

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

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HCTC READY-TO-WORK PROGRAM SPRING 2010 PARTICIPANTS SURVEY RESULTS SUMMARY

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HCTC READY-TO-WORK PROGRAM SPRING 2010 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Ready-To-Work Program (RTW) had 60 participants in Spring 2010 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 60 participants via email on April 15, and the survey was closed on May 17, 2010.

A total of 35 of the 60 (or 58.3%) Sp2010 RTW participants responded to the survey. 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)

More than one day a week to do payroll
More communication
More work hours and fewer requirements
Mail out timesheets
Child care facility on campus
Easier access to caseworker

SUMMARY STATEMENT

This was the first semester a satisfaction survey had been administered for RTW participants. The participants who responded were overall satisfied with the Ready-To-Work Program. It is recommended that program staff continue to administer this survey each semester, and remind students of the importance of completing it.

HCTC Ready-To-Work Program Spring 2010 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	35	100.0	0	0.0
2. Availability of staff	31	88.6	4	11.4
3. Overall satisfaction with staff	35	100.0	0	0.0
4. satisfaction with helping prepare for/achieve college goals	34	97.1	1	2.9
5. satisfaction with KTAP case management issues	34	97.1	1	2.9

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)	33	94.3	1	2.9	34	97.0	1	2.9

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)	29	82.9	1	2.9	30	96.6	5	14.3

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