

LCCC Custom Items		Weighted Average Gap 150.27		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.ai	Change is managed well at LCCC	2.32	2	4.64
1.z	Employee suggestions are used to improve our institution	2.19	2	4.38
1.g	This institution involves its employees in planning for the future	2.04	2	4.08
1.h	This institution plans carefully	2.03	2	4.06
1.k	This institution does a good job of meeting the needs of staff	1.88	2	3.76
1.aa	This institution consistently follows clear processes for selecting new employees	1.74	2	3.48
1.c	This institution does a good job of meeting the needs of students	1.71	2	3.42
1.y	Efforts to improve quality are paying off at this institution	1.70	2	3.40
1.j	This institution does a good job of meeting the needs of its faculty	1.68	2	3.36
4.c	I am empowered to resolve problems quickly	1.60	2	3.20
4.i	My department or work unit has written, up-to-date objectives	1.12	2	2.24
4.j	My department meets as a team to plan and coordinate work	0.91	2	1.82
1.l	This institution does a good job of meeting the needs of administrators	0.30	2	0.60
1.i	The leadership of this institution has a clear sense of purpose	1.86	1	1.86
1.ad	This institution has written procedures that clearly define who is responsible for each operation and service	1.74	1	1.74
1.ac	This institution consistently follows clear processes for recognizing employee achievements	1.52	1	1.52
4.l	My department has the staff needed to do its job well	1.51	1	1.51
1.ab	This institution consistently follows clear processes for orienting and training new employees	1.49	1	1.49

LCCC Custom Items		Weighted Average Gap 1.56		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.i	The leadership of this institution has a clear sense of purpose	1.86	2	3.72
1.ae	I am fearful about speaking my mind at LCCC	1.79	2	3.58
1.b	This institution treats students as its top priority	1.72	2	3.44
1.ag	I would be afraid to file a complaint or grievance	1.66	2	3.32
4.v	I am fearful about my job at LCCC	1.33	2	2.66
1.f	The goals and objectives of this institution are consistent with its mission and values	1.31	2	2.62
1.d	The mission, purpose, and values of this institution are well understood by most employees	1.19	2	2.38
1.e	Most employees are generally supportive of the mission, purpose, and values of this institution	1.18	2	2.36
4.aa	The climate in my department is good for part-time employees	0.94	2	1.88
1.v	There is a spirit of teamwork and cooperation at this institution	2.29	1	2.29
1.z	Employee suggestions are used to improve our institution	2.19	1	2.19
1.ah	Open and ethical communication is practiced	2.17	1	2.17
1.c	This institution does a good job of meeting the needs of students	1.71	1	1.71

LCCC Custom Items		Weighted Average Gap 1.52		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.r	There is good communication between staff and the administration at this institution	2.27	2	4.54
1.p	Administrators share information regularly with faculty and staff	2.24	2	4.48
1.o	There are effective lines of communication between departments	2.18	2	4.36
1.ah	Open and ethical communication is practiced	2.17	2	4.34
1.q	There is good communication between the faculty and the administration at this institution	2.14	2	4.28
1.ad	This institution has written procedures that clearly define who is responsible for each operation and service	1.74	2	3.48
4.a	It is easy for me to get information at this institution	1.64	2	3.28
4.e	I have the information I need to do my job well	1.55	2	3.1
4.f	My job responsibilities are communicated clearly to me	1.34	2	2.68
4.g	My supervisor pays attention to what I have to say	1.29	2	2.58
4.d	I am comfortable answering student questions about institutional policies and procedures	1.26	2	2.52
4.p	I have adequate opportunities for training to improve my skills	1.25	1	1.25
4.h	My supervisor helps me improve my job performance	1.22	1	1.22
1.d	The mission, purpose, and values of this institution are well understood by most employees	1.19	1	1.19
4.q	I have adequate opportunities for professional development	1.14	1	1.14
4.i	My department or work unit has written, up-to-date objectives	1.12	1	1.12
4.b	I learn about important campus events in a timely manner	1.09	2	2.18
1.af	I am more knowledgeable about LCCC's goals and strategies than one year ago	1.05	2	2.1
4.x	I have sufficient information about my insurance and retirement benefits	0.09	2	0.18

LCCC Custom Items		Weighted Average Gap 1.34		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.ab	This institution consistently follows clear processes for orienting and training new employees	1.49	2	2.98
4.p	I have adequate opportunities for training to improve my skills	1.25	2	2.50
4.h	My supervisor helps me improve my job performance	1.22	2	2.44
4.q	I have adequate opportunities for professional development	1.14	2	2.28
1.aa	This institution consistently follows clear processes for selecting new employees	1.74	1	1.74
4.e	I have the information I need to do my job well	1.55	1	1.55
4.d	I am comfortable answering student questions about institutional policies and procedures	1.26	1	1.26

LCCC Custom Items		Weighted Average Gap 1.25		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.v	There is a spirit of teamwork and cooperation at this institution	2.29	2	4.58
1.a	This institution promotes excellent employee-student relationships	1.46	2	2.92
1.u	Administrators take pride in their work	1.35	2	2.70
4.u	I am proud to work at this institution	0.97	2	1.94
1.t	Staff take pride in their work	0.87	2	1.74
1.s	Faculty take pride in their work	0.86	2	1.72
4.r	The type of work I do on most days is personally rewarding	0.57	2	1.14
1.q	There is good communication between the faculty and the administration at this institution	2.14	1	2.14
1.g	This institution involves its employees in planning for the future	2.04	1	2.04
1.k	This institution does a good job of meeting the needs of staff	1.88	1	1.88
1.ae	I am fearful about speaking my mind at LCCC	1.79	1	1.79
1.j	This institution does a good job of meeting the needs of its faculty	1.68	1	1.68
1.ag	I would be afraid to file a complaint or grievance	1.66	1	1.66
4.v	I am fearful about my job at LCCC	1.33	1	1.33
4.t	The work I do is valuable to the institution	0.89	1	0.89
4.z	I feel free from harassment at LCCC	0.82	1	0.82
4.w	I am treated with respect by my coworkers	0.63	1	0.63
4.y	I feel free from discrimination at LCCC	0.62	1	0.62
1.l	This institution does a good job of meeting the needs of administrators	0.30	1	0.30

LCCC Custom Ideas		Weighted Average Gap 1.15		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.ac	This institution consistently follows clear processes for recognizing employee achievements	1.52	2	3.04
4.o	I have adequate opportunities for advancement	1.49	2	2.98
4.s	The work I do is appreciated by my supervisor	0.94	2	1.88
4.t	The work I do is valuable to the institution	0.89	2	1.78
4.m	I am paid fairly for the work I do	1.37	1	1.37
4.g	My supervisor pays attention to what I have to say	1.29	1	1.29
4.n	The employee benefits available to me are valuable	0.27	1	0.27

LCCC Custom Items		Weighted Average Gap 1.11		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
4.l	My department has the staff needed to do its job well	1.51	2	3.02
4.m	I am paid fairly for the work I do	1.37	2	2.74
1.n	This institution makes sufficient staff resources available to achieve important objectives	1.34	2	2.68
1.m	This institution makes sufficient budgetary resources available to achieve important objectives	1.11	2	2.22
4.k	My department has the budget needed to do its job well	1.08	2	2.16
4.n	The employee benefits available to me are valuable	0.27	2	0.54

LCCC Custom Items		Weighted Average Gap 1.10		
Item #	RATE IMPORTANCE (1 = "Not important at all" / 5 = "Very important") AND SATISFACTION (1 = "Not satisfied at all" / 5 = "Very satisfied")	GAP	Weight	Weighted Gap
1.w	The reputation of this institution continues to improve	1.83	2	3.66
1.x	This institution is well-respected in the community	1.61	2	3.22
4.z	I feel free from harassment at LCCC	0.82	2	1.64
4.w	I am treated with respect by my coworkers	0.63	2	1.26
4.y	I feel free from discrimination at LCCC	0.62	2	1.24