

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Parkland College - Fall 2017 Respondents

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	4.64	.63	260	3.89	.84	259	0.75
This institution treats students as its top priority	4.67	.55	259	3.81	.94	259	0.86
This institution does a good job of meeting the needs of students	4.71	.52	257	3.73	.87	255	0.98
The mission, purpose, and values of this institution are well understood by most employees	4.43	.63	256	3.64	1.00	257	0.79
Most employees are generally supportive of the mission, purpose, and values of this institution	4.41	.62	257	3.69	.98	255	0.72
The goals and objectives of this institution are consistent with its mission and values	4.51	.63	257	3.67	1.02	256	0.84
This institution involves its employees in planning for the future	4.36	.75	258	3.24	1.23	256	1.12
This institution plans carefully	4.57	.59	256	3.44	1.17	258	1.13
The leadership of this institution has a clear sense of purpose	4.62	.56	257	3.48	1.21	257	1.14
This institution does a good job of meeting the needs of its faculty	4.38	.67	254	3.39	1.09	254	0.99
This institution does a good job of meeting the needs of staff	4.48	.58	247	3.20	1.03	243	1.28
This institution does a good job of meeting the needs of administrators	4.13	.83	242	3.85	.87	239	0.28
This institution makes sufficient budgetary resources available to achieve important objectives	4.51	.57	245	3.13	1.09	243	1.38
This institution makes sufficient staff resources available to achieve important objectives	4.43	.60	243	3.00	1.07	242	1.43
There are effective lines of communication between departments	4.38	.71	243	2.85	1.02	243	1.53
Administrators share information regularly with faculty and staff	4.51	.66	246	3.34	1.23	246	1.17
There is good communication between the faculty and the administration at this institution	4.47	.62	241	3.29	1.13	241	1.18
There is good communication between staff and the administration at this institution	4.46	.60	237	3.10	1.20	237	1.36
Faculty take pride in their work	4.70	.50	241	3.93	.86	242	0.77
Staff take pride in their work	4.58	.60	239	3.82	.89	239	0.76
Administrators take pride in their work	4.58	.61	242	3.90	.97	239	0.68
There is a spirit of teamwork and cooperation at this institution	4.51	.61	239	3.02	1.14	240	1.49
The reputation of this institution continues to improve	4.57	.56	239	2.96	1.15	239	1.61
This institution is well-respected in the community	4.64	.58	239	3.76	1.03	237	0.88
Efforts to improve quality are paying off at this institution	4.46	.63	235	3.05	1.06	237	1.41
Employee suggestions are used to improve our institution	4.28	.71	237	2.95	1.17	235	1.33
This institution consistently follows clear processes for selecting new employees	4.45	.70	231	3.56	1.16	233	0.89
This institution consistently follows clear processes for orienting and training new employees	4.39	.68	230	3.23	1.18	231	1.16
This institution consistently follows clear processes for recognizing employee achievements	4.13	.85	236	3.25	1.15	236	0.88
This institution has written procedures that clearly define who is responsible for each operation and service	4.29	.71	235	3.07	1.12	235	1.22
Administration clearly communicates institutional change to faculty and staff	4.53	.63	234	3.24	1.16	236	1.29
Administration clearly communicates information about Parkland's fiscal condition (i.e. budget)	4.58	.62	233	3.81	1.15	236	0.77
I understand the strategic planning process	4.00	.83	233	3.26	1.08	235	0.74
Administration clearly communicates the strategic planning process	4.09	.79	232	3.21	1.07	234	0.88
The key-performance indicators (KPI) are well understood by most employees	3.86	.88	229	2.63	1.03	230	1.23
The goals in the strategic plan are moving the college in the right direction	4.28	.72	229	3.10	1.08	229	1.18
Data and information are used effectively to identify and solve institutional problems	4.28	.76	229	3.03	1.08	225	1.25

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.70	0.62	236
[B] Retain more of its current students to graduation	4.71	0.56	236
[C] Improve the academic ability of entering student classes	4.13	0.99	235
[D] Recruit students from new geographic markets	3.90	1.06	235
[E] Increase the diversity of racial and ethnic groups represented among the student body	3.78	1.05	236
[F] Develop new academic programs	3.33	1.00	235
[G] Improve the quality of existing academic programs	4.34	0.76	236
[H] Improve the appearance of campus buildings and grounds	3.42	0.97	235
[I] Improve employee morale	4.51	0.72	235
[J] Increase evidence-based decision making throughout the college	4.12	0.81	234
[K] Increase the use of assessment practices through the college	3.46	1.00	236
[L] Some other goal	2.64	1.40	146

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	100	42.7%
[B] Retain more of its current students to graduation	67	28.6%
[C] Improve the academic ability of entering student classes	9	3.8%
[D] Recruit students from new geographic markets	4	1.7%
[E] Increase the diversity of racial and ethnic groups represented among the student body	0	0.0%
[F] Develop new academic programs	4	1.7%
[G] Improve the quality of existing academic programs	14	6.0%
[H] Improve the appearance of campus buildings and grounds	0	0.0%
[I] Improve employee morale	24	10.3%
[J] Increase evidence-based decision making throughout the college	9	3.8%
[K] Increase the use of assessment practices through the college	0	0.0%
[L] Some other goal	3	1.3%
All responses	234	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	74	31.6%
[B] Retain more of its current students to graduation	87	37.2%
[C] Improve the academic ability of entering student classes	9	3.8%
[D] Recruit students from new geographic markets	10	4.3%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	0.9%
[F] Develop new academic programs	2	0.9%
[G] Improve the quality of existing academic programs	26	11.1%
[H] Improve the appearance of campus buildings and grounds	3	1.3%
[I] Improve employee morale	18	7.7%
[J] Increase evidence-based decision making throughout the college	2	0.9%
[K] Increase the use of assessment practices through the college	1	0.4%
[L] Some other goal	0	0.0%
All responses	234	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	22	9.4%
[B] Retain more of its current students to graduation	30	12.9%
[C] Improve the academic ability of entering student classes	20	8.6%
[D] Recruit students from new geographic markets	28	12.0%
[E] Increase the diversity of racial and ethnic groups represented among the student body	6	2.6%
[F] Develop new academic programs	15	6.4%
[G] Improve the quality of existing academic programs	41	17.6%
[H] Improve the appearance of campus buildings and grounds	2	0.9%
[I] Improve employee morale	47	20.2%
[J] Increase evidence-based decision making throughout the college	15	6.4%
[K] Increase the use of assessment practices through the college	4	1.7%
[L] Some other goal	3	1.3%
All responses	233	100.0%

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TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	100	74	22	196	28.0%
[B] Retain more of its current students to graduation	67	87	30	184	26.2%
[C] Improve the academic ability of entering student classes	9	9	20	38	5.4%
[D] Recruit students from new geographic markets	4	10	28	42	6.0%
[E] Increase the diversity of racial and ethnic groups represented among the student body	0	2	6	8	1.1%
[F] Develop new academic programs	4	2	15	21	3.0%
[G] Improve the quality of existing academic programs	14	26	41	81	11.6%
[H] Improve the appearance of campus buildings and grounds	0	3	2	5	0.7%
[I] Improve employee morale	24	18	47	89	12.7%
[J] Increase evidence-based decision making throughout the college	9	2	15	26	3.7%
[K] Increase the use of assessment practices through the college	0	1	4	5	0.7%
[L] Some other goal	3	0	3	6	0.9%
All responses	234	234	233	701	100.0%

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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	3.00	1.03	228
How involved are: Staff	2.42	0.87	219
How involved are: Deans or directors of administrative units	3.54	0.79	226
How involved are: Deans or chairs of academic units	3.40	0.79	224
How involved are: Senior administrators (VP, Provost level or above)	3.75	0.80	225
How involved are: Students	2.44	0.79	224
How involved are: Trustees	3.50	0.80	218
How involved are: Alumni	2.45	0.85	209

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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	4.46	0.59	227	3.41	1.07	231	1.05
I learn about important campus events in a timely manner	4.15	0.73	224	3.39	1.06	230	0.76
I am empowered to resolve problems quickly	4.38	0.60	224	3.34	1.13	229	1.04
I am comfortable answering student questions about institutional policies and procedures	4.07	0.79	226	3.52	0.93	229	0.55
I have the information I need to do my job well	4.60	0.55	224	3.83	1.00	229	0.77
My job responsibilities are communicated clearly to me	4.58	0.56	225	3.89	1.02	230	0.69
My supervisor pays attention to what I have to say	4.59	0.58	224	3.97	1.20	229	0.62
My supervisor helps me improve my job performance	4.38	0.71	224	3.70	1.20	228	0.68
My department or work unit has written, up-to-date objectives	4.11	0.83	221	3.48	1.16	225	0.63
My department meets as a team to plan and coordinate work	4.24	0.84	224	3.59	1.21	227	0.65
My department has the budget needed to do its job well	4.54	0.59	227	2.82	1.10	230	1.72
My department has the staff needed to do its job well	4.60	0.55	226	2.64	1.20	228	1.96
I am paid fairly for the work I do	4.47	0.65	227	3.63	1.18	230	0.84
The employee benefits available to me are valuable	4.54	0.63	225	3.64	1.23	230	0.90
I have adequate opportunities for advancement	4.05	0.95	226	3.11	1.28	227	0.94
I have adequate opportunities for training to improve my skills	4.30	0.70	228	3.19	1.21	229	1.11
I have adequate opportunities for professional development	4.26	0.75	226	3.27	1.21	228	0.99
The type of work I do on most days is personally rewarding	4.53	0.61	225	3.99	0.97	229	0.54
The work I do is appreciated by my supervisor	4.40	0.68	227	3.85	1.20	228	0.55
The work I do is valuable to the institution	4.54	0.58	228	3.91	1.12	230	0.63
I am proud to work at this institution	4.54	0.59	227	4.08	1.07	229	0.46
The institution does a good job of hiring a diverse faculty, staff, and administration	4.16	0.92	225	3.34	1.21	226	0.82
There is a desire among my colleagues to enhance diversity at Parkland	3.92	1.00	225	3.63	1.03	226	0.29

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Overall satisfaction

Rate your overall satisfaction with your employment here so far:	3.94	1.01	231
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Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	7	3.1%
1 to 5 years	51	22.4%
6 to 10 years	41	18.0%
11 to 20 years	95	41.7%
More than 20 years	34	14.9%
All responses	228	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	107	47.8%
Staff	99	44.2%
Administrator	18	8.0%
All responses	224	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	188	82.8%
Part-time	39	17.2%
All responses	227	100.0%

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<i>What is your gender?</i>	Count	Percent
Male	63	29.3%
Female	144	67.0%
Transgender	1	0.5%
Other	7	3.3%
All responses	215	100.0%

<i>Do you identify yourself as:</i>	Count	Percent
Lesbian	6	3.0%
Gay	1	0.5%
Bi-sexual	6	3.0%
Straight (heterosexual)	189	93.6%
All responses	202	100.0%

<i>Which category best describes your ethnic background?</i>	Count	Percent
African-American / Black	2	0.9%
American Indian or Alaskan Native	1	0.5%
Asian or Pacific Islander	5	2.4%
Hispanic	3	1.4%
Caucasian / White	190	90.0%
Middle Eastern	2	0.9%
Multi-race	2	0.9%
Other	6	2.8%
All responses	211	100.0%