



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**INSTITUTIONAL RESEARCH
EMPLOYEE SATISFACTION WITH AD HOC DATA/
SURVEY REQUESTS SURVEY
RESULTS SUMMARY – FALL 2013**

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RESULTS SUMMARY – FALL 2013

HCTC employees who submitted either an ad hoc data request or survey request from July-December 2013 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 144 data requests and 27 survey requests (includes both the survey setup and the results report) from July-December 2013 compared to 145 data requests and 34 surveys in Spring 2013. The survey link was sent via email at the end of July-December only to those employees who requested data or survey assistance during each particular month. A total of 32 responses were collected for the survey during the time period compared to 45 responses received in Spring 2013, 44 responses received in Fall 2012, 53 responses received in Spring 2012, 21 responses received in Fall 2011, 53 responses received in Spring 2011, 15 responses received in Fall 2010, and 15 responses received in Spring 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. All comments were positive, except for one which felt that customer service was not as good as it used to be.

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SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED	
	Number	Percent	Number	Percent
3. The information was provided in a timely manner.	30	93.8%	2	6.3%
4. The information provided met my expectations.	31	96.9%	1	3.1%
5. I am satisfied with overall quality of information provided.	31	96.9%	1	3.1%
6. I am satisfied with overall quality of customer service I received.	30	93.7%	2	6.3%
7. The IR Office seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC.	31	96.9%	1	3.1%

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