

Summary of Campus Climate Satisfaction Survey 2013

Employee Campus Climate Surveys are conducted on biennial basis. This report presents the brief results of the spring 2013 survey in comparison to the earlier survey conducted in 2009 and 2011. In 2013 157 people participated in the survey; among participants 69.8% were faculty members and 23.7% staff. The participants were asked to assess different areas of campus life by its importance and satisfaction level. The bigger is the difference between importance and satisfaction the "wider" is the "gap" which is an indirect measure of magnitude of a potentially problematic area. The survey included three areas briefly analyzed below.

1. Climate Satisfaction

- Overall level of satisfaction fell slightly in comparison to 2011
- Hiring Procedures showed improvements: by size of the gap between importance and satisfaction levels the area was ranked number two in 2011 and it was number four in 2013
- Morale on Campus kept its rank three for in the list of the most problematic areas
- Level of Trust on Campus is producing the biggest gap in 2013. It was the same rank as in 2011

2. Campus Support Services Satisfaction

- Overall satisfaction level with support services didn't change significantly from 2011
- Custodial Operations and Information Technology are the 2 areas with the widest gaps.
- Staff Development demonstrated a significant improvement: from the biggest gap last year to sixth rank in 2013

3. Job Satisfaction

- Overall satisfaction level with support services didn't change significantly from 2011
- Level of College Support for Professional Growth demonstrated a significant improvement: it used to be the area with the biggest gap, now it is ranked seven
- Workload Distribution and Competency Level of Colleagues are still ranked number two and three respectively as producers of the widest gaps
- Quality of Work Environment satisfaction level fell significantly in 2013 and became the area with the widest gap

Summary of the Campus Climate Satisfaction area of the survey:

Campus Climate Satisfaction Questions	Satisfaction (number of responses)			Importance			GAP (Import. - Satisfaction)		
	2009 (n=121)	2011 (n=112)	2013 (n=155)	2009	2011	2013	2009	2011	2013
Level of trust that exists within the campus community	57%	57%	57%	96%	96%	96%	39%	39%	38%
Extent to which resource allocation among programs/departments is equitable and fair	58%	64%	58%	93%	95%	95%	35%	31%	36%
Morale on campus	63%	61%	62%	96%	98%	97%	33%	37%	35%
Hiring procedures	56%	56%	58%	95%	94%	93%	38%	37%	34%
Sense of cooperation among members	64%	63%	63%	96%	98%	96%	31%	35%	32%
LATTC shared governance process	60%	67%	60%	93%	93%	92%	33%	25%	31%
Communication among Divisions within the college	58%	60%	61%	94%	92%	90%	35%	32%	29%
The success of LATTC in serving its students	71%	70%	70%	98%	99%	99%	27%	28%	29%
Your involvement in decisions that relate to your job	70%	74%	68%	93%	95%	95%	24%	21%	27%
Support from the District Office	62%	65%	67%	93%	89%	89%	31%	24%	22%
Your involvement in decisions that relate to the college	60%	67%	64%	87%	87%	86%	27%	20%	22%
Dissemination of information to the campus community	65%	74%	69%	95%	93%	91%	30%	20%	22%
Security on campus	69%	78%	78%	96%	96%	97%	27%	18%	20%
Communication with the District Office	63%	68%	68%	90%	83%	84%	27%	15%	16%
The availability of parking	76%	79%	76%	94%	88%	89%	18%	9%	12%

Campus Support Services Satisfaction Questions	Satisfaction Rating (Number of responses)			Importance			GAP (Import.- Satisfaction)		
	2009 (n=121)	2011 (n=112)	2013 (n=157)	2009	2011	2013	2009	2011	2013
Custodial Operations	69%	68%	64%	99%	94%	94%	29%	26%	30%
Academic Affairs	77%	76%	68%	98%	94%	95%	21%	19%	27%
Information Technology	80%	73%	73%	97%	95%	96%	17%	23%	23%
Learning Skills Center	79%	77%	70%	94%	94%	92%	15%	17%	22%
Institutional Research	75%	78%	70%	95%	89%	89%	20%	11%	18%
Staff Development	71%	61%	72%	93%	90%	89%	23%	29%	17%
Admissions and Records	79%	74%	80%	100%	95%	96%	21%	21%	16%
Sheriff's Office	81%	82%	82%	99%	97%	98%	18%	15%	16%
Plant Facilities	77%	80%	77%	96%	93%	93%	20%	13%	16%
Library	76%	77%	79%	93%	89%	93%	17%	12%	14%
Payroll / Personnel	86%	84%	82%	97%	94%	96%	12%	10%	13%
Bookstore	74%	70%	75%	97%	88%	88%	22%	18%	13%
Purchasing	79%	79%	77%	97%	91%	90%	19%	13%	13%
Assessment Center	81%	80%	80%	97%	93%	92%	16%	13%	13%
Career Center	75%	75%	79%	97%	89%	90%	22%	15%	11%
Business Office	78%	78%	82%	98%	92%	91%	21%	14%	10%
Media Services	82%	84%	78%	90%	88%	88%	8%	3%	10%
Copy Center	87%	86%	89%	96%	90%	90%	8%	3%	1%

Campus Job Satisfaction Questions	Satisfaction Rating (Number of responses)			Importance			Gap (Importance- Satisfaction)		
	2009 (n=121)	2011 (n=112)	2013 (n=157)	2009	2011	2013	2009	2011	2013
Quality of your work environment	66%	74%	70%	96%	95%	94%	30%	21%	25%
Workload distribution	70%	70%	70%	97%	93%	91%	27%	23%	21%
Competency level of colleagues / co-workers	75%	75%	74%	96%	96%	95%	21%	22%	21%
Recognition received for a job well done	61%	68%	66%	87%	85%	86%	26%	17%	20%
Overall, how would you rate your satisfaction with LATTC at the present time?	75%	77%	76%	93%	93%	96%	18%	16%	20%
Opportunities to pursue innovation on the job	75%	74%	75%	95%	94%	93%	20%	20%	18%
Level of college support for professional growth	70%	66%	72%	91%	92%	90%	21%	26%	17%
Amount of space you have to do your job	72%	76%	74%	93%	93%	91%	22%	17%	17%
Degree to which you can receive help from your supervisor	78%	81%	78%	95%	95%	95%	17%	14%	17%
Flow of information between campus activities and campus community	66%	74%	71%	92%	91%	88%	26%	17%	17%
The extent to which job openings are advertised	68%	73%	73%	91%	88%	88%	23%	15%	15%
Opportunities for creativity in professional responsibilities	77%	75%	79%	95%	93%	93%	18%	18%	14%
Relationship with your supervisor	81%	84%	81%	95%	95%	95%	13%	12%	14%
Duties and responsibilities of your job	84%	87%	85%	98%	97%	97%	14%	10%	13%
Relationship with peers in your department or program	80%	81%	82%	92%	91%	91%	12%	10%	9%
Recognition from peers	72%	79%	74%	83%	79%	82%	11%	1%	7%