

# 2014 Employee Satisfaction Survey

New Mexico State University



New Mexico State University  
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# 2014 Employee Satisfaction Survey, NMSU

- Total number of employees at NMSU, all locations = 3,938
- Total number of “clicks of interest” = 2,314
- Number of useable responses = 1,668
- Number with all 176 questions completed = 719 (18%)



# 2014 Employee Satisfaction Survey, NMSU

Location	Count	Position	Count	Race/Ethnicity	Count
Alamogordo Campus	85	Faculty	398	African-American / Black	6
Carlsbad Campus	58	Staff	878	American Indian / Native American	25
Dona Ana Campus	95	Administrator	76	Asian- American / Pacific Islander	15
Grants Campus	24	All responses	1,352	Caucasian / White	719
Las Cruces (Main) Campus	996			Hispanic / Latino (a)	439
County Extension Office	23			Multi-racial	41
Experiment Station / Ranch	15			Other	82
Other	58			All responses	1,327
All responses	1,354				

Gender	Count
Male	558
Female	762
Gender variant	11
All responses	1,331

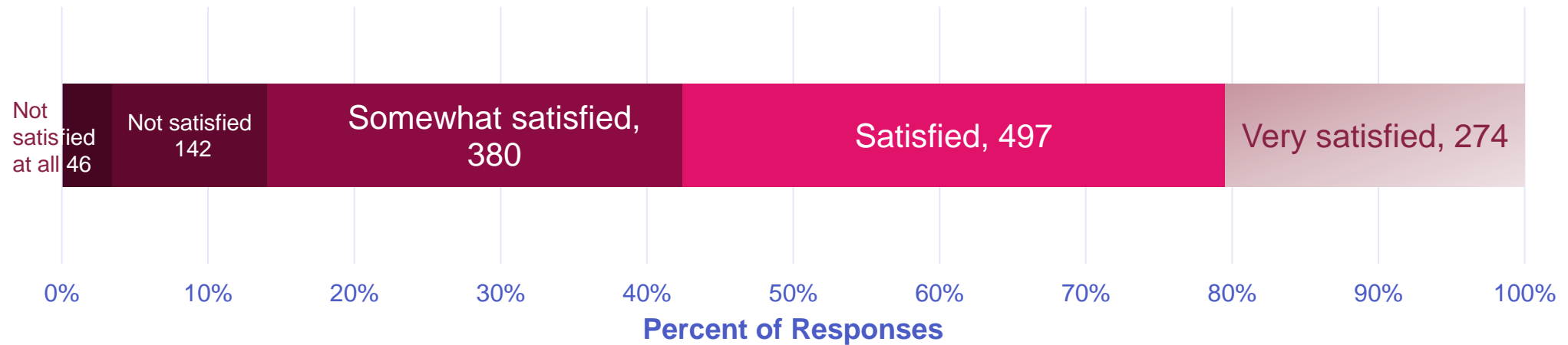
# 2014 Employee Satisfaction Survey, NMSU

- Overall Satisfaction (1 question)
- Institutional Goals (13 questions)
- Involvement in planning and decision-making (11 questions)
- Campus Culture and Policies (40 questions)
- Work Environment (31 questions)



# 2014 Employee Satisfaction Survey, NMSU

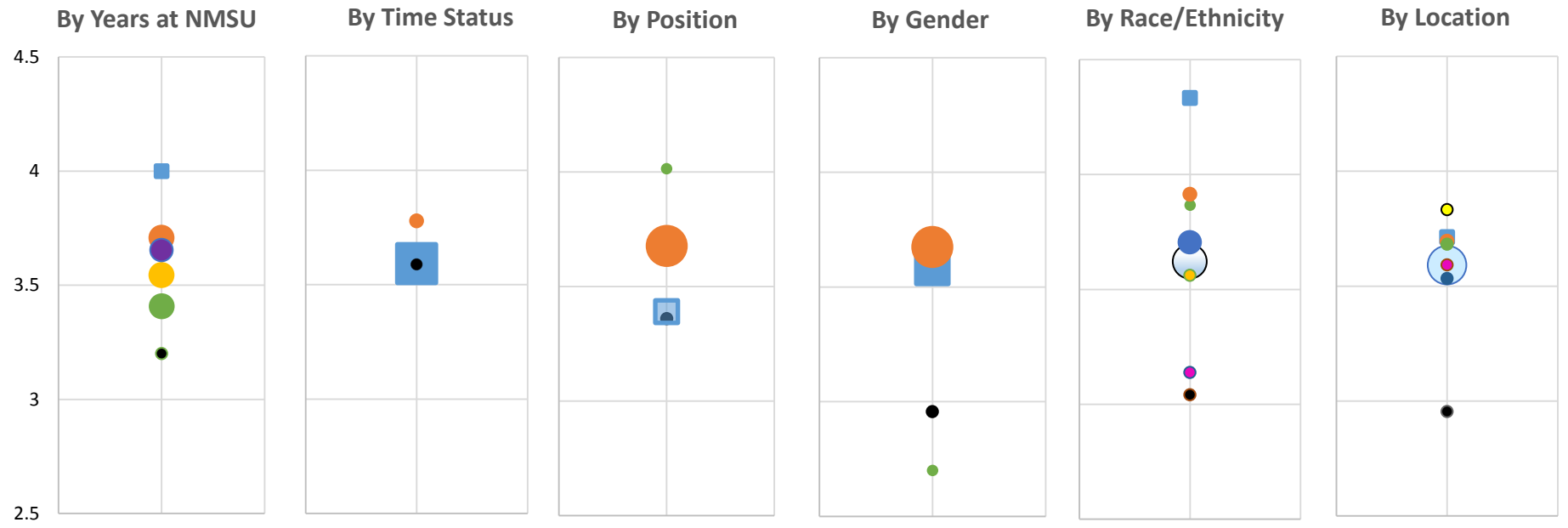
Rate your overall satisfaction with your employment here so far.



Number of Responses =1,339      Mean= 3.60

# 2014 Employee Satisfaction Survey, NMSU

*Rate your overall satisfaction with your employment here so far.*



Less than 1 year	4.000
1 to 5 years	3.707
6 to 10 years	3.408
11 to 20 years	3.544
20 or more	3.653
No Response	3.200

Full-time	3.591
Part-time	3.778
No Response	3.588

Administrator	4.014
Faculty	3.389
Staff	3.676
No Response	3.360

Male	3.582
Female	3.674
Gender variant	2.700
No Response	2.956

African-American	4.333
American Indian / Native American	3.913
Asian- American / Pacific Islander	3.867
Caucasian	3.620
Hispanic / Latino	3.704
Multi-racial	3.561
Other	3.138
No Response	3.041

Alamogordo	3.713
Carlsbad	3.696
Dona Ana	3.705
Grants	3.833
Las Cruces	3.591
County Ext.	3.682
Experiment Sta.	3.533
Other	3.593
No Response	2.955

# 2014 Employee Satisfaction Survey, NMSU

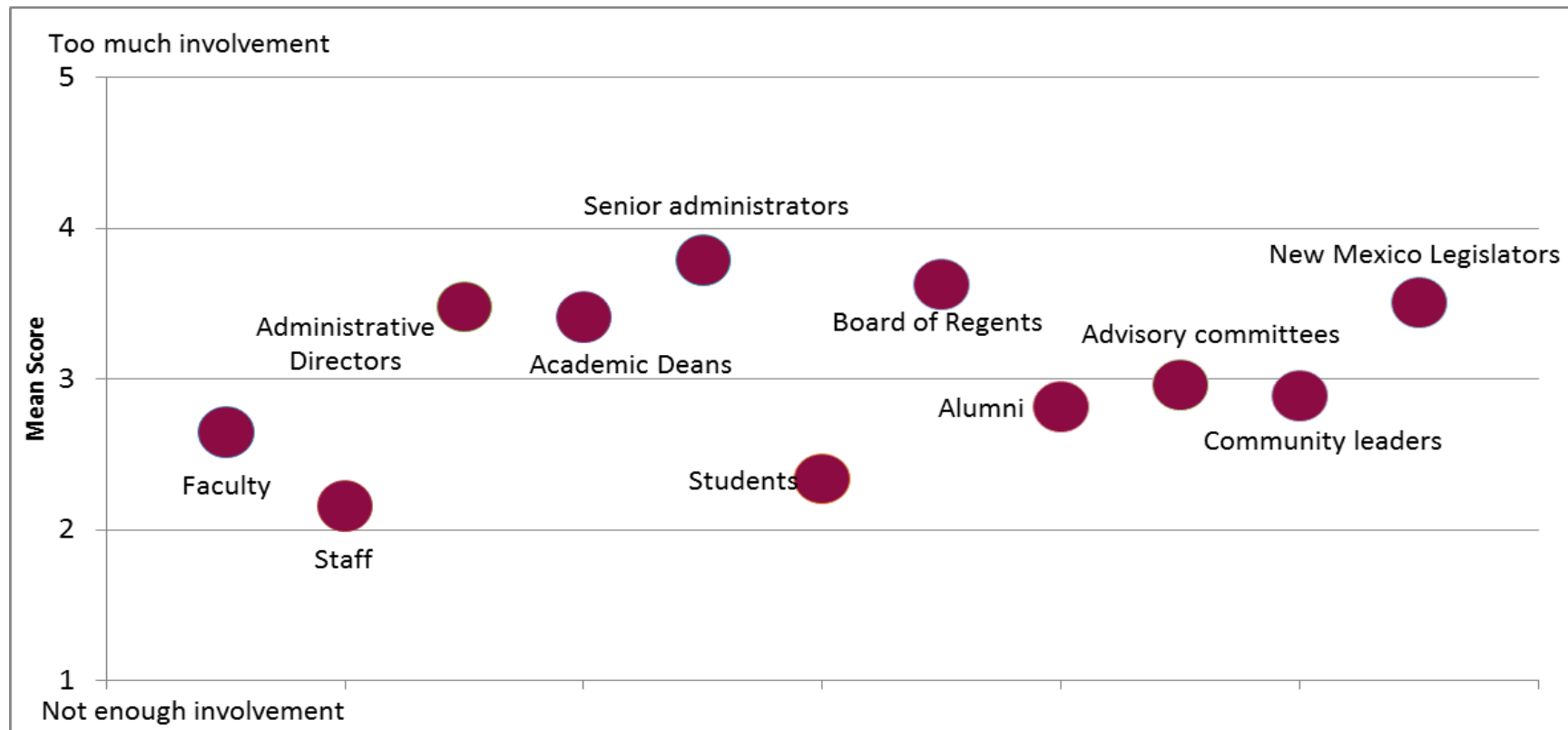
## *NMSU's Goals that should be our top priorities*

- Retain more of its current students to graduation (n=429, 30%)
- Increase the enrollment of new students (n=346, 24%)
- Improve employee morale (n=211, 15%)
- Improve the quality of existing academic programs (n=196, 14%)



# 2014 Employee Satisfaction Survey, NMSU

*How involved in planning and decision-making?*





# 2014 Employee Satisfaction Survey, NMSU

## *Campus Culture and Policies*

- Top three questions of **Importance** –
  - This institution treats students as its top priority (mean = 4.58)
  - NMSU does a good job of meeting the needs of its students (mean= 4.58)
  - The leadership of NMSU has a clear sense of purpose (mean = 4.56)
- Bottom three questions of **Importance** –
  - NMSU does a good job of meeting the needs of administrators (mean = 4.06)
  - NMSU places a high emphasis on having a diverse faculty and staff (mean= 4.17)
  - The role of faculty and staff in shared governance is clearly stated (mean = 4.24)

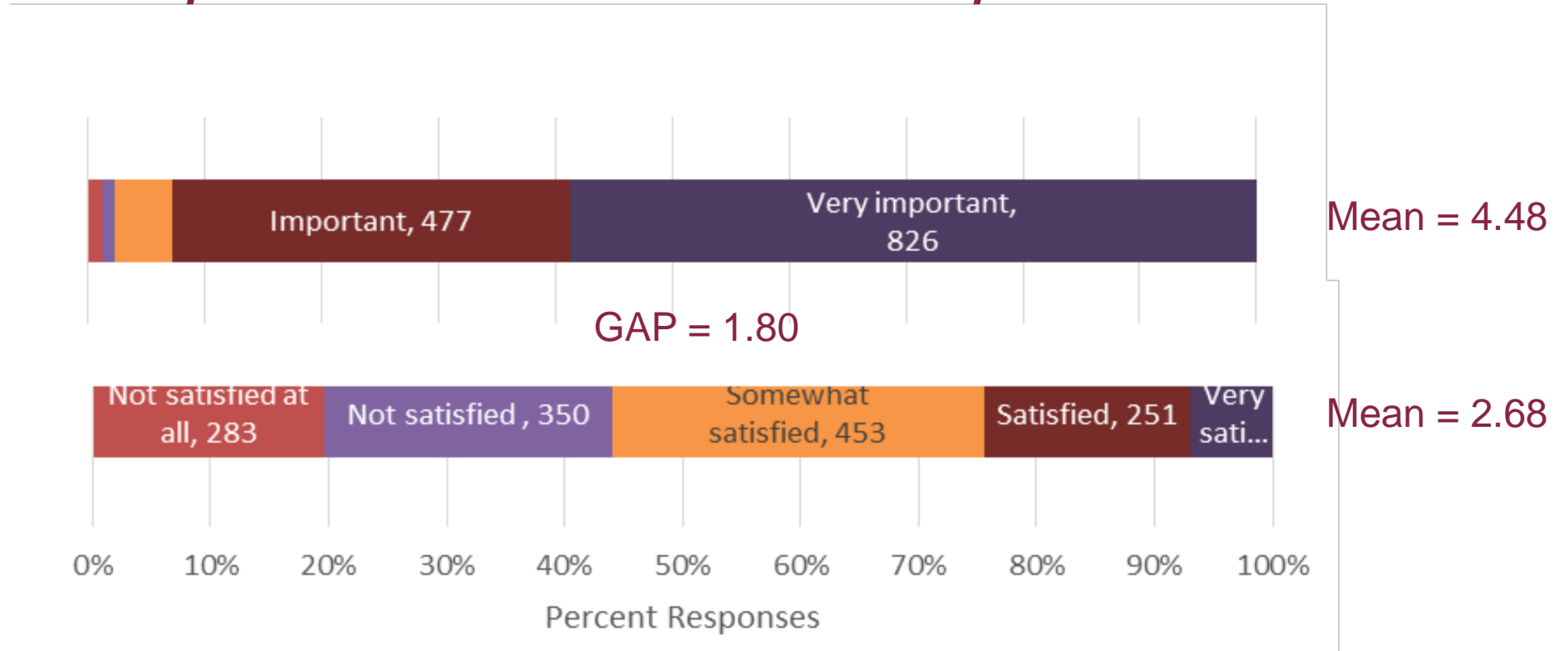
# 2014 Employee Satisfaction Survey, NMSU

## *Campus Culture and Policies*

- Top three questions of **Satisfaction** –
  - I understand how my position contributes to NMSU's mission (mean = 3.75)
  - Providing outstanding customer service is a clear expectation... (mean= 3.75)
  - NMSU has a clear policy and a process for reporting discrimination (mean = 3.63)
- Bottom three questions of **Satisfaction** –
  - Employee suggestions are used to improve our institution (mean = 2.57)
  - This institution does a good job of meeting the needs of staff (mean= 2.64)
  - There are effective lines of communication between departments (mean = 2.67)

# 2014 Employee Satisfaction Survey, NMSU

*There is a spirit of teamwork and cooperation at NMSU*



# 2014 Employee Satisfaction Survey, NMSU

## *Campus Culture and Policies – Top Five Biggest Gaps*

1. There is a spirit of teamwork and cooperation at this institution (1.80)
2. This institution makes sufficient budgetary resources available to achieve important objectives (1.75)
3. This institution does a good job of meeting the needs of staff (1.75)
4. Employee suggestions are used to improve our institution (1.72)
5. This institution plans carefully (1.70)



# 2014 Employee Satisfaction Survey, NMSU

## *Campus Culture and Policies – Top Five Smallest Gaps*

1. NMSU has a clear policy and a process for reporting discrimination (0.77)
2. I understand how my position contributes to NMSU's mission (0.66)
3. Providing outstanding customer service is a clear expectation in my unit (0.66)
4. This institution does a good job of meeting the needs of administrators (0.65)
5. NMSU places a high emphasis on having a diverse faculty and staff (0.64)



# 2014 Employee Satisfaction Survey, NMSU

## *Work Environment*

- Top three questions of **Importance** –
  - The employee benefits available to me are valuable (mean = 4.57)
  - I am paid fairly for the work I do (mean= 4.55)
  - My supervisor pays attention to what I have to say (mean = 4.53)
- Bottom three questions of **Importance** –
  - I learn about important campus events in a timely manner (mean = 4.01)
  - I am comfortable answering student questions about institutional policies and procedures (mean= 4.07)
  - My department or work unit has written, up-to-date objectives (mean = 4.24)

# 2014 Employee Satisfaction Survey, NMSU

## *Work Environment*

- Top three questions of **Satisfaction** –
  - I am proud to work at this institution (mean = 3.86)
  - The work I do is valuable to the institution (mean= 3.81)
  - The type of work I do on most days is personally rewarding (mean = 3.80)
- Bottom three questions of **Satisfaction** –
  - I am paid fairly for the work I do (mean = 2.57)
  - My department has the budget needed to do its job well (mean= 2.69)
  - I have adequate opportunities for advancement (mean = 2.77)

# 2014 Employee Satisfaction Survey, NMSU

## *Work Environment – Top Five Biggest Gaps*

1. I am paid fairly for the work I do (1.98)
2. My department has the budget needed to do its job well (1.83)
3. My department has the staff needed to do its job well (1.71)
4. I have adequate opportunities for advancement (1.61)
5. Senior administrators operate with the best interest of NMSU as their priority (1.48)



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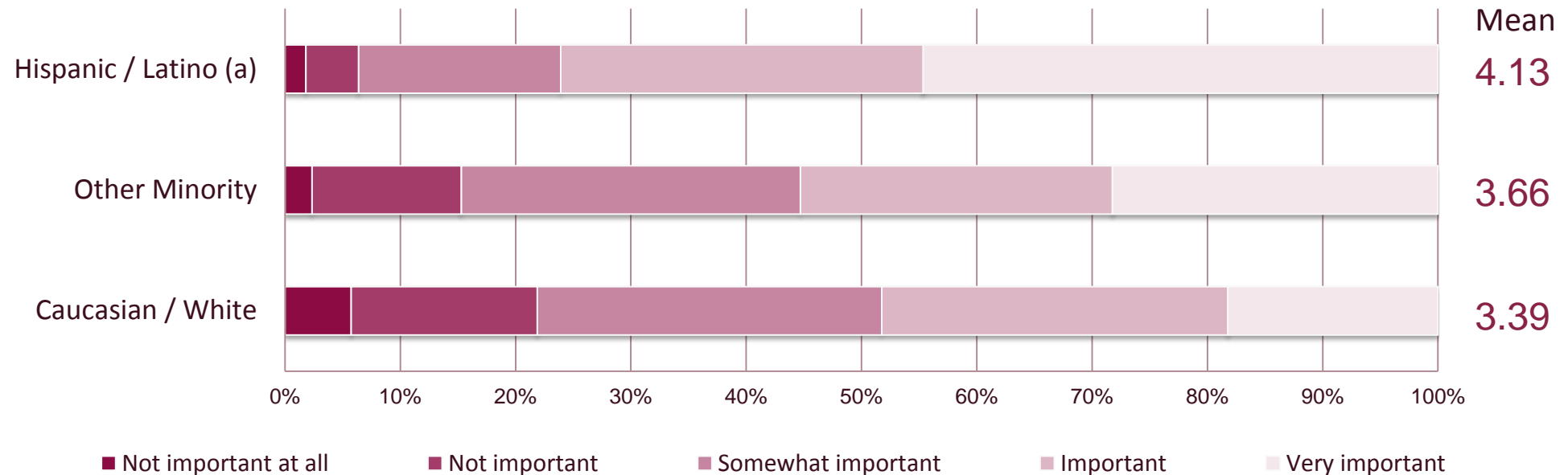
## *Work Environment – Top Five Smallest Gaps*

1. The type of work I do on most days is personally rewarding (0.69)
2. The work I do is valuable to NMSU (0.68)
3. I am comfortable answering student questions about institutional policies and procedures (0.67)
4. I am proud to work at this institution (0.62)
5. I learn about important campus events in a timely manner (0.49)

# 2014 Employee Satisfaction Survey, NMSU

## *Diversity-Related Questions*

Increase the diversity of racial and ethnic groups represented among the student body.



# 2014 Employee Satisfaction Survey, NMSU

## *Diversity-Related Questions*

	Hispanic		Other Minority		White	
	Satisfaction	Mean Gap	Mean	Gap	Mean	Gap
NMSU has a clear policy and a process for reporting discrimination	3.58	0.91	3.52	0.76	3.76	0.59
NMSU places a high emphasis on having a diverse faculty and staff	3.47	0.85	3.52	0.69	3.64	0.42
There is respect for the expression of diverse values, beliefs and identities	3.27	1.08	3.25	1.04	3.34	0.93
At NMSU, employees are supportive of their colleagues and co-workers regardless of their heritage or cultural background	3.59	0.87	3.42	0.83	3.79	0.56
I am comfortable should I need to report workplace discrimination without fear of repercussions	3.28	1.24	3.33	0.95	3.44	0.87

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Strengths*

- NMSU is a student-centered institution –
  - This institution treats students as its top priority (1.28)
  - This institution does a good job of meeting the needs of students (1.28)
  - This institution promotes excellent employee-student relationships (1.04)
  - NMSU's top priority should be... Retain more of its current students to graduation (*mean = 4.70*)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Strengths*

- NMSU employees take pride in their work and in NMSU –
  - I am proud to work at this institution (0.62)
  - The work I do is valuable to this institution (0.68)
  - Faculty take pride in their work (1.02)
  - Staff take pride in their work (1.09)
  - Administrators take pride in their work (1.15)
  - This institution is well-respected in the community (1.27)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Strengths*

- NMSU employees enjoy the work they do –
  - I understand how my position contributes to NMSU's mission (0.66)
  - The type of work I do on most days is personally rewarding (0.68)
  - My supervisor pays attention to what I have to say (0.86)
  - My job responsibilities are communicated clearly to me (0.95)
  - I have the information to do my job well (1.00)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Challenges*

### ➤ Institutional Planning –

- This institution plans carefully (1.70)
- Seniors administrators operate with the best interest of NMSU as their priority (1.48)
- This institution involves its employees in planning for the future (1.62)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Challenges*

### ➤ Faculty and Staff Support –

- I have adequate opportunities for advancement (1.61)
- This institution does a good job of meeting the needs of staff (1.75)
- This institution does a good job of meeting the needs of faculty (1.47)



# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Challenges*

### ➤ Communication –

- There are effective lines of communication between departments (1.68)
- There is good communication between staff and the administration at NMSU (1.66)
- Administrators share information regularly with faculty and staff (1.56)
- There is good communication between faculty and the administration at NMSU (1.51)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Challenges*

### ➤ Budgetary Resources –

- NMSU makes sufficient budgetary resources available to achieve important objectives (1.75)
- NMSU makes sufficient staff resources available to achieve important objectives (1.65)
- I am paid fairly for the work I do (1.98)
- My department has the budget needed to do its job well (1.83)
- My department has the staff needed to do its job well (1.71)

# 2014 Employee Satisfaction Survey, NMSU

## *NMSU's Challenges*

### ➤ Teamwork and Cooperation

- There is a spirit of teamwork and cooperation at this institution (1.80)
- Employee suggestions are used to improve our institution (1.72)
- NMSU encourages a working atmosphere of mutual trust and respect (1.37)
- Units work well with other units to get the job done (1.35)

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*Presentation and Data will be posted at*  
*[oia.nmsu.edu/ess](http://oia.nmsu.edu/ess)*

