

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Bluefield State College - Spring 2014 Respondents

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.70	.57	165	3.42	1.02	165	1.28
This institution treats students as its top priority	4.73	.59	163	3.27	1.14	166	1.46
This institution does a good job of meeting the needs of students	4.65	.64	164	3.26	1.01	162	1.39
The mission, purpose, and values of this institution are well understood by most employees	4.34	.71	164	3.37	1.10	164	0.97
Most employees are generally supportive of the mission, purpose, and values of this institution	4.41	.68	165	3.29	1.10	164	1.12
The goals and objectives of this institution are consistent with its mission and values	4.45	.68	165	3.32	1.13	163	1.13
This institution involves its employees in planning for the future	4.40	.74	164	2.96	1.19	163	1.44
This institution plans carefully	4.47	.71	163	2.73	1.14	161	1.74
The leadership of this institution has a clear sense of purpose	4.63	.65	163	2.98	1.28	163	1.65
This institution does a good job of meeting the needs of its faculty	4.46	.61	161	3.04	1.10	164	1.42
This institution does a good job of meeting the needs of staff	4.33	.76	163	2.90	1.14	164	1.43
This institution does a good job of meeting the needs of administrators	4.19	.82	162	3.57	1.05	162	0.62
This institution makes sufficient budgetary resources available to achieve important objectives	4.48	.69	163	2.73	1.19	162	1.75
This institution makes sufficient staff resources available to achieve important objectives	4.40	.79	163	2.83	1.19	162	1.57
There are effective lines of communication between departments	4.48	.69	155	2.52	1.03	155	1.96
Administrators share information regularly with faculty and staff	4.50	.70	152	2.60	1.14	153	1.90
There is good communication between the faculty and the administration at this institution	4.47	.67	155	2.78	1.04	154	1.69
There is good communication between staff and the administration at this institution	4.41	.72	154	2.79	1.05	154	1.62
Faculty take pride in their work	4.61	.57	153	3.43	1.11	152	1.18
Staff take pride in their work	4.59	.56	151	3.37	1.15	151	1.22
Administrators take pride in their work	4.60	.59	150	3.42	1.08	150	1.18
There is a spirit of teamwork and cooperation at this institution	4.50	.68	149	2.58	1.17	151	1.92
The reputation of this institution continues to improve	4.64	.61	154	2.66	1.23	154	1.98
This institution is well-respected in the community	4.63	.57	154	2.90	1.15	154	1.73
Efforts to improve quality are paying off at this institution	4.50	.67	153	2.91	1.15	153	1.59
Employee suggestions are used to improve our institution	4.36	.73	152	2.66	1.13	152	1.70
This institution consistently follows clear processes for selecting new employees	4.48	.68	151	2.63	1.24	153	1.85
This institution consistently follows clear processes for orienting and training new employees	4.44	.69	152	2.62	1.20	150	1.82
This institution consistently follows clear processes for recognizing employee achievements	4.21	.80	151	2.83	1.17	153	1.38
This institution has written procedures that clearly define who is responsible for each operation and service	4.32	.74	152	2.82	1.12	152	1.50
Educational processes are linked with strategic planning and continuous improvement	4.34	.71	149	3.05	1.14	152	1.29
This institution makes improvements based on the feedback it receives	4.39	.63	152	2.77	1.16	151	1.62
Departments/areas work effectively as teams	4.41	.65	151	2.88	1.10	153	1.53
Evaluations of this institution and other information are shared across departments so that improvements can be made	4.40	.66	152	2.74	1.06	152	1.66
Departments/areas have the data and information they need to make improvements	4.34	.70	152	2.88	1.06	153	1.46
Careful planning ensures the development of skills and capabilities of faculty, staff, and administrators to be able to accomplish the requirements of BSC's changing strategies and action plans	4.35	.73	152	2.94	1.08	153	1.41
Planning processes improve this institution's effectiveness	4.34	.70	152	3.03	1.06	153	1.31
This institution regularly collects and analyzes measures of effectiveness in building collaborative relationships across departments/areas	4.12	.87	152	2.95	1.12	153	1.17
This institution promotes a bully-free environment	4.40	.74	151	3.27	1.31	153	1.13
This institution consistently follows clear processes for inappropriate workplace behavior (e.g., sexual harassment, racist behavior, workplace violence)	4.50	.70	150	3.38	1.22	153	1.12

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.73	0.58	154
[B] Retain more of its current students to graduation	4.85	0.45	154
[C] Improve the academic ability of entering student classes	4.58	0.63	155
[D] Recruit students from new geographic markets	4.16	1.02	152
[E] Increase the diversity of racial and ethnic groups represented among the student body	3.95	1.14	152
[F] Develop new academic programs	4.41	0.89	152
[G] Improve the quality of existing academic programs	4.67	0.54	154
[H] Improve the appearance of campus buildings and grounds	4.10	0.99	154
[I] Improve employee morale	4.67	0.68	154
[M] Some other goal	3.45	1.50	132
[J] Improve quality of educational processes	4.61	0.59	153
[K] Increase involvement in institutional effectiveness activities	4.21	0.91	151
[L] Increase institutional assessment	3.86	1.09	152

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	36	23.4%
[B] Retain more of its current students to graduation	53	34.4%
[C] Improve the academic ability of entering student classes	15	9.7%
[D] Recruit students from new geographic markets	2	1.3%
[E] Increase the diversity of racial and ethnic groups represented among the student body	1	0.6%
[F] Develop new academic programs	10	6.5%
[G] Improve the quality of existing academic programs	14	9.1%
[H] Improve the appearance of campus buildings and grounds	0	0.0%
[I] Improve employee morale	14	9.1%
[M] Some other goal	2	1.3%
[J] Improve quality of educational processes	6	3.9%
[K] Increase involvement in institutional effectiveness activities	1	0.6%
[L] Increase institutional assessment	0	0.0%
All responses	154	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	45	29.2%
[B] Retain more of its current students to graduation	41	26.6%
[C] Improve the academic ability of entering student classes	9	5.8%
[D] Recruit students from new geographic markets	2	1.3%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	1.3%
[F] Develop new academic programs	10	6.5%
[G] Improve the quality of existing academic programs	17	11.0%
[H] Improve the appearance of campus buildings and grounds	3	1.9%
[I] Improve employee morale	16	10.4%
[M] Some other goal	0	0.0%
[J] Improve quality of educational processes	6	3.9%
[K] Increase involvement in institutional effectiveness activities	3	1.9%
[L] Increase institutional assessment	0	0.0%
All responses	154	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	16	10.5%
[B] Retain more of its current students to graduation	19	12.4%
[C] Improve the academic ability of entering student classes	11	7.2%
[D] Recruit students from new geographic markets	9	5.9%
[E] Increase the diversity of racial and ethnic groups represented among the student body	10	6.5%
[F] Develop new academic programs	22	14.4%
[G] Improve the quality of existing academic programs	24	15.7%
[H] Improve the appearance of campus buildings and grounds	7	4.6%
[I] Improve employee morale	21	13.7%
[M] Some other goal	3	2.0%
[J] Improve quality of educational processes	8	5.2%
[K] Increase involvement in institutional effectiveness activities	3	2.0%
[L] Increase institutional assessment	0	0.0%
All responses	153	100.0%

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	36	45	16	97	21.0%
[B] Retain more of its current students to graduation	53	41	19	113	24.5%
[C] Improve the academic ability of entering student classes	15	9	11	35	7.6%
[D] Recruit students from new geographic markets	2	2	9	13	2.8%
[E] Increase the diversity of racial and ethnic groups represented among the student body	1	2	10	13	2.8%
[F] Develop new academic programs	10	10	22	42	9.1%
[G] Improve the quality of existing academic programs	14	17	24	55	11.9%
[H] Improve the appearance of campus buildings and grounds	0	3	7	10	2.2%
[I] Improve employee morale	14	16	21	51	11.1%
[M] Some other goal	2	0	3	5	1.1%
[J] Improve quality of educational processes	6	6	8	20	4.3%
[K] Increase involvement in institutional effectiveness activities	1	3	3	7	1.5%
[L] Increase institutional assessment	0	0	0	0	0.0%
All responses	154	154	153	461	100.0%

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	Mean	Standard Deviation	Valid Respondents
How involved are: Faculty	2.69	1.01	147
How involved are: Staff	2.52	1.10	147
How involved are: Deans or directors of administrative units	3.14	0.89	147
How involved are: Deans or chairs of academic units	3.21	0.94	147
How involved are: Senior administrators (VP, Provost level or above)	3.63	0.99	147
How involved are: Students	2.42	0.91	147
How involved are: Trustees (Board of Governors)	3.46	1.06	147
How involved are: Alumni	2.92	1.15	146
How involved are: Adjunct Faculty	2.48	1.17	149

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Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.45	.66	144	3.01	1.22	146	1.44
I learn about important campus events in a timely manner	4.21	.77	141	3.62	1.17	143	0.59
I am empowered to resolve problems quickly	4.34	.70	140	3.11	1.21	142	1.23
I am comfortable answering student questions about institutional policies and procedures	4.26	.67	140	3.58	1.03	144	0.68
I have the information I need to do my job well	4.46	.62	142	3.54	1.11	144	0.92
My job responsibilities are communicated clearly to me	4.48	.66	141	3.67	1.14	143	0.81
My supervisor pays attention to what I have to say	4.51	.67	142	3.60	1.41	144	0.91
My supervisor helps me improve my job performance	4.40	.68	141	3.46	1.36	143	0.94
My department or work unit has written, up-to-date objectives	4.25	.73	139	3.41	1.34	140	0.84
My department meets as a team to plan and coordinate work	4.31	.80	140	3.36	1.36	141	0.95
My department has the budget needed to do its job well	4.51	.63	139	2.54	1.31	139	1.97
My department has the staff needed to do its job well	4.48	.72	141	2.57	1.25	140	1.91
I am paid fairly for the work I do	4.48	.65	141	2.63	1.24	143	1.85
The employee benefits available to me are valuable	4.52	.66	138	3.84	1.12	140	0.68
I have adequate opportunities for advancement	4.33	.74	138	2.83	1.35	140	1.50
I have adequate opportunities for training to improve my skills	4.36	.72	140	3.33	1.17	139	1.03
I have adequate opportunities for professional development	4.28	.72	140	3.45	1.17	139	0.83
The type of work I do on most days is personally rewarding	4.50	.65	139	4.01	1.03	141	0.49
The work I do is appreciated by my supervisor	4.47	.62	139	3.52	1.41	143	0.95
The work I do is valuable to the institution	4.53	.63	136	4.02	1.11	144	0.51
I am proud to work at this institution	4.51	.62	140	3.97	1.16	145	0.54
I am encouraged to learn how the tasks I perform support the institution as a whole	4.21	.78	139	3.50	1.15	138	0.71
My department or area meets regularly to discuss problems and processes, and how to improve functions	4.26	.71	140	3.41	1.32	141	0.85
When mistakes occur or are found in my area they are acknowledged and steps are taken to correct associated processes	4.35	.68	138	3.59	1.22	141	0.76
Administrators ensure that faculty and staff have the resources they need to do their work	4.46	.62	140	2.90	1.22	142	1.56
This institution has effective processes to determine the training needs of faculty and staff	4.28	.72	138	2.89	1.15	141	1.39
Faculty and staff get the information they need to perform their jobs effectively	4.39	.67	141	3.03	1.16	143	1.36
Faculty and staff are encouraged to acquire the knowledge and skills needed to be effective leaders	4.28	.75	137	3.12	1.18	142	1.16
Communication occurs effectively up, down, and across different units of the organization	4.46	.67	140	2.56	1.24	141	1.90
Faculty and staff are evaluated on their contributions to meeting this institution's performance goals	4.29	.75	138	3.06	1.20	142	1.23
I have had the opportunity to participate in activities that promote diversity at this institution in the past year	4.04	.99	140	3.47	1.15	142	0.57

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Overall satisfaction

Rate your overall satisfaction with your employment here so far:	3.64	1.09	144
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Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	8	5.6%
1 to 5 years	39	27.3%
6 to 10 years	27	18.9%
11 to 20 years	26	18.2%
More than 20 years	43	30.1%
All responses	143	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	41	29.1%
Administrative Director	11	7.8%
Senior Administrator (VP, Provost level or above)	3	2.1%
Adjunct Faculty	20	14.2%
Classified/Non-Classified Staff	64	45.4%
Academic Dean/Chair	2	1.4%
All responses	141	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	125	85.6%
Part-time	21	14.4%
All responses	146	100.0%