



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

1127 Main Street, Room 104

Jackson, Kentucky 41339

606/487-3503

lois.puffer@kctcs.edu

Anna Lois Puffer, Coordinator

**HCTC READY-TO-WORK PROGRAM SPRING 2013 PARTICIPANTS
SURVEY RESULTS SUMMARY**

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HCTC READY-TO-WORK PROGRAM SPRING 2013 PARTICIPANTS SURVEY RESULTS SUMMARY

The HCTC Ready-To-Work Program (RTW) had 83 participants in Spring 2013 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 2013 term (March 18-May 4, 2013).

A total of 70 of the 83 (or 84%) Spring 2013 RTW participants responded to the survey compared to 30 responses (40%) received in Spring 2011, 35 responses (58%) received in Spring 2010, 55 responses (or 89%) received in Fall 2012, 54 responses (73%) received in Spring 2012, and 31 responses (45%) received in Fall 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 summary statement, suggestions for program improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

The participants who responded to the survey were satisfied with the Ready-To-Work Program. All survey items received 100% satisfaction EXCEPT for survey item #3 "satisfaction with RTW staff."

Relative to Improvements

Consider allowing students to make up hours in the same month, not just the same week

Shorten the time it takes to place students on payroll

Have more workshops (job interview skills and resume-writing)

Be more involved with students such as a one-on-one meeting with each participant per month

Have more online trainings

Have RTW staff in Jackson office more than once a week

Require fewer workshops; participants are overwhelmed with school, work, single parenting

HCTC Ready-To-Work Program Spring 2013 Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Attitude of staff	70	100%	0	0%
2. Availability of staff	70	100%	0	0%
3. Overall satisfaction with staff	69	98.6%	1	1.4%
4. satisfaction with helping prepare for/achieve college goals	70	100%	0	0%
5. satisfaction with KTAP case management issues	70	100%	0	0%

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)	70	100%	0	0%	70	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)	58	82.8%	0	0%	58	100%	12	17.1%

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