



Memo

To: LCCC College Council
From: Aaron Casteel, Mohamed Chakhad, Melvin Hawkins, Meghan Kelly, Caroline Ross, Jennifer Thompson, and Ann Murray
Date: March 23, 2015
Subject: Recommendations – Future Employee Survey Cycle

As requested at the February 20 College Council meeting, the team that analyzed the Noel-Levitz Employee Satisfaction Survey results met again to formulate recommendations regarding the timing of future employee surveys. Team members reviewed the feedback collected from the various constituencies to make the following recommendations. (Although efforts were made to find research on the most effective timing of such employee surveys, no helpful information was found.)

1. The survey should be conducted in the fourth or fifth week of the spring semester. This would allow for employees who were new in the fall to participate. By doing it relatively early in the spring semester, results should be available for analysis that semester.
2. The survey should be done every year to develop data trends and monitor improvement.

Although the team was not asked to make a recommendation about whether or not to include the open-ended items, this issue was also discussed. Team members raised concerns that omitting these items would be perceived as the administration silencing employees because they do not like or value employee opinions. This perception could hinder participation in the survey and damage the continuous improvement systems that LCCC is trying to build and improve, as well as employee morale and trust. Given this, the team strongly encourages the College to include these items in the next survey administration.

To improve the usefulness of the information provided through the open-ended results, guidelines for answering these items should be widely distributed before the survey administration begins. These guidelines should include how these results will be used and who will see them. Suggestions for these guidelines are listed below.

- Responses that are the most useful:
 - Are specific and related to the survey question.
 - Provide suggestions for systematic, institutional improvement.
 - Are about department programs or service areas, not individuals.
- The College will follow the recommendations of Noel-Levitz for analyzing and distributing the results from the open-ended survey items.
 - The survey analysis team appointed by College Council will analyze the results.
 - Responses that name individuals will not be released.

Developing these guidelines, along with a communication plan, should be one of the first tasks the survey analysis team completes in the fall semester.