

## Skyline College Balanced Scorecard

### Outcome Measure Data Sheet

<b>Perspective:</b> Internal Stakeholders		<b>Measure Name:</b> <b>Employee Satisfaction Overall Ratings</b>		<b>Indicator:</b> Employee Satisfaction and Perception	
<b>College Strategy:</b> 2.2 Effective Communication			<b>College Goal:</b> 2		
<b>Description:</b> 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.					
<b>Lead/Lag:</b> Lag		<b>Frequency:</b> Every 3		<b>Unit Type:</b> Percents	
<b>Polarity:</b> High values are good					
<b>Formula:</b> 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					
<b>Data Source:</b> Data are collected through a survey (i.e., Employee Voice Survey, Fall 2006) which may be delivered via paper and pencil or on-line.					
<b>Data Quality:</b> Moderate –Dependent on sampling method and response rate.			<b>Data Collector:</b> Director of Planning, Research and Institutional Effectiveness		
			<b>Owner:</b> Director of Planning, Research and Institutional Effectiveness		
<b>Scorecard Control Limits:</b> 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.			<b>Benchmark:</b> The baseline benchmark was established in 2007 at 70% overall satisfaction.		
1. Accreditation Self-Study					
2. Education Master Plan					
3. Strategic Planning					
4.					
<b>Benchmark Rationale:</b> 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.					