



Community & Technical College

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**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – FALL 2012**

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2012

HCTC students enrolled in the Fall 2012 semester were asked to express their satisfaction with the HCTC Academic Resource Centers. Five questions were demographic in nature: age, gender, hours enrolled, academic major, and the campus where the student took most of their classes. Two questions related to which ARC the student used them most and how many times during the semester. Thirteen questions asked students to rate their level of satisfaction with ARC services, personnel, or equipment. The final question asked for comments concerning the instructors/tutors, materials, equipment, and ways to improve services. A copy of the survey instrument is attached to this report. The survey was sent/made available for student responses during the last six weeks of the Fall 2012 term.

A total of 116 HCTC students responded to the survey in Fall 2012 compared to 15 responses received for Fall 2011, 193 responses received for Fall 2010, 171 received for Spring 2012, and 277 received for Spring 2011. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes student feedback for improvements. Please see the following sections for the summary statement, items relative to improvements, summary of the demographic responses, and a summary table for ARC services, personnel, or equipment. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The majority of the survey respondents were full-time enrolled female students who attend most of their classes at the Hazard Campus and used the Hazard ARC. Fifty-one percent of the respondents (n=59) were under the age of 25. Students from 21 different academic programs responded to the survey. Fifty-seven percent of the respondents (n=66) indicated that they came to the ARC for test proctoring, 54% came for individualized tutoring (n=63), 50% came for math tutoring (n=58), 36% came for writing tutoring (n=42); and 62% came for help with computer assignments (n=72). Respondents were primarily satisfied with ARC services. However, there were lower satisfaction percentages for math tutoring and computer assignments.

Relative to Improvements (see summary tab on raw data file)

Nothing specific

Gender

Female = 93 (or 80.2%); Male = 23 (or 19.8%)

Hours Enrolled

12 or More = 78 (or 67.2%); Less than 12 = 38 (or 32.8%)

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Age

17/Under = 6 (or 5.2%)
18-19 = 27 (or 23.3%)
20-21 = 16 (or 13.8%)
22-24 = 10 (or 8.6%)
25-29 = 10 (or 8.6%)
30-34 = 8 (or 6.9%)
35-39 = 10 (or 8.6%)
40-49 = 18 (or 15.5%)
50-64 = 11 (or 9.5%)
65/Over = 0 (or 0.0%)

Major

Associate in Arts = 19 (or 19.2%)
Associate in Science = 14 (or 14.1%)
Air Conditioning Tech = 1 (or 1.0%)
Appalachian Studies = 0 (or 0.0%)
Automotive Technology = 0 (or 0.0%)
Business Administration = 4 (or 4.0%)
Collision Repair = 0 (or 0.0%)
Computer Aided Drafting & Design = 0 (or 0.0%)
Cosmetology = 1 (or 1.0%)
Criminal Justice = 2 (or 2.0%)
Computer Information Technology = 1 (or 1.0%)
Diesel Technology = 2 (or 2.0%)
Electrical Technology = 0 (or 0.0%)
Health Information Technology = 2 (or 2.0%)
Heavy Equipment = 3 (or 3.0%)

Human Services = 9 (or 9.1%)
Interdisciplinary Early Childhood Ed = 1 (or 1.0%)
Integrated Nursing = 13 (or 13.1%)
Medical Information Technology = 7 (or 7.1%)
Mining Technology = 0 (or 0.0%)
Multimedia = 0 (or 0.0%)
Physical Therapist Assistant = 4 (or 4.0%)
Professional Studio Artist = 2 (or 2.0%)
Radiography = 2 (or 2.0%)
Sonography = 1 (or 1.0%)
Surgical Technology = 4 (or 4.0%)
Welding Technology = 0 (or 0.0%)
Undecided = 3 (or 3.0%)
Other = 4 (or 4.0%)

Campus Took Most of Classes

Hazard Campus = 49 (or 42.2%)
Lees College Campus = 18 (or 15.5%)
Technical Campus = 12 (or 10.3%)
Knott County Branch = 7 (or 6.0%)
Leslie County Center = 5 (or 4.3%)
Allied Health Center-Hazard = 1 (or 0.9%)
On-Line = 24 (or 20.7%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
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ARC Used Most

Hazard Campus = 61 (or 52.6%)

Lees College Campus = 24 (or 20.7%)

Knott County Branch = 11 (or 9.5%)

Never Used ARC = 20 (or 17.2%)

Number of Times Used Per Semester

1-3 times = 67 (or 57.8%)

4-6 times = 16 (or 13.8%)

6-9 times = 8 (or 6.9%)

10 or more times = 25 (or 21.6%)

HCTC Student Satisfaction with Academic Resource Center Survey Results – Fall 2012

SUMMARY TABLE

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		USED SERVICES		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
9. Test Proctoring	60	51.8%	5	4.3%	1	0.9%	66	90.9%	50	43.1%
10. Individualized Tutoring	58	50.0%	2	1.7%	3	2.6%	63	92.1%	53	45.78%
11. Math Tutoring	46	39.7%	9	7.8%	3	2.6%	58	79.4%	58	50.0%
12. Writing Tutoring	38	32.8%	3	2.6%	1	0.9%	42	90.5%	74	63.8%
13. Computer Assignments	59	50.8%	11	9.5%	2	1.8%	72	82.0%	44	37.9%
15. Tutoring in Other General Classes (from 14)	43	37.0%	5	4.3%	1	0.9%	49	87.8%	67	57.8%

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	71	35.3%	3	2.6%	74	96.0%	42	36.2%
17. ARC available when needed	83	71.5%	3	2.6%	86	96.6%	30	25.9%
18. Instructional Materials-effective	79	68.1%	4	3.4%	83	95.2%	33	28.4%
19. Computers/materials available when needed	87	75.0%	1	0.9%	88	98.9%	28	24.1%
20. ARC personnel answered questions	87	75.0%	2	1.7%	89	97.8%	27	23.3%
21. ARC personnel treated me with respect	86	74.2%	2	1.7%	88	97.8%	28	24.1%

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
22. Overall ARC Services	84	72.4%	2	1.7%	2	1.8%	88	95.5%	28	24.1%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied OR Strongly Agree and Agree

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied OR Disagree and Strongly Disagree

CODEBOOK FOR RAW DATA

Gender: Male = 1; Female = 2

Enrolled Hours: Less than 12 hours = 1; 12 or more = 2

Age: 17/Under = 1; 18-19 = 2; 20-21 = 3; 22-24 = 4; 25-29 = 5; 30-34 = 6; 35-39 = 7; 40-49 = 8; 50-64 = 9; 65/Over = 10

Major/Academic Program:

Associate in Arts = 1

Associate in Science = 2

Air Conditioning Technology = 3

Appalachian Studies = 4

Automotive Technology = 5

Business Administration = 6

Collision Repair/Auto Body = 7

Computer Aided Drafting = 8

Cosmetology = 9

Criminal Justice = 10

Computer Information Technology = 11

Diesel Technology = 12

Electrical Technology = 13

Health Information Technology = 14

Heavy Equipment = 15

Human Services = 16

Interdisciplinary Early Childhood Education = 17

Integrated Nursing = 18

Medical Information Technology = 19

Mining Technology = 20

Multimedia = 21

Physical Therapist Assistant = 22

Professional Studio Artist = 23

Radiography = 24

Sonography = 25

Surgical Tech = 27

Undecided = 28

Welding Technology = 28

Other = 29

Campus: Hazard = 1; Allied Health Center = 2; Tech = 3; Lees = 4; Knott = 5; Leslie = 6; Online = 7

ARC Used

Hazard = 1; Lees = 2; Knott = 3; Never Used = 4

Times Used ARC

1-3 = 1; 4-6 = 2; 6-9 = 3; 10 or more = 4

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5; Have Not Used = 6

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Not Applicable = 5

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5; Not Applicable = 6