Employee Satisfaction Survey
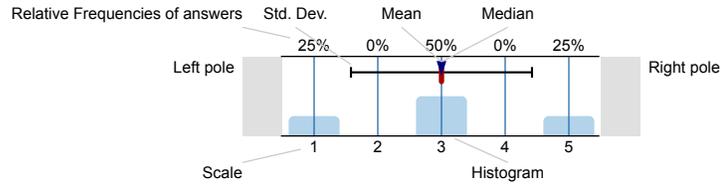
Employee Satisfaction Survey - Spring 2019 (ESS19)
No. of responses = 168

Legend

Question text

Relative Frequencies of answers — Std. Dev. — Mean — Median

Left pole — 25% — 0% — 50% — 0% — 25% — Right pole

Scale: 1 2 3 4 5 — Histogram

n=No. of responses
av.=Mean
md=Median
dev.=Std. Dev.
ab.=Abstention

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1. Campus Culture and Policies

1.1) Advisors meet the scholastic needs of advisees.
Not Satisified at All — Very Satisfied
1: 2%, 2: 6%, 3: 25%, 4: 52%, 5: 16%
n=124
av.=3.75
md=4
dev.=0.85
ab.=43

1.2) Advisors meet the emotional needs of advisees.
Not Satisified at All — Very Satisfied
1: 2%, 2: 15%, 3: 22%, 4: 45%, 5: 15%
n=117
av.=3.57
md=4
dev.=0.99
ab.=50

1.3) The level of communication between advisors and students, outside of enrollment, is sufficient.
Not Satisified at All — Very Satisfied
1: 2%, 2: 20%, 3: 30%, 4: 36%, 5: 13%
n=121
av.=3.39
md=3
dev.=1
ab.=42

1.4) There is good communication between the different campuses.
Not Satisified at All — Very Satisfied
1: 6%, 2: 25%, 3: 34%, 4: 27%, 5: 8%
n=161
av.=3.07
md=3
dev.=1.03
ab.=6

1.5) NOC provides an overall quality learning environment.
Not Satisified at All — Very Satisfied
1: 0%, 2: 4%, 3: 9%, 4: 59%, 5: 28%
n=160
av.=4.12
md=4
dev.=0.71
ab.=7

1.6) NOC provides overall quality customer service to students.
Not Satisified at All — Very Satisfied
1: 1%, 2: 7%, 3: 25%, 4: 49%, 5: 19%
n=156
av.=3.78
md=4
dev.=0.85
ab.=10

1.7) NOC provides overall quality service to employees.
Not Satisified at All — Very Satisfied
1: 2%, 2: 13%, 3: 28%, 4: 44%, 5: 14%
n=163
av.=3.55
md=4
dev.=0.95
ab.=2

1.8) NOC provides overall quality customer service to external stakeholders (alumni, retirees, community members, businesses, etc.).
Not Satisified at All — Very Satisfied
1: 0%, 2: 2%, 3: 19%, 4: 54%, 5: 25%
n=123
av.=4.02
md=4
dev.=0.74
ab.=41

1.9) Additional Comments

- 1.2 - While there has been a change (due to budget), even prior to our resources were limited to help deal with students that needed the support.
1.3 - There are still challenges as to how the different campuses can work together and improve across boundaries.
1.8 - This is an area where NOC can expand and do more, we need to be more visible in our community. I believe that this will aid in recruiting as well as helping with initiatives that can expand potential budget review, i.e. classes for enrichment.

- 1.2 Is it an advisors responsibility to meet their emotional needs? I am not sure I agree with this statement. To be kind and helpful? Absolutely! To meet their emotional needs? That goes way deeper than an advisors responsibility.

- 1.2 meets emotional needs???? Support and show kindness for sure, but meet their emotional needs?

- 1.6 - The monitors in the classrooms are simply too small. Larger format projectors were much better to teach/learn with. Multiple screens make it difficult for a teacher who points to the screen a lot.

- Advising could use some improvement to fully serve our students. Some advisors are overloaded, while others do very little advising. I think our students would be better served if we had centralized advising and those advising had more training and time to do the task.

- Are we supposed to meet their emotional needs? I do not recall being trained in any way to meet a student's emotional needs.

- Communication has always been an issue, but not across the board. It is the same individuals year after year that fail to respond to emails or phone calls. I think we provide quality instruction, but are lagging in technology and options for diversified students. We need to get out of the standard higher ed box and research what types of programs and offerings are working for other colleges that are not seeing as much enrollment deficit (times, days, intersession courses, online, etc.)

- Concerning customer service to students, we need to review how we handle phone calls. Too many phone calls are transferred at the first sign of it belonging to another campus or department, even when they are general information questions the employee should be able to answer. When a customer is transferred multiple times, they are not happy!

- I answered unknown due to the fact that I am busy with my job and do not have enough time to find out from my colleagues what they are doing.

- I believe that advising students is crucial for retainment of students and with all the other job duties it is hard to make extra time for this. Nursing in particular needs more assistance with potential students and those enrolled at NOC. Outreach could be increased to increase student numbers and applications for particular programs. Newspapers and ads on the local radio. We are a hidden gem and could do more to boast our programs and college.

- I believe that there are definitely quality advisor-advisee relationships, but I also do not believe that all relationships are quality!

- I do my best to help my advisees. I don't see them enough to remember their name or face. I'm not trained to be an advisor. All I have is advice from others and an advisement handbook.

- I feel communication can always be improved in all areas.

- I feel like faculty are given more and more responsibility for everything on campus other than focusing on teaching. Advising, enrolling, recruiting. Time needed to actually give quality education and have work time to do what is required is little when required to do everything else. This is where burnout is going to happen. When work goes home constantly.

- I often feel individuals hired by NOC value external stakeholders over students.

- Just an observation, some administration staff and faculty that lack in EQ but have very high IQ. Sometimes makes it difficult to relate to the emotional needs of our students, especially when advising and so forth.

- Lumping all advisors into these questions is not a fair assessment. Many advisors excel in these areas, providing more than expected to meet the students academic and emotional needs. However, many others do not meet the needs at all.

- Many students I have encountered are not aware that their advisor is to be there for them beyond enrollment decisions.

- More free or low-cost community service classes should be offered.

- NOC is not very transparent with their employees. Mostly in the finance department. There are certain fees we charge the students and we don't know where they go.

- One thing I hear more than anything from peers is that the communication is very bad between campuses.

- People care about each other at NOC and even though we have a small team of employees for an institution our size, we serve all of our stakeholders to the best of our ability with the resources we have available.

- RE 1.2: students often tell me they don't feel comfortable discussing issues with other faculty, including advisors.
RE 1.6 students feel as if they have to always go from one place to the other...never can get things done in one location.

- Sadly, I do believe that there are a few faculty that do not attempt to make time for our students and/or advisees. Most do, but the few that don't add increase workload to those that want to be sure students have readily available faculty.
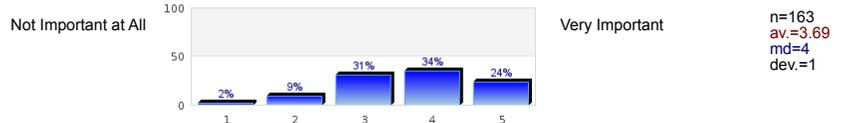
- We have many students come in our office every month that do not know who their advisor is. If their advisor meet the scholastic needs and emotional needs they would at least know who they are.
  I believe communication is good between campuses because I can always call or email anyone that I want.
  Service to employees is very sporadic...it depends on who you are and title. Sometimes i believe that we take our community members over our students and employees.

- We have some amazing advisors who really work well with students and others who spend far less time, perhaps because of the need for redistribution. This is an area where we could better demonstrate who we are with more individualized attention.

- We need professional advisors. Amateurs like myself make too many mistakes, and sometimes enroll students in a $1000 class they didn't require. Option A is to hire a full time counselor/advisor/mentor. Option B is to pay volunteer faculty an overload stipend of $2000 ($40 an hour for 50 hours) to become fully trained advisors.

- We tend to put the needs of students last. We tend to do what faculty want as opposed to what students need.

- employee morale at all time "low"

- food service is improved on their meal plan options to our students, but markup on items in the student union is outrageous! Heat and Air is hit or miss in offices and classrooms. It does not appear that contractors like Johnston Controls are held accountable.
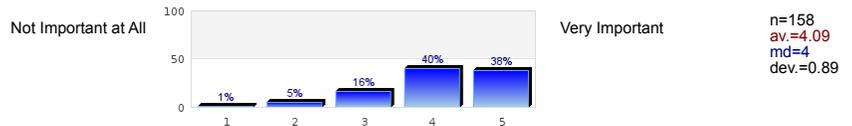
2. Institutional Goals

How important is it to you that NOC pursue the following goals?

2.1) Increase the assets of the NOC Foundation

Not Important at All — Very Important

1: 2% | 2: 11% | 3: 25% | 4: 46% | 5: 15%

n=162
av.=3.61
md=4
dev.=0.96

2.2) Increase the use of external Advisory Committees for degree programs

Not Important at All — Very Important

1: 3% | 2: 12% | 3: 36% | 4: 38% | 5: 11%

n=160
av.=3.41
md=3
dev.=0.94

2.3) Increase the number of full-time faculty

Not Important at All — Very Important

1: 1% | 2: 19% | 3: 36% | 4: 31% | 5: 13%

n=164
av.=3.35
md=3
dev.=0.97

2.4) Increase the number of full-time staff

Not Important at All — Very Important

1: 0% | 2: 17% | 3: 27% | 4: 37% | 5: 18%

n=163
av.=3.57
md=4
dev.=0.98

2.5) Increase the enrollment of new students

Not Important at All — Very Important

1: 0% | 2: 0% | 3: 0% | 4: 18% | 5: 82%

n=164
av.=4.82
md=5
dev.=0.38

2.6) Increase the retention of existing students

Not Important at All — Very Important

1: 0% | 2: 0% | 3: 2% | 4: 24% | 5: 74%

n=164
av.=4.71
md=5
dev.=0.5

2.7) Develop new academic programs

Not Important at All — Very Important

1: 0% | 2: 3% | 3: 19% | 4: 49% | 5: 29%

n=163
av.=4.04
md=4
dev.=0.78

2.8) Provide non-financial benefits (e.g. flex time)

Not Important at All — Very Important

n=163
av.=3.69
md=4
dev.=1

1	2	3	4	5
2%	9%	31%	34%	24%

2.9) Increase the number of degrees earned

Not Important at All — Very Important

n=158
av.=4.09
md=4
dev.=0.89

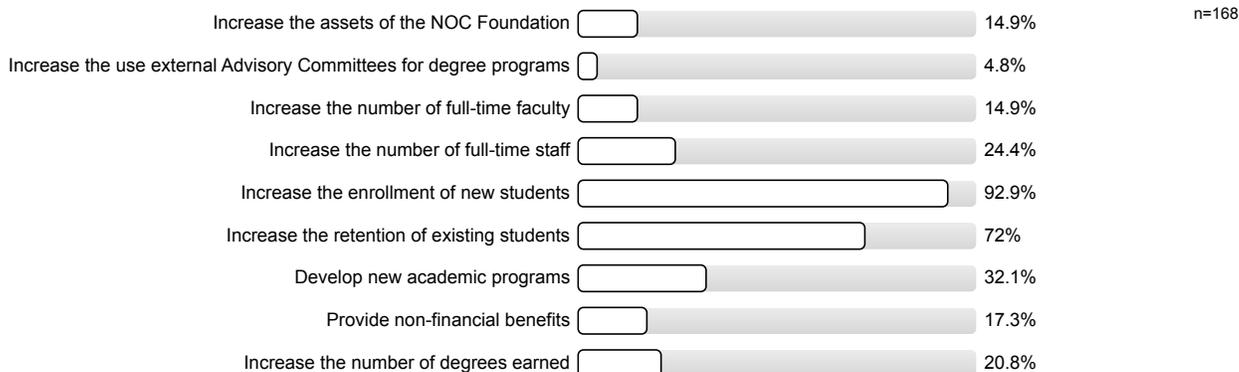| 1	2	3	4	5
1%	5%	16%	40%	38%

2.10) Additional Comments

- 2.4 I put very important because we desperately need a counselor. I had students last semester with severe problems (wife beaten by husband, autism, turrets syndrome (sp?), bipolar disorder, man who has had 3 strokes and cannot write, etc). Our counselor met with these students weekly and helped them overcome their disabilities. It's vital to their success and retention.

- 2.7 Academic programs need to be extended to the Enid campus (ie Engineering).

  I have a concern with the number of required courses in the Business department that are only offered ITV during the day for the Enid students..

- A number of goals are important for retaining employees and improving quality of life but we can't address these goals well without enrollment numbers so that needs to be our top priority.

- Evaluate all programs and departments for more efficiencies.

- I feel like faculty is over appreciated. Some (majority) arrive after 8:30pm and you can never find them after 1:30pm. I don't know how they can advise and keep office hours in that amount of time, yet all I hear is how over worked they are. If I pick up an extra duty or work extra I CAN NOT get paid extra but they do? I get they are GOD ALMIGHTY FACULTY, this isn't a rant on faculty as much as a rant on treating everyone the same!

- I have no idea what value the Foundation and XXXX add to our organization. They have no impact on my daily life, other than she tells us to take signs off our doors. If that's her job, I don't see her as essential personnel. RIF her. Or at least explain to the staff and faculty why we pay her as much as we do, and why no one was RIF'd from her organization.

- If there were more staff faculty would have more time to do the things needed to update curriculum and develop programs. Faculty who are qualified are much harder to find then staff who can help students on a non academic level.

- In order to truly support the continued education of NOC employee's flex-time is a requirement. If we do not support our employees fully in seeking their further degrees, how can our students expect full-support as they continue in theirs? It serves as a poor example to not allow for flex-time across the board at least for educational purposes.

- In the current atmosphere of small colleges, it is best to sharpen what we already do and not add a bunch of other things.

- In the current climate where overall enrollment is trending downward there is not a need to increase the number of faculty and given the current budget situation, there is limited resources for increasing full time staff.

- Increasing the assets of the Foundation should be priority number one, for the Foundation.

- NOC does really important job to community and to the students

- RE 2.1 I think the Foundation could benefit by using "faculty and student's" to discuss the "happenings" on campus, and how successful they are, but also how important it is to fund such things "long-term".
  RE 2.5 Since retention is so good it's time to start recruiting...the days of simply waiting for the student to walk through the doors are over, until the economy goes bad.
  RE 2.6 We are doing a good job already, so it's important, still, but time to invest in 2.5.
  RE 2.7 We already have good programs, but we need to focus on making them known. We need to develop recruitment materials for departments, much like Ag has don.

- Retention is the biggest issue. It doesn't matter if we recruit thousands of students if we cannot keep them.

- Salaries not competitive and there have been no raises (not even cost of living) so flex time needs to be strongly considered.

- The goals mentioned help NOC fulfill the institution's mission. It is important that we help more people earn their degrees so that they can become a vital part of Oklahoma's workforce. Accessibility and affordablitiy are key to these goals.

- We need to be more aggressive in our recruitment efforts. Everyone should understand their role in the recruitment process of new students.
  It would be beneficial to create a position that directly oversees recruitment/freshman orientation that reports to the VP of Enrollment

management.

- We should look into the changing job market and be prepared to provide degrees that students can take directly into the workforce. More STEM tech degrees would be of value. Biotech and Vet tech are a few that come to mind.

- We should review the needs of each campus: are all positions still needed or do we need to add positions; are all faculty teaching to maximum capacity or should some courses not be offered in order to maximize the faculty position. If we do further budget reductions, it should not be across the board, but rather by campus and productivity.

- Would like to see more advertising done to reach out to potential students to help increase our enrollment. Not very many people in the community know that NOC is here they know NWOSU is here.

  We need to look at updating some of the degrees we offer by finding new ones that go along with the changes we have taking place in the world.

2.11) Choose _three_ goals that you believe should be NOC's top priorities.

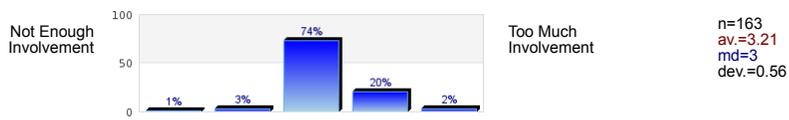|	
Increase the assets of the NOC Foundation	14.9%
Increase the use external Advisory Committees for degree programs	4.8%
Increase the number of full-time faculty	14.9%
Increase the number of full-time staff	24.4%
Increase the enrollment of new students	92.9%
Increase the retention of existing students	72%
Develop new academic programs	32.1%
Provide non-financial benefits	17.3%
Increase the number of degrees earned	20.8%

n=168

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 NOC?
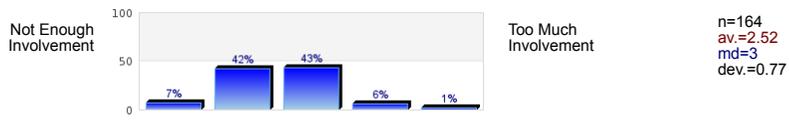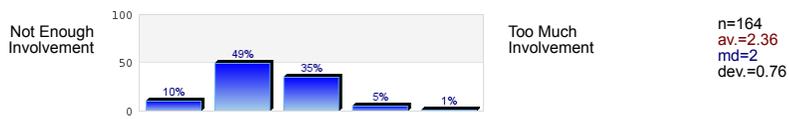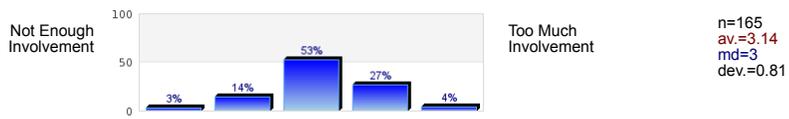
3.1) Community members

Not Enough Involvement — Too Much Involvement

1: 5%, 2: 24%, 3: 60%, 4: 10%, 5: 2%

n=166
av.=2.8
md=3
dev.=0.75
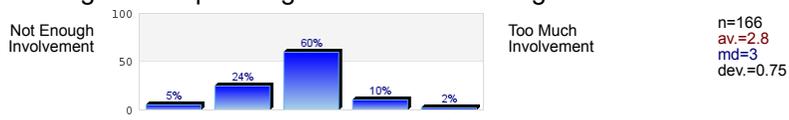
3.2) NOC Foundation Board of Trustees

Not Enough Involvement — Too Much Involvement

1: 1%, 2: 3%, 3: 74%, 4: 20%, 5: 2%

n=163
av.=3.21
md=3
dev.=0.56

3.3) Faculty

Not Enough Involvement — Too Much Involvement

1: 7%, 2: 42%, 3: 43%, 4: 6%, 5: 1%

n=164
av.=2.52
md=3
dev.=0.77

3.4) Staff

Not Enough Involvement — Too Much Involvement

1: 10%, 2: 49%, 3: 35%, 4: 5%, 5: 1%

n=164
av.=2.36
md=2
dev.=0.76

3.5) Deans or directors of administrative units

Not Enough Involvement — Too Much Involvement

1: 3%, 2: 14%, 3: 53%, 4: 27%, 5: 4%

n=165
av.=3.14
md=3
dev.=0.81

3.6) Chairs

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	4%	18%	62%	15%	1%

n=165
av.=2.92
md=3
dev.=0.72

3.7) Vice-Presidents

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	1%	4%	49%	34%	12%

n=164
av.=3.52
md=3
dev.=0.78

3.8) Students

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	10%	44%	41%	5%	1%

n=164
av.=2.43
md=2
dev.=0.76

3.9) NOC Board of Regents

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	1%	5%	66%	26%	2%

n=164
av.=3.23
md=3
dev.=0.62

3.10) Alumni

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	5%	18%	68%	8%	1%

n=165
av.=2.81
md=3
dev.=0.68

3.11) Institutional partners

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	2%	14%	74%	9%	2%

n=164
av.=2.95
md=3
dev.=0.61

3.12) State Regents

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	2%	3%	65%	26%	4%

n=164
av.=3.27
md=3
dev.=0.67

3.13) State government

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	2%	5%	47%	35%	10%

n=165
av.=3.46
md=3
dev.=0.84

3.14) Federal Dept. of Education

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	2%	4%	55%	31%	9%

n=163
av.=3.4
md=3
dev.=0.77

3.15) Higher Learning Commission - Accreditation

Not Enough Involvement — Too Much Involvement

	1	2	3	4	5
	1%	3%	51%	30%	14%

n=152
av.=3.55
md=3
dev.=0.8

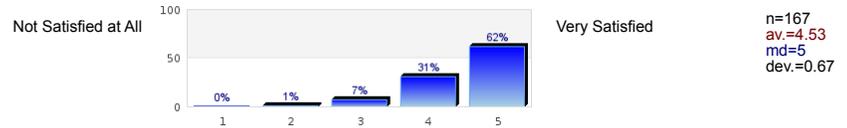
3.16) Additional Comments

- All new ideas are vetoed by XXXX and XXXX. All decisions are made by XXXX. That's a triumvirate. Not a popular method of government. More people should be involved. Maybe then we wouldn't be a million in the hole (thanks, XXXX).

- Do not have enough information to make a good informed decision on some of these questions.

- Each year our classrooms are becoming more and more 'controlled' by how others 'think' we need to teach. Let us do our jobs!!!

- From my point of view, hurdles with achieving and maintaining accreditation impede our (as well as other institutions) ability to hire well qualified faculty and adjuncts.

- HLC has ruined the quality of instruction by hamstringing our ability to keep good teachers and replace them with over-educated individuals that lack the common sense to pour piss out of a boot.   Do universities not utilize TA's to teach laboratories? We have lost excellent lab instructors and increased the workload of our current FTF.

- I answered based upon the knowledge I have. I truly am not quite sure how much involvement some of these entities have in the decision making process.

  Faculty, staff, deans and chairs are consulted with their opinion but many times it appears as though it is only done to appear they are included. We have VP's making decisions that are not their area of expertise.

- I have noticed that there seems to be a lack of "follow through" from the planning stage to the implementation stage with some goals. A lot of great ideas will be generated in a meeting with several people agreeing to tasks that will help achieve the goal. Then, the buck gets passed around when following up with progress toward the goal. Subsequently, the quality of the work is rushed and ineffective.

- I put "Just the right amount" on all of these because I have no idea the amount of imput each contributes. I do know sometimes that decisions are made without imput from the person affected by the decision, with that being said, I do believe that most of the decisions made by administration are not made in haste and are made for the betterment of the students and college.

- I think HLC has too much control. We lost excellent teachers because of their new accreditation requirements. Teachers should have been grand-fathered in, and/or their years of experience should have counted as graduate hours in their subject area.

- Input from many people is important to the success of the institution. It is important that people participate when opportunities like town halls, surveys, division meetings, committee work, etc. take place.

- It often feels like being asked for input is just so administrators can check a box that says they involved faculty and staff in decision making. The students are the reason we have a job so why not involve them in developing ideas on how to target and retain new students????? Also why can't they be utilized in recruitment efforts in the community? Positive referrals is a staple of most businesses... word of mouth. If a peer or someone I can relate to gives good feedback on an experience I am more likely to go along with their recommendation than anything I see on a billboard.

- Lets be who we are! Read our mission statement and live by it. Read core values and live by it! I don't think we are here for the elite AS MUCH as we are here for the students looking to stay close to home or don't have the grades. Stop trying to be something that we aren't. Sometimes I feel like we have three people who run NOC and none of them keep up with what our students need or want. One of them asks a select group of ordinary college students and that is what we make decisions on.

- Not secure with my answers in many cases here. I really don't know.

- RE 3.3 Two problems, 1) faculty apathy is unreal, and 2) as a result of faculty apathy still prefers top-down functionality. In part, I blame Administration more so than faculty...because both sides know this is a problem, however, Administrative Leadership should be able to fix the problem of Faculty Apathy...change committee structure, hiring better faculty, asking faculty directly for assistance, etc. Faculty need to feel vested within the task, as if they are involved with the "real decision making" process.

- The challenge here is that funding seems to drive planning and decision making. There needs to be more emphasis on expanding sources of revenue and ways to increase involvement, if we were more visible and have the cooperation of the stakeholders, the benefits argument would support additional sources of revenue. The challenge is maintaining the quality of education with more demands on current staff and faculty, while at the same time promoting initiatives that will grow areas of revenue. I.e. time to recruit by faculty is impacted by teaching loads, time to find sources of funds through grants and community initiatives is limited by teaching load time, etc.

- There seems to be frustration among faculty and staff that when an idea is presented to a vice-president that it doesn't get much consideration or a response to why the proposal would not work.
  During the years leading up to the HLC visit it seemed like every decision made was based on "What does HLC want?" While it is important that we are accredited it seemed like the focus was more on the visit than providing the best service to our students and employees.

- To much emphasis is put on the HLC Accreditation. Other two-year colleges have other accreditation outlets that allow instructors to teach more in their expertise without having the 18 hours in the specific field of study.

- We seldom, if ever, really try to survey our students on their NOC experience. We use PLC and athletes because we can readily get to them. We seldom, if ever, survey students who leave after one semester to find out their experience and if we could change anything to have kept them.

- When I say Staff doesn't have enough involvement in planning, I specifically mean the front-liners: Cashiers, Fin-Aid Counselors, and Registration Specialists. They deal with an incredible volume of students in person, and are uniquely situated to provide insight on student trends in a given semester. There are several meetings out there these employees should be part of.

4. Work Environment

4.1) I am proud of the work I do at Northern.

Not Satisfied at All | Very Satisfied

n=167
av.=4.53
md=5
dev.=0.67

0% (1), 1% (2), 7% (3), 31% (4), 62% (5)

4.2) Additional comments on my work at NOC

- An increase in pay would be much appreciated.

- Department work relationship is wonderful.

- I am proud but I could be more proud.

- I feel I spend too much time with technology and not enough time with students' work.

- I like the work I do and I love working for students. I just don't like the environment I work in.

- I love my job. Although my boss drives me crazy sometimes I do respect and care for him immensely. He trusts me to do my job.

- I love my job. I love teaching students. I love making a difference in their young lives.

- I love working at a school where so many people are passionate about and committed to helping students make their lives better.

- I spend countless hours working and home and above and beyond my 30 hours a week on campus. I'm not complaining. I love my job.

- I teach with some high quality instructors that take self pride in their work.

- Is this so it isn't anonymous anymore? I have a lot to put down here but am refraining because of my job security. Don't think that doesn't happen here either, at least with staff. Faculty can do or say whatever they want.

- It seems that rules that are said to be important- aren't when it come right down to it. The morels have started to fall to the wayside.

- It would more if we had a computer system that was up to date with technology.

- NOC is the best college in US

- Part-time faculty and staff need to be treated as if they are a valued member not as a disposable asset.

- When my program sees other program areas let classes out in the first fifteen minutes, while I cover nineteen hours of instruction, my colleagues and I get really frustrated! Not to mention we meet for the entire time and are not compensated to lab prep time or the full contact time for the lab.

- faculty need more input....seems like a total dictatorship where faculty are not heard. I could do my job better if I felt that my opinions and contributions mattered.

4.3) I have access to adequate technology to perform my duties.

Not Satisfied at All | Very Satisfied

n=167
av.=3.92
md=4
dev.=0.97

2% (1), 7% (2), 16% (3), 46% (4), 29% (5)
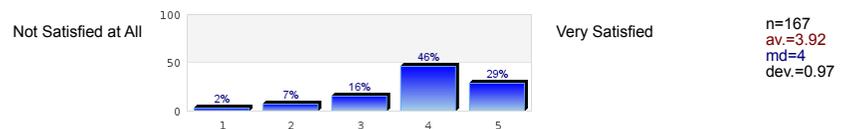
4.4) Additional comments on technology

- Again, the classroom monitors are simply too small and numerous for what I teach. It was much more effective when we had large-format projectors.
  Also, Blackboard takes absolutely forever to load test and pools for editing purposes. Students have also complained about how slow Blackboard is.

- At the risk of exposing myself- we still need some equipment at the Stillwater campus- no distilling unit (who knows when and if that is ordered) and the clean bench needs to be assembled. It has sat in the prep room for two semesters. We need a sterile area to work for Microbiology and Biology prep activities.

- I am hoping that Zoom technology is easier to use and won't require the intervention of an IT person to make connections to every meeting.

- I can't even get WIFI in my office and I'm in a main building.

- I need cameras but that is expensive and the funds are not available at this time.

- I'd like to see us subscribe to NBC Content. One could build amazing lesson plans around their newsclips.

- IT Director butts heads with too many people. RELAX

- IT can be difficult to work with at times.

- IT staff is very responsive.

- In the classroom, yes, I have what I need for the most part. For online classes, we need a green room and some video production/editing equipment/software.

- More technology is required to meet specific needs such as "closed captioning," online video recording, technology tools such as computer software for specific degree applications.

- Most of I.T. works very hard. I would like to see them more fully staffed and with time to communicate more about decisions that affect everyone.

- Sometimes I feel I work a lot harder than necessary because of all of the technology.

- Still problems with computers in classes being slow, WIFI sucks, students complain about it all the time.

- Storage space on our shared drive has been full for 3 weeks. No new work can be done the way it should be done.

- Technology is old.

- The website needs to be updated regularly and designed in a way that does not look like it is from the 90s. It contains too much irrelevant information that needs to be "cleaned up".

- We need more trained staff to assist. Looking forward to when the new system is in place in a couple of years. It should make a big difference.

- copiers and computers in classroom not always working. IT is not the friendliest.

- hopefully new system will help us perform our duties

- more money for technology upgrades

- new system is long overdue. Looking forwayd to it.
  new system is long overdue

4.5) I have access to professional development needed for my position.

Not Satisfied at All — Very Satisfied

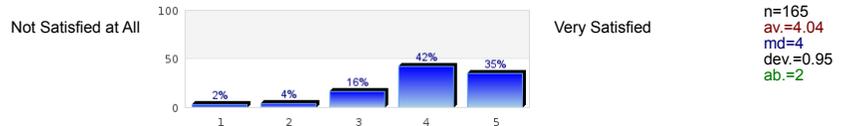| 1	2	3	4	5
1%	13%	17%	39%	30%

n=165
av.=3.84
md=4
dev.=1.02
ab.=1
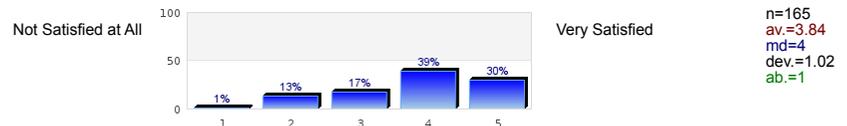
4.6) Additional comments on professional development

- XXXX does a great job in providing PD opportunities.

- XXXX is doing a great job.

- Faculty Development Funds will not cover travel to a conference

- I feel it would be nice to have at least a professional development a semester that is more geared towards each particular departments needs. I know it is geared towards the whole, but it would be nice to see more subject specific professional development.

- I have no need for classes on blackboard or poise. I believe I would be denied funding to attend seminars or lectures that relate to my job.

- I wish we could receive some financial incentives for professional development, as we used to.

- I would like to choose where I could go to do the professional development/ outside of Northern/ I used to earn CEU (Continuing Education Units) at a previous job and had to have so many per year to be certified. I miss going to meet with different groups and selecting something I am interested in specifically.

- It would be beneficial to have a set day that everyone could attend professional development trainings. When offices are short staffed or a one person and still required to keep the office open then some individuals miss out on the training that could be beneficial (ex. Customer Service).

- Limited by my full time job. Not your fault

- More professional development is needed for staff at times when they can attend.

- Need for more focused professional development

- Our professional development involves asking a supervisor. What about being able to go to conferences where we find out how other schools are doing it...oh wait, that is only allowed for VP's and faculty.

- Professional development is available but not always encouraged by the direct supervisor.

- This is vital for everyone; we need to ensure every position has access.

- Until cuts for second semester this year.
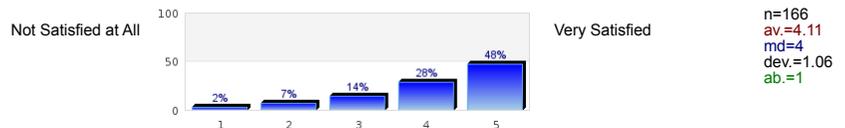
- We cut all that money. Thanks.

4.7) I have clearly defined goals for my position.

Not Satisfied at All — Very Satisfied

1: 2% 2: 4% 3: 16% 4: 42% 5: 35%

n=165
av.=4.04
md=4
dev.=0.95
ab.=2

4.8) Additional comments on the goals for my position

- I do love working at NOC and my job.Having clearly defined goals helps me to enjoy my job and give me vision.

- I was told to write my own job description after I was hired. It is still in development as new tasks are added or modified.

- My boss is not the best communicator but again he trusts me to set my own goals and do my job to the best of my ability.
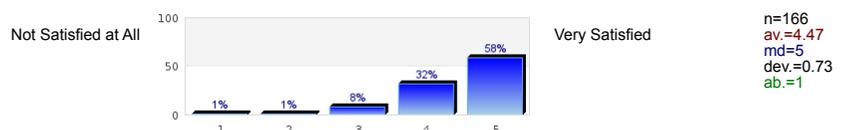

4.9) I have the support needed from my supervisor to do my job well.

Not Satisfied at All — Very Satisfied

1: 2% 2: 7% 3: 14% 4: 28% 5: 48%

n=166
av.=4.11
md=4
dev.=1.06
ab.=1

4.10) Additional comments on support needed from supervisor

- Better communication regarding textbook selection and scheduling of classes.

- Different campus, uninterested

- I can never get a straight consistent answer. One day it will be one way and the next day it will be another way, so I don't always know where I stand.

- I feel like we are left on our own to figure everything out and when we don't are punished. Seems like we can't work as a team and help other coworkers with out getting reprimanded.

- I have support from my supervisor but do not always feel support from other administrators.

- I have the best division chair on campus!

- I think that I have one of the best VP's because we get done what we need to get done. It would be easier if we didn't have other VP's telling us what to do all the time. I have never heard someone say, "I love being micromanaged" or "Micromanaging from other bosses is what makes NOC better" but we fail to loss people in leadership roles because others try to micro them. Why not have a President and 2 VP's. Save the school a lot of money and it would go bust really fast too.

- It could be better but it could be way worse!

4.11) My skills and abilities are well matched to my job.

Not Satisfied at All — Very Satisfied

1: 1% 2: 1% 3: 8% 4: 32% 5: 58%

n=166
av.=4.47
md=5
dev.=0.73
ab.=1

4.12) Additional comments on my skills and abilities

- I wish for more training to keep on top of the needs of the students. Not only school needs but personal needs. Need to know where to send them

- I am not able to use all of my skills and abilities due to budget limitations and restrictions on published materials.

- Though often underappreciated.

4.13) Administrators respond in a timely manner to emails and phone calls.

Not Satisfied at All | Very Satisfied

	1	2	3	4	5
	5%	9%	20%	32%	34%

n=164
av.=3.8
md=4
dev.=1.16
ab.=2
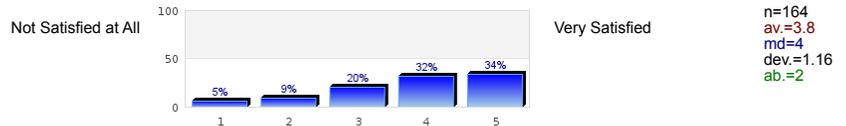
4.14) Additional comments to administrators' response time

- Crickets

- I am surprised if I receive a response at all and certainly have to email individuals multiple times to receive a response. Really shows how much we are valued.....to be clear my department head is a good communicator.

- I have emailed administrators and NEVER received an email back, so I took the non-response as a NO and moved on.

- I have worked for a few colleges. It is impressive how accessible and timely the administrators at NOC are. Well done.

- Ideas to increase enrollment have been developed and submitted...but no action taken and no official word from admin on why we can't implement it.

- It depends on the administrator, many do but just as many do not respond quickly or even at all.

- Most due, but not all.

- Most of the time

- Most of the time my phone calls and emails are unanswered by administrators.

- Office of Vice President of Financial Affairs is poor at responding to emails and phone calls. Other administrators rank higher.

- XXXX responds to every email in a timely manner but other VPs do not.

- Responsiveness to emails is not an administrator issue; it's an individual issue. Some employees (faculty, staff, administrators) are responsive; others are less so.

- Some do and some don't. This hasn't changed over the years though. Same reply and same don't....no excuse she just doesn't reply.

- Some do, some don't. Academic Affairs ALWAYS.

- There seems to be a problem in getting adequate responses when the question regards finances.

- This is still a major issue. It is especially important that VPs reply in a timely manner to staff/faculty as oftentimes we need the info for a student or external issue. Certain VPs do not respond even after 3-4 emails asking direct questions. This is incredibly unprofessional.

- This is subjective. Some do not understand the demands on administrators, especially VPs. The volume of calls and emails can simply overwhelm and then you get nothing done.

- VP XXXX very responsive and helpful, VP XXXX does not always respond in a timely manner, sometimes not at all

- Vice-President of Finance and the departments under her are usually very slow to respond to requests.

- excellent staff

4.15) My co-workers respond in a timely manner to emails and phone calls.

Not Satisfied at All | Very Satisfied

|	1	2	3	4	5
	0%	4%	13%	46%	38%

n=167
av.=4.18
md=4
dev.=0.79
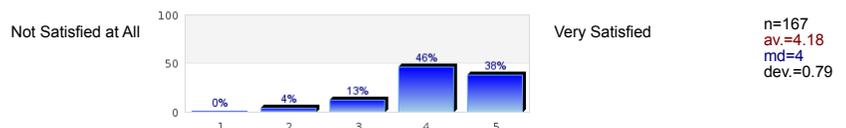
4.16) Additional comments to co-workers' response time

- Apathy, often silent.

- HR and a few individuals don't know who to answer a phone but everyone else does a good job of customer service. Kind of ironic that they are the one's that don't answer and you have to go to their office to talk with them when they are HR

- I could not ask for a better group of co-workers!

- Most of the time

4.17) The scheduling of employee events and activities overall works.
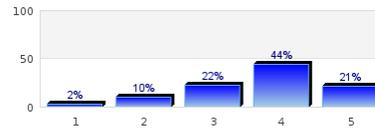
Not Satisfied at All — Very Satisfied

n=163
av.=3.72
md=4
dev.=0.99
ab.=4

1	2	3	4	5
2%	10%	22%	44%	21%

4.18) Additional comments to employee events and activities

- Be sure the Christmas lunch is not during Core class times.

- Christmas party is good but there is a need for other events throughout the year.

- I should be able to schedule a video conference call meeting from SchoolDude. It lengthens the process having to email/call each site, find out the room, then schedule the meeting.

- I work in a small office where one person has MANY jobs, taking time out means handing your responsibilities to others, or leaving NO ONE to help students, or teach class.

- If we are going to plan in the summer, we need firm commitments and need to be aware how events can stress/stretch people, ie Northern Exposure vs Ag contest.

- It is difficult to schedule rooms for meetings across campus. The system is cumbersome and difficult to manage.

- It's difficult for people who travel to other campuses sometimes. Mostly, it's not much of a problem, though.

- Please eliminate any Friday afternoon meetings or professional development. 99% of us have put in our 30 required office hours by 1:00 on Friday. Letting us have our Friday afternoons is a free fringe benefit you should let us keep.

- To have the Roustabouts schedule earlier in the year would help with planning to attend

- events are hard to attend with teaching and other responsibilities but it is never going to be the perfect time.

4.19) The NOC RAVE Emergency Alert system functions for me in a satisfactory manner.
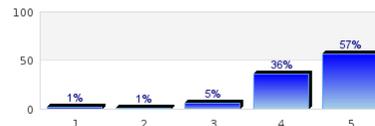
Not Satisfied at All — Very Satisfied

n=165
av.=4.47
md=5
dev.=0.74
ab.=2

1	2	3	4	5
1%	1%	5%	36%	57%

4.20) Additional comments on RAVE

- Excellent system

- Good system - very glad to have it.

- I find it very functional and helpful.

- Improve time Rave notifications. Maybe to where notification are sent before 7am. Keep in mind we have several commuters on all campuses.

- It works great! I receive it by text, phone call, and email.

- It would be nice to be able to add family to the alerts. Other colleges allow the addition of a spouse or parents for the students. This allows every to be aware of what is going on.

- It would be nice to develop a NOC App

- It's annoying but necessary I guess

- Just make sure that what is sent out is completely understandable to everyone. Whereas I can figure out what is meant, not everyone can decode the message.

- Needs to be by 6am that we get notification. Should be the same as OSU since we are connected.

- No comment

- RAVE is for emergency only but in an emergency would it really work or should it be called "information". I get text from it sometimes about 3-5 minutes after some of my coworkers. If i'm not with them or walking across campus I'm screwed.

- Send weather alerts as early as possible

- Some alerts are not timely for those that travel distances or between campuses.

- There are always difficulties with the timing involving morning weather cancelations and early classes/labs, but this semester (Spring 2019) has been particularly challenging.

- This was a great investment for our students' and employees' safety.

- Too much test alerts

- Very timely alerts.

- Wish the alerts would go out a bit sooner. I have been on the roads in bad conditions when we finally got the alert. Overall it works fine.

- needs to be earlier when concerning weather

- none. It works.

- thanks for the system

4.21) The Blackboard academic learning system functions for me in a satisfactory manner.

Not Satisfied at All | Very Satisfied

1	2	3	4	5
2%	7%	19%	58%	15%

n=118
av.=3.78
md=4
dev.=0.85
ab.=48
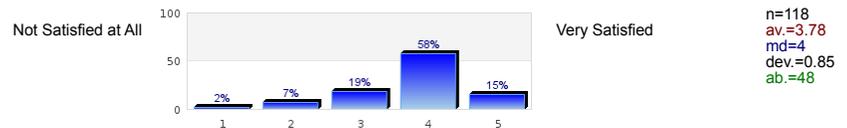
4.22) Additional comments on Blackboard

- Also, Blackboard takes absolutely forever to load test and pools for editing purposes. Students have also complained about how slow Blackboard is.

- Blackboard confuses students by not showing them in class when they are enrolled, and still showing them in class when they have dropped. This results in unnecessary phone calls.

- Blackboard is not very reliable. Every time I assign an online exam its a disaster and more trouble than its worth. I use blackboard for posting files, announcements, and grades.

- XXXX is a wonderful asset as BB administrator. She communicates to everyone on those few occasions when the system is down and addresses issues quickly and courteously, every time.

- I don't use BlackBoard. It's down too often, malfunctions too often, and its gradebook is difficult to use with weighted grades.

- I seem to get emails a lot about this going down?

- I work with instructors who use Blackboard and I feel that the LMS is sufficient, but very basic. A lot of instructors do not utilize Bb to it's full potential. I believe this is due to lack of time on the instructor's part to learn more about the LMS and it's potential for the online or blended learning environment.

- It could be a bit more user friendly; I would like to have a space (website) that I could set up for my classes and it would stay that way and i could add to it each semester and edit it- rather than starting from scratch each semester- this takes up a lot if time and it is time wasted in my opinion.

- It's difficult to copy exam/quizzes from class to class without errors/issues. The site is too "busy." It's hard to navigate. Can we clean it up so it doesn't have so many features that are unnecessary clogging up the page?

- Not very user friendly

- Seen much improvement

- Way too much time involved. Takes away from Teaching prep...which should be our greatest amount of time spent.

- Wish I could have it drop a lowest grade. Wish it was easier to track attendance.

- love blackboard

4.23) The School Dude facility maintenance work order system functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

6% (1), 8% (2), 24% (3), 48% (4), 15% (5)
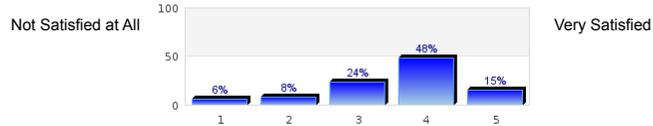
n=142
av.=3.58
md=4
dev.=1.02
ab.=24

4.24) Additional comments on School Dude

- Any time I have had to complete a maintenance work order, it has been handled quickly and efficiently.

- Event scheduling is still in the rough

- I continually have difficulty with this system

- I do not like this system

- I don't think I need to fill out a school dude just to have heat or air adjusted. Once it was 1-1/2 days before the heat was turned up from 65 degrees to 70 degrees. Burr cold.

- I think there is not enough training on School Dude if we are going to continue to use it.

- I've never used School Dude. My School Dude is XXXX. I just tell her what I need and she takes care of it.

- It's a little confusing when trying to get rooms on each campus.

- Not a very user friendly interface and some jobs i need to request are not listed as options so i end up calling anyway

- Our phone system still works! Dude is great for tracking job orders, but their secretary can load it on to Dude.

- Poor function, late notice of meetings, excessive multiple repeat emails of the same info, difficult to use, cannot make adjustments within SD

- The process to reserve rooms for tri-campus meetings is illogical and inefficient.

- The system of scheduling rooms does not allow for direct feedback from the different departments requested.

- This program does not work well for event scheduling, but is good for Maintenance requests.

- This system is easy to use but updates on work completed are not always timely.

- Work orders don't always get done or they get closed out in mass at a time. Best is when they don't deliver something when it is needed and you have to call. Call to make an order though and you are told to school dude it?

- not very user friendly. Makes everything time consuming.

- school dude is a ridiculous name

4.25) The Track-It system for reporting technology issues functions for me in a satisfactory manner.

Not Satisfied at All — Very Satisfied

8% (1), 4% (2), 26% (3), 53% (4), 9% (5)
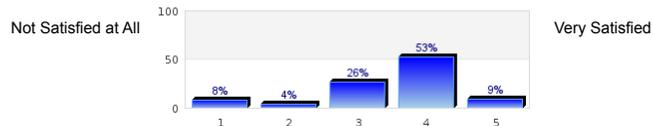
n=129
av.=3.52
md=4
dev.=0.99
ab.=35

4.26) Additional comments on Track-it

- Call to XXXX, "hey my computer won't start" his reply, you need to turn it in on Track-it and one of the guys will be right on that! WOW!!! It's an "issue" so why can't I talk to a human about it. again this is a great example of employee service or lack of.

- Difficult to put in a Track-it when your computer is not working

- Doesn't always work well when setting up events.

- I haven't used Track-it for years. XXXX is now my Track-It.

- I honestly do not know what this is.

- Our phone system still works! Their secretary does an excellent job of fielding calls from the classroom.

- This never works for me.

- Yes but I will admit I call or email IT before I use the trackit system.

- see previous about IT


4.27) NOC provides a safe work environment.

Not Satisfied at All — Very Satisfied

1: 1%   2: 4%   3: 15%   4: 51%   5: 29%
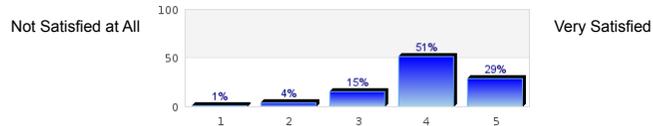
n=164
av.=4.03
md=4
dev.=0.82
ab.=2

4.28) Additional comments to work safety

- As funds allow, I believe replacing the daytime security guards on the Tonkawa and Enid campuses is a priority.

- Glass windows on most all doors allows exposure to intruders.

- Harold Hall needs upgraded as soon as possible.

- I appreciate the safety training we recently had access to.

- I do not like the chairs in the labs- they are bulky and dangerous. The doors on our offices do not provide privacy at all. If I need privacy for whatever reason- I have none.

- I feel like we need active shooter training and classroom security measures that can be taken. We cannot lock out an active shooter from our classroom.

- I would have kept the day time security and looked at other areas to cut.

- I'm very uncomfortable with the full-window doors at Stw campus. I feel like a sitting duck in here. There is nowhere to hide except under the desk and it would still be very easy to shoot at the desk through the glass window. Or just break the glass to get in to attack.

- It's safe during the daytime. I don't consider it safe for evening instructors. There's no supervisor or security after 5. A woman in the building in the evening is totally on her own. That's an accident waiting to happen.

- Not enough security, surveillance, locks, controlled entry

- Not sure we are truly prepared on each campus to respond to an actual emergency

- Security is incredibly lacking on campus. Thefts have occurred repeatedly. In today's political climate, especially, we cannot afford to wait for something bad to happen to our students to solve this issue.

- Security personnel are very accommodating.

- The glass-paneled doors on the teacher offices are incredibly unsafe. However, It is nice to be able to close the doors (to keep out noise) yet still feel like they are open when it comes to visitors.

- We need emergency instructions in the classrooms of the NOC Stillwater building !!!!!!!!!!

- lots of icy patches on sidewalks & stairs this winter

4.29) NOC provides an overall quality work environment.

Not Satisfied at All — Very Satisfied

1: 1%   2: 3%   3: 21%   4: 50%   5: 25%
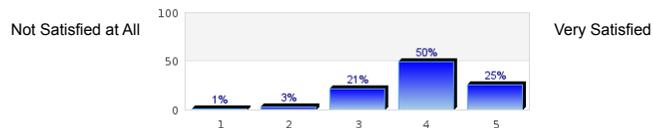
n=163
av.=3.96
md=4
dev.=0.8
ab.=1

4.30) Additional comments to 4.21.

- Could be warmer in winter and summer. Constant interruptions from students hard to get work done.

- XXXX really cares about all employees and has led a number of initiatives (such as summer schedule) to create a better environment despite limited resources.

- Have to wear coat and gloves in Nursing Lab in Zollars basement at times. The temperature is in the mid-sixties; if we use a space heater it blows breakers.

- I am very satisfied with my immediate work environment. I am concerned with the direction of our institution from our leadership team.

- I wish we had more consistent maintenance, especially as related to heating and cooling.

- It is time for Blackboard to be replaced.

- Stillwater has water quality issues that remain unresolved despite Tonkawa's recent awareness of the problem and despite assurances from OSU and Flintco reps that the problem has been fixed. (It hasn't. Water still unpotable.)

- The RIFs in December have left me uncertain about my future at NOC.

- Why is this not below the blackboard question? Not enough time in the day to change this around?

How important are the following elements to your sense of job satisfaction?

4.31) Competitive salary

Not Important | Very Important

n=167
av.=4.54
md=5
dev.=0.57

1: 0% 2: 0% 3: 4% 4: 38% 5: 58%

4.32) Strong benefits package

Not Important | Very Important

n=166
av.=4.6
md=5
dev.=0.66

1: 1% 2: 1% 3: 4% 4: 28% 5: 67%

4.33) Flexible work schedule

Not Important | Very Important

n=166
av.=4.14
md=4
dev.=0.89

1: 1% 2: 3% 3: 17% 4: 38% 5: 41%

4.34) Time off (vacation, personal time, holiday, medical leave, etc.)

Not Important | Very Important

n=165
av.=4.26
md=4
dev.=0.85

1: 1% 2: 3% 3: 13% 4: 36% 5: 47%

4.35) Verbal or written recognition from colleagues

Not Important | Very Important

n=167
av.=3.4
md=3
dev.=1.05

1: 4% 2: 14% 3: 37% 4: 29% 5: 16%

4.36) Verbal or written recognition from supervisors

Not Important | Very Important

n=167
av.=3.53
md=4
dev.=1.08

1: 5% 2: 9% 3: 34% 4: 32% 5: 20%

4.37) Public recognition (e.g. awards, prizes)

Not Important | Very Important

n=166
av.=2.75
md=3
dev.=1.17

1: 13% 2: 33% 3: 30% 4: 13% 5: 11%

4.38) Teamwork and a sense of contributing to team goals

Not Important | Very Important

n=167
av.=4.1
md=4
dev.=0.94

1: 2% 2: 3% 3: 19% 4: 35% 5: 41%

4.39) Regular performance reviews to guide expectations

Not Important | Very Important

n=167
av.=3.38
md=3
dev.=1.14

1: 7% 2: 14% 3: 31% 4: 31% 5: 17%

4.40) Two-way communication between employees and supervisors

Not Important | Very Important

n=154
av.=4.35
md=4
dev.=0.7

1: 0% 2: 2% 3: 7% 4: 45% 5: 46%

4.41) Additional comments to important elements for my job satisfaction

- Employee Morale must be boosted

- Employees want to feel valued in their position. Giving employees ownership of projects and recognizing them when they are successful is important.

- I am only worried about salary. I love this job, best I've ever had, but it is becoming increasingly hard to stay at NOC with public school raises being what they are and another $1200 raise being passed by the Oklahoma house. I work in Stillwater, and if I went to Stillwater High School my base pay for years experience and education would be $4500 more than my NOC base pay right now (and possibly $1200 more than that by next school year). I know I make more with overloads, but those aren't guaranteed salary with enrollment being what it is and preferential treatment often given to adjuncts when making schedules. Plus, I made more than base pay at Stillwater with coaching and paid lunch duties as well, so extra overload money is a moot point. I understand that Oklahoma doesn't want to fund higher ed, and that raising tuition in Enid and Tonkawa will further drive students away when enrollment numbers are already down, but it is very tempting for me to drive across town for the extra money. I want to be here, and everyone tells me "but you have so much more time", which is true, but time doesn't pay the mortgage, so money is the overall factor when deciding whether to stay or go in the coming years.

- I feel like we take away from employee's by not allowing them to work extra for the college and get paid for it. If it is an overtime issue contract the work out at a lower salary that would compensate the employee the same wage. I really feel like the top three things that would make my job satisfaction better are 1) Competitive salary with other employers in the state that have my same position. 2) This is probably the biggest, not most important but biggest. I feel like some of our VP's try to run every department. If they would just concentrate on theirs maybe it would work better and walmart card wouldn't be shutdown all the time. I feel like I have to look over my shoulder because someway "she" will get back at me. If its more petty work or my job but someway she will come at me or someone in our department. 3) After all this I feel like the negativity at NOC is huge. Day to day I try and be a positive person but I can feel this place bringing me down. Double standards within the same building is unbelievable. Some departments and do whatever and make mistakes and it is brushed under the rug but when other areas make a mistake it is taken straight to the top. Everyone makes mistakes it is what we learn from them and how severe of a mistake it is.

- I feel our president goes out of her way to protect and defend the institution. I worry she stretches herself to thin. She is wonderful to work with and because of that I enjoy my job.

- I need and deserve a higher salary, as do all of our faculty, staff, and administrators.

- I'm not going to pay you over $12,000 to be my friend. High school teachers make more than me. K-12 is getting another raise -- $1200 last time I checked. We can expect 50% faculty turnover in the next 2 years as they return to public school. I can currently make $5000 more teaching high school. Add $1200 for the next raise, and $6000 for driving a bus route, and I can make $12,200 more at public ed. How can you expect me to stay?

- It is beneficial to me to receive confirmation that my job performance is up to expectation and receive guidance if it is not.

- It is important for me to work with positive and optimistic people.

- It would be nice is state funding could be brought back to relieve the budget crisis that has created such a tough environment to offer competitive salaries.

- My division chair communicates effectively with all in our division.

- Performance reviews typically should result in action: pay raise or disciplinary action. Can't say that I have seen that consistency across the board.

- RE 4.35, .36, .37: I don't seek recognition, and I don't think most faculty do this for recognition. However, it's always nice to receive and makes folks feel wanted, important, appreciated, and most importantly, as if they are doing the right thing.

- Reappoint division chairs every two years based on divisional faculty votes.

- Teamwork. Teamwork is highly important for good customer service and NOC is lacking in this area.

- The benefits and flexible work schedule and time off is all we have left in the middle of no raises in several years

- Thoroughly enjoy my job. Very rewarding.

- Time to do the actual job. performance reviews do not mean much to some since nothing is tied to it.

- Treat part time staff and faculty as if they matter and are needed, rather than excluding them from some things because they are"just part time".

- Updated computer

- We're coming to a head with salaries. Too many full-time staff members with under 25K take home pay. Recommend pursuing a flat, across-the-board raise instead of raises based on percentage to make said raises easier to pull off.

- communicate and support

- increase pay, if you want overloads then you should get them.

- more consistent climate control

- noc treats adjunct faculty like trash

- -
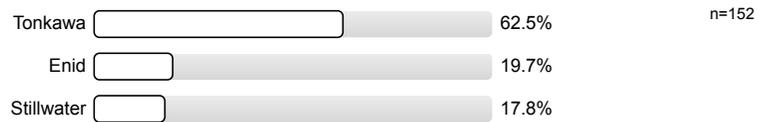
4.42) What suggestions do you have for building a greater sense of institutional community.

- A meaningful raise would be nice, but otherwise, help us succeed with students. We need to provide opportunities for students and faculty to work together more.

- A strong leadership across all three campuses.

- Better Transparency and Communication institution wide. More social events planned for after work hours for all employees. Set a time, possibly during the summer for employees from each campus to take campus tours of the other NOC campuses and meet the employees there.

- Communication. Communication. Communication. Direct method of in person or face to face needs to be done more often. Emails that give information are not communication. They send out information but there is no exchange or real conversation. Some employees would benefit from flexible work schedules. The four day 32 hour summer schedule is good.

- Communication...much more can be shared. More out of Committees for decision making processes.

- Continuing with an open line of communication.

- Fire the gripers and moaners. Encourage them to find employment elsewhere.

- Free NOC community lunches, maybe once a month. Lock the office on a Tuesday or Thursday from 11:45-12:30 and let all faculty and staff have 45 minutes to enjoy a free catered lunch and camaraderie.

- Give faculty a voice...we have faculty council but no actions are taken on what faculty express as concerns or recommendations. Let VP's perform the responsibilities as they are listed on the job description. Do we really need a VP on each campus? Perhaps a Director for Stillwater since they are a 'program' (NOC/OSU Gateway.

- How about some picnics in the summer or school year for each campus. Last time I checked we are a multi-campus institution. I believe if we embrace our differences and stop trying to be the same we will not only see increase in moral but enrollment also. It is OK to be different, like raising kids. Same family but you raise each child different because they are different. Maybe a picnic wouldn't be good at all campuses but they would rather have a movie night or tailgating party. I believe seeing everyone together and EVERYONE not with their click would be great. Sometimes a persons greatest growth comes when they are out of their comfort zone, maybe it would be the same for our leaders and employees of NOC. Love this place and am excited to see it grow in the future!

- I feel like faculty and staff value each other, but that we are not valued by all administration: our opinions, ideas, etc. There is a stalemate in administration where a couple bad apples are spoiling the lot.

- I would like to see more faculty supporting athletic events.

- I'd like to see more focus in all of our dialogue about shared goals--how we can work together to help students.

- Improved transparency.

- Meetings to brainstorm about improvements to classes within my division- Our division meetings are already so full of red tape and HLC stuff we have no time to really share with each other, whether it be projects or lesson plans

- More cross department activities and committees

- More people participate in the events that we have and be open to changes.

- More transparency

- Opportunities to get together as an entire institution or at least location. Providing opportunities for employees to interact with each other on a relaxed but also productive level.
  Even if raises aren't able to be funded, looking a small bonus ($500) during the holiday season would be welcoming from employees.

- Perhaps have a staff and faculty reception at the beginning of each academic year and take a group photo.

  Keep the 32 hour work week in the summer.

  Review the policy for retaining 80 hours of time off. For some, this is a huge burden.

- Return to having large group meetings at the beginning of each semester that included faculty, etc. from all three campuses.

- Some people want to leave NOC and find other jobs. Not all of us want that. Help us to develop as employees so that we can better serve our position and the students.

- Team building activities. Social events where everyone stays and interacts instead of getting food and sitting with the same people.

- Team building. Involvement at every level. Still too much separation between areas and levels of administration. Has NOC ever looked at bringing a contractor to help on this. Did NOC listen to what the team said when they brought in consultants for the enrollment strategic plan?

- The morale of the employees I believe is very low. If no raises can be given then think of something to help boost the morale.

- There is a culture of "otherness" at NOC. Even though we are under 1 department spread across 3 campuses, we are still divided by our perceived identity differences. I heard an employee at Enid explaining to a student that "They do their own thing at Tonkawa. We just have to do what they want. I don't know why." It was about a departmental policy. I don't feel that every department is like this, because we have opportunities to get together for meetings and interact. But the staff don't have those opportunities, I don't think. And having a unified identity is important to helping us serve all of our students, no matter where they are.

- We have to figure out a way to improve communication between campuses and put leadership in STW that represents STWs needs and communicates those needs to Tonkawa. -

- once a semester faculty lunch meeting.

- right now is great

5. Demographics

5.1) Campus Location

Tonkawa	62.5%	n=152
Enid	19.7%	
Stillwater	17.8%	

5.2) Position

Faculty	46.1%	n=154
Staff	50%	
Administration	3.9%	

5.3) Position

Full-time	93.6%	n=156
Part-time	6.4%	