PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Employee morale				
Position in College:				
faculty	2.2	11.5%	58.2%	30.2%
non-faculty	2.3	10.9%	45.5%	43.6%
Age:				
18 - 35	2.2	10.0%	58.0%	32.0%
36 - 45	2.2	14.7%	52.9%	32.4%
46 - 55	2.3	11.8%	47.3%	40.9%
55 - 65+	2.2	8.6%	67.1%	24.3%
Ethnicity:				
caucasian	2.2	11.6%	58.9%	29.5%
non-caucasian	2.3	14.9%	44.6%	40.5%
Gender:				
male	2.3	10.0%	55.0%	35.0%
female	2.2	13.1%	54.4%	32.5%
Years of Service:				
0 - 1	1.9	13.9%	77.8%	8.3%
2 - 5	2.1	10.1%	66.3%	23.6%
6 - 10	2.3	17.5%	34.9%	47.6%
11 - 15	2.3	12.8%	46.2%	41.0%
16 - 20	2.4	7.1%	42.9%	50.0%
>20	2.4	3.6%	57.1%	39.3%
Overall Average	**2.3**	**10.8%**	**53.0%**	**36.2%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Comfort in asking for supervisor's support

Position in College:				
faculty	2.0	16.4%	67.8%	15.8%
non-faculty	2.0	19.4%	61.1%	19.4%
Age:				
18 - 35	1.9	22.0%	68.0%	10.0%
36 - 45	2.0	17.6%	69.1%	13.2%
46 - 55	2.0	18.3%	61.3%	20.4%
55 - 65+	1.9	16.2%	75.0%	8.8%
Ethnicity:				
caucasian	2.0	18.1%	68.1%	13.8%
non-caucasian	1.9	21.9%	61.6%	16.4%
Gender:				
male	2.0	17.2%	66.7%	16.2%
female	1.9	18.9%	67.3%	13.8%
Years of Service:				
0 - 1	1.8	21.1%	73.7%	5.3%
2 - 5	1.9	17.0%	72.7%	10.2%
6 - 10	2.0	23.8%	57.1%	19.0%
11 - 15	1.9	21.6%	62.2%	16.2%
16 - 20	2.3	3.6%	67.9%	28.6%
>20	2.0	18.5%	66.7%	14.8%
Overall Average	**2.0**	**16.8%**	**64.9%**	**18.2%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Job satisfaction				
Position in College:				
faculty	2.0	18.6%	61.7%	19.7%
non-faculty	1.9	26.9%	52.8%	20.4%
Age:				
18 - 35	1.8	28.0%	60.0%	12.0%
36 - 45	1.9	23.5%	60.3%	16.2%
46 - 55	2.0	23.7%	53.8%	22.6%
55 - 65+	2.0	14.7%	70.6%	14.7%
Ethnicity:				
caucasian	2.0	21.8%	60.1%	18.1%
non-caucasian	1.9	27.4%	56.2%	16.4%
Gender:				
male	2.0	20.2%	62.6%	17.2%
female	1.9	23.3%	59.7%	17.0%
Years of Service:				
0 - 1	1.8	28.9%	60.5%	10.5%
2 - 5	1.8	27.3%	63.6%	9.1%
6 - 10	2.0	20.6%	58.7%	20.6%
11 - 15	2.1	16.2%	59.5%	24.3%
16 - 20	2.3	14.3%	46.4%	39.3%
>20	2.0	14.8%	70.4%	14.8%
Overall Average	**2.0**	**20.1%**	**58.8%**	**21.1%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Respect shown				
Position in College:				
faculty	2.0	11.5%	73.8%	14.8%
non-faculty	2.0	18.3%	63.3%	18.3%
Age:				
18 - 35	2.0	15.7%	68.6%	15.7%
36 - 45	2.0	16.2%	70.6%	13.2%
46 - 55	2.0	14.0%	68.8%	17.2%
55 - 65+	1.9	13.2%	79.4%	7.4%
Ethnicity:				
caucasian	2.0	13.8%	74.6%	11.6%
non-caucasian	2.0	19.2%	64.4%	16.4%
Gender:				
male	2.1	12.0%	70.0%	18.0%
female	1.9	17.0%	72.3%	10.7%
Years of Service:				
0 - 1	1.9	15.8%	78.9%	5.3%
2 - 5	1.9	14.6%	76.4%	9.0%
6 - 10	2.0	19.0%	63.5%	17.5%
11 - 15	2.0	16.2%	67.6%	16.2%
16 - 20	2.3	3.6%	64.3%	32.1%
>20	2.0	11.1%	74.1%	14.8%
Overall Average	**2.0**	**15.4%**	**67.3%**	**17.3%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Use of knowledge, skills & abilities				
Position in College:				
faculty	1.9	22.4%	67.8%	9.8%
non-faculty	1.9	27.8%	58.3%	13.9%
Age:				
18 - 35	1.8	36.0%	52.0%	12.0%
36 - 45	1.9	20.6%	72.1%	7.4%
46 - 55	1.9	28.0%	57.0%	15.1%
55 - 65+	1.8	19.1%	77.9%	2.9%
Ethnicity:				
caucasian	1.9	21.8%	70.2%	8.0%
non-caucasian	1.8	35.6%	53.4%	11.0%
Gender:				
male	1.9	23.2%	63.6%	13.1%
female	1.8	25.2%	67.3%	7.5%
Years of Service:				
0 - 1	1.6	42.1%	55.3%	2.6%
2 - 5	1.8	22.7%	70.5%	6.8%
6 - 10	1.9	27.0%	60.3%	12.7%
11 - 15	1.9	21.6%	64.9%	13.5%
16 - 20	2.1	14.3%	60.7%	25.0%
>20	1.9	22.2%	66.7%	11.1%
Overall Average	**1.9**	**22.2%**	**65.9%**	**11.9%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Workload				
Position in College:				
faculty	2.0	12.6%	75.4%	12.0%
non-faculty	2.2	8.3%	65.7%	25.9%
Age:				
18 - 35	2.0	12.0%	74.0%	14.0%
36 - 45	2.0	13.0%	72.5%	14.5%
46 - 55	2.1	10.9%	67.4%	21.7%
55 - 65+	2.0	11.8%	77.9%	10.3%
Ethnicity:				
caucasian	2.1	10.1%	74.6%	15.3%
non-caucasian	2.0	15.3%	68.1%	16.7%
Gender:				
male	2.1	5.1%	78.8%	16.2%
female	2.0	15.1%	69.2%	15.7%
Years of Service:				
0 - 1	1.8	21.1%	76.3%	2.6%
2 - 5	2.0	11.4%	77.3%	11.4%
6 - 10	2.2	7.9%	65.1%	27.0%
11 - 15	2.1	13.5%	67.6%	18.9%
16 - 20	2.2	3.6%	75.0%	21.4%
>20	2.0	14.8%	70.4%	14.8%
Overall Average	**2.1**	**10.8%**	**69.4%**	**19.8%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Support from supervisor				
Position in College:				
faculty	1.9	20.8%	68.3%	10.9%
non-faculty	1.9	25.5%	56.6%	17.9%
Age:				
18 - 35	1.9	26.5%	61.2%	12.2%
36 - 45	1.9	20.6%	70.6%	8.8%
46 - 55	1.9	25.8%	58.1%	16.1%
55 - 65+	1.9	17.9%	73.1%	9.0%
Ethnicity:				
caucasian	1.9	21.9%	67.9%	10.2%
non-caucasian	1.9	29.2%	55.6%	15.3%
Gender:				
male	1.9	25.3%	60.6%	14.1%
female	1.9	21.7%	68.8%	9.6%
Years of Service:				
0 - 1	1.7	30.8%	66.7%	2.6%
2 - 5	1.9	22.7%	65.9%	11.4%
6 - 10	1.9	24.6%	62.3%	13.1%
11 - 15	1.9	27.0%	59.5%	13.5%
16 - 20	2.1	11.1%	66.7%	22.2%
>20	2.0	14.8%	74.1%	11.1%
Overall Average	**1.9**	**21.0%**	**63.9%**	**15.0%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Resources necessary to do job				
Position in College:				
faculty	2.1	11.5%	70.3%	18.1%
non-faculty	2.0	16.8%	65.4%	17.8%
Age:				
18 - 35	2.0	16.3%	71.4%	12.2%
36 - 45	2.0	16.2%	69.1%	14.7%
46 - 55	2.1	16.1%	61.3%	22.6%
55 - 65+	2.1	6.0%	76.1%	17.9%
Ethnicity:				
caucasian	2.0	12.2%	70.7%	17.0%
non-caucasian	2.0	19.7%	63.4%	16.9%
Gender:				
male	2.2	7.1%	69.7%	23.2%
female	2.0	17.2%	68.2%	14.6%
Years of Service:				
0 - 1	1.8	25.6%	69.2%	5.1%
2 - 5	2.0	16.1%	65.5%	18.4%
6 - 10	2.1	13.1%	63.9%	23.0%
11 - 15	2.2	8.1%	67.6%	24.3%
16 - 20	2.1	3.6%	78.6%	17.9%
>20	2.1	7.4%	77.8%	14.8%
Overall Average	**2.0**	**13.9%**	**67.6%**	**18.5%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Understanding of work objectives

Position in College:

faculty	1.9	13.2%	80.8%	6.0%
non-faculty	2.0	15.0%	73.8%	11.2%

Age:

18 - 35	1.8	20.4%	75.5%	4.1%
36 - 45	1.9	13.2%	80.9%	5.9%
46 - 55	2.0	15.2%	71.7%	13.0%
55 - 65+	1.9	8.8%	88.2%	2.9%

Ethnicity:

caucasian	1.9	13.9%	81.3%	4.8%
non-caucasian	1.9	18.1%	72.2%	9.7%

Gender:

male	2.0	7.1%	87.9%	5.1%
female	1.9	17.8%	74.5%	7.6%

Years of Service:

0 - 1	1.8	26.3%	68.4%	5.3%
2 - 5	1.9	15.9%	77.3%	6.8%
6 - 10	2.0	9.8%	82.0%	8.2%
11 - 15	2.0	10.8%	81.1%	8.1%
16 - 20	2.0	10.7%	78.6%	10.7%
>20	2.0	7.4%	85.2%	7.4%

| **Overall Average** | **2.0** | **12.0%** | **79.6%** | **8.4%** |

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Supervisor's effectiveness				
Position in College:				
faculty	2.1	14.4%	62.6%	23.0%
non-faculty	2.1	19.2%	49.5%	31.3%
Age:				
18 - 35	2.0	23.8%	57.1%	19.0%
36 - 45	2.0	16.9%	66.2%	16.9%
46 - 55	2.1	19.1%	47.2%	33.7%
55 - 65+	2.0	12.3%	70.8%	16.9%
Ethnicity:				
caucasian	2.0	16.5%	63.1%	20.5%
non-caucasian	2.1	22.4%	49.3%	28.4%
Gender:				
male	2.1	15.1%	57.0%	28.0%
female	2.0	17.4%	62.4%	20.1%
Years of Service:				
0 - 1	1.8	25.0%	66.7%	8.3%
2 - 5	1.9	20.2%	65.5%	14.3%
6 - 10	2.1	16.1%	53.6%	30.4%
11 - 15	2.2	15.2%	51.5%	33.3%
16 - 20	2.3	10.7%	46.4%	42.9%
>20	2.2	11.5%	61.5%	26.9%
Overall Average	**2.1**	**16.4%**	**57.1%**	**26.5%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Feedback about performance

Position in College:				
faculty	2.0	13.9%	75.1%	11.0%
non-faculty	2.1	7.1%	77.8%	15.2%
Age:				
18 - 35	2.0	11.9%	76.2%	11.9%
36 - 45	2.0	9.2%	80.0%	10.8%
46 - 55	2.0	13.5%	73.0%	13.5%
55 - 65+	1.9	10.9%	84.4%	4.7%
Ethnicity:				
caucasian	2.0	10.2%	81.3%	8.5%
non-caucasian	2.0	16.7%	66.7%	16.7%
Gender:				
male	2.1	6.5%	79.6%	14.0%
female	1.9	14.2%	77.0%	8.8%
Years of Service:				
0 - 1	1.9	20.0%	74.3%	5.7%
2 - 5	1.9	10.8%	84.3%	4.8%
6 - 10	2.1	10.5%	68.4%	21.1%
11 - 15	1.9	12.1%	84.8%	3.0%
16 - 20	2.1	3.6%	78.6%	17.9%
>20	2.0	11.5%	76.9%	11.5%
Overall Average	**2.0**	**10.1%**	**77.2%**	**12.7%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Management's willingness to listen

Position in College:

faculty	2.1	12.7%	66.5%	20.8%
non-faculty	2.1	8.2%	69.4%	22.4%

Age:

18 - 35	2.0	14.3%	71.4%	14.3%
36 - 45	2.1	9.2%	72.3%	18.5%
46 - 55	2.1	12.5%	64.8%	22.7%
55 - 65+	2.0	14.1%	70.3%	15.6%

Ethnicity:

caucasian	2.0	11.5%	72.4%	16.1%
non-caucasian	2.1	16.4%	58.2%	25.4%

Gender:

male	2.2	6.5%	68.8%	24.7%
female	2.0	15.6%	69.4%	15.0%

Years of Service:

0 - 1	1.9	20.0%	74.3%	5.7%
2 - 5	2.0	13.1%	76.2%	10.7%
6 - 10	2.2	12.5%	55.4%	32.1%
11 - 15	2.2	9.1%	66.7%	24.2%
16 - 20	2.1	7.4%	70.4%	22.2%
>20	2.2	7.7%	69.2%	23.1%

Overall Average	**2.1**	**12.2%**	**64.3%**	**23.5%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Management's acceptance of ideas for improvement

Position in College:				
faculty	2.1	10.4%	72.3%	17.3%
non-faculty	2.1	11.0%	65.0%	24.0%
Age:				
18 - 35	2.0	13.6%	70.5%	15.9%
36 - 45	2.1	9.4%	75.0%	15.6%
46 - 55	2.1	13.6%	61.4%	25.0%
55 - 65+	2.0	7.7%	81.5%	10.8%
Ethnicity:				
caucasian	2.0	11.4%	74.9%	13.7%
non-caucasian	2.2	10.3%	63.2%	26.5%
Gender:				
male	2.1	8.6%	68.8%	22.6%
female	2.0	11.4%	73.8%	14.8%
Years of Service:				
0 - 1	1.9	14.3%	77.1%	8.6%
2 - 5	2.0	11.8%	76.5%	11.8%
6 - 10	2.1	14.3%	58.9%	26.8%
11 - 15	2.1	6.1%	75.8%	18.2%
16 - 20	2.2	7.1%	67.9%	25.0%
>20	2.1	7.7%	73.1%	19.2%
Overall Average	**2.1**	**10.4%**	**68.2%**	**21.4%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse
Training availability				
Position in College:				
faculty	1.9	21.8%	70.1%	8.0%
non-faculty	1.9	27.0%	57.0%	16.0%
Age:				
18 - 35	1.9	20.9%	65.1%	14.0%
36 - 45	1.8	27.7%	60.0%	12.3%
46 - 55	1.9	20.2%	69.7%	10.1%
55 - 65+	1.8	23.1%	75.4%	1.5%
Ethnicity:				
caucasian	1.9	22.3%	70.3%	7.4%
non-caucasian	1.9	27.9%	55.9%	16.2%
Gender:				
male	2.0	11.8%	73.1%	15.1%
female	1.8	28.0%	64.7%	7.3%
Years of Service:				
0 - 1	1.8	28.6%	60.0%	11.4%
2 - 5	1.8	24.7%	65.9%	9.4%
6 - 10	2.0	15.5%	69.0%	15.5%
11 - 15	1.8	25.0%	68.8%	6.3%
16 - 20	1.8	28.6%	64.3%	7.1%
>20	2.0	15.4%	73.1%	11.5%
Overall Average	**1.9**	**23.4%**	**65.3%**	**11.3%**

PHOENIX COLLEGE
Demographic Area Summary - Section B

Category Average/ Demographic Area	Average Score	Frequencies of Ratings - College		
		Better	Same	Worse

Opportunities for improvement

Position in College:

faculty	2.0	15.9%	70.6%	13.5%
non-faculty	2.1	13.0%	63.0%	24.0%

Age:

18 - 35	2.0	16.7%	61.9%	21.4%
36 - 45	2.0	16.9%	66.2%	16.9%
46 - 55	2.1	13.8%	65.5%	20.7%
55 - 65+	2.0	10.9%	82.8%	6.3%

Ethnicity:

caucasian	2.0	13.9%	74.0%	12.1%
non-caucasian	2.1	16.4%	59.7%	23.9%

Gender:

male	2.2	7.5%	68.8%	23.7%
female	2.0	17.8%	69.2%	13.0%

Years of Service:

0 - 1	1.9	22.9%	62.9%	14.3%
2 - 5	2.0	17.1%	68.3%	14.6%
6 - 10	2.1	10.5%	66.7%	22.8%
11 - 15	2.1	6.3%	78.1%	15.6%
16 - 20	2.0	21.4%	57.1%	21.4%
>20	2.1	3.8%	84.6%	11.5%

Overall Average	**2.0**	**15.5%**	**66.7%**	**17.8%**