

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS
Gallaudet University - Fall 2017 Respondents

Section 1: Campus Culture and Policies

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
This institution promotes excellent employee-student relationships	4.49	.70	658	3.41	.96	639	1.08
This institution treats students as its top priority	4.66	.59	656	3.48	1.06	637	1.18
This institution does a good job of meeting the needs of students	4.60	.65	649	3.29	1.04	636	1.31
The mission, purpose, and values of this institution are well understood by most employees	4.42	.73	650	3.29	1.05	640	1.13
Most employees are generally supportive of the mission, purpose, and values of this institution	4.43	.67	646	3.34	1.03	641	1.09
The goals and objectives of this institution are consistent with its mission and values	4.42	.71	648	3.36	1.03	638	1.06
This institution involves its employees in planning for the future	4.40	.79	648	2.86	1.18	638	1.54
This institution plans carefully	4.44	.78	638	2.82	1.16	631	1.62
The leadership of this institution has a clear sense of purpose	4.53	.74	643	3.25	1.17	635	1.28
This institution does a good job of meeting the needs of its faculty	4.30	.83	633	3.14	1.06	624	1.16
This institution does a good job of meeting the needs of staff	4.49	.69	627	2.77	1.08	614	1.72
This institution does a good job of meeting the needs of administrators	4.19	.84	619	3.45	1.05	599	0.73
This institution makes sufficient budgetary resources available to achieve important objectives	4.52	.70	618	2.68	1.09	616	1.85
This institution makes sufficient staff resources available to achieve important objectives	4.41	.74	616	2.65	1.11	613	1.76
There are effective lines of communication between departments	4.43	.80	618	2.55	1.14	612	1.88
Administrators share information regularly with faculty and staff	4.43	.79	619	2.80	1.16	614	1.63
There is good communication between the faculty and the administration at this institution	4.37	.78	609	2.92	1.03	597	1.45
There is good communication between staff and the administration at this institution	4.39	.77	621	2.70	1.14	613	1.68
Faculty take pride in their work	4.48	.71	608	3.43	1.00	601	1.05
Staff take pride in their work	4.54	.67	619	3.42	1.04	611	1.12
Administrators take pride in their work	4.47	.75	611	3.36	1.05	604	1.11
There is a spirit of teamwork and cooperation at this institution	4.48	.73	606	2.85	1.08	601	1.62
The reputation of this institution continues to improve	4.54	.64	606	3.15	1.04	598	1.39
This institution is well-respected in the community	4.56	.64	604	3.42	1.00	599	1.13
Efforts to improve quality are paying off at this institution	4.46	.65	603	3.12	1.03	595	1.34
Employee suggestions are used to improve our institution	4.31	.80	601	2.71	1.08	597	1.60
This institution consistently follows clear processes for selecting new employees	4.39	.77	604	2.73	1.21	599	1.66
This institution consistently follows clear processes for orienting and training new employees	4.41	.75	604	2.78	1.19	596	1.62
This institution consistently follows clear processes for recognizing employee achievements	4.30	.84	602	2.76	1.22	601	1.54
This institution has written procedures that clearly define who is responsible for each operation and service	4.31	.77	607	2.85	1.11	598	1.46

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Section 2: Institutional Goals

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Mean	Standard Deviation	Valid Respondents
[A] Increase the enrollment of new students	4.58	0.69	619
[B] Retain more of its current students to graduation	4.74	0.52	619
[C] Improve the academic ability of entering student classes	4.63	0.60	619
[D] Recruit students from new geographic markets	4.20	0.95	614
[E] Increase the diversity of racial and ethnic groups represented among the student body	4.42	0.80	619
[F] Develop new academic programs	4.17	0.94	617
[G] Improve the quality of existing academic programs	4.63	0.55	619
[H] Improve the appearance of campus buildings and grounds	4.10	0.95	620
[I] Improve employee morale	4.70	0.62	617
[J] This institution has comparable standards for use of ASL and English in an academic setting.	4.39	0.82	617
[K] This institution has a sense of security and freedom to express diverse perspectives.	4.33	0.90	618
[L] This institution has research activities to establish Gallaudet as the epicenter of research, development, and outreach.	4.30	0.85	619
[M] Some other goal	3.62	1.23	466

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Count	Percent
[A] Increase the enrollment of new students	151	24.4%
[B] Retain more of its current students to graduation	89	14.4%
[C] Improve the academic ability of entering student classes	52	8.4%
[D] Recruit students from new geographic markets	4	0.6%
[E] Increase the diversity of racial and ethnic groups represented among the student body	23	3.7%
[F] Develop new academic programs	42	6.8%
[G] Improve the quality of existing academic programs	81	13.1%
[H] Improve the appearance of campus buildings and grounds	22	3.6%
[I] Improve employee morale	85	13.7%
[J] This institution has comparable standards for use of ASL and English in an academic setting.	24	3.9%
[K] This institution has a sense of security and freedom to express diverse perspectives.	16	2.6%
[L] This institution has research activities to establish Gallaudet as the epicenter of research, development, and outreach.	28	4.5%
[M] Some other goal	2	0.3%
All responses	619	100.0%

(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Count	Percent
[A] Increase the enrollment of new students	115	18.7%
[B] Retain more of its current students to graduation	107	17.4%
[C] Improve the academic ability of entering student classes	56	9.1%
[D] Recruit students from new geographic markets	9	1.5%
[E] Increase the diversity of racial and ethnic groups represented among the student body	38	6.2%
[F] Develop new academic programs	35	5.7%
[G] Improve the quality of existing academic programs	75	12.2%
[H] Improve the appearance of campus buildings and grounds	27	4.4%
[I] Improve employee morale	81	13.2%
[J] This institution has comparable standards for use of ASL and English in an academic setting.	26	4.2%
[K] This institution has a sense of security and freedom to express diverse perspectives.	17	2.8%
[L] This institution has research activities to establish Gallaudet as the epicenter of research, development, and outreach.	22	3.6%
[M] Some other goal	6	1.0%
All responses	614	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Count	Percent
[A] Increase the enrollment of new students	71	11.5%
[B] Retain more of its current students to graduation	86	13.9%
[C] Improve the academic ability of entering student classes	51	8.3%
[D] Recruit students from new geographic markets	13	2.1%
[E] Increase the diversity of racial and ethnic groups represented among the student body	50	8.1%
[F] Develop new academic programs	57	9.2%
[G] Improve the quality of existing academic programs	55	8.9%
[H] Improve the appearance of campus buildings and grounds	47	7.6%
[I] Improve employee morale	94	15.2%
[J] This institution has comparable standards for use of ASL and English in an academic setting.	31	5.0%
[K] This institution has a sense of security and freedom to express diverse perspectives.	24	3.9%
[L] This institution has research activities to establish Gallaudet as the epicenter of research, development, and outreach.	34	5.5%
[M] Some other goal	4	0.6%
All responses	617	100.0%

TOTAL "VOTES" FOR EACH GOAL	First Priority	Second Priority	Third Priority	TOTAL	TOTAL PERCENT
[A] Increase the enrollment of new students	151	115	71	337	18.2%
[B] Retain more of its current students to graduation	89	107	86	282	15.2%
[C] Improve the academic ability of entering student classes	52	56	51	159	8.6%
[D] Recruit students from new geographic markets	4	9	13	26	1.4%
[E] Increase the diversity of racial and ethnic groups represented among the student body	23	38	50	111	6.0%
[F] Develop new academic programs	42	35	57	134	7.2%
[G] Improve the quality of existing academic programs	81	75	55	211	11.4%
[H] Improve the appearance of campus buildings and grounds	22	27	47	96	5.2%
[I] Improve employee morale	85	81	94	260	14.1%
[J] This institution has comparable standards for use of ASL and English in an academic setting.	24	26	31	81	4.4%
[K] This institution has a sense of security and freedom to express diverse perspectives.	16	17	24	57	3.1%
[L] This institution has research activities to establish Gallaudet as the epicenter of research, development, and outreach.	28	22	34	84	4.5%
[M] Some other goal	2	6	4	12	0.6%
All responses	619	614	617	1,850	100.0%

Section 3: Involvement in planning and decision-making

RATE: INVOLVEMENT (1 = "Not enough involvement" / 3 = "Just the right involvement" / 5 = "Too much involvement")	Mean	Standard Deviation	Valid Respondents
How involved are: Faculty	3.06	1.11	594
How involved are: Staff	2.23	0.98	600
How involved are: Deans or directors of administrative units	3.54	1.01	587
How involved are: Deans or chairs of academic units	3.49	0.98	589
How involved are: Senior administrators (VP, Provost level or above)	3.92	1.01	593
How involved are: Students	2.71	0.99	592
How involved are: Trustees	3.23	0.98	583
How involved are: Alumni	2.65	1.06	580

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Section 4: Work environment

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	IMPORTANCE			SATISFACTION			GAP
	Mean	Standard Deviation	Valid Respondents	Mean	Standard Deviation	Valid Respondents	
It is easy for me to get information at this institution	4.42	0.65	600	3.10	1.09	601	1.33
I learn about important campus events in a timely manner	4.22	0.74	599	3.37	1.06	603	0.85
I am empowered to resolve problems quickly	4.38	0.68	598	3.14	1.12	595	1.24
I am comfortable answering student questions about institutional policies and procedures	4.19	0.81	594	3.45	0.99	590	0.74
I have the information I need to do my job well	4.59	0.60	599	3.55	1.08	601	1.04
My job responsibilities are communicated clearly to me	4.59	0.61	596	3.61	1.11	601	0.99
My supervisor pays attention to what I have to say	4.59	0.60	597	3.71	1.25	602	0.89
My supervisor helps me improve my job performance	4.53	0.67	597	3.49	1.30	598	1.04
My department or work unit has written, up-to-date objectives	4.37	0.73	593	3.24	1.23	601	1.13
My department meets as a team to plan and coordinate work	4.44	0.75	594	3.37	1.32	601	1.07
My department has the budget needed to do its job well	4.59	0.61	597	2.70	1.20	595	1.90
My department has the staff needed to do its job well	4.66	0.59	595	2.61	1.21	598	2.06
I am paid fairly for the work I do	4.64	0.56	594	2.83	1.28	599	1.81
The employee benefits available to me are valuable	4.64	0.57	600	4.03	0.98	600	0.61
I have adequate opportunities for advancement	4.47	0.66	596	2.93	1.22	596	1.54
I have adequate opportunities for training to improve my skills	4.51	0.61	596	3.23	1.19	598	1.28
I have adequate opportunities for professional development	4.46	0.62	595	3.21	1.16	599	1.25
The type of work I do on most days is personally rewarding	4.59	0.56	597	3.74	1.06	597	0.85
The work I do is appreciated by my supervisor	4.56	0.58	594	3.69	1.21	596	0.87
The work I do is valuable to the institution	4.61	0.55	595	3.89	1.07	593	0.72
I am proud to work at this institution	4.60	0.57	595	4.08	0.98	595	0.52
There are adequate programs or resources in place to strengthen my use of ASL.	4.37	0.90	589	3.71	1.11	584	0.66
There are adequate programs or resources in place to strengthen my use of English.	4.16	1.07	577	3.45	1.14	568	0.70
There are clear and available statements and policies defining ethical behavior for all members of the campus community.	4.42	0.72	592	3.48	1.10	592	0.95
There is regular demonstration of expected ethical behavior and attitudes by influential University leaders.	4.45	0.70	587	3.28	1.13	587	1.17
There are regular programs to inform and support ethical behaviors at all levels of the university.	4.32	0.77	585	3.21	1.11	585	1.11
Information flows upward and is recognized at higher levels of the administration.	4.39	0.68	580	2.78	1.14	583	1.62
University administrators are accessible and receptive to input.	4.45	0.66	586	2.86	1.20	584	1.59
Transparent and informed communication is practiced consistently throughout the university community.	4.47	0.64	584	2.80	1.14	589	1.67
I am treated with respect for cultural/personal differences in my unit/department at Gallaudet University.	4.52	0.66	588	3.61	1.15	590	0.91
There is visible leadership to foster diversity/inclusion on campus.	4.44	0.72	577	3.21	1.24	579	1.23

Overall satisfaction

Rate your overall satisfaction with your employment here so far:	3.60	0.87	598
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Section 5: Demographics

<i>How long have you worked at this institution?</i>	Count	Percent
Less than 1 year	27	4.4%
1 to 5 years	127	20.9%
6 to 10 years	104	17.1%
11 to 20 years	184	30.3%
More than 20 years	166	27.3%
All responses	608	100.0%

<i>Is your position:</i>	Count	Percent
Gallaudet administrators (director or above, i.e. directors, deans, associate deans, assistant deans, vice president, associate provost, chief of staff, provost, or president)	59	9.7%
Gallaudet regular status faculty (i.e. professor, associate professor, assistant professor, instructor, or lecturer)	89	14.7%
Gallaudet regular status exempt staff (paid salary)	288	47.4%
Gallaudet regular status non-exempt staff (paid hourly, including those who are in Union)	131	21.6%
Gallaudet temporary status faculty (i.e. adjuncts)	3	0.5%
Gallaudet temporary status staff (i.e. 30-days, 90-days, or 120 days temporary contract, freelance interpreters, or on-call staff/substitute)	5	0.8%
Clerc Center administrators (director or above, i.e. directors, principals, assistant principals, or vice president)	2	0.3%
Clerc Center regular status teachers	4	0.7%
Clerc Center regular status exempt staff (paid salary)	16	2.6%
Clerc Center regular status non-exempt staff (paid hourly)	4	0.7%
Other	6	1.0%
All responses	607	100.0%

<i>Is your position:</i>	Count	Percent
Full-time	589	96.9%
Part-time	19	3.1%
All responses	608	100.0%

<i>Is your hearing status:</i>	Count	Percent
Deaf	280	46.9%
Hard of hearing	43	7.2%
Hearing	274	45.9%
All responses	597	100.0%

<i>Is your ethnicity:</i>	Count	Percent
International/Non-resident Alien	3	0.5%
American Indian/Alaska Native	1	0.2%
Asian	38	6.5%
Black/African American	120	20.6%
Hispanic of any race	32	5.5%
Native Hawaiian/Other Pacific Islander	1	0.2%
Two or more	26	4.5%
White	362	62.1%
All responses	583	100.0%