



Hazard

Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS
SURVEY RESULTS SUMMARY – SPRING 2012**

February 2, 2012

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY RESULTS SUMMARY – SPRING 2012

HCTC employees were asked to express their satisfaction with the services of the Technology Solutions unit. 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. 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 January 18 and was closed on February 2, 2012.

A total of 77 HCTC employees responded to the survey out of 262 college employees for a 29.3% response rate compared to 75 responses received in Spring 2011 (28.3%). 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 (65%). The majority of the respondents were faculty (37%). The majority of the respondents have been employed at HCTC for more than 10 years (53%). Thirty-four percent of respondents provided comments relative to improvement.

All seven of the survey items scored a satisfaction level of 90 percent or higher.

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

Suggested Improvement Areas

First Federal Center needs an open computer lab for student use

Adjust the number of emails received by the original sender for each HelpDesk ticket filed

Conduct regular professional development sessions annually (“planned, developed, communicated”)

HCTC EMPLOYEE SATISFACTION WITH TECHNOLOGY SOLUTIONS SURVEY – SPRING 2012

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.	75	97.4%	0	0.0%	75	100.0%	2	2.6%
5. The Tech Solutions unit has demonstrated success toward integration of technology into classroom areas.	66	85.8%	2	1.3%	68	97.0%	9	11.7%
6. I received IT security training which provided me with knowledge regarding confidentiality and integrity of information.	74	96.1%	1	1.3%	75	98.6%	2	2.6%
7. The HelpDesk process produces efficient and effective technical support that meets my needs.	71	92.3%	4	5.2%	75	94.6%	2	2.6%
8. Tech Solutions provides support for labs, computers, and Internet connections for students.	65	84.5%	2	2.6%	67	97.0%	10	13.0%
9. The professional development workshops offered by Tech Solutions personnel are relevant and valuable for my position at HCTC.	66	80.6%	5	6.5%	71	91.5%	10	13.0%
10. Tech Solutions is proactive in communicating IT procedures that support the learning college concept.	64	83.2%	7	9.1%	71	90.1%	6	7.8%

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