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**Community & Technical College**

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**EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS  
SURVEY RESULTS SUMMARY – FALL 2014**

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## **EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY RESULTS SUMMARY – FALL 2014**

HCTC employees were asked to express their satisfaction with the services of the Technology Solutions unit during November 2014. Three questions were demographic in nature: primary campus location, job title (or classification), and length of employment. Seven questions asked employees for their level of agreement regarding specific information technology services. The final question requested suggestions for improvement. A copy of the survey instrument is attached to this report.

A total of 63 HCTC employees responded to the survey out of 258 college employees for a 25% response rate compared to 64 responses received in Spring 2014 (26%), 77 responses received in Fall 2012 (41%), 77 responses received in Spring 2012 (29.3%) and 75 responses received in Spring 2011 (28.3%). Please see the attached Survey Results report for the demographic question totals. The attached Excel file contains the raw data which includes employee feedback comments. The following is a summary of the responses to the questions and suggested improvement areas. The final page of this document provides the codebook for the raw data.

### SUMMARY

The majority of the respondents were from the Hazard Campus (65%). The majority of the respondents were faculty (48%). The majority of the respondents have been employed at HCTC for more than 10 years (65%).

Five of the seven survey items scored a satisfaction level between 90-96 percent. The other two survey items received a satisfaction rating in the eighty percentile: “The Technology Solutions unit has demonstrated success toward the integration of technology into classroom areas” and “Technology Solutions is proactive in communicating IT procedures that support the learning college concept.”

It is important to note that for all seven survey satisfaction items, some respondents chose “No Opinion” which suggests that they perhaps did not have enough information to agree or disagree.

### Suggested Improvement Areas

Ask employees what kind of training they need

Need i-clicker training

At least one IT staff person needs to always be available by phone (HelpDesk)

Schedule IT presence at campus locations where no IT staff are housed

## HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – FALL 2014

### SUMMARY TABLE

Survey Item	SATISFIED		DISSATISFIED		OFFERED OPINION		NO OPINION	
	Number	Percent	Number	Percent	Number	Percent Satisfied	Number	Percent
4. The personnel in Tech Solutions are friendly and supportive.	59	93.7%	2	3.2%	61	96.8%	2	3.2%
5. The Tech Solutions unit has demonstrated success toward integration of technology into classroom areas.	44	69.9%	5	7.9%	49	89.8%	14	22.2%
6. I received IT security training which provided me with knowledge regarding confidentiality and integrity of information.	58	92.1%	4	6.4%	62	93.6%	1	1.6%
7. The HelpDesk process produces efficient and effective technical support that meets my needs.	58	92.1%	3	4.8%	61	95.1%	2	3.2%
8. Tech Solutions provides support for labs, computers, and Internet connections for students.	47	74.6%	3	3.8%	50	94.0%	13	20.6%
9. The professional development workshops offered by Tech Solutions personnel are relevant and valuable for my position at HCTC.	47	74.6%	5	7.9%	52	90.4%	11	17.5%
10. Tech Solutions is proactive in communicating IT procedures that support the learning college concept.	51	80.9%	7	11.1%	58	88.0%	5	7.9%

**Legend:**

*Satisfied = combined total and percentage for Strongly Agree and Agree*

*Dissatisfied = combined total and percentage for Disagree and Strongly Disagree*

## CODEBOOK FOR RAW DATA

Primary Campus Location: Hazard = 1; Technical = 2; Lees = 3; Knott = 4; Leslie = 5; District-wide = 6

Job Title: Administrator= 1; Professional Staff = 2; Faculty = 3; Support Staff = 4

Length of HCTC Employment: less than 2 years = 1; 2-5 years = 2; 6-10 years = 3; more than 10 years = 4

Agreement Level: Strongly Agree = 1; Agree = 2; Disagree = 3; Strongly Disagree= 4; No Opinion = 5