

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **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](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

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

***May 8, 2009***

***Revised February 8, 2010***

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

HCTC students enrolled in the Spring 2009 semester 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 conducted March 10-23, 2009.

A total of 100 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 respondents' feedback regarding improvements. Please see the following sections for a summary of the demographic responses, summary table for item/area/service, suggestions for improvement, and recommendations. The final page of this document provides the codebook for the raw data.

### Gender

Female = 88 (or 88%); Male = 12 (or 12%)

### Hours Enrolled

More than 12 = 69 (or 69%); Less than 12 = 31 (or 31%)

### Age

17/Under = 0 (or 0%)

18-19 = 17 (or 17%)

20-21 = 18 (or 18%)

22-24 = 11 (or 11%)

25-29 = 14 (or 14.0%)

30-34 = 12 (or 12%)

35-39 = 8 (or 8%)

40-49 = 13 (or 13%)

50-64 = 7 (or 7%)

65/Over = 0 (or 0%)

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

### SUMMARY TABLE (100 survey 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	89	89%	6	6%	5	5%	100	89%	0	0%
Financial Aid Services	68	68%	11	11%	11	11%	90	75%	10	10%
Veterans Services	10	10%	15	15%	1	1%	26	38%	74	74%
Disability Services	13	13%	14	14%	0	0%	27	48%	73	73%
COMPASS Testing Services	62	62%	18	18%	1	1%	81	76%	19	19%
Academic Advising	63	63%	18	18%	10	10%	91	69%	9	9%
Registration Services	77	77%	16	16%	6	6%	99	77%	1	1%
SUNRISE	70	70%	15	15%	4	4%	89	78%	11	11%
Orientation	43	43%	14	14%	2	2%	59	72%	41	41%
Career, College, Life Planning Center (CCLPC)	42	42%	12	12%	2	2%	56	75%	44	44%
Tutoring Services	29	29%	15	15%	9	9%	53	54%	47	47%
Student Records/Transcript Services	60	60%	8	8%	5	5%	73	82%	27	27%
Career & Transfer Services	28	28%	15	15%	3	3%	46	60%	54	54%
Recreational/Student Activities/Clubs & Organizations	14	14%	16	16%	4	4%	34	41%	66	66%
Student Government	11	11%	19	19%	0	0%	30	36%	70	70%
Student Email	90	90%	8	8%	2	2%	100	90%	0	0%
Student Information on HCTC Website	78	78%	11	11%	11	11%	100	78%	0	0%
Student Information in HCTC Class Schedule	75	75%	16	16%	9	9%	100	75%	0	0%
Student Information in HCTC Answer Book	46	46%	22	22%	3	3%	71	64%	29	29%
Assistance Provided by Non-Teaching Staff	56	56%	16	16%	6	6%	78	71%	22	22%

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**

### Suggestions for Improvements

There were 36 responses in this area. A couple of them had no real comments and a few others had positive comments. The remaining responses contained complaints about service areas, asked questions, or provided suggestions.

### Recommendations

It is strongly recommend that the Suggestions for Improvement be extensively reviewed (along with the entire survey results) by all areas of Student Services. Each of these student concerns should be addressed and improvements documented.

These survey results indicated that students are NOT using many of our services. How can we better communicate these services to our students?

## 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

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