



PEARL RIVER COMMUNITY COLLEGE

EMPLOYEE SATISFACTION SURVEY

2016-2017

In order to ascertain employees' levels of satisfaction with services provided by select offices, Pearl River Community College (PRCC) administers an annual Employee Satisfaction Survey through an online survey. Respondents can rate offices by using "very satisfactory", "unsatisfactory," very unsatisfactory", or "not applicable". Employees have the option of selecting "not applicable" if they did not have occasion to use the services of a particular office, and those responses were removed from the calculations.

Summary of PRCC's Office Ratings:

The employee satisfaction results for various offices by campus are listed below, and the percentages provided represent those employee responses of **satisfactory** or **very satisfactory**.

Office	FCC	HC	Pop	PRCC
Admissions	97.7	100	95.2	95.8
Business Service	96.1	100	100	98.9
Bookstore	91.8	100	100	97.9
Building-Maintenance	98.1	100	95.4	96
Cafeteria	88.9	100	97.5	96.6
Campus Police	100	100	97.6	98.5
Counseling, Advisement and Placement	93	100	94.3	93.9
E-learning	87.2	100	96	93
Financial Aid	94.3	100	85.9	88.6
Foundation	100	100	99	99.3
Health Clinic	90.9	100	100	99.1
Information Technology	98	100	89.1	91.9
Learning Labs	97.8	100	100	98.6
Library and Learning Media	100	100	100	100
Office of Planning and Institutional Research	100	100	97.1	98.2
Physical Plant	97.6	100	94.9	96
President's Office	100	100	100	99.4
Public Relations	97.6	100	93.9	95.4
Recruitment	94.7	100	99	98.1
Transportation Dept.	100	100	100	100
Veterans Services	100	100	100	100
Wellness Center	94.1	100	96.9	96.8



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Communication:

Responses outlined below indicate level of satisfaction with different campus communications.

Description	FCC	HC	Pop	PRCC
Emergency notifications (weather, Inc.)	94.7	100	93.2	94.3
College rankings/professional Accomplishments	100	100	99.2	99.5
General Campus Activities	100	100	94.5	95.9

Partnerships

As indicated from the information provided below, employees are well satisfied with the working relationships of various partners. Responses reflected included satisfactory or very satisfactory.

Description	FCC	HC	Pop	PRCC
Advisory boards	100	100	100	100
Business/Industry	96	100	100	99
Craft Committees	100	100	100	100
District High Schools	100	100	100	100
Four-Year Universities	100	100	98.4	99
State Agencies	91.7	100	100	97.8
Other Community Colleges	96.7	100	97.2	97.3

Professional Development Programs

Outlined below are the opportunities for professional development at PRCC and the level of employee satisfaction with the opportunities provided. The responses reflect percentages of employee responses of satisfactory or unsatisfactory with those specific areas.

Description	FCC	HC	Pop	PRCC
E-Learning	93.3	100	98.8	96.6
Faculty/Staff Sharing	100	100	98.1	98.9
Leadership Classes	100	100	98.3	99
Opportunity to participate in conferences	89.4	100	93	91.5
Technology Training	96.3	100	95.4	96.1



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Technology Services

The following information provides the percentages of employees who rated various aspects of PRCC's technology services as satisfactory or very unsatisfactory.

Description	FCC	HC	Pop	PRCC
Canvas	100	100	98.1	98.8
Grades First	97.7	100	97.8	97.3
River Guide	100	100	95.4	96.6
Telephone/voicemail	100	100	95.3	97
Website	91.2	100	89.4	90.4

Summary of Additional Ratings:

The questions and results (by campus) below address the adequacy of instructional facilities and confidentiality of personal information, and the percentages represent responses selected of agree and strongly agree.

Q – College facilities for teaching and learning activities are adequate.

FCC	HC	Pop	PRCC
96.4	100	93.9	94.2

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

FCC	HC	Pop	PRCC
96.5	100	85.6	89.4

Q – I am satisfied that personal information is kept confidential.

FCC	HC	Pop	PRCC
93	100	96.2	95.2



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Overall Employee Satisfaction:

As indicated below, the majority of employees indicated that they enjoy working at PRCC and would choose to work at PRCC again. Percentages reflect responses of yes.

Q – I enjoy working at PRCC.

FCC	HC	Pop	PRCC
100	100	97.7	98.1

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

FCC	HC	Pop	PRCC
100	100	98.5	98.6

Demographics of survey respondents are summarized below.

Overall Percentages by Category	
Administrator/Professional Staff	20.6
Faculty	53.6
Support Staff	25.8
Overall Percentages by Gender	
Females	71.1
Males	28.9
Overall Percentages by Campus	
Forrest County Center	29.2
Hancock Center	2.6
Poplarville	68.2