

**ANNUAL EMPLOYEE SATISFACTION
SURVEY ANALYSIS
SPRING SEMESTER 2005**

**A RESEARCH PROJECT OF THE
RESEARCH AND PLANNING COMMITTEE
CONTRA COSTA COLLEGE**

Acknowledgements

This project was administered through the constituent-based organizations of the college that include the Academic Senate, Classified Senate and Management Council. The data and survey was prepared by the Office of Research and Planning. The survey was developed by the Research and Planning Committee, a constituency-based sub-committee of the College Council. We wish to thank all who participated in this campus-wide annual survey.

INTRODUCTION

The college subscribes to a cycle of evaluation that includes an annual survey of faculty, classified and management employees. The cycle is to administer both an employee and student survey every four years. The employee satisfaction survey conducted during the spring semester 2005 involved 125 employees which contrast with the previous 2001 survey of 130.

Overview – Employee Survey

Goal: Update the 2001 employee survey, provide feedback to college committees evaluating institutional effectiveness and constructing the accreditation self-study; look for significant changes from the 2001 survey.

The survey was conducted throughout a 3 week period during March 2005. 55% of the total employees (228) were sampled. Total employees include District Office employees assigned to the CCC campus, i.e. bookstore, police and buildings and grounds. Data supplied by Human Relations unit, District Office.

>>>> 2001:38% of total employees (247) sampled. This count includes District Office employees assigned to the CCC campus.

Due to a low sample size for part-time faculty, the comparison with the 2001 survey was not possible, therefore only full time faculty counts were used in the survey analysis.

Limitations

Sampling for the 2001 survey was conducted at the start of spring semester (All College Day, January 16th) versus the 2005 survey which was conducted during March. Sample size of the 2001 survey was 130 and the 2005 sample had 125.

No new questions were added to the 2005 survey.

2005 survey employee profile compared with 2001

In the 2005 survey there were 42 classified, 12 managers and 71 faculty (total of 125). In the 2001 survey there were 27 classified, 11 managers and 92 faculty (total of 130).

Directional study

There are a total of 49 questions in this survey. Employees were asked to indicate their selection on a 6 or 5 point scale depending on the question. This study will examine if there has been significant change in perception from the 2001 to 2005 surveys by the analysis of responses from these scales. Change in perception is demonstrated by the responses from each of the three groups, i.e. faculty, classified and managers. There could be movement towards good/maybe good to bad/maybe bad on this continuum. On the whole, there was statistical significance (less than .05) in 82% of the outcomes. Nine of the responses did not demonstrate statistical significance. The group that had the lowered significance was the managers whose sample of 12 was not sufficient to allow significant variance in some cases. It will be noted when significance was not achieved.

The data was analyzed using the following:

- a. Descriptive statistics
- b. Parametric nature of the data explored
- c. Nonparametric tests used such as Mann-Whitney, Chi-Square and Kruskal-Wallis Tests.

How each question was categorized

Each question of the survey was assigned one of the four WASC Accreditation Standards.

Standard I: Refining Institutional Purposes and Ensuring Education Objectives – **MISSION AND EFFECTIVENESS**

There were 10 questions.

Standard II: Achieving Educational Objectives Through Core Functions – **STUDENT LEARNING PROGRAMS AND SERVICES**

There were 9 questions.

Standard III: Developing and Applying Resources and Organizational Structures to Ensure Sustainability – **RESOURCES**

There were 22 questions

Standard IV: Creating an Organization Committed to Learning and Improvement –
LEADERSHIP AND GOVERNANCE

There were 8 questions.