



# Yuba College

College Employee Satisfaction Survey Results

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## A. Executive Summary

Yuba College has the opportunity to build on identified strengths and address challenges. The strengths identified include the pride all employees have in their work as well as the extremely positive relationship with students and prioritization of student learning.

Some key issues that could help to improve low morale include

**Policy issues should be addressed.** In particular, the specific policy and procedures for orienting new staff emerges as an issue. Staff respondents also recognize general challenges around documented policies and procedures for operations. Staff do not feel that they learn about changes to policies and procedures in a timely manner.

**Communication with staff is a clear area of priority.** Staff note that communication between departments as well as the sharing of information from administration are all factors that contribute to low satisfaction on communication. Both faculty and staff struggle to get the information they need.

**Careful planning following a defined mission should be consistently communicated.** Faculty and staff both recognize the need for developing a clear sense of purpose and the importance of planning. In particular, adjunct faculty, the community and students should be more involved in planning.

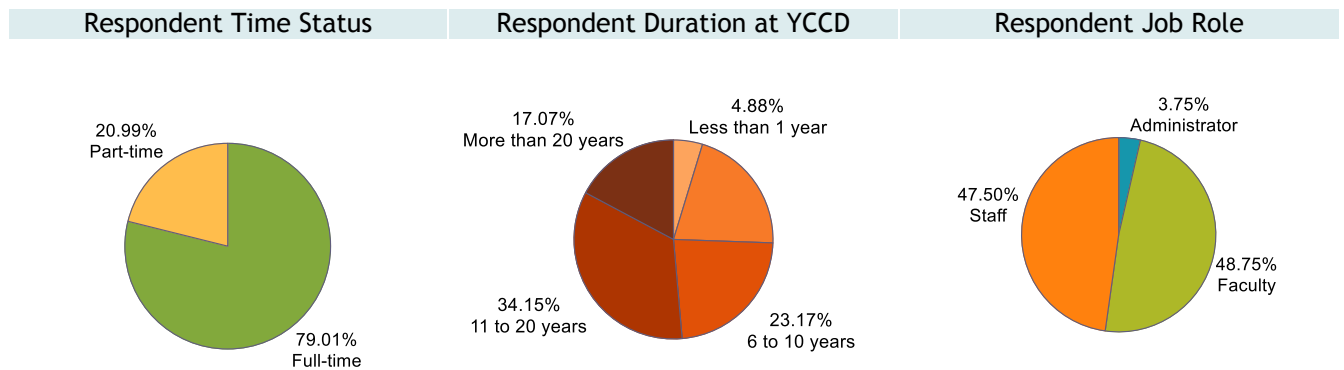
**Prioritization of work should look to improve programs and pathways to graduation.** Both faculty and staff recognize these areas as high priority at the expense of new program development or attracting students from new geographic areas.

**Resources are seen as over-stretched and should be re-evaluated.** There was widespread recognition that both staff and fiscal resources are not adequate to do jobs. This may indicate excessive priorities and initiatives all competing for similar resources. Faculty note that they do not feel empowered to solve their own problems quickly. Giving faculty the opportunity to solve their own problems could help.

## B. Respondent profile

Over three quarters of respondents from Yuba College were full time. The vast majority of respondents had been with the institution for over 6 years with over one third in the 11 to 20 year category and almost twenty percent having been at the institution more than 20 years. Faculty and staff are equally represented with over forty seven percent each. The remainder were administrator.

Overall there were 82 valid responses.

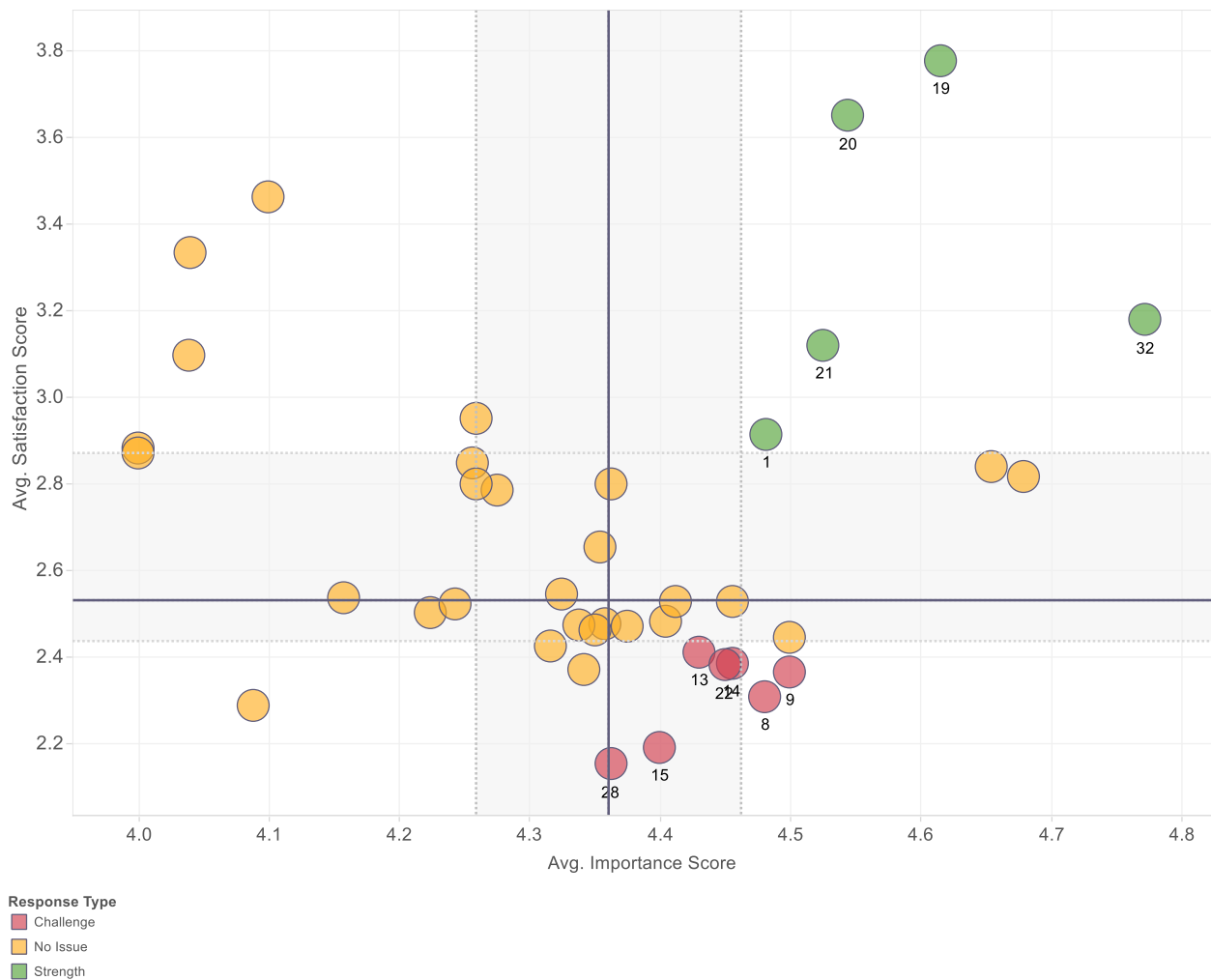


## C. Campus Culture Strategic Priorities Identification

### Overall

Five strengths are identified including widespread pride in work, as well as student relationships and the valuing of student learning.

The seven major challenges include planning related items like sense of purpose and engagement in careful planning as well as communication, teamwork and following procedures for orienting new employees.



		Avg. Importance Score	Avg. Satisfaction Score	
Strength	1	This institution promotes excellent employee-student relationships	4.5	2.9
	19	Faculty take pride in their work	4.6	3.8
	20	Staff take pride in their work	4.5	3.6
	21	Administrators take pride in their work	4.5	3.1
	32	Student learning is a top priority at this institution	4.8	3.2
Challenge	8	This institution plans carefully	4.5	2.3
	9	The leadership of this institution has a clear sense of purpose	4.5	2.4
	13	This institution makes sufficient budgetary resources available to achieve important objectives	4.4	2.4
	14	This institution makes sufficient staff resources available to achieve important objectives	4.5	2.4
	15	There are effective lines of communication between departments	4.4	2.2
	22	There is a spirit of teamwork and cooperation at this institution	4.5	2.4
	28	This institution consistently follows clear processes for orienting and training new employees	4.4	2.2

## Differences by Faculty and Staff Respondents

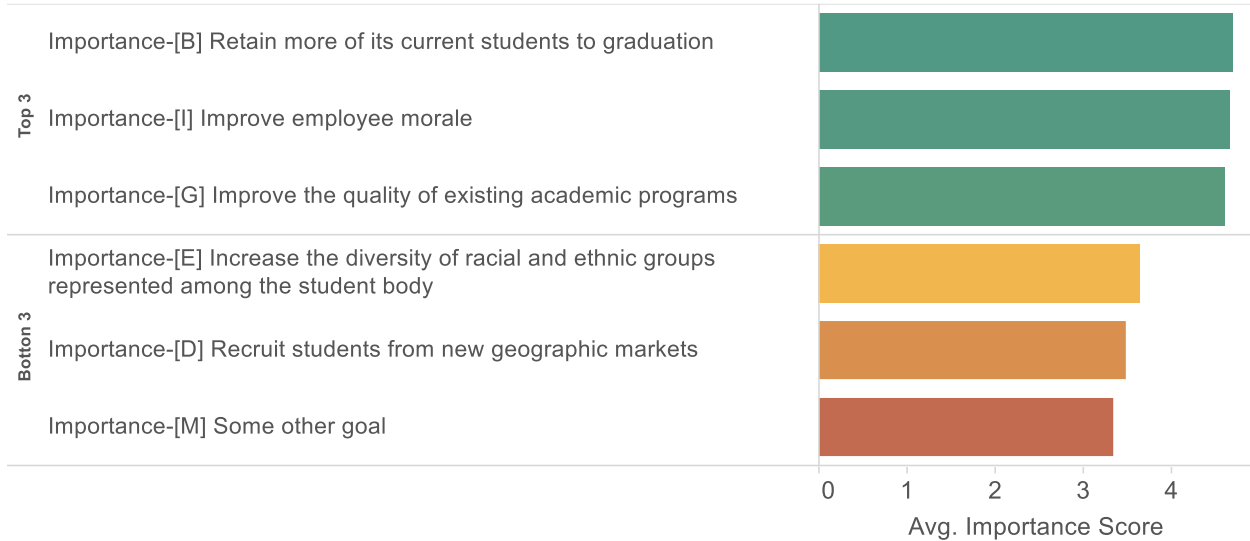
			Avg. Importance Score	Avg. Satisfaction Score
Faculty	Strength	1 This institution promotes excellent employee-student relationships	4.5	3.1
		3 This institution does a good job of meeting the needs of students	4.7	2.9
		19 Faculty take pride in their work	4.6	3.8
		21 Administrators take pride in their work	4.5	2.9
		32 Student learning is a top priority at this institution	4.8	3.0
	Challenge	8 This institution plans carefully	4.4	2.4
		9 The leadership of this institution has a clear sense of purpose	4.4	2.4
		10 This institution does a good job of meeting the needs of its faculty	4.4	2.3
		22 There is a spirit of teamwork and cooperation at this institution	4.5	2.4
		24 This institution is well-respected in the community	4.5	2.4
		28 This institution consistently follows clear processes for orienting and training new employees	4.4	2.2
Staff	Strength	19 Faculty take pride in their work	4.6	3.6
		20 Staff take pride in their work	4.6	3.6
		21 Administrators take pride in their work	4.6	3.1
		32 Student learning is a top priority at this institution	4.8	3.3
	Challenge	8 This institution plans carefully	4.6	2.2
		9 The leadership of this institution has a clear sense of purpose	4.5	2.2
		14 This institution makes sufficient staff resources available to achieve important objectives	4.4	2.1
		15 There are effective lines of communication between departments	4.4	2.1
		16 Administrators share information regularly with faculty and staff	4.4	2.2
		18 There is good communication between staff and the administration at this institution	4.4	2.3
		30 This institution has written procedures that clearly define who is responsible for each operation and service	4.4	2.3



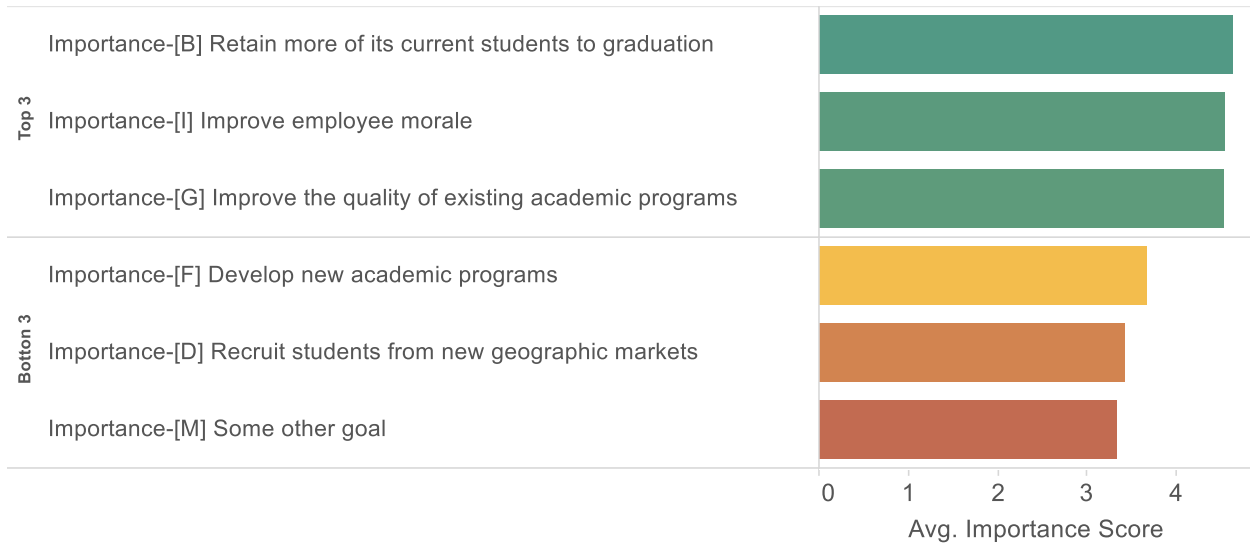
## D. Priorities

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

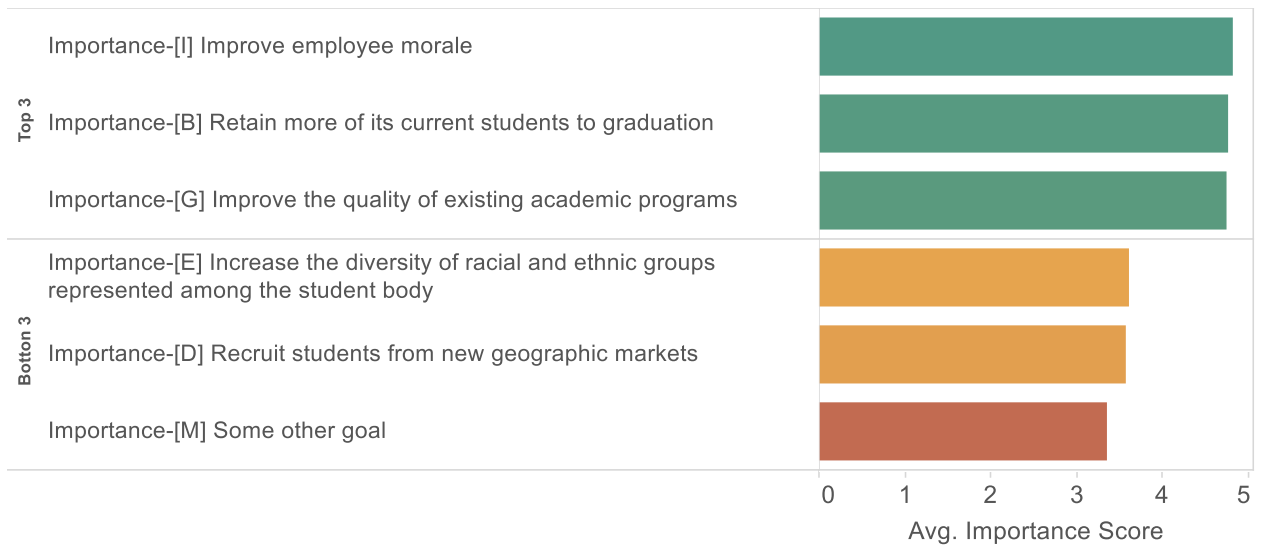
### Overall



### Faculty

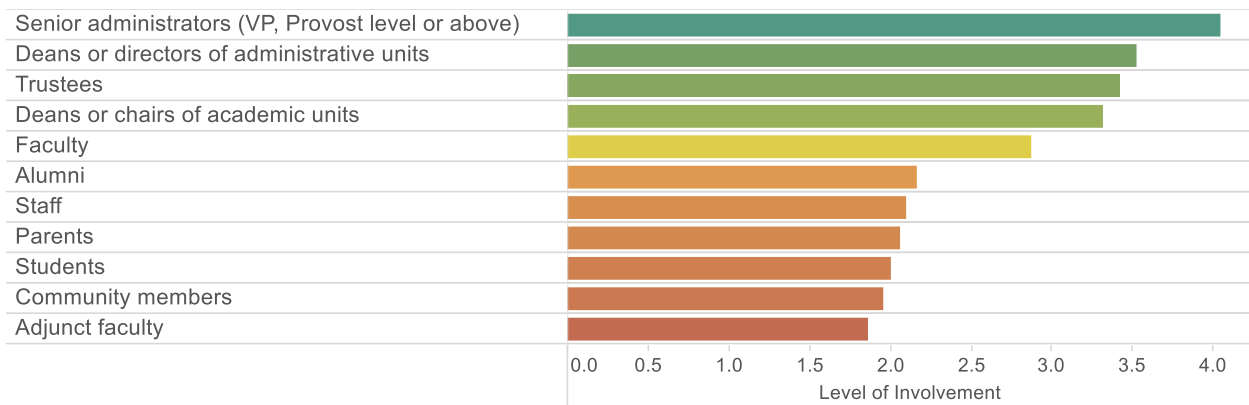


## Staff



## E. Involvement in Planning

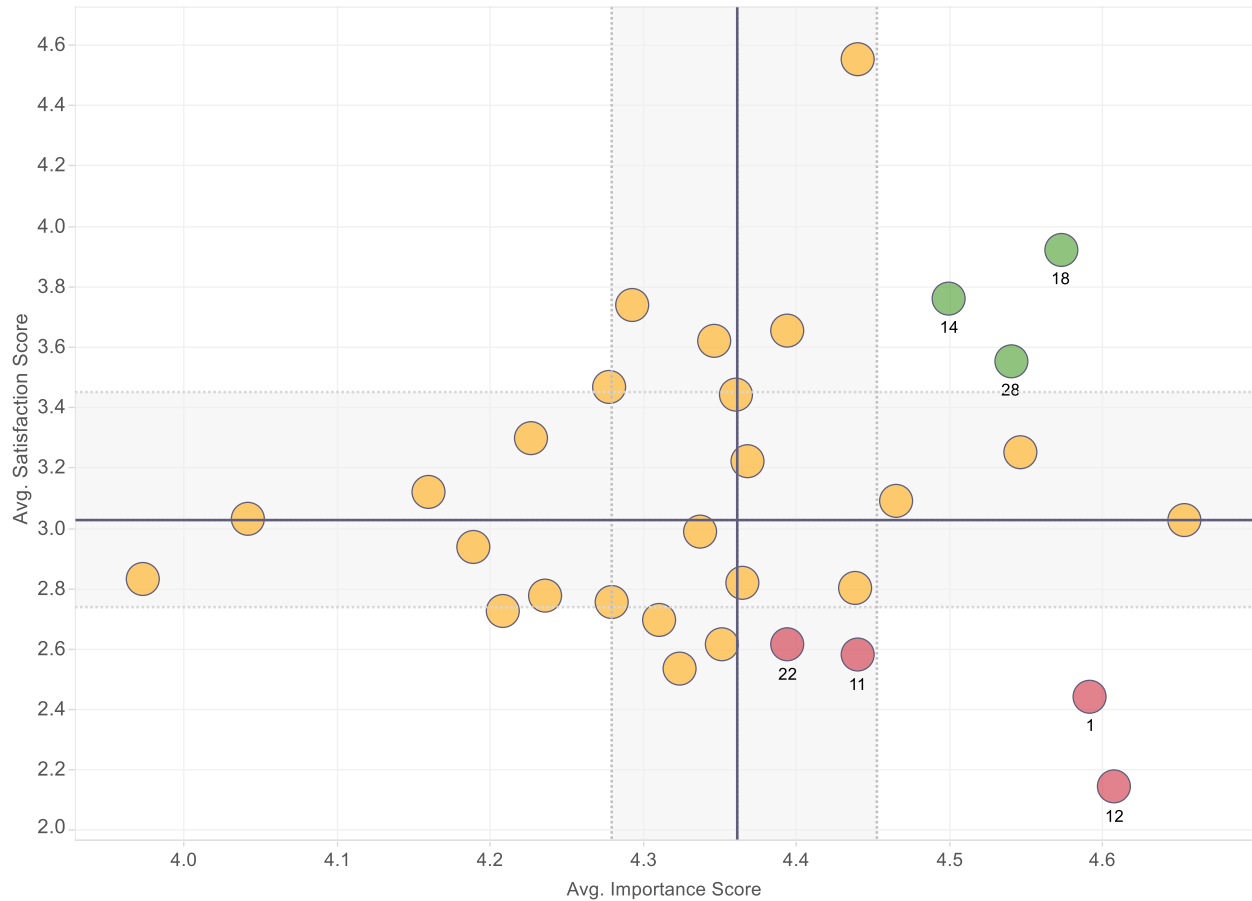
The chart below shows which stakeholders are perceived to have the most involvement in planning. The range goes from scores above 3.5 which approaches more than enough involvement to less than 2 which signifies not quite enough involvement.



## F. Work Environment Strategic Priorities Identification

Three distinct strengths were identified. These included employee benefits, campus security and personally rewarding work.

Four challenges were identified these broadly represented resource (fiscal and human) availability as well as communication of information.



			Avg. Importance Score	Avg. Satisfaction Score
Strength	14	The employee benefits available to me are valuable	4.5	3.8
	18	The type of work I do on most days is personally rewarding	4.6	3.9
	28	I feel safe and secure on campus	4.5	3.6
Challenge	1	It is easy for me to get information at this institution	4.6	2.4
	11	My department has the budget needed to do its job well	4.4	2.6
	12	My department has the staff needed to do its job well	4.6	2.1
	22	I learn about changes in policies and procedures in a timely manner	4.4	2.6

## Differences in Faculty and Staff Responses

			Avg. Importance Score	Avg. Satisfaction Score	
Faculty	7	My supervisor pays attention to what I have to say	4.6	3.5	
	Strength	18	The type of work I do on most days is personally rewarding	4.6	4.2
		27	I am satisfied with the services provided by Printing/Publications/Mail	4.6	4.6
		28	I feel safe and secure on campus	4.5	3.9
		1	It is easy for me to get information at this institution	4.6	2.3
	Challenge	3	I am empowered to resolve problems quickly	4.4	2.6
		11	My department has the budget needed to do its job well	4.4	2.6
		12	My department has the staff needed to do its job well	4.7	2.3
Staff	Strength	14	The employee benefits available to me are valuable	4.6	3.9
		18	The type of work I do on most days is personally rewarding	4.5	3.6
		1	It is easy for me to get information at this institution	4.6	2.5
	Challenge	10	My department meets as a team to plan and coordinate work	4.5	2.5
		12	My department has the staff needed to do its job well	4.5	2.0
		22	I learn about changes in policies and procedures in a timely manner	4.5	2.5
		24	The facilities in which I work are cleaned regularly	4.5	2.4

## 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