



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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

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STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2014 COHORT

The 161 students in the HCTC Student Support Services (SSS) Spring 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 Spring 2014 cohort via email during March-April 2014.

A total of 68 of the 161 (or 42%) Spring 2014 SSS cohort students responded to the survey compared to 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

Email every student to see if they qualify to participate in SSS program

Organize trips to tour potential transfer colleges

Send out emails to participants about scheduled events/put up posters

Offer more get-togethers

Have more fun workshops

More math tutors

New SSS location is cramped, smells, and makes it hard to concentrate

New SSS location does not afford privacy when being tutored or advised about personal matters

New SSS location is too open and you can hear everything anyone says

SUMMARY

Overall, the Spring 2014 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 #2 and #3. While the response rate was much improved, 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 – Spring 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	65	95.6%	0	0.0%	65	100%	3	4.4%
2. Number of activities offered	64	94.1%	1	1.5%	65	98.4%	3	4.4%
3. Variety of events offered	65	95.5%	1	1.5%	66	98.4%	2	2.9%
4. Quality of events attended	62	91.2%	0	0.0%	62	100%	6	8.8%
5. Planning of the events	64	94.2%	0	0.0%	64	100%	4	5.9%
6. Overall satisfaction with activities participated in	63	92.6%	0	0.0%	63	100%	5	7.4%
7. Attitude of staff	67	98.6%	0	0.0%	67	100%	1	1.5%
8. Availability of staff	66	97.0%	0	0.0%	66	100%	2	2.9%
9. Overall satisfaction with staff	66	97.1%	0	0.0%	66	100%	2	2.9%
10. Explanation given – program purpose	67	98.6%	0	0.0%	67	100%	1	1.5%
11. How SSS has helped you in college career	66	97.0%	0	0.0%	66	100%	2	2.9%

CODEBOOK FOR RAW DATA

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