

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Pima Community College - Fall 2019 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	4.63	.66	763	3.46	1.03	768	1.17
This institution treats students as its top priority	4.71	.63	759	3.40	1.15	772	1.31
This institution does a good job of meeting the needs of students	4.66	.63	758	3.32	1.07	769	1.34
The mission, purpose, and values of this institution are well understood by most employees	4.30	.78	753	3.41	1.08	767	0.89
Most employees are generally supportive of the mission, purpose, and values of this institution	4.38	.77	758	3.51	1.06	766	0.87
The goals and objectives of this institution are consistent with its mission and values	4.45	.75	752	3.37	1.11	760	1.08
This institution involves its employees in planning for the future	4.43	.81	753	2.83	1.27	766	1.60
This institution plans carefully	4.52	.74	750	2.83	1.21	765	1.69
The leadership of this institution has a clear sense of purpose	4.57	.75	748	3.01	1.29	760	1.56
This institution does a good job of meeting the needs of its faculty	4.37	.81	749	3.02	1.21	758	1.35
This institution does a good job of meeting the needs of staff	4.43	.74	727	2.94	1.16	730	1.49
This institution does a good job of meeting the needs of administrators	4.09	.90	712	3.66	.99	704	0.43
This institution makes sufficient budgetary resources available to achieve important objectives	4.44	.73	723	3.03	1.17	729	1.41
This institution makes sufficient staff resources available to achieve important objectives	4.44	.72	719	2.88	1.19	727	1.56
There are effective lines of communication between departments	4.49	.77	719	2.64	1.17	724	1.85
Administrators share information regularly with faculty and staff	4.46	.78	717	3.01	1.26	730	1.45
There is good communication between the faculty and the administration at this institution	4.41	.77	712	3.01	1.20	715	1.40
There is good communication between staff and the administration at this institution	4.40	.77	711	2.94	1.17	717	1.46
Faculty take pride in their work	4.62	.61	706	3.77	1.00	714	0.85
Staff take pride in their work	4.60	.62	714	3.71	1.03	721	0.89
Administrators take pride in their work	4.50	.78	700	3.52	1.09	706	0.98
There is a spirit of teamwork and cooperation at this institution	4.51	.72	682	2.88	1.24	686	1.63
The reputation of this institution continues to improve	4.53	.74	680	3.35	1.21	685	1.18
This institution is well-respected in the community	4.58	.69	679	3.41	1.09	686	1.17
Efforts to improve quality are paying off at this institution	4.51	.70	676	3.20	1.21	684	1.31
Employee suggestions are used to improve our institution	4.34	.81	678	2.76	1.24	684	1.58
This institution consistently follows clear processes for selecting new employees	4.41	.79	675	2.92	1.27	683	1.49
This institution consistently follows clear processes for orienting and training new employees	4.43	.74	675	3.20	1.19	680	1.23
This institution consistently follows clear processes for recognizing employee achievements	4.23	.87	673	2.95	1.25	684	1.28
This institution has written procedures that clearly define who is responsible for each operation and service	4.37	.78	676	2.93	1.19	685	1.44
My immediate supervisor provides me with information about what is going on at the college	4.50	.71	685	3.71	1.30	694	0.79
This institution does an excellent job of keeping employees informed about matters affecting us	4.48	.70	680	3.13	1.24	693	1.35
My senior administrator is held accountable for their work	4.47	.75	673	3.35	1.33	676	1.12
This institution has high performance standards	4.46	.70	671	3.19	1.19	683	1.27
I understand what my immediate supervisor expects from me	4.57	.64	682	3.93	1.20	694	0.64
I am held accountable for meeting specified job performance standards and held accountable when I do not	4.53	.66	683	3.94	1.12	689	0.59
Employees are held accountable for meeting specified job performance standards and held accountable when they do not	4.47	.71	678	3.12	1.25	686	1.35
Systems and processes are in place to address under-performing employees	4.41	.75	676	2.78	1.23	683	1.63
Under-performing employees are held accountable	4.43	.77	669	2.56	1.26	681	1.87
Efforts to improve the effectiveness of the Board of Governors' leadership are paying off at this institution	4.23	.84	668	3.10	1.10	669	1.13
Efforts to improve the integrity of Human Resources operations are paying off at this institution	4.34	.81	665	3.09	1.20	673	1.25
Efforts to improve the integrity of financial practices are paying off at this institution	4.43	.77	670	3.24	1.16	676	1.19
Efforts to improve the effectiveness of administrative leadership are paying off at this institution	4.38	.81	669	2.98	1.24	673	1.40
Pima Community College fosters an environment that is inclusive of diverse identities	4.41	.82	679	3.81	1.12	687	0.60
The institution does a good job involving employees in college planning	4.34	.83	675	2.88	1.29	689	1.46
Efforts to improve the college climate are paying off at the institution	4.41	.79	671	2.94	1.29	686	1.47

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Pima Community College - Fall 2019 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	4.66	0.65	686
Retain more of its current students to graduation	4.76	0.55	688
Improve the academic ability of entering student classes	4.35	0.88	682
Recruit students from new geographic markets	3.75	1.18	687
Increase the diversity of racial and ethnic groups represented among the student body	3.89	1.05	685
Develop new academic programs	3.95	0.99	686
Improve the quality of existing academic programs	4.57	0.67	684
Improve the appearance of campus buildings and grounds	3.77	1.04	687
Improve employee morale	4.61	0.73	684
Some other goal	3.40	1.45	453

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
Increase the enrollment of new students	224	32.7%
Retain more of its current students to graduation	185	27.0%
Improve the academic ability of entering student classes	19	2.8%
Recruit students from new geographic markets	5	0.7%
Increase the diversity of racial and ethnic groups represented among the student body	10	1.5%
Develop new academic programs	23	3.4%
Improve the quality of existing academic programs	101	14.7%
Improve the appearance of campus buildings and grounds	4	0.6%
Improve employee morale	108	15.7%
Some other goal	7	1.0%
All responses	686	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
Increase the enrollment of new students	164	23.9%
Retain more of its current students to graduation	217	31.6%
Improve the academic ability of entering student classes	46	6.7%
Recruit students from new geographic markets	11	1.6%
Increase the diversity of racial and ethnic groups represented among the student body	14	2.0%
Develop new academic programs	51	7.4%
Improve the quality of existing academic programs	107	15.6%
Improve the appearance of campus buildings and grounds	9	1.3%
Improve employee morale	58	8.5%
Some other goal	9	1.3%
All responses	686	100.0%

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Pima Community College - Fall 2019 Respondents

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
Increase the enrollment of new students	109	15.9%
Retain more of its current students to graduation	107	15.6%
Improve the academic ability of entering student classes	73	10.7%
Recruit students from new geographic markets	33	4.8%
Increase the diversity of racial and ethnic groups represented among the student body	29	4.2%
Develop new academic programs	63	9.2%
Improve the quality of existing academic programs	129	18.8%
Improve the appearance of campus buildings and grounds	21	3.1%
Improve employee morale	107	15.6%
Some other goal	14	2.0%
All responses	685	100.0%

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
Increase the enrollment of new students	224	164	109	497	24.2%
Retain more of its current students to graduation	185	217	107	509	24.7%
Improve the academic ability of entering student classes	19	46	73	138	6.7%
Recruit students from new geographic markets	5	11	33	49	2.4%
Increase the diversity of racial and ethnic groups represented among the student body	10	14	29	53	2.6%
Develop new academic programs	23	51	63	137	6.7%
Improve the quality of existing academic programs	101	107	129	337	16.4%
Improve the appearance of campus buildings and grounds	4	9	21	34	1.7%
Improve employee morale	108	58	107	273	13.3%
Some other goal	7	9	14	30	1.5%
All responses	686	686	685	2,057	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	2.79	1.24	645
How involved are: Staff	2.30	0.93	651
How involved are: Deans or directors of administrative units	3.42	0.94	642
How involved are: Senior administrators (VP, Provost level or above)	3.90	0.88	644
How involved are: Students	2.17	0.89	644
How involved are: Alumni	2.37	1.00	621
How involved are: Board of Governors (BOG)	3.47	0.97	634

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Pima Community College - Fall 2019 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	4.49	0.64	653	3.16	1.16	660	1.33
I learn about important campus events in a timely manner	4.19	0.78	654	3.54	1.10	659	0.65
I am empowered to resolve problems quickly	4.47	0.66	654	3.28	1.27	658	1.19
I am comfortable answering student questions about institutional policies and procedures	4.25	0.79	647	3.41	1.11	654	0.84
I have the information I need to do my job well	4.60	0.60	652	3.66	1.07	662	0.94
My job responsibilities are communicated clearly to me	4.59	0.60	650	3.77	1.17	660	0.82
My supervisor pays attention to what I have to say	4.62	0.63	653	3.89	1.31	666	0.73
My supervisor helps me improve my job performance	4.54	0.68	653	3.73	1.34	662	0.81
My department or work unit has written, up-to-date objectives	4.31	0.80	648	3.51	1.25	659	0.80
My department meets as a team to plan and coordinate work	4.39	0.80	645	3.65	1.30	661	0.74
My department has the budget needed to do its job well	4.54	0.60	645	3.12	1.21	652	1.42
My department has the staff needed to do its job well	4.58	0.61	648	2.93	1.28	654	1.65
I am paid fairly for the work I do	4.58	0.59	653	2.99	1.33	665	1.59
The employee benefits available to me are valuable	4.56	0.65	649	3.77	1.19	654	0.79
I have adequate opportunities for advancement	4.30	0.88	644	2.83	1.32	654	1.47
I have adequate opportunities for training to improve my skills	4.42	0.68	654	3.54	1.20	664	0.88
I have adequate opportunities for professional development	4.41	0.73	650	3.60	1.20	662	0.81
The type of work I do on most days is personally rewarding	4.62	0.62	653	4.14	0.98	664	0.48
The work I do is appreciated by my supervisor	4.46	0.68	652	3.88	1.25	662	0.58
The work I do is valuable to the institution	4.58	0.60	645	3.88	1.16	656	0.70
I am proud to work at this institution	4.53	0.67	647	3.95	1.16	661	0.58
I have a clear understanding of the new academic structure of the college	4.22	0.85	645	3.03	1.19	655	1.19
The restructure of the academic area has improved processes and effectiveness in my area of PCC	4.19	0.87	634	2.87	1.20	640	1.32
The new academic structure is an improvement over the previous structure	4.20	0.87	628	3.02	1.19	634	1.18
The new academic structure will enable PCC to better meet the needs of students	4.35	0.80	629	3.03	1.19	631	1.32

Overall satisfaction

Rate your overall satisfaction with your employment here so far:	3.63	1.11	672
--	------	------	-----

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Pima Community College - Fall 2019 Respondents

Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	64	9.5%
1 to 5 years	170	25.3%
6 to 10 years	150	22.4%
11 to 20 years	194	28.9%
More than 20 years	93	13.9%
All responses	671	100.0%

<i>Is your position:</i>	Count	Percent
Faculty	260	39.1%
Staff	378	56.8%
Administrator	27	4.1%
All responses	665	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	488	72.4%
Part-time	186	27.6%
All responses	674	100.0%