



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC READY-TO-WORK PROGRAM FALL 2013 PARTICIPANTS
SURVEY RESULTS SUMMARY**

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**READY-TO-WORK PROGRAM FALL 2013 PARTICIPANTS
SURVEY RESULTS SUMMARY**

The HCTC Ready-To-Work Program (RTW) had 97 participants in Fall 2013 and they were asked to express their satisfaction with the HCTC Ready-To-Work Program. Students answered questions about program activities and program staff. One open-ended question asked RTW participants to suggest ways to improve the RTW Program. A copy of the survey instrument is attached to this report. The survey link was sent to the participants via email during November-December 2013.

A total of 59 of the 97 (or 61%) Fall 2013 RTW participants responded to the survey compared to 70 responses (84%) received in Spring 2013, 55 responses (or 89%) received in Fall 2012, 54 responses (73%) received in Spring 2012, 31 responses (45%) received in Fall 2011, 30 responses (40%) received in Spring 2011, and 35 responses (58%) received in Fall 2010. 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. Please see the following summary, suggestions for program improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

The participants who responded to the survey were satisfied with the Ready-To-Work Program. All survey items received 100% satisfaction EXCEPT for survey item #2 “availability of RTW staff” and #6 “satisfaction with job placement.”

Relative to Improvements

More pay

Make timesheets easier

More workshops on Fridays

More online workshops

Fewer workshops

A one-time class requirement instead of two classes required

Strive to get the case managers in food stamp offices on the same page

Ready-To-Work Program Fall 2013 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	59	100%	0	0.0%
2. Availability of staff	58	98.3%	1	1.7%
3. Overall satisfaction with staff	59	100%	0	0.0%
4. satisfaction with helping prepare for/achieve college goals	59	100%	0	0.0%
5. satisfaction with KTAP case management issues	59	100%	0	0.0%

Item / Service	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		Not Employee	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
6. satisfaction with job placement (if student employee)	58	98.3%	1	1.7%	59	98.3%	0	0.0%

Item / Service	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		Not Advised	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
7. satisfaction with academic advising (if advised by staff)	52	88.2%	0	0.0%	52	100%	7	11.9%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; Not student employee = 5

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4; Not advised = 5