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Southeast Tech
Employee Survey Report
EXECUTIVE SUMMARY

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Purpose:
To provide the School Board with the results of the Southeast Tech Spring 2016 Employee Survey.

Every other year Southeast Tech conducts an Employee Satisfaction Survey to determine workplace climate and opportunities for improvement. Prior to 2014, Southeast Tech used an internally-developed survey; however, in 2014 the institute moved to the Noel-Levitz Employee Satisfaction Survey, which provides opportunities for benchmarking and comparisons to national mean scores. Spring 2016 marks the second year the Noel-Levitz survey has been conducted.

In March 2016 a link to the online survey was sent to all employees with 44% of full time faculty and 36% of full time staff responding.

The survey contains four sections: 1. Campus Culture and Policies; 2. Institutional Goals; 3. Involvement in Planning and Decision-Making; and 4. Work Environment.

In *Section 1 Campus Culture and Policies*, Southeast Tech moved from having 50% of the 30 questions statistically at the national mean in 2014 to 70% of questions at the national mean in 2016.

Section 2 Institutional Goals is an opportunity for employees to rate what they believe to be the most important goals the institute should pursue. The top three as indicated by employees on the survey were: 1. Retain more of our current students to graduation; 2. Increase enrollment of new students; and 3. Improve employee morale. Both retaining students and improving morale were in the top three nationally. (The third top goal nationally was "Improving existing program quality".)

Section 3 Involvement in Planning and Decision-Making gives employees the opportunity to express their feelings on the involvement of various groups in planning and decision-making. Survey responses closest to a "3" indicate the right amount of involvement. Overall, results are similar to national means with Senior Administrators being rated as having more than enough involvement and faculty/staff rated as having not quite enough involvement.

Similar to Section 1, *Section 4 Work Environment* gives employees a chance to rate the work environment through a variety of questions. Of the 21 questions, 95% were rated statistically at or above the national mean in 2016 as compared to 52% in 2014.

The results indicate an improvement in overall employee satisfaction and significant gains in moving the institute to satisfaction results to the national mean.

The survey also provides the institute with opportunities to further improve employee satisfaction. The Administrative and Campus Climate teams will now use the data, along with the Strategic Plan, to develop further actions the institute can take to improve employee satisfaction.

Administrative Recommendation to School Board:
Acknowledge the employee survey report.

Report Prepared by: Institutional Research   July 13, 2016
Presented by: Tracy Noldner

SOUTHEAST TECH EMPLOYEE SATISFACTION SURVEY

2016

SURVEY HISTORY

- CONDUCTED EVERY OTHER YEAR

- INTERNALLY DESIGNED SURVEY USED THROUGH 2012

- SWITCHED TO THE NOEL-LEVITZ EMPLOYEE SATISFACTION SURVEY IN 2014

- NEW SURVEY PROVIDES OPPORTUNITIES FOR NATIONAL COMPARISONS

SURVEY RESPONSES/PARTICIPATION

	FT FACULTY	FT STAFF
2016:	44%	36%
2014:	56%	46%
2012:	68%	55%
2010:	60%	54%
2008:	71%	57%
2006:	70%	57%

KEY PERFORMANCE INDICATOR (KPI)

- EMPLOYEE SATISFACTION IS PART OF SOUTHEAST TECH'S KPI

- CAMPUS CLIMATE TEAM WILL RECOMMEND A NEW KPI USING THE NOEL-LEVITZ SURVEY IN 2016-2017

- GOALS FOR INDIVIDUAL ITEMS ARE SET AT THE HIGHEST NATIONAL MEAN SCORE FOR 2014/2016

EMPLOYEE SURVEY RATINGS AND SCALE

EMPLOYEES PROVIDE TWO SURVEY RATINGS:

IMPORTANCE TO ME...	MY LEVEL OF SATISFACTION...
5 – VERY IMPORTANT	VERY SATISFIED
4 – IMPORTANT	SATISFIED
3 – SOMEWHAT IMPORTANT	SOMEWHAT SATISFIED
2 – NOT VERY IMPORTANT	NOT VERY SATISFIED
1 – NOT IMPORTANT AT ALL	NOT SATISFIED AT ALL

SURVEY SECTIONS

THE SURVEY IS DIVIDED INTO THE FOLLOWING SECTIONS:

- SECTION 1: CAMPUS CULTURE AND POLICIES

- SECTION 2: INSTITUTIONAL GOALS

- SECTION 3: INVOLVEMENT IN PLANNING AND DECISION-MAKING

- SECTION 4: WORK ENVIRONMENT

OVERALL RESULTS
SECTION 1: CAMPUS CULTURE AND POLICIES

- **30 QUESTIONS**

- **2016 AT NATIONAL MEAN – 70%**

- **2014 AT NATIONAL MEAN – 50%**

STATISTICAL NATIONAL MEAN

OVERALL RESULTS
SECTION 1: CAMPUS CULTURE AND POLICIES

EXAMPLES OF QUESTIONS MOVING UP:

- THE INSTITUTION PROMOTES EXCELLENT EMPLOYEE-STUDENT RELATIONSHIPS

- THERE IS A SPIRIT OF TEAMWORK AND COOPERATION AT THIS INSTITUTE

- THERE ARE EFFECTIVE LINES OF COMMUNICATION BETWEEN DEPARTMENTS

- THERE IS GOOD COMMUNICATION BETWEEN FACULTY/ADMINISTRATION AND STAFF/ADMINISTRATION

OVERALL RESULTS
SECTION 1: CAMPUS CULTURE AND POLICIES

TWO QUESTIONS MOVED DOWN:

- THE GOALS AND OBJECTIVES OF THIS INSTITUTION ARE CONSISTENT WITH ITS MISSION AND VALUES

- THE INSTITUTE CONSISTENTLY FOLLOWS CLEAR PROCESSES FOR RECOGNIZING EMPLOYEE ACHIEVEMENTS

OVERALL RESULTS
SECTION 2: INSTITUTIONAL GOALS

QUESTION: HOW IMPORTANT IS IT TO YOU THAT THIS INSTITUTE PURSUE THE FOLLOWING GOALS?

OVERALL RESULTS
SECTION 2: INSTITUTIONAL GOALS

- RETAIN MORE CURRENT STUDENTS
- INCREASE ENROLLMENTS
- IMPROVE EMPLOYEE MORALE
- IMPROVE ENTERING STUDENT ACADEMIC ABILITY
- IMPROVE PROGRAM QUALITY

- RECRUIT IN NEW GEOGRAPHIC MARKETS
- IMPROVE CAMPUS APPEARANCE
- DEVELOP NEW ACADEMIC PROGRAMS
- INCREASE DIVERSITY OF STUDENT BODY

OVERALL RESULTS
SECTION 2: INSTITUTIONAL GOALS

TOP 3 SOUTHEAST TECH SURVEY GOALS:

- RETAIN MORE CURRENT STUDENTS TO GRADUATION*

- INCREASE ENROLLMENT OF NEW STUDENTS

- IMPROVE EMPLOYEE MORALE*

*NATIONAL MEAN TOP THREE

(THIRD NATIONAL MEAN GOAL: IMPROVE EXISTING PROGRAM QUALITY)

OVERALL RESULTS
SECTION 3: INVOLVEMENT IN PLANNING AND DECISION-MAKING

QUESTION:

IN YOUR OPINION, HOW MUCH INVOLVEMENT DO EACH OF THE FOLLOWING HAVE IN PLANNING AND DECISION-MAKING AT YOUR INSTITUTION?

SECTION 3: INVOLVEMENT IN PLANNING AND DECISION-MAKING

EMPLOYEES USE THIS SCALE FOR RATINGS:

5 – TOO MUCH INVOLVEMENT

4 – MORE THAN ENOUGH INVOLVEMENT

3 – JUST THE RIGHT INVOLVEMENT

2 – NOT QUITE ENOUGH INVOLVEMENT

1 – NOT ENOUGH INVOLVEMENT

SECTION 3: INVOLVEMENT IN PLANNING AND DECISION-MAKING

	SOUTHEAST		NATL.
SENIOR ADMINISTRATORS:	3.78	(+.78)	(+.77)
ADMINISTRATIVE DEANS/CHAIRS:	3.57	(+.57)	(+.36)
ACADEMIC DEANS/CHAIRS:	3.40	(+.40)	(+.29)
TRUSTEES:	2.86	(-.14)	(+.23)
FACULTY:	2.46	(-.54)	(-.35)
ALUMNI:	2.39	(-.61)	(-.48)
STUDENTS:	2.34	(-.66)	(-.67)
STAFF:	2.32	(-.68)	(-.66)

OVERALL RESULTS
SECTION 4: WORK ENVIRONMENT

- **21 QUESTIONS**

- **2016 AT/ABOVE NAT'L MEAN – 95%**

- **2014 AT/ABOVE NAT'L MEAN – 52%**

STATISTICAL NATIONAL MEAN

OVERALL RESULTS
SECTION 4: WORK ENVIRONMENT

EXAMPLES OF QUESTIONS MOVING UP:

- MY DEPARTMENT MEETS AS A TEAM TO PLAN AND COORDINATE WORK (ABOVE NAT'L. MEAN)

- MY SUPERVISOR PAYS ATTENTION TO WHAT I HAVE TO SAY

- I AM EMPOWERED TO RESOLVE PROBLEMS QUICKLY

- I HAVE THE INFORMATION I NEED TO DO MY JOB WELL

- IT IS EASY TO GET INFORMATION AT THIS INSTITUTION

OVERALL RESULTS
SECTION 4: WORK ENVIRONMENT

NO RESPONSE MOVED DOWN FROM 2014 TO 2016

ONE RESPONSE REMAINED BELOW THE NATIONAL MEAN

- I HAVE ADEQUATE OPPORTUNITIES FOR TRAINING TO IMPROVE MY SKILLS

OVERALL….

- THE RESULTS OF THE EMPLOYEE SURVEY 2016 INDICATE AN IMPROVEMENT IN OVERALL EMPLOYEE SATISFACTION.

- SOUTHEAST TECH HAS MADE SIGNIFICANT GAINS IN MOVING THE INSTITUTE TO SATISFACTION RESULTS THAT ARE AT THE STATISTICAL NATIONAL MEAN.

- THERE ARE MORE OPPORTUNITIES FOR SOUTHEAST TECH TO PURSUE TO IMPROVE OVERALL EMPLOYEE SATISFACTION.

WHAT DO WE DO NOW?

SOUTHEAST TECH WILL:

- CONTINUE TO MONITOR EMPLOYEE SATISFACTION.

- DEVELOP ACTIONS TO FURTHER IMPROVE EMPLOYEE SATISFACTION AS PART OF THE NEW STRATEGIC PLAN.

QUESTIONS?