

DALTON STATE COLLEGE
1999-2000 STAFF SURVEY RESULTS SUMMARY

Survey Conducted: May 2000

Total Respondents: 61 (51% of full- and part-time staff)

Background Information

1. How long have you been a staff member at DSC?

1 – 4 years	31	51%
5 – 9 years	18	29%
10 – 19 years	6	10%
20 – 29 years	5	8%
30 or more years	1	2%

2. How long have you been a staff member in current job title?

1 – 4 years	37	63%
5 – 9 years	16	27%
10 – 19 years	3	5%
20 – 29 years	3	5%

3. What is your gender?

Female	44	72%
Male	17	28%

4. What is your race/ethnicity?

African-American/Black	2	3%
American Indian, Alaska Native	0	0%
Asian-American, Pacific Islander	1	2%
Caucasian-American/White	58	95%
Mexican-American/Chicano, Hispanic	0	0%
Other/Multiracial	0	0%
Prefer not to respond	0	0%

5. What is your employment level?

Full-time	58	95%
Part-time	3	5%

6. What is your area of employment?

Office of the President (Public Relations, Institutional Research, Institutional Advancement)	4	7%
Academic Affairs (Academic Divisions, Library, Continuing Education, PREP, Tech-Prep, Adult Literacy, Elderhostel, JTPA)	25	41%
Student Affairs, (ACE Center, Financial Aid, Student Activities)	7	11%
Enrollment Services (Admissions, Registrar, OCIS)	12	20%
Fiscal Affairs (Plant Operations, Security, Business office, Payroll, Purchasing, Bookstore, Receiving, Food Service, Maintenance)	13	21%

7. What is your highest earned degree?

Doctorate	1	2%
Master's	13	22%
Bachelor's	18	31%
Associate	15	26%
Other	11	19%

8. Highest degree currently working on:

None	41	69%
Associate	2	3%
Bachelor's	9	15%
Master's	6	10%
Doctorate	1	2%

Institutional Purpose

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
9. The official mission and core purposes of Dalton State College accurately reflect the purpose and practices of the college.	20 33%	34 57%	6 10%	0 0%	0 0%
10. In general, the educational programs of DSC carry out the official purpose of the college.	20 33%	36 59%	5 8%	0 0%	0 0%
11. DSC's official mission and core purposes are appropriate to the College's role as a USG institution in Northwest Georgia.	23 38%	30 49%	8 13%	0 0%	0 0%
12. The financial and human resources of the College are sufficient to support an effective educational program.	11 18%	26 43%	15 25%	8 13%	1 1%
13. College Publications, including the undergraduate catalog, accurately represent the programs, procedures, requirements, costs, and faculty at DSC.	16 26%	38 62%	2 5%	3 7%	0 0%

Planning and Institutional Effectiveness

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
14. DSC engages in effective planning for its educational programs.	11 18%	25 41%	16 26%	9 15%	0 0%
15. DSC engages in effective planning for its administrative and educational support programs.	9 15%	31 51%	14 23%	7 11%	0 0%
16. DSC engages in effective evaluation for its educational programs.	7 11%	27 44%	22 36%	5 8%	0 0%
17. DSC engages in effective evaluation for its administrative and educational support programs.	6 10%	30 49%	18 29%	7 11%	0 0%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
18. DSC evaluates student achievement through the use of key performance indicators such as state licensing exams, regents' testing program, and job placement rates.	7 12%	35 58%	17 28%	1 2%	0 0%
19. The Office of Institutional Research at DSC is effective in collecting, analyzing, and disseminating information and data.	15 25%	26 44%	18 31%	0 0%	0 0%
20. The preparation of the DSC annual budget is preceded by adequate educational planning.	6 10%	24 40%	25 42%	5 8%	0 0%

Administration

21. In general, the DSC administrative organization is consistent with and supportive of the institutional mission.	16 26%	38 62%	6 10%	1 2%	0 0%
22. On the whole, the DSC administration is effective in gathering and allocating resources to accomplish institutional goals.	13 21%	35 57%	10 16%	2 3%	1 2%
23. In general, the DSC administrative organization is effective in supporting the various College units to accomplish their goals.	13 21%	35 57%	8 13%	5 8%	0 0%
24. The roles and responsibilities of the administrative positions at DSC are clear and appropriate.	8 14%	37 63%	6 10%	7 12%	1 2%
25. I have adequate information about DSC policies and procedures that affect me.	7 11%	42 69%	3 5%	5 8%	4 7%
26. I have the opportunity to evaluate administrators/supervisors in my unit.	7 11%	30 49%	3 5%	14 23%	7 11%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
27. My supervisor is evaluated on a regular basis.	7 11%	38 62%	7 11%	6 10%	3 5%
28. There are opportunities for participation in governance activities.	2 3%	21 34%	18 29%	14 23%	6 10%

Working Environment and Conditions

29. Most faculty with whom I interact treat me with respect.	18 29%	39 64%	0 0%	3 5%	1 2%
30. Most students with whom I interact treat me with respect.	11 18%	47 78%	1 2%	1 2%	0 0%
31. Minority staff are treated fairly at DSC.	12 20%	33 54%	15 25%	1 2%	0 0%
32. Women staff are treated fairly at DSC.	7 12%	39 66%	7 12%	4 7%	2 3%
33. My responsibilities contribute to DSC's role in providing quality instructional service.	19 31%	35 57%	6 10%	1 2%	0 0%
34. My responsibilities contribute to DSC's mission.	21 34%	37 61%	3 5%	0 0%	0 0%
35. My responsibilities contribute to the service DSC renders students.	22 36%	34 56%	5 8%	0 0%	0 0%
36. My responsibilities contribute to DSC's public service mission.	20 33%	32 52%	8 13%	1 2%	0 0%
37. My department or unit has and follows a mission statement.	13 22%	31 52%	13 22%	3 5%	0 0%
38. My unit continually evaluates its purposes, policies, procedures, and activities.	11 18%	33 54%	7 11%	7 11%	3 5%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
39. Campus facilities and equipment are adequate to service the needs of the institution in relation to its stated purpose, programs, and activities.	6 10%	33 55%	11 18%	9 15%	1 2%
40. My department provides me with adequate equipment and/or materials with which to do my job.	23 38%	32 52%	1 2%	3 5%	2 3%
41. My work area effectively resolves health and safety concerns expressed by workers.	10 16%	36 59%	8 13%	7 11%	0 0%
42. I am usually satisfied with the quality and/or temperature of the air in my work environment.	7 11%	35 57%	1 2%	16 26%	2 3%
43. My department has written hazard procedures available to all employees in my work environment.	8 13%	32 52%	20 33%	0 0%	1 2%
44. My department gives attention to the needs of handicapped individuals in the workplace.	13 21%	40 66%	5 8%	3 5%	0 0%
45. The level of background noise in my working environment interferes with my job performance.	1 2%	9 15%	5 8%	35 57%	11 18%
46. Campus facilities are safe.	12 20%	43 70%	2 3%	4 7%	0 0%
47. Campus facilities are attractive and well maintained.	23 38%	34 57%	0 0%	3 5%	0 0%
48. The campus grounds are attractive and well maintained.	36 59%	22 36%	0 0%	3 5%	0 0%
49. There is adequate parking where needed on campus.	9 15%	31 51%	4 7%	12 20%	5 8%
50. The physical environment in which I work is satisfactory.	12 20%	42 69%	1 2%	4 7%	2 3%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
51. Classroom space is adequate.	8 13%	26 43%	26 43%	1 2%	0 0%
52. Laboratory space is adequate.	6 10%	20 33%	34 56%	1 2%	0 0%
53. The library and other learning resources are adequate to support the needs of the users.	8 13%	32 52%	17 28%	4 7%	0 0%
54. The library provides convenient, effective access to library resources needed in my work.	9 15%	34 57%	13 22%	4 7%	0 0%
55. The library maintains adequate hours to ensure accessibility to users	11 18%	29 47%	14 23%	6 10%	1 2%
56. Library staff are helpful and Competent.	16 26%	33 54%	11 18%	1 2%	0 0%
57. Lighting on campus is adequate.	12 20%	40 66%	3 5%	6 10%	0 0%
58. On the whole, DSC takes reasonable steps to provide a healthy, safe, and secure environment for all members of the campus community.	18 29%	39 64%	1 2%	3 5%	0 0%
59. Overall, DSC students receive a high quality education.	17 28%	40 66%	4 7%	0 0%	0 0%
60. Staff are interested in helping students.	17 28%	38 63%	4 7%	1 2%	0 0%
61. Faculty & administrators are interested in helping students.	17 28%	37 62%	4 7%	2 3%	0 0%
62. There is little trust between staff and campus administrators.	2 3%	11 18%	16 26%	27 44%	5 8%
63. Staff are committed to the welfare of DSC.	11 18%	42 69%	6 10%	2 3%	0 0%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
64. DSC's policies and procedures for promotion are administered equitable.	3 5%	12 20%	26 43%	13 22%	6 10%
65. The criteria used for staff pay increases are appropriate and are fairly applied.	2 3%	16 26%	17 28%	20 33%	6 10%
66. DSC provides a comfortable atmosphere for minority students, faculty, and staff.	10 16%	32 52%	15 25%	4 7%	0 0%
67. DSC incorporates technological advances into its operations.	16 26%	34 56%	7 11%	3 5%	1 2%
68. Information technology resources at DSC are adequate.	13 22%	32 53%	10 17%	5 8%	0 0%
69. There are adequate provisions for the training staff so that they may use appropriate technology resources effectively.	11 18%	27 44%	15 25%	7 11%	1 2%
70. There is a clearly defined program for maintaining and replacing equipment and software so that they remain consistent with current technology.	10 16%	26 43%	19 31%	5 8%	1 2%
71. Cultural and social activities on campus are adequate to support the mission of the College.	7 11%	36 59%	14 23%	4 7%	0 0%
72. The DSC bookstore adequately serves the needs of students, faculty, and staff.	9 15%	39 64%	7 11%	6 10%	0 0%

Organizational Communication

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
73. I feel I am part of the DSC community.	14 23%	39 64%	3 5%	5 8%	0 0%
74. I have enough information to speak in support of the College with my friends and neighbors.	16 27%	41 68%	1 2%	2 3%	0 0%
75. DSC administration solicits staff input and recommendations.	8 13%	24 39%	10 16%	16 26%	3 5%
76. DSC administrators listens to and responds to staff input and recommendations.	7 12%	17 29%	14 24%	17 29%	4 7%
77. Staff participation in decision-making at DSC is adequate.	5 8%	13 21%	20 33%	19 31%	4 7%
78. DSC's strategic plan has helped my department to establish more realistic goals.	6 10%	20 33%	30 50%	4 6%	0 0%
79. My supervisor keeps employees well informed on issues which affect us.	12 20%	35 57%	2 3%	7 11%	5 8%
80. I am not involved in the overall decision-making in my department.	5 8%	24 39%	3 5%	20 33%	9 15%
81. Staff ideas and concerns are acted on as often as with equal priority as those of faculty.	15 25%	21 34%	21 34%	4 7%	0 0%
82. I receive enough information and/or help to get my job done.	11 18%	38 62%	2 3%	8 13%	2 3%
83. There is a high degree of open, two-way communication in my work area.	14 23%	28 47%	2 3%	11 18%	5 8%
84. My supervisor takes employee ideas into account when making important decisions.	12 20%	27 45%	4 7%	12 20%	5 8%
85. My supervisor takes appropriate action on my problems and complaints.	12 20%	31 51%	6 10%	6 10%	6 10%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
86. My supervisor conducts regular and timely performance evaluations with me.	11 18%	36 59%	5 8%	6 10%	3 5%
87. I receive clear explanations and instructions regarding my performance expectations.	15 25%	32 53%	5 8%	5 8%	4 7%
88. My annual performance evaluation is important to me.	21 35%	33 55%	1 2%	5 8%	0 0%
89. My evaluation is used to help plan my training and development, and improve performance.	10 17%	26 43%	8 13%	13 22%	3 5%
90. I feel my supervisor conducts my evaluation in a fair and comprehensive manner.	16 27%	30 51%	3 5%	6 10%	4 7%
91. The results of staff evaluation are used for improvement of the staff	9 15%	19 31%	19 31%	10 16%	4 7%
92. My unit uses the results of evaluation in planning processes.	8 13%	13 21%	23 38%	14 23%	3 5%
93. The criteria used for evaluation of staff performance are appropriate.	6 10%	31 51%	14 23%	8 13%	2 3%
94. The College provides adequate support for my professional development.	11 18%	33 54%	8 13%	7 11%	2 3%
95. I have adequate information about how to file a grievance.	4 7%	23 38%	16 26%	14 23%	4 7%
96. I have access to information about the College's Strategic Planning, such as committee members, subcommittees, and reports.	9 15%	20 33%	21 34%	9 15%	2 3%

Job Satisfaction

How satisfied are you with the following aspects of your job?

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>	<i>Not applicable/ Don't know</i>
97. Salary	2 3%	21 34%	21 34%	17 28%	0 0%
98. Health benefits	3 5%	21 35%	20 33%	10 17%	6 10%
99. Retirement benefits	5 9%	39 68%	8 14%	3 5%	2 3%
100. Sick leave accrual	16 26%	38 62%	4 7%	1 2%	2 3%
101. Annual leave accrual	14 23%	37 62%	6 10%	2 3%	1 2%
102. Workload	2 3%	40 67%	12 20%	6 10%	0 0%
103. Working conditions (hours, location)	14 23%	34 56%	9 15%	4 7%	0 0%
104. Autonomy and independence	19 31%	27 44%	9 15%	4 7%	2 3%
105. Relationship with other staff	17 28%	34 56%	10 16%	0 0%	0 0%
106. Competency of colleagues	12 20%	31 51%	13 21%	5 8%	0 0%
107. Job security	9 15%	38 62%	5 8%	8 13%	1 2%
108. Opportunity to access College courses	11 19%	30 51%	8 14%	5 8%	5 8%
109. Career advancement opportunities	4 7%	18 29%	10 16%	22 36%	7 11%
110. Professional development opportunities	7 11%	25 41%	13 21%	11 18%	5 8%

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Somewhat Satisfied</i>	<i>Not Satisfied</i>	<i>Not applicable/ Don't know</i>
111. Opportunity to influence DSC governance	1 2%	17 28%	17 28%	15 25%	11 18%
112. Computers/technology and equipment	14 23%	34 56%	6 10%	5 8%	2 3%
113. Training opportunities	10 17%	25 42%	10 17%	12 20%	3 5%

How closely do you agree with the following statements?

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
114. Staff employees are regarded equally with faculty and administrative professional employees.	1 2%	20 33%	7 12%	20 33%	12 20%
115. DSC administrators are effective and competent leaders.	9 15%	42 70%	3 5%	4 7%	2 3%
116. My work area is adequately staffed.	6 10%	29 48%	0 0%	19 31%	7 11%
117. I have authority to make decisions about important aspects of my duties.	13 22%	32 53%	1 2%	9 15%	5 8%
118. I feel a sense of accomplishment in my work.	20 33%	31 51%	1 2%	8 13%	1 2%
119. My job makes good use of my skills and abilities.	18 29%	30 49%	1 2%	8 13%	4 7%
120. Training programs provided to staff are appropriate and effective.	9 15%	32 53%	5 8%	11 18%	3 5%
121. I have been discriminated against because of my gender in my efforts to advance at DSC.	0 0%	4 7%	6 10%	22 37%	28 47%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
122. I have been discriminated against because of my ethnic status in my efforts to advance at DSC.	1 2%	1 2%	8 13%	23 38%	28 46%
123. I experience too much stress in my job.	2 3%	15 26%	1 2%	31 53%	9 15%
124. Overall, efficiency of my department's operation is high.	11 18%	39 65%	2 3%	3 5%	5 8%
125. Overall, efficiency of my department is poorly managed.	7 12%	2 3%	4 7%	23 38%	24 40%
126. My supervisor is available when needed.	19 32%	31 52%	2 3%	6 10%	2 3%
127. My supervisor follows College regulations and policies.	20 33%	28 46%	5 8%	4 7%	4 7%
128. Usually my supervisor is fair when giving criticism.	14 23%	33 54%	4 7%	4 7%	6 10%
129. My supervisor treats all employees in my work area equitably.	12 20%	30 50%	1 2%	11 18%	6 10%
130. My supervisor treats me with consideration and respect.	21 34%	31 51%	2 3%	1 2%	6 10%
131. My supervisor is an effective and competent leader.	18 29%	31 51%	4 7%	2 3%	6 10%
132. Overall, I am satisfied with working conditions at Dalton College.	21 36%	32 54%	2 3%	4 7%	0 0%
133. I would recommend the College as a place of employment to others.	19 32%	34 57%	2 3%	5 8%	0 0%
134. Overall, I am satisfied with my job and quality of life at Dalton State College.	21 35%	32 53%	1 2%	6 10%	0 0%

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Don't Know/ No opinion</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
135. If I were to begin my career again, I would still want to work at DSC.	21 35%	29 48%	4 7%	5 8%	1 2%

General Satisfaction with College Services

Please indicate your level of satisfaction or dissatisfaction with the following college services:

	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Satisfied</i>	<i>Very Satisfied</i>	<i>Don't know/ No opinion</i>
136. Business office	3 5%	1 2%	30 49%	22 36%	5 8%
137. Cafeteria/food services	1 2%	12 20%	31 52%	16 27%	0 0%
138. Campus security	2 3%	4 7%	36 59%	18 29%	1 2%
139. Central receiving	1 2%	1 2%	27 45%	27 45%	4 7%
140. Computer services (OCIS)	5 8%	12 20%	27 45%	14 23%	2 3%
141. Continuing Education	2 3%	6 10%	33 54%	14 23%	6 10%
142. Handicap accessibility	2 3%	3 5%	34 56%	13 21%	9 15%
143. Institutional research	1 2%	0 0%	31 52%	16 27%	12 20%
144. President's office	2 3%	2 3%	31 53%	22 37%	2 3%
145. Public relations	2 3%	4 7%	40 67%	11 18%	3 5%
146. Recreation/athletic facilities	2 3%	9 15%	32 52%	8 13%	10 16%