

Report on the Fall 1999 Faculty and Staff Survey

Results for Human Resources



SOUTHEASTERN
LOUISIANA UNIVERSITY

Southeastern Louisiana University
Office of Institutional Research and Assessment

March 2002

Table of Contents

Background	1
Survey Method	1
Respondent and Population Characteristics	2
Results	
General Overview	3
New Employee Orientation was useful to me.	4
New Employee Orientation was useful to my staff	8
The Pre-Retirement Program was useful to me	12
The Benefits Enrollment materials I receive are useful in helping me understand my benefits choices	16
My requests for benefits and services are handled in a timely, helpful and courteous manner	20
When I phone Human Resources, I receive quality customer service	24
I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives	28
The training programs offered by the Human Resource Office are beneficial to me ...	32
The training programs offered by the Human Resource Office are beneficial to my staff	36
My request for worker's compensation serves are handled in a timely, helpful, and courteous manner	40
Information on Human Resources issues	44
How can the Human Resources Office serve you better?	50
Appendix A - Fall 1999 Survey of Faculty and Staff	54
Appendix B - Budget Unit Combinations	55

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 Human Resources.

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
Total	784	1,151	68.1%
Faculty	349	496	70.3%
Classified Staff	261	455	52.6%
Unclassified Staff	174	200	87.0%
EEO Classification			
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%
Gender			
Female	467	632	73.9%
Male	317	519	61.0%
Race			
Black, Non-Hispanic	60	164	36.6%
White, Non-Hispanic	702	955	73.5%
Other	22	32	68.8%
Rank (Faculty Only)			
Full Professor	56	75	74.7%
Associate Professor	63	99	63.6%
Assistant Professor	106	150	70.7%
Instructor	123	171	71.9%
Tenure Status (Faculty Only)			
Tenured	133	195	68.2%
Non-Tenured, Tenure Track	82	114	71.9%
Non-Tenure Track	134	186	72.0%

Results

The first ten items asked faculty and staff to rate the level of service and effectiveness obtained from Human Resources. Next faculty and staff were asked to indicate where they get information on Human Resources issues and finally they were asked how the Human Resource Office could serve them better. The results for each item are presented along with a set of summary points describing the data as a total group. In addition, graphs present the pattern of responses by employee type, i.e., faculty, unclassified, or classified staff and the tables present frequencies and mean responses by employee type and department.

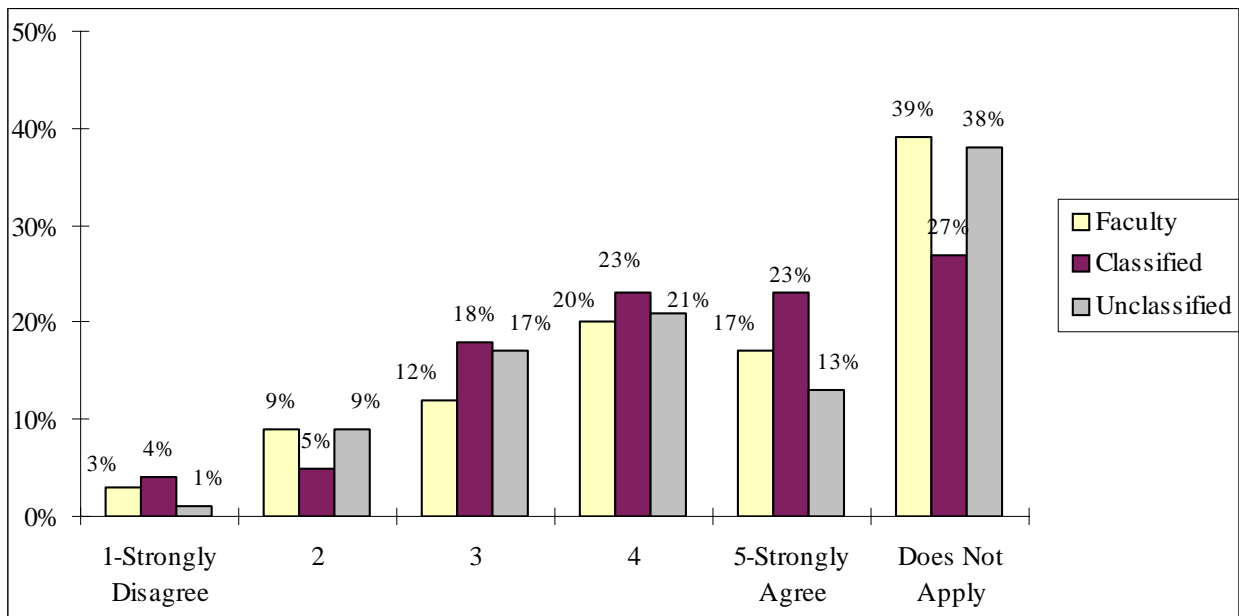
Note that employees of some departments/offices/budget units were aggregated for reporting purposes, based on the 1999-2000 organizational chart. Department was determined by the participants' primary budget unit. In the case of a grant, it was combined with the department of the budget unit head. Appendix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

New Employee Orientation was useful to me

- Of the 745 faculty and staff who responded, 11% (n=78) indicated that they disagreed with the statement (a response of 1 or 2) and 40% (n=294) agreed with the statement (a response of 4 or 5). Thirty-five percent (35%, n=262) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.68.

Figure 1
New Employee Orientation was useful to me.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	11	29	41	68	59	133
Classified Staff	9	11	41	53	54	63
Unclassified Staff	2	16	29	37	23	66

Table 2
New Employee Orientation was useful to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	3% (11)	8% (29)	12% (41)	20% (68)	17% (59)	39% (133)	3.65
Classified Staff	4% (9)	5% (11)	18% (41)	23% (53)	23% (54)	27% (63)	3.79
Unclassified Staff	1% (2)	9% (16)	17% (29)	21% (37)	13% (23)	38% (66)	3.59
Arts and Sciences	0%	0%	15% (2)	15% (2)	23% (3)	46% (6)	4.14
Biology	8% (2)	15% (4)	12% (3)	27% (7)	8% (2)	31% (8)	3.17
Chemistry and Physics	0%	7% (1)	36% (5)	21% (3)	14% (2)	21% (3)	3.55
Communication	0%	0%	0%	20% (3)	20% (3)	60% (9)	4.50
Computer Science	18% (2)	9% (1)	18% (2)	9% (1)	18% (2)	27% (3)	3.00
English	0%	10% (4)	15% (6)	13% (5)	5% (2)	58% (23)	3.29
Foreign Languages	0%	0%	21% (3)	29% (4)	29% (4)	21% (3)	4.09
History & Government	0%	0%	31% (5)	13% (2)	38% (6)	19% (3)	4.08
Industrial Technology	10% (1)	10% (1)	0%	20% (2)	20% (2)	40% (4)	3.50
Mathematics	5% (1)	11% (2)	5% (1)	21% (4)	18% (3)	42% (8)	3.55
Music	20% (2)	20% (2)	10% (1)	20% (2)	0%	30% (3)	2.43
Psychology	0%	0%	29% (2)	14% (1)	14% (1)	43% (3)	3.75
Sociology, Social Work, Criminal Justice	6% (1)	6% (1)	0%	22% (4)	33% (6)	33% (6)	4.08
Visual Arts	0%	0%	0%	17% (1)	17% (1)	67% (4)	4.50
Basic College	0%	26% (5)	11% (2)	11% (2)	21% (4)	32% (6)	3.38
Developmental	7% (1)	7% (1)	0%	21% (3)	14% (2)	50% (7)	3.57
Junior Division	0%	13% (1)	0%	38% (3)	13% (1)	38% (3)	3.80
Business	0%	0%	13% (1)	38% (2)	25% (2)	25% (2)	4.17
Accounting	0%	8% (1)	8% (1)	17% (2)	25% (3)	42% (5)	4.00

Table 2 Continued
New Employee Orientation was useful to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	22% (2)	0%	11% (1)	22% (2)	44% (4)	3.60
Management	0%	0%	25% (3)	33% (4)	0%	42% (5)	3.57
Marketing and Finance	0%	0%	22% (2)	11% (1)	0%	67% (6)	3.33
Education	0%	0%	8% (1)	8% (1)	17% (2)	67% (8)	4.67
Counseling, Family Studies, and Educational Leadership	0%	14% (2)	14% (2)	21% (3)	14% (2)	36% (5)	3.56
Kinesiology	0%	10% (2)	10% (2)	14% (3)	48% (10)	19% (4)	4.24
Special Education	0%	16% (3)	5% (1)	21% (4)	32% (6)	26% (5)	3.93
Teacher Education	3% (1)	7% (2)	7% (2)	14% (4)	31% (9)	38% (11)	4.00
Nursing	0%	3% (1)	10% (3)	26% (8)	23% (7)	39% (12)	4.11
Academic Affairs	0%	7% (1)	21% (3)	0%	21% (3)	50% (7)	3.71
Athletics	0%	9% (2)	32% (7)	18% (4)	13% (2)	23% (5)	3.59
Auxiliary Services	6% (1)	0%	25% (4)	38% (6)	13% (2)	19% (3)	3.62
Campus Police	23% (3)	23% (3)	15% (2)	15% (2)	15% (2)	8% (1)	2.75
Continuing Education	0%	0%	8% (1)	8% (1)	17% (2)	67% (8)	4.25
Enrollment Services	12% (2)	6% (1)	29% (5)	18% (3)	6% (1)	29% (5)	3.00
Finance and Administration	10% (2)	14% (3)	10% (2)	29% (6)	5% (1)	33% (7)	3.07
Financial Aid	6% (1)	6% (1)	17% (3)	28% (5)	6% (1)	39% (7)	3.36
Library	4% (1)	14% (4)	7% (2)	29% (8)	14% (4)	32% (9)	3.53
Office of Technology	0%	3% (1)	24% (9)	30% (11)	14% (5)	30% (11)	3.77
Physical Plant	2% (1)	2% (1)	27% (13)	27% (13)	29% (14)	13% (6)	3.90

Table 2 Continued
New Employee Orientation was useful to me.

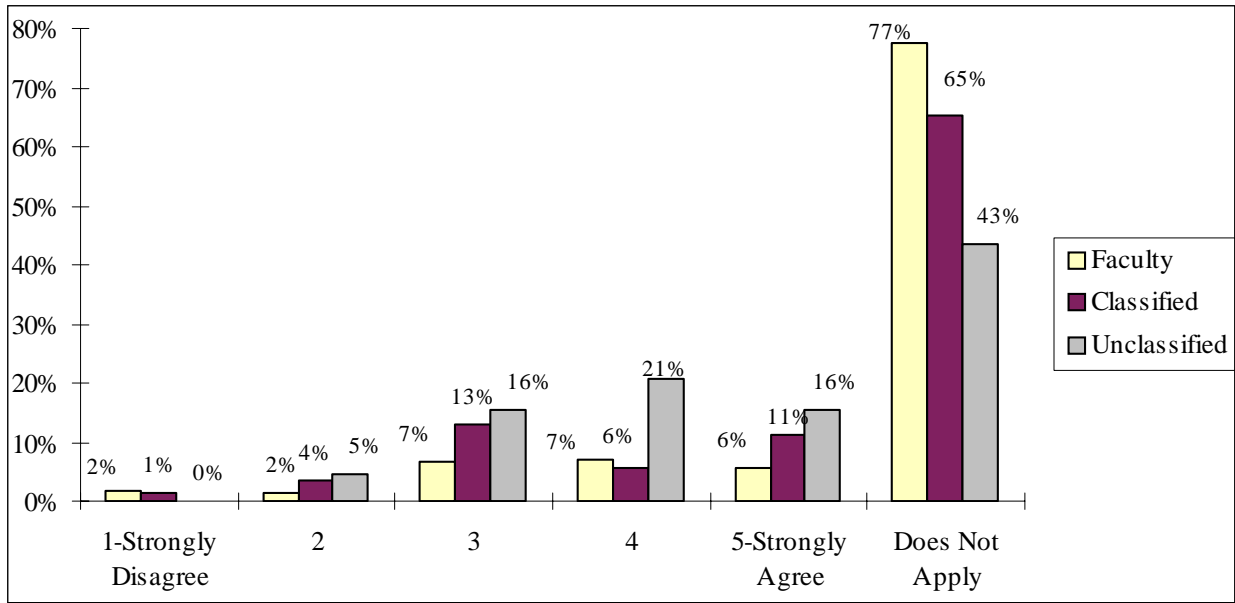
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
President	0%	0%	14% (1)	0%	14% (1)	71% (5)	4.00
Purchasing	0%	0%	67% (6)	11% (1)	0%	22% (2)	3.14
Student Life	0%	5% (2)	10% (4)	31% (13)	17% (7)	38% (16)	3.96
University Advancement	0%	1% (1)	0%	22% (2)	22% (2)	44% (4)	4.00
Total	3% (22)	8% (56)	15% (111)	21% (158)	18% (136)	35% (262)	3.68

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

New Employee Orientation was useful to my staff.

- Of the 744 faculty and staff who responded, 4% (n=30) indicated that they disagreed with the statement (a response of 1 or 2) and 11% (n=145) agreed with the statement (a response of 4 or 5). Sixty-six percent (66%, n=489) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.70.

Figure 2
New Employee Orientation was useful to my staff.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	6	5	23	24	19	263
Classified Staff	3	8	30	13	26	151
Unclassified Staff	0	8	27	36	27	75

Table 3
New Employee Orientation was useful to my staff.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	2% (6)	2% (5)	7% (23)	7% (24)	6% (19)	77% (263)	3.58
Classified Staff	1% (3)	4% (8)	13% (30)	6% (13)	11% (26)	65% (151)	3.64
Unclassified Staff	0%	5% (8)	16% (27)	21% (36)	16% (27)	43% (75)	3.84
Arts and Sciences	0%	0%	8% (1)	23% (3)	8% (1)	62% (5)	4.00
Biology	4% (1)	8% (2)	15% (4)	15% (4)	4% (1)	54% (14)	3.17
Chemistry and Physics	0%	0%	8% (1)	8% (1)	8% (1)	77% (10)	4.00
Communication	0%	0%	0%	7% (1)	7% (1)	87% (16)	4.50
Computer Science	18% (2)	9% (1)	9% (1)	9% (1)	9% (1)	46% (5)	2.67
English	0%	0%	10% (4)	5% (2)	0%	85% (34)	3.33
Foreign Languages	0%	0%	7% (1)	7% (1)	14% (2)	71% (10)	4.25
History and Government	0%	0%	6% (1)	6% (1)	13% (2)	75% (12)	4.25
Industrial Technology	0%	0%	0%	9% (1)	0%	91% (10)	4.00
Mathematics	5% (1)	0%	0%	0%	5% (1)	90% (17)	3.00
Music	10% (1)	0%	0%	0%	0%	90% (9)	1.00
Psychology	0%	0%	14% (1)	0%	0%	86% (6)	3.00
Sociology, Social Work, Criminal Justice	0%	0%	5% (1)	5% (1)	5% (1)	84% (16)	4.00
Visual Arts	0%	0%	0%	0%	0%	100% (6)	N/A
Basic College	0%	5% (1)	10% (2)	25% (5)	30% (6)	30% (6)	4.14
Developmental	0%	0%	0%	14% (2)	14% (2)	71% (10)	4.50
Junior Division	0%	0%	0%	0%	13% (1)	88% (7)	5.00
Business	0%	0%	0%	25% (2)	0%	75% (6)	4.00
Accounting	0%	0%	8% (1)	17% (2)	0%	75% (9)	3.67

Table 3 Continued
New Employee Orientation was useful to my staff.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	10% (1)	0%	0%	0%	90% (9)	2.00
Management	0%	0%	25% (3)	8% (1)	0%	67% (8)	3.25
Marketing and Finance	0%	0%	11% (1)	22% (2)	0%	67% (6)	3.67
Education	0%	0%	0%	13% (1)	25% (2)	71% (1)	4.67
Counseling, Family Studies, and Educational Leadership	0%	7% (1)	0%	7% (1)	0%	86% (12)	3.00
Kinesiology	0%	0%	5% (1)	0%	20% (4)	75% (15)	4.60
Special Education	5% (1)	5% (1)	0%	0%	5% (1)	84% (16)	2.67
Teacher Education	0%	3% (1)	3% (1)	3% (1)	14% (4)	72% (21)	4.00
Nursing	0%	3% (1)	7% (2)	10% (3)	13% (4)	68% (21)	4.00
Academic Affairs	0%	0%	14% (2)	7% (1)	14% (2)	64% (9)	4.00
Athletics	0%	5% (1)	36% (8)	14% (3)	14% (3)	32% (7)	3.53
Auxiliary Services	0%	0%	25% (4)	13% (2)	0%	63% (1)	3.33
Campus Police	0%	8% (1)	23% (3)	0%	8% (1)	62% (8)	3.20
Continuing Education	0%	0%	0%	0%	25% (3)	75% (9)	5.00
Enrollment Services	6% (1)	6% (1)	29% (4)	6% (1)	0%	53% (9)	2.75
Finance and Administration	0%	10% (2)	5% (1)	20% (4)	0%	65% (13)	3.29
Financial Aid	0%	6% (1)	11% (2)	6% (1)	6% (1)	72% (13)	3.40
Library	4% (1)	7% (2)	11% (3)	14% (4)	7% (2)	57% (16)	3.33
Office of Technology	3% (1)	0%	16% (6)	11% (4)	14% (5)	57% (21)	3.75
Physical Plant	0%	4% (2)	23% (11)	15% (7)	28% (13)	30% (14)	3.94

Table 3 Continued
New Employee Orientation was useful to my staff.

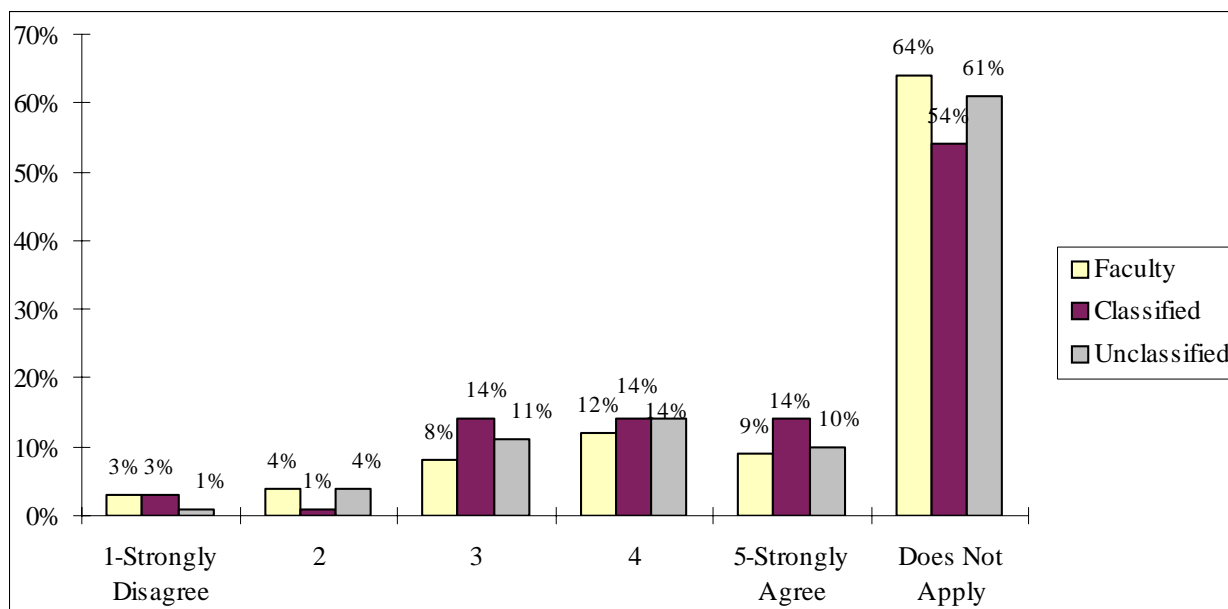
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
President	0%	0%	14% (1)	0%	29% (2)	57% (4)	4.33
Purchasing	0%	0%	44% (4)	0%	11% (1)	44% (4)	3.40
Student Life	0%	5% (2)	7% (3)	20% (8)	10% (4)	59% (24)	3.82
University Advancement	0%	0%	0%	22% (2)	0%	78% (7)	4.00
Total	1% (9)	3% (21)	11% (80)	10% (73)	10% (72)	66% (489)	3.70

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

The Pre-Retirement Program was useful to me.

- Of the 744 faculty and staff who responded, 5% (n=40) indicated that they disagreed with the statement (a response of 1 or 2) and 24% (n=177) agreed with the statement (a response of 4 or 5). Sixty percent (60%, n=443) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.68.

Figure 3
The Pre-Retirement Program was useful to me.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	10	14	28	39	31	213
Classified Staff	6	3	31	32	33	125
Unclassified Staff	1	6	19	24	18	105

Table 4
The Pre-Retirement Program was useful to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	3% (10)	4% (14)	8% (28)	12% (39)	9% (31)	64% (213)	3.55
Classified Staff	3% (6)	1% (3)	14% (31)	14% (32)	14% (33)	54% (125)	3.79
Unclassified Staff	1% (1)	4% (6)	11% (19)	14% (24)	10% (18)	61% (105)	3.76
Arts and Sciences	0%	0%	0%	15% (2)	8% (1)	77% (1)	4.33
Biology	4% (1)	12% (3)	12% (3)	15% (4)	4% (1)	54% (14)	3.08
Chemistry and Physics	0%	8% (1)	23% (3)	23% (3)	8% (1)	39% (5)	3.50
Communication	0%	7% (1)	7% (1)	14% (2)	14% (2)	57% (8)	3.83
Computer Science	9% (1)	0%	18% (2)	18% (2)	9% (1)	46% (5)	3.33
English	3% (1)	0%	11% (4)	13% (5)	5% (2)	68% (26)	3.58
Foreign Languages	0%	0%	7% (1)	21% (3)	7% (1)	64% (1)	4.00
History and Government	0%	0%	13% (2)	13% (2)	0%	73% (11)	3.50
Industrial Technology	0%	9% (1)	0%	0%	0%	91% (10)	2.00
Mathematics	5% (1)	5% (1)	0%	5% (1)	11% (2)	74% (14)	3.40
Music	0%	30% (3)	10% (1)	10% (1)	0%	50% (5)	2.60
Psychology	0%	0%	0%	14% (1)	14% (1)	71% (5)	4.50
Sociology, Social Work, Criminal Justice	11% (2)	0%	5% (1)	11% (2)	11% (2)	63% (12)	3.29
Visual Arts	0%	0%	0%	0%	17% (1)	83% (5)	5.00
Basic College	0%	5% (1)	20% (4)	5% (1)	10% (2)	60% (12)	3.50
Developmental	0%	7% (1)	0%	14% (2)	14% (2)	64% (9)	4.00
Junior Division	0%	0%	0%	13% (1)	25% (2)	63% (5)	4.67
Business	13% (1)	0%	25% (2)	0%	0%	63% (5)	2.33
Accounting	0%	0%	8% (1)	17% (2)	25% (3)	50 (6)%	4.33

Table 4 Continued
The Pre-Retirement Program was useful to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	0%	30% (3)	0%	0%	70% (7)	3.00
Management	0%	0%	17% (2)	0%	0%	83% (1)	3.00
Marketing and Finance	0%	0%	33% (3)	11% (1)	0%	56% (5)	3.25
Education	0%	0%	13% (1)	13% (1)	25% (2)	50% (4)	4.75
Counseling, Family Studies, and Educational Leadership	14% (2)	7% (1)	0%	14% (2)	14% (2)	50% (7)	3.14
Kinesiology	5% (1)	14% (3)	5% (1)	14% (3)	19% (4)	43% (9)	3.50
Special Education	5% (1)	5% (1)	5% (1)	5% (1)	26% (5)	53% (10)	3.89
Teacher Education	0%	7% (2)	7% (2)	7% (2)	7% (2)	72% (21)	3.50
Nursing	0%	0%	11% (3)	21% (6)	18% (5)	50% (14)	4.14
Academic Affairs	0%	0%	7% (1)	14% (2)	21% (3)	57% (8)	4.33
Athletics	0%	4% (1)	13% (3)	30% (7)	22% (5)	30% (7)	4.00
Auxiliary Services	0%	0%	13% (2)	7% (1)	7% (1)	73% (11)	3.75
Campus Police	0%	0%	15% (2)	15% (2)	0%	69% (9)	3.50
Continuing Education	0%	0%	0%	8% (1)	25% (3)	67% (8)	4.75
Enrollment Services	0%	6% (1)	18% (3)	12% (2)	6% (1)	59% (10)	3.43
Finance and Administration	0%	0%	5% (1)	15% (3)	0%	80% (16)	3.75
Financial Aid	0%	0%	0%	12% (2)	0%	59% (10)	4.00
Library	0%	0%	7% (2)	3% (1)	10% (3)	79% (23)	4.17
Office of Technology	5% (2)	0%	8% (3)	8% (3)	11% (4)	68% (25)	3.58
Physical Plant	4% (2)	2% (1)	23% (11)	19% (9)	19% (9)	32% (15)	3.69

Table 4 Continued
The Pre-Retirement Program was useful to me.

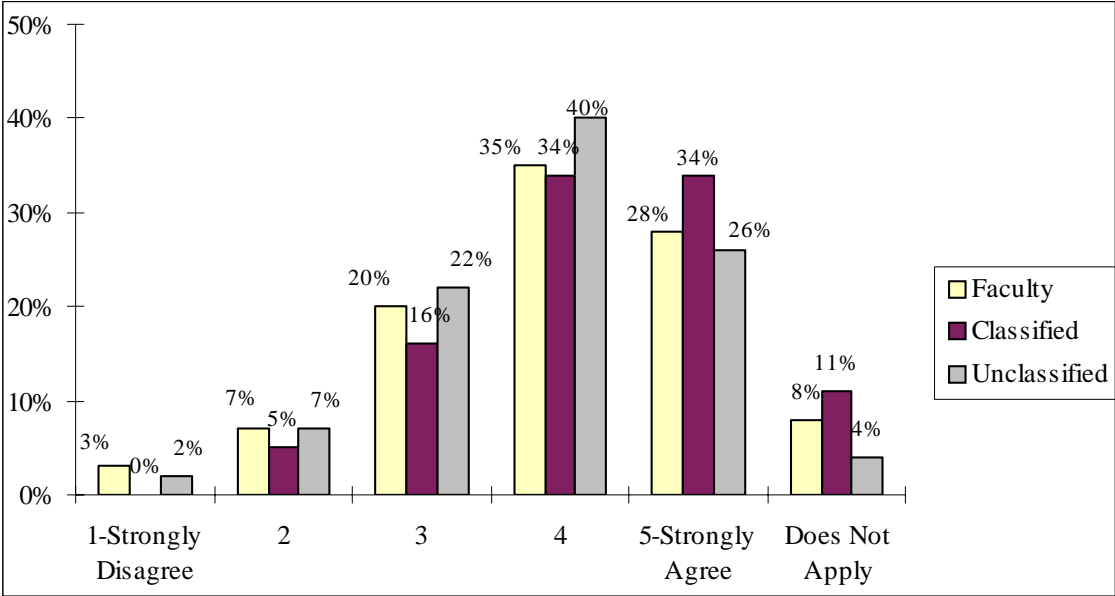
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
President	0%	0%	14% (1)	14% (1)	14% (1)	57% (4)	4.00
Purchasing	11% (1)	0%	22% (2)	22% (2)	0%	44% (4)	3.00
Student Life	2% (1)	0%	12% (4)	17% (7)	12% (5)	56% (23)	3.83
University Advancement	0%	11% (1)	11% (1)	22% (2)	33% (3)	22% (2)	4.00
Total	2% (17)	3% (23)	11% (78)	13% (95)	11% (82)	60% (443)	3.68

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

The Benefits Enrollment materials I receive are useful in helping me understand my benefit choices.

- Of the 744 faculty and staff who responded, 9% (n=64) indicated that they disagreed with the statement (a response of 1 or 2) and 65% (n=484) agreed with the statement (a response of 4 or 5). Eight percent (8%, n=58) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.90.

Figure 4
The Benefits Enrollment materials I receive are useful in helping me understand my benefit choices.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	10	25	67	118	94	26
Classified Staff	1	12	37	80	80	25
Unclassified Staff	4	12	37	68	44	7

Table 5
The Benefits Enrollment materials I receive are useful in helping me understand my benefit choices.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	3% (10)	7% (25)	20% (67)	35% (118)	28% (94)	8% (26)	3.83
Classified Staff	0% (1)	5% (12)	16% (37)	34% (80)	34% (80)	11% (25)	4.08
Unclassified Staff	2% (4)	7% (12)	22% (37)	40% (68)	26% (44)	4% (7)	3.82
Arts and Sciences	0%	0%	23% (3)	39% (5)	25% (2)	38% (3)	4.15
Biology	4% (1)	8% (2)	19% (5)	39% (10)	27% (7)	4% (1)	3.80
Chemistry and Physics	0%	0%	38% (5)	38% (5)	29% (4)	0%	3.93
Communication	0%	7% (1)	27% (4)	33% (5)	13% (2)	20% (3)	3.67
Computer Science	0%	0%	36% (4)	36% (4)	18% (2)	9% (1)	3.80
English	8% (3)	3% (1)	25% (10)	43% (17)	13% (5)	10% (4)	3.56
Foreign Languages	0%	14% (2)	7% (1)	29% (4)	36% (5)	14% (2)	4.00
History and Government	0%	0%	31% (5)	25% (4)	31% (5)	13% (2)	4.00
Industrial Technology	0%	9% (1)	9% (1)	46% (5)	27% (3)	9% (1)	4.00
Mathematics	5% (1)	5% (1)	11% (2)	26% (5)	37% (7)	16% (3)	4.00
Music	0%	30% (3)	30% (3)	30% (3)	10% (1)	0%	3.20
Psychology	0%	0%	29% (2)	29% (2)	43% (3)	0%	4.14
Sociology, Social Work, Criminal Justice	5% (1)	11% (2)	5% (1)	16% (3)	58% (11)	5% (1)	4.17
Visual Arts	0%	33% (2)	0%	33% (2)	17% (1)	17% (1)	3.40
Basic College	0%	10% (2)	25% (5)	20% (4)	35% (7)	10% (2)	3.89
Developmental	0%	7% (1)	21% (3)	43% (6)	21% (3)	7% (1)	3.85
Junior Division	0%	13% (1)	25% (2)	25% (2)	25% (2)	13% (1)	3.71
Business	0%	0%	63% (5)	38% (3)	0%	0%	3.38
Accounting	0%	0%	17% (2)	25% (3)	58% (7)	0%	4.42

Table 5 Continued
The Benefits Enrollment materials I receive are useful in helping me understand my benefit choices.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	10% (1)	40% (4)	20% (2)	20% (2)	10% (1)	3.56
Management	0%	0%	17% (2)	50% (6)	25% (3)	8% (1)	4.09
Marketing and Finance	0%	11% (1)	11% (1)	67% (6)	0%	1% (1)	3.63
Education	0%	0%	0%	38% (3)	25% (2)	38% (3)	4.40
Counseling, Family Studies, and Educational Leadership	0%	7% (1)	29% (4)	21% (3)	29% (4)	14% (2)	3.83
Kinesiology	10% (2)	0%	15% (3)	25% (7)	30% (6)	10% (2)	3.83
Special Education	5% (1)	11% (2)	11% (2)	37% (7)	37% (7)	0%	3.89
Teacher Education	0%	10% (3)	14% (4)	24% (7)	45% (13)	7% (2)	4.11
Nursing	0%	3% (1)	19% (6)	36% (11)	36% (11)	7% (2)	4.10
Academic Affairs	0%	14% (2)	7% (1)	21% (3)	50% (7)	7% (1)	4.15
Athletics	0%	0%	18% (4)	55% (12)	27% (6)	0%	4.09
Auxiliary Services	0%	6% (1)	13% (2)	38% (6)	38% (6)	6% (1)	4.13
Campus Police	0%	23% (3)	31% (4)	39% (5)	8% (1)	0%	3.31
Continuing Education	0%	8% (1)	0%	33% (4)	42% (5)	0%	4.30
Enrollment Services	6% (1)	6% (1)	24% (4)	41% (7)	18% (3)	0%	3.63
Finance and Administration	0%	10% (2)	29% (6)	38% (8)	19% (4)	5% (1)	3.70
Financial Aid	11% (2)	5% (1)	28% (5)	44% (8)	6% (1)	6% (1)	3.29
Library	4% (1)	15% (4)	7% (2)	37% (10)	30% (8)	7% (2)	3.80
Office of Technology	0%	5% (2)	16% (6)	43% (16)	24% (9)	11% (4)	3.97

Table 5 Continued
The Benefits Enrollment materials I receive are useful in helping me understand my benefit choices.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	2% (1)	4% (2)	17% (8)	29% (14)	40% (19)	8% (4)	4.09
President	0%	0%	14% (1)	57% (4)	29% (2)	0%	4.14
Purchasing	0%	0%	20% (2)	60% (6)	10% (1)	10% (1)	3.89
Student Affairs	2% (1)	5% (2)	10% (4)	42% (17)	34% (14)	7% (3)	4.08
University Advancement	0%	0%	33% (3)	22% (2)	44% (4)	0%	4.11
Total	2% (15)	7% (49)	19 (141)	36% (266)	29% (218)	8% (58)	3.90

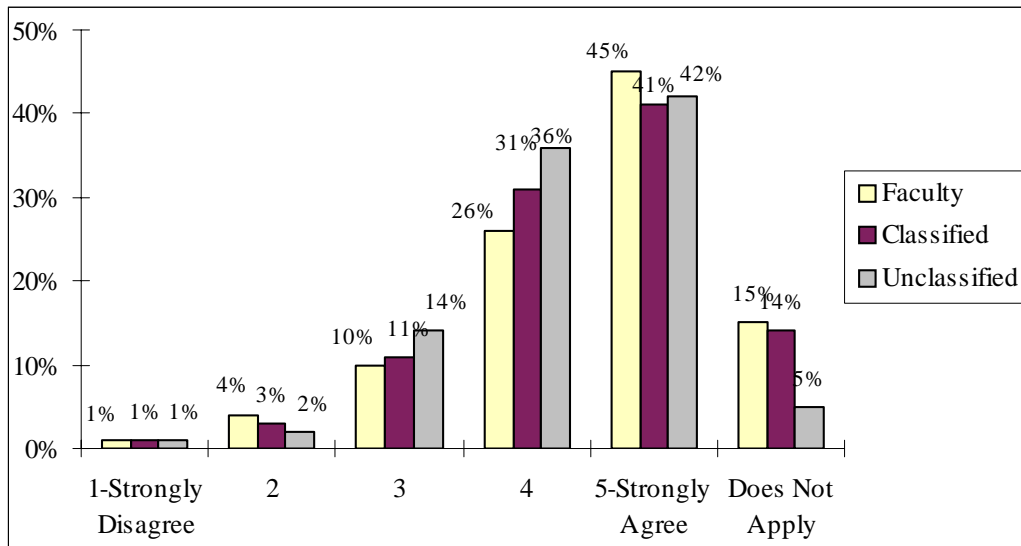
* The mean does not include those respondents who answered Does Not Apply.

My requests for benefits services are handled in a timely, helpful, and courteous manner

- Of the 752 faculty and staff who responded, 4% (n=29) indicated that they disagreed with the statement (a response of 1 or 2) and 73% (n=547) agreed with the statement (a response of 4 or 5). Twelve percent (12%, n=91) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.26.

Figure 5

My requests for benefits services are handled in a timely, helpful, and courteous manner



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	3	12	35	88	155	50
Classified Staff	3	6	26	73	97	32
Unclassified Staff	1	4	24	62	72	9

Table 6
My requests for benefits services are handled in a timely, helpful, and courteous manner.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	1% (3)	4% (12)	10% (35)	26% (88)	45% (155)	15% (50)	4.30
Classified Staff	1% (3)	3% (6)	11% (26)	31% (73)	41% (97)	14% (32)	4.24
Unclassified Staff	1% (1)	2% (4)	14% (24)	36% (62)	42% (72)	5% (9)	4.23
Arts and Sciences	0%	0%	8% (1)	31% (4)	54% (7)	8% (1)	4.50
Biology	0%	15% (4)	12% (3)	35% (9)	31% (8)	8% (2)	3.88
Chemistry and Physics	0%	0%	7% (1)	36% (5)	43% (9)	14% (2)	4.42
Communication	0%	0%	13% (2)	27% (4)	40% (6)	20% (3)	4.33
Computer Science	0%	0%	0%	36% (4)	27% (3)	36% (4)	4.43
English	0%	5% (2)	10% (4)	30% (12)	35% (14)	20% (8)	4.19
Foreign Languages	0%	0%	14% (2)	36% (5)	36% (5)	14% (2)	4.25
History and Government	0%	6% (1)	13% (2)	13% (2)	50% (8)	19% (3)	4.31
Industrial Technology	0%	0%	18% (2)	36% (4)	27% (3)	18% (2)	4.11
Mathematics	0%	5% (1)	16% (3)	11% (2)	47% (9)	21% (4)	4.27
Music	0%	10% (1)	10% (1)	30% (3)	30% (3)	20% (2)	4.00
Psychology	0%	0%	14% (1)	29% (2)	43% (3)	14% (1)	4.33
Sociology, Social Work, Criminal Justice	5% (1)	0%	11% (2)	21% (4)	53% (10)	11% (2)	4.29
Visual Arts	0%	0%	0%	17% (1)	33% (2)	50% (3)	4.67
Basic College	0%	5% (1)	20% (4)	25% (5)	45% (9)	5% (1)	4.16
Developmental	0%	0%	13% (2)	13% (2)	53% (8)	20% (3)	4.50
Junior Division	0%	0%	13% (1)	0%	50% (4)	38% (3)	4.60
Business	0%	0%	13% (1)	63% (5)	25% (2)	0%	4.13
Accounting	0%	0%	8% (1)	33% (4)	58% (7)	0%	4.50

Table 6 Continued**My requests for benefits services are handled in a timely, helpful, and courteous manner.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	0%	10% (1)	30% (3)	30% (3)	30% (3)	4.29
Management	0%	0%	0%	25% (3)	67% (8)	8% (1)	4.73
Marketing and Finance	0%	0%	11% (1)	33% (3)	44% (4)	11% (1)	4.38
Education	0%	0%	0%	0%	75% (6)	25% (2)	5.00
Counseling, Family Studies, and Educational Leadership	7% (1)	0%	14% (2)	29% (4)	43% (6)	7% (1)	4.08
Kinesiology	0%	5% (1)	10% (2)	24% (5)	57% (12)	5% (1)	4.40
Special Education	0%	6% (1)	0%	28% (5)	50% (9)	5% (1)	4.47
Teacher Education	0%	3% (1)	10% (3)	17% (5)	55% (16)	14% (4)	4.44
Nursing	0%	3% (1)	7% (2)	19% (6)	65% (20)	7% (2)	4.55
Academic Affairs	0%	0%	29% (4)	7% (1)	57% (8)	7% (1)	4.31
Athletics	0%	5% (1)	14% (3)	38% (8)	38% (8)	5% (1)	4.15
Auxiliary Services	0%	6% (1)	6% (1)	31% (5)	38% (6)	19% (3)	4.23
Campus Police	0%	0%	23% (3)	23% (3)	39% (5)	15% (2)	4.18
Continuing Education	0%	0%	0%	42% (5)	42% (5)	17% (2)	4.50
Enrollment Services	0%	0%	18% (3)	47% (8)	29% (5)	6% (1)	4.13
Finance and Administration	0%	0%	10% (2)	43% (9)	33% (7)	14% (3)	4.28
Financial Aid	0%	0%	22% (4)	50% (9)	28% (5)	0%	4.06
Library	3% (1)	7% (2)	14% (4)	28% (8)	41% (12)	7% (2)	4.04
Office of Technology	3% (1)	3% (1)	5% (2)	38% (14)	46% (17)	5% (2)	4.29

Table 6 Continued**My requests for benefits services are handled in a timely, helpful, and courteous manner.**

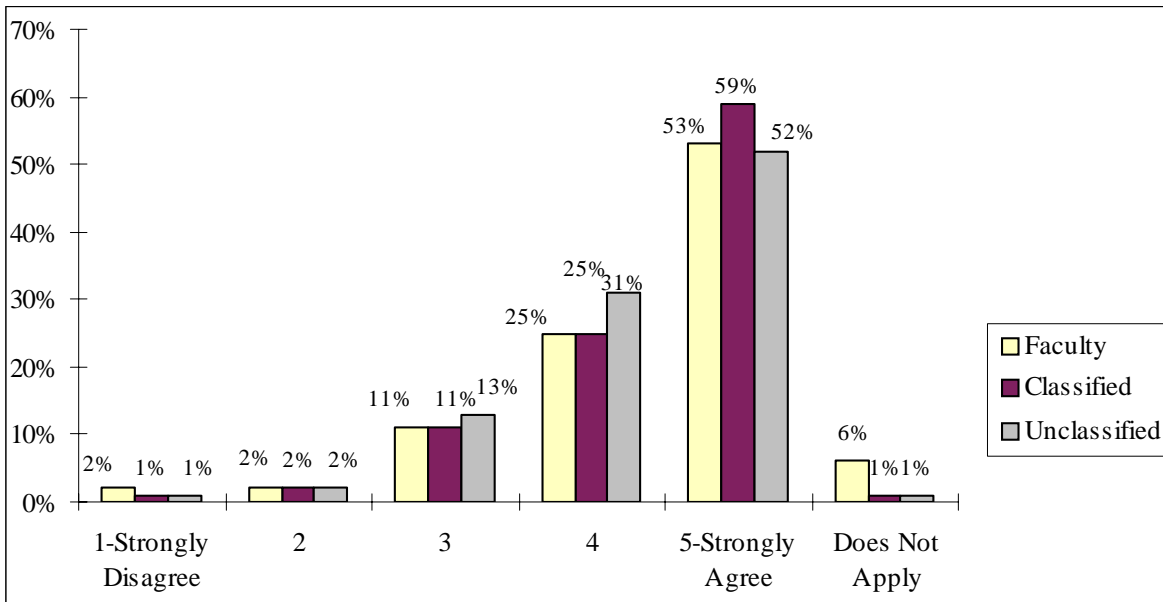
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	2% (1)	4% (2)	14% (7)	35% (17)	37% (18)	8% (4)	4.09
President	0%	0%	14% (1)	43% (3)	29% (2)	14% (1)	4.17
Purchasing	0%	10% (1)	10% (1)	50% (5)	30% (3)	0%	4.00
Student Affairs	2% (1)	0%	7% (3)	35% (15)	47% (20)	9% (4)	4.36
University Advancement	11% (1)	0%	33% (3)	22% (2)	22% (2)	11% (1)	3.50
Total	1% (7)	3% (22)	11% (85)	30% (223)	43% (324)	12% (91)	4.26

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

When I phone Human Resources, I receive quality customer service

- Of the 751 faculty and staff who responded, 4% (n=30) indicated that they disagreed with the statement (a response of 1 or 2) and 81% (n=610) agreed with the statement (a response of 4 or 5). Four percent (4%, n=26) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.35.

Figure 6
When I phone Human Resources, I receive quality customer service.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	8	8	37	85	183	22
Classified Staff	3	5	26	59	139	3
Unclassified Staff	2	4	22	54	90	1

Table 7
When I phone Human Resources I receive quality customer service.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	2% (8)	2% (8)	11% (37)	25% (85)	53% (183)	6% (22)	4.33
Classified Staff	1% (3)	2% (5)	11% (26)	25% (59)	59% (139)	1% (3)	4.41
Unclassified Staff	1% (2)	2% (4)	13% (22)	31% (54)	52% (90)	1% (1)	4.31
Arts and Sciences	0%	0%	23% (3)	31% (4)	46% (6)	0%	4.23
Biology	12% (3)	4% (1)	15% (4)	23% (6)	39% (10)	8% (2)	3.79
Chemistry and Physics	0%	0%	14% (2)	14% (2)	57% (8)	14% (2)	4.50
Communication	0%	0%	7% (1)	13% (2)	60% (9)	20% (3)	4.67
Computer Science	9% (1)	9% (1)	9% (1)	36% (4)	27% (3)	9% (1)	3.70
English	0%	5% (2)	10% (4)	25% (10)	53% (21)	8% (3)	4.35
Foreign Languages	0%	0%	14% (2)	21% (3)	64% (9)	0%	4.50
History and Government	0%	6% (1)	6% (1)	19% (3)	69% (11)	0%	4.50
Industrial Technology	0%	0%	9% (1)	18% (2)	64% (7)	9% (1)	4.60
Mathematics	0%	0%	16% (3)	11% (2)	63% (12)	11% (2)	4.53
Music	0%	0%	30% (3)	30% (3)	30% (3)	10% (1)	4.00
Psychology	0%	0%	29% (2)	29% (2)	29% (2)	14% (1)	4.00
Sociology, Social Work, Criminal Justice	5% (1)	5% (1)	5% (1)	16% (3)	63% (12)	5% (1)	4.39
Visual Arts	0%	0%	0%	50% (3)	33% (2)	17% (1)	4.40
Basic College	0%	5% (1)	20% (4)	25% (5)	50% (10)	0%	4.20
Junior Division	0%	0%	0%	25% (2)	50% (4)	25% (2)	4.67
Developmental	7% (1)	0%	0%	20% (3)	67% (10)	7% (1)	4.50
Business	0%	0%	25% (2)	25% (2)	50% (4)	0%	4.25
Accounting	0%	0%	8% (1)	42% (5)	50% (6)	0%	4.42

Table 7 Continued
When I phone Human Resources I receive quality customer service.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	0%	0%	50% (5)	40% (4)	10% (1)	4.44
Management	0%	0%	0%	33% (4)	67% (8)	0%	4.67
Marketing and Finance	11% (1)	11% (1)	11% (1)	11% (1)	56% (5)	0%	3.89
Education	0%	0%	0%	13% (1)	88% (7)	0%	4.88
Counseling, Family Studies, and Educational Leadership	7% (1)	7% (1)	7% (1)	29% (4)	43% (6)	7% (1)	4.00
Kinesiology	0%	0%	10% (2)	14% (3)	76% (16)	0%	4.67
Special Education	0%	5% (1)	11% (2)	16% (3)	68% (13)	0%	4.47
Teacher Education	3% (1)	0%	3% (1)	24% (7)	69% (20)	0%	4.55
Nursing	0%	0%	7% (2)	30% (9)	60% (18)	3% (1)	4.55
Academic Affairs	0%	14% (2)	7% (1)	21% (3)	57% (8)	0%	4.21
Athletics	0%	5% (1)	14% (3)	36% (8)	46% (10)	0%	4.23
Auxiliary Services	0%	0%	6% (1)	47% (8)	47% (8)	0%	4.41
Campus Police	0%	0%	23% (3)	39% (5)	39% (5)	0%	4.15
Continuing Education	0%	0%	42% (5)	17% (2)	42% (5)	0%	4.00
Enrollment Services	0%	0%	12% (2)	47% (8)	41% (7)	0%	4.29
Finance and Administration	0%	5% (1)	24% (5)	33% (7)	38% (8)	0%	4.05
Financial Aid	0%	0%	11% (2)	39% (7)	50% (9)	0%	4.39
Library	3% (1)	7% (2)	10% (3)	24% (7)	55% (16)	0%	4.21
Office of Technology	0%	0%	5% (2)	19% (7)	73% (27)	3% (1)	4.69

Table 7 Continued
When I phone Human Resources I receive quality customer service.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	2% (1)	0%	17% (8)	20% (9)	59% (27)	2% (1)	4.36
President	0%	0%	14% (1)	29% (2)	57% (4)	0%	4.43
Purchasing	0%	10% (1)	0%	30% (3)	60% (6)	0%	4.40
Student Affairs	2% (1)	0%	5% (2)	40% (17)	54% (23)	0%	4.42
University Advancement	11% (1)	11% (1)	22% (2)	22% (2)	33% (3)	0%	3.56
Total	2% (13)	2% (17)	11% (85)	26% (198)	55% (412)	4% (26)	4.35

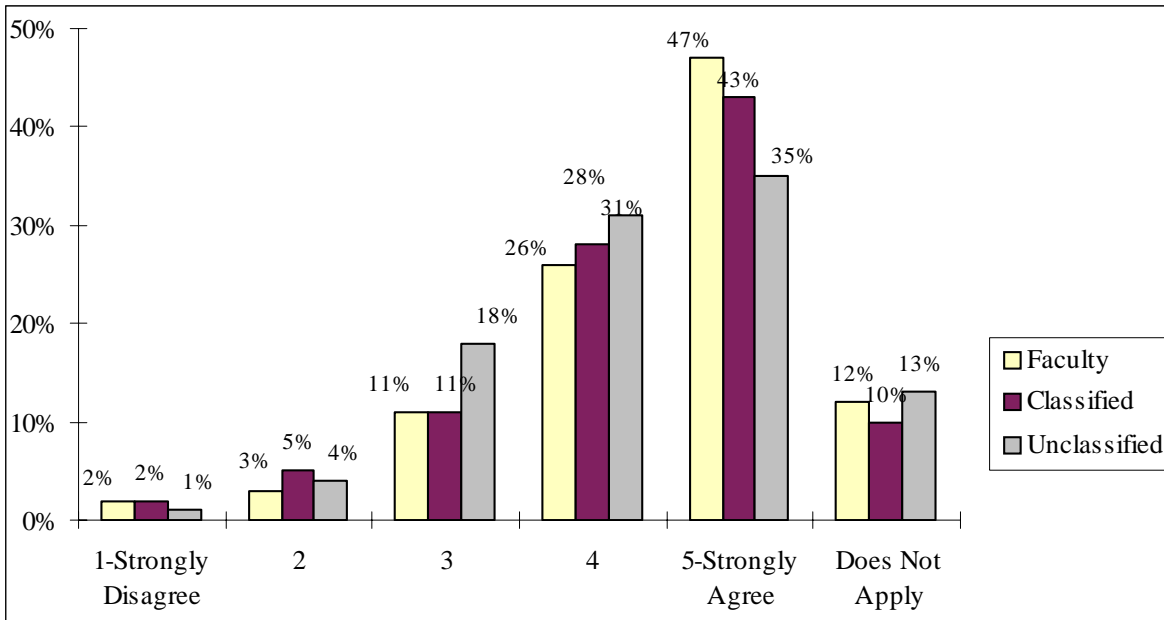
* The mean does not include those respondents who answered Does Not Apply.

I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives

- Of the 747 faculty and staff who responded, 5% (n=38) indicated that they disagreed with the statement (a response of 1 or 2) and 71% (n=529) agreed with the statement (a response of 4 or 5). Twelve percent (12%, n=87) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.21.

Figure 7

I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	6	9	36	90	159	41
Classified Staff	5	11	27	67	102	24
Unclassified Staff	1	6	30	52	59	22

Table 8
I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	2% (6)	3% (9)	11% (36)	26% (90)	47% (159)	12% (41)	4.29
Classified Staff	2% (5)	5% (11)	11% (27)	29% (67)	43% (102)	10% (24)	4.18
Unclassified Staff	1% (1)	4% (6)	18% (30)	31% (52)	35% (59)	13% (22)	4.09
Arts and Sciences	0%	0%	23% (3)	15% (2)	39% (5)	23% (3)	4.20
Biology	4% (1)	8% (2)	16% (4)	16% (4)	44% (11)	12% (3)	4.00
Chemistry and Physics	0%	0%	14% (2)	21% (3)	29% (4)	38% (5)	4.22
Communication	0%	0%	0%	33% (5)	53% (8)	13% (2)	4.62
Computer Science	9% (1)	0%	14% (2)	36% (4)	27% (3)	9% (1)	3.80
English	3% (1)	0%	10% (4)	30% (12)	43% (17)	15% (6)	4.29
Foreign Languages	0%	0%	14% (2)	50% (7)	38% (5)	0%	4.21
History and Government	0%	6% (1)	6% (1)	19% (3)	56% (9)	13% (2)	4.43
Industrial Technology	0%	0%	18% (2)	18% (2)	55% (6)	9% (1)	4.40
Mathematics	0%	0%	11% (2)	26% (5)	58% (11)	5% (1)	4.50
Music	0%	10% (1)	20% (2)	40% (4)	20% (2)	10% (1)	3.78
Psychology	0%	0%	29% (2)	14% (1)	43% (3)	14% (1)	4.17
Sociology, Social Work, Criminal Justice	5% (1)	5% (1)	5% (1)	16% (3)	63% (12)	5% (1)	4.33
Visual Arts	0%	17% (1)	17% (1)	17% (1)	33% (2)	17% (1)	3.80
Basic College	0%	15% (3)	10% (2)	25% (5)	35% (7)	15% (3)	3.94
Junior Division	0%	0%	0%	38% (3)	50% (4)	13% (1)	4.57
Developmental	7% (1)	0%	0%	27% (4)	60% (9)	7% (1)	4.50
Business	0%	0%	13% (1)	38% (3)	50% (4)	0%	4.38
Accounting	9% (1)	0%	9% (1)	18% (2)	46% (5)	18% (2)	4.11

Table 8 Continued
I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	10% (1)	10% (1)	30% (3)	50% (5)	0%	4.20
Management	0%	0%	17% (2)	33% (4)	25% (3)	25% (3)	4.11
Marketing and Finance	0%	11% (1)	11% (1)	33% (3)	33% (3)	11% (1)	4.00
Education	0%	0%	0%	13% (1)	50% (4)	38% (3)	4.80
Counseling, Family Studies, and Educational Leadership	8% (1)	8% (1)	15% (2)	23% (3)	39% (5)	8% (1)	3.83
Kinesiology	0%	0%	10% (2)	24% (5)	57% (12)	10% (1)	4.53
Special Education	0%	11% (2)	5% (1)	26% (5)	58% (11)	0%	4.32
Teacher Education	3% (1)	0%	10% (3)	21% (6)	62% (18)	3% (1)	4.43
Nursing	0%	0%	3% (1)	36% (11)	58% (18)	3% (1)	4.57
Academic Affairs	0%	7% (1)	14% (2)	21% (3)	43% (6)	14% (2)	4.17
Athletics	0%	0%	33% (7)	29% (6)	33% (7)	1% (1)	4.00
Auxiliary Services	0%	0%	13% (2)	27% (4)	47% (7)	13% (2)	4.38
Campus Police	0%	8% (1)	23% (3)	31% (4)	23% (3)	15% (2)	3.82
Continuing Education	0%	17% (2)	25% (3)	38% (3)	50% (4)	8% (1)	3.64
Enrollment Services	0%	6% (1)	28% (5)	39% (7)	22% (4)	6% (1)	3.82
Finance and Administration	0%	5% (1)	24% (5)	28% (8)	19% (4)	14% (3)	3.83
Financial Aid	0%	0%	22% (4)	28% (5)	44% (8)	6% (1)	4.24
Library	0%	3% (1)	7% (2)	24% (7)	28% (8)	38% (11)	4.22
Office of Technology	3% (1)	3% (1)	3% (1)	30% (11)	46% (17)	16% (6)	4.25

Table 8 Continued
I find the Human Resources staff knowledgeable, courteous, and helpful regarding reward and recognition initiatives.

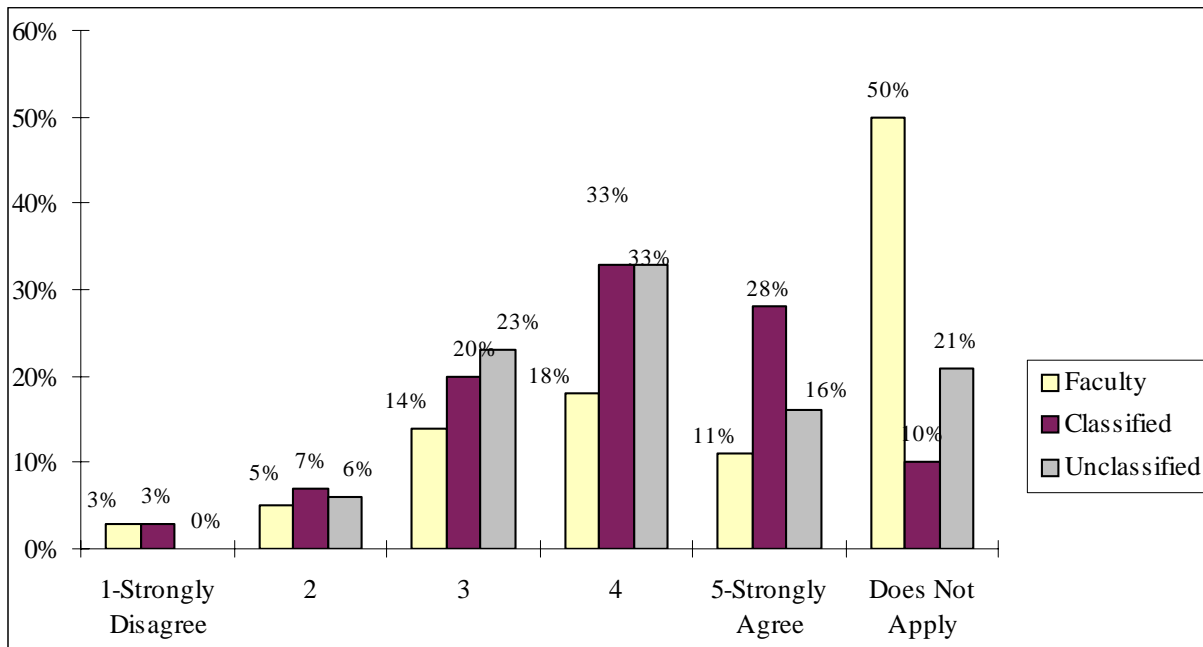
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	4% (2)	2% (1)	15% (7)	25% (12)	50% (24)	4% (2)	4.20
President	0%	0%	17% (1)	50% (3)	33% (3)	0%	4.17
Purchasing	0%	20% (2)	10% (1)	10% (1)	50% (5)	10% (1)	4.00
Student Affairs	0%	0%	7% (3)	43% (18)	33% (14)	17% (7)	4.31
University Advancement	11% (1)	11% (1)	22% (2)	33% (3)	33% (3)	0%	3.44
Total	2% (12)	4% (26)	12% (93)	28% (209)	43% (320)	12% (87)	4.21

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

The training programs offered by the Human Resource Office are beneficial to me

- Of the 747 faculty and staff who responded, 8% (n=58) indicated that they disagreed with the statement (a response of 1 or 2) and 44% (n=325) agreed with the statement (a response of 4 or 5). Thirty-one percent (31%, n=230) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.74.

Figure 8
The training programs offered by the Human Resource Office are beneficial to me.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	10	16	48	60	36	171
Classified Staff	6	16	46	78	66	23
Unclassified Staff	0	10	40	57	28	36

Table 9
The training programs offered by the Human Resource Office are beneficial to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	3% (10)	5% (16)	14% (48)	18% (60)	11% (36)	50% (171)	3.56
Classified Staff	3% (6)	7% (16)	20% (46)	33% (78)	28% (66)	10% (23)	3.86
Unclassified Staff	0%	6% (10)	23% (40)	33% (57)	16% (28)	21% (36)	3.76
Arts and Sciences	0%	8% (1)	25% (3)	33% (4)	25% (3)	8% (1)	3.82
Biology	4% (1)	12% (3)	15% (4)	23% (6)	8% (2)	39% (10)	3.31
Chemistry and Physics	7% (1)	0%	29% (4)	7% (1)	0%	57% (8)	2.83
Communication	0%	0%	13% (2)	27% (4)	7% (1)	53% (8)	3.86
Computer Science	9% (1)	0%	18% (2)	18% (2)	9% (1)	46% (5)	3.33
English	5% (1)	0%	15% (6)	18% (7)	8% (3)	54% (21)	3.50
Foreign Languages	0%	0%	14% (2)	14% (2)	14% (2)	57% (8)	4.00
History and Government	0%	0%	19% (3)	13% (2)	19% (3)	50% (8)	4.00
Industrial Technology	0%	9% (1)	18% (2)	36% (4)	9% (1)	27% (3)	3.63
Mathematics	5% (1)	11% (2)	15% (4)	16% (3)	16% (3)	47% (9)	3.50
Music	10% (1)	10% (1)	0%	40% (4)	0%	40% (4)	3.17
Psychology	0%	0%	14% (1)	14% (1)	0%	71% (5)	3.50
Sociology, Social Work, Criminal Justice	0%	5% (1)	0%	16% (3)	16% (3)	63% (12)	4.14
Visual Arts	0%	17% (1)	0%	50% (3)	0%	33% (2)	3.50
Basic College	0%	0%	25% (5)	30% (6)	40% (8)	5% (1)	4.16
Junior Division	0%	0%	0%	13% (1)	25% (2)	63% (5)	4.67
Developmental	0%	0%	7% (1)	13% (1)	29% (4)	8% (1)	4.43
Business	0%	13% (1)	13% (1)	63% (5)	0%	13% (1)	3.57
Accounting	0%	8% (1)	50% (6)	8% (1)	17% (2)	17% (2)	3.40

Table 9 Continued
The training programs offered by the Human Resource Office are beneficial to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	10% (1)	20% (2)	20% (2)	0%	50% (5)	3.20
Management	0%	8% (1)	25% (3)	17% (2)	8% (1)	42% (5)	3.43
Marketing and Finance	11% (1)	11% (1)	11% (1)	22% (2)	11% (1)	33% (3)	3.17
Education	0%	0%	0%	13% (1)	63% (5)	25% (2)	4.83
Counseling, Family Studies, and Educational Leadership	7% (1)	14% (2)	21% (3)	7% (1)	14% (2)	36% (5)	3.11
Kinesiology	0%	5% (1)	10% (2)	14% (3)	19% (4)	52% (11)	4.00
Special Education	5% (1)	0%	5% (1)	26% (5)	5% (1)	58% (11)	3.63
Teacher Education	0%	0%	3% (1)	35% (10)	21% (6)	41% (12)	4.29
Nursing	0%	3% (1)	10% (3)	35% (10)	21% (6)	31% (9)	4.05
Academic Affairs	0%	7% (1)	21% (3)	29% (4)	29% (4)	14% (2)	3.92
Athletics	0%	9% (2)	23% (6)	27% (6)	9% (2)	32% (8)	3.53
Auxiliary Services	0%	0%	33% (6)	50% (9)	11% (2)	6% (1)	3.76
Campus Police	15% (2)	23% (3)	23% (3)	15% (2)	8% (1)	15% (2)	2.73
Continuing Education	0%	25% (3)	8% (1)	33% (4)	17% (2)	17% (2)	3.50
Enrollment Services	9% (1)	6% (1)	12% (2)	41% (7)	12% (2)	12% (2)	3.47
Finance and Administration	0%	14% (3)	38% (8)	29% (6)	10% (2)	10% (2)	3.37
Financial Aid	6% (1)	0%	39% (7)	11% (2)	22% (4)	22% (4)	3.57
Library	0%	10% (3)	28% (8)	24% (7)	21% (6)	17% (5)	3.67
Office of Technology	0%	6% (2)	25% (9)	31% (11)	14% (5)	25% (9)	3.70

Table 9 Continued
The training programs offered by the Human Resource Office are beneficial to me.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	4% (2)	0%	17% (8)	33% (16)	35% (17)	10% (5)	4.07
President	0%	0%	14% (1)	43% (3)	14% (1)	29% (2)	4.00
Purchasing	0%	20% (2)	40% (4)	10% (1)	30% (3)	0%	3.50
Student Affairs	0%	0%	19% (8)	41% (17)	31% (13)	10% (4)	4.13
University Advancement	0%	25% (2)	13% (1)	38% (3)	25% (2)	0%	3.63
Total	2% (16)	6% (42)	18% (134)	26% (195)	17% (130)	31% (230)	3.74

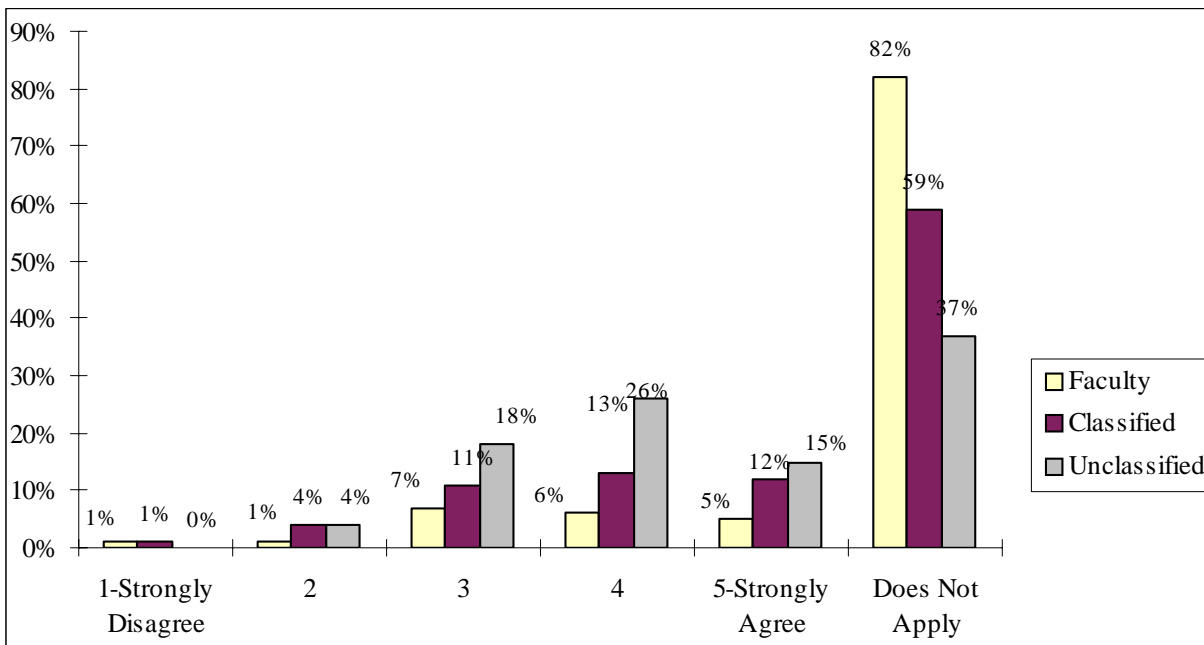
* The mean does not include those respondents who answered Does Not Apply.

The training programs offered by the Human Resource Office are beneficial to my staff

- Of the 745 faculty and staff who responded, 3% (n=23) indicated that they disagreed with the statement (a response of 1 or 2) and 22% (n=165) agreed with the statement (a response of 4 or 5). Sixty-four percent (64%, n=479) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 3.78.

Figure 9

The training programs offered by the Human Resource Office are beneficial to my staff.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	2	2	22	19	16	279
Classified Staff	3	9	25	31	29	138
Unclassified Staff	0	7	31	44	26	62

Table 10
The training programs offered by the Human Resource Office are beneficial to my staff.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	1% (2)	1% (2)	7% (22)	6% (19)	5% (16)	82% (279)	3.74
Classified Staff	1% (3)	4% (9)	11% (25)	13% (31)	12% (29)	59% (138)	3.76
Unclassified Staff	0%	4% (7)	18% (31)	26% (44)	15% (26)	37% (62)	3.82
Arts and Sciences	0%	0%	25% (3)	17% (2)	8% (1)	50% (6)	3.67
Biology	0%	8% (2)	8% (2)	12% (3)	0%	73% (19)	3.14
Chemistry and Physics	0%	0%	7% (1)	0%	0%	93% (13)	3.00
Communication	0%	0%	7% (1)	7% (1)	7% (1)	80% (12)	4.00
Computer Science	0%	0%	20% (2)	10% (1)	10% (1)	60% (6)	3.75
English	3% (1)	0%	3% (1)	5% (2)	0%	90% (36)	3.00
Foreign Languages	0%	0%	7% (1)	7% (1)	7% (1)	77% (11)	4.00
History and Government	0%	0%	13% (2)	6% (1)	0%	81% (13)	3.33
Industrial Technology	0%	0%	18% (2)	9% (1)	0%	73% (8)	3.33
Mathematics	0%	0%	0%	0%	5% (1)	95% (18)	5.00
Music	0%	0%	0%	20% (2)	0%	80% (8)	4.00
Psychology	0%	0%	0%	17% (1)	0%	83% (5)	4.00
Sociology, Social Work, Criminal Justice	0%	0%	0%	11% (2)	0%	90% (17)	4.00
Visual Arts	0%	0%	0%	0%	0%	100% (6)	N/A
Basic College	0%	0%	20% (4)	15% (3)	25% (7)	30% (6)	4.21
Junior Division	0%	0%	0%	13% (1)	13% (1)	75% (6)	4.50
Developmental	0%	0%	0%	7% (1)	14% (2)	77% (11)	4.67
Business	0%	13% (1)	0%	38% (3)	0%	50% (4)	3.50
Accounting	0%	0%	25% (3)	0%	0%	75% (9)	3.00

Table 10 Continued**The training programs offered by the Human Resource Office are beneficial to my staff.**

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	0%	10% (1)	0%	0%	90% (9)	3.00
Management	0%	8% (1)	8% (1)	0%	0%	83% (10)	2.50
Marketing and Finance	11% (1)	0%	22% (2)	11% (1)	11% (1)	44% (4)	3.20
Education	0%	0%	13% (1)	0%	50% (4)	38% (3)	4.60
Counseling, Family Studies, and Educational Leadership	0%	0%	7% (1)	0%	14% (2)	79% (11)	4.33
Kinesiology	0%	0%	0%	0%	10% (2)	91% (19)	5.00
Special Education	0%	0%	5% (1)	5% (1)	0%	90% (17)	3.50
Teacher Education	0%	0%	0%	10% (3)	10% (3)	79% (23)	4.50
Nursing	0%	0%	7% (2)	13% (4)	10% (3)	70% (21)	4.11
Academic Affairs	0%	0%	21% (3)	14% (2)	14% (2)	50% (7)	3.86
Athletics	0%	9% (2)	23% (5)	23% (5)	0%	46% (10)	3.25
Auxiliary Services	0%	0%	24% (4)	23% (5)	0%	41% (7)	3.70
Campus Police	8% (1)	0%	18% (3)	0%	8% (1)	62% (8)	3.00
Continuing Education	0%	8% (1)	0%	33% (4)	17% (2)	42% (5)	4.00
Enrollment Services	0%	12% (2)	6% (1)	24% (4)	6% (1)	53% (9)	3.50
Finance and Administration	0%	14% (3)	14% (3)	24% (5)	5% (1)	43% (9)	3.33
Financial Aid	6% (1)	0%	18% (3)	18% (3)	6% (1)	53% (9)	3.38
Library	0%	0%	14% (4)	14% (4)	14% (4)	59% (17)	4.00
Office of Technology	0%	0%	8% (3)	22% (8)	5% (2)	65% (24)	3.92

Table 10 Continued

The training programs offered by the Human Resource Office are beneficial to my staff.

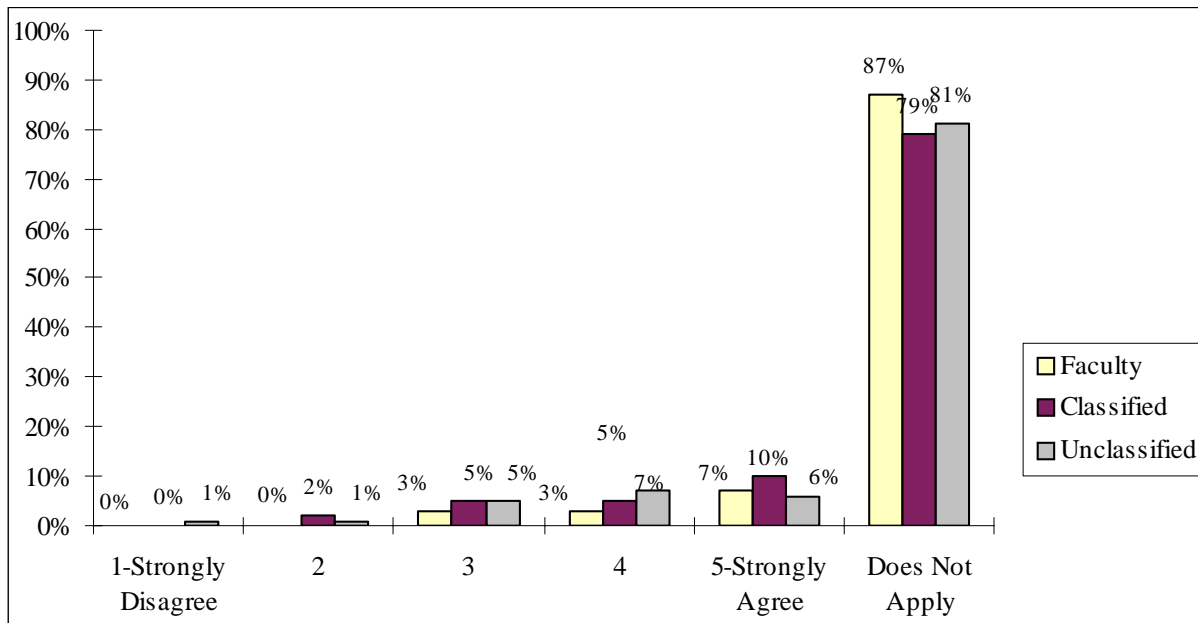
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	2% (1)	2% (1)	21% (10)	21% (10)	26% (12)	28% (13)	3.91
President	0%	0%	14% (1)	14% (1)	14% (1)	57% (4)	4.00
Purchasing	0%	20% (2)	20% (2)	0%	10% (1)	50% (5)	3.00
Student Affairs	0%	2% (1)	12% (5)	17% (7)	24% (10)	45% (19)	4.13
University Advancement	0%	25% (2)	0%	25% (2)	25% (2)	25% (2)	3.67
Total	1% (5)	2% (18)	11% (78)	13% (94)	10% (71)	64% (479)	3.78

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

My request for worker’s compensation services are handled in a timely, helpful, and courteous manner

- Of the 740 faculty and staff who responded, 1% (n=10) indicated that they disagreed with the statement (a response of 1 or 2) and 12% (n=57) agreed with the statement (a response of 4 or 5). Eighty-three percent (83%, n=613) indicated that this statement did not apply to them.
- The average rating across all faculty and staff was 4.01.

Figure 10
My request for worker’s compensation services are handled in a timely, helpful, and courteous manner.



Number of Respondents						
	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does Not Apply
Faculty	1	1	11	11	22	295
Classified Staff	0	4	11	11	22	181
Unclassified Staff	2	2	8	11	10	137

Table 11
My request for worker's compensation services are handled in a timely, helpful, and
courteous manner.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Faculty	0% (1)	0% (1)	3% (11)	3% (11)	7% (22)	87% (295)	4.13
Classified Staff	0%	2% (4)	5% (11)	5% (11)	10% (22)	79% (181)	4.06
Unclassified Staff	1% (2)	1% (2)	5% (8)	7% (11)	6% (10)	81% (137)	3.76
Arts and Sciences	0%	0%	0%	0%	15% (2)	85% (11)	5.00
Biology	4% (1)	0%	4% (1)	0%	15% (4)	77% (20)	4.00
Chemistry and Physics	0%	0%	7% (1)	0%	7% (1)	86% (12)	4.00
Communication	0%	0%	0%	7% (1)	0%	93% (14)	4.00
Computer Science	0%	0%	0%	10% (1)	10% (1)	80% (8)	4.50
English	0%	0%	0%	0%	5% (2)	95% (38)	5.00
Foreign Languages	0%	0%	0%	0%	7% (1)	93% (13)	5.00
History and Government	0%	0%	6% (1)	0%	6% (1)	88% (14)	4.00
Industrial Technology	0%	0%	9% (1)	0%	0%	91% (10)	3.00
Mathematics	0%	0%	0%	0%	0%	100% (19)	N/A
Music	0%	0%	0%	0%	0%	100% (10)	N/A
Psychology	0%	0%	14% (1)	0%	0%	86% (1)	3.00
Sociology, Social Work, Criminal Justice	0%	0%	6% (1)	6% (1)	6% (1)	83% (15)	4.00
Visual Arts	0%	0%	0%	0%	17% (1)	83% (5)	5.00
Basic College	0%	0%	0%	15% (3)	5% (1)	80% (16)	4.25
Junior Division	0%	0%	0%	0%	13% (1)	88% (7)	5.00
Developmental	0%	0%	0%	7% (1)	7% (1)	86% (12)	4.50
Business	0%	0%	0%	13% (1)	0%	88% (7)	4.00
Accounting	0%	0%	8% (1)	0%	8% (1)	83% (10)	4.00

Table 11 Continued
My request for worker's compensation services are handled in a timely, helpful, and courteous manner.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
General Business	0%	10% (1)	10% (1)	0%	10% (1)	70% (7)	3.33
Management	0%	0%	8% (1)	8% (1)	8% (1)	75% (9)	4.00
Marketing and Finance	0%	0%	0%	11% (1)	0%	89% (8)	4.00
Education	0%	0%	0%	0%	50% (4)	50% (4)	5.00
Counseling, Family Studies, and Educational Leadership	0%	0%	0%	7% (1)	7% (1)	86% (12)	4.50
Kinesiology	0%	0%	0%	5% (1)	5% (1)	91% (19)	4.50
Special Education	0%	0%	5% (1)	5% (1)	5% (1)	84% (16)	4.00
Teacher Education	0%	0%	0%	0%	14% (4)	87% (25)	5.00
Nursing	0%	0%	0%	10% (3)	3% (1)	87% (27)	4.25
Academic Affairs	0%	0%	7% (1)	0%	7% (1)	86% (12)	4.00
Athletics	5% (1)	5% (1)	9% (2)	9% (2)	5% (1)	68% (15)	3.14
Auxiliary Services	0%	0%	6% (1)	12% (2)	12% (2)	71% (12)	4.20
Campus Police	0%	8% (1)	8% (1)	0%	8% (1)	77% (10)	3.33
Continuing Education	0%	0%	0%	8% (1)	0%	92% (11)	4.00
Enrollment Services	0%	0%	0%	6% (1)	0%	94% (16)	4.00
Finance and Administration	0%	5% (1)	5% (1)	10% (2)	0%	81% (17)	3.25
Financial Aid	0%	0%	6% (1)	6% (1)	0%	89% (16)	3.50
Library	4% (1)	0%	4% (1)	0%	7% (2)	86% (24)	3.50
Office of Technology	0%	3% (1)	5% (2)	0%	11% (4)	81% (30)	4.00

Table 11 Continued
My request for worker's compensation services are handled in a timely, helpful, and courteous manner.

	1 - Strongly Disagree	2	3	4	5 - Strongly Agree	Does not Apply	Mean*
Physical Plant	0%	2% (1)	19% (8)	19% (8)	16% (7)	44% (19)	3.87
President	0%	0%	14% (1)	0%	0%	86% (6)	3.00
Purchasing	0%	0%	11% (1)	0%	11% (1)	78% (7)	4.00
Student Affairs	0%	0%	0%	0%	2% (1)	97% (38)	5.00
University Advancement	0%	11% (1)	0%	0%	22% (2)	67% (6)	4.00
Total	0% (3)	1% (7)	4% (30)	5% (33)	7% (54)	83% (613)	4.01

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

Information on Human Resources issues

- More faculty and staff indicated they get information from Human Resource Staff than from any other source. The source used least often was the Special Notices.
- There were some differences between where staff get their information and where faculty get their information. Staff are much more likely to use the Human Resources Web Page than are faculty. Whereas faculty are more like to receive information from peers than are staff.

Figure 11
Where do you get your information on Human Resources issues?

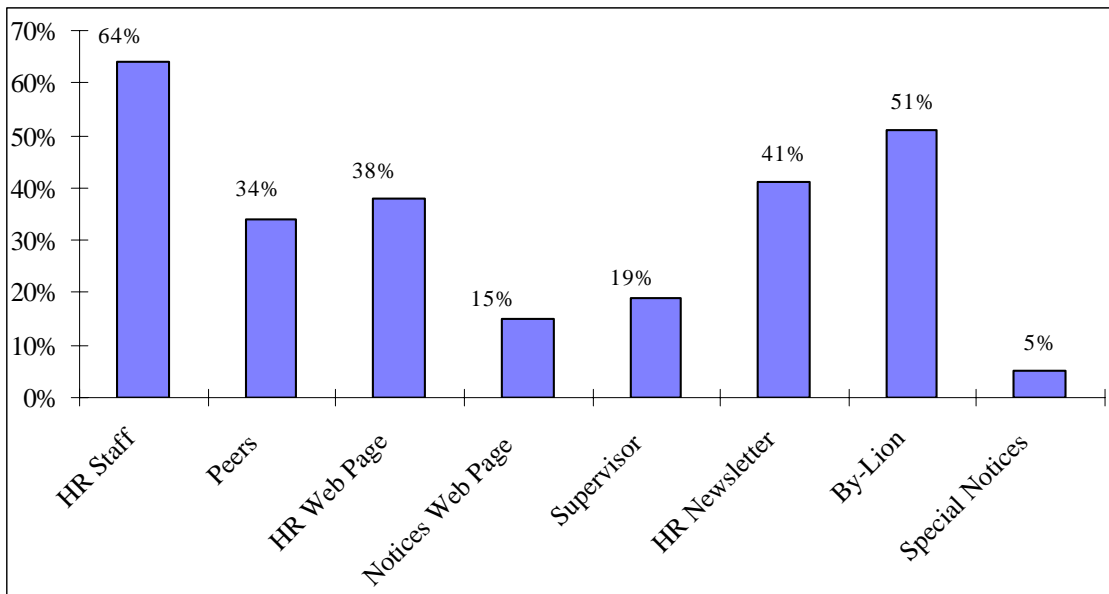


Table 12
Where do you get your information on Human Resources issues?

	Human Resources Staff	Peers	Human Resources Web Page	Southeastern Notices Web Page
Faculty	62% (217)	38% (133)	19% (66)	9% (30)
Classified Staff	64% (161)	28% (71)	55% (139)	23% (57)
Unclassified Staff	69% (120)	33% (57)	49% (85)	18% (31)
Arts and Sciences	85% (11)	39% (5)	62% (8)	31% (4)
Biology	57% (16)	25% (7)	21% (6)	4% (1)
Chemistry and Physics	57% (8)	43% (9)	29% (4)	14% (2)
Communication	53% (8)	33% (5)	20% (3)	20% (3)
Computer Science	64% (7)	9% (1)	27% (3)	0%
English	63% (25)	35% (14)	18% (7)	5% (2)
Foreign Languages	64% (9)	29% (4)	14% (3)	29% (4)
History and Government	75% (12)	38% (6)	25% (2)	6% (1)
Industrial Technology	82% (9)	46% (5)	27% (3)	9% (1)
Mathematics	60% (12)	50% (10)	25% (5)	0%
Music	60% (6)	30% (3)	10% (1)	5% (1)
Psychology	63% (5)	25% (2)	25% (2)	13% (1)
Sociology, Social Work, Criminal Justice	74% (14)	26% (5)	26% (5)	26% (5)
Visual Arts	33% (2)	67% (4)	17% (1)	17% (1)
Basic College	60% (12)	35% (7)	65% (13)	25% (5)
Junior Division	63% (5)	38% (3)	25% (2)	0%
Developmental	67% (10)	13% (2)	13% (2)	0%
Business	88% (7)	13% (1)	68% (3)	13% (1)
Accounting	67% (8)	50% (6)	33% (4)	17% (2)
General Business	70% (7)	40% (4)	30% (3)	20% (2)
Management	75% (9)	58% (7)	17% (2)	8% (1)
Marketing and Finance	67% (6)	22% (2)	33% (3)	0%
Education	50% (4)	25% (2)	75% (3)	38% (3)
Counseling, Family Studies, and Educational Leadership	60% (9)	33% (5)	20% (3)	13% (2)

Table 12 Continued
Where do you get your information on Human Resources issues?

	Human Resources Staff	Peers	Human Resources Web Page	Southeastern Notices Web Page
Kinesiology	71% (15)	48% (10)	10% (2)	10% (2)
Special Education	53% (10)	42% (8)	11% (2)	0%
Teacher Education	72% (21)	35% (10)	28% (8)	10% (3)
Nursing	68% (21)	32% (10)	29% (9)	13% (4)
Academic Affairs	86% (12)	21% (3)	71% (10)	36% (5)
Athletics	52% (12)	48% (11)	26% (6)	13% (3)
Auxiliary Services	56% (10)	28% (5)	44% (8)	11% (2)
Campus Police	63% (10)	31% (5)	25% (4)	13% (2)
Continuing Education	50% (6)	42% (7)	67% (8)	25% (3)
Enrollment Services	78% (14)	44% (8)	61% (11)	22% (4)
Finance and Administration	71% (15)	43% (9)	43% (9)	10% (2)
Financial Aid	61% (11)	17% (3)	67% (12)	6% (1)
Library	76% (22)	31% (9)	72% (21)	21% (6)
Office of Technology	73% (27)	35% (13)	73% (27)	30% (11)
Physical Plant	55% (31)	14% (8)	36% (20)	20% (11)
President	71% (5)	43% (3)	57% (4)	14% (1)
Purchasing	40% (4)	60% (6)	80% (8)	20% (2)
Student Affairs	59% (26)	32% (14)	55% (24)	27% (1)
University Advancement	56% (5)	56% (5)	22% (2)	44% (4)
Total	64% (498)	34% (261)	38% (290)	15% (118)

Table 12 Continued
Where do you get your information on Human Resources issues?

	Supervisor	Human Resources Highlights Newsletter	By-Lion	Special Notices
Faculty	17% (59)	34% (120)	54% (187)	24% (84)
Classified Staff	25% (62)	47% (118)	46% (116)	22% (55)
Unclassified Staff	17% (29)	46% (80)	51% (88)	20% (34)
Arts and Sciences	15% (2)	39% (5)	62% (8)	31% (4)
Biology	25% (7)	36% (10)	43% (12)	14% (4)
Chemistry and Physics	36% (5)	43% (6)	57% (8)	21% (3)
Communication	13% (2)	60% (9)	53% (8)	20% (3)
Computer Science	0%	18% (2)	36% (4)	9% (1)
English	5% (2)	38% (15)	65% (26)	25% (10)
Foreign Languages	14% (3)	21% (3)	43% (6)	21% (3)
History and Government	0%	31% (5)	31% (5)	38% (6)
Industrial Technology	36% (4)	55% (6)	64% (7)	18% (2)
Mathematics	25% (5)	30% (6)	60% (12)	35% (7)
Music	20% (2)	20% (2)	30% (3)	20% (2)
Psychology	13% (1)	13% (1)	50% (4)	0%
Sociology, Social Work, Criminal Justice	21% (4)	42% (8)	58% (11)	47% (9)
Visual Arts	33% (2)	50% (3)	83% (5)	33% (2)
Basic College	35% (7)	60% (12)	45% (9)	20% (4)
Junior Division	0%	38% (3)	38% (3)	13% (1)
Developmental	0%	33% (5)	40% (6)	20% (3)
Business	13% (1)	38% (3)	50% (4)	0%
Accounting	25% (3)	50% (6)	25% (3)	8% (1)
General Business	10% (1)	30% (3)	30% (3)	10% (1)
Management	25% (3)	67% (8)	83% (10)	75% (9)
Marketing and Finance	11% (1)	22% (2)	89% (8)	11% (1)
Education	0%	50% (4)	63% (5)	25% (2)
Counseling, Family Studies, and Educational Leadership	20% (3)	33% (5)	60% (9)	13% (2)

Table 12 Continued
Where do you get your information on Human Resources issues?

	Supervisor	Human Resources Highlights Newsletter	By-Lion	Special Notices
Kinesiology	10% (2)	33% (7)	57% (12)	14% (3)
Special Education	11% (2)	21% (4)	48% (9)	32% (6)
Teacher Education	17% (5)	28% (8)	45% (13)	14% (4)
Nursing	29% (9)	42% (13)	55% (17)	39% (12)
Academic Affairs	14% (2)	71% (10)	86% (12)	29% (4)
Athletics	13% (3)	22% (5)	39% (9)	17% (4)
Auxiliary Services	28% (5)	67% (12)	50% (9)	28% (5)
Campus Police	44% (7)	13% (2)	31% (5)	6% (1)
Continuing Education	17% (2)	67% (8)	75% (9)	25% (3)
Enrollment Services	11% (2)	39% (7)	33% (6)	6% (1)
Finance and Administration	24% (8)	57% (12)	27% (6)	14% (3)
Financial Aid	6% (1)	44% (8)	39% (7)	11% (2)
Library	35% (10)	45% (13)	48% (14)	38% (11)
Office of Technology	27% (10)	57% (21)	51% (19)	19% (7)
Physical Plant	30% (17)	38% (21)	36% (20)	20% (11)
President	14% (1)	29% (2)	57% (4)	0%
Purchasing	60% (6)	50% (5)	20% (2)	10% (1)
Student Affairs	14% (6)	52% (23)	75% (33)	27% (12)
University Advancement	0%	56% (5)	67% (6)	33% (3)
Total	19% (150)	41% (318)	51% (391)	5% (33)

In addition, faculty and staff were asked what other sources they use to get information on Human Resources. Thirty-four of the respondents wrote in another source. Of those, fifteen (44%) indicated that they received information via e-mail. Seven (21%) of the respondents indicated that they received information from others in their office, such as the secretary or department head. The remaining twelve respondents had a variety of responses. Below are all the comments provided, verbatim.

- Initiate
- own materials & colleagues
- e-mail
- e-mail

- people in office
- e-mail
- self-investigation
- TIAA-CREF
- e-mail
- semte notes
- e-mail
- Dept Head
- Civil Service
- e-mail
- Departmental Sec.
- Notices & newsletters from other state agencies -
- e-mail
- state employees
- TRSL Newsletter
- e-mail
- e-mail
- email for HRO
- enquire on my own
- E-mail
- Support Staff
- E-mail
- secretary of department
- students
- secretaries
- E-mail
- E-mail
- Dept. Secretary
- E-mail

How can the Human Resources Office serve you better?

Participants were asked “How can the Human Resources Office serve you better?” There were a total of 118 responses to the question. Forty (34%) of the responses indicated that Human Resources was already doing an excellent job and no improvement was needed. Sixteen (16%) respondents felt that more information on benefits was needed. Eight (7%) of the respondents indicated that the office could provide more help in upgrading positions. Six percent (6%, n=7) want the HR office to respond in a more timely manner to questions and/or requests. Five (4%) of the respondents felt that the Human Resource Office should return to south campus. The remaining 36% had a variety of responses. Below are all the comments provided, verbatim.

- They are doing an excellent job.
- They continue to improve their services as needed.
- Can't imagine how they could serve better.
- Instead of answering my questions, they could offer information, suggestions and alternatives of creative ways to hire and maximize productivity through salary.
- To make people aware of options/opportunities
- Doing a great job!
- More info on Health Plan choices, changes, deductibles, etc.
- Work to upgrade levels for secretaries on campus
- Provide new employees with information such as contact numbers, training on various procedures throughout university units, budgeting, controller and physical plant.
- They're doing well now.
- Human Resources is doing a great job!
- They are doing a great job.
- They have met my needs adequately.
- Be more courteous, friendly, and concerned about your problem.
- Offer some programs at the Baton Rouge Center
- Follow up request(s) on time
- HR is tops! Thanks, Kristen.
- When a request is made, respond in writing as to disposition & date, giving a contact person.
- Currently satisfied.
- Find a group disability policy at low rates
- get their act together
- Remember to tax shelter appropriate deductions.
- By scheduling retirement counseling Insurance counseling at a time when faculty can attend - not end of semester or during semester breaks - during enrollment would be a more flexible time -
- Doing a great job!
- More information about specifics in retirement.
- I didn't understand all the ramifications of choosing TRSL - that they would continue to receive part of my paycheck if I switched out to an ORP - more initial information!
- Support pay raises for faculty
- Put them back on the main campus; ease accessibility.

- Less confusing Health Services
- Maintain current behavior
- Offer mgmnt workshops more often: offer a diversity in the workplace for all staff.
- Produce a print version of the telephone directory.
- Better web page with Forms and a Bulleted list of “How To” Not so pages of naritave on the law or procedure
- They are doing great!
- Speed up the hiring process.
- Be better prepared & able to notify you of important dates & issues regarding retirement
- To a large extent, especially on pay issues and availability of qualified job applicants, they are stuck in the past. Need training and information to put them more in line with the real business world. Get Help!
- They are doing a fine job.
- By doing your paperwork more promptly for your raises.
- Offer more training classes. Assist in writing job descriptions.
- They do a fine job
- Move office closer to its customers.
- Become informed regarding alternative retirement plans other than TRSL.
- HR does a very good job!
- Keep employees informed of pre-retirement issues & D.R.O.P. deadlines, etc.
- Stress that retirement benefits - cannot change once sign VALIC back to state retirement system
- Current service sufficient for my needs.
- I have no complaints.
- Need to have more knowledgeable staff. There are several new employees in that area that need more training.
- Speed up. Slower than snails.
- I think they are doing great just as they are.
- They are very helpful when I need them.
- By not making up their own rules and regulations as seen fit to them. Other Institutions are not near as hard and demanding.
- I feel strongly that there are no areas that need improvement in Human Resources. The staff are helpful, kind, considerate. I’ve never had a question or problem they couldn’t answer. They’re Awesome!
- Have services, e.g. pre-retirement programs, at varied times & at campus & off campus sites.
- Better understanding of our Retirement System.
- hire more people like Kristen Lobell - she is great!
- Be available when called, be willing to answer questions
- Route questions directly to someone who knows the answer. There is no need to guess at answers.
- Send my check stubs - not e-mail
- By being more informative and helpful to SLU Classified Employee in obtaining reallocation and recognition/rewards for educational achievement in their job field.
- By Mail

- By being proactive in upgrading classified employees.
- I feel the Human Resource Office can serve all University employees by taking a more aggressive approach to helping classified employees requesting a higher reallocation and assist them in obtaining this request in a timely manner.
- Please return calls in a timely fashion. On occasion I've left six messages with no response!!
- I think they do a very good job as it is.
- Be more informed and nicer
- Listen more attentively and address needs quicker
- So far I am fully serviced.
- They do an outstanding job now - I do not have any problems.
- No problems. I have a good rapport with employees in Human Resources Office.
- Improve the Newsletter by making it easier to understand.
- The HRO doesn't seem to care to upgrade classified employee positions even though more duties and responsibilities are given to the employees. They make no effort, that I can see, to push for upgrading of positions or pay increases, much less rewards for work well done.
- Schedule meetings at times that do not conflict with lectures & laboratories - maybe 3PM or later
- Training for advancement Work better with employees who going to school. Hire part-time help when they are at class
- Tell the secretaries to be nice.
- Great Job. Keep up the excellent work. Thank you Jerilu Bankston and Christen Lobell.
- Talk so we can understand.
- They're fine just the way they are.
- They seem to always be territorial in their area. They need to be a little more flexible & try to answer questions instead of channeling to a specific area. This tends to frustrate people.
- Doing a fine job.
- Give more pre-retirement workshops (7-8a.m.).
- Find time for me to attend Human Resources workshops/seminars
- Could have been more specific about salaries, benefits, etc. early in the interviewing process - like first phone call.
- I have no complaints.
- Work to increase pay for secretaries & other staff
- Inject some personality into some of the women working in the H.R.O.
- I'm satisfied with "Human Resources"
- Move it back south so that it is adjacent to the Payroll Office. Decide once-and-for-all, and in all places, whether it is the Human Resource Office or the Human Resources Office.
- They are already doing a great job. Some appear to be overworked.
- Send in Retirement contributions for ORP earlier!
- Start health coverage on day 1 of employment.
- Doing a fine job!
- Provide Faculty Accountability Reports to each dept. so we will know if what was input is correct not wait until there is a problem
- Everyone at Human Resources has been very helpful. They've made me feel my request are important & have tried to accommodate me as much as possible.

- So far H.R. staff has been more that helpful
- Closer location
- I think they are doing a great job now.
- Just continue to answer my questions when I call.
- More trng classes on issues that effect all employees
- They should not disclose some information to your supervisors
- It would be nice to have more help choosing benefits.
- By working with employees and not against them.
- Help us reallocate our positions to better ones. We would like to be a high levels like Human Resource office is! We have a heavy workload also. They are not the only people on campus that work.
- We need J-D Visa's now!
- They do a very good job.
- Upgrade classified positions
- Good job.
- Be more available - Return calls. Acknowledge you when you go over. I have experienced some rude service from some Human Resource staff.
- By just being there when I needed them,
- I would like to see the clerical classifications/positions updated to meet other similar agencies
- Work with us & value our suggestions & input - Respect us! They are employees, too.
- I think they do a wonderful job.
- Provide more & better training programs. Allow for more choice in day-time courses.
- They do an accurate & timely job
- Provide someone to save my parking space when I need to drive to North Campus.
- Post-monthly job listing letters for current staff.
- Offer direct service for buying additional life ins. It is ludicrous that we cannot "check a box" to receive term ins.

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.

Department	Aggregated with
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
Controller	Administration and Finance
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
Department	Aggregated with

Leadership Development/Student Affairs	Student Affairs
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
Department	Aggregated with
Upward Bound	Basic Studies

Veteran's Upward Bound	Basic Studies
Wetlands Drill Cutting	Biology