

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **OFFICE OF INSTITUTIONAL RESEARCH**

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## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY – FALL 2009 COHORT**

***February 24, 2010***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2009 COHORT**

The 202 students in the HCTC Student Support Services (SSS) Fall 2009 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 202 students in the SSS Fall 2009 cohort via email on Wednesday, February 3, and the survey was closed on Tuesday, February 23, 2010

A total of 32 of the 202 (or 15.8%) Fall 2009 SSS cohort students 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 three opened questions. Please see the following summary table and common themes relative to improvements. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

### Relative to Improvements (see summary tab on raw data file)

- Need more math tutors
- Need more communication (emails)
- Need more tutors
- Need after-hours assistance
- Need quieter study space

### SUMMARY STATEMENT

This was the first semester a satisfaction survey had been administered for SSS participants. It is perceived that the inclement weather may have been a factor for the low response rate. However, those participants who did respond to the survey were satisfied with the Student Support Services Program, and did offer some good suggestions for program improvement. It is recommended that program staff continue to administer this survey each semester, and remind students of the importance of completing it.

## HCTC Student Support Services Student Satisfaction of Program Survey Results – Fall 2009 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. Number of activities offered	28	87.5%	4	12.5%	32	87.5%	0	0.0%
2. Variety of events offered	25	78.2%	5	15.6%	30	83.3%	2	6.3%
3. Quality of events attended	26	81.3%	1	3.1%	27	96.3%	5	15.6%
4. Planning of the events	25	78.1%	3	9.4%	28	89.3%	4	12.5%
5. Overall satisfaction with activities participated in	26	81.3%	2	6.3%	28	92.9%	4	12.5%
6. Attitude of staff	29	90.7%	3	9.3%	32	90.6%	0	0.0%
7. Availability of staff	29	90.7%	3	9.3%	32	90.6%	0	0.0%
8. Overall satisfaction with staff	30	93.8%	2	6.2%	32	93.8%	0	0.0%
9. Explanation given – program purpose	29	90.7%	2	6.3%	31	93.5%	1	3.1%
10. how SSS has helped you in college career	28	87.5%	3	9.4%	31	90.3%	1	3.1%

**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; Did Not Use = 5