

Frequency Table

I.1 Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	female	106	46.9	52.2	52.2
	male	97	42.9	47.8	100.0
	Total	203	89.8	100.0	
Missing	System	23	10.2		
Total		226	100.0		

I2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	maintenance	59	26.1	32.8	32.8
	clerical	53	23.5	29.4	62.2
	technical	11	4.9	6.1	68.3
	professional staff	57	25.2	31.7	100.0
	Total	180	79.6	100.0	
Missing	System	46	20.4		
Total		226	100.0		

I.3 Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	full-time	190	84.1	97.9	97.9
	part-time	4	1.8	2.1	100.0
	Total	194	85.8	100.0	
Missing	System	32	14.2		
Total		226	100.0		

I.4 Division

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Academic Affairs	41	18.1	21.7	21.7
	Student Affairs	16	7.1	8.5	30.2
	Business and Finance and Plant Operations	92	40.7	48.7	78.8
	Unversity Advancement	5	2.2	2.6	81.5
	Other	35	15.5	18.5	100.0
	Total	189	83.6	100.0	
Missing	System	37	16.4		
Total		226	100.0		

I.5 Years at GC&SU

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	less than 5	99	43.8	50.0	50.0
	5-10 years	49	21.7	24.7	74.7
	11-20	39	17.3	19.7	94.4
	more than 20	11	4.9	5.6	100.0
	Total	198	87.6	100.0	
Missing	System	28	12.4		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	2.2	2.3	2.3
	Disagree	17	7.5	7.7	9.9
	Neutral	19	8.4	8.6	18.5
	Agree	88	38.9	39.6	58.1
	Strongly Agree	93	41.2	41.9	100.0
	Total	222	98.2	100.0	
Missing	System	4	1.8		
Total		226	100.0		

II.2 Career advancement is possible here if openings occur

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	6.6	7.4	7.4
	Disagree	36	15.9	17.6	25.0
	Neutral	43	19.0	21.1	46.1
	Agree	75	33.2	36.8	82.8
	Strongly Agree	35	15.5	17.2	100.0
	Total	204	90.3	100.0	
Missing	Not applicable	12	5.3		
	System	10	4.4		
	Total	22	9.7		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	20	8.8	9.7	9.7
	Disagree	39	17.3	18.9	28.6
	Neutral	70	31.0	34.0	62.6
	Agree	51	22.6	24.8	87.4
	Strongly Agree	26	11.5	12.6	100.0
	Total	206	91.2	100.0	
Missing	Not applicable	13	5.8		
	System	7	3.1		
	Total	20	8.8		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	1.8	1.9	1.9
	Disagree	13	5.8	6.1	7.9
	Neutral	23	10.2	10.7	18.7
	Agree	85	37.6	39.7	58.4
	Strongly Agree	89	39.4	41.6	100.0
	Total	214	94.7	100.0	
Missing	System	12	5.3		
Total		226	100.0		

II.5 I am treated fairly

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	4.0	4.1	4.1
	Disagree	12	5.3	5.4	9.5
	Neutral	34	15.0	15.4	24.9
	Agree	79	35.0	35.7	60.6
	Strongly Agree	87	38.5	39.4	100.0
	Total	221	97.8	100.0	
Missing	System	5	2.2		
Total		226	100.0		

II.6 I am treated with respect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	2.8	2.8
	Disagree	14	6.2	6.5	9.3
	Neutral	29	12.8	13.5	22.8
	Agree	78	34.5	36.3	59.1
	Strongly Agree	88	38.9	40.9	100.0
	Total	215	95.1	100.0	
Missing	System	11	4.9		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	32	14.2	14.6	14.6
	Disagree	62	27.4	28.3	42.9
	Neutral	41	18.1	18.7	61.6
	Agree	52	23.0	23.7	85.4
	Strongly Agree	32	14.2	14.6	100.0
	Total	219	96.9	100.0	
Missing	Not applicable	2	.9		
	System	5	2.2		
	Total	7	3.1		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	30	13.3	15.5	15.5
	Disagree	65	28.8	33.7	49.2
	Neutral	50	22.1	25.9	75.1
	Agree	30	13.3	15.5	90.7
	Strongly Agree	18	8.0	9.3	100.0
	Total	193	85.4	100.0	
Missing	Not applicable	16	7.1		
	System	17	7.5		
	Total	33	14.6		
Total		226	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	3.1	3.5	3.5
	Disagree	14	6.2	6.9	10.4
	Neutral	34	15.0	16.8	27.2
	Agree	91	40.3	45.0	72.3
	Strongly Agree	56	24.8	27.7	100.0
	Total	202	89.4	100.0	
Missing	Not applicable	10	4.4		
	System	14	6.2		
	Total	24	10.6		
Total		226	100.0		

II.10 My immediate supervisor is helpful

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	1.8	1.9	1.9
	Disagree	10	4.4	4.7	6.5
	Neutral	24	10.6	11.2	17.8
	Agree	69	30.5	32.2	50.0
	Strongly Agree	107	47.3	50.0	100.0
	Total	214	94.7	100.0	
Missing	Not applicable	1	.4		
	System	11	4.9		
	Total	12	5.3		
Total		226	100.0		

II.11 I feel I have job security

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	14	6.2	6.4	6.4
	Disagree	13	5.8	6.0	12.4
	Neutral	39	17.3	17.9	30.3
	Agree	93	41.2	42.7	72.9
	Strongly Agree	59	26.1	27.1	100.0
	Total	218	96.5	100.0	
Missing	Not applicable	3	1.3		
	System	5	2.2		
	Total	8	3.5		
Total		226	100.0		

II.12 My ideas/concerns are given appropriate attention

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	3.1	3.3	3.3
	Disagree	15	6.6	7.0	10.3
	Neutral	36	15.9	16.9	27.2
	Agree	99	43.8	46.5	73.7
	Strongly Agree	56	24.8	26.3	100.0
	Total	213	94.2	100.0	
Missing	Not applicable	1	.4		
	System	12	5.3		
	Total	13	5.8		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	2.8	2.8
	Disagree	24	10.6	11.1	13.9
	Neutral	25	11.1	11.6	25.5
	Agree	82	36.3	38.0	63.4
	Strongly Agree	79	35.0	36.6	100.0
	Total	216	95.6	100.0	
Missing	Not applicable	4	1.8		
	System	6	2.7		
	Total	10	4.4		
Total		226	100.0		

II.14 I have adequate input into planning and budgeting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	22	9.7	11.4	11.4
	Disagree	26	11.5	13.5	24.9
	Neutral	61	27.0	31.6	56.5
	Agree	52	23.0	26.9	83.4
	Strongly Agree	32	14.2	16.6	100.0
	Total	193	85.4	100.0	
Missing	Not applicable	22	9.7		
	System	11	4.9		
	Total	33	14.6		
Total		226	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	3.1	3.4	3.4
	Disagree	10	4.4	4.8	8.2
	Neutral	39	17.3	18.8	27.1
	Agree	87	38.5	42.0	69.1
	Strongly Agree	64	28.3	30.9	100.0
	Total	207	91.6	100.0	
Missing	Not applicable	12	5.3		
	System	7	3.1		
	Total	19	8.4		
Total		226	100.0		

II.16 Staff have access to computer skill development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	3.0	3.0
	Disagree	13	5.8	6.5	9.5
	Neutral	33	14.6	16.5	26.0
	Agree	93	41.2	46.5	72.5
	Strongly Agree	55	24.3	27.5	100.0
	Total	200	88.5	100.0	
Missing	Not applicable	12	5.3		
	System	14	6.2		
	Total	26	11.5		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	4.9	5.6	5.6
	Disagree	11	4.9	5.6	11.2
	Neutral	55	24.3	27.9	39.1
	Agree	79	35.0	40.1	79.2
	Strongly Agree	41	18.1	20.8	100.0
	Total	197	87.2	100.0	
Missing	Not applicable	12	5.3		
	System	17	7.5		
	Total	29	12.8		
Total		226	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	16	7.1	7.7	7.7
	Disagree	22	9.7	10.5	18.2
	Neutral	32	14.2	15.3	33.5
	Agree	95	42.0	45.5	78.9
	Strongly Agree	44	19.5	21.1	100.0
	Total	209	92.5	100.0	
Missing	Not applicable	7	3.1		
	System	10	4.4		
	Total	17	7.5		
Total		226	100.0		

II.19 My annual evaluation contains appropriate suggestions for improvement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	15	6.6	7.3	7.3
	Disagree	24	10.6	11.7	18.9
	Neutral	43	19.0	20.9	39.8
	Agree	87	38.5	42.2	82.0
	Strongly Agree	37	16.4	18.0	100.0
	Total	206	91.2	100.0	
Missing	Not applicable	12	5.3		
	System	8	3.5		
	Total	20	8.8		
Total		226	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	21	9.3	10.0	10.0
	Disagree	37	16.4	17.5	27.5
	Neutral	43	19.0	20.4	47.9
	Agree	77	34.1	36.5	84.4
	Strongly Agree	33	14.6	15.6	100.0
	Total	211	93.4	100.0	
Missing	Not applicable	8	3.5		
	System	7	3.1		
	Total	15	6.6		
Total		226	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	7	3.1	3.2	3.2
	Disagree	17	7.5	7.8	11.1
	Neutral	48	21.2	22.1	33.2
	Agree	81	35.8	37.3	70.5
	Strongly Agree	64	28.3	29.5	100.0
	Total	217	96.0	100.0	
Missing	Not applicable	4	1.8		
	System	5	2.2		
	Total	9	4.0		
Total		226	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	10	4.4	5.1	5.1
	Disagree	16	7.1	8.1	13.1
	Neutral	31	13.7	15.7	28.8
	Agree	93	41.2	47.0	75.8
	Strongly Agree	48	21.2	24.2	100.0
	Total	198	87.6	100.0	
Missing	Not applicable	13	5.8		
	System	15	6.6		
	Total	28	12.4		
Total		226	100.0		

III2A

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	4.0	4.9	4.9
	Disagree	14	6.2	7.6	12.5
	Neutral	14	6.2	7.6	20.1
	Agree	89	39.4	48.4	68.5
	Strongly Agree	58	25.7	31.5	100.0
	Total	184	81.4	100.0	
Missing	Not applicable	25	11.1		
	System	17	7.5		
	Total	42	18.6		
Total		226	100.0		

III2B

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	3.4	3.4
	Disagree	10	4.4	5.6	9.0
	Neutral	17	7.5	9.6	18.5
	Agree	81	35.8	45.5	64.0
	Strongly Agree	64	28.3	36.0	100.0
	Total	178	78.8	100.0	
Missing	Not applicable	20	8.8		
	System	28	12.4		
	Total	48	21.2		
Total		226	100.0		

III2C

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	4.4	5.5	5.5
	Disagree	13	5.8	7.2	12.7
	Neutral	28	12.4	15.5	28.2
	Agree	74	32.7	40.9	69.1
	Strongly Agree	56	24.8	30.9	100.0
	Total	181	80.1	100.0	
Missing	Not applicable	22	9.7		
	System	23	10.2		
	Total	45	19.9		
Total		226	100.0		

III2D

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	3.4	3.4
	Disagree	10	4.4	5.7	9.1
	Neutral	20	8.8	11.4	20.5
	Agree	81	35.8	46.0	66.5
	Strongly Agree	59	26.1	33.5	100.0
	Total	176	77.9	100.0	
Missing	Not applicable	24	10.6		
	System	26	11.5		
	Total	50	22.1		
Total		226	100.0		

III2E

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	9	4.0	5.0	5.0
	Disagree	9	4.0	5.0	9.9
	Neutral	26	11.5	14.4	24.3
	Agree	79	35.0	43.6	68.0
	Strongly Agree	58	25.7	32.0	100.0
	Total	181	80.1	100.0	
Missing	Not applicable	24	10.6		
	System	21	9.3		
	Total	45	19.9		
Total		226	100.0		

III.3My office space meets my needs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	5.3	6.7	6.7
	Disagree	17	7.5	9.6	16.3
	Neutral	31	13.7	17.4	33.7
	Agree	67	29.6	37.6	71.3
	Strongly Agree	51	22.6	28.7	100.0
	Total	178	78.8	100.0	
Missing	Not applicable	30	13.3		
	System	18	8.0		
	Total	48	21.2		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	2.2	3.2	3.2
	Disagree	4	1.8	2.6	5.8
	Neutral	37	16.4	24.0	29.9
	Agree	65	28.8	42.2	72.1
	Strongly Agree	43	19.0	27.9	100.0
	Total	154	68.1	100.0	
Missing	Not applicable	50	22.1		
	System	22	9.7		
	Total	72	31.9		
Total		226	100.0		

III.5 Copiers are provided where most needed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	3.6	3.6
	Disagree	5	2.2	3.0	6.5
	Neutral	29	12.8	17.2	23.7
	Agree	78	34.5	46.2	69.8
	Strongly Agree	51	22.6	30.2	100.0
	Total	169	74.8	100.0	
Missing	Not applicable	32	14.2		
	System	25	11.1		
	Total	57	25.2		
Total		226	100.0		

III.6 Copiers are serviced as needed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	7	3.1	4.0	4.0
	Disagree	3	1.3	1.7	5.7
	Neutral	28	12.4	15.9	21.6
	Agree	84	37.2	47.7	69.3
	Strongly Agree	54	23.9	30.7	100.0
	Total	176	77.9	100.0	
Missing	Not applicable	33	14.6		
	System	17	7.5		
	Total	50	22.1		
Total		226	100.0		

III.7 Staff have access to appropriate software

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	5.3	6.9	6.9
	Disagree	8	3.5	4.6	11.5
	Neutral	34	15.0	19.5	31.0
	Agree	73	32.3	42.0	73.0
	Strongly Agree	47	20.8	27.0	100.0
	Total	174	77.0	100.0	
Missing	Not applicable	30	13.3		
	System	22	9.7		
	Total	52	23.0		
Total		226	100.0		

III.8 The university telephone system is satisfactory

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	4.9	5.8	5.8
	Disagree	16	7.1	8.4	14.2
	Neutral	37	16.4	19.5	33.7
	Agree	83	36.7	43.7	77.4
	Strongly Agree	43	19.0	22.6	100.0
	Total	190	84.1	100.0	
Missing	Not applicable	20	8.8		
	System	16	7.1		
	Total	36	15.9		
Total		226	100.0		

III.9 I have adequate secretarial or clerical help

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	5.3	7.3	7.3
	Disagree	14	6.2	8.5	15.8
	Neutral	39	17.3	23.6	39.4
	Agree	55	24.3	33.3	72.7
	Strongly Agree	45	19.9	27.3	100.0
	Total	165	73.0	100.0	
Missing	Not applicable	39	17.3		
	System	22	9.7		
	Total	61	27.0		
Total		226	100.0		

III.10 Lines of communication are effective

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	12	5.3	6.4	6.4
	Disagree	23	10.2	12.3	18.7
	Neutral	40	17.7	21.4	40.1
	Agree	76	33.6	40.6	80.7
	Strongly Agree	36	15.9	19.3	100.0
	Total	187	82.7	100.0	
Missing	Not applicable	21	9.3		
	System	18	8.0		
	Total	39	17.3		
Total		226	100.0		

III.11 I understand the procedure to have maintenance provided

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	3	1.3	1.7	1.7
	Disagree	6	2.7	3.3	5.0
	Neutral	18	8.0	10.0	15.0
	Agree	83	36.7	46.1	61.1
	Strongly Agree	70	31.0	38.9	100.0
	Total	180	79.6	100.0	
Missing	Not applicable	26	11.5		
	System	20	8.8		
	Total	46	20.4		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.4	.5	.5
	Disagree	9	4.0	4.5	5.0
	Neutral	33	14.6	16.3	21.3
	Agree	99	43.8	49.0	70.3
	Strongly Agree	60	26.5	29.7	100.0
	Total	202	89.4	100.0	
Missing	Not applicable	17	7.5		
	System	7	3.1		
	Total	24	10.6		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	.9	1.0	1.0
	Disagree	3	1.3	1.5	2.6
	Neutral	11	4.9	5.7	8.2
	Agree	90	39.8	46.4	54.6
	Strongly Agree	88	38.9	45.4	100.0
	Total	194	85.8	100.0	
Missing	Not applicable	18	8.0		
	System	14	6.2		
	Total	32	14.2		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	4	1.8	2.0	2.0
	Disagree	16	7.1	8.0	10.1
	Neutral	39	17.3	19.6	29.6
	Agree	89	39.4	44.7	74.4
	Strongly Agree	51	22.6	25.6	100.0
	Total	199	88.1	100.0	
Missing	Not applicable	14	6.2		
	System	13	5.8		
	Total	27	11.9		
Total		226	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	4	1.8	2.1	2.1
	Disagree	16	7.1	8.2	10.3
	Neutral	39	17.3	20.1	30.4
	Agree	85	37.6	43.8	74.2
	Strongly Agree	50	22.1	25.8	100.0
	Total	194	85.8	100.0	
Missing	Not applicable	14	6.2		
	System	18	8.0		
	Total	32	14.2		
Total		226	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	2	.9	1.0	1.0
	Disagree	21	9.3	10.6	11.6
	Neutral	30	13.3	15.1	26.6
	Agree	89	39.4	44.7	71.4
	Strongly Agree	57	25.2	28.6	100.0
	Total	199	88.1	100.0	
Missing	Not applicable	13	5.8		
	System	14	6.2		
	Total	27	11.9		
Total		226	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	2	.9	1.1	1.1
	Disagree	6	2.7	3.2	4.3
	Neutral	50	22.1	26.7	31.0
	Agree	86	38.1	46.0	77.0
	Strongly Agree	43	19.0	23.0	100.0
	Total	187	82.7	100.0	
Missing	Not applicable	23	10.2		
	System	16	7.1		
	Total	39	17.3		
Total		226	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	5	2.2	2.7	2.7
	Disagree	20	8.8	10.8	13.4
	Neutral	38	16.8	20.4	33.9
	Agree	78	34.5	41.9	75.8
	Strongly Agree	45	19.9	24.2	100.0
	Total	186	82.3	100.0	
Missing	Not applicable	25	11.1		
	System	15	6.6		
	Total	40	17.7		
Total		226	100.0		

IV.8 The university has adequate procedures for planning

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	4.4	5.5	5.5
	Disagree	18	8.0	9.9	15.5
	Neutral	46	20.4	25.4	40.9
	Agree	77	34.1	42.5	83.4
	Strongly Agree	30	13.3	16.6	100.0
	Total	181	80.1	100.0	
Missing	Not applicable	22	9.7		
	System	23	10.2		
	Total	45	19.9		
Total		226	100.0		

IV.9 The university has adequate procedures for evaluation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	23	10.2	12.2	12.2
	Disagree	30	13.3	16.0	28.2
	Neutral	46	20.4	24.5	52.7
	Agree	60	26.5	31.9	84.6
	Strongly Agree	29	12.8	15.4	100.0
	Total	188	83.2	100.0	
Missing	Not applicable	19	8.4		
	System	19	8.4		
	Total	38	16.8		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	16	7.1	8.5	8.5
	Disagree	34	15.0	18.0	26.5
	Neutral	51	22.6	27.0	53.4
	Agree	61	27.0	32.3	85.7
	Strongly Agree	27	11.9	14.3	100.0
	Total	189	83.6	100.0	
Missing	Not applicable	20	8.8		
	System	17	7.5		
	Total	37	16.4		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	3.5	4.0	4.0
	Disagree	11	4.9	5.5	9.5
	Neutral	44	19.5	21.9	31.3
	Agree	98	43.4	48.8	80.1
	Strongly Agree	40	17.7	19.9	100.0
	Total	201	88.9	100.0	
Missing	Not applicable	11	4.9		
	System	14	6.2		
	Total	25	11.1		
Total		226	100.0		

IV.12 Facilities are adequately maintained.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	2.2	2.5	2.5
	Disagree	23	10.2	11.3	13.7
	Neutral	33	14.6	16.2	29.9
	Agree	96	42.5	47.1	77.0
	Strongly Agree	47	20.8	23.0	100.0
	Total	204	90.3	100.0	
Missing	Not applicable	8	3.5		
	System	14	6.2		
	Total	22	9.7		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	2.7	2.9	2.9
	Disagree	16	7.1	7.7	10.6
	Neutral	30	13.3	14.5	25.1
	Agree	107	47.3	51.7	76.8
	Strongly Agree	48	21.2	23.2	100.0
	Total	207	91.6	100.0	
Missing	Not applicable	8	3.5		
	System	11	4.9		
	Total	19	8.4		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	1	.4	.6	.6
	Disagree	8	3.5	4.5	5.1
	Neutral	32	14.2	18.1	23.2
	Agree	83	36.7	46.9	70.1
	Strongly Agree	53	23.5	29.9	100.0
	Total	177	78.3	100.0	
Missing	Not applicable	27	11.9		
	System	22	9.7		
	Total	49	21.7		
Total		226	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	4	1.8	2.3	2.3
	Disagree	9	4.0	5.2	7.6
	Neutral	40	17.7	23.3	30.8
	Agree	77	34.1	44.8	75.6
	Strongly Agree	42	18.6	24.4	100.0
	Total	172	76.1	100.0	
Missing	Not applicable	35	15.5		
	System	19	8.4		
	Total	54	23.9		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	3	1.3	1.4	1.4
	Disagree	13	5.8	6.1	7.5
	Neutral	23	10.2	10.8	18.4
	Agree	88	38.9	41.5	59.9
	Strongly Agree	85	37.6	40.1	100.0
	Total	212	93.8	100.0	
Missing	Not applicable	7	3.1		
	System	7	3.1		
	Total	14	6.2		
Total		226	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	6	2.7	2.8	2.8
	Disagree	22	9.7	10.4	13.2
	Neutral	37	16.4	17.5	30.7
	Agree	87	38.5	41.0	71.7
	Strongly Agree	60	26.5	28.3	100.0
	Total	212	93.8	100.0	
Missing	Not applicable	5	2.2		
	System	9	4.0		
	Total	14	6.2		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	5	2.2	2.4	2.4
	Disagree	19	8.4	9.0	11.4
	Neutral	42	18.6	20.0	31.4
	Agree	86	38.1	41.0	72.4
	Strongly Agree	58	25.7	27.6	100.0
	Total	210	92.9	100.0	
Missing	Not applicable	5	2.2		
	System	11	4.9		
	Total	16	7.1		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	4.9	5.2	5.2
	Disagree	25	11.1	11.8	17.1
	Neutral	42	18.6	19.9	37.0
	Agree	76	33.6	36.0	73.0
	Strongly Agree	57	25.2	27.0	100.0
	Total	211	93.4	100.0	
Missing	Not applicable	3	1.3		
	System	12	5.3		
	Total	15	6.6		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	8	3.5	4.4	4.4
	Disagree	25	11.1	13.9	18.3
	Neutral	26	11.5	14.4	32.8
	Agree	75	33.2	41.7	74.4
	Strongly Agree	46	20.4	25.6	100.0
	Total	180	79.6	100.0	
Missing	Not applicable	3	1.3		
	System	43	19.0		
	Total	46	20.4		
Total		226	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	8	3.5	4.1	4.1
	Disagree	21	9.3	10.7	14.7
	Neutral	35	15.5	17.8	32.5
	Agree	78	34.5	39.6	72.1
	Strongly Agree	55	24.3	27.9	100.0
	Total	197	87.2	100.0	
Missing	Not applicable	3	1.3		
	System	26	11.5		
	Total	29	12.8		
Total		226	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	10	4.4	5.5	5.5
	Disagree	30	13.3	16.6	22.1
	Neutral	54	23.9	29.8	51.9
	Agree	52	23.0	28.7	80.7
	Strongly Agree	35	15.5	19.3	100.0
	Total	181	80.1	100.0	
Missing	Not applicable	9	4.0		
	System	36	15.9		
	Total	45	19.9		
Total		226	100.0		

VI.1 Advisement & Career

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	3.1	5.5	5.5
	Fair	17	7.5	13.3	18.8
	Good	76	33.6	59.4	78.1
	Excellent	28	12.4	21.9	100.0
	Total	128	56.6	100.0	
Missing	Not applicable	69	30.5		
	System	29	12.8		
	Total	98	43.4		
Total		226	100.0		

VI.2 Career Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	4.2	4.2
	Fair	21	9.3	17.5	21.7
	Good	60	26.5	50.0	71.7
	Excellent	34	15.0	28.3	100.0
	Total	120	53.1	100.0	
Missing	Not applicable	78	34.5		
	System	28	12.4		
	Total	106	46.9		
Total		226	100.0		

VI.3 Honor Program

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.9	1.8	1.8
	Fair	12	5.3	10.7	12.5
	Good	66	29.2	58.9	71.4
	Excellent	32	14.2	28.6	100.0
	Total	112	49.6	100.0	
Missing	Not applicable	88	38.9		
	System	26	11.5		
	Total	114	50.4		
Total		226	100.0		

VI.4 International Services & Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.4	.8	.8
	Fair	14	6.2	10.8	11.5
	Good	77	34.1	59.2	70.8
	Excellent	38	16.8	29.2	100.0
	Total	130	57.5	100.0	
Missing	Not applicable	70	31.0		
	System	26	11.5		
	Total	96	42.5		
Total		226	100.0		

VI.5 Learning Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	14	6.2	11.5	11.5
	Good	71	31.4	58.2	69.7
	Excellent	37	16.4	30.3	100.0
	Total	122	54.0	100.0	
Missing	Not applicable	79	35.0		
	System	25	11.1		
	Total	104	46.0		
Total		226	100.0		

VI.6 Continuing Education/Public Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	2.0	2.0
	Fair	16	7.1	10.5	12.4
	Good	84	37.2	54.9	67.3
	Excellent	50	22.1	32.7	100.0
	Total	153	67.7	100.0	
Missing	Not applicable	52	23.0		
	System	21	9.3		
	Total	73	32.3		
Total		226	100.0		

VI.7 Distance Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.9	1.9	1.9
	Fair	13	5.8	12.4	14.3
	Good	68	30.1	64.8	79.0
	Excellent	22	9.7	21.0	100.0
	Total	105	46.5	100.0	
Missing	Not applicable	88	38.9		
	System	33	14.6		
	Total	121	53.5		
Total		226	100.0		

VI.8 Electronic Education Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	3.0	3.0
	Fair	14	6.2	13.9	16.8
	Good	60	26.5	59.4	76.2
	Excellent	24	10.6	23.8	100.0
	Total	101	44.7	100.0	
Missing	Not applicable	89	39.4		
	System	36	15.9		
	Total	125	55.3		
Total		226	100.0		

VI.9 Enrollment Services-Admissions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	3.6	3.6
	Fair	22	9.7	15.7	19.3
	Good	82	36.3	58.6	77.9
	Excellent	31	13.7	22.1	100.0
	Total	140	61.9	100.0	
Missing	Not applicable	62	27.4		
	System	24	10.6		
	Total	86	38.1		
Total		226	100.0		

VI.10 Enrollment Services-Financial Aid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	3.1	3.1
	Fair	17	7.5	13.0	16.0
	Good	69	30.5	52.7	68.7
	Excellent	41	18.1	31.3	100.0
	Total	131	58.0	100.0	
Missing	Not applicable	65	28.8		
	System	30	13.3		
	Total	95	42.0		
Total		226	100.0		

VI.11 Enrollment Services-Records

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	3.5	5.6	5.6
	Fair	18	8.0	12.6	18.2
	Good	74	32.7	51.7	69.9
	Excellent	43	19.0	30.1	100.0
	Total	143	63.3	100.0	
Missing	Not applicable	59	26.1		
	System	24	10.6		
	Total	83	36.7		
Total		226	100.0		

VI.12 Campus Computer Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	2.7	3.8	3.8
	Fair	31	13.7	19.9	23.7
	Good	62	27.4	39.7	63.5
	Excellent	57	25.2	36.5	100.0
	Total	156	69.0	100.0	
Missing	Not applicable	47	20.8		
	System	23	10.2		
	Total	70	31.0		
Total		226	100.0		

VI.13 Administrative Computing Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	3.1	4.6	4.6
	Fair	24	10.6	15.7	20.3
	Good	69	30.5	45.1	65.4
	Excellent	53	23.5	34.6	100.0
	Total	153	67.7	100.0	
Missing	Not applicable	53	23.5		
	System	20	8.8		
	Total	73	32.3		
Total		226	100.0		

VI.14 Networking Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	2.7	3.9	3.9
	Fair	23	10.2	15.1	19.1
	Good	72	31.9	47.4	66.4
	Excellent	51	22.6	33.6	100.0
	Total	152	67.3	100.0	
Missing	Not applicable	50	22.1		
	System	24	10.6		
	Total	74	32.7		
Total		226	100.0		

VI.15 Institutional Planning & Policy Analysis

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	2.1	2.1
	Fair	21	9.3	14.6	16.7
	Good	71	31.4	49.3	66.0
	Excellent	49	21.7	34.0	100.0
	Total	144	63.7	100.0	
Missing	Not applicable	58	25.7		
	System	24	10.6		
	Total	82	36.3		
Total		226	100.0		

VI.16 Library Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	6	2.7	4.4	4.4
	Fair	16	7.1	11.8	16.2
	Good	67	29.6	49.3	65.4
	Excellent	47	20.8	34.6	100.0
	Total	136	60.2	100.0	
Missing	Not applicable	61	27.0		
	System	29	12.8		
	Total	90	39.8		
Total		226	100.0		

VI.17 Equipment Circulation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	3.9	3.9
	Fair	16	7.1	12.5	16.4
	Good	77	34.1	60.2	76.6
	Excellent	30	13.3	23.4	100.0
	Total	128	56.6	100.0	
Missing	Not applicable	72	31.9		
	System	26	11.5		
	Total	98	43.4		
Total		226	100.0		

VI.18 Multimedia Lab/Service Bureau

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	3.1	3.1
	Fair	20	8.8	20.6	23.7
	Good	48	21.2	49.5	73.2
	Excellent	26	11.5	26.8	100.0
	Total	97	42.9	100.0	
Missing	Not applicable	93	41.2		
	System	36	15.9		
	Total	129	57.1		
Total		226	100.0		

VI.19 University Relations

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	2.8	2.8
	Fair	18	8.0	12.7	15.5
	Good	74	32.7	52.1	67.6
	Excellent	46	20.4	32.4	100.0
	Total	142	62.8	100.0	
Missing	Not applicable	57	25.2		
	System	27	11.9		
	Total	84	37.2		
Total		226	100.0		

VI.20 Administrative Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.9	1.4	1.4
	Fair	19	8.4	13.6	15.0
	Good	88	38.9	62.9	77.9
	Excellent	31	13.7	22.1	100.0
	Total	140	61.9	100.0	
Missing	Not applicable	56	24.8		
	System	30	13.3		
	Total	86	38.1		
Total		226	100.0		

VI.21 Environmental Health/Occupational Safety

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	4.9	7.9	7.9
	Fair	32	14.2	22.9	30.7
	Good	68	30.1	48.6	79.3
	Excellent	29	12.8	20.7	100.0
	Total	140	61.9	100.0	
Missing	Not applicable	54	23.9		
	System	32	14.2		
	Total	86	38.1		
Total		226	100.0		

VI.22 Mail Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	11	4.9	6.3	6.3
	Fair	38	16.8	21.6	27.8
	Good	75	33.2	42.6	70.5
	Excellent	52	23.0	29.5	100.0
	Total	176	77.9	100.0	
Missing	Not applicable	29	12.8		
	System	21	9.3		
	Total	50	22.1		
Total		226	100.0		

VI.23 Printing Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	14	6.2	8.1	8.1
	Good	71	31.4	41.3	49.4
	Excellent	87	38.5	50.6	100.0
	Total	172	76.1	100.0	
Missing	Not applicable	36	15.9		
	System	18	8.0		
	Total	54	23.9		
Total		226	100.0		

VI.24 Property Management

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	2.0	2.0
	Fair	15	6.6	10.1	12.2
	Good	77	34.1	52.0	64.2
	Excellent	53	23.5	35.8	100.0
	Total	148	65.5	100.0	
Missing	Not applicable	54	23.9		
	System	24	10.6		
	Total	78	34.5		
Total		226	100.0		

VI.25 Purchasing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	2.4	2.4
	Fair	22	9.7	13.3	15.8
	Good	79	35.0	47.9	63.6
	Excellent	60	26.5	36.4	100.0
	Total	165	73.0	100.0	
Missing	Not applicable	44	19.5		
	System	17	7.5		
	Total	61	27.0		
Total		226	100.0		

VI.26 Physical Plant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	4.4	5.3	5.3
	Fair	10	4.4	5.3	10.5
	Good	86	38.1	45.3	55.8
	Excellent	84	37.2	44.2	100.0
	Total	190	84.1	100.0	
Missing	Not applicable	20	8.8		
	System	16	7.1		
	Total	36	15.9		
Total		226	100.0		

VI.27 Building Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	2.6	2.6
	Fair	24	10.6	12.5	15.1
	Good	94	41.6	49.0	64.1
	Excellent	69	30.5	35.9	100.0
	Total	192	85.0	100.0	
Missing	Not applicable	15	6.6		
	System	19	8.4		
	Total	34	15.0		
Total		226	100.0		

VI.28 Custodial Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	3.1	3.7	3.7
	Fair	27	11.9	14.4	18.2
	Good	74	32.7	39.6	57.8
	Excellent	79	35.0	42.2	100.0
	Total	187	82.7	100.0	
Missing	Not applicable	19	8.4		
	System	20	8.8		
	Total	39	17.3		
Total		226	100.0		

VI.29 Grounds Maintenance

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.9	1.1	1.1
	Fair	15	6.6	8.0	9.1
	Good	72	31.9	38.5	47.6
	Excellent	98	43.4	52.4	100.0
	Total	187	82.7	100.0	
Missing	Not applicable	22	9.7		
	System	17	7.5		
	Total	39	17.3		
Total		226	100.0		

VI.30 Accounting

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.4	.7	.7
	Fair	19	8.4	13.0	13.7
	Good	83	36.7	56.8	70.5
	Excellent	43	19.0	29.5	100.0
	Total	146	64.6	100.0	
Missing	Not applicable	51	22.6		
	System	29	12.8		
	Total	80	35.4		
Total		226	100.0		

VI.31 Bookstores

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	1.8	1.8
	Fair	23	10.2	13.6	15.4
	Good	86	38.1	50.9	66.3
	Excellent	57	25.2	33.7	100.0
	Total	169	74.8	100.0	
Missing	Not applicable	37	16.4		
	System	20	8.8		
	Total	57	25.2		
Total		226	100.0		

VI.32 Business Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	1.8	1.8
	Fair	27	11.9	16.4	18.2
	Good	90	39.8	54.5	72.7
	Excellent	45	19.9	27.3	100.0
	Total	165	73.0	100.0	
Missing	Not applicable	43	19.0		
	System	18	8.0		
	Total	61	27.0		
Total		226	100.0		

VI.33 Chick-fil-a

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	17	7.5	10.1	10.1
	Fair	42	18.6	25.0	35.1
	Good	74	32.7	44.0	79.2
	Excellent	35	15.5	20.8	100.0
	Total	168	74.3	100.0	
Missing	Not applicable	38	16.8		
	System	20	8.8		
	Total	58	25.7		
Total		226	100.0		

VI.34 Dining Services-catering

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	2.8	2.8
	Fair	22	9.7	15.3	18.1
	Good	77	34.1	53.5	71.5
	Excellent	41	18.1	28.5	100.0
	Total	144	63.7	100.0	
Missing	Not applicable	56	24.8		
	System	26	11.5		
	Total	82	36.3		
Total		226	100.0		

VI.35 Dining Services-facilities (Cross Roads)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	2.7	2.7
	Fair	26	11.5	17.4	20.1
	Good	81	35.8	54.4	74.5
	Excellent	38	16.8	25.5	100.0
	Total	149	65.9	100.0	
Missing	Not applicable	53	23.5		
	System	24	10.6		
	Total	77	34.1		
Total		226	100.0		

VI.36 Dining Services-food (Cross Roads)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	7	3.1	4.7	4.7
	Fair	25	11.1	16.7	21.3
	Good	78	34.5	52.0	73.3
	Excellent	40	17.7	26.7	100.0
	Total	150	66.4	100.0	
Missing	Not applicable	51	22.6		
	System	25	11.1		
	Total	76	33.6		
Total		226	100.0		

VI.37 Budget Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	3.6	3.6
	Fair	24	10.6	17.1	20.7
	Good	80	35.4	57.1	77.9
	Excellent	31	13.7	22.1	100.0
	Total	140	61.9	100.0	
Missing	Not applicable	61	27.0		
	System	25	11.1		
	Total	86	38.1		
Total		226	100.0		

VI.38 Human Resources

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	4.4	5.3	5.3
	Fair	31	13.7	16.5	21.8
	Good	91	40.3	48.4	70.2
	Excellent	56	24.8	29.8	100.0
	Total	188	83.2	100.0	
Missing	Not applicable	24	10.6		
	System	14	6.2		
	Total	38	16.8		
Total		226	100.0		

VI.39 Payroll

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	12	5.3	6.3	6.3
	Fair	35	15.5	18.3	24.6
	Good	85	37.6	44.5	69.1
	Excellent	59	26.1	30.9	100.0
	Total	191	84.5	100.0	
Missing	Not applicable	12	5.3		
	System	23	10.2		
	Total	35	15.5		
Total		226	100.0		

VI.40 Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	14	6.2	8.0	8.0
	Fair	42	18.6	23.9	31.8
	Good	83	36.7	47.2	79.0
	Excellent	37	16.4	21.0	100.0
	Total	176	77.9	100.0	
Missing	Not applicable	16	7.1		
	System	34	15.0		
	Total	50	22.1		
Total		226	100.0		

VI.41 University Police

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	2.6	2.6
	Fair	18	8.0	9.4	12.0
	Good	101	44.7	52.9	64.9
	Excellent	67	29.6	35.1	100.0
	Total	191	84.5	100.0	
Missing	Not applicable	13	5.8		
	System	22	9.7		
	Total	35	15.5		
Total		226	100.0		

VI.42 Counseling Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.4	.8	.8
	Fair	11	4.9	9.2	10.1
	Good	72	31.9	60.5	70.6
	Excellent	35	15.5	29.4	100.0
	Total	119	52.7	100.0	
Missing	Not applicable	71	31.4		
	System	36	15.9		
	Total	107	47.3		
Total		226	100.0		

VI.43 Multicultural Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	3.4	3.4
	Fair	21	9.3	17.6	21.0
	Good	62	27.4	52.1	73.1
	Excellent	32	14.2	26.9	100.0
	Total	119	52.7	100.0	
Missing	Not applicable	76	33.6		
	System	31	13.7		
	Total	107	47.3		
Total		226	100.0		

VI.44 Residence Life

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	3.5	3.5
	Fair	17	7.5	11.9	15.4
	Good	84	37.2	58.7	74.1
	Excellent	37	16.4	25.9	100.0
	Total	143	63.3	100.0	
Missing	Not applicable	56	24.8		
	System	27	11.9		
	Total	83	36.7		
Total		226	100.0		

VI.45 Special Support Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	3.7	3.7
	Fair	14	6.2	13.1	16.8
	Good	61	27.0	57.0	73.8
	Excellent	28	12.4	26.2	100.0
	Total	107	47.3	100.0	
Missing	Not applicable	90	39.8		
	System	29	12.8		
	Total	119	52.7		
Total		226	100.0		

VI.46 Student Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	3.0	3.0
	Fair	20	8.8	15.2	18.2
	Good	68	30.1	51.5	69.7
	Excellent	40	17.7	30.3	100.0
	Total	132	58.4	100.0	
Missing	Not applicable	61	27.0		
	System	33	14.6		
	Total	94	41.6		
Total		226	100.0		

VI.47 Advancement Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	2.2	4.4	4.4
	Fair	19	8.4	16.7	21.1
	Good	68	30.1	59.6	80.7
	Excellent	22	9.7	19.3	100.0
	Total	114	50.4	100.0	
Missing	Not applicable	77	34.1		
	System	35	15.5		
	Total	112	49.6		
Total		226	100.0		

VI.48 Alumni Programs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	1.8	3.7	3.7
	Fair	12	5.3	11.1	14.8
	Good	68	30.1	63.0	77.8
	Excellent	24	10.6	22.2	100.0
	Total	108	47.8	100.0	
Missing	Not applicable	81	35.8		
	System	37	16.4		
	Total	118	52.2		
Total		226	100.0		

VI.49 Development

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.4	.9	.9
	Fair	15	6.6	13.2	14.0
	Good	73	32.3	64.0	78.1
	Excellent	25	11.1	21.9	100.0
	Total	114	50.4	100.0	
Missing	Not applicable	75	33.2		
	System	37	16.4		
	Total	112	49.6		
Total		226	100.0		

VI.50 Legal Affairs

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	.9	1.6	1.6
	Fair	11	4.9	9.0	10.7
	Good	71	31.4	58.2	68.9
	Excellent	38	16.8	31.1	100.0
	Total	122	54.0	100.0	
Missing	Not applicable	67	29.6		
	System	37	16.4		
	Total	104	46.0		
Total		226	100.0		

VI.51 Athletics

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	.4	.7	.7
	Fair	11	4.9	7.2	7.9
	Good	79	35.0	52.0	59.9
	Excellent	61	27.0	40.1	100.0
	Total	152	67.3	100.0	
Missing	Not applicable	49	21.7		
	System	25	11.1		
	Total	74	32.7		
Total		226	100.0		

VI.52 Coffee shop (The Cellar)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	2.1	2.1
	Fair	19	8.4	13.5	15.6
	Good	79	35.0	56.0	71.6
	Excellent	40	17.7	28.4	100.0
	Total	141	62.4	100.0	
Missing	Not applicable	48	21.2		
	System	37	16.4		
	Total	85	37.6		
Total		226	100.0		

VII.53 Central Receiving

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	1.3	1.7	1.7
	Fair	19	8.4	10.8	12.5
	Good	89	39.4	50.6	63.1
	Excellent	65	28.8	36.9	100.0
	Total	176	77.9	100.0	
Missing	Not applicable	25	11.1		
	System	25	11.1		
	Total	50	22.1		
Total		226	100.0		

Descriptives

Descriptive Statistics

	N	Mean
I.1 Gender	203	1.48
I2	180	2.37
I.3 Time	194	1.02
I.4 Division	189	2.88
I.5 Years at GC&SU	198	1.81
II.1 My job makes good use of my skills and abilities	222	4.11

Descriptive Statistics

	N	Mean
II.2 Career advancement is possible here if openings occur	204	3.39
II.3 Job promotions in GC&SU are fair and objective	206	3.12
II.4 There is good cooperation among the members of my work group	214	4.13
II.5 I am treated fairly	221	4.01
II.6 I am treated with respect	215	4.06
II.7 My salary and benefits are satisfactory for my responsibilities	219	2.95
II.8 My salary is competitive with comparable jobs at other institutions	193	2.69
II.9 Compared to similar institutions I am satisfied with my benefits package	202	3.87
II.10 My immediate supervisor is helpful	214	4.24
II.11 I feel I have job security	218	3.78
II.12 My ideas/concerns are given appropriate attention	213	3.85
II.13 My supervisor keeps me informed of information that impacts me	216	3.94
II.14 I have adequate input into planning and budgeting	193	3.24
II.15 I am encouraged to make some practical use of available computer resources	207	3.92
II.16 Staff have access to computer skill development	200	3.89
II.17 I have taken advantage of staff development opportunities offered	197	3.65
II.18 I know and understand the criteria against which my performance is evaluated	209	3.62
II.19 My annual evaluation contains appropriate suggestions for improvement	206	3.52
II.20 My job description describes the terms and conditions of employment along with my salary for such employment	211	3.30
II.21 I would proudly recommend GC&SU as a good place to work to friends or relatives	217	3.82
III.1 The physical environment of my campus contributes to an atmosphere for effective learning	198	3.77
III2A	184	3.94
III2B	178	4.05
III2C	181	3.85
III2D	176	4.01
III2E	181	3.93
III.3 My office space meets my needs	178	3.72
III.4 Assistance is available in using library resources/services	154	3.89
III.5 Copiers are provided where most needed	169	3.96
III.6 Copiers are serviced as needed	176	3.99
III.7 Staff have access to appropriate software	174	3.78
III.8 The university telephone system is satisfactory	190	3.69
III.9 I have adequate secretarial or clerical help	165	3.65
III.10 Lines of communication are effective	187	3.54
III.11 I understand the procedure to have maintenance provided	180	4.17
IV.1 New faculty/staff are made to feel welcome at the university	202	4.03
IV.2 Students are made to feel welcome at the university	194	4.34
IV.3 The university embodies a sense of a shared community	199	3.84

Descriptive Statistics

	N	Mean
IV.4 The values espoused by the university are highly visible within the university community	194	3.83
IV.5 I feel the university is living up to expectations espoused in the university mission	199	3.89
IV.6 The university engages in continuous study, analysis, and appraisal of its purposes, policies, procedures, and programs	187	3.87
IV.7 Georgia College & State University has a comprehensive approach to evaluation of activities and plans for improvement of its program(s).	186	3.74
IV.8 The university has adequate procedures for planning	181	3.55
IV.9 The university has adequate procedures for evaluation	188	3.22
IV.10 The institution encourages participation in decision making, policymaking, etc	189	3.26
IV.11 The physical environment contributes to an atmosphere for effective work	201	3.75
IV.12 Facilities are adequately maintained.	204	3.77
IV.13 The current security measures are adequate for my area.	207	3.85
IV.14 The university provides adequate support services for students.	177	4.01
IV.15 Support Services are adequately comprehensive to address and respond to the diverse needs of students.	172	3.84
V.1 The President is doing a good job of leading the organization.	212	4.13
V.2 The administrators in my area care about the employee's well being.	212	3.82
V.3 The administrators in my area are trying to improve the organization.	210	3.82
V.4 The administrators in my area keep people well informed.	211	3.68
V.5 I have confidence in the administrators in my area fairness/honesty.	180	3.70
V.6 My Department administrators are doing a good job of leading the department.	197	3.77
V.7 Other employees have confidence in the administrators in my area.	181	3.40
Valid N (listwise)	36	

Descriptives

Descriptive Statistics

	N	Mean
IV.2 Students are made to feel welcome at the university	194	4.34
II.10 My immediate supervisor is helpful	214	4.24
III.11 I understand the procedure to have maintenance provided	180	4.17
II.4 There is good cooperation among the members of my work group	214	4.13
V.1 The President is doing a good job of leading the organization.	212	4.13
II.1 My job makes good use of my skills and abilities	222	4.11
II.6 I am treated with respect	215	4.06

Descriptive Statistics

	N	Mean
III2B	178	4.05
IV.1 New faculty/staff are made to feel welcome at the university	202	4.03
IV.14 The university provides adequate support services for students.	177	4.01
II.5 I am treated fairly	221	4.01
III2D	176	4.01
III.6 Copiers are serviced as needed	176	3.99
III.5 Copiers are provided where most needed	169	3.96
II.13 My supervisor keeps me informed of information that impacts me	216	3.94
III2A	184	3.94
III2E	181	3.93
II.15 I am encouraged to make some practical use of available computer resources	207	3.92
IV.5 I feel the university is living up to expectations espoused in the university mission	199	3.89
II.16 Staff have access to computer skill development	200	3.89
III.4 Assistance is available in using library resources/services	154	3.89
II.9 Compared to similar institutions I am satisfied with my benefits package	202	3.87
IV.6 The university engages in continuous study, analysis, and appraisal of its purposes, policies, procedures, and programs	187	3.87
II.12 My ideas/concerns are given appropriate attention	213	3.85
IV.13 The current security measures are adequate for my area.	207	3.85
III2C	181	3.85
IV.3 The university embodies a sense of a shared community	199	3.84
IV.15 Support Services are adequately comprehensive to address and respond to the diverse needs of students.	172	3.84
IV.4 The values espoused by the university are highly visible within the university community	194	3.83
V.3 The administrators in my area are trying to improve the organization.	210	3.82
II.21 I would proudly recommend GC&SU as a good place to work to friends or relatives	217	3.82
V.2 The administrators in my area care about the employee's well being.	212	3.82
II.11 I feel I have job security	218	3.78
III.7 Staff have access to appropriate software	174	3.78
III.1 The physical environment of my campus contributes to an atmosphere for effective learning	198	3.77
IV.12 Facilities are adequately maintained.	204	3.77
V.6 My Department administrators are doing a good job of leading the department.	197	3.77
IV.11 The physical environment contributes to an atmosphere for effective work	201	3.75
IV.7 Georgia College & State University has a comprehensive approach to evaluation of activities and plans for improvement of its program(s).	186	3.74
III.3 My office space meets my needs	178	3.72

Descriptive Statistics

	N	Mean
V.5 I have confidence in the administrators in my area fairness/honesty.	180	3.70
III.8 The university telephone system is satisfactory	190	3.69
V.4 The administrators in my area keep people well informed.	211	3.68
II.17 I have taken advantage of staff development opportunities offered	197	3.65
III.9 I have adequate secretarial or clerical help	165	3.65
II.18 I know and understand the criteria against which my performance is evaluated	209	3.62
IV.8 The university has adequate procedures for planning	181	3.55
III.10 Lines of communication are effective	187	3.54
II.19 My annual evaluation contains appropriate suggestions for improvement	206	3.52
V.7 Other employees have confidence in the administrators in my area.	181	3.40
II.2 Career advancement is possible here if openings occur	204	3.39
II.20 My job description describes the terms and conditions of employment along with my salary for such employment	211	3.30
IV.10 The institution encourages participation in decision making, policymaking, etc	189	3.26
II.14 I have adequate input into planning and budgeting	193	3.24
IV.9 The university has adequate procedures for evaluation	188	3.22
II.3 Job promotions in GC&SU are fair and objective	206	3.12
II.7 My salary and benefits are satisfactory for my responsibilities	219	2.95
I.4 Division	189	2.88
II.8 My salary is competitive with comparable jobs at other institutions	193	2.69
I2	180	2.37
I.5 Years at GC&SU	198	1.81
I.1 Gender	203	1.48
I.3 Time	194	1.02
Valid N (listwise)	36	

Descriptives

Descriptive Statistics

	N	Mean
VI.1 Advisement & Career	128	2.98
VI.2 Career Center	120	3.02
VI.3 Honor Program	112	3.14
VI.4 International Services & Programs	130	3.17
VI.5 Learning Support Services	122	3.19
VI.6 Continuing Education/Public Services	153	3.18
VI.7 Distance Education	105	3.05
VI.8 Electronic Education Service	101	3.04
VI.9 Enrollment Services-Admissions	140	2.99
VI.10 Enrollment Services-Financial Aid	131	3.12

Descriptive Statistics

	N	Mean
VI.11 Enrollment Services-Records	143	3.06
VI.12 Campus Computer Support Services	156	3.09
VI.13 Administrative Computing Services	153	3.10
VI.14 Networking Services	152	3.11
VI.15 Institutional Planning & Policy Analysis	144	3.15
VI.16 Library Services	136	3.14
VI.17 Equipment Circulation	128	3.03
VI.18 Multimedia Lab/Service Bureau	97	3.00
VI.19 University Relations	142	3.14
VI.20 Administrative Services	140	3.06
VI.21 Environmental Health/Occupational Safety	140	2.82
VI.22 Mail Services	176	2.95
VI.23 Printing Services	172	3.42
VI.24 Property Management	148	3.22
VI.25 Purchasing	165	3.18
VI.26 Physical Plant	190	3.28
VI.27 Building Maintenance	192	3.18
VI.28 Custodial Services	187	3.20
VI.29 Grounds Maintenance	187	3.42
VI.30 Accounting	146	3.15
VI.31 Bookstores	169	3.17
VI.32 Business Office	165	3.07
VI.33 Chick-fil-a	168	2.76
VI.34 Dining Services-catering	144	3.08
VI.35 Dining Services-facilities (Cross Roads)	149	3.03
VI.36 Dining Services-food (Cross Roads)	150	3.01
VI.37 Budget Office	140	2.98
VI.38 Human Resources	188	3.03
VI.39 Payroll	191	3.00
VI.40 Training	176	2.81
VI.41 University Police	191	3.20
VI.42 Counseling Services	119	3.18
VI.43 Multicultural Activities	119	3.03
VI.44 Residence Life	143	3.07
VI.45 Special Support Services	107	3.06
VI.46 Student Activities	132	3.09
VI.47 Advancement Services	114	2.94
VI.48 Alumni Programs	108	3.04
VI.49 Development	114	3.07
VI.50 Legal Affairs	122	3.19
VI.51 Athletics	152	3.32
VI.52 Coffee shop (The Cellar)	141	3.11
VII.53 Central Receiving	176	3.23
Valid N (listwise)	32	

Descriptives

Descriptive Statistics

	N	Mean
VI.23 Printing Services	172	3.42

Descriptive Statistics

	N	Mean
VI.29 Grounds Maintenance	187	3.42
VI.51 Athletics	152	3.32
VI.26 Physical Plant	190	3.28
VII.53 Central Receiving	176	3.23
VI.24 Property Management	148	3.22
VI.41 University Police	191	3.20
VI.28 Custodial Services	187	3.20
VI.5 Learning Support Services	122	3.19
VI.50 Legal Affairs	122	3.19
VI.42 Counseling Services	119	3.18
VI.6 Continuing Education/Public Services	153	3.18
VI.27 Building Maintenance	192	3.18
VI.25 Purchasing	165	3.18
VI.4 International Services & Programs	130	3.17
VI.31 Bookstores	169	3.17
VI.15 Institutional Planning & Policy Analysis	144	3.15
VI.30 Accounting	146	3.15
VI.3 Honor Program	112	3.14
VI.19 University Relations	142	3.14
VI.16 Library Services	136	3.14
VI.10 Enrollment Services-Financial Aid	131	3.12
VI.52 Coffee shop (The Cellar)	141	3.11
VI.14 Networking Services	152	3.11
VI.13 Administrative Computing Services	153	3.10
VI.46 Student Activities	132	3.09
VI.12 Campus Computer Support Services	156	3.09
VI.34 Dining Services-catering	144	3.08
VI.32 Business Office	165	3.07
VI.49 Development	114	3.07
VI.44 Residence Life	143	3.07
VI.11 Enrollment Services-Records	143	3.06
VI.20 Administrative Services	140	3.06
VI.45 Special Support Services	107	3.06
VI.7 Distance Education	105	3.05
VI.8 Electronic Education Service	101	3.04
VI.48 Alumni Programs	108	3.04
VI.17 Equipment Circulation	128	3.03
VI.35 Dining Services-facilities (Cross Roads)	149	3.03
VI.38 Human Resources	188	3.03
VI.43 Multicultural Activities	119	3.03
VI.2 Career Center	120	3.02
VI.36 Dining Services-food (Cross Roads)	150	3.01
VI.18 Multimedia Lab/Service Bureau	97	3.00
VI.39 Payroll	191	3.00
VI.9 Enrollment Services-Admissions	140	2.99
VI.37 Budget Office	140	2.98
VI.1 Advisement & Career	128	2.98
VI.22 Mail Services	176	2.95
VI.47 Advancement Services	114	2.94
VI.21 Environmental Health/Occupational Safety	140	2.82
VI.40 Training	176	2.81

Descriptive Statistics

	N	Mean
VI.33 Chick-fil-a	168	2.76
Valid N (listwise)	32	