



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC TECHNOLOGY SOLUTIONS
EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY
RESULTS SUMMARY – FALL 2010**

January 30, 2011

**HCTC TECHNOLOGY SOLUTIONS
EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY
RESULTS SUMMARY – FALL 2010**

HCTC employees who submitted a HelpDesk Ticket in the Fall 2010 term were contacted by a member of the Technology Solutions staff and 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 term and a total of 174 responses were collected.

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 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 technician. It is recommended that the Technology Solutions staff continue to administer this survey and collect the data at the end of each term.

HCTC TECHNOLOGY SOLUTIONS EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY – FALL 2010
SUMMARY TABLE

Survey Item	USED SERVICES		USED SERVICES		USED SERVICES		NOT USED SERVICES	
	SATISFIED		DISSATISFIED		Number	Percent Satisfied	Number	Percent
	Number	Percent	Number	Percent				
1. The technician was friendly and courteous.	174	100.0	0	0.0	174	100.0	0	0.0
2. The technician resolved the problem to my satisfaction.	174	100.0	0	0.0	174	100.0	0	0.0
3. The technician provided an alternate solution.	174	100.0	0	0.0	174	100.0	0	0.0
4. The technician followed up with me on any remaining issues.	174	100.0	0	0.0	174	100.0	0	0.0
5. Overall, I am satisfied with the service I received.	174	100.0	0	0.0	174	100.0	0	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