



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%

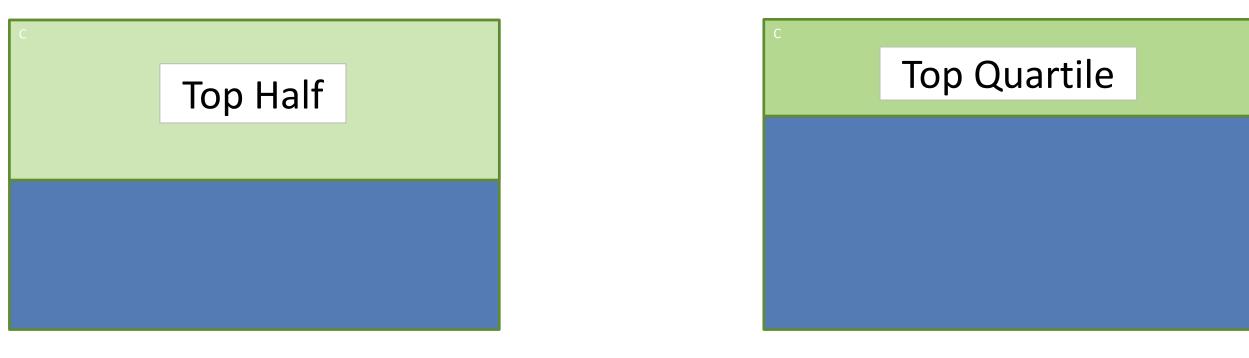
- - Not Disclosed: 6





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

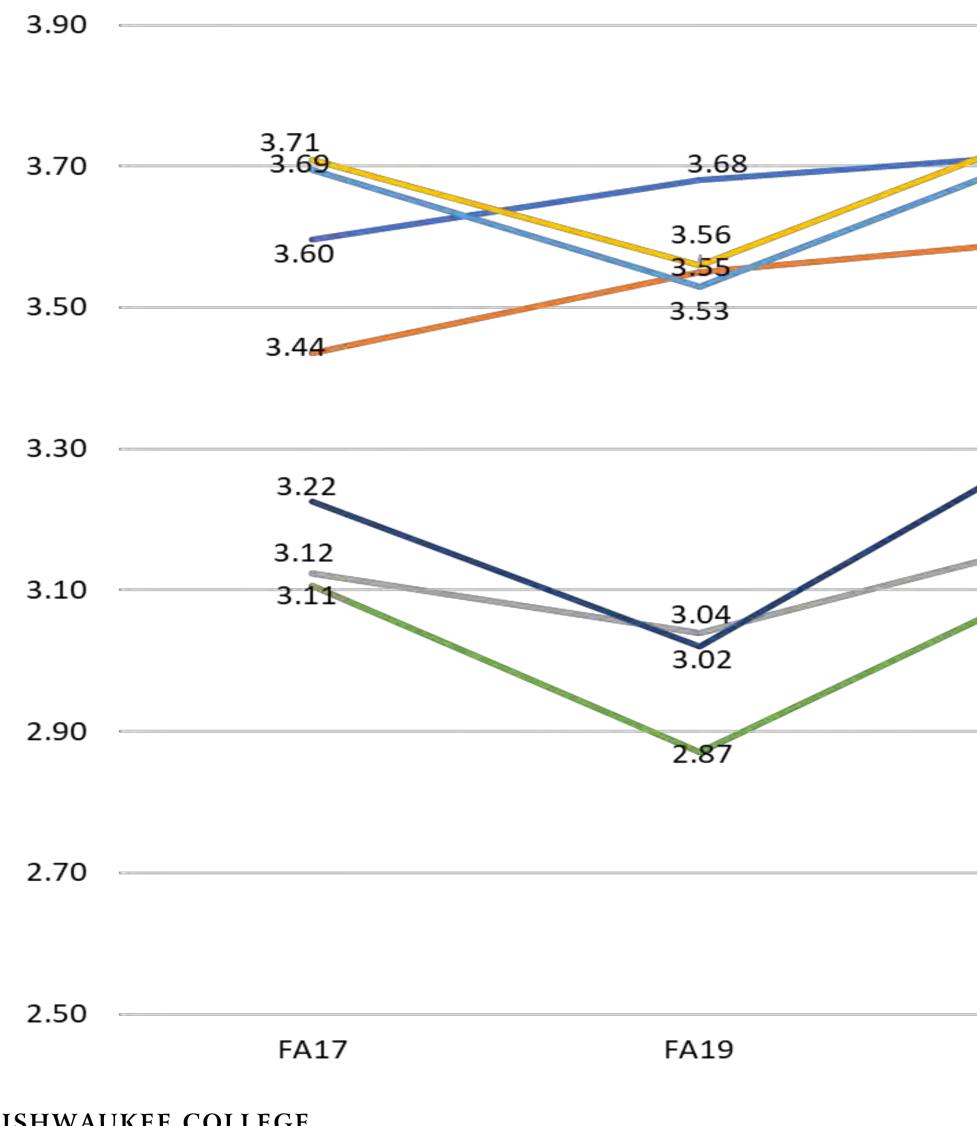


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ents to graduation
/ students (#1 for First Priority)

academic programs tudents' mental health

Positive Net Climate Changes: 2017 to 2022



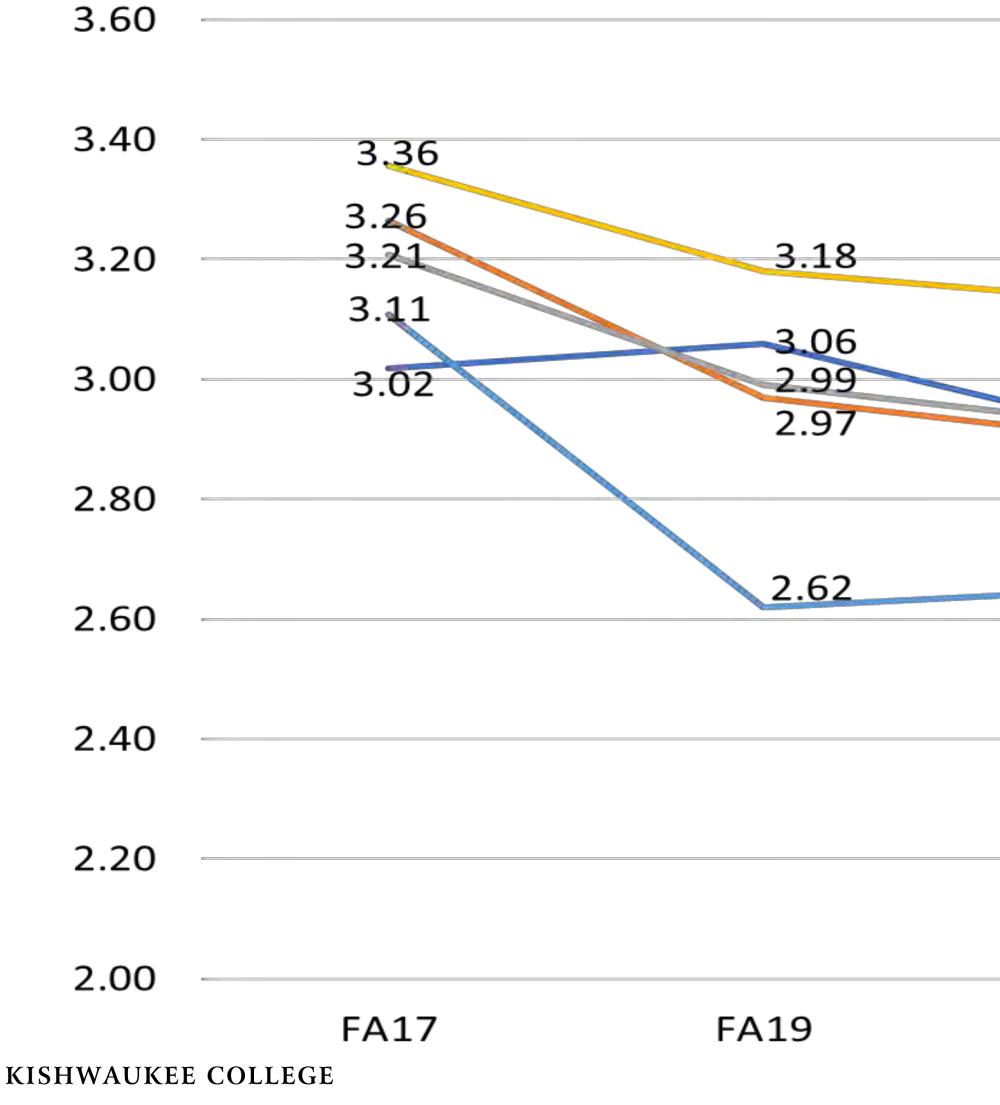


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3.77	
3.74 3.72 3.60	Most employees are generally supportive of the mission, purpose, and values of this institution
	— The mission, purpose, and values of this institution are well understood by most employees
3.33	——This institution makes sufficient 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

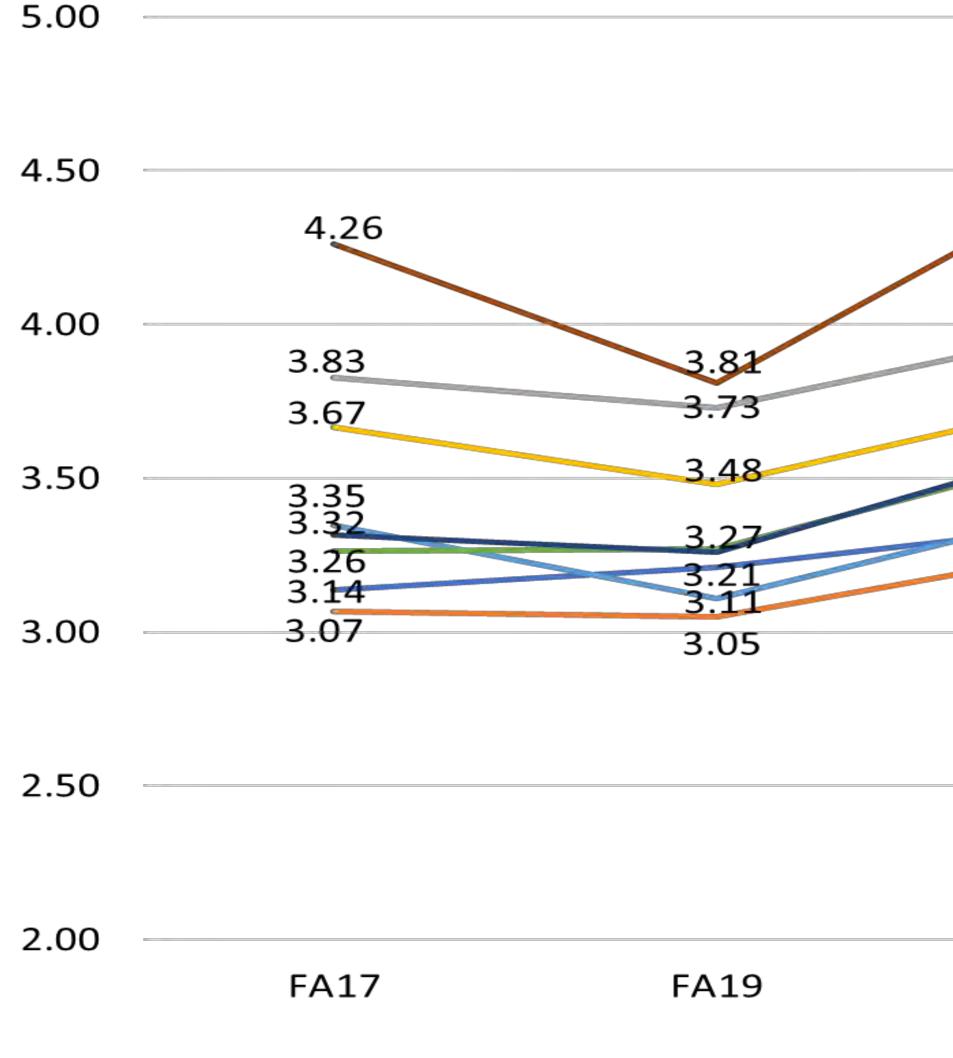
FA22

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

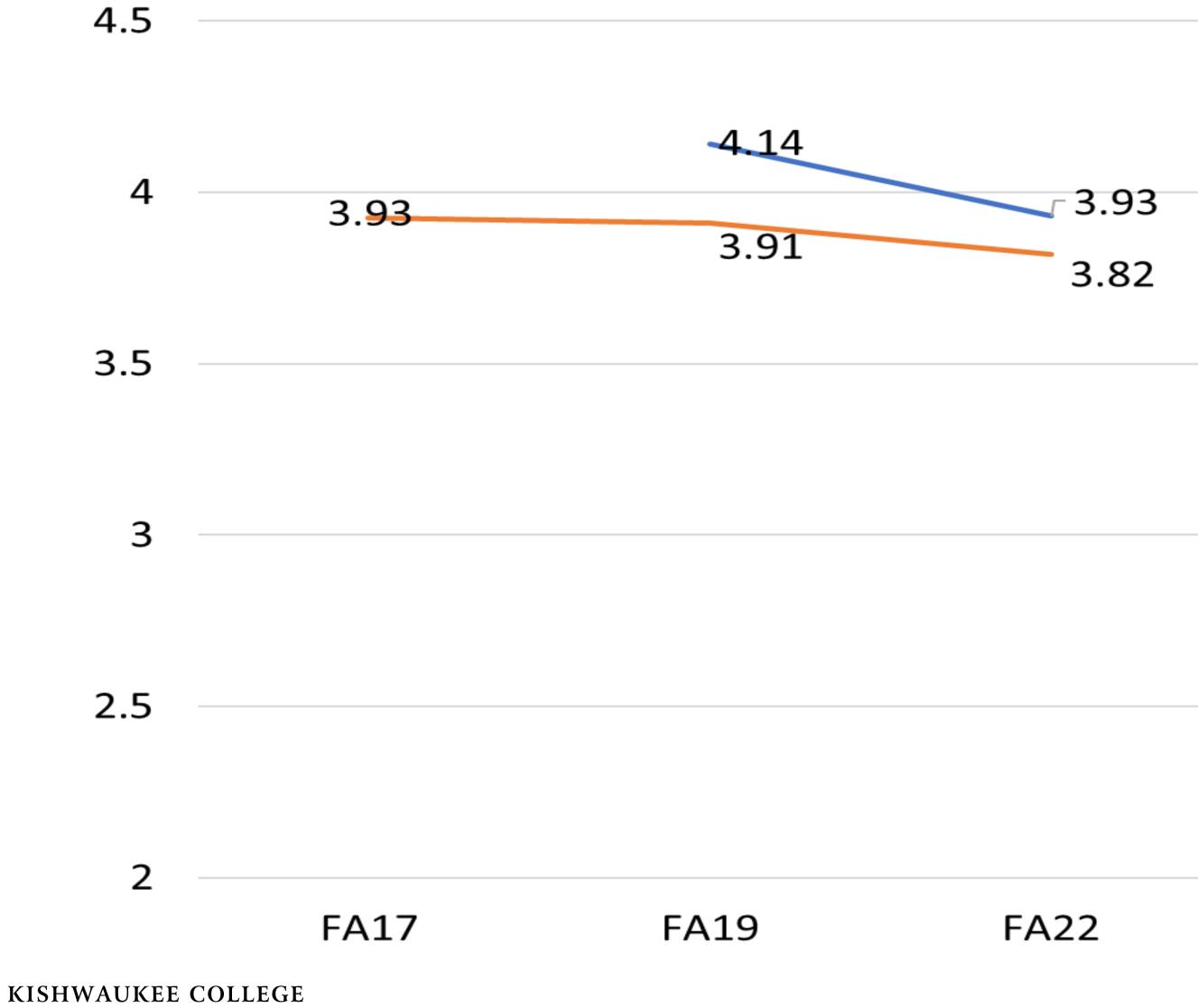
3.60

3.41

3.35

3.27

Negative Net Workplace Changes: 2017 to 2022



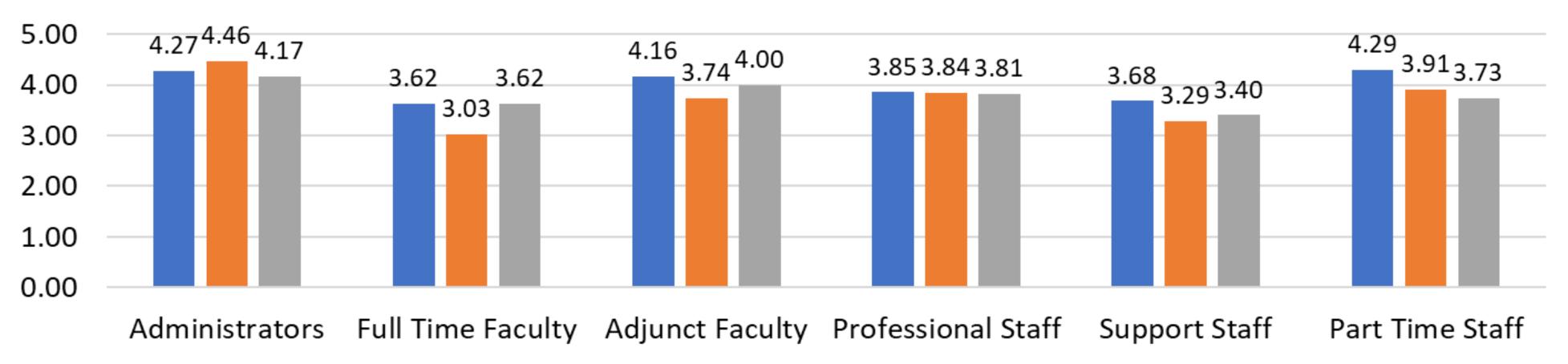


—I have the opportunity to do what I do best everyday —The work I do is valuable

to the institution

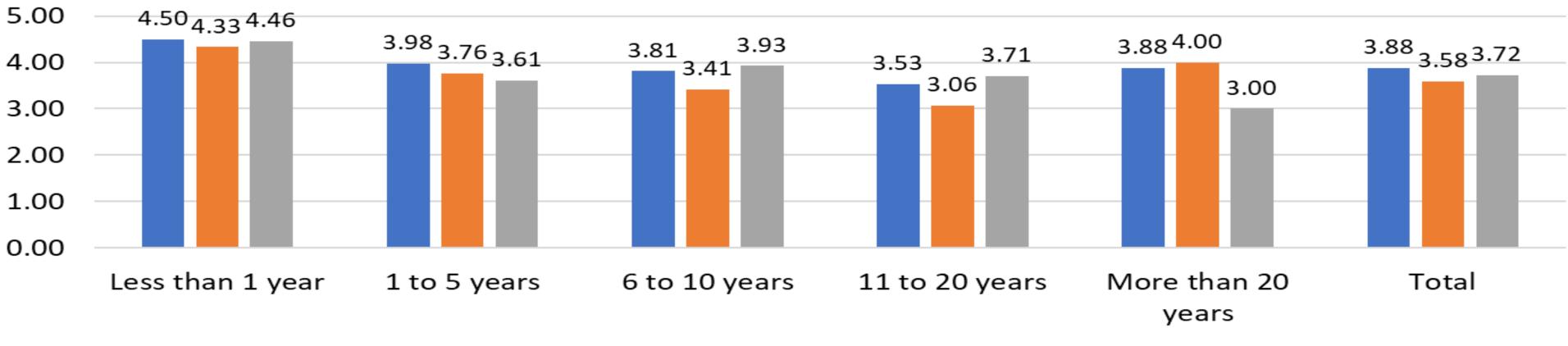
Overall Kish Satisfaction Analysis

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

