



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC LEADERSHIP INSTITUTE 2010-2011 PARTICIPANT
SATISFACTION SURVEY RESULTS SUMMARY**

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**HCTC LEADERSHIP INSTITUTE
2010-2011 PARTICIPANT SATISFACTION SURVEY
RESULTS SUMMARY**

Two groups of HCTC employees have participated in the HCTC Leadership Institute (2008-2009 and 2009-2010 academic years), but participants were never surveyed about their experience. However, in the 2010-2011 academic year, the HCTC Leadership Institute had 13 employees participate and when the Institute concluded for the year, participants were asked to express their satisfaction with the Institute. Participants answered questions about program activities and topics covered. One open-ended question asked participants how the Institute could be improved. A copy of the survey instrument is attached to this report. The survey link was sent to the participants via email in May 2011.

A total of 6 of the 13 (or 46%) participants responded to the survey. Please see the attached Survey Results report for the specific totals and percentages. An attached Excel file contains the raw data which includes employee feedback for the open-ended question. Please see the following suggestions for program improvement, summary statement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The participants who responded to the survey were satisfied with the HCTC Leadership Institute experience. It is recommended that this survey be administered to participants at the last group gathering so that all participants provide a response to the survey. It is also recommended that participants evaluate each workshop on the day that it is presented.

RELATIVE TO IMPROVEMENTS (see summary tab on raw data file)

Stronger, more informative sessions
Shadowing different department leaders
Day set aside to review specific topics of interest

FIVE MOST BENEFICIAL WORKSHOP TOPICS

Team Building
Oral Communication
Strategic Thinking
Integrity/Honesty
Vision

TOPICS SUGGESTED FOR REMOVAL FROM WORKSHOP OFFERINGS

Influencing and Negotiating
Cross Cultural Interactions
Integrity/Honesty
Financial Management
Decisiveness

HCTC Leadership Institute 2010-2011 Employee Participant Satisfaction Survey Results

SUMMARY TABLE

Item / Service	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
1. Institute content, audio visuals, and handouts were relevant to leadership development.	6	100%	0	0%
2. The pace and length of the Institute was adequate.	6	100%	0	0%
3. The presenters were knowledgeable about the content.	6	100%	0	0%
4. The presenters were responsive to questions or need for help.	6	100%	0	0%
5. The workshops were presented in an organized manner.	6	100%	0	0%
6. The Institute provided opportunities for professional growth and development.	6	100%	0	0%
7. I have had an opportunity to apply the content since completing the Leadership Institute.	6	100%	0	0%
8. The Institute was relevant to my job.	6	100%	0	0%
9. The Institute was an appropriate choice for my position.	6	100%	0	0%

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

CODEBOOK FOR RAW DATA

Satisfaction Level: Strongly Agree=1; Agree=2; Disagree=3; Strongly Disagree=4; No Opinion=5

Leadership Topics: Influencing and Negotiating=1; Conflict Management=2; Team Building=3; Interpersonal Skills=4; Problem Solving=5; Oral Communication=6; Cross Cultural Interactions=7; External Awareness=8; Political Savvy=9; Human Capital Management=10; Strategic Thinking=11; Developing Others=12; Customer Service=13; Integrity/Honesty=14; Written Communication=15; Financial Management=16; Creativity and Innovation=17; Partnering=18; Flexibility=19; Vision=20; Decisiveness=21; Technology Management=22