TOPIC: Colorado Community College System 2012 Climate Survey Summary

PRESENTED BY: Cynthia Hier, Human Resources Executive Director

RELATIONSHIP TO THE STRATEGIC PLAN:
Student Success: Colorado students shall have the opportunity to succeed through high quality, cutting edge instruction and educational services.

Satisfaction of our employees with the work environment increases the quality of instruction and educational services resulting in increased student success.

EXPLANATION:
In November of 2012 a Climate Survey was administered to faculty and staff at the Colorado Community College System. The attached written report includes a brief summary of the 2012 faculty survey results and the 2012 administrator professional/technical and classified employee results as well as a comparison to the results found in the initial survey conducted in November of 2010. This was the third time that the survey has been conducted since 2008.

RECOMMENDATION:
No action required; informational item only

ATTACHMENTS:
Employee Climate Survey Summary
Faculty Climate Survey Summary
2012 CCCS Employee Climate Survey  
Administrative, Professional/Technical, and Classified  
Summary

In November of 2012 a climate survey was administered to all administrator, professional/technical and classified employees in the Colorado Community College System (CCCS). This is the third time this survey has been administered since 2008.

**Demographics**

- The responses included representation from all of the community colleges and the System Office. There were a total of 1343 respondents, an increase from 1194 in 2010. This represents a 50% response rate. Front Range had the highest number of participants responding followed by Pikes Peak, the Community College System Office and Pueblo Community College.

- The occupational groups of respondents were 61.4% Administrator/Professional Technical and 38.6% Classified.

- The analysis of the survey showed that an overwhelming majority of Colorado Community College System employees have attained additional training or education beyond high school, and approximately 79% of the respondents have obtained degrees ranging from an Associate’s to a Doctorate, with 30.2% possessing a Master’s degree.

- Seventy percent of the respondents were female.

- The largest age group is in the 50 – 59 range, followed by 40 – 49.

- 25% of respondents have been employed at their current institution for less than 2 years. 22.5% have been employed for 5-9 years and 21.5 percent have been employed for 2-4 years.

**Job Satisfaction**

95.6% of the respondents like their jobs and find the work meaningful. They also get personal satisfaction from doing the job well and find the work sufficiently challenging. 36.4% plan to continue working at their institution for an indefinite period of time, but 37% think about quitting.

A majority of the respondents understand their job responsibilities, and enjoy working with their coworkers. They feel that their coworkers are also
motivated to do a good job, are qualified for their work, and the environment supports teamwork and cooperation. 84% respect their supervisors, 82% feel they are respected in turn, and 82% believe their supervisor treats people fairly. 68% of the respondents agree that they receive the training they need to do their job; this is an increase of 2.4 percentage points since 2010. 83% of the respondents agree that their most recent performance evaluation was fair.

Organizational Satisfaction

Although the employees expressed job satisfaction, only 51% feel that their department is staffed adequately to handle the workload. In 2010 this number was 46%, thus we are seeing improvement in satisfaction in this area. In addition, there was an increase of 4.2 percentage points in satisfaction with work/life balance.

The majority of respondents believe that their college is a well-run organization and has a good reputation in the community. 70% feel their college is achieving its mission, vision, and goals and they understand their individual roles in helping the college achieve this. 68% state that they trust and have confidence in the leadership and 78% say that their supervisors keep them informed on issues that affect them. 68% of the respondents believe that the college cares for its employees and 70% say that their opinion counts. 85% are proud to tell others where they work.

Satisfaction with Pay and Benefits

One of the areas we noted in past surveys was employee concern regarding pay and benefits. In the 2012 survey, 56% of the respondents state that they are not paid sufficiently for their work and that their salary does not reflect their performance and contributions to the college. They also believe that their salary is not market competitive compared with other organizations in the same geographical area. In addition, 50% of the employees who responded do not believe that the college/system pay policies are administered fairly and 42% believe that promotional opportunities are limited and are not based upon merit.

Satisfaction with benefits continues to increase. 66% of respondents stated that they were satisfied with their health benefits. In addition, nearly 70% of respondents felt that the money they contribute to benefits was reasonable, which is up from 57.4 % in 2010.

Positive perceptions of job security have risen from 65% in 2010 to 74% in 2012. Respondents also said that their retirement benefits compare well
with other employers in the area. However, only 42% have confidence that they will have enough money when they retire to maintain their standard of living. Still, this is an increase from 37% in 2010. 86% of respondents indicated that leave policies compare well with other employers.

**Summary**

Overall the survey results are fairly consistent between 2010 and 2012. A comparison of the two surveys indicates that employee satisfaction increased related to having the tools and resources to do their job and the fairness of their most recent job evaluation. There has been a substantial increase in satisfaction with our benefits when compared to those offered by other employers in the area as well as an increase in the satisfaction with the cost of the benefits. Employees are also more satisfied with their job security and their work/life balance.

Employee satisfaction decreased in relation to pay. 56.7% of the respondents believe that they are not appropriately paid for the work they do for the college in 2010, 53% felt that they were not appropriately paid. In addition, 58% feel that their salary is not competitive with other employers in the area.

A comparison between the 2012 CCCS Climate survey and the National Employee Satisfaction survey conducted by the Society for Human Resources (SHRM) in 2012 indicates that CCCS employees have a higher degree of satisfaction related to their job, benefits and communication from Senior Management. CCCS employee satisfaction with pay is less than that reported by SHRM.

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<thead>
<tr>
<th>Percent % Satisfaction</th>
<th>SHRM</th>
<th>CCCS</th>
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<tbody>
<tr>
<td>Category</td>
<td></td>
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<tr>
<td>Job</td>
<td>70%</td>
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<td>Pay</td>
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<tr>
<td>Benefits</td>
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<td>Job Security</td>
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<tr>
<td>Communication from Sr. Management</td>
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<td>64.7%</td>
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2012 CCCS Employee Climate Survey
Faculty Summary

In November of 2012 a climate survey was distributed to all Colorado Community College System (CCCS) regular faculty. This survey is not administered to adjunct faculty. This was third time the survey had been administered since 2008. The demographics of the faculty respondents are as follows:

**Demographics**

- The responses included faculty from the entire system. There were a total of 586 respondents which represents a 50% response rate. FRCC and PPCC had the largest number of respondents.
- 64.3% of the responses were from females.
- 35.9% of the respondents are in the age group 50-59 years, followed by ages 40-49 at 29.5%
- 64.7% of respondents have Master’s degrees. 12.3% hold a Bachelor’s degree, and 14.7% possess Doctorate degree.
- Employment longevity – the largest group has been employed at a CCCS community college 5-9 years.
- The discipline split is 53.4% in general education and 46.6% in career and technical education.
- Contract term and salary – Most are 9-month salaried employees. The salary ranges of 50.9% of respondents are between $40,000 – 49,999.

**Job Satisfaction**

Overall the survey results indicate that employee satisfaction continues to increase in many areas.

The faculty continues to be very satisfied with their profession: 98.4% agree or strongly agree that they like the work they do; 96.5% agree or strongly agree that they are satisfied with the courses they are assigned to teach; and 94.6% are satisfied with their level of independence concerning how they teach.

Overall, 77.8% of the respondents are satisfied with their current employment situation. The great majority (90%) state that their position at
the community college is their only employment. Of the 10% that are employed at another institution 29% teach at another community college and 43% teach at a four year college/university.

The survey data remained consistent between 2010 and 2012 related to the following areas: the vast majority of faculty state that they find their job challenging; they like what they do and are motivated; and they are encouraged to improve and they believe their work is meaningful. They believe their performance evaluations are fair and the evaluation feedback is meaningful. Doing their job well gives them a sense of personal satisfaction and accomplishment. As in 2010, faculty largely agree that they work in an environment that supports teamwork; they enjoy working with their colleagues; and their colleagues are also motivated to do a good job.

**Organizational Satisfaction**

70% of the respondents believe that their college is a well-run organization and 85% percent believe that student success is a top priority for the college. The respondents stated that they largely know and understand the mission, vision and goals of the college and know their part in achieving them. 87.7% of the respondents indicated that they have a voice in decisions made, up from 82.5% in 2010.

Trust and confidence in leadership rose 10 percentage points in 2012, to 69% and respect for supervisors rose to from 83% to 87.4%. There was also significant improvement in the belief that the college is headed in the right direction, belief that the college cares about its employees and belief that employees are treated well and fairly.

Although the faculty is mostly satisfied with the quality of fellow employees, over half of the respondents agreed that there aren’t enough employees to get the work done. Satisfaction with training and resources provided has dropped slightly, however satisfaction with the full-time/part-time ratio increased from 38.4% in 2010 to 44.8% in 2012.

**Satisfaction with Salaries and Benefits**

A majority of faculty continue to be dissatisfied with their pay and how it compares with others doing the same work both inside and outside of their college. However, in general, the satisfaction levels related to pay increased anywhere from 4 to 9 percentage points in 2012. For example, agreement that salary reflects performance and contribution to the college rose from 19.2 % in 2010 to 28.1% in 2012. Agreement that faculty are paid appropriately for the work they perform rose from 20.3% to 28%, and understanding how pay rates are determined rose from 43.9% to 53%.
Satisfaction with health and retirement benefits increased significantly. Most notably, satisfaction with the amount of money they must contribute towards the cost of benefits increased 15.5 percentage points to 61% and belief that they have good job security rose from 67.4% to 76.5%.

A majority of employees agree that leave policies and benefits compare well with those offered by other employers in the area.

**Summary**

In summary, the greatest importance to faculty in terms of their personal job satisfaction continues to be the ability to perform meaningful work, having their opinions valued, working conditions, relationships, job security, and their leadership/ supervision. These factors were followed in importance by pay and benefits, training, career advancement, and lastly by employee recognition.

A comparison of the 2008 and the 2010 Faculty Climate survey indicates that faculty satisfaction increased in the areas of confidence in leadership, respect for supervisors, communication with administration and Senior Management, pay, benefits and job security. Satisfaction in these areas rose anywhere from 4 to 15 percentage points.

Areas where satisfaction decreased were training, work/life balance, administrative and student advising duties and equitable distribution of teaching loads.

A comparison between the 2012 CCCS Faculty Climate survey and the National Employee Satisfaction survey conducted by the Society for Human Resources (SHRM) in 2012 indicates that CCCS faculty have a higher degree of satisfaction related to their job, benefits and communication from Senior Management. CCCS employee satisfaction with pay is less than that reported by SHRM.

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