

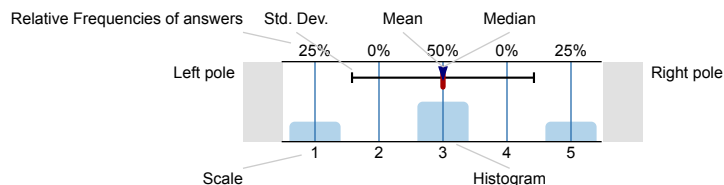


# Employee Satisfaction Survey Spring 2020

No. of responses = 125

## Legend

Question text



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

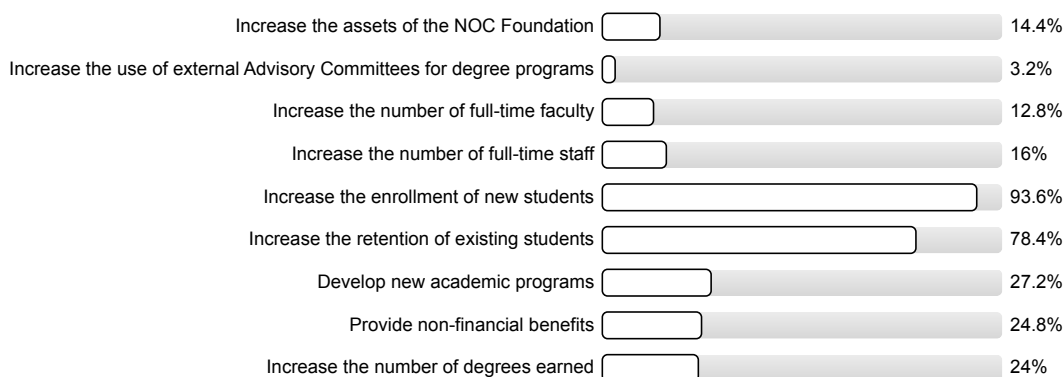
## 1. Campus Culture and Policies

1.1) Advisors meet the holistic (academic and non-academic) needs of advisees.	Not Satisfied at All	Very Satisfied	n=95 av.=3.76 md=4 dev.=0.92 ab.=30
1.2) All employees are aware of student needs and direct students to appropriate resources.	Not Satisfied at All	Very Satisfied	n=113 av.=3.61 md=4 dev.=0.86 ab.=12
1.3) The level of communication between advisors and students, outside of enrollment, is sufficient.	Not Satisfied at All	Very Satisfied	n=94 av.=3.49 md=4 dev.=0.94 ab.=31
1.4) The overall communication between the campuses is sufficient to meet needs.	Not Satisfied at All	Very Satisfied	n=116 av.=3.35 md=3.5 dev.=1.07 ab.=7
1.5) NOC provides an overall quality learning environment.	Not Satisfied at All	Very Satisfied	n=118 av.=4.25 md=4 dev.=0.76 ab.=6
1.6) NOC provides overall quality customer service to students.	Not Satisfied at All	Very Satisfied	n=117 av.=3.85 md=4 dev.=0.9 ab.=6
1.7) NOC provides overall quality service to employees.	Not Satisfied at All	Very Satisfied	n=123 av.=3.73 md=4 dev.=1.04 ab.=1
1.8) NOC provides overall quality customer service to external stakeholders (alumni, retirees, community members, businesses, etc.).	Not Satisfied at All	Very Satisfied	n=96 av.=4.1 md=4 dev.=0.76 ab.=28

## 2. Institutional Goals

2.1)	Increase the assets (e.g. program support, scholarship opportunities) of the NOC Foundation	Not Important at All		Very Important	n=123 av.=4.01 md=4 dev.=0.88
2.2)	Increase the use of external Advisory Committees for degree programs	Not Important at All		Very Important	n=124 av.=3.44 md=4 dev.=1.04
2.3)	Increase the number of full-time faculty	Not Important at All		Very Important	n=123 av.=3.3 md=3 dev.=1.07
2.4)	Increase the number of full-time staff	Not Important at All		Very Important	n=124 av.=3.42 md=3 dev.=1.08
2.5)	Increase the enrollment of new students	Not Important at All		Very Important	n=125 av.=4.84 md=5 dev.=0.43
2.6)	Increase the retention of existing students	Not Important at All		Very Important	n=125 av.=4.74 md=5 dev.=0.6
2.7)	Develop new academic programs	Not Important at All		Very Important	n=124 av.=3.9 md=4 dev.=0.93
2.8)	Provide non-financial benefits (e.g. flex time)	Not Important at All		Very Important	n=125 av.=3.75 md=4 dev.=1
2.9)	Increase the number of degrees earned	Not Important at All		Very Important	n=122 av.=4.03 md=4 dev.=0.92

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



n=125

### 3. Work Environment

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

Not Satisfied at All



Very Satisfied

n=124  
av.=4.76  
md=5  
dev.=0.48

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

Not Satisfied at All



Very Satisfied

n=123  
av.=4.27  
md=4  
dev.=0.89  
ab.=1

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

Not Satisfied at All



Very Satisfied

n=123  
av.=4.15  
md=4  
dev.=1  
ab.=2

3.7) I have clearly defined goals for my position.

Not Satisfied at All



Very Satisfied

n=125  
av.=4.29  
md=4  
dev.=0.86

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

Not Satisfied at All



Very Satisfied

n=124  
av.=4.28  
md=5  
dev.=1.02

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

Not Satisfied at All



Very Satisfied

n=124  
av.=4.57  
md=5  
dev.=0.69  
ab.=1

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

Not Satisfied at All



Very Satisfied

n=122  
av.=3.98  
md=4  
dev.=1.17  
ab.=2

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

Not Satisfied at All



Very Satisfied

n=125  
av.=4.3  
md=4  
dev.=0.8

3.17) The scheduling of employee events and activities overall works.	Not Satisfied at All		Very Satisfied	n=119 av.=3.87 md=4 dev.=0.93 ab.=6
3.19) The NOC RAVE Emergency Alert system functions for me in a satisfactory manner.	Not Satisfied at All		Very Satisfied	n=124 av.=4.46 md=5 dev.=0.77 ab.=1
3.21) The Blackboard academic learning system functions for me in a satisfactory manner.	Not Satisfied at All		Very Satisfied	n=89 av.=4.02 md=4 dev.=0.93 ab.=36
3.23) The School Dude facility maintenance work order system functions for me in a satisfactory manner.	Not Satisfied at All		Very Satisfied	n=102 av.=3.79 md=4 dev.=1.09 ab.=22
3.25) The Track-It system for reporting technology issues functions for me in a satisfactory manner.	Not Satisfied at All		Very Satisfied	n=92 av.=3.67 md=4 dev.=1.06 ab.=31
3.27) NOC provides a safe work environment.	Not Satisfied at All		Very Satisfied	n=123 av.=4.37 md=5 dev.=0.82
3.29) NOC provides an overall quality work environment.	Not Satisfied at All		Very Satisfied	n=125 av.=4.17 md=4 dev.=0.87
3.31) Competitive salary	Not Important		Very Important	n=125 av.=4.51 md=5 dev.=0.67
3.32) Strong benefits package	Not Important		Very Important	n=125 av.=4.63 md=5 dev.=0.63
3.33) Flexible work schedule	Not Important		Very Important	n=125 av.=4.19 md=4 dev.=0.82
3.34) Time off (vacation, personal time, holiday, medical leave, etc.)	Not Important		Very Important	n=125 av.=4.22 md=4 dev.=0.89

3.35) Verbal or written recognition from colleagues

Not Important

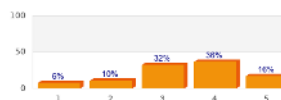


Very Important

n=125  
av.=3.23  
md=3  
dev.=1.07

3.36) Verbal or written recognition from supervisors

Not Important

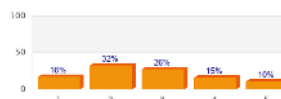


Very Important

n=125  
av.=3.46  
md=4  
dev.=1.07

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

Not Important



Very Important

n=125  
av.=2.72  
md=3  
dev.=1.21

3.38) Teamwork and a sense of contributing to team goals

Not Important

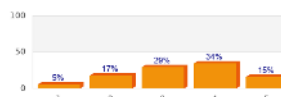


Very Important

n=124  
av.=4.23  
md=4  
dev.=0.86

3.39) Regular performance reviews to guide expectations

Not Important



Very Important

n=124  
av.=3.38  
md=3  
dev.=1.09

3.40) Two-way communication between employees and supervisors

Not Important

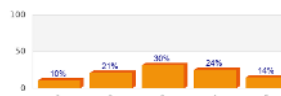


Very Important

n=125  
av.=4.47  
md=5  
dev.=0.7

3.41) Opportunity for departmental team-building exercises.

Not Important



Very Important

n=125  
av.=3.11  
md=3  
dev.=1.2

3.42) Regular departmental meetings for updates

Not Important



Very Important

n=120  
av.=3.68  
md=4  
dev.=1.08

## 4. Demographics

4.1) Campus Location

Tonkawa  55.6%

n=117

Enid  23.1%Stillwater  21.4%

4.2) Position

Faculty  48.3%

n=120

Staff  45%Administration  6.7%

4.3) Position

