

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

**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")	Southern Arkansas			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	4.66	4.14	0.51	4.57	3.73	0.84	*	***
This institution treats students as its top priority	4.70	4.17	0.53	4.66	3.64	1.02	NS	***
This institution does a good job of meeting the needs of students	4.71	3.96	0.75	4.64	3.55	1.09	NS	***
The mission, purpose, and values of this institution are well understood by most employees	4.42	3.92	0.50	4.38	3.53	0.85	NS	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.43	3.84	0.60	4.37	3.58	0.80	NS	***
The goals and objectives of this institution are consistent with its mission and values	4.50	3.95	0.55	4.45	3.55	0.91	NS	***
This institution involves its employees in planning for the future	4.49	3.46	1.03	4.35	3.01	1.34	**	***
This institution plans carefully	4.58	3.61	0.96	4.49	3.12	1.38	NS	***
The leadership of this institution has a clear sense of purpose	4.72	4.01	0.71	4.59	3.36	1.23	**	***
This institution does a good job of meeting the needs of its faculty	4.46	3.53	0.93	4.40	3.21	1.19	NS	***
This institution does a good job of meeting the needs of staff	4.57	3.52	1.05	4.40	3.04	1.36	***	***
This institution does a good job of meeting the needs of administrators	4.37	3.85	0.52	4.19	3.58	0.61	***	***
This institution makes sufficient budgetary resources available to achieve important objectives	4.52	3.38	1.14	4.46	3.03	1.43	NS	***
This institution makes sufficient staff resources available to achieve important objectives	4.43	3.52	0.91	4.38	2.99	1.39	NS	***
There are effective lines of communication between departments	4.53	3.07	1.46	4.42	2.77	1.65	*	***
Administrators share information regularly with faculty and staff	4.57	3.49	1.08	4.43	3.07	1.36	**	***
There is good communication between the faculty and the administration at this institution	4.51	3.46	1.05	4.41	3.03	1.38	NS	***
There is good communication between staff and the administration at this institution	4.50	3.40	1.10	4.38	3.01	1.37	*	***
Faculty take pride in their work	4.63	3.90	0.73	4.62	3.88	0.74	NS	NS
Staff take pride in their work	4.61	4.04	0.57	4.57	3.79	0.78	NS	***
Administrators take pride in their work	4.65	4.11	0.54	4.55	3.74	0.81	*	***
There is a spirit of teamwork and cooperation at this institution	4.59	3.81	0.79	4.53	3.06	1.46	NS	***
The reputation of this institution continues to improve	4.72	4.22	0.50	4.56	3.38	1.18	***	***
This institution is well-respected in the community	4.72	4.25	0.47	4.55	3.56	0.99	***	***
Efforts to improve quality are paying off at this institution	4.71	4.08	0.64	4.46	3.33	1.13	***	***
Employee suggestions are used to improve our institution	4.45	3.51	0.94	4.29	2.90	1.39	**	***
This institution consistently follows clear processes for selecting new employees	4.52	3.31	1.21	4.33	3.14	1.19	***	*
This institution consistently follows clear processes for orienting and training new employees	4.45	3.47	0.98	4.33	3.13	1.20	*	***
This institution consistently follows clear processes for recognizing employee achievements	4.41	3.56	0.85	4.23	3.07	1.15	***	***
This institution has written procedures that clearly define who is responsible for each operation and service	4.40	3.46	0.94	4.27	3.06	1.22	*	***

Significance levels: NS = no significant difference; \* = p < .05; \*\* = p < .01; \*\*\* = p < .001

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

**Section 2: Institutional Goals**

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Southern Arkansas Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.25	4.15	NS
B) Retain more of its current students to graduation	4.71	4.63	NS
C) Improve the academic ability of entering student classes	4.53	4.32	***
D) Recruit students from new geographic markets	4.10	3.79	***
E) Increase the diversity of racial and ethnic groups represented among the student body	3.89	3.81	NS
F) Develop new academic programs	4.24	3.77	***
G) Improve the quality of existing academic programs	4.67	4.50	***
H) Improve the appearance of campus buildings and grounds	4.16	3.76	***
I) Improve employee morale	4.51	4.50	NS

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Southern Arkansas Count	Southern Arkansas Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	6	3.4%	2,865	20.0%
B) Retain more of its current students to graduation	103	58.5%	3,834	26.7%
C) Improve the academic ability of entering student classes	13	7.4%	1,499	10.5%
D) Recruit students from new geographic markets	0	0.0%	181	1.3%
E) Increase the diversity of racial and ethnic groups represented among the student body	0	0.0%	422	2.9%
F) Develop new academic programs	9	5.1%	606	4.2%
G) Improve the quality of existing academic programs	24	13.6%	2,451	17.1%
H) Improve the appearance of campus buildings and grounds	3	1.7%	269	1.9%
I) Improve employee morale	18	10.2%	2,211	15.4%
All responses	176	100.0%	14,338	100.0%

Significance levels: NS = no significant difference; \* = p < .05; \*\* = p < .01; \*\*\* = p < .001

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

<b>(Choose three goals that you believe should be this institution's top priorities) Second priority goal:</b>	<b>Southern Arkansas Count</b>	<b>Southern Arkansas Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
A) Increase the enrollment of new students	33	19.4%	2,583	17.8%
B) Retain more of its current students to graduation	35	20.6%	3,781	26.0%
C) Improve the academic ability of entering student classes	27	15.9%	1,454	10.0%
D) Recruit students from new geographic markets	5	2.9%	408	2.8%
E) Increase the diversity of racial and ethnic groups represented among the student body	5	2.9%	571	3.9%
F) Develop new academic programs	9	5.3%	974	6.7%
G) Improve the quality of existing academic programs	34	20.0%	2,581	17.7%
H) Improve the appearance of campus buildings and grounds	3	1.8%	455	3.1%
I) Improve employee morale	19	11.2%	1,740	12.0%
All responses	170	100.0%	14,547	100.0%

<b>(Choose three goals that you believe should be this institution's top priorities) Third priority goal:</b>	<b>Southern Arkansas Count</b>	<b>Southern Arkansas Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
A) Increase the enrollment of new students	29	20.0%	2,071	14.5%
B) Retain more of its current students to graduation	21	14.5%	2,210	15.5%
C) Improve the academic ability of entering student classes	11	7.6%	1,499	10.5%
D) Recruit students from new geographic markets	5	3.4%	733	5.1%
E) Increase the diversity of racial and ethnic groups represented among the student body	3	2.1%	893	6.3%
F) Develop new academic programs	15	10.3%	1,448	10.2%
G) Improve the quality of existing academic programs	38	26.2%	2,338	16.4%
H) Improve the appearance of campus buildings and grounds	7	4.8%	779	5.5%
I) Improve employee morale	16	11.0%	2,287	16.0%
All responses	145	100.0%	14,258	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

TOTAL "VOTES" FOR EACH GOAL	Southern Arkansas TOTAL	Southern Arkansas Percent	Comparison group TOTAL	Comparison group PERCENT
A) Increase the enrollment of new students	68	13.8%	7,519	17.4%
B) Retain more of its current students to graduation	159	32.4%	9,825	22.8%
C) Improve the academic ability of entering student classes	51	10.4%	4,452	10.3%
D) Recruit students from new geographic markets	10	2.0%	1,322	3.1%
E) Increase the diversity of racial and ethnic groups represented among the student body	8	1.6%	1,886	4.4%
F) Develop new academic programs	33	6.7%	3,028	7.0%
G) Improve the quality of existing academic programs	96	19.6%	7,370	17.1%
H) Improve the appearance of campus buildings and grounds	13	2.6%	1,503	3.5%
I) Improve employee morale	53	10.8%	6,238	14.5%
All responses	491	100.0%	43,143	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")	Southern Arkansas Mean	Comparison group Mean	Sign diff
How involved are: Faculty	2.85	2.68	*
How involved are: Staff	2.51	2.29	***
How involved are: Deans or directors of administrative units	3.34	3.30	NS
How involved are: Deans or chairs of academic units	3.23	3.24	NS
How involved are: Senior administrators (VP, Provost level or above)	3.58	3.73	*
How involved are: Students	2.61	2.43	**
How involved are: Trustees	3.26	3.49	***
How involved are: Alumni	2.89	2.63	***

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

**Section 4: Work environment**

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	Southern Arkansas			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	4.51	3.55	0.96	4.42	3.24	1.18	NS	***
I learn about important campus events in a timely manner	4.35	3.49	0.87	4.12	3.53	0.59	***	NS
I am empowered to resolve problems quickly	4.40	3.70	0.70	4.38	3.33	1.05	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.36	3.76	0.61	4.16	3.53	0.63	***	**
I have the information I need to do my job well	4.63	3.84	0.79	4.57	3.62	0.95	NS	**
My job responsibilities are communicated clearly to me	4.62	3.88	0.74	4.55	3.70	0.85	NS	*
My supervisor pays attention to what I have to say	4.64	4.03	0.61	4.58	3.90	0.68	NS	NS
My supervisor helps me improve my job performance	4.55	3.92	0.63	4.44	3.72	0.72	*	*
My department or work unit has written, up-to-date objectives	4.45	3.80	0.65	4.22	3.55	0.68	***	**
My department meets as a team to plan and coordinate work	4.47	3.81	0.66	4.33	3.68	0.65	**	NS
My department has the budget needed to do its job well	4.64	3.02	1.63	4.51	2.97	1.54	**	NS
My department has the staff needed to do its job well	4.61	3.08	1.54	4.56	2.97	1.59	NS	NS
I am paid fairly for the work I do	4.64	3.11	1.53	4.55	2.96	1.60	NS	NS
The employee benefits available to me are valuable	4.70	4.28	0.42	4.56	3.79	0.76	**	***
I have adequate opportunities for advancement	4.35	3.38	0.97	4.28	3.00	1.28	NS	***
I have adequate opportunities for training to improve my skills	4.45	3.74	0.71	4.35	3.32	1.03	*	***
I have adequate opportunities for professional development	4.48	3.94	0.54	4.36	3.30	1.05	*	***
The type of work I do on most days is personally rewarding	4.65	4.26	0.40	4.55	3.99	0.56	*	***
The work I do is appreciated by my supervisor	4.56	3.96	0.59	4.45	3.88	0.57	*	NS
The work I do is valuable to the institution	4.62	4.14	0.48	4.55	3.96	0.58	NS	*
I am proud to work at this institution	4.71	4.41	0.30	4.54	4.04	0.50	***	***

Overall satisfaction	Southern Arkansas Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	4.16	3.80	***

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Southern Arkansas University Main Campus - Fall 2016 - Comparison to 4-year, Institutes

**Section 5: Demographics**

<i>How long have you worked at this institution?</i>	<b>Southern Arkansas Count</b>	<b>Southern Arkansas Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Less than 1 year	38	19.1%	1,423	9.0%
1 to 5 years	64	32.2%	4,998	31.7%
6 to 10 years	34	17.1%	3,794	24.1%
11 to 20 years	43	21.6%	3,520	22.3%
More than 20 years	20	10.1%	2,022	12.8%
All responses	199	100.0%	15,757	100.0%

<i>Is your position:</i>	<b>Southern Arkansas Count</b>	<b>Southern Arkansas Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Faculty	75	37.7%	5,084	36.5%
Staff	118	59.3%	7,339	52.6%
Administrator	6	3.0%	1,522	10.9%
All responses	199	100.0%	13,945	100.0%

<i>Is your position:</i>	<b>Southern Arkansas Count</b>	<b>Southern Arkansas Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Full-time	195	98.5%	12,559	86.9%
Part-time	3	1.5%	1,894	13.1%
All responses	198	100.0%	14,453	100.0%

### Comparison Group

Alma College  
Alverno College  
Ambrose University College  
Baptist Memorial College of Health Sciences  
Biola University  
Bloomsburg University  
Bluefield State College  
Booth University College  
Bryan College of Health Sciences  
California Lutheran University  
Canadian College of Naturopathic Medicine  
Chicago State University  
Cirswell College  
Daytona State College  
DeSales University  
Dine College  
Dunwoody College of Technology  
Elms College  
Friends University  
Gallaudet University  
Gulf Coast State College  
Indiana Institute of Technology  
Laboure College  
Lane College  
Mars Hill University  
Mercy College of Ohio  
Methodist College  
Midland College  
Midstate College  
Milwaukee School of Engineering  
Misericordia University  
Mount Saint Mary College  
National Louis University  
Nebraska Wesleyan University  
New Mexico State University  
Norwich University  
Oklahoma State University Institute of Technology  
Ottawa University  
Saint Lukes College of Health Sciences  
Schreiner University  
South Dakota School of Mines and Technology  
Suffolk University  
Touro University California  
Touro University Nevada  
Unity College

University of Mary  
University of St. Francis  
University of St. Thomas  
Upper Iowa University  
Viterbo University  
West Virginia University at Parkersburg

Notes:

All survey data has been collected within the last 3 years.

Please refer to College Navigator for additional details on individual institutions:

<http://nces.ed.gov/collegenavigator/>