COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Northern Oklahoma College - Spring 2014 Respondents

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.71	.53	198	3.59	.88	196	1.12
This institution treats students as its top priority	4.76	.50	198	3.47	.94	195	1.29
This institution does a good job of meeting the needs of students	4.73	.51	197	3.39	.82	196	1.34
The mission, purpose, and values of this institution are well understood by most employees	4.25	.79	198	3.49	.91	197	0.76
Most employees are generally supportive of the mission, purpose, and values of this institution	4.29	.71	195	3.48	.91	196	0.81
The goals and objectives of this institution are consistent with its mission and values	4.31	.74	195	3.61	.92	194	0.70
This institution involves its employees in planning for the future	4.39	.73	196	3.04	1.18	197	1.35
This institution plans carefully	4.46	.64	194	3.04	1.12	195	1.42
The leadership of this institution has a clear sense of purpose	4.58	.58	194	3.29	1.13	194	1.29
This institution does a good job of meeting the needs of its faculty	4.46	.71	193	3.04	1.07	193	1.42
This institution does a good job of meeting the needs of staff	4.42	.70	193	2.94	1.03	194	1.48
This institution does a good job of meeting the needs of administrators	4.26	.83	192	3.80	.97	190	0.46
This institution makes sufficient budgetary resources available to achieve important objectives	4.45	.71	195	3.04	1.04	196	1.41
This institution makes sufficient staff resources available to achieve important objectives	4.35	.72	193	3.01	1.02	194	1.34
There are effective lines of communication between departments	4.47	.67	180	2.64	1.03	180	1.83
Administrators share information regularly with faculty and staff	4.46	.65	179	2.89	1.14	178	1.57
There is good communication between the faculty and the administration at this institution	4.52	.62	180	2.96	1.08	179	1.56
There is good communication between staff and the administration at this institution	4.43	.73	176	2.86	1.02	172	1.57
Faculty take pride in their work	4.76	.48	179	3.79	.87	177	0.97
Staff take pride in their work	4.66	.52	176	3.53	.99	173	1.13
Administrators take pride in their work	4.66	.55	178	3.79	.89	174	0.87
There is a spirit of teamwork and cooperation at this institution	4.57	.66	178	2.80	1.15	178	1.77
The reputation of this institution continues to improve	4.63	.64	179	3.37	1.06	179	1.26
This institution is well-respected in the community	4.66	.53	180	3.55	1.03	179	1.11
Efforts to improve quality are paying off at this institution	4.51	.59	179	3.20	1.01	177	1.31
Employee suggestions are used to improve our institution	4.37	.70	179	2.72	1.09	177	1.65
This institution consistently follows clear processes for selecting new employees	4.36	.73	178	3.31	1.18	178	1.05
This institution consistently follows clear processes for orienting and training new employees	4.38	.73	180	2.77	1.11	180	1.61
This institution consistently follows clear processes for recognizing employee achievements	4.21	.83	179	3.02	1.07	179	1.19
This institution has written procedures that clearly define who is responsible for each operation and service	4.29	.76	178	3.11	1.07	178	1.18
Advisors meet the scholastic and emotional needs of advisees	4.47	.70	177	3.31	.97	177	1.16
The level of communication (emails, phone calls, etc.) between advisors and students, outside of enrollment, is sufficient	4.27	.77	176	3.30	1.00	173	0.97
There is good communication between the different campuses of the institution	4.25	.86	179	2.73	1.08	177	1.52
The institution does a good job of providing an overall quality learning environment	4.61	.57	179	3.68	.87	180	0.93
The institution provides good customer service to students	4.61	.67	178	3.18	1.04	177	1.43
The Institution provides good customer service to employees	4.40	.77	178	3.00	1.01	178	1.40
The institution provides good customer service to external stakeholders (alumni, retirees, community members, businesses, etc.)	4.26	.80	174	3.65	.91	172	0.61
The institution's web site is a useful source of information for employees	4.29	.77	175	3.32	1.05	180	0.97
The 'myNOC' portal is a useful source of information for employees	4.22	.76	180	3.61	.93	180	0.61

Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.54	0.68	181
[B] Retain more of its current students to graduation	4.70	0.55	181
[C] Improve the academic ability of entering student classes	4.43	0.71	180
[D] Recruit students from new geographic markets	3.79	1.01	180
[E] Increase the diversity of racial and ethnic groups represented among the student body	3.66	0.99	180
[F] Develop new academic programs	3.99	0.86	181
[G] Improve the quality of existing academic programs	4.58	0.60	180
[H] Improve the appearance of campus buildings and grounds	4.13	0.87	180
[I] Improve employee morale	4.67	0.62	181
[J] Increase assets of the institution's Foundation	3.77	0.96	179
[K] Increase use of degree program Advisory Committees	3.81	0.96	177
[L] Increase number of full-time employees	4.11	0.97	180
[M] Some other goal	3.17	1.32	138

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	39	21.5%
[B] Retain more of its current students to graduation	49	27.1%
[C] Improve the academic ability of entering student classes	10	5.5%
[D] Recruit students from new geographic markets	2	1.1%
[E] Increase the diversity of racial and ethnic groups represented among the student body	0	0.0%
[F] Develop new academic programs	6	3.3%
[G] Improve the quality of existing academic programs	22	12.2%
[H] Improve the appearance of campus buildings and grounds	2	1.1%
[I] Improve employee morale	32	17.7%
[J] Increase assets of the institution's Foundation	0	0.0%
[K] Increase use of degree program Advisory Committees	0	0.0%
[L] Increase number of full-time employees	17	9.4%
[M] Some other goal	2	1.1%
All responses	181	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	39	21.5%
[B] Retain more of its current students to graduation	52	28.7%
[C] Improve the academic ability of entering student classes	18	9.9%
[D] Recruit students from new geographic markets	4	2.2%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	1.1%
[F] Develop new academic programs	8	4.4%
[G] Improve the quality of existing academic programs	14	7.7%
[H] Improve the appearance of campus buildings and grounds	4	2.2%
[I] Improve employee morale	23	12.7%
[J] Increase assets of the institution's Foundation	0	0.0%
[K] Increase use of degree program Advisory Committees	1	0.6%
[L] Increase number of full-time employees	14	7.7%
[M] Some other goal	2	1.1%
All responses	181	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	27	15.0%
[B] Retain more of its current students to graduation	20	11.1%
[C] Improve the academic ability of entering student classes	12	6.7%
[D] Recruit students from new geographic markets	7	3.9%
[E] Increase the diversity of racial and ethnic groups represented among the student body	5	2.8%
[F] Develop new academic programs	16	8.9%
[G] Improve the quality of existing academic programs	32	17.8%
[H] Improve the appearance of campus buildings and grounds	15	8.3%
[I] Improve employee morale	36	20.0%
[J] Increase assets of the institution's Foundation	1	0.6%
[K] Increase use of degree program Advisory Committees	0	0.0%
[L] Increase number of full-time employees	9	5.0%
[M] Some other goal	0	0.0%
All responses	180	100.0%

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TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	39	39	27	105	19.4%
[B] Retain more of its current students to graduation	49	52	20	121	22.3%
[C] Improve the academic ability of entering student classes	10	18	12	40	7.4%
[D] Recruit students from new geographic markets	2	4	7	13	2.4%
[E] Increase the diversity of racial and ethnic groups represented among the student body	0	2	5	7	1.3%
[F] Develop new academic programs	6	8	16	30	5.5%
[G] Improve the quality of existing academic programs	22	14	32	68	12.5%
[H] Improve the appearance of campus buildings and grounds	2	4	15	21	3.9%
[I] Improve employee morale	32	23	36	91	16.8%
[J] Increase assets of the institution's Foundation	0	0	1	1	0.2%
[K] Increase use of degree program Advisory Committees	0	1	0	1	0.2%
[L] Increase number of full-time employees	17	14	9	40	7.4%
[M] Some other goal	2	2	0	4	0.7%
All responses	181	181	180	542	100.0%

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	Mean	Standard Deviation	Valid Respondents
How involved are: Faculty	2.43	0.84	178
How involved are: Staff	2.30	0.84	176
How involved are: Deans or directors of administrative units	3.38	0.81	173
How involved are: Deans or chairs of academic units	3.12	0.79	172
How involved are: Senior administrators (VP, Provost level or above)	3.75	0.87	173
How involved are: Students	2.20	0.75	176
How involved are: Trustees	3.32	0.77	170
How involved are: Alumni	2.89	0.75	167
How involved are: Community members	2.80	0.74	171
How involved are: Aramark	3.21	0.72	168

Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.44	.66	171	3.22	1.00	172	1.22
I learn about important campus events in a timely manner	4.20	.71	170	3.54	1.04	171	0.66
I am empowered to resolve problems quickly	4.35	.67	170	3.40	1.03	173	0.95
I am comfortable answering student questions about institutional policies and procedures	4.25	.74	169	3.70	.88	172	0.55
I have the information I need to do my job well	4.54	.64	170	3.63	.84	172	0.91
My job responsibilities are communicated clearly to me	4.51	.67	169	3.76	.92	173	0.75
My supervisor pays attention to what I have to say	4.52	.66	170	3.98	1.07	173	0.54
My supervisor helps me improve my job performance	4.41	.77	169	3.84	1.11	171	0.57
My department or work unit has written, up-to-date objectives	4.17	.92	168	3.65	1.09	171	0.52
My department meets as a team to plan and coordinate work	4.23	.84	167	3.70	1.17	171	0.53
My department has the budget needed to do its job well	4.49	.59	167	3.06	1.13	168	1.43
My department has the staff needed to do its job well	4.50	.64	166	2.89	1.22	170	1.61
I am paid fairly for the work I do	4.51	.73	169	2.49	1.17	173	2.02
The employee benefits available to me are valuable	4.56	.71	170	4.00	1.06	172	0.56
I have adequate opportunities for advancement	4.18	.85	168	3.11	1.16	169	1.07
I have adequate opportunities for training to improve my skills	4.28	.79	169	3.39	1.18	173	0.89
I have adequate opportunities for professional development	4.32	.78	168	3.45	1.15	172	0.87
The type of work I do on most days is personally rewarding	4.56	.68	169	4.24	.80	172	0.32
The work I do is appreciated by my supervisor	4.40	.71	168	4.01	1.03	172	0.39
The work I do is valuable to the institution	4.55	.61	170	4.15	.99	172	0.40
I am proud to work at this institution	4.57	.72	168	4.24	.95	170	0.33
I have access to adequate technology to perform my duties	4.46	.63	170	3.64	1.09	171	0.82
Administrators respond in a timely manner to emails and phone calls	4.46	.65	169	3.45	1.22	172	1.01
My coworkers respond in a timely manner to emails and phone calls	4.38	.62	167	3.89	.99	171	0.49
The scheduling of employee events and activities meets my needs	3.96	.92	167	3.58	.88	169	0.38
The RAVE Alert system functions for me in a satisfactory manner	4.26	.93	169	4.28	.75	171	-0.02
The Blackboard system functions for me in a satisfactory manner	4.20	.93	166	3.15	1.20	162	1.05
The School Dude system (maintenance issue reporting software) functions for me in a satisfactory manner	3.78	1.17	165	3.32	1.05	165	0.46
The Track-it system (information technology issue reporting software) functions for me in a satisfactory manner	4.01	1.00	164	3.13	1.15	167	0.88
The institution provides a safe work environment	4.54	.60	168	4.10	.79	172	0.44
The institution provides an overall quality work environment	4.51	.59	169	3.68	.98	171	0.83

Overall satisfaction

Rate your overall satisfaction with your employment here so far:	3.83	0.90	171

Section 5: Demographics

How long have you worked at this institution?	Count	Percent
Less than 1 year	11	6.3%
1 to 5 years	49	28.2%
6 to 10 years	52	29.9%
11 to 20 years	50	28.7%
More than 20 years	12	6.9%
All responses	174	100.0%

Is your position:	Count	Percent
Faculty	98	57.3%
Staff	62	36.3%
Administrator	11	6.4%
All responses	171	100.0%

Is your position:	Count	Percent
Full-time	150	85.2%
Part-time	26	14.8%
All responses	176	100.0%

Campus Location	Count	Percent
Tonkawa	86	50.3%
Enid	51	29.8%
Stillwater	34	19.9%
All responses	171	100.0%