

NMJC Employee Survey 2017

NMJC contracted with Ruffalo Noel Levitz to conduct the survey. The surveys were administered electronically and, in some cases, by hard copy. Maintenance and support staff who do not have regular access to computers were provided with paper surveys. In addition, surveys were available in English and in Spanish. Participation was voluntary and all surveys were anonymous (156 faculty and staff participated in the survey). The survey was administered over a ten day period in early October, 2017.

The Ruffalo Noel Levitz process provides results that are in two parts. The first part provides information on NMJC employee attitudes about the importance of various activities compared to how well the employee thinks the institution is doing with regards to that activity. The second part of the report compares NMJC employee responses to average responses from a comparison group of other colleges that have participated in the survey.

The survey uses a five-point Likert scale to measure employee opinions:

Importance and Satisfaction Rating Scale

Importance Rating	Satisfaction rating	Numerical Value
Very important	Very satisfied	5
Important	Satisfied	4
Somewhat important	Somewhat satisfied	3
Not very important	Not very satisfied	2
Not Important at all	Not satisfied at all	1

In addition to specific questions, faculty and staff were offered opportunities to answer some questions in their own words (these are called open-ended questions). For reporting purposes, these responses have been collected into common groupings to give a better idea of how employees feel about specific issues on campus.

The survey is broken into parts:

- Section 1 – Campus Culture and Policies
- Section 2 – Institutional Goals
- Section 3 – Involvement in Planning and Decision-Making
- Section 4 – Work Environment
- Section 5 – Demographics

Survey Results:

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Fall 2017 - Comparison to 2-year, Public Institutions

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")	New Mexico Junior College			Comparison group			IMP Sign diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
This institution promotes excellent employee-student relationships	4.71	4.04	0.67	4.62	3.70	0.92	NS	***
This institution treats students as its top priority	4.80	4.04	0.76	4.71	3.63	1.09	NS	***
This institution does a good job of meeting the needs of students	4.74	3.89	0.85	4.68	3.57	1.12	NS	***
The mission, purpose, and values of this institution are well understood by most employees	4.55	3.95	0.60	4.35	3.50	0.85	***	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.53	3.96	0.57	4.38	3.59	0.79	**	***
The goals and objectives of this institution are consistent with its mission and values	4.61	4.03	0.59	4.44	3.58	0.86	**	***
This institution involves its employees in planning for the future	4.54	3.31	1.24	4.42	3.09	1.34	*	*
This institution plans carefully	4.68	3.82	0.86	4.51	3.12	1.39	**	***
The leadership of this institution has a clear sense of purpose	4.69	3.84	0.85	4.59	3.33	1.26	NS	***
This institution does a good job of meeting the needs of its faculty	4.56	3.65	0.91	4.42	3.23	1.19	*	***
This institution does a good job of meeting the needs of staff	4.58	3.68	0.90	4.43	3.13	1.30	**	***
This institution does a good job of meeting the needs of administrators	4.46	4.03	0.43	4.20	3.68	0.52	***	***
This institution makes sufficient budgetary resources available to achieve important objectives	4.66	3.82	0.85	4.47	3.17	1.30	***	***
This institution makes sufficient staff resources available to achieve important objectives	4.49	3.65	0.84	4.41	3.09	1.32	NS	***
There are effective lines of communication between departments	4.55	3.11	1.45	4.47	2.79	1.68	NS	***
Administrators share information regularly with faculty and staff	4.57	3.16	1.41	4.48	3.09	1.40	NS	NS
There is good communication between the faculty and the administration at this institution	4.63	3.35	1.28	4.47	3.06	1.40	**	**
There is good communication between staff and the administration at this institution	4.56	3.26	1.29	4.44	3.06	1.38	*	*
Faculty take pride in their work	4.74	3.98	0.76	4.66	3.91	0.74	NS	NS
Staff take pride in their work	4.68	3.89	0.79	4.62	3.84	0.78	NS	NS
Administrators take pride in their work	4.72	3.98	0.74	4.58	3.75	0.83	**	**
There is a spirit of teamwork and cooperation at this institution	4.65	3.51	1.14	4.56	3.06	1.50	NS	***
The reputation of this institution continues to improve	4.72	3.83	0.89	4.57	3.41	1.15	**	***
This institution is well-respected in the community	4.78	4.22	0.56	4.62	3.64	0.98	***	***
Efforts to improve quality are paying off at this institution	4.60	3.82	0.78	4.49	3.35	1.13	*	***
Employee suggestions are used to improve our institution	4.44	3.22	1.22	4.37	2.98	1.38	NS	*
This institution consistently follows clear processes for selecting new employees	4.55	3.24	1.31	4.41	3.17	1.23	*	NS
This institution consistently follows clear processes for orienting and training new employees	4.54	3.13	1.40	4.42	3.08	1.35	*	NS
This institution consistently follows clear processes for recognizing employee achievements	4.44	3.25	1.19	4.25	3.13	1.12	**	NS
This institution has written procedures that clearly define who is responsible for each operation and service	4.50	3.54	0.96	4.33	3.10	1.23	**	***

Significance levels: NS = no significant difference; * = p < .05; ** = p < .01; *** = p < .001

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Fall 2017 - Comparison to 2-year, Public Institutions

Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	New Mexico Junior College Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.56	4.41	*
B) Retain more of its current students to graduation	4.65	4.69	NS
C) Improve the academic ability of entering student classes	4.41	4.37	NS
D) Recruit students from new geographic markets	3.96	3.69	**
E) Increase the diversity of racial and ethnic groups represented among the student body	3.62	3.65	NS
F) Develop new academic programs	4.02	3.89	NS
G) Improve the quality of existing academic programs	4.46	4.52	NS
H) Improve the appearance of campus buildings and grounds	3.92	3.79	NS
I) Improve employee morale	4.48	4.57	NS

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	44	28.6%	3,452	22.3%
B) Retain more of its current students to graduation	39	25.3%	5,398	34.9%
C) Improve the academic ability of entering student classes	12	7.8%	1,184	7.7%
D) Recruit students from new geographic markets	0	0.0%	110	0.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	1	0.6%	137	0.9%
F) Develop new academic programs	16	10.4%	544	3.5%
G) Improve the quality of existing academic programs	26	16.9%	2,058	13.3%
H) Improve the appearance of campus buildings and grounds	1	0.6%	190	1.2%
I) Improve employee morale	15	9.7%	2,382	15.4%
All responses	154	100.0%	15,455	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	36	23.4%	3,398	22.2%
B) Retain more of its current students to graduation	45	29.2%	4,245	27.7%
C) Improve the academic ability of entering student classes	16	10.4%	1,468	9.6%
D) Recruit students from new geographic markets	2	1.3%	296	1.9%
E) Increase the diversity of racial and ethnic groups represented among the student body	1	0.6%	258	1.7%
F) Develop new academic programs	17	11.0%	994	6.5%
G) Improve the quality of existing academic programs	26	16.9%	2,488	16.2%
H) Improve the appearance of campus buildings and grounds	1	0.6%	349	2.3%
I) Improve employee morale	10	6.5%	1,842	12.0%
All responses	154	100.0%	15,338	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	25	16.2%	2,414	16.2%
B) Retain more of its current students to graduation	32	20.8%	2,168	14.6%
C) Improve the academic ability of entering student classes	10	6.5%	1,649	11.1%
D) Recruit students from new geographic markets	6	3.9%	609	4.1%
E) Increase the diversity of racial and ethnic groups represented among the student body	4	2.6%	522	3.5%
F) Develop new academic programs	28	18.2%	1,670	11.2%
G) Improve the quality of existing academic programs	25	16.2%	2,573	17.3%
H) Improve the appearance of campus buildings and grounds	6	3.9%	693	4.7%
I) Improve employee morale	18	11.7%	2,573	17.3%
All responses	154	100.0%	14,871	100.0%

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TOTAL "VOTES" FOR EACH GOAL	New Mexico Junior College TOTAL	New Mexico Junior College Percent	Comparison group TOTAL	Comparison group PERCENT
A) Increase the enrollment of new students	105	22.7%	9,264	20.3%
B) Retain more of its current students to graduation	116	25.1%	11,811	25.9%
C) Improve the academic ability of entering student classes	38	8.2%	4,301	9.4%
D) Recruit students from new geographic markets	8	1.7%	1,015	2.2%
E) Increase the diversity of racial and ethnic groups represented among the student body	6	1.3%	917	2.0%
F) Develop new academic programs	61	13.2%	3,208	7.0%
G) Improve the quality of existing academic programs	77	16.7%	7,119	15.6%
H) Improve the appearance of campus buildings and grounds	8	1.7%	1,232	2.7%
I) Improve employee morale	43	9.3%	6,797	14.9%
All responses	462	100.0%	45,664	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")	New Mexico Junior College Mean	Comparison group Mean	Sign diff
How involved are: Faculty	2.61	2.65	NS
How involved are: Staff	2.41	2.34	NS
How involved are: Deans or directors of administrative units	3.17	3.37	**
How involved are: Deans or chairs of academic units	3.14	3.30	*
How involved are: Senior administrators (VP, Provost level or above)	3.67	3.77	NS
How involved are: Students	2.32	2.33	NS
How involved are: Trustees	2.97	3.22	***
How involved are: Alumni	2.44	2.50	NS

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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")	New Mexico Junior College			Comparison group			IMP Sign Diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
It is easy for me to get information at this institution	4.51	3.64	0.87	4.49	3.26	1.23	NS	***
I learn about important campus events in a timely manner	4.35	3.90	0.46	4.21	3.50	0.71	*	***
I am empowered to resolve problems quickly	4.44	3.73	0.71	4.43	3.36	1.07	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.33	3.70	0.63	4.22	3.51	0.72	NS	*
I have the information I need to do my job well	4.66	3.98	0.68	4.60	3.63	0.97	NS	***
My job responsibilities are communicated clearly to me	4.66	4.06	0.60	4.57	3.70	0.87	NS	***
My supervisor pays attention to what I have to say	4.71	4.07	0.64	4.59	3.90	0.69	**	NS
My supervisor helps me improve my job performance	4.57	3.97	0.60	4.46	3.75	0.71	*	*
My department or work unit has written, up-to-date objectives	4.30	3.75	0.55	4.26	3.58	0.68	NS	NS
My department meets as a team to plan and coordinate work	4.37	3.73	0.64	4.35	3.68	0.67	NS	NS
My department has the budget needed to do its job well	4.61	3.59	1.02	4.51	3.09	1.43	NS	***
My department has the staff needed to do its job well	4.63	3.51	1.12	4.56	3.05	1.51	NS	***
I am paid fairly for the work I do	4.71	3.38	1.33	4.56	3.13	1.43	**	*
The employee benefits available to me are valuable	4.77	4.14	0.63	4.58	3.85	0.73	**	**
I have adequate opportunities for advancement	4.38	3.28	1.10	4.25	3.01	1.24	*	**
I have adequate opportunities for training to improve my skills	4.52	3.59	0.93	4.40	3.39	1.01	*	*
I have adequate opportunities for professional development	4.46	3.54	0.93	4.38	3.42	0.95	NS	NS
The type of work I do on most days is personally rewarding	4.62	4.19	0.43	4.58	4.09	0.49	NS	NS
The work I do is appreciated by my supervisor	4.63	4.04	0.58	4.46	3.90	0.56	**	NS
The work I do is valuable to the institution	4.70	4.12	0.58	4.56	3.97	0.59	**	NS
I am proud to work at this institution	4.77	4.53	0.24	4.56	4.09	0.47	***	***

Overall satisfaction	New Mexico Junior College Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	4.26	3.85	***

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Section 5: Demographics

<i>How long have you worked at this institution?</i>	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
Less than 1 year	11	7.1%	1,385	8.7%
1 to 5 years	45	29.0%	4,840	30.4%
6 to 10 years	35	22.6%	3,721	23.4%
11 to 20 years	49	31.6%	4,025	25.3%
More than 20 years	15	9.7%	1,943	12.2%
All responses	155	100.0%	15,914	100.0%

<i>Is your position:</i>	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
Faculty	54	34.6%	7,226	45.7%
Staff	86	55.1%	7,196	45.5%
Administrator	16	10.3%	1,401	8.9%
All responses	156	100.0%	15,823	100.0%

<i>Is your position:</i>	New Mexico Junior College Count	New Mexico Junior College Percent	Comparison group Count	Comparison group Percent
Full-time	148	94.9%	12,852	82.5%
Part-time	8	5.1%	2,723	17.5%
All responses	156	100.0%	15,575	100.0%

Open-ended responses (aggregated, individual comments not presented):

- I. Additional feedback on campus culture and policies (67 responses).
 - a. Compensation and benefit issues – 6 comments
 - b. Communications issues (with an emphasis on cross department communication and overall transparency) – 12 comments
 - c. Positive statements about campus culture – 31 comments
 - d. Campus policies (need for clarification and consistency) – 9 comments

- II. Other institutional goals (36 responses).
 - a. Improve employee morale – 4 comments
 - b. Need for better communication – 3 comments
 - c. Expand program offerings – 5 comments

- III. Feedback about NMJC goals (22 comments).
 - a. Focus on student success – 3 comments.
 - b. Communication of goals – 2 comments.

- IV. Additional feedback about work environment (35 comments).
 - a. Compensation issues – 3 comments.
 - b. Positive statements about work environment – 15 comments.