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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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

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**STUDENT SATISFACTION WITH ORIENTATION  
SURVEY RESULTS SUMMARY – SPRING 2015  
TECHNICAL 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.

Eleven students who attended at the Technical Campus in December 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**

- Eleven students completed the survey with 64% of them being male and the other 36% being female.
- 82% of the respondents were ages 18-25.
- 100% of the respondents indicated Strongly Agree/Agree to every session item.
- The majority of respondents felt the MyHCTC session benefitted them the most.
- A couple of respondents indicated that The Bridge to Your Future, The Great Frontier, and It's Hard to Let Go! were the least useful sessions.
- Respondents noted that they best liked the helpfulness of the presenters, the information, and snacks.
- One respondent said they least liked the time it took for the orientation.
- There were no suggestions for improvement.
- Respondents did not cite any additional information which needed to be added.

## Student Satisfaction with Orientation Survey Results, Technical 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.	11	100%	0	0.0%	11	100%	0	0.0%
5. <u>Paying Your Tuition</u> : better understanding of the financial aid process.	10	90.9%	0	0.0%	10	100%	1	9.1%
6. <u>Paying Your Tuition</u> : better understanding of my responsibility for paying my college bill on time.	10	90.9%	0	0.0%	10	100%	1	9.1%
7. <u>The Great Frontier</u> : better understanding of how academic policies can affect me.	11	100%	0	0.0%	11	100%	0	0.0%
8. <u>The Great Frontier</u> : better understanding of what it means to take an online class.	11	100%	0	0.0%	11	100%	0	0.0%
9. <u>Find It, Get IT, Do IT (Student Resources)</u> : better understanding of the resources available to me as a student.	11	100%	0	0.0%	11	100%	0	0.0%
10. <u>The Bridge to Your Future</u> : better understanding of career exploration opportunities at HCTC.	11	100%	0	0.0%	11	100%	0	0.0%
11. <u>The Bridge to Your Future</u> : better understanding of transfer opportunities.	11	100%	0	0.0%	11	100%	0	0.0%
12. <u>It's Hard to Let Go!</u> : better understanding of what it means to have a child in college.	9	81.9%	0	0.0%	9	100%	2	18.2%
13. <u>What's in Your Wallet</u> : better understanding of financial literacy as it relates to my student experience.	11	100%	0	0.0%	11	100%	0	0.0%
14. <u>MyHCTC</u> helped me understand the importance of accessing student email and my Student Self-Service Account on a regular basis.	11	100%	0	0.0%	11	100%	0	0.0%
15. <u>Met with a Program Coordinator or the Director of Retention Services</u> : better understanding of what is expected of me as a student.	10	90.9%	0	0.0%	10	100%	0	0.0%

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