

CCSU College Employee Satisfaction Survey, 2010 - 2016

| Section 1: Campus Culture and Policies | | | | | | | | |
|---|------|------|------|------|---|-------|-------|-------|
| RATE AGREEMENT (1 = "Completely disagree" / 5 = "Completely agree") | Mean | | | | Change Over Time - 2016 compared to: | | | |
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 |
| This institution promotes excellent employee-student relationships | 3.86 | 3.89 | 3.79 | 3.99 | 0.59 | 0.13 | 0.10 | 0.20 |
| This institution treats students as its top priority | 3.77 | 3.84 | 3.74 | 3.95 | 0.57 | 0.17 | 0.10 | 0.20 |
| This institution does a good job of meeting the needs of students | 3.64 | 3.74 | 3.67 | 3.81 | 0.52 | 0.17 | 0.07 | 0.14 |
| The role of academic advising is clearly articulated and understood | 3.21 | 3.33 | 3.23 | 3.38 | 0.52 | 0.17 | 0.05 | 0.16 |
| The mission, purpose, and values of this institution are well understood by the campus community | 3.58 | 3.63 | 3.57 | 3.64 | 0.40 | 0.07 | 0.01 | 0.08 |
| Most employees are generally supportive of the mission, purpose, and values of this institution | 3.92 | 3.88 | 3.81 | 3.96 | 0.62 | 0.04 | 0.08 | 0.15 |
| The goals and objectives of this institution are consistent with its mission and values | 3.80 | 3.81 | 3.71 | 3.82 | 0.42 | 0.02 | 0.01 | 0.11 |
| This institution involves its employees in planning for the future | 3.37 | 3.20 | 3.14 | 3.20 | 0.25 | -0.17 | 0.00 | 0.06 |
| This institution plans carefully | 3.31 | 3.30 | 3.23 | 3.25 | 0.30 | -0.05 | -0.05 | 0.03 |
| The leadership of this institution has a clear sense of purpose | 3.58 | 3.44 | 3.36 | 3.37 | 0.27 | -0.22 | -0.08 | 0.00 |
| This institution does a good job of meeting the needs of its faculty | 3.31 | 3.30 | 3.26 | 3.24 | 0.16 | -0.07 | -0.06 | -0.02 |
| This institution does a good job of meeting the needs of staff | 3.29 | 3.25 | 3.19 | 3.26 | 0.12 | -0.03 | 0.01 | 0.07 |
| This institution does a good job of meeting the needs of administrators | 3.75 | 3.76 | 3.76 | 3.76 | 0.23 | 0.01 | -0.01 | 0.00 |
| This institution makes sufficient budgetary resources available to achieve important objectives | 3.17 | 3.14 | 3.01 | 3.00 | 0.02 | -0.17 | -0.13 | -0.01 |
| This institution makes sufficient staff resources available to achieve important objectives | 3.07 | 3.16 | 2.99 | 2.94 | 0.04 | -0.13 | -0.22 | -0.06 |
| There are effective lines of communication between departments | 2.96 | 3.08 | 2.99 | 2.91 | 0.07 | -0.05 | -0.17 | -0.08 |
| Administrators share information regularly with faculty and staff | 3.28 | 3.27 | 3.19 | 3.08 | -0.03 | -0.20 | -0.19 | -0.11 |
| There is good communication between the faculty and the administration at this institution | 3.16 | 3.11 | 3.05 | 3.08 | 0.09 | -0.08 | -0.03 | 0.03 |
| There is good communication between staff and the administration at this institution | 3.23 | 3.25 | 3.16 | 3.13 | 0.08 | -0.10 | -0.12 | -0.03 |
| Faculty take pride in their work | 4.16 | 4.14 | 4.05 | 4.17 | 0.42 | 0.01 | 0.03 | 0.12 |
| Staff take pride in their work | 4.13 | 4.10 | 4.04 | 4.16 | 0.54 | 0.03 | 0.06 | 0.12 |
| Administrators take pride in their work | 4.00 | 3.95 | 3.90 | 3.95 | 0.42 | -0.05 | 0.00 | 0.05 |
| There is a spirit of teamwork and cooperation at this institution | 3.35 | 3.22 | 3.10 | 3.24 | 0.44 | -0.12 | 0.01 | 0.13 |
| The reputation of this institution continues to improve | 3.91 | 3.75 | 3.61 | 3.67 | 0.40 | -0.24 | -0.08 | 0.06 |
| This institution is well-respected in the community | 3.85 | 3.84 | 3.76 | 3.82 | 0.46 | -0.04 | -0.02 | 0.06 |
| Efforts to improve quality are paying off at this institution | 3.75 | 3.69 | 3.59 | 3.60 | 0.36 | -0.15 | -0.08 | 0.02 |
| Employee suggestions are used to improve our institution | 3.16 | 3.09 | 2.97 | 2.94 | 0.10 | -0.22 | -0.15 | -0.02 |
| This institution consistently follows clear processes for selecting new employees | 3.47 | 3.47 | 3.28 | 3.48 | 0.14 | 0.01 | 0.01 | 0.20 |
| This institution consistently follows clear processes for orienting and training new employees | 3.36 | 3.42 | 3.33 | 3.50 | 0.29 | 0.15 | 0.09 | 0.17 |
| This institution consistently follows clear processes for recognizing employee achievements | 3.53 | 3.46 | 3.35 | 3.34 | 0.16 | -0.19 | -0.11 | -0.01 |
| This institution has written procedures that clearly define who is responsible for each operation and service | N/A | 3.35 | 3.21 | 3.28 | 0.26 | N/A | -0.07 | 0.07 |
| The institution does a good job evaluating its physical and technological resources and implements these items into the institution's master plan | 3.43 | 3.57 | 3.43 | 3.46 | 0.30 | 0.04 | -0.10 | 0.03 |
| The institution has adopted policies regarding computing reliability, integrity, and security of data | 3.98 | 3.94 | 3.92 | 4.04 | 0.32 | 0.06 | 0.10 | 0.12 |
| Academic Affairs and Student Affairs collaborate effectively and form partnerships to promote student learning | 3.57 | 3.54 | 3.51 | 3.52 | 0.27 | -0.05 | -0.02 | 0.01 |

CCSU College Employee Satisfaction Survey, 2010 - 2016

| Section 2: Work Environment | | | | | | | | |
|--|------|------|------|------|---|-------|-------|-------|
| RATE AGREEMENT (1 = "Completely disagree" / 5 = "Completely agree") | Mean | | | | Change Over Time - 2016 compared to: | | | |
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 |
| It is easy for me to get information at this institution | 3.55 | 3.61 | 3.53 | 3.57 | 0.25 | 0.02 | -0.04 | 0.04 |
| I learn about important campus events in a timely manner | 3.87 | 3.97 | 3.88 | 3.88 | 0.14 | 0.01 | -0.09 | 0.00 |
| I am empowered to resolve problems quickly | 3.51 | 3.55 | 3.45 | 3.46 | 0.17 | -0.04 | -0.08 | 0.01 |
| I am comfortable answering student questions about institutional policies and procedures | 3.69 | 3.75 | 3.69 | 3.77 | 0.32 | 0.08 | 0.02 | 0.08 |
| I have the information I need to do my job well | 4.00 | 4.02 | 3.84 | 3.93 | 0.35 | -0.07 | -0.09 | 0.09 |
| My job responsibilities are communicated clearly to me | 4.04 | 3.97 | 3.85 | 3.91 | 0.24 | -0.14 | -0.06 | 0.06 |
| My supervisor pays attention to what I have to say | 4.11 | 4.05 | 3.95 | 3.86 | -0.04 | -0.25 | -0.19 | -0.09 |
| My supervisor helps me improve my job performance | 3.87 | 3.85 | 3.74 | 3.62 | -0.04 | -0.25 | -0.24 | -0.13 |
| My department or work unit has written, up-to-date objectives | 3.81 | 3.85 | 3.65 | 3.64 | 0.23 | -0.18 | -0.21 | -0.01 |
| My department meets as a team to plan and coordinate work | 3.89 | 3.91 | 3.74 | 3.79 | 0.27 | -0.10 | -0.12 | 0.05 |
| My department has the budget needed to do its job well | 3.00 | 3.17 | 2.85 | 2.82 | -0.01 | -0.18 | -0.35 | -0.03 |
| My department has the staff needed to do its job well | 2.87 | 3.13 | 2.90 | 2.90 | 0.06 | 0.03 | -0.23 | 0.00 |
| I am paid fairly for the work I do | 3.47 | 3.39 | 3.38 | 3.34 | -0.04 | -0.13 | -0.05 | -0.04 |
| The employee benefits available to me are valuable | 4.27 | 4.23 | 4.29 | 4.36 | 0.34 | 0.09 | 0.14 | 0.08 |
| I have adequate opportunities for advancement | 3.04 | 3.03 | 2.94 | 2.92 | -0.08 | -0.12 | -0.11 | -0.01 |
| I have adequate opportunities for training to improve my skills | 3.58 | 3.55 | 3.45 | 3.49 | 0.02 | -0.09 | -0.06 | 0.05 |
| I have adequate opportunities for professional development | 3.51 | 3.52 | 3.48 | 3.42 | 0.06 | -0.09 | -0.10 | -0.05 |
| The type of work I do on most days is personally rewarding | 4.34 | 4.34 | 4.18 | 4.23 | 0.16 | -0.11 | -0.11 | 0.05 |
| The work I do is appreciated by my supervisor | 4.15 | 4.06 | 3.98 | 3.89 | 0.00 | -0.26 | -0.17 | -0.09 |
| The work I do is valuable to the institution | 4.59 | 4.54 | 4.45 | 4.55 | 0.64 | -0.03 | 0.02 | 0.10 |
| I am proud to work at this institution | 4.40 | 4.30 | 4.18 | 4.32 | 0.34 | -0.08 | 0.02 | 0.14 |

| Overall satisfaction | Mean | | | | Change Over Time - 2016 compared to: | | | |
|---|------|------|------|------|---|------|-------|-------|
| | 2010 | 2012 | 2014 | 2016 | 2010 | 2012 | 2014 | 2016 |
| Rate your overall satisfaction with your employment here thus far: (1 = "Very unsatisfied" / 5 = "Very satisfied") | 3.69 | 4.05 | 3.87 | 3.86 | 0.02 | 0.16 | -0.20 | -0.01 |
| Number of Responses (N) | 654 | 619 | 495 | 404 | | | | |

KEY:

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|---|
| Items in blue font indicate they are used as a measure in the Strategic Plan. |
| Very Positive - change is > +0.5 |
| Positive - change is between +0.25 & +0.499 |
| Neutral - change is between 0 & +0.249 |
| Negative - change is between 0 & -.025 |
| Very Negative - change is ≤ -.026 |