

Campus Satisfaction Survey Results

Human Resources

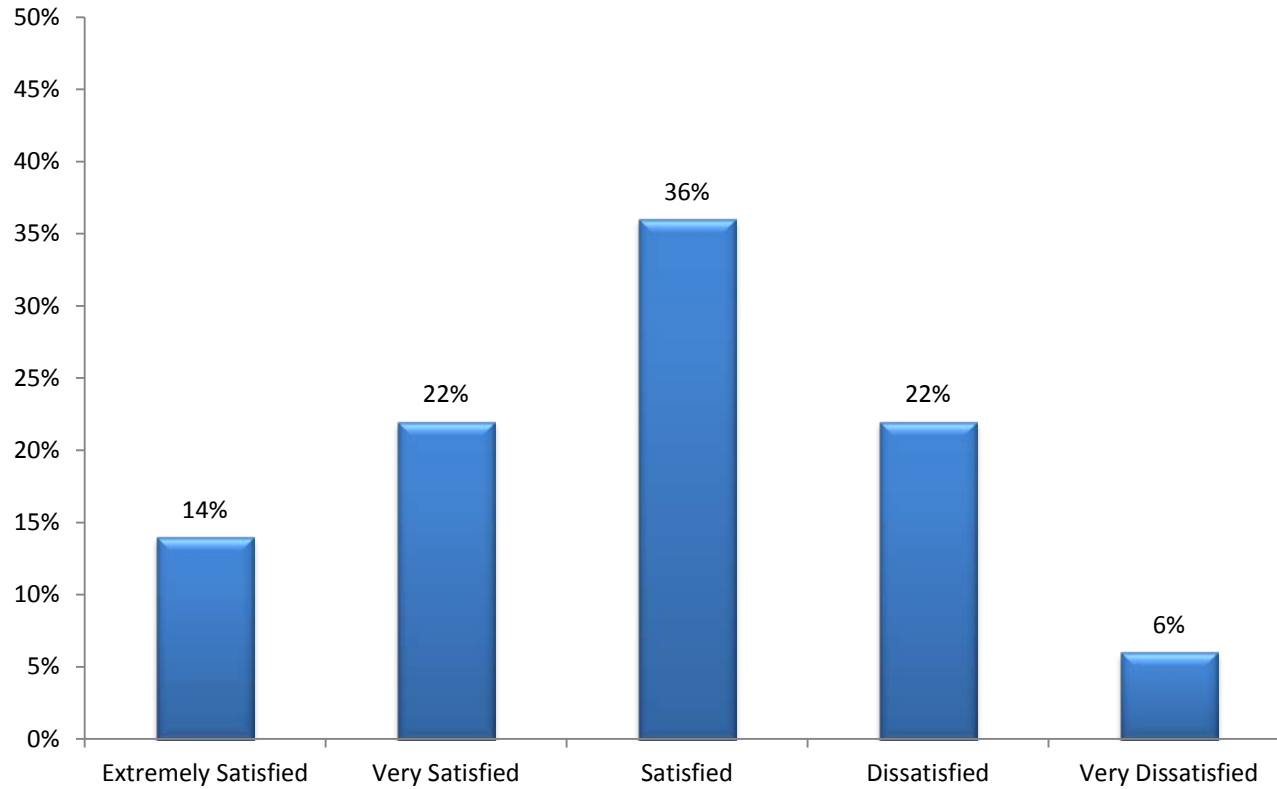


Survey Demographics

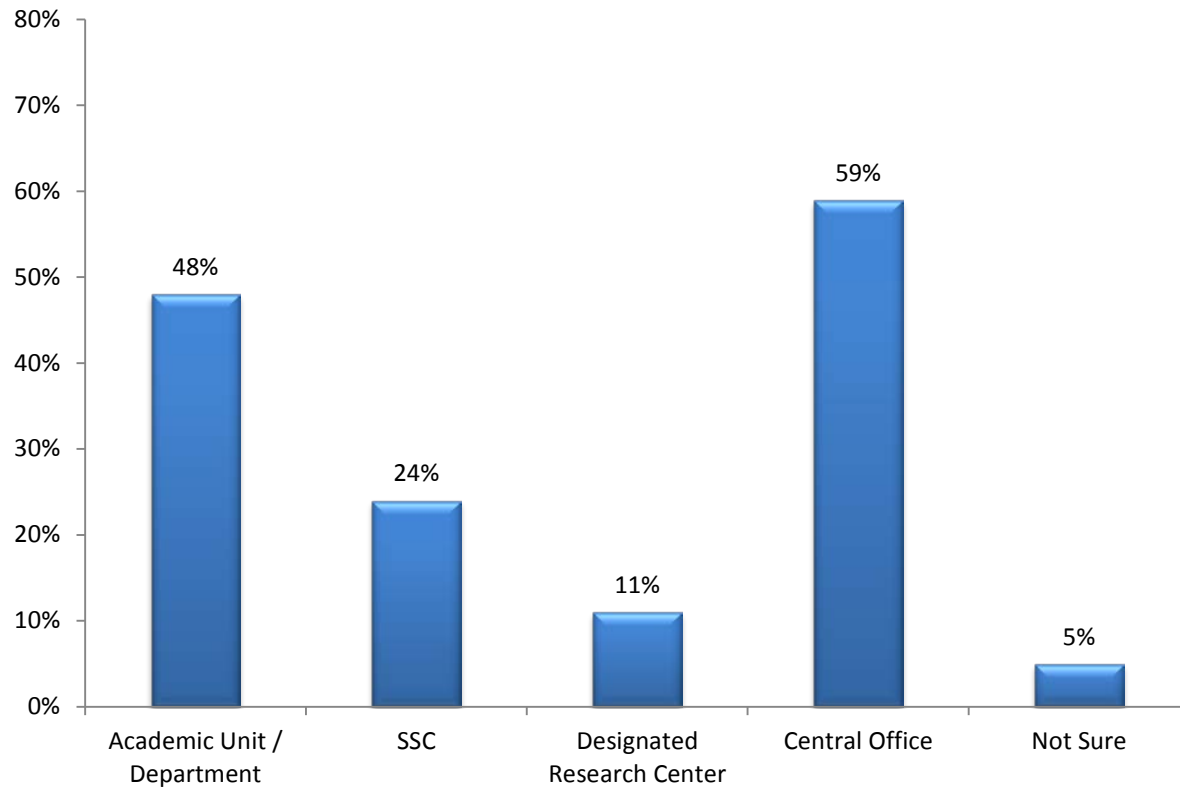
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive Human Resources Support: **548**
- Respondents who receive Human Resources Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	6
School of Business	23
School of Education	22
School of Engineering	30
School of Journalism	8
School of Music	4
School of Law	7
College of Liberal Arts & Sciences	119
School of Pharmacy	14
School of Social Welfare	13
Office of Academic Affairs	32
Office of Administration & Finance	23
Office of the Chancellor	10
Office of Diversity & Equity	6
Office of Faculty Development	7
Office of the Provost	21
Information Technology	24
Office of Business & Financial Planning	6
Office of Public Affairs	4
Office of Research & Graduate Studies	35
Office of Student Affairs	21
Edwards Campus	18
Enrollment Management	12
Facilities Planning & Management, Operations	27
Libraries	15
Shared Service Centers	11

Average Satisfaction Overall



Distribution of Area Where Services Are Received



Average Satisfaction by Area Where Services Are Received

Area Where Services are Received	Average Satisfaction
Academic Unit / Department	3.20
SSC	3.24
Designated Research Center	3.61
Central Office	3.02
Not Sure	2.74

Scale: 5 = Extremely Satisfied 4 = Very Satisfied
3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

Average Satisfaction by School/College or Administrative Office

Area	Average Satisfaction
School of Architecture, Design & Planning	2.67
School of Business	2.74
School of Education	3.23
School of Engineering	2.53
School of Journalism	3.25
School of Music	3.25
School of Law	3.00
College of Liberal Arts & Sciences	3.20
School of Pharmacy	2.64
School of Social Welfare	2.92
Office of Academic Affairs	2.72
Office of Administration & Finance	3.04
Office of the Chancellor	3.00
Office of Diversity & Equity	3.00
Office of Faculty Development	3.00
Office of the Provost	3.05
Information Technology	3.25
Office of Business & Financial Planning	3.17
Office of Public Affairs	2.75
Office of Research & Graduate Studies	3.20
Office of Student Affairs	3.48
Edwards Campus	2.83
Enrollment Management	3.00
Facilities Planning & Management, Operations	3.22
Libraries	2.87
Shared Service Centers	3.73

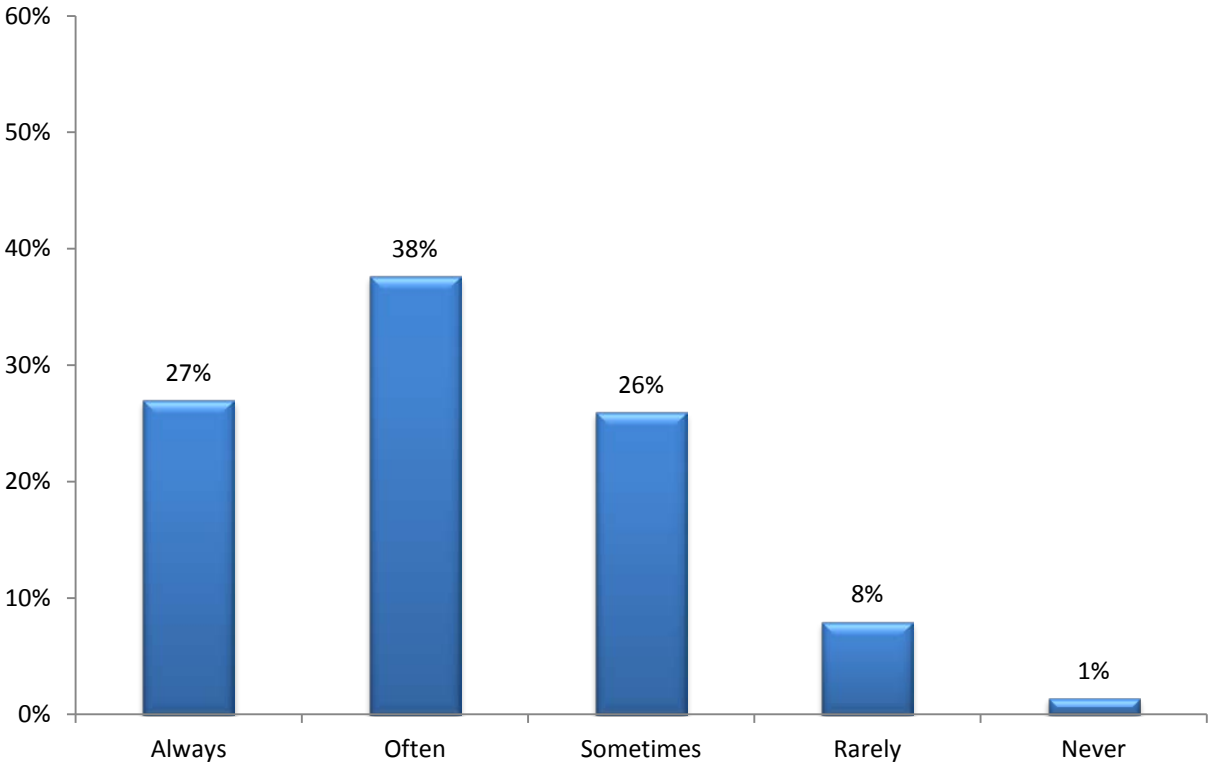
Scale: 5 = Extremely Satisfied 4 = Very Satisfied
 3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

Average Satisfaction by Research Center

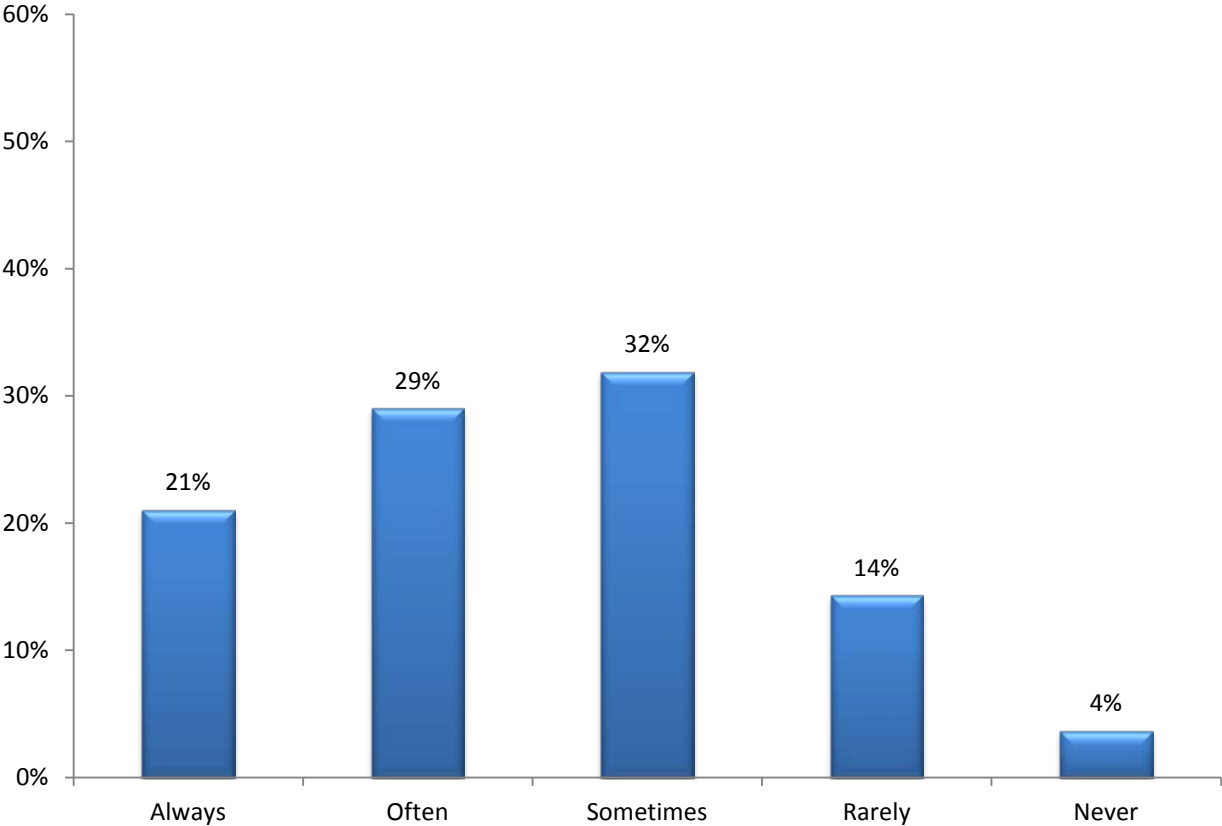
Research Center	Average Satisfaction
Biodiversity Institute	2.88889
Bioengineering Research Center (BERC)	2
Center for Environmentally Beneficial Catalysis (CEBC)	.
Center for Remote Sensing of Ice Sheets (CRISIS)	3.6
Center for Research on Learning (CRL)	4.08333
Hall Center for the Humanities	4.33333
Higuchi Biosciences Center (HBC)	2.875
Information and Telecommunication Center (ITTC)	1
Institute for Policy & Social Research (IPSR)	4.76923
Kansas Biological Survey (KBS)	4
Kansas Geological Survey (KGS)	4.75
Life Span Institute (LSI)	3.56522
Transportation Research Institute (TRI)	4
Achievement & Assessment Institute (AAI)	2.66666

Scale: 5 = Extremely Satisfied 4 = Very Satisfied
 3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

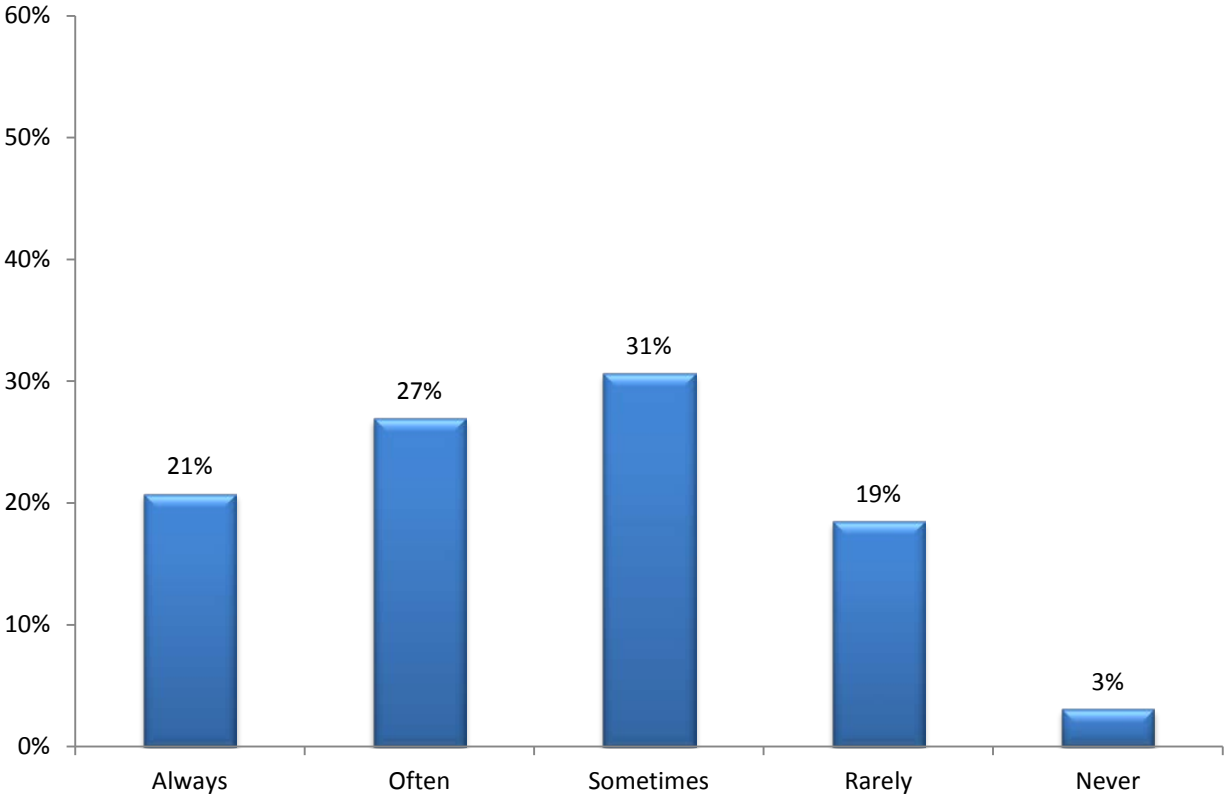
Question: When I think of services that I have received in the past year in HR - I know where to get help



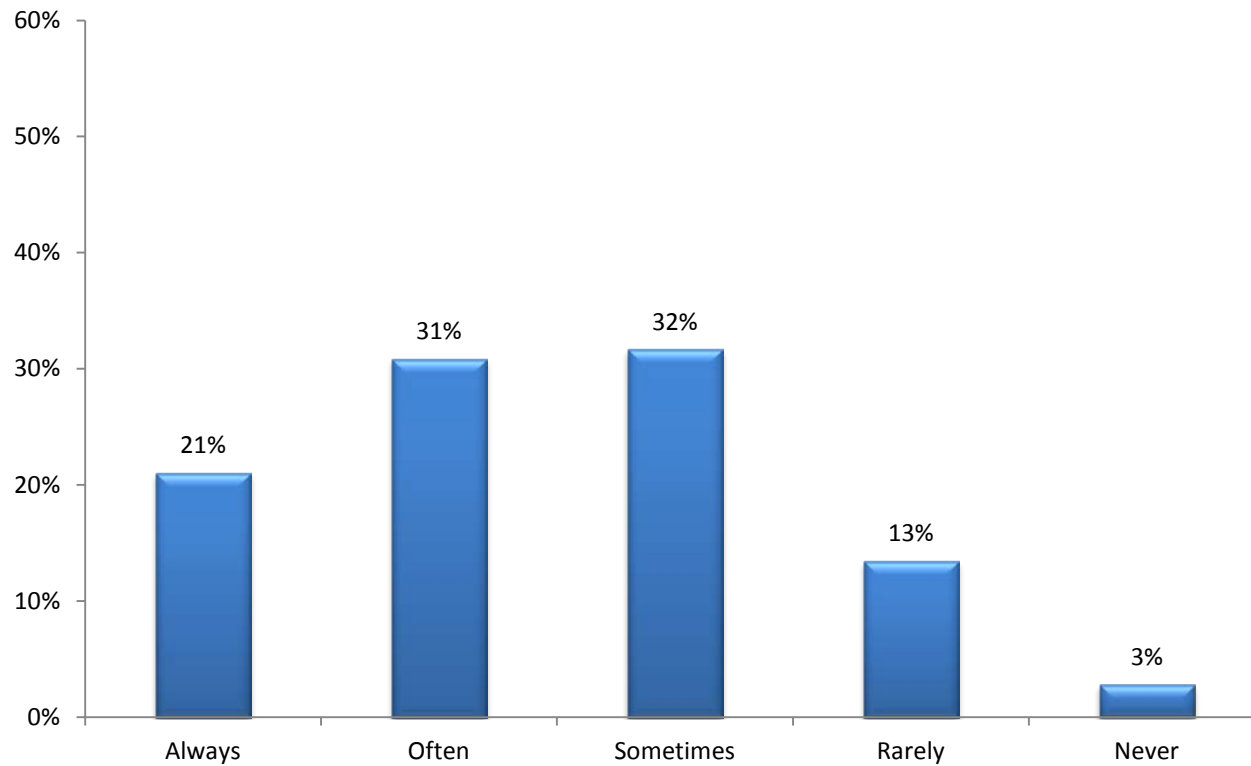
Question: When I think of services that I have received in the past year in HR – The process is timely



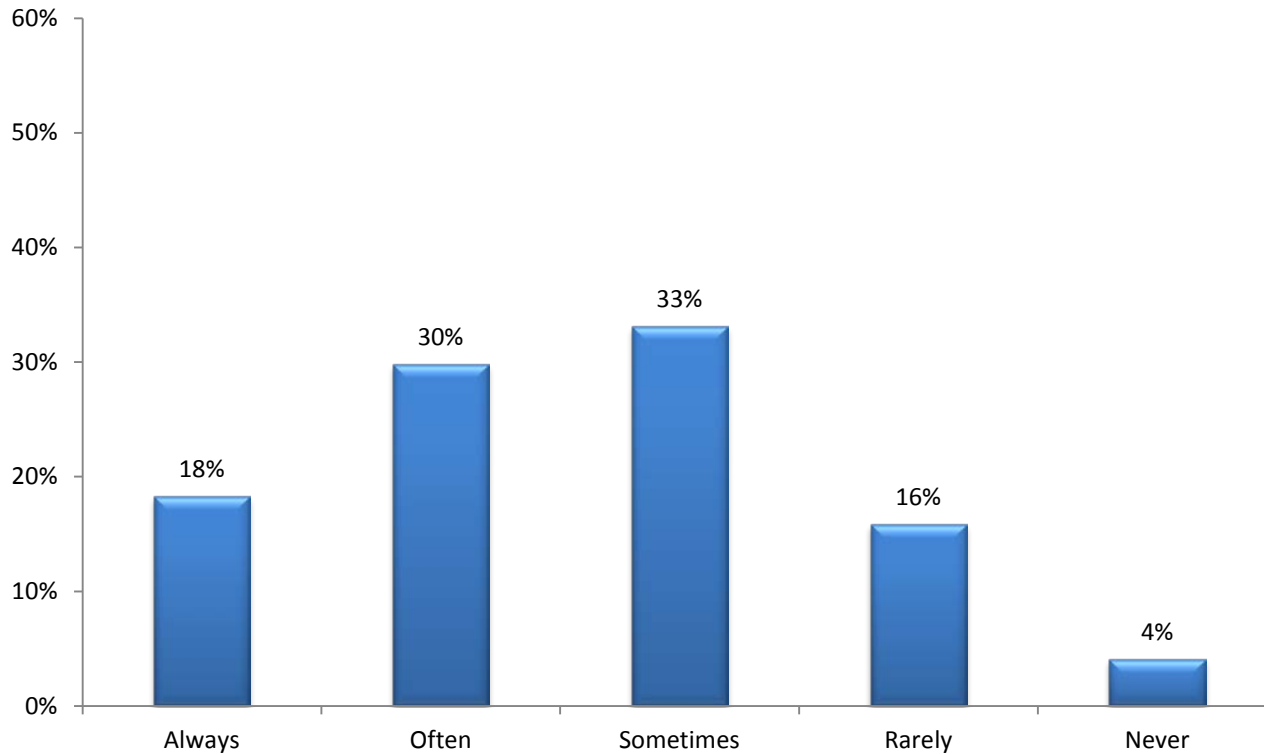
Question: When I think of services that I have received in the past year in HR – The process is consistent



Question: When I think of services that I have received in the past year in HR – I am able to easily get answers to my questions



Question: When I think of services that I have received in the past year in HR – My issues are resolved on the first attempt



Average Effectiveness of Services Received

I know where to go to get help	The process is timely	The process is consistent	I am able to easily get answers to my questions	My issues are resolved on the first attempt
3.81	3.49	3.44	3.54	3.46

Scale: 5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never

Average Effectiveness by Area of Service Received

Area Where Services are Received	I know where to go to get help	The process is timely	The process is consistent	I am able to easily get answers to my questions	My issues are resolved on the first attempt
Academic Unit / Department	3.91416	3.54274	3.5279	3.60256	3.45494
SSC	3.80992	3.50413	3.42149	3.55372	3.42149
Designated Research Center	4.18868	3.96226	3.96154	3.92453	3.82692
Central Office	3.68836	3.36082	3.28966	3.39863	3.25862
Not Sure	3.14286	3.04762	2.85714	3.04762	3.05

Scale: 5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never

