



---

**Hazard Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

Lees College Campus of HCTC  
Breathitt Life Skills Center  
1127 Main Street, Room 104  
Jackson, Kentucky 41339  
606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER  
SURVEY RESULTS SUMMARY – FALL 2010**

***February 2, 2011***

## HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2010

HCTC students enrolled in the Fall 2010 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 2010 term.

A total of 193 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 items relative to improvements. A summary statement concludes this report. 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 aged 18-19 who attend most of their classes at the Hazard Campus and used the Hazard ARC. Respondents were overall satisfied with ARC services.

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

Too noisy

Computers are slow/need to be fixed, etc. or need additional (check all locations)

Need more and qualified/experienced tutors

Extended hours of operation (all locations)

Test proctoring issues

### Gender

Female = 168 (or 87.0%); Male = 25 (or 13.0%)

### Hours Enrolled

12 or More = 139 (or 72.0%); Less than 12 = 54 (or 28.0%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER  
SURVEY RESULTS SUMMARY – FALL 2010**

Age

17/Under = 1 (or 0.5%)  
18-19 = 38 (or 19.7%)  
20-21 = 18 (or 9.3%)  
22-24 = 25 (or 13.0%)  
25-29 = 30 (or 15.5%)  
30-34 = 19 (or 9.8%)  
35-39 = 22 (or 11.4%)  
40-49 = 26 (or 13.5%)  
50-64 = 14 (or 7.3%)  
65/Over = 0 (or 0.0%)

Major

Associate in Arts = 22 (or 11.4%)	Interdisciplinary Early Childhood Ed = 5 (or 2.6%)
Associate in Science = 14 (or 7.3%)	Medical Information Technology = 12 (or 6.2%)
Business Administration = 8 (or 4.1%)	Registered Nursing = 38 (or 19.7%)
Construction Tech = 1 (or 0.5%)	Physical Therapist Assistant = 5 (or 2.6%)
Computer Aided Drafting & Design = 1 (or 0.5%)	Practical Nursing = 9 (or 4.7%)
Cosmetology = 1 (or 0.5%)	Professional Studio Artist = 2 (or 1.4%)
Diesel Tech = 2 (or 1.0%)	Radiography = 9 (or 4.7%)
Electrical Technology = 1 (or 0.5%)	Surgical Technology = 2 (or 1.0%)
Heavy Equipment = 1 (or 0.5%)	Undecided = 9 (or 4.7%)
Human Services = 19 (or 9.8%)	Other = 12 (or 6.2%)
Information Technology = 3 (or 1.6%)	No Response = 19 (or 9.8%)

Campus Took Most of Classes

Hazard Campus = 105 (or 54.4%)  
Lees College Campus = 34 (or 17.6%)  
Technical Campus = 6 (or 3.1%)  
Knott County Branch = 12 (or 6.2%)  
Leslie County Center = 10 (or 5.2%)  
Allied Health Center-Hazard = 1 (or 0.5%)  
On-Line = 25 (or 13.0%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER  
SURVEY RESULTS SUMMARY – FALL 2010**

ARC USED MOST

Hazard Campus = 106 (or 54.9%)

Lees College Campus = 38 (or 19.7%)

Knott County Branch = 13 (or 6.7%)

Never Used ARC = 36 (or 18.7%)

NUMBER OF TIMES USED PER SEMESTER

1-3 times = 105 (or 54.4%)

4-6 times = 27 (or 14.0%)

6-9 times = 13 (or 6.7%)

10 or more times = 48 (or 24.9%)

## HCTC Student Satisfaction with Academic Resource Center Survey Results – Fall 2010

### 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	111	57.6	10	5.2	8	4.2	129	86	64	33.2
10. Individualized Tutoring	92	47.7	13	6.7	7	3.6	112	82	81	42.0
11. Math Tutoring	87	45.0	11	5.7	12	6.2	110	79	83	43.0
12. Writing Tutoring	50	24.9	17	8.8	2	1.0	69	72	124	64.2
13. Computer Assignments	98	50.8	15	7.8	12	6.3	125	78	68	35.2
15. Tutoring in Other General Classes (from 14)	71	36.8	18	9.3	4	2.1	93	76	100	51.8

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	124	69.4	5	2.6	129	96	54	28.0
17. ARC available when needed	144	74.6	4	2.1	148	97	45	23.3
18. Instructional Materials-effective	142	73.5	6	3.2	148	96	45	23.3
19. Computers/materials available when needed	153	79.2	8	4.2	161	95	32	16.6
20. ARC personnel answered questions	137	71	9	4.7	146	94	47	24.4
21. ARC personnel treated me with respect	148	76.7	3	1.6	151	98	42	21.8

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	136	70.5	9	4.7	7	3.6	152	89	41	21.2

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