

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Southern Arkansas University - Fall 2019 Respondents

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")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.70	0.51	271	4.28	0.77	266	0.43
This institution treats students as its top priority	4.72	0.50	269	4.32	0.77	265	0.40
This institution does a good job of meeting the needs of students	4.68	0.51	268	4.17	0.79	265	0.51
The mission, purpose, and values of this institution are well understood by most employees	4.52	0.61	269	3.93	0.87	265	0.60
Most employees are generally supportive of the mission, purpose, and values of this institution	4.51	0.62	268	3.98	0.87	265	0.53
The goals and objectives of this institution are consistent with its mission and values	4.55	0.60	269	4.09	0.88	266	0.47
This institution involves its employees in planning for the future	4.48	0.66	267	3.53	1.12	265	0.94
This institution plans carefully	4.59	0.62	267	3.66	1.08	265	0.93
The leadership of this institution has a clear sense of purpose	4.64	0.57	267	3.99	1.01	264	0.64
This institution does a good job of meeting the needs of its faculty	4.52	0.67	266	3.67	1.05	264	0.84
This institution does a good job of meeting the needs of staff	4.52	0.67	259	3.55	0.98	256	0.97
This institution does a good job of meeting the needs of administrators	4.33	0.76	255	3.97	0.77	253	0.36
This institution makes sufficient budgetary resources available to achieve important objectives	4.49	0.68	257	3.43	1.07	255	1.06
This institution makes sufficient staff resources available to achieve important objectives	4.41	0.69	257	3.56	1.00	253	0.85
There are effective lines of communication between departments	4.49	0.74	255	3.17	1.09	255	1.32
Administrators share information regularly with faculty and staff	4.51	0.65	256	3.55	1.08	256	0.96
There is good communication between the faculty and the administration at this institution	4.50	0.68	256	3.63	1.06	254	0.86
There is good communication between staff and the administration at this institution	4.51	0.66	255	3.56	1.09	252	0.95
Faculty take pride in their work	4.60	0.63	255	3.97	0.82	255	0.63
Staff take pride in their work	4.60	0.58	257	4.07	0.76	255	0.53
Administrators take pride in their work	4.61	0.61	252	4.13	0.82	256	0.48
There is a spirit of teamwork and cooperation at this institution	4.56	0.58	252	3.85	0.98	250	0.71
The reputation of this institution continues to improve	4.63	0.55	250	4.27	0.73	247	0.36
This institution is well-respected in the community	4.63	0.56	250	4.32	0.74	250	0.30
Efforts to improve quality are paying off at this institution	4.58	0.56	249	4.05	0.89	248	0.53
Employee suggestions are used to improve our institution	4.38	0.67	247	3.54	1.02	246	0.84
This institution consistently follows clear processes for selecting new employees	4.44	0.67	250	3.51	1.10	249	0.93
This institution consistently follows clear processes for orienting and training new employees	4.43	0.66	250	3.46	1.08	248	0.98
This institution consistently follows clear processes for recognizing employee achievements	4.36	0.74	249	3.63	1.07	248	0.72
This institution has written procedures that clearly define who is responsible for each operation and service	4.40	0.68	247	3.40	1.06	245	1.00
The University has a commitment to Continuous Quality Improvement (CQI)	4.49	0.67	249	4.07	0.83	248	0.42
The campus has a commitment to academic freedom for faculty	4.38	0.71	236	4.03	0.81	238	0.35
The campus has a commitment to academic freedom for students	4.39	0.66	237	4.10	0.73	238	0.29
The institution offers sufficient opportunities for student learning outside the classroom (co-curricular activities)	4.37	0.72	238	4.14	0.78	241	0.23
Grievance procedures are well-defined and understood	4.38	0.66	238	3.79	0.88	240	0.59
The institution operates with integrity in its human resources functions	4.54	0.56	239	3.89	0.99	242	0.65
Policies, regulations, and procedures are accessible and clearly communicated to faculty and staff	4.49	0.63	237	3.88	0.96	241	0.61

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This institution has a commitment to diversity	4.49	0.65	237	4.02	0.97	242	0.46
The institution values input from faculty and staff to plan for the future	4.45	0.70	239	3.62	1.07	241	0.83
The institution operates with integrity in its academic functions	4.63	0.56	237	4.09	0.91	243	0.53

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.28	0.84	242
[B] Retain more of its current students to graduation	4.78	0.51	241
[C] Improve the academic ability of entering student classes	4.49	0.70	241
[D] Recruit students from new geographic markets	4.21	0.80	242
[E] Increase the diversity of racial and ethnic groups represented among the student body	4.07	0.96	242
[F] Develop new academic programs	4.13	0.81	242
[G] Improve the quality of existing academic programs	4.66	0.57	242
[H] Improve the appearance of campus buildings and grounds	4.04	0.89	242
[I] Improve employee morale	4.58	0.65	242
[J] Increase institutional agility through effective planning	4.34	0.70	240
[K] Increase the number of full-time faculty and staff relative to the size of the student body	4.38	0.85	242
[L] Increase the diversity of faculty and staff	4.10	0.95	242
[M] Some other goal	3.26	1.35	171

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	23	9.5%
[B] Retain more of its current students to graduation	121	50.0%
[C] Improve the academic ability of entering student classes	12	5.0%
[D] Recruit students from new geographic markets	3	1.2%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	0.8%
[F] Develop new academic programs	3	1.2%
[G] Improve the quality of existing academic programs	31	12.8%
[H] Improve the appearance of campus buildings and grounds	3	1.2%
[I] Improve employee morale	14	5.8%
[J] Increase institutional agility through effective planning	4	1.7%
[K] Increase the number of full-time faculty and staff relative to the size of the student body	18	7.4%
[L] Increase the diversity of faculty and staff	3	1.2%
[M] Some other goal	5	2.1%
All responses	242	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	47	19.5%
[B] Retain more of its current students to graduation	48	19.9%
[C] Improve the academic ability of entering student classes	24	10.0%
[D] Recruit students from new geographic markets	4	1.7%
[E] Increase the diversity of racial and ethnic groups represented among the student body	6	2.5%
[F] Develop new academic programs	16	6.6%
[G] Improve the quality of existing academic programs	40	16.6%
[H] Improve the appearance of campus buildings and grounds	3	1.2%
[I] Improve employee morale	17	7.1%
[J] Increase institutional agility through effective planning	4	1.7%
[K] Increase the number of full-time faculty and staff relative to the size of the student body	20	8.3%
[L] Increase the diversity of faculty and staff	10	4.1%
[M] Some other goal	2	0.8%
All responses	241	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	36	15.1%
[B] Retain more of its current students to graduation	21	8.8%
[C] Improve the academic ability of entering student classes	14	5.9%
[D] Recruit students from new geographic markets	13	5.4%
[E] Increase the diversity of racial and ethnic groups represented among the student body	10	4.2%
[F] Develop new academic programs	16	6.7%
[G] Improve the quality of existing academic programs	36	15.1%
[H] Improve the appearance of campus buildings and grounds	10	4.2%
[I] Improve employee morale	33	13.8%
[J] Increase institutional agility through effective planning	7	2.9%
[K] Increase the number of full-time faculty and staff relative to the size of the student body	30	12.6%
[L] Increase the diversity of faculty and staff	12	5.0%
[M] Some other goal	1	0.4%
All responses	239	100.0%

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TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	23	47	36	106	14.7%
[B] Retain more of its current students to graduation	121	48	21	190	26.3%
[C] Improve the academic ability of entering student classes	12	24	14	50	6.9%
[D] Recruit students from new geographic markets	3	4	13	20	2.8%
[E] Increase the diversity of racial and ethnic groups represented among the student body	2	6	10	18	2.5%
[F] Develop new academic programs	3	16	16	35	4.8%
[G] Improve the quality of existing academic programs	31	40	36	107	14.8%
[H] Improve the appearance of campus buildings and grounds	3	3	10	16	2.2%
[I] Improve employee morale	14	17	33	64	8.9%
[J] Increase institutional agility through effective planning	4	4	7	15	2.1%
[K] Increase the number of full-time faculty and staff relative to the size of the student body	18	20	30	68	9.4%
[L] Increase the diversity of faculty and staff	3	10	12	25	3.5%
[M] Some other goal	5	2	1	8	1.1%
All responses	242	241	239	722	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")	Mean	Standard Deviation	Valid Respondents
How involved are: Faculty	2.83	0.81	229
How involved are: Staff	2.61	0.82	234
How involved are: Deans or directors of administrative units	3.24	0.71	230
How involved are: Deans or chairs of academic units	3.13	0.73	227
How involved are: Senior administrators (VP, Provost level or above)	3.55	0.70	230
How involved are: Students	2.63	0.78	227
How involved are: Trustees	3.25	0.63	222
How involved are: Alumni	2.98	0.68	222
How involved are: Donors	3.17	0.69	224
How involved are: Data and performance results	2.87	0.79	223
How involved are: Shared governance : Faculty Senate, Staff Senate, University Committees	2.87	0.67	228

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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")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.50	0.60	229	3.79	0.95	231	0.71
I learn about important campus events in a timely manner	4.34	0.68	228	3.92	0.94	232	0.42
I am empowered to resolve problems quickly	4.40	0.60	228	3.85	0.94	229	0.55
I am comfortable answering student questions about institutional policies and procedures	4.35	0.70	230	3.88	0.91	228	0.47
I have the information I need to do my job well	4.61	0.57	228	4.00	0.85	231	0.61
My job responsibilities are communicated clearly to me	4.63	0.57	230	4.01	0.98	231	0.62
My supervisor pays attention to what I have to say	4.63	0.67	230	4.10	1.11	230	0.53
My supervisor helps me improve my job performance	4.51	0.75	229	3.98	1.17	231	0.53
My department or work unit has written, up-to-date objectives	4.34	0.83	229	3.82	1.15	230	0.53
My department meets as a team to plan and coordinate work	4.39	0.81	228	3.88	1.08	230	0.51
My department has the budget needed to do its job well	4.57	0.65	227	3.13	1.16	226	1.44
My department has the staff needed to do its job well	4.61	0.65	226	3.21	1.19	226	1.39
I am paid fairly for the work I do	4.57	0.68	227	3.18	1.23	228	1.39
The employee benefits available to me are valuable	4.71	0.48	227	4.29	0.81	228	0.43
I have adequate opportunities for advancement	4.32	0.84	225	3.45	1.16	227	0.87
I have adequate opportunities for training to improve my skills	4.42	0.70	227	3.61	1.18	228	0.81
I have adequate opportunities for professional development	4.39	0.65	226	3.75	1.06	228	0.63
The type of work I do on most days is personally rewarding	4.61	0.54	227	4.17	0.95	228	0.44
The work I do is appreciated by my supervisor	4.54	0.66	224	4.09	1.05	226	0.44
The work I do is valuable to the institution	4.59	0.55	224	4.15	0.91	224	0.44
I am proud to work at this institution	4.64	0.57	224	4.41	0.84	226	0.23
The institution values my contributions	4.48	0.65	223	3.90	1.06	226	0.58
The physical facilities provide a satisfying work environment	4.39	0.71	223	3.84	1.13	225	0.55
My job performance is fairly evaluated	4.56	0.63	223	4.13	0.98	226	0.43
Title IX is taken seriously on this campus	4.60	0.65	224	4.56	0.71	224	0.04
I feel empowered to improve institutional processes	4.29	0.74	221	3.80	1.05	224	0.48
I have the technological support needed to perform my work	4.50	0.59	223	4.08	0.98	226	0.42
The evaluation process helps me improve my job performance	4.30	0.77	224	3.81	1.08	226	0.49
Satisfaction - University compensation policies are clearly tied to job performance	4.40	0.68	222	3.20	1.25	221	1.20
I feel included as a valued member of the SAU community	4.45	0.64	222	3.81	1.15	225	0.64
The campus committee structure effectively contributes to University operations	4.28	0.76	222	3.77	1.06	222	0.51

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Overall satisfaction

	Mean	Standard Deviation	Valid Respondents
Rate your overall satisfaction with your employment here so far:	4.17	0.84	231

Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	13	5.7%
1 to 5 years	90	39.1%
6 to 10 years	46	20.0%
11 to 20 years	55	23.9%
More than 20 years	26	11.3%
All responses	230	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	87	37.8%
Staff	128	55.7%
Administrator	15	6.5%
All responses	230	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	226	98.7%
Part-time	3	1.3%
All responses	229	100.0%

<i>Do you identify as:</i>	Count	Percent
Male	71	31.0%
Female	123	53.7%
Prefer to not respond	37	16.2%
All responses	231	100.9%

<i>Which category best describes your ethnic background?</i>	Count	Percent
African-American	17	7.4%
American Indian or Alaskan Native	1	0.4%
Asian or Pacific Islander	6	2.6%
Hispanic	2	0.9%
Caucasian/White	156	67.8%
Middle Eastern	1	0.4%
Prefer not to respond	47	20.4%
All responses	230	100.0%