



PEARL RIVER COMMUNITY COLLEGE

Employee Satisfaction Survey

2015-2016 Summary

Pearl River Community College (PRCC) administers an annual Employee Satisfaction Survey in order to ascertain employee's levels of satisfaction with the services provided by the various offices at PRCC. An online survey link is emailed to all employees with a request that they complete the 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	92	85.71	94.94	93.33
Business Service	88.67	100	98.27	95.13
Bookstore	98.03	85.71	99.15	98.40
Buildings-Maintenance	93.10	85.71	92.5	92.30
Cafeteria	80.76	100	94.69	92.56
Campus Police	89.47	100	96.55	93.19
Counseling, Advisement and Placement	92	100	86.40	88.82
E-learning	86.66	100	93.81	91.30
Financial Aid	88.09	100	91.75	89.67
Foundation Office	100	100	100	100
Health Clinic	100	100	100	100
Information Technology	87.03	87.5	80.83	82.98
Learning Labs	100	80	100	99.34
Library and Learning Media	100	100	100	100
Office of Planning and Research	95.45	100	99.05	98.19
Physical Plant	95.91	100	98.21	97.10
President's Office	95.91	100	99.05	98.23
Public Relations	89.58	100	91.66	91.90
Recruitment	97.91	100	100	99.39
Transportation Dept.	97.05	100	100	99.27
Veterans Services	95.23	100	100	98.41
Wellness Center	89.47	100	100	98.37



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Communication:

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

Description	FCC	HC	Pop	PRCC
Emergency notifications (weather, etc.)	98.27	100	97.65	97.57
College Rankings/Professional Accomplishments	98.18	87.5	99.15	98.95
General Campus Activities	96.42	71.42	96.77	96.46

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	96.29	100	100	98.93
Business/Industry	100	100	100	100
Craft Committees	100	100	100	100
District High Schools	96.96	100	96.87	97.27
Four-Year Universities	100	100	95.31	97.08
State Agencies	100	100	98.43	98.01
Other Community Colleges	100	100	98.75	99.20

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	90.19	100	96.77	95.03
Faculty/Staff Sharing	94.54	100	96.19	96.02
Leadership Classes	97.29	100	94.20	95.72
Opportunity to participate in conferences	86.95	100	91.34	90.36
Technology Training	92.85	100	99.11	96.79



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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	95.55	87.5	100	98.79
Grades First	92.85	87.5	95.74	95.45
River Guide	96.42	100	96.66	96.42
Telephone/Voicemail	100	100	96.03	97.02
Website	91.37	100	86.99	87.12

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
94.64	100	90.55	92.07

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

FCC	HC	Pop	PRCC
96.61	87.5	83.33	87.74

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

FCC	HC	Pop	PRCC
84.48	100	92.06	90.14



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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
94.92	100	98.44	97.58

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

FCC	HC	Pop	PRCC
94.83	100	97.62	97.07

Demographics of survey respondents are summarized in the table below.

Overall Percentages by Category	
Administrator	6.12
Faculty	58.67
Professional Staff	18.37
Support Staff	16.84
Overall Percentages by Gender	
Females	73.96
Males	26.04
Overall Percentages by Campus	
Forrest County Center	30.26
Hancock Center	4.10
Poplarville	65.64