# SEE SURVEY OF EMPLOYEE ENGAGEMENT HIGHER EDUCATION

Amarillo College

Data Report

2011



REPORT ID: 952

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See our Web Page: www.survey.utexas.edu	

Current Benchmark Data

Survey Interventions Example and Best Practices

Helpful Publications, and

Additional Survey Information

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## **Survey Respondent Information**

Survey respondent information reports the response rate and frequency information for all demographic variables that were asked of participants. **Response Rate** is a good indicator of employees' willingness to engage in efforts to improve the organization. **Scope of Participation** is a gauge to see whether or not employees by demographic characteristics participated in the survey.

### **Response Rate**

Your response rate is the percentage of surveys distributed divided by the number of valid surveys received. For category reports, we only report the response rate for the organization as a whole.

*What is a good response rate?* If your organization sampled employees, the answer must take into consideration size, sampling strategy, variance, and error tolerance. When all employees are surveyed (census), a general rule for organizations of at least 500, is that a 30% rate is a low, but an acceptable level of response. In general, response rates of greater than 50% (regardless of number of employees) indicate a strong level of participation.

*What about non-respondents?* First, you should review the scope of participation discussed in the following paragraph. Second, you need to ascertain whether or not a more focused effort is needed to determine why some groups did not respond.

#### **Scope of Participation**

Respondent information is used as a gauge of the scope of participation. For example, the percentages of male and female respondents should roughly mirror your organization's gender composition. This should be true for the other demographic categories. If not, consider whether or not additional efforts need to be made to engage those low participating categories. It is important to note the following:

- If less than five respondents selected a demographic variable, "Less Than Five" and "Not Available" is reported to protect the respondents' anonymity.
- Participants have the option to skip items, so the number of respondents reported in the response rate may be greater than the number of respondents for any given item. In the example, there are 100 respondents, but only 98 completed the item. Therefore, the number of respondents for gender is 98 or 98%, leaving 2% as not responding.

Total Respondents: 100 Surveys Distributed: 200	NE	Number of Survey	Percent of Survey
Response Rate: 50% Gender	<u>, , , , , , , , , , , , , , , , , , , </u>	Respondents	Respondents
EN	Female:	49	49%
	Male:	49	49%

# **Survey Respondent Information**

Fotal Respondents: 333 Survey Distributed: 924 Response Rate: 36.04%	Number of Survey Respondents	Percent of Surve Respondents
My highest education level		
Did not finish high school:	Less Than 5	Not Available
High school diploma (or GED):	15	4.50%
Some college:	49	14.71%
Associate's Degree:	39	11.71%
Bachelor's Degree:	73	21.92%
Master's Degree:	131	39.34%
Doctoral Degree:	23	6.91%
am		
Female:	217	65.17%
Male:	108	32.43%
My annual salary (before taxes)		
Less than \$15,000:	10	3.00%
\$15,000-\$25,000:	42	12.61%
\$25,001-\$35,000:	58	17.42%
\$35,001-\$45,000:	54	16.22%
\$45,001-\$60,000:	92	27.63%
\$60,001-\$75,000:	51	15.32%
\$75,001-\$90,000:	17	5.11%
More than \$90,000:	5	1.50%
Ny age (in years)		
16-29:	15	4.50%
30-39:	46	13.81%
40-49:	81	24.32%
50-59:	126	37.84%
60+:	63	18.92%
ears of service with this organization		
Less than 1:	18	5.41%
1-2:	28	8.41%
3-5:	66	19.82%
6-10:	83	24.92%
11-15:	60	18.02%
16+:	75	22.52%

# **Survey Respondent Information**

Total Respondents: 333	Number of Survey	Dereent of Survey
Survey Distributed: 924	Number of Survey Respondents	Percent of Survey Respondents
Response Rate: 36.04%	·	·
My race/ethnic identification		
African-American/Black:	Less Than 5	Not Available
Hispanic/Mexican-American/Latino/a:	25	7.51%
Anglo-American/White:	288	86.49%
Asian-American/Pacific Islander/Native American Indian:	8	2.40%
Multiracial/Other:	9	2.70%
I am currently in a supervisory role.		
Yes:	126	37.84%
No:	199	59.76%
Not Applicable:	Less Than 5	Not Available
I received a promotion during the last two years.		
Yes:	61	18.32%
No:	239	71.77%
Not Applicable:	Less Than 5	Not Available
I received a merit increase during the last two years.		
Yes:	65	19.52%
No:	207	62.16%
Not Applicable:	Less Than 5	Not Available
I plan to be working for this organization in one year.		
Yes:	312	93.69%
No:	7	2.10%
Not Applicable:	Less Than 5	Not Available
I am primarily		
Faculty:	123	36.94%
Staff:	206	61.86%

The Survey of Employee Engagement is a framework, which at the highest level, consists of five Workplace Dimensions capturing the total work environment. Each Workplace Dimension is composed of several Survey Constructs designed to broadly profile areas of strength and concern so that interventions may be targeted appropriately. Survey Constructs are developed from the Primary Items (numbered 1-71). The organizational Climate is also developed from the Primary Items, but is reported in the climate section of this report. Appendix A1 contains a summary of the Survey Constructs and the related Primary Items. Constructs are scored differently from items to denote them as a separate measure. Using this scoring convention, construct scores can range from a low of 100 to a high of 500. When interpreting the scores, see the suggestions made on the Primary Item leading page of this report.

### Your Data

• *Current Score* is calculated by averaging the mean score of the related primary items and then multiplied by 100. For example if the construct score is 389, then the average of the related primary items is 3.89.

### **Benchmark Data**

- **YEAR Score** is your organization's score reported from previous iterations. Not Available is reported if there is no past score or if the item was new or no comparative data was available. Due to changes in the instrument, over time data is not available prior to 2010.
- All Respondents is the average score from all participants from all organizations.
- Size Category is the average score from organizations that are similar size to your organization.
- Mission is the average score from organizations of similar mission to your organization.

*What is a good score?* Regardless the construct average, scores range from areas of strength to areas of concern. In general, most scores are between 325 and 375. Scores below a 325 are of concern because they indicate general dissatisfaction. Scores above 375 indicate positive perceptions.

*What items make up the constructs?* Appendix Page A1 contains a summary of the Survey Constructs and the related Primary Items.

When is benchmark data available? Benchmark data is updated in the summer of every even-numbered year.

### Survey Framework

### Workplace Dimensions

Survey Constructs



### **Construct Summary: Scoring from High to Low**

Score	Construct	Score	Construct
410	Strategic	388	Benefits
398	Supervision	385	External Communication
397	Quality	384	Employee Engagement
396	Employee Development	384	Information Systems
391	Team	364	Diversity
390	Job Satisfaction	353	Internal Communication
388	Physical Environment	259	Pay

### Work Group

This dimension relates to employees' activities within their immediate work vicinity. They include factors that concern how employees interact with peers, supervisors and the quality of work activity.

<b>Supervision</b>				
				organization including aspects of es perceive exist between supervisors
Current Score:	398	2010 Score:	Not Available	All Respondents: Not Available
		2008 Score:	Not Available	Size Category 4: Not Available
		2006 Score:	Not Available	Mission 3: Not Available
Team Team captures employee environment supports app	· ·		work group and	the extent to which the organizational
Current Score:	391	2010 Score:	Not Available	All Respondents: Not Available
		2008 Score:	Not Available	Size Category 4: Not Available
		2006 Score:	Not Available	Mission 3: Not Available
Quality Quality focuses upon the degree to which quality principles, such as customer service and continuous improvement, are a part of the organizational culture.				
Current Score:	397	2010 Score:	Not Available	All Respondents: Not Available
		2008 Score:	Not Available	Size Category 4: Not Available
		2006 Score:	Not Available	Mission 3: Not Available

### Accommodations

This dimension looks at the physical work setting and the factors associated with pay, benefits, resources and workplace safety. It is the total compensation package and environment provided to employees by the organization.

Pay					
Pay is an evaluation from the viewpoint of emploid how well the package "holds up" when employe					
Current Score: 259	2010 Score: Not Available	All Respondents: Not Available			
	2008 Score: Not Available	Size Category 4: Not Available			
	2006 Score: Not Available	Mission 3: Not Available			
Benefits Benefits provide an indication of the role that the	Benefits Benefits provide an indication of the role that the employment benefit package plays in attracting and retaining employees.				
Current Score: 388	2010 Score: Not Available	All Respondents: Not Available			
	2008 Score: Not Available	Size Category 4: Not Available			
	2006 Score: Not Available	Mission 3: Not Available			
Physical Environment Physical Environment captures employees' pero safe and pleasant working environment exists.	ceptions of the work setting and the	degree to which employees believe that a			
Current Score: 388	2010 Score: Not Available	All Respondents: Not Available			
	2008 Score: Not Available	Size Category 4: Not Available			
	2006 Score: Not Available	Mission 3: Not Available			

### Organization

This dimension addresses the organization's strategic orientation and ability to leverage a diverse workforce towards fulfilling the organization's mission. It is an internal evaluation of the organization's ability to assess changes in the environment and make needed adjustments.

Strategic				
Strategic orientation secu which play a role in defini		0	<b>o</b> 1	nds to external influence, including those anization.
Current Score:	410	2010 Score:	Not Available	All Respondents: Not Available
		2008 Score:	Not Available	Size Category 4: Not Available
		2006 Score:	Not Available	Mission 3: Not Available
<u>Diversity</u>				
Diversity addresses the e result in alienation and/or			•	ncluding ethnicity, age and lifestyle, may
Current Score:	364	2010 Score:	Not Available	All Respondents: Not Available
		2008 Score:	Not Available	Size Category 4: Not Available
		2006 Score:	Not Available	Mission 3: Not Available

### Information

This dimension refers to how consistent and structured communication flow is within the organization and to outside groups. It examines the degree to which information systems and technology are efficient and effective.

Information Systems				
		her computer and communication syble, accurate, and clear information.	vstems utilized by employees enhances the	
Current Score:	384	2010 Score: Not Available	All Respondents: Not Available	
		2008 Score: Not Available	Size Category 4: Not Available	
		2006 Score: Not Available	Mission 3: Not Available	
Internal Communication Internal Communication captures the nature of communication exchanges within the organization by addressing the extent to which employees view information exchanges as open, honest, and productive.				
Current Score:	353	2010 Score: Not Available	All Respondents: Not Available	
		2008 Score: Not Available	Size Category 4: Not Available	
		2006 Score: Not Available	Mission 3: Not Available	
External Communication External Communication looks at how information flows out of the organization to various constituencies and focuses upon the ability of the organization to synthesize appropriately.				
Current Score:	385	2010 Score: Not Available	All Respondents: Not Available	
		2008 Score: Not Available	Size Category 4: Not Available	
		2006 Score: Not Available	Mission 3: Not Available	

### <u>Personal</u>

This dimension reports on the level of overall job satisfaction and elements of actively engaging employees in the workplace. Personal and career development are assessed as to their ability to improve performance.

Employee Engagement					
Employee Engagement fo responsibilities towards de			of employees' p	articipation in carrying out their work	
Current Score:	384	2010 Score:	Not Available	All Respondents: Not Available	
		2008 Score:	Not Available	Size Category 4: Not Available	
		2006 Score:	Not Available	Mission 3: Not Available	
	Employee Development Employment Development captures perceptions of the priority given to the career and personal development of employees				
Current Score:	396	2010 Score:	Not Available	All Respondents: Not Available	
		2008 Score:	Not Available	Size Category 4: Not Available	
		2006 Score:	Not Available	Mission 3: Not Available	
Job Satisfaction Job Satisfaction addresses employees' satisfaction with their overall work situation and weighs heavily on issues concerning work-life balance, sense of pride, and offering meaningful contributions to the workplace.					
Current Score:	390	2010 Score:	Not Available	All Respondents: Not Available	
	•	2008 Score:	Not Available	Size Category 4: Not Available	
		2006 Score:	Not Available	Mission 3: Not Available	

## **Survey Climate Areas**

The climate in which employees work does, to a large extent, determine the efficiency and effectiveness of an organization. The appropriate climate is a combination of a safe, non-harassing environment with ethical abiding employees who treat each other with fairness and respect. Moreover, it is an organization with proactive management that communicates and has the capability to make thoughtful decisions. Climate areas are scored differently from items to denote them as a separate measure. Using this scoring convention, climate scores can range from a low of 100 to a high of 500. When interpreting the scores, see the suggestions made on the Primary Item leading page of this report.



### Your Data

• *Current Score* is calculated by averaging the mean score of the related primary items and then multiplied by 100. For example if the climate score is 389, then the average of the related primary items is 3.89.

### **Benchmark Data**

- **YEAR** Score is your organization's score reported from previous iterations. Not Available is reported if there is no past score or if the item was new or no comparative data was available.
- All Respondents is the average score from all participants from all organizations.
- Size Category is the average score from organizations that are similar size to your organization.
- *Mission* is the average score from organizations of similar mission to your organization.

*What is a good score?* Regardless the climate average, scores range from areas of strength to areas of concern. In general, most scores are between 325 and 375. Scores below a 325 are of concern because they indicate general dissatisfaction. Scores above 375 indicate positive perceptions.

*What items make up the survey climate areas?* Appendix Page A6 contains a summary of the Survey Climate Areas and the related Primary Items.

## **Survey Climate Areas**

### <u>Climate</u>

The climate in which employees work to a large extent determines the efficiency and effectiveness of an organization. It is a combination of a safe, non-harassing, and ethical abiding employees who treat each other with fairness and respect in an organization with pro-active management and thoughtful decision making capabilities.

Climate/Atmosphere					
The aspect of climate and community of reciprocity.	I positive Atmosph	ere of an organization must be free of h	narassment in order to establish a		
Current Score:	388	2010 Score: Not Available	All Respondents: Not Available		
		2008 Score: Not Available	Size Category 4: Not Available		
		2006 Score: Not Available	Mission 3: Not Available		
Climate/Ethics An Ethical climate is a fou behavior, but that ethical		g trust within an organization where not ropriately handled.	only are employees ethical in their		
Current Score:	381	2010 Score: Not Available	All Respondents: Not Available		
		2008 Score: Not Available	Size Category 4: Not Available		
		2006 Score: Not Available	Mission 3: Not Available		
organization.	tent to which empl	loyees believe that equal and fair oppo			
Current Score:	348	2010 Score: Not Available	All Respondents: Not Available		
		2008 Score: Not Available	Size Category 4: Not Available		
		2006 Score: Not Available	Mission 3: Not Available		
Climate/Feedback Appropriate feedback is a improvement can occur. Current Score:	Appropriate feedback is an essential element of organizational learning by providing the necessary data in which improvement can occur.         Current Score:       349       2010 Score:       Not Available       All Respondents:       Not Available				
		2008 Score: Not Available 2006 Score: Not Available	Size Category 4: Not Available Mission 3: Not Available		
Climate/Management The climate presented by Management as being accessible, visible, and an effective communicator of information is a basic tenant of successful leadership.					
Current Score:	360	2010 Score: Not Available	All Respondents: Not Available		
		2008 Score: Not Available	Size Category 4: Not Available		
		2006 Score: Not Available	Mission 3: Not Available		

For the primary items (numbered 1-71), participants were asked to indicate how they agreed with each positively phrased statement. If participants did not have information or the item did not apply, they were to select don't know/not applicable. For items referring to work group, they were asked to respond from the perspective of their immediate workplace (those individuals or areas they interacted with most often).

### **Reported Data**

Each primary item is returned with the item text and two types of reported numerical data, response data and benchmark data. The following definitions correspond to survey items.

### <u>Response Data</u>

- **Current Score** is calculated by averaging all item responses on a five point scale ranging from 5=Strongly Agree to 1=Strongly Disagree. If the participant selected Don't Know/Not Applicable, their response is considered a valid response, but it is not used in the calculation of the score.
- **Standard Deviation** calculates the level of agreement. Large deviations indicate greater levels of disagreement. For this report, you can expect standard deviations to be between .7 and 1.10.
- **Number of Respondents** is the number of valid responses including Don't Know/Not Applicable. If everyone did not answer every item, the number of respondents for an item is less than the number of respondents reported in your response rate.
- Frequency is the number of participants who selected each item (strongly agree, agree, etc.).
- **Percentage** is the percent of participants who selected each item (strongly agree, agree, etc.) divided by the total number of valid responses.

### <u>Benchmark Data</u>

- **YEAR Score** is your organization's score reported from previous iterations. Not Available is reported if there is no past score or if the item was new or no comparative data was available.
- All Respondents is the average score from all participants from all organizations.
- Size Category is the average score from organizations that are similar size to your organization.
- *Mission* is the average score from organizations of similar mission to your organization.

### **Interpreting Data**

Any interpretation of data must be done in context of the organizational setting and environmental factors impacting the organization. Regardless the averages, scores range from areas of strength to areas of concern. In general, most scores are between 3.25 and 3.75. Scores below a 3.25 are of concern because they indicate general dissatisfaction. Scores above 3.75 indicate positive perceptions. When available, over time data provides previous scores from and benchmark data comparative scores. In general (because various factors and statistical test would be needed to confirm), scores that have changed or differ by .2 may be significant.

Response:Strongly AgreeAgreeNeutralDisagreeStrongly DisagreeApplicableFrequency:144142222320Percentage:43.24%42.64%6.61%6.91%0.60%Not AvailableMy work group is actively involved in making work processes more effective.Current BenchmarksCurrent Score:4.032010 Score:3.49All Respondents:3.38Standard Deviation:0.952008 Score:Not AvailableSize Category 4:3.44Number of Respondents:3322006 Score:Not AvailableMission 3:3.44							Current Ben	chmarks
Number of Respondents:       333       2006 Score:       Not Available       Mission 3:       Not Available         Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       144       142       22       23       2       0         Percentage:       43.24%       42.64%       6.61%       6.91%       0.60%       Not Available         My work group is actively involved in making work processes more effective.       Current Benchmarks         Current Score:       4.03       2010 Score:       3.49       All Respondents:       3.38         Standard Deviation:       0.95       2008 Score:       Not Available       Size Category 4:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       337%       12.35%       7.23%       1.51%       0.90%         Frequency:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%	Curr	ent Score:	4.21	2010 Score:	3.77	All I	Respondents:	Not Available
Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       144       142       22       23       2       0         Percentage:       43.24%       42.64%       6.61%       6.91%       0.60%       Not Available         My work group is actively involved in making work processes more effective.       Current Benchmarks         Current Score:       4.03       2010 Score:       3.49       All Respondents:       3.38         Standard Deviation:       0.95       2008 Score:       Not Available       Size Category 4:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       3.37%       12.35%       7.23%       1.51%       0.90%         There is a real feeling of teamwork.       Current Benchmarks       Current Benchmarks       3.44       3.51         Standard Deviation:       1.12       2008 Score:       Not Available <t< td=""><td>Standar</td><td>d Deviation:</td><td>0.89</td><td>2008 Score:</td><td>Not Availat</td><td>ole Siz</td><td>e Category 4:</td><td>Not Available</td></t<>	Standar	d Deviation:	0.89	2008 Score:	Not Availat	ole Siz	e Category 4:	Not Available
Response:Strongly AgreeAgreeNeutralDisagreeStrongly DisagreeApplicableFrequency:144142222320Percentage:43.24%42.64%6.61%6.91%0.60%Not AvailableMy work group is actively involved in making work processes more effective.Current BenchmarksCurrent Score:4.032010 Score:3.49All Respondents:3.38Standard Deviation:0.952008 Score:Not AvailableSize Category 4:3.44Jumber of Respondents:3322006 Score:Not AvailableMission 3:3.44Current Score:115144412453Percentage:34.64%43.37%12.35%7.23%1.51%0.90%There is a real feeling of teamwork.Current Score:3.82Standard Deviation:1.122010 Score:3.48All Respondents:3.44	lumber of Re	espondents:	333	2006 Score:	Not Availat	ble	Mission 3:	Not Available
Frequency:       144       142       22       23       2       0         Percentage:       43.24%       42.64%       6.61%       6.91%       0.60%       Not Available         My work group is actively involved in making work processes more effective.       Current Benchmarks         Current Score:       4.03       2010 Score:       3.49       All Respondents:       3.38         Standard Deviation:       0.95       2008 Score:       Not Available       Size Category 4:       3.44         Jumber of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%       0.90%         Current Benchmarks         Current Score:         3.82       2010 Score:       3.48       All Respondents:       3.44         Standard Deviation:       1.12       2008 Score:       Not Available       Size Category 4:       3.51								Don't Know/Not
Percentage:43.24%42.64%6.61%6.91%0.60%Not AvailableMy work group is actively involved in making work processes more effective.Current BenchmarksCurrent Score:4.032010 Score:3.49All Respondents:3.38Standard Deviation:0.952008 Score:Not AvailableSize Category 4:3.44Number of Respondents:3322006 Score:Not AvailableMission 3:3.44Response:Strongly AgreeAgreeNeutralDisagreeStrongly DisagreeApplicableFrequency:115144412453Percentage:34.64%43.37%12.35%7.23%1.51%0.90%There is a real feeling of teamwork.Current Score:3.82Standard Deviation:1.122010 Score:3.48All Respondents:3.44Size Category 4:3.513.513.51							Strongly Disa	
My work group is actively involved in making work processes more effective.         Current Benchmarks         Current Score:       4.03       2010 Score:       3.49       All Respondents:       3.38         Standard Deviation:       0.95       2008 Score:       Not Available       Size Category 4:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Number of Respondents:       312       2006 Score:       Not Available       Mission 3:       3.44         Percentage:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%       0.90%         There is a real feeling of teamwork.       Current Benchmarks       Current Benchmarks       All Respondents:       3.44         Standard Deviation:       1.12       2008 Score:       Not Available       Size Category 4:       3.51					-	-	2	v
Current Score:4.032010 Score:3.49All Respondents:3.38Standard Deviation:0.952008 Score:Not AvailableSize Category 4:3.44Aumber of Respondents:3322006 Score:Not AvailableMission 3:3.44Aumber of Response:Strongly AgreeAgreeNeutralDisagreeStrongly DisagreeApplicableFrequency:115144412453Percentage:34.64%43.37%12.35%7.23%1.51%0.90%Current Score:3.822010 Score:3.48All Respondents:3.44Standard Deviation:1.122008 Score:Not AvailableSize Category 4:3.51	My work g	roup is active	ly involved in	n making woi	k processe:	s more eff	ective.	
Standard Deviation:       0.95       2008 Score:       Not Available       Size Category 4:       3.44         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%       0.90%         Current Benchmarks         Current Score:         3.82       2010 Score:       3.48       All Respondents:       3.44         Standard Deviation:       1.12       2008 Score:       Not Available       Size Category 4:       3.51							Current Ben	chmarks
Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.44         Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%       0.90%         Current Secore:         3.82       2010 Score:       3.48       All Respondents:       3.44         Standard Deviation:       1.12       2008 Score:       Not Available       Size Category 4:       3.51							•	
Response:       Strongly Agree       Agree       Neutral       Disagree       Strongly Disagree       Applicable         Frequency:       115       144       41       24       5       3         Percentage:       34.64%       43.37%       12.35%       7.23%       1.51%       0.90%         Current Secore:         3.82       2010 Score:       3.48       All Respondents:       3.44         Standard Deviation:       1.12       2008 Score:       Not Available       Size Category 4:       3.51							0,	3.44
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Current Score: 3.82         2010 Score: 3.48       All Respondents: 3.44         Standard Deviation: 1.12       2008 Score: Not Available	· · ·					0		
Standard Deviation: 1.12 2008 Score: Not Available Size Category 4: 3.51	Frequency: Percentage:	115 34.64%	144 43.37%	41		24	5	3
	Frequency: Percentage: There is a	115 34.64% real feeling o	144 43.37%	41 12.3	5%	24 7.23%	5 1.51% Current Ben	3 0.90%
	Frequency: Percentage: There is a Curr	115 34.64% real feeling o	144 43.37% f teamwork. 3.82	41 12.3	5%	24 7.23%	5 1.51% Current Ben Respondents:	3 0.90%
	Frequency: Percentage: There is a Curr Standar	115         34.64%         real feeling o         rent Score:         d Deviation:	144 43.37% f teamwork. 3.82 1.12	2010 Score: 2008 Score:	5% 3.48 Not Availat	24 7.23% 	5 1.51% Current Ben Respondents: e Category 4:	3 0.90% chmarks 3.44 3.51
Frequency: 102 131 42 40 13 2	Frequency: Percentage: There is a Curr Standard Number of Re	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:	144       43.37%       f teamwork.       3.82       1.12       330	41 12.3 2010 Score: 2008 Score: 2006 Score:	5% 3.48 Not Availat Not Availat	24 7.23% All I ble Siz ble	Current Ben Respondents: e Category 4: Mission 3:	3           0.90%           chmarks           3.44           3.51           3.49           Don't Know/Not
Percentage: 30.91% 39.70% 12.73% 12.12% 3.94% 0.61%	Frequency: Percentage: There is a Curr Standard Number of Re Response:	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree	144           43.37%           f teamwork.           3.82           1.12           330           Agree	41 12.3 2010 Score: 2008 Score: 2006 Score: Neur	5% 3.48 Not Availat Not Availat tral	24 7.23% All F ble Siz ble Disagree 40	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13	3           0.90%           chmarks           3.44           3.51           3.49           Don't Know/Not           gree         Applicable           2
Frequency: 102 131 42 40 13 2	Frequency: Percentage: There is a Curr Standar	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:	144         43.37%         f teamwork.         3.82         1.12         330	41 12.3 2010 Score: 2008 Score: 2006 Score:	5% 3.48 Not Availat Not Availat	24 7.23% All I ble Siz ble	Current Ben Respondents: e Category 4: Mission 3:	3           0.90%           chmarks           3.44           3.51           3.49           Don't Know/No
	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage:	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102	144         43.37%         f teamwork.         3.82         1.12         330         e       Agree         131         39.70%	41 12.3 2010 Score: 2008 Score: 2006 Score: Neu 42 12.7	5% 3.48 Not Availat Not Availat tral [ 2 3%	24 7.23% All I Die Siz Die Disagree 40 12.12%	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94%	3         0.90%           chmarks         3.44           3.51         3.49           Don't Know/Not         Applicable           2         0.61%
Current Score: 3.89 2010 Score: 3.62 All Respondents: 3.31	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage: In my wor	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%	144         43.37%         f teamwork.         3.82         1.12         330         Agree         131         39.70%         e an opportur	41 12.33 2010 Score: 2008 Score: 2006 Score: Neu 42 12.7 hity to partici	3.48     Not Availat     Not Availat     tral     2     3%   pate in the g	24 7.23% All f Die Siz Disagree 40 12.12% goal settin	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben	chmarks 3.44 3.51 3.49 Don't Know/Not gree Applicable 2 0.61% chmarks
	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage: In my wor	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         k group, I hav         rent Score:	144         43.37%         f teamwork.         3.82         1.12         330         e       Agree         131         39.70%         e         an opportur         3.89	41 12.3 2010 Score: 2008 Score: 2006 Score: Neur 42 12.7 hity to partici	3.48       5%       5%       5%       5%       5%       3%       5%       5%       3%       5%       5%       5%       5%       3%       5% </td <td>24 7.23% All I Die Siz Die Siz Disagree 40 12.12% goal settin</td> <td>5 1.51% Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents:</td> <td>3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         chmarks       3.31</td>	24 7.23% All I Die Siz Die Siz Disagree 40 12.12% goal settin	5 1.51% Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents:	3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         chmarks       3.31
Standard Deviation:       1.08       2008 Score:       Not Available       Size Category 4:       3.35	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage: In my work Curr Standard	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         k group, I hav         rent Score:         d Deviation:	144         43.37%         f teamwork.         3.82         1.12         330         a         Agree         131         39.70%         e an opportur         3.89         1.08	41 12.33 2010 Score: 2008 Score: 2006 Score: 2006 Score: 12.73 Neu 42 12.73 hity to partici 2010 Score: 2010 Score: 2008 Score:	3.48       Not Availat       Inot Availat	24 7.23% All F De Siz De Siz Disagree 40 12.12% goal setting Goal setting Die Siz	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4:	3       0.90%         chmarks       3.44         3.51       3.49         Don't Know/Not       gree         Applicable       2         0.61%       0.61%         chmarks       3.31         3.35       3.35
Standard Deviation:1.082008 Score:Not AvailableSize Category 4:3.35Number of Respondents:3322006 Score:Not AvailableMission 3:3.36	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage: In my work Curr Standard	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         k group, I hav         rent Score:         d Deviation:	144         43.37%         f teamwork.         3.82         1.12         330         a         Agree         131         39.70%         e an opportur         3.89         1.08	41 12.33 2010 Score: 2008 Score: 2006 Score: 2006 Score: 12.73 Neu 42 12.73 hity to partici 2010 Score: 2010 Score: 2008 Score:	3.48       Not Availat       Inot Availat	24 7.23% All F De Siz De Siz Disagree 40 12.12% goal setting Goal setting Die Siz	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4:	3       0.90%         chmarks       3.44         3.51       3.49         Don't Know/Not       gree         Applicable       2         0.61%       0.61%         chmarks       3.31         3.35       3.36
Standard Deviation:1.082008 Score:Not AvailableSize Category 4:3.35Number of Respondents:3322006 Score:Not AvailableMission 3:3.36	Frequency: Percentage: There is a Curr Standard Number of Re Response: Frequency: Percentage: In my work Curr Standard Number of Re	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         k group, I hav         rent Score:         d Deviation:         espondents:	144         43.37%         f teamwork.         3.82         1.12         330         e       Agree         131         39.70%         e an opportur         3.89         1.08         332	41 12.3 2010 Score: 2008 Score: 2006 Score: Neur 42 12.7 hity to partici 2010 Score: 2008 Score: 2008 Score: 2008 Score:	3.48       5% </td <td>24 7.23% All f Die Siz Disagree 40 12.12% goal setting Goal setting All f Die Siz</td> <td>Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4: Mission 3:</td> <td>3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         0.61%         chmarks         3.31         3.35         3.36         Don't Know/Not</td>	24 7.23% All f Die Siz Disagree 40 12.12% goal setting Goal setting All f Die Siz	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4: Mission 3:	3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         0.61%         chmarks         3.31         3.35         3.36         Don't Know/Not
Standard Deviation:       1.08       2008 Score:       Not Available       Size Category 4:       3.35         Number of Respondents:       332       2006 Score:       Not Available       Mission 3:       3.36         Don't Know/Not	Frequency: Percentage: There is a Curr Standard Number of Re Percentage: In my work Curr Standard Number of Re	115         34.64%         real feeling o         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         k group, I hav         rent Score:         d Deviation:         espondents:         Strongly Agree         102         30.91%         Strongly Agree         102         Strongly Agree         104	144         43.37%         f teamwork.         3.82         1.12         330         e       Agree         131         39.70%         e an opportur         3.89         1.08         332         e       Agree         144	41 12.3 2010 Score: 2008 Score: 2006 Score: 2006 Score: 2010 Score: 2008 Score: 2008 Score: 2008 Score: 2008 Score: 2006 Score: 2006 Score: 2006 Score: 2006 Score: 2006 Score: 2006 Score: 2006 Score: 2007 Score: 2008 Score	3.48     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     3%     5%     7     3%     5%      5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5%     5% <td< td=""><td>24 7.23% All f Die Siz Disagree 40 12.12% goal setting Goal setting Disagree 36</td><td>Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 11</td><td>3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         0.90%         chmarks         3.31         3.35         3.36         Don't Know/Not         gree         Applicable         5</td></td<>	24 7.23% All f Die Siz Disagree 40 12.12% goal setting Goal setting Disagree 36	Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 13 3.94% g process. Current Ben Respondents: e Category 4: Mission 3: Strongly Disa 11	3         0.90%         chmarks         3.44         3.51         3.49         Don't Know/Not         gree       Applicable         2       0.61%         0.90%         chmarks         3.31         3.35         3.36         Don't Know/Not         gree         Applicable         5

5. Work groups are traine	ed to incorporat	te th	e opinion	s of ea	ach mer	nber.		
							Current Bencl	hmarks
Current Score:	3.60	20	10 Score:	3	.45	All F	Respondents:	3.41
Standard Deviation:	1.07	200	08 Score:	Not A	vailable	Size	e Category 4:	3.43
Number of Respondents:	331	200	06 Score:	Not A	vailable		Mission 3:	3.43
							_	Don't Know/Not
Response: Strongly Agr			Neutr	al		igree	Strongly Disag	
Frequency: 62 Percentage: 18.73%	141 42.60%		52 15.71	2/2		6 92%	9 2.72%	11 3.32%
Percentage. 10.7376	42.00%		15.71	/0	10.3	52 /0	2.12/0	3.32 /0
6. My work group uses tl	ne latest techno	oloa	v to comn	nunica	te and i	interact		
			,				Current Bencl	hmarks
Current Score:	3.88	20.	10 Score:	3	.65		Respondents:	
Standard Deviation:	0.86				vailable		e Category 4:	
	331		06 Score:			5126		Not Available
Number of Respondents:	331	200	Jo Scole.	NOL A	valiable			
Response: Strongly Agr	ee Agree		Neutra	əl	Diea	igree	Strongly Disag	Don't Know/Not ree Applicable
Frequency: 67	186		46			19100 15	4	3
Percentage: 20.24%	56.19%		13.90	%	7.5	5%	1.21%	0.91%
7. The information availa	ble from our co	ompi	uter syste	ems is	reliable		Current Bencl	hmarks
Current Score:	3.94	20	10 Score:	Not A	vailable	ali f	Respondents:	Not Available
Standard Deviation:	0.74	200	08 Score:	Not A	vailable	Size	e Category 4:	Not Available
Number of Respondents:	332	200	06 Score:	Not A	vailable		Mission 3:	Not Available
								Don't Know/Not
Response: Strongly Agr Frequency: 62	ee Agree 206		Neutra 43	al		igree 9	Strongly Disag	ree Applicable
Frequency: 62 Percentage: 18.67%	62.05%		12.95	%		9 2%	Not Available	—
8. Overall, our computer	information sy	sten	ns presen	t infor	mation	in an ur	nderstandable	e way.
							Current Bencl	hmarks
Current Score:	3.80	20	10 Score:	Not A	vailable	All F	Respondents:	Not Available
Standard Deviation:	0.85	200	08 Score:	Not A	vailable	Size	e Category 4:	Not Available
Number of Respondents:	330	200	06 Score:	Not A	vailable		Mission 3:	Not Available
								Don't Know/Not
Response: Strongly Agr			Neutra	al		igree	Strongly Disag	ree Applicable
Frequency: 46 Percentage: 13.94%	208 63.03%		43 13.03	%		24 27%	7 2.12%	2 0.61%
13.34 //	00.0070		10.00	/0	1.2	., 70	2.12/0	0.0170

9. Our computer system	s enable me to	eas	ily and qu	ickly f	ind the	informa	tion I need.	
							Current Bench	nmarks
Current Score:	3.65	20	10 Score:	3	.36	All F	Respondents:	Not Available
Standard Deviation:	0.96	20	08 Score:	Not Av	vailable	Size	e Category 4:	Not Available
Number of Respondents:	329	20	06 Score:	Not A	vailable		Mission 3:	Not Available
								Don't Know/Not
Response: Strongly Agr	ee Agree		Neutra	al		igree	Strongly Disagr	
Frequency: 51	168		55	N/		8	5	2
Percentage: 15.50%	51.06%		16.729	%	14.3	59%	1.52%	0.61%
10. Information systems	are in place an	nd ac	cessible f	or me	to get r	nviobo	done.	
· · · · · · · · · · · · · · · · · · ·					<b>J</b>	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Current Bench	nmarks
Current Score:	3.95	20	10 Score:	4	.03	All F	Respondents:	3.89
Standard Deviation:	0.79		08 Score:				e Category 4:	3.88
Number of Respondents:	331		06 Score:				Mission 3:	3.92
								Don't Know/Not
Response: Strongly Agr	ee Agree		Neutra	al	Disa	igree	Strongly Disagr	
Frequency: 69	196		43		1	9	2	2
Percentage: 20.85%	59.21%		12.999	%	5.7	4%	0.60%	0.60%
11. I have a clear unders	tanding about r	my v	vork respo	onsibil	ities.		Current Bench	nmarks
Current Score:	4.37	20	10 Score:	3.	.72	All F	Respondents:	Not Available
Standard Deviation:	0.69	20	08 Score:	Not Av	vailable	Size	e Category 4:	Not Available
Number of Respondents:	331	20	06 Score:	Not Av	vailable		Mission 3:	Not Available
Response: Strongly Agr	ee Agree		Neutra	al	Disa	igree	Strongly Disagr	Don't Know/Not ee Applicable
Frequency: 149	163		12		Ę	5	2	0
Percentage: 45.02%	49.24%		3.63%	6	1.5	1%	0.60%	Not Available
12. My supervisor gives	me specific fee	edba	ck about	my pe	rformar	nce.		
							Current Bench	nmarks
Current Score:	3.91	20	10 Score:	3	.64	All F	Respondents:	3.59
Standard Deviation:	1.07	20	08 Score:	Not A	vailable	Size	e Category 4:	3.63
Number of Respondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.61
								Don't Know/Not
Response: Strongly Agr			Neutra	al		igree	Strongly Disagr	
Frequency: 109 Percentage: 32.83%	137 41.27%		39 11.759	%		5 54%	10 3.01%	2 0.60%
1° ei veniage. 32.03 /0	71.21/0		11.75	/0	10.0	J-T/U	0.0170	0.0070

13. My super	visor recog	nizes outstandi	ng v	vork.						
								Current Benc	hmarks	
Curi	ent Score:	3.81	20	10 Score:	3	.42	All R	Respondents:	3.50	
Standar	d Deviation:	1.20	20	08 Score:	Not A	vailable	Size	e Category 4:	3.54	
Number of Re	espondents:	331	20	06 Score:	Not A	vailable		Mission 3:	3.46	
									Don't Know/Not	
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag		
Frequency:	<u>113</u> 34.14%	117 35.35%		42 12.69	0/_	-	87 18%	20 6.04%	2 0.60%	
Percentage:	54.1470	55.5576		12.09	/0	11.	10 /0	0.0478	0.0078	
14 My super	visor aives	me the opport	unity	to do my	best	work				
14. My Super	visor gives		anney		DUST	WORK.		Current Benc	hmarka	
<b>C</b>	ant Saara	4.40	20	10 00000	2	.96				
	rent Score:	4.10		10 Score:				Respondents:	3.79	
	d Deviation:	1.00		08 Score:			Size	e Category 4:	3.82	
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.82	
									Don't Know/Not	
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag	ree Applicable	
Frequency: Percentage:	<u>136</u> 40.96%	130 39.16%		38 11.45	%		7 2%	10 3.01%	0.30%	
r ercentage.	10.0070	00.1070		11.40	/0	0.1	270	0.0170	0.0070	
15. My super	rvisor is con	sistent when a	dmiı	nistering p	oolicie	s conce	erning e	mployees. Current Benc	hmarks	
Curi	ent Score:	3.69	20	10 Score:	3	.83	All R	Respondents:	3.82	
Standar	d Deviation:	1.19	20	08 Score:	Not A	vailable	Size	e Category 4:	3.80	
Number of Re	espondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.81	
									Don't Know/Not	
Response:	Strongly Agr	ee Agree 125		Neutr	al		agree	Strongly Disag		
Frequency: Percentage:	91 27.58%	37.88%		50 15.15	%		86 91%	23 6.97%	5 1.52%	
Tercentage.	21.0070	07.0070		10.10	/0	10.	5170	0.0770	1.0270	
16. I have a g	good unders	tanding of our	miss	sion, visio	n, and	strateg	jic plan.			
								Current Benc	hmarks	
Curi	ent Score:	4.17	20	10 Score:	4	.04	All R	Respondents:	3.93	
Standar	d Deviation:	0.76	20	08 Score:	Not A	vailable	Size	e Category 4:	3.92	
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.87	
								L	Don't Know/Not	
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	agree	Strongly Disag		
Frequency:	114	175		31	,		0	2	0	
Percentage:	34.34%	52.71%		9.34%	6	3.0	)1%	0.60%	Not Available	

17. I understa	and the state	e, local, nationa	I, ar	nd global i	ssues	that imp	bact the	organization.	
								Current Benchm	arks
Curr	ent Score:	4.08	20	10 Score:	4	.02	All F	Respondents:	3.86
Standard	d Deviation:	0.71	20	08 Score:	Not A	vailable	Size	e Category 4:	3.87
Number of Re	espondents:	331	20	06 Score:	Not A	vailable		Mission 3:	3.88
				I					Don't Know/Not
Response:	Strongly Agr	ee Agree		Neutra	al	Disa	gree	Strongly Disagree	
Frequency:	82	202		34		8		2	3
Percentage:	24.77%	61.03%		10.279	%	2.42	2%	0.60%	0.91%
18 We work	well with ot	her parts of the	ins	titution					
								Current Benchm	arks
Curr	ent Score:	3.96	20	10 Score:	4	.01	All F	Respondents:	3.77
Standard	d Deviation:	0.85	20	08 Score:	Not A	vailable	Size	e Category 4:	3.83
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.80
									Don't Know/Not
Response:	Strongly Agr			Neutra	al	Disa	gree	Strongly Disagree	e Applicable
Frequency:	81	184		43		18		5	1
Percentage:	24.40%	55.42%		12.959	%	5.42	2%	1.51%	0.30%
19. We devel	op services	to meet the ne	eds	of those	we se	rve.			
								Current Benchm	arks
Curr	ent Score:	4.18	20	10 Score:	4	.21	All F	Respondents:	3.94
Standard	d Deviation:	0.77	20	08 Score:	Not A	vailable	Size	e Category 4:	4.07
Number of Re	espondents:	331	20	06 Score:	Not A	vailable		Mission 3:	4.05
									Don't Know/Not
Response:	Strongly Agr			Neutra	al	Disa	-	Strongly Disagree	
Frequency: Percentage:	113 34.14%	174 52.57%		30 9.06%	/	8 2.42		3 0.91%	3 0.91%
	54.1470	52.5176		9.007	0	2.44	2.70	0.3176	0.3176
20. My work	group uses	the feedback fr	om	those we	serve	when m	aking	decisions.	
_	- 1			_	r			Current Benchm	
	ent Score:	3.89		10 Score:		.95		Respondents: No	
	d Deviation:	0.91		08 Score:		vailable	Size	e Category 4: No	
Number of Re	espondents:	329	20	06 Score:	Not A	vailable		Mission 3: No	t Available
_	o			<b>N</b> .		Ξ.			Don't Know/Not
Response:	Strongly Agr 82	ee Agree 151		Neutra 66	ai	Disa 1	-	Strongly Disagree	e Applicable
Frequency: Percentage:	24.92%	45.90%		20.06	2/2	5.78	-	5 1.52%	6 1.82%

								Current Ben	chma	irks
Number of Respor		3.68	20	10 Score:	3	.44	aii f	Respondents:	Not	Available
Response: <u>Stro</u>	viation:	0.99	20	08 Score:	Not A	vailable		e Category 4:		
	ndents:	333	20	06 Score:	Not A	vailable		Mission 3:		
					L					Don't Know/No
	ongly Agree	Agree		Neutr	al	Disa	gree	Strongly Disa	gree	Applicable
Frequency:	63	143		73		3	-	8		11
Percentage:	18.92%	42.94%		21.92	%	10.5	51%	2.40%		3.30%
2. My work grou	unio geolo d			materay	a a a da	. d				
2. My work grou	ip's goals a	are consister	itiy	metorex	ceede	a.		Current Den		
Current	Score:	3.99	20	10 Score:	3	.95		Current Bene Respondents:		3.84
Standard De		0.77				.95 vailable		e Category 4:		3.95
Number of Respor		332	-	06 Score:			3126	Mission 3:		3.95
		332	20		INOL A	valiable		1011551011 3:		
Response: Stro	ongly Agree	Agree		Neutr	al	Disa	aree	Strongly Disa	aree	Don't Know/No Applicable
Frequency:	82	170		66		7	7	2	3.00	5
	24.70%	51.20%		19.88	%	2.1	1%	0.60%		1.51%
.5. Our montulion		for the qual	ity o	of service	we pr	ovide.				
							All F	Current Bene Respondents:		<b>irks</b> 4.04
Current Standard De	Score:	4.33	20	10 Score:	4	.35		Respondents:		4.04
Current	Score:		20 20		4 Not A	.35 vailable				-
Current Standard De Number of Respor	Score:	<b>4.33</b> 0.67	20 20	10 Score: 08 Score:	4 Not A	.35 vailable		Respondents: Category 4: Mission 3:		4.04 4.19
Current Standard De Number of Respor	Score:	<b>4.33</b> 0.67	20 20	10 Score: 08 Score:	4 Not A Not A	.35 vailable	Size gree	Respondents: e Category 4:		4.04 4.19 4.18

5. Salaries a	are competiti		-					
							Current Benchr	marks
Curr	ent Score:	2.57	201	10 Score:	2.93	All R	Respondents:	2.64
Standard	d Deviation:	1.09	200	08 Score:	Not Available	Size	Category 4:	2.80
Number of Re	espondents:	331	200	06 Score:	Not Available		Mission 3:	2.78
								Don't Know/Not
Response:	Strongly Agr			Neutra		agree	Strongly Disagre	
Frequency:	10	66		78		13	55	9
Percentage:	3.02%	19.94%		23.56%	6 34.	14%	16.62%	2.72%
6 Ifeellam	naid fairly	for the work I d						
							Current Benchr	marks
Curr	ent Score:	2.87	201	10 Score:	3.06		espondents:	2.88
	d Deviation:	1.08		-	Not Available		e Category 4:	2.94
Number of Re	L	333		-	Not Available	0.20	Mission 3:	2.87
								Don't Know/Not
Response:	Strongly Agr	ee Agree		Neutra	l Disa	agree	Strongly Disagre	
· · ·								
Frequency:	13	101		85		)7	36	1
Frequency: Percentage: 7. My job m	3.90%	30.33%		85 25.53%	ç	-		1 0.30%
Percentage:	3.90% eets my exp	30.33%		25.53%	6 29.	13%	36 10.81% Current Benchr	narks
Percentage: [ 7. My job m Curr	3.90% eets my exp ent Score: [	30.33% Dectations.		25.53%	6 29. 3.93	13% 13% All R	36 10.81% Current Benchr	narks 3.73
Percentage: [ 7. My job m Curr Standard	3.90% eets my exp rent Score: [ d Deviation: ]	30.33% bectations. 3.73 0.96	200	25.53%	3.93 Not Available	13% 13% All R	36 10.81% Current Benchr Respondents:	narks 3.73 3.76
Percentage: [ 7. My job m Curr	3.90% eets my exp rent Score: [ d Deviation: ]	30.33% Dectations.	200	25.53%	6 29. 3.93	13% 13% All R	36 10.81% Current Benchr	narks 3.73
Percentage: [ 7. My job m Curr Standard Number of Re	3.90% eets my exp rent Score: [ d Deviation: [ espondents: [	30.33% Dectations. 3.73 0.96 332	200	25.53% 10 Score: [ )8 Score: [ )6 Score: [	3.93 Not Available Not Available	13% 13% All R Size	36 10.81% Current Benchr Respondents: Category 4: Mission 3:	narks 3.73 3.76 3.77 Don't Know/Not
7. My job m Curr Standard Number of Re Response:	3.90% eets my exp eent Score: [ d Deviation: [ espondents: [ Strongly Agr	30.33% Dectations. 3.73 0.96 332 ee Agree	200	25.53% 10 Score: [ )8 Score: [ )6 Score: [ Neutra	3.93 Not Available Not Available	7 13% All R Size	36 10.81% Current Benchr Respondents:	narks 3.73 3.76 3.77 Don't Know/Not e Applicable
Percentage: [ 7. My job m Curr Standard Number of Re	3.90% eets my exp rent Score: [ d Deviation: [ espondents: [	30.33% Dectations. 3.73 0.96 332	200	25.53% 10 Score: [ )8 Score: [ )6 Score: [	3.93 Not Available Not Available	13% 13% All R Size	36 10.81% Current Benchr Respondents: Category 4: Mission 3:	narks 3.73 3.76 3.77 Don't Know/Not
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [	3.90% eets my exp ent Score: [ d Deviation: [ espondents: [ Strongly Agr 57 17.17%	30.33% Dectations. 3.73 0.96 332 ee Agree 180	200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ Neutra 51 15.36%	3.93 Not Available Not Available I Disa 6 10.	7 13% All R Size 35 54%	36         10.81%         Current Benchr         Respondents:         Category 4:         Mission 3:         Strongly Disagre         9         2.71%	narks 3.73 3.76 3.77 Don't Know/Not e Applicable 0 Not Available
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 8. My work	3.90% eets my exp eets my exp d Deviation: [ espondents: [ Strongly Agr 57 17.17% environmen	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba	200 200	25.53%	3.93 Not Available Not Available I Disa 6 10.	All R Size	36         10.81%         Current Benchr         Respondents:         a Category 4:         Mission 3:         Strongly Disagree         9         2.71%	narks 3.73 3.76 3.77 Don't Know/Not e Applicable 0 Not Available marks
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 8. My work	3.90% eets my exp ent Score: [ d Deviation: [ espondents: [ Strongly Agr 57 17.17%	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba 3.81	200 200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ Neutra 51 15.36% e betweer 10 Score: [	3.93 Not Available Not Available I Disa 6 10. h work and po 3.84	All R All R Size	36         10.81%         Current Benchr         Respondents:         Category 4:         Mission 3:         Strongly Disagre         9         2.71%	narks 3.73 3.76 3.77 Don't Know/Not Applicable 0 Not Available narks 3.72
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 8. My work	3.90% eets my exp eets my exp eent Score: [ d Deviation: [ espondents: [ 57 17.17% environmen eent Score: [ d Deviation: ]	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba	200 200 alance 201 200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ 06 Score: [ 15.36% 251 251 251 251 251 251 251 251 251 251	3.93 Not Available Not Available I Disa 6 10.	All R All R Size	36         10.81%         Current Benchr         Respondents:         © Category 4:         Mission 3:         Strongly Disagre         9         2.71%	narks 3.73 3.76 3.77 Don't Know/Not e Applicable 0 Not Available marks
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 8. My work Standard	3.90% eets my exp eets my exp eent Score: [ d Deviation: [ espondents: [ 57 17.17% environmen eent Score: [ d Deviation: ]	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba 3.81 0.98	200 200 alance 201 200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ 06 Score: [ 07 Neutra 51 15.36% 10 Score: [ 08 Score: [ 08 Score: [ 08 Score: [ 09	3.93 Not Available Not Available I Disa 1 Disa 1 Disa 1 Disa 1 0.1 1 0.	All R All R Size	36         10.81%         Current Benchr         Respondents:         Category 4:         Mission 3:         Strongly Disagre         9         2.71%         Iife.         Current Benchr         Respondents:         9         2.71%         Current Benchr         Respondents:         P         Category 4:	narks         3.73         3.76         3.77         Don't Know/Not         e         Applicable         0         Not Available    marks          3.72         3.73         3.68
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 8. My work Standard	3.90% eets my exp eets my exp eent Score: [ d Deviation: [ espondents: [ 57 17.17% environmen eent Score: [ d Deviation: ]	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba 3.81 0.98 332	200 200 alance 201 200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ 06 Score: [ 07 Neutra 51 15.36% 10 Score: [ 08 Score: [ 08 Score: [ 08 Score: [ 09	3.93 Not Available Not Available I Disa 1 Disa 3 6 10. 1 0. 1 0.	All R All R Size	36         10.81%         Current Benchr         Respondents:         Category 4:         Mission 3:         Strongly Disagre         9         2.71%         Iife.         Current Benchr         Respondents:         9         2.71%         Current Benchr         Respondents:         P         Category 4:	narks 3.73 3.76 3.77 Don't Know/Not e Applicable 0 Not Available narks 3.72 3.73 3.68 Don't Know/Not
Percentage: [ 7. My job m Curr Standard Number of Re Response: Frequency: [ Percentage: [ 3. My work Standard Number of Re	3.90% eets my exp eets my exp eets my exp ent Score: [ Strongly Agr 57 17.17% environmen eent Score: [ d Deviation: [ espondents: [	30.33% Dectations. 3.73 0.96 332 ee Agree 180 54.22% t supports a ba 3.81 0.98 332	200 200 alance 201 200	25.53% 10 Score: [ 08 Score: [ 06 Score: [ 15.36%  e betweer 10 Score: [ 08 Score: [ 08 Score: [ 08 Score: [ 06 Score: [ 07 Sc	3.93 Not Available Not Available I Disa 1 Disa 3.84 Not Available Not Available Not Available Not Available	All R Size	36         10.81%         Current Benchr         Respondents:         Category 4:         Mission 3:         Strongly Disagre         9         2.71%         Iife.         Current Benchr         Respondents:         9         2.71%         Mission 3:         Mission 3:         Mission 3:	narks 3.73 3.76 3.77 Don't Know/Not e Applicable 0 Not Available narks 3.72 3.73 3.68 Don't Know/Not

								Current Bench	marks
Curr	ent Score:	3.83	20	10 Score:	3	.57	aii f	espondents:	3.53
Standard	d Deviation:	1.05	20	08 Score:	Not A	vailable	Size	e Category 4:	3.61
Number of Re	spondents:	333	20	06 Score:	Not A	vailable		Mission 3:	3.58
									Don't Know/Not
Response:	Strongly Agree	Agree		Neutr	al	Disa	gree	Strongly Disagr	
Frequency:	81	176		30		-	0	16	0
Percentage:	24.32%	52.85%		9.01%	6	9.0	1%	4.80%	Not Available
The amou	unt of work I a	m asked to d	o is	reasonab	le.				
			0.0	louconab				Current Bench	marks
Curr	ent Score:	3.78	20	10 Score:	3	.79	All F	espondents:	3.68
Standard	d Deviation:	0.95	20	08 Score:	Not Av	vailable	Size	e Category 4:	3.77
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.68
									Don't Know/Not
Response:	Strongly Agree	Agree		Neutr	al		gree	Strongly Disagr	ee Applicable
		170		E 4			0	10	0
Frequency: Percentage:	64 19.28%	179 53.92%	ople	51 15.36 where I v		2 8.4	8 3%	10 3.01%	0 Not Available
Percentage:	19.28%	53.92%		15.36 where I v	vork.	8.4	3%	3.01% Current Bench	Not Available
Percentage:	19.28%	53.92% vhen I tell per 4.37	20	15.36 where I v 10 Score:	<b>vork.</b>	.38	3% Ali F	3.01% Current Bench tespondents:	Mot Available marks 3.91
Percentage: [ I. Ifeel a se Curr Standard	19.28%	53.92% vhen I tell peo 4.37 0.75	20 20	15.36 where I v 10 Score: 08 Score:	vork.	8.4 .38 vailable	3% Ali F	3.01% Current Bench tespondents:	Mot Available marks 3.91 4.02
Percentage:	19.28%	53.92% vhen I tell per 4.37	20 20	15.36 where I v 10 Score:	vork.	8.4 .38 vailable	3% Ali F	3.01% Current Bench tespondents:	Not Available           marks           3.91           4.02           4.05
Percentage: [ I. Ifeel a se Curr Standard	19.28%	53.92% vhen I tell peo 4.37 0.75	20 20	15.36 where I v 10 Score: 08 Score:	vork. 4 Not Av	8.4 .38 vailable vailable	3% Ali F	3.01% Current Bench tespondents:	Not Available marks 3.91 4.02 4.05 Don't Know/Not
Percentage: [ . Ifeel a se Curr Standard Jumber of Re Response: Frequency: [	19.28%  Inse of pride v  ent Score:  Deviation:  spondents:  Strongly Agree 160	53.92% vhen I tell per 4.37 0.75 331 Agree 142	20 20	15.36 where I v 10 Score: 08 Score: 06 Score: Neutr 20	vork. 4. Not Av Not Av	8.4 .38 vailable vailable Disa	3% All F Size gree	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr 3	Not Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1
Percentage: [ . I feel a se Curr Standard Number of Re Response: _	19.28% anse of pride v ent Score: Deviation: Strongly Agree	53.92% vhen I tell per 4.37 0.75 331 Agree	20 20	15.36 where I v 10 Score: 08 Score: 06 Score: Neutr	vork. 4. Not Av Not Av	8.4 .38 vailable vailable Disa	3% All F Size gree	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr	Not Available marks 3.91 4.02 4.05 Don't Know/Not
Percentage: [ I. Ifeel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [	19.28% ense of pride v ent Score: d Deviation: espondents: Strongly Agree 160 48.34%	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90%	20 20 20	15.36 where I v 10 Score: 08 Score: 06 Score: Neutr 20 6.049	vork. <u>4</u> Not Av Not Av al	8.4 .38 vailable vailable Disa	3% All F Size gree 5 1%	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr 3 0.91%	Not Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1
Percentage: [ I. Ifeel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [	19.28%  Inse of pride v  ent Score:  Deviation:  spondents:  Strongly Agree 160	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90%	20 20 20	15.36 where I v 10 Score: 08 Score: 06 Score: Neutr 20 6.049	vork. <u>4</u> Not Av Not Av al	8.4 .38 vailable vailable Disa	3% All F Size gree 5 1%	3.01% Current Bench tespondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable.	Not Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1 0.30%
Percentage: [ I. Ifeel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. Ifeel the	19.28%	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I	20 20 20	15.36 where I v 10 Score: 08 Score: 06 Score: 06 Score: 20 6.049 st go throu	vork. A Not Av Not Av al wgh at	8.4 .38 vailable vailable Disa t.5 work ar	3% All F Size 5 1% e reaso	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench	Not Available
Percentage: [ I. Ifeel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. Ifeel the Curr	19.28%         entse of pride v         ent Score:         d Deviation:         d Deviation:         espondents:         Strongly Agree         160         48.34%         communication         ent Score:	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I 3.68	20 20 20 20 <b>mu</b>	15.36 where I v 10 Score: 08 Score: 06 Score: Neutr 20 6.049 st go throu	vork. A Not A Not A al ugh at 3	8.4 .38 vailable vailable Disa t.5 work ar	All F Size	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench Respondents:	Mot Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1 0.30% marks 3.53
Percentage: [ I. Ifeel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. Ifeel the Curr	19.28%         ense of pride v         ent Score:         d Deviation:         d Deviation:         espondents:         Strongly Agree         160         48.34%         communication         ent Score:         d Deviation:	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I	20 20 20 20 <b>mu</b>	15.36 where I v 10 Score: 08 Score: 06 Score: 06 Score: 20 6.049 st go throu	vork. Not Av Not Av al ugh at 3 Not Av	8.4 .38 vailable vailable Disa t 1.5 work ar .57 vailable	All F Size	3.01% Current Bench Respondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench	Not Available
Percentage: [ I. I feel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. I feel the Curr Standard	19.28%         entse of pride v         ent Score:         d Deviation:         gspondents:         Strongly Agree         160         48.34%         communication         ent Score:         d Deviation:	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I 3.68 0.97	20 20 20 20 <b>mu</b>	15.36 where I w 10 Score: 08 Score: 06 Score: 06 Score: 20 6.049 st go throu 10 Score: 08 Score:	vork. Not Av Not Av al ugh at 3 Not Av	8.4 .38 vailable vailable Disa t 1.5 work ar .57 vailable	All F Size	3.01% Current Bench Sespondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench Sespondents: Category 4:	Not Available           marks           3.91           4.02           4.05           Don't Know/Not           ee           Applicable           1           0.30%           marks           3.53           3.52           3.46
Percentage: [ I. I feel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. I feel the Curr Standard	19.28%         entse of pride v         ent Score:         d Deviation:         gspondents:         Strongly Agree         160         48.34%         communication         ent Score:         d Deviation:	53.92% vhen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I 3.68 0.97	20 20 20 20 <b>mu</b>	15.36 where I w 10 Score: 08 Score: 06 Score: 06 Score: 20 6.049 st go throu 10 Score: 08 Score:	vork. A. Not A. Not A. al ugh at 3. Not A. Not A.	8.4 .38 vailable vailable Disa t t 1.5 work ar .57 vailable vailable	All F Size	3.01% Current Bench Sespondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench Sespondents: Category 4:	Mot Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1 0.30% marks 3.53 3.52 3.46 Don't Know/Not
Percentage: [ I. I feel a se Curr Standard Number of Re Response: Frequency: [ Percentage: [ 2. I feel the Curr Standard Number of Re	19.28%         entse of pride v         ent Score:         d Deviation:         espondents:         Strongly Agree         160         48.34%         communication         ent Score:         d Deviation:         ent Score:         d Deviation:         espondents:	53.92% /hen I tell per 4.37 0.75 331 Agree 142 42.90% on channels I 3.68 0.97 332	20 20 20 20 <b>mu</b>	15.36 where I v 10 Score: 08 Score: 06 Score: 20 6.049 st go throu 10 Score: 08 Score: 06 Score:	vork. A. Not A. Not A. al Ugh at 3. Not A. Not A. Not A. Not A.	8.4 .38 vailable vailable Disa to to to to to to to to to to to to to	3% All F Size 5 7 8 <b>e reaso</b> All F Size	3.01% Current Bench tespondents: Category 4: Mission 3: Strongly Disagr 3 0.91% nable. Current Bench tespondents: Current Bench tespondents: Category 4: Mission 3:	Mot Available marks 3.91 4.02 4.05 Don't Know/Not ee Applicable 1 0.30% marks 3.53 3.52 3.46 Don't Know/Not

33. My work	atmosphere	encourages o	pen	and hone	st con	nmunica	tion.		
								Current Benc	hmarks
Curi	ent Score:	3.57	20	10 Score:	3	.51	All F	Respondents:	3.44
Standar	d Deviation:	1.15	20	08 Score:	Not A	vailable	Size	e Category 4:	3.46
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.47
								L	Don't Know/Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag	
Frequency:	66	148		49	24		7	22	0
Percentage:	19.88%	44.58%		14.76	%	14.1	16%	6.63%	Not Available
34 Overall w	vithin the ar	oups I work, the	ore i	s nood co	mmur	nication			
	finiti the gr	Jupo I work, ak		3 good 00	iiiiiai	lication		Current Benc	hmarka
Curr	ent Score:	3.58	20	10 Score:	2	.44		Respondents:	
	d Deviation:				-	.44 vailable		e Category 4:	
		1.03		08 Score:			SIZE		
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	Not Available
_				NI. (.	.1	D		0(	Don't Know/Not
Response: Frequency:	Strongly Agr 52	ee Agree 162		Neutra 55	al		agree 51	Strongly Disag	gree Applicable
Percentage:	15.66%	48.80%		16.57	%		36%	3.31%	0.30%
-		gets to the rig	-	-	_		l	Current Benc	
	ent Score:	3.28		10 Score:		.33		Respondents:	3.38
Standar	d Deviation:	1.01	20	08 Score:	Not A	vailable	Size	e Category 4:	3.34
Number of Re	espondents:	333	20	06 Score:	Not A	vailable		Mission 3:	3.28
_		<b>A</b>			. 1	D		0	Don't Know/Not
Response: Frequency:	Strongly Agr 26	ee Agree 133		Neutr 95	al		agree 33	Strongly Disag	gree Applicable
Percentage:	7.81%	39.94%		28.53	%		92%	4.50%	0.30%
36. I believe	we commu	nicate our miss	ion	effectively	/ to th	e public			
								Current Benc	hmarks
Curi	ent Score:	3.87	20	10 Score:	3	.89	All F	Respondents:	3.69
Standar	d Deviation:	0.87	20	08 Score:	Not A	vailable	Size	e Category 4:	3.71
Number of Re	espondents:	333	20	06 Score:	Not A	vailable		Mission 3:	3.57
								L	Don't Know/Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag	
Frequency:	75 22.52%	166		64 19.22	0/_		2 61%	3 0.90%	3
Percentage:	22.32%	49.85%		19.22	/0	0.0	1 70	0.90%	0.90%

37. Our institution comm	unicates well w	vith our	governing	bodies (t	the legis	slature, the boar	d of regents, etc	:.).
						Current Benchma	arks	
Current Score:	3.96	2010 S	core:	4.09	All F	Respondents:	3.81	
Standard Deviation:	0.76	2008 S	core: Not	Available	Size	e Category 4:	3.86	
Number of Respondents:	332	2006 S	core: Not	Available		Mission 3:	3.88	
							Don't Know/Not	
Response: Strongly Agr			Neutral	Disa	agree	Strongly Disagree		
Frequency: 72	167		65		9	1	18	
Percentage: 21.69%	50.30%		19.58%	2.7	'1%	0.30%	5.42%	
38. My institution shares	appropriate inf	ormatio	n with the	public				
		ormatio		public.		Current Benchma	orko	
Current Score:	3.93	2010 S		3.88		Respondents:	3.87	
Standard Deviation:		2010 S		Available				
	0.81				5126	e Category 4:	3.87	
Number of Respondents:	332	2006 S	core: Not	Available		Mission 3:	3.83	
D. Other also Arra			Nassia	Disc			Don't Know/Not	
Response: Strongly Agr Frequency: 68	ee Agree 188	1	Neutral 46	-	agree 6	Strongly Disagree	Applicable 10	
Percentage: 20.48%	56.63%		13.86%		2%	1.20%	3.01%	
39. We communicate eff		•						
Current Score:	3.63	2010 S		3.81		Respondents:	3.73	
Standard Deviation:	0.93	2008 S		Available	Size	e Category 4:	3.71	
Number of Respondents:	331	2006 S	core: Not	Available		Mission 3:	3.69	
Deserves Strongly Agr			Noutral	Diag	aroo	Strongh / Diogaroo	Don't Know/Not	
Response: Strongly Agr Frequency: 44	ee Agree 172		Neutral 67		agree 88	Strongly Disagree 7	Applicable 3	
Percentage: 13.29%	51.96%		20.24%		48%	2.11%	0.91%	
40. Given the type of wo	rk I do, my phys	sical wo	orkplace m	eets my	needs.			
0	2.02	0040 0	· · · · · · ·	0.00		Current Benchma		
Current Score:	3.98	2010 S		3.80		Respondents: Not		
Standard Deviation:	0.87	2008 S		Available	Size	e Category 4: Not		
Number of Respondents:	331	2006 S	core: Not	Available		Mission 3: Not	Available	
	_					<b>a</b>	Don't Know/Not	
Response: Strongly Agr Frequency: 85	ee Agree 188		Neutral 27		agree 28	Strongly Disagree	Applicable 0	
Percentage: 25.68%	56.80%		8.16%		.8 6%	0.91%	Not Available	
				1			-	

41. My work	place is well	maintained.								
								Current Bend	chmarks	
Curi	rent Score:	3.84	20	10 Score:	3	.93	All F	espondents:	3.76	
Standar	d Deviation:	0.92	20	08 Score:	Not A	vailable	Size	e Category 4:	3.80	
Number of Re	espondents:	328	20	06 Score:	Not A	vailable	]	Mission 3:	3.78	
									Don't Know/I	Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag		9
Frequency: Percentage:	69 21.04%	179 54.57%		44 13.41	%		30 5%	6 1.83%	0 Not Availab	le
Fercentage.	21.0470	04.0770		10.41	/0	0.1	570	1.0070	Not / Wahab	
42. There are	e sufficient p	procedures to e	nsu	re the safe	ety of	employ	ees in t	he workplace	е.	
	•					. ,		Current Bend		
Curi	rent Score:	3.73	20	10 Score:	3	.79	All F	espondents:	3.98	
Standar	d Deviation:	0.98	20	08 Score:	Not A	vailable	Size	e Category 4:	4.02	
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	4.02	
									Don't Know/I	Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag	gree Applicable	)
Frequency:	64	169		53	0/		36	9	1	
Percentage:	19.28%	50.90%		15.96	%	10.0	84%	2.71%	0.30%	
43. I have ad	equate reso	ources and equi	pme	ent to do r			1	Current Beng	chmarks	
Curi	rent Score:	3.95	20	10 Score:	3	.87	All F	lespondents:	3.60	
Standar	d Deviation:	0.83	20	08 Score:	Not A	vailable	Size	e Category 4:	3.66	
Number of Re	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.64	
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	agree	Strongly Disag	Don't Know/I gree Applicable	
Frequency:	73	200		33			22	4	0	
Percentage:	21.99%	60.24%		9.94%	6	6.6	63%	1.20%	Not Availab	le
44. The peop	ole I work wi	th care about m	іу ре	ersonal w	ell-bei	ing.				
								Current Bend	hmarks	
Curi	rent Score:	4.06	20	10 Score:	3	.88	All F	Respondents:	Not Available	
Standar	d Deviation:	0.90	20	08 Score:	Not A	vailable	Size	e Category 4:	Not Available	
Number of Re	espondents:	331	20	06 Score:	Not A	vailable		Mission 3:	Not Available	
									Don't Know/I	Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag		)
Frequency: Percentage:	108 32.63%	<u> </u>		37 11.18	%		5 3%	7 2.11%	0 Not Availab	le
reitenlage.	02.00/0	+3.00 /0		11.10	/0	7.0		2.11/0		

Current S Standard Dev Number of Respon								Current Bene	cnma	Irks
		3.96	201	10 Score:	4.	.11	All R	Respondents:	Not	Available
Number of Respon	viation:	0.97		08 Score:	Not Av	/ailable		e Category 4:		
	ndents:	332	200	06 Score:	Not Av	/ailable		Mission 3:	Not	Available
										Don't Know/No
	ongly Agree	Agree		Neutr	al	Disa	-	Strongly Disa	gree	Applicable
Frequency:	97	163		41	0/	2	-	10		1
Percentage: 2	29.22%	49.10%		12.35	70	6.0	270	3.01%		0.30%
6. I know how m	iy work im	pacts others	s in tl	he organi	zation.					
								Current Ben	chma	irks
Current S	Score:	4.08	201	10 Score:	3.	.86	ali r	Respondents:		3.76
Standard Dev	viation:	0.72	200	08 Score:	Not Av	/ailable	Size	e Category 4:		3.78
Number of Respon	ndents:	332	200	06 Score:	Not Av	/ailable		Mission 3:		3.70
										Don't Know/No
		Aaroo				D'		Ctronghy Diag	aroo	A P I I .
	ongly Agree	Agree		Neutr	al		gree	Strongly Disa	gree	Applicable
Frequency:	84 25.30%	202 60.84%	nista	33 9.94%		2.7	)	2 0.60%		2 0.60%
Frequency: Percentage: 2	84 25.30% ged to lea	202 60.84%		33 9.949 <b>kes.</b>	%	2.7	) 1%	2 0.60% Current Bend		2 0.60%
Frequency: Percentage: 2 7. I am encourag Current S	84 25.30% ged to lear Score:	202 60.84% m from my m 3.99	201	33 9.94% kes. 10 Score:	% 3.	2.7 84	All R	2 0.60% Current Bene Respondents:	chma	2 0.60%
Frequency: Percentage: 2 7. I am encourag Current S Standard Dev	84 25.30% ged to lear Score:	202 60.84% rn from my m 3.99 0.83	20 <sup>2</sup> 200	33 9.949 kes. 10 Score: 08 Score:	% 3. Not Av	2.7 84 /ailable	All R	2 0.60% Current Bene Respondents: e Category 4:	chma	2 0.60% irks 3.80 3.81
Frequency: Percentage: 2 7. I am encourag Current S	84 25.30% ged to lear Score:	202 60.84% m from my m 3.99	20 <sup>2</sup> 200	33 9.94% kes. 10 Score:	% 3. Not Av	2.7 84 /ailable	All R	2 0.60% Current Bene Respondents:	chma	2 0.60%
Frequency: Percentage: 2 7. I am encourag Current S Standard Dev Number of Respon	84 25.30% ged to lear Score:	202 60.84% rn from my m 3.99 0.83	20 <sup>2</sup> 200	33 9.949 kes. 10 Score: 08 Score:	% 3. Not Av	2.7 84 /ailable	All R Size	2 0.60% Current Bene Respondents: e Category 4:	chma	2 0.60% irks 3.80 3.81
Frequency: Percentage: 2 2 2 2 2 2 2 2 2 2 2 2 2 2	84           25.30%           ged to lear           Score:           viation:           ndents:	202 60.84% rn from my m 3.99 0.83 327	20 <sup>2</sup> 200	33 9.949 <b>kes.</b> 10 Score: 08 Score: 06 Score:	3. Not Av Not Av	84 /ailable /ailable	All R Size	2 0.60% Current Bene Respondents: Category 4: Mission 3:	chma	2 0.60% irks 3.80 3.81 3.81 Don't Know/No

9. When po	ssible, decis	and an arrive and		•	-	•	
						Current Bencl	hmarks
Curr	rent Score:	3.45	2010 Score:	3.44	All F	Respondents:	3.38
Standar	d Deviation:	1.17	2008 Score:	Not Available	Size	e Category 4:	3.41
Number of Re	espondents:	331	2006 Score:	Not Available		Mission 3:	3.46
							Don't Know/Not
Response:	Strongly Agre		Neutra		igree	Strongly Disag	
Frequency:	51	150	53		5	29	3
Percentage:	15.41%	45.32%	16.019	% 13.6	60%	8.76%	0.91%
0. An effort	is made to g	jet the opinion	s of people th	roughout the o	organiza	ation.	
	_					Current Bencl	hmarks
Curr	rent Score:	3.49	2010 Score:	3.55	aii f	Respondents:	3.22
Standar	d Deviation:	1.06	2008 Score:	Not Available	Size	e Category 4:	3.28
Number of Re	espondents:	330	2006 Score:	Not Available		Mission 3:	3.20
							Don't Know/Not
	Strongly Agre	ee Agree	Neutr	al Disa	aree	Strongly Disag	ree Applicable
Response:			1		0		
Frequency:	46	149	68	4	8	16	3
Frequency: Percentage:	46 13.94%		20.61	4 % 14.5	0		
Frequency: Percentage:	46 13.94% Die I work wit	149 45.15%	20.614	4 % 14.5	.8 55%	16 4.85%	3 0.91%
Frequency: Percentage: 1. The peop Curr	46 13.94% Die I work wit	149 45.15%	20.61 ther with resp 2010 Score:	4 % 14.5 ect. 3.82	8 55% All F	16 4.85% Current Bencl Respondents:	3 0.91%
Frequency: Percentage: 1. The peop Curr	46 13.94% Die I work wit rent Score: [ d Deviation: ]	149 45.15%	20.61 ther with resp 2010 Score: 2008 Score:	4 % 14.5	8 55% All F	16 4.85%	3 0.91%
Frequency: Percentage: 1. The peop Curr Standar	46 13.94% Die I work wit rent Score: [ d Deviation: ]	149 45.15%	20.61 ther with resp 2010 Score: 2008 Score:	4 % 14.5 ect. 3.82 Not Available	8 55% All F	16         4.85%         Current Bencl         Respondents:         Category 4:	hmarks 3.83 3.88
Frequency: Percentage: 1. The peop Curr Standar Number of Re Response:	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agree	149           45.15%           th treat each of           3.92           0.92           331           ee         Agree	20.61 ther with response 2010 Score: 2008 Score: 2006 Score: Neutr	4 % 14.5 ect. 3.82 Not Available Not Available al Disa	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disage	3         0.91%         and the second
Frequency: Percentage: 1. The peop Curr Standar Number of Re Response: Frequency:	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agre 85	149           45.15%           th treat each of           3.92           0.92           331           Se         Agree           173	20.61 ther with response 2010 Score: 2008 Score: 2006 Score: Neutro 40	4 % 14.5 ect. 3.82 Not Available Not Available al Disa	All F Size	16         4.85%         Current Bencl         Respondents:         © Category 4:         Mission 3:         Strongly Disag         5	3         0.91%         3.83         3.83         3.88         3.95         Don't Know/Not ree         Applicable         0
Frequency: Percentage: 1. The peop Curr Standar Number of Re Response:	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agree	149           45.15%           th treat each of           3.92           0.92           331           ee         Agree	20.61 ther with response 2010 Score: 2008 Score: 2006 Score: Neutro 40	4 % 14.5 ect. 3.82 Not Available Not Available al Disa	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disage	hmarks 3.83 3.88 3.95 Don't Know/Not ree Applicable
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage:	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agro 85 25.68%	149           45.15%           th treat each of           3.92           0.92           331           Se         Agree           173	20.61 ther with resp 2010 Score: 2008 Score: 2006 Score: Neutr 40 12.08	4       %     14.5       ect.     3.82       Not Available       Not Available       al     Disa       2%     8.4	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disag         5         1.51%	hmarks 3.83 3.88 3.95 Don't Know/Not ree Applicable 0 Not Available
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage:	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agro 85 25.68%	149           45.15%	20.61 ther with resp 2010 Score: 2008 Score: 2006 Score: Neutr 40 12.08	4       %     14.5       ect.     3.82       Not Available       Not Available       al     Disa       2%     8.4	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disag         5         1.51%	hmarks 3.83 3.83 3.95 Don't Know/Not ree Applicable 0 Not Available S.
Frequency: Percentage: 1. The peop Curr Standar Number of Re Response: Frequency: Percentage: 2. My institu	46 13.94% Dele I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agro 85 25.68%	149           45.15%	20.61 ther with resp 2010 Score: 2008 Score: 2006 Score: Neutr 40 12.08	4       %     14.5       ect.     3.82       Not Available       Not Available       al     Disa       2%     8.4	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disag         5         1.51%	hmarks 3.83 3.83 3.95 Don't Know/Not ree Applicable 0 Not Available S.
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage: 2. My institu	46 13.94% ble I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agra 85 25.68% ution works for the second	149         45.15%         th treat each of         3.92         0.92         331         Dee       Agree         173         52.27%         to attract, deve	20.61 ther with response 2010 Score: 2008 Score: 2006 Score: Neutric 40 12.08 elop, and retain	4       %     14.5       ect.     3.82       Not Available       Not Available       al     Disa       2%     8.4       n people with	All F	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disag         5         1.51%         backgrounds         Current Bencl	hmarks 3.83 3.88 3.95 Don't Know/Not ree Applicable 0 Not Available S. hmarks
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage: 2. My institu	46 13.94% Del I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agra 85 25.68% ution works for rent Score: [ d Deviation: [	149         45.15%         3.92         0.92         331         ee       Agree         173         52.27%         to attract, deve         3.64	20.61 ther with response 2010 Score: 2008 Score: 2006 Score: Neutr. 40 12.08 elop, and retain 2010 Score:	4       %     14.5       ect.     3.82       Not Available       Not Available       al     Disa       2%     8.4       n people with       3.62       Not Available	All F	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disag         5         1.51%         backgrounds         Current Bencl         Respondents:	hmarks 3.83 3.88 3.95 Don't Know/Not ree Applicable 0 Not Available
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage: 2. My institu Curr Standard Number of Re	46 13.94% ble I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agro 85 25.68% ution works the rent Score: [ d Deviation: [ espondents: [	149         45.15%         3.92         0.92         331         20         173         52.27%         3.64         0.97         331	20.614 ther with respective 2010 Score: 2008 Score: 2006 Score: 2006 Score: 2007 elop, and retain 2010 Score: 2008 Score: 2008 Score: 2008 Score: 2006	4       %     14.5       ect.       al       Disa       2       %     8.4       n people with       3.62       Not Available       Not Available	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disage         5         1.51%         backgrounds         Current Bencl         Respondents:         Category 4:         Mission 3:	3         0.91%         10.91%         3.83         3.83         3.95         Don't Know/Not         ree         Applicable         0         Not Available         S.         hmarks         3.63         3.62         3.66         Don't Know/Not
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage: 2. My institu Curr Standard Number of Re Response:	46 13.94% ble I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agra 85 25.68% ution works the rent Score: [ d Deviation: [ espondents: [ Strongly Agra	149         45.15%         3.92         0.92         331         ee       Agree         173         52.27%         co attract, deve         3.64         0.97         331         ee       Agree	20.61 ther with respective 2010 Score: 2008 Score: 2006 Score: 2006 Score: 2010 Score: 2010 Score: 2010 Score: 2008 Score: 20	4       %     14.5       ect.       3.82       Not Available       Not Available       al     Disa       2%     8.4       n people with       3.62       Not Available       Not Available       Not Available       1       0       0       3.62       Not Available       Not Available       Not Available       Not Available       Not Available	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disage         5         1.51%         backgrounds         Current Bencl         Respondents:         ©         Current Bencl         Respondents:         ©         Category 4:	hmarks 3.83 3.88 3.95 Don't Know/Not ree Applicable 0 Not Available
Frequency: Percentage: 1. The peop Curr Standard Number of Re Response: Frequency: Percentage: 2. My institu Curr Standard Number of Re	46 13.94% ble I work with rent Score: [ d Deviation: [ espondents: [ Strongly Agro 85 25.68% ution works the rent Score: [ d Deviation: [ espondents: [	149         45.15%         3.92         0.92         331         20         173         52.27%         3.64         0.97         331	20.61 ther with respective 2010 Score: 2008 Score: 2006 Score: 2006 Score: 2010 Score: 2010 Score: 2008 Score: 2008 Score: 2008 Score: 2008 Score: 2008 Score: 2008 Score: 2008 Score: 2007 79	4       %     14.5       ect.       al       Disa       2       %     8.4       n       people with       3.62       Not Available       Not Available       10       3.62       Not Available       Not Available       3.62       Not Available       3.62       Not Available       3.62       Not Available       3	All F Size	16         4.85%         Current Bencl         Respondents:         Category 4:         Mission 3:         Strongly Disage         5         1.51%         backgrounds         Current Bencl         Respondents:         Category 4:         Mission 3:	3         0.91%         10.91%         3.83         3.83         3.95         Don't Know/Not         ree         Applicable         0         Not Available         S.         hmarks         3.63         3.62         3.66         Don't Know/Not

						Current Benc	hmarks
Curr	ent Score:	3.53	2010 Score:	3.72	All F	Respondents:	3.57
Standar	d Deviation:	1.07	2008 Score:	Not Available	_	e Category 4:	3.61
lumber of Re	espondents:	332	2006 Score:	Not Available	j	Mission 3:	3.58
					-	-	Don't Know/
Response:	Strongly Agree	e Agree	Neutr	al Disa	agree	Strongly Disag	ree Applicable
Frequency:	50	156	59		51	15	1
Percentage:	15.06%	46.99%	17.77	% 15.	36%	4.52%	0.30%
4. I believe	I have a care	er with this ins	stitution.				
						Current Benc	hmarks
Curr	ent Score:	4.08	2010 Score:	4.02	All F	Respondents:	Not Available
Standar	d Deviation:	0.83	2008 Score:	Not Available	Size	e Category 4:	Not Available
Number of Re	espondents:	331	2006 Score:	Not Available	]	Mission 3:	Not Available
_	<b>e</b>					<b>e</b>	Don't Know/
Response:	Strongly Agree	e Agree	Neutr	al Disa	agree	Strongly Disag	ree Applicable
<b>Frankana</b> (			/1		-	4	1
Frequency: Percentage:	105 31.72%	168 50.76%	41 12.39 ob opportunit	% 3.6	12 53%	4 1.21%	1 0.30%
Percentage:	105 31.72%	168 50.76%	12.39	% 3.6	12 53%	4 1.21%	training.
Percentage:	105 31.72%	168 50.76%	12.39	% 3.6	12 53% ces, woi	4 1.21% kshops, and Current Benc	training.
Percentage: [ 5. I have ac Curr	105 31.72%	168 50.76%	12.39 ob opportunit 2010 Score:	ies, conference	12 53% ces, woi	4 1.21% rkshops, and Current Benc Respondents:	training. hmarks 3.74
Percentage: [ 5. I have ac Curr	105           31.72%           cess to inform           rent Score:           d Deviation:	168 50.76% nation about ju 4.04	12.39 ob opportunit 2010 Score: 2008 Score:	% 3.6	12 53% ces, woi	4 1.21% kshops, and Current Benc	training.
Percentage: [ 5. I have ac Curr Standar	105           31.72%           cess to inform           rent Score:           d Deviation:	168 50.76% nation about je 4.04 0.91	12.39 ob opportunit 2010 Score: 2008 Score:	ies, conference 3.90 Not Available	12 53% ces, woi	4 1.21% rkshops, and Current Benc Respondents: e Category 4:	1         0.30%         training.         hmarks         3.74         3.85         3.92
Percentage: [ 5. I have ac Curr Standar	105           31.72%           cess to inform           rent Score:           d Deviation:	168 50.76% hation about je 4.04 0.91 330	12.39 ob opportunit 2010 Score: 2008 Score:	% 3.6 ies, conference 3.90 Not Available Not Available	12 53% ces, woi	4 1.21% rkshops, and Current Benc Respondents: e Category 4:	training. hmarks 3.74 3.85 3.92 Don't Know/
Percentage: [ . I have ac Curr Standard Jumber of Re Response: Frequency: [	105 31.72% cess to inform eent Score: d Deviation: espondents: Strongly Agree 100	168 50.76% <b>ation about j</b> <b>4.04</b> 0.91 330 Agree 175	12.39 b opportunit 2010 Score: 2008 Score: 2006 Score: Neutr 27	ies, conference 3.90 Not Available Not Available al Disa	12 53% <b>ces, woi</b> ] All F ] Size ] agree	4         1.21%         rkshops, and         Current Benc         Respondents:         e Category 4:         Mission 3:         Strongly Disage         7	1           0.30%           training.           hmarks           3.74           3.85           3.92           Don't Know/           Iree           Applicable           1
Percentage: [ . I have ac Curr Standar Number of Re Response: _	105 31.72% cess to inform eent Score: d Deviation: espondents: Strongly Agree	168 50.76% ation about je 4.04 0.91 330 Agree	2010 Score: 2008 Score: 2006 Score: Neutr	ies, conference 3.90 Not Available Not Available al Disa	12 53% <b>ces, woi</b> ] All F ] Size	4         1.21%         rkshops, and         Current Benc         Respondents:         e Category 4:         Mission 3:         Strongly Disage	training. hmarks 3.74 3.85 3.92 Don't Know/
Percentage: [ . I have ac Curr Standar Number of Re Response: Frequency: [ Percentage: [	105 31.72% cess to inform ent Score: d Deviation: espondents: Strongly Agree 100 30.30%	168 50.76% ation about je 4.04 0.91 330 Agree 175 53.03%	12.39 b opportunit 2010 Score: 2008 Score: 2006 Score: Neutr 27 8.189	ies, conference 3.90 Not Available Not Available al Disa 6.0	12 53% <b>ces, woi</b> ] All F ] Size ] agree 20 56%	4 1.21% <b>kshops, and</b> <b>Current Benc</b> Respondents: Category 4: Mission 3: Strongly Disac 7 2.12%	1           0.30%           training.           hmarks           3.74           3.85           3.92           Don't Know/           Iree           Applicable           1           0.30%
Percentage: [ 5. I have ac Curr Standar Number of Re Response: Frequency: [ Percentage: [	105 31.72% cess to inform ent Score: d Deviation: espondents: Strongly Agree 100 30.30%	168 50.76% <b>ation about j</b> <b>4.04</b> 0.91 330 Agree 175	12.39 b opportunit 2010 Score: 2008 Score: 2006 Score: Neutr 27 8.189	ies, conference 3.90 Not Available Not Available al Disa 6.0	12 53% <b>ces, woi</b> ] All F ] Size ] agree 20 56%	4 1.21% Kshops, and Current Benc Respondents: e Category 4: Mission 3: Strongly Disac 7 2.12% do my job be	1           0.30%           training.           hmarks           3.74           3.85           3.92           Don't Know/           pree           Applicable           1           0.30%
Percentage: [ 5. I have ac Curr Standar Number of Re Response: Frequency: Percentage: [ 5. Learning	105 31.72% cess to inform eent Score: [ d Deviation: [ espondents: [ Strongly Agree 100 30.30% opportunities	168 50.76% ation about je 4.04 0.91 330 Agree 175 53.03% /training are r	12.39 b opportunit 2010 Score: 2008 Score: 2006 Score: Neutr 27 8.189 made availabl	%     3.6       ies, conference       3.90       Not Available       Not Available       al     Disa       2%     6.0       e to me so the	12         53%         ces, wor         ]       All F         ]       Size         ]       Size         agree       20         06%	4 1.21% rkshops, and Current Benc Respondents: e Category 4: Mission 3: Strongly Disac 7 2.12% do my job be Current Benc	1         0.30%         training.         hmarks         3.74         3.85         3.92         Don't Know/         Incertain of the second s
Percentage: [ 5. I have ac Curr Standard Number of Re Response: Frequency: Percentage: [ 5. Learning Curr	105         31.72%         cess to inform         cent Score:	168         50.76%         nation about je         4.04         0.91         330         e       Agree         175         53.03%         /training are r         3.87	12.39           ob opportunit           2010 Score:           2008 Score:           2006 Score:           Neutr           27           8.189           nade availabl           2010 Score:	%     3.6       ies, conference       3.90       Not Available       Not Available       al       2%       6.0       e to me so the       3.99	12         33%         ces, wor         ]       All F         ]       Size         agree       20         200       6%         at I can d       All F	4 1.21% <b>kshops, and</b> <b>Current Benc</b> Respondents: Category 4: Mission 3: Strongly Disac 7 2.12% do my job be Current Benc Respondents:	training. hmarks 3.74 3.85 3.92 Don't Know/ gree Applicable 1 0.30% tter. hmarks 3.77
Percentage: [ 5. I have ac Curr Standard Number of Re Response: Frequency: [ Percentage: ] 5. Learning Curr Standard	105         31.72%         cess to inform         cess to inform         cent Score:         Strongly Agree         100         30.30%	168         50.76%         nation about je         4.04         0.91         330         Agree         175         53.03%         /training are r         3.87         1.05	12.39           ob opportunit           2010 Score:           2008 Score:           2006 Score:           Neutr           27           8.189           made availabl           2010 Score:           2010 Score:	%     3.6       ies, conference       3.90       Not Available       Not Available       al       2%       6.0       e to me so the       3.99       Not Available	12         33%         ces, wor         ]       All F         ]       Size         agree       20         200       6%         at I can d       All F	4 1.21% <b>Kshops, and</b> <b>Current Benc</b> Respondents: Category 4: Mission 3: Strongly Disac 7 2.12% do my job be Current Benc Respondents: Category 4: Category 4:	1         0.30%         training.         hmarks         3.74         3.85         3.92         Don't Know/         pree         Applicable         1         0.30%         tter.         hmarks         3.77         3.82
Percentage: [ 5. I have ac Curr Standard Number of Re Response: Frequency: Percentage: [ 5. Learning Curr	105         31.72%         cess to inform         cess to inform         cent Score:         Strongly Agree         100         30.30%	168         50.76%         nation about je         4.04         0.91         330         e       Agree         175         53.03%         /training are r         3.87	12.39           ob opportunit           2010 Score:           2008 Score:           2006 Score:           Neutr           27           8.189           made availabl           2010 Score:           2010 Score:	%     3.6       ies, conference       3.90       Not Available       Not Available       al       2%       6.0       e to me so the       3.99	12         33%         ces, wor         ]       All F         ]       Size         agree       20         200       6%         at I can d       All F	4 1.21% <b>kshops, and</b> <b>Current Benc</b> Respondents: Category 4: Mission 3: Strongly Disac 7 2.12% do my job be Current Benc Respondents:	training. hmarks 3.74 3.85 3.92 Don't Know/ gree Applicable 1 0.30% tter. hmarks 3.77 3.82 3.88
Percentage: [ 5. I have ac Curr Standard Number of Re Response: Frequency: [ Percentage: ] 5. Learning Curr Standard	105         31.72%         cess to inform         cess to inform         cent Score:         Strongly Agree         100         30.30%	168         50.76%         nation about je         4.04         0.91         330         address         Agree         175         53.03%         /training are r         3.87         1.05         328         address         Agree	12.39           ob opportunit           2010 Score:           2008 Score:           2006 Score:           2006 Score:           2010 Score:           2010 Score:           2010 Score:           2010 Score:           2010 Score:           2010 Score:           2008 Score:           2008 Score:           2008 Score:           2006 Score:	%     3.6       ies, conference       3.90       Not Available       Not Available       al     Disa       2%     6.0       e to me so the       3.99       Not Available       Not Available	12         33%         ces, wor         ]       All F         ]       Size         agree       20         200       6%         at I can d       All F	4 1.21% <b>Kshops, and</b> <b>Current Benc</b> Respondents: Category 4: Mission 3: Strongly Disac 7 2.12% do my job be Current Benc Respondents: Category 4: Category 4:	training. hmarks 3.74 3.85 3.92 Don't Know/ gree Applicable 1 0.30% tter. hmarks 3.77 3.82 3.88 Don't Know/
Percentage: [ 5. I have ac Curr Standard Number of Re Response: Frequency: [ Percentage: [ 5. Learning Curr Standard Number of Re	105         31.72%         cess to inform         cess to inform         rent Score:         d Deviation:         espondents:         Strongly Agree         100         30.30%         opportunities         rent Score:         d Deviation:         espondents:	168         50.76%         nation about je         4.04         0.91         330         address         Agree         175         53.03%         /training are r         3.87         1.05         328	12.39           ob opportunit           2010 Score:           2008 Score:           2006 Score:           Neutr           27           8.189           nade availabl           2010 Score:           2008 Score:           2010 Score:           2010 Score:           2008 Score:           2008 Score:           2008 Score:	%     3.6       ies, conference       3.90       Not Available       Not Available       al       2%       6.0       e to me so the       3.99       Not Available       Not Available       al       0.3.99       Not Available       Not Available       al       0.000       0.000       al       0.000       al       0.000       al       0.000	12         33%         ces, wor         ]       All F         ]       Size         agree       20         20       6%         at I can d       Size         ]       All F         ]       Size	A 1.21% Kshops, and Current Benc Respondents: Category 4: Mission 3: Strongly Disac 7 2.12% Current Benc Respondents: Current Benc Respondents: Category 4: Mission 3:	training. hmarks 3.74 3.85 3.92 Don't Know/ gree Applicable 1 0.30% tter. hmarks 3.77 3.82 3.88 Don't Know/

57. Learning op	portunitie	s/training are r	nad	e availabl	e to m	e for pe	ersonal g	growth/skills de	velopment.	
								Current Benchm	narks	
Curren	t Score:	3.84	20	10 Score:	3	.92	All F	Respondents:	3.67	
Standard D	Deviation:	1.01	20	08 Score:	Not A	vailable	Size	e Category 4:	3.73	
Number of Resp	ondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.81	
	L						1		Don't Know/Not	
Response: S	trongly Agre	e Agree		Neutra	al	Disa	agree	Strongly Disagree		
Frequency:	81	165		39		-	31	11	3	
Percentage:	24.55%	50.00%		11.829	%	9.3	39%	3.33%	0.91%	
58. Our adminis	stration eff	ectively comm	nuni	cates the	reaso	ns hehi	nd kev (	decisions		
			iuiii		10050		na key (	Current Benchm	arke	
Curren	t Score:	3.47	20	10 Score:	Not A	vailable		Respondents: No		
Standard D		1.10		08 Score:			1	e Category 4: No		
							3126			
Number of Resp	ondents:	329	20	06 Score:	NOT A	vallable		Mission 3: No	t Available	
	4			Nassta	-1	Disc			Don't Know/Not	
Response: S Frequency:	trongly Agre 45	e Agree 154		Neutra 57	ai		agree 51	Strongly Disagree	e Applicable 2	
Percentage:	13.68%	46.81%		17.33	%		50%	6.08%	0.61%	
59. Our adminis	stration trie	es to be acces	sible	e and visil	ole.			Current Benchm	narks	
Curren	t Score:	3.74	20	10 Score:	Not A	vailable	All F	Respondents: No	ot Available	
Standard D	Deviation:	0.97	20	08 Score:	Not A	vailable	Size	e Category 4: No	ot Available	
Number of Resp	ondents:	331	20	06 Score:	Not A	vailable		Mission 3: No	ot Available	
									Don't Know/Not	
	trongly Agre 61	e Agree 173		Neutra 55	al		agree 30	Strongly Disagree	e Applicable	
Frequency: Percentage:	18.43%	52.27%		16.62	%		0 06%	3.32%	0.30%	
	60. I believe we will use the information from this survey to improve our performance.									
		0.40	~~	40.0		00		Current Benchm		
	t Score:	3.49		10 Score:		.62	1	Respondents:	3.47	
Standard D		1.07		08 Score:			Size	e Category 4:	3.48	
Number of Resp	ondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.44	
								<b>e</b>	Don't Know/Not	
Response: S Frequency:	trongly Agre 55	e Agree 123		Neutra 93	al		agree 88	Strongly Disagree	e Applicable 4	
Percentage:	16.67%	37.27%		93 28.18	%		52%	5.15%	1.21%	
									•	

61. I am satis	fied with th	e opportunities	l ha	ve to give	feed	back on	my sup	pervisor's perf	ormance.
								Current Bench	marks
Curr	ent Score:	3.36	20	10 Score:	3	.32	aii f	Respondents:	3.19
Standar	d Deviation:	1.19	20	08 Score:	Not A	vailable	Size	e Category 4:	3.12
Number of Re	espondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.13
									Don't Know/Not
Response:	Strongly Agr			Neutra	l		igree	Strongly Disagr	
Frequency:	47	139		50 15.15%	,		i0 1.89/	28	6
Percentage:	14.24%	42.12%		15.15%	0	18.	18%	8.48%	1.82%
62. My ideas	and oninior	s count at worl	<b>c</b>						
UZ. My lucus								Current Bench	marks
Curr	ent Score:	3.62	20	10 Score:	3	.71		Respondents:	3.60
	d Deviation:	1.03				vailable		e Category 4:	3.64
		331		Ļ		vailable	0120	Mission 3:	3.66
Number of Re	espondents.	331	20		NUL A	valiable			
Paananaa	Strongly Agr	ee Agree		Neutra	ı	Dieg	gree	Strongly Disagr	Don't Know/Not ee Applicable
Response: Frequency:	510 July Age	153		64	.1		4	11	
Percentage:	17.82%	46.22%		19.34%	, 0		29%	3.32%	Not Available
63. I believe	favoritism (	special treatme	nt) i	s not an is	sue ir	n my wo	orkplace	e. Current Bench	marks
Curr	ent Score:	3.15	20	10 Score:	3	.36	All F	Respondents:	3.29
Standar	d Deviation:	1.27	20	08 Score:	Not Av	vailable	Size	e Category 4:	3.27
Number of Re	espondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.26
									Don't Know/Not
Response:	Strongly Agr			Neutra	1		igree	Strongly Disagr	
Frequency:	48 14.55%	107 32.42%		59 17.88%	<u>′</u>		'3 12%	40 12.12%	<u>3</u> 0.91%
Percentage:	14.0070	52.4270		17.007	0	22.	12/0	12.1270	0.3178
64. My perfo	rmance is e	valuated fairly.							
								Current Bench	marks
Curr	ent Score:	3.82	20	10 Score:	3	.90	ali f	Respondents:	3.86
Standar	d Deviation:	0.97	20	08 Score:	Not A	vailable	Size	e Category 4:	3.90
Number of Re	espondents:	331	20	06 Score:	Not Av	vailable		Mission 3:	3.88
				L					Don't Know/Not
Response:	Strongly Agr	ee Agree		Neutra	1	Disa	igree	Strongly Disagr	
Frequency:	72	169		54			0	12	4
Percentage:	21.75%	51.06%		16.31%	o	6.0	4%	3.63%	1.21%

65. I am con	fident that if	l report an ethi	cs v	iolation, if	will b	e prope	erly hand	dled.		
								Current Bend	hmarks	
Cur	rent Score:	3.62	20	10 Score:	3	.63	All R	Respondents:	3.84	
Standar	d Deviation:	1.06	20	08 Score:	Not A	vailable	Size	e Category 4:	3.86	
Number of R	espondents:	329	20	06 Score:	Not A	vailable		Mission 3:	3.83	
									Don't Kno	w/Not
Response:	Strongly Agr			Neutr	al		agree	Strongly Disag		ble
Frequency:	61	145		67 20.36	07	-	35 C 497	16	5	/
Percentage:	18.54%	44.07%		20.30	70	10.0	64%	4.86%	1.52%	0
66. Employe	es are gene	rally ethical in	mv v	vorkplace						
	ee are gene			i on aplace	•			Current Bend	hmarks	
Cur	rent Score:	4.00	20	10 Score:	3	.99		Respondents:	4.00	]
	d Deviation:	0.79		08 Score:		vailable	1	e Category 4:	4.03	]
							3126	Mission 3:		]
Number of R	espondents.	330	20	06 Score:	INOL A	vailable	]		4.03	]
Deerer	Strongh ( Agr			Noutr	al	Diec	aroo	Strongly Dioo	Don't Kno	
Response: Frequency:	Strongly Agr 78	ee Agree 192		Neutr 44	ai		agree	Strongly Disac	gree Applica	lDie
Percentage:	23.64%	58.18%		13.33	%		33%	1.21%	0.30%	6
or. Harassin		lerated at my w					_	Current Beng	chmarks	_
Cur	rent Score:	3.94	20	10 Score:	3	.90	All R	Respondents:	4.12	
Standar	d Deviation:	0.88	20	08 Score:	Not A	vailable	Size	e Category 4:	4.15	]
Number of R	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	4.13	
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	agree	Strongly Disag	Don't Kno gree Applica	
Frequency:	84	170		51			21	4	2	
Percentage:	25.30%	51.20%		15.36	%	6.3	33%	1.20%	0.60%	6
68. Within m	y workplace	, there is a feel	ing	of commu	inity.					
								Current Bend	hmarks	
Cur	rent Score:	3.83	20	10 Score:	3	.81	All R	Respondents:	3.64	
Standar	d Deviation:	0.99	20	08 Score:	Not A	vailable	Size	e Category 4:	3.71	
Number of R	espondents:	331	20	06 Score:	Not A	vailable		Mission 3:	3.75	
								L	Don't Kno	w/Not
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	agree	Strongly Disag		
Frequency:	79	163		47			31	9	2	/
Percentage:	23.87%	49.24%		14.20	%	9.3	37%	2.72%	0.60%	′o

9. Benefits	are compara	able to those of	fere	d in simil	ar jobs	6.				
								Current Benc	hmarks	
Cur	rent Score:	3.81	20	10 Score:	3	.97	All F	Respondents:	3.56	
Standar	d Deviation:	0.96	20	08 Score:	Not A	vailable	Size	e Category 4:	3.65	
Number of R	espondents:	332	20	06 Score:	Not A	vailable		Mission 3:	3.74	
								L	Don't Know/	/Not
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	gree	Strongly Disag		
Frequency:	70	168		50		2	5	10	9	
Percentage:	21.08%	50.60%		15.06	%	7.5	3%	3.01%	2.71%	
Cur	rent Score:	4.02	20	10 Score:	3	.92	All F	Current Benc Respondents:	hmarks 3.87	
		-	-			-		•		
	d Deviation:	0.73	-	08 Score:		vailable	SIZE	e Category 4:	3.94	
Number of R	espondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.95	
_	o					<b>D</b> .		o	Don't Know	
Response:	Strongly Agr 72	ee Agree 199		Neutr 41	ai		igree 0	Strongly Disag	ree Applicabl	9
Frequency: Percentage:	21.82%	60.30%		12.42	%	3.0		0.61%	1.82%	
r creentage.	2110270	00.0070		12.12	/0	0.0	070	0.0170	1.0270	
1. Benefits	can be sele	cted to meet in	divid	dual need	s.					
								Current Benc	hmarks	
Cur	rent Score:	3.82	20	10 Score:	3	.74	All F	Respondents:	3.65	
Standar	d Deviation:	0.86	20	08 Score:	Not A	vailable	Size	e Category 4:	3.72	
Number of R	espondents:	330	20	06 Score:	Not A	vailable		Mission 3:	3.81	
								L	Don't Know/	/Not
Response:	Strongly Agr	ee Agree		Neutr	al	Disa	gree	Strongly Disag		
Frequency:	60	176		58		2	5	3	8	
Percentage:	18.18%	53.33%		17.58	%	7.5	8%	0.91%	2.42%	

### Survey Constructs and Related Items Dimension 1: Work Group

Supervision	Construct Score = 398	Avg	<u>S.D.</u>
11: I have a clear understanding	about my work responsibilities.	4.37	0.69
12: My supervisor gives me spe	cific feedback about my performance.	3.91	1.07
13: My supervisor recognizes ou	itstanding work.	3.81	1.20
14: My supervisor gives me the	opportunity to do my best work.	4.10	1.00
	when administering policies concerning employees.	3.69	1.19
Team	Construct Score = 391	<u>Avg</u>	<u>S.D.</u>
1: People in my work group cod	operate to get the job done.	4.21	0.89
2: My work group is actively inv	olved in making work processes more effective.	4.03	0.95
3: There is a real feeling of teal	mwork.	3.82	1.12
4: In my work group, I have an	opportunity to participate in the goal setting process.	3.89	1.08
5: Work groups are trained to in	ncorporate the opinions of each member.	3.60	1.07
Quality	Construct Score = 397	<u>Avg</u>	<u>S.D.</u>
20: My work group uses the fee	dback from those we serve when making decisions.	3.89	0.91
21: My work group regularly use	es performance data to improve the quality of our work.	3.68	0.99
22: My work group's goals are o	consistently met or exceeded.	3.99	0.77
23: Our institution is known for the	ne quality of service we provide.	4.33	0.67

### Survey Constructs and Related Items Dimension 2: Accommodations

Рау	Construct Score = 259	<u>Avg</u>	<u>S.D.</u>
24: My pay keeps pace with the co	st of living.	2.33	1.08
25: Salaries are competitive with si	milar jobs in the community or comparable institutions.	2.57	1.09
26: I feel I am paid fairly for the wo	rk I do.	2.87	1.08
Benefits	Construct Score = 388	<u>Avg</u>	<u>S.D.</u>
69: Benefits are comparable to those	se offered in similar jobs.	3.81	0.96
70: I understand my benefits plan.		4.02	0.73
71: Benefits can be selected to me	et individual needs.	3.82	0.86
Physical Environment	Construct Score = 388	<u>Avg</u>	<u>S.D.</u>
40: Given the type of work I do, my	physical workplace meets my needs.	3.98	0.87
41: My workplace is well maintained	d.	3.84	0.92
42: There are sufficient procedures	to ensure the safety of employees in the workplace.	3.73	0.98
43: I have adequate resources and	equipment to do my job.	3.95	0.83

### Survey Constructs and Related Items Dimension 3: Organization

Strategic	Construct Score = 410	<u>Avg</u>	<u>S.D.</u>
16: I have a good understar	nding of our mission, vision, and strategic plan.	4.17	0.76
17: I understand the state, I	4.08	0.71	
18: We work well with other	3.96	0.85	
19: We develop services to	4.18	0.77	
Diversity	Construct Score = 364	<u>Avg</u>	<u>S.D.</u>
		<u>Avg</u> 3.49	
50: An effort is made to get	the opinions of people throughout the organization.		1.06
50: An effort is made to get 51: The people I work with		3.49	1.06 0.92

### Survey Constructs and Related Items Dimension 4: Information

Information Systems Construct Score = 384	<u>Avg</u>	<u>S.D.</u>
6: My work group uses the latest technology to communicate and interact.	3.88	0.86
7: The information available from our computer systems is reliable.	3.94	0.74
8: Overall, our computer information systems present information in an understandable way.	3.80	0.85
9: Our computer systems enable me to easily and quickly find the information I need.	3.65	0.96
10: Information systems are in place and accessible for me to get my job done.	3.95	0.79
Internal Communication Construct Score = 353	<u>Avg</u>	<u>S.D.</u>
32: I feel the communication channels I must go through at work are reasonable.	3.68	0.97
33: My work atmosphere encourages open and honest communication.	3.57	1.15
34: Overall within the groups I work, there is good communication.	3.58	1.03
35: The right information gets to the right people at the right time.	3.28	1.01
External Communication Construct Score = 385	<u>Avg</u>	<u>S.D.</u>
36: I believe we communicate our mission effectively to the public.	3.87	0.87
37: Our institution communicates well with our governing bodies (the legislature, the board of regents, etc.).	3.96	0.76
38: My institution shares appropriate information with the public.	3.93	0.81
39: We communicate effectively with other parts of the institution.	3.63	0.93

4.37 0.75

### Survey Constructs and Related Items Dimension 5: Personal

Employee Engagement       Construct Score = 384	<u>Avg</u> <u>S.D.</u>	-
44: The people I work with care about my personal well-being.	4.06 0.90	0
45: I am encouraged to come up with ways to improve our services.	3.96 0.97	7
46: I know how my work impacts others in the organization.	4.08 0.72	2
47: I am encouraged to learn from my mistakes.	3.99 0.83	3
48: There is a basic trust among employees and supervisors.	3.49 1.21	1
49: When possible, decision making and control are given to employees doing the actual work.	3.45 1.17	7
Employee Development       Construct Score = 396	<u>Avg</u> <u>S.D.</u>	<u>.</u>
54: I believe I have a career with this institution.	4.08 0.83	3
55: I have access to information about job opportunities, conferences, workshops, and training.	4.04 0.91	1
56: Learning opportunities/training are made available to me so that I can do my job better.	3.87 1.05	5
57: Learning opportunities/training are made available to me for personal growth/skills development.	3.84 1.01	1
Job Satisfaction Construct Score = 390	<u>Avg</u> <u>S.D.</u>	-
27: My job meets my expectations.	3.73 0.96	6
28: My work environment supports a balance between work and personal life.	3.81 0.98	8
29: I feel my efforts count.	3.83 1.05	5
30: The amount of work I am asked to do is reasonable.	3.78 0.95	5

31: I feel a sense of pride when I tell people where I work.

## **Survey Climate Areas and Related Items**

Climate/Atmosphere Construct Score = 388	<u>Avg</u>	<u>S.D.</u>
<ul><li>67: Harassment is not tolerated at my workplace.</li><li>68: Within my workplace, there is a feeling of community.</li></ul>		0.88 0.99
Climate/Ethics Construct Score = 381	Avg	<u>S.D.</u>
<ul><li>65: I am confident that if I report an ethics violation, it will be properly handled.</li><li>66: Employees are generally ethical in my workplace.</li></ul>		1.06 0.79
Climate/Fairness Construct Score = 348	<u>Avg</u>	<u>S.D.</u>
<ul><li>63: I believe favoritism (special treatment) is not an issue in my workplace.</li><li>64: My performance is evaluated fairly.</li></ul>		1.27 0.97
Climate/Feedback Construct Score = 349	<u>Avg</u>	<u>S.D.</u>
<ul><li>60: I believe we will use the information from this survey to improve our performance.</li><li>61: I am satisfied with the opportunities I have to give feedback on my supervisor's performance.</li><li>62: My ideas and opinions count at work.</li></ul>	3.36	1.07 1.19 1.03
Climate/Management Construct Score = 360	<u>Avg</u>	<u>S.D.</u>
58: Our administration effectively communicates the reasons behind key decisions. 59: Our administration tries to be accessible and visible.		1.10 0.97

### Key to the Electronic Data Files (Excel format)

This key can be used to interpret the layout of the

### 952\_Org\_Items.xls, 952\_OC1\_Items.xls, and 952\_OC2\_Items.xls

and the

### 952\_Org\_Additional\_Items.xls, 952\_OC1\_Additional\_Items.xls, and

952 OC2\_Additional\_Items.xls

Microsoft Excel data files found on the returned disks.

952\_Org\_Items.xls lists the scores for each of the Survey Items for the organization as a whole. 952\_OC1\_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 2. 952\_OC2\_Items.xls lists the scores for each of the Survey Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Survey Item scores will appear for that category.

952\_Org\_Additional\_Items.xls lists the scores for each of the Additional Items for the organization as a whole.

952\_OC1\_Additional\_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 2. 952\_OC2\_Additional\_Items.xls lists the scores for each of the Additional Items for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Additional Item scores will appear for that category.

### Sample Data Excerpt\*:



\*This is sample has been formatted to allow it to fit on one page. Actual Data Files will not have the header column formatted at a 45 degree angle and will not have a sub-header row with letters "A"-"T".

#### Key:

#### A: "ID"

This column contains either the Organization's ID number or the Organizational Category Number.

#### C: "ITEM\_NO"

This column contains the item number.

#### E, G, I , K, M, O: "R\_COUNT"

These columns contain the number of respondents who selected response "R", where R=SA (Strongly Agree), A (Agree), N (Neutral), D (Disagree), SD (Strongly Disagree), or NA (Not Applicable/Don't Know").

#### Q: "RESPONSE\_COUNT"

This column contains the total number of respondents to this item.

#### S: "STD\_DEV"

This column contains the Standard Deviation of the responses Strongly Agree through Strongly Disagree as explained in the "AVG" definition.

#### B: "NAME"

This column contains either the Organization's Name or the Organizational Category Name.

#### D: "ITEM\_TEXT"

This column contains the text of the item.

#### F, H, J, L, N, P: "R\_PCT"

These columns contain the ratios of the number of respondents who selected response "R" (defined under "R\_COUNT") to the total number of respondents for this item. Multiplying by 100 will yield the percent of respondents who selected response "R" out of the total number of respondents to this item.

#### R: "AVG"

This column contains the average score on this item. This is done by assigning values 5-1 to the responses Strongly Agree to Strongly Disagree respectively, summing these values for the item, and dividing by the total number of respondents who answered with a response Strongly Agree through Strongly Disagree.

#### T: "VR"

This column contains the number of "valid" responses; i.e. the number of respondents who selected responses Strongly Agree through Strongly Disagree. It is used as the number of respondents when computing the Average and Standard Deviation.

## Key to the Electronic Data Files (Excel format)

This key can be used to interpret the layout of the

### 952\_Org\_Constructs.xls, 952\_OC1\_Constructs.xls, and 952\_OC2\_Contructs.xls

Microsoft Excel data files found on the returned disks.

952\_Org\_Constructs.xls lists the scores for each of the Survey Constructs for the organization as a whole. 952\_OC1\_Constructs.xls lists the scores for each of the Survey Constructs for each of the organizational categories filled in Organization Code Box # 2. 952\_OC2\_Items.xls lists the scores for each of the Survey Constructs for each of the organizational categories filled in Organization Code Box # 3. If an Organizational Category did not have five or more respondents no Survey Construct scores will appear for that category.

#### Sample Data Excerpt:

	Α	В	С	D	E
1	ID	NAME	CONS_NO	CONS_NAME	SCORE
2	250	Texas State Organization	1	Effectiveness	365
3	250	Texas State Organization	2	Fairness	338
4	250	Texas State Organization	3	Effectiveness	341
5	250	Texas State Organization	4	Diversity	353
6	250	Texas State Organization	5	Fair Pay	357
7	250	Texas State Organization	6	Work Setting	392

### Key:

#### A: "ID"

This column contains either the Organization's ID number or the Organizational Category Number.

#### C: "CONS\_NO"

This column contains the construct number.

#### E: "SCORE"

This column contains the score of the construct.

#### B: "NAME"

This column contains either the Organization's Name or the Organizational Category Name.

#### D: "CONS\_NAME"

This column contains the text of the constructs.

## **Survey Customization Sheet**

Organization Codes

1. In *Code Box 1*, all employees of the Amarillo College should fill in code 952.

2. In *Code Box 2*, <u>Code</u> **101** Administrators **105** Faculty

<u>Code</u> 103 Classified

### Additional Items