JALC Staff Survey Response Rate - All Staff

93% Response Rate

148

138

Staff

Survey Respondents
JALC Staff Survey: Job Category - All Staff Respondents

- Non-exempt: 118
- Exempt / Non-Management: 17
- Exempt / Management: 2
JALC Staff Survey: Gender - All Staff Respondents

- Male: 36
- Female: 102
JALC Staff Survey: Race / Ethnicity - All Staff Respondents

- White: 122
- Black: 4
- Hispanic: 1
- All Other: 13
JALC Staff Survey: Age Group - All Staff Respondents

- Below 21: 1
- 21-30: 13
- 31-40: 22
- 41-50: 43
- 51-60: 44
- Over 60: 14
JALC Staff Survey: Years at John Logan - All Staff Respondents

- Less than 2 years: 19
- 2-5 years: 25
- 6-10 years: 28
- 11-20 years: 50
- 21-30 years: 15
- More than 30 years: 2
JALC Staff Survey, Fall 2012

Q1. What are you most proud of about JALC? (Select UP TO FIVE of the following qualities: All FT Staff)

- Q1-I Our positive impact on the community: 64
- Q1-L The campus physical environment: 47
- Q1-A Our employees' dedication and commitment to student...: 47
- Q1-G The quality of our academic and career / technical programs: 42
- Q1-K A commitment to continuous quality improvement across...: 32
- Q1-B JALC is a service oriented institution: 31
- Q1-N JALC's commitment to the environment through sustainable...: 28
- Q1-E The quality of our staff and administration: 28
- Q1-M The quality of our academic and other campus facilities: 27
- Q1-D The quality of our faculty: 15
- Q1-C A "can do" attitude across the campus: 12
- Q1-F Capable leadership: 11
- Q1-H The quality of our athletic programs: 7
- Q1-P Other: 5
- Q1-O State-of-the-art technology and phone system: 5
- Q1-J Administrative and other functions are both effective and...: 4
Q1. What are you most proud of about JALC? (Select UP TO FIVE of the following qualities: All PT Staff)

- Q1-I Our positive impact on the community: 11
- Q1-K A commitment to continuous quality improvement across: 9
- Q1-A Our employees' dedication and commitment to student: 8
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- Q1-C A "can do" attitude across the campus: 6
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- Q1-G The quality of our academic and career / technical programs: 4
- Q1-F Capable leadership: 3
- Q1-N JALC's commitment to the environment through: 2
- Q1-E The quality of our staff and administration: 2
- Q1-O State-of-the-art technology and phone system: 1
- Q1-P Other: 0
- Q1-J Administrative and other functions are both effective and: 0
- Q1-H The quality of our athletic programs: 0
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

Q3-1 Academic & Career / Technical Program Instruction
- Extremely Effective: 13%
- Very Effective: 49%
- Effective: 37%
- Ineffective: 0%
- Very Ineffective: 1%

Q3-2 Athletic programs
- Extremely Effective: 0%
- Very Effective: 7%
- Effective: 52%
- Ineffective: 8%
- Very Ineffective: 1%

Q3-3 Workforce training
- Extremely Effective: 20%
- Very Effective: 35%
- Effective: 33%
- Ineffective: 7%
- Very Ineffective: 6%
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

- Q3-1 Academic & Career / Technical Program Instruction
  - Extremely Effective: 17%
  - Very Effective: 50%
  - Effective: 33%
  - Ineffective: 0%
  - Very Ineffective: 0%

- Q3-2 Athletic programs
  - Extremely Effective: 0%
  - Very Effective: 44%
  - Effective: 56%
  - Ineffective: 0%
  - Very Ineffective: 0%

- Q3-3 Workforce training
  - Extremely Effective: 0%
  - Very Effective: 0%
  - Effective: 8%
  - Ineffective: 17%
  - Very Ineffective: 0%
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

<table>
<thead>
<tr>
<th>Function</th>
<th>Extremely Effective</th>
<th>Very Effective</th>
<th>Effective</th>
<th>Ineffective</th>
<th>Very Ineffective</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3-4 Continuing education</td>
<td>13%</td>
<td>1%</td>
<td>1%</td>
<td>44%</td>
<td>41%</td>
</tr>
<tr>
<td>Q3-5 Fair &amp; ethical hiring practices</td>
<td>5%</td>
<td>12%</td>
<td>24%</td>
<td>32%</td>
<td>27%</td>
</tr>
<tr>
<td>Q3-6 Employee training &amp; professional development</td>
<td>6%</td>
<td>17%</td>
<td>37%</td>
<td>27%</td>
<td>13%</td>
</tr>
</tbody>
</table>
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

- Q3-4 Continuing education
- Q3-5 Fair & ethical hiring practices
- Q3-6 Employee training & professional development

- Extremely Effective
- Very Effective
- Effective
- Ineffective
- Very Ineffective
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

- **Q3-7 Management of the College's finances**
  - Extremely Effective: 8%
  - Very Effective: 24%
  - Effective: 50%
  - Ineffective: 11%
  - Very Ineffective: 8%

- **Q3-8 Institutional planning**
  - Extremely Effective: 4%
  - Very Effective: 24%
  - Effective: 63%
  - Ineffective: 7%
  - Very Ineffective: 2%

- **Q3-9 Student services (registration, financial aid, bursar)**
  - Extremely Effective: 8%
  - Very Effective: 38%
  - Effective: 48%
  - Ineffective: 6%
  - Very Ineffective: 0%
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

- **Q3-7 Management of the College's finances**
  - Extremely Effective: 50%
  - Very Effective: 40%
  - Effective: 10%

- **Q3-8 Institutional planning**
  - Extremely Effective: 55%
  - Very Effective: 45%

- **Q3-9 Student services (registration, financial aid, bursar)**
  - Extremely Effective: 38%
  - Very Effective: 38%
  - Effective: 23%
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

- **Q3-10 Student support services** (advising, disability, Student Support Center, etc.):
  - Extremely Effective: 10%
  - Very Effective: 47%
  - Effective: 40%
  - Ineffective: 2%
  - Very Ineffective: 1%

- **Q3-11 Student Life activities & services**:
  - Extremely Effective: 9%
  - Very Effective: 34%
  - Effective: 55%
  - Ineffective: 1%
  - Very Ineffective: 1%

- **Q3-12 Setting College goals & priorities**:
  - Extremely Effective: 5%
  - Very Effective: 19%
  - Effective: 59%
  - Ineffective: 16%
  - Very Ineffective: 1%
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

<table>
<thead>
<tr>
<th>Q3-10 Student support services (advising, disability, Student Support Center, etc.)</th>
<th>Q3-11 Student Life activities &amp; services</th>
<th>Q3-12 Setting College goals &amp; priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Effective</td>
<td>Very Effective</td>
<td>Effective</td>
</tr>
<tr>
<td>25%</td>
<td>25%</td>
<td>0%</td>
</tr>
</tbody>
</table>
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

- Q3-13 Recognizing & rewarding good performance
  - Extremely Effective: 4%
  - Very Effective: 3%
  - Effective: 34%
  - Ineffective: 36%
  - Very Ineffective: 22%

- Q3-14 Holding employees accountable for poor performance
  - Extremely Effective: 5%
  - Very Effective: 7%
  - Effective: 30%
  - Ineffective: 22%
  - Very Ineffective: 22%

- Q3-15 Community outreach and services
  - Extremely Effective: 11%
  - Very Effective: 42%
  - Effective: 43%
  - Ineffective: 1%
  - Very Ineffective: 2%
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

- Q3-13 Recognizing & rewarding good performance:
  - Extremely Effective: 8%
  - Very Effective: 54%
  - Effective: 31%
  - Ineffective: 0%
  - Very Ineffective: 0%

- Q3-14 Holding employees accountable for poor performance:
  - Extremely Effective: 8%
  - Very Effective: 42%
  - Effective: 33%
  - Ineffective: 8%
  - Very Ineffective: 8%

- Q3-15 Community outreach and services:
  - Extremely Effective: 23%
  - Very Effective: 23%
  - Effective: 0%
  - Ineffective: 0%
  - Very Ineffective: 0%
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

- **Q3-16 Fundraising**
  - Extremely Effective: 6%
  - Very Effective: 4%
  - Effective: 56%
  - Ineffective: 1%
  - Very Ineffective: 1%

- **Q3-17 Grant development / grant writing**
  - Extremely Effective: 6%
  - Very Effective: 39%
  - Effective: 45%
  - Ineffective: 5%
  - Very Ineffective: 5%

- **Q3-18 Public relations & marketing**
  - Extremely Effective: 6%
  - Very Effective: 24%
  - Effective: 53%
  - Ineffective: 13%
  - Very Ineffective: 3%
3. Please "score" JALC's effectiveness in performing the following functions/activities: PART-TIME STAFF

- Q3-16 Fundraising:
  - Extremely Effective: 8%
  - Very Effective: 50%
  - Effective: 42%
  - Ineffective: 0%
  - Very Ineffective: 0%

- Q3-17 Grant development / grant writing:
  - Extremely Effective: 0%
  - Very Effective: 11%
  - Effective: 22%
  - Ineffective: 0%
  - Very Ineffective: 0%

- Q3-18 Public relations & marketing:
  - Extremely Effective: 0%
  - Very Effective: 0%
  - Effective: 50%
  - Ineffective: 0%
  - Very Ineffective: 33%
3. Please "score" JALC's effectiveness in performing the following functions / activities: FULL-TIME STAFF

- Q3-19 Employing creative & innovative practices:
  - Extremely Effective: 3%
  - Very Effective: 15%
  - Effective: 18%
  - Ineffective: 11%
  - Very Ineffective: 3%

- Q3-20 Use of advanced technologies:
  - Extremely Effective: 8%
  - Very Effective: 31%
  - Effective: 47%
3. Please "score" JALC's effectiveness in performing the following functions / activities: PART-TIME STAFF

- Q3-19 Employing creative & innovative practices:
  - Extremely Effective: 0%
  - Very Effective: 45%
  - Effective: 45%
  - Ineffective: 9%
  - Very Ineffective: 0%

- Q3-20 Use of advanced technologies:
  - Extremely Effective: 0%
  - Very Effective: 0%
  - Effective: 0%
  - Ineffective: 0%
  - Very Ineffective: 54%
Q5: The core values that I most associate with JALC as an institution are
(Select up to FIVE): FT Staff

- Q3-Service: 52
- Q3-Responsibility: 46
- Q3-Respect: 40
- Q3-Compassion: 39
- Q3-Integrity: 29
- Q3-Fairness: 22
- Q3-Honesty: 15
- Q3-Openness: 8
- Q3-Truth: 7
Q5: The core values that I most associate with JALC as an institution are (Select up to FIVE): PT Staff

1. Q3-Responsibility: 11
2. Q3-Respect: 10
3. Q3-Integrity: 9
4. Q3-Service: 8
5. Q3-Honesty: 6
6. Q3-Compassion: 5
7. Q3-Openness: 3
8. Q3-Truth: 3
9. Q3-Fairness: 2
JALC Staff Survey, Fall 2012

Q7-1 Communications between Administration and the rest of the College is very good - FT STAFF

- Strongly Agree: 5%
- Agree: 25%
- Neutral: 35%
- Disagree: 24%
- Strongly Disagree: 12%
Q7-1 Communications between Administration and the rest of the College is very good - PT STAFF

- Strongly Agree: 0%
- Agree: 67%
- Neutral: 25%
- Disagree: 8%
- Strongly Disagree: 0%
JALC Staff Survey, Fall 2012

Q7-2 Communications within my department is very good - FT STAFF

- Strongly Agree: 24%
- Agree: 35%
- Neutral: 19%
- Disagree: 14%
- Strongly Disagree: 8%
Q7-2 Communications within my department is very good - PT STAFF

- Strongly Agree: 23%
- Agree: 62%
- Neutral: 8%
- Disagree: 0%
- Strongly Disagree: 8%
Q7-3 Communications among / between departments is very good - FT STAFF

- Strongly Agree: 3%
- Agree: 19%
- Neutral: 42%
- Disagree: 25%
- Strongly Disagree: 10%
JALC Staff Survey, Fall 2012

Q7-3 Communications among / between departments is very good - PT STAFF

- Strongly Agree: 69%
- Agree: 23%
- Neutral: 8%
- Disagree: 0%
- Strongly Disagree: 0%
Q7-4 I am a part of the decision-making process within my department - FT STAFF

- Strongly Agree: 5%
- Agree: 29%
- Neutral: 30%
- Disagree: 25%
- Strongly Disagree: 11%
Q7-4 I am a part of the decision-making process within my department - PT STAFF

- Strongly Agree: 0%
- Agree: 25%
- Neutral: 58%
- Disagree: 0%
- Strongly Disagree: 17%
JALC Staff Survey, Fall 2012

Q7-5 I am a part of the decision-making process at JALC overall - FT STAFF

- Strongly Agree: 1%
- Agree: 8%
- Neutral: 36%
- Disagree: 37%
- Strongly Disagree: 18%
Q7-5 I am a part of the decision-making process at JALC overall - PT STAFF
Q7-6 The College Administration displays behavior that reflects integrity and is ethical and honest - FT STAFF

- Strongly Agree: 4%
- Agree: 32%
- Neutral: 37%
- Disagree: 15%
- Strongly Disagree: 12%
JALC Staff Survey, Fall 2012

Q7-6 The College Administration displays behavior that reflects integrity and is ethical and honest - PT STAFF

- Strongly Agree: 8%
- Agree: 50%
- Neutral: 33%
- Disagree: 0%
- Strongly Disagree: 8%
Q7-7 The College Board of Trustees displays behavior that reflects integrity and is ethical and honest - FT STAFF

- Strongly Agree: 3%
- Agree: 23%
- Neutral: 35%
- Disagree: 17%
- Strongly Disagree: 21%
Q7-7 The College Board of Trustees displays behavior that reflects integrity and is ethical and honest - PT STAFF

- Strongly Agree: 15%
- Agree: 46%
- Neutral: 38%
- Disagree: 0%
- Strongly Disagree: 0%
Q7-8 The relationship between Administration and the Board of Trustees is one of mutual trust and confidence - FT STAFF

- Strongly Agree: 1%
- Agree: 25%
- Neutral: 44%
- Disagree: 15%
- Strongly Disagree: 14%
Q7-8 The relationship between Administration and the Board of Trustees is one of mutual trust and confidence - PT STAFF

73% agreed, 27% were neutral.
Q8. Please rate your satisfaction with the following campus services:
All Staff

1. Building maintenance
   - Very Satisfied: 38%
   - Satisfied: 48%
   - Neutral: 8%
   - Unsatisfied: 2%
   - Very Unsatisfied: 5%

2. Parking availability & maintenance
   - Very Satisfied: 58%
   - Satisfied: 27%
   - Neutral: 10%
   - Unsatisfied: 10%
   - Very Unsatisfied: 2%

3. Campus grounds, walkways, and landscaping
   - Very Satisfied: 61%
   - Satisfied: 38%
   - Neutral: 2%
   - Unsatisfied: 0%
   - Very Unsatisfied: 0%
JALC Staff Survey, Fall 2012

Q8. Please rate your satisfaction with the following campus services:
All Staff

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>4. Custodial services</td>
<td>35%</td>
<td>8%</td>
<td>8%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>5. Food services / cafeteria</td>
<td>7%</td>
<td>28%</td>
<td>38%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>6. Mail services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>21%</td>
</tr>
</tbody>
</table>

Total responses: 52% Satisfied, 22% Neutral, 6% Unsatisfied, 0% Very Unsatisfied.
Q8. Please rate your satisfaction with the following campus services:

All Staff

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Unsatisfied</th>
<th>Very Unsatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Athletic / sports facilities</td>
<td>15%</td>
<td>31%</td>
<td>0%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>8. Recreational / exercise facilities</td>
<td>36%</td>
<td>53%</td>
<td>8%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>9. HR Services</td>
<td>11%</td>
<td>29%</td>
<td>6%</td>
<td>6%</td>
<td>5%</td>
</tr>
</tbody>
</table>
Q8. Please rate your satisfaction with the following campus services:
All Staff

- Payroll & fringe benefits services:
  - Very Satisfied: 26%
  - Satisfied: 9%
  - Neutral: 2%
  - Unsatisfied: 0%
  - Very Unsatisfied: 0%

- Business Office services:
  - Very Satisfied: 26%
  - Satisfied: 9%
  - Neutral: 3%
  - Unsatisfied: 1%
  - Very Unsatisfied: 0%

- Security:
  - Very Satisfied: 28%
  - Satisfied: 10%
  - Neutral: 7%
  - Unsatisfied: 3%
  - Very Unsatisfied: 3%
Q8. Please rate your satisfaction with the following campus services:
All Staff

- **13. Bookstore**
  - Very Satisfied: 16%
  - Satisfied: 42%
  - Neutral: 30%
  - Unsatisfied: 8%
  - Very Unsatisfied: 4%

- **14. Library**
  - Very Satisfied: 26%
  - Satisfied: 54%
  - Neutral: 17%
  - Unsatisfied: 1%
  - Very Unsatisfied: 1%

- **15. Phone services**
  - Very Satisfied: 15%
  - Satisfied: 53%
  - Neutral: 25%
  - Unsatisfied: 5%
  - Very Unsatisfied: 2%
Q8. Please rate your satisfaction with the following campus services: All Staff

16. IT Support: PC replacement / upgrades
- Very Satisfied: 15%
- Satisfied: 60%
- Neutral: 3%
- Unsatisfied: 22%
- Very Unsatisfied: 0%

17. IT Support: PC's, network, email
- Very Satisfied: 18%
- Satisfied: 59%
- Neutral: 19%
- Unsatisfied: 3%
- Very Unsatisfied: 1%

18. IT Support: Classroom / lab technology
- Very Satisfied: 15%
- Satisfied: 51%
- Neutral: 31%
- Unsatisfied: 1%
- Very Unsatisfied: 1%
Q8. Please rate your satisfaction with the following campus services: All Staff

- **19. IT Support: Meetings & conferences**
  - Very Satisfied: 16%
  - Satisfied: 52%
  - Neutral: 30%
  - Unsatisfied: 1%
  - Very Unsatisfied: 1%

- **20. IT Support: Administration (HR, financials, student records, etc.)**
  - Very Satisfied: 30%
  - Satisfied: 57%
  - Neutral: 30%
  - Unsatisfied: 1%
  - Very Unsatisfied: 0%

- **21. IT Support: Print & copier services**
  - Very Satisfied: 19%
  - Satisfied: 54%
  - Neutral: 25%
  - Unsatisfied: 2%
  - Very Unsatisfied: 0%