

# iMentor Staff Satisfaction Survey

## 2007-2008 Highlights



## OVERVIEW

During 2007-2008, iMentor's employed 20 full-time staff members, up from 9 FT employees in the previous year. In an effort to better gauge staff satisfaction and refine iMentor's policies for staff development, we created our first ever staff satisfaction survey. This survey was created with pro bono consulting from the talent retention team at [Accenture](#), and the vast majority of questions used in iMentor's survey were taken from the survey Accenture uses with its employees.

## ABOUT iMENTOR

- **100%** of staff says "iMentor is a great place to work."
- **95%** of staff says "iMentor inspires them to do their best work everyday."
- **95%** of staff feels confident that "iMentor is heading in the right direction for future success."
- **90%** of staff says iMentor motivates them to "contribute more than normally required to complete their work."
- **90%** of staff says that in the past year, they have had the opportunities at "work to learn and grow."
- **85%** of staff says it would "take a lot to get me to leave iMentor."

## COWORKERS & COMMUNITY

- **95%** of staff feel a "sense of belonging" at work.
- **95%** of staff feels their coworkers "work together well to achieve their goals."
- **80%** of staff says they have "strong personal relationships at iMentor."
- **80%** of staff believe that "career opportunities always go to the most qualified people."
- **65%** of staff "aspire to become a senior executive at iMentor."

## WORK RESPONSIBILITIES

- **95%** of staff feels their work "gives them a sense of personal accomplishment."
- **95%** of staff feel they are "building skills relevant to the non-profit sector in their role at iMentor."
- **95%** of staff feel they have "sufficient influence and involvement in decisions about their roles/projects."
- **90%** of staff says they "enjoy their day to day work activities."
- **85%** of staff is "satisfied with their current role and responsibilities."

### STAFF PROFILE

Of iMentor's 20 employees:

#### Previous Work Experience

**25%** have more than 5 years of relevant experience before joining iMentor

**30%** have 2-4 years of relevant experience

**25%** have less than 2 years of relevant job experience

**20%** joined directly from college

#### iMentor Experience

**70%** have worked at iMentor less than one year

**15%** have worked at iMentor 1-2 years

**30%** have worked at iMentor more than 3 years

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### SUPERVISION

- **95%** of staff says their “supervisor develops a positive team atmosphere.”
- **95%** of staff says there is “someone within iMentor who encourages their development.”
- **100%** of staff says their “supervisor clearly communicates the expectations that he/she has of them.”
- **95%** of staff says their supervisor provides “valuable feedback and coaching that allows them to improve their performance.”
- **95%** of staff feels that their supervisor “supports their efforts to balance their work and personal life.”

### SENIOR LEADERSHIP

- **90%** of staff says that “senior executives treat employees as iMentor’s most valuable assets.”
- **90%** of staff feels that iMentor’s Senior Leadership Team “creates an environment of collaboration and teamwork across the business.”
- **90%** of staff feels that “iMentor’s senior leadership team listens and responds to employees’ questions and concerns.”
- **90%** of staff says they can “clearly explain to others the long-term strategy of iMentor.”
- **100%** of staff feels that “iMentor values differences in age, gender, race, and ethnicity.”

### PROGRAM IMPACT

- **100%** of staff believes that “iMentor’s programs are actually achieving the organization’s stated mission and impact.”
- **95%** of staff believes that “after participating in the program, mentees are better prepared for personal, academic, and career success.”
- **100%** of staff believes that “after participating in the program, mentors are more civically active and have a better understanding of NYC’s most underserved communities.”
- **90%** of staff feels the “work they do enables program participants to achieve high performance.”

### AREAS FOR IMPROVEMENT

- **Only 65%** of staff feels the “balance between their work life and personal life is about right.”
- **Only 60%** of staff feels their “full talents and capabilities are being utilized in their current role.”

FOR MORE INFORMATION, VISIT: [WWW.IMENTOR.ORG](http://WWW.IMENTOR.ORG)