

Campus Satisfaction Survey Results

Budget Support

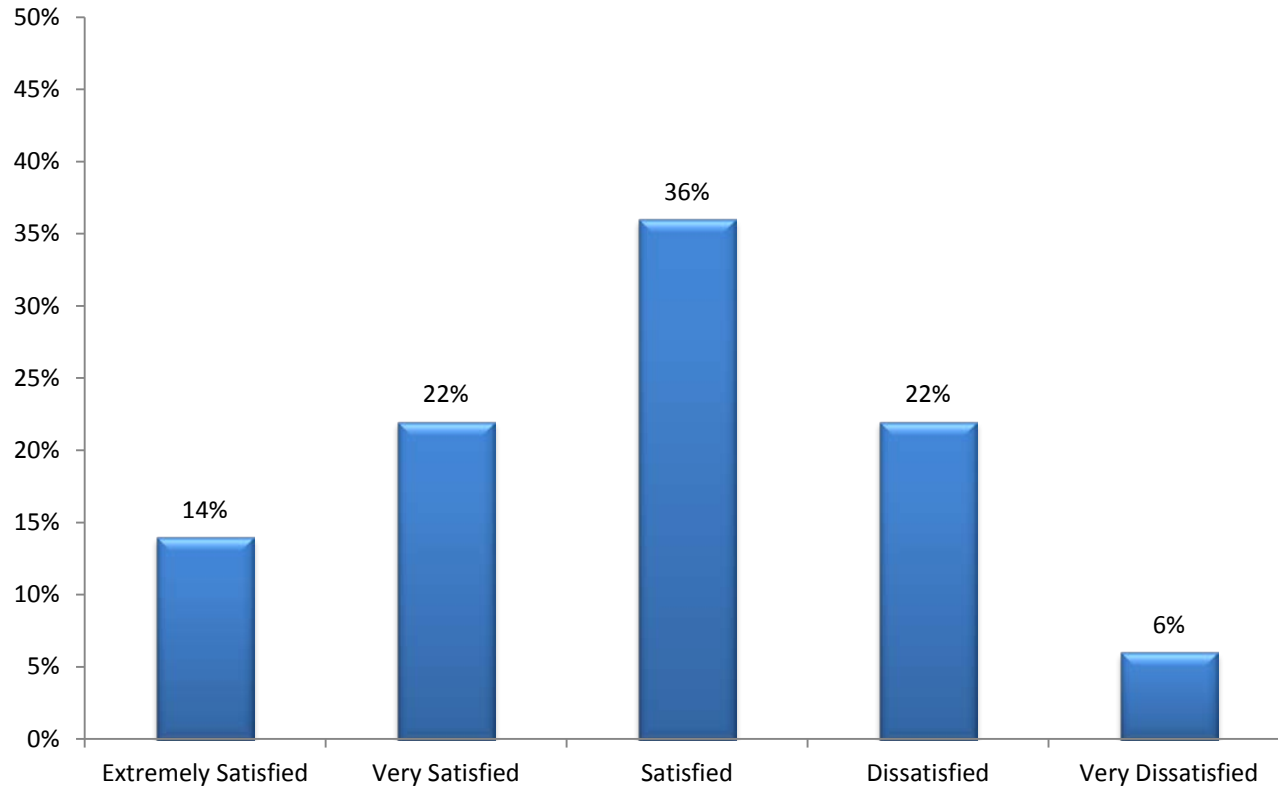


Survey Demographics

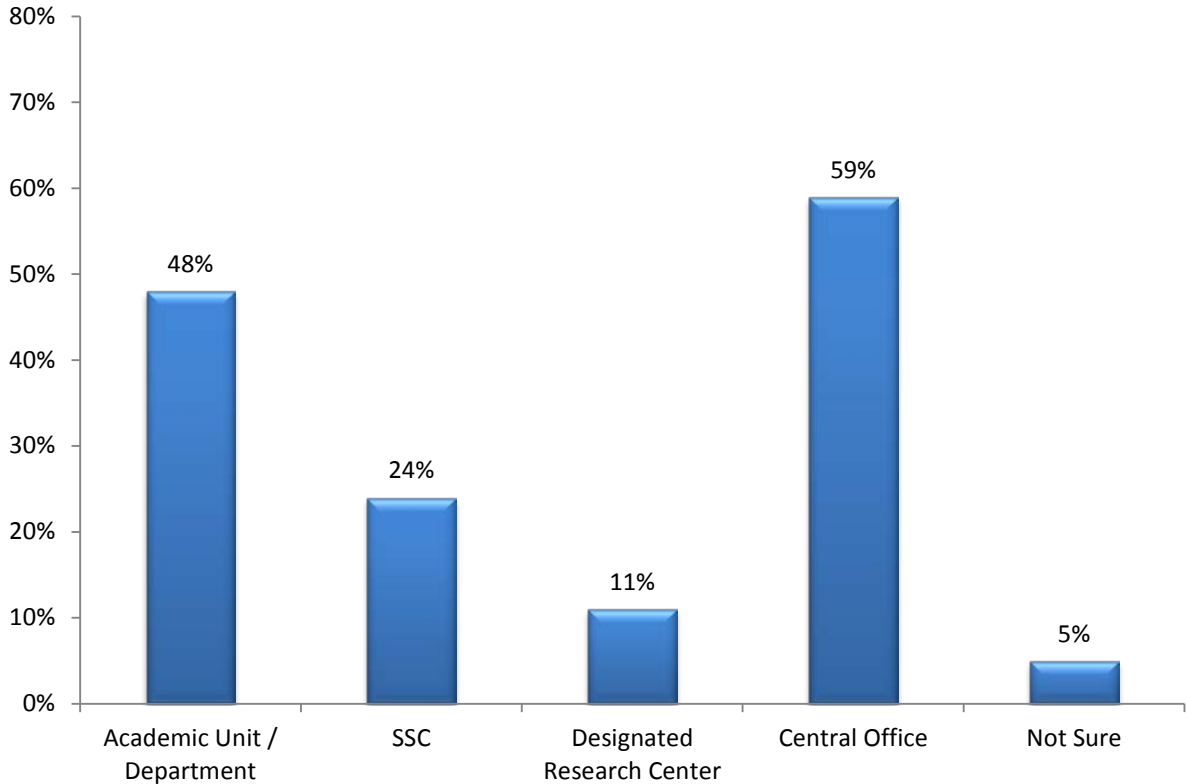
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive Budget Support: **290**
- Respondents who receive Budget Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	3
School of Business	12
School of Education	4
School of Engineering	16
School of Journalism	3
School of Music	2
School of Law	3
College of Liberal Arts & Sciences	75
School of Pharmacy	8
School of Social Welfare	3
Office of Academic Affairs	20
Office of Administration & Finance	11
Office of the Chancellor	5
Office of Diversity & Equity	5
Office of Faculty Development	3
Office of the Provost	11
Information Technology	9
Office of Business & Financial Planning	6
Office of Public Affairs	2
Office of Research & Graduate Studies	24
Office of Student Affairs	8
Edwards Campus	11
Enrollment Management	2
Facilities Planning & Management, Operations	12
Libraries	9
Shared Service Centers	6

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	2.33
School of Business	2.83
School of Education	4.00
School of Engineering	3.31
School of Journalism	3.33
School of Music	3.50
School of Law	4.00
College of Liberal Arts & Sciences	3.51
School of Pharmacy	3.25
School of Social Welfare	3.00
Office of Academic Affairs	3.50
Office of Administration & Finance	3.64
Office of the Chancellor	3.00
Office of Diversity & Equity	3.60
Office of Faculty Development	4.00
Office of the Provost	3.45
Information Technology	3.44
Office of Business & Financial Planning	3.83
Office of Public Affairs	3.00
Office of Research & Graduate Studies	3.50
Office of Student Affairs	3.63
Edwards Campus	3.18
Enrollment Management	3.50
Facilities Planning & Management, Operations	3.25
Libraries	3.33
Shared Service Centers	3.33

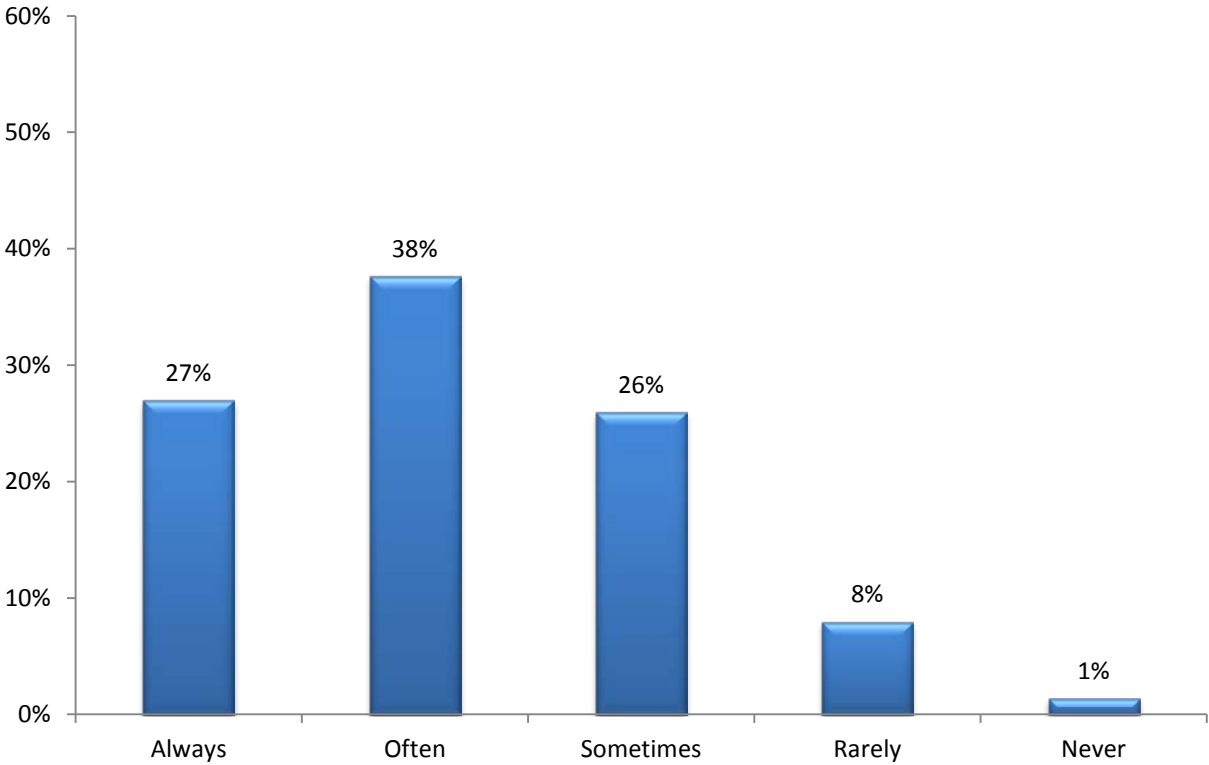
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Average Satisfaction by Research Center

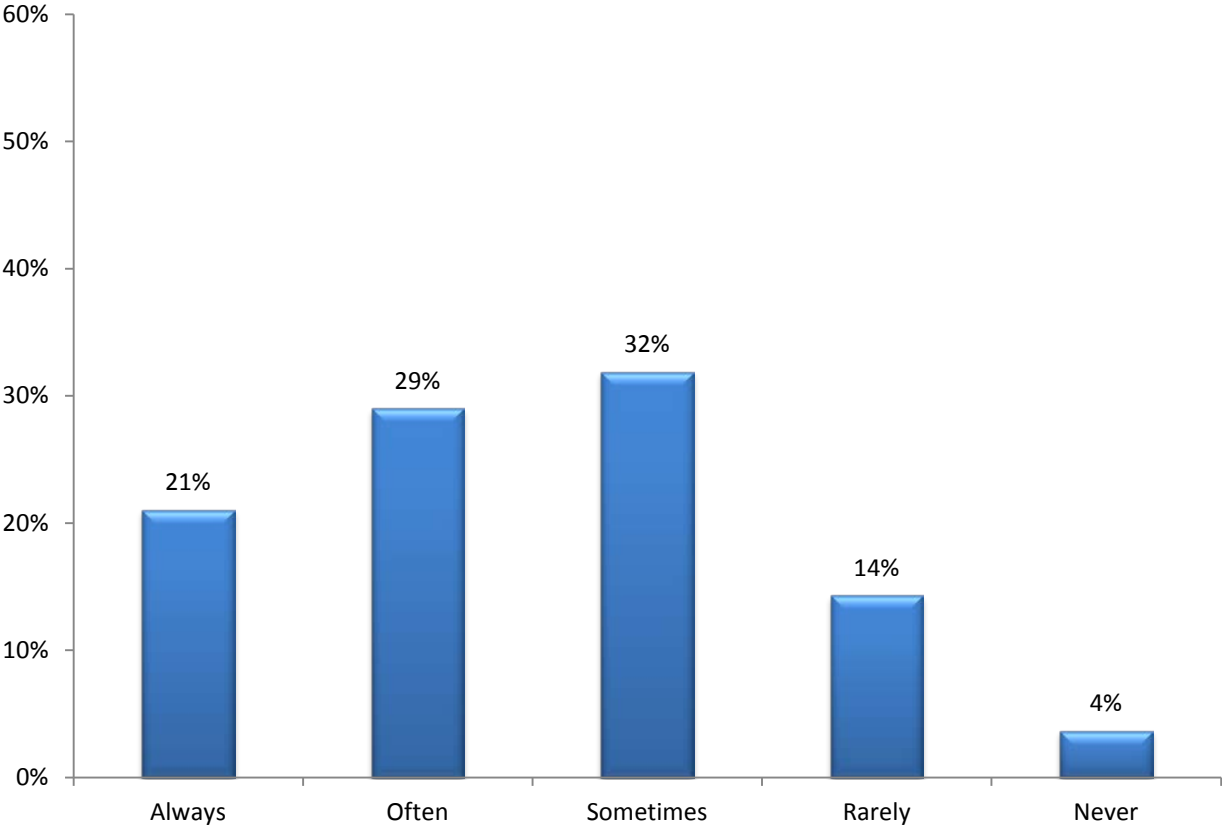
Research Center	Average Satisfaction
Biodiversity Institute	3.14286
Bioengineering Research Center (BERC)	4
Center for Environmentally Beneficial Catalysis (CEBC)	3
Center for Remote Sensing of Ice Sheets (CRISIS)	.
Center for Research on Learning (CRL)	4.25
Hall Center for the Humanities	4.5
Higuchi Biosciences Center (HBC)	3.28571
Information and Telecommunication Center (ITTC)	4
Institute for Policy & Social Research (IPSR)	4.90909
Kansas Biological Survey (KBS)	4.66667
Kansas Geological Survey (KGS)	4.75
Life Span Institute (LSI)	2.58333
Transportation Research Institute (TRI)	5
Achievement & Assessment Institute (AAI)	.

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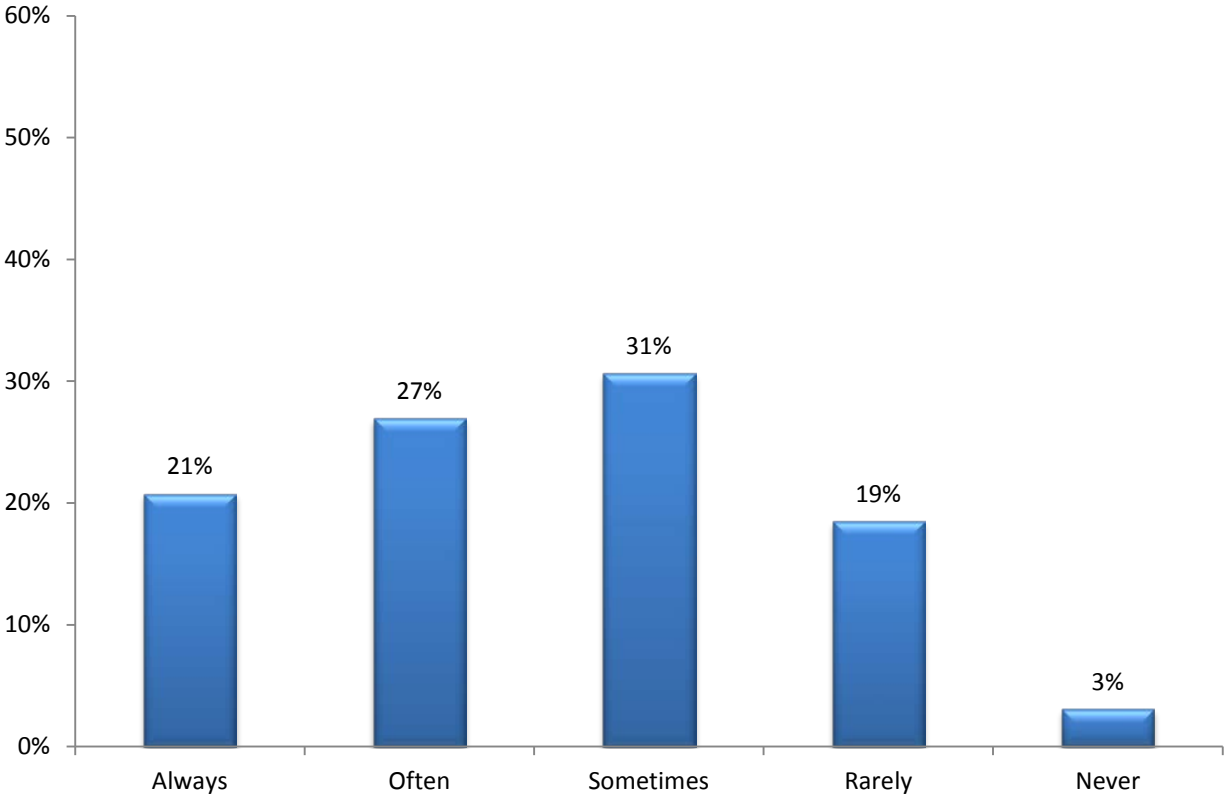
Question: When I think of services that I have received in the past year in Budget Support - I know where to get help



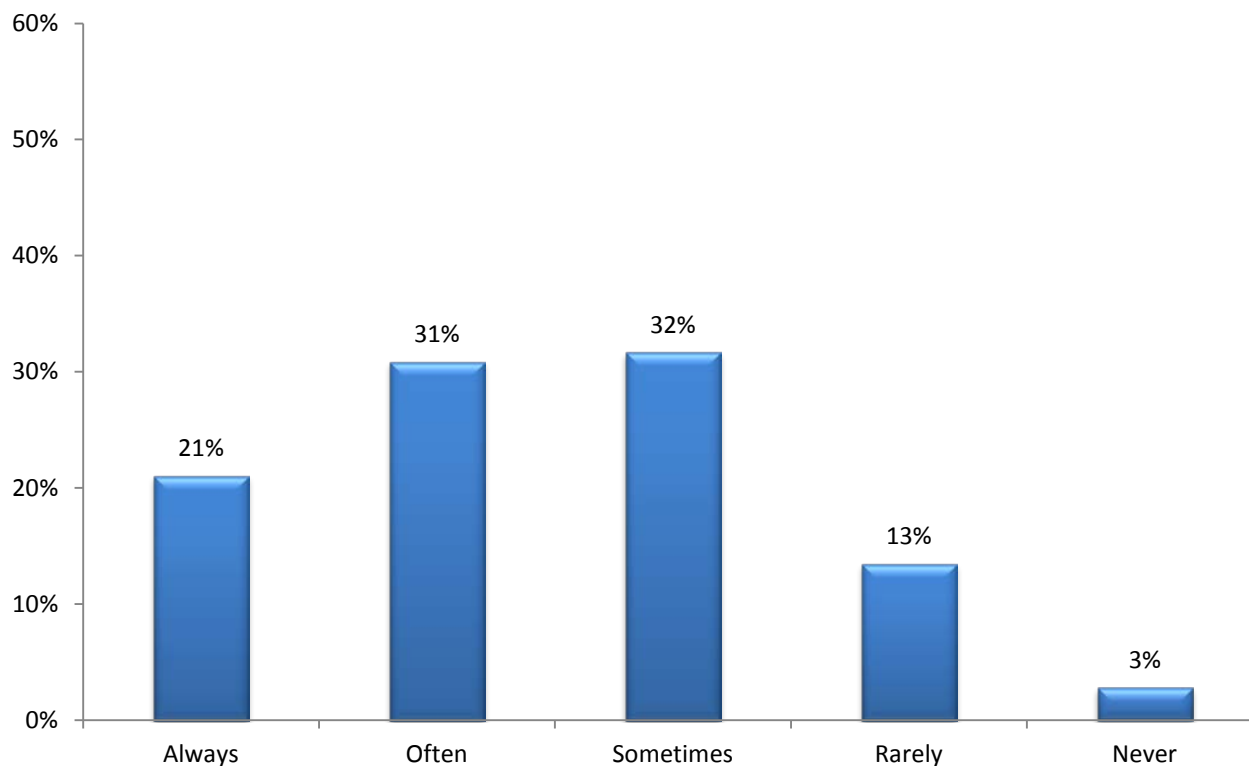
Question: When I think of services that I have received in the past year in Budget Support – The process is timely



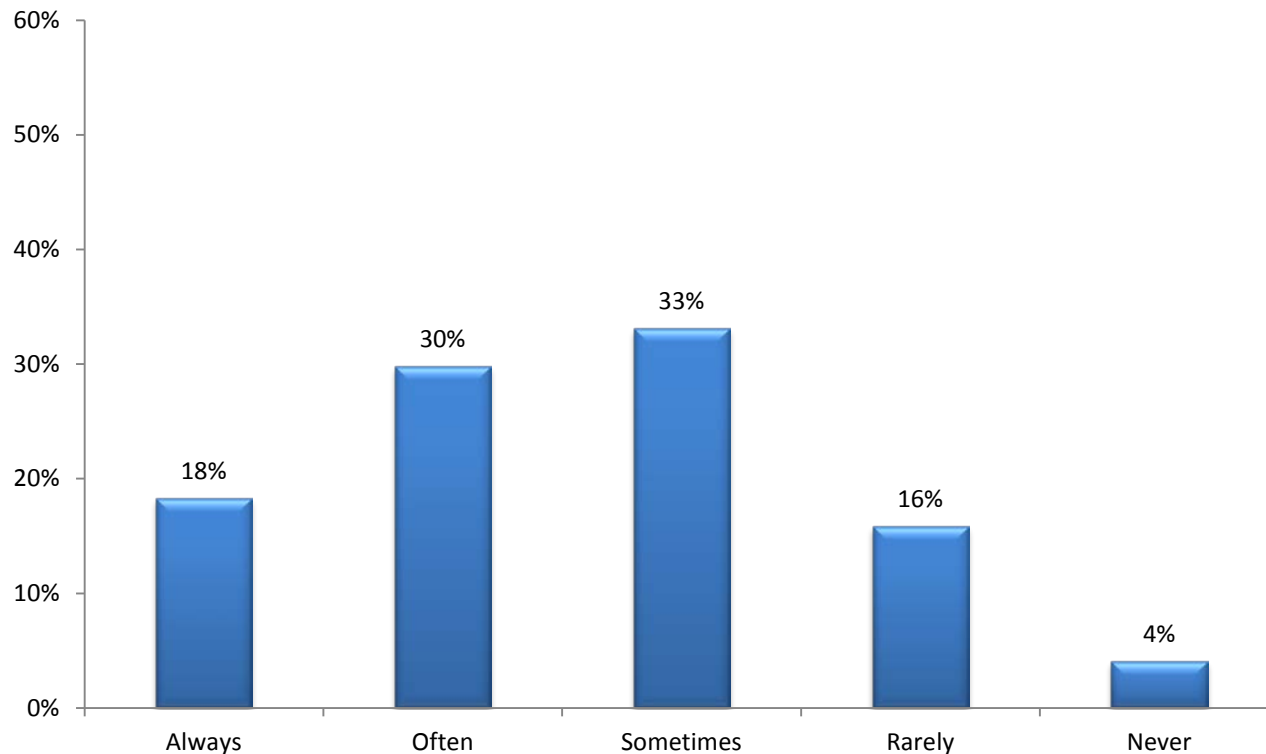
Question: When I think of services that I have received in the past year in Budget Support – The process is consistent



Question: When I think of services that I have received in the past year in Budget Support – 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 Budget Support – 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	4.23611	3.88194	3.87413	3.93706	3.7972
SSC	3.89796	3.63265	3.625	3.57143	3.52083
Designated Research Center	4.36842	3.78947	3.86842	4.07895	3.86842
Central Office	4	3.72727	3.70909	3.77273	3.55455
Not Sure	2.5	2	2.5	2.5	2.66667

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

