Executive Summary

HLC Student Opinion Survey Results (2026)

The Higher Learning Commission (HLC) Student Opinion Survey provides valuable feedback from 466 Hennepin Technical College students regarding their educational experiences. Overall, students reported a strong level of satisfaction (4.04 on a 5-point scale), highlighting the quality of instruction, faculty expertise, and the supportive learning environment that characterize the college. The survey also identifies opportunities for continuous improvement that will help HTC strengthen student success and institutional effectiveness.

Student Profile

- 60.0% pursuing an Associate degree
- 11.2% pursuing a certificate
- 18.0% enrolled in other educational pathways
- 71.0% attending primarily in person
- 29.0% attending through distance education
- 32.2% under age 22; 23.1% over age 42
- Respondents reflected the college's diverse student population across race, ethnicity, and gender.

Institutional Strengths

Area	Mean Score
Faculty Knowledge	4.17
Enrollment Communication	4.09
Instructional Helpfulness	4.09
Course Placement Accuracy	4.08
Faculty Availability	4.04
Cost Transparency	4.04
Overall Student Experience	4.04
Degree Progress Satisfaction	4.02
Advisor Availability	4.00

Students frequently praised faculty members for their expertise, commitment to student learning, and willingness to provide support outside of class. Many comments also highlighted the value of hands-on instruction and positive experiences within career and technical education programs.

Opportunities for Continuous Improvement

Student Support Services

Students expressed interest in greater access to academic advising, reduced wait times, enhanced financial aid counseling and financial literacy support, and improved responsiveness from student service offices.

Although Advisor Availability received a strong score of 4.00, written comments suggest that periods of high demand can create challenges for some students. Financial Aid Counseling received the lowest institutional rating (3.58), indicating an opportunity to strengthen personalized support for students navigating financial aid and borrowing decisions.

Teaching and Learning
Students generally expressed confidence in instructional quality while also identifying opportunities to strengthen consistency across courses.

- Provide timely grading and feedback
- Continue reviewing instructional technologies and course materials
- Ensure alignment between classroom instruction, assessments, and learning outcomes
- Maintain consistent instructional practices across programs

These comments represented a relatively small portion of the overall feedback but provide useful information for ongoing academic quality improvement.

Student Experience
Most students described positive relationships with faculty and staff. Some written comments identified concerns regarding communication, consistency, or the learning climate within particular programs or student service areas. While these comments were concentrated in a limited number of areas, they provide valuable insight for local review and continuous improvement.

Performance Snapshot

Areas of Excellence (4.00 or higher)
- Faculty Knowledge (4.17)
- Enrollment Communication (4.09)
- Instructional Helpfulness (4.09)
- Course Placement Accuracy (4.08)
- Faculty Availability (4.04)
- Cost Transparency (4.04)
- Overall Student Experience (4.04)
- Degree Progress Satisfaction (4.02)
- Advisor Availability (4.00)

Areas for Continued Improvement (3.75–3.99)
- Advisor Information Accuracy (3.99)
- Challenging Course Content (3.92)
- Required Course Availability (3.87)
- Goal and Program Alignment (3.85)
- Non-Academic Responsiveness (3.80)

Priority Opportunity

Financial Aid Counseling (3.58) represents the clearest opportunity for institutional improvement and aligns with students' written comments requesting additional guidance and personalized support.

Key Takeaways

Students value dedicated and knowledgeable faculty, high-quality instruction, clear enrollment processes, a strong overall educational experience, and career-focused learning opportunities. The survey also identifies opportunities to strengthen student advising, financial aid services, communication and responsiveness, consistency in instructional practices, and student support processes across the institution.

Looking Ahead

Hennepin Technical College will use these survey results alongside other institutional evidence to guide continuous improvement efforts. Student feedback provides valuable insight into both the college's many strengths and areas where additional attention can further enhance the student experience. The results reinforce that HTC is providing students with a strong educational experience while remaining committed to continuous improvement in support services, instruction, and student success.