

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Arizona Western College - Fall 2013 - Comparison to 2-year Schools

**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")	Arizona Western College			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	4.69	3.66	1.02	4.61	3.72	0.88	*	NS
This institution treats students as its top priority	4.74	3.53	1.21	4.69	3.67	1.01	NS	**
This institution does a good job of meeting the needs of students	4.74	3.49	1.25	4.67	3.62	1.04	*	*
The mission, purpose, and values of this institution are well understood by most employees	4.43	3.39	1.04	4.32	3.49	0.83	**	NS
Most employees are generally supportive of the mission, purpose, and values of this institution	4.44	3.52	0.92	4.36	3.56	0.80	*	NS
The goals and objectives of this institution are consistent with its mission and values	4.50	3.52	0.97	4.42	3.58	0.84	*	NS
This institution involves its employees in planning for the future	4.48	2.91	1.57	4.40	3.09	1.31	*	**
This institution plans carefully	4.59	3.13	1.45	4.51	3.21	1.30	*	NS
The leadership of this institution has a clear sense of purpose	4.67	3.30	1.38	4.58	3.39	1.19	*	NS
This institution does a good job of meeting the needs of its faculty	4.49	3.39	1.10	4.41	3.29	1.13	NS	NS
This institution does a good job of meeting the needs of staff	4.45	3.23	1.22	4.40	3.17	1.22	NS	NS
This institution does a good job of meeting the needs of administrators	4.26	3.62	0.64	4.20	3.70	0.50	NS	NS
This institution makes sufficient budgetary resources available to achieve important objectives	4.55	3.37	1.18	4.46	3.25	1.21	*	*
This institution makes sufficient staff resources available to achieve important objectives	4.47	3.22	1.25	4.38	3.14	1.24	*	NS
There are effective lines of communication between departments	4.55	2.86	1.69	4.42	2.84	1.58	**	NS
Administrators share information regularly with faculty and staff	4.56	3.16	1.41	4.45	3.13	1.32	**	NS
There is good communication between the faculty and the administration at this institution	4.54	3.09	1.45	4.45	3.11	1.34	*	NS
There is good communication between staff and the administration at this institution	4.52	3.11	1.41	4.42	3.12	1.30	**	NS
Faculty take pride in their work	4.71	3.69	1.02	4.67	3.91	0.75	NS	***
Staff take pride in their work	4.66	3.69	0.97	4.61	3.80	0.80	NS	*
Administrators take pride in their work	4.68	3.65	1.02	4.59	3.73	0.86	*	NS
There is a spirit of teamwork and cooperation at this institution	4.64	2.90	1.74	4.56	3.06	1.50	*	*
The reputation of this institution continues to improve	4.63	3.37	1.26	4.58	3.56	1.02	NS	**
This institution is well-respected in the community	4.69	3.60	1.09	4.63	3.74	0.90	NS	*
Efforts to improve quality are paying off at this institution	4.53	3.34	1.19	4.46	3.42	1.04	NS	NS
Employee suggestions are used to improve our institution	4.45	2.87	1.58	4.32	3.02	1.29	**	*
This institution consistently follows clear processes for selecting new employees	4.56	2.91	1.66	4.37	3.20	1.18	***	***
This institution consistently follows clear processes for orienting and training new employees	4.50	2.85	1.66	4.39	3.10	1.30	**	***
This institution consistently follows clear processes for recognizing employee achievements	4.32	3.02	1.30	4.19	3.14	1.06	**	NS
This institution has written procedures that clearly define who is responsible for each operation and service	4.48	3.25	1.23	4.29	3.14	1.15	***	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")	Arizona Western College Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.51	4.19	***
B) Retain more of its current students to graduation	4.78	4.64	***
C) Improve the academic ability of entering student classes	4.46	4.37	*
D) Recruit students from new geographic markets	3.70	3.49	***
E) Increase the diversity of racial and ethnic groups represented among the student body	3.71	3.53	**
F) Develop new academic programs	4.19	3.92	***
G) Improve the quality of existing academic programs	4.68	4.47	***
H) Improve the appearance of campus buildings and grounds	3.87	3.82	NS
I) Improve employee morale	4.67	4.52	***

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Arizona Western College Count	Arizona Western College Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	56	17.5%	1,603	15.6%
B) Retain more of its current students to graduation	80	25.0%	3,492	34.0%
C) Improve the academic ability of entering student classes	17	5.3%	972	9.5%
D) Recruit students from new geographic markets	5	1.6%	77	0.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	2	0.6%	100	1.0%
F) Develop new academic programs	25	7.8%	556	5.4%
G) Improve the quality of existing academic programs	64	20.0%	1,574	15.3%
H) Improve the appearance of campus buildings and grounds	4	1.3%	158	1.5%
I) Improve employee morale	67	20.9%	1,751	17.0%
All responses	320	100.0%	10,283	100.0%

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<b>(Choose three goals that you believe should be this institution's top priorities) Second priority goal:</b>	<b>Arizona Western College Count</b>	<b>Arizona Western College Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
A) Increase the enrollment of new students	60	18.9%	1,668	16.3%
B) Retain more of its current students to graduation	75	23.7%	2,582	25.3%
C) Improve the academic ability of entering student classes	31	9.8%	1,260	12.3%
D) Recruit students from new geographic markets	5	1.6%	172	1.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	2	0.6%	224	2.2%
F) Develop new academic programs	35	11.0%	914	8.9%
G) Improve the quality of existing academic programs	76	24.0%	1,846	18.1%
H) Improve the appearance of campus buildings and grounds	6	1.9%	297	2.9%
I) Improve employee morale	27	8.5%	1,250	12.2%
All responses	317	100.0%	10,213	100.0%

<b>(Choose three goals that you believe should be this institution's top priorities) Third priority goal:</b>	<b>Arizona Western College Count</b>	<b>Arizona Western College Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
A) Increase the enrollment of new students	42	13.4%	1,270	12.8%
B) Retain more of its current students to graduation	75	24.0%	1,503	15.1%
C) Improve the academic ability of entering student classes	32	10.2%	1,170	11.8%
D) Recruit students from new geographic markets	8	2.6%	333	3.4%
E) Increase the diversity of racial and ethnic groups represented among the student body	7	2.2%	381	3.8%
F) Develop new academic programs	35	11.2%	1,266	12.7%
G) Improve the quality of existing academic programs	54	17.3%	1,756	17.7%
H) Improve the appearance of campus buildings and grounds	14	4.5%	566	5.7%
I) Improve employee morale	46	14.7%	1,692	17.0%
All responses	313	100.0%	9,937	100.0%

<b>TOTAL "VOTES" FOR EACH GOAL</b>	<b>Arizona Western College TOTAL</b>	<b>Arizona Western College PERCENT</b>	<b>Comparison group TOTAL</b>	<b>Comparison group PERCENT</b>
A) Increase the enrollment of new students	158	16.6%	4,541	14.9%
B) Retain more of its current students to graduation	230	24.2%	7,577	24.9%
C) Improve the academic ability of entering student classes	80	8.4%	3,402	11.2%
D) Recruit students from new geographic markets	18	1.9%	582	1.9%
E) Increase the diversity of racial and ethnic groups represented among the student body	11	1.2%	705	2.3%
F) Develop new academic programs	95	10.0%	2,736	9.0%
G) Improve the quality of existing academic programs	194	20.4%	5,176	17.0%
H) Improve the appearance of campus buildings and grounds	24	2.5%	1,021	3.4%
I) Improve employee morale	140	14.7%	4,693	15.4%
All responses	950	100.0%	30,433	100.0%

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**Section 3: Involvement in planning and decision-making**

<b>RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")</b>	<b>Arizona Western College Mean</b>	<b>Comparison group Mean</b>	<b>Sign diff</b>
How involved are: Faculty	2.87	2.56	***
How involved are: Staff	2.39	2.29	NS
How involved are: Deans or directors of administrative units	3.30	3.29	NS
How involved are: Deans or chairs of academic units	3.24	3.22	NS
How involved are: Senior administrators (VP, Provost level or above)	3.85	3.69	**
How involved are: Students	2.25	2.29	NS
How involved are: Trustees	3.04	3.23	***
How involved are: Alumni	2.46	2.47	NS

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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")	Arizona Western College			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	4.59	3.31	1.27	4.45	3.33	1.13	***	NS
I learn about important campus events in a timely manner	4.25	3.58	0.68	4.18	3.55	0.63	NS	NS
I am empowered to resolve problems quickly	4.55	3.37	1.18	4.38	3.40	0.99	***	NS
I am comfortable answering student questions about institutional policies and procedures	4.35	3.66	0.68	4.17	3.54	0.64	***	*
I have the information I need to do my job well	4.71	3.76	0.95	4.61	3.66	0.94	**	NS
My job responsibilities are communicated clearly to me	4.68	3.84	0.84	4.57	3.73	0.84	***	NS
My supervisor pays attention to what I have to say	4.68	4.09	0.59	4.57	3.89	0.68	**	**
My supervisor helps me improve my job performance	4.58	3.94	0.64	4.41	3.74	0.66	***	**
My department or work unit has written, up-to-date objectives	4.44	3.81	0.63	4.17	3.58	0.59	***	***
My department meets as a team to plan and coordinate work	4.54	3.89	0.65	4.27	3.62	0.64	***	***
My department has the budget needed to do its job well	4.63	3.19	1.45	4.48	3.11	1.37	***	NS
My department has the staff needed to do its job well	4.68	3.14	1.54	4.53	3.10	1.43	***	NS
I am paid fairly for the work I do	4.69	3.13	1.56	4.54	3.19	1.35	***	NS
The employee benefits available to me are valuable	4.66	3.78	0.88	4.57	3.81	0.76	*	NS
I have adequate opportunities for advancement	4.40	3.09	1.32	4.16	3.09	1.07	***	NS
I have adequate opportunities for training to improve my skills	4.49	3.34	1.16	4.36	3.43	0.93	***	NS
I have adequate opportunities for professional development	4.46	3.39	1.07	4.32	3.44	0.87	***	NS
The type of work I do on most days is personally rewarding	4.65	4.25	0.39	4.53	4.09	0.44	**	**
The work I do is appreciated by my supervisor	4.59	4.04	0.55	4.40	3.88	0.52	***	*
The work I do is valuable to the institution	4.69	4.08	0.61	4.53	3.96	0.58	***	*
I am proud to work at this institution	4.70	4.14	0.56	4.54	4.13	0.42	***	NS

Overall satisfaction	Arizona Western College Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	3.87	3.90	NS

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**Section 5: Demographics**

<i>How long have you worked at this institution?</i>	Arizona Western College Count	Arizona Western College Percent	Comparison group Count	Comparison group Percent
Less than 1 year	20	6.3%	921	8.4%
1 to 5 years	103	32.7%	3,487	31.6%
6 to 10 years	101	32.1%	2,506	22.7%
11 to 20 years	67	21.3%	2,686	24.4%
More than 20 years	24	7.6%	1,426	12.9%
All responses	315	100.0%	11,026	100.0%

<i>Is your position:</i>	Arizona Western College Count	Arizona Western College Percent	Comparison group Count	Comparison group Percent
Faculty	113	36.5%	4,445	43.4%
Staff	152	49.0%	4,525	44.2%
Administrator	45	14.5%	1,278	12.5%
All responses	310	100.0%	10,248	100.0%

<i>Is your position:</i>	Arizona Western College Count	Arizona Western College Percent	Comparison group Count	Comparison group Percent
Full-time	235	75.3%	5,009	82.3%
Part-time	77	24.7%	1,077	17.7%
All responses	312	100.0%	6,086	100.0%