



**SOUTHERN
CRESCENT**

TECHNICAL COLLEGE

Employee Satisfaction Survey

Conducted Fall 2023
Office of Institutional Effectiveness

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.

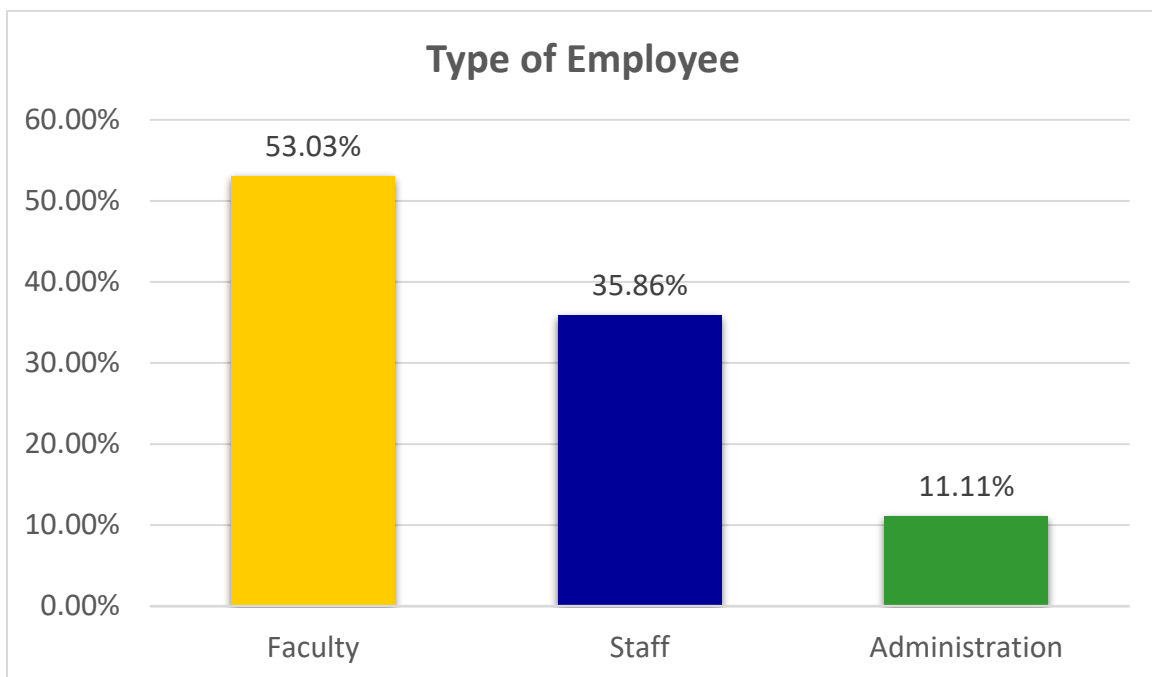
The survey was sent to over 418 employees and results show a 5% margin of error with a 95% confidence interval. During the Fall 2023 collection period, 198 employees responded. This was made up of; 53% faculty, 36% staff, and 11% administration. Employees were asked to identify their type of employment with 77% indicating full-time and 23% indicating part-time. Employees were also asked to identify their primary work location. The results show 64% are from the Griffin campus, 14% are from the Henry campus, 14% from the Flint River campus, and the remaining 8% from other off-campus sites. In reviewing the individual questions, the survey shows the number of responses varies from 176 to 198 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 ...

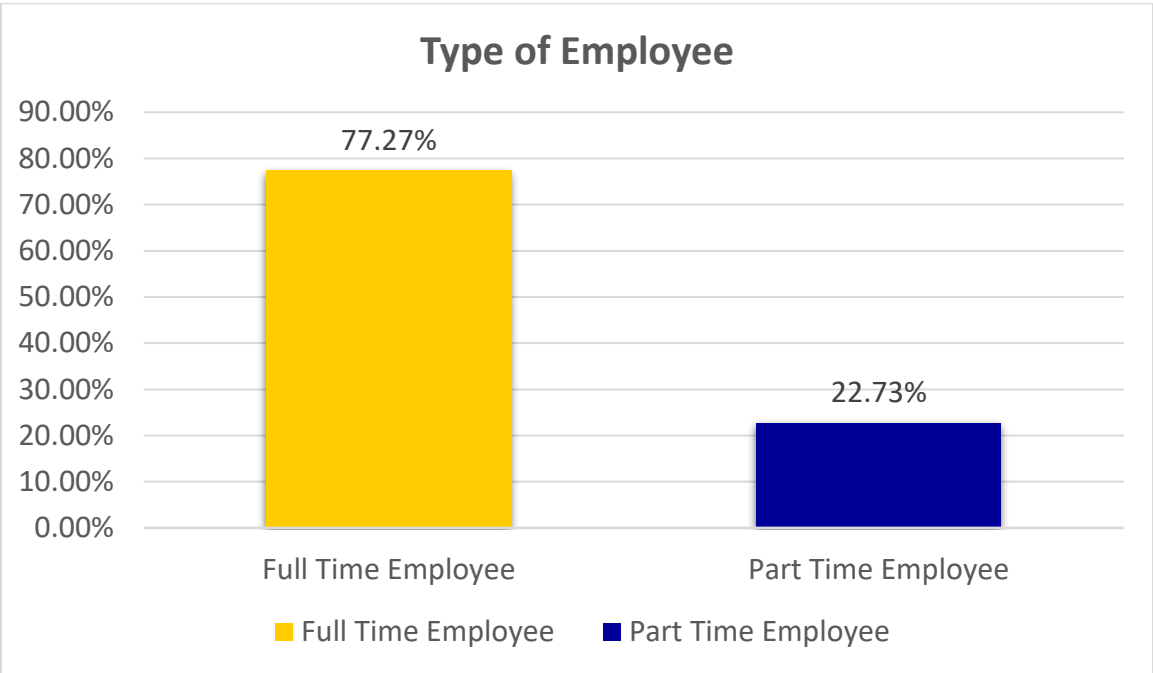
Answer Choices	Responses	
Faculty	53.03%	105
Staff	35.86%	71
Administration	11.11%	22
	Answered	198
	Skipped	0



QUESTION 2

TYPE OF EMPLOYEE ...

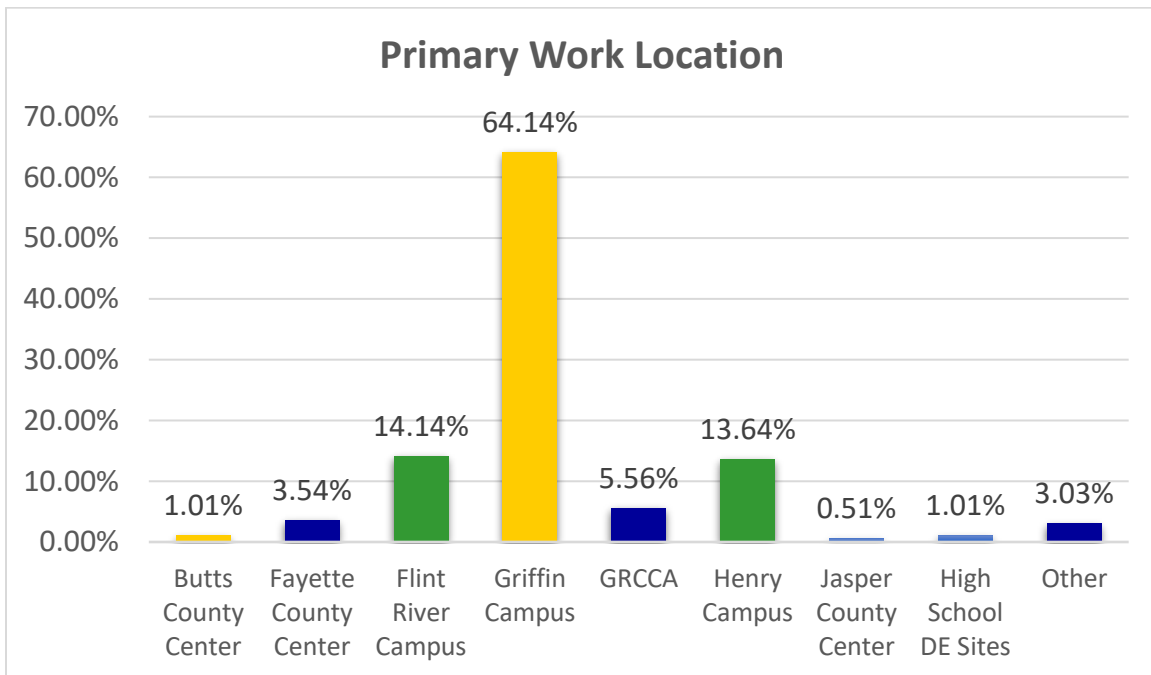
Answer Choices	Responses	
Full Time Employee	77.27%	153
Part Time Employee	22.73%	45
	Answered	198
	Skipped	0



QUESTION 3

PRIMARY WORK LOCATION ...

Answer Choices	Responses	
Butts County Center	1.01%	2
Fayette County Center	3.54%	7
Flint River Campus	14.14%	28
Griffin Campus	64.14%	127
Griffin Region College and Career Academy (GRCCA)	5.56%	11
Henry Campus	13.64%	27
Jasper County Center	0.51%	1
High School Dual Enrollment Site(s)	1.01%	2
Other	3.03%	6
	Answered	198
	Skipped	0

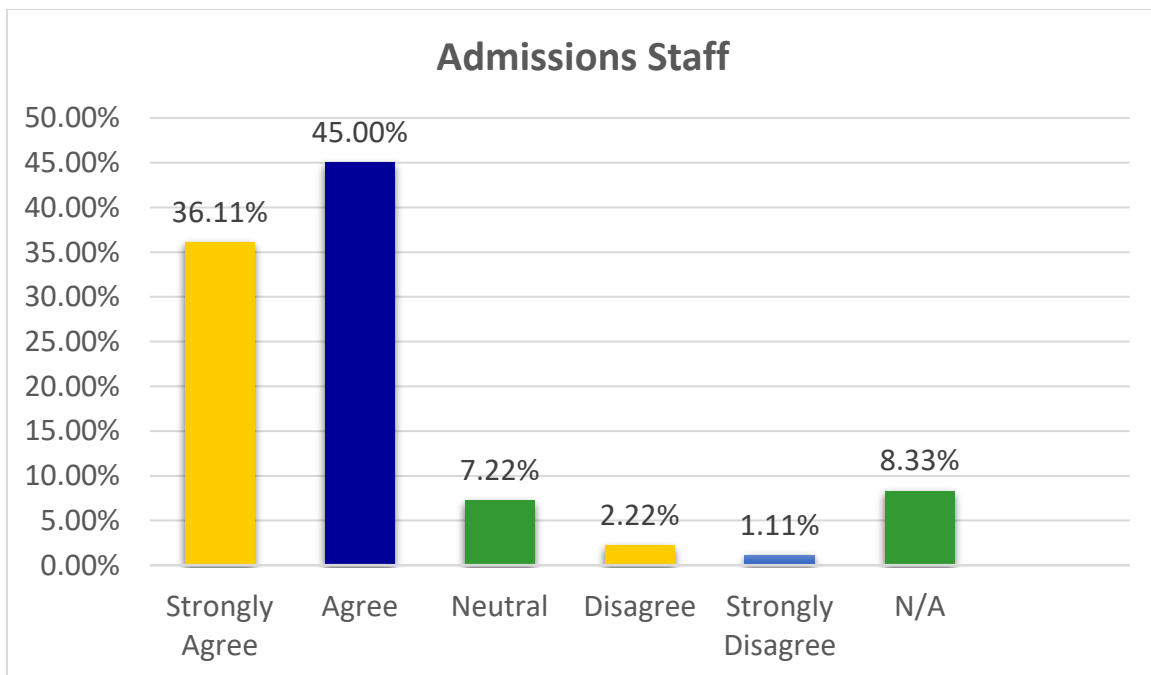


QUESTION 4

ADMISSIONS STAFF ...

Out of the 180 employees responding to this question, 81% 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 2023 employment total of 418 the college can safely say that 46 employees are neutral or have an unfavorable attitude toward the admissions office with 8% responding N/A.

Answer Choices	Responses	
Strongly Agree	36.11%	65
Agree	45.00%	81
Neutral	7.22%	13
Disagree	2.22%	4
Strongly Disagree	1.11%	2
N/A	8.33%	15
	Answered	180
	Skipped	18

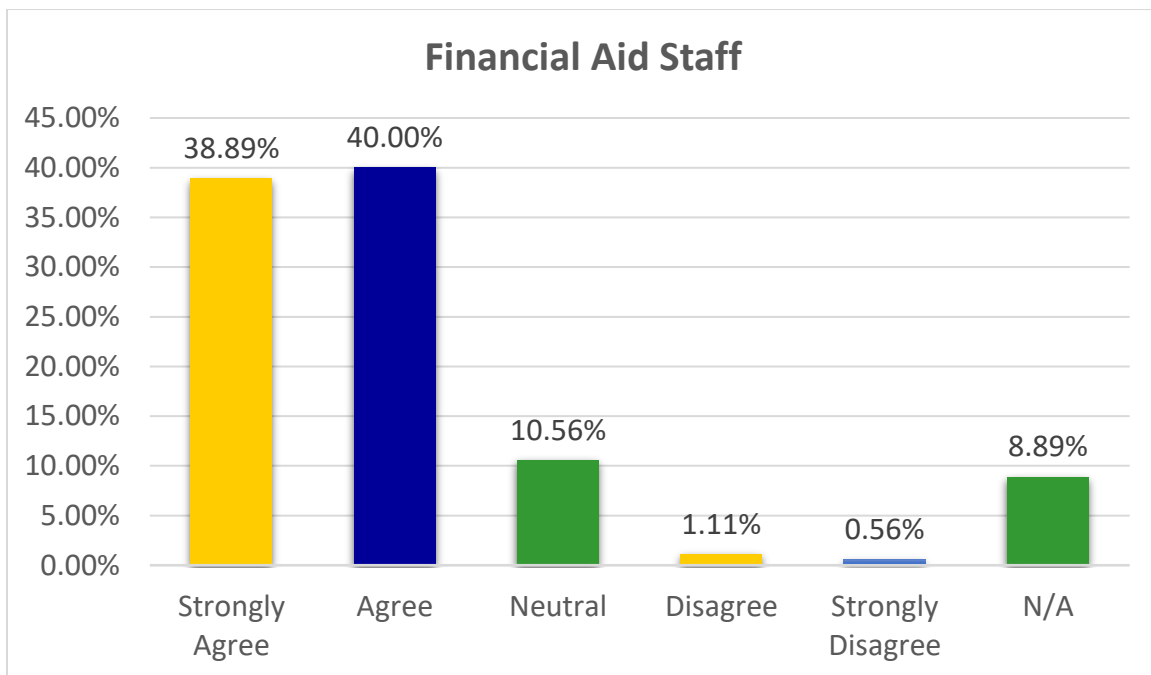


QUESTION 5

FINANCIAL AID STAFF ...

Out of the 180 employees responding to this question, 79% 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 2023 employment total of 418 the college can safely say that 33 employees are neutral or have an unfavorable attitude toward the financial aid office with 12% responding N/A.

Answer Choices	Responses	
Strongly Agree	38.89%	70
Agree	40.00%	72
Neutral	10.56%	19
Disagree	1.11%	2
Strongly Disagree	0.56%	1
N/A	8.89%	16
	Answered	180
	Skipped	18

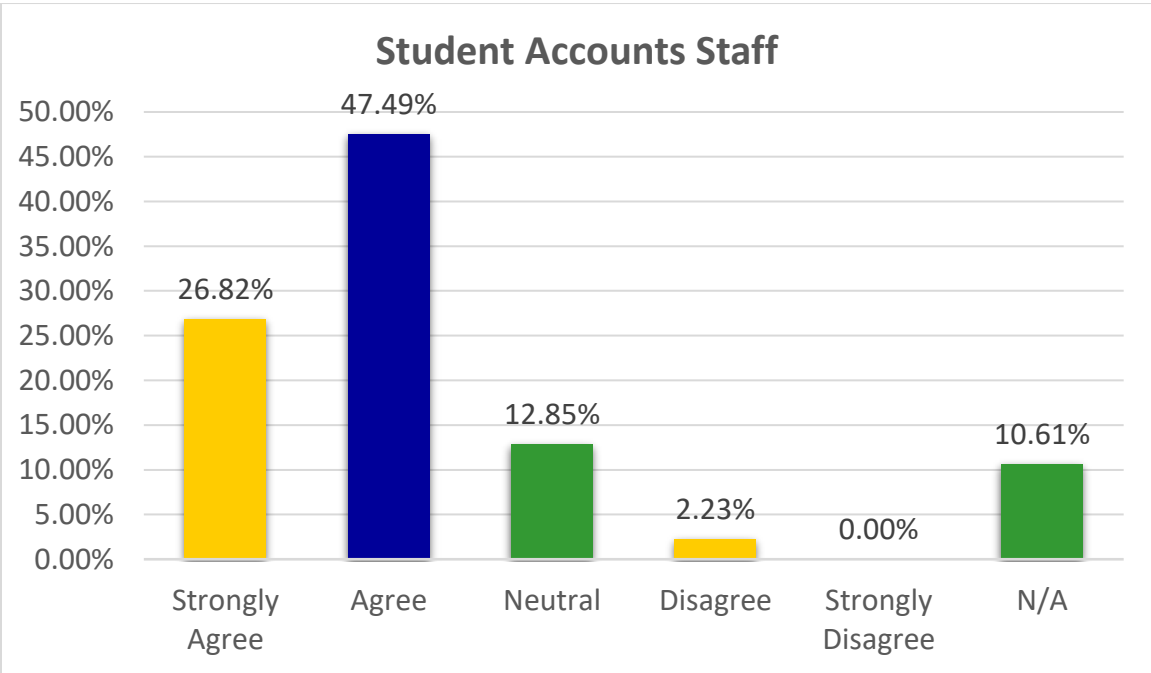


QUESTION 6

STUDENT ACCOUNTS STAFF ...

Out of the 179 employees responding to this question, 75% 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 2023 employment total of 418 the college can safely say that 59 employees are neutral or have an unfavorable attitude toward the financial aid office with 11% responding N/A.

Answer Choices	Responses	
Strongly Agree	26.82%	48
Agree	47.49%	85
Neutral	12.85%	23
Disagree	2.23%	4
Strongly Disagree	0.00%	0
N/A	10.61%	19
	Answered	179
	Skipped	19

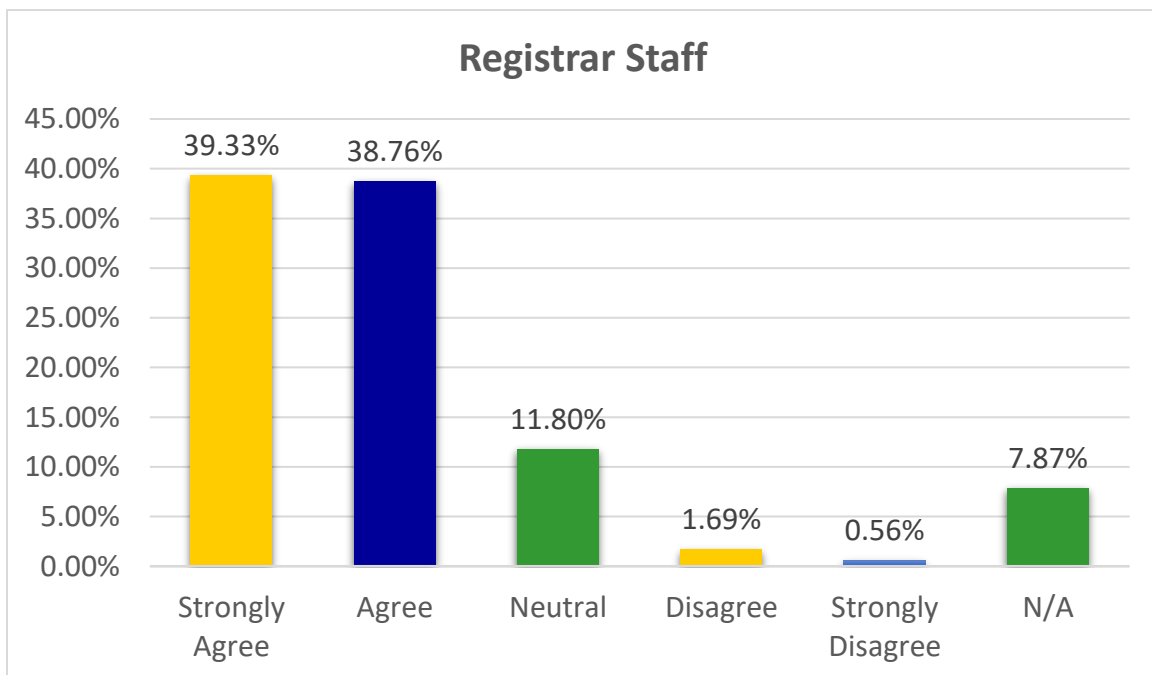


QUESTION 7

REGISTRAR STAFF ...

Out of the 178 employees responding to this question, 78% 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 2023 employment total of 418 the college can safely say that 59 employees are neutral or have an unfavorable attitude toward the registrar office with 8% responding N/A.

Answer Choices	Responses	
Strongly Agree	39.33%	70
Agree	38.76%	69
Neutral	11.80%	21
Disagree	1.69%	3
Strongly Disagree	0.56%	1
N/A	7.87%	14
	Answered	178
	Skipped	20

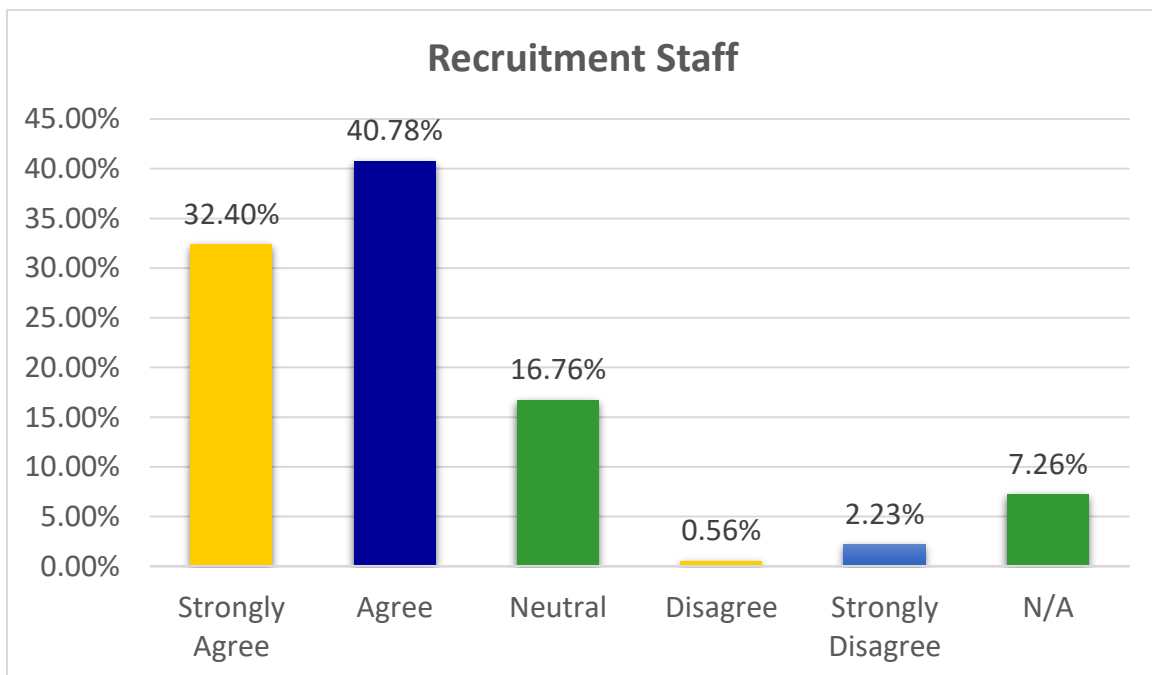


QUESTION 8

RECRUITMENT STAFF ...

Out of the 179 employees responding to this question, 73% 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 2023 employment total of 418 the college can safely say that 84 employees are neutral or have an unfavorable attitude toward the recruitment office with 7% responding N/A.

Answer Choices	Responses	
Strongly Agree	32.40%	58
Agree	40.78%	73
Neutral	16.76%	30
Disagree	0.56%	1
Strongly Disagree	2.23%	4
N/A	7.26%	13
	Answered	179
	Skipped	19

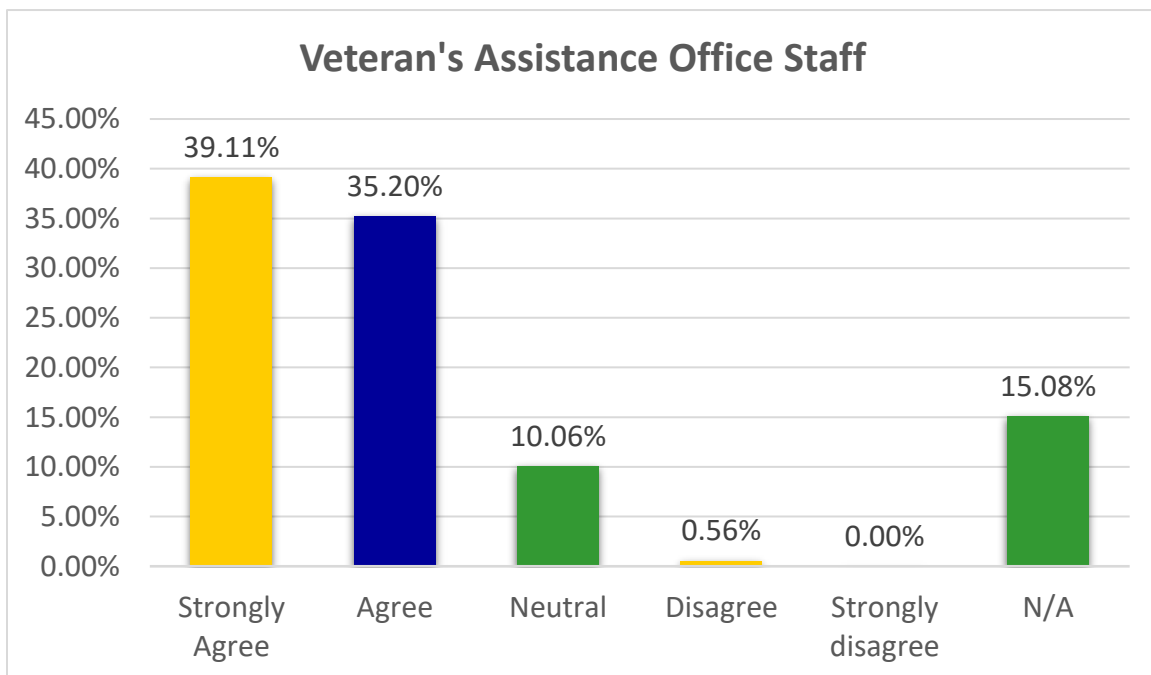


QUESTION 9

VETERAN'S ASSISTANCE OFFICE STAFF ...

Out of the 179 employees responding to this question, 74% 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 2023 employment total of 418 the college can safely say that 46 employees are neutral or have an unfavorable opinion of the Veteran's Assistance Office, however 15% answered N/A.

Answer Choices	Responses	
Strongly Agree	39.11%	70
Agree	35.20%	63
Neutral	10.06%	18
Disagree	0.56%	1
Strongly Disagree	0.00%	0
N/A	15.08%	27
	Answered	179
	Skipped	19

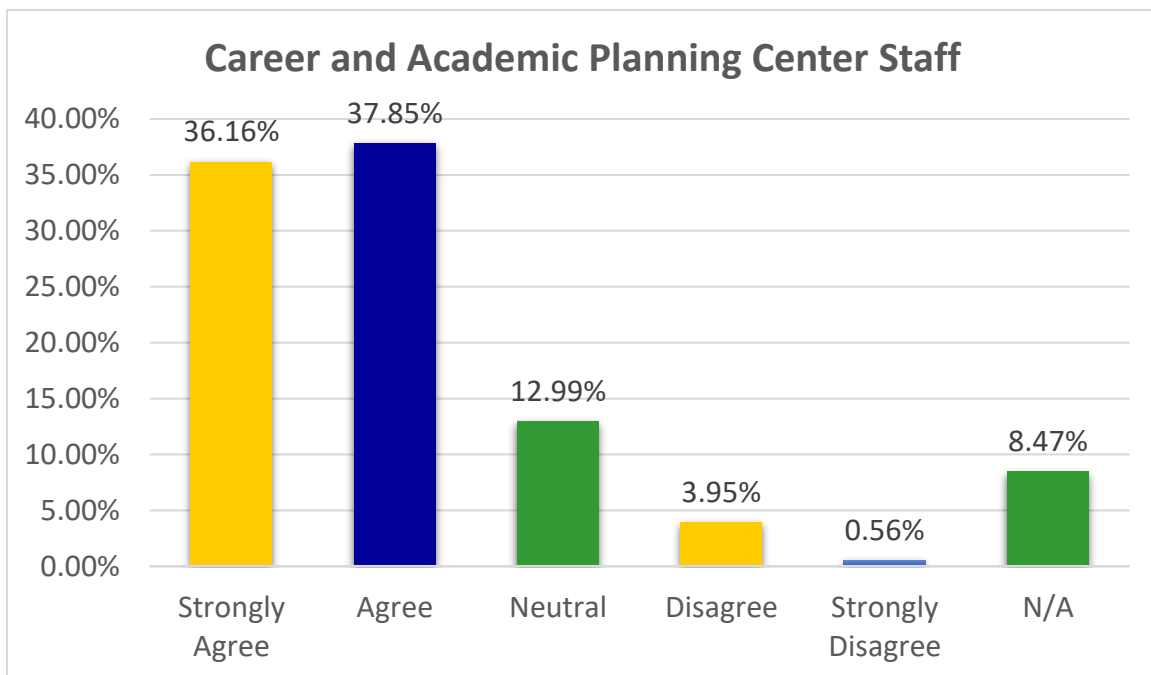


QUESTION 10

CAREER AND ACADEMIC PLANNING CENTER STAFF ...

Out of the 177 employees responding to this question, 74% 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 2023 employment total of 418 the college can safely say that 75 employees have either a neutral or an unfavorable opinion toward the career and academic planning center and 8% indicating N/A.

Answer Choices	Responses	
Strongly Agree	36.16%	64
Agree	37.85%	67
Neutral	12.99%	23
Disagree	3.95%	7
Strongly Disagree	0.56%	1
N/A	8.47%	15
	Answered	177
	Skipped	21

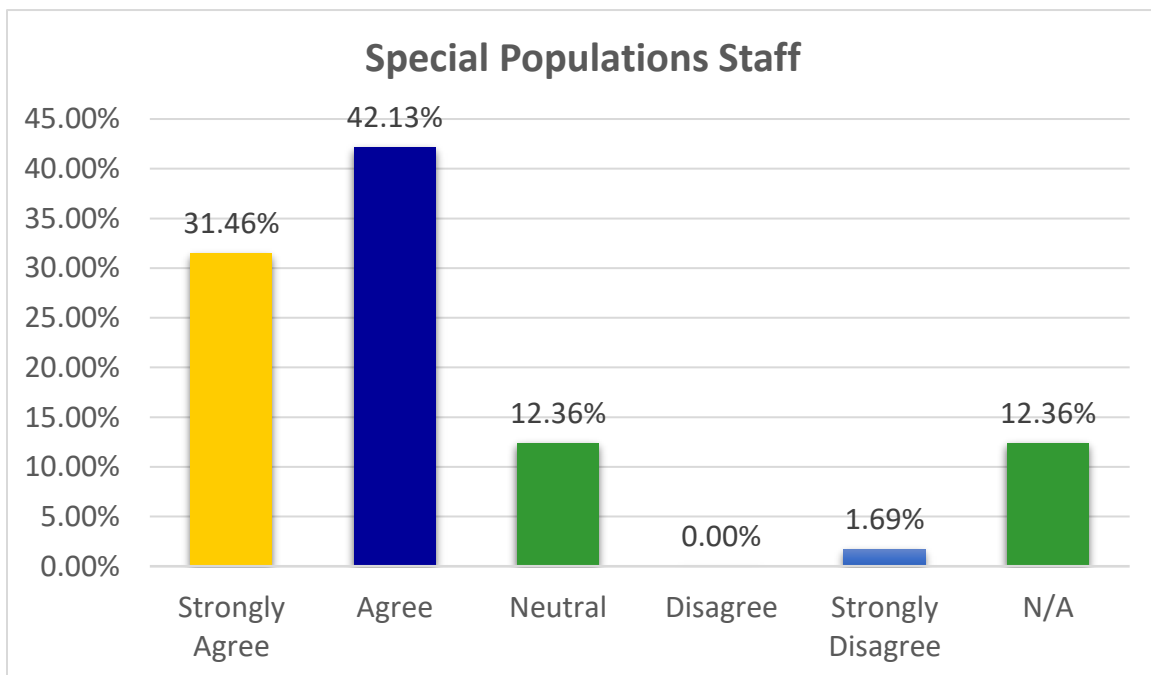


QUESTION 11

SPECIAL POPULATIONS STAFF ...

Out of the 178 employees responding to this question, 74% 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 2023 employment total of 418 the college can safely say that 59 employees are neutral or have an unfavorable attitude toward the special populations office and 12% indicating N/A.

Answer Choices	Responses	
Strongly Agree	31.46%	56
Agree	42.13%	75
Neutral	12.36%	22
Disagree	0.00%	0
Strongly Disagree	1.69%	3
N/A	12.36%	22
	Answered	178
	Skipped	20

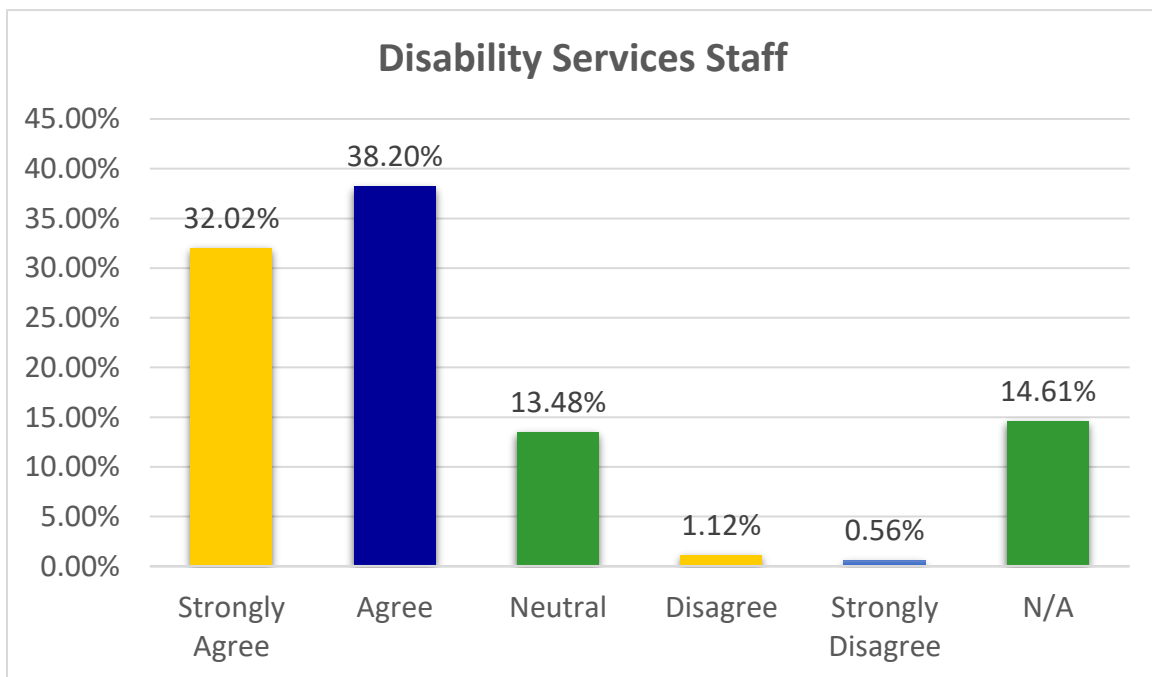


QUESTION 12

DISABILITY SERVICES STAFF ...

Out of the 178 employees responding to this question, 70% 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 2023 employment total of 418 the college can safely say that 63 employees are neutral or have an unfavorable attitude toward the disabilities services office and 15% indicating N/A.

Answer Choices	Responses	
Strongly Agree	32.02%	57
Agree	38.20%	68
Neutral	13.48%	24
Disagree	1.12%	2
Strongly Disagree	0.56%	1
N/A	14.61%	26
	Answered	178
	Skipped	20

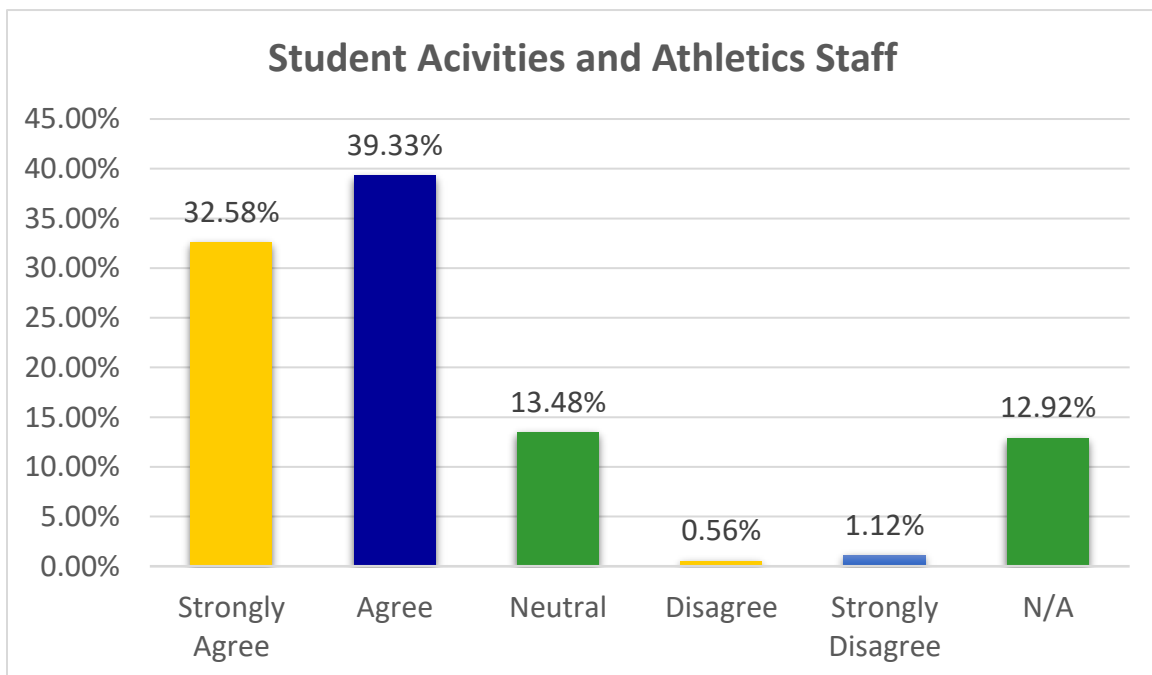


QUESTION 13

STUDENT ACTIVITIES AND ATHLETICS STAFF ...

Out of the 178 employees responding to this question, 72% 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 2023 employment total of 418 the college can safely say that 63 employees are neutral or have an unfavorable attitude toward the student activities and athletics office and 13% indicating N/A.

Answer Choices	Responses	
Strongly Agree	32.58%	58
Agree	39.33%	70
Neutral	13.48%	24
Disagree	0.56%	1
Strongly Disagree	1.12%	2
N/A	12.92%	23
	Answered	178
	Skipped	20

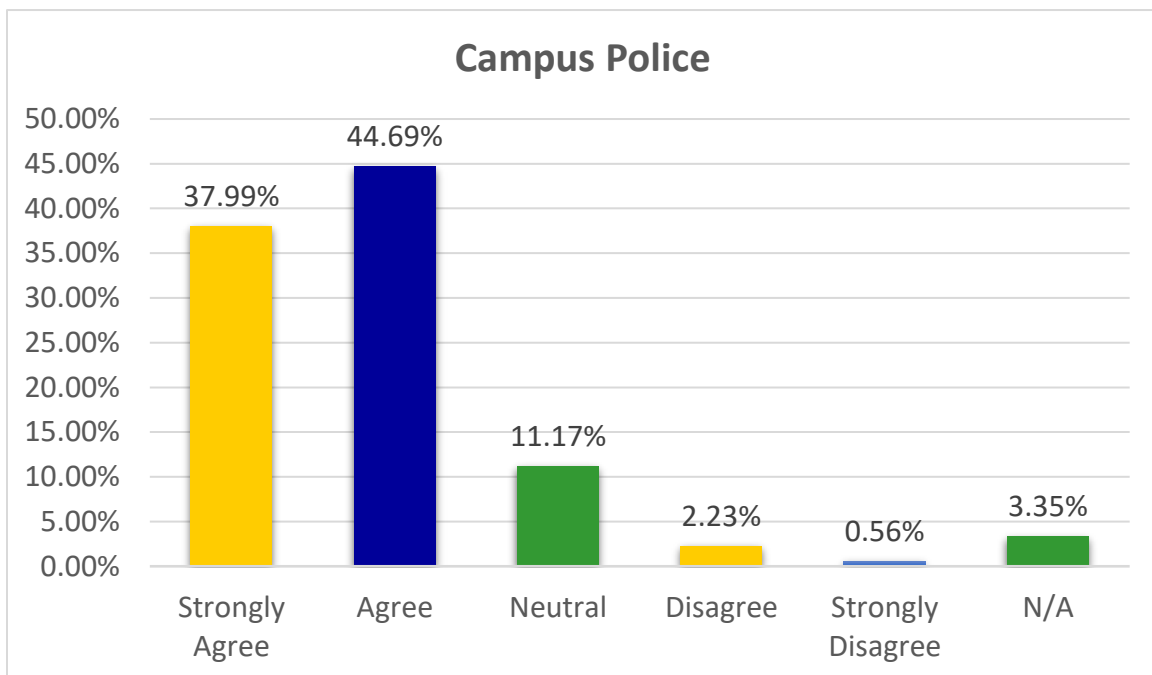


QUESTION 14

CAMPUS POLICE ...

Out of the 179 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 2023 employment total of 418 the college can safely say that 59 employees are neutral or have an unfavorable attitude toward the Campus Police Department, with 3% indicating N/A.

Answer Choices	Responses	
Strongly Agree	37.99%	68
Agree	44.69%	80
Neutral	11.17%	20
Disagree	2.23%	4
Strongly Disagree	0.56%	1
N/A	3.35%	6
	Answered	179
	Skipped	19

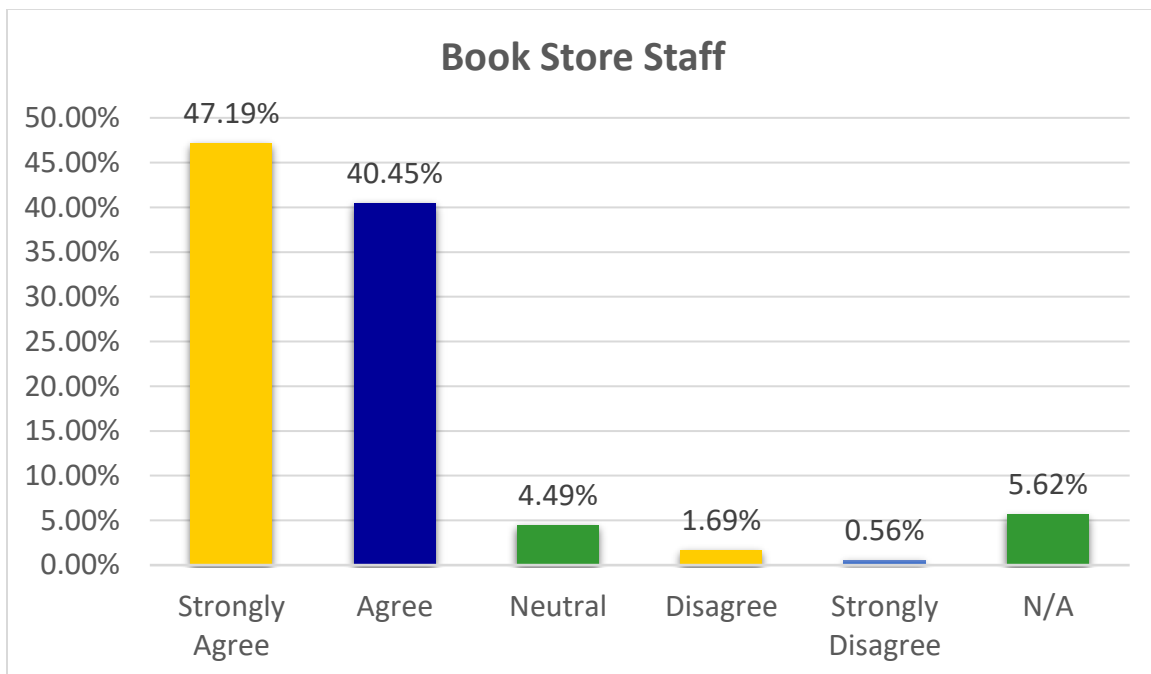


QUESTION 15

BOOK STORE STAFF ...

Out of the 178 employees responding to this question, 88% 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 2023 employment total of 418 the college can safely say that 25 employees have a neutral or unfavorable attitude toward the book store; with 6% responding N/A.

Answer Choices	Responses	
Strongly Agree	47.19%	84
Agree	40.45%	72
Neutral	4.49%	8
Disagree	1.69%	3
Strongly Disagree	0.56%	1
N/A	5.62%	10
	Answered	178
	Skipped	20

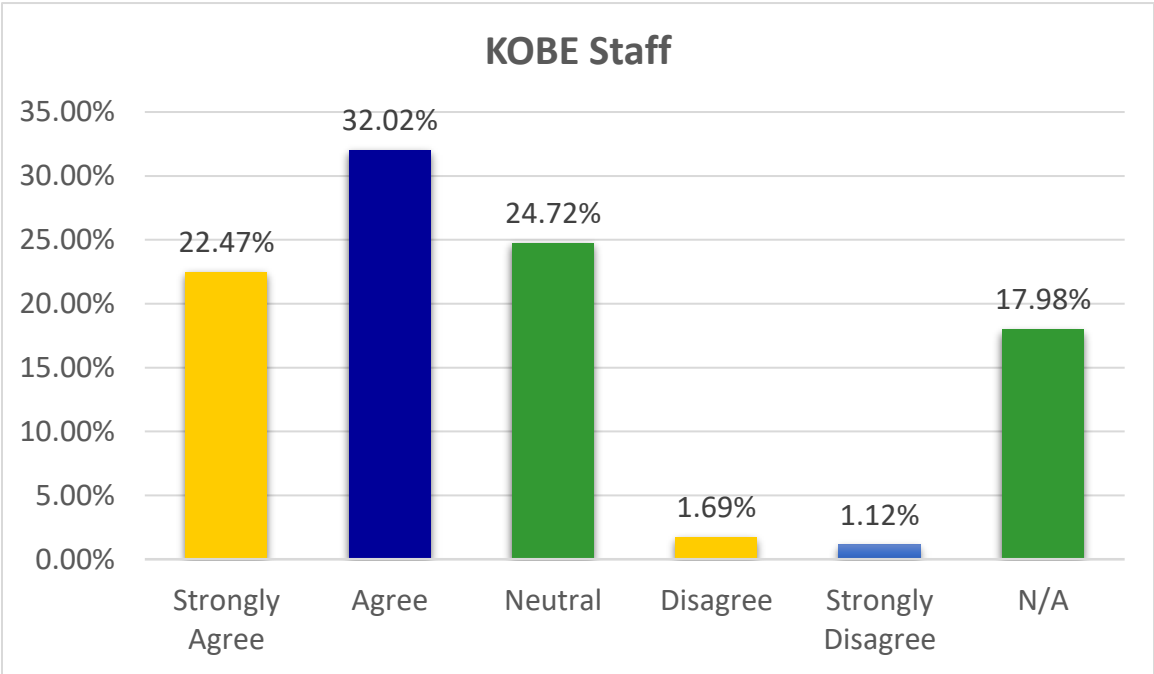


QUESTION 16

KOBE STAFF ...

Out of the 178 employees responding to this question, 55% have a favorable attitude toward the College’s KOBE 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 2023 employment total of 418 the college can safely say that 113 employees are neutral or unfavorable attitude toward the KOBE staff with and 18% responding N/A.

Answer Choices	Responses	
Strongly Agree	22.47%	40
Agree	32.02%	57
Neutral	24.72%	44
Disagree	1.69%	3
Strongly Disagree	1.12%	2
N/A	17.98%	32
	Answered	
	Skipped	

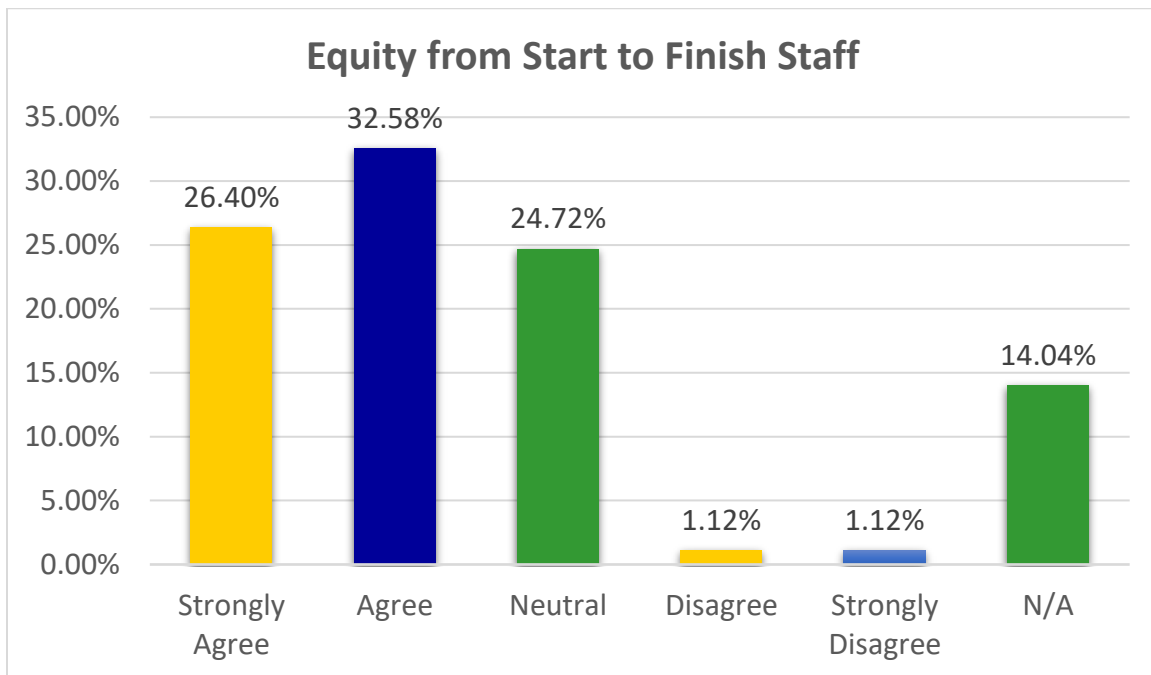


QUESTION 17

EQUITY FROM START TO FINISH STAFF ...

Out of the 178 employees responding to this question, 59% 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 2023 employment total of 418 the college can safely say that 113 employees are neutral or unfavorable attitude toward the Equity from Start to Finish Staff, with 14% responding N/A.

Answer Choices	Responses	
Strongly Agree	26.40%	47
Agree	32.58%	58
Neutral	24.72%	44
Disagree	1.12%	2
Strongly Disagree	1.12%	2
N/A	14.04%	25
	Answered	178
	Skipped	20

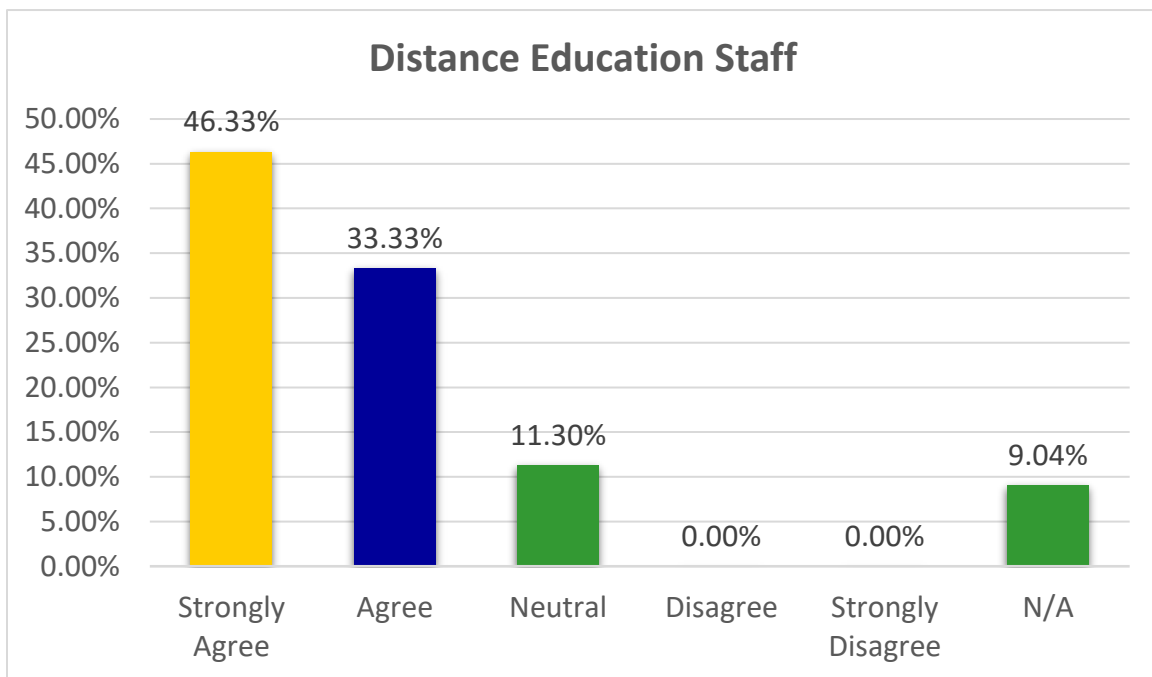


QUESTION 18

DISTANCE EDUCATION STAFF ...

Out of the 177 employees responding to this question, 79% 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 2023 employment total of 418 the college can safely say that 50 employees are neutral or have an unfavorable attitude toward the Distance Education staff, with 9% responding N/A.

Answer Choices	Responses	
Strongly Agree	46.33%	82
Agree	33.33%	59
Neutral	11.30%	20
Disagree	0.00%	0
Strongly Disagree	0.00%	0
N/A	9.04%	16
	Answered	177
	Skipped	21

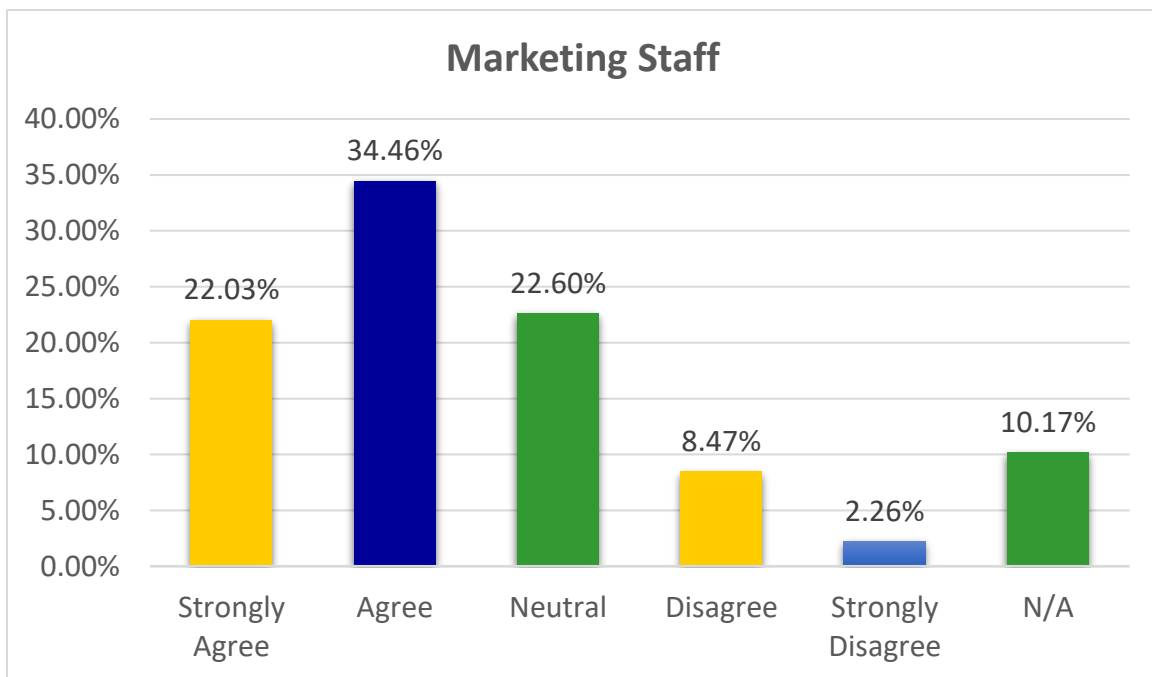


QUESTION 19

MARKETING STAFF ...

Out of the 177 employees responding to this question, 57% 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 2023 employment total of 418 the college can safely say that 138 employees are neutral or have an unfavorable attitude toward the marketing office; with 10% responding N/A.

Answer Choices	Responses	
Strongly Agree	22.03%	39
Agree	34.46%	61
Neutral	22.60%	40
Disagree	8.47%	15
Strongly Disagree	2.26%	4
N/A	10.17%	18
	Answered	177
	Skipped	21

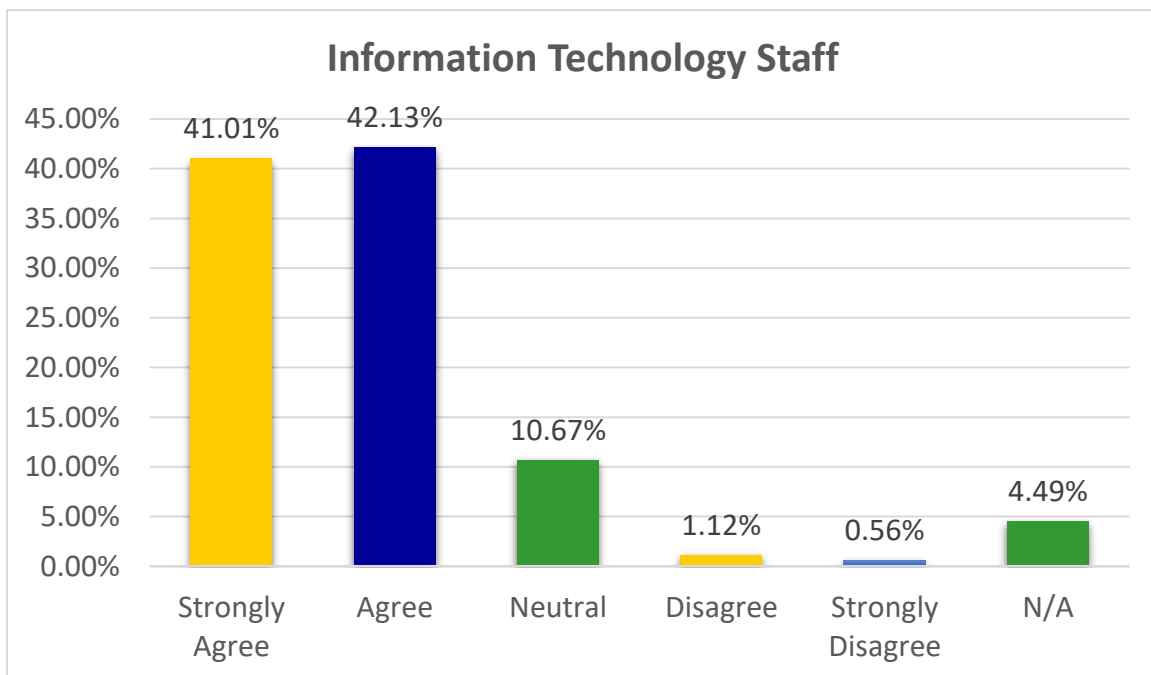


QUESTION 20

INFORMATION TECHNOLOGY STAFF ...

Out of the 178 employees responding to this question, 83% 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 2023 employment total of 418 the college can safely say that 50 employees are neutral or have an unfavorable attitude toward the marketing office; with 5% responding N/A.

Answer Choices	Responses	
Strongly Agree	41.01%	73
Agree	42.13%	75
Neutral	10.67%	19
Disagree	1.12%	2
Strongly Disagree	0.56%	1
N/A	4.49%	8
	Answered	178
	Skipped	20

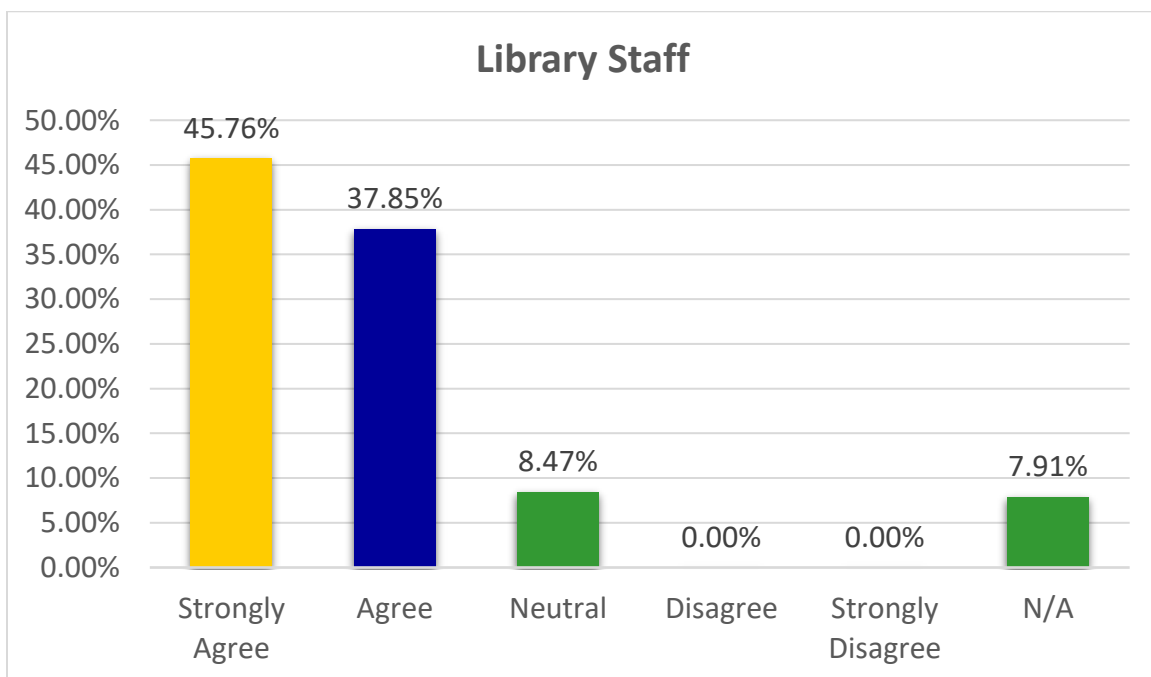


QUESTION 21

LIBRARY STAFF ...

Out of the 178 employees responding to this question, 84% 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 2023 employment total of 418 the college can safely say that 33 employees are neutral or have an unfavorable attitude toward the library staff; with 8% responding N/A.

Answer Choices	Responses	
Strongly Agree	45.76%	81
Agree	37.85%	75
Neutral	8.47%	15
Disagree	0.00%	0
Strongly Disagree	0.00%	0
N/A	7.91%	14
	Answered	178
	Skipped	20

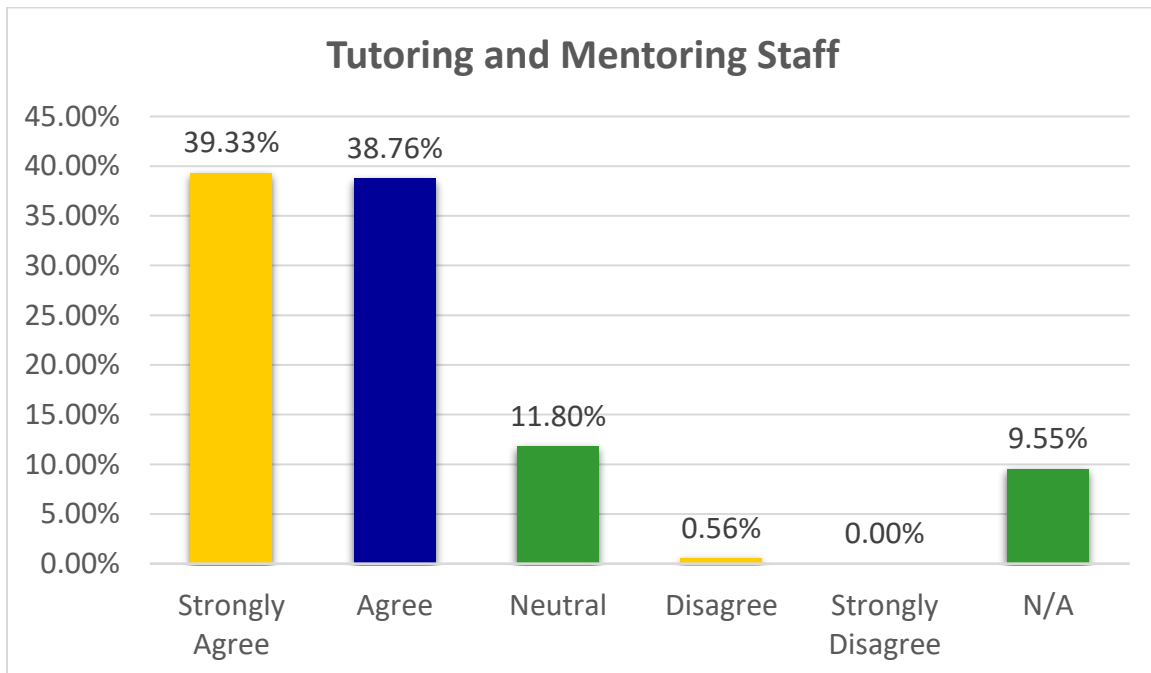


QUESTION 22

TUTORING AND MENTORING STAFF ...

Out of the 178 employees responding to this question, 78% 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 2023 employment total of 418 the college can safely say that 50 employees are neutral or have an unfavorable attitude toward the tutoring and mentoring staff; with 10% responding N/A.

Answer Choices	Responses	
Strongly Agree	39.33%	70
Agree	38.76%	69
Neutral	11.80%	21
Disagree	0.56%	1
Strongly Disagree	0.00%	0
N/A	9.55%	17
	Answered	178
	Skipped	20

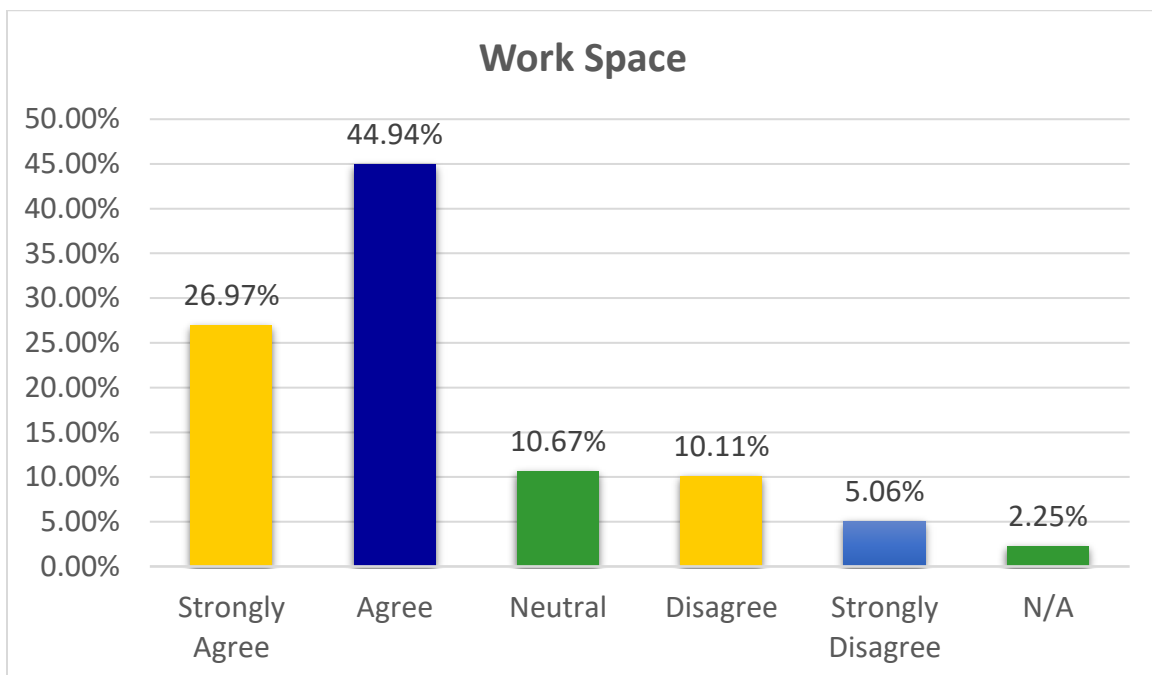


QUESTION 23

SPACE ALLOCATED IN OFFICES/WORK SPACE IS ADEQUATE ...

Employees attitude toward the College's offices/work space shows that 72% 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 2023 employment total of 418, the college can safely say that 109 employees have a less than favorable attitude toward the College's offices/work space with 2% responding N/A.

Answer Choices	Responses	
Strongly Agree	26.97%	48
Agree	44.94%	80
Neutral	10.67%	19
Disagree	10.11%	18
Strongly Disagree	5.06%	9
N/A	2.25%	4
	Answered	178
	Skipped	20

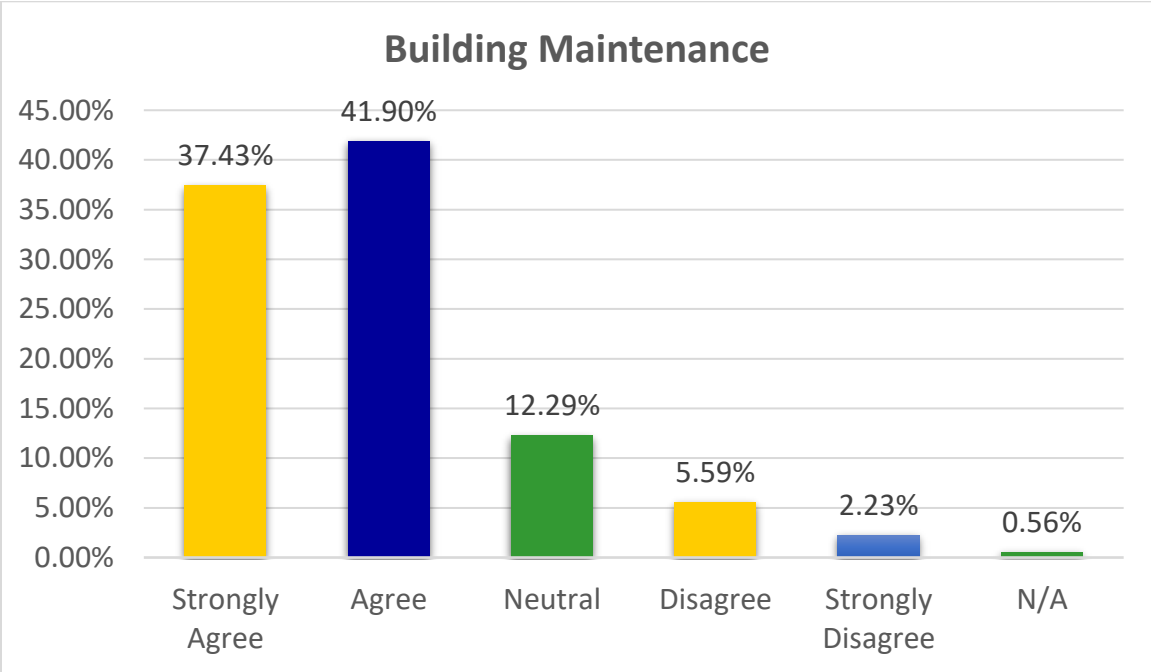


QUESTION 24

THE BUILDINGS ARE WELL MAINTAINED ...

Employees attitude toward the College’s buildings shows that 79% 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 2023 employment total of 418, the college can safely say that 84 employees have a less than favorable attitude toward the College’s buildings with 1% responding N/A.

Answer Choices	Responses	
Strongly Agree	37.43%	67
Agree	41.90%	75
Neutral	12.29%	22
Disagree	5.59%	10
Strongly Disagree	2.23%	4
N/A	0.56%	1
	Answered	179
	Skipped	19

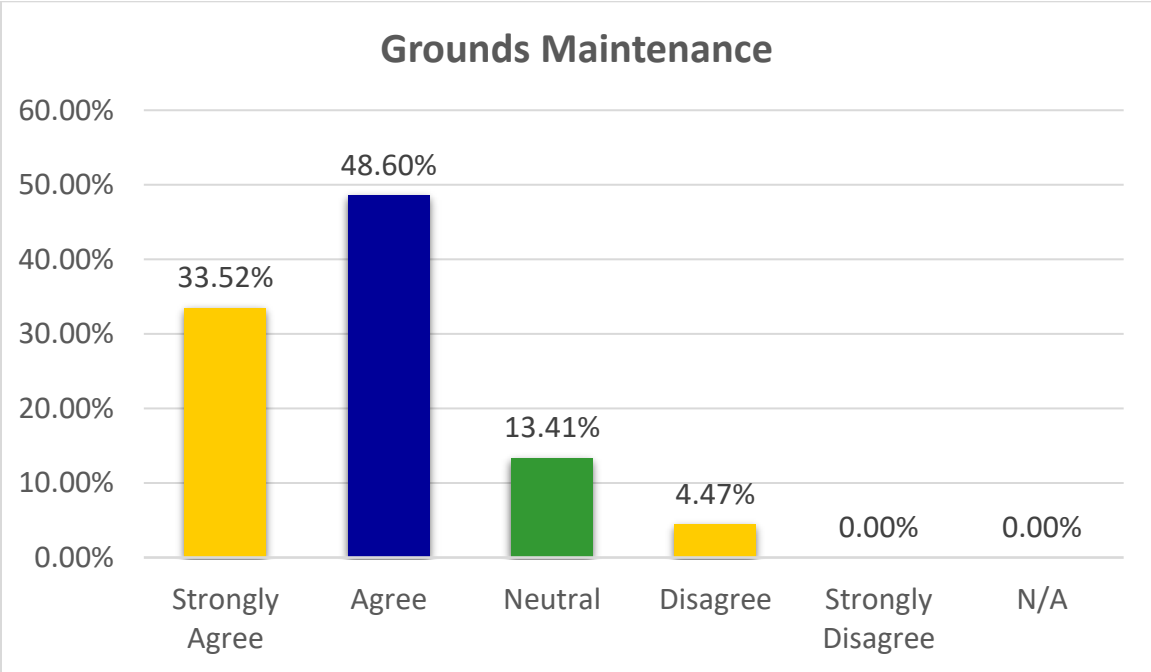


QUESTION 25

THE GROUNDS ARE WELL MAINTAINED ...

Employees attitude toward the College’s grounds shows that 83% 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 2023 employment total of 418, the college can safely say that 71 employees have a less than favorable attitude toward the College’s grounds.

Answer Choices	Responses	
Strongly Agree	33.52%	60
Agree	48.60%	87
Neutral	13.41%	24
Disagree	4.47%	8
Strongly Disagree	0.00%	0
N/A	0.00%	0
	Answered	179
	Skipped	19

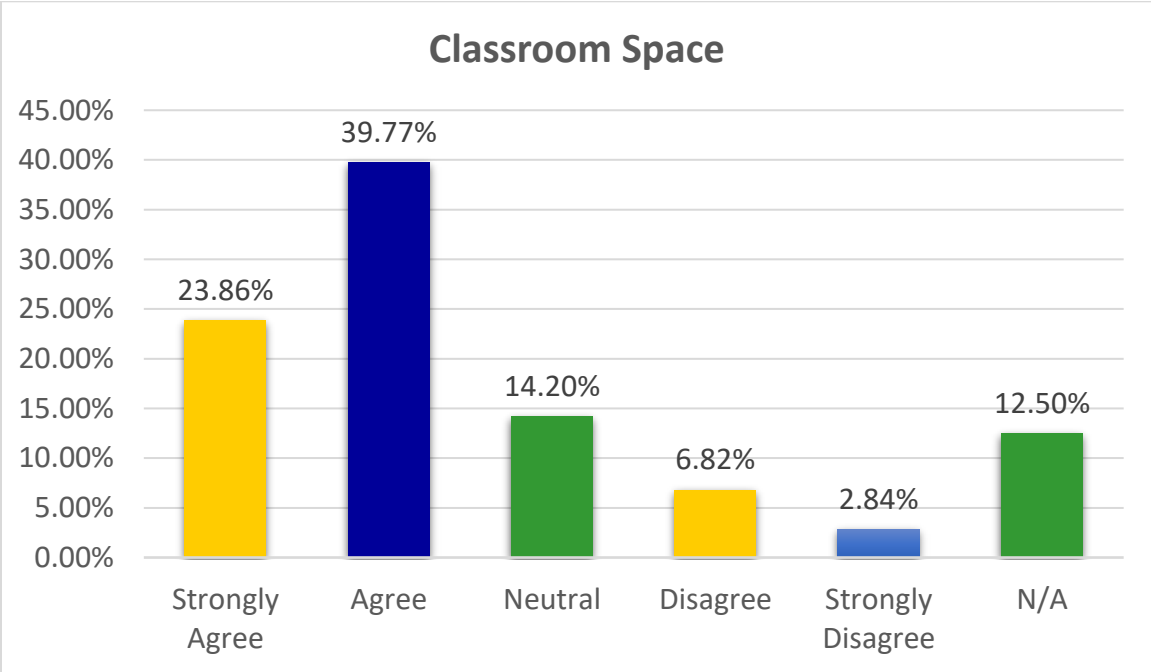


QUESTION 26

CLASSROOM SPACE ALLOCATED ...

Employees attitude toward the College’s classroom space shows that 64% 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 2023 employment total of 418, the college can safely say that 96 employees have a less than favorable attitude toward the College’s classroom space with 13% responding N/A.

Answer Choices	Responses	
Strongly Agree	23.86%	42
Agree	39.77%	70
Neutral	14.20%	25
Disagree	6.82%	12
Strongly Disagree	2.84%	5
N/A	12.50%	22
	Answered	176
	Skipped	22

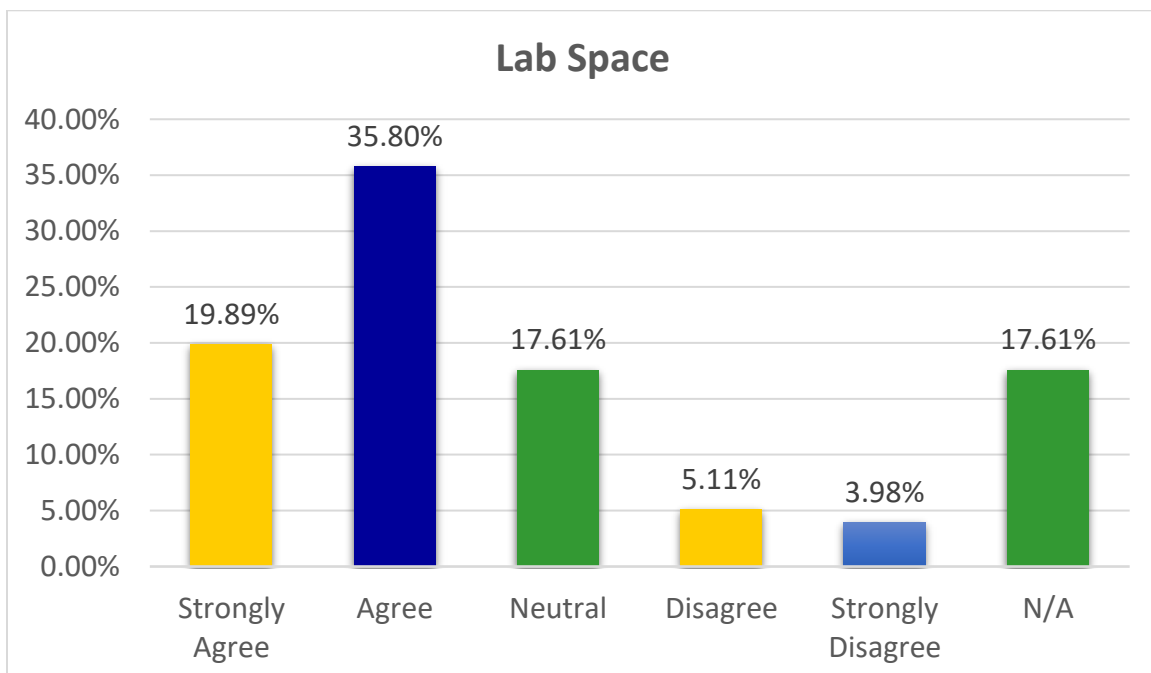


QUESTION 27

LABORATORY SPACE ALLOCATED ...

Employees attitude toward the College's laboratory space shows that 56% 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 2023 employment total of 418, the college can safely say that 109 employees have a less than favorable attitude toward the College's laboratory space and 18% responding N/A.

Answer Choices	Responses	
Strongly Agree	19.89%	35
Agree	35.80%	63
Neutral	17.61%	31
Disagree	5.11%	9
Strongly Disagree	3.98%	7
N/A	17.61%	31
	Answered	176
	Skipped	22

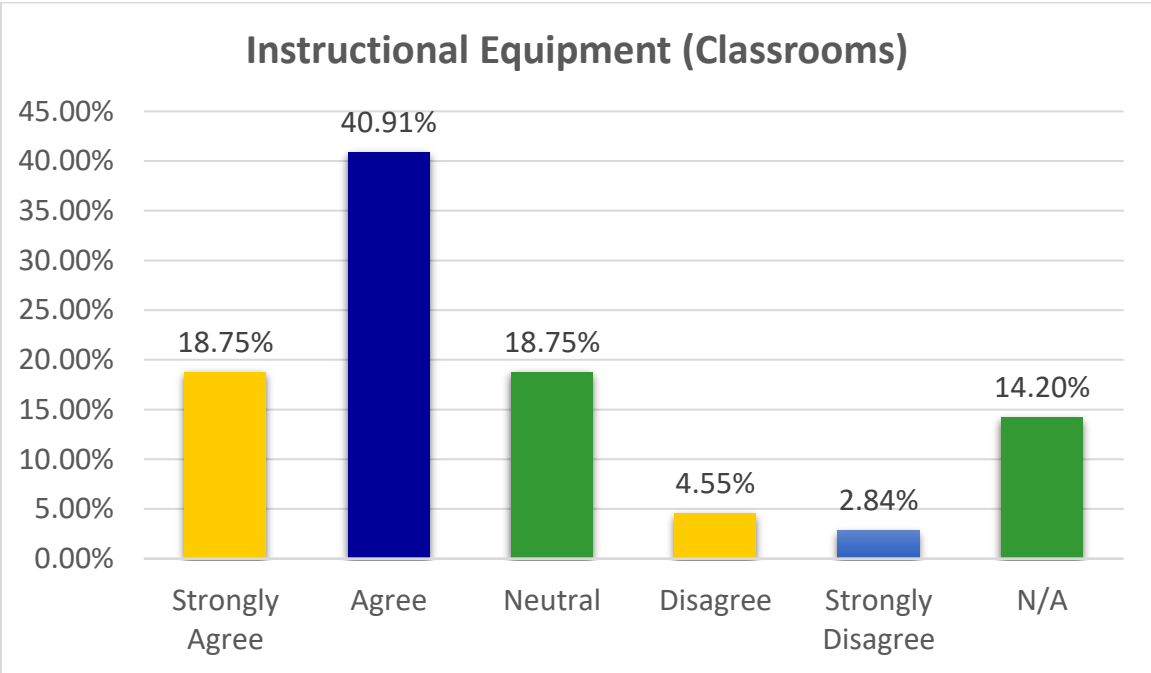


QUESTION 28

THE INSTRUCTIONAL EQUIPMENT IN CLASSROOMS ...

Employees attitude toward the College’s instructional equipment in classrooms shows that 60% 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 26% 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 2023 employment total of 418, the college can safely say that 109 employees have a less than favorable attitude toward the College’s instructional equipment with 14% responding N/A.

Answer Choices	Responses	
Strongly Agree	18.75%	33
Agree	40.91%	72
Neutral	18.75%	33
Disagree	4.55%	8
Strongly Disagree	2.84%	5
N/A	14.20%	25
	Answered	176
	Skipped	22



QUESTION 29

THE INSTRUCTIONAL EQUIPMENT IN SHOPS/LABS IS ADEQUATE ...

Employees attitude toward the College's instructional equipment in shops/labs shows that 54% 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 29% 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 2023 employment total of 418, the college can safely say that 121 employees have a less than favorable attitude toward the College's classroom space with 17% responding N/A.

Answer Choices	Responses	
Strongly Agree	14.20%	25
Agree	39.77%	70
Neutral	20.45%	36
Disagree	5.68%	10
Strongly Disagree	2.84%	5
N/A	17.05%	30
	Answered	176
	Skipped	22

