

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS  
Gallaudet University - Fall 2017 - Comparison to 4-year, Private not-for-profit Institutions

**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")	Gallaudet University			Comparison group			IMP Sign diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
This institution promotes excellent employee-student relationships	4.49	3.41	1.08	4.56	3.84	0.72	**	***
This institution treats students as its top priority	4.66	3.48	1.18	4.67	3.76	0.91	NS	***
This institution does a good job of meeting the needs of students	4.60	3.29	1.31	4.65	3.64	1.01	*	***
The mission, purpose, and values of this institution are well understood by most employees	4.42	3.29	1.13	4.40	3.65	0.75	NS	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.43	3.34	1.09	4.38	3.69	0.70	NS	***
The goals and objectives of this institution are consistent with its mission and values	4.42	3.36	1.06	4.48	3.63	0.85	*	***
This institution involves its employees in planning for the future	4.40	2.86	1.54	4.33	3.10	1.23	*	***
This institution plans carefully	4.44	2.82	1.62	4.50	3.24	1.26	*	***
The leadership of this institution has a clear sense of purpose	4.53	3.25	1.28	4.60	3.51	1.08	**	***
This institution does a good job of meeting the needs of its faculty	4.30	3.14	1.16	4.39	3.31	1.08	**	***
This institution does a good job of meeting the needs of staff	4.49	2.77	1.72	4.39	3.15	1.25	***	***
This institution does a good job of meeting the needs of administrators	4.19	3.45	0.73	4.21	3.61	0.60	NS	***
This institution makes sufficient budgetary resources available to achieve important objectives	4.52	2.68	1.85	4.46	3.09	1.36	*	***
This institution makes sufficient staff resources available to achieve important objectives	4.41	2.65	1.76	4.38	3.05	1.33	NS	***
There are effective lines of communication between departments	4.43	2.55	1.88	4.43	2.82	1.60	NS	***
Administrators share information regularly with faculty and staff	4.43	2.80	1.63	4.42	3.18	1.23	NS	***
There is good communication between the faculty and the administration at this institution	4.37	2.92	1.45	4.40	3.14	1.27	NS	***
There is good communication between staff and the administration at this institution	4.39	2.70	1.68	4.38	3.12	1.25	NS	***
Faculty take pride in their work	4.48	3.43	1.05	4.62	3.98	0.64	***	***
Staff take pride in their work	4.54	3.42	1.12	4.57	3.90	0.67	NS	***
Administrators take pride in their work	4.47	3.36	1.11	4.55	3.87	0.68	**	***
There is a spirit of teamwork and cooperation at this institution	4.48	2.85	1.62	4.53	3.21	1.31	*	***
The reputation of this institution continues to improve	4.54	3.15	1.39	4.55	3.53	1.02	NS	***
This institution is well-respected in the community	4.56	3.42	1.13	4.55	3.69	0.85	NS	***
Efforts to improve quality are paying off at this institution	4.46	3.12	1.34	4.46	3.43	1.02	NS	***
Employee suggestions are used to improve our institution	4.31	2.71	1.60	4.27	3.01	1.25	NS	***
This institution consistently follows clear processes for selecting new employees	4.39	2.73	1.66	4.29	3.27	1.02	**	***
This institution consistently follows clear processes for orienting and training new employees	4.41	2.78	1.62	4.31	3.21	1.09	***	***
This institution consistently follows clear processes for recognizing employee achievements	4.30	2.76	1.54	4.20	3.17	1.03	**	***
This institution has written procedures that clearly define who is responsible for each operation and service	4.31	2.85	1.46	4.25	3.10	1.15	*	***

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**Section 2: Institutional Goals**

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	Gallaudet University Mean	Comparison group Mean	Sign diff
A) Increase the enrollment of new students	4.58	4.01	***
B) Retain more of its current students to graduation	4.74	4.59	***
C) Improve the academic ability of entering student classes	4.63	4.24	***
D) Recruit students from new geographic markets	4.20	3.78	***
E) Increase the diversity of racial and ethnic groups represented among the student body	4.42	3.82	***
F) Develop new academic programs	4.17	3.68	***
G) Improve the quality of existing academic programs	4.63	4.46	***
H) Improve the appearance of campus buildings and grounds	4.10	3.71	***
I) Improve employee morale	4.70	4.41	***

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	Gallaudet University Count	Gallaudet University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	151	27.5%	1,688	17.6%
B) Retain more of its current students to graduation	89	16.2%	2,457	25.6%
C) Improve the academic ability of entering student classes	52	9.5%	1,072	11.2%
D) Recruit students from new geographic markets	4	0.7%	149	1.6%
E) Increase the diversity of racial and ethnic groups represented among the student body	23	4.2%	374	3.9%
F) Develop new academic programs	42	7.7%	445	4.6%
G) Improve the quality of existing academic programs	81	14.8%	1,826	19.0%
H) Improve the appearance of campus buildings and grounds	22	4.0%	253	2.6%
I) Improve employee morale	85	15.5%	1,322	13.8%
All responses	549	100.0%	9,586	100.0%

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(Choose three goals that you believe should be this institution's top priorities) Second priority goal:	Gallaudet University Count	Gallaudet University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	115	21.2%	1,554	15.7%
B) Retain more of its current students to graduation	107	19.7%	2,499	25.2%
C) Improve the academic ability of entering student classes	56	10.3%	1,027	10.3%
D) Recruit students from new geographic markets	9	1.7%	340	3.4%
E) Increase the diversity of racial and ethnic groups represented among the student body	38	7.0%	492	5.0%
F) Develop new academic programs	35	6.4%	679	6.8%
G) Improve the quality of existing academic programs	75	13.8%	1,874	18.9%
H) Improve the appearance of campus buildings and grounds	27	5.0%	368	3.7%
I) Improve employee morale	81	14.9%	1,094	11.0%
All responses	543	100.0%	9,927	100.0%

(Choose three goals that you believe should be this institution's top priorities) Third priority goal:	Gallaudet University Count	Gallaudet University Percent	Comparison group Count	Comparison group Percent
A) Increase the enrollment of new students	71	13.5%	1,346	13.8%
B) Retain more of its current students to graduation	86	16.4%	1,504	15.4%
C) Improve the academic ability of entering student classes	51	9.7%	1,005	10.3%
D) Recruit students from new geographic markets	13	2.5%	546	5.6%
E) Increase the diversity of racial and ethnic groups represented among the student body	50	9.5%	738	7.6%
F) Develop new academic programs	57	10.9%	957	9.8%
G) Improve the quality of existing academic programs	55	10.5%	1,594	16.3%
H) Improve the appearance of campus buildings and grounds	47	9.0%	573	5.9%
I) Improve employee morale	94	17.9%	1,494	15.3%
All responses	524	100.0%	9,757	100.0%

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TOTAL "VOTES" FOR EACH GOAL	Gallaudet University TOTAL	Gallaudet University Percent	Comparison group TOTAL	Comparison group PERCENT
A) Increase the enrollment of new students	337	20.9%	4,588	15.7%
B) Retain more of its current students to graduation	282	17.5%	6,460	22.1%
C) Improve the academic ability of entering student classes	159	9.8%	3,104	10.6%
D) Recruit students from new geographic markets	26	1.6%	1,035	3.5%
E) Increase the diversity of racial and ethnic groups represented among the student body	111	6.9%	1,604	5.5%
F) Develop new academic programs	134	8.3%	2,081	7.1%
G) Improve the quality of existing academic programs	211	13.1%	5,294	18.1%
H) Improve the appearance of campus buildings and grounds	96	5.9%	1,194	4.1%
I) Improve employee morale	260	16.1%	3,910	13.4%
All responses	1616	100.0%	29,270	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")	Gallaudet University Mean	Comparison group Mean	Sign diff
How involved are: Faculty	3.06	2.75	***
How involved are: Staff	2.23	2.33	**
How involved are: Deans or directors of administrative units	3.54	3.26	***
How involved are: Deans or chairs of academic units	3.49	3.22	***
How involved are: Senior administrators (VP, Provost level or above)	3.92	3.66	***
How involved are: Students	2.71	2.47	***
How involved are: Trustees	3.23	3.49	***
How involved are: Alumni	2.65	2.65	NS

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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")	Gallaudet University			Comparison group			IMP Sign Diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
It is easy for me to get information at this institution	4.42	3.10	1.33	4.41	3.30	1.11	NS	***
I learn about important campus events in a timely manner	4.22	3.37	0.85	4.10	3.58	0.52	***	***
I am empowered to resolve problems quickly	4.38	3.14	1.24	4.36	3.41	0.95	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.19	3.45	0.74	4.13	3.57	0.56	NS	**
I have the information I need to do my job well	4.59	3.55	1.04	4.57	3.66	0.91	NS	**
My job responsibilities are communicated clearly to me	4.59	3.61	0.99	4.54	3.74	0.80	*	**
My supervisor pays attention to what I have to say	4.59	3.71	0.89	4.58	3.96	0.62	NS	***
My supervisor helps me improve my job performance	4.53	3.49	1.04	4.43	3.76	0.67	***	***
My department or work unit has written, up-to-date objectives	4.37	3.24	1.13	4.19	3.57	0.62	***	***
My department meets as a team to plan and coordinate work	4.44	3.37	1.07	4.33	3.75	0.58	***	***
My department has the budget needed to do its job well	4.59	2.70	1.90	4.50	3.02	1.48	***	***
My department has the staff needed to do its job well	4.66	2.61	2.06	4.56	2.99	1.56	***	***
I am paid fairly for the work I do	4.64	2.83	1.81	4.55	2.98	1.57	***	**
The employee benefits available to me are valuable	4.64	4.03	0.61	4.54	3.76	0.78	***	***
I have adequate opportunities for advancement	4.47	2.93	1.54	4.23	3.03	1.20	***	NS
I have adequate opportunities for training to improve my skills	4.51	3.23	1.28	4.33	3.34	0.99	***	*
I have adequate opportunities for professional development	4.46	3.21	1.25	4.34	3.34	1.00	***	**
The type of work I do on most days is personally rewarding	4.59	3.74	0.85	4.56	4.03	0.52	NS	***
The work I do is appreciated by my supervisor	4.56	3.69	0.87	4.44	3.94	0.50	***	***
The work I do is valuable to the institution	4.61	3.89	0.72	4.54	4.02	0.52	**	**
I am proud to work at this institution	4.60	4.08	0.52	4.53	4.08	0.45	**	NS

Overall satisfaction	Gallaudet University Mean	Comparison group Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	3.60	3.85	***

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**Section 5: Demographics**

<i>How long have you worked at this institution?</i>	<b>Gallaudet University Count</b>	<b>Gallaudet University Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Less than 1 year	27	4.4%	1,123	10.3%
1 to 5 years	127	20.9%	3,718	34.0%
6 to 10 years	104	17.1%	2,660	24.3%
11 to 20 years	184	30.3%	2,248	20.5%
More than 20 years	166	27.3%	1,198	10.9%
All responses	608	100.0%	10,947	100.0%

<i>Is your position:</i>	<b>Gallaudet University Count</b>	<b>Gallaudet University Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Faculty	96	16.0%	3,559	36.7%
Staff	444	73.9%	5,143	53.0%
Administrator	61	10.1%	1,004	10.3%
All responses	601	100.0%	9,706	100.0%

<i>Is your position:</i>	<b>Gallaudet University Count</b>	<b>Gallaudet University Percent</b>	<b>Comparison group Count</b>	<b>Comparison group Percent</b>
Full-time	589	96.9%	8,515	84.7%
Part-time	19	3.1%	1,535	15.3%
All responses	608	100.0%	10,050	100.0%