



Community & Technical College

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**HCTC READY-TO-WORK PROGRAM SPRING 2012 PARTICIPANTS
SURVEY RESULTS SUMMARY**

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HCTC READY-TO-WORK PROGRAM SPRING 2012 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Ready-To-Work Program (RTW) had 74 participants in Spring 2012 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 2012 term.

A total of 54 of the 74 (or 73%) Spring 2012 RTW participants responded to the survey compared to 31 responses (45%) received in Fall 2011, 30 responses (40%) received in Spring 2011, and 35 responses (58%) received 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 summary statement, suggestions for program improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The participants who responded to the survey were satisfied with the Ready-To-Work Program.

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 the background check process to be faster

Need RTW staff present on all campuses on a daily basis

Need to give participants more information on what programs are available

Ensure that the job placement fits the participant

Need employers at job placement site to treat participants with more respect/appreciation

Ensure that communication is maintained between RTW staff and participants

HCTC Ready-To-Work Program Spring 2012 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	53	98.2%	1	1.9%
2. Availability of staff	52	96.3%	2	3.8%
3. Overall satisfaction with staff	53	98.1%	1	1.9%
4. satisfaction with helping prepare for/achieve college goals	54	100%	0	0%
5. satisfaction with KTAP case management issues	53	98.1%	1	1.9%

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)	53	98.1%	1	1.9%	54	98.1%	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)	50	92.6%	0	0%	50	100%	4	7.4%

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