



Hazard 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 STUDENT SUPPORT SERVICES PARTICIPANT SURVEY
RESULTS SUMMARY – FALL 2010 COHORT**

February 2, 2011

HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2010 COHORT

The 217 students in the HCTC Student Support Services (SSS) Fall 2010 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 217 students in the SSS Fall 2010 cohort via email during the last six weeks of the fall term.

A total of 72 of the 217 (or 33%) Fall 2010 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 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 more communication about events (emails) and schedule events closer to home

Need more tutors

Need extended hours

SUMMARY STATEMENT

Overall, the Fall 2010 SSS participants who responded the survey were satisfied with the Student Support Services Program. 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 2010 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	64	88.9	3	4.2	67	95.5	5	6.9
2. Variety of events offered	65	90.3	3	4.2	68	95.5	4	5.6
3. Quality of events attended	60	83.3	2	2.8	62	96.7	10	13.9
4. Planning of the events	63	87.5	2	2.8	65	96.9	7	9.7
5. Overall satisfaction with activities participated in	62	86.1	2	2.8	64	96.8	8	11.1
6. Attitude of staff	69	95.9	3	4.2	72	95.8	0	0.0
7. Availability of staff	69	95.9	3	4.2	72	95.8	0	0.0
8. Overall satisfaction with staff	68	94.4	4	5.6	72	94.4	0	0.0
9. Explanation given – program purpose	68	94.5	3	4.2	71	95.7	1	1.4
10. how SSS has helped you in college career	69	95.8	3	4.2	72	95.8	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