

**Community Colleges of Spokane
2007 Employee Opinion Survey
Summary of Results**

Methodology:

In April 2007 all employees were provided the opportunity to complete the survey. Questions on the survey were also on the survey conducted in 2004. Employees were asked to complete the survey online.

Survey Response Rate Comparison:

Survey Year	Sample Size	Employee Population	Sample Proportion
2007	591	1950	30.3%
2004	360	1665	21.6%

Employee Classification Distributions:

Classification	2007 Employee Population		2007 Sample	
Full-time Faculty	412	21.1%	165	28.1%
Part-time Faculty	512	26.3%	94	16.0%
Full-time Staff	567	29.1%	189	32.2%
Part-time Staff	290	14.9%	39	6.6%
Exempt	169	8.7%	100	17.0%
Total	1950	100.0%	587	100.0%

How well is CCS fulfilling its mission?

Mission Rating	2004 Sample	2007 Sample
CCS is not fulfilling its mission	3.4%	3.2%
CCS is not fulfilling its mission, but is working on it	13.4%	7.3%
CCS is fulfilling its mission, but could do more	63.6%	55.3%
CCS is fulfilling its mission	19.6%	34.2%

**Community Colleges of Spokane
Summary of 2007 Employee Survey Results and Comparison to 2004**

Questionnaire Item	2004 to 2007		Importance		Performance	
	Change in Importance	Change in Performance	% Very Import.-Important 2004	2007	% Very Good-Good 2004	2007
STUDENT ACCESS						
Provide opportunity to achieve educational goals	⇨	↗	100%	100%	56%	86%
Provide opportunity for anyone to attend classes	⇨	⇨	80%	86%	69%	68%
Provide user-friendly student services	⇨	⇨	98%	99%	66%	69%
Provide up-to-date equipment & technology for programs	⇨	↗	100%	98%	50%	67%
DIVERSITY						
Promote diversity in student recruitment	↗	⇨	75%	85%	73%	70%
Promote diversity in employee recruitment	↗	⇨	70%	81%	72%	71%
FINANCIAL MANAGEMENT						
Communicate budget information to CCS employees*	↘	↗	92%	89%	41%	50%
Gain financial support from outside sources*	↘	↗	93%	90%	40%	59%
Make budget decisions that reflect the mission*	↘	↗	100%	98%	44%	62%
FACILITIES						
Provide resources necessary for maintenance and upgrades of campus facilities*	↘	↗	97%	95%	31%	53%
INTERNAL ISSUES						
Define roles & responsibilities of each institution	⇨	↗	91%	90%	31%	45%
Review services to minimize duplication within the organization	⇨	↗	86%	89%	30%	44%
Provide professional development for employees	⇨	↗	97%	95%	33%	57%
Offer competitive compensation and benefits	⇨	↗	96%	97%	33%	47%
EXTERNAL ISSUES						
Work with high schools to provide smoother transition to college	⇨	⇨	92%	95%	61%	64%
Work with 4-yr institutions to provide smoother transfers	⇨	⇨	97%	96%	66%	72%
Actively participate in community & economic development	⇨	⇨	90%	91%	75%	79%
Promote understanding of CCS's purpose within the community	⇨	⇨	95%	94%	56%	64%
Respond to pressures from state and federal legislative issues	⇨	↗	84%	82%	75%	85%

Arrows indicate direction of difference. Arrow only points up or down if the difference was significant at least at the .05 level.

*Although the total Very Important and Important response was still over 90%, there was a 10-15 point shift from Very Important to Important which accounts for the significance.