



*Our mission is to transform our students' lives through the power of inspired learning*

## **2016 Employee Satisfaction Survey Summary**

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### **I. SUMMARY STATEMENT**

*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 both our mission and core values (Passion, Authenticity, and Desire to Make a Difference). The College Employee Satisfaction Survey (CESS) has been designed to assess our employees' (faculty, staff, administration) feelings about our current campus environment in this context. The survey was administered in March of 2016. A total of 293 employees responded to the survey which represents a survey response rate of approximately 33%.*

*The survey contained 4 sections and 68 total items:*

- Section 1: Campus culture and policies
- Section 2: Institutional goals
- Section 3: Involvement in planning and decision-making
- Section 4: Work environment

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### **II. GENERAL FINDINGS**

#### **✓ What's Important?**

What things are viewed as being **most important** to our people?

- 1. Our Students** – It is reassuring to note that our people believe students are our top priority and acknowledge the importance of serving them and meeting their needs.

*Representative Items:*

- This institution promotes excellent employee-student relationships. (average importance=4.62)
- This institution treats students as its top priority. (x=4.76)

- 2. Taking Pride in Our Work** – Our people value being proud of the work they do.

*Representative Items:*

- Faculty take pride in their work. (x=4.64)
- Staff take pride in their work. (x=4.65)

**3. Sense of Purpose** – It is very important for our leaders to convey a clear sense of purpose.

*Representative Item:*

- The leadership of this institution has a clear sense of purpose. (x=4.63)

### ✓ **Our Strengths**

What are we doing the **best**?

- 1. Pride** – Folks at all levels are proud of their work and of LCCC and feel that they play an important part of our overall success. This is a great finding as our people feel that being proud of work is important to their overall satisfaction.

*Representative Items:*

- Faculty take pride in their work. (average satisfaction=3.82)
- Staff take pride in their work. (x=3.90)

- 2. Benefits Information** – Our people are well informed when it comes to benefits and healthcare coverage.

*Representative Item:*

- I have sufficient information about my insurance and retirement benefits. (x=4.07)

- 3. Safe Work Environment** – Our people are satisfied that our workplace is largely harassment and discrimination free.

*Representative Items:*

- I feel free from discrimination at LCCC. (x=3.97)
- I feel free from harassment at LCCC. (x=3.94)

### ✓ **Our Challenges**

Where do we **need to improve** the most?

- 1. Communication & Teamwork** – Employees feel that we need to do a better job of cooperating and communicating with each other.

*Representative Items:*

- There is a spirit of teamwork and cooperation at this institution. (average satisfaction=2.63)
- There are effective lines of communication between departments. (x=2.54)

- 2. Change Management** – As a group, we need to improve our planning process and how we implement change or roll-out new initiatives.

*Representative Items:*

- LCCC manages change well. (x=2.59)
- Employee suggestions are used to improve our institution. (x=2.54)

**3. Rewards** - In general, our people do not feel that they are rewarded fairly.

*Representative Items:*

- I am paid fairly for the work I do. (x=2.78)
- I have adequate opportunities for advancement. (x=2.68)

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### III. Strategic Goal Alignment

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✓ **Goal 1** - Increase the number of students earning high-value credentials by reinventing the College's programs and services to be designed for 21<sup>st</sup> century learners and aligned to drive the economic and social futures of Southeastern Wyoming. **Results indicate that we are aligned and taking action here. Increasing student enrollment, improving academic programs, and retaining more students to graduation were three of the highest rated priorities as indicated by our employees.**

X **Goal 2** - Strengthen relationships and connections with key community partners such as K12, UW other four-year institutions and business and industry to improve student transitions between educational entities and the workforce. We are not tracking well here according to our people. **We are not well aligned here. Strengthening relationships and connecting with our community partners was not rated as a high priority by our people.**

~ **Goal 3** - Build the organizational capacity to thrive in the future by focusing on establishing a climate of trust, an effective, efficient and entrepreneurial workforce and a culture of continuous improvement. **Employee morale was viewed as the highest priority by our employees but other relevant factors such as building organizational capacity and developing new programs were not highly prioritized.**

X **Goal 4** - Transform the College's physical environment into a vibrant and appealing place conducive to the engagement of students and the community through campus renovations, additional facilities and beautiful grounds. **We have low alignment for this goal as it was rated as a low priority by employees.**

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### IV. Enterprise Success Model Alignment

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Three core factors lead to a great employee experience (based upon research and previous experience):

- 1. Clear Direction** – *Do employees know what you stand for? Do they understand their role and associated expectations?* **We need to improve here, especially when it comes to communication and performance management**
- 2. License to Succeed** – *Are employees given opportunities to perform and achieve results?* **We need to improve here too. Performance expectations and employee opportunities need to be made more apparent.**

3. **Sense of Belonging** – *Do employees feel like they count? Do they feel valued? Our people indicated that they do feel that they make a difference. However, we need to do a much better job cooperating with each other and working as a team.*

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## V. What's Next?

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1. Employee satisfaction survey results and summary to be shared with LCCC employees.
2. Cross functional employee survey team will meet to review survey results in greater detail.
3. Focus groups to be convened to discuss survey results and possible courses of action.
4. Recommendations and action items will be generated based upon survey results and focus group input.
5. Action items to be finalized along with associated indicators of success.
6. Survey action plan to be shared with LCCC employees.