

Warriner 312  
Academic Affairs  
07-08 Satisfactory  
Survey

The survey conducted was sent out to staff, faculty and students who have used Warriner 312 Academic Affairs in one or more activities in the year of 07-08. The survey received 64 respondents. All comments sections remain unchanged and percentage has been rounded for viewing convenience.

<b>1. Please check one activity for which you will answer the satisfaction questions below.</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Academic Planning Council	4.8%	3
Academic Program Review	7.9%	5
Affiliation Agreements, MOUs, MOAs, and Articulation Agreements	14.3%	9
Assessment of Student Learning	9.5%	6
Bulletins	4.8%	3
CMU 2010 Committees (ISPC, Priority Committees, Communication Committee)	14.3%	9
CMU 2010 Funding Proposals	9.5%	6
Curricular Items	4.8%	3
Department Chair Orientation	0.0%	0
First Year Experience	17.5%	11
HLC Online Learning Chance Request	3.2%	2
Interdisciplinary Programs	1.6%	1
New Program Approval Process/State Presidents Council	0.0%	0
Oral English Competency	0.0%	0
Specialized Accreditation	0.0%	4
Other (please Specify	1.6%	1
Answered Question		63
Skipped Question		0

Other Activities:

- Visiting Student

<b>2. For the activity you checked above, please rate the quality.</b>								
	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Response Count</b>
Overall service provided	<b>52.4% (33)</b>	33.3% (21)	6.3% (4)	6.3% (4)	1.6% (1)	0.0% (0)	4.29	63
Timeliness of service and follow-through	<b>49.2% (31)</b>	31.7% (20)	7.9% (5)	4.8% (3)	4.8% (3)	1.6% (1)	4.18	63
Care with which you were treated	<b>61.9% (39)</b>	23.8% (15)	7.9% (5)	3.2% (2)	1.6% (1)	1.6% (1)	4.44	63
Knowledge of task and/or accuracy of information received	<b>50.8% (32)</b>	34.9% (22)	6.3% (4)	6.3% (4)	0.0% (0)	1.6% (1)	4.32	63
Personalized service	<b>57.1% (36)</b>	25.4% (16)	6.3% (4)	6.3% (4)	0.0% (0)	4.8% (3)	4.4	63
Trustworthiness	<b>63.5% (40)</b>	23.8% (15)	1.6% (1)	1.6% (1)	3.2% (2)	6.3% (4)	4.53	63
Overall professionalism	<b>61.9% (39)</b>	25.4% (16)	7.9% (5)	3.2% (2)	1.6% (1)	0.0% (0)	4.43	63
<b>Answered question</b>								<b>63</b>
<b>Skipped question</b>								<b>0</b>

**Comments:**

**3. Is there something the Warriner 312 Academic Affairs staff did particularly well that you would like to call to our attention?**

- The staff did follow through on the review recommendations from evaluators and asked the departments and Deans to comment in them and, if they approved of the recommendations, to devise a strategic plan with the Department to adopt and fulfill the plan.
- prompt responses
- great people; excellent professionalism
- Professional and Timely Service
- Treated me with respect and professionalism
- They were kind, persistent (when I was busy and did not respond) and understanding. I really appreciated their understanding and kindness.
- the staff member wanted to be helpful and was very helpful
- good knowledge of various programs in the dept
- The office seems to consistently do a good job.
- Provide good information in a timely manner
- I think Becky Oosterhoff is very professional and has been especially helpful in discussions related to the public service priority, and more specifically, collection of data. Also, Kara Beery has always been helpful in answering questions and providing flyers and information about 2010 priorities.
- Kara and Jason are always very helpful.

- Nancy Fox is the biggest asset of the office. She is wonderful to work with and extremely knowledgeable. I am glad that she is back part time even though she retired. It will truly be a loss to CMU when she stops the part time basis.
- Jason is very organized and clearly cares about the success of the FYE program.
- I think that there were extenuating circumstances in why my interaction did not have the time line I had hoped for.
- Kara Beery is always a pleasure to work with. She responds quickly and knowledgeably to questions and requests for assistance.
- Always very friendly
- Nancy Fox is an excellent employee and a great asset to your department.
- Sincere interest in our programs
- Nancy Fox is on top of the task at hand, polite and knowledgeable.
- It is always a pleasure working with Laura McGuire. She is very professional and is open to questions and suggestions in regards to the bulletin.
- Always willing to assist with questions.

**4. Do you have any suggestions for how we might improve the overall quality of our service?**

- Short of finding money to support the cost of reaccreditations as well as the cost of program review I have no suggestions----you all do a great job.
- Feedback could be more specific in terms of evaluating the ideas we had in mind, rather than pointing us toward other examples
- timeliness of final response.... terrible
- Smile a little more!
- Not at this time.
- The service is always good but the bulletin will continue to be a challenge as long as so many changes are made each year.
- Keep doing what you're doing.

**5. Are there any additional services that you feel Academic Affairs should offer?**

- Perhaps a training for people on staff who don't really understand the services, training and assistance that AA staff can provide. Maybe do this in a small flyer format at the beginning of the academic year?

**Background:**

<b>6. Background Information:</b>		
	<b>Response Percent</b>	<b>Response Count</b>
<b>Faculty</b>	<b>36.10%</b>	22
OP	9.80%	6
<b>P&amp;A/ST</b>	<b>36.10%</b>	22
Senior Officer	6.60%	4
Student	11.50%	7
Other (please specify)	0.00%	0
<b>answered question</b>		<b>61</b>
<b>skipped question</b>		<b>3</b>

<b>7. Length of time associated with CMU:</b>		
	<b>Response Percent</b>	<b>Response Count</b>
<b>0-5 years</b>	<b>30.50%</b>	18
6-10 years	28.80%	17
11-15 years	11.90%	7
16+ years	28.80%	17
<b>answered question</b>		<b>59</b>
<b>skipped question</b>		<b>5</b>