2023 Your Voice, Your MC: Employee Experience and Climate Survey

Richard K. Boyer

Busola Oyinlola

May 16, 2023

Welcome & Agenda

- Agenda:
- Committee Members
- Richard Boyer from ModernThink
- Survey Results Overview
- Key Findings & Recommendations
- Q&A Session

© 2023. All rights reserved

Committee Members

Program Sponsors

- Krista Leitch Walker: Vice President and Chief HR Officer
- Sharon Wilder: Chief Equity and Inclusion Officer
- Lynda Von Bargen: Interim Compliance, Risk, and Ethics Officer

Committee Members

- Paul Miller: Professional Development Director: Employee Services Council Representative
- John Hamman: Chief Analytics & Insights Officer
- Ray Gilmer: Associate Senior Vice President for ACE
- Scot Brown: Organizational Development and HR Outreach Manager

© 2023. All rights reserved

2023 Your Voice, Your MC: Employee Experience and Climate Survey

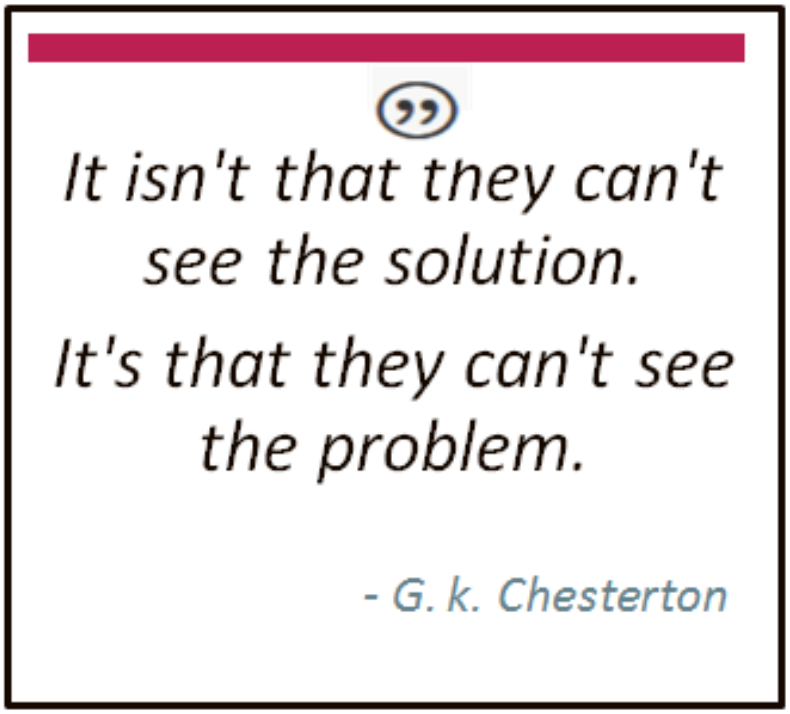
Richard K. Boyer

Busola Oyinlola

May 16, 2023

STRATEGIC APPLICATIONS

- Mission/Vision/Values
- Strategic Planning
- Accreditation
- Board Mandate
- Leadership Transition
- Campus Climate Goals



Mission, Vision, and Values

More than just words, our mission, vision, and values reflect, in an inspiring way, who we are as an institution and why we are so dedicated to our students and their success. These aspirational standards set our priorities and drive our actions every day.

OUR MISSION: We empower our students to change their lives, and we enrich the life of our community. We are accountable for our results.

OUR VISION: With a sense of urgency for the future, Montgomery College will be a national model of educational excellence, opportunity, and student success. Our organization will be characterized by agility and relevance as it meets the dynamic challenges facing our students and community.

OUR VALUES: Excellence, Integrity, Innovation, Equity and Inclusion, Stewardship, Sustainability

Montgomery College has grown into an institution where radical inclusion—that is, deeply rooted values of welcoming all individuals who seek higher education or continuing education—is an essential element of our identity. By intentionally cultivating our campuses as places where equal opportunity flourishes, we have advanced our own educational mission, contributed to the aspirations of Montgomery County, and added to the vision of our nation.

© 2023. All rights reserved

Survey Overview

Survey Period

- February 6 – February 27, 2023

Response Rates

- Overall response rate: **34%**
  (1151/3389)
- Most recent response rate year: **52%**
  (1407/2707)

Benchmarks

- 2021 Montgomery College survey

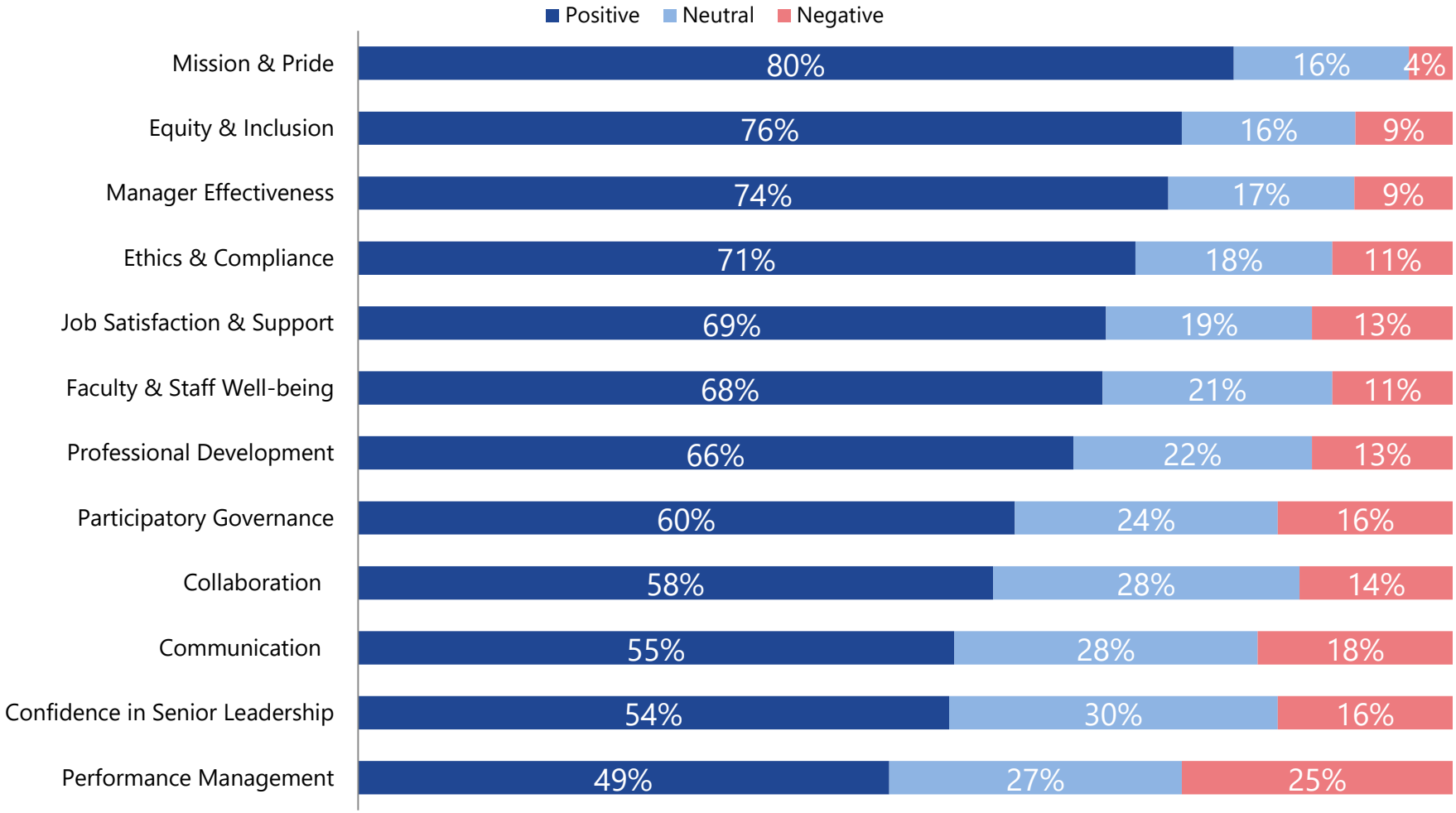
82	Survey statements on a 5-point agreement scale
Open-ended Questions	3
16	Demographic Questions

ModernThink

© 2023. All rights reserved

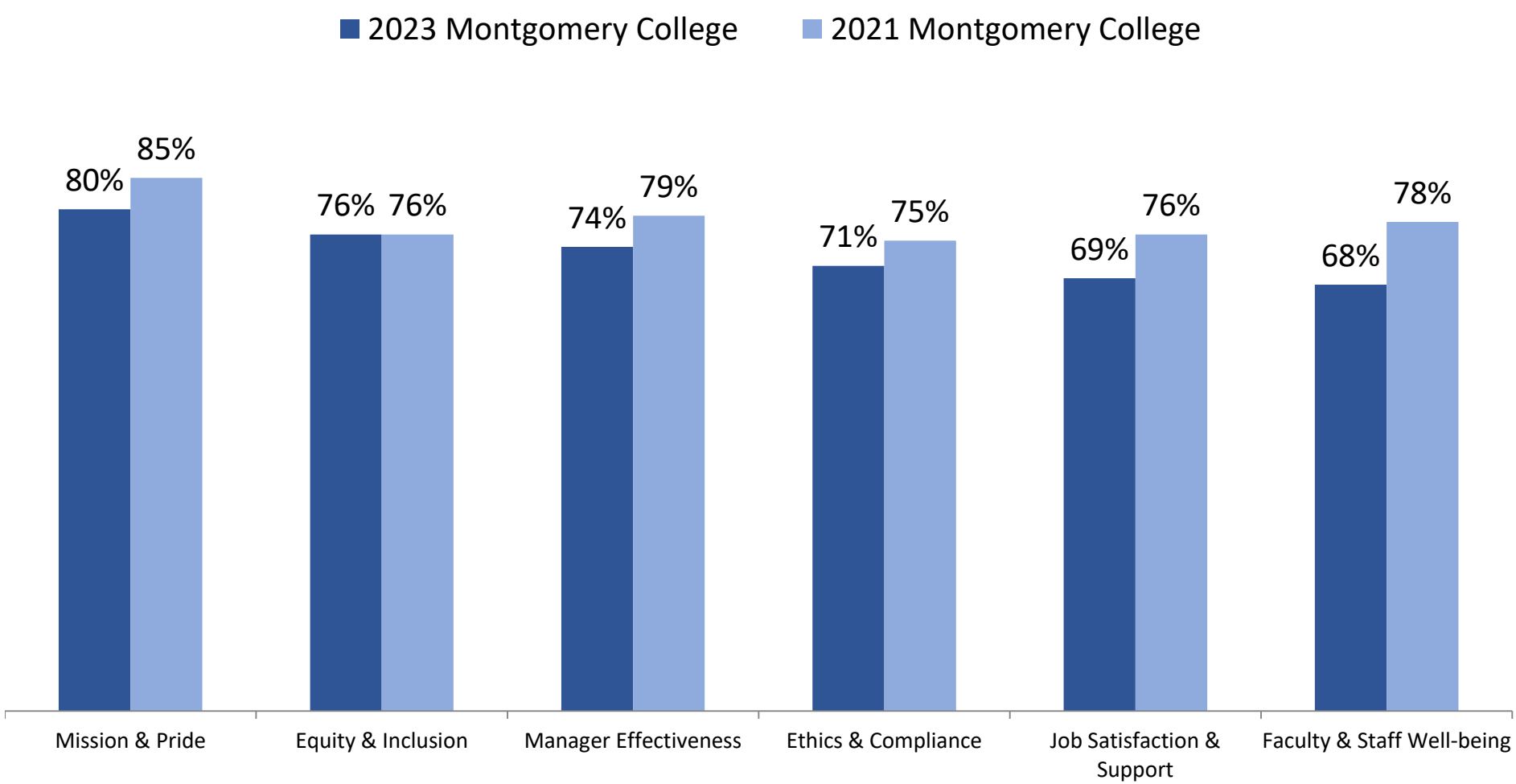
MONTGOMERY COLLEGE

Dimensions



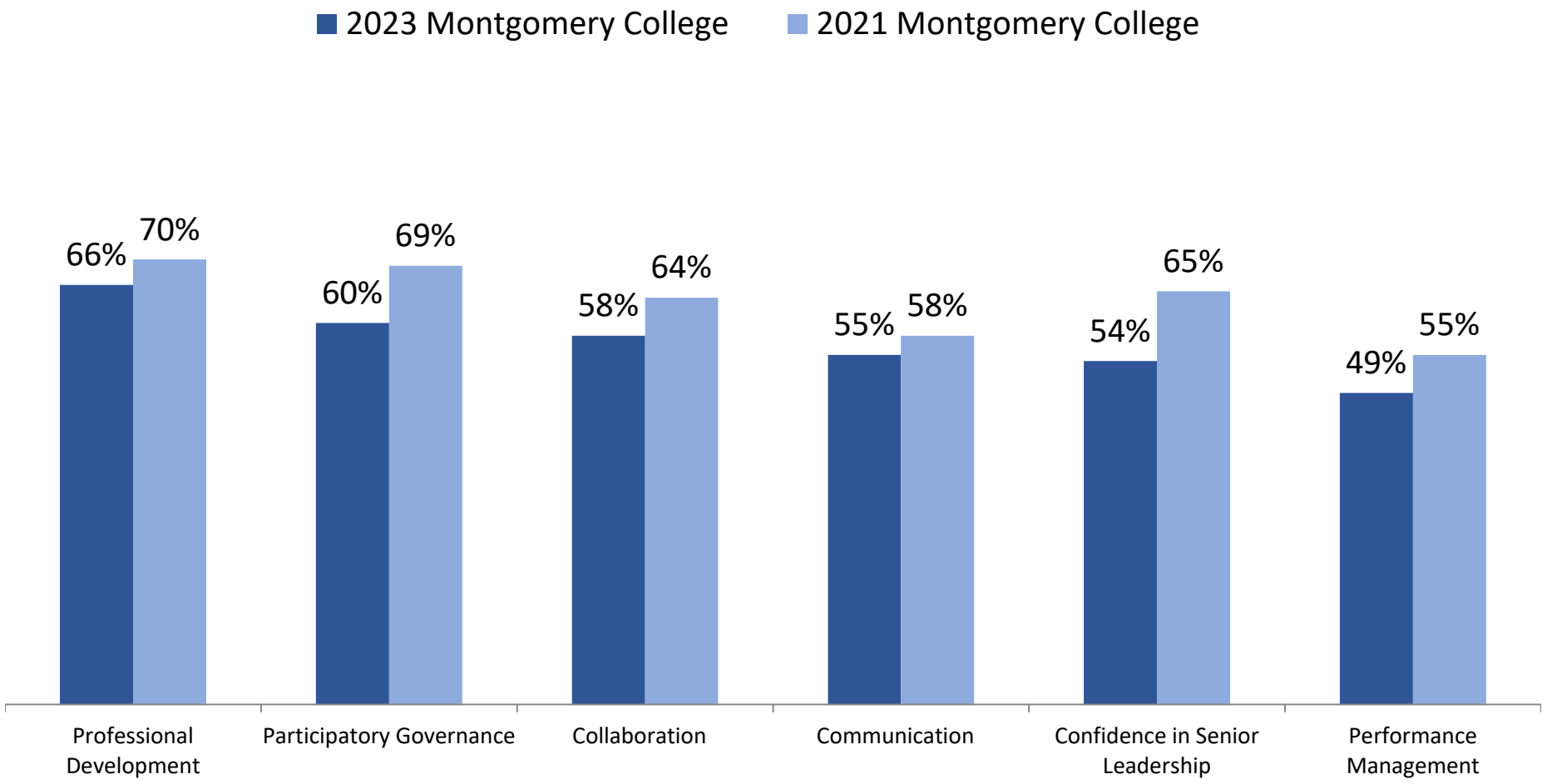
© 2023. All rights reserved

Dimensions



© 2023. All rights reserved

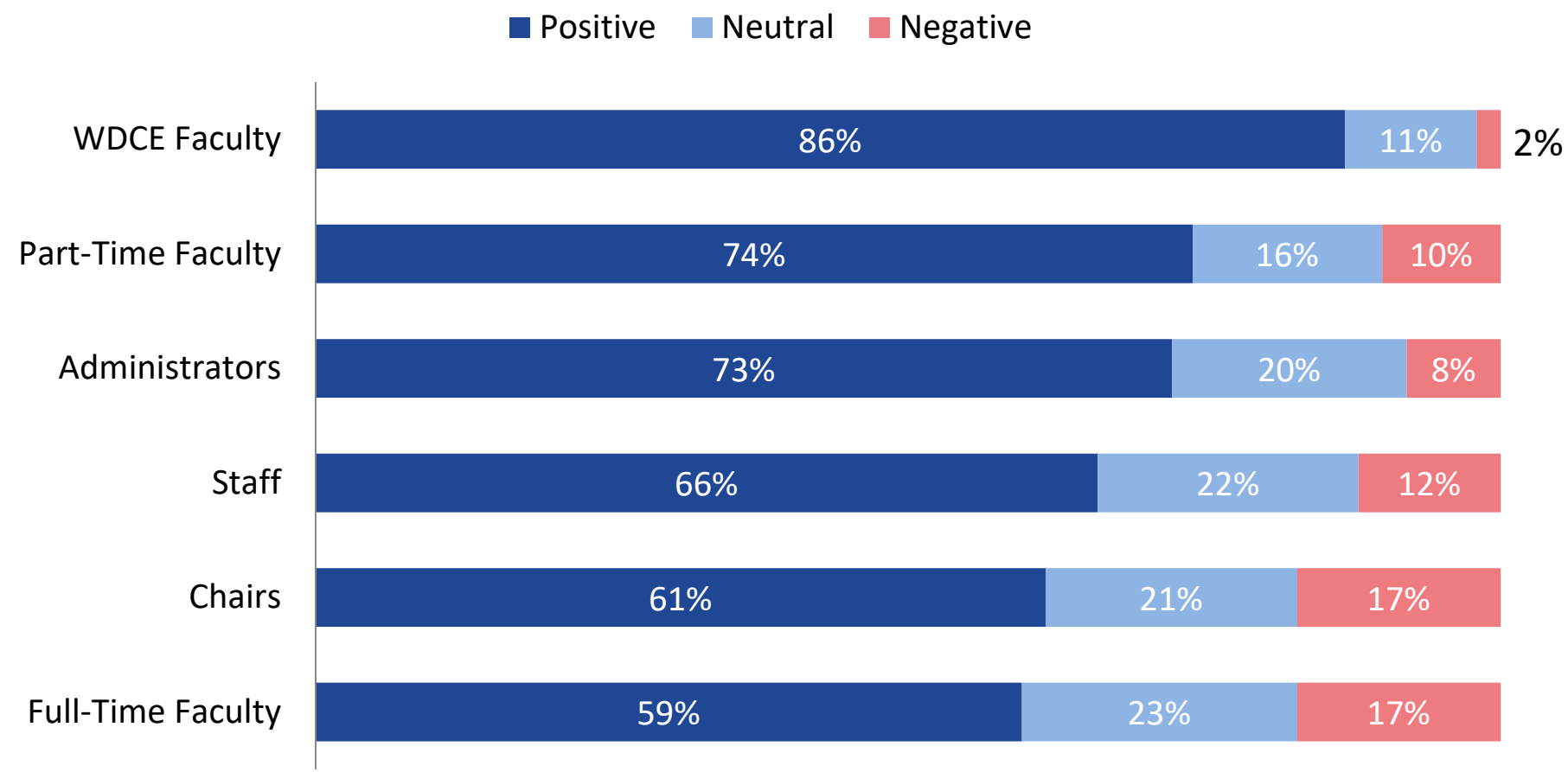
Dimensions



© 2023. All rights reserved

Pre-loaded Combined Employee Type

(Overall % Positive)



© 2023. All rights reserved

Key Engagement Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
59	Overall, my unit is a good place to work.	81	4	84	4
82	All things considered, this is a great place to work.	71	5	80	4
76	The College's culture is special - something you don't find just anywhere.	58	15	66	9
77	I am proud to be part of the College.	79	3	85	2
78	I would recommend Montgomery College to friends and relatives looking for a college to attend.	85	3	89	2

© 2023. All rights reserved

Equity & Inclusion

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
48	In my unit, we welcome diversity in all of its forms.	87	4	87	4
63	The College demonstrates its commitment to recruiting and retaining diverse workforce.	70	10	78	5
72	The College provides the necessary resources to ensure an accessible and inclusive work environment.	71	7	77	5
73	The College offers training programs that are effective in promoting the understanding of equity and inclusion.	79	6	84	3

© 2023. All rights reserved

Ethics & Compliance

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
55	The people in my unit behave ethically.	78	6	81	4
57	Colleagues in my unit regularly model this institution's values.	77	4	78	3
62	If I become aware of wrongdoing at the College, I feel comfortable communicating issues to my manager.	72	12	75	9
52	I have a general understanding of the College's Code of Ethics and Employee Conduct.	95	1	94	1

© 2023. All rights reserved

Confidence in Reporting/Investigative Processes

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
31	The College has clear and effective procedures for dealing with discrimination.	64	13	67	9
54	I trust that reported acts of discrimination are objectively investigated.	67	14	68	12
40	I can report an ethical or regulatory issue or concern without having to worry about losing my job or harming my career.	61	18	65	14
42	I trust that reported wrongdoing is objectively addressed.	48	21	59	14

© 2023. All rights reserved

Strengths and Opportunities

Strengths

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

Opportunities

- Communication
- Collaboration
- Faculty & Staff Well-being
- Performance Management & Accountability
- Confidence in Reporting/Investigative Processes
- Leadership Alignment

© 2023. All rights reserved

Top Ten Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
52	I have a general understanding of the College's Code of Ethics and Employee Conduct.	95	1	94	1
58	I understand how my job contributes to the College's mission.	92	1	94	1
17	I am treated with respect as related to my sexual orientation.	91	2	94	1
44	I am treated with respect as related to my religion.	89	4	92	2
3	I have a clear understanding of Montgomery College's mission, vision and values.	88	2	90	2

Statements are sorted by highest **positive** response.

© 2023. All rights reserved

Top Ten Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
10	The work I do is meaningful to me.	87	2	89	2
48	In my unit, we welcome diversity in all of its forms.	87	4	87	4
66	My experiences working at the College have led me to become more aware and understanding of those with backgrounds different than my own.	87	5	88	5
80	The College actively contributes to the community.	85	2	88	2
78	I would recommend Montgomery College to friends and relatives looking for a college to attend.	85	3	89	2

Statements are sorted by highest **positive** response.

© 2023. All rights reserved

Other Notable Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
2	I am given the responsibility and freedom to do my job.	82	6	85	4
11	I have access to the training I need to do my job well.	80	4	84	3
57	Colleagues in my unit regularly model this institution's values.	77	4	78	3
27	My manager shows genuine interest in my well-being.	76	9	80	8
43	There is sufficient opportunity to participate in College governance.	74	7	79	6

© 2023. All rights reserved

Strengths and Opportunities

Strengths

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

Opportunities

- Communication
- Collaboration
- Faculty & Staff Well-being
- Performance Management & Accountability
- Confidence in Reporting/Investigative Processes
- Leadership Alignment

© 2023. All rights reserved

Bottom Ten Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
41	Promotion and advancement processes are clear.	36	36	43	30
28	Promotions in my unit are based on a person's performance.	43	32	50	23
39	I am paid fairly for my work.	49	30	61	21
22	Changes that affect me are discussed prior to being implemented.	37	28	39	24
64	Our recognition and awards programs are meaningful to me.	48	26	55	20

Statements are sorted by highest **negative** response.

© 2023. All rights reserved

Bottom Ten Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
13	College governance is a meaningful way of communicating my viewpoint about how the institution should function.	44	25	*	*
33	Senior leadership shows genuine interest in the well-being of faculty, administrators and staff.	43	24	55	16
81	There's a sense that we're all on the same team at the College.	44	23	53	17
49	Issues of low performance are addressed in my unit.	48	22	51	17
30	I believe what I am told by senior leadership.	45	21	58	14

Statements are sorted by highest **negative** response.*Statement not asked in 2021.

© 2023. All rights reserved

Other Notable Statements

	Survey Statement	2023 Montgomery College % Positive	2023 Montgomery College % Negative	2021 Montgomery College % Positive	2021 Montgomery College % Negative
29	This institution's policies and practices give the the flexibility to manage my work and personal life.	61	13	74	5
32	Senior leadership provides a clear direction for the College's future.	54	14	66	9
8	I am regularly recognized for my contributions.	54	20	58	15
75	At this College, we discuss and debate issues respectfully to get better results.	57	13	62	11
46	I can count on people to cooperate across units.	56	12	62	8

© 2023. All rights reserved

Questions

© 2023. All rights reserved

Additional Resources

Richard K. Boyer
rboyer@modernthink.com
302.764.4477

© 2023. All rights reserved

EMPLOYEE ENGAGEMENT

SHRM

Employee engagement is a key business driver for organizational success. High levels of engagement in domestic and global firms promote retention of talent, foster customer loyalty and improve organizational performance and stakeholder value. ***A complex concept, engagement is influenced by many factors—from workplace culture, organizational communication and managerial styles to trust and respect, leadership and company reputation.***

CUPA-HR

Employee engagement is the act of committing - rationally or emotionally - to something or someone within the organization. Engaged employees hold a positive emotional connection to their work. ***They value, enjoy and believe in their jobs, managers, teams, and organizations.***

© 2023. All rights reserved

Response Guidelines

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

Percent Positive
Strongly Agree, Agree

Percent Negative
Strongly Disagree, Disagree

Guideline Score	Description	Guideline Score
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% +

© 2023. All rights reserved

Response Rates

Pre-Loaded Combined Employee Type	Total	Responded	Response Rate	Response Rate (without part-time Faculty)	Response Rate (without WDCE Faculty)
ALL Employees	**3389**	**1151**	**34%**	**42%**	**41%**
Administrators	83	71	86%	86%	86%
Chairs	38	32	84%	84%	84%
Staff	1105	620	56%	56%	56%
Full-time Faculty	493	236	48%	48%	48%
Part-time Faculty	1062	176	17%	-	17%
WDCE Faculty	608	16	3%	3%	-

© 2023. All rights reserved