



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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STUDENT SERVICES AND BUSINESS SERVICES

STUDENT SATISFACTION SURVEY

RESULTS SUMMARY – FALL 2013

May 27, 2014

STUDENT SERVICES AND BUSINESS SERVICES STUDENT SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2014

HCTC students enrolled in the Spring 2014 semester were asked to express their satisfaction with units included in Student Services (Admissions, Career Services, Disability Services, Financial Aid, Student Records Services, Student Resource Center, Student Engagements/Clubs, Testing Center, and Veteran's Services) and Business Services. This spring, Student Services totally revised their survey items while Business Services kept their survey items the same.

The first nine Student Services survey items asked students how familiar they were with Student Services departments/services. Another three items asked first-year students to provide their level of satisfaction with the college application process, the college registration process, and testing services. The next six items asked first-year students to provide their level of satisfaction with Admissions. Sections IV through IX asked students to provide their level of satisfaction for services they used this academic year: Transfer Credit Evaluation, Student Organizations/Clubs, Transcript Request Service, Veteran's Services, 365/24/7 Student Service Call Center, Financial Aid, Student Records, Student Engagement Services, and Testing Services. At the end of the Student Services section, students were given the opportunity to provide any other comments about Student Services.

The Business Services section contained five survey items, and students were given the opportunity to provide any other comments about Business 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 120 HCTC students responded to the survey in Spring 2014. Please see summary below, suggested improvements, and summary tables. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data providing feedback regarding improvements. The final page of this document provides the codebook for the raw data.

SUMMARY

- Respondents are least familiar with Career Services, Disability Services, Student Engagement/Clubs, and Veteran's Services.

- First-year respondents indicated high satisfaction (96-100%) with application process, registration process, and testing services.

- Respondents' satisfaction with Admissions ranged from 92-95%.

- Respondents' satisfaction with the timeliness of Transfer Credit Evaluation, Transcript Request Services, and Veteran's Services ranged from 93-96%. However, respondents rated the timeliness of Student Organizations/Clubs at 89% satisfaction.
- Respondent's satisfaction with 365/24/7 Student Service Call Center ranged from 91-97%
- 90% of respondents believe receiving financial aid increased their ability to attend HCTC (n=107) and
- 83% of respondents believe receiving financial aid increased their ability to succeed in HCTC classes (n=100).
- Respondents' satisfaction with Financial Aid ranged from 81-92%.
- Respondents' satisfaction with Student Records ranged from 92-97%.
- Respondents' satisfaction with Student Engagement ranged from 85-90%.
- Respondents' satisfaction with Testing Services ranged from 97-100%.
- Respondents' satisfaction with Business Services ranged from 89-96%.

Improvements for Student Services

Financial aid's inability to provide complete/accurate information
 Need to communicate specific date as to when financial aid will be disbursed
 Bring back some life to Lees Campus...there's nothing for students
 Keep later hours for testing center to accommodate those who work during day
 Communicate important information earlier instead of at last minute
 Earlier warning if about to lose financial aid
 Clubs seem to only be at Hazard campus

Improvements for Business Services

Stay open later early in term so people who work during the day can set up payment plan
 Have difficulty explaining charges
 Don't seem to want to take the time to explain payment plans
 Not very approachable office to get answers
 Some staff can be very short and sharp with words, even rude
 Need question on this survey regarding friendliness of staff

Student Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLES

SECTION I FAMILIARITY	Very Familiar/Familiar		Somewhat Familiar/Not Familiar	
	Number	Percent	Number	Percent
Familiarity with Admissions	90	75.0%	30	25.0%
Familiarity with Career Services	48	40.0%	72	60.0%
Familiarity with Disability Services	44	36.7%	76	63.3%
Familiarity with Financial Aid	105	87.5%	15	12.5%
Familiarity with Student Records Services	66	55.0%	54	45.0%
Familiarity with Student Resource Center	71	59.15	49	40.8%
Familiarity with Student Engagement/Clubs	31	25.9%	89	74.2%
Familiarity with Testing Center	62	51.7%	58	48.3%
Familiarity with Veteran's Services	28	23.3%	92	76.7%

SECTION II <i>(first-year at HCTC)</i>	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Satisfaction with College Application Process	66	60.0%	0	0.0%	66	100%	44	40.0%
Satisfaction with College Registration Process	62	56.4%	3	2.7%	64	96.8%	45	40.9%
Satisfaction with Testing Services	52	47.7%	2	1.8%	54	96.2%	55	50.5%

Note: Respondents who were NOT first-year at HCTC were asked to mark Not Applicable

Student Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLES (Continued)

SECTION III <i>(first-year at HCTC)</i> ADMISSIONS	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Survey Item								
Amount of information provided	63	56.7%	4	3.6%	67	94.0%	44	39.6%
Accuracy of information provided	65	58.5%	3	2.7%	68	95.5%	43	38.7%
Timeliness of information	63	57.8%	3	2.7%	66	95.4%	43	39.4%
Helpfulness of staff	62	55.8%	5	4.5%	67	92.5%	44	39.6%
Ease of application process	64	58.7%	3	2.7%	67	95.5%	42	38.5%
Overall quality of service	65	59.1%	3	2.7%	68	95.5%	42	38.2%

Note: Respondents who were NOT first-year at HCTC were asked to mark Not Applicable

SECTION IV <i>(used this academic year)</i> TIMELINESS	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Survey Item								
Transfer Credit Evaluation	43	37.4%	3	2.6%	46	93.4%	69	60.0%
Student Organizations/Clubs	35	30.4%	4	3.4%	39	89.7%	76	66.1%
Transcript Request Service	55	47.8%	3	2.6%	58	94.8%	57	49.6%
Veteran's Services	30	26.3%	1	0.9%	31	96.7%	83	72.8%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Student Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLES (Continued)

SECTION V <i>(used this academic year)</i> 365/24/7 STUDENT SERVICE CALL CENTER	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Survey Item								
Amount of information provided	73	60.8%	2	1.7%	75	97.3%	45	37.5%
Accuracy of information provided	67	56.3%	6	5.0%	73	91.7%	46	38.7%
Timeliness of information	67	57.3%	4	3.5%	71	94.3%	46	39.3%
Helpfulness of staff	71	59.7%	4	3.4%	75	94.6%	44	37.0%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Financial Aid

95% of respondents have applied for financial aid at HCTC (n=115)

89% of respondents have received financial aid at HCTC (n=107)

90% of respondents believe receiving financial aid increased their ability to attend HCTC (n=107)

83% of respondents believe receiving financial aid increased their ability to succeed in HCTC classes (n=100)

92% of respondents are aware of the rights/responsibilities of financial aid student (n=109)

SECTION VI <i>(used this academic year)</i> FINANCIAL AID	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Survey Item								
Amount of information provided	101	85.6%	14	11.8%	115	87.8%	3	2.5%
Accuracy of information provided	103	87.3%	10	8.4%	113	91.1%	5	4.2%
Timeliness of information	76	81.4%	17	14.4%	93	81.7%	5	4.2%
Helpfulness of staff	98	83.8%	15	12.8%	113	86.7%	4	3.4%
Timeliness of aid disbursements	94	79.0%	18	15.1%	112	83.9%	7	5.9%
Ease of application process	106	89.9%	8	6.7%	114	92.9%	4	3.4%
Overall quality of service	103	86.5%	12	10.0%	115	89.5%	5	4.2%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Student Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLES (Continued)

SECTION VII <i>(used this academic year)</i> STUDENT RECORDS	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Amount of information provided	81	68.1%	6	5.1%	87	93.1%	32	26.9%
Accuracy of information provided	79	67.5%	5	4.3%	84	94.0%	33	28.2%
Timeliness of information	79	67.0%	6	5.1%	85	92.9%	33	28.0%
Helpfulness of staff	82	68.9%	4	4.2%	86	97.6%	32	26.9%
Ease of applying for a degree/diploma/certificate	75	63.6%	2	1.7%	77	97.4%	41	34.7%
Transcript Request Process	67	67.8%	2	1.7%	69	97.1%	47	40.5%
Overall quality of service	82	69.5%	4	3.3%	86	97.6%	32	27.1%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Student Engagement Services

57% of respondents are NOT aware of clubs and other activities/services (n=67)

79% of respondents have NOT attended an HCTC student engagement event (n=92)

SECTION VIII <i>(used this academic year)</i> STUDENT ENGAGEMENT SERVICES	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Number of events per semester	56	46.7%	6	5.0%	62	90.3%	58	48.3%
Variety of events per semester	56	46.7%	6	5.0%	62	90.3%	58	48.3%
Organization of events	53	44.6%	6	5.0%	59	89.8%	60	50.4%
Promotion of events	55	47.0%	9	7.8%	64	85.9%	53	45.3%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Student Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLES (Continued)

Testing Services

56% of respondents have taken a test in the Testing Center (n=66)

SECTION IX <i>(used this academic year)</i> TESTING SERVICES	Very Satisfied/Satisfied		Dissatisfied/Very Dissatisfied		USED SERVICES		NOT APPLICABLE	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Helpfulness of staff	72	70.6%	0	0.0%	72	100%	30	29.4%
Courteousness of staff	73	70.9%	0	0.0%	73	100%	30	29.1%
Accuracy of information provided	71	69.0%	2	1.9%	73	97.2%	30	29.1%
Timeliness of information provided	70	69.3%	1	1.0%	71	98.5%	30	29.7%
Your overall experience	71	70.3%	0	0.0%	71	100%	30	29.7%

Note: Respondents who had NOT used services this academic year were asked to mark Not Applicable

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

Business Services Student Satisfaction Survey Results – Spring 2014

SUMMARY TABLE

Survey Item	Strongly Agree/Agree		Disagree/Strongly Disagree		USED SERVICES		HAVE NOT USED	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
There are convenient ways of paying my school bill.	82	68.4%	3	2.5%	85	96.4%	35	29.2%
The Business Office is open during hours which are convenient to most students.	87	72.5%	6	5.0%	93	93.5%	27	22.5%
Billing policies are reasonable.	78	65.0%	9	7.5%	87	89.6%	33	27.5%
The Business Office adequately addresses my financial questions.	80	66.7%	9	7.5%	89	89.8%	31	25.8%
Billing policies are communicated.	82	68.45	5	4.1%	87	94.2%	33	27.5%

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for Disagree and Strongly Disagree

CODEBOOK FOR RAW DATA

Familiarity Level: Very Familiar = 1; Familiar = 2; Somewhat Familiar = 3; Not Familiar = 4

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

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