

2017 EMPLOYEE SATISFACTION SURVEY RESULTS



2017 Employee Satisfaction Survey Results
Institutional Planning and Effectiveness

2017 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 2017 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

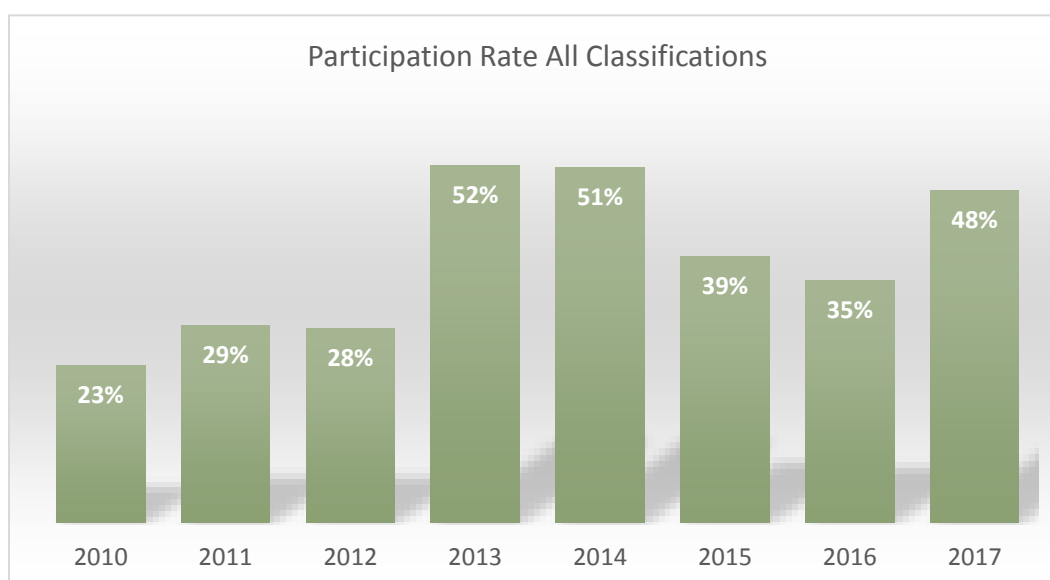
The Importance response rate is determined by the number of respondents who selected and identified the statement as important divided by the total number of respondents in the respective group. In this example, the Importance Rate is 34%; $(14/41)$.

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

Participation

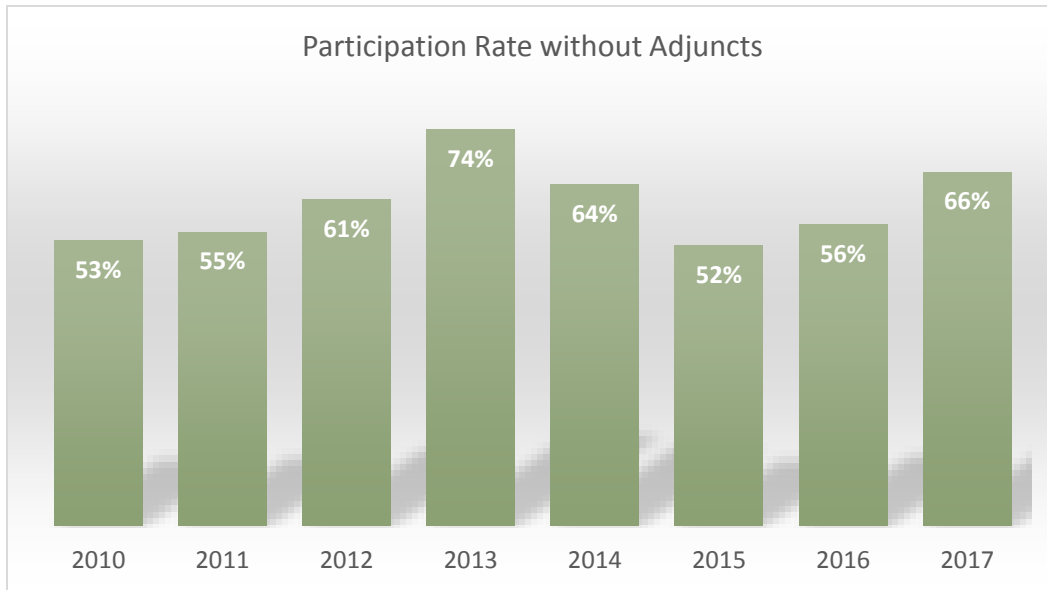
All permanent, full- and part-time employees, and adjunct faculty who are currently teaching are solicited for the survey. The 2017 participation response rate was higher than the previous two years with 48% of employees responding.

Participation by Employment Category	2017			
	Participated	Total	Percentage	% of Total
FT Faculty	34	50	68.00%	24.46%
Classified	15	33	45.45%	10.79%
Professional/Technical	35	49	71.43%	25.18%
Administration	10	10	100.00%	7.19%
Adjunct	45	147	30.61%	32.37%
Total	139	289	48.10%	



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 2017 participation response rate was 66%.

Employee Satisfaction Survey	2010	2011	2012	2013	2014	2015	2016	2017
Participation Rate without Adjuncts	53%	55%	61%	74%	64%	52%	56%	66%

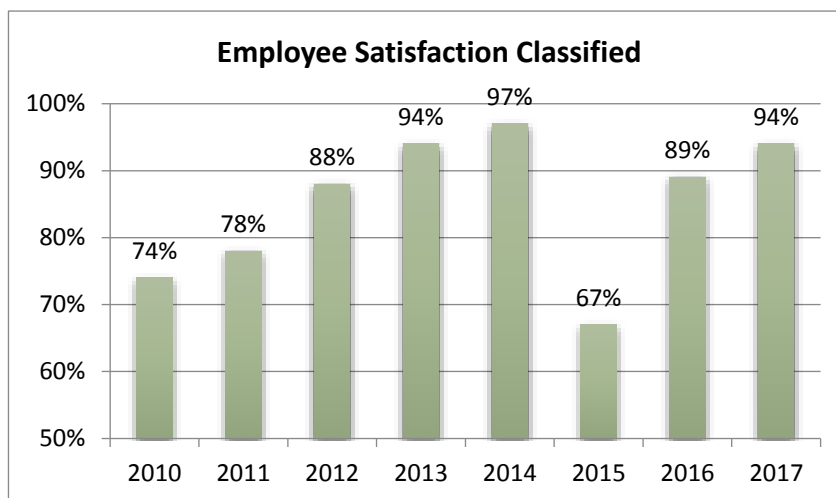
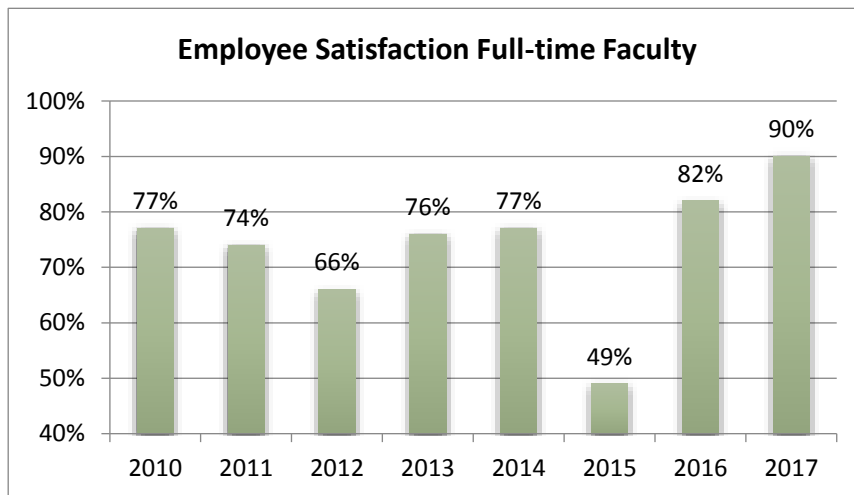
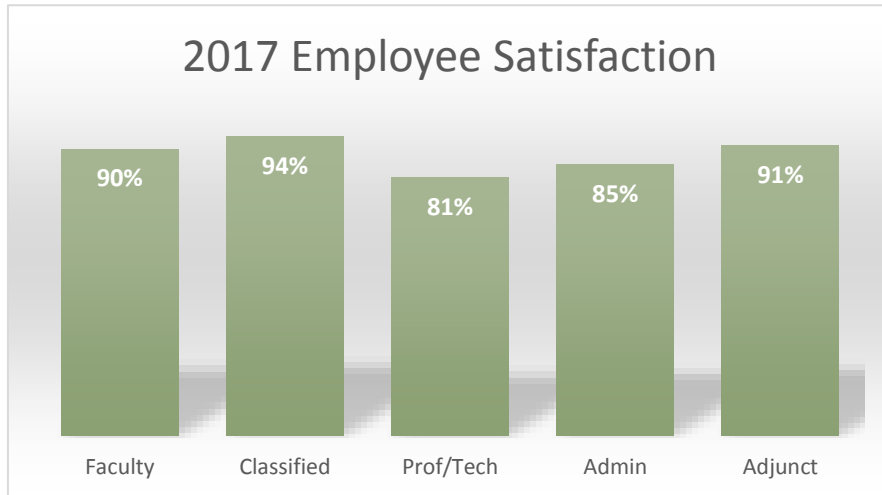


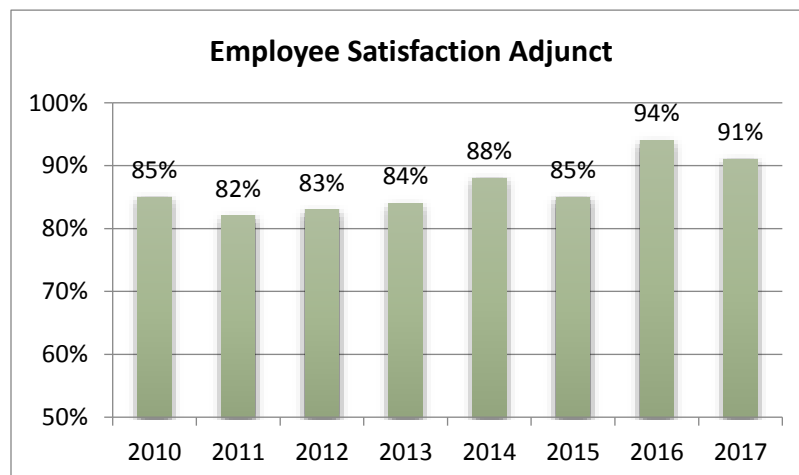
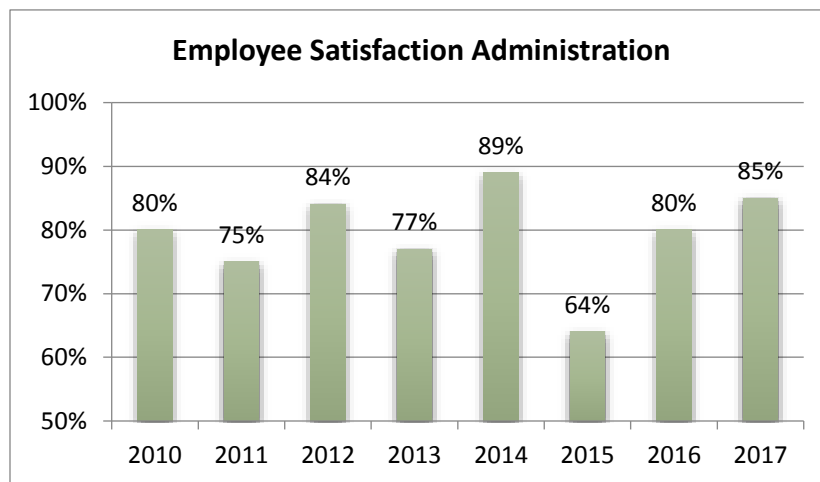
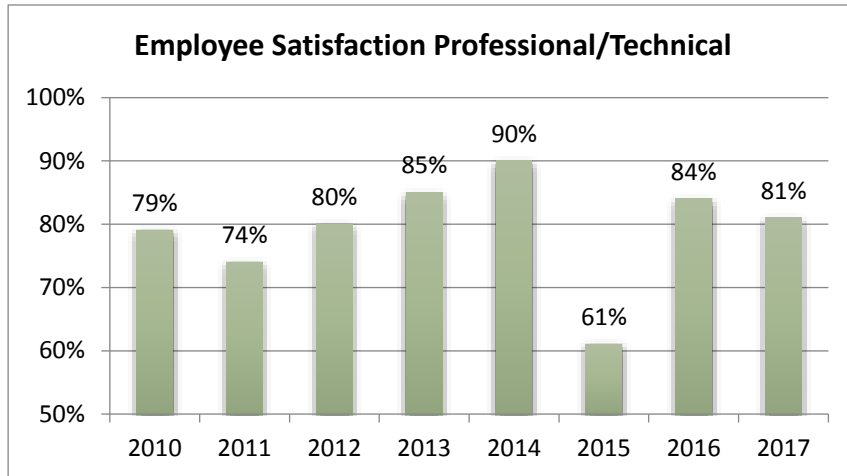
Satisfaction Rate

The 2017 satisfaction rate, based on response by the participating employees was 88%. This is an improvement from the prior two years and is the second highest satisfaction rate achieved (91%). The range is from 81% (Professional/Technical Staff) to 94% (Classified).



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

Twenty-two (44%) of the 50 statements received an overall (all classifications) satisfaction rate of 90% or greater. Twenty-one (42%) received an overall rate of 80% to 89%.

2017 Employee Satisfaction Statements Receiving 90% or greater, overall	Satisfaction Rate
I know how my job fits into the mission of the college and supports the College End Goals.	99%
I know the primary functions of my department.	98%
I have a safe environment.	97%
My co-workers respect diversity.	97%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	96%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	96%
There is a positive working relationship between Edison's President and faculty.	95%
Edison's College End Goals and strategic initiatives have clear criteria.	95%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	95%
Edison's College End Goals and strategic initiatives have measureable outcomes.	95%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	94%
My immediate work environment enhances my ability to perform my job well.	94%
We use continuous quality improvement tools when processes need to be improved.	94%
I can rely on my colleagues/co-workers when needed to get the job done.	93%
I have sufficient opportunities to be informed about what is going on at Edison.	92%
I know the primary strategic plans and goals of my department.	92%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	92%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	91%
The decisions that are made reflect Edison's mission.	91%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	91%
Edison's President makes decisions in a timely fashion.	91%
Institutional policies and procedures have been clearly communicated to me.	90%

Low Satisfaction Statements

Seven (14%) statements received an overall rating of 79% or less. Two (4%) of the 50 statements received less than 75% satisfaction rating. This compares to five statements below 75% in 2016.

2017 Employee Satisfaction Statements Receiving less than 75%, overall	Satisfaction Rate
Job satisfaction is a priority of Edison's President and Senior Administration.	70%
Edison does a good job of communicating budget resource allocation decisions to employees.	64%

The breakdown of high and low percentages by employment classification shows that no statement received an overall average of 100%; and 33 (66%) of the 50 statements received a 100% satisfaction rating by one or more classifications. This compares to 2016 with 1 statement receiving an overall average of 100%; and 36 (72%) statements receiving 100% satisfaction by one or more classifications. The lowest satisfaction rating by classification was 48%.

2017 Employee Satisfaction Statements Receiving 100% in one or more employment classifications	Overall Satisfaction Rate
I know how my job fits into the mission of the college and supports the College End Goals.	99%
I know the primary functions of my department.	98%
I have a safe environment.	97%
My co-workers respect diversity.	97%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	96%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	96%
There is a positive working relationship between Edison's President and faculty.	95%
Edison's College End Goals and strategic initiatives have clear criteria.	95%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	95%
Edison's College End Goals and strategic initiatives have measureable outcomes.	95%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	94%
My immediate work environment enhances my ability to perform my job well.	94%
We use continuous quality improvement tools when processes need to be improved.	94%
I can rely on my colleagues/co-workers when needed to get the job done.	93%
I know the primary strategic plans and goals of my department.	92%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	92%

2017 Employee Satisfaction Statements Receiving 100% in one or more employment classifications	Overall Satisfaction Rate
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	91%
The decisions that are made reflect Edison's mission.	91%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	91%
Edison's President makes decisions in a timely fashion.	91%
Institutional policies and procedures have been clearly communicated to me.	90%
I have sufficient information to perform my job.	89%
I have the technology I need to successfully do my job.	89%
I feel well informed about what is going on in my department.	89%
There is a positive working relationship between Edison's President and Senior Administration.	89%
New ideas for improving the quality of my work environment are encouraged.	89%
Overall, there is a spirit of cooperation among Edison employees.	89%
I want to be working at Edison three years from now.	88%
Sufficient opportunities are available to communicate with the Vice President of my area.	87%
Edison provides opportunities to explore alternative work schedules appropriate to my position.	87%
My supervisor and my organization care about me.	87%
There is a positive working relationship between Edison's Senior Administration and faculty.	86%
Edison supports job-related training.	85%

2017 Employee Satisfaction Statements Receiving the lowest rating	Lowest Satisfaction Rate	Overall Satisfaction Rate
Job satisfaction is a priority of Edison's President and Senior Administration.	48%	70%

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 1 respondent (range 1- 28), 4 statements were identified by at least 50% of respondents by classification.

2017 Employee Satisfaction Statements Identified as Important by at least 50% of respondents in 4 or more classifications	Overall Importance Rate
Overall, there have been positive changes in the Edison environment in the past year.	53%
I have sufficient information to perform my job.	52%
Overall, I feel valued as an employee of the college.	52%
I feel well informed about what is going on in my department.	51%

Six statements were identified to have importance of at least 75% of the highest number selected (21/28). A comparison to the previous year, 2016 is added to add context to the satisfaction rating. The breakdown by employment classification results in 6 statements selected as important by 50% or more of Faculty; 27 statements by Classified Staff; 6 statements by Professional/Technical Staff; 15 statements by Administration; and 5 statements by Adjuncts.

2017 Employee Satisfaction Statements Selected as important by at least 75% of the highest number selected	2017 Satisfaction	2016 Satisfaction	Improvement
I have sufficient information to perform my job.	89%	96%	-7%
We use continuous quality improvement tools when processes need to be improved.	94%	92%	2%
I am satisfied with the freedom I have to openly express my viewpoint.	81%	76%	5%
Edison has high standards and ethics.	87%	83%	4%
Edison is a good place to work.	87%	88%	-1%
Edison is open to change.	84%	75%	9%

Comments Received

Twenty-nine comments were received mentioning such items as improvements to the survey, budget, policy and procedures, recent changes, salary and wage scale, communication, and responsiveness. The comments have been forwarded to the President and Cabinet members for review.

Review and Analysis

The results of the 2017 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, Provost, Vice Presidents, or to the Associate Provost of Institutional Planning, Effectiveness, and Accreditation.

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

2017 Employee Satisfaction Data Table

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
# of Respondents	10	35	15	34	87.60%	45	88.29%
Total Count in Group	10	49	33	50		147	
Response Percentage	100%	71%	45%	68%		31%	
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	100%	97%	100%	100%	99%	85%	96%
Edison encourages creative and innovative ideas.	78%	68%	90%	89%	81%	94%	84%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	89%	71%	91%	87%	84%	97%	87%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	89%	97%	100%	94%	95%	93%	94%
Sufficient opportunities are available to communicate with the Vice President of my area.	71%	92%	100%	90%	88%	82%	87%
Sufficient opportunities are available to communicate with Edison's President.	90%	88%	92%	85%	89%	86%	88%
I have sufficient opportunities to be informed about what is going on at Edison.	90%	88%	92%	94%	91%	98%	92%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	100%	90%	90%	100%	95%	94%	95%
Institutional policies and procedures have been clearly communicated to me.	100%	83%	92%	93%	92%	81%	90%
Edison does a good job of communicating budget resource allocation decisions to employees.	60%	56%	70%	76%	65%	60%	64%
I feel well informed about what is going on in my department.	100%	84%	92%	88%	91%	83%	89%
I have sufficient information to perform my job.	67%	87%	100%	94%	87%	100%	89%
Edison's President makes decisions in a timely fashion.	78%	88%	100%	88%	88%	100%	91%
I understand how Edison develops policies and procedures.	78%	76%	75%	78%	77%	68%	75%
We use continuous quality improvement tools when processes need to be improved.	100%	88%	89%	93%	92%	100%	94%
Overall, there have been positive changes in the Edison environment in the past year.	60%	74%	89%	83%	76%	89%	79%
Edison is open to change.	67%	75%	90%	93%	81%	97%	84%
The decisions that are made reflect Edison's mission.	88%	79%	100%	89%	89%	100%	91%
Edison has high standards and ethics.	70%	86%	92%	96%	86%	91%	87%

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
I want to be working at Edison three years from now.	75%	83%	100%	91%	87%	91%	88%
Edison is innovative.	60%	58%	90%	85%	73%	93%	77%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	100%	81%	83%	100%	91%	91%	91%
I know the primary functions of my department.	100%	97%	100%	100%	99%	94%	98%
I know the primary strategic plans and goals of my department.	100%	87%	100%	94%	95%	80%	92%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	100%	94%	92%	90%	94%	80%	91%
Edison's College End Goals and strategic initiatives have clear criteria.	100%	87%	100%	96%	96%	91%	95%
Edison's College End Goals and strategic initiatives have measureable outcomes.	100%	88%	100%	96%	96%	90%	95%
I am satisfied with the freedom I have to openly express my viewpoint.	78%	67%	85%	82%	78%	94%	81%
It is safe for me to share questions, concerns, and ideas with my co-workers.	80%	80%	79%	81%	80%	90%	82%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	100%	80%	100%	93%	93%	88%	92%
There is a positive working relationship between Edison's staff and Senior Administration.	88%	80%	89%	94%	88%	93%	89%
There is a positive working relationship between Edison's Senior Administration and faculty.	88%	73%	100%	81%	86%	88%	86%
There is a positive working relationship between Edison's President and Senior Administration.	70%	86%	100%	89%	86%	100%	89%
There is a positive working relationship between Edison's President and faculty.	100%	94%	100%	88%	96%	95%	95%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	100%	96%	86%	100%	95%	100%	96%
Overall, I feel valued as an employee of the college.	67%	59%	92%	88%	76%	87%	78%
Edison is a good place to work.	75%	78%	93%	94%	85%	97%	87%
Overall, there is a spirit of cooperation among Edison employees.	80%	76%	100%	93%	87%	94%	89%
Job satisfaction is a priority of Edison's President and Senior Administration.	67%	48%	82%	76%	68%	77%	70%
New ideas for improving the quality of my work environment are encouraged.	100%	73%	100%	83%	89%	89%	89%
Edison provides opportunities to explore alternative work schedules appropriate to my position.	80%	62%	100%	96%	84%	96%	87%
My co-workers respect diversity.	90%	93%	100%	100%	96%	100%	97%
I know how my job fits into the mission of the college and supports the College End Goals.	100%	97%	100%	97%	98%	100%	99%

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
I have a safe environment.	100%	90%	100%	97%	97%	100%	97%
My supervisor and my organization care about me.	67%	78%	100%	92%	84%	97%	87%
Edison supports job-related training.	67%	89%	100%	78%	83%	91%	85%
Edison places a high priority on professional development.	89%	64%	92%	60%	76%	83%	78%
I can rely on my colleagues/co-workers when needed to get the job done.	89%	81%	100%	97%	92%	100%	93%
My immediate work environment enhances my ability to perform my job well.	100%	81%	100%	97%	94%	94%	94%
I have the technology I need to successfully do my job.	80%	86%	100%	89%	89%	92%	89%
Overall Average	85.21%	81.01%	94.10%	90.08%	87.60%	91.07%	88.29%

Two Year Comparison

