
BCW Survey Benchmark Report

2008-2009

Cedarville University

March 2, 2009



Best Christian Workplaces Institute

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Jan-09



Cedarville University
Survey Benchmark Report
January-09



We want to congratulate you on your Best Christian Workplaces Survey participation! The very fact that you took the initiative to complete the survey shows that you care about your staff. As you look over the following information in this report we hope you will prayerfully consider how to respond to what you learn.

Feedback is the “Breakfast of Champions” for servant leaders, according to Ken Blanchard, the co-author of Lead Like Jesus. Why? Blanchard explains, “Servant leaders are always looking for ways to improve. Feedback is the only way to discover if you are on the right track.” We believe the first step to improved organizational effectiveness is an informed diagnosis.

As you review your report relative to the benchmark data, please keep in mind that your organization is being compared to a *high* benchmark. Many organizations in our database self-select because they already believe they have a good workplace or are in the process of becoming a good workplace. This makes our comparison higher than the average Christian organization.

Taking this data seriously will entail acting quickly on both negative and positive responses, as both provide opportunities for organizational improvement; affirming areas of strength is just as important as addressing areas for improvement!

To be “certified” as a Best Christian Workplace, an organization with 10-400 employees must score 4.0 or higher on the overall survey. Organizations above 400 employees will become certified based on a formula determined by size.

Thank you once again for taking this important step toward organizational growth and improvement.

Sincerely,

A handwritten signature in cursive script, appearing to read "Al Lopus".

Al Lopus
President
Best Christian Workplaces Institute

“We serve faith-based organizations by creating processes of discovery, facilitating organizational development and encouraging practices that build healthy, effective workplaces.”



Cedarville University
Overall Performance Summary
 2008-2009 Survey Results

Overall Results:

Year	Overall Score	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
2009	3.72	26%	41%	17%	10%	6%
Last Survey	3.81	29%	42%	17%	9%	4%

Category Group Comparisons:

Certified	4.02	36%	41%	15%	6%	2%
Others	3.73	24%	43%	19%	10%	4%

Cedarville University's overall score for the 58 standard questions is 3.72. Your scores are compared to this year's and the

Participation Rate:

Cedarville University's participation rate for all eligible staff is calculated below:

	2009
Total Surveys Distributed	617
Total Surveys Completed	522
Targeted Surveys	304
Participation Rate	84.6%

Targeted Surveys is the number of surveys required to establish a 95% confidence level based on the number of staff invited to survey.

Level of Engagement:

Engagement is a measure which demonstrates your staff's investments of energy and commitment to Cedarville

Level of Engagement	Your Org.	Avg.
Engaged	39%	53%
Neutral	43%	39%
Disengaged	18%	8%

The definition of Engaged is the percentage of staff with a score of 4.0 (Agree) to 5.0 (Strongly Agree). Neutral is between a 3.0 (Neutral) and 4.0. Disengaged include staff who have an average score below 3.0.

The Average is a summary of the 2009 Best Christian Workplaces survey results nationally of 10,400 people.



Cedarville University
Overall Performance Summary
2008-2009 Survey Results

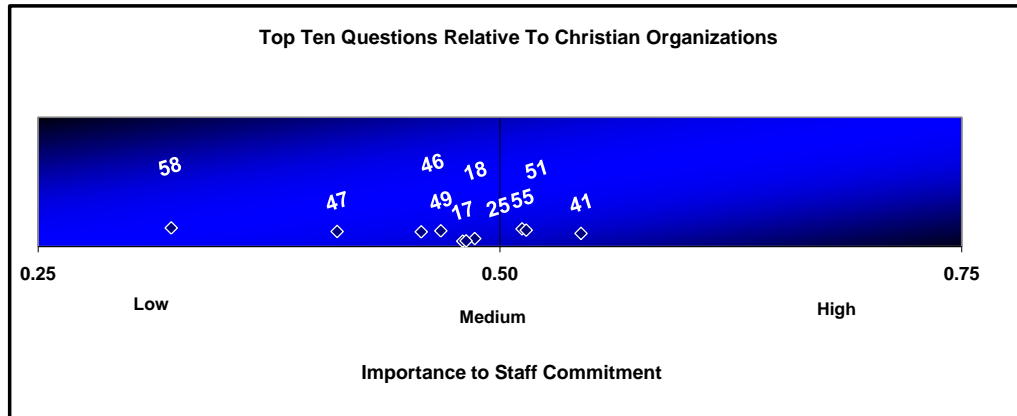
10 Most Favorable Items for Cedarville University:

Cedarville University's 10 highest scores relative to Christian organizations in your industry category

Rank	Question / Item	Average Score for
1	55. In comparison with people in similar jobs in other Christian	3.67
2	41. Overall the quality of the programs/services my organization	4.15
3	25. I receive the training needed to do my current job effectively.	4.00
4	47. In my work area we work effectively as a team.	4.29
5	58. I am satisfied with my retirement plans (pension, 403(b),	4.10
6	17. My supervisor cares about me as a person.	4.38
7	18. My supervisor helps me to solve work-related problems.	4.28
8	51. I know what is expected of me at work.	4.21
9	49. The people I work with exhibit good conflict resolution skills.	3.85
10	46. My co-workers are highly committed to excellence in their work.	4.19

Importance of Strength Areas to Staff Commitment:

BCWI believes improving staff commitment starts by focusing on the areas of strength that have the highest impact. This chart illustrates the importance each of your highest scoring questions relative to other Christian organizations to overall staff commitment. The level of importance is determined by the level of strength (statistical correlation) each question has with overall staff commitment.



To determine the strength of the relationship between each question to overall Staff Commitment, we regressed each question against the combination of the three bottom line commitment questions in our survey. These three questions include: 1. I would rate my organization as an exceptional place to work. 8. I would recommend my organization to others as a good place to work. 9. I would prefer to remain with my organization even if a comparable job at a higher pay level were available in another organization.

10 Least Favorable Items for Cedarville University:

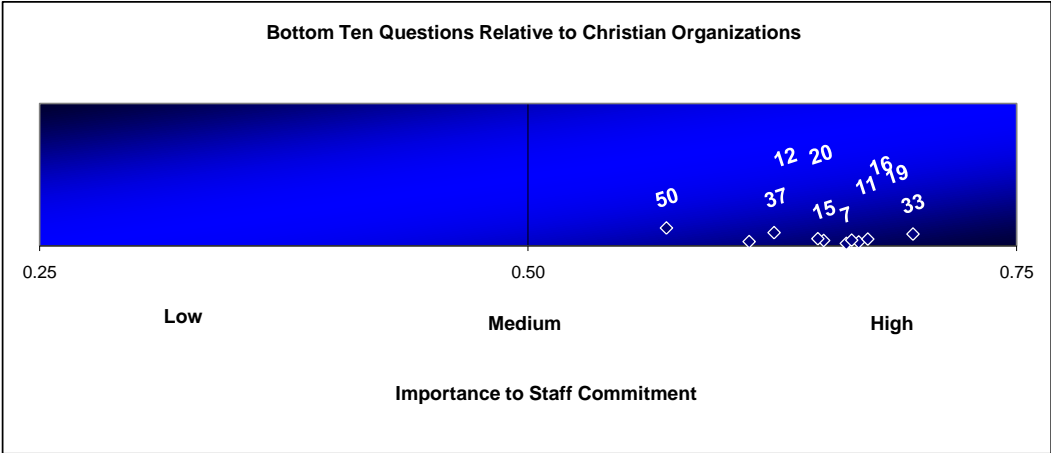
Cedarville University's lowest scores relative to other Christian organizations in your industry category are listed below. The question with the 10th rank is the lowest.

Rank	Question / Item	Average Score
10	16. There is a high level of trust at my organization between senior	2.82
9	37. My organization conducts its activities openly and honestly.	3.20
8	7. Over the past year, my organization has improved for the better.	3.33
7	19. My organization's leaders behave with fairness and integrity.	3.44
6	50. My organization's leaders explain the reasons behind major	3.08
5	33. My organization is well managed.	3.25
4	12. Overall, I am very satisfied with the level of Christian fellowship	3.64
3	11. My organization's leaders exhibit the fruit of the Holy Spirit (love,	3.66
2	20. My organization's leaders demonstrate compassion for people at	3.55
1	15. At my organization leaders are humble.	3.48

Your average score is based on a 5 point scale where 5 is Strongly Agree and 1 is Strongly Disagree.

Importance of the Least Favorable Items for Cedarville University:

The following chart shows the importance of your lowest scoring questions relative to staff commitment. These areas are excellent topics to complete further "discovery" activities to gain a full understanding of the issues blocking staff commitment.





Cedarville University
Dimension Summary
 2008-2009 Survey Results

Dimension	Number of Respondents	Average Response	Percent Response
Job Satisfaction			
Cedarville University	522	4.10	
Certified BCWs in Industry Category	5,008	4.41	
Others	5,891	4.09	
Organizational Commitment			
Cedarville University	522	3.67	
Certified BCWs in Industry Category	5,008	4.11	
Others	5,891	3.69	
Christian Witness			
Cedarville University	522	3.74	
Certified BCWs in Industry Category	5,008	4.18	
Others	5,891	3.88	
Supervisory Effectiveness			
Cedarville University	522	3.70	
Certified BCWs in Industry Category	5,008	4.13	
Others	5,891	3.84	
Work Satisfaction			
Cedarville University	522	3.95	
Certified BCWs in Industry Category	5,008	4.14	
Others	5,891	3.90	
Personal Growth and Development			
Cedarville University	522	3.47	
Certified BCWs in Industry Category	5,008	3.70	
Others	5,891	3.47	

Management Effectiveness			
Cedarville University	522	3.33	
Certified BCWs in Industry Category	5,008	3.80	
Others	5,891	3.46	
Customer/Supporter Satisfaction			
Cedarville University	522	3.85	
Certified BCWs in Industry Category	5,008	4.13	
Others	5,891	3.76	
Teamwork			
Cedarville University	522	3.87	
Certified BCWs in Industry Category	5,008	4.01	
Others	5,891	3.81	
Communications			
Cedarville University	522	3.47	
Certified BCWs in Industry Category	5,008	3.83	
Others	5,891	3.59	
Pay and Benefits			
Cedarville University	522	3.88	
Certified BCWs in Industry Category	5,008	4.03	
Others	5,891	3.73	
Overall Score			
Cedarville University	522	3.72	
Certified BCWs in Industry Category	5,008	4.02	
Others	5,891	3.73	

Data Presentation

Data are presented in both numeric and graphic format. Numeric presentation provides the percentage of responses in each of five categories (Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree) along with the number of respondents and the average response.

Graphic representations provide your percentage of:

- 'Strongly Agree' responses on the blue bar
- 'Agree' responses on the white bar
- 'Neutral', 'Disagree' and 'Strongly Disagree' responses on the red bar.

The scale for the Dimension Summary and Question Detail bar graphs are represented as a percentage.



Question Item Detail
Cedarville University
Job Satisfaction
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Responses	Average Resp.	Percent Response
1. I would rate my organization as an exceptional place to work.								
Cedarville University	34%	43%	9%	9%	4%	522	3.95	
Certified BCWs	52%	39%	7%	2%	0%	5,008	4.40	
Others	30%	46%	14%	8%	2%	5,891	3.95	
Last Survey Results	42%	40%	10%	6%	2%	481	4.12	
2. All in all, I am satisfied with my job.								
Cedarville University	38%	47%	7%	6%	2%	522	4.11	
Certified BCWs	48%	42%	6%	3%	1%	5,004	4.34	
Others	33%	50%	10%	6%	1%	5,889	4.07	
Last Survey Results	43%	40%	10%	7%	2%	480	4.15	
3. In general, I like working for this organization.								
Cedarville University	43%	42%	8%	6%	2%	522	4.17	
Certified BCWs	58%	37%	4%	1%	0%	4,999	4.50	
Others	41%	47%	8%	4%	1%	5,885	4.22	
Last Survey Results	47%	41%	7%	3%	2%	479	4.29	
4. I am motivated to put in extra effort beyond what is expected to help my organization succeed.								
Cedarville University	47%	33%	11%	6%	3%	521	4.14	
Certified BCWs	55%	34%	7%	3%	1%	2,032	4.40	
Others	47%	37%	9%	5%	2%	1,388	4.21	
Last Survey Results								



Question Item Detail
Cedarville University
Organizational Commitment
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
5. My organization retains highly qualified employees.								
Cedarville University	22%	45%	17%	13%	3%	521	3.70	
Certified BCWs	31%	48%	14%	6%	1%	4,996	4.02	
Others	18%	46%	20%	12%	3%	5,885	3.64	
Last Survey Results	26%	54%	10%	7%	2%	480	3.94	
6. My organization provides good job security to employees who perform well.								
Cedarville University	31%	41%	11%	10%	7%	517	3.79	
Certified BCWs	48%	40%	8%	3%	1%	4,978	4.31	
Others	27%	43%	17%	10%	4%	5,874	3.80	
Last Survey Results	42%	41%	8%	6%	2%	481	4.15	
7. Over the past year, my organization has improved for the better.								
Cedarville University	21%	30%	21%	17%	11%	518	3.33	
Certified BCWs	35%	39%	19%	5%	1%	4,979	4.03	
Others	21%	39%	25%	11%	4%	5,852	3.61	
Last Survey Results	19%	38%	25%	13%	6%	480	3.50	
8. I would recommend my organization to others as a good place to work.								
Cedarville University	33%	43%	13%	7%	4%	520	3.92	
Certified BCWs	53%	37%	7%	2%	0%	5,001	4.40	
Others	30%	44%	16%	7%	2%	5,874	3.93	
Last Survey Results	39%	41%	13%	6%	2%	481	4.09	
9. I would prefer to remain with my organization even if a comparable job at a higher pay level were available in another organization.								
Cedarville University	26%	33%	21%	12%	7%	519	3.60	
Certified BCWs	34%	33%	19%	10%	4%	5,001	3.81	
Others	22%	32%	23%	16%	7%	5,877	3.47	
Last Survey Results	27%	36%	19%	11%	8%	481	3.64	



Question Item Detail
Cedarville University
Christian Witness
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
10. I am very satisfied with the opportunities I have to use my spiritual gifts in my job.								
Cedarville University	37%	42%	13%	6%	1%	521	4.09	
Certified BCWs	47%	38%	10%	4%	1%	4,994	4.27	
Others	35%	43%	14%	7%	1%	5,337	4.04	
Last Survey Results								
11. My organization's leaders exhibit the fruit of the Holy Spirit (love, joy, peace, kindness, etc.).								
Cedarville University	25%	41%	17%	11%	7%	518	3.66	
Certified BCWs	40%	43%	12%	3%	1%	4,961	4.17	
Others	25%	48%	17%	7%	3%	5,304	3.84	
Last Survey Results								
12. Overall, I am very satisfied with the level of Christian fellowship and spirituality at my organization.								
Cedarville University	22%	43%	16%	14%	5%	521	3.64	
Certified BCWs	41%	43%	11%	4%	1%	4,998	4.19	
Others	25%	48%	16%	9%	2%	5,336	3.84	
Last Survey Results								
13. My organization's leaders keep a focus on putting Christ first in daily decision-making.								
Cedarville University	27%	36%	17%	14%	6%	519	3.65	
Certified BCWs	37%	41%	16%	5%	1%	4,980	4.08	
Others	23%	42%	23%	9%	3%	5,309	3.71	
Last Survey Results								
14. My organization reflects Christ to the world.								
Cedarville University	33%	42%	14%	8%	3%	522	3.94	
Certified BCWs	43%	43%	10%	3%	1%	4,990	4.25	
Others	32%	48%	15%	4%	1%	5,328	4.05	
Last Survey Results								
15. At my organization leaders are humble.								
Cedarville University	21%	37%	19%	14%	8%	519	3.48	
Certified BCWs	33%	40%	19%	5%	2%	2,021	3.96	
Others	19%	41%	23%	11%	7%	1,310	3.53	
Last Survey Results								



Question Item Detail
Cedarville University
Supervisory Effectiveness
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
16. There is a high level of trust at my organization between senior leadership and employees.								
Cedarville University	11%	24%	22%	22%	21%	516	2.82	
Certified BCWs	26%	40%	19%	11%	4%	4,981	3.74	
Others	13%	34%	22%	20%	11%	5,854	3.16	
Last Survey Results	16%	40%	17%	15%	12%	479	3.34	
17. My supervisor cares about me as a person.								
Cedarville University	56%	32%	8%	2%	2%	521	4.38	
Certified BCWs	60%	29%	6%	3%	2%	4,986	4.42	
Others	53%	33%	9%	3%	2%	5,878	4.31	
Last Survey Results	58%	30%	7%	4%	2%	480	4.38	
18. My supervisor helps me to solve work-related problems.								
Cedarville University	51%	35%	7%	5%	2%	520	4.28	
Certified BCWs	55%	32%	8%	4%	2%	4,993	4.34	
Others	47%	37%	10%	5%	2%	5,878	4.21	
Last Survey Results	51%	34%	9%	4%	2%	479	4.28	
19. My organization's leaders behave with fairness and integrity.								
Cedarville University	20%	38%	18%	15%	9%	520	3.44	
Certified BCWs	38%	41%	14%	5%	2%	4,979	4.08	
Others	25%	43%	19%	9%	4%	5,873	3.75	
Last Survey Results	30%	38%	17%	9%	6%	480	3.78	
20. My organization's leaders demonstrate compassion for people at all levels.								
Cedarville University	23%	37%	19%	13%	8%	520	3.55	
Certified BCWs	37%	41%	14%	6%	2%	4,984	4.05	
Others	25%	41%	20%	10%	4%	5,872	3.73	
Last Survey Results	30%	40%	16%	8%	6%	480	3.80	



Question Item Detail
Cedarville University
Work Satisfaction
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
21. I have fun at work.								
Cedarville University	32%	51%	12%	3%	2%	522	4.09	
Certified BCWs	44%	43%	9%	3%	1%	4,985	4.27	
Others	32%	50%	14%	4%	1%	5,881	4.08	
Last Survey Results	33%	49%	13%	4%	0%	481	4.11	
22. The mission and goals of my organization make me feel my job is important.								
Cedarville University	38%	40%	14%	6%	3%	520	4.05	
Certified BCWs	48%	38%	10%	3%	1%	4,972	4.30	
Others	39%	42%	13%	5%	2%	5,856	4.11	
Last Survey Results	42%	40%	11%	6%	2%	480	4.13	
23. There is clear consensus on my organization's goals.								
Cedarville University	21%	41%	16%	15%	7%	521	3.54	
Certified BCWs	34%	43%	14%	7%	2%	4,992	4.00	
Others	20%	41%	20%	14%	5%	5,875	3.56	
Last Survey Results	28%	41%	13%	12%	5%	480	3.76	
24. I have the decision-making authority I need to do my job effectively.								
Cedarville University	35%	41%	13%	7%	4%	516	3.97	
Certified BCWs	41%	40%	10%	7%	3%	4,990	4.08	
Others	32%	44%	12%	8%	3%	5,867	3.93	
Last Survey Results	39%	38%	11%	9%	3%	480	4.00	
25. I receive the training needed to do my current job effectively.								
Cedarville University	31%	47%	15%	6%	2%	522	4.00	
Certified BCWs	33%	44%	14%	7%	2%	4,992	4.00	
Others	24%	44%	19%	10%	3%	5,868	3.75	
Last Survey Results	33%	43%	17%	5%	2%	479	4.00	
26. I am very satisfied with the opportunities I have to use my skills in my job.								
Cedarville University	37%	43%	11%	7%	2%	521	4.06	
Certified BCWs	43%	40%	10%	6%	1%	4,988	4.16	
Others	32%	44%	14%	7%	2%	5,882	3.98	
Last Survey Results	38%	39%	13%	6%	3%	480	4.02	



Question Item Detail
Cedarville University
Personal Growth and Development
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
27. In the last six months, someone at work has talked to me about my progress.								
Cedarville University	25%	40%	9%	19%	7%	522	3.58	
Certified BCWs	30%	37%	13%	14%	6%	4,978	3.71	
Others	26%	40%	12%	16%	6%	5,855	3.64	
Last Survey Results	27%	37%	13%	17%	6%	477	3.61	
28. My organization effectively rewards top performers.								
Cedarville University	11%	24%	33%	20%	13%	513	2.99	
Certified BCWs	15%	30%	29%	17%	8%	4,962	3.28	
Others	7%	24%	33%	23%	13%	5,842	2.89	
Last Survey Results	9%	29%	30%	21%	10%	479	3.05	
29. I am satisfied with the recognition I receive for doing a good job.								
Cedarville University	18%	41%	20%	14%	8%	521	3.48	
Certified BCWs	26%	38%	20%	11%	5%	4,983	3.70	
Others	17%	39%	24%	13%	7%	5,872	3.47	
Last Survey Results	19%	40%	20%	12%	8%	478	3.49	
30. In the past year, I have had opportunities at work to learn and grow.								
Cedarville University	28%	49%	15%	5%	3%	519	3.95	
Certified BCWs	38%	42%	13%	5%	2%	4,961	4.10	
Others	27%	50%	14%	6%	2%	5,851	3.95	
Last Survey Results	30%	48%	12%	8%	2%	479	3.98	
31. Someone at work encourages my development.								
Cedarville University	28%	43%	17%	9%	3%	521	3.82	
Certified BCWs	35%	39%	16%	8%	3%	4,986	3.94	
Others	26%	42%	18%	10%	4%	5,879	3.76	
Last Survey Results	28%	38%	19%	11%	4%	479	3.77	
32. My organization promotes the most qualified employees.								
Cedarville University	10%	25%	32%	20%	13%	517	3.00	
Certified BCWs	18%	34%	29%	13%	6%	4,954	3.44	
Others	9%	28%	36%	17%	10%	5,827	3.09	
Last Survey Results	11%	30%	33%	16%	10%	478	3.15	



Question Item Detail
Cedarville University
Management Effectiveness
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
33. My organization is well managed.								
Cedarville University	11%	40%	21%	16%	11%	522	3.25	
Certified BCWs	28%	46%	17%	7%	2%	4,990	3.92	
Others	13%	43%	24%	13%	6%	5,873	3.43	
Last Survey Results	17%	42%	24%	10%	7%	479	3.52	
34. My organization acts on the suggestions of employees.								
Cedarville University	10%	32%	33%	16%	8%	516	3.21	
Certified BCWs	18%	39%	31%	10%	3%	4,959	3.59	
Others	9%	37%	34%	14%	6%	5,840	3.29	
Last Survey Results	10%	40%	29%	13%	8%	478	3.33	
35. Employees at my organization are encouraged to experiment and to be innovative.								
Cedarville University	14%	40%	26%	14%	6%	515	3.43	
Certified BCWs	23%	41%	24%	9%	2%	4,971	3.73	
Others	13%	41%	28%	14%	5%	5,836	3.44	
Last Survey Results	14%	40%	26%	12%	7%	477	3.42	
36. At my organization we strive to help one another maintain life balance.								
Cedarville University	17%	46%	23%	11%	4%	513	3.59	
Certified BCWs	27%	45%	18%	8%	2%	4,971	3.88	
Others	15%	44%	25%	11%	4%	5,841	3.56	
Last Survey Results	23%	45%	17%	10%	5%	476	3.71	
37. My organization conducts its activities openly and honestly.								
Cedarville University	15%	34%	22%	17%	13%	519	3.20	
Certified BCWs	31%	42%	18%	7%	3%	4,974	3.92	
Others	20%	42%	23%	11%	5%	5,857	3.61	
Last Survey Results	26%	40%	19%	9%	6%	478	3.70	
38. At my organization, people are responsible and held accountable for doing what they say they will do.								
Cedarville University	13%	38%	25%	16%	9%	520	3.31	
Certified BCWs	24%	44%	20%	9%	3%	4,969	3.77	
Others	13%	42%	26%	13%	6%	5,845	3.44	
Last Survey Results	17%	45%	21%	11%	6%	477	3.56	



Question Item Detail
Cedarville University
Constituent Relationships
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
39. Long-term loyal relationships with those we serve are highly valued at my organization.								
Cedarville University	28%	42%	15%	7%	8%	520	3.76	
Certified BCWs	40%	44%	12%	3%	1%	4,976	4.19	
Others	26%	47%	18%	7%	3%	5,849	3.86	
Last Survey Results	36%	41%	11%	7%	4%	477	3.98	
40. My organization has a winning strategy for meeting the needs of those we serve.								
Cedarville University	21%	49%	21%	6%	3%	518	3.78	
Certified BCWs	31%	49%	15%	4%	1%	4,959	4.05	
Others	15%	46%	27%	10%	3%	5,832	3.61	
Last Survey Results	25%	47%	19%	7%	2%	478	3.84	
41. Overall the quality of the programs/services my organization offers satisfies those we serve.								
Cedarville University	32%	53%	12%	2%	0%	517	4.15	
Certified BCWs	34%	54%	10%	2%	0%	4,975	4.19	
Others	19%	57%	18%	5%	1%	5,863	3.88	
Last Survey Results	33%	56%	9%	2%	1%	478	4.18	
42. I would recommend that my family/friends use or support my organization's programs/services.								
Cedarville University	34%	45%	13%	5%	3%	521	4.02	
Certified BCWs	47%	41%	9%	2%	1%	4,987	4.31	
Others	31%	47%	15%	5%	2%	5,863	4.00	
Last Survey Results	40%	43%	13%	3%	1%	477	4.17	
43. Over the past year, my organization has met its performance goals.								
Cedarville University	13%	39%	36%	8%	3%	505	3.52	
Certified BCWs	26%	43%	26%	3%	1%	4,920	3.91	
Others	11%	38%	37%	10%	3%	5,771	3.45	
Last Survey Results	12%	44%	32%	9%	3%	477	3.55	



Question Item Detail
Cedarville University
Teamwork
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
44. My organization values diversity of cultural backgrounds, personal styles, and ideas among our employees.								
Cedarville University	20%	45%	19%	11%	5%	515	3.63	
Certified BCWs	28%	44%	17%	8%	3%	4,968	3.87	
Others	19%	47%	20%	10%	3%	5,845	3.69	
Last Survey Results	19%	49%	19%	10%	4%	481	3.69	
45. My organization recruits and hires highly qualified employees.								
Cedarville University	19%	50%	19%	8%	4%	520	3.74	
Certified BCWs	27%	48%	17%	6%	2%	4,979	3.92	
Others	16%	48%	23%	9%	3%	5,860	3.65	
Last Survey Results	21%	48%	20%	8%	4%	481	3.75	
46. My co-workers are highly committed to excellence in their work.								
Cedarville University	40%	46%	10%	3%	1%	518	4.19	
Certified BCWs	45%	40%	10%	4%	1%	4,985	4.24	
Others	38%	47%	10%	4%	1%	5,869	4.16	
Last Survey Results	42%	43%	9%	5%	0%	480	4.21	
47. In my work area we work effectively as a team.								
Cedarville University	51%	36%	7%	4%	2%	521	4.29	
Certified BCWs	51%	34%	8%	5%	2%	4,991	4.26	
Others	43%	40%	10%	6%	2%	5,864	4.15	
Last Survey Results	46%	36%	9%	7%	3%	480	4.15	
48. At my organization, there is generally good teamwork across departments.								
Cedarville University	18%	40%	20%	16%	6%	513	3.49	
Certified BCWs	26%	45%	16%	10%	3%	4,973	3.81	
Others	14%	41%	24%	16%	5%	5,850	3.43	
Last Survey Results	14%	45%	23%	12%	5%	480	3.52	
49. The people I work with exhibit good conflict resolution skills.								
Cedarville University	28%	44%	16%	8%	4%	518	3.85	
Certified BCWs	33%	42%	14%	8%	3%	4,987	3.95	
Others	22%	47%	19%	9%	3%	5,851	3.76	
Last Survey Results	25%	46%	17%	9%	3%	479	3.80	



Question Item Detail
Cedarville University
Communications
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
50. My organization's leaders explain the reasons behind major decisions.								
Cedarville University	13%	30%	22%	20%	14%	519	3.08	
Certified BCWs	22%	43%	20%	11%	4%	4,975	3.67	
Others	14%	41%	22%	16%	7%	5,861	3.39	
Last Survey Results	15%	41%	19%	16%	9%	479	3.37	
51. I know what is expected of me at work.								
Cedarville University	39%	49%	7%	4%	1%	521	4.21	
Certified BCWs	43%	47%	6%	3%	1%	4,989	4.29	
Others	32%	54%	9%	4%	1%	5,879	4.12	
Last Survey Results	36%	51%	9%	3%	1%	479	4.18	
52. My organization seeks the suggestions of employees.								
Cedarville University	15%	38%	24%	16%	7%	516	3.37	
Certified BCWs	22%	41%	22%	10%	3%	4,975	3.70	
Others	13%	43%	25%	14%	5%	5,853	3.47	
Last Survey Results	15%	42%	23%	13%	6%	479	3.47	
53. Employees feel free to voice their opinions openly in my work area.								
Cedarville University	25%	39%	14%	12%	11%	522	3.53	
Certified BCWs	34%	41%	12%	8%	5%	4,977	3.91	
Others	26%	44%	14%	10%	6%	5,870	3.74	
Last Survey Results	27%	43%	14%	10%	6%	480	3.76	
54. My organization involves employees in decisions that affect them.								
Cedarville University	12%	33%	25%	19%	11%	515	3.17	
Certified BCWs	20%	38%	24%	13%	5%	4,968	3.56	
Others	12%	35%	27%	18%	8%	5,839	3.25	
Last Survey Results	15%	38%	23%	16%	8%	480	3.36	



Question Item Detail
Cedarville University
Pay and Benefits
 2008-2009 Survey Results

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	# of Respondents	Average Resp.	Percent Response
55. In comparison with people in similar jobs in other Christian organizations, I feel I am paid fairly.								
Cedarville University	19%	45%	21%	11%	3%	514	3.67	
Certified BCWs	21%	40%	21%	12%	5%	4,821	3.61	
Others	13%	38%	25%	17%	8%	5,163	3.30	
Last Survey Results								
56. I am satisfied with my medical or health plan.								
Cedarville University	19%	47%	22%	9%	4%	508	3.67	
Certified BCWs	33%	41%	18%	6%	3%	4,924	3.95	
Others	20%	42%	22%	11%	5%	5,803	3.61	
Last Survey Results	17%	38%	27%	14%	4%	476	3.50	
57. I am satisfied with my paid time off (vacation, sick leave).								
Cedarville University	35%	47%	11%	5%	2%	511	4.08	
Certified BCWs	47%	41%	9%	3%	1%	4,943	4.29	
Others	34%	46%	14%	4%	2%	5,816	4.05	
Last Survey Results	39%	44%	12%	4%	1%	478	4.15	
58. I am satisfied with my retirement plans (pension, 403(b), 401(k), RRSP etc.).								
Cedarville University	32%	52%	12%	2%	2%	508	4.10	
Certified BCWs	44%	41%	12%	2%	1%	4,940	4.26	
Others	29%	44%	19%	5%	3%	5,787	3.91	
Last Survey Results	38%	46%	14%	1%	1%	479	4.19	