



Employee Satisfaction Report 2020-2021

An employee satisfaction survey is administered annually for the purpose of assessing satisfaction levels of employees related to various offices and departments across the institution. The survey is administered in an online format, and it is reported anonymously. The results for the 2020-2021 academic year are summarized below.

Satisfaction with Service Offices

Service Offices	Satisfaction Rating
Admissions	94.5%
Business Office	98.0%
Bookstore	98.7%
Cafeteria	91.0%
Campus Police	98.1%
Financial Aid	86.0%
Foundation	99.0%
Health Clinic	99.0%
Information Technology	95.3%
Veterans Services	99.9%
Wellness Center	96.8%

Satisfaction with Academic Support Offices

Academic Support Offices	Satisfaction Rating
Counseling, Advisement, and Placement	92.5%
eLearning	98.0%
Library and Learning Media	99.3%
Learning Labs	96.3%

Satisfaction with Administrative Offices

Administrative Offices	Satisfaction Rating
Office of Planning and Institutional Research	94.9%
President's Office	98.0%

Satisfaction with Physical Support Offices

Physical Support Offices	Satisfaction Rating
Buildings, Maintenance	94.6%
Physical Plant	95.2%
Transportation Department	99.9%
Warehouse/Package Delivery	98.6%

Satisfaction with Marketing and Recruiting Offices

Marketing/Recruiting Offices	Satisfaction Rating
Marketing	96.8%
Recruitment	96.2%

Satisfaction with Campus Communication

Marketing/Recruiting/Public Safety Offices	Satisfaction Rating
Emergency Notifications	98.9%
Campus Activities	98.3%
College Rankings/Accomplishments	98.9%
Covid-19 Guidelines/Procedures	93.5%