

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
 South Arkansas Community College - Spring 2019 - Comparison to 2-year, Public Institutions

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	South Arkansas Community College		Comparison group		Importance Significant Difference	Satisfaction Significant Difference
	Importance Mean	Satisfaction Mean	Importance Mean	Satisfaction Mean		
This institution promotes excellent employee-student relationships	4.63	3.62	4.63	3.71	NS	NS
This institution treats students as its top priority	4.67	3.49	4.72	3.63	NS	NS
This institution does a good job of meeting the needs of students	4.70	3.44	4.69	3.57	NS	NS
The mission, purpose, and values of this institution are well understood by most employees	4.34	3.71	4.36	3.52	NS	NS
Most employees are generally supportive of the mission, purpose, and values of this institution	4.42	3.76	4.39	3.60	NS	NS
The goals and objectives of this institution are consistent with its mission and values	4.46	3.78	4.44	3.59	NS	NS
This institution involves its employees in planning for the future	4.53	3.60	4.43	3.09	NS	***
This institution plans carefully	4.56	3.53	4.51	3.12	NS	***
The leadership of this institution has a clear sense of purpose	4.65	3.41	4.60	3.33	NS	NS
This institution does a good job of meeting the needs of its faculty	4.40	3.29	4.42	3.24	NS	NS
This institution does a good job of meeting the needs of staff	4.52	3.12	4.43	3.13	NS	NS
This institution does a good job of meeting the needs of administrators	4.42	3.43	4.20	3.68	*	*
This institution makes sufficient budgetary resources available to achieve important objectives	4.59	3.09	4.48	3.16	NS	NS
This institution makes sufficient staff resources available to achieve important objectives	4.36	3.14	4.41	3.10	NS	NS
There are effective lines of communication between departments	4.61	2.92	4.48	2.79	NS	NS
Administrators share information regularly with faculty and staff	4.51	3.45	4.49	3.10	NS	**
There is good communication between the faculty and the administration at this institution	4.55	3.25	4.47	3.07	NS	NS
There is good communication between staff and the administration at this institution	4.49	3.17	4.44	3.06	NS	NS
Faculty take pride in their work	4.67	3.82	4.65	3.90	NS	NS
Staff take pride in their work	4.57	3.75	4.61	3.83	NS	NS
Administrators take pride in their work	4.63	3.81	4.58	3.75	NS	NS
There is a spirit of teamwork and cooperation at this institution	4.59	3.07	4.56	3.08	NS	NS
The reputation of this institution continues to improve	4.68	3.32	4.58	3.41	NS	NS
This institution is well-respected in the community	4.78	3.50	4.63	3.61	*	NS
Efforts to improve quality are paying off at this institution	4.63	3.39	4.50	3.35	*	NS
Employee suggestions are used to improve our institution	4.50	3.10	4.37	2.99	NS	NS
This institution consistently follows clear processes for selecting new employees	4.45	3.18	4.41	3.16	NS	NS
This institution consistently follows clear processes for orienting and training new employees	4.57	3.03	4.43	3.07	*	NS
This institution consistently follows clear processes for recognizing employee achievements	4.43	3.27	4.25	3.13	*	NS
This institution has written procedures that clearly define who is responsible for each operation and service	4.46	3.16	4.34	3.10	NS	NS

Significance levels: NS = no significant difference; * = p < .05; ** = p < .01; *** = p < .001

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	South Arkansas Community College Mean	Comparison group Mean	Significant Difference
A) Increase the enrollment of new students	4.74	4.46	***
B) Retain more of its current students to graduation	4.79	4.71	NS
C) Improve the academic ability of entering student classes	4.42	4.38	NS
D) Recruit students from new geographic markets	4.06	3.73	**
E) Increase the diversity of racial and ethnic groups represented among the student body	4.02	3.70	**
F) Develop new academic programs	3.93	3.90	NS
G) Improve the quality of existing academic programs	4.57	4.53	NS
H) Improve the appearance of campus buildings and grounds	3.93	3.82	NS
I) Improve employee morale	4.63	4.58	NS

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	19	20.2%	5,058	24.3%
B) Retain more of its current students to graduation	41	43.6%	7,024	33.7%
C) Improve the academic ability of entering student classes	4	4.3%	1,511	7.3%
D) Recruit students from new geographic markets	0	0.0%	144	0.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	1	1.1%	182	0.9%
F) Develop new academic programs	2	2.1%	730	3.5%
G) Improve the quality of existing academic programs	9	9.6%	2,700	13.0%
H) Improve the appearance of campus buildings and grounds	4	4.3%	265	1.3%
I) Improve employee morale	14	14.9%	3,216	15.4%
All responses	94	100.0%	20,830	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	38	40.4%	4836	23.5%
B) Retain more of its current students to graduation	17	18.1%	5839	28.3%
C) Improve the academic ability of entering student classes	8	8.5%	1789	8.7%
D) Recruit students from new geographic markets	1	1.1%	380	1.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	2	2.1%	356	1.7%
F) Develop new academic programs	4	4.3%	1289	6.3%
G) Improve the quality of existing academic programs	13	13.8%	3248	15.8%
H) Improve the appearance of campus buildings and grounds	2	2.1%	504	2.4%
I) Improve employee morale	9	9.6%	2373	11.5%
All responses	94	100.0%	20,614	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	15	17.2%	3223	16.2%
B) Retain more of its current students to graduation	9	10.3%	3008	15.1%
C) Improve the academic ability of entering student classes	4	4.6%	2125	10.7%
D) Recruit students from new geographic markets	8	9.2%	847	4.3%
E) Increase the diversity of racial and ethnic groups represented among the student body	5	5.7%	705	3.5%
F) Develop new academic programs	10	11.5%	2188	11.0%
G) Improve the quality of existing academic programs	18	20.7%	3499	17.6%
H) Improve the appearance of campus buildings and grounds	4	4.6%	963	4.8%
I) Improve employee morale	14	16.1%	3347	16.8%
All responses	87	100.0%	19,905	100.0%

TOTAL "VOTES" FOR EACH GOAL	South Arkansas Community College TOTAL	South Arkansas Community College Percent	Comparison group TOTAL	Comparison group PERCENT	Difference from Comparison Group
A) Increase the enrollment of new students	72	26.2%	13,117	21.4%	4.8%
B) Retain more of its current students to graduation	67	24.4%	15,871	25.9%	-1.5%
G) Improve the quality of existing academic programs	40	14.5%	9,447	15.4%	-0.9%
I) Improve employee morale	37	13.5%	8,936	14.6%	-1.1%
C) Improve the academic ability of entering student classes	16	5.8%	5,425	8.8%	-3.0%
F) Develop new academic programs	16	5.8%	4,207	6.9%	-1.0%
H) Improve the appearance of campus buildings and grounds	10	3.6%	1,732	2.8%	0.8%
D) Recruit students from new geographic markets	9	3.3%	1,371	2.2%	1.0%
E) Increase the diversity of racial and ethnic groups represented among the student body	8	2.9%	1,243	2.0%	0.9%
All responses	275	100.0%	61,349	100.0%	

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	South Arkansas Community College Mean	Comparison group Mean	Significant Difference
How involved are: Faculty	2.80	2.66	NS
How involved are: Staff	2.44	2.35	NS
How involved are: Deans or directors of administrative units	3.37	3.36	NS
How involved are: Deans or chairs of academic units	3.42	3.29	NS
How involved are: Senior administrators (VP, Provost level or above)	3.85	3.76	NS
How involved are: Students	2.11	2.32	*
How involved are: Trustees	3.23	3.24	NS
How involved are: Alumni	2.15	2.50	***

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Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	South Arkansas Community College		Comparison group		Importance Significant Difference	Satisfaction Significant Difference
	Importance Mean	Satisfaction Mean	Importance Mean	Satisfaction Mean		
It is easy for me to get information at this institution	4.57	3.34	4.49	3.26	NS	NS
I learn about important campus events in a timely manner	4.38	3.29	4.22	3.51	*	*
I am empowered to resolve problems quickly	4.52	3.22	4.43	3.38	NS	NS
I am comfortable answering student questions about institutional policies and procedures	4.32	3.61	4.24	3.52	NS	NS
I have the information I need to do my job well	4.71	3.68	4.61	3.65	NS	NS
My job responsibilities are communicated clearly to me	4.71	3.73	4.57	3.71	*	NS
My supervisor pays attention to what I have to say	4.66	3.86	4.60	3.91	NS	NS
My supervisor helps me improve my job performance	4.57	3.86	4.47	3.76	NS	NS
My department or work unit has written, up-to-date objectives	4.41	3.87	4.26	3.58	NS	*
My department meets as a team to plan and coordinate work	4.55	3.93	4.36	3.67	*	*
My department has the budget needed to do its job well	4.70	2.95	4.52	3.08	**	NS
My department has the staff needed to do its job well	4.79	2.84	4.56	3.04	***	NS
I am paid fairly for the work I do	4.72	2.89	4.56	3.12	*	NS
The employee benefits available to me are valuable	4.77	3.93	4.58	3.85	**	NS
I have adequate opportunities for advancement	4.28	3.11	4.25	3.01	NS	NS
I have adequate opportunities for training to improve my skills	4.45	3.44	4.40	3.40	NS	NS
I have adequate opportunities for professional development	4.45	3.60	4.38	3.44	NS	NS
The type of work I do on most days is personally rewarding	4.64	4.10	4.58	4.10	NS	NS
The work I do is appreciated by my supervisor	4.62	3.84	4.46	3.90	*	NS
The work I do is valuable to the institution	4.72	4.05	4.56	3.97	**	NS
I am proud to work at this institution	4.68	4.04	4.56	4.09	NS	NS

Overall satisfaction	South Arkansas Community College Mean	Comparison group Mean	Significant Difference
Rate your overall satisfaction with your employment here so far:	3.82	3.85	NS

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Section 5: Demographics

<i>How long have you worked at this institution?</i>	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
Less than 1 year	13	14.0%	1,818	8.5%
1 to 5 years	35	37.6%	6,403	30.1%
6 to 10 years	17	18.3%	4,933	23.2%
11 to 20 years	21	22.6%	5,574	26.2%
More than 20 years	7	7.5%	2,554	12.0%
All responses	93	100.0%	21,282	100.0%

<i>Is your position:</i>	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
Faculty	40	42.1%	9,396	44.8%
Staff	31	32.6%	9,749	46.5%
Administrator	24	25.3%	1,818	8.7%
All responses	95	100.0%	20,963	100.0%

<i>Is your position:</i>	South Arkansas Community College Count	South Arkansas Community College Percent	Comparison group Count	Comparison group Percent
Full-time	92	95.8%	17,250	82.8%
Part-time	4	4.2%	3,593	17.2%
All responses	96	100.0%	20,843	100.0%