

# Staff

2009 Survey Results by Rank			2009 N=52	NA	R
1	TECHNOLOGY	Technology Dept. courtesy	5.31	0	100.00%
2	CAMPUS STORE	Quality of service offered	5.22	3	94.23%
3	PLANT OPERATIONS AND FACILITIES	Music facilities	5.21	24	53.85%
4	EMPLOYEE BENEFITS	Reduced rate meals	5.11	7	86.54%
5	ADMINISTRATION	The VP for College Advancement	5.10	2	96.15%
6	ADMINISTRATION	Direct supervisor (i.e., division chair)	5.10	4	92.31%
7	FOOD SERVICES	Friendliness of staff	5.07	6	88.46%
8	EMPLOYEE BENEFITS	Credit union	5.07	38	26.92%
9	CAMPUS MAIL SERVICES	Lost and found service	5.06	16	69.23%
10	ADMINISTRATION	The VP for Enrollment Services	5.06	0	100.00%
11	TECHNOLOGY	Technology Dept. supportiveness	5.06	0	100.00%
12	CAMPUS STORE	Availability of textbooks	5.05	30	42.31%
13	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	5.05	30	42.31%
14	IRO OFFICE	Access to IR information (i.e., Fact Book)	5.05	15	71.15%
15	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	5.04	26	50.00%
16	TECHNOLOGY	Technology Dept. quality of service	5.04	1	98.08%
17	IRO OFFICE	Institutional Research	5.03	17	67.31%
18	CAMPUS STORE	Hours of operation	5.02	4	92.31%
19	TECHNOLOGY	Technology Dept. communication	5.02	0	100.00%
20	CAMPUS MAIL SERVICES	Friendliness of post office staff	5.00	1	98.08%
21	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	5.00	13	75.00%
22	ADMINISTRATION	The supervisors' evaluation of your performance	5.00	3	94.23%
23	CAMPUS MAIL SERVICES	Rate the campus mail/package service	4.98	3	94.23%
24	PLANT OPERATIONS AND FACILITIES	Maintenance of class rooms	4.96	26	50.00%
25	CAMPUS STORE	General product quality	4.96	1	98.08%
26	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	4.96	24	53.85%
27	EMPLOYEE BENEFITS	Employee scholarship plan	4.94	18	65.38%
28	TECHNOLOGY	Technology Dept. efficiency	4.94	0	100.00%
29	TECHNOLOGY	Technology Dept. information availability	4.94	4	92.31%
30	CAMPUS STORE	Clothing	4.92	3	94.23%
31	CAMPUS STORE	School and office supplies	4.91	5	90.38%
32	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	4.90	10	80.77%
33	EMPLOYEE BENEFITS	Vacation and sick leave	4.90	2	96.15%
34	IRO OFFICE	Applicability of IR information to decision making	4.89	17	67.31%
35	CAMPUS MAIL SERVICES	Campus phone service	4.87	5	90.38%
36	PLANT OPERATIONS AND FACILITIES	Rating of science laboratories	4.84	33	36.54%
37	CAMPUS STORE	Other educational material	4.83	29	44.23%
38	LIBRARY	Rate the Library Staff	4.82	24	53.85%
39	EMPLOYEE BENEFITS	Health insurance claim processing	4.82	14	73.08%
40	PLANT OPERATIONS AND FACILITIES	Overall rating of class rooms	4.81	25	51.92%
41	EMPLOYEE BENEFITS	Flexible benefits plan	4.80	22	57.69%
42	EMPLOYEE BENEFITS	Participating provider organization	4.78	11	78.85%
43	LIBRARY	Electronic databases (i.e., GALILEO)	4.77	26	50.00%
44	QUALITY OF WORK LIFE	Satisfaction with work	4.77	0	100.00%
45	CAMPUS STORE	General product availability	4.76	2	96.15%
46	VARIOUS STUDENT SERVICES & STAFF	Access to the internet	4.76	1	98.08%
47	EMPLOYEE BENEFITS	Life insurance program	4.75	8	84.62%
48	VARIOUS STUDENT SERVICES & STAFF	Health services	4.74	18	65.38%
49	EMPLOYEE BENEFITS	Health insurance program	4.73	8	84.62%
50	EMPLOYEE BENEFITS	Prescription drug program	4.73	11	78.85%
51	ADMINISTRATION	The President	4.73	1	98.08%
52	LIBRARY	Library Procedures	4.72	27	48.08%
53	CAMPUS STORE	Snack items	4.72	9	82.69%
54	LIBRARY	Reference assistance	4.71	28	46.15%
55	PLANT OPERATIONS AND FACILITIES	Outdoor recreational facilities	4.68	21	59.62%
56	EMPLOYEE BENEFITS	Retirement program	4.67	13	75.00%
57	CAMPUS STORE	Gifts	4.66	5	90.38%
58	EMPLOYEE BENEFITS	Long term disability	4.65	21	59.62%
59	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	4.64	13	75.00%
60	CAMPUS STORE	General product selection	4.63	3	94.23%
61	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	4.63	22	57.69%
62	COLLEGE PURPOSE AND OPPORTUNITIES	Opportunity for multicultural interaction	4.63	3	94.23%
63	LIBRARY	Interlibrary loan services	4.61	29	44.23%

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64	LIBRARY	Operating hours	4.60	27	48.08%
65	VARIOUS STUDENT SERVICES & STAFF	Student Affairs staff	4.60	5	90.38%
66	QUALITY OF WORK LIFE	Overall employment satisfaction	4.60	0	100.00%
67	COLLEGE PURPOSE AND OPPORTUNITIES	College's articulation of missions/goals	4.60	2	96.15%
68	COLLEGE PURPOSE AND OPPORTUNITIES	Opportunity to articulate moral issues in current events within college community	4.60	2	96.15%
69	FOOD SERVICES	Overall service	4.59	6	88.46%
70	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	4.57	24	53.85%
71	LIBRARY	Library facilities	4.56	27	48.08%
72	LIBRARY	Circulating/reserve services	4.55	30	42.31%
73	PLANT OPERATIONS AND FACILITIES	Rate the timeliness of response to maintenance requests	4.53	3	94.23%
74	COLLEGE PURPOSE AND OPPORTUNITIES	Accuracy/completeness of purpose statements in college publications	4.53	3	94.23%
75	PLANT OPERATIONS AND FACILITIES	Art facilities	4.52	31	40.38%
76	QUALITY OF WORK LIFE	Personal reimbursements timely	4.48	21	59.62%
77	TECHNOLOGY	Technology to improve classroom instruction	4.48	23	55.77%
78	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	4.47	16	69.23%
79	LIBRARY	Computer access to collections	4.46	28	46.15%
80	PARKING AND SECURITY	Overall security services	4.46	6	88.46%
81	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	4.45	21	59.62%
82	CAMPUS STORE	Other reading material	4.44	25	51.92%
83	PARKING AND SECURITY	Parking facilities	4.44	0	100.00%
84	ADMINISTRATION	Overall satisfaction with administration	4.44	0	100.00%
85	ADMINISTRATION	The Provost	4.44	2	96.15%
86	CAMPUS STORE	Buyback purchases	4.43	29	44.23%
87	PLANT OPERATIONS AND FACILITIES	Recreational facilities in Student Act. Center	4.41	18	65.38%
88	FOOD SERVICES	Quality of food in upstairs Food Court	4.41	15	71.15%
89	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction (See line 153)	4.40	10	80.77%
90	PARKING AND SECURITY	Security in classrooms	4.36	24	53.85%
91	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	4.35	18	65.38%
92	COLLEGE PURPOSE AND OPPORTUNITIES	Presence of Christian values across campus community	4.35	0	100.00%
93	VARIOUS STUDENT SERVICES & STAFF	Enforcement of rules & regulations concerning student behavior	4.33	7	86.54%
94	PARKING AND SECURITY	Security walking on campus	4.33	6	88.46%
95	ADMINISTRATION	The administration's responsiveness to & communication about your concerns	4.33	1	98.08%
96	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	4.32	15	71.15%
97	QUALITY OF WORK LIFE	Process for hiring & recruiting professors/staff	4.31	7	86.54%
98	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus (See Line 151)	4.30	2	96.15%
99	LIBRARY	Library equipment (i.e., microfilm readers, etc.)	4.26	29	44.23%
100	PARKING AND SECURITY	Information on contacting security	4.26	6	88.46%
101	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	4.25	20	61.54%
102	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	4.25	12	76.92%
103	LIBRARY	Archives collection	4.24	31	40.38%
104	PLANT OPERATIONS AND FACILITIES	Recreational facilities in old Student Center	4.24	18	65.38%
105	FOOD SERVICES	Variety of food in downstairs cafeteria	4.24	7	86.54%
106	LIBRARY	Library orientation session	4.23	30	42.31%
107	QUALITY OF WORK LIFE	Teaching/work load requirements	4.23	0	100.00%
108	FOOD SERVICES	The cafeteria/food court hours	4.21	9	82.69%
109	FOOD SERVICES	Quality of food in downstairs cafeteria	4.18	7	86.54%
110	ADMINISTRATION	The administration informing you of relevant problems and decisions	4.18	2	96.15%
111	LIBRARY	Adequate resources for assignments	4.16	27	48.08%
112	VARIOUS STUDENT SERVICES & STAFF	Publications for students	4.16	20	61.54%
113	PLANT OPERATIONS AND FACILITIES	Study facilities for commuter students	4.13	29	44.23%
114	CAMPUS STORE	Pricing	4.13	5	90.38%

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115	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	4.10	13	75.00%
116	ADMINISTRATION	The VP for Finance & Administration	4.06	2	96.15%
117	PLANT OPERATIONS AND FACILITIES	Drama facilities	4.00	34	34.62%
118	QUALITY OF WORK LIFE	Support for professional development	3.96	7	86.54%
119	ADMINISTRATION	Your involvement in decision making	3.96	4	92.31%
120	VARIOUS STUDENT SERVICES & STAFF	Intramural program	3.95	30	42.31%
121	EMPLOYEE BENEFITS	Dental insurance	3.93	24	53.85%
122	PLANT OPERATIONS AND FACILITIES	Lounge & recreational facilities for commuters	3.91	30	42.31%
123	FOOD SERVICES	Variety of food in upstairs Food Court	3.89	15	71.15%
124	FOOD SERVICES	Vending outlets	3.76	15	71.15%
125	PARKING AND SECURITY	Security in my dormitory	3.76	31	40.38%
126	QUALITY OF WORK LIFE	Tenure & promotion process	3.59	8	84.62%
127	QUALITY OF WORK LIFE	Overall college financial resources	3.16	3	94.23%
128	QUALITY OF WORK LIFE	Salary	2.98	0	100.00%