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**ANNUAL EVALUATION OF
ADMINISTRATIVE &
SUPPORT SERVICES
Weatherford Campus
2010**

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES

Spring 2010

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 fifteenth year that this survey has been conducted, and the second year for an online administration. Two e-mails with links to the evaluation were sent to all full time employees with SWOSU e-mail addresses. Memos with instructions were sent to full time employees without SWOSU e-mail addresses.

Thirty-three percent (163) of the 495 who received an invitation to complete the evaluation responded to the questionnaire. This is a little less than last year's thirty-nine percent response rate. Anonymity is kept intact because after logging in, responses are collected in a separate data file that has no identifying information in it.

The percentages of the classification of respondents are:

Administrator	17%
Faculty	37%
Staff	35%
Unknown	11%

Ratings indicate that a great deal of satisfaction with Southwestern is continually felt by a majority of administrators, faculty, and staff. We have reason to feel good about what we are doing when 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:

- ❖ Ninety percent expressed satisfaction with the executive management level.
- ❖ Eighty-seven percent of the combined ratings showed approval with the management of the colleges (Deans' level).
- ❖ Almost ninety-five percent of the combined ratings demonstrated appreciation for the management of schools (Associate Deans' level).
- ❖ Respondents viewed academic and student support services with approval by a mean score of 2.22, especially the Registrar's Office, Assessment Center, Library, and Enrollment Management.
- ❖ Administration support services were also in the satisfactory range with a mean score of 2.14, particularly Public Safety, Payroll, University Press, and Food Services.

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Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
What is your Employment Classification?	Administrator	28	19.31%	28	100.00%	0	0.00%	0	0.00%
	Faculty	60	41.38%	0	0.00%	60	100.00%	0	0.00%
	Staff	57	39.31%	0	0.00%	0	0.00%	57	100.00%
	<i>Total</i>	145	100.00%	28	100.00%	60	100.00%	57	100.00%
Office of the President	1-Excellent	59	42.14%	12	42.86%	18	40.91%	22	43.14%
	2-Very Good	51	36.43%	12	42.86%	17	38.64%	15	29.41%
	3-Satisfactory	28	20.00%	4	14.29%	8	18.18%	14	27.45%
	4-Fair	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	5-Poor	2	1.43%	0	0.00%	1	2.27%	0	0.00%
	<i>Total</i>	140	100.00%	28	100.00%	44	100.00%	51	100.00%
	MEAN		1.82		1.71		1.84		1.84
Office of the Senior Vice President & Provost	1-Excellent	50	32.26%	12	42.86%	12	21.82%	20	37.04%
	2-Very Good	54	34.84%	9	32.14%	22	40.00%	17	31.48%
	3-Satisfactory	33	21.29%	5	17.86%	10	18.18%	15	27.78%
	4-Fair	9	5.81%	0	0.00%	5	9.09%	2	3.70%
	5-Poor	9	5.81%	2	7.14%	6	10.91%	0	0.00%
	<i>Total</i>	155	100.00%	28	100.00%	55	100.00%	54	100.00%
	MEAN		2.18		1.96		2.47		1.98
Office of the Vice President for Administration & Finance	1-Excellent	38	25.33%	6	22.22%	10	18.87%	17	32.69%
	2-Very Good	55	36.67%	9	33.33%	26	49.06%	16	30.77%
	3-Satisfactory	42	28.00%	11	40.74%	12	22.64%	13	25.00%
	4-Fair	9	6.00%	1	3.70%	3	5.66%	3	5.77%
	5-Poor	6	4.00%	0	0.00%	2	3.77%	3	5.77%
	<i>Total</i>	150	100.00%	27	100.00%	53	100.00%	52	100.00%
	MEAN		2.27		2.26		2.26		2.21

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Office of the Vice President for Student Affairs & Associate Provost	1-Excellent	39	26.00%	8	28.57%	9	16.98%	18	35.29%
	2-Very Good	44	29.33%	8	28.57%	13	24.53%	17	33.33%
	3-Satisfactory	37	24.67%	7	25.00%	15	28.30%	10	19.61%
	4-Fair	14	9.33%	2	7.14%	7	13.21%	4	7.84%
	5-Poor	16	10.67%	3	10.71%	9	16.98%	2	3.92%
	<i>Total</i>	150	100.00%	28	100.00%	53	100.00%	51	100.00%
	MEAN		2.49		2.43		2.89		2.12
Office of the Vice President for Institutional Advancement	1-Excellent	32	24.62%	7	26.92%	8	19.05%	14	31.11%
	2-Very Good	51	39.23%	10	38.46%	16	38.10%	17	37.78%
	3-Satisfactory	30	23.08%	7	26.92%	14	33.33%	8	17.78%
	4-Fair	10	7.69%	1	3.85%	3	7.14%	3	6.67%
	5-Poor	7	5.38%	1	3.85%	1	2.38%	3	6.67%
	<i>Total</i>	130	100.00%	26	100.00%	42	100.00%	45	100.00%
	MEAN		2.30		2.19		2.36		2.20
Office of the Vice President for Public Policy & Leadership Development	1-Excellent	39	33.05%	7	30.43%	12	31.58%	16	37.21%
	2-Very Good	44	37.29%	9	39.13%	14	36.84%	17	39.53%
	3-Satisfactory	32	27.12%	7	30.43%	11	28.95%	9	20.93%
	4-Fair	2	1.69%	0	0.00%	1	2.63%	1	2.33%
	5-Poor	1	0.85%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	118	100.00%	23	100.00%	38	100.00%	43	100.00%
	MEAN		2.00		2.00		2.03		1.88
Dean's Level: - College of Arts & Sciences	1-Excellent	43	35.54%	7	29.17%	18	42.86%	12	31.58%
	2-Very Good	41	33.88%	8	33.33%	14	33.33%	15	39.47%
	3-Satisfactory	26	21.49%	6	25.00%	6	14.29%	7	18.42%
	4-Fair	7	5.79%	3	12.50%	2	4.76%	2	5.26%
	5-Poor	4	3.31%	0	0.00%	2	4.76%	2	5.26%
	<i>Total</i>	121	100.00%	24	100.00%	42	100.00%	38	100.00%
	MEAN		2.07		2.21		1.95		2.13

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Dean's Level: - College of Pharmacy	1-Excellent	37	34.26%	8	36.36%	10	26.32%	15	42.86%
	2-Very Good	33	30.56%	8	36.36%	10	26.32%	13	37.14%
	3-Satisfactory	19	17.59%	3	13.64%	5	13.16%	5	14.29%
	4-Fair	9	8.33%	3	13.64%	4	10.53%	1	2.86%
	5-Poor	10	9.26%	0	0.00%	9	23.68%	1	2.86%
	<i>Total</i>	108	100.00%	22	100.00%	38	100.00%	35	100.00%
	MEAN		2.28		2.05		2.79		1.86
Dean's Level: - College of Professional & Graduate Studies	1-Excellent	45	36.29%	10	41.67%	16	40.00%	15	33.33%
	2-Very Good	40	32.26%	8	33.33%	11	27.50%	16	35.56%
	3-Satisfactory	25	20.16%	3	12.50%	10	25.00%	7	15.56%
	4-Fair	12	9.68%	3	12.50%	2	5.00%	6	13.33%
	5-Poor	2	1.61%	0	0.00%	1	2.50%	1	2.22%
	<i>Total</i>	124	100.00%	24	100.00%	40	100.00%	45	100.00%
	MEAN		2.08		1.96		2.03		2.16
Associate Dean's Level: - School of Allied Health	1-Excellent	37	36.27%	9	40.91%	10	38.46%	13	31.71%
	2-Very Good	36	35.29%	9	40.91%	9	34.62%	15	36.59%
	3-Satisfactory	25	24.51%	3	13.64%	6	23.08%	11	26.83%
	4-Fair	1	0.98%	1	4.55%	0	0.00%	0	0.00%
	5-Poor	3	2.94%	0	0.00%	1	3.85%	2	4.88%
	<i>Total</i>	102	100.00%	22	100.00%	26	100.00%	41	100.00%
	MEAN		1.99		1.82		1.96		2.10
Associate Dean's Level: - School of Behavioral Sciences & Education	1-Excellent	34	33.33%	7	35.00%	12	40.00%	12	30.00%
	2-Very Good	35	34.31%	7	35.00%	6	20.00%	18	45.00%
	3-Satisfactory	27	26.47%	4	20.00%	9	30.00%	9	22.50%
	4-Fair	6	5.88%	2	10.00%	3	10.00%	1	2.50%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	102	100.00%	20	100.00%	30	100.00%	40	100.00%
	MEAN		2.05		2.05		2.10		1.98

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Associate Dean's Level: - School of Business & Technology	1-Excellent	28	28.00%	6	27.27%	5	21.74%	13	30.23%
	2-Very Good	45	45.00%	11	50.00%	9	39.13%	22	51.16%
	3-Satisfactory	20	20.00%	3	13.64%	6	26.09%	6	13.95%
	4-Fair	5	5.00%	2	9.09%	2	8.70%	1	2.33%
	5-Poor	2	2.00%	0	0.00%	1	4.35%	1	2.33%
	<i>Total</i>	100	100.00%	22	100.00%	23	100.00%	43	100.00%
	MEAN		2.08		2.05		2.35		1.95
Associate Dean's Level: - School of Nursing	1-Excellent	34	35.05%	8	36.36%	8	34.78%	14	35.90%
	2-Very Good	34	35.05%	6	27.27%	8	34.78%	16	41.03%
	3-Satisfactory	26	26.80%	7	31.82%	6	26.09%	8	20.51%
	4-Fair	3	3.09%	1	4.55%	1	4.35%	1	2.56%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	97	100.00%	22	100.00%	23	100.00%	39	100.00%
	MEAN		1.98		2.05		2.00		1.90
Associate Dean's Level: - College of Pharmacy	1-Excellent	36	35.64%	7	31.82%	10	33.33%	15	39.47%
	2-Very Good	38	37.62%	8	36.36%	12	40.00%	15	39.47%
	3-Satisfactory	21	20.79%	5	22.73%	6	20.00%	6	15.79%
	4-Fair	6	5.94%	2	9.09%	2	6.67%	2	5.26%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	101	100.00%	22	100.00%	30	100.00%	38	100.00%
	MEAN		1.97		2.09		2.00		1.87
Academic Counseling/ Advisement	1-Excellent	24	19.83%	4	18.18%	6	15.38%	11	25.58%
	2-Very Good	44	36.36%	7	31.82%	16	41.03%	14	32.56%
	3-Satisfactory	39	32.23%	7	31.82%	12	30.77%	14	32.56%
	4-Fair	10	8.26%	1	4.55%	4	10.26%	4	9.30%
	5-Poor	4	3.31%	3	13.64%	1	2.56%	0	0.00%
	<i>Total</i>	121	100.00%	22	100.00%	39	100.00%	43	100.00%
	MEAN		2.39		2.64		2.44		2.26

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Assessment/ Testing	1-Excellent	42	30.22%	7	28.00%	17	34.69%	14	29.79%
	2-Very Good	60	43.17%	12	48.00%	22	44.90%	19	40.43%
	3-Satisfactory	31	22.30%	6	24.00%	8	16.33%	10	21.28%
	4-Fair	5	3.60%	0	0.00%	2	4.08%	3	6.38%
	5-Poor	1	0.72%	0	0.00%	0	0.00%	1	2.13%
	<i>Total</i>	139	100.00%	25	100.00%	49	100.00%	47	100.00%
	MEAN		2.01		1.96		1.90		2.11
Athletics	1-Excellent	20	16.00%	2	8.33%	4	10.53%	11	23.91%
	2-Very Good	45	36.00%	9	37.50%	12	31.58%	17	36.96%
	3-Satisfactory	39	31.20%	9	37.50%	14	36.84%	12	26.09%
	4-Fair	13	10.40%	3	12.50%	4	10.53%	4	8.70%
	5-Poor	8	6.40%	1	4.17%	4	10.53%	2	4.35%
	<i>Total</i>	125	100.00%	24	100.00%	38	100.00%	46	100.00%
	MEAN		2.55		2.67		2.79		2.33
Bookstore	1-Excellent	27	18.37%	4	16.00%	4	7.69%	15	28.85%
	2-Very Good	49	33.33%	10	40.00%	22	42.31%	13	25.00%
	3-Satisfactory	41	27.89%	9	36.00%	9	17.31%	18	34.62%
	4-Fair	18	12.24%	1	4.00%	9	17.31%	4	7.69%
	5-Poor	12	8.16%	1	4.00%	8	15.38%	2	3.85%
	<i>Total</i>	147	100.00%	25	100.00%	52	100.00%	52	100.00%
	MEAN		2.59		2.40		2.90		2.33
Building Repairs & Maintenance	1-Excellent	40	25.64%	9	32.14%	9	16.67%	18	32.14%
	2-Very Good	58	37.18%	8	28.57%	22	40.74%	19	33.93%
	3-Satisfactory	38	24.36%	7	25.00%	15	27.78%	12	21.43%
	4-Fair	10	6.41%	3	10.71%	2	3.70%	4	7.14%
	5-Poor	10	6.41%	1	3.57%	6	11.11%	3	5.36%
	<i>Total</i>	156	100.00%	28	100.00%	54	100.00%	56	100.00%
	MEAN		2.31		2.25		2.52		2.20

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Bursar/Cashier	1-Excellent	41	29.08%	4	16.00%	16	36.36%	17	30.36%
	2-Very Good	57	40.43%	10	40.00%	18	40.91%	22	39.29%
	3-Satisfactory	35	24.82%	9	36.00%	7	15.91%	15	26.79%
	4-Fair	6	4.26%	1	4.00%	3	6.82%	1	1.79%
	5-Poor	2	1.42%	1	4.00%	0	0.00%	1	1.79%
	<i>Total</i>	141	100.00%	25	100.00%	44	100.00%	56	100.00%
	MEAN		2.09		2.40		1.93		2.05
Business Affairs	1-Excellent	42	28.00%	8	28.57%	15	30.61%	15	26.79%
	2-Very Good	57	38.00%	10	35.71%	16	32.65%	23	41.07%
	3-Satisfactory	42	28.00%	10	35.71%	15	30.61%	13	23.21%
	4-Fair	5	3.33%	0	0.00%	1	2.04%	3	5.36%
	5-Poor	4	2.67%	0	0.00%	2	4.08%	2	3.57%
	<i>Total</i>	150	100.00%	28	100.00%	49	100.00%	56	100.00%
	MEAN		2.15		2.07		2.16		2.18
Career Services (Placement)	1-Excellent	29	25.44%	4	18.18%	7	21.88%	15	33.33%
	2-Very Good	38	33.33%	8	36.36%	8	25.00%	15	33.33%
	3-Satisfactory	35	30.70%	8	36.36%	11	34.38%	12	26.67%
	4-Fair	9	7.89%	1	4.55%	5	15.63%	2	4.44%
	5-Poor	3	2.63%	1	4.55%	1	3.13%	1	2.22%
	<i>Total</i>	114	100.00%	22	100.00%	32	100.00%	45	100.00%
	MEAN		2.29		2.41		2.53		2.09
Conference Center	1-Excellent	37	28.03%	6	24.00%	16	35.56%	10	21.74%
	2-Very Good	48	36.36%	10	40.00%	14	31.11%	20	43.48%
	3-Satisfactory	36	27.27%	6	24.00%	13	28.89%	12	26.09%
	4-Fair	9	6.82%	3	12.00%	2	4.44%	3	6.52%
	5-Poor	2	1.52%	0	0.00%	0	0.00%	1	2.17%
	<i>Total</i>	132	100.00%	25	100.00%	45	100.00%	46	100.00%
	MEAN		2.17		2.24		2.02		2.24

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Continuing Education	1-Excellent	22	20.00%	4	18.18%	3	8.82%	12	29.27%
	2-Very Good	40	36.36%	7	31.82%	15	44.12%	15	36.59%
	3-Satisfactory	36	32.73%	6	27.27%	13	38.24%	11	26.83%
	4-Fair	4	3.64%	0	0.00%	2	5.88%	1	2.44%
	5-Poor	8	7.27%	5	22.73%	1	2.94%	2	4.88%
	<i>Total</i>	110	100.00%	22	100.00%	34	100.00%	41	100.00%
	MEAN		2.42		2.77		2.50		2.17
Counseling Services	1-Excellent	29	25.22%	5	22.73%	9	23.08%	13	33.33%
	2-Very Good	36	31.30%	8	36.36%	12	30.77%	10	25.64%
	3-Satisfactory	35	30.43%	7	31.82%	10	25.64%	13	33.33%
	4-Fair	9	7.83%	0	0.00%	5	12.82%	2	5.13%
	5-Poor	6	5.22%	2	9.09%	3	7.69%	1	2.56%
	<i>Total</i>	115	100.00%	22	100.00%	39	100.00%	39	100.00%
	MEAN		2.37		2.36		2.51		2.18
Custodial Services	1-Excellent	54	34.62%	8	28.57%	19	35.19%	20	35.71%
	2-Very Good	54	34.62%	9	32.14%	17	31.48%	21	37.50%
	3-Satisfactory	41	26.28%	11	39.29%	15	27.78%	11	19.64%
	4-Fair	5	3.21%	0	0.00%	2	3.70%	3	5.36%
	5-Poor	2	1.28%	0	0.00%	1	1.85%	1	1.79%
	<i>Total</i>	156	100.00%	28	100.00%	54	100.00%	56	100.00%
	MEAN		2.02		2.11		2.06		2.00
Dean of Students' Office	1-Excellent	33	22.15%	6	22.22%	10	19.23%	14	26.42%
	2-Very Good	49	32.89%	8	29.63%	14	26.92%	16	30.19%
	3-Satisfactory	35	23.49%	9	33.33%	14	26.92%	11	20.75%
	4-Fair	18	12.08%	2	7.41%	9	17.31%	6	11.32%
	5-Poor	14	9.40%	2	7.41%	5	9.62%	6	11.32%
	<i>Total</i>	149	100.00%	27	100.00%	52	100.00%	53	100.00%
	MEAN		2.54		2.48		2.71		2.51

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Distance Learning	1-Excellent	26	20.47%	2	8.70%	9	22.50%	11	23.40%
	2-Very Good	47	37.01%	8	34.78%	16	40.00%	17	36.17%
	3-Satisfactory	42	33.07%	10	43.48%	7	17.50%	18	38.30%
	4-Fair	11	8.66%	3	13.04%	7	17.50%	1	2.13%
	5-Poor	1	0.79%	0	0.00%	1	2.50%	0	0.00%
	<i>Total</i>	127	100.00%	23	100.00%	40	100.00%	47	100.00%
	MEAN		2.32		2.61		2.38		2.19
Economic & Business Development	1-Excellent	26	23.21%	4	17.39%	7	20.00%	12	30.00%
	2-Very Good	44	39.29%	7	30.43%	15	42.86%	16	40.00%
	3-Satisfactory	33	29.46%	7	30.43%	11	31.43%	11	27.50%
	4-Fair	5	4.46%	3	13.04%	1	2.86%	1	2.50%
	5-Poor	4	3.57%	2	8.70%	1	2.86%	0	0.00%
	<i>Total</i>	112	100.00%	23	100.00%	35	100.00%	40	100.00%
	MEAN		2.26		2.65		2.26		2.03
Enrollment Management (Admissions & Recruitment)	1-Excellent	43	30.94%	6	25.00%	9	18.37%	22	44.90%
	2-Very Good	56	40.29%	10	41.67%	22	44.90%	18	36.73%
	3-Satisfactory	30	21.58%	5	20.83%	15	30.61%	7	14.29%
	4-Fair	8	5.76%	2	8.33%	2	4.08%	2	4.08%
	5-Poor	2	1.44%	1	4.17%	1	2.04%	0	0.00%
	<i>Total</i>	139	100.00%	24	100.00%	49	100.00%	49	100.00%
	MEAN		2.06		2.25		2.27		1.78
Fine Arts Center	1-Excellent	35	25.00%	9	33.33%	10	20.00%	12	25.53%
	2-Very Good	64	45.71%	11	40.74%	25	50.00%	20	42.55%
	3-Satisfactory	38	27.14%	7	25.93%	15	30.00%	13	27.66%
	4-Fair	3	2.14%	0	0.00%	0	0.00%	2	4.26%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	140	100.00%	27	100.00%	50	100.00%	47	100.00%
	MEAN		2.06		1.93		2.10		2.11

SOUTHWESTERN OK STATE UNIVERSITY
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Food Services	1-Excellent	50	32.68%	9	32.14%	16	29.63%	21	38.89%
	2-Very Good	67	43.79%	13	46.43%	26	48.15%	17	31.48%
	3-Satisfactory	30	19.61%	5	17.86%	11	20.37%	12	22.22%
	4-Fair	5	3.27%	1	3.57%	1	1.85%	3	5.56%
	5-Poor	1	0.65%	0	0.00%	0	0.00%	1	1.85%
	<i>Total</i>	153	100.00%	28	100.00%	54	100.00%	54	100.00%
	MEAN		1.95		1.93		1.94		2.00
Freshman Orientation	1-Excellent	42	31.58%	8	34.78%	9	20.00%	20	40.82%
	2-Very Good	44	33.08%	7	30.43%	17	37.78%	15	30.61%
	3-Satisfactory	35	26.32%	6	26.09%	14	31.11%	11	22.45%
	4-Fair	9	6.77%	1	4.35%	4	8.89%	3	6.12%
	5-Poor	3	2.26%	1	4.35%	1	2.22%	0	0.00%
	<i>Total</i>	133	100.00%	23	100.00%	45	100.00%	49	100.00%
	MEAN		2.15		2.13		2.36		1.94
Grounds Maintenance	1-Excellent	51	32.48%	9	33.33%	15	26.32%	21	38.18%
	2-Very Good	63	40.13%	11	40.74%	22	38.60%	22	40.00%
	3-Satisfactory	32	20.38%	6	22.22%	14	24.56%	9	16.36%
	4-Fair	6	3.82%	0	0.00%	4	7.02%	1	1.82%
	5-Poor	5	3.18%	1	3.70%	2	3.51%	2	3.64%
	<i>Total</i>	157	100.00%	27	100.00%	57	100.00%	55	100.00%
	MEAN		2.05		2.00		2.23		1.93
Health Services	1-Excellent	33	24.26%	5	20.00%	13	27.08%	11	22.45%
	2-Very Good	56	41.18%	12	48.00%	22	45.83%	17	34.69%
	3-Satisfactory	39	28.68%	7	28.00%	9	18.75%	19	38.78%
	4-Fair	6	4.41%	1	4.00%	3	6.25%	1	2.04%
	5-Poor	2	1.47%	0	0.00%	1	2.08%	1	2.04%
	<i>Total</i>	136	100.00%	25	100.00%	48	100.00%	49	100.00%
	MEAN		2.18		2.16		2.10		2.27

SOUTHWESTERN OK STATE UNIVERSITY
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Human Resources	1-Excellent	57	36.31%	10	35.71%	22	39.29%	18	32.73%
	2-Very Good	56	35.67%	11	39.29%	21	37.50%	19	34.55%
	3-Satisfactory	35	22.29%	5	17.86%	12	21.43%	14	25.45%
	4-Fair	6	3.82%	2	7.14%	1	1.79%	3	5.45%
	5-Poor	3	1.91%	0	0.00%	0	0.00%	1	1.82%
	<i>Total</i>	157	100.00%	28	100.00%	56	100.00%	55	100.00%
	MEAN		1.99		1.96		1.86		2.09
Information Technology Services	1-Excellent	54	33.96%	8	28.57%	17	29.82%	23	41.07%
	2-Very Good	49	30.82%	9	32.14%	17	29.82%	17	30.36%
	3-Satisfactory	34	21.38%	8	28.57%	13	22.81%	10	17.86%
	4-Fair	13	8.18%	2	7.14%	4	7.02%	4	7.14%
	5-Poor	9	5.66%	1	3.57%	6	10.53%	2	3.57%
	<i>Total</i>	159	100.00%	28	100.00%	57	100.00%	56	100.00%
	MEAN		2.21		2.25		2.39		2.02
Institutional Research	1-Excellent	37	31.62%	6	25.00%	11	26.19%	16	42.11%
	2-Very Good	40	34.19%	9	37.50%	17	40.48%	10	26.32%
	3-Satisfactory	30	25.64%	6	25.00%	9	21.43%	10	26.32%
	4-Fair	4	3.42%	3	12.50%	0	0.00%	1	2.63%
	5-Poor	6	5.13%	0	0.00%	5	11.90%	1	2.63%
	<i>Total</i>	117	100.00%	24	100.00%	42	100.00%	38	100.00%
	MEAN		2.16		2.25		2.31		1.97
Library	1-Excellent	46	31.72%	6	23.08%	20	34.48%	15	33.33%
	2-Very Good	62	42.76%	11	42.31%	28	48.28%	15	33.33%
	3-Satisfactory	28	19.31%	7	26.92%	6	10.34%	13	28.89%
	4-Fair	6	4.14%	1	3.85%	4	6.90%	1	2.22%
	5-Poor	3	2.07%	1	3.85%	0	0.00%	1	2.22%
	<i>Total</i>	145	100.00%	26	100.00%	58	100.00%	45	100.00%
	MEAN		2.02		2.23		1.90		2.07

SOUTHWESTERN OK STATE UNIVERSITY
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Mailroom	1-Excellent	45	29.80%	4	14.81%	15	29.41%	21	38.18%
	2-Very Good	68	45.03%	16	59.26%	25	49.02%	18	32.73%
	3-Satisfactory	33	21.85%	7	25.93%	8	15.69%	14	25.45%
	4-Fair	5	3.31%	0	0.00%	3	5.88%	2	3.64%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	151	100.00%	27	100.00%	51	100.00%	55	100.00%
	MEAN		1.99		2.11		1.98		1.95
Payroll	1-Excellent	59	38.31%	7	25.93%	21	39.62%	24	42.86%
	2-Very Good	66	42.86%	14	51.85%	24	45.28%	20	35.71%
	3-Satisfactory	18	11.69%	2	7.41%	7	13.21%	7	12.50%
	4-Fair	10	6.49%	4	14.81%	1	1.89%	4	7.14%
	5-Poor	1	0.65%	0	0.00%	0	0.00%	1	1.79%
	<i>Total</i>	154	100.00%	27	100.00%	53	100.00%	56	100.00%
	MEAN		1.88		2.11		1.77		1.89
Public Relations & Marketing	1-Excellent	38	26.95%	5	18.52%	12	25.00%	17	34.00%
	2-Very Good	59	41.84%	12	44.44%	26	54.17%	15	30.00%
	3-Satisfactory	30	21.28%	5	18.52%	7	14.58%	15	30.00%
	4-Fair	9	6.38%	3	11.11%	3	6.25%	1	2.00%
	5-Poor	5	3.55%	2	7.41%	0	0.00%	2	4.00%
	<i>Total</i>	141	100.00%	27	100.00%	48	100.00%	50	100.00%
	MEAN		2.18		2.44		2.02		2.12
Public Safety	1-Excellent	61	39.35%	10	35.71%	18	33.33%	27	49.09%
	2-Very Good	65	41.94%	10	35.71%	30	55.56%	18	32.73%
	3-Satisfactory	22	14.19%	6	21.43%	2	3.70%	9	16.36%
	4-Fair	5	3.23%	1	3.57%	3	5.56%	1	1.82%
	5-Poor	2	1.29%	1	3.57%	1	1.85%	0	0.00%
	<i>Total</i>	155	100.00%	28	100.00%	54	100.00%	55	100.00%
	MEAN		1.85		2.04		1.87		1.71

SOUTHWESTERN OK STATE UNIVERSITY
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Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Registrar's Office	1-Excellent	58	38.93%	9	33.33%	23	42.59%	20	40.00%
	2-Very Good	60	40.27%	12	44.44%	20	37.04%	20	40.00%
	3-Satisfactory	26	17.45%	4	14.81%	8	14.81%	10	20.00%
	4-Fair	4	2.68%	2	7.41%	2	3.70%	0	0.00%
	5-Poor	1	0.67%	0	0.00%	1	1.85%	0	0.00%
	<i>Total</i>	149	100.00%	27	100.00%	54	100.00%	50	100.00%
	MEAN		1.86		1.96		1.85		1.80
Residence Life & housing	1-Excellent	24	21.24%	5	20.00%	4	12.12%	12	27.91%
	2-Very Good	41	36.28%	8	32.00%	17	51.52%	12	27.91%
	3-Satisfactory	34	30.09%	7	28.00%	10	30.30%	12	27.91%
	4-Fair	13	11.50%	5	20.00%	2	6.06%	6	13.95%
	5-Poor	1	0.88%	0	0.00%	0	0.00%	1	2.33%
	<i>Total</i>	113	100.00%	25	100.00%	33	100.00%	43	100.00%
	MEAN		2.35		2.48		2.30		2.35
Sponsored Programs, Post-Award	1-Excellent	28	25.45%	5	26.32%	9	21.95%	11	31.43%
	2-Very Good	41	37.27%	9	47.37%	16	39.02%	12	34.29%
	3-Satisfactory	30	27.27%	5	26.32%	11	26.83%	8	22.86%
	4-Fair	6	5.45%	0	0.00%	3	7.32%	2	5.71%
	5-Poor	5	4.55%	0	0.00%	2	4.88%	2	5.71%
	<i>Total</i>	110	100.00%	19	100.00%	41	100.00%	35	100.00%
	MEAN		2.26		2.00		2.34		2.20
Sponsored Programs, Pre-Award	1-Excellent	25	21.74%	4	19.05%	8	19.05%	10	27.03%
	2-Very Good	39	33.91%	9	42.86%	15	35.71%	11	29.73%
	3-Satisfactory	34	29.57%	6	28.57%	10	23.81%	12	32.43%
	4-Fair	9	7.83%	2	9.52%	4	9.52%	2	5.41%
	5-Poor	8	6.96%	0	0.00%	5	11.90%	2	5.41%
	<i>Total</i>	115	100.00%	21	100.00%	42	100.00%	37	100.00%
	MEAN		2.44		2.29		2.60		2.32

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Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Student Activities	1-Excellent	25	20.83%	5	21.74%	6	14.63%	10	24.39%
	2-Very Good	50	41.67%	7	30.43%	17	41.46%	18	43.90%
	3-Satisfactory	34	28.33%	7	30.43%	15	36.59%	10	24.39%
	4-Fair	8	6.67%	3	13.04%	2	4.88%	2	4.88%
	5-Poor	3	2.50%	1	4.35%	1	2.44%	1	2.44%
	<i>Total</i>	120	100.00%	23	100.00%	41	100.00%	41	100.00%
	MEAN		2.28		2.48		2.39		2.17
Student Center Operations	1-Excellent	36	28.80%	8	32.00%	10	26.32%	14	30.43%
	2-Very Good	54	43.20%	10	40.00%	18	47.37%	18	39.13%
	3-Satisfactory	28	22.40%	5	20.00%	7	18.42%	12	26.09%
	4-Fair	7	5.60%	2	8.00%	3	7.89%	2	4.35%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	125	100.00%	25	100.00%	38	100.00%	46	100.00%
	MEAN		2.05		2.04		2.08		2.04
Student Financial Services	1-Excellent	35	28.46%	7	28.00%	10	28.57%	15	31.25%
	2-Very Good	40	32.52%	11	44.00%	11	31.43%	13	27.08%
	3-Satisfactory	38	30.89%	5	20.00%	10	28.57%	16	33.33%
	4-Fair	9	7.32%	2	8.00%	4	11.43%	3	6.25%
	5-Poor	1	0.81%	0	0.00%	0	0.00%	1	2.08%
	<i>Total</i>	123	100.00%	25	100.00%	35	100.00%	48	100.00%
	MEAN		2.20		2.08		2.23		2.21
Student Services/Conduct Administration	1-Excellent	29	27.10%	7	29.17%	7	24.14%	11	27.50%
	2-Very Good	37	34.58%	8	33.33%	12	41.38%	10	25.00%
	3-Satisfactory	33	30.84%	6	25.00%	9	31.03%	15	37.50%
	4-Fair	5	4.67%	2	8.33%	1	3.45%	2	5.00%
	5-Poor	3	2.80%	1	4.17%	0	0.00%	2	5.00%
	<i>Total</i>	107	100.00%	24	100.00%	29	100.00%	40	100.00%
	MEAN		2.21		2.25		2.14		2.10

SOUTHWESTERN OK STATE UNIVERSITY
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Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Transportation Services	1-Excellent	27	22.69%	4	16.00%	8	20.51%	12	28.57%
	2-Very Good	40	33.61%	11	44.00%	14	35.90%	11	26.19%
	3-Satisfactory	42	35.29%	8	32.00%	14	35.90%	16	38.10%
	4-Fair	8	6.72%	1	4.00%	3	7.69%	2	4.76%
	5-Poor	2	1.68%	1	4.00%	0	0.00%	1	2.38%
	<i>Total</i>	119	100.00%	25	100.00%	39	100.00%	42	100.00%
	MEAN		2.31		2.36		2.31		2.26
University Press	1-Excellent	57	39.04%	10	37.04%	17	33.33%	26	48.15%
	2-Very Good	56	38.36%	10	37.04%	25	49.02%	17	31.48%
	3-Satisfactory	24	16.44%	5	18.52%	6	11.76%	8	14.81%
	4-Fair	7	4.79%	2	7.41%	2	3.92%	2	3.70%
	5-Poor	2	1.37%	0	0.00%	1	1.96%	1	1.85%
	<i>Total</i>	146	100.00%	27	100.00%	51	100.00%	54	100.00%
	MEAN		1.91		1.96		1.92		1.77
Violence Intervention, Prevention & Early Response	1-Excellent	35	30.17%	4	17.39%	11	31.43%	18	40.00%
	2-Very Good	43	37.07%	11	47.83%	15	42.86%	12	26.67%
	3-Satisfactory	28	24.14%	5	21.74%	8	22.86%	11	24.44%
	4-Fair	10	8.62%	3	13.04%	1	2.86%	4	8.89%
	5-Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%
	<i>Total</i>	116	100.00%	23	100.00%	35	100.00%	45	100.00%
	MEAN		2.11		2.30		1.97		2.02
Web Site Services	1-Excellent	48	31.37%	10	37.04%	13	23.64%	20	37.04%
	2-Very Good	61	39.87%	11	40.74%	26	47.27%	17	31.48%
	3-Satisfactory	31	20.26%	6	22.22%	9	16.36%	11	20.37%
	4-Fair	10	6.54%	0	0.00%	5	9.09%	5	9.26%
	5-Poor	3	1.96%	0	0.00%	2	3.64%	1	1.85%
	<i>Total</i>	153	100.00%	27	100.00%	55	100.00%	54	100.00%
	MEAN		2.08		1.85		2.22		2.07

SOUTHWESTERN OK STATE UNIVERSITY
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Spring 2010

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Wellness Center	1-Excellent	44	29.53%	7	25.93%	16	30.77%	16	29.63%
	2-Very Good	63	42.28%	11	40.74%	23	44.23%	22	40.74%
	3-Satisfactory	29	19.46%	4	14.81%	10	19.23%	12	22.22%
	4-Fair	8	5.37%	3	11.11%	3	5.77%	2	3.70%
	5-Poor	5	3.36%	2	7.41%	0	0.00%	2	3.70%
	<i>Total</i>	149	100.00%	27	100.00%	52	100.00%	54	100.00%
	MEAN	2.11		2.33		2.00		2.11	
CAMPUS MEAN		2.16		2.20		2.22		2.08	

SOUTHWESTERN OK STATE UNIVERSITY, WEATHERFORD
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
	N-163	N-184	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274

Employment Classification

Administrator	28
Faculty	60
Staff	57
Unknown	18

Executive Management

Office of the President	1.82	1.90	2.09	1.89	1.95	2.14	2.06	1.80	1.81	2.54
Office of Sr. VP & Provost	2.18	2.12	2.32	2.16	1.98	2.46	2.51	2.21	2.10	2.83
Office of VP for Adm. & Fin.	2.27	2.36	2.50	2.28	2.27	2.30	2.33	2.09	2.09	2.29
Office of VP for Student Affairs & Assoc. Pro	2.49	2.45	2.48	2.50	2.43	2.45	2.54	2.54	n/a	n/a
Office of VP for Inst. Advancement	2.30	2.31	2.32	2.20	2.32	2.36	2.35	2.49	2.26	2.38
Office of VP for Public Policy & Leadership	2.00	2.21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.18	2.23	2.34	2.21	2.15	2.33	2.36	2.23	2.07	2.51

Management of Colleges - Dean's Level

Arts & Sciences	2.07	2.13	2.08	2.07	1.92	2.13	2.24	2.12	2.43	2.50
Pharmacy	2.28	2.21	2.06	2.03	2.08	2.13	2.31	2.27	2.12	2.27
Professional & Graduate Studies	2.08	2.32	2.09	2.29	2.31	2.47	2.60	n/a	n/a	n/a
Mean of the Means	2.14	2.22	2.07	2.05	2.11	2.25	2.39	2.20	2.28	2.39

Management of Schools - Associate Dean's Level

Allied Health	1.99	2.05	1.92	1.88	1.93	2.02	2.03	n/a	n/a	n/a
Behavioral Sciences & Education	2.05	2.08	2.08	2.20	2.29	2.65	2.54	n/a	n/a	n/a
Business & Technology	2.08	2.50	2.23	2.32	2.33	2.53/2.86	2.45/2.70	2.92	2.57	2.43
Nursing	1.98	2.17	2.00	2.16	2.31	2.50	2.51	n/a	n/a	n/a
Pharmacy	1.97	2.06	1.94	1.99	2.04	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.01	2.17	2.04	2.11	2.19	2.52	2.36	2.92	2.57	2.43

Other

Academic Counseling/Advisement	2.39	2.44	2.50	2.54	2.58	2.53	2.71	2.73	2.53	2.59
Assessment/Testing	2.01	1.99	2.07	2.04	2.08	2.11	2.23	2.23	2.16	2.17
Athletics	2.55	2.55	2.38	2.42	2.45	2.47	2.61	2.58	n/a	n/a
Bookstore	2.59	2.52	2.33	2.16	2.19	2.19	2.42	2.28	2.27	2.33

SOUTHWESTERN OK STATE UNIVERSITY, WEATHERFORD
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
	N-163	N-184	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274
Building Repairs & Maintenance	2.31	2.26	2.39	2.34	2.31	2.16	2.29	2.15	2.32	2.38
Bursar/Cashier	2.09	2.05	2.09	1.87	2.03	2.01	2.04	1.98	n/a	n/a
Business Affairs	2.15	2.21	2.13	1.96	2.11	n/a	2.05	2.03	2.05	2.20
Career Services (Placement)	2.29	2.29	2.40	2.45	2.58	2.67	2.68	n/a	n/a	n/a
Conference Center	2.17	2.12	2.05	2.09	2.05	2.26/2.10	2.11/2.07	2.05/2.16	2.28/2.10	2.33/2.21
Continuing Education	2.42	2.40	2.33	2.33	2.38	2.49	2.20	2.33	2.67	2.73
Counseling Services	2.37	2.35	2.47	2.31	2.48	2.47	2.49	2.66	2.61	2.69
Custodial Services	2.02	2.10	2.29	2.16	2.19	2.37	2.47	2.22	2.28	2.17
Dean of Students' Office	2.54	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Distance Learning	2.32	2.18	2.14	2.30	2.14	2.18	2.20	2.33	2.67	2.73
Economic & Business Dev.	2.26	2.27	2.26	2.30	2.42	2.38	n/a	n/a	n/a	n/a
Enrollment Management (Adm. & Rec.)	2.06	2.09	2.08	2.19	2.18	2.15	1.98	1.94	2.25	2.30
Fine Arts Center	2.06	2.12	2.05	2.09	2.05	2.26/2.10	2.11/2.07	2.05/2.16	2.28/2.10	2.33/2.21
Food Services	1.95	1.94	2.07	2.03	2.05	1.96	2.08	1.94	1.84	1.95
Freshman Orientation	2.15	2.09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Grounds Maintenance	2.05	1.93	1.95	1.98	2.03	1.90	2.00	2.02	2.00	2.00
Health Services	2.18	2.13	2.33	2.13	2.32	2.39	2.24	2.21	2.23	2.32
Human Resources	1.99	2.01	2.26	2.15	2.16	2.15	2.13	2.15	2.17	2.24
Information Technology Services	2.21	2.16	2.06	1.94	1.98	2.13	2.34	2.09	2.24	2.18
Institutional Research	2.16	2.18	2.17	2.22	2.23	2.25	2.27	2.33	n/a	n/a
Library	2.02	1.94	1.99	2.03	1.98	1.95	2.03	2.05	2.02	2.14
Mailroom	1.99	2.05	2.12	2.28	2.55	2.24	2.17	2.23	n/a	n/a
Payroll	1.88	1.81	1.91	1.80	1.87	1.75	1.86	1.91	n/a	n/a
Public Relations & Marketing	2.18	2.22	2.16	2.12	2.27	2.26	2.15	2.30	2.31	2.30
Public Safety	1.85	1.91	1.95	1.91	2.12	2.06	2.25	2.26	2.28	2.29
Registrar's Office	1.86	1.82	1.91	1.80	1.88	1.82	1.89	1.90	1.88	1.89
Residence Life & Housing	2.35	2.37	2.39	2.47	2.40	2.53	2.48	2.46	2.36	2.53
Sponsored Programs, Post-award	2.26	2.17	2.11	2.12	2.34	2.29	2.32	2.41	2.36	2.58
Sponsored Programs, Pre-award	2.44	2.19	2.10	2.19	2.34	2.27	2.34	2.41	2.37	2.62
Student Activities	2.28	2.41	2.37	2.18	2.45	2.47	2.56	2.61	2.53	2.72
Student Center Operations	2.05	2.04	2.20	2.11	2.23	2.21	2.35	2.16	2.18	2.30
Student Financial Services	2.20	2.07	2.19	2.26	2.23	2.28	2.24	2.39	2.29	2.47
Student Services/Conduct Adm.	2.21	2.33	2.54	2.49	2.39	2.31	2.55	2.48	2.30	2.55
Transportation Services	2.31	2.45	2.30	2.40	2.38	2.32	2.41	2.25	2.52	2.52
University Press	1.91	1.90	1.85	1.83	1.97	2.13	2.35	2.47	2.43	2.53

SOUTHWESTERN OK STATE UNIVERSITY, WEATHERFORD
ANNUAL EVALUATION OF ADMINISTRATIVE SUPPORT SERVICES
Spring 2010

Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
	N-163	N-184	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274
VIPER	2.11	2.09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Website Services	2.08	1.96	2.05	1.98	2.72	2.20	2.58	2.27	n/a	n/a
Wellness Center	2.11	1.88	1.91	1.91	1.99	2.28	2.24	2.21	n/a	n/a
Mean of the Means	2.17	2.15	2.18	2.15	2.23	2.23	2.28	2.26	2.29	2.37
Campus Mean of the Means	2.16	2.16	2.17	2.15	2.21	2.27	2.30	2.26	2.27	2.38

**ANNUAL EVALUATION OF
ADMINISTRATIVE &
SUPPORT SERVICES
Sayre Campus
2010**

Prepared and distributed by the
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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

**ANNUAL EVALUATION OF
ADMINISTRATIVE AND SUPPORT SERVICES**

Spring 2010

SAYRE CAMPUS

Recently, Southwestern full time employees were asked to respond to an evaluation of the University's administrative and support services on the Sayre campus. This is the twelfth year that this survey has been conducted, and the second year for an online administration. Several e-mails with links to the evaluation were sent to all full time employees with SWOSU e-mail addresses. Memos with instructions were sent to full time employees without SWOSU e-mail addresses.

Almost thirty-nine percent (14) of the 36 who received an invitation to complete the evaluation responded to the questionnaire. This is an improvement over last year's thirty-one percent response rate. Anonymity is kept intact because after logging in, responses are collected in a separate data file that has no identifying information in it.

Ratings indicate that a great deal of satisfaction with Southwestern is felt by an overwhelming majority of administrators, faculty, and staff. 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:

- ❖ Ninety-nine percent expressed satisfaction with the executive management level, especially with the Office of the President.
- ❖ Almost eighty-five percent of the combined ratings for the dean's level and all other areas were in the satisfactory range, especially for Student Counseling & Assessment, Advisement/Career Guidance, the Business Office, and Distance Learning & Continuing Education. The scores of five of the items were the most favorable in six years.

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2010

		Count	Pct
Office of the President	1-Excellent	5	35.71%
	2-Very Good	7	50.00%
	3-Satisfactory	2	14.29%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	14	100.00%
	MEAN		1.79

		Count	Pct
Office of the Vice President for Institutional Advancement	1-Excellent	1	7.69%
	2-Very Good	8	61.54%
	3-Satisfactory	4	30.77%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	13	100.00%
	MEAN		2.23

Office of the Senior Vice President & Provost	1-Excellent	5	33.33%
	2-Very Good	5	33.33%
	3-Satisfactory	4	26.67%
	4-Fair	1	6.67%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		2.07

Office of the Vice President for Public Policy & Leadership Development	1-Excellent	2	16.67%
	2-Very Good	7	58.33%
	3-Satisfactory	3	25.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	12	100.00%
	MEAN		2.08

Office of the Vice President for Administration & Finance	1-Excellent	5	33.33%
	2-Very Good	7	46.67%
	3-Satisfactory	3	20.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.87

Dean's Level	1-Excellent	2	13.33%
	2-Very Good	3	20.00%
	3-Satisfactory	4	26.67%
	4-Fair	4	26.67%
	5-Poor	2	13.33%
	<i>Total</i>	15	100.00%
	MEAN		3.07

Office of the Vice President for Student Affairs & Associate Provost	1-Excellent	2	13.33%
	2-Very Good	10	66.67%
	3-Satisfactory	3	20.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		2.07

Admissions/Registrar	1-Excellent	6	40.00%
	2-Very Good	4	26.67%
	3-Satisfactory	2	13.33%
	4-Fair	3	20.00%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		2.13

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2010

		Count	Pct
Advisement/Career Guidance	1-Excellent	9	60.00%
	2-Very Good	4	26.67%
	3-Satisfactory	1	6.67%
	4-Fair	1	6.67%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.60

		Count	Pct
Computer Services	1-Excellent	8	53.33%
	2-Very Good	5	33.33%
	3-Satisfactory	1	6.67%
	4-Fair	1	6.67%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.67

Bookstore	1-Excellent	2	13.33%
	2-Very Good	2	13.33%
	3-Satisfactory	4	26.67%
	4-Fair	3	20.00%
	5-Poor	4	26.67%
	<i>Total</i>	15	100.00%
	MEAN		3.33

Distance Learning & Continuing Education	1-Excellent	8	53.33%
	2-Very Good	6	40.00%
	3-Satisfactory	0	0.00%
	4-Fair	1	6.67%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.60

Business Office	1-Excellent	10	66.67%
	2-Very Good	3	20.00%
	3-Satisfactory	0	0.00%
	4-Fair	2	13.33%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.60

Food Services	1-Excellent	6	40.00%
	2-Very Good	7	46.67%
	3-Satisfactory	1	6.67%
	4-Fair	1	6.67%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.80

Campus Safety & Security	1-Excellent	3	20.00%
	2-Very Good	3	20.00%
	3-Satisfactory	7	46.67%
	4-Fair	0	0.00%
	5-Poor	2	13.33%
	<i>Total</i>	15	100.00%
	MEAN		2.67

Grounds & Building Maintenance	1-Excellent	4	26.67%
	2-Very Good	3	20.00%
	3-Satisfactory	4	26.67%
	4-Fair	2	13.33%
	5-Poor	2	13.33%
	<i>Total</i>	15	100.00%
	MEAN		2.67

SOUTHWEZSTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2010

		Count	Pct
Library	1-Excellent	6	40.00%
	2-Very Good	8	53.33%
	3-Satisfactory	1	6.67%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.67

		Count	Pct
Student Financial Services	1-Excellent	8	53.33%
	2-Very Good	3	20.00%
	3-Satisfactory	2	13.33%
	4-Fair	1	6.67%
	5-Poor	1	6.67%
	<i>Total</i>	15	100.00%
	MEAN		1.93

Student Counseling & Assessment	1-Excellent	10	66.67%
	2-Very Good	5	33.33%
	3-Satisfactory	0	0.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	15	100.00%
	MEAN		1.33

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2010

Rating:	Mean Response									
1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001
	N=15	N=11	N=17	N=20	N=22	N=21	N=22	N=24	N=24	N=24

Executive Management

Office of the President	1.79	1.45	1.81	1.65	2.05	1.65	1.95	1.61	1.87	1.91
Office of Sr. VP & Provost	2.07	2.45	2.40	2.11	2.09	2.28	2.50	1.88	1.92	1.87
Office of VP for Adm. & Fin.	1.87	2.09	2.13	1.95	2.41	2.10	2.50	1.86	1.91	2.00
Office of VP for Student Affairs & Assoc. Provost	2.07	1.82	2.33	2.00	2.14	2.39	2.37	2.09	n/a	n/a
Office of VP for Inst. Advancement	2.23	2.11	2.29	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.01	1.98	2.19	1.93	2.17	2.09	2.33	1.86	1.90	1.93

Dean	3.07	2.91	2.94	2.30	3.05	2.90	3.32	2.29	1.90	1.92
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Other

Admissions and Registration	2.13	2.00	1.88	1.90	1.82	2.14	2.14	2.00	2.61	2.08
Advisement/Career Guidance	1.60	1.82	1.63	1.80	2.09	2.10	2.56	2.54	2.48	2.57
Bookstore	3.33	3.18	2.81	2.95	3.45	3.43	2.73	2.83	3.14	3.00
Business Office	1.60	1.82	1.53	1.65	1.64	1.71	1.68	1.58	3.00	1.96
Campus Safety and Security	2.67	2.18	2.59	2.68	2.50	2.48	2.50	2.30	2.04	2.21
Computer Services	1.67	1.73	1.63	1.90	1.73	1.90	2.27	2.21	2.44	2.00
Distance Learning & Continuing Ed.	1.60	1.50	1.75	2.00	1.73	2.10	2.14	2.19	n/a	n/a
Food Services	1.80	2.09	2.00	2.25	2.24	2.16	3.43	2.33	1.68	2.62
Grounds & Building Maintenance	2.67	2.36	2.06	2.15	1.95	2.19	2.23	2.33	2.45	1.92
Library	1.67	1.73	1.53	1.70	1.86	1.76	1.68	1.83	2.30	2.13
Student Counseling & Assessment	1.33	1.64	1.56	1.65	1.95	2.05	2.53	2.48	1.77	2.59
Student Financial Services	1.93	1.82	1.94	2.11	2.55	2.19	2.27	2.59	2.26	2.48
Mean of the Means	2.00	1.99	1.91	2.06	2.13	2.18	2.35	2.27	2.38	2.32

Campus Mean of the Means	2.06	2.04	2.05	2.04	2.19	2.21	2.40	2.17	2.25	2.22
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