

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

SATISFACTION RATE

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

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SERVICE AREAS	Years	2004	2005	2006	2007	2008	2009
		244	360	199	193	298	352
		Respondents	Respondents	Respondents	Respondents	Respondents	Respondents
Fairness of Hiring Policies & Procedures		87.1%	91.8%	87.3%	84.7%	81.0%	82.9%
Instructors freedom to choose different teaching styles		97.1%	97.9%	88.5%	93.2%	88.9%	91.6%
Campus access for individuals with disabilities		93.6%	93.7%	89.2%	87.4%	83.8%	87.0%
Safety and security of employees on this campus		97.4%	94.3%	93.8%	86.8%	90.0%	86.9%
Sense of Belonging		94.8%	94.0%	90.1%	85.0%	85.0%	78.9%
Freedom to Express ideas and beliefs		89.4%	92.2%	82.1%	85.5%	76.3%	73.5%
Marketing materials which represent differences of our students		95.3%	93.6%	89.3%	86.3%	89.6%	87.6%
Ability to identify & accommodate students with learning disabilities		94.1%	92.8%	88.4%	86.8%	90.0%	86.4%

Overall Satisfaction Rate

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