Faculty/Staff Survey:  
Fall 2013

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Only respondents who indicated that they work at the Canyon Country campus received questions pertaining to the Canyon Country campus.

**Satisfaction with Various Aspects of the Canyon Country Campus**

Table 6. Satisfaction with Various Aspects of the Canyon Country Campus

<table>
<thead>
<tr>
<th>Area</th>
<th>Satisfied/Very Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied/Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of knowledge of the switchboard/information personnel (n=33)</td>
<td>94%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Personal safety while on campus (n=36)</td>
<td>94%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Parking availability for faculty/staff (n=36)</td>
<td>70%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>Maintenance of classrooms/offices (n=34)</td>
<td>70%</td>
<td>15%</td>
<td>15%</td>
</tr>
<tr>
<td>Space available for meeting with students (n=25)</td>
<td>56%</td>
<td>24%</td>
<td>20%</td>
</tr>
<tr>
<td>Timeliness of Reprographics requests (n=25)</td>
<td>92%</td>
<td>8%</td>
<td>0%</td>
</tr>
<tr>
<td>Timeliness of Facilities work order completion (n=25)</td>
<td>68%</td>
<td>24%</td>
<td>8%</td>
</tr>
<tr>
<td>Timeliness of key requests (n=26)</td>
<td>69%</td>
<td>23%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Note: Respondents indicating N/A were excluded

As illustrated in Figure 2, the majority of respondents at the Canyon Country campus are “satisfied” or “very satisfied” with various aspects of the Canyon Country campus.

Figure 2. Satisfaction with Various Aspects of the Canyon Country Campus

![Percentage of Respondents](image_url)

Note: Respondents indicating N/A were excluded
Timeliness of Facilities Work Order Completion

Overall, 68 percent of respondents are “satisfied” or “very satisfied” with the timeliness of Facilities work order completion at the Canyon Country campus. As compared with Fall 2012, satisfaction with Facilities work order completion has decreased significantly (decrease of 27 percentage points).

Within each employee group, 72 percent of classified staff are “satisfied” or “very satisfied” with the timeliness of Facilities work order completion at the Canyon Country campus. A total of 7 full-time faculty, 11 classified staff, 3 classified administrators, and 3 educational administrators responded to this item.

Percentages are not reported for employee groups with sample sizes less than ten.

Note: Computer Support Services, the Library, and The Learning Center (TLC) on the Canyon Country campus were also surveyed. The results for these departments have been included with their respective department results.

Career Services

Awareness of Career Services

Overall, 92 percent of respondents are aware that there is a Career Services department.

Within each employee group, classified administrators (100 percent) had the highest percentage of respondents that are aware that there is a Career Services department, followed by classified staff (95 percent), educational administrators (94 percent), and full-time faculty (86 percent). A total of 88 full-time faculty, 103 classified staff, 25 classified administrators, and 16 educational administrators responded to this item.

Familiarity with Services Provided by Career Services

Overall, 78 percent of respondents are familiar with the services offered by Career Services.

Within each employee group, educational administrators (94 percent) had the highest percentage of respondents that are familiar with the services offered by Career Services, followed by classified administrators (84 percent), classified staff (83 percent), and full-time faculty (67 percent). A total of 81 full-time faculty, 102 classified staff, 25 classified administrators, and 16 educational administrators responded to this item.
**Recommendations**

Upon review of the survey results and comments provided, the following recommendations should be taken into consideration, in conjunction with other exiting data or reports, for Admissions and Records; Canyon Country campus; Career Services; Contract, Procurement and Risk Management; Distance Learning; Economic Development; Fast Track Institute; Grants Development, Graphics, Human Resources, Information Technology, Instruction, International Education, the Library, Outreach and School Relations, Payroll Services, Planning, Professional Development, Public Information Office (PIO), Reprographics, the Student Health and Wellness Center, and The Learning Center (TLC):

**Admissions and Records**

- Explore ways to increase the ease of use of the positive attendance reporting process for faculty.
- Explore ways to increase the usefulness of the communication with faculty; specifically with the Admissions & Records bulletin, the faculty information packet and the My Canyons packet.
- Consider faculty responses regarding the ways they prefer to receive training on My Canyons when planning; specifically through FLEX workshops and online tutorials.

**Canyon Country Campus**

- Explore ways to increase the space available for meeting with students on the Canyon Country campus.
- Explore ways to increase satisfaction with the timeliness of Facilities work order completion and the timeliness of key requests on the Canyon Country campus.

**Career Services**

- Explore ways to increase the familiarity with Career Services; specifically to full-time faculty.
- Consider ways to increase outreach to faculty in the classroom based on interest.

**Contract, Procurement and Risk Management**

- Explore ways to increase satisfaction with the timeliness in which the field trip/excursion waiver form is sent out.
- Explore ways to increase full-time faculty satisfaction with the knowledge, courtesy and timeliness of services in Contract, Procurement and Risk Management.