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2007 Annual Evaluation of Administrative Support Services

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

**ANNUAL EVALUATION OF
ADMINISTRATIVE AND SUPPORT SERVICES**

Spring 2007

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 twelfth year that this survey has been conducted. Forty-seven percent (210) of the 451 who received the evaluation forms responded to the questionnaire.

The percentages of the classification of respondents are:

Administrator	18%
Faculty	40%
Staff	43%
Unknown	6%

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 ninety-one 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-eight percent expressed satisfaction with the executive management level (an improvement of three percent).
- ❖ Eighty-nine percent of the combined ratings were satisfied with the management of the colleges (Deans' level) and ninety-two percent with the management of schools (Associate Deans' level). Three of the schools received their best score in ten years and all of the schools rated the most positive over the previous three years.
- ❖ About eighty-nine percent viewed academic and student support services with satisfaction, especially the Registrar's Office and the Library.
- ❖ Almost ninety-three percent of the combined ratings for administration support services were in the satisfactory range, particularly Payroll, Printing Services, and the Bursar/Cashier.
- ❖ Sixty-seven percent of the scores listed in "Other" were the best over the previous two years; fifty percent were the most favorable in ten years.

SAYRE CAMPUS

This is the ninth year that this survey has been conducted. Almost sixty-five percent (20) 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 ninety-one 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 ninety-three percent expressed satisfaction with the executive and dean management levels.
- ❖ Ninety percent of the combined ratings for all other areas were in the satisfactory range, especially the Business Office, Student Counseling & Assessment, and the Library.
- ❖ Almost half of the scores were the most favorable in three years.