



---

**Hazard Community & Technical College**

**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](mailto:lois.puffer@kctcs.edu)

***Anna Lois Puffer, Coordinator***

**HCTC DOCUMENT PRODUCTION CENTER EMPLOYEE SATISFACTION  
SURVEY RESULTS SUMMARY – SPRING 2011**

***June 21, 2011***

## **HCTC DOCUMENT PRODUCTION CENTER EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2011**

In the Spring 2011 term, 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. A copy of the survey instrument is attached to this report. The survey was made available for employee responses the first two weeks in May 2011.

A total of 37 responses were received compared to 24 responses received for the same survey administered in Spring 2010. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes 14 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 again 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).

**HCTC DOCUMENT PRODUCTION CENTER EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2011**  
**SUMMARY TABLE**

Survey Items	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
<b>DESIGN CENTER</b>								
3. Courtesy of Design Center staff	34	91.9%	0	0.0%	34	100%	3	8.1%
4. Speed of services provided by Design Center	33	89.1%	1	2.7%	34	97.0%	3	8.1%
5. Quality of services provided by Design Center	33	89.2%	1	2.7%	34	97.0%	3	8.1%
6. Timeliness of job completion by Design Center	31	83.7%	2	5.4%	33	93.9%	4	10.8%
<b>COPY CENTER</b>								
11. Courtesy of Copy Center staff	29	78.4%	0	0.0%	29	100.0%	8	21.6%
12. Speed of services provided by Copy Center	28	76.6%	0	0.0%	28	100.0%	9	24.3%
13. Quality of services provided by Copy Center	28	75.6%	0	0.0%	28	100.0%	9	24.3%
14. Timeliness of job completion by Copy Center	27	72.9%	1	2.7%	28	96.4%	9	24.3%

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