



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC TECHNOLOGY SOLUTIONS
STUDENT SATISFACTION WITH TECHNOLOGY SURVEY
RESULTS SUMMARY – SPRING 2011**

April 30, 2011

HCTC TECHNOLOGY SOLUTIONS

STUDENT SATISFACTION WITH TECHNOLOGY SURVEY RESULTS SUMMARY – SPRING 2011

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. The survey link was sent to all students via KCTCS email on March 2 and the survey was closed on March 30, 2011. A total of 96 students responded to the survey in Spring 2011 compared to 88 students who responded to the same survey in Spring 2010.

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 question 9 on raw data file)

need administrator privileges on some software

need to update drivers, and plug-ins

need headphones in some labs

need to update computer labs at Knott County Branch, as well as network speed for Knott

need for email system to handle POP3

need faster Internet connections for campuses

need better wireless connection in Lees nursing lab

need labs to open in evenings

need to adjust temperature in labs—some are too cold

SUMMARY STATEMENT

This is the second year for this student satisfaction with technology survey. The majority of the students who responded to the survey during the Spring 2011 term were enrolled full-time (82%) and were female (69%). All age categories were represented. Regarding which computer lab they used most frequently this Spring 2011 term, 46% indicated JCC 108/110 labs, 24% indicated Telford 201/203/204 labs, 11% indicated the Knott County Branch computer lab, and 14% indicated Devert Owens 107/109/113 labs, and 5% indicated the Leslie County Center computer lab. Overall, respondents are satisfied with technology at HCTC. There were 30 responses to the open-ended question regarding improvement.

While the response to this spring's survey was better than the previous spring, a larger number of student responses are needed to adequately assess student satisfaction with technology. It is recommended that the Technology Solutions department consider conducting several focus groups in 2011-12 regarding student satisfaction with technology to supplement this survey's results.

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.	92	95.8%	3	3.1%	95	97%	1	1.0%
3. Computer equipment and software generally function properly.	86	89.6%	9	9.4%	95	91%	1	1.0%
4. The computer lab where I had class this semester has the software and hardware needed to meet the requirements of that class.	81	84.4%	3	3.1%	84	96%	12	12.5%
5. Overall, I am satisfied with the computer lab.	86	89.6%	8	8.3%	94	91%	2	2.1%
6. The use of classroom technology enhances my educational experience.	88	91.6%	5	5.2%	93	95%	3	3.1%
7. I am satisfied with the assistance I received from Technology Solutions personnel.	86	89.6%	2	2.1%	88	98%	8	8.3%
8. I use my KCTCS email account on a regular basis.	92	95.8%	2	2.1%	94	98%	2	2.1%

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