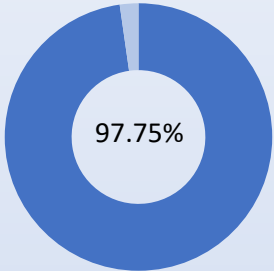


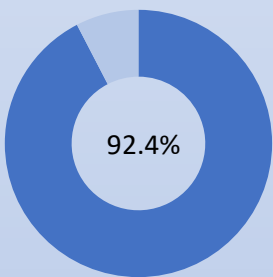
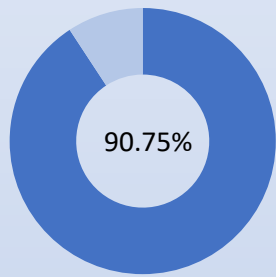
2021 Employee Satisfaction Survey

Headlines



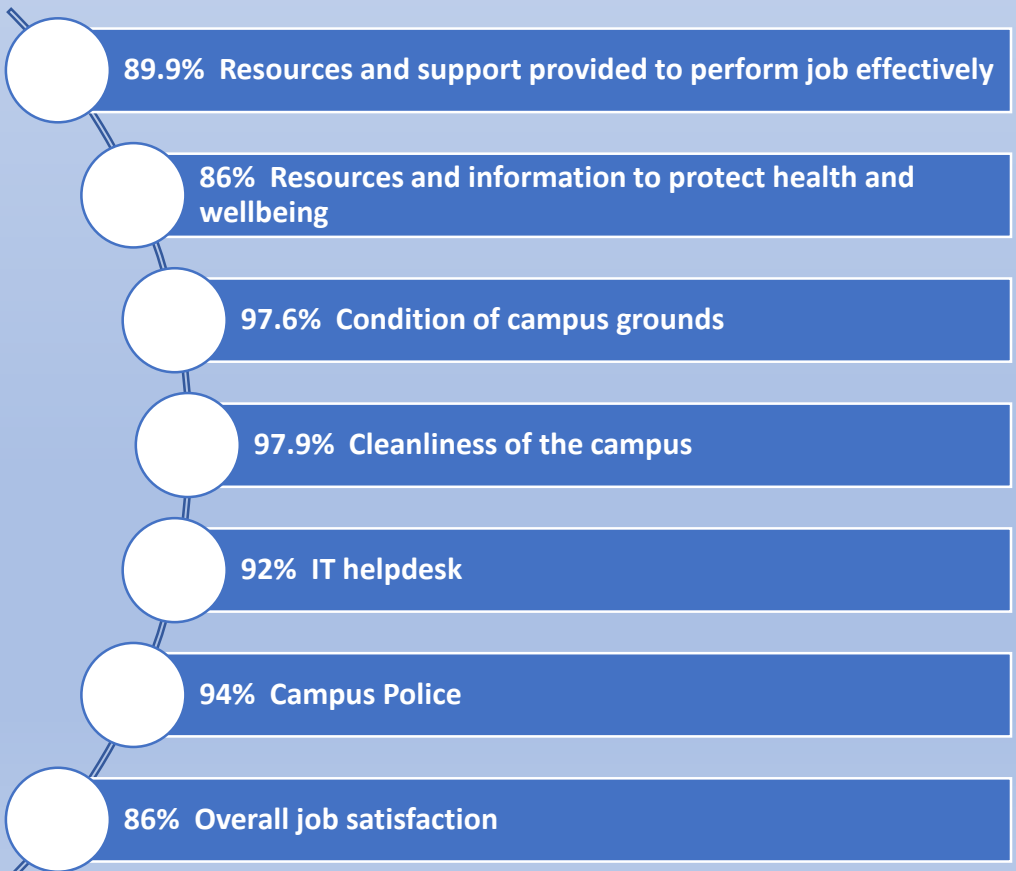
Almost 98% strongly agreed or agreed that the College places a high priority on student success.

Nearly 91% strongly agreed or agreed that College leadership shares timely and relevant communication with the campus community.



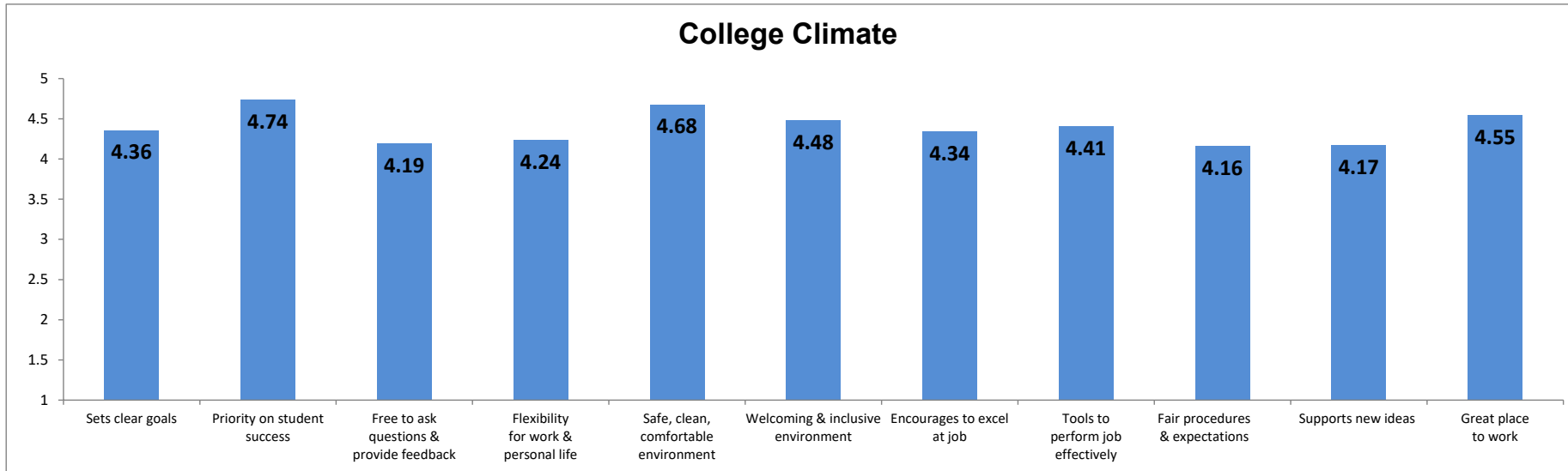
92% strongly agreed or agreed that the College made effective and responsible decisions in its response to the pandemic.

Employees were satisfied or very satisfied with:

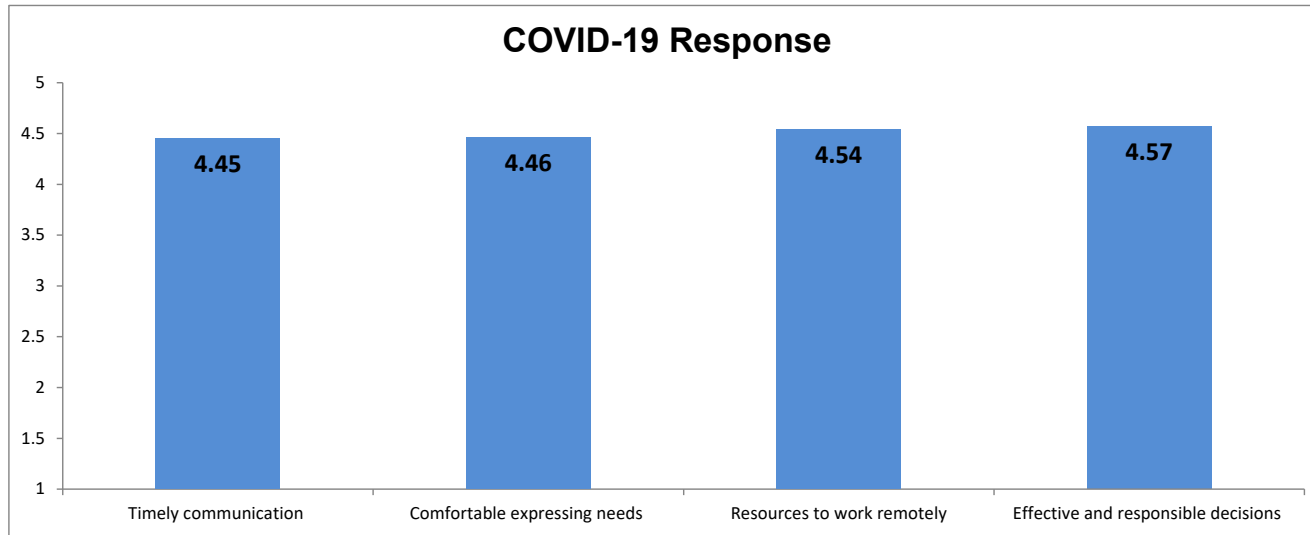


92.9% strongly agreed or agreed
Carroll Community College is a great place to work.

Carroll Community College
2021 Employee Satisfaction Survey

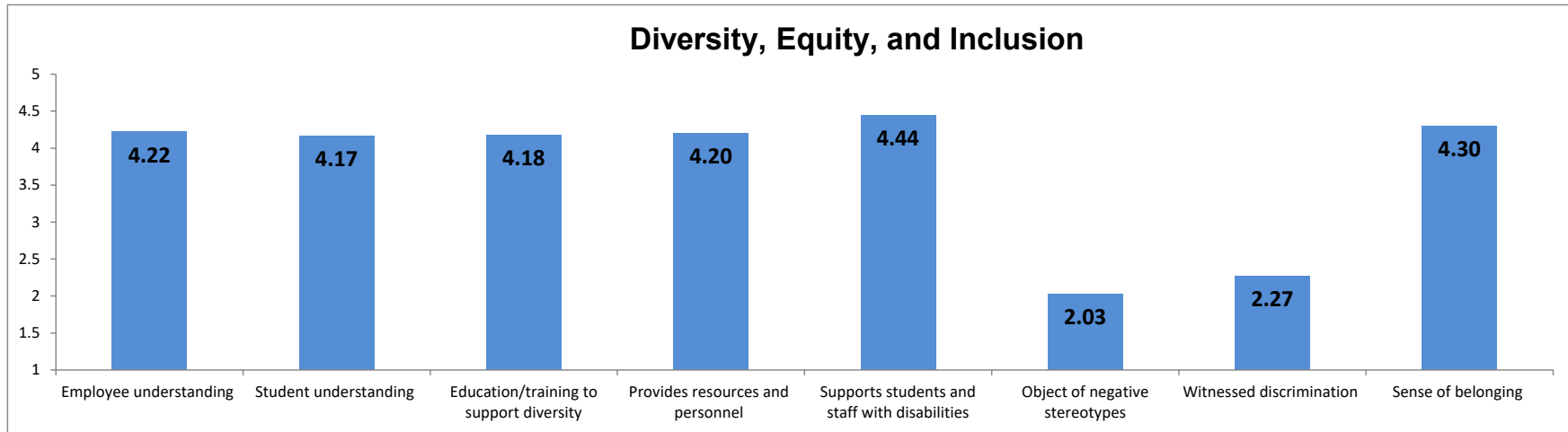


Carroll Community College...	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		No Basis to Judge		Total	Average		
sets clear and achievable goals.	42.95%	134	50.32%	157	4.81%	15	1.28%	4	0.00%	0	0.64%	2	312	4.36		
places a high priority on student success.	75.96%	237	21.79%	68	0.96%	3	0.32%	1	0.32%	1	0.64%	2	312	4.74		
supports the freedom to ask questions and provide feedback.	42.44%	132	40.51%	126	9.32%	29	4.50%	14	1.93%	6	1.29%	4	311	4.19		
has policies and practices that give me the flexibility to manage my work and personal life.	44.87%	140	40.71%	127	7.05%	22	4.81%	15	1.60%	5	0.96%	3	312	4.24		
provides a safe, clean, and comfortable work and learning environment.	69.65%	218	28.43%	89	0.96%	3	0.32%	1	0.00%	0	0.64%	2	313	4.68		
fosters a welcoming and inclusive working and learning environment.	58.47%	183	34.19%	107	4.79%	15	1.28%	4	0.96%	3	0.32%	1	313	4.48		
encourages me to excel at my job.	50.80%	158	37.30%	116	7.72%	24	1.93%	6	1.93%	6	0.32%	1	311	4.34		
provides the tools I need to perform my job effectively.	51.44%	161	40.89%	128	5.11%	16	1.60%	5	0.64%	2	0.32%	1	313	4.41		
sets fair procedures for and expectations of employees.	42.31%	132	39.10%	122	11.22%	35	4.81%	15	1.92%	6	0.64%	2	312	4.16		
supports new ideas and creative problem-solving.	39.42%	123	44.55%	139	9.29%	29	4.81%	15	1.28%	4	0.64%	2	312	4.17		
is a great place to work.	61.61%	191	31.29%	97	5.48%	17	0.97%	3	0.00%	0	0.65%	2	310	4.55		
													Answered	313	Skipped	0

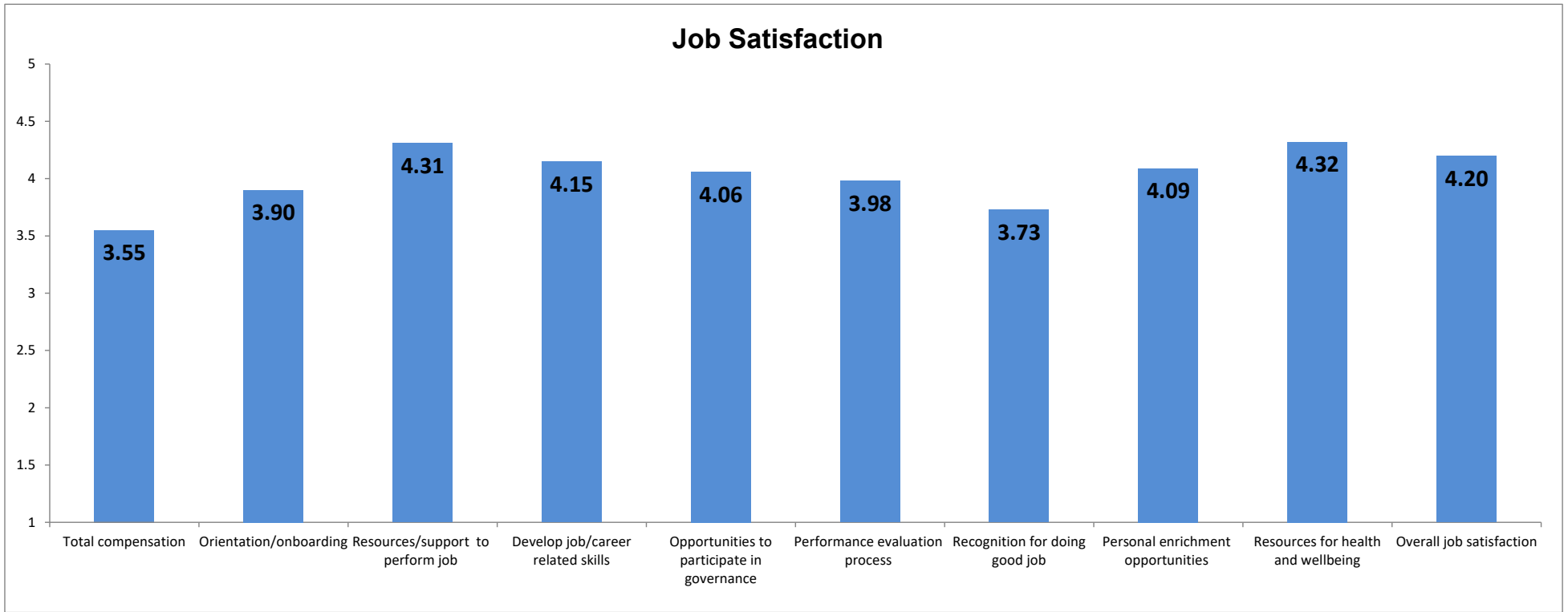


	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		No Basis to Judge		Total	Average		
I received timely and appropriate communication regarding College decisions and operational changes relating to COVID-19.	58.09%	176	32.01%	97	5.28%	16	2.64%	8	0.99%	3	0.99%	3	303	4.45		
I have felt comfortable telling my supervisor and/or College leadership about my needs in performing my job during COVID-19.	57.95%	175	28.15%	85	8.61%	26	1.99%	6	0.33%	1	2.98%	9	302	4.46		
I was provided adequate resources to successfully conduct my job responsibilities remotely.	61.39%	186	30.03%	91	3.96%	12	1.32%	4	0.66%	2	2.64%	8	303	4.54		
The college is making effective and responsible decisions in its response to the Pandemic.	66.23%	200	26.16%	79	5.63%	17	1.99%	6	0.00%	0	0.00%	0	302	4.57		
													Answered	303	Skipped	10

Carroll Community College
2021 Employee Satisfaction Survey

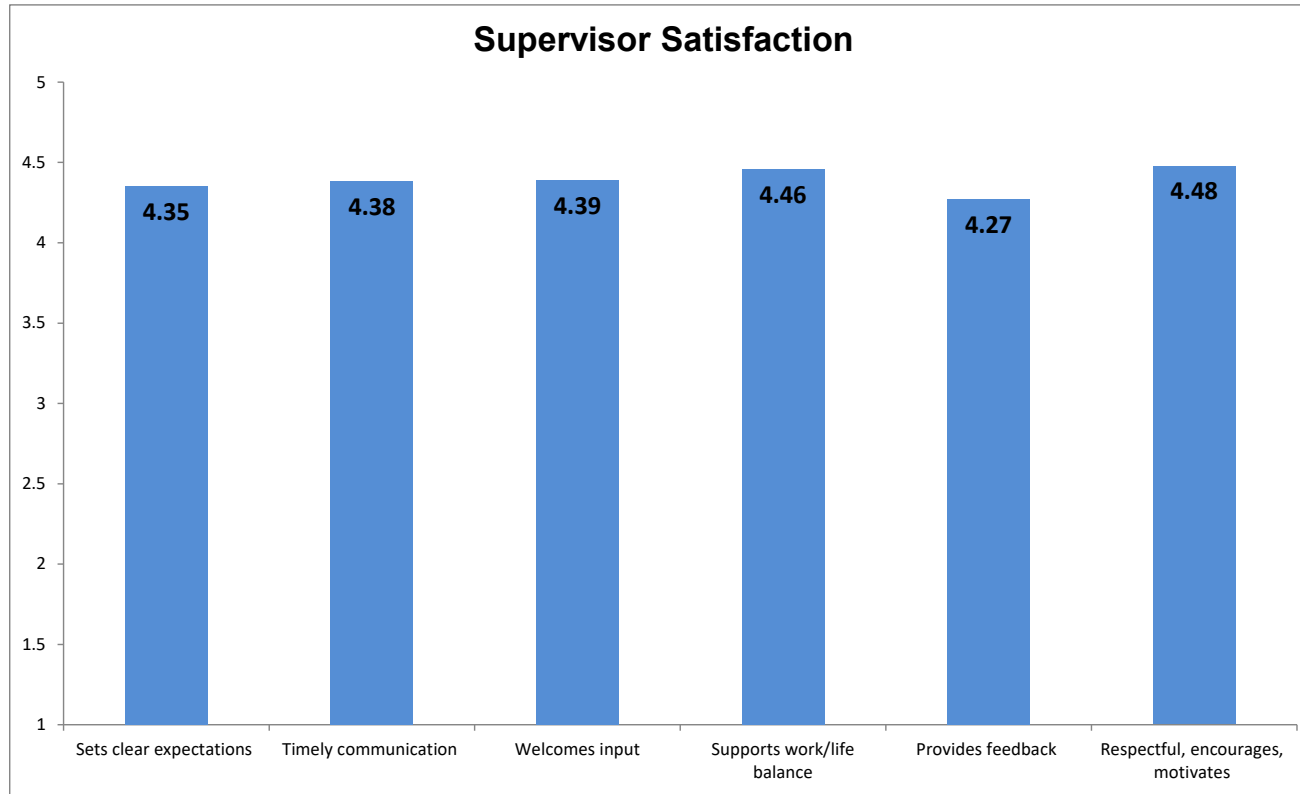


	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge	Total	Average
Carroll contributes toward my understanding of and ability to work with diverse populations (people from different economic, social, and racial or ethnic backgrounds).	39.87% 120	44.19% 133	11.96% 36	1.66% 5	1.00% 3	1.33% 4	301	4.22
The College contributes toward students' understanding of and ability to work with diverse populations (people from different economic, social, and racial or ethnic backgrounds).	32.23% 97	43.52% 131	9.97% 30	1.66% 5	1.33% 4	11.30% 34	301	4.17
Carroll provides sufficient education and training to support its commitment to diversity.	39.20% 118	42.86% 129	10.96% 33	3.32% 10	1.33% 4	2.33% 7	301	4.18
The College provides the resources and personnel necessary to support its commitment to diversity and inclusion.	39.53% 119	39.87% 120	12.62% 38	1.99% 6	1.33% 4	4.65% 14	301	4.20
Carroll supports students and staff with disabilities.	45.85% 138	35.55% 107	4.65% 14	1.00% 3	0.33% 1	12.62% 38	301	4.44
I've been the object of negative stereotypes at work or on campus, either in person or virtually.	5.98% 18	7.64% 23	10.30% 31	18.27% 55	40.86% 123	16.94% 51	301	2.03
I have witnessed others experience prejudice or discrimination at work or on campus, either in person or virtually.	6.33% 19	12.33% 37	10.33% 31	21.67% 65	32.00% 96	17.33% 52	300	2.27
I feel a sense of belonging at Carroll.	46.84% 141	38.54% 116	11.63% 35	1.99% 6	0.33% 1	0.66% 2	301	4.30
							Answered 301	Skipped 12

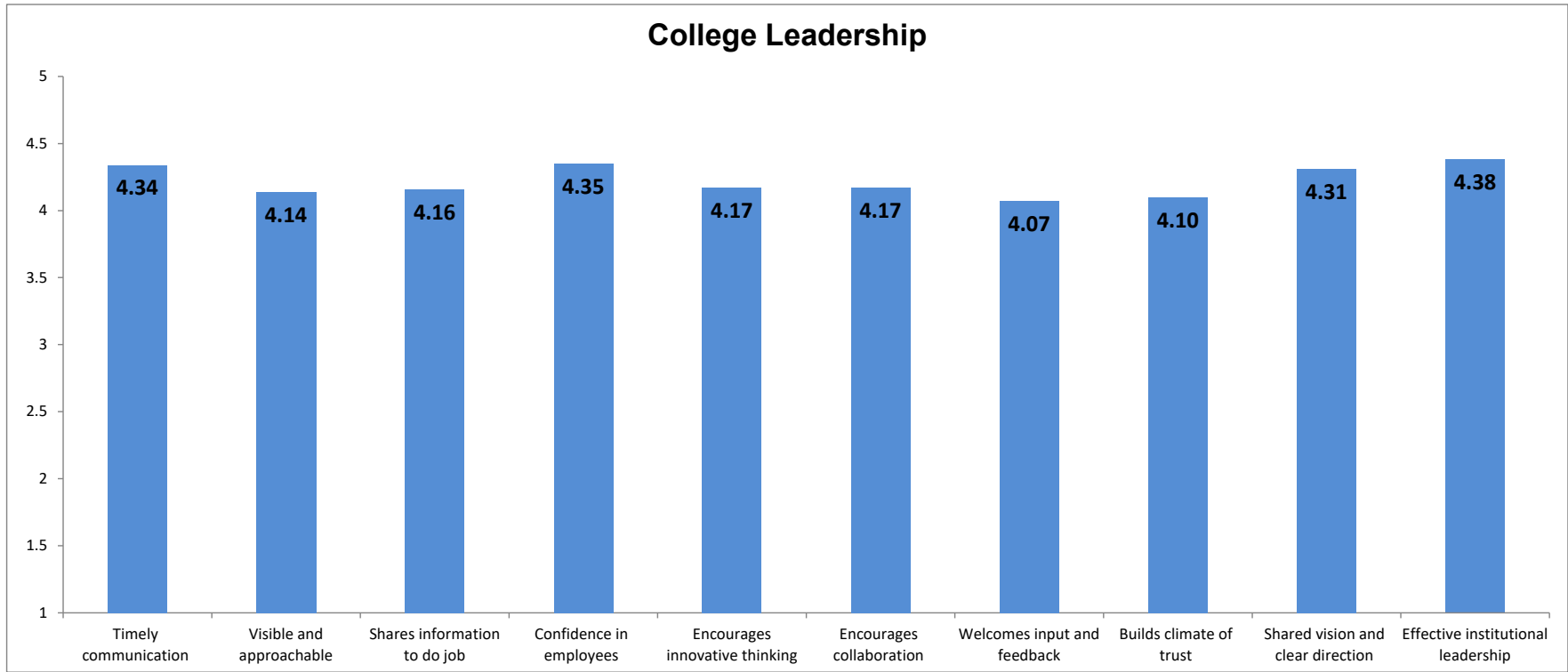


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Basis to Judge	Total	Average
Total compensation (Salary, leave package, and healthcare benefits)	13.51% 40	47.97% 142	19.26% 57	13.18% 39	4.05% 12	2.03% 6	296	3.55
Employee orientation/onboarding	22.90% 68	37.37% 111	15.82% 47	5.72% 17	1.35% 4	16.84% 50	297	3.90
Resources and support provided for me to perform my job effectively	43.10% 128	46.80% 139	7.74% 23	2.02% 6	0.00% 0	0.34% 1	297	4.31
Opportunities to learn and develop my job/career related skills	38.18% 113	43.92% 130	11.82% 35	3.38% 10	1.69% 5	1.01% 3	296	4.15
Opportunities and avenues available to participate in college governance	29.53% 88	40.60% 121	16.11% 48	2.01% 6	1.34% 4	10.40% 31	298	4.06
Performance evaluation process provides necessary feedback to understand my work effectiveness and how to improve	32.43% 96	40.20% 119	14.53% 43	5.41% 16	3.04% 9	4.39% 13	296	3.98
Recognition and rewards for doing a good job	24.58% 73	35.02% 104	23.57% 70	8.42% 25	3.37% 10	5.05% 15	297	3.73
Personal enrichment opportunities through college-sponsored learning and cultural experiences	31.65% 94	43.43% 129	16.84% 50	1.01% 3	1.35% 4	5.72% 17	297	4.09
Resources and information provided to protect my health and wellbeing	44.11% 131	42.09% 125	10.10% 30	0.34% 1	0.67% 2	2.69% 8	297	4.32
Overall job satisfaction	35.81% 106	50.34% 149	10.47% 31	2.03% 6	0.34% 1	1.01% 3	296	4.20
							Answered 298	Skipped 15

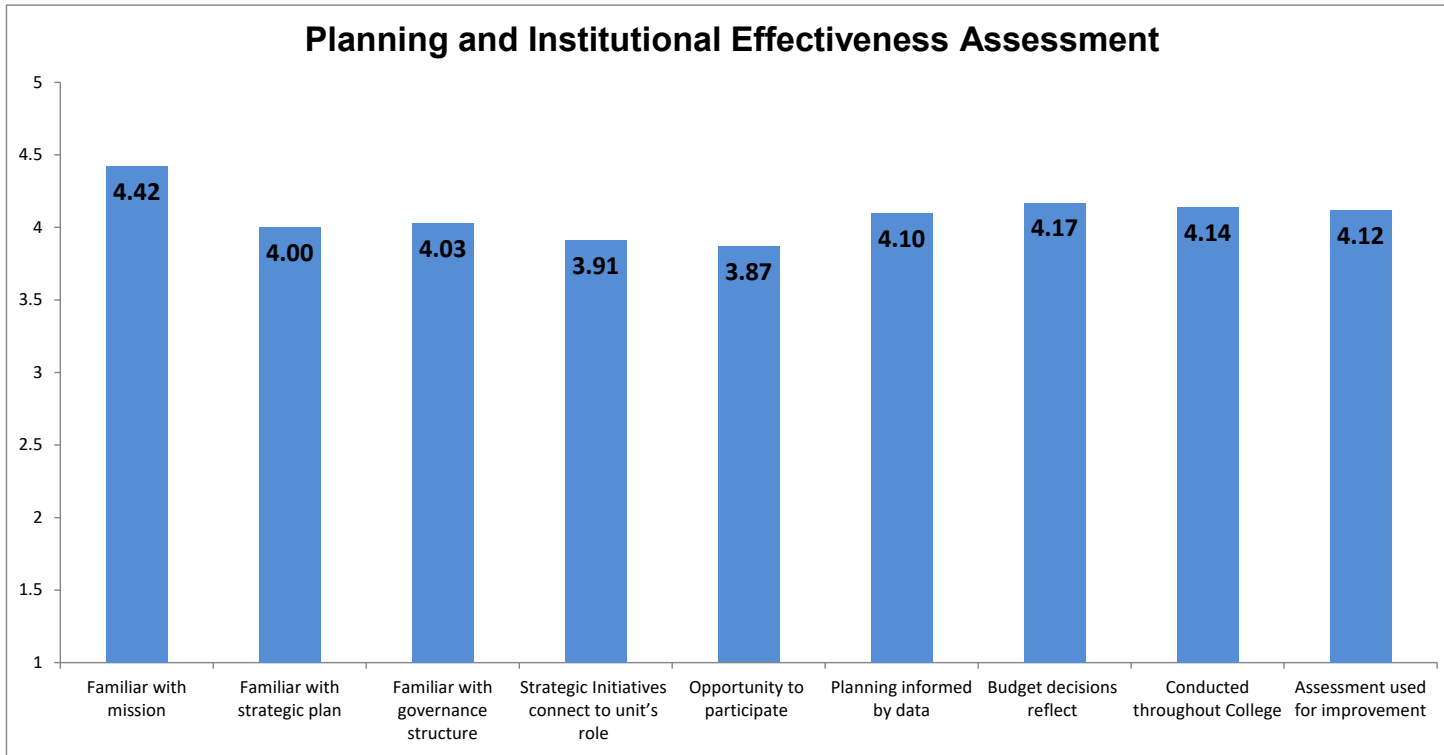
Carroll Community College
2021 Employee Satisfaction Survey



	Strongly Agree		Agree		Neither Agree nor Disagree		Disagree		Strongly Disagree		No Basis to Judge		Total	Average		
sets clear expectations for my work performance and the direction of our department.	51.69%	153	35.14%	104	7.43%	22	3.38%	10	1.01%	3	1.35%	4	296	4.35		
provides open and timely communication about the decisions and needs of the department/College.	55.03%	164	32.21%	96	6.71%	20	3.36%	10	1.34%	4	1.34%	4	298	4.38		
welcomes my input and suggestions in departmental procedures and decisions.	55.70%	166	29.19%	87	9.06%	27	2.68%	8	1.01%	3	2.35%	7	298	4.39		
supports a healthy work/life balance.	56.57%	168	31.65%	94	7.07%	21	2.02%	6	0.34%	1	2.36%	7	297	4.46		
provides me with the feedback I need to understand my work effectiveness and how I can improve.	49.66%	148	32.55%	97	10.40%	31	4.03%	12	1.68%	5	1.68%	5	298	4.27		
treats me respectfully, provides encouragement, and motivates me to excel.	62.63%	186	25.59%	76	7.07%	21	1.68%	5	1.68%	5	1.35%	4	297	4.48		
													Answered	298	Skipped	15



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge	Total	Average								
shares timely and relevant communication with the campus community.	42.12%	123	48.63%	142	6.16%	18	1.37%	4	0.00%	0	1.71%	5	292	4.34		
is visible and approachable.	38.06%	110	36.68%	106	13.84%	40	3.81%	11	1.04%	3	6.57%	19	289	4.14		
shares information I need to do my job.	33.79%	98	44.83%	130	14.48%	42	1.03%	3	0.69%	2	5.17%	15	290	4.16		
shows confidence in employees to do excellent work.	46.92%	137	38.01%	111	8.90%	26	1.03%	3	0.68%	2	4.45%	13	292	4.35		
encourages creative and innovative thinking.	36.64%	107	39.38%	115	11.99%	35	2.40%	7	1.37%	4	8.22%	24	292	4.17		
encourages collaboration between coworkers/departments.	35.27%	103	36.30%	106	15.41%	45	2.40%	7	0.00%	0	10.62%	31	292	4.17		
welcomes input and feedback.	33.90%	99	35.96%	105	16.78%	49	3.42%	10	1.37%	4	8.56%	25	292	4.07		
builds a climate of trust and openness.	37.11%	108	36.43%	106	14.78%	43	4.47%	13	1.37%	4	5.84%	17	291	4.10		
provides a shared vision and clear direction for the future.	43.99%	128	43.30%	126	8.25%	24	2.06%	6	0.34%	1	2.06%	6	291	4.31		
provides effective institutional leadership.	48.11%	140	38.14%	111	8.25%	24	1.37%	4	0.34%	1	3.78%	11	291	4.38		
													Answered	292	Skipped	21

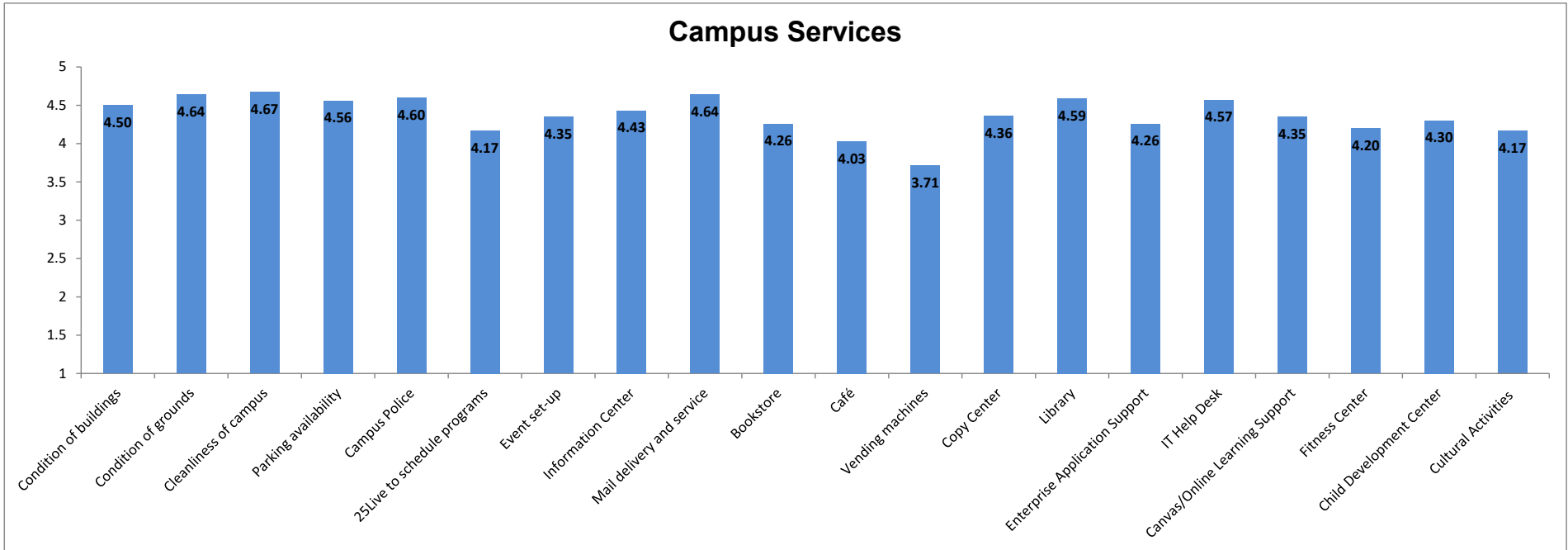


	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	No Basis to Judge	Total	Average						
I am familiar with the College's mission.	47.06%	136	47.40%	137	3.46%	10	1.04%	3	0.00%	0	1.04%	3	289	4.42
I am familiar with the priorities in Compass 2025, the College's strategic plan.	29.51%	85	45.14%	130	8.33%	24	8.68%	25	1.39%	4	6.94%	20	288	4.00
I am familiar with the College's governance structure.	28.22%	81	47.04%	135	11.15%	32	6.27%	18	0.70%	2	6.62%	19	287	4.03
I understand how the President's Annual Strategic Initiatives connect to my unit's role at the College.	26.99%	78	38.41%	111	17.30%	50	6.92%	20	1.38%	4	9.00%	26	289	3.91
Employees have the opportunity to participate in planning.	21.53%	62	39.24%	113	20.49%	59	5.56%	16	0.35%	1	12.85%	37	288	3.87
Planning is informed by data.	24.65%	71	40.63%	117	12.50%	36	1.39%	4	0.35%	1	20.49%	59	288	4.10
Budget decisions reflect the College's planning priorities.	26.99%	78	40.83%	118	11.42%	33	0.35%	1	0.35%	1	20.07%	58	289	4.17
Effectiveness assessment is conducted throughout the College.	28.72%	83	38.41%	111	12.80%	37	1.38%	4	0.69%	2	17.99%	52	289	4.14
Assessment results are used for improvement.	28.03%	81	40.48%	117	13.15%	38	1.04%	3	1.04%	3	16.26%	47	289	4.12

Answered 289 **Skipped 24**

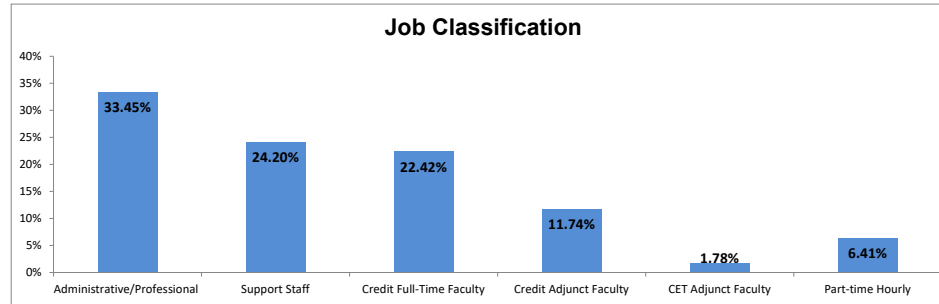
Carroll Community College
2021 Employee Satisfaction Survey

Campus Services

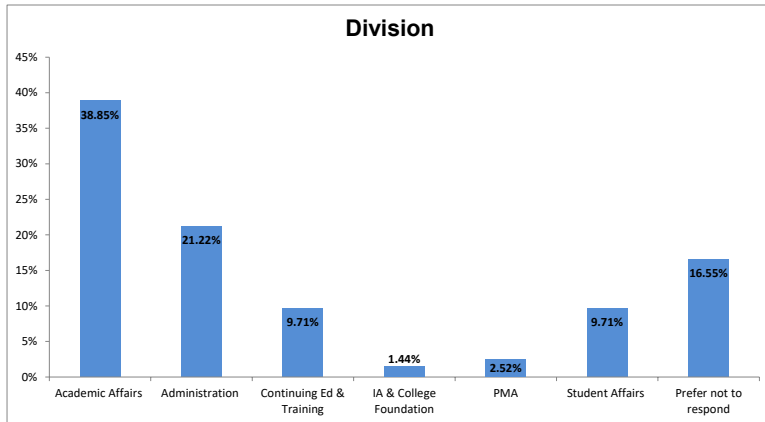


	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Basis to Judge	Total	Average						
Condition of the buildings	55.56%	160	38.89%	112	4.51%	13	0.00%	0	0.35%	1	0.69%	2	288	4.50
Condition of the grounds	64.93%	187	32.64%	94	1.74%	5	0.00%	0	0.00%	0	0.69%	2	288	4.64
Cleanliness of the campus	67.94%	195	29.97%	86	1.39%	4	0.00%	0	0.00%	0	0.70%	2	287	4.67
Availability of parking	62.72%	180	31.36%	90	3.48%	10	1.74%	5	0.00%	0	0.70%	2	287	4.56
Campus Police	64.24%	185	29.86%	86	2.78%	8	0.69%	2	0.35%	1	2.08%	6	288	4.60
Facilities scheduling program (25Live)	26.04%	75	27.43%	79	9.38%	27	1.74%	5	0.69%	2	34.72%	100	288	4.17
Event set-up	35.19%	101	24.74%	71	9.76%	28	0.35%	1	0.00%	0	29.97%	86	287	4.35
Information Center	46.32%	132	26.32%	75	6.67%	19	1.40%	4	0.70%	2	18.60%	53	285	4.43
Mail delivery and service	59.09%	169	23.78%	68	3.85%	11	0.00%	0	0.00%	0	13.29%	38	286	4.64
Bookstore	35.07%	101	29.17%	84	10.07%	29	2.08%	6	0.35%	1	23.26%	67	288	4.26
Café	28.92%	83	26.13%	75	17.07%	49	2.09%	6	1.74%	5	24.04%	69	287	4.03
Vending machines	18.47%	53	27.87%	80	19.51%	56	5.92%	17	2.79%	8	25.44%	73	287	3.71
Copy Center	38.46%	110	22.73%	65	8.74%	25	1.05%	3	0.70%	2	28.32%	81	286	4.36
Library	55.05%	158	21.95%	63	6.27%	18	0.00%	0	0.00%	0	16.72%	48	287	4.59
Enterprise Application Support (Colleague, Self-Service, Office 365, 25Live...)	36.59%	105	36.24%	104	10.80%	31	1.39%	4	0.35%	1	14.63%	42	287	4.26
IT Help Desk (Classroom/Lab/Office)	60.42%	174	31.94%	92	4.51%	13	0.35%	1	0.00%	0	2.78%	8	288	4.57
Canvas/Online Learning Support	38.54%	111	23.61%	68	9.03%	26	1.04%	3	0.69%	2	27.08%	78	288	4.35
Fitness Center	22.38%	64	20.98%	60	8.74%	25	0.35%	1	0.70%	2	46.85%	134	286	4.20
Child Development Center	15.85%	45	6.69%	19	5.28%	15	0.00%	0	0.70%	2	71.48%	203	284	4.30
Cultural Activities (theatre productions, art exhibits, guest speakers)	24.74%	71	34.49%	99	9.41%	27	0.70%	2	0.70%	2	29.97%	86	287	4.17
									Answered	288			Skipped	25

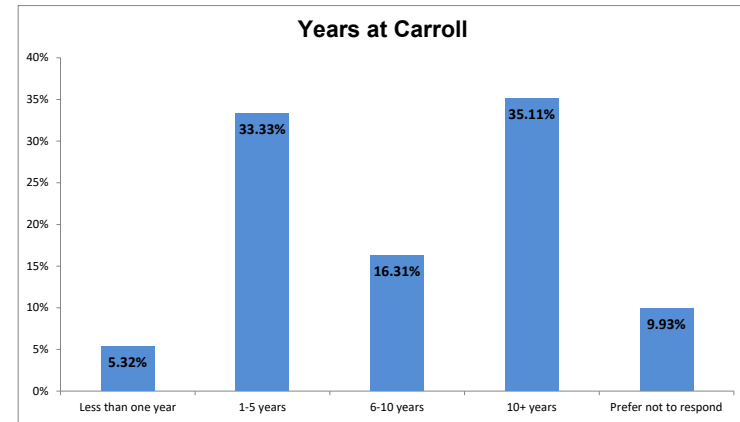
Demographics



Answer Choices	Responses
Administrative/Professional Staff	33.45% 94
Support Staff	24.20% 68
Credit Full-Time Faculty	22.42% 63
Credit Adjunct Faculty	11.74% 33
CET Adjunct Faculty	1.78% 5
Part-time Hourly	6.41% 18
Answered	281
Skipped	32

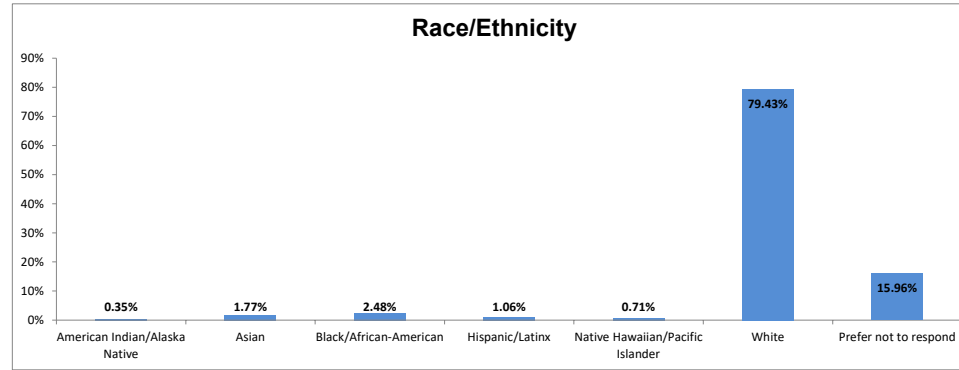


Answer Choices	Responses
Academic Affairs	38.85% 108
Administration	21.22% 59
Continuing Ed & Training	9.71% 27
Institutional Advancement & College Foundation	1.44% 4
Planning, Marketing & Assessment	2.52% 7
Student Affairs	9.71% 27
Prefer not to respond	16.55% 46
Answered	278
Skipped	35

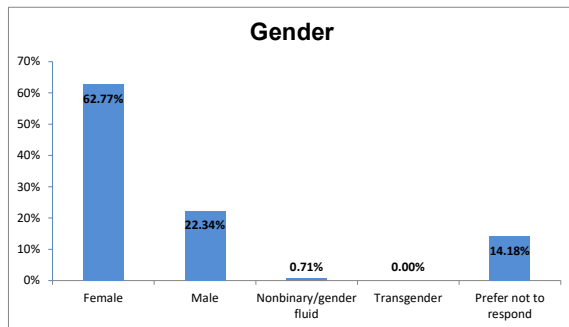


Answer Choices	Responses
Less than one year	5.32% 15
1-5 years	33.33% 94
6-10 years	16.31% 46
10+ years	35.11% 99
Prefer not to respond	9.93% 28
Answered	282
Skipped	31

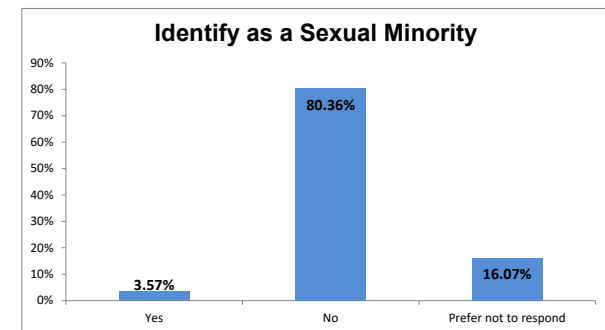
Demographics



Answer Choices	Responses
American Indian/Alaska Native	0.35% 1
Asian	1.77% 5
Black/African-American	2.48% 7
Hispanic/Latinx	1.06% 3
Native Hawaiian/Pacific Islander	0.71% 2
White	79.43% 224
Prefer not to respond	15.96% 45
Answered	282
Skipped	31



Answer Choices	Responses
Female	62.77% 177
Male	22.34% 63
Nonbinary/gender fluid	0.71% 2
Transgender	0.00% 0
Prefer not to respond	14.18% 40
Answered	282
Skipped	31



Answer Choices	Responses
Yes	3.57% 10
No	80.36% 225
Prefer not to respond	16.07% 45
Answered	280
Skipped	33