



Community & Technical College

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HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY

RESULTS SUMMARY – FALL 2011 COHORT

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HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY FALL 2011 COHORT

The 199 students in the HCTC Student Support Services (SSS) Fall 2011 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 2011 cohort via email during the last 6 weeks of the Fall 2011 term.

A total of 59 of the 199 (or 30%) Fall 2011 SSS cohort students responded to the survey compared to 72 (or 33%) of the Fall 2010 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 more college algebra tutors
need to allow more than one hour for tutoring services
need to schedule workshops earlier, on weekends or evenings
need quieter place to do homework

SUMMARY STATEMENT

Overall, the Fall 2011 SSS participants who responded to the survey were satisfied with the Student Support Services Program.

HCTC Student Support Services Student Satisfaction of Program Survey Results – Fall 2011 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	55	93.2%	0	0%	55	100%	4	6.8%
2. Variety of events offered	55	93.2%	0	0%	55	100%	4	6.8%
3. Quality of events attended	49	83.1%	0	0%	49	100%	10	16.9%
4. Planning of the events	49	83.0%	1	1.7%	50	98.0%	9	15.3%
5. Overall satisfaction with activities participated in	50	84.7%	0	0%	50	100%	9	15.3%
6. Attitude of staff	57	96.6%	0	0%	57	100%	2	3.4%
7. Availability of staff	57	96.6%	0	0%	57	100%	2	3.4%
8. Overall satisfaction with staff	57	96.6%	0	0%	57	100%	2	3.4%
9. Explanation given – program purpose	56	94.9%	1	1.7%	57	98.2%	2	3.4%
10. how SSS has helped you in college career	57	96.6%	0	0%	57	100%	2	3.4%

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; Did Not Use = 5