

Kingsborough Community College
Faculty and Staff Satisfaction Survey

Fall 2019

(Including Comparisons to Fall 2018)

KCC Office of Institutional Research

**Kingsborough Community College
Faculty and Staff Satisfaction Survey
Fall 2019**

OVERALL JOB SATISFACTION

- **Overall job satisfaction was 67.1% and dissatisfaction was 16.7% (the remainder were neither satisfied nor dissatisfied).**
 - The level of satisfaction was nearly identical to 2018 (an increase of +0.5% satisfied).
- **Job satisfaction among faculty was 72.8%. However, it was only 56% for non-teaching instructional staff and 65.4% for classified staff.**
 - This was +3.9% from 2018 for faculty, but was -5.2% for non-teaching instructional staff and -4.5% for classified staff.

Illustrative Comments:

Although the trends were generally positive, the comments reflected many concerns, and their overall tone seemed to be more negative than the ratings. The comments excerpted for this report (which appear in italics) were meant to reflect the overall tone of these responses. They may not be fully congruent with the numerical results.

“I love working at KCC and so with that love comes pride and also overall satisfaction.”

“The general atmosphere on this campus has deteriorated greatly in the last 5 or 6 years ... and morale is currently at an all time low, especially given the budget cuts, resignations, and what seems to be constant bickering in front of everyone on KCC email. Tired of being asked and expected to do more with less.”

CAMPUS CULTURE

- **Satisfaction with college leadership was 52.6%.**
 - This represented an increase of 7.6%, primarily due to the movement of 7% from neutral to positive attitudes. The percentage dissatisfied with college leadership remained virtually unchanged at about 26%.
- **Internal campus communication was rated satisfactory by 50.5% (the lowest rating among all Campus Culture measures).**
 - Although it continues to be an issue, there has been noticeable improvement (+10.8% satisfied).
- **Satisfaction with safety and security was 51.4%.**
 - Satisfaction with safety and security was down considerably (-22.1%), which is probably a response to recent events on campus. This may not reflect long-term attitudes, but it does remind us that trust in this area needs to be rebuilt.

Illustrative Comments:

“There has been a conscious attempt to keep the college community ‘in the loop’ more so than I had experienced in the past. Receiving consistent updates from our President, operations, enrollment, buildings and grounds, safety, etc. across campus are an indication of working towards a goal of improved communication and transparency.”

“The stratification of faculty and staff (and the isolation of those groups) at KCC makes my position feel confined, rather than open to all the actual wonderful groups, activities, and projects happening on this campus. I have spent precious time participating in faculty-led projects, but my voice as an advisor (a staff member) does not feel equal to a faculty member's or an administrator's of a higher rank. In CUNY, specifically KCC, I find it ironic we have been so successful in empowering our students, especially in recent years... We could do the same for our staff.”

“Prior to the attack on one of our students last week I would have given a higher rating on the safety and security question. As a woman, that incident has made me feel more unsafe on campus.”

PERSONNEL RESOURCES

- **The Bursar’s Office (67.8% satisfied and only 8.5% dissatisfied) received the highest ratings in this area.**
- **A relatively small percentage (38.5) expressed satisfaction with retirement planning help, but 13.2% expressed dissatisfaction. This was accompanied by 48.3% expressing neither satisfaction nor dissatisfaction. This appears to reflect a low level of engagement with retirement planning.**

Illustrative Comments:

“Education on benefits and retirement planning goes beyond bringing vendors to the campus so we can ask questions. When a new employee enters KCC, the Benefits Coordinator should schedule a one-on-one and explain what is available... not just answer questions when asked. Explanation about the union at start of employment would also be helpful, especially when not from an educational institutional environment.”

PHYSICAL ENVIRONMENT

- **The lowest rating among Physical Environment items was given to bathrooms, with 53.5% dissatisfied and only 31.3% satisfied.**
 - Although net dissatisfaction (percent dissatisfied exceeding percent satisfied) with bathrooms persisted from 2018 to 2019, it decreased by 17.5%.

Illustrative Comments:

Although not reflected in the ratings, there were many comments about lack of enforcement of no-smoking regulations, such as *“Smoke-free zones are not respected by some of the staff.”*

Students manage to smoke outside campus gates but I feel there is no enforcement on the staff for smoking where they shouldn't."

"The restrooms are dirty. No hot or warm water to wash your hands and a good few times no toilet paper. Students and some staff need to be taught hygiene. Elevators are down too often for the elderly, handicapped, or anyone who may need to use them."

SUPPORT SERVICES

- **A minority of 48.2% expressed satisfaction with the website, with 30.5% dissatisfied.**
 - This represented an increase of 6% in satisfaction and a decrease of 8.7% in dissatisfaction.
- **Satisfaction with communications and marketing was 44.8%.**
 - This was an increase of 14.6% and changed from net-dissatisfied to net-satisfied.

Illustrative Comments:

"KCC website is hard to navigate and does not reflect accurate information about the amazing programs that KCC offers. Having a clear and easy to navigate website is important so that potential students can find us and current students can access correct information regarding student services and resources on campus."

"Advisement is in transition, but it is clear that this is still not an organized ship. I hope for the sake of the students, that area can receive better direction from its leadership and better relay the new structure to students. I also think it is important that advisors be trained better to know about what is happening on campus, about campus protocols, etc. so that students are not misinformed and given the runaround. I know Communications & Marketing is doing their best about promoting the school and advertising but I also feel like they can't forget the basic things like just branding the campus everywhere."

INSTRUCTIONAL ENVIRONMENT

- **There continues to be great concern with the physical condition of classrooms, with 31.5% satisfied and 52.3% dissatisfied.**
 - Although there was still net dissatisfaction with the physical condition of classrooms, it decreased from last year by 11.3%.

Illustrative Comments:

"The students see the overcrowded classrooms, drawings on the desk, broken chairs and gum underneath the seats. It's difficult to teach when they feel like the classrooms they are learning in are not conducive to the learning process."

Note. In all cases above, "satisfied" includes Very Satisfied plus Satisfied, and "dissatisfied" includes Very Dissatisfied plus Dissatisfied.

Kingsborough Community College
Faculty and Staff Satisfaction Survey
Fall 2018 and 2019

CAMPUS CULTURE	<u>Percent Satisfied or Very Satisfied</u>		
	2019	2018	Difference
College leadership	52.6%	45.0%	7.6%
Department leadership	68.0%	60.0%	8.0%
Collegiality with fellow faculty	67.8%	64.9%	2.9%
Internal campus communication	50.5%	39.7%	10.8%
Respect for all cultures	60.5%	59.5%	1.0%
Campus commitment to equity	58.6%	56.9%	1.7%
Safety and security	51.4%	73.5%	-22.1%
Sense of pride in saying that you work at KCC	63.0%	65.8%	-2.8%
Overall job satisfaction	67.1%	66.6%	0.5%

PERSONNEL RESOURCES	<u>Percent Satisfied or Very Satisfied</u>		
	2019	2018	Difference
Support accessing benefits from CUNY, NYC, and unions	57.3%	52.2%	5.1%
Help with retirement planning	38.5%	40.4%	-1.9%
Payroll services	66.5%	67.1%	-0.6%
Bursar's office	67.8%	63.5%	4.3%
Faculty/staff evaluation process	50.2%	45.4%	4.8%

PHYSICAL ENVIRONMENT	<u>Percent Satisfied or Very Satisfied</u>		
	2019	2018	Difference
Bathrooms	31.3%	22.3%	9.0%
Cafeteria	33.8%	33.3%	0.5%
Elevators	39.1%	32.5%	6.6%
Accessibility	48.0%	39.3%	8.7%
Offices	51.1%	46.2%	4.9%
Parking	60.6%	61.9%	-1.3%
Outdoor walkways	66.4%	66.0%	0.4%
Hallways	64.3%	62.9%	1.4%
Roadways	55.4%	55.6%	-0.2%
Pedestrian traffic control	53.4%	56.4%	-3.0%
Office equipment	52.3%	49.9%	2.4%
Campus maps	55.1%	45.3%	9.8%
Smoke-free environment	62.8%	59.2%	3.6%

SUPPORT SERVICES	<u>Percent Satisfied or Very Satisfied</u>		
	2019	2018	Difference
Advisement process	27.1%	28.4%	-1.3%
KCTL	45.5%	54.0%	-8.5%
KCeL	43.4%	45.1%	-1.7%
Information technology services	57.8%	58.8%	-1.0%
KCC website	48.2%	42.2%	6.0%
Communications and marketing	44.8%	30.2%	14.6%
Office services	66.3%	65.0%	1.3%
Bookstore	45.4%	48.4%	-3.0%
Library	67.4%	62.1%	5.3%
Career services for students	31.5%	36.0%	-4.5%
Transfer services for students	27.7%	34.4%	-6.7%
Tutoring	47.4%	49.5%	-2.1%
Student life	45.1%	41.8%	3.3%
TRiO/Accessibility	41.2%	42.9%	-1.7%
Personal counseling for students	40.7%	44.4%	-3.7%
Student interactions with Public Safety	41.7%	40.6%	1.1%
Single Stop	58.9%	52.2%	6.7%
Registration process	32.6%	30.6%	2.0%
Evening/weekend student services	25.5%	23.1%	2.4%
Honors program	44.8%	41.8%	3.0%

INSTRUCTIONAL ENVIRONMENT	<u>Percent Satisfied or Very Satisfied</u>		
	2019	2018	Difference
Academic freedom	66.5%	66.9%	-0.4%
Integrity of academic standards	57.8%	53.5%	4.3%
Availability of teaching technology equipment and software	57.3%	56.2%	1.1%
Quality of teaching technology equipment and software	50.9%	52.1%	-1.2%
Ease of reserving computer labs, meeting rooms, or specialized classrooms	38.7%	41.4%	-2.7%
Technology help in the classroom	59.5%	56.3%	3.2%
Class size	48.9%	47.4%	1.5%
Physical conditions of classrooms	31.5%	25.3%	6.2%
Intellectual climate	51.4%	50.7%	0.7%
Academic preparation of students	23.9%	21.9%	2.0%
Student motivation	35.1%	33.6%	1.5%
Assessment processes	42.0%	39.8%	2.2%
Support for development of pedagogical skills	48.8%	50.5%	-1.7%
Support for scholarship and publishing	38.6%	43.2%	-4.6%
Support for travel to conferences	36.4%	25.6%	10.8%
Institutional administration of grants	35.5%	33.0%	2.5%
Tenure and promotion processes	30.0%	31.3%	-1.3%

Overall Job Satisfaction Fall 2018 and Fall 2019

Kingsborough Community College - Faculty and Staff Satisfaction Survey
Difference Between Fall 2019 and Fall 2018

OVERALL JOB SATISFACTION

2019

PRIMARY ROLE AT THE COLLEGE	Total	2019			2018			Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied			
Faculty	188	27.1%	45.7%	10.6%	24.0%	44.9%	10.6%	72.8%	16.5%	56.3%
Non-Teaching Instructional Staff	84	17.9%	38.1%	26.2%	21.5%	39.7%	20.7%	56.0%	17.9%	38.1%
Classified Staff	98	22.5%	42.9%	18.4%	21.5%	48.4%	11.8%	65.4%	16.3%	49.1%
Executive	11	27.3%	36.4%	27.3%	33.3%	40.0%	6.7%	63.7%	9.1%	54.6%
Total (includes 8 without role)	389	23.9%	43.2%	16.2%	22.8%	43.8%	15.8%	67.1%	16.7%	50.4%

2018

PRIMARY ROLE AT THE COLLEGE	Total	2019			2018			Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied			
Faculty	167	24.0%	44.9%	15.6%	24.0%	44.9%	15.6%	68.9%	15.6%	53.3%
Non-Teaching Instructional Staff	121	21.5%	39.7%	20.7%	21.5%	39.7%	20.7%	61.2%	18.2%	43.0%
Classified Staff	93	21.5%	48.4%	11.8%	21.5%	48.4%	11.8%	69.9%	18.3%	51.6%
Executive	15	33.3%	40.0%	6.7%	33.3%	40.0%	6.7%	73.3%	20.0%	53.3%
Total	396	22.8%	43.8%	15.8%	22.8%	43.8%	15.8%	66.6%	17.6%	49.0%

Difference

PRIMARY ROLE AT THE COLLEGE	Total	2019			2018			Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied			
Faculty		3.1%	0.8%	-5.0%	3.1%	0.8%	-5.0%	3.9%	0.9%	3.0%
Non-Teaching Instructional Staff		-3.6%	-1.6%	5.5%	-3.6%	-1.6%	5.5%	-5.2%	-0.3%	-4.9%
Classified Staff		1.0%	-5.5%	6.6%	1.0%	-5.5%	6.6%	-4.5%	-2.0%	-2.5%
Executive		-6.0%	-3.6%	20.6%	-6.0%	-3.6%	20.6%	-9.6%	-10.9%	1.3%
Total		1.1%	-0.6%	0.4%	1.1%	-0.6%	0.4%	0.5%	-0.9%	1.4%

Faculty and Staff Satisfaction Survey

Fall 2018

Kingsborough Community College
Faculty and Staff Satisfaction Survey
Fall 2018

CAMPUS CULTURE	Total	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
College leadership	398	9.5%	35.4%	28.1%	17.1%	9.8%	45.0%	26.9%	18.1%
Department leadership	400	30.0%	30.0%	17.3%	14.5%	8.3%	60.0%	22.8%	37.3%
Collegiality with fellow faculty	402	20.9%	44.0%	20.4%	9.2%	5.5%	64.9%	14.7%	50.2%
Internal campus communication	406	8.4%	31.3%	23.2%	24.6%	12.6%	39.7%	37.2%	2.5%
Respect for all cultures	407	21.1%	38.3%	21.4%	11.5%	7.6%	59.5%	19.2%	40.3%
Campus commitment to equity	401	20.2%	36.7%	21.9%	12.2%	9.0%	56.9%	21.2%	35.7%
Safety and security	404	26.5%	47.0%	14.4%	8.4%	3.7%	73.5%	12.1%	61.4%
Sense of pride in saying that you work at KCC	404	28.0%	37.9%	21.8%	7.9%	4.5%	65.8%	12.4%	53.5%
Overall job satisfaction	404	22.8%	43.8%	15.8%	10.9%	6.7%	66.6%	17.6%	49.0%

PERSONNEL RESOURCES

Support accessing benefits from CUNY, NYC, and unions	402	13.4%	38.8%	29.6%	13.9%	4.2%	52.2%	18.2%	34.1%
Help with retirement planning	394	8.6%	31.7%	46.7%	9.4%	3.6%	40.4%	12.9%	27.4%
Payroll services	392	15.8%	51.3%	22.4%	6.4%	4.1%	67.1%	10.5%	56.6%
Bursar's office	400	18.0%	45.5%	25.8%	6.5%	4.3%	63.5%	10.8%	52.8%
Faculty/staff evaluation process	394	11.7%	33.8%	35.3%	13.2%	6.1%	45.4%	19.3%	26.1%

COLOR KEY:

Difference of -40% to +10%
Difference of +10 to +40%
Difference of more than +40%

PHYSICAL ENVIRONMENT	Total	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Bathrooms	408	3.9%	18.4%	15.7%	33.6%	28.4%	22.3%	62.0%	-39.7%
Cafeteria	402	3.2%	30.1%	30.6%	21.9%	14.2%	33.3%	36.1%	-2.7%
Elevators	406	3.2%	29.3%	29.8%	24.9%	12.8%	32.5%	37.7%	-5.2%
Accessibility	399	6.5%	32.8%	41.4%	11.0%	8.3%	39.3%	19.3%	20.1%
Offices	405	6.7%	39.5%	27.4%	17.5%	8.9%	46.2%	26.4%	19.8%
Parking	399	15.0%	46.9%	28.8%	5.8%	3.5%	61.9%	9.3%	52.6%
Outdoor walkways	403	11.2%	54.8%	19.1%	10.4%	4.5%	66.0%	14.9%	51.1%
Hallways	407	9.6%	53.3%	21.6%	11.8%	3.7%	62.9%	15.5%	47.4%
Roadways	403	9.9%	45.7%	26.1%	14.4%	4.0%	55.6%	18.4%	37.2%
Pedestrian traffic control	404	9.7%	46.8%	26.0%	10.9%	6.7%	56.4%	17.6%	38.9%
Office equipment	405	6.4%	43.5%	24.2%	17.5%	8.4%	49.9%	25.9%	24.0%
Campus maps	404	6.7%	38.6%	37.4%	11.6%	5.7%	45.3%	17.3%	28.0%
Smoke-free environment	404	22.0%	37.1%	23.0%	10.1%	7.7%	59.2%	17.8%	41.3%

SUPPORT SERVICES	Total	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Advisement process	366	6.6%	21.9%	40.7%	18.3%	12.6%	28.4%	30.9%	-2.5%
KCTL	211	19.4%	34.6%	39.8%	5.2%	0.9%	54.0%	6.2%	47.9%
KCeL	206	16.0%	29.1%	50.0%	2.4%	2.4%	45.1%	4.9%	40.3%
Information technology services	393	16.0%	42.7%	27.5%	8.7%	5.1%	58.8%	13.7%	45.0%
KCC website	408	7.8%	34.3%	18.6%	18.4%	20.8%	42.2%	39.2%	2.9%
Communications and marketing	391	5.1%	25.1%	36.8%	17.9%	15.1%	30.2%	33.0%	-2.8%
Office services	403	16.9%	48.1%	26.8%	6.2%	2.0%	65.0%	8.2%	56.8%
Bookstore	395	10.9%	37.5%	42.0%	7.6%	2.0%	48.4%	9.6%	38.7%
Library	219	21.5%	40.6%	32.9%	4.1%	0.9%	62.1%	5.0%	57.1%
Career services for students	214	10.3%	25.7%	57.0%	4.2%	2.8%	36.0%	7.0%	29.0%
Transfer services for students	212	9.9%	24.5%	56.1%	7.1%	2.4%	34.4%	9.4%	25.0%
Tutoring	218	14.2%	35.3%	36.2%	11.5%	2.8%	49.5%	14.2%	35.3%
Student life	213	11.7%	30.0%	49.3%	6.6%	2.3%	41.8%	8.9%	32.9%
TRiO/Accessibility	205	12.7%	30.2%	53.7%	2.4%	1.0%	42.9%	3.4%	39.5%
Personal counseling for students	214	14.5%	29.9%	48.6%	5.1%	1.9%	44.4%	7.0%	37.4%
Student interactions with Public Safety	384	10.2%	30.5%	50.3%	5.5%	3.6%	40.6%	9.1%	31.5%
Single Stop	385	17.7%	34.5%	44.9%	2.1%	0.8%	52.2%	2.9%	49.4%
Registration process	389	6.7%	23.9%	51.7%	13.6%	4.1%	30.6%	17.7%	12.9%
Evening/weekend student services	381	5.2%	17.8%	61.9%	9.2%	5.8%	23.1%	15.0%	8.1%
Honors program	213	14.1%	27.7%	48.4%	6.6%	3.3%	41.8%	9.9%	31.9%

INSTRUCTIONAL ENVIRONMENT	Total	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Percent Satisfied or Very Satisfied	Percent Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Academic freedom	172	22.1%	44.8%	20.9%	7.6%	4.7%	66.9%	12.2%	54.7%
Integrity of academic standards	215	13.5%	40.0%	25.1%	15.8%	5.6%	53.5%	21.4%	32.1%
Availability of teaching technology equipment and software	219	14.6%	41.6%	24.2%	13.2%	6.4%	56.2%	19.6%	36.5%
Quality of teaching technology equipment and software	219	7.3%	44.7%	26.0%	15.1%	6.8%	52.1%	21.9%	30.1%
Ease of reserving computer labs, meeting rooms, or specialized classrooms	215	12.6%	28.8%	36.7%	13.5%	8.4%	41.4%	21.9%	19.5%
Technology help in the classroom	213	18.8%	37.6%	25.8%	10.3%	7.5%	56.3%	17.8%	38.5%
Class size	215	14.9%	32.6%	24.7%	18.6%	9.3%	47.4%	27.9%	19.5%
Physical conditions of classrooms	221	5.0%	20.4%	17.2%	29.0%	28.5%	25.3%	57.5%	-32.1%
Intellectual climate	213	8.9%	41.8%	22.1%	16.9%	10.3%	50.7%	27.2%	23.5%
Academic preparation of students	215	1.9%	20.0%	26.5%	31.6%	20.0%	21.9%	51.6%	-29.8%
Student motivation	217	6.0%	27.6%	28.1%	24.4%	13.8%	33.6%	38.2%	-4.6%
Assessment processes	216	6.5%	33.3%	38.4%	11.6%	10.2%	39.8%	21.8%	18.1%
Support for development of pedagogical skills	216	12.0%	38.4%	32.4%	10.2%	6.9%	50.5%	17.1%	33.3%
Support for scholarship and publishing	213	9.4%	33.8%	34.3%	10.8%	11.7%	43.2%	22.5%	20.7%
Support for travel to conferences	211	6.6%	19.0%	40.8%	17.1%	16.6%	25.6%	33.6%	-8.1%
Institutional administration of grants	209	8.1%	24.9%	50.2%	8.6%	8.1%	33.0%	16.7%	16.3%
Tenure and promotion processes	214	6.5%	24.8%	43.9%	11.7%	13.1%	31.3%	24.8%	6.5%

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CAMPUS CULTURE	Total	Very Satisfied	Satisfied	Neither	Dissatisfied	Very Dissatisfied	Percent Satisfied or Very Satisfied	Percent	Satisfied Minus Dissatisfied
				Satisfied nor Dissatisfied				Dissatisfied or Very Dissatisfied	
College leadership	379	13.5%	39.1%	21.4%	16.4%	9.8%	52.6%	26.2%	26.4%
Department leadership	381	33.1%	34.9%	12.1%	10.5%	9.5%	68.0%	20.0%	48.0%
Collegiality with fellow faculty	385	20.5%	47.3%	16.9%	10.7%	4.7%	67.8%	15.4%	52.4%
Internal campus communication	386	10.9%	39.6%	19.7%	19.7%	10.1%	50.5%	29.8%	20.7%
Respect for all cultures	388	22.9%	37.6%	17.0%	12.4%	10.1%	60.5%	22.5%	38.0%
Campus commitment to equity	382	21.7%	36.9%	20.7%	11.0%	9.7%	58.6%	20.7%	37.9%
Safety and security	387	13.4%	38.0%	21.5%	16.5%	10.6%	51.4%	27.1%	24.3%
Sense of pride in saying that you work at KCC	389	26.0%	37.0%	22.6%	7.7%	6.7%	63.0%	14.4%	48.6%
Overall job satisfaction	389	23.9%	43.2%	16.2%	11.6%	5.1%	67.1%	16.7%	50.4%

PERSONNEL RESOURCES

Support accessing benefits from CUNY, NYC, and unions	384	13.3%	44.0%	26.6%	12.5%	3.7%	57.3%	16.2%	41.1%
Help with retirement planning	377	7.7%	30.8%	48.3%	9.0%	4.2%	38.5%	13.2%	25.3%
Payroll services	379	15.8%	50.7%	20.1%	9.8%	3.7%	66.5%	13.5%	53.0%
Bursar's office	376	21.0%	46.8%	23.7%	6.1%	2.4%	67.8%	8.5%	59.3%
Faculty/staff evaluation process	376	13.8%	36.4%	31.4%	11.4%	6.9%	50.2%	18.3%	31.9%

COLOR KEY:

Difference of -40% to +10%
Difference of +10 to +40%
Difference of more than +40%

PHYSICAL ENVIRONMENT	Total	Very Satisfied	Satisfied	Neither Satisfied nor		Very Dissatisfied	Percent Satisfied or		Satisfied Minus Dissatisfied
				Dissatisfied	Dissatisfied		Very Satisfied	Dissatisfied	
Bathrooms	389	4.6%	26.7%	15.2%	34.2%	19.3%	31.3%	53.5%	-22.2%
Cafeteria	379	4.0%	29.8%	31.1%	23.0%	12.1%	33.8%	35.1%	-1.3%
Elevators	384	3.4%	35.7%	27.6%	22.1%	11.2%	39.1%	33.3%	5.8%
Accessibility	375	6.9%	41.1%	32.8%	13.1%	6.1%	48.0%	19.2%	28.8%
Offices	388	7.0%	44.1%	22.9%	17.8%	8.3%	51.1%	26.1%	25.0%
Parking	378	17.2%	43.4%	26.2%	8.2%	4.8%	60.6%	13.0%	47.6%
Outdoor walkways	387	13.4%	53.0%	18.9%	9.3%	5.4%	66.4%	14.7%	51.7%
Hallways	387	11.1%	53.2%	19.9%	11.6%	4.1%	64.3%	15.7%	48.6%
Roadways	381	11.6%	43.8%	23.9%	16.0%	4.7%	55.4%	20.7%	34.7%
Pedestrian traffic control	384	10.2%	43.2%	25.3%	11.7%	9.6%	53.4%	21.3%	32.1%
Office equipment	388	9.5%	42.8%	21.1%	20.1%	6.4%	52.3%	26.5%	25.8%
Campus maps	381	12.1%	43.0%	27.8%	11.0%	6.0%	55.1%	17.0%	38.1%
Smoke-free environment	384	25.3%	37.5%	18.2%	9.9%	9.7%	62.8%	19.6%	43.2%

SUPPORT SERVICES	Total	Very Satisfied	Satisfied	Neither Satisfied nor		Very Dissatisfied	Percent Satisfied or		Satisfied Minus Dissatisfied
				Dissatisfied	Dissatisfied		Very Satisfied	Dissatisfied	
Advisement process	329	4.3%	22.8%	41.0%	20.4%	11.6%	27.1%	31.9%	-4.9%
KCTL	165	13.3%	32.1%	44.8%	7.3%	2.4%	45.5%	9.7%	35.8%
KCeL	166	12.0%	31.3%	47.6%	6.0%	3.0%	43.4%	9.0%	34.3%
Information technology services	346	13.9%	43.9%	25.7%	9.5%	6.9%	57.8%	16.5%	41.3%
KCC website	367	7.9%	40.3%	21.3%	17.2%	13.4%	48.2%	30.5%	17.7%
Communications and marketing	355	7.0%	37.7%	33.8%	13.0%	8.5%	44.8%	21.4%	23.4%
Office services	353	18.4%	47.9%	24.1%	6.5%	3.1%	66.3%	9.6%	56.7%
Bookstore	350	10.6%	34.9%	40.6%	9.4%	4.6%	45.4%	14.0%	31.4%
Library	172	20.3%	47.1%	26.7%	3.5%	2.3%	67.4%	5.8%	61.6%
Career services for students	165	6.1%	25.5%	57.6%	6.7%	4.2%	31.5%	10.9%	20.6%
Transfer services for students	166	6.6%	21.1%	62.7%	4.2%	5.4%	27.7%	9.6%	18.1%
Tutoring	173	10.4%	37.0%	34.1%	12.1%	6.4%	47.4%	18.5%	28.9%
Student life	164	14.0%	31.1%	47.6%	4.3%	3.0%	45.1%	7.3%	37.8%
TRiO/Accessibility	153	12.4%	28.8%	55.6%	2.0%	1.3%	41.2%	3.3%	37.9%
Personal counseling for students	167	13.8%	26.9%	50.3%	6.6%	2.4%	40.7%	9.0%	31.7%
Student interactions with Public Safety	345	10.4%	31.3%	44.9%	7.5%	5.8%	41.7%	13.3%	28.4%
Single Stop	343	20.4%	38.5%	39.4%	0.9%	0.9%	58.9%	1.7%	57.1%
Registration process	337	7.7%	24.9%	51.0%	12.2%	4.2%	32.6%	16.3%	16.3%
Evening/weekend student services	333	6.0%	19.5%	57.4%	9.3%	7.8%	25.5%	17.1%	8.4%
Honors program	165	12.1%	32.7%	47.3%	4.8%	3.0%	44.8%	7.9%	37.0%

INSTRUCTIONAL ENVIRONMENT	Total	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied		Very Dissatisfied	Percent Satisfied or Very Satisfied		Percent Dissatisfied or Very Dissatisfied	
				Dissatisfied	Dissatisfied		Very Satisfied	Dissatisfied	Dissatisfied	Minus Dissatisfied
Academic freedom	164	23.2%	43.3%	17.1%	11.6%	4.9%	66.5%	16.5%	50.0%	
Integrity of academic standards	173	12.7%	45.1%	20.2%	13.9%	8.1%	57.8%	22.0%	35.8%	
Availability of teaching technology equipment and software	178	11.8%	45.5%	21.9%	14.0%	6.7%	57.3%	20.7%	36.6%	
Quality of teaching technology equipment and software	177	10.2%	40.7%	24.9%	15.8%	8.5%	50.9%	24.3%	26.6%	
Ease of reserving computer labs, meeting rooms, or specialized classrooms	173	10.4%	28.3%	38.2%	13.9%	9.3%	38.7%	23.2%	15.5%	
Technology help in the classroom	173	17.9%	41.6%	24.9%	9.8%	5.8%	59.5%	15.6%	43.9%	
Class size	176	9.1%	39.8%	20.5%	18.8%	11.9%	48.9%	30.7%	18.2%	
Physical conditions of classrooms	178	7.3%	24.2%	16.3%	31.5%	20.8%	31.5%	52.3%	-20.8%	
Intellectual climate	175	13.1%	38.3%	21.1%	16.0%	11.4%	51.4%	27.4%	24.0%	
Academic preparation of students	176	4.0%	19.9%	26.7%	29.6%	19.9%	23.9%	49.5%	-25.6%	
Student motivation	174	7.5%	27.6%	23.0%	25.9%	16.1%	35.1%	42.0%	-6.9%	
Assessment processes	169	5.9%	36.1%	34.3%	17.8%	5.9%	42.0%	23.7%	18.3%	
Support for development of pedagogical skills	174	12.6%	36.2%	27.6%	15.5%	8.1%	48.8%	23.6%	25.2%	
Support for scholarship and publishing	171	9.9%	28.7%	35.1%	13.5%	12.9%	38.6%	26.4%	12.2%	
Support for travel to conferences	173	6.9%	29.5%	30.6%	16.2%	16.8%	36.4%	33.0%	3.4%	
Institutional administration of grants	169	8.3%	27.2%	45.0%	9.5%	10.1%	35.5%	19.6%	15.9%	
Tenure and promotion processes	173	6.9%	23.1%	45.1%	12.1%	12.7%	30.0%	24.8%	5.2%	

Faculty and Staff Satisfaction Survey

Difference between Fall 2019 and Fall 2018

Kingsborough Community College
 Faculty and Staff Satisfaction Survey
 Difference Between Fall 2019 and Fall 2018

CAMPUS CULTURE	Percent	Percent	Percent
	Satisfied or Very Satisfied	Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
College leadership	7.6%	-0.7%	8.3%
Department leadership	8.0%	-2.8%	10.8%
Collegiality with fellow faculty	2.9%	0.7%	2.2%
Internal campus communication	10.8%	-7.4%	18.2%
Respect for all cultures	1.0%	3.3%	-2.3%
Campus commitment to equity	1.7%	-0.5%	2.2%
Safety and security	-22.1%	15.0%	-37.1%
Sense of pride in saying that you work at KCC	-2.8%	2.0%	-4.9%
Overall job satisfaction	0.5%	-0.9%	1.4%

PERSONNEL RESOURCES

Support accessing benefits from CUNY, NYC, and unions	5.1%	-2.0%	7.0%
Help with retirement planning	-1.9%	0.3%	-2.1%
Payroll services	-0.6%	3.0%	-3.6%
Bursar's office	4.3%	-2.3%	6.6%
Faculty/staff evaluation process	4.8%	-1.0%	5.8%

COLOR KEY:

Difference of -40% to -2%
Difference of -2 to +2%
Difference of more than +2%

PHYSICAL ENVIRONMENT	Percent	Percent	Percent
	Satisfied or Very Satisfied	Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Bathrooms	9.0%	-8.5%	17.5%
Cafeteria	0.5%	-1.0%	1.4%
Elevators	6.6%	-4.4%	11.0%
Accessibility	8.7%	-0.1%	8.7%
Offices	4.9%	-0.3%	5.2%
Parking	-1.3%	3.7%	-5.0%
Outdoor walkways	0.4%	-0.2%	0.6%
Hallways	1.4%	0.2%	1.2%
Roadways	-0.2%	2.3%	-2.5%
Pedestrian traffic control	-3.0%	3.7%	-6.8%
Office equipment	2.4%	0.6%	1.8%
Campus maps	9.8%	-0.3%	10.1%
Smoke-free environment	3.6%	1.8%	1.9%

COLOR KEY:

Difference of -40% to -2%
Difference of -2 to +2%
Difference of more than +2%

SUPPORT SERVICES	Percent	Percent	Percent
	Satisfied or Very Satisfied	Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Advisement process	-1.4%	1.0%	-2.4%
KCTL	-8.6%	3.5%	-12.1%
KCeL	-1.8%	4.2%	-6.0%
Information technology services	-1.0%	2.7%	-3.7%
KCC website	6.1%	-8.7%	14.8%
Communications and marketing	14.6%	-11.6%	26.2%
Office services	1.3%	1.4%	-0.2%
Bookstore	-2.9%	4.4%	-7.3%
Library	5.3%	0.8%	4.6%
Career services for students	-4.5%	3.9%	-8.4%
Transfer services for students	-6.7%	0.2%	-6.9%
Tutoring	-2.1%	4.3%	-6.4%
Student life	3.3%	-1.6%	4.9%
TRiO/Accessibility	-1.8%	-0.1%	-1.6%
Personal counseling for students	-3.7%	2.0%	-5.6%
Student interactions with Public Safety	1.1%	4.2%	-3.1%
Single Stop	6.7%	-1.1%	7.8%
Registration process	2.0%	-1.4%	3.5%
Evening/weekend student services	2.4%	2.2%	0.3%
Honors program	3.1%	-2.0%	5.0%

COLOR KEY:

Difference of -40% to -2%
Difference of -2 to +2%
Difference of more than +2%

INSTRUCTIONAL ENVIRONMENT	Percent	Percent	Percent
	Satisfied or Very Satisfied	Dissatisfied or Very Dissatisfied	Satisfied Minus Dissatisfied
Academic freedom	-0.4%	4.3%	-4.7%
Integrity of academic standards	4.3%	0.6%	3.7%
Availability of teaching technology equipment and software	1.1%	1.1%	0.1%
Quality of teaching technology equipment and software	-1.2%	2.4%	-3.5%
Ease of reserving computer labs, meeting rooms, or specialized classrooms	-2.7%	1.3%	-4.0%
Technology help in the classroom	3.2%	-2.2%	5.4%
Class size	1.5%	2.8%	-1.3%
Physical conditions of classrooms	6.2%	-5.2%	11.3%
Intellectual climate	0.7%	0.2%	0.5%
Academic preparation of students	2.0%	-2.1%	4.2%
Student motivation	1.5%	3.8%	-2.3%
Assessment processes	2.2%	1.9%	0.2%
Support for development of pedagogical skills	-1.7%	6.5%	-8.1%
Support for scholarship and publishing	-4.6%	3.9%	-8.5%
Support for travel to conferences	10.8%	-0.6%	11.5%
Institutional administration of grants	2.5%	2.9%	-0.4%
Tenure and promotion processes	-1.3%	0.0%	-1.3%

COLOR KEY:

Difference of -40% to -2%
Difference of -2 to +2%
Difference of more than +2%