC. Only pharm school can help me now.
Additional training needed is not available at HCC. Must attend private or State University.
The campus is too far and too much like high school

Q21: Please specify where you are continuing your education.

2: ..
8: Famu
11: I am still at Hcc. I have changed my program.
12: HCC
15: St Pete Junior College
18: St. Petersburg College
29: hcc
34: University of Tampa
37: I am still at Hcc
43: HCC
46: Polk State College
FALL 2009 GRADUATES

Q5: What additional services or facilities would have enhanced your experience at HCC?

1: Make Sure The Advisors are on there job and not walking around lolly gagging with the students.

3: If academic advising would have taken a more intimate approach to my academic course selection and success I would have been done long before the time it took me to finished.

7: A computer lab in the science building.

15: Providing better service to students in the academic advising area...

21: The Nursing Lab at PC campus was not up to date. It would have been nice to be able to have the same opportunities as the DM Campus had the facilities been set up properly.

29: Math tutors who spoke better English.

30: More parking. Allowing students to get first serve parking instead of for Bucs stadium.

32: Longer operating hours at the RTV lab.

38: I feel the Computer labs should be used for research or browsing the web and not having 10+ computers being taken up by people playing computer games.

40: Better career follow up and help for graduates. All I got was the employ florida website.

43: I would have liked to be involved more in the college but times of certain groups and association meetings weren't applicable with my schedule.

54: Please find an easier way to get through Financial Aid! That's was my online bad experience at HCC!

56: Mentoring or New Student orientations, as well as assistance for students returning to school after a prolonged time off. Admissions should be better trained in customer care especially considering that the students are the one who pay for staff salaries because if there were no students there would be no funds coming into the college to pay for those salaries.

57: The financial aid office and Advising need to be more efficient. Get ideas from USF's financial aid office. USF has ten times the students yet there is never a line as long as the one that HCC has.

58: Advisors need to give more accurate information.

64: more computers.

66: The photography/art labs are good.

69: The tutoring center is the best part of HCC. The professionalism and enthusiasm their have in tutoring their assignment satisfied me the most.

70: I feel hcc's ability to keep records of each student is lacking. I have had to send my high school transcripts 4 different times, they must have lost the first 3. Most recently I was informed that I wasn't able to graduate because I didn't pass a reading test that I did in all actuality pass, my records must have been lost again. I transferred from another community college so I see no excuse for such unorganization.

79: Cannot think of any that would.

82: all computers to have capabilities to print documents needed for class.

Q6: What was your primary goal when you attended HCC? [Other]

10: EMT

21: RN Associate Degree

33: Liberal Arts Degree

35: To obtain a nursing degree.
Q9: Please identify at least one strength of HCC.

1: none that I can think of right now

2: Tuition less than at a university, many course available, many associate degrees programs available

3: Support.

4: Ability to complete courses on time. Course choices available during almost every semester.

5: In general, the professors at HCC were excellent. Most of them were willing to help us excel and worked with us to ensure that we would succeed in our chosen fields.

6: understanding and always willing to help teachers

7: The professors were well qualified and well informed of their subjects. Most of them communicated the information of the course effectively.

8: Cheap classes.

9: Proximity of the campus from my house.

10: Very easy to handle and very flexible class hours

12: Excellent Fire Science instructors

14: tutoring availability

16: HCC has an amazing staff working in the Academic Advising area. Every time I went there I was greeted caringly and everyone helped me with all my questions and needs. They seemed to care about us as students a lot. I didn’t get that from other departments of Student Services. I also loved the library that was offered and all the resources there. It helped a lot due to my busy schedule with two jobs and never being able to get to another library in the community. I will also say the lines have become a LOT better (still need improvement) than they had been for the Fall semester when the high school students were trying to start out. Keep up the constructive ideas to fix this problem.

17: Convenient locations.

20: diversity

21: The size of the classes and the cost.

23: The overall help from most of the teachers.

25: Bookstore and Cafeteria.

26: I found most of the teachers to be very helpful during and after class. Any time I ever needed help I never had a problem.

29: For the cjt department: the curriculum, course objectives, teachers, and learning experience was great. The course design is not too complicated, and makes transition from course to course very smooth. The learning environment was easy and helpful. I can recall many lectures from the courses and if I were put into the job force this very instant, I do believe I would efficiently complete the job, as well as confidently. (with out any experience, solely based on what I learned during the process of obtaining the degree)

30: Great schedules for classes. Online classes available.

31: interaction with professors

32: free parking

33: The Educators.

34: affordability
The nursing program
HCC provides affordable learning
It has small class sizes which allow the students and professors to get to interact with each other more.
HHC tries very hard to accommodate all of its students and make the learning experience as comfortable and easy as possible. On each campus I’ve attended (DM, Brandon, Ybor), I’ve noticed how many services (Academic Success Center, libraries, lounges) are being offered for free and they make a big difference in how much people WANT to attend class. By making the environment amicable, I believe the student population is more likely to achieve what they came to school to do.

professor to student ratio

Tutors are helpful and testing centers is excellent option for those that may have an emergency.

Sign Language Interpretation Program

instructors

being able to register online

HCC provides open computer labs for students that are not able to have access to a computer off campus.

HCC is very a very adult friendly institution, by that I mean people not right out of high school.

Smaller class sizes
Small classroom sizes help students learn better and they get more one on one time with the instructor.

The small classroom size.

HCC is great at keeping up with technology and making things easier.

Good resources
Student Advising staff and financial aide staff
Some of the professors are amazing!
The sonography program well prepared us for employment and to be board certified
small classroom settings and mostly good and helpful teachers
The smaller class sizes makes the programs more relaxing and personal. You get to know your classmates and instructors very well, which really helps to make the classes more enjoyable. It is also much easier to get help or advice if you need it.

Great faculty

small campuses
The most significant strength that HCC demonstrated was the Student Support Services(specifically the TRIO program). Without TRIO, it would have been extremely difficult for me to have completed my A.A degree.

Availability of classes

Great food and coffee in lounge and cafeteria
N/A
Most courses are interesting and challenging.

students have more one on one with professionals.
flexibility of class schedules
the Professors where great. They are the strength of HCC, without them we would not be prepared to what the Universities have to offer.

Great for students that have been out of college for a while and for those that are uncertain about what they want to major in.

Variety in classes, examples would be humanities, philosophy.

most of the faculty are excellent, in particular Dr. Beth Smith, Dr. Steve Lambert, and Professor Michael Odu

Easy to obtain admissions.

Good value in the market place as far as the cost of tuition.

Ease of Access

Professional

Online registration, financial aid, and

Awesome teachers

Catering to the working people.

A few of the faculty are enthusiastic and clearly wanted to improve me as a student.

Q10: Please identify at least one area where HCC could improve.

Cleanliness of the Bathrooms.

Customer service at financial aid office, communication between students and the financial aid office

academic advising taking a more intimate approach to each different student. More academic advising staff so we do not get rushed out.

Some business courses only offered 1 time per year. Advising did not notify me of this and I almost had to wait to complete my degree due to needing one course which was only available during the fall term.

Student Services was usually extremely inefficient during busy periods. Also, glitches with the online registration system caused me problems such as dropping classes I didn't want to drop. Additionally, the graduation ceremony scheduled for this spring has been placed before final exams at my current institution making it impossible for me to attend.

Update the admissions building, it looks really dated. I would put more services online like transcript requests that work. Hawknet looks incomplete and the information isn't updated enough. Too many broken links throughout hccfl.edu in general.

Better advisors.

Although I understand the need for improving the buildings, the noise level in the mornings disrupted some of my classes from the construction.

The core class professors are boring and have no visible interest in their students well being.

HCC could improve the Financial Aid process. It is already bad enough to have to go through all the paper work and trying to get something to help pay for an education so we can better ourselves in our future. To throw in disgruntle staff that don’t care about our situations or aren’t willing to help us complete things in an area where we are clueless and stressed out about doesn’t help. They are working in the office that they should be knowledgeable about. That’s what they are there for- to help students. I know plenty of students that hated this office altogether because no one was ever really helpful .I worked two jobs, plus side jobs, and went to school full time for the last year and a half. While
doing that I paid out of pocket just so I didn’t have to go through this process with HCC’s aid.

17: More class times available for students with a family and job.
19: Very unorganized, a nightmare, no one's helpful in Student Services, need more staff there and more structure.
20: attitude of Dale Mabry-advising staff
21: The food choices on campus and the fact that PC has no cafe for it's students.
22: Advisors and counselors should be more knowledge in actual needs of individual students.
23: The math teachers are terrible. They know what they are teaching and belittle you when you don't know or get it right.
25: parking
26: This goes for students that are planning to transfer to a university. HCC could improve on making time a bigger issue. By this I mean sticking to a strict time limit for tests etc and not allow any extra. When I got to USF this semester that has been my biggest downfall is trying to get my speed up to par for the tests and quizzes.
29: FINANCIAL AID. There are many people there who are extremely rude. There needs to be better staff to speed up the hour plus wait times during the busy months. I always got mine in before the big rushes; yet somehow something did not come back correctly and I would have to go in and wait with all the other students who waited until last minute to file their fasfa's. It was too time consuming!
30: Parking. Also more time to speak with a counselor.
31: There are professors that should not be teaching. I believe HCC should be more selective in relation to professors. Also, HCC and Deans should recognize clubs like Nutrition and dietetic club that promotes HCC dietetic program.
32: parking lots
33: Guidance and counseling.
34: parking
35: Answering the phones
36: Record keeping!!!!!!!!!!!!!!!
37: Provide a more flexible course offering - for example, many of the technical computer courses are only available during the evening and not during the day.
38: Financial Aid. They claimed I didn't turn in my forms until the end of September when I had actual turned them in in June.
39: One area that should be more carefully considered is in the screening of professors. I understand that sometimes there may be a shortage of people available for certain subjects; however, some people are just not meant to teach and can actually hurt students' progress (not to mention GPA) by teaching badly or judging unfairly/poorly.
40: parking at dale mabry is atrocious
41: EVERYTHING
43: Guidance counseling. I was told false information and I could've graduated two semesters earlier than now. My educational background was pulled up by the counselors however they never took into par what my intentions were with Hillsborough Community College. I had more than enough requirements to surpass the regular college courses and didn't have any help from any of the counselors.
45: Customer Service
advising is poor

The food is too expensive and not healthy at the cafeteria

HCC should improve their parking and some of their faculty.

Better class offerings, it seemed when I would try to apply online most of the classes were closed. It took me almost three semesters in get into one class that I needed to graduate.

Parking

HCC should have more academic advisors on staff so students do not have to wait an hour or more to speak with one.

Preparing students more with writing skills.

Financial Aid needs more representatives to the over population of students.

better organization in nursing programs

Better staff and student relationship especially admissions. Better treatment of Military Veteran and those helping Veterans.

Some of the professors are horrible!

Better advised advisors. A few others than myself thought the advisors didn't know what they are talking about.

smoke free

Though HawkNet normally worked fine for me, the servers would often crash around registration periods, making things extremely difficult. This has become more of a problem in recent years, and I've heard from other students that it causes problems with searching for and registering classes.

Parking lot

need more academic advisors especially during registration

The administrative aspect of HCC was a complete nightmare. Academic advising, Academic counseling, Financial Aid all have MAJOR administrative issues. The biggest hurdles that I had to overcome as a student at HCC were not the classes but those departments mentioned above. The majority of my stress was brought on by those departments.

A lot of areas in general. Especially the telephone service.

Advising

Student records, parking, security.

HCC could use a better method of advising students when it comes to registering for classes or seeing an advisor for that matter. When a majority of the students need to see a counselor, it usually takes almost two hours to just speak with an counselor.

Some teachers have come to rely too heavily on test bank questions. Unfortunately, they are not always correct, or do not correlate entirely with the text. HCC should stress that teachers attempt to review the questions before administering the exams to make sure they apply to the actual information covered. (Specifically the online courses) There is nothing more aggravating than taking a timed exam and encountering questions that do not specifically relate to the text. 2. Modify the team project concept. I understand its significance in the real world. However, its unfair to get a low grade because someone else cannot carry their weight, or worse have to do their part in order to make the grade. I suggest if a team is assigned a project, grades be assigned by the work turned in by each team member and not the group effort. In the workplace people will carry out their
assignments to keep their job. In school we cannot make other students stay on top of their assigned work. Others should not suffer for others inefficiencies.

73: Parking decals at Ybor should be given out at registration, to avoid unnecessary tickets and if you are a student at another HCC campus and have an advisor at HCC in Ybor your advisor should be able to provide you with a parking decal, that would make our life at HCC as a college student more pleasant.

75: Train your advisers better, so when you ask them a question they know the answer and don’t have to get up and ask other people. Then tell you they think that’s right, when they should know.

76: Advisors at the Plant City campus

77: They can improve on staff. Needs more staff or maybe just more staff when its registration time again.

78: Approval is needed in the Financial Aid office. Very unprofessional! Add'l parking spaces, academic advisors

79: The Plant City campus should have more variety in food.

80: Certain staff should not be teaching, particularly some of my night classes.

81: The communication between different departments, locations and management. Every employee has a different answer to any question you have. Students that may have extraordinary situations or need assistance seem to be "left alone to fend for themselves", going on to find out information by themselves.

82: Staff to answer phone calls and also return emails to simple questions. Also a student should not have to wait in line for an hour for financial aid and then financial aid say you have to go to advising to get a degree audit, etc, all offices should be linked thus would save students time and ultimately save HCC money in manpower if it was organized right. I would only recommend HCC based on the value of tuition but would never recommend based on a service oriented academic intuition. Also, HCC should take seriously the complaints of students regarding professors who treat students unfairly. One more than one occasion I have seen professors teaching who degraded students. Coming from a fortune 500 company these ethics would have never been accepted in my previous workforce, nor tolerated by administration.

83: Not education but a health hazard. At South Shore campus, the hand dryers HAS TO exceed the noise decimal range in a public area. Not when just running, but during the hand drying process. I know, seems minimal. But I am a young man with average hearing and it was unbearable.

84: Tuition amount.

86: Student Services. Unfortunately, when I applied for my degree in the spring of ’09, I didn’t receive it until the end of the fall ’09 semester due to a lot of mix-ups within the student service offices. It was a very stressful, frustrating, and time-consuming task for me to get the degree which I worked so hard to earn. However, there were many helpful individuals that helped me resolve the problem.

87: Price of books

88: Improvement is needed with the knowledge of information provided by your counselor’s. The process of waiting to see a counselor needs to be improved as well as the financial aid process.

89: REGISTRATION!!
Q11: What could HCC do to improve the educational opportunities at the College?

1: none that I can think of right now
2: Offer higher level language courses
3: Great school!
4: Better listing of course that are only offered seasonally, one time during the year: only in fall, only in spring, not available in summer term, etc.
5: More math and science options at Plant City Campus would be a great improvement.
6: Advertise financial aid programs and possibilities. This is the main hurdle I know people face when thinking of attending school. Make the information more accessible and try to simplify things.
7: Allow a bridge program from Paramedic to RN
8: Nothing, I enjoyed my year and a half of studies at HCC.
9: Teachers are good. Class schedule are good. More time with counselors.
16: Through the educational opportunities I have no complaints. The professors have always been amazing. There have been a few off the wall ones but that is a given when they are dealing with students all the time. It is something that students have to deal with because we aren't always going to click with our superiors. I have had many amazing professors that helped me through all my problems with the classes and sympathetic to the problems I faced, along with majority of the student population. The staff at HCC teaching us have been good picks. Keep chosing wisely. One thing I would suggest is for when students begin to go to HCC there should be something about getting library cards and how they access them during orientation. There were many students who were unaware of the services the library offered through the internet with their student cards. I thought that was pretty bizarre because we are paying for these services. Therefore, everyone should know about them so they have the option to use it.
17: Review some instructors. Weed out the ones that aren't there to help the students succeed. I had a few instructors that showed absolutely no concern for the students.
23: Please find some better math teacher's in the higher levels of math from 1106,1107, and up.
25: nothing
26: I think that it is overall a very good stepping stone into the university arena.
29: Not sure, I think you guys are doing pretty well.
30: Teachers are good. Class schedule are good. More time with counselors.
32: better offering of classes and scheduling each semester.
33: Give more guidance and have the counselors consider the education goal of each student. Have them act like they care.
34: increase instructor/professor salaries..reward those that exceed exceptions consistently and actively seek to remove those who continually receive poor evaluations from the students they instruct regardless as to whether or not their department chairperson's agree
36: Hire staff that is competent
37: Having a wider range of available courses
39: I think HCC is doing the best it can and the methods its using now work very well.
40: scholarships for white people/white males
41: STOP BEING A [expletive] SCHOOL
43: Make the groups, clubs, scholarships and programs more open to availability instead of just a poster.
47: More parking The nursing instructors need to be more polite and more organize financial aid need improvement with the waiting lines registration need to have more staff the
cafeteria's food is horrible and too expensive the computer lab needs to be more lenient with nursing students because we have tons of paper to print the 10 limit page does not work at all for us.

48: The educational opportunities at HCC could improve their faculty.
49: More online class offerings.
52: HCC could offer 4 year degrees for students.
53: HCC is a great school but it's to easy to get a degree without knowing how to read and writing on a college level.
54: I think HCC is constantly improving in educational opportunities so just keep up with the good work.
55: HCC is doing a great job. I'm very proud of graduating from HCC
56: I feel that HCC should spend more time helping students achieve their educational goals instead of trying to rush them through. Take the time to teach students not hearing them through like cattle!
57: Take a better look at the professors and what the students are saying about them and why.
58: Overall I am satisfied. Not changing books as often would greatly help in the financial situation. Editions do not change all that much from semesters to semesters.
59: Make sure students who are seeking advisement are receiving a print out of courses still needed..it helps seeing the big picture and makes it easier to set up semesters. I know other students that don't think to ask for that but it really helped me to focus on what is left and set goals.
63: Provide more scholarships to people who need them.
65: HCC would be a top-flight community college if it could somehow do some house-cleaning within the departments that I referred to in Q10. Also, putting more financial backing into the student support programs such as TRIO would be a significant step towards HCC achieving top-flight status. It was by sheer accident that I became a member of the TRIO program. I had no idea of it's existence. The TRIO programs existence at the Dale Mabry Campus was almost non existent. There was no concerted effort to promote one it's most valuable resources.
68: Offer more open house
70: Add more certificate program, and expand location of programs.
71: N/A
73: Be more attentive to none traditional students, and relize that older students need more time to grasp concepts because a lot of this is new for our generation. That's why it takes us longer to finish or we have to repeat classes that if the classes where at a slower pace that would eliminate us having to repeat or drop out of college because we are made to feel like we don't fit in.
75: Make more of the class online
79: Be open minded with what people want to do with their lives.
80: link HCC guidance to USF guidance to improve information flow. i received conflicting advise more than once, with the correct information coming from the university.
81: Train every staff/faculty member in customer service. Its a pain to have to continually go to HCC and deal with a variety of issues (Registration, Financial Aid, Advisors, etc) and its a hassle. No other college operates in a fashion where the employee morale is so low and they will verbally tell you "they dont care". This is all across the campuses, not one specifically.
83: ?
84: Extend.
86: Nothing that I know of. Keep up the great work!!!
87: give the teachers a raise
88: Screen the professors more thoroughly. Appearance and attitude is everything.
89: N/A

**Q12: What was your program of study as recorded on your Fall 2008 HCC diploma?**
1: Criminal Justice
2: Nursing
3: Liberal arts
4: AS in Office Management/ Technical Specialist
5: Liberal Arts
6: business administration and management
7: Liberal Arts
8: EMT
9: Associates in Arts for Pharmacy
10: EMS
11: Business Admin
12: Associates in Fire Science
13: Nursing Degree
14: liberal arts
15: Liberal Arts
16: Early Childhood Education
17: Associate in Arts
18: Mass Communications
19: Liberal Arts
20: A.A. of Liberal Arts
21: Nursing
22: Graphic Design
23: Liberal Arts
24: Education
25: Opticianry
26: AA
27: Business
28: AA in Liberal Arts
29: Criminal Justice Technology
30: Associates of Arts. Liberal Arts
31: Dietetic Program
32: Radio Television production
33: Liberal Arts
34: associate of science in nursing
35: Nursing
36: Liberal Arts
37: Cisco Network Academy course
38: associates in arts
39: Liberal Arts
40: business admin/management
41: SHUT THE [expletive]
42: ASN NURSING
43: Engineering
44: Institutional Research
45: Liberal Arts
46: EMT-B
47: Associate science degree Nursing
48: Associate in Arts
49: Criminal Justice Officer Administration
50: emergency medical
51: Business
52: A.A. degree in Mass Communications
53: liberal arts
54: Liberal Arts
55: Associate in Arts
56: Liberal Arts
57: Pursueing an Associates degree in Liberal Arts.
58: sonography
59: office administration
60: aa
61: criminal justice
62: Associate in Arts
63: Associate's degree- medical
64: AA
65: My program of study was not recorded on my diploma unless Associates of Arts is what you refer to as program of study.
66: Associate's of Arts
67: AA IN EDUCATION
68: Emt Program
69: Associate degree(Liberal Art)
70: Elementary education
71: COMPUTER INFORMATIONS SYSTEMS
72: Associate in Arts
73: associate in science business administration
74: Associate of arts
75: Liberal Arts
76: business administration
77: AA-liberal arts
78: Education
79: AA in Liberal Arts but I'm going to change it for Education instead.
80: AA
81: Business Administration
82: Associates of Science, R.N.
83: EMS and Fire 1 and 2
84: Business
Q14: If you are not continuing your education and not working outside the home, please specify what you are doing.
25: Farming in Tampa Bay.
36: I would have if HCC had not messed everything up with financial aid. And I will testify that it was due to their inadequate and inappropriately placed staff.
40: trying to start a business while looking for a job
62: Planning to attend another college soon, though unsure of which one.
73: contemplating if I have the mind and strength to continue my education, right now I'm undecided it took so much out of me and I have a son the will be going to college in the Fall so I'm preparing for that at this time.

Q19: Why would you not consider returning to HCC for additional training?
8: HCC seems like highschool.
36: There administrative staff has no clue as to what is going on. I cannot continue my education until I fix their mistake yet again!!!!!!!!!!!!!!!
41: DID I NOT TELL YOU TO SHUT THE [expletive]????
56: I would not consider returning to HCC because of the hassles and troubles that I was put through simple trying to complete an associate degree. I spent more time in admissions than I did in class.
57: USF has a much big variety of classes for me to take.
70: Poor experience
73: Because it seems like one has to do a lot of self teaching themselves and I don't have the mind to go through that at this time.
82: Very disorganized staff compared to the universities. My time is very limited and I dont have time to go to advising and financial aid and spend over a half a day to be told come back with this information. It would be so much easier to prepare people when signing in a rather than have people wait all day to be told you have to come back with this information and wait in line all over again.

Q21: Please specify where you are continuing your education.
5: Gulf Coast Community College and Florida State University
8: University of Tampa
12: HCC
19: FSU
28: Not sure
39: Florida State University
46: HCC
79: Took a semester off right now to think what I truly want to do with my life, but most likely I will attend University of South Florida.
85: University of Tampa
86: University of North Florida
**SPRING 2010 GRADUATES**

**Q5: What additional services or facilities would have enhanced your experience at HCC?**

1: n/a

2: Being that I am in a wheelchair, it would have been nice to have automatic doors at the bookstore, advising office, and the first floor hallway leading to the elevator for the library on the Dale Mabry campus. Especially the bookstore! How is it there can be an automatic door leading into the area of the elevator for the library but the hallway that allows access to said elevator is blocked with doors on each end leaving people trapped in the hallway waiting for help to get out or waiting to get in. Additionally, it would be helpful to have handicap parking and a curb cut in front of the social sciences building so that we in wheelchairs do not have to stay out in the rain to have to come completely around the building to access the only and sometimes not operational automatic door. Finally, I would ask or suggest a curb cut on the sidewalk that leads from the southeast most parking lot (nearest to the stadium) that leads to the student services building. I have to roll in the road and have had a couple close calls from drivers speeding or not paying attn.. Overall I think that the staff is wonderful and did not experience many issues with personality conflicts. I did and still do enjoy the classes past and present at HCC.

11: cafeteria

13: Advising at the Brandon Campus it not helpful. After waiting forever to see an advisor you are still left to try to figure it out on your own. Financial Aid at the Brandon Campus is not helpful. The staff treats you as a bother and as if you should know everything. Neither dept give you the feeling they are their to help you.

18: An increase in financial aid and advising employees, or at least have separate times for employees to leave for lunch while the room is full of people waiting and there's only two employees there to help them!

21: healthy fresh food and drinks are needed at the plant city campus especially during the eve. Also the nursing lab at plant city is horrible! Lab hours vary and the modules we have are a waste. Please enhance the nursing lab! Also job placement would be great...or at least some type of guidance.

26: I think an improvement should be made to math labs through out the campuses. The overall quality of help was impressive but with limited man power I found that at Brandon they weren't allowed to just tutor a student they had to keep moving even if there was not anyone else needing assistance. For campuses that do not have it available I think allowing students to make appointments to receive one on one tutoring would be helpful for any students that will find themselves in a situation such as the one I found myself in. I had to take the CPT to graduate after my first attempt and failure the first time. I was informed that the State had changed the requirements that I would have to meet before I would be able to attempt the test again. Not being able to meet a tutor made it harder for me to prove that I had remediated and was ready to attempt again. I believe that by adding the ability to make appointments for assistance would make a huge improvement to this already important program offered by the college.

27: The service provided by your Financial Aid center and Academic Advising centers were not helpful in a time of need. This is specifically for Brandon Campus. The staff was not helpful at all. I always had to call the Distric Office to get answers.

32: I believe a Social Media Lab type program would be beneficial in the career center. One with tutors to show students how to utilize them in the workforce. All instructors were
very weary about helping students utilize social networking media such as Facebook and LinkedIn because they felt it was only for personal reasons.

44: n/a
52: Better parking and more Gym hours
56: I wish there were more clubs and students organizations... and more SGA planning field trips!!!
59: Quicker transcript service
84: Additional supplies and materials in labs for students to utilize individually in order to enhance learning. Update labs and tools used. Create parking garages would assist each campus with consolidating available parking space. More competent security needed in parking lots especially at night. Make cafeteria/library available as long as classes are open and functioning. Enhance academic advising/counseling for new incoming students to decrease student retention/overcrowding (give students a much clearer path and direction with their personal educational goals in order to effectively reach them in a sufficient amount of time.)
85: Better parking traffic flow control, a better email system, a web registration site that doesn't crash every freaking semester, a better financial aid office, a better process for filing complaints against rogue professors. And a brand new Dale Mabry campus, the current one is a dump.
91: Some sort of food provider besides Sodexo
92: a better equip gym at Brandon Campus.
100: Have a detail tuition payment history online, including tuition paid per semester.

Q6: What was your primary goal when you attended HCC? [Other]
45: To obtain an AA and to get as many transferable credits for a four year university.
54: become an RN
84: Began at HCC with an intent to complete ADN degree (which I achieved successfully). I am displeased with academic counseling as a new high school grad, I was not given a clear path as to which prerequisites to take. In other words I took more credits than needed and was not given advice on this matter despite attempts to talk to advising. Advisors should be not only personable but give students especially newcomers a clear/concise idea of what to finish within an alloted time frame according to individual needs/preferences (this will definitely lower student retention and increase the number of students who actually graduate successfully).
94: certificate to aa

Q9: Please identify at least one strength of HCC.
1: Small class size.
2: Relaxed atmosphere. Personable instructors.
3: The math faculty at the Dale Mabry Campus.
4: diversity of classes and degrees offered
5: small class sizes
6: *Excellent teachers who are willing to discuss course/course-related material. *Superb tutoring.
7: Enjoyed the personal relationships I was able to develop with professors due to small class size.
8: Close community feeling
10: Great learning environment and small classroom settings!!
11: cheapish
12: working on social skills
13: Southshore Advising Staff is very helpful and they take the time to ensure you understand.
15: Classes needed were always available and easy to register for online.
16: Advising students
17: Flexibility!
18: I can honestly say....not a [expletive] thing!
20: Many different campuses, lots of courses, many online classes
21: Locations and class schedules are accommodating.
22: There are at least a couple dedicated instructors. Not many, I emphasize, but some.
23: The teaching staff
24: Class sizes
25: Teaching
27: Excellent teacher/professor staff
28: great professors specially @ yabar& del mabry campus math, chemistry, & physics departments
29: computer labs were very useful.
30: The classes I needed were offered at night, which worked around my schedule
32: Instructors; most of them are very knowledgeable on their subject.
33: number of campuses
34: Teachers
35: Supporting staff.
36: Smaller class size.
37: Location
38: Mrs. Gayle Palmberg
39: Small classes and several campuses - such as Macdill AFB.
42: different lications that are good and some programes that are aosme such as nurseing. They have some thing else that replace the test and it was very helpful.
44: Great Professors
45: I found for the most part the instructors were very helpful to the needs of the students.
46: The majority of the professors presented the material in a professional manner, and were open to discussing topics from all angles. The professors really do the college justice.
48: Convenient alternative to a University.
49: student body participation
50: Dedicated instructors who care about their students' progress and education
52: Cost, wide assortment of class options
54: Quality teachers and staff, especially the nursing dept. Online registration is easy to use.
55: Screwing up everything.
56: Professor Hardin is HCC's greatest asset and I hope you all realize it. He is absolutely brilliant and its not often that you take a class and it completely changes you, makes you re-evaluate your life, and become a better person.
57: Good Profesors.
58: Mrs. Sharlotte Henderson-Emuan has the quality and knowledge of staff needed at HCC.
59: Excellent instructors
60: Inexpensive
62: Geographic accessibility with locations throughout the county.
64: I have overall had a great experience with the instructors at HCC. I think having a good instructing staff is a strength, most of the teachers were very knowledgeable, reasonable, were available to students who need help, and creative.
65: Flexibility
66: Professors
67: willing to assist and help with problems
68: I believe at HCC has great instructors that really care about their students and are usually available when students need them.
69: Responsive to students needs
72: Instructors Staff
76: Classes are offered at a decent price.
77: small classes that promotes one on one attention between students and professors.
78: the service
79: Very Good teachers
81: The office staff and most of the faculty.
82: HCC was very cheap and affordable.
83: Available class time options and class size.
84: Unified campus with students with a sense of togetherness. Majority of the professors I had over the course of achieving my nursing degree with you guys were excellent.
85: Tammy Bevins, Robert Hervey, Dallas Dunlap
86: Most of my instructors had a passion for what they were doing, and it came across in their teaching. This further influenced me to want to learn more.
87: Has a versatile schedule that can accommodate anybody's schedule.
89: The Honors Program
90: I liked my culinary professors
91: Positive, caring, atmosphere
92: the education is cheap and they are all transferable to any PUBLIC school which i want.
93: the ability to influence students of different cultures
94: good community college
95: n/a
96: Quality instructors who care about the students and are able to identify them by name.
98: Website is easy to navigate
100: The academic teachers were well prepared and well versed in their subject matter. The could easily explained complex items.
101: I love the small class sizes and I like that I can always get help or clarification from my instructors if I didn't understand something.
102: Labs, faculty and events.

Q10: Please identify at least one area where HCC could improve.
1: The efficiency of the Financial Aid Department.
2: Advising!!!!
3: The information and training of advisors at Dale Mabry.
4: offer nursing at Brandon campus
5: another campus
6: *A more effective system concerning the transfer of transcript material. *A more effective online sign-up process, via servers better equipped to handle student traffic.  
7: Brandon campus evening cafe reinstated. Very difficult to get dinner when one works all day and comes directly to class.  
8: Don't charge 1.25 for 5 scantrons. USF hands them out for free  
10: The wait time and help in the Financial Aid office  
11: quality of everything, food, knowledge of staff  
12: Math  
15: none  
16: Book prices  
17: Hire adjunct professors that truly care about students.  
18: Pretty much everything  
20: The quality of the teachers is unfortunately too wide stretched. There are too few that are good in their field of expertise and also good as teachers, and too many that seem to be neither.  
21: Financial aid and counseling wait time and correspondence is unorganized.  
22: At the Brandon campus specifically, have more parking spots, hire more employees at student services so you don't have to wait an hour and a half to have something done that takes 30 seconds, hire better quality instructors, and make more summer classes available (not just Brandon).  
23: Financial Aid  
24: Advising  
25: Awareness  
27: Advisors & Financial Aid staff.  
28: math department @ plant city campus.  
30: better service on the guidance and financial aid people that work there are not polite  
32: Student Services; students who have to work but spend thousands of dollars to get an education should not have to sit in line for 3 hours to speak with an advisor. There were many times when I sat through an lunch break to only find out there were still 6 students ahead of me waiting to speak with someone. In one week, I made 4 trips to the Brandon Campus to speak with an advisor and I worked at [name of a company] right next door.  
33: offer more online classes per semester  
34: Technology and Internet services  
35: Online services.  
36: Plant City Campus...all over  
37: Price per credit  
38: Nursing department  
39: Financial Aid and the way the office operates  
41: Financial aid was one of the worst areas I had to deal with during my years with HCC. There were multiple times that they confused me with other students, as well as they would hand me other students information and I didn't realize it till I left. The staff there is rude. I would confront the FA administrator about my experience and she ignored my multiple emails ETC.
42: omit the last test that was really difficult. It was the only thing that was hanging over my head that prevent me from graduated. However, they done away with the test and it was a much better than taking the test. It wasn't that nesscary though.

44: The worst Financial aid service! over three years that i have attended HCC, this would by far be my biggest complaint, it would be great for you guys to improve on this issue, i know a lot of student that would say the same thing, either get more staff that actually enjoy working with student.

45: Academic advising / student advising is horrible to sub par at best. Case in point I never had a consistent person assigned to advise/ help me when I went in. I started my AS in Computer Engineering Technology Degree because it says that it is transferable to the USF's engineering department.I asked the consular(sorry if I had a consistent consular I could have given you a name) if this was true and was there anything else I needed to do the person said yes it is and no I don't. So after about 2/3's through the requirements I start contacting USF and asking others studying, that although the degree is transferable to USF but there will be several requirements needed to be fulfilled before starting the USF engineering program. So I started making sure I had all the requirements for the AA as well. The good news is I now have (or very soon to) have 2 two year degrees. The bad news I could have focused directly on just the AA had I know that it does not transfer like I was lead to believe. Just so you know I did not have any personal problems with any individual, however since you are asking, your academic / student advising is the worst that I have ever seen at any level anywhere.

46: I had several classes where certain students monopolized the courses with their ramblings. The staff needs to develop strategies on how to properly silence egomaniacs who ruin the learning vibe for the rest of the students.

48: I believe HCC should hire professionals to work in the Student Affair Office because I often found that the students working were unprofessional and rude.

49: student services need to do their jobs!

50: offer more guidance in completing a degree within a time period

52: There were a few terrible teachers. Most were very good but 1 or 2 were terrible.

53: long lines for services

54: Better equipment for the nursing lab.

55: It would be very difficult to chose just one area since the whole school needs improvement in order to become a better school

56: Offering ALL the classes that are actually listed in the catalog. For example, ARC 2501 is in the catalog but no one is teaching it. Unfortunately, it is the only class standing between me and UF, and USF doesn't offer it.

57: They way on which staff treat students, most of the tone employees at HCC especially at the financial aid office seem so overwhelmed that they treat students as if we were a burden therefore try to get rid of students quickly and give useless and misleading information. If the work is too much for them then maybe the college should consider hiring additional staff.

58: Financial Aid Department; too many errors, Bookstore staff; unprofessional, Ybor Campus parking; too far making it unsafe.

59: Quicker processing of transcript requests

60: More rigorous screening of current professors. Some of HCC's instructor's teaching quality is poor. Some instructors are great though.
consistency and organization between all employees. Every professor, guidance
counselor or any HCC employee that I have talked to has told me something completely
different than the previous person I talked to. Very inconsistent and frustrating to th
student.

Seek/maintain quality instructors who include critical thinking and learning rigor in the
course instruction.

One weakness is definitely in the parking, it would be better if HCC got a parking garage
or something. I think this is a problem just because of the huge volume of students that
attend the campus, but the campus needs to accomodate all of them. It needs the parking
garage and it needs to improve some services like advising and financial aid. I've waited
almost two hours to speak to an advisor before and the advise I finally got was not very
helpful. The advising staff did not seem very knowledgeable of certain things. What
might help would be to increase the advising staff and have advisors that specialize in
certain areas of study, like the health sciences. This way one can see someone who will
know answers to the specific questions about an area of study that might come up.

More parking

Financial Aid

Organization of the timelines through the process at times it seemed that the office staff
was not in tune with the teaching staff. During the hesi test let me say every hesi test their
seem to be a problem with the start times or computers. I think this is the main area that
needs to be addressed. After studying and feeling stressed out it is the last thing you want
to deal with.

I know there is not much they can help with parking because there are a lot of students.
Therefore I would say Financial Aid could have a few more workers so students would not
have to wait three hours everytime they go.

Diversity issues

Advising

Quality of teachers, financial aid

Honors Leadership Class: It was a joke.

Some professors needs improvement such as [names of two faculty members].

sport

Price of food

The financial aid office was terrible. I received a letter my last semester saying the I had
made a mistake with some forms and after waiting in line for over an hour I was told that
the letter was sent out by mistake. It was a complete waste of time.

Parking. Also, lower the prices of Sodexo products and force them to offer healthier
options.

HCC could fix their organizational issues (in terms of documents not getting lost or being
reviewed in a timely manner.) and start feeling less like high school.

Replacing [a faculty member]. I should have gone to the Dean at the time of taking her
class, but didn't. Everyone who read my class correspondence couldn't believe she was
"educating" students. She was a racist feminist. When a class starts with thirty-
something students and only 4 or 6 complete the class, the school should automatically
look into it and inquire with the remaining students. Very poor teacher choice!
84: Academic Advising. Give students a clear understanding without the confusion and disorganized chaos. Staff should be more competent. I have found this an issue mainly at Brandon and Dale Mabry.

85: A brand new Dale Mabry campus needs to be built.

86: HCC could improve in student services. Many of the people there are very willing to send one off to another department before fully understanding a student's issue. This could discourage many students when it comes to their education.

87: Require all teachers to use the hawk net. A lot of teachers didn't have their syllabus online.

89: Sending transcripts out in a timely manner

90: Be able to achieve more things online and over the phone, such as financial aid questions and discrepancies. I shouldn't have to drive all the way down there (I don't live very close) just to ask a question that takes only five minutes to answer. Better technology within the academic system. Such as this past semester I had to pay a little money out of pocket that my Bright futures didn't cover. I registered online and paid the remaining balance, however the financial aid department did not automatically get notified a payment was made, so a restriction was put on my account. I had to wait an hour in the financial aid line to just let them know I paid and to lift the restriction. That information should be in the financial aid system automatically.

91: Better gym equipment at Brandon campus

92: academic advising seems to be issue around the campuses. If you are getting paid to a job do it. a lot of students are being left clueless after meeting with them. they should to develop an academic plan for students that track all the classes they need to graduate and to transfer to a four year college. hcc develop a program to help this matter

93: Better relationships with some instructors.

94: n/a

95: The student services offered at HCC could be run by more competent adults. It gets very frustrating consistently dealing with students in the offices who cannot answer your questions. Being put in a line to wait for long periods of time is frustrating when you only need to speak with a competent person for about a minute.

96: Making policies and procedures universal to all campuses


101: I have had instances where the financial aid office "lost" my paperwork.

102: advising and HCC's web.
Q11: What could HCC do to improve the educational opportunities at the College?
1: n/a
2: Do what SPC did and offer four year programs. Being that I am in a wheelchair, it would have been nice to have automatic doors at the bookstore, advising office, and the first floor hallway leading to the elevator for the library on the Dale Mabry campus. Especially the bookstore! How is it there can be an automatic door leading into the area of the elevator for the library but the hallway that allows access to said elevator is blocked with doors on each end leaving people trapped in the hallway waiting for help to get out or waiting to get in. Additionally, it would be helpful to have handicapped parking and a curb cut in front of the social sciences building so that we in wheelchairs do not have to stay out in the rain to have to come completely around the building to access the only and sometimes not operational automatic door. Finally, I would ask or suggest a curb cut on the sidewalk that leads from the southeast most parking lot (nearest to the stadium) that leads to the student services building. I have to roll in the road and have had a couple close calls from drivers speeding or not paying attn. Overall I think that the staff is wonderful and did not experience many issues with personality conflicts. I did and still do enjoy the classes past and present at HCC.
3: An increased selection AA degrees in mathematics, science, computers, and engineering.
4: increase the number of students admitted to the nursing program
5: HCC faculty and staff have done a great job
6: *HCC seems to, currently, possess and offer "educational opportunities" that are quite satisfactory.
7: I can't think of anything.
8: Help make purchasing textbooks more affordable. or supplying students with scantrons for exams
11: make more classes available for each campus so a person does not have to go to four campuses in one day
12: Students helping others students to pass classes.
13: Address the Advising and Financial Aid staff at the Brandon Campus to be more student oriented. Ensure that communication to students is clear and timely.
16: Offer different activities outside the campus with a class not club.
17: Hire adjunct professors that truly care about students.
18: I can honestly say that I don't care. I have had issues with this school the second I transferred here. You lowered my GPA for not allowing two upper level courses I took (not even as electives) because you're a "junior college" and I got stuck taking courses I took in high school. It was a waste of three years and when I look back at it, the only thing I can say is that "well at least I got my gen ed classes out of the way."
20: Test teachers better, make it a general rule to have another faculty sitting in a class of every teacher at least once every semester.
21: Have more up to date resources and longer library time to allow students to study
23: Offer a broader range of continuing education programs
27: N/A
28: i think educational opp. is great..
30: better communications to students and respecitable to me
32: Increase academic staff to offer more of the same classes at different times. I was wanting to take Astronomy, but there were only a limited number of classes. I even received a
letter from the professor to get into the class, but the advising office would not accept it and made me take another science class that I did not want to take.

34: Training to advisors
35: n/a
36: A vast array of educational opportunities are available at HCC; so, without knowing what the incoming new student registration is & without knowing previous years data to compare it to, I am unable to efficiently answer this question to help determine what HCC could do to improve what they already offer.

37: More online classes
38: The nursing department can be organized better. Most of the staff can be abrasive and not very helpful. The curriculum needs a better structure.

44: keep up the good work
45: See Q10
46: Develop more incentive programs, awards, etc for students who show a commitment to scholarly work. In some instances, those who are in school for the sake of learning feel shortchanged by the fact that those who want to earn credits by exerting the least amount of effort possible, earn the same grade as passionate students. An idea of an incentive program could be something as simple as giving out writing excellence awards each term for the best research papers within each department.

50: offer more online courses
52: Pay attention to feedback from students
54: not sure
56: More field trips. Get students more involved. Dr. Paul and the SGA at Brandon Campus are the best of all the campuses (I've attended all campuses).

58: Hire knowledgeable staff! Students do not represent each campus in a professional manner. They are given too much freedom with little to NO supervision.

59: I think the variety of educational opportunities is excellent
61: Offer four year degrees in some fields as other community colleges in the area have begun to offer to their students.

62: I have previously provided an evaluation to the program manager of the paralegal studies where I took the sum of my studies. In the evaluation I noted the need to revise the legal research and writing course as the current two semesters were of marginal value even though there were students who struggled. The wide variance of student backgrounds in the paralegal studies program (and possibly others as well) make it challenging to provide courses that are demanding. My classes had students recently graduated from high school to others with bachelor's degrees and post-bachelor's degrees. In programs such as paralegal there will often be this diverse student population and to be able to provide courses that meet the needs and requirements of the legal profession. Courses may need to have more pre-requisites in order to raise the quality and intensity of the subject. Students need to be made aware that "community college" does not mean "common" or "easy".

64: read above
66: Open up a course that bridges Paramedic phase to RN. If this was available I would not have to look at going to SPC to obtain this

67: I think Hcc has a wide variety of educational opportunities.
68: I believe HCC has many educational opportunities and offers many fields to start out your degree in. I really cannot think of much they can do to improve educational opportunities.

69: Prompt attention to students needs

73: Provide housing and services for students with criminal records

77: Listen more to the students feedback and complaint.

78: Offering scholarship to international student

79: provide more financial help to those who does not have the needs. Have a better qualified tutors.

81: Increase the amount of distance learning courses.

82: A few things that might help would be to require teachers to post grades online and on a more consistent basis and to offer more classes at other campuses( for instance acting classes at dale mabry.)

83: Replacing [a faculty member]. I should have gone to the Dean at the time of taking her class, but didn't. Everyone who read my class correspondence couldn't believe she was "educating" students. She was a racist feminist. When a class starts with thirty-something students and only 4 or 6 complete the class, the school should automatically look into it and inquire with the remaining students. Very poor teacher choice!

85: Fire professors such as [a faculty member]. And expand the tutoring lab.

86: HCC could offer or further student exposure to other educational options after community college and have advisors that are willing to help students and not send them off without a real resolution.

87: I'm not sure what else HCC can do. HCC already has many educational opportunities for people.

89: Pay more attention to online classes. Too many students get away with dishonesty.

90: Become four year college

91: Can't think of anything

94: same as above.

95: n/a

96: HCC could offer personalized advisors according to last name, so that students can identify with an advisor instead of consistently meeting with a different one who has no connection with them whatsoever.

98: More online classes

100: 1. Hire better Computer Science teachers. The text book should not dictate the class curriculum. Student should not be force just to read the text book. 2. Like their academic counterparts, Computer teachers should be better prepared and create their own class curriculum and lecture notes. Mr. Pollock is an excellent example on how to teach a Computer Science class. He is up to date on technology and does not use the text book as a crunch. 3. Set standards and guidelines as to how the Online Course should be conducted. The technology should not limit the learning experience or the interactive aspect of learning. 4. Improve the technology that is used for Online courses to make it more interactive; ex: Web cam

102: Keep working and put students first.

Q12: What was your program of study as recorded on your Fall 2008 HCC diploma?

1: Arts

2: AA
AA. Education, due to lack of AA. Mathematics at HCC.
Associate in Arts
AA-medical
Associate of Arts: Mathematics.
Associate in Arts
Pre-pharmacy
aa in business administration
AA in CIS
education
libral Arts
Business Administration
A.A. Dental
Business administration
Associates in arts- business
AA Med Degree
Liberal Arts
Emergency Medical Technician
Business Administration
AS RN
Aquaculture
AA Business Administration
Pharmacy
Communications
A.A.
AA Degree in Business Administration
AA Engineering DEGREE
medical
AA Arts
computer science
Mass Communications
Advanced Paralegal certificate
eng
Associate of Arts.
RN
EMS
Associates in Science Nursing R.N.
Associate of Arts
Paralegal Studies and Liberal Arts
Nursing
liberal arts AA
Liberal Arts
liberal arts
Associates in Art (It did not specify what type of Associate in Art)
Liberal Arts
Liberal Arts
associates in art
Internet Services Technology - Option 1 - Web Designer
business administration
Associate in Arts
nursing
ADN
AS Veterinary (which doesn't exist according to your 2009-2010 catalog)
Liberal Arts
EDucation
Associates in Liberal Arts
Advanced Technical Certificate Paralegal/Legal Assisting
Nursing
Associates Degree in Nursing (R.N.)
Advanced Technical Certificate in Paralegal Studies
AS Veterinary Technology Program
Medical sciences
Business Administration
EMT
nursing an associate degree.
Liberal Arts
AA. LA
associate of arts
CCNA
Electronics Engineering Technology
AA Liberal Arts
pre vet
business administration
AA
Mass Communication
Manufacturing Engineering Technology
AA Pharmacy
Elementary Education
Liberal Arts
Dramatic arts
Business Admin.
Associate Degree RN Plant City
Liberal arts
A.A. Liberal Arts
Business Administration
Associate in arts
medicine
Culinary
Associate of Arts
Associate in Science in Nursing
associates in arts
paralegal
Q14: If you are not continuing your education and not working outside the home, please specify what you are doing.

21: Looking for a job
67: Looking for a job as a nurse. I just passed my boards.
76: Enlisting with the military.
94: will continue education and work.

Q19: Why would you not consider returning to HCC for additional training?

18: You wasted three years of my education that I already learned in high school
22: Simply put, I hate HCC (as a whole). Dr. Kasper, head of the aquaculture department, would be the only reason I would think twice about not taking more training at HCC. He's an excellent instructor, very knowledgeable, and extremely dedicated to his work.
38: It has nothing more to offer me. I would like to receive a bachelors and masters in nursing
41: planning on going for my masters. But having to deal with Financial aid and Advising again is a headache in itself
55: I would much rather go to another college that didn't screw up everything such as financial aid, registration and graduation.
81: Because I will no longer reside in the Tampa Bay area, and because my recently awarded HCC degree allows me effectively continue my education and future training at a university. I would consider HCC if I had no financial assistance.
100: Lack of faith in the Computer Science teachers and their ability to further my learning.

Q21: Please specify where you are continuing your education.

2: U of Tampa
5: Florida State University
19: HCC
25: Florida State University
29: erwin tech
30: St. Petersburg College
37: HCC
38: I have no entered a program yet but will most likely be continuing it with the University of South Florida in the Spring of 2011
44: South University
46: Eckerd College
49: hcc nursing
58: HCC - Associates in Science; Criminal Justice
59: Hillsborough Community College
I am taking the LSAT in October and plan to apply to Barry University Law School in Orlando and Stetson Law School in Gulfport.

St Pete College

Hillsborough Community College-I got accepted into the Radiography program for Fall 2010

Still at HCC

Engineering

in my country Haiti for now

John Jay College of Criminal Justice

University of Phoenix

3rd Party technical class