

Campus Satisfaction Survey Results

Travel & Expense

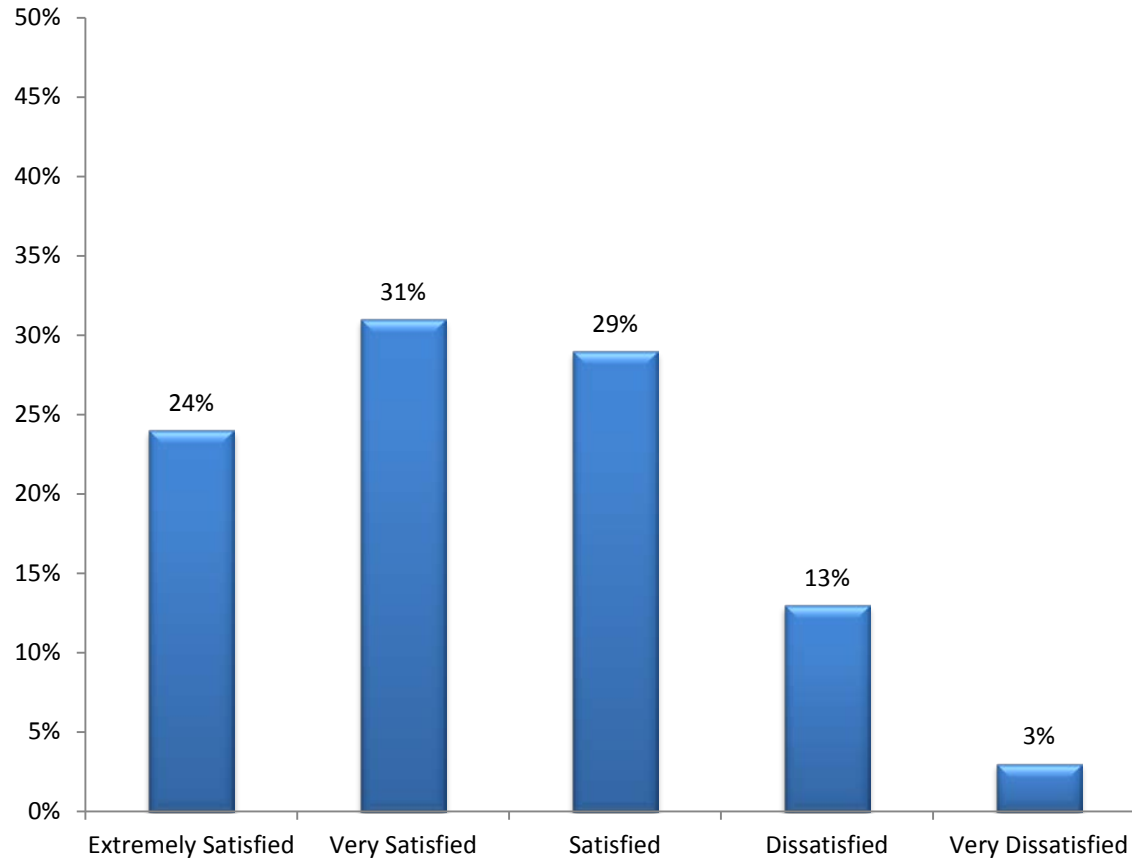


Survey Demographics

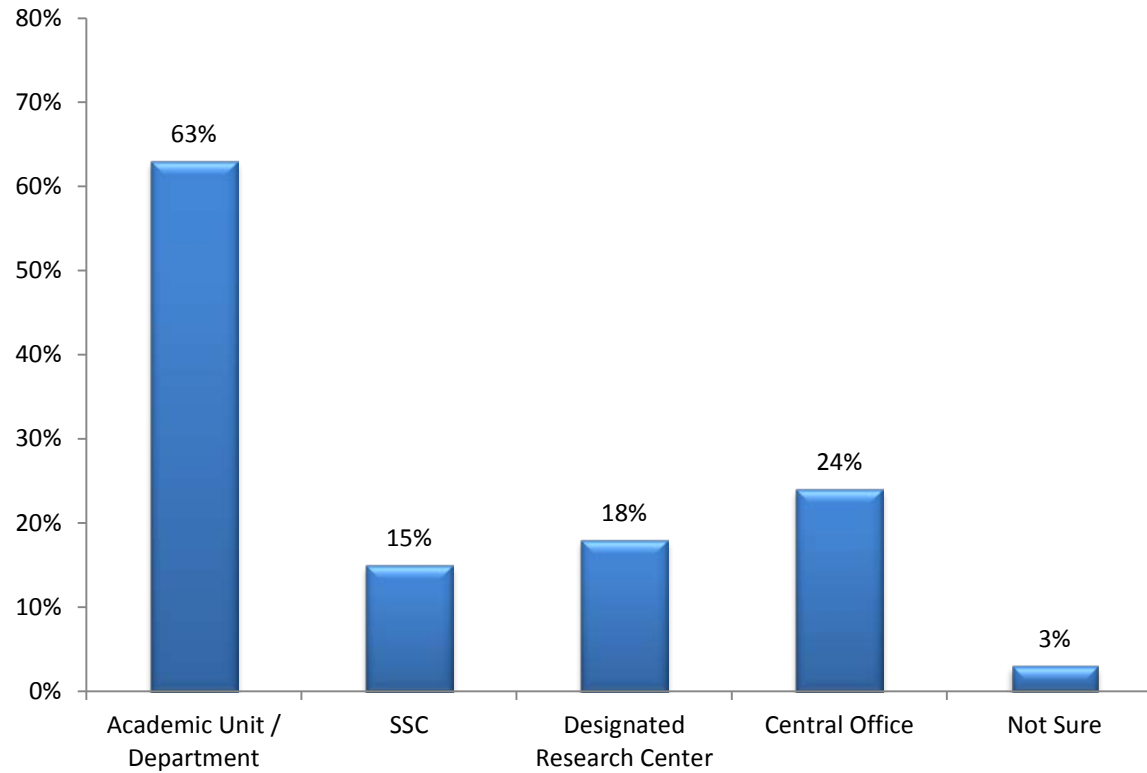
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive Travel & Expense Support: **578**
- Respondents who receive Travel & Expense Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	5
School of Business	18
School of Education	29
School of Engineering	22
School of Journalism	4
School of Music	3
School of Law	6
College of Liberal Arts & Sciences	136
School of Pharmacy	12
School of Social Welfare	17
Office of Academic Affairs	36
Office of Administration & Finance	15
Office of the Chancellor	7
Office of Diversity & Equity	6
Office of Faculty Development	7
Office of the Provost	16
Information Technology	30
Office of Business & Financial Planning	8
Office of Public Affairs	3
Office of Research & Graduate Studies	49
Office of Student Affairs	11
Edwards Campus	18
Enrollment Management	11
Facilities Planning & Management, Operations	10
Libraries	13
Shared Service Centers	7

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	3.68
SSC	3.30
Designated Research Center	3.55
Central Office	3.29
Not Sure	3.24

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	3.00
School of Business	3.17
School of Education	3.76
School of Engineering	2.86
School of Journalism	3.25
School of Music	3.33
School of Law	3.50
College of Liberal Arts & Sciences	3.71
School of Pharmacy	3.50
School of Social Welfare	3.24
Office of Academic Affairs	3.53
Office of Administration & Finance	3.93
Office of the Chancellor	3.43
Office of Diversity & Equity	3.50
Office of Faculty Development	3.00
Office of the Provost	3.44
Information Technology	3.87
Office of Business & Financial Planning	3.50
Office of Public Affairs	3.67
Office of Research & Graduate Studies	3.76
Office of Student Affairs	3.91
Edwards Campus	3.61
Enrollment Management	3.00
Facilities Planning & Management, Operations	3.50
Libraries	3.92
Shared Service Centers	3.71

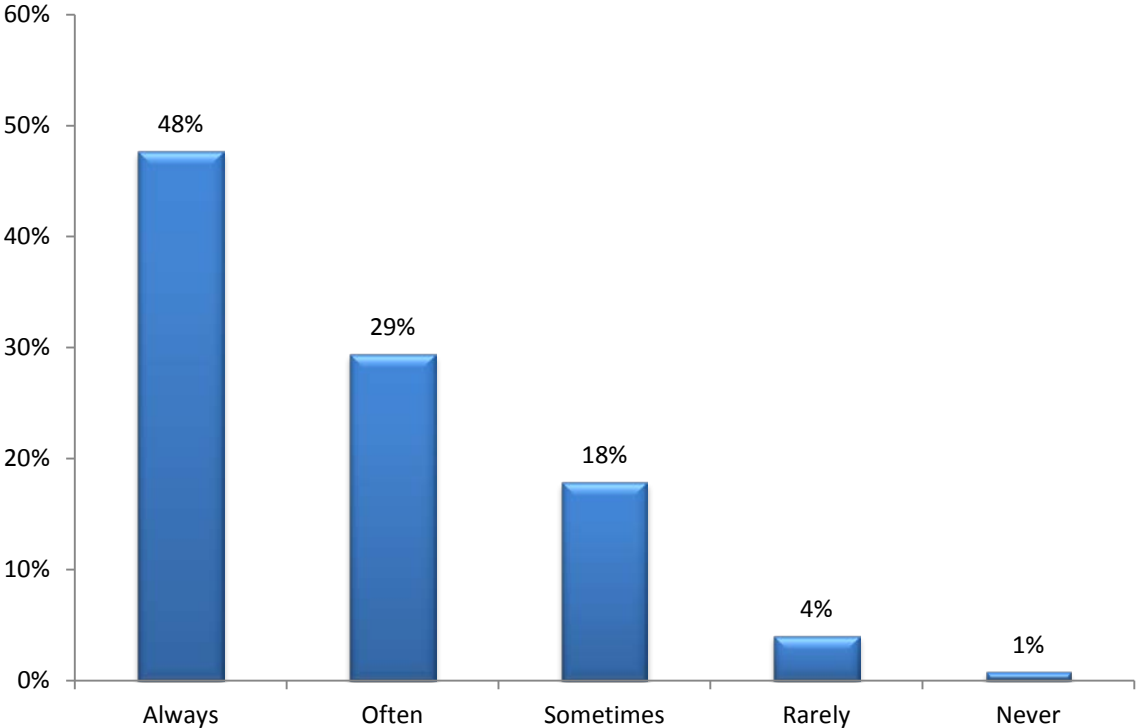
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Average Satisfaction by Research Center

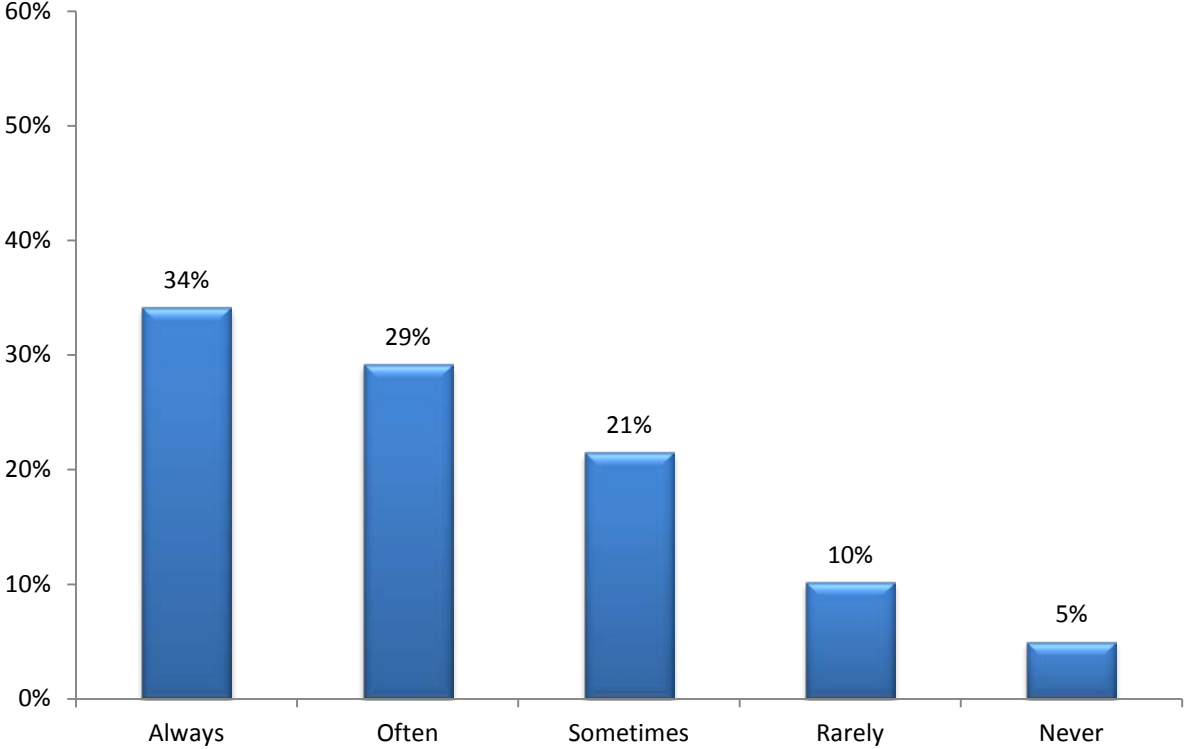
Research Center	Average Satisfaction
Biodiversity Institute	2.875
Bioengineering Research Center (BERC)	4
Center for Environmentally Beneficial Catalysis (CEBC)	2
Center for Remote Sensing of Ice Sheets (CReSIS)	3.8
Center for Research on Learning (CRL)	3.5
Hall Center for the Humanities	4.25
Higuchi Biosciences Center (HBC)	3.61538
Information and Telecommunication Center (ITTC)	1.33333
Institute for Policy & Social Research (IPSR)	4.84615
Kansas Biological Survey (KBS)	4.5
Kansas Geological Survey (KGS)	4.85714
Life Span Institute (LSI)	3.6087
Transportation Research Institute (TRI)	3.66667
Achievement & Assessment Institute (AAI)	3.5714

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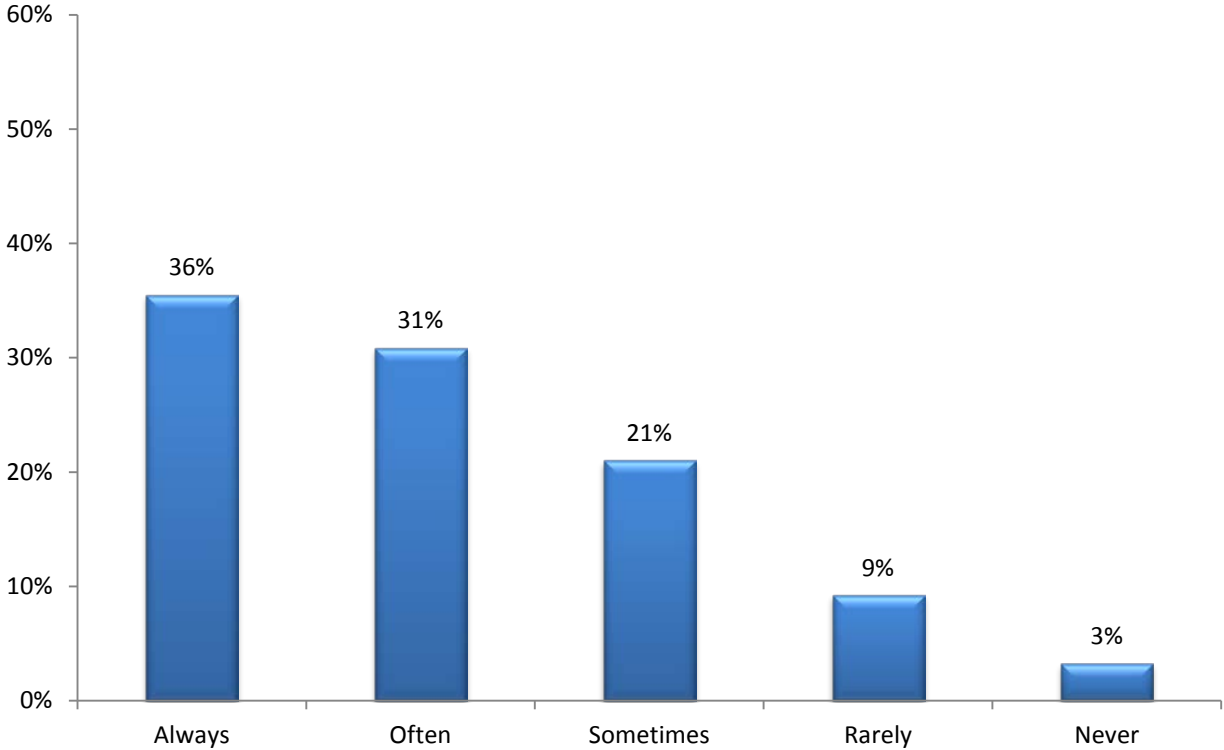
Question: When I think of services that I have received in the past year in Travel & Expense - I know where to get help



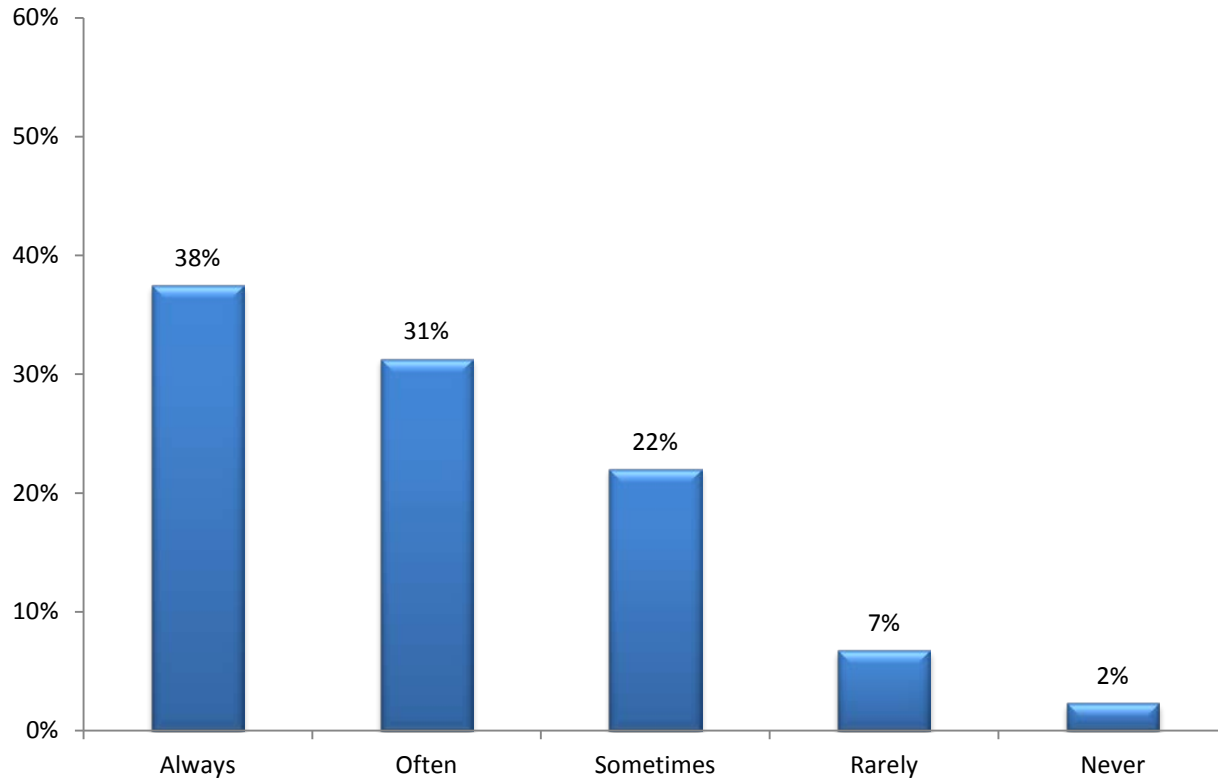
Question: When I think of services that I have received in the past year in Travel & Expense – The process is timely



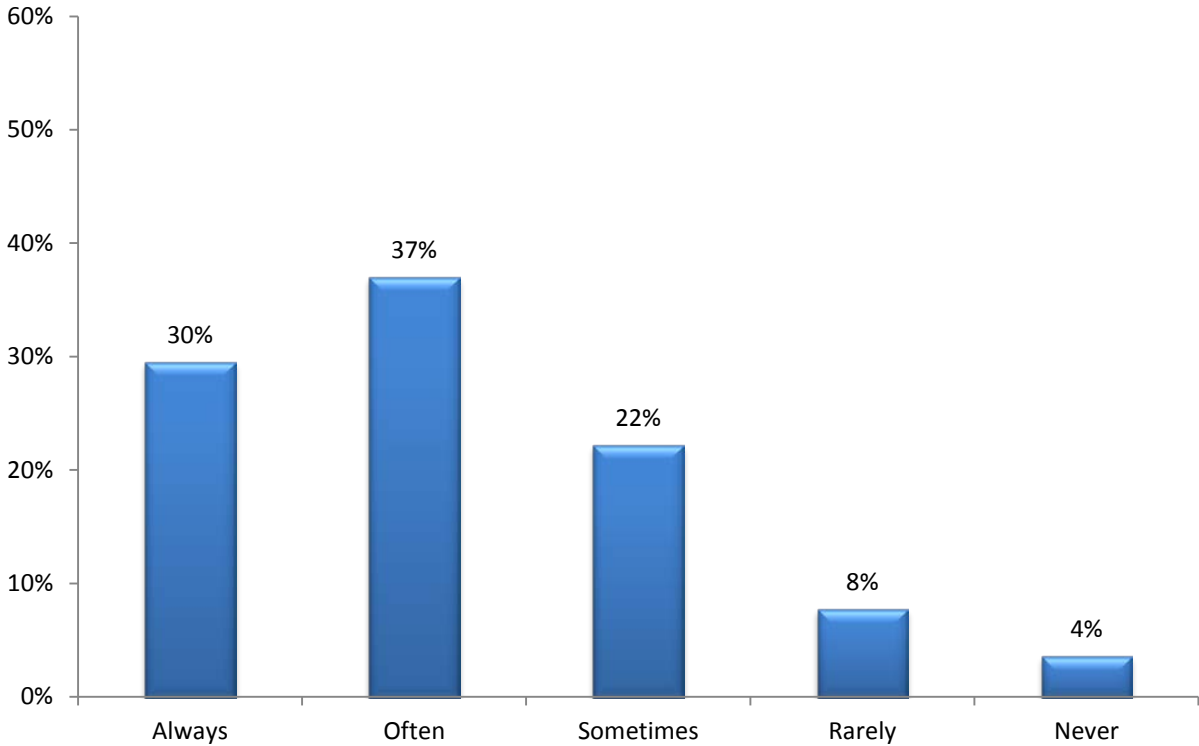
Question: When I think of services that I have received in the past year in Travel & Expense – The process is consistent



Question: When I think of services that I have received in the past year in Travel & Expense – 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 IT – 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
4.19	3.77	3.86	3.95	3.81

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	4.2568	3.80422	3.93939	4.01515	3.88474
SSC	3.78947	3.40789	3.43421	3.55263	3.45333
Designated Research Center	4.24468	3.8	3.87368	3.94624	3.83871
Central Office	3.9685	3.59375	3.54331	3.69291	3.56349
Not Sure	3.29412	3.26667	3.33333	3.4375	3.21429

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

