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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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**TECHNOLOGY SOLUTIONS  
STUDENT SATISFACTION WITH TECHNOLOGY SURVEY  
RESULTS SUMMARY – SPRING 2014**

*May 27, 2014*

**TECHNOLOGY SOLUTIONS**  
**STUDENT SATISFACTION WITH TECHNOLOGY SURVEY**  
**RESULTS SUMMARY – SPRING 2014**

HCTC students enrolled for the Spring 2014 term were asked to respond to a survey regarding their satisfaction with technology. Students answered questions about which computer lab they used most frequently, seven questions related to their satisfaction, and an open-ended question as to suggestions to improve the computer labs or technology in general. A copy of the survey instrument is attached to this report. The survey link was sent to all students via KCTCS email in March-April 2014. A total of 89 students responded to the survey in Spring 2014 compared to 46 students in Spring 2013, 62 students in Spring 2012, 96 students in Spring 2011, and 88 students in Spring 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 the open-ended question. 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

Make sure all software is up-to-date and working properly

Make it easier to sign in to wireless access

Better maintain the computers in the nursing building

Indicate when labs are used for classes and when open for general student use

Library computers are located where some are talking loudly which is distracting

Lees library needs newer computers

Blackboard needs improvement

SUMMARY

There was a better response rate this year than the last few years. It is recommended that Technology Solutions personnel continue to encourage students to participate in this survey each year.

The majority of the students who responded to the survey during the Spring 2014 term were enrolled full-time (76%) and were female (71%). All age categories were represented with 26% of respondents aged 18-19. Regarding which computer lab they used most frequently this Spring 2014 term, 57% indicated JCC 108/110 labs, 22% indicated Telford 201/203/204 labs, 7% indicated the Knott County Branch computer lab, and 11% indicated Devert Owens 107/109/113 labs, and 2% indicated the Leslie County Center computer lab.

Overall, respondents are satisfied with technology at HCTC. All survey items received more than 90% satisfaction. There were 37 responses to the open-ended question regarding improvement.

**TECHNOLOGY SOLUTIONS STUDENT SATISFACTION WITH TECHNOLOGY SURVEY – SPRING 2014  
SUMMARY TABLE**

Survey Item	USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	SATISFIED		DISSATISFIED		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
2. I have access to a computer when I need it.	83	93.3%	4	2.2%	87	95.4%	4	4.5%
3. Computer equipment and software generally function properly.	77	86.5%	7	7.8%	84	91.6%	5	5.6%
4. The computer lab where I had class this semester has the software and hardware needed to meet the requirements of that class.	71	79.8%	3	3.3%	74	95.9%	15	16.9%
5. Overall, I am satisfied with the computer lab.	75	84.3%	5	5.6%	80	93.7%	9	10.1%
6. The use of classroom technology enhances my educational experience.	77	86.5%	3	3.3%	80	96.2%	9	10.1%
7. I am satisfied with the assistance I received from Technology Solutions personnel.	73	82.0%	1	1.1%	74	98.6%	15	16.9%
8. I use my KCTCS email account on a regular basis.	85	95.5%	2	2.2%	87	97.7%	2	2.2%

Legend:

*Satisfied = combined total and percentage for Strongly Agree or Agree*

*Dissatisfied = total and percentage for Disagree or Strongly Disagree*

## CODEBOOK FOR RAW DATA

### Computer Lab Used Most Frequently:

Hazard Campus – JCC 108 = 1; Hazard Campus – JCC110 = 2; Lees Campus – Telford 201 = 3; Lees Campus – Telford 203 = 4; Lees Campus – Telford 204 = 5; Tech Campus – Devert Owens 107 = 6; Tech Campus – Devert Owens 109 = 7; Tech Campus – Devert Owens 113 = 8; Knott Branch = 9; Leslie Center = 10

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

### Enrollment Status:

Full-time = 1; Part-time = 2

### Age Range:

17/Under = 1; 18-19 = 2; 20-21 = 3; 22-24 = 4; 25-29 = 5; 30-34 = 6; 35-39 = 7; 40-49 = 8; 50-64 = 9; 65+ = 10

### Gender:

Male = 1; Female = 2