

COLLEGE EMPLOYEE SATISFACTION SURVEY RESULTS Pima Community College - Spring 2024 - 2024 to 2022 Comparison

**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")	2024			2022			IMP Sign diff	SAT Sign diff
	IMP Mean	SAT Mean	GAP	IMP Mean	SAT Mean	GAP		
This institution promotes excellent employee-student relationships	4.61	3.87	0.74	4.64	3.70	0.94	NS	***
This institution treats students as its top priority	4.73	3.85	0.88	4.74	3.66	1.08	NS	***
This institution does a good job of meeting the needs of students	4.70	3.74	0.96	4.73	3.59	1.14	NS	**
The mission, purpose, and values of this institution are well understood by most employees	4.33	3.76	0.57	4.29	3.57	0.72	NS	***
Most employees are generally supportive of the mission, purpose, and values of this institution	4.39	3.82	0.57	4.35	3.64	0.71	NS	***
The goals and objectives of this institution are consistent with its mission and values	4.47	3.77	0.70	4.46	3.54	0.92	NS	***
This institution involves its employees in planning for the future	4.45	3.41	1.04	4.43	3.17	1.26	NS	***
This institution plans carefully	4.49	3.32	1.17	4.50	3.15	1.35	NS	**
The leadership of this institution has a clear sense of purpose	4.54	3.47	1.07	4.56	3.26	1.30	NS	***
This institution does a good job of meeting the needs of its faculty	4.45	3.45	1.00	4.45	3.20	1.25	NS	***
This institution does a good job of meeting the needs of staff	4.50	3.45	1.05	4.52	3.15	1.37	NS	***
This institution does a good job of meeting the needs of administrators	4.18	3.83	0.35	4.17	3.78	0.39	NS	NS
This institution makes sufficient budgetary resources available to achieve important objectives	4.48	3.45	1.03	4.52	3.22	1.30	NS	***
This institution makes sufficient staff resources available to achieve important objectives	4.43	3.44	0.99	4.46	3.17	1.29	NS	***
There are effective lines of communication between departments	4.49	3.03	1.46	4.50	2.74	1.76	NS	***
Administrators share information regularly with faculty and staff	4.45	3.41	1.04	4.49	3.18	1.31	NS	***
There is good communication between the faculty and the administration at this institution	4.48	3.43	1.05	4.47	3.16	1.31	NS	***
There is good communication between staff and the administration at this institution	4.46	3.36	1.10	4.44	3.11	1.33	NS	***
Faculty take pride in their work	4.55	3.98	0.57	4.63	3.79	0.84	**	***
Staff take pride in their work	4.54	3.96	0.58	4.60	3.75	0.85	NS	***
Administrators take pride in their work	4.49	3.79	0.70	4.52	3.66	0.86	NS	*
There is a spirit of teamwork and cooperation at this institution	4.51	3.41	1.10	4.53	3.16	1.37	NS	***
The reputation of this institution continues to improve	4.49	3.69	0.80	4.53	3.35	1.18	NS	***
This institution is well-respected in the community	4.58	3.88	0.70	4.60	3.55	1.05	NS	***
Efforts to improve quality are paying off at this institution	4.51	3.63	0.88	4.52	3.31	1.21	NS	***
Employee suggestions are used to improve our institution	4.42	3.23	1.19	4.41	2.90	1.51	NS	***
This institution consistently follows clear processes for selecting new employees	4.43	3.42	1.01	4.47	3.22	1.25	NS	**
This institution consistently follows clear processes for orienting and training new employees	4.47	3.54	0.93	4.47	3.23	1.24	NS	***
This institution consistently follows clear processes for recognizing employee achievements	4.24	3.31	0.93	4.25	2.98	1.27	NS	***
This institution has written procedures that clearly define who is responsible for each operation and service	4.42	3.31	1.11	4.40	3.04	1.36	NS	***
Efforts to improve the complaints and grievance procedures are paying off at this institution	4.33	3.33	1.00	4.36	3.15	1.21	NS	**
My immediate supervisor provides me with information about what is going on at the college	4.51	3.99	0.52	4.49	3.78	0.71	NS	***

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This institution does an excellent job of keeping employees informed about matters affecting us	4.52	3.54	0.98	4.53	3.27	1.26	NS	***
Systems and processes are in place to address under-performing employees	4.34	3.14	1.20	4.39	2.87	1.52	NS	***
Efforts to improve the effectiveness of the Board of Governors' leadership are paying off at this institution	4.32	3.38	0.94	4.32	3.07	1.25	NS	***
Efforts to improve the integrity of Human Resources operations are paying off at this institution	4.38	3.42	0.96	4.40	3.12	1.28	NS	***
Efforts to improve the integrity of financial practices are paying off at this institution	4.46	3.65	0.81	4.45	3.35	1.10	NS	***
Efforts to improve the effectiveness of administrative leadership are paying off at this institution	4.41	3.38	1.03	4.42	3.11	1.31	NS	***
Pima Community College fosters an environment that is inclusive of diverse identities	4.41	4.03	0.38	4.51	3.76	0.75	*	***
The institution does a good job involving employees in college planning	4.35	3.38	0.97	4.36	3.06	1.30	NS	***
Efforts to improve the college climate are paying off at the institution	4.34	3.47	0.87	4.41	3.08	1.33	NS	***

**Section 2: Institutional Goals**

RATE: IMPORTANCE (1 = "Not important at all / 5 = "Very important")	2024 Mean	2022 Mean	Sign diff
A) Increase the enrollment of new students	4.56	4.66	**
B) Retain more of its current students to graduation	4.74	4.77	NS
C) Improve the academic ability of entering student classes	4.37	4.34	NS
D) Recruit students from new geographic markets	3.85	3.80	NS
E) Increase the diversity of racial and ethnic groups represented among the student body	4.01	4.00	NS
F) Develop new academic programs	4.01	3.87	**
G) Improve the quality of existing academic programs	4.61	4.54	*
H) Improve the appearance of campus buildings and grounds	3.86	3.78	NS
I) Improve employee morale	4.53	4.61	*

(Choose three goals that you believe should be this institution's top priorities) First priority goal:	2024 Count	2024 Percent	2022 Count	2022 Percent
A) Increase the enrollment of new students	342	28.5%	193	32.7%
B) Retain more of its current students to graduation	407	33.9%	161	27.3%
C) Improve the academic ability of entering student classes	54	4.5%	29	4.9%
D) Recruit students from new geographic markets	8	0.7%	10	1.7%
E) Increase the diversity of racial and ethnic groups represented among the student body	16	1.3%	9	1.5%
F) Develop new academic programs	45	3.8%	14	2.4%

Significance levels: NS = no significant difference; \* = p < .05; \*\* = p < .01; \*\*\* = p < .001

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G) Improve the quality of existing academic programs	210	17.5%	83	14.1%
H) Improve the appearance of campus buildings and grounds	6	0.5%	4	0.7%
I) Improve employee morale	112	9.3%	87	14.7%
All responses	1,200	100.0%	590	100.0%

<b>(Choose three goals that you believe should be this institution's top priorities) Second priority goal:</b>	<b>2024 Count</b>	<b>2024 Percent</b>	<b>2022 Count</b>	<b>2022 Percent</b>
A) Increase the enrollment of new students	284	23.5%	148	25.0%
B) Retain more of its current students to graduation	348	28.9%	165	27.9%
C) Improve the academic ability of entering student classes	79	6.6%	31	5.2%
D) Recruit students from new geographic markets	15	1.2%	13	2.2%
E) Increase the diversity of racial and ethnic groups represented among the student body	44	3.6%	14	2.4%
F) Develop new academic programs	79	6.6%	31	5.2%
G) Improve the quality of existing academic programs	229	19.0%	118	20.0%
H) Improve the appearance of campus buildings and grounds	20	1.7%	1	0.2%
I) Improve employee morale	108	9.0%	70	11.8%
All responses	1,206	100.0%	591	100.0%

<b>(Choose three goals that you believe should be this institution's top priorities) Third priority goal:</b>	<b>2024 Count</b>	<b>2024 Percent</b>	<b>2022 Count</b>	<b>2022 Percent</b>
A) Increase the enrollment of new students	177	14.9%	92	15.6%
B) Retain more of its current students to graduation	152	12.8%	94	16.0%
C) Improve the academic ability of entering student classes	131	11.0%	57	9.7%
D) Recruit students from new geographic markets	49	4.1%	18	3.1%
E) Increase the diversity of racial and ethnic groups represented among the student body	78	6.5%	35	6.0%
F) Develop new academic programs	129	10.8%	57	9.7%
G) Improve the quality of existing academic programs	267	22.4%	127	21.6%
H) Improve the appearance of campus buildings and grounds	35	2.9%	21	3.6%
I) Improve employee morale	173	14.5%	87	14.8%
All responses	1,191	100.0%	588	100.0%

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TOTAL "VOTES" FOR EACH GOAL	2024 TOTAL	2024 Percent	2022 Total	2022 Percent
A) Increase the enrollment of new students	803	22.3%	433	24.5%
B) Retain more of its current students to graduation	907	25.2%	420	23.7%
C) Improve the academic ability of entering student classes	264	7.3%	117	6.6%
D) Recruit students from new geographic markets	72	2.0%	41	2.3%
E) Increase the diversity of racial and ethnic groups represented among the student body	138	3.8%	58	3.3%
F) Develop new academic programs	253	7.0%	102	5.8%
G) Improve the quality of existing academic programs	706	19.6%	328	18.5%
H) Improve the appearance of campus buildings and grounds	61	1.7%	26	1.5%
I) Improve employee morale	393	10.9%	244	13.8%
All responses	3,597	100.0%	1,769	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")	2024 Mean	2022 Mean	Sign diff
How involved are: Faculty	2.86	2.69	**
How involved are: Staff	2.49	2.27	***
How involved are: Deans or directors of administrative units	3.42	3.43	NS
How involved are: Senior administrators (VP, Provost level or above)	3.72	3.84	**
How involved are: Students	2.34	2.21	**
How involved are: Alumni	2.50	2.43	NS
How involved are: Governing Board	3.48	3.47	NS

**Section 4: Work environment**

RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	2024			2022			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	4.50	3.42	1.08	4.54	3.17	1.37	NS	***
I learn about important campus events in a timely manner	4.21	3.68	0.53	4.22	3.49	0.73	NS	***
I am empowered to resolve problems quickly	4.46	3.59	0.87	4.47	3.31	1.16	NS	***
I am comfortable answering student questions about institutional policies and procedures	4.23	3.63	0.60	4.26	3.43	0.83	NS	***

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I have the information I need to do my job well	4.62	3.83	0.79	4.65	3.66	0.99	NS	**
My job responsibilities are communicated clearly to me	4.62	3.96	0.66	4.62	3.80	0.82	NS	**
My supervisor pays attention to what I have to say	4.65	4.19	0.46	4.63	4.03	0.60	NS	**
My supervisor helps me improve my job performance	4.53	4.06	0.47	4.49	3.82	0.67	NS	***
My department or work unit has written, up-to-date objectives	4.33	3.78	0.55	4.28	3.53	0.75	NS	***
My department meets as a team to plan and coordinate work	4.41	3.88	0.53	4.36	3.72	0.64	NS	**
My department has the budget needed to do its job well	4.54	3.43	1.11	4.52	3.24	1.28	NS	**
My department has the staff needed to do its job well	4.59	3.32	1.27	4.61	2.94	1.67	NS	***
I am paid fairly for the work I do	4.64	3.29	1.35	4.66	2.74	1.92	NS	***
The employee benefits available to me are valuable	4.59	3.90	0.69	4.59	3.75	0.84	NS	**
I have adequate opportunities for advancement	4.28	3.31	0.97	4.28	2.94	1.34	NS	***
I have adequate opportunities for training to improve my skills	4.45	3.86	0.59	4.40	3.67	0.73	NS	***
I have adequate opportunities for professional development	4.43	3.86	0.57	4.38	3.70	0.68	NS	**
The type of work I do on most days is personally rewarding	4.59	4.14	0.45	4.59	4.01	0.58	NS	**
The work I do is appreciated by my supervisor	4.48	4.16	0.32	4.44	3.96	0.48	NS	***
The work I do is valuable to the institution	4.56	4.07	0.49	4.55	3.81	0.74	NS	***
I am proud to work at this institution	4.52	4.22	0.30	4.53	3.97	0.56	NS	***
Employees are evaluated fairly and consistently	4.51	3.57	0.94	4.45	3.15	1.30	NS	***
Appropriate stakeholders are involved in College decisions	4.28	3.43	0.85	4.30	3.16	1.14	NS	***
I am able to complete the work expected of me during my regular or contracted work hours	4.50	3.76	0.74	4.45	3.46	0.99	NS	***
Information needed to do my job effectively is communicated in a clear and timely manner	4.52	3.77	0.75	4.52	3.51	1.01	NS	***
I feel I can bring concerns to my supervisors or administration without retaliation	4.64	3.98	0.66	4.64	3.73	0.91	NS	***
The institution supports a premier work environment for employees	4.41	3.53	0.88	4.39	3.08	1.31	NS	***
The institution chooses and funds the most important priorities	4.43	3.30	1.13	4.43	3.01	1.42	NS	***
This institution's policies and practices give me the flexibility to manage my work and personal	4.55	3.94	0.61	4.51	3.60	0.91	NS	***
This institution makes data-driven decisions	4.33	3.54	0.79	4.32	3.30	1.02	NS	***
The Diversity, Equity and Inclusion Strategic Planning Group is affecting meaningful change	4.08	3.64	0.44	4.17	3.53	0.64	NS	*
Access to technology at this institution meets my expectations	4.46	4.00	0.46	4.47	3.84	0.63	NS	**
I feel I have a good work-life balance	4.62	3.87	0.75	4.62	3.57	1.05	NS	***

Overall satisfaction	2024 Mean	2022 Mean	Sign diff
Rate your overall satisfaction with your employment here so far:	4.02	3.69	***

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**Section 5: Demographics**

<i>How long have you worked at this institution?</i>	<b>2024 Count</b>	<b>2024 Percent</b>	<b>2022 Count</b>	<b>2022 Percent</b>
Less than 1 year	141	11.7%	58	9.9%
1 to 5 years	377	31.2%	149	25.3%
6 to 10 years	216	17.9%	129	21.9%
11 to 20 years	282	23.3%	169	28.7%
More than 20 years	194	16.0%	83	14.1%
All responses	1210	100.0%	588	100.0%

<i>Is your position:</i>	<b>2024 Count</b>	<b>2024 Percent</b>	<b>2022 Count</b>	<b>2022 Percent</b>
Faculty	409	33.9%	228	39.2%
Staff	749	62.0%	332	57.0%
Administrator	50	4.1%	22	3.8%
All responses	1208	100.0%	582	100.0%

<i>Is your position:</i>	<b>2024 Count</b>	<b>2024 Percent</b>	<b>2022 Count</b>	<b>2022 Percent</b>
Full-time	837	69.4%	432	74.2%
Part-time	369	30.6%	150	25.8%
All responses	1206	100.0%	582	100.0%

Significance levels: NS = no significant difference; \* = p < .05; \*\* = p < .01; \*\*\* = p < .001