

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important") | Mean | Standard Deviation | Valid Respondents |
|--|-------------|---------------------------|--------------------------|
| IMP: This institution promotes excellent employee-student relationships | 4.55 | 0.65 | 678 |
| IMP: This institution treats students as its top priority | 4.65 | 0.63 | 677 |
| IMP: This institution does a good job of meeting the needs of students | 4.63 | 0.63 | 663 |
| IMP: The mission, purpose, and values of this institution are well understood by most employees | 4.23 | 0.80 | 651 |
| IMP: Most employees are generally supportive of the mission, purpose, and values of this institution | 4.28 | 0.75 | 646 |
| IMP: The goals and objectives of this institution are consistent with its mission and values | 4.32 | 0.73 | 621 |
| IMP: This institution involves its employees in planning for the future | 4.38 | 0.77 | 653 |
| IMP: This institution plans carefully | 4.44 | 0.72 | 632 |
| IMP: The leadership of this institution has a clear sense of purpose | 4.59 | 0.66 | 631 |
| IMP: This institution does a good job of meeting the needs of its faculty | 4.48 | 0.70 | 606 |
| IMP: This institution does a good job of meeting the needs of staff | 4.34 | 0.75 | 606 |
| IMP: This institution does a good job of meeting the needs of administrators | 3.99 | 0.97 | 549 |
| IMP: This institution makes sufficient budgetary resources available to achieve important objectives | 4.51 | 0.65 | 607 |
| IMP: This institution makes sufficient staff resources available to achieve important objectives | 4.36 | 0.74 | 605 |
| IMP: There are effective lines of communication between departments | 4.29 | 0.80 | 618 |
| IMP: Administrators share information regularly with faculty and staff | 4.35 | 0.76 | 626 |
| IMP: There is good communication between the faculty and the administration at this institution | 4.43 | 0.71 | 597 |
| IMP: There is good communication between staff and the administration at this institution | 4.29 | 0.78 | 570 |
| IMP: Faculty take pride in their work | 4.63 | 0.58 | 580 |
| IMP: Staff take pride in their work | 4.54 | 0.58 | 584 |
| IMP: Administrators take pride in their work | 4.48 | 0.68 | 539 |
| IMP: There is a spirit of teamwork and cooperation at this institution | 4.49 | 0.73 | 620 |
| IMP: The reputation of this institution continues to improve | 4.50 | 0.72 | 608 |
| IMP: This institution is well-respected in the community | 4.51 | 0.65 | 607 |
| IMP: Efforts to improve quality are paying off at this institution | 4.38 | 0.66 | 586 |
| IMP: Employee suggestions are used to improve our institution | 4.18 | 0.77 | 577 |
| IMP: This institution consistently follows clear processes for selecting new employees | 4.31 | 0.74 | 580 |
| IMP: This institution consistently follows clear processes for orienting and training new employees | 4.23 | 0.75 | 579 |
| IMP: This institution consistently follows clear processes for recognizing employee achievements | 4.10 | 0.81 | 588 |
| IMP: This institution has written procedures that clearly define who is responsible for each operation and service | 4.15 | 0.77 | 557 |
| IMP: The role of academic advising is clearly articulated and understood | 4.46 | 0.72 | 632 |
| IMP: Faculty and staff are familiar with student responses to the Student Satisfaction Inventory | 3.76 | 0.95 | 622 |
| IMP: This institution seeks input from faculty and staff about how to improve service to students | 4.32 | 0.78 | 656 |
| IMP: This institution implements strategic plans | 4.23 | 0.75 | 610 |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important") | Mean | Standard Deviation | Valid Respondents |
|--|-------------|---------------------------|--------------------------|
| IMP: The institution has a mechanism for evaluating progress towards meeting institutional goals | 4.17 | 0.77 | 585 |
| IMP: This institution has a method of receiving feedback from its employees about the quality of managerial leadership | 4.26 | 0.85 | 607 |
| IMP: This institution strives to recruit and retain a diverse workforce | 4.21 | 0.89 | 592 |
| IMP: This institution strives to create a respectful work environment free of discrimination | 4.55 | 0.66 | 599 |
| IMP: Policies and procedures are clearly written and understood | 4.26 | 0.66 | 575 |
| IMP: Changes in institutional policies are based on input from all affected units | 4.30 | 0.71 | 551 |
| IMP: The institution does a good job evaluating its physical and technological resources and implements these items into | 4.24 | 0.70 | 525 |
| IMP: The institution has adopted policies regarding computing reliability, integrity, and security of data | 4.33 | 0.76 | 537 |
| IMP: Facilities are inviting, clean, and comfortable | 4.41 | 0.67 | 617 |
| IMP: This institution provides resources for research/creative activity | 4.37 | 0.72 | 540 |
| IMP: Teaching load responsibilities are consistent with institutional expectations for research/creative activity | 4.41 | 0.74 | 493 |
| IMP: Faculty are familiar with intended student learning outcomes | 4.28 | 0.77 | 509 |
| | | | |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: SATISFACTION (1 = "Not satisfied at all / 5 = "Very satisfied") | Mean | Standard Deviation | Valid Respondents |
|--|-------------|---------------------------|--------------------------|
| SAT: This institution promotes excellent employee-student relationships | 3.13 | 0.99 | 668 |
| SAT: This institution treats students as its top priority | 3.00 | 1.02 | 663 |
| SAT: This institution does a good job of meeting the needs of students | 2.95 | 0.92 | 650 |
| SAT: The mission, purpose, and values of this institution are well understood by most employees | 2.89 | 1.07 | 641 |
| SAT: Most employees are generally supportive of the mission, purpose, and values of this institution | 3.14 | 1.00 | 635 |
| SAT: The goals and objectives of this institution are consistent with its mission and values | 2.96 | 1.02 | 605 |
| SAT: This institution involves its employees in planning for the future | 2.49 | 1.13 | 634 |
| SAT: This institution plans carefully | 2.50 | 1.06 | 617 |
| SAT: The leadership of this institution has a clear sense of purpose | 2.56 | 1.25 | 613 |
| SAT: This institution does a good job of meeting the needs of its faculty | 2.70 | 1.10 | 581 |
| SAT: This institution does a good job of meeting the needs of staff | 2.75 | 1.08 | 567 |
| SAT: This institution does a good job of meeting the needs of administrators | 3.22 | 1.12 | 493 |
| SAT: This institution makes sufficient budgetary resources available to achieve important objectives | 2.63 | 1.09 | 587 |
| SAT: This institution makes sufficient staff resources available to achieve important objectives | 2.64 | 1.07 | 580 |
| SAT: There are effective lines of communication between departments | 2.54 | 1.05 | 606 |
| SAT: Administrators share information regularly with faculty and staff | 2.58 | 1.10 | 610 |
| SAT: There is good communication between the faculty and the administration at this institution | 2.47 | 1.06 | 580 |
| SAT: There is good communication between staff and the administration at this institution | 2.65 | 1.07 | 534 |
| SAT: Faculty take pride in their work | 3.67 | 0.94 | 567 |
| SAT: Staff take pride in their work | 3.49 | 0.97 | 560 |
| SAT: Administrators take pride in their work | 3.22 | 1.05 | 502 |
| SAT: There is a spirit of teamwork and cooperation at this institution | 2.36 | 1.09 | 616 |
| SAT: The reputation of this institution continues to improve | 2.54 | 1.18 | 597 |
| SAT: This institution is well-respected in the community | 2.80 | 1.07 | 594 |
| SAT: Efforts to improve quality are paying off at this institution | 2.72 | 1.05 | 571 |
| SAT: Employee suggestions are used to improve our institution | 2.46 | 1.04 | 559 |
| SAT: This institution consistently follows clear processes for selecting new employees | 3.07 | 1.18 | 564 |
| SAT: This institution consistently follows clear processes for orienting and training new employees | 3.01 | 1.07 | 560 |
| SAT: This institution consistently follows clear processes for recognizing employee achievements | 2.85 | 1.12 | 570 |
| SAT: This institution has written procedures that clearly define who is responsible for each operation and service | 2.78 | 1.07 | 531 |
| SAT: The role of academic advising is clearly articulated and understood | 2.69 | 1.09 | 615 |
| SAT: Faculty and staff are familiar with student responses to the Student Satisfaction Inventory | 2.84 | 1.04 | 593 |
| SAT: This institution seeks input from faculty and staff about how to improve service to students | 2.50 | 1.11 | 639 |
| SAT: This institution implements strategic plans | 2.70 | 1.06 | 592 |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: SATISFACTION (1 = "Not satisfied at all / 5 = "Very satisfied") | Mean | Standard Deviation | Valid Respondents |
|--|-------------|---------------------------|--------------------------|
| SAT: The institution has a mechanism for evaluating progress towards meeting institutional goals | 2.66 | 1.02 | 558 |
| SAT: This institution has a method of receiving feedback from its employees about the quality of managerial leadership | 2.16 | 1.13 | 588 |
| SAT: This institution strives to recruit and retain a diverse workforce | 3.17 | 1.17 | 573 |
| SAT: This institution strives to create a respectful work environment free of discrimination | 3.11 | 1.21 | 590 |
| SAT: Policies and procedures are clearly written and understood | 2.91 | 1.02 | 561 |
| SAT: Changes in institutional policies are based on input from all affected units | 2.41 | 1.00 | 528 |
| SAT: The institution does a good job evaluating its physical and technological resources and implements these items into | 2.96 | 1.05 | 494 |
| SAT: The institution has adopted policies regarding computing reliability, integrity, and security of data | 3.63 | 0.96 | 514 |
| SAT: Facilities are inviting, clean, and comfortable | 3.00 | 1.22 | 616 |
| SAT: This institution provides resources for research/creative activity | 2.90 | 1.13 | 519 |
| SAT: Teaching load responsibilities are consistent with institutional expectations for research/creative activity | 2.49 | 1.24 | 468 |
| SAT: Faculty are familiar with intended student learning outcomes | 3.20 | 1.00 | 482 |
| | | | |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important") | Mean | Standard Deviation | Valid Respondents |
|--|-------------|---------------------------|--------------------------|
| IMP: A) Increase the enrollment of new students | 3.24 | 1.20 | 638 |
| IMP: B) Retain more of its current students to graduation | 4.59 | 0.69 | 641 |
| IMP: D) Improve the academic ability of entering student classes | 4.14 | 0.90 | 630 |
| IMP: F) Recruit students from new geographic markets | 3.11 | 1.16 | 623 |
| IMP: G) Increase the diversity of the student body | 3.69 | 1.15 | 632 |
| IMP: H) Develop new academic programs | 3.50 | 0.98 | 632 |
| IMP: I) Improve the quality of existing academic programs | 4.42 | 0.70 | 633 |
| IMP: K) Improve the appearance of campus buildings and grounds | 3.92 | 0.91 | 637 |
| IMP: M) Improve employee morale | 4.56 | 0.71 | 640 |
| IMP: C) Increase the graduation rate | 4.55 | 0.71 | 642 |
| IMP: E) Improve the quality of graduate education | 4.10 | 0.89 | 620 |
| IMP: J) Improve the quality of social and recreational programs | 3.71 | 0.99 | 624 |
| IMP: L) Improve security measures to ensure campus-wide safety | 4.17 | 0.94 | 640 |
| IMP: N) Reduce dependence on part-time instructional faculty | 3.74 | 1.26 | 608 |
| | | | |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| (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 | 16 | 3% | |
| B) Retain more of its current students to graduation | 103 | 19% | |
| C) Increase the graduation rate | 63 | 12% | |
| D) Improve the academic ability of entering student classes | 40 | 7% | |
| E) Improve the quality of graduate education | 6 | 1% | |
| F) Recruit students from new geographic markets | 4 | 1% | |
| G) Increase the diversity of the student body | 26 | 5% | |
| H) Develop new academic programs | 6 | 1% | |
| I) Improve the quality of existing academic programs | 58 | 11% | |
| J) Improve the quality of social and recreational programs | 5 | 1% | |
| K) Improve the appearance of campus buildings and grounds | 9 | 2% | |
| L) Improve security measures to ensure campus-wide safety | 18 | 3% | |
| M) Improve employee morale | 88 | 16% | |
| N) Reduce dependence on part-time instructional faculty | 18 | 3% | |
| Other | 75 | 14% | |
| All responses | 535 | 100% | |
| | | | |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| (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 | 8 | 2% |
| B) Retain more of its current students to graduation | 80 | 15% |
| C) Increase the graduation rate | 75 | 14% |
| D) Improve the academic ability of entering student classes | 43 | 8% |
| E) Improve the quality of graduate education | 16 | 3% |
| F) Recruit students from new geographic markets | 5 | 1% |
| G) Increase the diversity of the student body | 28 | 5% |
| H) Develop new academic programs | 18 | 3% |
| I) Improve the quality of existing academic programs | 61 | 12% |
| J) Improve the quality of social and recreational programs | 13 | 2% |
| K) Improve the appearance of campus buildings and grounds | 21 | 4% |
| L) Improve security measures to ensure campus-wide safety | 27 | 5% |
| M) Improve employee morale | 49 | 9% |
| N) Reduce dependence on part-time instructional faculty | 19 | 4% |
| Other | 67 | 13% |
| All responses | 530 | 100% |
| (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 | 14 | 3% |
| B) Retain more of its current students to graduation | 46 | 9% |
| C) Increase the graduation rate | 51 | 10% |
| D) Improve the academic ability of entering student classes | 27 | 5% |
| E) Improve the quality of graduate education | 12 | 2% |
| F) Recruit students from new geographic markets | 4 | 1% |
| G) Increase the diversity of the student body | 22 | 4% |
| H) Develop new academic programs | 22 | 4% |
| I) Improve the quality of existing academic programs | 61 | 12% |
| J) Improve the quality of social and recreational programs | 21 | 4% |
| K) Improve the appearance of campus buildings and grounds | 36 | 7% |
| L) Improve security measures to ensure campus-wide safety | 20 | 4% |
| M) Improve employee morale | 71 | 14% |
| N) Reduce dependence on part-time instructional faculty | 34 | 7% |
| Other | 76 | 15% |
| All responses | 517 | 100% |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement") | Mean | Standard Deviation | Valid Respondents |
|---|-------------|---------------------------|--------------------------|
| How involved are: Senior administrators (VP, Provost level or above) | 3.94 | 0.95 | 543 |
| How involved are: Students | 2.08 | 0.88 | 546 |
| How involved are: Alumni | 2.46 | 0.99 | 492 |
| How involved are: Trustees | 3.47 | 1.06 | 491 |
| How involved are: Instructional faculty | 2.37 | 1.06 | 558 |
| How involved are: Administrative faculty | 3.20 | 1.15 | 547 |
| How involved are: Classified staff | 2.42 | 1.01 | 511 |
| How involved are: Academic deans | 3.18 | 0.87 | 528 |
| How involved are: Academic department chairs | 2.62 | 0.93 | 523 |
| How involved are: Program or unit directors | 2.58 | 0.89 | 481 |
| How involved are: The University Senate | 2.78 | 1.07 | 511 |
| | | | |

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Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important") | Mean | Standard Deviation | Valid Respondents |
|---|-------------|---------------------------|--------------------------|
| IMP: It is easy for me to get information at this institution | 4.35 | 0.70 | 578 |
| IMP: I learn about important campus events in a timely manner | 4.04 | 0.74 | 584 |
| IMP: I am empowered to resolve problems quickly | 4.28 | 0.68 | 560 |
| IMP: I am comfortable answering student questions about institutional policies and procedures | 4.06 | 0.83 | 548 |
| IMP: I have the information I need to do my job well | 4.56 | 0.57 | 579 |
| IMP: My job responsibilities are communicated clearly to me | 4.48 | 0.62 | 578 |
| IMP: My supervisor pays attention to what I have to say | 4.50 | 0.64 | 565 |
| IMP: My supervisor helps me improve my job performance | 4.30 | 0.80 | 550 |
| IMP: My department or work unit has written, up-to-date objectives | 4.04 | 0.83 | 541 |
| IMP: My department meets as a team to plan and coordinate work | 4.23 | 0.77 | 556 |
| IMP: My department has the budget needed to do its job well | 4.51 | 0.60 | 552 |
| IMP: My department has the staff needed to do its job well | 4.53 | 0.61 | 568 |
| IMP: I am paid fairly for the work I do | 4.48 | 0.65 | 588 |
| IMP: The employee benefits available to me are valuable | 4.62 | 0.60 | 578 |
| IMP: I have adequate opportunities for advancement | 4.22 | 0.84 | 563 |
| IMP: I have adequate opportunities for training to improve my skills | 4.26 | 0.77 | 559 |
| IMP: I have adequate opportunities for professional development | 4.28 | 0.74 | 561 |
| IMP: The type of work I do on most days is personally rewarding | 4.56 | 0.63 | 583 |
| IMP: The work I do is appreciated by my supervisor | 4.31 | 0.80 | 566 |
| IMP: The work I do is valuable to the institution | 4.51 | 0.61 | 584 |
| IMP: I am proud to work at this institution | 4.43 | 0.72 | 589 |
| IMP: My evaluations provide fair and timely feedback to me so I may improve my work performance | 4.30 | 0.77 | 542 |
| IMP: Academic integrity and professional ethics are important to my department | 4.59 | 0.66 | 563 |
| IMP: I feel safe on campus | 4.47 | 0.75 | 585 |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| RATE: SATISFACTION (1 = "Not satisfied at all / 5 = "Very satisfied") | Mean | Standard Deviation | Valid Respondents |
|---|-------------|---------------------------|--------------------------|
| SAT: It is easy for me to get information at this institution | 3.10 | 1.09 | 579 |
| SAT: I learn about important campus events in a timely manner | 3.35 | 0.99 | 586 |
| SAT: I am empowered to resolve problems quickly | 3.07 | 1.10 | 559 |
| SAT: I am comfortable answering student questions about institutional policies and procedures | 3.31 | 1.05 | 546 |
| SAT: I have the information I need to do my job well | 3.55 | 1.02 | 580 |
| SAT: My job responsibilities are communicated clearly to me | 3.60 | 1.08 | 578 |
| SAT: My supervisor pays attention to what I have to say | 3.87 | 1.23 | 567 |
| SAT: My supervisor helps me improve my job performance | 3.59 | 1.26 | 550 |
| SAT: My department or work unit has written, up-to-date objectives | 3.38 | 1.15 | 535 |
| SAT: My department meets as a team to plan and coordinate work | 3.64 | 1.16 | 551 |
| SAT: My department has the budget needed to do its job well | 2.67 | 1.21 | 549 |
| SAT: My department has the staff needed to do its job well | 2.81 | 1.27 | 567 |
| SAT: I am paid fairly for the work I do | 3.21 | 1.24 | 591 |
| SAT: The employee benefits available to me are valuable | 4.03 | 0.96 | 575 |
| SAT: I have adequate opportunities for advancement | 2.85 | 1.23 | 560 |
| SAT: I have adequate opportunities for training to improve my skills | 3.43 | 1.13 | 557 |
| SAT: I have adequate opportunities for professional development | 3.30 | 1.14 | 559 |
| SAT: The type of work I do on most days is personally rewarding | 3.99 | 1.05 | 582 |
| SAT: The work I do is appreciated by my supervisor | 3.85 | 1.19 | 567 |
| SAT: The work I do is valuable to the institution | 3.71 | 1.11 | 584 |
| SAT: I am proud to work at this institution | 3.64 | 1.18 | 591 |
| SAT: My evaluations provide fair and timely feedback to me so I may improve my work performance | 3.46 | 1.24 | 539 |
| SAT: Academic integrity and professional ethics are important to my department | 4.01 | 1.04 | 564 |
| SAT: I feel safe on campus | 3.94 | 0.92 | 591 |
| SAT: Rate your overall satisfaction with your employment here so far: | 3.63 | 0.95 | 626 |

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Central Connecticut State University, Fall 2007
(All Respondents)

| DEMOGRAPHICS | | |
|--|--------------|----------------|
| <i>How long have you worked at this institution?</i> | | |
| | Count | Percent |
| Less than 1 year | 43 | 7% |
| 1 to 5 years | 154 | 25% |
| 6 to 10 years | 131 | 21% |
| 11 to 20 years | 172 | 28% |
| More than 20 years | 124 | 20% |
| All responses | 624 | 100% |
| <i>Is your position:</i> | | |
| | Count | Percent |
| Part-time AAUP instructional faculty | 61 | 10% |
| Full-time AAUP instructional faculty | 240 | 39% |
| SUOAF-AFSCME administrative faculty | 140 | 23% |
| Management/confidential staff | 29 | 5% |
| Classified staff | 89 | 14% |
| University Assistant or other part-time staff | 32 | 5% |
| Other | 26 | 4% |
| All responses | 617 | 100% |
| <i>Which of the following best describes you:</i> | | |
| | Count | Percent |
| Black/African American | 29 | 5% |
| Asian/Pacific Islander | 18 | 3% |
| White | 492 | 84% |
| Hispanic/Latino | 39 | 7% |
| Native American/Alaskan Native | 5 | 1% |
| All responses | 583 | 100% |
| <i>Your gender is:</i> | | |
| | Count | Percent |
| Male | 257 | 43% |
| Female | 342 | 57% |
| All responses | 599 | 100% |