

College Employee Questionnaire

1. Responders: Civil service – 89 HEO - 57 IT series - 2 RF funded - 13 Unknown title - 7
2. Full-time: 150 Part-time: 9 Blank: 9

INSTRUCTIONS

The following statements describe aspects of your experience working at Queensborough. Respond to each item on the separate answer sheet using the following scale:

- A. NA (not applicable, no knowledge of, or no involvement in)
- B. Strongly agree
- C. Agree
- D. No opinion
- E. Disagree
- F. Strongly disagree

Analysis was based on average response rates computed from actual responses; NA and No opinion responses are omitted; the average was computed by using:

Strongly agree = 4, Agree = 3, Disagree = 2 and Strongly disagree = 1

The majority of the responses came from the civil service titles – 25.14% of personnel in that title; HEO – 55.9% of personnel in that title.

An average score of 3 or greater is considered positive or agreement; an average score of 2 or below, negative or disagreement; and an average score between 2 and 3 is a divided opinion. The analysis also reports variability among the responses.

Response rate based on job series is reported by listing the average response for the job series that had more than 10 responders: variability within an item was also reviewed since the average score for two items may be the same but the variety of responses may be different.

E.g.: $4 + 4 + 4 = 12$ & $12 / 3 = 4$

$3 + 4 + 5 = 12$ & $12 / 3 = 4$

3. Queensborough has a positive reputation in the surrounding community.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
159	3.19	85	3.07	54	3.29	13	3.5

Overall rating of 3.19 is positive and rating among job series is positive

4. Queensborough has a positive reputation in the academic community.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
158	3.09	82	3.01	55	3.13	13	3.33

Overall rating of 3.09 is positive and rating among job series is positive

5. Queensborough has a positive reputation among its employees.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
158	3.00	84	2.98	54	2.88	11	3.30

Overall rating of 3.00 is positive but rating among job series shows some disagreement

6. Students receive a quality education that helps them to reach their goals.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
160	3.08	84	3.07	54	3.29	13	3.50

Overall rating of 3.08 is positive and rating among job series is positive

7. The overall appearance of the college campus is pleasing.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
166	3.17	87	3.13	57	3.25	13	3.17

Overall rating of 3.17 is positive and rating among job series is positive

8. The grounds of the college are maintained adequately.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
163	3.15	87	3.13	55	3.15	13	3.25

Overall rating of 3.15 is positive and rating among job series is positive

9. Overall, building maintenance is adequate.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
153	2.90	78	2.91	54	2.86	12	3.09

Overall rating of 2.90 is less than positive as is rating among job series (except RF staff)

10. Staff bathrooms are cleaned daily.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
145	3.01	79	3.04	50	3.02	9	3.00

Overall rating of 3.01 is positive and rating among job series is positive

11. Student bathrooms are cleaned daily.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
131	3.08	69	3.01	7	3.26	10	2.77

Overall rating of 3.08 is positive and rating among job series is positive; note that only seven (7) HEOs responded, indicating less contact with student areas

12. Parking accommodations are convenient.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
152	3.18	78	3.08	53	3.30	12	3.00

Overall rating of 3.18 is positive and rating among job series is positive

13. The staff cafeteria is clean.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
135	3.23	67	3.17	52	3.37	10	3.33

Overall rating of 3.23 is positive and rating among job series is positive

14. The food in the staff cafeteria is good.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
121	2.85	63	2.82	43	2.80	8	3.29

Overall rating of 2.85 is less than positive as is rating among the job series (except the RF staff)

15. The prices in the staff cafeteria are reasonable.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
133	2.79	69	2.79	48	2.73	8	2.71

Overall rating of 2.79 is less than positive as is average rating among the job series

16. Staff, seeking information from various offices, is treated in a courteous and professional manner.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
152	3.01	82	2.97	53	2.98	10	3.00

Overall rating of 3.01 is positive while ratings of Civil Service and HEO job series are less than positive

17. Faculty seeking information from various offices are treated in a courteous and professional manner.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
125	3.14	67	3.14	43	3.10	9	3.25

Overall rating of 3.14 is positive and rating among job series is positive

18. Students seeking information from various offices are treated in a courteous and professional manner.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
143	2.91	74	2.94	52	2.88	11	2.80

Overall rating of 2.91 is less than positive as is rating among job series

19. The faculty act in a collegial manner in its correspondences and dealings with me.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
143	3.16	70	3.10	54	3.20	12	3.27

Overall rating of 3.16 is positive and rating among job series is positive

20. I am provided with computer resources in my office that enable me to complete the tasks required for my job.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
162	3.34	85	3.32	57	3.35	11	3.60

Overall rating of 3.34 is positive and rating among job series is positive

21. I am provided with office equipment (other than computers) that enables me to complete the tasks required for my job.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
158	3.21	85	3.32	57	3.35	10	3.55

Overall rating of 3.21 is positive and rating among job series is positive

22. My workspace is suitable for my job.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
151	3.25	80	3.24	54	3.30	10	3.20

Overall rating of 3.25 is positive and rating among job series is positive

23. The E-purchasing system is easy to use.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
83	3.05	42	3.07	31	3.00	4	3.33

Overall rating of 3.05 is positive and rating among job series is positive; number of responders is 83, which indicates that not every job includes using E-purchasing

24. My office is productive.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
161	3.65	86	3.68	55	3.58	12	3.73

Overall rating of 3.65 is very positive and rating among job series is very positive

25. My office is efficient.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
163	3.54	87	3.57	56	3.45	12	3.73

Overall rating of 3.54 is very positive and rating among job series is very positive

26. I am satisfied with the extent to which information about goals and plans for this department are communicated within my office.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
155	3.17	81	3.17	54	3.12	13	3.42

Overall rating of 3.17 is positive and rating among job series is positive

27. My workload is reasonable.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
160	3.15	84	3.15	54	3.06	13	3.33

Overall rating of 3.15 is positive and rating among job series is positive

28. There is adequate staffing in my office.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
161	2.92	85	2.94	57	2.80	11	3.00

Overall rating of 2.92 is less than positive and rating among job series is less than positive; RF rating is positive

29. Performance evaluations are used primarily for my job improvement, not just to criticize.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
142	3.26	79	3.19	51	3.37	9	3.25

Overall rating of 3.26 is positive and rating among job series is positive

30. My supervisor encourages my professional development (increasing my work knowledge and skills).

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
153	3.30	82	3.27	51	3.29	12	3.55

Overall rating of 3.30 is positive and rating among job series is positive

31. I am comfortable making suggestions and expressing concerns regarding my own department operations.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
160	3.21	85	3.23	53	3.16	13	3.33

Overall rating of 3.21 is positive and rating among job series is positive

32. I am encouraged to make suggestions and to express concerns regarding my own department operations.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
160	3.10	86	3.09	54	3.06	12	3.36

Overall rating of 3.10 is positive and rating among job series is positive

33. Queensborough supports opportunities for staff professional growth (professional development, grants, training, support for research and artistic/creative endeavors).

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
137	2.74	68	2.46	52	2.92	11	3.40

Overall rating of 2.74 is less than positive as is rating among job series (except RF)

34. The administration shows respect for the staff.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
150	2.49	78	2.27	53	2.68	11	3.30

Overall rating of 2.49 is less than positive as is rating among job series; rating of the Civil Service at 2.27 contrasts sharply with the 3.30 of the RF respondents

35. College policies and procedures are followed fairly and uniformly.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
142	2.47	71	2.29	52	2.57	11	3.50

Overall rating of 2.47 is less than positive as is rating among job series; rating of the Civil Service at 2.29 contrasts sharply with the 3.50 of the RF

36. Queensborough administrators promote teamwork and cooperation among employees.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
140	2.46	69	2.22	52	2.61	10	3.56

Overall rating of 2.46 is less than positive as is rating among job series (except for RF)

37. I have been asked to collaborate on college-wide initiatives—for example, Academies, ERP/CUNY First.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
96	2.71	40	2.41	47	2.98	5	3.00

Overall rating of 2.71 is less than positive and answers were mostly no for civil service; RF may be higher because some are hired to work on special initiatives like learning communities and e-portfolio

38. The annual department planning process assures the proper operation and integrity of a department by the individual department chair or supervisor.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
99	3.00	48	3.04	40	2.89	5	3.25

Overall rating of 3.00 is positive; there is variability among the job series

39. The orientation and training for my position provided information and/or guidelines about professional integrity—the rights, duties, and responsibilities of my position.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
135	2.53	72	2.44	46	2.51	9	3.50

Overall rating of 2.53 is less than positive as is rating among job series (except for RF)

40. Since my hire, I have been provided with information and/or guidelines about professional integrity—the rights, duties, and responsibilities of my position.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
149	2.66	78	2.57	52	2.67	11	3.30

Overall rating of 2.66 is less than positive as is rating among job series (except for RF)

41. At the time of my appointment/hire, I received information and/or training related to the ethical standards of my position.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
146	2.48	75	2.47	52	2.37	12	3.00

Overall rating of 2.48 is less than positive as is rating among job series (except for RF)

42. Since my appointment/hire, I have been provided with information and/or training related to the ethical standards of my position.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
142	2.61	73	2.56	52	2.49	12	3.18

Overall rating of 2.61 is less than positive as is rating among job series (except for RF)

43. I have read the Queensborough mission statement.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
133	3.05	62	2.85	55	3.27	11	3.40

Overall rating of 3.05 is positive but average rating of the Civil Service series (2.85) demonstrates less familiarity with mission statement than that for HEOs and RF staff

44. I consider the college mission when setting goals for my office and the programs and activities for which I am responsible.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
106	3.08	45	2.93	47	3.16	9	3.37

Overall rating of 3.08 is positive and rating among job series is positive (except for Civil Service)

45. I consider the mission and the goals of the college in prioritizing my activities, requests for funding, or at any other point in the decision-making processes of my office and the programs and activities for which I am responsible.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
96	3.07	34	2.94	49	3.11	9	3.37

Overall rating of 3.07 is positive and rating among job series is positive (except for Civil Service)

46. I have heard about Queensborough's Strategic Planning Process.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
122	3.03	58	2.84	52	3.29	7	3.17

Overall rating of 3.03 is positive and rating among job series is positive (except for Civil Service)

47. I have attended open hearings held by President Marti about the Strategic Plan.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
97	2.73	38	2.18	49	3.20	6	2.83

Overall rating of 2.73 is less than positive; HEOs are more likely to attend hearings

48. President Marti is leading the college toward excellence.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
122	3.07	61	2.63	46	3.07	8	3.71

Overall rating of 3.07 is positive and rating among job series is positive, except for Civil Service, who are less than positive

49. I have influence on college policies.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
95	2.01	41	1.90	45	2.07	6	2.20

Overall rating of 2.01 is negative as is rating for all job series

50. The College's Shared Governance reflects my input or viewpoints.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
77	2.25	32	2.03	37	2.47	5	2.25

Less than half of the respondents expressed an opinion; all average ratings are less than positive

51. The college meets the needs of the community through the continuing education classes.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
118	3.12	60	3.10	42	3.03	11	3.30

Overall rating of 3.12 is positive and rating among job series is positive

52. The college meets the needs of the community through cultural events offered on campus.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
135	3.06	68	2.99	48	3.11	12	3.27

Overall rating of 3.06 is positive and rating among job series is positive

53. The college has a hiring process that encourages diversity.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
129	3.06	66	2.97	48	3.16	9	3.62

Overall rating of 3.06 is positive and rating among job series is positive

54. I work with persons of ethnic, religious, and cultural backgrounds different from mine.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
165	3.41	87	3.30	56	3.51	13	3.58

Overall rating of 3.41 is positive and rating among job series is positive

55. I have attended events on campus that celebrate/demonstrate different cultures.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
147	3.10	74	3.04	54	3.16	11	3.40

Overall rating of 3.10 is positive and rating among job series is positive

56. Overall, I am satisfied with my job.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
156	3.00	81	2.85	54	3.12	13	3.58

Overall rating of 3.00 is positive; ratings range from 2.85 for Civil Service to 3.58 for RF staff

57. I am satisfied with my salary.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
155	1.78	83	1.41	55	2.15	11	2.90

Overall rating of 1.78 is negative; RF staff is less than positive

58. Overall, I am happy working at Queensborough.

Total N	Average	Civil Service N	Average	HEO N	Average	RF N	Average
152	2.95	77	2.78	55	3.14	12	3.64

Overall rating of 2.95 is less than positive, ranging from 2.78 for Civil Service to 3.64 for RF