

**2005 SUPPORT SERVICES SURVEY
DEGREE OF STATEMENT AGREEMENT**

ATTACHMENT B - 1

SURVEY STATEMENTS	FACULTY			CLASSIFIED PERSONNEL			PROF. NON-FACULTY			ADMINISTRATION			ALL RESPONDENTS		
	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree
PURCHASING															
1. The Purchasing Office addresses my questions and concerns in a prompt and courteous manner.	49.22%	45.31%	5.47%	72.09%	25.58%	2.33%	73.13%	14.93%	11.94%	90.00%	0.00%	10.00%	63.73%	29.74%	6.54%
2. The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	45.31%	32.03%	22.66%	68.60%	25.58%	5.81%	68.66%	20.90%	10.45%	65.00%	10.00%	25.00%	58.82%	25.82%	15.36%
COPY CENTER															
3. The services I receive from the Copy Center are satisfactory.	73.44%	24.22%	2.34%	82.35%	17.65%	0.00%	70.77%	29.23%	0.00%	84.21%	15.79%	0.00%	76.49%	22.52%	0.99%
TELEPHONE SYSTEM															
4. The college telephone system is satisfactory.	80.77%	7.69%	11.54%	75.58%	15.12%	9.30%	80.60%	8.96%	10.45%	60.00%	20.00%	20.00%	77.60%	11.04%	11.36%
5. Problems I have with the campus telephone system are addressed in a timely and courteous manner.	62.99%	31.50%	5.51%	77.65%	20.00%	2.35%	83.58%	13.43%	2.99%	100.00%	0.00%	0.00%	74.34%	22.04%	3.62%
COLLEGE RELATIONS															
6. The College Relations Office provides satisfactory publicity services for my department or program.	43.75%	35.94%	20.31%	50.59%	42.35%	7.06%	57.58%	25.76%	16.67%	65.00%	20.00%	15.00%	50.17%	34.32%	15.51%
7. The College Relations Staff is responsive to my input and ideas when publicizing or marketing my department or program.	45.67%	41.73%	12.60%	35.29%	57.65%	7.06%	58.21%	23.88%	17.91%	45.00%	35.00%	20.00%	46.05%	41.45%	12.50%
8. The college provides accurate student marketing and recruitment information.	64.62%	20.77%	14.62%	69.77%	24.42%	5.81%	71.64%	22.39%	5.97%	50.00%	35.00%	15.00%	66.45%	23.13%	10.42%
9. Publication services provided by the College Relations Office are satisfactory and meet the needs of my department or program.	50.39%	30.71%	18.90%	50.59%	40.00%	9.41%	49.25%	28.36%	22.39%	35.00%	35.00%	30.00%	49.67%	32.57%	17.76%
10. I am aware of all the services the College Relations Office can provide for my department or program.	37.50%	28.91%	33.59%	50.00%	27.91%	22.09%	44.78%	23.88%	31.34%	55.00%	10.00%	35.00%	43.79%	26.47%	29.74%
11. I read COMLines (electronic employee newsletter) regularly.	71.54%	10.77%	17.69%	87.21%	6.98%	5.81%	79.10%	5.97%	14.93%	70.00%	20.00%	10.00%	77.52%	9.12%	13.36%
12. The College Relations staff provides services to my department or program in a timely and courteous manner.	48.84%	35.66%	15.50%	57.65%	35.29%	7.06%	56.72%	23.88%	19.40%	57.89%	21.05%	21.05%	54.10%	31.48%	14.43%
PHYSICAL PLANT															
13. The college's building maintenance services are satisfactory.	89.92%	6.98%	3.10%	84.88%	8.14%	6.98%	86.57%	4.48%	8.96%	88.89%	5.56%	5.56%	87.54%	6.89%	5.57%
14. The college's custodial services are satisfactory.	86.82%	6.20%	6.98%	69.77%	9.30%	20.93%	71.64%	5.97%	22.39%	77.78%	5.56%	16.67%	78.03%	7.21%	14.75%
15. The college's transportation services are satisfactory.	39.37%	56.69%	3.94%	47.06%	50.59%	2.35%	48.48%	51.52%	0.00%	94.44%	5.56%	0.00%	47.33%	50.00%	2.67%
16. The college's inventory services are satisfactory and meet the needs of my program or department.	45.31%	50.00%	4.69%	50.59%	47.06%	2.35%	51.52%	46.97%	1.52%	65.00%	35.00%	0.00%	50.17%	46.86%	2.97%
17. The college's grounds maintenance services are satisfactory.	88.46%	4.62%	6.92%	89.53%	5.81%	4.65%	89.55%	7.46%	2.99%	90.00%	5.00%	5.00%	89.29%	5.52%	5.19%

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ATTACHMENT B - 2

SURVEY STATEMENTS	FACULTY			CLASSIFIED PERSONNEL			PROF. NON-FACULTY			ADMINISTRATION			ALL RESPONDENTS		
	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree	Total Agree	Neutral	Total Disagree
HUMAN RESOURCES															
18. The Human Resources Office effectively communicates the benefits provided to the employees of South Plains College.	89.15%	6.20%	4.65%	90.59%	7.06%	2.35%	88.06%	4.48%	7.46%	95.00%	5.00%	0.00%	89.84%	5.90%	4.26%
19. Training/orientation opportunities offered by the Human Resources Office meet my needs.	68.22%	24.81%	6.98%	69.41%	23.53%	7.06%	74.63%	17.91%	7.46%	75.00%	25.00%	0.00%	70.92%	22.55%	6.54%
20. I am involved in and understand the hiring process at South Plains College.	52.76%	25.98%	21.26%	39.29%	47.62%	13.10%	69.70%	18.18%	12.12%	70.00%	20.00%	10.00%	54.64%	29.47%	15.89%
21. I am satisfied with the Employee Wellness program.	60.77%	30.77%	8.46%	67.06%	27.06%	5.88%	66.67%	27.27%	6.06%	75.00%	25.00%	0.00%	65.03%	28.43%	6.54%
22. The Employee Wellness program topics are of interest and service to me.	55.12%	39.37%	5.51%	65.48%	29.76%	4.76%	64.18%	34.33%	1.49%	73.68%	26.32%	0.00%	61.59%	34.44%	3.97%
BUSINESS OFFICE															
23. The Business Office provides accurate and timely information in a courteous manner.	77.69%	20.77%	1.54%	83.72%	13.95%	2.33%	86.57%	11.94%	1.49%	95.00%	0.00%	5.00%	82.47%	15.26%	2.27%
24. I am satisfied with the assistance I receive from the payroll office.	79.23%	17.69%	3.08%	80.23%	17.44%	2.33%	82.09%	10.45%	7.46%	95.00%	0.00%	5.00%	81.49%	14.61%	3.90%
25. The Business Office provides a system of budgetary controls and reports which are beneficial to departments in attaining their goals.	39.84%	53.13%	7.03%	54.76%	45.24%	0.00%	59.09%	36.36%	4.55%	75.00%	20.00%	5.00%	51.16%	44.22%	4.62%
DEVELOPMENT OFFICE															
26. The Development Office adequately communicates the need for scholarship funds for SPC students.	66.41%	28.13%	5.47%	56.47%	38.82%	4.71%	62.69%	28.36%	8.96%	80.00%	20.00%	0.00%	64.26%	30.16%	5.57%
27. I am aware of opportunities to participate in the fundraising activities of the Development Office.	65.89%	25.58%	8.53%	61.63%	29.07%	9.30%	62.69%	23.88%	13.43%	85.00%	10.00%	5.00%	65.47%	25.08%	9.45%
28. The Development Office staff provides information and services to my department or program in a timely and courteous manner.	48.44%	47.66%	3.91%	49.41%	45.88%	4.71%	50.75%	37.31%	11.94%	89.47%	10.53%	0.00%	52.30%	42.11%	5.59%
29. The Scholarship Office administers the college scholarship program in a timely and courteous manner.	60.16%	38.28%	1.56%	51.16%	46.51%	2.33%	50.75%	41.79%	7.46%	80.00%	20.00%	0.00%	57.19%	39.87%	2.94%
INFORMATION TECHNOLOGY															
30. Computer repairs are timely and satisfactory.	67.69%	14.62%	17.69%	65.12%	16.28%	18.60%	67.16%	14.93%	17.91%	65.00%	20.00%	15.00%	66.88%	15.58%	17.53%
31. Internet access meets my needs.	95.31%	3.13%	1.56%	95.29%	2.35%	2.35%	92.54%	4.48%	2.99%	100.00%	0.00%	0.00%	95.08%	2.95%	1.97%
32. CampusConnect is responsive and provides the information I need.	90.77%	5.38%	3.85%	66.28%	30.23%	3.49%	65.67%	23.88%	10.45%	78.95%	21.05%	0.00%	77.20%	17.92%	4.89%
33. Requests for help from the Computer Center are handled in a timely and satisfactory manner.	67.19%	21.09%	11.72%	63.95%	23.26%	12.79%	71.64%	11.94%	16.42%	90.00%	0.00%	10.00%	68.63%	18.30%	13.07%
FOOD SERVICE															
34. I am satisfied with the food services at SPC.	59.69%	29.46%	10.85%	74.12%	17.65%	8.24%	68.18%	30.30%	1.52%	94.44%	5.56%	0.00%	68.21%	24.50%	7.28%
BOOKSTORE															
35. I am satisfied with the bookstore services at SPC.	80.00%	13.85%	6.15%	79.07%	11.63%	9.30%	79.10%	17.91%	2.99%	89.47%	10.53%	0.00%	79.74%	14.38%	5.88%