

# HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

*Design Your Future*

## **OFFICE OF INSTITUTIONAL RESEARCH**

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**HCTC TECHNOLOGY SOLUTIONS**

**EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY**

**RESULTS SUMMARY – SPRING 2010**

***July 24, 2010***

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

HCTC employees who submitted a HelpDesk Ticket in the Spring 2010 term were contacted by a member of the Technology Solutions staff and asked to respond to a new 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 May 5-June 30, 2010. A total of 54 responses were collected for the survey during the time period.

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**

This was the first semester an employee satisfaction with technician survey had been administered to HCTC employees. 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 – SPRING 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.	54	100.0%	0	0.0%	54	100.0%	0	0.0%
2. The technician resolved the problem to my satisfaction.	54	100.0%	0	0.0%	54	100.0%	0	0.0%
3. The technician provided an alternate solution.	49	90.8%	0	0.0%	49	100.0%	5	9.3%
4. The technician followed up with me on any remaining issues.	52	96.3%	0	0.0%	52	100.0%	2	3.7%
5. Overall, I am satisfied with the service I received.	52	100.0%	0	0.0%	52	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; Not Applicable = 5