

Report on the 2007-2008 Survey of Faculty & Staff

Results for Testing Office



Southeastern Louisiana University
Office of Institutional Research and Assessment

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Background

During the Spring of 2008, 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; and 2) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Physical Plant, Internal Audit, Testing Office, Public Information, and the Alumni Office. This report will provide the results of the section regarding the Testing Office.

Survey Method

The 2007-2008 Survey of Faculty and Staff, along with a cover letter from the Provost and the Chair of the Institutional Effectiveness Committee, was sent to all full-time faculty and staff, with the exception of the President, the Vice Presidents, and the IR Director. A total of 1,377 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. 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 was distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 1,014 faculty and staff completed the survey and returned it to IR&A for a return rate of 74%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 9.4 years, and the average age of the respondents is 44.8. These numbers reflect values very close to the population as a whole. Table 1 presents other characteristics of the respondents as compared to the population.

Table 1
Respondents and Population Characteristics

	Respondents	Population	% of Population Responding
Total	1,014	1,388	73.1%
Faculty	439	582	75.4%
Classified Staff	317	477	66.5%
Unclassified Staff	258	329	78.4%
EEO Classification			
Faculty	407	541	75.2%
Executive/Administrative/Manager	182	217	83.9%
Clerical/ Secretarial	170	190	89.5%
Professional, Non-Faculty	147	197	74.6%
Skilled Craftsman	28	95	29.5%
Service/ Maintenance	45	102	44.1%
Technical/ Paraprofessional	35	46	76.1%
Gender			
Female	650	808	80.4%
Male	364	580	62.8%
Race			
Black, Non-Hispanic	105	196	53.6%
White, Non-Hispanic	867	1,137	76.3%
Other	42	55	76.4%
Rank (Faculty Only)			
Full Professor	78	97	80.4%
Associate Professor	96	124	77.4%
Assistant Professor	102	130	48.5%
Instructor	157	222	70.7%
Tenure Status (Faculty Only)			
Tenured	170	219	77.6%
Non-Tenured, Tenure Track	95	118	80.5%
Non-Tenure Track	168	236	71.2%

Results

Six items asked faculty and staff how satisfied they were with various aspects of Testing as well as a general satisfaction item. 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 by EEO classification and college/division.

Information provided by testing personnel is accurate and beneficial

- Of the 972 faculty and staff who responded, 1% (n=8) indicated that they strongly disagreed with this statement and 21% (n=200) strongly agreed..
- The average rating across all faculty and staff was 4.16.

Figure 1

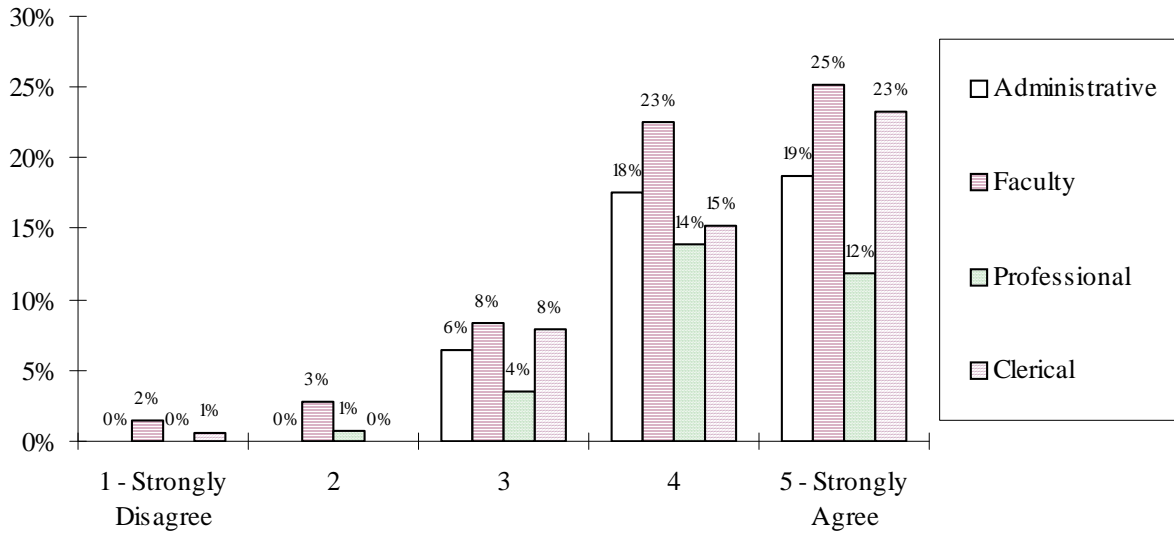


Table 2

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	0%	6.4% (11)	17.5% (30)	18.7% (32)	57.3% (98)	4.29
Faculty	1.5% (6)	2.8% (11)	8.4% (33)	22.5% (88)	25.1% (98)	39.6% (155)	4.11
Professional Non-Faculty	0%	0.7% (1)	3.5% (5)	13.9% (20)	11.8% (17)	70.1% (101)	4.23
Secretarial/Clerical	0.6% (1)	0%	7.9% (13)	15.2% (25)	23.2% (38)	53.0% (87)	4.29
Service Maintenance	0%	4.9% (2)	9.8% (4)	2.4% (1)	22.0% (9)	61.0% (25)	4.06
Skilled Crafts	3.7% (1)	3.7% (1)	7.4% (2)	22.2% (6)	18.5% (5)	44.4% (12)	3.87
Technical/Paraprofessional	0%	2.9% (1)	0%	5.9% (2)	2.9% (1)	88.2% (30)	3.75
President's Office	0%	2.5% (1)	5.0% (2)	12.5% (5)	10.0% (4)	70.0% (28)	4.00
Academic Affairs	0.4% (1)	0%	4.5% (10)	17.4% (39)	22.8% (51)	54.9% (123)	4.38
Arts, Humanities & Social Sciences	0.7% (1)	4.2% (6)	8.5% (12)	20.4% (29)	20.4% (29)	45.8% (65)	4.03
Business	0%	0%	7.3% (4)	34.5% (19)	27.3% (15)	30.9% (17)	4.29

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Education & Human Development	1.3% (1)	1.3% (1)	6.4% (5)	14.1% (11)	29.5% (23)	47.4% (37)	4.32
General Studies	0%	9.1% (1)	9.1% (1)	9.1% (1)	36.4% (4)	36.4% (4)	4.14
Nursing & Health Sciences	0%	0%	8.0% (6)	29.3% (22)	16.0% (12)	46.7% (35)	4.15
Science & Technology	3.3% (4)	2.5% (3)	10.8% (13)	21.7% (26)	27.5% (33)	34.2% (41)	4.03
Administration & Finance	0.6% (1)	1.8% (3)	5.4% (9)	8.3% (14)	14.3% (24)	69.6% (117)	4.12
Student Affairs	0%	1.9% (1)	11.3% (6)	9.4% (5)	7.5% (4)	69.8% (37)	3.75
University Advancement	0%	0%	0%	16.7% (1)	16.7% (1)	66.7% (4)	4.50
Total	0.8% (8)	1.6% (16)	7.0% (68)	17.7% (172)	20.6% (200)	52.3% (508)	4.16

* Mean does not include NA responses.

The Testing Office is able to provide my student with their required accommodation

- Of the 977 faculty and staff who responded, 1% (n=11) indicated that they strongly disagreed with this statement and 22% (n=216) strongly agreed..
- The average rating across all faculty and staff was 4.23.

Figure 2

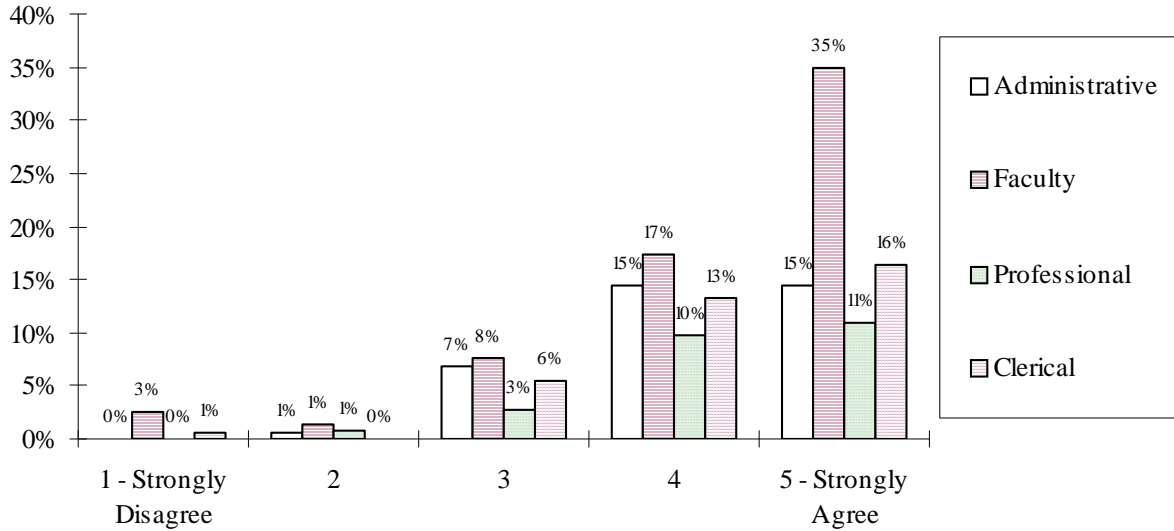


Table 3

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	0.6% (1)	6.9% (12)	14.5% (25)	14.5% (25)	63.6% (110)	4.17
Faculty	2.5% (10)	1.3% (5)	7.6% (30)	17.3% (68)	34.9% (137)	36.4% (143)	4.27
Professional Non-Faculty	0%	0.7% (1)	2.8% (4)	9.7% (14)	11.0% (16)	75.9% (110)	4.29
Secretarial/Clerical	0.6% (1)	0%	5.5% (9)	13.3% (22)	16.4% (27)	64.2% (106)	4.25
Service Maintenance	0%	2.5% (1)	12.5% (5)	5.0% (2)	12.5% (5)	67.5% (27)	3.85
Skilled Crafts	0%	3.7% (1)	11.1% (3)	14.8% (4)	18.5% (5)	51.9% (14)	4.00
Technical/ Paraprofessional	0%	0%	0%	5.9% (2)	2.9% (1)	91.2% (31)	4.33
President's Office	0%	2.4% (1)	4.9% (2)	9.8% (4)	17.1% (7)	65.9% (27)	4.21
Academic Affairs	0.4% (1)	0%	5.3% (12)	14.2% (32)	17.3% (39)	62.7% (141)	4.29
Arts, Humanities & Social Sciences	3.4% (5)	0.7% (1)	9.7% (14)	15.2% (22)	29.0% (42)	42.1% (61)	4.13
Business	0%	0%	7.1% (4)	21.4% (12)	41.1% (23)	30.4% (17)	4.49

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Education & Human Development	0%	2.6% (2)	2.6% (2)	15.4% (12)	29.5% (23)	50.0% (39)	4.44
General Studies	0%	9.1% (1)	0%	9.1% (1)	54.5% (6)	27.3% (3)	4.50
Nursing & Health Sciences	0%	1.4% (1)	4.1% (3)	20.3% (15)	25.7% (19)	48.6% (36)	4.37
Science & Technology	4.2% (5)	0.8% (1)	10.8% (13)	19.2% (23)	35.0% (42)	30.0% (36)	4.14
Administration & Finance	0%	1.2% (2)	5.4% (9)	5.4% (9)	8.4% (14)	79.6% (133)	4.03
Student Affairs	0%	0%	7.4% (4)	13.0% (7)	1.9% (1)	77.8% (42)	3.75
University Advancement	0%	0%	0%	0%	0%	100.0% (6)	N/A
Total	1.1% (11)	0.9% (9)	6.4% (63)	14.0% (137)	22.1% (216)	55.4% (541)	4.23

* Mean does not include NA responses.

The Testing Office is knowledgeable, courteous, and helpful concerning student testing needs

- Of the 975 faculty and staff who responded, 1% (n=12) indicated that they strongly disagreed with this statement and 23% (n=228) strongly agreed..
- The average rating across all faculty and staff was 4.21.

Figure 3

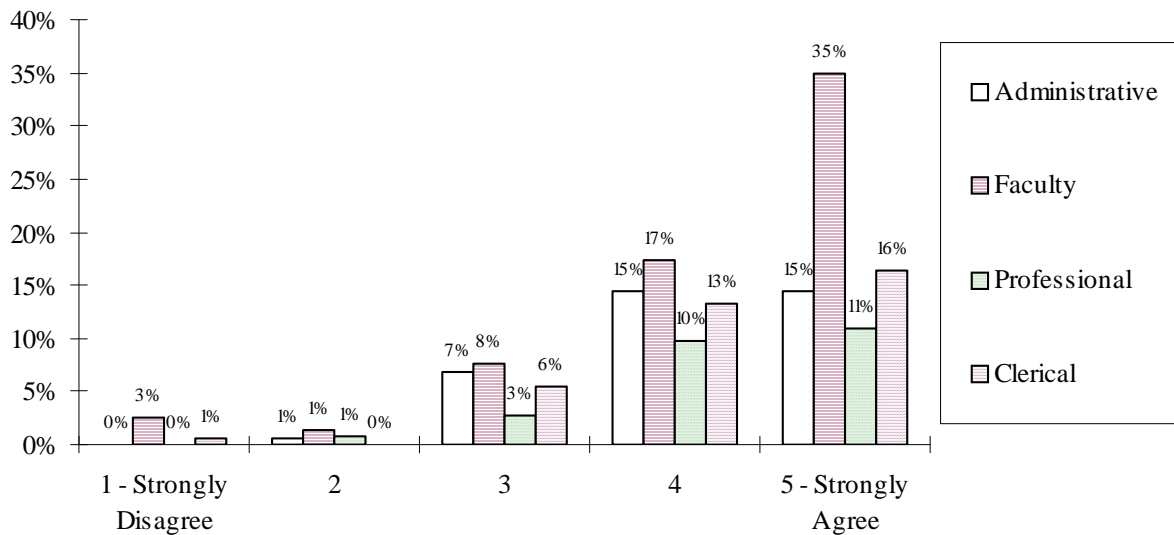


Table 4

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	1.2% (2)	8.1% (14)	15.6% (27)	16.8% (29)	58.4% (101)	4.15
Faculty	2.5% (10)	2.3% (9)	7.1% (28)	19.1% (75)	32.3% (127)	36.6% (144)	4.20
Professional Non-Faculty	0.7% (1)	1.4% (2)	3.5% (5)	10.4% (15)	13.9% (20)	70.1% (101)	4.19
Secretarial/Clerical	0.6% (1)	1.2% (2)	5.5% (9)	14.5% (24)	23.0% (38)	55.2% (91)	4.30
Service Maintenance	0%	0%	7.5% (3)	12.5% (5)	15.0% (6)	65.0% (26)	4.21
Skilled Crafts	0%	0%	11.5% (3)	11.5% (3)	26.9% (7)	50.0% (13)	4.31
Technical/Paraprofessional	0%	0%	0%	5.9% (2)	2.9% (1)	91.2% (31)	4.33
President's Office	0%	2.4% (1)	0%	9.8% (4)	19.5% (8)	68.3% (28)	4.46
Academic Affairs	0.9% (2)	0.9% (2)	4.9% (11)	15.6% (35)	22.2% (50)	55.6% (125)	4.29
Arts, Humanities & Social Sciences	2.8% (4)	2.8% (4)	7.7% (11)	16.1% (23)	30.8% (44)	39.9% (57)	4.15

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Business	0%	0%	5.4% (3)	28.6% (16)	35.7% (20)	30.4% (17)	4.44
Education & Human Development	1.3% (1)	1.3% (1)	3.8% (3)	15.4% (12)	28.2% (22)	50.0% (39)	4.36
General Studies	0%	9.1% (1)	0%	9.1% (1)	54.5% (6)	27.3% (3)	4.50
Nursing & Health Sciences	0%	0%	10.8% (8)	25.7% (19)	17.6% (13)	45.9% (34)	4.13
Science & Technology	4.1% (5)	2.5% (3)	9.9% (12)	16.5% (20)	34.7% (42)	32.2% (39)	4.11
Administration & Finance	0%	0.6% (1)	4.8% (8)	9.6% (16)	11.4% (19)	73.5% (122)	4.20
Student Affairs	0%	3.7% (2)	11.1% (6)	9.3% (5)	3.7% (2)	72.2% (39)	3.47
University Advancement	0%	0%	0%	0%	33.3% (2)	66.7% (4)	5.00
Total	1.2% (12)	1.5% (15)	6.4% (62)	15.5% (151)	23.4% (228)	52.0% (507)	4.21

* Mean does not include NA responses.

Student exams begin on time

- Of the 965 faculty and staff who responded, 1% (n=6) indicated that they strongly disagreed with this statement and 18% (n=170) strongly agreed..
- The average rating across all faculty and staff was 4.31.

Figure 4

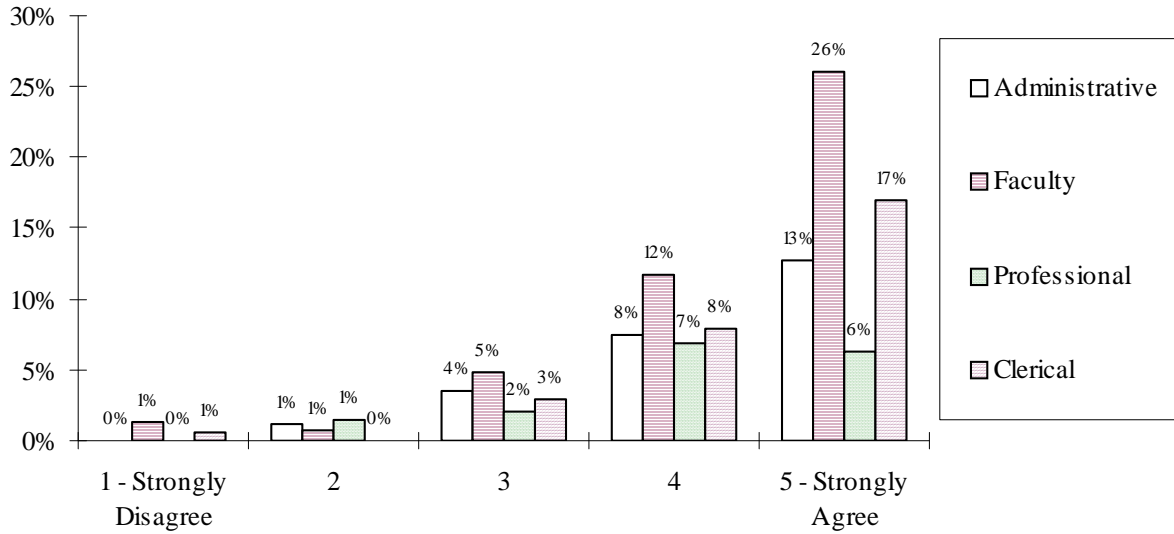


Table 5

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	1.2% (2)	3.5% (6)	7.5% (13)	12.7% (22)	75.1% (130)	4.28
Faculty	1.3% (5)	0.8% (3)	4.9% (19)	11.7% (45)	26.0% (100)	55.3% (213)	4.35
Professional Non-Faculty	0%	1.4% (2)	2.1% (3)	6.9% (10)	6.3% (9)	83.3% (120)	4.08
Secretarial/Clerical	0.6% (1)	0%	3.0% (5)	7.9% (13)	17.0% (28)	71.5% (118)	4.43
Service Maintenance	0%	0%	15.8% (6)	0%	18.4% (97)	65.8% (25)	4.08
Skilled Crafts	0%	0%	11.5% (3)	15.4% (4)	11.5% (3)	61.5% (16)	4.00
Technical/Paraprofessional	0%	0%	0%	2.9% (1)	2.9% (1)	94.1% (32)	4.50
President's Office	0%	4.9% (2)	0%	7.3% (3)	7.3% (3)	80.5% (33)	4.20
Academic Affairs	0.4% (1)	0%	2.7% (6)	8.9% (20)	13.8% (31)	74.2% (167)	4.39
Arts, Humanities & Social Sciences	0%	0.7% (1)	5.6% (8)	9.0% (13)	22.9% (33)	61.8% (89)	4.33

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Business	0%	0%	9.3% (5)	11.1% (6)	27.8% (15)	51.9% (28)	4.42
Education & Human Development	1.3% (1)	2.6% (2)	1.3% (1)	9.1% (7)	24.7% (19)	61.0% (47)	4.50
General Studies	0%	0%	9.1% (1)	9.1% (1)	27.3% (3)	54.5% (6)	4.80
Nursing & Health Sciences	0%	0%	1.4% (1)	19.2% (14)	19.2% (14)	60.3% (44)	4.45
Science & Technology	3.4% (4)	1.7% (2)	5.2% (6)	8.6% (10)	30.2% (35)	50.9% (59)	4.21
Administration & Finance	0%	0%	5.5% (9)	3.7% (6)	9.1% (15)	81.7% (134)	4.27
Student Affairs	0%	0%	9.3% (5)	11.1% (6)	3.7% (2)	75.9% (41)	3.69
University Advancement	0%	0%	0%	0%	0%	100.0% (6)	N/A
Total	0.6% (6)	0.7% (7)	4.4% (42)	8.9% (86)	17.6% (170)	67.8% (654)	4.31

* Mean does not include NA responses.

Student exams are scheduled in a timely and efficient manner

- Of the 966 faculty and staff who responded, 1% (n=5) indicated that they strongly disagreed with this statement and 21% (n=201) strongly agreed..
- The average rating across all faculty and staff was 4.33.

Figure 5

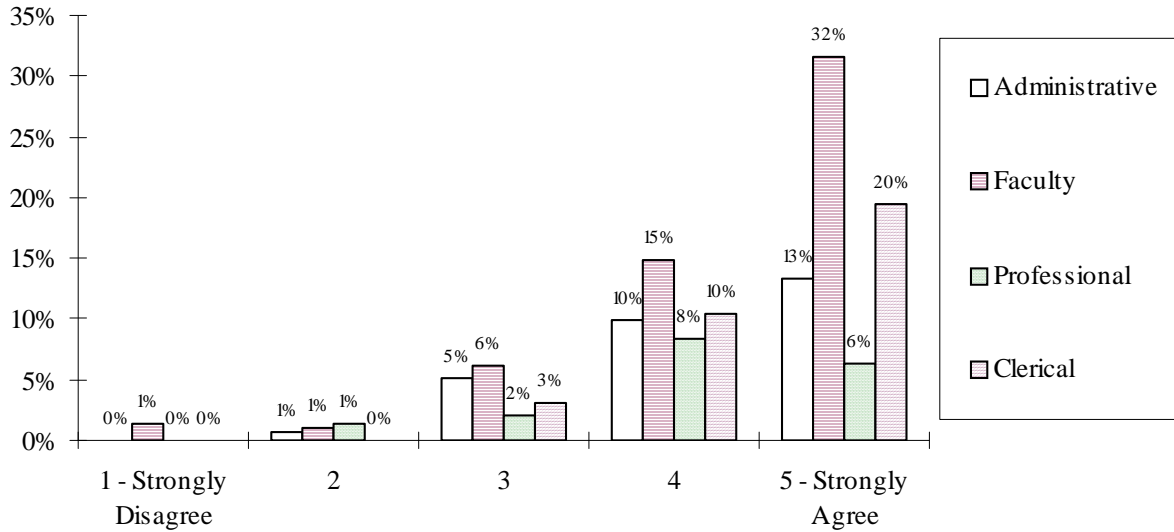


Table 6

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	0.6% (1)	5.2% (9)	9.9% (17)	13.4% (23)	70.9% (122)	4.24
Faculty	1.3% (5)	1.0% (4)	6.2% (24)	14.9% (58)	31.6% (123)	45.0% (175)	4.36
Professional Non-Faculty	0%	1.4% (2)	2.1% (3)	8.3% (12)	6.3% (9)	81.9% (118)	4.08
Secretarial/Clerical	0%	0%	3.0% (5)	10.4% (17)	19.5% (32)	67.1% (110)	4.50
Service Maintenance	0%	2.6% (1)	10.5% (4)	2.6% (1)	18.4% (7)	65.8% (25)	4.08
Skilled Crafts	0%	4.0% (1)	8.0% (2)	4.0% (1)	24.0% (6)	60.0% (15)	4.20
Technical/Paraprofessional	0%	0%	0%	2.9% (1)	2.9% (1)	94.1% (32)	4.50
President's Office	0%	4.9% (2)	0%	4.9% (2)	14.6% (6)	75.6% (31)	4.20
Academic Affairs	0%	0.4% (1)	2.7% (6)	11.2% (25)	15.2% (34)	70.4% (157)	4.39
Arts, Humanities & Social Sciences	1.4% (2)	0.7% (1)	7.7% (11)	9.8% (14)	29.4% (42)	51.0% (73)	4.33
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*

Business	0%	1.8% (1)	7.3% (4)	14.5% (8)	36.4% (20)	40.0% (22)	4.42
Education & Human Development	0%	1.3% (1)	2.6% (2)	12.8% (10)	26.9% (21)	56.4% (44)	4.50
General Studies	0%	0%	0%	9.1% (1)	36.4% (4)	54.5% (6)	4.80
Nursing & Health Sciences	0%	0%	1.4% (1)	21.9% (16)	21.9% (16)	54.8% (40)	4.45
Science & Technology	2.5% (3)	0.8% (1)	10.1% (12)	16.8% (20)	32.8% (39)	37.0% (44)	4.21
Administration & Finance	0%	0.6% (1)	4.3% (7)	3.1% (5)	10.4% (17)	81.6% (133)	4.27
Student Affairs	0%	1.9% (1)	7.4% (4)	11.1% (6)	3.7% (2)	75.9% (41)	3.69
University Advancement	0%	0%	0%	0%	0%	100.0% (6)	N/A
Total	0.5% (5)	0.9% (9)	4.9% (47)	11.1% (107)	20.8% (201)	61.8% (597)	4.33

* Mean does not include NA responses.

Information regarding Testing Office procedures is easily accessible

- Of the 969 faculty and staff who responded, 1% (n=5) indicated that they strongly disagreed with this statement and 20% (n=194) strongly agreed..
- The average rating across all faculty and staff was 4.16.

Figure 6

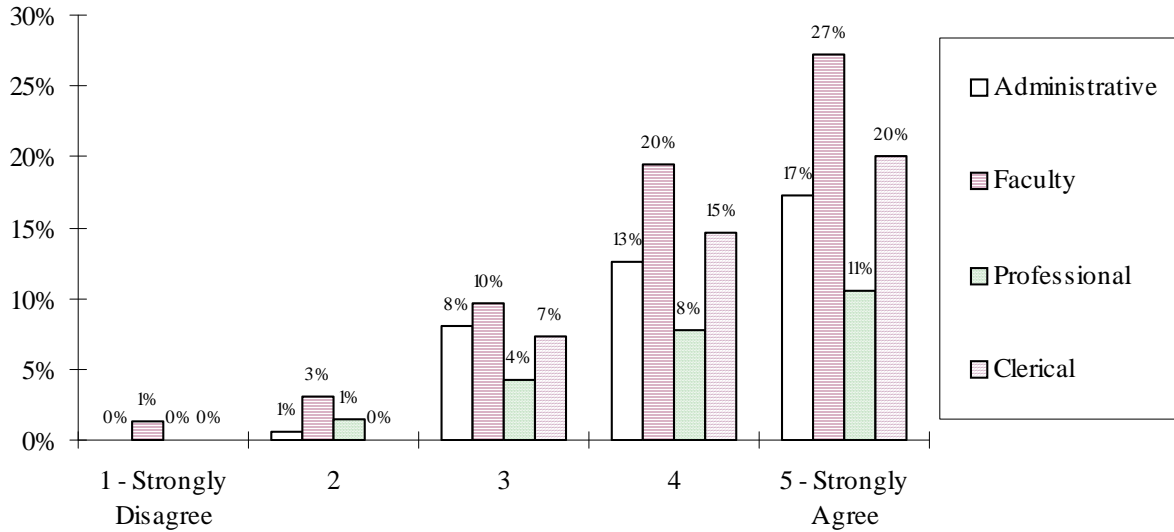


Table 7

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	0.6% (1)	8.0% (14)	12.6% (22)	17.2% (30)	61.5% (107)	4.21
Faculty	1.3% (5)	3.1% (12)	9.7% (38)	19.5% (76)	27.2% (106)	39.2% (153)	4.12
Professional Non-Faculty	0%	1.4% (2)	4.2% (6)	7.7% (11)	10.5% (15)	76.2% (109)	4.15
Secretarial/Clerical	0%	0%	7.3% (12)	14.6% (24)	20.1% (33)	57.9% (95)	4.30
Service Maintenance	0%	2.6% (1)	10.3% (4)	10.3% (4)	12.8% (5)	64.1% (25)	3.93
Skilled Crafts	0%	4.0% (1)	12.0% (3)	12.0% (3)	16.0% (4)	56.0% (14)	3.91
Technical/Paraprofessional	0%	0%	0%	5.9% (2)	2.9% (1)	91.2% (31)	4.33
President's Office	0%	4.9% (2)	0%	2.4% (1)	9.8% (4)	82.9% (34)	4.00
Academic Affairs	0%	0%	6.2% (14)	16.9% (38)	18.7% (42)	58.2% (131)	4.30
Arts, Humanities & Social Sciences	0.7% (1)	2.8% (4)	8.5% (12)	13.5% (19)	23.4% (33)	51.1% (72)	4.14
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*

Business	0%	1.8% (1)	12.5% (7)	28.6% (16)	25.0% (14)	32.1% (18)	4.13
Education & Human Development	0%	2.6% (2)	7.7% (6)	16.7% (13)	28.2% (22)	44.9% (35)	4.28
General Studies	0%	9.1% (1)	9.1% (1)	9.1% (1)	45.5% (5)	27.3% (3)	4.25
Nursing & Health Sciences	0%	1.4% (1)	8.1% (6)	20.3% (15)	24.3% (18)	45.9% (34)	4.25
Science & Technology	3.4% (4)	3.4% (4)	13.4% (16)	18.5% (22)	28.6% (34)	32.8% (39)	3.98
Administration & Finance	0%	0.6% (1)	6.1% (10)	7.3% (12)	11.6% (19)	74.4% (122)	4.17
Student Affairs	0%	1.9% (1)	9.3% (5)	9.3% (5)	3.7% (2)	75.9% (41)	3.62
University Advancement	0%	0%	0%	0%	16.7% (1)	83.3% (5)	5.00
Total	0.5% (5)	1.8% (17)	7.9% (77)	14.7% (142)	20.0% (194)	55.1% (534)	4.16

* Mean does not include NA responses.

The Testing Office returns exams in a timely manner

- Of the 970 faculty and staff who responded, 1% (n=9) indicated that they strongly disagreed with this statement and 18% (n=177) strongly agreed..
- The average rating across all faculty and staff was 4.19.

Figure 7

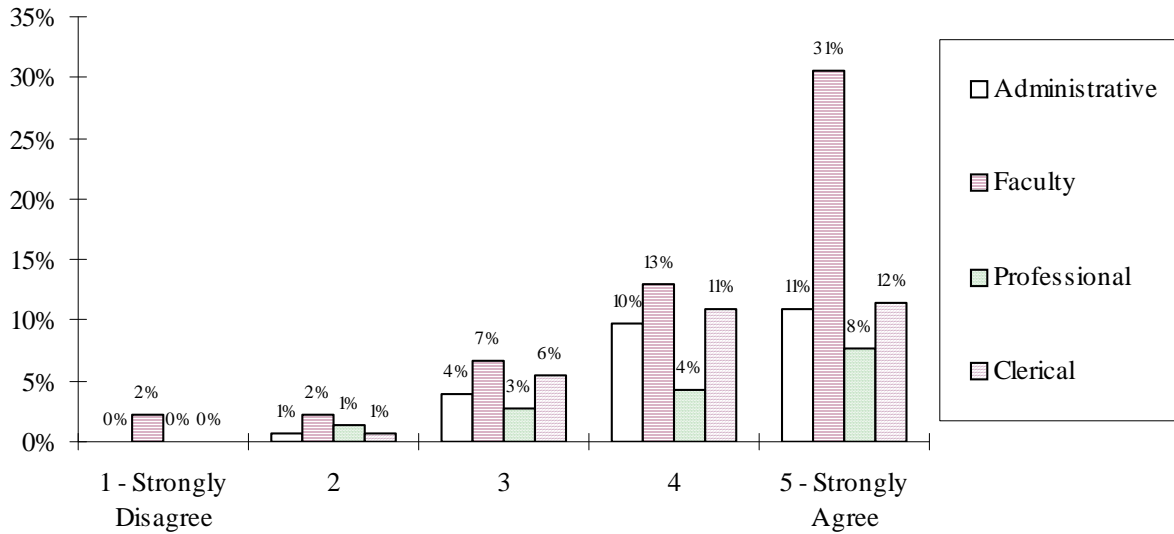


Table 8

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	0.6%	4.0% (7)	9.8% (17)	10.9% (19)	74.7% (130)	4.23
Faculty	2.3% (9)	2.3% (9)	6.7% (26)	12.9% (50)	30.6% (119)	45.2% (176)	4.23
Professional Non-Faculty	0%	0.7% (1)	4.1% (6)	6.2% (9)	11.0% (16)	77.9% (113)	4.13
Secretarial/Clerical	0.6% (1)	0%	6.1% (10)	13.3% (22)	17.6% (29)	62.4% (103)	4.17
Service Maintenance	0%	2.6% (1)	10.3% (4)	7.7% (3)	15.4% (6)	64.1% (25)	3.79
Skilled Crafts	0%	0%	8.0% (2)	8.0% (2)	20.0% (5)	64.0% (16)	4.00
Technical/ Paraprofessional	0%	0%	0%	5.9% (2)	0%	94.1% (32)	4.00
President's Office	0%	4.9% (2)	0%	7.3% (3)	12.2% (5)	75.6% (31)	4.10
Academic Affairs	0%	0.4% (1)	3.6% (8)	8.0% (18)	13.4% (30)	74.6% (167)	4.35
Arts, Humanities & Social Sciences	0%	0.4% (1)	3.6% (8)	8.0% (18)	13.4% (30)	74.6% (167)	4.28
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*

Business	1.8% (1)	3.6% (2)	8.9% (5)	14.3% (8)	30.4% (17)	41.1% (23)	4.15
Education & Human Development	1.3% (1)	0%	2.6% (2)	10.4% (8)	24.7% (19)	61.0% (47)	4.47
General Studies	0%	9.1% (1)	0%	9.1% (1)	36.4% (4)	45.5% (5)	4.33
Nursing & Health Sciences	1.4% (1)	0%	4.1% (3)	12.2% (9)	23.0% (17)	59.5% (44)	4.37
Science & Technology	5.1% (6)	4.2% (5)	6.8% (8)	16.9% (20)	27.1% (32)	39.8% (47)	3.94
Administration & Finance	0%	0.6% (1)	5.5% (9)	5.5% (9)	7.3% (12)	81.2% (134)	4.03
Student Affairs	0%	1.9% (1)	7.4% (4)	7.4% (4)	1.9% (1)	81.5% (44)	3.50
University Advancement	0%	0%	0%	0%	0%	100.0% (6)	N/A
Total	0.9% (9)	1.5% (15)	5.6% (54)	10.1% (98)	18.2% (177)	63.6% (617)	4.19

* Mean does not include NA responses.

Utilizing the Testing Office is easy and user friendly

- Of the 975 faculty and staff who responded, 1% (n=13) indicated that they strongly disagreed with this statement and 20% (n=199) strongly agreed..
- The average rating across all faculty and staff was 4.13.

Figure 8

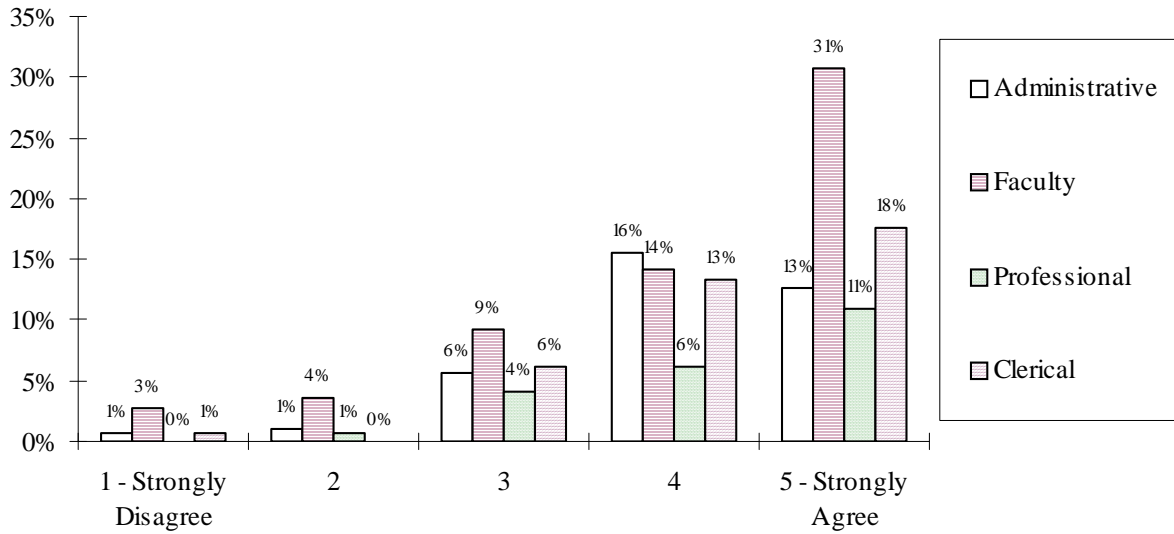


Table 9

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0.6% (1)	11.1% (2)	5.7% (10)	15.5% (27)	12.6% (22)	64.4% (112)	4.08
Faculty	2.8% (11)	3.6% (14)	9.2% (36)	14.2% (56)	30.8% (121)	39.4% (155)	4.10
Professional Non-Faculty	0%	0.7% (1)	4.1% (6)	6.2% (9)	11.0% (16)	77.9% (113)	4.25
Secretarial/Clerical	0.6% (1)	0%	6.1% (10)	13.3% (22)	17.6% (29)	62.4% (103)	4.26
Service Maintenance	0%	2.6% (1)	10.3% (4)	7.7% (3)	15.4% (6)	64.1% (25)	4.00
Skilled Crafts	0%	0%	8.0% (2)	8.0% (2)	20.0% (5)	64.0% (16)	4.33
Technical/ Paraprofessional	0%	0%	0%	5.9% (2)	0%	94.1% (32)	4.00
President's Office	0%	2.4% (1)	4.9% (2)	9.8% (4)	9.8% (4)	73.2% (30)	4.00
Academic Affairs	0.4% (1)	0%	3.6% (8)	15.6% (35)	19.1% (43)	61.3% (138)	4.37
Arts, Humanities & Social Sciences	2.7% (4)	2.1% (3)	6.2% (9)	11.6% (17)	30.1% (44)	47.3% (69)	4.22
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean 4.03*

Business	1.8% (10)	0%	18.2% (10)	21.8% (12)	25.5% (14)	32.7% (18)	4.32
Education & Human Development	0%	1.3% (1)	9.0% (7)	10.3% (8)	26.9% (21)	52.6% (41)	4.50
General Studies	0%	9.1% (1)	0%	9.1% (1)	54.5% (6)	27.3% (3)	4.09
Nursing & Health Sciences	1.4% (1)	2.7% (2)	5.4% (4)	18.9% (14)	18.9% (14)	52.7% (39)	3.88
Science & Technology	5.0% (6)	5.8% (7)	11.7% (14)	15.8% (19)	30.0% (36)	31.7% (38)	4.15
Administration & Finance	0%	0.6% (1)	5.5% (9)	4.2% (7)	9.7% (16)	80.0% (132)	3.33
Student Affairs	0%	3.7% (2)	9.3% (5)	7.4% (4)	1.9% (1)	77.8% (42)	N/A
University Advancement	0%	0%	0%	0%	0%	100.0% (6)	4.13
Total	1.3% (13)	1.8% (18)	7.0% (68)	12.4% (121)	20.4% (199)	57.0% (556)	

* Mean does not include NA responses.

The Testing Office was easy to locate

- Of the 972 faculty and staff who responded, 1% (n=13) indicated that they strongly disagreed with this statement and 21% (n=205) strongly agreed..
- The average rating across all faculty and staff was 4.12.

Figure 9

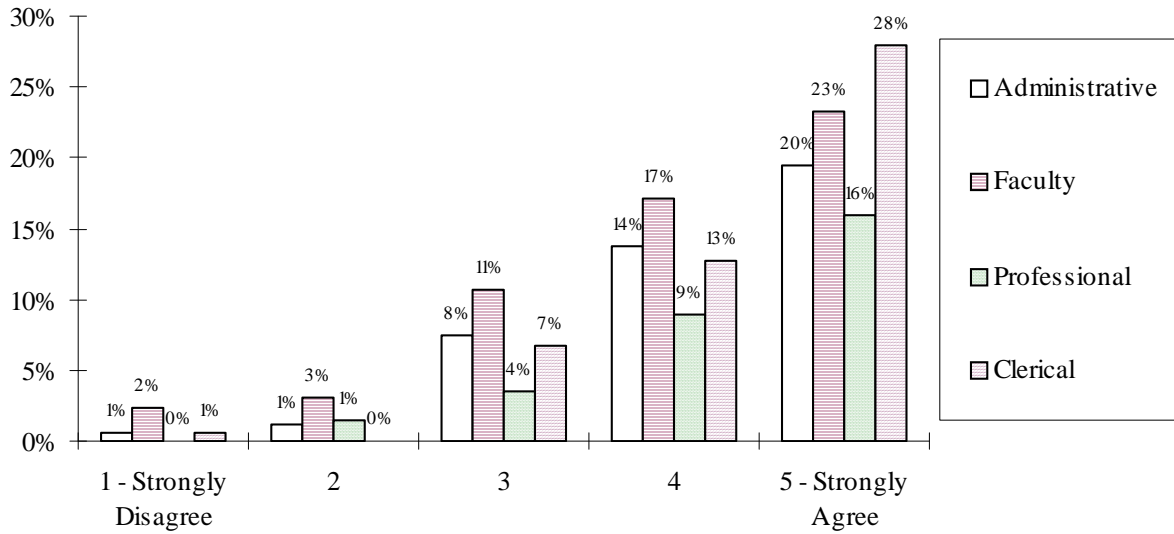


Table 10

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0.6% (1)	1.1% (2)	7.5% (13)	13.8% (24)	19.5% (34)	57.5% (100)	4.19
Faculty	2.3% (9)	3.1% (12)	10.7% (42)	17.1% (67)	23.2% (91)	43.6% (171)	3.99
Professional Non-Faculty	0%	1.4% (2)	3.5% (5)	9.0% (13)	16.0% (23)	70.1% (101)	4.33
Secretarial/Clerical	0.6% (1)	0%	6.7% (11)	12.7% (21)	27.9% (46)	52.1% (86)	4.41
Service Maintenance	0%	2.6% (1)	13.2% (5)	7.9% (3)	13.2% (5)	63.2% (24)	3.86
Skilled Crafts	4.0% (1)	0%	4.0% (1)	16.0% (4)	20.0% (5)	56.0% (14)	4.09
Technical/Paraprofessional	2.9% (1)	0%	0%	5.9% (2)	2.9% (1)	88.2% (30)	3.50
President's Office	0%	2.4% (1)	7.3% (3)	7.3% (3)	7.3% (3)	75.6% (31)	3.80
Academic Affairs	0.4% (1)	0.4% (1)	4.0% (9)	16.9% (38)	25.3% (57)	52.9% (119)	4.41
Arts, Humanities & Social Sciences	2.1% (3)	3.5% (5)	10.4% (15)	11.8% (17)	24.3% (35)	47.9% (69)	4.01

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Business	0%	1.8% (1)	17.9% (10)	28.6% (16)	19.6% (11)	32.1% (18)	3.97
Education & Human Development	0%	0%	6.4% (5)	9.0% (7)	30.8% (24)	53.8% (42)	4.53
General Studies	0%	0%	0%	9.1% (1)	63.6% (7)	27.3% (3)	4.88
Nursing & Health Sciences	1.4% (1)	1.4% (1)	6.8% (5)	17.6% (13)	21.6% (16)	51.4% (38)	4.17
Science & Technology	5.0% (6)	4.2% (5)	13.4% (16)	18.5% (22)	19.3% (23)	39.5% (47)	3.71
Administration & Finance	1.2% (2)	0.6% (1)	5.5% (9)	6.7% (11)	15.9% (26)	70.1% (115)	4.18
Student Affairs	0%	3.7% (2)	9.3% (5)	11.1% (6)	0%	75.9% (41)	3.31
University Advancement	0%	0%	0%	0%	50.0% (3)	50.0% (3)	5.00
Total	1.3% (13)	1.7% (17)	7.9% (77)	13.8% (134)	21.1% (205)	54.1% (526)	4.12

* Mean does not include NA responses.

How did you first hear about Southeastern's Testing Office?

- Just by doing this survey. Unfortunately or not.
- New Faculty Orientation.
- From a student with approved accommodations.
- When I saw the documentation of a student with ADD.
- Thru students
- another employee
- As former dept head, much interaction occurred.
- Written and test materials
- Student in need of accommodation
- From a student
- students with accommodations
- students
- Thru Disability Services
- Discussion in the department
- Through correspondence
- From student's needing accommodation
- When I had a student who needed those accommodations.
- Co-workers
- When employed here
- As a student.
- Institutional Research
- Through students
- I cannot remember
- Had a student who needed to go there
- Through accommodations
- It is located in my building.
- Saw signs
- Through ACT info. For myself.
- supervisor
- Student question
- A student requested their services
- Through general catalogue.
- Through the Department of History & Physical Science
- Student w/ Disability in my class
- In connection with work flow.
- From Southeastern's website
- New Faculty Orientation 5 years ago.
- Staff visited faculty meeting
- Through students accommodation papers.
- I had a student who needed to take a test with them. It was several semesters ago.
- Saw in University catalog when I was reviewing it shortly after I started working here.
- Newspaper report of scandal

- Through the department
- From student
- thru my dept.
- When I had a special needs student with documentation.
- Student w/disability.
- Orientation
- Through a colleague, but I don't use it.
- Testing assisting disabled students.
- students
- Office of Disability Services
- Students
- Through students' requests
- "Blue memo" for syllabus information
- student
- Used to be down the hall from me.
- When I scheduled my ACT.
- From students in 1995.
- word of mouth
- From students
- when I was an undergraduate
- Through Admissions
- Through the Admissions Office
- Through the office I work for
- work there
- attended open house
- I learned about testing after having taught a student w/accommodation's
- some of the fac.
- Through students who required their services
- Faculty meeting
- Meeting in department
- department staff
- co-worker
- by a student
- Technology needs
- Through a friend when I was an undergrad
- as a student
- Through general syllabus by professors/instructors
- students
- as a student
- through students
- necessity - recruiting
- Faculty Orientation
- supervisor
- Through a student w/a learning disability.

- another instructor/dept. head
- from working on campus
- department head
- faculty meeting
- from students complaints
- student w/disability
- from a staff member
- students
- By one of the professors.
- Through faculty contacts
- A student asked where it had moved to.
- Student w/disability
- student
- From students needing testing
- Through one of my students.
- Through a student.
- When I first started my job. We use it regularly.
- Our students take the compass exam
- Worked as a Test Administrator for years.
- I had a student in need of services.
- from students
- Back in the early 1990's.
- From students requiring their services.
- New faculty orientation 8/2007.
- ODS
- I've known about it for years. However, I prefer to give the exams myself.
- student
- Through Disability Services
- Other faculty
- request for accommodations
- Do not use the Testing Office
- From a student who requested taking the course exams in the Testing Office
- As a student
- Southeastern website
- faculty orientation
- orientation maybe?
- I have had contact with Testing Office.
- A co-worker told me.
- Internally
- student requested to take exam there.
- Accommodations letter from Office of Disability Services
- website
- saw their office
- Disability papers and Department Head

- SLU
- Dept. Head
- A student's accommodations form
- From a student requesting accommodations.
- web
- I was required to accommodate a student w/disabilities.
- I work in Computing Services - did some work for them.
- computer
- One of my athletes uses it.
- word of mouth
- coworkers
- student
- student request
- Other faculty
- From students
- memo
- Attached to Disability Services paperwork for a student
- As department head 1997
- From other professor
- I work with students who must pass ETS Praxis tests.
- from student
- Orientation
- Johnny gave a presentation to the department
- Accommodations for students
- students
- As an instructor and through the students
- website
- year ago
- Presentation
- From the testing office
- student needs
- former student
- website
- Through police dispatch office
- I didn't hear anything about it.
- coworkers - speaking of ACT's, etc.
- Through my office
- friends use them
- I work for them giving LSAT, ACT, & PRAXIS
- As an admissions analyst, I am required to work with them.
- I work for the testing office
- student with a disability.
- The catalogue
- Faculty Senate

- based on my student's needs
- students
- When first employed - due to the nature of my exams I do not routinely utilize the testing office.
- From students
- student contract
- student
- phone call
- I have heard about it in the past, but have never used their services.
- Through the department
- staff meeting
- Information from the office of disability.
- a friend
- SLU website
- through a friend
- Frind
- Friend
- Asked my Department
- Department
- They handle many exams for my department
- Departmental Secretary info regarding accommodations for testing.
- from students with special needs
- students needs
- A student needed the service
- Department
- students
- Through student disability forms that I signed at the beginning of my first semester here.
- Dept Head
- Office of disability services
- from a student
- On student request
- students
- student needs
- Administration of Praxis exams (NTE) etc
- Through our office.
- As an employee and former student
- I have been tested there.
- Through the Admission process for Upward Bound students.
- colleagues
- Have not used it!
- other staff
- Through the Disability Services office
- Disability Services
- web-site

- Through my sister whom will attend SLU and will receive accommodations.
- ADA office
- Through faculty and students.
- students with accommodations
- Department Head
- When I became a student
- A student needed assessment testing.
- When I was a student.
- Working in departmental setting
- By there for other work
- I was informed about Testing through Veteran Upward Bound
- I am an Employee
- Word of mouth
- from other students while I was a student
- I am aware of this, thru providing Blackboard support
- From a handicapped student.
- from a student
- when a student needed accommodations
- A student needed the services of the Testing Office.
- new director
- Presentation at their office.
- I'm still waiting to hear about it.
- Admissions
- Through the CAP counter
- I worked in same bldg.
- Through a co-worker.
- Met the staff when I began working at Southeastern
- The UCC & Testing Office was in the same building
- Know someone who works there; never had anything done there; does not apply.
- When I had a potential student visiting the campus and they need to take a CLEP test.
- Years ago from students/parents calling concerning ACT tests, etc. I would forward them on to the Testing Office.
- Dept secretary
- Computer services for standardized testing.
- A student w/disabilities required their services.
- internet
- On student disability paperwork
- a student requested taking tests there
- Through a student that needed it
- website
- General Catalogue
- website
- By having students in my classes that needed this service
- Only one time did I use their services for a blind student, but I was not satisfied with their

services.

- Via student with disability
- students who need services
- My daughter
- student w/accommodations
- Dr. Rossana Boyd
- Through my LS 102 Coordinator, Angela Dunnington
- Disabilities Services Info.
- Freshman English 20 yrs ago
- from students
- website
- From the students that requested to be tested
- The Department Office
- Friend
- TV
- SLU
- Worked down the hall from Testing
- Word of mouth
- My students who use their services.
- before I worked here through my prior job
- Through students requesting accommodations
- Every University has a testing office.
- chair of dept
- Through university announcements
- student
- Southeastern's website
- Dept. Memo
- Faculty meeting
- through students
- Students
- website
- I work here.
- Student identified herself and gave me the form and I called to get information
- students
- student
- Years ago when I was a student in the 80's.
- Orientation
- From students with disabilities
- Other faculty members
- I was in the building of their offices for 5 + yrs.
- Through a student needing to take a final exam @ a later date than scheduled.
- word of mouth

How can the Testing Office staff better accommodate you and your students testing needs?

- For some reason that I don't know clearly, most of the students even with disability choose not to go to the testing office for their exams.
- I am satisfied.
- I don't know what it is so I don't know
- move to a more central location on campus
- Better information sharing and publicity/visibility
- Ensure that everyone knows who has the test results.
- Move it. It is a royal pain to go there and pick up completed tests
- The office is doing fine
- Deliver and pick up tests
- I'm leery of the supervision that student receive during testing.
- They have been great
- Offer the GRE
- By using the website
- Is there accommodation for dyslexic students?
- Let students schedule their appointments. Not the instructor's responsibility.
- I have been confused about how or who schedules the test
- provide info to high schools
- I with it as it is
- They're doing a fine job now.
- In the past, the Testing Office has been unable to provide a distraction free testing environment. Students describe a certain testing room as having a "bare bulb hanging from the ceiling."
- Some students have complained about noise.
- fine as it is.
- To have more than one location.
- Moving to a more central location. It's difficult for wheelchair bound and vision impaired blind students to access their office.
- Satisfied w/services so far
- Recognizing that they are there to meet needs of students.
- Don't need their services
- By moving to Dyson Hall
- I am satisfied with its services
- Since students schedule their own exams, the instructor may be left unaware of when the exam is needed. This process should be streamlined.
- They were very helpful when I applied to take the test, but I have no reason for any other testing.
- Provide more information concerning the compass to Admissions
- Offer more testing times for students
- keep up the good work
- more publicity
- be courteous and mannerly when answering question from a phone call (i.e. - not student

workers; they are friendly)

- More services for students and disabilities
- I am satisfied w/the Testing Office
- better / more central location?
- I can't think of anything.
- friendlier and helpful. Are not student friendly.
- Offer services at the BR Center
- Put up signs directing students to the Testing Office.
- Return exams faster. I always drive over that afternoon to get them because mail can take up to a week.
- They are doing a great job.
- The testing office is fine. No changes needed.
- Give us some type of study guide/materials for the compass for the test students to bo by.
- Doing well already.
- More timely turnaround through interdepartmental mail.
- Pick up hard copies and drop off.
- Better location
- Stay open longer hours.
- Offer information on GED as well as what steps and test must be taken to enter Southeastern Louisiana University.
- I have not had a student who needed specialized equipment for taking tests.
- What do they do?
- Everything went smoothly that semester, which has been the only semester I worked with that office.
- They can't. I teach out of the Baton Rouge Center.
- I think they are doing an excellent job.
- Send exams back the day student takes exam. I should not receive exams back 3-4 days after scheduled test time. Make standard form for me to print, fill-in and attach to exams.
- doing fine
- My experience has been excellent; I have no suggestions.
- They do a great job!
- They have done a wonderful job for any students that I have sent. I have no complaints.
- it's fine
- Pick up and deliver tests.
- Better communications with faculty. More flexibility.
- Provide a location on central (in addition to North) campus
- More flexibility on counter based testing times.
- More display/promo of services to new students
- doing fine
- more advertising via email
- An earlier schedule during final week for graduating seniors.
- At this point I have not used testing center yet
- walk exams back to department ASAP
- Offer tests for my online class that only meets for test purposes!

- Faster delivery of exams - offer departmental delivery rather than campus mail.
- Could help radio station do music survey/testing with students and staff.
- Let us know when visitor are coming to campus that will help them not to get tickets.
- More communication
- more courteous
- Get the GRE Test
- I do not use the testing office.
- I've never used the Testing Office
- Let us know any time a student seeks help.
- I do not use it.
- With practical exams it proves to be extremely difficult.
- The test was mis filed and not sent to me via campus mail. I got the returned test after drop date.
- facilitate test pick up and return
- In the future, it will be very handy to have this service in case of emergencies and to accommodate the students special needs.
- Due to previous monitoring problems students were able to cheat so I no longer trust the office to meet my testing needs.
- I have an on-line class and must give exams on campus. They told me that they could not help me. They say students must be disabled. It seems to me that I should be able to use the center since online students generally have conflicting schedules.
- By following the instructor directions regarding the time allowed for the student to take the tests.
- seen out memo
- To indicate when the student started and finished the test with a stamp of the times.
- They seem to be understaffed.
- I do not use it.
- I wish we had an expanded Testing Center on parr with the one at LSU.
- notice when test are e-mailed and need legal size paper
- Be more clear on how to accommodate visually impaired students - did not know emailed test was preferred method.
- return tests in more timely manner
- streamline all processes
- They are doing a great job!
- They perform a great job
- They are doing a good job.
- Doing fine as is.
- Move to middle of campus
- I think they accommodate well.
- It's ok as is.
- Have same version(s) of Ms Office that are installed in Tech Fee Labs
- Be sure they have the correct SLU box number to return exam scores.
- They can offer GMAT & GRE Testing.
- locate the facility to a more central campus location

- Allow de students to take exams (Proctor)
- So for, everything is fine. The staff has been very courteous and helpful.
- Update GRE scores on PeopleSoft. Provide testing for online course and computer
- Make it easier to get tests to and from the testing center - consider 2/3 runners per day as regularly scheduled times from fixed locations, like the Post Office.
- They seem to do a good job.
- convenience of location
- My student workers say it is very straight forward and easy; no complaints.
- I think they do a good job. No suggestions for improvement.
- Be more visible. Direct contact to instructions
- They are doing a great job!
- No recommendations at this time.
- Not sure - they've been extremely helpful
- It works fine for my needs
- Stay with the same policies.
- Be on their email distribution list
- I prefer to give my special needs students their tests myself.
- They do a good job
- I'm not faculty. I'm classified staff.
- let students take more responsibility for tests
- Doing a wonderful job
- We may use it to administer our proficiency exam to students of LS 102
- Center is often noisy - students complain - doesn't often provide quiet testing envir. required in accommodations.
- One student had a terrible experience this yr
- I have no relationship with the testing office in my position and no experience with it.
- Very well
- I don't utilize this.
- Have more signers for deaf students. Transcriptionists are not always adequate in classroom.
- Relocate to center of campus
- Not sure at this time.
- Meet with departments and explain how their office functions
- Better checks and balances for honesty - providing inappropriate "help" to students
- Can sometimes be difficult to communicate with
- I don't use or need the Testing Office.
- They can call to inform the staff and students of upcoming test.
- They are doing fine.
- Have student workers pick up test from our office would be great.
- Have a student worker return the tests to faculty. Mailing takes too long.
- I do not use the Dept.
- Not sure if it's already done but would be great if they could scan and email completed exams to faculty.

Overall Satisfaction

- Of the 963 faculty and staff who responded, 1% (n=6) indicated that they were very dissatisfied with Testing and 21% (n=199) were very satisfied.
- The average rating across all faculty and staff was 4.14.

Figure 10

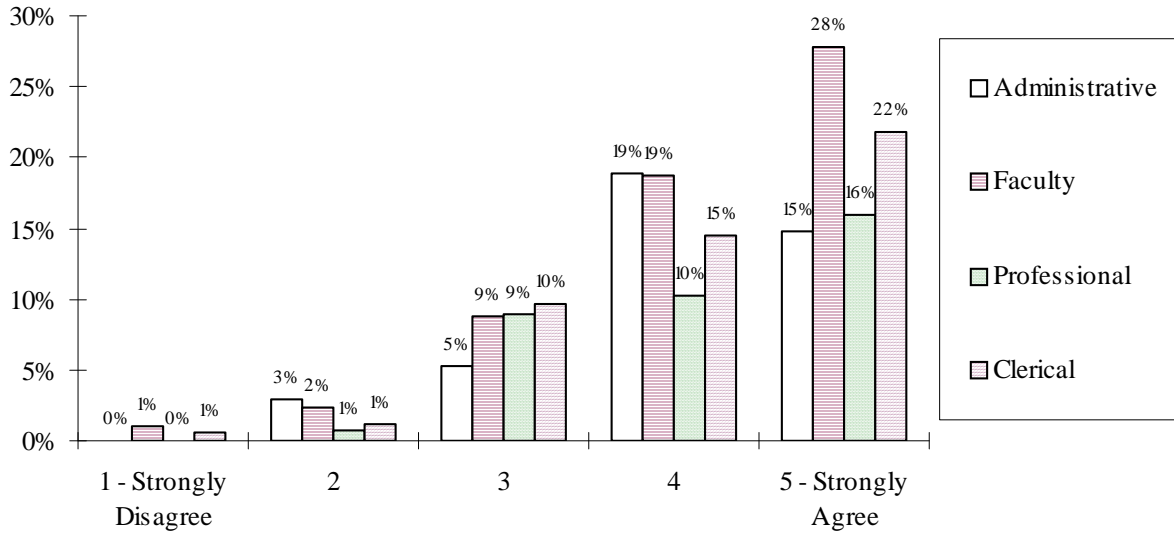


Table 11

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*
Executive/Administrative	0%	3.0% (5)	5.3% (9)	18.9% (32)	14.8% (25)	58.0% (98)	4.08
Faculty	1.0% (4)	2.3% (9)	8.8% (34)	18.7% (72)	27.8% (107)	41.3% (159)	4.19
Professional Non-Faculty	0%	0.7% (1)	9.0% (13)	10.3% (15)	15.9% (23)	64.1% (93)	4.15
Secretarial/Clerical	0.6% (1)	1.2% (2)	9.7% (16)	14.5% (24)	21.8% (36)	52.1% (86)	4.16
Service Maintenance	0%	2.6% (1)	10.3% (4)	5.1% (2)	5.1% (2)	76.9% (30)	3.56
Skilled Crafts	4.0% (1)	0%	12.0% (3)	8.0% (2)	24.0% (6)	52.0% (13)	4.00
Technical/Paraprofessional	0%	0%	2.9% (1)	5.7% (2)	0%	91.4% (32)	3.67
President's Office	0%	2.4% (1)	2.4% (1)	9.8% (4)	17.1% (7)	68.3% (28)	4.29
Academic Affairs	0%	0%	4.0% (9)	16.1% (36)	23.7% (53)	56.3% (126)	4.23
Arts, Humanities & Social Sciences	1.4% (2)	3.5% (5)	5.6% (8)	16.8% (24)	29.4% (42)	43.4% (62)	4.04
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	NA	Mean*

Business	1.8% (1)	0%	7.3% (4)	36.4% (20)	27.3% (15)	27.3% (15)	4.16
Education & Human Development	0%	2.6% (2)	6.5% (5)	10.4% (8)	32.5% (25)	48.1% (37)	4.38
General Studies	0%	0%	9.1% (1)	18.2% (2)	45.5% (5)	27.3% (3)	4.13
Nursing & Health Sciences	0%	0%	8.1% (6)	27.0% (20)	20.3% (15)	44.6% (33)	4.11
Science & Technology	3.4% (4)	5.9% (7)	8.4% (10)	19.3% (23)	31.9% (38)	31.1% (37)	4.18
Administration & Finance	1.2% (2)	0%	4.9% (8)	6.7% (11)	13.4% (22)	73.8% (121)	3.94
Student Affairs	0%	3.8% (2)	11.3% (6)	5.7% (3)	5.7% (3)	73.6% (39)	3.86
University Advancement	0%	0%	0%	0%	16.7% (1)	83.3% (5)	5.00
Total	0.9% (9)	1.8% (17)	6.0% (58)	15.6% (151)	23.4% (226)	52.3% (506)	4.14

* Mean does not include NA responses.

Appendix A

2007-2008 Survey of Faculty and Staff

MARKING INSTRUCTIONS

- Use a No. 2 pencil or a blue or black ink pen only.
- Do not use pens with ink that soaks through the paper.
- Make solid marks that fill the response completely.
- Make no stray marks on this form.

CORRECT: ● **INCORRECT:** ✓ ✗ ○ ●

Survey of Faculty and Staff

2007-2008

Please indicate your level of agreement with the following statements regarding campus support units.

Physical Plant

Strongly Disagree

Strongly Agree

Not Applicable

- My building is comfortable during the summer months.
- My building is comfortable during the winter months.
- Physical Plant responds to physical work requests in a timely manner.
- Physical Plant has provided quality service over the past year.
- Overall, I am satisfied with the level of service I receive from Physical Plant.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

In the past year, how many times have you contacted Physical Plant for a room temperature change?

- Never
- 1-2
- 3-5
- 6-9
- 10-12
- More than 12

How often did the change of temperature request cause the room temperature to become comfortable?

- Never
- 0%-20%
- 21%-40%
- 41%-60%
- 61%-80%
- 81%-100%

Strongly Disagree

Strongly Agree

Not Applicable

Internal Audit

- Internal Audit's website is informative as to their mission, staffing, and definitions.
- I understand the term "internal control" as it relates to financial management.
- Internal Audit can provide advice on questions related to internal controls in my department.
- I would be able to recognize a potential fraud situation in my department.
- Internal Audit can assist in identifying and dealing with potential fraud in my department.
- Internal Audit's staff is professional and helpful.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

Testing Office

- Information provided by testing personnel is accurate and beneficial.
- The Testing Office is able to provide my students with their required accommodation.
- The Testing Office is knowledgeable, courteous, and helpful concerning student testing needs.
- Student exams begin on time.
- Student exams are scheduled in a timely and efficient manner.
- Information regarding Testing Office procedures is easily accessible.
- The Testing Office returns exams in a timely manner.
- Utilizing the Testing Office is easy and user friendly.
- The Testing Office was easy to locate.
- Overall, I am satisfied with the Testing Office.

1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6
1	2	3	4	5	6

How did you first hear about Southeastern's Testing Office?

How can the Testing Office staff better accommodate you and your students testing needs?

Public Information

Have you or your department ever used the services of the Office of Public Information?
 No (Skip to the section on the Alumni Office) Yes

Which of the following services have you used? (Please mark all that apply)

- News releases/publicity
- Brochure/publication assistance
- Graphic design services
- Photography
- Advertising design and/or media placement
- Other _____

PLEASE DO NOT WRITE IN THIS AREA



[SERIAL]

How satisfied were you with the quality of the service?

① Very Unsatisfied ② ③ ④ ⑤ Very Satisfied

How satisfied were you with the response time?

① Very Unsatisfied ② ③ ④ ⑤ Very Satisfied

Alumni Office

Please indicate how satisfied you are with the following events/services of the Alumni Office.

	①	②	③	④	⑤	⑥
Convocation Picnic	①	②	③	④	⑤	⑥
Tailgating	①	②	③	④	⑤	⑥
Banquet facilities (back room of the Alumni Center)	①	②	③	④	⑤	⑥
Homecoming	①	②	③	④	⑤	⑥
Rock-N-Roar	①	②	③	④	⑤	⑥
Golden Silence	①	②	③	④	⑤	⑥

Have you joined the Alumni Association at the faculty/staff reduced price? Yes No
If no, what is the main reason you have not?

What programs would you like to see offered by the Alumni Association?

Following is a list of institutional support programs and offices. Please indicate your overall satisfaction with each office. Please respond based on personal interactions, if you have never interacted with the office, please indicate NA.

	①	②	③	④	⑤	⑥		①	②	③	④	⑤	⑥
The Southeastern Channel	①	②	③	④	⑤	⑥	Internal Audit	①	②	③	④	⑤	⑥
Sponsored Research & Programs	①	②	③	④	⑤	⑥	Athletics	①	②	③	④	⑤	⑥
Institutional Research & Assessment	①	②	③	④	⑤	⑥	Admissions	①	②	③	④	⑤	⑥
Campus Activities Board	①	②	③	④	⑤	⑥	Financial Aid	①	②	③	④	⑤	⑥
Leadership Development	①	②	③	④	⑤	⑥	Records & Registration	①	②	③	④	⑤	⑥
Multicultural/International Student Affairs	①	②	③	④	⑤	⑥	Testing	①	②	③	④	⑤	⑥
Recreational Sports & Wellness	①	②	③	④	⑤	⑥	Sims Memorial Library	①	②	③	④	⑤	⑥
Student Organizations/Greek Affairs	①	②	③	④	⑤	⑥	Technology	①	②	③	④	⑤	⑥
University Counseling Center	①	②	③	④	⑤	⑥	Career Services	①	②	③	④	⑤	⑥
Central Receiving & Delivery	①	②	③	④	⑤	⑥	Disability Services	①	②	③	④	⑤	⑥
Property Control	①	②	③	④	⑤	⑥	Judicial Affairs	①	②	③	④	⑤	⑥
Purchasing	①	②	③	④	⑤	⑥	Student Publications	①	②	③	④	⑤	⑥
Safety & Hazardous Materials Manage.	①	②	③	④	⑤	⑥	University Police	①	②	③	④	⑤	⑥
Auxiliary Services	①	②	③	④	⑤	⑥	Public Information	①	②	③	④	⑤	⑥
Campus Card Operations	①	②	③	④	⑤	⑥	Budget Office	①	②	③	④	⑤	⑥
Campus Dining Services	①	②	③	④	⑤	⑥	Controller's	①	②	③	④	⑤	⑥
Document Source	①	②	③	④	⑤	⑥	Facility Planning	①	②	③	④	⑤	⑥
Lion's Lagniappe	①	②	③	④	⑤	⑥	Horticultural Services	①	②	③	④	⑤	⑥
Post Office	①	②	③	④	⑤	⑥	Human Resources	①	②	③	④	⑤	⑥
University Bookstore	①	②	③	④	⑤	⑥	Physical Plant	①	②	③	④	⑤	⑥
Columbia Theatre/Fanfare	①	②	③	④	⑤	⑥	Alumni	①	②	③	④	⑤	⑥