



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 SATISFACTION WITH STUDENT RESOURCE CENTER SURVEY
RESULTS SUMMARY – SPRING 2014**

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STUDENT SATISFACTION WITH STUDENT RESOURCE CENTER SURVEY RESULTS SUMMARY – SPRING 2014

HCTC students enrolled in the Spring 2014 semester were asked to express their satisfaction with the HCTC Student Resource Centers (SRC) formerly known as the Academic Resource Center (ARC). The survey was slightly modified in Spring 2014. Two questions were demographic in nature: hours enrolled and the campus where the student took most of their classes. Two questions related to which campus SRC the student used most and how often. Twelve questions asked students to rate their level of satisfaction with SRC services, personnel, or equipment. The final question asked for comments concerning the instructors/tutors, materials, equipment, and ways to improve services. A copy of the survey instrument is attached to this report. The survey was sent/made available for student responses during March-April-May 2014.

A total of 86 HCTC students responded to the modified SRC survey in Spring 2014. Comparison responses for the ARC survey include: 176 responses in Spring 2013, 171 responses in Spring 2012, and 277 responses in Spring 2011, 50 responses in Fall 2013, 116 responses in Fall 2012, 15 responses in Fall 2011, and 193 responses 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 improvements. Please see the following sections for the summary, items relative to improvements, summary of the demographic responses, and a summary table for SRC services, personnel, or equipment. The final page of this document provides the codebook for the raw data.

SUMMARY

The majority of the survey respondents were full-time students who attend most of their classes at the Hazard Campus and used the Hazard SRC. Sixty-two percent of the respondents (n=54) indicated that they came to the SRC for test proctoring, 29% came for science tutoring (n=26), 49% came for math tutoring (n=43), 43% came for writing tutoring (n=38); and 37% came for computer course tutoring (n=33). Respondents indicated that they visited the SRC to receive assistance with: 20.8% = Blackboard (n=20); 15.6% = Email (n=15); 3.1% = Account Set-Up (n=3); 21 = Student Self-Service (n=21); 7 = SAP Appeal Letter and/or Forms (n=7); 25.0% = FAFSA (n=24); 27.1% = Did not visit SRC (n=26); 25.0% = Other (n=24). Satisfaction ranged from 95-100% with Math tutoring receiving the lowest percentage for these SRC services. Overall, 98% of respondents were satisfied with SRC services.

Relative to Improvements

More advertisement to all students that SRC exists and services available
More tutors available more often
New SRC Location is too small

**STUDENT SATISFACTION WITH STUDENT RESOURCE CENTER
SURVEY RESULTS SUMMARY – FALL 2013**

Hours Enrolled

12 or More = 62 (or 71.3%); Less than 12 = 25 (or 28.7%)

Campus Took Most of Classes

Hazard Campus = 44 (or 50.6%)

Lees College Campus = 9 (or 10.3%)

Technical Campus = 3 (or 3.4%)

Knott County Branch = 8 (or 9.2%)

Leslie County Center = 3 (or 3.4%)

Bailey Stumbo Building-Hazard = 0 (or 0.0%)

On-Line = 20 (or 23.0%)

ARC Used Most

Hazard Campus = 49 (or 56.3%)

Lees College Campus = 14 (or 16.1%)

Knott County Branch = 8 (or 9.2%)

Never Used ARC = 16 (or 18.4%)

Used SRC

Frequently = 20 (or 23.0%)

Occasionally = 10 (or 11.5%)

Sometimes = 15 (or 17.2%)

Rarely = 19 (or 21.8%)

Never = 23 (26.4%)

Student Satisfaction with Student Resource Center Survey Results – Spring 2014

SUMMARY TABLE

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
6. Test Proctoring	54	62.1%	2	2.2%	56	96.4%	31	35.6%
7. Science Tutoring	26	29.8%	0	0.0%	26	100%	61	70.1%
8. Math Tutoring	43	49.4%	2	2.3%	45	95.5%	42	48.3%
9. Writing Tutoring	38	43.6%	0	0.0%	38	100%	49	56.3%
10. Computer Course Tutoring	33	37.9%	1	1.1%	34	97.0%	53	60.9%
13. Tutoring in Other General Classes (<i>from 11</i>)	46	52.9%	0	0.0%	46	100%	41	47.1%

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
14. Instructors/Tutors Available	55	63.2%	1	1.1%	56	98.2%	31	35.6%
15. SRC available when needed	66	75.9%	1	1.1%	67	98.5%	20	23.0%
16. Computers/other materials available when needed	64	73.6%	1	1.1%	65	98.4%	22	25.3%
17. SRC personnel answered questions	62	71.2%	1	1.1%	63	98.4%	24	27.6%
18. SRC personnel treated me with respect	64	73.5%	0	0.0%	64	100%	23	26.4%
19. Overall SRC Services	63	72.4%	1	1.1%	64	98.4%	23	26.4%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied OR Strongly Agree and Agree

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied OR Disagree and Strongly Disagree

CODEBOOK FOR RAW DATA

Enrolled Hours: Less than 12 hours = 1; 12 or more = 2

Campus: Hazard = 1; Bailey Stumbo = 2; Tech = 3; Lees = 4; Knott = 5; Leslie = 6; Online = 7

SRC Used: Hazard = 1; Lees = 2; Knott = 3; Never Used = 4

Used ARC: Frequently = 1; Occasionally = 2; Sometimes = 3; Rarely = 4; Never = 5

Receive SRC Assistance: Blackboard = 1; Email = 2; Account Set-Up = 3; Student Self-Service = 4; SAP Appeal Letter and/or Forms = 5; FAFSA = 6; Did Not Visit SRC = 7; Other = 8

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Dissatisfied = 3; Very Dissatisfied = 4; Have Not Used = 5

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Not Applicable = 5