# ctcLink Survey Results Executive Team Summary

EXECUTIVE SUMMARY

The purpose of the ctcLink survey is to understand user needs and identify opportunities for improvement. In July 2022, 146 responded: 41% classified staff, 26% Exempt staff, and 25% faculty, 5% hourly. Respondents were actual users of ctcLink (52% reported using ctclink multiple times a day; 77% reported several times per week or more). Results show that individuals are adapting to ctcLink, but they perceive that other areas are not. Users look to local colleagues for support more than other resources. Some users articulate concern about support and want clear, relevant, and timely responses.

OPPORTUNITIES TO IMPROVE

I. Individuals are adapting to ctcLink, but they perceive other areas are not.

3% **11%** **86%**
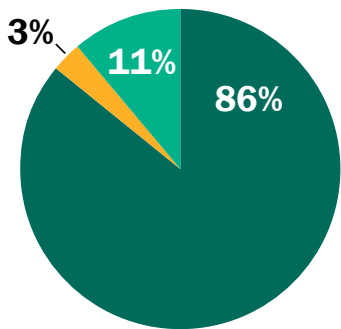
86% are *"Fairly Comfortable"* *"Comfortable"* or *"Very comfortable"*

3% are *"Discouraged"*

11% unknown

Proposed Actions/Strategies to Success:
- Address perception that the College is struggling.
- Further explore why people perceive the college by conducting a focus group.
- Seek feedback from campus.

II. Users look to colleagues for support more than other resources.

71% work within their own department or with colleagues in other departments to address their issues (QQ7, Q10-12)

32% need to know who to ask for answers

14% need access to a person or resource for help

Proposed Actions/Strategies to Success:
- Leverage the learning/trust happening in local departments among colleagues.
- Raise awareness of who can answer and how to access them.
- Raise awareness of other support options.
- Seek feedback from campus.

III. Some users articulate concern about support and want clear, relevant, and timely responses.

13% said they felt *"Not Supported"*

10% highlighted feeling unclear or confused

10% identified lack of resolution to their issues as problematic

Proposed Actions/Strategies to Success:
- Improve support with a Support Network of analysts.
- Centralize support in the ticketing system.
- Ensure that answers from analysts and other support resources are clear and timely.
- Provide a clear path for escalation of unresolved concerns.
- Increase training options by hiring a dedicated trainer
- Set reasonable expectations about how to get help, what response time will look like, and what the help will entail.