

Comparative BCC Faculty and Staff Satisfaction Survey Results (Spring 2016-Spring 2019)

CAMPUS CULTURE

	% Rating Satisfactory or Better				
	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr %
	n=412	n=460	n=351	n=364	Change
Safety and Security	92	93	95	93	-1%
Multicultural Respect	86	90	88	85	1%
Overall Job Satisfaction	79	89	86	82	-4%
Sense of pride in working at BCC	77	88	87	83	-7%
Departmental Leadership	75	81	84	79	-5%
Cross-Campus Collaboration	73	77	77	68	7%
Internal Campus Communication	70	75	78	73	-4%
College-wide Leadership	64	81	81	80	-20%
Items with multiple categories					
Collegiality:					
w/ faculty w/in dept	85	88	87	85	0%
and respect between faculty/staff	84	88	87	84	0%
with faculty outside of dept	83	82	82	78	6%

PERSONNEL RESOURCES

	% Rating Satisfactory or Better				
	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr %
	n=412	n=460	n=351	n=364	Change
Bursar's Office (pay stubs, etc)	87	87	83	84	4%
Payroll Services	83	86	77	79	5%
Support Accessing Benefits	75	81	83	77	-3%
Support training non-tchng equip	71	73	68	66	8%
Support for scholarship/publishing	64	69	62	57	12%
Help with retirement planning	62	69	68	65	-5%
Salary & Fringe Benefits	59	66	64	54	9%
Support for interdept collaboration	58	66	60	54	7%
Items with multiple categories					
Faculty/Staff Evaluation Procedures					
Staff Evaluation Process	83	81	80	81	2%
Faculty Evaluation Process	79	84	83	82	-4%

INSTRUCTIONAL ENVIRONMENT

	% Rating Satisfactory or Better				
	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr %
	n=412	n=460	n=351	n=364	Change
Tech Help in the Classroom	88	88	87	83	6%
Maintenance of tech equipment	86	85	82	77	12%
Class Size	85	83	69	70	21%
Availability of Teaching Technology	84	84	83	72	17%
Integrity of Academic Standards*	78	81	83	77	1%
Assessment process	78	76	74	72	8%
Size of Classrooms	77	81	71	68	13%
Ease of reserving labs, rooms, etc	77	79	77	65	18%
Intellectual Climate	76	81	76	70	9%
Students' health & wellness	66	68	70	65	2%
Student Motivation	66	67	63	65	2%
Appropriate use of mobile devices	62	61	56	51	22%
Student Preparedness (pens, etc)	53	56	53	45	18%
Classroom Conditions	47	56	56	49	-4%
Academic Preparation of Students	47	48	41	40	18%

PHYSICAL ENVIRONMENT (NON-TEACHING SPACE)

	% Rating Satisfactory or Better				
	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr %
	n=412	n=460	n=351	n=364	Change
Smoke Free Environment	91	94	91	88	3%
Walkways	88	89	87	84	5%
Hallways	87	85	85	82	6%
Pedestrian/traffic Control	85	87	86	74	15%
Campus Map	83	81	79	75	11%
Campus signs	81	81	78	72	13%
Roadways	79	84	83	76	4%
Cafeteria	74	81	75	75	-1%
Parking	69	71	62	63	10%
Offices	63	69	66	69	-9%
Disability Accessibility	63	66	68	62	2%
Cleanliness	62	75	77	70	-11%

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PERSONNEL RESOURCES (cont)

					3 Yr % Change
Support for Professional Dev					
Support for pedagogical dvlpmnt	79	76	77	71	11%
Support for other profess dvlpmnt	69	72	66	63	10%

SUPPORT SERVICES (Faculty and Staff)

% Rating Satisfactory or Better

	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr % Change
	n=412	n=460	n=351	n=364	
Academic Computing	92	89	91	84	10%
CTLT	91	89	91	91	0%
WAC/WI Training & Support	91	89	82	82	11%
Blackboard training & support	90	88	87	88	2%
Tech Service Center (Helpdesk)	89	91	88	84	6%
ePortfolio Training & Support	87	83	80	85	2%
Duplicating Services	86	94	93	93	-8%
Info Tech (phones, computers, etc)	86	84	85	79	9%
New Faculty Seminars	85	84	88	77	10%
Academic Success Center	85	83	81	79	8%
PSC CUNY welfare fund effectiveness	83	85	83	72	15%
BCC Broadcast System	81	87	86	80	1%
PSC CUNY Effectiveness	80	82	82	66	21%
Faculty Council Effectiveness	78	80	78	74	5%
College Senate Effectiveness	73	77	78	71	3%
"Smart Classroom" Training	73	76	67	63	16%
Communications & Marketing	72	70	74	70	3%
Advisement Process	67	65	61	57	18%
BCC Website	62	77	78	78	-21%
Purchasing	61	66	67	55	11%
Bookstore	52	76	85	85	-39%
Items with Multiple Categories					
Library/Learning Center					
Library Services	92	92	95	94	-2%
Library Resources	91	92	94	92	-1%
Library Website	86	91	91	94	-9%

PHYSICAL ENVIRONMENT (NON-TEACHING SPACES)-cont.

					3 Yr % Change
Handicapped Accessibility	49	55	54	57	-14%
Elevators	49	54	58	59	-17%
Bathrooms	33	49	45	47	-30%

Items with Multiple Categories

Supplies and Office Equipment					3 Yr % Change
Office Equipment	74	75	71	70	6%
Supplies	72	76	71	70	3%

SERVICES TO STUDENTS

% Rating Satisfactory or Better

	Sp 19	Sp 18	Sp 17	Sp 16	3 Yr % Change
	n=412	n=460	n=351	n=364	
Single Stop	97	94	92	91	7%
Childcare Center	96	93	97	93	3%
Disability Services	95	85	89	88	8%
Student Life	94	87	86	77	22%
Interactions with Public Safety	92	91	90	88	5%
Health Services	92	86	88	87	6%
Personal Counseling	91	86	90	87	5%
Career/Transfer Office	90	85	85	74	22%
Ease of student access to offices	89	84	86	80	11%
Tutoring Services	89	82	84	79	13%
Academic Appeal	88	90	88	87	1%
Honors Program	88	88	87	84	5%
Support for Student Wellness	86	84	87	88	-2%
Evening/Weekend Services	86	83	82	74	16%
Writing Center	86	82	86	82	5%
COPE Attendance Process	78	78	77	66	18%
Registration Process	72	75	69	62	16%