



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 – SPRING 2015 COHORT**

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STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2015 COHORT

The 198 students in the HCTC Student Support Services (SSS) Spring 2015 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 March-April 2015.

A total of 34 of the 198 (or 17%) Spring 2015 SSS cohort students responded to the survey compared to 69 (or 40%) of the Fall 2014 cohort, 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 larger office space for staff to work with students in private without distraction from next cubicle
- more flyers and advertising on campus and electronic media to notify students of events
- more workshop choices
- more school supplies for participants
- more interactive activities to build relationship between staff and participants (support group system)

SUMMARY

Overall, Spring 2015 SSS participants who responded to the survey were satisfied with the Student Support Services Program. Slightly lower satisfaction was received for the activities planned and offered.

It is recommended that SSS staff discuss strategies in their monthly meetings (and then implement those strategies) as how to better plan and communicate SSS events, and to how to get SSS participants to complete this survey each term, especially since only 17% of participants completed the survey this spring term which was around a 20% lower response rate than the two previous terms.

Student Support Services Student Satisfaction of Program Survey Results – Spring 2015 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	32	94.1%	1	2.9%	33	97.0%	1	2.9%
2. Number of activities offered	30	88.2%	2	5.8%	32	93.8%	2	5.9%
3. Variety of events offered	30	88.2%	2	5.8%	32	93.8%	2	5.9%
4. Quality of events attended	28	82.4%	1	2.9%	29	96.6%	5	14.7%
5. Planning of the events	30	88.3%	2	5.8%	32	93.8%	2	5.9%
6. Overall satisfaction with activities participated in	30	88.2%	1	2.9%	31	96.8%	3	8.8%
7. Attitude of staff	33	97.0%	0	0.0%	33	100%	1	2.9%
8. Availability of staff	33	97.0%	0	0.0%	33	100%	1	2.9%
9. Overall satisfaction with staff	33	97.0%	0	0.0%	33	100%	1	2.9%
10. Explanation given – program purpose	33	97.0%	1	2.9%	34	97.1%	0	0.0%
11. How SSS has helped you in college career	32	94.1%	1	2.9%	33	97.0%	1	2.9%

CODEBOOK FOR RAW DATA

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