FALL 2013
COLLEGE EMPLOYEE
SATISFACTION SURVEY
Summary of Results

Survey Sample

- Collected during work Sept.-Oct. 2013
- 347 respondents
- Excellent response from full-time faculty, staff and administrators
  - 113 Faculty
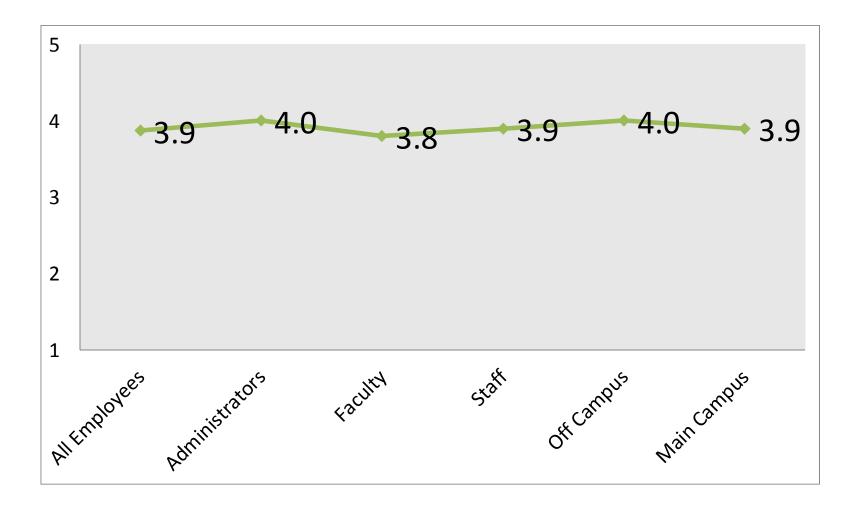 - 152 Staff
  - 45 Administrators
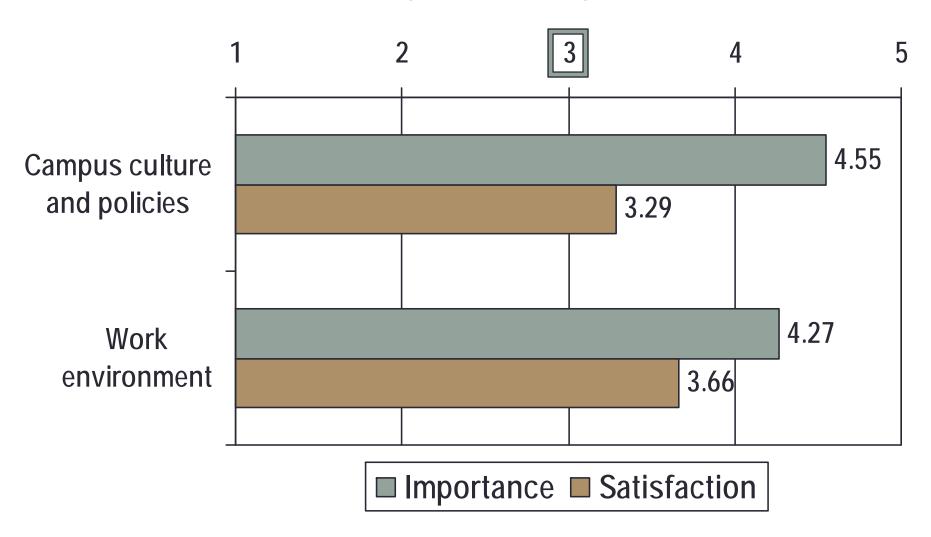 - 37 Blank (Position)

75% Full-Time; 25% Part-Time

Survey Components

1. Overall satisfaction
2. Campus culture and policies
3. Work environment
4. Institutional goals
5. Involvement in planning & decision making

Overall satisfaction by group

What did employees say?

	1	2	3	4	5

Campus culture and policies
- Importance: 4.55
- Satisfaction: 3.29

Work environment
- Importance: 4.27
- Satisfaction: 3.66

Legend: □ Importance   □ Satisfaction

Campus Culture and Policies

Highest satisfaction

- Staff, faculty, and administrators take pride in their work
- Promote excellent employee-student relationships
- Meet administrators' needs
- Well-respected in the community
- Treat students as top priority

Lowest satisfaction

- Consistent/clear processes for orienting new employees
- Effective lines of communication between departments
- Employee suggestions are used to improve AWC
- Spirit of teamwork and cooperation
- Consistent/clear policies for selecting new employees
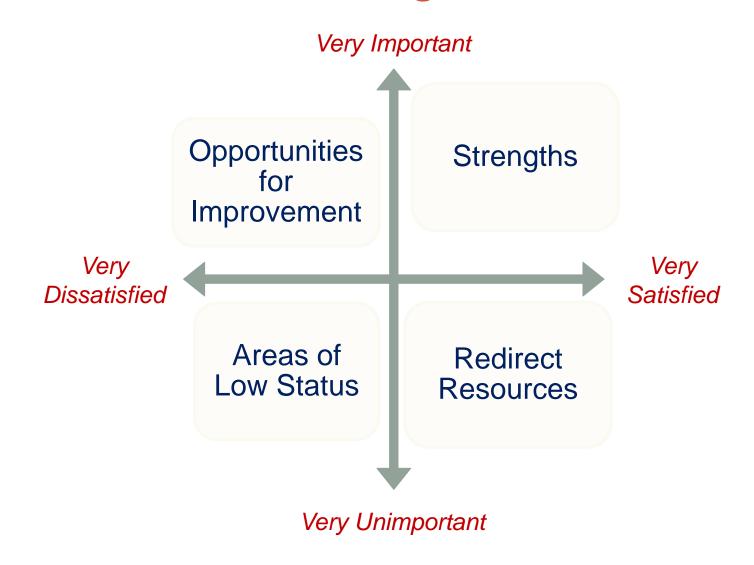
Work Environment

Highest satisfaction

- Work is personally rewarding
- Proud to work at AWC
- Supervisor pays attention to what I say
- My work is valuable to AWC
- Supervisor appreciates my work

Lowest satisfaction

- Adequate opportunities for advancement
- Paid fairly
- Department has the staff needed to do job well
- Easy to get information
- Adequate training opportunities to improve skills

Matrix for Prioritizing Action

Very Important

Very Dissatisfied

Very Satisfied

Opportunities for Improvement

Strengths

Areas of Low Status

Redirect Resources

Very Unimportant

Strengths

- Staff, faculty, and administrators (respectively) <u>take pride</u> in their work.
- The <u>goals and objectives</u> of this institution are <u>consistent</u> with its <u>mission and values</u>.
- AWC promotes excellent <u>employee-student relationships</u>.
- AWC is <u>well-respected</u> in the community.
- The <u>mission, purpose, and values</u> of AWC are generally supported and understood by most employees.
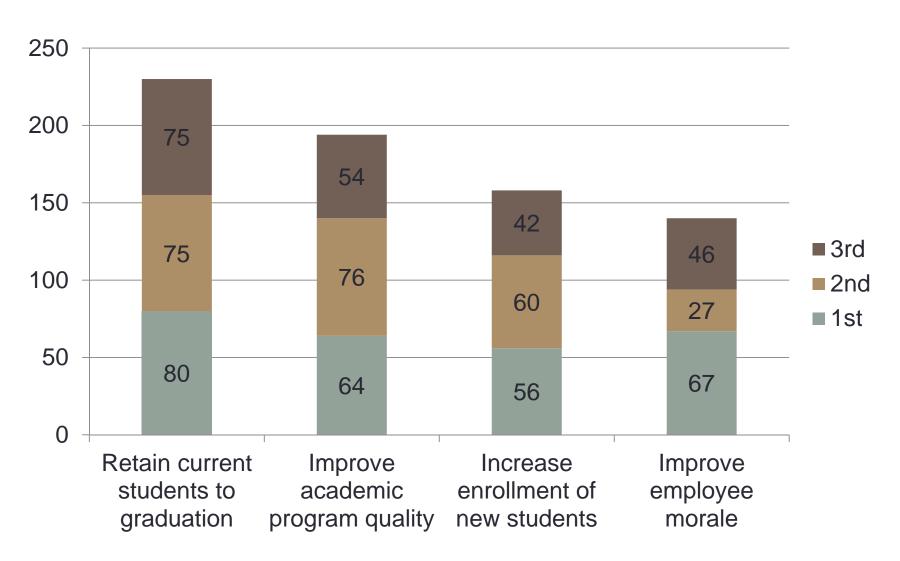
Opportunities for Improvement

- Inspire a spirit of <u>teamwork</u> and cooperation
- Enhance <u>communication</u> between departments
- Consistently follow clear processes for <u>orienting and training new employees</u>
- Consistently follow clear processes for <u>selecting new employees</u>
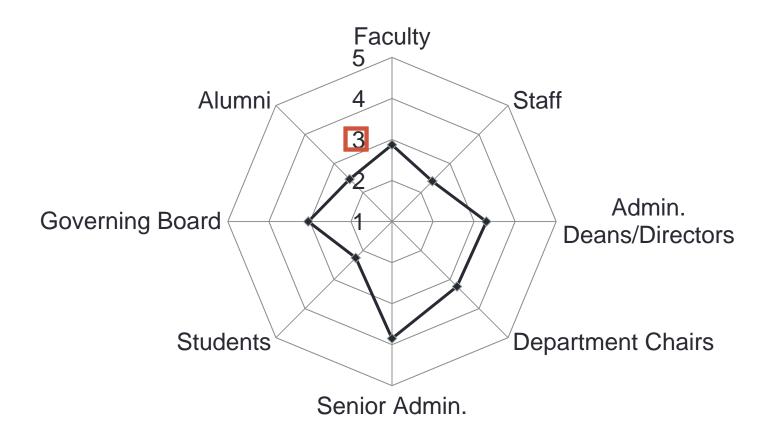- Use <u>employee suggestions</u> to improve our institution

Priority Ranking of Institutional Goals

Involvement in Planning/Decision Making

1=not enough, 3=just right, 5=too much

Questions? Comments?