

**Item Analysis: 1. In what department are you currently employed?**

Label	Value	Frequency	Percent	Valid Percent
ALLH	1	3	7.50	7.50
AEH	2	8	20.00	20.00
BIOL	3	4	10.00	10.00
BSS	4	1	2.50	2.50
BADM	5	3	7.50	7.50
EDUC	6	6	15.00	15.00
LIBR	7	4	10.00	10.00
MAPS	8	6	15.00	15.00
NURS	9	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 2. Are you currently an active participant in a service, community or professional organization within the LSUA service region (Allen, Avoyelles, Catahoula, Concordia, Evangeline, Grant, LaSalle, Rapides, Vernon, Winn Parishes)?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	33	82.50	82.50
No	2	7	17.50	17.50
Total Valid		40	100.00	100.00

**Item Analysis: 3. Are you aware that the Counseling Center offers services to faculty and staff?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	31	77.50	77.50
No	2	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 4. Have you ever applied for an Endowed Professorship?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	27	67.50	67.50
No	2	13	32.50	32.50
Total Valid		40	100.00	100.00

**Item Analysis: 5. Have you ever used the services of the Testing Center?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	33	82.50	84.62
No	2	6	15.00	15.38
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 6. There is a sense of collegiality and community among faculty, staff and students at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	25	62.50	62.50
Disagree	2	6	15.00	15.00
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 7. Faculty workloads (including teaching, advising, and committee work) are assigned according to Policy Statement 238.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	20	50.00	50.00
Disagree	2	8	20.00	20.00
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 8. Compensation for faculty is assigned fairly (within budget limitations).**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	15	37.50	37.50
Disagree	2	12	30.00	30.00
Strongly Disagree	1	8	20.00	20.00
No Opinion	0	4	10.00	10.00
Total Valid		40	100.00	100.00

**Item Analysis: 9. LSUA has orderly, effective, and consistent procedures for recruiting and appointing all full-time faculty.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	17	42.50	42.50
Disagree	2	11	27.50	27.50
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	3	7.50	7.50
Total Valid		40	100.00	100.00

**Item Analysis: 10. LSUA has orderly, effective, and consistent procedures for recruiting and appointing all part-time faculty.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	15	37.50	37.50
Disagree	2	10	25.00	25.00
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	7	17.50	17.50
Total Valid		40	100.00	100.00

**Item Analysis: 11. LSUA provides sufficient opportunities for faculty to pursue professional development activities.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.13
Agree	3	21	52.50	53.85
Disagree	2	9	22.50	23.08
Strongly Disagree	1	6	15.00	15.38
No Opinion	0	1	2.50	2.56
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 12. LSUA provides sufficient funds for faculty to pursue professional developmental activities.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	0	0.00	0.00
Agree	3	11	27.50	27.50
Disagree	2	18	45.00	45.00
Strongly Disagree	1	10	25.00	25.00
No Opinion	0	1	2.50	2.50
Total Valid		40	100.00	100.00

**Item Analysis: 13. I am satisfied with the input faculty have to the governance and policies at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	9	22.50	22.50
Disagree	2	18	45.00	45.00
Strongly Disagree	1	8	20.00	20.00
No Opinion	0	3	7.50	7.50
Total Valid		40	100.00	100.00

**Item Analysis: 14. LSUA administrators use faculty opinions and input in the decision-making process.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	8	20.00	20.00
Disagree	2	17	42.50	42.50
Strongly Disagree	1	5	12.50	12.50
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 15. The LSUA administration (Chancellor and Vice Chancellors) is concerned about the welfare and morale of the faculty.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	17	42.50	42.50
Disagree	2	6	15.00	15.00
Strongly Disagree	1	11	27.50	27.50
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 16. The Chancellor is accessible to faculty members.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	19	47.50	47.50
Disagree	2	10	25.00	25.00
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	2	5.00	5.00
Total Valid		40	100.00	100.00

**Item Analysis: 17. The Vice Chancellor for Academic Affairs is accessible to faculty members.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	5	12.50	12.50
Agree	3	25	62.50	62.50
Disagree	2	5	12.50	12.50
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	2	5.00	5.00
Total Valid		40	100.00	100.00

**Item Analysis: 18. The Vice Chancellor for Finance and Administrative Services is accessible to faculty members.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.69
Agree	3	19	47.50	48.72
Disagree	2	3	7.50	7.69
Strongly Disagree	1	2	5.00	5.13
No Opinion	0	12	30.00	30.77
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 19. The physical environment (facilities, supplies, etc.) at LSUA is conducive to learning.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	27	67.50	67.50
Disagree	2	8	20.00	20.00
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	1	2.50	2.50
Total Valid		40	100.00	100.00

**Item Analysis: 20. The atmosphere at LSUA is conducive to learning.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.13
Agree	3	28	70.00	71.79
Disagree	2	3	7.50	7.69
Strongly Disagree	1	3	7.50	7.69
No Opinion	0	3	7.50	7.69
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 21. I understand the difference in services provided by Student Services and the LSUA Academic Advising Center in assisting students at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	7	17.50	17.50
Agree	3	24	60.00	60.00
Disagree	2	4	10.00	10.00
Strongly Disagree	1	2	5.00	5.00
No Opinion	0	3	7.50	7.50
Total Valid		40	100.00	100.00

**Item Analysis: 22. I am satisfied with the overall academic advising process at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	17	42.50	42.50
Disagree	2	11	27.50	27.50
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 23. I have participated in a grant development workshop either on or off campus, or have benefited from grant development/ writing/management training materials distributed by LSUA staff.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	4	10.00	10.00
Agree	3	17	42.50	42.50
Disagree	2	10	25.00	25.00
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	6	15.00	15.00
Total Valid		40	100.00	100.00

**Item Analysis: 24. I am satisfied with grant development/ writing/management assistance provided by LSUA staff.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	19	47.50	47.50
Disagree	2	6	15.00	15.00
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	8	20.00	20.00
Total Valid		40	100.00	100.00

**Item Analysis: 25. Do you have Internet access at home?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	34	85.00	85.00
No	2	6	15.00	15.00
Total Valid		40	100.00	100.00

**Item Analysis: 26. Do you use Desire2Learn at any level for your course?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	33	82.50	91.67
No	2	3	7.50	8.33
Total Valid		36	90.00	100.00
Total Missing	-1	4	10.00	
Total		40	100.00	

**Item Analysis: 27. Do you use multimedia equipment in your classes (LCD projector, computer, document camera, VCR, DVD)?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	34	85.00	94.44
No	2	2	5.00	5.56
Total Valid		36	90.00	100.00
Total Missing	-1	4	10.00	
Total		40	100.00	

**Item Analysis: 28. I am satisfied with the technology available in classrooms.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	26	65.00	65.00
Disagree	2	6	15.00	15.00
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	1	2.50	2.50
Total Valid		40	100.00	100.00

**Item Analysis: 29. I am satisfied with educational technology support (training, assistance with D2L, equipment purchases, etc.)**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	19	47.50	47.50
Agree	3	17	42.50	42.50
Disagree	2	3	7.50	7.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 30. I am satisfied with the ease of use and amount of information available on the LSUA website.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	24	60.00	60.00
Disagree	2	8	20.00	20.00
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 31. I am satisfied with the resources on the my.LSUA web portal.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.69
Agree	3	29	72.50	74.36
Disagree	2	4	10.00	10.26
Strongly Disagree	1	1	2.50	2.56
No Opinion	0	2	5.00	5.13
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 32. I am satisfied with the overall service provided by Accounting Services.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	17	42.50	42.50
Disagree	2	5	12.50	12.50
Strongly Disagree	1	2	5.00	5.00
No Opinion	0	13	32.50	32.50
Total Valid		40	100.00	100.00

**Item Analysis: 33. I am satisfied with the selection of supplies and merchandise available at the LSUA bookstore.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	18	45.00	45.00
Disagree	2	4	10.00	10.00
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 34. The hours that the LSUA bookstore is open are sufficient to meet my needs.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	20	50.00	50.00
Disagree	2	5	12.50	12.50
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 35. I am satisfied with the customer service (helpfulness of staff, waiting time, etc.) at the LSUA bookstore.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	24	60.00	60.00
Disagree	2	3	7.50	7.50
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	7	17.50	17.50
Total Valid		40	100.00	100.00

**Item Analysis: 36. Overall, I am satisfied with the services provided by the LSUA Bookstore.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	21	52.50	52.50
Disagree	2	6	15.00	15.00
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 37. I am satisfied with the services provided by Copy and Duplicating.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	4	10.00	10.26
Agree	3	25	62.50	64.10
Disagree	2	2	5.00	5.13
Strongly Disagree	1	2	5.00	5.13
No Opinion	0	6	15.00	15.38
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 38. I am satisfied with the variety of foods and beverages available at the LSUA cafeteria.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	13	32.50	32.50
Disagree	2	8	20.00	20.00
Strongly Disagree	1	12	30.00	30.00
No Opinion	0	6	15.00	15.00
Total Valid		40	100.00	100.00

**Item Analysis: 39. I am satisfied with the service (helpfulness of staff, waiting time, etc.) at the LSUA cafeteria.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	20	50.00	50.00
Disagree	2	4	10.00	10.00
Strongly Disagree	1	4	10.00	10.00
No Opinion	0	6	15.00	15.00
Total Valid		40	100.00	100.00

**Item Analysis: 40. The hours that the LSUA cafeteria is open are sufficient to meet my needs.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	15	37.50	37.50
Disagree	2	6	15.00	15.00
Strongly Disagree	1	12	30.00	30.00
No Opinion	0	6	15.00	15.00
Total Valid		40	100.00	100.00

**Item Analysis: 41. Overall, I am satisfied with the services provided by the LSUA Golf Course.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	4	10.00	10.00
Disagree	2	0	0.00	0.00
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	34	85.00	85.00
Total Valid		40	100.00	100.00

**Item Analysis: 42. Overall, I am satisfied with vending on the LSUA campus.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	15	37.50	37.50
Disagree	2	9	22.50	22.50
Strongly Disagree	1	6	15.00	15.00
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 43. Overall, I am satisfied with the services provided by the LSUA Children's Center.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.56
Agree	3	3	7.50	7.69
Disagree	2	0	0.00	0.00
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	35	87.50	89.74
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 44. Overall, I am satisfied with the services provided by Auxiliary Enterprises.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	16	40.00	40.00
Disagree	2	3	7.50	7.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	19	47.50	47.50
Total Valid		40	100.00	100.00

**Item Analysis: 45. Overall, I am satisfied with the services provided by the mailroom.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	4	10.00	10.00
Agree	3	21	52.50	52.50
Disagree	2	3	7.50	7.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	12	30.00	30.00
Total Valid		40	100.00	100.00

**Item Analysis: 46. I am satisfied with the services and support provided by Admissions.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	4	10.00	10.00
Agree	3	24	60.00	60.00
Disagree	2	3	7.50	7.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	8	20.00	20.00
Total Valid		40	100.00	100.00

**Item Analysis: 47. I am satisfied with the services and support provided by Student Records.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	3	7.50	7.50
Agree	3	23	57.50	57.50
Disagree	2	4	10.00	10.00
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 48. I have received sufficient training to use Self Service (IQ Web) effectively for registration and other student issues.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	9	22.50	22.50
Agree	3	26	65.00	65.00
Disagree	2	3	7.50	7.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	1	2.50	2.50
Total Valid		40	100.00	100.00

**Item Analysis: 49. I am satisfied with the custodial services provided by Facility Services.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	5	12.50	12.50
Agree	3	24	60.00	60.00
Disagree	2	11	27.50	27.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 50. I am satisfied with the cleanliness of the buildings at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	21	52.50	52.50
Disagree	2	16	40.00	40.00
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 51. I am satisfied with the appearance of the grounds at LSUA.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	30	75.00	75.00
Disagree	2	3	7.50	7.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	1	2.50	2.50
Total Valid		40	100.00	100.00

**Item Analysis: 52. I am satisfied with the maintenance and repair services provided by Facility Services.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	29	72.50	72.50
Disagree	2	4	10.00	10.00
Strongly Disagree	1	2	5.00	5.00
No Opinion	0	3	7.50	7.50
Total Valid		40	100.00	100.00

**Item Analysis: 53. I am satisfied with the services of the Office of the Vice Chancellor for Finance and Administrative Services.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	19	47.50	47.50
Disagree	2	4	10.00	10.00
Strongly Disagree	1	2	5.00	5.00
No Opinion	0	13	32.50	32.50
Total Valid		40	100.00	100.00

**Item Analysis: 54. I am satisfied with the services and level of efficiency provided by Human Resource Management.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	4	10.00	10.00
Agree	3	20	50.00	50.00
Disagree	2	6	15.00	15.00
Strongly Disagree	1	5	12.50	12.50
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 55. I am satisfied with the services provided by Institutional Research and Effectiveness.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	18	45.00	45.00
Disagree	2	4	10.00	10.00
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	16	40.00	40.00
Total Valid		40	100.00	100.00

**Item Analysis: 56. The hours that the LSUA library is open are sufficient to meet my needs.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	5	12.50	12.50
Agree	3	24	60.00	60.00
Disagree	2	5	12.50	12.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	5	12.50	12.50
Total Valid		40	100.00	100.00

**Item Analysis: 57. The library provides adequate information resources (books, periodicals, databases, etc.) to meet my needs.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	9	22.50	22.50
Agree	3	25	62.50	62.50
Disagree	2	5	12.50	12.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 58. I know how to determine if the LSUA library provides access to a specific journal, whether on-line or printed.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	15	37.50	37.50
Agree	3	24	60.00	60.00
Disagree	2	1	2.50	2.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 59. Overall, I am satisfied with the services provided by the LSUA library.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	12	30.00	30.00
Agree	3	25	62.50	62.50
Disagree	2	3	7.50	7.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	0	0.00	0.00
Total Valid		40	100.00	100.00

**Item Analysis: 60. The Procurement Services and Property Management staff is cooperative and courteous in response to questions regarding purchasing and general requests for information.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.13
Agree	3	16	40.00	41.03
Disagree	2	4	10.00	10.26
Strongly Disagree	1	3	7.50	7.69
No Opinion	0	14	35.00	35.90
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 61. The Procurement Services and Property Management staff is prompt and efficient in placing orders for supplies and equipment.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	1	2.50	2.50
Agree	3	16	40.00	40.00
Disagree	2	5	12.50	12.50
Strongly Disagree	1	1	2.50	2.50
No Opinion	0	17	42.50	42.50
Total Valid		40	100.00	100.00

**Item Analysis: 62. The Procurement Services and Property Management staff is knowledgeable about purchasing rules and regulations and the proper method for handling various types of purchases.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.00
Agree	3	12	30.00	30.00
Disagree	2	4	10.00	10.00
Strongly Disagree	1	2	5.00	5.00
No Opinion	0	20	50.00	50.00
Total Valid		40	100.00	100.00

**Item Analysis: 63. Overall, I am satisfied with the services provided by Procurement Services and Property Management.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	2	5.00	5.13
Agree	3	14	35.00	35.90
Disagree	2	4	10.00	10.26
Strongly Disagree	1	2	5.00	5.13
No Opinion	0	17	42.50	43.59
Total Valid		39	97.50	100.00
Total Missing	-1	1	2.50	
Total		40	100.00	

**Item Analysis: 64. Student Services personnel are helpful and supportive of faculty referrals and requests.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	23	57.50	57.50
Disagree	2	3	7.50	7.50
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	8	20.00	20.00
Total Valid		40	100.00	100.00

**Item Analysis: 65. Overall, I am satisfied with the services and support provided by Student Services.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	21	52.50	52.50
Disagree	2	4	10.00	10.00
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	9	22.50	22.50
Total Valid		40	100.00	100.00

**Item Analysis: 66. I am satisfied with the services provided by the University Police.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	6	15.00	15.00
Agree	3	28	70.00	70.00
Disagree	2	1	2.50	2.50
Strongly Disagree	1	3	7.50	7.50
No Opinion	0	2	5.00	5.00
Total Valid		40	100.00	100.00

**Item Analysis: 5a. Tests were handled in a confidential and professional manner.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	19	47.50	57.58
Agree	3	10	25.00	30.30
Disagree	2	1	2.50	3.03
Strongly Disagree	1	1	2.50	3.03
No Opinion	0	2	5.00	6.06
Total Valid		33	82.50	100.00
Total Missing	-1	7	17.50	
Total		40	100.00	

**Item Analysis: 5b. Tests were returned as instructed.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	19	47.50	57.58
Agree	3	8	20.00	24.24
Disagree	2	3	7.50	9.09
Strongly Disagree	1	0	0.00	0.00
No Opinion	0	3	7.50	9.09
Total Valid		33	82.50	100.00
Total Missing	-1	7	17.50	
Total		40	100.00	

**Item Analysis: 5c. The availability of testing services has helped in the facilitation of special testing situations.**

Label	Value	Frequency	Percent	Valid Percent
Strongly Agree	4	20	50.00	60.61
Agree	3	10	25.00	30.30
Disagree	2	0	0.00	0.00
Strongly Disagree	1	1	2.50	3.03
No Opinion	0	2	5.00	6.06
Total Valid		33	82.50	100.00
Total Missing	-1	7	17.50	
Total		40	100.00	

**Item Analysis: 25a. Do you have access to broadband (DSL, cable, wireless, or satellite) internet access at home?**

Label	Value	Frequency	Percent	Valid Percent
Yes	1	32	80.00	94.12
No	2	2	5.00	5.88
Total Valid		34	85.00	100.00
Total Missing	-1	6	15.00	
Total		40	100.00	