

*Research Brief: Administrative Services Satisfaction Survey Spring 2011*

Overview: As part of an ongoing effort to improve the efficiency and effectiveness of programs and services at Crafton Hills College (CHC) and specifically to identify needed adjustments to better “facilitate education” through Administrative Services (AS), the Interim Vice President worked with the Office of Research and Planning (ORP) to develop and administer a comprehensive Satisfaction Survey in spring 2011. All CHC managers, faculty, and staff were invited by email to complete the on-line survey between May 16, 2011 and May 26, 2011. The purpose of this brief is to examine the responses from the fifty-nine valid surveys received.

Summary of Findings:**Facilities Use** (Table 2)

- While most respondents indicated that they understand how to reserve a conference/meeting room or other space on campus (Mean = 3.12), the ease of making the reservation shows room for improvement (Mean = 2.70).

Custodial, Grounds, and Maintenance Operations (Table 3)

- All respondents agreed or strongly agreed that the campus grounds are usually kept clean (Mean = 3.67).
- On the whole, respondents were less satisfied with the level of cleanliness provided by custodial staff (Mean = 2.28).

Communications and Campus Business Office (Table 4)

- Respondents were more likely to agree that their guests or callers are treated professionally and courteously (Mean = 3.09), and less likely to agree that the intercampus mail services meet their needs (Mean = 2.86).

Warehouse (Table 5)

- Overall, respondents agreed that the services provided by the warehouse meet their needs (Mean = 3.24).

Methodology: The survey consisted of one multiple-choice question to determine the respondent’s primary function at CHC. Next, respondents were asked to rate their level of agreement with twenty-three statements about Facilities Use, Custodial, Grounds, Maintenance Operations, Communications, Campus Business Office, and the Warehouse on a four-point scale (4 = Strongly Agree; 3 = Agree; 2 = Disagree; 1 = Strongly Disagree). In addition, the survey gave respondents the opportunity to leave additional comments in an open-ended format.

Sample: As illustrated in Table 1, 39% of the surveys received were from Classified/Confidential Staff, while 37% of the respondents were Full-time faculty. A limitation is that only employees with a district email account had access to this survey and no paper surveys were distributed. The low response rate of 34% provides a limited level of statistical validity when it comes to generalizing the results to the entire campus community. A larger sample size is needed to increase the likelihood that these results accurately reflect the views of all CHC employees.

Table 1: Primary Function of Administrative Services Survey Respondent

Primary Function	N	%
Manager/Administrator	9	15.3
Classified/Confidential Staff	23	39.0
Full-time Faculty	22	37.3
Missing	5	8.5
Total	59	100.0

Tables 2 - 5 are organized by mean response in descending order. The “N” represents the total number of responses to the question. Results were grouped to show the percentage of employees who “strongly agree/ agree” and those who “disagree / strongly disagree”. All related comments were removed to protect the identity of employees.

Table 2: Administrative Services Satisfaction Survey – Facilities Use

Facilities Use	N	Strongly Agree/ Agree	Disagree/ Strongly Disagree	Mean Response
I understand how to reserve a conference/ meeting room or other space on campus	51	88%	12%	3.12
The facilities web page provides useful information	48	83%	17%	2.98
I am satisfied with the services provided by the facilities use office	49	67%	33%	2.82
I am aware of the guidelines for scheduling a conference/ meeting room or other space on campus	52	64%	36%	2.71
It is easy for me to reserve a room/space	50	64%	36%	2.70

Table 3: Administrative Services Satisfaction Survey – Custodial, Grounds, Maintenance Operations

Custodial, Grounds, Maintenance Operations	N	Strongly Agree/ Agree	Disagree/ Strongly Disagree	Mean Response
The campus grounds are usually kept clean	57	100%	0%	3.67
The grass, trees, bushes, and flowers appear well cared for	58	98%	2%	3.59
Debris is cleared from walkways	58	97%	3%	3.53
Requests for room set-ups are completed to my satisfaction	41	90%	10%	3.12
The on-line work order request from is useful	52	85%	15%	3.04
Campus facilities are maintained to ensure a physically safe working environment	57	84%	16%	2.95
The maintenance department responds promptly to my requests	57	74%	26%	2.93
Overall, the building(s) I work in is/are well kept	57	75%	25%	2.89
The maintenance department is responsive to my heating and cooling requests	46	72%	28%	2.80
Whiteboards and tables are cleaned to my satisfaction	35	54%	46%	2.54
I am satisfied with the level of cleanliness provided by custodial staff	58	41%	59%	2.28

Table 4: Administrative Services Satisfaction Survey – Communications and Campus Business Office

Communications and Campus Business Office	N	Strongly Agree/ Agree	Disagree/ Strongly Disagree	Mean Response
My guests or callers are treated professionally and courteously	46	91%	9%	3.09
I understand the functions of the campus business office	56	75%	25%	2.98
The intercampus mail services meet my needs	56	77%	23%	2.86
Incoming calls are efficiently and correctly routed to me	49	75%	25%	2.86

Table 5: Administrative Services Satisfaction Survey - Warehouse

Warehouse	N	Strongly Agree/ Agree	Disagree/ Strongly Disagree	Mean Response
The services provided by the warehouse meet my needs	45	91%	9%	3.24
I am aware that any package signed for must be delivered to the maintenance pad	49	94%	6%	3.20
Deliveries are made to me in a timely manner	51	92%	8%	3.20