

SWTJC Student Satisfaction of Services Survey, Spring 2019
Percent Responses Satisfied/Very Satisfied by Campus

Uvalde Campus Welcome Desk

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Welcome Desk staff	0	0	0	90	0	90
Knowledge of Welcome Desk staff	0	0	0	43	0	43
Courtesy and respectfulness of Welcome Desk staff	0	0	0	88	0	88
Assistance with checking-in or setting up Time Permits for academic advisors	0	0	0	93	0	93
General in-person assistance	0	0	0	95	0	95
Telephone assistance	0	0	0	85	0	85

Office of Admissions & Registrar

Helpfulness of Admissions and Registrar staff	92	89	94	95	100	94
Knowledge of Admissions and Registrar staff	85	92	97	92	100	93
Courtesy and respectfulness of Admissions and Registrar staff	92	86	93	93	100	93
Assistance with online forms	92	67	81	80	93	83
In-person assistance with applying to SWTJC	92	75	91	80	77	83
Transcript requests	92	69	84	85	61	78
Apply Texas application process	100	72	81	81	85	84
What is your preference of communication?						
Letter by mail	23	14	16	19	39	22
Email	77	58	68	71	61	67
Phone Call	38	11	26	20	38	27
Text	46	36	30	44	45	40
Visit in-person	46	39	51	36	15	37
Social Media	8	0	4	3	7	6
How did you register for classes?						
Advisor assisted	85	94	87	85	93	89
Student planning	7	6	12	14	7	9
Which registration method do you prefer?						
Advisor assisted	85	86	93	83	77	85
Student planning	7	11	6	14	22	12

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Comments

Crystal City

I had received an email from one of the counselors I believe from the Uvalde campus, offering me early registration because supposedly I needed hours still to graduate. And I figured it was incorrect so I went to my local counselor and he clarified it for me and helped me apply for graduation. Mr. Cruz Mata has been one of the most helpful advisors. And I'm thankful I had this help m years here.

Very pleased with the crystal city staff

We need more HELPFUL counselors & TUTORS to help us in crystal city.

Del Rio

I filled out the same form again to speak with the counselors. It is a waste of time. The system needs a friendlier IT form for a ONE time use.

I would suggest that everyone no each others roles outside of their field of expertise. When I originally enrolled here it was very hard to find anyone that knew the complete process from financial aid to enrollment. I made several trips and phone calls to provide the necessary documentation to attend here.

Eagle Pass

Easier application

It's excellent

Maybe have a little patience

Put a bowl of candies for the students?? Haha just playing, they are great, super helpful, kind, and patient

start registering earlier or get more advisors because it is really hard to get an appointment and sometimes the advisors are too busy and have a full schedule and they are not able to give you the attention you need without pulling behind all of their appointments

The only problem is they should have more counselors to guide us with the schedules. I have try setup appointments but it is always packed and sometimes do not have time to register for my Summer classes or Fall

The secretary, one of them was very rude to me, because, when I went to register office I was speaking Spanish.

They are do amazing keep going

Work with trip students please

Hondo/Pearsall

Nope, everything has been great so far

here at pearsall campus they are very helpful and nice

Uvalde

Advising staff was not very helpful I was given wrong information. I ultimately advised myself on the issue I was facing and found that the advisor did not adequately look into my Do cross training with the financial aid office to create a well rounded knowledge person.

None everyone does well on there jobs

personnel should be more knowledgeable

There is no need to for improvements for Admissions/Registrar's Office

They're always knowledgeable and helpful. The process is easy and convenient for all students. I feel complete when I go there and they always know what forms I need. If higher ups see this: They need new computers.

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Financial Aid Office

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Financial Aid staff	92	69	83	85	77	81
Knowledge of Financial Aid staff	85	69	84	86	77	80
Courtesy and respectfulness of Financial Aid staff	92	69	81	88	77	81
Completeness of information provided by Financial Aid staff	85	69	80	83	77	79
The amount of information about financial aid options	85	69	78	85	62	76
Availability of financial aid forms	85	67	80	88	77	79

Comments

Crystal City

Not very helpful

the guy who helped me did not really understand what documents I needed, which is a real inconvenience for me due to me living out of town. I had to make multiple trips in order for my fasa to be completed.

Del Rio

My financial aid was delayed because only one of the financial aid advisors was authorized to give the loan awareness power point. The advisor who could give the presentation cancelled twice two weeks in a row due to illness. If both were allowed to give the presentation this would eliminate future issues.

Not very helpful. If they are not in the office to assist you.

Only one staff member available most of the time with several people waiting to be seen

Very helpful!

Eagle Pass

Amazing and no I do not

Yes, that the people of Financial Aid not only wait for the students to arrive, they need to leave their offices, to talk about all the benefits. Remember, not all people are open and

Every time I would go see the financial staff the lady would jus hand me a card and ask me to call the number so I can get help, that she could had easily provide me with. I then went to the other lady that does financial aid and she was super helpful. The 5 time that I've gone I've had a bad experience with the other lady handing me out just the card.

Hmm let the students know about any scholarships or help available???

Improve availability of financial aid forms

More staff helping with Financial Aid

No I don't

no improvements needed

Hondo/Pearsall

No, I usually don't have trouble with financial aid or their office

The financial aid reimbursement process takes too long.

Uvalde

All are very helpful! So grateful for their assistance.

Director of Financial Services was very rude and disrespectful. I have been going to classes for 3 1/2 years here and this is my first semester having to deal with her and was very displeased.

not at the moment

Nothing everyone does well on their jobs

teach the student workers how to give proper information about a students financial aid suspension, and how to start IAP paperwork.

There is no need to for improvements for the Financial Aid Office.

They never answer their. I have called several times during their business hours and it is almost always sent directly to a womans voicemail. It is irritating and unprofessional. People are always at the desks so why can't they answer the phone?

They're pretty fast and knowledgeable. I've never left the building with an unanswered question.

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Academic Advising

Percent responding Very Satisfied or Satisfied

	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined	
Helpfulness of Academic Advisor	92	83	91	97	93	91	
Knowledge of Academic Advisor	92	83	93	97	93	92	
Courtesy and respectfulness of Academic Advisor	92	83	91	98	93	91	
Completeness of information provided to you by an Academic Advisor	92	83	93	95	93	91	
Assistance you received for understanding your degree plan	92	81	90	92	85	88	
Assistance you received with preparation for transferring to another institution	92	56	74	86	68	75	
Overall advising by Academic Advising Office staff	92	83	91	93	93	90	
Have you participated in a Career/Transfer Day at your campus?							
	Yes	15	11	36	31	0	23
	No	85	86	57	64	100	78

Comments

Crystal City

The college students should have the right to get free printouts for college we pay enough money for tuition and fees why be charge...another great thought would be to get more tutors to cater to the colleagues...math, science, English. Our staff is in need of geniuses.

Del Rio

I have Ms. K De-Anda as my student advisor, ever time I have gone she does not have a great attitude towards helping me register for new classes. I still feel lost and unsure about my The Career/Transfer Day needs to have a larger window. I had a class during the time it was going on and was not able to attend until it was already over.

Though my academic adviser is Mrs. Gloria, I prefer to speak with Mrs. Perry. I feel like Mrs. Perry is more helpful when it comes to being an academic advisor. She is patient and listens to my concerns about my schedule. Mrs. Gloria is a professional but the last time I was in her office to discuss my schedule for the spring semester, she made me feel like I was wasting her time because I was unsure of what classes I wanted to take.

Eagle Pass

Maybe listen to what the students wants, instead of forcing them into classes they might not need.

The school needs to open a week-long agenda to have conferences that discuss academic opportunities, call scholarships, the advantages of obtaining good grades, a clean record, and state universities present academic opportunities, via visual. They need to leave their offices and open up to open the way for students to sound far away.

they should make you take the orientation classes during your first semester so you get academic advising early, because it is useless to take it during your last semesters.

They're doing great!! My advisors was De La Garza but I feel more comfortable with Alvarez, she's so sweet and patient, she genuinely cares for the students!??

Hondo/Pearsall

Nope Connie I great!!!

Mr. Cruz Mata is an exceptional Advisor.

None they are helpful

Uvalde

Advising is Excellent Mrs. Lopez and Mrs. Silvia are very helpful and genuinely care about the students and their success

Everyone does well on their job

If this is referring to the advisors in the trio building, they are helpful, caring, and very knowledgeable in advising students. After the registrar advisors were not helpful and rather hurtful to my situation, the trio advisors pocked up the pieces and salvaged my trasfer ability. I am beyond grateful to them and will go to them for all advising needs rather than

In my experience, I never had a bad one. I can't say I'd change anything since he's so helpful.

Maybe a little better interoperability between admissions, fin air and advising departments. It seems sometimes no one really has all the information needed.

Mr. Merritt's method of registering & advising is very helpful, by having the computer in his office to allow the student to see what he is doing & showing us how to participate in student planning. I have been to all other advisers & none do this except for Mr. Merritt. Rosy is very knowledgeable and helpful!!

There is no need to for improvements for Academic Advising.

Yesenia is amazing! I have been out of school for a while and she is so helpful. I set up an appointment with her and she has completed everything with me so I am not feeling lost when I leave her office.

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Student Engagement & Success

<i>Percent responding Very Satisfied or Satisfied</i>		Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Have you attended a seminar, workshop or Real World Wednesday?	Yes	8	58	42	20	0	26
	No	92	39	49	86	100	73
Are you a member of one or more student club or organization?	Yes	0	8	28	34	14	17
	No	100	86	64	63	86	80
Helpfulness of Peer Tutors		46	42	62	53	25	46
Knowledge of Peer Tutors		38	50	62	53	17	44
Helpfulness of Success Coaches		31	39	64	49	17	40
Knowledge of Success Coaches		38	36	67	47	17	41
Student Success Center/Writing Center hours		54	56	80	56	15	52
Ease of finding information and signing up for new Student Orientation		54	44	84	58	38	56
Helpfulness of new Student Orientation		54	42	83	61	54	59
Ease of finding information on campus events and/or activities		46	61	86	64	23	56
Rate your experience during campus events and/or activities you have attended		46	58	83	59	24	54
Ease of finding information about Disability Support Services		38	31	52	49	8	36
Helpfulness of Disability Support Services		46	33	51	46	8	37
Knowledge of Disability Support Services staff		46	33	48	46	8	36
Ease of finding information regarding testing in the Testing Center		69	36	68	63	38	55
Helpfulness of Testing Center staff		62	44	71	63	62	60
Knowledge of Testing Center staff		62	44	70	63	62	60
The following 2 statements are for Uvalde Campus students only:							
I am aware of the Student Food Pantry	Yes	0	0	0	39	0	39
	No	0	0	0	59	0	59
I am aware of the Student Career Closet	Yes	0	0	0	27	0	27
	No	0	0	0	71	0	71

Comments

Crystal City

Physically contacting the students by phone call would be a great start instead of emails

Del Rio

Have more SI sessions available for Del Rio for different classes

I'm not on the Uvalde campus but I think it should be offered to the Del Rio campus considering we have almost near the same amount of students!

I've attended several seminars, and I really enjoy the ones put on by Ms Quiz. The several I've attended by Mrs. Steed have been really unorganized, full of typos, and not well planned. It was disappointing for me.

Keep up the good work

These services should be provided here in Del Rio. Right now I am sitting in the SWTJC lounge and I have not ate all day! I do not have money. It is about to be four

Eagle Pass

More stimulations, awerence for attendance- awareness for participation

Hondo/Pearsall

None, cause I'm never on the campus

Uvalde

I think the school does a great job in efforts to involve students in extracurricular activities!

I would like to get more notifications by email, maybe a week in advance so I can plan instead of the day of.

Spread the word for all events and service y'all provide

There is no need to for improvements for Student Engagement

What's the career closet?

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Library

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Library staff	92	89	90	92	55	84
Knowledge of Library staff	92	86	90	90	55	83
Courtesy and respectfulness of Library staff	92	89	88	88	55	83
Helpfulness of library instruction sessions	92	78	86	85	39	76
Ease of finding the material I want/need in the Library	92	81	84	86	38	76
Ease of finding what I need on the Library website	92	83	84	88	38	77
Library hours	69	89	86	85	38	73
Have you used any of the online library resources?						
Yes	85	78	72	85	60	76
No	8	17	23	15	40	21
Did you know that online resources are available off-campus?						
Yes	62	72	68	86	60	70
No	31	22	28	14	40	27
Did you know you can call or e-mail a librarian?						
Yes	46	50	52	69	52	54
No	46	44	45	31	48	43
Could you use more help in understanding how to use the library resources?						
Yes	69	47	59	58	30	53
No	23	47	38	52	70	46

Comments

Crystal City

The library is great!

Del Rio

I'd love Saturday hours at the library for studying. Other than that, the hours are awesome

The only suggestion I have is to find a better internet provider, it always seems to be down.

They are a bunch of sweet ladies.

Eagle Pass

More books on current themes teachers give homework or essays on.

None, but Jenni is very sweet and extremely helpful.

The computers sometimes are slow and it freezes

The library is a studying environment for students and it's a bit sad that the only times I've had trouble focusing is because of some library staff at the front desk who were chatting and laughing loudly as if we were in a food court with friends. When I visited Angelo State University's Library the staff were friendly and respectful of the students' need to study in a quiet environment, something that needs to be strengthened here in Eagle Pass' swtjc library

They are so kind and helpful!

Yes. They need more educations all students over benefits.

Uvalde

I have requested articles from other libraries on CIHNAL and received no response. This is a big waste of my time.

I'm graduating already, the only problem I've ever had was the database being down. I'm talking about away from home.

internet connection. Computers are slow

Make sure more students are aware of online resources they have helped me a ton!

Nothing everyone does well at their job

Some work studies also need better people skills, because some are rude when assisting students.

There is no need to for improvements for the Library

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Business Office

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Business Office staff	69	69	65	85	85	75
Knowledge of Business Office staff	69	69	67	85	85	75
Courtesy and respectfulness of Business Office staff	69	67	64	88	85	75
Completeness of information provided by Business Office staff	69	64	64	85	85	73
Available methods of payment	77	67	61	85	85	75

Comments

Del Rio

Staff should dress appropriately!

The check payment system they use has been a pain. No matter what I do, whether from my bank account or another they never go through, even though there's always plenty of money in the accounts. Since a third party is used, they can't answer questions about it or work around it.

The funds were not appropriately send to the correct account. The distribution would rather be easily taken care of with a better company

Eagle Pass

It's Good

Uvalde

be more knowledgeable

Business office is always very helpful and friendly!

I suggest better people skills and communication skills, very rude when assisting students

Nothing everyone does well at their job

There is no need to for improvements

They have card payments now so I'm happy!

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Bookstore

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined	
Helpfulness of Bookstore staff	77	72	80	93	79	80	
Knowledge of Bookstore staff	69	69	81	93	70	76	
Courtesy and respectfulness of Bookstore staff	69	69	81	93	79	78	
Availability of books	69	56	68	86	70	70	
Ease of finding required books	69	67	72	90	70	74	
Ease of finding needed supplies	69	64	68	92	70	73	
Bookstore hours	69	47	61	92	70	68	
Purchasing and buy back policies	62	53	59	81	54	32	
My needs are being met by the bookstore							
	Always	54	36	41	78	83	58
	Sometimes	23	31	30	17	0	20
	Rarely	8	14	9	3	17	10
	Never	0	8	6	0	0	7

Comments

Del Rio

It needs to be an actual Bookstore not some make shift closet room that is open 3 weeks out of the semester. Any other universities have book stores that are open the entire semester selling variour items to help students along the way.

Return policy should be established for at least 7 days after you purchase something that is over 100 dollars

The prices are outrageious. Amazon with amazon prime shipping is a way better option.

The store needs expansion.

Well, the staff members whom I have encountered there have sometimes been rude and gave me a difficult time when I tried paying with financial aid money. I've seen this happen to my peers as well. I think they should work on being more polite and helpful. Everything else is good

Eagle Pass

Mayra is sooo sweet and helpful, give her a raise! Haha overall, very happy with bookstore!! I had a charge this semester and she tried her very best to get all the info and try to help me
 Open all year round

Paying more on buy back books at lest half or 1/3 instead of extremalo low amounts. I purchased a nutrition book full price and I was only offered \$5 for it from the book store. It's a rip off

They are some books they can not sell you when it comes to anatomy which is why I do not understand

Hondo/Pearsall

Keep inventory updated for online store

I really wish they were open Saturdays

The books are overpriced. It is a shame that the prices are allowed. Shame on everyone involved in the pricing of books. The staff should be a little more flexible in the buyback process.

It seems like they are too picking in buying back and also pay very little on the buyback.

Uvalde

Buy books back from students at a mush high price.

I wish we didn't need a credit card to rent. I don't have one, I only have a debit card. But the service is great and I feel complete when I leave meaning I don't feel like I need anything else. Plus if you don't wait til the last minute they have good stock.

Lower prices

Nothing everyone does well at their job

Offer more money for buy back policies and drop prices on books.

There is no need to for improvements for the Bookstore.

This as more to do with the teachers making sure the book store can actually get the books they are requiring.

Yes, buy back book amounts need to be increased.

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Student Help Desk & Technical Support

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Help Desk staff/technician	77	53	81	75	63	70
Courtesy and respectfulness of Help Desk staff/technician	77	56	81	75	63	70
Knowledge of Help Desk staff/technician	69	53	83	71	63	68
Clarity and availability of instructions for using Canvas	77	61	84	81	93	79
Help you received for resetting passwords	77	56	81	76	70	72
Technical support you received related to Canvas	70	53	78	73	79	71
How satisfied are you with Canvas overall?	77	67	87	83	93	81
Clarity and availability of instructions for using WebAdvisor	62	64	84	83	93	77
Technical support you received related to WebAdvisor	54	53	78	73	29	57
How satisfied are you with WebAdvisor overall?	69	64	81	81	93	78
Do you know who to call when you have a problem with any of SWTJC's online-services?						
Yes	54	42	52	63	75	57
No	31	42	35	27	25	32
How often do you use SWTJC Canvas?						
Daily	69	78	67	81	93	78
Several times a week	15	19	13	14	7	14
Once a week	0	0	9	3	0	6
Once or twice a semester	0	0	3	0	0	3
Not at all	15	0	1	0	0	8
How often do you access your SWTJC e-mail?						
Daily	46	67	51	68	93	65
Several times a week	23	14	17	22	7	17
Once a week	15	8	16	8	0	9
Once or twice a semester	0	8	6	0	0	7
Not at all	15	0	1	0	0	8

Comments

Del Rio

It seems that the system needs a updated version. It's seems behind the times.
 They are perfect more than a student can ask for.

Eagle Pass

That its good
 Overall, tech support and help desk are doing great!!

Hondo/Pearsall

everything is working fine

Uvalde

I have been trying to change my name as it is spelled wrong, and no one seems to know how to change it.
 More of a canvas thing, but please make a way to make a group on canvas for people you don't have a class with. I'm in a new club and I'd like to have a group for my club. Since canvas is used by all students at one point,k being able to make a club group would be great.
 There is no need to for improvements for the Help Desk or Technical Support.

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Campus Facilities/Grounds & Safety

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Visibility and awareness of Campus Police	54	81	78	88	24	65
Courtesy and assistance of Campus Police	54	75	72	76	24	60
Safety of overall campus	69	89	75	92	32	71
Personal and property security and safety while on campus	62	89	81	92	32	71
Lighting around buildings and parking lots	69	89	80	86	48	74
Overall appearance of campus buildings	77	89	86	88	63	81
Cleanliness and appearance of classrooms	77	89	84	92	70	82
Cleanliness and appearance of restrooms	77	86	86	88	62	80
Cleanliness and appearance of campus grounds	77	86	87	90	70	82
Number of outdoor seating and picnic tables	46	78	62	73	62	64
Location of outdoor seating and picnic tables	46	78	64	71	40	60

Comments

Del Rio

Emergency systems needs improvement: The campus guidelines did not specify nor address information. The alarms sounded more like Fire drill rather than a active shooter alarm could not be heard in some areas. No lock down was provided, obviously open campus doesn't help this issue.

The big stall in Building C where the student success center is at does not have a way to lock the door. Since I weigh 420 lbs I have no choice I have to use that stall and I am a girl and sometimes I have a time of the month I would like to keep to myself! Fix this. also all the outside picnic tables are way to small for me I can not even sit in them.

The Del Rio campus has a picnic table on the other side of the parking lot with a camera on the tree! That is ridiculous place picnic tables that are closer to the buildings!

The portable buildings need to go away. Somehow there needs to be a cafeteria and gym in the center of this campus not a portable building at the very back of the campus.

The tables outside of J building are extremely low and hard to sit at

Wish there was a couple more picnic tables.

Eagle Pass

In the night the buildings A-C is very insecure you can not see the guards could say no there. Besides, it is very dark. It is only alluded to be the light of passing cars.

Keep doing what they're doing!

Maybe more than one officer circulating would be nice

More outdoor seating and picnic tables, and add a smoking area.

There should be more sitting areas outside like picknic tables, our campus does not allow anything on the grass and there is not anywhere to sit down between classes.

Hondo/Pearsall

They are doing a great job when I'm there

Uvalde

Both

it'd be great if we had more tables by the Wagner Building

The campus is great and I love the beautiful fountain space!

There is no need to for improvements for maintenance or Campus Police.

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Food Service

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Helpfulness of Food Service staff	15	28	58	66	8	35
Courtesy and respectfulness of Food Service staff	15	28	58	66	8	35
Cleanliness of facilities	15	31	59	66	8	36
Cleanliness of dishes and silverware	15	28	55	63	8	34
Freshness and variety of salad bar	15	22	48	61	8	31
Overall quality of snack bar food	15	25	51	68	8	33
Overall quality of breakfasts	15	22	46	61	8	30
Overall quality of lunches	15	25	52	63	8	33
Overall quality of dinners	15	19	49	59	8	30
Serving hours	15	22	58	58	8	32
Serving sizes	15	22	51	64	8	32

Comments

Crystal City

They should have a good services or a food bar here in crystal for the students who stay here all day

Del Rio

I do not use this service because of the state that this building is in and the location

Way too expensive not a lot of options and the food was cold and their wasn't any one in charge really. It was a horrible experience I will never do it again

What services? Most be a Uvalde or Alpine questionire. Allocate our funds toward more students programs instead of wasting our money on a Fortune 500 company....Aramark!!

Eagle Pass

Add more variety to the food service.

Add more variety to the menu, I would like to have fruits in the menu.

The cafeteria does not think I can say something good, it needs to be to feed the students while they stude, it needs to improve the food. More nourished, more variety. Include milk, juice. Fruits. Salads less fried and fat. Best schedule at the time of final exams and med-term. Less noise.

The meat is slightly uncooked. Leaving it a bit longer would improve the texture and and the quality of the burgers.

Uvalde

Barbacoa tacos.

great enchiladas!!!

Serve lunch until night classes are over

There is no need for improvements for Food Service.

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Marketing and Communications

<i>Percent responding Very Satisfied or Satisfied</i>	Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
Through which of the following means did you learn about programs and individual classes available at SWTJC? (check all that apply)						
Word of mouth	31	36	32	41	31	34
SWTJC instructors	38	42	46	44	14	37
Academic advisors	54	47	43	59	69	54
SWTJC website	54	47	36	58	69	53
Radio	0	0	1	3	7	6
Newspaper	8	0	0	2	8	6
SWTJC Catalog	8	19	12	14	15	14
SWTJC Schedule of Classes	15	31	22	36	30	27
Other	0	3	6	0	0	5
As a student at SWTJC, how do you get information about registration, graduation, financial aid and current events (basketball games, dances, rodeo) happening at the school? Check all that apply.						
Word of mouth	38	50	38	49	30	41
SWTJC digital bulletin boards	31	28	35	27	23	29
Community newspaper	15	3	6	2	0	7
College web page - News and Events	46	36	42	58	69	50
Video in Student Center	8	6	1	5	0	5
SWTJC Catalog	15	6	10	14	7	10
SWTJC Schedule of Classes	23	25	22	20	24	23
Facebook	15	6	16	17	30	17
Twitter	8	0	0	10	0	9
YouTube	0	0	0	3	0	3
Instagram	15	0	7	8	0	15
Flickr	0	0	0	0	0	0
Other	8	14	9	12	8	10

SWTJC Student Satisfaction of Services Survey, Spring 2019
Percent Responses Satisfied/Very Satisfied by Campus

<i>Percent responding Very Satisfied or Satisfied</i>		Crystal City	Del Rio	Eagle Pass	Uvalde	Hondo & Pearsall	All Campuses Combined
How often do you view/read or listen to the following to learn about SWTJC information?							
School Newspaper							
	Very Often	0	6	12	2	0	5
	Often	8	11	4	10	8	8
	Seldom	8	6	16	24	0	14
	Never	54	75	55	58	92	67
SWTJC digital bulletin Boards							
	Very Often	8	14	23	17	8	14
	Often	15	19	25	19	15	19
	Seldom	0	14	22	29	8	15
	Never	46	50	19	29	60	41
Community newspaper							
	Very Often	8	11	17	10	0	12
	Often	15	11	4	10	8	10
	Seldom	0	8	17	22	0	16
	Never	38	67	48	51	92	59
SWTJC web page-News and Events							
	Very Often	15	28	33	25	48	30
	Often	15	22	29	32	7	21
	Seldom	8	19	14	25	0	17
	Never	31	28	17	14	45	27
Facebook							
	Very Often	23	8	16	17	30	19
	Often	15	8	16	20	15	15
	Seldom	15	14	16	17	0	16
	Never	23	61	39	44	55	44
Twitter							
	Very Often	8	6	9	7	0	8
	Often	15	6	6	14	8	10
	Seldom	0	3	9	10	0	7
	Never	38	78	61	56	33	53
YouTube							
	Very Often	8	6	9	2	0	6
	Often	8	8	7	10	0	8
	Seldom	0	0	7	12	0	10
	Never	46	78	61	61	42	58
Instagram							
	Very Often	8	6	14	7	0	9
	Often	23	8	9	14	0	14
	Seldom	15	3	10	12	0	10
	Never	23	75	51	56	42	49
Flickr							
	Very Often	8	3	9	2	0	6
	Often	8	3	4	3	0	5
	Seldom	0	0	6	12	0	9
	Never	46	84	64	69	85	70
When it comes to advertising, which type do you pay attention to the most?							
	Newspaper	15	14	10	17	8	13
	Television	8	14	10	8	0	10
	Radio	0	3	3	7	0	4
	Social Media	62	64	68	63	77	67