



District Services

College Employee Satisfaction Survey Results

Table of Contents

A. Executive Summary	1
B. Respondent profile	2
C. Campus Culture Strategic Priorities Identification	3
D. Priorities	5
E. Involvement in Planning	6
F. Work Environment Strategic Priorities Identification.....	7
Appendix 1: Response Numeric Values	9
Importance Questions	9
Satisfaction Questions	9
Involvement Questions	9

A. Executive Summary

Although people enjoy the work they do and see it as valuable, a clearly communicated plan that is tied to a broadly developed mission could help to increase sense of purpose and improve employee morale.

Collegially develop a shared sense of purpose. From a cultural point of view it is important to ensure that a clear sense of purpose is agreed upon and communicated. This may be achieved through the development of institutional as well as departmental mission statements. Development should include all major stakeholders.

Use a shared sense of purpose as a primer for planning A thoughtful and committed mission statement (be it institutional or departmental) can be used as a starting point to derive goals and objectives as well as more time-bound priorities.

Resource availability appears to be a definite issue. Use of strategic planning artifacts can help to define priorities. Priorities should be developed with a firm understanding of current capacity and resource availability.

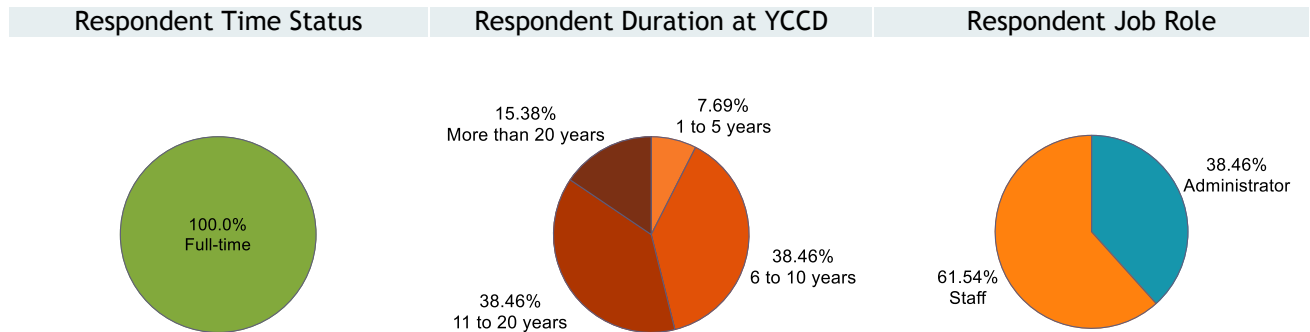
Focus priorities. Planning should focus on those priorities that improve the quality of existing programs and student experience rather than those that add new initiatives or student populations.

Involve more stakeholders in planning. Planning and prioritization should look to include the voices of staff, students and the community more. There is the perception that planning involvement is centered at the top of the institution.

B. Respondent profile

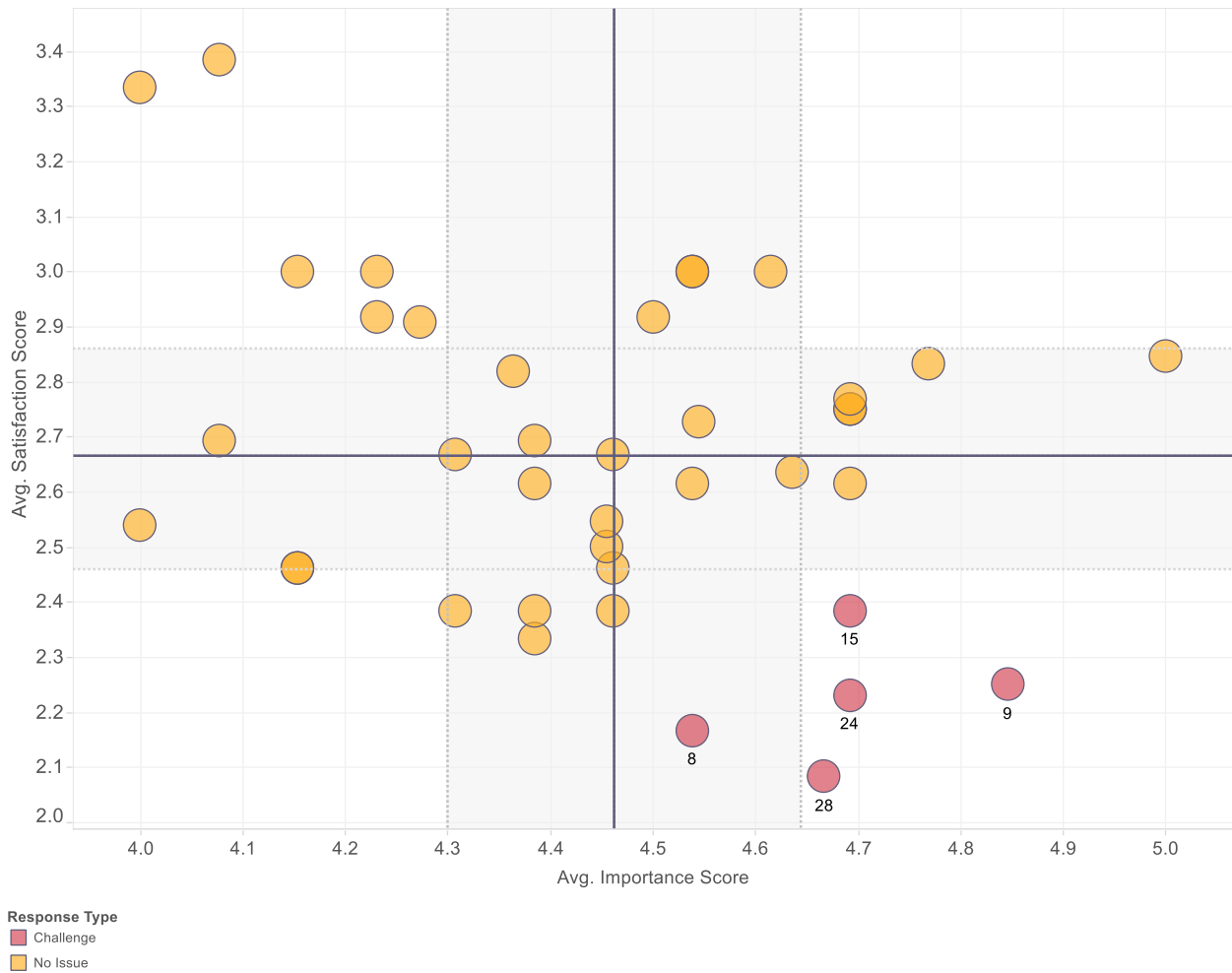
Every respondent from District Services was full-time. The vast majority of respondents had been at the institution for over 6 years, with over one third being in the 11 to 20 year category. Staff respondents were in the majority.

Overall there were 13 valid responses.



C. Campus Culture Strategic Priorities Identification

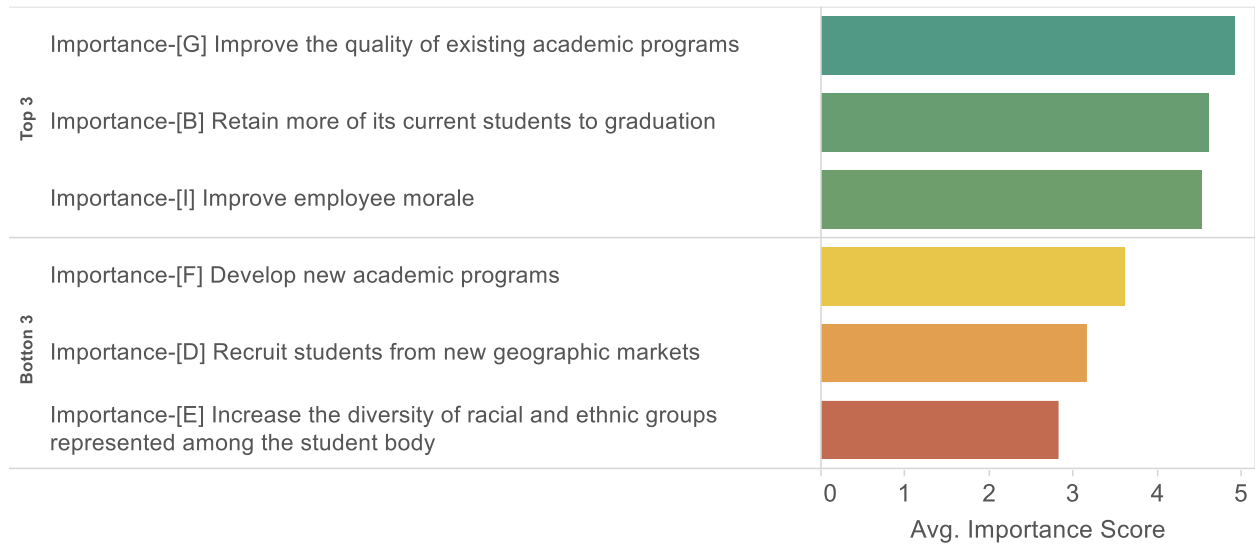
With regards to campus culture no obvious strengths emerged from respondents, this is likely due to the small sample size. 5 specific challenges were identified. The largest challenge appeared to be related to the institution having a clear sense of purpose. Other challenges related to planning, communication, community relations and process for new employees.



			Avg. Importance Score	Avg. Satisfaction Score
Challenge	8	This institution plans carefully	4.5	2.2
	9	The leadership of this institution has a clear sense of purpose	4.8	2.3
	15	There are effective lines of communication between departments	4.7	2.4
	24	This institution is well-respected in the community	4.7	2.2
	28	This institution consistently follows clear processes for orienting and training new employees	4.7	2.1

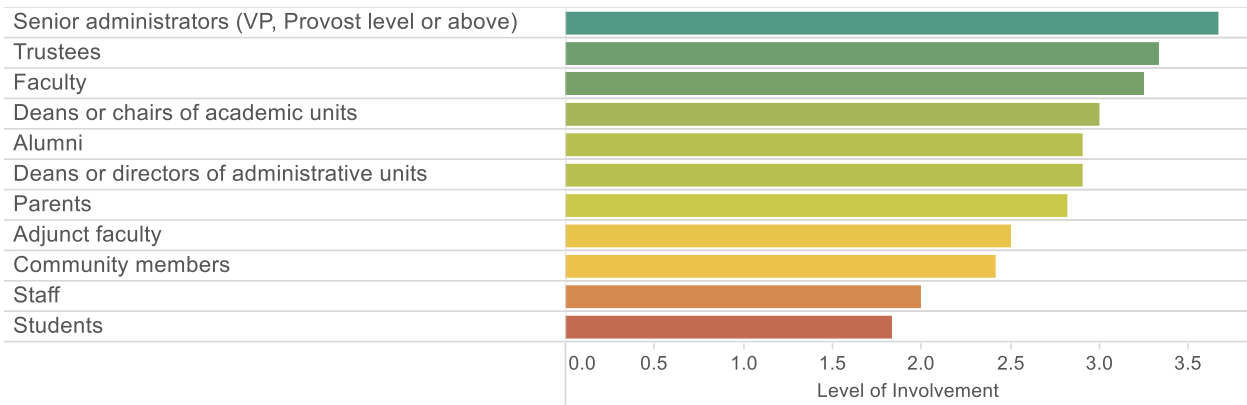
D. Priorities

The top 3 and bottom 3 priorities are identified below based on average importance score.



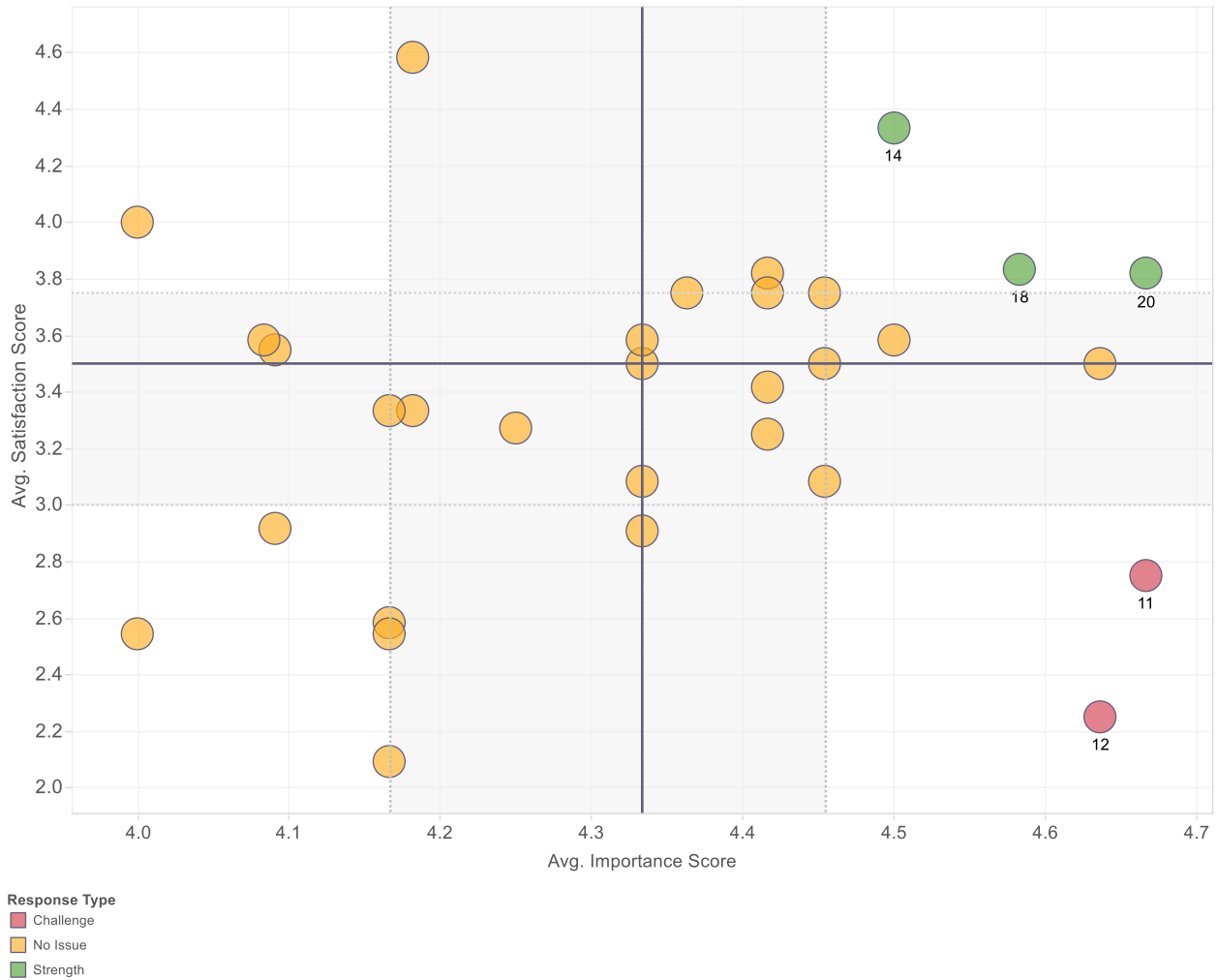
E. Involvement in Planning

The chart below shows which stakeholders are perceived to have the most involvement in planning. The range goes from scores above 3.5 which approaches more than enough involvement to less than 2 which signifies not quite enough involvement.



F. Work Environment Strategic Priorities Identification

3 strengths were identified related to work environment these related to employee benefits and a feeling that work is personally rewarding and valuable. The challenges relate to the availability of fiscal and human resource availability.



			Avg. Importance Score	Avg. Satisfaction Score
Strength	14	The employee benefits available to me are valuable	4.5	4.3
	18	The type of work I do on most days is personally rewarding	4.6	3.8
	20	The work I do is valuable to the institution	4.7	3.8
Challenge	11	My department has the budget needed to do its job well	4.7	2.8
	12	My department has the staff needed to do its job well	4.6	2.3

Appendix 1: Response Numeric Values

Importance Questions

Description	Value
not important at all	1
not very important	2
somewhat important	3
important	4
very important	5

Satisfaction Questions

Description	Value
not satisfied at all	1
not very satisfied	2
somewhat satisfied	3
satisfied	4
very satisfied	5

Involvement Questions

Description	Value
not enough involvement	1
not quite enough involvement	2
just the right involvement	3
more than enough involvement	4
too much involvement	5