

Key Findings

Highlands College Staff Survey 2024

Number of Responses

2018	2019	2020	2021	2022	2023	2024
116	105	111	121	118	120	125

This year, 57% of the responses were from teaching staff with the remainder from business support staff. This is similar to the proportion of staff in teaching/non-teaching pay groups.

The Questions

The section containing Staff Values questions was introduced in 2017, and Staff Wellbeing questions were added in 2019.

The survey questions are reviewed every year with new ones included as appropriate. The annual feedback highlights which areas need targeted strategies to make improvements.

The survey responses are always completely anonymous. The findings are shared with the college in the form of a report, with no names.

Neutral responses where staff say that they neither agree nor disagree are not included as positive findings.

The Results – Our Values



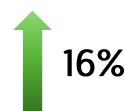
Excellence: I play a role in promoting excellence in all we do

This was the highest scoring question from this section, although it was down 2% from 2022.



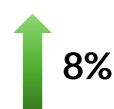
Excellence: We promote excellence in all we do

The level of agreement has risen by 16% since 2021 when it was 51%.



Diversity: Highlands College is inclusive for all

In 2023, the level of agreement was 70% and this has increased by 8% since then.



Respect: I respect the voice of all at Highlands

The level of agreement is the same as it was in 2022.





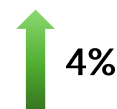
Respect: I have a voice which is respected by all at Highlands

Agreement has increased by 12% since 2021 when it was 41%, so positive changes have been seen over time and this will continue to be an area targeted for improvement.



Potential: I engage with the training offer available

This has increased by 4% since last year.



Of the eleven questions asked about our values, the overall satisfaction rates for eight of them have gone up or remained the same over time, and three of them have gone down but only slightly.

Areas requiring action:

The three questions which have seen slight reductions in satisfaction since 2021 are all still within 2%.

- Excellence: I play a role in promoting excellence in all we do (down from 85% to 83%).
- I am satisfied in my role (down from 69% to 68%).
- I am positive about working at Highlands College (down from 72% to 70%).

The Results – Wellbeing and the Workplace

Of the 25 questions in these sections, satisfaction levels over time have either increased or stayed the same for 18 of them (72%), and 7 saw reductions in satisfaction but these were all minimal (between 1–4%).



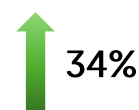
I am clear of my roles and responsibilities

This was the highest scoring question from this section, and agreement was up 16% from 2019.



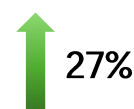
I have sufficient opportunities to ask questions to my manager about change at work

This question has seen an enormous 34% increase in satisfaction over the last five years.



Highlands College provides employees with mental health support

Satisfaction has risen by 27% since 2022.



I feel that employee mental health is a priority at Highlands College

Satisfaction has risen by 20% since 2022.



Areas requiring action:



32% of staff reported being subject to unacceptable behaviour at work within the last 12 months.

This a reduction of 1% since last year.



39% of staff stated that relationships at work can be strained.

This has improved by 8% since 2021 when it was 47%.



These two areas present concern and may be connected. Although small improvements over time have been seen, further exploration is needed to determine if the unacceptable behaviour is from staff or students, and next steps are being planned to target these areas.

The Results – Qualitative Comments

Staff were given three opportunities in the survey to make any comments. These were then reviewed and 'themed' to identify trends.



The number one area of concern was 'No-print Fridays'.

A total of 18 points were made about this and the feedback has been taken on board.

The initiative has now been replaced with an aim for each department to reduce their printing for the year by 15–20%, with work ongoing to integrate more digital resources and adopt smarter practices.



Of the remaining comments, the most common themes raised are shown below and will be followed up by senior members of staff.

Critical

- Campus buildings do not meet needs
- More SLT visibility needed/ criticism of managers
- Lack of progression opportunities
- College values are not upheld by all.

Positive

- Positive about college values
- Proud to work at the college
- Great culture/supports staff to develop potential
- Good to have a Wellbeing Officer and Colleague Supporters.