

Table 4R2-2: External Benchmarks for Selected Items from the Ruffalo Noel-Levitz College Employee Satisfaction Survey (1 = not at all satisfied, 5 = very satisfied)

Survey Item	2014 (n=11,853)	2016 (n=12,703)	2017 (n=15,745)	Percent Change
The goals and objectives of this institution are consistent with its mission and values.	3.60	3.60	3.59	0 %
This institution involves its employees in planning for the future.	3.09	3.10	3.10	0 %
This institution plans carefully.	3.19	3.16	3.15	- 1.3 %