**New Mexico Highlands University**

**Staff Satisfaction Survey Results Report**

**December 2007**

The NCA Self Study Committee administered the first Staff Satisfactory Survey of staff employees in December 2007. This document summarizes the key findings of the Staff Satisfactory Survey. Eighty-three (83) employees returned the survey, sixty-eight (68) are listed as staff, eleven (11) as faculty and four (4) did not list a position. Of the eighty-three (83) employees, 61.4% hold some type of degree and 38.5% earned their degree at NMHU. 66.2% of the respondents have been employed with NMHU for three or more years and 26.5% have been employed for two years or less. 86.7% of the respondents were full-time employees, 6% listed a part-time status, 2.4% Temporary and 4.8% did not respond. 73.5% of the respondents are females, 21.7% are males and 4.8% did not respond.

**SECTION I: Favorable Results**

Overall, the survey results are positive and there are many things in the survey results that NMHU can be proud of. NMHU has a satisfied body of staff with high job satisfaction scores and positive attitudes towards NMHU’s working environment.

**Listed below are the areas that were favorable on the survey.**

**Survey Questions:**

**Percent marking agree or strongly agree:**

* 91.6% promote a positive image of the University when speaking to others
* 83.1% are proud to work for New Mexico Highlands University
* 72.3% are satisfied with NMHU as an employer.
* 73.5% feel that in their current position, their education, skills and talents are fully utilized
* 65% feel that their workplace environment is safe and comfortable
* 54.2% feel that they receive candid and timely feedback from their supervisor
* 53% are encouraged to take classes/training by their supervisor
* 57.8% would remain at NMHU, if a comparable job was available elsewhere.

**Benefits:**

* 69.9% said they utilize the Medical Insurance provided by NMHU and 57.8% are satisfied with our healthcare, dental, eye and prescription coverage’s
* 65.1% use the NMHU tuition waiver
* 68.7% have attended University classes for pleasure, professional growth or seeking a degree
* 67.5% are familiar with the Wellness Center, but only 28.9% have had a health assessment within the last year

**Survey Comments:**

Employees were asked to identify the strengths at NMHU (see Attachment I, Section A, B, C & D), the most frequent responses were as follows:

* Most employees are content with the New Administration
* President Fries and VP of Academic Affairs
* A large number of employees are content with the employment benefits
* Tuition waiver (Educational Opportunities)
* Holidays
* Benefits Package
* Most employees express various amounts of loyalty and commitment to the university
* Good relationship with colleagues
* Good communication across departments
* Dedicated staff and faculty
* University offerings and services to its students
* Free tuition for freshmen
* Affordability
* Low student to faculty ratio
* Class sizes
* Diversity
* Campus looks better
* Use of technology

**SECTION II: Unfavorable Results:**

Several of the survey findings identified areas in need of change. There are also additional areas where staff highlighted priorities for further improvement. This part of the survey suggests a need to address equality issues, build on good management practices, improve communication and improve trust issues across the campus community.

**Listed below are areas of concern from the survey:**

**Survey Questions:**

**Percent marking agree or strongly agree:**

* 28.9% feel that the hiring policies/procedures are fair and equitable
* 21.7% feel comfortable going to Human Resources to discuss problems or issues with their job
* 25.3% feel that they are fairly compensated
* 24.1% feel the level of trust that exists between the NMHU administration and employees is good
* 16.9% feel that they can speak up without fear of retribution
* 22.9% are satisfied with the workshops/training currently offered
* 38.6% feel/believe there is a clear link between good job performance and pay increases
* 63.8% feel/believe that NMHU does not do a good job of recognizing good performance
* 32.5% reported that they did not have a performance evaluation done last year.

**Survey Comments:**

Human Resources topped the list of concerns, when participants were asked to list NMHU’s weaknesses and areas in need of improvement.

* Office of Human Resources (see Attachment II & III, Section A)
* Lots of concerns listed
* Equality and Fairness (see Attachment II & III, Section B)
* Unfair hiring practices
* Make band system more equitable
* Stop “creating” positions for certain people
* Too much favoritism
* Salaries and Pay Raises (see Attachment II & III, Section C)
* Issue pay increases at the beginning of the fiscal year
* Unfair salary band system
* Pay scale is absurd
* BA’s making more than MA’s
* Coordinators making more than Directors
* Admin. Assistants making more than Directors
* Students making more than Admin. Assistants
* Trainings and Workshops (see Attachment III, Section D)
* Lack of training
* Other Areas of Concern
* See Attachment II, Section D

**SECTION III: Other Results**

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| **Question 38 -** Considering the events of the last 3 years, rate NMHU.   * Changed for the Better 37.3% * Stayed the same 25.3% * Changed for the worst 14.5% * No Opinion 16.9% * No response 6% | **Question 40 -** Rate morale (on a scale of 1 to 5, 5 being the highest)   * 2 or less 35% * 3 37.3% * 4 or more 19.3% * No response 8.4% |

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| **Question 42** – List one major concern with the University (see Attachment V). |

**Many respondents expressed an interest in the following areas:**

* 86.7% expressed an interest in attending workshops/training offered by NMHU

**Survey Comments:**

Many respondents would like to get more involved in the administration of the university and want administration to do a better job of sharing information and ideas, particularly about significant happenings/changes in the university. (See Attachment IV)

**SECTION IV: Conclusions**

1. This survey accomplished the intended objective of establishing a workplace satisfaction baseline. Next year, the survey will be conducted and the results will allow comparison from one year to another. In an effort to increase question clarity and improve the collection of data, this committee will work in collaboration with Human Resources.
2. Strengths of Survey: NMHU employees promoting a positive image and expressing loyalty and commitment topped the list of strengths across the campus. Many employees are satisfied with NMHU as an employer and seem be at ease with the new administration. NMHU employees seem to be especially pleased with their employee benefits.
3. Weaknesses of Survey: Perceptions of unfair treatment and equality issues topped the list of concerns across the campus community. While some departments and their supervisors are praised, many other comments mentioned the most common perception of unfair treatment was due to poor execution of hiring policies and procedures, the inequality of distribution of pay increases and the salary band system in place.