



Southwestern Oregon Community College

Success Indicator 9 Employee Satisfaction and Opinion

2012- 2013

ACHIEVEMENT

Achieved 54% = Yellow

CORE THEME

Sustainability

OBJECTIVE

S.2: Southwestern builds and maintains a sustainable Infrastructure of human, technology, and facility resources

INDICATOR

Success Indicator 9 – Employee Opinion and Satisfaction: S.2.1

Measured by the aggregate level of employee satisfaction and opinion ratings on the annual nationally normed survey Great Colleges to Work For

Indicator Thresholds

Green: 65% or greater Yellow: Between 45% and 64% Red: Below 45%

Purpose and Meaning

Satisfied employees are productive contributors to the college environment. The national survey used to measure this indicator, Great Colleges to Work For, allows the college administration to gather data on employee satisfaction in multiple areas such as teaching environment, professional development, communication, and overall relations between staff and administration. This data is then used to support the continuous improvement efforts necessary for a strong infrastructure of employees. A strong employee base with high level of satisfaction in the institution and teaching environment leads to improved student engagement which in turn leads to improved student success and completion. This is essential to Mission fulfillment.

WHAT WAS ACHIEVED AND WHAT IS PLANNED FOR THE FUTURE

The Present:

In 2013, the College contracted with ModernThink, LLC to conduct its' annual employee satisfaction survey. The survey was conducted during March and April of 2013 with email announcements encouraging staff to participate. Faculty, Massc, Classified and a 25% sampling of Part Time Faculty staff were included in the 2013 survey.

The College continued to improve the overall employee satisfaction rating in 2012-2013; realizing a 2% increase in overall satisfaction among employees. The individual unit objective of increasing employee participation to 58% was not met in 2012-2013. Modernthink, LLC experienced computer issues during the survey collection process. This prompted Modernthink, LLC to extend the survey date by two weeks. Unfortunately, this did not lead to increased participation.

The College improved in ten (10) theme areas from 2011-2012; with Professional Development moving from a fair rating to good and Shared Governance moving from a poor rating to warrants attention. While two (2) themes remained the same; The College now has two (2) key theme areas on the cusp of increasing to the next rating category (Supervisors/Department Chairs and Fairness). This is considered a significant improvement. * see attached results sheet from ModernThink.

The planned accomplishment for Shared Governance in 2011-12 indicated that the resurrection of Instructional Council was predicted to improve the perception of inclusion and cooperation among faculty and administration. This has proven to be accurate and with the hiring of a new Vice President of Instruction & Student Services it is predicted that this theme area will experience continued improvement.

The planned accomplishment for Communication in 2011-12 indicated that the creation of a Manager's advisory group to the President would increase communication between departments and assist with the dissemination of information throughout campus. This has also proven to be a success.

The College saw a reduction in satisfaction in three (3) theme areas; Job Satisfaction/Support, Teaching Environment and Respect & Appreciation.

The Future:

Areas that are marked for further analysis by administration include:

1. Teaching Environment
2. Policies, Resources & Efficiency
3. Shared Governance
4. Senior Leadership
5. Faculty, Administration & Staff Relations
6. Communication
7. Collaboration
8. Fairness
9. Respect & Appreciation

Suggested actions to affect change in the significant areas for improvement include;

1. Teaching Environment
 - a. Identify ways to address the balance between teaching and institutional service.
 - b. Develop a systematic process for recognizing outstanding faculty at Southwestern.
2. Policies, Resources & Efficiency
 - a. Continue to develop, review, and revise policies that lead to improved effectiveness of management.
 - b. Distribute policies consistently to all staff by implementing an online onboarding program.
3. Shared Governance
 - a. Continue to support Instruction Council meetings held by the Vice President of Instruction & Student Services.
4. Senior Leadership
 - a. Continue quarterly President Forums.
5. Faculty, Administration & Staff Relations
 - a. Continue regular Labor Management meetings with Faculty and Classified Union representatives.
6. Communication
 - a. Continue to improve internal communication through College Council, Instructional Council, Managers Council, and the Budget Work Group.
7. Collaboration
 - a. Identify avenues of collaboration and communicate the successful endeavors of workgroups across campus that have collaborated on both external and internal projects.
 - b. Continue the quarterly newsletter that highlights staff professional and personal achievements.
 - c. Provide an opportunity during in service activities for program/department highlights to be communicated to all staff.
8. Fairness

- a. Train supervisors on evaluating employees fairly and effectively.
 - b. Continue with implementation of Management 360 evaluation process.
 - c. Continue discussions with Faculty and Classified Labor Management team concerning contract related issues.
9. Respect and Appreciation
- a. Identify ways in which faculty and staff can be recognized that increase their sense of respect and appreciation. This may be a combination of any one of the suggested ideas above or may result in a new initiative.

FACTORS AFFECTING RESULTS/PROGRESS

Factors affecting the results in 2012-2013 and the college’s continued progress towards a “green” threshold are as follows:

- Budget – limited resources make implementation of new programs, software, and initiative difficult.
- Technology – ModernThink’s system issues may have impacted the ability of employees to respond to the survey. Therefore, we experienced a much lower response rate than anticipated in 2012-2013.

Planning Priorities

Strategic Goal - 7: Allocate resources to support continuous improvement for a strong infrastructure of employees, technologies, and facilities.

Annual Priority - 7.2: Ensure effective college-wide operational and technological support for staff and students.

Institutional Planned Accomplishment - 7.2A: Offer and support employee training and credentialing.

7.2C: Explore activities and programs to enhance employee engagement

Unit Planning

Initiate survey in March – April 2014

1. Realize a 2% increase in overall employee satisfaction rating.
2. Employee participation goal set at 55%.
3. Realize an increase 2 % in the Respect & Appreciation theme
4. Observe two (2) Warrants Attention categories increase to Fair to Mediocre.
5. Observe one (1) Poor category increase to Warrants Attention.

Budget Impact

There is no budget impact associated with this survey.

Achievement Analysis

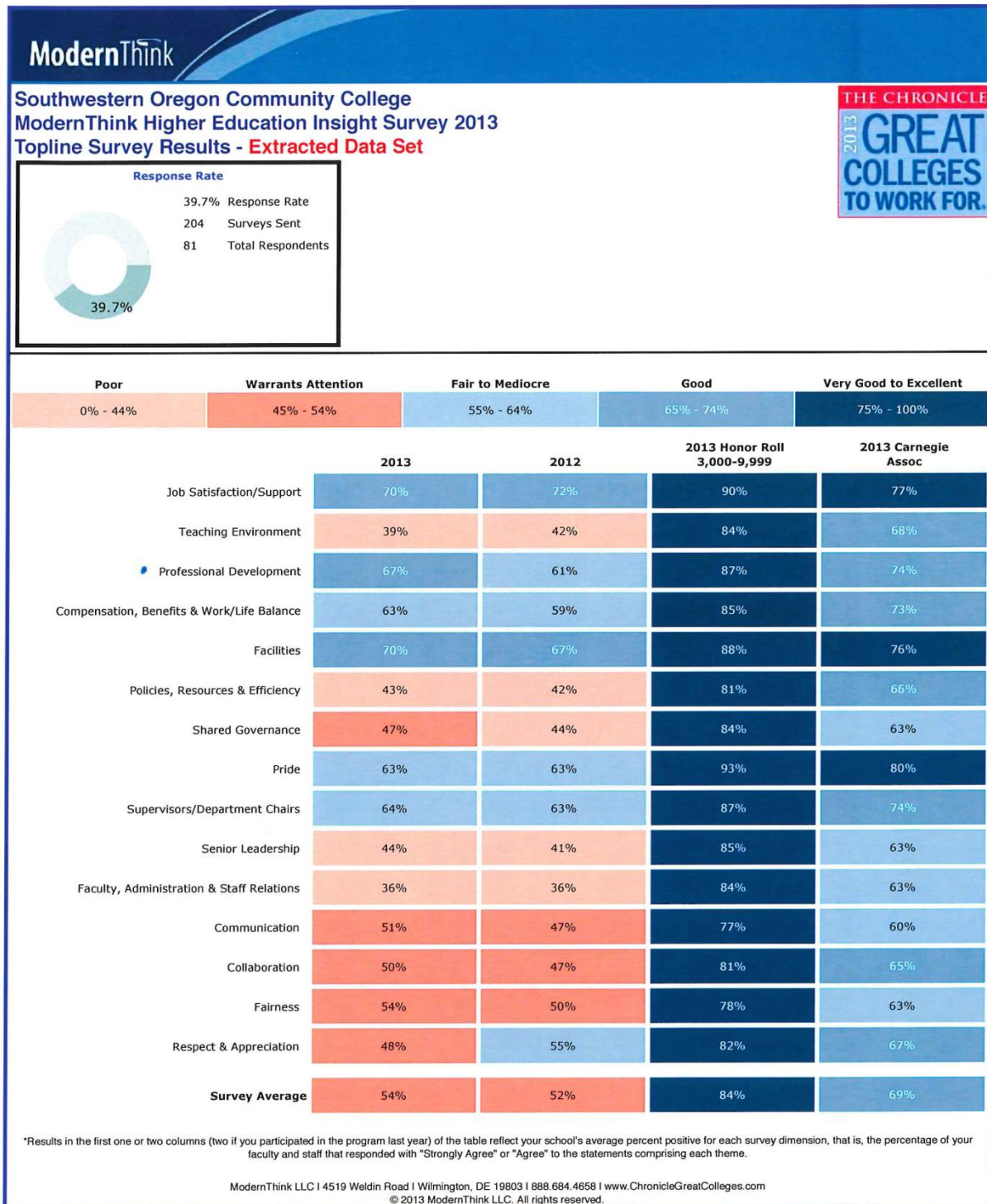
2010-2011: 201 surveys distributed – 65 respondents (did not include classified staff)

2011-2012: 262 surveys distributed – 144 respondents (included classified staff)

2012-2013: 204 surveys distributed – 81 respondents

	2011	2012	2013
Participation	32%	55%	39.7%
Overall positive rating	43%	52%	54%
Job Satisfaction /Support	62%	72%	70%
Teaching Environment	32%	42%	39%
Professional Development	65%	61%	67%
Compensation/Benefits	49%	59%	63%
Facilities	54%	67%	70%

Policies, Resources & Efficiency	32%	42%	43%
Shared Governance	30%	44%	47%
Pride	53%	63%	63%
Supervision	49%	63%	64%
Senior Leadership	36%	41%	44%
Faculty, Admin. & Staff Relations	25%	36%	36%
Communication	43%	47%	51%
Collaboration	43%	47%	50%
Fairness	36%	50%	54%
Respect & Appreciation	45%	55%	48%



DATA DOCUMENTATION

Documentation Posted:

SOCC Mission Fulfillment Reports Website at: SOCC Mission Fulfillment Reports Website at:
<http://www.socc.edu/ie/pgs/success-indicators/index.shtml>

TracDat Assessment Software: Success Indicators 2012-13 folder

Data References:

Great Colleges to Work For annual survey data; data stored within HR documentation with supporting documents located on the network at: itt\institutionalresearch\successindicators\si_9_EmployeeSatisfaction

ABOUT THE DATA

The report and chart information was prepared and coordinated by Rachele Summerville, Human Resources Executive Director and Robin Bunnell, Institutional Researcher.

Contributions to the narrative were supplied by Rachele Summerville, Human Resources Executive Director.

Requirements

NWCCU Accreditation; Human Resources Program Review.

For more detailed information, contact the Institutional Research office - ir@socc.edu