



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC READY-TO-WORK PROGRAM FALL 2014 PARTICIPANTS
SURVEY RESULTS SUMMARY**

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READY-TO-WORK PROGRAM FALL 2014 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Ready-To-Work Program (RTW) had 111 participants in Fall 2014 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 2014.

A total of 61 of the 111 (or 55%) Fall 2014 RTW participants responded to the survey compared to 63 responses (75%) received in Spring 2014, 61 responses (61%) received in Fall 2013, 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.

Relative to Improvements

staff answer all questions from participants in a timely manner

more work hours

more available positions

place participants on payroll faster

fewer workshops or a day-long workshop per semester

inform a larger audience of the programs for single mothers

provide participants with more information about other programs at the college

Ready-To-Work Program Fall 2014 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	59	96.8%	2	3.3%
2. Availability of staff	61	100%	0	0%
3. Overall satisfaction with staff	59	96.8%	2	3.3%
4. satisfaction with helping prepare for/achieve college goals	59	96.8%	2	3.3%
5. satisfaction with KTAP case management issues	60	98.4%	1	1.7%

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	95.1%	0	0%	58	100%	3	4.9%

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)	50	82.0%	0	0%	50	100%	11	18.0%

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