



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 – SPRING 2011**

July 28, 2011

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HCTC employees who submitted either an ad hoc data request or survey request from January 2011 to June 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.

According to the data request/survey request logs, the Coordinator of Institutional Research completed a total of 96 data requests and 24 survey requests from January 1-June 30, 2011. The survey link was sent via email at the end of each month to those employees who requested data or survey assistance during each particular month. A total of 53 responses were collected for the survey during the time period – 37 related to data requests and 16 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.

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.

Since the response rate for this survey was so poor for Spring 2010 and Fall 2010 when the survey link was sent with the information requested, a new survey administration approach (survey link sent at the end of each month to those employees who requested data or survey assistance for the month) was used in Spring 2011. The response rate was greatly improved, and this same process will be used for all future terms. Summary reports for this survey will be generated at the end of the fall and spring terms.

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SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
3. The information was provided in a timely manner.	53	100.0%	0	0.0%
4. The information provided met my expectations.	53	100.0%	0	0.0%
5. I am satisfied with overall quality of information provided.	53	100.0%	0	0.0%
6. I am satisfied with overall quality of customer service I received.	53	100.0%	0	0.0%
7. The IR Office seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC.	53	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