COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Parkland College - Fall 2021 - Comparison to 2-year, Public Institutions

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.41	.78	224	3.68	.92	224	0.73
This institution treats students as its top priority	4.61	.59	225	3.67	1.05	227	0.94
This institution does a good job of meeting the needs of students	4.65	.55	223	3.50	.95	222	1.15
The mission, purpose, and values of this institution are well understood by most employees	4.10	.83	226	3.57	1.09	222	0.53
Most employees are generally supportive of the mission, purpose, and values of this institution	4.21	.77	222	3.63	1.05	222	0.58
The goals and objectives of this institution are consistent with its mission and values	4.29	.77	221	3.44	1.09	222	0.85
This institution involves its employees in planning for the future	4.24	.82	222	2.87	1.21	225	1.37
This institution plans carefully	4.44	.69	222	3.18	1.21	224	1.26
The leadership of this institution has a clear sense of purpose	4.44	.77	224	3.17	1.24	222	1.27
This institution does a good job of meeting the needs of its faculty	4.29	.85	219	3.10	1.16	218	1.19
This institution does a good job of meeting the needs of staff	4.36	.77	207	2.99	1.05	205	1.37
This institution does a good job of meeting the needs of administrators	3.99	.85	204	3.75	.95	199	0.24
This institution makes sufficient budgetary resources available to achieve important objectives	4.30	.70	207	3.32	1.08	209	0.98
This institution makes sufficient staff resources available to achieve important objectives	4.31	.76	207	2.95	1.11	207	1.36
There are effective lines of communication between departments	4.29	.86	207	2.87	1.06	207	1.42
Administrators share information regularly with faculty and staff	4.42	.77	209	3.20	1.23	209	1.22
There is good communication between the faculty and the administration at this institution	4.28	.85	203	3.09	1.14	203	1.19
There is good communication between staff and the administration at this institution	4.31	.84	203	2.98	1.20	200	1.33
Faculty take pride in their work	4.46	.71	204	3.80	.96	202	0.66
Staff take pride in their work	4.36	.79	207	3.69	.97	200	0.67
Administrators take pride in their work	4.35	.76	204	3.66	1.05	197	0.69
There is a spirit of teamwork and cooperation at this institution	4.41	.75	201	3.03	1.17	202	1.38
The reputation of this institution continues to improve	4.27	.76	200	3.01	1.23	200	1.26
This institution is well-respected in the community	4.50	.64	199	3.56	1.09	201	0.94
Efforts to improve quality are paying off at this institution	4.26	.72	200	2.95	1.10	200	1.31
Employee suggestions are used to improve our institution	4.16	.82	198	2.71	1.13	199	1.45
This institution consistently follows clear processes for selecting new employees	4.27	.82	197	3.25	1.19	195	1.02
This institution consistently follows clear processes for orienting and training new employees	4.25	.81	196	3.01	1.12	195	1.24
This institution consistently follows clear processes for recognizing employee achievements	3.97	.91	198	3.17	1.10	200	0.80
This institution has written procedures that clearly define who is responsible for each operation and service	4.10	.84	199	3.18	1.07	199	0.92
Administration clearly communicates institutional change to faculty and staff	4.40	.80	195	3.06	1.20	197	1.34
Administration clearly communicates information about Parkland's fiscal condition (i.e. budget)	4.25	.77	197	3.72	1.00	199	0.53
I understand the strategic planning process	3.85	.84	196	3.13	1.03	197	0.72
Administration clearly communicates the strategic planning process	3.86	.82	192	3.05	1.06	193	0.81
The key-performance indicators (KPI) are well understood by most employees	3.68	1.01	194	2.62	1.06	196	1.06
The goals in the strategic plan are moving the college in the right direction	4.14	.80	192	2.94	1.09	195	1.20
Data and information are used effectively to identify and solve institutional problems	4.12	.84	192	2.91	1.11	195	1.21

Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
Increase the enrollment of new students	4.67	0.57	198
Retain more of its current students to graduation	4.67	0.65	198
Improve the academic ability of entering student classes	4.07	0.89	196
Recruit students from new geographic markets	3.53	1.09	197
Increase the diversity of racial and ethnic groups represented among the student body	3.92	1.08	198
Develop new academic programs	3.57	0.99	198
Improve the quality of existing academic programs	4.34	0.72	197
Improve the appearance of campus buildings and grounds	3.45	1.02	198
Improve employee morale	4.51	0.82	198
Increase evidence-based decision making throughout the college	4.01	0.95	196
Increase the use of assessment practices through the college	3.47	1.05	195
Some other goal	2.83	1.45	121

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
Increase the enrollment of new students	82	41.4%
Retain more of its current students to graduation	47	23.7%
Improve the academic ability of entering student classes	4	2.0%
Recruit students from new geographic markets	0	0.0%
Increase the diversity of racial and ethnic groups represented among the student body	2	1.0%
Develop new academic programs	2	1.0%
Improve the quality of existing academic programs	17	8.6%
Improve the appearance of campus buildings and grounds	1	0.5%
Improve employee morale	35	17.7%
Increase evidence-based decision making throughout the college	6	3.0%
Increase the use of assessment practices through the college	0	0.0%
Some other goal	2	1.0%
All responses	198	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
Increase the enrollment of new students	51	25.9%
Retain more of its current students to graduation	58	29.4%
Improve the academic ability of entering student classes	8	4.1%
Recruit students from new geographic markets	3	1.5%
Increase the diversity of racial and ethnic groups represented among the student body	9	4.6%
Develop new academic programs	9	4.6%
Improve the quality of existing academic programs	24	12.2%
Improve the appearance of campus buildings and grounds	5	2.5%
Improve employee morale	21	10.7%
Increase evidence-based decision making throughout the college	6	3.0%
Increase the use of assessment practices through the college	0	0.0%
Some other goal	3	1.5%
All responses	197	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
Increase the enrollment of new students	24	12.3%
Retain more of its current students to graduation	31	15.9%
Improve the academic ability of entering student classes	12	6.2%
Recruit students from new geographic markets	3	1.5%
Increase the diversity of racial and ethnic groups represented among the student body	14	7.2%
Develop new academic programs	12	6.2%
Improve the quality of existing academic programs	30	15.4%
Improve the appearance of campus buildings and grounds	6	3.1%
Improve employee morale	48	24.6%
Increase evidence-based decision making throughout the college	10	5.1%
Increase the use of assessment practices through the college	2	1.0%
Some other goal	3	1.5%
All responses	195	100.0%

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
Increase the enrollment of new students	82	51	24	157	26.6%
Retain more of its current students to graduation	47	58	31	136	23.1%
Improve the academic ability of entering student classes	4	8	12	24	4.1%
Recruit students from new geographic markets	0	3	3	6	1.0%
Increase the diversity of racial and ethnic groups represented among the student body	2	9	14	25	4.2%
Develop new academic programs	2	9	12	23	3.9%
Improve the quality of existing academic programs	17	24	30	71	12.0%
Improve the appearance of campus buildings and grounds	1	5	6	12	2.0%
Improve employee morale	35	21	48	104	17.6%
Increase evidence-based decision making throughout the college	6	6	10	22	3.7%
Increase the use of assessment practices through the college	0	0	2	2	0.3%
Some other goal	2	3	3	8	1.4%
All responses	198	197	195	590	100.0%

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	Mean	Standard Deviation	Valid Respondents
How involved are: Faculty	2.68	1.00	187
How involved are: Staff	2.26	0.78	185
How involved are: Deans or directors of administrative units	3.54	0.91	189
How involved are: Deans or chairs of academic units	3.36	0.89	187
How involved are: Senior administrators (VP, Provost level or above)	3.93	0.82	189
How involved are: Students	2.28	0.77	188
How involved are: Trustees	3.35	0.73	181
How involved are: Alumni	2.69	0.83	173

Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.36	0.75	192	3.34	0.99	194	1.02
I learn about important campus events in a timely manner	4.04	0.82	192	3.46	1.00	195	0.58
I am empowered to resolve problems quickly	4.23	0.73	192	3.38	1.13	194	0.85
I am comfortable answering student questions about institutional policies and procedures	3.90	0.87	186	3.49	0.95	190	0.41
I have the information I need to do my job well	4.52	0.69	192	3.73	1.00	196	0.79
My job responsibilities are communicated clearly to me	4.47	0.75	193	3.88	0.98	195	0.59
My supervisor pays attention to what I have to say	4.58	0.67	193	4.16	1.10	197	0.42
My supervisor helps me improve my job performance	4.39	0.74	192	3.95	1.17	197	0.44
My department or work unit has written, up-to-date objectives	3.95	0.91	186	3.57	1.06	188	0.38
My department meets as a team to plan and coordinate work	4.14	0.83	189	3.71	1.17	192	0.43
My department has the budget needed to do its job well	4.34	0.72	189	3.17	1.12	192	1.17
My department has the staff needed to do its job well	4.51	0.67	188	2.68	1.17	193	1.83
I am paid fairly for the work I do	4.49	0.67	189	3.44	1.30	194	1.05
The employee benefits available to me are valuable	4.55	0.67	188	3.78	1.27	193	0.77
I have adequate opportunities for advancement	3.92	0.93	189	3.19	1.24	192	0.73
I have adequate opportunities for training to improve my skills	4.19	0.78	189	3.54	1.14	193	0.65
I have adequate opportunities for professional development	4.18	0.78	187	3.60	1.17	193	0.58
The type of work I do on most days is personally rewarding	4.40	0.71	189	4.03	0.94	194	0.37
The work I do is appreciated by my supervisor	4.30	0.74	189	4.13	1.13	193	0.17
The work I do is valuable to the institution	4.38	0.68	190	3.94	1.14	193	0.44
I am proud to work at this institution	4.36	0.73	188	3.92	1.13	194	0.44
The institution does a good job of hiring a diverse faculty, staff, and administration	4.22	0.96	188	3.05	1.30	192	1.17
There is a desire among my colleagues to enhance diversity at Parkland	4.03	1.07	186	3.46	1.15	189	0.57

Overall satisfaction			

Rate your overall satisfaction with your employment here so far:	3.72	1.02	197

Section 5: Demographics		

How long have you worked at this institution?	Count	Percent
Less than 1 year	10	5.1%
1 to 5 years	42	21.5%
6 to 10 years	28	14.4%
11 to 20 years	68	34.9%
More than 20 years	47	24.1%
All responses	195	100.0%

Is your position:	Count	Percent
Faculty	90	46.6%
Staff	89	46.1%
Administrator	14	7.3%
All responses	193	100.0%

Is your position:	Count	Percent
Full-time	168	86.2%
Part-time	27	13.8%
All responses	195	100.0%

What is your gender?	Count	Percent
Male	60	33.3%
Female	110	61.1%
Transgender	0	0.0%
Transexual	0	0.0%
Other	10	5.6%
All responses	180	100.0%

Do you identify yourself as:	Count	Percent
Lesbian	4	2.4%
Gay	4	2.4%
Bi-sexual	12	7.2%
Straight (heterosexual)	146	88.0%
All responses	166	100.0%

Which category best describes your ethnic background?	Count	Percent
African-American / Black	5	3.0%
American Indian or Alaskan Native	0	0.0%
Asian or Pacific Islander	2	1.2%
Hispanic	5	3.0%
Caucasian / White	146	87.4%
Middle Eastern	1	0.6%
Multi-race	2	1.2%
Other	6	3.6%
All responses	167	100.0%