Staff Satisfaction with Services Survey

Dear Staff Member,

We hope that you will take a few minutes to complete this survey. As HCT continues to develop, we welcome your feedback about services offered by HCT and your participation in social and professional development activities. Completing this survey will help us enhance support available to you. Your responses will remain confidential. Thank you in advance for your time and effort.

Please select your employment category:

○ Faculty (Academic Staff)

○ Administrative Staff (Non-Academic)

PART 1. GENERAL

Please rate your satisfaction level with the attributes listed below, where "Very dissatisfied" means "0%" satisfaction and "Very satisfied" means "100%" satisfaction. Choose "Not applicable" if you don't have any experience with a particular area. "Not applicable" option is excluded from calculating an overall satisfaction level. Each of the questions requires choosing one of the response options.

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfie	Not ed applicable
(1) Your participation in social activities						
(2) Professional development programs						
(3) Staff professional development policy						
(4) Promotion policy						
(5) Your line manager						
(6) Working environment						
(7) e-Services provided by HCT (Employee self-service on HCT portal including leave request, employee performance appraisal, accessing payroll information, etc.)						
(8) Help desk services						
(9) HCT academic policies						
(10) Research and scholarship support [Faculty]						
(11) Current teaching load/faculty workload [Faculty]						

PART 2. LEARNING RESOURCE CENTRE (LIBRARY)

Please determine how often you visit the library and use online library resources.

1. I visit my library
O At least once a day
• At least once a week
• At least once a month
O At least once a semester
O Never
2. I use the library's online resources
2. I use the library's online resourcesO At least once a day
•
O At least once a day
At least once a dayAt least once a week
At least once a dayAt least once a weekAt least once a month

Please rate your satisfaction level with the attributes related to the library services listed below, where "Very dissatisfied" means "0%" satisfaction and "Very satisfied" means "100%" satisfaction. Choose "Not applicable" if you don't use the service. "Not applicable" option is excluded from calculating an overall satisfaction level. Each of the questions requires choosing one of the response options.

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Not applicable
(1) Helpfulness of library staff						
(2) Library orientation offered to me						
(3) Resources available on library shelves (e.g. books, journals, DVDs)						
(4) Online resources available (e.g. e-journals, e-books, databases).						
(5) In-person library services (e.g. loans, advice)						
(6) Online library services (e.g. loans, renewals)						
(7) Places in the library (e.g. studying areas, computer areas)						
(8) Library working hours						
(9) Overall satisfaction with Library services						

PART 3. IT SUPPORT and SERVICES

Please rate your satisfaction level with the attributes related to the IT Support and Services listed below, where "Very dissatisfied" means "0%" satisfaction and "Very satisfied" means "100%" satisfaction. Choose "Not applicable" if you don't use the service. "Not applicable" option is excluded from calculating an overall satisfaction level. Each of the questions requires choosing one of the response options.

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Not applicable
(1) Helpfulness of IT staff						
(2) Timeliness of IT support						
(3) Wi-Fi connectivity						
(4) On-site access to HCT/Portal applications (e.g. SharePoint, Blackboard, Library, Gradebook, Attendance)						
(5) Off-campus access to HCT/Portal applications (e.g. SharePoint, Blackboard, Library, email)						
(6) HCT email system (e.g. speed, reliability, mailbox size)						
(7) Classroom technology (e.g. computer, projector, smartboard) [Faculty]						
(8) Overall satisfaction with IT Support and Services						

PART 4. EDUCATIONAL TECHNOLOGY SERVICES

Do you use Educational Technology Services at your campus?

O Yes O No

Please rate your satisfaction level with the attributes related to the Educational Technology Services listed below, where "Very dissatisfied" means "0%" satisfaction and "Very satisfied" means "100%" satisfaction. Choose "Not applicable" if you don't use the service. "Not applicable" option is excluded from calculating an overall satisfaction level. Each of the questions requires choosing one of the response options.						
	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Not applicable
(1) Helpfulness of the Educational Technology staff						
(2) Timeliness of support received						
(3) The updates provided on existing and/or new technologies						
(4) Educational Technology resources provided to support my blended learning objectives						
(5) Training materials (e.g. videos, handouts, websites) developed by the Educational Technology department						
(6) Overall satisfaction with Educational Technology Services						

PART 5. FACILITIES and FACILITY SERVICES

Please rate your satisfaction level with the attributes related to the Facilities and Facility Services listed below, where "Very dissatisfied" means "0%" satisfaction and "Very satisfied" means "100%" satisfaction. Choose "Not applicable" if you don't use the service. Not applicable option is excluded from calculating an overall satisfaction level. Each of the questions requires choosing one of the response options.

	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Not applicable
(1) Helpfulness of the facility staff						
(2) Quality of classrooms						
(3) Faculty and staff area(s)						
(4) Prayer areas						
(5) Sports and fitness facilities						
(6) Food outlets (e.g. cafeteria, coffee shops)						
(7) Cleanliness (e.g. classrooms, corridors, washrooms, common areas)						
(8) Directional signage						
(9) Safety and security						
(10) Overall satisfaction with						

PART 6. COMMENTS/SUGGESTIONS

Please provide comments/suggestions to improve services provided at HCT

1.	Professional Development
2.	Research and Scholarship Activities [Faculty]
3.	Learning Resource Centre (Library)
4.	IT Support and Services
5.	Educational Technology Services [If yes to Part 4]
6.	Facilities and Facility Services