



Employee Satisfaction Report 2018-2019

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 2018-2019 academic year are summarized below.

Satisfaction with Service Offices

Service Offices	Satisfaction Rating
Admissions	94.6%
Business Office	98.1%
Bookstore	99.4%
Cafeteria	91.9%
Campus Police	97.5%
Financial Aid	82.7%
Foundation	98.3%
Health Clinic	100%
Information Technology	92.3%
Veterans Services	99.0%
Wellness Center	100%

Satisfaction with Academic Support Offices

Academic Support Offices	Satisfaction Rating
Counseling, Advisement, and Placement	94.1%
eLearning	99.2%
Library and Learning Media	99.3%
Learning Labs	100%

Satisfaction with Administrative Offices

Administrative Offices	Satisfaction Rating
Office of Planning and Institutional Research	95.7%
President's Office	97.8%

Satisfaction with Physical Support Offices

Physical Support Offices	Satisfaction Rating
Buildings, Maintenance	88.6%
Physical Plant	95.8%
Transportation Department	99.1%

Satisfaction with Marketing and Recruiting Offices

Marketing/Recruiting Offices	Satisfaction Rating
Marketing	97.2%
Recruitment	97.8%

Satisfaction with Campus Communication

Marketing/Recruiting/Public Safety Offices	Satisfaction Rating
Emergency Notifications	97.6%
Campus Activities	95.3%
College Rankings/Accomplishments	98.8%