



2019 Gallup Higher Education Database

Percentile Rankings

Gallup's Q¹² Database consists of data from Q¹² client administrations from the most recent five years. The Database currently includes benchmarking for 481 different segments, including higher education institutions. The Higher Education Database, a subset of the Overall Q¹² Database, is composed of institutions classified as Research 1, Research 2, Baccalaureate-Diverse Fields, and Other.

Difference Between Overall and Higher Education Databases

	Overall Database – Workgroup Level	Higher Education – Workgroup Level
Year of Administration	2014-2018	
Number of Organizations	1,703	55
Number of Respondents	11,931,474	60,245
Number of Business Units*	1,603,314	9,608

*Business unit is defined as a workgroup or unit with a supervisor and at least five direct reports.

50th Percentile Score	Overall Database - Workgroup Level	Higher Education - Workgroup Level
GrandMean	4.06	3.80
(Q00) Overall Satisfaction	4.08	3.80
Gallup Q12		
(Q12) Learn & grow	4.18	3.89
(Q11) Progress	4.09	3.71
(Q10) Best friend	3.78	3.15
(Q09) Employees committed to quality	4.20	4.06
(Q08) Mission/Purpose	4.18	3.92
(Q07) Opinions count	3.93	3.67
(Q06) Development	4.00	3.75
(Q05) Cares about me	4.29	4.20
(Q04) Recognition	3.76	3.33
(Q03) Opportunity to do best	4.15	3.92
(Q02) Have materials & equipment	4.18	4.00
(Q01) Know what's expected	4.49	4.29

Higher Education Database Percentiles

Use the table below to compare your group's GrandMean and item means to the Gallup Higher Education Workgroup Level Database. For example, if your workgroup has a mean of 4.25 on Q07, your group's score on that item would be in the top quartile of the Higher Education Database. Therefore, at least 75% of the workgroups in the database scored *lower* than your group. Or, if the GrandMean for your group was 3.54, you would know that your group's GrandMean was in the second quartile, and closer to the bottom of that quartile. Your group's GrandMean, then, is lower than more than half of the workgroups in the database.

	Percentile	Means			
		≤24 th	25 th -49 th	50 th -74 th	≥75 th
GrandMean	≤3.50	3.51 - 3.79	3.80 - 4.07	4.08+	
(Q00) Overall Satisfaction	≤3.49	3.50 - 3.79	3.80 - 4.10	4.11+	
Gallup Q12					
(Q12) Learn & grow	≤3.49	3.50 - 3.88	3.89 - 4.24	4.25+	
(Q11) Progress	<3.16	3.17 - 3.70	3.71 - 4.18	4.19+	
(Q10) Best friend	≤2.74	2.75 - 3.14	3.15 - 3.59	3.60+	
(Q09) Employees committed to quality	≤3.74	3.75 - 4.05	4.06 - 4.39	4.40+	
(Q08) Mission/Purpose	≤3.49	3.50 - 3.91	3.92 - 4.24	4.25+	
(Q07) Opinions count	≤3.24	3.25 - 3.66	3.67 - 4.04	4.05+	
(Q06) Development	≤3.32	3.33 - 3.74	3.75 - 4.16	4.17+	
(Q05) Cares about me	≤3.77	3.78 - 4.19	4.20 - 4.49	4.50+	
(Q04) Recognition	≤2.82	2.83 - 3.32	3.33 - 3.82	3.83+	
(Q03) Opportunity to do best	≤3.56	3.57 - 3.91	3.92 - 4.24	4.25+	
(Q02) Have materials & equipment	≤3.66	3.67 - 3.99	4.00 - 4.32	4.33+	
(Q01) Know what's expected	≤3.99	4.00 - 4.28	4.29 - 4.51	4.52+	