



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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STUDENT SUPPORT SERVICES PARTICIPANT SURVEY

RESULTS SUMMARY – FALL 2013 COHORT

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STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2013 COHORT

The 146 students in the HCTC Student Support Services (SSS) Fall 2013 cohort were asked to express their satisfaction with the HCTC Student Support Services Program. Students answered questions about program activities, events, and program staff. Three open-ended questions asked SSS participants to suggest new workshops or cultural events, as well as how to improve the program. A copy of the survey instrument is attached to this report. The survey link was sent to the students in the SSS Fall 2013 cohort via email during November-December 2013.

A total of 39 of the 146 (or 27%) Fall 2013 SSS cohort students responded to the survey compared to 37 (or 21%) of the Spring 2013 cohort, 35 (or 18%) of the Fall 2012 SSS cohort, 59 (or 30%) of the Fall 2011 SSS cohort, 72 (or 33%) of the Fall 2010 SSS cohort, 26 (15%) of the Spring 2012 SSS cohort, and 14 (or 7%) of the Spring 2011 SSS cohort. 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 three open-ended questions. Please see the following suggestions for improvements, summary, and summary table. The final page of this document provides the codebook for the raw data.

Relative to Improvements

Have events during the beginning of the semester

More cultural enrichment trips

Better time management

Visit museums

Reach out more to the students

Have weekend hours and evening hours

Do an all-day activity at same place

Have more tutors

SUMMARY

Overall, the Fall 2013 SSS participants who responded to the survey were satisfied with the Student Support Services Program. All survey items received 100% satisfaction EXCEPT for survey items #4, #5, and #10. It is recommended that the SSS Staff identify strategies which will ensure a higher response rate for this survey.

Student Support Services Student Satisfaction of Program Survey Results – Fall 2013 Cohort

SUMMARY TABLE

Item / Area / Service	USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
1. Satisfaction with academic advising	38	97.5%	0	0.0%	38	100%	1	2.6%
2. Number of activities offered	36	92.3%	0	0.0%	36	100%	3	7.7%
3. Variety of events offered	36	92.3%	0	0.0%	36	100%	3	7.7%
4. Quality of events attended	34	87.1%	1	2.6%	35	97.1%	4	10.3%
5. Planning of the events	35	89.8%	1	2.6%	36	97.2%	3	7.7%
6. Overall satisfaction with activities participated in	38	97.4%	0	0.0%	38	100%	1	2.6%
7. Attitude of staff	39	100%	0	0.0%	39	100%	0	0.0%
8. Availability of staff	39	100%	0	0.0%	39	100%	0	0.0%
9. Overall satisfaction with staff	39	100%	0	0.0%	39	100%	0	0.0%
10. Explanation given – program purpose	38	97.4%	1	2.6%	39	97.4%	0	0.0%
11. How SSS has helped you in college career	39	100%	0	0.0%	39	100%	0	0.0%

CODEBOOK FOR RAW DATA

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