



2019 SUPPORT SERVICES SURVEY RESULTS AND ANALYSIS

July 2019

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

Survey administered March - May 2019

2019 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. With each subsequent administration of the survey, administrative personnel have reviewed and in some cases have revised statements on the survey to better describe the services provided by these support areas. Additional revisions were made by administrative supervisors in Spring 2019 for the current administration of the survey.

Those revisions resulted in 53 statements, relating to Purchasing, Copy Center, Telephone System, Mail Service, Marketing and Recruitment, Physical Plant, Human Resources, Business Office, Development Office, Scholarship Office, Information Services, 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. 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 not want to change regarding administrative support services at the college; 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 2019 Support Services Survey was administered online from March 5 to May 6, 2019. A total of 277 employees participated in the survey, representing 49.5% of the total college workforce of 560 employees as of May 2019. For the 2015 survey, a total of 259 employees participated in the survey, representing 45.0% of the total college workforce of 575 employees as of September 2015.

Faculty (N=132) represented 47.6% of the respondents; classified personnel (N=44) 15.9%; professional non-faculty personnel (N=57) 20.6%; and administrators (N=19) 6.9%. Twenty-five employees (9.0%) 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 no response 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 or no response (0) 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 those who responded to the survey statement can be found in Table 2 (All), Table 3 (Faculty), Table 4 (Classified), Table 5 (Professional Non-Faculty), and Table 6 (Administration). The Tables also present the number and percentage of respondents who did not respond to the statement by indicating a (0).

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 2011 and 2015 surveys.

Service Area	2011 Overall Composite Mean	2015 Overall Composite Mean	2019 Overall Composite Mean
Purchasing	3.90	3.87	3.82
Copy Center	4.43	4.27	4.14
Telephone System	4.11	3.91	3.85
Mail Service	4.22	4.22	4.27
Emergency Notification System	4.40	3.98	4.07
Marketing and Recruitment	3.48	3.40	3.24
Physical Plant	4.03	4.02	3.85
Human Resources	4.30	4.33	3.77
Wellness Program	3.57	3.68	3.62
Business Office	4.15	4.08	3.98
Development Office	4.01	3.87	3.77
Scholarship Office	NA	3.91	3.87
Information Services	3.85	3.91	3.60
Food Service	4.06	4.01	4.03
Bookstore	3.78	3.23	3.60
Institutional Research	NA	3.66	3.62
Institutional Effectiveness	NA	3.71	3.89

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.

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 142 respondents (51.3% of respondents) responded to one or more of the three comment questions and provided 452 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.

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 144 comments to this question. The top three general elements are discussed below.

- 1. Internal Customer Service: (N=33; 22.9%)** This element accounted for 22.9% 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, service-minded, accessible, courteous attitude, and professionalism are among the comments that can be clustered under this broad heading.
- 2. Student Focus: (N=11, 7.6%)** Dedication to and focus on students has been identified as an institutional strength in previous employee surveys in the written comments. 7.6% of comments reflected this theme which was characterized by focusing on what is best for students, improving the lives of students and making each student count.
- 3. Benefits: (N=11, 7.6%)** Respondents continue to comment on not changing benefits that are afforded to employees of the college, especially the health insurance benefits and holiday time.

Opportunities for improvement

Employees were asked to list three things they would like to see improved or changed. A total of 133 respondents (93.7%) provided 272 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, three general areas for improvement not related to a specific support service emerged.

- 1. Communication (N=27, 9.9%)** Better communication between and within departments accounted for 9.9% of the comments for this section.
- 2. Colleague Implementation (N=16, 5.9%)** The implementation of the new Colleague ERP has been a joint effort of multiple administrative offices and individuals. Respondents identified opportunities to improve the functionality of Colleague especially as it applies to access to student data, faculty self-service and location of data specific to departments.
- 3. Compensation (N=16, 5.9%)** Comments related to increased salary compensation, faculty overload pay, and merit pay accounted for 5.9% of all comments related to opportunities for improvement.

Open-ended Comments

Thirty-33 (33) employees (23.2% 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 compensation (N=7) and issues that would need to be addressed by the leadership of the college (N=5).

Summary and Recommendations

The results of the 2019 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=277	Faculty N=132	Classified Personnel N=44	Professional Non-Faculty N=57	Admin. N=19
PURCHASING OFFICE						
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	4.08	3.97	4.27	3.96	4.43
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	3.84	3.79	3.85	3.81	4.36
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	3.65	3.28	3.79	3.96	4.36
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	3.72	3.56	3.97	3.72	3.92
CENTRAL COMMUNICATIONS SERVICES						
Q5	The services I receive from the Copy Center are satisfactory.	4.14	4.16	4.20	4.10	4.08
Q6	The college telephone system is satisfactory and meets my needs.	3.96	4.18	3.83	3.65	3.63
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	3.75	3.88	3.67	3.56	3.74
Q8	Mail and postal services provided by the college are satisfactory.	4.27	4.26	4.25	4.25	4.47
Q9	I am satisfied with the Emergency Notification System (ENS)	4.07	4.10	3.87	3.96	4.33
MARKETING AND RECRUITMENT SERVICES						
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	3.19	2.94	3.72	3.35	3.64
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	3.18	3.04	3.41	3.26	3.31
Q12	The college provides accurate student marketing and recruitment information.	3.43	3.35	3.74	3.39	3.38
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	3.29	3.09	3.58	3.41	3.38
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.	3.44	3.32	3.58	3.43	3.80
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	2.90	2.71	2.97	3.22	3.50
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	3.26	3.21	3.20	3.26	3.53
PHYSICAL PLANT SERVICES						
Q17	The SPC building maintenance services are satisfactory.	3.89	3.92	3.77	3.98	3.67
Q18	The SPC custodial services are satisfactory.	4.33	4.45	4.11	4.23	4.39
Q19	The SPC transportation services are satisfactory.	3.53	3.31	4.00	3.45	3.85
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	3.34	3.41	3.32	3.28	3.00
Q21	The SPC grounds maintenance services are satisfactory.	4.15	4.22	4.09	4.18	3.78
HUMAN RESOURCES SERVICES						
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	3.59	3.55	3.60	3.68	3.63

**TABLE 1
MEAN RATINGS BY EMPLOYEE GROUP**

SURVEY STATEMENTS		MEAN RATINGS				
		ALL N=277	Faculty N=132	Classified Personnel N=44	Professional Non-Faculty N=57	Admin. N=19
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	3.90	4.00	3.58	3.86	4.21
Q24	I understand how to access my benefit and personnel information on MySPC.	3.82	3.78	3.91	3.86	3.89
WELLNESS PROGRAM						
Q25	I am satisfied with the Wellness/Fitness program.	3.65	3.55	3.94	3.60	4.00
Q26	The Wellness/Fitness program activities are of interest and service to me.	3.59	3.44	3.88	3.62	3.93
BUSINESS SERVICES						
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	3.95	3.86	4.00	4.00	4.22
Q28	I am satisfied with the assistance I receive from the payroll office.	4.00	4.03	3.90	4.02	4.13
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	3.90	3.84	3.78	3.94	4.44
Q30	Accounts payable services are provided in a timely and accurate manner.	3.88	3.72	3.97	3.91	4.43
Q31	I understand how to access my payroll information through MySPC.	4.14	4.09	4.22	4.18	4.28
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES						
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	3.98	3.99	3.87	3.92	4.33
Q33	I am aware of giving opportunities that are available through the Development Office.	3.73	3.67	3.73	3.66	4.13
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	3.76	3.76	3.62	3.72	4.17
Q35	I am aware of the monthly payroll donation program and how I can participate.	3.71	3.60	3.95	3.60	3.94
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	3.67	3.63	3.79	3.59	3.86
SCHOLARSHIP OFFICE SERVICES						
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	3.91	3.96	3.88	3.76	4.00
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	3.83	3.80	3.94	3.74	3.93
INFORMATION SERVICES						
Q39	Computer repairs are timely and satisfactory.	3.56	3.54	3.56	3.51	3.63
Q40	Internet access meets my needs.	3.77	3.81	3.80	3.64	3.79
Q41	MySPC is responsive and provides the information I need.	3.55	3.43	3.76	3.67	3.71
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	3.54	3.51	3.57	3.47	3.73
CAMPUS FOOD SERVICES						
Q43	I am satisfied with the food services at SPC.	3.97	4.00	3.89	4.04	4.11
Q44	Catering services provided by the food service are satisfactory.	4.08	4.00	4.23	4.08	4.38
BOOKSTORE SERVICES						
Q45	I am satisfied with the bookstore services at SPC.	3.60	3.42	3.89	3.74	3.89
INSTITUTIONAL RESEARCH SERVICES						
Q46	The Office of Institutional Research is easy to contact.	3.95	3.83	3.79	4.16	4.46
Q47	The data I request is supplied to me in a format that is easy to use and understand.	3.94	3.83	3.81	4.11	4.31

**TABLE 1
MEAN RATINGS BY EMPLOYEE GROUP**

SURVEY STATEMENTS		MEAN RATINGS				
		ALL N=277	Faculty N=132	Classified Personnel N=44	Professional Non-Faculty N=57	Admin. N=19
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	3.26	3.03	3.15	3.45	4.15
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	3.56	3.30	3.29	3.87	4.46
Q50	I often turn to Institutional Research when I find problems with data.	3.37	3.18	3.17	3.57	4.08
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES						
Q51	I am aware of the assessment and planning activities conducted by my department or office.	4.03	4.10	3.65	4.12	4.31
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	3.77	3.76	3.42	3.81	4.31
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	3.87	3.91	3.50	3.89	4.31

**TABLE 2
ALL RESPONDENTS
N=277**

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	183	43.17%	31.69%	16.94%	6.01%	2.19%	94	33.94%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	180	27.78%	40.56%	21.67%	7.78%	2.22%	97	35.02%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	170	22.94%	39.41%	22.35%	10.59%	4.71%	107	38.63%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	156	20.51%	36.54%	37.82%	4.49%	0.64%	121	43.68%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	175	40.00%	36.00%	22.29%	1.71%	0.00%	102	36.82%
Q6	The college telephone system is satisfactory and meets my needs.	259	28.57%	50.58%	11.20%	7.34%	2.32%	18	6.50%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	206	22.82%	41.26%	25.73%	8.74%	1.46%	71	25.63%
Q8	Mail and postal services provided by the college are satisfactory.	258	38.37%	53.10%	5.81%	2.33%	0.39%	19	6.86%
Q9	I am satisfied with the Emergency Notification System (ENS)	240	28.33%	54.58%	13.33%	2.92%	0.83%	37	13.36%
MARKETING AND RECRUITMENT SERVICES									
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	213	12.68%	34.74%	25.82%	12.68%	14.08%	64	23.10%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	191	15.71%	24.08%	35.60%	12.04%	12.57%	86	31.05%
Q12	The college provides accurate student marketing and recruitment information.	218	16.97%	40.83%	20.64%	11.47%	10.09%	59	21.30%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	200	14.00%	32.50%	32.50%	10.00%	11.00%	77	27.80%
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.	201	18.41%	33.33%	28.86%	12.44%	6.97%	76	27.44%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	222	7.66%	27.93%	22.97%	29.28%	12.16%	55	19.86%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	196	13.78%	28.57%	35.20%	14.29%	8.16%	81	29.24%
PHYSICAL PLANT SERVICES									
Q17	The SPC building maintenance services are satisfactory.	271	29.15%	50.18%	5.17%	11.07%	4.43%	6	2.17%
Q18	The SPC custodial services are satisfactory.	270	53.33%	34.44%	5.56%	4.81%	1.85%	7	2.53%
Q19	The SPC transportation services are satisfactory.	159	13.21%	43.40%	30.19%	10.06%	3.14%	118	42.60%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	174	12.64%	35.63%	33.33%	9.77%	8.62%	103	37.18%
Q21	The SPC grounds maintenance services are satisfactory.	261	38.31%	47.13%	7.66%	4.60%	2.30%	16	5.78%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	261	15.33%	50.57%	14.56%	16.48%	3.07%	16	5.78%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	243	27.16%	48.56%	13.17%	9.47%	1.65%	34	12.27%
Q24	I understand how to access my benefit and personnel information on MySPC.	261	19.54%	59.00%	7.66%	11.11%	2.68%	16	5.78%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	203	17.24%	43.84%	26.60%	10.84%	1.48%	74	26.71%
Q26	The Wellness/Fitness program activities are of interest and service to me.	203	16.26%	39.41%	32.02%	11.33%	0.99%	74	26.71%
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	208	24.04%	54.81%	14.90%	4.81%	1.44%	69	24.91%

**TABLE 2
ALL RESPONDENTS
N=277**

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
Q28	I am satisfied with the assistance I receive from the payroll office.	224	25.89%	53.13%	16.52%	4.02%	0.45%	53	19.13%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	189	21.69%	50.26%	24.34%	3.70%	0.00%	88	31.77%
Q30	Accounts payable services are provided in a timely and accurate manner.	168	20.24%	52.38%	24.40%	1.19%	1.79%	109	39.35%
Q31	I understand how to access my payroll information through MySPC.	264	34.85%	53.79%	3.79%	6.06%	1.52%	13	4.69%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	219	27.40%	52.51%	12.79%	5.48%	1.83%	58	20.94%
Q33	I am aware of giving opportunities through the Development Office.	225	19.56%	51.11%	15.11%	11.11%	3.11%	52	18.77%
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	154	23.38%	31.17%	43.51%	1.95%	0.00%	123	44.40%
Q35	I am aware of the monthly payroll donation program and how I can participate.	228	19.74%	52.19%	12.28%	10.53%	5.26%	49	17.69%
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	215	18.14%	46.98%	19.07%	15.35%	0.47%	62	22.38%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	202	22.77%	51.98%	18.81%	6.44%	0.00%	75	27.08%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	194	20.62%	50.00%	21.65%	7.22%	0.52%	83	29.96%
INFORMATION SERVICES									
Q39	Computer repairs are timely and satisfactory.	259	22.01%	41.31%	14.67%	14.29%	7.72%	18	6.50%
Q40	Internet access meets my needs.	263	19.01%	57.03%	10.65%	8.37%	4.94%	14	5.05%
Q41	MySPC is responsive and provides the information I need.	244	13.52%	48.77%	20.90%	13.11%	3.69%	33	11.91%
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	247	21.05%	41.70%	14.17%	16.60%	6.48%	30	10.83%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	224	31.70%	45.09%	14.73%	5.80%	2.68%	53	19.13%
Q44	Catering services provided by the food service are satisfactory.	215	33.02%	47.44%	15.35%	2.79%	1.40%	62	22.38%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	238	19.33%	44.54%	18.07%	13.03%	5.04%	39	14.08%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	176	28.98%	40.91%	26.70%	3.41%	0.00%	101	36.46%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	173	27.17%	41.04%	30.06%	1.73%	0.00%	104	37.55%
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	159	15.09%	25.16%	37.74%	14.47%	7.55%	118	42.60%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	163	19.63%	31.29%	36.20%	11.04%	1.84%	114	41.16%
Q50	I often turn to Institutional Research when I find problems with data.	152	14.47%	26.32%	43.42%	13.16%	2.63%	125	45.13%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	218	33.94%	43.58%	15.14%	5.96%	1.38%	59	21.30%
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	172	26.16%	34.88%	30.81%	5.81%	2.33%	105	37.91%
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	171	30.99%	32.16%	31.58%	3.51%	1.75%	106	38.27%

**TABLE 3
FACULTY RESPONDENTS
N=132**

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	75	44.00%	22.67%	24.00%	5.33%	4.00%	57	43.18%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	75	26.67%	38.67%	24.00%	8.00%	2.67%	57	43.18%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	69	21.74%	23.19%	26.09%	18.84%	10.14%	63	47.73%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	62	20.97%	25.81%	43.55%	8.06%	1.61%	70	53.03%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	79	48.10%	24.05%	24.05%	3.80%	0.00%	53	40.15%
Q6	The college telephone system is satisfactory and meets my needs.	122	37.70%	49.18%	8.20%	3.28%	1.64%	10	7.58%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	89	30.34%	33.71%	30.34%	4.49%	1.12%	43	32.58%
Q8	Mail and postal services provided by the college are satisfactory.	121	40.50%	49.59%	5.79%	3.31%	0.83%	11	8.33%
Q9	I am satisfied with the Emergency Notification System (ENS)	116	31.90%	50.86%	13.79%	2.59%	0.86%	16	12.12%
MARKETING AND RECRUITMENT SERVICES									
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	105	10.48%	28.57%	25.71%	15.24%	20.00%	27	23.10%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	89	14.61%	21.35%	34.83%	12.36%	16.85%	43	31.05%
Q12	The college provides accurate student marketing and recruitment information.	104	19.23%	36.54%	19.23%	9.62%	15.38%	28	21.30%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	94	17.02%	21.28%	31.91%	12.77%	17.02%	38	27.80%
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.	93	22.58%	24.73%	25.81%	16.13%	10.75%	39	27.44%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	109	8.26%	20.18%	20.18%	36.70%	14.68%	23	19.86%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	87	19.54%	14.94%	41.38%	14.94%	9.20%	45	29.24%
PHYSICAL PLANT SERVICES									
Q17	The SPC building maintenance services are satisfactory.	131	32.06%	46.56%	6.11%	12.21%	3.05%	1	0.76%
Q18	The SPC custodial services are satisfactory.	129	61.24%	28.68%	4.65%	4.65%	0.78%	3	2.27%
Q19	The SPC transportation services are satisfactory.	72	12.50%	29.17%	38.89%	15.28%	4.17%	60	45.45%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	81	14.81%	32.10%	39.51%	6.17%	7.41%	51	38.64%
Q21	The SPC grounds maintenance services are satisfactory.	123	43.09%	43.90%	7.32%	3.25%	2.44%	9	6.82%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	124	18.55%	44.35%	14.52%	18.55%	4.03%	8	6.06%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	116	31.90%	45.69%	13.79%	7.76%	0.86%	16	12.12%
Q24	I understand how to access my benefit and personnel information on MySPC.	125	23.20%	52.80%	7.20%	12.80%	4.00%	7	5.30%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	100	19.00%	36.00%	28.00%	15.00%	2.00%	32	24.24%
Q26	The Wellness/Fitness program activities are of interest and service to me.	98	15.31%	33.67%	32.65%	16.33%	2.04%	34	25.76%
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	90	23.33%	47.78%	22.22%	4.44%	2.22%	42	31.82%

TABLE 3
FACULTY RESPONDENTS
N=132

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
Q28	I am satisfied with the assistance I receive from the payroll office.	99	33.33%	41.41%	21.21%	3.03%	1.01%	33	25.00%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	77	23.38%	40.26%	33.77%	2.60%	0.00%	55	41.67%
Q30	Accounts payable services are provided in a timely and accurate manner.	67	17.91%	43.28%	34.33%	1.49%	2.99%	65	49.24%
Q31	I understand how to access my payroll information through MySPC.	128	39.06%	44.53%	4.69%	9.38%	2.34%	4	3.03%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	104	31.73%	45.19%	14.42%	7.69%	0.96%	28	21.21%
Q33	I am aware of giving opportunities through the Development Office.	107	21.50%	45.79%	14.02%	15.89%	2.80%	25	18.94%
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	66	25.76%	25.76%	46.97%	1.52%	0.00%	66	50.00%
Q35	I am aware of the monthly payroll donation program and how I can participate.	106	19.81%	47.17%	12.26%	15.09%	5.66%	26	19.70%
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	102	20.59%	39.22%	22.55%	17.65%	0.00%	30	22.73%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	96	27.08%	48.96%	16.67%	7.29%	0.00%	36	27.27%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	92	25.00%	43.48%	19.57%	10.87%	1.09%	40	30.30%
INFORMATION SERVICES									
Q39	Computer repairs are timely and satisfactory.	123	23.58%	39.84%	13.01%	13.82%	9.76%	9	6.82%
Q40	Internet access meets my needs.	123	23.58%	53.66%	9.76%	6.50%	6.50%	9	6.82%
Q41	MySPC is responsive and provides the information I need.	120	12.50%	42.50%	24.17%	16.67%	4.17%	12	9.09%
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	118	21.19%	41.53%	14.41%	12.71%	10.17%	14	10.61%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	102	32.35%	43.14%	19.61%	1.96%	2.94%	30	22.73%
Q44	Catering services provided by the food service are satisfactory.	103	27.18%	52.43%	15.53%	2.91%	1.94%	29	21.97%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	119	19.33%	37.82%	16.81%	17.65%	8.40%	13	9.85%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	83	27.71%	33.73%	32.53%	6.02%	0.00%	49	37.12%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	75	25.33%	36.00%	34.67%	4.00%	0.00%	57	43.18%
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	75	12.00%	21.33%	34.67%	21.33%	10.67%	57	43.18%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	73	15.07%	26.03%	36.99%	17.81%	4.11%	59	44.70%
Q50	I often turn to Institutional Research when I find problems with data.	66	13.64%	21.21%	40.91%	18.18%	6.06%	66	50.00%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	108	38.89%	42.59%	10.19%	6.48%	1.85%	24	18.18%
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	85	30.59%	31.76%	24.71%	9.41%	3.53%	47	35.61%
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	80	36.25%	30.00%	25.00%	6.25%	2.50%	52	39.39%

**TABLE 4
CLASSIFIED PERSONNEL RESPONDENTS
N=44**

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	33	48.48%	33.33%	15.15%	3.03%	0.00%	11	25.00%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	34	26.47%	47.06%	14.71%	8.82%	2.94%	10	22.73%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	33	15.15%	60.61%	15.15%	6.06%	3.03%	11	25.00%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	31	25.81%	45.16%	29.03%	0.00%	0.00%	13	29.55%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	30	36.67%	46.67%	16.67%	0.00%	0.00%	14	31.82%
Q6	The college telephone system is satisfactory and meets my needs.	41	19.51%	53.66%	19.51%	4.88%	2.44%	3	6.82%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	36	13.89%	52.78%	22.22%	8.33%	2.78%	8	18.18%
Q8	Mail and postal services provided by the college are satisfactory.	44	38.64%	50.00%	9.09%	2.27%	0.00%	0	0.00%
Q9	I am satisfied with the Emergency Notification System (ENS)	39	15.38%	61.54%	20.51%	0.00%	2.56%	5	11.36%
MARKETING AND RECRUITMENT SERVICES									
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	29	13.79%	51.72%	31.03%	0.00%	3.45%	15	34.09%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	29	17.24%	20.69%	51.72%	6.90%	3.45%	15	34.09%
Q12	The college provides accurate student marketing and recruitment information.	35	22.86%	40.00%	25.71%	11.43%	0.00%	9	20.45%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	33	9.09%	45.45%	42.42%	0.00%	3.03%	11	25.00%
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.	31	12.90%	35.48%	48.39%	3.23%	0.00%	13	29.55%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	33	3.03%	30.30%	36.36%	21.21%	9.09%	11	25.00%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	30	0.00%	36.67%	50.00%	10.00%	3.33%	14	31.82%
PHYSICAL PLANT SERVICES									
Q17	The SPC building maintenance services are satisfactory.	44	20.45%	56.82%	9.09%	6.82%	6.82%	0	0.00%
Q18	The SPC custodial services are satisfactory.	44	43.18%	40.91%	6.82%	2.27%	6.82%	0	0.00%
Q19	The SPC transportation services are satisfactory.	28	17.86%	64.29%	17.86%	0.00%	0.00%	16	36.36%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	28	14.29%	42.86%	21.43%	3.57%	17.86%	16	36.36%
Q21	The SPC grounds maintenance services are satisfactory.	43	32.56%	53.49%	6.98%	4.65%	2.33%	1	2.27%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	43	11.63%	58.14%	13.95%	11.63%	4.65%	1	2.27%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	40	15.00%	55.00%	7.50%	17.50%	5.00%	4	9.09%
Q24	I understand how to access my benefit and personnel information on MySPC.	43	20.93%	65.12%	2.33%	6.98%	4.65%	1	2.27%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	32	18.75%	59.38%	18.75%	3.13%	0.00%	12	27.27%
Q26	The Wellness/Fitness program activities are of interest and service to me.	32	18.75%	50.00%	31.25%	0.00%	0.00%	12	27.27%
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	38	21.05%	65.79%	5.26%	7.89%	0.00%	6	13.64%

TABLE 4
CLASSIFIED PERSONNEL RESPONDENTS
N=44

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
Q28	I am satisfied with the assistance I receive from the payroll office.	41	14.63%	63.41%	19.51%	2.44%	0.00%	3	6.82%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	37	16.22%	54.05%	21.62%	8.11%	0.00%	7	15.91%
Q30	Accounts payable services are provided in a timely and accurate manner.	34	20.59%	55.88%	23.53%	0.00%	0.00%	10	22.73%
Q31	I understand how to access my payroll information through MySPC.	41	31.71%	63.41%	2.44%	0.00%	2.44%	3	6.82%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	38	21.05%	55.26%	15.79%	5.26%	2.63%	6	13.64%
Q33	I am aware of giving opportunities through the Development Office.	37	16.22%	56.76%	16.22%	5.41%	5.41%	7	15.91%
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	26	15.38%	38.46%	38.46%	7.69%	0.00%	18	40.91%
Q35	I am aware of the monthly payroll donation program and how I can participate.	38	21.05%	60.53%	13.16%	2.63%	2.63%	6	13.64%
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	38	13.16%	65.79%	10.53%	7.89%	2.63%	6	13.64%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	33	12.12%	63.64%	24.24%	0.00%	0.00%	11	25.00%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	31	16.13%	64.52%	16.13%	3.23%	0.00%	13	29.55%
INFORMATION SERVICES									
Q39	Computer repairs are timely and satisfactory.	41	26.83%	29.27%	21.95%	17.07%	4.88%	3	6.82%
Q40	Internet access meets my needs.	44	13.64%	61.36%	18.18%	4.55%	2.27%	0	0.00%
Q41	MySPC is responsive and provides the information I need.	37	10.81%	67.57%	13.51%	2.70%	5.41%	7	15.91%
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	42	16.67%	47.62%	14.29%	19.05%	2.38%	2	4.55%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	36	38.89%	33.33%	11.11%	11.11%	5.56%	8	18.18%
Q44	Catering services provided by the food service are satisfactory.	35	45.71%	34.29%	17.14%	2.86%	0.00%	9	20.45%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	37	21.62%	54.05%	16.22%	8.11%	0.00%	7	15.91%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	28	21.43%	39.29%	35.71%	3.57%	0.00%	16	36.36%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	27	18.52%	44.44%	37.04%	0.00%	0.00%	17	38.64%
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	27	11.11%	22.22%	48.15%	7.41%	11.11%	17	38.64%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	24	4.17%	33.33%	50.00%	12.50%	0.00%	20	45.45%
Q50	I often turn to Institutional Research when I find problems with data.	23	4.35%	26.09%	52.17%	17.39%	0.00%	21	47.73%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	34	14.71%	50.00%	23.53%	8.82%	2.94%	10	22.73%
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	24	8.33%	33.33%	50.00%	8.33%	0.00%	20	45.45%
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	26	11.54%	30.77%	53.85%	3.85%	0.00%	18	40.91%

**TABLE 5
PROFESSIONAL NON-FACULTY RESPONDENTS
N=57**

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	49	32.65%	42.86%	14.29%	8.16%	2.04%	8	14.04%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	47	25.53%	42.55%	21.28%	8.51%	2.13%	10	17.54%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	46	26.09%	47.83%	21.74%	4.35%	0.00%	11	19.30%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	39	15.38%	41.03%	43.59%	0.00%	0.00%	18	31.58%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	42	33.33%	42.86%	23.81%	0.00%	0.00%	15	26.32%
Q6	The college telephone system is satisfactory and meets my needs.	57	14.04%	56.14%	12.28%	15.79%	1.75%	0	0.00%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	50	14.00%	46.00%	24.00%	14.00%	2.00%	7	12.28%
Q8	Mail and postal services provided by the college are satisfactory.	55	32.73%	61.82%	3.64%	1.82%	0.00%	2	3.51%
Q9	I am satisfied with the Emergency Notification System (ENS)	55	21.82%	58.18%	14.55%	5.45%	0.00%	2	3.51%
MARKETING AND RECRUITMENT SERVICES									
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	52	15.38%	34.62%	26.92%	15.38%	7.69%	5	8.77%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	50	18.00%	26.00%	30.00%	16.00%	10.00%	7	12.28%
Q12	The college provides accurate student marketing and recruitment information.	51	11.76%	45.10%	21.57%	13.73%	7.84%	6	10.53%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	51	13.73%	37.25%	31.37%	11.76%	5.88%	6	10.53%
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.	51	17.65%	35.29%	25.49%	15.69%	5.88%	6	10.53%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	51	7.84%	39.22%	25.49%	21.57%	5.88%	6	10.53%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	54	11.11%	38.89%	22.22%	20.37%	7.41%	3	5.26%
PHYSICAL PLANT SERVICES									
Q17	The SPC building maintenance services are satisfactory.	57	29.82%	54.39%	1.75%	12.28%	1.75%	0	0.00%
Q18	The SPC custodial services are satisfactory.	57	45.61%	38.60%	8.77%	7.02%	0.00%	0	0.00%
Q19	The SPC transportation services are satisfactory.	40	10.00%	47.50%	25.00%	12.50%	5.00%	17	29.82%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	39	5.13%	38.46%	38.46%	15.38%	2.56%	18	31.58%
Q21	The SPC grounds maintenance services are satisfactory.	56	37.50%	50.00%	5.36%	7.14%	0.00%	1	1.75%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	57	15.79%	54.39%	12.28%	17.54%	0.00%	0	0.00%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	56	21.43%	51.79%	17.86%	8.93%	0.00%	1	1.75%
Q24	I understand how to access my benefit and personnel information on MySPC.	56	10.71%	73.21%	7.14%	8.93%	0.00%	1	1.75%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	47	14.89%	44.68%	27.66%	10.64%	2.13%	10	17.54%
Q26	The Wellness/Fitness program activities are of interest and service to me.	47	19.15%	36.17%	31.91%	12.77%	0.00%	10	17.54%
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	53	26.42%	54.72%	13.21%	3.77%	1.89%	4	7.02%

TABLE 5
PROFESSIONAL NON-FACULTY RESPONDENTS
N=57

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
Q28	I am satisfied with the assistance I receive from the payroll office.	52	19.23%	67.31%	9.62%	3.85%	0.00%	5	8.77%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	51	17.65%	60.78%	19.61%	1.96%	0.00%	6	10.53%
Q30	Accounts payable services are provided in a timely and accurate manner.	44	15.91%	61.36%	20.45%	2.27%	0.00%	13	22.81%
Q31	I understand how to access my payroll information through MySPC.	57	22.81%	73.68%	1.75%	1.75%	0.00%	0	0.00%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	52	17.31%	69.23%	5.77%	3.85%	3.85%	5	8.77%
Q33	I am aware of giving opportunities through the Development Office.	53	13.21%	56.60%	16.98%	9.43%	3.77%	4	7.02%
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	39	17.95%	35.90%	46.15%	0.00%	0.00%	18	31.58%
Q35	I am aware of the monthly payroll donation program and how I can participate.	53	13.21%	58.49%	11.32%	9.43%	7.55%	4	7.02%
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	49	14.29%	46.94%	22.45%	16.33%	0.00%	8	14.04%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	50	16.00%	54.00%	20.00%	10.00%	0.00%	7	12.28%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	47	14.89%	48.94%	31.91%	4.26%	0.00%	10	17.54%
INFORMATION SERVICES									
Q39	Computer repairs are timely and satisfactory.	55	18.18%	45.45%	12.73%	16.36%	7.27%	2	3.51%
Q40	Internet access meets my needs.	55	14.55%	60.00%	5.45%	14.55%	5.45%	2	3.51%
Q41	MySPC is responsive and provides the information I need.	54	11.11%	55.56%	24.07%	7.41%	1.85%	3	5.26%
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	55	23.64%	32.73%	16.36%	21.82%	5.45%	2	3.51%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	53	28.30%	54.72%	9.43%	7.55%	0.00%	4	7.02%
Q44	Catering services provided by the food service are satisfactory.	50	32.00%	48.00%	16.00%	4.00%	0.00%	7	12.28%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	50	16.00%	52.00%	24.00%	6.00%	2.00%	7	12.28%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	45	31.11%	53.33%	15.56%	0.00%	0.00%	12	21.05%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	46	34.78%	41.30%	23.91%	0.00%	0.00%	11	19.30%
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	40	15.00%	32.50%	37.50%	12.50%	2.50%	17	29.82%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	47	27.66%	36.17%	31.91%	4.26%	0.00%	10	17.54%
Q50	I often turn to Institutional Research when I find problems with data.	44	18.18%	29.55%	43.18%	9.09%	0.00%	13	22.81%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	49	34.69%	42.86%	22.45%	0.00%	0.00%	8	14.04%
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	43	20.93%	44.19%	32.56%	0.00%	2.33%	14	24.56%
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	45	26.67%	40.00%	31.11%	0.00%	2.22%	12	21.05%

TABLE 6
ADMINISTRATION RESPONDENTS
N=19

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
PURCHASING OFFICE									
Q1	The purchasing office addresses my questions and concerns in a prompt and courteous manner.	14	57.14%	35.71%	0.00%	7.14%	0.00%	5	26.32%
Q2	The purchasing system allows departments to purchase budgeted items in a timely and cost-efficient manner.	14	50.00%	35.71%	14.29%	0.00%	0.00%	5	26.32%
Q3	I understand how to access budget information from the distributive purchasing systems (DPS) that is beneficial in managing departmental expenditures.	14	50.00%	35.71%	14.29%	0.00%	0.00%	5	26.32%
Q4	The online system for ordering and purchasing of office supplies is easy to use and effective for my department.	13	30.77%	46.15%	7.69%	15.38%	0.00%	6	31.58%
CENTRAL COMMUNICATIONS SERVICES									
Q5	The services I receive from the Copy Center are satisfactory.	12	25.00%	58.33%	16.67%	0.00%	0.00%	7	36.84%
Q6	The college telephone system is satisfactory and meets my needs.	19	31.58%	36.84%	5.26%	15.79%	10.53%	0	0.00%
Q7	Problems I have with the campus telephone system are addressed in a timely and courteous manner.	19	26.32%	36.84%	21.05%	15.79%	0.00%	0	0.00%
Q8	Mail and postal services provided by the college are satisfactory.	19	52.63%	42.11%	5.26%	0.00%	0.00%	0	0.00%
Q9	I am satisfied with the Emergency Notification System (ENS)	15	46.67%	46.67%	0.00%	6.67%	0.00%	4	21.05%
MARKETING AND RECRUITMENT SERVICES									
Q10	The Marketing and Recruitment Office provides satisfactory publicity services for my department or program.	14	21.43%	57.14%	0.00%	7.14%	14.29%	5	26.32%
Q11	The Marketing and Recruitment Office staff is responsive to my input and ideas when publicizing or marketing my department or program.	13	15.38%	46.15%	15.38%	0.00%	23.08%	6	31.58%
Q12	The college provides accurate student marketing and recruitment information.	16	18.75%	37.50%	18.75%	12.50%	12.50%	3	15.79%
Q13	Publications services provided by the Marketing and Recruitment are satisfactory and meet the needs of my department or program.	13	15.38%	46.15%	15.38%	7.69%	15.38%	6	31.58%
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.	15	20.00%	60.00%	6.67%	6.67%	6.67%	4	21.05%
Q15	I am aware of all the services the Marketing and Recruitment Office can provide for my department or program.	14	21.43%	42.86%	14.29%	7.14%	14.29%	5	26.32%
Q16	The Marketing and Recruitment Office staff provides services to my department or program in a timely and courteous manner.	15	26.67%	40.00%	13.33%	0.00%	20.00%	4	21.05%
PHYSICAL PLANT SERVICES									
Q17	The SPC building maintenance services are satisfactory.	18	33.33%	38.89%	0.00%	16.67%	11.11%	1	5.26%
Q18	The SPC custodial services are satisfactory.	18	55.56%	33.33%	5.56%	5.56%	0.00%	1	5.26%
Q19	The SPC transportation services are satisfactory.	13	15.38%	53.85%	30.77%	0.00%	0.00%	6	31.58%
Q20	The SPC inventory services are satisfactory and meet the needs of my program or department.	16	18.75%	12.50%	31.25%	25.00%	12.50%	3	15.79%
Q21	The SPC grounds maintenance services are satisfactory.	18	38.89%	27.78%	16.67%	5.56%	11.11%	1	5.26%
HUMAN RESOURCES SERVICES									
Q22	The Office of Human Resources effectively communicates the benefits provided to the employees of South Plains College.	19	15.79%	52.63%	10.53%	21.05%	0.00%	0	0.00%
Q23	Human Resources staff address my questions and concerns in a prompt and courteous manner.	19	42.11%	42.11%	10.53%	5.26%	0.00%	0	0.00%
Q24	I understand how to access my benefit and personnel information on MySPC.	19	26.32%	47.37%	15.79%	10.53%	0.00%	0	0.00%
WELLNESS PROGRAM									
Q25	I am satisfied with the Wellness/Fitness program.	14	14.29%	71.43%	14.29%	0.00%	0.00%	5	26.32%
Q26	The Wellness/Fitness program activities are of interest and service to me.	14	14.29%	64.29%	21.43%	0.00%	0.00%	5	26.32%
BUSINESS SERVICES									
Q27	The Business Office staff provides accurate and timely information in a courteous manner.	18	27.78%	66.67%	5.56%	0.00%	0.00%	1	5.26%

TABLE 6
ADMINISTRATION RESPONDENTS
N=19

SURVEY STATEMENTS		DEGREE OF AGREEMENT							
		N	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	N	No Response
Q28	I am satisfied with the assistance I receive from the payroll office.	16	31.25%	56.25%	6.25%	6.25%	0.00%	3	15.79%
Q29	The services provided by the Business Office cashiers are satisfactory and are provided in a courteous manner.	16	50.00%	43.75%	6.25%	0.00%	0.00%	3	15.79%
Q30	Accounts payable services are provided in a timely and accurate manner.	14	50.00%	42.86%	7.14%	0.00%	0.00%	5	26.32%
Q31	I understand how to access my payroll information through MySPC.	18	44.44%	44.44%	5.56%	5.56%	0.00%	1	5.26%
DEVELOPMENT AND ALUMNI RELATIONS OFFICE SERVICES									
Q32	The Development Office adequately communicates to the SPC family the need for scholarship funds for SPC students.	15	46.67%	40.00%	13.33%	0.00%	0.00%	4	21.05%
Q33	I am aware of giving opportunities through the Development Office.	15	26.67%	60.00%	13.33%	0.00%	0.00%	4	21.05%
Q34	The Development Office services I request (e.g. memorial cards) are provided in a timely and courteous manner.	12	41.67%	33.33%	25.00%	0.00%	0.00%	7	36.84%
Q35	I am aware of the monthly payroll donation program and how I can participate.	18	33.33%	38.89%	16.67%	11.11%	0.00%	1	5.26%
Q36	I am aware of the SPC Alumni Association and how to connect former students with the Alumni Office.	14	28.57%	42.86%	14.29%	14.29%	0.00%	5	26.32%
SCHOLARSHIP OFFICE SERVICES									
Q37	The Scholarship Office administers the college scholarship program in a timely and efficient manner.	13	30.77%	46.15%	15.38%	7.69%	0.00%	6	31.58%
Q38	The Scholarship Office provides information and services to my department or program in a timely and courteous manner.	14	21.43%	57.14%	14.29%	7.14%	0.00%	5	26.32%
INFORMATION SERVICES									
Q39	Computer repairs are timely and satisfactory.	19	21.05%	47.37%	15.79%	5.26%	10.53%	0	0.00%
Q40	Internet access meets my needs.	19	15.79%	63.16%	10.53%	5.26%	5.26%	0	0.00%
Q41	MySPC is responsive and provides the information I need.	17	23.53%	41.18%	17.65%	17.65%	0.00%	2	10.53%
Q42	Requests for help from the Information Services HelpDesk are handled in a timely and satisfactory manner.	15	33.33%	33.33%	6.67%	26.67%	0.00%	4	21.05%
CAMPUS FOOD SERVICES									
Q43	I am satisfied with the food services at SPC.	18	38.89%	38.89%	16.67%	5.56%	0.00%	1	5.26%
Q44	Catering services provided by the food service are satisfactory.	16	56.25%	25.00%	18.75%	0.00%	0.00%	3	15.79%
BOOKSTORE SERVICES									
Q45	I am satisfied with the bookstore services at SPC.	18	38.89%	27.78%	16.67%	16.67%	0.00%	1	5.26%
INSTITUTIONAL RESEARCH SERVICES									
Q46	The Office of Institutional Research is easy to contact.	13	46.15%	53.85%	0.00%	0.00%	0.00%	6	31.58%
Q47	The data I request is supplied to me in a format that is easy to use and understand.	16	37.50%	56.25%	6.25%	0.00%	0.00%	3	15.79%
Q48	When I have questions related to the College's course schedule, I reach out to the Institutional Research Office for help.	13	38.46%	38.46%	23.08%	0.00%	0.00%	6	31.58%
Q49	Data from Institutional Research plays an important part in planning and assessment for my department or office.	13	53.85%	38.46%	7.69%	0.00%	0.00%	6	31.58%
Q50	I often turn to Institutional Research when I find problems with data.	13	30.77%	46.15%	23.08%	0.00%	0.00%	6	31.58%
INSTITUTIONAL EFFECTIVENESS AND ASSESSMENT SERVICES									
Q51	I am aware of the assessment and planning activities conducted by my department or office.	16	50.00%	37.50%	6.25%	6.25%	0.00%	3	15.79%
Q52	Institutional Effectiveness and Assessment staff provide adequate support in helping me with the assessment process.	13	46.15%	38.46%	15.38%	0.00%	0.00%	6	31.58%
Q53	Institutional Effectiveness and Assessment staff answer my questions in a timely and effective manner.	13	46.15%	38.46%	15.38%	0.00%	0.00%	6	31.58%