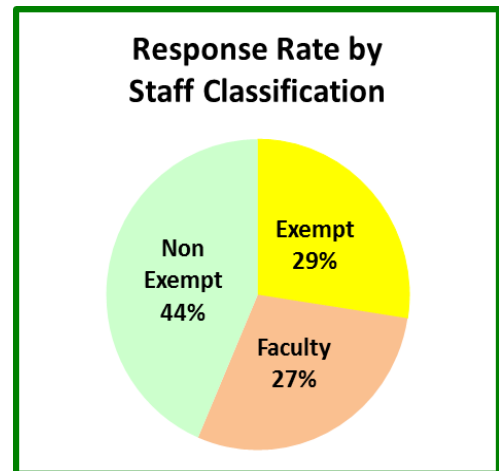
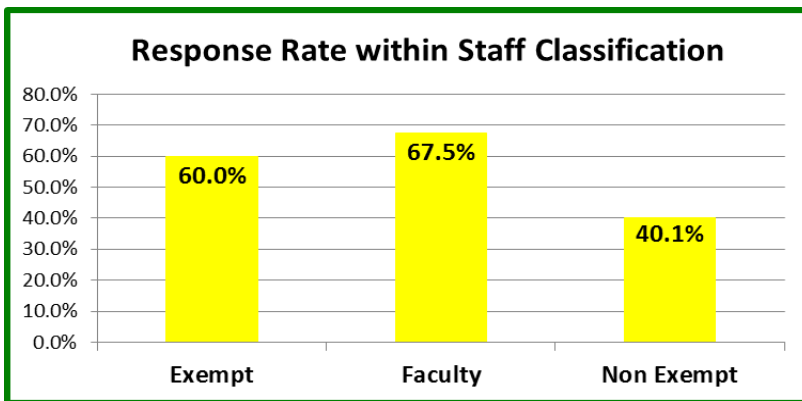


# EMPLOYEE SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

As part of Hagerstown Community College's Institutional Effectiveness Data Measures, the Employee Satisfaction Survey has been administered every other year beginning in Spring 2009. The 2015 Employee Satisfaction Survey was distributed to all **367** full-time and part-time regular employees on February 16, 2015 through email with a link to the survey on SurveyMonkey.com. The survey was open until March 17, 2015 with two reminder emails being sent on February 20 and March 3.

**192** surveys were completed, an overall response rate of **52%**. Among the three employee groups, the faculty group had the highest response rate with 67.5% (54 of the 80 responded) while support staff represented 43.5% of total responses (81 of the 186 categorized responses.)

What is your staff classification?				
	Exempt (Administrator/ Manager)	Faculty	Non Exempt (Support Staff)	Total
Survey emailed to Exempt, Non Exempt, and Faculty	<b>85</b>	<b>80</b>	<b>202</b>	<b>367</b>
Responses by staff classification <i>*6 skipped the staff classification question</i>	<b>51</b>	<b>54</b>	<b>81</b>	<b>186/192*</b>
Response rate within staff classification	<b>60.0%</b>	<b>67.5%</b>	<b>40.1%</b>	<b>52.3%</b>
Response rate of all total responding	<b>27.4%</b>	<b>29.0%</b>	<b>43.5%</b>	



**EMPLOYEE SATISFACTION  
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<b>Staff Satisfaction Survey Overall Response Rate 2009 through 2015</b>				
	<b>2009</b>	<b>2011</b>	<b>2013</b>	<b>2015</b>
Responses Received	124	152	205	192
Number of Surveys Sent	286	316	368	367
<b>Overall Response Rate</b>	<b>43.4%</b>	<b>48.1%</b>	<b>55.7%</b>	<b>52.3%</b>

<b>How long have you been employed at HCC?</b>		
	Response Count	Response Percent
Less than 2 years	<b>33</b>	<b>18.23%</b>
3 – 5 years	<b>55</b>	<b>30.39%</b>
6 – 10 years	<b>47</b>	<b>25.97%</b>
11 – 15 years	<b>20</b>	<b>11.05%</b>
16 years of more	<b>26</b>	<b>14.36%</b>
<b>Skipped Question</b>	<b>6</b>	

**EMPLOYEE SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
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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	Weighted Average	Rating Count
<b>Academic Testing</b>	29.32% 56	25.65% 49	6.28% 12	1.05% 2	0.52% 1	37.17% 71	<b>4.31</b>	191
<b>Adjunct Commons</b>	12.70% 24	8.47% 16	6.35% 12	3.17% 6	0.00% 1	69.31% 131	<b>4.00</b>	189
<b>Admissions</b>	22.87% 43	25.00% 47	14.36% 27	6.91% 13	0.53% 1	30.32% 57	<b>3.90</b>	188
<b>Alumni services</b>	15.43% 29	16.49% 31	4.79% 9	1.60% 3	0.53% 1	61.17% 115	<b>4.15</b>	188
<b>Athletics</b>	15.26% 29	18.42% 35	15.26% 29	4.21% 8	1.05% 2	45.79% 87	<b>3.79</b>	190
<b>Campus Security</b>	29.79% 56	34.04% 64	17.02% 32	7.98% 15	3.72% 7	7.45% 14	<b>3.84</b>	188
<b>Campus Store</b>	23.44% 45	35.94% 69	19.79% 38	6.77% 13	0.52% 1	13.54% 26	<b>3.87</b>	192
<b>Children's Learning Center</b>	18.09% 34	10.11% 19	2.13% 4	1.60% 3	1.06% 2	67.02% 126	<b>4.29</b>	188
<b>Continuing Education</b>	15.96% 30	18.62% 35	20.74% 39	10.64% 20	6.91% 13	27.13% 51	<b>3.36</b>	188
<b>Custodial Services</b>	27.89% 53	35.79% 68	18.95% 36	8.42% 16	4.21% 8	4.74% 9	<b>3.78</b>	190
<b>Facilities Maintenance</b>	29.84% 57	32.98% 63	19.37% 37	12.04% 23	3.66% 7	2.09% 4	<b>3.75</b>	191
<b>Finance</b>	18.52% 35	31.75% 60	20.63% 39	12.17% 23	3.70% 7	13.23% 25	<b>3.57</b>	189
<b>Fitness Center</b>	16.93% 32	12.70% 24	3.17% 6	3.17% 6	0.0% 0	64.02% 121	<b>4.21</b>	189
<b>Fletcher Center</b>	13.83% 26	17.55% 33	3.19% 6	3.72% 7	1.06% 2	60.64% 114	<b>4.00</b>	188

**EMPLOYEE SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
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	5	4	3	2	1	No Basis to Judge	Weighted Average	Rating Count
<b>Food Services</b>	12.57% 24	26.70% 51	26.18% 50	12.57% 24	11.52% 22	10.47% 20	<b>3.18</b>	191
<b>Grants services</b>	18.62% 35	21.81% 41	9.57% 18	0.53% 1	0.53% 1	48.94% 92	<b>4.13</b>	188
<b>HCC Foundation fundraising</b>	28.04% 53	17.99% 34	10.05% 19	1.59% 3	0.00% 0	42.33% 80	<b>4.26</b>	189
<b>Human Resources - benefits</b>	32.45% 61	35.64% 67	17.02% 32	3.72% 7	2.13% 4	9.04% 17	<b>4.02</b>	188
<b>Human Resources - recruitment</b>	19.68% 37	26.60% 50	17.02% 32	6.38% 12	3.19% 6	27.13% 51	<b>3.73</b>	188
<b>Information Center (Call Center)</b>	18.18% 34	25.53% 44	14.44% 27	3.74% 7	4.28% 8	35.83% 67	<b>3.74</b>	187
<b>Information Technology</b>	26.56% 51	33.85% 65	20.31% 39	5.21% 10	5.73% 11	8.33% 16	<b>3.77</b>	192
<b>Institutional Research</b>	29.63% 56	15.87% 30	4.76% 9	1.59% 3	2.12% 4	46.03% 87	<b>4.28</b>	189
<b>Internship &amp; Job Services</b>	25.26% 48	11.05% 21	6.84% 13	1.58% 3	0.53% 1	54.74% 104	<b>4.30</b>	1.90
<b>Job Training Student Resources</b>	25.79% 49	13.16% 25	8.42% 16	2.11% 4	0.53% 1	50.00% 95	<b>4.23</b>	190
<b>Learning Support Center</b>	33.16% 63	18.95% 36	10.00% 19	3.68% 7	2.63% 5	31.58% 60	<b>4.12</b>	190
<b>Learning Technologies</b>	43.68% 83	20.00% 38	3.16% 6	0.53% 1	0.00% 0	32.63% 62	<b>4.59</b>	190
<b>Library services</b>	26.98% 51	25.40% 48	8.47% 16	1.06% 16	0.00% 0	38.10% 72	<b>4.26</b>	1.89
<b>Library - electronic resources</b>	18.18% 34	17.11% 32	8.02% 15	0.53% 1	0.00% 0	56.15% 105	<b>4.21</b>	187
<b>Library - physical materials</b>	14.44% 27	19.79% 37	11.23% 21	0.53% 1	2.14% 4	51.87% 97	<b>3.91</b>	187
<b>Mail Center</b>	47.92% 92	32.81% 63	10.94% 21	2.60% 5	1.56% 3	4.17% 8	<b>4.28</b>	192

**EMPLOYEE SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2015 Survey Results**

	5	4	3	2	1	No Basis to Judge	Weighted Average	Rating Count
<b>Payroll</b>	50.00% 96	35.42% 68	9.90% 19	2.08% 4	0.52% 1	2.08% 4	<b>4.35</b>	192
<b>Placement Testing</b>	15.34% 29	15.34% 29	7.94% 15	1.59% 3	1.06% 2	58.73% 111	<b>4.03</b>	189
<b>Public Relations/Publications</b>	35.26% 67	31.58% 60	10.53% 20	3.16% 6	2.63% 5	16.84% 32	<b>4.13</b>	190
<b>Purchasing</b>	24.74% 47	24.21% 46	14.21% 27	3.68% 7	3.68% 7	29.47% 56	<b>3.89</b>	190
<b>Records</b>	30.16% 57	22.22% 42	7.94% 15	2.12% 4	0.53% 1	37.04% 70	<b>4.26</b>	189
<b>Registration</b>	31.75% 60	28.57% 54	12.17% 23	5.29% 10	1.59% 3	20.63% 39	<b>4.05</b>	189
<b>Reprographics/ Digital Printing</b>	48.42% 92	24.74% 47	8.42% 16	4.21% 8	0.00% 0	14.21% 27	<b>4.37</b>	190
<b>Safety of buildings and grounds</b>	26.98% 51	30.69% 58	20.63% 39	10.05% 19	6.88% 13	4.76% 9	<b>3.64</b>	189
<b>Student Academic Advising</b>	20.00% 38	33.16% 63	13.16% 25	6.32% 12	3.16% 6	24.21% 46	<b>3.80</b>	190
<b>Student Activities</b>	33.51% 64	26.70% 51	9.95% 19	2.62% 5	1.05% 2	26.18% 50	<b>4.21</b>	191
<b>Student Disability Services</b>	32.98% 63	21.99% 42	10.47% 20	1.05% 2	0.52% 1	32.98% 63	<b>4.28</b>	191
<b>Student Financial Aid</b>	12.57% 24	26.70% 51	13.09% 25	7.85% 15	1.57% 3	38.22% 73	<b>3.66</b>	191
<b>Student Recruitment</b>	20.00% 35	19.47% 37	10.00% 19	3.16% 6	1.58% 3	45.79% 87	<b>3.98</b>	190
<b>Technical Innovation Center (TIC)</b>	10.00% 19	5.79% 11	6.32% 12	2.63% 5	1.05% 2	74.21% 141	<b>3.82</b>	190
<b>Tutoring</b>	13.23% 25	14.81% 28	6.88% 13	3.17% 6	3.17% 6	58.73% 111	<b>3.77</b>	189
<b>Unit Planning</b>	10.70% 20	18.18% 34	27.81% 52	11.23% 21	7.49% 14	24.60% 46	<b>3.18</b>	187

**EMPLOYEE SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2015 Survey Results**

	5	4	3	2	1	No Basis to Judge	Weighted Average	Rating Count
<b>Volunteer services</b>	28.19% 53	18.62% 35	9.57% 18	1.06% 2	0.00% 0	42.55% 80	<b>4.29</b>	188
<b>Web services</b>	22.87% 43	35.11% 66	17.02% 32	5.85% 11	2.66% 5	16.49% 31	<b>3.83</b>	188

# EMPLOYEE SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

## EMPLOYEE SATISFACTION SURVEY Results Based Upon Rating Average - FY 2009, 2011, 2013, and 2015

Department/Service	Rating Average (based on Five-Point Scale)			
	FY 2009	FY 2011	FY 2013	FY 2015
Academic Testing	*	*	*	4.31
Adjunct Commons	*	*	4.13	4.00
Admissions	3.96	4.04	4.14	3.90
Alumni services	4.10	4.15	4.10	4.15
Athletics	4.10	4.26	4.15	3.79
Campus Security	4.06	4.01	3.74	3.84
Campus Store	3.87	3.70	3.71	3.87
Children's Learning Center	4.56	4.40	4.35	4.29
Continuing Education	*	*	3.65	3.36
Custodial Services	3.81	3.59	3.96	3.78
Facilities Maintenance	3.98	4.05	4.14	3.75
Finance	4.10	4.22	4.01	3.57
Fitness Center	3.98	4.26	4.16	4.21
Fletcher Center	*	*	4.00	4.00
Food Services	3.10	3.54	3.12	3.18
Grants services	4.23	4.26	3.98	4.13
HCC Foundation fundraising	4.20	4.10	4.06	4.26
Human Resources - benefits	3.86	3.80	3.85	4.02
Human Resources - recruitment	3.34	3.69	3.85	3.73
Information Center (Call Center)	3.57	3.75	3.74	3.74
Information Technology	3.60	3.68	3.88	3.77
Institutional Research	4.27	4.30	4.32	4.28
Internship & Job Services	3.82	4.19	4.18	4.30
Job Training Student Resources	4.06	4.26	4.20	4.23
Learning Support Center	*	*	*	4.12
Learning Technologies	4.37	4.43	4.43	4.59
Library - electronic resources	4.11	4.30	3.99	4.21
Library - physical materials	4.04	4.25	3.94	3.91
Library services	4.20	4.30	4.14	4.26
Mail Center	4.03	4.50	4.53	4.28
Payroll	4.42	4.33	4.38	4.35
Placement Testing	3.85	3.64	3.84	4.03
Public Relations/Publications	4.12	4.20	4.08	4.13
Purchasing	3.95	4.10	4.01	3.89
Records	4.26	4.41	4.23	4.26
Registration	4.01	4.01	4.10	4.05
Reprographics	4.35	4.56	4.40	4.37
Safety of buildings and grounds	3.78	3.83	3.86	3.64
Student Academic Advising	3.84	3.98	4.10	3.80
Student Activities	4.17	4.29	4.15	4.21
Student Disability Services	4.23	4.07	4.17	4.28
Student Financial Aid	3.59	3.86	3.85	3.66
Student Recruitment	3.94	4.17	4.11	3.98
Technical Innovation Center (TIC)	*	*	3.78	3.82
Tutoring	3.78	4.05	3.84	3.77
Unit Planning	3.51	3.57	3.45	3.18
Volunteer services	3.97	4.28	4.35	4.29
Web services	3.43	3.24	3.36	3.83

\* Department/Service not included on Survey

Dawn M. Reed 4.15.15

# EMPLOYEE SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE March 2015 Survey Results

**EMPLOYEE SATISFACTION SURVEY**  
Results Based Upon Rating Average - FY 2009, 2011, 2013, and 2015  
- High to Low for 2015 -

Department/Service	Rating Average (based on Five-Point Scale)			
	FY 2009	FY 2011	FY 2013	FY 2015
Learning Technologies	4.37	4.43	4.43	4.59
Reprographics	4.35	4.56	4.40	4.37
Payroll	4.42	4.33	4.38	4.35
Academic Testing	*	*	*	4.31
Internship & Job Services	3.82	4.19	4.18	4.30
Children's Learning Center	4.56	4.40	4.35	4.29
Volunteer services	3.97	4.28	4.35	4.29
Institutional Research	4.27	4.30	4.32	4.28
Mail Center	4.03	4.50	4.53	4.28
Student Disability Services	4.23	4.07	4.17	4.28
HCC Foundation fundraising	4.20	4.10	4.06	4.26
Library services	4.20	4.30	4.14	4.26
Records	4.26	4.41	4.23	4.26
Job Training Student Resources	4.06	4.26	4.20	4.23
Fitness Center	3.98	4.26	4.16	4.21
Library - electronic resources	4.11	4.30	3.99	4.21
Student Activities	4.17	4.29	4.15	4.21
Alumni services	4.10	4.15	4.10	4.15
Grants services	4.23	4.26	3.98	4.13
Public Relations/Publications	4.12	4.20	4.08	4.13
Learning Support Center	*	*	*	4.12
Registration	4.01	4.01	4.10	4.05
Placement Testing	3.85	3.64	3.84	4.03
Human Resources - benefits	3.86	3.80	3.85	4.02
Adjunct Commons	*	*	4.13	4.00
Fletcher Center	*	*	4.00	4.00
Student Recruitment	3.94	4.17	4.11	3.98
Library - physical materials	4.04	4.25	3.94	3.91
Admissions	3.96	4.04	4.14	3.90
Purchasing	3.95	4.10	4.01	3.89
Campus Store	3.87	3.70	3.71	3.87
Campus Security	4.06	4.01	3.74	3.84
Web services	3.43	3.24	3.36	3.83
Technical Innovation Center (TIC)	*	*	3.78	3.82
Student Academic Advising	3.84	3.98	4.10	3.80
Athletics	4.10	4.26	4.15	3.79
Custodial Services	3.81	3.59	3.96	3.78
Information Technology	3.60	3.68	3.88	3.77
Tutoring	3.78	4.05	3.84	3.77
Facilities Maintenance	3.98	4.05	4.14	3.75
Information Center (Call Center)	3.57	3.75	3.74	3.74
Human Resources - recruitment	3.34	3.69	3.85	3.73
Student Financial Aid	3.59	3.86	3.85	3.66
Safety of buildings and grounds	3.78	3.83	3.86	3.64
Finance	4.10	4.22	4.01	3.57
Continuing Education	*	*	3.65	3.36
Food Services	3.10	3.54	3.12	3.18
Unit Planning	3.51	3.57	3.45	3.18

\* Department/Service not included on Survey

Dawn M. Reed 4.15.15

Dawn M. Reed administered survey and compiled results April 22, 2015

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**Note: Comment responses are reproduced verbatim**



**EMPLOYEE SATISFACTION  
AT HAGERSTOWN COMMUNITY COLLEGE  
March 2015 Survey Results**

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

**129 staff members submitted a total of 1,157 comments (reproduced verbatim).**