



**Community & Technical College**

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**STUDENT SATISFACTION WITH ORIENTATION SURVEY  
RESULTS SUMMARY – SPRING 2015  
HAZARD CAMPUS**

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**STUDENT SATISFACTION WITH ORIENTATION  
SURVEY RESULTS SUMMARY – SPRING 2015  
HAZARD CAMPUS**

Incoming Spring 2015 students could choose to attend an in-person mandatory orientation session at the Hazard Campus, the Lees College Campus, or the Technical Campus in November-December 2014. To measure the effectiveness of the revised orientation format, Student Services developed a new 23-item survey instrument which consisted of three demographic questions, 12 questions about the different sessions, and 8 open-ended questions asking which session benefitted the student the most and why, which session was the least useful and why, what the student liked best and liked least about the orientation, suggestions to improve orientation, and what additional information should be covered. A copy of the survey instrument is attached to this report.

Eight students who attended at the Hazard Campus in November 2014 completed the survey via paper-pencil and then the responses were entered into an electronic survey link by Admissions staff. 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 survey items.

Please see the following sections for the summary and a table summarizing student satisfaction with the orientation sessions. The final page of this document provides the codebook for the raw data.

**SUMMARY**

- Eight students completed the survey with 75% of them being female and the other 25% being male.
- 50% of the respondents were ages 18-25 while the other 50% were ages 26-35.
- 100% of the respondents indicated Strongly Agree/Agree to every session item except for two: It's Hard to Let Go! and Campus Tour which both received 67% satisfaction (Strongly Agree/Agree).
- The majority of respondents felt the Paying Your Tuition session benefitted them the most.
- A couple of respondents indicated that The Bridge to Your Future, Great Expectations, and The Great Frontier were the least useful sessions.
- Respondents noted that they best liked the friendliness of advisors/staff.
- A couple of respondents said they least liked the fact that there were no breaks and the time it took to finish the sessions.
- A suggestion for improvement was that breaks should be scheduled.
- A respondents cited that a campus tour should be a necessity for the orientation.

## Student Satisfaction with Orientation Survey Results, Hazard Campus – Spring 2015

### SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED		OFFERED OPINION		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
4. I was able to register online for an orientation session without problems.	6	75.0%	0	0.0%	6	100%	2	25.0%
5. <u>Paying Your Tuition</u> : better understanding of the financial aid process.	7	87.5%	0	0.0%	7	100%	1	12.5%
6. <u>Paying Your Tuition</u> : better understanding of my responsibility for paying my college bill on time.	7	87.5%	0	0.0%	7	100%	1	12.5%
7. <u>Great Expectations</u> : better understanding of what is expected of me as a student.	7	87.5%	0	0.0%	7	100%	1	12.5%
8. <u>What's in Your Wallet</u> : better understanding of financial literacy as it relates to my student experience.	7	87.5%	0	0.0%	7	100%	1	12.5%
9. <u>The Great Frontier</u> : better understanding of how academic policies can affect me.	7	87.5%	0	0.0%	7	100%	1	12.5%
10. <u>The Great Frontier</u> : better understanding of what it means to take an online class.	7	87.5%	0	0.0%	7	100%	1	12.5%
11. <u>The Bridge to Your Future</u> : better understanding of career exploration opportunities at HCTC.	5	62.5%	0	0.0%	5	100%	3	37.5%
12. <u>The Bridge to Your Future</u> : better understanding of transfer opportunities.	5	62.5%	0	0.0%	5	100%	3	37.5%
13. <u>Find IT, Get It, Do IT (Student Resources)</u> : better understanding of the resources available to me as a student.	5	62.5%	0	0.0%	5	100%	3	37.5%
14. <u>It's Hard to Let Go!</u> : helped me understand what it means to have a child in college.	2	25.0%	1	12.5%	3	66.7%	5	62.5%
15. <u>MyHCTC</u> : understand importance of accessing student email and my Student Self-Service account on a regular basis.	6	75.0%	0	0.0%	6	100%	2	25.0%
16. <u>Campus Tour</u> : better understanding of where specific areas of the college are located.	2	25.0%	1	12.5%	3	66.7%	5	62.5%

Legend:

*Satisfied = combined total and percentage for Strongly Agree and Agree*

*Dissatisfied = combined total and percentage for Disagree and Strongly Disagree*

## CODEBOOK FOR RAW DATA

I am: Student = 1; Parent/Guardian = 2; Spouse = 3; Other Family Member = 4; Friend = 5

Gender: Male = 1; Female = 2; Prefer not to answer = 3

Age: 18-25 = 1; 26-35 = 2; 36-45 = 3; 46-56 = 4; 56-65 = 5; Over 65 = 6; Prefer not to answer = 7

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Not Applicable = 5