

All voices matter - Your Voice Staff Survey

report: Charles Sturt University - 2022 Overall Report

start: 25 Jul 2022

close: 12 Aug 2022

fixed-term & continuing responses: 1386 (response rate 66%)

report margin of error: 1.4%



2022
Your Voice
Staff Survey

All voices matter



Charles Sturt
University

**voice
project**

improving organisations
by giving people a voice

www.voiceproject.com

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introduction

purpose

The purpose of this report is to present the results of your employee survey. This report helps leaders and employees better understand the quality of current work practices that affect employee engagement, wellbeing and organisational performance. Based on this understanding, an action plan should be created to capitalise on strengths and address development areas.

confidentiality

Reports are only produced when the minimum number of 10 people have fully completed their surveys. Individual rating scores from respondents are never shown in these reports.

about voice project

Since 2002 Voice Project has given a voice to over 3 million people across more than 3000 organisations. Some of the benefits our clients have gained from acting on engagement survey feedback include: increased employee engagement, reduced employee turnover, process improvements, improved career planning processes, better performance appraisal and recognition systems, and improved services to customers.

voice engagement model

Your organisation's survey is based on the Voice Engagement Model, which identifies the **drivers** of three organisational **outcomes**.

outcomes

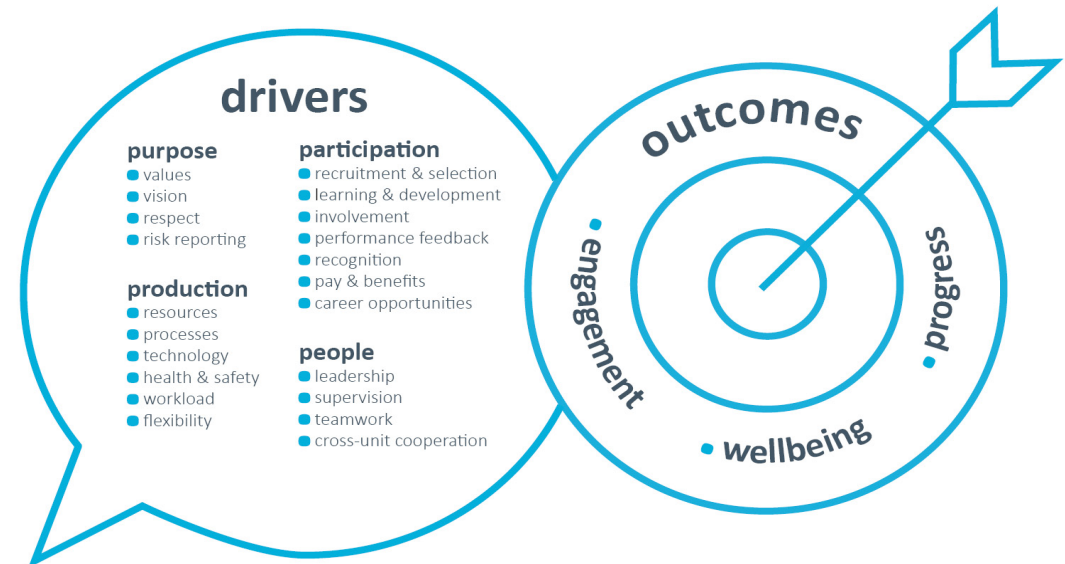
There are three main outcomes in this employee survey that are related to organisational performance:

- **Engagement** measures the overall job satisfaction of staff and their commitment to the organisation.
- **Wellbeing** measures the emotional wellness of staff at work, and their ability to successfully manage job stress.
- **Progress** measures staff perceptions about current organisational performance and optimism about the future.

drivers

To identify how to increase engagement, wellbeing and progress, the Voice Engagement Survey measures current performance on a range of organisational practices. This assessment helps to identify areas where key changes can be made to drive stronger engagement, wellbeing and progress.

For example, if employees are unclear about the purpose of the organisation, this is likely to affect their emotional attachment to the organisation and their evaluation of its progress.



interpreting your results

current performance

The current performance of your organisation is reported using the statistics “% Favourable” (% Fav). The % Fav shows the percentage of people who responded favourably to your survey questions (i.e. by selecting the “Tend to Agree” or “Strongly Agree” option on your survey rating scale).

Traffic light colours are used to indicate whether the percentage favourable is “high” (80% or more people responded favourably), “moderate” (50<80% Fav) or “low” (less than 50% of people responded favourably).

benchmark comparisons

The current performance of your organisation (% Fav) can be compared to your previous survey results (if appropriate) and to the average performance of an industry benchmark. Both of these comparisons use the statistic “% Difference” (% Diff).

Traffic light colours are used to show your performance compared to the benchmark. The % Diff can be “high” (10 percentage points or more higher than the comparison), “moderate” (less than 10 percentage points difference) or “low” (10 percentage points or more below the comparison). For example, if your “Benchmark % Diff” is +12%, this means that your results are 12 percentage points higher than the industry average and would be coloured green. Be careful interpreting the significance of small differences with lower response rates.

Note that for category scores, the % Diff is the average of the % Diffs across all benchmarkable questions in that category (tailored questions may not be benchmarkable).

The industry benchmark for this report is:

Australian & New Zealand Universities

The secondary industry benchmark is:

Regional University Network

current performance
(% Fav)

high
 $\geq 80\%$

moderate
 $50 < 80\%$

low
 $< 50\%$

benchmark comparisons
(% Diff)

high
 $\geq +10\%$

moderate
 $\pm 10\%$

low
 $\leq -10\%$

interpreting your results

interpreting detailed results

excluded responses (% N/A):

For each category and question, the percentage of respondents who chose not to respond to the question (i.e. answered “Not Applicable/Don’t Know” on the survey rating scale) is shown in the column labelled “% N/A”. Analyses on all questions and categories did not include these responses.

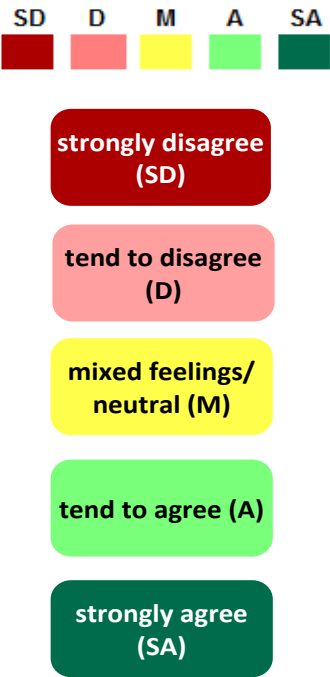
distribution of responses:

The distribution of responses for each question and category is represented graphically (i.e. what proportion of respondents indicated responses of “Strongly Disagree”, “Tend to Disagree”, “Mixed Feelings/Neutral”, “Tend to Agree”, or “Strongly Agree” on any question or category).

excluded responses

not applicable/
don’t know
(% N/A)

distribution of responses



interpreting your results

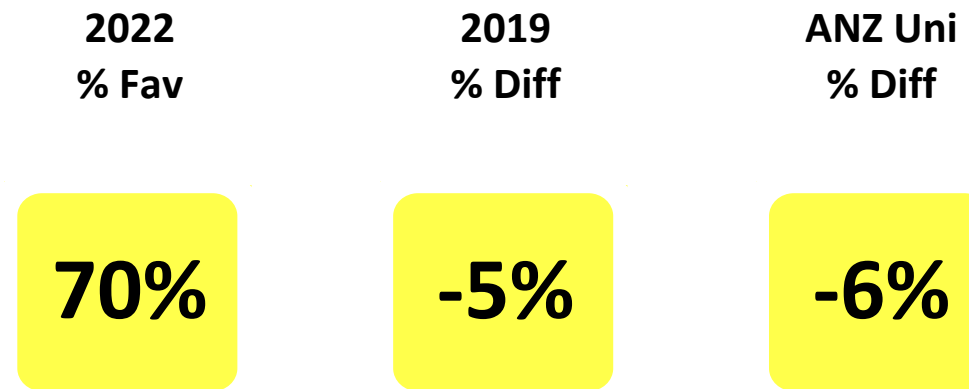
definitions

The following definitions were referenced throughout the survey:

- **“Executive Leadership Team”** = responsible for setting the strategic direction and priorities for Charles Sturt University. It comprises the Vice-Chancellor, Deputy Vice-Chancellor (Academic), Deputy Vice-Chancellor (Research), Chief Operating Officer, Executive Deans, University Secretary, Director, Office of the Vice-Chancellor
- **“Senior Management”** = includes, Pro-Vice-Chancellors, Associate Deans, Executive Directors
- **“Supervisor”** = the person to whom you directly report (Heads of School, Directors, Managers or Team Leaders)
- **“Customer”** = customers external to the university e.g., students, industry partners, community, clients
- **Community engagement** describes collaboration between the University and our constituent communities (local, regional/state, national, global) for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity
- **Entrepreneurship** refers to initiating any commercial, business, or similar applications of your work at the university
- **Industry engagement** describes collaboration between the University and industry partners for the purpose of research collaboration or commercialisation

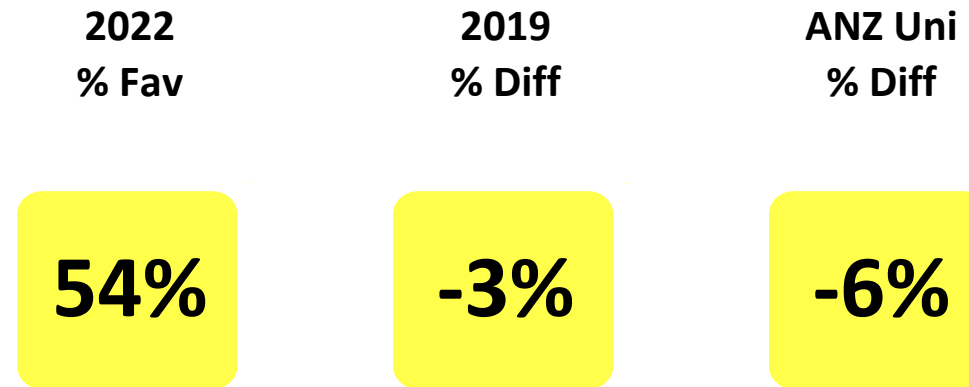
high level results

engagement



- Engagement represents the level of job satisfaction and staff commitment to your organisation. Your survey data shows that engagement for your organisation is moderate, with 70% of survey respondents indicating they are engaged.
- Your engagement results are 5% lower than your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 6% lower than is typical at other similar organisations.

wellbeing



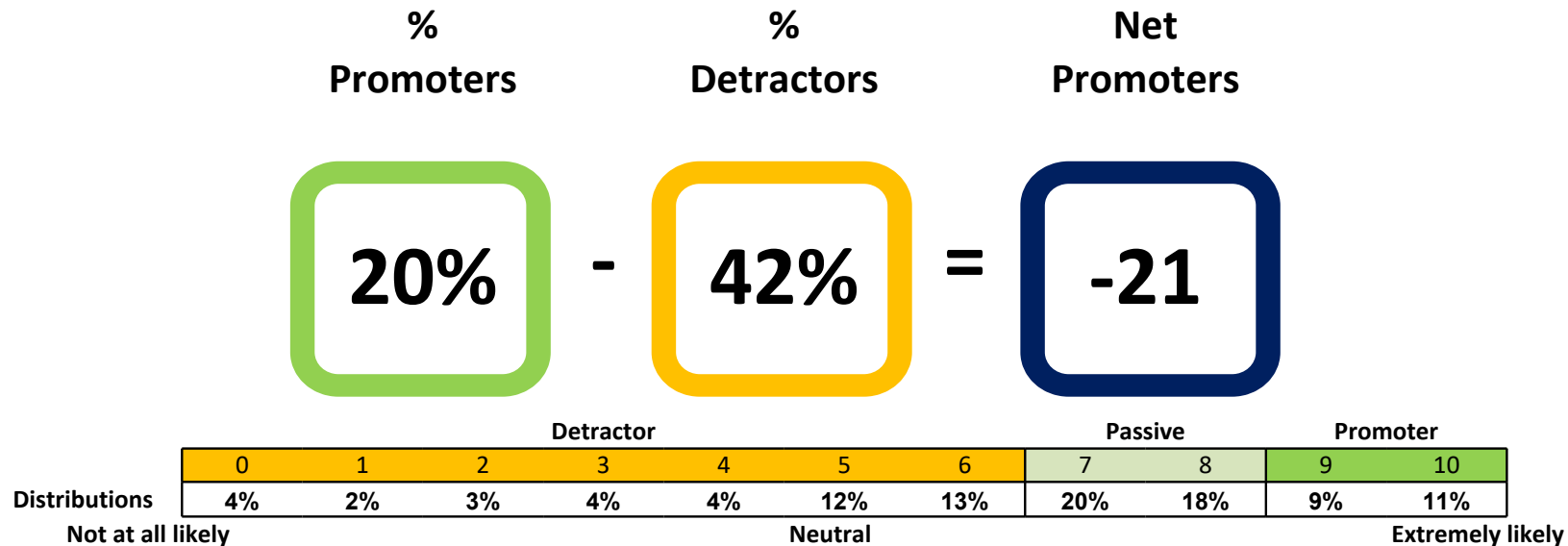
- Wellbeing reflects the emotional wellness of staff at work, and their ability to successfully manage job stress. Your survey data shows that wellbeing in your organisation is moderate, with 54% of survey respondents indicating they feel well at work.
- Your wellbeing results are 3% lower than your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 6% lower than is typical at other similar organisations.

progress



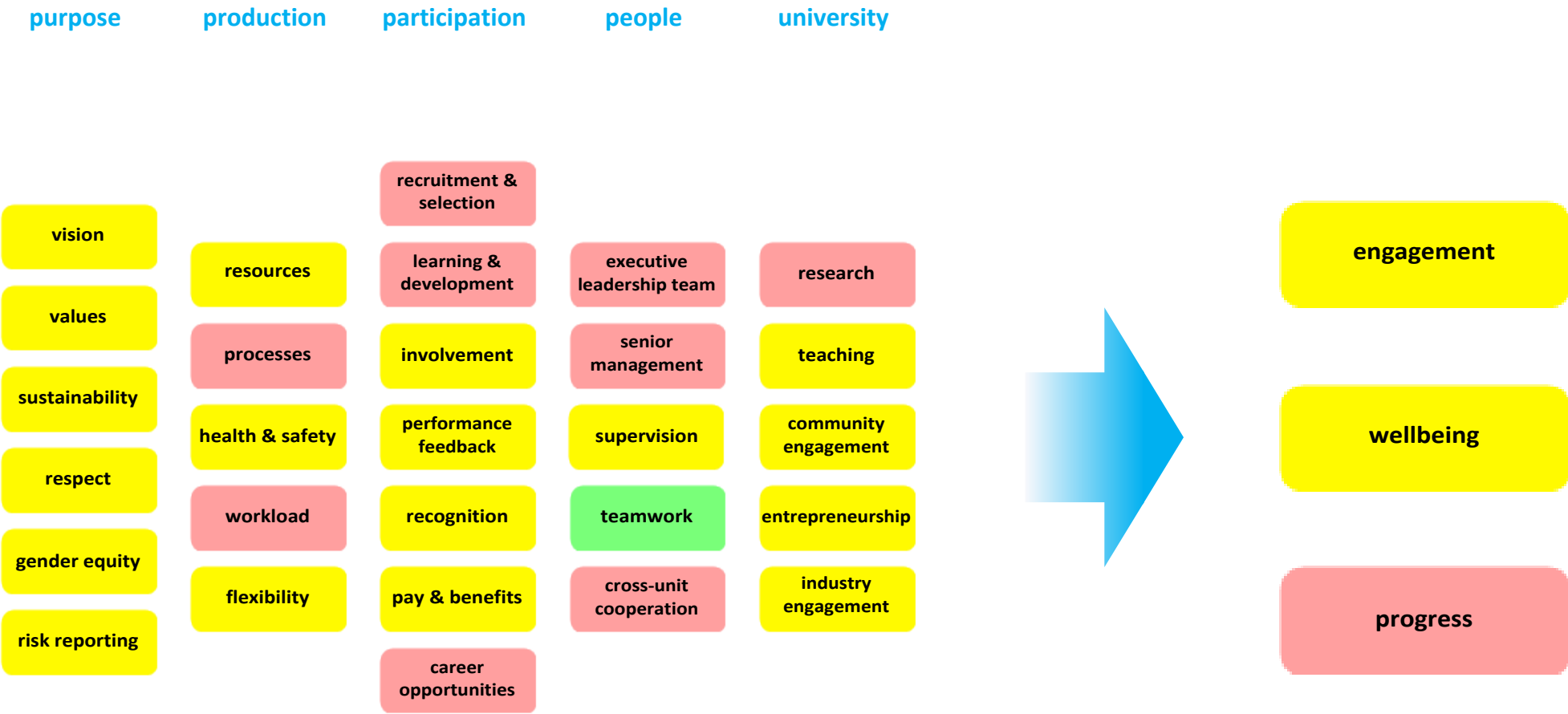
- Progress reflects staff perceptions about organisational performance. Your survey data shows that progress for your organisation is low, with 40% of survey respondents indicating they are satisfied with the organisation's progress and success in delivering outcomes.
- Your progress results are 5% lower than your previous survey.
- Compared to the Australian & New Zealand Universities benchmark, your results are 17% lower than is typical at other similar organisations.

net promoter score



- An Employee Net Promoter Score (eNPS) is a single question used to gauge whether employees identify as advocates for your organisation. For your survey, respondents were asked to answer the following question:
“Thinking about your experience working at Charles Sturt University, how likely would you be to recommend Charles Sturt University as an employer to a friend, family member or colleague?”
- Your survey data shows that the eNPS is -21. This indicates that, within this respondent group, you have 21% more detractors than promoters.

performance overview



priorities

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Senior Management	I have confidence in the ability of senior management	49%	-2%	-17%
Senior Management	Senior management effectively lead and manage change	42%		
Recruitment & Selection	Charles Sturt University is good at selecting the right people for the right jobs	32%	-22%	-14%
Recruitment & Selection	Charles Sturt University is good at attracting people to apply for jobs here	37%		-13%
Executive Leadership Team	I have confidence in the ability of the Executive Leadership Team	39%	-9%	-15%

The table above expands on the priority matrix at a question level, identifying the questions where performance was rated lowest in comparison to the relative importance of the issue. Key improvement areas, or areas of high impact in which staff perceive performance could improve, have been identified. We recommend that you consider other sources of information such as open-text comments alongside this information when determining the areas you will action.

top 5 questions % favourable

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Values	I believe in the overall purpose of Charles Sturt University - 'Yindyamarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	87%	0%	+4%
Engagement	I like the kind of work I do	86%	-2%	-2%
Values	I believe in the values of Charles Sturt University	85%	0%	+3%
Supervision	My supervisor genuinely supports equality between genders	85%	-1%	-2%
Teamwork	My colleagues give me help and support	85%	0%	-1%

top 5 questions compared to previous survey

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Cross-Unit Cooperation	Knowledge and information are shared throughout Charles Sturt University	40%	+6%	+2%
Risk Reporting	I would feel comfortable about making a complaint about any issue affecting me in the workplace	47%	+4%	
Performance Feedback	I have regular conversations with my supervisor about how I am performing	60%	+3%	
Supervision	I have confidence in the ability of my supervisor	77%	+2%	-1%
Supervision	My supervisor behaves in a way that is consistent with the values of Charles Sturt University	80%	+1%	-4%

top 5 questions compared to benchmarks

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Sustainability	Charles Sturt University is environmentally responsible	80%	-7%	+9%
Vision	I am aware of the vision and strategy for the future of Charles Sturt University	69%	-9%	+4%
Values	I believe in the overall purpose of Charles Sturt University - 'Yindyamarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	87%	0%	+4%
Values	I believe in the values of Charles Sturt University	85%	0%	+3%
Cross-Unit Cooperation	Knowledge and information are shared throughout Charles Sturt University	40%	+6%	+2%

bottom 5 questions % favourable

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Progress	Change is handled well at Charles Sturt University	24%	-5%	-9%
Career Opportunities	Enough time and effort is spent on career planning	26%	-9%	-9%
Processes	Our processes are efficient	26%		-10%
Processes	At Charles Sturt University it is clear who has responsibility for what	27%	-15%	-13%
Recruitment & Selection	Charles Sturt University is good at selecting the right people for the right jobs	32%	-22%	-14%

bottom 5 questions compared to previous survey

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Pay & Benefits	I am satisfied with the benefits I receive	64%	-24%	-13%
Learning & Development	The training and development I've received has improved my performance	43%	-22%	-15%
Recruitment & Selection	Charles Sturt University is good at selecting the right people for the right jobs	32%	-22%	-14%
Sustainability	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	57%	-18%	
Learning & Development	There is a commitment to ongoing training and development of staff	41%	-16%	-16%

bottom 5 questions compared to benchmarks

		2022 % Fav	2019 % Diff	ANZ Uni % Diff
Progress	Customers are satisfied with our services	41%	-10%	-22%
Progress	The goals of Charles Sturt University are being reached	35%	-10%	-21%
Progress	The future for Charles Sturt University is positive	46%	0%	-19%
Senior Management	I have confidence in the ability of senior management	49%	-2%	-17%
Learning & Development	There is a commitment to ongoing training and development of staff	41%	-16%	-16%

detailed results

category results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



	ENGAGEMENT	1%	70%	-5%						-6%	-4%
	WELLBEING	0%	54%	-3%						-6%	-4%
	PROGRESS	7%	40%	-5%						-17%	-9%
PURPOSE	Vision	2%	58%	-7%						-3%	+1%
	Values	2%	76%	-3%						-1%	+1%
	Sustainability	3%	70%	-11%						+9%	+6%
	Respect	1%	62%	-3%						-10%	-5%
	Gender Equity	3%	79%	-3%						-2%	-1%
PRODUCTION	Risk Reporting	0%	55%	+2%						-5%	+4%
	Resources	0%	61%	-9%						-3%	+1%
	Processes	0%	33%	-11%						-11%	-8%
	Health & Safety	1%	70%	-10%						-9%	-9%
	Workload	0%	42%	-11%						-11%	-9%
PARTICIPATION	Flexibility	0%	63%	-8%						-6%	-6%
	Recruitment & Selection	6%	34%	-22%						-14%	-5%
	Learning & Development	3%	42%	-19%						-16%	-14%
	Involvement	0%	55%	-5%						-6%	+1%
	Performance Feedback	2%	55%	-1%						-5%	-3%
PEOPLE	Recognition	1%	53%	-5%						-7%	-2%
	Pay & Benefits	1%	60%	-17%						-9%	-12%
	Career Opportunities	4%	32%	-7%						-9%	-3%
	Executive Leadership Team	7%	43%	-12%						-8%	-4%
	Senior Management	4%	48%	-2%						-14%	-6%
UNIVERSITY	Supervision	3%	78%	0%						-2%	+1%
	Teamwork	0%	84%	0%						-1%	+1%
	Cross-Unit Cooperation	3%	43%	+1%						-3%	+8%
	Research	73%	49%	-7%						-13%	-5%
	Teaching	67%	53%	-11%						-8%	-5%
	Community Engagement	74%	55%	-14%						-3%	-1%
	Entrepreneurship	93%	50%							+11%	
	Industry Engagement	78%	57%							-4%	

question results

	2022	2019	Distribution					ANZ Uni	RUN
High	≥80%	≥+10%						≥+10%	≥+10%
Mod	50<80%	±10%	SD	D	M	A	SA	±10%	±10%
Low	<50%	≤-10%						≤-10%	≤-10%
	%N/A	% Fav						% Diff	% Diff

Vision	1	I am aware of the vision and strategy for the future of Charles Sturt University	2%	69%	-9%							+4%	+6%
	2	I understand how Charles Sturt University intends to achieve its vision and strategy	2%	43%									
	3	Charles Sturt University has a strong focus on achieving positive results	1%	64%	-6%							-10%	-4%
Values	4	I believe in the overall purpose of Charles Sturt University - 'Yindymarra Winhanganha' - The wisdom of respectfully knowing how to live well in a world worth living in	1%	87%	0%							+4%	+3%
	5	I believe in the values of Charles Sturt University	1%	85%	0%							+3%	+4%
	6	Charles Sturt University is ethical	1%	63%	-10%							-9%	-4%
Sustainability	7	Charles Sturt University works to drive sustainable prosperity	3%	70%									
	8	Charles Sturt University is environmentally responsible	2%	80%	-7%							+9%	+6%
	9	I am encouraged to make positive contributions to social and environmental sustainability	2%	71%	-7%								
	10	I actively participate in environmental and social sustainability initiatives occurring at Charles Sturt University	4%	57%	-18%								

question results

High	≥80%	≥+10%								≥+10%	≥+10%
Mod	50<80%	±10%								±10%	±10%
Low	<50%	≤-10%								≤-10%	≤-10%
	2022	2019								ANZ Uni	RUN
%N/A	% Fav	% Diff								% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Respect

11 Charles Sturt University promotes a positive and respectful culture

0%

62%

-4%



12 Staff treat each other with respect

0%

60%



-14%

13 Discrimination is prevented and discouraged at Charles Sturt University

1%

68%

-2%



-10%

-7%

14 Bullying and abusive behaviours are prevented and discouraged at Charles Sturt University

2%

57%

-3%



-8%

-3%

Gender Equity

15 Charles Sturt University is committed to achieving a gender diverse workforce

3%

79%

-4%



-1%

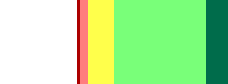
+2%

16 Charles Sturt University has practices, policies and procedures in place to prevent gender discrimination

4%

79%

-2%



0%

0%

17 At Charles Sturt University gender-based harassment and sexual harassment is not tolerated

3%

81%

-5%



-6%

-5%

18 Individuals of all genders are recognised equally for their contributions at Charles Sturt University

3%

76%

-2%



0%

-1%

Risk Reporting

19 I am encouraged to give feedback about things that concern me

0%

61%

-1%



0%

+4%

20 If I saw misconduct of other staff, I would feel safe reporting it

1%

57%



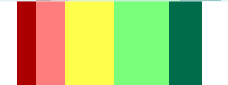
-10%

21 I would feel comfortable about making a complaint about any issue affecting me in the workplace

0%

47%

+4%



question results

	2022	2019	Distribution					ANZ Uni	RUN
High	≥80%	≥+10%						≥+10%	≥+10%
Mod	50<80%	±10%	SD	D	M	A	SA	±10%	±10%
Low	<50%	≤-10%						≤-10%	≤-10%
	%N/A	% Fav						% Diff	% Diff

[illegible]

question results

	2022	2019	Distribution					ANZ Uni	RUN
High	≥80%	≥+10%						≥+10%	≥+10%
Mod	50<80%	±10%	SD	D	M	A	SA	±10%	±10%
Low	<50%	≤-10%						≤-10%	≤-10%
	%N/A	% Fav						% Diff	% Diff

Recruitment & Selection	34	Charles Sturt University is good at attracting people to apply for jobs here	8%	37%						-13%	
	35	Charles Sturt University is good at selecting the right people for the right jobs	4%	32%	-22%					-14%	-5%
Learning & Development	36	There is a commitment to ongoing training and development of staff	1%	41%	-16%					-16%	-13%
	37	The training and development I've received has improved my performance	5%	43%	-22%					-15%	-15%
Involvement	38	I am empowered to make decisions needed to do my job well	0%	62%						-6%	
	39	I am encouraged to put forward ideas for improvement	0%	67%						-6%	
	40	I am consulted before decisions that affect me are made	1%	37%	-5%					-5%	+1%

question results

High	≥80%	≥+10%								≥+10%	≥+10%
Mod	50<80%	±10%								±10%	±10%
Low	<50%	≤-10%								≤-10%	≤-10%
	2022	2019								ANZ Uni	RUN
%N/A	% Fav	% Diff								% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Performance Feedback	41 I have regular conversations with my supervisor about how I am performing	1%	60%	+3%							
	42 I have quality conversations with my supervisor about how I am performing	1%	58%								
	43 My supervisor discusses how to align my goals and activities with the university strategy	2%	52%								
	44 The way my performance is evaluated provides me with clear guidelines for improvement	3%	49%	-4%						-5%	-3%
Recognition	45 My contributions are recognised	1%	52%	-5%						-5%	-2%
	46 At Charles Sturt University we celebrate success	1%	55%	-4%						-9%	
Pay & Benefits	47 I am satisfied with the income I receive	1%	56%	-10%						-4%	-8%
	48 I am satisfied with the benefits I receive	2%	64%	-24%						-13%	-17%
Career Opportunities	49 Enough time and effort is spent on career planning	4%	26%	-9%						-9%	-3%
	50 I am developing skills needed for career progression	3%	38%	-7%						-11%	-4%
	51 There are enough opportunities for my career to progress at Charles Sturt University	3%	32%	-5%						-6%	0%

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Executive Leadership Team

52 I have confidence in the leadership of the Vice-Chancellor

7%

49%

-9%



-5%

+1%

53 I have confidence in the ability of the Executive Leadership Team

8%

39%

-9%



-15%

-9%

54 The Executive Leadership Team behave in a way that is consistent with the values of Charles Sturt University

10%

44%

-11%



-8%

-4%

55 The Executive Leadership Team keep staff informed

4%

47%

-15%



-7%

-3%

56 The Executive Leadership Team effectively lead and manage change

8%

34%

-3%



-7%

-3%

Senior Management

57 I have confidence in the ability of senior management

4%

49%

-2%



-17%

-9%

58 Senior management behaves in a way that is consistent with the values of Charles Sturt University

6%

52%

-2%



-11%

-5%

59 Senior management keeps people informed

3%

49%

-2%



-14%

-5%

60 Senior management effectively lead and manage change

5%

42%

-3%



-7%

-3%

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Supervision

61 I have confidence in the ability of my supervisor

1%

77%

+2%

-1%

+3%

62 My supervisor behaves in a way that is consistent with the values of Charles Sturt University

2%

80%

+1%

-4%

63 My supervisor gives me help and support

2%

76%

-1%

-2%

+2%

64 My supervisor genuinely supports equality between genders

7%

85%

-1%

-2%

-1%

65 My supervisor effectively leads and manages change

3%

70%

Teamwork

66 I have confidence in the ability of my colleagues

0%

83%

0%

-1%

+2%

67 My colleagues give me help and support

0%

85%

0%

-1%

+1%

Cross-Unit Cooperation

68 Knowledge and information are shared throughout Charles Sturt University

2%

40%

+6%

+2%

+8%

69 My work unit receives help and support from other work units

4%

46%

-4%

-9%

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Research	70 I am given enough support to achieve my research goals	74%	28%	-9%							-15%	-6%
	71 Research is regarded favourably within my work unit	73%	62%	-3%							-14%	-5%
	72 My work unit encourages its members to engage in collaborative research	73%	57%	-8%							-9%	-3%
Teaching	73 I am given enough support to achieve my teaching goals	67%	45%	-13%							-10%	-7%
	74 Teaching is regarded favourably within my work unit	67%	68%	-9%							-5%	-4%
	75 I am given enough support to evaluate my teaching effectively	68%	46%	-12%							-9%	-2%
Community Engagement	76 I am given enough support to achieve my community engagement goals	74%	44%	-14%							-6%	-5%
	77 Community engagement is regarded favourably within my work unit	74%	66%								0%	+2%
Entrepreneurship	78 I am given enough support to enable me to be entrepreneurial	93%	39%								+5%	
	79 Entrepreneurship is regarded favourably within my work unit	92%	62%								+17%	
Industry Engagement	80 I am given enough support to enable me to engage with industry	78%	42%								-6%	
	81 Industry engagement is regarded favourably within my work unit	78%	71%								-2%	

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



≥+10%	≥+10%
±10%	±10%
≤-10%	≤-10%
ANZ Uni	RUN
% Diff	% Diff

Engagement

82 My work gives me a feeling of personal accomplishment

0%

74%

-5%

-6%

-4%

83 I like the kind of work I do

0%

86%

-2%

-2%

-2%

84 I am proud to tell people that I work for Charles Sturt University

0%

71%

-6%

-9%

-4%

85 I would recommend Charles Sturt University as a good place to work

0%

60%

-11%

86 I would like to still be working at Charles Sturt University in two years

2%

72%

-4%

-4%

-5%

87 I can see a future for me at Charles Sturt University

2%

61%

-7%

-2%

-3%

Wellbeing

88 My job has a positive impact on my wellbeing

0%

53%

-6%

89 I experience more positive than negative emotions at work

0%

60%

-2%

-8%

-6%

90 I feel in control of things in my job

0%

51%

-4%

-6%

-2%

91 I am able to keep my job stress at an acceptable level

0%

53%

-4%

-6%

-3%

question results

High	≥80%	≥+10%							≥+10%	≥+10%
Mod	50<80%	±10%							±10%	±10%
Low	<50%	≤-10%							≤-10%	≤-10%
	2022	2019							ANZ Uni	RUN
%N/A	% Fav	% Diff							% Diff	% Diff



Progress	92	Change is handled well at Charles Sturt University	3%	24%	-5%							-9%	-4%
	93	Charles Sturt University is innovative	3%	39%	-2%							-12%	-6%
	94	Customers are satisfied with our services	10%	41%	-10%							-22%	-14%
	95	I would recommend Charles Sturt University's services	3%	54%								-16%	
	96	The goals of Charles Sturt University are being reached	15%	35%	-10%							-21%	-13%
	97	The future for Charles Sturt University is positive	6%	46%	0%							-19%	-9%