



**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 GRANTS OFFICE**

**EMPLOYEE SATISFACTION SURVEY**

**RESULTS SUMMARY – FALL 2011**

***November 5, 2012***

**HCTC GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY  
RESULTS SUMMARY – FALL 2012**

In August 2012, the HCTC Grants office asked specific groups of HCTC employees to respond to a satisfaction survey regarding the services of the Grants office. The Grants office will compare the results of this survey to the results of the same survey administered in Fall 2011.

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 office could better assist each unit area in pursuing funding opportunities.

A total of 33 responses were collected for this Fall 2012 survey compared to 95 responses collected in Fall 2011 and 65 responses collected in Fall 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 summary statement and summary table below. The final page of this document provides the codebook for the raw data.

**SUMMARY STATEMENT**

Overall, respondents expressed adequate satisfaction with the HCTC Grants office from last year to this year. Eighty-two percent of the respondents who received services from the Grants office rated the service they received as Excellent/Good.

Respondents felt the Grants Office could better assist their area in pursuing funding opportunities by continuing to keep them aware of the availability of funding for projects.

## HCTC GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2012

### 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 office has assisted your area with grant research.	19	57.6%	6	18.2%	25	76.0%	8	24.2%
2. In the last 12 months, the Grants office has referred funding opportunities to your area for consideration.	23	69.7%	5	15.2%	28	82.2%	5	15.2%
3. In the last 12 months, the Grants office has met with your area individually to discuss needs and project ideas.	25	75.7%	4	12.1%	29	86.2%	4	12.1%
4. In the last 12 months, the Grants office has attended your division/office meeting to discuss needs and project ideas.	32	96.9%	0	0.0%	32	100%	1	3.0%
5. In the last 12 months, the Grants office has assisted your area with pursuing a funding opportunity by writing and submitting a proposal.	29	87.9%	3	9.1%	32	90.7%	1	3.0%
6. In the last 12 months, the Grants office has obtained additional funding through grant opportunities for your area.	29	87.8%	3	9.1%	32	90.7%	1	3.0%

**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