



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Anna Lois Puffer, Coordinator

606/487-3503

lois.puffer@kctcs.edu

Brenda Young, Data Research Assistant

606/487-3063

brenda.young@kctcs.edu

**STUDENT SUPPORT SERVICES PARTICIPANT SURVEY
RESULTS SUMMARY – FALL 2014 COHORT**

March 3, 2015

STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2014 COHORT

The 173 students in the HCTC Student Support Services (SSS) Fall 2014 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 2014 cohort via email during October-December 2014.

A total of 69 of the 173 (or 40%) Fall 2014 SSS cohort students responded to the survey compared to 68 (42%) of the Spring 2014 cohort, 39 (or 27%) of the Fall 2013 cohort, 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

- need larger tutoring area
- need bigger and private office space for staff
- more flyers and advertising on campus to notify students of events
- more tutors
- more staff availability
- more interesting trips and events

SUMMARY

Overall, 100% of the Fall 2014 SSS participants who responded to the survey were satisfied with the Student Support Services Program. All survey items received 100% satisfaction for those who used SSS services. It is recommended that the SSS Staff continue to encourage SSS participants to complete this survey each term.

Student Support Services Student Satisfaction of Program Survey Results – Fall 2014 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	66	95.6%	0	0%	66	100%	3	4.3%
2. Number of activities offered	63	91.3%	0	0%	63	100%	6	8.7%
3. Variety of events offered	64	92.8%	0	0%	64	100%	5	7.2%
4. Quality of events attended	62	89.9%	0	0%	62	100%	7	10.1%
5. Planning of the events	62	89.8%	0	0%	62	100%	7	10.1%
6. Overall satisfaction with activities participated in	61	88.4%	0	0%	61	100%	8	11.6%
7. Attitude of staff	68	98.6%	0	0%	68	100%	1	1.4%
8. Availability of staff	68	98.6%	0	0%	68	100%	1	1.4%
9. Overall satisfaction with staff	68	98.6%	0	0%	68	100%	1	1.4%
10. Explanation given – program purpose	68	98.6%	0	0%	68	100%	1	1.4%
11. How SSS has helped you in college career	66	95.7%	0	0%	66	100%	3	4.3%

CODEBOOK FOR RAW DATA

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