

Student and Employee Survey Feedback and Information Disseminated 4_8_2015
Empl Srvy Chngs Fdbck F12-Fa15

OWNER & SURVEY	DATE SURVEY ADMINISTERED	EMPLOYEE FEEDBACK	RESULTING ACTION IMPLEMENTED TO ADDRESS FEEDBACK	CHANGE #	"EMPLOYEES SAID" POSTER	"HCTC RESPONDED" POSTER	AFFECTED CAMPUS
Vickie Combs - HR Supervisor Training Satisfaction Survey	Spring 2013	Supervisors indicated that they were satisfied with the online training format. The only suggestion was to mix up the training with some in-person sessions and to watch the timing of the training. The top two topics wanted for the next cycle of training were Dealing with Conflict and Disiplinary Processes.	In 2013-14, HR conducted a 3 in person group supervisor training sessions and several individual supervisor training sessions. Due to the cost of the software, the online training was dropped. The supervisor training program has been revamped and will be delivered again in-person for 2014-15. The topics of Conflict Resolution and Disiplinary Process will be included.		We would like "Dealing with Conflict" and "Disciplinary Processes" to be covered in the HR Supervisory Training.	"Conflict Resolution" and "Disciplinary Processes" were added to the next HR Supervisory Training.	All
					Add more in-person sessions for the HR Supervisory Training	HR Supervisory Training was revamped and is conducted in-person.	All

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<p>Donna Roark - Tech Solutions Employee Satisfaction with Technician Survey</p>	<p>Fall 2013</p>	<p>Friendly, prompt response.</p>	<p>Problem was corrected, and a very brief training to prevent problems of this nature. Also check with employees to see if additional training would be helpful.</p>		<p>Provide friendly and prompt responses.</p>	<p>A customer service training was conducted and technicians also follow-up with employees on if additional training would be helpful.</p>	<p>All</p>
<p>Donna Roark - Employee Satisfaction with Technology Solutions Survey</p>	<p>Spring 2014</p>	<p>Please offer trainings once or twice a year in regular Microsoft programs, i.e., Outlook, Word, PowerPoint, etc, it not offered already.</p>	<p>Tech Fridays will include more basic instruction.</p>	<p>2</p>	<p>Please offer basic trainings at least annually for Microsoft programs such as Outlook, Word, Excel, PowerPoint, etc.</p>	<p>Tech Fridays were modified to include basic Microsoft programs training.</p>	<p>All</p>
<p>Donna Roark - Employee Satisfaction with Technology Solutions Survey</p>	<p>Fall 2014</p>	<p>Training requested for additional dates other than PD Days.</p>	<p>Will offer one on one trainings for all departments on as needed basis.</p>	<p>1</p>	<p>Please provide training on other days besides Professional Development Days</p>	<p>Trainings will be offered one-on-one for all departments as requested</p>	<p>All</p>

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<p>Donna Roark - Tech Solutions Employee Satisfaction with Technician Survey</p>	<p>Fall 2014</p>	<p>Overall, nearly 100% of employees who responded to the survey are satisfied with the services provided by the technician. Many positive comments were received about the technicians.</p>	<p>Continue to persue satisfaction ratings.</p>		<p>Almost 100% of Employees were satisfied with the services provided by the Technology Solutions technican.</p>	<p>We will continue to strive to provide excellent customer service</p>	<p>All</p>
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