



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC TECHNOLOGY SOLUTIONS – INSTITUTIONAL RESEARCH
EMPLOYEE SATISFACTION WITH AD HOC DATA/
SURVEY REQUESTS SURVEY
RESULTS SUMMARY – FALL 2010**

January 30, 2011

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RESULTS SUMMARY – FALL 2010**

HCTC employees who submitted either an ad hoc data request or survey request from July 2010 to December 2010 were asked to complete a 9-question satisfaction survey. A copy of the survey instrument is attached to this report. Five questions asked for a level of agreement, one question was demographic, two questions related to the type of request, and a final open-ended question asked for comments.

According to the data request/survey request log, the Coordinator of Institutional Research completed a total of 98 data requests and 38 survey requests from July 1-December 31, 2010. The survey link was sent via email at the time the data or survey request was completed (i.e., point-of-service). A total of 15 responses were collected for the survey during the time period – 14 related to data requests and 1 related to survey requests.

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

Overall, respondents are satisfied with the services provided by the Office of Institutional Research (IR). The IR Coordinator will continue to administer this point-of-service survey as each data or survey request is completed. The data will be compiled at the end of each semester.

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EMPLOYEE SATISFACTION WITH AD HOC DATA / SURVEY REQUESTS SURVEY – FALL 2010**

SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
3. The information was provided in a timely manner.	15	100.0%	0	0.0%
4. The information provided met my expectations.	15	100.0%	0	0.0%
5. I am satisfied with overall quality of information provided.	15	100.0%	0	0.0%
6. I am satisfied with overall quality of customer service I received.	15	100.0%	0	0.0%
7. The IR Office seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC.	15	100.0%	0	0.0%

Legend:

Satisfied = combined total and percentage for Strongly Agree or Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

CODEBOOK FOR RAW DATA

Request Type: data = 1; survey = 2

Type of Information Requested: accreditation = 1; assessment = 2; demographics = 3; enrollment data = 4; special research = 5; general HCTC facts = 6; information for grant proposals = 7; external resource data = 8; survey data = 9; Other = 10

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4