



**ACC Employee Climate Survey  
Comparison of 2015 and 2017 Results**

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# ACC Employee Climate Survey – Comparison of 2015 and 2017 Results

## Highlights

*The ACC Employee Climate Survey was developed with input from several college offices, and conducted by the Office of Institutional Effectiveness and Accountability in fall 2015 and fall 2017. The next survey administration is planned for fall 2019. Highest Areas of Agreement identify survey items in each topic group where 75% or more of the respondents agreed or strongly agreed with the item. These are areas of strength for the college. Areas of Disagreement are reported where 25% or more of the respondents disagreed or strongly disagreed with the item. Typically, these are areas where the percentage of respondents who agree with the item was quite low. Survey respondents rated each item using the following scale: strongly agree, agree, neither agree nor disagree, disagree, strongly disagree.*

## College Organization

Items addressed: understanding of their role in the college; belief that decisions are made at appropriate level; compensation is attractive; feel there are adequate professional development and career advancement opportunities.

- Highest Areas of Agreement - In 2015 and 2017, about 95% of respondents agreed or strongly agreed that “I understand my role in the college”.
- Areas of Disagreement - A large percentage of respondents in both years disagreed or strongly disagreed that “I feel that there are adequate opportunities for career advancement at ACC” (37.8% in 2015, 30.1% in 2017).
- Overall, the percentage of employee respondents indicating they agree or strongly agree with an item increased a few percentage points for most of the seven items, from 2015 to 2017.

## College Culture

Items addressed: opportunity for input on decisions; believe they would be treated fairly in a grievance proceeding or a complaint process; believe policies and procedures are followed consistently; feel a strong connection to the college; feel employees are accepted without regard to cultural and ethnic diversity; are inspired by the college to do their best work; feel that faculty, staff, and administrators are courteous, helpful, and friendly.

- Highest Areas of Agreement
  - A large percentage of respondents in both years agreed or strongly agreed that “I feel that employees are accepted without regard to cultural and ethnic diversity” (78.0% in 2015, 80.4% in 2017).
  - A large percentage of respondents in 2017 indicated “I feel that faculty, staff, and administrators are courteous, helpful, and friendly” (80.4% in 2017). This item was new in 2017.
- Areas of Disagreement

- A large percentage of respondents in both years disagreed or strongly disagreed that “I feel I have an opportunity to provide input on decision-making at ACC” (31.8% in 2015, 29.3% in 2017).
- A large percentage of respondents in both years disagreed or strongly disagreed that “I believe policies and procedures are followed consistently in all areas of the college” (39.2% in 2015, 30.4% in 2017). The percentage who disagreed declined 9 percentage points from 2015 to 2017, and the percentage who agreed improved by 10 percentage points, suggesting that this aspect of the college environment is improving.
- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 2 and 10 percentage points for the seven items included in both the 2015 and 2017 surveys.

### **Commitment to Students**

Items addressed: focus on students; students are made to feel welcome; students are supported throughout their experience at ACC; diversity of staff and faculty reflects diversity of our students.

- Highest Areas of Agreement
  - In 2017, a large percentage of respondents agreed or strongly agreed that “I feel there is a focus on students in everything we do at ACC” (77.0%). This percentage was about 6 percentage points higher than the percentage for respondents in 2015 (71.3%).
  - In 2017, a large percentage of respondents agreed or strongly agreed that “I feel that students are made to feel welcome throughout the college” (77.0%). This percentage was about 6 percentage points higher than the percentage for respondents in 2015 (71.3%).
- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 3 and 7 percentage points for each of the four items included in the surveys.

### **Communication**

Items addressed: decisions are communicated accurately and in a timely fashion; policies and procedures are effectively communicated to employees; information is shared between organizational units; I know where to find college policies and procedures to perform my job.

- Areas of Disagreement
  - A large percentage of respondents disagreed or strongly disagreed that “I feel that decisions are communicated to others in the college accurately and in a timely fashion” (29.6% in 2015, 27.2% in 2017).
  - A large percentage of respondents disagreed or strongly disagreed that “I feel policies and procedures are effectively communicated to employees” (27.8% in 2015, 24.8% in 2017).

- A large percentage of respondents disagreed or strongly disagreed that “I feel that information is shared between organizational units of the college, allowing employees to do their jobs effectively” (34.0% in 2015, 27.8% in 2017).
- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 5 and 6 percentage points for each of the three items included in both the 2015 and 2017 surveys.

### **Work-Life Balance**

Items addressed: college supports a work-life balance through resources such as the Employee Wellness Program and other programs and policies; job rarely interferes with personal life; stress level of the job is easily managed.

- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 3 and 5 percentage points for each of the three items included in the 2015 and 2017 surveys.

### **Physical Environment**

Items addressed: At my location - feel physically safety, satisfied with cleanliness of facilities, satisfied with quality of food services, requests for maintenance and repairs are promptly addressed, satisfied with parking, buildings and grounds are well maintained; Overall - there are adequate facilities to serve the college needs.

- Highest Areas of Agreement
  - A large percentage of respondents agreed or strongly agreed that “I feel physically safe at my location” (82.2% in 2015, 83.5% in 2017).
  - In 2017, a large percentage of respondents agreed or strongly agreed that “I am satisfied with the cleanliness of facilities at my location” (75.5%). This is an improvement of 4 percentage points over the 2015 survey (71.6%).
  - A large percentage of respondents agreed or strongly agreed that “I feel that the buildings and grounds at my location are well maintained” (76.0% in 2015, 79.2% in 2017).
- Areas of Disagreement - A large percentage of respondents disagreed or strongly disagreed that “I am satisfied with the quality of food services at my location” (43.6% in 2015, 39.9% in 2017).
- Overall, satisfaction with the physical environment remained about the same in 2017 as in 2015. The percentage agreement with some items increased slightly, agreement with other items decreased slightly or remained the same.

### **Resources**

Items addressed: have appropriate technology to do my job; computer and technical support requests are promptly addressed and appropriately resolved; departments are adequately staffed; my unit has

adequate resources; college website is easy to navigate; college website is useful tool for obtaining accurate ACC information; computer labs are adequate and accessible; administration and support for the college's enterprise database systems are adequate (Ellucian Colleague).

- Highest Areas of Agreement
  - A large percentage of respondents agreed or strongly agreed that "I have the appropriate technology to do my job" (81.4% in 2015, 83.2% in 2017).
  - A large percentage of respondents agreed or strongly agreed that "I feel that requests for computer and technical support are addressed promptly (77.8% in 2015, 80.5% in 2017).
  - A large percentage of respondents agreed or strongly agreed that "My computer and technical support issues are resolved appropriately" (79.4% in 2015, 82.5% in 2017).
- Areas of Disagreement - A large percentage of respondents disagreed or strongly disagreed that "The college website is easy to navigate" (26.7% in 2017). This was a new item in 2017.
- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 1 and 7 percentage points for each of the five items included in both the 2015 and 2017 surveys.

### **Work Environment – Collegewide**

Items addressed: teamwork and collegiality are encouraged; the college supports a sense of community at ACC.

- Highest Areas of Agreement - A large percentage of respondents agreed or strongly agreed that "I feel that teamwork and collegiality are encouraged at ACC" (68.3% in 2015, 73.8% in 2017).
- Overall, the percentage of employee respondents indicating they agreed or strongly agreed with an item increased between 6 and 7 percentage points for each of the two items from 2015 to 2017.

### **Work Environment – Individual**

Items addressed: good relationship with my supervisor; manageable workload; regular performance feedback; am appreciated and respected by my supervisor; satisfied with my current job; opportunity to develop my skills and abilities; freedom to make decisions regarding how I do my work;

- Highest Areas of Agreement
  - A large percentage of respondents agreed or strongly agreed that "I have a good working relationship with my supervisor" (83.2% in 2015, 87.1% in 2017)
  - A large percentage of respondents agreed or strongly agreed that "I have a manageable workload" (79.6% in 2015, 79.3% in 2017).
  - A large percentage of respondents agreed or strongly agreed that "I am appreciated and respected by my supervisor for the work I do" 78.4% in 2015, 80.3% in 2017).
  - A large percentage of respondents agreed or strongly agreed that "Overall, I am satisfied with my current job" (79.4% in 2015, 81.4% in 2017).

- A large percentage of respondents agreed or strongly agreed that “I have the opportunity to develop my abilities and skills in my job” (75.0% in 2015, 77.5% in 2017).
- A large percentage of respondents agreed or strongly agreed that “I have the freedom to make decisions regarding how I do my work” (82.1% in 2015, 80.5% in 2017).
- Overall, satisfaction with the individual work environment increased slightly from 2015 to 2017 for the seven survey items in this group. The percentage agreement with some items increased slightly, agreement with other items decreased slightly or remained the same.

### **Work Environment – Team**

Items addressed: workload distributed evenly within my department; I am appreciated and respected by my co-workers; spirit of cooperation in my department; I have a clear understanding of my department’s goals; I feel comfortable expressing my opinions; I feel comfortable asking for help; I am working as part of a team; we employ creative problem solving approaches.

- Highest Areas of Agreement
  - A large percentage of respondents agreed or strongly agreed that “I feel comfortable asking for help in my work environment” (79.5% in 2015, 83.4% in 2017).
  - A large percentage of respondents agreed or strongly agreed that “I am appreciated and respected by my co-workers for the work I do” (81.3% in 2015, 81.5% in 2017).
  - A large percentage of respondents agreed or strongly agreed that “I have a clear understanding of my department’s goals” (78.7% in 2015, 80.8% in 2017).
  - In 2017, a large percentage of respondents agreed or strongly agreed that “I feel that there is a spirit of cooperation in my department” (75.5%). This is an improvement of 4 percentage points over the 2015 survey (71.6%).
- Overall, the percentage of respondent agreement with the eight items in this group improved from 1 to 7 percentage points from 2015 to 2017.

### **Comparison of Survey Respondents**

- More employees participated in the 2017 survey (1,552 respondents in 2015; 1,697 respondents in 2017).
- Fewer full-time faculty participated in the 2017 survey (341 in 2015, 22.0% of all respondents; 273 in 2017, 16.1% of all respondents).
- Slightly more Hispanic/Latino employees participated in the 2017 survey (244 in 2015, 15.7% of all respondents; 312 in 2017, 18.4% of all respondents).
- More employees in 2017 survey who had been at ACC for less than one year (117 employees in 2015, 7.5% of respondents; 223 employees in 2017, 13.1% of respondents).
- Increased representation among respondents for:
  - Elgin Campus (28 employees in 2015, 1.8% of respondents; 57 employees in 2017, 3.4% of respondents).
  - Highland Campus (127 employees in 2015, 8.2% of respondents; 198 employees in 2017, 11.7% of respondents).

- Decrease representation among respondents for:
  - Rio Grande Campus (161 employees in 2015, 10.4% of respondents; 70 employees in 2017, 4.1% of respondents). A large portion of the campus was closed for renovation in 2017.



**Appendix 1 – Data Table**

1	College Organization	2015 (n=1552)						2017 (n=1667)					
		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
1.1	I understand my role in the College.	1477	95.2%	47	3.0%	28	1.8%	1575	94.6%	51	3.1%	39	2.3%
1.2	I feel that decisions are made at the appropriate level at ACC.	822	53.0%	401	25.8%	329	21.2%	1009	59.7%	381	22.5%	301	17.8%
1.3	I believe ACC offers salaries and benefits that attract good employees.	883	56.9%	325	20.9%	344	22.2%	1049	62.0%	360	21.3%	283	16.7%
1.4	I believe ACC offers professional development opportunities that meet my career and work needs.	1006	64.8%	247	15.9%	299	19.3%	1127	66.5%	327	19.3%	241	14.2%
1.5	I feel that there are adequate opportunities for career advancement at ACC.	543	35.0%	423	27.3%	586	37.8%	716	42.3%	468	27.6%	509	30.1%
1.6	I feel that I am a valued part of the College organization.	933	60.1%	305	19.7%	314	20.2%	1106	65.4%	299	17.7%	286	16.9%
1.7	My work at ACC provides me with opportunities for personal growth.	1109	71.5%	273	17.6%	170	11.0%	1249	73.7%	273	16.1%	173	10.2%

2	College Culture	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
2.1	I feel that I have an opportunity to provide input on decision-making at ACC.	659	42.5%	400	25.8%	493	31.8%	774	45.6%	426	25.1%	496	29.3%
2.2	I believe that I would be treated fairly in a grievance proceeding at ACC.	763	49.2%	509	32.8%	280	18.0%	945	55.8%	502	29.6%	248	14.6%
2.3	I believe that I would be treated fairly in a complaint process at ACC.	780	50.3%	489	31.5%	283	18.2%	958	56.6%	484	28.6%	251	14.8%
2.4	I believe policies and procedures are followed consistently in all areas of the College.	487	31.4%	456	29.4%	609	39.2%	694	40.9%	487	28.7%	516	30.4%
2.5	I feel a strong sense of connection to the College.	1025	66.0%	323	20.8%	204	13.1%	1193	70.6%	325	19.2%	172	10.2%
2.6	I feel that employees are accepted without regard to cultural and ethnic diversity.	1211	78.0%	199	12.8%	142	9.1%	1363	80.4%	215	12.7%	117	6.9%
2.7	The College inspires me to do my best work.	1004	64.7%	343	22.1%	205	13.2%	1216	72.3%	318	18.9%	149	8.9%
2.8	I feel that faculty, staff, and administrators are courteous, helpful, and friendly.	0	0.0%	0	0.0%	0	0.0%	1358	80.4%	230	13.6%	101	6.0%

3	Commitment to Students	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
3.1	I feel that there is a focus on students in everything we do at ACC.	1107	71.3%	193	12.4%	252	16.2%	1303	77.0%	194	11.5%	196	11.6%
3.2	I feel that students are made to feel welcome throughout the College.	1152	74.2%	229	14.8%	171	11.0%	1348	79.5%	231	13.6%	117	6.9%
3.3	I feel that students are supported throughout their experience at ACC.	1046	67.4%	279	18.0%	227	14.6%	1248	73.8%	301	17.8%	143	8.5%
3.4	I feel that diversity of staff and faculty at ACC reflects the diversity of our students.	1022	65.9%	322	20.7%	208	13.4%	1162	68.6%	324	19.1%	209	12.3%

4	Communication	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
4.1	I feel that decisions are communicated to others in the College accurately and in a timely fashion.	731	47.1%	361	23.3%	460	29.6%	882	52.0%	352	20.8%	461	27.2%
4.2	I feel that policies and procedures are effectively communicated to employees.	758	48.8%	362	23.3%	432	27.8%	934	55.1%	340	20.1%	421	24.8%
4.3	I feel that information is shared between organizational units of the College, allowing employees to do their jobs effectively.	598	38.5%	427	27.5%	527	34.0%	748	44.1%	476	28.1%	471	27.8%
4.4	I know where to find College policies and procedures to successfully perform my job.	0	0.0%	0	0.0%	0	0.0%	1220	72.2%	268	15.9%	202	12.0%

5	Work-Life Balance	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
5.1	I feel that the College supports a positive work-life balance (through resources such as the Employee Wellness Program, as well as other programs and policies).	1037	66.8%	387	24.9%	128	8.2%	1214	71.6%	359	21.2%	122	7.2%
5.2	My job rarely interferes with my personal life.	935	60.2%	254	16.4%	363	23.4%	1103	65.0%	244	14.4%	349	20.6%
5.3	I feel that the stress level of my job is easily managed.	1001	64.5%	292	18.8%	259	16.7%	1147	67.8%	292	17.3%	253	15.0%

6	Physical Environment	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
6.1	I feel physically safe at my location.	1275	82.2%	163	10.5%	114	7.3%	1407	83.5%	162	9.6%	116	6.9%
6.2	I am satisfied with the cleanliness of facilities at my location.	1111	71.6%	151	9.7%	290	18.7%	1277	75.5%	151	8.9%	263	15.6%
6.3	I am satisfied with the quality of food services at my location.	399	25.7%	476	30.7%	677	43.6%	418	24.7%	598	35.4%	674	39.9%
6.4	I feel that requests for maintenance and related repairs are addressed promptly.	994	64.0%	339	21.8%	219	14.1%	1076	63.6%	411	24.3%	206	12.2%
6.5	I am satisfied with the parking at my location.	1105	71.2%	168	10.8%	279	18.0%	1154	68.1%	214	12.6%	326	19.2%
6.6	I feel that the buildings and grounds at my location are well maintained.	1180	76.0%	179	11.5%	193	12.4%	1341	79.2%	182	10.8%	170	10.1%
6.7	Overall, there are adequate facilities to serve the needs of the college.	0	0.0%	0	0.0%	0	0.0%	1235	73.0%	261	15.4%	197	11.6%

7	Resources	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
7.1	I have the appropriate technology to do my job.	1263	81.4%	117	7.5%	172	11.1%	1410	83.2%	125	7.4%	159	9.4%
7.2	I feel that requests for computer and technical support are addressed promptly.	1207	77.8%	186	12.0%	159	10.2%	1365	80.5%	214	12.6%	116	6.9%
7.3	My computer and technical support issues are resolved appropriately.	1232	79.4%	189	12.2%	131	8.4%	1396	82.5%	204	12.1%	93	5.5%
7.4	I feel that ACC departments are adequately staffed.	707	45.6%	401	25.8%	444	28.6%	894	52.9%	424	25.1%	373	22.1%
7.5	I feel that my unit has adequate resources to do its job.	956	61.6%	251	16.2%	345	22.2%	1137	67.2%	264	15.6%	291	17.2%
7.6	The college website is easy to navigate.	0	0.0%	0	0.0%	0	0.0%	926	54.7%	316	18.7%	452	26.7%
7.7	The college website is a useful tool for finding accurate information about ACC.	0	0.0%	0	0.0%	0	0.0%	1125	66.6%	292	17.3%	272	16.1%

7.8	Computer labs are adequate and accessible	0	0.0%	0	0.0%	0	0.0%	1125	66.8%	463	27.5%	97	5.8%
7.9	The administration and support of the college's enterprise database systems (Ellucian Colleague) are adequate.	0	0.0%	0	0.0%	0	0.0%	793	47.1%	688	40.8%	204	12.1%

8	Work Environment - College wide	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
8.1	I feel that teamwork and collegiality are encouraged at ACC.	1060	68.3%	251	16.2%	241	15.5%	1248	73.8%	240	14.2%	204	12.1%
8.2	I feel the College supports developing a sense of community at ACC.	1030	66.4%	309	19.9%	213	13.7%	1226	72.5%	291	17.2%	175	10.3%
9	Work Environment - Individual	Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree		Strongly Agree / Agree		Neither Agree nor Disagree		Disagree / Strongly Disagree	
		N	%	N	%	N	%	N	%	N	%	N	%
9.1	I have a good working relationship with my supervisor.	1292	83.2%	147	9.5%	113	7.3%	1476	87.1%	120	7.1%	99	5.8%
9.2	I have a manageable workload.	1235	79.6%	161	10.4%	156	10.1%	1342	79.3%	192	11.3%	159	9.4%



9.3	I receive regular feedback regarding my work performance.	1039	66.9%	261	16.8%	252	16.2%	1184	69.9%	285	16.8%	226	13.3%
9.4	I am appreciated and respected by my supervisor for the work I do.	1217	78.4%	176	11.3%	159	10.2%	1362	80.3%	192	11.3%	143	8.4%
9.5	Overall, I am satisfied with my current job.	1232	79.4%	189	12.2%	131	8.4%	1376	81.4%	194	11.5%	121	7.2%
9.6	I have the opportunity to develop my abilities and skills in my job.	1164	75.0%	220	14.2%	168	10.8%	1308	77.5%	222	13.2%	158	9.4%
9.7	I have the freedom to make decisions regarding how I do my work.	1274	82.1%	160	10.3%	118	7.6%	1361	80.5%	191	11.3%	139	8.2%
10	Work Environment - Team	<b>Strongly Agree / Agree</b>		<b>Neither Agree nor Disagree</b>		<b>Disagree / Strongly Disagree</b>		<b>Strongly Agree / Agree</b>		<b>Neither Agree nor Disagree</b>		<b>Disagree / Strongly Disagree</b>	
		<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
10.1	I feel that the workload in my department is distributed evenly most of the time.	975	62.8%	281	18.1%	296	19.1%	1134	67.0%	274	16.2%	285	16.8%
10.2	I am appreciated and respected by my co-workers for the work I do.	1261	81.3%	197	12.7%	94	6.1%	1381	81.5%	236	13.9%	78	4.6%
10.3	I feel that there is a spirit of cooperation in my department.	1112	71.6%	225	14.5%	215	13.9%	1279	75.5%	207	12.2%	208	12.3%
10.4	I have a clear understanding of my department's goals.	1222	78.7%	179	11.5%	151	9.7%	1367	80.8%	172	10.2%	153	9.0%

10.5	I feel comfortable expressing my opinions in my work environment.	1022	65.9%	242	15.6%	288	18.6%	1162	68.7%	259	15.3%	270	16.0%
10.6	I feel comfortable asking for help in my work environment.	1234	79.5%	187	12.0%	131	8.4%	1408	83.4%	171	10.1%	109	6.5%
10.7	I feel that I am working as part of a team in my work environment.	1128	72.7%	206	13.3%	218	14.0%	0	0.0%	0	0.0%	0	0.0%
10.8	I feel we employ creative problem solving approaches in my work environment.	1084	69.8%	293	18.9%	175	11.3%	1195	70.6%	301	17.8%	197	11.6%