

# PA 13: Assessing Employee Satisfaction

1 point available

## 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.

## Applicability

This credit applies to all institutions.

## 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.

## Scoring

An institution earns 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 non-academic staff (who compose two-thirds of all employees), but does not assess academic staff (who compose one-third of employees) would earn 0.67 points (two-thirds of the points available for this credit).

## Reporting Fields

### Required

- ☐ Has the institution conducted a survey or other evaluation that allows for anonymous feedback to measure employee satisfaction and engagement during the previous three years?

If yes, provide:

- Percentage of employees 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 (Include examples from the previous three years.)

### Optional

- Website URL where information about the employee satisfaction and engagement evaluation is available
- Additional documentation to support the submission (upload)
- Data source(s) and notes about the submission
- Contact information for a responsible party (an employee who can respond to questions regarding the data once it is submitted and available to the public)

## Measurement

### Timeframe

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

### 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., academic staff, supervisory staff, and non-supervisory staff).

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 report 100 percent of employees assessed. Likewise, an institution that conducts an assessment with a sample that is representative of 50 percent of its total employee population would report 50 percent of employees assessed.

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 report 60 percent of employees assessed.

## Standards and Terms

### Employees

Employees are defined as personnel paid by the institution and include full-time and part-time workers (as defined by the institution), and both academic staff (i.e., “faculty members”) and non-academic staff.

### Representative sample

A representative sample is a subset of a statistical population that accurately reflects the members of the entire population. A representative sample should be an unbiased indication of what the entire population is like. For example, in a student population of 1000 students in which 25 percent of the students are

enrolled in a business school, 50 percent are enrolled in humanities programs, and 25 percent are enrolled in science programs, a representative sample might include 200 students: 50 business students, 100 humanities students, and 50 science students. Likewise, a representative sample of purchases should accurately reflect the institution's total purchases, accounting for seasonal and other variations in product availability and purchasing.