



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY
RESULTS SUMMARY, FALL 2014–SPRING 2015**

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GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY, FALL 2014-SPRING 2015

In April 2015, 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 44 responses were collected for this Fall 2014-Spring 2015 survey compared to 54 responses collected for Fall 2013-Sp2014, 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 paragraph 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. Seventy-two 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 by:

- making employees aware of grants that were funded and what the money is used for
- referring funding opportunities to my area for consideration and assisting in applying for grants
- continuing to scout for grant opportunities and make everyone aware of them

HCTC GRANTS OFFICE EMPLOYEE SATISFACTION SURVEY RESULTS SUMMARY – FALL 2014-SPRING 2015

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.	23	52.2%	6	13.6%	29	79.4%	15	34.1%
2. In the last 12 months, the Grants office has referred funding opportunities to your area for consideration.	26	59.0%	6	13.6%	32	81.3%	12	27.3%
3. In the last 12 months, the Grants office has met with your area individually to discuss needs and project ideas.	21	47.7%	7	15.9%	28	75.0%	16	36.4%
4. In the last 12 months, the Grants office has attended your division/office meeting to discuss needs and project ideas.	26	59.1%	5	11.3%	31	83.9%	13	29.5%
5. I am aware of grants received by HCTC in the last 12 months.	33	75.0%	8	18.2%	41	75.0%	3	6.8%
6. I am aware of services available through the Grants Office.	32	72.8%	11	25.0%	43	74.5%	1	2.3%

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