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**Community & Technical College**

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

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

HCTC students enrolled in the Spring 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 Spring 2012 term.

A total of 171 HCTC students responded to the survey in Spring 2012 compared to 15 responses received for Fall 2011, 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 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. A great majority of the respondents (103 or 60%) were over the age of 25. Students from 18 different academic programs responded to the survey. Sixty-six percent of the respondents (n=113) indicated that they came to the ARC for test proctoring, 58% came for individualized tutoring (n=99), 55% came for math tutoring (n=94), 37% came for writing tutoring (n=64); and 66% came for help with computer assignments (n=112). Respondents were primarily satisfied with ARC services.

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

Need to eliminate the noisy atmosphere, can't study or take test because of the noisy distractions

Need tutors who want to help students

Need more effective math tutors

Need to stay open longer a few days a week

Need a tutor who can help students who are taking an online class for the first time

### Gender

Female = 145 (or 84.8%); Male = 26 (or 15.2%)

### Hours Enrolled

12 or More = 100 (or 58.5%); Less than 12 = 71 (or 41.5%)

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Age

17/Under = 5 (or 2.9%)  
18-19 = 23 (or 13.5%)  
20-21 = 24 (or 14.0%)  
22-24 = 16 (or 9.4%)  
25-29 = 15 (or 8.8%)  
30-34 = 21 (or 12.3%)  
35-39 = 18 (or 10.5%)  
40-49 = 34 (or 19.9%)  
50-64 = 13 (or 7.6%)  
65/Over = 2 (or 1.2%)

Major

Associate in Arts = 26 (or 16.7%)	Interdisciplinary Early Childhood Ed = 7 (or 4.5%)
Associate in Science = 18 (or 11.5%)	Medical Information Technology = 9 (or 5.8%)
Air Conditioning Tech = 1 (0.6%)	Mining Tech = 0 (0.0%)
Automotive Tech = 0 (0.0%)	Registered Nursing = 25 (or 16.0%)
Business Administration = 5 (or 3.2%)	Physical Therapist Assistant = 7 (or 4.5%)
Collision Repair = 0 (0.0%)	Practical Nursing = 2 (or 1.3%)
Computer Aided Drafting & Design = 3 (or 1.9%)	Professional Studio Artist = 0 (or 0.0%)
Cosmetology = 1 (or 0.6%)	Radiography = 2 (or 1.3%)
Diesel Tech = 0 (or 0.0%)	Sonography = 5 (or 3.2%)
Electrical Technology = 0 (or 0.0%)	Surgical Technology = 3 (or 1.9%)
Heavy Equipment = 0 (or 0.0%)	Welding Tech = 0 (0.0%)
Human Services = 20 (or 12.8%)	Undecided = 7 (or 4.5%)
Information Technology = 2 (or 1.3%)	Other = 12 (or 7.7%)

Campus Took Most of Classes

Hazard Campus = 65 (or 38.0%)  
Lees College Campus = 45 (or 26.3%)  
Technical Campus = 8 (or 4.7%)  
Knott County Branch = 9 (or 5.3%)  
Leslie County Center = 6 (or 3.5%)  
Allied Health Center-Hazard = 2 (or 1.2%)  
On-Line = 36 (or 21.1%)

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ARC Used Most

Hazard Campus = 74 (or 38.0%)

Lees College Campus = 61 (or 35.7%)

Knott County Branch = 9 (or 5.3%)

Never Used ARC = 27 (or 15.8%)

Number of Times Used Per Semester

1-3 times = 100 (or 58.5%)

4-6 times = 27 (or 15.8%)

6-9 times = 9 (or 5.3%)

10 or more times = 35 (or 20.5%)

## HCTC Student Satisfaction with Academic Resource Center Survey Results – Spring 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	97	56.8%	9	5.3%	7	4.1%	113	85.8%	58	33.9%
10. Individualized Tutoring	84	49.1%	8	4.7%	7	4.1%	99	84.8%	72	42.1%
11. Math Tutoring	78	45.6%	8	4.7%	8	4.7%	94	83.0%	77	45.0%
12. Writing Tutoring	49	28.6%	11	6.4%	3	1.8%	63	77.8%	108	63.2%
13. Computer Assignments	97	56.8%	11	6.4%	4	2.4%	112	86.6%	59	34.5%
15. Tutoring in Other General Classes (from 14)										

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	111	65.0%	6	3.5%	117	94.9%	54	31.6%
17. ARC available when needed	136	79.6%	7	4.1%	143	95.1%	28	16.4%
18. Instructional Materials-effective	129	75.4%	4	2.4%	133	97.0%	38	22.2%
19. Computers/materials available when needed	142	83.0%	4	2.3%	146	97.3%	25	14.6%
20. ARC personnel answered questions	129	75.4%	9	5.3%	138	93.5%	33	19.3%
21. ARC personnel treated me with respect	135	78.9%	4	2.4%	139	97.1%	32	18.7%

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	131	76.6%	7	4.1%	6	3.6%	144	91.0%	27	15.8%

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

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