



# Fall 2022 Employee Satisfaction Survey Report



# Background

- Kishwaukee College regularly assesses Employee Satisfaction/Importance of the College Climate, Workplace & Goals
- National Benchmarks based on IPEDs cohort.
- Why?
  - Accreditation Bodies (HLC)
  - Understanding Employee Needs

# Fall 2022 Demographics

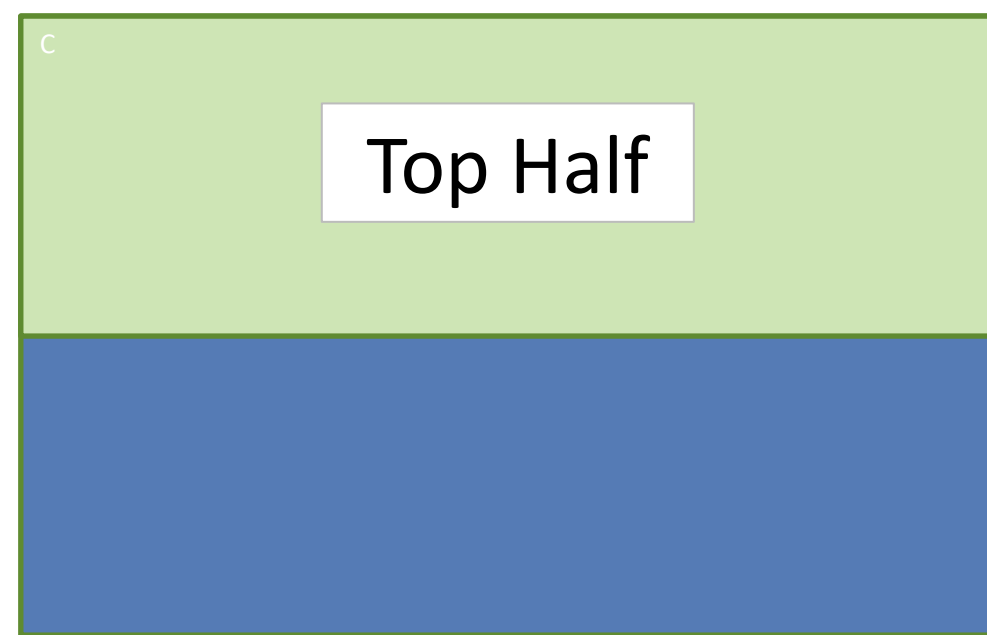
Response Rates: Overall= $127/307=41.4\%$

- 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

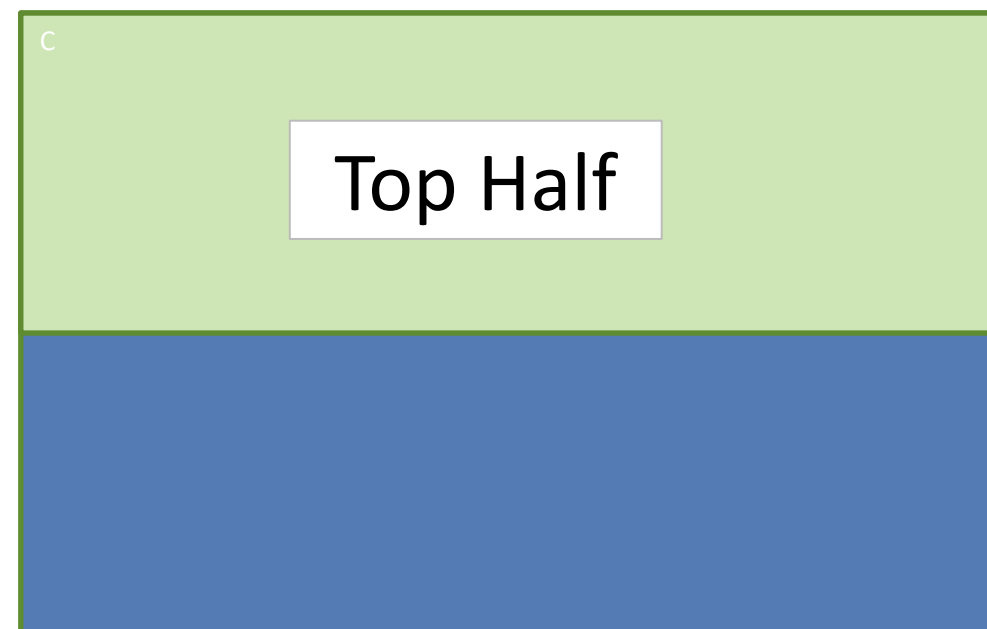


Satisfaction

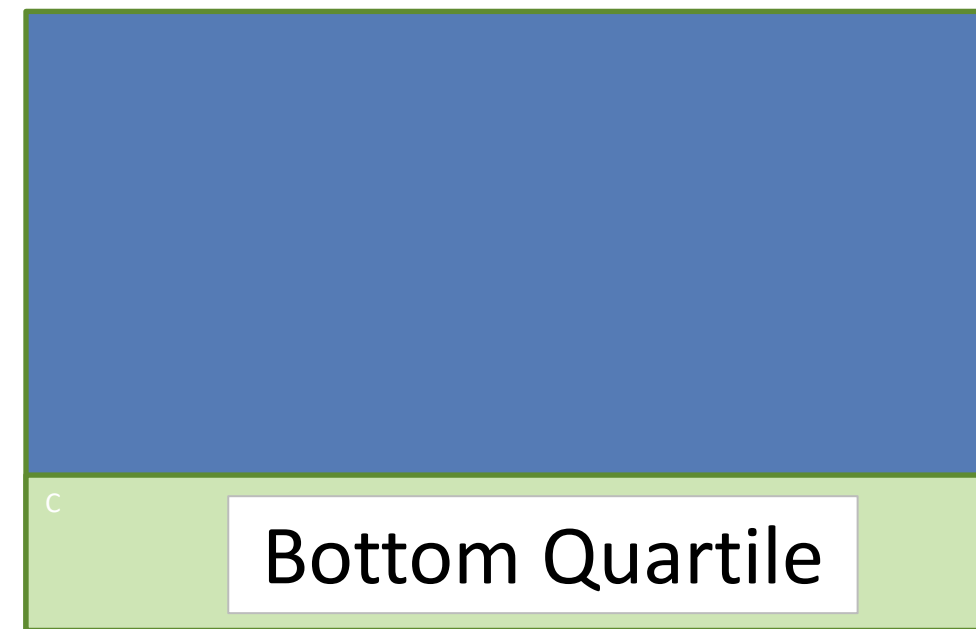
Must be in both to meet requisite of “Strength”

# What is a “Challenge”?

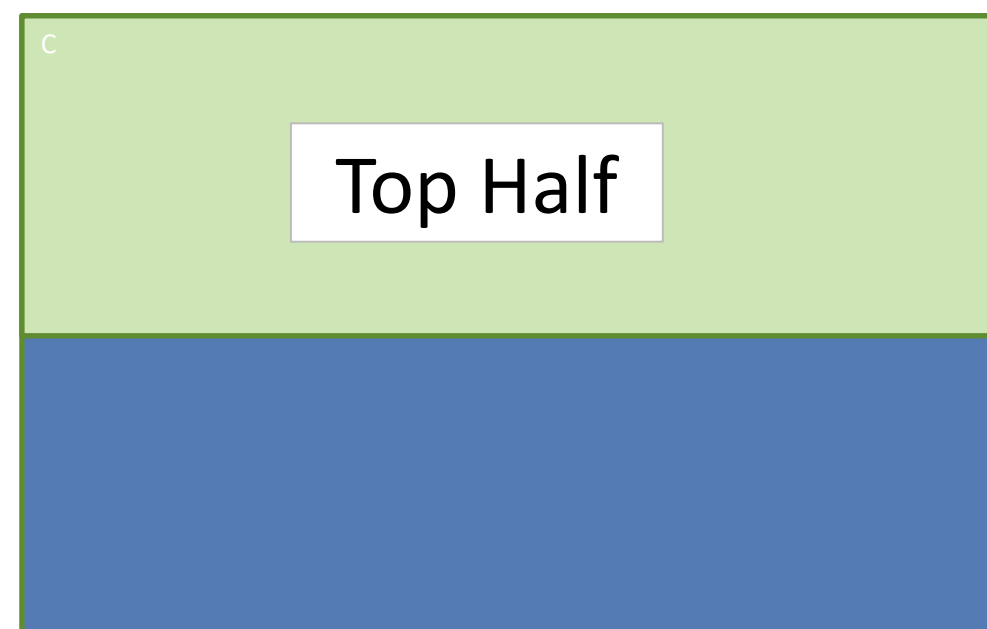
Challenge:



Importance



Satisfaction



Importance



Imp/Sat Gap

# 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

1. 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*

- 1. There is good communication between staff and the administration at this institution*
- 2. There is a spirit of teamwork and cooperation at this institution*
- 3. The reputation of this institution continues to improve*
- 4. There is good communication between the faculty and the administration at this institution*



# 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



# 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

# How do we Compare?

## **Higher Satisfaction vs. National Benchmarks**

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

## **Lower Satisfaction vs. National Benchmarks**

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

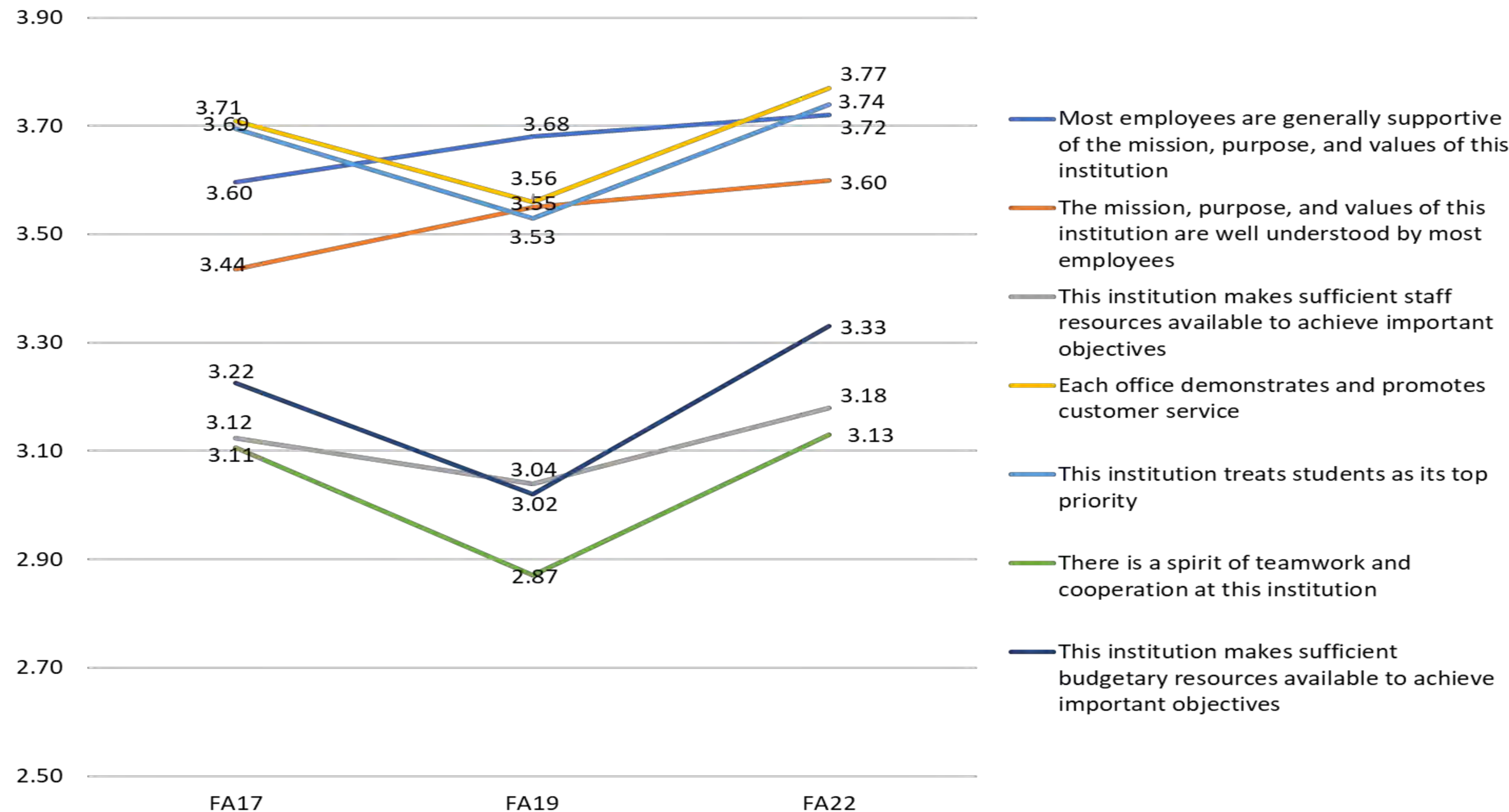
\*Only different item from Fall 2019



# Goals Assessment (Ranked on net Importance)

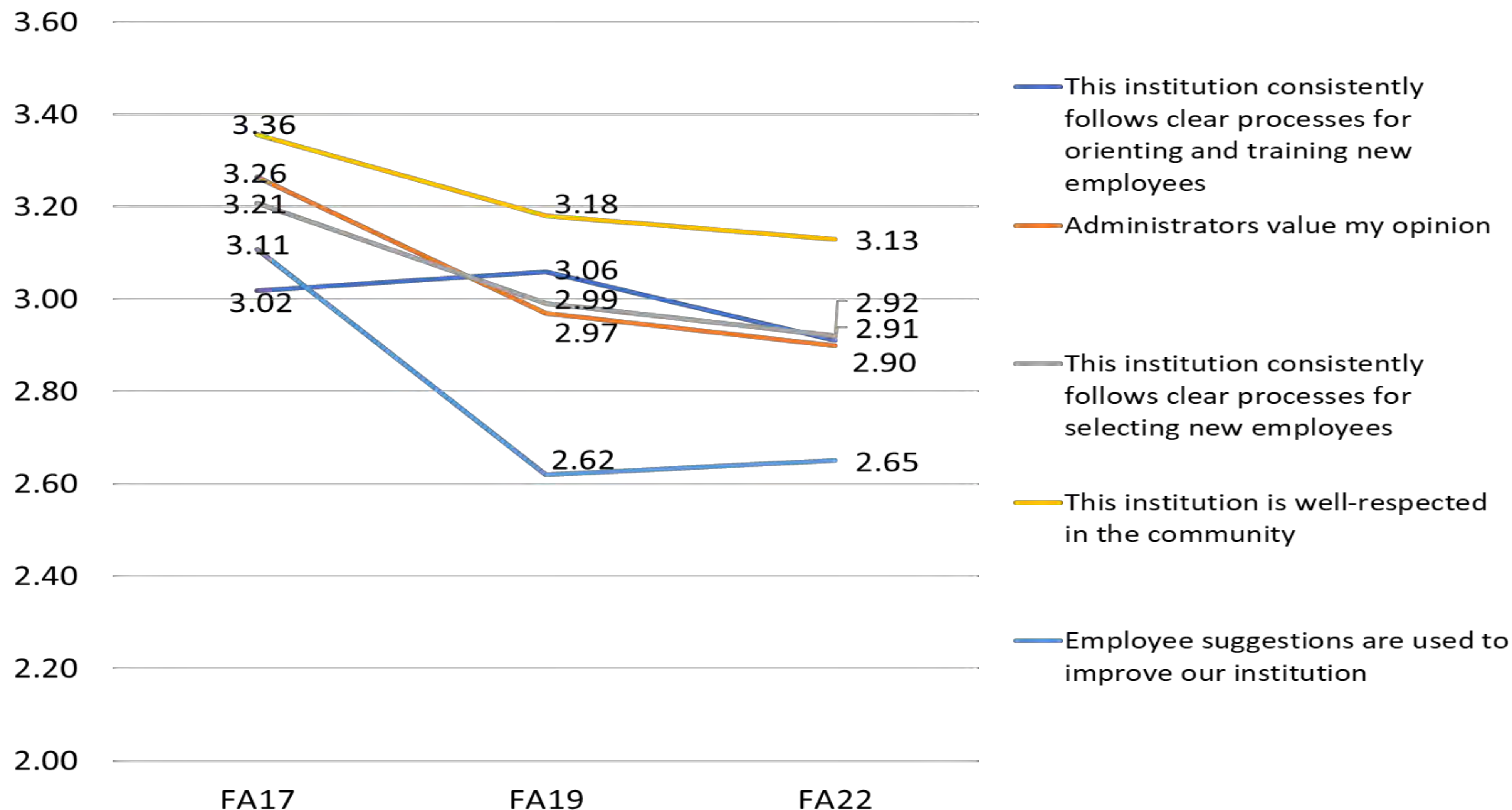
1. Retain more of its current students to graduation
2. Increase the enrollment of new students (*#1 for First Priority*)
3. Improve employee morale
4. Improve the quality of existing academic programs
5. Improve support services for students' mental health
  - *Unchanged from Fall 2019*

# Positive Net Climate Changes: 2017 to 2022

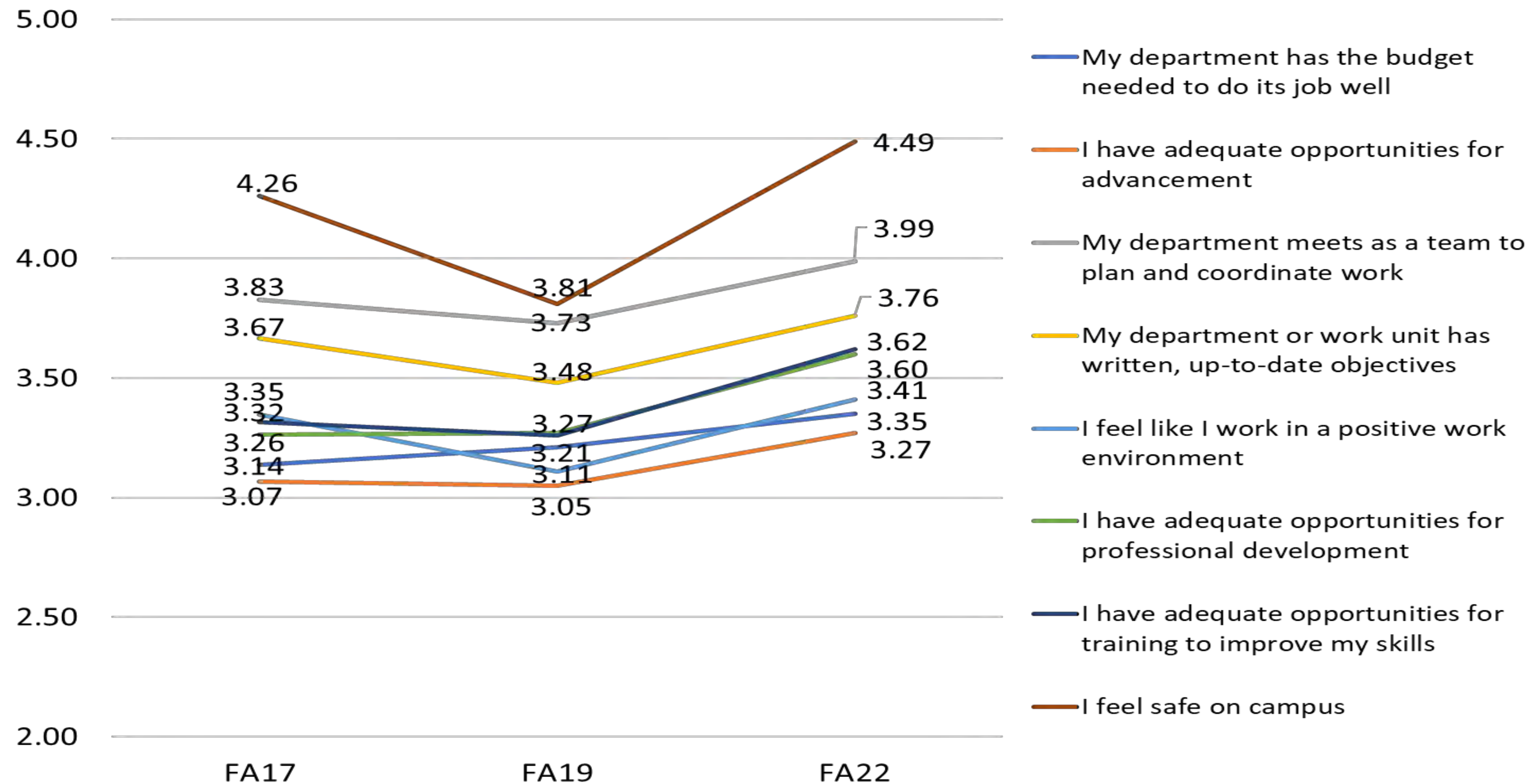




# Negative Net Climate Changes: 2017 to 2022

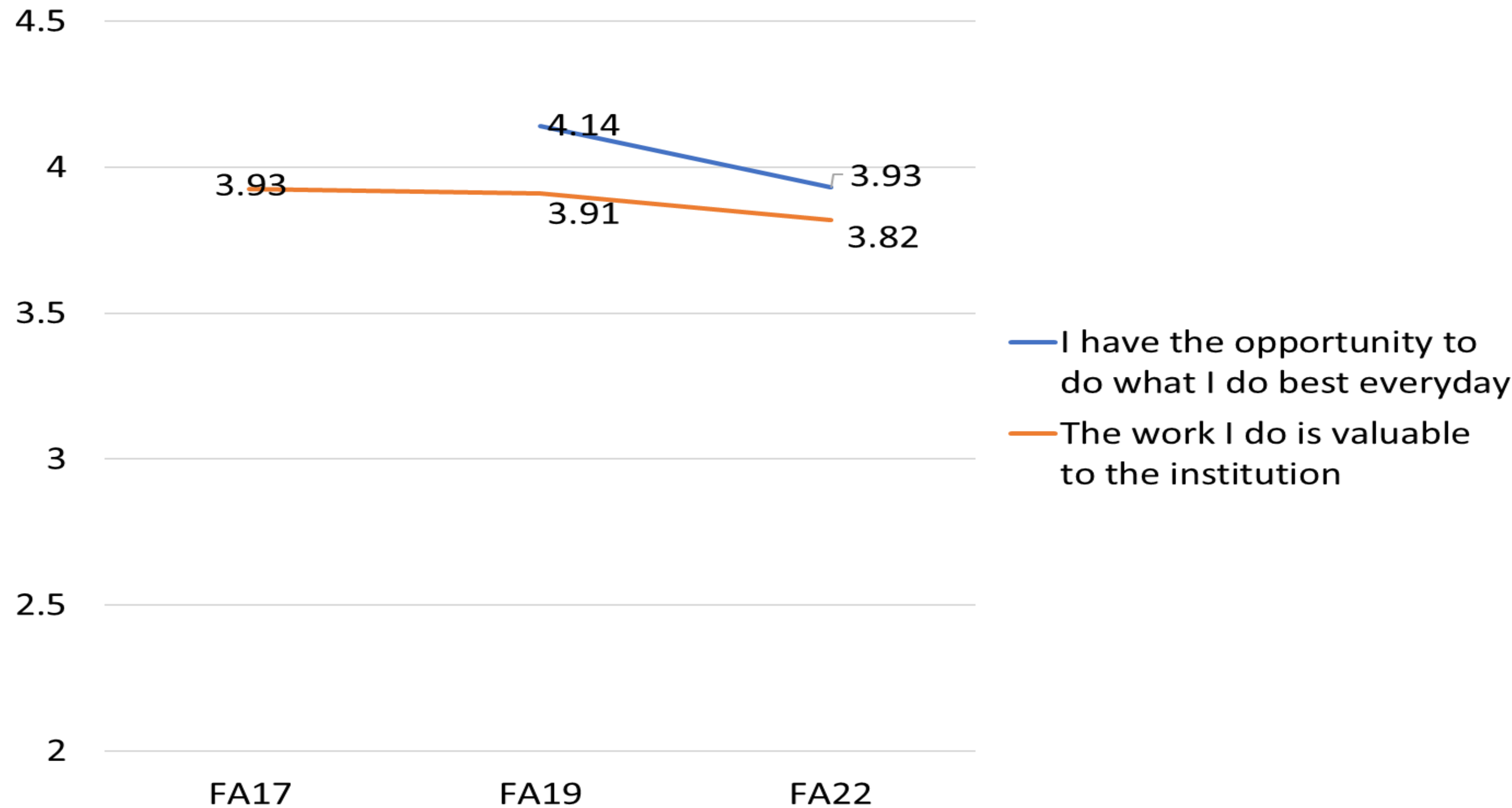


# Positive Net Workplace Changes: 2017 to 2022

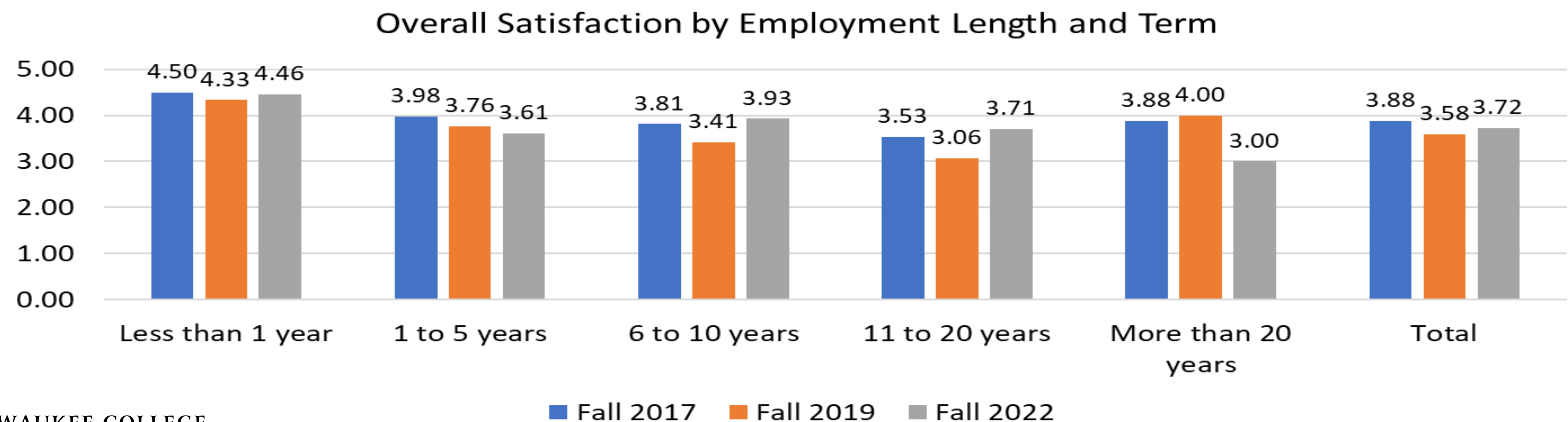
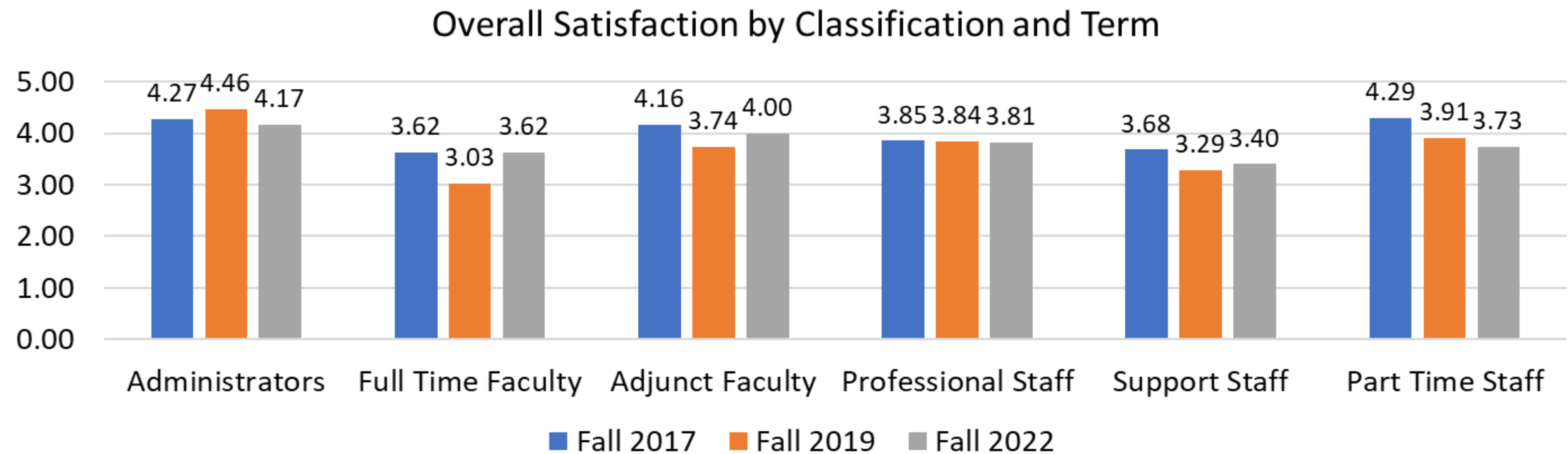




# Negative Net Workplace Changes: 2017 to 2022



# Overall Kish Satisfaction Analysis





# Data Summary

## Strengths & Improvements

- Overall Satisfaction increased from 3.58 to 3.72 *and* 56/64 items increased in satisfaction from Fall 2019 to Fall 2022
- Most significant improvements observed in staff/resource budgeting, mission support, opportunities to grow, teamwork, and serving students

## The Challenges

- Lower national benchmarks are unchanged and focus on planning, employee input usage and reputation
- Areas of hiring, training/onboarding, and valuing work are among declines



Please contact regarding data, questions,  
or further presentations.

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