PARKLAND COLLEGE FACULTY/STAFF/ADMINISTRATOR CLIMATE SURVEY

The Parkland College Faculty/Staff/Administrator Climate Survey was distributed by the Office of Institutional Research and Evaluation to campus units during the Spring 2003 semester. The survey was first administered in Spring 2001 to gather data relating to climate and job issues at the college. In this second administration, there were several modifications. One was the re-classification of the question about area of affiliation. Questions added were: Is English your first language?; What is your sexual orientation?; familiarity with Disability Services, the Academic Development Center and the Wellness Center; importance and satisfaction with the Assessment Center, the Career Center and the Respectful Workplace Training; and a question about the first thing that comes to your mind when you think of Parkland. Items deleted were the overwhelming-boring adjectives from the atmosphere section, familiarity with the Workforce Preparation Center, and satisfaction an importance of minority affairs. The survey was given to all faculty, support staff, and administrators (n=878) who were employed at the college as of March 13, 2003. The survey yielded **241 respondents**, **27.4%** of the employee population.

In comparing the demographic and employment data from the survey respondents to the employee population, the following was found:

- 32% of the respondents were male, which under-sampled the 46% male population. Females were over-sampled (65%) relative to the employee population (54%).
- Except for a slight over-sampling of White, non-Hispanic employees (90.5%, compared to the campus population of 89.8%), the sampling of ethnic groups was representative. One percent of the respondents did not indicate their ethnic background.
- The majority of the respondents were full-time employees (71.8%), which over-samples this segment of the employee population. The employee population is estimated to be 54.5% full-time by headcount. Nearly five percent did not indicate their status.
- There was a slight over-sampling of administrators (10.4%) and support staff (39.8%) compared to the employee population (4.5% for administrators, and 31% for staff). Faculty was under-sampled; 43.6% of the respondents were faculty compared to their population estimate of 64.6%. Six percent did not indicate their job classification.
- The distribution of full and part-time administrators and staff was representative of the campus population. Part-time faculty was undersampled, generating 43.5% of the faculty responses, and representing 66.3% of the faculty employee population. Full-time faculty, conversely, were over-sampled, generating 56.2% of the faculty responses, but representing only 33.7% of the faculty employee population.

When not listed N=241

WHAT IS YOUR **EMPLOYMENT STATUS**? 71.8% Full-time 23.7% Part-time 4.6% Not reported

WHAT IS YOUR **JOB CLASSIFICATION**? **10.4%** Administration **39.8%** Staff (Professional Support, Public Safety) **43.6 %** Faculty **6.2%** Not reported

WHAT AREA ARE YOU AFFILIATED WITH? (Check one.)

7.1% Adult/Continuing Education (Adult Ed/Workforce Development, Foster Parent Training, Adult Degree Completion Center, Non-Credit Programs, Women's Programs and Services, Planetarium)

8.7% Academic Services (Academic Development Center, BDC, Career Programs, CETL, Development and Planning, International Education)

5.8% Information Services (Cooperative Learning Center, Distance/Virtual Learning, OIRE, Library)

5.0% Business Office (Bookstore, Campus Technologies, Child Development Center)

43.2% Academic Departments (Business/Ag Industries, Computer Science/Information Tech, Fine/Applied Arts, Engineering Science/Tech, English/Critical Studies,
Health Professions. Mathematics, Natural Sciences, Social Sciences/Human Services)

14.9% Student Services (Academic Advising/Transfer, Admissions/Enrollment Mgt., Marketing/Creative Services, Assessment, Athletics, Career Center, Counseling, Talent Search, Financial Aid, Student Life, TRIO/Project GOALS)

5.0% Human Resources (Physical Plant, Public Safety)

2.5% Other (specify): Central Admin, Foundation, and International Ed—Academic unit

7.9% Not Reported

WHAT IS YOUR **GENDER**? **64.7**% 1. Female **32.4**% 2. Male **2.9**% Not reported

WHAT IS YOUR ETHNIC/RACIAL BACKGROUND? (Circle only one category.)

1.7% 1. Asian/Pacific Islander 0.4% 2. American Indian/Alaskan Native 5.4% 3. Black, Non-Hispanic

0.4% 4. Hispanic **90.5%** 5. White, non-Hispanic **0.4%** 6. Non-resident Alien **1.2%** Not reported

IS ENGLISH YOUR NATIVE (FIRST) LANGUAGE? 97.1% 1. Yes 2.1% 2. No 0.8% Not reported

WHAT IS YOUR **SEXUAL ORIENTATION**? **88.0**% 1. Heterosexual **3.3**% 2. Gay/Lesbian **1.7**% 3. Bisexual

0.0% 4. Transgendered **7.1%** Not reported

HOW MANY YEARS HAVE YOU BEEN EMPLOYED AT PARKLAND?

8.3% Less than 1 year **30.7**% 1-5 years **20.3**% 6-10 years **24.5**% 11-20 years **14.9**% Over 20 years

1.2% Not reported

PLEASE RATE BOTH YOUR LEVEL OF IMPORTANCE AND SATISFACTION WITH EACH OF THE FOLLOWING:

	IMPO	ORTANCE	•			SATISI	FACTIO	N	
Presence of other faculty, staff and administrators who	Very Important Or Important	Not Important	N	N	Too Few	Just Right	Too Many	Don't Know A	Not Applicable
are of various racial/ethnic groups	79.4%	20.6%	233	229	25.8%	44.5%	1.3%	21.4%	7.0%
are women	78.5%	21.5%	233	229	8.7%	62.0%	4.8%	17.5%	7.0%
are men	75.9%	24.1%	232	228	5.7%	59.6%	9.2%	18.0%	7.5%
are physically different or have disabilities	69.3%	30.7%	231	225	26.7%	28.0%	0.0%	36.0%	9.3%
have different religious affiliations	51.1%	48.9%	229	227	7.0%	28.2%	0.0%	49.3%	15.4%
have different sexual orientations	44.4%	55.6%	232	229	3.1%	24.9%	11.4%	45.9%	14.8%

How often have you been treated unfairly or harassed at Parkland College in the past five years because of race, gender, sexual orientation, religion, age, accent, or disability?

		FRE	QUENC	Y	
N	Very Often	Often	Some- times	Rarely/ Seldom	Never
232	2.6%	2.2%	8.6%	16.8%	69.8%

If you checked anything other than Anever@ please elaborate. Remember, your results are anonymous.

Forty-six respondents provided comments in eleven categories:

- 19 cited gender
- 10 cited ethnicity/race
 - 9 cited sexual orientation
 - 5 cited religion
 - 4 each cited age, students, and work environment
 - 2 each cited political views and sexual harassment
 - 1 each cited part-time status and single parenthood

RATE YOUR PERCEPTIONS OF HOW			IPARED YEARS	-		LIKE		OF CHAN E TO FIVE	-	
THE CAMPUS HAS CHANGED ON THE FOLLOWING ITEMS.	Better	About The same	Worse	Don=t Know	N	N	Better	About The same	Worse	Don=t Know
The quality of education and services	36.9%	38.2%	6.4%	18.5%	233	217	36.4%	37.3%	7.8%	18.4%
The workload	6.5%	39.7%	34.9%	19.0%	232	218	3.2%	43.1%	31.2%	22.5%
Commitment to diversity	22.4%	55.2%	3.0%	19.4%	232	219	20.1%	57.5%	2.3%	20.1%
Hiring practices	9.4%	50.6%	15.5%	24.5%	233	219	12.3%	51.6%	11.4%	24.7%
Organizational structure	13.4%	51.3%	13.8%	21.6%	232	219	11.9%	46.1%	12.3%	29.7%
Mentoring	17.4%	47.4%	4.3%	30.9%	230	218	13.8%	51.4%	4.1%	30.7%
Career Advancement	6.4%	56.7%	14.6%	22.3%	233	220	10.9%	54.5%	9.5%	25.0%

CIRCLE THE NUMBER CLOSEST TO THE ADJECTIVE THAT YOU FEEL BEST CHARACTERIZES THE ATMOSPHERE AT PARKLAND:

	N	*	*	*	*	*	
Tense	235	2.1%	11.5%	27.2%	41.3%	17.9%	Relaxed
Hostile	235	1.7%	4.3%	18.3%	43.8%	31.9%	Friendly
Socially Separated	234	9.0%	13.2%	35.0%	29.9%	12.8%	Socially Integrated
Indifferent	235	3.8%	8.9%	25.1%	43.8%	18.3%	Concerned
Exclusive	234	4.3%	12.0%	26.9%	41.0%	15.8%	Inclusive
Insensitive	234	3.0%	7.7%	26.9%	42.7%	19.7%	Sensitive
Conservative	235	3.0%	5.5%	52.3%	23.4%	15.7%	Liberal
Racially Intolerant	235	1.3%	3.8%	18.7%	42.1%	34.0%	Racially Tolerant
Unsupportive	235	3.8%	7.7%	23.0%	37.9%	27.7%	Supportive
Open-minded	234	14.5%	34.6%	30.3%	17.5%	3.0%	Close-minded
Cooperative	234	14.5%	29.5%	42.3%	10.7%	3.0%	Competitive

PLEASE INDICATE THE EXTENT TO WHICH YOU ARE FAMILIAR WITH EACH OF THE PARKLAND SERVICES AND PROGRAMS LISTED BELOW: FAMILIARITY

		Very	Somewhat	Somewhat	Not at all	
	N	Familiar	Familiar	Unfamiliar	Familiar	
Center for Virtual Learning	235	17.0%	43.0%	20.0%	20.0%	
Child Development Center	236	13.6%	35.2%	24.6%	26.7%	
Writing Center	235	17.9%	42.6%	20.0%	19.6%	
Learning Lab	235	22.6%	39.6%	18.3%	19.6%	
Peer Tutoring	235	23.8%	40.9%	19.6%	15.7%	
Adult Degree Completion Center	234	13.2%	39.3%	23.5%	23.9%	
Parkland College Television Station (PCETV)	235	18.3%	37.0%	26.0%	18.7%	
Parkland College Radio Station (WPCD)	235	14.0%	37.4%	24.7%	23.8%	
Dental Hygiene Clinic	235	19.6%	36.2%	21.7%	22.6%	
Disability Services	234	24.8%	41.0%	16.7%	17.5%	
Academic Development Center	235	17.0%	30.6%	26.0%	26.4%	
Wellness Center	234	10.3%	27.4%	29.5%	32.9%	

PLEASE RATE HOW IMPORTANT THE FOLLOWING CAMPUS UNITS ARE TO YOU AND TO DOING YOUR JOB *AND* HOW SATISFIED YOU ARE WITH THEM:

	IN	IPORTANO	E		SATIS	SFACTION	
	Very Important Or Important	Not Important	N	N	No Experience	For those v Very Satisfied/ Satisfied	vith Experience Dissatisfied/ Very Dissatisfied
Institutional Research and Evaluation	69.0%	31.0%	232	230	26.1%	91.2%	8.8%
Reprographics	92.3%	7.7%	235	234	6.8%	97.7%	2.3%
Marketing and Creative Services	77.2%	22.8%	232	231	18.6%	88.8%	11.2%
Bookstore	84.1%	15.9%	232	229	7.9%	97.6%	2.4%
Library	84.1%	15.9%	232	231	8.2%	97.6%	2.4%
Business Office/Purchasing	87.1%	12.9%	232	233	17.2%	92.2%	7.8%
Admissions & Records	86.8%	13.2%	234	234	10.3%	92.9%	7.1%

PLEASE RATE HOW IMPORTANT THE FOLLOWING CAMPUS UNITS ARE TO YOU AND TO DOING YOUR JOB *AND* HOW SATISFIED YOU ARE WITH THEM:

				i			
	IM	IPORTANO	E		SATI	SFACTION	
	Very Important Or Important	Not Important	N	N	No Experience	For those v Very Satisfied/ Satisfied	vith Experience Dissatisfied/ Very Dissatisfied
Advising	75.0%	25.0%	232	230	24.3%	83.9%	16.1%
Assessment	72.5%	27.5%	229	231	24.2%	92.0%	8.0%
Career Center	67.0%	33.0%	230	229	32.8%	98.7%	1.3%
Counseling	76.7%	23.3%	232	231	22.1%	88.3%	11.7%
Financial Aid	73.7%	26.3%	232	231	27.7%	96.4%	3.6%
Campus Technologies	94.4%	5.6%	234	230	7.8%	92.0%	8.0%
Adult/Continuing Education	68.0%	32.0%	231	225	32.0%	96.7%	3.3%
Human Resources	92.3%	7.7%	233	231	6.1%	89.9%	10.1%
Public Safety	94.1%	5.9%	236	233	5.6%	100.0%	0.0%
Center for Excellence in Teaching and Learning	66.8%	33.2%	235	230	23.0%	92.7%	7.3%
Office of Women=s	41.8%	58.2%	232	229	43.7%	83.7%	16.3%
Parkland College Foundation	66.1%	33.9%	233	230	28.7%	86.6%	13.4%
College Development	64.3%	35.7%	227	229	44.1%	93.8%	6.3%
Campus Mail Services	97.9%	2.1%	233	236	4.7%	96.9%	3.1%
Business Development Center	53.7%	46.3%	229	230	38.7%	84.4%	15.6%
				•			

PLEASE RATE HOW IMPORTANT THE FOLLOWING CAMPUS PROCESSES AND COMMITTEES ARE TO YOU AND TO DOING YOUR JOB *AND* HOW SATISFIED YOU ARE WITH THEM:

	IMP	ORTANCE		SATISFACTION						
	Very Important Or Important	Not Important	N	N	No Experience	For those v Very Satisfied/ Satisfied	vith Experience Dissatisfied/ Very Dissatisfied			
Academic Assessment	70.3%	29.7%	222	229	30.6%	91.8%	8.2%			
Institutional Effectiveness	72.3%	27.7%	224	228	35.1%	91.9%	8.1%			
Parkland College Association	66.2%	33.8%	222	228	38.6%	87.9%	12.1%			
Operational Planning	77.0%	23.0%	226	228	31.6%	86.5%	13.5%			
Strategic Planning	76.2%	23.8%	223	228	33.3%	86.8%	13.2%			
Curriculum Committee	68.9%	31.1%	225	228	38.6%	95.0%	5.0%			
Enrollment Management Team	63.9%	36.1%	219	228	49.1%	88.8%	11.2%			
Senior Administration (AE-team@)	75.7%	24.3%	218	229	37.6%	86.0%	14.0%			
Board of Trustees	79.1%	20.9%	225	230	34.3%	92.1%	7.9%			
Respectful Workplace Training	80.4%	19.6%	224	229	34.9%	84.6%	15.4%			

PLEASE RATE HOW IMPORTANT THE FOLLOWING JOB SATISFACTION CONTRIBUTORS ARE TO YOU AND DOING YOUR JOB AND HOW SATISFIED YOU ARE WITH THEM:

	IMP	ORTANCE	į		S	ATISFACTI	ON	
	Very Important Or Important	Not Important	N	N	No Experience	For those we Very Satisfied/	rith Experience Dissatisfied/ Very Dissatisfied	
Teaching and Learning relationships	86.2%	13.8%	232	224	12.5%	91.3%	8.7%	
Colleagues and collaborators support	94.9%	5.1%	235	231	4.8%	85.9%	14.1%	
Salary and Benefits	97.9%	2.1%	236	231	0.9%	81.2%	18.8%	
Union Representation/Collective Bargaining	84.2%	15.8%	234	233	14.2%	82.0%	18.0%	
Sabbatical Leave	40.7%	59.3%	231	230	67.8%	75.7%	24.3%	
Rewards and Recognition	73.8%	26.2%	233	231	30.7%	61.9%	38.1%	
Personal Choice and Empowerment	85.8%	14.2%	232	231	21.6%	79.0%	21.0%	
Work-Life Balance	92.3%	7.7%	234	233	12.4%	75.5%	24.5%	
Growth through Training and Development	92.7%	7.3%	233	232	11.2%	84.5%	15.5%	

INDICATE HOW IMPORTANT THE FOLLOWING STATEMENTS ARE TO YOU AND THE EXTENT TO WHICH YOU AGREE OR DISAGREE:

DISAGREE:									
	IMI	PORTANC	E		EXTENT C	F AGREEN	GREEMENT		
	Very Important Or Important	Not Important	N	N	No Experience	Strongly	th Experience Disagree Or Strongly Disagree		
My supervisor meets with me as appropriate to discuss my performance, career, and/or promotions	95.7%	4.3%	234	231	3.5%	79.4%	20.6%		
I feel that I have received adequate guidance/ mentoring from colleagues	97.0%	3.0%	236	234	3.4%	80.5%	19.5%		
Faculty or staff who are openly critical of Parkland have no cause to fear retribution	93.0%	7.0%	229	231	17.7%	51.1%	48.9%		
Expectations concerning promotions and career advancement are made clear	96.6%	3.4%	234	234	10.7%	59.3%	40.7%		
Career advancement and salary decisions are made fairly	98.3%	1.7%	234	228	14.9%	55.7%	44.3%		
Search committees have made a serious effort to hire racial/ethnic minorities and women	86.0%	14.0%	236	234	20.1%	88.2%	11.8%		
There is a desire among my colleagues to enhance diversity	84.3%	15.7%	235	231	12.6%	81.2%	18.8%		
There is a desire for team work and for balancing personal well-being with concern for others	96.6%	3.4%	236	230	3.5%	80.6%	19.4%		
I have good interactions with my colleagues	100.0%	0.0%	240	233	0.9%	93.9%	6.1%		
There is a commitment to quality at Parkland	99.6%	0.4%	240	235	1.7%	86.6%	13.4%		
My colleagues care about Parkland students	97.9%	2.1%	240	235	0.9%	92.7%	7.3%		
I feel that my workload is appropriate	99.6%	0.4%	240	230	1.3%	73.6%	26.4%		
I feel overwhelmed	83.3%	16.7%	215	225	4.9%	36.9%	63.1%		
The College treats all employees fairly	99.6%	0.4%	233	231	7.4%	50.0%	50.0%		
Morale is increasing among my colleagues	98.7%	1.3%	229	221	8.6%	48.5%	51.5%		
If I had to do it over again, I would take a job at Parkland				233	3.0%	93.6%	6.4%		

INDICATE HOW IMPORTANT THE FOLLOWING STATEMENTS ARE TO YOU *AND* THE EXTENT TO WHICH YOU AGREE OR DISAGREE:

	IMP	ORTANCE	E		EXTENT	OF AGREE	MENT
	Very Important Or Important	Not Important	N	N	No Experience	Agree Or	n Experience Disagree Or Strongly Disagree
There is a common institutional direction and focus	95.2%	4.8%	231	230	9.1%	85.2%	14.8%
I have a clear understanding of Parkland=s planning process	86.7%	13.3%	226	229	16.2%	65.6%	34.4%
Units are working toward common institutional goals	93.4%	6.6%	226	226	16.8%	74.5%	25.5%
Data and information are used effectively to identify and solve institutional problems	93.8%	6.3%	224	228	24.1%	76.9%	23.1%
Parkland implements its plans	98.7%	1.3%	224	226	19.0%	89.1%	10.9%
The focused Futures Conferences were effective ways to identify new and emerging trends of which the College needs to be aware	86.3%	13.7%	211	225	47.1%	94.1%	5.9%
My unit is using feedback from these focused Future Conferences to develop more effective operational plans	71.7%	28.3%	205	224	56.3%	75.5%	24.5%
The planning process includes representatives from the community and local businesses	90.0%	10.0%	210	223	41.7%	94.6%	5.4%
The planning process has made a difference in how my unit operates	87.0%	13.0%	207	222	38.7%	79.4%	20.6%
The operational plan ranking process is a fair method for allocating discretionary dollars	91.3%	8.7%	207	223	39.0%	75.7%	24.3%
I play a role in the planning process	78.8%	21.2%	212	219	34.2%	64.6%	35.4%

WHAT IS THE FIRST THING THAT COMES TO YOUR MIND WHEN YOU THINK OF PARKLAND?

SPRING 2003 FACULTY/STAFF/ADMINISTRATION CLIMATE THINK SUMMARY

241 Surveys completed

156 Employees wrote comments (64.7%)

"What is the first thing that comes to your mind whey you think of Parkland?"													
	CO	MPLIME	NTARY		NEUTR	AL	NEEDS	IMPRO\	/EMENT	TOTAL			
		Percent	Percent of		Percent	Percent of		Percent	Percent of		Percent	Percent of	
		of	staff		of	staff		of	staff		of	staff	
TOPIC	Count	Topic	surveyed	Count	Topic	surveyed	Count	Topic	surveyed	Count	Comments	surveyed	
Assessment				1	100.0%	0.4%				1	1.2%	0.4%	
Colleagues	2	100.0%	0.8%							2	2.4%	0.8%	
Commitment	1	100.0%	0.4%							1	1.2%	0.4%	
Community/Family/Friendliness	17	94.4%	7.1%	1	5.6%	0.4%				18		7.5%	
Diversity	2	40.0%	0.8%	2		0.8%	1	20.0%	0.4%	5		2.1%	
Dr. Harris				2	100.0%	0.8%				2		0.8%	
Education	63	86.3%	26.1%	8	11.0%	3.3%	2	2.7%	0.8%		85.9%	30.3%	
Accesibility	4	100.0%	1.7%							4	,	1.7%	
Adult Education	1	50.0%	0.4%	1	50.0%	0.4%				2		0.8%	
Affordability	6	100.0%	2.5%							6		2.5%	
Career	1	100.0%	0.4%							1	1.2%	0.4%	
Flexibility	4	100.0%	1.7%							4	, .	1.7%	
General				5	100.0%	2.1%				5	5.9%	2.1%	
Quality	44	95.7%	18.3%				2	4.3%	0.8%	46	54.1%	19.1%	
Transfer	3	60.0%	1.2%	2	40.0%	0.8%				5		2.1%	
Environment-General		100.0%	0.8%							2		0.8%	
Environment-Physical	3	60.0%	1.2%	1	20.0%	0.4%	1	20.0%	0.4%	5		2.1%	
Faculty	9	100.0%	3.7%							9		3.7%	
Opportunity/Equal Opportunity		100.0%	2.1%							5		2.1%	
Others	2	33.3%	0.8%	1	16.7%	0.4%	3	50.0%	1.2%	6	7.1%	2.5%	
Parkland Administration	1	11.1%	0.4%				8	88.9%	3.3%	9		3.7%	
Place to Work	18	81.8%	7.5%	1	4.5%	0.4%	3	13.6%	1.2%	22		9.1%	
Reputation/Place in Community	10	100.0%	4.1%							10		4.1%	
Retirement				1	100.0%	0.4%				1	1.2%	0.4%	
Salary/Benefits							1	100.0%	0.4%	1	1.2%	0.4%	
Staff		100.0%	2.5%							6		2.5%	
Students	32	84.2%	13.3%	4		1.7%	2	5.3%	0.8%		44.7%	15.8%	
Concern for	25	96.2%	10.4%	1	3.8%	0.4%				26	30.6%	10.8%	
General	2	33.3%	0.8%	3	50.0%	1.2%	1	16.7%	0.4%	6	7.1%	2.5%	
Self-Improvement	4	100.0%	1.7%							4	111 70	1.7%	
Underprepared	1	50.0%	0.4%				1	50.0%	0.4%	2		0.8%	
Teaching	6	85.7%	2.5%	1	14.3%	0.4%				7	0.270	2.9%	
Technology				1	50.0%	0.4%	1	50.0%	0.4%	2		0.8%	
Theatre	1	100.0%	0.4%							1	1.2%	0.4%	
Workload							1	100.0%	0.4%	1	1.2%	0.4%	
TOTAL	180	79.3%		24	10.6%		23	10.1%		227	100.0%		

SPRING 2003 FACULTY/STAFF/ADMINISTRATION CLIMATE COMMENT SUMMARY 241 Surveys completed 59 Employees wrote comments (24.5%)

	COMPLIMEN	NEUTRAL			NEEDS IMPROVEMENT			TOTAL				
			Percent of			Percent of			Percent of		Percent	Percent o
		of	staff		of	staff		of	staff		of	staff
TOPIC	Count	Topic	surveyed	Count	Topic	surveyed	Count	Topic	surveyed	Count	Comments	surveyed
Job Satisfaction Contributors	8	36.4%	3.3%		-	-	14	63.6%	5.8%	22	25.9%	9.1%
Colleagues and Collaborators Support	4	80.0%	1.7%				1	20.0%	0.4%	5	5.9%	2.1%
Rewards and Recognition							2	100.0%	0.8%	2	2.4%	0.8%
Salary and Benefits	1	20.0%	0.4%				4	80.0%	1.7%	5	5.9%	2.1%
Teaching and Learning Relationships	3	50.0%	1.2%				3	50.0%	1.2%	6	7.1%	2.5%
Union Representation/Collective Bargaining							2	100.0%	0.8%	2	2.4%	0.8%
Work-Life Balance							2	100.0%	0.8%	2	2.4%	0.8%
Administration Support/Leadership	3	21.4%	1.2%				11	78.6%	4.6%	14	16.5%	5.8%
Atmosphere		100.0%	0.8%							2	2.4%	0.8%
Communication/Chain of Command-Employees	8						3	100.0%	1.2%	3	3.5%	1.2%
Communication/Chain of Command-Students							1	100.0%	0.4%	1	1.2%	0.4%
Discrimination/Harassment	1	33.3%	0.4%				2	66.7%	0.8%	3	3.5%	1.2%
Diversity							6	100.0%	2.5%	6	7.1%	2.5%
Hiring/Dismissal Process							6	100.0%	2.5%	6	7.1%	2.5%
Others							2	100.0%	0.8%	2	2.4%	0.8%
Overall Experience	5	83.3%	2.1%	1	16.7%	0.4%				6	7.1%	2.5%
Physical Environment							1	100.0%	0.4%	1	1.2%	0.4%
Process and Committees							3	100.0%	1.2%	3	3.5%	1.2%
Services/Programs/Units	1	12.5%	0.4%				7	87.5%	2.9%	8	9.4%	3.3%
Academic Scheduling							1	100.0%	0.4%	1	1.2%	0.4%
Campus Technologies							1	100.0%	0.4%	1	1.2%	0.4%
Center for Excellence in Teaching and Learni	ing 1	100.0%	0.4%							1	1.2%	0.4%
Faculty							2	100.0%	0.8%	2	2.4%	0.8%
Food Services							1	100.0%	0.4%	1	1.2%	0.4%
General							1	100.0%	0.4%	1	1.2%	0.4%
Marketing							1	100.0%	0.4%	1	1.2%	0.4%
Survey	1	25.0%	0.4%	1	25.0%	0.4%	2	50.0%	0.8%	4	4.7%	1.7%
Workload							4	100.0%	1.7%	4	4.7%	1.7%
TOTAL	21	24.7%	•	2	2.4%	•	62	72.9%		85	100.0%	•