

92%

2023 EMPLOYEE SATISFACTION SURVEY RESULTS



2023 Employee Satisfaction Survey Results

Edison State Community College annually seeks the responses of its employees through an online survey measuring employee satisfaction level based on agreement statements. All permanent, full- and part-time employees, and adjunct faculty who are currently teaching are invited to complete the survey, managed through the Office of Accreditation and Academic Effectiveness.

Results

The results for the 2023 Employee Satisfaction Survey are presented here.

Survey Instrument

The previous survey, based on the Malcom Baldrige “Are We Making Progress,” had been in place since 2010. The Baldrige categories and the importance rating section were removed to make the survey more manageable for the respondent.

In 2023, the survey was changed to focus on adapted statements from the HLC Criteria as a measurement of how satisfied employees of Edison State in meeting the institution’s obligations to the students, staff, and community. This survey will serve as an annual assessment tool to measure the impact of improvements implemented across the institution.

The request to participate in the online survey is delivered to employees through their Edison State email account, with the link to the survey included in the message. The online survey is anonymous with results reported by employment classification as well as in aggregate. Employees are asked to indicate their agreement with 25 statements using a four-point scale. An N/A option was available for those who do not have enough exposure to analyze the statement.

Strongly Agree	Agree	Disagree	Strongly Disagree
-----------------------	--------------	-----------------	--------------------------

Response Rate

The Satisfaction response rate is determined by calculating the positive response rate. This is done by adding the count of the ‘agree’ and dividing by the total of the ‘agree’ and ‘disagree.’ In this example, the Satisfaction Rate is 89.7%; $(11+24) / (11+24+4)$.

Strongly Agree	Agree	Disagree	Strongly Disagree
11	24	4	0

Participation

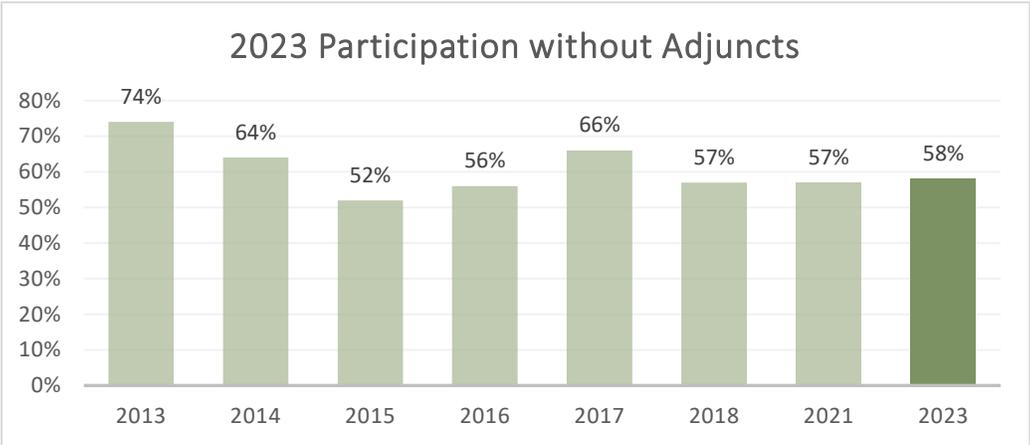
All permanent, full- and part-time employees and adjunct faculty who are currently teaching in the Spring 2023 semester solicited for the survey. The 2023 participation response rate was lower than the 2021 year with 38.02% of employees responding. (2021 = 37.46%; 2018 = 39.3%; 2017 = 48%; 2016 = 35%)

Participation by Employment Category	2023			
	Participated	Total	Percentage	% of Total
FT Faculty	31	47	65.96%	26.05%
Classified & Professional/Technical Staff	52	101	51.49%	43.70%
Administration	12	17	70.06%	10.08%
Adjunct	24	148	16.22%	20.17%
Total	119	313	38.02%	100%



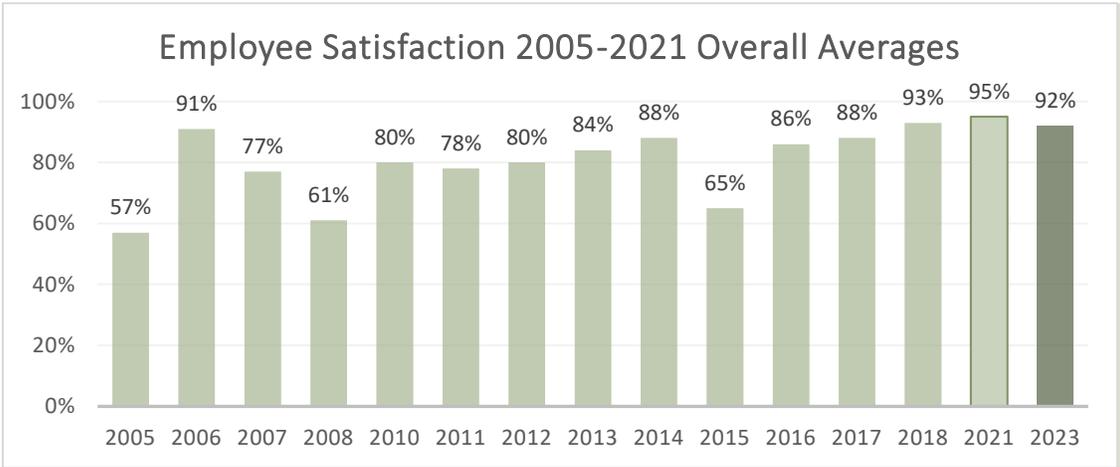
Participation is also review without the adjunct faculty group. This is done due to the number of adjuncts and their level of engagement. In this view, the 2021 participation response rate was 57%.

Employee Satisfaction Survey	2015	2016	2017	2018	2019	2020	2021	2023
Participation Rate without Adjuncts	52%	56%	66%	57%	n/a	n/a	57%	58%

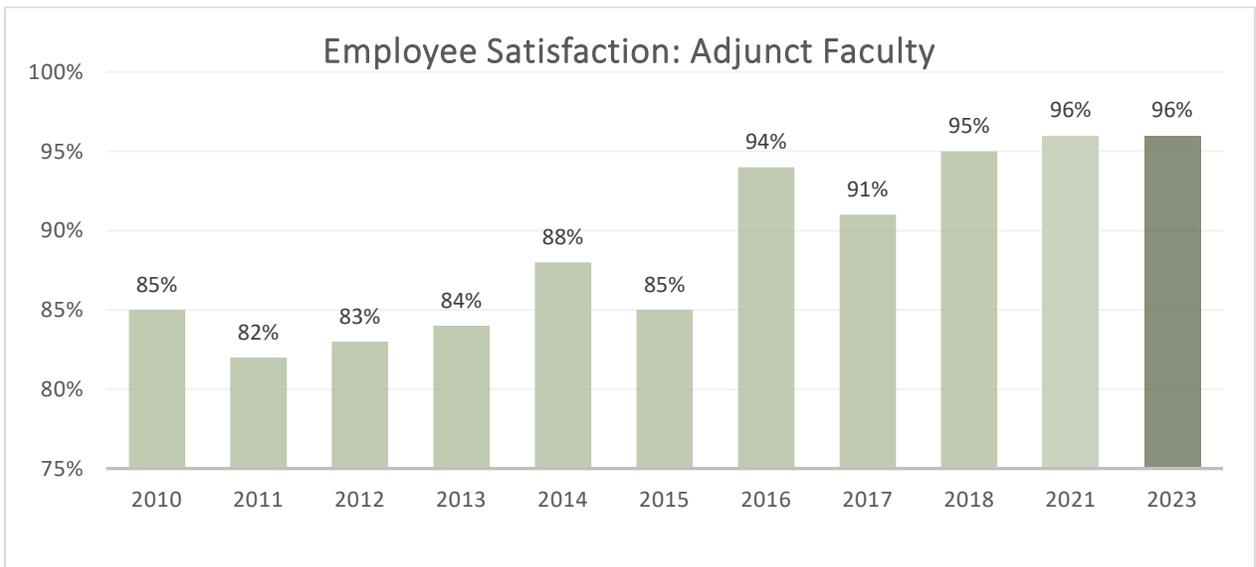


Satisfaction Rate

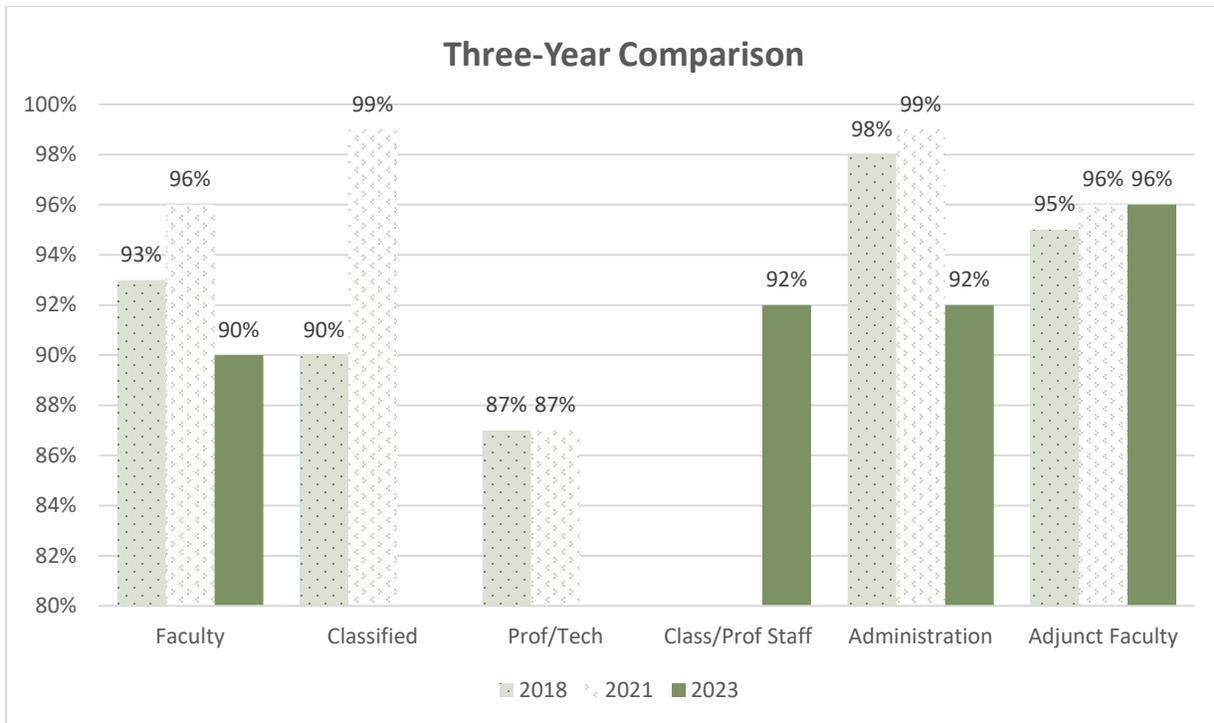
The 2023 satisfaction rate, based on response by the participating employees was 92%. This is a slight drop from the past years, however well within target range. The range is from 90% (Faculty) to 96% (Adjunct Faculty).



The overall average is broken down by employment classification and is reviewed collectively as well as by classification for both the current year and longitudinally. Beginning 2023, all Classified and Professional-Technical Staff were combined into a “Staff” category.







High Satisfaction Statements

2021 Employee Satisfaction Statements Receiving 90% or greater, overall	Satisfaction Rate
Edison State provides academic advising suited to its offerings and the needs of its students.	97.39%
The goals incorporated into the mission and any related statements are realistic in light of the Edison State’s organization, resources and opportunities.	95.58%
Edison State's mission is articulated publicly and operationalized throughout the institution.	94.87%
Edison State provides student support services suited to the needs of its student populations.	91.38%
Edison State uses data on student retention, persistence, and completion of programs to make improvements as warranted.	91.35%

2021 Employee Satisfaction Statements Receiving 80%-89%, overall	Satisfaction Rate
Edison State implements its plans to systematically improve its operations and student outcomes.	88.89%
Edison State’s leadership demonstrates that it is effective and enables the institution to fulfill its mission.	87.93%
Edison State provides the resources necessary to support effective teaching and learning including technological infrastructure, scientific laboratories, and library materials.	87.39%

2021 Employee Satisfaction Statements Receiving 80%-89%, overall	Satisfaction Rate
The education and services offered by Edison State recognizes the human and cultural diversity and provides students with growth opportunities and lifelong skills to live and work in a multicultural world.	87.27%
Edison State provides opportunities for civic engagement in a diverse, multicultural society and globally connected world, as appropriate within its mission and for the constituencies it serves.	86.73%
Edison State presents itself clearly and completely to its students and to the public.	86.32%
Edison State maintains and exercises authority over the prerequisites for courses, rigor of courses, expectations for student learning, and access to learning resources.	86.14%
Edison State supports professional development for its faculty, staff, and administrators.	86.09%
I would feel comfortable coming forward if I experience sexual harassment, discrimination, or insults from a student, instructor, or staff member.	84.35%
Edison State's administration ensures that faculty and, when appropriate, staff and students are involved in setting academic requirements, policy and processes through effective collaborative structures.	83.49%
Edison State's leadership uses data to reach informed decisions in the best interests of the institution and its constituents.	82.73%
Edison State has the faculty and staff needed for effective, high-quality programs and student services.	80.87%
Edison State ensures that its online courses are equivalent in learning outcomes and levels of achievement to its higher education curriculum.	80.20%

Low Satisfaction Statements

2021 Employee Satisfaction Statements Receiving 70%-79%, overall	Satisfaction Rate
I believe Edison State will take appropriate action in response to incidents of discrimination and/or bias.	78.95%
Edison State follows policies and processes to ensure fair and ethical behavior on the part of its governing board, administration, faculty and staff.	78.45%
I feel I can state my ideas and perspectives openly at Edison State.	73.91%
Edison State ensures that its dual credit courses or programs for high school students are equivalent in learning outcomes and levels of achievement to its higher education curriculum.	73.68%
I feel the leadership at Edison State treats all employees fairly.	72.17%

2021 Employee Satisfaction Statements Receiving below 70%, overall	Satisfaction Rate
Course quality and learning goals are consistent across all modes of delivery (lecture,	68.63%

2021 Employee Satisfaction Statements Receiving below 70%, overall	Satisfaction Rate
web-flex, online, and high school)	

Discrimination Experience	Experience Rating
I have felt discriminated during my career at Edison State because of my race, ethnicity, gender, sexual orientation, and/or age. (Lower score is desired)	17.39%

Recommend Edison State	Experience Rating
Would Recommend working at Edison State to a Friend.	88.24%

Comments Received

Employees were given the ability to provide comments on each section of the survey. In total, 153 comments were provided. Edison State will use these to help identify areas of improvement.

Review and Analysis

The results of the 2023 Employee Satisfaction Survey are compiled by the Office of Accreditation and Academic Effectiveness. In addition to this report, the results are presented in full to the college President and Cabinet. The Board of Trustees will receive a formal report and presentation of the results during the summer Board Retreat. This report is distributed to all employees of the college. Questions about the results can be addressed to the President, Provost, Vice Presidents, or Dean of Accreditation and Academic Effectiveness.

A summary of the results for the 25 statements appear on the following pages.

Note: Inclusion and Belonging is a new component. This year's answers will serve as our starting point to address issues of Inclusion and Belonging on our campus.

2023 Employee Satisfaction Data Table

STATEMENT	Admin	Staff	Faculty	Adjunct	All Employees
# of Respondents	12	52	31	24	119
Total Count in Group	17	101	47	148	313
Response Percentage	70.06%	51.49%	65.96%	16.22%	
MISSION AND INTEGRITY					
Edison State's mission is articulated publicly and operationalized throughout the institution.	100.00%	92.31%	96.77%	95.45%	94.87%
Edison State provides opportunities for civic engagement in a diverse, multicultural society and globally connected world, as appropriate within its mission and for the constituencies it serves.	83.33%	88.24%	83.87%	89.47%	86.73%
Edison State follows policies and processes to ensure fair and ethical behavior on the part of its governing board, administration, faculty and staff.	58.33%	68.63%	90.00%	95.65%	78.45%
Edison State presents itself clearly and completely to its students and to the public.	100.00%	80.77%	90.00%	86.96%	86.32%
Overall Average	85.42%	82.48%	90.16%	91.88%	86.59%
LEADERSHIP					
Edison State's leadership demonstrates that it is effective and enables the institution to fulfill its mission.	81.82%	82.69%	93.55%	95.45%	87.93%
Edison State's leadership uses data to reach informed decisions in the best interests of the institution and its constituents.	75.00%	80.00%	83.87%	94.12%	82.73%
Edison State's administration ensures that faculty and, when appropriate, staff and students are involved in setting academic requirements, policy and processes through effective collaborative structures.	91.67%	71.11%	93.55%	90.48%	83.49%
The goals incorporated into the mission and any related statements are realistic in light of the Edison State's organization, resources and opportunities.	100.00%	94.00%	96.67%	95.45%	95.58%
Edison State implements its plans to systematically improve its operations and student outcomes.	100.00%	82.69%	90.00%	95.65%	88.89%
Overall Average	89.70%	82.10%	91.53%	94.23%	87.72%
QUALITY OF PROGRAMS AND SUPPORTIVE SERVICES					
Course quality and learning goals are consistent across all modes of delivery (lecture, web-flex, online, and high school)	75.00%	62.16%	58.62%	87.50%	68.63%
The education and services offered by Edison State recognizes the human and cultural diversity and provides students with growth opportunities and lifelong skills to live	81.82%	86.67%	90.32%	86.96%	87.27%

STATEMENT	Admin	Staff	Faculty	Adjunct	All Employ
and work in a multicultural world.					
Edison State has the faculty and staff needed for effective, high-quality programs and student services.	66.67%	69.39%	90.55%	95.65%	80.87%
Edison State supports professional development for its faculty, staff, and administrators.	100.00%	77.08%	87.10%	95.83%	86.09%
Edison State provides student support services suited to the needs of its student populations.	91.67%	88.00%	96.77%	91.30%	91.38%
Edison State provides academic advising suited to its offerings and the needs of its students.	100.00%	98.00%	96.77%	95.65%	97.39%
Edison State provides the resources necessary to support effective teaching and learning including technological infrastructure, scientific laboratories, and library materials.	91.67%	82.22%	87.10%	95.65%	87.39%
Overall Average	86.69%	80.50%	87.16%	92.65%	85.57%
EVALUATION AND IMPROVEMENT					
Edison State uses data on student retention, persistence, and completion of programs to make improvements as warranted.	91.67%	88.37%	96.77%	88.89%	91.35%
Edison State maintains and exercises authority over the prerequisites for courses, rigor of courses, expectations for student learning, and access to learning resources.	100.00%	82.50%	82.76%	90.91%	86.14%
Edison State ensures that its dual credit courses or programs for high school students are equivalent in learning outcomes and levels of achievement to its higher education curriculum.	50.00%	76.32%	67.86%	89.47%	73.68%
Edison State ensures that its online courses are equivalent in learning outcomes and levels of achievement to its higher education curriculum.	83.33%	73.68%	83.33%	85.71%	80.20%
Overall Average	81.25%	80.22%	82.68%	88.75%	82.84%
INCLUSION AND BELONGING					
1.I feel I can state my ideas and perspectives openly at Edison State.	66.67%	70.00%	80.00%	78.26%	73.91%
2.I have felt discriminated against during my career at Edison State because of my race, ethnicity, gender, sexual orientation, and/or age. (Lower score is desired)	9.10%	20.00%	16.67%	16.67%	17.39%
3.I would feel comfortable coming forward if I experience sexual harassment, discrimination, or insults from a student, instructor, or staff member.	91.67%	79.59%	93.55%	78.26%	84.35%
4.I believe Edison State will take appropriate action in response to incidents of discrimination and/or bias.	66.67%	73.47%	86.67%	86.96%	78.95%
5.I feel the leadership at Edison State treats all employees fairly.	66.67%	56.86%	90.00%	86.36%	72.17%
Overall Average (excluding question 2)	72.92%	69.98%	87.55%	82.46%	77.35%