



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY, FALL 2013–SPRING 2014**

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GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY, FALL 2013-SPRING 2014

In April-May 2014, the HCTC Grants office asked HCTC employees to respond to a satisfaction survey regarding the services of the Grants office. HCTC employees were asked to complete an 8-question satisfaction survey. A copy of the survey instrument is attached to this report. Six questions asked for a level of agreement, one question ask employees to rank the quality of the service received, and a final open-ended question asked for ideas of how the Grants office could better assist each unit area in pursuing funding opportunities.

A total of 54 responses were collected for this Fall 2013-Spring 2014 survey compared to 33 responses collected in Fall 2012, 95 responses collected in Fall 2011, and 65 responses collected 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 summary and summary table below. The final page of this document provides the codebook for the raw data.

SUMMARY

Overall, respondents expressed adequate satisfaction with the HCTC Grants office from last year to this year. Seventy-nine percent of the respondents who received services from the Grants office rated the service they received as Excellent/Good.

Respondents felt the Grants Office could better assist their area in pursuing funding opportunities:

- Meet with more departments about needs
- More grant opportunities for our area and help with ideas for submission
- Meet with divisions for an information session

HCTC GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2013-SPRING 2014

SUMMARY TABLE

Survey Item	USED SERVICES STRONGLY AGREE/AGREE		USED SERVICES DISAGREE/STRONGLY DISAGREE		USED SERVICES		NOT USED SERVICES	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
1. In the last 12 months, the Grants office has assisted your area with grant research.	17	31.5%	4	7.4%	21	81.0%	33	61.1%
2. In the last 12 months, the Grants office has referred funding opportunities to your area for consideration.	30	55.6%	3	5.6%	33	90.9%	21	38.9%
3. In the last 12 months, the Grants office has met with your area individually to discuss needs and project ideas.	23	42.6%	8	14.8%	31	74.2%	23	42.6%
4. In the last 12 months, the Grants office has attended your division/office meeting to discuss needs and project ideas.	25	46.3%	9	16.7%	34	73.6%	20	37.0%
5. In the last 12 months, the Grants office has assisted your area with pursuing a funding opportunity by writing and submitting a proposal.	37	68.5%	11	20.4%	48	77.1%	6	11.1%
6. In the last 12 months, the Grants office has obtained additional funding through grant opportunities for your area.	32	59.3%	17	31.5%	49	65.3%	5	9.3%

Legend:

Satisfied = combined total and percentage for Strongly Agree or Agree

Dissatisfied = total and percentage for Disagree or Strongly Disagree

Not Used Services = Not Applicable response

CODEBOOK FOR RAW DATA

Satisfaction Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree = 4; Not Applicable = 5

Satisfaction Level: Excellent = 1; Good = 2; Fair = 3; Poor = 4; Not Applicable = 5