

Skyline College Balanced Scorecard

Outcome Measure Data Sheet

Perspective: Internal Stakeholders		Measure Name: Employee Satisfaction Overall Ratings		Indicator: Employee Satisfaction and Perception	
College Strategy: 2.2 Effective Communication			College Goal: 2		
Description: The percentage of employees who selected "Very Satisfied" or "Satisfied" on the question(s) that ask about overall satisfaction with the college from the employee survey.					
Lead/Lag: Lag		Frequency: Every 3		Unit Type: Percents	
Polarity: High values are good					
Formula: The "Very Satisfied" and "Satisfied" ratings on the questions asking about overall satisfaction are compiled to give a rating on overall satisfaction. For the employee survey of Fall 2006, Employee Voice, this included questions 19,37,65,11,58,46, and 25					
Data Source: Data are collected through a survey (i.e., Employee Voice Survey, Fall 2006) which may be delivered via paper and pencil or on-line.					
Data Quality: Moderate –Dependent on sampling method and response rate.			Data Collector: Director of Planning, Research and Institutional Effectiveness		
			Owner: Director of Planning, Research and Institutional Effectiveness		
Scorecard Control Limits: Slightly below benchmark is equal 1 to 5 percentage points below the benchmark. Well below benchmark is equal to 6 or greater percentage points below the benchmark.			Benchmark: The baseline benchmark was established in 2007 at 70% overall satisfaction.		
1. Accreditation Self-Study					
2. Education Master Plan					
3. Strategic Planning					
4.					
Benchmark Rationale: The overall satisfaction benchmark is based on the average ratings from six overall satisfaction items in the survey (one from each of the survey dimensions) including items: 11, 19, 25, 37, 58 and 65.					