



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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HCTC DISABILITY SERVICES SPRING 2012 PARTICIPANTS

SURVEY RESULTS SUMMARY

March 16, 2012

HCTC DISABILITY SERVICES PROGRAM SPRING 2012 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Disability Services unit served 44 students in Spring 2012 and a new survey was created to obtain their satisfaction level with Disability Services. The survey consisted of eight questions plus one open-ended question which asked participants to suggest ways to improve Disability Services. A copy of the survey instrument is attached to this report. The survey link was sent to the participants via email on March 1 and the survey closed on March 15, 2012.

A total of 26 of the 44 (or 59%) Sp2012 participants responded to the survey. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes student feedback for the open-ended question. Below is a summary statement and summary table, as well as the section regarding improvements. The final page of this document provides the codebook for the raw data.

Relative to Improvements (see summary tab on raw data file)

No recommendations were received

SUMMARY STATEMENT

All participants who responded were completely satisfied with Disability Services (100%).

HCTC Disability Services Spring 2012 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. I found it easy to apply for Disability Services.	26	100.0%	0	0%
2. I was able to arrange a meeting/phone conference with the Disability Services Coordinator.	26	100.0%	0	0%
3. The Disability Services Coordinator responded to my emails and/or phone calls promptly (within 48 hours).	26	100.0%	0	0%
4. My requested accommodations were put into place within 48 hours.	26	100.0%	0	0%
5. Accommodation notification emails were sent to both myself and my instructors within 48 hours.	26	100.0%	0	0%
6. The accommodations provided were appropriate for my individual needs.	26	100.0%	0	0%
7. My requested accommodations were followed by my instructors.	26	100.0%	0	0%
8. Overall, I am satisfied with Disability Services.	26	100.0%	0	0%

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = total and percentage for Disagree and Strongly Disagree

CODEBOOK FOR RAW DATA

Satisfaction Level: Strongly Agree= 1; Agree= 2; Disagree = 3; Strongly Disagree = 4