

Campus Satisfaction Survey Results



Survey Demographics

- Response Rate: 1,271 responses / 5,543 = **23%**

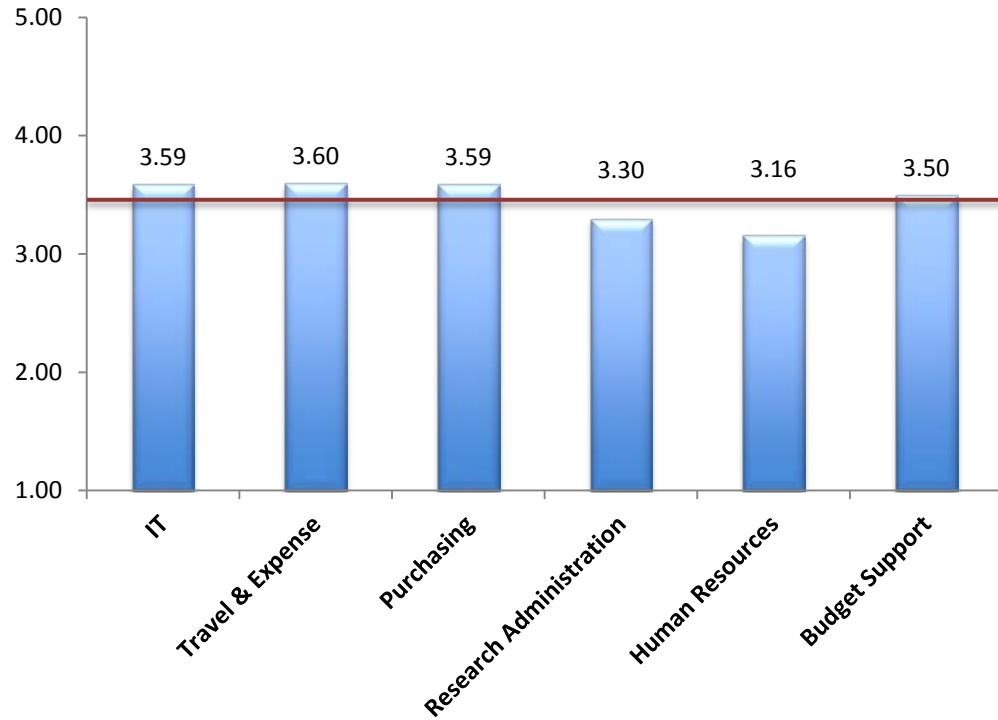
- Response Count by Service Received:

IT	Travel & Expense	Purchasing	Research Administration	HR	Budget Support
938	578	573	254	548	290

- Response Rate by Associated Area:

Area	Response Count	Response Rate
School of Architecture, Design & Planning	14	18%
School of Business	45	34%
School of Education	55	18%
School of Engineering	57	30%
School of Journalism	13	25%
School of Music	17	24%
School of Law	15	21%
College of Liberal Arts & Sciences	244	22%
School of Pharmacy	27	17%
School of Social Welfare	31	36%
Office of Academic Affairs	67	22%
Office of Administration & Finance	50	36%
Office of the Chancellor	16	31%
Office of Diversity & Equity	9	69%
Office of Faculty Development	12	9%
Office of the Provost	43	62%
Information Technology	55	26%
Office of Business & Financial Planning	9	60%
Office of Public Affairs	7	10%
Office of Research & Graduate Studies	82	9%
Office of Student Affairs	34	16%
Edwards Campus	37	69%
Enrollment Management	30	29%
Facilities Planning & Management, Operations	41	7%
Libraries	33	20%
Shared Service Centers	14	50%

Average Satisfaction by Service



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

— Overall Average = 3.46

Average Satisfaction by Service & Area Services are Received

Area Services are Received	IT	Travel & Expense	Purchasing	Research Administration	Human Resources	Budget Support
Academic Unit / Department	3.56	3.68	3.72	3.23	3.20	3.57
SSC	N/A	3.30	3.32	3.00	3.24	3.39
Designated Research Center	3.68	3.55	3.68	3.75	3.61	3.79
Central Office	3.56	3.29	3.25	2.87	3.02	3.45
Not Sure	3.14	3.24	3.00	3.50	2.74	2.70

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Average Satisfaction by Service & School/College or Administrative Office

Area	IT	Travel & Expense	Purchasing	Research Administration	HR	Budget Support
School of Architecture, Design & Planning	3.55	3.00	2.67	2.67	2.67	2.33
School of Business	3.40	3.17	3.35	4.00	2.74	2.83
School of Education	3.66	3.76	3.80	4.00	3.23	4.00
School of Engineering	3.34	2.86	3.17	2.59	2.53	3.31
School of Journalism	3.58	3.25	3.17	3.50	3.25	3.33
School of Music	3.50	3.33	3.25	.	3.25	3.50
School of Law	2.73	3.50	3.20	3.00	3.00	4.00
College of Liberal Arts & Sciences	3.58	3.71	3.56	3.20	3.20	3.51
School of Pharmacy	3.20	3.50	3.62	2.56	2.64	3.25
School of Social Welfare	2.96	3.24	3.42	3.33	2.92	3.00
Office of Academic Affairs	3.75	3.53	3.33	3.00	2.72	3.50
Office of Administration & Finance	3.66	3.93	3.88	2.50	3.04	3.64
Office of the Chancellor	4.27	3.43	3.25	4.00	3.00	3.00
Office of Diversity & Equity	3.78	3.50	3.60	3.00	3.00	3.60
Office of Faculty Development	3.50	3.00	3.71	2.25	3.00	4.00
Office of the Provost	3.72	3.44	3.48	2.67	3.05	3.45
Information Technology	4.07	3.87	3.69	5.00	3.25	3.44
Office of Business & Financial Planning	3.89	3.50	3.43	.	3.17	3.83
Office of Public Affairs	4.40	3.67	3.00	2.50	2.75	3.00
Office of Research & Graduate Studies	3.37	3.76	3.68	3.21	3.20	3.50
Office of Student Affairs	3.54	3.91	3.39	4.00	3.48	3.63
Edwards Campus	4.06	3.61	3.88	4.60	2.83	3.18
Enrollment Management	3.28	3.00	3.33	.	3.00	3.50
Facilities Planning & Management, Operations	3.17	3.50	3.38	1.00	3.22	3.25
Libraries	3.29	3.92	3.92	4.50	2.87	3.33
Shared Service Centers	3.38	3.71	3.29	3.00	3.73	3.33

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Average Satisfaction by Service & Research Center

Research Center	IT	Travel & Expense	Purchasing	Research Administration	HR	Budget Support
Biodiversity Institute	3.875	2.875	2.88889	2.66667	2.88889	3.14286
Bioengineering Research Center (BERC)	3.33333	4	4	3	2	4
Center for Environmentally Beneficial Catalysis (CEBC)	3	2	2	2	.	3
Center for Remote Sensing of Ice Sheets (CRISIS)	3.5	3.8	4.14286	5	3.6	.
Center for Research on Learning (CRL)	3.66667	3.5	3.78947	3.75	4.08333	4.25
Hall Center for the Humanities	4	4.25	4.33333	3.25	4.33333	4.5
Higuchi Biosciences Center (HBC)	3.27778	3.61538	3.57143	3.91667	2.875	3.28571
Information and Telecommunication Center (ITTC)	3	1.33333	2.5	3.66667	1	4
Institute for Policy & Social Research (IPSR)	4.33333	4.84615	4.7	4.34783	4.76923	4.90909
Kansas Biological Survey (KBS)	4.25	4.5	4.25	2.83333	4	4.66667
Kansas Geological Survey (KGS)	4.14286	4.85714	4.85714	4.75	4.75	4.75
Life Span Institute (LSI)	3.28571	3.6087	3.52381	3.45	3.56522	2.58333
Transportation Research Institute (TRI)	4	3.66667	5	3.33333	4	5
Achievement & Assessment Institute (AAI)	3.214	3.5714	4	3	2.66666	.

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