

OWNER & SURVEY	DATE SURVEY ADMINISTERED	STUDENT FEEDBACK	RESULTING ACTION IMPLEMENTED TO ADDRESS FEEDBACK	CHANGE #	"YOU SAID" POSTER	"WE RESPONDED" POSTER	AFFECTED CAMPUS
Donna Roark - Student Satisfaction With Technology Survey	Spring 2010	Students said to put the computers on top of the table so I don't have to get on my hands and knees	Computers were placed on top of the tables for easier access.		Students said to put the computers on top of the table so I don't have to get on my hands and knees to plug in flash drives and	Computers were placed on top of the tables for easier access.	Hazard
	Spring 2010	Students ask for wireless connection.	Additional wireless access points were purchased and installed.		Students said more wireless connections were needed.	Additional wireless access points were purchased and installed on campus.	Hazard
	Spring 2010	Students commented additional staff were needed.	Requests were made for additional IT technicians.		Students said additional IT staff were needed.	Requests for additional IT technicians were submitted.	Hazard
	Spring 2010	Students ask for newer computers.	50 New computers were purchased for the lab according to the Technology Plan were purchased for the Hazard computer lab.		Students said new computers were needed at the Hazard campus.	50 new computers were purchased for the Hazard computer lab.	Hazard
	Spring 2011	Students ask for newer computers at Knott.	40 New computers were purchased for the lab according to the Technology Plan.		Students said new computers were needed at the Knott campus.	40 new computers were purchased for the Knott computer lab.	Knott
	Spring 2011	Students ask for increased network speed at Knott.	Bandwidth was increased at the campus.		Students said the network at the Knott campus was really slow.	The network bandwidth at the Knott campus was increased.	Knott

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	Spring 2014	There is often class in session, or no one to 'babysit' and therefore entry is prohibited.	Work with academics to ensure available times are posted on all lab doors.	16	Classes are in the computer labs or no one is available to monitor the computer labs and access is prohibited.	Ensured all available times are posted on the computer lab doors.	All
Doug Fraley - ARC Student Satisfaction Survey	Fall 2009	Hard to get help with Math.	Instructional Specialist in Hazard ARC sat in on Math courses and reviewed with staff. Instructional Specialist in Jackson had instructors come in and provide breakdown of several curriculum areas in which students had difficulty and worked with instructor to develop additional handouts and resources for student's use.		Students said it was hard to get help with Math.	Instructional Specialists sat in Math classes and reviewed problem area content with staff.	Hazard
	Fall 2009	Hard to get help with Math.	Instructional Specialist in Hazard ARC sat in on Math courses and reviewed with staff. Instructional Specialist in Jackson had instructors come in and provide breakdown of several curriculum areas in which students had difficulty and worked with instructor to develop additional handouts and resources for student's use.		Students said it was hard to get help with Math.	Instructor provided Instructional Specialists with lessons in problem areas and developed additional guides for students.	Jackson

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Doug Fraley - ARC Student Satisfaction Survey	Fall 2009	Tutors need to be more up-to-date and knowledgeable.	In Spring 2009 the Lees ARC hired several developmental level students to assist with filing and paperwork. As these students progressed through Math coursework, computer course work, and science course work they began to tutor in these content areas once it was deemed they were recommended to tuor in each area. This provided us with the lastest information on current curriculum and coupled with assistance from instructors tutoring manuals on current curriculum was developed to assist already placed tutors. Hazard ARC completed a similar comprehensive search and found several tutors currently completing course work and hired the students as soon as they completed their courses.		Students said tutors need to be more knowledgeable.	Students that successfully completed Math, computer, and science courses were hired as tutors and were familiar with the most current curriculum content.	Lees

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	Fall 2009	More Up-to-date Computers/Software	Both Hazard and Lees ARCs have received new computers and have had updates performed on these computers allowing for the lastest software advancements and assistance for students with disabilities.		Students said updated computers and software were needed.	New computers and software were purchased.	Hazard

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	Fall 2009	Tools are not available for tutors.	Hazard and Lees Instructional Specialists worked together to solicit donations from various outside sources in order to provide more supplies for student and tutor use. Utilizing open budget dollars various requests supplies items where purchased for student and tutor use.		Students said tutors needed tutoring tools.	Additional tutoring tools and supplies were purchased.	Hazard
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<b>Doug Fraley - ARC Student Satisfaction Survey</b>	Fall 2009	Not enough tutors.	Lees and Hazard ARC lauched campaigns with RTW and Federal Financial Aid Departments to attract and hire new tutoring candidates. Tutor size increased from three temporary workers in Lees ARC to a staff of fourteen in the year 2009-2010.		Students said more tutors are needed.	11 new tutors were hired.	Lees
	Fall 2009	Longer hours on Fridays.	In conjunction with Student support Services Hazard ARC developed a longer work day with a full time staff member staying later each Friday to assist students. Lees ARC utilizing the addition of a faculty tutor increased workday on Friday to 5:30pm.		Students said the Academic Resource Center (ARC) needed more hours on Fridays.	Hours were extended on Fridays in the ARC.	Lees

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<b>Doug Fraley - ARC Student Satisfaction Survey</b>	Fall 2009	Extended hours in summer.	ARCs in both Hazard and at Lees participated in the Green program during the summer in which the workday began at 7 am. And ended at 5 pm.		Students said more hours were needed during the summer.	ARC hours were extended from 7am-5pm.	Hazard
	Fall 2009	Extended hours in summer.	ARCs in both Hazard and at Lees participated in the Green program during the summer in which the workday began at 7 am. And ended at 5 pm.		Students said more hours were needed during the summer.	ARC hours were extended from 7am-5pm.	Lees
	Fall 2009	Make more students aware of ARC services.	Advertising of services via posters and emails was implemented to attract students to ARC services. Development of tours for new students was implemented in order to familiarize students with ARC services.		Students said they were unaware of the Academic Resource Center (ARC) services.	Posters, emails, and tours for new students were implemented to increase student awareness of ARC services.	Hazard

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Doug Fraley - ARC Student Satisfaction Survey	Fall 2010	Too Noisy.	ARCs worked with tutors to develop lower noise levels in both ARCs. Lees ARC has three rooms for student use and these rooms were divided by noise level and students were asked upon entering the aRC which room they preferred to work in.		Students said the ARC is too noisy.	Rooms were divided by noise level and students were asked which noise level room they preferred when entering the ARC.	Lees
	Fall 2010	Computers are slow.	HCTC Hazard and Lees campuses both received software and internet upgrades and new wireless routing devices were installed to speed up internet speed and access at the Jackson Campus.		Students said the computers are slow.	New software and internet upgrades were purchased increasing computer speed.	Hazard
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	Fall 2010	Need more Qualified Experienced tutors.	Recruiting of new tutors via recommendations from faculty was conducted at both campuses. Math questions were presented to potential candidates at the Lees campus during the interview process.		Students said more qualified tutors were needed.	New tutors were recruited.	Hazard
	Fall 2010	Need more Qualified Experienced tutors.	Recruiting of new tutors via recommendations from faculty was conducted at both campuses. Math questions were presented to potential candidates at the Lees campus during the interview process.		Students said more qualified tutors were needed.	New tutors were recruited.	Lees

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Doug Fraley - ARC Student Satisfaction Survey	Fall 2010	Extended hours of operation.	The Lees ARC added two nights per week to 6:30pm to their already extended hours of operation. Evening tutors were allowed to make appointments for later in the evening and testing hours were extended. Hazard ARC took appointments for students wishing to come in for services in the evening.		Students said more hours were needed in the Academic Resource Center (ARC).	The ARC extended hours and was open until 6:30pm two nights a week.	Lees
	Fall 2010	Extended hours of operation.	The Lees ARC added two nights per week to 6:30pm to their already extended hours of operation. Evening tutors were allowed to make appointments for later in the evening and testing hours were extended. Hazard ARC took appointments for students wishing to come in for services in the evening.		Students said extended hours were needed in the Academic Resource Center (ARC).	ARC hours were extended and students could make appointmeents for ARC services in the evening.	Hazard

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Doug Fraley - ARC Student Satisfaction Survey	Fall 2010	Test Proctoring Issues.	Testing in the Hazard ARC was turned over to the testing center with the exception of make up quizzes and tests. The Jackson ARC developed a comprehensive procedure for greeting, preparing, and proctoring exams for students taking both exams and Compass tests. Compass certification was completed the following summer and Instructional Specialist prepared to attend certification conference to increase department accuracy and productivity.		Students said there were issues with test proctoring.	Testing was transitioned from the Academic Resource Center (ARC) to the testing center.	Hazard
	Fall 2010	Test Proctoring Issues.	Testing in the Hazard ARC was turned over to the testing center with the exception of make up quizzes and tests. The Jackson ARC developed a comprehensive procedure for greeting, preparing, and proctoring exams for students taking both exams and Compass tests. Compass certification was completed the following summer and Instructional Specialist prepared to attend certification conference to increase department accuracy and productivity.		Students said there were issues with test proctoring.	The Academic Resource Center (ARC) developed comprehensive test proctoring policies and procedures.	Jackson

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<b>Doug Fraley - ARC Student Satisfaction Survey</b>	Spring 2010	Tutors need name tags.	All ARCs implemented use of tutor ids and advertised for the ARC with Meet the Staff Posters around the campuses.		Students said tutors needed name tags.	Name tags were issued to all tutors.	Hazard
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	Spring 2010	Professors need to make more students aware of ARC services.	Email requests sent to every instructor asking them to support ARC services and refer students to ARC for tutoring Services. Lees Campus asked to provide presentation on ARC Services to all new students. Lees provided presentation and Tour to Students of ARC facilities and both campuses handed out flyers at orientation.		Students said professors should increase student awareness of Academic Resource Center (ARC) services.	Email was sent to every professor requesting them to support ARC services and to refer students for tutoring.	Hazard

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	Spring 2010	Longer hours for students who have classes after 5pm.	Hazard Campus extended hours four days a week until 6pm. Lees Campus extended hours to 6 pm. - 7pm. three to four days per week.		Students said extended hours are needed for those with classes after 5pm.	Hours were extended until 6pm four days a week.	Hazard
	Spring 2010	Longer hours for students who have classes after 5pm.	Hazard Campus extended hours four days a week until 6pm. Lees Campus extended hours to 6 pm. - 7pm. three to four days per week.		Students said extended hours are needed for those with classes after 5pm.	Hours were extended to 7pm for 3-4 days a week.	Lees

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Doug Fraley - ARC Student Satisfaction Survey	Spring 2010	Not a good test-taking environment.	Hazard Campus moved testing to quiet office area. Lees Campus implemented testing system in which students were greeted and walked through testing process by testing proctor and monitored by approved ARC staff. Self checking system for adverse internet activity was implemented and several students were caught accessing or attempting to access unauthorized web sites during testing. These students were then reported to the instructors for appropriate action.		Students said the test environment was not good.	Testing was moved to a quiet office area.	Hazard

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	Spring 2010	Make older students feel at ease.	Lees Campus initiated a welcome center for students to be greeted by with older tutors operating the center. Sue Gillett joined staff as Faculty Tutor making older students feel welcome.		Students said to make older students feel welcomed.	A welcome center was implemented with older tutors operating the center and greeting students.	Lees



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<b>Doug Fraley - ARC Student Satisfaction Survey</b>	Spring 2010	Tutors need to be more knowledgeable.	Lees asked tutors to continue to review notes on MAT coursework they had completed and required free time to be spent on Math.com to keep skills sharp. Both ARCs solicited for Federal Workstudy and RTW eligible students with superior knowledge of specific content areas to apply. Applicants asked to break down random portions of content related to tutoring area of expertise during interview processes.		Students said tutors need to be more knowledgeable.	Tutors were required to spend spare time on Math.com to keep skills sharp.	Lees
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	Spring 2010	Tutors need to be present when hours are posted for them.	Tutors on Duty boards were posted at entry way to both ARCs. Tutor schedules were printed and provided in a tower filled with information for students at the Jackson Campus.		Students said tutors need to be available during posted hours.	"Tutors on Duty" boards were posted in ARC entrance.	Hazard
	Spring 2010	Tutors need to be present when hours are posted for them.	Tutors on Duty boards were posted at entry way to both ARCs. Tutor schedules were printed and provided in a tower filled with information for students at the Jackson Campus.		Students said tutors need to be available during posted hours.	Tutor schedules were printed for students.	Jackson

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	Spring 2010	Need more business tutors.	Business backgrounds of three tutors already working for the Jackson ARC were advertised and Hazard ARC employed tutor with business expertise.	1	More business tutors were needed.	Additional tutor was employed with business expertise.	Hazard
Doug Fraley - ARC Student Satisfaction Survey	Spring 2010	Free up computers for students who need them for class work.	Strict implementation of a hands free policy regarding employee use of computers when students were present was adopted by both ARCs. Tutors were to log off as soon as students came in for tutoring services.		Students should have priority for computers to do classwork in the Academic Resource Center (ARC).	Policy was implemented restricting employee use of computers when students were in ARC.	Hazard
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	Spring 2011	Advertise ARC services.	Posters were posted in every acceptable and approved area on both the Hazard Campus and the Jackson Campus. The GEN 102 specilized books developed for HCTC also contain an advertismnt for ARC Services. Web pages were also updated on the HCTC website to include descriptions of services provided by each ARC.	13	Students said to advertise the Academic Resource Center (ARC) services.	Posters of ARC services were placed around campus and in HCTC literature.	Hazard
	Spring 2011	Advertise ARC services.	Posters were posted in every acceptable and approved area on both the Hazard Campus and the Jackson Campus. The GEN 102 specilized books developed for HCTC also contain an advertismnt for ARC Services. Web pages were also updated on the HCTC website to include descriptions of services provided by each ARC.		Students said to advertise available Academic Resource Center (ARC) services.	Posters of ARC services were posted around campus.	Jackson

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	Spring 2011	Printers have issues.	New printers were brought in to the Lees ARC and both campuses had printers in the ARC serviced. Additionally, a color printer was added to the ARC supplies in Jackson.		Students said there were issues with the printers.	New printers were purchased.	Lees

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	Spring2011	Extended hours of operation.	Lees ARC hours were extended to 6:30pm four days per week and 5:30 pm on Fridays. Hazard ARC continued to take evening appointments for tutoring services.	14	Extended hours of operation at the Academic Resource Center (ARC) are needed.	Hours were extended to 6:30pm four days a week and until 5:30pm on Fridays.	Lees

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	Spring 2011	Question: What can we do to improve orientation?					



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<b>Scott Gross - Student Assessment &amp; Orientation Satisfaction Survey</b>	Spring 2011	Did not explain how class schedule works.	Incorporated a currently enrolled student to review the process during orientation		Students said they did not understand how the class schedule works.	Implemented a review of class schedule process during orientation.	Hazard
	Spring 2011	Students could be more participating.	Brought in more students to		Students should be more involved with orientation.	Additional students were involved with orientation.	Hazard
	Spring 2011	Lengthy perhaps? Understandable though.	Evaluated length		Students said orientation was too long.	The length of orientation was evaluated.	Hazard
	Spring 2011	You couldmake orientation a lot shorter.	We could not find a way to provide the necessary information in a shorter period of time		Students said orientation was too long.	The length of orientation was evaluated.	Hazard
	Spring 2011	More information on what I can take here, for the degree I'm aiming for.	Provided an opporutinity for students to meet with a career counselor after orientation.		Students said they wanted more information for desired degree.	Students were able to meet with a career counselor during orientation.	Hazard
<b>Lonnie Morris - Student Support Services Participant</b>	Fall 2011	Students said they needed more tutoring in Math 150.	SSS hired two additional tutors for Math 150.	15	More tutors were needed for MAT 150.	Two additional MAT 150 tutors were hired.	Hazard
	Fall 2011	Cultural trip in Ky.	SSS is going to the theatre in Prestonburg, Ky.		Students said they would like to take a cultral trip.	A trip to the theatre in Prestonburs, KY was completed.	Hazard

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<b>Satisfaction Survey</b>	Fall 2011	More transfer trips.	SSS is planning transfer trips for the spring semester.		Students said more transfer trips are needed.	Additional transfer trips are planned for the spring semester.	Hazard
<b>Cathy Branson - Student Learning &amp; Assessment Survey</b>	Fall 2009	Quieter Atmosphere.	Project began to provide quieter space for Lees College Campus;- continued through 2010; furniture ordered; additional TV installed for AV viewing.		Students said a quieter atmosphere was needed.	Project for quieter atmosphere was initiated, furniture was ordered, and tv was installed.	Lees
	Fall 2009	Wider selection of books.	Students supplied sample research topics - reviewed topics and added titles/staff spearheaded projects to add paperback fiction section at Stephens Library.		Students said a wider selection of books were needed.	Additional titles were purchased and a fiction section was added to Stephens Library.	Hazard
	Fall 2009	Additional Computers and greater compatibility with textbook CDs.	Collaborated with IT to develop rotation schedule for computer replacement at Stephens and Lees College Campus. Provided input to IT/ request additional software be installed. New computers were purchased at library locations.		Students said additional computers are needed.	Additional computers were purchased.	Hazard

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	Fall 2009	Additional Computers and greater compatibility with textbook CDs.	Collaborated with IT to develop rotation schedule for computer replacement at Stephens and Lees College Campus. Provided input to IT/ request additional software be installed. New computers were purchased at library locations.		Students said additional computers are needed.	Additional computers were purchased.	Lees
	Fall 2009	Larger Study Area.	Reorganization of space at Stephens Library Spring 2011-Fall 2011.		Students said a larger study area is needed.	A reorganization of space was conducted creating a larger study area.	Hazard
	Fall 2009	Additional information on book circulation.	Circulation policies are listed now listed on the library's website -- under Library Policies.	2	Students said additional information on book circulation was needed.	Circulation policies were listed on the library's website.	
	Spring 2010	Stronger wireless at Lees.	In collaboration with IT wireless hub was upgraded.		Students said increased wireless coverage was needed at the Lees campus.	The wireless hub was upgraded and increased the wireless coverage.	Lees
	Spring 2010	Faster computer connection.	Upgrades to wireless at Stephens.		Students said the wireless computer connection was slow.	Upgrades to the wireless network were conducted and increased computer connection speeds.	

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<b>Cathy Branson - Student Learning &amp; Assessment Survey</b>	Spring 2010	Need printer.	New copiers were installed at both library locations 2010, 2011.		Students said a new printer was needed.	New printers were installed.	Hazard
	Spring 2010	Need printer.	New copiers were installed at both library locations 2010, 2011.		Students said a new printer was needed.	New printers were installed.	Lees
	Spring 2010	More comfortable chairs.	New furniture was purchased at Stephens Library Spring 2011; additional furniture purchases will arrive in 2012 at Stephens and Lees College Campus.		Students said more comfortable chairs were needed.	New furniture was purchased.	Hazard
	Spring 2010	More library days at Leslie County.	Additional day of Extended Library services added at Leslie Fall 2012.		Studenst said more library days at Leslie County were needed.	Additional library days were added for Leslie County.	Leslie
	Spring 2010	Need more eBooks.	Additional eBook orders were placed in fall 2011.		Students said more eBooks were needed.	Additional eBooks were purchased.	Hazard
	Spring 2010	System for helping students cite sources.	Links added to online orientation and LibGuides to citation sources - vendors have upgraded citation tools on all databases 2011.		Students said a system to assist students cite sources was needed.	Vendors upgraded citation tools on all databases and links to citation sources were provided.	Hazard
	Fall 2010	Library tour needs to be clearer.	Revised library tour fall 2011.		Students said library tour needed to be clearer.	Library tour was revised.	

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<b>Cathy Branson - Student</b>	Fall 2010	Additional computers.	Added 1 additional computer at Lees College Campus, have utilized mini-labs for instruction in classrooms and onsite at Stephens library 2011.		Students said additional computers were needed.	1 additional computer was purchased.	Lees
	Fall 2010	Additional information on the following topics - legal field, geological services, and early childhood.	Titles added in Early Childhood, some geology.		Students said additional information was needed on early childhood.	Additional early childhood books were purchased.	Hazard
	Fall 2010	Additional desks and tables.	Additional table and chairs added at Lees College Campus.		Students said additional desks and tables were needed.	Additional desks and tables were added.	Lees
	Fall 2010	Additional Fiction Books.	Additional fiction titles added at both library locations.		Students said additional fiction books were needed.	Additional fiction titles were purchased.	Lees
	Fall 2010	Additional Fiction Books.	Additional fiction titles added at both library locations.		Students said additional fiction books were needed.	Additional fiction titles were purchased.	Hazard

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Student Learning & Assessment Survey	Spring 2011	Need more computers (need new headphones and keyboards, need additional printers).	10 new computers were installed at Stephens Library Fall 2011 - due to restrictions on number of ports available at location unable to address continued request for additional computers at Stephens and Lees College Campus.	11	More computers are needed in the libraries.	10 new computers were purchased and installed in the libraries.	Hazard
	Spring 2011	More user-friendly catalog.	Catalog upgraded to include mobile access.	12	Students said a more user friendly catalog was needed.	Catalog was upgraded to include mobile access.	Hazard
	Spring 2013	Student request to provide comfortable seating.	12 padded chairs were purchased for study area at the Stephens Library.	17	More comfortable seating is needed in Stephens Library.	12 additional padded chairs were purchased and placed in the Stephens Library's study area.	Hazard
	Fall 2013	Students mentioned additional need for collection development.	In process. Will review topics listed in survey instrument and student suggestions for purchase in 2014-15.				

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Tracy Counts - Ready to Work Participant Student Satisfaction Survey	Fall 2011	Be more accessible, stay in contact. RTW staff should provide advising for their students, especially if they have prior knowledge (work and learn to RTW status).	We have posted calendars and office hours on each office. We also have sent emails throughout the semester about our office hours.		Students said to be more accessible for Ready To Work (RTW).	Each office has a calendar with the office hours and emails of the office hours were sent to students.	Hazard
	Fall 2011	Be more accessible, stay in contact. RTW staff should provide advising for their students, especially if they have prior knowledge (work and learn to RTW status).	Work and Learn will be providing a set time for the Ready to Work Coordinator to meet with transition students. We meet with most of them. Work and Learn Case Manager is not an academic advisor so many of the students would contact me for academic advising or come to the Lees Campus.		Students said to be more accessible for Ready To Work (RTW).	The Ready to Work Coordinator had a set time to meet with transition students.	Hazard
	Fall 2011	Majority of students (80%) said they learned about the UCM by "word-of-mouth," and 39% reported learning of the UCM through their advisors.	UCM Director conducted UCM/transfer presentations for upper level gateway/transfer classes (MT 150, chemistry, ENG 102) in addition to continuing to present at all fall/spring GEN 102 freshman orientation classes on all HCTC campuses.		80% of students said they learned about the University Center of the Mountains (UCM) via word-of-mouth.	Conducted UCM presentations for upper level/gateway courses and orientation classes on all HCTC campuses.	All

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<b>Deronda Mobelini - UCM Descriptive Student Survey</b>	Fall 2011	Majority of students (80%) said they learned about the UCM by "word-of-mouth," and 39% reported learning of the UCM through their advisors.	Created UCM placements, UCM QuickFacts sheet, and video clips of student comments about UCM for radio/TV/FB clips at suggestion of HCTC Marketing Team.		80% of the University Center of the Mountains (UCM) students said they learned about the UCM via word-of-mouth.	Created UCM placements, UCM QuickFacts sheet, and video clips of student comments about UCM for radio/TV/Facebook clips.	All
	Fall 2011	Majority of students (80%) said they learned about the UCM by "word-of-mouth," and 39% reported learning of the UCM through their advisors.	Improved UCM signage: outside HCTC Hazard campus entries as well as within JCC building hallways.		80% of the University Center of the Mountains (UCM) students said they learned about the UCM via word-of-mouth.	Improved UCM signage outside Hazard campus entries and JCC building hallways.	Hazard



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	Fall 2011	Library access for UCM students continues to be cited as their biggest "academic challenge" – 20% for all 2011 survey; however, 61% reported academic barriers "did not apply" for fall and 49% indicated the same during their previous semester.	Improved communication to UCM students via partners and Fall Footnotes that HCTC logins and database access available to UCM students; that the computers in the UCM are available in the evenings for research (when HCTC library closed); and, HCTC Head Librarian conducted a research workshop for EKU CJ students.		University Center of the Mountains (UCM) students said their biggest academic challenge is library access.	Improved communication to UCM students via partners informing of HCTC log-ins and databases available in UCM.	All
	Fall 2011	Library access for UCM students continues to be cited as their biggest "academic challenge" – 20% for all 2011 survey; however, 61% reported academic barriers "did not apply" for fall and 49% indicated the same during their previous semester.	Improved communication to UCM students via partners and Fall Footnotes that HCTC logins and database access available to UCM students; that the computers in the UCM are available in the evenings for research (when HCTC library closed); and, HCTC Head Librarian conducted a research workshop for EKU CJ students.		University Center of the Mountains (UCM) students said their biggest academic challenge is library access.	Library conducted a research seminar for EKU Criminal Justice students.	Hazard

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<b>Deronda Mobelini - UCM Descriptive Student Survey</b>		Library access for UCM students continues to be cited as their biggest "academic challenge" – 20% for all 2011 survey; however, 61% reported academic barriers "did not apply" for fall and 49% indicated the same during their previous semester.	Improved communication to UCM students via partners and Fall Footnotes that HCTC logins and database access available to UCM students; that the computers in the UCM are available in the evenings for research (when HCTC library closed); and, HCTC Head Librarian conducted a research workshop for EKU CJ students.		80% of the University Center of the Mountains (UCM) students said they learned about the UCM via word-of-mouth.	UCM computers are available for research in the evenings after the library is closed.	Hazard
	Fall 2011	Of UCM survey respondents, 57% indicated they receive some type of financial aid.	Director working with HCTC grants office and HCTC science faculty on NSF grant that may support student scholarships in the STEM areas.		University Center of the Mountains (UCM) students said they need financial aid.	Working with HCTC Grants Office and science faculty that may support student scholarships.	Hazard

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<p><b>Deronda Mobelini - UCM Descriptive Student Survey</b></p>	<p>Fall 2011</p>	<p>Need for comfortable chairs – not desks.</p>	<p>A) UCM ITV rooms have tables and chairs; when borrowing HCTC classroom space, we now regularly request rooms with tables/chairs for older/nontraditional students. Also, working with MSU partner to see about moving additional furniture/ITV equipment from other outreach campus to UCM campus. (In process).</p>		<p>University Center of the Mountains (UCM) students said more comfortable chairs were needed (not desks).</p>	<p>UCM ITV rooms have tables and chairs and when borrowing HCTC classroom space, request rooms with tables and chairs.</p>	<p>Hazard</p>
	<p>Fall 2011</p>	<p>Close restrooms in the evenings during UCM MP Room ITV classes.</p>	<p>B) Verbally communicating to other students in the areas in the evenings that restrooms are open to UCM use; we simply close them to outside traffic so there is less disruption to the ITV classes.</p>		<p>University Center of the Mountains (UCM) students said close the restrooms during UCM ITV classes.</p>	<p>Limited use of restrooms to UCM only to minimize disruption to ITV classes.</p>	<p>Hazard</p>

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	Fall 2013 and Spring 2014	<p>a). When asked how they heard about the UCM, the majority of students reference "word of mouth."</p> <p>b).Overall results in reference to UCM student services continue to meet or exceed student expectations. A recurring theme is the request for specific types of programming or more classes. Finances continue to be a challenge for students.</p>	<p>a). The UCM team and CEOC Counselor have implemented f2face visits/presentations this spring with the Leslie County Chamber, the Whitesburg Rotary Club and Whitesburg campus advisors/leaders, Owsley County High School, and most recently an information table on a Saturday at the Perry County ball park in order to raise awareness of UCM services for those outside of the usual pipeline; b). The UCM Director has been seeking new program/partner options (i.e. ECU aviation bachelor's degree program MOU in process; UK CERH partnership MOU in process; Asbury College new partnership MOU in discussion - anticipate to have partnership application ready for approval at summer UCM Leadership Meeting). This data will be reviewed for 2014-2015 planning.</p>		Additional programs and class offerings are needed in the University Center of the Mountains (UCM).	Additional programs and class offerings have been secured and will be offered through the UCM.	

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Cathy Branson - Library Student Learning and Assessment Survey	Spring 2012	Need to be able to access databases from home with less difficulty	Continued to work with IR and IT staff to implement standardized dates to add student groups to the proxy server to provide improved access to students; purchased software to provide chat/text service to respond to student assistance when using resources	3	Easier access to library databases were needed from home.	Worked with IT to improve access and purchased chat software to assist students remotely.	
	Spring 2012	Need better book selection	Increased contact with faculty to review titles, make recommendations for additions to collection in support of programs; purchased eBooks to provide off campus access in new program areas	4	The library needed a better selection of books.	Additional eBooks were purchased for new program areas.	
	Fall 2012	Need to be able to access databases from home with less difficulty	Continued to work with IR and IT staff to implement standardized dates to add student groups to the proxy server to provide improved access to students; purchased software to provide chat/text service to respond to student assistance when using resources				

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	Fall 2012	Need better book selection	Increased contact with faculty to review titles, make recommendations for additions to collection in support of programs; purchased eBooks to provide off campus access in new program areas.				
<b>Beth Pennington - Student Orientation Satisfaction Survey</b>	Spring 2012	Host orientation on extended campuses.	Based on the responses, the orientation was maintained in the format presented in, and within, the time originally presented. The one recommendation of hosting orientation at our extended campuses will be addressed with the completion of the current online orientation that is being developed through Title III funding.	5	Orientation is needed for all campus locations.	Online orientation is being created for all students & campus locations.	All
<b>Sandy</b>	Spring 2012	Need more hours, including ability to work in the summer	Summer of 2012 students were able to work all summer		More hours were needed for Ready to Work students, including the ability to work during the summer.	Summer 2012 students were able to work all summer.	All

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Jandy Campbell - Ready to Work Student Satisfaction Survey	Spring 2012	Ensure that the job placement fits the participant	RTW office works closely with students interest to ensure that job placement coorelates with their interest	6	Insure the Ready to Work (RTW) job placement fits the participant.	RTW works closely with students to match job placement with personal interests.	All
	Spring 2012	Ensure that communication is maintained between RTW staff and particpants	RTW staff monitors emails and phones daily to maintain sufficient communication		Insure communication is maintained between RTW staffa and participants.	RTW staff monitors emails and phones daily to maintain communication with participants.	All
	Fall 2012	The majority of respondents rated applying for financial aid as their greatest challenge last semester. Some student comments also referenced financial aid. Of the survey participants, 51% receive support from financial aid and 21% from scholarships.	The new full-time College Access Counselor was hired as of Jan. 1, 2013, by MSU partner. In addition, the UCM Director assigned the task of offering a series of "Show Me the Money" workshops on how to research scholarship opportunities to the HCTC Transfer Counselor. These are being implemented March 2013 on the Jackson and Hazard campuses.	7	Financial aid for school is the greatest challenge to success.	The UCM implemented "Show Me the Money" workshops on researching scholarship opportunities.	Hazard

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<p><b>Deronda Mobelini - UCM Descriptive Student Survey</b></p>	<p>Fall 2012</p>	<p>Students express even interest in a variety of support services such as study groups, support with writing, etc.... In addition, advisees made personal requests for assistance with PRAXIS exam preparation required for admissions to several Teacher Education Programs (TEP).</p>	<p>The UCM hosted its first PRAXIS Exam prep workshop on Friday, March 8. We had 10 participants and student evaluations were excellent. Five HCTC faculty served as presenters. We expect to repeat this offering as needed and per student recommendations.</p>	<p>8</p>	<p>PRAXIS exam preparation was needed for admission to Teacher Education Programs (TEP).</p>	<p>The UCM conducted the first PRAXIS Exam Workshop and will do more in the future.</p>	<p>Hazard</p>



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	Fall 2012	Students commented on the need for easier communication such as access to advisors' e-mails, etc...	The UCM has updated its webpage including pictures and contact information of UCM in-house student services team members. In addition, UCM staff are working on FB and webpage postings to ensure that current information is more readily posted. Finally, the UCM Director works with HCTC faculty, utilizes collected student advisee e-mails and general HCTC student e-mail to notify pre-transfer as well as concurrently enrolled students of upcoming events (also a new page added fall 2012 to the UCM homepage).		Need increased visibility and access to advisors' emails and contact information.	UCM updated webpage with pictures and contact information of advisors.	

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Beth Pennington	Fall 2012	An online orientation has been successfully completed, and will be piloted, in the Fall of 2013. This comes from comments of encouraging all new students to complete an orientation; would to include a campus tour (as the orientation has pictures/individuals from various locations); and providing more details about key service areas (i.e. financial aid, business office etc.)		9	Conduct orientation on extended campuses.	Online orientation has been developed for all students and campus locations.	All

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Pennington - Student Orientation Satisfaction Survey	Fall 2012	UCM members have been invited and participate in the orientation process. This is in response to comments in regards to advising, transfer, and planning for additional educational opportunities.			We would like more information on transfer and additional education opportunities during orientation.	UCM members participate in the orientation process to discuss transfer and additional educational opportunities.	Hazard
	Fall 2012	HCTC 101 for parents has been implemented. This is in response to helping families plan financially for students education (truthfully, it is my baby as I believe engaging the first educators is crucial for retention!)		10	I need help with financial planning.	HCTC 101 has been implemented to help families plan for students' education.	Hazard

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<b>Melissa Johnson - Disability Services Participant Satisfaction Survey</b>	Fall 2012	No new changes have been made, all survey feedback was positive.					
	Spring 2013	No new changes have been made, all survey feedback was positive.					
	Fall 2013	Feedback received was not withing the authority or control of the unit to address.					
	Spring 2014	Feedback received was not withing the authority or control of the unit to address.					

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Vickie Combs - HR Supervisor Training Satisfaction Survey	Spring 2013	Supervisors indicated that they were satisfied with the online training format. The only suggestion was to mix up the training with some in person sessions and to watch the timing of the training. The top two topics wanted for the next cycle of training were Dealing with Conflict and Disiplinary Processes.	In 2013-14, HR conducted a 3 in person group supervisor training sessions and several individual supervisor training sessions. Due to the cost of the software, the on line training was dropped. The supervisor training program has been revamped and will be delivered again in person for 2014-15. The topics of Conflict Resolution and Disciplinary Process will be included.				
	Spring 2014	It would be helpful to have better communication on when financial aid refunds will be received.	Increased communication from HCTC and KCTCS will take place in 2014-2015 informing students when financial aid refunds will be received.		It would be helpful to have better communication on when financial aid refunds will be received.	Increased communication from HCTC and KCTCS will take place in 2014-2015 informing students when financial aid refunds will be received.	All

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Doug Fraley - Student Affairs Student Satisfaction Survey	Spring 2014	The Lees College Campus is dead. There is nothing for students, NOTHING. You have taken the grill and there are no student activities.	A Student Engagement Club will be started on the Lees College Campus in Fall 2014.	19	There are less student activities and services for the Lees College Campus.	A Student Engagement Club will be started on the Lees College Campus in Fall 2014.	Lees
	Spring 2014	The Lees College Campus is dead. There is nothing for students, NOTHING. You have taken the grill and there are no student activities.	The student grill will be relocated on the Lees College Campus to improve the campus climate for students.		There are less student activities and services for the Lees College Campus.	The student grill will be relocated on the Lees College Campus to improve the campus climate for students.	Lees
Beth Pennington - Student Resource Center Student Satisfaction Survey	Spring 2014	They should reach out to students more and explain what they have to offer.	A plan will be developed for Fall 2014 to provided additional signage for the SRC/Tutoring area denoting services offered, times available, and contact information. Signage will be placed in areas with high student traffic (i.e. the grill and student lounge).		The Student Resource Center should advertise and let students know what services are available.	Signs were created of the services offered, times available, and contact information and posted in high student traffic areas in Fall 2014 (ex: grill and student lounge).	Hazard

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Connie Watts Student Satisfaction with Student Services and Business Services	Spring 2014	Stay open later early in term so people who work during the day can set up payment plan.	Business Services stays open (later hours) each semester during registration and has communicated the option of mailing in payments; phoning in credit card payments; the on-line payment pay process via e-mail, Facebook, webpage; and brochures are posted at each campus location.		Stay open later so that students that work during the day can set-up a payment plan.	Business Services has extended hours during registration, established an online payment process, and communicated option to mail in payments. All payment options have been communicated via email, Facebook, and in campus brochures on each campus location.	
	Spring 2014	Have difficulty explaining charges.	Conduct enhanced training with Business Services staff on analyzing student accounts.		I have a difficult time getting student charges on my account explained.	Conducted an enhanced training with Business Service staff on analyzing student accounts.	
	Spring 2014	Don't seem to want to take the time to explain payment plans.	Set-up a computer in the Business Office to assist students that have difficulty with processing their payment plans online.		It doesn't seem like people want to take the time to explain payment plans.	Set-up a computer in the Business Office to assist students with setting up online payment plans.	

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	Spring 2014	Not very approachable office to get answers.	Business Services staff have attended Customer Services workshops training.		Customer service and approachability can be improved.	Business Services staff attended a Customer Service workshop training.	
	Spring 2014	Some staff can be very short and sharp with words, even rude.	Business Services staff have attended Customer Services workshops training.		Customer service and approachability can be improved.	Business Services staff attended a Customer Service workshop training.	
	Spring 2014	Need question on this survey regarding friendliness of staff.	Goal is to implement a customer service question on next survey.		Survey needs a question regarding staff friendliness.	Business Services will implement a staff friendliness question on survey in 2014-2015.	
<b>Ella Strong - Distance Learning Student Evaluation</b>	Fall 2014	Instructors should put week dates on content folders, offer live web seminars, grade and provide more feedback quicker, provide links to technical support for software used in course, and issues with videos.	Provide survey results to instructors and through the QA process emphasize additional options to increase student success in class.		Instructors should grade assignments and provide feedback quicker.	Instructors were provided with survey results and will be encouraged to respond accordingly.	



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	Fall 2014	1. From what I've heard, the ARC in Jackson needs more tutors. I only know of one person that is a tutor there now. Three others I've known, are no longer there.	The staff of the Jackson ARC worked with faculty to recruit new tutors in key areas such as Algebra and English. Also, work with completed collaboratively with the financial aid department to hire federal student work studies. Thus, the ARC could employ more tutors.	18	There are not enough tutors in the Student Resource Center on Lees College Campus	HCTC is actively recruiting new tutors for the Student Resource Center on Lees College Campus	Lees

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Beth Pennington - Student Resource Center Student Satisfaction Survey	Fall 2014	2. The overall feeling of the Student Support Services facility is too small of an area. I felt a little claustrophobic from the cramped spaces and low lighting. When more than one student is waiting to be seen, it feels like we are crammed into small spaces with little to no privacy when being with our advisers. The office windows need blinds or window coverings to make the visit feel more about that particular student and so that it does not feel like we are being watched by others passing by or	The concern for window blinds or coverings have been discussed before and the problem with resolving the situation is expense. The blinds to span the distance in the SSS area are very expensive. The ideal of window clings will be taken forward to the Chief Student Affairs Officer to see if funds are available to purchase them.				

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Melissa Johnson - Disability Services Participant Satisfaction Survey	Fall 2014	Student said, "It would be nice to have the office moved down stairs cause at times it seems like forever to get to the office."	<b>Solution:</b> This is out of Disability Services control and a decision to move the office would have to be made by Germaine Shaffer and Dr. Greiner. Also, there would have to be a vacant office to move into. This suggestion would be doable if a space is available and also if approved by Germaine and Dr. Greiner.		N/A	N/A	