



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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

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

The HCTC Ready-To-Work Program (RTW) had 75 participants in Spring 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 Spring 2011 term.

A total of 30 of the 75 (or 40%) Sp2011 RTW participants responded to the survey compared to 35 responses (58.3%) received for the same survey administered 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 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 work hours per week

Eliminate mis-communication

Extend program to summer months

Get timesheets to student workers earlier

Need program staff person in office on regular basis

Interact with students equally

Monitor students more closely as to whether they are meeting program requirements

Need tutors for computer field

SUMMARY STATEMENT

The participants who responded were satisfied with the Ready-To-Work Program. Availability of staff received the lowest satisfaction rating.

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

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	28	96.7%	1	3.3%
2. Availability of staff	27	90.0%	3	10.0%
3. Overall satisfaction with staff	28	93.4%	2	6.6%
4. satisfaction with helping prepare for/achieve college goals	28	93.4%	2	6.6%
5. satisfaction with KTAP case management issues	28	93.4%	2	6.6%

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)	30	100%	0	0%	30	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)	24	80.0%	0	0%	24	100%	6	20.0%

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