



Higher College of Technology



Strategic Plan Online Survey
Staff Satisfaction Survey
Applied Science Department
 2nd Semester, AY: 2013 - 2014

Number of Respondents	549
Number of Target Respondents	896
Percentage of Respondents	61.27%
Respondents	Responses Percentage
Applied Science	61 11.11%
Business	46 8.38%
ELC	95 17.30%
Engineering	81 14.75%
Fashion Design	3 0.55%
Information Technology	65 11.84%
Pharmacy	4 0.73%
Photography	2 0.36%
Dean's Office	1 0.18%
Educational Technology Center	29 5.28%
Academic Affairs	1 0.18%
Human Resource	3 0.55%
Student Affairs	14 2.55%
Maintenance	1 0.18%
Finance	2 0.36%
Others	141 25.68%

Students and staff Satisfaction Surveys

Achieved %	Description	Rating	Rating Description:
90-100%	Excellent	4.5-5.0	Fully satisfied.
80-89%	Very Good	4.0-4.49	Highly satisfied.
70-79%	Good	3.5-3.99	Just Satisfied.
55-69%	Requires Improvement	2.75-3.49	Slightly satisfied.
≤ 54%	Poor	1.00-2.74	Not satisfied.

Overall Subscale Average	3.38
Questions	
A. Staff Induction	
1. The College has an established staff induction program	3.41
2. I was properly introduced to the College services and facilities	3.41
3. The induction program provided me with sufficient information about my rights and obligations as a College member of staff	3.25
4. The induction program allowed me to quickly settle in to the College working environment	3.38
5. The induction program pointed out where I could get important information when the need arises	3.33

6. The Department/Centre has an established staff induction program	3.41
B. Dissemination of Information	3.83
7. I am made aware of the HCT bylaws and Policies	3.76
8. The HCT bylaws, policies and regulations are easy to access	3.89
9. The HCT policies are clear and easy to follow.	3.75
10. I am updated on any college policies and regulations	3.93
C. Staff Affairs	3.40
11. HCT encourages the College values (professionalism, tolerance, teamwork, integrity, creativity, innovation, communication, flexibility)	3.71
12. HCT promotes a culture of community engagement among its staff	3.56
13. HCT effectively deals with staff grievances, complaints and suggestions	3.39
14. The current promotion and incentives scheme is satisfactory.	2.95
D. Registration System	3.58
15. The College online registration system is easy to use	3.76
16. The College free access labs provide fast internet service during registration	3.43
17. Registration problems are addressed within reasonable time.	3.55
E. Library and Self-Access Center (SAC) Services	3.81
E.1 Library/SAC Working Hours & Service	3.97
18. The library/SAC working hours are convenient to me	3.94
19. Library/SAC staff are helpful when required	4.00
E.2 Library/SAC Computerized System	3.70
20. Book search system at the library/SAC is effective and up-to-date.	3.73
21. Online reservation and renewal of items system is available and functioning properly.	3.67
E.3 Quality and Quantity of Educational and Reference Materials	3.77
22. The educational and reference materials in the library/SAC are of good quality	3.84
23. The library/SAC holds sufficient quantities of required materials (books, journals, magazines, etc.).	3.70
F. Educational Technology Infrastructure & Technical Support	3.72
F.1 Educational Technology Infrastructure	3.55
24. Computer network in HCT is easy to access.	3.80
25. The speed of the internet connection is fast.	3.44
26. Computer equipment and facilities are adequate	3.30
27. HCT provides adequate office equipment (PCs, Printers, scanners, etc.)	3.13
28. I am satisfied with the services provided by the E-Learning portal	3.81
29. HCT e-mail exchange system is very reliable.	3.80
F.2 Technical Support Services	3.89
30. Helpdesk is very efficient and helpful	4.08
31. Printing services are satisfactory.	3.86
32. The staff in the Free Access Labs is efficient and available.	3.72
G. Catering, Health & Safety, and Financial Services	3.21
G.1 Catering Services	2.84
33. HCT has enough canteens to serve the staff	3.00
34. HCT canteens serve a variety of foods.	2.53
35. HCT canteen food prices are reasonable	3.14

36. HCT canteen personnel are fit to serve and handle food	2.91
37. HCT canteens serve healthy foods.	2.62
G.2 Health & Safety	3.38
38. HCT facilities are clean.	3.25
39. HCT facilities have proper ventilation.	3.31
40. HCT restrooms are always hygienic.	3.07
41. Drinking water provided by the college is clean	3.15
42. Proper health and safety precautions are taken in laboratories and workshops.	3.89
43. Healthcare services can accommodate basic staff needs at HCT.	3.45
44. HCT staff is provided with a safe working environment.	3.53
G.3 Financial Planning and Management	3.42
45. The Finance Department provides efficient financial services to staff.	3.43
46. HCT finance personnel are approachable and helpful.	3.62
47. The financial planning and management system in the college is transparent and clear.	3.21
H. Staff Social and Recreational Services/Facilities	2.48
48. The services provided allow me to relax and refresh during my free time	2.65
49. Social and recreational facilities are sufficient in the College.	2.30
I. College Teaching/Training Facilities and Equipment and their Maintenance	3.29
I.1 Adequacy of Space, Machinery and Upgrading in Classrooms, Workshops and Labs	3.10
50. The classrooms are spacious and well-equipped with the necessary educational equipment.	3.07
51. HCT has a sufficient number of classrooms to accommodate its programs.	2.68
52. HCT has well-equipped workshops and labs.	3.32
53. Machines and equipment in classrooms, workshops and labs are upgraded regularly.	3.32
I.2 Maintenance of Teaching/Training Facilities and Equipment	3.48
54. Classrooms and their equipment are maintained properly by the College	3.31
55. Workshops and labs and their equipment are properly maintained by the College.	3.47
56. Other educational facilities such as lecture theatres and the library are always properly maintained.	3.66
J. Training Programs	3.09
57. The staff development programs meet a lot of my professional needs as identified by the staff appraisal system	3.31
58. The training given to me to carry applied research was sufficient and useful.	2.98
59. I was provided with opportunities for development and training.	2.98
Overall Subscale Average	3.38
60. Is there anything else you would like to tell us about your level of satisfaction with any of the facilities/services mentioned above?	
The college has no facilities for physical fitness of staff. There is no staff development program. Canteen services are below par in terms of food variety and food quality.	
HCT should adopt the culture of a university rather than a culture of a high school.	

القاعات الدراسية والمختبرات والمرافق في المبنى القديم للكلية (العلوم التطبيقية) غير مناسبة وغير صحية.
Schedule of Laboratory Classes must have at least 1 hour gap between lab schedules to give technicians ample time to clear-out and set-up materials for the next laboratory class.
1. I really am not so sure about staff induction or maybe I totally forgot about it. 2. Additional classrooms and laboratories are needed to accomodate the increasing population in HCT. 3. online registration is effcent but needs to have a more concrete and solid timetabling system or program perhaps?
If staffs are allowed to attend national and international conference/work shop, it will help them in developing academic activities.
* Improve Health & Safety in classrooms * Drinking water is not clean * Toilets are not clean * Canteen is not clean. * Not suficent Parking space & No parking lables stick on car. * Evning time maintanance staf must present after 5 pm (1-A.C Tech, 1-Elecrtitian, 1- Plumber) * Maintanace work request must make online. * So many "Dogs" @ Caravan's.
none
There is still a lot of room to improve on certain areas, facilities and amenities-wise, etc. Dissatisfaction on remuneration packages offered by agencies to staff remains unsolved. All promises and no action.
Some of the classes without pc and projectors. Lecturers teaching till 8pm are not able to have tea after 4pm as canteens are closed.Canteen does not provide healthy food.
NA
To replace the caravans with proper class rooms that satisfy the safety standards.
we have very poor health and safety measures in the lab and in the offices and class rooms class rooms are not equipped, we have to take our laptop and LCD the canteen is so dirty and even the food I have never been given any training since I worked in this college overall satisfaction is (BAD)
No. thanx
Develop research environment for the lecturers and the students Improve the ventilation system in offices, class rooms and labs Reward the competent lecturers

