PA 10: Assessing Employee Satisfaction

1 point available

A. Credit Rationale
This credit recognizes institutions that support the engagement of their employees by conducting a regular survey or other evaluation. Evaluating employee satisfaction and engagement helps institutions gauge their performance as an employer and can identify strengths as well as areas for development.

B. Criteria
Institution conducts a survey or other evaluation that allows for anonymous feedback to measure employee satisfaction and engagement. The survey or equivalent may be conducted institution-wide or may be done by individual departments or divisions. The evaluation addresses (but is not limited to) the following areas:

- Job satisfaction
- Learning and advancement opportunities
- Work culture and work/life balance

The institution has a mechanism in place to address issues raised by the evaluation.

C. Applicability
This credit applies to all institutions.

D. Scoring
Institutions earn the maximum of 1 point available for this credit by conducting an assessment of employee satisfaction and engagement that meets the criteria outlined above and that covers all employees (directly or by representative sample). Incremental points are available based on the percentage of employees assessed. For example, an institution that regularly assesses the satisfaction of all faculty members (who compose $\frac{1}{3}$ of all employees), but does not assess staff (who compose $\frac{2}{3}$ of employees) would earn $\frac{1}{3}$ point ($\frac{1}{3}$ of the points available for this credit).

An institution that conducts an assessment using a representative sample earns points based on the total population from which the sample is drawn. For example, an institution that conducts an assessment with a sample that is representative of the entire employee population would earn the maximum of 1 point available for this credit. Likewise, an institution that conducts an assessment with a sample that is representative of 50 percent of its total employee population would earn 0.5 points (half of the points available for this credit).
An institution that conducts an assessment of an unrepresentative portion of the employee population earns points based on the actual number of employees assessed. For example, an institution that conducts a mandatory survey of all non-supervisory staff (60 percent of the total employee population) would earn 0.6 points (60 percent of the points available for this credit).

**E. Reporting Fields**

**Required**
- An indication of whether the institution has conducted an employee satisfaction and engagement survey or other evaluation that meets the criteria for this credit
- An affirmation that the submitted information is accurate to the best of a responsible party's knowledge and contact information for the responsible party. The responsible party should be a staff member, faculty member, or administrator who can respond to questions regarding the data once submitted and available to the public.

**Conditional**
Required if the institution is reporting an employee satisfaction and engagement evaluation:
- The percentage of employees (staff and faculty) assessed, directly or by representative sample (0-100)
- A brief description of the institution's methodology for evaluating employee satisfaction and engagement
- A brief description of the mechanism(s) by which the institution addresses issues raised by the evaluation (including examples from the previous three years)
- The year the employee satisfaction and engagement evaluation was last administered

**Optional**
- The website URL where information about the institution's employee satisfaction and engagement assessment is available
- Notes about the submission

**F. Measurement**

**Timeframe**
Report on the most recent employee satisfaction and engagement evaluation conducted during the three years prior to the anticipated date of submission and on current policies and practices.

**Sampling and Data Standards**
Institutions may choose to assess employee satisfaction and engagement by administering a survey or the equivalent to a representative sample of the employee population being assessed or by surveying the entire employee population being assessed (e.g. by making the assessment mandatory).
Institutions may report on a single assessment or on multiple assessments that target different groups (e.g. faculty, supervisory staff, and non-supervisory staff).