

iMentor Staff Satisfaction Survey

2008-2009 Highlights



OVERVIEW

During 2008-2009, iMentor's employed 27 full-time staff members, up from 20 full time employees in the previous year. In an effort to gauge staff satisfaction and refine iMentor's policies for staff development, we ask all employees to participate in a 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

- **97%** of staff says that in the past year, they have had the opportunities at work to learn and grow.
 - **89%** of staff says iMentor is a great place to work.
 - **85%** of staff tell others great things about iMentor when given the opportunity.
 - **78%** of staff says iMentor inspires them to do their best work everyday.
 - **78%** of staff feels confident that iMentor is heading in the right direction for future success.
 - **74%** of staff says iMentor motivates them to contribute more than normally required to complete their work.
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COWORKERS & COMMUNITY

- **100%** of staff feels their coworkers work together well to achieve their goals.
 - **85%** of staff feel a sense of belonging at work.
 - **85%** of staff say they have strong personal relationships at iMentor.
 - **82%** of staff believe that career opportunities always go to the most qualified people.
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WORK RESPONSIBILITIES

- **97%** of staff feel they are building skills relevant to the non-profit sector in their role at iMentor.
 - **96%** of staff value experiences that iMentor provides for interacting with New York City communities.
 - **88%** of staff feels their work gives them a sense of personal accomplishment.
 - **74%** of staff feel they have sufficient influence and involvement in decisions about their roles/projects.
 - **74%** of staff are satisfied with their current role and responsibilities.
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SUPERVISION

- **97%** of staff feel that their supervisor supports their efforts to balance their work and personal life.

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- **89%** of staff say there is someone within iMentor who encourages their development.
 - **86%** of staff say their supervisor clearly communicates the expectations that he/she has of them.
 - **85%** of staff say their supervisor provides valuable feedback and coaching that allows them to improve their performance.
 - **78%** of staff say their supervisor develops a positive team atmosphere.
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SENIOR LEADERSHIP

- **92%** of staff says they can clearly explain to others the long-term strategy of iMentor.
 - **82%** of staff feels that iMentor values differences in age, gender, race, and ethnicity.
 - **82%** of staff feels that iMentor's senior leadership team listens and responds to employees' questions and concerns.
 - **74%** of staff feels that iMentor's Senior Leadership Team creates an environment of collaboration and teamwork across the business.
 - **71%** of staff says that senior executives treat employees as iMentor's most valuable assets.
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PROGRAM IMPACT

- **96%** of staff believes that after participating in the program, mentees are better prepared for personal, academic, and career success.
 - **93%** of staff believes that iMentor's programs are actually achieving the organization's stated mission and impact.
 - **92%** of staff feels the work they do enables program participants to achieve high performance.
 - **81%** 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.
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AREAS FOR IMPROVEMENT

- **59%** of staff feel the balance between their work life and personal life is about right.
 - **39%** of staff feel their full talents and capabilities are being utilized in their current role.
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