



**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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**HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY**

**RESULTS SUMMARY – SPRING 2013 COHORT**

***June 17, 2013***

## **HCTC STUDENT SUPPORT SERVICES PARTICIPANT SURVEY RESULTS SUMMARY SPRING 2013 COHORT**

The 174 students in the HCTC Student Support Services (SSS) Spring 2013 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 2013 cohort via email during the last 6 weeks of the Spring 2013 term (March 18-May 4, 2013).

A total of 37 of the 174 (or 21%) Spring 2013 SSS cohort students responded to the survey compared to 35 (or 18%) of the Fall 2012 SSS cohort, 59 (or 30%) of the Fall 2011 SSS cohort, 72 (or 33%) of the Fall 2010 SSS cohort, 26 (15%) of the Spring 2012 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

Need to advertise more about workshops and events (flyers, announcements, emails)  
Need to offer workshops online  
Have live performances in Auditorium or Library  
Have some events earlier in the day  
Have more tutoring slots  
Need more math and anatomy tutors

### SUMMARY STATEMENT

Overall, the Spring 2013 SSS participants who responded to the survey were satisfied with the Student Support Services Program. All survey items received 100% satisfaction EXCEPT for survey items #2 and #8. 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 2013 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. Satisfaction with academic advising	37	97.3%	0	0%	37	100%	1	2.7%
2. Number of activities offered	35	94.6%	1	2.7%	36	97.3%	1	2.7%
3. Variety of events offered	35	94.6%	0	0%	35	100%	2	5.4%
4. Quality of events attended	36	97.3%	0	0%	36	100%	1	2.7%
5. Planning of the events	34	91.9%	0	0%	34	100%	3	8.1%
6. Overall satisfaction with activities participated in	35	94.6%	0	0%	35	100%	2	5.4%
7. Attitude of staff	37	100%	0	0%	37	100%	0	0%
8. Availability of staff	36	97.3%	1	2.7%	37	97.3%	0	0%
9. Overall satisfaction with staff	37	100%	0	0%	37	100%	0	0%
10. Explanation given – program purpose	37	100%	0	0%	37	100%	0	0%
11. How SSS has helped you in college career	37	100%	0	0%	37	100%	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