

# **Report on the Fall 1999 Faculty and Staff Survey**

## **Results for Physical Plant**



**SOUTHEASTERN**  
LOUISIANA UNIVERSITY

Southeastern Louisiana University  
Office of Institutional Research and Assessment

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## **Background**

During the Fall of 1999, the Office of Institutional Research and Assessment (IR&A) conducted a survey of faculty and staff. The purposes of the survey were 1) to assess progress toward meeting the University's strategic planning benchmarks; 2) to assess the campus climate; and 3) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Human Resources, Physical Plant, Sims Memorial Library, and Office of Technology. This report will provide the results of the section regarding Physical Plant.

## **Survey Method**

The Fall 1999 Survey of Faculty and Staff, along with a cover letter from the President, was sent to all full-time faculty and staff. The exceptions were the staff in Institutional Research and Assessment, the President, and the four Vice Presidents. Thus a total of 1,151 faculty and staff were included in the survey and received survey forms via campus mail. The information provided by the respondents was treated with strict confidentiality. A master list was maintained for purposes of follow-up only. This list was securely maintained with accessibility given to only one staff member. The master list was destroyed after data was collected. The information gained from the survey is reported for the entire survey group and individuals can not be identified with any response. Reminders to return the survey were placed in the By-Lion and distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 784 faculty and staff completed the survey and returned it to IR&A for a return rate of 68%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 8.3 years, and the average age of the respondents is 44. These numbers reflect values nearly identical to the population as a whole. Table One presents other characteristics of the respondents as compared to the population.

**Table 1  
Respondents and Population Characteristics**

	Respondents	Population	% of Population Responding
<b>Total</b>	784	1,151	68.1%
Faculty	349	496	70.3%
Classified Staff	261	455	52.6%
Unclassified Staff	174	200	87.0%
<b>EEO Classification</b>			
Faculty	324	469	69.1%
Executive/Administrative/Manager	68	74	91.9%
Clerical/ Secretarial	130	170	76.5%
Professional, Non-Faculty	168	200	84.0%
Skilled Craftsman	23	81	28.4%
Service/ Maintenance	35	112	31.3%
Technical/ Paraprofessional	36	45	80.0%
<b>Gender</b>			
Female	467	632	73.9%
Male	317	519	61.0%
<b>Race</b>			
Black, Non-Hispanic	60	164	36.6%
White, Non-Hispanic	702	955	73.5%
Other	22	32	68.8%
<b>Rank (Faculty Only)</b>			
Full Professor	56	75	74.7%
Associate Professor	63	99	63.6%
Assistant Professor	106	150	70.7%
Instructor	123	171	71.9%
<b>Tenure Status (Faculty Only)</b>			
Tenured	133	195	68.2%
Non-Tenured, Tenure Track	82	114	71.9%
Non-Tenure Track	134	186	72.0%

**Results**

Five items asked faculty and staff to rate satisfaction with and the Physical Plant. The results for each item are presented with a set of summary points describing the data as a total group. This is followed by tables which present frequencies and mean responses by EEO Classification and department.

Following are definitions for EEO classification.

- **Executive, Administrative, Managerial:**  
Persons whose assignments require primary (and major) responsibility for management of the institution, or a customarily recognized department or subdivision thereof. Assignments require the performance of work directly related to management policies or general business operations of the institution, department, or subdivision. Included in this category are all officers holding titles such as president, vice president, dean, director, or the equivalent, as well as officers subordinate to any of these administrators with such titles as associate dean, assistant dean, executive officer of academic departments (department heads, or the equivalent) if their principal activity is administrative. (Note: Includes supervisors of professional employees, while supervisors of nonprofessional employees (technical, clerical, craft, and service/maintenance force) are included within the specific categories of the personnel they supervise.)
- **Clerical**  
Persons whose assignments typically are associated with clerical activities or are specifically of a secretarial nature. Includes personnel who are responsible for internal and external communications, recording and retrieval of data (other than computer programmers) and/or information and other paperwork required in an office, such as bookkeepers, stenographers, clerk-typists, office-machine operators, statistical clerks, and payroll clerks. Also includes sales clerks such as those employed full time in the bookstore, and library clerks who are not recognized as librarians.
- **Professional**  
Persons employed for the primary purpose of performing academic support, student services, and institutional support activities, whose assignments would require either college graduation or experience of such kind and amount as to provide a comparable background. Includes employees such as librarians, accountants, student personnel workers, counselors, systems analysts, computer programmers and coaches.
- **Skilled Craftsman**  
Persons whose assignments typically require special manual skills and a thorough and comprehensive knowledge of the processes involved in the

work, acquired through on-the-job training and experience or through apprenticeship or other formal training programs. Includes mechanics and repairers, electricians, stationary engineers, skilled machinists, upholsterers, carpenters, compositors, and typesetters.

- Service/Maintenance

Persons whose assignments result in or contribute to the comfort, convenience, and hygiene of personnel and students or that contribute to the upkeep and care of buildings, facilities, or grounds of the institutional property. Includes chauffeurs, laundry and dry cleaning operatives, cafeteria and restaurant workers, truck drivers, bus drivers, garage laborers, custodial personnel, gardeners and grounds keepers, refuse collectors, construction laborers, and security personnel.

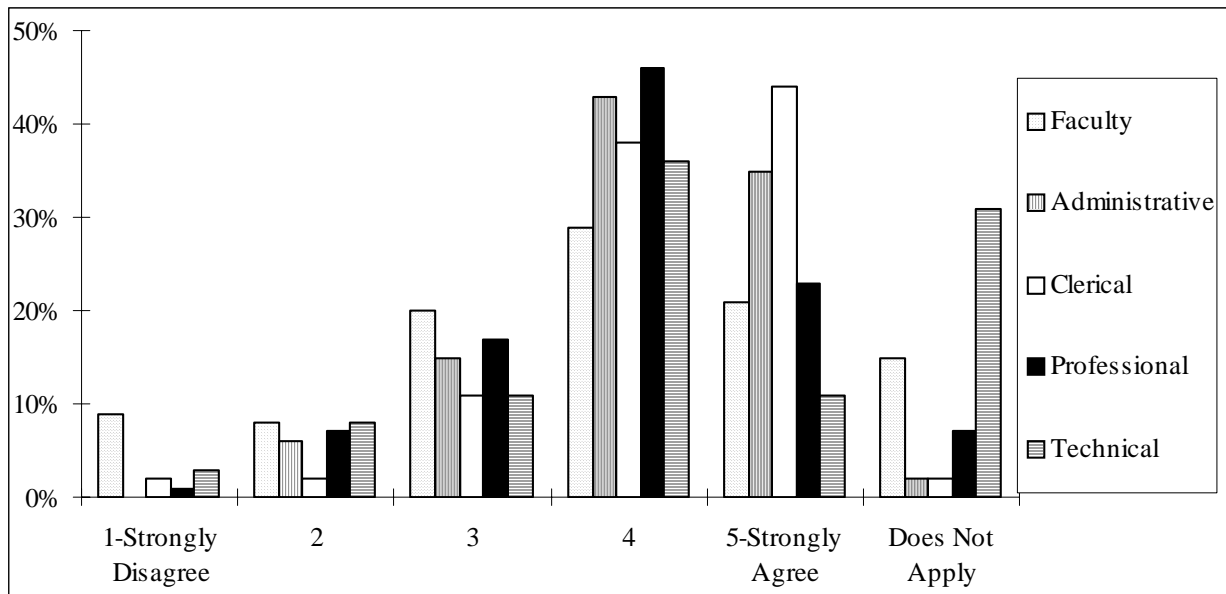
Note that employees of some departments/offices/budget units were aggregated for reporting purposes, based on the 1999-2000 organizational chart. Department was determined by the participants' primary budget unit. In the case of a grant, it was combined with the department of the budget unit head. Appendix B lists those departments.

In summer 2000, a reorganization involving several academic units took place. However, the survey was conducted prior to the reorganization. Therefore, the results presented here follow the old organization.

### Overall, the Physical Plant responds promptly to my requests

- Of the 715 faculty and staff who responded, 11% (n=77) indicated that they disagreed with the statement (a response of 1 or 2) and 62% (n=445) agreed with the statement (a response of 4 or 5). Ten percent (10%, n=73) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.82.

**Figure 1**  
**Overall, the Physical Plant responds promptly to my requests.**



**Table 2**  
**Overall, the Physical Plant responds promptly to my requests.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Faculty	9% (27)	8% (24)	20% (63)	29% (90)	21% (66)	15% (46)	3.53
Executive/ Administrative/ Managerial	0%	6% (4)	15% (10)	43% (29)	35% (24)	2% (1)	4.09
Clerical/ Secretarial	2% (2)	2% (3)	11% (14)	38% (47)	44% (54)	2% (3)	4.23
Professional	1% (1)	7% (11)	17% (27)	46% (73)	23% (37)	7% (11)	3.90
Skilled Craft	0%	0%	33% (1)	0%	67% (2)	0%	4.33
Service/ Maintenance	0%	11% (1)	11% (1)	33% (3)	33% (3)	11% (1)	4.00
Technical	3% (1)	8% (3)	11% (4)	36% (13)	11% (4)	31% (11)	3.64
Arts and Sciences	0%	0%	0%	62% (8)	39% (5)	0%	4.38
Biology	12% (3)	4% (1)	35% (9)	35% (9)	15% (4)	0%	3.38
Chemistry and Physics	0%	0%	7% (1)	14% (2)	57% (8)	21% (3)	4.64
Communication	7% (1)	13% (2)	13% (2)	33% (5)	20% (3)	13% (2)	3.54
Computer Science	10% (1)	20% (2)	10% (1)	0%	30% (3)	30% (3)	3.29
English	13% (5)	13% (5)	15% (6)	28% (11)	25% (10)	8% (3)	3.43
Foreign Languages	7% (1)	14% (2)	21% (3)	29% (4)	14% (2)	14% (2)	3.33
History & Government	7% (1)	13% (2)	20% (3)	33% (5)	27% (4)	0%	3.60
Industrial Technology	0%	0%	18% (2)	64% (7)	18% (2)	0%	4.00
Mathematics	5% (1)	15% (3)	15% (3)	30% (6)	25% (5)	10% (2)	3.61
Music	20% (2)	0%	40% (4)	30% (3)	0%	10% (1)	2.89
Psychology	0%	43% (3)	29% (2)	0%	14% (1)	14% (1)	2.83
Sociology, Social Work, Criminal Justice	5% (1)	14% (2)	21% (3)	29% (4)	14% (2)	14% (2)	3.65
Visual Arts	0%	0%	17% (1)	33% (2)	17% (1)	33% (2)	4.00



**Table 2 Continued**  
**Overall, the Physical Plant responds promptly to my requests.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Basic College	0%	5% (1)	15% (3)	35% (7)	45% (9)	0%	4.20
Developmental	13% (2)	0%	13% (2)	40% (6)	27% (4)	7% (1)	3.71
Junior Division	0%	13% (1)	13% (1)	38% (3)	25% (2)	13% (1)	3.86
Business	0%	13% (1)	0%	50% (4)	25% (2)	13% (1)	4.00
Accounting	0%	0%	8% (1)	42% (5)	25% (3)	25% (3)	4.22
General Business	10% (1)	0%	20% (2)	30% (3)	20% (2)	20% (2)	3.63
Management	0%	0%	17% (2)	17% (2)	33% (4)	33% (4)	4.25
Marketing and Finance	0%	0%	22% (2)	44% (4)	0%	33% (3)	3.67
Education	0%	13% (1)	25% (2)	13% (1)	50% (4)	0%	4.00
Counseling, Family Studies, and Educational Leadership	0%	0%	15% (2)	23% (3)	46% (6)	15% (2)	4.36
Kinesiology	29% (6)	10% (2)	19% (4)	29% (6)	14% (3)	0%	2.90
Special Education	11% (2)	21% (4)	26% (5)	32% (6)	5% (1)	5% (1)	3.00
Teacher Education	0%	3% (1)	21% (6)	28% (8)	38% (11)	10% (3)	4.12
Nursing	0%	0%	10% (3)	48% (15)	29% (9)	13% (4)	4.22
Academic Affairs	0%	7% (1)	29% (4)	29% (4)	36% (5)	0%	3.93
Athletics	0%	13% (3)	13% (3)	44% (10)	30% (7)	0%	3.91
Auxiliary Services	0%	6% (1)	6% (1)	41% (7)	41% (7)	6% (1)	4.25
Campus Police	0%	8% (1)	8% (1)	39% (5)	39% (5)	8% (1)	4.17
Continuing Education	0%	0%	25% (3)	33% (4)	42% (5)	0%	4.17
Controller's Office	0%	0%	31% (5)	38% (6)	13% (2)	19% (3)	3.77
Enrollment Services	0%	0%	12% (2)	59% (10)	18% (3)	12% (2)	4.07

**Table 2 Continued**  
**Overall, the Physical Plant responds promptly to my requests.**

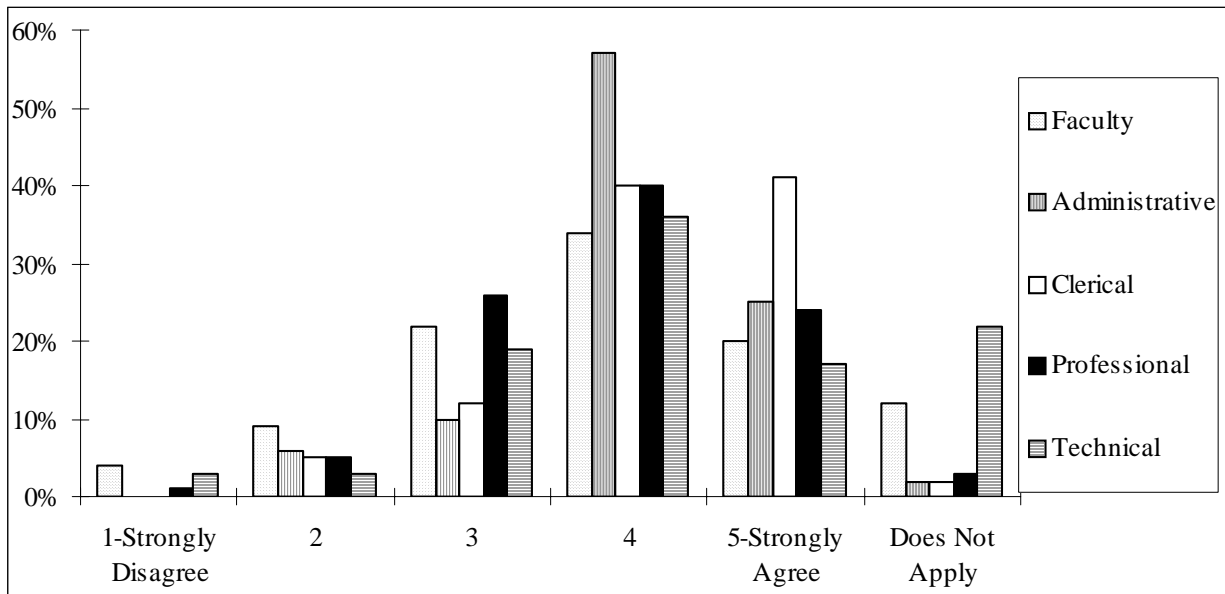
	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Finance and Administration	0%	0%	0%	80% (4)	20% (1)	0%	4.20
Financial Aid	0%	0%	17% (3)	61% (11)	22% (4)	0%	4.06
Human Resources	0%	0%	10% (1)	30% (3)	50% (5)	10% (1)	4.44
Library	4% (1)	14% (4)	18% (5)	29% (8)	7% (2)	29% (8)	3.30
Office of Technology	3% (1)	5% (2)	8% (3)	49% (18)	22% (8)	14% (5)	3.94
President	0%	0%	14% (1)	86% (6)	0%	0%	3.86
Purchasing	0%	0%	20% (2)	30% (3)	30% (3)	20% (2)	4.13
Student Affairs	5% (2)	1% (1)	21% (8)	30% (13)	34% (15)	9% (4)	3.95
University Advancement	0%	0%	11% (1)	33% (3)	56% (5)	0%	4.44
Total	4% (31)	6% (46)	17% (120)	36% (255)	27% (190)	10% (73)	3.82

\* The mean does not include those respondents who answered Does Not Apply.

## Work performed by Physical Plant is generally of high quality

- Of the 714 faculty and staff who responded, 9% (n=63) indicated that they disagreed with the statement (a response of 1 or 2) and 64% (n=457) agreed with the statement (a response of 4 or 5). Eight percent (8%, n=54) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.85.

**Figure 2**  
**Work performed by Physical Plant is generally of high quality.**



**Table 3**  
**Work performed by Physical Plant is generally of high quality.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Faculty	4% (11)	9% (28)	22% (68)	34% (108)	20% (64)	12% (37)	3.67
Executive/ Administrative/ Managerial	0%	6% (4)	10% (7)	57% (39)	25% (17)	2% (1)	4.03
Clerical/ Secretarial	0%	5% (6)	12% (15)	40% (49)	41% (50)	2% (2)	4.19
Professional	1% (2)	5% (8)	26% (42)	40% (64)	24% (39)	3% (5)	3.84
Skilled Craft	0%	0%	0%	33% (1)	67% (2)	0%	4.67
Service/ Maintenance	11% (1)	11% (1)	11% (1)	22% (2)	33% (3)	11% (1)	3.63
Technical	3% (1)	3% (1)	19% (7)	36% (13)	17% (6)	22% (8)	3.79
Arts and Sciences	0%	0%	15% (2)	54% (7)	31% (4)	0%	4.15
Biology	8% (2)	12% (3)	27% (7)	35% (9)	19% (5)	0%	3.46
Chemistry and Physics	0%	0%	15% (2)	8% (1)	62% (8)	15% (2)	4.55
Communication	0%	20% (3)	13% (2)	40% (6)	13% (2)	13% (2)	3.54
Computer Science	10% (1)	30% (3)	0%	20% (2)	20% (2)	20% (2)	3.13
English	5% (2)	8% (3)	20% (8)	40% (16)	18% (7)	10% (4)	3.64
Foreign Languages	0%	14% (2)	21% (3)	29% (4)	21% (3)	14% (2)	3.67
History & Government	7% (1)	7% (1)	27% (4)	33% (5)	27% (4)	0%	3.67
Industrial Technology	0%	0%	36% (4)	55% (6)	9% (1)	0%	3.73
Mathematics	0%	0%	35% (7)	25% (5)	35% (7)	0%	4.00
Music	10% (1)	20% (2)	20% (2)	30% (3)	10% (1)	10% (1)	3.11
Psychology	0%	14% (1)	29% (2)	14% (1)	29% (2)	14% (1)	3.67
Sociology, Social Work, Criminal Justice	11% (2)	5% (1)	11% (2)	37% (7)	26% (5)	11% (2)	3.71
Visual Arts	0%	0%	17% (1)	50% (3)	17% (1)	17% (1)	4.00

**Table 3 Continued**  
**Work performed by Physical Plant is generally of high quality.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Basic College	0%	5% (1)	20% (4)	25% (5)	50% (10)	0%	4.20
Developmental	0%	13% (2)	13% (2)	40% (6)	27% (4)	7% (1)	3.86
Junior Division	13% (1)	0%	13% (1)	50% (4)	13% (1)	13% (1)	3.57
Business	0%	0%	25% (2)	38% (3)	38% (3)	0%	4.13
Accounting	0%	0%	8% (1)	42% (5)	25% (3)	25% (3)	3.89
General Business	0%	10% (1)	10% (1)	30% (3)	30% (3)	20% (2)	4.00
Management	0%	8% (1)	8% (1)	25% (3)	25% (3)	33% (4)	4.00
Marketing and Finance	0%	0%	22% (2)	56% (5)	11% (1)	11% (1)	3.88
Education	0%	0%	25% (2)	38% (3)	38% (3)	0%	4.13
Counseling, Family Studies, and Educational Leadership	0%	0%	23% (3)	39% (5)	23% (3)	15% (2)	4.00
Kinesiology	0%	19% (4)	27% (6)	38% (8)	14% (3)	0%	3.48
Special Education	5% (1)	26% (5)	21% (4)	37% (7)	5% (1)	5% (1)	3.11
Teacher Education	0%	3% (1)	14% (4)	38% (11)	38% (11)	7% (2)	4.19
Nursing	0%	0%	19% (6)	45% (12)	26% (8)	10% (3)	4.07
Academic Affairs	0%	7% (1)	21% (3)	43% (6)	29% (4)	0%	3.93
Athletics	0%	4% (1)	9% (2)	52% (12)	30% (7)	4% (1)	4.14
Auxiliary Services	0%	4% (1)	9% (2)	44% (7)	38% (6)	0%	4.13
Campus Police	8% (1)	8% (1)	15% (2)	31% (4)	31% (4)	8% (1)	3.75
Continuing Education	0%	0%	8% (1)	58% (7)	33% (4)	0%	4.25
Controller's Office	0%	0%	19% (3)	44% (7)	19% (3)	19% (3)	4.00
Enrollment Services	0%	0%	24% (4)	59% (10)	18% (3)	0%	3.94

**Table 3 Continued**  
**Work performed by Physical Plant is generally of high quality.**

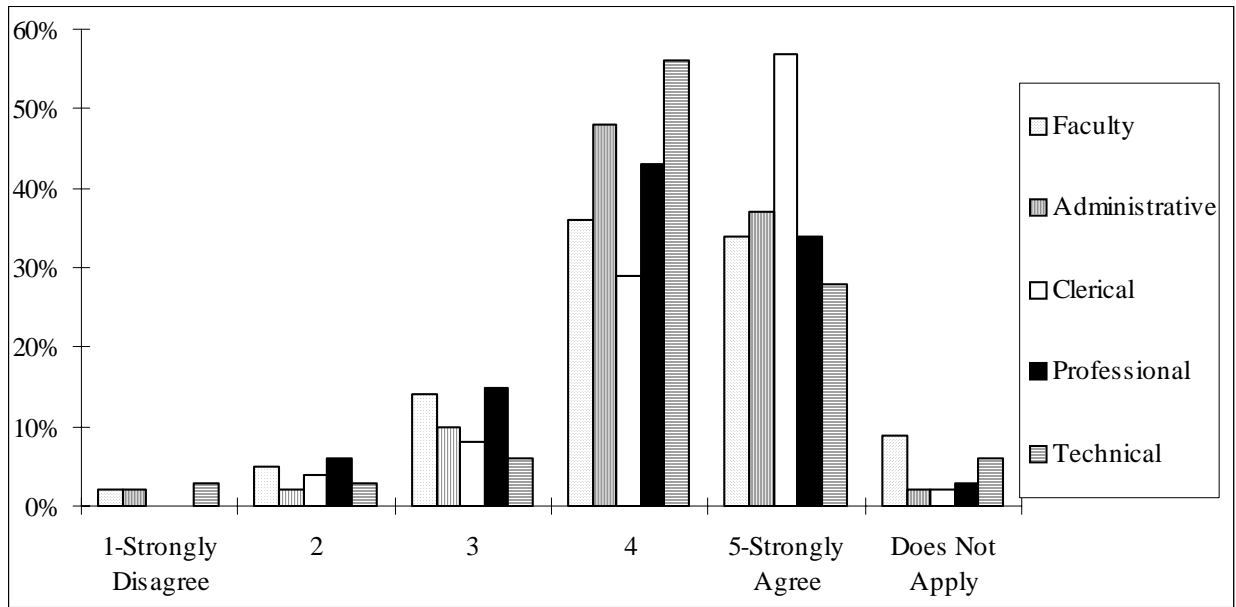
	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Finance and Administration	0%	20% (1)	0%	80% (4)	0%	0%	3.60
Financial Aid	0%	6% (1)	11% (2)	50% (9)	33% (6)	0%	4.11
Human Resources	0%	0%	0%	70% (7)	30% (3)	0%	4.30
Library	3% (1)	10% (3)	31% (9)	28% (8)	14% (4)	14% (4)	3.44
Office of Technology	3% (1)	8% (3)	19% (7)	30% (11)	30% (11)	11% (4)	3.85
President	0%	0%	14% (1)	71% (5)	14% (1)	0%	4.00
Purchasing	0%	0%	30% (3)	10% (1)	40% (4)	20% (2)	4.13
Student Affairs	2% (1)	2% (1)	27% (12)	41% (18)	25% (11)	2% (1)	3.86
University Advancement	0%	11% (1)	22% (2)	44% (4)	22% (2)	0%	3.78
Total	2% (15)	7% (48)	20% (140)	39% (276)	25% (181)	8% (54)	3.85

\* The mean does not include those respondents who answered Does Not Apply.

### Physical Plant employees are courteous and competent in their work

- Of the 707 faculty and staff who responded, 6% (n=41) indicated that they disagreed with the statement (a response of 1 or 2) and 66% (n=540) agreed with the statement (a response of 4 or 5). Five percent (5%, n=38) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.13.

**Figure 3**  
**Physical Plant employees are courteous and competent in their work.**



**Table 4**  
**Physical Plant employees are courteous and competent in their work.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Faculty	2% (6)	5% (16)	14% (44)	36% (113)	34% (106)	9% (28)	4.04
Executive/ Administrative/ Managerial	2% (1)	2% (1)	10% (7)	48% (32)	37% (25)	2% (1)	4.20
Clerical/ Secretarial	0%	4% (5)	8% (10)	29% (35)	57% (70)	2% (2)	4.42
Professional	0%	6% (9)	15% (24)	67% (43)	34% (53)	3% (4)	4.07
Skilled Craft	0%	0%	0%	33% (1)	67% (2)	0%	4.67
Service/ Maintenance	11% (1)	0%	11% (1)	44% (4)	22% (2)	11% (1)	3.75
Technical	3% (1)	3% (1)	6% (2)	56% (20)	28% (10)	6% (2)	4.09
Arts and Sciences	0%	0%	23% (3)	46% (6)	31% (4)	0%	4.08
Biology	4% (1)	12% (3)	19% (5)	35% (9)	31% (8)	0%	3.77
Chemistry and Physics	0%	0%	15% (2)	8% (1)	69% (9)	8% (1)	4.58
Communication	0%	7% (1)	7% (1)	60% (9)	20% (3)	7% (1)	4.00
Computer Science	10% (1)	10% (1)	20% (2)	10% (1)	30% (3)	20% (2)	3.50
English	0%	10% (4)	13% (5)	36% (14)	36% (14)	5% (2)	4.03
Foreign Languages	0%	14% (2)	14% (2)	36% (5)	21% (3)	14% (2)	3.75
History & Government	0%	7% (1)	7% (1)	53% (8)	33% (5)	0%	4.13
Industrial Technology	0%	0%	9% (1)	55% (6)	36% (4)	0%	4.27
Mathematics	0%	0%	5% (1)	25% (5)	65% (13)	5% (1)	4.63
Music	0%	10% (1)	30% (3)	30% (3)	20% (2)	10% (1)	3.67
Psychology	0%	14% (1)	14% (1)	29% (2)	29% (2)	14% (1)	3.83
Sociology, Social Work, Criminal Justice	11% (2)	0%	11% (2)	26% (5)	53% (10)	0%	4.11
Visual Arts	0%	0%	17% (1)	50% (3)	17% (1)	17% (1)	4.00



**Table 4 Continued**  
**Physical Plant employees are courteous and competent in their work.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Basic College	0%	5% (1)	10% (2)	35% (7)	50% (10)	0%	4.30
Developmental	13% (2)	0%	7% (1)	20% (3)	60% (9)	0%	4.13
Junior Division	0%	13% (1)	13% (1)	25% (2)	38% (3)	13% (1)	4.00
Business	0%	0%	14% (1)	43% (3)	43% (3)	0%	4.29
Accounting	0%	0%	17% (2)	33% (4)	33% (4)	17% (2)	4.20
General Business	0%	10% (1)	0%	30% (3)	30% (3)	30% (3)	4.14
Management	0%	8% (1)	8% (1)	25% (3)	33% (4)	25% (3)	4.11
Marketing and Finance	0%	0%	25% (2)	50% (4)	25% (2)	0%	4.00
Education	0%	0%	25% (2)	13% (1)	63% (5)	0%	4.38
Counseling, Family Studies, and Educational Leadership	0%	0%	23% (3)	23% (3)	39% (5)	15% (2)	4.18
Kinesiology	0%	5% (1)	24% (5)	38% (8)	29% (6)	5% (1)	3.95
Special Education	5% (1)	11% (2)	11% (2)	42% (8)	26% (5)	5% (1)	3.78
Teacher Education	0%	3% (1)	3% (1)	35% (10)	52% (15)	7% (2)	4.44
Nursing	0%	0%	10% (3)	45% (14)	39% (12)	7% (2)	4.31
Academic Affairs	0%	7% (1)	7% (1)	36% (5)	50% (7)	0%	4.29
Athletics	0%	0%	13% (3)	39% (9)	48% (11)	0%	4.35
Auxiliary Services	0%	0%	13% (2)	38% (6)	50% (8)	0%	4.38
Campus Police	8% (1)	0%	15% (2)	39% (5)	31% (4)	8% (1)	3.92
Continuing Education	0%	0%	0%	33% (4)	67% (8)	0%	4.67
Controller's Office	0%	0%	19% (3)	44% (7)	38% (6)	0%	4.19
Enrollment Services	0%	0%	6% (1)	47% (8)	41% (7)	6% (1)	4.38

**Table 4 Continued**  
**Physical Plant employees are courteous and competent in their work.**

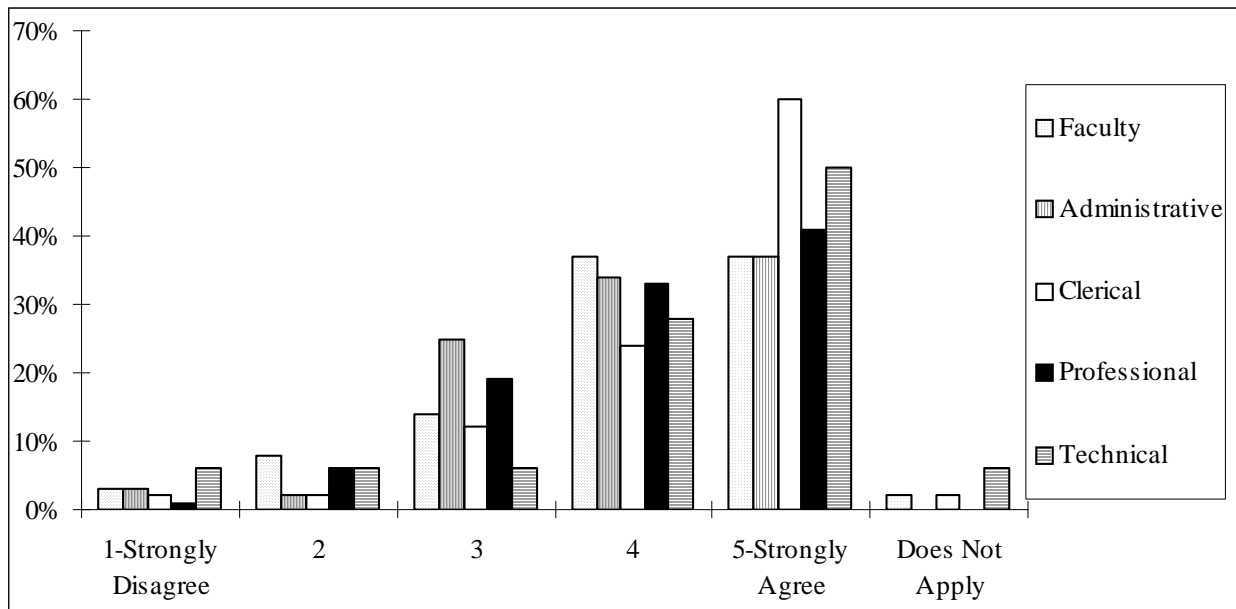
	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Finance and Administration	0%	0%	40% (2)	60% (3)	0%	0%	3.60
Financial Aid	0%	0%	11% (2)	56% (10)	33% (6)	0%	4.22
Human Resources	0%	0%	0%	67% (6)	33% (3)	0%	4.33
Library	4% (1)	4% (1)	18% (5)	57% (16)	14% (4)	4% (1)	3.78
Office of Technology	0%	11% (4)	8% (3)	38% (14)	32% (12)	11% (4)	4.03
President	0%	0%	0%	43% (3)	57% (4)	0%	4.57
Purchasing	0%	0%	10% (1)	40% (4)	30% (3)	20% (2)	4.25
Student Affairs	0%	5% (2)	14% (6)	48% (20)	33% (14)	0%	4.10
University Advancement	0%	22% (2)	11% (1)	22% (2)	44% (4)	0%	3.89
Total	1% (9)	6% (32)	12% (88)	39% (272)	38% (268)	5% (38)	4.13

\* The mean does not include those respondents who answered Does Not Apply.

### The campus is kept neatly mowed and clean

- Of the 708 faculty and staff who responded, 8% (n=56) indicated that they disagreed with the statement (a response of 1 or 2) and 75% (n=534) agreed with the statement (a response of 4 or 5). One percent (1%, n=10) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.09.

**Figure 4**  
**The campus is kept neatly mowed and clean.**



**Table 5**  
**The campus is kept neatly mowed and clean.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Faculty	3% (10)	8% (24)	14% (43)	37% (115)	37% (115)	2% (6)	3.98
Executive/ Administrative/ Managerial	3% (2)	2% (1)	25% (17)	34% (23)	37% (25)	0%	4.00
Clerical/ Secretarial	2% (2)	2% (2)	12% (14)	24% (29)	60% (73)	2% (2)	4.41
Professional	1% (2)	6% (9)	19% (30)	33% (52)	41% (64)	0%	4.06
Skilled Craft	0%	0%	33% (1)	0%	67% (2)	0%	4.33
Service/ Maintenance	0%	0%	11% (1)	44% (4)	44% (4)	0%	4.33
Technical	6% (2)	6% (2)	6% (2)	28% (10)	50% (18)	6% (2)	4.18
Arts and Sciences	0%	8% (1)	15% (2)	31% (4)	46% (6)	0%	4.15
Biology	4% (1)	12% (3)	15% (4)	35% (9)	35% (9)	0%	3.85
Chemistry and Physics	0%	0%	8% (1)	17% (2)	75% (9)	0%	4.67
Communication	0%	13% (2)	20% (3)	27% (4)	40% (6)	0%	3.93
Computer Science	0%	9% (1)	27% (3)	27% (3)	36% (4)	0%	3.91
English	3% (1)	8% (3)	16% (6)	24% (9)	50% (19)	0%	4.11
Foreign Languages	7% (1)	7% (1)	7% (1)	50% (7)	21% (3)	7% (1)	3.77
History & Government	0%	7% (1)	20% (3)	40% (6)	33% (5)	0%	4.00
Industrial Technology	0%	0%	27% (3)	46% (5)	27% (3)	0%	4.00
Mathematics	0%	0%	5% (1)	25% (5)	65% (13)	5% (1)	4.20
Music	0%	0%	20% (2)	30% (3)	50% (5)	0%	4.30
Psychology	0%	14% (1)	14% (1)	14% (1)	57% (4)	0%	4.14
Sociology, Social Work, Criminal Justice	11% (2)	5% (1)	5% (1)	37% (7)	42% (8)	0%	3.95
Visual Arts	0%	17% (1)	0%	17% (1)	50% (3)	17% (1)	4.20

**Table 5 Continued**  
**The campus is kept neatly mowed and clean.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Basic College	0%	0%	20% (4)	20% (4)	60% (12)	0%	4.40
Developmental	0%	13% (2)	7% (1)	40% (6)	40% (6)	0%	4.07
Junior Division	13% (1)	0%	0%	38% (3)	50% (4)	0%	4.13
Business	0%	0%	0%	50% (4)	50% (4)	0%	4.50
Accounting	8% (1)	17% (2)	17% (2)	25% (3)	33% (4)	0%	3.58
General Business	0%	10% (1)	0%	30% (3)	40% (4)	20% (2)	4.25
Management	0%	8% (1)	8% (1)	33% (4)	50% (6)	0%	4.25
Marketing and Finance	0%	0%	44% (4)	33% (3)	22% (2)	0%	3.78
Education	0%	0%	25% (2)	25% (2)	50% (4)	0%	4.25
Counseling, Family Studies, and Educational Leadership	23% (3)	8% (1)	8% (1)	23% (3)	39% (5)	0%	3.46
Kinesiology	10% (2)	10% (2)	14% (3)	38% (8)	24% (5)	5% (1)	3.48
Special Education	0%	11% (2)	11% (2)	28% (5)	50% (9)	0%	4.17
Teacher Education	0%	3% (1)	3% (1)	52% (15)	41% (12)	0%	4.31
Nursing	0%	0%	7% (2)	45% (14)	48% (15)	0%	4.42
Academic Affairs	0%	0%	29% (4)	29% (4)	43% (6)	0%	4.14
Athletics	4% (1)	8% (2)	39% (9)	13% (3)	35% (8)	0%	3.65
Auxiliary Services	0%	6% (1)	18% (3)	18% (3)	59% (10)	0%	4.29
Campus Police	0%	0%	15% (2)	46% (6)	39% (4)	0%	4.23
Continuing Education	0%	0%	17% (2)	42% (5)	42% (5)	0%	4.25
Controller's Office	6% (1)	0%	6% (1)	25% (5)	63% (10)	0%	4.37
Enrollment Services	0%	0%	25% (4)	38% (6)	38% (6)	0%	4.13

**Table 5 Continued**  
**The campus is kept neatly mowed and clean.**

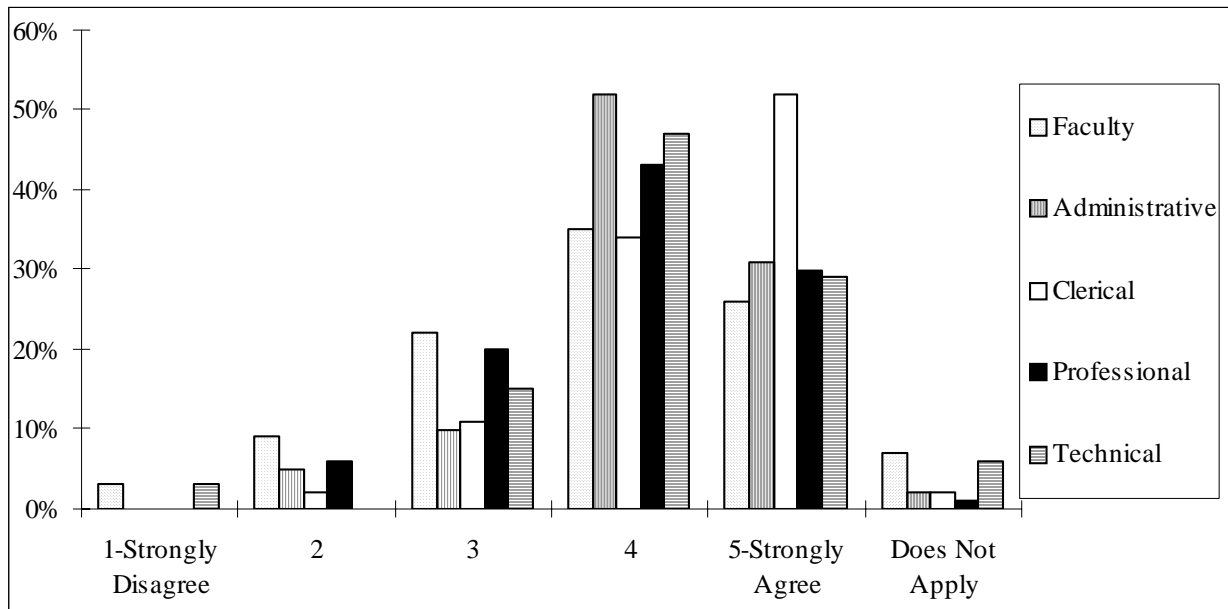
	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Finance and Administration	20% (1)	0%	40% (2)	40% (2)	0%	0%	3.00
Financial Aid	0%	0%	6% (1)	50% (9)	44% (8)	0%	4.39
Human Resources	0%	0%	0%	50% (5)	50% (5)	0%	4.50
Library	7% (2)	7% (2)	14% (4)	35% (10)	31% (9)	7% (2)	3.81
Office of Technology	0%	3% (1)	8% (3)	28% (10)	58% (21)	3% (1)	4.46
President	0%	0%	0%	57% (4)	43% (3)	0%	4.43
Purchasing	0%	0%	10% (1)	20% (2)	50% (5)	20% (2)	4.50
Student Affairs	0%	10% (4)	29% (12)	38% (15)	26% (11)	0%	3.79
University Advancement	11% (1)	0%	33% (3)	22% (2)	33% (3)	0%	3.67
Total	3% (18)	5% (38)	15% (108)	33% (233)	43% (301)	1% (10)	4.09

\* The mean does not include those respondents who answered Does Not Apply.

**I am satisfied with the overall level of service provided by the Physical Plant**

- Of the 702 faculty and staff who responded, 7% (n=52) indicated that they disagreed with the statement (a response of 1 or 2) and 71% (n=496) agreed with the statement (a response of 4 or 5). One percent (4%, n=28) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.98.

**Figure 5**  
**I am satisfied with the overall level of service provided by the Physical Plant.**



**Table 6**  
**I am satisfied with the overall level of service provided by the Physical Plant.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Faculty	3% (8)	9% (27)	22% (68)	35% (110)	26% (80)	7% (21)	3.77
Executive/ Administrative/ Managerial	0%	5% (3)	10% (7)	52% (35)	31% (21)	2% (1)	4.12
Clerical/ Secretarial	0%	2% (2)	11% (13)	34% (40)	52% (61)	2% (2)	4.38
Professional	0%	6% (9)	20% (32)	43% (67)	30% (47)	1% (2)	3.98
Skilled Craft	0%	33% (1)	0%	0%	67% (2)	0%	4.00
Service/ Maintenance	0%	11% (1)	11% (1)	44% (4)	33% (3)	0%	4.00
Technical	3% (1)	0%	14% (5)	47% (16)	29% (10)	6% (2)	4.06
Arts and Sciences	0%	0%	8% (1)	62% (8)	31% (4)	0%	4.23
Biology	4% (1)	4% (1)	42% (11)	39% (10)	12% (3)	0%	3.50
Chemistry and Physics	0%	0%	8% (1)	15% (2)	69% (9)	8% (1)	4.67
Communication	0%	20% (3)	7% (1)	53% (8)	20% (3)	0%	3.73
Computer Science	0%	27% (3)	18% (2)	27% (3)	27% (3)	0%	3.55
English	8% (3)	10% (4)	25% (10)	18% (7)	38% (15)	3% (1)	3.69
Foreign Languages	0%	21% (3)	14% (2)	36% (5)	21% (3)	7% (1)	3.62
History & Government	0%	13% (2)	20% (3)	33% (5)	33% (5)	0%	3.87
Industrial Technology	0%	0%	0%	91% (10)	9% (1)	0%	4.09
Mathematics	0%	5% (1)	30% (6)	20% (4)	40% (8)	5% (1)	4.00
Music	10% (1)	10% (1)	20% (2)	50% (5)	0%	10% (1)	3.22
Psychology	0%	17% (1)	17% (1)	50% (3)	17% (1)	0%	3.67
Sociology, Social Work, Criminal Justice	11% (2)	0%	21% (4)	16% (3)	47% (9)	5% (1)	3.94
Visual Arts	0%	0%	0%	60% (3)	20% (1)	20% (1)	4.25



**Table 6 Continued**  
**I am satisfied with the overall level of service provided by the Physical Plant.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Basic College	0%	5% (1)	10% (2)	30% (6)	55% (11)	0%	4.35
Developmental	0%	7% (1)	14% (2)	36% (5)	43% (6)	0%	4.14
Junior Division	0%	25% (2)	13% (1)	13% (1)	38% (3)	13% (1)	3.71
Business	0%	0%	14% (1)	43% (3)	43% (3)	0%	4.29
Accounting	0%	8% (1)	33% (4)	25% (3)	25% (3)	8% (1)	3.73
General Business	0%	0%	22% (2)	33% (3)	22% (2)	22% (2)	4.00
Management	0%	9% (1)	9% (1)	27% (3)	27% (3)	27% (3)	4.00
Marketing and Finance	0%	0%	22% (2)	33% (3)	22% (2)	22% (2)	4.00
Education	0%	0%	13% (1)	38% (3)	50% (4)	0%	4.37
Counseling, Family Studies, and Educational Leadership	0%	8% (1)	15% (2)	39% (5)	23% (3)	15% (2)	3.91
Kinesiology	5% (1)	10% (2)	33% (7)	38% (8)	14% (3)	0%	3.48
Special Education	0%	16% (3)	37% (7)	32% (6)	11% (2)	5% (1)	3.39
Teacher Education	0%	3% (1)	7% (2)	45% (13)	41% (12)	3% (1)	4.29
Nursing	0%	0%	7% (2)	48% (15)	39% (12)	7% (2)	4.34
Academic Affairs	0%	8% (1)	17% (2)	50% (6)	25% (3)	0%	3.92
Athletics	0%	0%	36% (8)	23% (5)	41% (9)	0%	4.05
Auxiliary Services	0%	13% (2)	0%	31% (5)	56% (9)	0%	4.31
Campus Police	0%	8% (1)	8% (1)	54% (7)	31% (4)	0%	4.08
Continuing Education	0%	0%	17% (2)	17% (2)	67% (8)	0%	4.50
Controller's Office	0%	0%	20% (3)	53% (8)	27% (4)	0%	4.07
Enrollment Services	0%	0%	24% (4)	53% (9)	24% (4)	0%	4.00

**Table 6 Continued**  
**I am satisfied with the overall level of service provided by the Physical Plant.**

	<b>1 - Strongly Disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 - Strongly Agree</b>	<b>Does not Apply</b>	<b>Mean*</b>
Finance and Administration	0%	0%	20% (1)	80% (4)	0%	0%	3.80
Financial Aid	0%	0%	17% (3)	50% (9)	33% (6)	0%	4.17
Human Resources	0%	0%	0%	50% (5)	50% (5)	0%	4.50
Library	4% (1)	0%	25% (7)	46% (13)	18% (5)	7% (2)	3.81
Office of Technology	0%	8% (3)	14% (5)	41% (15)	30% (11)	8% (3)	4.00
President	0%	0%	0%	57% (4)	43% (3)	0%	4.43
Purchasing	0%	0%	0%	40% (4)	40% (4)	20% (2)	4.50
Student Affairs	0%	7% (3)	21% (9)	41% (17)	31% (13)	0%	3.95
University Advancement	0%	11% (1)	11% (1)	56% (5)	22% (2)	0%	3.89
Total	1% (9)	6% (43)	18% (126)	39% (272)	32% (224)	4% (28)	3.98

\* The mean does not include those respondents who answered Does Not Apply.

## Appendix A

### Fall 1999 Survey of Faculty and Staff

# Appendix B

## Budget Unit Combinations

Department was determined by the participants' primary budget unit. Due to the small number of respondents in some budget units, it was necessary to combine budget units. This was done on the basis of the 1999-2000 organizational chart. Following is how the smaller budget units were combined. In the case of a grant, it was combined with the department of the budget unit head.

<b>Department</b>	<b>Aggregated with</b>
Academic Services	Academic Affairs
Adult, Commuter & Veteran Services	Student Affairs
Alumni	University Advancement
Budget Office	Administration and Finance
Campus Dining	Auxiliary Services
Career Development Services	Student Affairs
Center for Educational Research and Services	Education
Center for Regional Studies	Arts & Sciences
Child Development Center	Counseling, Family Studies & Ed. Leadership
Counseling Center	Student Affairs
Dean of Students	Student Affairs
Development Office	University Advancement
Early Literacy	Education
Facility Planning	Administration and Finance
Faculty Productivity Center	Academic Affairs
Fanfare	Arts & Sciences
Field Experiences	Teacher Education
Graduate School	Academic Affairs
Honors Program	Arts & Sciences
Horticulture	Biological Sciences
Internal Auditor	President
Job Development	Student Affairs
KSLU	Communications
Lab School	Education
Leadership Development/Student Affairs	Student Affairs
<b>Department</b>	<b>Aggregated with</b>

Learning Resource Center	Teacher Education
MBA Program	Business
Multicultural/International Student Services	Student Affairs
Nature of Math	Mathematics
Principal Internship	Education
Project Adapt	Special Education
Project Cypress	Biology
Project Prime	Teacher Education
Property Control	Purchasing
Public Information	President
Recreational Sports & Wellness	Student Affairs
REACH Program	Student Affairs
Residential Life	Student Affairs
Safety & Hazardous Materials	Administration & Finance
SBDC	Business
Social Work	Sociology, Social Work & Criminal Justice
Sponsored Research	Academic Affairs
Student Development	Student Affairs
Student Government	Student Affairs
Student Life	Student Affairs
Student Organizations	Student Affairs
Student Publications	Student Affairs
Student Support Services	Basic Studies
Talent Search	Basic Studies
Tech Prep	Industrial Technology
Testing	Academic Affairs
Turtle Cove	Arts & Sciences
University Center	Continuing Education
Upward Bound	Basic Studies
<b>Department</b>	<b>Aggregated with</b>
Veteran's Upward Bound	Basic Studies

