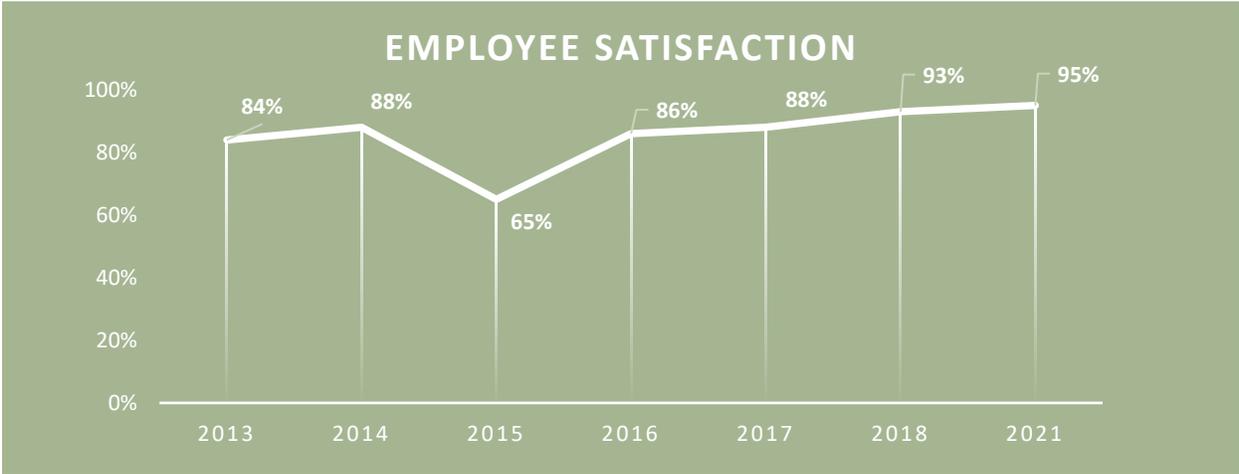


95%

# 2021 EMPLOYEE SATISFACTION SURVEY RESULTS



# 2021 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 solicited for the survey, managed through the Office of Institutional Planning and Effectiveness.

## Results

The results for the 2021 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. Prior to then, a similarly-stated survey was delivered however the rating scale was significantly different. Effective this year, the Baldrige categories and the importance rating section were removed to make the survey more manageable for the respondent. The remaining 50 statements are consistent with prior years. An additional section relating to the handling of COVID was added to this years survey.

The request to participate in the online survey is delivered to employees, by employment classification, through their Edison 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 50 statements using a five-point scale.

|                |       |                            |          |                   |
|----------------|-------|----------------------------|----------|-------------------|
| Strongly Agree | Agree | Neither Agree nor Disagree | 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%;  $(11+24) / (11+24+4)$ . The ‘Neither Agree nor Disagree’ responses are discarded.

| Strongly Agree | Agree | Neither Agree nor Disagree | Disagree | Strongly Disagree |
|----------------|-------|----------------------------|----------|-------------------|
| 11             | 24    | 3                          | 4        | 0                 |

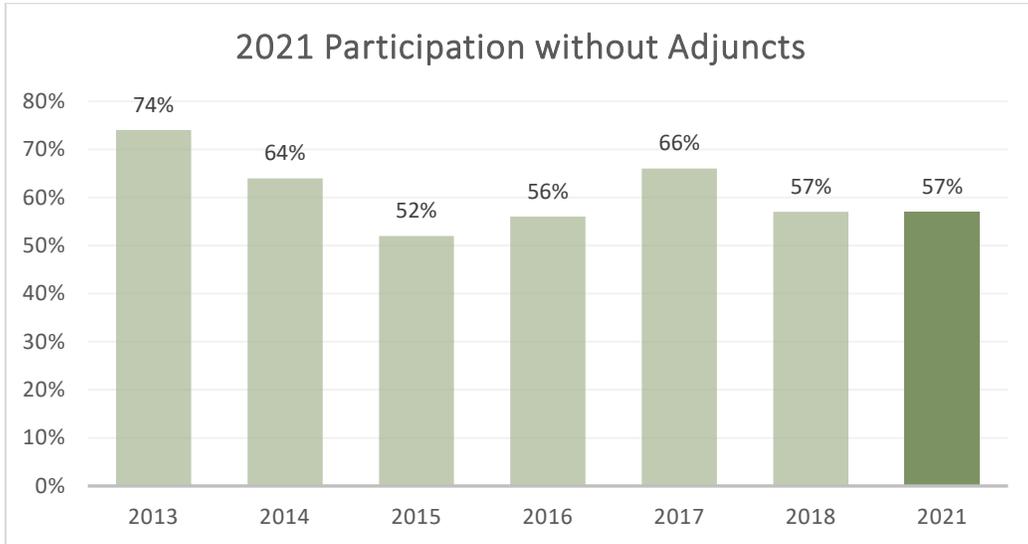
### Participation

All permanent, full- and part-time employees, and adjunct faculty who are currently teaching in the 2020-2021 academic year are solicited for the survey. The 2021 participation response rate was lower than the 2018 year with 37.46% of employees responding. (2018 = 39.3%; 2017 = 48%; 2016 = 35%)

| Participation by Employment Category | 2021         |            |               |            |
|--------------------------------------|--------------|------------|---------------|------------|
|                                      | Participated | Total      | Percentage    | % of Total |
| FT Faculty                           | 28           | 46         | 60.87%        | 25%        |
| Classified                           | 17           | 41         | 41.46%        | 15.18%     |
| Professional/Technical               | 38           | 58         | 65.52%        | 33.93%     |
| Administration                       | 7            | 13         | 53.85%        | 6.25%      |
| Adjunct                              | 22           | 141        | 15.60%        | 19.64%     |
| <b>Total</b>                         | <b>112</b>   | <b>299</b> | <b>37.46%</b> |            |

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        | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 |
|-------------------------------------|------|------|------|------|------|------|------|------|------|
| Participation Rate without Adjuncts | 74%  | 64%  | 52%  | 56%  | 66%  | 57%  | n/a  | n/a  | 57%  |



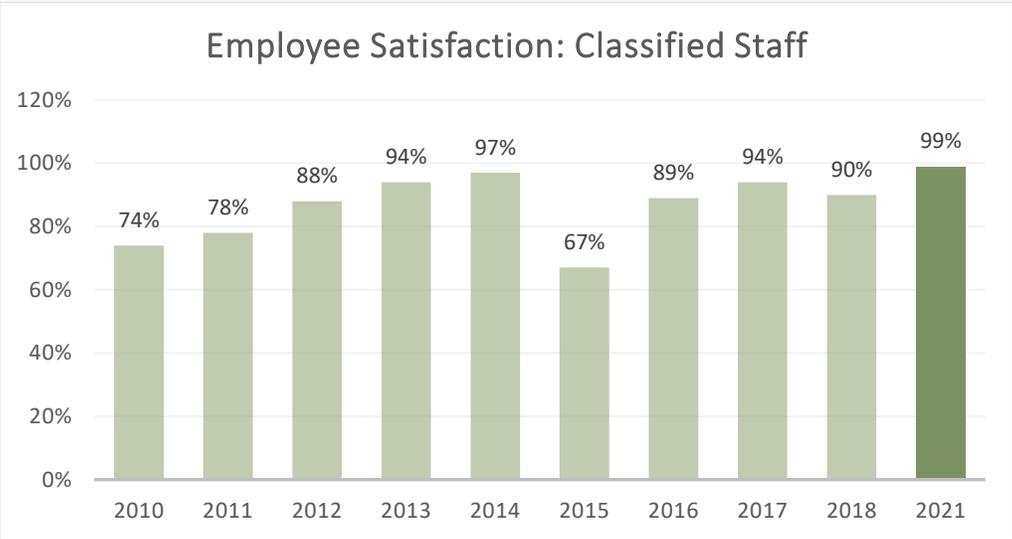
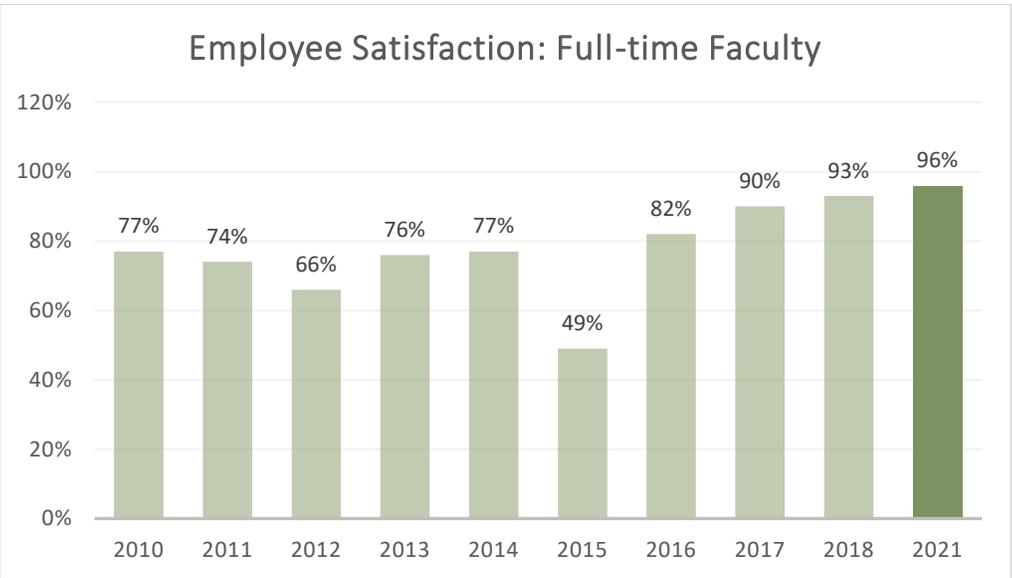
### Satisfaction Rate

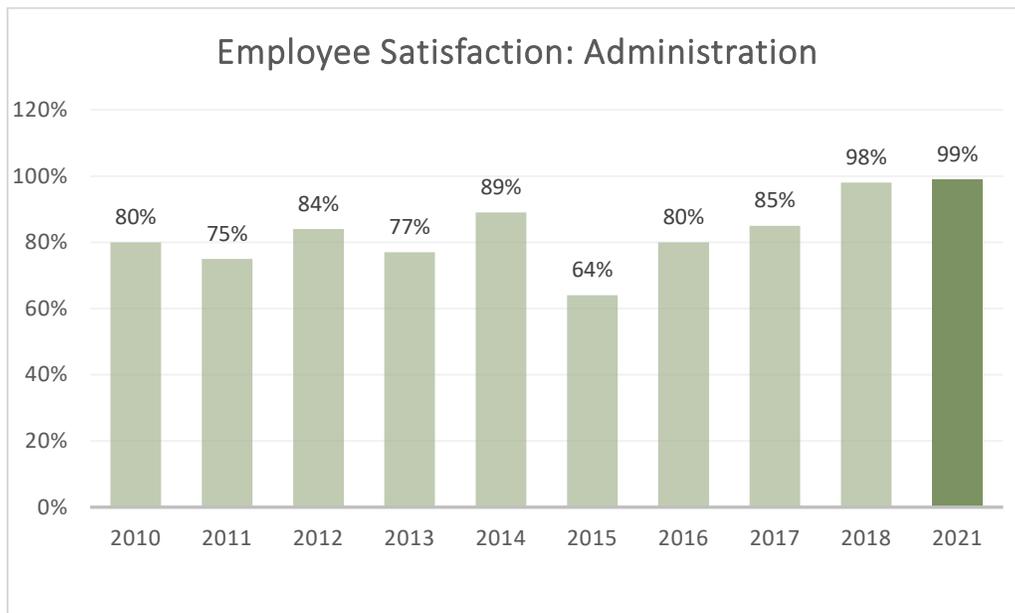
The 2021 satisfaction rate, based on response by the participating employees was 95%. This is an improvement from the prior years and is the highest satisfaction rate received. The range is from 87% (Professional/Technical Staff) to 99% (Administration and Classified Staff).

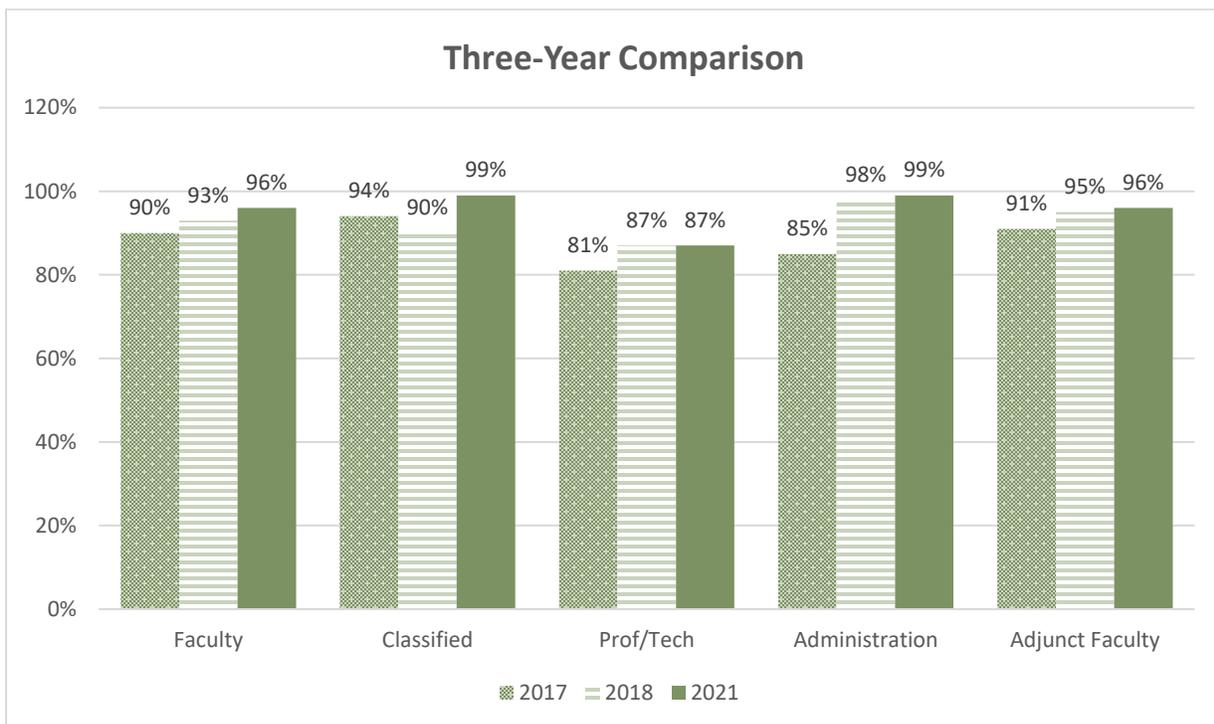
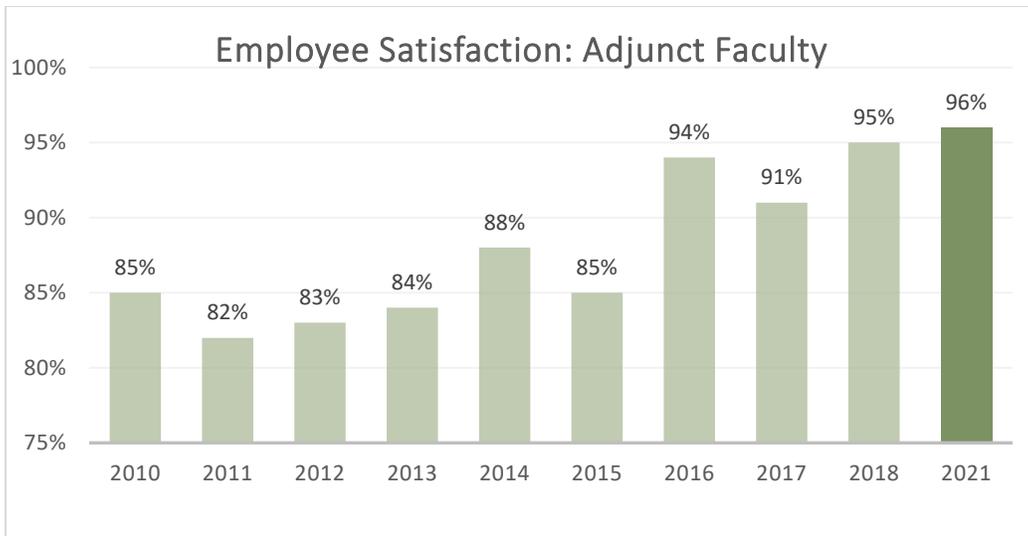


The overall average is broken down by employment classification and is reviewed collectively as well as by classification for both the current year and longitudinally.









#### High Satisfaction Statements

Forty-seven (94%) of the 50 statements received an overall (all classifications) satisfaction rate of 90% or greater. Three (6%) received an overall rate of 80% to 89%.

| <b>2021 Employee Satisfaction Statements<br/>Receiving 90% or greater, overall</b>  | <b>Satisfaction<br/>Rate</b> |
|---|------------------------------|
| Edison is a good place to work.   | 100%                         |
| Edison's President makes decisions in a timely fashion.   | 99%                          |
| I know the primary functions of my department.  | 99%                          |
| My co-workers respect diversity.  | 99%                          |
| I know how my job fits into the mission of the college and supports the College End Goals.  | 99%                          |
| I can rely on my colleagues/co-workers when needed to get the job done.   | 99%                          |
| I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals. | 98%                          |
| Edison's Senior Administration fosters a student-oriented approach in programs and services.  | 98%                          |
| Sufficient opportunities are available for me to communicate with my immediate supervisor.  | 98%                          |
| I have sufficient information to perform my job.  | 98%                          |
| I have sufficient opportunities to be informed about what is going on at Edison.  | 97%                          |
| I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.                      | 97%                          |
| Edison has high standards and ethics.   | 97%                          |
| Edison is innovative.   | 97%                          |
| There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff.                      | 97%                          |
| I have a safe environment.  | 97%                          |
| My immediate work environment enhances my ability to perform my job well.   | 97%                          |
| I have the technology I need to successfully do my job.   | 97%                          |
| Edison encourages creative and innovative ideas.  | 96%                          |
| Sufficient opportunities are available to communicate with Edison's President.  | 96%                          |
| Institutional policies and procedures have been clearly communicated to me.   | 96%                          |
| Edison does a good job of communicating budget resource allocation decisions to employees.  | 96%                          |
| We use continuous quality improvement tools when processes need to be improved.   | 96%                          |
| The decisions that are made reflect Edison's mission.   | 96%                          |
| I want to be working at Edison three years from now.  | 96%                          |
| The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.                       | 96%                          |
| Edison's College End Goals and strategic initiatives have clear criteria.   | 96%                          |
| There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff.                      | 96%                          |
| Overall, there is a spirit of cooperation among Edison employees.   | 96%                          |

| <b>2021 Employee Satisfaction Statements<br/>Receiving 90% or greater, overall</b>                               | <b>Satisfaction<br/>Rate</b> |
|--|------------------------------|
| New ideas for improving the quality of my work environment are encouraged.                                       | 96%                          |
| Edison supports job-related training.  | 96%                          |
| There is a positive working relationship between Edison's staff and Senior Administration.                       | 95%                          |
| There is a positive working relationship between Edison's Senior Administration and faculty.                     | 95%                          |
| There is a positive working relationship between Edison's President and Senior Administration.                   | 95%                          |
| There is a positive working relationship between Edison's President and faculty.                                 | 95%                          |
| Edison provides opportunities to explore alternative work schedules appropriate to my position.                  | 95%                          |
| Sufficient opportunities are available to communicate with the Vice President of my area.                        | 94%                          |
| I know the primary strategic plans and goals of my department.   | 94%                          |
| Edison's College End Goals and strategic initiatives have measureable outcomes.                                  | 94%                          |
| My supervisor and my organization care about me.   | 94%                          |
| Edison places a high priority on professional development.   | 94%                          |
| I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals. | 93%                          |
| I understand how Edison develops policies and procedures.  | 92%                          |
| Edison is open to change.  | 92%                          |
| Job satisfaction is a priority of Edison's President and Senior Administration.                                  | 92%                          |
| I feel well informed about what is going on in my department.  | 90%                          |
| Overall, there have been positive changes in the Edison environment in the past year.                            | 90%                          |

| <b>2021 Employee Satisfaction Statements<br/>Receiving 80%-89%, overall</b>   | <b>Satisfaction<br/>Rate</b> |
|---|------------------------------|
| It is safe for me to share questions, concerns, and ideas with my co-workers. | 89%                          |
| Overall, I feel valued as an employee of the college.                         | 88%                          |
| I am satisfied with the freedom I have to openly express my viewpoint.        | 85%                          |

**Low Satisfaction Statements**

No statements received an overall rating below 85%. This compares to 1 statement below 80% in 2018; 7 statements below 80% in 2017; and 12 statements below 80% in 2016.

The breakdown of high and low percentages by employment classification shows that 1 statement received an overall average of 100%; and the remaining 49 (98%) of the 50 statements received a 100% satisfaction rating by one or more classifications. This compares to 2018 with no statements receiving an overall average of 100%; and 48 (96%) statements receiving 100% satisfaction by one or more classifications. The lowest satisfaction rating by classification was 64% as compared to 70% in 2018.

| <b>2018 Employee Satisfaction Statements<br/>Receiving 100% overall satisfaction rating</b> | <b>Overall<br/>Satisfaction<br/>Rate</b> |
|---|--|
| Edison is a good place to work.   | 100%                                     |

| <b>2021 Employee Satisfaction Statements<br/>Receiving the lowest rating</b> | <b>Lowest<br/>Satisfaction<br/>Rate</b> | <b>Overall<br/>Satisfaction<br/>Rate</b> |
|--|---|--|
| I am satisfied with the freedom I have to openly express my viewpoint.       | 64%                                     | 85%                                      |
| <b>2018 Comparison on above statement</b>                                    | 70%                                     | 87%                                      |
| <b>2017 Comparison on above statement</b>                                    | 67%                                     | 81%                                      |

### Comments Received

Thirty-three comments were received mentioning such items administration, salary, budget, security, policies, communication, scheduling, Wi-Fi, athletics, and marketing. The comments have been forwarded to the President and Cabinet members for review. A visualization is presented here to offer the reader an impression of the comments received.

### Review and Analysis

The results of the 2021 Employee Satisfaction Survey are compiled by the Office of Institutional Planning and 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 Assistant Dean for Accreditation and Academic Effectiveness.

A summary of the results for the 50 statements appear on the following pages.

*2021 Employee Satisfaction Data Table*

| STATEMENT   | Admin      | Prof/Tech  | Classified | Faculty    | Averages<br>without<br>Adjuncts | Adjunct      | Averages<br>with<br>Adjuncts |
|---|------------|------------|------------|------------|---------------------------------|--------------|------------------------------|
| <b># of Respondents</b>   | <b>7</b>   | <b>38</b>  | <b>17</b>  | <b>28</b>  |                                 | <b>22</b>    |                              |
| <b>Total Count in Group</b>   | <b>13</b>  | <b>58</b>  | <b>41</b>  | <b>46</b>  | <b>93%</b>                      | <b>141</b>   |                              |
| <b>Response Percentage</b>  | <b>54%</b> | <b>66%</b> | <b>41%</b> | <b>61%</b> |                                 | <b>15.6%</b> |                              |
| I know Edison's mission statement and what we are trying to accomplish through the Strategic Master Plan, Core Themes, and College End Goals. | 100%       | 95%        | 100%       | 100%       | 98%                             | 94%          | 98%                          |
| Edison encourages creative and innovative ideas.  | 100%       | 91%        | 93%        | 96%        | 94%                             | 100%         | 96%                          |
| Edison's Senior Administration fosters a student-oriented approach in programs and services.  | 100%       | 91%        | 100%       | 100%       | 96%                             | 100%         | 98%                          |
| Sufficient opportunities are available for me to communicate with my immediate supervisor.  | 100%       | 94%        | 100%       | 96%        | 98%                             | 100%         | 98%                          |
| Sufficient opportunities are available to communicate with the Vice President of my area.   | 100%       | 88%        | 100%       | 96%        | 94%                             | 88%          | 94%                          |
| Sufficient opportunities are available to communicate with Edison's President.  | 100%       | 90%        | 100%       | 100%       | 96%                             | 88%          | 96%                          |
| I have sufficient opportunities to be informed about what is going on at Edison.  | 100%       | 91%        | 100%       | 100%       | 97%                             | 95%          | 97%                          |
| I have sufficient opportunities to be informed about Edison's Strategic Master Plan, Core Themes, and College End Goals.                      | 100%       | 91%        | 100%       | 100%       | 96%                             | 94%          | 97%                          |
| Institutional policies and procedures have been clearly communicated to me.   | 100%       | 87%        | 100%       | 100%       | 95%                             | 95%          | 96%                          |
| Edison does a good job of communicating budget resource allocation decisions to employees.  | 100%       | 80%        | 100%       | 96%        | 90%                             | 92%          | 96%                          |
| I feel well informed about what is going on in my department.   | 100%       | 78%        | 100%       | 95%        | 89%                             | 78%          | 90%                          |
| I have sufficient information to perform my job.  | 100%       | 94%        | 100%       | 96%        | 96%                             | 100%         | 98%                          |
| Edison's President makes decisions in a timely fashion.   | 100%       | 97%        | 100%       | 100%       | 99%                             | 100%         | 99%                          |
| I understand how Edison develops policies and procedures.   | 100%       | 76%        | 100%       | 90%        | 87%                             | 92%          | 92%                          |
| We use continuous quality improvement tools when processes need to be improved.   | 100%       | 78%        | 100%       | 100%       | 92%                             | 100%         | 96%                          |
| Overall, there have been positive changes in the Edison environment in the past year.   | 100%       | 68%        | 100%       | 88%        | 83%                             | 94%          | 90%                          |

| STATEMENT  | Admin | Prof/Tech | Classified | Faculty | Averages without Adjuncts | Adjunct | Averages with Adjuncts |
|--|-------|-----------|------------|---------|---------------------------|---------|------------------------|
| Edison is open to change.  | 86%   | 84%       | 100%       | 92%     | 90%                       | 100%    | 92%                    |
| The decisions that are made reflect Edison's mission.  | 100%  | 84%       | 100%       | 100%    | 94%                       | 94%     | 96%                    |
| Edison has high standards and ethics.  | 100%  | 91%       | 100%       | 92%     | 94%                       | 100%    | 97%                    |
| I want to be working at Edison three years from now.   | 100%  | 87%       | 100%       | 96%     | 94%                       | 95%     | 96%                    |
| Edison is innovative.  | 100%  | 90%       | 100%       | 100%    | 96%                       | 94%     | 97%                    |
| The Strategic Plan, Core Themes, College End Goals and the supporting initiatives have been clearly communicated to me.  | 100%  | 85%       | 100%       | 100%    | 94%                       | 97%     | 96%                    |
| I know the primary functions of my department.   | 100%  | 95%       | 100%       | 100%    | 98%                       | 100%    | 99%                    |
| I know the primary strategic plans and goals of my department.   | 100%  | 86%       | 94%        | 96%     | 91%                       | 92%     | 94%                    |
| I understand how my department fits into Edison's Strategic Plan initiatives and supports the College End Goals.         | 100%  | 88%       | 93%        | 92%     | 91%                       | 92%     | 93%                    |
| Edison's College End Goals and strategic initiatives have clear criteria.  | 100%  | 92%       | 93%        | 96%     | 94%                       | 100%    | 96%                    |
| Edison's College End Goals and strategic initiatives have measureable outcomes.  | 86%   | 84%       | 100%       | 100%    | 93%                       | 100%    | 94%                    |
| I am satisfied with the freedom I have to openly express my viewpoint.   | 83%   | 64%       | 100%       | 88%     | 79%                       | 89%     | 85%                    |
| It is safe for me to share questions, concerns, and ideas with my co-workers.  | 100%  | 71%       | 100%       | 88%     | 84%                       | 88%     | 89%                    |
| There is a positive working relationship between the Edison faculty and the Professional-Technical and Classified staff. | 100%  | 90%       | 100%       | 96%     | 95%                       | 100%    | 97%                    |
| There is a positive working relationship between Edison's staff and Senior Administration.                               | 100%  | 82%       | 100%       | 95%     | 92%                       | 100%    | 95%                    |
| There is a positive working relationship between Edison's Senior Administration and faculty.                             | 100%  | 95%       | 100%       | 93%     | 95%                       | 86%     | 95%                    |
| There is a positive working relationship between Edison's President and Senior Administration.                           | 100%  | 82%       | 100%       | 100%    | 94%                       | 100%    | 96%                    |
| There is a positive working relationship between Edison's President and faculty.   | 100%  | 95%       | 100%       | 100%    | 98%                       | 81%     | 95%                    |
| There is a positive working relationship between Edison's President and the Professional-Technical and Classified staff. | 100%  | 90%       | 100%       | 100%    | 96%                       | 92%     | 96%                    |
| Overall, I feel valued as an employee of the college.  | 100%  | 76%       | 94%        | 88%     | 85%                       | 84%     | 88%                    |
| Edison is a good place to work.  | 100%  | 100%      | 100%       | 100%    | 100%                      | 100%    | 100%                   |
| Overall, there is a spirit of cooperation among Edison employees.  | 100%  | 91%       | 94%        | 96%     | 94%                       | 100%    | 96%                    |

| STATEMENT   | Admin         | Prof/Tech     | Classified    | Faculty       | Averages without Adjuncts | Adjunct       | Averages with Adjuncts |
|---|---------------|---------------|---------------|---------------|---------------------------|---------------|------------------------|
| Job satisfaction is a priority of Edison's President and Senior Administration.                 | 100%          | 74%           | 100%          | 96%           | 89%                       | 88%           | 92%                    |
| New ideas for improving the quality of my work environment are encouraged.                      | 100%          | 83%           | 100%          | 96%           | 92%                       | 100%          | 96%                    |
| Edison provides opportunities to explore alternative work schedules appropriate to my position. | 100%          | 79%           | 100%          | 96%           | 90%                       | 100%          | 95%                    |
| My co-workers respect diversity.  | 100%          | 100%          | 100%          | 96%           | 99%                       | 100%          | 99%                    |
| I know how my job fits into the mission of the college and supports the College End Goals.      | 100%          | 100%          | 100%          | 96%           | 99%                       | 100%          | 99%                    |
| I have a safe environment.  | 100%          | 91%           | 100%          | 100%          | 96%                       | 95%           | 97%                    |
| My supervisor and my organization care about me.  | 100%          | 78%           | 100%          | 93%           | 88%                       | 100%          | 94%                    |
| Edison supports job-related training.   | 100%          | 88%           | 93%           | 100%          | 94%                       | 100%          | 96%                    |
| Edison places a high priority on professional development.                                      | 100%          | 77%           | 93%           | 100%          | 90%                       | 100%          | 94%                    |
| I can rely on my colleagues/co-workers when needed to get the job done.                         | 100%          | 94%           | 100%          | 100%          | 97%                       | 100%          | 99%                    |
| My immediate work environment enhances my ability to perform my job well.                       | 100%          | 91%           | 100%          | 96%           | 95%                       | 100%          | 97%                    |
| I have the technology I need to successfully do my job.   | 100%          | 94%           | 100%          | 92%           | 95%                       | 100%          | 97%                    |
| <b>Overall Average</b>  | <b>99.10%</b> | <b>86.77%</b> | <b>98.94%</b> | <b>96.54%</b> | <b>93.30%</b>             | <b>95.54%</b> | <b>95.40%</b>          |