

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Southern Arkansas University - Fall 2019 - Comparison to 4-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")	Southern Arkansas University			Comparison group			IMP Sign diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
This institution promotes excellent employee-student relationships	4.70	4.28	0.42	4.54	3.42	1.12	***	***
This institution treats students as its top priority	4.72	4.32	0.40	4.62	3.26	1.36	*	***
This institution does a good job of meeting the needs of students	4.68	4.17	0.51	4.60	3.26	1.34	NS	***
The mission, purpose, and values of this institution are well understood by most employees	4.52	3.93	0.59	4.32	3.10	1.22	***	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.51	3.98	0.53	4.33	3.17	1.16	***	***
The goals and objectives of this institution are consistent with its mission and values	4.55	4.09	0.46	4.38	3.18	1.20	***	***
This institution involves its employees in planning for the future	4.48	3.53	0.95	4.38	2.63	1.75	NS	***
This institution plans carefully	4.59	3.66	0.93	4.48	2.70	1.78	*	***
The leadership of this institution has a clear sense of purpose	4.64	3.99	0.65	4.57	2.96	1.61	NS	***
This institution does a good job of meeting the needs of its faculty	4.52	3.67	0.85	4.43	2.85	1.58	NS	***
This institution does a good job of meeting the needs of staff	4.52	3.55	0.97	4.41	2.69	1.72	*	***
This institution does a good job of meeting the needs of administrators	4.33	3.97	0.36	4.11	3.43	0.68	***	***
This institution makes sufficient budgetary resources available to achieve important objectives	4.49	3.43	1.06	4.49	2.68	1.81	NS	***
This institution makes sufficient staff resources available to achieve important objectives	4.41	3.56	0.85	4.41	2.69	1.72	NS	***
There are effective lines of communication between departments	4.49	3.17	1.32	4.40	2.57	1.83	NS	***
Administrators share information regularly with faculty and staff	4.51	3.55	0.96	4.46	2.67	1.79	NS	***
There is good communication between the faculty and the administration at this institution	4.50	3.63	0.87	4.43	2.68	1.75	NS	***
There is good communication between staff and the administration at this institution	4.51	3.56	0.95	4.40	2.65	1.75	*	***
Faculty take pride in their work	4.60	3.97	0.63	4.60	3.55	1.05	NS	***
Staff take pride in their work	4.60	4.07	0.53	4.58	3.51	1.07	NS	***
Administrators take pride in their work	4.61	4.13	0.48	4.52	3.33	1.19	*	***
There is a spirit of teamwork and cooperation at this institution	4.56	3.85	0.71	4.51	2.61	1.90	NS	***
The reputation of this institution continues to improve	4.63	4.27	0.36	4.53	2.87	1.66	*	***
This institution is well-respected in the community	4.63	4.32	0.31	4.52	3.11	1.41	*	***
Efforts to improve quality are paying off at this institution	4.58	4.05	0.53	4.43	2.89	1.54	**	***
Employee suggestions are used to improve our institution	4.38	3.54	0.84	4.32	2.50	1.82	NS	***
This institution consistently follows clear processes for selecting new employees	4.44	3.51	0.93	4.40	2.74	1.66	NS	***
This institution consistently follows clear processes for orienting and training new employees	4.43	3.46	0.97	4.37	2.89	1.48	NS	***
This institution consistently follows clear processes for recognizing employee achievements	4.36	3.63	0.73	4.27	2.77	1.50	NS	***
This institution has written procedures that clearly define who is responsible for each operation and service	4.40	3.40	1.00	4.31	2.87	1.44	NS	***

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Southern Arkansas University Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.28	4.24	NS
B) Retain more of its current students to graduation	4.78	4.65	**
C) Improve the academic ability of entering student classes	4.49	4.43	NS
D) Recruit students from new geographic markets	4.21	3.84	***
E) Increase the diversity of racial and ethnic groups represented among the student body	4.07	3.74	***
F) Develop new academic programs	4.13	3.88	***
G) Improve the quality of existing academic programs	4.66	4.58	NS
H) Improve the appearance of campus buildings and grounds	4.04	3.84	**
I) Improve employee morale	4.58	4.66	NS

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	23	10.8%	634	23.7%
B) Retain more of its current students to graduation	121	57.1%	740	27.7%
C) Improve the academic ability of entering student classes	12	5.7%	241	9.0%
D) Recruit students from new geographic markets	3	1.4%	21	0.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	2	0.9%	36	1.3%
F) Develop new academic programs	3	1.4%	60	2.2%
G) Improve the quality of existing academic programs	31	14.6%	380	14.2%
H) Improve the appearance of campus buildings and grounds	3	1.4%	51	1.9%
I) Improve employee morale	14	6.6%	512	19.1%
All responses	212	100.0%	2,675	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	47	22.9%	531	20.9%
B) Retain more of its current students to graduation	48	23.4%	694	27.3%
C) Improve the academic ability of entering student classes	24	11.7%	255	10.0%
D) Recruit students from new geographic markets	4	2.0%	44	1.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	6	2.9%	55	2.2%
F) Develop new academic programs	16	7.8%	98	3.9%
G) Improve the quality of existing academic programs	40	19.5%	410	16.1%
H) Improve the appearance of campus buildings and grounds	3	1.5%	91	3.6%
I) Improve employee morale	17	8.3%	363	14.3%
All responses	205	100.0%	2,541	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	36	19.0%	331	13.7%
B) Retain more of its current students to graduation	21	11.1%	411	17.0%
C) Improve the academic ability of entering student classes	14	7.4%	241	10.0%
D) Recruit students from new geographic markets	13	6.9%	93	3.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	10	5.3%	112	4.6%
F) Develop new academic programs	16	8.5%	236	9.7%
G) Improve the quality of existing academic programs	36	19.0%	432	17.8%
H) Improve the appearance of campus buildings and grounds	10	5.3%	142	5.9%
I) Improve employee morale	33	17.5%	423	17.5%
All responses	189	100.0%	2,421	100.0%

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TOTAL "VOTES" FOR EACH GOAL	Southern Arkansas University TOTAL	Southern Arkansas University Percent	Comparison group TOTAL	Comparison group PERCENT
A) Increase the enrollment of new students	106	17.5%	1,496	19.6%
B) Retain more of its current students to graduation	190	31.4%	1,845	24.2%
C) Improve the academic ability of entering student classes	50	8.3%	737	9.7%
D) Recruit students from new geographic markets	20	3.3%	158	2.1%
E) Increase the diversity of racial and ethnic groups represented among the student body	18	3.0%	203	2.7%
F) Develop new academic programs	35	5.8%	394	5.2%
G) Improve the quality of existing academic programs	107	17.7%	1,222	16.0%
H) Improve the appearance of campus buildings and grounds	16	2.6%	284	3.7%
I) Improve employee morale	64	10.6%	1,298	17.0%
All responses	606	100.0%	7,637	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")	Southern Arkansas University Mean	Comparison group Mean	Sign diff
How involved are: Faculty	2.83	2.53	***
How involved are: Staff	2.61	2.16	***
How involved are: Deans or directors of administrative units	3.24	3.39	*
How involved are: Deans or chairs of academic units	3.13	3.29	*
How involved are: Senior administrators (VP, Provost level or above)	3.55	3.82	***
How involved are: Students	2.63	2.39	***
How involved are: Trustees	3.25	3.60	***
How involved are: Alumni	2.98	2.80	*

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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")	Southern Arkansas University			Comparison group			IMP Sign Diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
It is easy for me to get information at this institution	4.50	3.79	0.71	4.43	3.03	1.40	NS	***
I learn about important campus events in a timely manner	4.34	3.92	0.42	4.13	3.37	0.76	***	***
I am empowered to resolve problems quickly	4.40	3.85	0.55	4.38	3.04	1.34	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.35	3.88	0.47	4.16	3.37	0.79	**	***
I have the information I need to do my job well	4.61	4.00	0.61	4.56	3.45	1.11	NS	***
My job responsibilities are communicated clearly to me	4.63	4.01	0.62	4.56	3.55	1.01	NS	***
My supervisor pays attention to what I have to say	4.63	4.10	0.53	4.58	3.70	0.88	NS	***
My supervisor helps me improve my job performance	4.51	3.98	0.53	4.47	3.56	0.91	NS	***
My department or work unit has written, up-to-date objectives	4.34	3.82	0.52	4.27	3.39	0.88	NS	***
My department meets as a team to plan and coordinate work	4.39	3.88	0.51	4.33	3.42	0.91	NS	***
My department has the budget needed to do its job well	4.57	3.13	1.44	4.57	2.61	1.96	NS	***
My department has the staff needed to do its job well	4.61	3.21	1.40	4.58	2.69	1.89	NS	***
I am paid fairly for the work I do	4.57	3.18	1.39	4.56	2.75	1.81	NS	***
The employee benefits available to me are valuable	4.71	4.29	0.42	4.60	3.73	0.87	**	***
I have adequate opportunities for advancement	4.32	3.45	0.87	4.40	2.82	1.58	NS	***
I have adequate opportunities for training to improve my skills	4.42	3.61	0.81	4.38	3.19	1.19	NS	***
I have adequate opportunities for professional development	4.39	3.75	0.64	4.40	3.13	1.27	NS	***
The type of work I do on most days is personally rewarding	4.61	4.17	0.44	4.54	3.81	0.73	NS	***
The work I do is appreciated by my supervisor	4.54	4.09	0.45	4.47	3.69	0.78	NS	***
The work I do is valuable to the institution	4.59	4.15	0.44	4.54	3.78	0.76	NS	***
I am proud to work at this institution	4.64	4.41	0.23	4.52	3.87	0.65	**	***

Overall satisfaction	Southern Arkansas University Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	4.17	3.56	***

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Section 5: Demographics

<i>How long have you worked at this institution?</i>	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
Less than 1 year	13	5.7%	231	8.2%
1 to 5 years	90	39.1%	738	26.2%
6 to 10 years	46	20.0%	610	21.6%
11 to 20 years	55	23.9%	731	25.9%
More than 20 years	26	11.3%	508	18.0%
All responses	230	100.0%	2,818	100.0%

<i>Is your position:</i>	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
Faculty	87	37.8%	704	30.9%
Staff	128	55.7%	1,317	57.8%
Administrator	15	6.5%	258	11.3%
All responses	230	100.0%	2,279	100.0%

<i>Is your position:</i>	Southern Arkansas University Count	Southern Arkansas University Percent	Comparison group Count	Comparison group Percent
Full-time	226	98.7%	2,201	89.5%
Part-time	3	1.3%	284	10.5%
All responses	229	100.0%	2,485	100.0%