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**HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY**

**RESULTS SUMMARY – SPRING 2012 COHORT**

***June 5, 2012***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2012 COHORT**

The 176 students in the HCTC Student Support Services (SSS) Spring 2012 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 2012 cohort via email during the last 6 weeks of the Spring 2012 term.

A total of 26 of the 176 (or 15%) Spring 2012 SSS cohort students responded to the survey compared to 59 (or 30%) of the Fall 2011 SSS cohort, 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 to offer workshops later in the day

need more of the big lettered keyboards

need tutors available when they are scheduled to be available

### SUMMARY STATEMENT

Overall, the Spring 2012 SSS participants who responded to the survey were satisfied with the Student Support Services Program. It is recommended that the SSS Staff identify strategies which will ensure a higher response rate for this survey.

## HCTC Student Support Services Student Satisfaction of Program Survey Results – Spring 2012 Cohort

### SUMMARY TABLE

| Item / Area / Service                                   | USED SERVICES<br>SATISFIED |         | USED SERVICES<br>DISSATISFIED |         | USED SERVICES |                   | NOT USED SERVICES |         |
|---|----------------------------|---------|-------------------------------|---------|---------------|-------------------|-------------------|---------|
|   | Number                     | Percent | Number                        | Percent | Number        | Percent Satisfied | Number            | Percent |
| 1. Number of activities offered                         | 24                         | 92.3%   | 0                             | 0%      | 24            | 100%              | 2                 | 7.7%    |
| 2. Variety of events offered                            | 24                         | 92.3%   | 0                             | 0%      | 24            | 100%              | 2                 | 7.7%    |
| 3. Quality of events attended                           | 21                         | 80.7%   | 0                             | 0%      | 21            | 100%              | 5                 | 19.2%   |
| 4. Planning of the events                               | 22                         | 84.6%   | 0                             | 0%      | 22            | 100%              | 4                 | 15.4%   |
| 5. Overall satisfaction with activities participated in | 22                         | 84.6%   | 0                             | 0%      | 22            | 100%              | 4                 | 15.4%   |
| 6. Attitude of staff                                    | 25                         | 96.1%   | 0                             | 0%      | 25            | 100%              | 1                 | 3.8%    |
| 7. Availability of staff                                | 25                         | 96.1%   | 0                             | 0%      | 25            | 100%              | 1                 | 3.8%    |
| 8. Overall satisfaction with staff                      | 25                         | 96.1%   | 0                             | 0%      | 25            | 100%              | 1                 | 3.8%    |
| 9. Explanation given – program purpose                  | 25                         | 96.1%   | 0                             | 0%      | 25            | 100%              | 1                 | 3.8%    |
| 10. how SSS has helped you in college career            | 24                         | 92.3%   | 0                             | 0%      | 24            | 100%              | 2                 | 7.7%    |

**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