



Hazard Community & Technical College

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**HCTC CAREER, COLLEGE, AND LIFE PLANNING CENTER
STUDENT SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2010**

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HCTC CAREER, COLLEGE, AND LIFE PLANNING CENTER
STUDENT SATISFACTION SURVEY RESULTS SUMMARY – FALL 2010

HCTC students who came to the Career, College, and Life Planning Center (CCLPC) in the Fall 2010 term were asked to respond to an eight-question survey regarding academic advising. A copy of the survey instrument is attached to this report. Students were asked to respond to each of seven statements using a 1 to 10 scale, with 10 being “absolutely” to 1 being “not at all.” The target satisfaction level was ratings of 7-10 per question. A final open-ended question asked for comments.

A total of 212 responses were collected during the Fall 2010 term. Students were given a paper copy of the survey to complete and then a CCLPC staff member entered the responses into the survey web link provided.

Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes feedback for the open-ended question. Please see the following summary table. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, respondents are satisfied with the advising services provided by the Career, College, and Life Planning Center. The only question receiving less than ninety percent was question 7: “My advisor asked questions about my life beyond school to help determine how many classes I should take.”

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SUMMARY TABLE

Survey Item	SATISFIED (Rating of 7-10)		DISSATISFIED (Rating of 1-6)	
	Number	Percent	Number	Percent
1. The first time I came to the Center, I felt welcome.	206	97.0%	6	3.0%
2. The courses I needed to take for my first semester were available at convenient times for me.	197	93.0%	15	7.0%
3. I was able to meet with an academic advisor at times convenient for me.	202	95.0%	10	5.0%
4. An advisor helped me select a course of study, program of study, or a major.	199	94.0%	13	6.0%
5. An advisor helped me to set academic goals and to create a plan for achieving them.	197	93.0%	15	7.0%
6. An advisor helped me identify the courses I needed during my first semester.	201	95.0%	11	5.0%
7. An advisor asked questions about my life beyond school to help determine how many classes I should take.	184	87.0%	28	13.0%

Legend:

Satisfied = combined total and percentage for 7-10 rating

Dissatisfied = total and percentage for 1-6 rating

CODEBOOK FOR RAW DATA

Satisfaction Level: 10 = Absolutely, 9, 8, 7, 6, 5, 4, 3, 2, 1 = Not at All