

**2019 Barton College Faculty and Staff Satisfaction Survey
Results
April 2019**

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Survey Administration

On April 11, 2019, all current faculty, staff and adjuncts were invited via their Barton email address to participate in the satisfaction survey (n=292). The survey was sent from BCResearch@ barton.edu using Class Climate software. A reminder email was sent to those who had not yet responded on April 19, April 25, and May 1. When the survey closed on May 2, 2019:

Total Responses: 148 responses
Response Rate: 50.7% (vs. 46.5% in 2017)
Respondents: 36.3.1% faculty (54),
60.3% staff (89)
3.4% for adjuncts (5)
Scales: Strongly Disagree to Strongly Agree (1 to 5)
Very Dissatisfied to Very Satisfied (1 to 5)

NOTE: For ease of numbering, the findings are ranked by averages and ties are reported in consecutive places rather than skipping places for multiple tied items.

Executive Summary:

The results of the survey show many positives. Only one area overall scored lower than 3.0 (Compensation) and most other lower rankings were still between 3 and 4 on a 1-5 scale with 5 being the highest score. This summary provides a highlight of the top five items in the Culture/Work/Management/Compensation sections relative to the highest and lowest rankings by averages. Following this summary is a breakdown of key findings by all respondents, faculty, staff and adjunct populations.

I. The **top five items rated the highest** on the agreement scale for all respondents are:

1. Finding work meaningful (avg. 4.6)
2. The following were all rated an average of. 4.4:
 - Senior management is invested in the success of the College.
 - Manager demonstrates an interest in the well-being of employees.
 - Manager has the technical skills/expertise to effectively manage.
 - Manager responds to questions in a clear and timely manner.

II. The **top five items rated the lowest** on the agreement scale for all respondents are:

1. Compensation is fair given job responsibilities compared to like Colleges (avg. 2.8)
2. The effectiveness of the Performance Evaluation Form (avg. 3.5)
3. The following were all rated an average of 3.6:
 - Workload promoting a healthy work/life balance.
 - The evaluation process/Effectiveness in providing clear indication of performance, goals to be achieved and professional development.
 - The evaluation process/effectiveness in collecting employee input.

III. Regarding the rating of **service levels** by departments for:

- HR
- Business Services
- Treasury Services
- Bookstore
- Post Office
- Technology Services, and
- Faculties,

All respondents scored above 4.0 on all categories:

- Responding to issues in a timely manner
- Overall issue resolution
- Staff response
- Confidentiality

with the exception of Facilities which scored 3.7 on custodial services, 3.8 on timeliness of responses and 3.9 on overall issue resolution.

Finally, with regard to benefits evaluation in terms of affordability and coverage, all populations indicated the most concern about the affordability and coverage of the dental and health insurance coverages.

Key Findings - Culture/Work/Management/Compensation:

Rated Above 4.0:

- The following were rated on average, **the highest** on a scale of strongly disagree (1) to strongly agree (5) amongst all respondents:
 1. Finding their work meaningful (avg. 4.6)
 2. Tied for 2nd(avg. 4.4):
 - Senior management is invested in the success of the College.
 - Manager demonstrates an interest in the well-being of employees.
 - Manager has the technical skills/expertise to effectively manage.
 - Manager responds to questions in a clear and timely manner.
 3. Tied for 3rd(avg. 4.3):
 - The goals and objectives of the College are consistent with its mission and values.
 - There is a commitment to on-going continuous improvement.
 - Safe and secure work environment.
 - People are treated with respect and appreciation regardless of race, gender, position, function/department, age, disability.
 - Satisfaction with job overall.
 - Manager invites and values feedback.
 4. Tied for 4th(avg. 4.2):
 - Barton has a healthy, engaging environment.
 - Clear understanding of the mission and strategic objectives of the College and link between work and these objectives.
 - Job responsibilities are clearly defined.
 - Manager communicates effectively.
 5. Feeling connected to co-workers (avg. 4.1).
 6. Job performance is discussed on a regular basis to help ensure expected results are achieved and for on-going professional development (avg. 4.0).

- **Faculty top rated areas are as follows:**
 1. Finding work meaningful (avg. 4.5)
 2. Manager responds to questions in a clear and timely manner (avg. 4.4).
 3. Tied for 3rd (avg. 4.3):
 - Senior management is invested in the success of the College.
 - Job responsibilities are clearly defined.
 - Manager demonstrates an interest in the well-being of employees.
 - Manager communicates effectively.
 4. Tied for 4th (avg. 4.2):
 - The goals and objectives of the College are consistent with its mission and values.
 - There is a commitment to on-going continuous improvement.
 - Safe and secure work environment.
 - Satisfaction with job overall.
 - Manager has the technical skills/expertise to effectively manage.
 5. Tied for 5th (avg. 4.1):

- People are treated with respect and appreciation regardless of race, gender, position, function/department, age, disability.
 - Manager invites and values their feedback.
6. Tied for 6th (avg. 4.0):
- Barton has a healthy, engaging environment.
 - Clear understanding of the mission and strategic objectives of the College and link between their work and these objectives.

• **Staff top rated areas are as follows:**

1. Finding work meaningful (avg. 4.7)
2. Tied for 2nd (avg. 4.5):
 - Safe and secure work environment.
 - Senior management is invested in the success of the College.
 - Manager demonstrates an interest in the well-being of employees.
 - Manager has the technical skills/expertise to effectively manage.
3. Tied for 3rd (avg. 4.4):
 - The goals and objectives of the College are consistent with its mission and values.
 - There is a commitment to on-going continuous improvement.
 - People are treated with respect and appreciation regardless of race, gender, position, function/department, age, disability.
 - Manager responds to questions in a clear and timely manner.
4. Tied for 4th (avg. 4.3):
 - Barton has a healthy, engaging environment.
 - Feeling connected to co-workers.
 - Clear understanding of the mission and strategic objectives of the College and link between work and these objectives.
 - Satisfaction with job overall.
 - Manager invites and values feedback.
5. Tied for 5th (avg. 4.2):
 - Job responsibilities are clearly defined.
 - Manager communicates effectively.
6. Job performance is discussed on a regular basis to help ensure expected results are achieved and for on-going professional development (avg. 4.1).
7. Feel valued for contributions (avg. 4.0)

• **Adjunct top rated areas are as follows:**

1. Tied for 1st (avg. 5.0):
 - Finding work meaningful.
 - Manager demonstrates an interest in the well-being of employees.
2. Tied for 2nd (avg. 4.8):
 - Job responsibilities are clearly defined.
 - Satisfaction with job overall.
 - Manager has the technical skills/expertise to effectively manage.
3. Barton's workload promotes a healthy work/life balance: (avg. 4.6).
4. Tied for 4th (avg. 4.5):

- Manager invites and values feedback.
 - Manager responds to questions in a clear and timely manner.
 - Manager communicates effectively.
5. Tied for 5th (avg. 4.4):
- The goals and objectives of the College are consistent with its mission and values.
 - There is a commitment to on-going continuous improvement.
 - People are treated with respect and appreciation regardless of race, gender, position, function/department, age, disability.
 - Leadership of the College communicates news effectively and in a timely manner.
6. Safe and secure work environment (avg. 4.3).
7. Tied for 7th (avg. 4.0):
- Barton has a healthy, engaging environment.
 - Clear understanding of the mission and strategic objectives of the College and link between work and these objectives.
 - Having the tools and technology needed to do the job.

Rated Below 4.0:

- The following were rated on average, the **lowest (below 4.0)** on a scale of strongly disagree (1) to strongly agree (5) amongst all respondents:

- **As a whole for all respondents, the top areas of concern are:**

1. Compensation is fair given job responsibilities compared to like Colleges (Compensation) (avg. 2.8)
2. The effectiveness of the Performance Evaluation Form (avg. 3.5)
3. Tied for 3rd (avg. 3.6):
 - Workload promoting a healthy work/life balance.
 - The evaluation process/Effectiveness in providing clear indication of performance, goals to be achieved and professional development.
 - The evaluation process/effectiveness in collecting employee input.
4. Tied for 4th (avg. 3.7):
 - Having the tools and technology needed to do the job.
 - Adequate opportunities for promotion and career development.
5. Tied for 5th (avg. 3.9):
 - Leadership communicating effectively and in a timely manner.
 - Feeling valued for contributions.
 - Feeling connected to co-workers.

- **Faculty top areas for concern are as follows:**

1. Compensation (avg. 2.4)
2. The effectiveness of the Performance Evaluation Form (avg. 3.2)
3. The evaluation process/Effectiveness in providing clear indication of performance, goals to be achieved and professional development (avg. 3.4)
4. Tied for 4th (avg. 3.5):
 - Having the tools and technology needed to do the job.

- The evaluation process/effectiveness in collecting employee input.
- 5. Workload promoting a healthy work/life balance (avg. 3.6)
- 6. Leadership communicating effectively and in a timely manner (avg. 3.7)
- 7. Tied for 7th(avg. 3.9):
 - Feeling valued for contributions.
 - Opportunities for Promotion and Career Development.

• **Staff top areas for concern are as follows:**

1. Compensation (avg. 3.0)
2. Workload promoting a healthy work/life balance (avg. 3.5)
3. The effectiveness of the Performance Evaluation Form (avg. 3.6)
4. Tied for 4th(avg. 3.7):
 - Opportunities for Promotion and Career Development.
 - The evaluation process/effectiveness in collecting employee input.
5. Tied for 5th(avg. 3.8):
 - Having the tools and technology needed to do the job.
 - The evaluation process/Effectiveness in providing clear indication of performance, goals to be achieved and professional development.

• **Adjunct top areas for concern are as follows:**

1. Feeling Connected to Co-workers (avg. 2.8)
2. Opportunities for Promotion and Career Development (avg. 3.0)
3. Regular discussions of job performance to help ensure results are achieved and for on-going professional development (avg. 3.3)
4. Compensation (avg. 3.4)
5. Tied for 5th(avg. 3.5):
 - The Effectiveness of the Performance Evaluation Form.
 - The evaluation process/effectiveness in collecting employee input.
6. Feeling valued for contributions.
7. Tied for 7th(avg. 3.8):
 - The evaluation process/Effectiveness in providing clear indication of performance, goals to be achieved and professional development.
 - Senior management invested in the success of the College.

Key Findings – Service Levels: The following four questions were asked about the service levels for various departments as indicated below (numbered) and the results are shown numerically in order of respondents (Overall, Faculty, Staff, Adjunct):

Department:	Abbreviated Questions/Results			
	(1) Responds Timely	(2) Overall Effective Issue Resolution	(3) Staff Response: Care, Concern & Professionalism	(4) Confidence in Confidentiality
HR*				
Overall	4.6	4.6	4.7	4.6
Faculty	4.7	4.7	4.7	4.7
Staff	4.6	4.6	4.7	4.6
Adjunct	4.8	4.8	5.0	5.0
Business Services				
Overall	4.5	4.4	4.5	4.5
Faculty	4.3	4.3	4.4	4.5
Staff	4.6	4.5	4.5	4.5
Adjunct	3.8	3.8	3.8	3.8
Treasury Services				
Overall	4.2	4.2	4.3	4.3
Faculty	4.3	4.4	4.4	4.6
Staff	4.1	4.2	4.2	4.2
Adjunct	3.0	3.0	3.0	3.5
Bookstore				
Overall	4.6	4.6	4.6	4.6
Faculty	4.4	4.4	4.5	4.5
Staff	4.7	4.7	4.7	4.6
Adjunct	4.4	4.4	4.4	4.4
Post Office				
Overall	4.6	4.6	4.6	4.7
Faculty	4.5	4.5	4.5	4.6
Staff	4.7	4.7	4.7	4.7
Adjunct	3.5	3.5	3.5	3.5
Technology Services				
Overall	4.6	4.7	4.7	4.6
Faculty	4.7	4.7	4.7	4.6
Staff	4.6	4.7	4.7	4.7
Adjunct	3.8	3.8	3.8	4.2
Facilities:				
Overall	3.8	3.9	4.1	4.1
Faculty	3.4	3.5	3.8	3.8
Staff	4.0	4.2	4.2	4.3
Adjunct	3.0	3.0	3.0	3.0

*We did not ask specific questions about all areas with our first survey in 2017; however, HR’s results show a marked improvement with the changes that have been made since the time of the first survey.

Additionally, custodial, maintenance, the work order system, and grounds were rated on effectiveness in general for facilities and the results were:

- Barton College’s lawns, landscaping, and walkways are well maintained and provide an inviting appearance (avg. 4.8/4.7/4.8/4.8).
- Maintenance (lights, HVAC, plumbing, locks) requests are resolved appropriately and in a timely manner (avg. 4.0/3.4/4.3/4.0).
- The work order system that Facilities Services uses is easy to use and readily accessible (avg. 4.0/3.7/4.2/3.0).
- Custodial Service, specifically bathroom, classroom and hallway cleaning, meet my expectations (avg. 3.7/3.1/4.0/3.5).

Key Findings – Affordability of Benefits:

On a scale of 1 to 5 (very dissatisfied to very satisfied) all respondents report a higher level of dissatisfaction with affordability of dental and health insurance than the other benefit options (with the exception of faculty who rated BCBS of NC and Guardian LTD at the same level) as follows:

	All Respondents	Faculty	Staff
BCBS of NC	3.7	3.8	3.6
Guardian Dental	3.6	3.7	3.6
Guardian Vision	3.9	3.9	3.9
Vol. Term Life	3.9	4.0	3.9
Guardian LTD	3.8	3.8	3.8
Guardian Critical Care	3.8	3.9	3.8
Guardian Accident	3.8	3.9	3.8

Key Findings – Satisfaction with Benefit Coverage:

On a scale of 1 to 5 (very dissatisfied to very satisfied) all respondents report a higher level of satisfaction with Holidays, sick time and vacation benefits than other benefits received and a higher level of dissatisfaction with the coverage provided by the dental and health insurance than the other benefit options (with the exception of staff who rated the Guardian Critical Care and Accident Policies at the same level as BCBS of NC) as follows:

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	All Respondents	Faculty	Staff
BCBS of NC	3.7	3.7	3.7
Guardian Dental	3.5	3.3	3.6
Guardian Vision	3.9	3.8	3.9
\$20K Life Ins.	4.2	4.2	4.2
Vol. Term Life Ins.	3.9	4.0	3.9
Guardian STD	4.0	4.0	4.0
Guardian LTD	3.9	3.9	3.8
Guardian Critical Care	3.8	4.1	3.7
Guardian Accident	3.8	4.0	3.7
MERP	4.0	4.0	4.1
FSA	4.1	4.1	4.1
TIAA	4.1	4.0	4.1
Pension Plan	3.8	3.8	3.8
Tuition Remission	4.1	4.0	4.2
Holidays	4.4	4.2	4.5
Vacation Time	4.3	4.2	4.4
Sick Time	4.4	4.1	4.4