

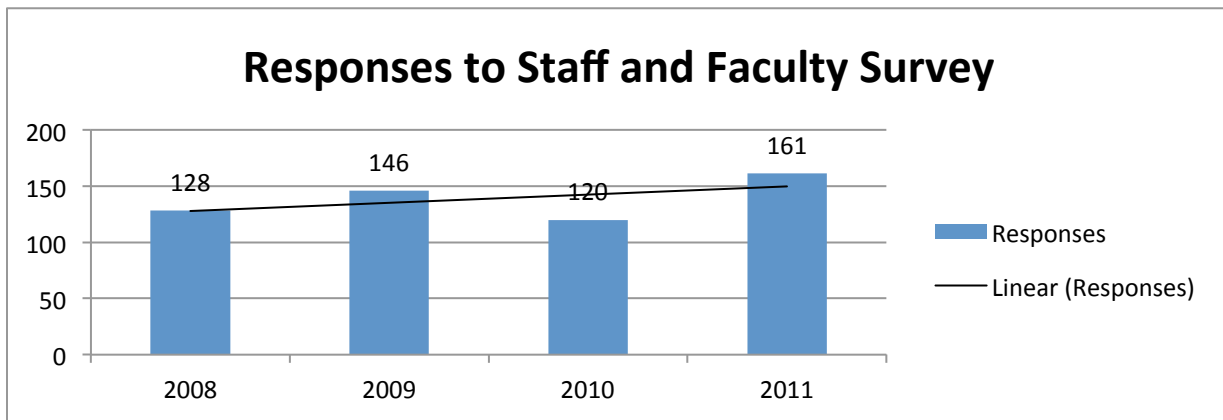
Northern NM College
2011 Staff and Faculty Survey

Summary of Results

Draft I

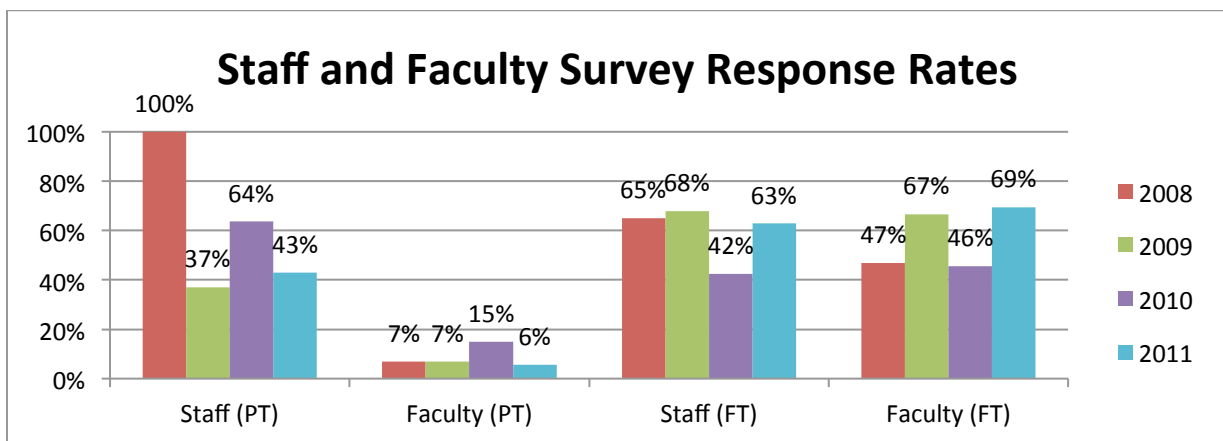
NNMC conducted an annual Staff and Faculty Survey electronically, using SurveyMonkey™. Links to the survey were broadcasted by email to all Staff and Faculty (Full-time and Part-time) on the NNMC email distribution list. The survey was available between April 1 and April 30. Due to budget constraints, reminders and notices were only posted electronically. Hardcopies were not distributed as in previous years. Interestingly enough, we had a similar number of responses as previous years.

Figure 1



In terms of response rates (based on the HR IPEDS Report), the response rate has remained consistent. Full-time staff and faculty average around 60% response rate. The poorest response rates were in 2010, averaging 44% for full-time staff and faculty. Part-time staff average about 50% response rate and part-time faculty have an average response rate of 9%.

Figure 2



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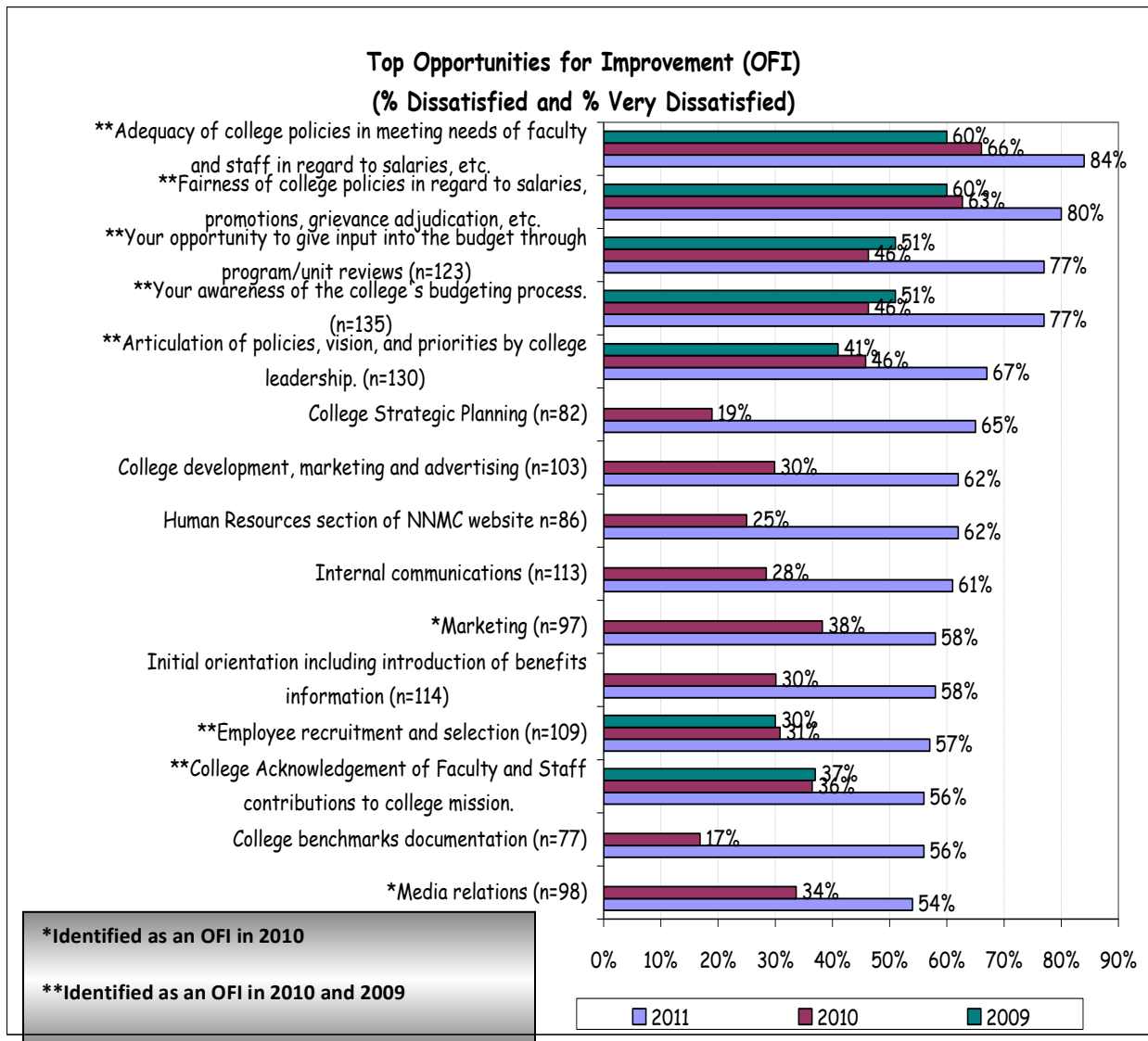
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After all surveys were collected and compiled, two pareto charts were prepared. Figure 3 demonstrates Opportunities for Improvement and Figure 4 demonstrate Strengths.

Opportunities for improvement are defined as the total % of dissatisfied and very dissatisfied. Strengths are defined as the total % of satisfied and very satisfied.

Figure 3



It is important to note that the first five items in figure 3 have been identified as the top opportunities for improvement for three years and the percent of dissatisfaction has increased by about 20% for all five. Similarly, dissatisfaction with "Employee Recruitment and Selection"

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and “College Acknowledgement of Faculty and Staff Contributions to the College Mission” has been consistently on top and is increasing as well. New items that were identified for the first time this year are in the area of Planning, Development, Human Resources and Internal Communication. Large increases of *dissatisfaction* (30% or higher increase) from 2010 to 2011 include the following areas (see Table 1):

Table 1

Area	2010 (% dissatisfied and very dissatisfied)	2011 (% dissatisfied and very dissatisfied)	% increase of dissatisfied and very dissatisfied
College Strategic Planning	19%	65%	46%
College benchmarks documentation	17%	56%	39%
Human resources section of NNMC	25%	62%	37%
Internal communications	28%	61%	33%
College development, marketing and advertising	30%	62%	32%
Your awareness of the college’s budgeting process	46%	77%	31%
Your opportunity to give input into the budget through program reviews	46%	77%	31%
College’s acknowledgement of faculty and staff contributions to college mission	26%	56%	30%

Figure 4 demonstrates the strengths of the college identified by staff and faculty (% satisfied and % very dissatisfied). Areas with a high level of satisfaction include our Facilities and Maintenance services, information services, the business office, and scheduling. In particular,

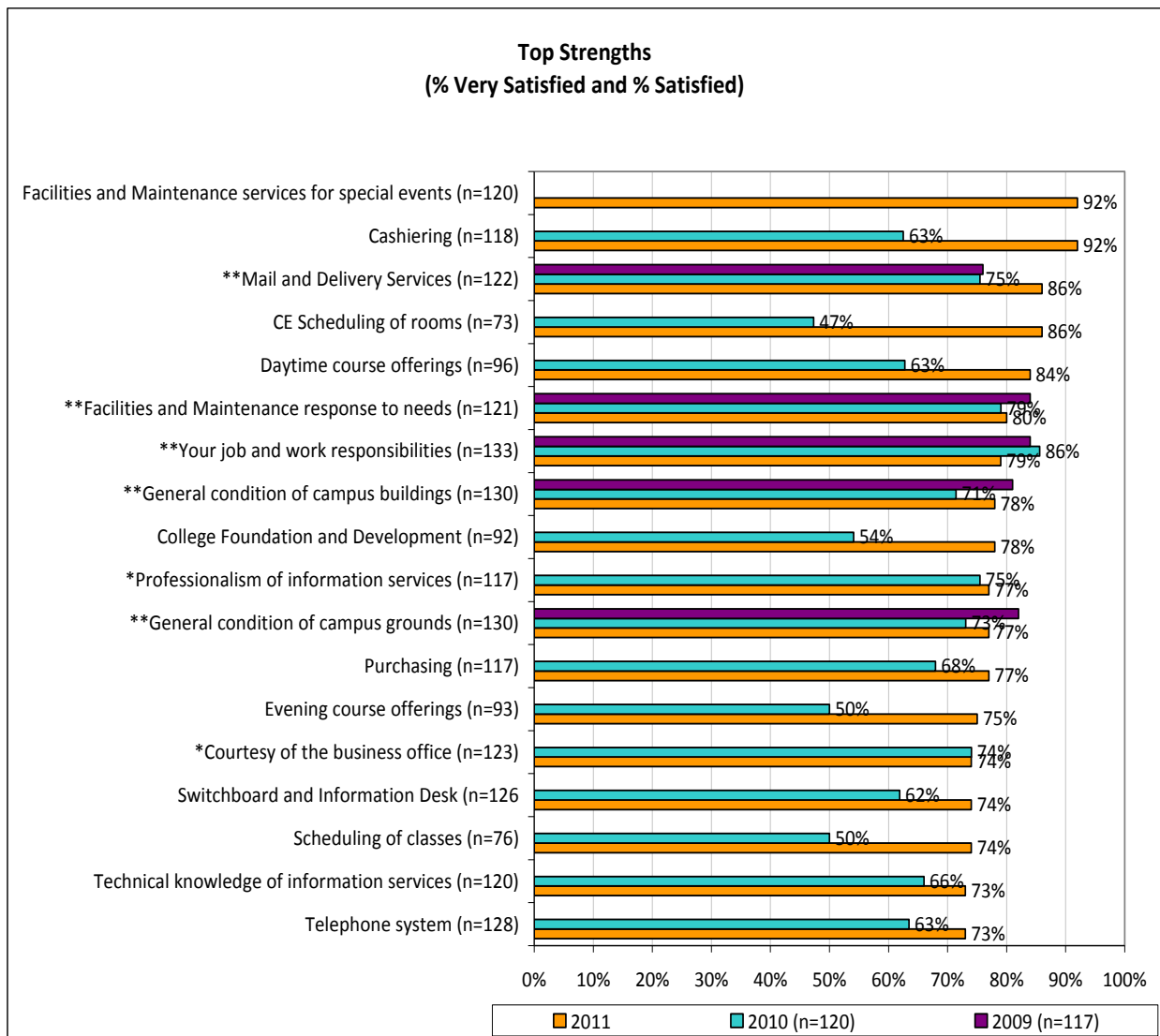
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Mail and Delivery services, Facilities and Maintenance response to needs, Job and work responsibilities and General condition of campus buildings and grounds were all identified as strengths for the past three years.

Figure 4



Of these, the only strength that is improving is, Mail and Delivery services, which has increased by about 11% from 2009 and 2010 to 2011. General condition of campus grounds has increased since 2010 (71% to 78%) but is still has a lower % satisfied/very satisfied than in 2009 (84%). Large areas of improvement (over 20% increase) from 2010 include the following areas:

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Table 2

Area	2010 (% satisfied and very satisfied)	2011 (% satisfied and very satisfied)	% increase of satisfied and very satisfied
CE Scheduling of rooms	47%	86%	39%
Cashiering	63%	92%	29%
Evening course offerings	50%	75%	25%
College Foundation & Development	54%	78%	24%
Scheduling of classes	50%	74%	24%
Daytime course offerings	63%	84%	21%

Northern New Mexico College operates by the following Guiding Principles are:

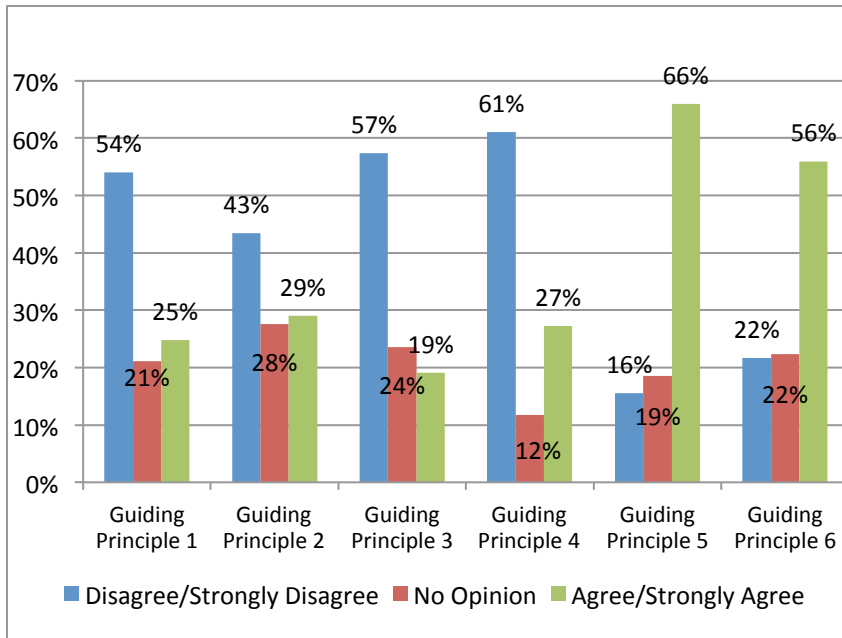
1. Each member of Northern’s community acts ethically and with integrity.
2. Northern is sensitive to community needs and responds in ways that include community input
3. Using the Academic Quality Improvement Process Northern’s community engages in collaborative decision making
4. Northern seeks and values the contributions of students, faculty and staff.
5. Northern provides relevant, quality and affordable education to make students competitive and productive
6. Northern is a catalyst for educational, social and economic transformation.

In addition, NNMC asks its employees their level of agreement with NNMC’s adherence to these Guiding principles (Figure 5). The majority of staff and faculty indicated that they “Disagree” and “Strongly Disagree” with Northern’s adherence to Guiding Principles 1 thru 4 (with number 4 coming in the highest (61%) followed closely by numbers 3 and 1 (54% and 57%, respectively). An average of about 20% of staff and faculty indicated that they had “No Opinion” with regard to the Guiding Principles. Almost 30% had “No Opinion” to Guiding Principle number 2 while only 12% had “No Opinion” regarding Guiding Principle number 4.

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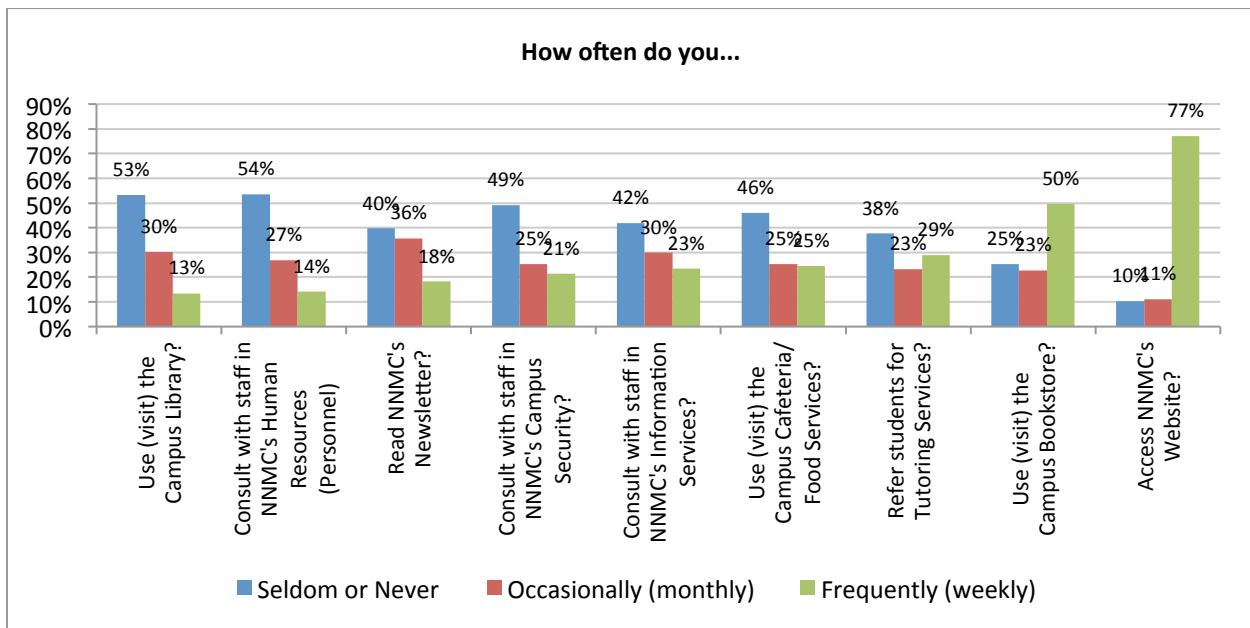
Figure 5



Finally, Figure 5, demonstrates how staff and faculty “Agree” and “Strongly Agree” with Northern’s adherence to Guiding Principles 5 and 6 (66% and 56%, respectively). So in conclusion this implies that over 50% of staff and faculty do not agree with Northern’s adherence to those Guiding Principles regarding Northern’s sensitivity and collaboration when conducting business but employees do agree with Northern’s commitment to students and the community.

The staff and faculty survey also asks about the frequency by which employees use the facilities and services that Northern provides. The results are in Figure 6. The most frequently used service or facilities were use of the (visit) the Campus Bookstore (50%) and access to NNMC's Website (77%). This was an increase from the same top two from last year of 40% and 68%, respectively.

Figure 6



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The least used service or facilities this year were use of (visit) the Campus Library (53%) and consultation with staff in NNMC's Human Resources (Personnel) Department (54%). These too were the least used services in 2010 (visit) the Campus Library (47%) and consultation with staff in NNMC's Human Resources (Personnel) Department (66%).