**Employee Satisfaction Survey**

**Summary**

The Employee Satisfaction Survey was developed by the Office of Institutional Effectiveness at Southern Crescent Technical College. This annual employee survey is conducted during the fall semester and asks employees to rate the appropriateness and adequacy of services within academic and student affairs, as well as facilities, classrooms, labs, and equipment to meet their needs. This section provides an overview and summary of the key findings of the survey.

The survey was sent to over 420 employees and results show a 5% margin of error with a 95% confidence interval. During the fall 2022 collection period 194 employees responded with 54% faculty, 38% staff, and 8% administration. Employees were asked to identify their type of employment with 78% indicating full-time and 22% indicating part-time. Employees were also asked to identify their primary work location. The results show 68% are from the Griffin campus, 13% are from the Henry campus, 13% from the Flint River campus, and the remaining 6% from the other 13 off-campus sites. In reviewing the individual questions, the survey shows the number of responses varies from 179 to 193 per question.

The analysis of the survey data identifies key points about employee attitudes toward the appropriateness and adequacy of services, facilities, classrooms, labs and equipment that will assist the College in identifying areas for improvement. This data will assist in allowing Southern Crescent Technical College to fulfill its mission and Build Strong Students, Strong Careers, and Strong Communities.

**QUESTION 1**

**I AM …**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Faculty | 54.17% | 104 |
| Staff | 37.50% | 72 |
| Administration | 8.33% | 16 |
|  | **Answered** | **192** |
|  | **Skipped** | **2** |

**QUESTION 2**

**TYPE OF EMPLOYEE …**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Full Time Employee | 78.24% | 151 |
| Part Time Employee | 21.76% | 42 |
|  | **Answered** | **193** |
|  | **Skipped** | **1** |

**QUESTION 3**

**PRIMARY WORK LOCATION …**

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Butts County Center | 2.60% | 5 |
| Fayette County Center (COI) | 4.17% | 8 |
| Flint River Campus | 12.50% | 24 |
| Griffin Campus | 67.71% | 130 |
| Griffin Region College and Career Academy (GRCCA) | 3.13% | 6 |
| Henry Campus | 13.02% | 25 |
| Jasper County Center | 0.52% | 1 |
| Other (please specify) | 3.13% | 6 |
|  | **Answered** | **192** |
|  | **Skipped** | **2** |

**QUESTION 4**

**ADMISSIONS STAFF …**

Out of the 181 employees responding to this question, 75% have a favorable attitude toward the College’s admissions office. As the admissions office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 67 employees are neutral or have an unfavorable attitude toward the admissions office with 9% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 32.60% | 59 |
| Agree | 41.99% | 76 |
| Neutral | 8.29% | 15 |
| Disagree | 4.42% | 8 |
| Strongly Disagree | 3.31% | 6 |
| N/A | 9.39% | 17 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 5**

**FINANCIAL AID STAFF …**

Out of the 181 employees responding to this question, 76% have a favorable attitude toward the College’s financial aid office. As the financial aid office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 50 employees are neutral or have an unfavorable attitude toward the financial aid office with 12% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 35.36% | 64 |
| Agree | 41.44% | 75 |
| Neutral | 7.18% | 13 |
| Disagree | 3.31% | 6 |
| Strongly Disagree | 1.10% | 2 |
| N/A | 11.60% | 21 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 6**

**STUDENT ACCOUNTS STAFF …**

Out of the 180 employees responding to this question, 67% have a favorable attitude toward the College’s financial aid office. As the financial aid office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 84 employees are neutral or have an unfavorable attitude toward the financial aid office with 13% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 28.33% | 51 |
| Agree | 38.89% | 70 |
| Neutral | 15.00% | 27 |
| Disagree | 2.22% | 4 |
| Strongly Disagree | 2.22% | 4 |
| N/A | 13.33% | 24 |
|  | **Answered** | **180** |
|  | **Skipped** | **14** |

**QUESTION 7**

**REGISTRAR STAFF …**

Out of the 179 employees responding to this question, 76% have a favorable attitude toward the College’s registrar office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 50 employees are neutral or have an unfavorable attitude toward the registrar office with 12% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 36.87% | 66 |
| Agree | 38.55% | 69 |
| Neutral | 8.94% | 2.79 |
| Disagree | 2.79% | 5 |
| Strongly Disagree | 1.12% | 2 |
| N/A | 11.73% | 21 |
|  | **Answered** | **179** |
|  | **Skipped** | **15** |

**QUESTION 8**

**RECRUITMENT STAFF …**

Out of the 180 employees responding to this question, 64% have a favorable attitude toward the College’s recruitment office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 97 employees are neutral or have an unfavorable attitude toward the recruitment office with 13% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 26.11% | 47 |
| Agree | 37.78% | 68 |
| Neutral | 16.67% | 30 |
| Disagree | 4.44% | 8 |
| Strongly Disagree | 2.22% | 4 |
| N/A | 12.78% | 23 |
|  | **Answered** | **180** |
|  | **Skipped** | **14** |

**QUESTION 9**

**VETERAN’S ASSISTANCE OFFICE STAFF …**

Out of the 182 employees responding to this question, 70% have a favorable attitude toward the College’s veteran assistance office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 67 employees are neutral or have an unfavorable opinion of the Veteran’s Assistance Office, however 14% answered N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 37.91% | 69 |
| Agree | 32.42% | 59 |
| Neutral | 14.29% | 26 |
| Disagree | 0.55% | 1 |
| Strongly Disagree | 0.55% | 1 |
| N/A | 14.29% | 26 |
|  | **Answered** | **182** |
|  | **Skipped** | **12** |

**QUESTION 10**

**CAREER AND ACADEMIC PLANNING CENTER STAFF …**

Out of the 182 employees responding to this question, 69% have a favorable attitude toward the College’s career and academic planning center. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 84 employees have either a neutral or an unfavorable opinion toward the career and academic planning center and 11% indicating N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 36.26% | 66 |
| Agree | 32.97% | 60 |
| Neutral | 14.84% | 27 |
| Disagree | 3.85% | 7 |
| Strongly Disagree | 1.65% | 3 |
| N/A | 10.44% | 19 |
|  | **Answered** | **182** |
|  | **Skipped** | **12** |

**QUESTION 11**

**SPECIAL POPULATIONS STAFF …**

Out of the 180 employees responding to this question, 68% have a favorable attitude toward the College’s special populations office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 76 employees are neutral or have an unfavorable attitude toward the special populations office and 14% indicating N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 34.44% | 62 |
| Agree | 34.44% | 62 |
| Neutral | 13.89% | 25 |
| Disagree | 2.22% | 4 |
| Strongly Disagree | 1.11% | 2 |
| N/A | 13.89% | 25 |
|  | **Answered** | **180** |
|  | **Skipped** | **14** |

**QUESTION 12**

**DISABILITY SERVICES STAFF …**

Out of the 181 employees responding to this question, 72% have a favorable attitude toward the College’s disability services office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 59 employees are neutral or have an unfavorable attitude toward the disabilities services office and 14% indicating N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 37.01% | 57 |
| Agree | 33.12% | 51 |
| Neutral | 14.29% | 22 |
| Disagree | 1.30% | 2 |
| Strongly Disagree | 0.00% | 0 |
| N/A | 14.29% | 22 |
|  | **Answered** | **154** |
|  | **Skipped** | **17** |

**QUESTION 13**

**STUDENT ACTIVITIES AND ATHLETICS STAFF …**

Out of the 180 employees responding to this question, 66% have a favorable attitude toward the College’s student activities and athletics. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 92 employees are neutral or have an unfavorable attitude toward the student activities and athletics office and 12% indicating N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 30.00% | 54 |
| Agree | 36.11% | 65 |
| Neutral | 20.00% | 36 |
| Disagree | 0.56% | 1 |
| Strongly Disagree | 1.67% | 3 |
| N/A | 11.67% | 21 |
|  | **Answered** | **180** |
|  | **Skipped** | **14** |

**QUESTION 14**

**CAMPUS POLICE …**

Out of the 181 employees responding to this question, 83% have a favorable attitude toward the College’s Campus Police Department. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 71 employees are neutral or have an unfavorable attitude toward the Campus Police Department.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 42.54% | 77 |
| Agree | 40.33% | 73 |
| Neutral | 14.36% | 26 |
| Disagree | 1.10% | 2 |
| Strongly Disagree | 1.66% | 3 |
| N/A | 0.00% | 0 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 15**

**DISTANCE EDUCATION STAFF …**

Out of the 181 employees responding to this question, 84% have a favorable attitude toward the College’s distance education office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 34 employees have a neutral or unfavorable attitude toward the distance education office with 8% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 54.70% | 99 |
| Agree | 28.73% | 52 |
| Neutral | 7.73% | 14 |
| Disagree | 0.55% | 1 |
| Strongly Disagree | 0.55% | 1 |
| N/A | 7.73% | 14 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 16**

**INFORMATION TECHNOLOGY STAFF …**

Out of the 181 employees responding to this question, 85% have a favorable attitude toward the College’s information technology office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 50 employees are neutral or unfavorable attitude toward the information technology office and 3% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 46.96% | 85 |
| Agree | 38.12% | 69 |
| Neutral | 9.39% | 17 |
| Disagree | 1.66% | 3 |
| Strongly Disagree | 0.55% | 1 |
| N/A | 3.31% | 6 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 17**

**LIBRARY STAFF …**

Out of the 179 employees responding to this question, 83% have a favorable attitude toward the College’s library. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 42 employees are neutral or have an unfavorable attitude toward the library staff and 7% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 46.37% | 83 |
| Agree | 37.43% | 64 |
| Neutral | 8.38% | 15 |
| Disagree | 0.00% | 0 |
| Strongly Disagree | 1.12% | 2 |
| N/A | 6.70% | 12 |
|  | **Answered** | **179** |
|  | **Skipped** | **15** |

**QUESTION 18**

**TUTORING AND MENTORING STAFF …**

Out of the 179 employees responding to this question, 74% have a favorable attitude toward the College’s tutoring and mentoring office. As this office identifies areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420 the college can safely say that 80 employees are neutral or have an unfavorable attitude toward the tutoring and mentoring office and 7% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 39.11% | 70 |
| Agree | 34.64% | 62 |
| Neutral | 15.64% | 28 |
| Disagree | 2.79% | 5 |
| Strongly Disagree | 0.56% | 1 |
| N/A | 7.26% | 13 |
|  | **Answered** | **179** |
|  | **Skipped** | **15** |

**QUESTION 19**

**SPACE ALLOCATED IN OFFICES/WORK SPACE IS ADEQUATE …**

Employees attitude toward the College’s offices/work space shows that 75% say they strongly agree or agree the offices/work space is appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus to consider would be the 25% combined responses that employees are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 92 employees have a less than favorable attitude toward the College’s offices/work space with 3% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 29.83% | 54 |
| Agree | 44.75% | 81 |
| Neutral | 9.94% | 18 |
| Disagree | 8.84% | 16 |
| Strongly Disagree | 3.31% | 6 |
| N/A | 3.31% | 6 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 20**

**THE BUILDINGS ARE WELL MAINTAINED …**

Employees attitude toward the College’s buildings shows that 78% say they strongly agree or agree the buildings are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus to consider would be the 22% combined responses that employees are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 80 employees have a less than favorable attitude toward the College’s buildings with 3% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 34.81% | 63 |
| Agree | 43.09% | 78 |
| Neutral | 11.60% | 21 |
| Disagree | 4.97% | 9 |
| Strongly Disagree | 2.76% | 5 |
| N/A | 2.76% | 5 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 21**

**THE GROUNDS ARE WELL MAINTAINED …**

Employees attitude toward the College’s grounds shows that 81% say they strongly agree or agree the grounds are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus to consider would be the 19% combined responses that employees are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 67 employees have a less than favorable attitude toward the College’s grounds with 3% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 38.12% | 69 |
| Agree | 43.09% | 78 |
| Neutral | 11.05% | 20 |
| Disagree | 2.76% | 5 |
| Strongly Disagree | 2.21% | 4 |
| N/A | 2.76% | 5 |
|  | **Answered** | **181** |
|  | **Skipped** | **13** |

**QUESTION 22**

**CLASSROOM SPACE ALLOCATED …**

Employees attitude toward the College’s classroom space shows that 71% say they strongly agree or agree the classroom space are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus to consider would be the 29% combined responses that employees are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 84 employees have a less than favorable attitude toward the College’s classroom space with 9% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 26.82% | 48 |
| Agree | 44.13% | 79 |
| Neutral | 12.85% | 23 |
| Disagree | 5.03% | 9 |
| Strongly Disagree | 2.23% | 4 |
| N/A | 8.94% | 16 |
|  | **Answered** | **179** |
|  | **Skipped** | **15** |

**QUESTION 23**

**LABORATORY SPACE ALLOCATED …**

Employees attitude toward the College’s laboratory space shows that 61% say they strongly agree or agree the laboratory space are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus to consider would be the 39% combined responses that employees are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 101 employees have a less than favorable attitude toward the College’s laboratory space and 15% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 22.47% | 40 |
| Agree | 38.20% | 68 |
| Neutral | 12.92% | 23 |
| Disagree | 7.87% | 14 |
| Strongly Disagree | 3.93% | 7 |
| N/A | 14.61% | 26 |
|  | **Answered** | **178** |
|  | **Skipped** | **16** |

**QUESTION 24**

**THE INSTRUCTIONAL EQUIPMENT IN CLASSROOMS …**

Employees attitude toward the College’s instructional equipment in classrooms shows that 62% say they strongly agree or agree the instructional equipment in classrooms are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus would be the 38% combined responses that are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 118 employees have a less than favorable attitude toward the College’s instructional equipment with 10% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 19.66% | 35 |
| Agree | 42.13% | 75 |
| Neutral | 17.98% | 32 |
| Disagree | 6.74% | 12 |
| Strongly Disagree | 3.37% | 6 |
| N/A | 10.11% | 18 |
|  | **Answered** | **178** |
|  | **Skipped** | **16** |

**QUESTION 25**

**THE INSTRUCTIONAL EQUIPMENT IN SHOPS/LABS IS ADEQUATE …**

Employees attitude toward the College’s instructional equipment in shops/labs shows that 55% say they strongly agree or agree the instructional equipment in shops/labs are appropriately and adequately meeting their needs. As the various college departments identify areas of improvement within the department’s annual planning and assessment process, the results of this survey could be used to establish a benchmark. Subsequent surveys could be used as an assessment instrument. Areas of focus would be the 45% combined responses that are neutral, disagree, strongly disagree, or N/A. Please note that with a 5% margin of error and an 95% confidence interval, using the fall 2022 employment total of 420, the college can safely say that 122 employees have a less than favorable attitude toward the College’s classroom space with 16% responding N/A.

|  |  |
| --- | --- |
| Answer Choices | Responses |
| Strongly Agree | 20.67% | 37 |
| Agree | 33.52% | 60 |
| Neutral | 20.67% | 37 |
| Disagree | 7.26% | 13 |
| Strongly Disagree | 2.23% | 4 |
| N/A | 15.64% | 28 |
|  | **Answered** | **179** |
|  | **Skipped** | **15** |