



Employee Satisfaction Survey

[INSTITUTION] has engaged Noel-Levitz to conduct this survey of employees to assess their satisfaction. This survey should take about 20 minutes to complete. Your answers are completely confidential, and no information is collected that will allow individuals to be identified. Thank you!

Q1

very important	important	somewhat important	not very important	not important at all		very satisfied	satisfied	somewhat satisfied	not very satisfied	not satisfied at all
					SECTION 1: Campus culture and policies					
					The following statements describe different aspects of colleges and universities. Rate how important each of these are to you as an employee of this institution, and then rate your satisfaction with how well the statement is implemented on your campus.					
					This institution promotes excellent employee-student relationships					
					This institution treats students as its top priority					
					This institution does a good job of meeting the needs of students					
					The mission, purpose, and values of this institution are well understood by most employees					
					Most employees are generally supportive of the mission, purpose, and values of this institution					
					The goals and objectives of this institution are consistent with its mission and values					
					This institution involves its employees in planning for the future					
					This institution plans carefully					
					The leadership of this institution has a clear sense of purpose					
					This institution does a good job of meeting the needs of its faculty					
					This institution does a good job of meeting the needs of staff					
					This institution does a good job of meeting the needs of administrators					
					This institution makes sufficient budgetary resources available to achieve important objectives					
					This institution makes sufficient staff resources available to achieve important objectives					
					There are effective lines of communication between departments					
					Administrators share information regularly with faculty and staff					
					There is good communication between the faculty and the administration at this institution					
					There is good communication between staff and the administration at this institution					
					Faculty take pride in their work					
					Staff take pride in their work					
					Administrators take pride in their work					
					There is a spirit of teamwork and cooperation at this institution					
					The reputation of this institution continues to improve					
					This institution is well-respected in the community					
					Efforts to improve quality are paying off at this institution					
					Employee suggestions are used to improve our institution					
					This institution consistently follows clear processes for selecting new employees					
					This institution consistently follows clear processes for orienting and training new employees					
					This institution consistently follows clear processes for recognizing employee achievements					
					This institution has written procedures that clearly define who is responsible for each operation and service					

NOTE: WE CAN ACCOMMODATE UP TO 10 ADDITIONAL CAMPUS-SPECIFIC QUESTIONS IN SECTION 1.

Q2

very important	important	somewhat important	not very important	not important at all	
					SECTION 2: Institutional goals
					How important is it to you that this institution pursue the following goals?
					[A] Increase the enrollment of new students
					[B] Retain more of its current students to graduation
					[C] Improve the academic ability of entering student classes
					[D] Recruit students from new geographic markets
					[E] Increase the diversity of racial and ethnic groups represented among the student body
					[F] Develop new academic programs
					[G] Improve the quality of existing academic programs
					[H] Improve the appearance of campus buildings and grounds
					[I] Improve employee morale
					[J] Some other goal

NOTE: WE CAN ACCOMMODATE UP TO 3 ADDITIONAL CAMPUS-SPECIFIC INSTITUTIONAL GOALS IN SECTION 2.

From the list above (in Section 2), choose three goals that you believe should be this institution's top priorities, and enter the letter for that goal below, in order of importance:

First priority goal: _____

Second priority goal: _____

Third priority goal: _____

What other institutional goals do you think are important? Please describe them in the space below:

Q3

	too much involvement	more than enough involvement	just the right involvement	not quite enough involvement	not enough involvement
SECTION 3: Involvement in planning and decision-making					
In your opinion, how much involvement do each of the following have in planning and decision-making at your institution					
Faculty					
Staff					
Deans or directors of administrative units					
Deans or chairs of academic units					
Senior administrators (VP, Provost level or above)					
Students					
Trustees					
Alumni					

NOTE: WE CAN ACCOMMODATE UP TO 3 ADDITIONAL CAMPUS-SPECIFIC POPULATIONS IN SECTION 3.

Q4	very important	important	somewhat important	not very important	not important at all	SECTION 4: Work environment The following statements describe conditions of your work environment as an employee at this institution. Rate how important each of these are to you, and then rate your satisfaction with this aspect of your work environment.	very satisfied	satisfied	somewhat satisfied	not very satisfied	not satisfied at all
						It is easy for me to get information at this institution					
						I learn about important campus events in a timely manner					
						I am empowered to resolve problems quickly					
						I am comfortable answering student questions about institutional policies and procedures					
						I have the information I need to do my job well					
						My job responsibilities are communicated clearly to me					
						My supervisor pays attention to what I have to say					
						My supervisor helps me improve my job performance					
						My department or work unit has written, up-to-date objectives					
						My department meets as a team to plan and coordinate work					
						My department has the budget needed to do its job well					
						My department has the staff needed to do its job well					
						I am paid fairly for the work I do					
						The employee benefits available to me are valuable					
						I have adequate opportunities for advancement					
						I have adequate opportunities for training to improve my skills					
						I have adequate opportunities for professional development					
						The type of work I do on most days is personally rewarding					
						The work I do is appreciated by my supervisor					
						The work I do is valuable to the institution					
						I am proud to work at this institution					

NOTE: WE CAN ACCOMMODATE UP TO 10 ADDITIONAL CAMPUS-SPECIFIC QUESTIONS IN SECTION 4.

Q5 Rate your overall satisfaction with your employment here so far:

- Very Satisfied
- Satisfied
- Somewhat satisfied
- Not very satisfied
- Not satisfied at all

Q6 Please provide any additional feedback about the campus culture and policies at (INSTITUTION).

Q7 Please provide any additional feedback about this institution's goals.

Q8 Please provide any additional feedback about the work environment at (INSTITUTION).

Q9 SECTION 5: Demographics

How long have you worked at this institution?

- Less than 1 year
- 1 to 5 years
- 6 to 10 years
- 11 to 20 years
- More than 20 years

Q10 Is your Position:

- Full-time
- Part-time

Q11 Is your position:

- Faculty
- Staff
- Administrator

NOTE: WE CAN ACCOMMODATE UP TO 2 ADDITIONAL CAMPUS-SPECIFIC DEMOGRAPHIC QUESTIONS.

Proposed LCCC Additional Items – from LCCC Climate Survey

- I. Campus culture and policies (10 additional items)
 - a. I am fearful about speaking my mind at LCCC.
 - b. There is good communication within my department.
 - c. My knowledge of the college's goals and strategies is better than it was one year ago.
 - d. I would be afraid to file a complaint or grievance.
 - e. Open and ethical communication is practiced.
 - f. I feel safe at LCCC.
 - g. I feel free from discrimination at LCCC.
 - h. I feel free from harassment at LCCC.
 - i. Change is managed well at LCCC.
 - j. [item 10]
- II. Institutional Goals (3 additional items)
 - a. Increase the number of students earning high-value credentials (Goal 1)
 - b. Strengthen relationships and connections with key community partners (Goal 2)
 - c. Build the organizational capacity to thrive in the future (GSuroal 3)
- III. Involvement in planning (3 additional items)
 - a. Classified Staff
 - b. Professional Staff
 - c. [item 3]
- IV. Work environment (10 additional items)
 - a. My work schedule is fair.
 - b. My workload is fair.
 - c. My job responsibilities are fair.
 - d. I am treated like an individual at LCCC, not like a part of a machine.
 - e. I am fearful about my job at LCCC.
 - f. I know what is expected of me at work.
 - g. I am treated with respect by my coworkers.
 - h. I am satisfied with my professional development opportunities.
 - i. I have sufficient information about my insurance and retirement benefits.
 - j. The climate in my department is good for part-time employees.
- V. Demographics
 - a. If you answered "Staff" on Q11, is your position
 - i. Classif1ed Staff
 - ii. Professional Staff
 - b. [item 2]