

# 2013 Student Satisfaction Survey

## Summary:

BCTC's Student Satisfaction Survey was initially conducted by the Office of Institutional Planning, Research, and Effectiveness in Spring 2011, and repeated in Spring 2013. In 2013, Student Satisfaction Survey was combined with Graduating Student Survey and administered online through Survey Monkey. Students were directed to the appropriate section of the survey depending on their self-reported status as graduating or continuing students. Survey period was April 8–May 3, 2013, with an initial email invitation and two reminder emails.

Estimated Number of Students Sent Survey Link (Spring 2013 enrollment minus expected graduates)	Total Students Completing Survey	Overall Response Rate
10,265	668	6.5%

## Characteristics of Sample:

How would you categorize your major field of study?		
AA-AS/pre-bac/transfer	320	55%
Technical program	131	22%
Undecided	64	11%
Don't know	50	8%
Pending/waitlist	21	4%

What time of day do you attend classes? (mark all that apply)		
Morning	333	57%
Afternoon	312	53%
n/a – Online learning	228	39%
Evening	151	26%

Campus where majority of your classes were held:		
Cooper	217	37%
Danville	63	11%
Lawrenceburg	63	11%
Leestown	86	15%
Regency	16	2%
Winchester	41	7%
Other (online, etc.)	101	17%

How many total semesters have you attended BCTC?		
First semester	8	1%
Second semester	227	39%
Third semester	102	17%
Fourth semester	108	18%
More than four semesters	142	24%

Full-time/Part-time Status:		
Full-time (12 hrs.+)	365	62%
Part-time (<12 hrs.)	222	38%

One or more children under 5 yrs. that live with you?		
No	462	79%
Yes	124	21%

Age Category:		
17-19	101	18%
20-25	137	24%
26-35	138	24%
36-50	136	24%
51 or over	55	10%

Ethnicity Category:		
White	475	89%
African American	47	9%
Hispanic	11	2%
Asian	10	1%
Amer.Ind/Pacific Islander	11	2%

## Other Characteristics of Sample:

Statement	Agree or Somewhat Agree	
Financial issues negatively affect my studies.	303	57.4%
My job negatively affects my studies.	234	50.0%
Family responsibilities negatively affect my studies.	243	46.0%
I receive financial support from my family.	198	38.7%
I have health concerns that negatively affect my studies.	126	26.0%
Transportation to or from campus negatively affects my studies.	106	21.7%

## Survey Results:

### 1. Campus Environment (in ranked order)

Statement	Agree or Somewhat Agree	
Diversity and cultural competency are valued on campus.	526	96.9%
I felt welcome as a new student to this college.	523	93.1%
Faculty members are available to talk to students when problems arise.	558	90.7%
Faculty/staff are supportive of students' needs outside the classroom.	512	87.4%
Staff members are available to talk to students when problems arise.	505	86.6%

### 2. Communication (in ranked order)

Statement	Agree or Somewhat Agree	
I have opportunities to learn from my peers in class.	523	90.5%
I have been able to establish a good relationship with a faculty/staff member who encourages my learning goals.	508	84.9%
When I contact the College, I receive prompt, accurate information.	464	75.3%
I am aware of the process for filing a grievance.	298	51.4%

### 3. Physical Facilities (in ranked order)

Statement	Agree or Somewhat Agree	
I feel safe on the BCTC campus.	534	96.4%
In general, buildings are kept clean.	543	96.3%
Signs on the INSIDE of buildings are helpful.	518	93.0%
OUTSIDE lighting on campus is appropriate.	425	92.2%
Science labs are adequately equipped.	299	89.2%
Informal meeting places allow me to get together with friends.	400	85.8%
There are enough places to study on campus.	450	83.0%
I am satisfied with parking availability.	379	68.9%

#### 4. Satisfaction with Processes (in ranked order)

Process	Satisfied or Somewhat Satisfied	
	Count	Percentage
Email.	576	96.5%
Online access to class schedule.	560	96.0%
Orientation.	393	95.2%
Multiculturalism and inclusion services.	278	94.9%
Changing courses (add/drop/withdraw).	470	92.2%
Registration.	537	91.2%
Making payments (tuition, fees, etc.).	471	90.6%
Employment services (job information, job seeking skills, internships).	340	90.4%
Blackboard.	538	90.0%
Placement testing.	402	89.9%
Tutoring.	315	89.2%
Obtaining information about BCTC.	525	88.2%
Transferring.	240	84.5%
Counseling services (personal and career).	410	84.2%
Financial aid.	437	81.8%
Academic advising.	466	77.1%

#### Summary of Comments from students dissatisfied with processes

219 students responded to: *"If you were dissatisfied with any of these processes, please explain why and provide comments or suggestions for improvement."*

**Advising** services received (by far) the largest number of negative comments. This was also true in Graduating Student Survey. There were more than 50 complaints about advising; compared to 28 for the next largest complaint area (Financial Aid). There were MANY complaints about advisors who did not respond to student contacts for a long period of time. Students complained about being given incorrect advice, particularly about taking classes they did not need, thus delaying completion and increasing their costs. Students often did not know who their advisor was or were frequently switched to different advisors.

Complaints about the **financial aid** office most often referred to "rude" responses and slow processes.

**Blackboard** received the next highest number of complaints (24). About half of the complaints were about the unreliability of the system and inconvenient shutdown times. An equal number complained about instructor use of Blackboard rather than the system itself. Better training for instructors and more consistent use of Blackboard (by instructors) were mentioned.

Fewer than 10 students mentioned BCTC website (not user friendly), orientation (did not know it was offered), and transfer information (inaccurate information given).

#### 5. Computer Labs (in ranked order)

Statement	Agree or Somewhat Agree	
	Count	Percentage
Computers at BCTC are readily available for my coursework.	477	93.9%
Performance of the BCTC computer network is adequate.	491	92.5%
BCTC has a high quality website.	534	91.6%
The assistance offered to me by computer lab staff is helpful.	377	91.5%
Performance of computers at BCTC is adequate for my needs.	469	91.2%
BCTC's website is easy to navigate.	506	86.2%

## 6. Bookstore (in ranked order)

Statement	Agree or Somewhat Agree	
The ONLINE book selection provided on the internet is adequate.	428	94.1%
The IN-PERSON book selection is adequate.	414	92.2%
The bookstore's hours are appropriate for my schedule.	456	88.7%

## 7. Online Learning (in ranked order)

Statement	Agree or Somewhat Agree	
I was prepared for the demands of online instruction.	392	87.9%
Overall, I enjoyed my online experience.	385	85.4%
My online instructors were well-prepared to teach online.	376	85.1%

## 8. Learning Resource Center (in ranked order)

Statement	Agree or Somewhat Agree	
The ONLINE resources provided are useful.	468	94.3%
The amount of ONLINE resources available is appropriate.	463	93.9%
The LRC is open an adequate number of hours.	434	93.7%

## 9. Overall Questions About BCTC Experience (in ranked order)

Statement	Agree or Somewhat Agree	
Class sizes are appropriate.	562	99.6%
I am accomplishing my academic goals at BCTC.	569	95.8%
BCTC provides an affordable education.	566	95.6%
I am satisfied with the overall quality of my education at BCTC.	548	91.8%
If given the choice, I would attend BCTC again.	542	91.7%
There are enough general education sections available for me to meet my educational goals.	517	91.5%
I would recommend BCTC to others.	532	90.6%

## 10. The Three Best Things About Your BCTC Experience

Summary of Comments
There were 379 responses to "best things about BCTC".
Over 180 students mentioned <b>instructors/teachers/professors</b> . Many of these qualified that "some" teachers were very good. In many cases, specific instructors or departments were named.
The next highest rating was 124 responses listing <b>small class sizes</b> .
The next highest areas were: <b>affordable cost</b> (81); <b>online classes</b> (59); convenient <b>campus location</b> (48); meeting <b>people/fellow students</b> (46); and convenient <b>class times</b> (42).
Areas receiving 10-30 mentions were: learning/opportunity, advisors, course variety/availability, computers, free parking, tutoring, and friendly/helpful staff.
Areas receiving 5-9 mentions were: clean buildings, diverse student body, online registration, library, Student Support Services program, student activities, and security.

*For complete results, contact the Office of Institutional Planning, Research, and Effectiveness.*