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**HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY**

**RESULTS SUMMARY – FALL 2012 COHORT**

***January 9, 2013***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2012 COHORT**

The 200 students in the HCTC Student Support Services (SSS) Fall 2012 cohort were asked to express their satisfaction with the HCTC Student Support Services Program. Students answered questions about program activities, events, and program staff. Three open-ended questions asked SSS participants to suggest new workshops or cultural events, as well as how to improve the program. A copy of the survey instrument is attached to this report. The survey link was sent to the students in the SSS Fall 2012 cohort via email during the last 6 weeks of the Fall 2012 term.

A total of 35 of the 200 (or 18%) Fall 2012 SSS cohort students responded to the survey compared to 59 (or 30%) of the Fall 2011 SSS cohort, 72 (or 33%) of the Fall 2010 SSS cohort, 26 (15%) of the Spring 2012 SSS cohort, and 14 (or 7%) of the Spring 2011 SSS cohort. 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 three open-ended questions. Please see the following suggestions for improvements, 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 to advertise more about workshops and events (flyers, text messages, emails)

### SUMMARY STATEMENT

Overall, the Fall 2012 SSS participants who responded to the survey were satisfied with the Student Support Services Program. It is recommended that the SSS Staff identify strategies which will ensure a higher response rate for this survey.

## HCTC Student Support Services Student Satisfaction of Program Survey Results – Fall 2012 Cohort

### SUMMARY TABLE

Item / Area / Service	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
1. Satisfaction with academic advising	33	94.3%	1	2.9%	34	97.1%	1	2.9%
2. Number of activities offered	32	91.4%	1	2.9%	33	97.0%	2	5.7%
3. Variety of events offered	32	91.4%	1	2.9%	33	97.0%	2	5.7%
4. Quality of events attended	30	85.7%	1	2.9%	31	96.8%	4	11.4%
5. Planning of the events	31	88.5%	1	2.9%	32	96.9%	3	8.6%
6. Overall satisfaction with activities participated in	30	85.8%	2	5.8%	32	93.8%	3	8.6%
7. Attitude of staff	34	97.2%	1	2.9%	35	97.2%	0	0.0%
8. Availability of staff	34	97.1%	1	2.9%	35	97.1%	0	0.0%
9. Overall satisfaction with staff	34	97.1%	1	2.9%	35	97.1%	0	0.0%
10. Explanation given – program purpose	33	94.3%	2	5.8%	35	94.3%	0	0.0%
11. how SSS has helped you in college career	34	97.1%	1	2.9%	35	97.2%	0	0.0%

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; Did Not Use = 5