

The Survey of Organizational Excellence

# Amarillo College



Data Report

2010

#### **Table of Contents**

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#### Survey Results:

	Survey Respondent Information	1
	Survey Constructs	5
	Primary Items	11
	Compensation	27
	Institution Wide	.32
	Additional Items	.36
4	*Additional Items are not included if none were submitted.	
	Survey Constructs	.A1
	Key to the Data File	.A6
	Survey Insert See our Web Page: www.survey.utexas.edu	A8
	Current Benchmark Data	
	Survey Interventions Example and Best Practices	
	Helpful Publications, and	
	Additional Survey 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.

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Total Respondents: 404 Survey Distributed: 970 Response Rate: 41.65%		Number of Survey Respondents	Percent of Survey Respondents
Gender			
Ν	/lale :	119	29.46%
Fen	nale :	278	68.81%
Race/Ethnic Identification			
African-American/B	Black:	Less Than 5	Not Available
Mexican-American/Hisp	anic:	26	6.44%
Anglo-American/W	Vhite:	353	87.38%
Asian-Amer	rican:	5	1.24%
Multiracial/O	ther:	12	2.97%
Age			
16 to 29 years	s old:	27	6.68%
30 to 39 years	s old:	61	15.10%
40 to 49 years	s old:	98	24.26%
50 to 59 years	s old:	141	34.90%
60 years and c	older:	72	17.82%
Education			
Did not finish high sc	hool:	Less Than 5	Not Available
High school diploma (or G	GED):	18	4.46%
Some col	llege:	61	15.10%
Associate's De	gree:	49	12.13%
Bachelor's De	gree:	98	24.26%
Master's De	gree:	153	37.87%
Doctoral Deg	gree :	23	5.69%
am currently in a supervisory role.			
Not Applica	able :	13	3.22%
	Yes :	143	35.40%
	No :	238	58.91%

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Total Respondents: 404 Survey Distributed: 970	Number of Survey	Percent of Survey	
Response Rate: 41.65%	Respondents	Respondents	
Hours per week employed:			
Less than 20 hours:	22	5.45%	
20 to 39 hours:	23	5.69%	
40 or more hours:	357	88.37%	
I received a promotion during the last two years:			
Not Applicable :	28	6.93%	
Yes :	80	19.80%	
No :	287	71.04%	
I received a merit increase in the last two years:			
Not Applicable :	59	14.60%	
Yes :	80	19.80%	
No :	256	63.37%	
I plan to be working for this organization in two years:			
Not Applicable :	14	3.47%	
Yes :	344	85.15%	
No :	34	8.42%	
My length of service with this organization is:			
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%	
am the primary wage earner in my household:			
Not Applicable :	14	3.47%	
Yes :	202	50.00%	
No :	178	44.06%	

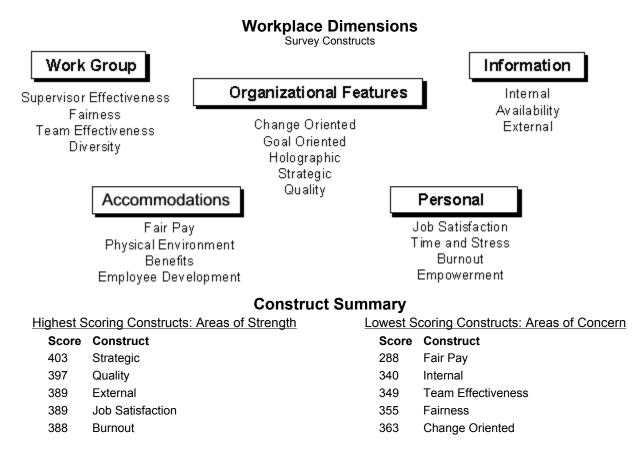
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Total Respondents: 404 Survey Distributed: 970 Response Rate: 41.65%		Number of Survey Respondents	Percent of Survey Respondents
There is more than one wage earner in my hous	ehold:		
Not Appl		10	2.48%
	Yes :	288	71.29%
	No :	97	24.01%
The number of persons in my household is:			
1	person:	50	12.38%
2 p	ersons:	179	44.31%
3 p	ersons:	84	20.79%
4 p	ersons:	55	13.61%
5 persons o	r more:	34	8.42%
My annual gross (before taxes) salary is:			
Less than \$	15,000:	21	5.20%
\$15,000-\$2	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 \$9	0,000 :	Less Than 5	Not Available
I am primarily			
F	aculty :	147	36.39%
	Staff :	253	62.62%

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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.



#### Work Group

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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 quality of communication, leadership, and		
Current Score: 364	2008 Score: Not Available	All Respondents: 354
	2006 Score: Not Available	
	2004 Score: Not Available	
<u>Fairness</u>		
Fairness measures the extent to which em organization.	ployees believe that equal and fair c	pportunity exists for all members of the
Current Score: 355	2008 Score: Not Available	All Respondents: 352
	2006 Score: Not Available	
	2004 Score: Not Available	
Team Effectiveness		
Team Effectiveness	perceptions of the effectiveness of th	eir work group and the extent to which
Team Effectiveness Team Effectiveness captures employees' the organizational environment supports a		
Team Effectiveness captures employees'		
Team Effectiveness captures employees' the organizational environment supports a	ppropriate teamwork among employ	ees.
Team Effectiveness captures employees' the organizational environment supports a	2008 Score: Not Available	ees.
Team Effectiveness captures employees' the organizational environment supports a	2008 Score: Not Available 2006 Score: Not Available	ees.
Team Effectiveness captures employees' the organizational environment supports a	2008 Score: Not Available 2006 Score: Not Available	ees.
Team Effectiveness captures employees' the organizational environment supports a Current Score: 349	ppropriate teamwork among employ 2008 Score: Not Available 2006 Score: Not Available 2004 Score: Not Available 2004 Score: Not Available	ees. All Respondents: <u>336</u>
Team Effectiveness captures employees' the organizational environment supports a Current Score: 349 Diversity Diversity addresses the extent to which em	ppropriate teamwork among employ 2008 Score: Not Available 2006 Score: Not Available 2004 Score: Not Available 2004 Score: Not Available	ees. All Respondents: <u>336</u>
Team Effectiveness captures employees' the organizational environment supports a Current Score:       349         Diversity       Diversity addresses the extent to which en may result in alienation and/or missed opp	ppropriate teamwork among employ 2008 Score: Not Available 2006 Score: Not Available 2004 Score: Not Available 2004 Score: Not Available	ees. All Respondents: <u>336</u> ces, including ethnicity, age and lifestyle, nt.

#### **Accommodations**

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# 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 addresses how well the package "holds up"         Current Score:       288		
	2006 Score: Not Available 2006 Score: Not Available 2004 Score: Not Available	
Physical Environment		
Adequacy of Physical Environment captures employees believe that a safe and pleasant		ork setting and the degree to which
Current Score: 385	2008 Score: Not Available	All Respondents: 385
	2006 Score: Not Available	
	2004 Score: Not Available	
Benefits		
Benefits provides an indication of the role th employees.	at the employment benefit packag	e plays in attracting and retaining
Current Score: 387	2008 Score: Not Available	All Respondents: 383
	2006 Score: Not Available	
	2004 Score: Not Available	
Employment Development		
Employment Development captures percept employees by the organization.	tions of the priority given to the car	eer and personal development of
Current Score: 385	2008 Score: Not Available	All Respondents: 373
	2006 Score: Not Available	
	2004 Score: Not Available	

#### **Organizational Features**

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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 rea new information and ideas.	adiness to change based on
Current Score: 363 2008 Score: Not Available All Re	espondents: 349
2006 Score: Not Available	
2004 Score: Not Available	
Goal Oriented	
Goal Oriented addresses the organization's ability to include all its members in focusing r accomplishment.	resources towards goal
Current Score: 374 2008 Score: Not Available All Re	espondents: 357
2006 Score: Not Available	
2004 Score: Not Available	
Holographic	
Holographic refers to the degree to which all actions of the organization "hang together" a concerns employees' perceptions of the consistency of decision-making and activity with	
Current Score: 373 2008 Score: Not Available All Re	espondents: 356
2006 Score: Not Available	
2004 Score: Not Available	
Strategic	
Strategic orientation secures employees' thinking about how the organization responds to those which play a role in defining the mission, services and products provided by the organization.	
Current Score: 403 2008 Score: Not Available All Re	espondents: 375
2006 Score: Not Available	
2004 Score: Not Available	
Quality	
Quality focuses upon the degree to which quality principles, such as customer service an are a part of the organizational culture.	d continuous improvement,
Current Score: 397 2008 Score: Not Available All Re	espondents: 380
2006 Score: Not Available	
2004 Score: Not Available	

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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 extent to which employees view information		the organization. It addresses the
Current Score: 340	2008 Score: Not Available	All Respondents: 324
	2006 Score: Not Available	
	2004 Score: Not Available	
Availability Availability of Information provides insight in they have the ability to access it in a timely Current Score: 369		o get needed information and whether All Respondents: 359
External		
External Communication looks at how inform organization to synthesize and apply externation		
Current Score: 389	2008 Score: Not Available	All Respondents: 369
	2006 Score: Not Available	
	2004 Score: Not Available	

#### <u>Personal</u>

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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' satis are issues concerning employees' evaluation effectively.		
Current Score: 389	2008 Score:Not Available2006 Score:Not Available2004 Score:Not Available	All Respondents: 373
Time and Stress Time and Stress Management looks how reac captures employees' feelings about their abi lower the level of stress).		
Current Score: 381	2008 Score:Not Available2006 Score:Not Available2004 Score:Not Available	All Respondents: 366
Burnout		
Burnout is a feeling of extreme mental exhan performance, leading to lost resources and o level of burnout).		
Current Score: 388	2008 Score:Not Available2006 Score:Not Available2004 Score:Not Available	All Respondents: 374
Empowerment Empowerment measures the degree to whice outcome of their efforts.	ch employees feel that they have so	ome control over their jobs and the
Current Score: 376	2008 Score:Not Available2006 Score:Not Available2004 Score:Not Available	All Respondents: 359

#### **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.

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1. We are co	nstantly improv	ing our servi	ces.			
Cu	irrent Score:	4.11	2008 Score: Not A	vailable	Current Benchm	arks
Standar	d Deviation:	0.86	2006 Score: Not /	Available All	Respondents:	3.91
Number of Re	espondents:	402	2004 Score: Not /	Available		
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 exce	eded.			
-	rrent Score:	3.95		vailable	Current Benchm	arks
	d Deviation:	0.84			Respondents:	3.74
Number of Re	espondents:	401	2004 Score: Not			
		-				
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%
•	e high quality p					
	irrent Score:	4.35		vailable	Current Benchm	arks
Standar	d Deviation:	0.79			Respondents:	4.06
Number of Re	espondents:	402	2004 Score: Not /	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	191	178 44.28%	20	4	8	1
Percentage:	47.51%	44.28%	4.98%	1.00%	1.99%	.25%
4. We develo	o services to m	atch the nee	ds of those we serv	/e.		
	Irrent Score:				Curront Bonshin	arka
		4.21			Current Benchm	
	d Deviation:	0.86			Respondents:	4.00
Number of Re	espondents:	402	2004 Score: Not /	vailable		
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%

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5. My perfor	mance is evalua	ted fairly.					
Cu	Irrent Score:	3.90	2008 Score:	Not Available		Current Benchm	arks
	d Deviation:		2006 Score:		All F	Respondents:	3.84
Number of R				Not Available			
		401	2004 30016.	Not Available			
Response:	Strongly Agree	Agree	Neutr	al Disag	ree	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 superv	visor is consiste	nt when admii	nistering en	ployee policies	5.		
Cu	Irrent Score:	3.83	2008 Score:	Not Available		Current Benchm	arks
Standar	d Deviation:	1.15	2006 Score:	Not Available	All F	Respondents:	3.78
Number of R	espondents:	401	2004 Score:	Not Available			
	·						
Response:	Strongly Agree	Agree	Neutr	al Disag	ree	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%
	oloyee is valued		2008 Score:	Not Available		Current Benchm	arks
	d Deviation:		2006 Score:	Not Available		Respondents:	3.57
			2000 Score: 2004 Score:		7 41 1		0.01
Number of R		400	2004 Score.	NOT AVAIIADIE			
Response:	Strongly Agree	Agree	Neutr	al Disag	ree	Strongly Disagree	
Frequency:	102	179	46	51		22	Applicable
Percentage:	25.50%	44.75%	11.50		5%	5.50%	Not Available
8. We work t	o attract, develo	p, and retain <b>j</b>	people with	diverse backgr	ounds.		
Cı	Irrent Score:	3.62	2008 Score:	Not Available		Current Benchm	arks
Standar	d Deviation:	1.02	2006 Score:	Not Available	All F	Respondents:	3.65
Number of R	espondents:	399	2004 Score:	Not Available			
Response:	Strongly Agree	Agree	Neutr	al Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	66	182	83	40		17	11
Percentage:	16.54%	45.61%	20.80	% 10.03	3%	4.26%	2.76%

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9. We have a	dequate compu	ter resources,	(hardware and so	oftware).		
Cu	Irrent Score:	3.87	2008 Score: Not A	vailable	Current Benchm	narks
	d Deviation:				Respondents:	3.84
Number of R			2004 Score: Not A			
		400		wallable		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	94 23.50%	219 54.75%	37 9.25%	39 9.75%	10 2.50%	1 .25%
. ereentager	20.0070	0111070	0.2070	0.1070	2.0070	
10. Informati	on systems are	in place and a	accessible for me	to get my job do	one.	
Cu	irrent Score:	4.03	2008 Score: Not A	vailable	Current Benchm	narks
Standar	d Deviation:	0.84	2006 Score: Not A	vailable All I	Respondents:	3.95
Number of R	espondents:	400	2004 Score: Not A	vailable		
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%
			vith other organiza			
	rrent Score:			vailable	Current Benchm	
	d Deviation:		2006 Score: Not Available All Respondents: 3.67			
Number of R	espondents:	400	2004 Score: Not A	vailable		
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%
40 The 1944	· •					
-			people at the righ			
Cu	rrent Score:	3.33	2008 Score: Not A	vailable	Current Benchm	arks
Standar	d Deviation:	0.96	2006 Score: Not A	vailable All I	Respondents:	3.21
Number of R	espondents:	402	2004 Score: Not A	vailable		
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%

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13. We integ	rate information	and act intellig	gently upon that	information.		
Cu	rrent Score:	3.65 2	2008 Score: Not A	vailable	Current Benchm	arks
Standar	d Deviation:	0.94 2	2006 Score: Not A	Available All	Respondents:	3.57
Number of R				Available	•	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	56 13.93%	211 52.49%	77 19.15%	44 10.95%	10 2.49%	4 1.00%
T ercentage.	13.93 %	JZ.4970	19.1376	10.95 %	2.4970	1.00 %
4. The work	atmosphere en	courages oper	n and honest com	munication.		
Cu	rrent Score:	3.51 2	2008 Score: Not A	Available	Current Benchm	arks
Standar	d Deviation:	1.15 2	2006 Score: Not A	Available All	Respondents:	3.44
Number of R	espondents:	400 2	2004 Score: Not A	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	72	174	69	56	29	0
Percentage:	18.00%	43.50%	17.25%	14.00%	7.25%	Not Available
			gh at work are re			
	rrent Score:			Available	Current Benchm	
	d Deviation:				Respondents:	3.44
Number of R	espondents:	402 2	2004 Score: Not A	vailable		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	55	203	75	56	13	0
Percentage:	13.68%	50.50%	18.66%	13.93%	3.23%	Not Available
l6. Work gro	ups or committ	ees are trained	to incorporate th	ne opinions of e	ach member.	
	Irrent Score:			vailable	Current Benchm	arks
	d Deviation:				Respondents:	3.37
Number of R				vailable		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	32	179	101	55	10	24
Percentage:	7.98%	44.64%	25.19%	13.72%	2.49%	5.99%

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17. Work gro	ups or committ	ees receive a	adeq	uate feedback	that helps	s impro	ove performance	).
Cu	irrent Score:	3.44	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.93	200	06 Score: Not A	vailable	All F	Respondents:	3.33
Number of R	espondents:	401	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	33	169		118	44		13	24
Percentage:	8.23%	42.14%		29.43%	10.97	7%	3.24%	5.99%
	an opportunity	to participate		08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.00	200	06 Score: Not A	vailable	All F	Respondents:	3.46
Number of R	espondents:	400	200	04 Score: Not A	vailable			
Response: Frequency: Percentage:	Strongly Agree 60 15.00%	Agree 193 48.25%		Neutral 78 19.50%	Disag 45 11.25		Strongly Disagree	Don't Know/Not Applicable 10 2.50%
	making and co					ctual w		
	Irrent Score:	3.44		08 Score: Not A		A 11 F	Current Benchm	
	d Deviation:	1.10		06 Score: Not A		All I	Respondents:	3.36
Number of R	espondents:	401	200	04 Score: Not A	vallable			
Response:	Strongly Agree	Agree		Neutral	Disag		Strongly Disagree	Don't Know/Not Applicable
Frequency:	53 13.22%	178 44.39%		88 21.95%	50 12.47		30 7.48%	2 .50%
Percentage:	13.2270	++.39%		21.9070	12.47	/0	1.40%	.50%
20. We seem	to be working	toward the sa	ame	goals.				
Cu	rrent Score:	3.72	200	08 Score: Not A	vailable		Current Benchm	arks
	d Deviation:	0.92			vailable	All F	Respondents:	3.58
Number of R		400			vailable			
Response:	Strongly Agree	Agree		Neutral	Disag		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%

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21. There is a	a sense of trust	throughout th	ne organization.			
Cu	Irrent Score:	3.33	2008 Score: Not /	Available	Current Benchm	narks
Standar	d Deviation:	1.12	2006 Score: Not	Available All	Respondents:	3.14
Number of R	espondents:	402	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	45 11.19%	175 43.53%	71	81 20.15%	27 6.72%	3 .75%
r oroontago.	11.1070	40.00 %	11.0070	20.1070	0.1270	.1076
22. We are g	iven the opportu	unity to do ou	r best work.			
Cu	Irrent Score:	3.96	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.92	2006 Score: Not	Available All	Respondents:	3.76
Number of R	espondents:		2004 Score: Not		·	
		J				
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 se	ense of pride wh	ien I tell peop	le that I work for t	nis institution.		
Cu	Irrent Score:	4.38	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.76	2006 Score: Not	Available All	Respondents:	4.10
Number of R	espondents:	401	2004 Score: Not	Available		
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 amo	unt of work that	is expected o	of me is reasonabl	e.		
	Irrent Score:	3.79		Available	Current Benchm	arks
	rd Deviation:				Respondents:	3.68
						5.00
Number of R		401	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	79 19.70%	224 55.86%	44 10.97%	42 10.47%	12 2.99%	0 Not Available

								952 -Amarillo C
25. We are ef	fficient.							
Cu	rrent Score:	3.77	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.96	20	06 Score: Not A	vailable	All F	Respondents:	3.53
Number of R	espondents:	402		04 Score: Not A				
Response:	Strongly Agree	Agree		Neutral	Disagre	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	74 18.41%	221		61	32	(	14	0 Not Available
Percentage:	18.41%	54.98%		15.17%	7.96%	0	3.48%	Not Available
26. Outstand	ling work is reco	ognized.						
Cu	rrent Score:	3.42	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.14	20	06 Score: Not A	vailable	All F	Respondents:	3.43
Number of R	espondents:	401	20	04 Score: Not A	vailable		·	
Response:	Strongly Agree	Agree		Neutral	Disagre	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	59	169		84	57		31	1
Percentage:	14.71%	42.14%		20.95%	14.219	%	7.73%	.25%
27. There is a	a real feeling of	teamwork.						
Cu	rrent Score:	3.48	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.11	20	06 Score: Not A	vailable	All F	Respondents:	3.40
Number of R	espondents:	401	20	04 Score: Not A	vailable			
					•			
Response:	Strongly Agree	Agree		Neutral	Disagre	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	66	166		82	61		23	3
Percentage:	16.46%	41.40%		20.45%	15.219	%	5.74%	.75%
	hat our efforts o							
	rrent Score:	3.57			vailable		Current Benchm	
	d Deviation:	1.10			vailable	All F	Respondents:	3.48
Number of R	espondents:	398	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagre	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	68	189		65	51		24	1
Percentage:	17.09%	47.49%		16.33%	12.81%	%	6.03%	.25%

							952 -Amarillo Col
29. We are end	ouraged to le	arn from our	mist	akes.			
Curr	rent Score:	3.84	200	8 Score: Not A	vailable	Current Benchn	narks
Standard	Deviation:	0.85	200	6 Score: Not A	vailable A	All Respondents:	3.71
Number of Res	spondents:	399	200	4 Score: Not A	vailable		
	Strongly Agree	Agree		Neutral	Disagree		e Don't Know/Not Applicable
Frequency: Percentage:	<u>71</u> 17.79%	226 56.64%		74 18.55%	17 4.26%	9 2.26%	2 .50%
30. We have a			ur jol				
Curr	ent Score:	3.80	200	8 Score: Not A	vailable	Current Benchn	narks
Standard	Deviation:	0.90	200	6 Score: Not A	vailable A	All Respondents:	3.64
Number of Res	spondents:	400	200	4 Score: Not A	vailable		
Response:	Strongly Agree	Agree		Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	72	226		62	31	9	0
Percentage:	18.00%	56.50%		15.50%	7.75%	2.25%	Not Available
	en accurate fe	edback abou	200	r performance. 8 Score: Not A		Current Benchn	narks
	Deviation:	0.95		6 Score: Not A	vailable A	All Respondents:	3.58
Number of Res		0.95 401 Agree		6 Score: Not A 4 Score: Not A Neutral	vailable A		3.58
Number of Res	spondents:	401 Agree		4 Score: Not A	vailable A vailable Disagree	Strongly Disagree	3.58 Don't Know/Not Applicable
Number of Res	spondents:	401		4 Score: Not A	vailable Available		3.58
Number of Res Response: Frequency: Percentage: 32. When pose telecommuting Curr	spondents: Strongly Agree 53 13.22% sible, alternati ) are offered to rent Score:	401 Agree 213 53.12% ve work sche o us. 3.37	200	4 Score: Not A Neutral 81 20.20% s (flex-time, cc 8 Score: Not A	vailable Vailable Disagree 35 8.73% mpressed we	Strongly Disagree	3.58 Don't Know/Not Applicable 4 1.00% ring, marks
Number of Res Response: Frequency: Percentage: 32. When poss telecommuting Curr Standard	spondents: Strongly Agree 53 13.22% sible, alternati ) are offered to rent Score: Deviation: Deviation:	401 Agree 213 53.12% ve work sche o us. 3.37 1.18	200 edule 200 200	4 Score: Not A Neutral 81 20.20% s (flex-time, co 8 Score: Not A 6 Score: Not A	Vailable Vailable Disagree 35 8.73% mpressed we Vailable	Strongly Disagree	3.58 Don't Know/Not Applicable 4 1.00% ring,
Number of Res Response: Frequency: Percentage: 32. When pose telecommuting Curr Standard Number of Res	spondents: Strongly Agree 53 13.22% sible, alternati ) are offered to rent Score: Deviation: Deviation:	401 Agree 213 53.12% ve work sche o us. 3.37	200 edule 200 200	4 Score: Not A Neutral 81 20.20% s (flex-time, cc 8 Score: Not A	Vailable Vailable Disagree 35 8.73% mpressed we Vailable	Strongly Disagree	3.58 2 Don't Know/Not Applicable 4 1.00% ring, marks 3.57 2 Don't Know/Not
Number of Res Response: Frequency: Percentage: 32. When pose telecommuting Curr Standard Number of Res	spondents:	401 Agree 213 53.12% ve work sche b us. 3.37 1.18 401	200 edule 200 200	4 Score: Not A Neutral 81 20.20% s (flex-time, cc 8 Score: Not A 6 Score: Not A 4 Score: Not A	vailable Disagree 35 8.73% mpressed we vailable vailable	Strongly Disagree	3.58 2 Don't Know/Not Applicable 4 1.00% ring, marks 3.57

								952 -Amarillo C
33. Learning	opportunities	or training are	e ma	ade available fo	r personal	grow	th and developm	ient.
Cu	irrent Score:	3.92	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.99	20	06 Score: Not A	vailable	All F	Respondents:	3.69
Number of R	espondents:	399	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	111	196		43	33		11	5
Percentage:	27.82%	49.12%		10.78%	8.27	6	2.76%	1.25%
Cu	irrent Score:	3.99	20	08 Score: Not A	vailable	-	rowth or skills d Current Benchm	arks
Standar	d Deviation:	0.93	20	06 Score: Not A	vailable	All F	Respondents:	3.83
Number of R	espondents:	398	20	04 Score: Not A	vailable			
Response: Frequency: Percentage:	Strongly Agree 118 29.65%	Agree 201 50.50%		Neutral 41 10.30%	Disagr 28 7.049		Strongly Disagree 8 2.01%	Don't Know/Not Applicable 2 .50%
	access to infor	mation about	-	opportunities, 08 Score: Not A		es, wo	orkshops, and tr Current Benchm	-
						A 11 F		
	d Deviation:	0.94		06 Score: Not A		All r	Respondents:	3.83
Number of R	espondents:	399	20	04 Score: Not A	valiable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	94	220		40	34		9	2
Percentage:	23.56%	55.14%		10.03%	8.52%	/0	2.26%	.50%
	visor is suppo	rtivo of my oo	roo	r goals				
• •				-	1		•	_
	Irrent Score:	4.02			vailable		Current Benchm	
	d Deviation:	1.02			vailable	All F	Respondents:	3.95
Number of R	espondents:	401	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	141	176		40	22		16	6
Percentage:	35.16%	43.89%		9.98%	5.499	6	3.99%	1.50%

								952 -Amarillo C
	sufficient proce			-		n the	-	
	Irrent Score:	3.79			vailable		Current Benchm	
	d Deviation:	0.98			vailable	All I	Respondents:	4.02
Number of Re	espondents:	399	200	04 Score: Not A	Vallable			
Response:	Strongly Agree	Agree		Neutral	Disagre	e	Strongly Disagree	Don't Know/Not Applicable
Frequency:	78	229		35	46	,	11	0
Percentage:	19.55%	57.39%		8.77%	11.53%	6	2.76%	Not Available
B. Our work	place is well ma	aintained.						
Cu	Irrent Score:	3.92	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.89	200	06 Score: Not A	vailable	All I	Respondents:	3.87
Number of Re	espondents:	400	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagre	e	Strongly Disagree	Don't Know/Not Applicable
Frequency:	94	227		40	33		6	0
Percentage:	23.50%	56.75%		10.00%	8.25%	)	1.50%	Not Available
9. Within m	y workplace, the	ere is a feelin	g of	f community.				
Cu	Irrent Score:	3.81	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.03	200	06 Score: Not A	vailable	All I	Respondents:	3.71
Number of Re	espondents:	402	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagre	e	Strongly Disagree	Don't Know/Not Applicable
Frequency:	98	198		55	35		16	0
Percentage:	24.38%	49.25%		13.68%	8.71%	<b>b</b>	3.98%	Not Available
0 The envir	ronment suppor	ts a halance	hoti	ween work and	nersonal li	ifo		
	Irrent Score:	3.84			vailable		Current Benchm	arks
	d Deviation:	0.92			vailable		Respondents:	3.70
	espondents:	399			vailable	7111		0.70
	·	ı		L				
Response:	Strongly Agree	Agree		Neutral	Disagre	e	Strongly Disagree	Don't Know/Not Applicable
Frequency:	82	212		65	24		11	5
Percentage:	20.55%	53.13%		16.29%	6.02%	)	2.76%	1.25%

								952 -Amarillo Col
41. The pace	of the work in t	his organizat	tion	enables me to	do a goo	d job.		
Cu	rrent Score:	3.88	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.83	200	06 Score: Not A	vailable	All F	Respondents:	3.73
Number of R	espondents:	403	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	74	244		51	29		5	0
Percentage:	18.36%	60.55%		12.66%	7.20	%	1.24%	Not Available
42. My job m	eets my expect	ations.						
Cu	irrent Score:	3.93	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.83	200	06 Score: Not A	vailable	All F	Respondents:	3.78
Number of R	espondents:	399	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	89	226		57	23		4	0
Percentage:	22.31%	56.64%		14.29%	5.76	%	1.00%	Not Available
	rrent Score:	<b>both long ra</b>	-	and short tern			Current Benchm	arks
Standar	d Deviation:	0.88	200	06 Score: Not A	vailable	All F	Respondents:	3.65
Number of R	espondents:	403	200	04 Score: Not A	vailable		·	
Response:	Strongly Agree	Agree		Neutral	Disag		Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	78 19.35%	223 55.33%		67 16.63%	23 5.71		9 2.23%	<u> </u>
Fercentage.	19.55%	55.55%		10.03 %	5.71	70	2.2370	.74%
14 My ideas	and opinions c	ount at work						
-							<b>a</b>	
	Irrent Score:	3.71			vailable		Current Benchm	
	d Deviation:	1.05			vailable	All F	Respondents:	3.67
Number of R	espondents:	400	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag		Strongly Disagree	Don't Know/Not Applicable
Frequency:	79	205		53	43		19	1
Percentage:	19.75%	51.25%		13.25%	10.75	o%	4.75%	.25%

								952 -Amarillo Co
45. People w	ho challenge th	e status quo	are	valued.				
Cu	Irrent Score:	3.21	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.12	20	06 Score: Not A	vailable	All F	Respondents:	3.17
Number of R	espondents:	402	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	40	141		112	67		36	6
Percentage:	9.95%	35.07%		27.86%	16.67	7%	8.96%	1.49%
Cu	ups or committ Irrent Score: d Deviation: espondents:	are invol           3.49           0.94           401	20 20	08 Score: Not A	vailable		re effective. Current Benchm Respondents:	arks 3.43
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	38	184		106	44		13	16
Percentage:	9.48%	45.89%		26.43%	10.97	70	3.24%	3.99%
	ole I work with tr	eat each oth		vith respect. 08 Score: Not A	vailable		Current Benchm	arks
	d Deviation:	1.01			vailable		Respondents:	3.86
Number of R		402		04 Score: Not A		7 41 1		0.00
Response:	Strongly Agree	Agree		Neutral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	99	195		60	33		15	0
Percentage:	24.63%	48.51%		14.93%	8.21	70	3.73%	Not Available
8 The appr	opriate informat	ion is sharo	d wi	th the public				
	·			·			0 ( D )	
	Irrent Score:	3.88			vailable		Current Benchm	
	d Deviation:	0.80			vailable	All F	Respondents:	3.75
Number of R	espondents: [	401	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	ree	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%

								952 -Amarillo C
49. Favoritis	m (special treat	ment) is not a	an is	sue in raises a	nd prom	otions.		
Cu	rrent Score:	3.36	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.25	200	06 Score: Not A	vailable	All F	Respondents:	3.32
Number of Re	espondents:	402	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	jree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	66	147		70	52		45	22
Percentage:	16.42%	36.57%		17.41%	12.9	4%	11.19%	5.47%
-	oyees are gene							
	irrent Score:	3.99			vailable		Current Benchm	arks
Standar	d Deviation:	0.82			vailable	All F	Respondents:	4.02
Number of Re	espondents:	400	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag		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%
Cu	rident that any e	thics violatio 3.63 1.06	200	report will be p 08 Score: Not A 06 Score: Not A	vailable		Current Benchm	arks 3.80
Number of Re	espondents:	403	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	·	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	73 18.11%	188 46.65%		69 17.12%	48		18 4.47%	7 1.74%
i ercentaye.	10.1170	40.00%		11.1270	1 11.9	1 /0	4.4/70	1.7470
52. Harassm	ent is not tolera	ted at my wo	rkpl	ace.				
Cu	Irrent Score:	3.90	200	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.98	200	06 Score: Not A	vailable	All F	Respondents:	4.10
Number of Ro	espondents:	401	200	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disag	jree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	104	201		45	33		11	7
Percentage:	25.94%	50.12%		11.22%	8.23	3%	2.74%	1.75%

	sfied with the or	portunities I	have to evaluate r	ny supervisor's	s performance.	
Cu	Irrent Score:	3.32	2008 Score: Not		Current Benchm	arks
	d Deviation:	1.26			I Respondents:	3.18
Number of R	espondents:	401	2004 Score: Not		· <u> </u>	
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency: Percentage:	63 15.71%	139 34.66%	<u>62</u> 15.46%	60 14.96%	43	34 8.48%
Fercentage.	15.71%	34.00%	15.40%	14.90%	10.72%	0.40%
Cı	Irrent Score:	3.67		Available	Current Benchm	
	d Deviation:	0.95			I Respondents:	3.59
Number of R	espondents:	402	2004 Score: Not	Available		
Response: Frequency:	Strongly Agree	Agree 220	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable 2
Percentage:	14.68%	54.73%	15.67%	11.94%	2.49%	.50%
Cu Standar	rrent Score:	3.95 0.86 402	2008 Score: Not 2006 Score: Not 2006 Score: Not 2004 Score: Not	Available Available Al	Current Benchm	arks 3.82
Response: Frequency:	Strongly Agree	Agree 223	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable 10
Percentage:	23.13%	55.47%	11.19%	6.47%	1.24%	2.49%
6. I believe	we will use the	information f	rom this survey to	improve our p	erformance.	
Cu	irrent Score:	3.62	2008 Score: Not	Available	Current Benchm	narks
Standar	rd Deviation:	0.98	2006 Score: Not	Available Al	I Respondents:	3.49
Number of R	espondents:	403	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Response: Frequency: Percentage:	0, 0	Agree 200 49.63%	91 22.58%	Disagree 31 7.69%	Strongly Disagree	Don't Know/Not Applicable 4 .99%

						952 -Amarillo C
7. I have reg	jular involveme	nt (once a mo	onth or more) in con	nmunity activ	ities or groups.	
Cu	rrent Score:	3.85	2008 Score: Not Av	/ailable	Current Benchm	arks
Standar	d Deviation:	0.98	2006 Score: Not Av	/ailable All	I Respondents:	3.69
Number of Re	espondents:	403	2004 Score: Not Av	vailable		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	89	179	54	30	10	41
Percentage:	22.08%	44.42%	13.40%	7.44%	2.48%	10.17%



#### Compensation

952 - Amarillo College

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.



								952 -Amarillo C
58. People a	re paid fairly fo	r the work th	ey do.					
Cu	rrent Score:	3.06	2008 Score	e: Not A	vailable		Current Benchm	narks
Standar	d Deviation:	1.12	2006 Score	e: Not A	vailable	All F	Respondents:	2.84
Number of R	espondents:	403	2004 Score	e: Not A	vailable			
Response:	Strongly Agree	Agree	Neu	ıtral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	30	137	9	3	104		34	5
Percentage:	7.44%	34.00%	23.0	18%	25.81	%	8.44%	1.24%
9. Salaries a	are competitive	with similar	positions in	the con	nmunity o	or at co	omparable instit	utions.
	Irrent Score:	2.93	2008 Score		vailable		Current Benchn	
	d Deviation:	1.13	2006 Score		vailable	All F	Respondents:	2.74
Number of Re		402	2004 Score			7 11 1		2.71
		402	2004 00010		valiable			
Response:	Strongly Agree	Agree	Neu	ıtral	Disag	ree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	23	121	9		105		45	15
Percentage:	5.72%	30.10%	23.1	3%	26.12	!%	11.19%	3.73%
Cu	can be selected	1 <b>to meet indi</b> 3.74 0.93 402	vidual need 2008 Score 2006 Score 2004 Score	e: Not A e: Not A	vailable	All F	Current Benchn Respondents:	narks 3.77
Response: Frequency:	Strongly Agree	Agree	Neu	6	Disag 33		Strongly Disagree	Applicable 15
Percentage:	16.92%	50.00%	18.9	1%	8.21	%	2.24%	3.73%
	and my benefits	<b>5 plan.</b> 3.92	2008 Score	e: Not A	vailable		Current Benchn	narks
Standar	d Deviation:	0.71	2006 Score		vailable	All F	Respondents:	3.94
Number of R		403	2004 Score		vailable			
Response:	Strongly Agree	Agree	Neu		Disag	ree		Don't Know/Not
Frequency:	58	263	4		21	2/	1	14
Percentage:	14.39%	65.26%	11.4	1%	5.21	%	.25%	3.47%

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						952 -Amarillo (
62. Benefits	are comparable	to those offe	red in other jobs.			
Cu	Irrent Score:	3.97	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.83	2006 Score: Not	Available All	Respondents:	3.79
Number of R	espondents:	402	2004 Score: Not	Available		
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 k	eeps pace with	the cost of liv	ing.			
Cu	Irrent Score:	2.67	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	1.15	2006 Score: Not	Available All	Respondents:	2.60
Number of R	espondents:	402	2004 Score: Not	Available		
	·	J		I		
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%
-	in benefits and		n packages have	<b>been explained</b> Available	during the last tw Current Benchm	-
Standar	d Deviation:	0.79	2006 Score: Not	Available All	Respondents:	3.77
Number of R	espondents:	401	2004 Score: Not	Available		
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%
	-		cation/training op			
Cu	rrent Score:	3.80	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.95	2006 Score: Not	Available All	Respondents:	3.62
Number of R	espondents:	402	2004 Score: Not	Available		
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%

								952 -Amarillo Co
66. I am satis	sfied with my m	edical insura	nce	•				
Cu	rrent Score:	3.79	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.94	20	06 Score: Not A	vailable	All F	Respondents:	3.71
Number of Re	espondents:	403	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	70	211		52	32 7.94%	/	11 2.73%	27
Percentage:	17.37%	52.36%		12.90%	7.94%	0	2.73%	6.70%
57. I am satis	sfied with my si	ck leave.						
Cu	irrent Score:	4.11	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.77	20	06 Score: Not A	vailable	All F	Respondents:	4.08
Number of Re	espondents:	401	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Applicable
Frequency: Percentage:	105 26.18%	226 56.36%		26 6.48%	10 2.49%	4	6 1.50%	28 6.98%
i oroontago.	20.1070	00.0070		0.4070	2.407	0	1.00 //	0.0070
58. I am satis	sfied with my va	acation.						
Cu	rrent Score:	4.13	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.83	20	06 Score: Not A	vailable	All F	Respondents:	4.05
Number of Re	espondents:	403	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	112	189		26	10		7	59
Percentage:	27.79%	46.90%		6.45%	2.48%	6	1.74%	14.64%
69. I am satis	sfied with my re	tirement.						
	Irrent Score:	3.90	20	08 Score: Not A	vailable		Current Benchm	arks
	d Deviation:	0.86			vailable	All F	Respondents:	3.79
Number of Re		402			vailable			00
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	85	200		63	22	,	5	27
Percentage:	21.14%	49.75%		15.67%	5.47%	6	1.24%	6.72%

								952 -Amarillo Coll
70. I am satis	sfied with my de	ental insuran	ce.					
Cu	rrent Score:	3.35	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.16	20	06 Score: Not A	vailable	All F	Respondents:	3.37
Number of Ro	espondents:	398	20	04 Score: Not A	vailable			
_							a <u>a</u> .	
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	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%
1. I am satis	sfied with my vi	sion insuran	ce.					
	rrent Score:	3.12		08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	1.13	20	06 Score: Not A	vailable	All F	Respondents:	3.43
Number of Re	espondents:	400	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	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 satis	fied with my ho	oliday benefit						
Cu	rrent Score:	4.33	20	08 Score: Not A	vailable		Current Benchm	arks
Standar	d Deviation:	0.69	20	06 Score: Not A	vailable	All F	Respondents:	3.96
Number of Re	espondents:	402	20	04 Score: Not A	vailable		•	
	•							
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	149	177		15	6		2	53
Percentage:	37.06%	44.03%		3.73%	1.49%	6	.50%	13.18%
2 Lameatic	fied with my E	mployoo Assi	icta	nce Program (E	A D )			
	rrent Score:	3.63			vailable		Current Benchm	
	d Deviation:	0.81			vailable	All F	Respondents:	3.60
Number of Ro	espondents:	401	20	04 Score: Not A	vailable			
Response:	Strongly Agree	Agree		Neutral	Disagr	ee	Strongly Disagree	Don't Know/Not Applicable
Frequency:	34	113		103	7		5	139
Percentage:	8.48%	28.18%		25.69%	1.75%	6	1.25%	34.66%

#### **Institution Wide**

952 - Amarillo College

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 C
74. Informati	on and knowled	ge are shared	d openly within th	is organization.		
Cu	irrent Score:	3.44	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	1.06	2006 Score: Not	Available Al	I Respondents:	3.18
Number of Ro	espondents:	402	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	48	177	80	63	20	14
Percentage:	11.94%	44.03%	19.90%	15.67%	4.98%	3.48%
	is made to get t	he opinions o	of people through 2008 Score: Not	out the organiz	ation. Current Benchm	narks
Standar	d Deviation:	1.00	2006 Score: Not	Available Al	I Respondents:	3.19
Number of Re	espondents:	401	2004 Score: Not	Available		
Response: Frequency: Percentage: 76. We work	Strongly Agree 46 11.47% well with other	Agree 211 52.62% organizations	69 17.21%	Disagree 52 12.97%	Strongly Disagree	Applicable 6 1.50%
Cu	rrent Score:	4.01	2008 Score: Not	Available	Current Benchm	arks
Standar	d Deviation:	0.72			Respondents:	3.67
Number of Re		400		Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	81 20.25%	234	50	11	2	22
Percentage:	20.25%	58.50%	12.50%	2.75%	.50%	5.50%
77. We work	well with our go	overning bodi	es (the legislatur	e, the board of r	regents, etc.).	
Cu	irrent Score:	4.09	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.72	2006 Score: Not	Available Al	I Respondents:	3.75
Number of Re	espondents:	398	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	98	215	44	8	2	31
Percentage:	24.62%	54.02%	11.06%	2.01%	.50%	7.79%

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# **Organization Wide**

						952 -Amarillo C
78. We work	well with the pu	ıblic.				
Cu	Irrent Score:	4.27	2008 Score: Not	Available	Current Benchm	narks
	d Deviation:				Respondents:	3.89
Number of R				Available		0.00
		400		Available		
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 unde	rstand the state	, local, nation	al and global issu	es that impact t	his organization.	
Cu	Irrent Score:	4.02	2008 Score: Not	Available	Current Benchm	narks
Standar	d Deviation:	0.79	2006 Score: Not	Available All	Respondents:	3.77
Number of R	espondents:	401	2004 Score: Not	Available		
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%
Cu	how our work i	3.86	2008 Score: Not	Available	Current Benchm	
Standar	d Deviation:	0.88	2006 Score: Not	Available All	Respondents:	3.68
Number of R	espondents:	398	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Applicable
Frequency: Percentage:	74 18.59%	229 57.54%	46	30 7.54%	1.76%	12 3.02%
Fercentage.	10.39%	57.54%	11.50%	7.54%	1.70%	3.02%
		as and contai	ns helpful inform	ation		
	Irrent Score:			Available	Current Benchm	
	d Deviation:				Respondents:	3.53
Number of R	espondents:	400	2004 Score: Not	Available		
Response:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know/Not Applicable
Frequency:	62	165	60	80	32	
Percentage:	15.50%	41.25%	15.00%	20.00%	8.00%	.25%

# **Organization Wide**

-	·		ission, vision, and	·		
	irrent Score:	4.04	2008 Score: Not A		Current Benchm	
Standar	d Deviation:	0.71	2006 Score: Not A	vailable All	Respondents:	3.82
Number of R	espondents:	400	2004 Score: Not A	vailable		
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%
Standar	d Deviation <sup>.</sup> I	0 78	2006 Score: Not A	vailable All	Respondents <sup>.</sup>	3 54
Standar Number of Ro Response:	d Deviation:	0.78 401 Agree		vailable All vailable Disagree	Respondents:	
Number of Response:	espondents:	401 Agree	2004 Score: Not A	vvailable Disagree	Strongly Disagree	Don't Know/Not Applicable
Number of R	espondents:	401	2004 Score: Not A	vailable		Don't Know/Not
Number of R Response: Frequency: Percentage: 34. My organ	Strongly Agree 69 17.21% ization encoura rrent Score:	401 Agree 240 59.85%	2004 Score: Not A Neutral 62 15.46% involved in my co 2008 Score: Not A	Disagree 21 5.24% mmunity. vailable All	Strongly Disagree	Don't Know/Not Applicable 6 1.50%
Number of Ro Response: Frequency: Percentage: 34. My organ Cu Standar Number of Ro Response:	espondents: Strongly Agree 69 17.21% iization encoura irrent Score: d Deviation: espondents: Strongly Agree	401 Agree 240 59.85% ges me to be 3.88 0.91 401 Agree	2004 Score: Not A Neutral 62 15.46% involved in my co 2008 Score: Not A 2006 Score: Not A 2004 Score: Not A	vvailable Disagree 21 5.24% mmunity. vvailable vvailable All vvailable Disagree	Strongly Disagree 3 75% Current Benchm Respondents: Strongly Disagree	Don't Know/Not Applicable 6 1.50% arks 3.61 Don't Know/Not Applicable
Number of Ro Response: Frequency: Percentage: 34. My organ Cu Standar Number of Ro	espondents:	401 Agree 240 59.85% ges me to be 3.88 0.91 401	2004 Score: Not A Neutral 62 15.46% involved in my co 2008 Score: Not A 2006 Score: Not A 2004 Score: Not A	vailable Disagree 21 5.24% mmunity. vailable vailable All	Strongly Disagree 3 .75% Current Benchm Respondents:	Don't Know/Not Applicable 6 1.50% arks 3.61 Don't Know/Not

952 - Amarillo College

Dimension	1:	Work	Group
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Supervisor Effectiveness Construct Score = 364	Avg	<u>S.D.</u>
18: We have an opportunity to participate in the goal setting process.	3.62	
20: We seem to be working toward the same goals.	3.72	
22: We are given the opportunity to do our best work.		0.92
31: We are given accurate feedback about our performance.		0.95
36: My supervisor is supportive of my career goals.		1.02
45: People who challenge the status quo are valued.	3.21	
49: Favoritism (special treatment) is not an issue in raises and promotions.	3.30	1.25
Fairness Construct Score = 355	<u>Avg</u>	<u>S.D.</u>
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
Team Effectiveness Construct Score = 349	Avg	<u>S.D.</u>
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
		1.12 0.96
21: There is a sense of trust throughout the organization.		0.96
<ul><li>21: There is a sense of trust throughout the organization.</li><li>25: We are efficient.</li></ul>	3.77	0.96 1.11
<ul><li>21: There is a sense of trust throughout the organization.</li><li>25: We are efficient.</li><li>27: There is a real feeling of teamwork.</li></ul>	3.77 3.48 3.49	0.96 1.11
<ul> <li>21: There is a sense of trust throughout the organization.</li> <li>25: We are efficient.</li> <li>27: There is a real feeling of teamwork.</li> <li>46: Work groups or committees are involved in making work processes more effective.</li> </ul> Diversity	3.77 3.48 3.49	0.96 1.11 0.94 <u>S.D.</u>
<ul> <li>21: There is a sense of trust throughout the organization.</li> <li>25: We are efficient.</li> <li>27: There is a real feeling of teamwork.</li> <li>46: Work groups or committees are involved in making work processes more effective.</li> </ul> Diversity Construct Score = 365 7: Every employee is valued.	3.77 3.48 3.49 <u>Avg</u>	0.96 1.11 0.94 <u>S.D.</u> 1.14
<ul> <li>21: There is a sense of trust throughout the organization.</li> <li>25: We are efficient.</li> <li>27: There is a real feeling of teamwork.</li> <li>46: Work groups or committees are involved in making work processes more effective.</li> </ul> Diversity	3.77 3.48 3.49 <b>Avg</b> 3.72 3.62	0.96 1.11 0.94 <u>S.D.</u> 1.14

952 - Amarillo College

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#### **Dimension 2: Accommodations**

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

Page A2

952 - Amarillo College

#### **Dimension 3: Organizational Features**

Change Oriented Construct Score = 363	<u>Avg</u> <u>S.D.</u>
<ul> <li>13: We integrate information and act intelligently upon that information.</li> <li>18: We have an opportunity to participate in the goal setting process.</li> <li>44: My ideas and opinions count at work.</li> <li>54: When possible, problems are solved before they become a crisis.</li> <li>75: An effort is made to get the opinions of people throughout the organization.</li> </ul>	3.650.943.621.003.711.053.670.953.551.00
Goal Oriented Construct Score = 374	<u>Avg</u> <u>S.D.</u>
<ul> <li>2: Our goals are consistently met or exceeded.</li> <li>13: We integrate information and act intelligently upon that information.</li> <li>18: We have an opportunity to participate in the goal setting process.</li> <li>25: We are efficient.</li> </ul>	3.950.843.650.943.621.003.770.96
Holographic Construct Score = 373	<u>Avg</u> <u>S.D.</u>
<ul> <li>14: The work atmosphere encourages open and honest communication.</li> <li>19: Decision making and control are given to employees doing the actual work.</li> <li>23: I feel a sense of pride when I tell people that I work for this institution.</li> <li>28: We feel that our efforts count.</li> <li>39: Within my workplace, there is a feeling of community.</li> <li>75: An effort is made to get the opinions of people throughout the organization.</li> <li>80: We know how our work impacts other employees.</li> </ul>	$\begin{array}{rrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrr$
Strategic Construct Score = 403	<u>Avg</u> <u>S.D.</u>
<ul> <li>55: We use feedback from those we serve to improve our performance.</li> <li>76: We work well with other organizations.</li> <li>77: We work well with our governing bodies (the legislature, the board of regents, etc.).</li> <li>78: We work well with the public.</li> <li>79: We understand the state, local, national and global issues that impact this organization.</li> <li>82: I have a good understanding of our mission, vision, and strategic plan.</li> <li>83: I believe we communicate our mission effectively to the public.</li> </ul>	$\begin{array}{rrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrrr$
Quality Construct Score = 397	<u>Avg</u> <u>S.D.</u>
<ol> <li>We are constantly improving our services.</li> <li>We provide high quality programs and services.</li> <li>We develop services to match the needs of those we serve.</li> <li>Outstanding work is recognized.</li> <li>We have adequate resources to do our jobs.</li> </ol>	<ul> <li>4.11 0.86</li> <li>4.35 0.79</li> <li>4.21 0.86</li> <li>3.42 1.14</li> <li>3.80 0.90</li> </ul>



952 - Amarillo College

Internal Construct Score = 340	<u>Avg</u>	<u>S.D.</u>
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
Availability Construct Score = 369	<u>Avg</u>	<u>S.D.</u>
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
External Construct Score = 389	<u>Avg</u>	<u>S.D.</u>
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

Dimension 5: Personal	
Job Satisfaction Construct Score = 389	<u>Avg</u> <u>S.D.</u>
<ul><li>22: We are given the opportunity to do our best work.</li><li>40: The environment supports a balance between work and personal life.</li><li>41: The pace of the work in this organization enables me to do a good job.</li></ul>	3.960.923.840.923.880.83
Time and Stress Construct Score = 381	<u>Avg</u> <u>S.D.</u>
<ul><li>24: The amount of work that is expected of me is reasonable.</li><li>30: We have adequate resources to do our jobs.</li><li>40: The environment supports a balance between work and personal life.</li><li>43: We balance our focus on both long range and short term goals.</li></ul>	<ul> <li>3.79 0.98</li> <li>3.80 0.90</li> <li>3.84 0.92</li> <li>3.85 0.88</li> </ul>
Burnout Construct Score = 388	<u>Avg</u> <u>S.D.</u>
<ul> <li>23: I feel a sense of pride when I tell people that I work for this institution.</li> <li>28: We feel that our efforts count.</li> <li>29: We are encouraged to learn from our mistakes.</li> <li>42: My job meets my expectations.</li> <li>44: My ideas and opinions count at work.</li> </ul>	4.380.763.571.103.840.853.930.833.711.05
Empowerment Construct Score = 376	<u>Avg</u> <u>S.D.</u>
<ul> <li>21: There is a sense of trust throughout the organization.</li> <li>22: We are given the opportunity to do our best work.</li> <li>23: I feel a sense of pride when I tell people that I work for this institution.</li> <li>29: We are encouraged to learn from our mistakes.</li> <li>45: People who challenge the status quo are valued.</li> <li>80: We know how our work impacts other employees.</li> </ul>	<ul> <li>3.33 1.12</li> <li>3.96 0.92</li> <li>4.38 0.76</li> <li>3.84 0.85</li> <li>3.21 1.12</li> <li>3.86 0.88</li> </ul>

952 - Amarillo College

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#### 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.xIs, 952 \_OC1\_Items.xIs, and 952 \_OC2\_Items.xIs and the 952 \_Org\_Additional\_Items.xIs, 952 \_OC1\_Additional\_Items.xIs, and 952 \_OC2\_Additional\_Items.xIs

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 # 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 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	Ç	D	Ę	F	Ģ	Ĥ	Ì	Ĺ	Ķ	Ĺ	M	Ņ	Q	P	Q	R	S	Т
	RESULT TO BE A																			
	$\langle \rangle$		$\backslash$	> >	$\overline{\ }$	$\backslash$	$\mathbf{i}$	$\backslash$	$\mathbf{i}$	$\backslash$	$\backslash$	$\backslash$	$\backslash$	10%	br.	$\backslash$	$\backslash$			
		è la	They	4	1	$\langle \rangle$	V ø	$\langle \rangle$	10	$\langle \rangle$	<u>\</u> &	$\mathbf{X}$	×4	$\langle \rangle$	No the	$\cdot$	0			
	N.A.		$\langle \rangle$	<u>s 6</u>	ざん	$\langle \mathfrak{d} \rangle$	2)	∞	<u>رمہ</u>	<u>୍ଚ</u> ୍ଚ	0)	ઝે	10	\b}`	82	$\mathfrak{D}$	A.	<u>&amp;</u> }		
1	10 12	* /	6\	<u> </u>	5	$\mathcal{V}_{\mathcal{N}}$	<i>3</i> /	$\mathbb{Y}_{\mathbb{X}}$	5%	$\mathbb{Y}_{\mathbb{X}}$	<i>3</i> %	>	3 <i>"</i> , K	>	<i>5</i> %	>	174	\$X	26	P
2	A	в	С	D	Е	F	G	Н		J	ĸ	L	Μ	N	0	Р	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".

#### <u>Key:</u>

#### 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\_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:

	_				
	A	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"

Page A7

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

#### D: "CONS\_NAME"

This column contains the text of the constructs.

V

952 - Amarillo College

#### **Survey Insert**

<u>Organization Codes</u> 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

#### **Additional Items**

