



## *2022 Employee Perception Survey*

### eNPS Break Out Responses

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## ***How likely would you be to recommend NCC to others as being a good place to work?***

The eNet Promoter Score, or eNPS®, is based on the fundamental perspective that every organization's employees can be divided into three categories: *Promoters*, *Passives*, and *Detractors*.

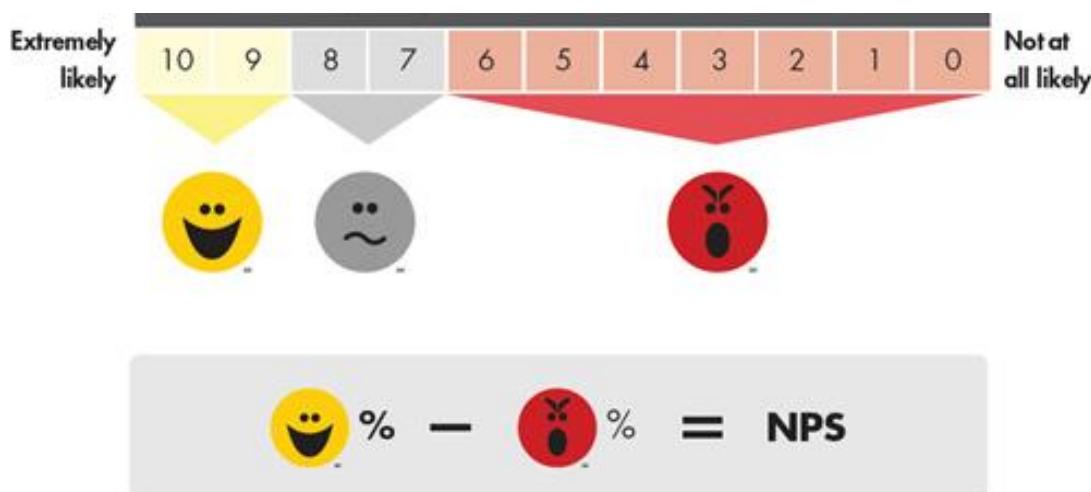
By asking one simple question – *How likely would you be to recommend NCC to others as being a good place to work?* – you can track these groups and get a clear measure of your organization's performance through your employees' eyes. Employees respond on a 0- to-10-point rating scale (10=extremely likely; 0=not at all likely) and are categorized as follows:

- ◆ **Promoters** (score 9-10) are loyal enthusiasts.
- ◆ **Passives** (score 7-8) are satisfied, but unenthusiastic.
- ◆ **Detractors** (score 0-6) are unhappy employees.

Those who respond with a score of 9 or 10 are called **Promoters** and are considered likely to exhibit value-creating behaviors and making more positive referrals to others. Those who respond with a score of 0 to 6 are labeled **Detractors**, and they are believed to be less likely to exhibit value-creating behaviors. Responses of 7 and 8 are labeled **Passives**, and their behavior falls in the middle of Promoters and Detractors. The NPS is calculated by subtracting the percentage of respondents who are Detractors from the percentage of respondents who are Promoters. For purposes of calculating an eNPS, Passives count towards the total number of respondents, but do not directly affect the overall net score because their behavior is considered to be neutral.

The eNPS can be as low as -100 (everybody is a Detractor) or as high as 100 (everybody is a Promoter). An eNPS that is positive (e.g. higher than zero) is felt to be good, and an eNPS of 50 is considered excellent.

### ***Calculation example – How likely would you be to recommend NCC to others as being a good place to work?***



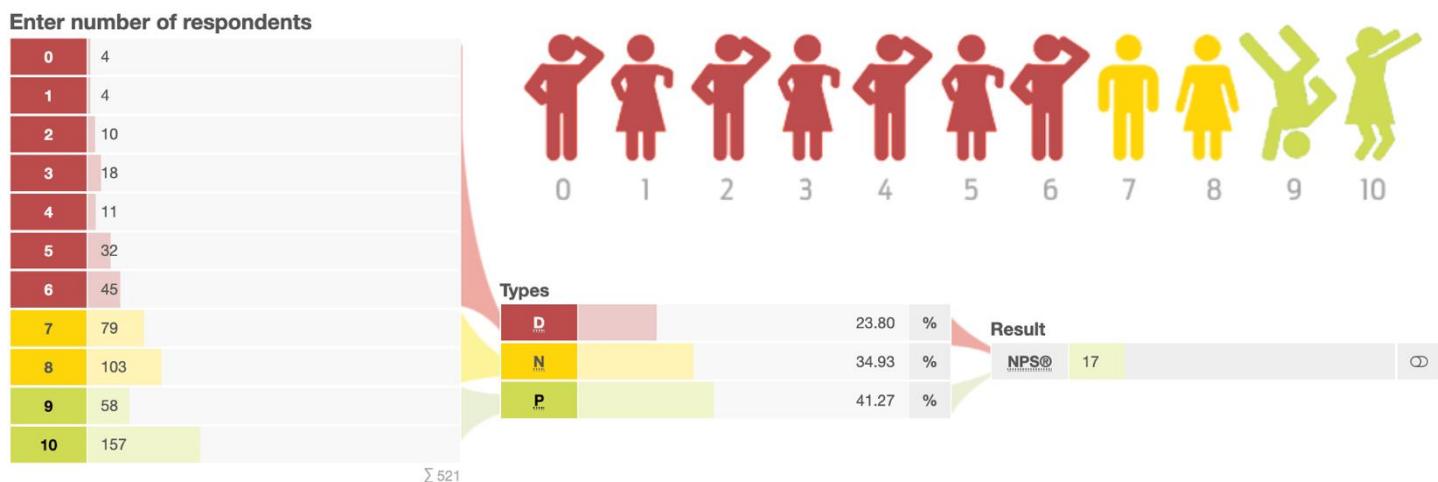
# ALL NCC Employee Survey Respondents

The following highlights the results of the eNPS for NCC **all employee respondents (521 total)**:

## NET PROMOTER SCORE = +17

521 total respondents as follows:

- ✓ 41.27 percent = Promoters
- ✓ 34.93 percent = Passives (Neutral)
- ✓ 23.80 percent = Detractors



**Note:** The following are demographic breakouts of the eNPS results. All 521 respondents offered an eNPS response; however, not all respondents provided demographic responses. This explains any difference in overall counts not being equal.

## eNPS – by Location

	All Responses	Bethlehem Main Campus	Monroe Campus	Southside Bethlehem (The Fowler Center)	Remote Only
Number of Respondents	<b>521</b>	309	68	45	34
Promoters	<b>41.27</b>	42.72	27.94	44.44	55.88
Passives (Neutral)	<b>34.93</b>	35.60	32.35	42.22	23.53
Detractors	<b>23.80</b>	21.68	39.71	13.33	20.59
eNPS	<b>+17</b>	<b>+21</b>	<b>-12</b>	<b>+31</b>	<b>+35</b>

### eNPS – by Primary Function

	All Responses	Administration	Faculty	Adjunct Faculty	Staff
Number of Respondents	<b>521</b>	95	101	122	138
Promoters	<b>41.27</b>	32.63	23.76	56.56	47.83
Passives (Neutral)	<b>34.93</b>	47.37	37.62	26.23	31.88
Detractors	<b>23.80</b>	20.00	38.61	17.21	20.29
eNPS	<b>+17</b>	<b>+13</b>	<b>-15</b>	<b>+39</b>	<b>+28</b>

### eNPS – by Primary Position

	All Responses	Full-time	Part-time	Adjunct
Number of Respondents	<b>521</b>	267	75	114
Promoters	<b>41.27</b>	32.21	49.33	16.67
Passives (Neutral)	<b>34.93</b>	40.07	32.00	24.56
Detractors	<b>23.80</b>	27.72	18.67	58.77
eNPS	<b>+17</b>	<b>+4</b>	<b>+31</b>	<b>+42</b>

### eNPS – by Tenure

	All Responses	0-2 years	3-5 years	6-10 years	11-20 years	More than 20 years
Number of Respondents	<b>521</b>	64	99	78	124	83
Promoters	<b>41.27</b>	56.25	39.39	34.62	37.10	45.78
Passives (Neutral)	<b>34.93</b>	31.25	32.32	34.62	39.52	34.94

Detractors	<b>23.80</b>	12.50	28.28	30.77	23.39	19.28
eNPS	<b>+17</b>	<b>+44</b>	<b>+11</b>	<b>+4</b>	<b>+14</b>	<b>+27</b>

### eNPS – by Gender

	All Responses	Male	Female	Non-binary
Number of Respondents	<b>521</b>	136	300	8
Promoters	<b>41.27</b>	44.12	41.00	12.50
Passives (Neutral)	<b>34.93</b>	39.71	33.67	37.50
Detractors	<b>23.80</b>	16.18	25.33	50.00
eNPS	<b>+17</b>	<b>+28</b>	<b>+16</b>	<b>-37</b>

### eNPS – by Ethnicity

	All Responses	American Indian or Alaska Native*	Asian, Pacific Islander, South Asian, Asian American	Black, African American, Black Caribbean	Caucasian, White, European, or European American	Latino/ Hispanic	Middle Eastern	Multiracial
Number of Respondents	<b>521</b>	1	6	12	390	13	3	8
Promoters	<b>41.27</b>	NA	33.33	50.00	41.54	53.85	33.33	37.50
Passives (Neutral)	<b>34.93</b>	NA	33.33	25.00	36.67	23.08	66.67	25.00
Detractors	<b>23.80</b>	NA	33.33	25.00	21.79	23.08	0.00	37.50
eNPS	<b>+17</b>	<b>NA</b>	<b>0</b>	<b>+25</b>	<b>+20</b>	<b>+31</b>	<b>+33</b>	<b>0</b>

\*One response – data removed for confidentiality of respondent