



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

Anna Lois Puffer, Coordinator

FALL 2009 AND SPRING 2010 STUDENT TOTAL WITHDRAWAL SURVEYS RESULTS SUMMARY

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**FALL 2009 AND SPRING 2010 STUDENT TOTAL WITHDRAWAL SURVEYS
RESULTS SUMMARY**

HCTC students who processed a total withdrawal during the Fall 2009 and Spring 2010 terms (from last day to add to last day of class) were asked to complete a survey indicating their reason for withdrawal, how satisfied they were with their educational experience, and how HCTC could be more helpful concerning their experience.

Student Services made the survey available to students via a web link or students could complete a paper survey (those paper surveys were sent to the Office of Institutional Research for processing).

A summary of the survey results for both the Fall 2009 and Spring 2010 terms is below. Also included as attachments to this report are the Excel files containing the raw data, SurveyTracker reports, and a copy of the survey instrument.

FALL 2009

Total Withdrawals processed = 119

Total by PeopleSoft Home Campus coding: Hazard = 72; Knott = 4; Leslie = 4; Lees = 16; Tech = 23

Total Surveys completed = 48 (or 40% collection rate)

Summary Statement

The majority of students completing the survey indicated these reasons for withdrawing: family issues, illness, employment, personal financial difficulty, moving, transportation issues. The students completing the survey were satisfied with their educational experience – 79% (the other 21% expressed a “neutral” satisfaction).

SPRING 2010

Total Withdrawals processed = 117

Total by PeopleSoft Home Campus coding: Hazard = 56; Knott = 4; Leslie = 8; Lees = 29; Tech = 20

Total Surveys completed = 86 (or 73% collection rate)

Summary Statement

The majority of students completing the survey indicated these reasons for withdrawing: family issues, illness, employment, personal financial difficulty. The students completing the survey were satisfied with their educational experience – 90% (8% expressed a “neutral” satisfaction while 2% were dissatisfied).

CODEBOOK FOR RAW DATA

Campus Attending: Hazard Campus = 1; Technical Campus = 2; Allied Health Center = 3; Lees College Campus = 4; Knott County Branch = 5; Leslie County Center = 6; OnLine = 7

Semester: Summer 2009 = 1; Fall 2009 = 2; Spring 2010 = 3

Reason for Leaving: employment = 1; personal financial difficulty = 2; financial changes within my family = 3; job transfer = 4; illness = 5; academic difficulty with coursework = 6; lost interest = 7; marriage = 8; moving away = 9; poor grades = 10; child care issues = 11; transportation issues = 12; gas expenses = 13; death in my family = 14; not academically prepared = 15; temporary break from school = 16; student/instructor personality issues = 17; family issues = 18; advising issues = 19; lack of information or direction = 20; transferring to another community college = 21; transferring to a 4-year college = 22; other = 23

Satisfaction Level: Very Satisfied= 1; Satisfied= 2; Neutral = 3; Dissatisfied = 4; Very Dissatisfied = 5