



At the beginning of the 2019-2020 academic year, the Human Resource Governance Committee was formed. Meeting every two months from October-March, the team of eight (3 faculty, 2 workforce members, 2 staff and myself, as champion of the committee) developed a culture survey to be sent to all employees (full and part-time).

Two separate surveys were conducted, using the same 11 questions, allowing us to maintain a focus on what was most important to each population.

We emailed the survey, using survey monkey, in May. We were skeptical of what type of response rate we would receive and how positive the responses might be. However, we were pleasantly surprised to have a response rate of:

72% full-time employees

35% part-time employees (including adjunct faculty)

\*The national average for internal response rates for surveys is between 30-40%

The 11 questions were focused on four areas:

***Communication***  
***Adaptability***  
***Consistency***  
***Involvement***

This was a baseline survey, with an average score of 67%. Which is considered to be a positive baseline.

The survey used four responses for each question:

**4** - Excellent cultural element to be built upon and conveyed as a strength to the College

**3** - Positive indication that the culture is supporting the mission, vision and values of the College

**2** - Significant need to improve the culture and should be recognized and addressed in the near future

**1** - Symptomatic of a troubled culture that must be addressed before it becomes severe

All but one of our answers had “3” as their highest rating. The single “2” rating that showed as the highest was related to a question around communications.

When looking at any study or survey, it is critical to focus on those areas with the highest opportunities for improvement and also those that may show as “positive” now but could be boarder line to tipping to a negative response.

Our most significant opportunity is to work on our communications within the College Community and also around giving feedback, but we can not lose sight of the areas where we are doing well. We want to continue that surge so that when we re-issue the survey in 18 months, we might see more “4”s as responses and less “2”s.

The HR Governance Committee will reassemble in the fall with a focus of what might be done to improve the areas of opportunity from the survey. The President’s Staff will also identify ways to enhance their communications within their departments.

Submitted by:

Judi McMullen, VP of HR  
6.25.20