

Kingsborough Community College
Faculty and Staff Satisfaction Survey
Fall 2022

KCC Office of Institutional Effectiveness

Executive Summary

Every year Kingsborough Community College administers the Faculty and Staff Satisfaction survey to all employees in order to assess satisfaction and understand the College climate. Major takeaways from the 2022 Faculty and Staff Satisfaction Survey include:

Overall job satisfaction and satisfaction with core values are high:

84.5% of respondents are satisfied with their job at Kingsborough Community College, which represents a 1.8% increase in satisfaction over the previous year.

- However, there are lower levels of overall satisfaction among Black respondents and

Survey Overview

The Faculty and Staff Satisfaction Survey is administered each year by the Office of Institutional Effectiveness. The 2022 Faculty and Staff Satisfaction Survey was revised from the previous year's survey using feedback from the College community, as well as feedback from the Faculty and Staff Satisfaction Survey committee. This year's survey was also revised with an eye toward the College's upcoming Middle States Commission on Higher Education (MSCHE) Self Study, which will take place in 2024-25. Prior to the administration of the survey, the questions were aligned with the seven MSCHE Standards to ensure that feedback on Faculty and Staff impressions related to each Standard can be captured. Many questions remained the same from previous years to allow for comparison, but other questions related to the College's mission, leadership and decision-making, and the faculty experience were added to gather additional information into these mission-critical areas.

In addition to addressing overall job satisfaction, the survey addressed six important domains of experience at Kingsborough:

- College Mission & Values
- Campus Climate
- Campus Leadership & Decision Making
- Physical Environment & Personnel Resources
- Academic & Instructional Environment
- Technology & Support Services

The survey was administered in December 2022/January 2023, and was completed by a total of 388 respondents, including 172 faculty members. 74% of respondents were Full-time employees of Kingsborough and the largest number (42%) have between 10 and 20 years of service. Most respondents currently have a primarily in-person schedule (61%), but some reported having a hybrid schedule (29%) or working remotely (10%). See Appendix A for a full breakdown of respondents.

Overall Job Satisfaction

Overall, 84.5% of respondents reported being either Moderately, Very, or Extremely Satisfied with their job at Kingsborough Community College, which is a 1.8% increase in satisfaction over the previous year.

However, satisfaction with the job did vary depending on the respondent's ethnicity, job title, and number of years worked at KCC (see Figures 1-3 below), with Black respondents reporting the lowest levels of satisfaction, and respondents who have either been at the College for fewer than 5 or more than 16 years having the highest levels of satisfaction.

Table 3: Satisfaction with Leadership/Decision Making

Senior Leadership

Academic & Student Affairs

Administrative

Physical Environment and Personnel Resources

The questions related to personnel, physical, and campus resources have been asked on the Faculty and Staff Satisfaction Survey for the past several years, which allows the College to track changes to satisfaction with the campus environment and services available to Faculty and Staff.

Physical Environment

With the increase in time spent on campus, and the increased numbers of people on campus, ratings of the physical campus environment decreased from the previous year, with the largest decreases in satisfaction in the areas of parking (-12.8% from the previous year) and the roadways (-13.7% from the previous year). The lowered ratings of satisfaction with parking is likely related to the increase in parking costs; a few respondents mentioned feeling resentful of the increased cost of parking despite not being on campus as much as before the pandemic.

Respondents also provided feedback on specific places and areas on campus that could be improved (e.g., specific bathrooms in need of repair or places on campus where the parking lines have faded). These comments have been passed on to the relevant parties to ensure that the improvements can be made as soon as possible.

Table 4: Satisfaction with the Physical Environment Compared with 2021

Respondents were also asked to provide suggestions on how the College can improve the accessibility of physical spaces. These suggestions have also been passed on to the relevant parties to ensure that the improvements can be made as soon as possible.

Personnel Resources

Respondents were lar ra

Table 5: Satisfaction with Personnel Resources Compared with 2021

Participants also reported high levels of satisfaction (above 82%) with working/collaborating with nearly all of the C

Table 8:

Appendix A