



# Results of the Spring 2016 Administration of Noel-Levitz College Employees Satisfaction Survey

## Research Brief

Wednesday, October 12, 2016

### Research Purpose / Methodology

At the direction of the president, the People's Strategies Council was tasked with identifying and conducting an Employee Satisfaction Survey. The survey was conducted to assess the current climate and culture of the institution, identify what was working well, and explore opportunities to engage and provide support to employees. After reviewing five alternative surveys, the council chose the Noel-Levitz College Employee Satisfaction Survey (CESS).

This marks the second administration of the CESS. Data were collected in the Winter and Spring Terms 2016. Unlike the previous administration, there was very little data collection

activity that coincided with the survey effort. Additionally, there were no staff eliminations due to budget reductions.

The survey was conducted online through an anonymous survey link. The data were collected, stored, and initially analyzed by Noel-Levitz. MHCC did not have access to who completed the survey. The timeline for data collection is outlined in Figure M1.

**Figure M1: Data Collection Process**

Date	Action	By
11-Feb	All Staff email introducing the survey and stressing its importance	President
15-Feb	Survey Opens	
15-Feb	Initial Invitation announcing the survey is open and providing the anonymous survey link	HR Director
22-Feb	First email reminder encouraging employees to complete the survey and anonymous survey link	HR Director
1-Mar	Second email reminder encouraging employees to complete the survey and anonymous survey link	HR Director
7-Mar	Third email reminder encouraging employees to complete the survey and anonymous survey link	HR Director
10-Mar	Additional reminder encourage members to participate	Classified Representative
10-Mar	Final Reminder sent with anonymous link	President
11-Mar	Survey Closes	

### Conclusions/Recommendations

#### Point of Interest:

*Just over half of the respondents (55%) indicated they were "Satisfied" or "Very Satisfied" with their employment at MHCC.*

#### To Improve Employee Satisfaction, MHCC should:

- ✓ Improve Communications
- ✓ Be Customer Focused
- ✓ Use Your Strategic Plan
- ✓ Examine Service Delivery Processes
- ✓ Allocate Resources for Strategic Success
- ✓ Provide Professional Development Opportunities

#### Goals should Address:

- ✓ Student Recruitment and Retention
- ✓ Community Residents
- ✓ Program Quality

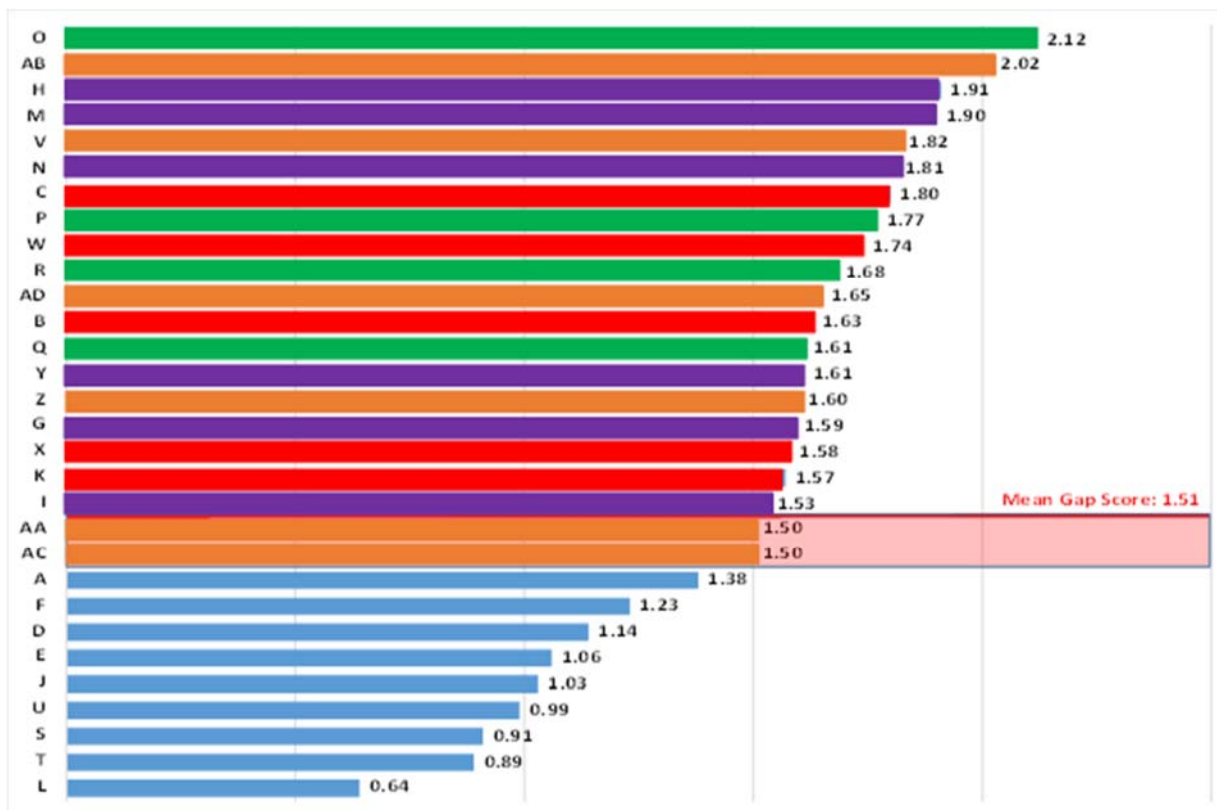
#### Planning & Decision Making :

- ✓ Define Participatory Governance
- ✓ Engage Staff and Students
- ✓ Organize Alumni

# Campus Culture & Policies

Gap = (Average Importance Rating)—(Average Satisfaction Rating)

Average Gap Scores for the Thirty Campus Culture & Policies Items



Over  
58  
Of Employees  
Satisfied or Very  
Satisfied with  
their Employer  
MH

## Planning (6 Items)

- (H) "This institution plans carefully"
- (M) "This institution makes sufficient budgetary resources available to achieve important objectives"
- (N) "This institution makes sufficient staff resources available to achieve important objectives"
- (Y) "Efforts to improve quality are paying off at this institution"
- (I) "The leadership of this institution has a clear sense of purpose"
- (G) "This institution involves its employees in planning for the future"

## Processes (6 Items)

- (AB) "This institution consistently follows clear processes for orienting and training new employees"
- (V) "There is a spirit of teamwork and cooperation at this institution"
- (AD) "This institution has written procedures that clearly define who is responsible for each operation and service"
- (Z) "Employee suggestions are used to improve our institution"
- (AA) "This institution consistently follows clear processes for selecting new employees"
- (AC) "This institution consistently follows clear processes for recognizing employee achievements"

## Customer Focus (5 Items)

- (C) "This institution does a good job of meeting the needs of students"
- (W) "The reputation of this institution continues to improve"
- (B) "This institution treats students as its top priority"
- (X) "This institution is well-respected in the community"
- (K) "This institution does a good job of meeting the needs of staff"

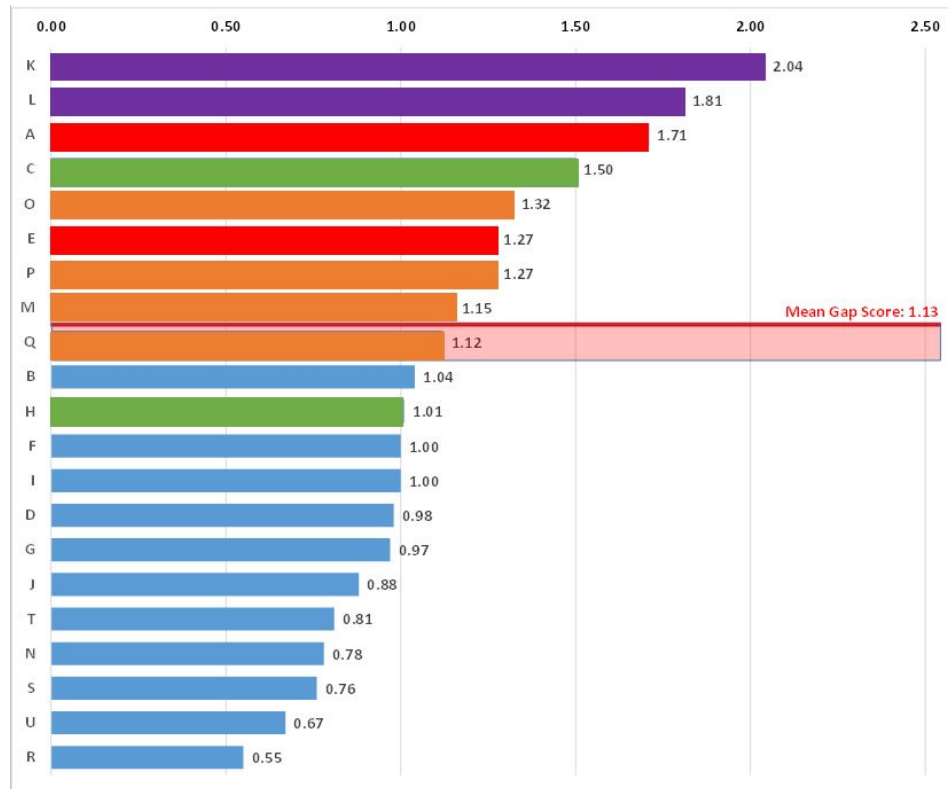
## Communication (4 Items)

- (O) "There are effective lines of communication between departments"
- (P) "Administrators share information regularly with faculty and staff"
- (R) "There is good communication between staff and the administration at this institution"
- (Q) "There is good communication between faculty and the administration at this institution"

# Work Environment

Gap = (Average Importance Rating) — (Average Satisfaction Rating)

Average Gap Scores for the Twenty-one Work Environment Items



**Resources (2 Items)**

- (K) “My department has the budget needed to do its job well”
- (L) “My department has the staff needed to do its job well”

**Communication (3 Items)**

- (A) “It is easy for me to get information at this institution”
- (E) “I have the information I need to do my job well”

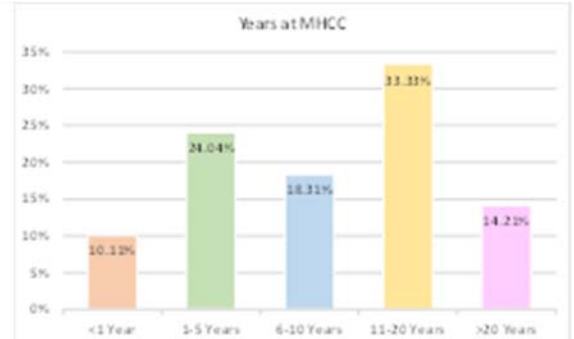
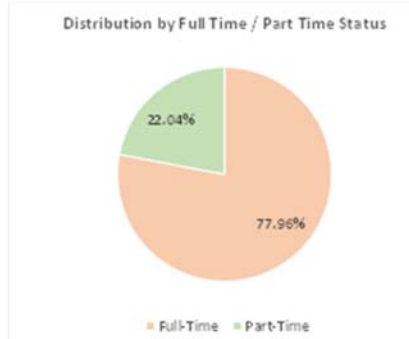
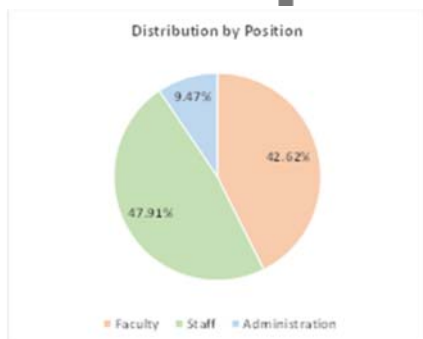
**Supervision (2 Items)**

- (C) “I am empowered to resolve problems quickly”
  - (H) “My supervisor helps me improve my job performance”
- (Note: Item H was identified in other analyses)

**Opportunity (4 Items)**

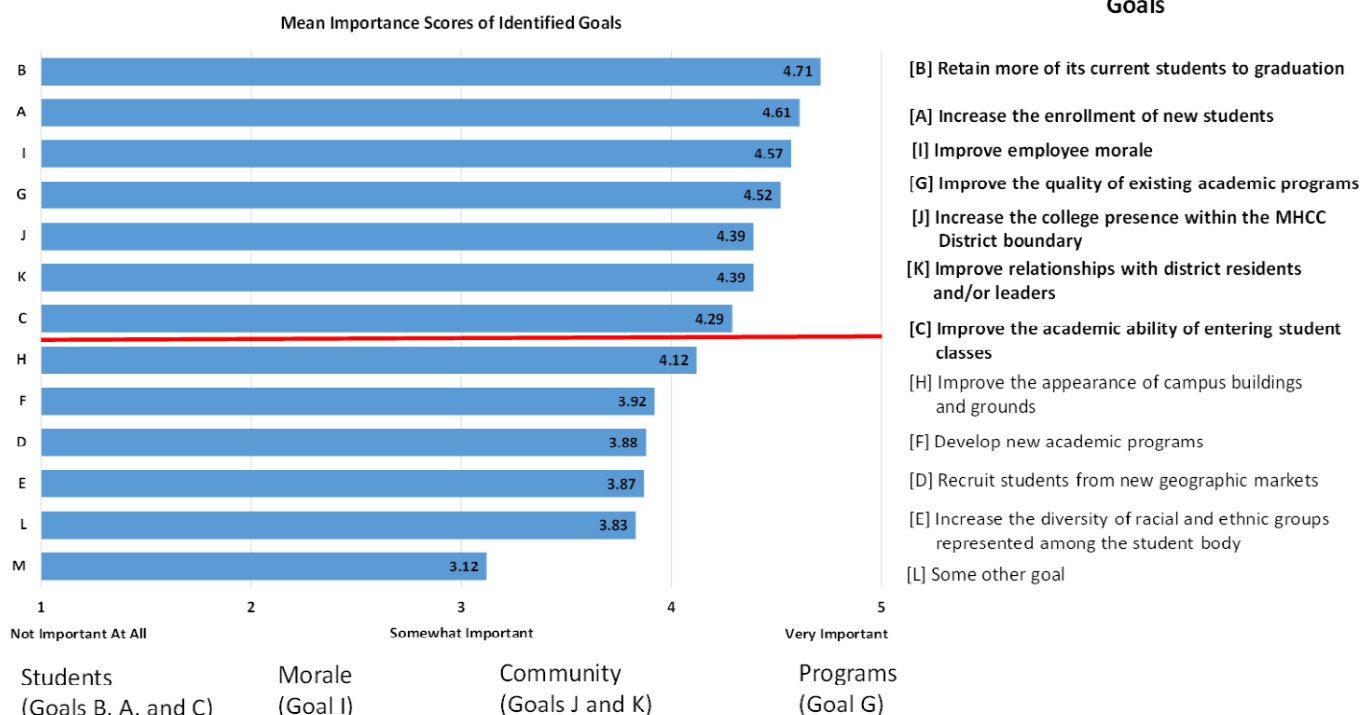
- (O) “I have adequate opportunities for advancement”
- (P) “I have adequate opportunities for training to improve my skills”
- (Q) “I have adequate opportunities for professional development”
- (M) “I am paid fairly for the work I do”

## Who Responded

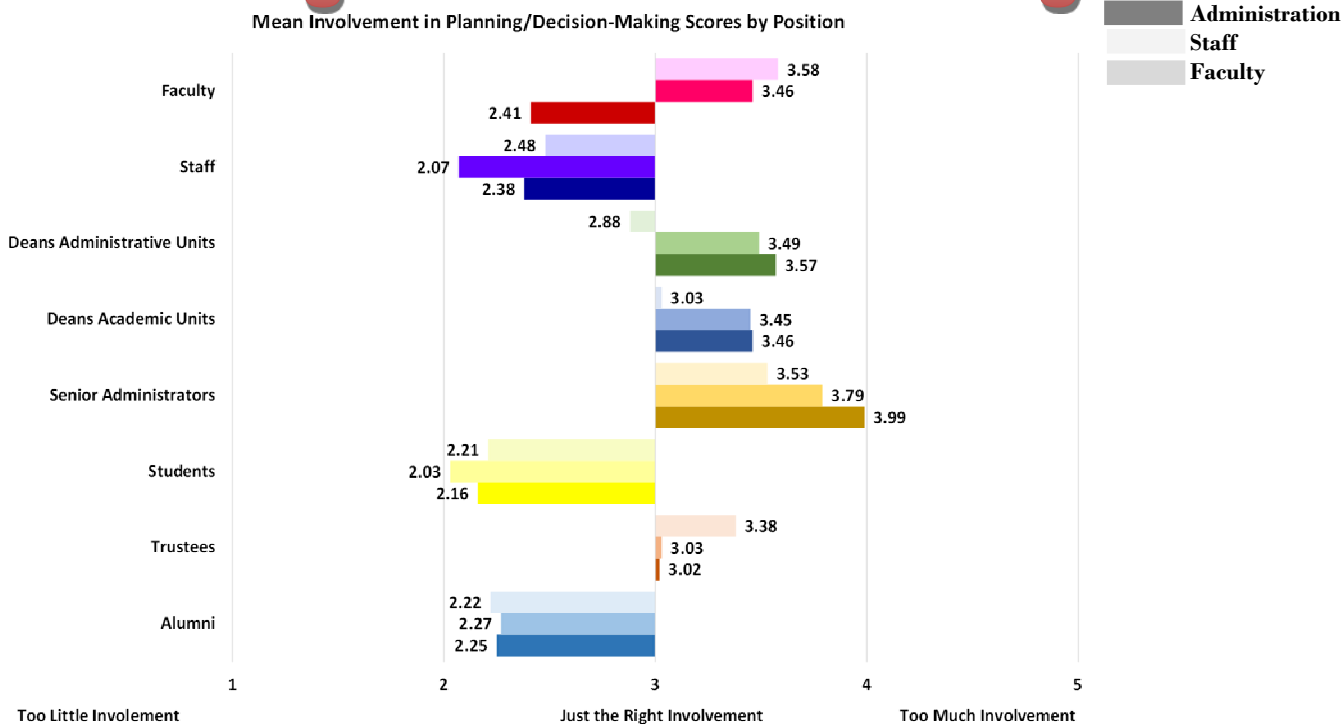


# Goals

## Goals



# Planning & Decision Making



This Research Brief and the Full Report are available on the MHCC Web Site at <https://webapps.mhcc.edu/AIRWeb/Default?l=3>

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