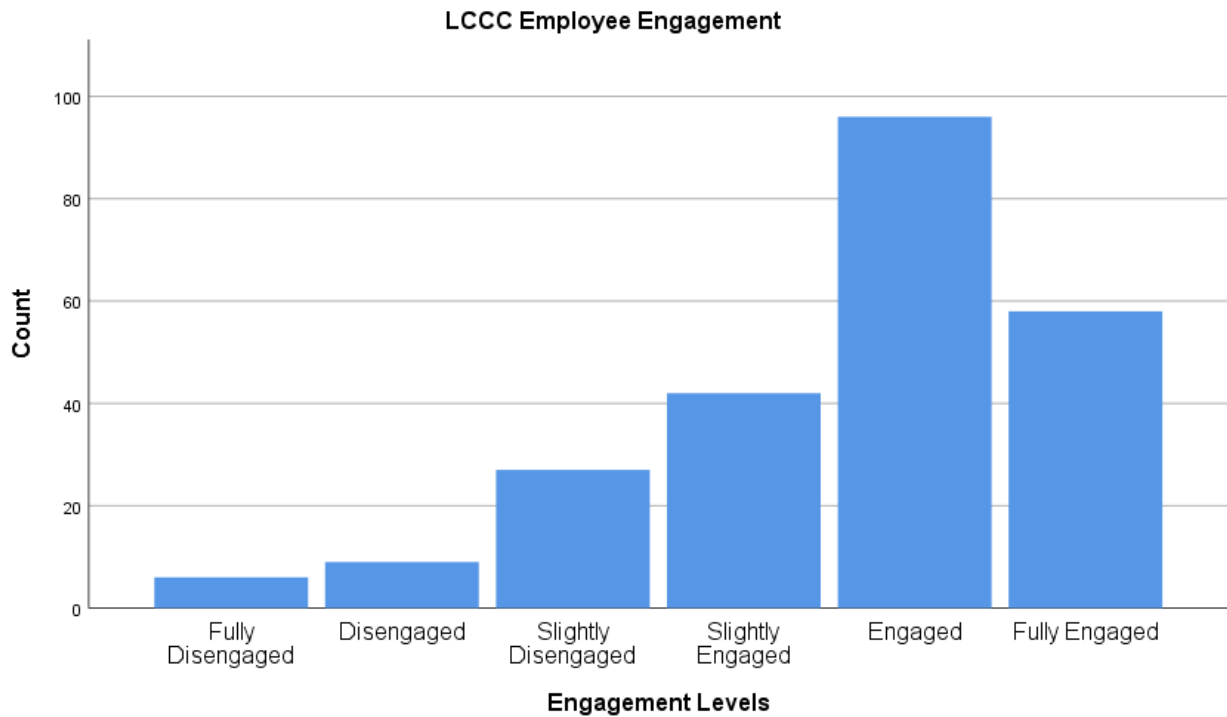


LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

At Laramie County Community College, our mission is to transform our students' lives through the power of inspired learning. This requires much hard work on the part of our people and an environment that supports our Mission, Core Values (Passion, Authenticity, and Desire to Make a Difference), and Aspirational Values (Commitment to Quality, Entrepreneurship, and Tolerance). In April of 2018, LCCC asked employees to take our annual employee experience survey. The 47-item LCCC Employee Experience Survey assesses employees' feelings about the current campus environment within the overarching context of our Mission and Values. In total, 264 employees completed the survey, representing a practical response rate of 43% (for eligible full and part-time employees). This is a significantly higher number of respondents compared to last year's employee survey (i.e., 25% response rate in 2017). On average, participants took slightly less than 12 minutes to complete the survey.

OVERALL SURVEY RESULTS

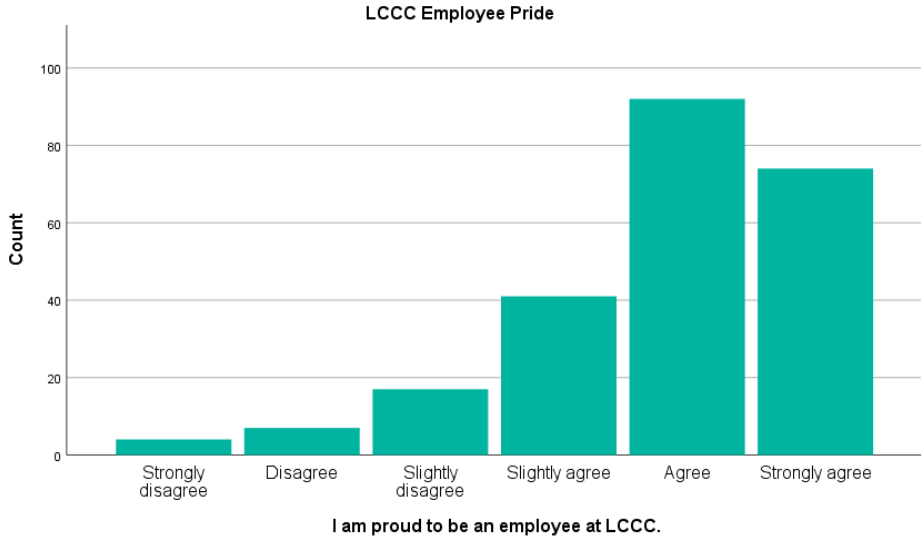
Employee Engagement - An engaged employee is one who regularly volunteers his or her best effort and creativity in order to help an organization successfully deliver upon its mission. Employee engagement is strongly tied to feelings of loyalty, pride, and job satisfaction. Current findings indicate that **65%** of respondents feel engaged in their work at LCCC. Conversely, just **9%** of respondents indicated that they felt disengaged. Engagement is represented by the two columns furthest to the right and disengagement by those two columns furthest to the left within the graph just below.



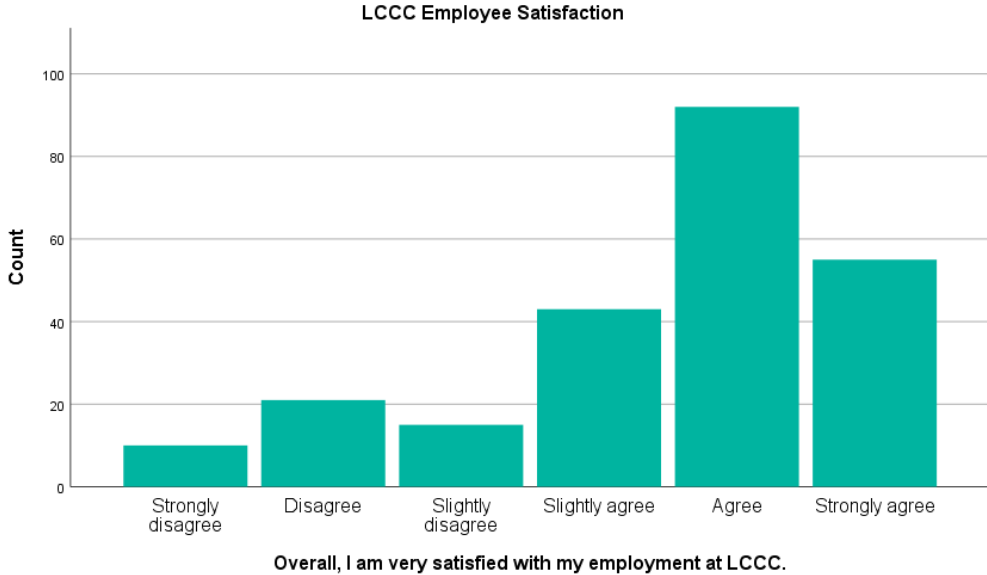
LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

OVERALL SURVEY RESULTS (cont.)

Pride – Employee pride is highly related to employee loyalty. In the current survey, **70%** of respondents indicated being proud to work at LCCC (i.e., This figure represents all who agreed or strongly agreed with the pride item listed in the graph below).



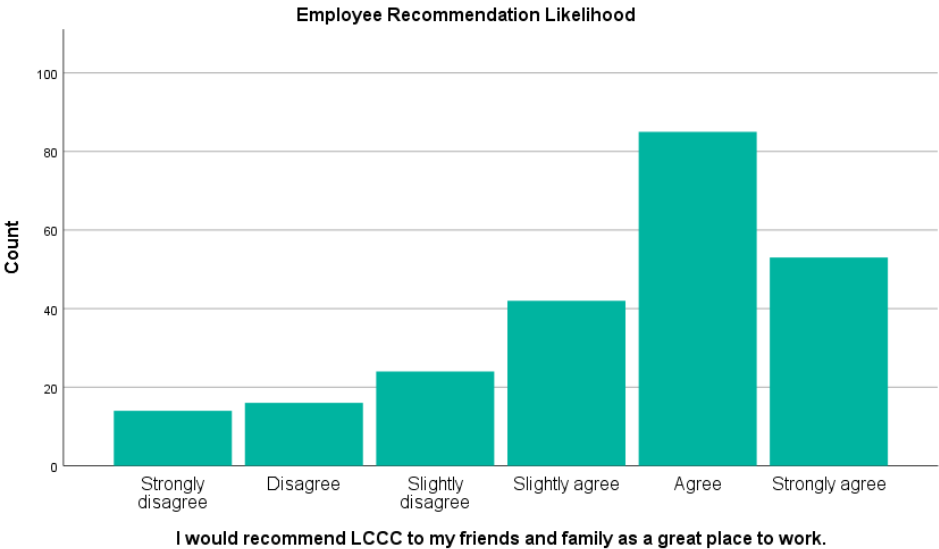
Satisfaction – Nearly **63%** of respondents indicated that they were very satisfied with their work at LCCC. LCCC (i.e., this figure represents all who agreed or strongly agreed with the satisfaction item listed in the graph below).



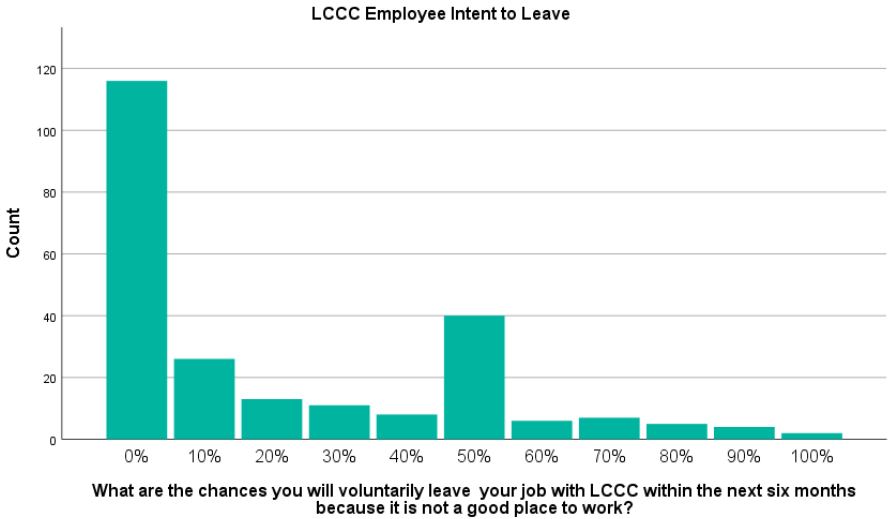
LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

OVERALL SURVEY RESULTS (cont.)

Loyalty – Loyal employees are highly likely to recommend their employer to others. Current results indicate that **58%** of respondents would recommend LCCC to others as a great place to work. LCCC (i.e., this figure represents all who agreed or strongly agreed with the recommendation item below).



Retention - Survey results indicated that approximately **25%** of respondents intend to leave LCCC in the near future. This figure reflects all respondents who indicated a 50% or greater chance of leaving within the next six months.



LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

Key Item Results

Campus **STRENGTHS** to Celebrate

- ✓ **95%** of respondents feel that people at LCCC are friendly.
- ✓ **93%** of survey participants indicated that LCCC provides a safe work environment.
- ✓ **88%** of those surveyed feel that they can perform their job without fear of sexual harassment or intimidation.

Campus **OPPORTUNITIES** to Improve

- ✓ **64%** of respondents indicated that there is not a strong relationship between their job performance and pay.
- ✓ **50%** of those surveyed feel that their pay is unfair compared to what they could earn elsewhere.
- ✓ **45%** of survey participants feel that communication at LCCC is not truthful and complete.

Survey Scale Results

Survey Scale	% of Favorable Responses
Clear Direction - knowing what we stand for, where we are headed, and your role in helping to get us there.	74%
Sound Preparation - being prepared to perform and to achieve expected results.	73%
Ongoing Support - giving you the support you need to perform and improve when necessary.	81%
Sense of Community - letting our people know that they count and make a difference.	67%
Brand Stewardship - understanding and abiding by our Vision, Mission, and Values.	79%
Citizenship - taking active self-responsibility for one's own attitude, performance, and results.	85%
Passion - showing a high sense of urgency to get things done; displaying energy and passion in one's role.	85%
Positive Spirit - making work fun and being the kind of person others enjoy working alongside.	86%

- **Green** = Celebrate! - **Blue** = Room for improvement - **Red** = Prompt attention needed

LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

Major Themes Derived from Employee Comments

Strengths	Number of Related Comments	Examples
Our People	66	<ul style="list-style-type: none"> • <i>I happen to have the BEST coworkers and look forward to being here every day.</i> • <i>The people make LCCC feel like a family most of the time.</i> • <i>The people and the welcoming environment.</i>
Our Students (interaction)	48	<ul style="list-style-type: none"> • <i>I enjoy the work I get to do with students.</i> • <i>I love teaching and having a positive impact on our students.</i> • <i>Our commitment to student success.</i>
Work Environment/Flexibility	41	<ul style="list-style-type: none"> • <i>It is a pretty laid back place to work.</i> • <i>The flexibility to branch out into new things...</i> • <i>Flexibility in work hours.</i>
Benefits	24	<ul style="list-style-type: none"> • <i>The benefits package is what keeps me at LCCC.</i> • <i>The benefits are amazing.</i>
Leadership/Supervision	16	<ul style="list-style-type: none"> • <i>I have a fantastic supervisor who teaches me.</i> • <i>The leadership at LCCC has demonstrated strong core values and promotes the welfare of all employees.</i>
Opportunities	Number of Related Comments	Examples
Pay (Inequity)	45	<ul style="list-style-type: none"> • <i>The compensation plan is one that has promoted inequality and demoralized the faculty.</i> • <i>Employees have not received a raise for 6 years.</i> • <i>The pay is awfully far behind and getting more so every day.</i>
Negativity (poor morale)	18	<ul style="list-style-type: none"> • <i>Move away from the "gotcha" negative environment and move towards supporting and encouraging employees.</i> • <i>The utter lack of professional respect.</i> • <i>Politics are a problem along with bureaucracy and laziness.</i>
Lack of Communication	17	<ul style="list-style-type: none"> • <i>A more structured means of communication so everyone is informed.</i> • <i>Communication of expectations and changes that occur on campus.</i> • <i>Things are changed often and no one is notified.</i>
Leadership/Supervision	15	<ul style="list-style-type: none"> • <i>People with viable skills end up having little guidance, become disenfranchised, and move on.</i> • <i>I feel as though the thoughts and opinions of those in less than supervisory positions are not given the attention and consideration that they deserve.</i>
Workload (too heavy)	14	<ul style="list-style-type: none"> • <i>There is a constant pressure cooker of work and projects.</i> • <i>Unrealistic expectations given limited faculty and resources.</i>

LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

Appendix: Scales* & Associated Items:

Clear Direction - Knowing what we stand for, where we are headed, and one's role in helping to get us there.

- My performance expectations are clearly defined.
- I am provided clear explanation of the reasons behind what I am asked to do.
- It is clear to me how my performance contributes to our overall success.
- At LCCC, communication is both truthful and complete.
- Changes that affect me are promptly communicated.

Sound Preparation - Being prepared to perform and to achieve expected results.

- I am encouraged to develop skills that I need in order to accomplish what is expected of me.
- I am provided an opportunity to practice new skills before I am held accountable.
- I am provided helpful feedback on how well I perform my job responsibilities.

Ongoing Support - Giving employees the support they need to perform and improve when necessary.

- I am given the resources I need in order to be successful.
- My supervisor is someone I can count on to give me sound professional advice.
- My coworkers support each other and each other's work.
- Action is taken on conditions or obstacles that detract from my success.

Sense of Community (Belonging) - Letting our people know that they count and make a difference.

- I am encouraged to speak up on anything of concern to me.
- My achievements are recognized and celebrated.
- I am included in the celebration of the achievements of others.
- I am shown through word and action that I count.
- I am given meaningful and timely praise.

Ambassadorship - Understanding and abiding by our Vision, Mission, and Values.

- People on Our Campus genuinely believe in Our Mission.
- We use Our Mission as a guide when making decisions.
- I have been provided a detailed explanation of the meaning and importance of Our Core and Aspirational Values.
- My supervisor serves as a role model for Our Values.

Citizenship - Taking active self-responsibility for one's own attitude, performance, and results.

- On our Campus, we emphasize "we" over "me."
- My coworkers readily offer to pitch in to help others.
- My coworkers can be counted on to offer solutions when others have a problem.
- My coworkers enthusiastically support a decision once it has been made.

LCCC EMPLOYEE EXPERIENCE SURVEY RESULTS (SPRING, 2018)

Passion - Showing a high sense of urgency to get things done; displaying energy and passion in one's role.

- My coworkers consistently give their best effort.
- My coworkers demonstrate a high sense of urgency to get things done.
- At LCCC, we strive for excellence in everything that we do.

Positive Spirit - Making work fun and being the kind of person others enjoy working alongside.

- People on Our Campus are friendly.
- My coworkers consistently demonstrate a "can-do" attitude.
- Leaders on Our Campus set a positive example for all to follow.
- LCCC is a fun place to work.

***Note.** All scales were determined to be reliable ($\alpha \geq .80$)