



# Employee Satisfaction Report 2021-2022

An employee satisfaction survey is administered annually for the purpose of assessing satisfaction levels of employees related to various offices and departments across the institution. The survey is administered in an online format, and it is reported anonymously. The results for the 2020-2021 academic year are summarized below.

## Satisfaction with Service Offices

| Service Offices        | Satisfaction Rating |
|------------------------|---------------------|
| Admissions             | 97.9%               |
| Business Office        | 100.0%              |
| Bookstore              | 98.0%               |
| Cafeteria              | 95.4%               |
| Campus Police          | 99.5%               |
| Financial Aid          | 98.5%               |
| Foundation             | 100.0%              |
| Health Clinic          | 100.0%              |
| Information Technology | 99.0%               |
| Veterans Services      | 99.9%               |
| Wellness Center        | 99.0%               |

## Satisfaction with Academic Support Offices

| Academic Support Offices              | Satisfaction Rating |
|---------------------------------------|---------------------|
| Counseling, Advisement, and Placement | 97%                 |
| eLearning                             | 99.5%               |
| Library and Learning Media            | 100.0%              |
| Learning Labs                         | 100.0%              |

## Satisfaction with Administrative Offices

| Administrative Offices                        | Satisfaction Rating |
|---|---------------------|
| Office of Planning and Institutional Research | 98.5%               |
| President's Office                            | 99.5%               |

## Satisfaction with Physical Support Offices

| Physical Support Offices   | Satisfaction Rating |
|----------------------------|---------------------|
| Buildings, Maintenance     | 91.4%               |
| Physical Plant             | 96.9%               |
| Transportation Department  | 99.0%               |
| Warehouse/Package Delivery | 98.0%               |

### Satisfaction with Marketing and Recruiting Offices

| <b>Marketing/Recruiting Offices</b> | <b>Satisfaction Rating</b> |
|-------------------------------------|----------------------------|
| Marketing                           | 97.5%                      |
| Recruitment                         | 99.0%                      |

### Satisfaction with Campus Communication

| <b>Marketing/Recruiting/Public Safety Offices</b> | <b>Satisfaction Rating</b> |
|---|----------------------------|
| Emergency Notifications                           | 99.0%                      |
| Campus Activities                                 | 98.0%                      |
| College Rankings/Accomplishments                  | 99.0%                      |
| Covid-19 Guidelines/Procedures                    | 95.3%                      |