



Employee Engagement Survey – Spring 2017 - Abbreviated Report

September 21, 2017



**NORTH SEATTLE
COLLEGE**

One of the Seattle Colleges

Findings

- Overall satisfaction
 - Likelihood to refer a friend
- } Decreased significantly between 2016 and 2017
- Lowest rated institutional attribute (2017):
 - “I am paid fairly for the work I do at North Seattle College.”

Findings, Continued

- Top predictors of satisfaction with being an employee of NSC (2017):
 - I am proud to say I work at North Seattle College.
 - My work is appreciated at North Seattle College.
 - I am paid fairly for the work I do at North Seattle College.
 - I feel physically safe when I am on campus at North Seattle College.

Conclusions – Institutional Attributes, Continued

- Top predictors of the likelihood that an someone will refer a friend or relative to work at NSC (2017):
 - I am proud to say I work at North Seattle College.
 - My suggestions are heard and acted upon.

Findings, Continued

- The mean satisfaction (2017) with one's manager = 4.02
- Lowest rated manager attribute (2017):
 - “My manager has a good understanding of the work I do.”

Findings – Professional Development

- Percent of respondents (2017) answering they had engaged in no professional development activities in the current academic year through NSC = 16.9 %.
- Percent of respondents (2017) who engaged in professional development who either “agreed” or “strongly agreed” that they have been able to apply new knowledge to their work” = 70.4 %.

Findings - Diversity

- Percent of respondents (2017) answering they had attended at least one diversity-related activity at NSC during the current academic year = 70.0 %.
- Percent of respondents (2017) engaging in at least one diversity – related event at NSC who indicated these activities had “contributed to your awareness of and / or competence with respect ... ‘embracing diverse cultures, ideas, perspectives and people’” either “moderately” or “a great deal” = 80.8 %.

Findings – Diversity, Continued

- Percent of respondents (2017) answering that NSC does “very little” to encourage contact among employees from different economic, social, racial or ethnic backgrounds = 16.0 %.
- Percent of respondents (2017) answering they felt discriminated against within the current academic year at NSC = 24.2 %.

Overall Satisfaction with Being an Employee of NSC

What is your overall satisfaction with being an employee of North Seattle College?	2016		2017	
	Percent	n	Percent	n
Very Dissatisfied	2.0 %	4	4.2 %	8
Dissatisfied	9.3 %	19	12.5 %	24
Neutral	15.2 %	31	24.5 %	47
Satisfied	48.5 %	99	45.3 %	87
Very Satisfied	25.0 %	51	13.5 %	26
Total	100.0 %	204	100.0 %	192
Chi – Square = 13.737; significance = .008 ; 0 cells (0.0 %) have an expected count of less than 5				
	Mean	n	Mean	n
Average ¹	3.85	204	3.52	192

Overall mean satisfaction with being an employee at North Seattle College decreased significantly between 2016 and 2017.

¹ t = 3.391; two – tailed significance = .001

Likelihood to Recommend NSC as a Place to Work

How likely would you be to refer a friend or relative to North Seattle College as a place to work?	2016		2017	
	Percent	n	Percent	n
Very Unlikely	7.8 %	16	9.9 %	19
Somewhat Unlikely	13.2 %	27	16.7 %	32
Neutral	11.3 %	23	15.6 %	30
Somewhat Likely	29.9 %	61	34.9 %	67
Very Likely	37.7 %	77	22.9 %	44
Total	100.0 %	204	100.0 %	192
Chi – Square = 10.533; significance = .032; 0 cells (0.0 %) have an expected count of less than 5				
	Mean	n	Mean	n
Average ¹	3.76	204	3.44	192

Overall mean likelihood to refer a friend or relative to North Seattle College as a place to work decreased significantly between 2016 and 2017.

Predictors of Overall Satisfaction with Being an Employee at North Seattle College: Performance and Importance

		Importance (Derived): Average = 0.349	
		Below Average	Above Average
Performance (Average = 3.76)	Above Average	<p>I am aware that North Seattle College is a tobacco – free campus. (mean = 4.79)</p> <p>I know how the work I do supports the strategic plan objectives of North Seattle College. (mean = 4.06)</p> <p>I am in favor of North Seattle College being a tobacco – free campus. (mean = 3.99)</p>	<p>I feel physically safe when I am on campus at North Seattle College. (mean = 4.17)</p> <p>What is your overall satisfaction with your manager at North Seattle College? (mean = 4.02)</p> <p>North Seattle College is welcoming to all persons. (mean = 3.97)</p> <p>I am proud to say I work at North Seattle College. (mean = 3.93)</p>
	Below Average	<p>I am concerned about my job security at North Seattle College. (mean = 3.61)</p>	<p>At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 3.72)</p> <p>North Seattle College supports my professional development. (mean = 3.64)</p> <p>My work is appreciated at North Seattle College. (mean = 3.62)</p> <p>My suggestions are heard and acted upon. (mean = 3.23)</p> <p>I have adequate resources to do my job. (mean = 3.23)</p> <p>I am paid fairly for the work I do at North Seattle College. (mean = 2.63)</p>

In order to improve overall employee satisfaction with being an employee at the institution, North Seattle College should focus on the following items:

- My work is appreciated at North Seattle College.
- I am paid fairly for the work I do at North Seattle College.

Note: Items in bold print are key predictors of overall satisfaction with being an employee of NSC.

Predictors of Likelihood to Refer North Seattle College: Performance and Importance

		Importance (Derived): Average = 0.302	
		Below Average	Above Average
Performance (Average = 3.76)	Above Average	<p>I am aware that North Seattle College is a tobacco – free campus. (mean = 4.79)</p> <p>I know how the work I do supports the strategic plan objectives of North Seattle College. (mean = 4.06)</p> <p>I am in favor of North Seattle College being a tobacco – free campus. (mean = 3.99)</p>	<p>I feel physically safe when I am on campus at North Seattle College. (mean = 4.17)</p> <p>What is your overall satisfaction with your manager at North Seattle College? (mean = 4.02)</p> <p>North Seattle College is welcoming to all persons. (mean = 3.97)</p> <p>I am proud to say I work at North Seattle College. (mean = 3.93)</p>
	Below Average	<p>I am concerned about my job security at North Seattle College. (mean = 3.61)</p>	<p>At North Seattle College, I feel safe in other ways - emotionally, socially, and intellectually. (mean = 3.72)</p> <p>North Seattle College supports my professional development. (mean = 3.64)</p> <p>My work is appreciated at North Seattle College. (mean = 3.62)</p> <p>My suggestions are heard and acted upon. (mean = 3.23)</p> <p>I have adequate resources to do my job. (mean = 3.23)</p> <p>I am paid fairly for the work I do at North Seattle College. (mean = 2.63)</p>

In order to improve the likelihood that an employee will refer a friend or relative to North Seattle College as a place to work, the institution should focus on the following improving scores on the item: "My work is appreciated at North Seattle College."

Note: Items in bold print are key predictors of likelihood to refer a friend or relative to NSC.

Overall Satisfaction with Manager

What is your overall satisfaction with your manager at North Seattle College?	2017	
	Percent	n
Very Dissatisfied	6.6 %	12
Dissatisfied	8.2 %	15
Neutral	9.3 %	17
Satisfied	28.6 %	52
Very Satisfied	47.3 %	86
Total	100.0 %	182
	Mean	n
Average	4.02	182

75.9 %

Among respondents to the 2017 employee engagement survey, over seven in ten (75.9 %) indicated they were either satisfied or very satisfied with their manager at North Seattle College.

The mean satisfaction of 2017 survey respondents with their manager was 4.02 on a five – point scale, where 5 is the most positive rating possible, and a one is the most negative rating possible.

Predictors of Overall Satisfaction with Manager at North Seattle College: Performance and Importance

		Importance (Derived): Average = 0.77	
		Below Average	Above Average
Performance (Average = 4.08)	Above Average	My manager treats me with respect. (mean = 4.36)	My manager and I have a good working relationship. (mean = 4.20)
		My manager knows how to do her / his job. (mean = 4.29)	My manager's review of my performance is fair. (mean = 4.19)
	Below Average	My manager communicates with me on a regular basis. (mean = 3.90)	
		My manager has a good understanding of the work I do. (mean = 3.54)	

In order to improve employee satisfaction with one's manager, North Seattle College should continue to build on its successes with the following items:

- My manager and I have a good working relationship.
- My manager's review of my performance is fair.

Note: Items in bold print are key predictors of overall satisfaction with one's manager.

Employee Professional Development Activities

Approximately how many professional development activities have you engaged in through North Seattle College during the current academic year?	2017	
	Percent	n
None	16.9 %	31
1 - 3	60.1 %	110
4 - 6	14.2 %	26
7 - 9	2.7 %	5
10 or More	6.0 %	11
Total	100.0 %	183

Approximately one in six respondents to the 2017 employee engagement survey (16.9 %) indicated that in the current academic year they had engaged in no professional development activities through North Seattle College.

Overall, how would you rate these professional development activities in terms of their value for your professional growth?	2017	
	Percent	n
Of no value	2.6 %	4
Of little value	10.5 %	16
Neutral	20.4 %	31
Valuable	55.9 %	85
Very valuable	10.5 %	16
Total	100.0 %	152
	Average	n
Mean	3.61	152

66.4 %

Of those 2017 respondents who engaged in at least one professional development activity through North Seattle College, roughly two – thirds (66.4 %) rated these activities as either “valuable” or “very valuable.”

Employee Professional Development Activities, Continued

Please indicate your level of agreement with the following statement regarding your professional development activities during the current academic year: "I have been able to apply new knowledge to my work at North Seattle College."	2017	
	Percent	n
Strongly Disagree	3.3 %	5
Disagree	6.6 %	10
Neutral	19.7 %	30
Agree	57.2 %	87
Strongly Agree	13.2 %	20
Total	100.0 %	152
	Average	n
Mean	3.70	152

70.4 %

Of those 2017 respondents who engaged in at least one professional development activity through North Seattle College, over seven in ten (70.4 %) either "agreed" or "strongly agreed" that they have been able to apply new knowledge to their work."

Diversity

Approximately how many diversity-related activities at North Seattle College have you engaged in during the current academic year?	2017	
	Percent	n
None	30.0 %	54
1 – 3	51.7 %	93
4 – 6	11.7 %	21
7 - 9	2.8 %	5
10 or More	3.9 %	7
Total	100.0 %	180

Three in ten respondents to the 2017 employee engagement survey indicated they had attended no diversity-related activities at North Seattle College during the current academic year.

Overall, to what extent have these diversity-related activities contributed to your awareness of and / or competence with respect to our value of “embracing diverse cultures, ideas, perspectives and people”?	2017	
	Percent	n
Not at all	0.8 %	1
Very little	9.6 %	12
Neutral	8.8 %	11
Moderately	52.8 %	66
A great deal	28.0%	35
Total	100.0 %	125
	Average	n
Average	3.98	125

80.8 %

Among respondents to the 2017 employee engagement survey who had engaged in at least one diversity – related event at North Seattle College, over eight in ten (80.8 %) indicated these activities had “contributed to your awareness of and / or competence with respect to our value of ‘embracing diverse cultures, ideas, perspectives and people’” either “moderately” or “a great deal.”

Employee Experience of Workplace Discrimination

Within the current academic year, have you felt discriminated against at North Seattle College?	2017	
	Percent	n
No	75.8 %	138
Yes	24.2 %	44
Total	100.0 %	182

Nearly one in four respondents to the 2017 employee engagement survey (24.2 %) report having felt discriminated against within the current academic year at North Seattle College.

Within the current academic year, have you felt discriminated against at North Seattle College?	Length of Time Employed at NSC					
	Less than 5 Years		Five to Ten Years		More than 10 Years	
	Percent	n	Percent	n	Percent	n
No	81.9 %	59	82.1 %	32	73.4 %	47
Yes	18.1 %	13	17.9 %	7	26.6 %	17
Total	100.0 %	72	100.0 %	39	100.0 %	64

Chi – Square = 1.778; significance = .411; 0 cells (0.0 %) have an expected count of less than 5

There are no statistically significant differences in the percentage of employees reporting having felt discriminated against within the current academic year at North Seattle College by length of time employed at North Seattle College.

Employee Experience of Workplace Discrimination, Continued

What is your overall satisfaction with being an employee of North Seattle College?	Within the current academic year, have you felt discriminated against at North Seattle College?			
	No		Yes	
	Percent	n	Percent	n
Very Dissatisfied	2.2 %	3	11.4 %	5
Dissatisfied	10.1 %	14	15.9 %	7
Neutral	22.5 %	31	29.5 %	13
Satisfied	47.8 %	66	40.9 %	18
Very Satisfied	17.4 %	24	2.3 %	1
Total	100.0 %	138	100.0 %	44
Chi – Square = 13.960, significance = .007; 1 cell (10.0 %) has an expected count of less than 5				
	Mean	n	Mean	n
Average	3.68	138	3.07	44
t = 3.614, significance = .000				

Respondents who report having experienced discrimination at North Seattle College within the current academic year report significantly lower levels of satisfaction with being an employee of North Seattle College than employees who had not experienced discrimination at North Seattle College within the current academic

Employee Experience of Workplace Discrimination, Continued

How likely would you be to refer a friend or relative to North Seattle College as a place to work?	Within the current academic year, have you felt discriminated against at North Seattle College?			
	No		Yes	
	Percent	n	Percent	n
Very Unlikely	6.5 %	9	18.2 %	8
Somewhat Unlikely	15.9 %	22	20.5 %	9
Neutral	15.9 %	22	13.6 %	6
Somewhat Likely	34.8 %	48	34.1 %	15
Very Likely	26.8 %	37	13.6 %	6
Total	100.0 %	138	100.0 %	44
Chi – Square = 7.826; significance = .098; 1 cell (10.0 %) has an expected count of less than 5				
	Mean	n	Mean	n
Average	3.59	138	3.05	44
t = 2.518, significance = .013				

Respondents who report having experienced discrimination at North Seattle College within the current academic year report significantly lower mean likelihood to refer a friend or relative to North Seattle College as a place to work than employees who had not experienced discrimination at North Seattle College within the current academic year.

Employee Experience of Workplace Discrimination, Continued

What is your overall satisfaction with your manager at North Seattle College?	Within the current academic year, have you felt discriminated against at North Seattle College?			
	No		Yes	
	Percent	n	Percent	n
Very Dissatisfied	2.2 %	3	20.9 %	9
Dissatisfied	5.8 %	8	16.3 %	7
Neutral	8.0 %	11	11.6 %	5
Satisfied	27.5 %	38	32.6 %	14
Very Satisfied	56.5 %	78	18.6 %	8
Total	100.0 %	139	100.0 %	43
Chi – Square = 32.447; significance = .000 ; 3 cells (30.0 %) has an expected count of less than 5				
	Mean	n	Mean	n
Average	4.30	138	3.12	43
t = 6.086, significance = .000				

Respondents who report having experienced discrimination at North Seattle College within the current academic year report significantly lower levels of satisfaction with their manager than employees who had not experienced discrimination at North Seattle College within the current academic

Employee Experience of Discrimination

Employee Experience of Discrimination ¹	2014		2015		2017	
	Percent ²	n	Percent ²	n	Percent ²	n
Age	10.3 %	29	13.3 %	23	8.9 %	17
Citizenship status	2.1 %	6	0.0 %	0	0.5 %	1
Color	5.3 %	15	4.0 %	7	3.1 %	6
Disability	1.8 %	5	1.7 %	3	3.6 %	7
Gender Expression	2.1 %	6	5.2 %	9	1.0 %	2
Gender Identity ³	-	-	-	-	3.1 %	6
Marital status	2.8 %	8	1.7 %	3	0.5 %	1
National origin	1.8 %	5	0.6 %	1	2.1 %	4
Political affiliation or belief	2.8 %	8	1.7 %	3	3.1 %	6
Race or ethnicity	7.8 %	22	6.9 %	12	4.7 %	9
Religion	3.2 %	9	2.3 %	4	1.0 %	2
Sex	6.7 %	19	9.8 %	17	5.2 %	10
Sexual orientation	1.1 %	3	2.3 %	4	1.0 %	2
Veteran status	0.0 %	0	1.2 %	2	0.5 %	1
Socioeconomic status ³	-	-	-	-	5.7 %	11
Class ³	-	-	-	-	4.7 %	9
Other	6.7 %	19	10.4 %	18	4.7 %	9

Across the years for which data are available, age discrimination is the leading type reported by employees who have experienced discrimination.

¹ Item wording:
 2014 & 2015 → Within the current academic year, have you felt discriminated against based on any of the following characteristics? (Check all that apply.)
 2016 → Item not asked on Spring 2016 employee engagement survey
 2017 → Please indicate the ways in which you have felt discriminated against at North Seattle College. (Select all that apply)

² Percentages based on the following total respondents by year:
 → 2014: n = 282
 → 2015: n = 173
 → 2017: n = 192

³ Response choices added for Spring 2017 employee engagement survey