

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **OFFICE OF INSTITUTIONAL RESEARCH**

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## **HCTC STUDENT SATISFACTION WITH SERVICE CENTERS AND STUDENT SERVICES SURVEY RESULTS SUMMARY**

***November 18, 2009***

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## **HCTC STUDENT SATISFACTION WITH SERVICE CENTERS & STUDENT AFFAIRS SURVEY RESULTS SUMMARY**

HCTC students enrolled in the Fall 2009 semester (4,714) were asked to express their satisfaction with the various HCTC service centers, as well as with Students Affairs in general. Four questions were demographic in nature: age, gender, hours enrolled, and academic major. Three other questions related to which campus the students attended classes and whether they were enrolled both at HCTC and the University Center of the Mountains. Twenty questions asked students to rate their level of satisfaction with a Student Services item, area or service. The final question requested suggestions for improvement. A copy of the survey instrument is attached to this report. The survey was sent to students on November 3 and was closed on Tuesday, November 17.

A total of 179 HCTC 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 58 of the 179 respondents (or 32%) providing feedback regarding improvements. Please see the following sections for a summary of the demographic responses, summary table for item/area/service, and common themes relative to improvements. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

### Gender

Female = 137 (or 76.5%); Male = 42 (or 23.5%)

### Hours Enrolled

More than 12 = 117 (or 65.4%); Less than 12 = 62 (or 34.6%)

### Age

18-19 = 40 (or 22.3%)

40-49 = 30 (or 16.8%)

25-29 = 25 (or 14.0%)

30-34 = 20 (or 11.2%)

35-39 = 18 (or 10.1%)

22-24 = 16 (or 8.9%)

20-21 = 14 (or 7.8%)

50-64 = 11 (or 6.1%)

17/Under = 5 (or 2.8%)

## HCTC Student Satisfaction with Service Centers and Student Affairs Survey Results Fall 2009

### SUMMARY TABLE

(179 respondents)

Item / Area / Service	USED SERVICES SATISFIED		USED SERVICES NEUTRAL		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
Admissions	159	88.9%	13	7.3%	7	3.9%	179	89%	0	0.0%
Financial Aid Services	121	67.6%	20	11.2%	21	11.8%	162	75%	17	9.5%
Veterans Services	25	14.0%	14	7.8%	0	0.0%	39	64%	140	78.2%
Disability Services	27	15.0%	14	7.8%	1	0.6%	42	64%	137	76.5%
COMPASS Testing Services	111	62.0%	21	11.7%	7	3.9%	139	80	40	22.3%
Academic Advising	131	73.2%	20	11.2%	12	6.7%	163	80%	16	8.9%
Registration Services	156	87.1%	13	7.3%	8	4.5%	177	88%	2	1.1%
SUNRISE	140	78.3%	15	8.4%	4	2.2%	159	88%	20	11.2%
Orientation	104	58.1%	28	15.6%	8	4.5%	140	74%	39	21.8%
Career, College, Life Planning Center (CCLPC)	70	39.1%	20	11.2%	4	2.2%	94	74%	85	47.5%
Tutoring Services	67	37.4%	22	12.3%	10	5.6%	99	68%	80	44.7%
Student Records/Transcript Services	91	50.9%	23	12.8%	10	5.6%	124	73%	55	30.7%
Career & Transfer Services	47	26.2%	17	9.5%	3	1.7%	67	70%	112	62.6%
Recreational/Student Activities/Clubs & Organizations	50	27.9%	12	6.7%	4	2.3%	66	76%	113	63.1%
Student Government	37	20.7%	18	10.1%	2	1.1%	57	65%	122	68.2%
Student Email	165	92.1%	10	5.6%	3	1.7%	178	93%	1	0.6%
Student Information on HCTC Website	149	83.2%	18	10.1%	11	6.2%	178	84%	1	0.6%
Student Information in HCTC Class Schedule	142	79.3%	23	12.8%	9	5.1%	174	82%	5	2.8%
Student Information in HCTC Answer Book	105	58.7%	27	15.1%	8	4.5%	140	75%	39	21.8%
Assistance Provided by Non-Teaching Staff	113	63.1%	20	11.2%	2	1.2%	135	84%	44	24.6%

Legend:

*Satisfied = combined total and percentage for Very Satisfied and Satisfied*

*Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied*

## HCTC STUDENT SATISFACTION WITH SERVICE CENTERS & STUDENT AFFAIRS SURVEY RESULTS SUMMARY

### Themes Relative to Improvements (see summary tab on raw data file)

Financial Aid = 17 comments

Advising = 9 comments

Classes = 7 comments

Receiving 1-2 comments each = Admissions, Academic Resource Center, Bookstore, Business Affairs, Career & Transfer, COMPASS Testing, Customer Service, Facilities, Orientation, Records, Scholarship, Student Activities, SUNRISE, Transfer, Tutoring, Website

Other Suggestions = 6 comments

### SUMMARY STATEMENT

The majority of the participants were full-time enrolled female Registered Nursing or Associate in Arts or Associate in Science students between the ages of 18-19 who attend most of their classes at the Hazard Campus or On-Line. Only 4% of the respondents indicated that they attended both HCTC and the University Center of the Mountains. Of significance is that the majority of respondents indicated that they had not used several areas/services including: Career, College, and Life Planning Center, Tutoring, Career & Transfer Center, Recreational/Student Activities/Clubs & Organizations, and Student Government. The majority of respondents expressed satisfaction with most student intake processes; however, several concerns about financial aid, advising, and class offerings were voiced.

## CODEBOOK FOR RAW DATA

Gender: Male = 1; Female = 2

Enrolled Hours: Less than 12 hours = 1; 12 or more = 2

Age: 17/Under = 1; 18-19 = 2; 20-21 = 3; 22-24 = 4; 25-29 = 5; 30-34 = 6; 35-39 = 7; 40-49 = 8; 50-64 = 9; 65/Over = 10

Major/Academic Program:

Associate in Arts = 1

Associate in Science = 2

Air Conditioning Technology = 3

Appalachian Studies = 4

Automotive Technology = 5

Business Administration = 6

Collision Repair/Auto Body = 7

Construction Technology = 8

Computer Aided Drafting = 9

Cosmetology = 10

Diesel Technology = 11

Electrical Technology = 12

Heavy Equipment = 13

Human Services = 14

Industrial Maintenance = 15

Information Technology = 16

Interdisciplinary Early Childhood Education = 17

Medical Information Technology = 18

Mining Technology = 19

Registered Nursing = 20

Physical Therapist Assistant = 21

Practical Nursing = 22

Professional Studio Artist = 23

Radiography = 24

Undecided = 25

Welding Technology = 26

Campus: Hazard = 1; Allied Health Center = 2; Tech = 3; Lees = 4; Knott = 5; Leslie = 6; Online = 7

UCM: Morehead State U = 1; Eastern KU = 2; Lindsey Wilson = 3; Midway = 4; Kentucky SU = 5; University of Cumberlands = 6; Does not apply to me = 7

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5; Have Not Used = 6