

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

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HCTC TECHNOLOGY SOLUTIONS

STUDENT SATISFACTION WITH TECHNOLOGY SURVEY

RESULTS SUMMARY – SPRING 2010

May 3, 2010

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HCTC students were asked to respond to a survey regarding their satisfaction with technology. Students answered questions about which computer lab they used most frequently, seven questions related to their satisfaction, and an open-ended question as to suggestions to improve the computer labs or technology in general. A copy of the survey instrument is attached to this report. When students logged on to use a computer in one of the computer labs on the HCTC campuses, they were prompted with the option to take the survey. The survey was conducted April 1-16, 2010. A total of 88 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 student feedback for the open-ended question. Please see the following suggestions for improvements and summary table. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

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

- a new overhead projector would be helpful
- open the rooms up a bit, because it feels a bit crowded in here
- contribute more time to the use and benefit of would definitely improve most students
- easier ways to learn the basics of the computers for writing papers
- Having a computer aid available more often for students
- having more developmental programs, such as Visual C#
- math
- more computers that work properly
- More earphones
- more staff
- New Computers are needed.
- Newer computers that run faster have updated software. These computers are still running windows xp and they have vista and now windows 7 out so these are pretty outdated... Not to mention they still use a mouse with a ball, they don't work as well, the computers just need to be upgraded
- not fast enough
- Put the computers on top of the tables so I don't have get on my hands and knees to plug in flash drives and headphones
- Software
- stop all the pop ups
- The computers in the lab need replaced along with the mouse as well
- Time limit on computers so other students can use when needed
- To be open at 8 am and available until 8 pm; To open on time
- update computers to run smooth
- We need color ink

SUMMARY STATEMENT

This was the first semester a student satisfaction with technology survey had been administered to the overall student body. (In the past, only graduates were asked to rate their level of satisfaction with technology through the Graduate Exit Survey.) The majority of the students who responded to the survey during the Spring 2010 term were enrolled full-time (92%), were aged 18-24 (56.8%), and were female (62.5%). Regarding which computer lab they used most frequently this Spring 2010 term, 61.4% indicated JCC 108/110 labs, 22.7% indicated Telford 201/203/204 labs, 10.2% indicated the Knott County Branch computer lab, and 5.7% indicated Devert Owens 107/109/113 labs (no one responded that they had used the Leslie County Center computer lab.) Overall, respondents are satisfied with technology at HCTC. There were 38 responses to the open-ended question with 21 of them commenting on an issue or suggestion for improvement.

It is recommended that the Technology Solutions staff continue to administer this survey, but determine whether to offer it in a fall term or a spring term, and perhaps for a longer timeframe. A larger number of student responses are needed to adequately assess student satisfaction with technology.

HCTC TECHNOLOGY SOLUTIONS STUDENT SATISFACTION WITH TECHNOLOGY SURVEY – SPRING 2010
SUMMARY TABLE

Survey Item	USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	SATISFIED		DISSATISFIED		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
2. I have access to a computer when I need it.	86	97.7%	1	1.1%	87	98.8%	1	1.1%
3. Computer equipment and software generally function properly.	85	96.6%	2	2.2%	87	97.7%	1	1.1%
4. The computer lab where I had class this semester has the software and hardware needed to meet the requirements of that class.	86	97.7%	1	1.1%	87	98.8%	1	1.1%
5. Overall, I am satisfied with the computer lab.	86	97.7%	1	1.1%	87	98.8%	1	1.1%
6. The use of classroom technology enhances my educational experience.	86	97.7%	1	1.1%	87	98.8%	1	1.1%
7. I am satisfied with the assistance I received from Technology Solutions personnel.	82	90.7%	1	1.1%	83	98.7%	5	5.7%
8. I use my KCTCS email account on a regular basis.	80	90.9%	7	7.9%	87	91.9%	1	1.1%

Legend:

Satisfied = combined total and percentage for Strongly Agree or Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

CODEBOOK FOR RAW DATA

Computer Lab Used Most Frequently:

Hazard Campus – JCC 108 = 1; Hazard Campus – JCC110 = 2; Lees Campus – Telford 201 = 3; Lees Campus – Telford 203 = 4; Lees Campus – Telford 204 = 5; Tech Campus – Devert Owens 107 = 6; Tech Campus – Devert Owens 109 = 7; Tech Campus – Devert Owens 113 = 8; Knott Branch = 9; Leslie Center = 10

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Have Not Used = 5

Enrollment Status:

Full-time = 1; Part-time = 2

Age Range:

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+ = 10

Gender:

Male = 1; Female = 2