



Southwestern Oregon Community College

Success Indicator 9 Employee Satisfaction and Opinion

2013-2014

ACHIEVEMENT

Achieved 52% =



CORE THEME

Sustainability

OBJECTIVE

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

INDICATOR

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

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 2014, the College contracted with ModernThink, LLC to conduct its annual employee satisfaction survey. The survey was conducted during March 2014 with email announcements encouraging staff to participate. Faculty, MASSC, Classified staff were included in the 2014 survey.

The College continued to improve the overall employee satisfaction rating in 2013-2014; realizing a 1% increase in overall satisfaction among employees. The individual unit objective of increasing employee participation to 65% was not met in 2013-2014; 43.5% of those sent surveys responded.

The College improved in 5 theme areas from 2012-2013; with Supervisors/Department Chairs moving from a fair to mediocre rating to good rating. While two (2) themes remained the same, the College now has 1 key theme area on the cusp of increasing to the highest rating of Very Good to Excellent (Job Satisfaction/Support). This is considered a significant improvement. * *see achievement analysis section for results sheet from ModernThink*

The planned accomplishment for Shared Governance through the resurrection of Instructional Council in 2011 – 2012 and hiring a new Vice President of Instruction and Student Services in 2013 have resulted in improvement of the perception of inclusion and cooperation among faculty and administration.

The College saw a reduction in satisfaction in 8 theme areas: Professional Development; Facilities; Policies, Resources & Efficiency; Pride; Senior Leadership; Communication; Collaboration; Fairness. The College believes the new Facility Services Director hired in September 2014 will improve Facilities satisfaction. The years 2013-2014 has been a time of changes in senior staff and stabilization in the upcoming year should improve this theme area.

The Future:

Areas that are marked for further analysis by administration include:

1. Professional Development
2. Facilities
3. Policies, Resources & Efficiency
4. Pride
5. Senior Leadership
6. Communication
7. Collaboration
8. Fairness

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

1. Professional Development
 - a. Revise performance evaluation process to better determine areas needing improvement and to set specific objectives for professional development.
 - b. Encourage utilization of tuition waivers and associated time away from work.
2. Facilities
 - a. New Facilities Services Director hired September 1, 2014 will bring new ideas and building improvements to our campus.
3. 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.
4. Pride
 - a. Continue recognition for SWOCC employee and student accomplishments.
 - b. Encourage community service affiliations.
5. Senior Leadership
 - a. Continue quarterly President Forums.
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 has 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.

FACTORS AFFECTING RESULTS/PROGRESS

Factors affecting the results in 2013-2014 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.
- Turnover – with the improved economy and aging workforce, lack of stability in the College workforce will continue to impact employee satisfaction.

Success Indicator Changes for 2014-15 supporting NWCCU accreditation standards: 1.B.2; 4.A.1; 4.B.1; 5.B.2

No changes planned for next year.

Planned Project

Strategic Objective – S2: Southwestern builds and maintains a strong infrastructure of human, technology, and facility resources.

Project S2.12: Offer and support employee training and credentialing including professional development opportunities for faculty and staff along with a part-time Faculty support plan

Project S2.13: Explore activities and programs to enhance employee engagement

Project S2.16: Develop a plan to provide support, evaluation, compensation, and mentoring to part-time faculty to enhance their connection with the campus community and their contribution to the instructional programs.

Project S2.17: Work with faculty and staff to develop a consistent program review process and schedule for the college.

Project S2.18: Determine the current culture present in instruction and student services and the culture that is desired and work to close the gap between the two

Project S2.19: Work with faculty and staff to develop consistent, flexible, multi-tiered professional development options to support instructional excellence, maintain institutional vitality, promote professional/occupational scholarship and training, encourage individual education and personal growth, and improve morale and performance

Unit Planning

Initiate survey in March – April 2015

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

Budget Impact

Budget Impact identifies the budget requests needed in the future year(s) to support the planned changes.

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

2013-2014: 204 surveys distributed – 81 respondents

	2011	2012	2013	2014
Participation	32%	55%	39.7%	39.7%
Overall positive rating	43%	52%	54%	52%
Job Satisfaction /Support	62%	72%	70%	73%
Teaching Environment	32%	42%	39%	43%
Professional Development	65%	61%	67%	63%
Compensation/Benefits	49%	59%	63%	63%
Facilities	54%	67%	70%	61%
Policies, Resources & Efficiency	32%	42%	43%	40%
Shared Governance	30%	44%	47%	49%
Pride	53%	63%	63%	62%
Supervision	49%	63%	64%	68%
Senior Leadership	36%	41%	44%	43%
Faculty, Admin. & Staff Relations	25%	36%	36%	39%
Communication	43%	47%	51%	48%
Collaboration	43%	47%	50%	44%
Fairness	36%	50%	54%	48%
Respect & Appreciation	45%	55%	48%	48%

DATA DOCUMENTATION

Documentation Posted:

Portal: Resource Center Core Themes – Objectives – Success Indicator Page:

https://mylakerlink.socc.edu/ICS/Resource_Center/Core_Themes_-_Objectives_-_Success_Indicators.jnz?portlet=Handouts_2014-09-17T12-15-51-67

Assessment Software: Success Indicator 9 Report – execute report for specified year

Data References:

Great Colleges to Work For annual survey data; files located within HR and documented at:

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ABOUT THE DATA

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

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

DETERMINING MEASUREMENT AND SETTING THRESHOLD LEVELS

To measure this indicator, the college chose to rely on industry standard surveys that compare the College to national data by contracting with Modern Think as part of a nationally normed survey, Great Colleges to Work For. The thresholds represent levels for mission fulfillment acceptable achievement, the green level that is based on the survey rating for the categories good and very good or excellent. The yellow threshold represents a range that includes the survey rating for the categories fair to mediocre and warrants attention, a level that clearly requires the college to focus efforts to improve employee satisfaction and denoted as minimally achieved. The thresholds require yearly review to ensure the indicator provides meaningful and applicable data to be used in decision making, specifically for planning and budget development.

Requirements

NWCCU Accreditation; Human Resources Program Review.

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

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