



---

**Community & Technical College**

**OFFICE OF INSTITUTIONAL RESEARCH**

*Anna Lois Puffer, Coordinator*

606/487-3503

[lois.puffer@kctcs.edu](mailto:lois.puffer@kctcs.edu)

*Brenda Young, Data Research Assistant*

606/487-3063

[brenda.young@kctcs.edu](mailto:brenda.young@kctcs.edu)

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

*March 4, 2015*

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

HCTC employees who submitted a HelpDesk Ticket in the Fall 2014 term were asked to respond to a 7-question Technician survey. A copy of the survey instrument is attached to this report. Five questions asked for a level of agreement and two questions were open-ended. The survey was conducted throughout the Fall term and a total of 625 responses were received for Fall 2014 compared to 264 responses received in Spring 2014, 518 responses received in Fall 2013, 156 responses received in Spring 2013, 25 responses received in Fall 2012, 117 responses received for Spring 2012, 33 responses received for Spring 2011, 174 responses received for Fall 2010, and 54 responses received in Spring 2010 (the survey was not administered in Fall 2011).

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 questions. Please see the following summary, comments related to improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY

Overall, nearly 100% of employees who responded to the survey are satisfied with the services provided by the technician. Many positive comments were received about the technicians.

COMMENTS RELATED TO IMPROVEMENT

Include a brief statement of how the issue was resolved in the HelpDesk Ticket resolution email.

**TECHNOLOGY SOLUTIONS EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY – FALL 2014**  
**SUMMARY TABLE**

Survey Item	USED SERVICES		USED SERVICES		USED SERVICES		NOT APPLICABLE	
	SATISFIED		DISSATISFIED		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
1. The technician was friendly and courteous.	623	99.6%	2	0.4%	625	99.7%	0	0%
2. The technician resolved the problem to my satisfaction.	618	98.9%	7	1.1%	625	98.9%	0	0%
3. The technician provided an alternate solution.	300	48.0%	3	0.5%	303	99.0%	322	51.5%
4. The technician followed up with me on any remaining issues.	406	65.0%	1	0.2%	407	99.8%	218	34.9%
5. Overall, I am satisfied with the service I received.	619	99.1%	6	1.0%	625	99.1%	0	0%

Legend:

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

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

## CODEBOOK FOR RAW DATA

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