

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC GRANTS DEPARTMENT
EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2010**

August 18, 2010

HCTC GRANTS DEPARTMENT EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2010

In late July and early August, 2010, the HCTC Grants department asked specific groups of HCTC employees (Heritage and Humanities division, Allied Health division, Occupational Technology division, Learner Services Outreach, Learning Services, and Workforce Solutions) to respond to a satisfaction survey regarding the services of the Grants department. The results of this survey will be used as a baseline reference and the results will be compared against the results of this same survey when it is administered again at the end of the Spring 2011 academic year.

Those specific groups of HCTC employees were asked to complete an 8-question satisfaction survey. A copy of the survey instrument is attached to this report. Six questions asked for a level of agreement, one question ask employees to rank the quality of the service received, and a final open-ended question asked for ideas of how the Grants department could better assist each unit area in pursuing funding opportunities.

A paper survey was provided to specific employees and the responses were entered into the survey web link. A total of 65 responses were collected for the survey from July 25 – August 16, 2010.

Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes feedback for the open-ended question. Please see the following summary table. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

This was the first semester an employee satisfaction survey for the Grants department was administered to HCTC employees. Overall, respondents expressed low satisfaction with the HCTC Grants department. These were expected results since a Grants Coordinator was hired and the Grants department was only established in late Spring 2010.

HCTC GRANTS DEPARTMENT EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2010

SUMMARY TABLE

Survey Item	USED SERVICES SATISFIED		USED SERVICES DISSATISFIED		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
1. In the last 12 months, the Grants department has assisted your area with grant research.	10	15.3%	29	44.6%	39	25.6%	26	40.0%
2. In the last 12 months, the Grants department has referred funding opportunities to your area for consideration.	13	20.0%	27	41.5%	40	32.5%	25	38.4%
3. In the last 12 months, the Grants department has met with your area individually to discuss needs and project ideas.	18	27.6%	30	46.1%	48	37.5%	17	26.1%
4. In the last 12 months, the Grants department has attended your division/department meeting to discuss needs and project ideas.	27	41.5%	25	38.4%	52	51.9%	13	20.0%
5. In the last 12 months, the Grants department has assisted your area with pursuing a funding opportunity by writing and submitting a proposal.	8	12.3%	30	46.1%	38	21.0%	27	41.5%
6. In the last 12 months, the Grants department has obtained additional funding through grant opportunities for your area.	8	12.3%	29	44.6%	37	21.6%	28	43.0%

Legend:

Satisfied = combined total and percentage for Strongly Agree or Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

Not Used Services = Not Applicable response

CODEBOOK FOR RAW DATA

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Not Applicable = 5

Satisfaction Level: Excellent = 1; Good = 2; Fair = 3; Poor = 4; Not Applicable = 5