HCC 2011 Employee Satisfaction Survey Summary and Results

Method Overview: This survey was adapted from the WA Department of Personnel State Employee Survey (http://www.dop.wa.gov/WorkforceDataAndPlanning/WorkforceDataTrends/StateEmployeeSurvey/Pages/default.aspx) and administered at Highline during fall quarter 2011. Responses were gathered using a locally developed, web-based tool with a survey link sent through email. For the purposes of this survey, "satisfaction" is defined as reporting "usually" or "almost always or always" in response to positively framed survey items. These were the two highest frequency choices on a 5-point Likert-type scale.

Sample: Overall, 311 employees responded to the survey. Table 1 provides a summary of respondent characteristics. Generalizations must be interpreted with caution, particularly for respondent groups of less than 30 employees. Analyses of representativeness can be completed upon request.

Table 1. Characteristics of Survey Respondents	#	% (n=311)
Female (n = 1194; 17%)	198	63%
Male (n = 69; 15%)	105	34%
Did not answer	8	3%
Age		
30 years of age or less	19	6%
31-40 years of age	66	21%
41-50 year of age	88	29%
51-60 years of age	82	26%
61 years of age or more	52	17%
Did not answer	4	1%
Ethnic Group		
Of Color	55	18%
Caucasian/ White	244	78%
Did not answer	12	4%
Employee Group		
FT Faculty	97	31%
PT Faculty	52	17%
Classified Staff	57	18%
Exempt Staff /Administrator	87	28%
Hourly Staff	16	5%
Did not answer	2	1%
Length of time at HCC		
2 years or less	38	12%
3-5 years	59	19%
6-12 years	116	37%
13-20 years	59	19%
21 years or more	39	13%
Did not answer	0	0%

Results: Table 2 depicts the survey results for all respondents. Answers are color-coded for easy identification of areas for improvement. Of the twenty survey items, sixteen (75%) were reported with 70% satisfaction or higher. In one of the items, 90% of respondents indicated they were generally satisfied with their job. The remaining four items need monitoring to ensure satisfaction does not decrease any further in the areas of performance feedback (3 items) and understanding of success measurement. Responses cannot be linked back to individual employees. In addition, the elections survey tool prevents any disaggregation of item responses by employee groups or demographic characteristics.

Results KEY: **Results Meet or Exceed 70%**   **Results 50-70%; Monitor**   **Results Below 50%; Action Needed**

SURVEY ITEM	Reported usually or more often	
	#	% (n=311)
1. I have the opportunity to give input on decisions affecting my work.	249	80%
2. I receive the information I need to do my job effectively.	272	87%
3. I know how my work contributes to the strategic initiatives of HCC.	253	81%
4. I know what is expected of me at work.	287	92%
5. I have opportunities at work to learn and grow professionally.	234	75%
6. I have the tools and resources I need to do my job effectively.	267	86%
7. My co-workers treat me with dignity and respect.	290	93%
8. My supervisor(s)/leader(s) treat me with dignity and respect.	281	90%
9. I receive ongoing feedback that helps me improve my performance.	204	66%
10. I receive recognition for a job well done.	194	62%
11. I receive meaningful information about my performance.	187	60%
12. I know how HCC measures its success in meeting its strategic goals.	181	58%
13. HCC consistently demonstrates support for a diverse workforce.	274	88%
14. I receive useful and timely information on the college's budget status.	258	83%
15, I receive clear information about policy and procedural changes being made at HCC.	226	73%
16. I am encouraged to come up with better ways of doing things.	224	72%
17. I feel safe on campus.	276	89%
18. I am proud of the impact that HCC has on the local community.	282	91%
19. I believe that HCC does a good job of helping students succeed.	289	93%
20. In general, I'm satisfied with my job.	280	90%

Conclusions: Overall, respondents indicated substantial satisfaction with their work environment and collegial climate. For the purposes of Core Theme 4 measurement, the College can report a 90% overall satisfaction rate based on responses to item #20. However, additional focus group research is advised to illuminate decreased satisfaction in the area of performance feedback. With regard to the satisfaction level in understanding success measurement, the college is in transition with measurement systems and is working to increase knowledge and awareness during the transition through the Accreditation Steering Committee.

Recommendations:

- Conduct focus groups to gather additional data on performance feedback concerns.
- Continue messaging with employees about how Highline measures success/ mission fulfillment.

Comment Summary

Method Overview: The final survey item allowed respondents to post comments of any length. Comments were extracted from the elections tool as one batch and given to the IR director as a .pdf file. Individual comments cannot be reliably connected to any particular respondent. A rudimentary content analysis was conducted to summarize comments into four major classes: generally positive, generally negative, specifically positive and specifically negative.

Results:

Comments were left by 65 respondents. Some respondents wrote multiple comments, resulting in 75 coded statements. In summary:

- Positive comments – 26 (21 general and 5 specific)
- Negative comments – 49 (5 general and 44 specific)

The tables below provide more detail on the positive and negative comments.

General Positive Comments: 21
"…phenomenal place to work…proud of what we are doing here…I'm treated as a professional…positive work culture…" "…great work through collaboration and reflection…good colleagues…fortunate to be part of the HCC community."

Specific Positive Comments: 5
"…appreciate our College administrators' openness and advocacy…faculty and administrators cooperate…avoid typical labor/management disagreements…administration has done well at cushioning from budget cuts"

General Negative Comments: 5
"…nepotism…1000 hour employees in my department don't care about their job…favoritism on campus… a lot of info communicated by email… becomes white noise…"

Specific Negative Comments: 44
Diversity concerns - 8 (the use of "white," racism concerns)
PT Faculty concerns -7 (equity and stability)
Poor or unfair treatment by colleagues or supervisors – 6
Concerns with retention efforts- 4
Budget impact on job satisfaction/ advancement – 4
Workload stress – 4
Leadership focused – 3
Communication across depts. - 3
Miscellaneous procedure issues – 5