

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **OFFICE OF INSTITUTIONAL RESEARCH**

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Breathitt Life Skills Center

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

***May 19, 2010***

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

HCTC students enrolled in the Spring 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 to students on April 26 and was closed on May 14, 2010.

A total of 138 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 between the ages of 30-49 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)

Tutors need name tags

Too loud

Professors need to make more students aware of ARC services

Longer hours for students who have classes after 5pm

Not a good test-taking environment

Make older students feel at ease

Tutors need to be more knowledgeable

Tutors need to be present when hours are posted for them

Need more business tutors

Free up computers for students who need them for class work (students who are just playing games)

### Gender

Female = 104 (or 75.4%); Male = 34 (or 24.6%)

### Hours Enrolled

12 or More = 109 (or 79.0%); Less than 12 = 29 (or 21.0%)

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

Age

17/Under = 1 (or 0.7%)  
18-19 = 13 (or 9.4%)  
20-21 = 15 (or 10.9%)  
22-24 = 3 (or 2.2%)  
25-29 = 17 (or 12.3%)  
30-34 = 24 (or 17.4%)  
35-39 = 26 (or 18.8%)  
40-49 = 25 (or 18.1%)  
50-64 = 13 (or 9.4%)  
65/Over = 1 (or 0.7%)

Major

Associate in Arts = 13 (or 9.4%)  
Associate in Science = 9 (or 6.5%)  
Air Conditioning Technology = 1 (or 0.7%)  
Business Administration = 4 (or 2.9%)  
Computer Aided Drafting & Design = 2 (or 1.4%)  
Electrical Technology = 1 (or 0.7%)  
Human Services = 11 (or 8.0%)  
Industrial Maintenance Technology = 1 (0.7%)  
Information Technology = 6 (or 4.3%)  
Interdisciplinary Early Childhood Ed = 2 (or 1.4%)  
Medical Information Technology = 6 (or 4.3%)

Mining Technology = 1 (or 0.7%)  
Registered Nursing = 22 (or 15.9%)  
Physical Therapist Assistant = 8 (or 5.8%)  
Practical Nursing = 11 (or 8.0%)  
Professional Studio Artist = 2 (or 1.4%)  
Radiography = 8 (or 5.8%)  
Sonography = 2 (or 1.4%)  
Surgical Technology = 3 (or 2.2%)  
Undecided = 1 (or 0.7%)  
Welding Technology = 1 (or 0.7%)  
Other = 9 (or 6.5%)  
No Response = 14 (or 10.1%)

Campus Took Most of Classes

Hazard Campus = 74 (or 53.6%)  
Lees College Campus = 26 (or 18.8%)  
Technical Campus = 4 (or 2.9%)  
Knott County Branch = 7 (or 5.1%)  
Leslie County Center = 6 (or 4.3%)  
Allied Health Center-Hazard = 4 (or 2.9%)  
On-Line = 17 (or 12.3%)

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

ARC USED MOST

Hazard Campus = 82 (or 59.4%)

Lees College Campus = 30 (or 21.7%)

Knott County Branch = 8 (or 5.8%)

Never Used ARC = 18 (or 13.0%)

NUMBER OF TIMES USED PER SEMESTER

1-3 times = 64 (or 46.4%)

4-6 times = 12 (or 8.7%)

6-9 times = 12 (or 8.7%)

10 or more times = 50 (or 36.2%)

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

### SUMMARY TABLE

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
9. Test Proctoring	84	60.9	6	4.3	5	3.6	43	31.2
10. Individualized Tutoring	71	51.5	14	10.1	7	5.0	46	33.3
11. Math Tutoring	61	44.2	11	8.0	8	5.7	58	42.0
12. Writing Tutoring	44	31.8	7	5.1	3	2.1	84	60.9
13. Computer Assignments	82	59.5	8	5.8	3	2.1	45	32.6
15. Tutoring in Other General Classes ( <i>from 14</i> )	60	43.4	8	5.8	5	3.6	65	47.1

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent
16. Instructors/Tutors Available	100	72.5	7	5.0	31	15.9
17. ARC available when needed	109	79.0	7	5.0	22	15.9
18. Instructional Materials-effective	109	79.0	5	3.6	24	17.4
19. Computers/materials available when needed	113	81.9	9	6.5	16	11.6
20. ARC personnel answered questions	112	81.2	8	5.8	18	13.0
21. ARC treated me with respect	117	84.8	6	4.4	15	10.9

Service / Personnel / Equipment	SATISFIED		NEUTRAL		DISSATISFIED		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
22. Overall ARC Services	106	76.8	7	5.1	9	6.5	16	11.6

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