

PEARL RIVER COMMUNITY COLLEGE

Employee Satisfaction Survey

2014-2015 Summary

The Employee Satisfaction Survey is administered annually to ascertain employees' levels of satisfaction with the services provided by various offices at Pearl River Community College (PRCC). Employees received an email with the link to an online survey and were requested to participate. Respondents rated various offices using "very satisfactory," "satisfactory," "unsatisfactory," "very unsatisfactory" or "not applicable". Employees were instructed to select "not applicable" if they did not have occasion to use the services of that particular office, and those responses were removed from the calculations.

The offices are listed below received the highest levels of satisfaction and are ranked accordingly. Overall, all offices received an 80 percent (80%), or higher, satisfaction level.

- President's Office
- Transportation
- Library and Learning Media
- Veterans Services
- Learning Labs
- Office of Planning and Institutional Research
- PRCC Foundation
- Health Clinic
- Wellness Center
- Cafeteria

Summary of PRCC's Office Ratings:

Below are the employee satisfaction results for various offices by campus. The percentages provided represent those of employees who indicated responses of **satisfactory** or **very satisfactory**.

Office	FCC	HC	Pop	PRCC
Admissions	84.00	100.00	79.39	80.93
Business Service	86.44	100.00	95.33	91.93
Bookstore	92.86	50.00	90.14	90.05
Buildings-Maintenance	77.42	100.00	86.93	84.65
Cafeteria	75.00	100.00	95.86	94.12
Campus Police	96.97	100.00	82.43	87.83
Counseling, Advisement and Placement	81.82	100.00	82.35	81.86

PEARL RIVER COMMUNITY COLLEGE

E-learning	91.49	75.00	95.35	93.12
Financial Aid	83.33	100.00	82.64	82.78
Foundation Office	96.15	100.00	94.87	95.39
Health Clinic	100.00	100.00	95.24	94.96
Information Technology	80.33	75.00	80.67	80.53
Learning Labs	98.18	66.67	96.19	95.93
Library and Learning Media	98.25	100.00	96.49	96.79
Office of Planning and Research	94.12	50.00	97.73	95.90
Physical Plant	94.74	100.00	90.14	91.67
President's Office	97.92	100.00	97.08	97.46
Public Relations	97.87	100.00	91.73	93.37
Recruitment	87.18	100.00	86.72	86.03
Transportation Dept.	93.94	100.00	98.45	97.11
Veterans Services	88.89	100.00	100.00	96.15
Wellness Center	92.86	100.00	94.74	94.20

Summary of Additional Ratings:

The following questions and results (by campus) address adequacy of instructional facilities and confidentiality of personal information. These percentages represent those employees who selected **agree** and **strongly agree**.

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

FCC	HC	Pop	PRCC
89.71	71.43	85.45	85.66

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

FCC	HC	Pop	PRCC
82.61	57.14	81.33	79.84

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

FCC	HC	Pop	PRCC
91.30	100.00	89.29	89.80

PEARL RIVER COMMUNITY COLLEGE

Professional Development Program

The following chart outlines opportunities for professional development at PRCC and the level of employee satisfaction with opportunities provided. The responses below reflect percentages of employee responses of **satisfactory** or **very satisfactory** with these specific areas.

Description	FCC	HC	Pop	PRCC
Technology Training	91.53	83.33	90.54	90.18
e-learning	92.00	85.71	94.53	92.27
Faculty/Staff Sharing	94.74	80.00	93.66	92.52
Leadership Classes	100.00	100.00	94.19	94.85
Opportunity to participate in conferences	87.50	60.00	83.58	82.52

Technology Services

The following chart outlines the percentages of employees who rated various aspects of PRCC's technology services as **satisfactory** or **very satisfactory**.

Description	FCC	HC	Pop	PRCC
Website	91.04	100.00	79.39	82.40
Telephone/voicemail	96.77	85.71	91.93	93.36
Grades First	96.49	83.33	94.12	92.75
River Guide	92.65	85.71	93.13	92.68
Canvas	96.43	83.33	95.38	94.55

Partnerships

Employees are well satisfied with the working relationships with PRCC's various partners as outlined below. Percentages reflect responses of **satisfactory** or **very satisfactory**.

Description	FCC	HC	Pop	PRCC
Business/Industry	96.97	100.00	97.47	97.56
State Agencies	100.00	100.00	97.40	97.46
Advisory Boards	100.00	100.00	98.53	98.13
Craft Committees	100.00	100.00	98.08	97.59
District High Schools	93.94	100.00	95.24	94.62
Four-Year Universities	96.77	100.00	97.56	96.72
Other Community Colleges	100.00	100.00	98.02	98.01

PEARL RIVER COMMUNITY COLLEGE

Overall Employee Satisfaction:

The responses below reveal that 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
98.55	85.71	97.63	96.88

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

FCC	HC	Pop	PRCC
95.65	85.71	95.83	94.51

Demographics

A total of 256 PRCC employees responded to the survey. Demographics are summarized in the table below.

Overall Percentages by Category	
Administrator	4.08
Faculty	62.86
Professional Staff	17.55
Support Staff	15.51
Overall Percentages by Gender	
Females	69.14
Males	30.86
Overall Percentages by Campus	
Forrest County Center	28.16
Hancock Center	2.86
Poplarville	68.98

Survey Comments:

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