

## EMPLOYEE SATISFACTION AT HAGERSTOWN COMMUNITY COLLEGE February 2017 Survey Results

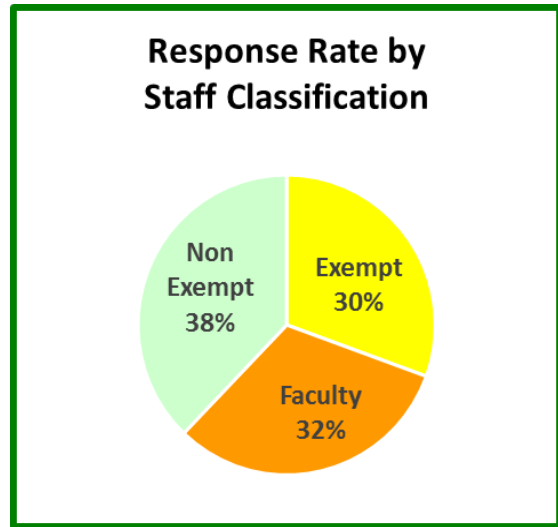
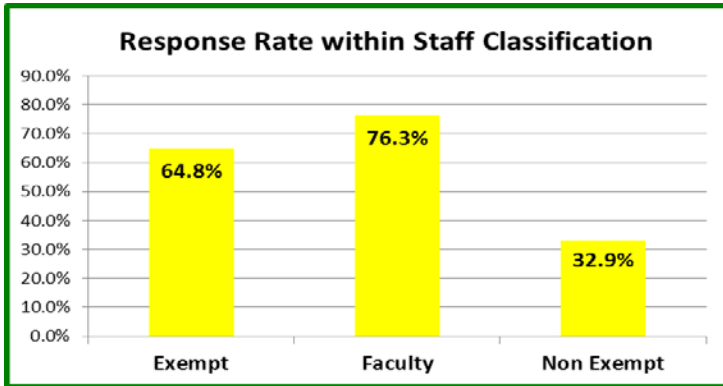
As part of Hagerstown Community College's Institutional Effectiveness Data Measures, the Employee Satisfaction Survey has been administered every other year beginning in Spring 2009. The 2017 Employee Satisfaction Survey was distributed to all **393** full-time and part-time regular employees on February 3, 2017 through email with a link to the survey on SurveyMonkey.com. The survey was open until February 24 with two reminder emails being sent on February 13 and 20.

**200** surveys were completed, an overall response rate of **50.9%**. Below is the overall response rate since 2009.

<b>Staff Satisfaction Survey Overall Response Rate 2009 through 2017</b>					
	<b>2009</b>	<b>2011</b>	<b>2013</b>	<b>2015</b>	<b>2017</b>
Responses Received	124	152	205	192	200
Number of Surveys Sent	286	316	368	367	393
<b>Overall Response Rate</b>	<b>43.4%</b>	<b>48.1%</b>	<b>55.7%</b>	<b>52.3%</b>	<b>50.9%</b>

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What is your staff classification?				
	Exempt (Administrator/ Manager)	Faculty	Non Exempt (Support Staff)	Total
Survey emailed to Exempt, Non Exempt, and Faculty	91	80	222	393
Responses by staff classification <i>*7 skipped the staff classification question</i>	59	61	73	200/193*
Response rate within staff classification	64.8%	76.3%	32.9%	49.1%
Response rate of all total responding	30.6%	31.6%	37.8%	



How long have you been employed at HCC?		
	Response Count	Response Percent
Less than 2 years	36	18.95%
3 – 5 years	51	26.84%
6 – 10 years	43	22.63%
11 – 15 years	37	19.47%
16 years of more	23	12.11%
<b>Skipped Question</b>	<b>10</b>	

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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	Total	Weighted Average
Academic Testing	29.29% 58	21.72% 43	9.60% 19	2.53% 5	0.51% 1	36.36% 72	198	<b>4.21</b>
Adjunct Commons	19.49% 38	10.26% 20	3.08% 6	0.51% 1	0.00% 0	66.67% 130	195	<b>4.46</b>
Admissions	17.53% 34	21.13% 41	18.56% 36	8.25% 16	0.52% 1	34.02% 66	194	<b>3.71</b>
Alumni services	17.44% 34	9.23% 18	8.72% 17	1.03% 2	0.51% 1	63.08% 123	195	<b>4.14</b>
Athletics	14.95% 29	16.49% 32	9.28% 18	1.55% 3	1.55% 3	56.19% 109	194	<b>3.95</b>
Campus Store	26.67% 52	31.79% 62	18.46% 36	3.08% 6	5.13% 10	14.87% 29	195	<b>3.84</b>
Campus Police and Safety	42.05% 82	33.33% 65	13.85% 27	3.59% 7	2.05% 4	5.13% 10	195	<b>4.16</b>
Children's Learning Center	20.51% 40	11.79% 23	4.10% 8	1.03% 2	0.00% 0	62.56% 122	195	<b>4.38</b>
Continuing Education and Workforce Dev	19.49% 38	18.97% 37	17.95% 35	5.64% 11	5.13% 10	32.82% 64	195	<b>3.63</b>
Custodial Services	29.08% 57	31.63% 62	20.92% 41	7.65% 15	4.08% 8	6.63% 13	196	<b>3.79</b>
Digital Printing and Design Services	55.78% 111	22.61% 45	9.05% 18	1.01% 2	1.01% 2	10.55% 21	199	<b>4.47</b>
Facilities Maintenance	31.63% 62	24.49% 48	20.41% 40	8.67% 17	7.14% 14	7.65% 15	196	<b>3.70</b>
Finance Office	25.91% 50	22.80% 44	18.13% 35	6.22% 12	4.15% 8	22.80% 44	193	<b>3.78</b>
Fitness Center	17.53% 34	12.37% 24	6.19% 12	1.55% 3	0.52% 1	61.86% 120	194	<b>4.18</b>
Fletcher Center	30.77% 60	16.92% 33	4.62% 9	0.00% 0	0.51% 1	47.18% 92	195	<b>4.47</b>
Food Services	19.39% 38	33.16% 65	24.49% 48	9.18% 18	4.59% 9	9.18% 18	196	<b>3.59</b>
Grants services	27.32% 53	11.34% 22	9.28% 18	0.00% 0	1.55% 3	50.52% 98	194	<b>4.27</b>

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	5	4	3	2	1	No Basis to Judge	Total	Weighted Average
HCC Foundation/Fundraising	26.67% 52	14.87% 29	9.74% 19	2.05% 4	1.03% 2	45.64% 89	195	<b>4.18</b>
Human Resources - Benefits	29.95% 59	32.49% 64	14.21% 28	4.06% 8	5.08% 10	14.21% 28	197	<b>3.91</b>
Human Resources - Recruitment	21.76% 42	20.21% 39	9.84% 19	7.25% 14	4.66% 9	36.27% 70	193	<b>3.74</b>
Information Center	23.59% 46	18.46% 36	10.77% 21	4.10% 8	1.54% 3	41.54% 81	195	<b>4.00</b>
Information Technology	28.43% 56	30.46% 60	18.78% 37	8.63% 17	3.05% 6	10.66% 21	197	<b>3.81</b>
Institutional Research	31.12% 61	9.69% 19	6.63% 13	0.51% 1	1.53% 3	50.51% 99	196	<b>4.38</b>
Internship & Job Services	23.47% 46	10.71% 21	7.14% 14	2.55% 5	1.53% 3	54.59% 107	196	<b>4.15</b>
Job Training Student Resources	22.16% 43	12.37% 24	4.64% 9	2.06% 4	0.00% 0	58.76% 114	194	<b>4.33</b>
Learning Support Center	40.31% 79	17.86% 35	9.18% 18	1.02% 2	0.51% 1	31.12% 61	196	<b>4.40</b>
Learning Technologies	49.48% 96	11.86% 23	4.64% 9	1.03% 2	1.03% 2	31.96% 62	194	<b>4.58</b>
Library - Quality of Electronic Resources	18.46% 36	14.36% 28	4.10% 8	3.59% 7	1.54% 3	57.95% 113	195	<b>4.06</b>
Library Services	26.02% 51	15.82% 31	8.16% 16	2.55% 5	1.02% 2	46.43% 91	196	<b>4.18</b>
Mail Center	36.36% 72	26.26% 52	14.14% 28	4.55% 9	2.02% 4	16.67% 33	198	<b>4.08</b>
Payroll	48.48% 96	29.29% 58	12.63% 25	1.52% 3	1.52% 3	6.57% 13	198	<b>4.30</b>
Placement Testing	13.78% 27	10.71% 21	7.14% 14	1.53% 3	1.53% 3	65.31% 128	196	<b>3.97</b>
Public Relations/Publications	32.31% 63	26.67% 52	12.82% 25	3.59% 7	2.05% 4	22.56% 44	195	<b>4.08</b>
Purchasing and Procurement	16.41% 32	22.56% 44	18.97% 37	6.67% 13	4.62% 9	30.77% 60	195	<b>3.57</b>
Records Office	34.36% 67	15.38% 30	6.15% 12	0.00% 0	0.51% 1	43.59% 85	195	<b>4.47</b>
Registration	26.15% 51	24.10% 47	11.79% 23	3.08% 6	0.51% 1	34.36% 67	195	<b>4.10</b>
Safety of buildings and grounds	34.02% 66	30.93% 60	18.04% 35	4.64% 9	5.67% 11	6.70% 13	194	<b>3.89</b>

**EMPLOYEE SATISFACTION  
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	5	4	3	2	1	No Basis to Judge	Total	Weighted Average
Student Academic Advising	28.57% 56	23.47% 46	11.22% 22	6.12% 12	2.04% 4	28.57% 56	196	<b>3.99</b>
Student Activities	39.69% 77	24.74% 48	9.28% 18	0.52% 1	1.03% 2	24.74% 48	194	<b>4.35</b>
Student Disability Services	41.24% 80	22.68% 44	6.70% 13	2.06% 4	0.52% 1	26.80% 52	194	<b>4.39</b>
Student Financial Aid	20.00% 39	17.44% 34	12.31% 24	6.15% 12	3.08% 6	41.03% 80	195	<b>3.77</b>
Student Recruitment	16.92% 33	16.92% 33	11.28% 22	4.10% 8	1.54% 3	49.23% 96	195	<b>3.86</b>
Technical Innovation Center (TIC)	8.72% 17	6.15% 12	7.18% 14	2.56% 5	1.54% 3	73.85% 144	195	<b>3.69</b>
Tutoring	22.16% 43	11.86% 23	7.73% 15	2.06% 4	0.00% 0	56.19% 109	194	<b>4.24</b>
Unit Planning	11.17% 22	22.34% 44	18.27% 36	8.63% 17	10.66% 21	28.93% 57	197	<b>3.21</b>
Volunteer services	25.26% 49	12.37% 24	8.25% 16	2.58% 5	3.09% 6	48.45% 94	194	<b>4.05</b>
Web services	19.79% 38	26.04% 50	19.27% 37	6.77% 13	3.65% 7	24.48% 47	192	<b>3.68</b>

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

**133 staff members submitted a total of 1,191 comments (reproduced verbatim).**

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EMPLOYEE SATISFACTION SURVEY  
Results Based Upon Rating Average - FY 2009, 2011, 2013, 2015, and 2017

Department/Service	Rating Average (based on Five-Point Scale)				
	FY 2009	FY 2011	FY 2013	FY 2015	FY 2017
Academic Testing	*	*	*	4.31	4.21
Adjunct Commons	*	*	4.13	4.00	4.46
Admissions	3.96	4.04	4.14	3.90	3.71
Alumni services	4.10	4.15	4.10	4.15	4.14
Athletics	4.10	4.26	4.15	3.79	3.95
Campus Police and Safety	4.06	4.01	3.74	3.84	4.16
Campus Store	3.87	3.70	3.71	3.87	3.84
Children's Learning Center	4.56	4.40	4.35	4.29	4.38
Continuing Education and WD	*	*	3.65	3.36	3.63
Custodial Services	3.81	3.59	3.96	3.78	3.79
Digital Printing & DS/Reprographics	4.35	4.56	4.40	4.37	4.47
Facilities Maintenance	3.98	4.05	4.14	3.75	3.70
Finance	4.10	4.22	4.01	3.57	3.78
Fitness Center	3.98	4.26	4.16	4.21	4.18
Fletcher Center	*	*	4.00	4.00	4.47
Food Services	3.10	3.54	3.12	3.18	3.59
Grants services	4.23	4.26	3.98	4.13	4.27
HCC Foundation/Fundraising	4.20	4.10	4.06	4.26	4.18
Human Resources - Benefits	3.86	3.80	3.85	4.02	3.91
Human Resources - Recruitment	3.34	3.69	3.85	3.73	3.74
Information Center (Call Center)	3.57	3.75	3.74	3.74	4.00
Information Technology	3.60	3.68	3.88	3.77	3.81
Institutional Research	4.27	4.30	4.32	4.28	4.38
Internship & Job Services	3.82	4.19	4.18	4.30	4.15
Job Training Student Resources	4.06	4.26	4.20	4.23	4.33
Learning Support Center	*	*	*	4.12	4.40
Learning Technologies	4.37	4.43	4.43	4.59	4.58
Library - Electronic resources	4.11	4.30	3.99	4.21	4.06
Library - physical materials	4.04	4.25	3.94	3.91	*
Library Services	4.20	4.30	4.14	4.26	4.18
Mall Center	4.03	4.50	4.53	4.28	4.08
Payroll	4.42	4.33	4.38	4.35	4.30
Placement Testing	3.85	3.64	3.84	4.03	3.97
Public Relations/Publications	4.12	4.20	4.08	4.13	4.08
Purchasing and Procurement	3.95	4.10	4.01	3.89	3.57
Records Office	4.26	4.41	4.23	4.26	4.47
Registration	4.01	4.01	4.10	4.05	4.10
Safety of buildings and grounds	3.78	3.83	3.86	3.64	3.89
Student Academic Advising	3.84	3.98	4.10	3.80	3.99
Student Activities	4.17	4.29	4.15	4.21	4.35
Student Disability Services	4.23	4.07	4.17	4.28	4.39
Student Financial Aid	3.59	3.86	3.85	3.66	3.77
Student Recruitment	3.94	4.17	4.11	3.98	3.86
Technical Innovation Center (TIC)	*	*	3.78	3.82	3.69
Tutoring	3.78	4.05	3.84	3.77	4.24
Unit Planning	3.51	3.57	3.45	3.18	3.21
Volunteer services	3.97	4.28	4.35	4.29	4.05
Web services	3.43	3.24	3.36	3.83	3.68

\* Department/Service not included on Survey

Dawn M. Reed 2.24.17