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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2009

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2009

HCTC students enrolled in the Fall 2009 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 to students on November 9 and was closed on December 12, 2009.

A total of 81 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.

Gender

Female = 62 (or 76.5%); Male = 19 (or 23.5%)

Hours Enrolled

12 or More = 58 (or 71.6%); Less than 12 = 23 (or 28.4%)

Age

17/Under = 3 (or 3.7%)

18-19 = 11 (or 13.6%)

20-21 = 14 (or 17.3%)

22-24 = 9 (or 11.1%)

25-29 = 14 (or 17.3%)

30-34 = 9 (or 11.1%)

35-39 = 5 (or 6.2%)

40-49 = 10 (or 12.3%)

50-64 = 5 (or 6.2%)

65/Over = 1 (or 1.2%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – FALL 2009**

Major

Registered Nursing = 16 (or 19.8%)

Associate in Science = 10 (12.3%)

Associate in Arts = 7 (or 8.6%)

Transfer Frameworks Misc = 6 (or 7.4%)

Business Administration = 4 (or 4.9%)

Human Services = 4 (or 4.9%)

Information Technology = 4 (4.9%)

Interdisciplinary Early Childhood Education = 4 (4.9%)

Physical Therapist Assistant = 4 (or 4.9%)

Practical Nursing = 4 (or 4.9%)

Undecided = 3 (or 3.7%)

Medical Information Technology = 1 (or 1.2%)

Computer Aided Drafting & Design = 1 (or 1.2%)

Radiography = 1 (or 1.2%)

Sonography = 1 (or 1.2%)

Welding = 1 (or 1.2%)

Unknown = 1 (or 1.2%)

No Response = 9 (or 11.1%)

Campus Took Most of Classes

Hazard Campus = 35 (or 43.2%)

Lees College Campus = 20 (or 24.7%)

Knott County Branch = 11 (or 13.6%)

On-Line = 12 (or 14.8%)

Allied Health Center-Hazard = 1 (or 1.2%)

Technical Campus = 1 (or 1.2%)

Leslie County Center = 1 (or 1.2%)

ARC USED MOST

Hazard Campus = 37 (or 45.7%)

Lees College Campus = 22 (or 27.2%)

Knott County Branch = 12 (or 14.8%)

Never Used ARC = 10 (or 12.3%)

NUMBER OF TIMES USED PER SEMESTER

1-3 times = 31 (or 38.3%)

10 or more times = 29 (or 35.8%)

4-6 times = 13 (or 16.0%)

6-9 times = 8 (or 9.9%)

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

Too loud

Hard to get help with Math

Tutors need to be more up-to-date and knowledgeable

More Up-to-date Computers/Software

Tools are not available for tutors

Not enough tutors

Longer hours on Fridays

Extended hours in summer

Make more students aware of ARC services

SUMMARY STATEMENT

The majority of the survey respondents were full-time enrolled female Registered Nursing students between the ages of 20-21 and 25-29 who attend most of their classes at the Hazard Campus and used the Hazard ARC. Of significance is that many other survey respondents indicated that they had not used ARC services. Respondents were overall satisfied with ARC services.

HCTC Student Satisfaction with Academic Resource Center Survey Results – Fall 2009

SUMMARY TABLES

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
9. Test Proctoring	52	64.2	9	11.1	1	1.2	19	23.5
10. Individualized Tutoring	47	56.8	9	11.1	3	3.7	23	28.4
11. Math Tutoring	36	44.4	8	9.9	5	6.2	32	39.5
12. Writing Tutoring	32	39.5	8	9.9	2	2.4	39	48.1
13. Computer Assignments	41	50.6	10	12.3	2	2.5	28	34.6
15. Tutoring in Other General Classes (<i>from 14</i>)	45	55.6	7	8.6	3	3.7	26	32.1

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent
16. Instructors/Tutors Available	61	75.3	4	4.9	16	19.8
17. ARC available when needed	70	86.4	1	1.2	10	12.3
18. Instructional Materials-effective	68	83.9	1	1.2	12	14.8
19. Computers/materials available when needed	71	84.6	1	1.2	9	11.1
20. ARC personnel answered questions	67	82.7	4	4.9	10	12.3
21. ARC treated me with respect	70	86.5	2	2.4	9	11.1

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
22. Overall ARC Services	65	80.3	5	6.2	3	3.7	8	9.9

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

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

Construction Technology = 8

Computer Aided Drafting = 9

Cosmetology = 10

Diesel Technology = 11

Electrical Technology = 12

Heavy Equipment = 13

Human Services = 14

Industrial Maintenance = 15

Information Technology = 16

Interdisciplinary Early Childhood Education = 17

Medical Information Technology = 18

Mining Technology = 19

Registered Nursing = 20

Physical Therapist Assistant = 21

Practical Nursing = 22

Professional Studio Artist = 23

Radiography = 24

Sonography = 25

Surgical Tech = 27

Welding Technology = 28

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