Kansas City Kansas Community College

Fall 2025 College Employee Satisfaction Survey

Results, Benchmarks & Recommended Action Plan

196 respondents • 45.3% response rate • Benchmarked vs. 6 peer institutions

Dashboards prepared by J. O'Brien Coaching

Two stories in one survey

Employees show genuine commitment to students and colleagues — but raise serious concerns about communication, leadership access, and whether their voice is heard.

45.3%

Response Rate

196 of 433 employees

3.35 / 5.00

Overall Satisfaction

vs. 4.20 benchmark (p<.001)

+27.6

Enrollment eNPS

43.0% promoters, 15.4% detractors

-17.3

Workplace eNPS

17.3% promoters, 34.6% detractors

56%

Retention Risk

considered leaving in last 6 months

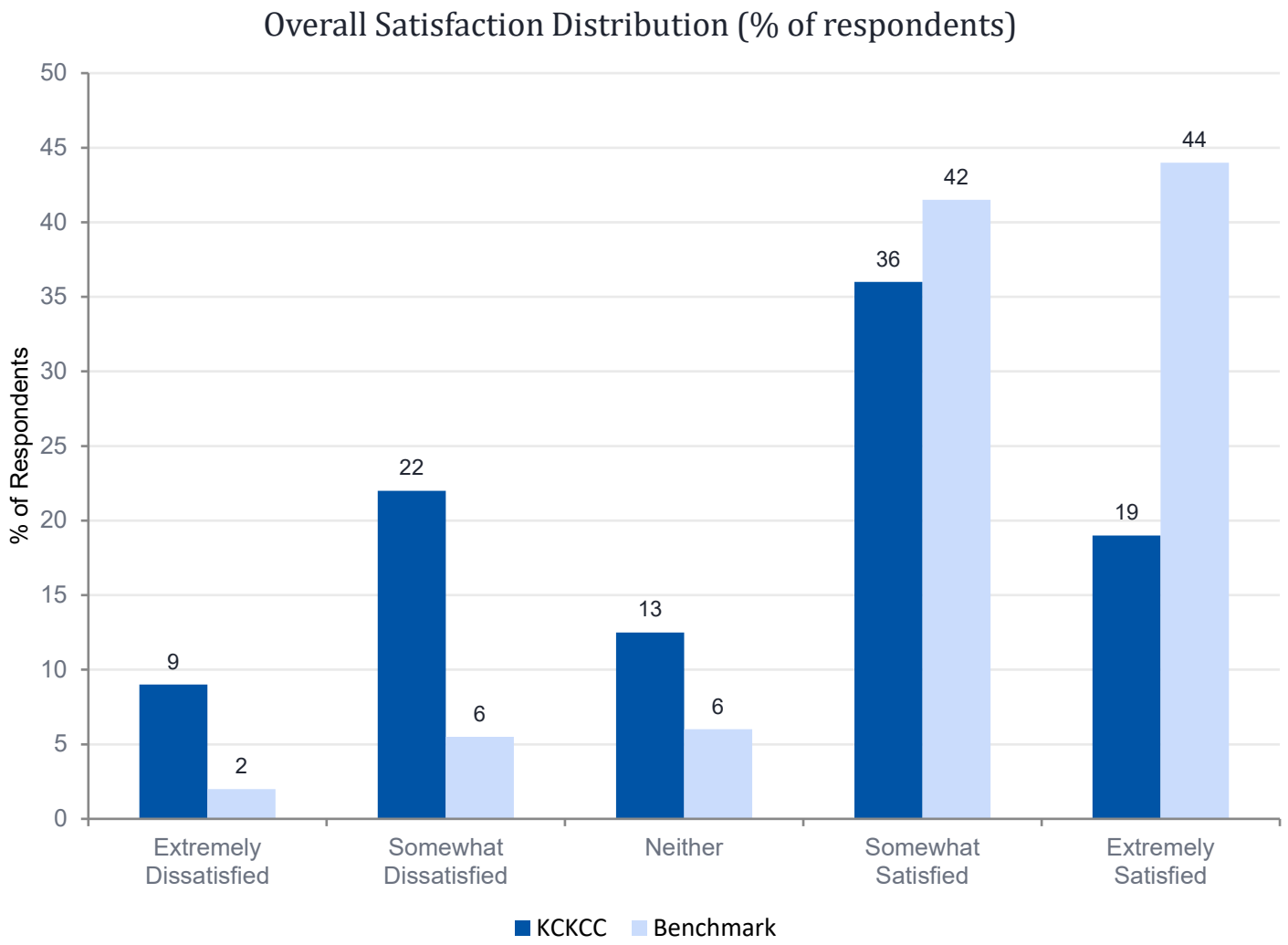
TOP 5 STRENGTHS

1. Team works efficiently/effectively
2. I have the information I need
3. Good communication in department
4. Supervisor pays attention to me
5. Faculty take pride in their work

TOP 5 CONCERNS

1. Effective interdepartmental communication
2. Involves employees in planning
3. Safe to take risks/share ideas
4. Employee suggestions used to improve
5. Communication between leadership & staff

Satisfaction trails benchmark across the board



3.35 / 5.00

KCKCC Mean Satisfaction

Benchmark: 4.20 | Gap: -0.85 (p<.001)

56% / 44%

Retention Risk Split

Considered leaving vs. not considering

3.26 / 5.00

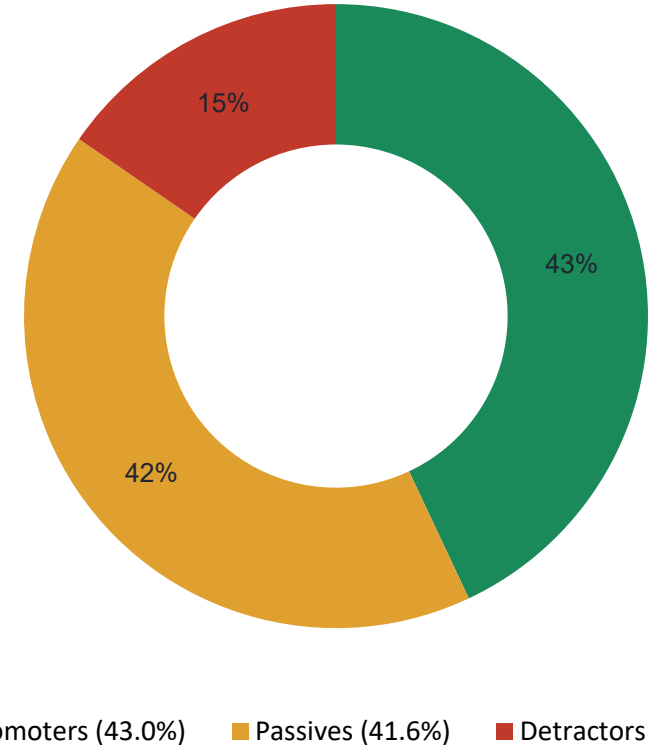
Likelihood to Stay

Benchmark: 4.01 | 28.1% extremely likely to stay
vs. 47.9% at benchmark institutions

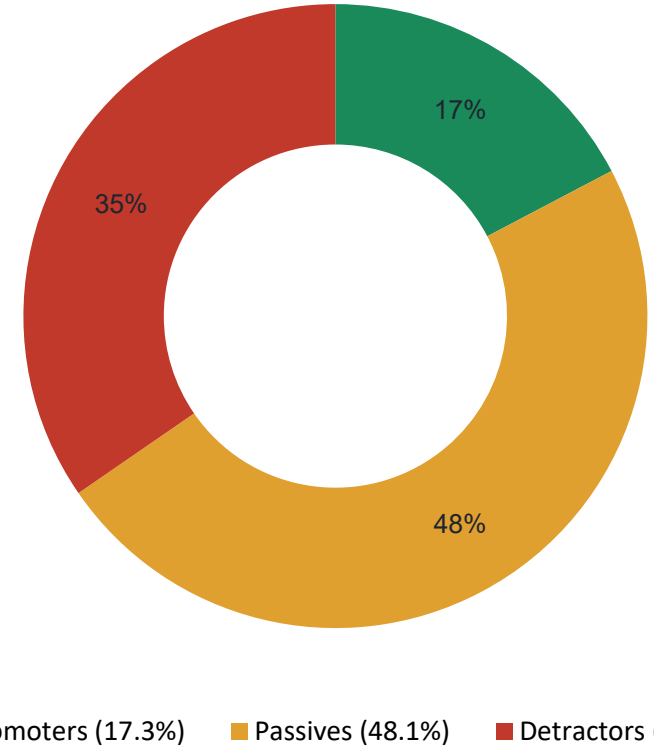
Employees believe in KCKCC's mission — not yet in the workplace

Enrollment eNPS asks: "How likely would you be to recommend this institution to friends or family looking to enroll?" Workplace eNPS asks the same about recommending it as a place to work.

Enrollment eNPS: +27.6

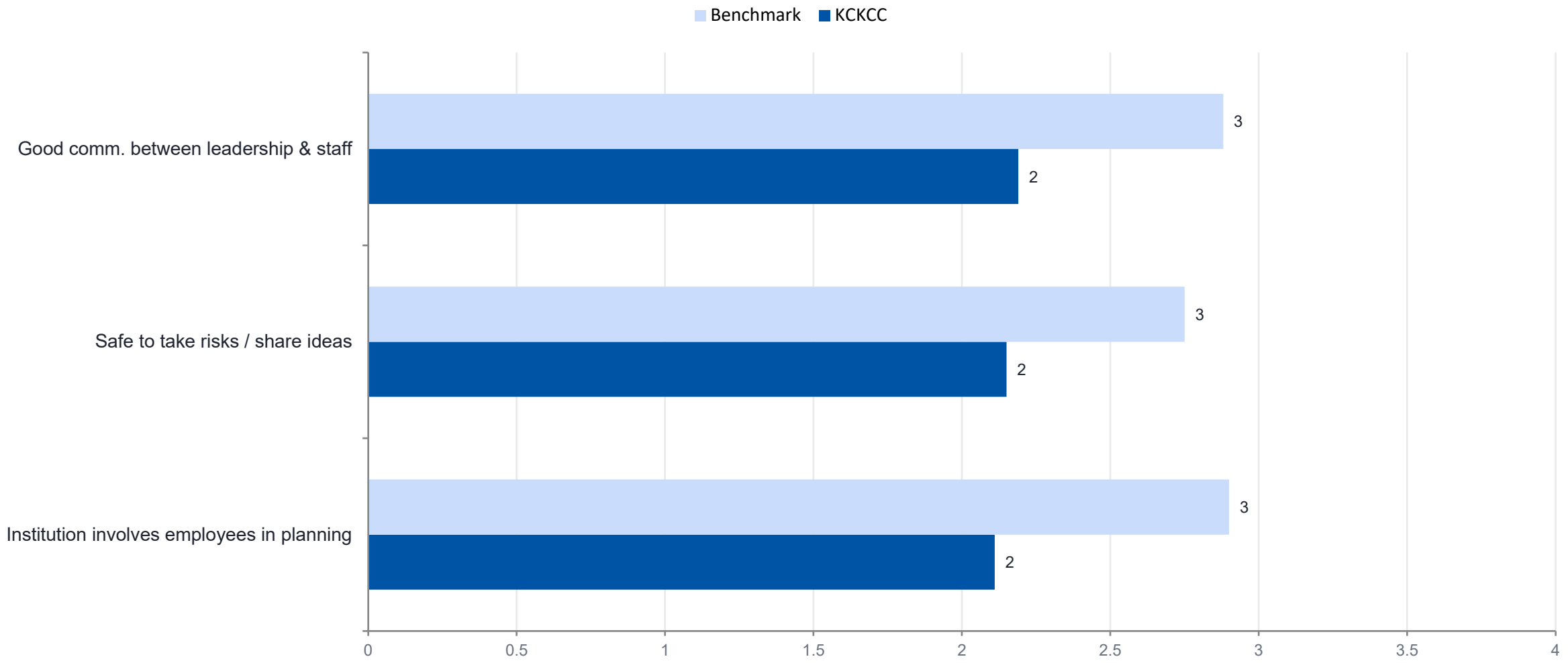


Workplace eNPS: -17.3



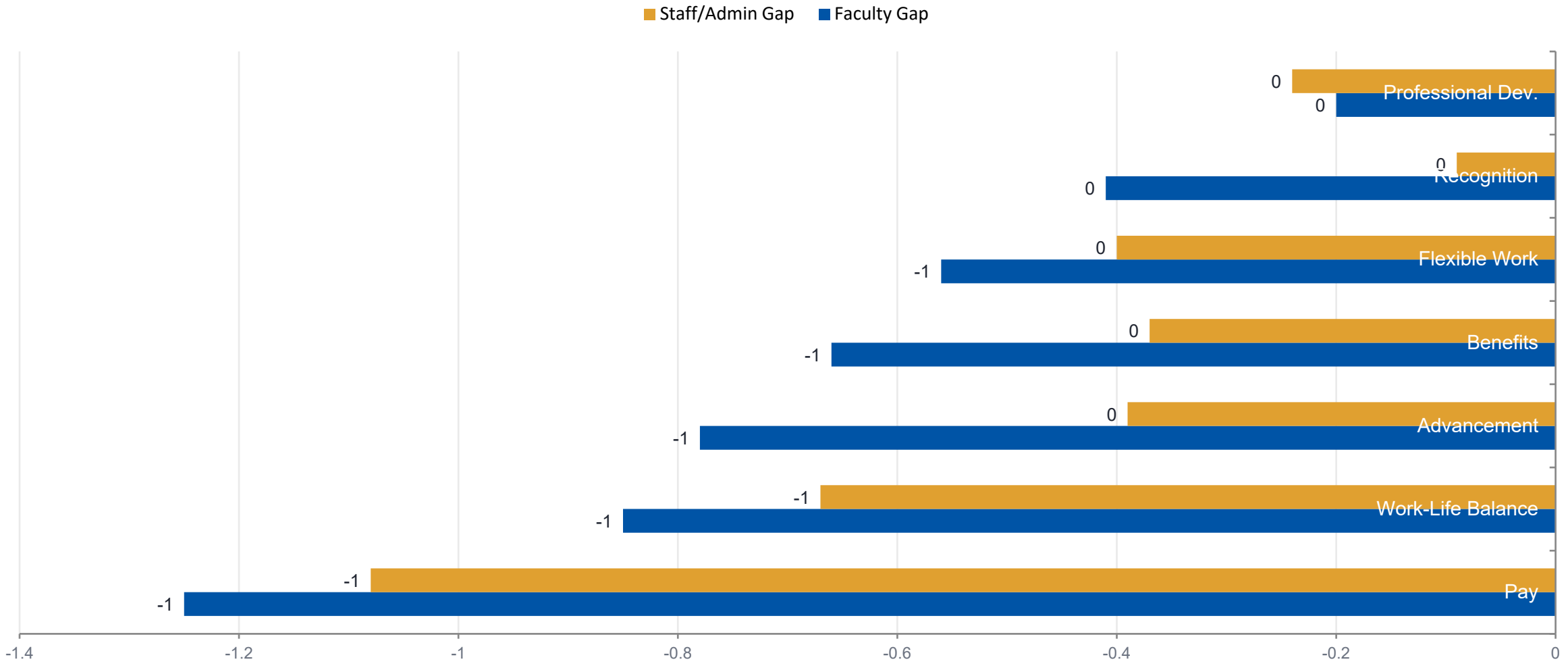
Communication & inclusion are the clearest gaps

Top 3 gaps from 33 culture items rated 1-4, shown vs. peer benchmark.



Pay is the largest unmet need — for everyone

Importance–Satisfaction gap by factor (negative = unmet need), split by employee type.



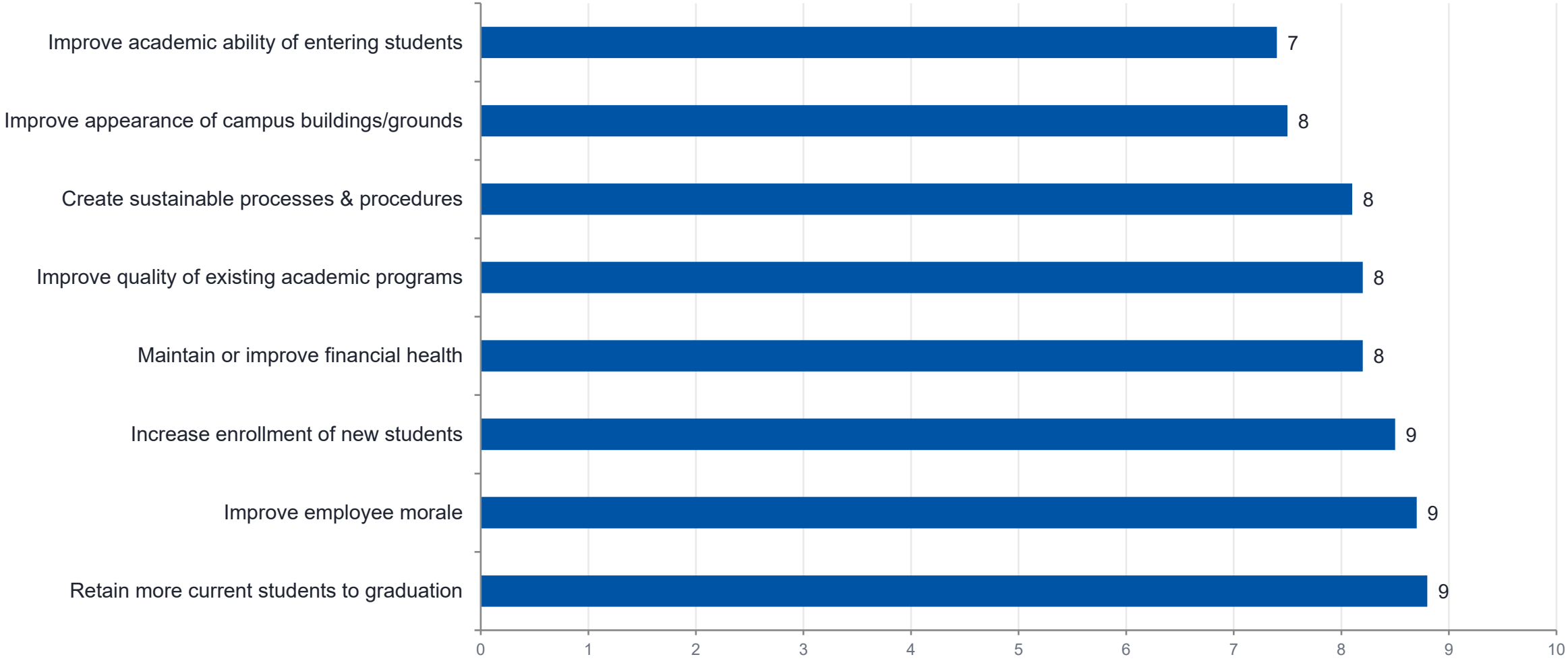
Recognition, advancement & retention need attention

Item	KCKCC	Benchmark	Gap
Plan to leave in 6 months	**1.82**	1.59	**+0.23**
Opportunities for advancement	**2.10**	2.60	**-0.50**
Great work will be recognized	**2.28**	2.89	**-0.61**
Paid fairly for the work I do	**2.53**	2.73	**-0.20**
Considered leaving in 6 months	**2.55**	2.15	**+0.40**
Job is secure at this institution	**2.74**	3.18	**-0.44**

Note: "plan to leave" and "considered leaving" are reverse-scored — a positive gap here means KCKCC scores worse than benchmark (more intent to leave), not better.

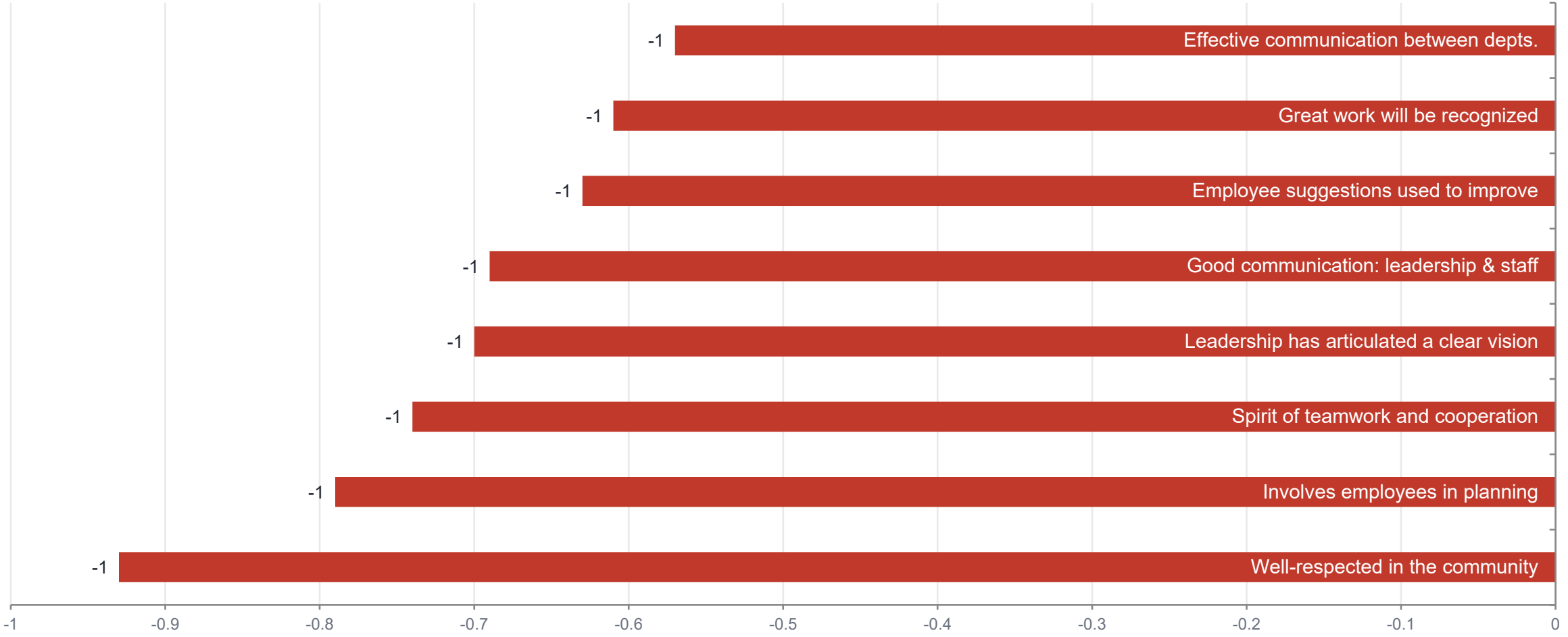
Employees rank morale as the #2 priority, college-wide

Importance ratings, 0-10 scale (Overall, N=196). Employees were also asked to rank their own priorities.



A broad, consistent gap vs. 6 peer institutions

Gap = KCKCC score minus the average of 6 peer institutions.



Note: gap values illustrative of dashboard ranking; confirm exact figures against the published dashboard before external distribution.

Faculty are more satisfied than Staff/Admin — on every measure

Faculty N=65; Staff/Admin N=129 (Staff and Administrator responses are combined in the survey instrument).

2.92 vs 2.57

Recommend as Workplace

Faculty vs. Staff/Admin (of 4.00)

3.60 vs 3.23

Overall Satisfaction

Faculty vs. Staff/Admin (of 5.00)

3.53 vs 3.12

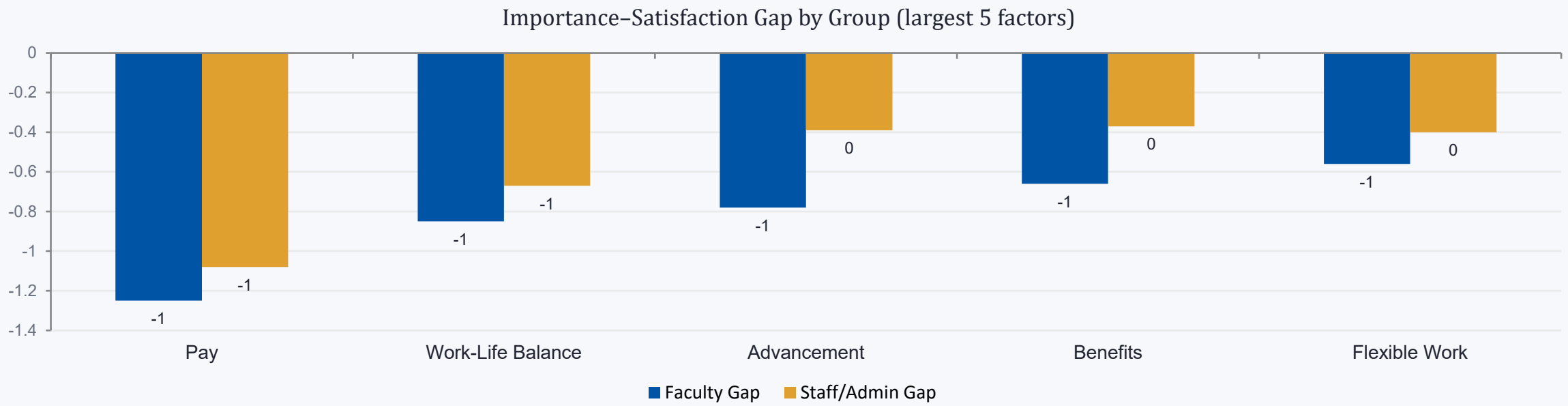
Likely to Stay

Faculty vs. Staff/Admin (of 5.00)

3.79 vs 3.47

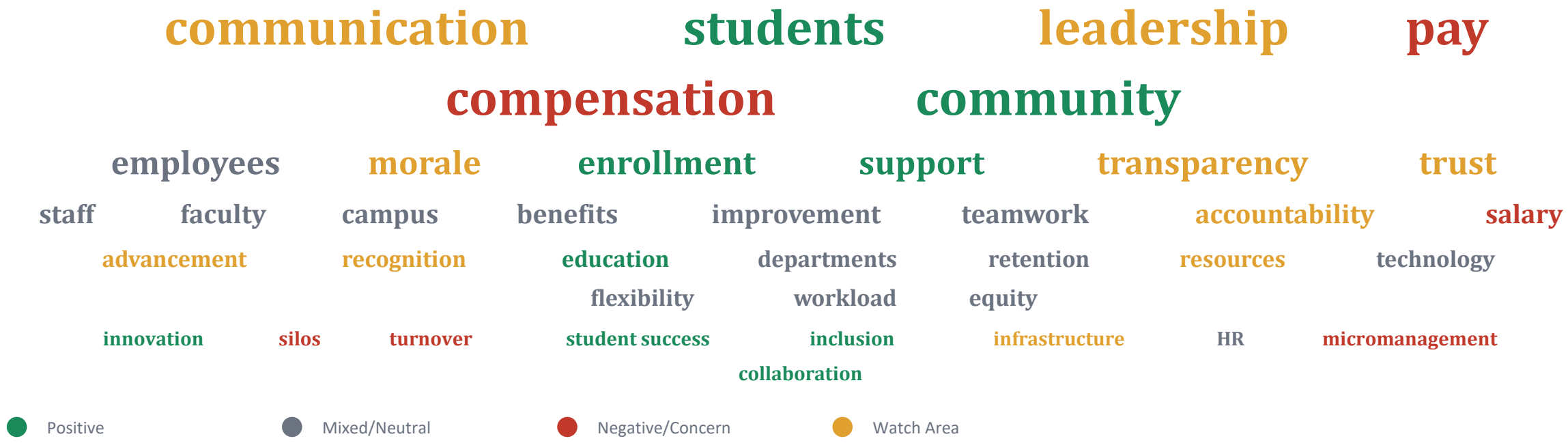
Highly Engaged

Faculty vs. Staff/Admin (of 4.00)



226 comments — communication, leadership, and pay dominate

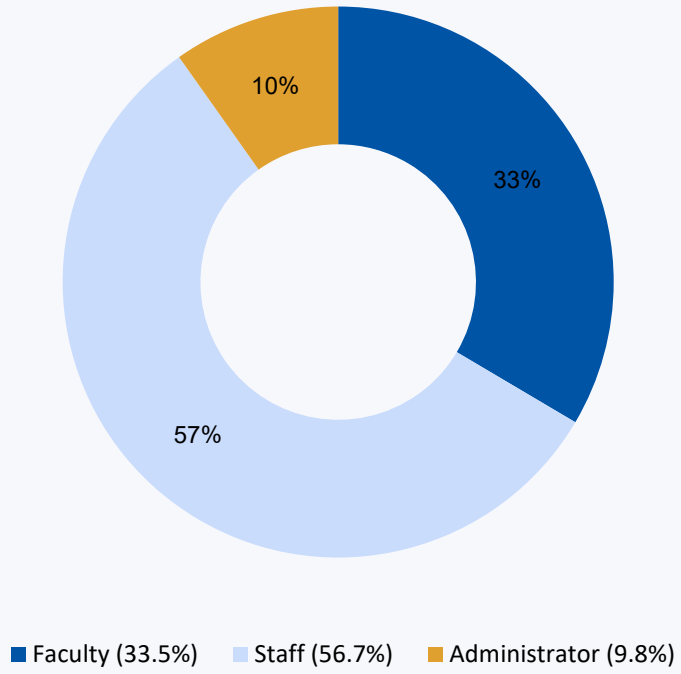
87 Strengths • 97 Improvements • 42 Goals | 75 from Faculty, 151 from Staff/Admin



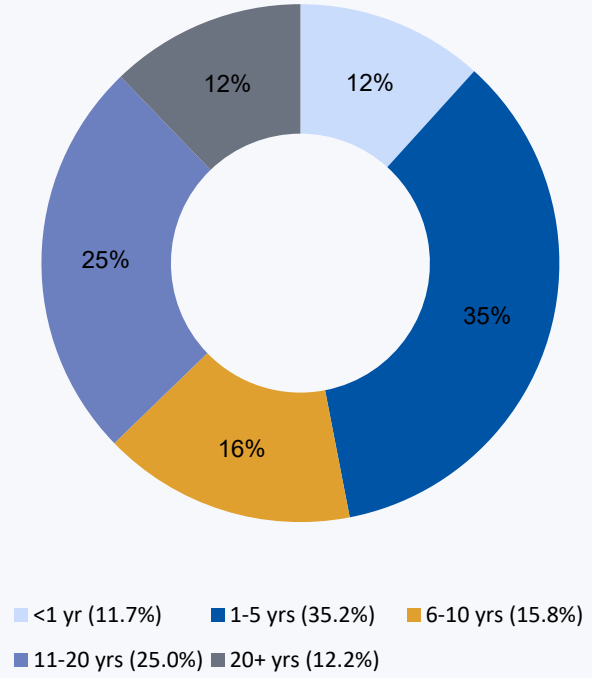
Comments are not yet loaded to the public dashboard — full theme analysis to follow once posted.

Who responded

By Position



By Tenure



196

Total Respondents

45.3% response rate (196 of 433)

87.7%

Full-Time

vs. 83.1% benchmark

56.7% vs 50.4%

Staff Share vs. Benchmark

KCKCC's tenure distribution shows a strong core of mid-to-longer-career employees: 25.0% at 11-20 years vs. 19.0% benchmark.

Five data-driven priorities

1

Communication & Leadership Transparency

Driven by our three lowest culture scores in the survey.

CRITICAL

2

Compensation & Pay Equity

The single largest gap between what matters most and what we deliver.

CRITICAL

3

Retention & Employee Engagement

Over half of employees have considered leaving in the last six months.

HIGH PRIORITY

4

Career Advancement & Recognition

Both trail well behind our peer benchmark.

HIGH PRIORITY

5

Organizational Culture & Teamwork

Employees rank fixing morale as nearly our #1 institutional priority.

STRATEGIC

Quick wins now, strategic initiatives over 6-18 months

QUICK WINS (IMMEDIATE)

All-employee town hall to share results	**2-3 wks**	President/Cabinet
Share full survey analysis transparently	**3-4 wks**	HR/Communications
Launch compensation equity review	**Completed**	HR/Finance
Form employee advisory committee	**2-3 wks**	President's Office
24-hour email response expectation	**Immediate**	Cabinet

STRATEGIC INITIATIVES (6-18 MONTHS)

Comprehensive Compensation Redesign	**Completed**
Communication Infrastructure Overhaul	**3-6 mo**
Career Pathways & Recognition Program	**6-12 mo**
Work-Life Balance & Flexibility Initiative	**6 mo**
Organizational Culture Development	**12-18 mo**

PROJECTED TRAJECTORY IF FULLY IMPLEMENTED

Metric	Current	12 mo	24 mo	36 mo
Overall Satisfaction	**3.35**	**3.55-3.65**	**3.80-3.95**	**3.95-4.10**
Workplace eNPS	**-17.3**	**-8 to -3**	**+5 to +12**	**+10 to +20**
Considered Leaving	**56%**	**45-50%**	**30-35%**	**25-30%**

Kansas City Kansas Community College

THE WINDOW IS STILL OPEN

Employees care deeply about KCKCC and its students. They feel unheard, undervalued, and uncertain about their future here.

The +27.6 Enrollment eNPS proves the belief in our mission is real. The -17.3 Workplace eNPS shows the day-to-day experience needs sustained, visible follow-through — not just an announcement.

56% of employees have considered leaving — but haven't left yet.
That is both the urgency and the opportunity.