

# Staff

2008 Survey Results by Rank			2008 N=56	NA	R
1	POST OFFICE	Friendliness of post office staff	5.28	6	89.29%
2	POST OFFICE	Rate the campus/mail package service	5.27	11	80.36%
3	POST OFFICE	Pricing of mail/package service	5.26	14	75.00%
4	VARIOUS STUDENT SERVICES & STAFF	Access to the Internet	5.24	7	87.50%
5	CAMPUS STORE	Availability of textbooks	5.21	27	51.79%
6	ADMINISTRATION	Vice President for Enrollment Services (Dr. Cindy Skaruppa)	5.18	1	98.21%
7	VARIOUS STUDENT SERVICES & STAFF	Access to IR information (i.e., Fact Book)	5.17	15	73.21%
8	POST OFFICE	Campus phone service	5.17	8	85.71%
9	POST OFFICE	Lost and found service	5.16	19	66.07%
10	VARIOUS STUDENT SERVICES & STAFF	Applicability of IR information to decision making	5.11	20	64.29%
11	CAMPUS STORE	Quality of service offered	5.09	3	94.64%
12	TECHNOLOGY	Technology Dept. courtesy	5.09	2	96.43%
13	PLANT OPERATIONS	Music facilities	5.09	33	41.07%
14	LIBRARY	Library procedures	5.08	20	64.29%
15	CAMPUS STORE	Hours of operation	5.08	8	85.71%
16	CAMPUS STORE	Other educational material	5.07	26	53.57%
17	VARIOUS STUDENT SERVICES & STAFF	Availability of computers and printers	5.05	15	73.21%
18	VARIOUS STUDENT SERVICES & STAFF	Institutional Research (IR)	5.05	14	75.00%
19	CAMPUS STORE	School and office supplies	5.04	5	91.07%
20	CAMPUS STORE	General product quality	5.04	5	91.07%
21	LIBRARY	Inter-library loan services	5.04	30	46.43%
22	ADMINISTRATION	Direct supervisor (i.e., division chair)	5.04	3	94.64%
23	TECHNOLOGY	Technology Dept. quality of service	5.04	2	96.43%
24	VARIOUS STUDENT SERVICES & STAFF	Disability Support Services	5.03	24	57.14%
25	LIBRARY	Library facilities	5.03	22	60.71%
26	LIBRARY	(Rate the) Library Staff	5.03	16	71.43%
27	ADMINISTRATION	The supervisor's evaluation of your performance	5.02	11	80.36%
28	EMPLOYEE BENEFITS	Reduced rate meals	5.02	5	91.07%
29	LIBRARY	Reference/Research assistance	5.00	26	53.57%
30	LIBRARY	Electronic databases (i.e., GALILEO)	5.00	24	57.14%
31	LIBRARY	Circulating/Reserve Services	5.00	29	48.21%
32	LIBRARY	Computer access to collections	5.00	29	48.21%
33	LIBRARY	Library equipment (i.e., microfilm readers, etc.)	5.00	32	42.86%
34	CAMPUS STORE	Snack items	5.00	9	83.93%
35	TECHNOLOGY	Technology Dept. communication	5.00	2	96.43%
36	TECHNOLOGY	Technology Dept. supportiveness	4.98	2	96.43%
37	TECHNOLOGY	Technology Dept. information availability	4.96	2	96.43%
38	EMPLOYEE BENEFITS	Employee scholarship plan	4.94	20	64.29%
39	VARIOUS STUDENT SERVICES & STAFF	Computer laboratory facilities	4.94	20	64.29%
40	VARIOUS STUDENT SERVICES & STAFF	Intercollegiate athletic opportunities	4.93	26	53.57%
41	TECHNOLOGY	Technology Dept. efficiency	4.91	2	96.43%
42	EMPLOYEE BENEFITS	Vacation and sick leave	4.90	5	91.07%
43	CAMPUS STORE	Clothing	4.88	6	89.29%

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44	EMPLOYEE BENEFITS	Long term disability	4.86	20	64.29%
45	LIBRARY	Operating hours	4.86	21	62.50%
46	VARIOUS STUDENT SERVICES & STAFF	Student Affairs Staff	4.85	9	83.93%
47	LIBRARY	Library orientation sessions	4.85	30	46.43%
48	CAMPUS STORE	General product availability	4.82	5	91.07%
49	VARIOUS STUDENT SERVICES & STAFF	Computer assistance and instruction	4.82	18	67.86%
50	EMPLOYEE BENEFITS	Retirement program	4.81	13	76.79%
51	FOOD SERVICES	Quality of food in upstairs food court	4.79	27	51.79%
52	PLANT OPERATIONS	Overall rating of classrooms	4.78	24	57.14%
53	VARIOUS STUDENT SERVICES & STAFF	Counseling Center	4.78	20	64.29%
54	LIBRARY	Archives collection	4.77	34	39.29%
55	QUALITY OF WORK LIFE	Satisfaction with work	4.77	0	100.00%
56	CAMPUS STORE	General product selection	4.76	5	91.07%
57	FOOD SERVICES	Friendliness of staff	4.76	10	82.14%
58	PLANT OPERATIONS	Maintenance of classrooms	4.76	23	58.93%
59	CAMPUS STORE	Gifts	4.75	8	85.71%
60	VARIOUS STUDENT SERVICES & STAFF	Tutoring services	4.74	25	55.36%
61	VARIOUS STUDENT SERVICES & STAFF	Student judicial process	4.72	24	57.14%
62	CAMPUS STORE	Other reading material	4.70	19	66.07%
63	EMPLOYEE BENEFITS	Credit union	4.70	36	35.71%
64	PLANT OPERATIONS	Rating of science laboratories	4.70	36	35.71%
65	QUALITY OF WORK LIFE	Overall employment satisfaction	4.70	0	100.00%
66	EMPLOYEE BENEFITS	Life insurance program	4.69	7	87.50%
67	ADMINISTRATION	President (Dr. David R. Smith)	4.69	1	98.21%
68	VARIOUS STUDENT SERVICES & STAFF	Diagnostic testing services	4.67	29	48.21%
69	TECHNOLOGY	Technology to improve classroom instruction	4.66	18	67.86%
70	PLANT OPERATIONS	Recreational facilities in Student Act. Center	4.66	24	57.14%
71	EMPLOYEE BENEFITS	Flexible benefits plan	4.63	24	57.14%
72	VARIOUS STUDENT SERVICES & STAFF	Information on contacting emergency medical personnel	4.62	19	66.07%
73	VARIOUS STUDENT SERVICES & STAFF	Enforcement of student behavior rules & regulations	4.62	14	75.00%
74	LIBRARY	Adequate resources	4.62	22	60.71%
75	EMPLOYEE BENEFITS	Prescription drug program	4.60	16	71.43%
76	PARKING & SECURITY	Overall security services	4.58	8	85.71%
77	COLLEGE PURPOSES AND OPPORTUNITIES	Accuracy/completeness of purpose statements in college publications	4.57	3	94.64%
78	PARKING & SECURITY	Information on contacting security	4.54	10	82.14%
79	EMPLOYEE BENEFITS	Health insurance program	4.51	13	76.79%
80	FOOD SERVICES	Overall service	4.51	11	80.36%
81	EMPLOYEE BENEFITS	Participating provider organization	4.50	16	71.43%
82	VARIOUS STUDENT SERVICES & STAFF	Career Planning & Placement Center	4.48	23	58.93%
83	QUALITY OF WORK LIFE	Personal reimbursements timely	4.48	10	82.14%
84	PARKING & SECURITY	Parking facilities	4.47	3	94.64%

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85	VARIOUS STUDENT SERVICES & STAFF	Procedures to address formal complaints	4.47	13	76.79%
86	VARIOUS STUDENT SERVICES & STAFF	Intramural program	4.46	28	50.00%
87	PLANT OPERATIONS	Timeliness of response to maintenance requests	4.45	9	83.93%
88	PARKING & SECURITY	Security in classrooms	4.42	20	64.29%
89	FOOD SERVICES	Variety of food in upstairs food court	4.41	27	51.79%
90	PARKING & SECURITY	Security walking on campus	4.38	14	75.00%
91	EMPLOYEE BENEFITS	Health insurance claim processing	4.38	16	71.43%
92	COLLEGE PURPOSES AND OPPORTUNITIES	College's articulation of missions/goals	4.37	2	96.43%
93	ADMINISTRATION	Overall satisfaction with administration	4.36	1	98.21%
94	PLANT OPERATIONS	Study facilities for commuter students	4.36	31	44.64%
95	ADMINISTRATION	Provost/Vice President for Academic Affairs (Dr. T. Ronald Melton)	4.36	3	94.64%
96	PLANT OPERATIONS	Outdoor recreational facilities	4.31	24	57.14%
97	VARIOUS STUDENT SERVICES & STAFF	Health services	4.30	19	66.07%
98	QUALITY OF WORK LIFE	Process for advertising & hiring of staff positions	4.27	5	91.07%
99	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity to articulate moral issues in current events within college community	4.27	4	92.86%
100	VARIOUS STUDENT SERVICES & STAFF	Christian values across the campus	4.27	4	92.86%
101	CAMPUS STORE	Buyback purchases	4.25	24	57.14%
102	FOOD SERVICES	The cafeteria/food court hours	4.23	12	78.57%
103	EMPLOYEE BENEFITS	Dental insurance	4.22	24	57.14%
104	COLLEGE PURPOSES AND OPPORTUNITIES	Opportunity for multicultural interaction	4.21	4	92.86%
105	ADMINISTRATION	Chief Financial Officer (Interim: Mr. Ira Bryant)	4.20	6	89.29%
106	VARIOUS STUDENT SERVICES & STAFF	Clubs and other student organizations	4.19	19	66.07%
107	VARIOUS STUDENT SERVICES & STAFF	Number of student activities	4.16	13	76.79%
108	VARIOUS STUDENT SERVICES & STAFF	Publications for students	4.16	18	67.86%
109	ADMINISTRATION	The administration's responsiveness to & communication about your concerns	4.15	3	94.64%
110	PLANT OPERATIONS	Lounge & recreational facilities for commuters	4.11	28	50.00%
111	COLLEGE PURPOSES AND OPPORTUNITIES	Presence of Christian values across campus community	4.09	1	98.21%
112	VARIOUS STUDENT SERVICES & STAFF	Cultural opportunities	4.09	10	82.14%
113	VARIOUS STUDENT SERVICES & STAFF	Opportunities of multicultural interaction	4.09	9	83.93%
114	ADMINISTRATION	Vice President for College Advancement (Mr. Doug Baird)	4.08	7	87.50%
115	PLANT OPERATIONS	Recreational facilities in old Student Center	4.07	28	50.00%
116	PARKING & SECURITY	Security in dormitories	4.07	28	50.00%
117	FOOD SERVICES	Quality of food in downstairs cafeteria	4.05	13	76.79%
118	FOOD SERVICES	Variety of food in downstairs cafeteria	4.05	12	78.57%
119	CAMPUS STORE	Pricing	4.02	7	87.50%
120	QUALITY OF WORK LIFE	Support for professional development	4.02	6	89.29%
121	QUALITY OF WORK LIFE	Workload requirements	4.02	1	98.21%
122	ADMINISTRATION	Your involvement in decision making	4.02	1	98.21%
123	PLANT OPERATIONS	Art facilities	3.95	36	35.71%

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124	FOOD SERVICES	Vending outlets	3.92	18	67.86%
125	ADMINISTRATION	The administration informing you of relevant problems and decisions	3.91	2	96.43%
126	QUALITY OF WORK LIFE	Process for promoting staff	3.78	5	91.07%
127	PLANT OPERATIONS	Drama facilities	3.70	36	35.71%
128	QUALITY OF WORK LIFE	Salary	3.23	0	100.00%
129	QUALITY OF WORK LIFE	Overall college financial resources	3.17	4	92.86%