

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

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

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

HCTC students enrolled in the Spring 2009 semester were asked to express their satisfaction with the HCTC Academic Resource Centers. Five questions were demographic in nature: age, gender, hours enrolled, division enrolled, 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. Twelve 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. A paper survey was made available to students the last few weeks of the Spring 2009 semester and the results were entered into SurveyTracker.

A total of 57 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.

Division Enrolled

Developmental Education = 0 (or 0%)
General Education = 34 (or 59.6%)
Technical Education = 4 (or 7%)
No Response = 19 (or 33.3%)

Gender

Students did not indicate

Hours Enrolled

12 or More = 49 (or 86%); Less than 12 = 7 (or 12.3%)
No Response = 1 (or 1.8)

Age

Under 17 = 0 (or 0%)
17-19 = 15 (or 26.3%)
20-22 = 19 (or 33.3%)
23-25 = 3 (or 5.3%)
Over 25 = 20 (or 35.1%)

Campus Took Most of Classes

Students did not indicate

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

ARC Used Most

Hazard Campus = 0 (or 0%)

Lees College Campus = 29 (or 50.9%)

Knott County Branch = 28 (or 49.1%)

Never Used ARC = 0 (or 0%)

Number of Times Used Per Semester

1-3 times = 3 (or 5.3%)

4-6 times = 6 (or 10.5%)

6-9 times = 6 (or 10.5%)

10 or more times = 40 (or 70.2%)

No Response = 2 (or 3.5%)

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

Need new faster computers

Need more computers

Need more tutors

SUMMARY STATEMENT

There were no survey responses for the Hazard Campus. An almost equal number of responses were received from the Lees and Knott ARCs. The majority of the survey respondents were full-time enrolled students with a relatively even distribution among the age categories. Responders did not indicate their gender or the campus where they took most of their classes. Overall, respondents were satisfied with ARC services.

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

SUMMARY TABLE

Item / Area / Service	SATISFIED		DISSATISFIED		NOT APPLICABLE		NO RESPONSE	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
8. Test Proctoring	45	79.0	0	0.0	11	19.3	1	1.8
9. Individualized Tutoring	53	93.1	0	0.0	4	7.0	0	0.0
10. Math Tutoring	48	84.2	0	0.0	8	14.0	1	1.8
11. Writing Tutoring	38	66.7	0	0.0	17	29.8	2	3.5
12. Computer Assignments	46	80.7	0	0.0	11	19.3	0	0.0
13. Instructors/Tutors available	56	98.2	0	0.0	0	0.0	1	1.8
14. ARC available when needed	56	98.2	0	0.0	0	0.0	1	1.8
15. Instructional materials effective	56	98.2	0	0.0	0	0.0	1	1.8
16. Computers/materials available when needed	54	94.7	3	5.3	0	0.0	0	0.0
17. ARC personnel answered questions	55	96.5	0	0.0	1	1.8	1	1.8
18. ARC personnel treated me with respect	56	98.2	0	0.0	0	0.0	1	1.8
19. Overall ARC Services	56	98.2	0	0.0	0	0.0	1	1.8

Legend:

Satisfied = combined total and percentage for Outstanding, Very Good, and Marginally Satisfactory

Dissatisfied = total and percentage for Poor

CODEBOOK FOR RAW DATA

Division Enrolled: Developmental = 1; General Education = 2; Technical Education = 3

Enrolled Hours: Less than 12 hours = 1; 12 or more = 2

Gender: Male = 1; Female = 2

Age: Under 17 = 1; 17-19 = 2; 20-22 = 3; 23-25 = 4; Over 25 = 5

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: Outstanding = 1; Very good = 2; Marginally Satisfactory = 3; Poor = 4; Not Applicable = 5