

HCTC

HAZARD COMMUNITY AND TECHNICAL COLLEGE

Design Your Future

OFFICE OF INSTITUTIONAL RESEARCH

Lees College Campus of HCTC

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HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY RESULTS SUMMARY

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HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY RESULTS SUMMARY

HCTC employees were asked to express their satisfaction with the services of the Technology Solutions unit, which includes the Office of Institutional Research. 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, while another four questions were specifically about the Office of Institutional Research. The final question requested suggestions for improvement. A copy of the survey instrument is attached to this report. The survey was sent to employees on November 10 and was closed on Friday, November 20.

A total of 109 HCTC employees responded to the survey. 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 common themes relative to improvements. A summary statement concludes this report. The final page of this document provides the codebook for the raw data.

4. personnel are friendly and supportive:

Strongly Agree / Agree = 90.8% for 99 respondents
Disagree / Strongly Disagree = 7.3% for 8 respondents
No Opinion = 1.8% for 2 respondents

5. demonstrated success toward integration of technology into classroom areas:

Strongly Agree / Agree = 76.2% for 83 respondents
Disagree / Strongly Disagree = 15.6% for 17 respondents
No Opinion = 8.3% for 9 respondents

6. received IT security training which provided knowledge regarding confidentiality and integrity of information:

Strongly Agree / Agree = 94.5% for 103 respondents
Disagree / Strongly Disagree = 3.7% for 4 respondents
No Opinion = 1.8% for 2 respondents

7. HelpDesk process produces efficient and effective technical support:

Strongly Agree / Agree = 76.2% for 83 respondents
Disagree / Strongly Disagree = 15.6% for 17 respondents
No Opinion = 8.3% for 9 respondents

8. support for labs, computers, and Internet connections for students:

Strongly Agree / Agree = 79.8% for 87 respondents
Disagree / Strongly Disagree = 12.9% for 14 respondents
No Opinion = 7.3% for 8 respondents

9. professional development workshops are relevant and valuable:

Strongly Agree / Agree = 80.7% for 88 respondents
Disagree / Strongly Disagree = 11.0% for 12 respondents
No Opinion = 8.3% for 9 respondents

10. proactive in communicating IT procedures:

Strongly Agree / Agree = 72.4% for 79 respondents
Disagree / Strongly Disagree = 18.4% for 20 respondents
No Opinion = 9.2% for 10 respondents

11. requested institutional data from IR, provided assistance in:

12-72 hrs = 46.8% for 51 respondents
Less than or more than one week = 8.3% for 9 respondents
Not Requested Assistance = 45.0% for 49 respondents

12. requested assistance with survey from IR, provided assistance in:

12-72 hrs = 38.6% for 42 respondents
Less than or more than one week = 6.5% for 7 respondents
Not Requested Assistance = 55.0% for 60 respondents

13. called or emailed IR with question or concern, given satisfactory response:

Strongly Agree / Agree = 64.2% for 70 respondents
Disagree / Strongly Disagree = 2.7% for 3 respondents
No Opinion = 33.0% for 36 respondents

14. IR seeks opportunities to improve collection, management, and quality of HCTC data:

Strongly Agree / Agree = 73.4% for 80 respondents
Disagree / Strongly Disagree = 2.7% for 3 respondents
No Opinion = 23.9% for 26 respondents

15. Themes Relative to Improvements (see theme summary tab on raw data file)

Faculty Assistance
HelpDesk
Computer Labs
Institutional Research
Professional Development
Understaffed

SUMMARY

The majority of the respondents were from the Hazard Campus (56.9%). The majority of the respondents were faculty (50.5%). The majority of the respondents have been employed at HCTC for more than 10 years (63.3%). Thirty-two percent of respondents provided comments relative to improvement.

Relative to the Information Technology questions, the majority scored two questions in the ninety percentile range: 90.8% agreed that the Technology Solutions personnel were friendly and supportive, and 94.5% agreed that IT security training had provided them with knowledge regarding confidentiality and integrity of information.

Eighty percent of the respondents agreed that the professional development workshops offered were relevant and valuable for their position.

The majority scored four questions in the seventy percentile range:

- 76.2% agreed that Technology Solutions had demonstrated success toward the integration of technology in classroom areas;
- 76.2% agreed that the HelpDesk produces efficient and effective technical support;
- 79.8% agreed that Technology Solutions provides support for labs, computers, and Internet connections for students; and
- 72.4% agreed that Technology Solutions was proactive in communicating IT procedures.

It is important to note that for each of these four questions, 7-9 percent of respondents provided No Opinion which suggests that they perhaps did not have enough information to agree or disagree. The Technology Solutions unit should develop strategies/action plan to better communicate information in these four areas.

Many respondents had not used the services of the Office of Institutional Research (IR) and could not provide an opinion.

- Of those who had requested data, 46.8% responded that their request had been completed within 12-72 hours compared to the 55% who had not requested institutional data.
- Of those who had requested survey assistance, 38.6% responded that their request had been completed within 12-72 hours compared to the 45% who had not requested assistance with a survey.
- Of those who had called or emailed IR, 64.2% agreed that they were given a satisfactory response to their question or concern compared to the 33% who could provide No Opinion (which suggests that they had not emailed or called the IR office for assistance).
- Of greatest importance is that 73.4% of the respondents agreed that the Office of Institutional Research seeks opportunities to improve the collection, management, and quality of HCTC data compared to the 23.9% who could provide No Opinion. The Office of Institutional Research should provide a summary to employees of the steps taken since July 1, 2008, toward improvement.

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

Timeframe: 12-24 hours = 1; 36-72 hours = 2; less than a week = 3; more than a week = 4; not requested assistance = 5