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**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

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

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## EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY RESULTS SUMMARY – SPRING 2014

HCTC employees were asked to express their satisfaction with the services of the Technology Solutions unit during April-May 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 64 HCTC employees responded to the survey out of 247 college employees for a 26% response rate compared to 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 (58%). The majority of the respondents were faculty (41%). The majority of the respondents have been employed at HCTC for more than 10 years (69%). There were 14 responses relative to improvement.

All seven of the survey items scored a satisfaction level of 90 percent or higher. Survey item #6 received 100% satisfaction (“I received IT security training which provided me with knowledge regarding confidentiality and integrity of information.”)

It is important to note that for five of the 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

Need easier access to wifi for students  
Need instructions for setting up laptops w/different versions, androids, iphones, kindles, etc.  
Offer trainings once or twice a year in regular Microsoft programs  
Offer a simple web design course  
Tech Solutions needs to coordinate its PD offerings with PD Committee  
IT should be presenting, researching, and implementing innovative ways to use technology  
IT needs to develop better methods to communicate with the college as a whole  
IT needs to provide better support to students  
Ensure that the HelpDesk phone is “manned” at all times  
Bailey Stumbo needs scheduled IT personnel

## HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 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.	62	96.9%	2	3.1%	64	96.8%	0	0.0%
5. The Tech Solutions unit has demonstrated success toward integration of technology into classroom areas.	49	76.6%	3	4.7%	52	94.2%	12	18.8%
6. I received IT security training which provided me with knowledge regarding confidentiality and integrity of information.	62	96.9%	0	0.0%	62	100%	2	3.1%
7. The HelpDesk process produces efficient and effective technical support that meets my needs.	60	93.8%	4	6.3%	64	93.7%	0	0.0%
8. Tech Solutions provides support for labs, computers, and Internet connections for students.	51	79.7%	4	6.25	55	92.7%	9	14.15
9. The professional development workshops offered by Tech Solutions personnel are relevant and valuable for my position at HCTC.	54	84.4%	4	6.2%	58	93.1%	6	9.4%
10. Tech Solutions is proactive in communicating IT procedures that support the learning college concept.	53	82.8%	4	6.2%	57	92.9%	7	10.9%

**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