



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

HCTC DOCUMENT PRODUCTION CENTER EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2010

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HCTC employees were asked to express their satisfaction regarding the Document Production Center which includes both the Copy Center and the Design Center. This survey had two sections – one for the Copy Center and one for the Design Center which consisted of seven satisfaction questions and an open-ended question asking for suggestions to improve for each. This was the first time this survey was administered to employees. A copy of the survey instrument is attached to this report. The survey was made available for employee responses from April 19-23, 2010.

A total of 24 responses were received. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes 12 comments/suggestions for Design Center improvement and 10 comments/suggestions for Copy Center improvement. A summary statement and summary table is included below. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The response rate for this survey was low. However, those employees who did respond were satisfied with the services provided by both the Design Center and Copy Center (satisfaction percentages were in the ninety-percent range). It is recommended that this survey be administered again next year and that the response rate be much higher.

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SUMMARY TABLE

Survey Items	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
DESIGN CENTER								
3. Courtesy of Design Center staff	21	87.5%	1	4.2%	22	95.4%	2	8.3%
4. Speed of services provided by Design Center	20	83.4%	2	8.3%	22	90.0%	2	8.3%
5. Quality of services provided by Design Center	21	87.5%	1	4.2%	22	95.4%	2	8.3%
6. Timeliness of job completion by Design Center	20	83.4%	2	8.4%	22	90.0%	2	8.3%
COPY CENTER								
11. Courtesy of Copy Center staff	20	83.3%	1	4.2%	21	95.2%	3	12.5%
12. Speed of services provided by Copy Center	21	87.5%	1	4.2%	22	95.4%	2	8.3%
13. Quality of services provided by Copy Center	21	87.5%	1	4.2%	22	95.4%	2	8.3%
14. Timeliness of job completion by Copy Center	20	83.3%	2	8.3%	22	90.0%	2	8.3%

Legend:

Satisfied = combined total and percentage for Very Satisfied and Satisfied

Dissatisfied = combined total and percentage for Dissatisfied and Very Dissatisfied

CODEBOOK FOR RAW DATA

Satisfaction Level: Very Satisfied = 1; Satisfied = 2; Dissatisfied = 3; Very Dissatisfied = 4; Have Not Used = 5

Yes/No/Not Used: Yes = 1; No=2; Not Used=3

Times Utilized: 1-3 times=1; 5-7 times=2; 8-10 times=3; more than 10 times=4; Not used=5