



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – FALL 2011**

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – FALL 2011

HCTC students enrolled in the Fall 2011 semester at the Lees College Campus only 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 administered to students using the ARC at the Lees College Campus via paper-pencil method during the last six weeks of the Fall 2011 term. These paper surveys were sent to the Institutional Research Coordinator for processing. The survey was not administered to students using the Hazard ARC or Knott County Branch ARC.

A total of only 15 HCTC students responded to the survey compared to 193 responses received for Fall 2010 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 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 who attend most of their classes at the Lees College Campus and used the Lees College Campus ARC. The majority of the respondents (5 or 33%) were age 20-21. Ninety-three percent of the respondents (n=14) indicated that they came to the ARC for test proctoring. Respondents were satisfied with ARC services at the Lees College Campus.

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

none

Gender

Female = 10 (or 66.7%); Male = 5 (or 33.3%)

Hours Enrolled

12 or More = 13 (or 86.7%); Less than 12 = 2 (or 13.3%)

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Age

17/Under = 0 (or 0.0%)
18-19 = 3 (or 20.0%)
20-21 = 5 (or 33.3%)
22-24 = 1 (or 6.7%)
25-29 = 1 (or 6.7%)
30-34 = 1 (or 6.7%)
35-39 = 2 (or 13.3%)
40-49 = 1 (or 6.7%)
50-64 = 1 (or 6.7%)
65/Over = 0 (or 0.0%)

Major

Associate in Arts = 2 (or 13.3%)	Interdisciplinary Early Childhood Ed = 0 (or 0.0%)
Associate in Science = 0 (or 0.0%)	Medical Information Technology = 0 (or 0.0%)
Air Conditioning Tech = 0 (0.0%)	Registered Nursing = 0 (or 0%)
Automotive Tech = 0 (0.0%)	Physical Therapist Assistant = 0 (or 0.0%)
Business Administration = 2 (or 13.3%)	Practical Nursing = 0 (or 0.0%)
Computer Aided Drafting & Design = 0 (or 0.0%)	Professional Studio Artist = 0 (or 0.0%)
Cosmetology = 0 (or 0.0%)	Radiography = 1 (or 6.7%)
Diesel Tech = 1 (or 6.7%)	Sonography = 0 (or 0.0%)
Electrical Technology = 0 (or 0.0%)	Surgical Technology = 0 (or 0.0%)
Heavy Equipment = 0 (or 0.0%)	Undecided = 0 (or 0.0%)
Human Services = 0 (or 0.0%)	Other = 0 (or 0.0%)
Information Technology = 0 (or 0.0%)	Blank = 9 (or 60%)

Campus Took Most of Classes

Hazard Campus = 2 (or 13.3%)
Lees College Campus = 10 (or 66.7%)
Technical Campus = 0 (or 0.0%)
Knott County Branch = 0 (or 0.0%)
Leslie County Center = 0 (or 0.0%)
Allied Health Center-Hazard = 0 (or 0.0%)
On-Line = 3 (or 20.0%)

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ARC USED MOST

Hazard Campus = 0 (or 0.0%)

Lees College Campus = 15 (or 100%)

Knott County Branch = 0 (or 0.0%)

Never Used ARC = 0 (or 0.0%)

NUMBER OF TIMES USED PER SEMESTER

1-3 times = 7 (or 46.7%)

4-6 times = 2 (or 13.3%)

6-9 times = 2 (or 13.3%)

10 or more times = 4 (or 26.7%)

HCTC Student Satisfaction with Academic Resource Center Survey Results – FALL 2011

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	13	86.7%	1	6.7%	0	0.0%	14	92.8%	1	6.7%
10. Individualized Tutoring	9	60.0%	0	0.0%	0	0.0%	9	100.0%	6	40.0%
11. Math Tutoring	9	60.0%	0	0.0%	0	0.0%	9	100.0%	6	40.0%
12. Writing Tutoring	5	33.3%	0	0.0%	0	0.0%	5	100.0%	10	66.7%
13. Computer Assignments	7	46.6%	0	0.0%	1	6.7%	8	87.5%	7	46.7%
15. Tutoring in Other General Classes (<i>from 14</i>)	6	40.0%	0	0.0%	0	0.0%	6	100.0%	9	60.0%

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	12	80.0%	0	0.0%	12	100.0%	3	6.7%
17. ARC available when needed	13	86.6%	1	6.7%	14	92.8%	1	6.7%
18. Instructional Materials-effective	12	80.0%	1	6.7%	13	92.3%	2	13.3%
19. Computers/materials available when needed	14	93.3%	0	0.0%	14	100.0%	1	6.7%
20. ARC personnel answered questions	14	93.3%	0	0.0%	14	100.0%	1	6.7%
21. ARC personnel treated me with respect	14	93.3%	0	0.0%	14	100.0%	1	6.7%

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	13	86.6%	1	6.7%	0	0.0%	14	92.8%	1	6.7%

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

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