



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC GRANTS DEPARTMENT
EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY – FALL 2011**

August 17, 2011

Revised September 28, 2011

HCTC GRANTS DEPARTMENT EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2011

In August and September of 2011, the HCTC Grants department asked specific groups of HCTC employees (Heritage and Humanities division, Science and Mathematics division, Allied Health division, Occupational Technology division, Technology Solutions, Student Services, and Workforce Solutions) to respond to a satisfaction survey regarding the services of the Grants department. The Grants department will compare the results of this survey to the results of the same survey administered in Fall 2010.

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 76 responses were collected for this Fall 2011 survey when results were collected on August 17. Two additional departments needed to complete the survey and an additional 19 responses were collected by September 28 for a total of 95 responses; 65 responses were collected for the Fall 2010 survey.

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 summary statement and summary table below. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, respondents expressed higher satisfaction with the HCTC Grants department after one year. Eighty-eight percent of the respondents who received services from the Grants department rated the service they received as Excellent/Good.

It is recommended that the Grants department remind all college employees annually of the services it offers, that funding opportunities are researched and offered to college units, and that the Grants director attends division/department meetings to discuss needs and project ideas.

HCTC GRANTS DEPARTMENT EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2011

SUMMARY TABLE

Survey Item	USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	SATISFIED		DISSATISFIED		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
1. In the last 12 months, the Grants department has assisted your area with grant research.	53	55.8%	16	16.8%	69	76.8%	26	27.4%
2. In the last 12 months, the Grants department has referred funding opportunities to your area for consideration.	60	63.2%	15	15.8%	75	80.0%	20	21.0%
3. In the last 12 months, the Grants department has met with your area individually to discuss needs and project ideas.	72	75.7%	7	7.3%	79	91.0%	17	17.0%
4. In the last 12 months, the Grants department has attended your division/department meeting to discuss needs and project ideas.	82	86.3%	4	4.2%	86	95.0%	9	9.5%
5. In the last 12 months, the Grants department has assisted your area with pursuing a funding opportunity by writing and submitting a proposal.	50	52.6%	13	13.7%	63	79.0%	32	35.7%
6. In the last 12 months, the Grants department has obtained additional funding through grant opportunities for your area.	41	43.2%	17	17.9%	58	71.0%	37	38.9%

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