

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Northern Oklahoma College - May 2016 Respondents

**Section 1: Campus Culture and Policies**

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.61	.58	211	3.61	.85	209	1.00
This institution treats students as its top priority	4.71	.53	211	3.58	.91	207	1.13
This institution does a good job of meeting the needs of students	4.66	.56	210	3.56	.85	208	1.10
The mission, purpose, and values of this institution are well understood by most employees	4.28	.72	208	3.61	.96	208	0.68
Most employees are generally supportive of the mission, purpose, and values of this institution	4.33	.67	209	3.56	.94	207	0.77
The goals and objectives of this institution are consistent with its mission and values	4.39	.63	209	3.69	.90	208	0.70
This institution involves its employees in planning for the future	4.45	.72	209	3.15	1.17	208	1.30
This institution plans carefully	4.43	.70	206	3.33	1.11	206	1.11
The leadership of this institution has a clear sense of purpose	4.51	.67	205	3.41	1.20	208	1.10
This institution does a good job of meeting the needs of its faculty	4.40	.75	206	3.27	1.10	204	1.13
This institution does a good job of meeting the needs of staff	4.37	.73	200	3.25	1.02	197	1.12
This institution does a good job of meeting the needs of administrators	4.21	.85	195	3.80	.97	191	0.41
This institution makes sufficient budgetary resources available to achieve important objectives	4.43	.65	200	3.34	1.03	199	1.09
This institution makes sufficient staff resources available to achieve important objectives	4.28	.75	197	3.25	1.06	197	1.03
There are effective lines of communication between departments	4.49	.76	201	2.76	1.18	200	1.73
Administrators share information regularly with faculty and staff	4.47	.74	199	3.04	1.23	198	1.43
There is good communication between the faculty and the administration at this institution	4.43	.80	199	3.07	1.22	195	1.36
There is good communication between staff and the administration at this institution	4.33	.86	196	3.08	1.14	192	1.25
Faculty take pride in their work	4.64	.55	199	3.86	.91	197	0.79
Staff take pride in their work	4.62	.56	198	3.66	.94	199	0.95
Administrators take pride in their work	4.61	.58	198	3.85	1.01	197	0.76
There is a spirit of teamwork and cooperation at this institution	4.49	.68	195	3.15	1.06	195	1.34
The reputation of this institution continues to improve	4.56	.64	192	3.63	1.01	194	0.93
This institution is well-respected in the community	4.61	.61	194	3.69	1.04	194	0.92
Efforts to improve quality are paying off at this institution	4.38	.63	193	3.48	1.03	194	0.89
Employee suggestions are used to improve our institution	4.34	.72	194	2.97	1.16	193	1.37
This institution consistently follows clear processes for selecting new employees	4.33	.68	191	3.35	1.13	190	0.98
This institution consistently follows clear processes for orienting and training new employees	4.42	.75	192	2.98	1.18	193	1.44
This institution consistently follows clear processes for recognizing employee achievements	4.16	.82	194	3.08	1.16	193	1.09
This institution has written procedures that clearly define who is responsible for each operation and service	4.29	.74	193	3.38	1.08	194	0.91
There is good communication between the different campuses of the institution	4.35	.77	191	2.97	1.13	190	1.38
The institution does a good job of providing an overall quality learning environment	4.67	.49	191	3.83	.83	191	0.84
The institution provides good customer service to students	4.63	.55	188	3.39	1.06	189	1.24
The Institution provides good customer service to employees	4.50	.62	191	3.26	1.08	192	1.24
The institution provides good customer service to external stakeholders (alumni, retirees, community members, businesses, etc.)	4.31	.80	186	3.88	.84	185	0.43
The institution's web site is a useful source of information for employees	4.39	.67	192	3.61	1.07	190	0.78
The 'myNOC' portal is a useful source of information for employees	4.35	.68	193	3.93	.86	190	0.43
Advisors meet the scholastic and emotional needs of advisees	4.50	.66	188	3.34	.98	185	1.16
The level of communication (emails, phone calls, etc.) between advisors and students, outside of enrollment, is sufficient	4.29	.83	189	3.35	1.01	182	0.93

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**Section 2: Institutional Goals**

<b>RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Valid Respondents</b>
[A] Increase the enrollment of new students	4.74	0.55	195
[B] Retain more of its current students to graduation	4.75	0.57	195
[C] Improve the academic ability of entering student classes	4.46	0.73	195
[D] Recruit students from new geographic markets	4.00	0.90	195
[E] Increase the diversity of racial and ethnic groups represented among the student body	3.77	1.01	195
[F] Develop new academic programs	4.00	0.90	195
[G] Improve the quality of existing academic programs	4.51	0.60	195
[H] Improve the appearance of campus buildings and grounds	3.97	0.92	195
[I] Improve employee morale	4.60	0.73	195
[J] Increase assets of the institution's Foundation	3.92	0.90	195
[K] Increase use of degree program Advisory Committees	3.71	1.07	193
[L] time employees	3.87	1.07	195
[M] Some other goal	2.98	1.33	137

<b>(Choose three goals that you believe should be this institution's top priorities) First priority goal:</b>	<b>Count</b>	<b>Percent</b>
[A] Increase the enrollment of new students	60	30.9%
[B] Retain more of its current students to graduation	57	29.4%
[C] Improve the academic ability of entering student classes	8	4.1%
[D] Recruit students from new geographic markets	3	1.5%
[E] Increase the diversity of racial and ethnic groups represented among the student body	3	1.5%
[F] Develop new academic programs	8	4.1%
[G] Improve the quality of existing academic programs	18	9.3%
[H] Improve the appearance of campus buildings and grounds	3	1.5%
[I] Improve employee morale	28	14.4%
[J] Increase assets of the institution's Foundation	0	0.0%
[K] Increase use of degree program Advisory Committees	0	0.0%
[L] Increase number of full-time employees	6	3.1%
[M] Some other goal	0	0.0%
All responses	194	100.0%

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<b>(Choose three goals that you believe should be this institution's top priorities) Second priority goal:</b>	<b>Count</b>	<b>Percent</b>
[A] Increase the enrollment of new students	49	25.3%
[B] Retain more of its current students to graduation	65	33.5%
[C] Improve the academic ability of entering student classes	14	7.2%
[D] Recruit students from new geographic markets	6	3.1%
[E] Increase the diversity of racial and ethnic groups represented among the student body	4	2.1%
[F] Develop new academic programs	11	5.7%
[G] Improve the quality of existing academic programs	13	6.7%
[H] Improve the appearance of campus buildings and grounds	2	1.0%
[I] Improve employee morale	19	9.8%
[J] Increase assets of the institution's Foundation	3	1.5%
[K] Increase use of degree program Advisory Committees	1	0.5%
[L] Increase number of full-time employees	6	3.1%
[M] Some other goal	1	0.5%
All responses	194	100.0%

<b>(Choose three goals that you believe should be this institution's top priorities) Third priority goal:</b>	<b>Count</b>	<b>Percent</b>
[A] Increase the enrollment of new students	36	18.8%
[B] Retain more of its current students to graduation	26	13.5%
[C] Improve the academic ability of entering student classes	11	5.7%
[D] Recruit students from new geographic markets	12	6.3%
[E] Increase the diversity of racial and ethnic groups represented among the student body	10	5.2%
[F] Develop new academic programs	22	11.5%
[G] Improve the quality of existing academic programs	23	12.0%
[H] Improve the appearance of campus buildings and grounds	6	3.1%
[I] Improve employee morale	24	12.5%
[J] Increase assets of the institution's Foundation	3	1.6%
[K] Increase use of degree program Advisory Committees	4	2.1%
[L] Increase number of full-time employees	14	7.3%
[M] Some other goal	1	0.5%
All responses	192	100.0%

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TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	60	49	36	145	25.0%
[B] Retain more of its current students to graduation	57	65	26	148	25.5%
[C] Improve the academic ability of entering student classes	8	14	11	33	5.7%
[D] Recruit students from new geographic markets	3	6	12	21	3.6%
[E] Increase the diversity of racial and ethnic groups represented among the student body	3	4	10	17	2.9%
[F] Develop new academic programs	8	11	22	41	7.1%
[G] Improve the quality of existing academic programs	18	13	23	54	9.3%
[H] Improve the appearance of campus buildings and grounds	3	2	6	11	1.9%
[I] Improve employee morale	28	19	24	71	12.2%
[J] Increase assets of the institution's Foundation	0	3	3	6	1.0%
[K] Increase use of degree program Advisory Committees	0	1	4	5	0.9%
[L] Increase number of full-time employees	6	6	14	26	4.5%
[M] Some other goal	0	1	1	2	0.3%
All responses	194	194	192	580	100.0%

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**Section 3: Involvement in planning and decision-making**

<b>RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")</b>	<b>Mean</b>	<b>Standard Deviation</b>	<b>Valid Respondents</b>
How involved are: Faculty	2.55	0.87	188
How involved are: Staff	2.33	0.87	189
How involved are: Deans or directors of administrative units	3.44	0.79	183
How involved are: Deans or chairs of academic units	3.27	0.75	184
How involved are: Senior administrators (VP, Provost level or above)	3.83	0.84	187
How involved are: Students	2.31	0.86	186
How involved are: Trustees	3.17	0.81	178
How involved are: Alumni	2.87	0.87	180
Community members	2.77	0.90	180

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**Section 4: Work environment**

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.47	0.61	191	3.33	1.05	189	1.13
I learn about important campus events in a timely manner	4.25	0.71	189	3.59	1.10	188	0.66
I am empowered to resolve problems quickly	4.41	0.64	191	3.54	1.03	190	0.88
I am comfortable answering student questions about institutional policies and procedures	4.35	0.72	191	3.74	0.93	188	0.61
I have the information I need to do my job well	4.61	0.51	190	3.81	0.93	189	0.80
My job responsibilities are communicated clearly to me	4.59	0.52	190	3.89	1.03	189	0.71
My supervisor pays attention to what I have to say	4.59	0.59	190	3.97	1.12	188	0.62
My supervisor helps me improve my job performance	4.49	0.70	191	3.79	1.11	189	0.69
My department or work unit has written, up-to-date objectives	4.27	0.79	188	3.67	1.13	187	0.59
My department meets as a team to plan and coordinate work	4.33	0.82	190	3.61	1.16	188	0.73
My department has the budget needed to do its job well	4.50	0.55	183	3.17	1.05	185	1.32
My department has the staff needed to do its job well	4.56	0.55	185	3.15	1.17	187	1.41
I am paid fairly for the work I do	4.51	0.63	187	2.93	1.25	189	1.59
The employee benefits available to me are valuable	4.66	0.64	186	4.11	1.02	188	0.54
I have adequate opportunities for advancement	4.16	0.89	185	3.10	1.23	187	1.06
I have adequate opportunities for training to improve my skills	4.42	0.69	185	3.51	1.12	188	0.92
I have adequate opportunities for professional development	4.32	0.74	186	3.66	1.12	189	0.66
The type of work I do on most days is personally rewarding	4.60	0.58	187	4.21	0.87	189	0.39
The work I do is appreciated by my supervisor	4.41	0.71	186	3.90	1.05	188	0.51
The work I do is valuable to the institution	4.53	0.59	186	3.98	0.92	187	0.55
I am proud to work at this institution	4.54	0.62	186	4.30	0.77	188	0.25
I have access to adequate technology to perform my duties	4.45	0.62	187	4.00	0.95	188	0.45
Administrators respond in a timely manner to emails and phone calls	4.49	0.56	187	3.66	1.19	188	0.83
My coworkers respond in a timely manner to emails and phone calls	4.50	0.57	187	4.12	0.88	188	0.38
The scheduling of employee events and activities meets my needs	3.98	0.93	185	3.70	0.94	187	0.29
The RAVE Alert system functions for me in a satisfactory manner	4.29	0.87	186	4.24	0.88	188	0.05
The Blackboard system functions for me in a satisfactory manner	4.03	1.10	179	3.56	1.11	174	0.46
The School Dude system (maintenance issue reporting software) functions for me in a satisfactory manner	4.02	0.98	181	3.82	0.94	180	0.21
The Track-it system (information technology issue reporting software) functions for me in a satisfactory manner	3.91	1.01	180	3.52	1.10	181	0.38
The institution provides a safe work environment	4.54	0.63	187	4.08	0.88	187	0.46
The institution provides an overall quality work environment	4.53	0.55	186	3.96	0.89	187	0.56

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**Overall satisfaction**

Rate your overall satisfaction with your employment here so far:	3.98	0.82	189
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**Section 5: Demographics**

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	18	9.7%
1 to 5 years	66	35.5%
6 to 10 years	38	20.4%
11 to 20 years	54	29.0%
More than 20 years	10	5.4%
All responses	186	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	86	47.8%
Staff	84	46.7%
Administrator	10	5.6%
All responses	180	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	159	86.4%
Part-time	25	13.6%
All responses	184	100.0%