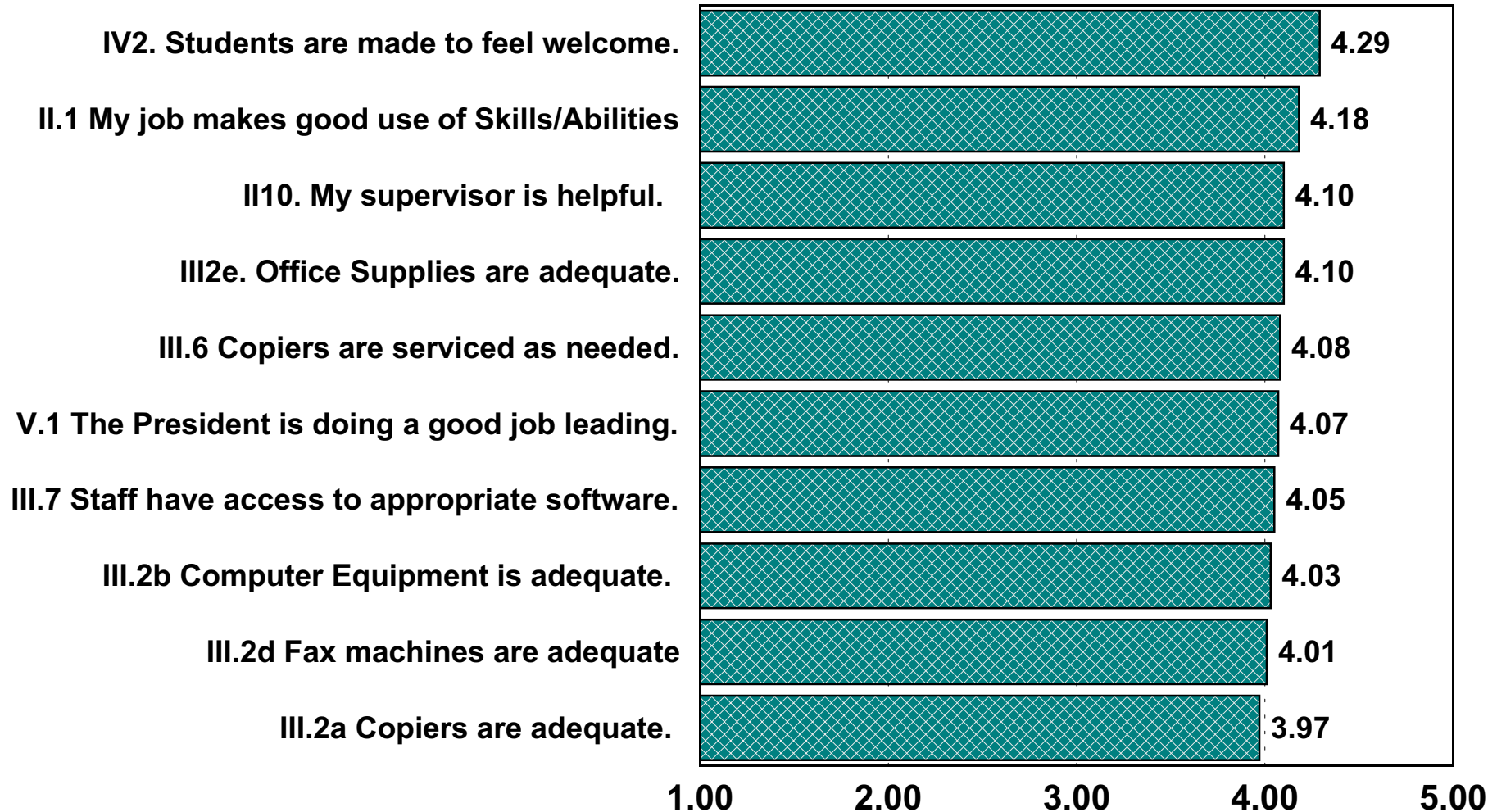
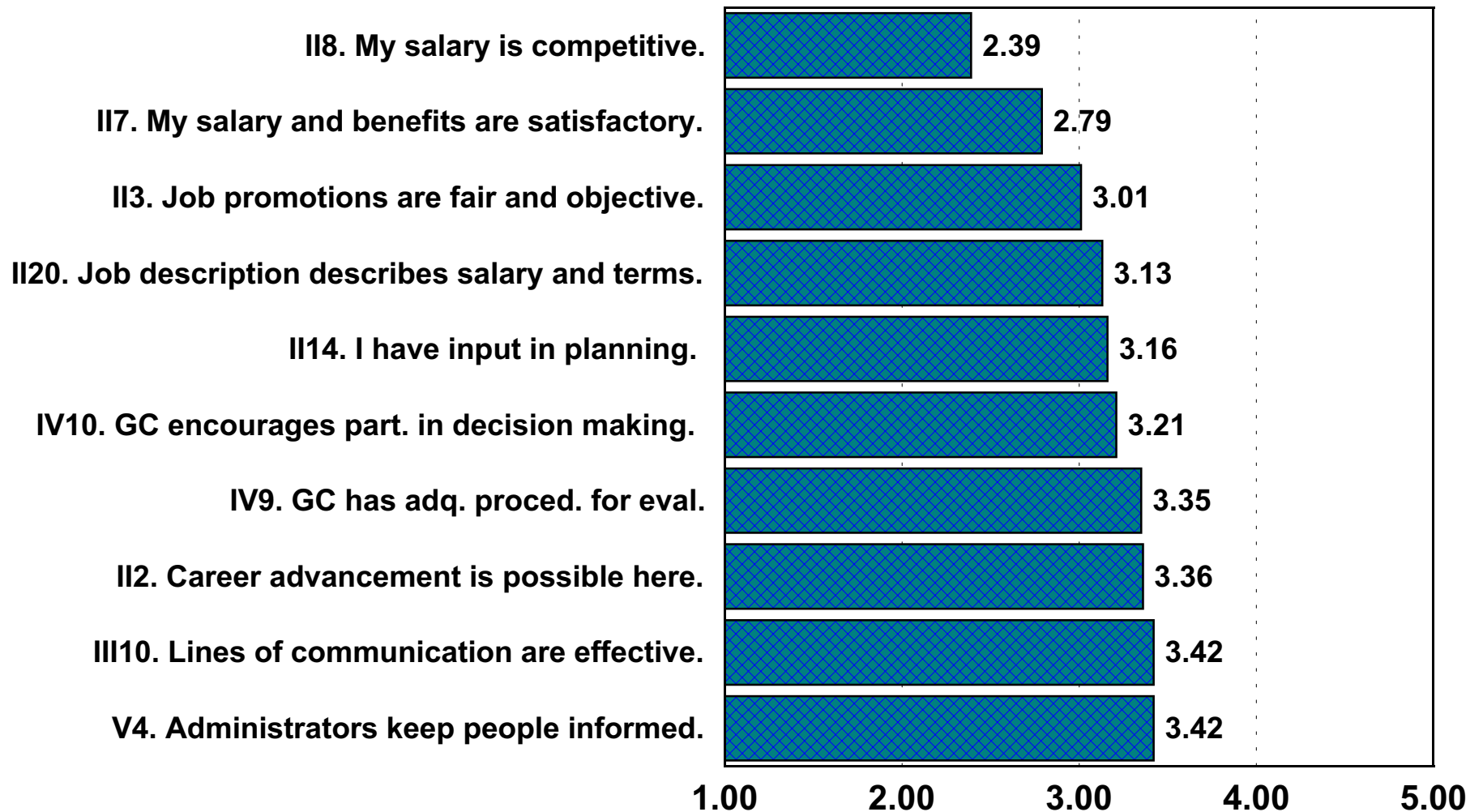


Highest Ranked Questions in 2001 Staff Survey



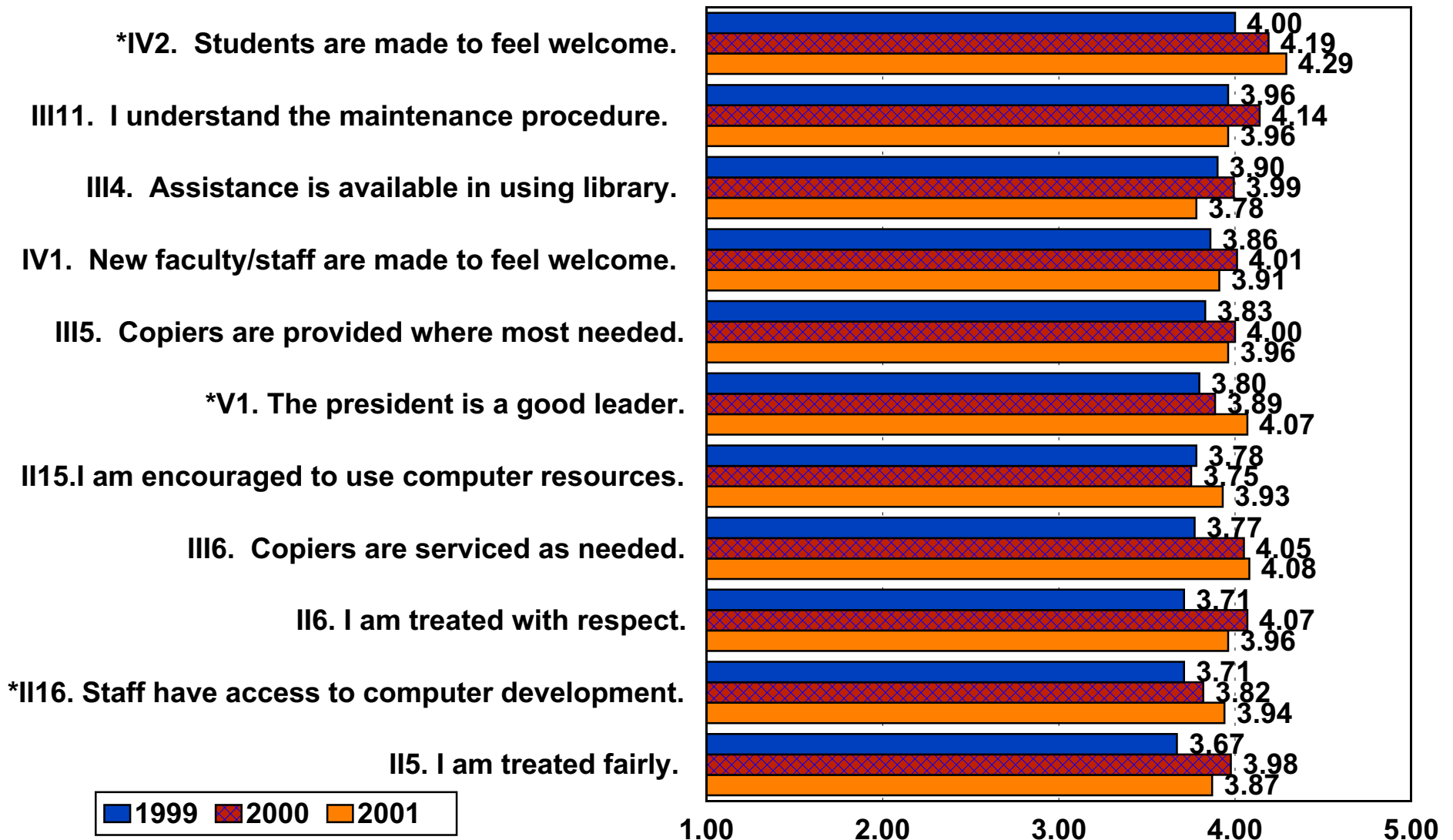
Staff Survey administered March 2001, 165 staff participated in the survey.

Lowest Ranked Questions in 2001 Staff Survey



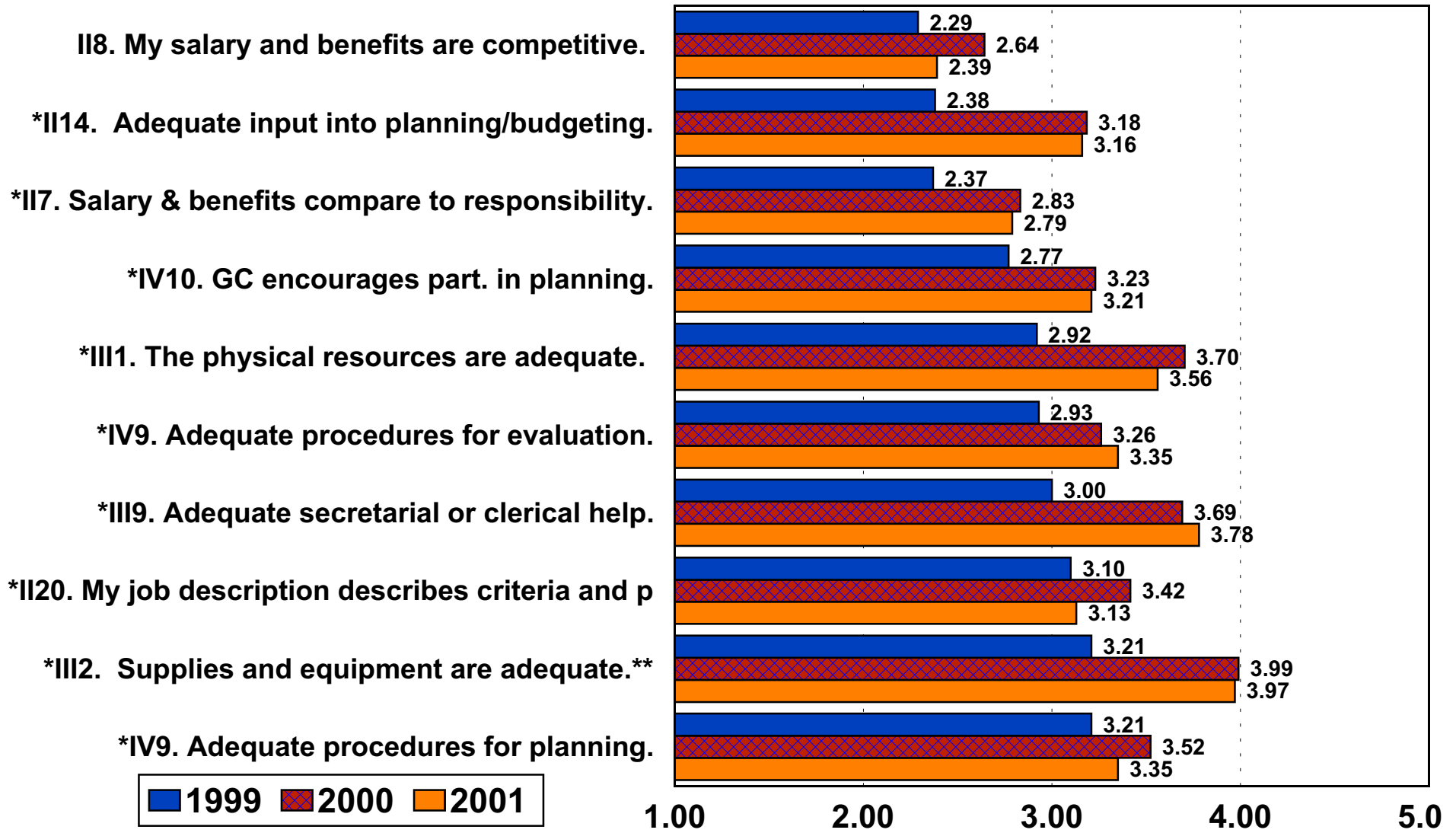
Staff Survey administered March 2001, 165 staff participated in the survey.

Highest Ranked Results in 1999 and 2000 Compared to 2001 Staff Survey



All questions that begin with a * are statistically significant responses from 1999 to 2001.

Lowest Ranked Results in 1999 and 2000 Compared to 2001 Staff Survey



All questions that begin with a * are statistically significant responses from 1999 to 2001.

Mean Scores of questions in order of survey.

	N	Mean
II.1 My job makes good use of my skills and abilities	161	4.18
II.2 Career advancement is possible here if openings occur	150	3.36
II.3 Job promotions in GC&SU are fair and objective	141	3.01
II.4 There is good cooperation among the members of my work group	156	3.93
II.5 I am treated fairly	156	3.87
II.6 I am treated with respect	154	3.96
II.7 My salary and benefits are satisfactory for my responsibilities	155	2.79
II.8 My salary is competitive with comparable jobs at other institutions	135	2.39
II.9 Compared to similar institutions I am satisfied with my benefits package	149	3.77
II.10 My immediate supervisor is helpful	157	4.10
II.11 I feel I have job security	157	3.83
II.12 My ideas/concerns are given appropriate attention	152	3.78
II.13 My supervisor keeps me informed of information that impacts me	159	3.82

Mean Scores of questions in order of survey.

	N	Mean
II.14 I have adequate input into planning and budgeting	139	3.16
II.15 I am encouraged to make some practical use of available computer resources	141	3.93
II.16 Staff have access to computer skill development	140	3.94
II.17 I have taken advantage of staff development opportunities offered	130	3.86
II.18 I know and understand the criteria against which my performance is evaluated	153	3.73
II.19 My annual evaluation contains appropriate suggestions for improvement	139	3.63
II.20 My job description describes the terms and conditions of employment along with my salary for such employment	152	3.13
II.21 I would proudly recommend GC&SU as a good place to work to friends or relatives	159	3.78
III.1 The physical environment of my campus contributes to an atmosphere for effective learning	136	3.56
III2A	129	3.97

Mean Scores of questions in order of survey.

	N	Mean
III2B	131	4.03
III2C	129	3.74
III2D	129	4.01
III2E	135	4.10
III.3 My office space meets my needs	134	3.82
III.4 Assistance is available in using library resources/services	105	3.78
III.5 Copiers are provided where most needed	134	3.96
III.6 Copiers are serviced as needed	128	4.08
III.7 Staff have access to appropriate software	131	4.05
III.8 The university telephone system is satisfactory	140	3.78
III.9 I have adequate secretarial or clerical help	116	3.78
III.10 Lines of communication are effective	139	3.42
III.11 I understand the procedure to have maintenance provided	136	3.96
IV.1 New faculty/staff are made to feel welcome at the university	151	3.91
IV.2 Students are made to feel welcome at the university	149	4.29
IV.3 The university embodies a sense of a shared community	151	3.69

Mean Scores of questions in order of survey.

	N	Mean
IV.4 The values espoused by the university are highly visible within the university community	146	3.75
IV.5 I feel the university is living up to expectations espoused in the university mission	153	3.73
IV.6 The university engages in continuous study, analysis, and appraisal of its purposes, policies, procedures, and programs	141	3.81
IV.7 Georgia College & State University has a comprehensive approach to evaluation of activities and plans for improvement of its program(s).	132	3.68
IV.8 The university has adequate procedures for planning	130	3.54
IV.9 The university has adequate procedures for evaluation	142	3.35
IV.10 The institution encourages participation in decision making, policymaking, etc	136	3.21
IV.11 The physical environment contributes to an atmosphere for effective work	149	3.64
IV.12 Facilities are adequately maintained.	150	3.49

Mean Scores of questions in order of survey.

	N	Mean
IV.13 The current security measures are adequate for my area.	150	3.48
IV.14 The university provides adequate support services for students.	134	3.85
IV.15 Support Services are adequately comprehensive to address and respond to the diverse needs of students.	129	3.77
V.1 The President is doing a good job of leading the organization.	152	4.07
V.2 The administrators in my area care about the employee's well being.	152	3.76
V.3 The administrators in my area are trying to improve the organization.	152	3.70
V.4 The administrators in my area keep people well informed.	153	3.42
V.5 I have confidence in the administrators in my area fairness/honesty.	138	3.51
V.6 My Department administrators are doing a good job of leading the department.	141	3.59
V.7 Other employees have confidence in the administrators in my area.	125	3.46
Valid N (listwise)	34	

Mean Scores of questions in order from Highest to Lowest

	N	Mean
IV.2 Students are made to feel welcome at the university	149	4.29
II.1 My job makes good use of my skills and abilities	161	4.18
II.10 My immediate supervisor is helpful	157	4.10
III2E office supplies	135	4.10
III.6 Copiers are serviced as needed	128	4.08
V.1 The President is doing a good job of leading the organization.	152	4.07
III.7 Staff have access to appropriate software	131	4.05
III2B Computer Equipment	131	4.03
III2D Fax Machine	129	4.01
III2A Copiers	129	3.97
III.11 I understand the procedure to have maintenance provided	136	3.96
II.6 I am treated with respect	154	3.96
III.5 Copiers are provided where most needed	134	3.96
II.16 Staff have access to computer skill development	140	3.94
II.4 There is good cooperation among the members of my work group	156	3.93
II.15 I am encouraged to make some practical use of available computer resources	141	3.93

Mean Scores of questions in order from Highest to Lowest

	N	Mean
IV.1 New faculty/staff are made to feel welcome at the university	151	3.91
II.5 I am treated fairly	156	3.87
II.17 I have taken advantage of staff development opportunities offered	130	3.86
IV.14 The university provides adequate support services for students.	134	3.85
II.11 I feel I have job security	157	3.83
III.3 My office space meets my needs	134	3.82
II.13 My supervisor keeps me informed of information that impacts me	159	3.82
IV.6 The university engages in continuous study, analysis, and appraisal of its purposes, policies, procedures, and programs	141	3.81
III.9 I have adequate secretarial or clerical help	116	3.78
III.4 Assistance is available in using library resources/services	105	3.78
II.21 I would proudly recommend GC&SU as a good place to work to friends or relatives	159	3.78
III.8 The university telephone system is satisfactory	140	3.78

Mean Scores of questions in order from Highest to Lowest

	N	Mean
II.12 My ideas/concerns are given appropriate attention	152	3.78
II.9 Compared to similar institutions I am satisfied with my benefits package	149	3.77
IV.15 Support Services are adequately comprehensive to address and respond to the diverse needs of students.	129	3.77
V.2 The administrators in my area care about the employee's well being.	152	3.76
IV.4 The values espoused by the university are highly visible within the university community	146	3.75
III2C Appropriate Furniture	129	3.74
II.18 I know and understand the criteria against which my performance is evaluated	153	3.73
IV.5 I feel the university is living up to expectations espoused in the university mission	153	3.73
V.3 The administrators in my area are trying to improve the organization.	152	3.70
IV.3 The university embodies a sense of a shared community	151	3.69

Mean Scores of questions in order from Highest to Lowest

	N	Mean
IV.7 Georgia College & State University has a comprehensive approach to evaluation of activities and plans for improvement of its program(s).	132	3.68
IV.11 The physical environment contributes to an atmosphere for effective work	149	3.64
II.19 My annual evaluation contains appropriate suggestions for improvement	139	3.63
V.6 My Department administrators are doing a good job of leading the department.	141	3.59
III.1 The physical environment of my campus contributes to an atmosphere for effective learning	136	3.56
IV.8 The university has adequate procedures for planning	130	3.54
V.5 I have confidence in the administrators in my area fairness/honesty.	138	3.51
IV.12 Facilities are adequately maintained.	150	3.49
IV.13 The current security measures are adequate for my area.	150	3.48
V.7 Other employees have confidence in the administrators in my area.	125	3.46

Mean Scores of questions in order from Highest to Lowest

	N	Mean
V.4 The administrators in my area keep people well informed.	153	3.42
III.10 Lines of communication are effective	139	3.42
II.2 Career advancement is possible here if openings occur	150	3.36
IV.9 The university has adequate procedures for evaluation	142	3.35
IV.10 The institution encourages participation in decision making, policymaking, etc	136	3.21
II.14 I have adequate input into planning and budgeting	139	3.16
II.20 My job description describes the terms and conditions of employment along with my salary for such employment	152	3.13
II.3 Job promotions in GC&SU are fair and objective	141	3.01
II.7 My salary and benefits are satisfactory for my responsibilities	155	2.79
II.8 My salary is competitive with comparable jobs at other institutions	135	2.39

Mean Scores of University Services in order of Survey.

	N	Mean
VI.1 Advisement & Career	91	2.75
VI.2 Career Center	99	2.79
VI.3 Honor Program	78	2.92
VI.4 International Services & Programs.	96	3.10
VI.5 LSS	87	2.99
VI.6 Continuing Education/Public Services	121	3.12
VI.7 Distance Education	74	2.85
VI.8 Electronic Education Service	68	2.97
VI.9 Enrollment Services-Admissions	108	2.80
VI.10 Enrollment Services-Financial Aid	107	2.93
VI.11 Enrollment Services-Records	106	2.88
VI.12 Campus Computer Support Services	127	3.09
VI.13 Administrative Computing Services	122	3.13
VI.14 Networking Services	116	3.04
VI.15 Institutional Planning & Policy Analysis	94	3.12
VI.16 Library Services	105	3.10
VI.17 Equipment Circulation	83	2.89
VI.18 Multimedia Lab/Service Bureau	65	3.05

Mean Scores of University Services in order of Survey.

	N	Mean
VI.19 University Relations	109	2.93
VI.20 Administrative Services	113	2.98
VI.21 Environmental Health/Occupational Safety	97	2.81
VI.22 Mail Services	134	3.10
VI.23 Printing Services	129	3.43
VI.24 Property Management	110	3.14
VI.25 Purchasing	120	3.20
VI.26 Physical Plant	139	3.14
VI.27 Building Maintenance	141	2.94
VI.28 Custodial Services	148	2.84
VI.29 Grounds Maintenance	149	3.23
VI.30 Accounting	119	3.15
VI.31 Bookstores	138	3.17
VI.32 Business Office	124	3.07
VI.33 Chick-fil-a	131	2.34
VI.34 Dining Services-catering	113	2.73
VI.35 Dining Services-facilities (Cross Roads)	108	2.80
VI.36 Dining Services-food (Cross Roads)	106	2.80
VI.37 Budget Office	104	2.93
VI.38 Human Resources	142	3.28
VI.39 Payroll	137	2.67
VI.40 Training	121	2.71
VI.41 University Police	139	2.99
VI.42 Counseling Services	78	3.06
VI.43 Multicultural Activities	81	3.00

Mean Scores of University Services in order of Survey.

	N	Mean
VI.44 Residence Life	100	3.11
VI.45 Special Support Services	76	3.00
VI.46 Student Activities	106	2.92
VI.47 Advancement Services	82	2.80
VI.48 Alumni Programs	86	2.95
VI.49 Development	84	2.87
VI.50 Legal Affairs	101	3.12
VI.51 Athletics	108	3.16
VI.52 Coffee shop (The Cellar)	101	3.10
Valid N (listwise)	18	

Mean Scores of University Services in order from Highest to Lowest

	N	Mean
VI.23 Printing Services	129	3.43
VI.38 Human Resources	142	3.28
VI.29 Grounds Maintenance	149	3.23
VI.25 Purchasing	120	3.20
VI.31 Bookstores	138	3.17
VI.51 Athletics	108	3.16
VI.30 Accounting	119	3.15
VI.26 Physical Plant	139	3.14
VI.24 Property Management	110	3.14
VI.13 Administrative Computing Services	122	3.13
VI.6 Continuing Education/Public Services	121	3.12
VI.50 Legal Affairs	101	3.12

Mean Scores of University Services in order from Highest to Lowest

	N	Mean
VI.15 Institutional Planning & Policy Analysis	94	3.12
VI.44 Residence Life	100	3.11
VI.4 International Services & Programs.	96	3.10
VI.52 Coffee shop (The Cellar)	101	3.10
VI.22 Mail Services	134	3.10
VI.16 Library Services	105	3.10
VI.12 Campus Computer Support Services	127	3.09
VI.32 Business Office	124	3.07
VI.42 Counseling Services	78	3.06
VI.18 Multimedia Lab/Service Bureau	65	3.05
VI.14 Networking Services	116	3.04
VI.45 Special Support Services	76	3.00
VI.43 Multicultural Activities	81	3.00
VI5	87	2.99
VI.41 University Police	139	2.99
VI.20 Administrative Services	113	2.98
VI.8 Electronic Education Service	68	2.97
VI.48 Alumni Programs	86	2.95
VI.27 Building Maintenance	141	2.94
VI.37 Budget Office	104	2.93
VI.19 University Relations	109	2.93
VI.10 Enrollment Services-Financial Aid	107	2.93
VI.3 Honor Program	78	2.92
VI.46 Student Activities	106	2.92

Mean Scores of University Services in order from Highest to Lowest

	N	Mean
VI.17 Equipment Circulation	83	2.89
VI.11 Enrollment Services-Records	106	2.88
VI.49 Development	84	2.87
VI.7 Distance Education	74	2.85
VI.28 Custodial Services	148	2.84
VI.21 Environmental Health/Occupational Safety	97	2.81
VI.47 Advancement Services	82	2.80
VI.36 Dining Services-food (Cross Roads)	106	2.80
VI.9 Enrollment Services-Admissions	108	2.80
VI.35 Dining Services-facilities (Cross Roads)	108	2.80
VI.2 Career Center	99	2.79
VI.1 Advisement & Career	91	2.75
VI.34 Dining Services-catering	113	2.73
VI.40 Training	121	2.71
VI.39 Payroll	137	2.67
VI.33 Chick-fil-a	131	2.34
Valid N (listwise)	18	

Frequency Table

I.1 Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	female	117	70.9	73.6	73.6
	male	42	25.5	26.4	100.0
	Total	159	96.4	100.0	
Missing	System	6	3.6		
Total		165	100.0		

I2 Job Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	maintenance	17	10.3	12.4	12.4
	clerical	56	33.9	40.9	53.3
	technical	11	6.7	8.0	61.3
	professional staff	52	31.5	38.0	99.3
	Total	137	83.0	100.0	
Missing	System	28	17.0		
Total		165	100.0		

I.3 Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	full-time	139	84.2	95.9	95.9
	part-time	4	2.4	2.8	100.0
	Total	145	87.9	100.0	
Missing	System	20	12.1		
Total		165	100.0		

I.4 Division

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Academic Affairs	38	23.0	25.5	25.5
	Student Affairs	12	7.3	8.1	33.6
	Business and Finance and Plant Operations	64	38.8	43.0	76.5
	Unversity Advancement	5	3.0	3.4	79.9
	Other	17	10.3	11.4	91.3
	Blank	13	7.9	8.7	100.0
	Total	149	90.3	100.0	
Missing	System	16	9.7		
Total		165	100.0		

I.5 Years at GC&SU

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 5	74	44.8	48.1	48.1
	5-10 years	37	22.4	24.0	72.1
	11-20	27	16.4	17.5	89.6
	more than 20	12	7.3	7.8	100.0
	Total	154	93.3	100.0	
Missing	System	11	6.7		
Total		165	100.0		

II.1 My job makes good use of my skills and abilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	8	4.8	5.0	5.0
	Neutral	19	11.5	11.8	16.8
	Agree	70	42.4	43.5	60.2
	Strongly Agree	64	38.8	39.8	100.0
	Total	161	97.6	100.0	
Missing	Not applicable	1	.6		
	System	3	1.8		
	Total	4	2.4		
Total		165	100.0		

II.2 Career advancement is possible here if openings occur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	13	7.9	8.7	8.7
	Disagree	30	18.2	20.0	28.7
	Neutral	27	16.4	18.0	46.7
	Agree	50	30.3	33.3	80.0
	Strongly Agree	30	18.2	20.0	100.0
	Total	150	90.9	100.0	
Missing	Not applicable	7	4.2		
	System	8	4.8		
	Total	15	9.1		
Total		165	100.0		

II.3 Job promotions in GC&SU are fair and objective

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	21	12.7	14.9	14.9
	Disagree	23	13.9	16.3	31.2
	Neutral	46	27.9	32.6	63.8
	Agree	35	21.2	24.8	88.7
	Strongly Agree	16	9.7	11.3	100.0
	Total	141	85.5	100.0	
Missing	Not applicable	17	10.3		
	System	7	4.2		
	Total	24	14.5		
Total		165	100.0		

II.4 There is good cooperation among the members of my work group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	4.8	5.1	5.1
	Disagree	13	7.9	8.3	13.5
	Neutral	22	13.3	14.1	27.6
	Agree	52	31.5	33.3	60.9
	Strongly Agree	61	37.0	39.1	100.0
	Total	156	94.5	100.0	
Missing	Not applicable	1	.6		
	System	8	4.8		
	Total	9	5.5		
Total		165	100.0		

II.5 I am treated fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	4.5	4.5
	Disagree	15	9.1	9.6	14.1
	Neutral	22	13.3	14.1	28.2
	Agree	59	35.8	37.8	66.0
	Strongly Agree	53	32.1	34.0	100.0
	Total	156	94.5	100.0	
Missing	Not applicable	3	1.8		
	System	6	3.6		
	Total	9	5.5		
Total		165	100.0		

II.6 I am treated with respect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	3.6	3.9	3.9
	Disagree	11	6.7	7.1	11.0
	Neutral	21	12.7	13.6	24.7
	Agree	61	37.0	39.6	64.3
	Strongly Agree	55	33.3	35.7	100.0
	Total	154	93.3	100.0	
Missing	Not applicable	2	1.2		
	System	9	5.5		
	Total	11	6.7		
Total		165	100.0		

II.7 My salary and benefits are satisfactory for my responsibilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	32	19.4	20.6	20.6
	Disagree	36	21.8	23.2	43.9
	Neutral	36	21.8	23.2	67.1
	Agree	34	20.6	21.9	89.0
	Strongly Agree	17	10.3	11.0	100.0
	Total	155	93.9	100.0	
Missing	Not applicable	5	3.0		
	System	5	3.0		
	Total	10	6.1		
Total		165	100.0		

II.8 My salary is competitive with comparable jobs at other institutions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	42	25.5	31.1	31.1
	Disagree	38	23.0	28.1	59.3
	Neutral	26	15.8	19.3	78.5
	Agree	18	10.9	13.3	91.9
	Strongly Agree	11	6.7	8.1	100.0
	Total	135	81.8	100.0	
Missing	Not applicable	24	14.5		
	System	6	3.6		
	Total	30	18.2		
Total		165	100.0		

II.9 Compared to similar institutions I am satisfied with my benefits package

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	4.7	4.7
	Disagree	13	7.9	8.7	13.4
	Neutral	30	18.2	20.1	33.6
	Agree	56	33.9	37.6	71.1
	Strongly Agree	43	26.1	28.9	100.0
	Total	149	90.3	100.0	
Missing	Not applicable	12	7.3		
	System	4	2.4		
	Total	16	9.7		
Total		165	100.0		

II.10 My immediate supervisor is helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	3.6	3.8	3.8
	Disagree	10	6.1	6.4	10.2
	Neutral	17	10.3	10.8	21.0
	Agree	53	32.1	33.8	54.8
	Strongly Agree	71	43.0	45.2	100.0
	Total	157	95.2	100.0	
Missing	Not applicable	4	2.4		
	System	4	2.4		
	Total	8	4.8		
Total		165	100.0		

II.11 I feel I have job security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	3.0	3.2	3.2
	Disagree	15	9.1	9.6	12.7
	Neutral	23	13.9	14.6	27.4
	Agree	72	43.6	45.9	73.2
	Strongly Agree	42	25.5	26.8	100.0
	Total	157	95.2	100.0	
Missing	Not applicable	3	1.8		
	System	5	3.0		
	Total	8	4.8		
Total		165	100.0		

II.12 My ideas/concerns are given appropriate attention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	3.0	3.3	3.3
	Disagree	12	7.3	7.9	11.2
	Neutral	31	18.8	20.4	31.6
	Agree	68	41.2	44.7	76.3
	Strongly Agree	36	21.8	23.7	100.0
	Total	152	92.1	100.0	
Missing	Not applicable	6	3.6		
	System	7	4.2		
	Total	13	7.9		
Total		165	100.0		

II.13 My supervisor keeps me informed of information that impacts me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	6.7	6.9	6.9
	Disagree	16	9.7	10.1	17.0
	Neutral	18	10.9	11.3	28.3
	Agree	60	36.4	37.7	66.0
	Strongly Agree	54	32.7	34.0	100.0
	Total	159	96.4	100.0	
Missing	Not applicable	3	1.8		
	System	3	1.8		
	Total	6	3.6		
Total		165	100.0		

II.14 I have adequate input into planning and budgeting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	18	10.9	12.9	12.9
	Disagree	24	14.5	17.3	30.2
	Neutral	36	21.8	25.9	56.1
	Agree	40	24.2	28.8	84.9
	Strongly Agree	21	12.7	15.1	100.0
	Total	139	84.2	100.0	
Missing	Not applicable	21	12.7		
	System	5	3.0		
	Total	26	15.8		
Total		165	100.0		

II.15 I am encouraged to make some practical use of available computer resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	5.0	5.0
	Disagree	8	4.8	5.7	10.6
	Neutral	27	16.4	19.1	29.8
	Agree	45	27.3	31.9	61.7
	Strongly Agree	54	32.7	38.3	100.0
	Total	141	85.5	100.0	
Missing	Not applicable	22	13.3		
	System	2	1.2		
	Total	24	14.5		
Total		165	100.0		

II.16 Staff have access to computer skill development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	3.0	3.6	3.6
	Disagree	8	4.8	5.7	9.3
	Neutral	21	12.7	15.0	24.3
	Agree	62	37.6	44.3	68.6
	Strongly Agree	44	26.7	31.4	100.0
	Total	140	84.8	100.0	
Missing	Not applicable	19	11.5		
	System	6	3.6		
	Total	25	15.2		
Total		165	100.0		

II.17 I have taken advantage of staff development opportunities offered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.6	.8	.8
	Disagree	10	6.1	7.7	8.5
	Neutral	28	17.0	21.5	30.0
	Agree	58	35.2	44.6	74.6
	Strongly Agree	33	20.0	25.4	100.0
	Total	130	78.8	100.0	
Missing	Not applicable	32	19.4		
	System	3	1.8		
	Total	35	21.2		
Total		165	100.0		

II.18 I know and understand the criteria against which my performance is evaluated

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	6.1	6.5	6.5
	Disagree	12	7.3	7.8	14.4
	Neutral	27	16.4	17.6	32.0
	Agree	64	38.8	41.8	73.9
	Strongly Agree	40	24.2	26.1	100.0
	Total	153	92.7	100.0	
Missing	Not applicable	7	4.2		
	System	5	3.0		
	Total	12	7.3		
Total		165	100.0		

II.19 My annual evaluation contains appropriate suggestions for improvement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	6.1	7.2	7.2
	Disagree	6	3.6	4.3	11.5
	Neutral	34	20.6	24.5	36.0
	Agree	64	38.8	46.0	82.0
	Strongly Agree	25	15.2	18.0	100.0
	Total	139	84.2	100.0	
Missing	Not applicable	19	11.5		
	System	7	4.2		
	Total	26	15.8		
Total		165	100.0		

II.20 My job description describes the terms and conditions of employment along with my salary for such employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	23	13.9	15.1	15.1
	Disagree	21	12.7	13.8	28.9
	Neutral	37	22.4	24.3	53.3
	Agree	56	33.9	36.8	90.1
	Strongly Agree	15	9.1	9.9	100.0
	Total	152	92.1	100.0	
Missing	Not applicable	10	6.1		
	System	3	1.8		
	Total	13	7.9		
Total		165	100.0		

II.21 I would proudly recommend GC&SU as a good place to work to friends or relatives

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	3.6	3.8	3.8
	Disagree	12	7.3	7.5	11.3
	Neutral	34	20.6	21.4	32.7
	Agree	66	40.0	41.5	74.2
	Strongly Agree	41	24.8	25.8	100.0
	Total	159	96.4	100.0	
Missing	Not applicable	3	1.8		
	System	3	1.8		
	Total	6	3.6		
Total		165	100.0		

III.1 The physical environment of my campus contributes to an atmosphere for effective learning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	4.8	5.9	5.9
	Disagree	20	12.1	14.7	20.6
	Neutral	21	12.7	15.4	36.0
	Agree	62	37.6	45.6	81.6
	Strongly Agree	25	15.2	18.4	100.0
	Total	136	82.4	100.0	
Missing	Not applicable	10	6.1		
	System	19	11.5		
	Total	29	17.6		
Total		165	100.0		

III2A Copiers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	3.0	3.9	3.9
	Disagree	14	8.5	10.9	14.7
	Neutral	10	6.1	7.8	22.5
	Agree	51	30.9	39.5	62.0
	Strongly Agree	49	29.7	38.0	100.0
	Total	129	78.2	100.0	
Missing	Not applicable	22	13.3		
	System	14	8.5		
	Total	36	21.8		
Total		165	100.0		

III2B Computer Equipment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	5.3	5.3
	Disagree	9	5.5	6.9	12.2
	Neutral	6	3.6	4.6	16.8
	Agree	60	36.4	45.8	62.6
	Strongly Agree	49	29.7	37.4	100.0
	Total	131	79.4	100.0	
Missing	Not applicable	21	12.7		
	System	13	7.9		
	Total	34	20.6		
Total		165	100.0		

III2C Appropriate Furniture

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	5.4	5.4
	Disagree	16	9.7	12.4	17.8
	Neutral	20	12.1	15.5	33.3
	Agree	47	28.5	36.4	69.8
	Strongly Agree	39	23.6	30.2	100.0
	Total	129	78.2	100.0	
Missing	Not applicable	23	13.9		
	System	13	7.9		
	Total	36	21.8		
Total		165	100.0		

III2D Fax Machine

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	3.6	4.7	4.7
	Disagree	7	4.2	5.4	10.1
	Neutral	14	8.5	10.9	20.9
	Agree	55	33.3	42.6	63.6
	Strongly Agree	47	28.5	36.4	100.0
	Total	129	78.2	100.0	
Missing	Not applicable	22	13.3		
	System	14	8.5		
	Total	36	21.8		
Total		165	100.0		

III.2e Office supplies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	3.0	3.0
	Disagree	7	4.2	5.2	8.1
	Neutral	12	7.3	8.9	17.0
	Agree	61	37.0	45.2	62.2
	Strongly Agree	51	30.9	37.8	100.0
	Total	135	81.8	100.0	
Missing	Not applicable	21	12.7		
	System	9	5.5		
	Total	30	18.2		
Total		165	100.0		

III.3My office space meets my needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	3.0	3.0
	Disagree	16	9.7	11.9	14.9
	Neutral	19	11.5	14.2	29.1
	Agree	56	33.9	41.8	70.9
	Strongly Agree	39	23.6	29.1	100.0
	Total	134	81.2	100.0	
Missing	Not applicable	22	13.3		
	System	9	5.5		
	Total	31	18.8		
Total		165	100.0		

III.4 Assistance is available in using library resources/services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	3.0	4.8	4.8
	Disagree	4	2.4	3.8	8.6
	Neutral	27	16.4	25.7	34.3
	Agree	42	25.5	40.0	74.3
	Strongly Agree	27	16.4	25.7	100.0
	Total	105	63.6	100.0	
Missing	Not applicable	50	30.3		
	System	10	6.1		
	Total	60	36.4		
Total		165	100.0		

III.5 Copiers are provided where most needed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	3.0	3.0
	Disagree	6	3.6	4.5	7.5
	Neutral	23	13.9	17.2	24.6
	Agree	60	36.4	44.8	69.4
	Strongly Agree	41	24.8	30.6	100.0
	Total	134	81.2	100.0	
Missing	Not applicable	22	13.3		
	System	9	5.5		
	Total	31	18.8		
Total		165	100.0		

III.6 Copiers are serviced as needed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.6	.8	.8
	Disagree	7	4.2	5.5	6.3
	Neutral	17	10.3	13.3	19.5
	Agree	59	35.8	46.1	65.6
	Strongly Agree	44	26.7	34.4	100.0
	Total	128	77.6	100.0	
Missing	Not applicable	29	17.6		
	System	8	4.8		
	Total	37	22.4		
Total		165	100.0		

III.7 Staff have access to appropriate software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.6	.8	.8
	Disagree	5	3.0	3.8	4.6
	Neutral	18	10.9	13.7	18.3
	Agree	70	42.4	53.4	71.8
	Strongly Agree	37	22.4	28.2	100.0
	Total	131	79.4	100.0	
Missing	Not applicable	24	14.5		
	System	10	6.1		
	Total	34	20.6		
Total		165	100.0		

III.8 The university telephone system is satisfactory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	5.0	5.0
	Disagree	12	7.3	8.6	13.6
	Neutral	18	10.9	12.9	26.4
	Agree	71	43.0	50.7	77.1
	Strongly Agree	32	19.4	22.9	100.0
	Total	140	84.8	100.0	
Missing	Not applicable	19	11.5		
	System	6	3.6		
	Total	25	15.2		
Total		165	100.0		

III.9 I have adequate secretarial or clerical help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	4.8	6.9	6.9
	Disagree	5	3.0	4.3	11.2
	Neutral	22	13.3	19.0	30.2
	Agree	50	30.3	43.1	73.3
	Strongly Agree	31	18.8	26.7	100.0
	Total	116	70.3	100.0	
Missing	Not applicable	39	23.6		
	System	10	6.1		
	Total	49	29.7		
Total		165	100.0		

III.10 Lines of communication are effective

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	6.1	7.2	7.2
	Disagree	23	13.9	16.5	23.7
	Neutral	31	18.8	22.3	46.0
	Agree	49	29.7	35.3	81.3
	Strongly Agree	26	15.8	18.7	100.0
	Total	139	84.2	100.0	
Missing	Not applicable	19	11.5		
	System	7	4.2		
	Total	26	15.8		
Total		165	100.0		

III.11 I understand the procedure to have maintenance provided

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	2.9	2.9
	Disagree	6	3.6	4.4	7.4
	Neutral	20	12.1	14.7	22.1
	Agree	67	40.6	49.3	71.3
	Strongly Agree	39	23.6	28.7	100.0
	Total	136	82.4	100.0	
Missing	Not applicable	22	13.3		
	System	7	4.2		
	Total	29	17.6		
Total		165	100.0		

IV.1 New faculty/staff are made to feel welcome at the university

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	2.6	2.6
	Disagree	7	4.2	4.6	7.3
	Neutral	27	16.4	17.9	25.2
	Agree	73	44.2	48.3	73.5
	Strongly Agree	40	24.2	26.5	100.0
	Total	151	91.5	100.0	
Missing	Not applicable	9	5.5		
	System	5	3.0		
	Total	14	8.5		
Total		165	100.0		

IV.2 Students are made to feel welcome at the university

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	1.2	1.3	1.3
	Disagree	3	1.8	2.0	3.4
	Neutral	11	6.7	7.4	10.7
	Agree	67	40.6	45.0	55.7
	Strongly Agree	66	40.0	44.3	100.0
	Total	149	90.3	100.0	
Missing	Not applicable	10	6.1		
	System	6	3.6		
	Total	16	9.7		
Total		165	100.0		

IV.3 The university embodies a sense of a shared community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	1.2	1.3	1.3
	Disagree	15	9.1	9.9	11.3
	Neutral	36	21.8	23.8	35.1
	Agree	73	44.2	48.3	83.4
	Strongly Agree	25	15.2	16.6	100.0
	Total	151	91.5	100.0	
Missing	Not applicable	10	6.1		
	System	4	2.4		
	Total	14	8.5		
Total		165	100.0		

IV.4 The values espoused by the university are highly visible within the university community

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.6	.7	.7
	Disagree	11	6.7	7.5	8.2
	Neutral	36	21.8	24.7	32.9
	Agree	74	44.8	50.7	83.6
	Strongly Agree	24	14.5	16.4	100.0
	Total	146	88.5	100.0	
Missing	Not applicable	13	7.9		
	System	6	3.6		
	Total	19	11.5		
Total		165	100.0		

IV.5 I feel the university is living up to expectations espoused in the university mission

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	3	1.8	2.0	2.0
	Disagree	11	6.7	7.2	9.2
	Neutral	35	21.2	22.9	32.0
	Agree	79	47.9	51.6	83.7
	Strongly Agree	25	15.2	16.3	100.0
	Total	153	92.7	100.0	
Missing	Not applicable	7	4.2		
	System	5	3.0		
	Total	12	7.3		
Total		165	100.0		

IV.6 The university engages in continuous study, analysis, and appraisal of its purposes, policies, procedures, and programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.6	.7	.7
	Disagree	6	3.6	4.3	5.0
	Neutral	41	24.8	29.1	34.0
	Agree	64	38.8	45.4	79.4
	Strongly Agree	29	17.6	20.6	100.0
	Total	141	85.5	100.0	
Missing	Not applicable	20	12.1		
	System	4	2.4		
	Total	24	14.5		
Total		165	100.0		

IV.7 Georgia College & State University has a comprehensive approach to evaluation of activities and plans for improvement of its program(s).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	1.2	1.5	1.5
	Disagree	9	5.5	6.8	8.3
	Neutral	38	23.0	28.8	37.1
	Agree	63	38.2	47.7	84.8
	Strongly Agree	20	12.1	15.2	100.0
	Total	132	80.0	100.0	
Missing	Not applicable	28	17.0		
	System	5	3.0		
	Total	33	20.0		
Total		165	100.0		

IV.8 The university has adequate procedures for planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	3.1	3.1
	Disagree	14	8.5	10.8	13.8
	Neutral	37	22.4	28.5	42.3
	Agree	58	35.2	44.6	86.9
	Strongly Agree	17	10.3	13.1	100.0
	Total	130	78.8	100.0	
Missing	Not applicable	25	15.2		
	System	10	6.1		
	Total	35	21.2		
Total		165	100.0		

IV.9 The university has adequate procedures for evaluation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	5.5	6.3	6.3
	Disagree	14	8.5	9.9	16.2
	Neutral	54	32.7	38.0	54.2
	Agree	48	29.1	33.8	88.0
	Strongly Agree	17	10.3	12.0	100.0
	Total	142	86.1	100.0	
Missing	Not applicable	17	10.3		
	System	6	3.6		
	Total	23	13.9		
Total		165	100.0		

IV.10 The institution encourages participation in decision making, policymaking, etc

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	7.3	8.8	8.8
	Disagree	22	13.3	16.2	25.0
	Neutral	41	24.8	30.1	55.1
	Agree	47	28.5	34.6	89.7
	Strongly Agree	14	8.5	10.3	100.0
	Total	136	82.4	100.0	
Missing	Not applicable	24	14.5		
	System	5	3.0		
	Total	29	17.6		
Total		165	100.0		

IV.11 The physical environment contributes to an atmosphere for effective work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	4.2	4.7	4.7
	Disagree	12	7.3	8.1	12.8
	Neutral	32	19.4	21.5	34.2
	Agree	75	45.5	50.3	84.6
	Strongly Agree	23	13.9	15.4	100.0
	Total	149	90.3	100.0	
Missing	Not applicable	12	7.3		
	System	4	2.4		
	Total	16	9.7		
Total		165	100.0		

IV.12 Facilities are adequately maintained.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	5.5	6.0	6.0
	Disagree	20	12.1	13.3	19.3
	Neutral	29	17.6	19.3	38.7
	Agree	72	43.6	48.0	86.7
	Strongly Agree	20	12.1	13.3	100.0
	Total	150	90.9	100.0	
Missing	Not applicable	11	6.7		
	System	4	2.4		
	Total	15	9.1		
Total		165	100.0		

IV.13 The current security measures are adequate for my area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	7.3	8.0	8.0
	Disagree	16	9.7	10.7	18.7
	Neutral	31	18.8	20.7	39.3
	Agree	70	42.4	46.7	86.0
	Strongly Agree	21	12.7	14.0	100.0
	Total	150	90.9	100.0	
Missing	Not applicable	10	6.1		
	System	5	3.0		
	Total	15	9.1		
Total		165	100.0		

IV.14 The university provides adequate support services for students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	12	7.3	9.0	9.0
	Neutral	23	13.9	17.2	26.1
	Agree	72	43.6	53.7	79.9
	Strongly Agree	27	16.4	20.1	100.0
	Total	134	81.2	100.0	
Missing	Not applicable	26	15.8		
	System	5	3.0		
	Total	31	18.8		
Total		165	100.0		

IV.15 Support Services are adequately comprehensive to address and respond to the diverse needs of students.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	1.2	1.6	1.6
	Disagree	8	4.8	6.2	7.8
	Neutral	27	16.4	20.9	28.7
	Agree	73	44.2	56.6	85.3
	Strongly Agree	19	11.5	14.7	100.0
	Total	129	78.2	100.0	
Missing	Not applicable	32	19.4		
	System	4	2.4		
	Total	36	21.8		
Total		165	100.0		

V.1 The President is doing a good job of leading the organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	2.4	2.6	2.6
	Disagree	6	3.6	3.9	6.6
	Neutral	20	12.1	13.2	19.7
	Agree	67	40.6	44.1	63.8
	Strongly Agree	55	33.3	36.2	100.0
	Total	152	92.1	100.0	
Missing	Not applicable	9	5.5		
	System	4	2.4		
	Total	13	7.9		
Total		165	100.0		

V.2 The administrators in my area care about the employee's well being.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	4.8	5.3	5.3
	Disagree	20	12.1	13.2	18.4
	Neutral	16	9.7	10.5	28.9
	Agree	65	39.4	42.8	71.7
	Strongly Agree	43	26.1	28.3	100.0
	Total	152	92.1	100.0	
Missing	Not applicable	6	3.6		
	System	7	4.2		
	Total	13	7.9		
Total		165	100.0		

V.3 The administrators in my area are trying to improve the organization.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	4.8	5.3	5.3
	Disagree	15	9.1	9.9	15.1
	Neutral	29	17.6	19.1	34.2
	Agree	62	37.6	40.8	75.0
	Strongly Agree	38	23.0	25.0	100.0
	Total	152	92.1	100.0	
Missing	Not applicable	8	4.8		
	System	5	3.0		
	Total	13	7.9		
Total		165	100.0		

V.4 The administrators in my area keep people well informed.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	17	10.3	11.1	11.1
	Disagree	18	10.9	11.8	22.9
	Neutral	34	20.6	22.2	45.1
	Agree	52	31.5	34.0	79.1
	Strongly Agree	32	19.4	20.9	100.0
	Total	153	92.7	100.0	
Missing	Not applicable	8	4.8		
	System	4	2.4		
	Total	12	7.3		
Total		165	100.0		

V.5 I have confidence in the administrators in my area fairness/honesty.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	6.7	8.0	8.0
	Disagree	19	11.5	13.8	21.7
	Neutral	27	16.4	19.6	41.3
	Agree	50	30.3	36.2	77.5
	Strongly Agree	31	18.8	22.5	100.0
	Total	138	83.6	100.0	
Missing	Not applicable	5	3.0		
	System	22	13.3		
	Total	27	16.4		
Total		165	100.0		

V.6 My Department administrators are doing a good job of leading the department.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	16	9.7	11.3	11.3
	Disagree	14	8.5	9.9	21.3
	Neutral	18	10.9	12.8	34.0
	Agree	57	34.5	40.4	74.5
	Strongly Agree	36	21.8	25.5	100.0
	Total	141	85.5	100.0	
Missing	Not applicable	4	2.4		
	System	20	12.1		
	Total	24	14.5		
Total		165	100.0		

V.7 Other employees have confidence in the administrators in my area.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	6.7	8.8	8.8
	Disagree	18	10.9	14.4	23.2
	Neutral	26	15.8	20.8	44.0
	Agree	42	25.5	33.6	77.6
	Strongly Agree	28	17.0	22.4	100.0
	Total	125	75.8	100.0	
Missing	Not applicable	15	9.1		
	System	25	15.2		
	Total	40	24.2		
Total		165	100.0		

VI.1 Advisement & Career

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	8.8	8.8
	Fair	21	12.7	23.1	31.9
	Good	48	29.1	52.7	84.6
	Excellent	14	8.5	15.4	100.0
	Total	91	55.2	100.0	
Missing	Not applicable	65	39.4		
	System	9	5.5		
	Total	74	44.8		
Total		165	100.0		

VI.2 Career Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	4.2	7.1	7.1
	Fair	23	13.9	23.2	30.3
	Good	53	32.1	53.5	83.8
	Excellent	16	9.7	16.2	100.0
	Total	99	60.0	100.0	
Missing	Not applicable	57	34.5		
	System	9	5.5		
	Total	66	40.0		
Total		165	100.0		

VI.3 Honor Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	6.4	6.4
	Fair	9	5.5	11.5	17.9
	Good	51	30.9	65.4	83.3
	Excellent	13	7.9	16.7	100.0
	Total	78	47.3	100.0	
Missing	Not applicable	77	46.7		
	System	10	6.1		
	Total	87	52.7		
Total		165	100.0		

VI.4 International Services & Programs.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	4.2	4.2
	Fair	9	5.5	9.4	13.5
	Good	56	33.9	58.3	71.9
	Excellent	27	16.4	28.1	100.0
	Total	96	58.2	100.0	
Missing	Not applicable	62	37.6		
	System	7	4.2		
	Total	69	41.8		
Total		165	100.0		

VI5 Learning Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	4.6	4.6
	Fair	11	6.7	12.6	17.2
	Good	54	32.7	62.1	79.3
	Excellent	18	10.9	20.7	100.0
	Total	87	52.7	100.0	
Missing	Not applicable	71	43.0		
	System	7	4.2		
	Total	78	47.3		
Total		165	100.0		

VI.6 Continuing Education/Public Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	2.5	2.5
	Fair	17	10.3	14.0	16.5
	Good	63	38.2	52.1	68.6
	Excellent	38	23.0	31.4	100.0
	Total	121	73.3	100.0	
Missing	Not applicable	34	20.6		
	System	10	6.1		
	Total	44	26.7		
Total		165	100.0		

VI.7 Distance Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	10.8	10.8
	Fair	6	3.6	8.1	18.9
	Good	49	29.7	66.2	85.1
	Excellent	11	6.7	14.9	100.0
	Total	74	44.8	100.0	
Missing	Not applicable	80	48.5		
	System	11	6.7		
	Total	91	55.2		
Total		165	100.0		

VI.8 Electronic Education Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	4.4	4.4
	Fair	10	6.1	14.7	19.1
	Good	41	24.8	60.3	79.4
	Excellent	14	8.5	20.6	100.0
	Total	68	41.2	100.0	
Missing	Not applicable	85	51.5		
	System	12	7.3		
	Total	97	58.8		
Total		165	100.0		

VI.9 Enrollment Services-Admissions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	4.2	6.5	6.5
	Fair	27	16.4	25.0	31.5
	Good	55	33.3	50.9	82.4
	Excellent	19	11.5	17.6	100.0
	Total	108	65.5	100.0	
Missing	Not applicable	47	28.5		
	System	10	6.1		
	Total	57	34.5		
Total		165	100.0		

VI.10 Enrollment Services-Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	3.7	3.7
	Fair	23	13.9	21.5	25.2
	Good	57	34.5	53.3	78.5
	Excellent	23	13.9	21.5	100.0
	Total	107	64.8	100.0	
Missing	Not applicable	47	28.5		
	System	11	6.7		
	Total	58	35.2		
Total		165	100.0		

VI.11 Enrollment Services-Records

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	3.8	3.8
	Fair	26	15.8	24.5	28.3
	Good	55	33.3	51.9	80.2
	Excellent	21	12.7	19.8	100.0
	Total	106	64.2	100.0	
Missing	Not applicable	50	30.3		
	System	9	5.5		
	Total	59	35.8		
Total		165	100.0		

VI.12 Campus Computer Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	3.1	3.1
	Fair	19	11.5	15.0	18.1
	Good	65	39.4	51.2	69.3
	Excellent	39	23.6	30.7	100.0
	Total	127	77.0	100.0	
Missing	Not applicable	27	16.4		
	System	11	6.7		
	Total	38	23.0		
Total		165	100.0		

VI.13 Administrative Computing Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	4.1	4.1
	Fair	13	7.9	10.7	14.8
	Good	65	39.4	53.3	68.0
	Excellent	39	23.6	32.0	100.0
	Total	122	73.9	100.0	
Missing	Not applicable	33	20.0		
	System	10	6.1		
	Total	43	26.1		
Total		165	100.0		

VI.14 Networking Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	4.2	6.0	6.0
	Fair	13	7.9	11.2	17.2
	Good	64	38.8	55.2	72.4
	Excellent	32	19.4	27.6	100.0
	Total	116	70.3	100.0	
Missing	Not applicable	38	23.0		
	System	11	6.7		
	Total	49	29.7		
Total		165	100.0		

VI.15 Institutional Planning & Policy Analysis

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	2.1	2.1
	Fair	14	8.5	14.9	17.0
	Good	49	29.7	52.1	69.1
	Excellent	29	17.6	30.9	100.0
	Total	94	57.0	100.0	
Missing	Not applicable	60	36.4		
	System	11	6.7		
	Total	71	43.0		
Total		165	100.0		

VI.16 Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	1.9	1.9
	Fair	9	5.5	8.6	10.5
	Good	71	43.0	67.6	78.1
	Excellent	23	13.9	21.9	100.0
	Total	105	63.6	100.0	
Missing	Not applicable	50	30.3		
	System	10	6.1		
	Total	60	36.4		
Total		165	100.0		

VI.17 Equipment Circulation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	4.8	4.8
	Fair	15	9.1	18.1	22.9
	Good	50	30.3	60.2	83.1
	Excellent	14	8.5	16.9	100.0
	Total	83	50.3	100.0	
Missing	Not applicable	71	43.0		
	System	11	6.7		
	Total	82	49.7		
Total		165	100.0		

VI.18 Multimedia Lab/Service Bureau

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	6.2	6.2
	Fair	4	2.4	6.2	12.3
	Good	42	25.5	64.6	76.9
	Excellent	15	9.1	23.1	100.0
	Total	65	39.4	100.0	
Missing	Not applicable	89	53.9		
	System	11	6.7		
	Total	100	60.6		
Total		165	100.0		

VI.19 University Relations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	9	5.5	8.3	8.3
	Fair	18	10.9	16.5	24.8
	Good	54	32.7	49.5	74.3
	Excellent	28	17.0	25.7	100.0
	Total	109	66.1	100.0	
Missing	Not applicable	45	27.3		
	System	11	6.7		
	Total	56	33.9		
Total		165	100.0		

VI.20 Administrative Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	3.5	3.5
	Fair	17	10.3	15.0	18.6
	Good	69	41.8	61.1	79.6
	Excellent	23	13.9	20.4	100.0
	Total	113	68.5	100.0	
Missing	Not applicable	40	24.2		
	System	12	7.3		
	Total	52	31.5		
Total		165	100.0		

VI.21 Environmental Health/Occupational Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	4.2	7.2	7.2
	Fair	18	10.9	18.6	25.8
	Good	58	35.2	59.8	85.6
	Excellent	14	8.5	14.4	100.0
	Total	97	58.8	100.0	
Missing	Not applicable	58	35.2		
	System	10	6.1		
	Total	68	41.2		
Total		165	100.0		

VI.22 Mail Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	3.7	3.7
	Fair	19	11.5	14.2	17.9
	Good	68	41.2	50.7	68.7
	Excellent	42	25.5	31.3	100.0
	Total	134	81.2	100.0	
Missing	Not applicable	21	12.7		
	System	10	6.1		
	Total	31	18.8		
Total		165	100.0		

VI.23 Printing Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	1.6	1.6
	Fair	6	3.6	4.7	6.2
	Good	55	33.3	42.6	48.8
	Excellent	66	40.0	51.2	100.0
	Total	129	78.2	100.0	
Missing	Not applicable	28	17.0		
	System	8	4.8		
	Total	36	21.8		
Total		165	100.0		

VI.24 Property Management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	4.5	4.5
	Fair	12	7.3	10.9	15.5
	Good	56	33.9	50.9	66.4
	Excellent	37	22.4	33.6	100.0
	Total	110	66.7	100.0	
Missing	Not applicable	41	24.8		
	System	14	8.5		
	Total	55	33.3		
Total		165	100.0		

VI.25 Purchasing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	1.7	1.7
	Fair	13	7.9	10.8	12.5
	Good	64	38.8	53.3	65.8
	Excellent	41	24.8	34.2	100.0
	Total	120	72.7	100.0	
Missing	Not applicable	33	20.0		
	System	12	7.3		
	Total	45	27.3		
Total		165	100.0		

VI.26 Physical Plant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	2.2	2.2
	Fair	23	13.9	16.5	18.7
	Good	64	38.8	46.0	64.7
	Excellent	49	29.7	35.3	100.0
	Total	139	84.2	100.0	
Missing	Not applicable	17	10.3		
	System	9	5.5		
	Total	26	15.8		
Total		165	100.0		

VI.27 Building Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	5.7	5.7
	Fair	24	14.5	17.0	22.7
	Good	77	46.7	54.6	77.3
	Excellent	32	19.4	22.7	100.0
	Total	141	85.5	100.0	
Missing	Not applicable	12	7.3		
	System	12	7.3		
	Total	24	14.5		
Total		165	100.0		

VI.28 Custodial Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	16	9.7	10.8	10.8
	Fair	34	20.6	23.0	33.8
	Good	55	33.3	37.2	70.9
	Excellent	43	26.1	29.1	100.0
	Total	148	89.7	100.0	
Missing	Not applicable	9	5.5		
	System	8	4.8		
	Total	17	10.3		
Total		165	100.0		

VI.29 Grounds Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	5.4	5.4
	Fair	15	9.1	10.1	15.4
	Good	61	37.0	40.9	56.4
	Excellent	65	39.4	43.6	100.0
	Total	149	90.3	100.0	
Missing	Not applicable	11	6.7		
	System	5	3.0		
	Total	16	9.7		
Total		165	100.0		

VI.30 Accounting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	1.7	1.7
	Fair	12	7.3	10.1	11.8
	Good	71	43.0	59.7	71.4
	Excellent	34	20.6	28.6	100.0
	Total	119	72.1	100.0	
Missing	Not applicable	37	22.4		
	System	9	5.5		
	Total	46	27.9		
Total		165	100.0		

VI.31 Bookstores

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.6	.7	.7
	Fair	14	8.5	10.1	10.9
	Good	84	50.9	60.9	71.7
	Excellent	39	23.6	28.3	100.0
	Total	138	83.6	100.0	
Missing	Not applicable	18	10.9		
	System	9	5.5		
	Total	27	16.4		
Total		165	100.0		

VI.32 Business Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	4.0	4.0
	Fair	15	9.1	12.1	16.1
	Good	70	42.4	56.5	72.6
	Excellent	34	20.6	27.4	100.0
	Total	124	75.2	100.0	
Missing	Not applicable	29	17.6		
	System	12	7.3		
	Total	41	24.8		
Total		165	100.0		

VI.33 Chick-fil-a

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	29	17.6	22.1	22.1
	Fair	38	23.0	29.0	51.1
	Good	54	32.7	41.2	92.4
	Excellent	10	6.1	7.6	100.0
	Total	131	79.4	100.0	
Missing	Not applicable	24	14.5		
	System	10	6.1		
	Total	34	20.6		
Total		165	100.0		

VI.34 Dining Services-catering

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	7.3	10.6	10.6
	Fair	27	16.4	23.9	34.5
	Good	54	32.7	47.8	82.3
	Excellent	20	12.1	17.7	100.0
	Total	113	68.5	100.0	
Missing	Not applicable	39	23.6		
	System	13	7.9		
	Total	52	31.5		
Total		165	100.0		

VI.35 Dining Services-facilities (Cross Roads)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	9	5.5	8.3	8.3
	Fair	21	12.7	19.4	27.8
	Good	61	37.0	56.5	84.3
	Excellent	17	10.3	15.7	100.0
	Total	108	65.5	100.0	
Missing	Not applicable	47	28.5		
	System	10	6.1		
	Total	57	34.5		
Total		165	100.0		

VI.36 Dining Services-food (Cross Roads)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	7.5	7.5
	Fair	26	15.8	24.5	32.1
	Good	51	30.9	48.1	80.2
	Excellent	21	12.7	19.8	100.0
	Total	106	64.2	100.0	
Missing	Not applicable	49	29.7		
	System	10	6.1		
	Total	59	35.8		
Total		165	100.0		

VI.37 Budget Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	3.8	3.8
	Fair	16	9.7	15.4	19.2
	Good	67	40.6	64.4	83.7
	Excellent	17	10.3	16.3	100.0
	Total	104	63.0	100.0	
Missing	Not applicable	49	29.7		
	System	12	7.3		
	Total	61	37.0		
Total		165	100.0		

VI.38 Human Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	8.5	9.9	9.9
	Fair	22	13.3	15.5	25.4
	Good	73	44.2	51.4	76.8
	Excellent	32	19.4	22.5	99.3
	61	1	.6	.7	100.0
	Total	142	86.1	100.0	
Missing	Not applicable	13	7.9		
	System	10	6.1		
	Total	23	13.9		
Total		165	100.0		

VI.39 Payroll

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	20	12.1	14.6	14.6
	Fair	25	15.2	18.2	32.8
	Good	72	43.6	52.6	85.4
	Excellent	20	12.1	14.6	100.0
	Total	137	83.0	100.0	
Missing	Not applicable	13	7.9		
	System	15	9.1		
	Total	28	17.0		
Total		165	100.0		

VI.40 Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	6.7	9.1	9.1
	Fair	30	18.2	24.8	33.9
	Good	63	38.2	52.1	86.0
	Excellent	17	10.3	14.0	100.0
	Total	121	73.3	100.0	
Missing	Not applicable	28	17.0		
	System	16	9.7		
	Total	44	26.7		
Total		165	100.0		

VI.41 University Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	4.8	5.8	5.8
	Fair	20	12.1	14.4	20.1
	Good	77	46.7	55.4	75.5
	Excellent	34	20.6	24.5	100.0
	Total	139	84.2	100.0	
Missing	Not applicable	19	11.5		
	System	7	4.2		
	Total	26	15.8		
Total		165	100.0		

VI.42 Counseling Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	3.8	3.8
	Fair	4	2.4	5.1	9.0
	Good	56	33.9	71.8	80.8
	Excellent	15	9.1	19.2	100.0
	Total	78	47.3	100.0	
Missing	Not applicable	76	46.1		
	System	11	6.7		
	Total	87	52.7		
Total		165	100.0		

VI.43 Multicultural Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	2.5	2.5
	Fair	16	9.7	19.8	22.2
	Good	43	26.1	53.1	75.3
	Excellent	20	12.1	24.7	100.0
	Total	81	49.1	100.0	
Missing	Not applicable	74	44.8		
	System	10	6.1		
	Total	84	50.9		
Total		165	100.0		

VI.44 Residence Life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	3.0	3.0
	Fair	11	6.7	11.0	14.0
	Good	58	35.2	58.0	72.0
	Excellent	28	17.0	28.0	100.0
	Total	100	60.6	100.0	
Missing	Not applicable	56	33.9		
	System	9	5.5		
	Total	65	39.4		
Total		165	100.0		

VI.45 Special Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.6	1.3	1.3
	Fair	10	6.1	13.2	14.5
	Good	53	32.1	69.7	84.2
	Excellent	12	7.3	15.8	100.0
	Total	76	46.1	100.0	
Missing	Not applicable	80	48.5		
	System	9	5.5		
	Total	89	53.9		
Total		165	100.0		

VI.46 Student Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	3.6	5.7	5.7
	Fair	14	8.5	13.2	18.9
	Good	69	41.8	65.1	84.0
	Excellent	17	10.3	16.0	100.0
	Total	106	64.2	100.0	
Missing	Not applicable	50	30.3		
	System	9	5.5		
	Total	59	35.8		
Total		165	100.0		

VI.47 Advancement Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	3.6	7.3	7.3
	Fair	14	8.5	17.1	24.4
	Good	52	31.5	63.4	87.8
	Excellent	10	6.1	12.2	100.0
	Total	82	49.7	100.0	
Missing	Not applicable	70	42.4		
	System	13	7.9		
	Total	83	50.3		
Total		165	100.0		

VI.48 Alumni Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	2.4	4.7	4.7
	Fair	13	7.9	15.1	19.8
	Good	52	31.5	60.5	80.2
	Excellent	17	10.3	19.8	100.0
	Total	86	52.1	100.0	
Missing	Not applicable	67	40.6		
	System	12	7.3		
	Total	79	47.9		
Total		165	100.0		

VI.49 Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	3.0	6.0	6.0
	Fair	11	6.7	13.1	19.0
	Good	58	35.2	69.0	88.1
	Excellent	10	6.1	11.9	100.0
	Total	84	50.9	100.0	
Missing	Not applicable	70	42.4		
	System	11	6.7		
	Total	81	49.1		
Total		165	100.0		

VI.50 Legal Affairs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	2.0	2.0
	Fair	13	7.9	12.9	14.9
	Good	57	34.5	56.4	71.3
	Excellent	29	17.6	28.7	100.0
	Total	101	61.2	100.0	
Missing	Not applicable	55	33.3		
	System	9	5.5		
	Total	64	38.8		
Total		165	100.0		

VI.51 Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.8	2.8	2.8
	Fair	9	5.5	8.3	11.1
	Good	64	38.8	59.3	70.4
	Excellent	32	19.4	29.6	100.0
	Total	108	65.5	100.0	
Missing	Not applicable	46	27.9		
	System	11	6.7		
	Total	57	34.5		
Total		165	100.0		

VI.52 Coffee shop (The Cellar)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	1.2	2.0	2.0
	Fair	13	7.9	12.9	14.9
	Good	59	35.8	58.4	73.3
	Excellent	27	16.4	26.7	100.0
	Total	101	61.2	100.0	
Missing	Not applicable	55	33.3		
	System	9	5.5		
	Total	64	38.8		
Total		165	100.0		