



*The Survey of Organizational Excellence*

Amarillo College



*Data Report*

2010

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\*Additional Items are not included if none were submitted.

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## **See our Web Page: [www.survey.utexas.edu](http://www.survey.utexas.edu)**

Current Benchmark Data  
Survey Interventions Example and Best Practices  
Helpful Publications, and  
Additional Survey Information

The University of Texas at Austin  
School of Social Work  
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## Survey Respondent Information

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Survey respondent information is returned on all demographic variables. However, if less than five respondents have selected a demographic variable, "Less Than Five" is reported as the number of survey respondents, and "Not Available" is reported as the percent of survey respondents.



# Survey Respondent Information

952 -Amarillo College

Total Respondents: 404  
 Survey Distributed: 970  
 Response Rate: 41.65%

	<b>Number of Survey Respondents</b>	<b>Percent of Survey Respondents</b>
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## Gender

Male :	119	29.46%
Female :	278	68.81%

## Race/Ethnic Identification

African-American/Black:	Less Than 5	Not Available
Mexican-American/Hispanic:	26	6.44%
Anglo-American/White:	353	87.38%
Asian-American:	5	1.24%
Multiracial/Other :	12	2.97%

## Age

16 to 29 years old:	27	6.68%
30 to 39 years old:	61	15.10%
40 to 49 years old:	98	24.26%
50 to 59 years old:	141	34.90%
60 years and older:	72	17.82%

## Education

Did not finish high school:	Less Than 5	Not Available
High school diploma (or GED):	18	4.46%
Some college:	61	15.10%
Associate's Degree:	49	12.13%
Bachelor's Degree:	98	24.26%
Master's Degree:	153	37.87%
Doctoral Degree :	23	5.69%

## I am currently in a supervisory role.

Not Applicable :	13	3.22%
Yes :	143	35.40%
No :	238	58.91%



# Survey Respondent Information

952 -Amarillo College

Total Respondents: 404  
 Survey Distributed: 970  
 Response Rate: 41.65%

	<u>Number of Survey Respondents</u>	<u>Percent of Survey Respondents</u>
<b>Hours per week employed:</b>		
Less than 20 hours:	22	5.45%
20 to 39 hours:	23	5.69%
40 or more hours:	357	88.37%
<b>I received a promotion during the last two years:</b>		
Not Applicable :	28	6.93%
Yes :	80	19.80%
No :	287	71.04%
<b>I received a merit increase in the last two years:</b>		
Not Applicable :	59	14.60%
Yes :	80	19.80%
No :	256	63.37%
<b>I plan to be working for this organization in two years:</b>		
Not Applicable :	14	3.47%
Yes :	344	85.15%
No :	34	8.42%
<b>My length of service with this organization is:</b>		
Less than 1 years :	29	7.18%
1-2 years :	48	11.88%
3-5 years :	77	19.06%
6-10 years :	101	25.00%
11-15 years :	62	15.35%
15+ years :	84	20.79%
<b>I am the primary wage earner in my household:</b>		
Not Applicable :	14	3.47%
Yes :	202	50.00%
No :	178	44.06%



# Survey Respondent Information

952 -Amarillo College

Total Respondents: 404  
 Survey Distributed: 970  
 Response Rate: 41.65%

	<b>Number of Survey Respondents</b>	<b>Percent of Survey Respondents</b>
<b>There is more than one wage earner in my household:</b>		
Not Applicable :	10	2.48%
Yes :	288	71.29%
No :	97	24.01%
<b>The number of persons in my household is:</b>		
1 person:	50	12.38%
2 persons:	179	44.31%
3 persons:	84	20.79%
4 persons:	55	13.61%
5 persons or more:	34	8.42%
<b>My annual gross (before taxes) salary is:</b>		
Less than \$15,000:	21	5.20%
\$15,000-\$25,000:	50	12.38%
\$25,001-\$35,000:	76	18.81%
\$35,001-\$45,000:	75	18.56%
\$45,001-\$60,000:	111	27.48%
\$60,001-\$75,000:	47	11.63%
\$75,001-\$90,000:	15	3.71%
More than \$90,000 :	Less Than 5	Not Available
<b>I am primarily</b>		
Faculty :	147	36.39%
Staff :	253	62.62%

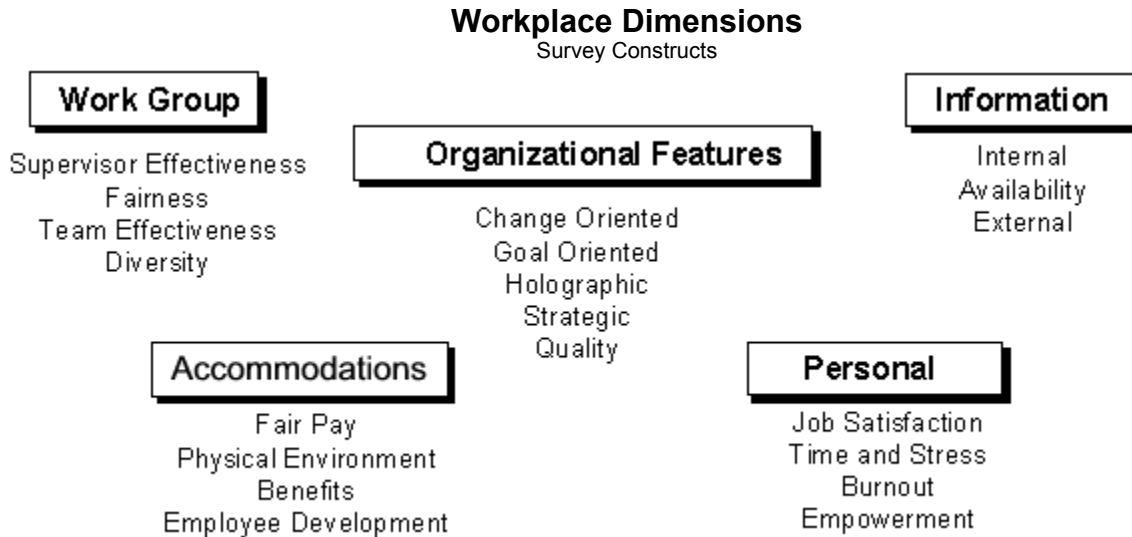


# Survey Constructs

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The Survey assessment 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 Questions series. Appendix A1 contains a summary of Survey Constructs and related Primary Questions. Scores for the Constructs range from a low of 100 to a high of 500.

In this section, the reported data are categorized by Workplace Dimension and include the current score for each Dimension's Construct. If available, the past four Construct scores from previous survey iterations for your organization are provided. Comparative construct average benchmarks include an average score of all respondents, a construct average for organizations of similar size, and an average construct score for organizations of similar mission from the previous survey iteration.



## Construct Summary

### Highest Scoring Constructs: Areas of Strength

Score	Construct
403	Strategic
397	Quality
389	External
389	Job Satisfaction
388	Burnout

### Lowest Scoring Constructs: Areas of Concern

Score	Construct
288	Fair Pay
340	Internal
349	Team Effectiveness
355	Fairness
363	Change Oriented



# Survey Constructs

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## 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 all of the persons involved in day-to-day work activity. This is the immediate work environment of the employee.

### Supervisor Effectiveness

Supervisor Effectiveness provides insight into the nature of supervisory relationships in the organization, including the quality of communication, leadership, and fairness that employees perceive exist between supervisors and themselves.

Current Score:	<input type="text" value="364"/>	2008 Score:	<input type="text" value="Not Available"/>	All Respondents:	<input type="text" value="354"/>
		2006 Score:	<input type="text" value="Not Available"/>		
		2004 Score:	<input type="text" value="Not Available"/>		

### Fairness

Fairness measures the extent to which employees believe that equal and fair opportunity exists for all members of the organization.

Current Score:	<input type="text" value="355"/>	2008 Score:	<input type="text" value="Not Available"/>	All Respondents:	<input type="text" value="352"/>
		2006 Score:	<input type="text" value="Not Available"/>		
		2004 Score:	<input type="text" value="Not Available"/>		

### Team Effectiveness

Team Effectiveness captures employees' perceptions of the effectiveness of their work group and the extent to which the organizational environment supports appropriate teamwork among employees.

Current Score:	<input type="text" value="349"/>	2008 Score:	<input type="text" value="Not Available"/>	All Respondents:	<input type="text" value="336"/>
		2006 Score:	<input type="text" value="Not Available"/>		
		2004 Score:	<input type="text" value="Not Available"/>		

### Diversity

Diversity addresses the extent to which employees feel that individual differences, including ethnicity, age and lifestyle, may result in alienation and/or missed opportunities for learning or advancement.

Current Score:	<input type="text" value="365"/>	2008 Score:	<input type="text" value="Not Available"/>	All Respondents:	<input type="text" value="361"/>
		2006 Score:	<input type="text" value="Not Available"/>		
		2004 Score:	<input type="text" value="Not Available"/>		





# Survey Constructs

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## Accommodations

This dimension looks at the physical work setting and the factors associated with compensation, work technology and tools. It is the "total benefit package" provided to employees by the organization.

### Fair Pay

Fair Pay is an evaluation from the viewpoint of employees of the competitiveness of the total compensation package. It addresses how well the package "holds up" when employees compare it to similar jobs in their own communities.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Physical Environment

Adequacy of Physical Environment captures employees' perceptions of the work setting and the degree to which employees believe that a safe and pleasant working environment exists.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Benefits

Benefits provides an indication of the role that the employment benefit package plays in attracting and retaining employees.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Employment Development

Employment Development captures perceptions of the priority given to the career and personal development of employees by the organization.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

# Survey Constructs

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## Organizational Features

This dimension addresses the organization's interface with external influences. It is an internal evaluation of the organization's ability to assess changes in the environment and make needed adjustments. Also included are assessments of the quality of relations the organization shares with the public. In essence, this dimension captures the "corporate" culture.

### Change Oriented

Change Oriented secures employees' perceptions of the organization's capability and readiness to change based on new information and ideas.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Goal Oriented

Goal Oriented addresses the organization's ability to include all its members in focusing resources towards goal accomplishment.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Holographic

Holographic refers to the degree to which all actions of the organization "hang together" and are understood by all. It concerns employees' perceptions of the consistency of decision-making and activity within the organization.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Strategic

Strategic orientation secures employees' thinking about how the organization responds to external influence, including those which play a role in defining the mission, services and products provided by the organization.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### 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: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

# Survey Constructs

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## 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 communication is directed towards work concerns. How focused and effective it is, as well as, how accessible information is to employees.

### Internal

Internal Communication captures the nature of communication exchanges within the organization. It addresses the extent to which employees view information exchanges as open and productive.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Availability

Availability of Information provides insight into whether employees know where to get needed information and whether they have the ability to access it in a timely manner.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### External

External Communication looks at how information flows in and out of the organization. It focuses upon the ability of the organization to synthesize and apply external information to work performed by the organization.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

# Survey Constructs

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## Personal

This dimension reports on how much internalization of stress is occurring and the extent to which debilitating social and psychological conditions appear to be developing at the level of the individual employee. It addresses the important interface between employees' home and work lives, and how this relationship may impact job performance and organizational efficiency.

### Job Satisfaction

Job Satisfaction addresses employees' satisfaction with their overall work situation. Weighed heavily in this construct are issues concerning employees' evaluation of the availability of time and resources needed to perform jobs effectively.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Time and Stress

Time and Stress Management looks how realistic job demands are given time and resource constraints, and also captures employees' feelings about their ability to balance home and work demands (note: The higher the score the lower the level of stress).

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Burnout

Burnout is a feeling of extreme mental exhaustion that can negatively impact employees' physical health and job performance, leading to lost resources and opportunities in the organization (note: The higher the score the lower the level of burnout).

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

### Empowerment

Empowerment measures the degree to which employees feel that they have some control over their jobs and the outcome of their efforts.

Current Score: 2008 Score: All Respondents: 2006 Score: 2004 Score: 

## Primary Items

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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their immediate workplace. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



# Primary Items

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## 1. We are constantly improving our services.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	137	203	38	16	7	1
Percentage:	34.08%	50.50%	9.45%	3.98%	1.74%	.25%

## 2. Our goals are consistently met or exceeded.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	87	238	46	17	9	4
Percentage:	21.70%	59.35%	11.47%	4.24%	2.24%	1.00%

## 3. We provide high quality programs and services.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	191	178	20	4	8	1
Percentage:	47.51%	44.28%	4.98%	1.00%	1.99%	.25%

## 4. We develop services to match the needs of those we serve.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	161	186	31	10	9	5
Percentage:	40.05%	46.27%	7.71%	2.49%	2.24%	1.24%



# Primary Items

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## 5. My performance is evaluated fairly.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	106	193	49	26	15	12
Percentage:	26.43%	48.13%	12.22%	6.48%	3.74%	2.99%

## 6. My supervisor is consistent when administering employee policies.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	124	167	48	33	26	3
Percentage:	30.92%	41.65%	11.97%	8.23%	6.48%	.75%

## 7. Every employee is valued.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	102	179	46	51	22	0
Percentage:	25.50%	44.75%	11.50%	12.75%	5.50%	Not Available

## 8. We work to attract, develop, and retain people with diverse backgrounds.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	66	182	83	40	17	11
Percentage:	16.54%	45.61%	20.80%	10.03%	4.26%	2.76%



# Primary Items

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## 9. We have adequate computer resources, (hardware and software).

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	94	219	37	39	10	1
Percentage:	23.50%	54.75%	9.25%	9.75%	2.50%	.25%

## 10. Information systems are in place and accessible for me to get my job done.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	106	232	34	21	6	1
Percentage:	26.50%	58.00%	8.50%	5.25%	1.50%	.25%

## 11. Information is shared as appropriate with other organizations or institutions.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	64	220	65	25	7	19
Percentage:	16.00%	55.00%	16.25%	6.25%	1.75%	4.75%

## 12. The right information gets to the right people at the right time.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	28	172	112	70	13	7
Percentage:	6.97%	42.79%	27.86%	17.41%	3.23%	1.74%





# Primary Items

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## 13. We integrate information and act intelligently upon that information.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	<input type="text" value="56"/>	<input type="text" value="211"/>	<input type="text" value="77"/>	<input type="text" value="44"/>	<input type="text" value="10"/>	<input type="text" value="4"/>
Percentage:	<input type="text" value="13.93%"/>	<input type="text" value="52.49%"/>	<input type="text" value="19.15%"/>	<input type="text" value="10.95%"/>	<input type="text" value="2.49%"/>	<input type="text" value="1.00%"/>

## 14. The work atmosphere encourages open and honest communication.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	<input type="text" value="72"/>	<input type="text" value="174"/>	<input type="text" value="69"/>	<input type="text" value="56"/>	<input type="text" value="29"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="18.00%"/>	<input type="text" value="43.50%"/>	<input type="text" value="17.25%"/>	<input type="text" value="14.00%"/>	<input type="text" value="7.25%"/>	<input type="text" value="Not Available"/>

## 15. We feel the channels we must go through at work are reasonable.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	<input type="text" value="55"/>	<input type="text" value="203"/>	<input type="text" value="75"/>	<input type="text" value="56"/>	<input type="text" value="13"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="13.68%"/>	<input type="text" value="50.50%"/>	<input type="text" value="18.66%"/>	<input type="text" value="13.93%"/>	<input type="text" value="3.23%"/>	<input type="text" value="Not Available"/>

## 16. Work groups or committees are trained to incorporate the opinions of each member.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	<input type="text" value="32"/>	<input type="text" value="179"/>	<input type="text" value="101"/>	<input type="text" value="55"/>	<input type="text" value="10"/>	<input type="text" value="24"/>
Percentage:	<input type="text" value="7.98%"/>	<input type="text" value="44.64%"/>	<input type="text" value="25.19%"/>	<input type="text" value="13.72%"/>	<input type="text" value="2.49%"/>	<input type="text" value="5.99%"/>



# Primary Items

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## 17. Work groups or committees receive adequate feedback that helps improve performance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	33	169	118	44	13	24
Percentage:	8.23%	42.14%	29.43%	10.97%	3.24%	5.99%

## 18. We have an opportunity to participate in the goal setting process.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	60	193	78	45	14	10
Percentage:	15.00%	48.25%	19.50%	11.25%	3.50%	2.50%

## 19. Decision making and control are given to employees doing the actual work.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	53	178	88	50	30	2
Percentage:	13.22%	44.39%	21.95%	12.47%	7.48%	.50%

## 20. We seem to be working toward the same goals.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	63	215	80	29	12	1
Percentage:	15.75%	53.75%	20.00%	7.25%	3.00%	.25%



# Primary Items

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## 21. There is a sense of trust throughout the organization.

Current Score:     2008 Score:     **Current Benchmarks**  
 Standard Deviation:     2006 Score:     All Respondents:   
 Number of Respondents:     2004 Score:

Response:    Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	45	175	71	81	27	3
Percentage:	11.19%	43.53%	17.66%	20.15%	6.72%	.75%

## 22. We are given the opportunity to do our best work.

Current Score:     2008 Score:     **Current Benchmarks**  
 Standard Deviation:     2006 Score:     All Respondents:   
 Number of Respondents:     2004 Score:

Response:    Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	111	209	44	31	7	0
Percentage:	27.61%	51.99%	10.95%	7.71%	1.74%	Not Available

## 23. I feel a sense of pride when I tell people that I work for this institution.

Current Score:     2008 Score:     **Current Benchmarks**  
 Standard Deviation:     2006 Score:     All Respondents:   
 Number of Respondents:     2004 Score:

Response:    Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	204	157	31	6	3	0
Percentage:	50.87%	39.15%	7.73%	1.50%	.75%	Not Available

## 24. The amount of work that is expected of me is reasonable.

Current Score:     2008 Score:     **Current Benchmarks**  
 Standard Deviation:     2006 Score:     All Respondents:   
 Number of Respondents:     2004 Score:

Response:    Strongly Agree    Agree    Neutral    Disagree    Strongly Disagree    Don't Know/Not Applicable

Frequency:	79	224	44	42	12	0
Percentage:	19.70%	55.86%	10.97%	10.47%	2.99%	Not Available



# Primary Items

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## 25. We are efficient.

Current Score:	<input type="text" value="3.77"/>	2008 Score:	<input type="text" value="Not Available"/>	<b>Current Benchmarks</b>
Standard Deviation:	<input type="text" value="0.96"/>	2006 Score:	<input type="text" value="Not Available"/>	All Respondents:
Number of Respondents:	<input type="text" value="402"/>	2004 Score:	<input type="text" value="Not Available"/>	<input type="text" value="3.53"/>

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="74"/>	<input type="text" value="221"/>	<input type="text" value="61"/>	<input type="text" value="32"/>	<input type="text" value="14"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="18.41%"/>	<input type="text" value="54.98%"/>	<input type="text" value="15.17%"/>	<input type="text" value="7.96%"/>	<input type="text" value="3.48%"/>	<input type="text" value="Not Available"/>

## 26. Outstanding work is recognized.

Current Score:	<input type="text" value="3.42"/>	2008 Score:	<input type="text" value="Not Available"/>	<b>Current Benchmarks</b>
Standard Deviation:	<input type="text" value="1.14"/>	2006 Score:	<input type="text" value="Not Available"/>	All Respondents:
Number of Respondents:	<input type="text" value="401"/>	2004 Score:	<input type="text" value="Not Available"/>	<input type="text" value="3.43"/>

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="59"/>	<input type="text" value="169"/>	<input type="text" value="84"/>	<input type="text" value="57"/>	<input type="text" value="31"/>	<input type="text" value="1"/>
Percentage:	<input type="text" value="14.71%"/>	<input type="text" value="42.14%"/>	<input type="text" value="20.95%"/>	<input type="text" value="14.21%"/>	<input type="text" value="7.73%"/>	<input type="text" value=".25%"/>

## 27. There is a real feeling of teamwork.

Current Score:	<input type="text" value="3.48"/>	2008 Score:	<input type="text" value="Not Available"/>	<b>Current Benchmarks</b>
Standard Deviation:	<input type="text" value="1.11"/>	2006 Score:	<input type="text" value="Not Available"/>	All Respondents:
Number of Respondents:	<input type="text" value="401"/>	2004 Score:	<input type="text" value="Not Available"/>	<input type="text" value="3.40"/>

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="66"/>	<input type="text" value="166"/>	<input type="text" value="82"/>	<input type="text" value="61"/>	<input type="text" value="23"/>	<input type="text" value="3"/>
Percentage:	<input type="text" value="16.46%"/>	<input type="text" value="41.40%"/>	<input type="text" value="20.45%"/>	<input type="text" value="15.21%"/>	<input type="text" value="5.74%"/>	<input type="text" value=".75%"/>

## 28. We feel that our efforts count.

Current Score:	<input type="text" value="3.57"/>	2008 Score:	<input type="text" value="Not Available"/>	<b>Current Benchmarks</b>
Standard Deviation:	<input type="text" value="1.10"/>	2006 Score:	<input type="text" value="Not Available"/>	All Respondents:
Number of Respondents:	<input type="text" value="398"/>	2004 Score:	<input type="text" value="Not Available"/>	<input type="text" value="3.48"/>

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="68"/>	<input type="text" value="189"/>	<input type="text" value="65"/>	<input type="text" value="51"/>	<input type="text" value="24"/>	<input type="text" value="1"/>
Percentage:	<input type="text" value="17.09%"/>	<input type="text" value="47.49%"/>	<input type="text" value="16.33%"/>	<input type="text" value="12.81%"/>	<input type="text" value="6.03%"/>	<input type="text" value=".25%"/>



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## 29. We are encouraged to learn from our mistakes.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="71"/>	<input type="text" value="226"/>	<input type="text" value="74"/>	<input type="text" value="17"/>	<input type="text" value="9"/>	<input type="text" value="2"/>
Percentage:	<input type="text" value="17.79%"/>	<input type="text" value="56.64%"/>	<input type="text" value="18.55%"/>	<input type="text" value="4.26%"/>	<input type="text" value="2.26%"/>	<input type="text" value=".50%"/>

## 30. We have adequate resources to do our jobs.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="72"/>	<input type="text" value="226"/>	<input type="text" value="62"/>	<input type="text" value="31"/>	<input type="text" value="9"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="18.00%"/>	<input type="text" value="56.50%"/>	<input type="text" value="15.50%"/>	<input type="text" value="7.75%"/>	<input type="text" value="2.25%"/>	<input type="text" value="Not Available"/>

## 31. We are given accurate feedback about our performance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="53"/>	<input type="text" value="213"/>	<input type="text" value="81"/>	<input type="text" value="35"/>	<input type="text" value="15"/>	<input type="text" value="4"/>
Percentage:	<input type="text" value="13.22%"/>	<input type="text" value="53.12%"/>	<input type="text" value="20.20%"/>	<input type="text" value="8.73%"/>	<input type="text" value="3.74%"/>	<input type="text" value="1.00%"/>

## 32. When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to us.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="57"/>	<input type="text" value="139"/>	<input type="text" value="67"/>	<input type="text" value="63"/>	<input type="text" value="29"/>	<input type="text" value="46"/>
Percentage:	<input type="text" value="14.21%"/>	<input type="text" value="34.66%"/>	<input type="text" value="16.71%"/>	<input type="text" value="15.71%"/>	<input type="text" value="7.23%"/>	<input type="text" value="11.47%"/>



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### 33. Learning opportunities or training are made available for personal growth and development.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="111"/>	<input type="text" value="196"/>	<input type="text" value="43"/>	<input type="text" value="33"/>	<input type="text" value="11"/>	<input type="text" value="5"/>
Percentage:	<input type="text" value="27.82%"/>	<input type="text" value="49.12%"/>	<input type="text" value="10.78%"/>	<input type="text" value="8.27%"/>	<input type="text" value="2.76%"/>	<input type="text" value="1.25%"/>

### 34. Learning opportunities or training are made available for professional growth or skills development.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="118"/>	<input type="text" value="201"/>	<input type="text" value="41"/>	<input type="text" value="28"/>	<input type="text" value="8"/>	<input type="text" value="2"/>
Percentage:	<input type="text" value="29.65%"/>	<input type="text" value="50.50%"/>	<input type="text" value="10.30%"/>	<input type="text" value="7.04%"/>	<input type="text" value="2.01%"/>	<input type="text" value=".50%"/>

### 35. We have access to information about job opportunities, conferences, workshops, and training.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="94"/>	<input type="text" value="220"/>	<input type="text" value="40"/>	<input type="text" value="34"/>	<input type="text" value="9"/>	<input type="text" value="2"/>
Percentage:	<input type="text" value="23.56%"/>	<input type="text" value="55.14%"/>	<input type="text" value="10.03%"/>	<input type="text" value="8.52%"/>	<input type="text" value="2.26%"/>	<input type="text" value=".50%"/>

### 36. My supervisor is supportive of my career goals.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="141"/>	<input type="text" value="176"/>	<input type="text" value="40"/>	<input type="text" value="22"/>	<input type="text" value="16"/>	<input type="text" value="6"/>
Percentage:	<input type="text" value="35.16%"/>	<input type="text" value="43.89%"/>	<input type="text" value="9.98%"/>	<input type="text" value="5.49%"/>	<input type="text" value="3.99%"/>	<input type="text" value="1.50%"/>



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## 37. We have sufficient procedures to ensure the safety of employees in the workplace.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="78"/>	<input type="text" value="229"/>	<input type="text" value="35"/>	<input type="text" value="46"/>	<input type="text" value="11"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="19.55%"/>	<input type="text" value="57.39%"/>	<input type="text" value="8.77%"/>	<input type="text" value="11.53%"/>	<input type="text" value="2.76%"/>	<input type="text" value="Not Available"/>

## 38. Our workplace is well maintained.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="94"/>	<input type="text" value="227"/>	<input type="text" value="40"/>	<input type="text" value="33"/>	<input type="text" value="6"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="23.50%"/>	<input type="text" value="56.75%"/>	<input type="text" value="10.00%"/>	<input type="text" value="8.25%"/>	<input type="text" value="1.50%"/>	<input type="text" value="Not Available"/>

## 39. Within my workplace, there is a feeling of community.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="98"/>	<input type="text" value="198"/>	<input type="text" value="55"/>	<input type="text" value="35"/>	<input type="text" value="16"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="24.38%"/>	<input type="text" value="49.25%"/>	<input type="text" value="13.68%"/>	<input type="text" value="8.71%"/>	<input type="text" value="3.98%"/>	<input type="text" value="Not Available"/>

## 40. The environment supports a balance between work and personal life.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="82"/>	<input type="text" value="212"/>	<input type="text" value="65"/>	<input type="text" value="24"/>	<input type="text" value="11"/>	<input type="text" value="5"/>
Percentage:	<input type="text" value="20.55%"/>	<input type="text" value="53.13%"/>	<input type="text" value="16.29%"/>	<input type="text" value="6.02%"/>	<input type="text" value="2.76%"/>	<input type="text" value="1.25%"/>



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## 41. The pace of the work in this organization enables me to do a good job.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="74"/>	<input type="text" value="244"/>	<input type="text" value="51"/>	<input type="text" value="29"/>	<input type="text" value="5"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="18.36%"/>	<input type="text" value="60.55%"/>	<input type="text" value="12.66%"/>	<input type="text" value="7.20%"/>	<input type="text" value="1.24%"/>	<input type="text" value="Not Available"/>

## 42. My job meets my expectations.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="89"/>	<input type="text" value="226"/>	<input type="text" value="57"/>	<input type="text" value="23"/>	<input type="text" value="4"/>	<input type="text" value="0"/>
Percentage:	<input type="text" value="22.31%"/>	<input type="text" value="56.64%"/>	<input type="text" value="14.29%"/>	<input type="text" value="5.76%"/>	<input type="text" value="1.00%"/>	<input type="text" value="Not Available"/>

## 43. We balance our focus on both long range and short term goals.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="78"/>	<input type="text" value="223"/>	<input type="text" value="67"/>	<input type="text" value="23"/>	<input type="text" value="9"/>	<input type="text" value="3"/>
Percentage:	<input type="text" value="19.35%"/>	<input type="text" value="55.33%"/>	<input type="text" value="16.63%"/>	<input type="text" value="5.71%"/>	<input type="text" value="2.23%"/>	<input type="text" value=".74%"/>

## 44. My ideas and opinions count at work.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="79"/>	<input type="text" value="205"/>	<input type="text" value="53"/>	<input type="text" value="43"/>	<input type="text" value="19"/>	<input type="text" value="1"/>
Percentage:	<input type="text" value="19.75%"/>	<input type="text" value="51.25%"/>	<input type="text" value="13.25%"/>	<input type="text" value="10.75%"/>	<input type="text" value="4.75%"/>	<input type="text" value=".25%"/>





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## 45. People who challenge the status quo are valued.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	40	141	112	67	36	6
Percentage:	9.95%	35.07%	27.86%	16.67%	8.96%	1.49%

## 46. Work groups or committees are involved in making work processes more effective.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	38	184	106	44	13	16
Percentage:	9.48%	45.89%	26.43%	10.97%	3.24%	3.99%

## 47. The people I work with treat each other with respect.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	99	195	60	33	15	0
Percentage:	24.63%	48.51%	14.93%	8.21%	3.73%	Not Available

## 48. The appropriate information is shared with the public.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	66	241	59	14	8	13
Percentage:	16.46%	60.10%	14.71%	3.49%	2.00%	3.24%



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## 49. Favoritism (special treatment) is not an issue in raises and promotions.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	66	147	70	52	45	22
Percentage:	16.42%	36.57%	17.41%	12.94%	11.19%	5.47%

## 50. Our employees are generally ethical in the workplace.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	94	239	40	18	7	2
Percentage:	23.50%	59.75%	10.00%	4.50%	1.75%	.50%

## 51. I am confident that any ethics violation I report will be properly handled.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	73	188	69	48	18	7
Percentage:	18.11%	46.65%	17.12%	11.91%	4.47%	1.74%

## 52. Harassment is not tolerated at my workplace.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	104	201	45	33	11	7
Percentage:	25.94%	50.12%	11.22%	8.23%	2.74%	1.75%



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### 53. I am satisfied with the opportunities I have to evaluate my supervisor's performance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="63"/>	<input type="text" value="139"/>	<input type="text" value="62"/>	<input type="text" value="60"/>	<input type="text" value="43"/>	<input type="text" value="34"/>
Percentage:	<input type="text" value="15.71%"/>	<input type="text" value="34.66%"/>	<input type="text" value="15.46%"/>	<input type="text" value="14.96%"/>	<input type="text" value="10.72%"/>	<input type="text" value="8.48%"/>

### 54. When possible, problems are solved before they become a crisis.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="59"/>	<input type="text" value="220"/>	<input type="text" value="63"/>	<input type="text" value="48"/>	<input type="text" value="10"/>	<input type="text" value="2"/>
Percentage:	<input type="text" value="14.68%"/>	<input type="text" value="54.73%"/>	<input type="text" value="15.67%"/>	<input type="text" value="11.94%"/>	<input type="text" value="2.49%"/>	<input type="text" value=".50%"/>

### 55. We use feedback from those we serve to improve our performance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="93"/>	<input type="text" value="223"/>	<input type="text" value="45"/>	<input type="text" value="26"/>	<input type="text" value="5"/>	<input type="text" value="10"/>
Percentage:	<input type="text" value="23.13%"/>	<input type="text" value="55.47%"/>	<input type="text" value="11.19%"/>	<input type="text" value="6.47%"/>	<input type="text" value="1.24%"/>	<input type="text" value="2.49%"/>

### 56. I believe we will use the information from this survey to improve our performance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="58"/>	<input type="text" value="200"/>	<input type="text" value="91"/>	<input type="text" value="31"/>	<input type="text" value="19"/>	<input type="text" value="4"/>
Percentage:	<input type="text" value="14.39%"/>	<input type="text" value="49.63%"/>	<input type="text" value="22.58%"/>	<input type="text" value="7.69%"/>	<input type="text" value="4.71%"/>	<input type="text" value=".99%"/>



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**57. I have regular involvement (once a month or more) in community activities or groups.**

Current Score:	<input type="text" value="3.85"/>	2008 Score:	<input type="text" value="Not Available"/>	<b>Current Benchmarks</b>
Standard Deviation:	<input type="text" value="0.98"/>	2006 Score:	<input type="text" value="Not Available"/>	All Respondents:
Number of Respondents:	<input type="text" value="403"/>	2004 Score:	<input type="text" value="Not Available"/>	<input type="text" value="3.69"/>

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	<input type="text" value="89"/>	<input type="text" value="179"/>	<input type="text" value="54"/>	<input type="text" value="30"/>	<input type="text" value="10"/>	<input type="text" value="41"/>
Percentage:	<input type="text" value="22.08%"/>	<input type="text" value="44.42%"/>	<input type="text" value="13.40%"/>	<input type="text" value="7.44%"/>	<input type="text" value="2.48%"/>	<input type="text" value="10.17%"/>



## Compensation

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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes their level of satisfaction with their compensation. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Agree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the organization. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



# Compensation

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## 58. People are paid fairly for the work they do.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	30	137	93	104	34	5
Percentage:	7.44%	34.00%	23.08%	25.81%	8.44%	1.24%

## 59. Salaries are competitive with similar positions in the community or at comparable institutions.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	23	121	93	105	45	15
Percentage:	5.72%	30.10%	23.13%	26.12%	11.19%	3.73%

## 60. Benefits can be selected to meet individual needs.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	68	201	76	33	9	15
Percentage:	16.92%	50.00%	18.91%	8.21%	2.24%	3.73%

## 61. I understand my benefits plan.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	58	263	46	21	1	14
Percentage:	14.39%	65.26%	11.41%	5.21%	.25%	3.47%



# Compensation

952 -Amarillo College

## 62. Benefits are comparable to those offered in other jobs.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	93	212	56	17	5	19
Percentage:	23.13%	52.74%	13.93%	4.23%	1.24%	4.73%

## 63. My pay keeps pace with the cost of living.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	21	91	90	133	66	1
Percentage:	5.22%	22.64%	22.39%	33.08%	16.42%	.25%

## 64. Changes in benefits and compensation packages have been explained during the last two years.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	61	238	50	16	7	29
Percentage:	15.21%	59.35%	12.47%	3.99%	1.75%	7.23%

## 65. I am satisfied with my continuing education/training opportunities.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	74	223	50	34	12	9
Percentage:	18.41%	55.47%	12.44%	8.46%	2.99%	2.24%



# Compensation

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## 66. I am satisfied with my medical insurance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	70	211	52	32	11	27
Percentage:	17.37%	52.36%	12.90%	7.94%	2.73%	6.70%

## 67. I am satisfied with my sick leave.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	105	226	26	10	6	28
Percentage:	26.18%	56.36%	6.48%	2.49%	1.50%	6.98%

## 68. I am satisfied with my vacation.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	112	189	26	10	7	59
Percentage:	27.79%	46.90%	6.45%	2.48%	1.74%	14.64%

## 69. I am satisfied with my retirement.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	85	200	63	22	5	27
Percentage:	21.14%	49.75%	15.67%	5.47%	1.24%	6.72%





# Compensation

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## 70. I am satisfied with my dental insurance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	38	141	53	53	27	86
Percentage:	9.55%	35.43%	13.32%	13.32%	6.78%	21.61%

## 71. I am satisfied with my vision insurance.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	23	99	77	51	30	120
Percentage:	5.75%	24.75%	19.25%	12.75%	7.50%	30.00%

## 72. I am satisfied with my holiday benefit.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	149	177	15	6	2	53
Percentage:	37.06%	44.03%	3.73%	1.49%	.50%	13.18%

## 73. I am satisfied with my Employee Assistance Program (E.A.P.).

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	34	113	103	7	5	139
Percentage:	8.48%	28.18%	25.69%	1.75%	1.25%	34.66%



## Institution Wide

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For the following section employees are asked to indicate how strongly they agree or disagree that the statement describes the institution as a whole. Possible responses include: (1) Strongly Disagree, (2) Disagree, (3) Feel Neutral, (4) Agree, (5) Strongly Disagree and (6) Don't Know/ Not Applicable.

Any survey item with an average (mean) score above the neutral midpoint of "3.0" suggests that employees perceive the issue more positively than negatively. Scores of "4.0" or higher indicate areas of substantial strength for the institution. Conversely, scores below "3.0" are viewed more negatively by employees. Questions that receive below a "2.0" should be a significant source of concern for the organization and receive immediate attention.



# Organization Wide

952 -Amarillo College

## 74. Information and knowledge are shared openly within this organization.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="48"/>	<input type="text" value="177"/>	<input type="text" value="80"/>	<input type="text" value="63"/>	<input type="text" value="20"/>	<input type="text" value="14"/>
Percentage:	<input type="text" value="11.94%"/>	<input type="text" value="44.03%"/>	<input type="text" value="19.90%"/>	<input type="text" value="15.67%"/>	<input type="text" value="4.98%"/>	<input type="text" value="3.48%"/>

## 75. An effort is made to get the opinions of people throughout the organization.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="46"/>	<input type="text" value="211"/>	<input type="text" value="69"/>	<input type="text" value="52"/>	<input type="text" value="17"/>	<input type="text" value="6"/>
Percentage:	<input type="text" value="11.47%"/>	<input type="text" value="52.62%"/>	<input type="text" value="17.21%"/>	<input type="text" value="12.97%"/>	<input type="text" value="4.24%"/>	<input type="text" value="1.50%"/>

## 76. We work well with other organizations.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="81"/>	<input type="text" value="234"/>	<input type="text" value="50"/>	<input type="text" value="11"/>	<input type="text" value="2"/>	<input type="text" value="22"/>
Percentage:	<input type="text" value="20.25%"/>	<input type="text" value="58.50%"/>	<input type="text" value="12.50%"/>	<input type="text" value="2.75%"/>	<input type="text" value=".50%"/>	<input type="text" value="5.50%"/>

## 77. We work well with our governing bodies (the legislature, the board of regents, etc.).

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response: Strongly Agree      Agree      Neutral      Disagree      Strongly Disagree      Don't Know/Not Applicable

Frequency:	<input type="text" value="98"/>	<input type="text" value="215"/>	<input type="text" value="44"/>	<input type="text" value="8"/>	<input type="text" value="2"/>	<input type="text" value="31"/>
Percentage:	<input type="text" value="24.62%"/>	<input type="text" value="54.02%"/>	<input type="text" value="11.06%"/>	<input type="text" value="2.01%"/>	<input type="text" value=".50%"/>	<input type="text" value="7.79%"/>



# Organization Wide

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## 78. We work well with the public.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	144	216	30	3	1	6
Percentage:	36.00%	54.00%	7.50%	.75%	.25%	1.50%

## 79. We understand the state, local, national and global issues that impact this organization.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	97	220	49	14	4	17
Percentage:	24.19%	54.86%	12.22%	3.49%	1.00%	4.24%

## 80. We know how our work impacts other employees.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	74	229	46	30	7	12
Percentage:	18.59%	57.54%	11.56%	7.54%	1.76%	3.02%

## 81. Our web site is easy to use and contains helpful information.

Current Score:  2008 Score:  **Current Benchmarks**  
 Standard Deviation:  2006 Score:  All Respondents:   
 Number of Respondents:  2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	62	165	60	80	32	1
Percentage:	15.50%	41.25%	15.00%	20.00%	8.00%	.25%



# Organization Wide

952 -Amarillo College

## 82. I have a good understanding of our mission, vision, and strategic plan.

Current Score:       2008 Score:       **Current Benchmarks**  
 Standard Deviation:       2006 Score:       All Respondents:   
 Number of Respondents:       2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	89	250	47	9	3	2
Percentage:	22.25%	62.50%	11.75%	2.25%	.75%	.50%

## 83. I believe we communicate our mission effectively to the public.

Current Score:       2008 Score:       **Current Benchmarks**  
 Standard Deviation:       2006 Score:       All Respondents:   
 Number of Respondents:       2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	69	240	62	21	3	6
Percentage:	17.21%	59.85%	15.46%	5.24%	.75%	1.50%

## 84. My organization encourages me to be involved in my community.

Current Score:       2008 Score:       **Current Benchmarks**  
 Standard Deviation:       2006 Score:       All Respondents:   
 Number of Respondents:       2004 Score:

Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	93	200	60	32	5	11
Percentage:	23.19%	49.88%	14.96%	7.98%	1.25%	2.74%



# Survey Constructs

952 -Amarillo College

## Dimension 1: Work Group

<b>Supervisor Effectiveness</b>	<b>Construct Score = 364</b>	<b>Avg</b>	<b>S.D.</b>
18: We have an opportunity to participate in the goal setting process.		3.62	1.00
20: We seem to be working toward the same goals.		3.72	0.92
22: We are given the opportunity to do our best work.		3.96	0.92
31: We are given accurate feedback about our performance.		3.64	0.95
36: My supervisor is supportive of my career goals.		4.02	1.02
45: People who challenge the status quo are valued.		3.21	1.12
49: Favoritism (special treatment) is not an issue in raises and promotions.		3.36	1.25
<b>Fairness</b>	<b>Construct Score = 355</b>	<b>Avg</b>	<b>S.D.</b>
5: My performance is evaluated fairly.		3.90	1.00
6: My supervisor is consistent when administering employee policies.		3.83	1.15
21: There is a sense of trust throughout the organization.		3.33	1.12
32: When possible, alternative work schedules (flex-time, compressed work weeks, job sharing, telecommuting) are offered to us.		3.37	1.18
49: Favoritism (special treatment) is not an issue in raises and promotions.		3.36	1.25
<b>Team Effectiveness</b>	<b>Construct Score = 349</b>	<b>Avg</b>	<b>S.D.</b>
17: Work groups or committees receive adequate feedback that helps improve performance.		3.44	0.93
19: Decision making and control are given to employees doing the actual work.		3.44	1.10
21: There is a sense of trust throughout the organization.		3.33	1.12
25: We are efficient.		3.77	0.96
27: There is a real feeling of teamwork.		3.48	1.11
46: Work groups or committees are involved in making work processes more effective.		3.49	0.94
<b>Diversity</b>	<b>Construct Score = 365</b>	<b>Avg</b>	<b>S.D.</b>
7: Every employee is valued.		3.72	1.14
8: We work to attract, develop, and retain people with diverse backgrounds.		3.62	1.02
16: Work groups or committees are trained to incorporate the opinions of each member.		3.45	0.93
47: The people I work with treat each other with respect.		3.82	1.01



# Survey Constructs

952 -Amarillo College

## Dimension 2: Accommodations

<b>Fair Pay</b>	<b>Construct Score = 288</b>	<b>Avg</b>	<b>S.D.</b>
58: People are paid fairly for the work they do.		3.06	1.12
59: Salaries are competitive with similar positions in the community or at comparable institutions.		2.93	1.13
63: My pay keeps pace with the cost of living.		2.67	1.15
<b>Physical Environment</b>	<b>Construct Score = 385</b>	<b>Avg</b>	<b>S.D.</b>
9: We have adequate computer resources, (hardware and software).		3.87	0.96
37: We have sufficient procedures to ensure the safety of employees in the workplace.		3.79	0.98
38: Our workplace is well maintained.		3.92	0.89
39: Within my workplace, there is a feeling of community.		3.81	1.03
<b>Benefits</b>	<b>Construct Score = 387</b>	<b>Avg</b>	<b>S.D.</b>
60: Benefits can be selected to meet individual needs.		3.74	0.93
61: I understand my benefits plan.		3.92	0.71
62: Benefits are comparable to those offered in other jobs.		3.97	0.83
<b>Employment Development</b>	<b>Construct Score = 385</b>	<b>Avg</b>	<b>S.D.</b>
16: Work groups or committees are trained to incorporate the opinions of each member.		3.45	0.93
33: Learning opportunities or training are made available for personal growth and development.		3.92	0.99
34: Learning opportunities or training are made available for professional growth or skills development.		3.99	0.93
35: We have access to information about job opportunities, conferences, workshops, and training.		3.90	0.94
36: My supervisor is supportive of my career goals.		4.02	1.02



# Survey Constructs

952 -Amarillo College

## Dimension 3: Organizational Features

<b>Change Oriented</b>	<b>Construct Score = 363</b>	<b>Avg</b>	<b>S.D.</b>
13: We integrate information and act intelligently upon that information.		3.65	0.94
18: We have an opportunity to participate in the goal setting process.		3.62	1.00
44: My ideas and opinions count at work.		3.71	1.05
54: When possible, problems are solved before they become a crisis.		3.67	0.95
75: An effort is made to get the opinions of people throughout the organization.		3.55	1.00
<b>Goal Oriented</b>	<b>Construct Score = 374</b>	<b>Avg</b>	<b>S.D.</b>
2: Our goals are consistently met or exceeded.		3.95	0.84
13: We integrate information and act intelligently upon that information.		3.65	0.94
18: We have an opportunity to participate in the goal setting process.		3.62	1.00
25: We are efficient.		3.77	0.96
<b>Holographic</b>	<b>Construct Score = 373</b>	<b>Avg</b>	<b>S.D.</b>
14: The work atmosphere encourages open and honest communication.		3.51	1.15
19: Decision making and control are given to employees doing the actual work.		3.44	1.10
23: I feel a sense of pride when I tell people that I work for this institution.		4.38	0.76
28: We feel that our efforts count.		3.57	1.10
39: Within my workplace, there is a feeling of community.		3.81	1.03
75: An effort is made to get the opinions of people throughout the organization.		3.55	1.00
80: We know how our work impacts other employees.		3.86	0.88
<b>Strategic</b>	<b>Construct Score = 403</b>	<b>Avg</b>	<b>S.D.</b>
55: We use feedback from those we serve to improve our performance.		3.95	0.86
76: We work well with other organizations.		4.01	0.72
77: We work well with our governing bodies (the legislature, the board of regents, etc.).		4.09	0.72
78: We work well with the public.		4.27	0.65
79: We understand the state, local, national and global issues that impact this organization.		4.02	0.79
82: I have a good understanding of our mission, vision, and strategic plan.		4.04	0.71
83: I believe we communicate our mission effectively to the public.		3.89	0.78
<b>Quality</b>	<b>Construct Score = 397</b>	<b>Avg</b>	<b>S.D.</b>
1: We are constantly improving our services.		4.11	0.86
3: We provide high quality programs and services.		4.35	0.79
4: We develop services to match the needs of those we serve.		4.21	0.86
26: Outstanding work is recognized.		3.42	1.14
30: We have adequate resources to do our jobs.		3.80	0.90





# Survey Constructs

952 -Amarillo College

## Dimension 4: Information

<b>Internal</b>	<b>Construct Score = 340</b>	<b>Avg</b>	<b>S.D.</b>
12: The right information gets to the right people at the right time.		3.33	0.96
17: Work groups or committees receive adequate feedback that helps improve performance.		3.44	0.93
74: Information and knowledge are shared openly within this organization.		3.44	1.06
<b>Availability</b>	<b>Construct Score = 369</b>	<b>Avg</b>	<b>S.D.</b>
10: Information systems are in place and accessible for me to get my job done.		4.03	0.84
12: The right information gets to the right people at the right time.		3.33	0.96
15: We feel the channels we must go through at work are reasonable.		3.57	1.00
79: We understand the state, local, national and global issues that impact this organization.		4.02	0.79
80: We know how our work impacts other employees.		3.86	0.88
81: Our web site is easy to use and contains helpful information.		3.36	1.19
<b>External</b>	<b>Construct Score = 389</b>	<b>Avg</b>	<b>S.D.</b>
11: Information is shared as appropriate with other organizations or institutions.		3.81	0.86
14: The work atmosphere encourages open and honest communication.		3.51	1.15
35: We have access to information about job opportunities, conferences, workshops, and training.		3.90	0.94
48: The appropriate information is shared with the public.		3.88	0.80
78: We work well with the public.		4.27	0.65
79: We understand the state, local, national and global issues that impact this organization.		4.02	0.79
83: I believe we communicate our mission effectively to the public.		3.89	0.78



# Survey Constructs

952 -Amarillo College

## Dimension 5: Personal

<b>Job Satisfaction</b>	<b>Construct Score = 389</b>	<b>Avg</b>	<b>S.D.</b>
22: We are given the opportunity to do our best work.		3.96	0.92
40: The environment supports a balance between work and personal life.		3.84	0.92
41: The pace of the work in this organization enables me to do a good job.		3.88	0.83
<b>Time and Stress</b>	<b>Construct Score = 381</b>	<b>Avg</b>	<b>S.D.</b>
24: The amount of work that is expected of me is reasonable.		3.79	0.98
30: We have adequate resources to do our jobs.		3.80	0.90
40: The environment supports a balance between work and personal life.		3.84	0.92
43: We balance our focus on both long range and short term goals.		3.85	0.88
<b>Burnout</b>	<b>Construct Score = 388</b>	<b>Avg</b>	<b>S.D.</b>
23: I feel a sense of pride when I tell people that I work for this institution.		4.38	0.76
28: We feel that our efforts count.		3.57	1.10
29: We are encouraged to learn from our mistakes.		3.84	0.85
42: My job meets my expectations.		3.93	0.83
44: My ideas and opinions count at work.		3.71	1.05
<b>Empowerment</b>	<b>Construct Score = 376</b>	<b>Avg</b>	<b>S.D.</b>
21: There is a sense of trust throughout the organization.		3.33	1.12
22: We are given the opportunity to do our best work.		3.96	0.92
23: I feel a sense of pride when I tell people that I work for this institution.		4.38	0.76
29: We are encouraged to learn from our mistakes.		3.84	0.85
45: People who challenge the status quo are valued.		3.21	1.12
80: We know how our work impacts other employees.		3.86	0.88



# Key to the Data Files (Provided in Excel format)

952 -Amarillo College

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\*:**

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	ID	NAME	ITEM_NO	ITEM_TEXT	SA_COUNT	SA_PCT	A_COUNT	A_PCT	N_COUNT	N_PCT	D_COUNT	D_PCT	SD_COUNT	SD_PCT	NA_COUNT	NA_PCT	RESPONSE_COUNT	AVG	STD_DEV	VR
2	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
3	111	Texas	1	We are	3	0.6	2	0.4	0	0	0	0	0	0	0	0	5	4.6	0.5	5
4	111	Texas	2	We are	2	0.4	1	0.2	2	0.4	0	0	0	0	0	0	5	4	0.5	5
5	111	Texas	3	Our goals	0	0	4	0.8	1	0.2	0	0	0	0	0	0	5	3.8	0.3	5

\*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 Data Files

952 -Amarillo College

This key can be used to interpret the layout of the  
**952 \_Org\_Constructs.xls, 952 \_OC1\_Constructs.xls, and 952 \_OC2\_Constructs.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:

	A	B	C	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 Insert

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952 -Amarillo College

## Organization Codes

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

2. In **Code Box 2**, null

Code null

**101** Administration

**105** Faculty

Code null

**103** Classified Staff

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## Additional Items



