



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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HCTC DISABILITY SERVICES SPRING 2013 PARTICIPANTS

SURVEY RESULTS SUMMARY

June 17, 2013

HCTC DISABILITY SERVICES PROGRAM SPRING 2013 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Disability Services unit served 34 students in Spring 2013 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 made available to participants March 1-31.

A total of 19 responses (or 56%) were collected from Spring 2013 participants compared to 21 responses (or 57%) collected from Fall 2012 participants, and 26 responses (or 59%) collected from Spring 2012 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)

Ensure that appropriate chairs are available instead of the regular desk chairs.

SUMMARY STATEMENT

Participants responding to the survey reported satisfaction with Disability Services (94.7%).

HCTC Disability Services Spring 2013 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. I found it easy to apply for Disability Services.	18	94.7%	1	5.3%
2. I was able to arrange a meeting/phone conference with the Disability Services Coordinator.	18	94.7%	1	5.3%
3. The Disability Services Coordinator responded to my emails and/or phone calls promptly (within 48 hours).	18	94.7%	1	5.3%
4. My requested accommodations were put into place within 48 hours.	18	94.7%	1	5.3%
5. Accommodation notification emails were sent to both myself and my instructors within 48 hours.	18	94.7%	1	5.3%
6. The accommodations provided were appropriate for my individual needs.	18	94.7%	1	5.3%
7. My requested accommodations were followed by my instructors.	18	94.7%	1	5.3%
8. Overall, I am satisfied with Disability Services.	18	94.7%	1	5.3%

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