



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

March 14, 2011

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

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 one question concerned 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 March 1 and was closed on March 11, 2011.

A total of 75 HCTC employees responded to the survey out of 263 college employees for a 28.5% response rate. 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 suggested improvement areas. The final page of this document provides the codebook for the raw data.

SUMMARY

The majority of the respondents were from the Hazard Campus (66%). The majority of the respondents were faculty (35%). The majority of the respondents have been employed at HCTC for more than 10 years (58%). Forty-one percent of respondents provided comments relative to improvement.

Relative to the Information Technology questions, the majority scored two questions in the ninety percentile range: 94% Strongly Agreed/Agreed that the Technology Solutions personnel were friendly and supportive, and 97% Strongly Agreed/Agreed that IT security training had provided them with knowledge regarding confidentiality and integrity of information.

The majority of survey responders scored four questions in the eighty percentile range: 87% Strongly Agreed/Agreed that the Technology Solutions unit has demonstrated success toward integration of technology into classroom areas and that Tech Solutions provides support for labs, computers, and Internet connections for students and that professional development workshops offered by Tech Solutions personnel are relevant and valuable for my position at HCTC.

Seventy-four percent of respondents Strongly Agreed/Agreed that the HelpDesk process produces efficient and effective technical support that meets my needs. It is recommended that the Technology Solutions unit completely evaluate the HelpDesk process, as this continues to be an area of concern for employees each year.

It is important to note that for all of these questions, respondents chose “No Opinion” which suggests that they perhaps did not have enough information to agree or disagree.

Since the Office of Institutional Research offers a point-of-service survey to employees who request data or survey assistance, there is only one question related to Institutional Research on this survey. Eighty-six percent of respondents Strongly Agreed/Agreed that the Office of Institutional Research seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC. It is recommended that the Office of Institutional Research provide a monthly update in the *HCTC Update* newsletter which describes the efforts of this office.

Suggested Improvement Areas

Issues with computer labs at Knott County

Concerns about HelpDesk (functionality, response time, etc.)

Concerns about personnel (visibility, availability, customer service, effectiveness, etc.)

Concerns about Institutional Research (communication)

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 2011

SUMMARY TABLE

| Survey Item | SATISFIED | | DISSATISFIED | | OFFERED OPINION | | NO OPINION | |
|---|-----------|---------|--------------|---------|-----------------|-------------------|------------|---------|
| | Number | Percent | Number | Percent | Number | Percent Satisfied | Number | Percent |
| 4. The personnel in Tech Solutions are friendly and supportive. | 68 | 91% | 6 | 8% | 72 | 94% | 1 | 1% |
| 5. The Tech Solutions unit has demonstrated success toward integration of technology into classroom areas. | 56 | 75% | 8 | 10% | 64 | 87% | 11 | 15% |
| 6. I received IT security training which provided me with knowledge regarding confidentiality and integrity of information. | 71 | 95% | 2 | 2.5% | 73 | 97% | 2 | 2.5% |
| 7. The HelpDesk process produces efficient and effective technical support that meets my needs. | 55 | 74% | 19 | 25% | 74 | 74% | 1 | 1% |
| 8. Tech Solutions provides support for labs, computers, and Internet connections for students. | 54 | 72% | 8 | 11% | 62 | 87% | 13 | 17% |
| 9. The professional development workshops offered by Tech Solutions personnel are relevant and valuable for my position at HCTC. | 60 | 80% | 9 | 12% | 69 | 87% | 6 | 8% |
| 10. Tech Solutions is proactive in communicating IT procedures that support the learning college concept. | 53 | 71% | 12 | 16% | 65 | 81% | 10 | 13% |
| 11. The Office of Institutional Research seeks opportunities to improve the collection, management, and quality of data pertaining to HCTC. | 58 | 77% | 9 | 12% | 67 | 86% | 8 | 11% |

Legend:

Satisfied = combined total and percentage for Strongly Agree and Agree

Dissatisfied = combined total and percentage for Disagree and Strongly Disagree

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