

**Faculty/Administration/Staff Support Services Survey  
Spring 2009**

**SATISFACTION RATE**

Years	2004	2005	2006	2007	2008	2009
	244 Respondents	360 Respondents	199 Respondents	193 Respondents	298 Respondents	352 Respondents
<b>SERVICE AREAS</b>						
Admissions (beginning 2006)	n/a	n/a	86.4%	90.8%	82.6%	<b>84.5%</b>
Bookstore	95.4%	92.0%	90.4%	93.9%	94.7%	<b>93.5%</b>
Cafeteria	85.9%	80.5%	84.3%	74.2%	80.5%	<b>82.4%</b>
Communications & Marketing	94.3%	91.3%	88.8%	85.0%	86.1%	<b>91.2%</b>
Facilities	96.8%	92.0%	93.5%	94.4%	89.0%	<b>89.6%</b>
Financial Aid (beginning 2006)	n/a	n/a	79.0%	74.5%	73.0%	<b>83.8%</b>
Financial Services	98.1%	96.6%	94.1%	92.4%	90.9%	<b>93.4%</b>
Grounds Maintenance	99.1%	98.8%	98.9%	98.8%	97.6%	<b>100.0%</b>
Housekeeping	90.0%	90.3%	85.1%	79.8%	87.4%	<b>80.5%</b>
Human Resources	98.0%	95.1%	95.3%	94.6%	94.2%	<b>97.3%</b>
Institutional Effectiveness & Assessment	96.9%	97.3%	96.4%	96.5%	95.6%	<b>94.5%</b>
Legal	95.2%	90.8%	91.7%	87.5%	93.0%	<b>87.2%</b>
<b>Library</b>	97.7%	98.4%	94.3%	95.3%	99.5%	<b>98.7%</b>
Maintenance	95.9%	97.7%	96.0%	97.5%	96.7%	<b>97.0%</b>
Mail Services	97.6%	95.7%	95.9%	95.0%	95.1%	<b>95.7%</b>
<b>Media Services</b>	96.4%	95.4%	91.0%	90.1%	88.8%	<b>90.2%</b>
Mgmt. Info Services (MIS)	93.8%	88.2%	90.4%	89.9%	93.1%	<b>90.0%</b>
Online Blackboard (beginning 2006)	n/a	n/a	86.5%	71.3%	44.8%	<b>79.6%</b>
Print Shop	99.0%	97.3%	96.3%	96.2%	99.2%	<b>99.3%</b>
Registrar's Office (beginning 2006)	n/a	n/a	92.4%	87.8%	94.1%	<b>83.2%</b>
Resource Development	98.9%	98.3%	95.8%	92.1%	93.3%	<b>95.4%</b>
Security	94.7%	94.0%	93.6%	89.7%	95.0%	<b>89.1%</b>
<b>Success Center</b>	98.7%	96.8%	94.3%	92.2%	93.8%	<b>96.7%</b>
Warehouse	98.3%	97.2%	97.0%	96.2%	97.9%	<b>98.7%</b>

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	244	360	199	193	298	352
<b>SERVICE AREAS</b>	Respondents	Respondents	Respondents	Respondents	Respondents	Respondents
Fairness of Hiring Policies & Procedures	87.1%	91.8%	87.3%	84.7%	81.0%	<b>82.9%</b>
Instructors freedom to choose different teaching styles	97.1%	97.9%	88.5%	93.2%	88.9%	<b>91.6%</b>
Campus access for individuals with disabilities	93.6%	93.7%	89.2%	87.4%	83.8%	<b>87.0%</b>
Safety and security of employees on this campus	97.4%	94.3%	93.8%	86.8%	90.0%	<b>86.9%</b>
Sense of Belonging	94.8%	94.0%	90.1%	85.0%	85.0%	<b>78.9%</b>
Freedom to Express ideas and beliefs	89.4%	92.2%	82.1%	85.5%	76.3%	<b>73.5%</b>
Marketing materials which represent differences of our students	95.3%	93.6%	89.3%	86.3%	89.6%	<b>87.6%</b>
Ability to identify & accommodate students with learning disabilities	94.1%	92.8%	88.4%	86.8%	90.0%	<b>86.4%</b>

**Overall Satisfaction Rate**

2,669.5 / 28	2,634.0 / 28	3,007.0 / 33	2846.0/32 =	2840.5/32=	2867.3/32
=	=	=			=
<b>95.30%</b>	<b>94.10%</b>	<b>91.10%</b>	<b>88.95%</b>	<b>88.76%</b>	<b>89.61%</b>