

CCSU College Employee Satisfaction Survey Means Comparison 2007 and 2008 (ALL EMPLOYEES)

CESS Item (2008 items listed only)	Mean		Sig.	Effect Size
	2007	2008		
Importance scale (5=very important, 4=important, 3=somewhat important, 2=not very important, 1=not important at all)				
Satisfaction scale (5=very satisfied, 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
Rate Importance				
(5=very important, 4=important, 3=somewhat important, 2=not very important, 1=not important at all)				
IMP: This institution promotes excellent employee-student relationships	4.55	4.47		
IMP: This institution treats students as its top priority	4.65	4.64		
IMP: This institution does a good job of meeting the needs of students	4.63	4.65		
IMP: The role of academic advising is clearly articulated and understood -	4.46	4.46		
IMP: The mission, purpose, and values of this institution are well understood by the campus community -	4.23	4.13	*	-0.12
IMP: Most employees are generally supportive of the mission, purpose, and values of this institution -	4.28	4.21		
IMP: The goals and objectives of this institution are consistent with its mission and values	4.32	4.26		
IMP: This institution involves its employees in planning for the future	4.38	4.30		
IMP: This institution plans carefully	4.44	4.46		
IMP: The leadership of this institution has a clear sense of purpose	4.59	4.51	*	-0.13
IMP: This institution does a good job of meeting the needs of its faculty	4.48	4.39		
IMP: This institution does a good job of meeting the needs of staff	4.34	4.32		
IMP: This institution does a good job of meeting the needs of administrators	3.99	3.97		
IMP: This institution makes sufficient budgetary resources available to achieve important objectives	4.51	4.43		
IMP: This institution makes sufficient staff resources available to achieve important objectives	4.36	4.33		
IMP: There are effective lines of communication between departments	4.29	4.23		
IMP: Administrators share information regularly with faculty and staff	4.35	4.35		
IMP: There is good communication between the faculty and the administration at this institution	4.43	4.40		
IMP: There is good communication between staff and the administration at this institution	4.29	4.26		
IMP: Faculty take pride in their work	4.63	4.61		
IMP: Staff take pride in their work	4.54	4.46	*	-0.14
IMP: Administrators take pride in their work	4.48	4.42		
IMP: There is a spirit of teamwork and cooperation at this institution	4.49	4.45		
IMP: The reputation of this institution continues to improve	4.50	4.45		
IMP: This institution is well-respected in the community	4.51	4.46		

* significant at $p < 0.05$, ** significant at $p < 0.01$, *** significant at $p < 0.001$

Effect size is the difference in the means divided by the est. standard deviation of the population.

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Satisfaction scale (5=very satisfied, 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
IMP: Efforts to improve quality are paying off at this institution	4.38	4.35		
IMP: Employee suggestions are used to improve our institution	4.18	4.15		
IMP: This institution consistently follows clear processes for selecting new employees	4.31	4.30		
IMP: This institution consistently follows clear processes for orienting and training new employees	4.23	4.22		
IMP: This institution consistently follows clear processes for recognizing employee achievements	4.10	4.16		
IMP: This institution has written procedures that clearly define who is responsible for each operation and service	4.15	4.12		
IMP: The institution does a good job evaluating its physical and technological resources and implements these items into the institutions master plan -	4.24	4.22		
IMP: The institution has adopted policies regarding computing reliability, integrity, and security of data -	4.33	4.37		
IMP: Academic Affairs and Student Affairs collaborate effectively and form partnerships to promote student learning -	--	4.26		
Rate Satisfaction				
(5=very satisfied 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
SAT: This institution promotes excellent employee-student relationships	3.13	3.40	***	0.27
SAT: This institution treats students as its top priority	3.00	3.38	***	0.38
SAT: This institution does a good job of meeting the needs of students	2.95	3.29	***	0.37
SAT: The role of academic advising is clearly articulated and understood -	2.69	2.86	**	0.16
SAT: The mission, purpose, and values of this institution are well understood by the campus community -	2.89	3.24	***	0.34
SAT: Most employees are generally supportive of the mission, purpose, and values of this institution -	3.14	3.34	***	0.21
SAT: The goals and objectives of this institution are consistent with its mission and values	2.96	3.40	***	0.45
SAT: This institution involves its employees in planning for the future	2.49	2.95	***	0.41
SAT: This institution plans carefully	2.50	2.95	***	0.43
SAT: The leadership of this institution has a clear sense of purpose	2.56	3.10	***	0.46
SAT: This institution does a good job of meeting the needs of its faculty	2.70	3.08	***	0.36
SAT: This institution does a good job of meeting the needs of staff	2.75	3.14	***	0.37
SAT: This institution does a good job of meeting the needs of administrators	3.22	3.53	***	0.29
SAT: This institution makes sufficient budgetary resources available to achieve important objectives	2.63	2.98	***	0.33
SAT: This institution makes sufficient staff resources available to achieve important objectives	2.64	2.90	***	0.25
SAT: There are effective lines of communication between departments	2.54	2.84	***	0.29

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Satisfaction scale (5=very satisfied, 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
SAT: Administrators share information regularly with faculty and staff	2.58	3.11	***	0.50
SAT: There is good communication between the faculty and the administration at this institution	2.47	2.99	***	0.51
SAT: There is good communication between staff and the administration at this institution	2.65	3.05	***	0.39
SAT: Faculty take pride in their work	3.67	3.75		
SAT: Staff take pride in their work	3.49	3.62	*	0.14
SAT: Administrators take pride in their work	3.22	3.53	***	0.30
SAT: There is a spirit of teamwork and cooperation at this institution	2.36	2.80	***	0.40
SAT: The reputation of this institution continues to improve	2.54	3.27	***	0.66
SAT: This institution is well-respected in the community	2.80	3.36	***	0.53
SAT: Efforts to improve quality are paying off at this institution	2.72	3.24	***	0.52
SAT: Employee suggestions are used to improve our institution	2.46	2.84	***	0.37
SAT: This institution consistently follows clear processes for selecting new employees	3.07	3.34	***	0.24
SAT: This institution consistently follows clear processes for orienting and training new employees	3.01	3.21	**	0.19
SAT: This institution consistently follows clear processes for recognizing employee achievements	2.85	3.18	***	0.29
SAT: This institution has written procedures that clearly define who is responsible for each operation and service	2.78	3.02	***	0.24
SAT: The institution does a good job evaluating its physical and technological resources and implements these items into the institutions master plan -	2.96	3.16	**	0.19
SAT: The institution has adopted policies regarding computing reliability, integrity, and security of data -	3.63	3.72		
SAT: Academic Affairs and Student Affairs collaborate effectively and form partnerships to promote student learning -	--	3.25		
Rate Importance (the 2007 list contained 14 items; only 9 items from 2008 are listed here)				
(5=very important, 4=important, 3=somewhat important, 2=not very important, 1=not important at all)				
IMP: A) Increase the enrollment of new students - Rate Importance	3.24	3.40	*	0.14
IMP: B) Retain more of its current students to graduation - Rate Importance	4.59	4.62		
IMP: C) Improve the academic ability of entering student classes - Rate Importance	4.14	4.21		
IMP: D) Recruit students from new geographic markets - Rate Importance	3.11	3.16		
IMP: E) Increase the diversity of the student body - Rate Importance	3.69	3.69		
IMP: F) Develop new academic programs - Rate Importance	3.50	3.58		
IMP: G) Improve the quality of existing academic programs - Rate Importance	4.42	4.54	**	0.18

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IMP: H) Improve the appearance of campus buildings and grounds - Rate Importance	3.92	3.84		
IMP: I) Improve employee morale - Rate Importance	4.56	4.44	**	-0.16
Rate Involvement (5=too much involvement, 4=more than enough involvement, 3=just the right involvement, 2=not quite enough involvement, 1=not enough involvement)				
How involved are: Instructional faculty	2.37	2.50	*	0.13
How involved are: Administrative faculty	3.20	3.02	**	-0.17
How involved are: Classified staff	2.42	2.48		
How involved are: Senior administrators (VP, Provost level or above)	3.94	3.66	***	-0.30
How involved are: Academic deans	3.18	3.11		
How involved are: Academic department chairs	2.62	2.70		
How involved are: Program or unit directors	2.58	2.63		
How involved are: The University Senate	2.78	2.98	**	0.19
How involved are: Students	2.08	2.16		
How involved are: Alumni	2.46	2.41		
How involved are: Trustees	3.47	3.48		
Rate Importance (5=very important, 4=important, 3=somewhat important, 2=not very important, 1=not important at all)				
IMP: It is easy for me to get information at this institution	4.35	4.43	*	0.13
IMP: I learn about important campus events in a timely manner	4.04	4.10		
IMP: I am empowered to resolve problems quickly	4.28	4.32		
IMP: I am comfortable answering student questions about institutional policies and procedures	4.06	4.09		
IMP: I have the information I need to do my job well	4.56	4.57		
IMP: My job responsibilities are communicated clearly to me	4.48	4.51		
IMP: My supervisor pays attention to what I have to say	4.50	4.52		
IMP: My supervisor helps me improve my job performance	4.30	4.26		
IMP: My department or work unit has up-to-date written objectives	4.04	4.04		
IMP: My department meets as a team to plan and coordinate work	4.23	4.31		
IMP: My department has the budget needed to do its job well	4.51	4.52		

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IMP: My department has the staff needed to do its job well	4.53	4.59		
IMP: I am paid fairly for the work I do	4.48	4.54		
IMP: The employee benefits available to me are valuable	4.62	4.63		
IMP: I have adequate opportunities for advancement	4.22	4.27		
IMP: I have adequate opportunities for training to improve my skills	4.26	4.28		
IMP: I have adequate opportunities for professional development	4.28	4.33		
IMP: The type of work I do on most days is personally rewarding	4.56	4.58		
IMP: The work I do is appreciated by my supervisor	4.31	4.28		
IMP: The work I do is valuable to the institution	4.51	4.48		
IMP: I am proud to work at this institution	4.43	4.47		
Rate Satisfaction				
(5=very satisfied 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
SAT: It is easy for me to get information at this institution	3.10	3.32	***	0.21
SAT: I learn about important campus events in a timely manner	3.35	3.74	***	0.39
SAT: I am empowered to resolve problems quickly	3.07	3.29	***	0.21
SAT: I am comfortable answering student questions about institutional policies and procedures	3.31	3.45	*	0.14
SAT: I have the information I need to do my job well	3.55	3.58		
SAT: My job responsibilities are communicated clearly to me	3.60	3.67		
SAT: My supervisor pays attention to what I have to say	3.87	3.90		
SAT: My supervisor helps me improve my job performance	3.59	3.66		
SAT: My department or work unit has up-to-date written objectives	3.38	3.41		
SAT: My department meets as a team to plan and coordinate work	3.64	3.52		

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Satisfaction scale (5=very satisfied, 4=satisfied, 3=somewhat satisfied, 2=not very satisfied, 1=not satisfied at all)				
SAT: My department has the budget needed to do its job well	2.67	2.83	*	0.13
SAT: My department has the staff needed to do its job well	2.81	2.84		
SAT: I am paid fairly for the work I do	3.21	3.38	*	0.13
SAT: The employee benefits available to me are valuable	4.03	4.02		
SAT: I have adequate opportunities for advancement	2.85	3.00	*	0.12
SAT: I have adequate opportunities for training to improve my skills	3.43	3.47		
SAT: I have adequate opportunities for professional development	3.30	3.36		
SAT: The type of work I do on most days is personally rewarding	3.99	4.07		
SAT: The work I do is appreciated by my supervisor	3.85	3.89		
SAT: The work I do is valuable to the institution	3.71	3.91	**	0.20
SAT: I am proud to work at this institution	3.64	3.98	***	0.31
SAT: Rate your overall satisfaction with your employment here so far:	3.63	3.84	***	0.22

Demographics

	2007	2008
<i>How long have you worked at this institution?</i>	n=624	n=514
Less than 1 year	7%	10%
1 to 5 years	25%	28%
6 to 10 years	21%	21%
11 to 20 years	28%	24%
More than 20 years	20%	17%
<i>Is your position:</i>	n=617	n=513
Part-time AAUP instructional faculty	10%	14%
Full-time AAUP instructional faculty	39%	32%
SUOAF-AFSCME administrative faculty	23%	24%
Management/confidential staff	5%	7%
Classified staff	14%	14%
University Assistant or other part-time staff	5%	5%
Other	4%	4%
<i>Which of the following best describes you?</i>	n=583	n=491
Black/African American	5%	6%
Asian/Pacific Islander	3%	3%
White	84%	84%
Hispanic/Latino	7%	7%
Native American/Alaskan Native	1%	0%
<i>Your gender is:</i>	n=599	n=499
Male	43%	45%
Female	57%	55%

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