

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 TRANSITIONAL EDUCATION COURSE EXIT

STUDENT SATISFACTION SURVEY

RESULTS SUMMARY – SPRING 2010

May 26, 2010

**HCTC TRANSITIONAL EDUCATION COURSE EXIT STUDENT SATISFACTION SURVEY
RESULTS SUMMARY – SPRING 2010**

At the end of the Spring 2010 term, students enrolled in a developmental English, developmental Reading, and developmental Mathematics course were asked to express their level of satisfaction with the developmental course. Gender, age, and enrollment status was also collected on responders. A copy of the survey instrument is attached to this report. The Quality Enhancement Program (QEP) Director emailed the HCTC developmental education instructors on April 27 and asked instructors to choose either the online method or paper-pencil method for survey administration. Those agreeing to have their students participate via online method were sent the survey link. For those instructors choosing the paper-pencil method, the QEP Director provided the instructors with enough paper copies of the survey; those surveys were entered into the survey link by the QEP Director. The survey was closed on May 25, 2010.

A total of 291 responses were recorded for the survey. Since the QEP Director desired to see course by course results, the students were asked to indicate the course for which they were providing a response. The Survey Results report is attached listing the overall totals and percentages for all classes. An Excel file is attached which contains the course-by-course results, as well as the responses to the three open-ended questions. Below, please see the summary statement, courses offered survey, demographics, a summary table for all courses, as well as summary tables for English courses, for Reading courses, and for Mathematics courses. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, students enrolled in developmental courses were satisfied with the course.

COURSES OFFERED SURVEY

English = 10 (no results are available for 3 of the 10 courses)

Reading = 7 (no results are available for 1 of the 7 courses)

Mathematics = 23 (no results are available for 3 of the 23 courses)

DEMOGRAPHICS

Gender:

Male = 78 (or 26.8%)

Female = 213 (or 73.2%)

Enrollment:

Full-Time (12 or more hours) = 250 (or 85.9%)

Part-Time (Less than 12 hours) = 41 (or 14.1%)

Age:

17 / Under = 0 (or 0%)

18-19 = 88 (or 30.2%)

20-21 = 41 (or 14.1%)

22-24 = 24 (or 8.2%)

25-29 = 39 (or 13.4%)

30-34 = 33 (or 11.3%)

35-39 = 22 (or 7.6%)

40-49 = 33 (or 11.3%)

50-64 = 11 (or 3.8%)

65 / Over = 0 (or 0%)

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010
SUMMARY TABLE

Survey Items – ALL COURSES	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
4. course helped me understand the basic concepts of the subject better than I ever have before	283	97.2	8	2.7
5. instructor taught in such a way that my individual learning style was addressed	277	95.1	14	4.8
6. instructor taught in such a way that my individual learning needs were addressed	275	94.5	16	5.5
7. I was given good information about where I could go for additional help with my course	284	97.6	7	2.4
8. this class helped me understand what it takes to be a successful college student	279	95.9	12	4.1

Legend:

Satisfied = combined total and percentage for Strongly Agree or Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE -- ENGLISH

ENC 90/91

Survey Question 4. Course helped me understand the basic concepts of the subject better than I ever have before.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	21	16	76%	16	100%	0	0%
4502	18	10	56%	10	100%	0	0%
4503	17	6	35%	6	100%	0	0%
4504	7	2	29%	2	100%	0	0%
4505	12	7	58%	7	100%	0	0%
4601	20	0	0%				
4701	5	4	80%	4	100%	0	0%
4702	25	0	0%				
4703	17	0	0%				
4901*	14	17	121%	17	100%	0	0%

* perceived data entry error

Survey Question 5. Instructor taught in such a way that my individual learning style was addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	21	16	76%	16	100%	0	0%
4502	18	10	56%	10	100%	0	0%
4503	17	6	35%	6	100%	0	0%
4504	7	2	29%	2	100%	0	0%
4505	12	7	58%	7	100%	0	0%
4601	20	0	0%				
4701	5	4	80%	4	100%	0	0%
4702	25	0	0%				
4703	17	0	0%				
4901*	14	17	121%	17	100%	0	0%

* perceived data entry error

Survey Question 6. Instructor taught in such a way that my individual learning needs were addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	21	16	76%	16	100%	0	0%
4502	18	10	56%	10	100%	0	0%
4503	17	6	35%	6	100%	0	0%
4504	7	2	29%	2	100%	0	0%
4505	12	7	58%	7	100%	0	0%
4601	20	0	0%				
4701	5	4	80%	4	100%	0	0%
4702	25	0	0%				
4703	17	0	0%				
4901*	14	17	121%	17	100%	0	0%

* perceived data entry error

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE -- ENGLISH

ENC 90/91 *(continued)*

Survey Question 7. I was given good information about where I could go for additional help with my course.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	21	16	76%	16	100%	0	0%
4502	18	10	56%	10	100%	0	0%
4503	17	6	35%	6	100%	0	0%
4504	7	2	29%	2	100%	0	0%
4505	12	7	58%	7	100%	0	0%
4601	20	0	0%				
4701	5	4	80%	4	100%	0	0%
4702	25	0	0%				
4703	17	0	0%				
4901*	14	17	121%	17	100%	0	0%

* *perceived data entry error*

Survey Question 8. This class helped me understand what it takes to be a successful college student.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	21	16	76%	16	100%	0	0%
4502	18	10	56%	10	100%	0	0%
4503	17	6	35%	6	100%	0	0%
4504	7	2	29%	2	100%	0	0%
4505	12	7	58%	7	100%	0	0%
4601	20	0	0%				
4701	5	4	80%	4	100%	0	0%
4702	25	0	0%				
4703	17	0	0%				
4901*	14	17	121%	17	100%	0	0%

* *perceived data entry error*

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – READING

RDG 10/20/30

Survey Question 4. Course helped me understand the basic concepts of the subject better than I ever have before.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	11	6	55%	6	100%	0	0%
4502	27	7	26%	7	100%	0	0%
4503	3	2	67%	2	100%	0	0%
4601	12	0	0%				
4701	13	3	23%	3	100%	0	0%
4702	10	4	40%	4	100%	0	0%
4901	5	4	80%	4	100%	0	0%

Survey Question 5. Instructor taught in such a way that my individual learning style was addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	11	6	55%	6	100%	0	0%
4502	27	7	26%	7	100%	0	0%
4503	3	2	67%	2	100%	0	0%
4601	12	0	0%				
4701	13	3	23%	3	100%	0	0%
4702	10	4	40%	4	100%	0	0%
4901	5	4	80%	4	100%	0	0%

Survey Question 6. Instructor taught in such a way that my individual learning needs were addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	11	6	55%	6	100%	0	0%
4502	27	7	26%	7	100%	0	0%
4503	3	2	67%	2	100%	0	0%
4601	12	0	0%				
4701	13	3	23%	3	100%	0	0%
4702	10	4	40%	4	100%	0	0%
4901	5	4	80%	4	100%	0	0%

Survey Question 7. I was given good information about where I could go for additional help with my course.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	11	6	55%	6	100%	0	0%
4502	27	7	26%	7	100%	0	0%
4503	3	2	67%	2	100%	0	0%
4601	12	0	0%				
4701	13	3	23%	3	100%	0	0%
4702	10	4	40%	4	100%	0	0%
4901	5	4	80%	4	100%	0	0%

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – READING

RDG 10/20/30 (continued)

Survey Question 8. This class helped me understand what it takes to be a successful college student.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	11	6	55%	6	100%	0	0%
4502	27	7	26%	7	100%	0	0%
4503	3	2	67%	2	100%	0	0%
4601	12	0	0%				
4701	13	3	23%	3	100%	0	0%
4702	10	4	40%	4	100%	0	0%
4901	5	4	80%	4	100%	0	0%

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – MATHEMATICS

MT 55

Survey Question 4. Course helped me understand the basic concepts of the subject better than I ever have before.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	14	7	50%	7	100%	0	0%
4502	17	6	35%	6	100%	0	0%
4503	19	10	53%	10	100%	0	0%
4504	22	16	73%	16	100%	0	0%
4506	19	13	68%	13	100%	0	0%
4601	11	5	45%	5	100%	0	0%
4701	17	0	0%				
4702	18	6	33%	6	100%	0	0%
4703	13	9	69%	9	100%	0	0%
4901	12	0	0%				

Survey Question 5. Instructor taught in such a way that my individual learning style was addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	14	7	50%	7	100%	0	0%
4502	17	6	35%	6	100%	0	0%
4503	19	10	53%	9	90%	1	10%
4504	22	16	73%	16	100%	0	0%
4506	19	14	74%	13	93%	1	7%
4601	11	5	45%	4	80%	1	20%
4701	17	0	0%				
4702	18	6	33%	6	100%	0	0%
4703	13	9	69%	9	100%	0	0%
4901	12	0	0%				

Survey Question 6. Instructor taught in such a way that my individual learning needs were addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	14	7	50%	7	100%	0	0%
4502	17	6	35%	6	100%	0	0%
4503	19	10	53%	9	90%	1	10%
4504	22	16	73%	15	94%	1	6%
4506	19	14	74%	13	93%	1	7%
4601	11	5	45%	5	100%	0	0%
4701	17	0	0%				
4702	18	6	33%	6	100%	0	0%
4703	13	9	69%	9	100%	0	0%
4901	12	0	0%				

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – MATHEMATICS

MT 55 (continued)

Survey Question 7. I was given good information about where I could go for additional help with my course.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	14	7	50%	7	100%	0	0%
4502	17	6	35%	6	100%	0	0%
4503	19	10	53%	9	90%	1	10%
4504	22	16	73%	16	100%	0	0%
4506	19	14	74%	14	100%	0	0%
4601	11	5	45%	4	80%	1	20%
4701	17	0	0%				
4702	18	6	33%	6	100%	0	0%
4703	13	9	69%	9	100%	0	0%
4901	12	0	0%				

Survey Question 8. This class helped me understand what it takes to be a successful college student.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	14	7	50%	7	100%	0	0%
4502	17	6	35%	6	100%	0	0%
4503	19	8	42%	8	100%	0	0%
4504	22	18	82%	16	89%	2	11%
4506	19	14	74%	13	93%	1	7%
4601	11	5	45%	5	100%	0	0%
4701	17	0	0%				
4702	18	6	33%	6	100%	0	0%
4703	13	9	69%	9	100%	0	0%
4901	12	0	0%				

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – MATHEMATICS

MT 65

Survey Question 4. Course helped me understand the basic concepts of the subject better than I ever have before.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	26	15	58%	14	93%	1	7%
4502	31	17	55%	16	94%	1	6%
4503	32	11	34%	11	100%	0	0%
4504	33	14	42%	14	100%	0	0%
4505	19	5	26%	5	100%	0	0%
4506	25	15	60%	15	100%	0	0%
4601	22	0	0%				
4701	17	6	35%	3	50%	3	50%
4702	18	3	17%	3	100%	0	0%
4703	24	13	54%	13	100%	0	0%
4704	17	11	65%	10	91%	1	9%
4705	6	1	17%	1	100%	0	0%
4901	24	20	83%	19	95%	1	5%

Survey Question 5. Instructor taught in such a way that my individual learning style was addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	26	15	58%	14	93%	1	7%
4502	31	17	55%	17	100%	0	0%
4503	32	11	34%	11	100%	0	0%
4504	33	14	42%	14	100%	0	0%
4505	19	5	26%	5	100%	0	0%
4506	25	15	60%	14	93%	1	7%
4601	22	0	0%				
4701	17	6	35%	2	33%	4	67%
4702	18	3	17%	3	100%	0	0%
4703	24	13	54%	11	85%	2	15%
4704	17	11	65%	10	91%	1	9%
4705	6	1	17%	1	100%	0	0%
4901	24	20	83%	18	90%	2	10%

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – MATHEMATICS

MT 65 *(continued)*

Survey Question 6. Instructor taught in such a way that my individual learning needs were addressed.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	26	15	58%	14	93%	1	7%
4502	31	17	55%	17	100%	0	0%
4503	32	11	34%	11	100%	0	0%
4504	33	14	42%	14	100%	0	0%
4505	19	5	26%	5	100%	0	0%
4506	25	15	60%	13	87%	2	13%
4601	22	0	0%				
4701	17	6	35%	2	33%	4	67%
4702	18	3	17%	3	100%	0	0%
4703	24	13	54%	12	92%	1	8%
4704	17	11	65%	10	91%	1	9%
4705	6	1	17%	1	100%	0	0%
4901	24	20	83%	18	90%	2	10%

Survey Question 7. I was given good information about where I could go for additional help with my course.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	26	15	58%	15	100%	0	0%
4502	31	17	55%	17	100%	0	0%
4503	32	11	34%	11	100%	0	0%
4504	33	14	42%	14	100%	0	0%
4505	19	5	26%	5	100%	0	0%
4506	25	15	60%	15	100%	0	0%
4601	22	0	0%				
4701	17	6	35%	4	67%	2	33%
4702	18	3	17%	3	100%	0	0%
4703	24	13	54%	13	100%	0	0%
4704	17	11	65%	11	100%	0	0%
4705	6	1	17%	1	100%	0	0%
4901	24	20	83%	17	85%	3	15%

HCTC Transitional Education Course Exit Student Satisfaction Survey – Spring 2010

SUMMARY TABLE – MATHEMATICS

MT 65 *(continued)*

Survey Question 8. This class helped me understand what it takes to be a successful college student.

Section	Nbr Enrolled	Nbr Responses	Response Rate	SATISFIED		DISSATISFIED	
				Number	Percent	Number	Percent
4501	26	15	58%	14	93%	1	7%
4502	31	17	55%	16	94%	1	6%
4503	32	11	34%	11	100%	0	0%
4504	33	14	42%	14	100%	0	0%
4505	19	5	26%	5	100%	0	0%
4506	25	15	60%	15	100%	0	0%
4601	22	0	0%				
4701	17	6	35%	3	50%	3	50%
4702	18	3	17%	3	100%	0	0%
4703	24	13	54%	12	92%	1	8%
4704	17	11	65%	10	91%	1	9%
4705	6	1	17%	1	100%	0	0%
4901	24	20	83%	18	90%	2	10%

CODEBOOK FOR RAW DATA

Type of Course: English = 1; Reading = 2; Mathematics =3

Courses:

ENC 90/91 4501 = 1	MT 55 4501 = 18
ENC 90/91 4502 = 2	MT 55 4502 = 19
ENC 90/91 4503 = 3	MT 55 4503 = 20
ENC 90/91 4504 = 4	MT 55 4504 = 21
ENC 90/91 4505 = 5	MT 55 4506 = 22
ENC 90/91 4601 = 6	MT 55 4601 = 23
ENC 90/91 4701 = 7	MT 55 4701 = 24
ENC 90/91 4702 = 8	MT 55 4702 = 25
ENC 90/91 4703 = 9	MT 55 4703 = 26
ENC 90/91 4901 = 10	MT 55 4901 = 27

RDG 10/20/30 4501 = 11	MT 65 4501 = 28
RDG 10/20/30 4502 = 12	MT 65 4502 = 29
RDG 10/20/30 4503 = 13	MT 65 4503 = 30
RDG 10/20/30 4601 = 14	MT 65 4504 = 31
RDG 10/20/30 4701 = 15	MT 65 4505 = 32
RDG 10/20/30 4702 = 16	MT 65 4506 = 33
RDG 10/20/30 4901 = 17	MT 65 4601 = 34
	MT 65 4701 = 35
	MT 65 4702 = 36
	MT 65 4703 = 37
	MT 65 4704 = 38
	MT 65 4705 = 39
	MT 65 4901 = 40

Campus: Hazard Campus = 1; Lees College Campus = 2; Technical Campus = 3; Knott County Branch = 4; Leslie County Center = 5

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

Gender: Male = 1; Female = 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

Hours Enrolled: 12 hours or more = 1; Less than 12 hours = 2