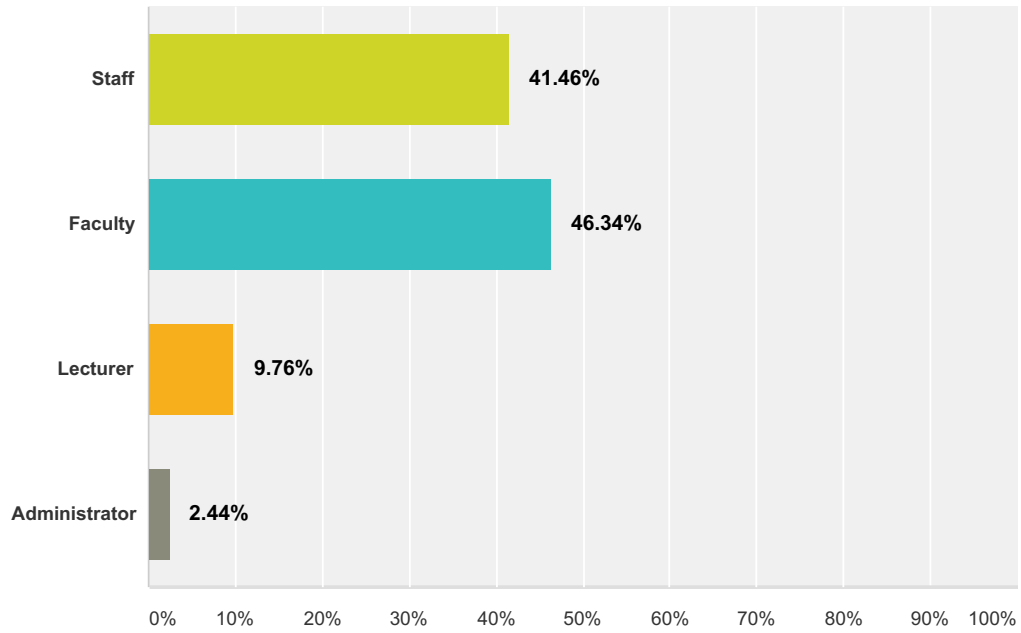


Non-Instructional Unit Assessments: Administrative Services

Q1 I am a:

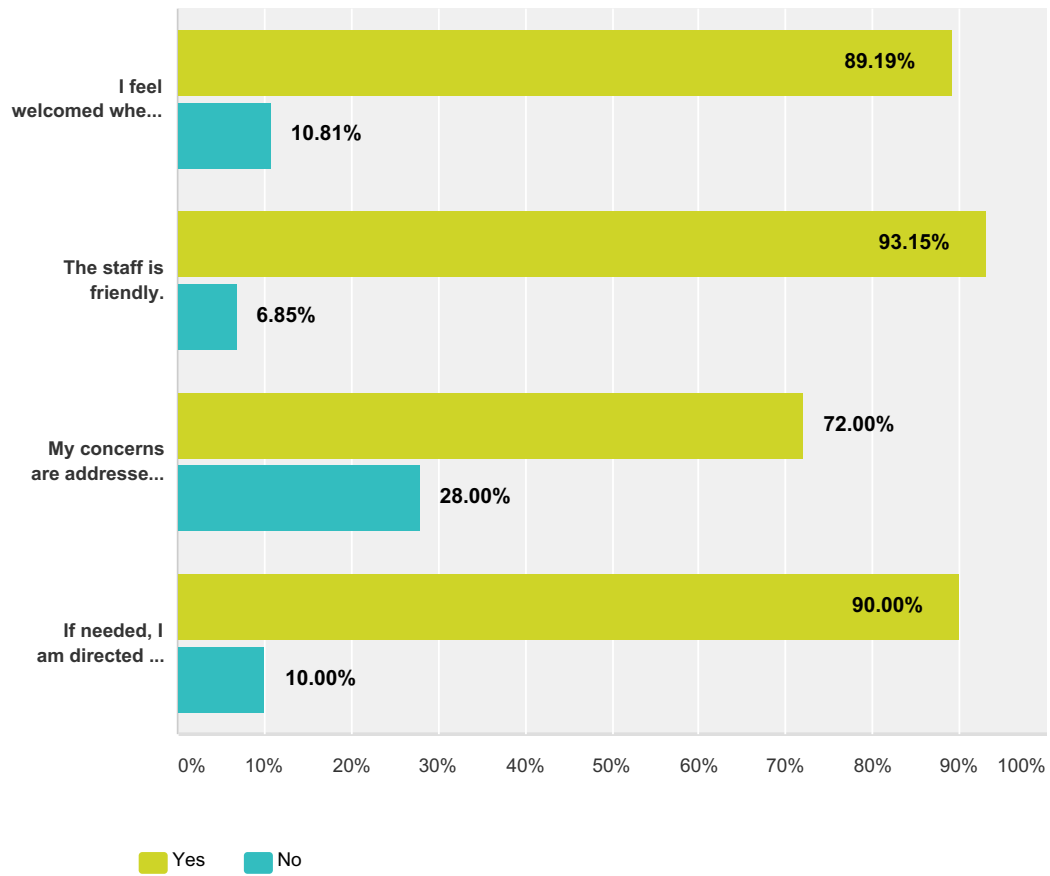
Answered: 82 Skipped: 0



Answer Choices	Responses
Staff	41.46% 34
Faculty	46.34% 38
Lecturer	9.76% 8
Administrator	2.44% 2
Total	82

Q2 Select Yes or No to each of the following statements:

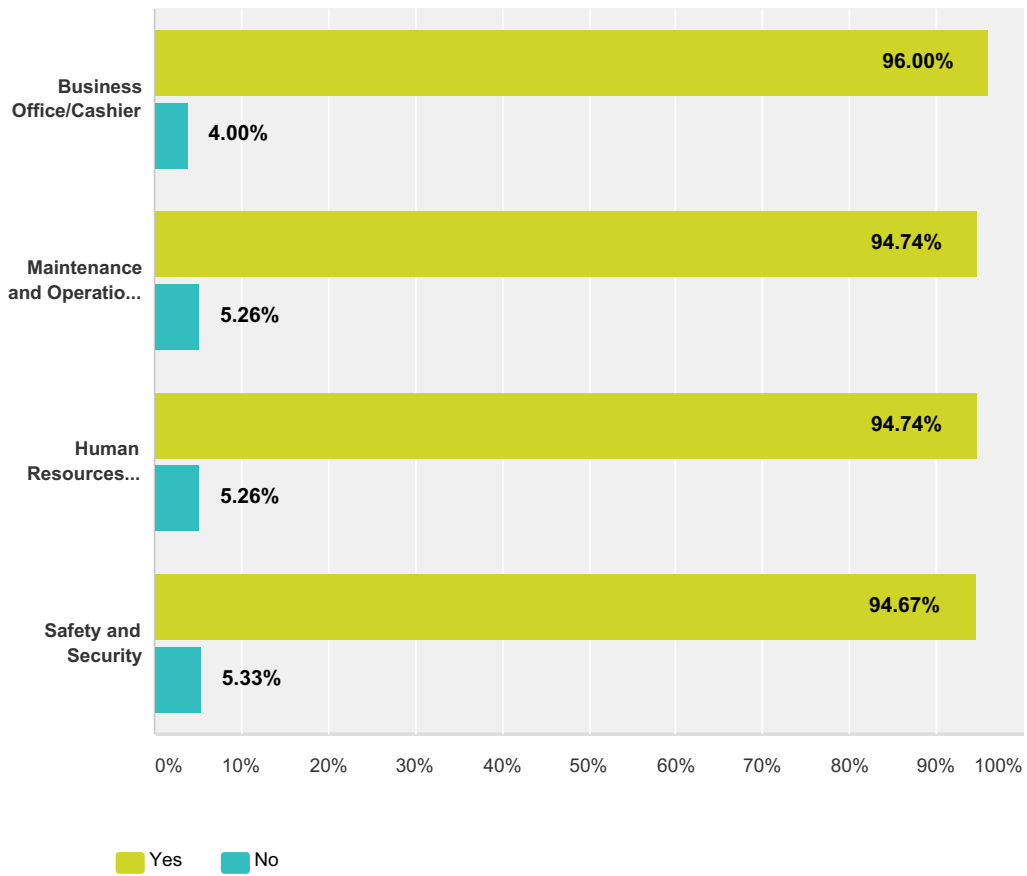
Answered: 76 Skipped: 6



	Yes	No	Total
I feel welcomed when entering the Administrative Services Office.	89.19% 66	10.81% 8	74
The staff is friendly.	93.15% 68	6.85% 5	73
My concerns are addressed in a timely manner (approx. 5 working days).	72.00% 54	28.00% 21	75
If needed, I am directed to the correct person or unit.	90.00% 63	10.00% 7	70

Q3 I am aware of the following office's functions:

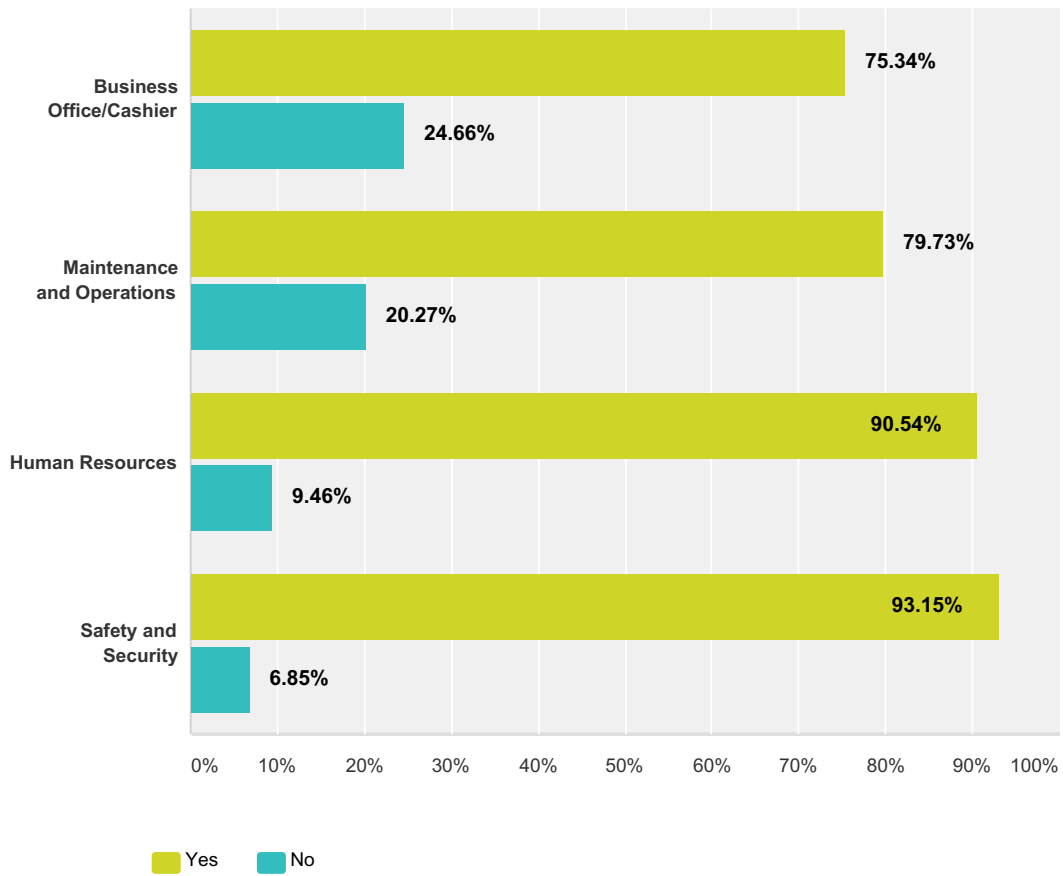
Answered: 76 Skipped: 6



	Yes	No	Total
Business Office/Cashier	96.00% 72	4.00% 3	75
Maintenance and Operations (janitorial/groundskeeping)	94.74% 72	5.26% 4	76
Human Resources (HR/Personnel)	94.74% 72	5.26% 4	76
Safety and Security	94.67% 71	5.33% 4	75

Q4 I know who the supervisors are for the following units:

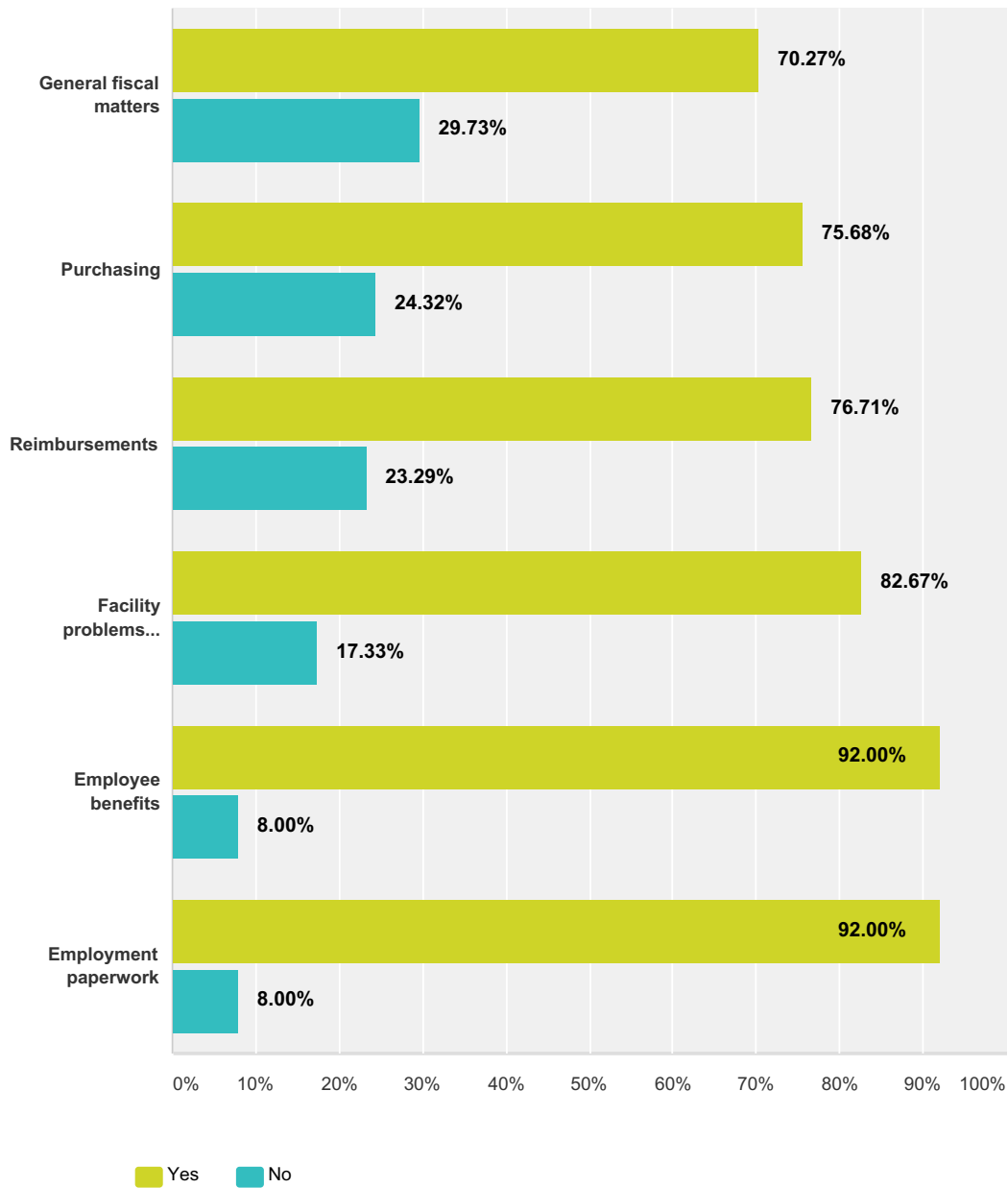
Answered: 74 Skipped: 8



	Yes	No	Total
Business Office/Cashier	75.34% 55	24.66% 18	73
Maintenance and Operations	79.73% 59	20.27% 15	74
Human Resources	90.54% 67	9.46% 7	74
Safety and Security	93.15% 68	6.85% 5	73

Q5 I know who to go to if I have questions about the following:

Answered: 75 Skipped: 7



	Yes	No	Total
General fiscal matters	70.27% 52	29.73% 22	74
Purchasing	75.68% 56	24.32% 18	74
Reimbursements	76.71% 56	23.29% 17	73
Facility problems (electricity, bathroom malfunctions)	82.67% 62	17.33% 13	75

Non-Instructional Unit Assessments: Administrative Services

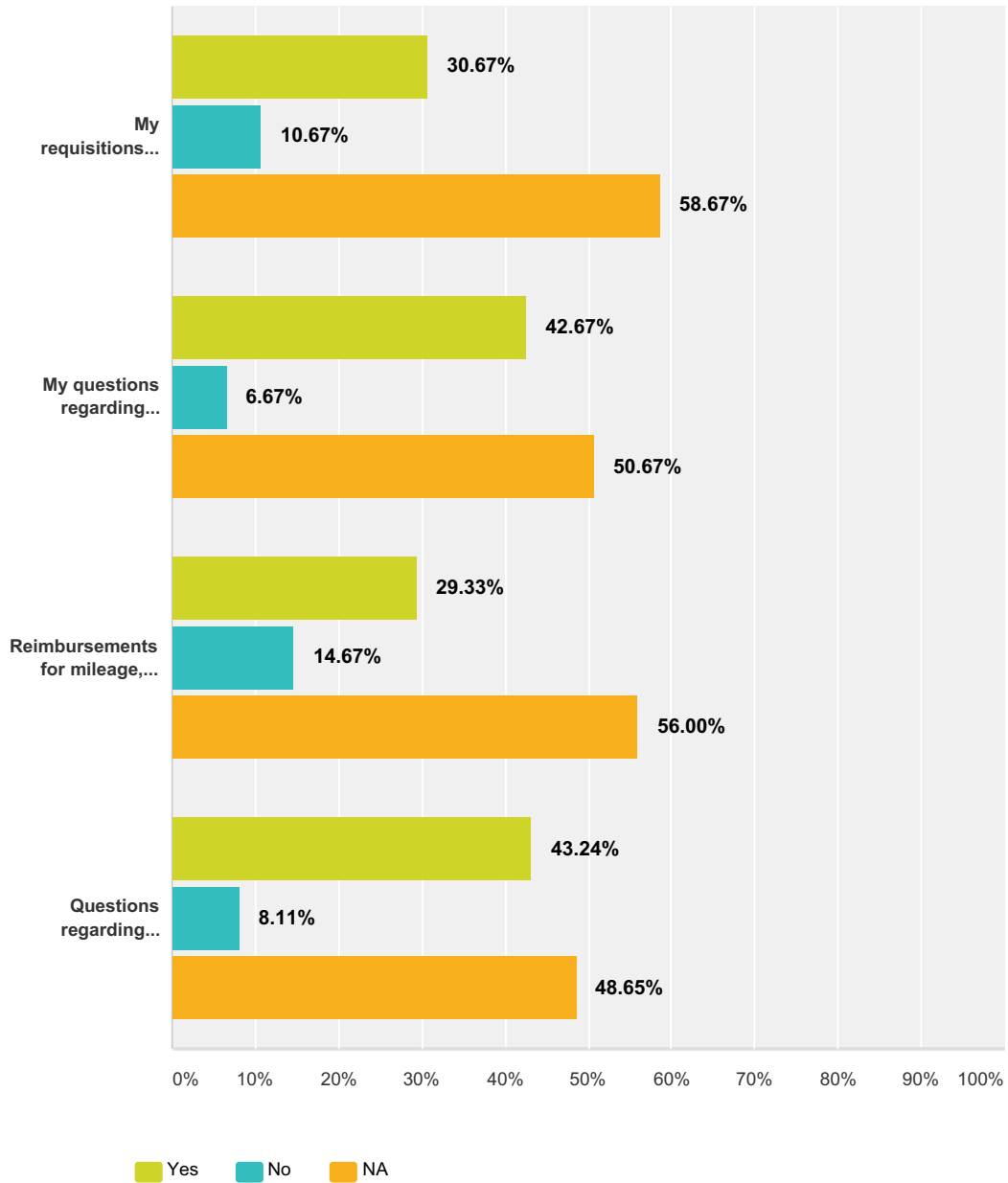
Employee benefits	92.00% 69	8.00% 6	75
Employment paperwork	92.00% 69	8.00% 6	75

**Q6 Any comments or suggestions for the
Administrative Services Office in general?**

Answered: 21 Skipped: 61

Q7 Select Yes, No or NA for each statement about the Business Office:

Answered: 75 Skipped: 7



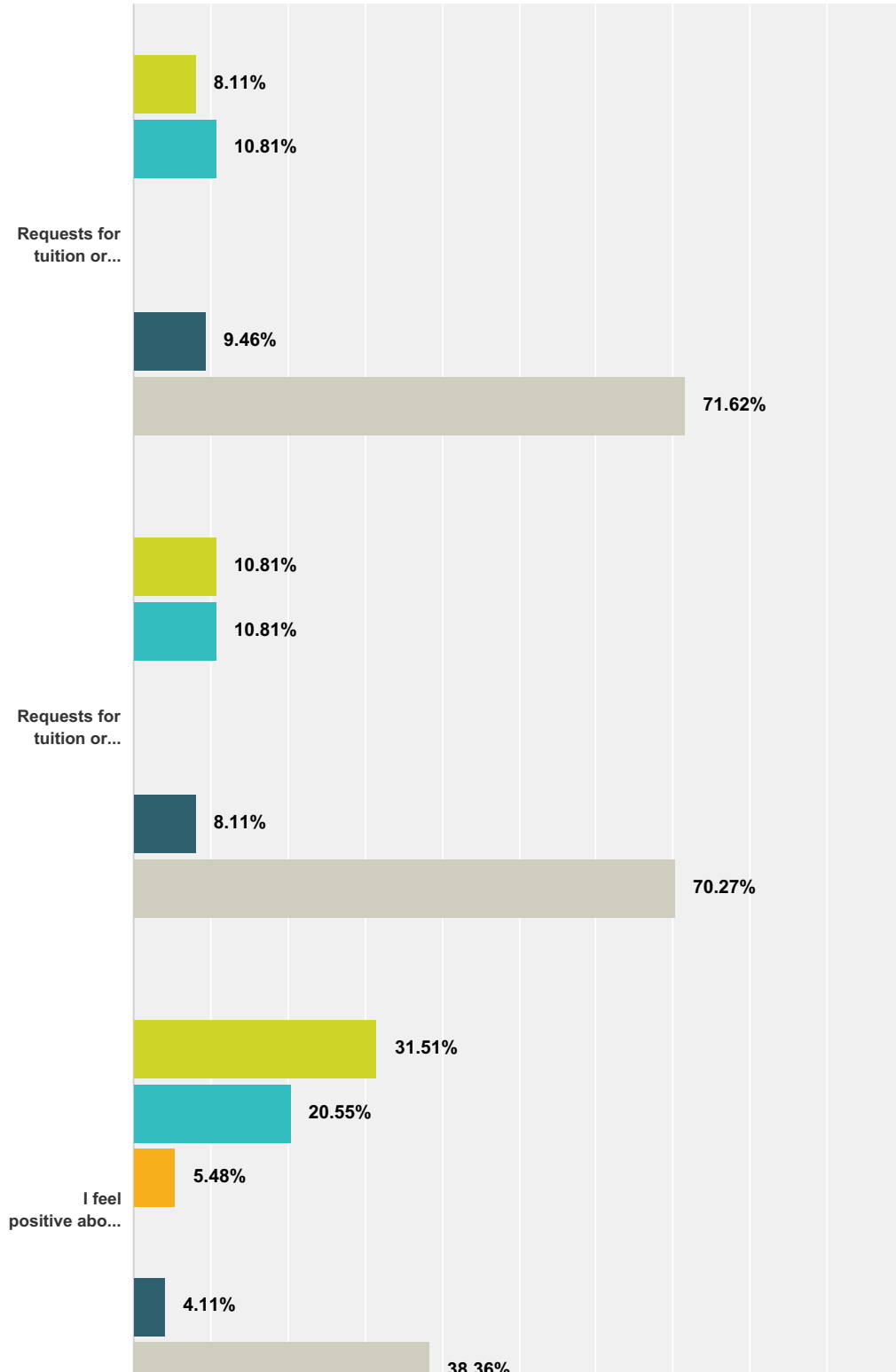
	Yes	No	NA	Total
My requisitions for purchasing were processed within 7 working days.	30.67% 23	10.67% 8	58.67% 44	75
My questions regarding purchasing were addressed in less than 3 working days.	42.67% 32	6.67% 5	50.67% 38	75
Reimbursements for mileage, travel, or out-of-pocket purchases were processed within 10 working days.	29.33% 22	14.67% 11	56.00% 42	75
Questions regarding payments were addressed in less than 3 working days.	43.24% 32	8.11% 6	48.65% 36	74

Q8 Please enter any comments or suggestions for the Business Office below:

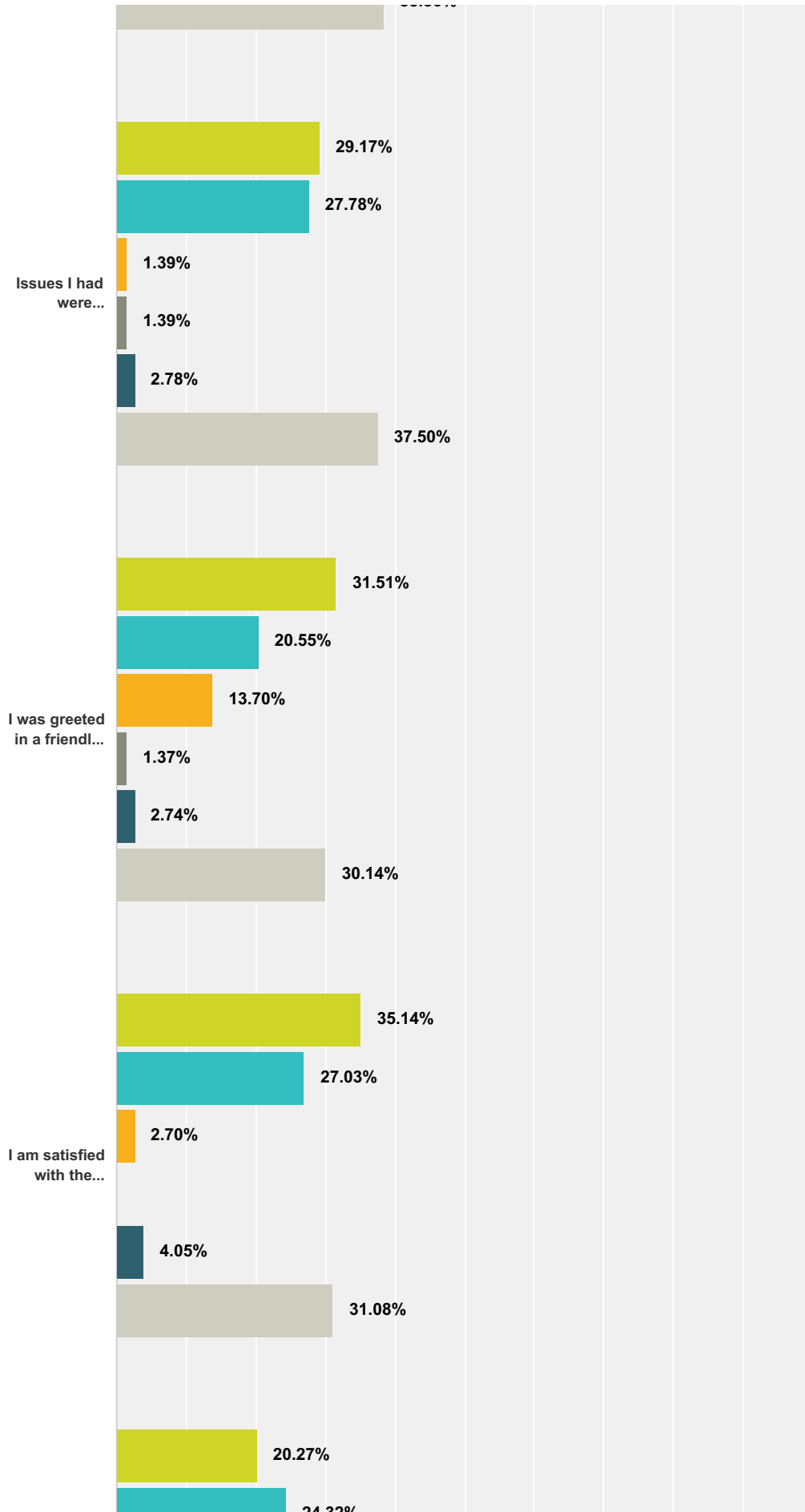
Answered: 14 Skipped: 68

Q9 Select your level of agreement with each statement based on the level of customer service experienced at the Cashier's Office Window. NA = not applicable, or no experience.

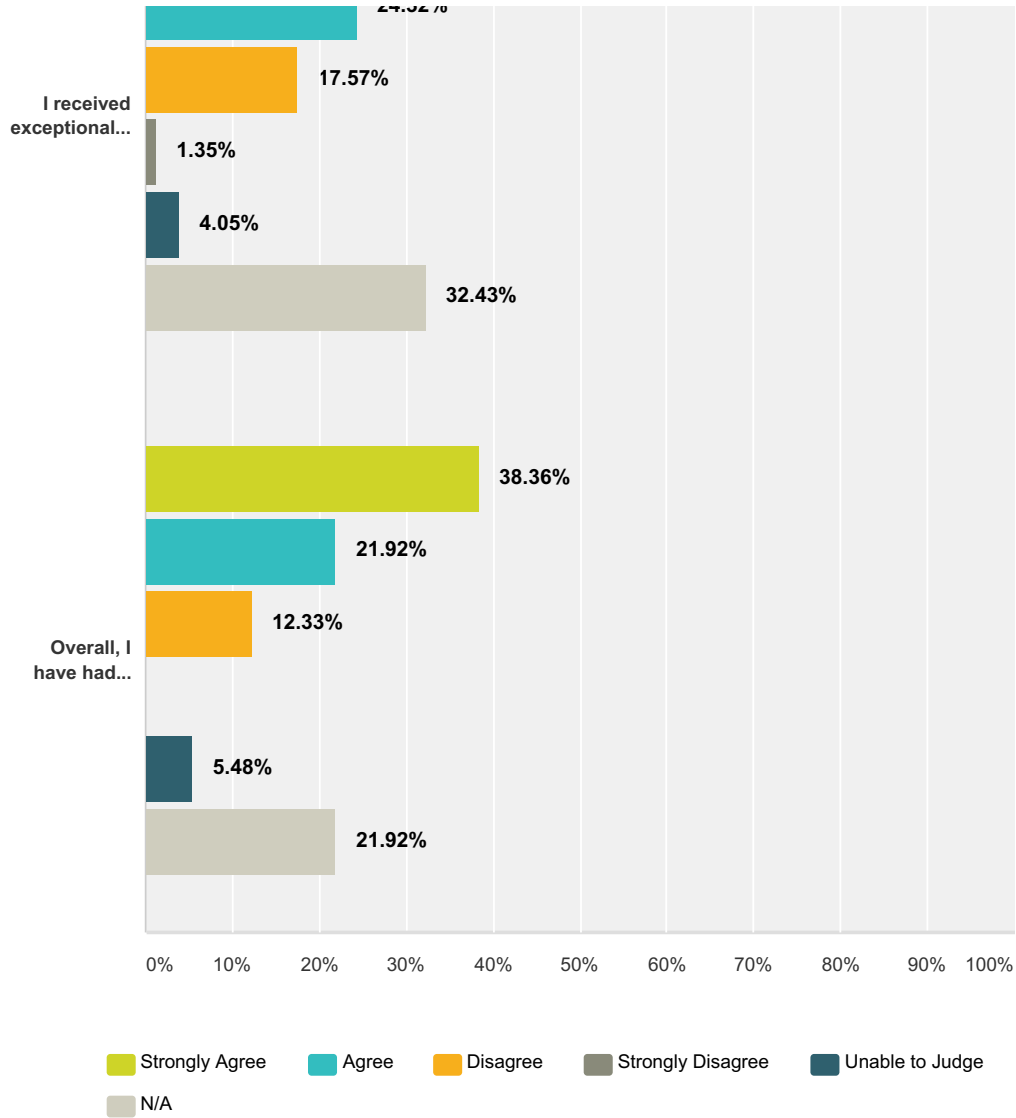
Answered: 74 Skipped: 8



Non-Instructional Unit Assessments: Administrative Services



Non-Instructional Unit Assessments: Administrative Services



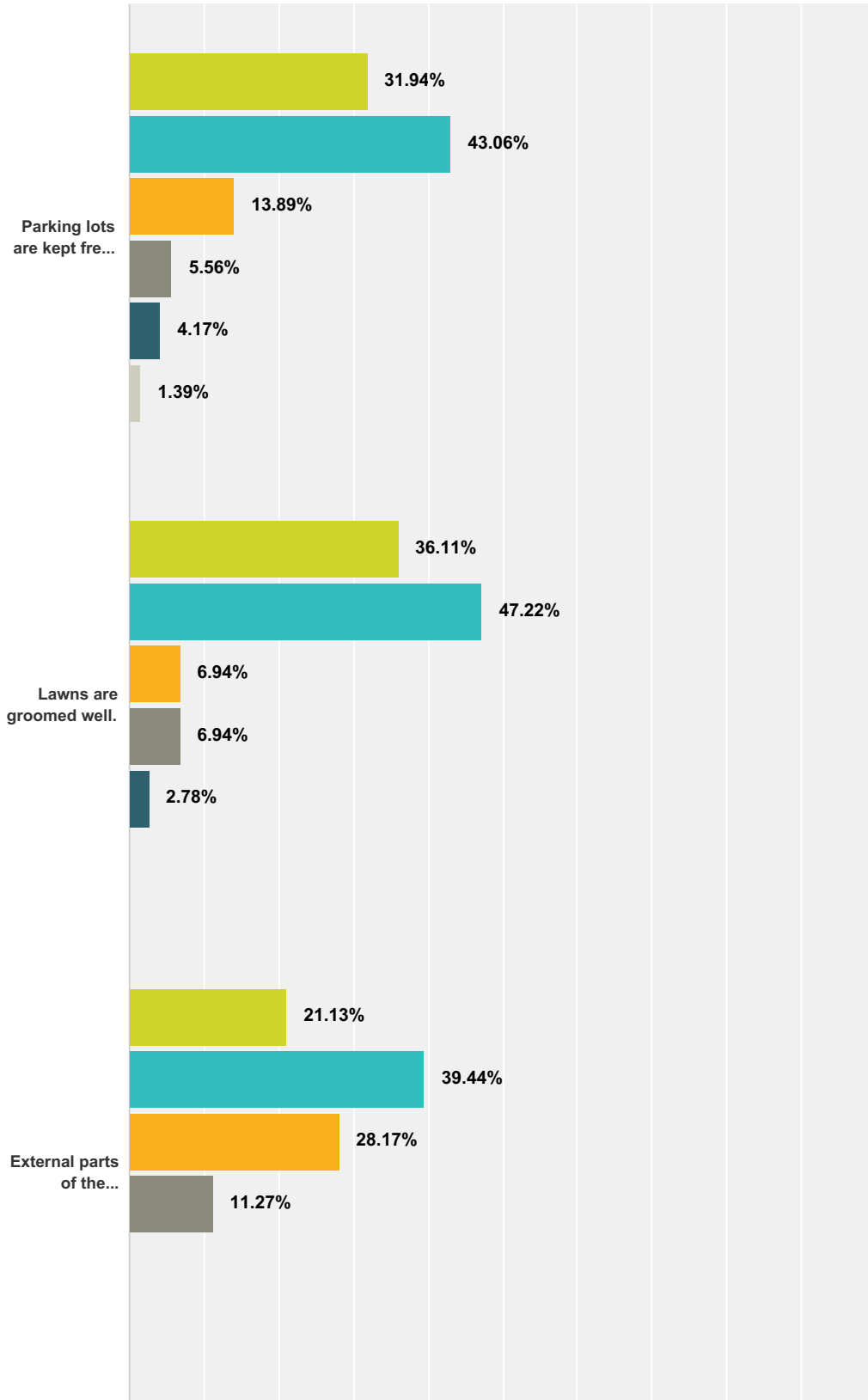
	Strongly Agree	Agree	Disagree	Strongly Disagree	Unable to Judge	N/A	Total	Weighted Average
Requests for tuition or refunds were processed in a timely manner.	8.11% 6	10.81% 8	0.00% 0	0.00% 0	9.46% 7	71.62% 53	74	2.71
Requests for tuition or refunds were processed accurately	10.81% 8	10.81% 8	0.00% 0	0.00% 0	8.11% 6	70.27% 52	74	2.45
I feel positive about the assistance I received.	31.51% 23	20.55% 15	5.48% 4	0.00% 0	4.11% 3	38.36% 28	73	1.78
Issues I had were effectively handled.	29.17% 21	27.78% 20	1.39% 1	1.39% 1	2.78% 2	37.50% 27	72	1.73
I was greeted in a friendly manner.	31.51% 23	20.55% 15	13.70% 10	1.37% 1	2.74% 2	30.14% 22	73	1.90
I am satisfied with the services I received.	35.14% 26	27.03% 20	2.70% 2	0.00% 0	4.05% 3	31.08% 23	74	1.71
I received exceptional service at the window.	20.27% 15	24.32% 18	17.57% 13	1.35% 1	4.05% 3	32.43% 24	74	2.18
Overall, I have had positive experiences with the Cashier's Office.	38.36% 28	21.92% 16	12.33% 9	0.00% 0	5.48% 4	21.92% 16	73	1.88

**Q10 Enter any comments or suggestions
for the Cashier's Office:**

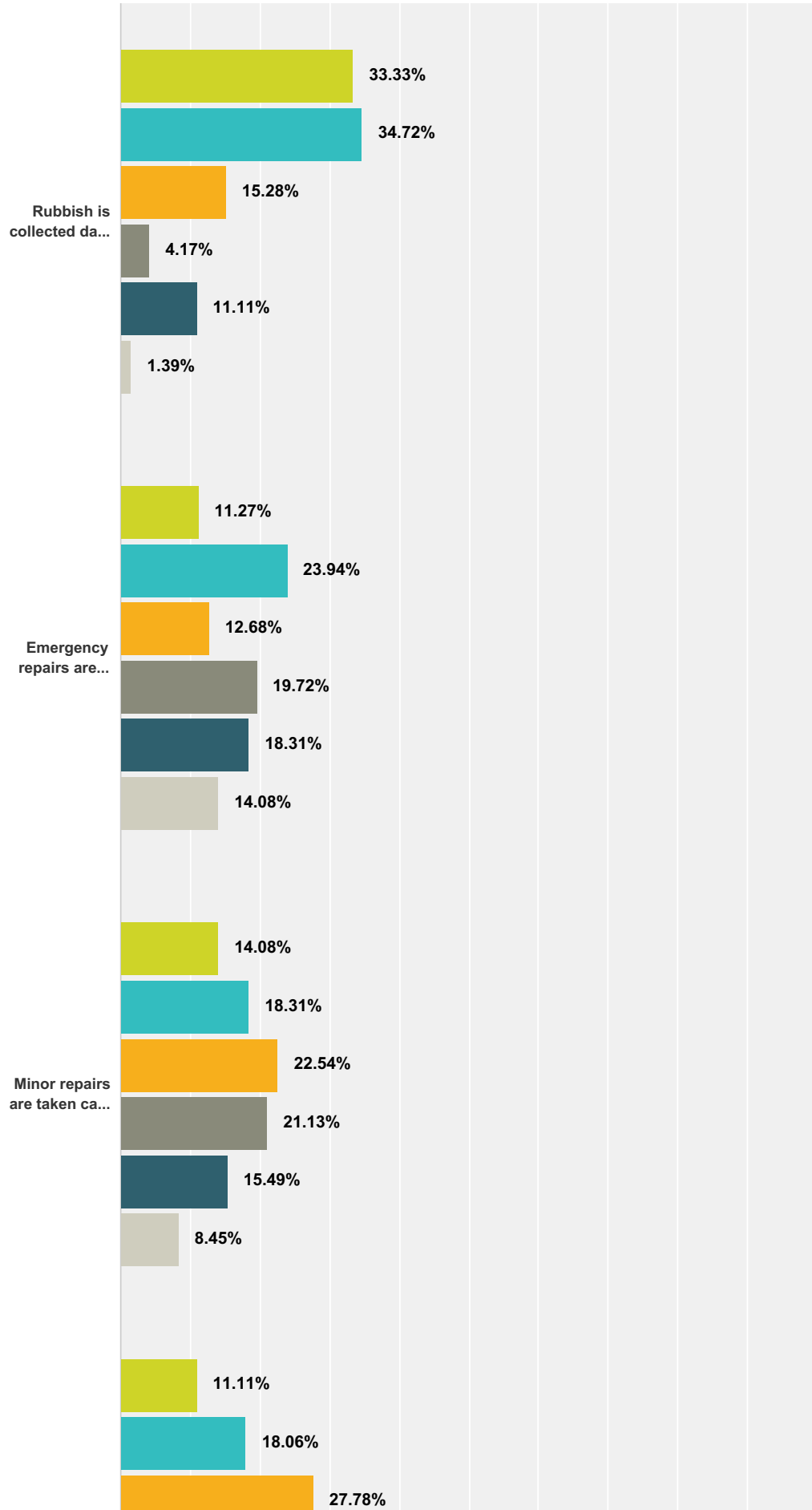
Answered: 7 Skipped: 75

**Q11 Select your level of agreement with each statement based on your experience.
NA = not applicable, or no experience.**

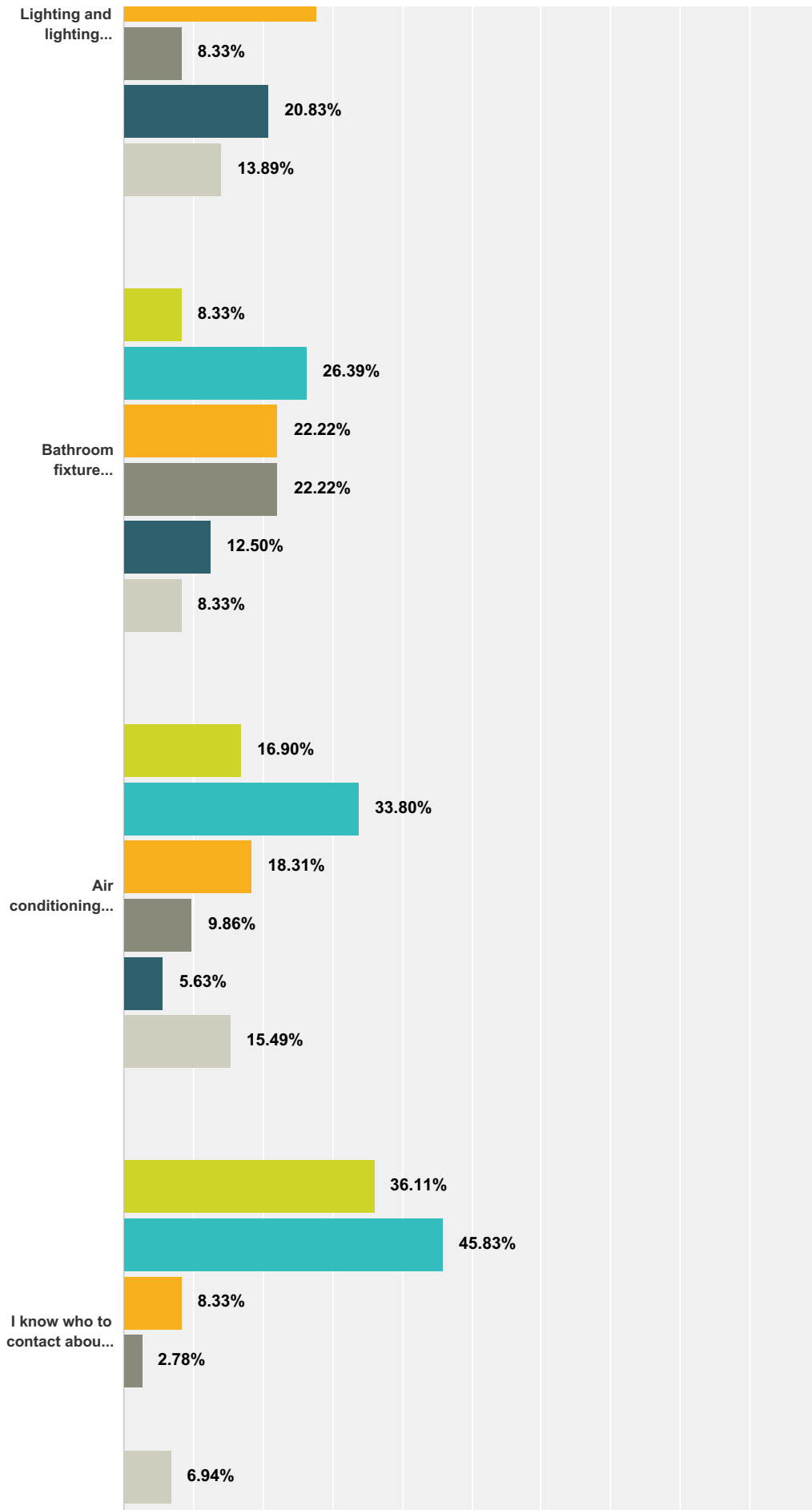
Answered: 72 Skipped: 10



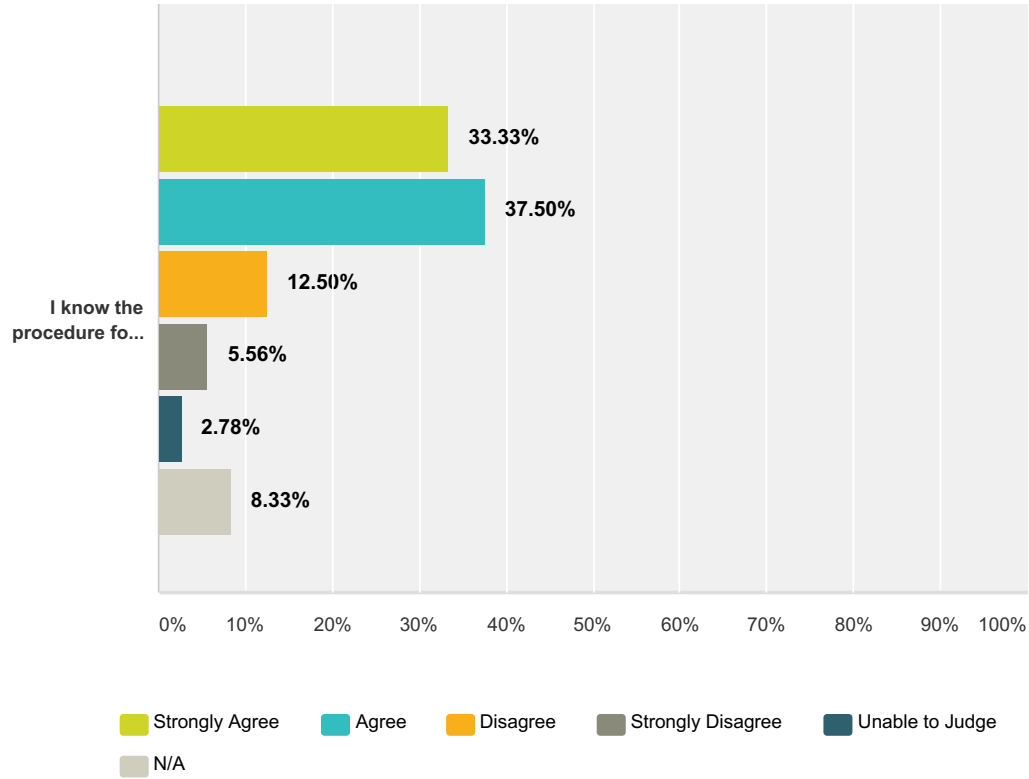
Non-Instructional Unit Assessments: Administrative Services



Non-Instructional Unit Assessments: Administrative Services



Non-Instructional Unit Assessments: Administrative Services



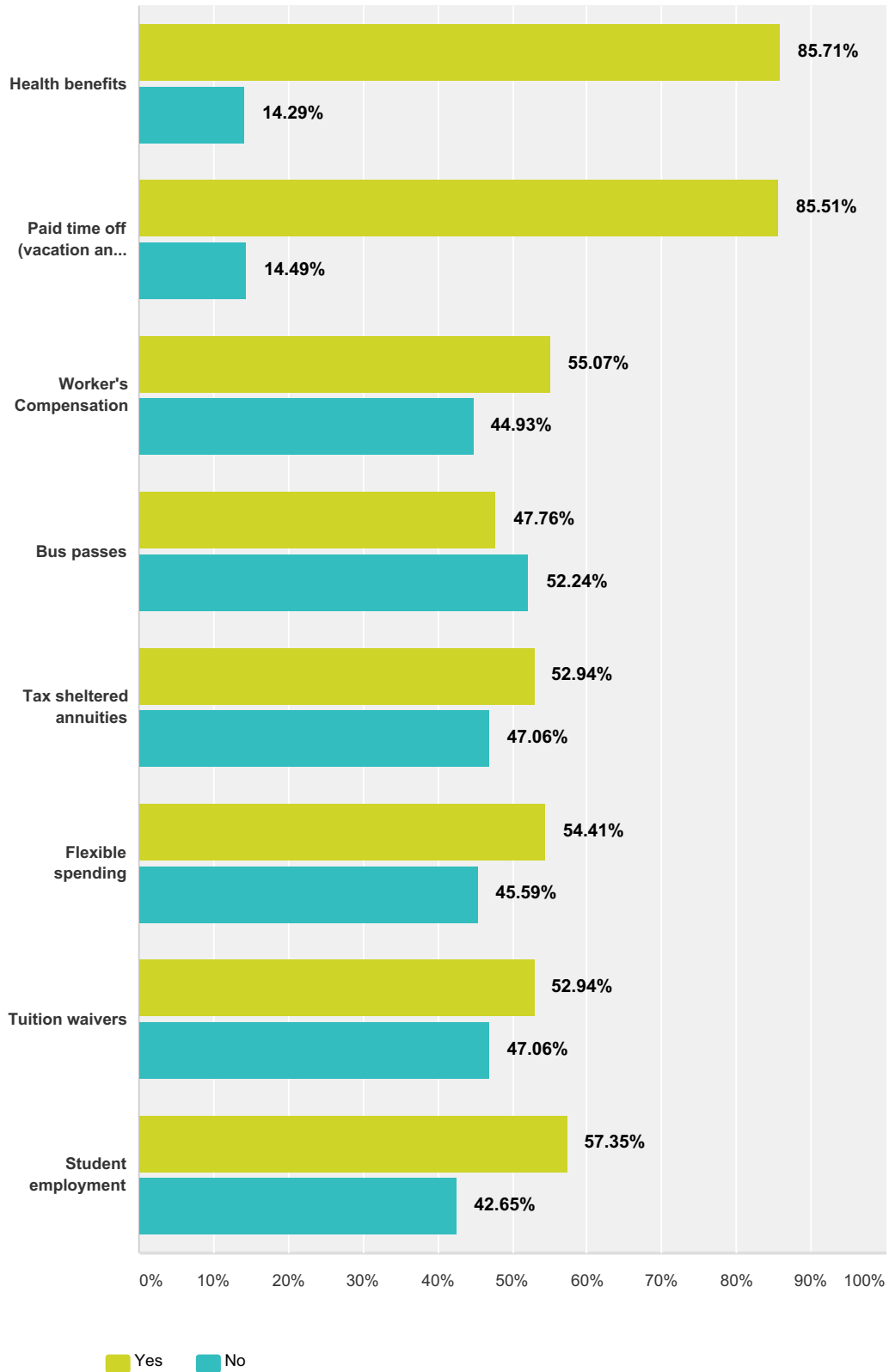
	Strongly Agree	Agree	Disagree	Strongly Disagree	Unable to Judge	N/A	Total	Weighted Average
Parking lots are kept free from debris.	31.94% 23	43.06% 31	13.89% 10	5.56% 4	4.17% 3	1.39% 1	72	2.06
Lawns are groomed well.	36.11% 26	47.22% 34	6.94% 5	6.94% 5	2.78% 2	0.00% 0	72	1.93
External parts of the buildings are kept clean.	21.13% 15	39.44% 28	28.17% 20	11.27% 8	0.00% 0	0.00% 0	71	2.30
Rubbish is collected daily from outdoor receptacles.	33.33% 24	34.72% 25	15.28% 11	4.17% 3	11.11% 8	1.39% 1	72	2.24
Emergency repairs are addressed within 24 hours.	11.27% 8	23.94% 17	12.68% 9	19.72% 14	18.31% 13	14.08% 10	71	3.11
Minor repairs are taken care of within 5 working days.	14.08% 10	18.31% 13	22.54% 16	21.13% 15	15.49% 11	8.45% 6	71	3.06
Lighting and lighting fixture problems are resolved within 3 working days.	11.11% 8	18.06% 13	27.78% 20	8.33% 6	20.83% 15	13.89% 10	72	3.11
Bathroom fixture problems are resolved within 24 hours.	8.33% 6	26.39% 19	22.22% 16	22.22% 16	12.50% 9	8.33% 6	72	3.05
Air conditioning problems are handled within 3 working days.	16.90% 12	33.80% 24	18.31% 13	9.86% 7	5.63% 4	15.49% 11	71	2.45
I know who to contact about maintenance problems.	36.11% 26	45.83% 33	8.33% 6	2.78% 2	0.00% 0	6.94% 5	72	1.76
I know the procedure for requesting maintenance assistance.	33.33% 24	37.50% 27	12.50% 9	5.56% 4	2.78% 2	8.33% 6	72	1.98

**Q12 Enter comments or suggestions for the
Operations and Maintenance Office below:**

Answered: 21 Skipped: 61

Q13 My knowledge of the following is adequate:

Answered: 70 Skipped: 12



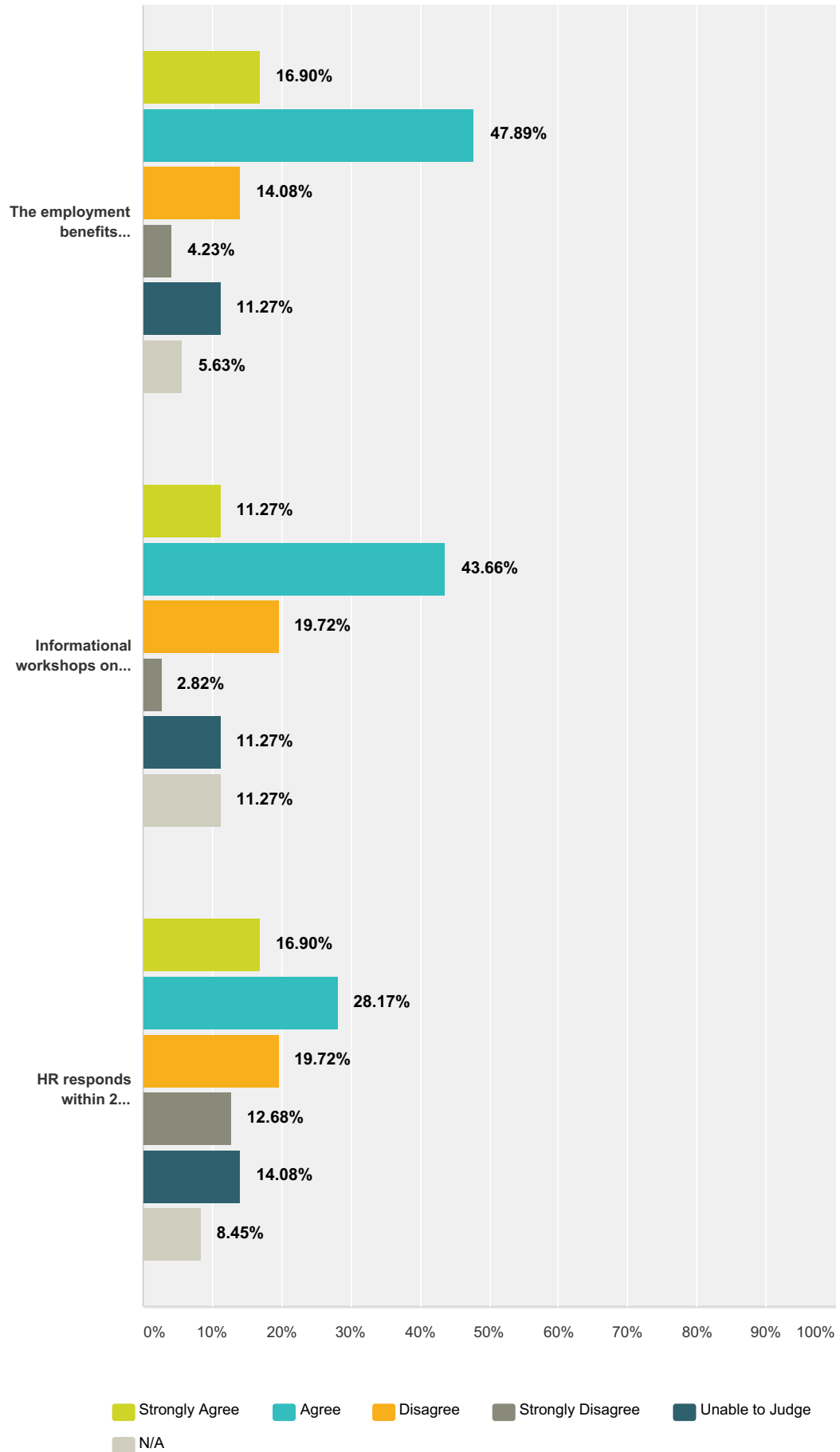
Non-Instructional Unit Assessments: Administrative Services

	Yes	No	Total
Health benefits	85.71% 60	14.29% 10	70
Paid time off (vacation and sick leave)	85.51% 59	14.49% 10	69
Worker's Compensation	55.07% 38	44.93% 31	69
Bus passes	47.76% 32	52.24% 35	67
Tax sheltered annuities	52.94% 36	47.06% 32	68
Flexible spending	54.41% 37	45.59% 31	68
Tuition waivers	52.94% 36	47.06% 32	68
Student employment	57.35% 39	42.65% 29	68

Q14 Indicate your agreement to the following statements:

Answered: 71 Skipped: 11

Non-Instructional Unit Assessments: Administrative Services

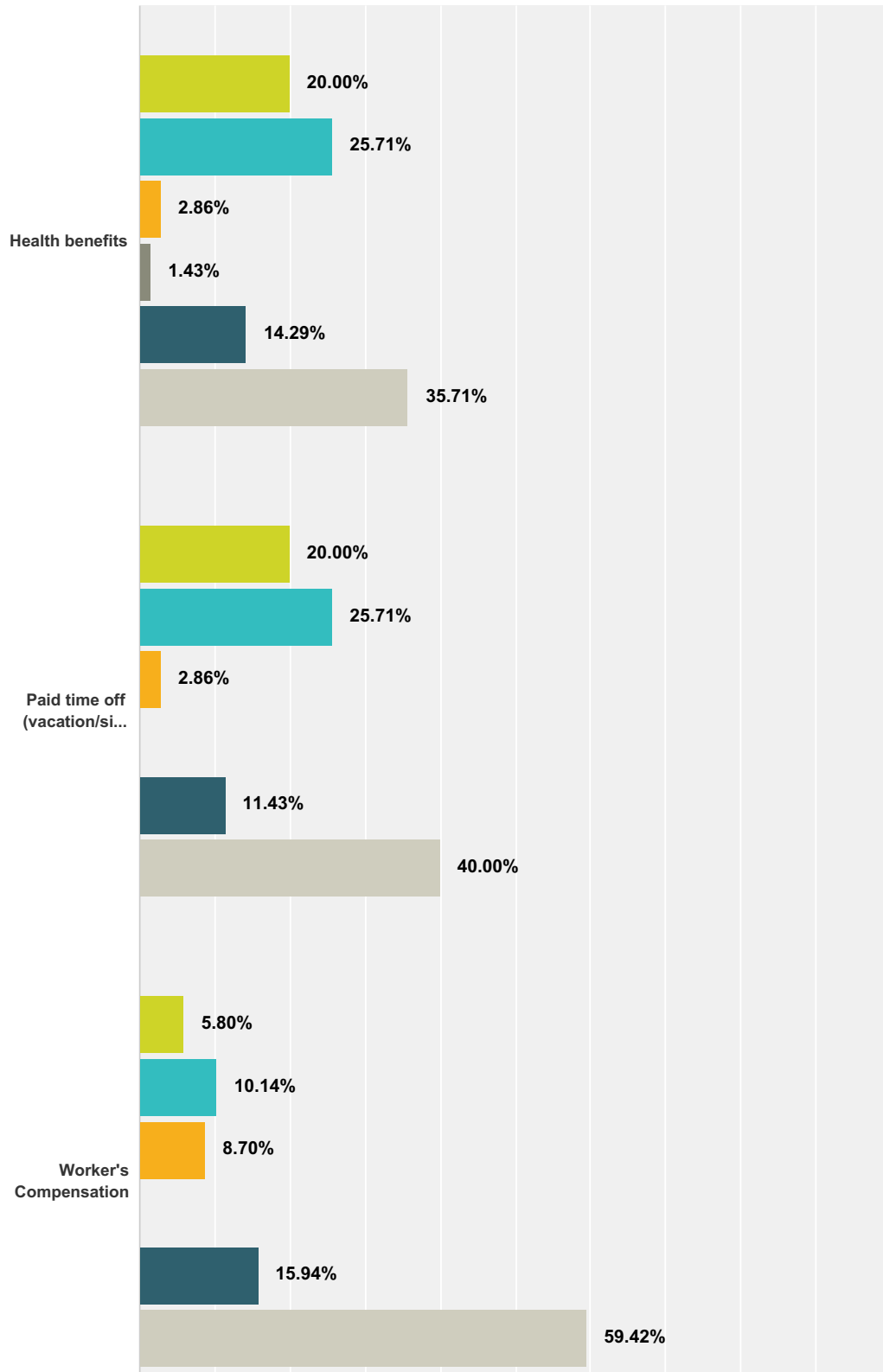


Non-Instructional Unit Assessments: Administrative Services

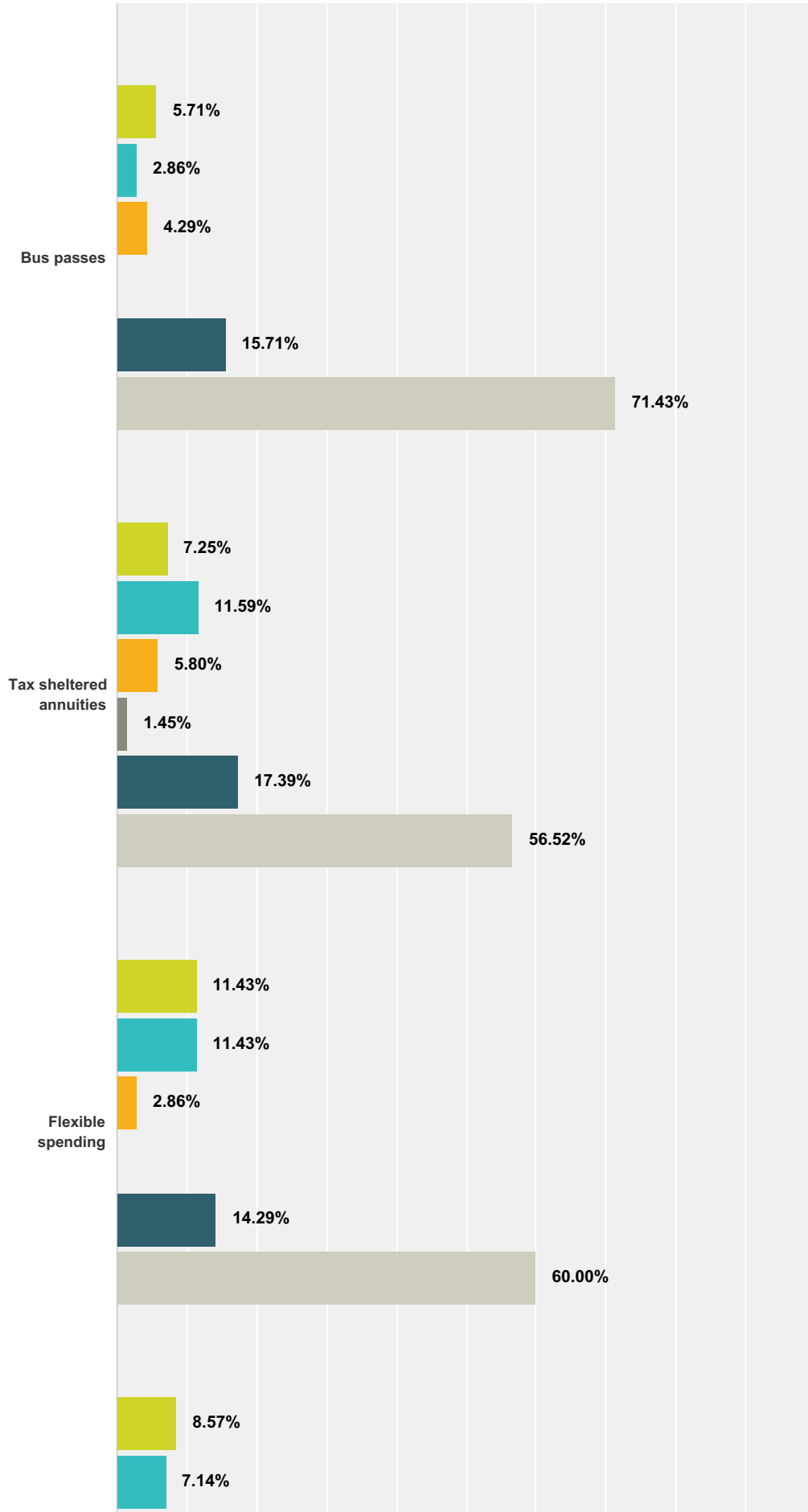
	Strongly Agree	Agree	Disagree	Strongly Disagree	Unable to Judge	N/A	Total	Weighted Average
The employment benefits information provided by HR is clear and informative.	16.90% 12	47.89% 34	14.08% 10	4.23% 3	11.27% 8	5.63% 4	71	2.42
Informational workshops on benefits and employment issues are sufficient.	11.27% 8	43.66% 31	19.72% 14	2.82% 2	11.27% 8	11.27% 8	71	2.54
HR responds within 2 working days to questions concerning employment and benefits.	16.90% 12	28.17% 20	19.72% 14	12.68% 9	14.08% 10	8.45% 6	71	2.77

Q15 For each interaction you have had with HR within the past 6 months, indicate your level of satisfaction with their service. NA = service not used.

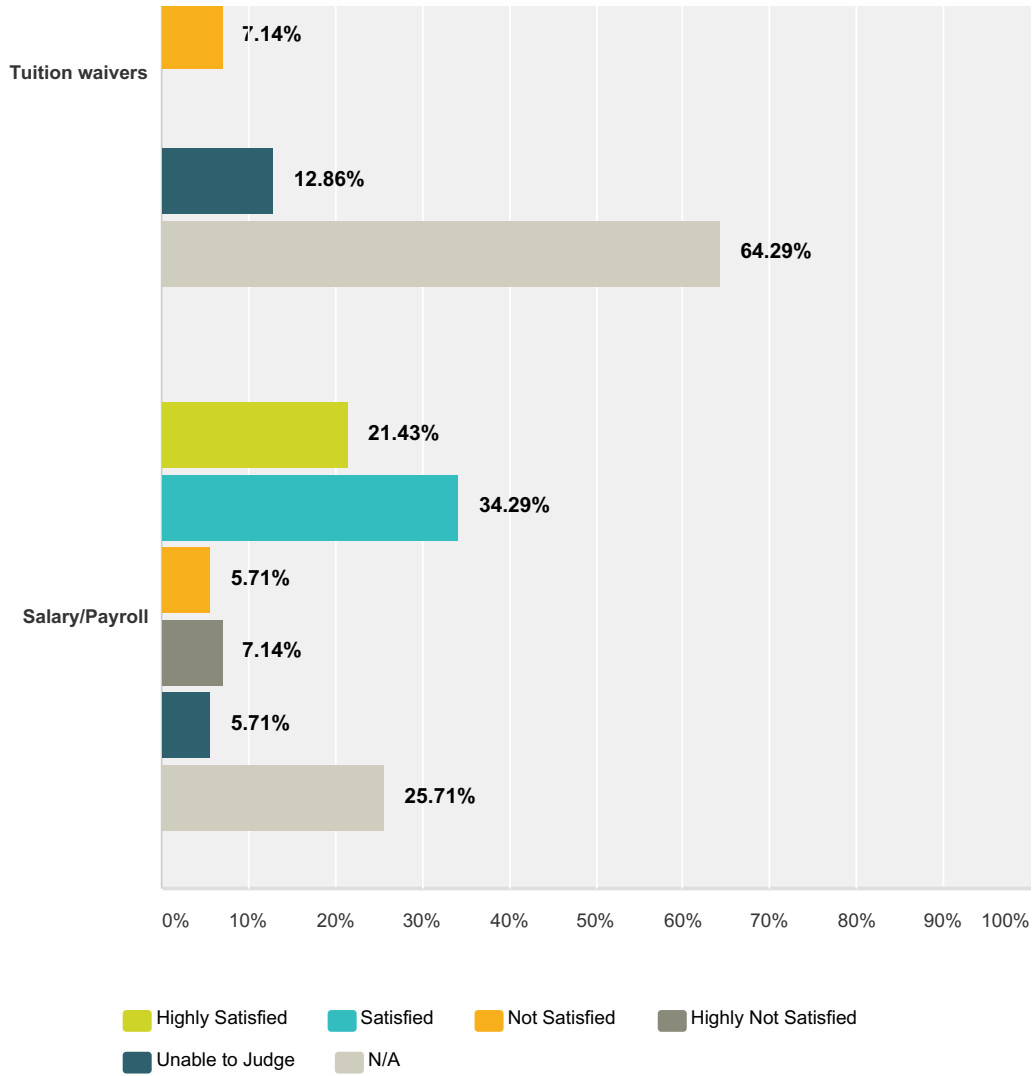
Answered: 70 Skipped: 12



Non-Instructional Unit Assessments: Administrative Services



Non-Instructional Unit Assessments: Administrative Services



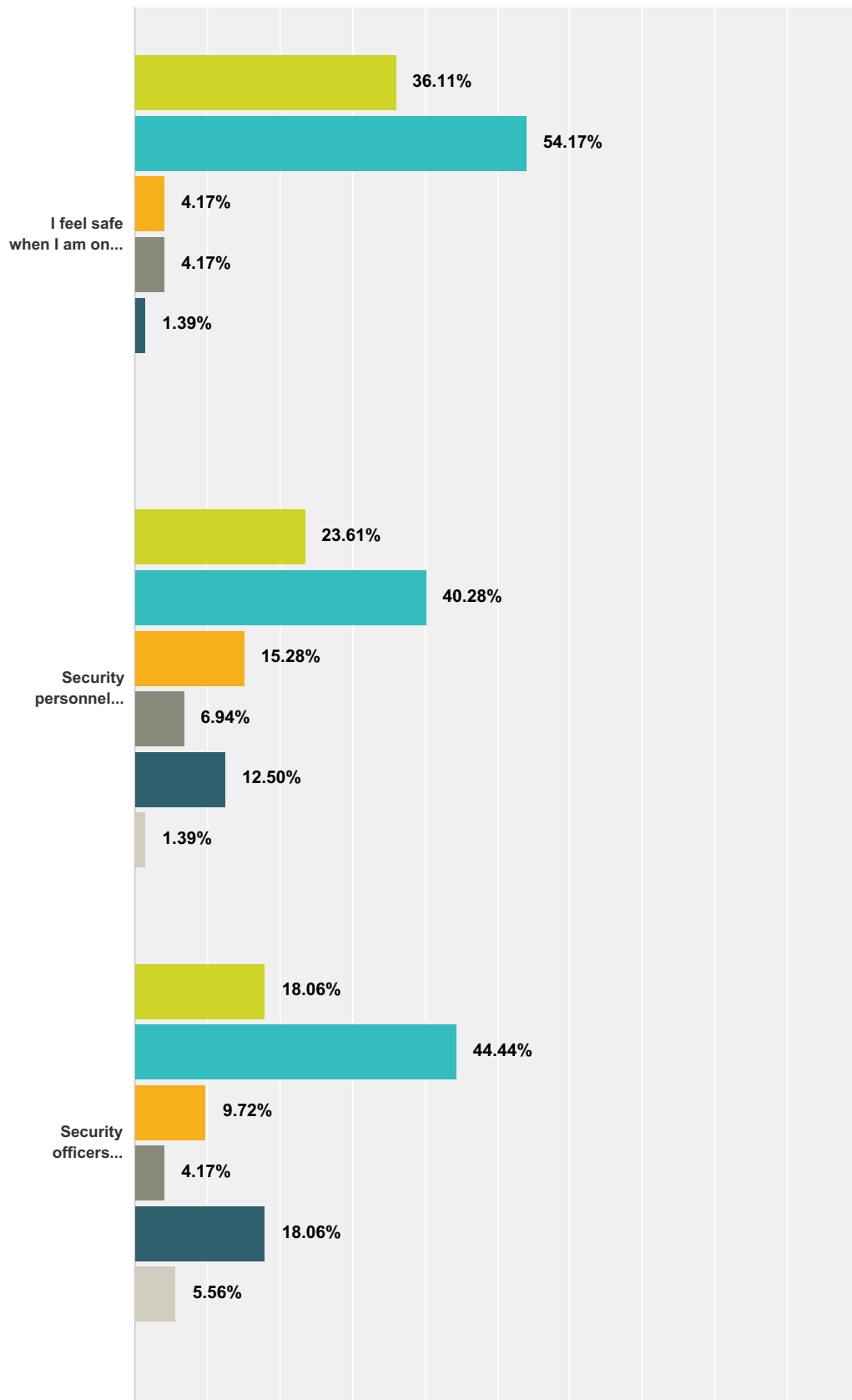
	Highly Satisfied	Satisfied	Not Satisfied	Highly Not Satisfied	Unable to Judge	N/A	Total	Weighted Average
Health benefits	20.00% 14	25.71% 18	2.86% 2	1.43% 1	14.29% 10	35.71% 25	70	2.44
Paid time off (vacation/sick leave)	20.00% 14	25.71% 18	2.86% 2	0.00% 0	11.43% 8	40.00% 28	70	2.29
Worker's Compensation	5.80% 4	10.14% 7	8.70% 6	0.00% 0	15.94% 11	59.42% 41	69	3.25
Bus passes	5.71% 4	2.86% 2	4.29% 3	0.00% 0	15.71% 11	71.43% 50	70	3.60
Tax sheltered annuities	7.25% 5	11.59% 8	5.80% 4	1.45% 1	17.39% 12	56.52% 39	69	3.23
Flexible spending	11.43% 8	11.43% 8	2.86% 2	0.00% 0	14.29% 10	60.00% 42	70	2.86
Tuition waivers	8.57% 6	7.14% 5	7.14% 5	0.00% 0	12.86% 9	64.29% 45	70	3.04
Salary/Payroll	21.43% 15	34.29% 24	5.71% 4	7.14% 5	5.71% 4	25.71% 18	70	2.21

**Q16 Enter comments or suggestions for the
Human Resources Office below:**

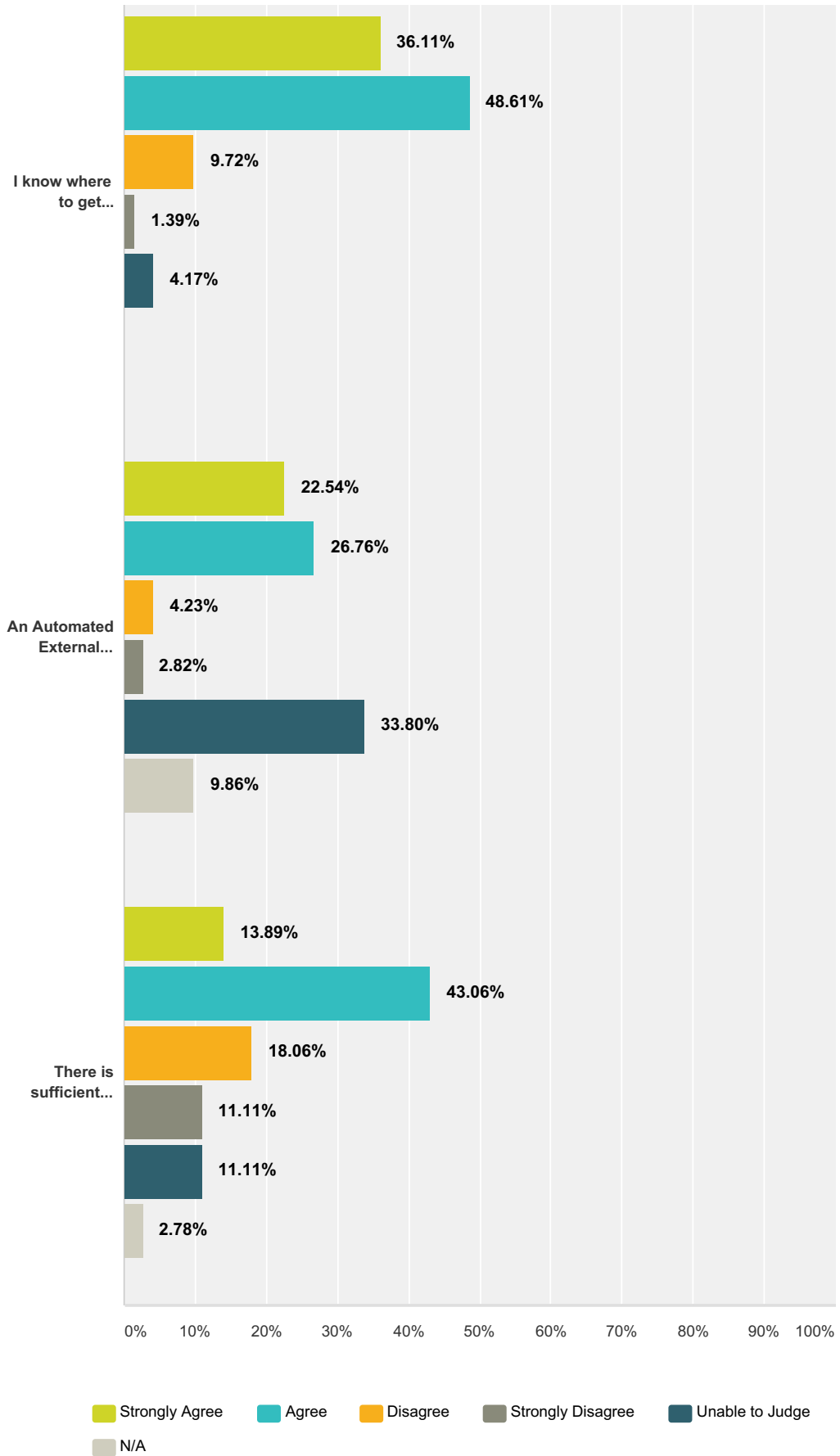
Answered: 19 Skipped: 63

Q17 Indicate your agreement to the following statements:

Answered: 72 Skipped: 10



Non-Instructional Unit Assessments: Administrative Services

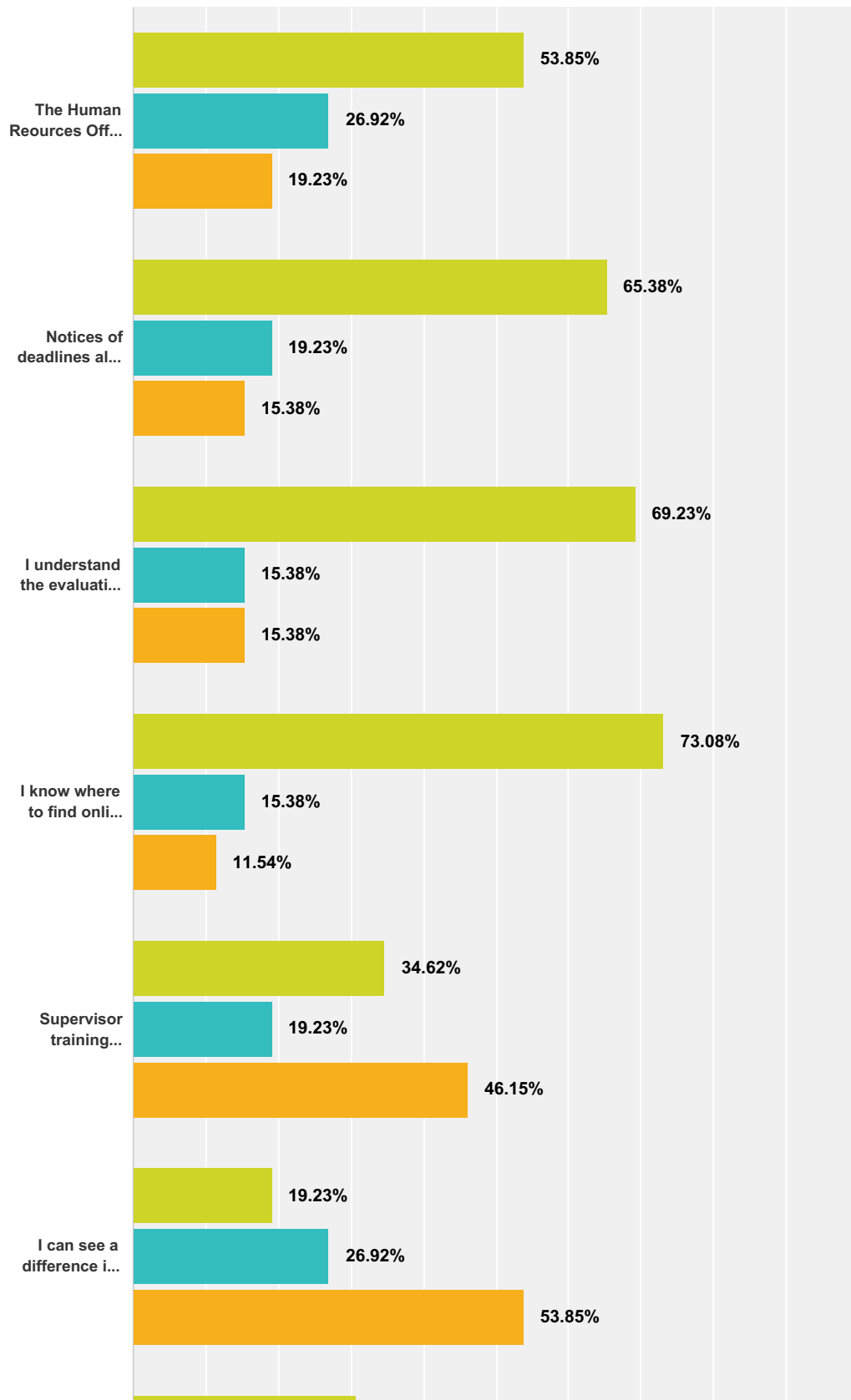


Non-Instructional Unit Assessments: Administrative Services

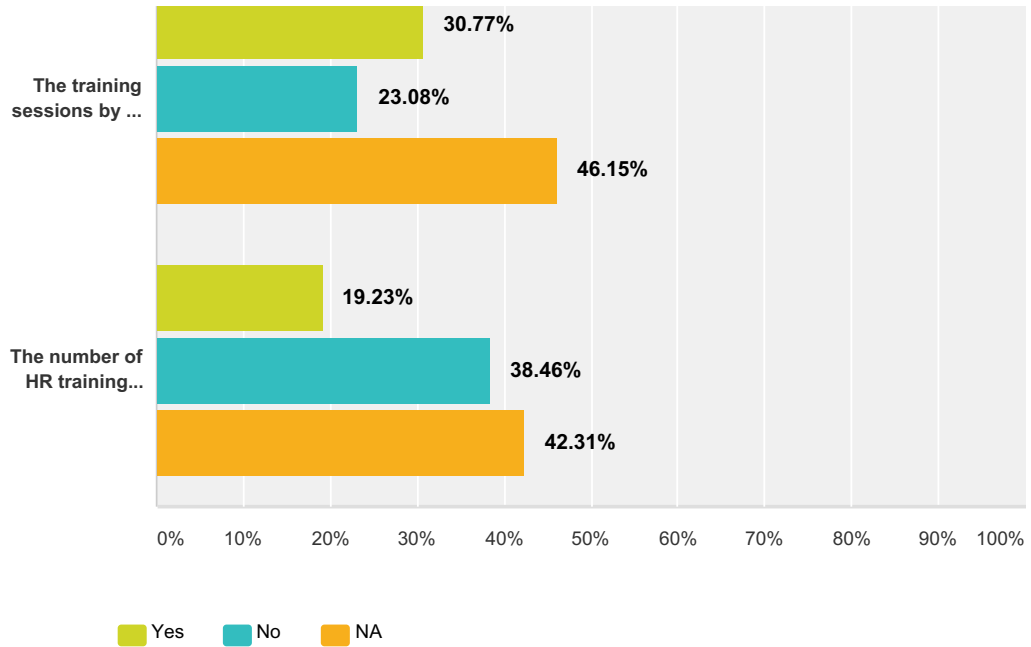
	Strongly Agree	Agree	Disagree	Strongly Disagree	Unable to Judge	N/A	Total	Weighted Average
I feel safe when I am on campus.	36.11% 26	54.17% 39	4.17% 3	4.17% 3	1.39% 1	0.00% 0	72	1.81
Security personnel appear knowledgeable about handling various incidents.	23.61% 17	40.28% 29	15.28% 11	6.94% 5	12.50% 9	1.39% 1	72	2.44
Security officers respond in a reasonable amount of time when called.	18.06% 13	44.44% 32	9.72% 7	4.17% 3	18.06% 13	5.56% 4	72	2.57
I know where to get information regarding safety and security issues.	36.11% 26	48.61% 35	9.72% 7	1.39% 1	4.17% 3	0.00% 0	72	1.89
An Automated External Defibrillator is accessible on campus.	22.54% 16	26.76% 19	4.23% 3	2.82% 2	33.80% 24	9.86% 7	71	2.98
There is sufficient security guard coverage.	13.89% 10	43.06% 31	18.06% 13	11.11% 8	11.11% 8	2.78% 2	72	2.61

Q18 Select Yes, No or NA for each statement.

Answered: 26 Skipped: 56



Non-Instructional Unit Assessments: Administrative Services



	Yes	No	NA	Total
The Human Resources Office has provided adequate training or information, enabling me to fill the evaluation forms completely.	53.85% 14	26.92% 7	19.23% 5	26
Notices of deadlines allow me adequate time to complete the evaluations for my unit.	65.38% 17	19.23% 5	15.38% 4	26
I understand the evaluation process.	69.23% 18	15.38% 4	15.38% 4	26
I know where to find online directions and information about the forms and their completion.	73.08% 19	15.38% 4	11.54% 3	26
Supervisor training sessions run by HR are worthwhile.	34.62% 9	19.23% 5	46.15% 12	26
I can see a difference in my unit's performance as a result of training by HR.	19.23% 5	26.92% 7	53.85% 14	26
The training sessions by HR are relevant to the function of my unit.	30.77% 8	23.08% 6	46.15% 12	26
The number of HR training opportunities is sufficient.	19.23% 5	38.46% 10	42.31% 11	26