



Fall 2022 Employee Satisfaction Survey Report

Background

- Workplace & Goals
- National Benchmarks based on IPEDs cohort.
 - Why? Accreditation Bodies (HLC) Understanding Employee Needs



 Kishwaukee College regularly assesses Employee Satisfaction/Importance of the College Climate,

Fall 2022 Demographics

- Response Rates: Overall=127/307=41.4% • Administrators: 12/19=63% • Full Time Faculty: 29/55=53% • Part Time Faculty: 12/88=14% • Part Time Staff: 11/39=28% Professional Staff: 32/55=58% • Support Staff: 25/51=49%

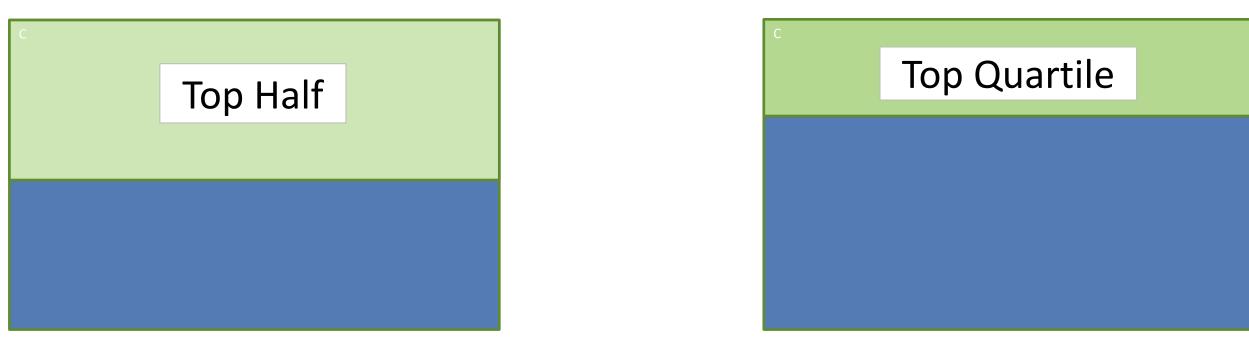
- - Not Disclosed: 6





What is a "Strength"?

Strengths:



Importance



Must be in both to meet requisite of "Strength"



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Satisfaction

What is a "Challenge"? Challenge: Top Half Bottom Quartile Satisfaction Importance Top Quartile Top Half Imp/Sat Gap Importance



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Campus Culture: Strengths

- 1. This institution treats students as its top priority
- 2. Faculty take pride in their work
- 3. This institution promotes excellent employee-student relationships 4. My co-workers are committed to doing quality work
- 5. Staff take pride in their work
- 6. Administrators take pride in their work
- 7. Each office demonstrates and promotes customer service 8. The College is committed to providing a variety of flexible learning models for students



Campus Culture: Challenges

- The leadership of this institution has a clear sense of purpose
- 2. This institution plans carefully
- 3. There are effective lines of communication between departments

Down from 6 Challenges in Fall 2019 2. There is a spirit of teamwork and cooperation at this institution 3. The reputation of this institution continues to improve institution



- 1. There is good communication between staff and the administration at this institution
- 4. There is good communication between the faculty and the administration at this



Workplace: Strengths

- 1. My supervisor pays attention to what I have to say
- 2. I feel safe on campus
- 3. The type of work I do on most days is personally rewarding 4. I have the opportunity to do what I do best everyday



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Workplace: Challenges

- 1. I am paid fairly for the work I do (#1 in FA19)
- 2. My department has the staff needed to do its job well
- 3. I feel like I work in a positive work environment
- 4. It is easy for me to get information at this institution
- 5. My department has the budget needed to do its job well



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o *(#1 in FA19)* eeded to do its job well ork environment tion at this institution t needed to do its job well

How do we Compare?

<u>Higher Satisfaction vs. National Benchmarks</u>

- Staff take pride in their work
- My department meets as a team to plan and coordinate work
- None Reported in Fall 2019

Lower Satisfaction vs. National Benchmarks

- This institution involves its employees in planning for the future
- This institution plans carefully
- The leadership of this institution has a clear sense of purpose
- The reputation of this institution continues to improve
- This institution is well-respected in the community
- Employee suggestions are used to improve our institution
- This institution consistently follows clear processes for selecting new employees*
- I am proud to work at this institution

*Only different item from Fall 2019



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Goals Assessment (Ranked on net Importance)

- 1. Retain more of its current students to graduation
- 2. Increase the enrollment of new students (#1 for First Priority)
- 3. Improve employee morale
- 4. Improve the quality of existing academic programs
- 5. Improve support services for students' mental health
- Unchanged from Fall 2019

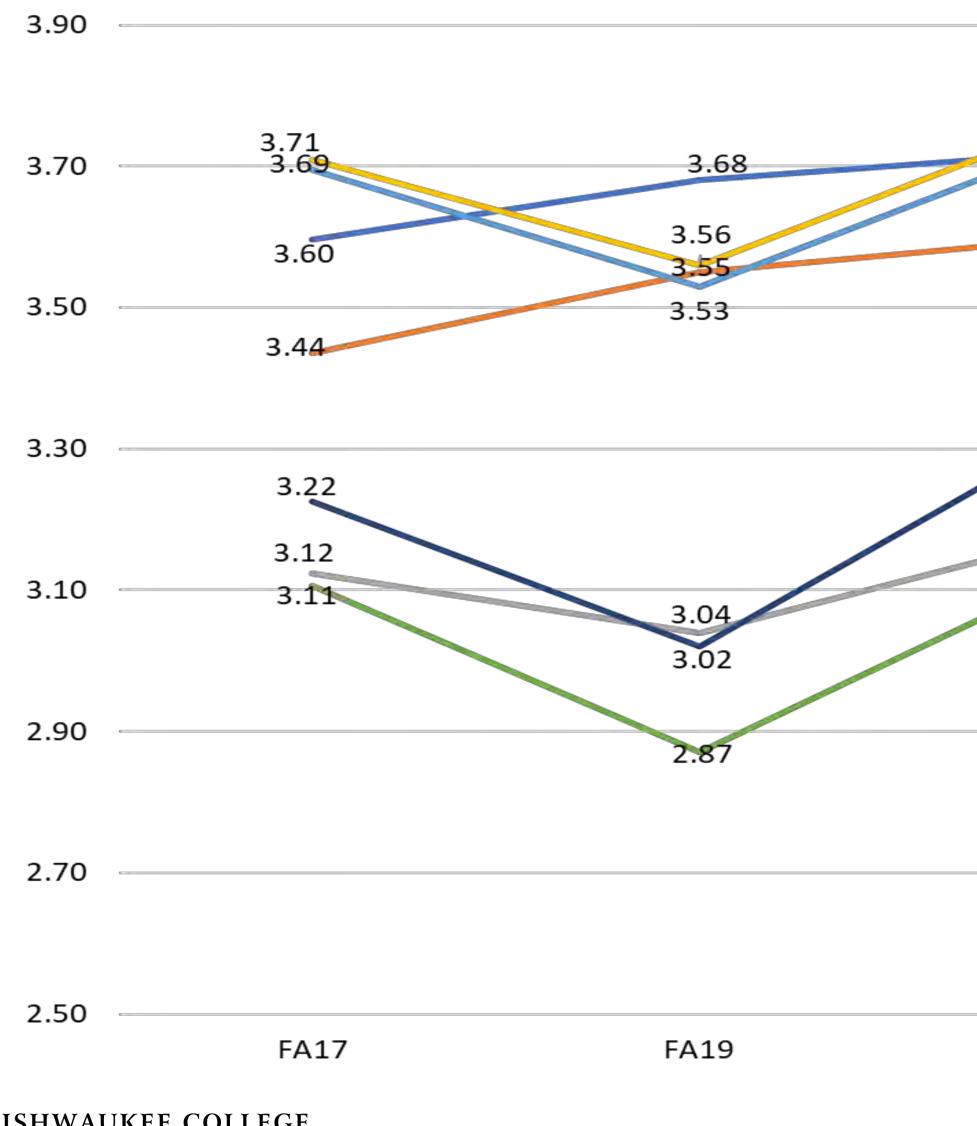


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ents to graduation
/ students (#1 for First Priority)

academic programs tudents' mental health

Positive Net Climate Changes: 2017 to 2022



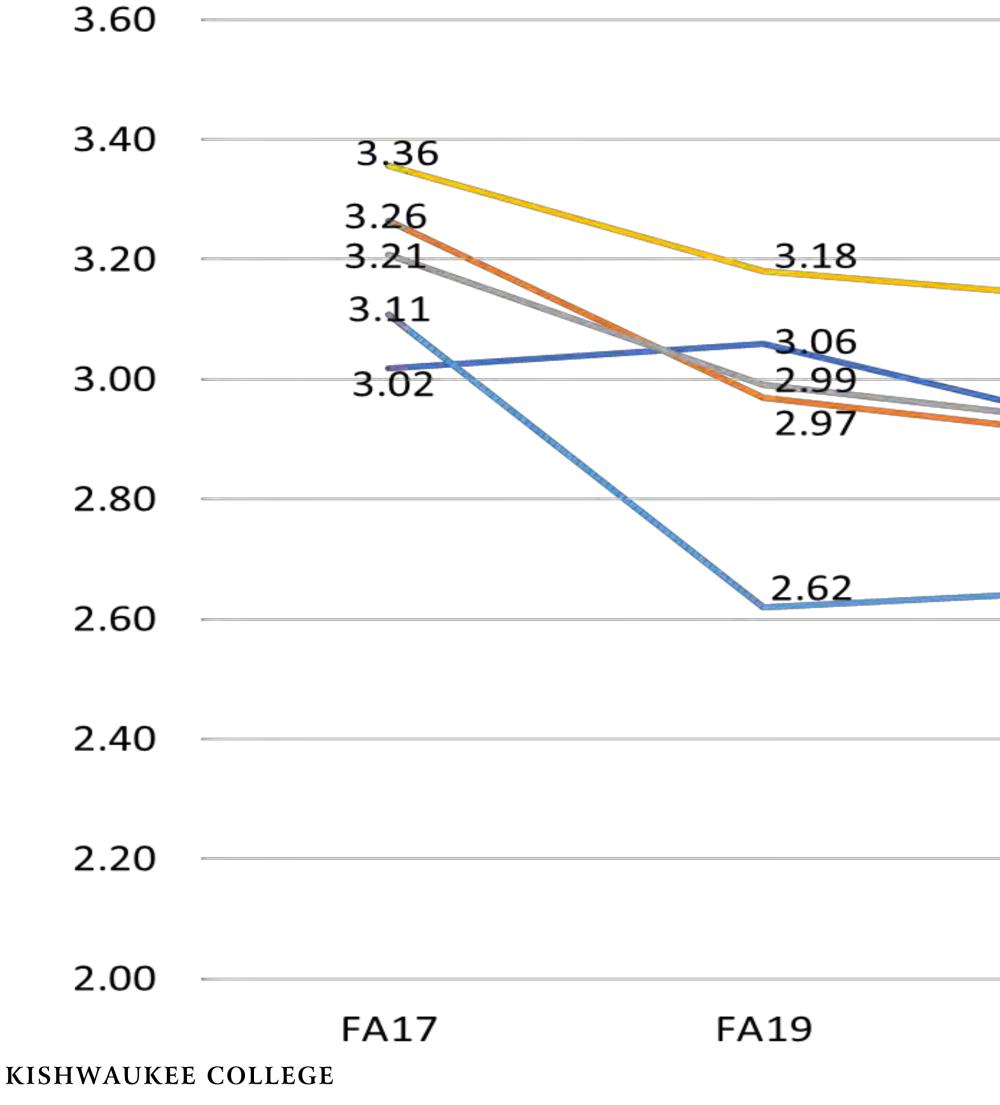


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| 3.77 | |
|----------------------|--|
| 3.74 3.72 3.60 | Most employees are generally supportive of the mission, purpose, and values of this institution |
| | — The mission, purpose, and values of this institution are well understood by most employees |
| 3.33 | ——This institution makes sufficient staff resources available to achieve important objectives |
| 3.18 3.13 | Each office demonstrates and promotes customer service |
| | ——This institution treats students as its top priority |
| | ——There is a spirit of teamwork and cooperation at this institution |
| | —This institution makes sufficient budgetary resources available to achieve important objectives |
| | |

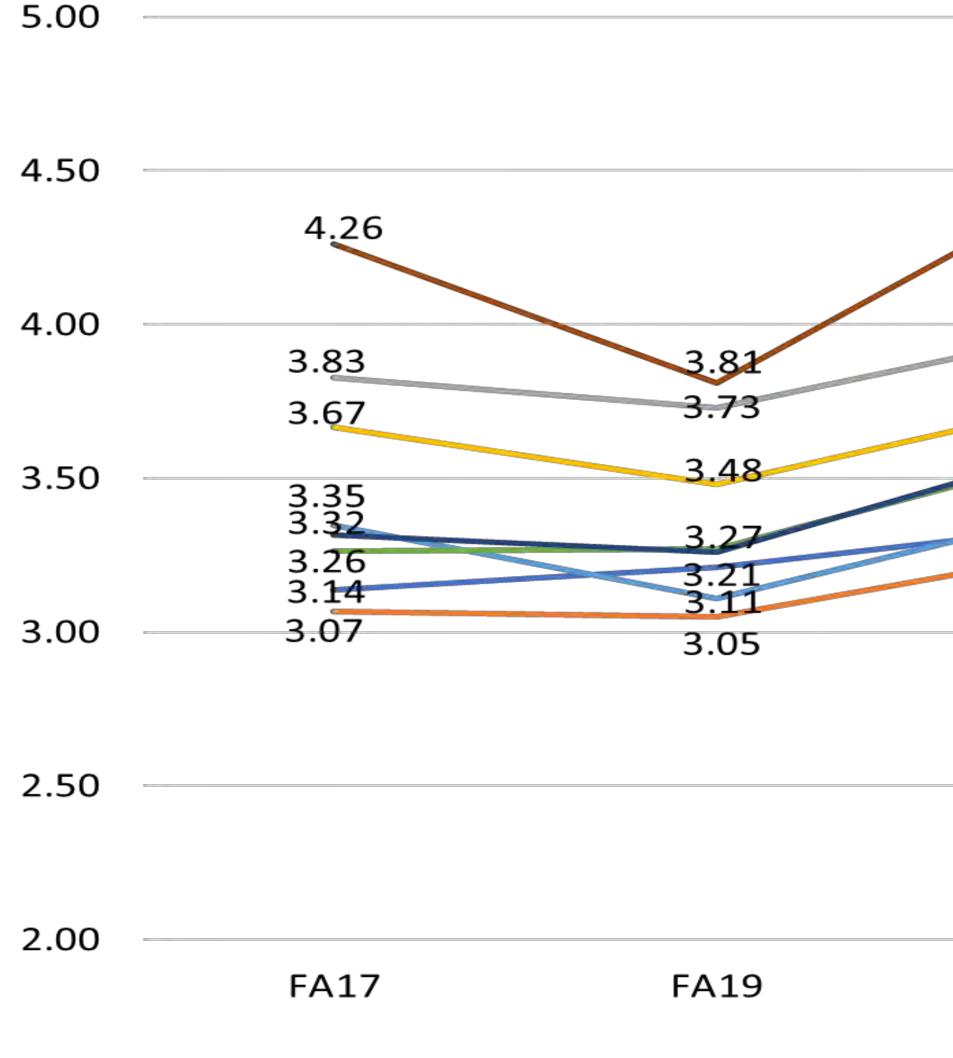
FA22

Negative Net Climate Changes: 2017 to 2022



| | —This institution consistently follows clear processes for orienting and training new employees |
|------|---|
| 3.13 | —Administrators value my opinion |
| 2.92 | |
| 2.90 | —This institution consistently follows clear processes for selecting new employees |
| 2.65 | |
| | —This institution is well-respected in the community |
| | Employee suggestions are used to improve our institution |

Positive Net Workplace Changes: 2017 to 2022



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| —My department has the budget | |
|-------------------------------|--|
| needed to do its job well | |

- 4.49 I have adequate opportunities for advancement
 - My department meets as a team to plan and coordinate work
 - My department or work unit has written, up-to-date objectives
 - I feel like I work in a positive work environment
 - I have adequate opportunities for professional development
 - I have adequate opportunities for training to improve my skills
 - I feel safe on campus

FA22

3.99

3.76

3.62

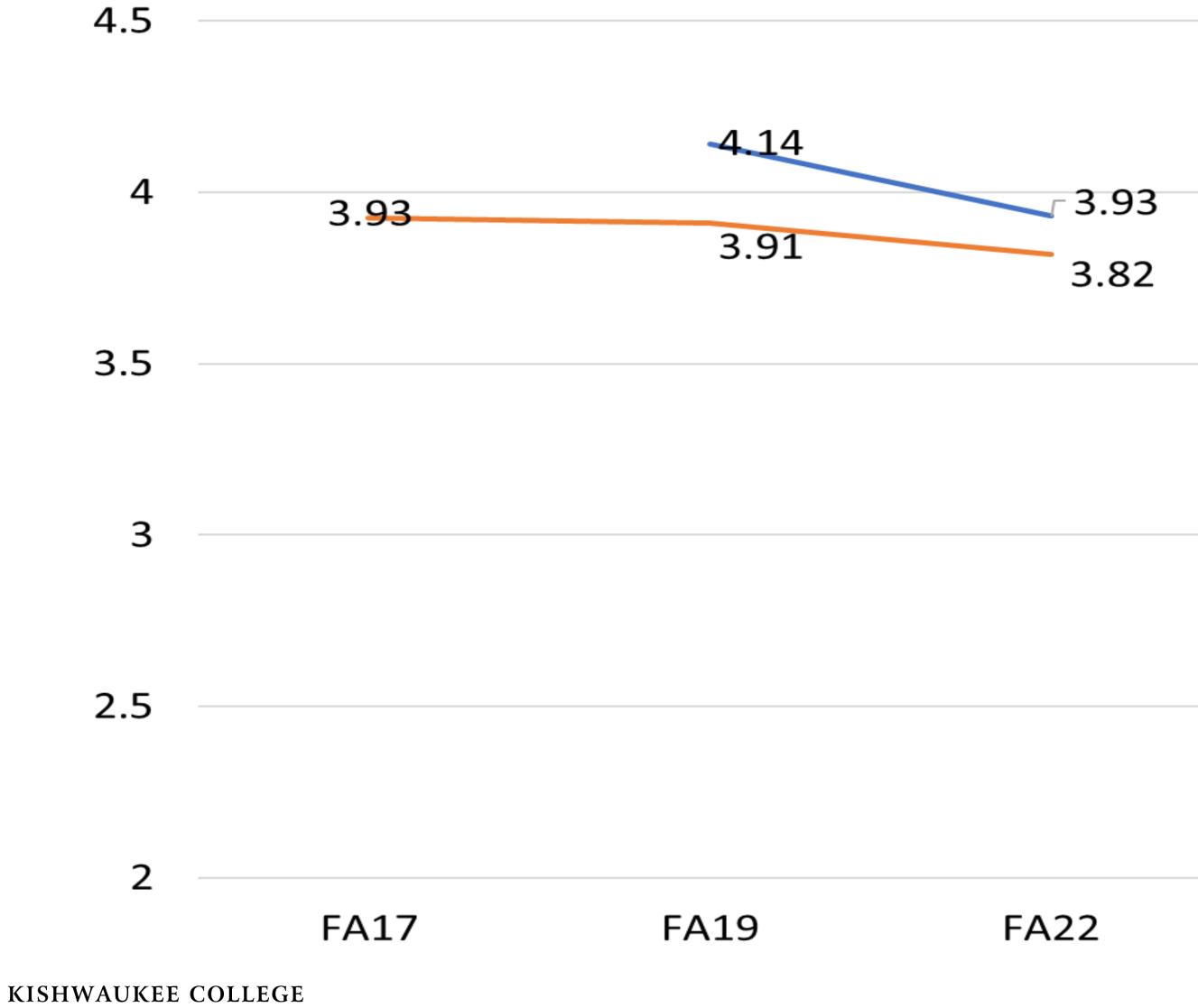
3.60

3.41

3.35

3.27

Negative Net Workplace Changes: 2017 to 2022



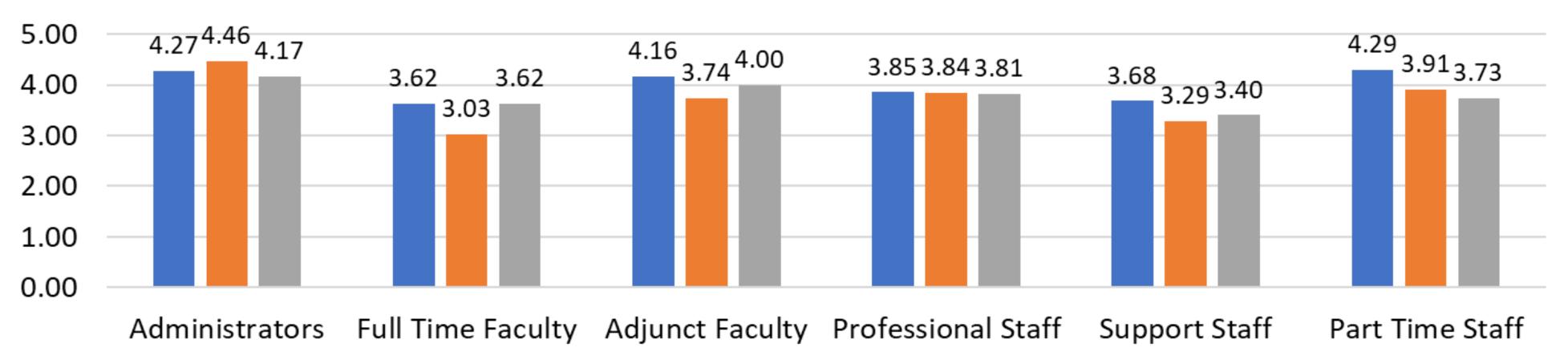


—I have the opportunity to do what I do best everyday —The work I do is valuable

to the institution

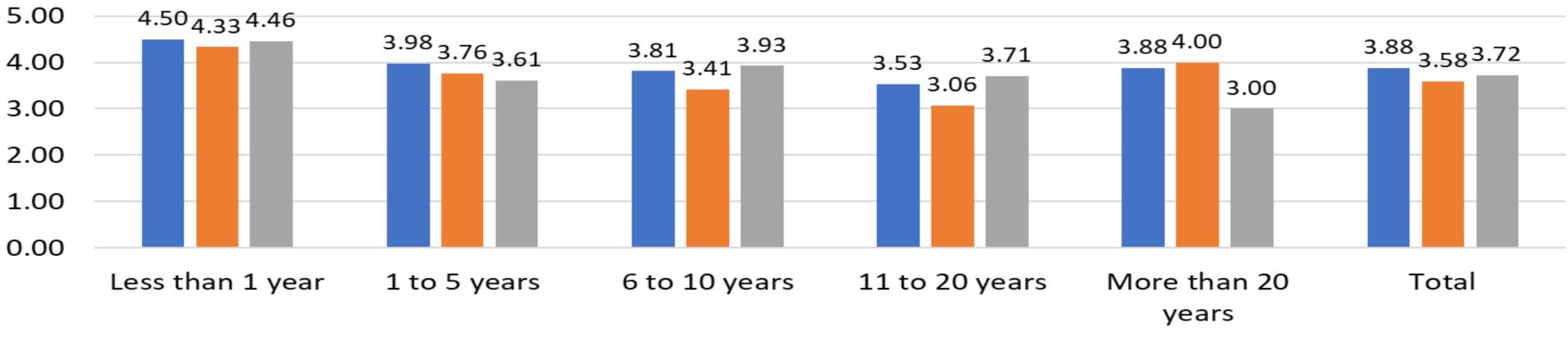
Overall Kish Satisfaction Analysis

Overall Satisfaction by Classification and Term



Fall 2017

Overall Satisfaction by Employment Length and Term





Fall 2019 ■ Fall 2022

Fall 2017 Fall 2019 Fall 2022

Data Summary

Strengths & Improvements

- increased in satisfaction from Fall 2019 to Fall 2022
- students

The Challenges

- employee input usage and reputation
- declines



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• Overall Satisfaction increased from 3.58 to 3.72 and 56/64 items Most significant improvements observed in staff/resource budgeting, mission support, opportunities to grow, teamwork, and serving

Lower national benchmarks are unchanged and focus on planning, Areas of hiring, training/onboarding, and valuing work are among



Please contact regarding data, questions, or further presentations.

Matthew Crull Director of Research and Data Management

