

# Engagement Report

## Northeast Community College

Current period:

**Nov 11, 2024 - Nov 27, 2024**

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# of employees: **446**

# of responses: **322**

Response rate: **72%**

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Previous period:

**Nov 1, 2023 - Nov 16, 2023**

Benchmark: Educational Services

# McLean & Company Engagement Model

Northeast Community College  
Open Date: Nov 11, 2024  
Close Date: Nov 27, 2024

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Response Rate: 72%



# Employee Engagement Goes Beyond Satisfaction

Northeast Community College  
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Close Date: Nov 27, 2024

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Response Rate: 72%

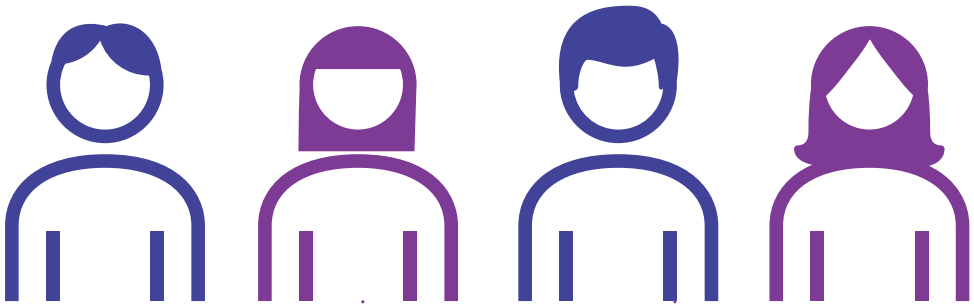


## SATISFIED

## ENGAGED

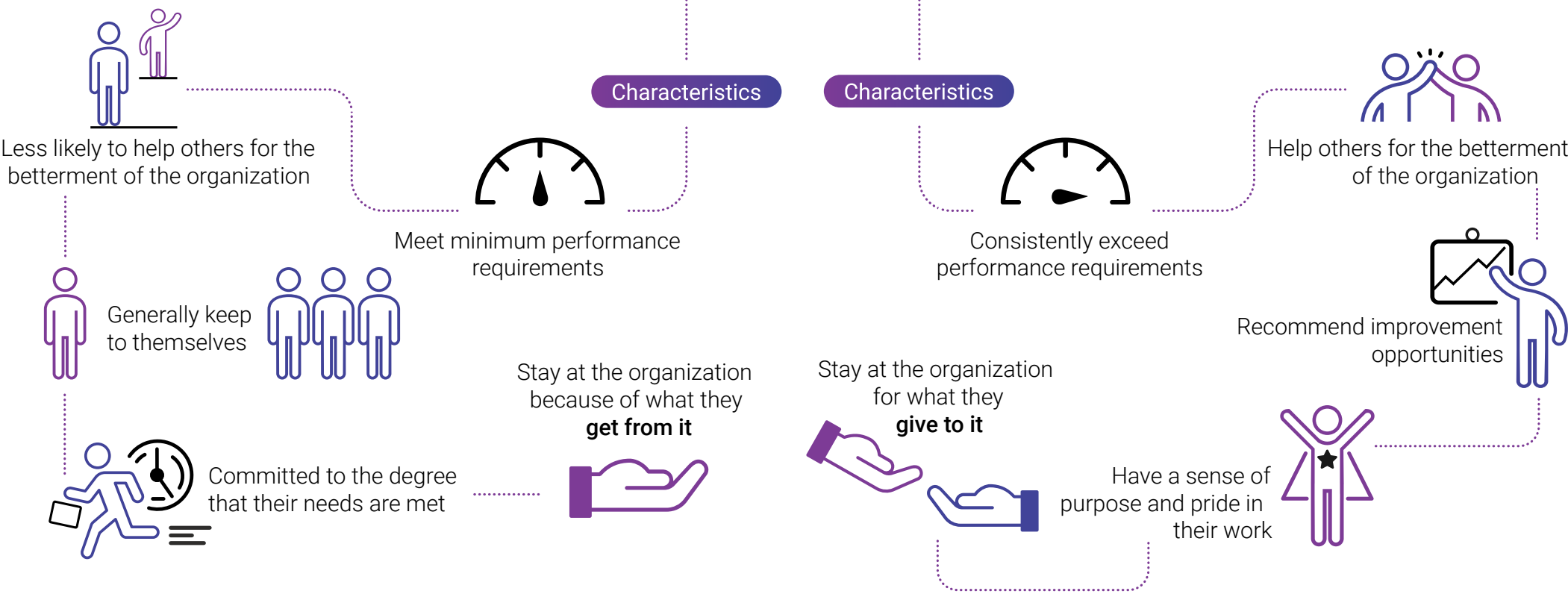
Satisfied employees feel comfortable and are generally happy that their needs are being met.

Engaged employees feel energized, passionate, and dedicated. They are highly involved with their work and the organization



Average Performance

Optimal Performance



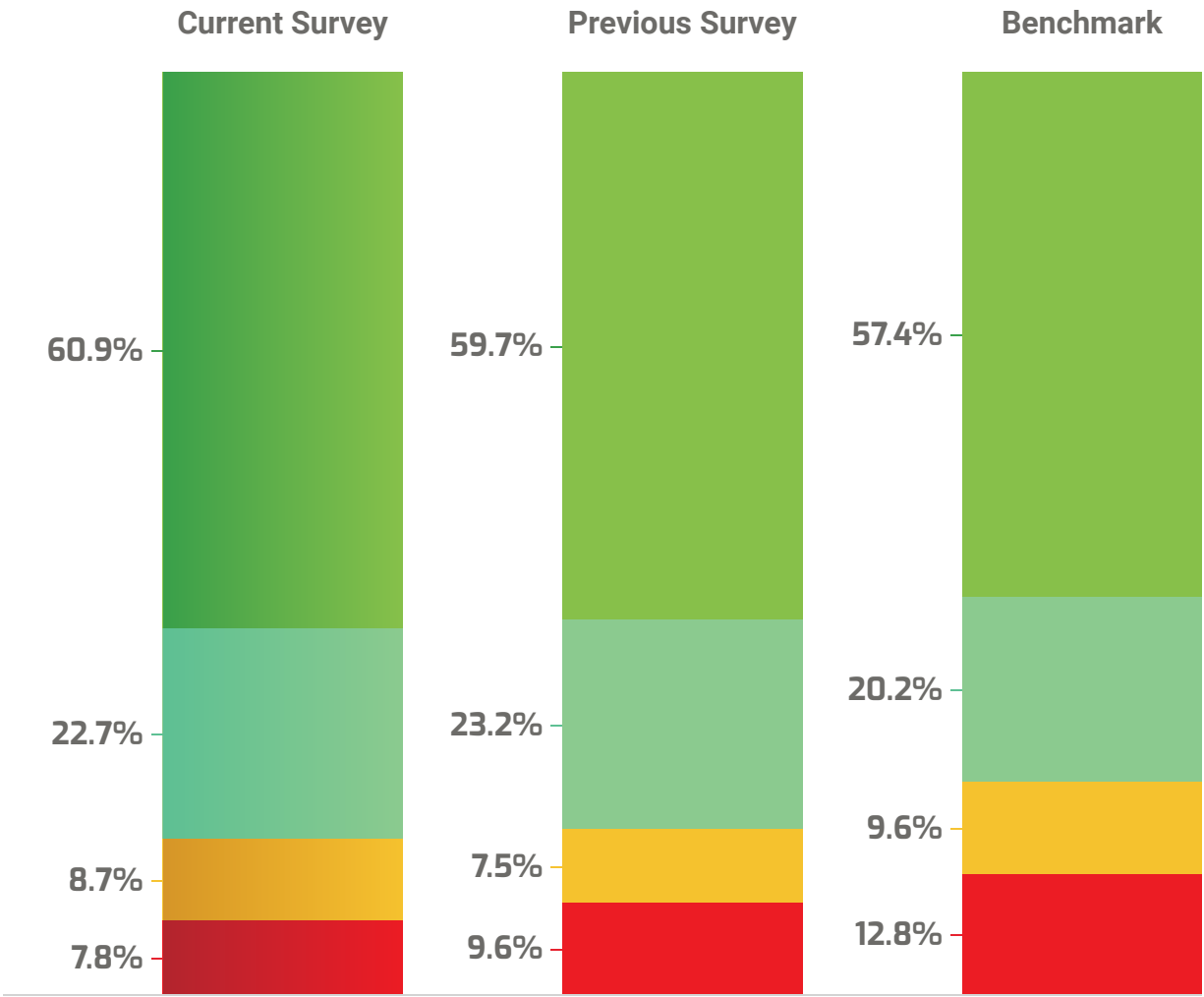
# Overall Engagement Results

Northeast Community College  
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See the **appendix** in this report for more information on the engagement calculation and benchmark.



## ENGAGED

Engaged employees consistently exceed expectations. They are energized and passionate about their work, leading them to exert discretionary effort to drive organizational performance.

## ALMOST ENGAGED

Almost engaged employees sometimes exceed expectations and are generally passionate about their work. At times they exert discretionary effort to help achieve organizational goals.

## INDIFFERENT

Indifferent employees are satisfied, comfortable, and generally able to meet minimum expectations. They see their work as “just a job”, prioritizing their needs before organizational goals.

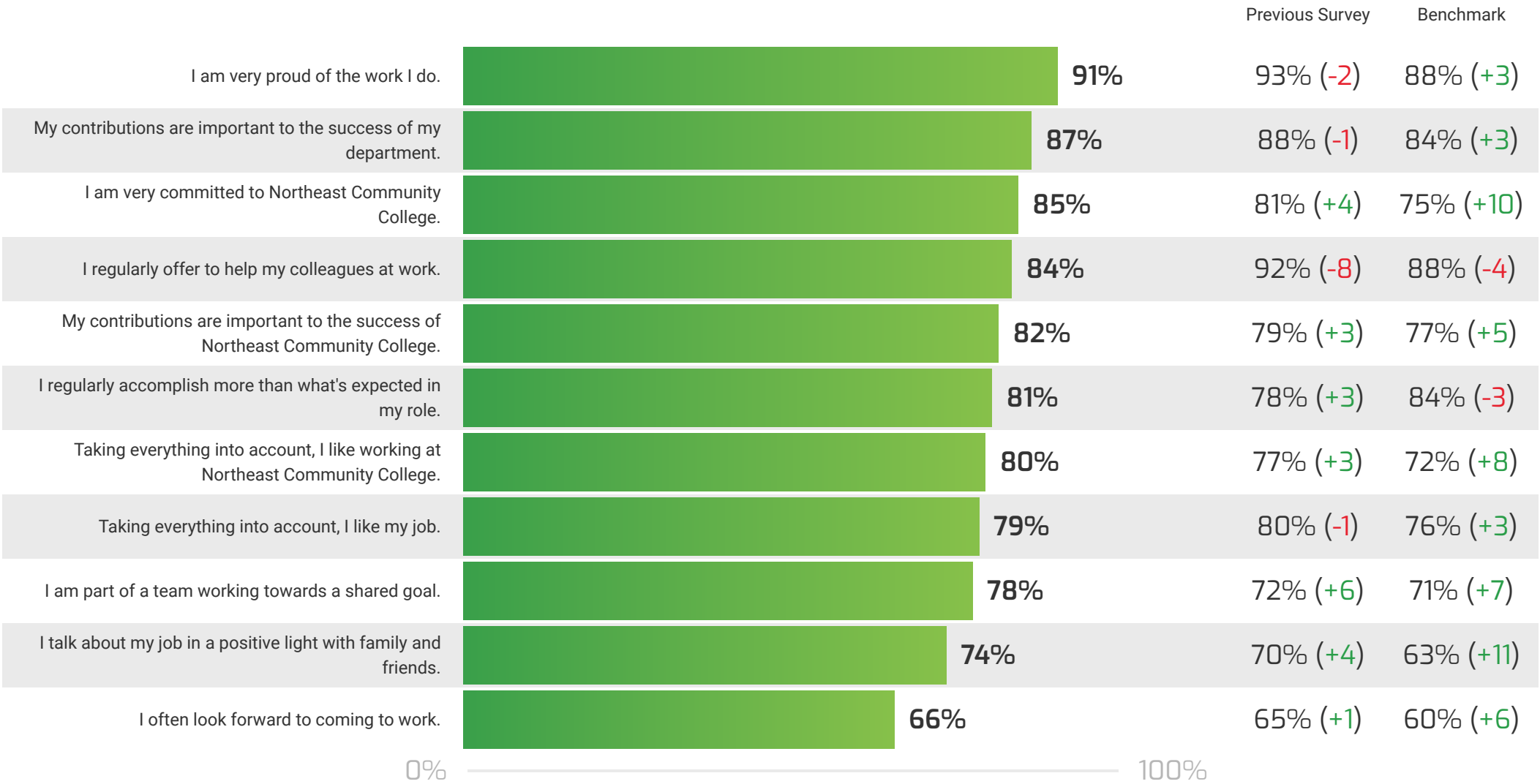
## DISENGAGED

Disengaged employees usually fail to meet minimum expectations, putting in time rather than effort. They have little interest in their job and the organization and often display negative attitudes.

# Engagement Measure Question Scores

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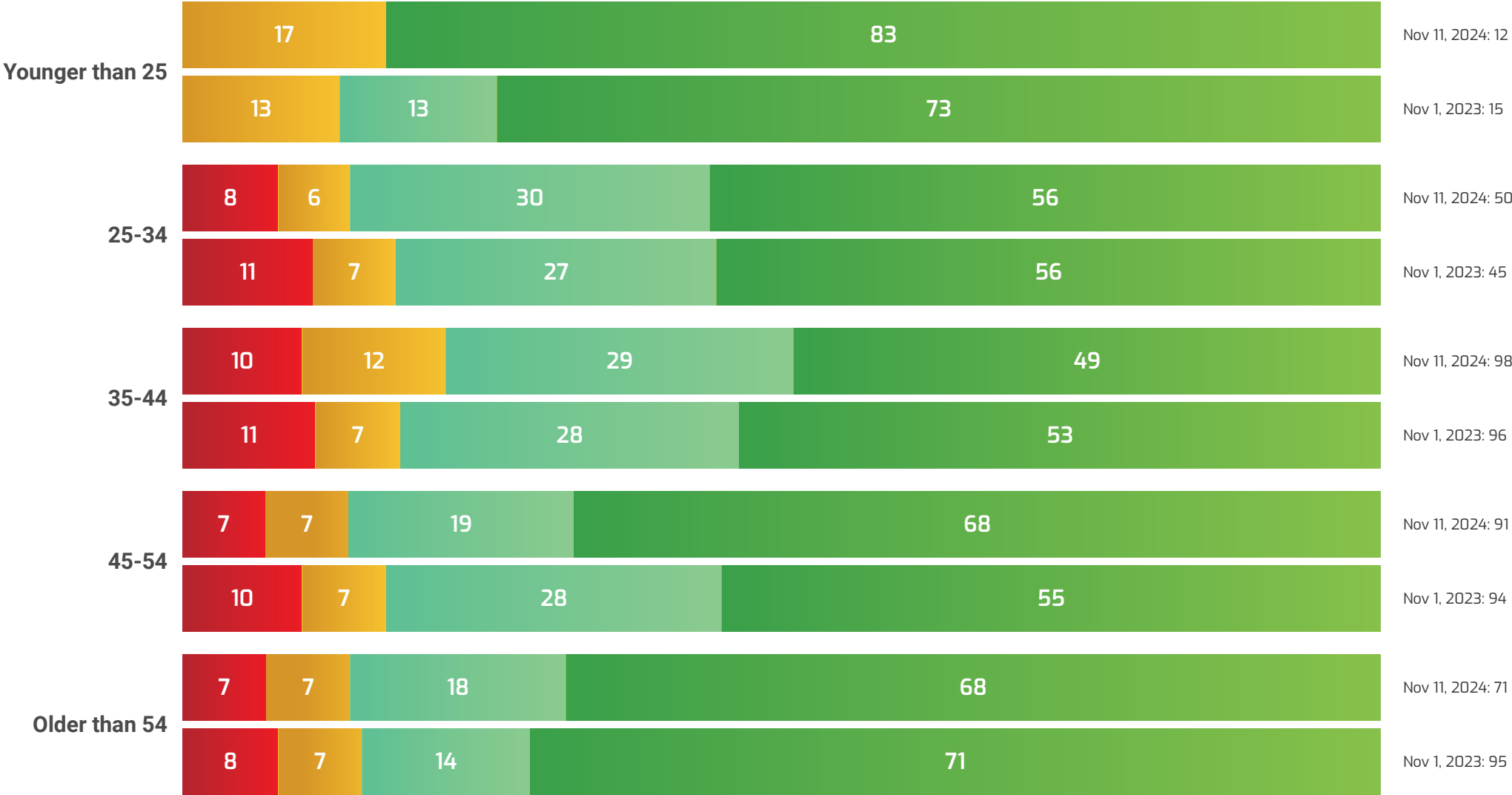


< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

# Engagement by Age

Northeast Community College  
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% of Employees

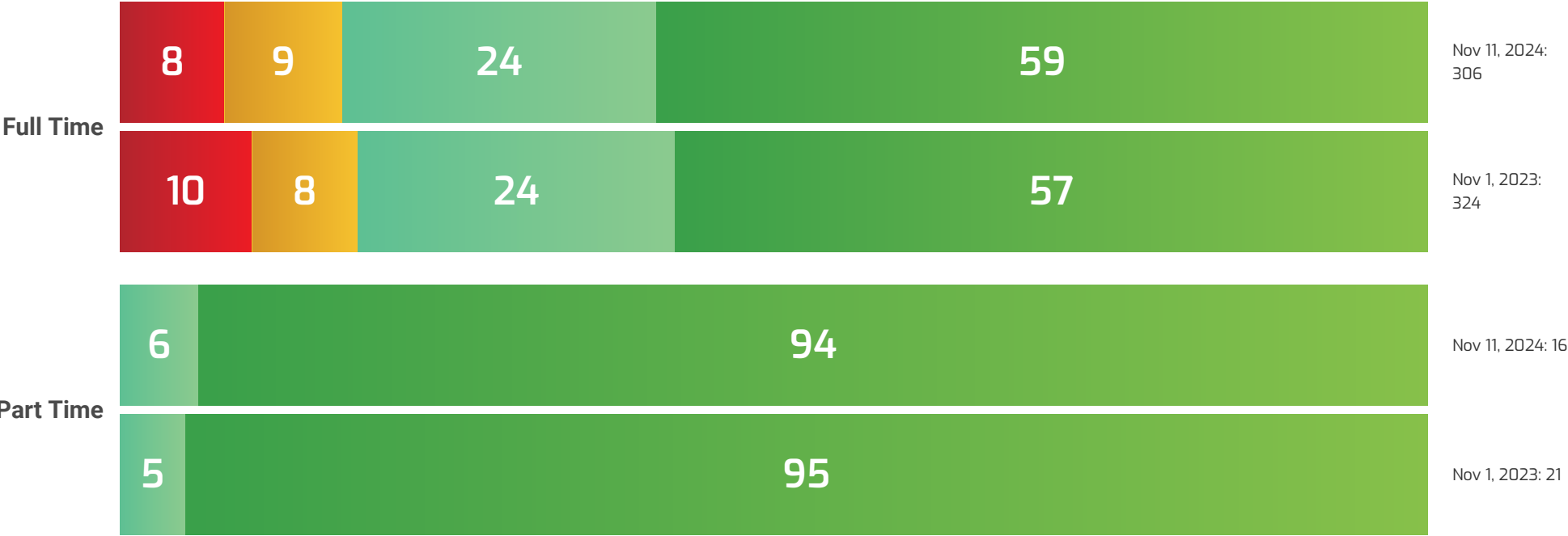
Disengaged Indifferent Almost Engaged Engaged



# Engagement by FT/PT

Northeast Community College  
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# of responses: 322  
Response Rate: 72%



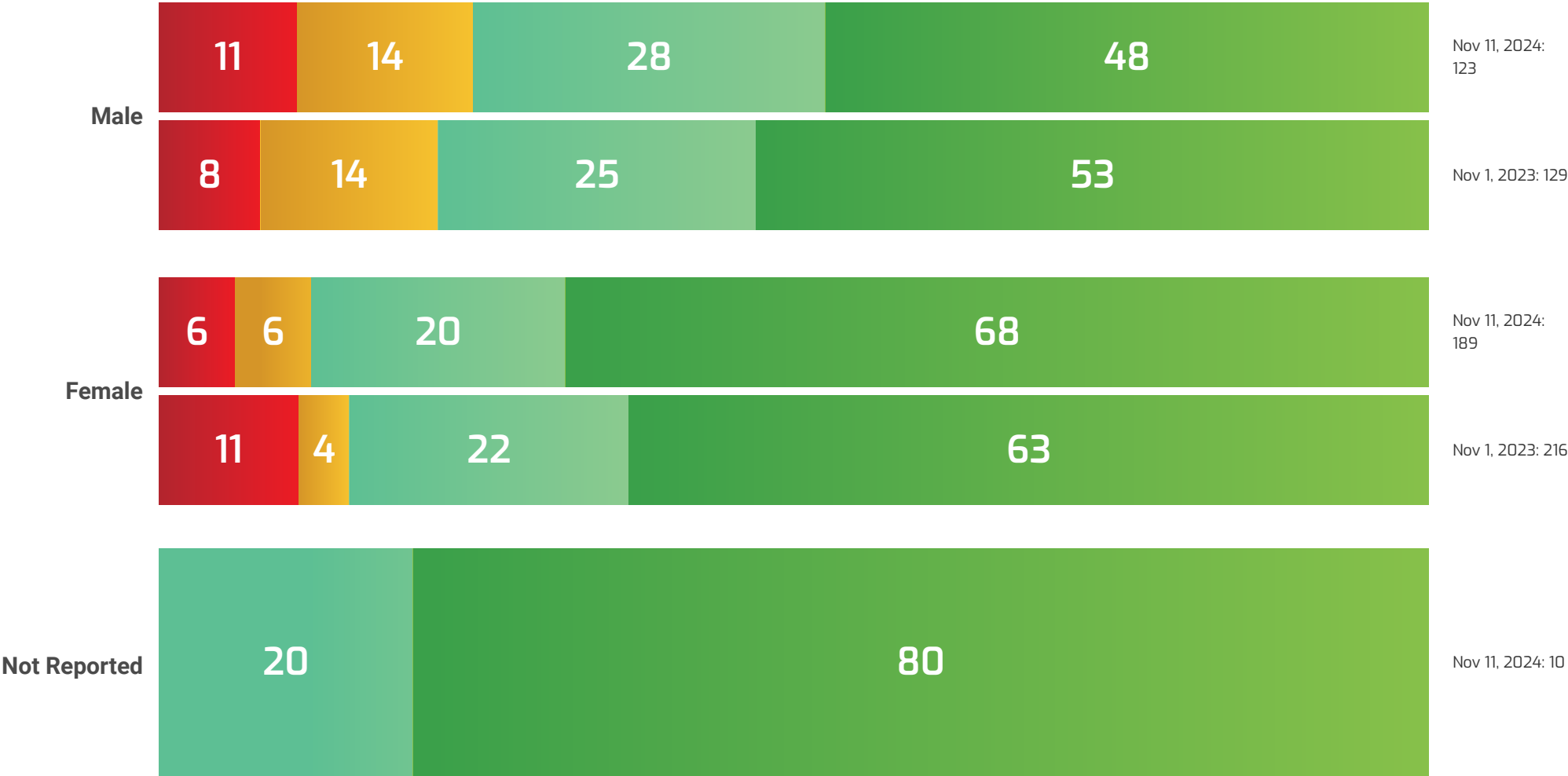
% of Employees

■ Disengaged   ■ Indifferent   ■ Almost Engaged   ■ Engaged

# Engagement by Gender

Northeast Community College  
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Response Rate: 72%



% of Employees

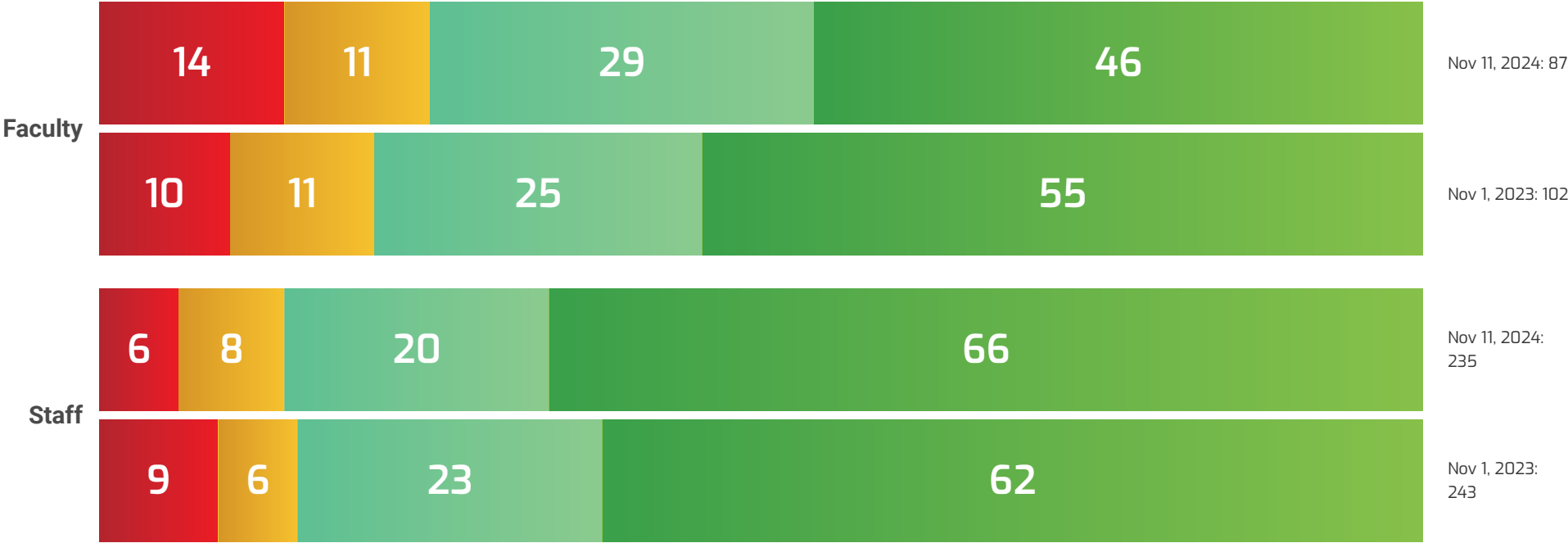
Disengaged Indifferent Almost Engaged Engaged



# Engagement by Job Classification

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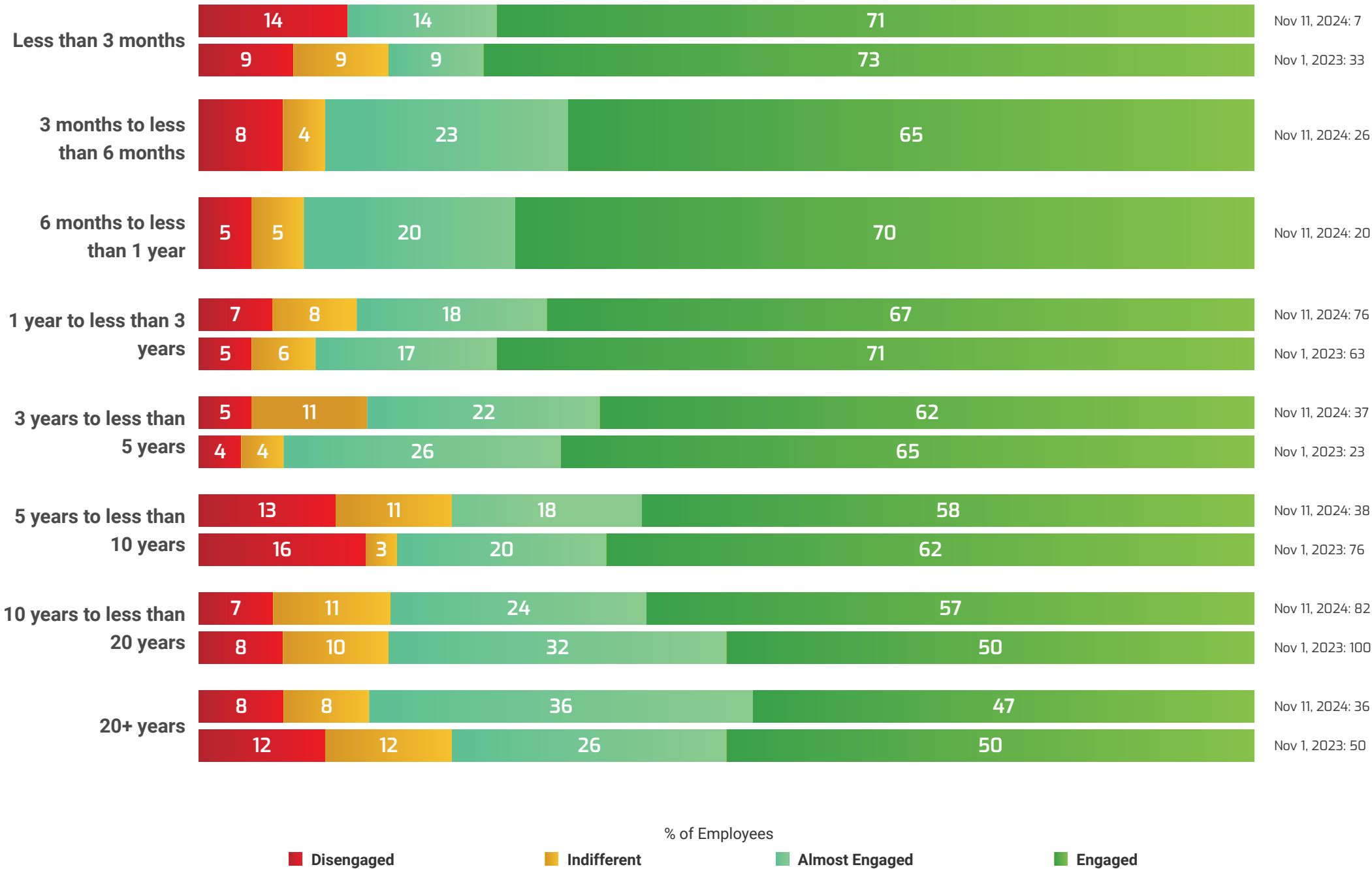
% of Employees

■ Disengaged   ■ Indifferent   ■ Almost Engaged   ■ Engaged

# Engagement by Tenure

Northeast Community College  
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Response Rate: 72%



# McLean Employee Experience Score

Northeast Community College  
Open Date: Nov 11, 2024  
Close Date: Nov 27, 2024

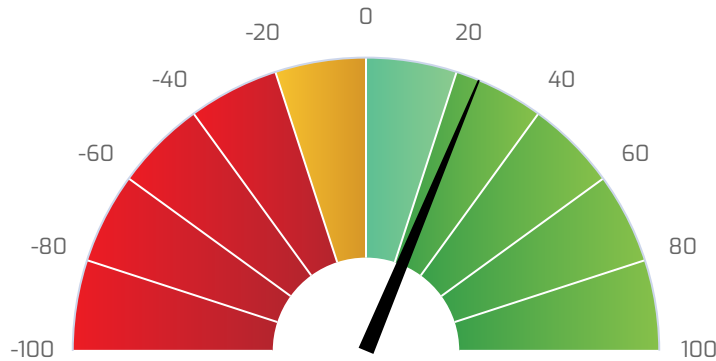
# of employees: 446  
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Response Rate: 72%



## EMPLOYEE EXPERIENCE

How likely would you be to recommend Northeast Community College to a qualified friend or a family member as a great place to work?

### EMPLOYEE EXPERIENCE SCORE (% of Supporters - % of Detractors)



### CURRENT SCORE

25.2

### AVERAGE RESPONSE

8

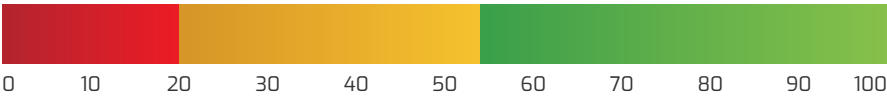
### PREVIOUS SCORE

25.3

### BENCHMARK

-0.9

### SCORE BREAKDOWN



DETRACTORS: 20.5% PASSIVES: 33.9% SUPPORTERS: 45.7%

Answered 0-6

Answered 7-8

Answered 9-10

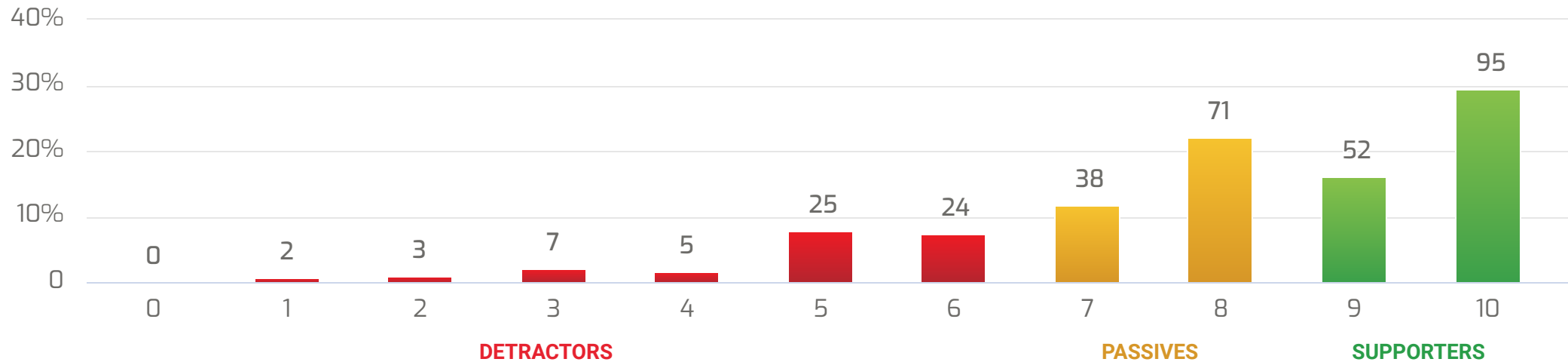
### PREVIOUS SURVEY

20.9%

32.8%

46.2%

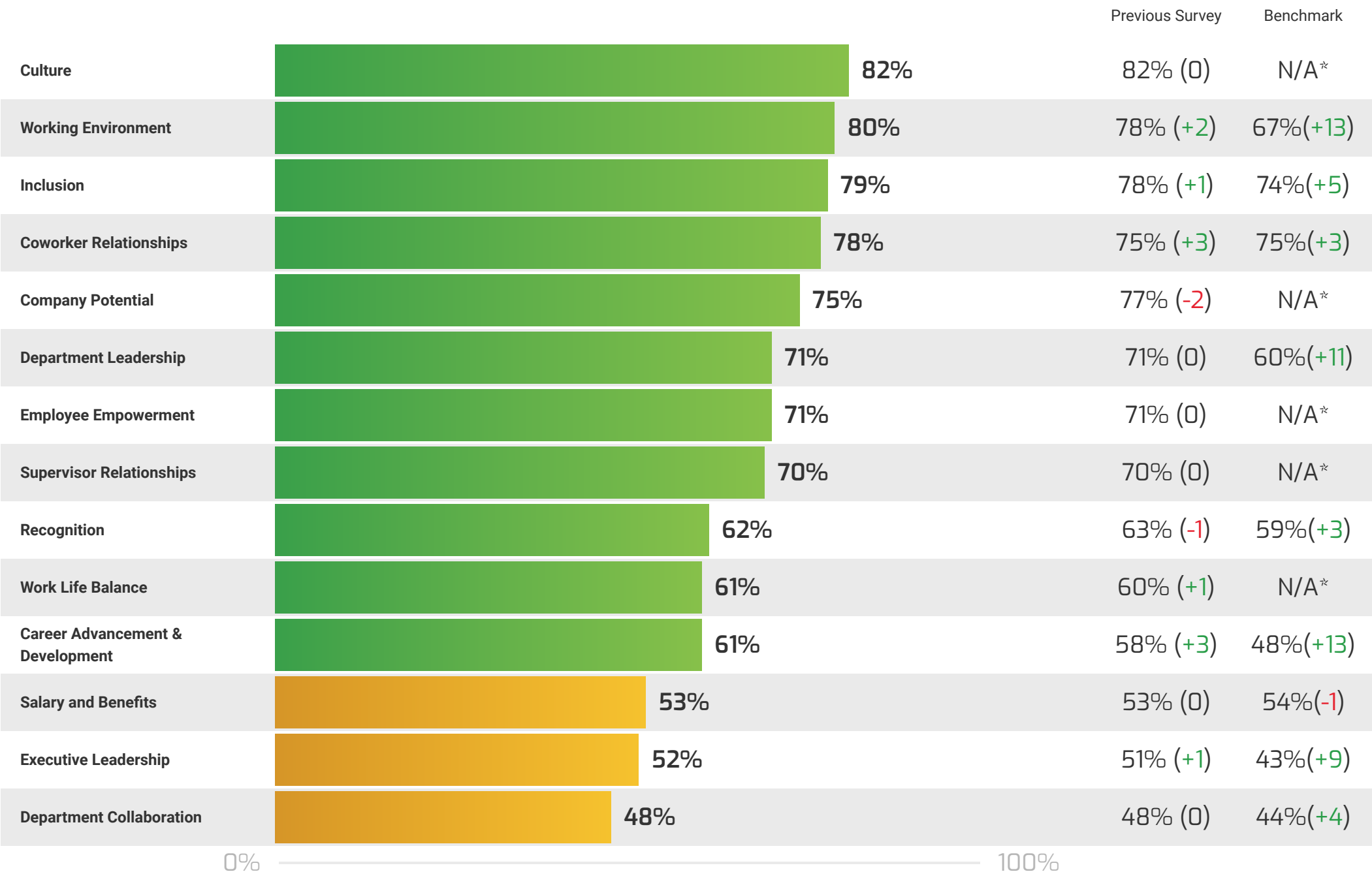
## RESPONSE DISTRIBUTION



# Driver Results

Northeast Community College  
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Close Date: Nov 27, 2024

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Response Rate: 72%



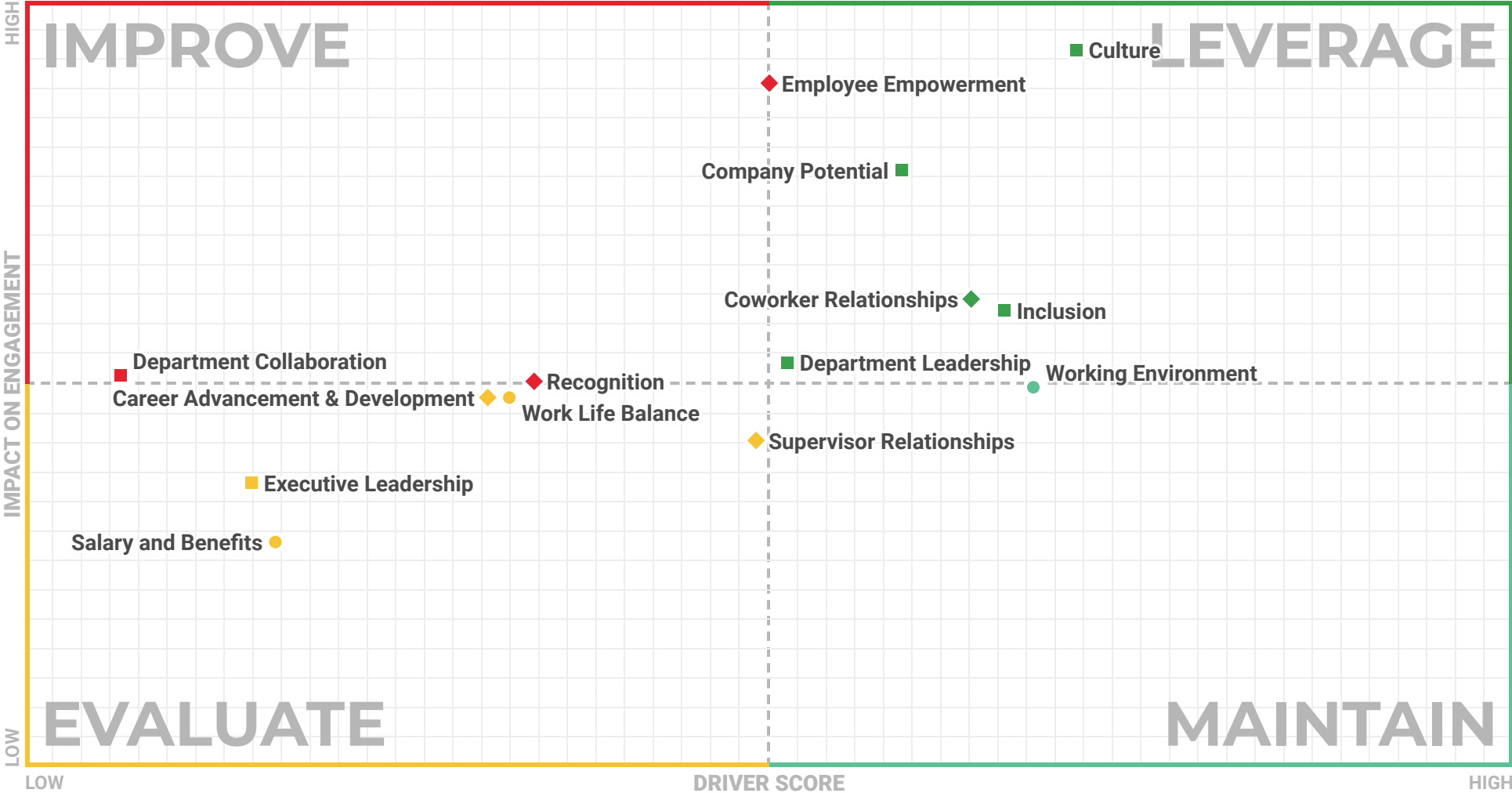
< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

\* See appendix for an explanation of the Benchmark.

Priority Matrix

Northeast Community College  
Open Date: Nov 11, 2024  
Close Date: Nov 27, 2024

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Response Rate: 72%



Previous Survey Improve Drivers

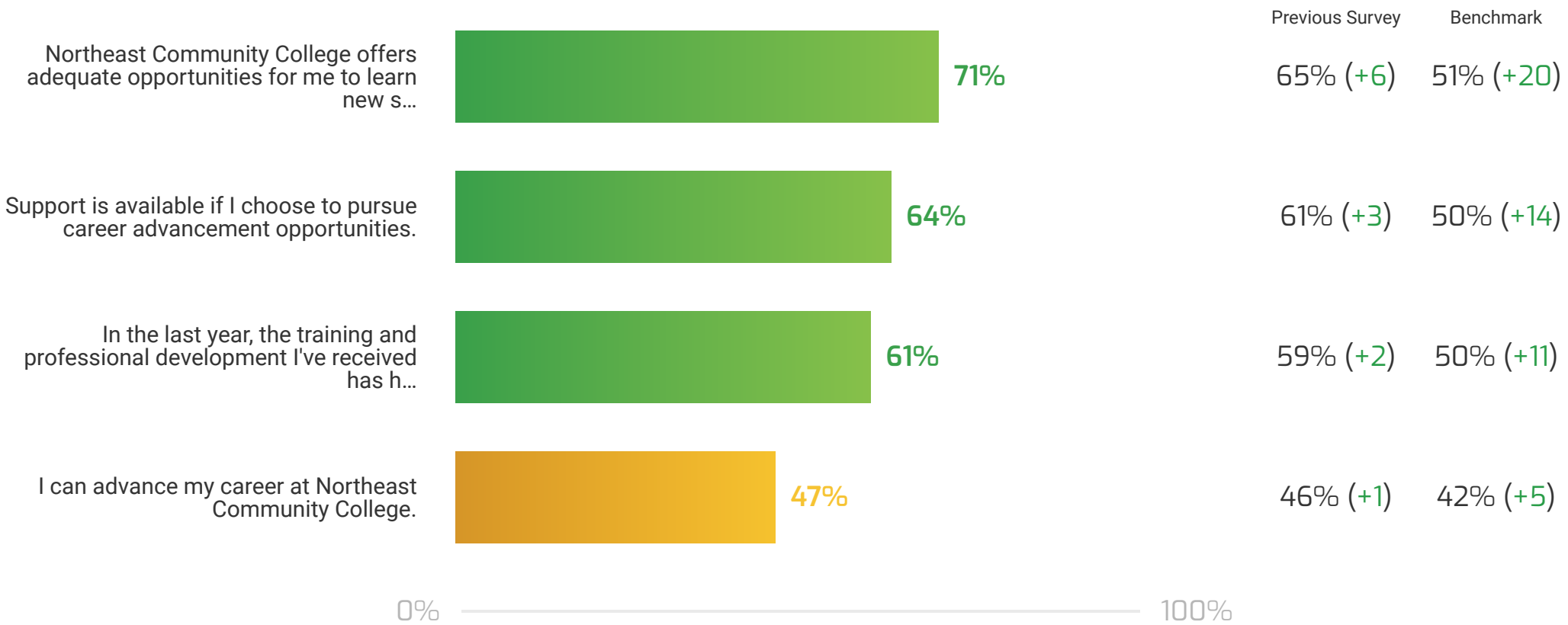
- ◆ Career Advancement & Development
- Department Collaboration
- ◆ Recognition
- ◆ Job Driver
- Organizational Driver
- Retention Driver

# DRIVER: Career Advancement & Development

OVERALL DRIVER AVERAGE SCORE: 61%  
OVERALL BENCHMARK AVERAGE SCORE: 48%

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# of responses: 322  
Response Rate: 72%



< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

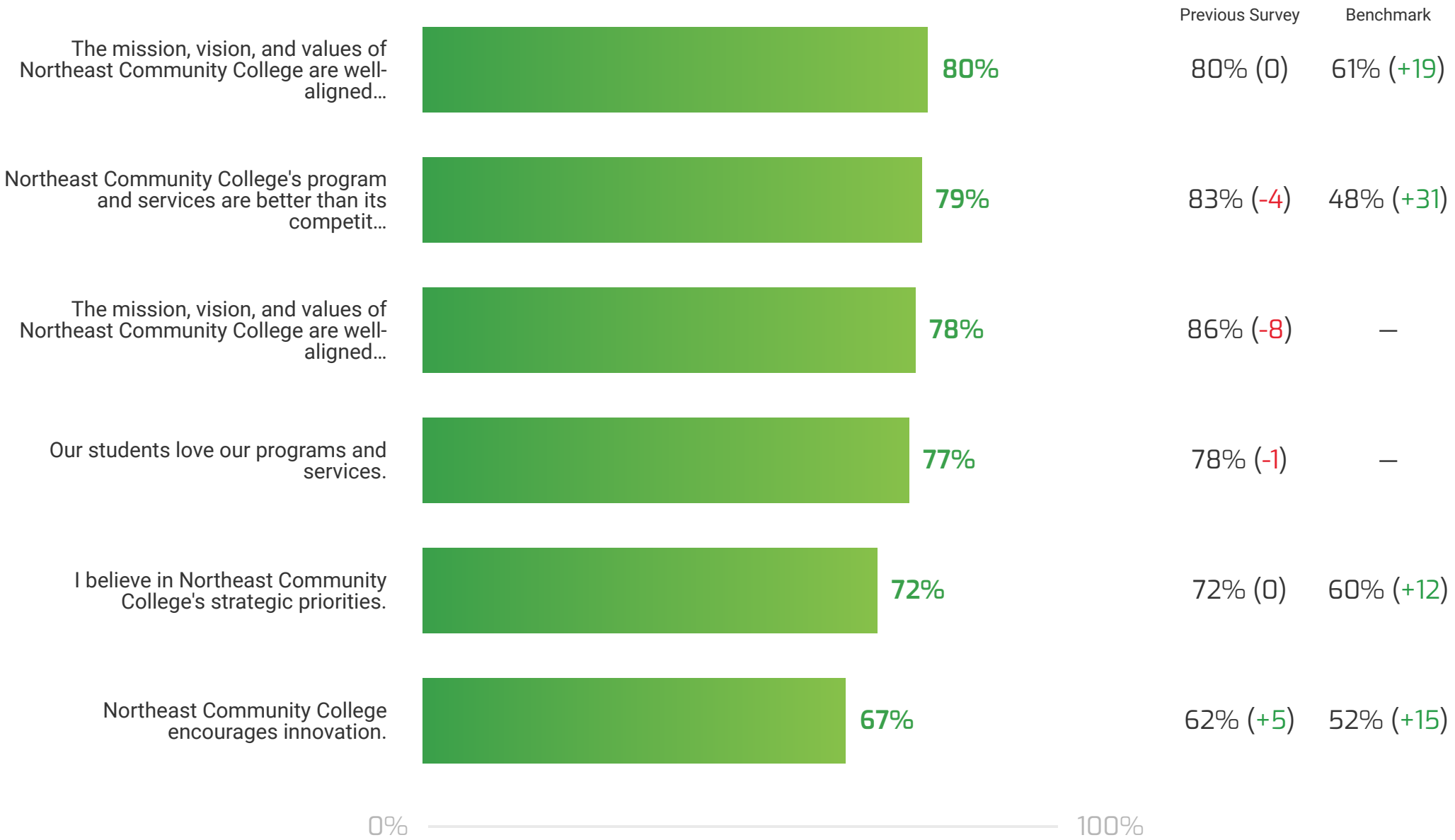
DRIVER: Company Potential

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 75%



0% ————— 100%

< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN



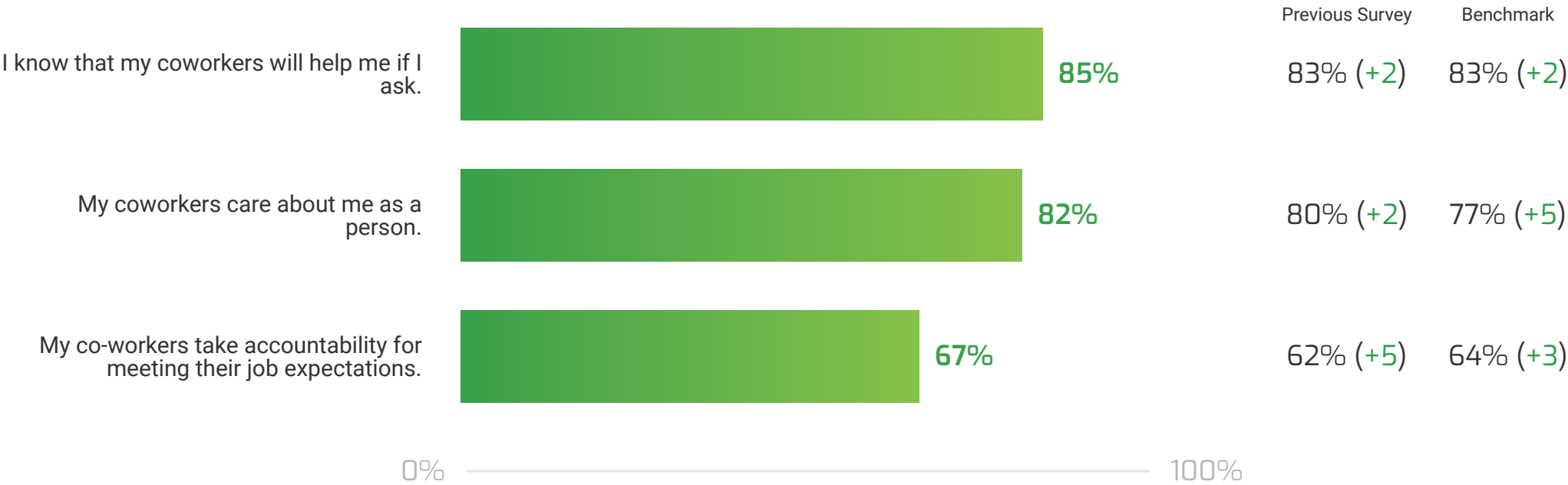
# DRIVER: Coworker Relationships

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: **78%**  
OVERALL BENCHMARK AVERAGE SCORE: **75%**



< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

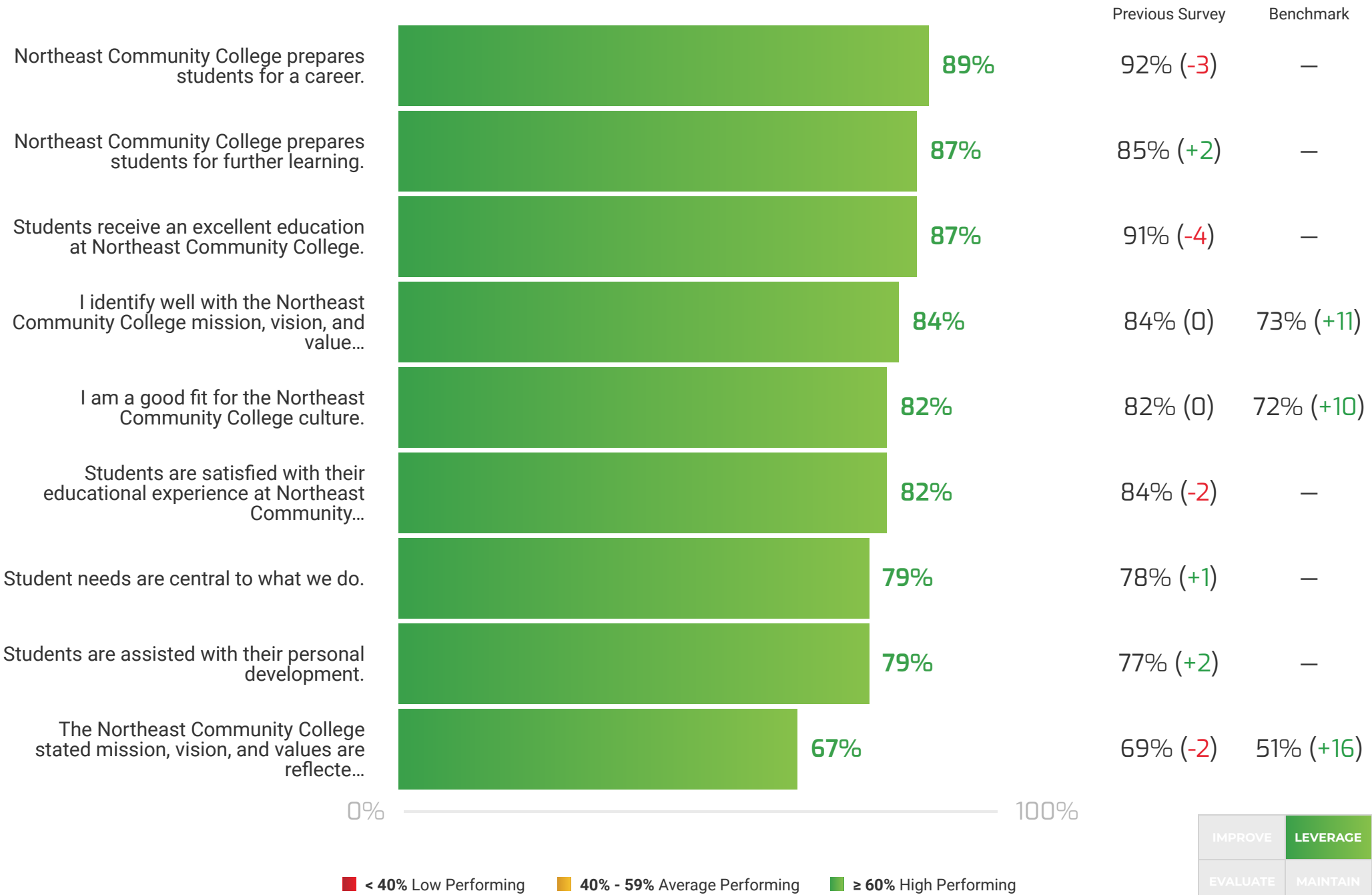
DRIVER: Culture

Northeast Community College  
Open Date: Nov 11, 2024  
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# of responses: 322  
Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 82%



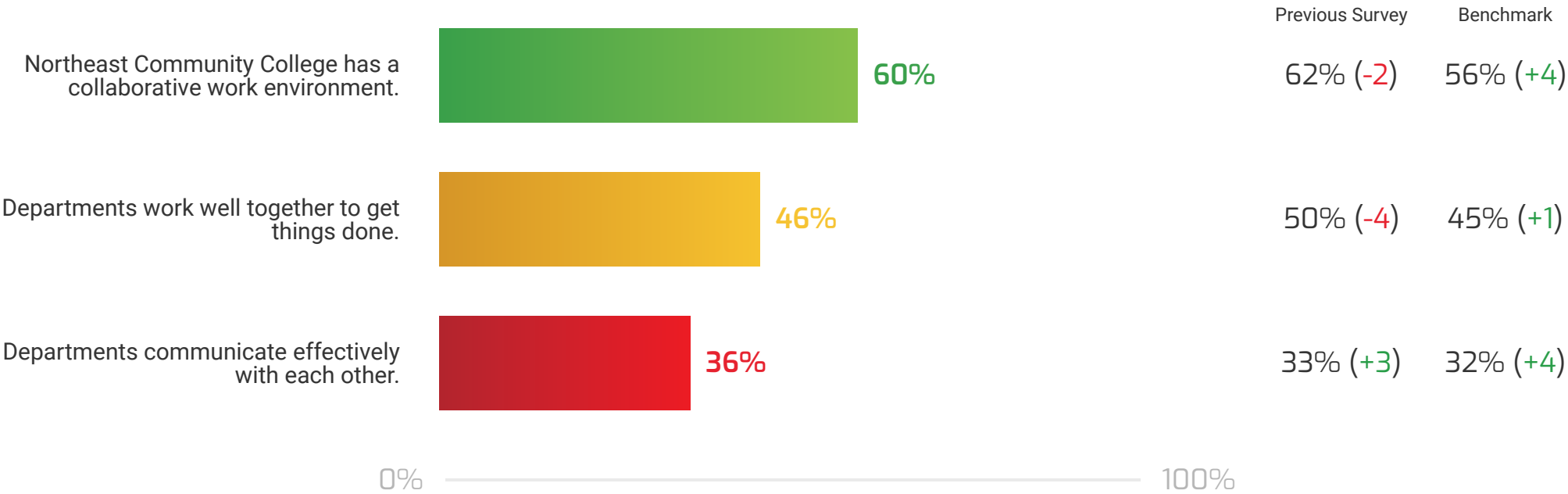
# DRIVER: Department Collaboration

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: **48%**  
OVERALL BENCHMARK AVERAGE SCORE: **44%**



< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

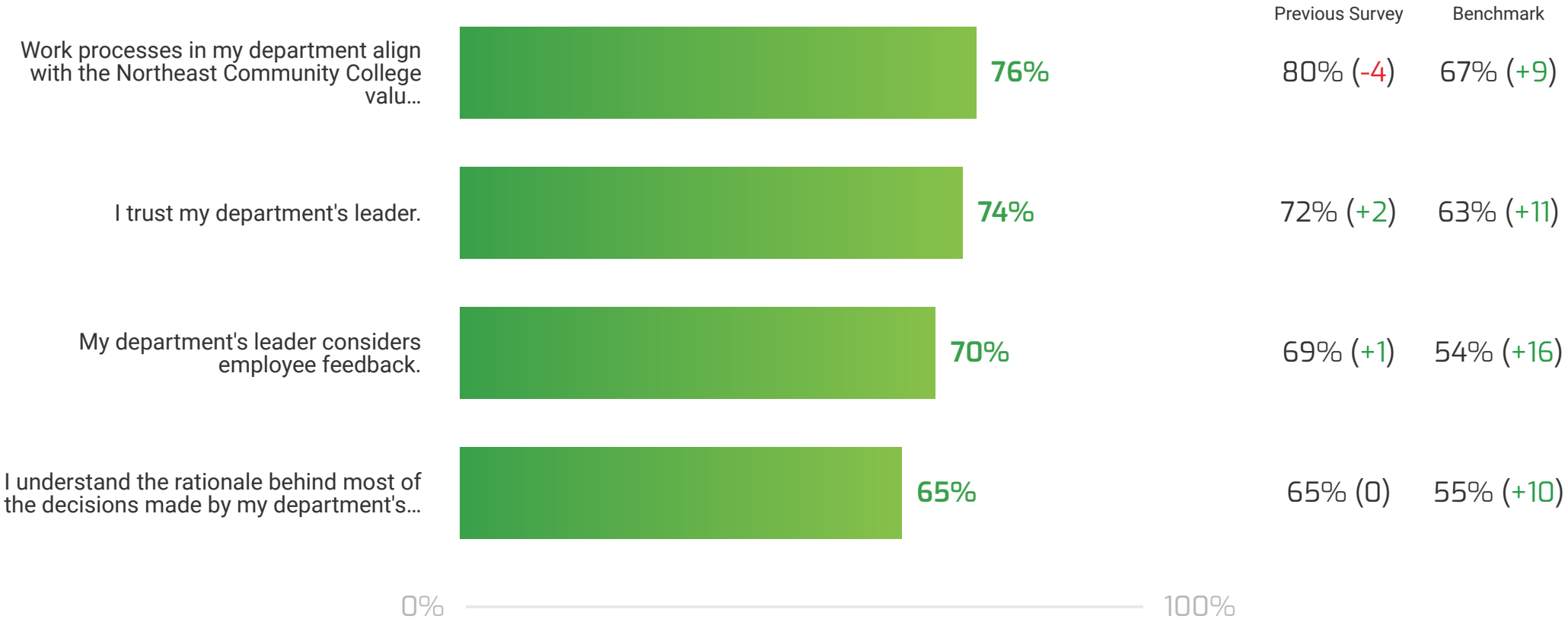
DRIVER: Department Leadership

Northeast Community College  
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# of responses: 322  
Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 71%  
OVERALL BENCHMARK AVERAGE SCORE: 60%



< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

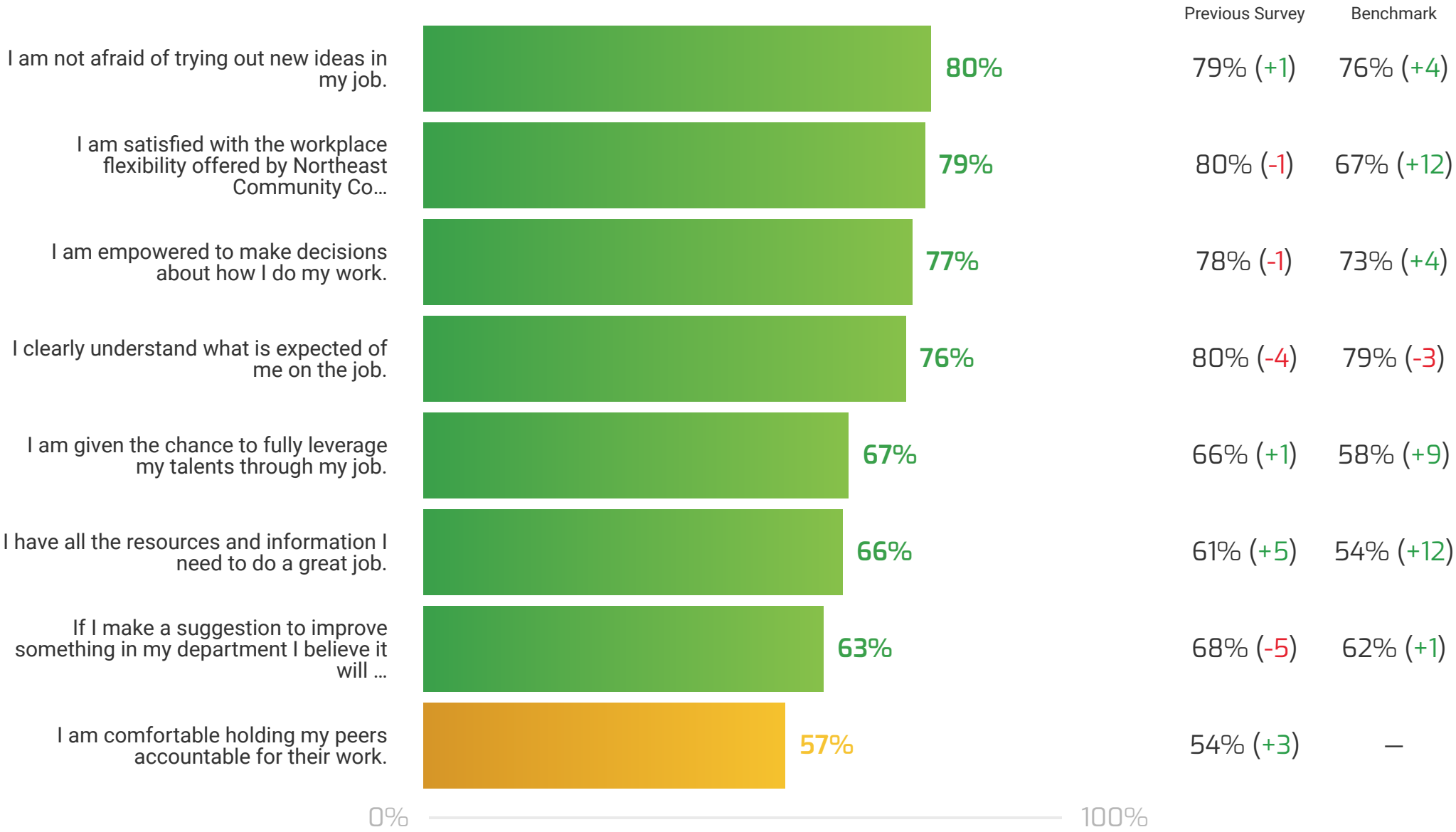
# DRIVER: Employee Empowerment

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OVERALL DRIVER AVERAGE SCORE: 71%



< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

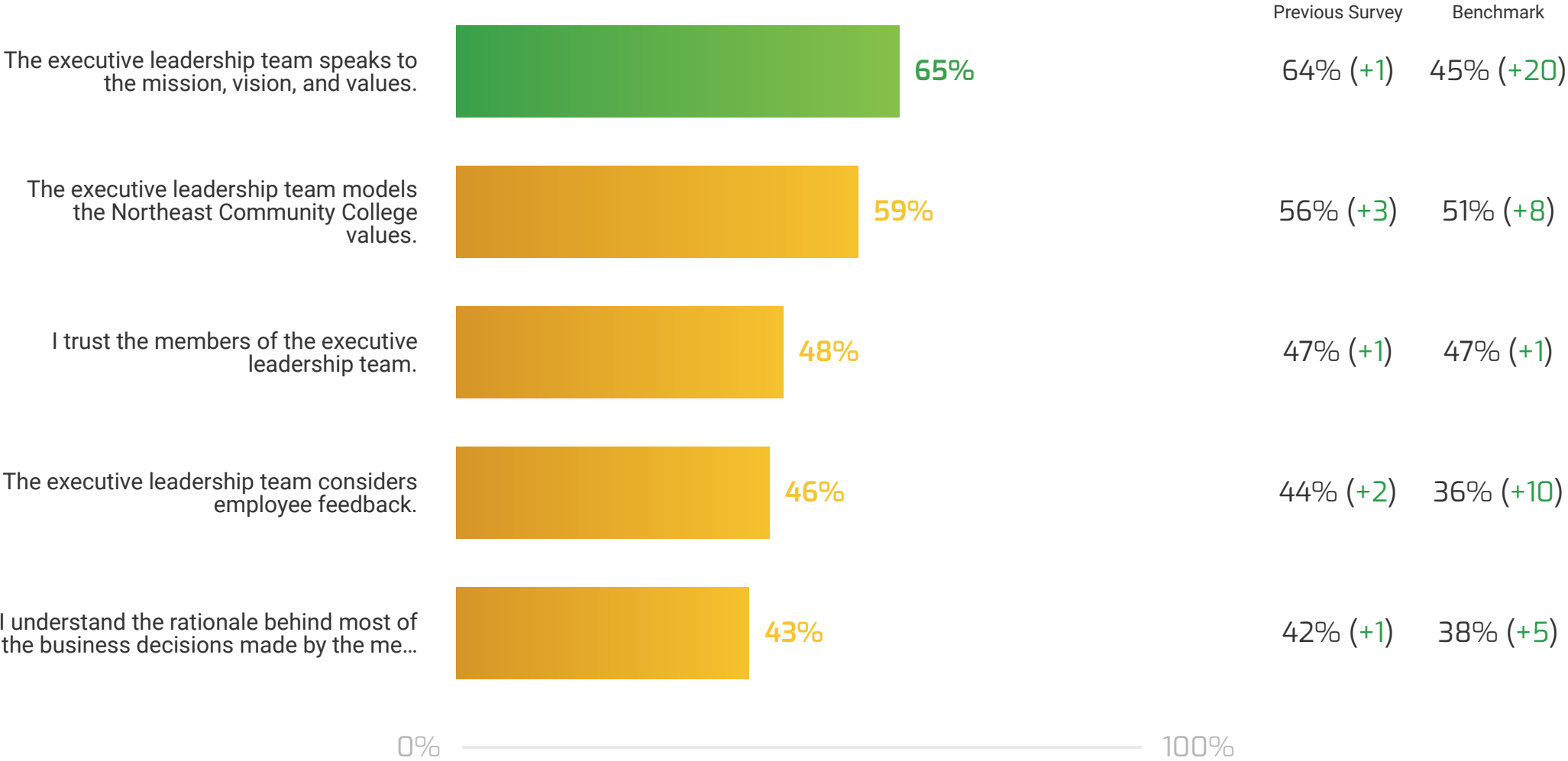
# DRIVER: Executive Leadership

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: **52%**  
OVERALL BENCHMARK AVERAGE SCORE: **43%**



< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

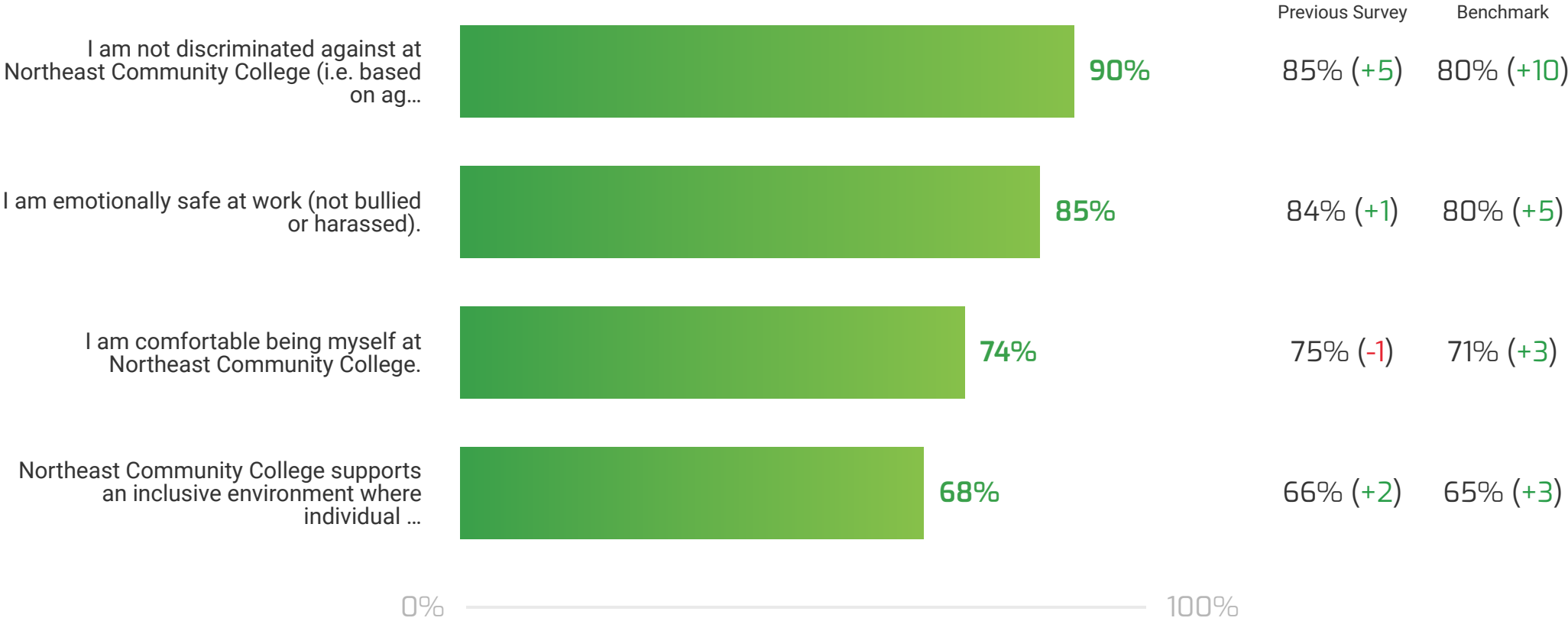
DRIVER: Inclusion

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 79%  
OVERALL BENCHMARK AVERAGE SCORE: 74%



< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN



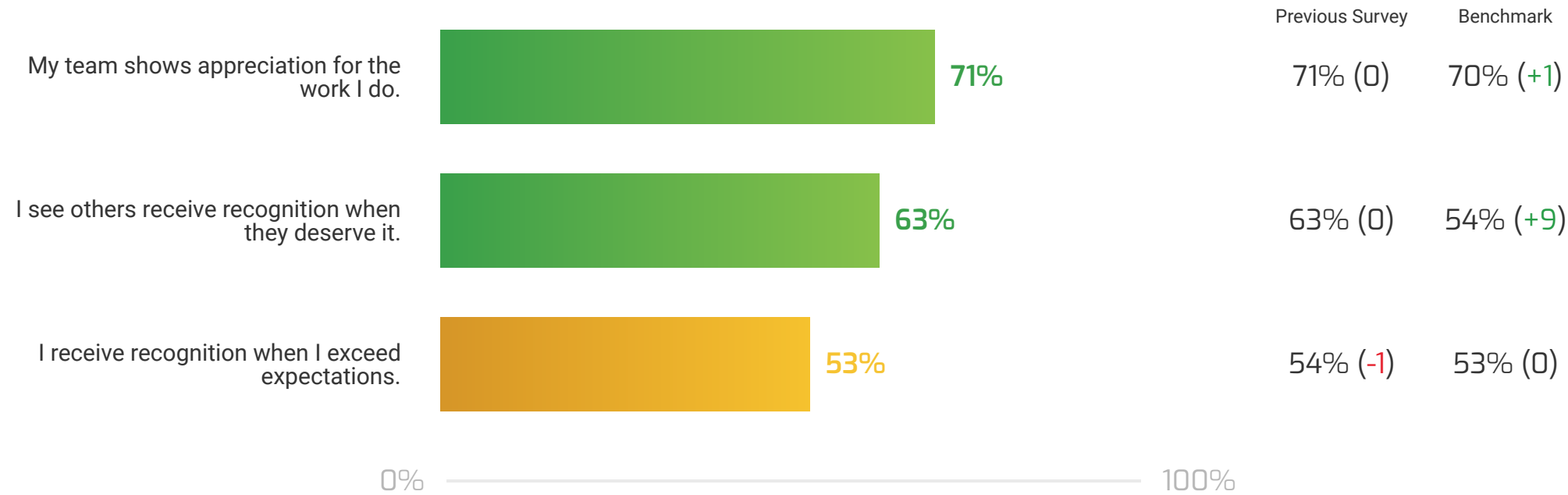
DRIVER: Recognition

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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 62%  
OVERALL BENCHMARK AVERAGE SCORE: 59%



< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

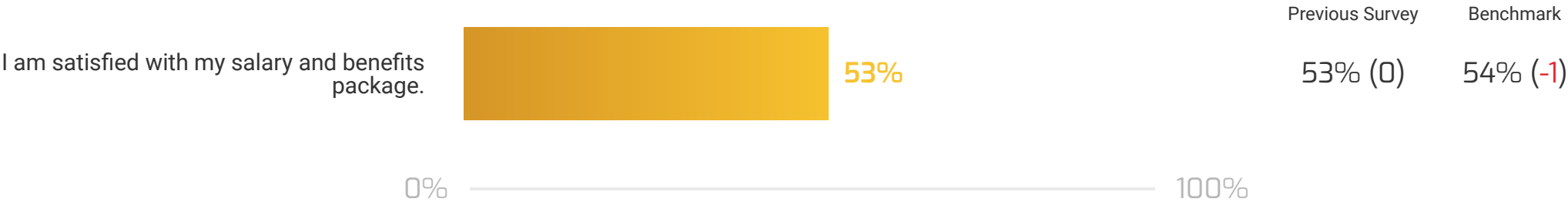
# DRIVER: Salary and Benefits

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 53%  
OVERALL BENCHMARK AVERAGE SCORE: 54%



< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

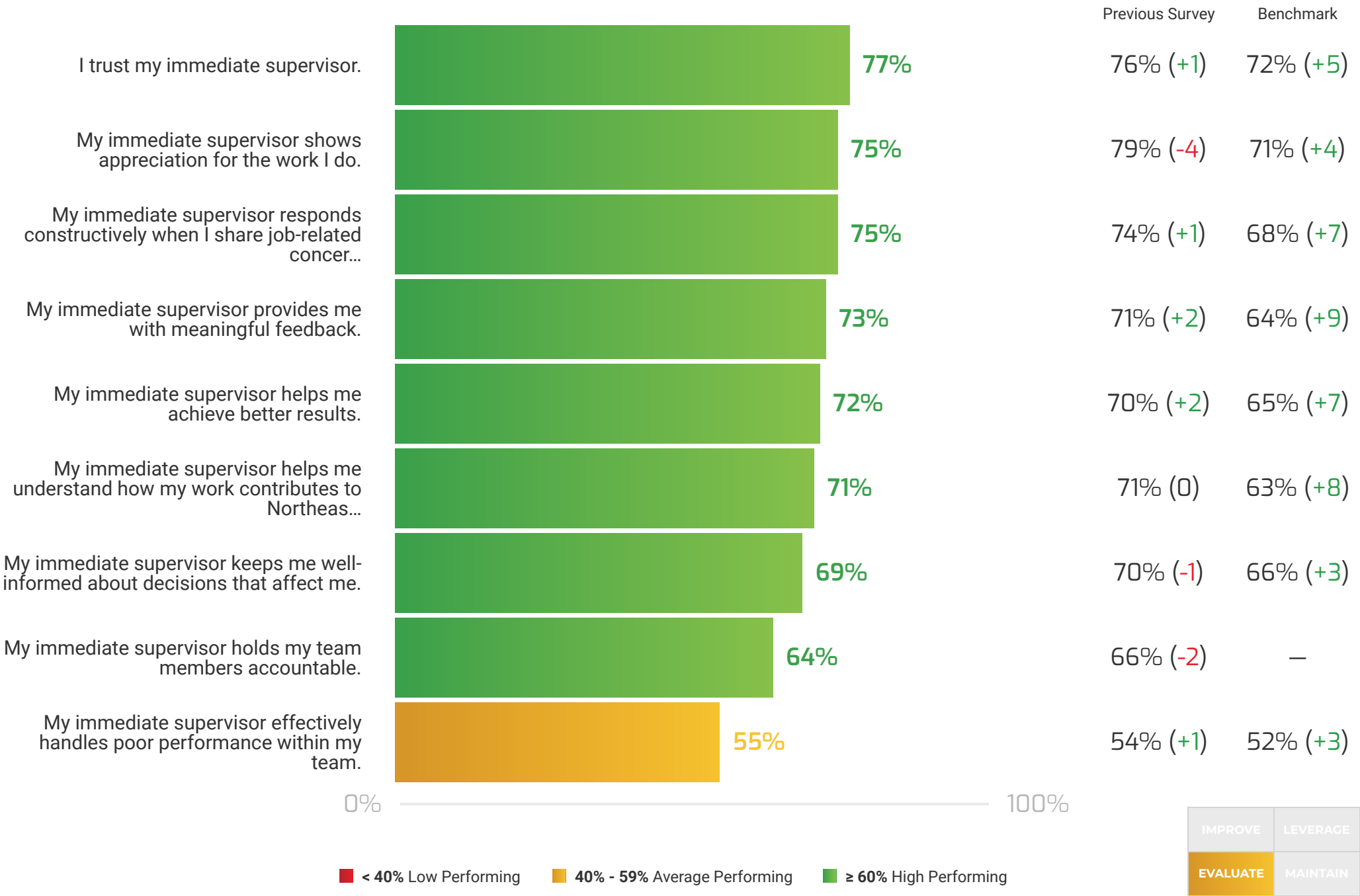
# DRIVER: Supervisor Relationships

Northeast Community College  
Open Date: Nov 11, 2024  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: 70%



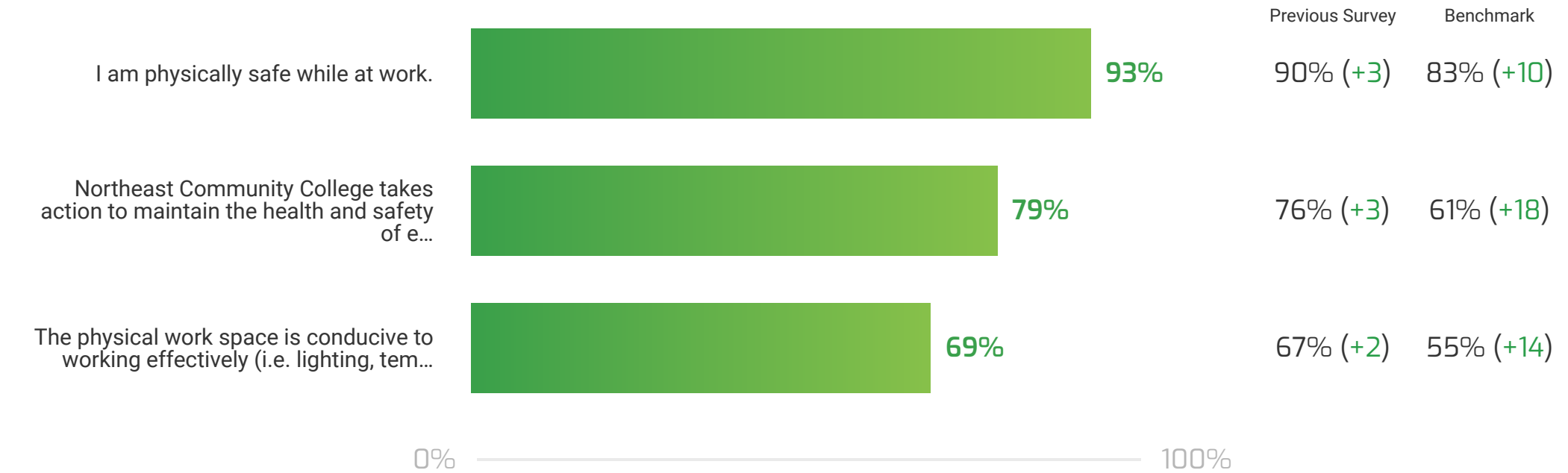
# DRIVER: Working Environment

Northeast Community College  
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Response Rate: 72%



OVERALL DRIVER AVERAGE SCORE: **80%**  
OVERALL BENCHMARK AVERAGE SCORE: **67%**



< 40% Low Performing 40% - 59% Average Performing ≥ 60% High Performing

IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

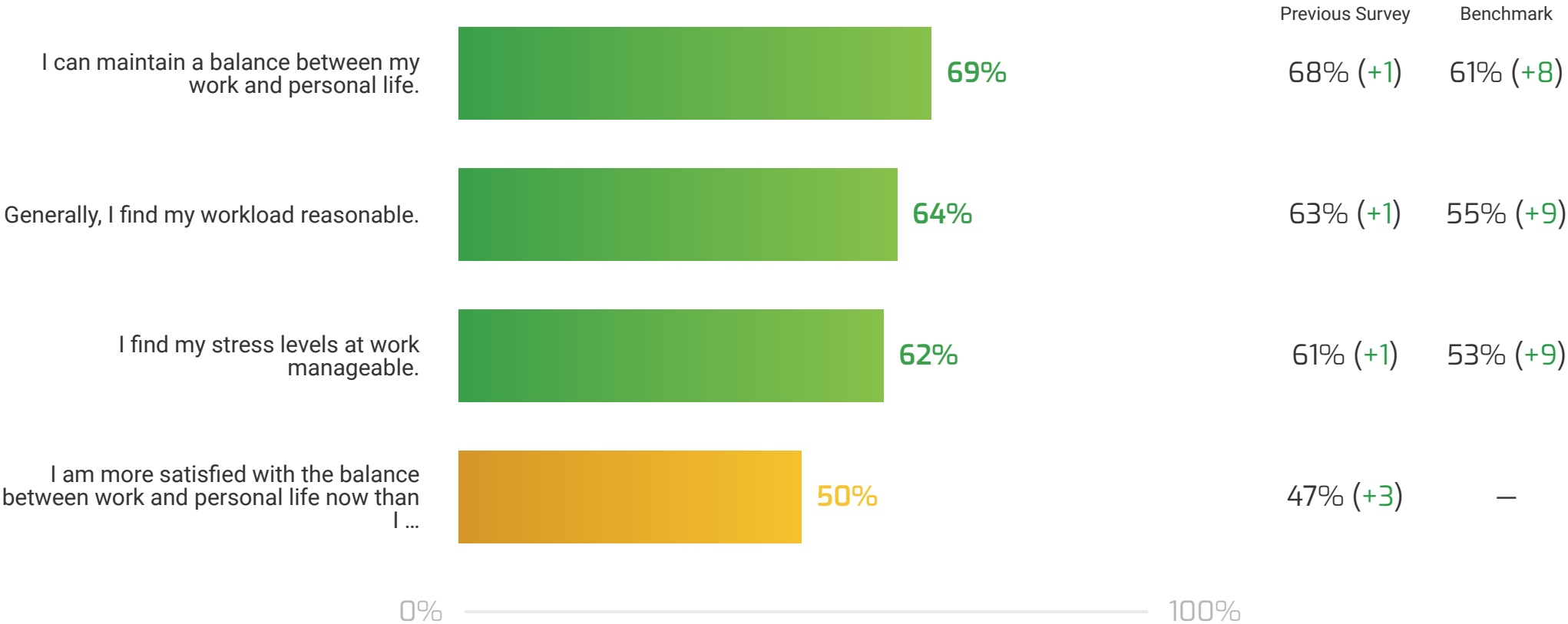
DRIVER: **Work Life Balance**

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OVERALL DRIVER AVERAGE SCORE: **61%**



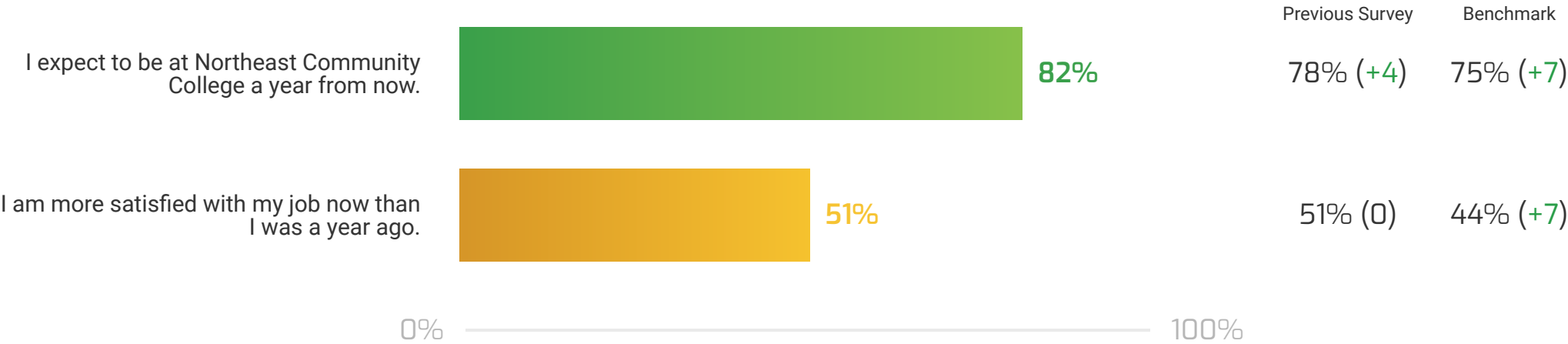
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IMPROVE	LEVERAGE
EVALUATE	MAINTAIN

# Trending Questions

Northeast Community College  
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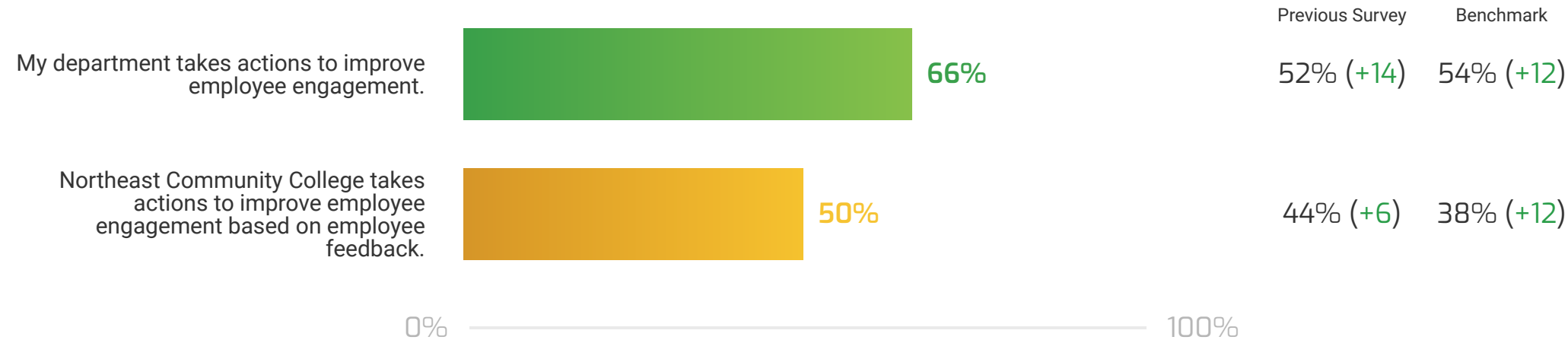


< 40% Low Performing    40% - 59% Average Performing    ≥ 60% High Performing

# Taking Action Questions

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■ < 40% Low Performing    ■ 40% - 59% Average Performing    ■ ≥ 60% High Performing



# Overall Results Distribution

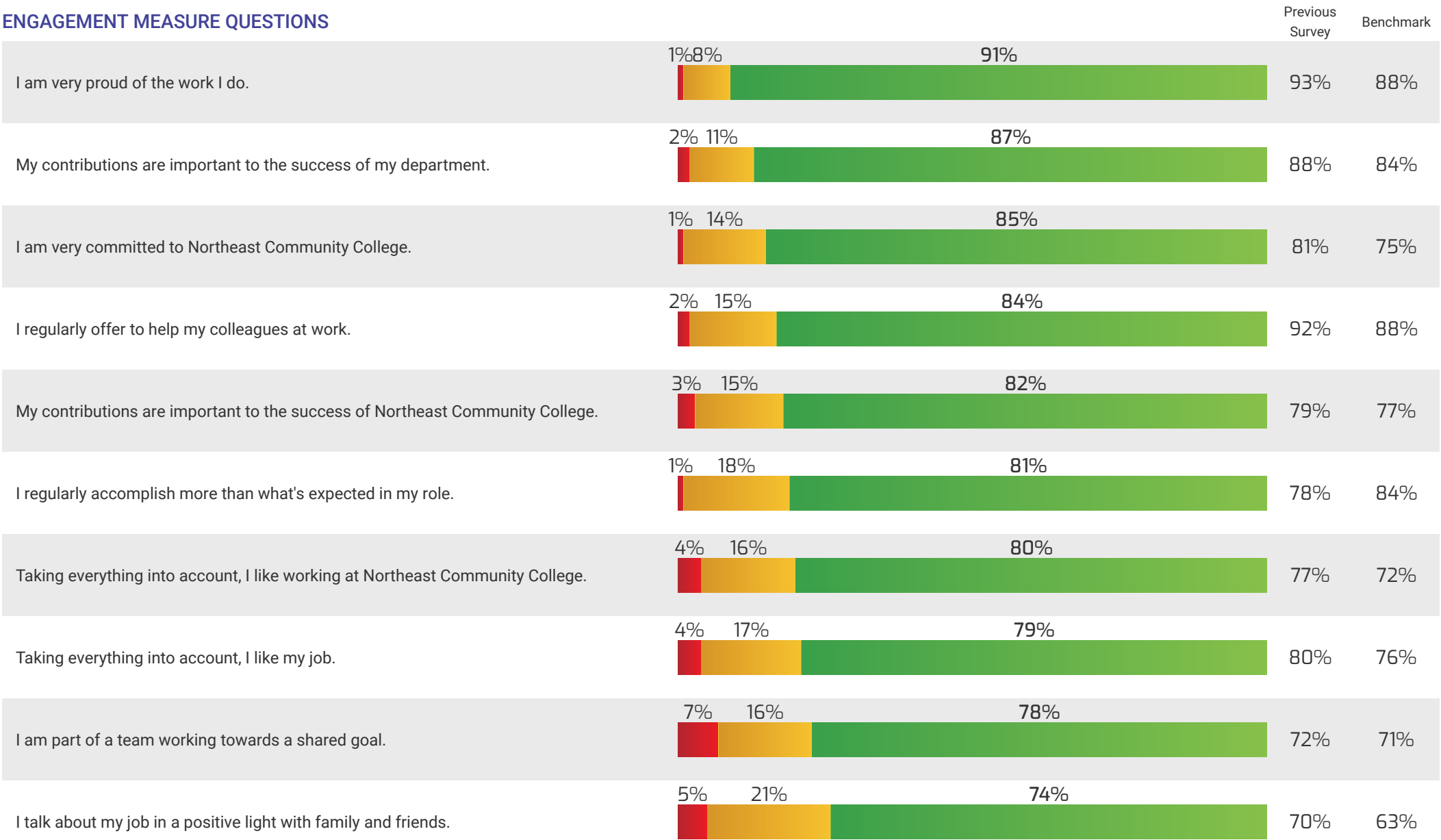
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## ENGAGEMENT, TAKING ACTION, & TRENDING QUESTIONS

### ENGAGEMENT MEASURE QUESTIONS



Bottom Box

Middle Box

Top Box

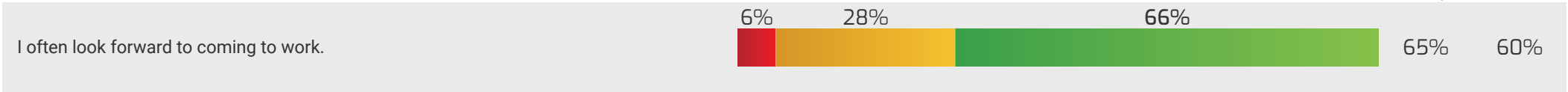
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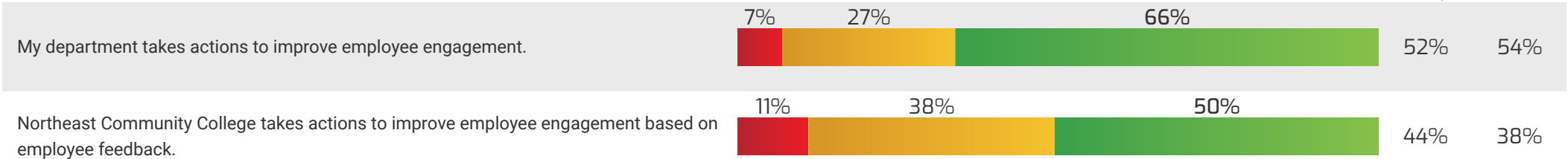
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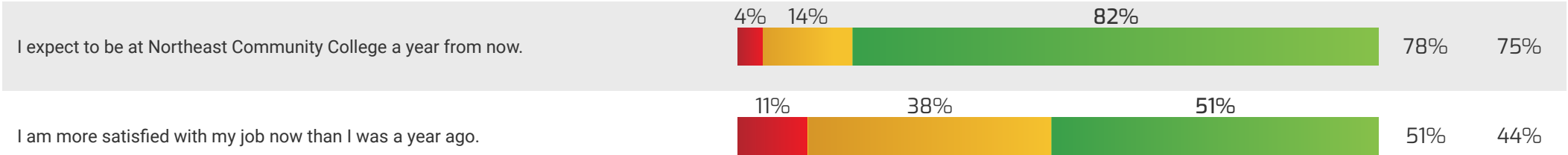
## ENGAGEMENT MEASURE QUESTIONS



## TAKING ACTION QUESTIONS



## TRENDING QUESTIONS



Bottom Box

Middle Box

Top Box

# Overall Results Distribution

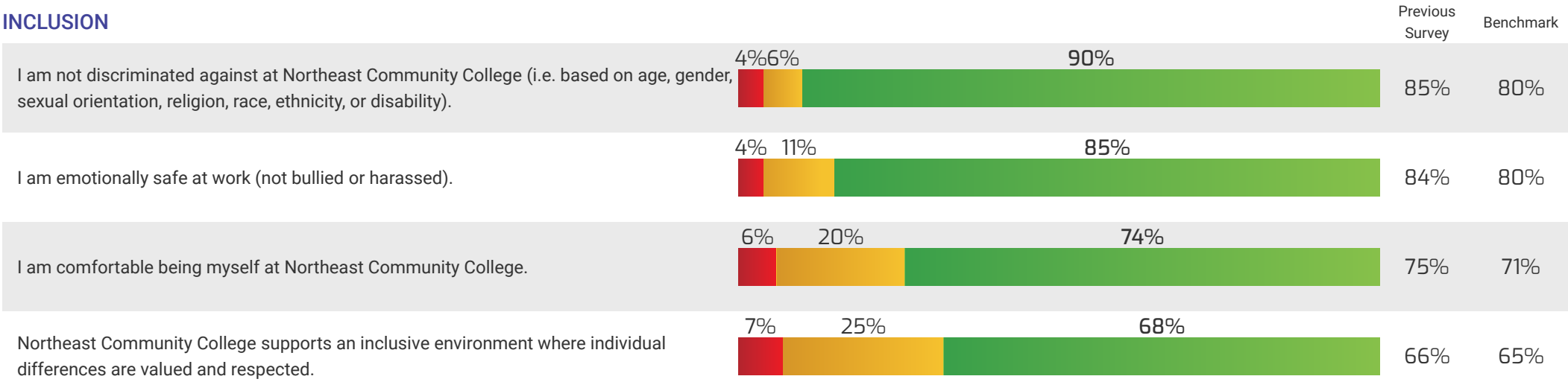
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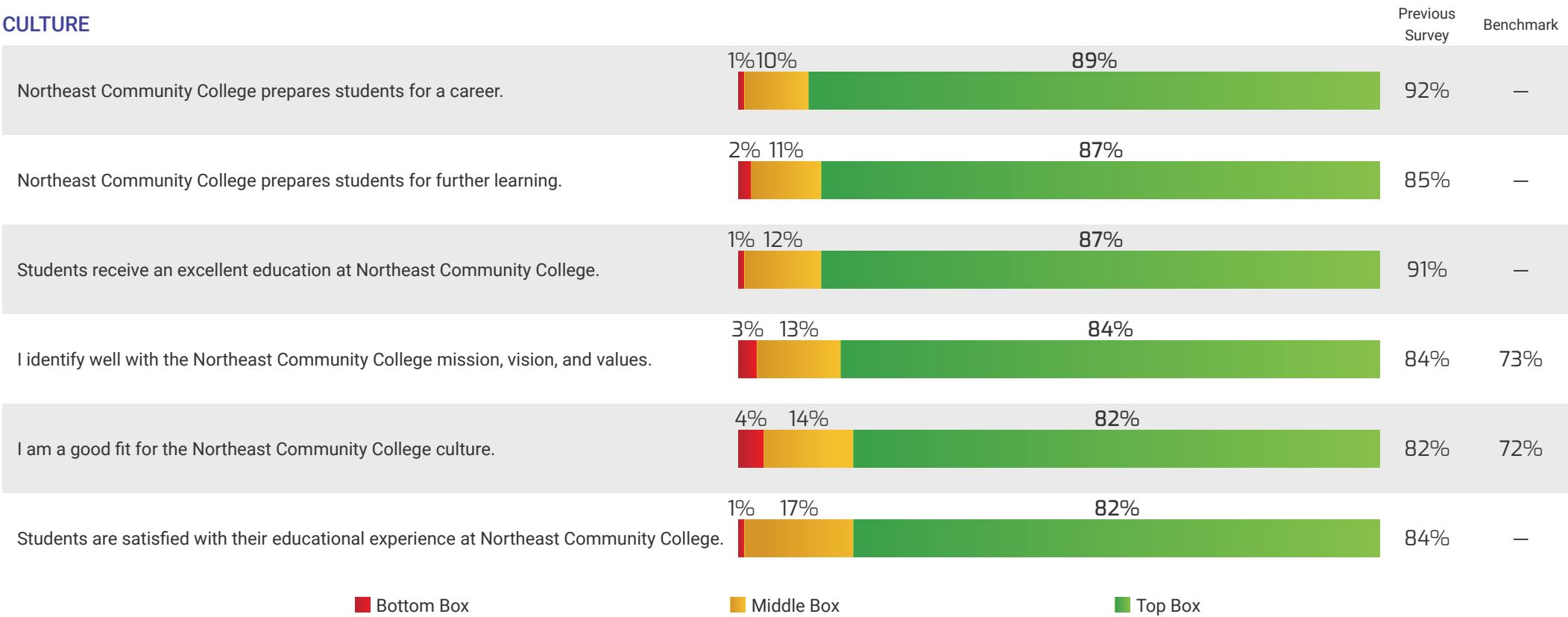


## ORGANIZATION DRIVER QUESTIONS

### INCLUSION



### CULTURE



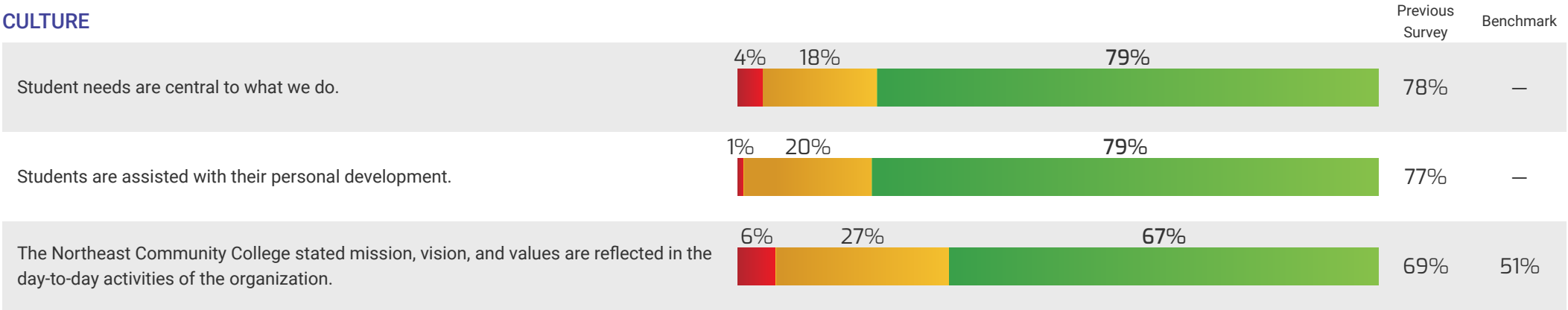
# Overall Results Distribution

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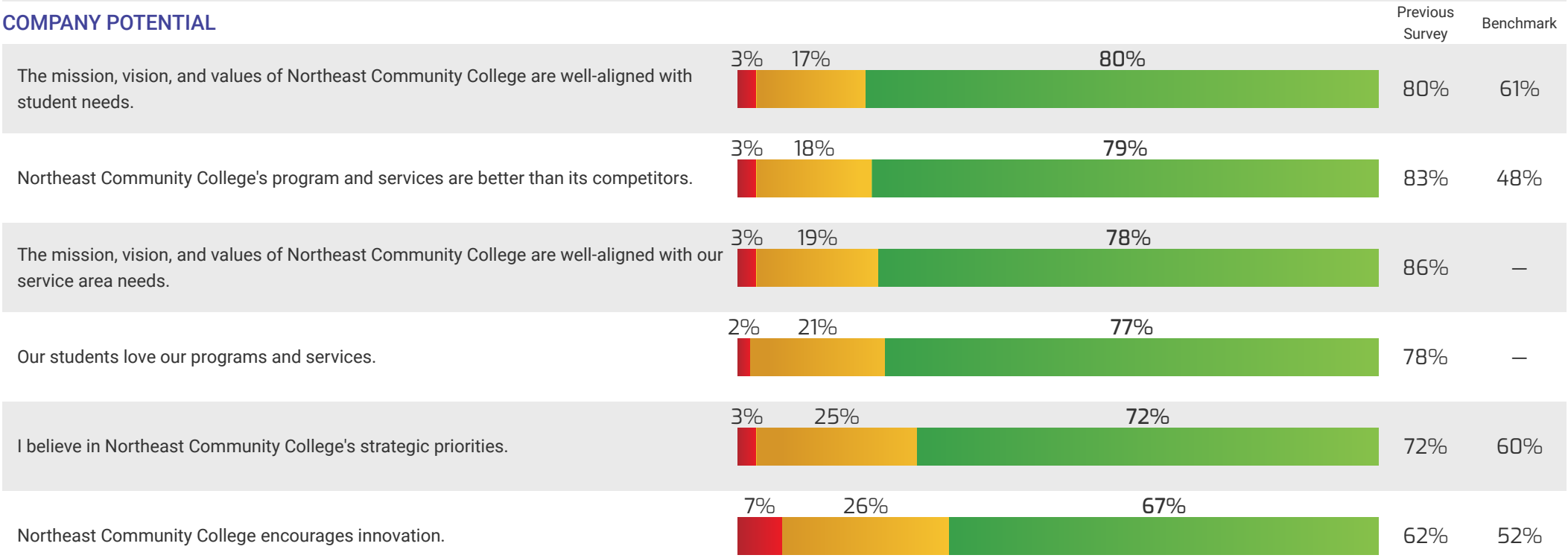
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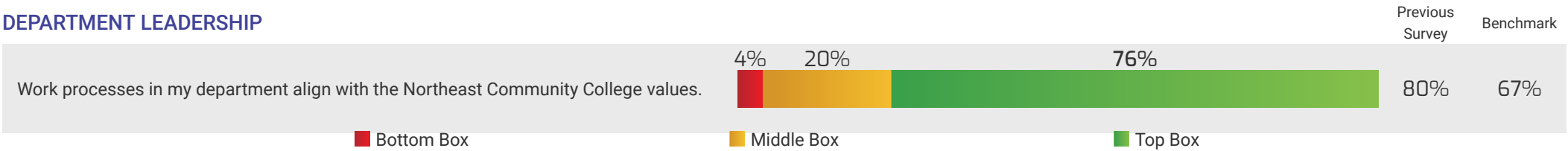
## CULTURE



## COMPANY POTENTIAL



## DEPARTMENT LEADERSHIP



Bottom Box

Middle Box

Top Box

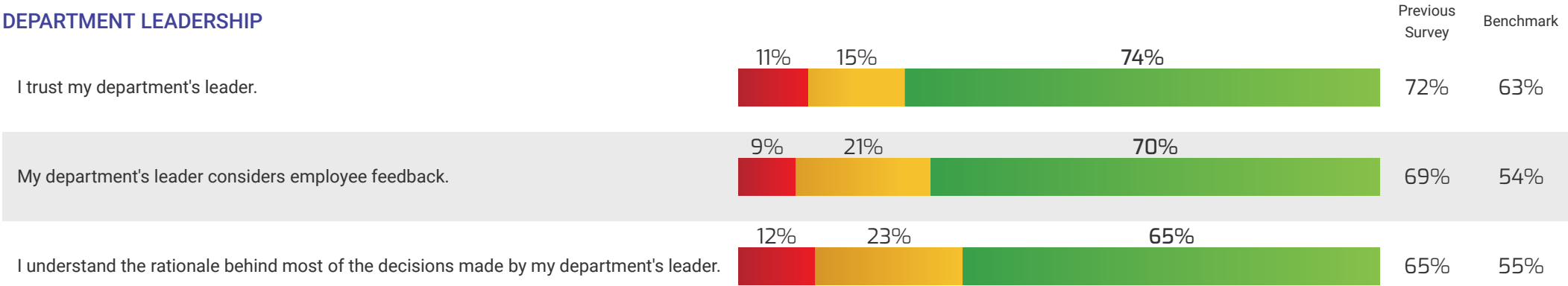
# Overall Results Distribution

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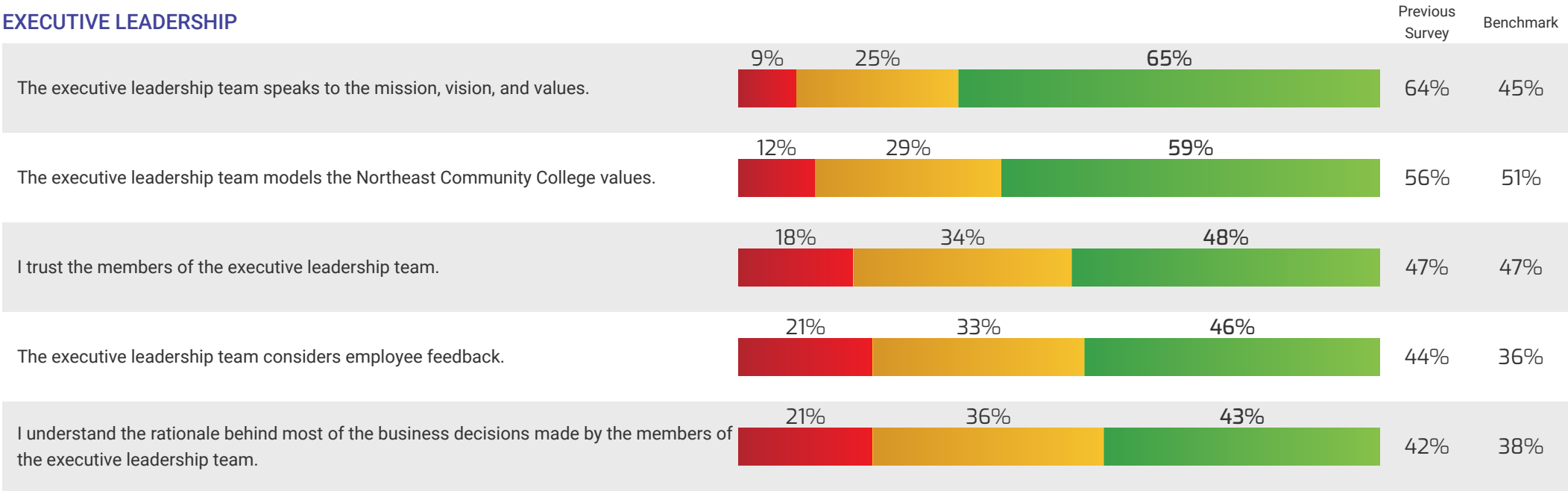
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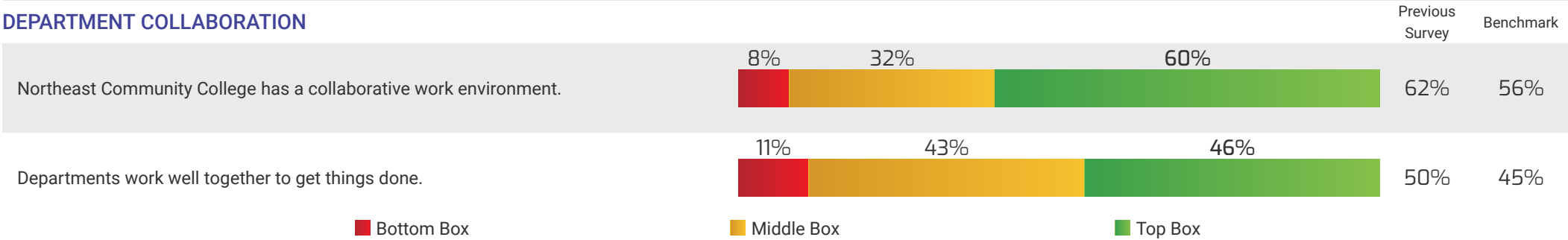
## DEPARTMENT LEADERSHIP



## EXECUTIVE LEADERSHIP



## DEPARTMENT COLLABORATION



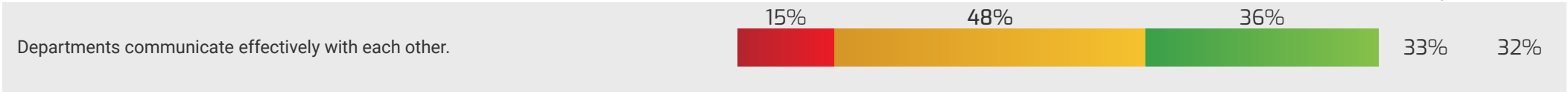
# Overall Results Distribution

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## DEPARTMENT COLLABORATION



Bottom Box

Middle Box

Top Box

# Overall Results Distribution

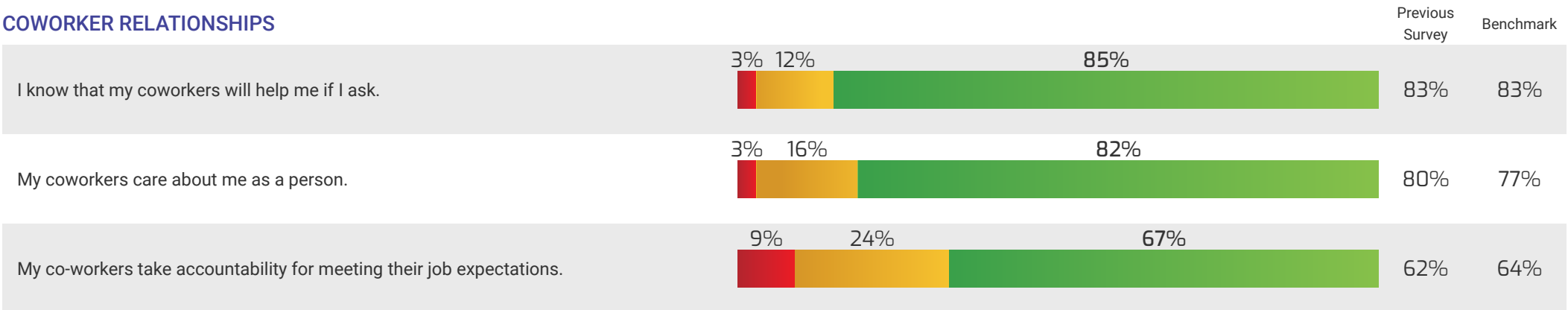
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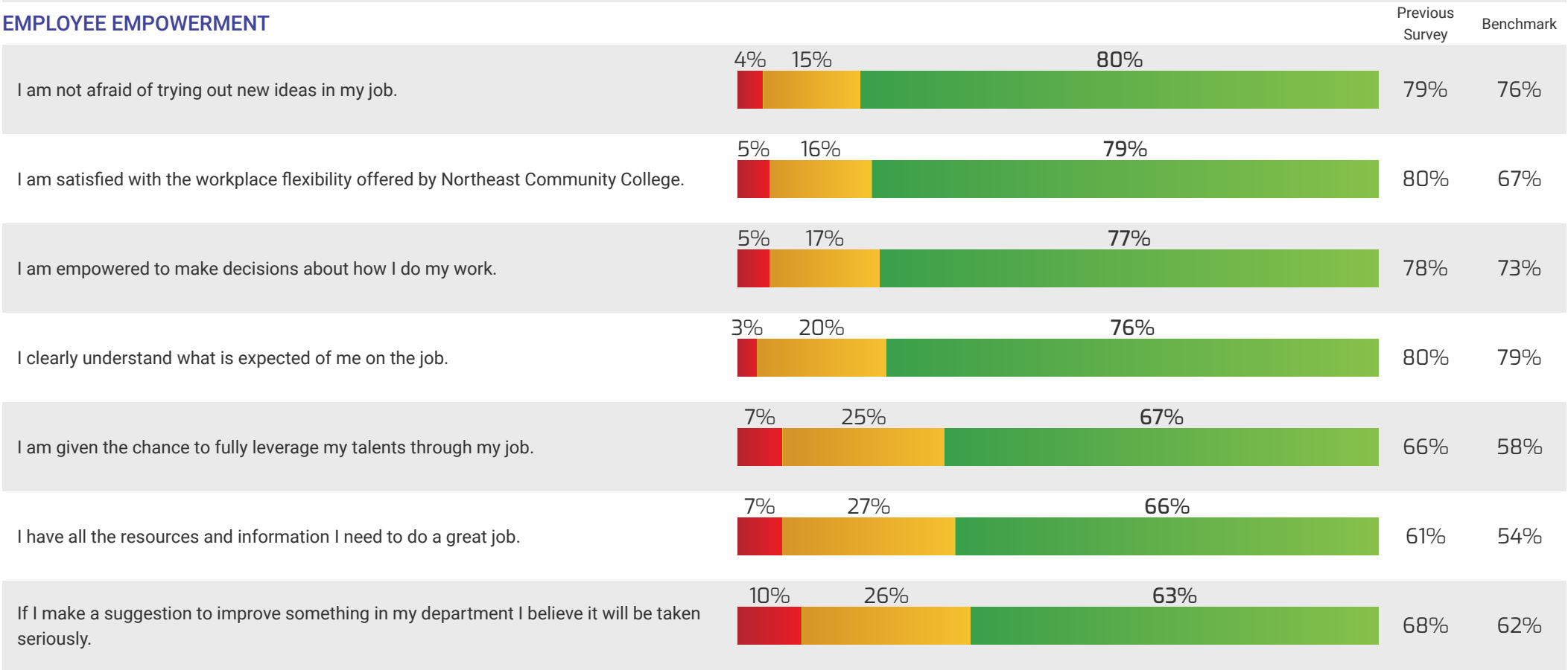


## JOB DRIVER QUESTIONS

### COWORKER RELATIONSHIPS



### EMPLOYEE EMPOWERMENT



Bottom Box

Middle Box

Top Box



# Overall Results Distribution

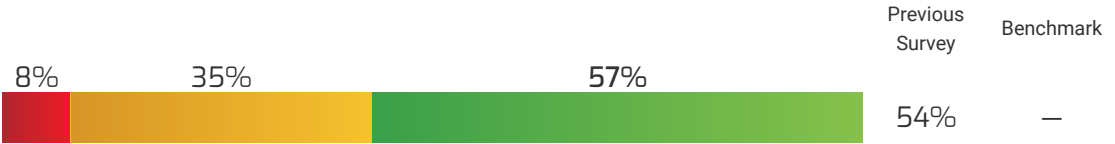
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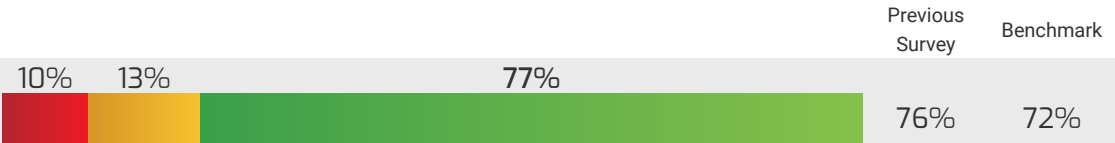
## EMPLOYEE EMPOWERMENT

I am comfortable holding my peers accountable for their work.

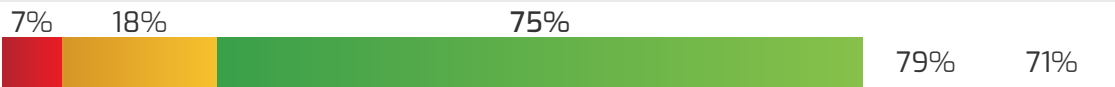


## SUPERVISOR RELATIONSHIPS

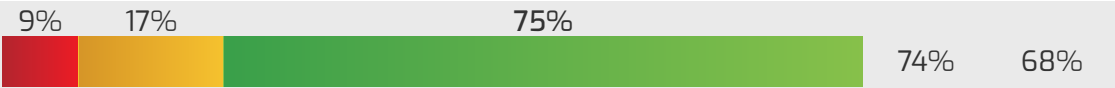
I trust my immediate supervisor.



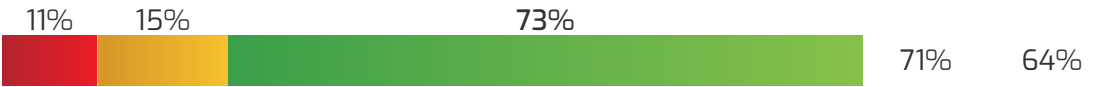
My immediate supervisor shows appreciation for the work I do.



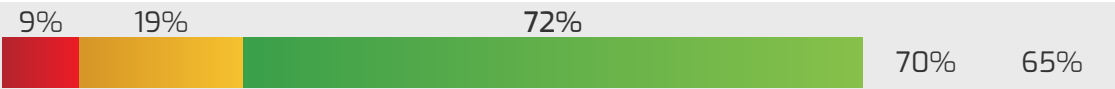
My immediate supervisor responds constructively when I share job-related concerns.



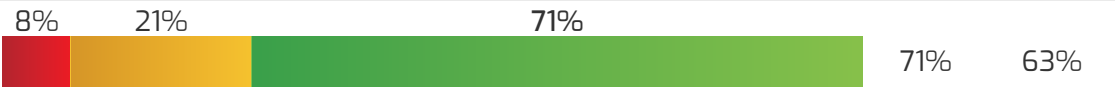
My immediate supervisor provides me with meaningful feedback.



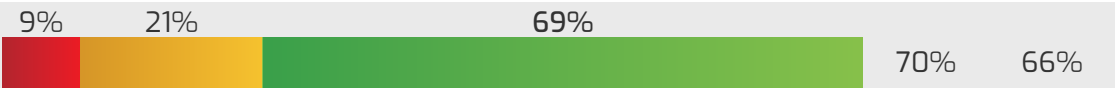
My immediate supervisor helps me achieve better results.



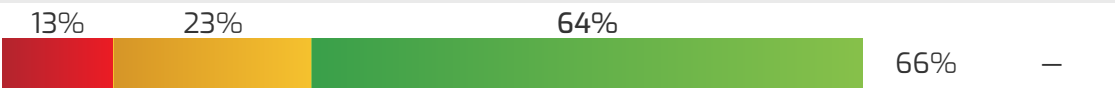
My immediate supervisor helps me understand how my work contributes to Northeast Community College goals.



My immediate supervisor keeps me well-informed about decisions that affect me.



My immediate supervisor holds my team members accountable.



My immediate supervisor effectively handles poor performance within my team.



Bottom Box Middle Box Top Box

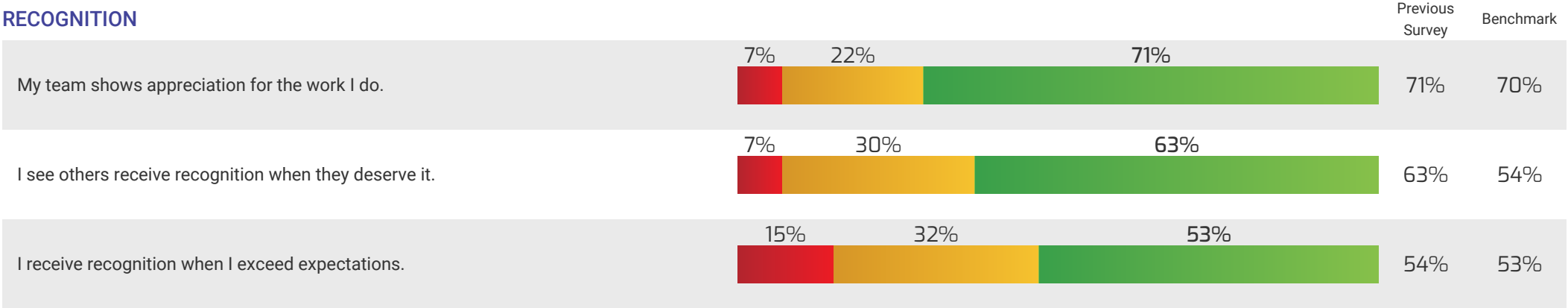
# Overall Results Distribution

Northeast Community College  
Open Date: Nov 11, 2024  
Close Date: Nov 27, 2024

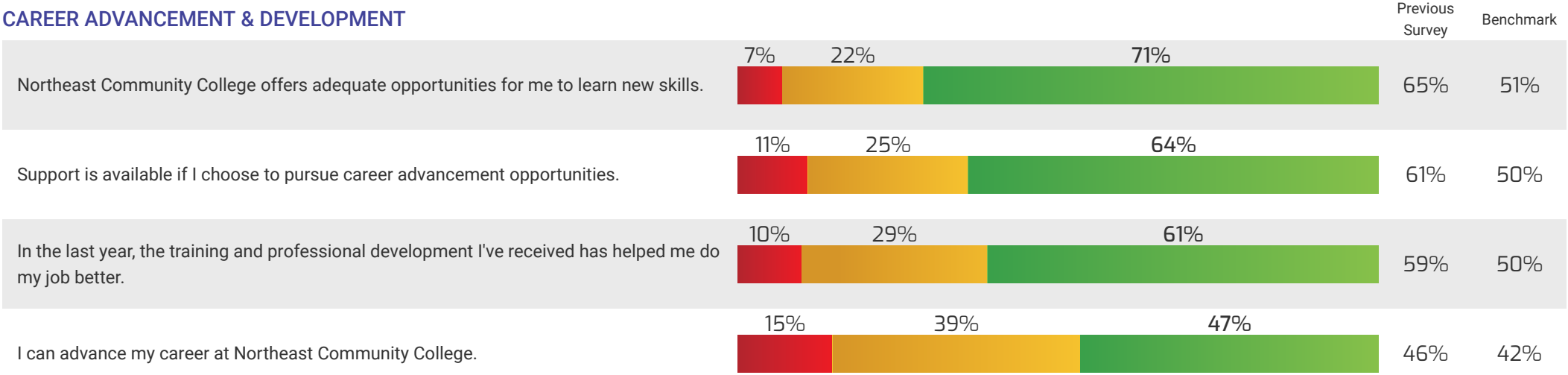
# of employees: 446  
# of responses: 322  
Response Rate: 72%



## RECOGNITION



## CAREER ADVANCEMENT & DEVELOPMENT



Bottom Box

Middle Box

Top Box

# Overall Results Distribution

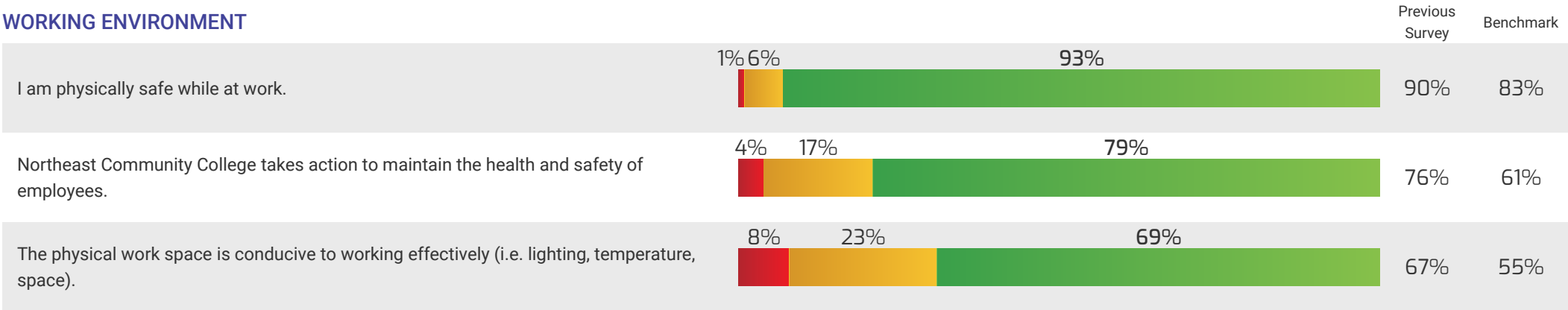
Northeast Community College  
Open Date: Nov 11, 2024  
Close Date: Nov 27, 2024

# of employees: 446  
# of responses: 322  
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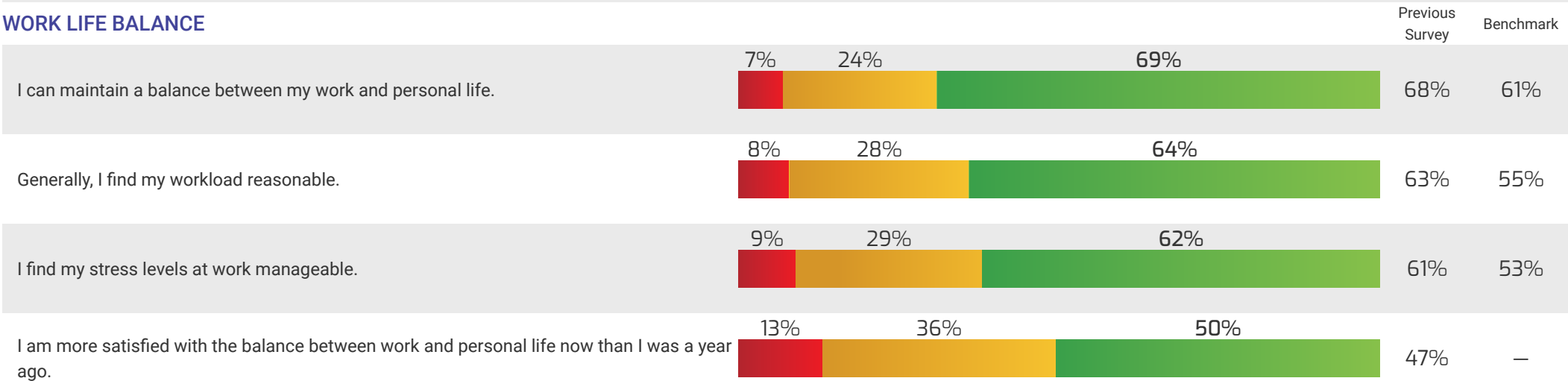


## RETENTION DRIVER QUESTIONS

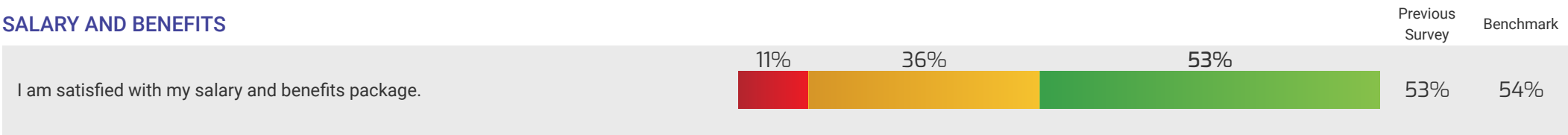
### WORKING ENVIRONMENT



### WORK LIFE BALANCE



### SALARY AND BENEFITS



Bottom Box

Middle Box

Top Box

Interpreting the Results

Engagement Calculation

Each survey respondent is classified into one of four engagement levels based on their average response to the engagement measure questions.

*The classification is as follows:*

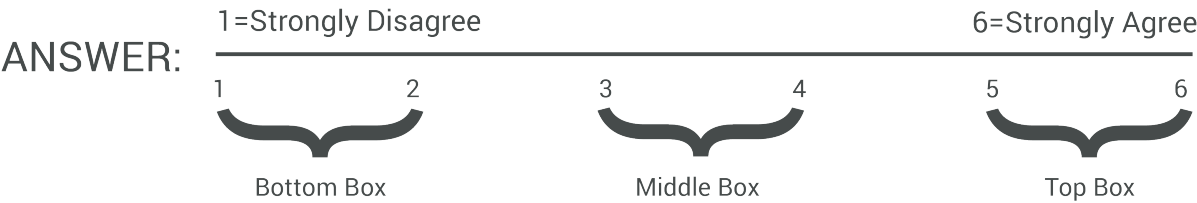
- Average response to the engagement measure questions is **greater than 5 = Engaged**
- Average response to the engagement measure questions is **greater than 4.5 but less than or equal to 5 = Almost Engaged**
- Average response to the engagement measure questions is **greater than 4 but less than or equal to 4.5 = Indifferent**
- Average response to the engagement measure questions is **less than or equal to 4 = Disengaged**

The percentage of respondents in each engagement level type is then included within the reports.

Question and Driver Calculations

McLean & Company uses a 1 to 6-point agreement scale for data collection, with the additional option to respond not applicable (N/A) when participants deem that the question does not apply to them. Respondents are asked to indicate the extent to which they agree with each statement by choosing a whole number between 1 and 6 on the scale. The question results are displayed as bottom, middle, and top box results, which correspond to the percentage of respondents who selected 1 or 2, 3 or 4, and 5 or 6, respectively. Not applicable (N/A) responses are not included in any results calculations.

The top box scores for each driver are calculated by averaging the top box results for all survey questions assigned to that driver.



*continued on next page ...*

## Benchmarks

Ultimately the state of engagement at every organization is shaped by its people, culture, history, and other factors. Consequently, all decisions related to engagement initiatives must be based on the organization's results and unique needs. External comparisons – including benchmarks – should be used to provide context around your results rather than to make decisions.

McLean & Company offers clients a generic or industry specific benchmark. The generic benchmark is comprised of all standard engagement surveys completed by McLean & Company clients. Industry specific benchmarks are comprised of McLean & Company clients sorted into industry designations as specified by the North American Industry Classification System (NAICS). Industry specific benchmarks are only available for industries which have a large enough data set.

\* Driver-level benchmarking has not been provided due to the addition of custom question(s). Please refer to the driver slides for question-level benchmarks where applicable.

## Priority Matrix

The prioritization grid is created by plotting the top box scores for each driver on the horizontal axis and the impact of each driver on engagement on the vertical axis. The impact each driver has on engagement is determined by calculating the correlation between each driver and engagement and then multiplying this correlation score by the slope between each driver and engagement. An iterative algorithm places the quadrants such that 3 drivers are positioned in the top left-hand quadrant, the "Improve" quadrant. These "Improve" quadrant drivers have lower top-box scores and higher impact scores relative to the other drivers.

The priority matrix is an informative tool in analyzing results and determining where future engagement efforts and actions could take place. It, however, is simply a part of the analysis and additional information must be considered before making final decisions.