Campus Quality Survey – Spring 2016

Participation Rate: 67%, 172 employees
(64% in 2014 and 58% in 2012)

Overall Impression of Quality: 68%
(76% in 2014 and 79% in 2012)

Employee Satisfaction: 73% Satisfied or Very Satisfied
(78% in 2014 and 77% in 2012)

1 Overview

SFCC has administered the Campus Quality Survey **7 times** including: 2006, 2007, 2008, 2010, 2012, 2014, and 2016. The survey is administered to all **full-time employees** every other spring.

2 Performance Gaps

The **performance gap** is the difference between "How it is now" vs. "How it should be," e.g., if employees rate the survey item as a 4.0 on "how it is now" and a 5.0 on "how it should be," the gap is 1.0. The goal is to have as small a gap as possible. In general, gaps of 1.0 or larger should be examined.

Performance Gaps for Quality Categories (largest to smallest)

*Quality Category	SFCC Gap	Nat'l 2-Yr College Gap	SFCC Gap Rank	Nat'l 2-Yr College Gap Rank	2014-2016 Change in Gap
Employee Training and Recognition (ETR)	1.274	1.289	1st (largest)	1st (largest)	+.008
Quality/Productivity Improvement Results (QPIR)	1.113	1.042	2nd	6th	+.175
Top Management Leadership and Support (TMLS)	1.086	1.157	3rd	3rd	+.075
Quality Assurance (QA)	1.052	1.051	4th	5th	+.139
Measurement and Analysis (MA)	1.024	1.029	5th	7th	+.186
Employee Empowerment and Teamwork (EET)	1.002	1.106	6th	4th	+.097
Strategic Quality Planning (SQP)	0.890	1.167	7th	2nd	+.073
Customer Focus (CF)	0.835	0.975	8th	8th	+.071

**Each category is comprised of between 8 and 13 questions. Some questions are repeated in more than one category. There are 50 questions overall that comprise these category results.*

10 Smallest Gaps – Individual Survey Questions (smallest to largest)

Survey Question	SFCC Gap	Nat'l 2-Yr College Gap	From this category
1. This institution uses state and national data to compare its performance with that of other institutions	0.296	0.704	SQP, QA, MA
2. Quality improvement teams have been established in this organization	0.454	0.760	EET
3. This institution believes in continuous quality improvement	0.457	0.712	QPIR
4. My department meets as a team to plan and coordinate work	0.460	0.823	EET
5. This institution regularly conducts surveys to evaluate the quality of its programs and services	0.497	0.730	CF, SQP
6. Faculty and staff take pride in their work	0.593	0.635	QPIR
7. Administrators treat students as their top priority*	0.623	1.013	TMLS, EET
8. This institution uses teams to solve problems	0.626	0.826	EET
9. This institution listens to its students*	0.663	0.825	CF
10. Students have a way to provide feedback on their level of satisfaction with school programs and services*	0.692	0.863	CF, QA

**Replaced the following from 2014: This institution continually evaluates and upgrades its processes for collecting data. The mission, purpose and values of this institution are familiar to employees. I know what is expected of me.*

10 Largest Gaps – Individual Survey Questions (largest to smallest)

Survey Question	SFCC Gap	Nat'l 2-Yr College Gap	SFCC Gap Rank	Nat'l 2-Yr College Gap Rank	From this category
1. There are effective lines of communication between departments	1.920	1.821	1st (largest)	1st (largest)	QPIR
2. Employees are rewarded for outstanding job performance	1.783	1.762	2nd	2nd	TMLS, ETR
3. Processes for selecting, orienting, training, empowering and recognizing employees are carefully planned	1.700	1.504	3rd	3rd	ETR, EET
4. It is easy to get information at this institution	1.595	1.252	4th	16th	MA
5. Each department or work unit has written, up-to-date service expectations	1.554	1.266	5th	13th	QA, QPIR
6. Written procedures clearly define who is responsible for each operation and service	1.528	1.358	6th	8th	QA, QPIR
7. Established standards and procedures define job expectations for employees*	1.522	1.148	7th	23rd	QA, QPIR
8. Job responsibilities are communicated clearly to employees	1.399	1.211	8th	17th	TMLS, QA, EET
9. There is a spirit of teamwork and cooperation in this organization*	1.370	1.303	9th	10th	QPIR, EET
10. Administrators recognize faculty and staff when they do a good job	1.348	1.404	10th	5th	ETR

** Replaced the following from 2014: Employees receive special training in improving customer service. This institution involves its employees in planning for the future.*

3 Highest Rated Programs and Services

1. Library and learning resources*******
2. Bookstore services**
3. Continuing education and community programs and services****
4. Counseling and student advisement services* *(first time on the top-10 list)*
5. Maintenance and custodial services***

An asterisk (*) represents the number of times this service area was rated among the five highest.

Want to know more? Detailed results accessible here: mySTAR > Reports tab > Internal Reports channel > Campus Quality Survey