

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2008

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2008

HCTC students enrolled in the Fall 2008 semester were asked to express their satisfaction with the HCTC Academic Resource Centers. Five questions were demographic in nature: age, gender, hours enrolled, division enrolled, 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. Twelve 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. A paper survey was made available to students the last few weeks of the Fall 2008 semester and the responses were entered into SurveyTracker.

A total of 10 HCTC students responded to the survey. 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 a summary of the demographic responses, summary table for ARC services, personnel, or equipment, and common themes relative to improvements. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

Division Enrolled

Developmental Education = 0 (or 0%)

General Education = 6 (or 85.7%)

Technical Education = 1 (or 14.3%)

Gender

Students did not indicate

Hours Enrolled

12 or More = 7 (or 70%); Less than 12 = 3 (or 30%)

Age

Under 17 = 0 (or 0%)

17-19 = 4 (or 40%)

20-22 = 4 (or 40%)

23-25 = 0 (or 0%)

Over 25 = 2 (or 20%)

Campus Took Most of Classes

Students did not indicate

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – FALL 2008**

ARC Used Most

Hazard Campus = 0 (or 0%)

Lees College Campus = 0 (or 0%)

Knott County Branch = 10 (or 100%)

Never Used ARC = 0 (or 0%)

Number of Times Used Per Semester

1-3 times = 1 (or 11.3%)

4-6 times = 0 (or 0%)

6-9 times = 2 (or 22.2%)

10 or more times = 6 (or 66.7%)

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

No concerns expressed by respondents

Positive Comments = 2

SUMMARY STATEMENT

There were no survey responses from either the Hazard Campus or Lees College Campus. All respondents who completed the survey were full-time students aged 17-22 and used the ARC at the Knott County Branch. Responders did not indicate their gender or the campus where they took most of their classes. Overall, respondents were satisfied with ARC services.

HCTC Student Satisfaction with Academic Resource Center Survey Results – Fall 2008

SUMMARY TABLE

Item / Area / Service	SATISFIED		DISSATISFIED		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent
8. Test Proctoring	9	90	0	0.0	1	10
9. Individualized Tutoring	10	100	0	0.0	0	0.0
10. Math Tutoring	5	50	0	0.0	5	50
11. Writing Tutoring	7	70	0	0.0	3	30
12. Computer Assignments	10	100	0	0.0	0	0.0
13. Instructors/Tutors available	9	90	0	0.0	1	10
14. ARC available when needed	10	100	0	0.0	0	0.0
15. Instructional materials effective	10	100	0	0.0	0	0.0
16. Computers/materials available when needed	10	100	0	0.0	0	0.0
17. ARC personnel answered questions	10	100	0	0.0	0	0.0
18. ARC personnel treated me with respect	10	100	0	0.0	0	0.0
19. Overall ARC Services	10	100	0	0.0	0	0.0

Legend:

Satisfied = combined total and percentage for Outstanding, Very Good, and Marginally Satisfactory

Dissatisfied = total and percentage for Poor

CODEBOOK FOR RAW DATA

Division Enrolled: Developmental = 1; General Education = 2; Technical Education = 3

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

Gender: Male = 1; Female = 2

Age: Under 17 = 1; 17-19 = 2; 20-22 = 3; 23-25 = 4; Over 25 = 5

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: Outstanding = 1; Very good = 2; Marginally Satisfactory = 3; Poor = 4; Not Applicable = 5