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Faculty and Staff Satisfaction Survey

April 2017

2017 Barton College Faculty and Staff Satisfaction Survey

Executive Summary

The 2017 Barton College Faculty and Staff Satisfaction Survey was developed and administered as a tool to measure employee satisfaction as well as to gauge the "pulse" of the campus community. This type of survey provides invaluable feedback to senior leadership, giving college personnel an opportunity to voice their opinions in an efficient and anonymous way. While unable to determine when, if ever, a similar survey has ever been conducted Barton College, the results of this survey can be utilized as a baseline against which future faculty and staff satisfaction surveys may be compared. It is recommended that the same survey be scheduled to take place every 2-3 years.

The Faculty and Staff Satisfaction Survey was developed by the Office of Institutional Research following a thorough review of a number of other institutions' employee satisfaction surveys. It was constructed in such a way that all respondents were asked to reply to 32 common questions. The 33rd question asked respondents to identify their employment status (faculty, staff or adjunct), at which point they were directed to a set of thirteen employment-status-specific questions. All questions made use of a 5-level Likert-rating scale based on responses meant to gauge satisfaction, degree of importance to the respondent or level of agreement with a statement.

On April 7, 2017, all current faculty, staff and adjuncts were invited via their Barton email address to participate in the satisfaction survey (n=256). The survey was sent from BCResearch@ barton.edu using Class Climate software. A reminder email was sent on April 21, 2017 to those who had not yet responded. When the survey closed on May 5, 2017, a total of 119 responses had been received, yielding an overall response rate of 46.5%. As groups, the response rate was 66.7% for faculty, 55.5% for staff, and 9.9% for adjuncts.

An overall mean (average) score was calculated for the response to each question. Mean scores for each question were also calculated for the three subgroups of respondents – faculty, staff and adjuncts. For the purposes of this study, most feedback focuses on faculty and staff attitudes and responses, given the low participation and differences in the nature of their employment.
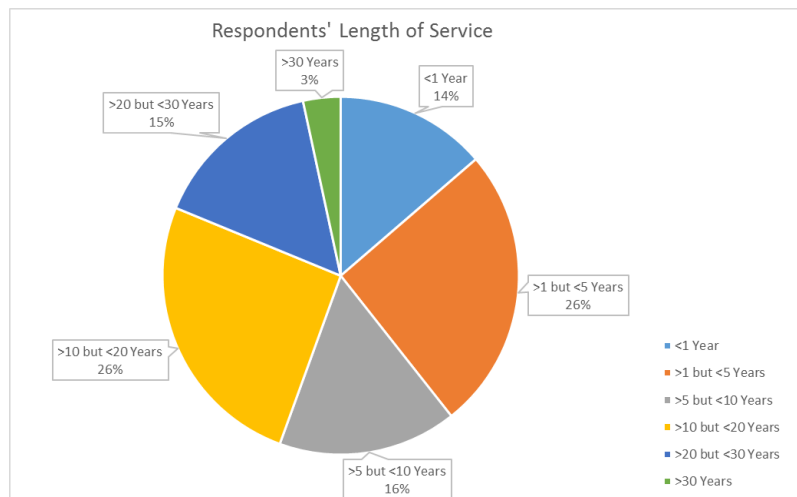
Demographics of the Respondents

The 118 respondents who provided demographic information (one respondent chose not to) fell into the following employment categories:

Respondents by Employment Category

Adjuncts 6%

Faculty 42%

Staff 52%

■ Faculty ■ Staff ■ Adjuncts
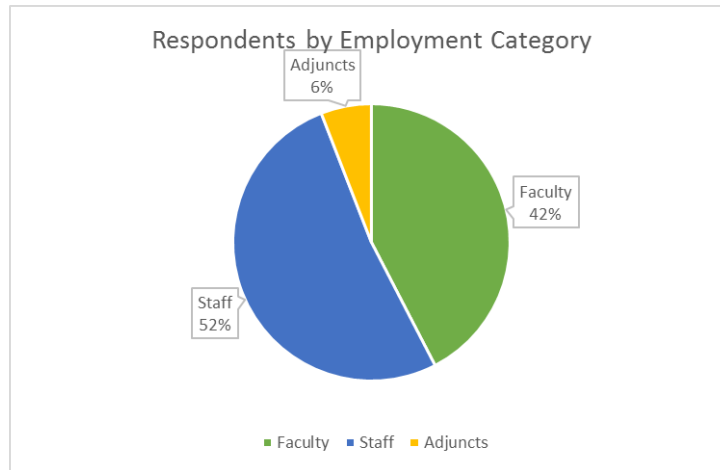
86.4% of the respondents were full-time employees and 13.6% were part-time employees.

Respondents' length of service is as follows:

Respondents' Length of Service

>30 Years 3%

<1 Year 14%

>20 but <30 Years 15%

>1 but <5 Years 26%

>10 but <20 Years 26%

>5 but <10 Years 16%

■ <1 Year
■ >1 but <5 Years
■ >5 but <10 Years
■ >10 but <20 Years
■ >20 but <30 Years
■ >30 Years

56% of the faculty responding have been employed by the college for at least 10 years, whereas 36.7% of the staff fell into this same category.
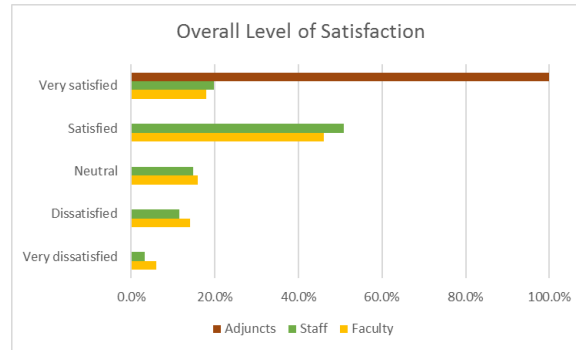
Key Findings:

- Faculty responded that they were least satisfied with the wages/salary they receive and with the laboratory and/or research space available to them. They are most satisfied with their sense of personal safety in the work environment and with the clerical/administrative assistance they receive.
- Staff responded that they were least satisfied with the wages/salary they receive and with communication across campus. They are most satisfied with their understanding of their job responsibilities and with their interactions with both current students and their immediate coworkers.

- Other areas of higher levels of reported dissatisfaction for both groups were with Human Resources services and the cleanliness/maintenance of the work environment.
- With respect to recognition, 87.8% of faculty and 93.4% of the staff rated the importance of the feeling that their work is valued and appreciated as being somewhat important or very important to them. However, informal recognition is more important to both groups than is formal recognition. Recognition for team accomplishments rated as being more important to both groups than did recognition for individual accomplishments. Being recognized by managers/supervisors is more important for both groups than is being recognized by peers or coworkers.
- Notable areas where the responses received from the faulty differed from those received from the staff:
    - -85.3% of the staff responded that they are satisfied or very satisfied with the contribution of their work to the institutional mission vs. 71.5% of faculty reporting so.
    - -87.8% of faculty responded that they are satisfied or very satisfied with their sense of personal safety/security in the work environment vs. 70.5% of the staff reporting so.
    - -81.2% of faculty responded that they are satisfied or very satisfied with the clerical/administrative assistance vs. 55.5% of the staff responding so.
- In the portion of the survey for staff only, less than half of the staff responded that they were satisfied or very satisfied with the institutional leaders' awareness of staff needs, workload for their position or opportunities for professional development and continuing education. Just over half of the staff responded that they were satisfied or very satisfied with the clarity of the performance evaluation process, the usefulness of feedback on the annual performance evaluation, and opportunities to voice concerns and/or provide feedback in their area.
- In the portion of the survey designed for the faculty, less than half were satisfied or very satisfied with laboratory and/or research space. Other areas with just over half the numbers of faculty expressing high satisfaction were the teaching load, service/committee expectations for the position, and opportunities for professional development related to teaching. The majority of faculty reported that they were satisfied or very satisfied with communication within their school (70.9%) and with and with communication with their dean (76.1%).
- As a group, the few adjunct faculty who participated in the survey were very satisfied with their positions and the environment at Barton College.
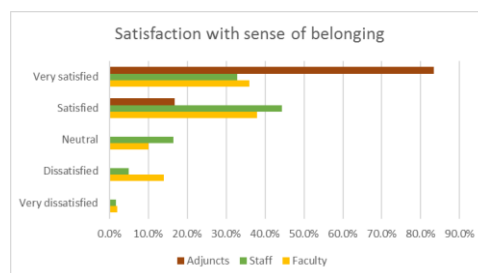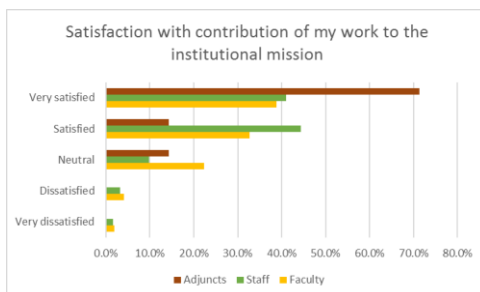
Questions and Overall Results

Job Satisfaction

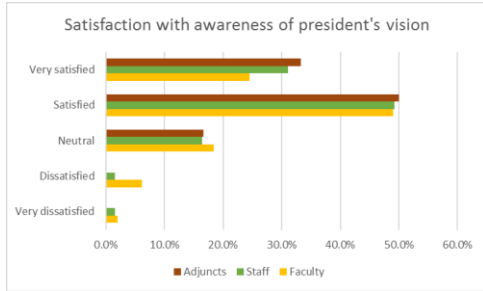| Question 1.1 What is your overall level of satisfaction with your position at Barton College? |
| --- |

Overall Level of Satisfaction

(Bar chart: Adjuncts, Staff, Faculty — satisfaction levels Very satisfied, Satisfied, Neutral, Dissatisfied, Very dissatisfied; x-axis 0.0% to 100.0%)

- 64% of faculty responding are satisfied or very satisfied with their position at Barton College, whereas 70.5% of the staff report that they are satisfied or very satisfied with their position at Barton College. All adjuncts reported being very satisfied with their position.

Question 2. What is your level of satisfaction with each of the following:

- Contribution of my work to the institutional mission
- My awareness of the president's vision
- Communication across the entire campus
- Sense of personal safety in the work environment
- Effectiveness of Human Resources services
- Cleanliness/maintenance of my work environment
- Technology support
- Clerical/administrative assistance

- Sense of belonging
- Commitment of institutional leaders to ongoing improvement
- Salary/wages for the work I do
- Ability to report complaints without fear of retaliation
- Availability of Hackney Library resources
- Cleanliness/maintenance of the overall campus
- Office/work space
- Availability of office equipment and supplies

Satisfaction with contribution of my work to the institutional mission

(Bar chart: Adjuncts, Staff, Faculty; x-axis 0.0% to 80.0%)

Satisfaction with sense of belonging

(Bar chart: Adjuncts, Staff, Faculty; x-axis 0.0% to 90.0%)

- 71.5% of faculty and 85.3% of the staff responded that they are satisfied or very satisfied with the contribution of their work to the institutional mission.
- 74% of faculty and 77.1% of the staff responded that they are satisfied or very satisfied with their sense of belonging at the college.

Satisfaction with awareness of president's vision

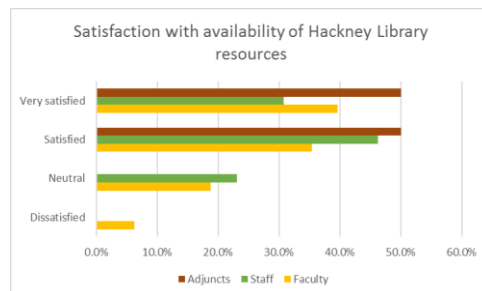Satisfaction with commitment of leaders to improvement

- 73.5% of faculty and 80.3% of the staff responded that they are satisfied or very satisfied with their awareness of the president's vision.
- 62% of faculty and 51.6% of the staff responded that they are satisfied or very satisfied with the commitment of institutional leaders to ongoing improvement.
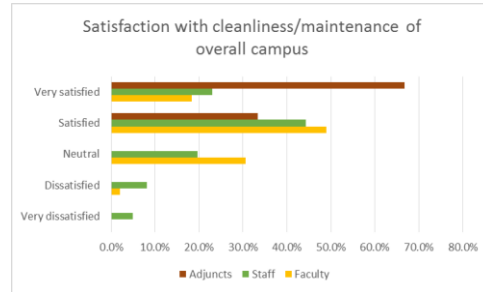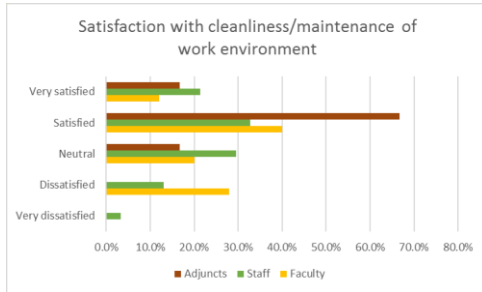

Satisfaction with communication across campus

Satisfaction with salary/wages for the work
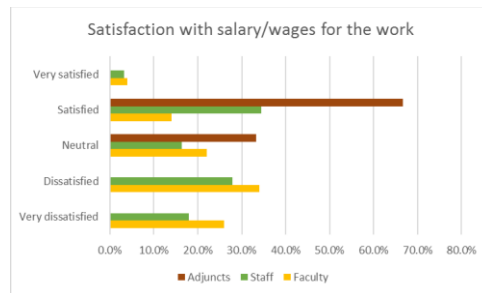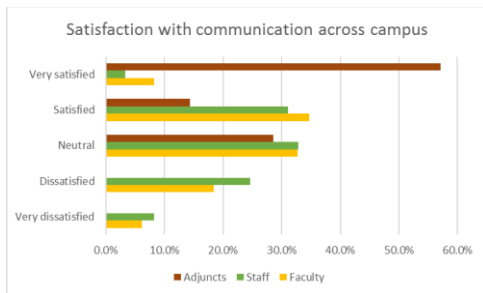
- 42.9% of faculty and 34.4% of the staff responded that they are satisfied or very satisfied with communication across campus.
- 18% of faculty and 37.7% of the staff responded that they are satisfied or very satisfied with the salary/wages for the work they do. Conversely, 60% of faculty and 45.9% of staff are dissatisfied or very dissatisfied with the salary/wages for the work they do.

Satisfaction with sense of personal safety/security in the work environment

Satisfaction with ability to report complaints without fear of retaliation

- 87.8% of faculty and 70.5% of the staff responded that they are satisfied or very satisfied with their sense of personal safety/security in the work environment.
- 56% of faculty and 51.7% of the staff responded that they are satisfied or very satisfied with their ability to report complaints without fear of retaliation.

Satisfaction with effectiveness of Human Resources services

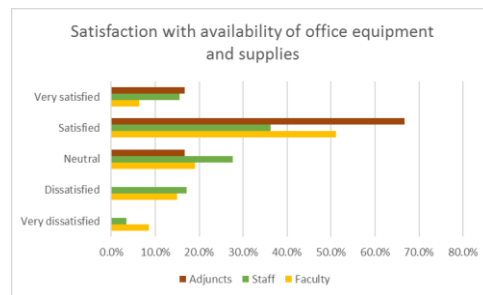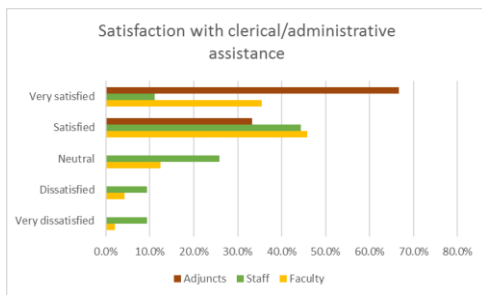Satisfaction with availability of Hackney Library resources

- 45.9% of faculty and 51.7% of the staff responded that they are satisfied or very satisfied with the effectiveness of Human Resources services.
- 75% of faculty and 77% of the staff responded that they are satisfied or very satisfied with the availability of Hackney Library resources.

Satisfaction with cleanliness/maintenance of work environment

Satisfaction with cleanliness/maintenance of overall campus

- 52% of faculty and 54.1% of the staff responded that they are satisfied or very satisfied with the cleanliness/maintenance of their work environment.
- 67.4% of faculty and 67.3% of the staff responded that they are satisfied or very satisfied with cleanliness/maintenance of the overall campus.

Satisfaction with technology support

Satisfaction with office/work space
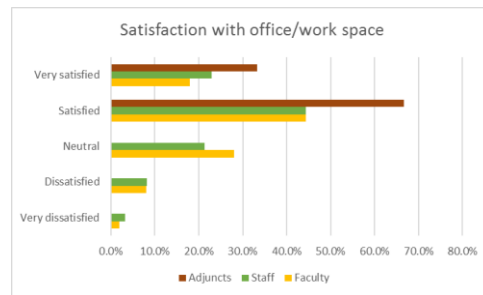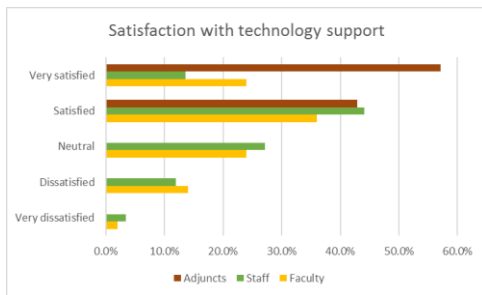
- 60% of faculty and 57.7% of the staff responded that they are satisfied or very satisfied with technology support.
- 62.4% of faculty and 67.3% of the staff responded that they are satisfied or very satisfied with their office/work space.

Satisfaction with clerical/administrative assistance

Satisfaction with availability of office equipment and supplies

- 81.2% of faculty and 55.5% of the staff responded that they are satisfied or very satisfied with the clerical/administrative assistance.
- 57.5% of faculty and 51.7% of the staff responded that they are satisfied or very satisfied with the availability of office equipment and supplies.

| Question 3. Rate the importance of each of the following: |
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◆ Feeling that work is valued and appreciated

◆ Receiving informal recognition for contributions

◆ Receiving recognition for team accomplishments

◆ Being recognized by peers and coworkers

◆ Receiving formal recognition for contributions

◆ Receiving recognition for individual accomplishments

◆ Being recognized by managers/supervisors
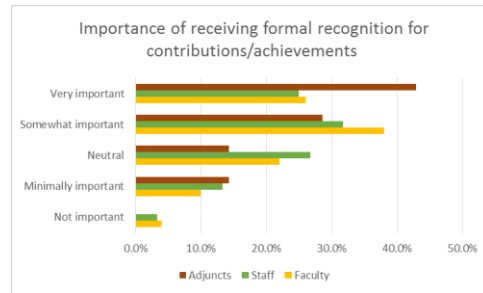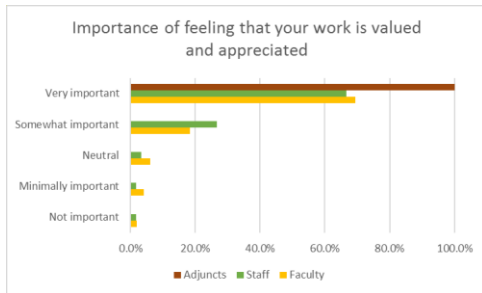
- 87.8% of faculty and 93.4% of the staff rated the importance of the feeling that their work is valued and appreciated as being somewhat important or very important to them.
- 64% of faculty and 56.7% of the staff rated the importance of receiving formal recognition for their contributions/achievements as being somewhat important or very important to them.
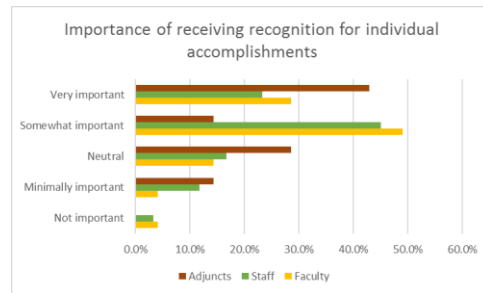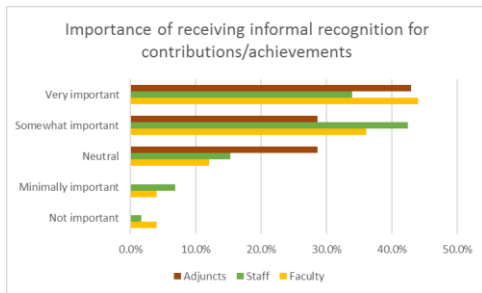
- 80% of faculty and 76.3% of the staff rated the importance of receiving informal recognition for their contributions/achievements as being somewhat important or very important to them.
- 77.6% of faculty and 68.3% of the staff rated the importance of receiving recognition for individual accomplishments as being somewhat important or very important to them.
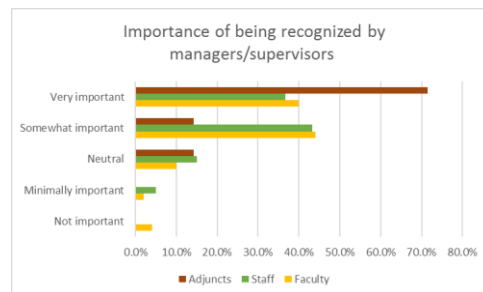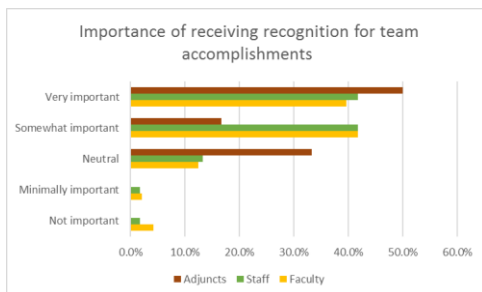

- 81.3% of faculty and 83.4% of the staff rated the importance of receiving recognition for team accomplishments as being somewhat important or very important to them.
- 84% of faculty and 80% of the staff rated the importance of being recognized by managers/supervisors as being somewhat important or very important to them.

Importance of being recognized by peers and coworkers
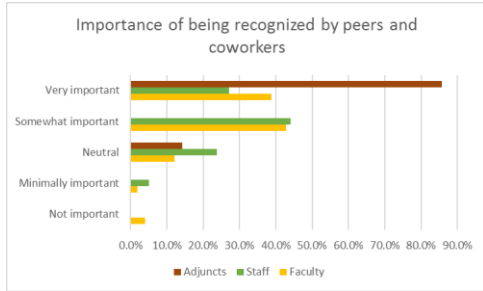
- 81.7% of faculty and 71.2% of the staff rated the importance of being recognized by peers and coworkers as being somewhat important or very important to them.

Question 4. Indicate your agreement or disagreement with each of the following statements:

- The institution treats students as its top priority
- The institution does a good job of meeting the needs of students
- The mission, purpose, and values of this institution are well understood by most employees
- Most employees are generally supportive of the mission, purpose, and values of this institution
- The goals and objectives of this institution are consistent with its mission and values
- The institution promotes excellent employee-student relations

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This institution treats students as its top priority

This institution does a good job of meeting the needs of students
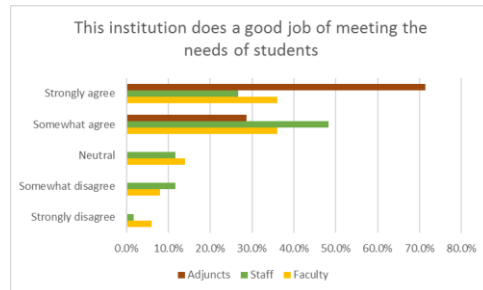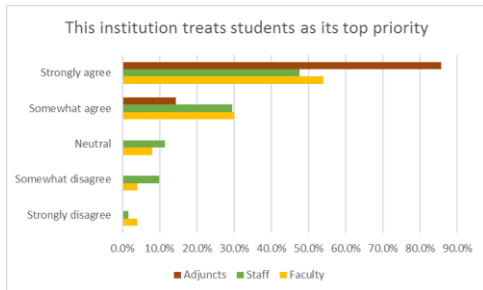
- 84% of faculty and 77% of the staff somewhat agreed or strongly agreed that the institution treats students as its top priority.
- 72% of faculty and 75% of the staff somewhat agreed or strongly agreed that the institution does a good job of meeting the needs of students.

The mission, purpose, and values are well understood by most employees

Most employees are generally supportive of the mission, purpose, and values of the instutition
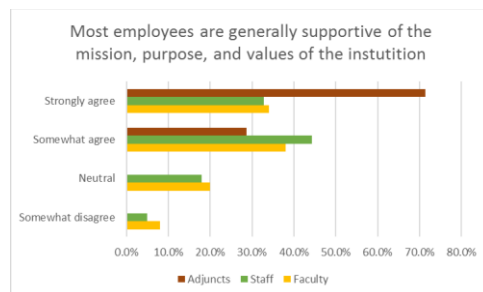
- 60% of faculty and 72.1% of the staff somewhat agreed or strongly agreed that the mission, purpose, and values of the institution are well understood by most employees.
- 72% of faculty and 77.1% of the staff somewhat agreed or strongly agreed that most employees are generally supportive of the mission, purpose, and values of the institution.

The goals and objectives of this institution are consistent with its mission and values

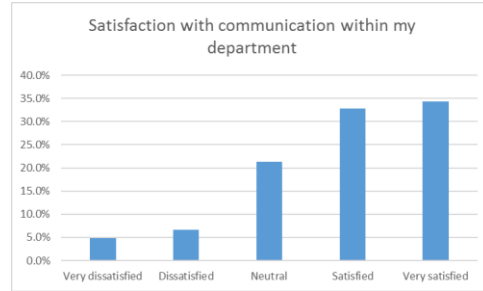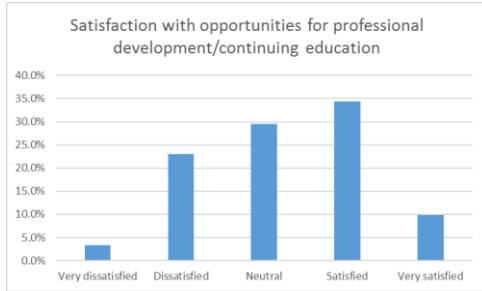This institution promotes excellent employee-student relationships
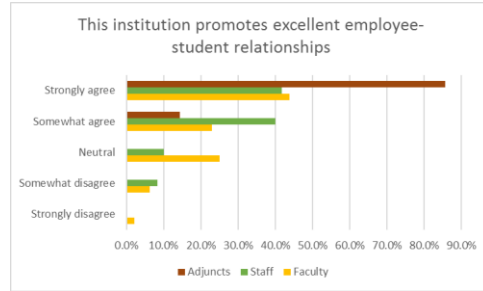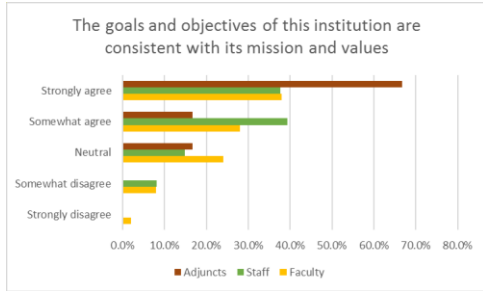
- 66% of faculty and 77% of the staff somewhat agreed or strongly agreed that the goals and objectives of the institution are consistent with its mission and values.
- 66.7% of faculty and 81.7% of the staff somewhat agreed or strongly agreed that the institution promotes excellent employee-student relationships.

STAFF ONLY: Question 6. Indicate your level of satisfaction with each of the following:
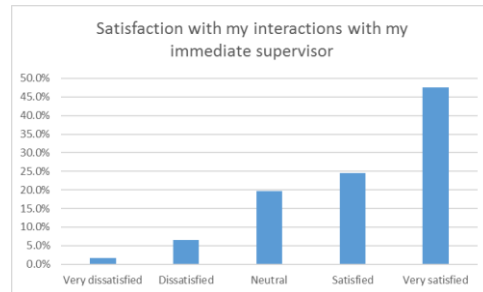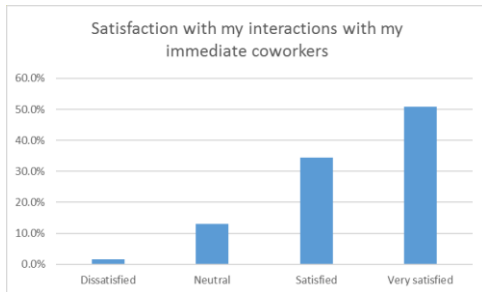
- ◆ Institutional leaders' awareness of staff needs
- ◆ Workload for my position
- ◆ Opportunities for professional development/ continuing education
- ◆ Communication within my department
- ◆ My interactions with my immediate coworkers
- ◆ My interactions with my immediate supervisor
- ◆ My interactions with current students
- ◆ My interactions with alumni
- ◆ My understanding of my job responsibilities
- ◆ My awareness of performance expectations for my position
- ◆ Clarity of the performance evaluation process
- ◆ Usefulness of feedback on annual performance evaluation
- ◆ Opportunities to voice concerns/provide feedback in my area

Satisfaction with institutional leaders' awareness of staff needs


Satisfaction with workload for my position
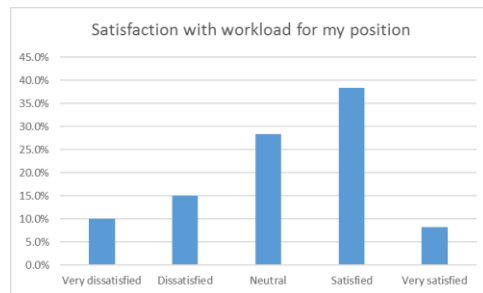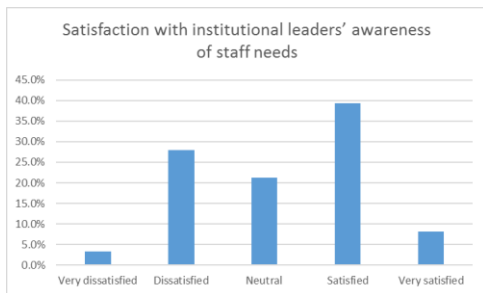
- 47.5% of staff responding are satisfied or very satisfied with the institutional leaders' awareness of staff needs and 46.6% are satisfied or very satisfied with the workload for their position.

Satisfaction with opportunities for professional development/continuing education
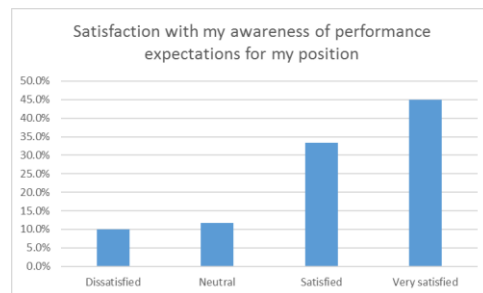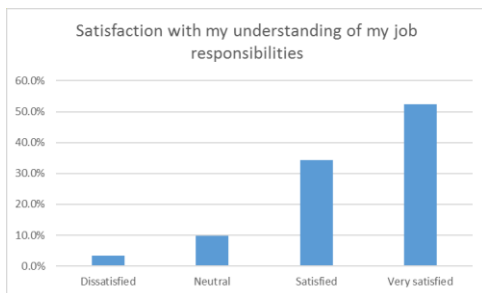

Satisfaction with communication within my department

- 44.2% of staff responding are satisfied or very satisfied with opportunities for professional development and continuing educations and 67.2% are satisfied or very satisfied with communication within their department.

Satisfaction with my interactions with my immediate coworkers

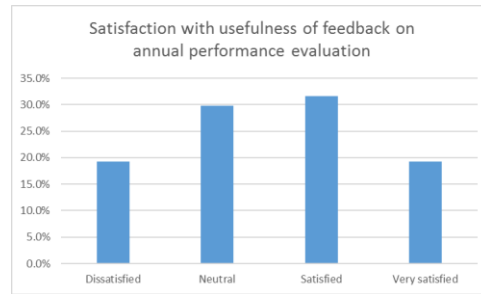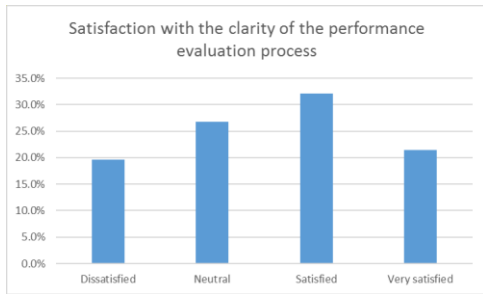Satisfaction with my interactions with my immediate supervisor

- 85.2% of staff responding are satisfied or very satisfied with their interactions with their immediate coworkers and 72.1% are satisfied or very satisfied with their interactions with their immediate supervisor.

Satisfaction with my interactions with current students

Satisfaction with my interactions with alumni
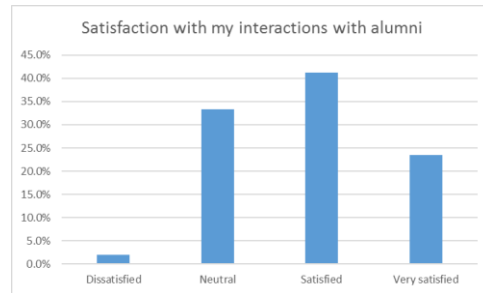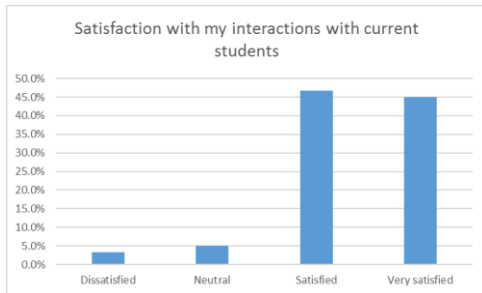
- 91.7% of staff responding are satisfied or very satisfied with their interactions with current students and 64.7% are satisfied or very satisfied with their interactions with alumni.

Satisfaction with my understanding of my job responsibilities

Satisfaction with my awareness of performance expectations for my position

- 86.9% of staff responding are satisfied or very satisfied with their understanding of the job responsibilities and 78.3% are satisfied or very satisfied with their awareness of performance expectations for their position.

Satisfaction with the clarity of the performance evaluation process

Satisfaction with usefulness of feedback on annual performance evaluation

- 53.5% of staff responding are satisfied or very satsfied with the clarity of the performance evaluation process and 50.9% are satisfied or very satisfied with the usefulness of feedback on the annual performance evaluation.

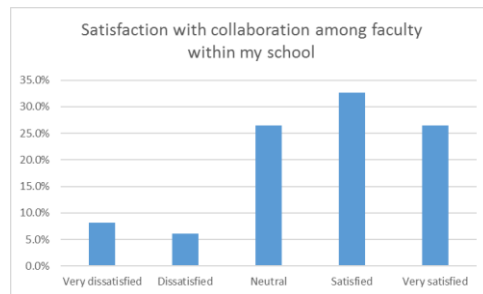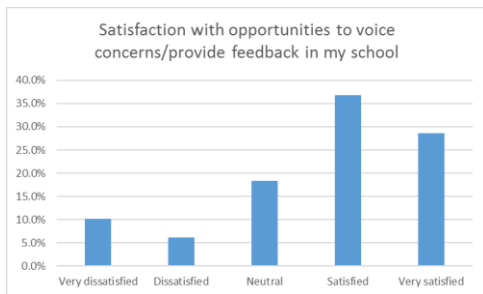Satisfaction with opportunities to voice concerns/provide feedback in my area
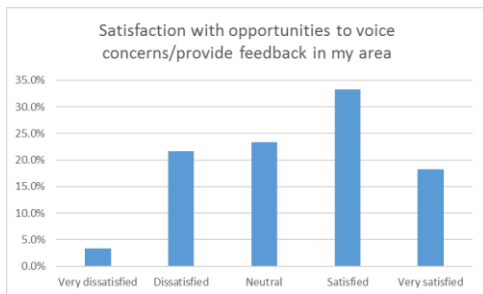
- 51.6% of staff responding are satisfied or very satisfied with opportunities to voice concerns and/or provide feedback in their area.

FACULTY AND ADJUNCTS ONLY: Question 7. Indicate your level of satisfaction with each of the following:

- My sense of belonging in my school
- Leadership of my school dean
- Opportunities to voice concerns/provide feedback in my school
- Collaboration among faculty within my school
- Communication within my school
- Communication with my dean
- My teaching workload
- My advising workload
- Service/committee expectations for my position
- Opportunities for professional development related to research
- Opportunities for professional development related to teaching
- Laboratory and/or research space
- My school's technology support

Satisfaction with my sense of belonging in my school

Satisfaction with the leadership of my school dean
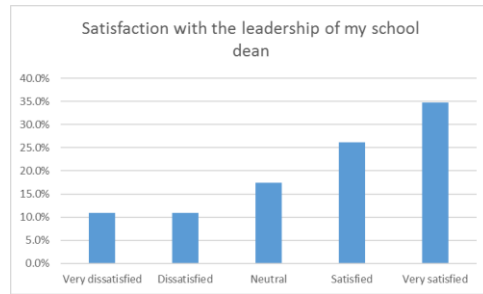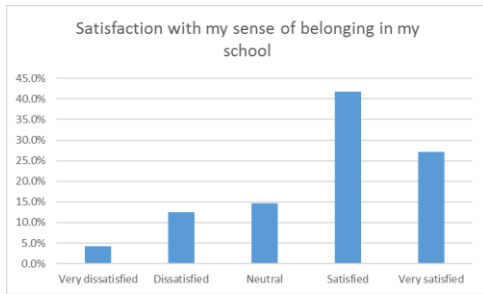
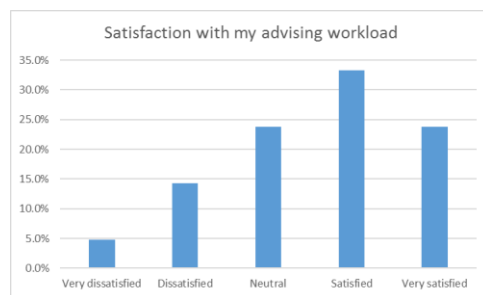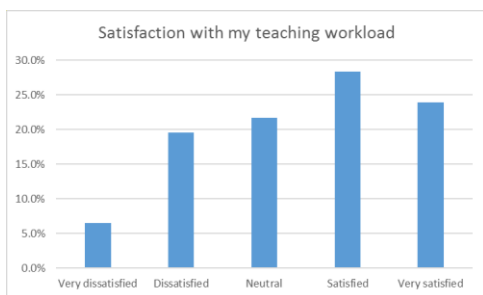- 68.8% of faculty responding are satisfied or very satisfied with their sense of belonging in the school and 60.9% are satisfied or very satisfied with leadership of their school dean.

Satisfaction with opportunities to voice concerns/provide feedback in my school

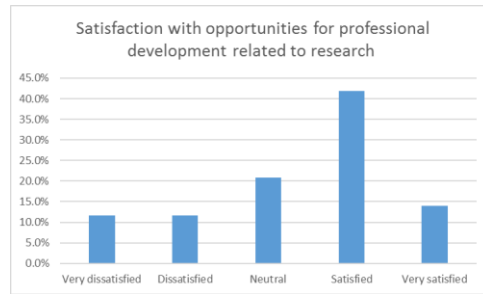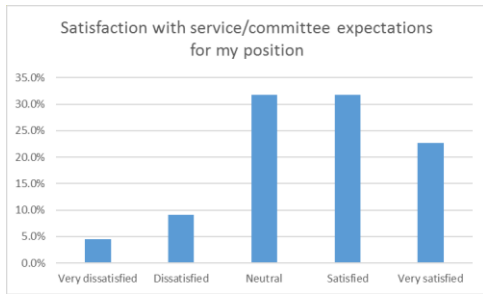Satisfaction with collaboration among faculty within my school

- 65.3% of faculty responding are satisfied or very satisfied with opportunities to voice concerns and/or provide feedback in their school and 59.2% are satisfied or very satisfied with collaboration among faculty within their school.

Satisfaction with communication within my school

Satisfaction with communication with my dean
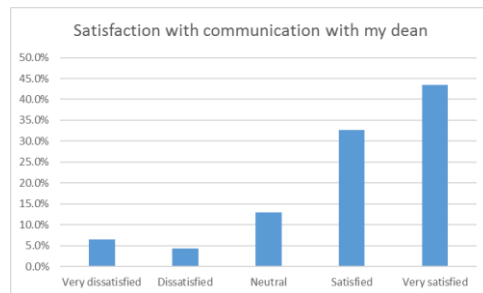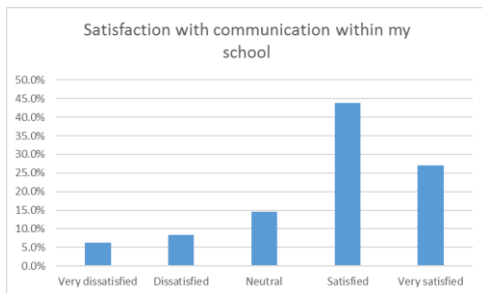
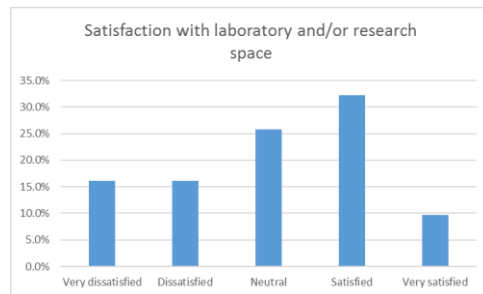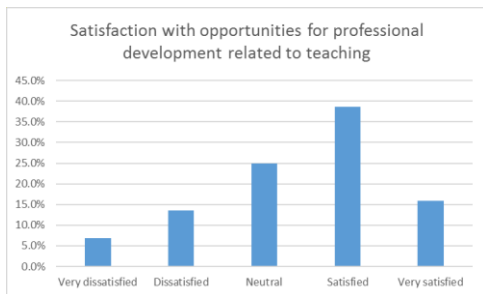- 70.9% of faculty responding are satisfied or very satisfied with communication within their school and 76.1% are satisfied or very satisfied with communication with their dean.

Satisfaction with my teaching workload
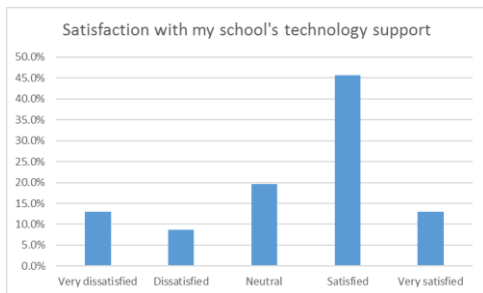

Satisfaction with my advising workload

- 52.2% of faculty responding are satisfied or very satisfied with their teaching workload and 57.1% are satisfied or very satisfied with their advising workload.

Satisfaction with service/committee expectations for my position

Satisfaction with opportunities for professional development related to research

- 54.5% of faculty responding are satisfied or very satisfied with service/committee expectations for their position and 55.9% are satisfied or very satisfied with opportunities for professional development related to research.

Satisfaction with opportunities for professional development related to teaching

Satisfaction with laboratory and/or research space

- 54.5% of faculty responding are satisfied or very satisfied with opportunities for professional development related to teaching and 41.9% are satisfied or very satisfied with laboratory and/or research space.

Satisfaction with my school's technology support

- 58.7% of faculty responding are satisfied or very satisfied with their school's technology support.

Top Seven Responses Receiving the Lowest Mean Scores from Faculty (on a scale of 1-5)

	Mean
Satisfaction with wages for work	2.4
Satisfaction with laboratory and/or research space	3.0
Satisfaction with communication across campus	3.2
Satisfaction with ability to report complaints without fear of retaliation	3.2
Satisfaction with Effectiveness of Human Resources services	3.3
Satisfaction with availability of office equipment and supplies	3.3
Satisfaction with opportunities for professional development related to research	3.3

Top Seven Responses Receiving the Lowest Mean Scores from Staff (on a scale of 1-5)

	Mean
Satisfaction with wages for work	**2.8**
Satisfaction with communication across campus	**3.0**
Satisfaction with institutional leaders' awareness of staff needs	**3.2**
Satisfaction with workload for my position	**3.2**
Satisfaction with opportunities for professional development/continuing education	**3.2**
Satisfaction with ability to report complaints without fear of retaliation	**3.3**
Satisfaction with Effectiveness of Human Resources services	**3.3**

Summary:

Both the satisfaction ratings and comments suggest that the elements that both faculty and staff are most satisfied with are their colleagues and the Barton College community as a whole. Many used the words "family" and "people" to describe what they like most about Barton College. While addressing dissatisfaction with wages/salaries and workload would have financial impacts on the institution, many of the other areas of dissatisfaction, e.g. communication across campus and the performance review process, could be addressed with little or no financial commitment. Insights provided in the section having to do with recognition suggest that the vast majority of Barton employees are intrinsically motivated and most appreciate acknowledgment from supervisors and managers far more than individual recognition.

The hiring of a new Director of Human Resources presents a unique opportunity for the results of this survey to be further studied and employed in ways that could yield very positive results. Communication with employees regarding what was learned by this study and plans to address the feedback received will also be important.