



# Employee Satisfaction Report 2019-2020

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 2019-2020 academic year are summarized below.

## Satisfaction with Service Offices

Service Offices	Satisfaction Rating
Admissions	94.8%
Business Office	98.7%
Bookstore	98.7%
Cafeteria	93.4%
Campus Police	99.4%
Financial Aid	91.4%
Foundation	98.1%
Health Clinic	99.0%
Information Technology	96.2%
Veterans Services	97.1%
Wellness Center	97.2%

## Satisfaction with Academic Support Offices

Academic Support Offices	Satisfaction Rating
Counseling, Advisement, and Placement	94.3%
eLearning	98.4%
Library and Learning Media	100%
Learning Labs	97.2%

## Satisfaction with Administrative Offices

Administrative Offices	Satisfaction Rating
Office of Planning and Institutional Research	95.9%
President's Office	98.6%

## Satisfaction with Physical Support Offices

Physical Support Offices	Satisfaction Rating
Buildings, Maintenance	87.0%
Physical Plant	92.1%
Transportation Department	100%
Warehouse/Package Delivery	99.3%

### Satisfaction with Marketing and Recruiting Offices

<b>Marketing/Recruiting Offices</b>	<b>Satisfaction Rating</b>
Marketing	96.7%
Recruitment	95.8%

### Satisfaction with Campus Communication

<b>Marketing/Recruiting Offices</b>	<b>Satisfaction Rating</b>
Emergency Notifications	97.5%
Campus Activities	95.6%
College Rankings/Accomplishments	99.4%