



---

**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

*Anna Lois Puffer, Coordinator*

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

*Brenda Young, Data Research Assistant*

606/487-3063

[brenda.young@kctcs.edu](mailto:brenda.young@kctcs.edu)

**STUDENT SATISFACTION WITH STUDENT RESOURCE CENTER SURVEY  
RESULTS SUMMARY – SPRING 2015**

*May 27, 2015*

## **STUDENT SATISFACTION WITH STUDENT RESOURCE CENTER SURVEY RESULTS SUMMARY – SPRING 2015**

HCTC students enrolled in the Spring 2015 semester were asked to express their satisfaction with the HCTC Student Resource Centers (SRC). 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-May 2015.

A total of 38 HCTC students responded to the SRC survey in Spring 2015 compared to 60 responses in Fall 2014 and 86 responses in Spring 2014. Comparison responses for the previous Academic Resource Center 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. Fifty-two percent of the respondents (n=20) indicated that they came to the SRC for test proctoring, 21% came for science tutoring (n=11), 45% came for math tutoring (n=17), 40% came for writing tutoring (n=15); and 29% came for computer course tutoring (n=11). Respondents indicated that they visited the SRC to receive assistance with: 18% = Blackboard (n=7); 20% = Email (n=8); 13% = Account Set-Up (n=5); 20% = Student Self-Service (n=8); 8% = SAP Appeal Letter and/or Forms (n=3); 10% = FAFSA (n=4); 44% = Did not visit SRC (n=17); 13% = Other (n=5).

Satisfaction ranged from 84-100% with Computer Course tutoring receiving the lowest percentage for these SRC services. Overall, 100% of respondents were satisfied with SRC services.

It is recommended that SRC staff discuss strategies (and then implement them) as to how to obtain a larger response rate for this survey each term, as well as better inform the student population of the services available in the Student Resource Centers located at the various campuses.

### Relative to Improvements

- communication and listening to the student needs to be improved

**STUDENT SATISFACTION WITH STUDENT RESOURCE CENTER  
SURVEY RESULTS SUMMARY – SPRING 2015**

Hours Enrolled

12 or More = 26 (or 68%); Less than 12 = 12 (or 32%)

Campus Took Most of Classes

Hazard Campus = 15 (or 39%)

Lees College Campus = 5 (or 13%)

Technical Campus = 3 (or 8%)

Knott County Branch = 0 (or 0%)

Leslie County Center = 3 (or 8%)

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

On-Line = 12 (or 32%)

SRC Used Most

Hazard Campus = 17 (or 45%)

Lees College Campus = 7 (or 18%)

Knott County Branch = 2 (or 5%)

Never Used ARC = 12 (or 32%)

Used SRC

Frequently = 4 (or 11%)

Occasionally = 5 (or 13%)

Sometimes = 5 (or 13%)

Rarely = 13 (or 34%)

Never = 11 (or 29%)

## Student Satisfaction with Student Resource Center Survey Results – Spring 2015

### SUMMARY TABLE

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
6. Test Proctoring	20	52.6%	0	0.0%	20	100%	18	47.4%
7. Science Tutoring	11	29.0%	1	2.6%	12	91.7%	26	68.4%
8. Math Tutoring	17	44.7%	2	5.3%	19	89.5%	19	50.0%
9. Writing Tutoring	15	39.5%	0	0.0%	15	100%	23	60.5%
10. Computer Course Tutoring	11	29.0%	2	5.3%	13	84.7%	25	65.8%
13. Tutoring in Other General Classes ( <i>from 11</i> )	12	31.6%	0	0.0%	12	100%	26	68.4%

Service / Personnel / Equipment	SATISFIED		DISSATISFIED		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
14. Instructors/Tutors Available	23	60.5%	0	0.0%	23	100%	15	39.5%
15. SRC available when needed	26	68.4%	0	0.0%	12	100%	12	31.6%
16. Computers/other materials available when needed	25	65.8%	0	0.0%	25	100%	13	34.2%
17. SRC personnel answered questions	24	63.2%	0	0.0%	24	100%	14	36.8%
18. SRC personnel treated me with respect	24	63.2%	0	0.0%	24	100%	14	36.8%
19. Overall SRC Services	24	63.1%	0	0.0%	24	100%	14	36.8%

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 SRC: 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