

2012 NMJC Employee Satisfaction Survey Results

Presented to NMJC Board

July 19, 2012

The Survey Instrument:

- Noel Levitz College Employee Satisfaction Survey.
- Internal Context and Benchmarking.
- Online and handwritten.
- Importance: Satisfaction Measures.
Look to the “Gap”
- Mixture of closed and open questions.
- 83% response rate (219 out of 263).
Highly positive level of response.



Opportunities and Challenges:

Culture & Policies

- Improve inter-dept. communications
- Build greater sense of teamwork
- Utilize employee suggestions
- Better orientation and training

Work Environment

- Perception that more staff needed in some areas
- Compensation issues



Top Goals and Attitudes:

- Goals:
 1. Retain more students to graduation.
 2. Increase enrollment.
 3. Improve quality of existing academic programs.
- Attitudes:
 - My work is valuable.
 - Proud to work at NMJC.
 - I know where to go when I have an issue.



Benchmarking:

How does NMJC Compare to Other Colleges?

- NMJC Satisfaction ratings scored higher than other colleges in 50 out of 51 measures.

The one difference, "My department meets as a team to plan and coordinate work."

NMJC 3.53 vs Benchmark Score 3.55

- "Top Goals" at other institutions.
 1. Retain more students to graduation.
 2. Improve quality of existing academic programs.
 3. Improve employee morale.



Emerging themes from comments:

- Compensation needs to be improved.
- Communications need to improve.
 - *Overall and inter-departmental.*
 - *Concern about executive/administrative leadership.*
 - *Concern about athletics.*
- Positive attitudes about NMJC.
- Thoughts about employee accountability.
- Support for focus on enrollment and retention.
- Employees want the college to improve.



Actions underway:

- Dr. McCleery's request of managers –
 - How will you use data to improve employee satisfaction in your work group?
 - What does the college need to focus on to improve employee satisfaction?
 - What does the president need to focus on to improve employee satisfaction?
- All managers have responded with positive plans for action.
- Reorganization of Communications roles.
- Develop a new, updated evaluation/goal setting method.
- 2012 Board action on compensation issues.
- Post complete survey results on NMJC website.



Thank You

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents

Section 1: Campus Culture and Policies

The following statements describe different aspects of colleges and universities. Rate how important each of these are to you as an employee of this institution, and then rate your satisfaction with how well the statement is implemented on your campus. IMPORTANCE (1 = "Not important at all" / 5 = "Very important") SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.74	0.53	216	4.03	0.88	219	0.71
This institution treats students as its top priority	4.70	0.55	218	4.10	0.90	219	0.60
This institution does a good job of meeting the needs of students	4.68	0.56	218	4.00	0.88	220	0.68
The mission, purpose, and values of this institution are well understood by most employees	4.53	0.63	215	4.01	0.99	221	0.52
Most employees are generally supportive of the mission, purpose, and values of this institution	4.57	0.61	218	4.01	0.91	221	0.56
The goals and objectives of this institution are consistent with its mission and values	4.60	0.62	220	4.05	0.86	218	0.55
This institution involves its employees in planning for the future	4.42	0.80	217	3.53	1.18	219	0.89
This institution plans carefully	4.69	0.59	217	3.96	1.04	218	0.72
The leadership of this institution has a clear sense of purpose	4.74	0.55	214	4.15	1.00	217	0.59
This institution does a good job of meeting the needs of its faculty	4.54	0.70	214	3.80	1.04	214	0.74
This institution does a good job of meeting the needs of staff	4.53	0.67	215	3.65	1.07	222	0.88
This institution does a good job of meeting the needs of administrators	4.47	0.66	213	4.12	0.90	213	0.36
This institution makes sufficient budgetary resources available to achieve important objectives	4.58	0.62	213	3.85	1.08	219	0.73
This institution makes sufficient staff resources available to achieve important objectives	4.49	0.69	212	3.68	1.07	218	0.81
There are effective lines of communication between departments	4.45	0.72	215	3.17	1.13	217	1.29
Administrators share information regularly with faculty and staff	4.56	0.64	211	3.60	1.11	213	0.97
There is good communication between the faculty and the administration at this institution	4.55	0.69	208	3.63	1.10	213	0.91
There is good communication between staff and the administration at this institution	4.51	0.63	213	3.53	1.08	217	0.98
Faculty take pride in their work	4.73	0.52	211	4.06	0.89	217	0.67
Staff take pride in their work	4.72	0.52	212	3.98	1.00	221	0.74
Administrators take pride in their work	4.75	0.52	211	4.12	0.94	217	0.63
There is a spirit of teamwork and cooperation at this institution	4.61	0.71	214	3.53	1.25	220	1.08
The reputation of this institution continues to improve	4.71	0.59	214	3.95	1.05	222	0.76
This institution is well-respected in the community	4.78	0.49	211	4.21	0.90	217	0.57
Efforts to improve quality are paying off at this institution	4.61	0.60	207	3.88	1.02	216	0.72
Employee suggestions are used to improve our institution	4.44	0.72	208	3.43	1.17	214	1.01
This institution consistently follows clear processes for selecting new employees	4.48	0.71	212	3.71	1.18	216	0.77
This institution consistently follows clear processes for orienting and training new employees	4.43	0.77	212	3.30	1.17	219	1.13
This institution consistently follows clear processes for recognizing employee achievements	4.42	0.71	210	3.61	1.16	218	0.81
This institution has written procedures that clearly define who is responsible for each operation and service	4.48	0.67	211	3.63	1.12	219	0.85

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents

Section 2: Institutional Goals

How important is it to you that this institution pursue the following goals? IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.56	0.74	217
[B] Retain more of its current students to graduation	4.68	0.59	218
[C] Improve the academic ability of entering student classes	4.50	0.73	215
[D] Recruit students from new geographic markets	4.00	0.99	218
[E] Increase the diversity of racial and ethnic groups represented among the student body	3.79	1.06	215
[F] Develop new academic programs	4.25	0.82	217
[G] Improve the quality of existing academic programs	4.60	0.59	218
[H] Improve the appearance of campus buildings and grounds	4.15	0.88	217
[I] Improve employee morale	4.59	0.67	216
[J] Some other goal	3.65	1.26	165

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	52	25.2%
[B] Retain more of its current students to graduation	63	30.6%
[C] Improve the academic ability of entering student classes	18	8.7%
[D] Recruit students from new geographic markets	2	1.0%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	1.0%
[F] Develop new academic programs	23	11.2%
[G] Improve the quality of existing academic programs	24	11.7%
[H] Improve the appearance of campus buildings and grounds	0	0.0%
[I] Improve employee morale	21	10.2%
[J] Some other goal	1	0.5%
All responses	206	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	51	24.8%
[B] Retain more of its current students to graduation	54	26.2%
[C] Improve the academic ability of entering student classes	21	10.2%
[D] Recruit students from new geographic markets	4	1.9%
[E] Increase the diversity of racial and ethnic groups represented among the student body	4	1.9%
[F] Develop new academic programs	20	9.7%
[G] Improve the quality of existing academic programs	30	14.6%
[H] Improve the appearance of campus buildings and grounds	4	1.9%
[I] Improve employee morale	15	7.3%
[J] Some other goal	3	1.5%
All responses	206	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	28	13.8%
[B] Retain more of its current students to graduation	34	16.7%
[C] Improve the academic ability of entering student classes	20	9.9%
[D] Recruit students from new geographic markets	12	5.9%
[E] Increase the diversity of racial and ethnic groups represented among the student body	5	2.5%
[F] Develop new academic programs	32	15.8%
[G] Improve the quality of existing academic programs	33	16.3%
[H] Improve the appearance of campus buildings and grounds	5	2.5%
[I] Improve employee morale	32	15.8%
[J] Some other goal	2	1.0%
All responses	203	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL
[A] Increase the enrollment of new students	52	51	28	131
[B] Retain more of its current students to graduation	63	54	34	151
[C] Improve the academic ability of entering student classes	18	21	20	59
[D] Recruit students from new geographic markets	2	4	12	18
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	4	5	11
[F] Develop new academic programs	23	20	32	75
[G] Improve the quality of existing academic programs	24	30	33	87
[H] Improve the appearance of campus buildings and grounds	0	4	5	9
[I] Improve employee morale	21	15	32	68
[J] Some other goal	1	3	2	6
All responses	206	206	203	615

Section 3: Involvement in planning and decision-making

In your opinion, how much involvement do each of the following have in planning and decision-making? INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	Mean	Standard Deviation	Valid Respondents
Faculty	2.63	0.92	210
Staff	2.52	0.90	209
Deans or directors of administrative units	3.28	0.83	209
Deans or chairs of academic units	3.22	0.79	207
Senior administrators (VP, Provost level or above)	3.53	0.87	206
Students	2.45	0.92	206
Trustees	2.95	0.80	199
Alumni	2.52	0.95	197

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents

Section 4: Work environment

The following statements describe conditions of your work environment as an employee at this institution. Rate how important each of these are to you, and then rate your satisfaction with this aspect of your work environment. IMPORTANCE (1 = "Not important at all" / 5 = "Very important") SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.51	0.71	207	3.80	1.10	216	0.72
I learn about important campus events in a timely manner	4.38	0.72	207	3.80	1.06	215	0.58
I am empowered to resolve problems quickly	4.40	0.74	203	3.79	1.09	213	0.61
I am comfortable answering student questions about institutional policies and procedures	4.39	0.71	201	3.83	0.98	212	0.56
I have the information I need to do my job well	4.70	0.59	206	4.04	1.02	215	0.66
My job responsibilities are communicated clearly to me	4.61	0.64	205	3.99	1.13	214	0.62
My supervisor pays attention to what I have to say	4.63	0.66	207	4.00	1.26	216	0.63
My supervisor helps me improve my job performance	4.59	0.70	206	3.89	1.28	217	0.69
My department or work unit has written, up-to-date objectives	4.30	0.82	205	3.70	1.14	213	0.60
My department meets as a team to plan and coordinate work	4.33	0.84	206	3.53	1.29	217	0.81
My department has the budget needed to do its job well	4.50	0.74	207	3.68	1.15	210	0.83
My department has the staff needed to do its job well	4.60	0.66	202	3.48	1.25	213	1.12
I am paid fairly for the work I do	4.59	0.72	207	3.37	1.25	217	1.22
The employee benefits available to me are valuable	4.73	0.60	200	4.07	1.08	213	0.65
I have adequate opportunities for advancement	4.30	0.88	200	3.37	1.24	212	0.93
I have adequate opportunities for training to improve my skills	4.39	0.81	201	3.50	1.19	212	0.89
I have adequate opportunities for professional development	4.29	0.86	203	3.47	1.15	213	0.82
The type of work I do on most days is personally rewarding	4.58	0.65	207	4.21	0.83	216	0.38
The work I do is appreciated by my supervisor	4.51	0.76	205	3.93	1.26	214	0.58
The work I do is valuable to the institution	4.61	0.66	206	4.31	0.92	213	0.31
I am proud to work at this institution	4.64	0.64	208	4.49	0.79	215	0.16
I am satisfied with safety and security practices at the institution	4.54	0.64	207	4.22	0.90	213	0.33
I am comfortable talking to my supervisor about my work/job related concerns	4.62	0.64	205	4.01	1.25	217	0.61
I know who I can talk to if I have concerns about a student or students	4.52	0.71	204	4.26	0.94	212	0.27
I know where I can go on campus to talk about problems I am having not related to my job	3.94	1.19	202	3.67	1.28	213	0.27

Overall satisfaction	Mean	Standard Deviation	Valid Respondents
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Rate your overall satisfaction with your employment here so far:	4.16	0.94	215
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COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
 New Mexico Junior College - Spring 2012 Respondents

Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	13	6.0%
1 to 5 years	80	36.9%
6 to 10 years	56	25.8%
11 to 20 years	54	24.9%
More than 20 years	14	6.5%
All responses	217	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	75	34.7%
Staff	122	56.5%
Administrator	19	8.8%
All responses	216	100.0%

<i>Is your position:</i>	Count	Percent
Full-Time	183	84.7%
Part-Time	33	15.3%
All responses	216	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 - Comparison to 2-year Schools

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	NMJC			Comparison group			IMP Sign diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
This institution promotes excellent employee-student relationships	4.74	4.03	0.71	4.58	3.68	0.91	***	***
This institution treats students as its top priority	4.70	4.10	0.60	4.68	3.63	1.05	NS	***
This institution does a good job of meeting the needs of students	4.68	4.00	0.68	4.66	3.58	1.08	NS	***
The mission, purpose, and values of this institution are well understood by most employees	4.53	4.01	0.52	4.28	3.40	0.87	***	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.57	4.01	0.56	4.34	3.48	0.86	***	***
The goals and objectives of this institution are consistent with its mission and values	4.60	4.05	0.55	4.39	3.53	0.86	***	***
This institution involves its employees in planning for the future	4.42	3.53	0.89	4.36	3.07	1.30	NS	***
This institution plans carefully	4.69	3.96	0.72	4.49	3.19	1.30	***	***
The leadership of this institution has a clear sense of purpose	4.74	4.15	0.59	4.56	3.36	1.21	***	***
This institution does a good job of meeting the needs of its faculty	4.54	3.80	0.74	4.39	3.28	1.10	**	***
This institution does a good job of meeting the needs of staff	4.53	3.65	0.88	4.37	3.13	1.24	**	***
This institution does a good job of meeting the needs of administrators	4.47	4.12	0.36	4.16	3.66	0.50	***	***
This institution makes sufficient budgetary resources available to achieve important objectives	4.58	3.85	0.73	4.44	3.19	1.25	**	***
This institution makes sufficient staff resources available to achieve important objectives	4.49	3.68	0.81	4.35	3.09	1.27	**	***
There are effective lines of communication between departments	4.45	3.17	1.29	4.39	2.78	1.61	NS	***
Administrators share information regularly with faculty and staff	4.56	3.60	0.97	4.42	3.10	1.32	**	***
There is good communication between the faculty and the administration at this institution	4.55	3.63	0.91	4.42	3.10	1.32	**	***
There is good communication between staff and the administration at this institution	4.51	3.53	0.98	4.40	3.08	1.31	*	***
Faculty take pride in their work	4.73	4.06	0.67	4.65	3.89	0.76	*	**
Staff take pride in their work	4.72	3.98	0.74	4.59	3.76	0.83	**	***
Administrators take pride in their work	4.75	4.12	0.63	4.57	3.67	0.90	***	***
There is a spirit of teamwork and cooperation at this institution	4.61	3.53	1.08	4.53	3.01	1.52	NS	***
The reputation of this institution continues to improve	4.71	3.95	0.76	4.55	3.55	1.01	***	***
This institution is well-respected in the community	4.78	4.21	0.57	4.62	3.71	0.91	***	***
Efforts to improve quality are paying off at this institution	4.61	3.88	0.72	4.43	3.38	1.05	***	***
Employee suggestions are used to improve our institution	4.44	3.43	1.01	4.27	2.97	1.30	**	***
This institution consistently follows clear processes for selecting new employees	4.48	3.71	0.77	4.35	3.11	1.24	**	***
This institution consistently follows clear processes for orienting and training new employees	4.43	3.30	1.13	4.37	2.99	1.37	NS	***
This institution consistently follows clear processes for recognizing employee achievements	4.42	3.61	0.81	4.15	3.07	1.08	***	***
This institution has written procedures that clearly define who is responsible for each operation and service	4.48	3.63	0.85	4.26	3.07	1.19	***	***

Significance levels: p < .05 = *; p < .01 = **; p < .001 = ***

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 - Comparison to 2-year Schools

Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	NMJC Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.56	4.15	***
B) Retain more of its current students to graduation	4.68	4.60	NS
C) Improve the academic ability of entering student classes	4.50	4.32	***
D) Recruit students from new geographic markets	4.00	3.39	***
E) Increase the diversity of racial and ethnic groups represented among the student body	3.79	3.50	***
F) Develop new academic programs	4.25	3.87	***
G) Improve the quality of existing academic programs	4.60	4.41	***
H) Improve the appearance of campus buildings and grounds	4.15	3.77	***
I) Improve employee morale	4.59	4.48	*

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	52	25.4%	907	15.1%
B) Retain more of its current students to graduation	63	30.7%	1890	31.5%
C) Improve the academic ability of entering student classes	18	8.8%	545	9.1%
D) Recruit students from new geographic markets	2	1.0%	46	0.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	2	1.0%	70	1.2%
F) Develop new academic programs	23	11.2%	365	6.1%
G) Improve the quality of existing academic programs	24	11.7%	990	16.5%
H) Improve the appearance of campus buildings and grounds	0	0.0%	113	1.9%
I) Improve employee morale	21	10.2%	1079	18.0%
All responses	205	100.0%	6005	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	51	25.1%	871	14.6%
B) Retain more of its current students to graduation	54	26.6%	1461	24.4%
C) Improve the academic ability of entering student classes	21	10.3%	732	12.2%
D) Recruit students from new geographic markets	4	2.0%	106	1.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	4	2.0%	185	3.1%
F) Develop new academic programs	20	9.9%	575	9.6%
G) Improve the quality of existing academic programs	30	14.8%	1106	18.5%
H) Improve the appearance of campus buildings and grounds	4	2.0%	195	3.3%
I) Improve employee morale	15	7.4%	747	12.5%
All responses	203	100.0%	5978	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 - Comparison to 2-year Schools

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	28	13.9%	621	10.8%
B) Retain more of its current students to graduation	34	16.9%	919	16.0%
C) Improve the academic ability of entering student classes	20	10.0%	674	11.7%
D) Recruit students from new geographic markets	12	6.0%	203	3.5%
E) Increase the diversity of racial and ethnic groups represented among the student body	5	2.5%	252	4.4%
F) Develop new academic programs	32	15.9%	719	12.5%
G) Improve the quality of existing academic programs	33	16.4%	955	16.6%
H) Improve the appearance of campus buildings and grounds	5	2.5%	361	6.3%
I) Improve employee morale	32	15.9%	1042	18.1%
All responses	201	100.0%	5746	100.0%

TOTAL "VOTES" FOR EACH GOAL	NMJC TOTAL	NMJC PERCENT	Comparison group TOTAL	Comparison group PERCENT
A) Increase the enrollment of new students	131	21.5%	2399	13.5%
B) Retain more of its current students to graduation	151	24.8%	4270	24.1%
C) Improve the academic ability of entering student classes	59	9.7%	1951	11.0%
D) Recruit students from new geographic markets	18	3.0%	355	2.0%
E) Increase the diversity of racial and ethnic groups represented among the student body	11	1.8%	507	2.9%
F) Develop new academic programs	75	12.3%	1659	9.4%
G) Improve the quality of existing academic programs	87	14.3%	3051	17.2%
H) Improve the appearance of campus buildings and grounds	9	1.5%	669	3.8%
I) Improve employee morale	68	11.2%	2868	16.2%
All responses	609	100.0%	17729	100.0%

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	NMJC Mean	Comparison group Mean	Sign diff
How involved are: Faculty	2.63	2.54	NS
How involved are: Staff	2.52	2.21	***
How involved are: Deans or directors of administrative units	3.28	3.23	NS
How involved are: Deans or chairs of academic units	3.22	3.14	NS
How involved are: Senior administrators (VP, Provost level or above)	3.53	3.66	*
How involved are: Students	2.45	2.21	***
How involved are: Trustees	2.95	3.20	***
How involved are: Alumni	2.52	2.35	*

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 - Comparison to 2-year Schools

Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	NMJC			Comparison group			IMP Sign Diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
It is easy for me to get information at this institution	4.51	3.80	0.72	4.43	3.27	1.16	NS	***
I learn about important campus events in a timely manner	4.38	3.80	0.58	4.16	3.50	0.66	***	***
I am empowered to resolve problems quickly	4.40	3.79	0.61	4.36	3.35	1.01	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.39	3.83	0.56	4.12	3.51	0.61	***	***
I have the information I need to do my job well	4.70	4.04	0.66	4.61	3.63	0.98	*	***
My job responsibilities are communicated clearly to me	4.61	3.99	0.62	4.56	3.71	0.86	NS	***
My supervisor pays attention to what I have to say	4.63	4.00	0.63	4.57	3.87	0.70	NS	NS
My supervisor helps me improve my job performance	4.59	3.89	0.69	4.37	3.73	0.64	***	*
My department or work unit has written, up-to-date objectives	4.30	3.70	0.60	4.09	3.51	0.58	***	*
My department meets as a team to plan and coordinate work	4.33	3.53	0.81	4.22	3.55	0.67	*	NS
My department has the budget needed to do its job well	4.50	3.68	0.83	4.48	3.02	1.46	NS	***
My department has the staff needed to do its job well	4.60	3.48	1.12	4.53	3.03	1.50	NS	***
I am paid fairly for the work I do	4.59	3.37	1.22	4.54	3.19	1.35	NS	*
The employee benefits available to me are valuable	4.73	4.07	0.65	4.58	3.82	0.76	**	***
I have adequate opportunities for advancement	4.30	3.37	0.93	4.09	3.08	1.02	**	***
I have adequate opportunities for training to improve my skills	4.39	3.50	0.89	4.32	3.40	0.91	NS	NS
I have adequate opportunities for professional development	4.29	3.47	0.82	4.27	3.41	0.86	NS	NS
The type of work I do on most days is personally rewarding	4.58	4.21	0.38	4.50	4.06	0.44	NS	*
The work I do is appreciated by my supervisor	4.51	3.93	0.58	4.35	3.85	0.50	**	NS
The work I do is valuable to the institution	4.61	4.31	0.31	4.50	3.88	0.62	*	***
I am proud to work at this institution	4.64	4.49	0.16	4.50	4.09	0.41	**	***

Overall satisfaction	NMJC Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	4.16	3.87	***

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 - Comparison to 2-year Schools

Section 5: Demographics

<i>How long have you worked at this institution?</i>	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
Less than 1 year	13	6.0%	602	8.9%
1 to 5 years	80	36.9%	2244	33.3%
6 to 10 years	56	25.8%	1518	22.5%
11 to 20 years	54	24.9%	1599	23.7%
More than 20 years	14	6.5%	775	11.5%
All responses	217	100.0%	6738	100.0%

<i>Is your position:</i>	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
Faculty	75	34.7%	2558	40.3%
Staff	122	56.5%	2872	45.2%
Administrator	19	8.8%	918	14.5%
All responses	216	100.0%	6348	100.0%

<i>Is your position:</i>	NMJC Count	NMJC Percent	Comparison group Count	Comparison group Percent
Full-time	183	84.7%	1705	76.4%
Part-time	33	15.3%	527	23.6%
All responses	216	100.0%	2232	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #1

Follow-up to Section 2: What other institutional goals do you think are important? Please describe them in the space below:
Improve employee morale with raises---they haven't had one in six years.
Offer more classes at night and on weekends to meet the needs of non traditional students, faculty only want to teach in the mornings and are not concerned about the needs of the students or potential students.
Employee morale.
To increase the diversity of racial and ethnic groups by providing the support and guidance while they are enrolled here.
Have older employees teach new employees all of their responsibilities before they leave the institution. When someone leaves who has been here a long time and knows their department well, a lot of knowledge is lost. I believe we have good processes in place, we fail to teach the new employees all of the ins and outs of their department.
Students are always number one in mind. We need to make sure we strive to meet their needs as we guide them into the right directions. We need to focus on improving graduation rates so we show that we have what it takes to be a college. We need to hold our heads high and be proud to work here at NMJC. :)
Performance. Consistency. Collaboration. Fairness.
Employee evaluations need to mean something, either for or against. Buildings need more exciting interiors, as this is where most students spend their time, and they need to be decorated to the generation we serve. Space and usage, needs to be adjusted accordingly. ATC has 6-20 students in a very large area and others have an overflow and a very small space. We need maintenance and custodial adjusted to meet the needs of all the new buildings. We need to eliminate unnecessary off campus buildings that drain our finance's. We support a museum instead of a fantastic medical facility that offers sonography and nursing and other medical courses.
Find a way to increase salaries at least every two years since it has been years since we received an actual raise. Our one-or two time stipends have been wonderful; however, I don't believe they count towards our salary for retirement purposes.
I would love to see more sporting activities added. We have facilities for this, like women's volleyball and men's track team. / That would also increase our enrollment.
Even though the economy is bad, NMJC should reevaluate raises. one-time compensations are welcome, but they are not the same as a raise. Even .5% or .75% or 1% per year is some kind of raise. NMJC needs to get back on a regular raise schedule for employees. / / NMJC should reevaluate its focus on athletics. Several years ago, we went through a round of lay offs. Staff, faculty, and administration saw reductions. Athletics was not touched. We are not a large enough institution to have an athletic director, coaches, and assistant coaches -- none of whom teach a fulltime course load. How is it that athletics recruits international students during a time of financial hardship? When is the last time we updated basic academic equipment like microscopes in the labs? NMJC should reconsider its bizzare over commitment to athletics and turn more attention to academics.
expand the medical programs offered at this institution
Consistency between programs in all departments and collaboration among all faculty in those departments/areas. / Faculty understanding and education regarding HED requirements in regards to syllabi, course structure, etc.

Salaries will need to be addressed. No raises have been given in four years.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #1

It is important to strongly consider internal candidates for positions that become available, especially in an administrative role.

Communicate more with employees. / Ask the opinions and use the knowledge of the people that teach or direct programs, / thus making employees feel that they have a brain and experiences also.

Provide more communication between all levels--institutional could lead this endeavor. / By levels, I am focusing on each division/each department/ and the administration. At times, it appears that the "new" rules and regulations are in sync, but they are not!

We have very limited fine art, graphic art, performing art classes. We need to give students a well-rounded education and the only way to achieve this is by offering a variety of classes. We are trying to educate and prepare students to enter the work-force, but no education is complete without a small acquaintance with literature, music, art and theatre. Our school has cut or eliminated many of these programs. Students interested in graphic art, for example have to go to other junior colleges in the area for training. There are other examples. The restaurant and hotels need professionally trained staff, but we do not offer any training in hotel management or culinary skills. We need to think about the larger picture and not focus exclusively on the technical jobs. That is a major emphasis, but it should not be the only emphasis. Need to find ways to compensate employees financially. The bonuses help, and I know times are tough, but it's been years since raises were given. Those are desperately needed.

I love it here, the campus and co-workers are the BEST! It's really hard to "MAKE" students graduate or retain information and pass. Somehow the decision makers need to find another way to decide how much financial support we get. We're doing a BANG UP JOB! But you can lead a horse to water, you can't make him/her drink.

There needs to be more emphasis on academics and far less on athletics. The number of student absences in face to face classes due to sports activities is very high, and those absences diminish the quality of class sessions because attendance is crucial for a quality learning experience in each class. Our administration seems to disregard this on going situation, (student absences for sports activities) and the situation gets progressively worse each semester, each academic year.

increase faculty base salary

It's very important that we exemplify and teach students all skills needed to be a successful person. The institution does a fantastic job with academics and physical fitness. I feel it could be beneficial if we could develop more of the arts like music, drama, as well as extend our athletic programs. This could increase enrollment and give the students more of a sense of pride of being a T-Bird. The baseball teams at the basketball games are great!! We need more of that type of pride in many areas.

There needs to be more pride in the institution. I am not sure how, but we need to maintain a spirit of pride and ownership of this school. More employees across campus need to be accountable.

Faculty raises are needed to keep up with economy. We haven't had a true raise in YEARS, but the cost of living rises everyday. This morning on the news the gas companies were granted the right to raise their prices AGAIN when the cost of producing gas has gone down. This effects electric cost, too, because gas is used to power the generators. All utilities have more than doubled over the last five years, as well as the cost of food and gasoline, and we haven't had a raise. / / The state of NM is considering funding our retirement pay based only on our salaries, which are already at least 10-15,000 dollars less than a public school teacher's. If we don't get raises, our overtime won't even count toward our retirements. We're in a real BIND financially.

If new academic programs are developed I think it would increase enrollment of students and also recruit students from new geographic markets.

1. Improve communication within and between different divisions on campus, with each division director taking the responsibility to pass along information to campus personnel. (Key players are sometimes left in the dark until the last minute. Many times we find out about new proposals and projects only by reading the Hobbs News-Sun. This information could have been distributed by e-mail or newsletter very easily by the person(s) involved in the process.) / / 2. Develop and offer new career-training credit certificates and degrees in technology.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #1

Have a better and closer relationship with the other educational entities in the area, ei., public schools, colleges,, It's us four and no more.

Holding students accountable in writing for their academic growth.

We are already very diverse in our student population. Staff morale is good; We continue to have good, clean, up-date buildings on a regular basis. Academic programs are good, Each Faculty continues to improve the programs that are their responsibility. We have students in various programs, some short; others two years. I do not know how many do not complete their objectives. /

Cross training and/or education. i.e. there are many areas that affect the students in my area, wherein if one person is not available, they are stuck and do not get a call back in a timely manner. / Communication and internal education are greatly lacking between departments. / Department communication in my area is non-existent, resulting in many misunderstandings, strife and even hostile work environment. / Lack of accountability, employee reviews with supervisors and inability to contact a supervisor hinders overall effectiveness and results in an isolation mindset and low morale.

Having more student activities available to keep students entertained; More interesting and entertaining group activities. Also having more student led organizations to increase interaction on campus. Since there isn't anything for the students to do in Hobbs, it would be beneficial to have more student activities geared to getting the students involved with the campus and other students outside their dorm room or apartment.

Please get employees back on track with the compensation. Since we have not received official pay increases in our base pay, we are not competitive when we hire new folks. There's some talk of ERB not paying for anything other than money that raises your base pay. One time bonuses do not raise our base pay. / Implement pre-req requirements for basic reading, writing and ESL so that we are setting up students to succeed rather than placing them in classes they are not prepared for.
Making all staff aware of any changes in programs or anything involved with students enrolling. The more everyone one knows about it the more we can help other students we encounter.
Selection procedures for new faculty exist - but the process frequently does not encourage the best candidate being selected. The problem starts with the very top administrator.

Continue to spend wisely.

It is not only important to retain students for completion but to also recruit new students to NMJC. Without new students we will become dormant. Outline clear, severe consequences for plagiarism, especially repeat offenders. Perhaps a "three strikes and you're out" policy. / Also, mandatory academic advising for students registering for their first 15 to 20 hours. Too many students are placed in a class they cannot complete successfully. What good does it do to list prerequisites if they are not enforced?
Commitment to community service and service learning projects

Increase pay scale

I believe that making sure the number of students keeps going up and making improvements on programs can be the top ones. Keeping the programs updated with the latest technologies is great because it does bring in new students and also keeps us all in work.
Develop a FEP that is useable and measures what it needs.

Complete existing and planned projects

safe environments

1. More students should be placed in Review of English classes and Reading classes. Mandates should be in place. Continues to be a problem and results in underprepared students in general education classes. 2. Most faculty and administrators are working long hours and putting in 200%. Employees realize lack of state funding continues to put pressures on NMJC and our administration has done quite well in navigating us through a very difficult time. Although everyone is happy to have a job, morale continues to decline--partly due to lack of raises and pressure of more job duties. People are supportive of our administration, but lack of pay and over-load restrictions continues to make life stressful. 3. Our Assessment mandates are cumbersome, appear "out of control" to faculty (for full and part-time), and a source of irritation for most faculty. A simpler system, with less "parts" and detail would be preferred. It's just one more thing added to our loads.

Students coming to NMJC should expect to take education (learning/studying) serious. They should be given very specific orientation to support services available to ensure success in all classes. Students enrolling for classes should be offered pathways for assistance based on their individual challenges. For example, if a student is willing to divulge that he/she plans to work full time and has family obligations, that student should be counseled or advised about setting a realistic schedule based on review of syllabi for each course taken. Students need to have conversations about how to fit course work into their expected lifestyle. In short, a great goal for NMJC might be to enhance orientation in such a way that students see the reality of what they are committing to.

This institution MUST work on pay ranges for employees! The one time reoccurring are very helpful, but it would also be nice to have the reliability of pay in a paycheck. Also, the \$750 "bonus" for academic progress is disappointing. As an institution of higher learning, shouldn't we be more proud of our employees than that?

developing ne academic programs.

We need to find more part-time faculty to teach here at the college. More advertising for adjunct faculty might help. There are full-time faculty teaching up to 10 courses per semester. / / There also needs to be a more uniform enforcement of college policy across campus. Our division has been told for years that full-time faculty have to teach an evening class per academic year. I discovered that this was not enforced at all by other divisions. Faculty loads are not being monitored either by some divisions, even though there is clear written policy on this.

Communication

I believe that it would be valuable to the institution to make an effort to make employees, particularly lower level employees, such as maintenance and custodial staff, feel like their contributions to the NMJC are important.

Hire someone else to help with ESL and citizenship classes to help students improve their job skills and enhance their standing in the community.

Increase tutorial assistance for students.

Regional and national advertisement of our online classes. / Stand up for ourselves with some of the unrealistic changes taken place at the state level. (funding based on completion rates, or graduation rates, especially being a junior college) / Defend salaries against inflation

The institution should work to improve the relationship with the adjunct faculty. The adjunct faculty should not wait 6 weeks each semester (after teaching) to be paid. Discount cards and other perks should be offered to adjunct faculty, as well as the full-time faculty. Adjuncts who have taught continuously for 5 years should be offered a raise and sick days. Faculty who teach evening classes should be well informed of weather conditions or possible reasons to cancel classes due to unsafe weather conditions. I recommend that there be a faculty award for adjunct faculty as well as full-time faculty. Adjunct faculty often feel unappreciated and alone working on this campus.

NEED MORE VO/TECH TYPE CLASSES IN SUCH AREAS AS DEISEL MECHANICS, HEAVY EQUIPMENT MECHANICS/OPERATORS

It should take an extreme position in seeing that the employee's Retirement is solid

The most important goals of NMJC are producing students who have achieved their educational aims, acquired a well-rounded education, and gained the skills necessary to become either a viable member of the work-force, or a student who is ready to continue to a 4-year.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #2

Please provide any additional feedback about the campus culture and policies at New Mexico Junior College.
Personally, I believe a big problem is that we allow too many students to not follow policies and procedures, especially deadlines. We will often tell them no, yet they are able to go above us and get a yes. We often aren't backed up for enforcing deadlines and other policies.
Employees know policies!!! But not morale booster!
Faculty perform the primary function for the institution, but are treated poorly by Administration and staff.
compensation for online instruction should be the same as for face-to-face instruction; online instruction should be taught by resident faculty, and the use of adjuncts/off-site online instructors should be minimal, even if it means the hiring of additional resident faculty
Working at NMJC it's quite aware that the goal is to strive for success through learning. It's wonderful to see the different programs that the JC has to offer. And it's affordability is rivaled by none in the area.
None
The policies are fair. However, they seem to not be enforced for certain people.
The campus culture and policies are the best of any institution I have worked at.
New employee orientation that includes presentations by representatives from different areas should be re-established, with mandatory attendance by the new hire. New employee training within the departments could be improved. The hiring department should see that the new hire is familiar with the campus (where the buildings are located and what takes place in the building) and the functions of the various areas. Policy is only put into place after the fact. The squeaky wheel gets the grease. More importance is placed on making problems go away instead of standing up and following current policy. Instead of "dumbing down" courses, you should focus on strengthening programs. Empower your professors. Additionally, it is not correct to have professional employees teaching 3 or 4 courses on top of their work load for extra pay. Teaching 4 courses would qualify you as a full time professor. The quality of education in these courses are quite poor and viewed as a "joke" amongst staff, professors, and coaches.
Policies are inconsistent across personnel. Favoritism is rampant. Some employees follow the rules - some don't. Some use leave forms properly, some come and go as they please with no regard for policy.
There are those of us that would like to see more local students recruited for our athletes, in order to bring our hometown and local people back to our college. It has been expressed, we see no need to recruit from out of the USA while our tax dollars pay for their scholarships. A coach should not be required to win to keep his job, thus requiring recruitment that has nothing to do with our local students; ie: Lovington, Tatum, Jal, Eunice, Artesia, and surrounding areas. / Our campus cook-outs for the students and our activities are wonderful !
The campus culture and policies that are in place are a good place to start, but still fall short in obtaining the goals in which they were established.

As a whole, the institution is a great place to work; however, however all supervisors are not the same in the treatment of their employees. Some supervisors are really lax in the treatment of their employees, while others are strict. Also, the supervisor may be extra strict with some of their own employees while being extra lax with others. I feel that as long as an employee does his/her job well, he/she should be treated with the same respect and fairness as other employees.

I am mostly satisfied with the policies of NMJC. The only one I'm not satisfied with is your service to NMJC has to be / continuous to receive like your 5 year or 10 year award.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #2

Even though the economy is bad, NMJC should reevaluate raises. one-time compensations are welcome, but they are not the same as a raise. Even .5% or .75% or 1% per year is some kind of raise. NMJC needs to get back on a regular raise schedule for employees. / / NMJC should reevaluate its focus on athletics. Several years ago, we went through a round of lay offs. Staff, faculty, and administration saw reductions. Athletics was not touched. We are not a large enough institution to have an athletic director, coaches, and assistant coaches -- none of whom teach a fulltime course load. How is it that athletics recruits international students during a time of financial hardship? When is the last time we updated basic academic equipment like microscopes in the labs? NMJC should reconsider its bizzare over commitment to athletics and turn more attention to academics. / / Orientation and Discovery Day need improvement. Student life activities could be increased in fequency and variety. The campus infastructure is generally good, but we need wifi access in every location on campus, so students can access online resources from laptops.

no comment

Do we have policies related to culture? I have not seen a "policy and procedure manual" for NMJC other than the student handbook and the employee handbook.

I like very much the students and most staffers I have met here, but it is also quite clear that what I do best -- engendering a capacity for critical thought and a love of literature and language in students -- is of NO interest to NMJC administration. It is clear that I am endlessly replaceable...and would be so no matter what sort of a teacher I was (barring egregious malfeasance). The problem for me is how to prevent my lack of value to administration from affecting my students' value to me.

Many times I feel that upper management does not want to hear any persons suggestions other than their own. / So many employees express concerns that they are not listened to by their "Dean, Director, or VP". / Too many times, we are told what will happen, and not asked what would work best, only to find out in the long / run that if they would have asked, or listened we would have had a better outcome. I dont have any complaints the way policies are at New Mexico Junior College. I think they are well stated and followed.

I have taught at a number of higher educational institutions through my years of teaching. I can most sincerely state that New Mexico Junior College has been the best of them!

Because of budget cuts we have been doing more with less staff. Most of us have taken on responsibilities other than those for which we were hired. Since our leadership is in transition, we keep waiting for the other shoe to drop. We need a reinvigorated, hopeful outlook. We can all work toward a common goal, but need our leadership to articulate a direction.

It's the best!

The policies are well written and easy to follow.
An excellent place to work with great supervisors and co-workers.

I personally like our college president and feel he is very competent in his job and very fair to all employees. But as I have indicated, I feel athletics gets preference over all other departments at our college. Also, we are numbers-driven and sometimes quantity takes precedence over quality. The administration tells us not to "water-down" or "dummy down" the content of our classes, yet with its emphasis on retention we are in effect encouraged to do just that. I have indeed felt pressured to pass students just so, at the end of the semester, my enrollment numbers are high. I do feel that everyone should be encouraged to get an education, and that an educated society is a prosperous one. But we need more instructors, lower student-teach ratios in some classes, and better technological resources since so much course work is done on the computer today. Sometimes we instructors get so involved with faulty technology that the course content gets subordinated as we are bogged down in technical difficulties that would not exist if we put more money into better technology. We have too few instructors in some areas, too many administrators campus-wide, and inadequate technology. Nothing's perfect, and overall where I am is a good place to work.

I feel as there is very little discipline regarding the athletes, and several have no regard for authority. They do not respect themselves or others.

As a part time employee I wish there was money in the budget for necessary equipment needed for job performance.
student evaluations should not be used for faculty evaluations

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #2

I would like to see more done to develop the morals and character of the students at this institution. We have FCA on Wednesday night and that's great, we also have the concert that was well attended by our student body and high schools around us. It's one of those things that a school can never do too much of... in my opinion!! I know not everyone sees things the way I see them but I think our institutions goal is for the students to be successful people after they leave here. I just think that integrity, morality, ethics, is a big part of being a successful person. Every employee should be held responsible for their opportunity or chance to make a difference at NMJC. There needs to be more accountability required of all employees.

NMJC is a great place to work and most people are very caring!

We have experienced cutbacks in most department with the exception of athletics which seems to grow constantly.

Personnel policy interpretation seems to vary from one division to another and seems to be applied differently within divisions based upon the friendships between the supervisor and employee. / / Some written policies related to students are not consistently followed and some "policies" are mandated by the administration which are not written or board-approved. This leaves those providing direct service to students at a loss of what to tell students without appearing to be a liar, or at best, ignorant and not competent.

It works on the buddy system and or the family system. If you offend one of th ebuddies or th e family, there are loss of productivity,, They will work against you instead of helping you regardless of the situation. I especially see this in the security or who gets aspank on the hand and who get fired. Depends on who you are. WE are so concerned with "policies" students, staff and community are not served. Admins are living high on the hog,, workers are barely living. Teh custodial supervisor a complete racist uncampasionate jerk. and I do not work in custodial. Sad the way he treats "his people".

Every semester Adjunct faculty is told how important they are in reaching the goals of the college and that the college could not survive without the expertise and willingness of the adjunct family. With this in mind, how hard would it be to extend some of the benefits for free courses to the adjunct faculty member, their spouse or child(ren)? These professionals may find it interesting to take courses such as conversational Spanish, photography or advanced computer courses to aid them in teaching others.

The staff and administration at New Mexico Junior College can be improved upon as in any job force. Too often I see wasted time; personal business being conducted on employer time, use of personal cell phones and ignoring those around them and loss of the sense that we are a customer obligated institution.

This is a great place to work.

Our culture is still working well. We are like a big family and for the most part, everyone knows or has seen everyone in the family. Our policies and practices, for me, has promoted a healthy, well working campus.

The mission of this institution is great and I strive to exceed what is set forth by the Administrators. However, lack of accessibility to supervisor, other staff, low department morale and lack of TRUE teamwork honestly have created a hostile work environment that ultimately affects many things. My health, the instructors effectiveness, not to mention the most important goal ... Retention and customer satisfaction (STUDENTS!) The faculty have too much power on how things are done.

the institution provides a positive environment to work

The employee discipline policy is not tough enough. Faculty evaluation process is not effective, too complicated, and not truly reflective of the job going on in the classroom.

Policy impacting faculty made by small number of administrators in a 'click'. / / Rules/policy changes are made without faculty in-put. Frequently it shifts to suit the administration - not necessarily the best interests of the students/faculty/staff. / / General unawareness of good administration policy exists at top levels. No serious attempt to develop administrators skills - especially by outside sources. / / Extra salery increases in the past, and promotions, go to those with friends in key positions. / / It is not unusual for administrators to say 'what sound good' but no serious attempt may be made to keep their word. / / Lack of in-put, very poor communication, combined with above problems, have created a negative attitude among many employees - though fear of loosing job keeps many from saying anything. / / Denial and/or lack of awareness by top administrators prevents improvement.

We have not had good leadership for at least the last 18 monts. Our administration seem to manage my crisis and change what they want often. Feel that some of the policies do not treat employee the same.

The faculty need to have input in the scheduling of classes - even if it is recommending a schedule that is subject to approval or change.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #2

In general the campus culture is a very pleasant collegially oriented community college setting. The policies are supportive of students and staff and if not there is an effort by administration to be open to collaborate with the faculty to change policies.
Good!

It would be great if the local schools, in particular the high schools, could adjust their curriculum to better prepare incoming freshmen for college.

Faculty need more input in planning

Current FEP ineffective for growth and improvement of instructor. Negative practice.

Need to hold full-time employees accountable for their positions including staff members!!! Overworking part-timers without benefits or temporary help as a full timer

The college is top heavy--too many people in administration. A college this size doesn't need all these people in administration (assistants, etc). /
/ Also, the college has become too sports oriented. A lot of resources are devoted to them. We should be serving the people of Lea County.

A photo directory would be most beneficial to get names with faces. / A better indoctrination as to the lines of communication re student/faculty/adminstration would be helpful e.g. how to better help the students and fellow employees to advance the institution.

1. Faculty continue to want to teach overloads because of our situation with funding and lack of raises. The recent limit placed on faculty (2 overloads) may be necessary due to state issues, but otherwise should be allowed to teach 3 if desired. It has been a long while since we have had raises. / 2. The recent policies of a committee of deans and administrators making the decision of when classes and when they are offered has been a frustration for many faculty and department chairs who have to implement the policies. Is it working? If not, give faculty more power in their own areas, again. From the people I know, faculty were making the decisions based on student need--not just their own preferences for schedules. / 3. Continue to leave time to work in offices during Inservices if at all possible. / 4. Department Chairs are working longer hours and have more responsibilities (assessment, filling schedule that is set already, etc.) for little compensation. They do it, though, because they are all dedicated and care about the students, faculty, administration, and NMJC.

NMJC is a great place to work overall.

Please do not expand the athletics department. They are a drain on the resources of this college.

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
New Mexico Junior College - Spring 2012 Respondents - Open-ended item #2

As far as my involvement on the campus of the New Mexico Junior College goes, I am extremely happy and content with my job. My job requirements are clearly outlined and explained to me, and training is given as new situations arise. I am pleased with the faculty and staff that I interact with on a regular basis. Many students do not seem to understand why we have some of the rules we do, particularly about cell phones and food/drink, but they are able to adapt to the rules with little to no fuss.

While on campus I was satisfied with culture and policies.

NMJC is too top heavy with lots of micromanagement by the top administrators.

The policy about taking Family Leave is not really favorable to employees, as much as it is to the institution. Academically, NMJC has a culture that gives the impression of a "glorified" high school. I have been told by students who came here from other areas of the U.S. that the academic standards of NMJC are below those they experienced in their high school.

need more voice in decision making sometimes. / need to help students more rather than just send them home for some mistakes / Policies geared to students
Please refer to the comment section on the earlier page. Since I have no budget, I must provide materials for my students out of my own pocket each semester.

I think it's wrong for certain departments to get extra incentive for not calling in to work.

I appreciate all the improvements being done

NMJC is really a world unto itself. Some have referred to it as an "oasis" in Hobbs.

Happy to Be here

Please provide any additional feedback about this institution's goals.

I believe we should focus more on retaining then just enrolling. We have far too many students who are doing very poorly in their classes and never graduate. I have participated in instrusvie mentoring, but my efforts and meetings with students have not improved their performance so perhaps we could look into other options.

Because of State funding, the goals of the College must change to place more importance on student completion, graduation, and or getting a certificate.

None

I appreciate Dr. McCleery's and the Board's vision for NMJC. I like Dr. McCleery's ability to think outside the box.

The goals of the institution are collaboratively reached through strong leadership, community involvement, faculty, and staff. They are in direct correlation with the mission statement.

The general goal is to retain and educate our students, but specific goals are cloudy. We seem to go overboard in reaction to the whims of local industries rather than enlisting those industries' investments in our facilities in order to provide for their immediate needs. We seem to be giving away our resources with no lasting benefit to the college. / / We have invested heavily in baseball and rodeo facilities. Do those facilities actually improve our enrollment and retention of students who are motivated to get Associate and higher college degrees?

Goals are fine. It takes motivation to reach goals. Motivation is sorely lacking when employee moral is so low. Due to lack of maintenance and custodial staff, it would benefit this campus to consolidate off campus buildings into our campus. We have empty classrooms and they are already heated and cooled while they sit empty. Yet we continue to maintane off campus areas. The goal of expanding the campus with additional buildings is important. However, I feel it reflects poorly on us as an institution to have the older building looking so unkept and in desperate need of repair. It doesn't make sense to me that we build new building while we have classrooms with the celing tiles missing or falling down.

None

The goals of this institution has far exceeded anything I could have imagined since I came here in 1999

no comment

In our department the goals are of the highest standards.

Sometimes our goals don't consider the long term or best laid out plan for advancement in programs. / We jump into quick fixes that sometimes don't work out for the best in utilizing finances, talents, facilities / staff, or students. / Why do we bring in athletic students from far away or even out of the US when they don't care about SENM, / NMJC, or anything academic? We give them a scholarship, pay their way, and for what, they don't live here, they don't want to move here after graduation, and they don't have any family here, we give them a free ride / and then they go back to where they came from. We have hundreds of potential students within 500 miles of / Hobbs that have family that can attend programs and are paying taxes to support us, and not just here for a free ride.

I know that everyone here at NMJC will do what they can to accomplish each and every goal. I know that it is in the students and employees best interest that any goals are set and followed through in the first place.

I believe that New Mexico Junior College has a great combination with its connection to education and community.

got nothing to say.

The goals have been outlined and are shared with students and staff.

often inconsistent with policies

I think management has lofty goals for the institution. I would love to see the employees (faculty, administrators and staff) become involved or inspired to be a part of the process.

The goals are very specific and will keep us pressing for higher standards.

Orientation could be improved, as could student activities on campus.

I don't really know our goal is. Keep admins happy I guess.

The goals are well thought out and will improve the institution.

I think we have a great faculty and staff that do promote "success through learning". Building and Grounds has kept this campus clean and comfortable. We still need to push to "keep up with the times". Computers and technology are a vital part of our culture and our infrastructure is weak. Access to and the speed of our Internet is weak. Text book supplements are now online and soon, the text books themselves will be online. We shouldn't have the reputation that getting to the needed resources is a problem.

The goals are great on paper and I agree with them completely, however they are very difficult to implement in reality given the lack of communication cohesiveness in the department and campus wide.

There are some jobs the college could eliminate as you don't need two people doing the same job when it only takes one.

Mission and goals are clear and promoted in a positive manor.

-

Retention is a good goal but it needs to be recognized that some students just are not cut out for college. Faculty are being asked to spend more and more time 'babysitting' students who have already demonstrated they do not take college seriously. Instead of concentrating efforts on those who are already failing, effort need to be made to keep those students who are borderline passing and encourage them to do better. The institution's mission is concise, easily recognizable by faculty, students and the community. The goals then are easily transferable into the classroom, lab and clinical environment.
Good!

The goal of the college should be to attract new and existing students and encourage them to register each semester - and to stay registered and complete the semester. The college needs to partner with community organizations and the local school district to reinforce the idea that college should be a goal for all graduating seniors. I think the local culture does not place enough incentive for young people to get educated. Our enrollment should not be dependent on how easy it is for a high school senior to get employment in the job market.

When the layoffs took place, there were none in the athletic department. They seem to be exempt.

Great!

I worry that the push for retention of students to graduation to "get the state money" will lead some faculty to reduce their academic standards. To unofficially "dumb down" the curriculum in order to retain student numbers would be damaging to our institution and our society. I often have students tell me of courses they take at NMJC that are easier than their high school equivalent.

I support the college goal of "success through learning". I am disappointed that no progress has been made in pre-requisites for college level courses based on test scores. I talked to Dr. Gratton before he left and he said that he could get no traction on the issue because other senior administrators were against it. His exact words were "the faculty only want to teach smart students". // Proper placement of students based on their assessment scores will lead to more students passing college courses. This is a no brainer. But it would require the college to take a courageous step, restricting the open door policy of this institution. I have taken several of these surveys and I'm afraid I will get no traction on this issue either.

I feel that the institution's goals accurately reflect where I believe the institution needs to go.

Stronger national marketing for Training and Outreach Energy Technology program.

We need more involvement in job skills, especially in the Hispanic community. Without an ESL/Citizenship instructor, we are sadly lacking in that area.

The goals are where they need to be.

I recommend that NMJC work to ensure that all of their academic courses (as opposed to vocational) are at a standard that they will automatically matriculate into the academic programs at the state's four-year institutions. It is critical that all academic coursework taken by a student at NMJC is accepted for credit at any of the state's four-year institutions.

I think overall we're headed in the right direction.
please refer to the coment area on a previous page.

To get enrollment up

I really feel they're doing a great job

NMJC is achieving many new goals, we are fortunate to have a staff and faculty who are excited about the future.

good

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
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Please provide any additional feedback about the work environment at New Mexico Junior College.
New Mexico Junior College is a great place to work.
It is a great place to work and the best job I have ever held.
New Mexico Junior College is an excellent institution and is a great place to work
Although
I enjoy my working environment at the Training & Outreach Facility. I work with a group of people that are caring and dedicated employees of NMJC. We work together as a team which coming to work each day not feel like coming to a job.
It's a great place to work at.
I love a professional environment. I believe in the golden rule. For the most part, New Mexico Junior College has a professional environment.
People at NMJC do not communicate well, especially the heads of different departments. Rather than asking questions to the staff about what is needed to help improve their jobs and therefore the quality of their work, department heads decide what they need. Most of the time it is way off. If you don't know what I do in my job, how do you expect to help me out? Making me and my coworkers jump through hoops so department heads can say they've done the best job planning/safety/budget wise is ridiculous, impractical and not at all productive. Productive would be asking staff members what it is they do in their job, what they need to do it properly and effeciently and then actually following through. My biggest complaint about NMJC is the follow-through that does exist is often marred by misguided attempts by various higher ranking people trying to look good to Dr. McCleery and the board members. It's not very effective for those of us that are basically peons. Also, it's frustrating and pretty rude.
The work environment at NMJC is awesome. I have been here two years and everyone on the entire campus is so helpful and so kind. I can't imagine working anywhere else. We have the best President and Vice President of Finance in the world!!!!
None
I enjoy my work and am blessed with my department, co-workers, and supervisor. I think many departments, and especially faculty, only consider their own environment or division, and don't consider that the administrators have to deal with the "big picture". They aren't supportive of the "big picture". They are more concerned about if they'll get paid for an overload or not. I do believe many of our faculty are student oriented, but some are not. That is a huge issue for me. / Also, although Dr. McCleery mentions customer service in each in-service, I don't think it is can be absorbed well. It's hard to train a grouch to be positive and friendly. Even though you are stuck with the employees that have been here for 20 years, I think it is imperative to look for those qualities when hiring new employees. I've actually had students tell me that they dread going to the Student Center or to the Administration Building because of the employees' attitudes. That makes me cringe!
Best work environment I have ever been a part of! Great leaders, faculty, and staff.
Currently I am being paid 25% below the regional average for my position. I have been at NMJC for over 5 years with no increase in salary, yet major increase in work load. The only reason I have stayed at NMJC is that I enjoy my job. Although soon, I believe it will be time to move on as my expenses are outweighing my enjoyment for the job.
I feel my Director has communication problems and lacks knowledge in some parts of her duties. I know we are not perfect but I try to do my best to satisfy my director. Uncalled for outburst of name calling and hurtful remarks happen on what seems like a weekly bases. I feel a little uncomfortable coming to work at times.
Stressful to say the least. Much of the organization is operating in a culture of fear and competition rather than confidence and collaboration. Sad. There have been several comments about all the extra workers at the Museum and Del Norte, and the choice of supervisors for those facilities. If we need to be conservative on our budget, then there are those that question this.
The work environment at NMJC for the most part is good. I just wish that those who are making decisions and policies would involve the people having to enforce those policies a little more. Students needs and convenience are important, but employees abilities to do their jobs comfortably is also important. Employees needs are always placed last in consideration.
The work enviroment here in my department does not promote team work. There is too much politics and favoritism and this effects the learning enviroment for the students. I feel like my supervisors do not appreciate the work I do or care to hear my suggestions or concerns.
As a whole the institution is a great place to work and provide an education for the students.
There has been a great deal of problems in the distance learning department all stemming from the Dean of the department (Training and Outreach). These problems have caused a great deal of tension between his department and other faculty and deans on campus.

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I believe that the depts. should share information with each other better.

no comment

A more professional supervisor is need in my area.

Work here is very good with great backing from the admin.

I love working for New Mexico Junior College. You get to meet so many people here whether they work here or not. I enjoy getting to know each and every person that works for NMJC. Everyone here is friendly and are always open to help in any way they can. and if not, they will look into finding out an answer for you. I am glad I have the opportunity to work here on campus with all the wonderful people.

The communication in my department is lacking.

Many individuals cannot say that they enjoy going to work each week. But, at New Mexico Junior College, I, along with many of my colleagues have stated we truly are happy to work at this educational institution of higher learning.

It's pretty darn good.

The current administration is the best it has been since I first arrived. The Board does a great job and are concerned about Faculty, Staff and Students.

Great place to work, the personal for the most part are friendly and a good working environment.

faculty need a permanent salary increase

Great work environment!!

I love working at NMJC. I just wish everyone was held to the same high standard needed to make our college stand out. We used to, but not so much anymore. ACCOUNTABILITY!
I am happy to be here!

NMJC has great people and a wonderful atmosphere. Many of problems are at the state and federal levels. Everyone seems to think that they know more about education than an educator, but they are not willing to accept a lower standard of living to be one. // Education is about the joy of watching students learn, as well as having discussions and writing over what they have learned. Knowledge is useless if it is not applied. Knowledge itself is not about many of things that government seems to believe. Written assessments do not tell the whole the whole story, but the use of those assessments certainly has opened up some jobs for statisticians and number crunchers.

among the people that know what work is it's great,, we work for students,, then there are theone who speak great swelling words to those in authority for gain.

It's a wonderful place to work at!

I enjoy the clean, pleasant and friendly work environment. I makes it comfortable to put in the time necessary to prepare for classes.

No leadership from supervisor.

Everyone is freindly and works as a team for the success of the institution.

The work environment for me has been very, very good. I have not felt that there is anyone that I could not work with on this campus. I am concerned with the trend that salaries have stayed flat while benefits and living costs have really increased. I really appreciate the bonuses that have l've received, but long term, I feel like l'm slipping backwards.

As stated above, currently I would have to categorize it as 'hostile' for the most part. I am expected to be a 'team player' but am constantly reprimanded for my work ethic, enthusiasm and desire to assist students in their challenges to negotiate paperwork, procedures, etc. having to do with enrollment, financial aid, bookstore, website, etc.

Some departments are super busy where others are not.

The college needs to take care of the employees wages and not make them feel like just a tool to get the job done. If your friends or related (which alot of them are) to someone in a higher position your treated better than most. The housekeeping staff are treated like your just a janitor that is here to clean up after me. They are not involved in anything that has to do with planning or decision making. No function is planned with them in mind. They work the evening shift from 3 to 11 and are basicly not seen or heard nor does anyone care. They are all way below poverty level in wages, mostly overworked because of personnell shortages with more work than can be done in a eight hour shift. No help No pay = below low moral.

Co-employee relations are positive and offer support to new faculty

There's too many complicated projects like assessment, and the FEP that could be streamlined so that they are not so daughting and taking way too much time that could be better used. Not saying they are not necessary, just too complex and therefore maybe not as effective as they could be. / We could use more fulltime faculty in some areas. Our faculty almost always have at least 2 overloads every semester.

I feel that there are many employees that take advantage of the college and only do the minimum of their job duties. There are many supervisors that can not supervise but are not reprimanded. Certain departments don't follow policys which is unfair to those of us that do.

See above comments

The work evnironment has been stressful for awhile. We have had cutbacks in personnel and more duties have been given to us. We have less input into what affects us and our opinion is not valued.

This may not be politically correct but so be it. This institution puts a lot of effort towards satisfying maintenance and support staff. Custodians get bonuses just for showing up to work. When we did get pay raises, those in the lowest pay scales received larger percentages to 'help them reach midpoint sooner'. l'm not saying the college should not take care of its employees but it should take care of ALL of them. Yes, maintenance and support staff earn less than faculty and professional staff but they are paid fairly according to their abilities and the work they do. This is especially annoying when faculty are being told they can't teach extra classes in order to earn more.

My immediate work environment could be better as my supervisor (director of the department) is not well respected by the team. And frankly there are times this is not warrented (old grudges) and times that it is. She can be controlling and condesending. It makes for a fair amount of ongoing tension among the faculty. If I were to leave NMJC it would be because of this factor.

It is good.

I stay so busy that I do not get out around campus very often to visit with others about their work environment.

The work environment appears to be very good.

It is a positive work environment.

For the past five years, leadership has been using a micromanagement style. Information gathered in Section 3 concerning faculty/staff involvement in decision-making could be misleading. "How much involmnet" versus "How much voice" are two different things. For example: faculty/ staff serve on various committees as voting members; however, administrators DRIVE the decision-making process EVEN if they are non-voting members. Faculty are NOT afforded opportunities like administrators to attend conferences for personal development. This prevents effective faculty input on committees. / / Additionally, in-service week has too many marathon meetings. Once again, this entails HOURS of seat time that information is flowing strictly from administration down to faculty. l'm not a raving fan of micromanagement. Where are the "warm fuzzies"? /

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I already turned in the survey, but it would not let me go back to fill in this comment. / My work environment is hostile at times. We have an employee in our department that is disgruntled and sometimes downright threatening. Our Director sometimes tries to defuse the situation, but usually this makes it worse. It seems as though this campus doesn't want to handle this situation. / / The communication in our department is non-existent with this individual and it affects the overall competence of our department.

I would like to see younger security guards here on campus. I don't feel real safe when the people who are security limp, and can't hear. I think that that should be more for the younger generations and have better field knowledge. I don't think they should be allowed to play pool when on the job either. I think that we should have better rules for people/students who might be harassed by other people they know. For example, A few years ago I had a student with a boyfriend who followed her into the class and harassed her. When I looked into it I was told that the security guards could not make this person leave campus. That that boyfriend could even be in the classroom as long as he is not hurting her he could sit by her and there is nothing we as a college can do about it. That is very disturbing to me.

Excellent!

Good people, good leadership and support, freedom to do our jobs for the most part.

Very pleasant and positive

Morale appears to be going down for the past few years. It is important for the institution to address this.

I feel that too many people take their job for granted. Lots of times I see some areas need better supervision.

I am extremely satisfied with my job, the work I do, and who I get the opportunity to work with.
My supervisor made us do a workshop that seems inappropriate to me. Other employees on campus didn't have to participate in this workshop. It seemed uncomfortable and discriminating that we were made to do this.

Excellent work environment.

Some of the paperwork required by the state of the students I understand, but some of the paper work, I have been informed by the students is personal and they refuse to fill it out. They comment that it adds stress to a class that is supposed to remove daily stress.

There is a lot of backstabbing.

I think we have a good work environment overall, maybe more informed about some things.

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My whole department (full-time and adjunct, day and evening) is forced to share one classroom and it's computer and other equipment. Each adjunct office (which are extremely small) must be shared with two other teachers. The carpeting in this area is very old and dirty, and we have asked many times for it to be cleaned or replaced. I have asked many times for the file cabinet to be fixed, and it has never been fixed. It is unusable because of this. Some teachers have brought in their own rugs to cover carpet stains, and fans for better air circulation.

For the most part everybody from president to custodial treat you the same

It is An excellent work environment

NMJC provides an excellent work environment. I feel like my work is appreciated and makes a difference

good