



Hazard Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

Breathitt Life Skills Center

1127 Main Street, Room 104

Jackson, Kentucky 41339

606/487-3503

lois.puffer@kctcs.edu

Anna Lois Puffer, Coordinator

**HCTC TECHNOLOGY SOLUTIONS
EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY
RESULTS SUMMARY – SPRING 2011**

June 22, 2011

**HCTC TECHNOLOGY SOLUTIONS
EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY
RESULTS SUMMARY – SPRING 2011**

Some HCTC employees who submitted a HelpDesk Ticket in the Spring 2011 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 spring term and a total of 33 responses were collected compared to 174 responses collected for Fall 2010.

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, employees who were surveyed are satisfied with the services provided by the technician. A significant number of fewer responses were collected for this spring term's survey. It is recommended that the Technology Solutions unit determine a better way to administer the survey which was devised to gather feedback regarding the work completed per HelpDesk tickets submitted by employees.

COMMENTS RELATED TO IMPROVEMENT

Don't leave customer hanging
Follow-up on pending jobs ASAP
Need personal feedback from technician

HCTC TECHNOLOGY SOLUTIONS EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY – SPRING 2011
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.	33	100%	0	0.0%	33	100%	0	0.0%
2. The technician resolved the problem to my satisfaction.	30	91.0%	3	9.0%	33	90.9%	0	0.0%
3. The technician provided an alternate solution.	15	45.5%	2	6.1%	17	88.2%	16	48.5%
4. The technician followed up with me on any remaining issues.	19	57.5%	0	0.0%	19	100%	14	42.4%
5. Overall, I am satisfied with the service I received.	33	100%	0	0.0%	33	100%	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