



# **ModernThink** **Overview of Reports** **Survey Results**

East Central College  
2019 Great Colleges to Work for Survey  
Spring 2019

*Prepared by:*

**ModernThink**

2 Mill Road, Suite 102 | Wilmington, DE 19806

Phone: 888.684.4658 | Fax: 888.684.4659

[www.modernthink.com](http://www.modernthink.com)

© 2019 ModernThink LLC. All rights reserved.

## East Central College Survey Reports

Your Survey Findings Reports include the following:

- 1) Three Survey Data Spreadsheets
  - General Demographics
  - Job Category
  - Position Division / Classification / Department
- 2) Profile of Survey Respondents
- 3) Response Distribution Report sorted by Job Category
- 4) Benefits Satisfaction Report sorted by Job Category
- 5) Employee Comments Report sorted by Job Category
- 6) Year – to – Year ScoreCard
- 7) Great Colleges Participation Reports *(To be delivered on a later date)*

## Survey Response Rates

The enclosed reports were generated from the data collected from faculty and staff at East Central College during the Great Colleges to Work For Survey conducted March 27 – April 10, 2019. The response rate was as follows:

Surveys distributed at your institution:	389
Surveys Responses:	145
Response Rate:	37%

**\*2018 Response Rate: 159/353 – 45%**

Response rates were also generated by pre-loaded Job Category. Job Category designations were supplied by East Central College with the email addresses of survey participants. The response rates listed below are based on those designations. The voluntary self-selected demographics are used in the survey reports.

Pre-Loaded Job Category	Total	Responded	% Responded
All Employees	389	145	37%
Administration	5	4	80%
Exempt Professional Staff	59	44	75%
Faculty	65	40	62%
Non-Exempt Staff	84	45	54%
Adjunct Faculty	176	12	7%

## Survey Definitions

Throughout the survey, several different terms are consistently referenced. Below are the definitions that appeared on each page of the East Central College Survey to clarify these terms:

*Definitions:*

**Institution** refers to the entire College.

**Department** refers to your most immediate workgroup or team.

**Senior Leadership** refers to administration which includes the President and Vice Presidents.

**Supervisor/Dean** refers to the individual to whom you directly report.

**Institution's values** refers to the College's core values of integrity, excellence, dignity, accountability, environmental responsibility and global citizenry.

## Survey Data Spreadsheets

The ModernThink Higher Education Insight Survey<sup>®</sup> is comprised of 60 statements designed to assess key dynamics and relationships that are influencing your institution's culture and performance. In the survey, employees were asked to respond to each statement using a five-point rating scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree*). Additionally, there is a Not Applicable response option.

The customized East Central College Survey took the ModernThink Higher Education Insight Survey<sup>®</sup> as its base and added the following 10 custom statements:

1. We are making good progress in our efforts to strengthen our shared governance processes.
2. Senior leadership is committed to improving communication across the college.
3. Senior leadership makes timely decisions on issues that impact my ability to do my job.
4. My supervisor/dean makes timely decisions on issues that impact my ability to do my job.
5. I believe senior leadership are good stewards of the financial resources entrusted to their care.
6. I believe that senior leadership will take action based on the results of this survey.
7. At East Central College we are committed to our value of Environmental Responsibility (College employees will respect the environment and be good stewards of the institution's surroundings and the world).
8. At East Central College we are committed to our value of Integrity (College employees will be honest and impartial in action taken within and on behalf of the institution).
9. At East Central College we are committed to our value of Accountability (College employees will be accountable for ethical conduct and compliance with applicable laws, policies and directives).
10. At this Institution, I believe decisions are made with the best interest of the students in mind.

In addition, faculty/staff were asked to respond to 15 voluntary demographic questions. Your three 2-page spreadsheets are based on those 15 demographics categories:

- General Demographics (Gender, Age, Ethnicity, Race, Relationship Status, Job Status, Supervisory Status, Years at Institution, Annual Salary, Location)
- Position Division / Classification / Department Demographics
- Job Category / Tenure Status / Years in Job Role Demographics

Results in the first column reflect your institution’s average percent positive for each survey statement, that is, the percentage of your employees who responded with “*Strongly Agree*” or “*Agree*.” The second column of data on the spreadsheet reflects the percentage of negative responses, that is, the percentage of your faculty/staff who responded with “*Disagree*” or “*Strongly Disagree*.”

In addition to your institution's data, we've also provided you with comparative benchmark data based on the Honor Roll (third column) and all applicants in your Carnegie Classification (fourth column). The Honor Roll benchmark is comprised of the average percent positive of those institutions recognized on the Honor Roll in your enrollment size classification. The Carnegie benchmark reflects the average percent positive of all institutions in your Carnegie Classification. The 2019 benchmarks will be provided on a later date.

While the “Overall” section of your spreadsheet reflects the data for the institution as a whole, the subsequent columns reflect the positive data (i.e., percentage of faculty and staff who responded with a “*Strongly Agree*” or “*Agree*”). To protect the anonymity of your faculty and staff, we do not report data for demographic categories with fewer than five respondents. If fewer than five responded, you will see asterisks in that column. The dimension average is the average positive response across all the statements in that particular dimension. All statements are weighted equally.

ModernThink 2019 Great Colleges to Work For Survey East Central College General Demographics Spreadsheet - Full Data Set	Overall		Benchmarks		Gender			
	Positive Response	Negative Response	2018 Honor Roll < 3,000	2018 Carnegie Assoc	Male	Female	Transgender	Decline to answer
Total number of survey respondents (145)					26	74	0	34
<b>Job Satisfaction/Support</b>								
1 My job makes good use of my skills and abilities.	71	6	93	84	81	74	*	53
2 I am given the responsibility and freedom to do my job.	81	6	93	84	85	89	*	62
4 I am provided the resources I need to be effective in my job.	53	13	84	67	54	62	*	35
<b>Job Satisfaction/Support - Average</b>	68	8	90	78	73	75	*	50
<b>Teaching Environment</b>								
33 There is a good balance of teaching, service and research at this institution.	47	21	83	64	38	52	*	40
40 Teaching is appropriately recognized in the evaluation and promotion process.	53	10	85	70	67	61	*	28
51 There is appropriate recognition of innovative and high quality teaching.	44	18	84	66	50	42	*	41
<b>Teaching Environment - Average</b>	48	16	84	67	52	52	*	36

There is some variation by theme/dimension in what makes a “good” score. For example, most schools tend to score lower on Compensation, Benefits & Work/Life Balance as well as Fairness. Even with those differences, the following guidelines should help you interpret your scores.

**Percent Positive**

SCORE	INTERPRETATION
75% +	Very Good to Excellent
65% - 74%	Good
55% - 64%	Fair to Mediocre
45% - 54%	Warrants Attention
< 45%	Poor

**Percent Negative**


SCORE	INTERPRETATION
< 10%	Excellent to Very Good
10% - 14%	Fair to Good
15% - 19%	Yellow Flag
20% - 29%	Red Flag
> 30%	Acute

**Profile of Survey Respondents**

This report shows your overall response rate and the profile of the respondents across the 15 demographic categories. You can use this report as a quick reference guide to see the percentage of respondents in each position division/classification/department as well as categories such as job status, years at institution, supervisory status, etc. The number of respondents is also included in the spreadsheets.

2019 Great Colleges to Work For Survey  
East Central College

**Profile of Survey Respondents**  
Full Data Set



Number of surveys sent to your organization: **389**

Number of respondents: **145**

Survey response rate: **37%**

Demographic Category	Response Options	Number of Respondents	Percentage of Respondents
Job Status n=139	Full-time (12 months)	78	56%
	Full-time (9 month/Acad Yr)	28	20%
	Other	21	15%
	Decline to answer	12	9%
Years at Institution n=138	Less than 2 years	10	7%
	2-4 years	23	17%
	5-7 years	23	17%
	8-10 years	16	12%
	11-15 years	28	20%
	16-20 years	14	10%
	21-25 years	5	4%
	More than 25 years	4	3%
Supervisory Status n=134	Yes	28	21%
	No	106	79%

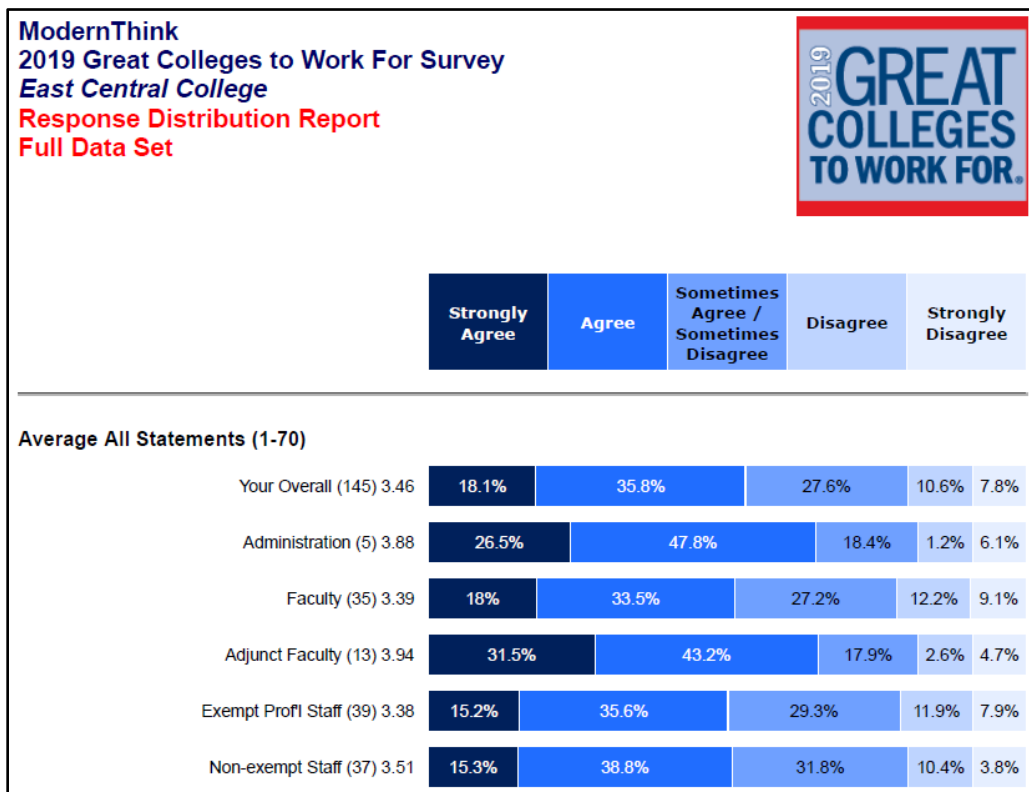
## Response Distribution Report

As previously noted, your faculty and staff responded to each statement in the survey using a five-point agreement scale (*Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree, and Not applicable*). In the Response Distribution Report, you will find the percentages of all possible response options for each survey statement. You can compare your overall results to those within each of your job categories.

Please note that the number ranging between 1 and 5 provided next to the number of respondents for each demographic subset, represents the average with each response on the Likert Scale assigned a numerical weight:

Likert Scale Response	Numerical Weight
Strongly Agree	5
Agree	4
Sometimes Agree/Sometimes Disagree	3
Disagree	2
Strongly Disagree	1

Thus the 3.88 provided in the example below would represent an average response of partway between *Agree* (4) and *Sometimes Agree/Sometimes Disagree* (3) for those that selected Administration as a job category.



## Benefits Satisfaction Report

In addition to the survey statements, employees were asked to rate their satisfaction with a selection of benefits using a Satisfaction Scale (*Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied, Not Applicable*). Instructions on the survey asked employees to select *Not Applicable* if a particular benefit was not offered. Like the Response Distribution Report, you can compare your overall results to those within each of your job categories.

### BENEFITS (Health Care Benefits)

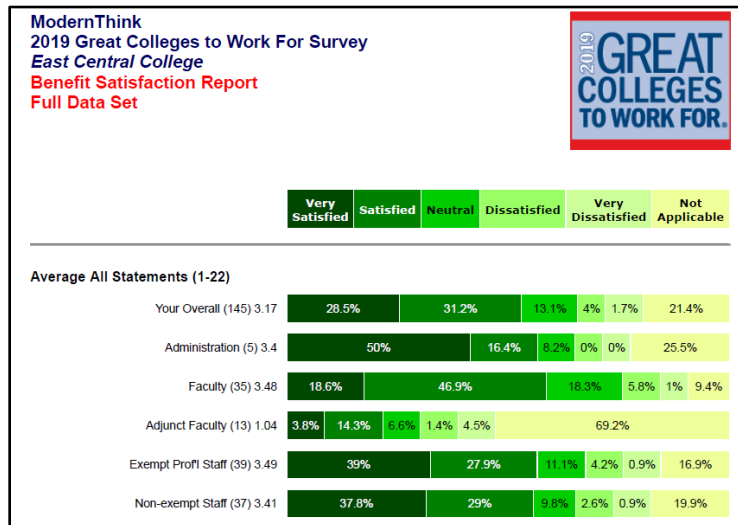
- 1 Medical Insurance
- 2 Dental Insurance
- 3 Vision Insurance
- 4 Long-Term Disability Benefits
- 5 Life Insurance
- 6 Post Retirement Medical Benefits

### BENEFITS (Other)

- 7 Vacation Leave
- 8 Personal Leave
- 9 Sick Leave
- 10 Holiday Leave
- 11 403b/457b
- 12 Tuition Reimbursement (employee only)
- 13 Tuition Waiver – Employees
- 14 Tuition Waiver – Family Members
- 15 PSRS Retirement
- 16 PEERS Retirement
- 17 Overall Satisfaction with Benefits

### GENERAL SATISFACTION

- 18 Professional/Career Development Programs
- 19 Tenure Clarity and Process
- 20 Physical Work Space Conditions
- 21 Flexible Work Arrangements (e.g. telecommuting, compressed work weeks)
- 22 Work/Life Balance Programs



## **Employee Comments Report**

This report provides your faculty and staff's comments to the three open-ended questions that were included in the survey:

1. What is the most positive change you have noticed since our last survey (Spring 2018)?
2. What do you appreciate most about working at this institution?
3. What would make this institution a better place to work?

The responses to these questions are transcribed exactly as written and sorted by Job Category.

## **Year – to – Year ScoreCard**

The Year – to – Year ScoreCard shows your current positive and negative survey results side-by-side with your prior year's results. This color-coded report enables you to readily identify the areas where you are moving in the right direction, as well those areas where there is still room for improvement.

## **Further Assistance and Next Steps**

Please contact Liz Flood with any comments or questions or if we can be of any further assistance. Liz can be reached at 888.684.4658 or via email at [lflood@modernthink.com](mailto:lflood@modernthink.com).