



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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HCTC CAREER, COLLEGE, AND LIFE PLANNING CENTER

STUDENT SATISFACTION SURVEY

RESULTS SUMMARY – FALL 2011

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HCTC CAREER, COLLEGE, AND LIFE PLANNING CENTER
STUDENT SATISFACTION SURVEY RESULTS SUMMARY – FALL 2011

HCTC students who came to the Career, College, and Life Planning Center (CCLPC) in the Fall 2011 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.

Only 13 responses were collected during the Fall 2011 term compared to 212 responses received in the Fall 2010 term and 99 responses received in the Spring 2011 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 summary statement and summary table below. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, the few students who took the survey are satisfied with the advising services provided by the Career, College, and Life Planning Center. The Institutional Research Coordinator was informed that the paper survey was not effectively administered to the students who visited the CCLP. Therefore, the results of this survey are statistically invalid due to the small number of responses collected.

**HCTC CAREER, COLLEGE, AND LIFE PLANNING CENTER
STUDENT SATISFACTION SURVEY RESULTS SUMMARY – FALL 2011**

SUMMARY TABLE

Item / Service	USED SERVICES		USED SERVICES		USED SERVICES		Not Applicable	
	SATISFIED (Rating of 7-10)		DISSATISFIED (Rating of 1-6)					
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
1. When I came to the Center, I felt welcome.	13	100.0%	0	0.0%	13	100.0%	0	0.0%
2. The courses I needed to take for my next semester were available at times convenient for me.	13	100.0%	0	0.0%	13	100.0%	0	0.0%
3. I was able to meet with an academic advisor at times convenient for me.	13	100.0%	0	0.0%	13	100.0%	0	0.0%
4. An advisor provided career counseling to help me select a course of study, program of study, or a major.	12	92.3%	0	0.0%	12	100.0%	1	7.7%
5. An advisor helped me to set academic goals and to create a plan for achieving them.	13	100.0%	0	0.0%	13	100.0%	0	0.0%
6. An advisor helped me prepare for my transfer to another institution.	10	76.9%	0	0.0%	10	100.0%	3	23.1%
7. An advisor explained or helped me with understanding the financial aid process or my award.	12	92.3%	0	0.0%	12	100.0%	1	7.7%
8. An advisor assisted me with withdrawing from a class or classes after discussion of potential consequences.	7	46.2%	0	0.0%	7	100.0%	6	46.2%

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 =1, 9=2, 8=3, 7=4, 6=5, 5=6, 4=7, 3=8, 2=9, 1Not at All=10, 0 Not Applicable=11