

2018 EMPLOYEE SATISFACTION SURVEY RESULTS



2018 Employee Satisfaction Survey Results
Institutional Planning, Effectiveness, and Accreditation

2018 Employee Satisfaction Survey Results

Edison State 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, Effectiveness, and Accreditation.

Results

The results for the 2018 Employee Satisfaction Survey are presented here.

Survey Instrument

The previous survey, based on the Malcom Baldrige “Are We Making Progress,” had been in place since 2010. Prior to then, a similarly-stated survey was delivered however the rating scale was significantly different. Effective this year, the Baldrige categories and the importance rating section were removed to make the survey more manageable for the respondent. The remaining 50 statements are consistent with prior years.

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 50 statements using a five-point scale.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
-----------------------	--------------	-----------------------------------	-----------------	--------------------------

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

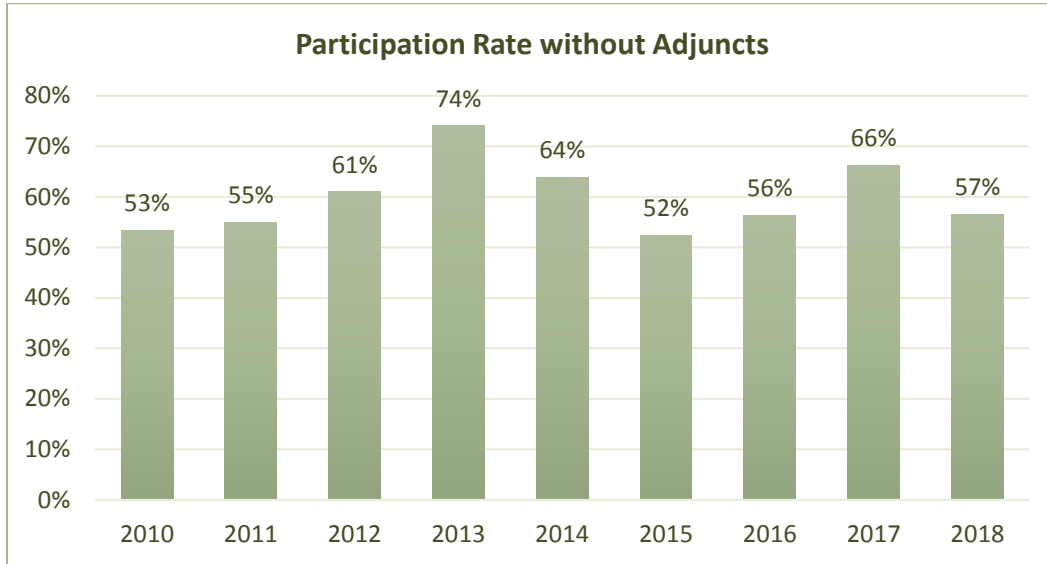
Participation

All permanent, full- and part-time employees, and adjunct faculty who are currently teaching are solicited for the survey. The 2018 participation response rate was lower than the previous year with 39.3% of employees responding. (2017 = 48%; 2016 = 35%)

Participation by Employment Category	2018			
	Participated	Total	Percentage	% of Total
FT Faculty	27	49	55.10%	24.11%
Classified	17	36	47.22%	15.18%
Professional/Technical	26	47	55.32%	23.21%
Administration	12	13	92.31%	10.71%
Adjunct	30	140	21.43%	26.79%
Total	112	285	39.30%	

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 2018 participation response rate was 57%.

Employee Satisfaction Survey	2010	2011	2012	2013	2014	2015	2016	2017	2018
Participation Rate without Adjuncts	53%	55%	61%	74%	64%	52%	56%	66%	57%

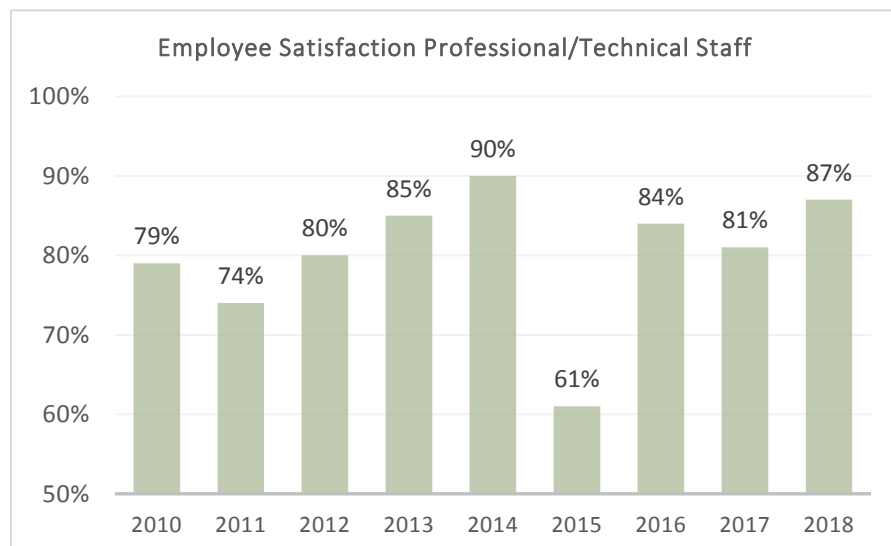
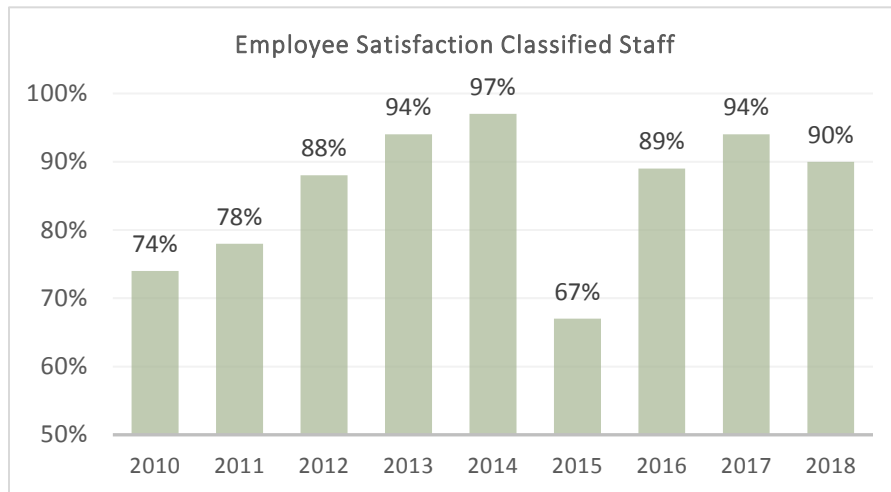
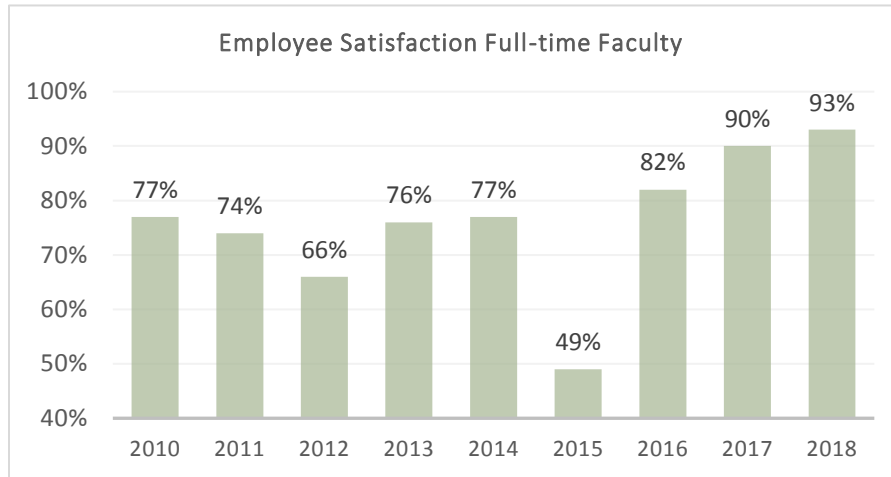


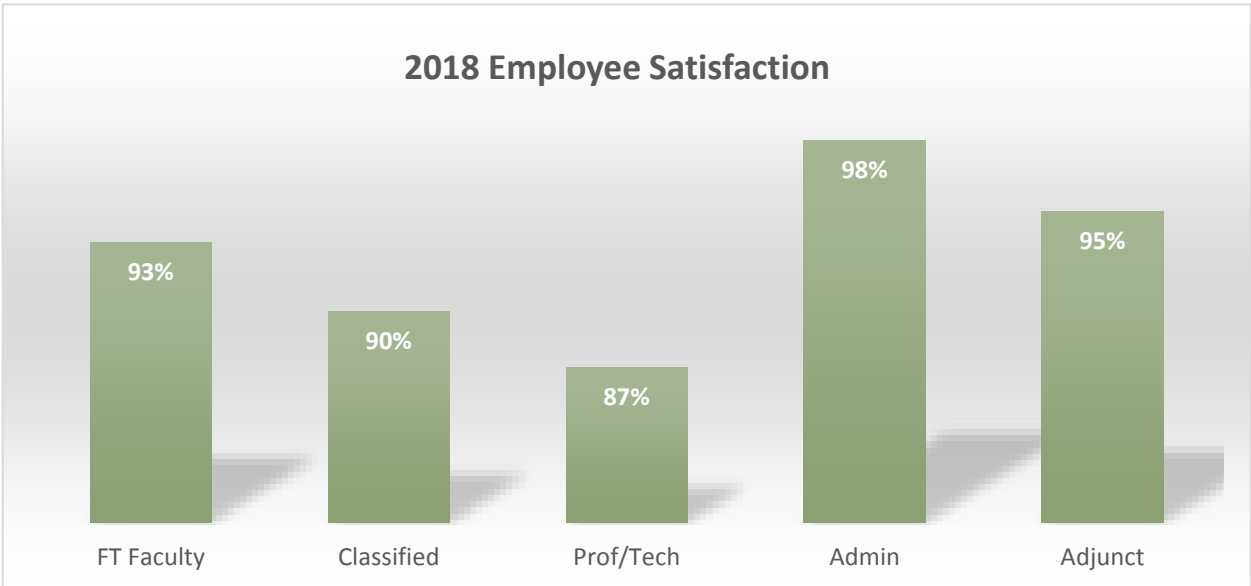
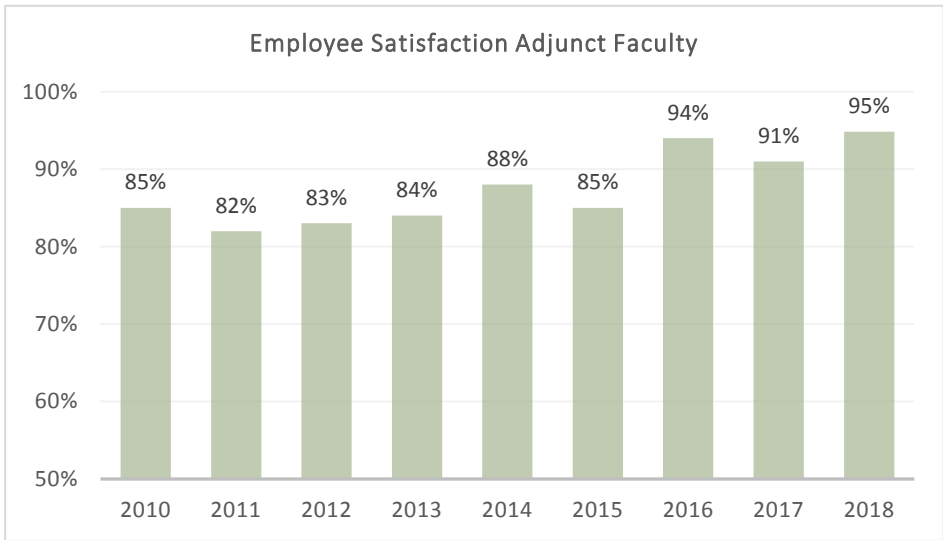
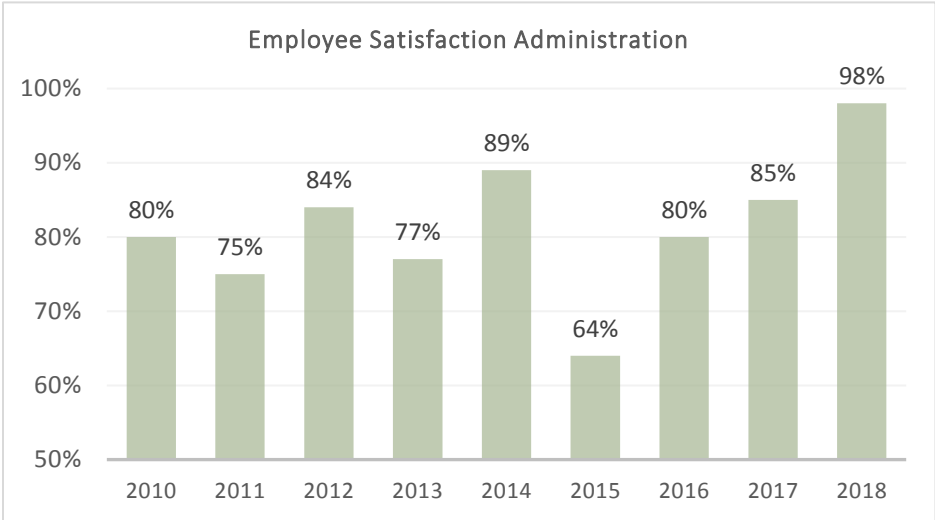
Satisfaction Rate

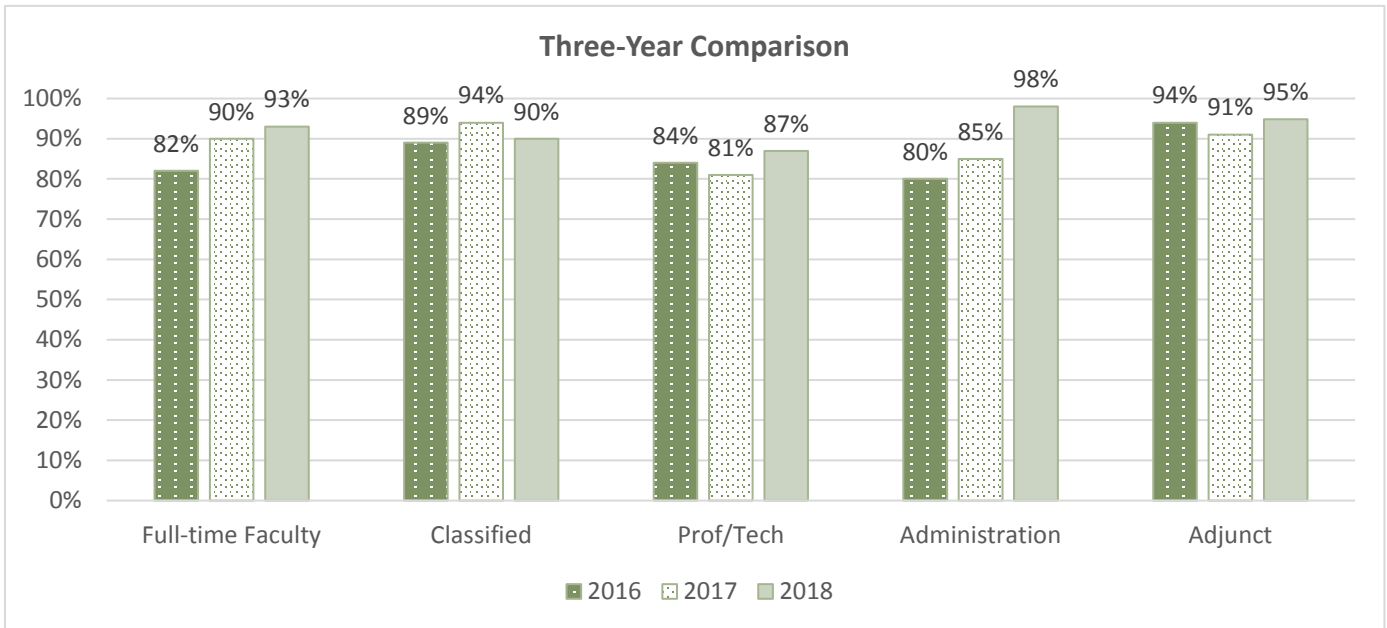
The 2018 satisfaction rate, based on response by the participating employees was 93%. This is an improvement from the prior years and is the highest satisfaction rate received. The range is from 87% (Professional/Technical Staff) to 98% (Administration).



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-seven (74%) of the 50 statements received an overall (all classifications) satisfaction rate of 90% or greater. Twelve (24%) received an overall rate of 80% to 89%.

2018 Employee Satisfaction Statements Receiving 90% or greater, overall	Satisfaction Rate
The decisions that are made reflect Edison's mission.	100%
I have sufficient information to perform my job.	99%
I know the primary functions of my department.	99%
I know how my job fits into the mission of the college and supports the College End Goals.	99%
I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals.	99%
There is a positive working relationship between Edison's President and faculty.	98%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	98%
There is a positive working relationship between Edison's President and Senior Administration.	97%
Edison's College End Goals and strategic initiatives have measureable outcomes.	97%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	97%
Edison's College End Goals and strategic initiatives have clear criteria.	97%
Edison's President makes decisions in a timely fashion.	97%

2018 Employee Satisfaction Statements Receiving 90% or greater, overall	Satisfaction Rate
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	97%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	97%
Edison is a good place to work.	97%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	96%
I have sufficient opportunities to be informed about what is going on at Edison.	96%
Overall, there have been positive changes in the Edison environment in the past year.	96%
My supervisor and my organization care about me.	96%
I know the primary strategic plans and goals of my department.	95%
I have a safe environment.	95%
Edison supports job-related training.	94%
My co-workers respect diversity.	94%
Edison encourages creative and innovative ideas.	94%
I want to be working at Edison three years from now.	94%
I can rely on my colleagues/co-workers when needed to get the job done.	94%
There is a positive working relationship between Edison's staff and Senior Administration.	94%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	93%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	93%
Edison has high standards and ethics.	93%
Edison is open to change.	93%
New ideas for improving the quality of my work environment are encouraged.	92%
We use continuous quality improvement tools when processes need to be improved.	92%
I feel well informed about what is going on in my department.	92%
Sufficient opportunities are available to communicate with Edison's President.	92%
Overall, there is a spirit of cooperation among Edison employees.	92%
Edison provides opportunities to explore alternative work schedules appropriate to my position.	90%

Low Satisfaction Statements

One statement received an overall rating below 80%. This compares to 7 statements below 80% in 2017; and 12 statements below 80% in 2016.

2018 Employee Satisfaction Statements Receiving less than 80%, overall		Satisfaction Rate
Edison does a good job of communicating budget resource allocation decisions to employees.		79%

The breakdown of high and low percentages by employment classification shows that 1 statement received an overall average of 100%; and 48 (96%) of the 50 statements received a 100% satisfaction rating by one or more classifications. This compares to 2017 with no statements receiving an overall average of 100%; and 33 (66%) statements receiving 100% satisfaction by one or more classifications. The lowest satisfaction rating by classification was 60% as compared to 48% in 2017.

2018 Employee Satisfaction Statements Receiving 100% overall satisfaction rating		Overall Satisfaction Rate
The decisions that are made reflect Edison's mission.		100%

2018 Employee Satisfaction Statements Receiving the lowest rating	Lowest Satisfaction Rate	Overall Satisfaction Rate
Edison does a good job of communicating budget resource allocation decisions to employees.	60%	79%
2017 Comparison on above statement	56%	64%
2016 Comparison on above statement	19%	51%

2018 Employee Satisfaction Data Table

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
	# of Respondents	26	17	27		30	
Total Count in Group	13	47	36	49	92%	140	93%
Response Percentage	92%	55%	47%	55%		21%	
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%	100%	93%	100%	98%	100%	99%
Edison encourages creative and innovative ideas.	100%	94%	93%	88%	94%	96%	94%
Edison's Senior Administration fosters a student-oriented approach in programs and services.	100%	95%	100%	92%	97%	100%	97%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	100%	96%	93%	96%	96%	96%	96%
Sufficient opportunities are available to communicate with the Vice President of my area.	100%	90%	75%	100%	91%	81%	89%
Sufficient opportunities are available to communicate with Edison's President.	100%	90%	93%	91%	94%	86%	92%
I have sufficient opportunities to be informed about what is going on at Edison.	100%	91%	94%	100%	96%	96%	96%
I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.	100%	96%	100%	100%	99%	92%	98%
Institutional policies and procedures have been clearly communicated to me.	100%	68%	81%	88%	84%	88%	85%
Edison does a good job of communicating budget resource allocation decisions to employees.	60%	89%	92%	85%	82%	67%	79%
I feel well informed about what is going on in my department.	100%	88%	86%	95%	92%	92%	92%
I have sufficient information to perform my job.	100%	100%	100%	100%	100%	97%	99%
Edison's President makes decisions in a timely fashion.	100%	94%	100%	95%	97%	94%	97%
I understand how Edison develops policies and procedures.	100%	64%	79%	76%	80%	83%	80%
We use continuous quality improvement tools when processes need to be improved.	100%	94%	71%	95%	90%	100%	92%
Overall, there have been positive changes in the Edison environment in the past year.	100%	95%	100%	95%	97%	92%	96%
Edison is open to change.	100%	94%	80%	92%	92%	96%	93%
The decisions that are made reflect Edison's mission.	100%	100%	100%	100%	100%	100%	100%
Edison has high standards and ethics.	100%	88%	87%	96%	93%	93%	93%
I want to be working at Edison three years from now.	100%	95%	88%	92%	94%	95%	94%
Edison is innovative.	100%	64%	69%	86%	80%	96%	83%
The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.	100%	95%	81%	100%	94%	88%	93%
I know the primary functions of my department.	100%	100%	100%	100%	100%	96%	99%

STATEMENT	Admin	Prof/Tech	Classified	Faculty	Averages without Adjuncts	Adjunct	Averages with Adjuncts
I know the primary strategic plans and goals of my department.	100%	95%	100%	93%	97%	88%	95%
I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.	100%	91%	93%	100%	96%	100%	97%
Edison's College End Goals and strategic initiatives have clear criteria.	100%	95%	92%	100%	97%	100%	97%
Edison's College End Goals and strategic initiatives have measureable outcomes.	100%	100%	87%	100%	97%	100%	97%
I am satisfied with the freedom I have to openly express my viewpoint.	100%	70%	86%	85%	85%	96%	87%
It is safe for me to share questions, concerns, and ideas with my co-workers.	100%	74%	88%	80%	85%	96%	87%
There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.	100%	89%	86%	92%	92%	100%	93%
There is a positive working relationship between Edison's staff and Senior Administration.	80%	89%	100%	100%	92%	100%	94%
There is a positive working relationship between Edison's Senior Administration and faculty.	80%	69%	100%	88%	84%	100%	87%
There is a positive working relationship between Edison's President and Senior Administration.	100%	92%	100%	95%	97%	100%	97%
There is a positive working relationship between Edison's President and faculty.	100%	100%	100%	92%	98%	100%	98%
There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.	100%	94%	94%	95%	96%	100%	97%
Overall, I feel valued as an employee of the college.	100%	74%	80%	95%	87%	96%	89%
Edison is a good place to work.	100%	95%	88%	100%	96%	100%	97%
Overall, there is a spirit of cooperation among Edison employees.	100%	87%	81%	92%	90%	100%	92%
Job satisfaction is a priority of Edison's President and Senior Administration.	100%	67%	71%	82%	80%	86%	81%
New ideas for improving the quality of my work environment are encouraged.	100%	83%	92%	91%	92%	95%	92%
Edison provides opportunities to explore alternative work schedules appropriate to my position.	100%	89%	65%	100%	88%	95%	90%
My co-workers respect diversity.	100%	85%	93%	96%	94%	96%	94%
I know how my job fits into the mission of the college and supports the College End Goals.	100%	96%	100%	100%	99%	100%	99%
I have a safe environment.	100%	87%	100%	92%	95%	97%	95%
My supervisor and my organization care about me.	100%	92%	93%	96%	95%	100%	96%
Edison supports job-related training.	100%	84%	100%	92%	94%	96%	94%
Edison places a high priority on professional development.	89%	64%	92%	82%	82%	86%	82%
I can rely on my colleagues/co-workers when needed to get the job done.	100%	77%	93%	100%	93%	100%	94%
My immediate work environment enhances my ability to perform my job well.	100%	76%	81%	92%	87%	96%	89%
I have the technology I need to successfully do my job.	100%	71%	94%	76%	85%	97%	88%
Overall Average	98.18%	87.40%	90.04%	93.34%	92.24%	94.85%	92.76%