

# Bonnie Kelly

Colleague Survey ()  
No. of responses = 107



## Overall indicators

### Global Index

BUILDINGS AND GROUNDS (Scale width: 5)

PARKING AND CAMPUS SECURITY (Scale width: 5)

EQUIPMENT (Scale width: 5)

INFORMATION TECHNOLOGY (Scale width: 5)

WORK ENVIRONMENT (Scale width: 5)

SUPPORT FOR FACULTY AND TEACHING RESPONSIBILITIES (Scale width: 5)

ONLINE INSTRUCTION (Scale width: 5)

LIBRARY (Scale width: 5)

BOOKSTORE (Scale width: 5)

ECONOMIC DEVELOPMENT (Scale width: 5)

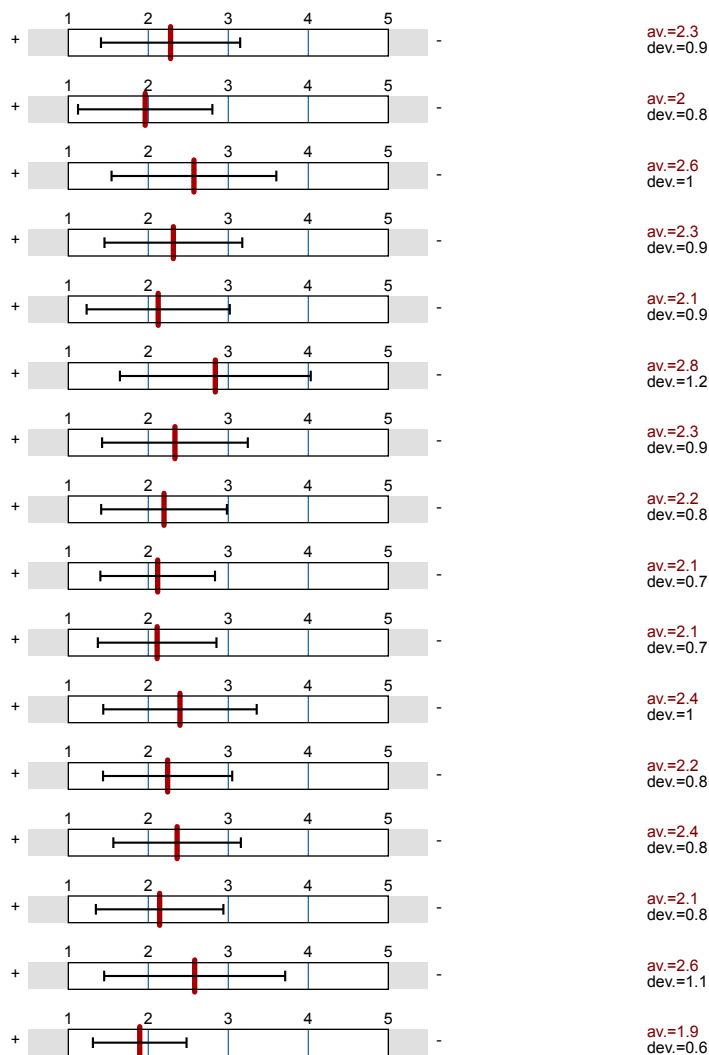
STUDENT AFFAIRS - QUALITY OF SERVICE TO STUDENTS (Scale width: 5)

BUSINESS OFFICE (Scale width: 5)

HUMAN RESOURCES OFFICE (Scale width: 5)

PRESIDENT'S OFFICE (Scale width: 5)

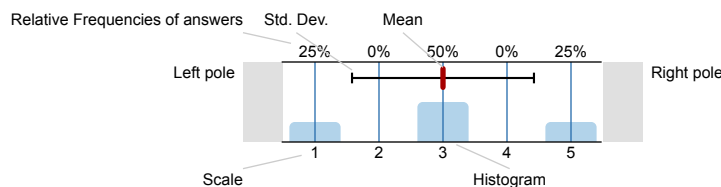
THIS SURVEY (Scale width: 5)



## Survey Results

### Legend

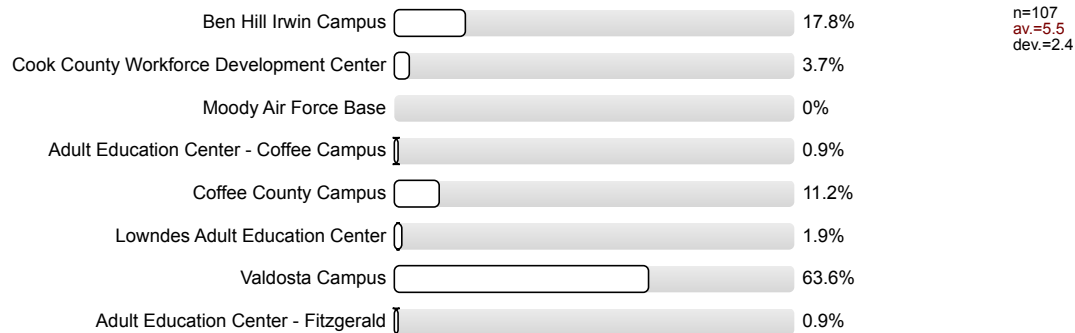
Question text



n=No. of responses  
av.=Mean  
dev.=Std. Dev.  
ab.=Abstention

## 1. Campus Location

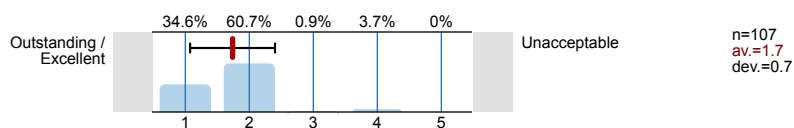
1.1) Please check your home campus.



n=107  
av.=5.5  
dev.=2.4

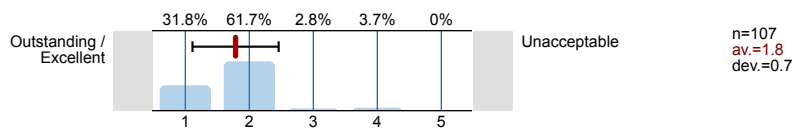
## 2. BUILDINGS AND GROUNDS

2.1) Cleanliness



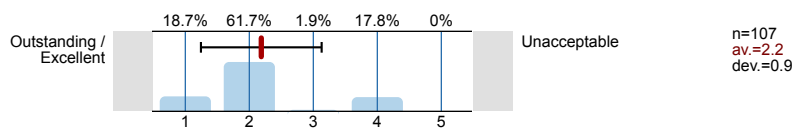
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dev.=0.7

2.2) Maintenance



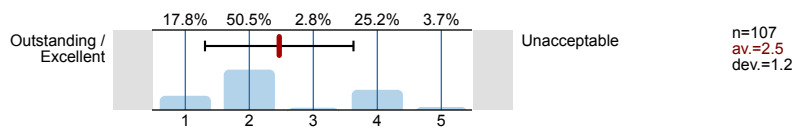
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av.=1.8  
dev.=0.7

2.3) Comfortable temperature



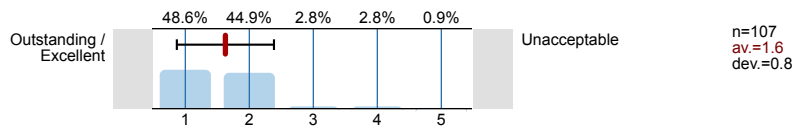
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av.=2.2  
dev.=0.9

2.4) Adequate space



n=107  
av.=2.5  
dev.=1.2

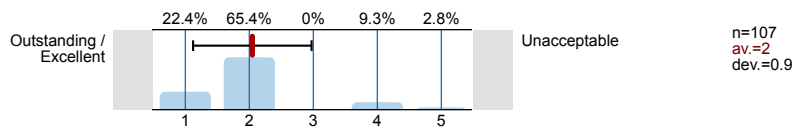
2.5) Maintenance staff



n=107  
av.=1.6  
dev.=0.8

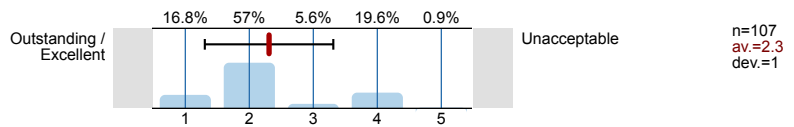
## 3. PARKING AND CAMPUS SECURITY

3.1) Parking space



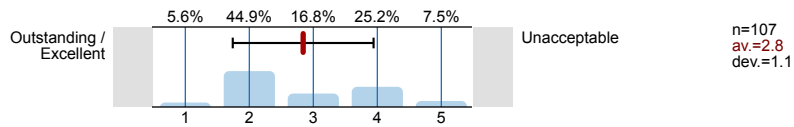
n=107  
av.=2  
dev.=0.9

3.2) Lighting and security in parking lots

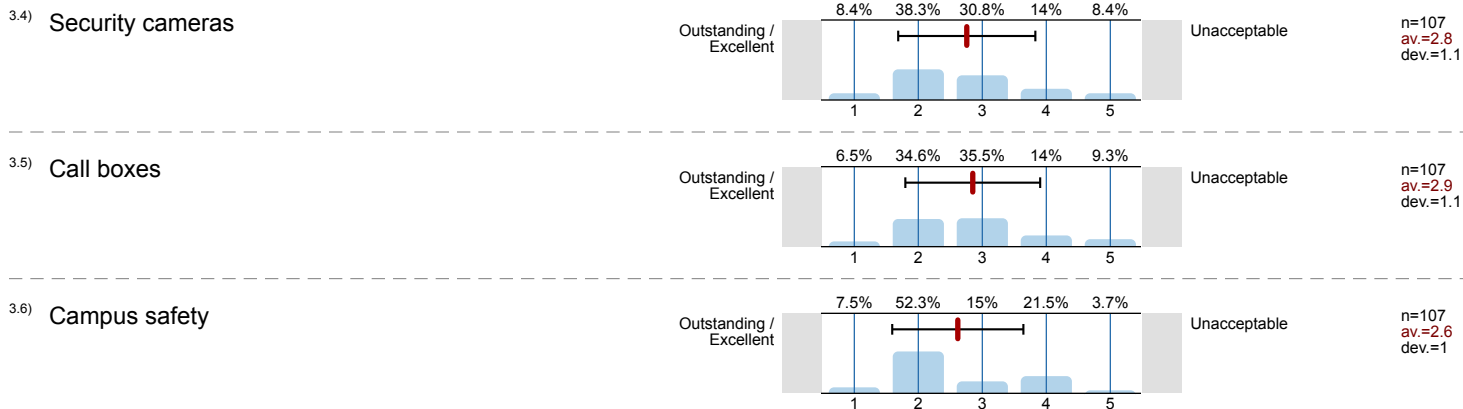


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dev.=1

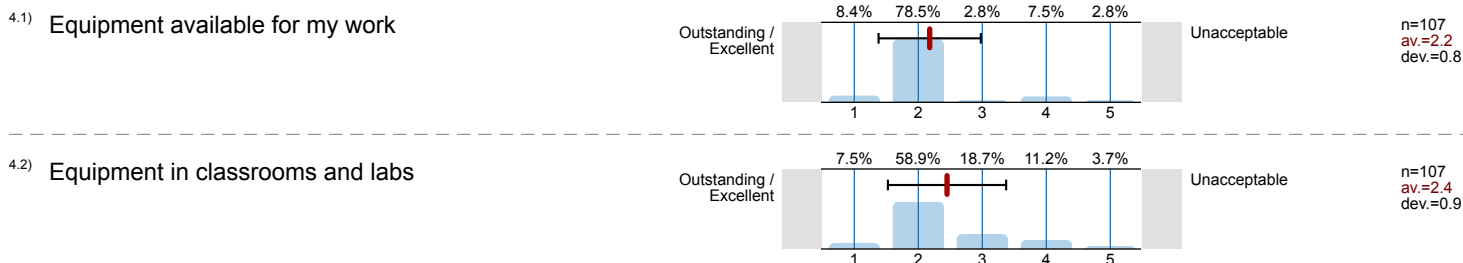
3.3) Availability of patrol officers



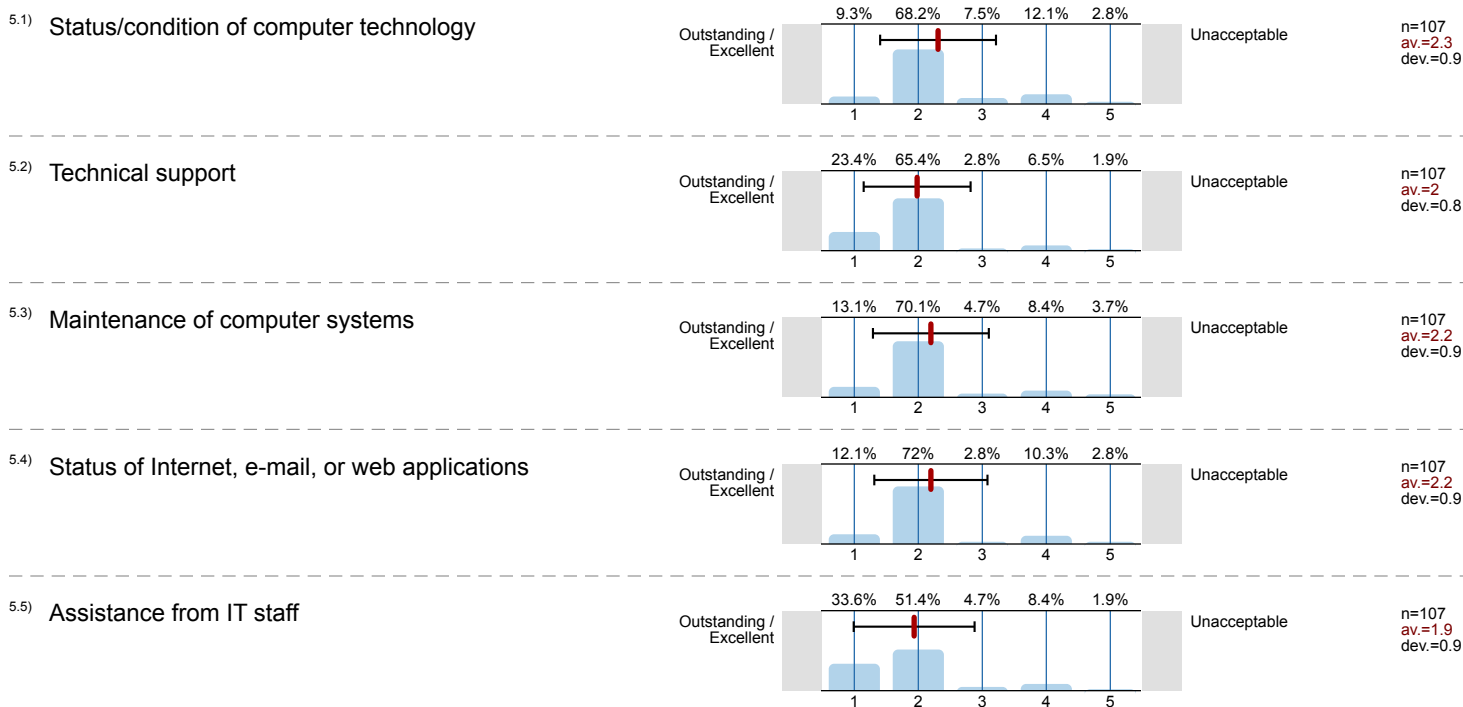
n=107  
av.=2.8  
dev.=1.1



#### 4. EQUIPMENT

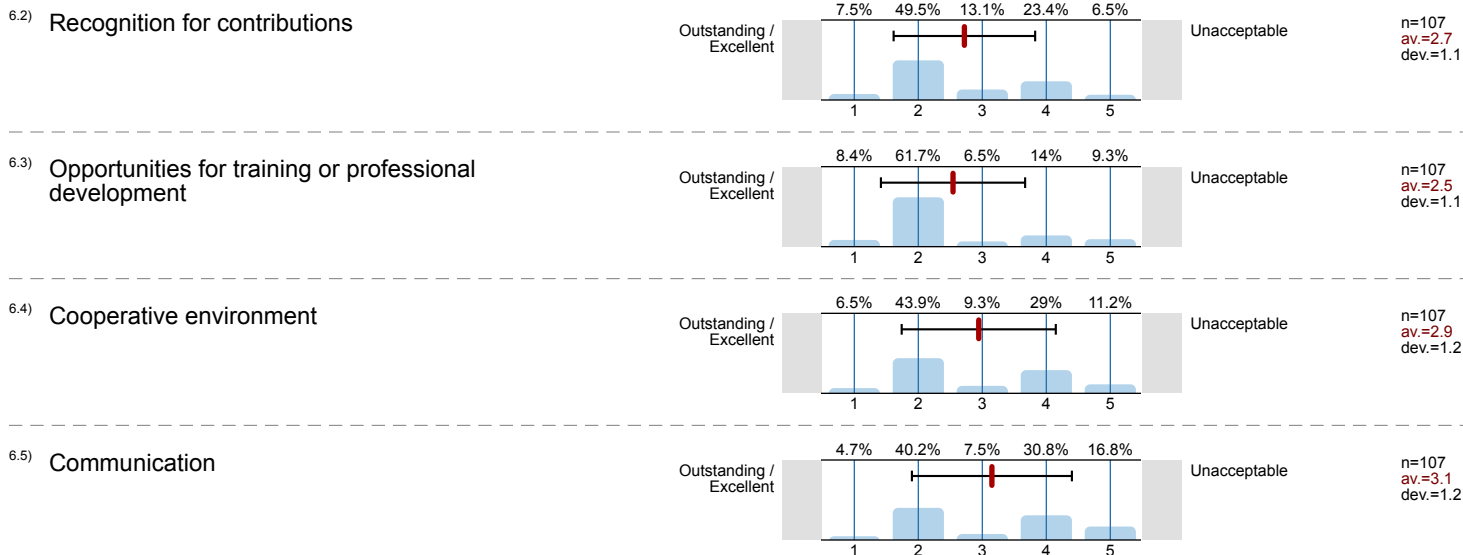


#### 5. INFORMATION TECHNOLOGY

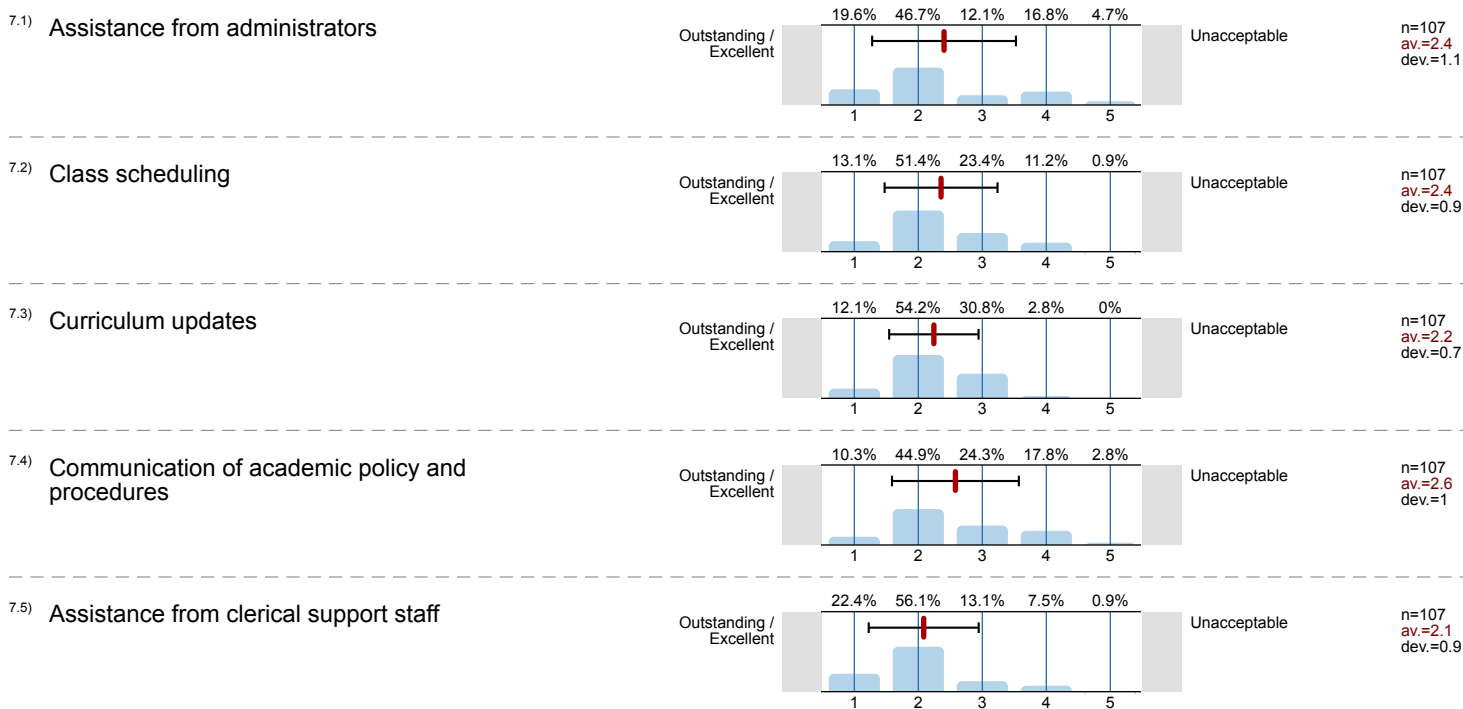


#### 6. WORK ENVIRONMENT

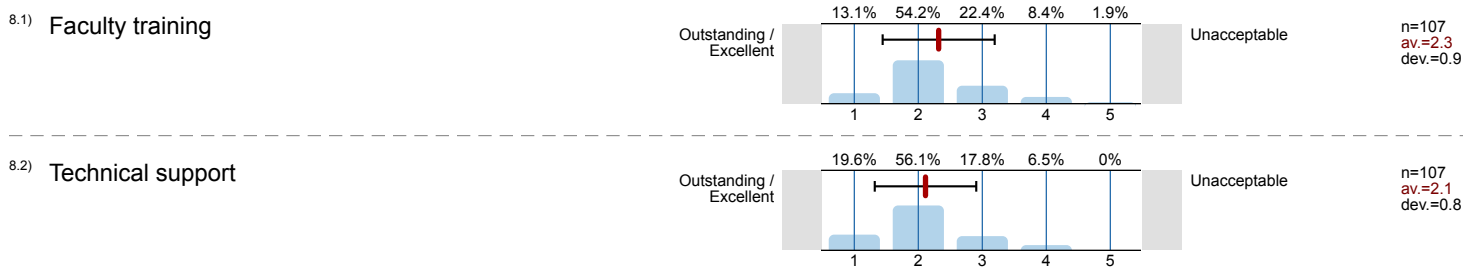




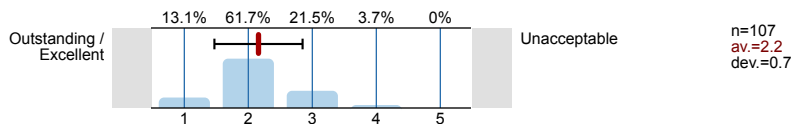
**7. SUPPORT FOR FACULTY AND TEACHING RESPONSIBILITIES**



**8. ONLINE INSTRUCTION**

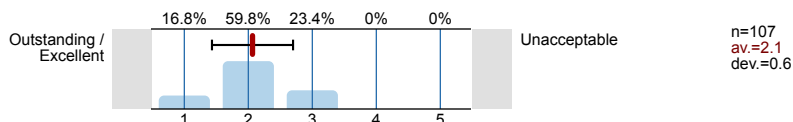


8.3) Communication for use of technology and materials

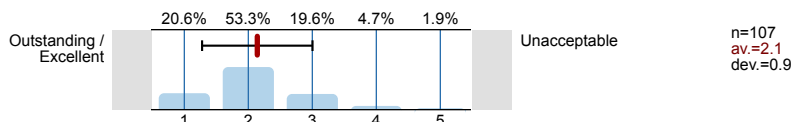


9. LIBRARY

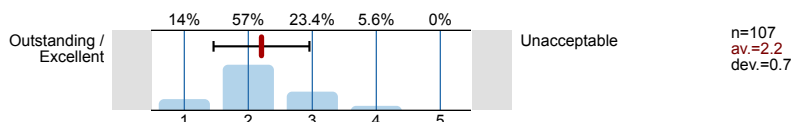
9.1) Library – Resources



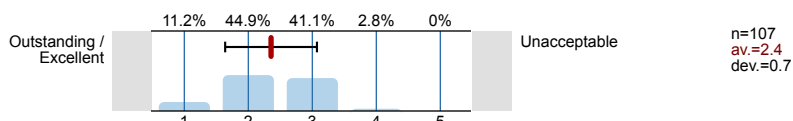
9.2) Library – Physical space



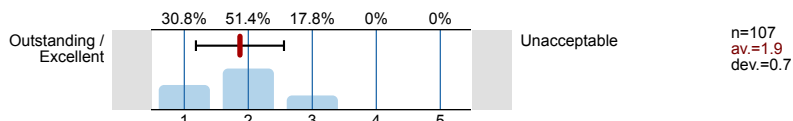
9.3) Library – Hours



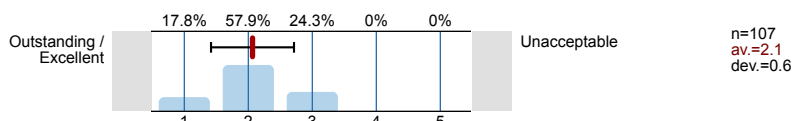
9.4) Library training sessions



9.5) Assistance from library staff

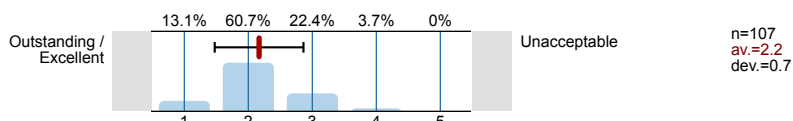


9.6) Opportunities to request new resources

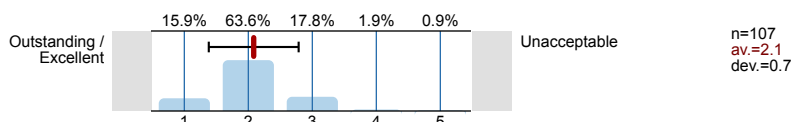


10. BOOKSTORE

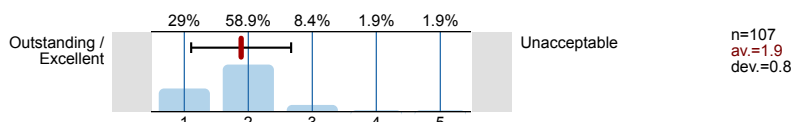
10.1) Bookstore – Items in stock



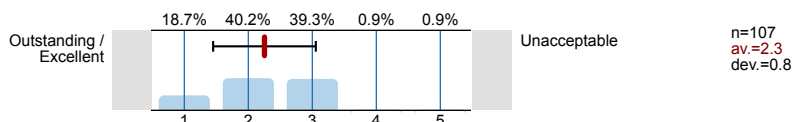
10.2) Bookstore – Physical space



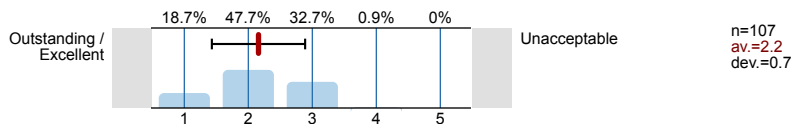
10.3) Customer service (courtesy, friendliness, etc.)



10.4) Assistance with special book orders

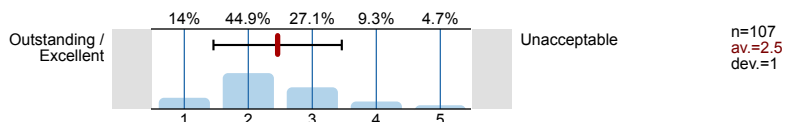


10.5) Efficiency of package handling (shipping and receiving)

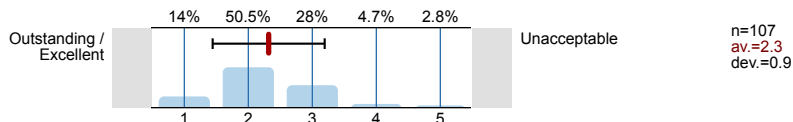


11. ECONOMIC DEVELOPMENT

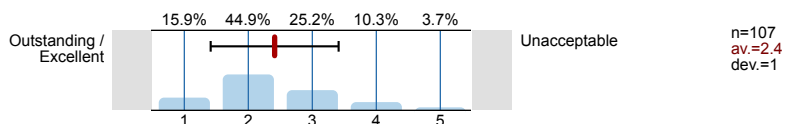
11.1) Customer Service



11.2) Availability and responsiveness to requests for information

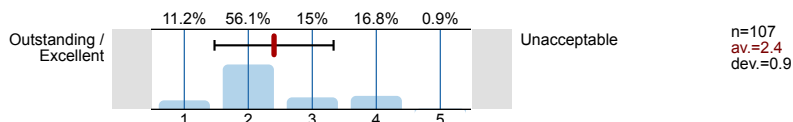


11.3) Professional image for community

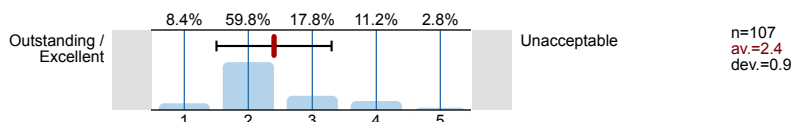


12. STUDENT AFFAIRS - QUALITY OF SERVICE TO STUDENTS

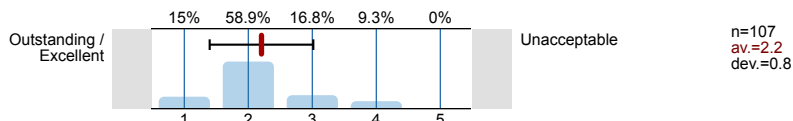
12.1) Admissions



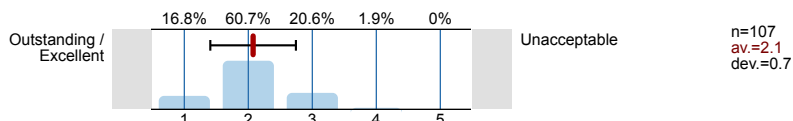
12.2) Financial aid



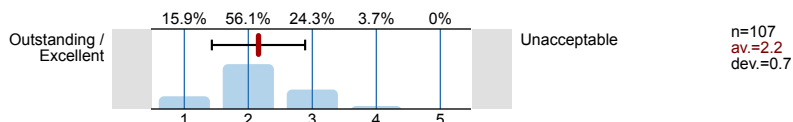
12.3) Registrar/records



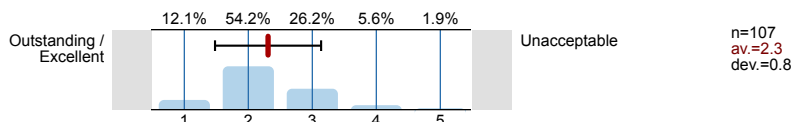
12.4) Academic Support Center



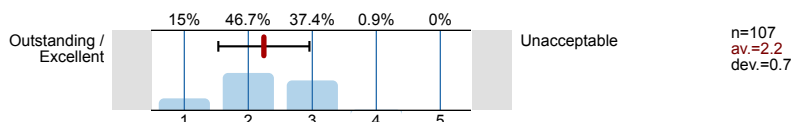
12.5) Job Placement/Career Services

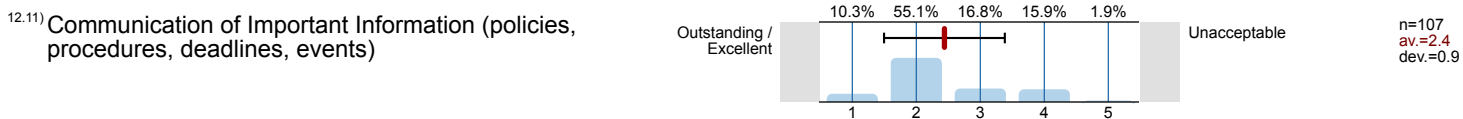
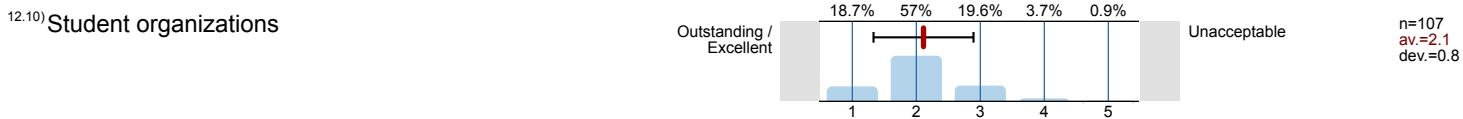
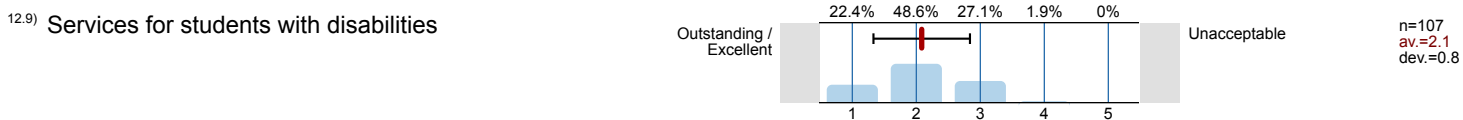
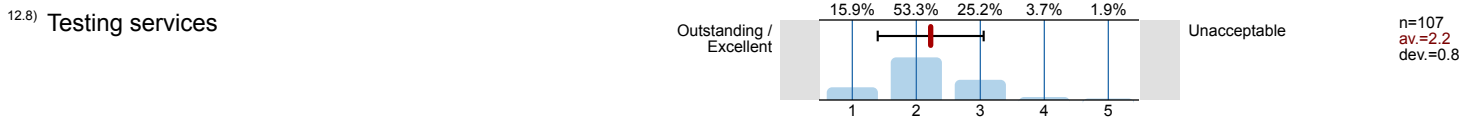


12.6) New student orientation

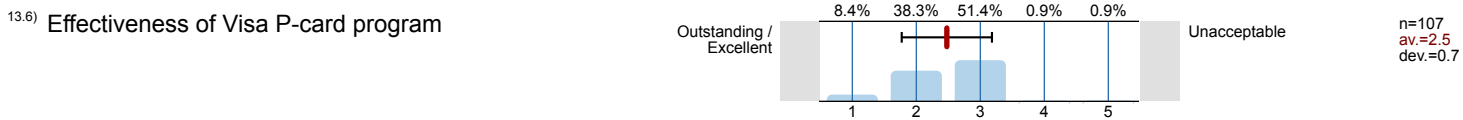
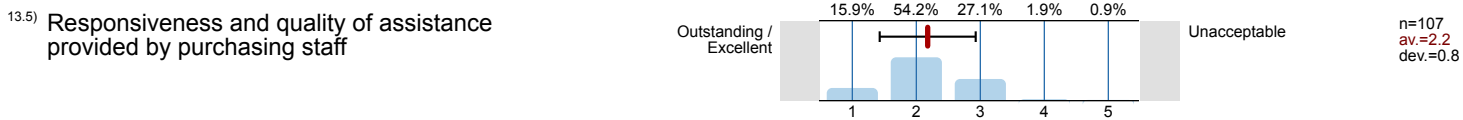
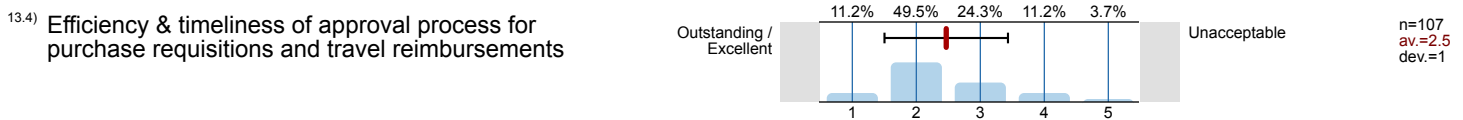
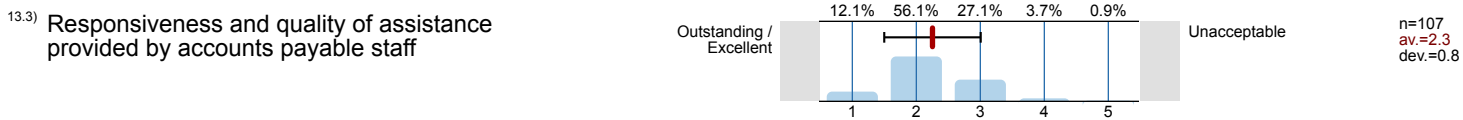
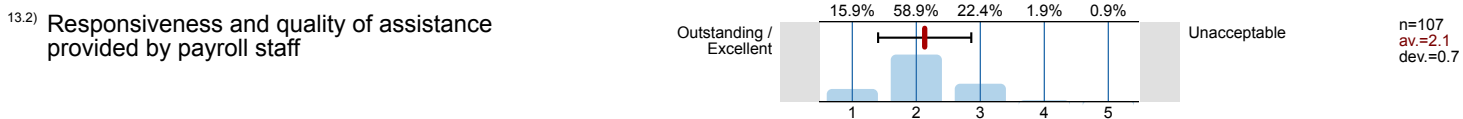


12.7) Counseling referral services

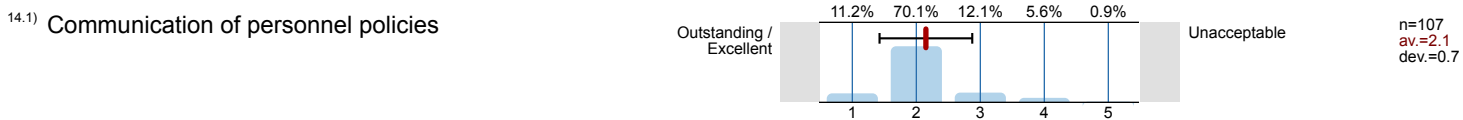




13. BUSINESS OFFICE

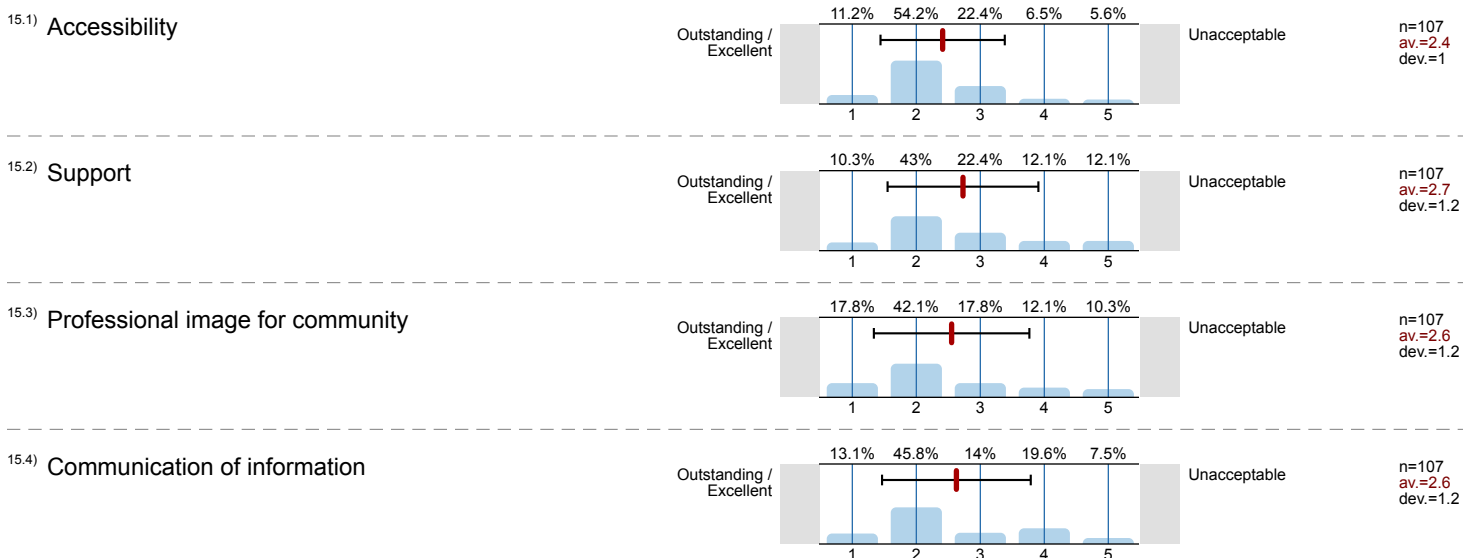


14. HUMAN RESOURCES OFFICE





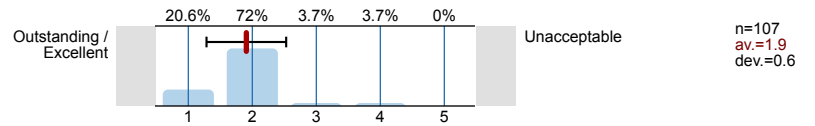
### 15. PRESIDENT'S OFFICE



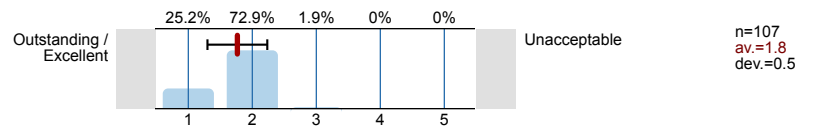
### 16. THIS SURVEY



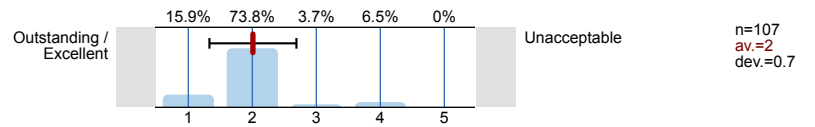
16.1) Design



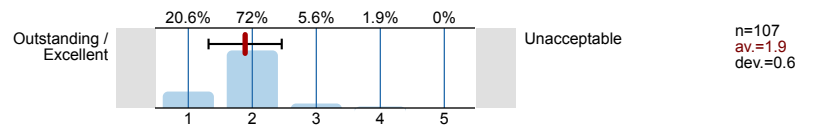
16.2) Instructions



16.3) Content



16.4) Usability



# Profile

Subunit: Institutional Effectiveness  
 Name of the instructor: Bonnie Kelly  
 Name of the course: Colleague Survey  
 (Name of the survey)

Values used in the profile line: Mean

## 2. BUILDINGS AND GROUNDS

Item	Scale	Mean	MD	Dev
2.1) Cleanliness	Outstanding / Excellent	1.7	2.0	0.7
2.2) Maintenance	Outstanding / Excellent	1.8	2.0	0.7
2.3) Comfortable temperature	Outstanding / Excellent	2.2	2.0	0.9
2.4) Adequate space	Outstanding / Excellent	2.5	2.0	1.2
2.5) Maintenance staff	Outstanding / Excellent	1.6	2.0	0.8

## 3. PARKING AND CAMPUS SECURITY

Item	Scale	Mean	MD	Dev
3.1) Parking space	Outstanding / Excellent	2.0	2.0	0.9
3.2) Lighting and security in parking lots	Outstanding / Excellent	2.3	2.0	1.0
3.3) Availability of patrol officers	Outstanding / Excellent	2.8	2.0	1.1
3.4) Security cameras	Outstanding / Excellent	2.8	3.0	1.1
3.5) Call boxes	Outstanding / Excellent	2.9	3.0	1.1
3.6) Campus safety	Outstanding / Excellent	2.6	2.0	1.0

## 4. EQUIPMENT

Item	Scale	Mean	MD	Dev
4.1) Equipment available for my work	Outstanding / Excellent	2.2	2.0	0.8
4.2) Equipment in classrooms and labs	Outstanding / Excellent	2.4	2.0	0.9

## 5. INFORMATION TECHNOLOGY

Item	Scale	Mean	MD	Dev
5.1) Status/condition of computer technology	Outstanding / Excellent	2.3	2.0	0.9
5.2) Technical support	Outstanding / Excellent	2.0	2.0	0.8

5.3) Maintenance of computer systems	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.9
5.4) Status of Internet, e-mail, or web applications	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.9
5.5) Assistance from IT staff	Outstanding / Excellent		Unacceptable	n=107	av.=1.9	md=2.0	dev.=0.9

### 6. WORK ENVIRONMENT

6.1) Leadership	Outstanding / Excellent		Unacceptable	n=107	av.=2.8	md=2.0	dev.=1.3
6.2) Recognition for contributions	Outstanding / Excellent		Unacceptable	n=107	av.=2.7	md=2.0	dev.=1.1
6.3) Opportunities for training or professional development	Outstanding / Excellent		Unacceptable	n=107	av.=2.5	md=2.0	dev.=1.1
6.4) Cooperative environment	Outstanding / Excellent		Unacceptable	n=107	av.=2.9	md=2.0	dev.=1.2
6.5) Communication	Outstanding / Excellent		Unacceptable	n=107	av.=3.1	md=3.0	dev.=1.2

### 7. SUPPORT FOR FACULTY AND TEACHING RESPONSIBILITIES

7.1) Assistance from administrators	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=1.1
7.2) Class scheduling	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=0.9
7.3) Curriculum updates	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7
7.4) Communication of academic policy and procedures	Outstanding / Excellent		Unacceptable	n=107	av.=2.6	md=2.0	dev.=1.0
7.5) Assistance from clerical support staff	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.9

### 8. ONLINE INSTRUCTION

8.1) Faculty training	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.9
8.2) Technical support	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.8
8.3) Communication for use of technology and materials	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7

### 9. LIBRARY

9.1) Library – Resources	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.6
9.2) Library – Physical space	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.9
9.3) Library – Hours	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7
9.4) Library training sessions	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=0.7

9.5) Assistance from library staff	Outstanding / Excellent		Unacceptable	n=107	av.=1.9	md=2.0	dev.=0.7
9.6) Opportunities to request new resources	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.6

10. BOOKSTORE

10.1) Bookstore – Items in stock	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7
10.2) Bookstore – Physical space	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.7
10.3) Customer service (courtesy, friendliness, etc.)	Outstanding / Excellent		Unacceptable	n=107	av.=1.9	md=2.0	dev.=0.8
10.4) Assistance with special book orders	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.8
10.5) Efficiency of package handling (shipping and receiving)	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7




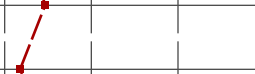


11. ECONOMIC DEVELOPMENT

11.1) Customer Service	Outstanding / Excellent		Unacceptable	n=107	av.=2.5	md=2.0	dev.=1.0
11.2) Availability and responsiveness to requests for information	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.9
11.3) Professional image for community	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=1.0



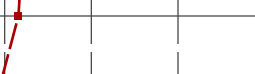
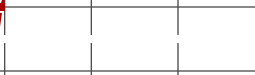



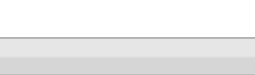
12. STUDENT AFFAIRS - QUALITY OF SERVICE TO STUDENTS

12.1) Admissions	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=0.9
12.2) Financial aid	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=0.9
12.3) Registrar/records	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.8
12.4) Academic Support Center	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.7
12.5) Job Placement/Career Services	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7
12.6) New student orientation	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.8
12.7) Counseling referral services	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.7
12.8) Testing services	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.8
12.9) Services for students with disabilities	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.8
12.10) Student organizations	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.8
12.11) Communication of Important Information (policies, procedures, deadlines,	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=0.9


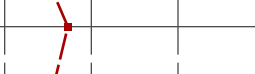

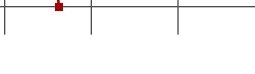
13. BUSINESS OFFICE

13.1) Budgeting processes for annual budget development and monthly status reporting	Outstanding / Excellent		Unacceptable	n=107	av.=2.7	md=3.0	dev.=0.9
13.2) Responsiveness and quality of assistance provided by payroll staff	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.7
13.3) Responsiveness and quality of assistance provided by accounts payable staff	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.8
13.4) Efficiency & timeliness of approval process for purchase requisitions and travel	Outstanding / Excellent		Unacceptable	n=107	av.=2.5	md=2.0	dev.=1.0
13.5) Responsiveness and quality of assistance provided by purchasing staff	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.8
13.6) Effectiveness of Visa P-card program	Outstanding / Excellent		Unacceptable	n=107	av.=2.5	md=3.0	dev.=0.7



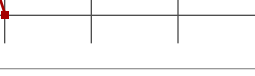
14. HUMAN RESOURCES OFFICE

14.1) Communication of personnel policies	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.7
14.2) Knowledge of HR laws	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.8
14.3) Availability and responsiveness to requests for information	Outstanding / Excellent		Unacceptable	n=107	av.=2.2	md=2.0	dev.=0.9
14.4) Recording and reporting staff development information	Outstanding / Excellent		Unacceptable	n=107	av.=2.0	md=2.0	dev.=0.6
14.5) Communication of local discount information	Outstanding / Excellent		Unacceptable	n=107	av.=1.9	md=2.0	dev.=0.7
14.6) Benefits presentations	Outstanding / Excellent		Unacceptable	n=107	av.=2.1	md=2.0	dev.=0.8
14.7) Efficiency in handling hiring information	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=1.0
14.8) Helpfulness with questions related to the application process	Outstanding / Excellent		Unacceptable	n=107	av.=2.3	md=2.0	dev.=0.9

15. PRESIDENT'S OFFICE

15.1) Accessibility	Outstanding / Excellent		Unacceptable	n=107	av.=2.4	md=2.0	dev.=1.0
15.2) Support	Outstanding / Excellent		Unacceptable	n=107	av.=2.7	md=2.0	dev.=1.2
15.3) Professional image for community	Outstanding / Excellent		Unacceptable	n=107	av.=2.6	md=2.0	dev.=1.2
15.4) Communication of information	Outstanding / Excellent		Unacceptable	n=107	av.=2.6	md=2.0	dev.=1.2

16. THIS SURVEY

16.1) Design	Outstanding / Excellent		Unacceptable	n=107	av.=1.9	md=2.0	dev.=0.6
16.2) Instructions	Outstanding / Excellent		Unacceptable	n=107	av.=1.8	md=2.0	dev.=0.5
16.3) Content	Outstanding / Excellent		Unacceptable	n=107	av.=2.0	md=2.0	dev.=0.7

16.4) Usability



n=107

av.=1.9

md=2.0

dev.=0.6