Background

• Kishwaukee College regularly assesses Employee Satisfaction/Importance of the College Climate, Workplace & Goals

• Why?
  • Accreditation Bodies (HLC)
  • Understanding Employee Needs
Response Rates: Overall=161/368=43.8%

- Administrators: 13/17=76%
- Full Time Faculty: 30/65=46%
- Part Time Faculty: 27/120=23%
- Part Time Staff: 11/57=19%
- Professional Staff: 32/45=71%
- Support Staff: 21/64=33%
- Not Disclosed: 27/368=7%
What is a “Strength”? 

- **Strengths:**
  - Importance
  - Satisfaction

Must be in both to meet requisite of “Strength”
What is a “Challenge”? 

- Challenge:

  - Importance
    - Top Half
    - Bottom Quartile
  
  - Satisfaction
    - Top Quartile
    - Bottom Quartile

Imp/Sat Gap*
1. My co-workers are committed to doing quality work
2. Staff take pride in their work
3. Faculty take pride in their work
4. Administrators take pride in their work
5. This institution promotes excellent employee-student relationships
6. Each office demonstrates and promotes customer service
1. There is good communication between staff and the administration at this institution
2. There is a spirit of teamwork and cooperation at this institution
3. The reputation of this institution continues to improve
4. There is good communication between the faculty and the administration at this institution
5. There are effective lines of communication between departments
6. This institution plans carefully
Workplace: Strengths

1. I have the opportunity to do what I do best everyday
2. The type of work I do on most days is personally rewarding
3. The work I do is appreciated by my supervisor
4. The work I do is valuable to the institution
5. My supervisor pays attention to what I have to say
6. I am proud to work at this institution
Workplace: Challenges

1. I am paid fairly for the work I do
2. My department has the staff needed to do its job well
3. The Wellness Program meets my needs
4. My department has the budget needed to do its job well
5. It is easy for me to get information at this institution
How do we Compare?

Lower Satisfaction vs. National Benchmarks

1. Employee suggestions are used to improve our institution
2. This institution involves its employees in planning for the future
3. This institution plans carefully
4. The reputation of this institution continues to improve
5. The leadership of this institution has a clear sense of purpose
6. This institution is well-respected in the community
7. I am proud to work at this institution
8. The employee benefits available to me are valuable
Goals Assessment (Ranked on Net Importance)

1. Retain more of its current students to graduation
2. Increase the enrollment of new students*
3. Improve employee morale
4. Improve the quality of existing academic programs
5. Improve the academic ability of entering student classes

*Number 1 on first Priority List
Positive Net Climate Changes: 2013 to 2019

Most Significant Positive Net Changes

- This institution follows clear processes for recognizing employee achievements
- This institution follows clear processes for orienting and training new employees
- My co-workers are committed to doing quality work
- This institution makes sufficient budget resources available to achieve important objectives
- Most employees are supportive of the mission, purpose, and values of this institution
- The mission, purpose, and values of this institution are well understood by most employees
- This institution makes sufficient staff resources available to achieve important objectives
- There is a spirit of teamwork and cooperation at this institution
- Administrators value my opinion*
- Administrators share information regularly with faculty and staff*

* Net positive, but significant FA19 decline
The reputation of this institution continues to improve
This institution is well-respected in the community
Efforts to improve quality are paying off at this institution
This institution does a good job of meeting the needs of administrators
This institution involves its employees in planning for the future
There is good communication between the faculty and the administration at this institution
This institution plans carefully
The leadership of this institution has a clear sense of purpose
Positive Net Workplace Changes: 2013 to 2019

Most Significant Positive Net Changes

- I have adequate opportunities for advancement*
- The employee benefits available to me are valuable*
- My department has the budget needed to do its job well
- I have the materials and equipment I need to do my work right
- My department has the staff needed to do its job well
- My physical work environment is conducive to my productivity
- My experience with the cafeteria*
- I receive a formal evaluation from my supervisor annually*

*Not positive, but significant FA19 decline
Negative Net Workplace Changes: 2013 to 2019

Most Significant Negative Net Changes

- I am empowered to resolve problems quickly
- My department or work unit has written, up-to-date objectives
- I am comfortable answering student questions about institutional policies and procedures
- I learn about important campus events in a timely manner
Overall Kish Satisfaction Analysis

Overall Satisfaction with Kishwaukee College by Class

Overall Satisfaction with Kishwaukee College by Years of Service
Strengths & Improvements

• High satisfaction among direct supervisor to subordinate relationships
• Strong recognition of pride and enjoyment of college work duties
• Improvements in employee recognition/training, budget/staff resource allocation, and mission/vision clarity

The Challenges

• Kishwaukee College Reputation and Respect (Mirrors Students)
• Communications (Process and Procedures of Changes)
• Consistent/Clear Employee Objectives
Please contact regarding data, questions, or further presentations

-Matthew Crull
Director of Research and Data Management