

Employee Satisfaction

KPI I, CAMPUS CLIMATE, MEASURE I.3

Definition

The average overall satisfaction rating given by respondents to the Noel-Levitz College Employee Satisfaction Survey (CESS).

Rationale for Inclusion: As with other constituents, faculty and staff are a critical element in the functionality of an institution. Employee satisfaction translates to retention, motivation, emotional commitment to the agency, and overall quality and quantity of work. Low morale correlates with low motivation and commitment. Ultimately, this generalizes to other constituent bases and effects their persistence and retention. ([KPI Handbook](#))

Research shows that there is a strong relationship between employee satisfaction and organizational “culture” (i.e., successfully accomplishing our mission in alignment with our values).

Background

- ❖ Provides an external benchmark
 - Peer group = all participating two-year colleges in the prior three years
- ❖ Participated initially in Fall 2010
- ❖ In 2014-15, implemented CESS as regular survey
 - After fall 2014 survey, moved to early spring
 - Spring 2016 results now being analyzed
- ❖ Next survey administration in February 2017

Grading Method

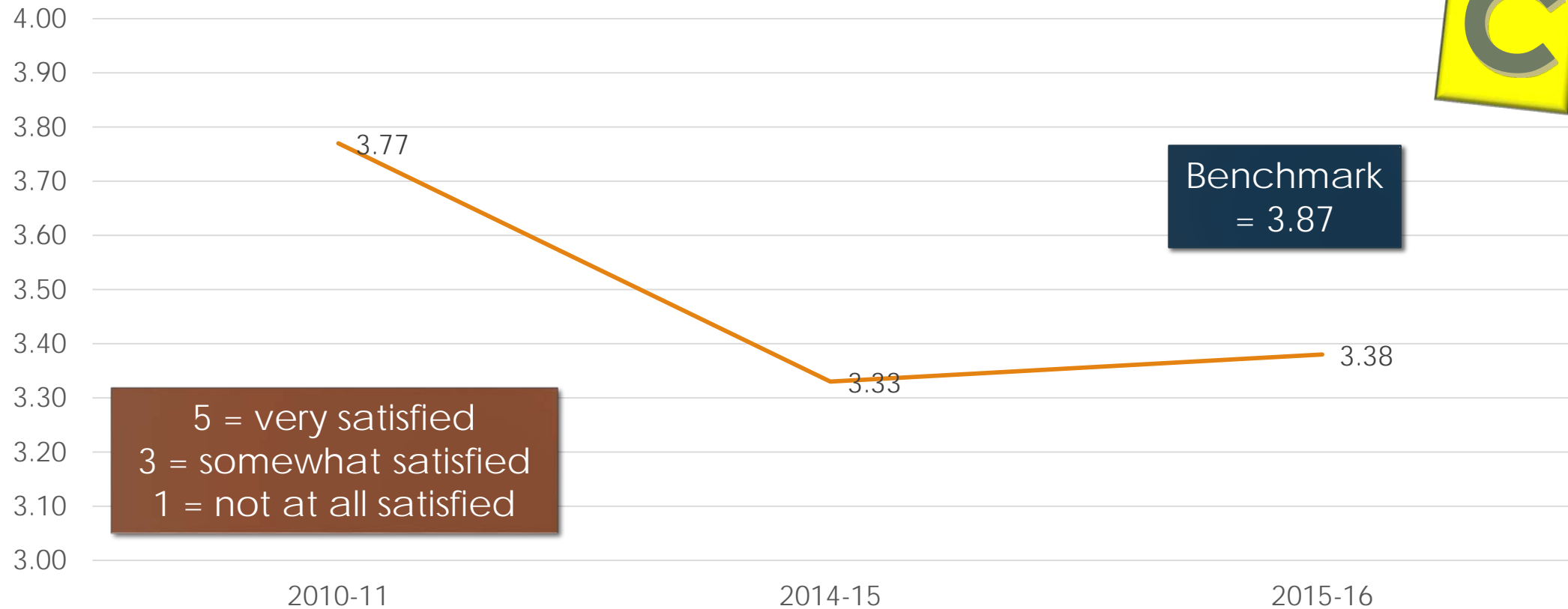
Grading Criteria

- Max of prior five years
- Min of prior five years
- Average of prior five years
- Benchmark (not applicable in this case)
- Improvement goal
- Aspirational goal (not applicable in this case)

Grade	Standard Scoring – Bigger is Better
A	$(\mu + \sigma) < \text{current result}$
B	$\mu < \text{current result} \leq (\mu + \sigma)$
C	$(\mu - \sigma) < \text{current result} \leq \mu$
D	$(\mu - 2*\sigma) < \text{current result} \leq (\mu - \sigma)$
F	$\text{current result} \leq (\mu - 2*\sigma)$


Note: μ = mean (average) and σ = standard deviation of the grading criteria values.

"Rate your overall satisfaction"



What next?

- ❖ Cross-functional team is analyzing results to recommend improvement strategies
 - Co-lead by HR and IR
- ❖ Solution base teams investigating areas with biggest gaps between satisfaction and importance
 - Culture and values
 - Planning and decision making
- ❖ Focus groups in early September to brainstorm solutions
- ❖ Solution base teams will synthesize results in October & November
- ❖ Recommendations to College Council and President's Cabinet by December

I. Campus Climate		2.167				2 grade points						
Measure	Description	current result	Grade	Grade Points	trend	2015-16 Goal	5 years prior	4 years prior	3 years prior	2 years prior	prior year	current result
I.3	Employee Satisfaction***	3.33	C	2		3.33	n/a	n/a	n/a	n/a	3.7700	3.33

*** Beginning in 2014-15, items from the Noel-Levitz College Employee Satisfaction Survey are used for this measure.

I. Campus Climate														
Measure	Description	5 yr min	5 yr max	5 yr ave	benchmark	improve goal	aspire goal	average	std deviation	scoring	A min	B min	C min	D min
I.3	Employee Satisfaction***	3.77	3.77	3.77	3.90	2.7105	n/a	3.58	0.49		4.08	3.58	3.09	2.60

*** Beginning in 2014-15, items from the Noel-Levitz College Employee Satisfaction Survey are used for this measure.

Measure I.3: Employee Satisfaction

Rationale for Inclusion

As with other constituents, faculty and staff are a critical element in the functionality of an institution. Employee satisfaction translates to retention, motivation, emotional commitment to the agency, and overall quality and quantity of work. Low morale correlates with low motivation and commitment. Ultimately, this generalizes to other constituent bases and effects their persistence and retention.

Statistic of Interest

The average overall satisfaction rating given by respondents to the Noel-Levitz College Employee Satisfaction.

Methodology

The Noel-Levitz College Employee Satisfaction Survey is administered to all benefitted employees who have been at the college for at least 30 calendar days at the time of the survey. Contact Human Resources to get an email list for these employees.

Frequency of Data Collection

For 2014-15, the survey was conducted during the fall semester. Beginning with the 2015-16 academic year, the survey will be conducted during the spring semester, before spring break.

Benchmark

The most recent national average overall satisfaction result for the Noel-Levitz College Employee Satisfaction is used.

Grading

Standard scoring is used for this measure.