



Community & Technical College

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**HCTC STUDENT SATISFACTION WITH STUDENT SERVICES AND
BUSINESS SERVICES SURVEY RESULTS SUMMARY – SPRING 2012**

February 21, 2012

HCTC STUDENT SATISFACTION WITH STUDENT SERVICES AND BUSINESS SERVICES SURVEY RESULTS SUMMARY – SPRING 2012

HCTC students enrolled in the Spring 2012 semester (2,886) were sent an email asking them to express their satisfaction with the various Students Services areas and Business Services. This same survey was administered in Spring 2009 and Fall 2009 and was made available to all students. In Fall 2010, this survey was only administered to first-time credential-seeking students.

The survey consisted of: four demographic questions--age, gender, hours enrolled, and academic major; three other questions related to which campus the students attended classes and whether they were enrolled both at HCTC and the University Center of the Mountains; twenty questions asked students to rate their level of satisfaction with a Student Services item, area or service; eight questions asked students to rate their level of satisfaction with Business Services; and the final question requested suggestions for improvement. A copy of the survey instrument is attached to this report. The survey was administered February 1-17, 2012.

A total of 102 responses were obtained. Please see summary statement below, as well as a summary of the demographic responses, summary table for item/area/service, and comments regarding improvements. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes 51 of the 102 respondents (or 50%) providing feedback regarding improvements. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The majority of the participants were full-time enrolled female students who attend most of their classes at the Hazard Campus; a little more than half of the students responding were aged 18-29. Only 5.9% of the respondents indicated that they attended both HCTC and the University Center of the Mountains. The use of student email received the highest satisfaction percentage.

It is significant to note that about 15% of the respondents rated their satisfaction as Neutral which does lower the overall satisfaction percentages. This satisfaction level may need to be removed from this survey in the future to get a more accurate satisfaction percentage.

Please consider the number of respondents who said they had not used various services, and identify ways to make students more aware of services.

Gender

Female = 85 (or 83.3%); Male = 17 (or 16.7%)

Hours Enrolled

More than 12 = 66 (or 64.7%); Less than 12 = 36 (or 35.3%)

Age

17/Under = 3 (or 2.9%)
18-19 = 16 (or 15.7%)
20-21 = 15 (or 14.7%)
22-24 = 13 (or 12.7%)
25-29 = 13 (or 12.7%)
30-34 = 12 (or 11.8%)
35-39 = 6 (or 5.9%)
40-49 = 16 (or 15.7%)
50-64 = 8 (or 7.8%)
65/Over = 0 (or 0.0%)

Suggestions for Improvements

Need backup staff when key personnel are absent from work
Teach students how to use Student Self-Service
Teach students how to register themselves
Teach students how to use program checksheets
Tutoring at Lees is not acceptable, tutors needs to be more knowledge
Lees ARC needs to be on Lees campus instead of downtown
Need food service or cold food vending machine at Lees instead of just chips and candy bars
Need more people to work at Hazard Grill; takes too long to get food
Email at Lees crashes quite a bit
Need security at Lees campus
Need more security patrols in handicap parking and late at night around UCM
Books at bookstore cost three times as much as buying online
Some bookstore staff are not friendly or helpful
Need to receive financial aid funds faster
Financial aid personnel are rude, not organized—lose information, won't answer phone or not in office
Don't like financial refund on credit card, would like actual check
Need to better communicate how much tuition is relative to amount of financial aid to receive
Need to have better communication between financial aid, business office, and bookstore
Academic advising is too slow; advisors need more training on transfer to 4yr schools
Concerned that billing company charges extra for making payments
Admissions needs to do better job with paperwork and transcripts
Admissions needs to understand rules and regulations and follow them
Update posting on Student Self-Service webpage
Inform students more about available scholarships
Need advisors assigned to students

HCTC Student Satisfaction with Student Services & Business Services Survey Results Spring 2012

SUMMARY TABLE

<u>Student Services</u> Item / Area / Service	USED SERVICES SATISFIED		USED SERVICES NEUTRAL		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Admissions	83	81.4%	10	9.8%	6	5.9%	99	83.8%	3	2.9%
Financial Aid Services	55	53.9%	16	15.7%	25	24.5%	96	57.3%	6	5.9%
Veterans Services	20	19.6%	7	6.9%	0	0.0%	27	74.1%	75	73.5%
Disability Services	21	20.6%	7	6.9%	0	0.0%	28	75.0%	74	72.5%
COMPASS Testing Services	61	59.8%	15	14.7%	6	5.8%	82	74.4%	20	19.6%
Academic Advising	67	65.7%	15	14.7%	13	12.7%	95	70.5%	7	6.9%
Registration Services	80	78.4%	15	14.7%	5	4.9%	100	80.0%	2	2.0%
SUNRISE	73	71.5%	12	11.8%	4	3.9%	89	82.0%	13	12.7%
Orientation	51	50.0%	13	12.7%	2	2.0%	66	77.3%	36	35.3%
Career, College, Life Planning Center (CCLPC)	40	39.2%	12	11.8%	6	5.9%	58	69.0%	44	43.1%
Tutoring Services	37	36.2%	10	9.8%	4	3.9%	51	72.5%	51	50.0%
Student Records/Transcript Services	49	48.1%	13	12.7%	6	5.8%	68	72.1%	34	33.3%
Career & Transfer Services	30	29.4%	11	10.8%	2	2.0%	43	69.8%	59	57.8%
Recreational/Student Activities/Clubs & Organizations	26	25.5%	10	9.8%	4	3.9%	40	65.0%	62	60.8%
Student Government	20	19.6%	13	12.7%	3	3.0%	36	55.6%	66	64.7%
Student Email	94	92.1%	6	5.9%	1	1.0%	101	93.1%	1	1.0%
Student Information on HCTC Website	74	72.6%	19	18.6%	3	3.0%	96	77.1%	6	5.9%
Student Information in HCTC Class Schedule	84	82.3%	11	10.8%	4	4.0%	99	84.8%	3	2.9%
Student Information in HCTC Answer Book	43	42.2%	13	12.7%	3	3.0%	59	72.9%	43	42.2%
Assistance Provided by Non-Teaching Staff	53	52.0%	15	14.7%	4	4.0%	72	73.6%	30	29.4%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

HCTC Student Satisfaction with Student Services & Business Services Survey Results Spring 2012

SUMMARY TABLE

<u>Operations</u> Item / Area / Service	USED SERVICES SATISFIED		USED SERVICES NEUTRAL		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
28. Attractiveness and Comfort of Campus	78	76.5%	14	13.7%	4	4.0%	96	81.3%	6	5.9%
29. Campus Security	58	56.9%	16	15.7%	6	5.9%	80	72.5%	22	21.6%
30. Campus Food Service	36	35.3%	7	6.9%	11	10.8%	54	66.7%	48	47.1%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

<u>Business Services</u> Item / Area / Service	USED SERVICES AGREE		USED SERVICES DISAGREE		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
31. There are convenient ways of paying my school bill.	73	71.6%	13	12.7%	86	84.9%	16	15.7%
32. The Business Office is open during hours which are convenient for most students.	74	72.5%	16	15.7%	90	82.2%	12	11.8%
33. Billing policies are reasonable.	76	74.5%	13	12.8%	89	85.4%	13	12.7%
34. The Business Office adequately addresses my financial questions.	71	69.6%	17	16.7%	88	80.7%	14	13.7%
35. Billing policies are communicated.	78	76.5%	14	13.7%	92	84.8%	10	9.8%

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for 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

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

Undecided = 25

Welding Technology = 26

Campus: Hazard = 1; Allied Health Center = 2; Tech = 3; Lees = 4; Knott = 5; Leslie = 6; Online = 7

UCM: Morehead State U = 1; Eastern KU = 2; Lindsey Wilson = 3; Midway = 4; Kentucky SU = 5; University of
Cumberlands = 6; Does not apply to me = 7

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5; Have Not Used = 6

Agreement Level: Strongly Agree=1; Agree=2; Disagree=3; Strongly Disagree=4; Have Not Used=5