



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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HCTC SUPERVISOR TRAINING SATISFACTION SURVEY

RESULTS SUMMARY – SPRING 2012

April 27, 2012

HCTC SUPERVISOR TRAINING SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2012

During the 2011-2012 academic year, HCTC supervisors participated in a supervisor training series. A 12-question survey was developed to assess the effectiveness of the training series. A copy of the survey instrument is attached to this report. Supervisors responded to the survey during the period of April 16-25, 2012.

A total of 23 of the 30 (or 77%) supervisors 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. Please see the following summary statement, suggestion for program improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

The supervisors who responded to the survey were satisfied with the supervisor training series. Of the 10 satisfaction survey items, only two items did not receive 100% satisfaction; they were #4 “Receiving the training via the online portal was an efficient distribution method” – 95.6% and #10 “Questions were encouraged and answered promptly” – 88.2%.

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

Suggest an in-person supervisor meeting during a PD day as part of the training

TOP THREE TOPICS SUGGESTED FOR NEXT SERIES

Dealing with conflict

Giving constructive feedback

Rewarding employees without money

HCTC SUPERVISOR TRAINING SATISFACTION SURVEY RESULTS SUMMARY – SPRING 2012

SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED		Offered Opinion		No Opinion	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
1. The information in the supervisor training series was relevant to my job.	23	100%	0	0%	23	100%	0	0%
2. The content of the supervisor training series was relevant to supervisor skill development.	23	100%	0	0%	23	100%	0	0%
3. The length of each session was adequate.	23	100%	0	0%	23	100%	0	0%
4. Receiving the training via the online portal was an efficient distribution method.	22	95.7%	1	4.3%	23	95.6%	0	0%
5. The format of each session was presented in an organized manner.	23	100%	0	0%	23	100%	0	0%
6. I have applied the content contained in the sessions.	21	91.3%	0	0%	21	100%	2	8.7%
7. I was satisfied with the supervisor training series.	22	95.6%	0	0%	22	100%	1	4.3%
8. The presentations met my professional educational needs as a supervisor.	21	91.3%	0	0%	21	100%	2	8.7%
9. As a result of this training, I feel more confident in my capacity as a supervisor.	20	87.0%	0	0%	20	100%	3	13.0%
10. Questions were encouraged and answered promptly.	15	65.2%	2	8.7%	17	88.2%	6	26.1%

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

Topics: interviewing techniques=1; family medical leave=2; disciplinary processes=3; giving constructive feedback=4; legal responsibilities for supervisors=5; rewarding employees without money=6; managing different generations=7; planning for the future=8; flexible work arrangements=9; conducting evaluations=10; dealing with conflict=11; legal liabilities of supervisors=12; managing diversity in the workplace=13