



2017 EMPLOYEE SATISFACTION SURVEY RESULTS



Office of Human Resources
2017 Employee Satisfaction Survey Results

2017 Employee Satisfaction Survey Results

In 2017, Napa Valley College District solicited the responses of its employees through an online survey measuring employee satisfaction level based on agreement statements. All permanent, full- and part-time employees were invited to participate in the survey, managed through the Office of Human Resources.

Results

The results for the 2017 Employee Satisfaction Survey are presented here.

Survey Instrument

The 2017 survey was based on the Malcom Baldrige “Are We Making Progress” survey process. The request to participate in the online survey was delivered to employees through their Napa Valley College email accounts, with the link to the survey included in the message. The online survey was anonymous with results reported by employment classification as well as in aggregate. Employees were asked to indicate their agreement with the statements using a five-point scale, indicated below.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
----------------	-------	----------------------------	----------	-------------------

The first statement asked participants to identify their “Employee Group.” The remaining 72 statements were areas of focus from the Baldrige survey, and included statements on:

- **Leadership:** Leadership examines how leaders’ actions guide and sustain NVC.
- **Measurement, Analysis, and Knowledge Management:** Measurement, Analysis, and Knowledge Management examines how NVC selects, gathers, analyzes, manages, and improves its data, information, and knowledge assets and reviews findings to improve performance.
- **Process Management:** Process Management examines how NVC designs, manages, and improves work systems and work processes.
- **Results:** Results examines NVCs performance and improvement in several areas—student learning, support services, management outcomes, leadership and governance outcomes, and budgetary, financial, outcomes.
- **Strategic Planning:** Strategic Planning refers to how NVC develops strategic objectives and action plans, how plans are implemented and changed if circumstances require, and how progress is measured.
- **Workforce Focus:** Workforce Focus examines our ability to assess NVC staffing capability and capacity needs and build a workforce environment conducive to high performance.

Response Rate

The Satisfaction response rate is determined by calculating the positive response rate, the approach suggested by the survey developers. This is calculated by adding the count of the ‘strongly agree’ and ‘agree’ and dividing by the total of the ‘strongly agree’, ‘agree’, ‘disagree’, and ‘strongly disagree’. In this

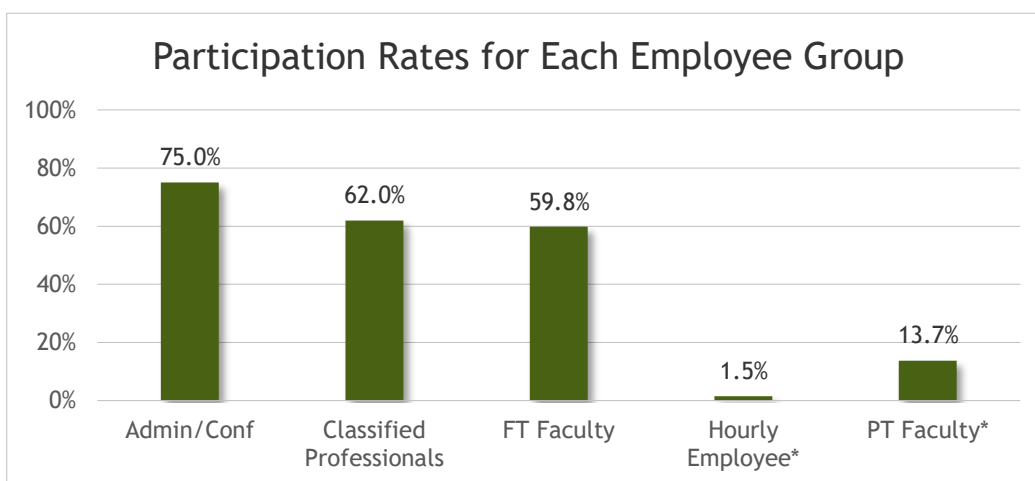
example, the Satisfaction Rate is 89.7%; $(11+24) / (11+24+4+0)$. The 'Neither Agree nor Disagree' responses are discarded.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
11	24	3	4	0

Participation

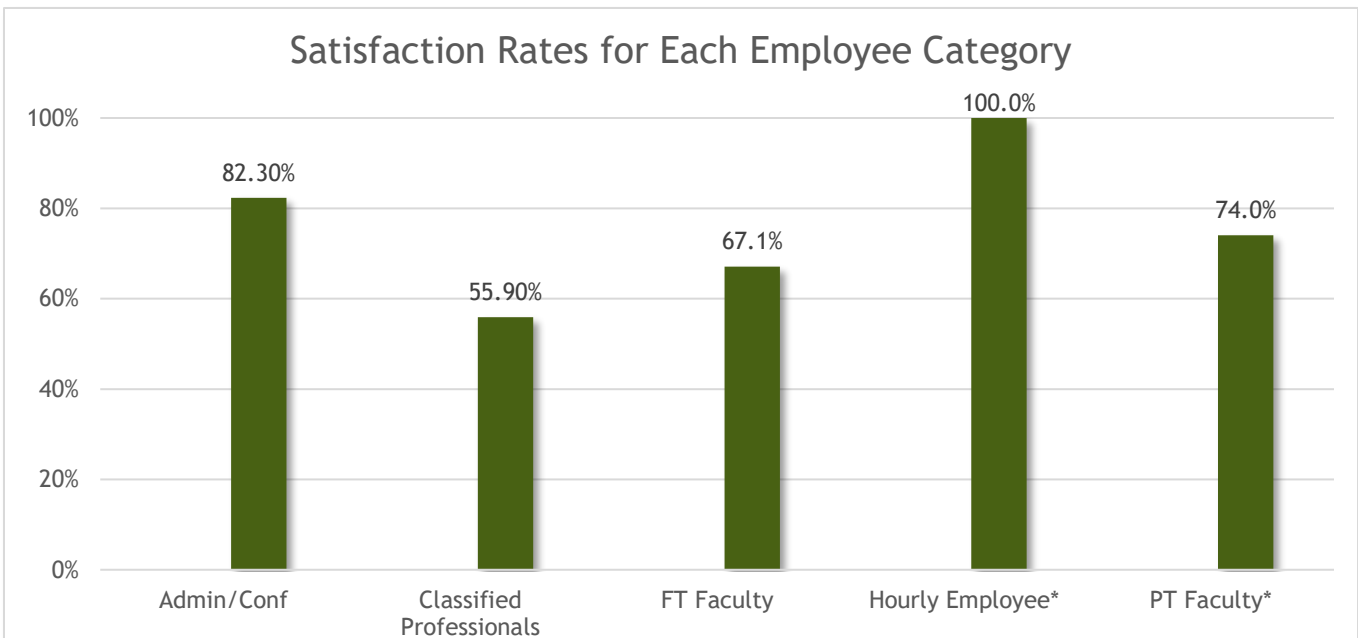
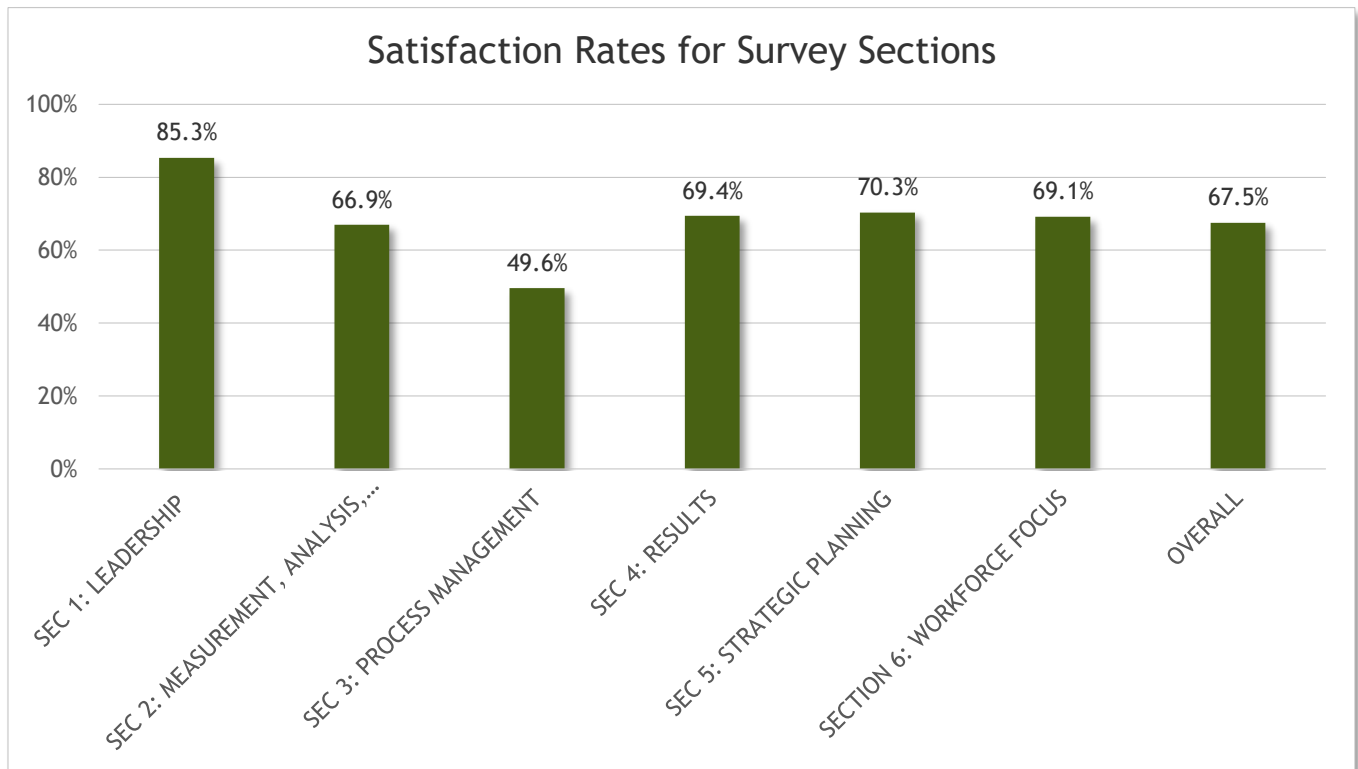
All permanent, full- and part-time employees, and adjunct faculty who are currently approved to work were invited to participate in the survey. However, not all approved part-time faculty and hourly employees work during approved hours, or during the time the survey was conducted.*

Participation by Employment Category		2016		
	Participated	Total	Percentage	
Admin/Confidential	33	44	75.0%	
Classified Professionals	88	142	62.0%	
FT Faculty	64	107	59.8%	
Hourly Employee*	5	344	1.5%	
PT Faculty*	42	306	13.7%	
Salaried Professional	0	3	0.0%	
TOTAL	232	946		



Satisfaction Rate

The satisfaction rate, based on response by the participating employees was 67.5%. The range of satisfaction for each category is from 85.3% (Sec. 1 Leadership) to 49.6% (Sec. 3 Process Management). The overall satisfaction rate among each employee group ranged from 100% (Hourly employee) to 55.9% (Classified Professionals).



Rate of Satisfaction for Each Statement

The overall rate of satisfaction for each statement is presented below.

Rate of Satisfaction for Each Statement	
I understand NVC's mission and what we are trying to accomplish through the Strategic Plan.	85%
NVC encourages creative and innovative ideas.	65%
NVC's Cabinet members exhibit leadership that enhances the campus climate.	75%
NVC's President exhibits leadership that enhances the campus climate.	61%
NVC's Cabinet members foster a student-oriented approach in programs and services.	77%
My immediate supervisor shares important information that I need to do my job.	82%
My immediate supervisor involves me in decisions that affect me personally.	77%
Sufficient opportunities are available for me to communicate with my immediate supervisor.	87%
Sufficient opportunities are available to communicate with the Vice President of my area.	75%
Sufficient opportunities are available to communicate with NVC's President.	61%
I have sufficient opportunities to be informed about what is going on at NVC.	79%
NVC's President communicates and informs me about what is going on at NVC.	65%
I have sufficient opportunities to be informed about NVC's Strategic Plan, Planning Priorities, and Budget Assumptions.	80%
NVC's Cabinet members are responsive to my and my colleagues' needs.	50%
NVC's President is responsive to my and my colleagues' needs.	54%
NVC's Cabinet members empower employees.	42%
NVC's Cabinet members promote professionalism in the workplace.	71%
NVC's President promotes professionalism in the workplace.	75%
Institutional policies and procedures have been clearly communicated to me.	61%
NVC does a good job of communicating budget resource allocation decisions to employees.	42%
I feel well informed about what is going on in my department.	76%
I have sufficient information to perform my job.	83%
Decisions are made in a timely fashion.	27%
NVC's President makes decisions in a timely fashion.	54%
Decisions are made in an informed fashion.	44%
NVC's President makes decisions in an informed fashion.	53%
I understand how NVC develops policies and procedures.	44%

Employee input is utilized in decision-making at NVC.	43%
I am encouraged to participate in departmental decision-making.	74%
We engage in continuous quality improvement when processes need to be improved.	53%
Overall, there have been positive changes in the NVC environment in the past two years.	66%
NVC is open to change.	62%
Communication and collaboration among departments and managers maximize program effectiveness.	61%
The decisions that are made reflect NVC's mission.	63%
NVC has high standards and ethics.	73%
I want to be working at NVC three years from now.	90%
NVC is innovative.	50%
The Strategic Plan, Planning Priorities, and supporting initiatives have been clearly communicated to me.	56%
I know the primary functions of my department.	96%
I know the primary strategic plan goals of my department.	76%
I understand how my department supports the NVC Strategic Plan.	73%
I am given the opportunity to promote innovative ideas or initiatives.	67%
NVC's Strategic Plan and strategic initiatives have clear criteria.	58%
NVC's Strategic Plan and strategic initiatives have measureable outcomes.	73%
I have opportunity to express my thoughts, and am asked for my opinion.	68%
I am satisfied with the freedom I have to openly express my viewpoint.	67%
Job performance expectations have been clearly communicated to me.	78%
It is safe for me to share questions, concerns, and ideas with my colleagues.	70%
There is a positive working relationship between the NVC faculty and staff.	68%
There is a positive working relationship between NVC's staff and administration.	62%
There is a positive working relationship between NVC's administration and faculty.	56%
There is a positive working relationship between NVC's President and other administration.	82%
There is a positive working relationship between NVC's President and faculty.	58%
There is a positive working relationship between NVC's President and staff.	66%
Overall, I feel valued as an employee of the college.	61%
NVC is a good place to work.	90%
Overall, there is a spirit of cooperation among NVC employees.	74%
Job satisfaction is a priority of the NVC administration.	37%
New ideas for improving the quality of my work environment are encouraged.	51%
NVC provides opportunities to explore alternative work schedules appropriate to my position.	68%
I am recognized for doing a good job.	68%
I receive regular performance feedback on how I do my job, either formal or informal.	74%
My co-workers respect diversity.	86%
I know how my job supports the Strategic Plan.	77%
I have a safe environment.	86%
My supervisor and/or my department care about me.	82%
NVC supports job-related training.	63%
NVC places a high priority on professional development.	55%

My supervisor supports my professional development efforts.	77%
I can rely on my colleagues/co-workers when needed to get the job done.	80%
My immediate work environment enhances my ability to perform my job well.	68%
I have the technology I need to successfully do my job.	54%

Comments Received

Several working notes and comments were received on topics including topics for future improvements to the survey, policies and procedures, staffing, communication, compensation, recognition, training and the campus learning/teaching environment. Working notes are used to assist the Office of Human Resources in developing processes and procedures.

Review and Analysis

The results of the 2017 Employee Satisfaction Survey are were compiled by Office of Human Resources. In addition to this report, the results are presented in full to the college President. The Cabinet received a working notes file of results with sufficient information to determine appropriate response. The Board of Trustees will receive a formal report and presentation of the results. This report is available to all employees of the college and is posted on the Human Resources website. Questions about the results should be addressed to the Executive Director of Human Resources.