



Employee Satisfaction Report 2017-2018

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 entirely anonymous. The results for the 2017-2018 academic year are summarized below.

Satisfaction with Service Offices

Service Offices	Satisfaction Rating
Admissions	92.7%
Business Office	95.4%
Bookstore	98.9%
Cafeteria	95.8%
Campus Police	96.6%
Financial Aid	78.9%
Foundation	99.3%
Health Clinic	99.1%
Information Technology	89.8%
Veterans Services	97.3%
Wellness Center	99.1%

Satisfaction with Academic Support Offices

Academic Support Offices	Satisfaction Rating
Counseling, Advisement, and Placement	95.1%
eLearning	94.5%
Library and Learning Media	99.3%
Learning Labs	98.4%

Satisfaction with Administrative Offices

Administrative Offices	Satisfaction Rating
Office of Planning and Institutional Research	92.7%
President's Office	96.8%

Satisfaction with Physical Support Offices

Physical Support Offices	Satisfaction Rating
Buildings, Maintenance	95.1%
Physical Plant	95.6%
Transportation Department	98.6%

Satisfaction with Marketing and Recruiting Offices

Marketing/Recruiting Offices	Satisfaction Rating
Marketing	92.6%
Recruitment	100%

Satisfaction with Campus Communication

Marketing/Recruiting/Public Safety Offices	Satisfaction Rating
Emergency Notifications	97.4%
Campus Activities	95.3%
College Rankings/Accomplishments	99.5%