



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – SPRING 2013**

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HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER SURVEY RESULTS SUMMARY – SPRING 2013

HCTC students enrolled in the Spring 2013 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 from March 18 – May 4, 2013.

A total of 176 HCTC students responded to the survey in Spring 2013 compared to 171 responses in Spring 2012, and 277 responses in Spring 2011, 116 responses in Fall 2012, 15 responses in Fall 2011, and 193 responses in Fall 2010. 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, 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

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. Every age group was represented in the survey data; 58% of the respondents (n=102) were over the age of 25. Students from 23 different academic programs responded to the survey. Seventy-two percent of the respondents (n=127) indicated that they came to the ARC for test proctoring, 59% came for individualized tutoring (n=104), 57% came for math tutoring (n=100), 51% came for writing tutoring (n=89); and 77% came for help with computer assignments (n=135). Satisfaction ranged from 77-84% with writing tutoring receiving the lowest percentage for these ARC services. Overall, 91% of respondents were satisfied with ARC services.

Relative to Improvements

Need later hours

Need Spanish tutors to be available when scheduled

Need better hours at Knott County Branch

Need tutors to be available at Knott County Branch when scheduled

Gender

Female = 128 (or 72.7%); Male = 48 (or 27.3%)

Hours Enrolled

12 or More = 98 (or 55.7%); Less than 12 = 78 (or 44.3%)

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Age

17/Under = 2 (or 1.1%)
18-19 = 30 (or 17%)
20-21 = 30 (or 17%)
22-24 = 12 (or 6.8%)
25-29 = 20 (or 11.4%)
30-34 = 19 (or 10.8%)
35-39 = 11 (or 6.3%)
40-49 = 33 (or 18.8%)
50-64 = 16 (or 9.1%)
65/Over = 3 (or 1.7%)

Major

Associate in Arts = 20 (or 12%)
Associate in Science = 25 (or 15%)
Air Conditioning Tech = 3 (or 1.8%)
Appalachian Studies = 0 (or 0.0%)
Automotive Technology = 0 (or 0.0%)
Business Administration = 6 (or 3.6%)
Collision Repair = 0 (or 0.0%)
Computer Aided Drafting & Design = 1 (or 0.6%)
Cosmetology = 3 (or 1.8%)
Criminal Justice = 7 (or 4.2%)
Computer Information Technology = 5 (or 3.0%)
Diesel Technology = 0 (or 0.0%)
Electrical Technology = 4 (or 2.4%)
Health Information Technology = 3 (or 1.8%)
Heavy Equipment = 1 (or 0.6%)

Human Services = 17 (or 10.2%)
Interdisciplinary Early Childhood Ed = 5 (or 3.0%)
Integrated Nursing = 13 (or 7.8%)
Medical Information Technology = 10 (or 6.0%)
Mining Technology = 0 (or 0.0%)
Multimedia = 1 (or 0.6%)
Physical Therapist Assistant = 5 (or 3.0%)
Professional Studio Artist = 1 (or 0.6%)
Radiography = 2 (or 1.2%)
Sonography = 1 (or 0.6%)
Surgical Technology = 5 (or 3.0%)
Welding Technology = 8 (or 4.8%)
Undecided = 7 (or 4.2%)
Other = 14 (or 8.4%)

Campus Took Most of Classes

Hazard Campus = 77 (or 43.8%)
Lees College Campus = 24 (or 13.6%)
Technical Campus = 16 (or 9.1%)
Knott County Branch = 13 (or 7.4%)
Leslie County Center = 2 (or 1.1%)
Allied Health Center-Hazard = 1 (or 0.9%)
On-Line = 43 (or 24.4%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
SURVEY RESULTS SUMMARY – SPRING 2013**

ARC Used Most

Hazard Campus = 86 (or 48.9%)

Lees College Campus = 34 (or 19.3%)

Knott County Branch = 16 (or 9.1%)

Never Used ARC = 40 (or 22.7%)

Number of Times Used Per Semester

1-3 times = 113 (or 64.2%)

4-6 times = 22 (or 12.5%)

6-9 times = 6 (or 3.4%)

10 or more times = 35 (or 19.9%)

HCTC Student Satisfaction with Academic Resource Center Survey Results – Spring 2013

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	105	59.7%	21	11.9%	1	0.6%	127	82.7%	49	27.8%
10. Individualized Tutoring	88	50.0%	13	7.4%	3	1.7%	104	84.7%	72	40.9%
11. Math Tutoring	81	46.0%	15	8.5%	4	2.3%	100	81.0%	76	43.2%
12. Writing Tutoring	69	39.2%	16	9.1%	4	2.2%	89	77.6%	87	49.4%
13. Computer Assignments	108	61.3%	24	13.6%	3	1.7%	135	80.0%	41	23.3%
15. Tutoring in Other General Classes (from 14)	72	40.9%	13	7.4%	0	0.0%	85	84.7%	91	51.7%

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	110	62.5%	4	2.3%	114	96.5%	62	35.2%
17. ARC available when needed	124	70.4%	4	2.3%	128	96.9%	48	27.3%
18. Instructional Materials-effective	131	74.4%	1	0.6%	132	99.3%	44	25.0%
19. Computers/materials available when needed	137	77.9%	3	1.7%	140	97.9%	36	20.5%
20. ARC personnel answered questions	123	69.9%	6	3.4%	129	95.4%	47	26.7%
21. ARC personnel treated me with respect	128	72.7%	3	1.7%	131	97.7%	45	25.6%

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	119	67.6%	11	6.3%	1	0.6%	131	90.9%	45	25.6%

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

Computer Aided Drafting = 8

Cosmetology = 9

Criminal Justice = 10

Computer Information Technology = 11

Diesel Technology = 12

Electrical Technology = 13

Health Information Technology = 14

Heavy Equipment = 15

Human Services = 16

Interdisciplinary Early Childhood Education = 17

Integrated Nursing = 18

Medical Information Technology = 19

Mining Technology = 20

Multimedia = 21

Physical Therapist Assistant = 22

Professional Studio Artist = 23

Radiography = 24

Sonography = 25

Surgical Tech = 27

Undecided = 28

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