

Campus Satisfaction Survey Results

Purchasing

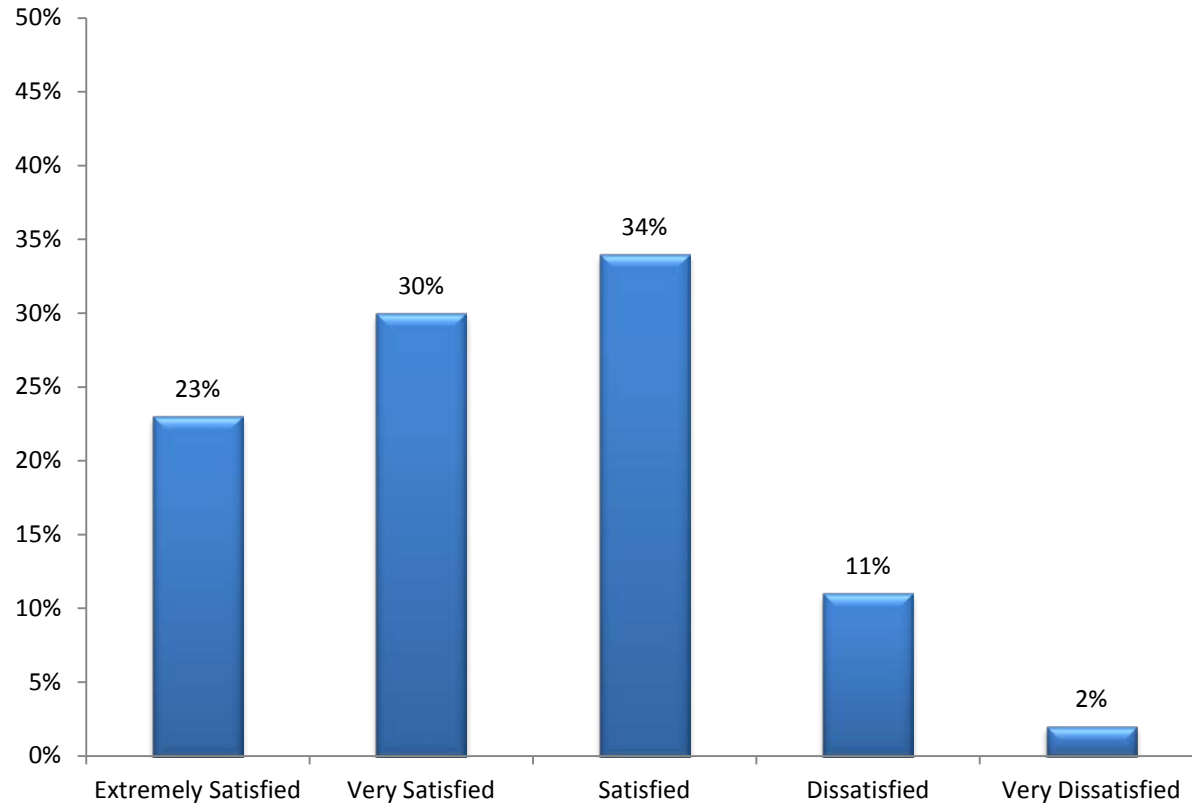


Survey Demographics

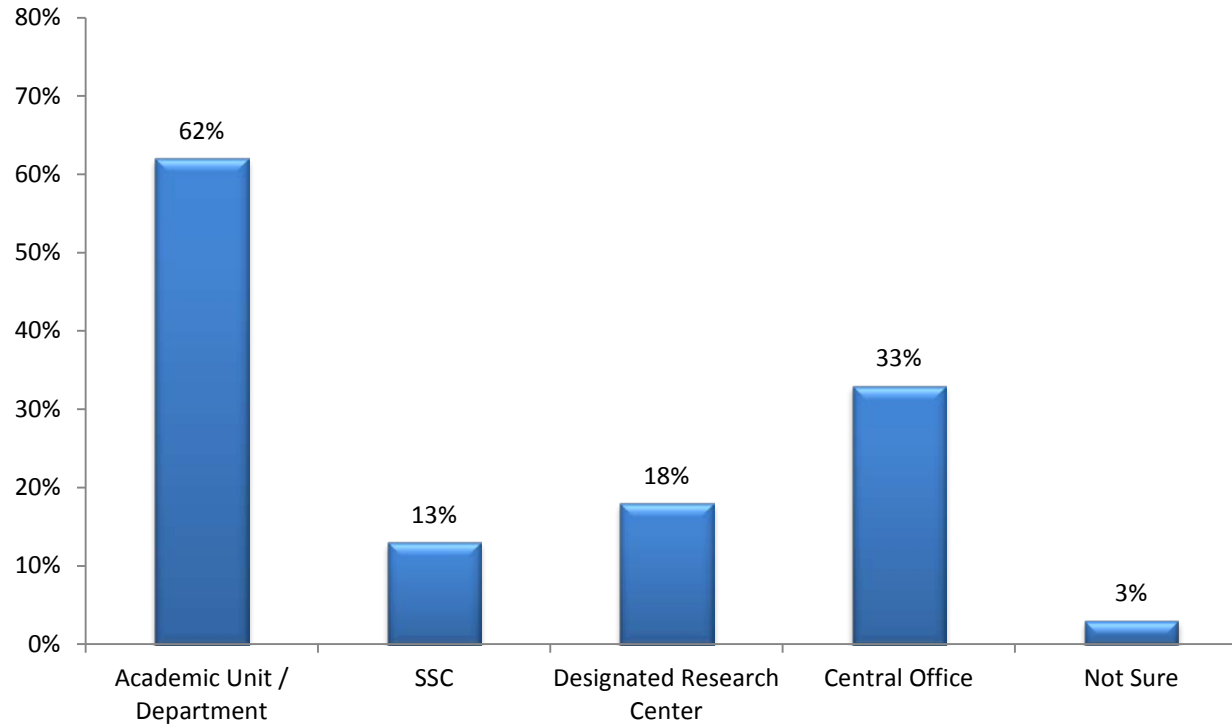
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive Purchasing Support: **573**
- Respondents who receive Purchasing Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	6
School of Business	17
School of Education	20
School of Engineering	29
School of Journalism	6
School of Music	4
School of Law	5
College of Liberal Arts & Sciences	133
School of Pharmacy	13
School of Social Welfare	19
Office of Academic Affairs	30
Office of Administration & Finance	16
Office of the Chancellor	8
Office of Diversity & Equity	5
Office of Faculty Development	7
Office of the Provost	23
Information Technology	26
Office of Business & Financial Planning	7
Office of Public Affairs	4
Office of Research & Graduate Studies	50
Office of Student Affairs	18
Edwards Campus	16
Enrollment Management	6
Facilities Planning & Management, Operations	21
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	3.72
SSC	3.32
Designated Research Center	3.68
Central Office	3.25
Not Sure	3.00

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	3.35
School of Education	3.80
School of Engineering	3.17
School of Journalism	3.17
School of Music	3.25
School of Law	3.20
College of Liberal Arts & Sciences	3.56
School of Pharmacy	3.62
School of Social Welfare	3.42
Office of Academic Affairs	3.33
Office of Administration & Finance	3.88
Office of the Chancellor	3.25
Office of Diversity & Equity	3.60
Office of Faculty Development	3.71
Office of the Provost	3.48
Information Technology	3.69
Office of Business & Financial Planning	3.43
Office of Public Affairs	3.00
Office of Research & Graduate Studies	3.68
Office of Student Affairs	3.39
Edwards Campus	3.88
Enrollment Management	3.33
Facilities Planning & Management, Operations	3.38
Libraries	3.92
Shared Service Centers	3.29

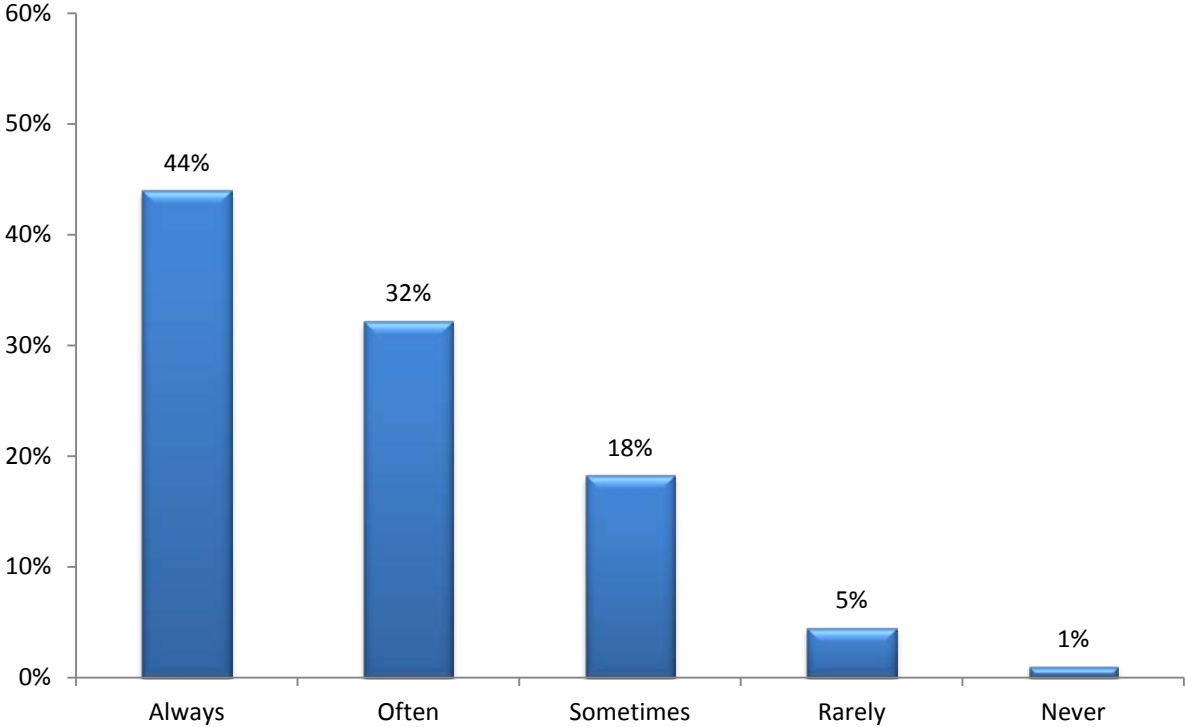
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Average Satisfaction by Research Center

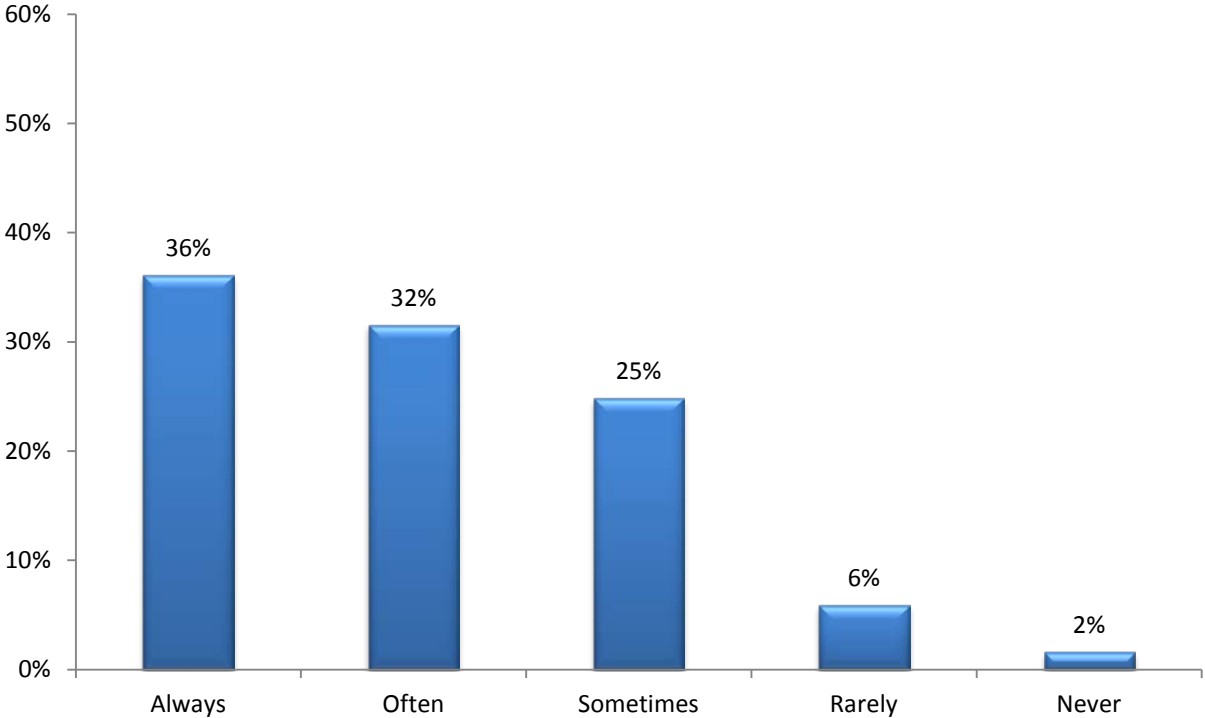
Research Center	Average Satisfaction
Biodiversity Institute	2.88889
Bioengineering Research Center (BERC)	4
Center for Environmentally Beneficial Catalysis (CEBC)	2
Center for Remote Sensing of Ice Sheets (CReSIS)	4.14286
Center for Research on Learning (CRL)	3.78947
Hall Center for the Humanities	4.33333
Higuchi Biosciences Center (HBC)	3.57143
Information and Telecommunication Center (ITTC)	2.5
Institute for Policy & Social Research (IPSR)	4.7
Kansas Biological Survey (KBS)	4.25
Kansas Geological Survey (KGS)	4.85714
Life Span Institute (LSI)	3.52381
Transportation Research Institute (TRI)	5
Achievement & Assessment Institute (AAI)	4

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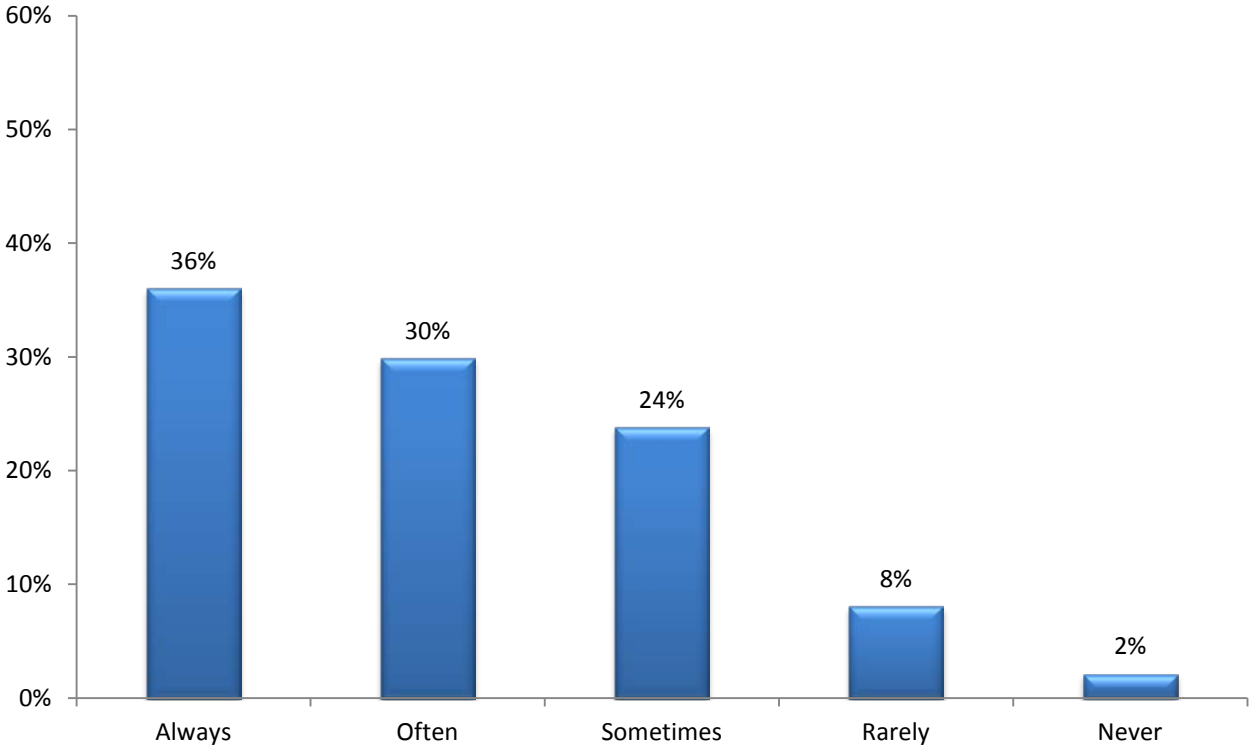
Question: When I think of services that I have received in the past year in Purchasing - I know where to get help



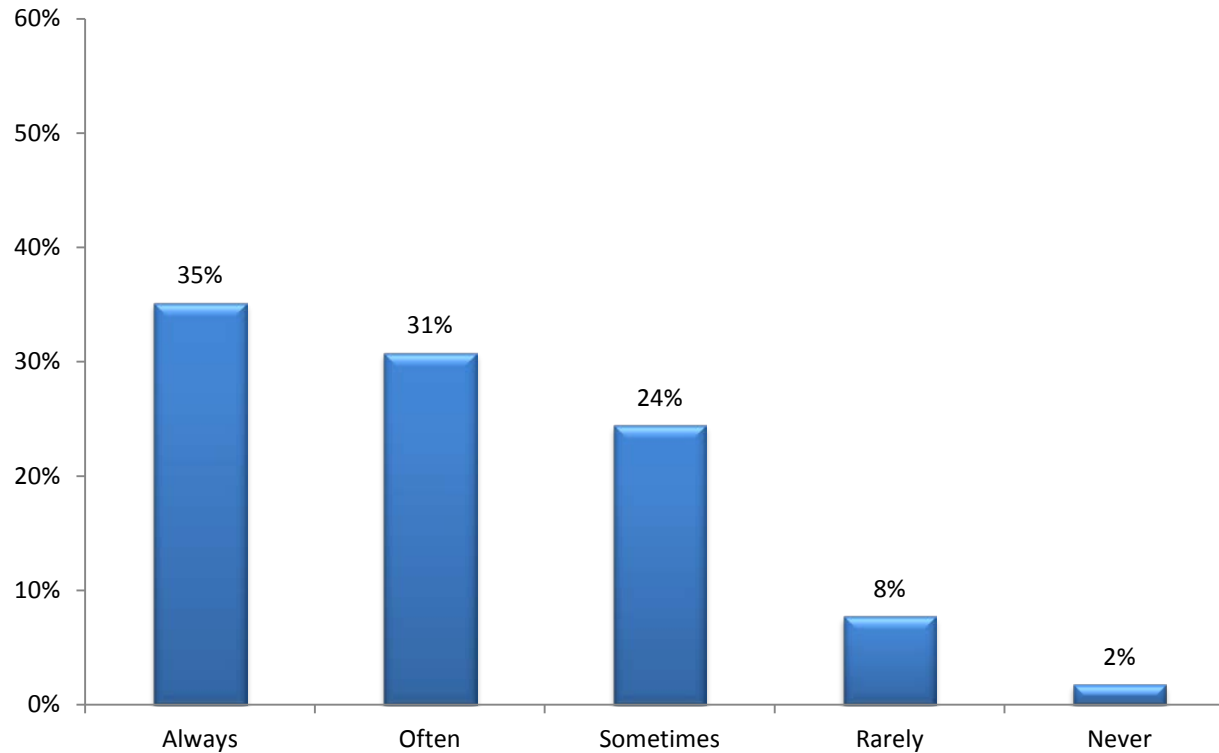
Question: When I think of services that I have received in the past year in Purchasing – The process is timely



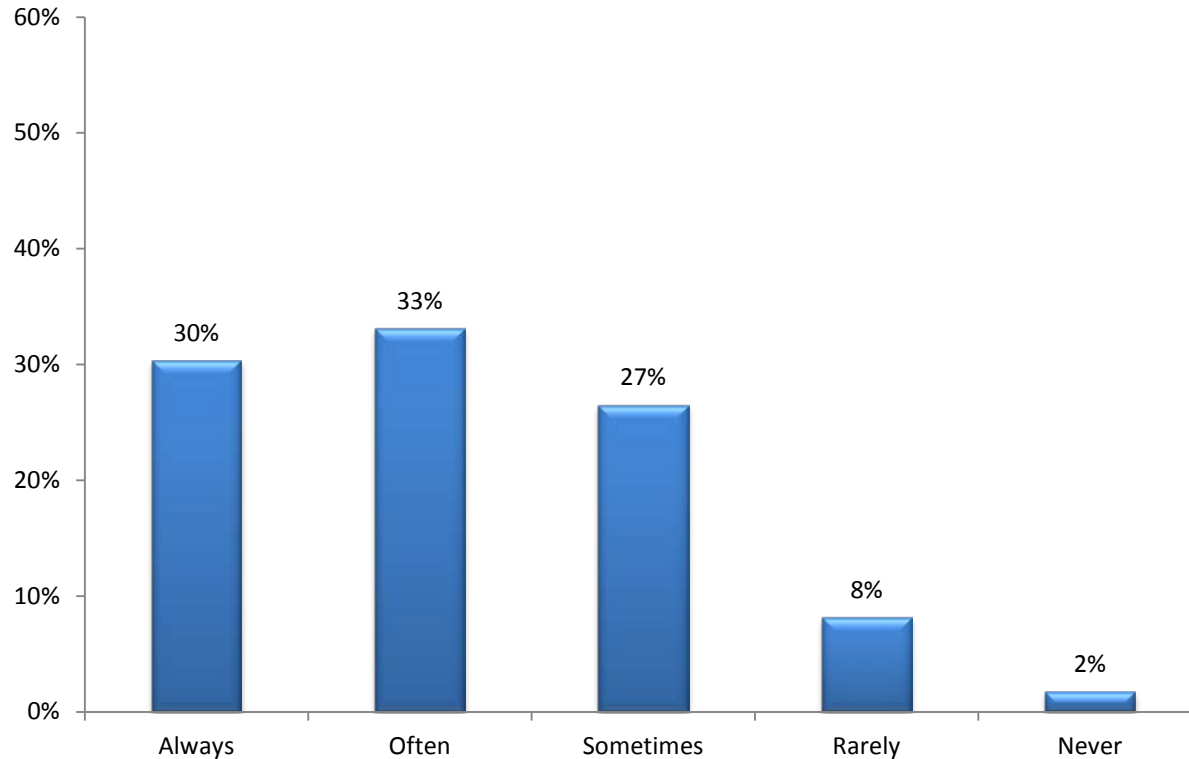
Question: When I think of services that I have received in the past year in Purchasing – The process is consistent



Question: When I think of services that I have received in the past year in Purchasing – 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 Purchasing – 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
4.14	3.95	3.90	3.90	3.82

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	4.23175	4.06369	4.0127	4.01917	3.94534
SSC	3.86154	3.64063	3.53125	3.625	3.57143
Designated Research Center	4.26667	3.96629	4.01124	4	3.88506
Central Office	3.91018	3.69461	3.57485	3.58434	3.47305
Not Sure	3.07143	3.2	3.2	3	3.07692

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

Question: Can you be more specific about why you are dissatisfied with the Purchasing services you receive?



