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2006 Annual Evaluation of Administrative Support Services

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

**ANNUAL EVALUATION OF
ADMINISTRATIVE AND SUPPORT SERVICES**

Spring 2006

WEATHERFORD CAMPUS

Recently, Southwestern full time employees were asked to respond to an evaluation of the University's administrative and support services on the Weatherford campus. This is the eleventh year that this survey has been conducted. Forty-four percent (192) of the 434 who received the evaluation forms responded to the questionnaire.

The percentages of the classification of respondents are:

Administrator	15%
Faculty	34%
Staff	38%
Unknown	13%

Ratings indicate that a great deal of satisfaction with Southwestern is felt by a majority of administrators, faculty, and staff. We have reason to feel good about what we are doing when an average of almost eighty-nine percent of all responses fit into the levels of *satisfactory*, *very good*, and *excellent*. Satisfaction levels reported below combine responses of these same three categories:

- ❖ An average of almost eighty-eight percent expressed satisfaction with the executive management level (an improvement of three percent).
- ❖ Almost ninety percent of the combined ratings were satisfied with the management of the colleges (Deans' level) and close to ninety-one percent (up 10 percent) with the management of schools (Associate Deans' level).
- ❖ About eighty-seven percent viewed academic and student support services with satisfaction, especially the Registrar's Office and the Library.
- ❖ Eighty-nine percent of the combined ratings for administration support services were in the satisfactory range, particularly Payroll, Printing Services, Information Technology Services, and the Wellness Center.

SAYRE CAMPUS

This is the eighth year that this survey has been conducted. Seventy-one percent (22) of the 31 who received the evaluation form responded to the questionnaire.

Ratings indicate that a great deal of satisfaction with Southwestern is felt by an overwhelming majority of administrators, faculty, and staff. An average of eighty-seven percent of all responses fit into the levels of *satisfactory*, *very good*, and *excellent*. Satisfaction levels reported below combine responses of these same three categories:

- ❖ An average of eighty-five percent expressed satisfaction with the executive and dean management levels.
- ❖ Eighty-eight percent of the combined ratings for all other areas were in the satisfactory range, especially the Business Office and Computer Services.