

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **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](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY – SPRING 2010 COHORT**

***May 19, 2010***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2010 COHORT**

The 205 students in the HCTC Student Support Services (SSS) Spring 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 205 students in the SSS Spring 2010 cohort via email on April 26, and the survey was closed on May 14, 2010

A total of 50 of the 205 (or 24.3%) Spring 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 (emails)
- Need more events for adults (closer to home and in the evening)
- Need better planned events
- Need more tutors and computers
- Need after-hours assistance
- Need quieter study space

### SUMMARY STATEMENT

Overall, the Spring 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 – Spring 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	47	94.0	1	2.0	48	97.9	2	4.0
2. Variety of events offered	47	94.0	1	2.0	48	97.9	2	4.0
3. Quality of events attended	44	88.0	1	2.0	45	97.7	5	10.0
4. Planning of the events	45	90.0	2	4.0	47	95.7	3	6.0
5. Overall satisfaction with activities participated in	45	90.0	1	2.0	46	97.8	4	8.0
6. Attitude of staff	48	96.0	1	2.0	49	97.9	1	2.0
7. Availability of staff	45	90.0	4	8.0	49	91.8	1	2.0
8. Overall satisfaction with staff	47	94.0	2	4.0	49	95.9	1	2.0
9. Explanation given – program purpose	47	94.0	2	4.0	49	95.9	1	2.0
10. how SSS has helped you in college career	45	90.0	4	8.0	49	91.8	1	2.0

**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