



Community & Technical College

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

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

HCTC students enrolled in the Fall 2012 semester 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 during October and November 2012.

A total of 112 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 27 of the 112 respondents (or 24%) 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; 58% of the students responding were aged 18-29. Only 3.6% 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 several 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 = 88 (or 78.6%); Male = 24 (or 21.4%)

Hours Enrolled

More than 12 = 85 (or 75.9%); Less than 12 = 27 (or 24.1%)

Age

17/Under = 7 (or 6.3%)

18-19 = 28 (or 25.0%)

20-21 = 16 (or 14.3%)

22-24 = 8 (or 7.1%)

25-29 = 13 (or 11.6%)

30-34 = 13 (or 11.6%)

35-39 = 9 (or 8.0%)

40-49 = 11 (or 9.8%)

50-64 = 6 (or 5.4%)

65/Over = 1 (or 0.9%)

Suggestions for Improvements

Business Office needs to answer questions appropriately and in a friendly manner

Financial Aid Office is not private or friendly and rushes students

Financial Aid Office is slow in processing paperwork

Financial Aid Office does not provide accurate information

Lack of communication between financial services departments

Concerns about Scholarship and Financial Aid

Problems with Blackboard

Long waits for advising

Advisors need to be fully knowledgeable about programs

Need more physical activities/sports

Need more time for student clubs during the week

Smokers need place to smoke when it is raining or cold

Tech Campus is poorly cleaned

Concerns about policy of billing for textbooks

Offices do not answer the phone

Staff need to be professional

Tutors need to be appropriately prepared to help students

Grill closes too early in afternoon

Need Orientation for freshmen, returning or transfer students

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

SUMMARY TABLE

<u>Student Services Item / Area / Service</u>	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	94	84.0%	12	10.7%	4	3.6%	110	85.5%	2	1.8%
Financial Aid Services	65	58.0%	19	17.0%	20	17.9%	104	62.5%	8	7.1%
Veterans Services	18	16.1%	8	7.1%	0	0.0%	26	69.3%	86	76.8%
Disability Services	21	18.8%	9	8.0%	0	0.0%	30	70.0%	82	73.2%
COMPASS Testing Services	72	64.3%	11	9.8%	0	0.0%	83	86.8%	29	25.9%
Academic Advising	81	72.3%	13	11.6%	7	6.3%	101	80.2%	11	9.8%
Registration Services	93	83.1%	9	8.0%	7	6.3%	109	85.4%	3	2.7%
SUNRISE	81	72.3%	12	10.7%	4	3.6%	97	83.5%	15	13.4%
Orientation	54	48.2%	12	10.7%	2	1.8%	68	79.5%	44	39.3%
Career, College, Life Planning Center (CCLPC)	50	44.6%	12	10.7%	1	0.9%	63	79.4%	49	43.8%
Tutoring Services	31	27.7%	15	13.4%	4	3.6%	50	62.0%	62	55.4%
Student Records/Transcript Services	56	50.0%	15	13.4%	4	3.6%	75	74.7%	37	33.0%
Career & Transfer Services	32	28.6%	14	12.5%	1	0.9%	47	68.1%	65	58.0%
Recreational/Student Activities/Clubs & Organizations	29	25.9%	15	13.4%	2	1.8%	46	63.1%	66	58.9%
Student Government	19	16.9%	16	14.3%	1	0.9%	36	52.8%	76	67.9%
Student Email	105	93.7%	4	3.6%	2	1.8%	111	94.6%	1	0.9%
Student Information on HCTC Website	90	80.3%	14	12.5%	4	3.6%	108	83.4%	4	3.6%
Accessibility of the online HCTC Class Schedule	92	82.2%	8	7.1%	4	3.6%	104	88.5%	8	7.1%
Assistance Provided by Non-Teaching Staff	64	57.2%	17	15.2%	3	2.7%	84	76.2%	28	25.0%

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 Fall 2012

SUMMARY TABLE

<u>Operations Item / Area / Service</u>	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	84	75.0%	17	15.2%	4	3.6%	105	80.0%	7	6.3%
29. Campus Security	54	48.2%	19	17.0%	6	5.4%	79	68.4%	33	29.5%
30. Campus Food Service	39	34.9%	10	8.9%	10	9.0%	59	66.1%	53	47.3%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

<u>Business Services Item / Area / Service</u>	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.	81	72.3%	9	8.1%	90	90.0%	22	19.6%
32. The Business Office is open during hours which are convenient for most students.	94	84.0%	11	9.9%	105	89.6%	7	6.3%
33. Billing policies are reasonable.	84	75.0%	9	8.1%	93	90.4%	19	17.0%
34. The Business Office adequately addresses my financial questions.	83	74.1%	16	14.3%	99	83.9%	13	11.6%
35. Billing policies are communicated.	83	74.1%	15	13.4%	98	84.7%	14	12.5%

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

Computer Aided Drafting = 8

Cosmetology = 9

Criminal Justice = 10

Diesel Technology = 11

Electrical Technology = 12

Health Information Technology = 13

Heavy Equipment = 14

Human Services = 15

Information Technology = 16

Interdisciplinary Early Childhood Education = 17

Medical Information Technology = 18

Mining Technology = 19

Nurse Aide = 20

Integrated Nursing = 21

Registered Nursing = 22

Physical Therapist Assistant = 23

Practical Nursing = 24

Professional Studio Artist = 25

Radiography = 26

Sonography = 27

Surgical Technology = 28

Undecided = 29

Welding Technology = 30

Other = 31

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