

Survey Results for Employee Satisfaction Survey Spring 2015

Overall Results

Demographics

Total Respondents: 154

Campus Location: Tonkawa – 56%
Enid – 23%
Stillwater – 21%
Skipped – 26 individuals

Positions: Faculty – 59%
Staff – 35%
Administration 6%
Skipped – 25 individuals

Faculty Divisions:

	Percentage
Agriculture, Science and Engineering	27%
Business	8%
Language Arts	13%
Math	25%
Nursing	15%
Social Sciences	13%

Faculty not indicating a division – 28 individuals

Position: Full-time – 83%
Part-time – 17%
Skipped - 20

Campus Culture and Policies

Question 1: Advisors meet the scholastic and emotional needs of advisees.

	Percentage
Very Satisfied	15%
Satisfied	38%
Somewhat Satisfied	32%
Not Very Satisfied	10%
Not Satisfied at All	5%
Mean	3.5 out of 5

Responded Not Known: 31
Skipped: 0

Question 2: The level of communication between advisors and students, outside of enrollment, is sufficient.

	Percentage
Very Satisfied	10%
Satisfied	34%
Somewhat Satisfied	31%
Not Very Satisfied	18%
Not Satisfied at All	7%
Mean	3.22 out of 5

Responded Not Known: 37

Skipped: 1

Question 3: There is good communication between the different campuses.

	Percentage
Very Satisfied	6%
Satisfied	22%
Somewhat Satisfied	35%
Not Very Satisfied	26%
Not Satisfied at All	11%
Mean	2.85 out of 5

Responded Not Known: 14

Skipped: 0

Question 4: NOC does a good job of providing an overall quality learning environment.

	Percentage
Very Satisfied	19%
Satisfied	54%
Somewhat Satisfied	25%
Not Very Satisfied	2%
Not Satisfied at All	1%
Mean	3.88 out of 5

Responded Not Known: 5

Skipped: 0

Question 5: NOC provides good customer service to students.

	Percentage
Very Satisfied	11%
Satisfied	46%
Somewhat Satisfied	28%
Not Very Satisfied	11%
Not Satisfied at All	4%
Mean	3.49 out of 5

Responded Not Known: 11

Skipped: 1

Question 6: NOC provides good customer service to employees.

	Percentage
Very Satisfied	8%
Satisfied	38%
Somewhat Satisfied	31%
Not Very Satisfied	19%
Not Satisfied at All	4%
Mean	3.28 out of 5

Responded Not Known: 2

Skipped: 1

Question 7: NOC provides good customer service to external stakeholders (alumni, retirees, community members, businesses, etc.).

	Percentage
Very Satisfied	15%
Satisfied	57%
Somewhat Satisfied	20%
Not Very Satisfied	6%
Not Satisfied at All	1%
Mean	3.79 out of 5

Responded Not Known: 60

Skipped: 0

Question 8: Additional Comments:

Institutional Goals

How important is it to you that NOC pursue the following goals?

Question 9: Increase the assets of the NOC Foundation

	Percentage
Very Important	13%
Important	37%
Somewhat Important	38%
Not Very Important	9%
Not Important at All	2%
Mean	3.5 out of 5

Skipped: 4

How important is it to you that NOC pursue the following goals?

Question 10: Increase the use of degree program Advisory Committees

	Percentage
Very Important	16%
Important	39%
Somewhat Important	30%
Not Very Important	11%
Not Important at All	4%
Mean	3.53 out of 5

Skipped: 2

How important is it to you that NOC pursue the following goals?

Question 11: Increase the number of full-time faculty

	Percentage
Very Important	37%
Important	38%
Somewhat Important	19%
Not Very Important	5%
Not Important at All	1%
Mean	4.07 out of 5

Skipped: 6

How important is it to you that NOC pursue the following goals?

Question 12: Increase the number of full-time staff

	Percentage
Very Important	20%
Important	36%
Somewhat Important	30%
Not Very Important	11%
Not Important at All	3%
Mean	3.62 out of 5

Skipped: 4

How important is it to you that NOC pursue the following goals?

Question 13: Increase the enrollment of new students

	Percentage
Very Important	75%
Important	21%
Somewhat Important	3%
Not Very Important	1%
Not Important at All	0%
Mean	4.71 out of 5

Skipped: 3

How important is it to you that NOC pursue the following goals?

Question 14: Increase the retention of existing students

	Percentage
Very Important	78%
Important	17%
Somewhat Important	4%
Not Very Important	1%
Not Important at All	0%
Mean	4.73 out of 5

Skipped: 2

How important is it to you that NOC pursue the following goals?

Question 15: Develop new academic programs

	Percentage
Very Important	32%
Important	41%
Somewhat Important	21%
Not Very Important	5%
Not Important at All	1%
Mean	3.98 out of 5

Skipped: 3

How important is it to you that NOC pursue the following goals?

Question 16: Improve employee morale

	Percentage
Very Important	73%
Important	24%
Somewhat Important	3%
Not Very Important	0%
Not Important at All	1%
Mean	4.68 out of 5

Skipped: 2

How important is it to you that NOC pursue the following goals?

Question 17: Additional Comments

Question 18: Chose three goals that you believe should be NOC's top priorities

	Percentage
Increase the assets of NOC Foundation	2%
Increase the use of degree program Advisory Committees	2%
Increase the number of full-time faculty	13%
Increase the number of full-time staff	7%
Increase the enrollment of new students	25%
Increase the retention of existing students	22%
Develop new academic programs	10%
Improve employee morale	19%

Skipped: 3

Involvement in Planning and Decision-Making

Question 19: In your opinion, how much involvement do each of the following have in planning and decision-making at NOC?

Skipped: 11

Community members

	Percentage
Too much Involvement	4%
More than Enough Involvement	14%
Just the Right Involvement	61%
Not Quite Enough Involvement	14%
Not Enough Involvement	6%
Mean	2.94 out of 5

Foundation Board

	Percentage
Too much Involvement	8%
More than Enough Involvement	14%
Just the Right Involvement	73%
Not Quite Enough Involvement	4%
Not Enough Involvement	1%
Mean	3.23 out of 5

Faculty

	Percentage
Too much Involvement	3%
More than Enough Involvement	6%
Just the Right Involvement	30%
Not Quite Enough Involvement	43%
Not Enough Involvement	19%
Mean	2.30 out of 5

Staff

	Percentage
Too much Involvement	2%
More than Enough Involvement	6%
Just the Right Involvement	37%
Not Quite Enough Involvement	38%
Not Enough Involvement	16%
Mean	2.40 out of 5

Deans or Directors of administrative units

	Percentage
Too much Involvement	8%
More than Enough Involvement	25%
Just the Right Involvement	53%
Not Quite Enough Involvement	12%
Not Enough Involvement	1%
Mean	3.26 out of 5

Chairs

	Percentage
Too much Involvement	7%
More than Enough Involvement	17%
Just the Right Involvement	59%
Not Quite Enough Involvement	14%
Not Enough Involvement	4%
Mean	3.08 out of 5

Vice-Presidents

	Percentage
Too much Involvement	14%
More than Enough Involvement	28%
Just the Right Involvement	53%
Not Quite Enough Involvement	4%
Not Enough Involvement	1%
Mean	3.50 out of 5

Students

	Percentage
Too much Involvement	1%
More than Enough Involvement	11%
Just the Right Involvement	37%
Not Quite Enough Involvement	32%
Not Enough Involvement	19%
Mean	2.44 out of 5

Regents

	Percentage
Too much Involvement	7%
More than Enough Involvement	26%
Just the Right Involvement	59%
Not Quite Enough Involvement	6%
Not Enough Involvement	2%
Mean	3.30 out of 5

Alumni

	Percentage
Too much Involvement	4%
More than Enough Involvement	9%
Just the Right Involvement	60%
Not Quite Enough Involvement	19%
Not Enough Involvement	9%
Mean	2.81 out of 5

Question 20: Additional Comments

Work Environment

Question 21: I have access to adequate technology to perform my duties.

	Percentage
Very Satisfied	24%
Satisfied	41%
Somewhat Satisfied	20%
Not Very Satisfied	10%
Not Satisfied at All	5%
Mean	3.69 out of 5

Skipped: 6

Not Applicable: 2

Question 22: NOC provides the professional development needed for my position.

	Percentage
Very Satisfied	23%
Satisfied	35%
Somewhat Satisfied	23%
Not Very Satisfied	14%
Not Satisfied at All	5%
Mean	3.56 out of 5

Skipped: 7

Not Applicable: 6

Question 23: Administrators respond in a timely manner to emails and phone calls.

	Percentage
Very Satisfied	21%
Satisfied	41%
Somewhat Satisfied	22%
Not Very Satisfied	11%
Not Satisfied at All	5%
Mean	3.63 out of 5

Skipped: 9

Not Applicable: 1

Question 24: My co-workers respond in a timely manner to email and phone calls.

	Percentage
Very Satisfied	31%
Satisfied	45%
Somewhat Satisfied	17%
Not Very Satisfied	6%
Not Satisfied at All	2%
Mean	3.97 out of 5

Skipped: 9

Not Applicable: 2

Question 25: The scheduling of employee events and activities meets my needs.

	Percentage
Very Satisfied	13%
Satisfied	42%
Somewhat Satisfied	30%
Not Very Satisfied	11%
Not Satisfied at All	4%
Mean	3.50 out of 5

Skipped: 10

Not Applicable: 8

Question 26: The NOC RAVE Emergency Alert system functions for me in a satisfactory manner.

	Percentage
Very Satisfied	45%
Satisfied	47%
Somewhat Satisfied	6%
Not Very Satisfied	3%
Not Satisfied at All	0%
Mean	4.34 out of 5

Skipped: 8

Not Applicable: 3

Question 27: The Blackboard academic learning system function for me in a satisfactory manner.

	Percentage
Very Satisfied	9%
Satisfied	41%
Somewhat Satisfied	20%
Not Very Satisfied	15%
Not Satisfied at All	16%
Mean	3.14 out of 5

Skipped: 8

Not Applicable: 30

Question 28: The School Dude facility maintenance work order system functions for me in a satisfactory manner.

	Percentage
Very Satisfied	13%
Satisfied	52%
Somewhat Satisfied	19%
Not Very Satisfied	11%
Not Satisfied at All	6%
Mean	3.54 out of 5

Skipped: 8

Not Applicable: 34

Question 29: The Track-it system for reporting technology issues function for me in a satisfactory manner.

	Percentage
Very Satisfied	9%
Satisfied	41%
Somewhat Satisfied	28%
Not Very Satisfied	16%
Not Satisfied at All	7%
Mean	3.29 out of 5

Skipped: 8

Not Applicable: 23

Question 30: NOC provides a safe work environment.

	Percentage
Very Satisfied	30%
Satisfied	44%
Somewhat Satisfied	19%
Not Very Satisfied	6%
Not Satisfied at All	1%
Mean	3.97 out of 5

Skipped: 8

Not Applicable: 1

Question 31: NOC provides an overall quality work environment.

	Percentage
Very Satisfied	24%
Satisfied	38%
Somewhat Satisfied	31%
Not Very Satisfied	5%
Not Satisfied at All	3%
Mean	3.75 out of 5

Skipped: 9

Not Applicable: 1