



---

**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 TECHNOLOGY SOLUTIONS – INSTITUTIONAL RESEARCH**

**EMPLOYEE SATISFACTION WITH AD HOC DATA/**

**SURVEY REQUESTS SURVEY**

**RESULTS SUMMARY – FALL 2011**

***February 27, 2012***

**HCTC TECHNOLOGY SOLUTIONS – INSTITUTIONAL RESEARCH  
EMPLOYEE SATISFACTION WITH AD HOC DATA/SURVEY REQUESTS SURVEY  
RESULTS SUMMARY – FALL 2011**

HCTC employees who submitted either an ad hoc data request or survey request from July 2011 to September 2011, 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. The survey was not administered in October, November, or December due to the heavy workload of the IR Coordinator.

According to the data request/survey request logs, the Coordinator of Institutional Research completed a total of 102 data requests and 42 survey requests (21 surveys—42 includes both the survey setup and the results report) from July 1-December 30, 2011. The survey link was sent via email at the end of July, August, and September only to those employees who requested data or survey assistance during each particular month. A total of 21 responses were collected for the survey during the time period – 18 related to data requests and 5 related to survey requests compared to only 15 responses received for this survey in Spring 2010, and 15 responses received for this survey in Fall 2010, and 53 responses received in Spring 2011.

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.

The survey was not administered to the employees who requested data or survey assistance in October, November, and December due to heavy workload schedule. The IR Coordinator MUST administer the survey at the end of each month regardless of heavy workload constraints.

**HCTC TECHNOLOGY SOLUTIONS – INSTITUTIONAL RESEARCH  
EMPLOYEE SATISFACTION WITH AD HOC DATA / SURVEY REQUESTS SURVEY – FALL 2011**

**SUMMARY TABLE**

Survey Item	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
3. The information was provided in a timely manner.	20	95.3%	1	4.8%
4. The information provided met my expectations.	21	100.0%	0	0.0%
5. I am satisfied with overall quality of information provided.	20	95.3%	1	4.8%
6. I am satisfied with overall quality of customer service I received.	21	100.0%	0	0.0%
7. The IR Office seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC.	21	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