



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

1127 Main Street, Room 104

Jackson, Kentucky 41339

606/487-3503

lois.puffer@kctcs.edu

Anna Lois Puffer, Coordinator

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

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

HCTC students enrolled in the Spring 2011 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 2011 term.

A total of 277 HCTC students responded to the survey compared to 193 responses received for the same survey 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 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 Hazard Campus and used the Hazard ARC. A great majority of the respondents (182 or 66%) were over the age of 25. Students from 21 different academic programs responded to the survey. Seventy percent of the respondents (n=178) indicated that they came to the ARC for help with computer assignments and 75% came for test proctoring (n=190). Respondents were primarily satisfied with ARC services.

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

Advertise ARC services

Printers have issues

Extended hours of operation

Need more and qualified/experienced tutors

Gender

Female = 217 (or 78.3%); Male = 60 (or 21.7%)

Hours Enrolled

12 or More = 191 (or 69%); Less than 12 = 86 (or 31%)

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Age

17/Under = 2 (or 0.7%)
18-19 = 41 (or 14.8%)
20-21 = 26 (or 9.4%)
22-24 = 26 (or 9.4%)
25-29 = 34 (or 12.3%)
30-34 = 39 (or 14.1%)
35-39 = 32 (or 11.6%)
40-49 = 49 (or 17.7%)
50-64 = 27 (or 9.7%)
65/Over = 1 (or 0.4%)

Major

Associate in Arts = 36 (or 13%)	Interdisciplinary Early Childhood Ed = 8 (or 2.9%)
Associate in Science = 18 (or 6.5%)	Medical Information Technology = 10 (or 3.6%)
Air Conditioning Tech = 3 (1.1%)	Registered Nursing = 47 (or 17%)
Automotive Tech = 3 (1.1%)	Physical Therapist Assistant = 8 (or 2.9%)
Business Administration = 13 (or 4.7%)	Practical Nursing = 11 (or 4%)
Computer Aided Drafting & Design = 4 (or 1.4%)	Professional Studio Artist = 5 (or 1.8%)
Cosmetology = 2 (or 0.7%)	Radiography = 11 (or 4%)
Diesel Tech = 2 (or 0.7%)	Sonography = 5 (or 1.8%)
Electrical Technology = 1 (or 0.4%)	Surgical Technology = 4 (or 1.4%)
Heavy Equipment = 4 (or 1.4%)	Undecided = 7 (or 2.5%)
Human Services = 20 (or 7.2%)	Other = 9 (or 3.2%)
Information Technology = 7 (or 2.5%)	No Response = 39 (or 14.1%)

Campus Took Most of Classes

Hazard Campus = 136 (or 49.1%)
Lees College Campus = 49 (or 17.7%)
Technical Campus = 22 (or 7.9%)
Knott County Branch = 18 (or 6.5%)
Leslie County Center = 12 (or 4.3%)
Allied Health Center-Hazard = 3 (or 1.1%)
On-Line = 37 (or 13.4%)

**HCTC STUDENT SATISFACTION WITH ACADEMIC RESOURCE CENTER
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ARC USED MOST

Hazard Campus = 158 (or 57%)

Lees College Campus = 56 (or 20.2%)

Knott County Branch = 20 (or 7.2%)

Never Used ARC = 43 (or 15.5%)

NUMBER OF TIMES USED PER SEMESTER

1-3 times = 159 (or 57.4%)

4-6 times = 33 (or 11.9%)

6-9 times = 22 (or 7.9%)

10 or more times = 63 (or 22.7%)

HCTC Student Satisfaction with Academic Resource Center Survey Results – SPRING 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	166	59.9	21	7.6	3	1.1	190	87.3	87	31.4
10. Individualized Tutoring	136	49.1	24	8.7	8	2.9	168	80.9	109	39.4
11. Math Tutoring	120	43.3	29	10.5	7	2.5	156	76.9	121	43.7
12. Writing Tutoring	97	35.0	28	10.1	1	0.4	126	76.9	151	54.5
13. Computer Assignments	168	60.6	27	9.7	5	1.8	200	84.0	77	27.8
15. Tutoring in Other General Classes (from 14)	115	41.6	23	8.3	5	1.8	143	80.4	134	48.4

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
16. Instructors/Tutors Available	193	69.7	8	2.9	201	96.0	76	27.4
17. ARC available when needed	227	81.9	5	1.8	232	97.8	45	16.2
18. Instructional Materials-effective	215	77.6	4	1.4	219	98.1	58	20.9
19. Computers/materials available when needed	230	83.0	5	1.8	235	97.8	42	15.2
20. ARC personnel answered questions	214	77.2	6	2.1	220	97.2	57	20.6
21. ARC personnel treated me with respect	222	80.2	6	2.2	228	97.3	49	17.7

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	217	74.7	15	5.4	5	1.8	227	95.5	50	18.1

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