



*Fall 2019 Employee Satisfaction
Survey Report (RNL)*

Background

- Kishwaukee College regularly assesses Employee Satisfaction/Importance of the College Climate, Workplace & Goals
- Why?
 - Accreditation Bodies (HLC)
 - Understanding Employee Needs

Fall 2019 Demographics

- 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: $27/368=7\%$

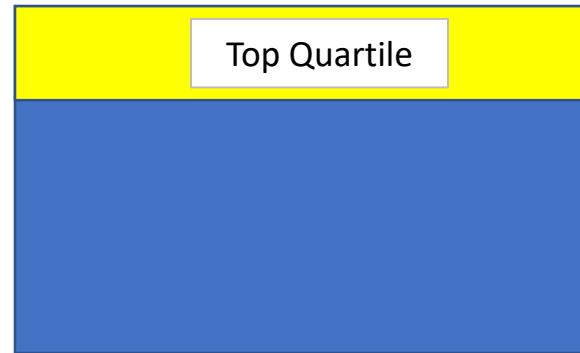


What is a “Strength”?

- Strengths:



Importance

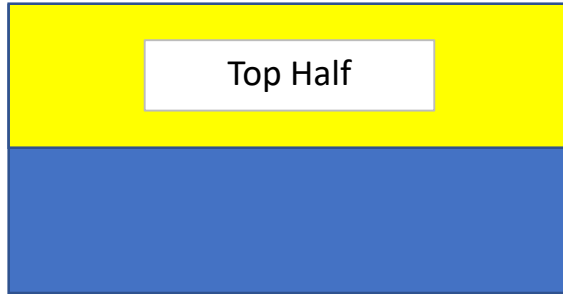


Satisfaction

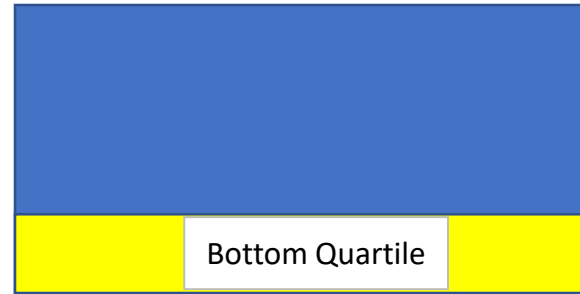
Must be in both to meet requisite of “Strength”

What is a “Challenge”?

- Challenge:



Importance



Satisfaction



Importance



Imp/Sat Gap*

Campus Culture: Strengths

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



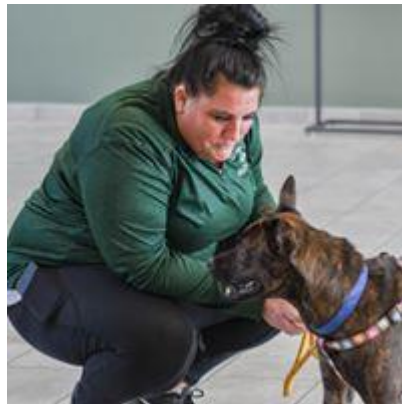
Campus Culture: Challenges

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)

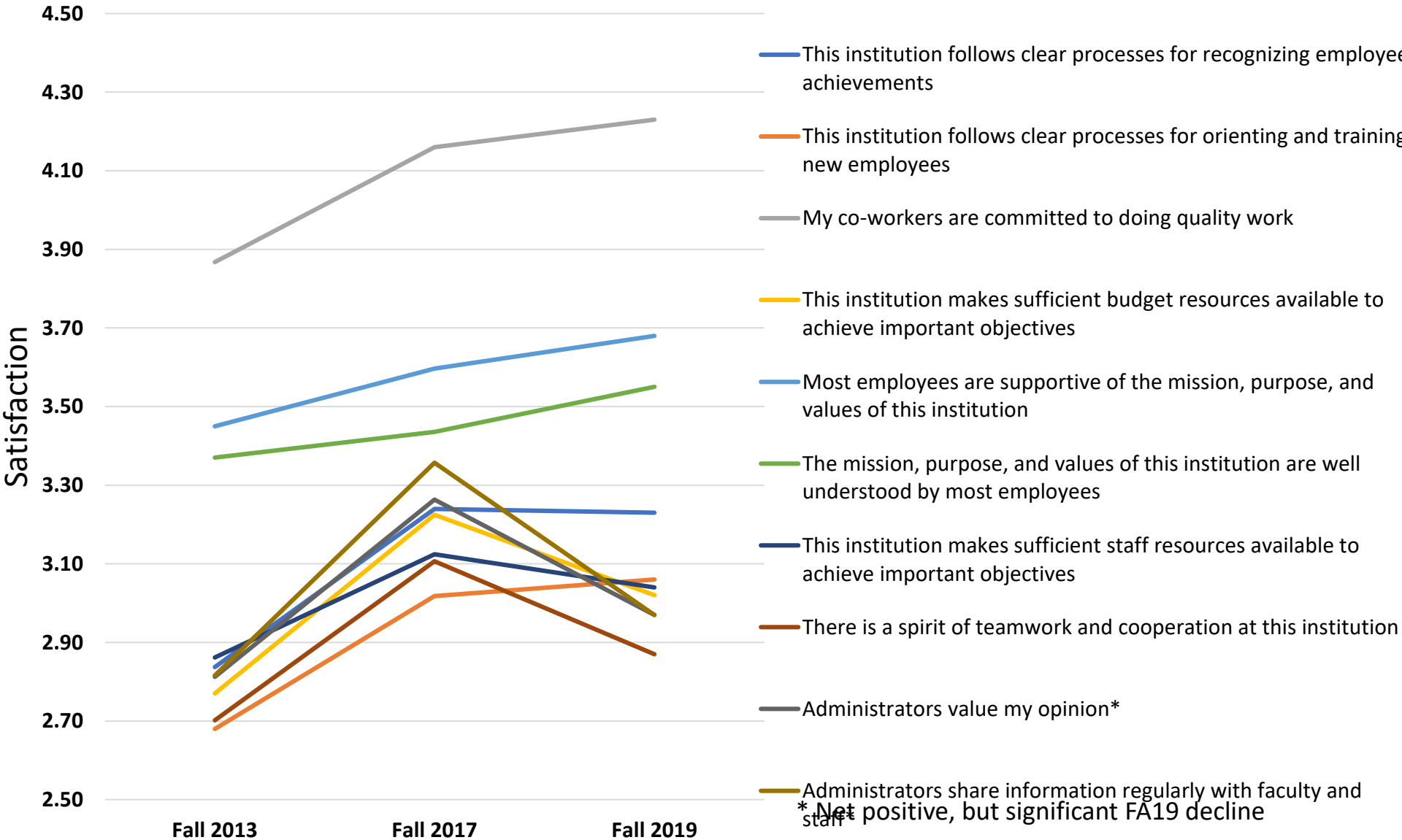
1. Retain more of its current students to graduation
2. Increase the enrollment of new students*
3. Improve employee morale
4. Improve the quality of existing academic programs
5. Improve the academic ability of entering student classes

*Number 1 on first Priority List



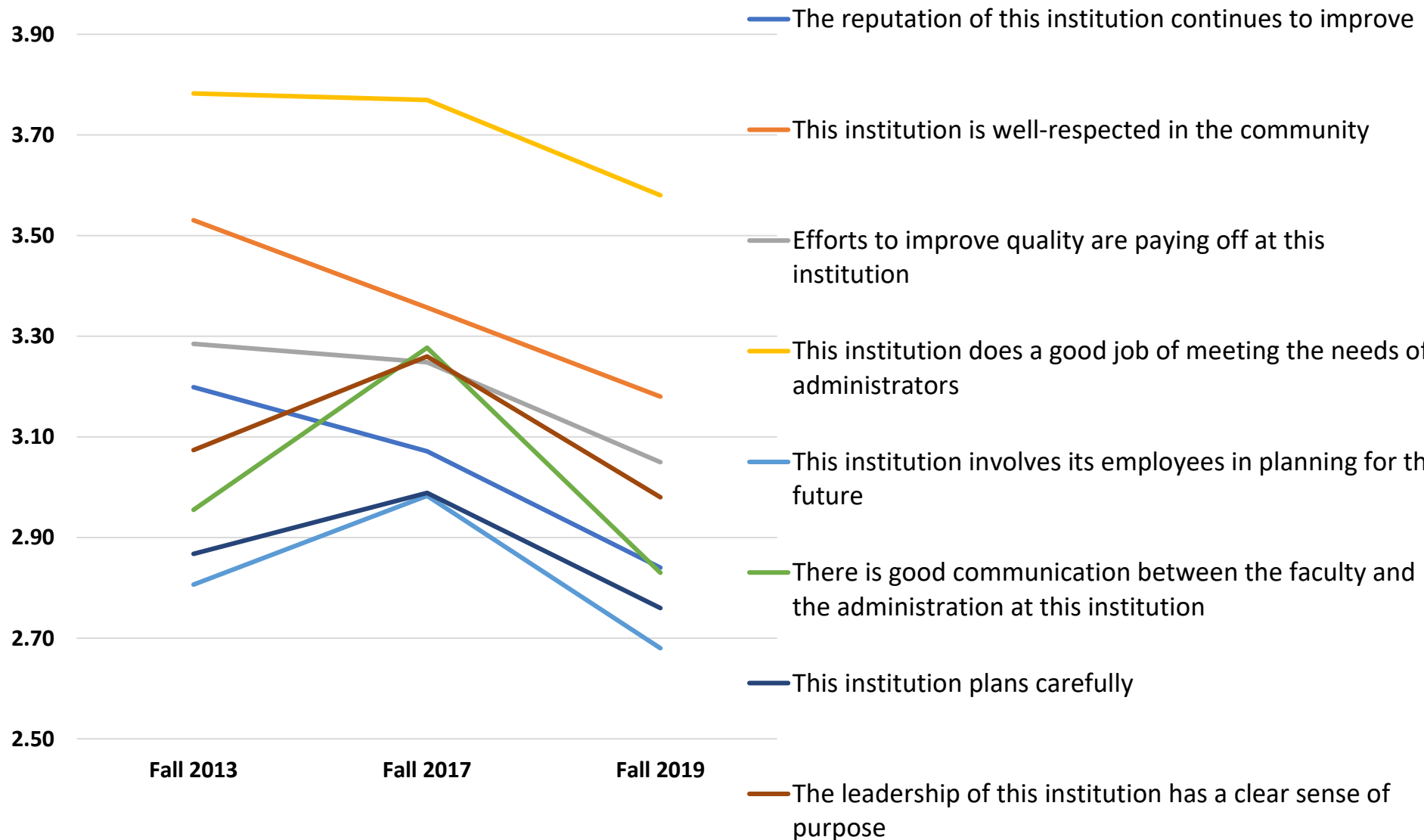
Positive Net Climate Changes: 2013 to 2019

Most Significant Positive Net Changes



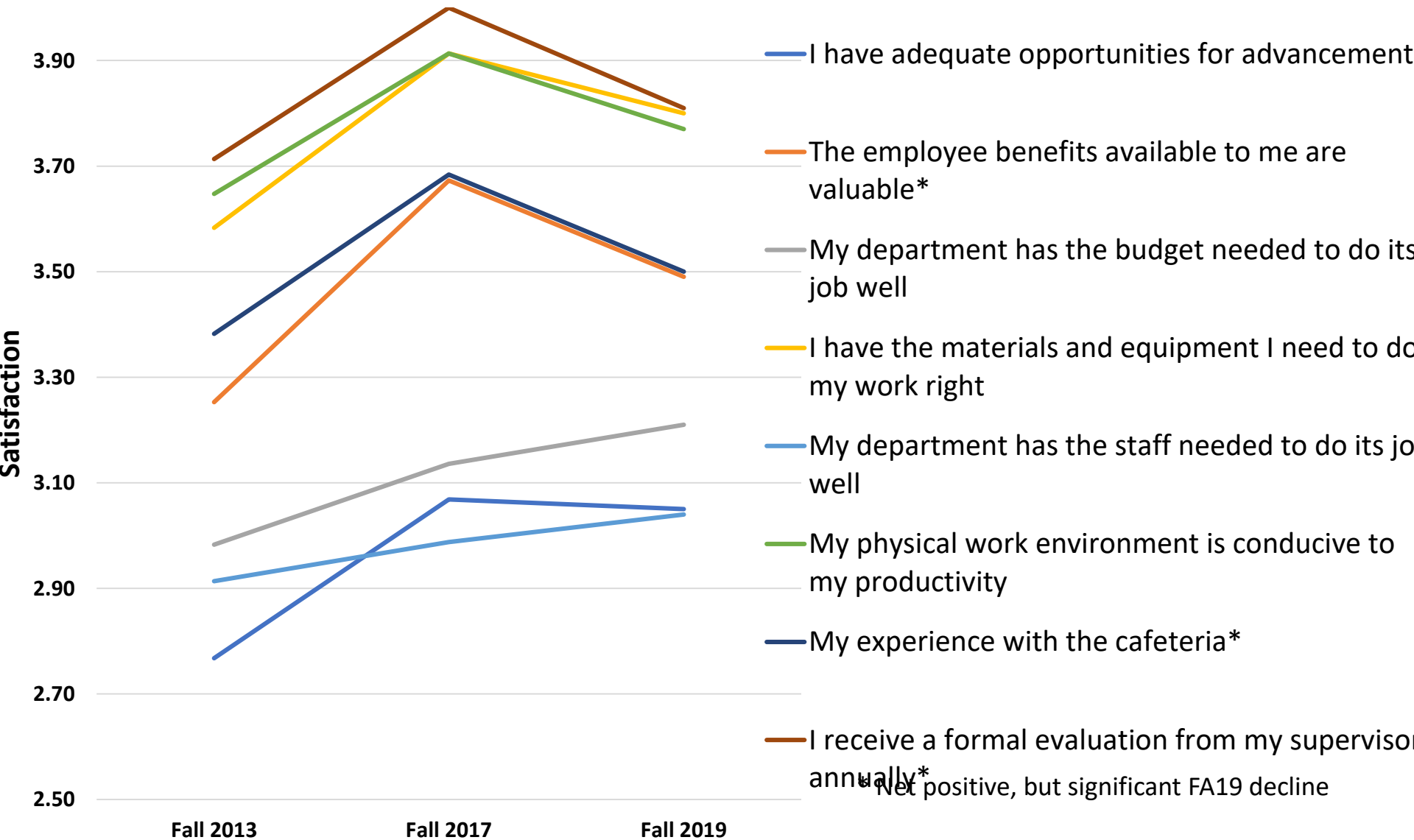
Negative Net Climate Changes: 2013 to 2019

Most Significant Negative Net Changes



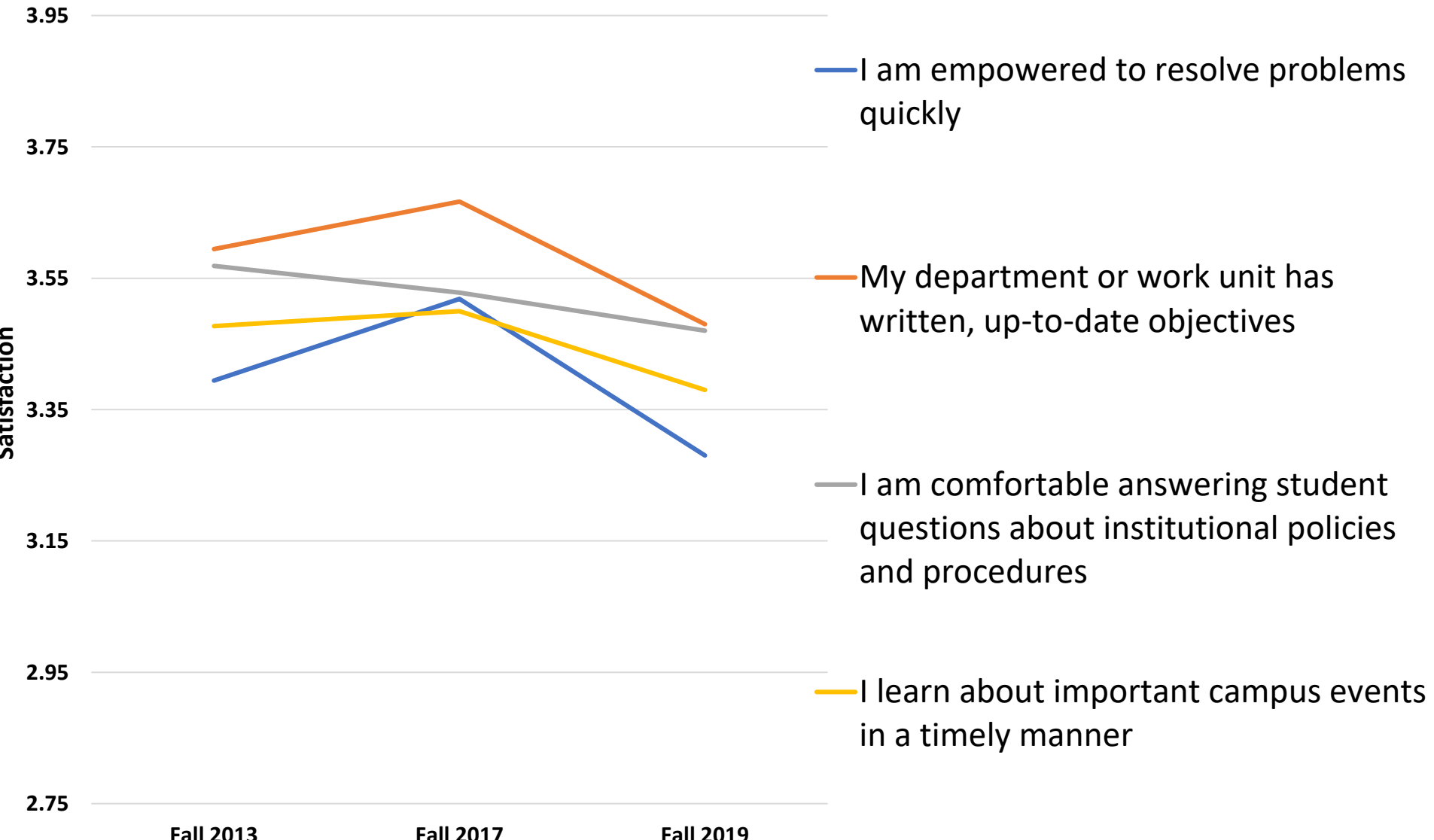
Positive Net Workplace Changes: 2013 to 2019

Most Significant Positive Net Changes



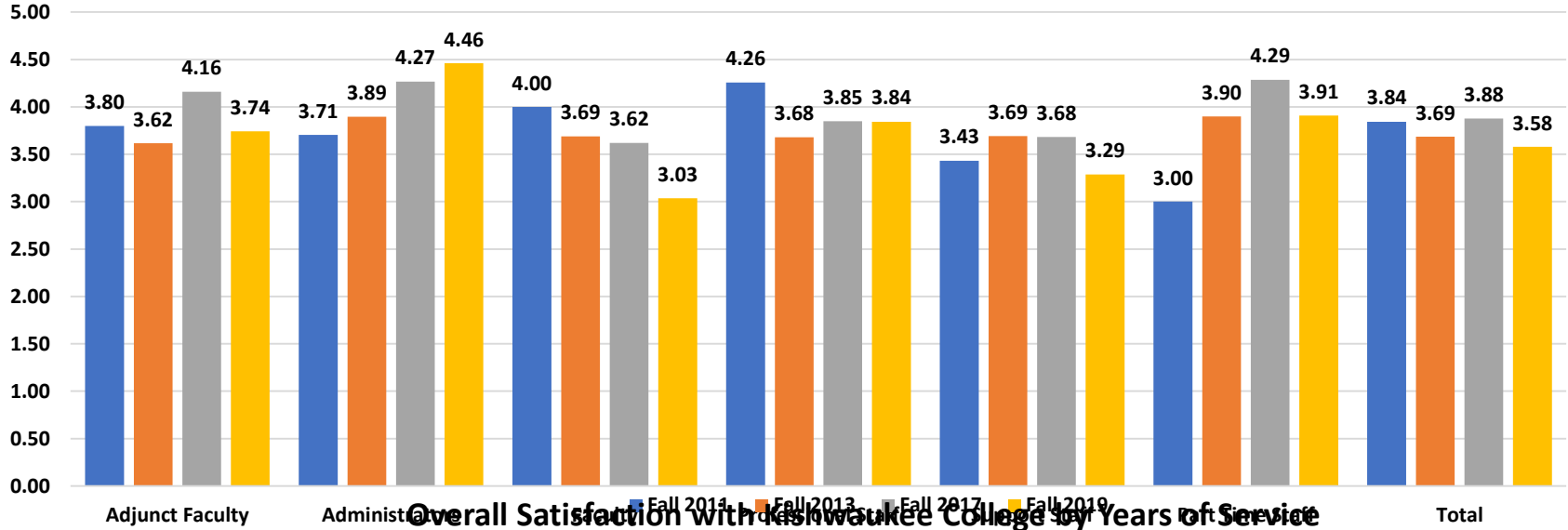
Negative Net Workplace Changes: 2013 to 2019

Most Significant Negative Net Changes

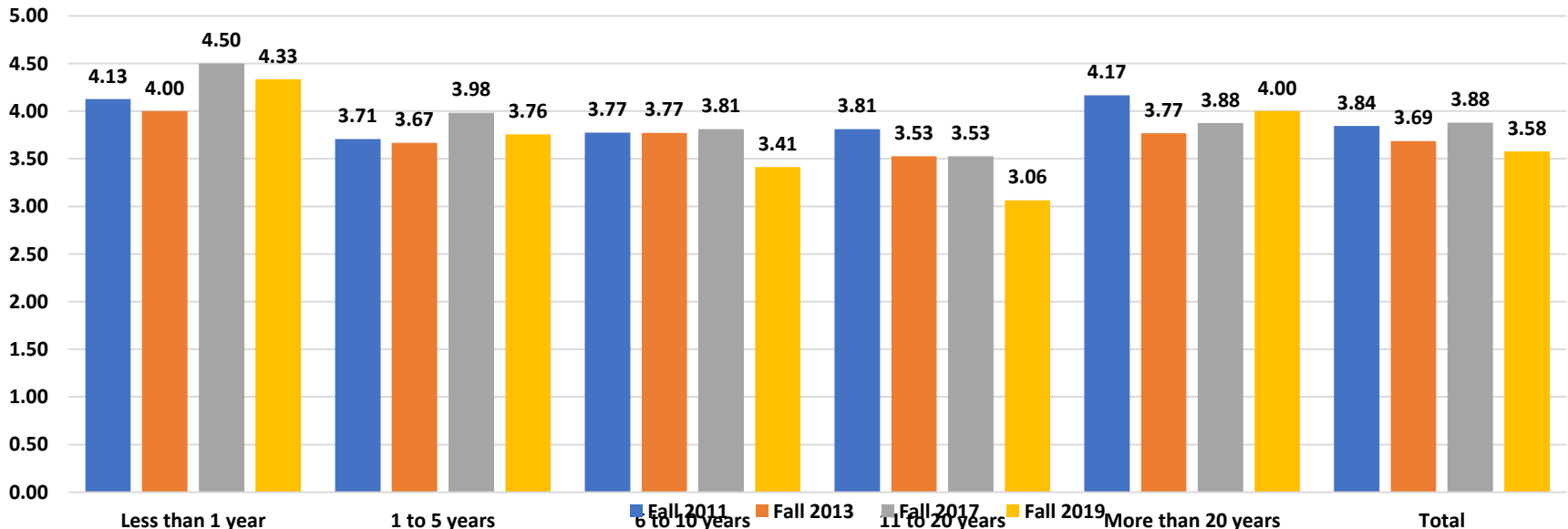


Overall Kish Satisfaction Analysis

Overall Satisfaction with Kishwaukee College by Class



Overall Satisfaction with Kishwaukee College by Years of Service



Data Summary

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

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