NOEL LEVITZ COLLEGE EMPLOYEE SATISFACTION SURVEY

MERRITT COLLEGE SPRING PLANNING SUMMIT

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OBJECTIVES

- Overview of the survey, methodology and analysis
- Review and discuss results
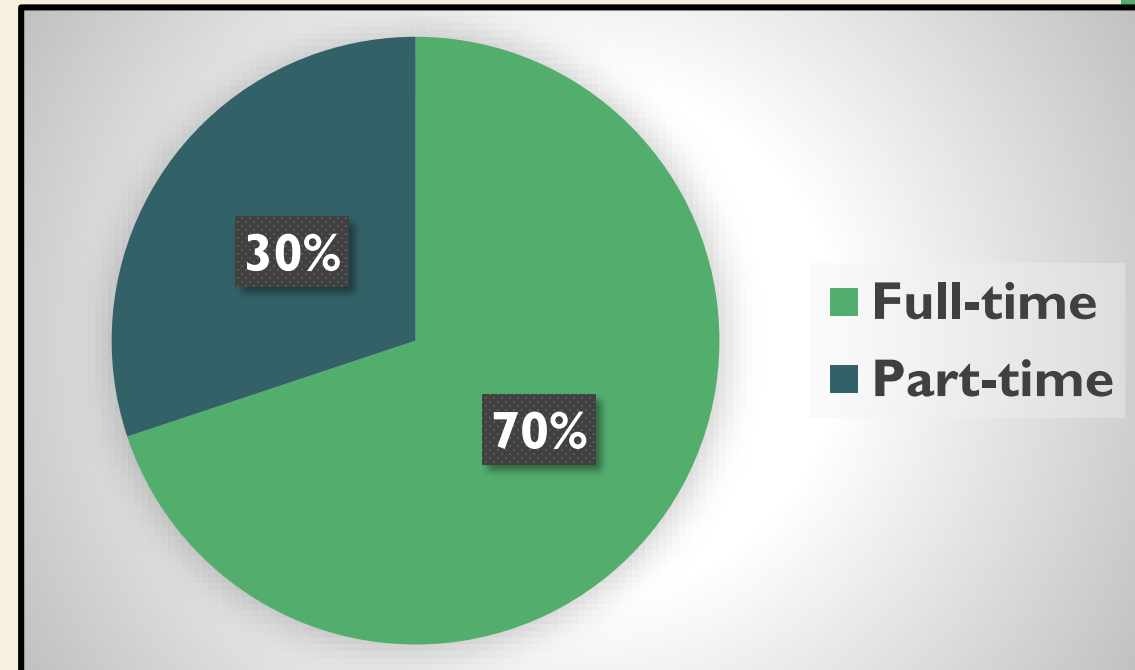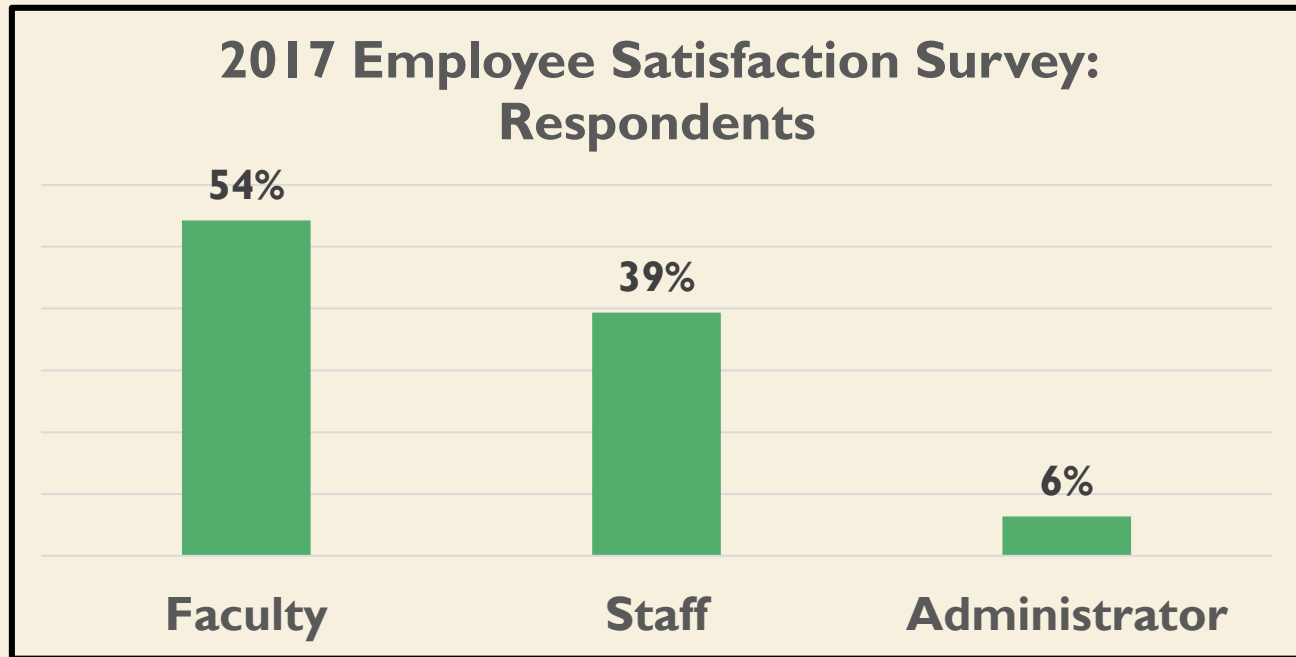- Table discussions of action steps for 2017-2018

SURVEY INSTRUMENT AND ANALYSIS

- Scale: Importance vs. Satisfaction
- 1-5 (low-high)
- Summary in terms of means (averages)
- Gap scores
- Peer comparisons

DATA

- Approximately 100-115 responses (varied by question)
- "Top 5" in importance and satisfaction
- Merritt custom questions
- Strengths vs. challenges
- Themes from open-ended comments

2017 Employee Satisfaction Survey: Respondents

54%
39%
6%

Faculty   Staff   Administrator

30%
70%

- Full-time
- Part-time

Importance	Average Score (1-5)
This institution does a good job of meeting the needs of students	4.73
This institution treats students as its top priority	4.69
This institution makes sufficient budgetary resources available to achieve important objectives	4.69
Staff take pride in their work	4.66
This institution promotes excellent employee-student relationships	4.64
Faculty take pride in their work.	4.64

Satisfaction	Average Score (1-5)
Faculty take pride in their work	3.59
Staff take pride in their work	3.51
The goals and objectives of this institution are consistent with its mission and values	3.31
Administrators take pride in their work	3.30
This institution is well-respected in the community	3.30

College Processes	Importance	Satisfaction	Gap
Outcomes assessment leads to improvement in student learning at Merritt College.	4.36	2.93	1.43
Outcomes assessment guides meaningful conversations in my department or area.	4.28	3.08	1.20
College planning processes support my efforts to access resources for student success.	4.44	2.73	1.71
The college uses the Educational Master Plan (EMP) to guide teaching and learning.	4.31	2.91	1.40
The college uses student achievement data in decision making processes.	4.40	2.79	1.61
Participatory Governance allows all constituents a voice in college decision making processes.	4.49	2.84	1.65

INSTITUTIONAL STRENGTHS

☺Faculty take pride in their work.

☺Staff take pride in their work.

☺This institution is well-respected in the community.

☺Administrators take pride in their work

☺This institution promotes excellent employee-student relationships.

☺Efforts to improve quality are paying off at this institution.

☺Smallest 'gap' overall: *Faculty take pride in their work.*

INSTITUTIONAL CHALLENGES

- College planning processes support my efforts to access resources for student success. *
- Administrators share information regularly with faculty and staff.
- There is good communication between staff and the administration at this institution.
- The college uses student achievement data in decision making processes. *
- This institution does a good job of meeting the needs of its faculty.
- Largest 'gap' overall – *This institution consistently follows clear processes for orienting and training new employees.*

THE GOOD!

"Generally, there is a positive attitude on this campus to work together, but this attitude needs to be stronger and made more a day-to-day reality. We all need to roll up our sleeves, look at each other with sincerity, and speak openly about what we see working and not working, and we need to keep doing this until we reach our goal of being a very special institution for all of us as well as the communities we serve!"

"Merritt College, home of the Black Panther Party, is a great college to work."

THEMES FROM COMMENTS: THE GOOD ☺

- Employees can recognize the good work being done by our current administrators and department leaders, and the strengths of our faculty and staff.

- Employees take pride in their work, generally have a positive attitude, and take pride in the history of the institution.

- We are getting better at our assessment!

... THE BAD AND UGLY ☹

- Administrative turnover related to low employee morale, inconsistent or ineffective policies and lack of communication.

- Processes and policies are long, cumbersome, unclear or not consistently followed.

- Staffing issues related to: level of staffing, burnout/low morale, lack of resources, and working beyond job responsibilities with lack of recognition.

"Although we have policies in place it's difficult to get work done in a timely fashion. High turnover in staff, priorities, funding and overworked team. Some departments need permanent staff assistant to help them with day to day operation so they can get the important work done. Some cannot be in two/three places at one time your either at your desk or in the field or in meetings. Morale of staff is important and if they are not validated for the good work that has been done its difficult for them to want to work harder with less support."

"The campus culture is like one of a slightly dysfunctional family. Some people are always doing the work of the campus, but they are getting burned out and it shows in the quality of the education we are delivering. There is a sense that others are well meaning, invested and capable, but we have not effectively figured out how to get them to pitch in more. The continual revolving door of administrators also leads to discontinuity in the life of the college and must be addressed. It leads to lack of confidence in our administrative team. We need to rally together more around students' success as the bottom line."

RECOMMENDED ACTION STEPS

- General training for employees including customer service training.
- Really prioritize student needs – allocating resources based on student need.
- Rejuvenating/Re-energizing the campus through opportunities to gather socially as colleagues and using flex day for this type of development.

TAKEAWAYS?

TABLE QUESTIONS

- Considering our strengths and challenges, what is one action we can take in 2017-2018 to improve our campus culture, policies, or processes?

- How do we make the action happen? (What resources may be needed? What department or committee may be responsible or lead the charge?)

Please discuss at your table and appoint someone to report out on one action step including how we could make it happen ! Appoint one person to record action step ideas. ☺ Thank you!