



Community & Technical College

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STUDENT SERVICES AND BUSINESS SERVICES

STUDENT SATISFACTION SURVEY

RESULTS SUMMARY – SPRING 2015

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STUDENT SERVICES AND BUSINESS SERVICES STUDENT SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2015

HCTC students enrolled in the Spring 2015 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 was the second year the same survey items were used.

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 2015.

A total of 95 HCTC students responded to the survey in Spring 2015 compared to 120 responses received for this 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

- Around 80% of respondents are most familiar with Admissions and Financial Aid.
- Around 60% of respondents are familiar with Career Services, Student Records, the Student Resource Center, and the Testing Center.
- Around 30% of respondents are familiar with Disability Services, Student Engagement/Clubs, and Veteran's Services.
- First-year respondents indicated high satisfaction (89-95%) with application process, registration process, and testing services.

- Respondents' satisfaction with Admissions ranged from 90-95%.
- Respondents' satisfaction with the timeliness of Transfer Credit Evaluation, Student Organizations/Clubs, Transcript Request Services, and Veteran's Services ranged from 90-100%.
- Respondent's satisfaction with 365/24/7 Student Service Call Center ranged from 90-95%
- 90% of respondents believe receiving financial aid increased their ability to attend HCTC (n=84) and 87% of respondents believe receiving financial aid increased their ability to succeed in HCTC classes (n=82).
- Respondents' satisfaction with Financial Aid ranged from 89-94%.
- Respondents' satisfaction with Student Records ranged from 95-100%.
- Respondents' satisfaction with Student Engagement ranged from 86-91%.
- Respondents' satisfaction with Testing Services ranged from 98-100%.
- Respondents' satisfaction with Business Services ranged from 93-96%.

Improvements for Student Services

- Every process is filled with unneeded bureaucracy-need better training of staff and a better website.
- Need more space for students to interact with advisors—offices are too small.
- The Student Support Services tutoring room needs a more inviting atmosphere for students.

Improvements for Business Services

- The phone number to reach the Business Office is not posted for students.
- Offer more payment options for students.

Student Services Student Satisfaction Survey Results – Spring 2015

SUMMARY TABLES

| SECTION I FAMILIARITY | Very Familiar/Familiar | | Somewhat Familiar/Not Familiar | |
|---|------------------------|---------|--------------------------------|---------|
| | Number | Percent | Number | Percent |
| Familiarity with Admissions | 81 | 85.2% | 14 | 14.8% |
| Familiarity with Career Services | 55 | 57.9% | 40 | 42.1% |
| Familiarity with Disability Services | 35 | 36.9% | 60 | 63.1% |
| Familiarity with Financial Aid | 79 | 83.2% | 16 | 16.9% |
| Familiarity with Student Records Services | 62 | 65.3% | 33 | 34.7% |
| Familiarity with Student Resource Center | 60 | 63.1% | 35 | 36.8% |
| Familiarity with Student Engagement/Clubs | 34 | 35.8% | 61 | 64.2% |
| Familiarity with Testing Center | 60 | 63.1% | 35 | 36.8% |
| Familiarity with Veteran's Services | 22 | 23.2% | 73 | 76.8% |

| SECTION II (first-year at HCTC) | Very Satisfied/Satisfied | | Dissatisfied/Very Dissatisfied | | USED SERVICES | | NOT APPLICABLE | |
|--|--------------------------|---------|--------------------------------|---------|---------------|-------------------|----------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| Satisfaction with College Application Process | 62 | 68.9% | 5 | 5.5% | 67 | 92.6% | 23 | 25.6% |
| Satisfaction with College Registration Process | 60 | 66.7% | 7 | 7.7% | 67 | 89.6% | 23 | 25.6% |
| Satisfaction with Testing Services | 56 | 62.2% | 3 | 3.3% | 59 | 95.0% | 31 | 34.4% |

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

Student Services Student Satisfaction Survey Results – Spring 2015

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 |
| Amount of information provided | 59 | 65.6% | 5 | 5.5% | 64 | 92.2% | 26 | 28.9% |
| Accuracy of information provided | 56 | 63.7% | 6 | 6.8% | 62 | 90.4% | 26 | 29.5% |
| Timeliness of information | 59 | 65.5% | 5 | 5.5% | 64 | 92.2% | 26 | 28.9% |
| Helpfulness of staff | 61 | 67.1% | 3 | 3.3% | 64 | 95.4% | 27 | 29.7% |
| Ease of application process | 60 | 67.4% | 3 | 3.3% | 63 | 95.3% | 26 | 29.2% |
| Overall quality of service | 63 | 70.0% | 3 | 3.3% | 66 | 95.5% | 24 | 26.7% |

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 |
| Transfer Credit Evaluation | 36 | 40.0% | 4 | 4.4% | 40 | 90.0% | 50 | 55.6% |
| Student Organizations/Clubs | 36 | 40.0% | 0 | 0.0% | 36 | 100% | 54 | 60.0% |
| Transcript Request Service | 48 | 53.9% | 4 | 4.5% | 52 | 92.3% | 37 | 41.6% |
| Veteran's Services | 24 | 27.6% | 0 | 0.0% | 24 | 100% | 63 | 72.4% |

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

Student Services Student Satisfaction Survey Results – Spring 2015

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 | 59 | 64.9% | 6 | 6.6% | 65 | 90.8% | 26 | 28.6% |
| Accuracy of information provided | 60 | 66.0% | 5 | 5.5% | 65 | 92.3% | 26 | 28.6% |
| Timeliness of information | 57 | 63.4% | 6 | 6.6% | 63 | 90.5% | 27 | 30.0% |
| Helpfulness of staff | 61 | 67.1% | 3 | 3.3% | 64 | 95.4% | 27 | 29.7% |

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=89)

89% of respondents have received financial aid at HCTC (n=84)

90% of respondents believe receiving financial aid increased their ability to attend HCTC (n=84)

87% of respondents believe receiving financial aid increased their ability to succeed in HCTC classes (n=82)

92% of respondents are aware of the rights/responsibilities of financial aid student (n=87)

| 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 | 83 | 87.4% | 5 | 5.3% | 88 | 94.4% | 7 | 7.4% |
| Accuracy of information provided | 83 | 87.4% | 5 | 5.3% | 88 | 94.4% | 7 | 7.4% |
| Timeliness of information | 79 | 84.0% | 8 | 8.6% | 87 | 90.8% | 7 | 7.4% |
| Helpfulness of staff | 78 | 82.9% | 9 | 9.6% | 87 | 89.7% | 7 | 7.4% |
| Timeliness of aid disbursements | 81 | 85.3% | 6 | 6.4% | 87 | 93.1% | 8 | 8.4% |
| Ease of application process | 79 | 85.0% | 7 | 7.5% | 86 | 91.9% | 7 | 7.5% |
| Overall quality of service | 82 | 87.2% | 6 | 6.4% | 88 | 93.2% | 6 | 6.4% |

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

Student Services Student Satisfaction Survey Results – Spring 2015

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 | 68 | 73.9% | 3 | 3.3% | 71 | 95.8% | 21 | 22.8% |
| Accuracy of information provided | 70 | 76.1% | 1 | 1.1% | 71 | 98.6% | 21 | 22.8% |
| Timeliness of information | 70 | 75.0% | 2 | 2.2% | 72 | 97.3% | 21 | 22.8% |
| Helpfulness of staff | 70 | 75.3% | 1 | 1.1% | 71 | 98.6% | 22 | 23.7% |
| Ease of applying for a degree/diploma/certificate | 55 | 59.1% | 2 | 2.2% | 57 | 96.5% | 36 | 38.7% |
| Transcript Request Process | 59 | 63.5% | 0 | 0.0% | 59 | 100% | 34 | 36.6% |
| Overall quality of service | 70 | 76.1% | 2 | 2.2% | 72 | 97.3% | 20 | 21.7% |

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

Student Engagement Services

45% of respondents are NOT aware of clubs and other activities/services (n=43)

72% of respondents have NOT attended an HCTC student engagement event (n=68)

| 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 | 49 | 52.2% | 6 | 6.4% | 55 | 89.1% | 39 | 41.5% |
| Variety of events per semester | 49 | 52.2% | 6 | 6.4% | 44 | 89.1% | 39 | 41.5% |
| Organization of events | 51 | 54.8% | 5 | 5.4% | 56 | 91.1% | 37 | 39.8% |
| Promotion of events | 51 | 54.3% | 8 | 8.4% | 59 | 86.5% | 35 | 37.2% |

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

Student Services Student Satisfaction Survey Results – Spring 2015

SUMMARY TABLES (Continued)

Testing Services

60% of respondents have taken a test in the Testing Center (n=53)

| 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 | 62 | 74.7% | 0 | 0.0% | 62 | 100% | 21 | 25.3% |
| Courteousness of staff | 61 | 73.5% | 1 | 1.2% | 62 | 98.4% | 21 | 25.3% |
| Accuracy of information provided | 60 | 74.0% | 1 | 1.2% | 61 | 98.4% | 20 | 24.7% |
| Timeliness of information provided | 62 | 74.7% | 0 | 0.0% | 62 | 100% | 21 | 25.3% |
| Your overall experience | 61 | 74.4% | 0 | 0.0% | 61 | 100% | 21 | 25.6% |

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 2015

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. | 67 | 70.5% | 3 | 32.0% | 70 | 95.8% | 25 | 26.3% |
| The Business Office is open during hours which are convenient to most students. | 73 | 76.8% | 5 | 5.3% | 78 | 93.6% | 17 | 17.9% |
| The Business Office provides quality customer service. | 74 | 77.9% | 3 | 3.2% | 77 | 96.1% | 18 | 18.9% |
| The Business Office adequately addresses my financial questions. | 75 | 78.9% | 3 | 3.2% | 78 | 96.2% | 17 | 17.9% |
| Billing policies are communicated. | 71 | 74.7% | 4 | 4.2% | 75 | 94.7% | 20 | 21.1% |

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