

Faculty/Staff Opinion Survey

Courtesy and Efficiency - Historical Comparison

Spring 2005

Below is a breakdown of mean scores of the courtesy and efficiency surveys conducted during the Spring 2003, 2004, and 2005 semesters. 194 surveys were returned by Faculty, Staff and Administration in Spring 2003; 194 in Spring 2004, and 241 in Spring 2005.

Spring 2005 results are in boldface type. The scale used in each year is 4 (excellent) to 1 (poor).

	COURTESY						EFFICIENCY					
	2005		2004		2003		2005		2004		2003	
AVERAGE:	3.28		3.25		3.32		3.17		3.14		3.15	
Number of Respondents:	N = 241		N = 194		N = 194		N = 241		N = 194		N = 194	
OFFICE EVALUATED	Mean	# of Resp.	Mean	# of Resp.	Mean	# of Resp.	Mean	# of Resp.	Mean	# of Resp.	Mean	# of Resp.
Office of the President	3.67	126	3.47	107	3.56	117	3.53	132	3.49	112	3.56	117
Office of Planning & Institutional Research	3.36	89	3.36	75	3.54	90	3.14	95	3.27	79	3.45	92
Office of the Senior V.P. for Academic Affairs	3.51	120	3.37	94	3.43	124	3.43	126	3.33	98	3.40	124
Admissions Office	3.40	104	3.39	84	3.33	83	3.40	113	3.28	87	3.39	85
Library	3.40	106	3.40	93	3.50	111	3.27	114	3.29	99	3.33	115
Archives & Special Collections	3.42	53	***	***	***	***	3.33	58	***	***	***	***
Circulation/Reserve	3.31	52	3.40	57	3.49	75	3.28	58	3.37	62	3.39	77
Instructional Media Services	3.51	74	***	***	***	***	3.42	81	***	***	***	***
Interlibrary Loan	3.53	38	3.44	45	3.65	48	3.49	43	3.43	47	3.46	50
Reference	3.37	49	3.39	46	3.53	58	3.31	55	3.30	50	3.43	60
Registrar's Office	3.44	142	3.43	107	3.26	136	3.25	152	3.21	116	3.01	142
Drexel Center	3.40	63	3.26	66	3.41	46	3.34	70	3.25	69	3.19	48
Office of the Dean, Arts & Sciences	3.32	117	3.21	99	3.17	118	3.39	122	3.27	100	3.30	119
Office of the Dean, Graduate School	3.47	49	3.29	42	3.45	49	3.43	54	3.18	44	3.40	48
Graduate Placement (GradStar)	3.40	42	3.35	43	3.45	53	3.26	46	3.20	44	3.27	55
Office of the Dean, College of Pharmacy	3.08	74	2.97	58	3.14	59	3.05	80	2.97	59	2.97	60
Pre-Pharmacy Advising	3.24	38	***	***	***	***	3.14	42	***	***	***	***
Office of Senior V.P. for Resource Development	3.20	41	3.12	34	***	***	3.26	46	3.11	35	***	***
External Affairs	3.33	27	***	***	***	***	3.26	31	***	***	***	***
Office of V.P. for Institutional Advancement	3.04	48	3.17	52	3.49	45	3.06	54	3.09	54	3.38	45
Alumni Affairs	3.25	52	3.34	53	3.46	41	3.20	54	3.18	56	3.33	43
Development/Fundraising	3.29	55	3.30	47	3.51	41	3.27	59	3.26	50	3.30	43
University & Media Relations	3.34	64	3.35	57	3.42	65	3.29	68	3.12	59	3.21	67
Sponsored Programs & Resource Development	3.40	62	3.17	48	3.54	78	3.37	68	3.12	50	3.26	80
Title III	3.45	31	3.23	35	***	***	3.32	38	3.31	36	***	***

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Office of the Senior V.P. for Administration	3.65	52	3.44	48	3.54	56	3.47	55	3.31	51	3.34	56
Credit Union	3.45	93	3.47	86	3.47	87	3.44	101	3.52	96	3.51	88
Financial Aid Office	2.95	75	2.86	72	2.96	56	2.85	79	2.79	76	2.77	56
Work Study Office	3.02	66	3.16	56	3.07	46	3.00	72	3.17	59	2.91	46
Human Resources	3.46	178	3.40	141	3.39	150	3.29	188	3.26	150	3.14	154
Office of the V.P. for Fiscal Services	3.28	74	***	***	***	***	3.17	83	***	***	***	***
Accounts Payable	3.00	92	2.99	87	3.14	78	2.87	99	2.84	91	2.71	80
Budget	3.18	40	***	***	***	***	3.06	49	***	***	***	***
Cashier	3.15	116	3.43	127	3.46	127	3.10	125	3.26	135	3.28	133
Grants & Contracts Accounting	3.30	74	3.24	59	3.42	66	3.12	81	3.05	63	3.06	69
Payroll	3.18	91	3.13	80	3.36	83	3.22	98	3.10	83	3.24	86
Purchasing (Requisitions & Purchase Orders)	2.98	85	2.95	76	3.02	66	2.80	90	2.63	79	2.70	71
Student Accounts	3.21	48	3.22	54	3.31	42	3.20	54	3.16	57	3.24	42
Office of Auxiliary and Support Services	3.29	41	3.29	45	***	***	3.11	46	3.27	49	***	***
Bookstore (Barnes & Noble)	3.28	115	3.33	100	3.27	130	3.05	124	3.13	105	2.87	134
Document Center (Xerox)	3.19	96	3.16	95	3.20	103	2.99	104	3.02	101	3.04	105
Food Services (Sodexo)	2.84	108	2.98	97	3.14	69	2.68	115	2.78	104	2.99	72
Post Office	3.11	104	3.03	91	2.92	109	3.11	115	3.02	97	2.95	115
X-Card Office	3.49	72	***	***	***	***	3.44	82	***	***	***	***
Office of Facility Planning & Management	3.14	58	3.11	53	3.35	55	2.98	64	2.89	56	3.04	56
Central Plant (heating/air conditioning services)	2.85	80	2.94	79	3.09	74	2.64	90	2.67	85	2.58	79
Physical Plant (movers/plumbing/carpenters, etc.)	3.09	96	3.08	84	2.89	87	2.92	105	2.81	89	2.60	92
Housekeeping (Jani King)	3.01	124	2.90	109	3.02	104	2.74	132	2.65	116	2.56	109
Receiving	3.23	78	3.26	74	3.14	80	3.18	84	3.06	77	2.91	85
Office of Technology Administration (OTA)	3.14	63	3.25	61	3.35	133	2.96	67	3.16	63	3.16	139
Desk Top Support	3.19	86	3.21	72	3.44	78	3.03	90	3.01	77	3.26	82
Help Desk	3.16	137	3.18	106	3.30	123	2.88	146	2.94	112	3.09	127
Switchboard	2.94	83	2.81	72	2.69	62	2.90	89	2.75	76	2.70	66
Web Master	3.48	67	***	***	***	***	3.33	73	***	***	***	***
Office of the V.P. for Student Services	3.36	78	3.09	54	3.10	52	3.31	83	3.12	58	2.96	52
Campus Activities	3.29	66	3.06	52	3.17	47	3.19	69	3.07	58	3.04	49
Campus Ministry	3.53	76	3.52	64	3.62	53	3.44	81	3.43	67	3.56	54
Career Services	3.38	52	3.39	49	3.54	46	3.35	57	3.35	52	3.43	47
Counseling & Wellness Center	3.58	78	3.52	65	3.74	65	3.47	83	3.38	71	3.65	66
New Student Orientation & Leadership Programs	3.19	42	***	***	***	***	3.19	48	***	***	***	***
Residential Life (Housing)	3.21	62	3.21	47	3.04	46	3.15	68	3.09	53	2.93	46
Service Learning	3.32	44	***	***	***	***	3.23	48	***	***	***	***
Student Health	3.40	70	3.48	66	3.55	58	3.36	78	3.41	71	3.48	58
University Center Management	3.40	40	3.31	39	3.41	29	3.27	44	3.33	43	3.40	30
University Police	3.33	134	3.40	115	3.31	122	3.23	145	3.28	124	3.21	126

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Volunteer Services	3.11	38	***	***	***	***	3.16	43	***	***	***	***