2014 Employee Satisfaction Survey

New Mexico State University
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

<table>
<thead>
<tr>
<th>Location</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alamogordo Campus</td>
<td>85</td>
</tr>
<tr>
<td>Carlsbad Campus</td>
<td>58</td>
</tr>
<tr>
<td>Dona Ana Campus</td>
<td>95</td>
</tr>
<tr>
<td>Grants Campus</td>
<td>24</td>
</tr>
<tr>
<td>Las Cruces (Main) Campus</td>
<td>996</td>
</tr>
<tr>
<td>County Extension Office</td>
<td>23</td>
</tr>
<tr>
<td>Experiment Station / Ranch</td>
<td>15</td>
</tr>
<tr>
<td>Other</td>
<td>58</td>
</tr>
<tr>
<td>All responses</td>
<td>1,354</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>398</td>
</tr>
<tr>
<td>Staff</td>
<td>878</td>
</tr>
<tr>
<td>Administrator</td>
<td>76</td>
</tr>
<tr>
<td>All responses</td>
<td>1,352</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>558</td>
</tr>
<tr>
<td>Female</td>
<td>762</td>
</tr>
<tr>
<td>Gender variant</td>
<td>11</td>
</tr>
<tr>
<td>All responses</td>
<td>1,331</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>African-American / Black</td>
<td>6</td>
</tr>
<tr>
<td>American Indian / Native American</td>
<td>25</td>
</tr>
<tr>
<td>Asian- American / Pacific Islander</td>
<td>15</td>
</tr>
<tr>
<td>Caucasian / White</td>
<td>719</td>
</tr>
<tr>
<td>Hispanic / Latino (a)</td>
<td>439</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>41</td>
</tr>
<tr>
<td>Other</td>
<td>82</td>
</tr>
<tr>
<td>All responses</td>
<td>1,327</td>
</tr>
</tbody>
</table>

---

New Mexico State University  
All About Discovery!  
nmsu.edu
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.

By Years at NMSU
- 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

By Time Status
- Full-time: 3.591
- Part-time: 3.778
- No Response: 3.588

By Position
- Administrator: 4.014
- Faculty: 3.389
- Staff: 3.676
- Gender variant: 2.700
- No Response: 3.603

By Gender
- Male: 3.582
- Female: 3.674
- Gender variant: 2.700
- No Response: 3.588

By Race/Ethnicity
- 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

By Location
- 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

Mean = 4.48

Mean = 2.68

GAP = 1.80
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)
2014 Employee Satisfaction Survey, NMSU

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.

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Not important at all</th>
<th>Not important</th>
<th>Somewhat important</th>
<th>Important</th>
<th>Very important</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic / Latino (a)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.13</td>
</tr>
<tr>
<td>Other Minority</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.66</td>
</tr>
<tr>
<td>Caucasian / White</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3.39</td>
</tr>
</tbody>
</table>
# 2014 Employee Satisfaction Survey, NMSU

## Diversity-Related Questions

| 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 |
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)
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)
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)
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)
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)
2014 Employee Satisfaction Survey, NMSU

Presentation and Data will be posted at

oia.nmsu.edu/ess