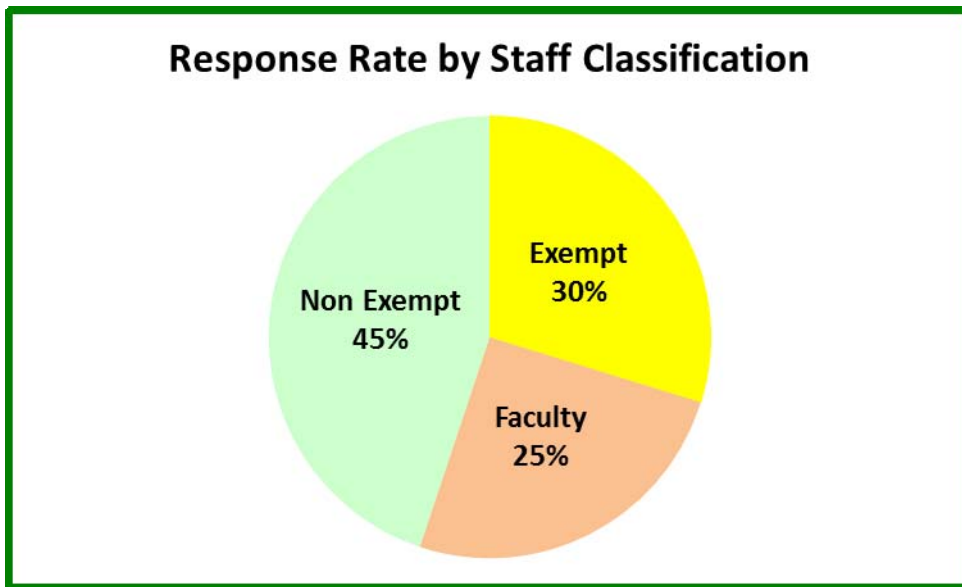


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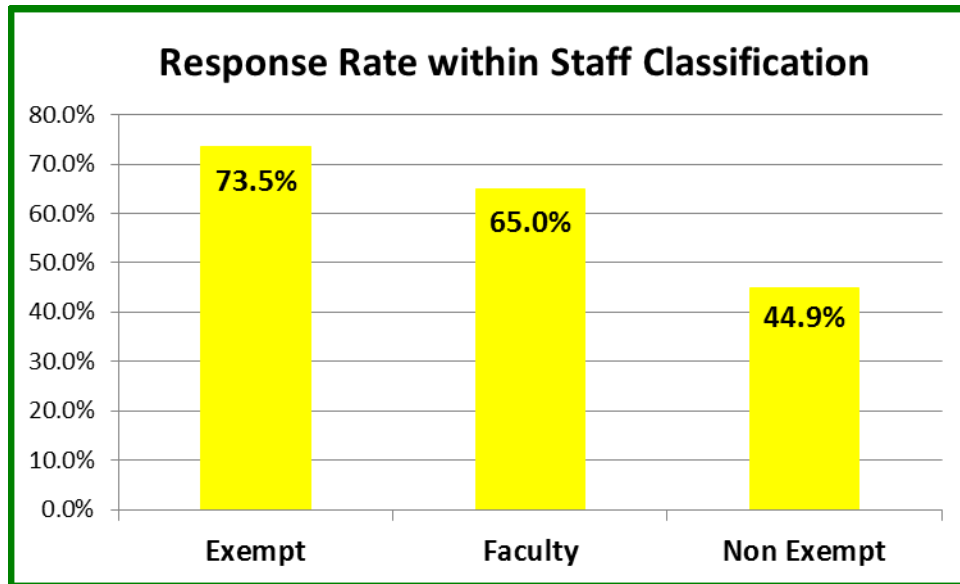
As part of Hagerstown Community College's Institutional Effectiveness Data Measures, an Employee Satisfaction Survey was distributed to all **368** full-time and part-time regular employees on March 12, 2013 through email with a link to the survey on SurveyMonkey.com. The survey was open until April 2, 2013 with two reminder emails being sent on March 26 and April 1. The survey was the exact survey used in Spring 2011 and consisted of four questions, of which question four was an open-ended, comment section for each unit and process.

207 surveys were completed, an overall response rate of **56%**. Among the three employee groups, the administrator group had the highest response rate with 73.5% while only 44.9% of the support staff responded.

1. What is your staff classification?				
	Exempt (Administrator/ Manager)	Faculty	Non Exempt (Support Staff)	Total
Survey emailed to Exempt, Non Exempt, and Faculty	83	80	205	368
Responses by staff classification <i>*2 skipped the staff classification question</i>	61	52	92	205
Response rate within staff classification	73.5%	65.0%	44.9%	55.7%
Response rate of all total responding	29.5%	25.1%	44.4%	



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2. How long have you been employed at HCC?		
	Response Count	Response Percent
Less than 2 years	46	22.8%
3 – 5 years	57	28.2%
6 – 10 years	49	24.3%
11 – 15 years	22	10.9%
16 years of more	28	13.9%
Skipped Question	5	

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3. Please indicate your level of satisfaction with the following departments and processes using the scale below, with "5" being the highest and "1" being the lowest degree of satisfaction.

	5	4	3	2	1	No Basis to Judge	Rating Average	Rating Count
Adjunct Commons	13.7% (28)	6.4% (13)	4.9% (10)	0.5% (1)	1.5% (3)	73.0% (149)	4.13	204
Admissions	29.4% (60)	27.9% (57)	12.7% (26)	0.5% (1)	2.0% (4)	27.5% (56)	4.14	204
Alumni services	16.7% (34)	7.8% (16)	9.3% (19)	2.0% (4)	0.0% (0)	64.2% (131)	4.10	204
Athletics	22.2% (45)	22.2% (45)	9.4% (19)	1.5% (3)	0.5% (1)	44.3% (90)	4.15	203
Campus Security	27.8% (57)	31.7% (65)	23.4% (48)	9.3% (19)	3.4% (7)	4.4% (9)	3.74	205
Campus Store	23.6% (48)	33.0% (67)	22.7% (46)	10.3% (21)	2.5% (5)	7.9% (16)	3.71	203
Children's Learning Center	18.3% (37)	12.9% (26)	3.5% (7)	0.5% (1)	0.5% (1)	64.4% (130)	4.35	202
Continuing Education	21.1% (43)	22.5% (46)	18.1% (37)	6.9% (14)	4.9% (10)	26.5% (54)	3.65	204
Custodial Services	34.3% (70)	34.8% (71)	22.5% (46)	4.9% (10)	2.0% (4)	1.5% (3)	3.96	204
Facilities Maintenance	42.2% (86)	32.4% (66)	18.6% (38)	3.4% (7)	1.0% (2)	2.5% (5)	4.14	204
Finance	35.1% (72)	27.8% (57)	19.0% (39)	6.3% (13)	1.0% (2)	10.7% (22)	4.01	205
Fitness Center	19.9% (41)	16.5% (34)	5.8% (12)	1.9% (4)	1.0% (2)	54.9% (113)	4.16	206
Fletcher Center	13.3% (27)	9.9% (20)	4.9% (10)	2.0% (4)	1.5% (3)	68.5% (139)	4.00	203
Food Services	15.8% (32)	20.3% (41)	24.3% (49)	17.8% (36)	11.9% (24)	9.9% (20)	3.12	202

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Grants services	18.7% (38)	16.3% (33)	10.3% (21)	3.9% (8)	0.5% (1)	50.2% (102)	3.98	203
HCC Foundation fundraising	18.7% (38)	14.3% (29)	11.3% (23)	1.5% (3)	0.5% (1)	53.7% (109)	4.06	203
Human Resources - benefits	30.4% (62)	32.8% (67)	17.6% (36)	9.8% (20)	2.5% (5)	6.9% (14)	3.85	204
Human Resources - recruitment	29.4% (60)	22.1% (45)	12.3% (25)	8.3% (17)	3.9% (8)	24.0% (49)	3.85	204
Information Center (Call Center)	24.6% (50)	20.2% (41)	17.2% (35)	6.4% (13)	4.4% (9)	27.1% (55)	3.74	203
Information Technology	32.2% (65)	29.7% (60)	15.3% (31)	9.4% (19)	3.0% (6)	10.4% (21)	3.88	202
Institutional Research	31.8% (64)	13.4% (27)	7.5% (15)	1.0% (2)	1.5% (3)	44.8% (90)	4.32	201
Internship & Job Services	25.5% (52)	12.3% (25)	9.3% (19)	1.5% (3)	1.5% (3)	50.0% (102)	4.18	204
Job Training Student Resources	25.5% (52)	17.6% (36)	8.8% (18)	1.5% (3)	1.0% (2)	45.6% (93)	4.20	204
Learning Technologies	44.6% (90)	18.8% (38)	6.4% (13)	2.0% (4)	1.0% (2)	27.2% (55)	4.43	202
Library services	30.0% (61)	21.7% (44)	10.8% (22)	3.4% (7)	1.0% (2)	33.0% (67)	4.14	203
Library - electronic resources	18.7% (38)	17.7% (36)	10.8% (22)	3.4% (7)	0.5% (1)	48.8% (99)	3.99	203
Library - physical materials	19.9% (40)	24.9% (50)	11.4% (23)	3.0% (6)	2.0% (4)	38.8% (78)	3.94	201
Mail Center	60.1% (122)	21.7% (44)	10.3% (21)	0.5% (1)	0.0% (0)	7.4% (15)	4.53	203
Payroll	52.9% (108)	29.9% (61)	8.8% (18)	2.0% (4)	1.5% (3)	4.9% (10)	4.38	204
Placement Testing	15.2% (31)	14.2% (29)	8.8% (18)	2.9% (6)	2.5% (5)	56.4% (115)	3.84	204

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Public Relations/Publications	34.2% (69)	27.7% (56)	16.3% (33)	3.5% (7)	1.5% (3)	16.8% (34)	4.08	202
Purchasing	26.1% (53)	20.7% (42)	13.8% (28)	1.5% (3)	3.0% (6)	35.0% (71)	4.01	203
Records	34.5% (70)	18.7% (38)	10.8% (22)	2.0% (4)	1.5% (3)	32.5% (66)	4.23	203
Registration	34.5% (70)	27.6% (56)	13.3% (27)	3.4% (7)	2.0% (4)	19.2% (39)	4.10	203
Reprographics	52.7% (107)	24.1% (49)	10.3% (21)	2.5% (5)	0.5% (1)	9.9% (20)	4.40	203
Safety of buildings and grounds	34.8% (71)	28.4% (58)	22.5% (46)	6.4% (13)	4.4% (9)	3.4% (7)	3.86	204
Student Academic Advising	31.9% (65)	23.5% (48)	12.3% (25)	2.5% (5)	2.5% (5)	27.5% (56)	4.10	204
Student Activities	33.2% (68)	23.4% (48)	9.8% (20)	4.9% (10)	1.0% (2)	27.8% (57)	4.15	205
Student Disability Services	33.8% (69)	23.5% (48)	5.9% (12)	4.9% (10)	2.0% (4)	29.9% (61)	4.17	204
Student Financial Aid	21.6% (44)	18.1% (37)	12.7% (26)	5.9% (12)	2.0% (4)	39.7% (81)	3.85	204
Student Recruitment	24.6% (50)	11.3% (23)	8.4% (17)	2.5% (5)	2.0% (4)	51.2% (104)	4.11	203
Technical Innovation Center (TIC)	9.4% (19)	5.9% (12)	5.4% (11)	2.5% (5)	1.5% (3)	75.4% (153)	3.78	203
Tutoring	16.9% (34)	14.9% (30)	10.0% (20)	3.5% (7)	2.5% (5)	52.2% (105)	3.84	201
Unit Planning	11.8% (24)	24.0% (49)	20.6% (42)	8.8% (18)	3.9% (8)	30.9% (63)	3.45	204
Volunteer services	30.7% (62)	15.3% (31)	5.9% (12)	1.5% (3)	1.0% (2)	45.5% (92)	4.35	202
Web services	17.7% (36)	24.1% (49)	23.6% (48)	10.8% (22)	8.9% (18)	14.8% (30)	3.36	203

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4. Please share any positive experiences or construction suggestions about these units or processes.

119 staff members submitted a total of 661 comments (reproduced verbatim).