

BMCC Staff Survey: 2015-2016 Quantitative Report



Office of Institutional Effectiveness
and Analytics

October 2016



TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
OVERVIEW	2
OBJECTIVES	2
ANALYSIS	3
SATISFACTION/AGREEMENT RATINGS RESULTS	5
COLLEGE SERVICES AND OPERATIONS	5
College/Department Culture	5
College Administration.....	7
Mission/Planning/Budgeting	8
Leadership/Governance.....	10
Job Satisfaction.....	12
Work/Life Balance	14
Recognition/Appreciation.....	15
Promotion/Advancement	16
Facilities/Technical Resources	17
Satisfaction of Interaction.....	19
CONCLUSION	20
AREAS FOR IMPROVEMENT	21
APPENDIX A: BOROUGH OF MANHATTAN COMMUNITY COLLEGE STAFF SURVEY QUESTIONS	24

EXECUTIVE SUMMARY

The Borough of Manhattan Community College conducted a comprehensive Staff Satisfaction Survey in June 2016. Almost 300 questionnaires were completed and received. In addition to providing responses on a 4-point scale, 17 inquiries provided an opportunity for individual respondents to offer additional comments. Over 1,000 comments were recorded.

In a continuous effort to assess College effectiveness, both faculty and staff have been surveyed since 2001. Results from this staff only survey will serve as a baseline for Strategic Plan Outcomes #18 from the BMCC Strategic Plan 2015-2020, *Reaching Greater Levels*. Strategic Plan Outcomes #18 is the only outcome focused on staff. The outcome strives to increase staff satisfaction with 1) work/life balance and 2) BMCC offerings for personal/professional growth.

Although, 80% of respondents expressed the ability to maintain a healthy work/life balance, responses to follow-up inquiries indicate that execution of College and department policies, procedures and resources do *not* promote this outcome. This result needs further exploration. If the College anticipates improving the work/life balance outcome, it is essential to understand the staff's comments thoroughly. There has to be greater understanding why the current structure may not promote current/anticipated expectations. There is no indication that College policies impede this balance, only a suggestion that policies, procedures, and programs do not promote work/life balance.

Although respondents acknowledged that the College supports professional development for staff, only 58% were satisfied with the College's provision of professional development opportunities. Again this inquiry requires more in-depth understanding if the College anticipates growth in this arena.

Other major survey findings are:

- Nearly all (97%) of respondents acknowledged that BMCC is committed to its students while 60% believe the College is committed to its staff.
- Survey respondents believe that BMCC and their department are both good places to work, and that their work is personally rewarding and "interesting."
- A significant percentage of Staff felt that they do not have an opportunity to impact College or department decisions-making, policy and priority setting, planning, or budgeting and greater than 60% indicated dissatisfaction with understanding of the College budget process.
- More than 50% revealed dissatisfaction with the opportunity to express opinions about College policies.
- A significant percentage of respondents indicated they are disconnected from the College's executive administration.
- More than 80% of respondents expressed agreement with the statements that they are recognized and valued by their colleagues, however, results show that recognition and value by the department leaders and the College administration is substantially lower.

OVERVIEW

The Borough of Manhattan Community College conducted a comprehensive Staff Satisfaction Survey in June 2016. This was a digital survey distributed to all BMCC staff. The Survey was open for a three week period. Two hundred ninety-seven staff members responded to the survey and respondents represented every job classification. Approximately 64% of respondents were classified as HEO and College Assistants with 45% identified within the HEO categories and 18.5% in the College Assistants category.

In addition to providing responses on a 4-point scale, 17 inquiries provided an opportunity for individual respondents to offer additional comments. Over 1,000 comments were recorded. A separate report offers a detailed analysis of the comments to help understand strengths and weaknesses, develop a plan for mediating issues, and establish a baseline from which improvements can be measured.

OBJECTIVES

In a continuous effort to assess our College effectiveness both faculty and staff have been surveyed since 2001. In the past surveys were conducted for staff and faculty combined. Currently, the COACHE Faculty Job Satisfaction Survey is the benchmark instrument used to measure faculty satisfaction.

This BMCC Staff Satisfaction Survey was limited to BMCC staff. The purpose of the survey was to better understand the level of desirability of employment at BMCC. In addition to the primary rating section of the survey, respondents were allowed to elaborate on their ratings for some inquiries. As a result, results were analyzed on two fronts — one quantitative and one qualitative. Consequently, there are two reports reflecting this breakdown.

The BMCC Staff Survey Qualitative Report concentrates on the qualitative aspects of the survey. The qualitative report analyzes those comments. This report focuses on the qualitative aspects of the results. Both reports serve as companion pieces to the survey.

There are a multitude of factors which impact perceptions of job satisfaction such as salary, benefits, working conditions, working environment, colleagues, location, and physical environment. Responses were solicited from the staff regarding their level of satisfaction with the College/departmental administrative operations, services, and facilities and technical resources. Staff were also queried on the satisfaction with opportunity and inclusiveness in College/departmental decision-making, priority setting, and policy development

ANALYSIS

One disappointing outcome was the lack of representation by the Buildings and Grounds and Public Safety personnel. This low response rate could have been due to the lack of computer access to complete a digital survey during working hours.

The majority of questions within the survey solicited responses based on a 4-point Likert scale focused on the degree of agreement with and satisfaction of College services and operations: [See Appendix: Borough of Manhattan Community College 2015-2016 Staff Survey]

- College and Departmental Culture
- College Administration
- Mission/Planning/Budgeting
- Leadership and Governance
- Job Satisfaction
- Work and Life Balance
- Recognition and Appreciation
- Promotion and Advancement
- Facilities and Technological Resources
- Satisfaction with Campus administrative offices

In addition, the survey also asked respondents to list:

- The top three things you like most about working at BMCC
- The top three things you feel need improvement at BMCC
- Final comments regarding employment at BMCC (addressed in the qualitative report).

WHO RESPONDED TO THE SURVEY?

BMCC staff were asked to respond to the question — “Where do you work primarily?” More than 79% of the respondents primarily work in the Chambers Street location. Approximately, 8% work in the Fiterman Hall. Forty-five percent of respondents identified with the HEO categories, and 18.5% with the College Assistants category. Approximately 11% percent of staff submitting completed surveys were Civil Servants.

Which of the following best describes your position at BMCC?		
Answer Options	Response Percent	Response Count
Executive Compensation Plan (ECP)	3.0%	9
Higher Education Officer (Full)	9.8%	29
Higher Education Officer (Associate)	9.4%	28
Higher Education Officer (Assistant)	15.5%	46
Assistant to Higher Education Officer	10.1%	30
Civil Servant (Accountant Series, Computer Series, Mail Messengers, Reprographics, Staff Nurse, etc.)	10.8%	32
College Assistant	18.5%	55
Administrative Support Staff	6.7%	20
Buildings and Grounds	1.0%	3
Public Safety	2.0%	6
Grant Funded	4.0%	12
Other (please specify)	9.1%	27
		<u>297</u>

HOW LONG HAVE YOU WORKED AT BMCC?

Forty-eight percent of employees have worked between 0 – 3 years, and 52% have worked 4 or more years. The greatest number of employees have worked 1 – 3 years. Longevity in a job or organization may be an indication of job satisfaction.

The *Employee Tenure in 2014* report (U.S. Bureau of Labor Statistics) stated that the median number of years that wage and salary workers had been with their current employer was 4.6 years in January 2014, unchanged from January 2012. This is the latest tenure study released by BLS. It should be noted that more than half of respondents have worked at BMCC for longer than the national average and that nearly 1/3 have worked at the College for a decade or more.

How long have you worked at BMCC?	
Answer Options	Response Percent
Less than 1 year	14.8%
1 – 3 years	32.7%
4 – 9 years	20.5%
10 – 15 years	12.1%
16 years or more	19.9%

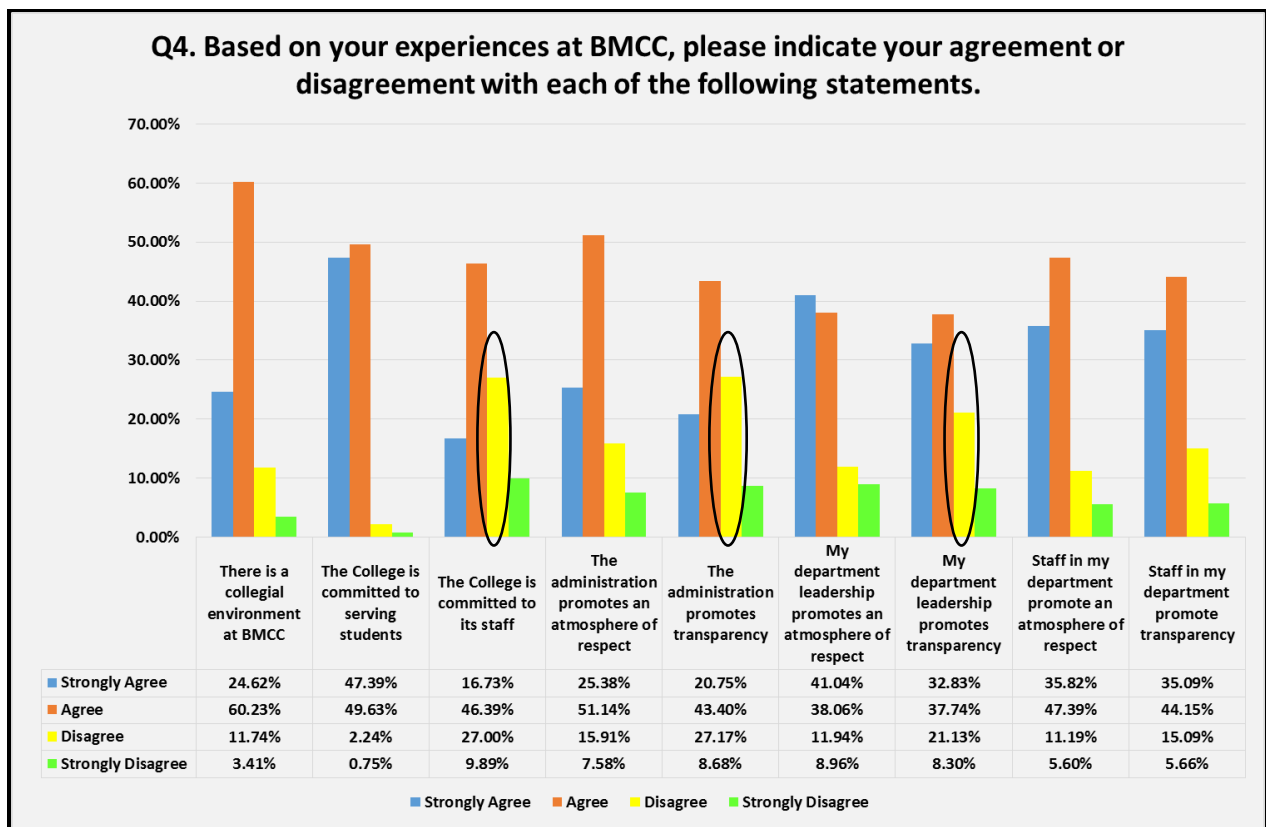
SATISFACTION/AGREEMENT RATINGS RESULTS

Based on low satisfaction/agreement ratings — less than 75%, but above 70%, some responses have been identified as *Areas of Note* and have been highlighted within this report as areas for further examination. Questions resulting in this 25 – 30% negative rating are highlighted in orange within the tables – thereby indicating topics that could benefit from further exploration. Responses resulting in negative response rates greater than 30% (less than 70% positive) are identified as *Areas of Concern* and are highlighted blue. It is our opinion that these areas should be examined thoroughly due to the higher levels of dissatisfaction and that comments associated with these questions in the qualitative report be mined for further examination.

COLLEGE SERVICES AND OPERATIONS

College/Department Culture

The initial set of questions were specific to College services and operations. Staff were required to indicate their agreement or disagreement with a number of inquiries related to the employment atmosphere at BMCC.

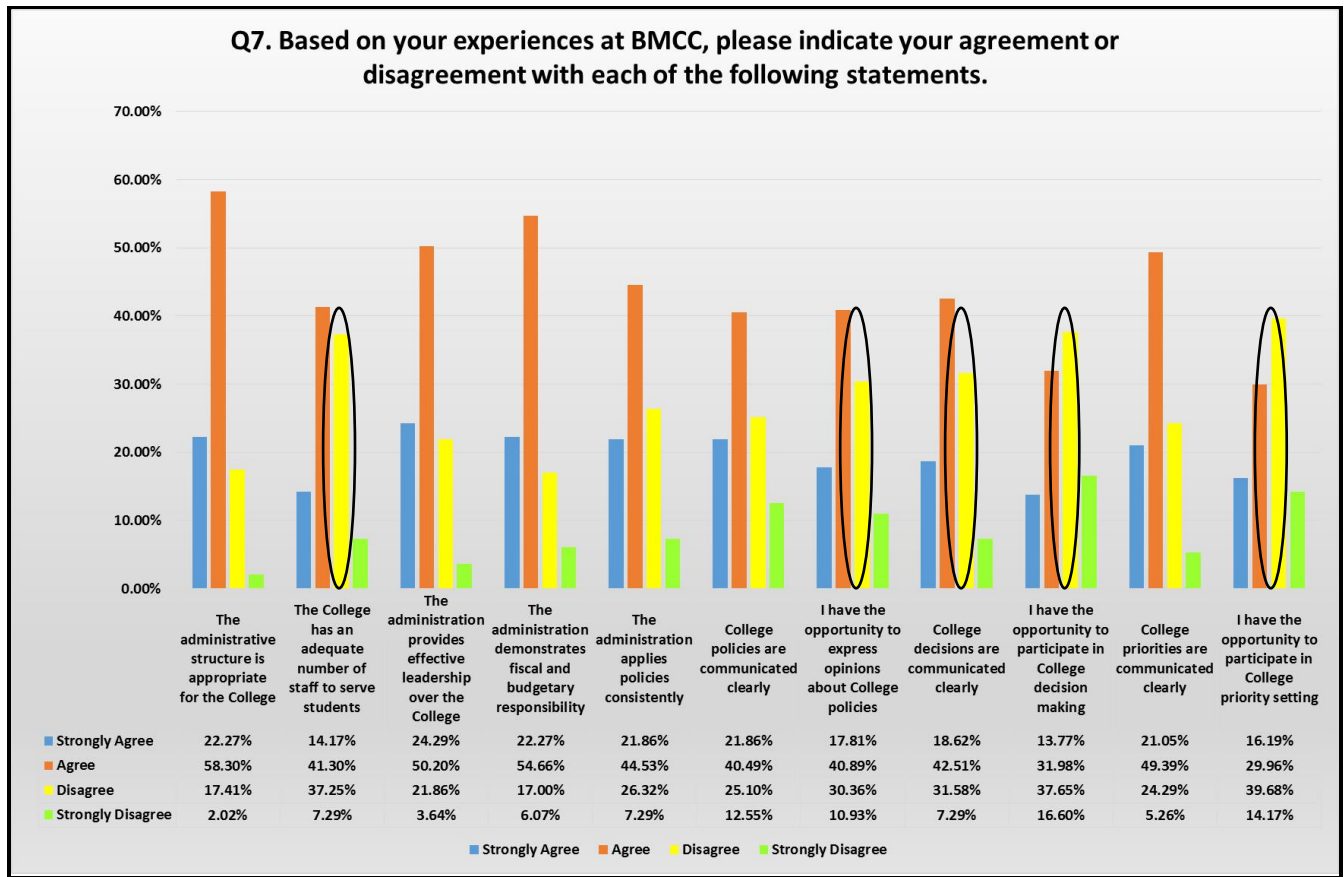


Generally, there is considerable agreement that BMCC is fulfilling its commitment to students, which is a powerful indicator that staff believe the College is pursuing its important mission. There is, however, significantly less agreement about the College administration’s commitment to staff and the administration’s promotion of transparency. Almost 97% of staff believe that BMCC is committed to its students, but only slightly over 60% believe that the College is committed to its staff or promotes transparency. Although the satisfaction regarding transparency is higher within departments than for the College, ratings are still relatively low — 64% - 70%. Results indicate that respondents believe that departments promote transparency and an atmosphere of respect that is only slightly greater than the College administration.

Q4. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following						
Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
There is a collegial environment at BMCC	24.62%	60.23%	11.74%	3.41%	224	84.85%
The College is committed to serving students	47.39%	49.63%	2.24%	0.75%	260	97.01%
The College is committed to its staff	16.73%	46.39%	27.00%	9.89%	166	63.12%
The administration promotes an atmosphere of respect	25.38%	51.14%	15.91%	7.58%	202	76.52%
The administration promotes transparency	20.75%	43.40%	27.17%	8.68%	170	64.15%
My department leadership promotes an atmosphere of respect	41.04%	38.06%	11.94%	8.96%	212	79.10%
My department leadership promotes	32.83%	37.74%	21.13%	8.30%	187	70.57%
Staff in my department promote an atmosphere of respect	35.82%	47.39%	11.19%	5.60%	223	83.21%
Staff in my department promote transparency	35.09%	44.15%	15.09%	5.66%	210	79.25%
<i>answered question</i>					269	
<i>224</i>					28	

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

College Administration



Over 80% of respondents indicated that the College administrative structure was appropriate for BMCC. Nevertheless, the results reveal that respondents disagree that the College has an adequate number of staff to serve students. More than 50% expressed disagreement that they have the opportunity to impact the decision-making process or participate in the College priority setting. Results disclosed that more than 40% of respondents believe that they do not have the opportunity to express opinions about College policies. Only two questions in the section are above the 75% threshold – indicating a deeper look may be necessary for the entire category. In addition, the circled items highlight where the disagreement rating approaches or exceeds the agreement rating.

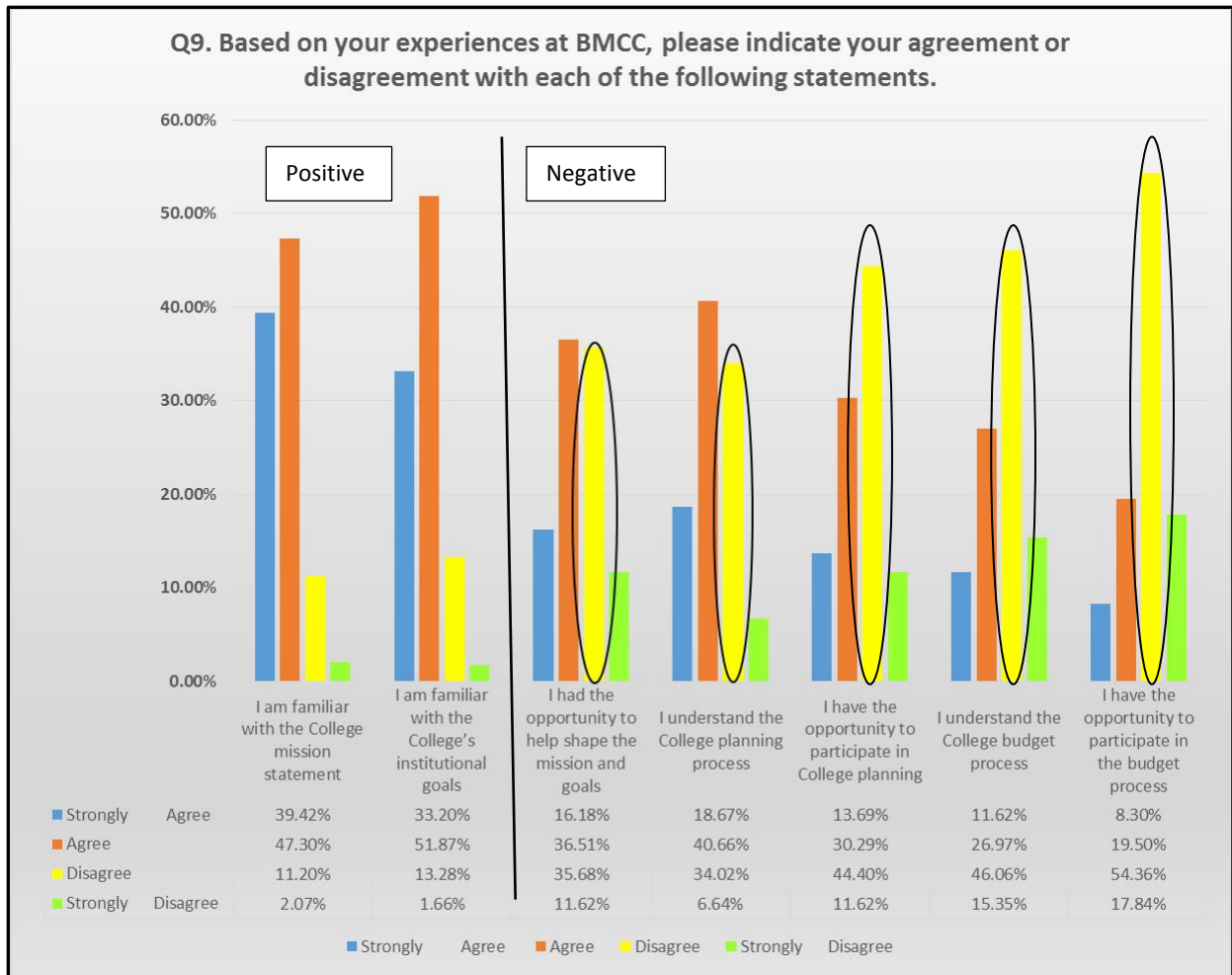
Q7. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
The administrative structure is appropriate for the College	22.27%	58.30%	17.41%	2.02%	199	80.57%
The College has an adequate number of staff to serve students	14.17%	41.30%	37.25%	7.29%	137	55.47%
The administration provides effective leadership over the College	24.29%	50.20%	21.86%	3.64%	184	74.49%
The administration demonstrates fiscal and budgetary responsibility	22.27%	54.66%	17.00%	6.07%	190	76.92%
The administration applies policies consistently	21.86%	44.53%	26.32%	7.29%	164	66.40%
College policies are communicated clearly	21.86%	40.49%	25.10%	12.55%	154	62.35%
I have the opportunity to express opinions about College policies	17.81%	40.89%	30.36%	10.93%	145	58.70%
College decisions are communicated clearly	18.62%	42.51%	31.58%	7.29%	151	61.13%
I have the opportunity to participate in College decision making	13.77%	31.98%	37.65%	16.60%	113	45.75%
College priorities are communicated clearly	21.05%	49.39%	24.29%	5.26%	174	70.45%
I have the opportunity to participate in College priority setting	16.19%	29.96%	39.68%	14.17%	114	46.15%
<i>answered question</i>					247	
<i>skipped question</i>					50	

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

Mission/Planning/Budgeting

This section provided more negative ratings than the rest of the survey. As illustrated in the graphic and table provided on the next page, numerous concerns emerged in response to the mission, planning, and budgeting queries. Only two questions in this section resulted in outcomes exceeding the 75% positive responses threshold – again indicating that a deeper look into the category as a whole may be in order. As an aside, these questions provide insight into “familiarity” and knowledge with an issue, not just agreement to the responses.

Issues addressed here should be of major concern. The results may imply that the staff sense a disconnection with the College administration. Respondents are familiar with the College mission and intuitional goals. Despite this finding, Respondents cited dissatisfaction with the opportunity to participate in 1) the College planning process, 2) helping to shape the mission and goals, and 3) the College budget process. More than 60% indicated a lack of understanding with the College budget process. Additionally, more than 70% disagreed or strongly disagreed that they have opportunities to participate in the budget process. Coupled with the previous section, results point to a perception on the part of the staff that the College administration operates without the participation and knowledge of staff regarding college direction setting and budgeting.



Q9. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
I am familiar with the College mission statement	39.42%	47.30%	11.20%	2.07%	209	86.72%
I am familiar with the College's institutional goals	33.20%	51.87%	13.28%	1.66%	205	85.06%
I had the opportunity to help shape the mission and goals	16.18%	36.51%	35.68%	11.62%	127	52.70%
I understand the College planning process	18.67%	40.66%	34.02%	6.64%	143	59.34%
I have the opportunity to participate in College planning	13.69%	30.29%	44.40%	11.62%	106	43.98%
I understand the College budget process	11.62%	26.97%	46.06%	15.35%	93	38.59%
I have the opportunity to participate in the budget process	8.30%	19.50%	54.36%	17.84%	67	27.80%
					<i>answered question</i>	241
					<i>skipped question</i>	56

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

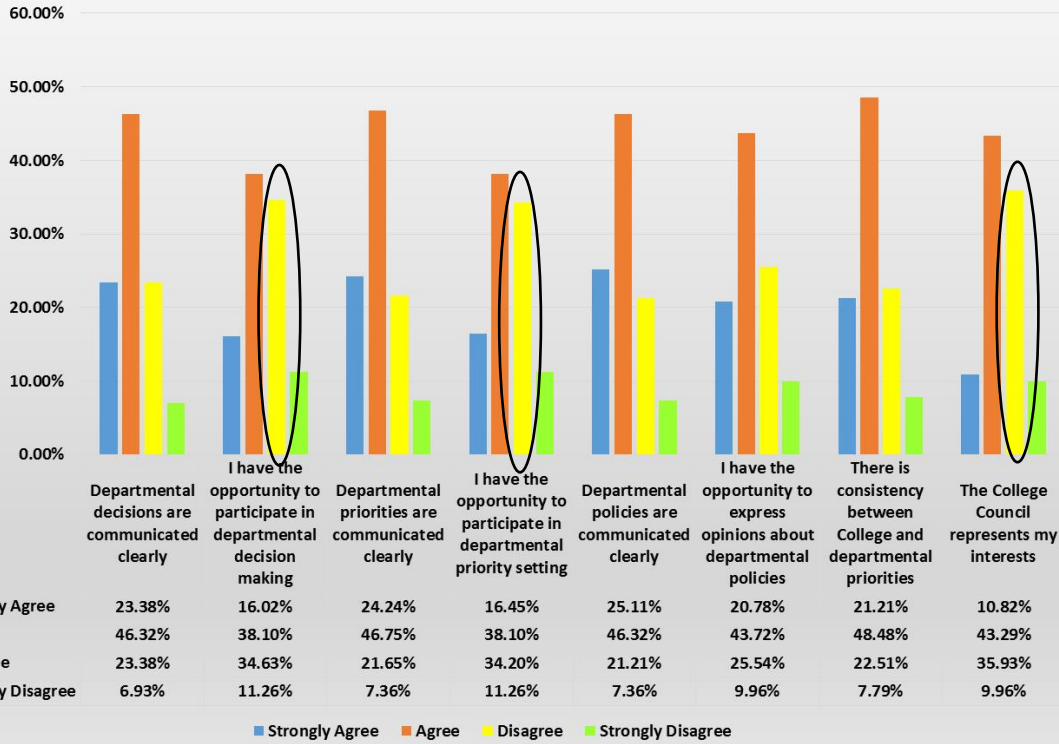
Leadership/Governance

Approximately 70% of respondents agreed that departmental decisions, departmental priorities, and departmental policies are communicated clearly, which is low. Additionally, less than 55% expressed agreement with the statement that they had the opportunity to participate in departmental decision making or priority setting. Similarly, less than 55% reported agreement that the College Council represents their interest. These negative results reiterate staff perceptions regarding a disconnection from or dissociation with both departmental and College administration. This is the only category where none of the questions reached a 75% positive response and given the focus on leadership at both the departmental and College level, provides much needed information that should be reviewed and, where appropriate, acted upon.

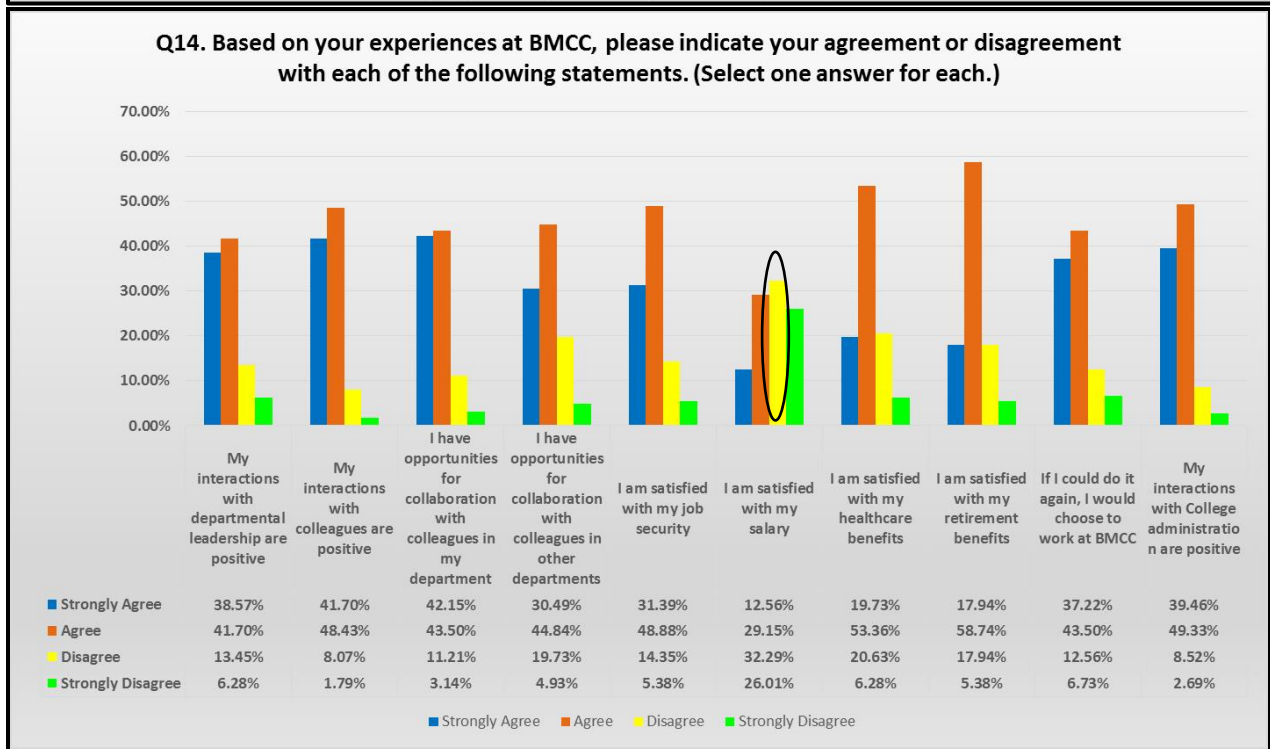
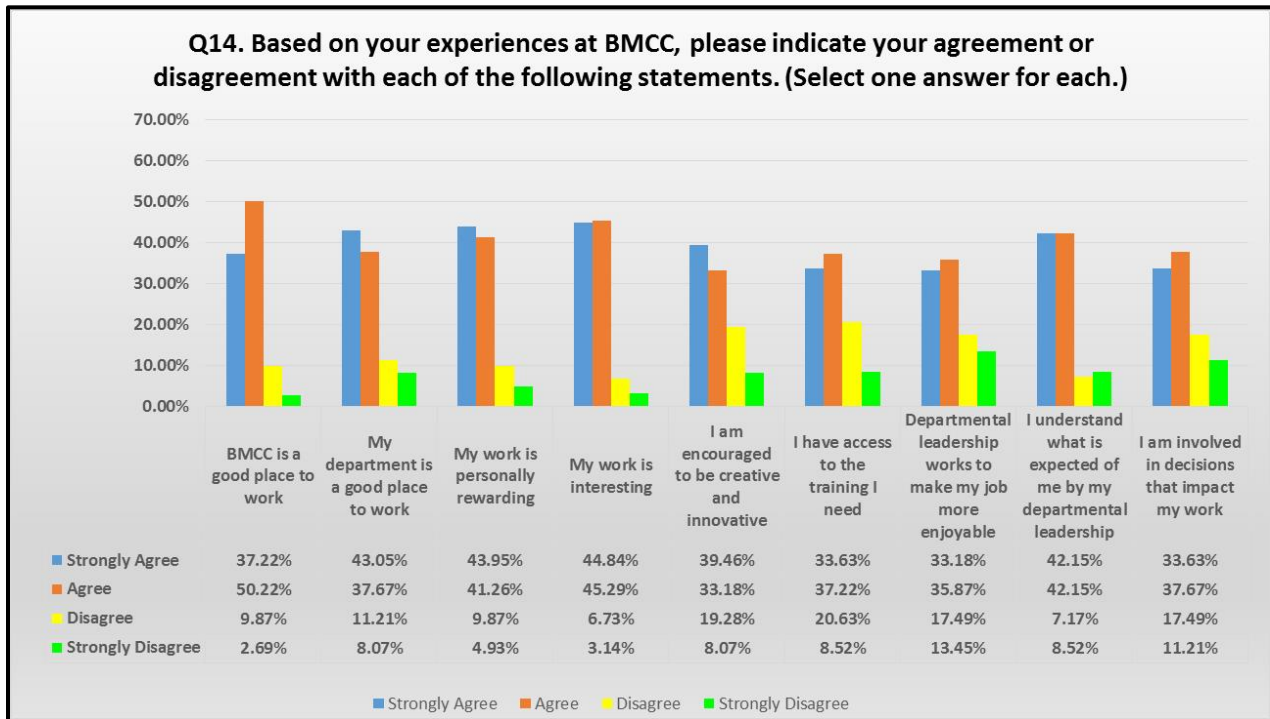
Q11. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements.						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
Departmental decisions are communicated clearly	23.38%	46.32%	23.38%	6.93%	161	69.70%
I have the opportunity to participate in departmental decision making	16.02%	38.10%	34.63%	11.26%	125	54.11%
Departmental priorities are communicated clearly	24.24%	46.75%	21.65%	7.36%	164	71.00%
I have the opportunity to participate in departmental priority setting	16.45%	38.10%	34.20%	11.26%	126	54.55%
Departmental policies are communicated clearly	25.11%	46.32%	21.21%	7.36%	165	71.43%
I have the opportunity to express opinions about departmental policies	20.78%	43.72%	25.54%	9.96%	149	64.50%
There is consistency between College and departmental priorities	21.21%	48.48%	22.51%	7.79%	161	69.70%
The College Council represents my interests	10.82%	43.29%	35.93%	9.96%	125	54.11%
				<i>answered question</i>	231	
				<i>skipped question</i>	66	

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

Q11. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements.



Job Satisfaction



Survey respondents indicated that they believe BMCC is a good place to work, their department is a good place to work, and their work is personally rewarding and “interesting.” Results show high levels of job satisfaction along various fronts. More than eight out of ten would choose to work at BMCC again. The one item where satisfaction is extremely low is salary. The survey revealed that

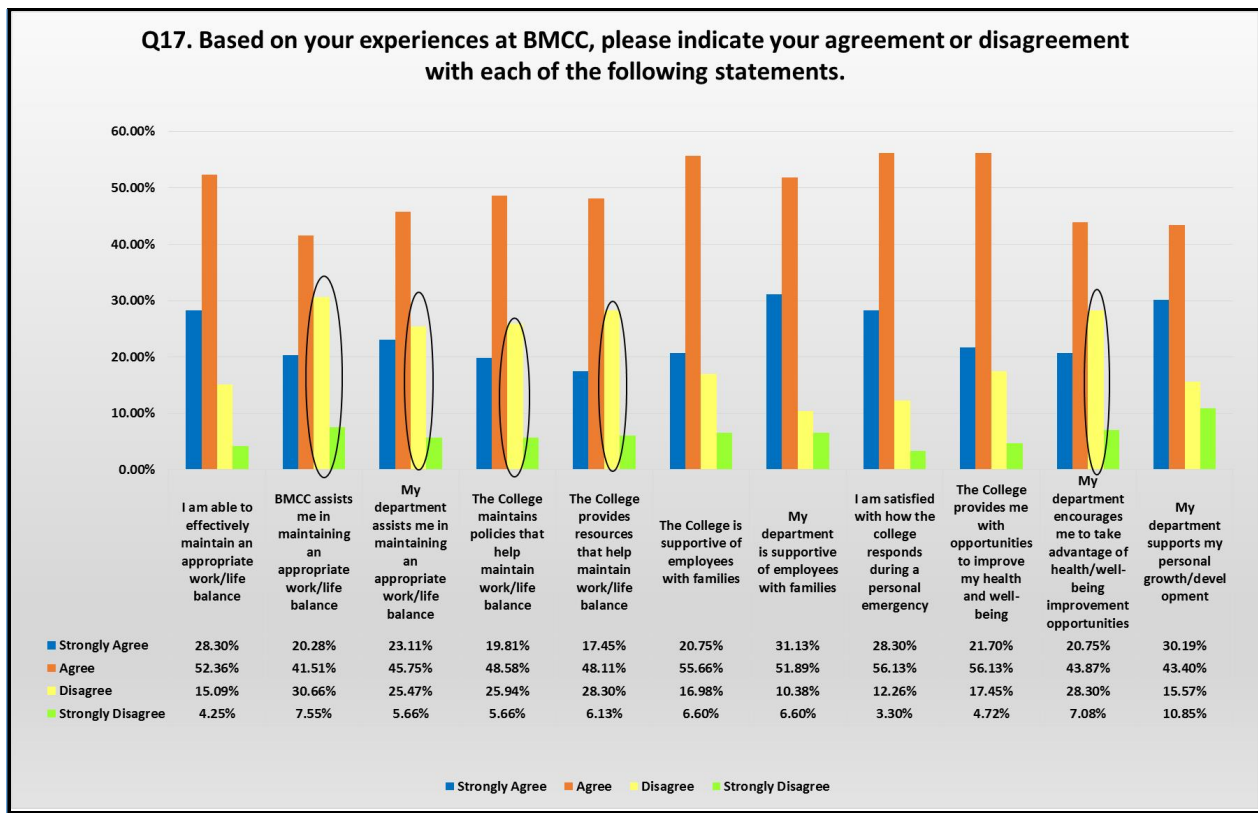
only 42% were satisfied with salary, one of the few questions resulting in higher dissatisfaction than satisfaction. However, more than 70% were satisfied with health benefits, and retirement benefits. A significant percentage of staff also stated that their departmental leaders do not work to make their job more enjoyable.

Results point to only moderate agreement that staff are encouraged to be creative and innovative. In addition, there is moderate agreement that respondents have access to the training needed. This item corresponds to the results from the promotion and advancement section, which revealed that respondents only moderately agree that they have access to necessary training and development.

Q14. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)						
	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
BMCC is a good place to work	37.22%	50.22%	9.87%	2.69%	195	87.44%
My department is a good place to work	43.05%	37.67%	11.21%	8.07%	180	80.72%
My work is personally rewarding	43.95%	41.26%	9.87%	4.93%	190	85.20%
My work is interesting	44.84%	45.29%	6.73%	3.14%	201	90.13%
I am encouraged to be creative and innovative	39.46%	33.18%	19.28%	8.07%	162	72.65%
I have access to the training I need	33.63%	37.22%	20.63%	8.52%	158	70.85%
Departmental leadership works to make my job more enjoyable	33.18%	35.87%	17.49%	13.45%	154	69.06%
I understand what is expected of me by my departmental leadership	42.15%	42.15%	7.17%	8.52%	188	84.30%
I am involved in decisions that impact my work	33.63%	37.67%	17.49%	11.21%	159	71.30%
My interactions with College administration are positive	39.46%	49.33%	8.52%	2.69%	198	88.79%
My interactions with departmental leadership are positive	38.57%	41.70%	13.45%	6.28%	179	80.27%
My interactions with colleagues are positive	41.70%	48.43%	8.07%	1.79%	201	90.13%
I have opportunities for collaboration with colleagues in my department	42.15%	43.50%	11.21%	3.14%	191	85.65%
I have opportunities for collaboration with colleagues in other departments	30.49%	44.84%	19.73%	4.93%	168	75.34%
I am satisfied with my job security	31.39%	48.88%	14.35%	5.38%	179	80.27%
I am satisfied with my salary	12.56%	29.15%	32.29%	26.01%	93	41.70%
I am satisfied with my healthcare benefits	19.73%	53.36%	20.63%	6.28%	163	73.09%
I am satisfied with my retirement benefits	17.94%	58.74%	17.94%	5.38%	171	76.68%
If I could do it again, I would choose to work at BMCC	37.22%	43.50%	12.56%	6.73%	180	80.72%
					answered question	223
					skipped question	74

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

Work/Life Balance



Work/life balance ratings paint a more complicated picture regarding the desirability of employment at BMCC. Respondents highly suggested (80.0%) that they are able to effectively maintain an appropriate work/life balance, however, the more detailed inquires resulted in lower levels of reported satisfaction. When asked about whether 1) BMCC, 2) their department 3) College policies or 4) College resources help them maintain a proper work/life balance, satisfaction ratings dropped by more than 12 points. Between 25-30% of respondents cited disagreement with the statement that BMCC and their department assist staff in maintaining an appropriate work/life balance. In addition, 25% disagreed with the statement that the College maintains policies or resources to help staff members maintain work/life balance. This implies that although respondents are able to maintain a healthy work/life balance, their perception is that they maintain the appropriate balance *in spite* of the College and department, not because of attempts by either.

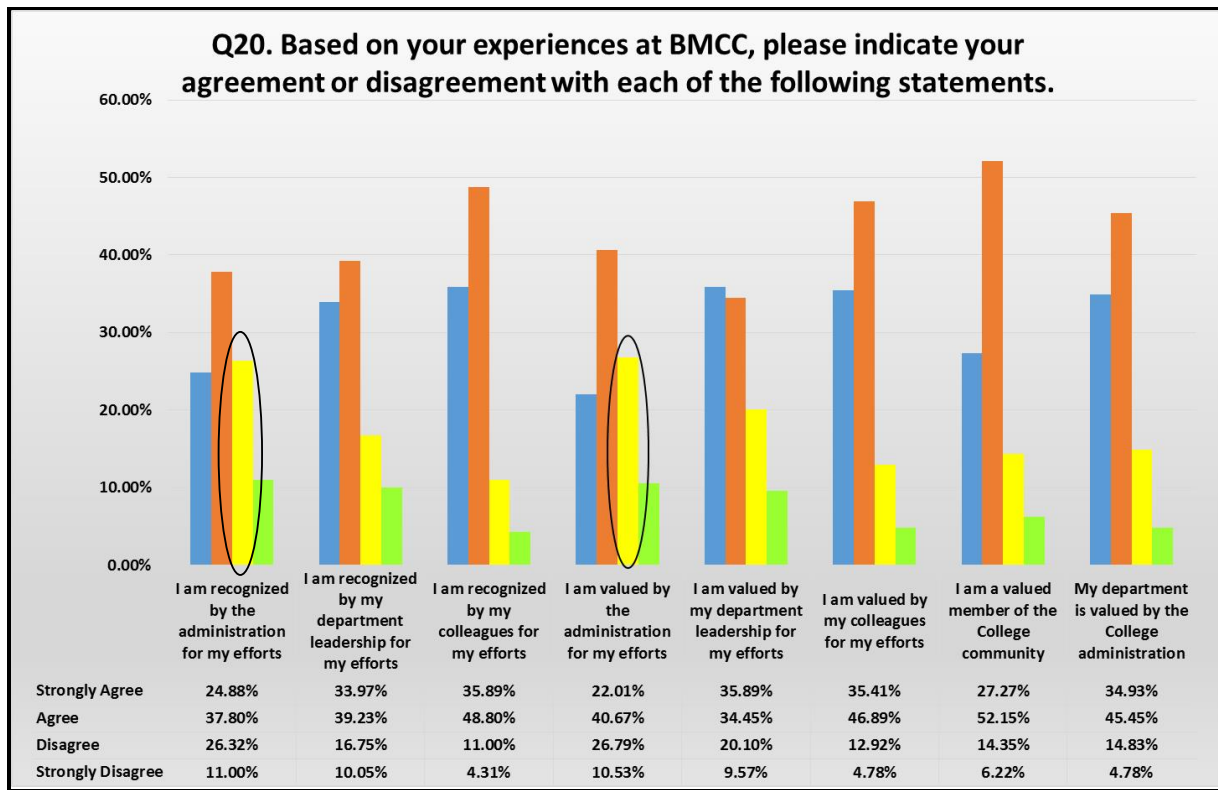
Another important finding is that 35% of respondents expressed disagreement with the statement that their department encourages them to take advantage of health/well-being improvement opportunities. The results of this inquiry will serve as a baseline and important finding that will assist with addressing Strategic Plan Outcomes #18 in the 2015-2020 BMCC Strategic Plan: *Reaching Greater Levels*.

Q17. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/ Agree	Percent
I am able to effectively maintain an appropriate work/life balance	28.30%	52.36%	15.09%	4.25%	171	80.66%
BMCC assists me in maintaining an appropriate work/life balance	20.28%	41.51%	30.66%	7.55%	131	61.79%
My department assists me in maintaining an appropriate work/life balance	23.11%	45.75%	25.47%	5.66%	146	68.87%
The College maintains policies that help maintain work/life balance	19.81%	48.58%	25.94%	5.66%	145	68.40%
The College provides resources that help maintain work/life balance	17.45%	48.11%	28.30%	6.13%	139	65.57%
The College is supportive of employees with families	20.75%	55.66%	16.98%	6.60%	162	76.42%
My department is supportive of employees with families	31.13%	51.89%	10.38%	6.60%	176	83.02%
I am satisfied with how the college responds during a personal emergency	28.30%	56.13%	12.26%	3.30%	179	84.43%
The College provides me with opportunities to improve my health and well-being	21.70%	56.13%	17.45%	4.72%	165	77.83%
My department encourages me to take advantage of health/well-being improvement opportunities	20.75%	43.87%	28.30%	7.08%	137	64.62%
My department supports my personal growth/development	30.19%	43.40%	15.57%	10.85%	156	73.58%
<i>answered question 1 question</i>					212	
<i>skipped question 1 question</i>					85	

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

Recognition/Appreciation

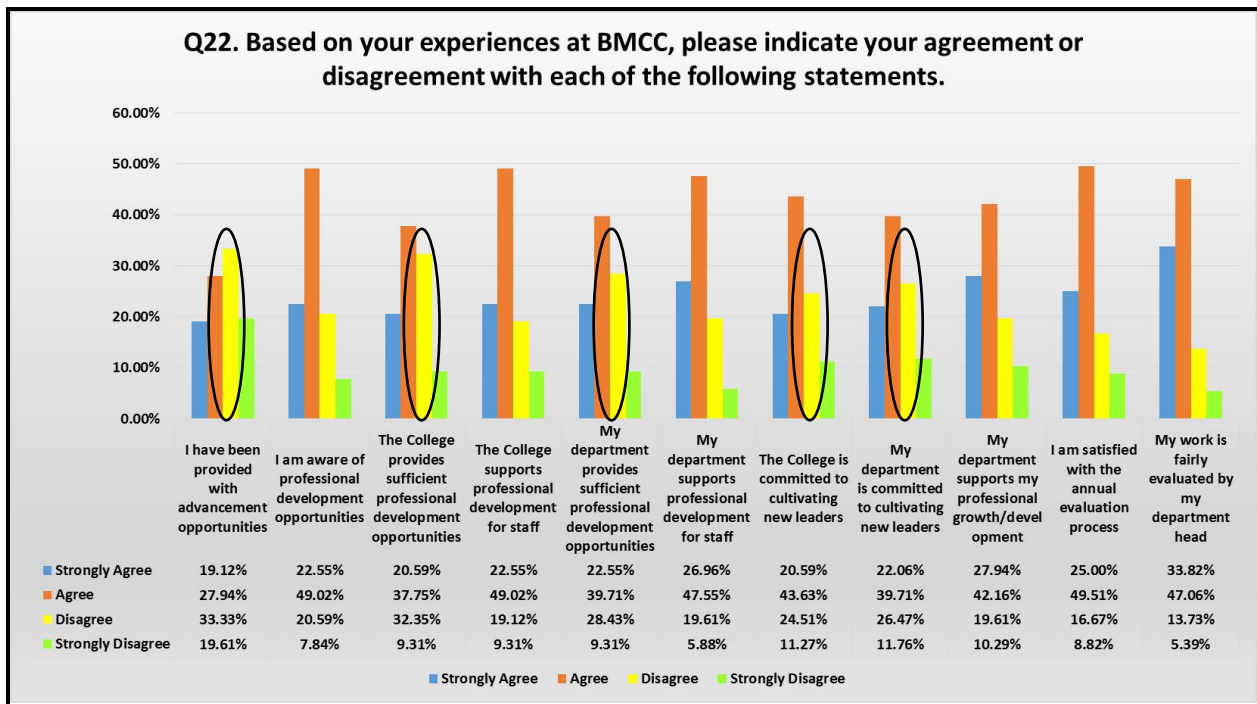


More than 80% of respondents expressed agreement with the statements that they are 1) recognized, and 2) valued by their colleagues for their efforts. However, results show that recognition and value by the department leaders are generally 10 percentage points lower. Further, results indicate that recognition and value by the administration drop an additional 10 percentage points. Note that the circled areas, both of which deal with recognition and value by the administration produced higher disagreement than strongly agree ratings, which was a rare occurrence within this survey. The results indicate perception of an additional level of dissociation by the College administration.

Q20. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)						
Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/Agree	Percent
I am recognized by the administration for my efforts	24.88%	37.80%	26.32%	11.00%	131	62.68%
I am recognized by my department leadership for my efforts	33.97%	39.23%	16.75%	10.05%	153	73.21%
I am recognized by my colleagues for my efforts	35.89%	48.80%	11.00%	4.31%	177	84.69%
I am valued by the administration for my efforts	22.01%	40.67%	26.79%	10.53%	131	62.68%
I am valued by my department leadership for my efforts	35.89%	34.45%	20.10%	9.57%	147	70.33%
I am valued by my colleagues for my efforts	35.41%	46.89%	12.92%	4.78%	172	82.30%
I am a valued member of the College community	27.27%	52.15%	14.35%	6.22%	166	79.43%
My department is valued by the College administration	34.93%	45.45%	14.83%	4.78%	168	80.38%
<i>answered question</i>					209	
<i>skipped question</i>					88	

*Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

Promotion/Advancement



This inquiry reveals the need to focus on all aspects of professional development opportunities, policies and procedures. Furthermore, the results also serve as a baseline for Strategic Plan Outcome #18, and highlight an area for improvement. With the exception of one inquiry, all the professional development statements ranked in the “Area of Note” or “Area of Concern” categories. More unlikely were results that revealed that in five out of eleven statements, “disagree” ranked higher than “strongly agree.”

Although 72% of respondents agreed that the College supports professional development for staff, only 58% agreed that the College provides sufficient professional development opportunities. Only 60-70% of respondents agreed that the College or their department supports and/or provides sufficient professional development opportunities for staff. These results align with finding that less than 65% of respondents agree that that the College/Department is cultivating new leaders. In a rare instance, respondents rated departments lower than the College in regards to cultivating leaders.

Q22. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)						
Answer Options	Strongly Agree	Agree	Disagree	Strongly Disagree	Strongly agree/Agree	Percent
I have been provided with advancement opportunities	19.12%	27.94%	33.33%	19.61%	139	68.14%
I am aware of professional development opportunities	22.55%	49.02%	20.59%	7.84%	146	71.57%
The College provides sufficient professional development opportunities	20.59%	37.75%	32.35%	9.31%	119	58.33%
The College supports professional development for staff	22.55%	49.02%	19.12%	9.31%	146	71.57%
My department provides sufficient professional development opportunities	22.55%	39.71%	28.43%	9.31%	127	62.25%
My department supports professional development for staff	26.96%	47.55%	19.61%	5.88%	152	74.51%
The College is committed to cultivating new leaders	20.59%	43.63%	24.51%	11.27%	131	64.22%
My department is committed to cultivating new leaders	22.06%	39.71%	26.47%	11.76%	126	61.76%
My department supports my professional growth/development	27.94%	42.16%	19.61%	10.29%	143	70.10%
I am satisfied with the annual evaluation process	25.00%	49.51%	16.67%	8.82%	152	74.51%
My work is fairly evaluated by my department head	33.82%	47.06%	13.73%	5.39%	165	80.88%
					<i>answered question</i>	204
					<i>skipped question</i>	93

* Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.

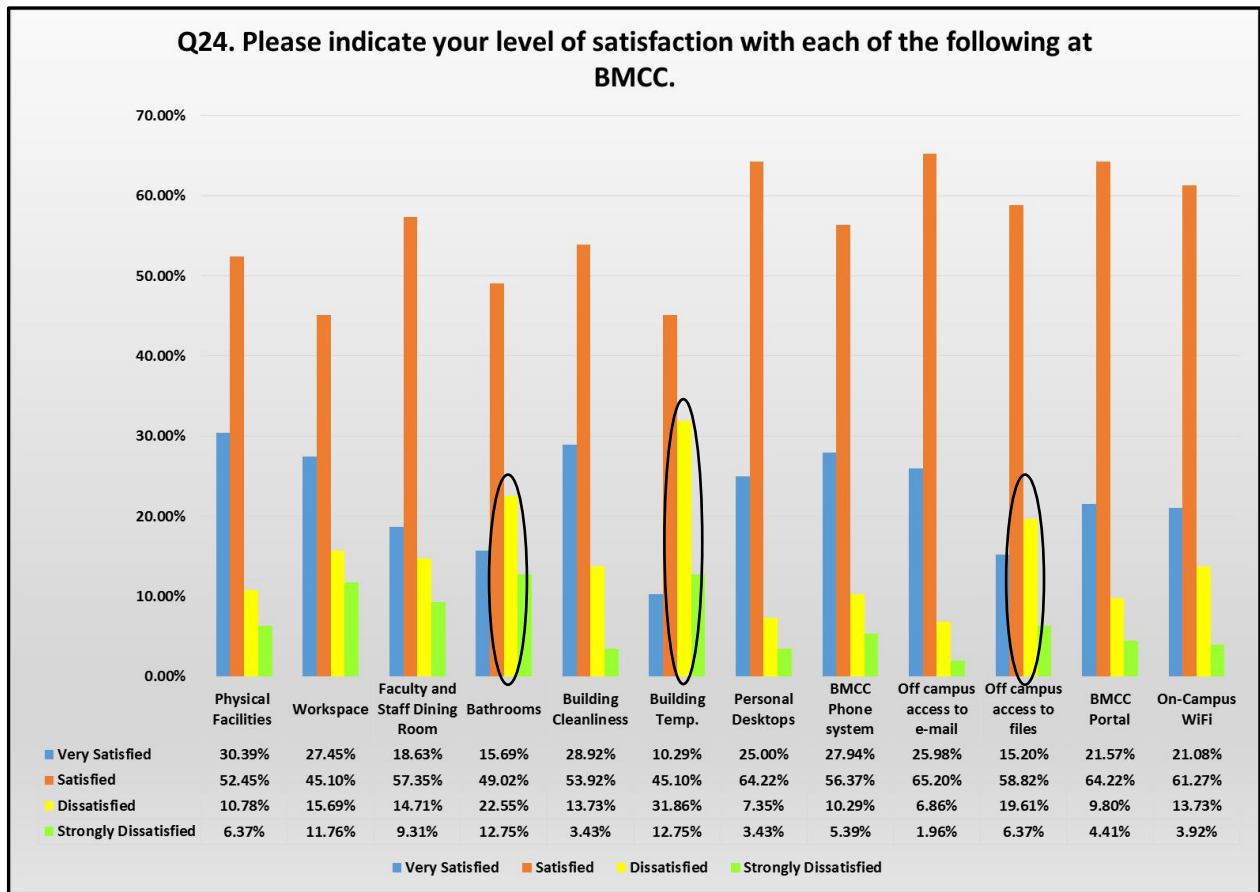
Facilities/Technical Resources

Considering the age of the buildings, these results are largely positive. Respondents were mostly satisfied with 10 of the 12 categories of facilities and technical resources.

The two categories which show the least satisfaction are 1) bathrooms and 2) building temperature. These two categories also showed that dissatisfaction ranked higher than satisfaction. The Noel Levitz Student Satisfaction Inventory also highlighted a dissatisfaction with the bathrooms. Additionally, there was a high level of dissatisfaction with off campus access to files.

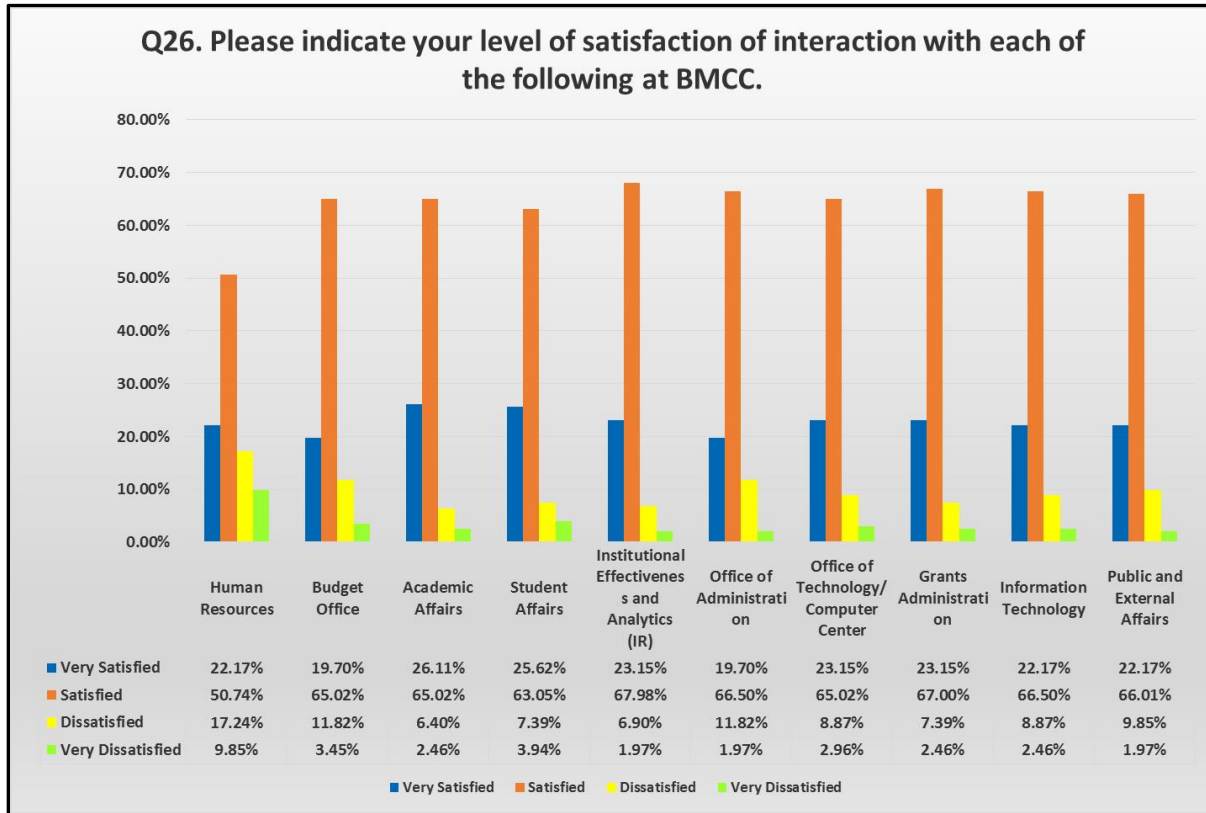
Q24. Please indicate your level of satisfaction with each of the following at BMCC.						
Answer Options	Very Satisfied	Satisfied	Dissatisfied	Strongly Dissatisfied	Strongly agree/ Agree	Percent
Physical Facilities	30.39%	52.45%	10.78%	6.37%	169	82.84%
Workspace	27.45%	45.10%	15.69%	11.76%	148	72.55%
Faculty and Staff Dining Room	18.63%	57.35%	14.71%	9.31%	155	75.98%
Bathrooms	15.69%	49.02%	22.55%	12.75%	132	64.71%
Building Cleanliness	28.92%	53.92%	13.73%	3.43%	169	82.84%
Building Temp.	10.29%	45.10%	31.86%	12.75%	113	55.39%
Personal Desktops	25.00%	64.22%	7.35%	3.43%	182	89.22%
BMCC Phone system	27.94%	56.37%	10.29%	5.39%	172	84.31%
Off campus access to e-mail	25.98%	65.20%	6.86%	1.96%	186	91.18%
Off campus access to files	15.20%	58.82%	19.61%	6.37%	151	74.02%
BMCC Portal	21.57%	64.22%	9.80%	4.41%	175	85.78%
On-Campus WiFi	21.08%	61.27%	13.73%	3.92%	168	82.35%
<i>answered question</i>					204	
<i>skipped question</i>					93	

* Percent of strongly agree/agree is based on number of respondents who answered question (valid responses), not the total number submitting survey.



Satisfaction of Interaction

A significant number of respondents expressed satisfaction with their interaction with College offices and departments. However, the satisfaction rating for interaction with the Human Resources office ranked lowest (73%). The lower satisfaction rate for HR could simply reflect that all staff interact with HR services more so than with other services or offices.



CONCLUSION

In general, 97% of respondents acknowledged that BMCC is committed to its students. However, only 60% believe that the College is committed to its staff. Survey respondents indicated that they believe BMCC is a good place to work, their department is a good place to work, and their work is personally rewarding and “interesting.” Nevertheless, the survey also revealed that staff believe there are shortcomings in the work place that need to be addressed and may signal the need for improvement in the College structure.

There is dissatisfaction with opportunities to contribute or participate in 1) the College/departmental decision-making process, 2) setting College/departmental policies and priority setting, 3) the College planning process and 4) the College budget process. More than 60% indicated dissatisfaction regarding the College budget process and more than 50% revealed dissatisfaction with the opportunity to express opinions about College policies. In addition, dissatisfaction with salary was also highlighted. Staff may view themselves more as “worker bees” than partners with the College administration. Respondents indicated that they receive greater recognition and are more valued by their departments and colleagues, than with the College administration.

In general, respondents were satisfied with facilities and technical resources. Bathrooms and building temperature received the lowest satisfaction ratings. In addition, a significant number of respondents expressed satisfaction with their interaction with College offices and departments.

Overall, 80% of respondents expressed the ability to maintain a healthy work/life balance. The responses to follow-up inquiries indicate that execution of College and department policies, procedures and resources do *not* support this outcome. This result needs further exploration if the College anticipates achieving the work/balance outcome.

Although respondents acknowledged that the College supports professional development for staff, only 58% were satisfied with the College’s provision of sufficient professional development opportunities. In addition, there was only moderate agreement that respondents have the training needed. Again the issue of training and professional development opportunities require more in-depth analysis, if the College anticipates growth in this arena.

AREAS FOR IMPROVEMENT

The areas receiving 70%-75% agreement/satisfaction are areas identified as *Areas of Note*, and should be reviewed more extensively in the qualitative report. Those questions leading to the negative responses are as follows:

- 1) College and Departmental Culture
 - a) Leadership promotes transparency
- 2) College Administration
 - a) Administration provides effective leadership over the College
 - b) College priorities are communicated clearly
- 3) Leadership and Governance
 - a) Departmental priorities are communicated clearly
 - b) Departmental policies are communicated clearly
- 4) Job Satisfaction
 - a) I am encouraged to be creative and innovative
 - b) I have access to the training I need
 - c) I am involved in decisions that impact my work
- 5) Work and Life Balance
 - a) The College provides me with opportunities to improve my health and well-being
- 6) Recognition and Appreciation
 - a) I am recognized by my department leadership for my efforts
 - b) I am valued by my department leadership for my efforts
 - c) I am recognized by my department leadership for my efforts
 - d) I am valued by my department leadership for my efforts
- 7) Promotion and Advancement
 - a) I am aware of professional development opportunities
 - b) I am aware of professional development opportunities
 - c) The College supports professional development for staff
 - d) My department supports professional development for staff
 - e) My department supports my professional growth/development
 - f) I am satisfied with the annual evaluation process
- 8) Facilities and Technological Resources
 - a) Workspace
 - b) Faculty and Staff Dining Room
 - c) Off campus access to files
- 9) Satisfaction with Campus administrative offices
 - a) Human Resources

Any area with less than a 70% satisfaction rate is categorized as an *Area of Concern*, and should be analyzed in-depth in the qualitative report. Those questions leading to the negative responses are as follows:

- 1) College and Departmental Culture
 - a) The College is committed to its staff
 - b) The administration promotes transparency
- 2) College Administration
 - a) The College has an adequate number of staff to serve students
 - b) The administration applies policies consistently
 - c) College policies are communicated clearly
 - d) I have the opportunity to express opinions about College policies
 - e) College decisions are communicated clearly
 - f) I have the opportunity to participate in College decision making
 - g) I have the opportunity to participate in College priority setting
- 3) Mission/Planning/Budgeting
 - a) I had the opportunity to help shape the mission and goals
 - b) I understand the College planning process
 - c) I have the opportunity to participate in College planning
 - d) I understand the College budget process
 - e) I have the opportunity to participate in the budget process
- 4) Leadership and Governance
 - a) Departmental decisions are communicated clearly
 - b) I have the opportunity to participate in departmental decision making
 - c) I have the opportunity to participate in departmental priority setting
 - d) I have the opportunity to express opinions about departmental policies
 - e) There is consistency between College and departmental priorities
 - f) The College Council represents my interests
- 5) Job Satisfaction
 - a) Departmental leadership works to make my job more enjoyable
 - b) I am satisfied with my salary

- 6) Work and Life Balance
 - a) BMCC assists me in maintaining an appropriate work/life balance
 - b) My department assists me in maintaining an appropriate work/life balance
 - c) The College maintains policies that help maintain work/life balance
 - d) The College provides resources that help maintain work/life balance
 - e) My department encourages me to take advantage of health/well-being improvement opportunities
- 7) Recognition and Appreciation
 - a) I am recognized by the administration for my efforts
 - b) I am valued by the administration for my efforts
- 8) Promotion and Advancement
 - a) I have been provided with advancement opportunities
 - b) The College provides sufficient professional development opportunities
 - c) My department provides sufficient professional development opportunities
 - d) The College is committed to cultivating new leaders
 - e) My department is committed to cultivating new leaders
- 9) Facilities and Technological Resources
 - a) Bathrooms
 - b) Building Temperature

APPENDIX A: BOROUGH OF MANHATTAN COMMUNITY COLLEGE
STAFF SURVEY QUESTIONS

Borough of Manhattan Community College 2015-2016 Staff Survey

1. Where do you work primarily?

- Chambers Street
- Fiterman
- Murray Street
- Center for Continuing Education & Workforce Development -- 25 Broadway
- MEOC -- Adam Clayton Powell, Jr. State Office building at 163 West 125th Street

2. Which of the following best describes your position at BMCC?

- Executive Compensation Plan (ECP)
- Higher Education Officer (Full)
- Higher Education Officer (Associate)
- Higher Education Officer (Assistant)
- Assistant to Higher Education Officer
- Civil Servant (Accountant Series, Computer Series, Mail Messengers, Reprographics, Staff Nurse, etc.)
- College Assistant
- Administrative Support Staff
- Buildings and Grounds
- Public Safety
- Grant Funded
- Other (please specify)

3. How long have you worked at BMCC

- Less than 1 year
- 1 – 3 years
- 4 – 9 years
- 10 – 15 years
- 16 years or more

Borough of Manhattan Community College 2015-2016 Staff Survey

College/Departmental Culture

4. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
There is a collegial environment at BMCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College is committed to serving students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College is committed to its staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration promotes an atmosphere of respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration promotes transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department leadership promotes an atmosphere of respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department leadership promotes transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff in my department promote an atmosphere of respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff in my department promote transparency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please provide any additional insight regarding the College culture.

6. Please provide any additional insight regarding your department's culture.

Borough of Manhattan Community College 2015-2016 Staff Survey

College Administration

7. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
The administrative structure is appropriate for the College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College has an adequate number of staff to serve students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration provides effective leadership over the College	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration demonstrates fiscal and budgetary responsibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The administration applies policies consistently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College policies are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to express opinions about College policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College decisions are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in College decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College priorities are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in College priority setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please provide any additional insight regarding the College's administration.

Borough of Manhattan Community College 2015-2016 Staff Survey

Mission/Planning/Budgeting

9. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am familiar with the College mission statement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am familiar with the College's institutional goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had the opportunity to help shape the mission and goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the College planning process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in College planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the College budget process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in the budget process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please provide any additional insight regarding the mission, planning, or budgeting. (please specify)

Borough of Manhattan Community College 2015-2016 Staff Survey

Leadership/Governance

11. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly/Disagree
Departmental decisions are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in departmental decision making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental priorities are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to participate in departmental priority setting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental policies are communicated clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the opportunity to express opinions about departmental policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is consistency between College and departmental priorities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College Council represents my interests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Please provide any additional insight regarding the College leadership/governance.

13. Please provide any additional insight regarding your department's leadership/governance.

Borough of Manhattan Community College 2015-2016 Staff Survey

Job Satisfaction

14. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
BMCC is a good place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department is a good place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is personally rewarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is interesting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am encouraged to be creative and innovative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have access to the training I need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental leadership works to make my job more enjoyable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand what is expected of me by my departmental leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am involved in decisions that impact my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My interactions with College administration are positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My interactions with departmental leadership are positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My interactions with colleagues are positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have opportunities for collaboration with colleagues in my department	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have opportunities for collaboration with colleagues in other departments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with my job security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my salary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my healthcare benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my retirement benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I could do it again, I would choose to work at BMCC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please provide any additional insight regarding issues that are positively impacting your job satisfaction.

16. Please provide any additional insight regarding issues that are negatively impacting your job satisfaction.

17. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am able to effectively maintain an appropriate work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMCC assists me in maintaining an appropriate work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department assists me in maintaining an appropriate work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College maintains policies that help maintain work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College provides resources that help maintain work/life balance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College is supportive of employees with families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department is supportive of employees with families	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with how the college responds during a personal emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College provides me with opportunities to improve my health and well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department encourages me to take advantage of health/well-being improvement opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department supports my personal growth/development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work/Life Balance

18. Please indicate what BMCC can do to help you maintain an appropriate work/life balance.

19. Please indicate what your department can do to help you maintain an appropriate work/life balance.

Borough of Manhattan Community College 2015-2016 Staff Survey

Recognition/Appreciation

20. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
I am recognized by the administration for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am recognized by my department leadership for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am recognized by my colleagues for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am valued by the administration for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am valued by my department leadership for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am valued by my colleagues for my efforts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am a valued member of the College community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department is valued by the College administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Please provide any additional insight regarding recognition/appreciation (please specify).

Borough of Manhattan Community College 2015-2016 Staff Survey

Promotion/Advancement

22. Based on your experiences at BMCC, please indicate your agreement or disagreement with each of the following statements. (Select one answer for each.)

	Strongly Agree	Agree	Disagree	Strongly Disagree
I have been provided with advancement opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am aware of professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College provides sufficient professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College supports professional development for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department provides sufficient professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department supports professional development for staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The College is committed to cultivating new leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department is committed to cultivating new leaders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My department supports my professional growth/development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the annual evaluation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is fairly evaluated by my department head	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Promotion/Advancement

23. Please provide any additional insight regarding promotion/advancement.

Borough of Manhattan Community College 2015-2016 Staff Survey

Facilities/Technological Resources

24. Please indicate your level of satisfaction with each of the following at BMCC. (Select one answer for each.)

	Very Satisfied	Satisfied	Dissatisfied	Strongly Dissatisfied
Physical Facilities (Appearance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workspace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and Staff Dining Room	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bathrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building Temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Desktops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMCC Phone system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off campus access to e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Off campus access to files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMCC Portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On-Campus WiFi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please provide any additional insight regarding facilities/technological resources.

Borough of Manhattan Community College 2015-2016 Staff Survey

Satisfaction of interactions with:

26. Please indicate your level of satisfaction of interaction with each of the following at BMCC. (Select one answer for each.)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budget Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Institutional Effectiveness and Analytics (IR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office of Technology/Computer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grants Administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public and External Affairs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. Please provide any additional insight regarding your satisfaction with services provided by these areas.

28. Please list the top three things you like most about working at BMCC?

1.
2.
3.

29. Please list the top three things you feel need improvement at BMCC.

1.
2.
3.

30. Please provide any final comments regarding your employment at BMCC.