

## Ozarka College Employee Satisfaction Survey December 2009

In early December of 2009, Ozarka College conducted an Employee Satisfaction Survey. The demographics of the 93 survey respondents were as follows:

- **Employee type:** 15 percent of the respondents were adjunct faculty, 37 percent fulltime faculty, and 48 percent staff and administration
- **Ozarka service:** 20 percent had less than two years service; 25 percent had two to five years; 23 percent had six to ten years; and 33 percent had eleven years or greater
- **Employee gender:** 29 percent of the respondents were male and 71 percent were female

The survey was divided into five major categories including satisfaction with: (1) the climate of the working environment; (2) the physical environment; (3) mission accomplishment and meeting the students' needs; (4) leadership and management; and (5) tools and resources. Each respondent was asked to designate satisfaction with the survey items under these categories from very satisfied to very dissatisfied. Employees were also able to label an item as not being applicable. Following the Discussion and Open-Ended Survey Questions sections below, the information is presented in two different graph forms. The first graph contains all of the items summarized on a five-point scale. This is the graph referred to in the Discussion section below. After the five-point scale graph, the individual graphs of each survey item are presented.

### Discussion

When the average score was calculated for each item with very satisfied equal to five and very dissatisfied equal to one, the survey items could be ranked relatively to one another. The range of the average scores was 3.4 on the low side to 4.5 on the high side. The median score fell between 4.0 and 4.1. Items scoring 4.0 or better are considered to have scored high in relative satisfaction as interpreted by the Administrative Council. Items scoring between 4.0 and 3.5, though fairly high in satisfaction, will be targeted for improvement or monitoring on subsequent surveys. Items scoring 3.5 or less are targeted for immediate improvement.

"General condition of grounds" scored highest (4.5), followed by "Overall experience of working here (4.4)," "Computer access, equipment, and support (4.4)," and "myOzarka assists me in serving students well (4.4)." The Ozarka grounds have greatly improved since 2001 when there was very little landscaping on the campus. Before and after pictures are significantly different with today's grounds being pleasing to both students and employees. Significant changes have occurred in computer access and web portal development since 2001, also. Currently, nearly every classroom is equipped with Internet access, DVD/VCR capabilities, and projectors. The myOzarka web portal is widely used by students and instructors and has evolved over the years to reach very high levels of satisfaction with both students and instructors.

The final of the top four highest rated items to be discussed concerns the overall experience of working at Ozarka College. A dichotomy exists between overall experience being rated as one of the top four and "Communication (3.4)" receiving one of the relatively lowest scores and "General level of morale on campus (3.6)" only slightly higher. Actions are underway to increase communication and morale. If

subsequent surveys do not show improvement, then qualitative studies would be warranted to further study the reasons for the high ratings of overall experience and low ratings of communication and morale.

Other improvements already underway include:

- Changes to the menu for the kitchen
- Improvements to the Catalog this year with greater scrutiny planned for the 2011-2012 Catalog
- Advising has been improving over the last year but additional faculty and staff will attend NACAADA advisor training with plans for additional enhancements
- Parking improvements for Mountain View are part of the new construction. Temporary improvements have been made to Ash Flat with intent for further improvements.
- Planning is undergoing significant changes for 2010-2011 with more changes scheduled for 2011-2012

## Open-Ended Survey Questions

Three open-ended questions were asked separate from the main part of the survey:

- What three things should we start doing or do more?
- What three things should we stop doing or do less?
- Overall, how do you feel about working here?

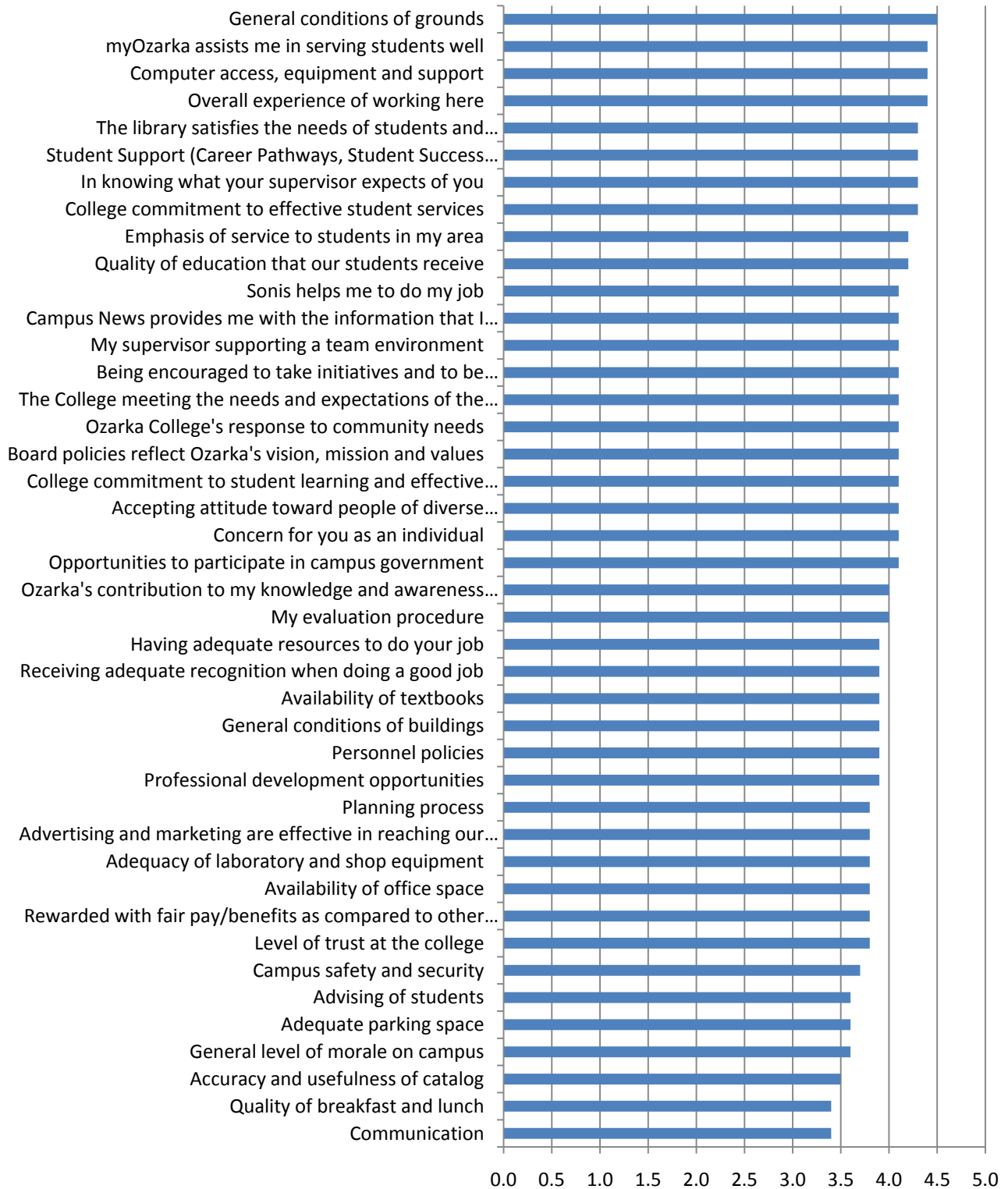
The College is to be greatly commended for their willingness to respond to the questions. The facts that so many questions were asked, almost everyone responded to the questions, and the responses were highly varied made the responses difficult to summarize. Where applicable, comments are grouped together for brevity. The summarized comments are listed below with the number of related comments in parentheses:

- What three things should we start doing or do more?
  - Increase programming - nights, weekends, for males, technical, summer, male, online courses, non-nursing medical, science courses at sites (20)
  - Increase communication - Administrative Council minutes, campus to site, adjunct faculty, faculty and division chair, to staff (8)
  - Increase positions - fulltime faculty, student services, extra help (6)
  - Improve advising (6)
  - Reward employees who excel (6)
  - Expect more from students; hold students accountable (5)
  - Continuing education opportunities (4)
  - Increase morale (4)
  - Planning - long range, teams (3)
  - Sports - intramural, athletic program (2)
  - The following items had one comment each
    - Have Culinary cook in the kitchen more
    - Localize student support services
    - Give instructors time to prepare for new semester
    - Involve the community
    - Have more parking space for students
    - Increase pay

- Reallocate workloads
  - Become involved with area high schools
  - Change remedial classes to bridge programs
  - Do drug testing
  - Have performance evaluations with pay increases
  - Combine lecture and lab science courses
  - Increase student friendliness
  - Monitor adjuncts more
  - Reorganize assessment
  - Have more seminars
  - Expand day care
  - Have student participation in government process
  - Have an adjunct and faculty dinner
  - Allow fitness center use for employees
  - Maintain parking lot and pick up litter
  
- What three things should we stop or do less?
  - Stop having so many committee meetings (9)
  - Stop coddling or trying to overly please students (3)
  - Stop eating in the classrooms (2)
  - The following items had one comment each
    - Stop conducting faculty of the year as it is done now
    - Stop inconsistent policy such as flex time
    - Stop accepting status quo
    - Stop complaining and stop detrimental department conflict
    - Stop wasting paper on administering course evaluations
    - Stop pre- and post-testing for developmental classes
    - Stop posting upcoming events in newspapers without informing staff
    - Stop the rumor mill by increasing communication
    - Stop offering so few summer classes at sites or hold all classes in Melbourne
    - Stop paying adjuncts less than other institutions
    - Stop tattling
    - Stop trying to put too much into the College Success Class
    - Stop requiring reports that will not be reviewed
    - Stop meeting every Friday; instead meet 8 - 3 once a month
    - Stop doing so many Crisis Manual tests
    - Stop expanding as much and take care of the main campus
    - Stop reacting and, instead, follow plans
    - Stop determining policy "by the way we have always done it"
    - Stop complaining
  
- Overall, how do you feel about working here:
  - Very good, great, love it, blessed, satisfied, best place, happy, proud, wonderful, excellent, rewarding, enjoy it, good to me (74)
  - I love it, like it, think that it is good but (6)
    - Wish there were more opportunities for pay increases
    - Many people feel unappreciated
    - Confidentiality is breeched

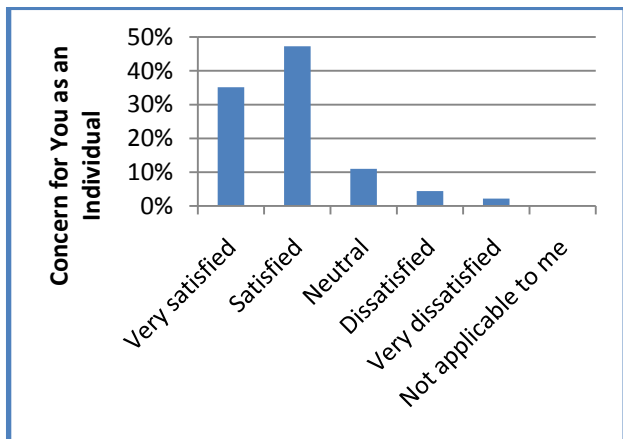
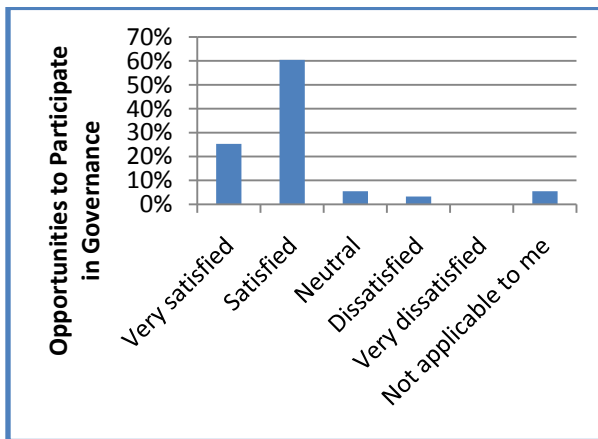
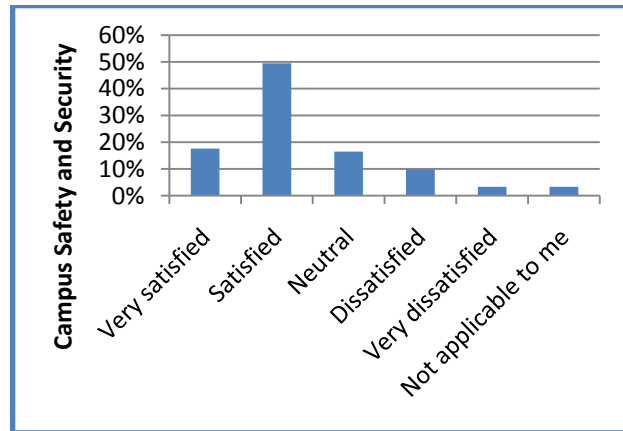
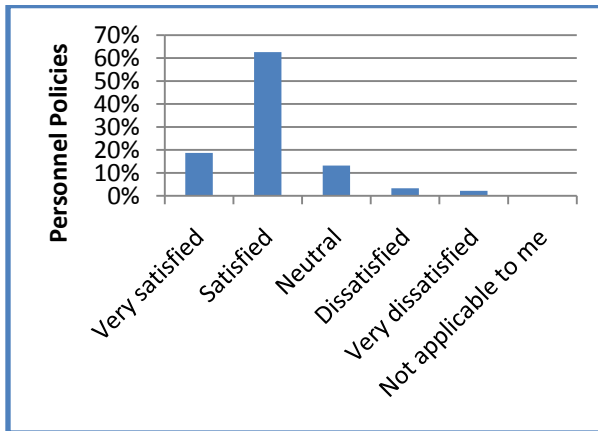
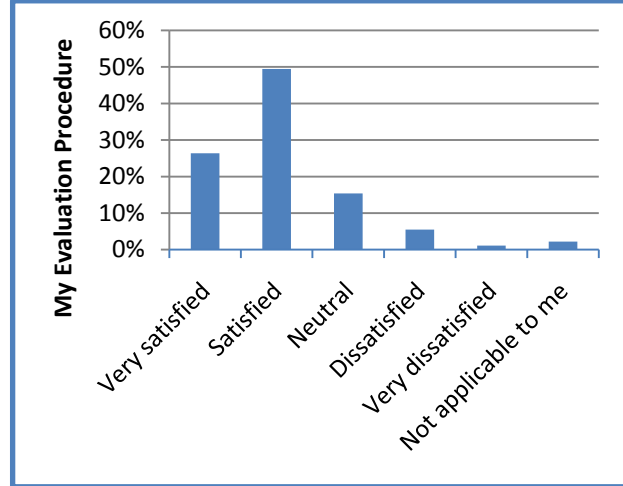
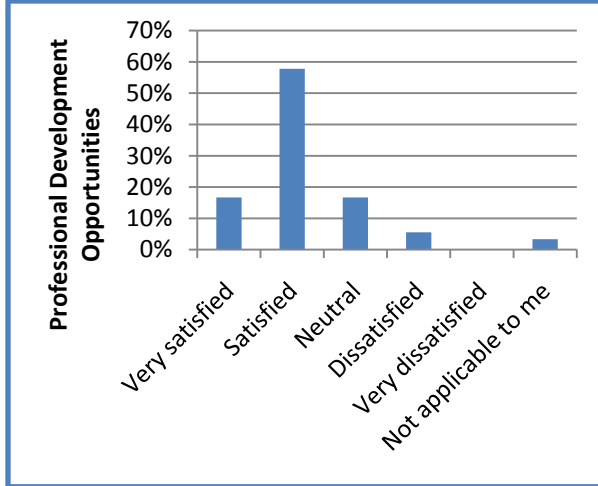
- Cost of living is not enough
- I See areas that need to be improved or restructured
- "Good" is the enemy of "great." Let us become known as a leader of rural community colleges
- Dissatisfied
  - Generally dissatisfied
  - Lack of dedication by supervisor

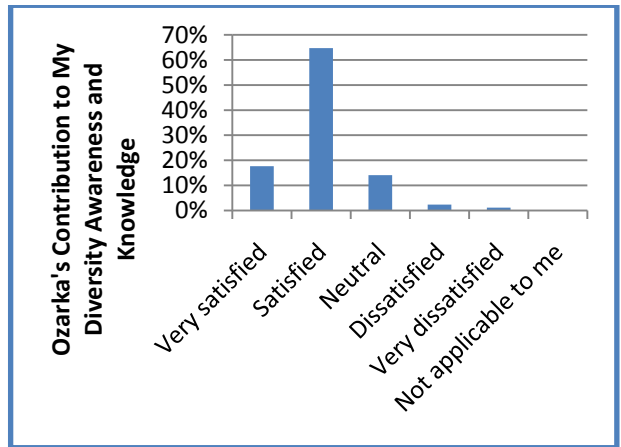
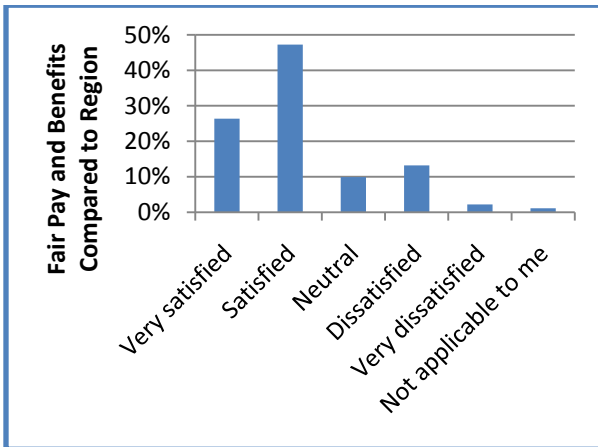
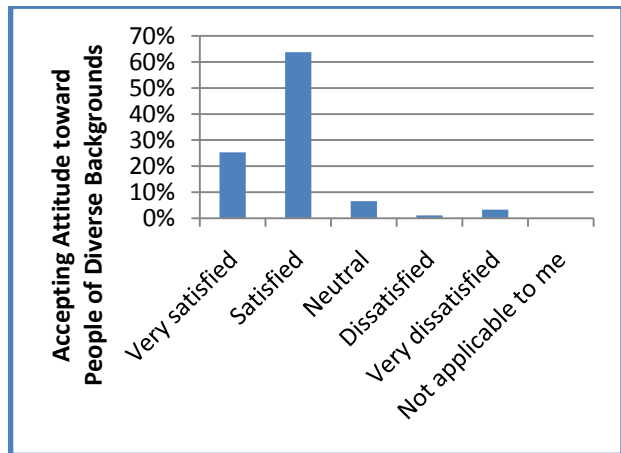
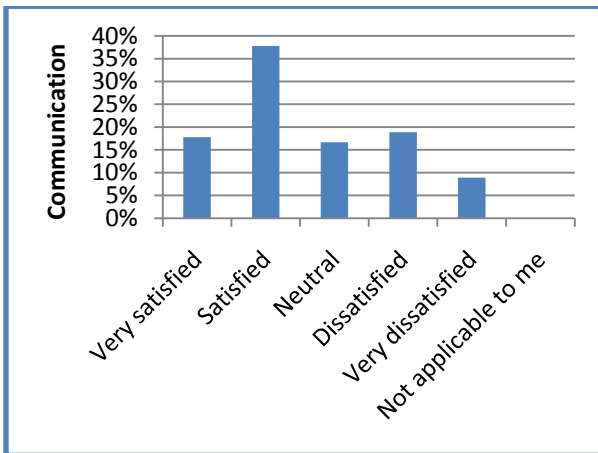
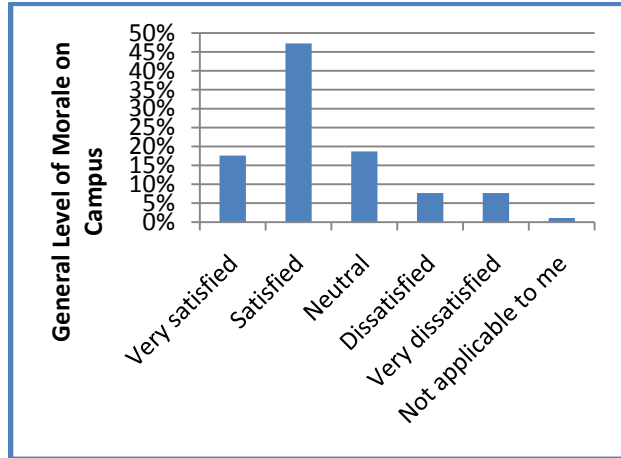
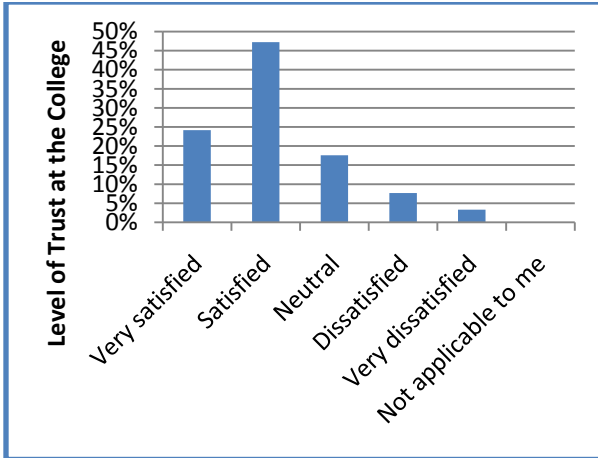
## Employee Satisfaction Survey Rating on a 5-Point Scale (5 = Very Satisfied)

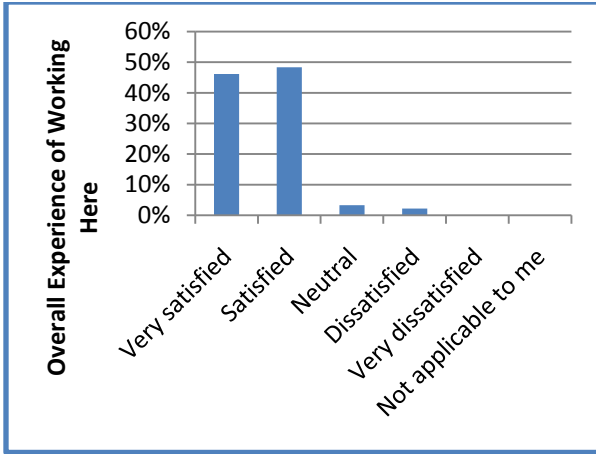


## Satisfaction with the Climate of Working Environment

### Individual Graphs



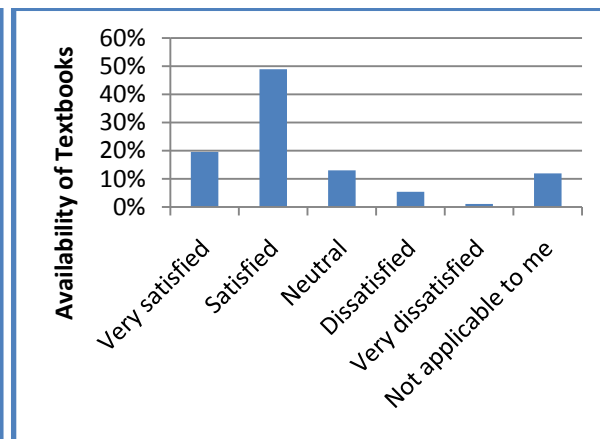
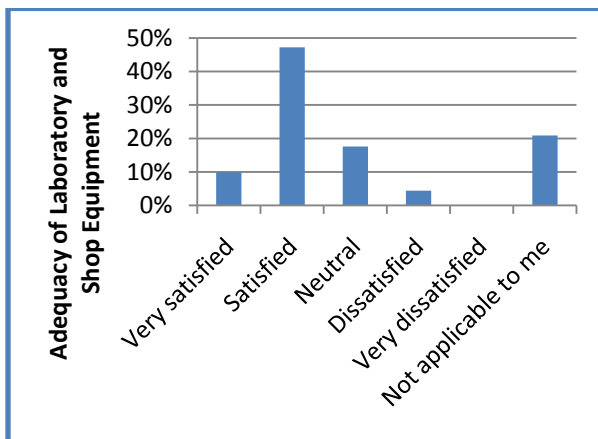
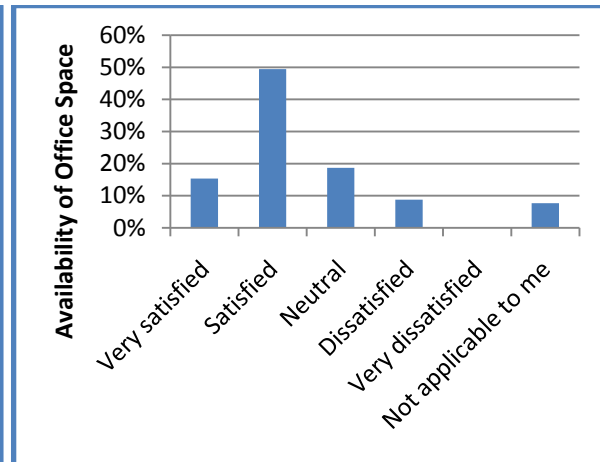
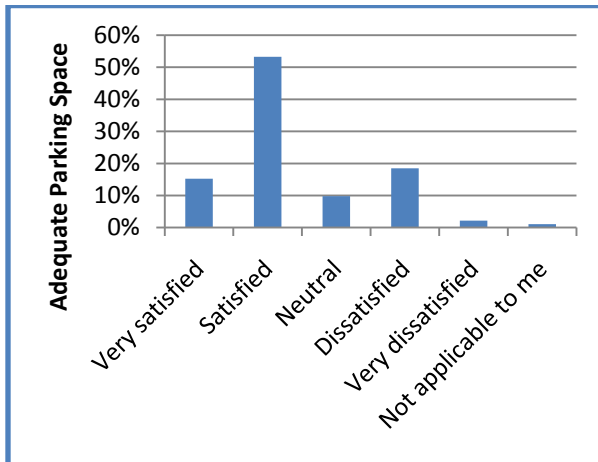
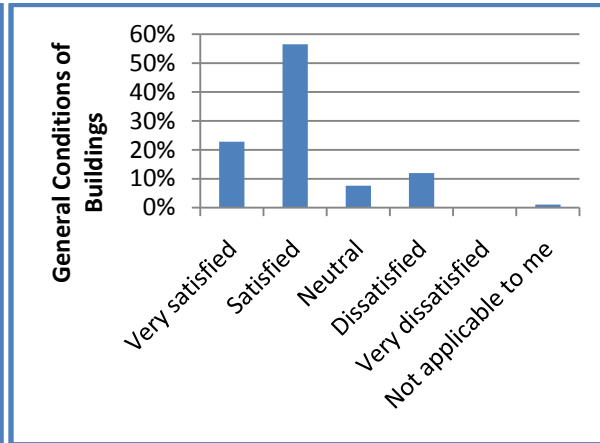
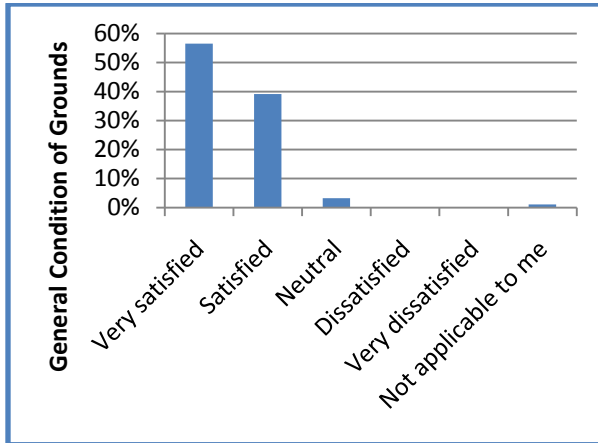


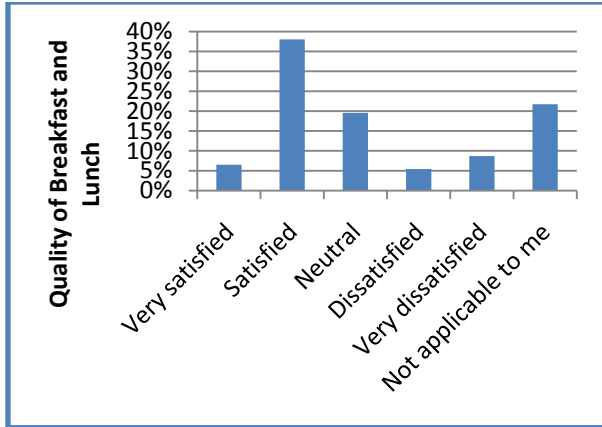




## Satisfaction with the Physical Environment

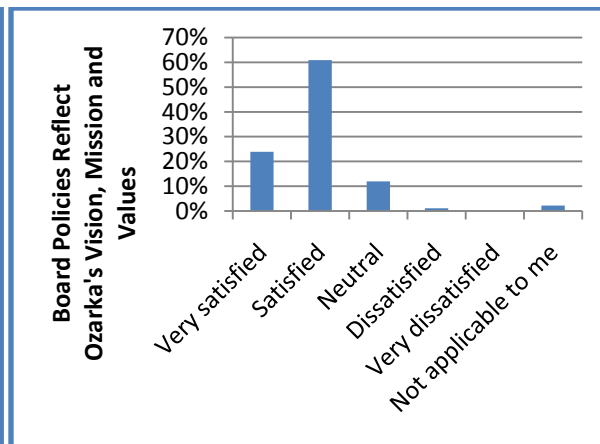
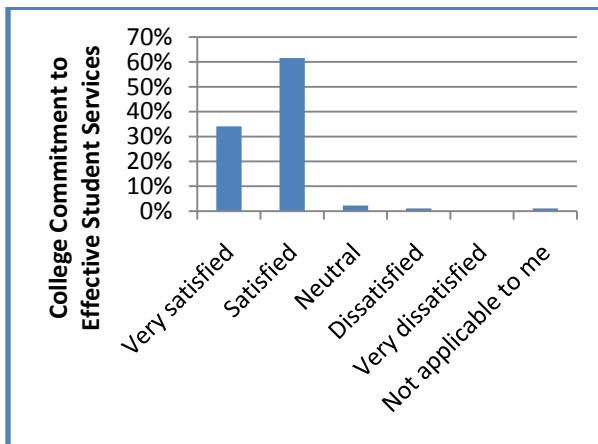
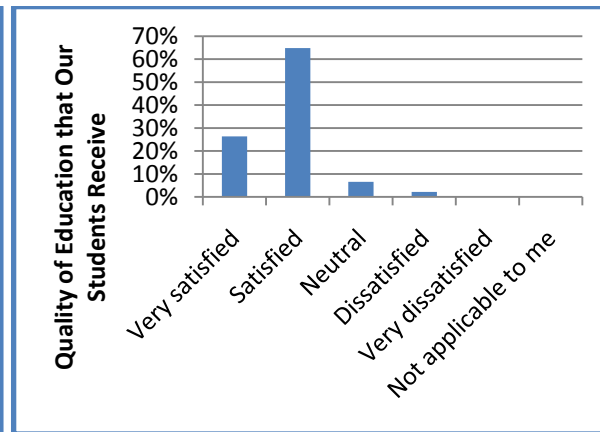
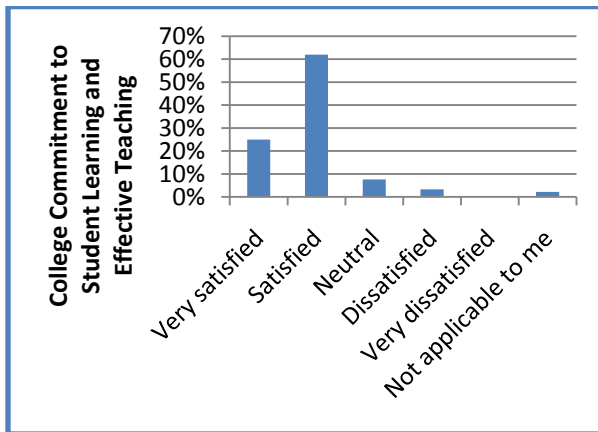
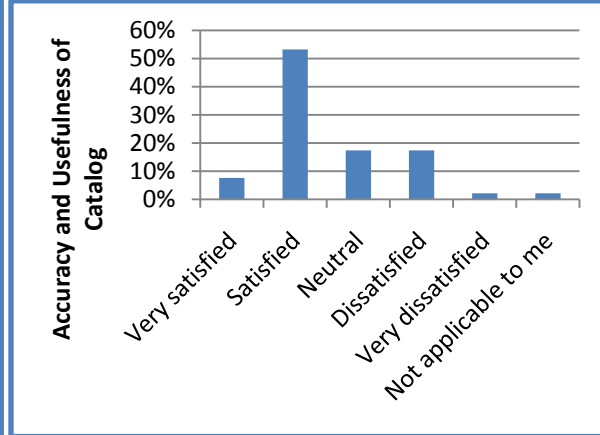
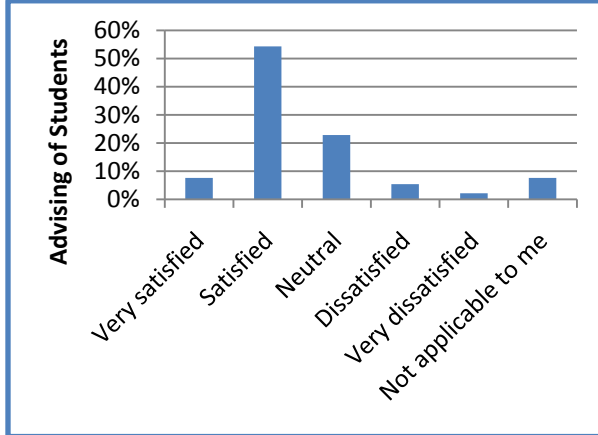
### Individual Graphs

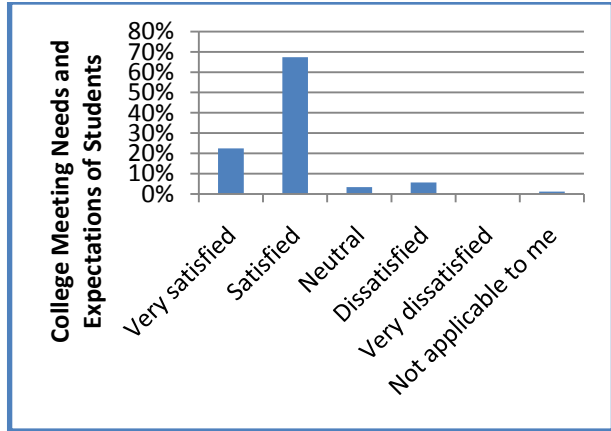
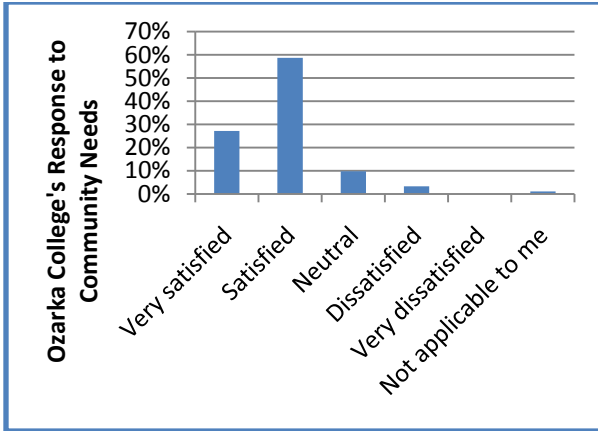




## Satisfaction with Mission Accomplishment and Meeting Students' Needs

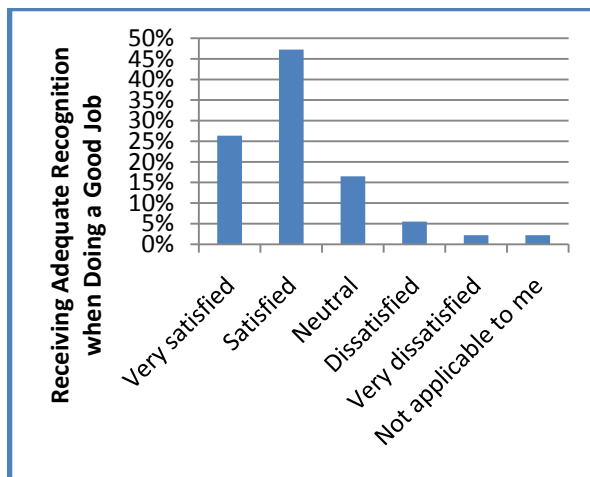
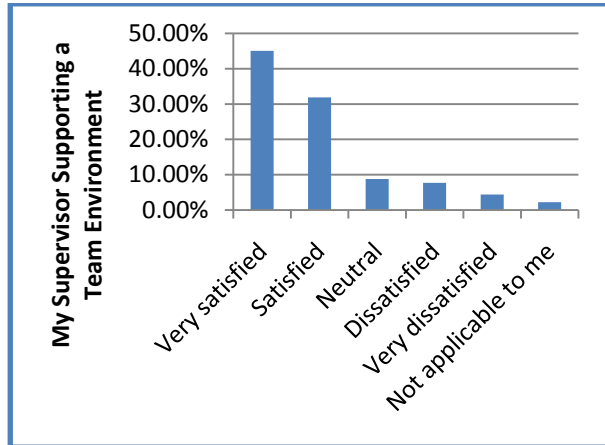
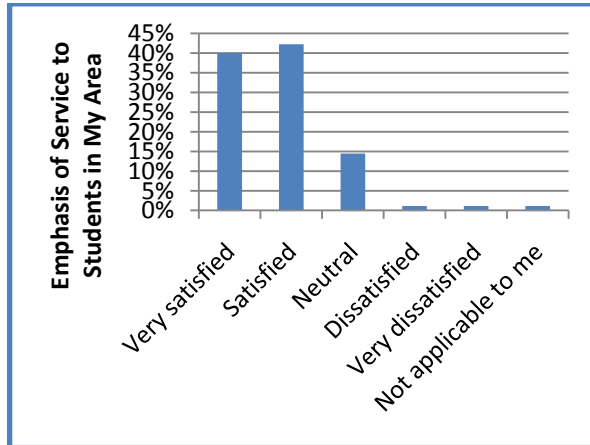
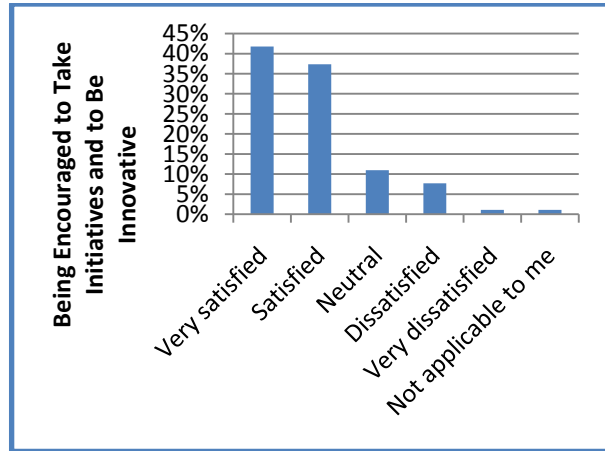
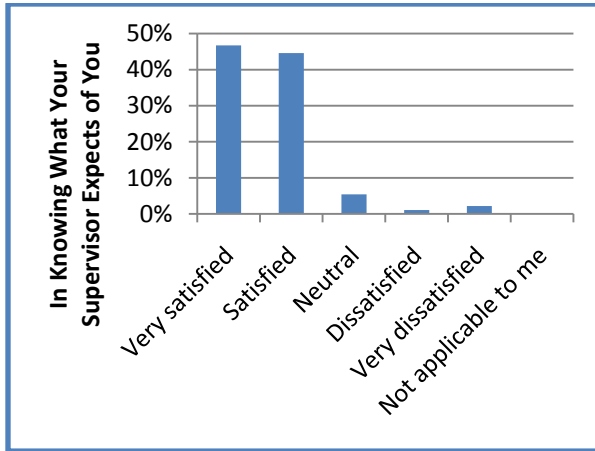
### Individual Graphs





## Satisfied with Leadership and Management

### Individual Graphs



## Satisfaction with Tools and Resources

### Individual Graphs

