



Community & Technical College

OFFICE OF INSTITUTIONAL RESEARCH

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**HCTC TECHNOLOGY SOLUTIONS
EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY
RESULTS SUMMARY – SPRING 2013**

July 1, 2013

**HCTC TECHNOLOGY SOLUTIONS
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RESULTS SUMMARY – SPRING 2013**

HCTC employees who submitted a HelpDesk Ticket in the Spring 2013 term were 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 156 responses were received compared to 25 responses received in Fall 2012, 117 responses received for Spring 2012, 33 responses received for Spring 2011, 174 responses received for Fall 2010, and 54 responses received in Spring 2010 (the survey was not administered in Fall 2011).

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 statement, comments related to improvement, and summary table. The final page of this document provides the codebook for the raw data.

SUMMARY STATEMENT

Overall, nearly 100% of employees who responded to the survey are satisfied with the services provided by the technician. Many positive comments were received about the technicians.

The reason for the major increase in responses to this survey is because the survey link was placed at the very top of the HelpDesk resolution email instead of at the bottom of the email.

COMMENTS RELATED TO IMPROVEMENT

none

HCTC TECHNOLOGY SOLUTIONS EMPLOYEE SATISFACTION WITH TECHNICIAN SURVEY – SPRING 2013
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.	156	100%	0	0%	156	100%	0	0%
2. The technician resolved the problem to my satisfaction.	155	99.4%	1	0.6%	156	99.4%	0	0%
3. The technician provided an alternate solution.	73	46.8%	0	0%	73	100%	83	53.2%
4. The technician followed up with me on any remaining issues.	101	64.7%	0	0%	101	100%	55	35.3%
5. Overall, I am satisfied with the service I received.	156	100%	0	0%	156	100%	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