



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 – SPRING 2011 COHORT**

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HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2011 COHORT

The 190 students in the HCTC Student Support Services (SSS) Spring 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 Spring 2011 cohort via email during the last 6 weeks of the Spring 2011 term.

A total of 14 of the 190 (or 7%) Spring 2011 SSS cohort students responded to the survey compared to 72 (or 33%) of the Fall 2010 SSS cohort who 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)

Schedule cultural trip over the summer

Have activities at different times (more fun and better organization)

Help Online students better

SUMMARY STATEMENT

Overall, the Spring 2011 SSS participants who responded to 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 because the response rate this term was extremely low.

HCTC Student Support Services Student Satisfaction of Program Survey Results – Spring 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	12	85.7%	0	0%	12	100%	2	14.3%
2. Variety of events offered	12	85.7%	0	0%	12	100%	2	14.3%
3. Quality of events attended	11	78.6%	0	0%	11	100%	3	21.4%
4. Planning of the events	12	85.7%	0	0%	12	100%	2	14.3%
5. Overall satisfaction with activities participated in	12	85.7%	0	0%	12	100%	2	14.3%
6. Attitude of staff	12	85.7%	0	0%	12	100%	2	14.3%
7. Availability of staff	12	85.7%	0	0%	12	100%	2	14.3%
8. Overall satisfaction with staff	12	85.7%	0	0%	12	100%	2	14.3%
9. Explanation given – program purpose	12	85.7%	0	0%	12	100%	2	14.3%
10. how SSS has helped you in college career	12	85.7%	0	0%	12	100%	2	14.3%

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