

2001-2002 STAFF SURVEY

Survey Conducted: March 2002 Total Respondents: 62 (41% of Staff Total)

1

Background Information

1. How long have you been a staff member at DSC?

1 – 4 years	27	43.5%
5 – 9 years	15	24.2%
10 – 19 years	14	22.6%
20 – 29 years	4	6.5%
30 or more years	0	0.0%
6 months	1	1.6%
No Response	1	1.6%

2. How long have you been a staff member in current job title?

1 – 4 years	33	53.2%
5 – 9 years	12	19.4%
10 – 19 years	11	17.7%
20 – 29 years	3	4.8%
6 months	1	1.6%
No Response	2	3.2%

3. What is your gender?

Female	46	74.2%
Male	14	22.6%
No Response	2	3.2%

Background Information (cont'd)

4. What is your race/ethnicity?

African-American/Black	3	4.8%
American Indian, Alaska Native	0	0.0%
Asian-American, Pacific Islander	0	0.0%
Caucasian-American/White	56	90.3%
Mexican-American/Chicano, Hispanic	1	1.6%
Other/Multiracial	0	0.0%
Prefer not to respond	1	1.6%
No Response	1	1.6%

5. What is your employment level?

Full-time	58	93.5%
Part-time	3	4.8%
No Response	1	1.6%

6. What is your area of employment?

Office of the President (Public Relations, Institutional Research, Institutional Advancement)	4	6.5%
Academic Affairs (Academic Divisions, Library, Continuing Education, PREP, Tech-Prep, Adult Literacy, Elderhostel, JTPA)	22	35.5%
Student Affairs, (ACE Center, Financial Aid, Student Activities)	5	8.1%
Enrollment Services (Admissions, Registrar, OCIS)	11	17.7%
Fiscal Affairs (Plant Operations, Security, Business office, Payroll, Purchasing, Bookstore, Receiving, Food Service, Maintenance)	15	24.2%
No Response	5	8.1%

7. What is your highest earned degree?

Doctorate	2	3.2%
Master's	12	19.4%
Bachelor's	18	29.0%
Associate	16	25.8%
Other	11	17.7%
No Response	3	4.8%

Background Information (cont'd)

8. Highest degree currently working on:

None	42	67.7%
Associate	4	6.5%
Bachelor's	7	11.3%
Master's	7	11.3%
No Response	2	3.2%

Institutional Purpose

		Strongly Agree	Agree	Don't Know/ No opinion	Disagree	Strongly Disagree	No Response
9.	The official mission and core purposes of Dalton State College accurately reflect the purpose and practices of the college.	23 37.1%	34 54.8%	3 4.8%	1 1.6%	0	1 1.6%
10.	In general, the educational programs of DSC carry out the official purpose of the college.	27 43.5%	31 50.0%	2 3.2%	1 1.6%	0 0.0%	1 1.6%
11.	DSC's official mission and core purposes are appropriate to the College's role as a USG institution in Northwest Georgia.	21 33.9%	36 58.1%	4 6.5%	0.0%	0 0.0%	1 1.6%
12.	The financial and human resources of the College are sufficient to support an effective educational program.	15 24.2%	35 56.5%	7 11.3%	5 8.1%	0 0.0%	0 0.0%
13.	College Publications, including the undergraduate catalog, accurately represent the programs, procedures, requirements, costs, and faculty at DSC.	19 30.6%	38 61.3%	3 4.8%	2 3.2%	0 0.0%	0 0.0%

Planning and Institutional Effectiveness

		Strongly Agree	Agree	Don't Know/ No opinion	Disagree	Strongly Disagree
14.	DSC engages in effective planning for its	13	37	9	3	0
	educational programs.	21.0%	59.7%	14.5%	4.8%	0.0%
15.	DSC engages in effective planning for its	8	39	12	3	0
	administrative and educational support programs.	12.9%	62.9%	19.4%	4.8%	0.0%
16.	 DSC engages in effective evaluation for its educational programs. 	8	37	12	5	0
		12.9%	59.7%	19.4%	8.1%	0.0%
17.	17. DSC engages in effective evaluation for its administrative and educational support programs.	6	41	15	0	0
		9.7%	66.1%	24.2%	0.0%	0.0%
18.	DSC evaluates student achievement	15	33	13	1	0
	through the use of key performance indicators such as state licensing exams, regents' testing program, and job placement rates.	24.2%	53.2%	21.0%	1.6%	0.0%
19.	The Office of Institutional Research at	19	36	7	0	0
	DSC is effective in collecting, analyzing, and disseminating information and data.	30.6%	58.1%	11.3%	0.0%	0.0%
20.	The preparation of the DSC annual budget	11	25	25	1	0
	is preceded by adequate educational planning.	17.7%	40.3%	40.3%	1.6%	0.0%

Administration

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
21.	In general, the DSC administrative	14	39	5	4	0	0
	organization is consistent with and supportive of the institutional mission.	22.6%	62.9%	8.1%	6.5%	0.0%	0.0%
22.	On the whole, the DSC administration	16	39	6	1	0	0
	is effective in gathering and allocating resources to accomplish institutional goals.	25.8%	62.9%	9.7%	1.6%	0.0%	0.0%
23.	In general, the DSC administrative	16	38	8	0	0	0
	organization is effective in supporting the various College units to accomplish their goals.	25.8%	61.3%	12.9%	0.0%	0.0%	0.0%
24.	The roles and responsibilities of the	16	31	8	7	0	0
	administrative positions at DSC are clear and appropriate.	25.8%	50.0%	12.9%	11.3%	0.0%	0.0%
25.	I have adequate information about	15	31	5	11	0	0
	DSC policies and procedures that affect me.	24.2%	50.0%	8.1%	17.7%	0.0%	0.0%
26.	I have the opportunity to evaluate	14	25	9	10	3	1
	administrators/supervisors in my unit.	22.6%	40.3%	14.5%	16.1%	4.8%	1.6%
27.	My supervisor is evaluated on a	17	29	14	2	0	0
	regular basis.	27.4%	46.8%	22.6%	3.2%	0.0%	0.0%
28.	There are opportunities for	8	27	18	8	0	1
	participation in governance activities.	12.9%	43.5%	29.0%	12.9%	0.0%	1.6%

Working Environment and Conditions

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
29.	Most faculty with whom I interact treat	25	29	0	6	1	1
	me with respect.	40.3%	46.8%	0.0%	9.7%	1.6%	1.6%
30.	Most students with whom I interact treat	21	39	0	2	0	0
	me with respect.	33.9%	62.9%	0.0%	3.2%	0.0%	0.0%
31.	Minority staff are treated fairly at DSC.	18	26	16	0	1	1
		29.0%	41.9%	25.8%	0.0%	1.6%	1.6%
32.	Women staff are treated fairly at DSC.	14	34	6	6	1	1
		22.6%	54.8%	9.7%	9.7%	1.6%	1.6%
33.	My responsibilities contribute to DSC's	18	36	7	0	0	1
	role in providing quality instructional service.	29.0%	58.1%	11.3%	0.0%	0.0%	1.6%
34.	My responsibilities contribute to DSC's	24	34	4	0	0	0
	mission.	38.7%	54.8%	6.5%	0.0%	0.0%	0.0%
35.	My responsibilities contribute to the	24	32	5	0	0	1
	service DSC renders students.	38.7%	51.6%	8.1%	0.0%	0.0%	1.6%
36.	My responsibilities contribute to DSC's	21	34	7	0	0	0
	public service mission.	33.9%	54.8%	11.3%	0.0%	0.0%	0.0%
37.	My department or unit has and follows a	24	27	8	1	0	2
	mission statement.	38.7%	43.5%	12.9%	1.6%	0.0%	3.2%
38.	My unit continually evaluates its	20	32	7	1	1	1
	purposes, policies, procedures, and activities.	32.3%	51.6%	11.3%	1.6%	1.6%	1.6%

Working Environment and Conditions (cont'd)

		Strongly		Don't Know/		Strongly	No
		Agree	Agree	No opinion	Disagree	Disagree	Response
39.	Campus facilities and equipment are	19	27	5	9	1	1
	adequate to service the needs of the institution in relation to its stated purpose, programs, and activities.	30.6%	43.5%	8.1%	14.5%	1.5%	1.6%
40.	My department provides me with adequate	30	26	0	6	0	0
	equipment and/or materials with which to do my job.	48.4%	41.9%	0.0%	9.7%	0.0%	0.0%
41.	My work area effectively resolves health	21	35	3	2	0	1
	and safety concerns expressed by workers.	33.9%	56.5%	4.8%	3.2%	0.0%	1.6%
42.	I am usually satisfied with the quality	4	37	1	16	4	0
	and/or temperature of the air in my work environment.	6.5%	59.7%	1.6%	25.8%	6.5%	0.0%
43.	My department has written hazard	11	30	13	6	1	1
	procedures available to all employees in my work environment.	17.7%	48.4%	21.0%	9.7%	1.6%	1.6%
44.	My department gives attention to the	20	33	8	1	0	0
	needs of handicapped individuals in the workplace.	32.3%	53.2%	12.9%	1.6%	0.0%	0.0%
45.	The level of background noise in my	1	10	6	31	14	0
	working environment interferes with my job performance.	1.6%	16.1%	9.7%	50.0%	22.6%	0.0%
46.	Campus facilities are safe.	18	40	2	1	0	1
		29.0%	64.5%	3.2%	1.6%	0.0%	1.6%
47.	Campus facilities are attractive and well	21	39	2	0	0	0
	maintained.	33.9%	62.9%	3.2%	0.0%	0.0%	0.0%
48.	The campus grounds are attractive and	30	28	1	3	0	0
	well maintained.	48.4%	45.2%	1.6%	4.8%	0.0%	0.0%
49.	There is adequate parking where needed	5	20	6	22	9	0
	on campus.	8.1%	32.3%	9.7%	35.5%	14.5%	0.0%
50.	The physical environment in which I work	16	39	0	5	1	1
	is satisfactory.	25.8%	62.9%	0.0%	8.1%	1.6%	1.6%

Working Environment and Conditions (cont'd)

		Strongly		Don't Know/		Strongly	No
		Agree	Agree	No opinion	Disagree	Disagree	Response
51.	Classroom space is adequate.	3	20	24	14	1	0
		4.8%	32.3%	38.7%	22.6%	1.6%	0.0%
52.	Laboratory space is adequate.	3	17	30	9	1	2
		4.8%	27.4%	48.4%	14.5%	1.6%	3.2%
53.	The library and other learning resources	23	29	9	1	0	0
	are adequate to support the needs of the users.	37.1%	46.8%	14.5%	1.6%	0.0%	0.0%
54.	The library provides convenient,	22	29	9	2	0	0
	effective access to library resources needed in my work.	35.5%	46.8%	14.5%	3.2%	0.0%	0.0%
55.	The library maintains adequate hours to	25	28	8	1	0	0
	ensure accessibility to users	40.3%	45.2%	12.9%	1.6%	0.0%	0.0%
56.	Library staff is helpful and competent.	27	28	6	1	0	0
		43.5%	45.2%	9.7%	1.6%	0.0%	0.0%
57.	Lighting on campus is adequate.	23	33	2	4	0	0
		37.1%	53.2%	3.2%	6.5%	0.0%	0.0%
58.	On the whole, DSC takes reasonable	22	36	2	1	0	1
	steps to provide a healthy, safe, and secure environment for all members of the campus community.	35.5%	58.1%	3.2%	1.6%	0.0%	1.6%
59.	Overall, DSC students receive a high	27	30	4	1	0	0
	quality education.	43.5%	48.4%	6.5%	1.6%	0.0%	0.0%
60.	Staff are interested in helping students.	19	37	4	2	0	0
		30.6%	59.7%	6.5%	3.2%	0.0%	0.0%
61.	Faculty & administrators are interested in	21	34	5	2	0	0
	helping students.	33.9%	54.8%	8.1%	3.2%	0.0%	0.0%
62.	There is little trust between staff and	3	7	19	25	8	0
	campus administrators.	4.8%	11.3%	30.6%	40.3%	12.9%	0.0%
63.	Staff is committed to the welfare of DSC.	15	39	5	3	0	0
		24.2%	62.9%	8.1%	4.8%	0.0%	0.0%

Working Environment and Conditions (cont'd)

		Strongly Agree	Agree	Don't Know/ No opinion	Disagree	Strongly Disagree	No Response
64.	DSC's policies and procedures for	1	29	23	6	1	2
	promotion are administered equitable.	1.6%	46.8%	37.1%	9.7%	1.6%	3.2%
65.	The criteria used for staff pay increases	3	25	16	15	2	1
	are appropriate and are fairly applied.	4.8%	40.3%	25.8%	24.2%	3.2%	1.6%
66.	DSC provides a comfortable	9	43	10	0	0	0
	atmosphere for minority students, faculty, and staff.	14.5%	69.4%	16.1%	0.0%	0.0%	0.0%
67.	DSC incorporates technological	17	40	4	1	0	0
	advances into its operations.	27.4%	64.5%	6.5%	1.6%	0.0%	0.0%
68.	Information technology resources at	15	41	2	2	1	1
	DSC are adequate.	24.2%	66.1%	3.2%	3.2%	1.6%	1.6%
69.	There are adequate provisions for the	15	38	6	2	0	1
	training staff so that they may use appropriate technology resources effectively.	24.2%	61.3%	9.7%	3.2%	0.0%	1.6%
70.	There is a clearly defined program for	11	30	16	4	0	1
	maintaining and replacing equipment and software so that they remain consistent with current technology.	17.7%	48.4%	25.8%	6.5%	0.0%	1.6%
71.	Cultural and social activities on	12	39	9	0	1	1
	campus are adequate to support the mission of the College.	19.4%	62.9%	14.5%	0.0%	1.6%	1.6%
72.	The DSC bookstore adequately serves	16	34	7	4	0	1
	the needs of students, faculty, and staff.	25.8%	54.8%	11.3%	6.5%	0.0%	1.6%

Organizational Communication

		Strongly Agree	Agree	Don't Know/ No opinion	Disagree	Strongly Disagree	No Response
73.	I feel I am part of the DSC community.	20	33	1	5	1	2
		32.2%	53.2%	1.6%	8.1%	1.6%	3.2%
74.	I have enough information to speak in	24	34	2	2	0	0
	support of the College with my friends and neighbors.	38.7%	54.8%	3.2%	3.2%	0.0%	0.0%
75.	DSC administration solicits staff input	10	29	10	9	3	1
	and recommendations.	16.1%	46.8%	16.1%	14.5%	4.8%	1.6%
76.	DSC administrators listens to and	5	26	16	12	2	1
	responds to staff input and recommendations.	8.1%	41.9%	25.8%	19.4%	3.2%	1.6%
77.	Staff participation in decision- making	5	25	18	11	1	2
	t DSC is adequate.	8.1%	40.3%	29.0%	17.7%	1.6%	3.2%
78.	DSC's strategic plan has helped my	4	26	24	6	0	2
	department to establish more realistic goals.	6.5%	41.9%	38.7%	9.7%	0.0%	3.2%
79.	My supervisor keeps employees well	25	27	3	6	1	0
	informed on issues which affect us.	40.3%	43.5%	4.8%	9.7%	1.6%	0.0%
80.	I am not involved in the overall	3	12	4	28	14	1
	decision-making in my department.	4.8%	19.4%	6.5%	45.2%	22.6%	1.6%
81.	Staff ideas and concerns are acted on as	4	11	26	16	4	1
	often an with equal priority as those of faculty.	6.5%	17.7%	41.9%	25.8%	6.5%	1.6%
82.	I receive enough information and/or	16	42	0	4	0	0
	help to get my job done.	25.8%	67.7%	0.0%	6.5%	0.0%	0.0%
83.	There is a high degree of open, two-	22	26	5	7	0	0
	way communication in my work area.	35.5%	41.9%	8.1%	11.3%	0.0%	0.0%

Organizational Communication (cont'd)

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
84.	My supervisor takes employee ideas into	19	31	5	5	1	1
	account when making important decisions.	30.6%	50.0%	8.1%	8.1%	1.6%	1.6%
85.	My supervisor takes appropriate action	20	28	3	9	2	0
	on my problems and complaints.	32.3%	45.2%	4.8%	14.5%	3.2%	0.0%
86.	My supervisor conducts regular and	21	35	2	3	1	0
	timely performance evaluations with me.	33.9%	56.5%	3.2%	4.8%	1.6%	0.0%
87.	I receive clear explanations and	23	33	2	3	0	1
	instructions regarding my performance expectations.	37.1%	53.2%	3.2%	4.8%	0.0%	1.6%
88.	My annual performance evaluation is	32	25	1	3	0	1
	important to me.	51.6%	40.3%	1.6%	4.8%	0.0%	1.6%
89.	My evaluation is used to help plan my	15	30	6	10	0	1
	training and development, and improve performance.	24.2%	48.4%	9.7%	16.1%	0.0%	1.6%
90.	I feel my supervisor conducts my	25	29	2	3	1	2
	evaluation in a fair and comprehensive manner.	40.3%	46.8%	3.2%	4.8%	1.6%	3.2%
91.	The results of staff evaluation are used	18	24	11	8	0	1
	for improvement of the staff	29.0%	38.7%	17.7%	12.9%	0.0%	1.6%
92.	My unit uses the results of evaluation in	10	21	24	5	1	1
	planning processes.	16.1%	33.9%	38.7%	8.1%	1.6%	1.6%
93.	The criteria used for evaluation of staff	10	38	5	6	1	2
	performance are appropriate.	16.1%	61.3%	8.1%	9.7%	1.6%	3.2%
94.	The College provides adequate support	17	34	6	4	1	0
	for my professional development.	27.4%	54.8%	9.7%	6.5%	1.6%	0.0%
95.	I have adequate information about how to	9	27	12	13	1	0
	file a grievance.	14.5%	43.5%	19.4%	21.0%	1.6%	0.0%
96.	I have access to information about The	17	27	13	5	0	0
	College's Strategic Planning.	27.4%	43.5%	21.0%	8.1%	0.0%	0.0%

Job Satisfaction

How satisfied are you with the following aspects of your job?

		Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Not applicable/ Don't know	No Response
97.	Salary	1	20	20	21	0	0
		1.6%	32.3%	32.3%	33.9%	0.0%	0.0%
98.	Health benefits	10	23	11	10	8	0
		16.1%	37.1%	17.7%	16.1%	12.9%	0.0%
99.	Retirement benefits	7	41	10	3	1	0
		11.3%	66.1%	16.1%	4.8%	1.6%	0.0%
100.	Sick leave accrual	14	42	4	1	1	0
		22.6%	67.7%	6.5%	1.6%	1.6%	0.0%
101.	Annual leave accrual	13	43	4	1	1	0
		21.0%	69.4%	6.5%	1.6%	1.6%	0.0%
102.	Workload	12	35	10	5	0	0
		19.4%	56.5%	16.1%	8.1%	0.0%	0.0%
103.	Working conditions	16	37	5	4	0	0
	(hours, location)	25.8%	59.7%	8.1%	6.5%	0.0%	0.0%
104.	Autonomy and	22	31	8	1	0	0
	independence	35.5%	50.0%	12.9%	1.6%	0.0%	0.0%
105.	Relationship with other staff	25	33	4	0	0	0
		40.3%	53.2%	6.5%	0.0%	0.0%	0.0%
106.	Competency of colleagues	16	38	8	0	0	0
		25.8%	61.3%	12.9%	0.0%	0.0%	0.0%
107.	Job security	11	38	9	3	0	1
		17.7%	61.3%	14.5%	4.8%	0.0%	1.6%
108.	Opportunity to access	16	37	5	2	1	1
	College courses	25.8%	59.7%	8.1%	3.2%	1.6%	1.6%
109.	Career advancement	8	27	16	8	3	0
	opportunities	12.9%	43.5%	25.8%	12.9%	4.8%	0.0%
110.	Professional development	15	27	13	3	4	0
	opportunities	24.2%	43.5%	21.0%	4.8%	6.5%	0.0%

Job Satisfaction (cont'd)

How satisfied are you with the following aspects of your job? (cont'd)

		Very Satisfied	Satisfied	Somewhat Satisfied	Not Satisfied	Not applicable/ Don't know	No Response
111.	Tr J	5	20	15	11	11	0
	governance	8.1%	32.3%	24.2%	17.7%	17.7%	0.0%
112.	Computers/technology and	15	29	11	4	3	0
	equipment	24.2%	46.8%	17.7%	6.5%	4.8%	0.0%
113.	Training opportunities	13	30	13	2	3	1
		21.0%	48.4%	21.0%	3.2%	4.8%	1.6%

How closely do you agree with the following statements?

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
114.	Staff employees are regarded	6	13	9	25	8	1
	equally with faculty and administrative professional employees.	9.7%	21.0%	14.5%	40.3%	12.9%	1.6%
115.	DSC administrators are effective	9	49	1	3	0	0
	and competent leaders.	14.5%	79.0%	1.6%	4.8%	0.0%	0.0%
116.	My work area is adequately	7	35	1	14	5	0
	staffed.	11.3%	56.5%	1.6%	22.6%	8.1%	0.0%
117.		17	36	1	5	3	0
	about important aspects of my duties.	27.4%	58.1%	1.6%	8.1%	4.8%	0.0%
118.	I feel a sense of accomplishment	26	35	0	1	0	0
	in my work.	41.9%	56.5%	0.0%	1.6%	0.0%	0.0%
119.	My job makes good use of my	23	35	0	3	1	0
	skills and abilities.	37.1%	56.5%	0.0%	4.8%	1.6%	0.0%
120.	Training programs provided to	13	32	8	6	1	2
	staff are appropriate and effective.	21.0%	51.6%	12.9%	9.7%	1.6%	3.2%
121.		0	3	8	18	32	1
	because of my gender in my efforts to advance at DSC.	0.0%	4.8%	12.9%	29.0%	51.6%	1.6%

13

Job Satisfaction (cont'd)

How closely do you agree with the following statements?

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
122.	I have been discriminated against	0	1	8	19	32	2
	because of my ethnic status in my efforts to advance at DSC.	0.0%	1.6%	12.9%	30.6%	51.6%	3.2%
123.	I experience too much stress in my	1	10	7	26	18	0
	job.	1.6%	16.1%	11.3%	41.9%	29.0%	0.0%
124.	Overall, efficiency of my	23	35	0	2	2	0
	department's operation is high.	37.1%	56.5%	0.0%	3.2%	3.2%	0.0%
125.	Overall, efficiency of my	1	2	0	24	34	1
	department is poorly managed.	1.6%	3.2%	0.0%	38.7%	54.8%	1.6%
126.	My supervisor is available when	18	38	2	3	1	0
	needed.	29.0%	61.3%	3.2%	4.8%	1.6%	0.0%
127.	My supervisor follows College	29	31	1	1	0	0
	regulations and policies.	46.8%	50.0%	1.6%	1.6%	0.0%	0.0%
128.	Usually my supervisor is fair when	24	33	2	2	1	0
	giving criticism.	38.7%	53.2%	3.2%	3.2%	1.6%	0.0%
129.	My supervisor treats all employees	21	29	4	7	1	0
	in my work area equitably.	33.9%	46.8%	6.5%	11.3%	1.6%	0.0%
130.	My supervisor treats me with	29	31	1	1	0	0
	consideration and respect.	46.8%	50.0%	1.6%	1.6%	0.0%	0.0%
131.	My supervisor is an effective and	29	28	1	3	0	1
	competent leader.	46.8%	45.2%	1.6%	4.8%	0.0%	1.6%
132.	,	27	33	0	0	1	1
	working conditions at Dalton College.	43.5%	53.2%	0.0%	0.0%	1.6%	1.6%

Job Satisfaction (cont'd)

How closely do you agree with the following statements?

		Strongly Agree	Agree	Don't Know/ No Opinion	Disagree	Strongly Disagree	No Response
	uld recommend the College as	29	30	1	2	0	0
a pla	ce of employment to others.	46.8%	48.4%	1.6%	3.2%	0.0%	0.0%
	call, I am satisfied with my job	27	32	0	1	1	1
and c Colle	quality of life at Dalton State ege.	43.5%	51.6%	0.0%	1.6%	1.6%	1.6%
	vere to begin my career again,	27	30	3	2	0	0
I wou	uld still want to work at DSC.	43.5%	48.4%	4.8%	3.2%	0.0%	0.0%

General Satisfaction with College Services

Please indicate your level of satisfaction or dissatisfaction with the following college services:

	Very			Very	Don't know/	No
	Dissatisfied	Dissatisfied	Satisfied	Satisfied	No opinion	Response
136. Ace Center	0	2	41	16	0	3
	0.0%	3.2%	66.1%	25.8%	0.0%	4.8%
137. Academic VP's office	0	6	44	8	0	4
	0.0%	9.7%	71.0%	12.9%	0.0%	6.4%
138. Bookstore	0	3	43	14	0	2
	0.0%	4.8%	69.4%	22.6%	0.0%	3.2%
139. Business office	0	2	39	18	0	3
	0.0%	3.2%	62.9%	29.0%	0.0%	4.8%
140. Cafeteria/food services	2	10	37	10	0	3
	3.2%	16.1%	59.7%	16.1%	0.0%	4.8%
141. Campus security	0	0	42	19	0	1
	0.0%	0.0%	67.7%	30.6%	0.0%	1.6%
142. Central receiving	0	0	40	20	0	2
	0.0%	0.0%	64.5%	32.3%	0.0%	3.2%
143. College newspaper	0	12	35	8	0	7
	0.0%	19.4%	56.5%	12.9%	0.0%	11.2%
144. Computer services	0	5	38	16	0	3
(OCIS)	0.0%	8.1%	61.3%	25.8%	0.0%	4.8%

15

General Satisfaction with College Services (cont'd)

Please indicate your level of satisfaction or dissatisfaction with the following college services:

	Very			Very	Don't know/	No
	Dissatisfied	Dissatisfied	Satisfied	Satisfied	No opinion	Response
145. Continuing Education	0	5	41	11	0	5
	0.0%	8.1%	66.1%	17.7%	0.0%	8.0%
146. Enrollment services	0	5	39	15	0	3
	0.0%	8.1%	62.9%	24.2%	0.0%	4.8%
147. Foundation and Alumni	0	2	46	11	0	3
	0.0%	3.2%	74.2%	17.7%	0.0%	4.8%
148. Handicap accessibility	0	2	43	14	0	3
	0.0%	3.2%	69.4%	22.6%	0.0%	4.8%
149. Institutional research	0	1	39	19	0	3
	0.0%	1.6%	62.9%	30.6%	0.0%	4.8%
150. Parking	6	19	32	4	0	1
	9.7%	30.6%	51.6%	6.5%	0.0%	1.6%
151. Plant Operations/	1	2	42	16	0	1
Maintenance	1.6%	3.2%	67.7%	25.8%	0.0%	1.6%
152. President's office	0	0	38	22	0	2
	0.0%	0.0%	61.3%	35.5%	0.0%	3.2%
153. Public relations	0	2	40	17	0	3
	0.0%	3.2%	64.5%	27.4%	0.0%	4.8%
154. Purchasing	0	4	38	16	0	4
	0.0%	6.5%	61.3%	25.8%	0.0%	6.5%
155. Recreation/athletic	0	3	45	9	0	4
facilities	0.0%	4.8%	72.6%	14.5%	0.0%	6.5%
156. Student activities	0	3	46	10	0	3
	0.0%	4.8%	74.2%	16.1%	0.0%	4.8%
157. Student center	0	3	49	7	0	3
	0.0%	4.8%	79.0%	11.6%	0.0%	4.8%
158. Student government	0	5	48	3	0	6
	0.0%	8.1%	77.4%	4.8%	0.0%	9.6%