

Table 4R3-1: Mean LCCC Employee Satisfaction with Selected Items on the Ruffalo Noel-Levitz College Employee Satisfaction Survey (5-point Scale)

Survey Item	2014 (n=170)	2016 (n=265)	2017 (n=218)	Percent Increase
The leadership of this institution has a clear sense of purpose.	2.68	2.94	3.04	+ 13.4%
There are effective lines of communication between departments.	2.34	2.54	2.63	+ 12.4%
Administrators share information regularly with faculty and staff.	2.32	2.71	2.90	+ 25.0%
There is good communication between the faculty and the administration at this institution.	2.39	2.63	2.82	+ 18.0%
There is good communication between staff and the administration at this institution.	2.23	2.70	2.92	+ 30.9%
This institution has written procedures that clearly define who is responsible for each operation and service.	2.58	2.82	3.00	+ 16.3%