

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 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	4.68	.56	234	4.06	.84	234	0.62
This institution treats students as its top priority	4.78	.51	233	4.04	.97	235	0.74
This institution does a good job of meeting the needs of students	4.75	.47	232	3.91	.89	235	0.84
The mission, purpose, and values of this institution are well understood by most employees	4.40	.73	231	3.86	.96	235	0.54
Most employees are generally supportive of the mission, purpose, and values of this institution	4.49	.63	232	3.99	.87	234	0.50
The goals and objectives of this institution are consistent with its mission and values	4.49	.66	232	3.99	.92	234	0.50
This institution involves its employees in planning for the future	4.48	.70	231	3.50	1.17	235	0.98
This institution plans carefully	4.54	.65	231	3.72	1.06	235	0.82
The leadership of this institution has a clear sense of purpose	4.65	.56	232	3.86	1.11	234	0.79
This institution does a good job of meeting the needs of its faculty	4.44	.69	231	3.71	.99	233	0.73
This institution does a good job of meeting the needs of staff	4.49	.64	223	3.45	1.05	219	1.04
This institution does a good job of meeting the needs of administrators	4.30	.69	220	3.88	.85	214	0.42
This institution makes sufficient budgetary resources available to achieve important objectives	4.50	.62	220	3.55	1.05	221	0.95
This institution makes sufficient staff resources available to achieve important objectives	4.41	.64	220	3.45	1.04	221	0.96
There are effective lines of communication between departments	4.48	.70	221	2.96	1.18	222	1.52
Administrators share information regularly with faculty and staff	4.54	.62	224	3.46	1.24	224	1.08
There is good communication between the faculty and the administration at this institution	4.49	.64	222	3.53	1.13	222	0.96
There is good communication between staff and the administration at this institution	4.47	.65	221	3.41	1.15	220	1.06
Faculty take pride in their work	4.63	.54	221	4.09	.84	223	0.54
Staff take pride in their work	4.58	.59	222	4.10	.87	223	0.48
Administrators take pride in their work	4.60	.58	218	4.04	.96	222	0.56
There is a spirit of teamwork and cooperation at this institution	4.53	.64	219	3.60	1.10	219	0.93
The reputation of this institution continues to improve	4.56	.61	218	3.90	.94	221	0.66
This institution is well-respected in the community	4.63	.56	218	4.02	.88	221	0.61
Efforts to improve quality are paying off at this institution	4.44	.62	217	3.77	.97	219	0.67
Employee suggestions are used to improve our institution	4.35	.65	217	3.39	1.09	216	0.96
This institution consistently follows clear processes for selecting new employees	4.37	.75	214	3.52	1.20	215	0.85
This institution consistently follows clear processes for orienting and training new employees	4.40	.68	214	3.30	1.16	215	1.10
This institution consistently follows clear processes for recognizing employee achievements	4.20	.79	216	3.64	1.13	217	0.56
This institution has written procedures that clearly define who is responsible for each operation and service	4.34	.75	217	3.27	1.14	217	1.07
At this institution, people look out for each other's best interests	4.35	.70	217	3.39	1.17	219	0.96
The top considerations in decision making at this college are what is best for the students and employees of the institution	4.56	.70	219	3.67	1.09	218	0.89
At this institution, all employees are involved in strategic planning and budgeting process	4.14	.80	213	3.34	1.11	217	0.80

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 Respondents

Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
Increase the enrollment of new students	4.51	0.65	219
Retain more of its current students to graduation	4.78	0.50	219
Improve the academic ability of entering student classes	4.29	0.82	217
Recruit students from new geographic markets	3.91	0.99	219
Increase the diversity of racial and ethnic groups represented among the student body	4.30	0.91	219
Develop new academic programs	3.95	0.91	218
Improve the quality of existing academic programs	4.59	0.60	219
Improve the appearance of campus buildings and grounds	3.56	0.89	217
Improve employee morale	4.50	0.72	219
Some other goal	3.12	1.38	135

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
Increase the enrollment of new students	59	26.9%
Retain more of its current students to graduation	91	41.6%
Improve the academic ability of entering student classes	8	3.7%
Recruit students from new geographic markets	4	1.8%
Increase the diversity of racial and ethnic groups represented among the student body	4	1.8%
Develop new academic programs	6	2.7%
Improve the quality of existing academic programs	28	12.8%
Improve the appearance of campus buildings and grounds	0	0.0%
Improve employee morale	16	7.3%
Some other goal	3	1.4%
All responses	219	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 Respondents

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
Increase the enrollment of new students	56	25.9%
Retain more of its current students to graduation	68	31.5%
Improve the academic ability of entering student classes	14	6.5%
Recruit students from new geographic markets	8	3.7%
Increase the diversity of racial and ethnic groups represented among the student body	12	5.6%
Develop new academic programs	11	5.1%
Improve the quality of existing academic programs	30	13.9%
Improve the appearance of campus buildings and grounds	1	0.5%
Improve employee morale	14	6.5%
Some other goal	2	0.9%
All responses	216	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
Increase the enrollment of new students	37	17.1%
Retain more of its current students to graduation	19	8.8%
Improve the academic ability of entering student classes	25	11.6%
Recruit students from new geographic markets	10	4.6%
Increase the diversity of racial and ethnic groups represented among the student body	30	13.9%
Develop new academic programs	22	10.2%
Improve the quality of existing academic programs	36	16.7%
Improve the appearance of campus buildings and grounds	2	0.9%
Improve employee morale	30	13.9%
Some other goal	5	2.3%
All responses	216	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 Respondents

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
Increase the enrollment of new students	59	56	37	152	23.3%
Retain more of its current students to graduation	91	68	19	178	27.3%
Improve the academic ability of entering student classes	8	14	25	47	7.2%
Recruit students from new geographic markets	4	8	10	22	3.4%
Increase the diversity of racial and ethnic groups represented among the student body	4	12	30	46	7.1%
Develop new academic programs	6	11	22	39	6.0%
Improve the quality of existing academic programs	28	30	36	94	14.4%
Improve the appearance of campus buildings and grounds	0	1	2	3	0.5%
Improve employee morale	16	14	30	60	9.2%
Some other goal	3	2	5	10	1.5%
All responses	219	216	216	651	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	2.90	0.89	210
How involved are: Staff	2.46	0.84	211
How involved are: Deans or directors of administrative units	3.33	0.78	210
How involved are: Deans or chairs of academic units	3.36	0.81	210
How involved are: Senior administrators (VP, Provost level or above)	3.54	0.77	209
How involved are: Students	2.39	0.85	210
How involved are: Trustees	3.37	0.79	208
How involved are: Alumni	2.66	0.85	206

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 Respondents

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	4.56	0.53	212	3.40	1.10	214	1.16
I learn about important campus events in a timely manner	4.21	0.72	213	3.89	0.94	213	0.32
I am empowered to resolve problems quickly	4.42	0.64	213	3.71	1.07	214	0.71
I am comfortable answering student questions about institutional policies and procedures	4.26	0.75	211	3.65	0.97	213	0.61
I have the information I need to do my job well	4.63	0.58	213	3.94	0.87	213	0.69
My job responsibilities are communicated clearly to me	4.62	0.59	213	3.98	0.99	214	0.64
My supervisor pays attention to what I have to say	4.63	0.54	213	4.13	1.06	213	0.50
My supervisor helps me improve my job performance	4.54	0.60	212	4.08	1.08	212	0.46
My department or work unit has written, up-to-date objectives	4.30	0.71	210	3.62	1.13	213	0.68
My department meets as a team to plan and coordinate work	4.41	0.68	213	3.91	1.19	214	0.50
My department has the budget needed to do its job well	4.58	0.54	210	3.23	1.08	212	1.35
My department has the staff needed to do its job well	4.57	0.56	209	3.19	1.19	212	1.38
I am paid fairly for the work I do	4.60	0.61	210	3.06	1.26	212	1.54
The employee benefits available to me are valuable	4.60	0.64	207	4.05	1.13	208	0.55
I have adequate opportunities for advancement	4.19	0.87	207	3.21	1.22	210	0.98
I have adequate opportunities for training to improve my skills	4.36	0.67	210	3.62	1.10	212	0.74
I have adequate opportunities for professional development	4.35	0.71	208	3.59	1.18	210	0.76
The type of work I do on most days is personally rewarding	4.57	0.61	208	4.21	0.96	213	0.36
The work I do is appreciated by my supervisor	4.54	0.61	210	4.20	0.98	213	0.34
The work I do is valuable to the institution	4.57	0.57	210	4.19	0.97	213	0.38
I am proud to work at this institution	4.60	0.60	211	4.38	0.84	213	0.22

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
NorthWest Arkansas Community College - Fall 2020 Respondents

Overall satisfaction

Rate your overall satisfaction with your employment here so far:	4.16	0.85	216
--	------	------	-----

Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	19	8.9%
1 to 5 years	75	35.2%
6 to 10 years	43	20.2%
11 to 20 years	54	25.4%
More than 20 years	22	10.3%
All responses	213	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	75	35.4%
Staff	103	48.6%
Administrator	34	16.0%
All responses	212	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	174	82.1%
Part-time	38	17.9%
All responses	212	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	19	8.9%
Classified hourly	75	35.2%
Non-classified, salaried	43	20.2%
Classified salary	54	25.4%
All responses	191	89.7%