



**MONTGOMERY  
COLLEGE**

**2021 Your Voice, Your MC: Employee  
Experience and Culture Survey**

Richard Boyer

May 11, 2021

**ModernThink**

# Survey Overview

## Methodology

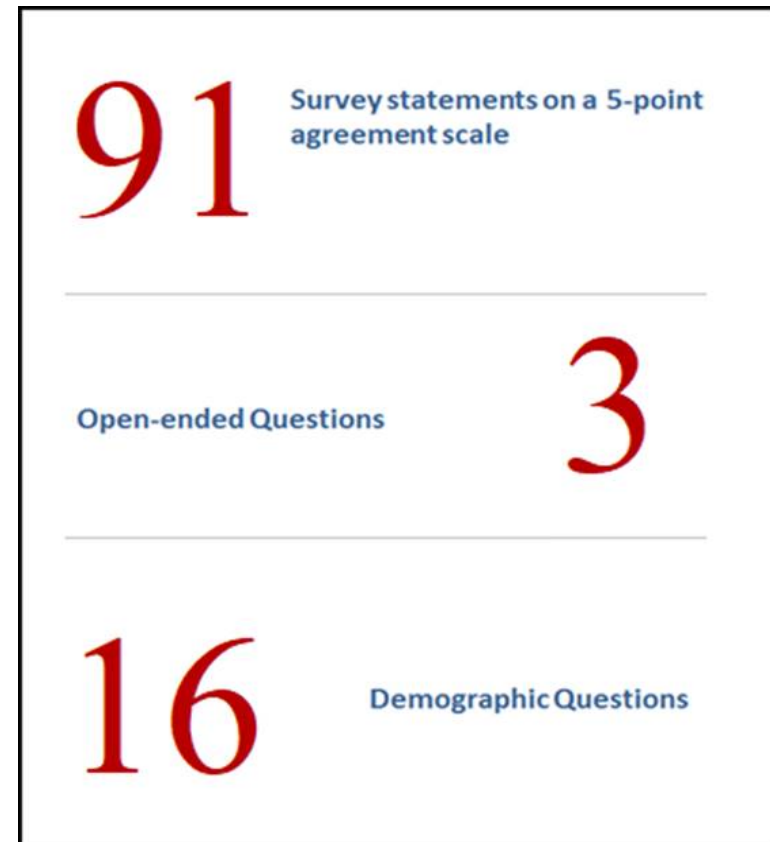
- Online survey administered:  
February 15 – March 1, 2021

## Response Rate

- 2021 Response Rate:  
 $1407/2707 = 52\%$

## Benchmarks

- 2020 Great Colleges Honor Roll
- 2020 Carnegie Classification –  
Associate's Colleges



# Response Rates

---

Pre-loaded Combined Employee Type	Total	Responded	Response Rate
All Employees	2707	1407	52%
Administrators	84	78	93%
Department Chairs	39	35	90%
Staff	1197	789	66%
Full-Time Faculty	513	260	51%
Part-Time Faculty	689	223	32%
Continuing Ed Non Credit Faculty	185	22	12%

# Response Guidelines

**Response Options:** *Strongly Agree, Agree, Sometimes Agree/Sometimes Disagree, Disagree, Strongly Disagree, Not Applicable*

**Positive Responses**  
*Strongly Agree, Agree*

**Negative Responses**  
*Strongly Disagree, Disagree*

<b>Guideline Score</b>	<b>Description</b>	<b>Guideline Score</b>
75% +	Excellent to Very Good	< 10%
65-74%	Good	10-14%
55-64%	Fair to Mediocre	15-19%
45-54%	Warrants Attention	20-29%
< 45%	Acute	30% +

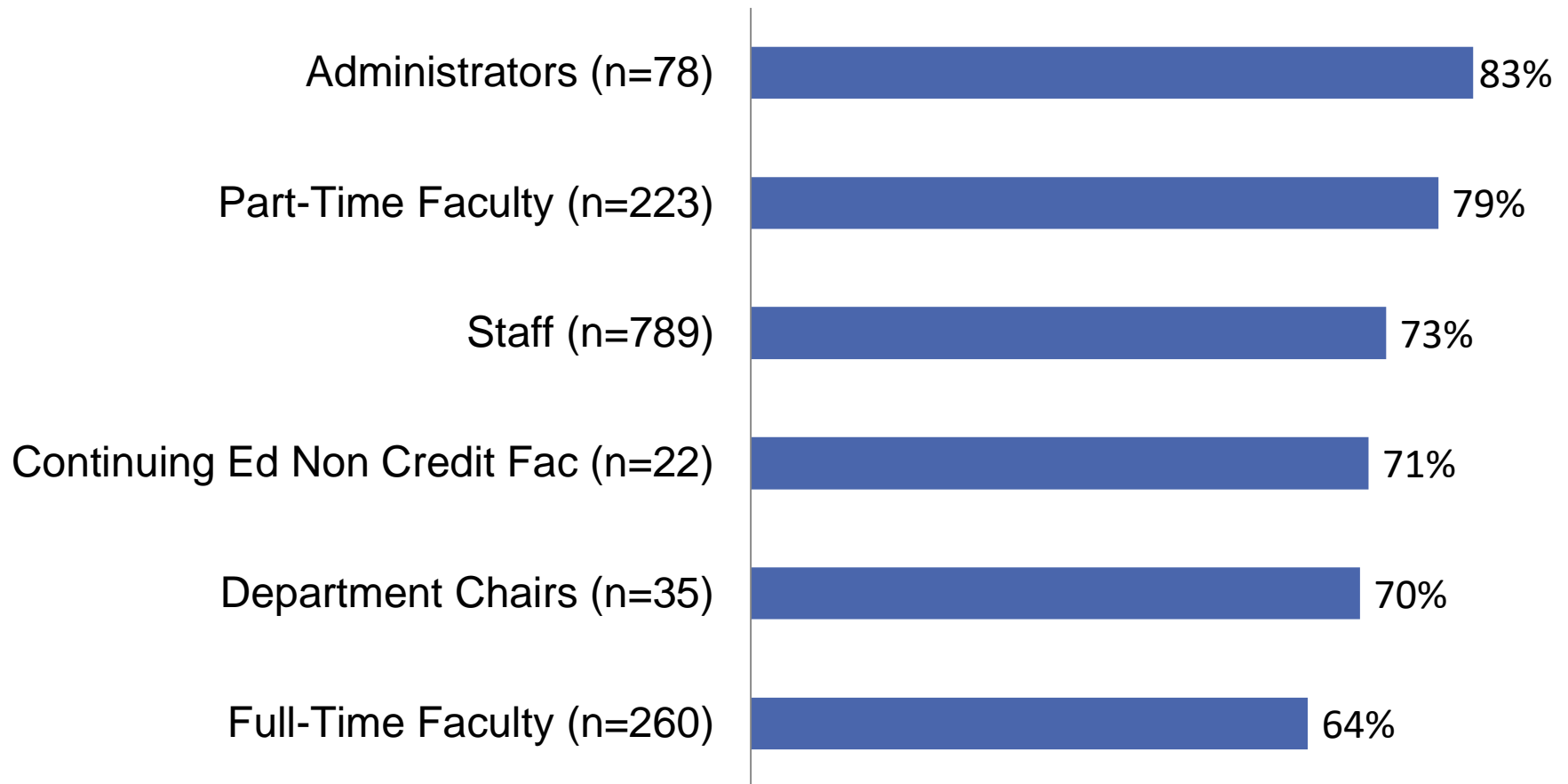
# Barometer Statements

---

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
63 <i>Overall, my unit is a good place to work.</i>	84% / 4%	93% / 2%
91 <i>All things considered, this is a great place to work.</i>	80% / 4%	90% / 2%
84 <i>The College's culture is special – something you don't find just anywhere.</i>	66% / 9%	81% / 6%
88 <i>The College is well run.</i>	66% / 9%	81% / 5%
87 <i>I would recommend Montgomery College to friends and relatives looking for a college to attend.</i>	89% / 2%	*

# Pre-loaded Combined Employee Type

---



# Strengths and Opportunities

---

## Strengths

- Job Fit & Autonomy
- Connection to Mission & Sense of Pride
- Faculty & Staff Well-being
- Manager Effectiveness
- Equity & Inclusion
- Ethics & Compliance

## Opportunities

- Communication
- Collaboration
- Performance Management & Accountability
- Confidence in Reporting/Investigative Processes

# Strengths

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
<b><u>Job Fit &amp; Autonomy</u></b>		
<i>1 My job makes good use of my skills and abilities.</i>	81% / 5%	89% / 3%
<i>2 I am given the responsibility and freedom to do my job.</i>	85% / 4%	90% / 2%
<i>5 I am provided the resources I need to be effective in my job.</i>	74% / 7%	81% / 3%
<b><u>Connection to Mission &amp; Sense of Pride</u></b>		
<i>3 I have a clear understanding of Montgomery College's mission, vision and values.</i>	90% / 2%	*
<i>62 I understand how my job contributes to the College's mission.</i>	94% / 1%	96% / 1%
<i>85 I am proud to be part of the College.</i>	85% / 2%	92% / 1%
<b><u>Faculty &amp; Staff Well-being</u></b>		
<i>10 The work I do is meaningful to me.</i>	89% / 2%	*
<i>19 I feel a sense of belonging at this college.</i>	71% / 9%	*
<i>28 My manager shows genuine interest in my well-being.</i>	80% / 8%	*
<i>* #36 Senior leadership shows genuine interest in the well-being of faculty, administrators and staff.</i>	55% / 16%	82% / 6%



# Strengths

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
<b><u>Manager Effectiveness</u></b>		
23 <i>My manager makes their expectations clear.</i>	74% / 8%	84% / 5%
25 <i>I believe what I am told by my manager.</i>	77% / 8%	85% / 4%
50 <i>My manager is consistent and fair.</i>	79% / 8%	84% / 4%
<b><u>Equity &amp; Inclusion</u></b>		
51 <i>In my unit, we welcome diversity in all of its forms.</i>	87% / 4%	*
67 <i>The College demonstrates its commitment to recruiting and retaining diverse workforce.</i>	78% / 5%	*
86 <i>We are making good progress towards becoming a more diverse and inclusive institution.</i>	84% / 4%	*
<b><u>Ethics &amp; Compliance</u></b>		
59 <i>The people in my unit behave ethically.</i>	81% / 4%	*
38 <i>In my unit, I don't feel pressured to skirt the rules in order to achieve institutional or unit goals.</i>	83% / 5%	*
61 <i>Colleagues in my unit regularly model this institution's values.</i>	78% / 3%	88% / 4%

# Opportunities

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
<b><u>Communication</u></b>		
<i>12 I can speak up or challenge a traditional way of doing something without fear of harming my career.</i>	59% / 16%	76% / 9%
<i>22 Changes that affect me are discussed prior to being implemented.</i>	39% / 24%	62% / 14%
<i>78 Senior leadership communicates openly about important matters.</i>	61% / 13%	75% / 8%
<b><u>Collaboration</u></b>		
<i>15 I have opportunities to contribute to important decisions in my unit.</i>	66% / 12%	80% / 6%
<i>49 I can count on people to cooperate across units.</i>	62% / 8%	79% / 4%
<i>90 There's a sense that we're all on the same team at the College.</i>	53% / 17%	76% / 7%
<b><u>Performance Management &amp; Accountability</u></b>		
<i>21 Our onboarding processes prepare new faculty and staff to be effective.</i>	54% / 15%	68% / 11%
<i>26 Our review process accurately measures my job performance.</i>	62% / 14%	74% / 10%
<i>52 Issues of low performance are addressed in my unit.</i>	51% / 17%	66% / 12%
<i>44 Promotion and advancement processes are clear.</i>	43% / 30%	*

# Opportunities

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
<b><u>Confidence in Reporting/Investigative Processes</u></b>		
<i>34 The College has clear and effective procedures for dealing with discrimination.</i>	67% / 9%	88% / 3%
<i>29 I trust that reported acts of discrimination and abuse will be handled in strict confidence.</i>	69% / 14%	*
<i>58 If I report alleged discrimination, it will be objectively investigated.</i>	68% / 12%	*
<i>43 I can report an ethical or regulatory issue or concern without having to worry about losing my job or harming my career.</i>	65% / 14%	*
<i>45 If I report alleged wrongdoing, it will be objectively investigated.</i>	59% / 14%	*

# Senior Leadership

---

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
64 <i>Senior leadership has the knowledge, skills and experience necessary for institutional success.</i>	68% / 9%	82% / 5%
35 <i>Senior leadership provides a clear direction for the College's future.</i>	66% / 9%	79% / 8%
78 <i>Senior leadership communicates openly about important matters.</i>	61% / 13%	75% / 8%
32 <i>I believe what I am told by senior leadership.</i>	58% / 14%	79% / 7%
75 <i>Senior leadership demonstrates through their actions that equity and inclusion are important.</i>	74% / 8%	*

# Innovation Index

---

	<u>2021 MC</u>	<u>2020 Honor Roll</u>
7 <i>When I offer a new idea, I believe it will be fully considered.</i>	62% / 11%	78% / 6%
12 <i>I can speak up or challenge a traditional way of doing something without fear of harming my career.</i>	59% / 16%	76% / 9%
15 <i>I have opportunities to contribute to important decisions in my unit.</i>	66% / 12%	80% / 6%
18 <i>My manager actively solicits my suggestions and ideas.</i>	69% / 11%	82% / 7%
22 <i>Changes that affect me are discussed prior to being implemented.</i>	39% / 24%	62% / 14%

# MODERNTHINK CONTACT

Richard K. Boyer  
[rboyer@modernthink.com](mailto:rboyer@modernthink.com)  
302.764.4477

Liz Flood  
[lflood@modernthink.com](mailto:lflood@modernthink.com)  
302.764.4477 X: 103