

Hazard Community and Technical College
BUSINESS SERVICES EMPLOYEE SATISFACTION SURVEY
September 2009

Executive Summary

OVERVIEW

As part of the annual process, the Business Services unit engaged HCTC employees to respond to an Employee Satisfaction Survey regarding their satisfaction with the activities in the Business Services unit. The aggregate information provided by this survey has been analyzed herein and will be used as one measure to document how Business Services is performing, as well as develop strategies to improve services provided by the Business Services Unit.

FINDINGS

Findings for each subunit are summarized below.

Business Office

Around ninety-six (96) percent of respondents indicated that they either strongly agreed (62.5%) or agreed (33.9%) that they had received timely assistance from the Business Office when they requested support. Conversely, 3.6% of respondents disagreed.

Almost ninety-three (93) percent of respondents indicated that they either strongly agreed (64.3%) or agreed (28.6%) that they experienced friendly and supportive personnel when they requested services. Conversely, 3.6% of respondents disagreed or strongly disagreed; 3.6% had no opinion or response.

Almost ninety-three (93) percent of respondents indicated that they either strongly agreed (57.1%) or agreed (35.7%) that they found the Business Office to be proactive in providing information on policies and procedures. Conversely, 5.4% of respondents disagreed; 1.8% had no opinion.

Nineteen (19) additional comments were provided: 85% were of a positive nature while 15% were of a negative nature. Key concerns were about policies and procedures and interpersonal communication.

Maintenance and Operations (M&O)

Almost ninety-five (95) percent of respondents indicated that they either strongly agreed (58.9%) or agreed (35.7%) that they had received timely assistance from M&O when they requested support. Conversely, 5.4% of respondents disagreed.

Almost ninety-three (93) percent of respondents indicated that they either strongly agreed (62.5%) or agreed (30.4%) that they experienced friendly and supportive personnel when they requested services. Conversely, 5.4% of respondents disagreed; 1.8% had no response.

Almost seventy (70) percent of respondents indicated that they either strongly agreed (35.7%) or agreed (33.9%) that they found M&O to be proactive in providing information on policies and

procedures. Conversely, 16.1% of respondents disagreed or strongly disagreed; 14.3% had no opinion or response.

Nineteen (19) additional comments were provided: 64% were of a positive nature while 26% were of a negative nature. Key concerns were about understaffing, lack of concern when moving fragile equipment, and the need for a proactive approach to spring/fall cleaning and general maintenance.

Campus Attractiveness, Safety, and Security

A little over ninety-eight (98) percent of respondents indicated that they either strongly agreed (55.4%) or agreed (42.9%) that their campus was an attractive, well-maintained campus. Conversely, 1.8% of respondents disagreed.

Almost ninety-three (93) percent of respondents indicated that they either strongly agreed (58.9%) or agreed (33.9%) that their campus was a safe place. Conversely, 5.4% of respondents disagreed; 1.8% had no response.

Almost seventy-seven (77) percent of respondents indicated that they either strongly agreed (41.1%) or agreed (35.7%) that their campus was a secure work environment. Conversely, 14.3% of respondents disagreed or strongly disagreed; 9% had no opinion or response.

Twelve (12) additional comments were provided: 58% were of a negative nature while 42% were of a positive nature. Respondents continue to be concerned about campus security indicating that additional measures were needed.

Food Service

Sixty-six (66) percent of respondents indicated that they either strongly agreed (25.0%) or agreed (41.1%) that the food was attractive, well-prepared, and reasonably-priced. Conversely, 14.3% of respondents disagreed or strongly disagreed; 10.7% indicated item was not applicable; and 8.9% had no opinion or response.

Almost sixty-eight (68) percent of respondents indicated that they either strongly agreed (41.1%) or agreed (26.8%) that the personnel were friendly and helpful. Conversely, 7.2% of respondents disagreed or strongly disagreed; 8.9% indicated item was not applicable; 16% had no opinion or response.

Almost seventy-nine (79) percent of respondents indicated that they either strongly agreed (42.9%) or agreed (35.7%) that the Food Service area was clean and orderly. Conversely, 1.8% of respondents disagreed; 10.7% indicated item was not applicable; 9% had no opinion or response.

Almost eighty-six (86) percent of respondents indicated that they either strongly agreed (39.3%) or agreed (37.5%) that the food was served in a sanitary and efficient manner. Conversely, 1.8% of respondents disagreed; 10.7% indicated item was not applicable; 10.7% had no opinion or response.

Sixteen (16) additional comments were provided: 56% were of a positive nature while 44% were of a negative nature. Key concerns were about high prices and the need for more variety on the menu.

Bookstores

A little over ninety-eight (98) percent of respondents indicated that they either strongly agreed (41.1%) or agreed (46.4%) that they were able to find needed books/supplies. Conversely, 1.8% of respondents disagreed; 10.7% had no opinion or response.

A little over eighty-two (82) percent of respondents indicated that they either strongly agreed (41.1%) or agreed (41.1%) that the personnel were friendly and helpful. Conversely, 5.4% of respondents disagreed; 12.5% had no opinion or response.

Almost ninety-five (95) percent of respondents indicated that they either strongly agreed (44.6%) or agreed (50%) that the Bookstore areas were clean and attractive. Conversely, there was no disagreement, but 5.4% had no opinion or response.

Eight (8) additional comments were provided: 50% were of a positive nature while 50% were of a negative nature. The key concern was related to customer service issues.

ANALYSIS

Every Business Services unit was rated positively in regard to the direct questions. However, the additional comments provided a better insight to the “issues.”

Concerns expressed by respondents about the Business Office in general were related to interpersonal communication issues and confusion about policies and procedures.

Concerns expressed by respondents about Maintenance and Operations was that they felt the unit was understaffed and their perception that many of the employees felt unappreciated. Some are most concerned about the lack of proper handling of equipment, as well as the expressed need of an annual cleaning and maintenance schedule.

Under the Campus attractiveness, safety, and security section of the survey, respondents continue to be heavily concerned about campus security. Respondents offered several suggestions for improvement.

Concerns expressed by respondents about Food Service related to high prices and a lack of menu variety.

Concerns expressed by respondents about the Bookstores related to customer service and e-book ordering.

GENERAL RECOMMENDATIONS

1. It is recommended that this survey results data and recommendations be further discussed with Business Services employees and applicable other groups. All stakeholders need to feel that they have been included in the discussion. The results data needs structured reflection and dialogue to transform it into meaningful information. Direct documentation of the discussion is recommended.
2. Once the survey results data have been transformed into meaningful information through discussion at all levels, and recommendations have been considered, changes must be fully documented to show this unit's contribution to institutional improvement based on the findings from this survey.

3. It is recommended that this unit respond to all concerns expressed in this survey via an official communication to all HCTC employees about the plan for improvement.

RECOMMENDATIONS FOR EACH BUSINESS SERVICES SUBUNIT

Business Services Unit in General

To address the confusion about policies and procedures, it is recommended that each subunit work with the unit vice president to fully map their process flow, make adjustments to ensure standardization across campuses, communicate the changes to each subunit and college community in general, and examine how each process feeds back into the unit's overall operational plan. Customer service training and implementation/practice is recommended for this unit.

Maintenance and Operations

To address the concerns about understaffing, it is recommended that the unit leader and campus supervisors evaluate the number of additional responsibilities being placed on M&O relative to the number of M&O personnel per campus and prepare the justification request for more personnel if warranted.

To address the perception that M&O employees are unappreciated, it is recommended that the unit leader determine a means to show the college's appreciation for their service and communicate such to all HCTC employees.

It is recommended that training on the proper handling of fragile equipment be developed and scheduled and that all M&O employees participate in the training.

If a routine spring/fall cleaning and maintenance schedule has not been fully developed as was recommended last fall, it is recommended that attention be given to this important task. Once developed, the annual schedule should be communicated to the college community. It should be monitored for its effectiveness and efficiency for one full year, and so documented.

Campus Attractiveness, Safety, and Security

Respondents continue to be heavily concerned about campus security. It is recommended that the suggestions offered by respondents be reviewed and incorporated into HCTC's Crisis Management Plan as appropriate. The Plan should be communicated to all employees. A special workshop for all employees, as well as students, should be scheduled to discuss this plan in detail and to practice what to do in each of the crisis situations. The Crisis Management Plan should be an integral part of the unit's operational plan; its effectiveness should be measured and improvements documented and implemented accordingly.

Food Service

It is recommended that strategies be developed which will ensure a reduction in the cost to prepare food items, and that the strategies implemented be communicated to HCTC employees. At the same time, it is important to review the menu options and create the variety desired by patrons. Perhaps using a focus group of students and employees would help facilitate this improvement?

Bookstores

In light of the increasing number of students who take classes online, it is recommended that the ebookstore option process flow be reviewed in regard to whether additional staffing is needed to better serve students.

SURVEY CONSTRUCTION

The Business Services Employee Satisfaction Survey asked respondents to address their satisfaction with the various Business Services subunits, including the Business Office itself, Maintenance and Operations, Campus Safety and Security, Food Service, and Bookstores. The survey was constructed using Survey Tracker and included three demographic questions (primary campus location, classification category, length of employment), in addition to 3-4 statements for each subunit and an additional comments section for each, totaling 24 questions. The survey instrument was set to provide the frequency and percent of answers, as well as charting those responses on a bar scale.

SURVEY RESPONSES

The survey was conducted September 14-18, 2009 (one week). Fifty-six (56) HCTC employees responded to the survey which equates to 20.8% of the total number of HCTC full-time employees.

The largest category of employees to respond to the survey was the general Staff at 35.7%; the largest campus to respond was from the Hazard Campus at 71%; and the largest employment length group was those respondents who have been employed more than 10 years at 62.5%.

Specifically, eight (8) administrators (14.3%), twelve (12) professional staff (21.4%), sixteen (16) faculty (28.6%), and twenty (20) staff (35.7%) responded.

When identifying their primary campus location, forty (40) responded Hazard Campus (71.4%), six (6) responded Lees (10.7%), one (1) responded Knott County Branch/School of Craft (1.8%), seven (7) responded Technical Campus (12.5%), and two (2) responded district-wide (3.6%) as their primary location.

When indicating their length of employment, four (4) responded less than two years (7.1%), six (6) responded 2 to 5 years (10.7%), eleven (11) responded 6 to 10 years (19.6%), and thirty-five (35) responded more than 10 years (62.5%).