



Community & Technical College

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**HCTC READY-TO-WORK PROGRAM FALL 2011 PARTICIPANTS
SURVEY RESULTS SUMMARY**

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HCTC READY-TO-WORK PROGRAM FALL 2011 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Ready-To-Work Program (RTW) had 69 participants in Fall 2011 and they were asked to express their satisfaction with the HCTC Ready-To-Work Program. Students answered questions about program activities and program staff. One open-ended question asked RTW participants to suggest ways to improve the RTW Program. A copy of the survey instrument is attached to this report. The survey link was sent to the participants via email the last few weeks of the Fall 2011 term.

A total of 31 of the 69 (or 45%) Fall 2011 RTW participants responded to the survey compared to 35 responses (58.3%) received in Spring 2010 and 30 responses (40%) received in Spring 2011. 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 program improvement, summary statement, and summary table. The final page of this document provides the codebook for the raw data.

Relative to Improvements (see summary tab on raw data file)

- Need more work hours, including ability to work in summer
- Need an increase in pay rate
- Need RTW staff to be more accessible
- Need RTW staff to advise students
- Need RTW staff to stay in closer contact with students
- Need new case worker for Knott County office
- Need RTW office assistant at Hazard office

SUMMARY STATEMENT

The participants who responded were satisfied with the Ready-To-Work Program. The only two survey items which did not receive 100% satisfaction were "Availability of staff" and "Satisfaction with KTAP case management issues."

HCTC Ready-To-Work Program Fall 2011 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	31	100.0%	0	0.0%
2. Availability of staff	30	96.8%	1	3.2%
3. Overall satisfaction with staff	31	100.0%	0	0.0%
4. satisfaction with helping prepare for/achieve college goals	30	100.0%	1	3.2%
5. satisfaction with KTAP case management issues	30	96.8%	1	3.2%

Item / Service	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		Not Employee	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
6. satisfaction with job placement (if student employee)	31	100%	0	0%	31	100%	0	0%

Item / Service	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		Not Advised	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
7. satisfaction with academic advising (if advised by staff)	28	90.3%	0	0%	28	100%	13	9.7%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Dissatisfied = 3; Very Dissatisfied = 4

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

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