



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 DISABILITY SERVICES FALL 2012 PARTICIPANTS

SURVEY RESULTS SUMMARY

December 13, 2012

HCTC DISABILITY SERVICES PROGRAM FALL 2012 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Disability Services unit served 37 students in Fall 2012 and they were asked to complete a satisfaction survey. 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 in late September and closed in mid-November 2012.

A total of 21 responses (or 57%) were collected from the 37 Fall 2012 participants compared to a total of 26 responses (or 59%) collected from the 44 Sp2012 participants. 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)

Make all students aware that Disability Services are available
Special parking spots for disability students

SUMMARY STATEMENT

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

HCTC Disability Services Fall 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.	21	100.0%	0	0%
2. I was able to arrange a meeting/phone conference with the Disability Services Coordinator.	21	100.0%	0	0%
3. The Disability Services Coordinator responded to my emails and/or phone calls promptly (within 48 hours).	21	100.0%	0	0%
4. My requested accommodations were put into place within 48 hours.	21	100.0%	0	0%
5. Accommodation notification emails were sent to both myself and my instructors within 48 hours.	21	100.0%	0	0%
6. The accommodations provided were appropriate for my individual needs.	21	100.0%	0	0%
7. My requested accommodations were followed by my instructors.	21	100.0%	0	0%
8. Overall, I am satisfied with Disability Services.	21	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