



## Fall 2016 Administrative Services Employee Survey Results

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### Purpose of Brief

This brief analyzes the 18 responses received to the Administrative Services Employee Survey conducted in fall 2016.

### Summary of Findings

- 94% of respondents agreed or strongly agreed that they feel respected as an individual and included as part of a team.
- 100% of respondents were satisfied or highly satisfied with the competence of their immediate supervisor, parking, access to training programs, the nature/content of their work, and physical comfort.
- Respondents were least likely to be satisfied or highly satisfied with other non-financial benefits (81%), their workload (78%), and their current salary and benefits in relation to their responsibilities (77%).
- 100% of respondents stated they would recommend CHC to a friend looking for a job.

### Overview

Crafton Hills College (CHC) Administrative Services provides various campus-wide services. To inform area and unit planning, Administrative Services conducts periodic surveys of staff assigned to the Administrative Services area. This brief analyzes the 18 responses received to the Administrative Services Employee Survey conducted in fall 2016.

### Methodology

In collaboration with the Office of Institutional Effectiveness, Research, and Planning (OIERP), an online survey was developed with seven sets of Likert-scale and multiple-choice questions where respondents selected their level of satisfaction with various aspects of their experience working in Administrative Services, the level of agreement with statements about the workplace culture, and whether they would recommend CHC to a friend looking for a job. Responses were collected between November 22 and December 22, 2016. Percentages (%) are calculated by dividing the number of responses (#) and the total number of responses to the question, because respondents were not required to respond to any questions.

### Findings

Table 1 indicates respondents level of agreement with various statements regarding the workplace culture in Administrative Services areas. Ninety-four percent of respondents agreed or strongly agreed that they feel respected as an individual and included as part of a team. Respondents were least likely to agree or strongly agree (82%) that their workplace is free of harassment and bullying.

**Table 1. Respondents' level of agreement with workplace culture statements.**

Statements	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I feel respected as an individual.	10	58.8	6	35.3	1	5.9	0	0
I feel included as part of a team.	10	58.8	6	35.3	1	5.9	0	0
Differences between people are respected.	9	52.9	6	35.3	2	11.8	0	0
I feel supported to develop my skills and abilities to reach my full potential.	8	47.1	7	41.2	2	11.8	0	0
My workplace is free of harassment and bullying.	8	47.1	6	35.3	2	11.8	1	5.9

Note: Responses are sorted in descending order by percent agreeing and strongly agreeing.

Table 2 indicates respondents' level of satisfaction with various aspects of their experience working in Administrative Services, including working environment, job role, salary and benefits, interpersonal relationships, training and development, and management. One hundred percent of respondents were satisfied or highly satisfied with the competence of their immediate supervisor, parking, access to training programs, the nature/content of their work, and physical comfort. Respondents were least likely to be satisfied or highly satisfied with other non-financial benefits (81%), their workload (78%), and their current salary and benefits in relation to their responsibilities (77%).

**Table 2. Respondents' level of satisfaction with their experience working in Administrative Services.**

Aspect	Highly Satisfied		Satisfied		Dissatisfied		Highly Dissatisfied	
	#	%	#	%	#	%	#	%
Competence of your immediate supervisor	11	64.7	6	35.3	0	0.0	0	0.0
Parking	11	61.1	7	38.9	0	0.0	0	0.0
Access to training programs	8	47.1	9	52.9	0	0.0	0	0.0
Nature/content of work	8	44.4	10	55.6	0	0.0	0	0.0
Physical (heating, lighting, layout, etc.)	7	38.9	11	61.1	0	0.0	0	0.0
Opportunities for advancement/development	7	38.9	10	55.6	1	5.6	0	0.0
Availability of equipment/supplies	11	61.1	6	33.3	1	5.6	0	0.0
Performance review/development	9	50.0	8	44.4	1	5.6	0	0.0
Relationship with immediate supervisor/manager	12	70.6	4	23.5	1	5.9	0	0.0
Knowledge of work you are required to do	12	70.6	4	23.5	1	5.9	0	0.0
Opportunities to provide input into issues that affect your work	11	64.7	5	29.4	1	5.9	0	0.0
Access to flexible working arrangements	10	58.8	6	35.3	1	5.9	0	0.0
Relationship with staff in other areas	10	58.8	6	35.3	1	5.9	0	0.0
Initial training and development	7	41.2	9	52.9	1	5.9	0	0.0
Communication of District/Campus directions and policies	3	17.6	13	76.5	1	5.9	0	0.0
Working hours	10	55.6	6	33.3	2	11.1	0	0.0
Relationship with staff in your area	9	52.9	6	35.3	2	11.8	0	0.0
Feedback on your performance	6	35.3	9	52.9	2	11.8	0	0.0
Communication of decisions and issues affecting you	5	29.4	10	58.8	2	11.8	0	0.0
Other non-financial benefits	4	25.0	9	56.3	3	18.8	0	0.0
Workload	6	33.3	8	44.4	4	22.2	0	0.0
Current salary and benefits in relation to responsibilities	6	35.3	7	41.2	3	17.6	1	5.9

Note: Responses are sorted in descending order by total percent satisfied and highly satisfied.

Table 3 indicates respondents' recommendation of CHC as a workplace for their friends. One hundred percent of respondents stated they would recommend CHC to a friend looking for a job.

**Table 3. Responses to "Would you recommend CHC to a friend looking for a job?"**

Responses	#	%
Yes	13	100.0
No	0	0.0