

## Employee Satisfaction Survey

### 2012-2013 Summary

The 2012-2013 Employee Satisfaction Survey was administered during the Fall 2012 semester in order to gather data from employees regarding their level of satisfaction with the services provided by various offices at Pearl River Community College (PRCC). Plans are to continue to administer this survey annually. An email providing the link to an online survey was sent to all employees requesting participation. Respondents rated various offices using “very satisfactory”, “satisfactory”, “neutral”, “unsatisfactory”, or “very unsatisfactory”. Employees were instructed to select “Neutral” if they did not have occasion to use the services of that particular office, and those responses were removed from the calculations.

The overall top five offices according to employee respondents are:

- Foundation
- Transportation
- Library
- President’s Office
- Health Clinic

#### Summary of PRCC’s Office Ratings:

The table below outlines the employee satisfaction results for various offices by campus.

Office	FCC	HC	Pop	PRCC
Business Service	80.7%	100%	94.4%	89.3%
Bookstore	78.8%	85.6%	87.5%	83.6%
Buildings-Maintenance	73.0%	100%	78.7%	77.8%
Cafeteria	84.5%	100%	90.9%	89.3%
Campus Police	94.9%	90%	95.2%	94.5%
Communications Services	89%	100%	81.2%	84.3%
Foundation Office	99.9%	100%	97%	98.3%
Health Clinic	63.5%	100%	98.8%	95%
Information Technology	71.4%	83.2%	64.2%	66.9%
Library and Learning Media	96.1%	90%	97.8%	96.8%
Office of Planning and Research	92.2%	100%	95%	93.8%
Physical Plant	86.6%	100%	83.7%	85%
President's Office	97.6%	83.2%	96.4%	96.3%
Public Relations	87.4%	100%	85.5%	85.7%
Transportation Dept.	99.9%	100%	97.8%	97.6%
Wellness Center	79.9%	100%	92.4%	90%

**Summary of Additional Ratings:**

The following questions address instructional facilities and confidentiality of personal information. Employees were asked to respond to these areas by selecting “strongly agree”, “agree”, “strongly disagree” or “disagree”. Results by campus for the questions are summarized below. Over 70 percent of employees at each campus indicated that they agree/strongly agree that college facilities are adequate for teaching and learning activities and that workplace facilities are well-maintained and in good condition. Over 80 percent of all employees are satisfied with the confidentiality of personal information.

*Q - College facilities for teaching and learning activities are adequate.*

FCC	HC	Pop	PRCC
86.4%	75%	80.6%	82%

*Q - Workplace facilities are in good condition and well-maintained.*

FCC	HC	Pop	PRCC
75.7%	100%	71.3%	74.3%

*Q - I am satisfied that personal information is kept confidential.*

FCC	HC	Pop	PRCC
<b>92.4%</b>	<b>100%</b>	<b>83.5%</b>	<b>86.9%</b>

**Overall employee satisfaction:**

The following two questions pertain to the level of satisfaction that employees have about working at PRCC. As can be seen from the campus breakdown below, over 90 percent of all employees indicated that they enjoy working at PRCC and would choose to work at PRCC again.

*Q - I enjoy working at PRCC.*

FCC	HC	Pop	PRCC
<b>96.9%</b>	<b>91.7%</b>	<b>96.5%</b>	<b>96%</b>

*Q – If I were looking for a job again, I would choose to work at PRCC.*

FCC	HC	Pop	PRCC
<b>98.4%</b>	<b>91.7%</b>	<b>91.7%</b>	<b>93.4%</b>

## Survey Demographics

A total of 231 PRCC employees responded to the survey. The results of the survey by employee type/position are summarized in Table below.

Employee Type/Position	FCC	HC	Pop	PRCC
Administrator	1	0	8	9
Faculty	48	10	92	151
Prof. Staff	9	2	22	33
Support Staff	8	0	23	31

*Skipped question - 7*

## Survey Comments:

All employee comments were compiled by campus and shared with appropriate office administration, the President, and other members of the Cabinet and/or Administrative Council.