



2015 SUPPORT SERVICES SURVEY RESULTS AND ANALYSIS

March 2016

**Data and Report Prepared by the
Institutional Effectiveness Committee**

Survey administered October - December 2015

2015 SUPPORT SERVICES SURVEY

Results and Analysis

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Introduction

The Support Services Survey allows South Plains College employees an opportunity to provide input into various administrative support services. The Institutional Effectiveness (IE) Committee designed the survey in consultation with the directors of the surveyed administrative areas. Administrative personnel assisted in the development of the survey statements during the 2005 spring semester, and the survey was first administered in September/October of 2005. Administrative personnel reviewed and revised statements on the survey in spring 2009 to better describe the services provided by these support areas. Additional revisions were made by administrative supervisors in Fall 2015 for the current administration of the survey.

Those revisions resulted in 54 statements, relating to Purchasing, Copy Center, Telephone System, Mail Service, College Relations, Physical Plant, Human Resources, Business Office, Development Office, Information Technology, Wellness Program, Food Service, Bookstore, Institutional Research and Institutional Effectiveness and Assessment.

Respondents are asked to score the statements on a 1-5 scale of strongly disagree (1) to strongly agree (5). Survey reviewers also recommended that respondents be given the choice of a neutral option (0) if they had no opinion or had never accessed the particular service. In the 2005 survey a value of (3) was assigned as the neutral option. The neutral value (0) was not counted in the tabulation of means or degree of satisfaction data.

As in previous surveys, employees were given an option to provide written responses to three questions: 1) List three things you would never want to change about SPC and/or your department. 2) List three things you would like to see improved or changed. 3) I wished you would have asked about; I would have said.

Survey Administration and Response

The 2015 Support Services Survey was administered online from October 20 to December 7, 2015. A total of 259 employees participated in the survey, representing 45.0% of the total college workforce of 575 employees as of September 2015. A total of 282 employees participated in the survey, representing 47.7% of the total college workforce of 591 employees as of September 2011.

Faculty (N=118) represented 45.6% of the respondents; classified personnel (N=39) 15.1%; professional non-faculty personnel (N=53) 20.5%; and administrators (N=23) 8.9%. Twenty-six employees (10.4%) chose not to indicate their employee classification.

Data Calculation and Results

Arithmetic means were calculated for each scaled statement. Statements left unanswered were not included in the mean calculation, as well as the neutral value (0). Additionally, the degree of agreement with the statements was calculated as a percentage of the respondents selecting one of the scale choices: strongly agree, agree, neither agree/disagree; disagree and strongly disagree.

Survey statements were worded such that lower means (disagree or strongly disagree) and the relative percentage of disagreement with the statement indicate areas where improvement is needed. The relative percentage of neutrality (0) or no response to a statement can be interpreted as indicating areas where the respondents have not had opportunity to use or benefit from the support service.

Mean calculations for all statements can be found in Table 1. The degree of statement agreement data calculated as a percentage of total respondents can be found in Table 2 (All), Table 3 (Faculty), Table 4 (Classified), Table 5 (Professional Non-Faculty), and Table 6 (Administration).

Analysis of Data Results

Analysis of the means and response percentages provides an indication of strengths and opportunities for improvement for each of the support services areas. For the purpose of analysis, composite means have been calculated as an average of the collective statement means for each of the service areas and are reported below. The results are compared against the composite means from the 2009 and 2011 surveys.

Service Area	2009 Overall Composite Mean	2011 Overall Composite Mean	2015 Overall Composite Mean
Purchasing	3.79	3.90	3.87
Copy Center	4.46	4.43	4.27
Telephone System	4.26	4.11	3.91
Mail Service	4.28	4.22	4.22
Marketing and Recruitment	3.82	3.61	3.48
Physical Plant	4.10	4.03	4.02
Human Resources	4.26	4.30	4.33
Wellness Program	3.59	3.57	3.68
Business Office	4.16	4.15	4.08
Development Office	3.92	4.01	3.87
Information Technology	4.11	3.85	3.91
Food Service	4.02	4.06	4.01
Bookstore	3.86	3.78	3.23
Institutional Research	NA	NA	3.66
Institutional Effectiveness	NA	NA	3.71

The application of a minimum performance benchmark is one method for determining strengths and areas for improvement. For service quality purposes, administrative personnel for each of the service areas have the option of setting minimum benchmarks for both the statement means and the percentage agreement. As a point of reference, the minimum benchmark mean on the biennial Employee Survey has been set at 3.50 and the benchmark percentage of agreement with statement measures has been set at 70% agreement. Using the mean benchmark of 3.50, 13 of the 15 service areas met or exceeded the performance benchmark.

Analysis of Written Comments

Employees were given the opportunity to respond to three open-ended questions designed to identify strengths and areas for improvement. A total of 125 respondents (48.3% of respondents) responded to one or more of the three comment questions and provided 372 comments. Employees took the opportunity to comment on a broad range of topics and organizational elements. Comments were grouped into common themes and service areas and were ranked according to frequency.

The following provides a brief analysis of the comments for each question. These elements can be viewed as what is presently “most important” to employees in regard to administrative support services and the college’s overall organizational climate. The frequency of comments specific to a particular support service area is not reported here. In order to maintain confidentiality, these comments have been reported directly to administrative and supervisory personnel within that area. Comments of a general nature that are not directly related to a particular service area are summarized and reported below.

Frequency, expressed as “N,” is indicated below in parenthesis and is reported as a percentage of the total number of comments for the related question.

Support Services Strengths

Employees were asked to list three things they would never want to change regarding administrative support services. A total of 65 respondents (52.0% of respondents submitting comments) provided 117 comments to this question. The top two general elements are discussed below.

1. Work environment: (N=48; 41.0%) This element accounted for 41.0% of the strength comments for this question and was characterized by how well employees in these service areas work together. Friendliness, prompt assistance, responsiveness to needs, internal customer service, courteous attitude, and professionalism are among the comments that can be clustered under this broad heading.

2. Student Focus: (N=8, 6.8%) Unlike previous employee surveys where dedication to students and remaining student-centered had a high rate of frequency among comments, only 6.8% of comments reflected this theme compared to 23.5% of the comments in 2011. This element was characterized by caring about students, putting the student first, meeting student needs, service to students, and small class sizes.

Opportunities for improvement

Employees were asked to list three things they would like to see improved or changed. A total of 116 respondents (92.8%) provided 215 comments that were grouped into common themes. Suggestions for improvement that relate to a specific support service area are not reported here and have been distributed directly to the administrative and supervisory personnel within that area. Suggestions for improvement were far-ranging among respondents. However, two general areas for improvement not related to a specific support service emerged.

1. Communication (N=19, 8.8%) Better communication between and within departments accounted for 8.8% of the comments for this section.

2. Leadership (N=17, 7.9%) Respondents identified opportunities for improvement that would need to be addressed by the leadership of the college.

Open-ended Comments

Thirty-four (34) employees (27.2% of those providing comments) responded to the question: I wish you would have asked about, and I would have said. Comments were grouped into common themes and those related to a particular service area have been reported to the appropriate supervisory personnel. Elements that drew at two or more comments not related to a specific support service area pertained to communication, the survey itself, and issues that would need to be addressed by the leadership of the college.

Summary and Recommendations

The results of the 2015 Support Services Survey provide administrative personnel in the survey areas evaluation data and input from South Plains College employees that may be used in quality improvement and planning. The data suggests that, for the most part, employees are generally satisfied with the administrative support services they receive. Specific actions taken to improve service areas will be made by the administrative personnel within that area as part of the annual planning process.

In summary, the Support Services Survey provides administrative planners with data from internal clients and customers that aids in identifying continuous quality improvement initiatives. Future administration of the survey will allow planners to chart progress in improving processes and maintaining quality of services.

**TABLE 1
MEAN RATINGS BY EMPLOYEE GROUP**

SURVEY STATEMENTS		MEAN RATINGS				
		ALL N=259	Faculty N=118	Classified Personnel N=39	Professional Non-Faculty N=53	Admin. N=23
PURCHASING OFFICE						
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.28	4.03	4.43	4.49	4.71
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	3.99	3.85	4.15	4.11	4.40
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.51	3.06	3.71	3.78	4.25
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.69	3.45	3.88	3.88	4.21
CENTRAL COMMUNICATIONS SERVICES						
Q5	The services I receive from the Copy Center are satisfactory.	4.27	4.23	4.56	4.09	4.24
Q6	The college telephone system is satisfactory and meets my needs.	4.05	4.21	4.00	3.85	4.13
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.77	4.03	3.74	3.45	3.73
Q8	Mail and postal services provided by the college are satisfactory.	4.22	4.23	4.38	4.17	4.32
MARKETING AND RECRUITMENT SERVICES						
Q9	I am satisfied with the Emergency Notification System (ENS)	3.98	3.84	4.08	4.06	4.45
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.33	3.11	3.58	3.70	3.48
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.44	3.33	3.65	3.67	3.55
Q12	The college provides accurate student marketing and recruitment information.	3.51	3.42	3.67	3.73	3.70
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.38	3.20	3.44	3.70	3.58
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	3.73	3.63	3.67	3.83	4.09
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	2.97	2.64	3.11	3.42	3.25
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.47	3.36	3.60	3.69	3.52
PHYSICAL PLANT SERVICES						
Q17	The SPC building maintenance services are satisfactory.	4.15	4.27	4.03	4.00	4.39
Q18	The SPC custodial services are satisfactory.	4.36	4.52	4.33	4.06	4.48
Q19	The SPC transportation services are satisfactory.	3.59	3.54	3.67	3.57	3.84
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.70	3.73	3.77	3.59	3.67
Q21	The SPC grounds maintenance services are satisfactory.	4.31	4.41	4.16	4.15	4.52

**TABLE 1
MEAN RATINGS BY EMPLOYEE GROUP**

SURVEY STATEMENTS		MEAN RATINGS				
		ALL N=259	Faculty N=118	Classified Personnel N=39	Professional Non-Faculty N=53	Admin. N=23
HUMAN RESOURCES SERVICES						
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.33	4.36	4.19	4.28	4.48
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.31	4.50	4.29	4.02	4.26
Q24	I understand how to access my benefit and personnel information on MySPC.	4.35	4.43	4.33	4.21	4.43
WELLNESS PROGRAM						
Q25	I am satisfied with the Wellness/Fitness program.	3.76	3.71	3.81	3.71	4.00
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.61	3.40	3.78	3.81	3.74
BUSINESS SERVICES						
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.90	3.98	3.97	3.72	3.86
Q28	I am satisfied with the assistance I receive from the payroll office.	4.00	4.10	4.14	3.84	4.19
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	3.98	3.96	4.06	3.86	4.05
Q30	Accounts payable services are provided in a timely and accurate manner.	4.03	4.00	4.15	3.95	4.33
Q31	I understand how to access my payroll information through MySPC.	4.47	4.47	4.58	4.43	4.68
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES						
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	4.05	4.07	4.20	3.98	4.21
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	3.91	3.90	4.03	3.84	4.25
Q34	The Development Office services I request are provided in a timely and courteous manner.	3.89	3.75	4.04	3.90	4.33
Q35	I am aware of the monthly payroll donation program and how I can participate.	3.98	3.93	4.06	3.98	4.18
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.52	3.48	3.72	3.46	3.81
SCHOLARSHIP OFFICE SERVICES						
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	3.96	4.05	4.06	3.68	4.00
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.86	3.90	3.96	3.77	4.00
INFORMATION TECHNOLOGY SERVICES						
Q39	Computer repairs are timely and satisfactory.	3.85	3.96	3.89	3.71	3.83
Q40	Internet access meets my needs.	4.16	4.21	4.28	3.96	4.30
Q41	MySPC is responsive and provides the information I need.	4.10	4.12	4.13	4.06	4.14
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	3.94	4.00	3.97	3.85	4.00

**TABLE 1
MEAN RATINGS BY EMPLOYEE GROUP**

SURVEY STATEMENTS		MEAN RATINGS				
		ALL	Faculty	Classified Personnel	Professional Non-Faculty	Admin.
		N=259	N=118	N=39	N=53	N=23
CAMPUS FOOD SERVICES						
Q43	I am satisfied with the food services at SPC.	3.84	3.63	4.14	3.82	4.52
Q44	Catering services provided by the food service are satisfactory.	4.18	4.09	4.39	4.18	4.50
BOOKSTORE SERVICES						
Q45	I am satisfied with the bookstore services at SPC.	3.23	2.91	3.73	3.55	3.57
INSTITUTIONAL RESEARCH SERVICES						
Q46	The Office of Institutional Research is easy to contact.	3.88	3.76	4.08	3.95	3.95
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.80	3.70	3.96	3.89	3.85
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	3.70	3.66	3.70	3.67	4.05
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.63	3.51	3.78	3.59	4.00
Q50	I often turn to Institutional Research when I find problems with data.	3.28	3.05	3.32	3.39	3.79
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES						
Q51	I am aware of the assessment and planning activities conducted by my department or office.	3.89	3.92	3.93	3.78	4.14
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	3.55	3.54	3.58	3.45	4.00
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.64	3.58	3.43	3.68	4.15
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.77	3.74	3.43	3.84	4.11

**TABLE 2
ALL RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
N=259		All Respondents	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
PURCHASING OFFICE								
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.28	51.12%	28.09%	19.10%	0.56%	1.12%	31.27%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	3.99	33.89%	40.56%	17.78%	6.67%	1.11%	30.50%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.51	24.84%	30.07%	24.18%	13.07%	7.84%	40.93%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.69	24.48%	30.77%	37.76%	3.50%	3.50%	44.79%
CENTRAL COMMUNICATIONS SERVICES								
Q5	The services I receive from the Copy Center are satisfactory.	4.27	46.47%	35.29%	17.65%	0.00%	0.59%	34.36%
Q6	The college telephone system is satisfactory and meets my needs.	4.05	30.33%	54.51%	6.15%	7.79%	1.23%	5.79%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.77	24.29%	43.33%	19.05%	11.90%	1.43%	18.92%
Q8	Mail and postal services provided by the college are satisfactory.	4.22	41.37%	46.99%	6.02%	4.02%	1.61%	3.86%
MARKETING AND RECRUITMENT SERVICES								
Q9	I am satisfied with the Emergency Notification System (ENS)	3.98	32.65%	47.35%	7.76%	9.39%	2.86%	5.41%
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.33	18.78%	30.46%	23.35%	19.80%	7.61%	23.94%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.44	20.11%	29.61%	29.05%	16.76%	4.47%	30.89%
Q12	The college provides accurate student marketing and recruitment information.	3.51	16.67%	43.81%	19.05%	15.24%	5.24%	18.92%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.38	16.75%	32.98%	27.23%	17.28%	5.76%	26.25%
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	3.73	23.94%	37.77%	28.19%	7.45%	2.66%	27.41%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	2.97	10.89%	26.24%	22.77%	29.21%	10.89%	22.01%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.47	20.00%	32.22%	28.33%	13.89%	5.56%	30.50%
PHYSICAL PLAN SERVICES								
Q17	The SPC building maintenance services are satisfactory.	4.15	40.87%	43.25%	8.33%	5.56%	1.98%	2.70%
Q18	The SPC custodial services are satisfactory.	4.36	54.94%	34.39%	2.77%	7.51%	0.40%	2.32%
Q19	The SPC transportation services are satisfactory.	3.59	18.93%	34.32%	36.69%	7.10%	2.96%	34.75%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.70	20.13%	33.33%	43.40%	2.52%	0.63%	38.61%
Q21	The SPC grounds maintenance services are satisfactory.	4.31	48.98%	39.59%	6.12%	3.67%	1.63%	5.41%
HUMAN RESOURCES SERVICES								
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.33	49.80%	39.84%	5.98%	2.79%	1.59%	3.09%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.31	52.59%	33.47%	8.37%	3.98%	1.59%	3.09%
Q24	I understand how to access my benefit and personnel information on MySPC.	4.35	45.28%	45.67%	7.48%	1.57%	0.00%	1.93%
WELLNESS PROGRAM								
Q25	I am satisfied with the Wellness/Fitness program.	3.76	20.83%	41.67%	30.73%	5.73%	1.04%	25.87%
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.61	17.91%	37.81%	32.84%	9.95%	1.49%	22.39%

**TABLE 2
ALL RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT						
			All Respondents	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
N=259									
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.90	23.33%	50.95%	19.05%	5.24%	1.43%	18.92%	
Q28	I am satisfied with the assistance I receive from the payroll office.	4.00	30.14%	47.03%	17.35%	4.11%	1.37%	15.44%	
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	3.98	27.07%	47.51%	22.10%	2.76%	0.55%	30.12%	
Q30	Accounts payable services are provided in a timely and accurate manner.	4.03	30.57%	42.04%	27.39%	0.00%	0.00%	39.38%	
Q31	I understand how to access my payroll information through MySPC.	4.47	54.98%	39.04%	4.38%	1.20%	0.40%	3.09%	
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	4.05	31.60%	47.17%	16.04%	4.72%	0.47%	18.15%	
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	3.91	29.63%	40.74%	21.30%	7.41%	0.93%	16.60%	
Q34	The Development Office services I request are provided in a timely and courteous manner.	3.89	26.62%	37.01%	35.06%	1.30%	0.00%	40.54%	
Q35	I am aware of the monthly payroll donation program and how I can participate.	3.98	29.87%	50.65%	8.66%	9.09%	1.73%	10.81%	
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.52	21.29%	35.15%	22.28%	16.83%	4.46%	22.01%	
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	3.96	29.89%	41.85%	22.83%	4.89%	0.54%	28.96%	
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.86	28.25%	37.29%	28.25%	5.08%	1.13%	31.66%	
INFORMATION TECHNOLOGY SERVICES									
Q39	Computer repairs are timely and satisfactory.	3.85	27.13%	47.77%	11.34%	10.93%	2.83%	4.63%	
Q40	Internet access meets my needs.	4.16	34.66%	54.18%	5.58%	3.98%	1.59%	3.09%	
Q41	MySPC is responsive and provides the information I need.	4.10	28.75%	55.00%	13.75%	2.50%	0.00%	7.34%	
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	3.94	29.27%	45.37%	17.07%	6.83%	1.46%	20.85%	
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	3.84	30.36%	39.29%	18.75%	7.59%	4.02%	13.51%	
Q44	Catering services provided by the food service are satisfactory.	4.18	39.17%	44.24%	12.44%	3.23%	0.92%	16.22%	
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	3.23	12.17%	35.22%	26.52%	15.22%	10.87%	11.20%	
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	3.88	25.88%	41.18%	28.82%	3.53%	0.59%	34.36%	
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.80	22.22%	39.87%	33.99%	3.27%	0.65%	40.93%	
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	3.70	27.45%	36.76%	15.69%	18.63%	1.47%	21.24%	
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.63	19.51%	34.15%	39.02%	4.88%	2.44%	36.68%	
Q50	I often turn to Institutional Research when I find problems with data.	3.28	13.14%	24.09%	44.53%	14.60%	3.65%	47.10%	
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	3.89	31.02%	42.13%	14.81%	8.80%	3.24%	16.60%	
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	3.55	20.11%	33.52%	30.73%	12.85%	2.79%	30.89%	
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.64	19.02%	36.20%	36.81%	6.13%	1.84%	37.07%	
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.77	20.65%	41.29%	32.90%	4.52%	0.65%	40.15%	

**TABLE 3
FACULTY RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
N=118		Faculty Respondents	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
PURCHASING OFFICE								
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.03	42.42%	19.70%	36.36%	1.52%	0.00%	44.07%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	3.85	30.14%	32.88%	28.77%	8.22%	0.00%	38.14%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.06	10.94%	26.56%	32.81%	17.19%	12.50%	45.76%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.45	12.73%	27.27%	54.55%	3.64%	1.82%	53.39%
CENTRAL COMMUNICATIONS SERVICES								
Q5	The services I receive from the Copy Center are satisfactory.	4.23	46.58%	32.88%	19.18%	0.00%	1.37%	38.14%
Q6	The college telephone system is satisfactory and meets my needs.	4.21	37.61%	53.21%	3.67%	3.67%	1.83%	7.63%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	4.03	30.68%	46.59%	18.18%	4.55%	0.00%	25.42%
Q8	Mail and postal services provided by the college are satisfactory.	4.23	43.75%	41.96%	8.93%	4.46%	0.89%	5.08%
MARKETING AND RECRUITMENT SERVICES								
Q9	I am satisfied with the Emergency Notification System (ENS)	3.84	35.09%	38.60%	7.89%	12.28%	6.14%	3.39%
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.11	15.56%	24.44%	23.33%	28.89%	7.78%	23.73%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.33	16.25%	26.25%	33.75%	21.25%	2.50%	32.20%
Q12	The college provides accurate student marketing and recruitment information.	3.42	12.63%	44.21%	18.95%	21.05%	3.16%	19.49%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.20	12.79%	32.56%	24.42%	22.09%	8.14%	27.12%
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	3.63	23.46%	30.86%	34.57%	7.41%	3.70%	31.36%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	2.64	5.56%	18.89%	25.56%	34.44%	15.56%	23.73%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.36	18.42%	25.00%	35.53%	15.79%	5.26%	35.59%
PHYSICAL PLAN SERVICES								
Q17	The SPC building maintenance services are satisfactory.	4.27	51.33%	33.63%	7.96%	4.42%	2.65%	4.24%
Q18	The SPC custodial services are satisfactory.	4.52	67.83%	23.48%	1.74%	6.96%	0.00%	2.54%
Q19	The SPC transportation services are satisfactory.	3.54	19.72%	26.76%	43.66%	7.04%	2.82%	39.83%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.73	21.43%	31.43%	45.71%	1.43%	0.00%	40.68%
Q21	The SPC grounds maintenance services are satisfactory.	4.41	59.46%	28.83%	7.21%	2.70%	1.80%	5.93%
HUMAN RESOURCES SERVICES								
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.36	55.65%	31.30%	8.70%	1.74%	2.61%	2.54%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.50	64.04%	25.44%	7.89%	1.75%	0.88%	3.39%
Q24	I understand how to access my benefit and personnel information on MySPC.	4.43	52.59%	38.79%	7.76%	0.86%	0.00%	1.69%
WELLNESS PROGRAM								
Q25	I am satisfied with the Wellness/Fitness program.	3.71	19.77%	39.53%	33.72%	5.81%	1.16%	27.12%
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.40	10.87%	34.78%	40.22%	11.96%	2.17%	22.03%

**TABLE 3
FACULTY RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
			Faculty Respondents	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
N=118								
BUSINESS SERVICES								
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.98	26.14%	47.73%	23.86%	2.27%	0.00%	25.42%
Q28	I am satisfied with the assistance I receive from the payroll office.	4.10	34.41%	43.01%	20.43%	2.15%	0.00%	21.19%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	3.96	28.77%	38.36%	32.88%	0.00%	0.00%	38.14%
Q30	Accounts payable services are provided in a timely and accurate manner.	4.00	32.26%	35.48%	32.26%	0.00%	0.00%	47.46%
Q31	I understand how to access my payroll information through MySPC.	4.47	58.62%	32.76%	6.03%	1.72%	0.86%	1.69%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES								
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	4.07	34.00%	44.00%	17.00%	5.00%	0.00%	15.25%
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	3.90	30.30%	40.40%	20.20%	7.07%	2.02%	16.10%
Q34	The Development Office services I request are provided in a timely and courteous manner.	3.75	20.00%	36.67%	41.67%	1.67%	0.00%	49.15%
Q35	I am aware of the monthly payroll donation program and how I can participate.	3.93	30.39%	48.04%	8.82%	9.80%	2.94%	13.56%
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.48	21.35%	33.71%	22.47%	16.85%	5.62%	24.58%
SCHOLARSHIP OFFICE SERVICES								
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	4.05	32.91%	41.77%	22.78%	2.53%	0.00%	33.05%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.90	32.47%	33.77%	25.97%	6.49%	1.30%	34.75%
INFORMATION TECHNOLOGY SERVICES								
Q39	Computer repairs are timely and satisfactory.	3.96	30.97%	49.56%	7.96%	7.96%	3.54%	4.24%
Q40	Internet access meets my needs.	4.21	40.00%	46.96%	7.83%	4.35%	0.87%	2.54%
Q41	MySPC is responsive and provides the information I need.	4.12	33.63%	47.79%	15.93%	2.65%	0.00%	4.24%
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	4.00	38.20%	34.83%	17.98%	6.74%	2.25%	24.58%
CAMPUS FOOD SERVICES								
Q43	I am satisfied with the food services at SPC.	3.63	22.11%	40.00%	21.05%	12.63%	4.21%	19.49%
Q44	Catering services provided by the food service are satisfactory.	4.09	36.84%	43.16%	13.68%	5.26%	1.05%	19.49%
BOOKSTORE SERVICES								
Q45	I am satisfied with the bookstore services at SPC.	2.91	5.61%	31.78%	26.17%	20.56%	15.89%	9.32%
INSTITUTIONAL RESEARCH SERVICES								
Q46	The Office of Institutional Research is easy to contact.	3.76	26.76%	30.99%	35.21%	5.63%	1.41%	39.83%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.70	21.88%	32.81%	39.06%	6.25%	0.00%	45.76%
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	3.66	29.13%	33.01%	14.56%	21.36%	1.94%	12.71%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.51	15.49%	30.99%	45.07%	5.63%	2.82%	39.83%
Q50	I often turn to Institutional Research when I find problems with data.	3.05	11.67%	15.00%	45.00%	23.33%	5.00%	49.15%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES								
Q51	I am aware of the assessment and planning activities conducted by my department or office.	3.92	34.34%	37.37%	17.17%	8.08%	3.03%	16.10%
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	3.54	20.99%	32.10%	32.10%	9.88%	4.94%	31.36%
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.58	18.92%	35.14%	35.14%	6.76%	4.05%	37.29%
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.74	24.24%	36.36%	30.30%	7.58%	1.52%	44.07%

**TABLE 4
CLASSIFIED PERSONNEL RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
N=39		Classified Personnel	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
PURCHASING OFFICE								
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.43	60.71%	21.43%	17.86%	0.00%	0.00%	28.21%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	4.15	44.44%	29.63%	22.22%	3.70%	0.00%	30.77%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.71	47.62%	9.52%	19.05%	14.29%	9.52%	46.15%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.88	41.67%	20.83%	29.17%	0.00%	8.33%	38.46%
CENTRAL COMMUNICATIONS SERVICES								
Q5	The services I receive from the Copy Center are satisfactory.	4.56	68.75%	18.75%	12.50%	0.00%	0.00%	17.95%
Q6	The college telephone system is satisfactory and meets my needs.	4.00	26.32%	57.89%	7.89%	5.26%	2.63%	2.56%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.74	17.65%	55.88%	14.71%	5.88%	5.88%	12.82%
Q8	Mail and postal services provided by the college are satisfactory.	4.38	51.28%	43.59%	0.00%	2.56%	2.56%	0.00%
MARKETING AND RECRUITMENT SERVICES								
Q9	I am satisfied with the Emergency Notification System (ENS)	4.08	33.33%	52.78%	2.78%	11.11%	0.00%	7.69%
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.58	23.08%	34.62%	26.92%	7.69%	7.69%	33.33%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.65	30.43%	26.09%	30.43%	4.35%	8.70%	41.03%
Q12	The college provides accurate student marketing and recruitment information.	3.67	27.27%	33.33%	24.24%	9.09%	6.06%	15.38%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.44	22.22%	22.22%	37.04%	14.81%	3.70%	30.77%
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	3.67	25.93%	33.33%	25.93%	11.11%	3.70%	30.77%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	3.11	18.52%	25.93%	18.52%	22.22%	14.81%	30.77%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.60	24.00%	32.00%	28.00%	12.00%	4.00%	35.90%
PHYSICAL PLAN SERVICES								
Q17	The SPC building maintenance services are satisfactory.	4.03	30.77%	51.28%	7.69%	10.26%	0.00%	0.00%
Q18	The SPC custodial services are satisfactory.	4.33	48.72%	43.59%	0.00%	7.69%	0.00%	0.00%
Q19	The SPC transportation services are satisfactory.	3.67	25.93%	29.63%	33.33%	7.41%	3.70%	30.77%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.77	31.82%	22.73%	36.36%	9.09%	0.00%	43.59%
Q21	The SPC grounds maintenance services are satisfactory.	4.16	37.84%	51.35%	2.70%	5.41%	2.70%	5.13%
HUMAN RESOURCES SERVICES								
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.19	45.95%	40.54%	2.70%	8.11%	2.70%	5.13%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.29	47.37%	39.47%	10.53%	0.00%	2.63%	2.56%
Q24	I understand how to access my benefit and personnel information on MySPC.	4.33	43.59%	46.15%	10.26%	0.00%	0.00%	0.00%
WELLNESS PROGRAM								
Q25	I am satisfied with the Wellness/Fitness program.	3.81	25.81%	35.48%	35.48%	0.00%	3.23%	20.51%
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.78	34.38%	18.75%	37.50%	9.38%	0.00%	17.95%

**TABLE 4
CLASSIFIED PERSONNEL RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
N=39		Classified Personnel	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
BUSINESS SERVICES								
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.97	20.59%	64.71%	5.88%	8.82%	0.00%	12.82%
Q28	I am satisfied with the assistance I receive from the payroll office.	4.14	35.14%	43.24%	21.62%	0.00%	0.00%	5.13%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	4.06	25.00%	59.38%	12.50%	3.13%	0.00%	17.95%
Q30	Accounts payable services are provided in a timely and accurate manner.	4.15	38.46%	38.46%	23.08%	0.00%	0.00%	33.33%
Q31	I understand how to access my payroll information through MySPC.	4.58	60.53%	36.84%	2.63%	0.00%	0.00%	2.56%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES								
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	4.20	43.33%	36.67%	16.67%	3.33%	0.00%	23.08%
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	4.03	36.36%	36.36%	21.21%	6.06%	0.00%	15.38%
Q34	The Development Office services I request are provided in a timely and courteous manner.	4.04	38.46%	26.92%	34.62%	0.00%	0.00%	33.33%
Q35	I am aware of the monthly payroll donation program and how I can participate.	4.06	34.29%	48.57%	8.57%	5.71%	2.86%	10.26%
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.72	24.14%	37.93%	24.14%	13.79%	0.00%	25.64%
SCHOLARSHIP OFFICE SERVICES								
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	4.06	37.50%	34.38%	25.00%	3.13%	0.00%	17.95%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.96	37.04%	33.33%	22.22%	3.70%	3.70%	30.77%
INFORMATION TECHNOLOGY SERVICES								
Q39	Computer repairs are timely and satisfactory.	3.89	26.32%	52.63%	7.89%	10.53%	2.63%	2.56%
Q40	Internet access meets my needs.	4.28	38.46%	53.85%	5.13%	2.56%	0.00%	0.00%
Q41	MySPC is responsive and provides the information I need.	4.13	31.58%	55.26%	7.89%	5.26%	0.00%	2.56%
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	3.97	25.00%	50.00%	21.88%	3.13%	0.00%	17.95%
CAMPUS FOOD SERVICES								
Q43	I am satisfied with the food services at SPC.	4.14	41.67%	33.33%	22.22%	2.78%	0.00%	7.69%
Q44	Catering services provided by the food service are satisfactory.	4.39	51.52%	36.36%	12.12%	0.00%	0.00%	15.38%
BOOKSTORE SERVICES								
Q45	I am satisfied with the bookstore services at SPC.	3.73	30.30%	30.30%	24.24%	12.12%	3.03%	15.38%
INSTITUTIONAL RESEARCH SERVICES								
Q46	The Office of Institutional Research is easy to contact.	4.08	40.00%	32.00%	24.00%	4.00%	0.00%	35.90%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.96	37.50%	29.17%	29.17%	0.00%	4.17%	38.46%
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	3.70	29.63%	29.63%	22.22%	18.52%	0.00%	30.77%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.78	26.09%	26.09%	47.83%	0.00%	0.00%	41.03%
Q50	I often turn to Institutional Research when I find problems with data.	3.32	10.53%	15.79%	68.42%	5.26%	0.00%	51.28%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES								
Q51	I am aware of the assessment and planning activities conducted by my department or office.	3.93	32.14%	35.71%	25.00%	7.14%	0.00%	28.21%
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	3.58	16.67%	29.17%	50.00%	4.17%	0.00%	38.46%
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.43	9.52%	23.81%	66.67%	0.00%	0.00%	46.15%
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.43	8.70%	26.09%	65.22%	0.00%	0.00%	41.03%

**TABLE 5
PROFESSIONAL NON-FACULTY RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT						
			Professional Non-Faculty	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
N=53									
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.49		53.19%	42.55%	4.26%	0.00%	0.00%	11.32%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	4.11		29.55%	56.82%	9.09%	4.55%	0.00%	16.98%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.78		19.44%	50.00%	19.44%	11.11%	0.00%	32.08%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.88		26.47%	38.24%	32.35%	2.94%	0.00%	35.85%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	4.09		28.57%	51.43%	20.00%	0.00%	0.00%	33.96%
Q6	The college telephone system is satisfactory and meets my needs.	3.85		15.38%	65.38%	7.69%	11.54%	0.00%	1.89%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.45		14.29%	42.86%	18.37%	22.45%	2.04%	7.55%
Q8	Mail and postal services provided by the college are satisfactory.	4.17		33.96%	54.72%	5.66%	5.66%	0.00%	0.00%
MARKETING AND RECRUITMENT SERVICES									
Q9	I am satisfied with the Emergency Notification System (ENS)	4.06		29.41%	54.90%	7.84%	7.84%	0.00%	3.77%
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.70		23.40%	38.30%	23.40%	14.89%	0.00%	11.32%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.67		20.93%	41.86%	20.93%	16.28%	0.00%	18.87%
Q12	The college provides accurate student marketing and recruitment information.	3.73		14.58%	60.42%	12.50%	8.33%	4.17%	9.43%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.70		19.57%	45.65%	21.74%	10.87%	2.17%	13.21%
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	3.83		19.57%	52.17%	19.57%	8.70%	0.00%	13.21%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	3.42		16.00%	38.00%	20.00%	24.00%	2.00%	5.66%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.69		22.22%	42.22%	20.00%	13.33%	2.22%	15.09%
PHYSICAL PLAN SERVICES									
Q17	The SPC building maintenance services are satisfactory.	4.00		28.30%	54.72%	7.55%	7.55%	1.89%	0.00%
Q18	The SPC custodial services are satisfactory.	4.06		37.25%	43.14%	7.84%	11.76%	0.00%	3.77%
Q19	The SPC transportation services are satisfactory.	3.57		14.29%	47.62%	23.81%	9.52%	4.76%	20.75%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.59		13.51%	40.54%	40.54%	2.70%	2.70%	30.19%
Q21	The SPC grounds maintenance services are satisfactory.	4.15		38.46%	50.00%	1.92%	7.69%	1.92%	1.89%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.28		37.74%	56.60%	1.89%	3.77%	0.00%	0.00%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.02		30.19%	54.72%	3.77%	9.43%	1.89%	0.00%
Q24	I understand how to access my benefit and personnel information on MySPC.	4.21		37.74%	50.94%	5.66%	5.66%	0.00%	0.00%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	3.71		17.07%	48.78%	21.95%	12.20%	0.00%	22.64%
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.81		20.93%	51.16%	16.28%	11.63%	0.00%	18.87%

**TABLE 5
PROFESSIONAL NON-FACULTY RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
N=53		Professional Non-Faculty	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
BUSINESS SERVICES								
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.72	22.00%	44.00%	24.00%	4.00%	6.00%	5.66%
Q28	I am satisfied with the assistance I receive from the payroll office.	3.84	16.33%	61.22%	14.29%	6.12%	2.04%	7.55%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	3.86	19.05%	59.52%	11.90%	7.14%	2.38%	20.75%
Q30	Accounts payable services are provided in a timely and accurate manner.	3.95	20.51%	53.85%	25.64%	0.00%	0.00%	26.42%
Q31	I understand how to access my payroll information through MySPC.	4.43	45.28%	52.83%	1.89%	0.00%	0.00%	0.00%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES								
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	3.98	24.49%	57.14%	10.20%	8.16%	0.00%	7.55%
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	3.84	22.45%	48.98%	18.37%	10.20%	0.00%	7.55%
Q34	The Development Office services I request are provided in a timely and courteous manner.	3.90	22.50%	47.50%	27.50%	2.50%	0.00%	24.53%
Q35	I am aware of the monthly payroll donation program and how I can participate.	3.98	21.15%	65.38%	3.85%	9.62%	0.00%	1.89%
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.46	16.67%	41.67%	18.75%	16.67%	6.25%	9.43%
SCHOLARSHIP OFFICE SERVICES								
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	3.68	18.18%	45.45%	25.00%	9.09%	2.27%	16.98%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.77	18.18%	43.18%	36.36%	2.27%	0.00%	16.98%
INFORMATION TECHNOLOGY SERVICES								
Q39	Computer repairs are timely and satisfactory.	3.71	21.57%	45.10%	15.69%	17.65%	0.00%	3.77%
Q40	Internet access meets my needs.	3.96	26.92%	59.62%	1.92%	5.77%	5.77%	1.89%
Q41	MySPC is responsive and provides the information I need.	4.06	24.00%	60.00%	14.00%	2.00%	0.00%	5.66%
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	3.85	19.15%	55.32%	17.02%	8.51%	0.00%	11.32%
CAMPUS FOOD SERVICES								
Q43	I am satisfied with the food services at SPC.	3.82	33.33%	37.25%	15.69%	5.88%	7.84%	3.77%
Q44	Catering services provided by the food service are satisfactory.	4.18	37.25%	47.06%	11.76%	3.92%	0.00%	3.77%
BOOKSTORE SERVICES								
Q45	I am satisfied with the bookstore services at SPC.	3.55	13.73%	49.02%	23.53%	5.88%	7.84%	3.77%
INSTITUTIONAL RESEARCH SERVICES								
Q46	The Office of Institutional Research is easy to contact.	3.95	22.73%	52.27%	22.73%	2.27%	0.00%	16.98%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.89	16.67%	55.56%	27.78%	0.00%	0.00%	32.08%
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	3.67	23.81%	40.48%	16.67%	16.67%	2.38%	20.75%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.59	17.07%	41.46%	29.27%	7.32%	4.88%	22.64%
Q50	I often turn to Institutional Research when I find problems with data.	3.39	12.90%	35.48%	35.48%	9.68%	6.45%	41.51%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES								
Q51	I am aware of the assessment and planning activities conducted by my department or office.	3.78	27.45%	47.06%	7.84%	11.76%	5.88%	3.77%
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	3.45	18.18%	34.09%	25.00%	20.45%	2.27%	16.98%
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.68	21.05%	36.84%	31.58%	10.53%	0.00%	28.30%
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.84	18.92%	51.35%	24.32%	5.41%	0.00%	30.19%

**TABLE 6
ADMINISTRATION RESPONDENTS**

SURVEY STATEMENTS		MEAN	DEGREE OF AGREEMENT					
			Admin. Respondents	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
N=23								
PURCHASING OFFICE								
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.71	71.43%	28.57%	0.00%	0.00%	0.00%	8.70%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	4.40	50.00%	45.00%	0.00%	5.00%	0.00%	13.04%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	4.25	50.00%	30.00%	15.00%	5.00%	0.00%	13.04%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	4.21	36.84%	47.37%	15.79%	0.00%	0.00%	17.39%
CENTRAL COMMUNICATIONS SERVICES								
Q5	The services I receive from the Copy Center are satisfactory.	4.24	41.18%	41.18%	17.65%	0.00%	0.00%	26.09%
Q6	The college telephone system is satisfactory and meets my needs.	4.13	39.13%	43.48%	8.70%	8.70%	0.00%	0.00%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.73	36.36%	22.73%	18.18%	22.73%	0.00%	4.35%
Q8	Mail and postal services provided by the college are satisfactory.	4.32	40.91%	50.00%	9.09%	0.00%	0.00%	4.35%
MARKETING AND RECRUITMENT SERVICES								
Q9	I am satisfied with the Emergency Notification System (ENS)	4.45	45.45%	54.55%	0.00%	0.00%	0.00%	4.35%
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.48	23.81%	38.10%	14.29%	9.52%	14.29%	8.70%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.55	30.00%	25.00%	25.00%	10.00%	10.00%	13.04%
Q12	The college provides accurate student marketing and recruitment information.	3.70	35.00%	30.00%	15.00%	10.00%	10.00%	13.04%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.58	26.32%	26.32%	31.58%	10.53%	5.26%	17.39%
Q14	The graphic communications and photography services offered by the Marketing and Recruitment Office are satisfactory and meet the needs of my department or program.	4.09	36.36%	40.91%	18.18%	4.55%	0.00%	4.35%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	3.25	15.00%	30.00%	25.00%	25.00%	5.00%	13.04%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.52	23.81%	38.10%	14.29%	14.29%	9.52%	8.70%
PHYSICAL PLAN SERVICES								
Q17	The SPC building maintenance services are satisfactory.	4.39	52.17%	39.13%	4.35%	4.35%	0.00%	0.00%
Q18	The SPC custodial services are satisfactory.	4.48	56.52%	39.13%	0.00%	4.35%	0.00%	0.00%
Q19	The SPC transportation services are satisfactory.	3.84	26.32%	31.58%	42.11%	0.00%	0.00%	17.39%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.67	22.22%	22.22%	55.56%	0.00%	0.00%	21.74%
Q21	The SPC grounds maintenance services are satisfactory.	4.52	56.52%	39.13%	4.35%	0.00%	0.00%	0.00%
HUMAN RESOURCES SERVICES								
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	4.48	52.17%	43.48%	4.35%	0.00%	0.00%	0.00%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	4.26	52.17%	30.43%	8.70%	8.70%	0.00%	0.00%
Q24	I understand how to access my benefit and personnel information on MySPC.	4.43	47.83%	47.83%	4.35%	0.00%	0.00%	0.00%
WELLNESS PROGRAM								
Q25	I am satisfied with the Wellness/Fitness program.	4.00	31.58%	42.11%	21.05%	5.26%	0.00%	17.39%
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.74	15.79%	47.37%	31.58%	5.26%	0.00%	17.39%

**TABLE 6
ADMINISTRATION RESPONDENTS**

SURVEY STATEMENTS		MEAN		DEGREE OF AGREEMENT					
		Admin. Respondents		Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	No Response
N=23									
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.86		31.82%	40.91%	9.09%	18.18%	0.00%	4.35%
Q28	I am satisfied with the assistance I receive from the payroll office.	4.19		38.10%	47.62%	9.52%	4.76%	0.00%	8.70%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	4.05		33.33%	42.86%	19.05%	4.76%	0.00%	8.70%
Q30	Accounts payable services are provided in a timely and accurate manner.	4.33		50.00%	33.33%	16.67%	0.00%	0.00%	21.74%
Q31	I understand how to access my payroll information through MySPC.	4.68		68.18%	31.82%	0.00%	0.00%	0.00%	4.35%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family and our external constituents the need for scholarship funds for SPC students.	4.21		36.84%	47.37%	15.79%	0.00%	0.00%	17.39%
Q33	I am aware of opportunities to participate in the fundraising and donor relations activities of the Development Office.	4.25		40.00%	45.00%	15.00%	0.00%	0.00%	13.04%
Q34	The Development Office services I request are provided in a timely and courteous manner.	4.33		50.00%	33.33%	16.67%	0.00%	0.00%	21.74%
Q35	I am aware of the monthly payroll donation program and how I can participate.	4.18		45.45%	36.36%	9.09%	9.09%	0.00%	4.35%
Q36	I am knowledgeable about the SPC Alumni Association and how to connect former students with the Alumni Office.	3.81		38.10%	23.81%	19.05%	19.05%	0.00%	8.70%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	4.00		36.84%	36.84%	15.79%	10.53%	0.00%	17.39%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	4.00		30.00%	45.00%	20.00%	5.00%	0.00%	13.04%
INFORMATION TECHNOLOGY SERVICES									
Q39	Computer repairs are timely and satisfactory.	3.83		26.09%	43.48%	17.39%	13.04%	0.00%	0.00%
Q40	Internet access meets my needs.	4.30		30.43%	69.57%	0.00%	0.00%	0.00%	0.00%
Q41	MySPC is responsive and provides the information I need.	4.14		27.27%	59.09%	13.64%	0.00%	0.00%	4.35%
Q42	Requests for help from the Computer Center are handled in a timely and satisfactory manner.	4.00		27.27%	59.09%	4.55%	4.55%	4.55%	4.35%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	4.52		60.87%	30.43%	8.70%	0.00%	0.00%	0.00%
Q44	Catering services provided by the food service are satisfactory.	4.50		59.09%	31.82%	9.09%	0.00%	0.00%	4.35%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	3.57		19.05%	33.33%	33.33%	14.29%	0.00%	8.70%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	3.95		20.00%	55.00%	25.00%	0.00%	0.00%	13.04%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.85		20.00%	50.00%	25.00%	5.00%	0.00%	13.04%
Q48	I am aware of the Fall and Spring Census Date data reports posted on MySPC.	4.05		36.84%	42.11%	10.53%	10.53%	0.00%	17.39%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	4.00		36.84%	31.58%	26.32%	5.26%	0.00%	17.39%
Q50	I often turn to Institutional Research when I find problems with data.	3.79		21.05%	42.11%	31.58%	5.26%	0.00%	17.39%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	4.14		33.33%	52.38%	9.52%	4.76%	0.00%	8.70%
Q52	Institutional Effectiveness and Assessment staff include me and my area in the planning process.	4.00		31.58%	47.37%	10.53%	10.53%	0.00%	17.39%
Q53	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	4.15		30.00%	55.00%	15.00%	0.00%	0.00%	13.04%
Q54	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	4.11		26.32%	57.89%	15.79%	0.00%	0.00%	17.39%