



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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TECHNOLOGY SOLUTIONS

STUDENT SATISFACTION WITH TECHNOLOGY SURVEY

RESULTS SUMMARY – SPRING 2015

May 27, 2015

TECHNOLOGY SOLUTIONS
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RESULTS SUMMARY – SPRING 2015

HCTC students enrolled for the Spring 2015 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 April-May 2015. A total of 15 students responded to the survey in Spring 2015 compared to 89 students in Spring 2014, 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.

SUMMARY

The majority of the students who responded to the survey during the Spring 2015 term were enrolled full-time (67%), were female (80%), and were between the ages of 18-24 (or 80%). Regarding which computer lab they used most frequently this Spring 2015 term, 80% indicated JCC 108/110/236 labs, 20% indicated the Telford 202 lab, 7% indicated the Knott County Branch computer lab, and 0% indicated the Devert Owens 109 lab, and 0% indicated the Leslie County Center computer lab.

Overall, the small number of respondents are satisfied with technology at HCTC. All survey items received more than 100% satisfaction from the 15 students who completed the survey.

There were fewer responses for this term's survey than any other past term. It is recommended that Technology Solutions staff discuss strategies (and then implement those strategies) for getting more of the student body to complete the survey each year. **The administration dates for this survey will also be changed—in Spring 2016, the survey will be administered February 15-March 15, 2016.**

Relative to Improvements

- faster Internet
- need computer tutor for computer classes who can answer general questions without interrupting the instructor during lecture

TECHNOLOGY SOLUTIONS STUDENT SATISFACTION WITH TECHNOLOGY SURVEY – SPRING 2015
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.	12	80.0%	0	0.0%	12	100%	3	20.0%
3. Computer equipment and software generally function properly.	12	80.0%	0	0.0%	12	100%	3	20.0%
4. The computer lab where I had class this semester has the software and hardware needed to meet the requirements of that class.	12	80.0%	0	0.0%	12	100%	3	20.0%
5. Overall, I am satisfied with the computer lab.	12	80.0%	0	0.0%	12	100%	3	20.0%
6. The use of classroom technology enhances my educational experience.	12	80.0%	0	0.0%	12	100%	3	20.0%
7. The HCTC college website had information on it that I need.	13	86.6%	0	0.0%	13	100%	2	13.3%
8. I use my KCTCS email account on a regular basis.	13	86.6%	0	0.0%	13	100%	2	13.3%

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 – JCC 110 = 2; Hazard Campus – JCC 236 = 3; Lees Campus – Telford 202 = 4; Lees Campus – Telford 205 = 5; Lees Campus – Telford 102 = 6; Lees Campus – Telford 107 = 7; Lees Campus – Telford 108 = 8; Tech Campus – Devert Owens 109 = 9; Knott County Branch – Room 317 = 10; Leslie County Center – Room 301 = 11

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