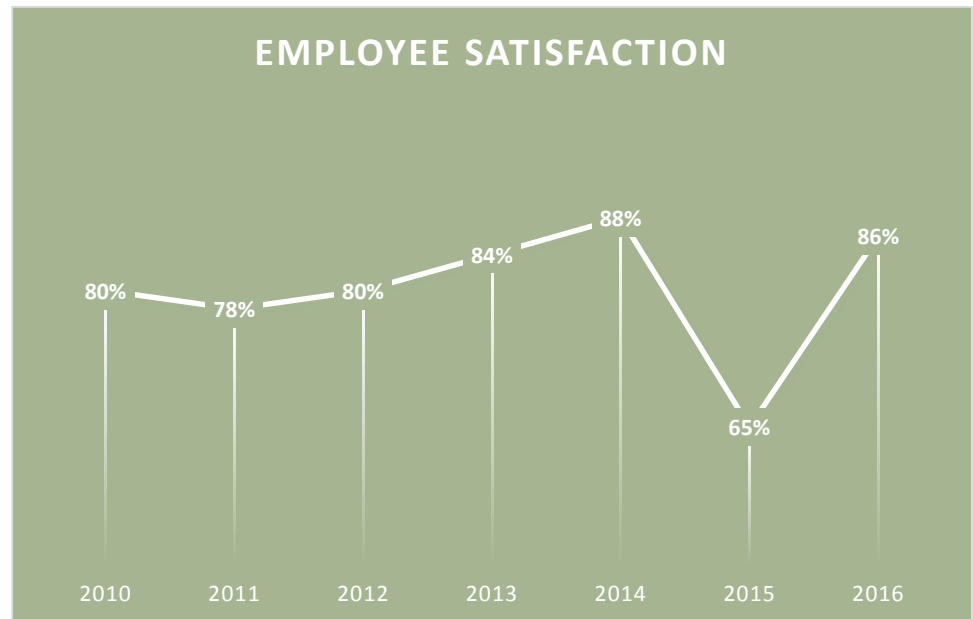


2016 EMPLOYEE SATISFACTION SURVEY RESULTS



2016 Employee Satisfaction Survey Results
Institutional Planning and Effectiveness

2016 Employee Satisfaction Survey Results

Edison Community College annually seeks the responses of its employees through an online survey measuring employee satisfaction level based on agreement statements. All permanent, full- and part-time employees, and adjunct faculty who are currently teaching are solicited for the survey, managed through the Office of Institutional Planning and Effectiveness.

Results

The results for the 2016 Employee Satisfaction Survey are presented here.

Survey Instrument

The current survey, based on the Malcom Baldrige “Are We Making Progress,” has been in place since 2010. Prior to then, a similarly-stated survey was delivered however the rating scale was significantly different. The request to participate in the online survey is delivered to employees, by employment classification, through their Edison email account, with the link to the survey included in the message. The online survey is anonymous with results reported by employment classification as well as in aggregate. Employees are asked to indicate their agreement with the statements using a five-point scale. The statements were revised in 2016, reducing the count from 72 to 50, eliminating those that are reflected in the 360° Performance Evaluation.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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The 50 statements are divided into sections under the Baldrige captions of:

- **Leadership:** Leadership examines how Edison's senior leaders’ actions guide and sustain our organization
- **Measurement, Analysis, and Knowledge Management:** Measurement, Analysis, and Knowledge Management examines how Edison selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets and reviews findings to improve performance, and how we manage our information technology.
- **Process Management:** Process Management examines how we design, manage, and improve our work systems and work processes to deliver student and stakeholder value and achieve organizational success and sustainability.
- **Results:** Results examines our performance and improvement in all key areas—student learning and process outcomes, customer-focused outcomes, workforce-focused outcomes, leadership and governance outcomes, and budgetary, financial, and market outcomes.
- **Strategic Planning:** Strategic Planning refers to how Edison develops strategic objectives and action plans; how our chosen strategic objectives and action plans are implemented and changed if circumstances require, and how progress is measured.
- **Workforce Focus:** Workforce Focus examines our ability to assess workforce capability and capacity needs and build a workforce environment conducive to high performance.

Using the same list of statements, employees are asked to select those statements they consider to be of importance. Employees are also asked to comment on any areas of satisfaction and/or importance that were not adequately addressed throughout the survey.

Response Rate

The Satisfaction response rate is determined by calculating the positive response rate. This is done by adding the count of the 'agree' and dividing by the total of the 'agree' and 'disagree.' In this example, the Satisfaction Rate is 89.7%; $(11+24) / (11+24+4)$. The 'Neither Agree nor Disagree' responses are discarded.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
11	24	3	4	0

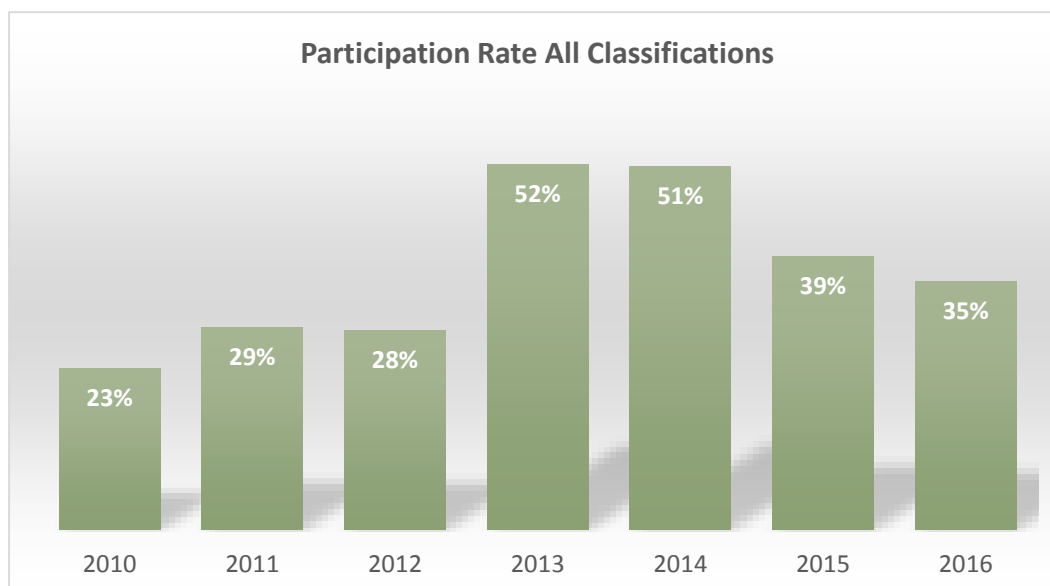
The Importance response rate is determined by the number of respondents who selected and identified the statement as important divided by the total number of respondents in the respective group. In this example, the Importance Rate is 34%; $(14/41)$.

Statement	Importance Count	Number of Respondents	Importance Rating
Edison is innovative.	14	41	34%

Participation

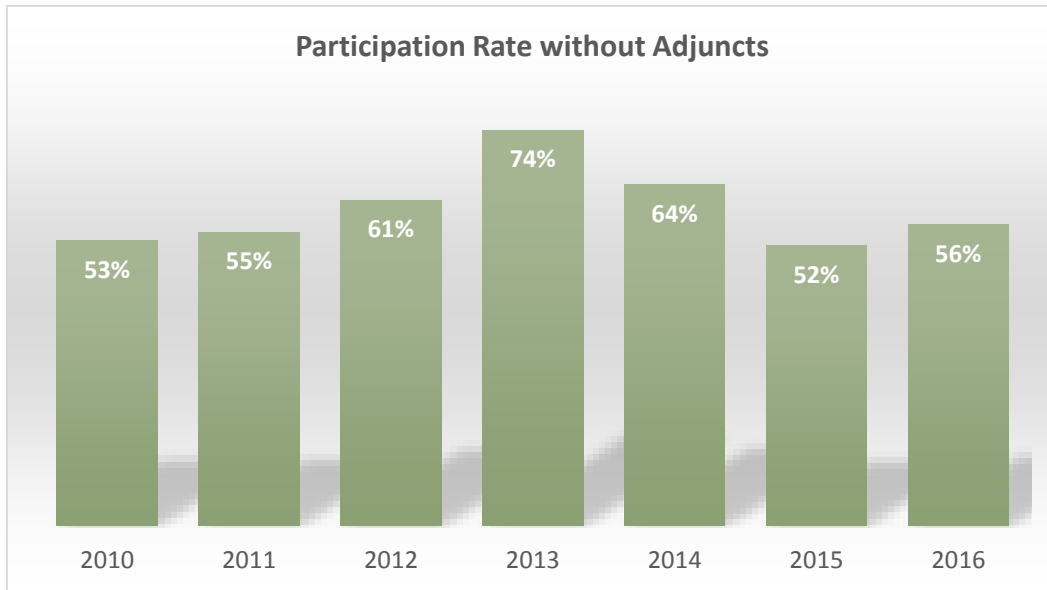
All permanent, full- and part-time employees, and adjunct faculty who are currently teaching are solicited for the survey. The 2016 participation response rate was lower than the previous three years with 35% of employees responding.

Participation by Employment Category	2016			
	Participated	Total	Percentage	% of Total
FT Faculty	30	52	57.69%	26.09%
Classified	12	31	38.71%	10.43%
Professional/Technical	30	47	63.83%	26.09%
Administration	8	12	66.67%	6.96%
Adjunct	35	186	18.82%	30.43%
Total	115	328	35.06%	



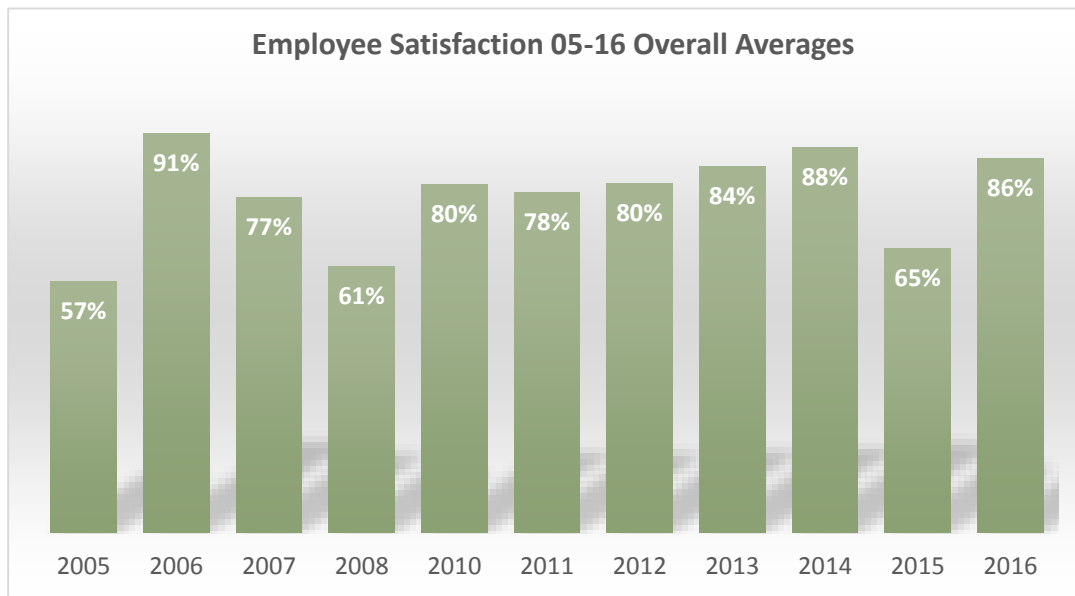
Participation is also review without the adjunct faculty group. This is done due to the number of adjuncts and their level of engagement. In this view, the 2016 participation response rate was 56%.

Employee Satisfaction Survey	2010	2011	2012	2013	2014	2015	2016
Participation Rate without Adjuncts	53%	55%	61%	74%	64%	52%	56%

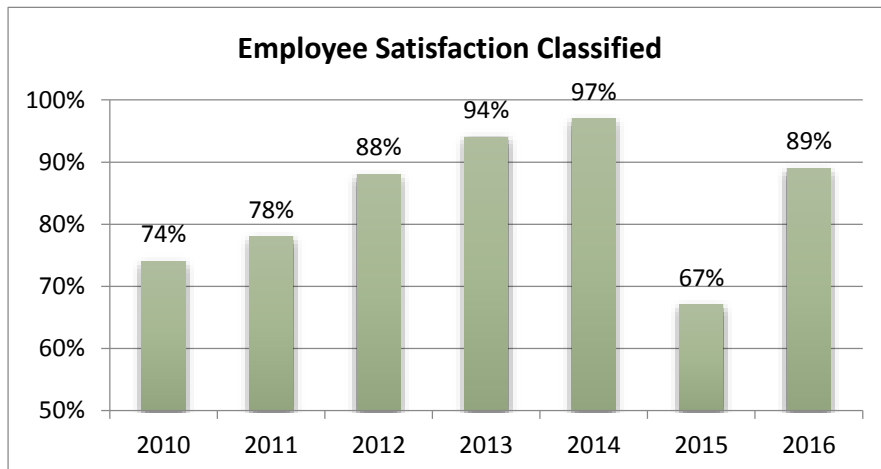
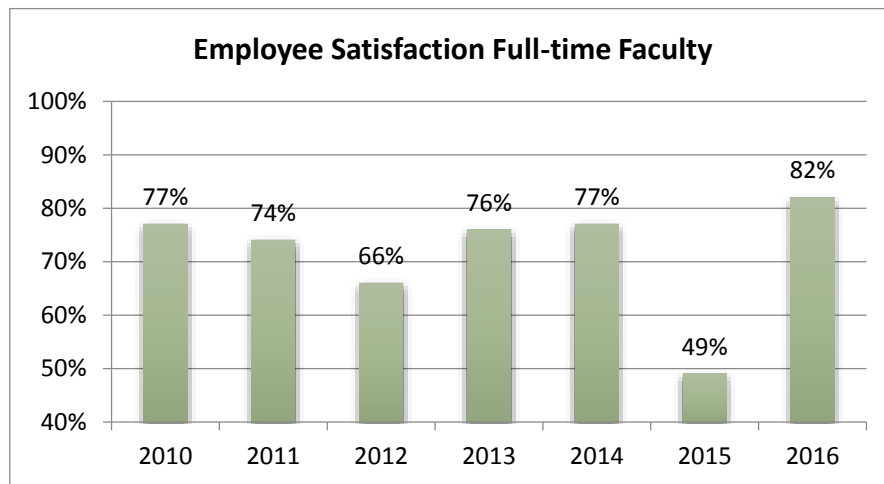
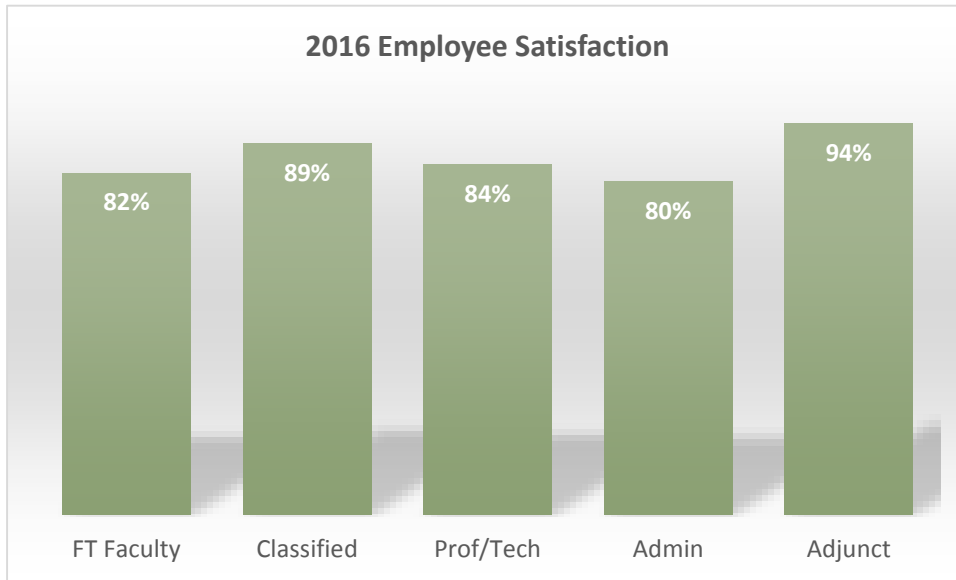


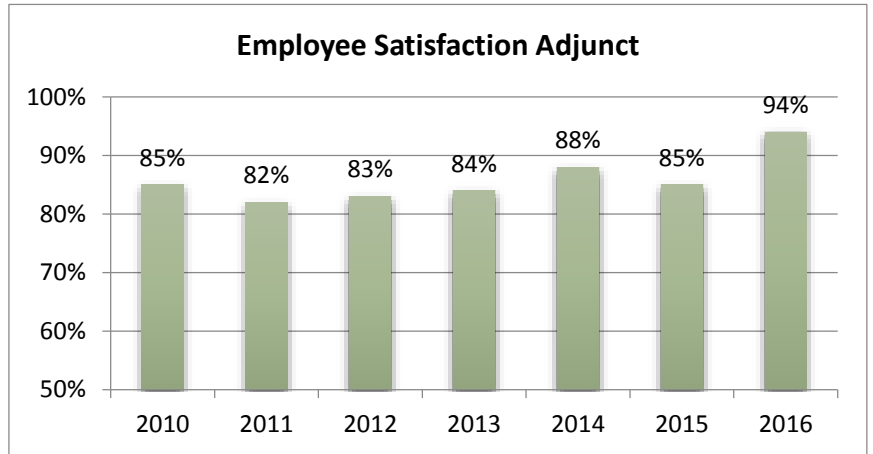
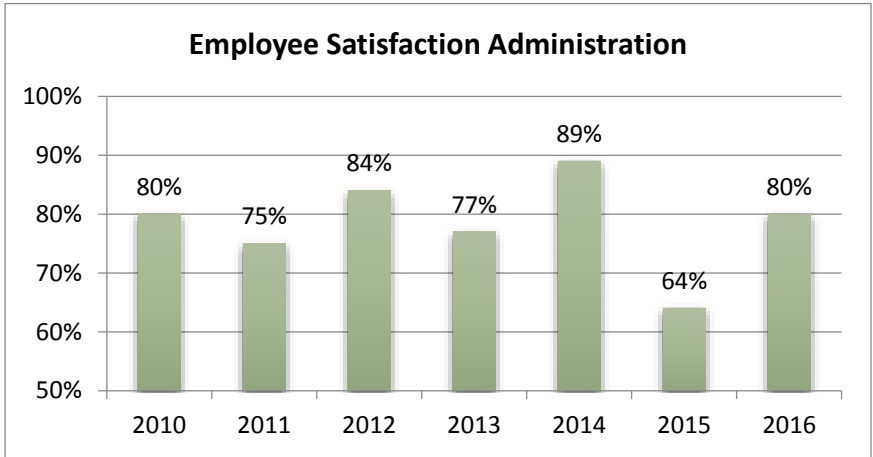
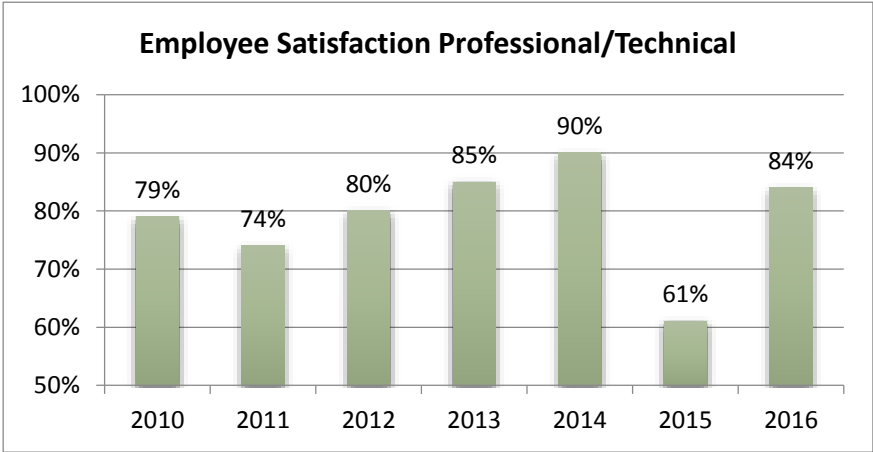
Satisfaction Rate

The 2016 satisfaction rate, based on response by the participating employees was 86%. This is an improvement from the prior year and is approaching the satisfaction rate achieved in 2014 (88%). The range is from 94% (Adjunct Faculty) to 80% (Administration).



The overall average is broken down by employment classification and is reviewed collectively as well as by classification for both the current year and longitudinally.





High Satisfaction Statements

Thirty-eight (76%) of the 50 statements received an overall (all classifications) satisfaction rate of 80% or greater.

2016 Employee Satisfaction Statements Receiving 80% or greater, overall	Satisfaction Rate
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	100%
I know how my job fits into the mission of the college and supports the College End Goals.	99%
I have a safe environment.	98%
I know the primary functions of my department.	98%
My co-workers respect diversity.	98%
I can rely on my colleagues/co-workers when needed to get the job done.	97%
I have sufficient information to perform my job.	96%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	95%
I know the primary strategic plans and goals of my department.	95%
Edison's President makes decisions in a timely fashion.	95%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	95%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	94%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	94%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	93%
There is a positive working relationship between Edison's President and faculty.	93%
We use continuous quality improvement tools when processes need to be improved.	92%
I have sufficient opportunities to be informed about what is going on at Edison.	92%
Edison supports job-related training.	92%
Sufficient opportunities are available to communicate with Edison's President.	92%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	90%

2016 Employee Satisfaction Statements Receiving 80% or greater, overall	Satisfaction Rate
My immediate work environment enhances my ability to perform my job well.	90%
I feel well informed about what is going on in my department.	89%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	88%
Institutional policies and procedures have been clearly communicated to me.	88%
Edison is a good place to work.	88%
I have the technology I need to successfully do my job.	88%
It is safe for me to share questions, concerns, and ideas with my co-workers.	87%
Overall, there is a spirit of cooperation among Edison employees.	87%
I want to be working at Edison three years from now.	86%
Edison's College End Goals and strategic initiatives have measureable outcomes.	86%
Edison's College End Goals and strategic initiatives have clear criteria.	86%
My supervisor and my organization care about me.	85%
Sufficient opportunities are available to communicate with the Vice President of my area.	84%
Edison has high standards and ethics.	83%
There is a positive working relationship between Edison's staff and Senior Administration.	81%
New ideas for improving the quality of my work environment are encouraged.	81%
Edison places a high priority on professional development.	80%
The decisions that are made reflect Edison's mission.	80%

Low Satisfaction Statements

No statements received an overall (all classifications) satisfaction rate of less than 50%. Five (10%) of the 50 statements received less than 75% satisfaction rating.

2016 Employee Satisfaction Statements Receiving less than 75%, overall	Satisfaction Rate
Edison does a good job of communicating budget resource allocation decisions to employees.	51%
Overall, there have been positive changes in the Edison environment in the past year.	60%
Job satisfaction is a priority of Edison's President and Senior Administration.	61%
Overall, I feel valued as an employee of the college.	66%
There is a positive working relationship between Edison's President and Senior Administration.	74%

The remaining 7 statements (14%) received a satisfaction rating of 75% to 78%.

The breakdown of high and low percentages by employment classification shows that 1 statement received an overall average of 100%, and 36 (72%) of the 50 statements received a 100% satisfaction rating by one or more classifications. Two (4%) of the 50 statements received a satisfaction rating of less than 25%.

2016 Employee Satisfaction Statement Receiving 100% in ALL employment classifications
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.

2016 Employee Satisfaction Statements Receiving 100% in one or more employment classifications	Overall Satisfaction Rate
Job satisfaction is a priority of Edison's President and Senior Administration.	61%
There is a positive working relationship between Edison's staff and Senior Administration.	81%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	90%
New ideas for improving the quality of my work environment are encouraged.	81%
My immediate work environment enhances my ability to perform my job well.	90%

2016 Employee Satisfaction Statements Receiving 100% in one or more employment classifications	Overall Satisfaction Rate
It is safe for me to share questions, concerns, and ideas with my co-workers.	87%
There is a positive working relationship between Edison's President and Senior Administration.	74%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	88%
Edison's College End Goals and strategic initiatives have clear criteria.	86%
There is a positive working relationship between Edison's Senior Administration and faculty.	76%
I have the technology I need to successfully do my job.	88%
My supervisor and my organization care about me.	85%
Sufficient opportunities are available to communicate with the Vice President of my area.	84%
I feel well informed about what is going on in my department.	89%
We use continuous quality improvement tools when processes need to be improved.	92%
I can rely on my colleagues/co-workers when needed to get the job done.	97%
Institutional policies and procedures have been clearly communicated to me.	88%
I want to be working at Edison three years from now.	86%
Edison supports job-related training.	92%
I have sufficient information to perform my job.	96%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	94%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	93%
I have sufficient opportunities to be informed about what is going on at Edison.	92%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	94%
Edison is a good place to work.	88%
My co-workers respect diversity.	98%
Sufficient opportunities are available to communicate with Edison's President.	92%

2016 Employee Satisfaction Statements Receiving 100% in one or more employment classifications	Overall Satisfaction Rate
I know the primary strategic plans and goals of my department.	95%
There is a positive working relationship between Edison's President and faculty.	93%
Edison's President makes decisions in a timely fashion.	95%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	95%
I know the primary functions of my department.	98%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	95%
I know how my job fits into the mission of the college and supports the College End Goals.	99%
I have a safe environment.	98%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	100%

2016 Employee Satisfaction Statements Receiving less than 25% in one or more employment classifications	Lowest Satisfaction Rate	Overall Satisfaction Rate
There is a positive working relationship between Edison's President and Senior Administration.	14%	74%
Edison does a good job of communicating budget resource allocation decisions to employees.	19%	51%

Importance Rate

To inform the Satisfaction Rates received for the statements, the respondents are asked to select those statements they consider to be of importance. While all 50 statements were selected by at least one respondent (range 1- 22), 9 statements were identified to have importance of at least 75% of the highest number selected (17/22). A comparison to the previous year, 2015 is added to add context to the satisfaction rating.

2016 Employee Satisfaction Statements Selected as important by at least 75% of the highest number selected	2016 Satisfaction	2015 Satisfaction	Improvement
Edison encourages creative and innovative ideas.	77%	73%	4%
I feel well informed about what is going on in my department.	89%	79%	10%
I have sufficient information to perform my job.	97%	86%	11%

2016 Employee Satisfaction Statements Selected as important by at least 75% of the highest number selected	2016 Satisfaction	2015 Satisfaction	Improvement
We use continuous quality improvement tools when processes need to be improved.	92%	75%	17%
Edison has high standards and ethics.	83%	62%	21%
I want to be working at Edison three years from now.	87%	75%	12%
Edison is innovative.	78%	59%	19%
I know the primary functions of my department.	98%	94%	4%
I am satisfied with the freedom I have to openly express my viewpoint.	76%	62%	14%
It is safe for me to share questions, concerns, and ideas with my co-workers.	87%	61%	26%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	88%	76%	12%
Overall, I feel valued as an employee of the college.	66%	51%	15%
Edison is a good place to work.	88%	72%	16%
Overall, there is a spirit of cooperation among Edison employees.	87%	71%	16%
I have a safe environment.	98%	78%	20%

Comments Received

Twenty-three comments were received mentioning such items as improvements to the survey, policies and procedures, communication, connection, compensation, recognition, and climate. The comments have been forwarded to the President and Cabinet members for review.

Review and Analysis

The results of the 2016 Employee Satisfaction Survey are compiled by the Office of Institutional Planning and Effectiveness. In addition to this report, the results are presented in full to the college President. The Cabinet receives a working file of results with sufficient information to determine appropriate response. The Board of Trustees will receive a formal report and presentation of the results during one of the monthly Board meetings. This report is distributed to all employees of the college. Questions about the results can be addressed to the President, Vice Presidents, or to the Dean of Institutional Planning and Effectiveness.

A summary of the results for the 50 statements appear on the following pages.

2015 Employee Satisfaction Data Table

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
# of Respondents	8	30	12	30		35	
Total Count in Group	12	47	31	52	83.54%	186	85.57%
Response Percentage	67%	64%	39%	58%		19%	
Edison does a good job of communicating budget resource allocation decisions to employees.	25%	19%	63%	76%	46%	72%	51%
Job satisfaction is a priority of Edison's President and Senior Administration.	33%	53%	75%	45%	52%	100%	61%
Edison places a high priority on professional development.	83%	63%	88%	78%	78%	91%	80%
Overall, I feel valued as an employee of the college.	50%	64%	70%	56%	60%	88%	66%
I understand how Edison develops policies and procedures.	80%	65%	89%	61%	74%	86%	76%
Overall, there have been positive changes in the Edison environment in the past year.	29%	65%	45%	65%	51%	96%	60%
Edison is innovative.	71%	67%	89%	75%	75%	88%	78%
There is a positive working relationship between Edison's staff and Senior Administration.	100%	74%	75%	56%	76%	100%	81%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	100%	74%	100%	77%	88%	100%	90%
Edison encourages creative and innovative ideas.	50%	75%	88%	80%	73%	93%	77%
New ideas for improving the quality of my work environment are encouraged.	71%	75%	100%	65%	78%	91%	81%
My immediate work environment enhances my ability to perform my job well.	100%	76%	100%	80%	89%	93%	90%
Edison has high standards and ethics.	71%	76%	90%	90%	82%	87%	83%
Edison is open to change.	50%	77%	75%	79%	70%	93%	75%

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
Edison provides opportunities to explore alternative work schedules appropriate to my position.	63%	78%	63%	76%	70%	95%	75%
I am satisfied with the freedom I have to openly express my viewpoint.	63%	78%	90%	52%	71%	97%	76%
It is safe for me to share questions, concerns, and ideas with my co-workers.	100%	78%	90%	71%	85%	97%	87%
There is a positive working relationship between Edison's President and Senior Administration.	14%	82%	100%	75%	68%	100%	74%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	100%	83%	88%	71%	85%	100%	88%
Edison's College End Goals and strategic initiatives have clear criteria.	57%	83%	100%	95%	84%	93%	86%
There is a positive working relationship between Edison's Senior Administration and faculty.	100%	83%	67%	42%	73%	86%	76%
I have the technology I need to successfully do my job.	75%	84%	100%	89%	87%	90%	88%
My supervisor and my organization care about me.	71%	86%	100%	73%	83%	93%	85%
Sufficient opportunities are available to communicate with the Vice President of my area.	100%	87%	75%	75%	84%	83%	84%
I feel well informed about what is going on in my department.	100%	87%	90%	86%	91%	83%	89%
We use continuous quality improvement tools when processes need to be improved.	100%	87%	86%	89%	90%	100%	92%
I can rely on my colleagues/co-workers when needed to get the job done.	100%	87%	100%	96%	96%	100%	97%
Edison's College End Goals and strategic initiatives have measureable outcomes.	67%	88%	89%	91%	83%	96%	86%
Institutional policies and procedures have been clearly communicated to me.	86%	90%	100%	72%	87%	94%	88%
I want to be working at Edison three years from now.	67%	91%	91%	84%	83%	100%	86%
Overall, there is a spirit of cooperation among Edison employees.	80%	91%	78%	88%	84%	96%	87%
Edison supports job-related training.	100%	91%	90%	89%	92%	89%	92%
I have sufficient information to perform my job.	100%	92%	100%	97%	97%	94%	96%

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	100%	92%	100%	92%	96%	85%	94%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	86%	93%	100%	92%	93%	97%	93%
I have sufficient opportunities to be informed about what is going on at Edison.	100%	93%	78%	89%	90%	100%	92%
The decisions that are made reflect Edison's mission.	57%	93%	70%	83%	76%	96%	80%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	100%	94%	88%	100%	95%	89%	94%
Edison is a good place to work.	60%	95%	100%	83%	85%	100%	88%
My co-workers respect diversity.	100%	95%	100%	100%	99%	93%	98%
Sufficient opportunities are available to communicate with Edison's President.	100%	96%	86%	81%	91%	95%	92%
I know the primary strategic plans and goals of my department.	100%	96%	100%	96%	98%	82%	95%
There is a positive working relationship between Edison's President and faculty.	80%	100%	100%	88%	92%	96%	93%
Edison's President makes decisions in a timely fashion.	80%	100%	100%	94%	93%	100%	95%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	86%	100%	91%	100%	94%	97%	95%
I know the primary functions of my department.	100%	100%	100%	97%	99%	94%	98%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	100%	100%	88%	93%	95%	97%	95%
I know how my job fits into the mission of the college and supports the College End Goals.	100%	100%	100%	93%	98%	100%	99%
I have a safe environment.	100%	100%	91%	100%	98%	100%	98%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	100%	100%	100%	100%	100%	100%	100%
Overall Satisfaction Average	80%	84%	89%	82%	84%	94%	86%

