



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC
Breathitt Life Skills Center
1127 Main Street, Room 104
Jackson, Kentucky 41339
606/487-3503

lois.puffer@kctcs.edu

Anna Lois Puffer, Coordinator

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

June 21, 2011

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

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

A total of 99 responses were collected during the Spring 2011 term compared to 212 responses received for the same survey administered in 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 summary statement and summary table below. 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. Question 7 received the lowest satisfaction rating in both the Fall 2010 and Spring 2011 survey administrations: “My advisor asked questions about my life beyond school to help determine how many classes I should take.” Several comments were received regarding how long the student had to wait to see an advisor (related to survey question 3 in table below).

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

SUMMARY TABLE

Survey Item	SATISFIED (Rating of 7-10)		DISSATISFIED (Rating of 1-6)	
	Number	Percent	Number	Percent
1. When I came to the Center, I felt welcome.	94	94.9%	5	5.1%
2. The courses I needed to take for my first semester were available at convenient times for me.	93	93.9%	6	6.1%
3. I was able to meet with an academic advisor at times convenient for me.	91	91.9%	8	8.1%
4. An advisor helped me select a course of study, program of study, or a major.	97	97.9%	2	2.1%
5. An advisor helped me to set academic goals and to create a plan for achieving them.	96	96.9%	3	3.1%
6. An advisor helped me identify the courses I needed during my first semester.	99	100.0%	0	0.0%
7. An advisor asked questions about my life beyond school to help determine how many classes I should take.	89	89.8%	10	10.2%

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, 9, 8, 7, 6, 5, 4, 3, 2, 1 = Not at All