



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC STUDENT SATISFACTION WITH SERVICE CENTERS AND STUDENT
SERVICES SURVEY RESULTS SUMMARY – FALL 2010**

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HCTC STUDENT SATISFACTION WITH SERVICE CENTERS & STUDENT AFFAIRS SURVEY RESULTS SUMMARY – FALL 2010

The HCTC first-time credential-seeking students enrolled in the Fall 2010 semester (599) were asked to express their satisfaction with the various HCTC service centers, as well as with Students Affairs in general. This same survey was administered in Spring 2009 and Fall 2009, but was made available to all students. This was the first time to administer the survey to the first-time credential-seeking students only.

The survey consisted of: four demographic questions--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; and the final question requested suggestions for improvement. A copy of the survey instrument is attached to this report. The survey was made available for student responses during the last six weeks of the term.

A total of 225 of the 599 (or 37.5%) HCTC first-time credential-seeking 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 225 respondents (or 25%) providing feedback regarding improvements. Please see the following sections for a summary of the demographic responses, summary table for item/area/service, and services receiving comments regarding improvements. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

Gender

Female = 165 (or 73.3%); Male = 60 (or 26.7%)

Hours Enrolled

More than 12 = 149 (or 66.2%); Less than 12 = 76 (or 33.8%)

Age

17/Under = 6 (or 2.7%)

18-19 = 48 (or 21.3%)

20-21 = 28 (or 12.4%)

22-24 = 28 (or 12.4%)

25-29 = 29 (or 12.9%)

30-34 = 29 (or 12.9%)

35-39 = 15 (or 6.7%)

40-49 = 32 (or 14.2%)

50-64 = 9 (or 4.0%)

65/Over = 1 (or 0.4%)

HCTC Student Satisfaction with Service Centers and Student Affairs Survey Results Fall 2010

SUMMARY TABLE

(225 of the 599 first-time credential-seeking responded to the survey)

Item / Area / Service	USED SERVICES		USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	SATISFIED		NEUTRAL		DISSATISFIED		Number	Percent Satisfied	Number	Percent
Admissions	210	93.3%	12	5.3%	3	1.3%	225	93.3%	0	0.0%
Financial Aid Services	164	72.9%	29	12.9%	21	9.3%	214	76.6%	11	4.9%
Veterans Services	53	23.6%	27	12.0%	6	0.0%	80	66.2%	145	64.4%
Disability Services	55	24.4%	20	8.9%	2	0.9%	77	71.4%	148	65.8%
COMPASS Testing Services	149	66.2%	31	13.8%	3	1.3%	183	81.4%	42	18.7%
Academic Advising	170	75.6%	32	14.2%	5	2.2%	207	82.1%	18	8.0%
Registration Services	195	86.6%	23	10.2%	4	1.8%	222	87.8%	3	1.3%
SUNRISE	172	76.5%	21	9.3%	5	2.2%	198	86.8%	27	12.0%
Orientation	138	61.3%	30	13.3%	3	1.3%	171	80.7%	54	24.0%
Career, College, Life Planning Center (CCLPC)	119	52.9%	29	12.9%	3	1.3%	151	78.8%	74	32.9%
Tutoring Services	96	42.7%	24	10.7%	11	4.9%	131	73.2%	94	41.8%
Student Records/Transcript Services	140	62.3%	32	14.2%	5	2.2%	177	79.0%	48	21.3%
Career & Transfer Services	89	39.6%	29	12.9%	2	0.8%	120	74.1%	105	46.7%
Recreational/Student Activities/Clubs & Organizations	87	38.6%	19	8.4%	9	4.0%	115	75.6%	110	48.9%
Student Government	65	28.9%	26	11.6%	4	1.8%	95	68.4%	130	57.8%
Student Email	209	92.9%	12	5.3%	3	1.3%	224	93.3%	1	0.4%
Student Information on HCTC Website	195	86.7%	27	12.0%	0	0.0%	222	87.8%	3	1.3%
Student Information in HCTC Class Schedule	199	48.5%	20	8.9%	2	0.9%	221	90.0%	4	1.8%
Student Information in HCTC Answer Book	122	54.2%	29	12.9%	0	0.0%	151	80.7%	74	32.9%
Assistance Provided by Non-Teaching Staff	138	61.4%	29	12.9%	2	0.9%	169	81.6%	56	24.9%

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

Services Receiving Comments for Improvements (see summary tab on raw data file)

Admissions = 3 comments

Advising = 2 comments

ARC = 3 comments

Class Schedule = 3 comments

Communications = 2 comments

Distance Learning = 2 comments

Financial Aid = 12 comments

Tutoring = 5 comments

1 Comment Each = Answer Book, Business Office, CCLP, COMPASS Testing, Grill , Library, Records, Student Self- Service, UCM, and Webpage

SUMMARY STATEMENT

The majority of the participants were full-time enrolled female students between the ages of 18-19 who attend most of their classes at the Hazard Campus. Only 3% of the respondents indicated that they attended both HCTC and the University Center of the Mountains. The Admissions area and use of student email received the highest satisfaction percentages.

Of significance is that the majority of the first-time credential-seeking respondents indicated that they had not used the following areas/services: Veteran Services, Disability Services, Career, College, and Life Planning Center, Career & Transfer Center, Recreational/Student Activities/Clubs & Organizations, and Student Government. It is understandable that the majority of students may not have used Veteran Services or Disability Services, as these are specialty services. However, it is recommended that emphasis be placed on more strongly informing first-time students of the other services (Career, College, and Life Planning Center, Career & Transfer Center, Recreational/Student Activities/Clubs & Organizations, and Student Government).

It is also significant to note that about 10% of the respondents rated their satisfaction as Neutral which does lower the overall satisfaction percentages. This satisfaction level may need to be removed from this survey in the future to get a more accurate satisfaction percentage.

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