

**Table 4R3-2: Mean Employee Satisfaction Benchmarks on Selected Items  
from the Ruffalo Noel-Levitz College Employee Satisfaction Survey (5-point Scale)**

<b>Survey Item</b>	<b>2014 (n=11,853)</b>	<b>2016 (n=12,703)</b>	<b>2017 (n=15,745)</b>	<b>Percent Increase</b>
The leadership of this institution has a clear sense of purpose.	3.38	3.36	3.35	<b>- 1.0%</b>
There are effective lines of communication between departments.	2.87	2.83	2.80	<b>- 2.0%</b>
Administrators share information regularly with faculty and staff.	3.12	3.11	3.10	<b>- 0.6%</b>
There is good communication between the faculty and the administration at this institution.	3.11	3.09	3.09	<b>- 0.6%</b>
There is good communication between staff and the administration at this institution.	3.11	3.09	3.07	<b>- 1.3%</b>
This institution has written procedures that clearly define who is responsible for each operation and service.	3.18	3.14	3.12	<b>- 1.9%</b>