

**Annual Evaluation of
Administrative &
Support Services
Spring 2009**

Prepared and distributed by the
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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY
ANNUAL EVALUATION OF
ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

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SOUTHWESTERN OKLAHOMA STATE UNIVERSITY

ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES

Spring 2009

Recently, Southwestern full time employees were asked to respond to an evaluation of the University's administrative and support services, and the first year for an online administration. Several e-mails with links to the evaluation were sent to all full time employees with SWOSU e-mail addresses. Memos with instructions were sent to full time employees without SWOSU e-mail addresses. Anonymity is kept intact because when the data is imported, only responses are seen, and user names and passwords are excluded. Ratings indicate consistently that a great deal of satisfaction with Southwestern is felt by an overwhelming majority of administrators, faculty, and staff.

WEATHERFORD CAMPUS

This is the fourteenth year that this survey has been conducted on the Weatherford campus. Almost thirty-nine percent (184) of the 477 who received an invitation to complete the evaluation responded to the questionnaire. This is less than last year's forty-seven percent response rate, but still fair considering the change in the mode of administration.

The percentages of the classification of respondents are:

Administrator	19%
Faculty	41%
Staff	38%
Unknown	2%

We have reason to feel good about what we are doing when an average of ninety-two percent of all responses fit into the levels of *satisfactory*, *very good*, and *excellent*. Satisfaction levels reported below combine responses of these same three categories:

- ❖ Eighty-nine percent expressed satisfaction with the executive management level (a six percent improvement over last year).
- ❖ Eighty-eight percent of the combined ratings showed approval with the management of the colleges (Deans' level).
- ❖ Ninety-one percent of the combined ratings demonstrated appreciation for the management of schools (Associate Deans' level).

- ❖ Almost ninety-three percent viewed academic and student support services with approval, especially the Registrar's Office, Wellness Center, and the Library. Half of all these scores exhibited improvement over last year; six of the scores were the most flattering in ten years.
- ❖ Almost ninety-three percent of the combined ratings for administration support services were also in the satisfactory range, particularly Payroll, University Press, and Public Safety. More than half of all these scores were better than last year's scores; seven were the most favorable in ten years.

SAYRE CAMPUS

This is the eleventh year that this survey has been conducted on the Sayre Campus. Almost thirty-one percent (11) of the 36 who received an invitation to complete the evaluation responded to the questionnaire. This is quite a bit less than last year's sixty-three percent response rate, but still fair considering the change in the mode of administration.

Ninety-one percent of all responses fit into the levels of *satisfactory*, *very good*, and *excellent*. Satisfaction levels reported below combine responses of these same three categories:

- ❖ Ninety-three percent expressed satisfaction with the executive and dean management levels, especially with the Office of the President.
- ❖ Ninety percent of the combined ratings for all other areas were in the satisfactory range, especially for Distance Learning & Continuing Education, Student Counseling & Assessment, Computer Services, and the Library. The scores of five of the items were the most favorable in nine years.

Weatherford Campus

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
What is your Employment Classification?	Administrator	35	19.34%	35	100.00%	0	0.00%	0	0.00%
	Faculty	76	41.99%	0	0.00%	76	100.00%	0	0.00%
	Staff	70	38.67%	0	0.00%	0	0.00%	70	100.00%
	<i>Total</i>	181	100.00%	35	100.00%	76	100.00%	70	100.00%
Office of the President	1-Excellent	73	41.95%	17	48.57%	29	41.43%	24	36.36%
	2-Very Good	62	35.63%	13	37.14%	24	34.29%	25	37.88%
	3-Satisfactory	28	16.09%	5	14.29%	10	14.29%	13	19.70%
	4-Fair	5	2.87%	0	0.00%	2	2.86%	3	4.55%
	5-Poor	6	3.45%	0	0.00%	5	7.14%	1	1.52%
	<i>Total</i>	174	100.00%	35	100.00%	70	100.00%	66	100.00%
	MEAN		1.90		1.66		2.00		1.97
Office of the Senior Vice President & Provost	1-Excellent	58	33.53%	14	41.18%	23	31.94%	19	29.69%
	2-Very Good	61	35.26%	10	29.41%	26	36.11%	24	37.50%
	3-Satisfactory	37	21.39%	8	23.53%	12	16.67%	17	26.56%
	4-Fair	9	5.20%	2	5.88%	4	5.56%	3	4.69%
	5-Poor	8	4.62%	0	0.00%	7	9.72%	1	1.56%
	<i>Total</i>	173	100.00%	34	100.00%	72	100.00%	64	100.00%
	MEAN		2.12		1.94		2.25		2.11
Office of the Vice President for Administration & Finance	1-Excellent	45	27.44%	12	36.36%	20	30.30%	12	19.35%
	2-Very Good	52	31.71%	11	33.33%	14	21.21%	25	40.32%
	3-Satisfactory	44	26.83%	5	15.15%	21	31.82%	18	29.03%
	4-Fair	9	5.49%	4	12.12%	4	6.06%	1	1.61%
	5-Poor	14	8.54%	1	3.03%	7	10.61%	6	9.68%
	<i>Total</i>	164	100.00%	33	100.00%	66	100.00%	62	100.00%
	MEAN		2.36		2.12		2.45		2.42

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Office of the Vice President for Student Affairs & Associate Provost	1-Excellent	38	23.31%	10	31.25%	13	19.12%	15	24.59%
	2-Very Good	54	33.13%	10	31.25%	22	32.35%	20	32.79%
	3-Satisfactory	43	26.38%	8	25.00%	17	25.00%	18	29.51%
	4-Fair	15	9.20%	3	9.38%	8	11.76%	4	6.56%
	5-Poor	13	7.98%	1	3.13%	8	11.76%	4	6.56%
	<i>Total</i>	163	100.00%	32	100.00%	68	100.00%	61	100.00%
	MEAN		2.45		2.22		2.65		2.38
Office of the Vice President for Institutional Advancement	1-Excellent	40	26.14%	9	26.47%	16	27.12%	15	25.86%
	2-Very Good	46	30.07%	8	23.53%	18	30.51%	18	31.03%
	3-Satisfactory	53	34.64%	13	38.24%	20	33.90%	20	34.48%
	4-Fair	8	5.23%	2	5.88%	2	3.39%	4	6.90%
	5-Poor	6	3.92%	2	5.88%	3	5.08%	1	1.72%
	<i>Total</i>	153	100.00%	34	100.00%	59	100.00%	58	100.00%
	MEAN		2.31		2.41		2.29		2.28
Office of the Vice President for Public Policy & Leadership Development	1-Excellent	38	27.74%	10	30.30%	11	22.45%	16	30.19%
	2-Very Good	48	35.04%	12	36.36%	16	32.65%	19	35.85%
	3-Satisfactory	40	29.20%	10	30.30%	16	32.65%	14	26.42%
	4-Fair	6	4.38%	1	3.03%	3	6.12%	2	3.77%
	5-Poor	5	3.65%	0	0.00%	3	6.12%	2	3.77%
	<i>Total</i>	137	100.00%	33	100.00%	49	100.00%	53	100.00%
	MEAN		2.21		2.06		2.41		2.15
Dean's Level: - College of Arts & Sciences	1-Excellent	46	30.67%	7	22.58%	25	40.98%	12	21.43%
	2-Very Good	55	36.67%	13	41.94%	24	39.34%	18	32.14%
	3-Satisfactory	37	24.67%	10	32.26%	9	14.75%	18	32.14%
	4-Fair	8	5.33%	0	0.00%	2	3.28%	6	10.71%
	5-Poor	4	2.67%	1	3.23%	1	1.64%	2	3.57%
	<i>Total</i>	150	100.00%	31	100.00%	61	100.00%	56	100.00%
	MEAN		2.13		2.19		1.85		2.43

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Dean's Level: - College of Pharmacy	1-Excellent	31	24.41%	6	24.00%	11	22.92%	13	24.53%
	2-Very Good	52	40.94%	10	40.00%	16	33.33%	26	49.06%
	3-Satisfactory	34	26.77%	8	32.00%	15	31.25%	11	20.75%
	4-Fair	6	4.72%	1	4.00%	2	4.17%	3	5.66%
	5-Poor	4	3.15%	0	0.00%	4	8.33%	0	0.00%
	<i>Total</i>	127	100.00%	25	100.00%	48	100.00%	53	100.00%
	MEAN		2.21		2.16		2.42		2.08
Dean's Level: - College of Professional & Graduate Studies	1-Excellent	52	34.21%	10	32.26%	25	41.67%	16	26.67%
	2-Very Good	42	27.63%	11	35.48%	10	16.67%	21	35.00%
	3-Satisfactory	30	19.74%	9	29.03%	7	11.67%	14	23.33%
	4-Fair	13	8.55%	1	3.23%	4	6.67%	8	13.33%
	5-Poor	15	9.87%	0	0.00%	14	23.33%	1	1.67%
	<i>Total</i>	152	100.00%	31	100.00%	60	100.00%	60	100.00%
	MEAN		2.32		2.03		2.53		2.28
Associate Dean's Level: - School of Allied Health	1-Excellent	43	35.54%	10	37.04%	20	46.51%	13	25.49%
	2-Very Good	40	33.06%	10	37.04%	13	30.23%	17	33.33%
	3-Satisfactory	31	25.62%	6	22.22%	5	11.63%	20	39.22%
	4-Fair	3	2.48%	0	0.00%	3	6.98%	0	0.00%
	5-Poor	4	3.31%	1	3.70%	2	4.65%	1	1.96%
	<i>Total</i>	121	100.00%	27	100.00%	43	100.00%	51	100.00%
	MEAN		2.05		1.96		1.93		2.20
Associate Dean's Level: - School of Behavioral Sciences & Education	1-Excellent	39	30.47%	9	32.14%	20	44.44%	10	18.18%
	2-Very Good	49	38.28%	11	39.29%	12	26.67%	26	47.27%
	3-Satisfactory	34	26.56%	8	28.57%	8	17.78%	18	32.73%
	4-Fair	3	2.34%	0	0.00%	2	4.44%	1	1.82%
	5-Poor	3	2.34%	0	0.00%	3	6.67%	0	0.00%
	<i>Total</i>	128	100.00%	28	100.00%	45	100.00%	55	100.00%
	MEAN		2.08		1.96		2.02		2.18

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Associate Dean's Level: - School of Business & Technology	1-Excellent	29	22.14%	8	28.57%	10	20.83%	11	20.37%
	2-Very Good	48	36.64%	10	35.71%	17	35.42%	21	38.89%
	3-Satisfactory	31	23.66%	7	25.00%	7	14.58%	17	31.48%
	4-Fair	6	4.58%	2	7.14%	2	4.17%	2	3.70%
	5-Poor	17	12.98%	1	3.57%	12	25.00%	3	5.56%
	<i>Total</i>	131	100.00%	28	100.00%	48	100.00%	54	100.00%
	MEAN		2.50		2.21		2.77		2.35
Associate Dean's Level: - School of Nursing	1-Excellent	34	27.20%	10	35.71%	13	30.23%	11	20.75%
	2-Very Good	52	41.60%	9	32.14%	20	46.51%	23	43.40%
	3-Satisfactory	28	22.40%	7	25.00%	6	13.95%	15	28.30%
	4-Fair	6	4.80%	2	7.14%	3	6.98%	1	1.89%
	5-Poor	5	4.00%	0	0.00%	1	2.33%	3	5.66%
	<i>Total</i>	125	100.00%	28	100.00%	43	100.00%	53	100.00%
	MEAN		2.17		2.04		2.05		2.28
Associate Dean's Level: - College of Pharmacy	1-Excellent	38	29.69%	10	35.71%	12	25.53%	16	30.19%
	2-Very Good	56	43.75%	11	39.29%	19	40.43%	26	49.06%
	3-Satisfactory	26	20.31%	7	25.00%	10	21.28%	9	16.98%
	4-Fair	4	3.13%	0	0.00%	3	6.38%	1	1.89%
	5-Poor	4	3.13%	0	0.00%	3	6.38%	1	1.89%
	<i>Total</i>	128	100.00%	28	100.00%	47	100.00%	53	100.00%
	MEAN		2.06		1.89		2.28		1.96
Academic Counseling/ Advisement	1-Excellent	26	16.99%	4	12.90%	10	15.87%	11	19.30%
	2-Very Good	56	36.60%	8	25.81%	26	41.27%	22	38.60%
	3-Satisfactory	54	35.29%	13	41.94%	24	38.10%	16	28.07%
	4-Fair	11	7.19%	3	9.68%	3	4.76%	5	8.77%
	5-Poor	6	3.92%	3	9.68%	0	0.00%	3	5.26%
	<i>Total</i>	153	100.00%	31	100.00%	63	100.00%	57	100.00%
	MEAN		2.44		2.77		2.32		2.42

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Assessment/ Testing	1-Excellent	48	29.45%	13	40.63%	16	23.88%	18	29.03%
	2-Very Good	79	48.47%	15	46.88%	36	53.73%	28	45.16%
	3-Satisfactory	29	17.79%	4	12.50%	12	17.91%	12	19.35%
	4-Fair	3	1.84%	0	0.00%	1	1.49%	2	3.23%
	5-Poor	4	2.45%	0	0.00%	2	2.99%	2	3.23%
	<i>Total</i>	163	100.00%	32	100.00%	67	100.00%	62	100.00%
	MEAN		1.99		1.72		2.06		2.06
Athletics	1-Excellent	25	16.13%	5	15.15%	10	16.39%	10	16.67%
	2-Very Good	47	30.32%	13	39.39%	14	22.95%	20	33.33%
	3-Satisfactory	61	39.35%	11	33.33%	29	47.54%	20	33.33%
	4-Fair	16	10.32%	2	6.06%	6	9.84%	8	13.33%
	5-Poor	6	3.87%	2	6.06%	2	3.28%	2	3.33%
	<i>Total</i>	155	100.00%	33	100.00%	61	100.00%	60	100.00%
	MEAN		2.55		2.48		2.61		2.53
Bookstore	1-Excellent	25	14.71%	10	31.25%	7	10.00%	7	10.77%
	2-Very Good	63	37.06%	10	31.25%	31	44.29%	21	32.31%
	3-Satisfactory	57	33.53%	10	31.25%	22	31.43%	24	36.92%
	4-Fair	18	10.59%	1	3.13%	8	11.43%	9	13.85%
	5-Poor	7	4.12%	1	3.13%	2	2.86%	4	6.15%
	<i>Total</i>	170	100.00%	32	100.00%	70	100.00%	65	100.00%
	MEAN		2.52		2.16		2.53		2.72
Building Repairs & Maintenance	1-Excellent	44	25.00%	14	41.18%	17	24.64%	13	18.57%
	2-Very Good	70	39.77%	16	47.06%	23	33.33%	29	41.43%
	3-Satisfactory	43	24.43%	3	8.82%	20	28.99%	20	28.57%
	4-Fair	11	6.25%	1	2.94%	5	7.25%	4	5.71%
	5-Poor	8	4.55%	0	0.00%	4	5.80%	4	5.71%
	<i>Total</i>	176	100.00%	34	100.00%	69	100.00%	70	100.00%
	MEAN		2.26		1.74		2.36		2.39

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Bursar/Cashier	1-Excellent	45	27.44%	13	38.24%	18	28.57%	13	19.70%
	2-Very Good	74	45.12%	11	32.35%	30	47.62%	33	50.00%
	3-Satisfactory	37	22.56%	8	23.53%	13	20.63%	16	24.24%
	4-Fair	7	4.27%	2	5.88%	1	1.59%	4	6.06%
	5-Poor	1	0.61%	0	0.00%	1	1.59%	0	0.00%
	<i>Total</i>	164	100.00%	34	100.00%	63	100.00%	66	100.00%
	MEAN		2.05		1.97		2.00		2.17
Business Affairs	1-Excellent	35	21.34%	10	28.57%	11	18.64%	13	19.12%
	2-Very Good	76	46.34%	14	40.00%	27	45.76%	34	50.00%
	3-Satisfactory	43	26.22%	10	28.57%	16	27.12%	17	25.00%
	4-Fair	3	1.83%	0	0.00%	0	0.00%	3	4.41%
	5-Poor	7	4.27%	1	2.86%	5	8.47%	1	1.47%
	<i>Total</i>	164	100.00%	35	100.00%	59	100.00%	68	100.00%
	MEAN		2.21		2.09		2.34		2.19
Career Services (Placement)	1-Excellent	27	19.42%	6	18.75%	10	19.61%	11	20.37%
	2-Very Good	58	41.73%	14	43.75%	20	39.22%	23	42.59%
	3-Satisfactory	44	31.65%	11	34.38%	15	29.41%	17	31.48%
	4-Fair	7	5.04%	1	3.13%	5	9.80%	1	1.85%
	5-Poor	3	2.16%	0	0.00%	1	1.96%	2	3.70%
	<i>Total</i>	139	100.00%	32	100.00%	51	100.00%	54	100.00%
	MEAN		2.29		2.22		2.35		2.26
Conference Center & Fine Arts Center	1-Excellent	39	24.53%	9	28.13%	19	29.69%	11	17.74%
	2-Very Good	75	47.17%	13	40.63%	28	43.75%	34	54.84%
	3-Satisfactory	37	23.27%	9	28.13%	13	20.31%	15	24.19%
	4-Fair	3	1.89%	1	3.13%	1	1.56%	0	0.00%
	5-Poor	5	3.14%	0	0.00%	3	4.69%	2	3.23%
	<i>Total</i>	159	100.00%	32	100.00%	64	100.00%	62	100.00%
	MEAN		2.12		2.06		2.08		2.16

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Continuing Education	1-Excellent	28	20.14%	7	23.33%	9	17.65%	11	19.64%
	2-Very Good	45	32.37%	8	26.67%	14	27.45%	23	41.07%
	3-Satisfactory	54	38.85%	11	36.67%	25	49.02%	17	30.36%
	4-Fair	6	4.32%	1	3.33%	2	3.92%	3	5.36%
	5-Poor	6	4.32%	3	10.00%	1	1.96%	2	3.57%
	<i>Total</i>	139	100.00%	30	100.00%	51	100.00%	56	100.00%
	MEAN		2.40		2.50		2.45		2.32
Counseling Services	1-Excellent	28	20.14%	6	20.69%	10	18.52%	11	20.00%
	2-Very Good	54	38.85%	10	34.48%	25	46.30%	19	34.55%
	3-Satisfactory	44	31.65%	10	34.48%	15	27.78%	19	34.55%
	4-Fair	6	4.32%	1	3.45%	1	1.85%	4	7.27%
	5-Poor	7	5.04%	2	6.90%	3	5.56%	2	3.64%
	<i>Total</i>	139	100.00%	29	100.00%	54	100.00%	55	100.00%
	MEAN		2.35		2.41		2.30		2.40
Custodial Services	1-Excellent	50	28.41%	7	20.59%	25	35.71%	17	24.64%
	2-Very Good	71	40.34%	15	44.12%	30	42.86%	25	36.23%
	3-Satisfactory	45	25.57%	10	29.41%	11	15.71%	24	34.78%
	4-Fair	8	4.55%	2	5.88%	3	4.29%	3	4.35%
	5-Poor	2	1.14%	0	0.00%	1	1.43%	0	0.00%
	<i>Total</i>	176	100.00%	34	100.00%	70	100.00%	69	100.00%
	MEAN		2.10		2.21		1.93		2.19
Distance Learning	1-Excellent	40	27.21%	8	26.67%	20	36.36%	11	18.33%
	2-Very Good	59	40.14%	14	46.67%	18	32.73%	27	45.00%
	3-Satisfactory	35	23.81%	6	20.00%	12	21.82%	16	26.67%
	4-Fair	8	5.44%	1	3.33%	3	5.45%	4	6.67%
	5-Poor	5	3.40%	1	3.33%	2	3.64%	2	3.33%
	<i>Total</i>	147	100.00%	30	100.00%	55	100.00%	60	100.00%
	MEAN		2.18		2.10		2.07		2.32

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Economic & Business Development	1-Excellent	35	27.13%	7	24.14%	13	28.89%	14	25.93%
	2-Very Good	43	33.33%	10	34.48%	12	26.67%	21	38.89%
	3-Satisfactory	37	28.68%	8	27.59%	13	28.89%	16	29.63%
	4-Fair	9	6.98%	3	10.34%	3	6.67%	3	5.56%
	5-Poor	5	3.88%	1	3.45%	4	8.89%	0	0.00%
	<i>Total</i>	129	100.00%	29	100.00%	45	100.00%	54	100.00%
	MEAN		2.27		2.34		2.40		2.15
Enrollment Management (Admissions & Recruitment)	1-Excellent	52	32.30%	12	36.36%	17	26.56%	22	35.48%
	2-Very Good	58	36.02%	11	33.33%	25	39.06%	21	33.87%
	3-Satisfactory	41	25.47%	8	24.24%	16	25.00%	17	27.42%
	4-Fair	5	3.11%	2	6.06%	2	3.13%	1	1.61%
	5-Poor	5	3.11%	0	0.00%	4	6.25%	1	1.61%
	<i>Total</i>	161	100.00%	33	100.00%	64	100.00%	62	100.00%
	MEAN		2.09		2.00		2.23		2.00
Food Services	1-Excellent	59	33.91%	15	42.86%	23	33.82%	20	28.99%
	2-Very Good	77	44.25%	11	31.43%	32	47.06%	33	47.83%
	3-Satisfactory	30	17.24%	6	17.14%	11	16.18%	13	18.84%
	4-Fair	5	2.87%	3	8.57%	1	1.47%	1	1.45%
	5-Poor	3	1.72%	0	0.00%	1	1.47%	2	2.90%
	<i>Total</i>	174	100.00%	35	100.00%	68	100.00%	69	100.00%
	MEAN		1.94		1.91		1.90		2.01
Freshman Orientation	1-Excellent	37	25.52%	7	24.14%	13	22.03%	17	30.91%
	2-Very Good	67	46.21%	17	58.62%	26	44.07%	22	40.00%
	3-Satisfactory	33	22.76%	5	17.24%	14	23.73%	14	25.45%
	4-Fair	7	4.83%	0	0.00%	6	10.17%	1	1.82%
	5-Poor	1	0.69%	0	0.00%	0	0.00%	1	1.82%
	<i>Total</i>	145	100.00%	29	100.00%	59	100.00%	55	100.00%
	MEAN		2.09		1.93		2.22		2.04

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Grounds Maintenance	1-Excellent	61	34.27%	14	40.00%	23	32.86%	21	30.00%
	2-Very Good	81	45.51%	15	42.86%	32	45.71%	34	48.57%
	3-Satisfactory	26	14.61%	6	17.14%	12	17.14%	8	11.43%
	4-Fair	7	3.93%	0	0.00%	2	2.86%	5	7.14%
	5-Poor	3	1.69%	0	0.00%	1	1.43%	2	2.86%
	<i>Total</i>	178	100.00%	35	100.00%	70	100.00%	70	100.00%
	MEAN		1.93		1.77		1.94		2.04
Health Services	1-Excellent	31	22.14%	6	20.00%	13	23.64%	12	22.22%
	2-Very Good	70	50.00%	16	53.33%	27	49.09%	26	48.15%
	3-Satisfactory	31	22.14%	6	20.00%	12	21.82%	13	24.07%
	4-Fair	6	4.29%	2	6.67%	2	3.64%	2	3.70%
	5-Poor	2	1.43%	0	0.00%	1	1.82%	1	1.85%
	<i>Total</i>	140	100.00%	30	100.00%	55	100.00%	54	100.00%
	MEAN		2.13		2.13		2.11		2.15
Human Resources	1-Excellent	51	28.65%	11	32.35%	21	29.58%	19	27.14%
	2-Very Good	92	51.69%	13	38.24%	38	53.52%	38	54.29%
	3-Satisfactory	23	12.92%	8	23.53%	7	9.86%	8	11.43%
	4-Fair	7	3.93%	2	5.88%	1	1.41%	4	5.71%
	5-Poor	5	2.81%	0	0.00%	4	5.63%	1	1.43%
	<i>Total</i>	178	100.00%	34	100.00%	71	100.00%	70	100.00%
	MEAN		2.01		2.03		2.00		2.00
Information Technology Services	1-Excellent	56	31.28%	11	32.35%	22	30.14%	21	30.00%
	2-Very Good	72	40.22%	17	50.00%	23	31.51%	32	45.71%
	3-Satisfactory	27	15.08%	5	14.71%	15	20.55%	7	10.00%
	4-Fair	15	8.38%	1	2.94%	10	13.70%	4	5.71%
	5-Poor	9	5.03%	0	0.00%	3	4.11%	6	8.57%
	<i>Total</i>	179	100.00%	34	100.00%	73	100.00%	70	100.00%
	MEAN		2.16		1.88		2.30		2.17

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Institutional Research	1-Excellent	34	24.11%	12	36.36%	10	18.52%	12	22.64%
	2-Very Good	59	41.84%	12	36.36%	24	44.44%	22	41.51%
	3-Satisfactory	38	26.95%	6	18.18%	15	27.78%	17	32.08%
	4-Fair	8	5.67%	3	9.09%	4	7.41%	1	1.89%
	5-Poor	2	1.42%	0	0.00%	1	1.85%	1	1.89%
	<i>Total</i>	141	100.00%	33	100.00%	54	100.00%	53	100.00%
	MEAN		2.18		2.00		2.30		2.19
Library	1-Excellent	49	29.17%	10	31.25%	26	35.14%	12	20.34%
	2-Very Good	86	51.19%	14	43.75%	42	56.76%	28	47.46%
	3-Satisfactory	29	17.26%	8	25.00%	4	5.41%	17	28.81%
	4-Fair	2	1.19%	0	0.00%	1	1.35%	1	1.69%
	5-Poor	2	1.19%	0	0.00%	1	1.35%	1	1.69%
	<i>Total</i>	168	100.00%	32	100.00%	74	100.00%	59	100.00%
	MEAN		1.94		1.94		1.77		2.17
Mailroom	1-Excellent	49	28.16%	6	17.65%	22	32.35%	20	28.57%
	2-Very Good	79	45.40%	18	52.94%	33	48.53%	27	38.57%
	3-Satisfactory	37	21.26%	9	26.47%	12	17.65%	16	22.86%
	4-Fair	6	3.45%	1	2.94%	1	1.47%	4	5.71%
	5-Poor	3	1.72%	0	0.00%	0	0.00%	3	4.29%
	<i>Total</i>	174	100.00%	34	100.00%	68	100.00%	70	100.00%
	MEAN		2.05		2.15		1.88		2.19
Payroll	1-Excellent	67	37.85%	14	41.18%	28	40.00%	24	34.29%
	2-Very Good	82	46.33%	13	38.24%	37	52.86%	30	42.86%
	3-Satisfactory	24	13.56%	6	17.65%	5	7.14%	13	18.57%
	4-Fair	3	1.69%	1	2.94%	0	0.00%	2	2.86%
	5-Poor	1	0.56%	0	0.00%	0	0.00%	1	1.43%
	<i>Total</i>	177	100.00%	34	100.00%	70	100.00%	70	100.00%
	MEAN		1.81		1.82		1.67		1.94

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Public Relations & Marketing	1-Excellent	39	23.64%	9	25.71%	16	24.62%	14	22.22%
	2-Very Good	71	43.03%	16	45.71%	23	35.38%	30	47.62%
	3-Satisfactory	40	24.24%	5	14.29%	22	33.85%	13	20.63%
	4-Fair	10	6.06%	5	14.29%	1	1.54%	4	6.35%
	5-Poor	5	3.03%	0	0.00%	3	4.62%	2	3.17%
	<i>Total</i>	165	100.00%	35	100.00%	65	100.00%	63	100.00%
	MEAN		2.22		2.17		2.26		2.21
Public Safety	1-Excellent	62	35.84%	14	41.18%	26	38.24%	22	31.88%
	2-Very Good	76	43.93%	17	50.00%	30	44.12%	27	39.13%
	3-Satisfactory	26	15.03%	3	8.82%	10	14.71%	13	18.84%
	4-Fair	7	4.05%	0	0.00%	2	2.94%	5	7.25%
	5-Poor	2	1.16%	0	0.00%	0	0.00%	2	2.90%
	<i>Total</i>	173	100.00%	34	100.00%	68	100.00%	69	100.00%
	MEAN		1.91		1.68		1.82		2.10
Registrar's Office	1-Excellent	66	40.99%	12	36.36%	37	53.62%	16	28.07%
	2-Very Good	67	41.61%	16	48.48%	23	33.33%	27	47.37%
	3-Satisfactory	22	13.66%	4	12.12%	5	7.25%	13	22.81%
	4-Fair	3	1.86%	0	0.00%	2	2.90%	1	1.75%
	5-Poor	3	1.86%	1	3.03%	2	2.90%	0	0.00%
	<i>Total</i>	161	100.00%	33	100.00%	69	100.00%	57	100.00%
	MEAN		1.82		1.85		1.68		1.98
Residence Life & housing	1-Excellent	19	15.20%	4	12.50%	7	16.28%	8	16.00%
	2-Very Good	54	43.20%	17	53.13%	18	41.86%	19	38.00%
	3-Satisfactory	42	33.60%	9	28.13%	17	39.53%	16	32.00%
	4-Fair	7	5.60%	2	6.25%	1	2.33%	4	8.00%
	5-Poor	3	2.40%	0	0.00%	0	0.00%	3	6.00%
	<i>Total</i>	125	100.00%	32	100.00%	43	100.00%	50	100.00%
	MEAN		2.37		2.28		2.28		2.50

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Sponsored Programs, Post-Award	1-Excellent	33	27.27%	11	40.74%	10	22.22%	11	22.92%
	2-Very Good	46	38.02%	8	29.63%	18	40.00%	20	41.67%
	3-Satisfactory	33	27.27%	8	29.63%	14	31.11%	11	22.92%
	4-Fair	7	5.79%	0	0.00%	3	6.67%	4	8.33%
	5-Poor	2	1.65%	0	0.00%	0	0.00%	2	4.17%
	<i>Total</i>	121	100.00%	27	100.00%	45	100.00%	48	100.00%
	MEAN		2.17		1.89		2.22		2.29
Sponsored Programs, Pre-Award	1-Excellent	34	27.20%	8	29.63%	12	24.49%	13	27.66%
	2-Very Good	48	38.40%	10	37.04%	18	36.73%	19	40.43%
	3-Satisfactory	33	26.40%	7	25.93%	14	28.57%	12	25.53%
	4-Fair	5	4.00%	1	3.70%	3	6.12%	1	2.13%
	5-Poor	5	4.00%	1	3.70%	2	4.08%	2	4.26%
	<i>Total</i>	125	100.00%	27	100.00%	49	100.00%	47	100.00%
	MEAN		2.19		2.15		2.29		2.15
Student Activities	1-Excellent	26	17.81%	7	21.88%	8	13.56%	11	20.75%
	2-Very Good	59	40.41%	10	31.25%	26	44.07%	21	39.62%
	3-Satisfactory	41	28.08%	11	34.38%	18	30.51%	12	22.64%
	4-Fair	15	10.27%	3	9.38%	6	10.17%	6	11.32%
	5-Poor	5	3.42%	1	3.13%	1	1.69%	3	5.66%
	<i>Total</i>	146	100.00%	32	100.00%	59	100.00%	53	100.00%
	MEAN		2.41		2.41		2.42		2.42
Student Center Operations	1-Excellent	39	27.66%	9	29.03%	17	29.82%	13	25.00%
	2-Very Good	66	46.81%	14	45.16%	23	40.35%	28	53.85%
	3-Satisfactory	31	21.99%	7	22.58%	16	28.07%	8	15.38%
	4-Fair	2	1.42%	1	3.23%	0	0.00%	1	1.92%
	5-Poor	3	2.13%	0	0.00%	1	1.75%	2	3.85%
	<i>Total</i>	141	100.00%	31	100.00%	57	100.00%	52	100.00%
	MEAN		2.04		2.00		2.04		2.06

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		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Student Financial Services	1-Excellent	40	29.41%	15	44.12%	12	24.49%	12	23.08%
	2-Very Good	54	39.71%	11	32.35%	23	46.94%	20	38.46%
	3-Satisfactory	35	25.74%	8	23.53%	11	22.45%	16	30.77%
	4-Fair	6	4.41%	0	0.00%	3	6.12%	3	5.77%
	5-Poor	1	0.74%	0	0.00%	0	0.00%	1	1.92%
	<i>Total</i>	136	100.00%	34	100.00%	49	100.00%	52	100.00%
	MEAN		2.07		1.79		2.10		2.25
Student Services/ Conduct Administration	1-Excellent	25	20.49%	7	21.88%	8	19.51%	9	18.75%
	2-Very Good	45	36.89%	11	34.38%	15	36.59%	19	39.58%
	3-Satisfactory	43	35.25%	13	40.63%	16	39.02%	14	29.17%
	4-Fair	5	4.10%	0	0.00%	2	4.88%	3	6.25%
	5-Poor	4	3.28%	1	3.13%	0	0.00%	3	6.25%
	<i>Total</i>	122	100.00%	32	100.00%	41	100.00%	48	100.00%
	MEAN		2.33		2.28		2.29		2.42
Transportation Services	1-Excellent	22	16.79%	4	13.33%	10	20.41%	8	16.00%
	2-Very Good	47	35.88%	10	33.33%	20	40.82%	15	30.00%
	3-Satisfactory	50	38.17%	15	50.00%	15	30.61%	20	40.00%
	4-Fair	5	3.82%	1	3.33%	0	0.00%	4	8.00%
	5-Poor	7	5.34%	0	0.00%	4	8.16%	3	6.00%
	<i>Total</i>	131	100.00%	30	100.00%	49	100.00%	50	100.00%
	MEAN		2.45		2.43		2.35		2.58
University Press	1-Excellent	60	38.46%	15	45.45%	17	31.48%	28	41.18%
	2-Very Good	59	37.82%	13	39.39%	22	40.74%	23	33.82%
	3-Satisfactory	32	20.51%	4	12.12%	14	25.93%	14	20.59%
	4-Fair	3	1.92%	1	3.03%	1	1.85%	1	1.47%
	5-Poor	2	1.28%	0	0.00%	0	0.00%	2	2.94%
	<i>Total</i>	156	100.00%	33	100.00%	54	100.00%	68	100.00%
	MEAN		1.90		1.73		1.98		1.91

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
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Spring 2009

		All Responses		Administrator Responses		Faculty Responses		Staff Responses	
		Count	Pct	Count	Pct	Count	Pct	Count	Pct
Violence Intervention, Prevention & Early Response	1-Excellent	38	29.92%	6	22.22%	16	34.04%	15	29.41%
	2-Very Good	51	40.16%	11	40.74%	18	38.30%	21	41.18%
	3-Satisfactory	28	22.05%	9	33.33%	9	19.15%	10	19.61%
	4-Fair	8	6.30%	0	0.00%	4	8.51%	4	7.84%
	5-Poor	2	1.57%	1	3.70%	0	0.00%	1	1.96%
	<i>Total</i>	127	100.00%	27	100.00%	47	100.00%	51	100.00%
	MEAN		2.09		2.22		2.02		2.12
Web Site Services	1-Excellent	57	32.76%	16	47.06%	18	25.71%	22	32.35%
	2-Very Good	78	44.83%	15	44.12%	35	50.00%	27	39.71%
	3-Satisfactory	31	17.82%	3	8.82%	14	20.00%	14	20.59%
	4-Fair	5	2.87%	0	0.00%	1	1.43%	4	5.88%
	5-Poor	3	1.72%	0	0.00%	2	2.86%	1	1.47%
	<i>Total</i>	174	100.00%	34	100.00%	70	100.00%	68	100.00%
	MEAN		1.96		1.62		2.06		2.04
Wellness Center	1-Excellent	57	36.54%	11	32.35%	26	43.33%	19	31.67%
	2-Very Good	69	44.23%	16	47.06%	23	38.33%	29	48.33%
	3-Satisfactory	23	14.74%	5	14.71%	7	11.67%	11	18.33%
	4-Fair	6	3.85%	2	5.88%	4	6.67%	0	0.00%
	5-Poor	1	0.64%	0	0.00%	0	0.00%	1	1.67%
	<i>Total</i>	156	100.00%	34	100.00%	60	100.00%	60	100.00%
	MEAN		1.88		1.94		1.82		1.92

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
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Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
	N-184	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274	N-243

Executive Management

Office of the President	1.90	2.09	1.89	1.95	2.14	2.06	1.80	1.81	2.54	2.69
Office of Sr. VP & Provost	2.12	2.32	2.16	1.98	2.46	2.51	2.21	2.10	2.83	3.00
Office of VP for Adm. & Fin.	2.36	2.50	2.28	2.27	2.30	2.33	2.09	2.09	2.29	2.32
Office of VP for Student Affairs & Assoc. Pro	2.45	2.48	2.50	2.43	2.45	2.54	2.54	n/a	n/a	n/a
Office of VP for Inst. Advancement	2.31	2.32	2.20	2.32	2.36	2.35	2.49	2.26	2.38	2.38
Office of VP for Public Policy & Leadership I	2.21	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.23	2.34	2.21	2.15	2.33	2.36	2.23	2.07	2.51	2.60

Management of Colleges - Dean's Level

Arts & Sciences	2.13	2.08	2.07	1.92	2.13	2.24	2.12	2.43	2.50	2.71
Pharmacy	2.21	2.06	2.03	2.08	2.13	2.31	2.27	2.12	2.27	2.27
Professional & Graduate Studies	2.32	2.09	2.29	2.31	2.47	2.60	n/a	n/a	n/a	n/a
Mean of the Means	2.22	2.07	2.05	2.11	2.25	2.39	2.20	2.28	2.39	2.49

Management of Schools - Associate Dean's Level

Allied Health	2.05	1.92	1.88	1.93	2.02	2.03	n/a	n/a	n/a	n/a
Behavioral Sciences & Education	2.08	2.08	2.20	2.29	2.65	2.54	n/a	n/a	n/a	n/a
Business & Technology	2.50	2.23	2.32	2.33	2.53/2.86	2.45/2.70	2.92	2.57	2.43	2.97
Nursing	2.17	2.00	2.16	2.31	2.50	2.51	n/a	n/a	n/a	n/a
Pharmacy	2.06	1.94	1.99	2.04	n/a	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.17	2.04	2.11	2.19	2.52	2.36	2.92	2.57	2.43	2.97

Other

Academic Counseling/Advisement	2.44	2.50	2.54	2.58	2.53	2.71	2.73	2.53	2.59	2.78
Assessment/Testing	1.99	2.07	2.04	2.08	2.11	2.23	2.23	2.16	2.17	2.03
Athletics	2.55	2.38	2.42	2.45	2.47	2.61	2.58	n/a	n/a	n/a
Bookstore	2.52	2.33	2.16	2.19	2.19	2.42	2.28	2.27	2.33	2.40
Building Repairs & Maintenance	2.26	2.39	2.34	2.31	2.16	2.29	2.15	2.32	2.38	2.44
Bursar/Cashier	2.05	2.09	1.87	2.03	2.01	2.04	1.98	n/a	n/a	n/a
Business Affairs	2.21	2.13	1.96	2.11	n/a	2.05	2.03	2.05	2.20	2.24
Career Services (Placement)	2.29	2.40	2.45	2.58	2.67	2.68	n/a	n/a	n/a	n/a
Conference & Fine Arts Centers	2.12	2.05	2.09	2.05	2.26/210	2.11/2.07	2.05/2.16	2.28/2.10	2.33/2.21	2.16/2.34
Continuing Education	2.40	2.33	2.33	2.38	2.49	2.20	2.33	2.67	2.73	2.42

SOUTHWESTERN OK STATE UNIVERSITY, Weatherford Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

Rating: 1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	Mean Response									
	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
	N-184	N-216	N-210	N-192	N-186	N-218	N-212	N-226	N-274	N-243
Counseling Services	2.35	2.47	2.31	2.48	2.47	2.49	2.66	2.61	2.69	2.74
Custodial Services	2.10	2.29	2.16	2.19	2.37	2.47	2.22	2.28	2.17	2.19
Distance Learning	2.18	2.14	2.30	2.14	2.18	2.20	2.33	2.67	2.73	2.42
Economic & Business Dev.	2.27	2.26	2.30	2.42	2.38	n/a	n/a	n/a	n/a	n/a
Enrollment Management (Adm. & Rec.)	2.09	2.08	2.19	2.18	2.15	1.98	1.94	2.25	2.30	2.15
Food Services	1.94	2.07	2.03	2.05	1.96	2.08	1.94	1.84	1.95	2.11
Freshman Orientation	2.09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Grounds Maintenance	1.93	1.95	1.98	2.03	1.90	2.00	2.02	2.00	2.00	1.97
Health Services	2.13	2.33	2.13	2.32	2.39	2.24	2.21	2.23	2.32	2.39
Human Resources	2.01	2.26	2.15	2.16	2.15	2.13	2.15	2.17	2.24	2.29
Information Technology Services	2.16	2.06	1.94	1.98	2.13	2.34	2.09	2.24	2.18	2.14
Institutional Research	2.18	2.17	2.22	2.23	2.25	2.27	2.33	n/a	n/a	n/a
Library	1.94	1.99	2.03	1.98	1.95	2.03	2.05	2.02	2.14	2.07
Mailroom	2.05	2.12	2.28	2.55	2.24	2.17	2.23	n/a	n/a	n/a
Payroll	1.81	1.91	1.80	1.87	1.75	1.86	1.91	n/a	n/a	n/a
Public Relations & Marketing	2.22	2.16	2.12	2.27	2.26	2.15	2.30	2.31	2.30	2.32
Public Safety	1.91	1.95	1.91	2.12	2.06	2.25	2.26	2.28	2.29	2.44
Registrar's Office	1.82	1.91	1.80	1.88	1.82	1.89	1.90	1.88	1.89	1.95
Residence Life & Housing	2.37	2.39	2.47	2.40	2.53	2.48	2.46	2.36	2.53	2.66
Sponsored Programs, Post-award	2.17	2.11	2.12	2.34	2.29	2.32	2.41	2.36	2.58	2.44
Sponsored Programs, Pre-award	2.19	2.10	2.19	2.34	2.27	2.34	2.41	2.37	2.62	2.44
Student Activities	2.41	2.37	2.18	2.45	2.47	2.56	2.61	2.53	2.72	2.71
Student Center Operations	2.04	2.20	2.11	2.23	2.21	2.35	2.16	2.18	2.30	2.31
Student Financial Services	2.07	2.19	2.26	2.23	2.28	2.24	2.39	2.29	2.47	2.53
Student Services/Conduct Adm.	2.33	2.54	2.49	2.39	2.31	2.55	2.48	2.30	2.55	2.54
Transportation Services	2.45	2.30	2.40	2.38	2.32	2.41	2.25	2.52	2.52	2.34
University Press	1.90	1.85	1.83	1.97	2.13	2.35	2.47	2.43	2.53	2.54
VIPER	2.09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Website Services	1.96	2.05	1.98	2.72	2.20	2.58	2.27	n/a	n/a	n/a
Wellness Center	1.88	1.91	1.91	1.99	2.28	2.24	2.21	n/a	n/a	n/a
Mean of the Means	2.15	2.18	2.15	2.23	2.23	2.28	2.26	2.29	2.37	2.36
Campus Mean of the Means	2.16	2.18	2.15	2.22	2.27	2.30	2.26	2.27	2.38	2.40

Sayre Campus

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		Count	Pct
Office of the President	1-Excellent	6	54.55%
	2-Very Good	5	45.45%
	3-Satisfactory	0	0.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.45

		Count	Pct
Office of the Vice President for Institutional Advancement	1-Excellent	1	11.11%
	2-Very Good	6	66.67%
	3-Satisfactory	2	22.22%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	9	100.00%
	MEAN		2.11

Office of the Senior Vice President & Provost	1-Excellent	1	9.09%
	2-Very Good	5	45.45%
	3-Satisfactory	4	36.36%
	4-Fair	1	9.09%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		2.45

Office of the Vice President for Public Policy & Leadership Development	1-Excellent	1	12.50%
	2-Very Good	5	62.50%
	3-Satisfactory	2	25.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	8	100.00%
	MEAN		2.13

Office of the Vice President for Administration & Finance	1-Excellent	1	9.09%
	2-Very Good	8	72.73%
	3-Satisfactory	2	18.18%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		2.09

Dean's Level	1-Excellent	2	18.18%
	2-Very Good	2	18.18%
	3-Satisfactory	3	27.27%
	4-Fair	3	27.27%
	5-Poor	1	9.09%
	<i>Total</i>	11	100.00%
	MEAN		2.91

Office of the Vice President for Student Affairs & Associate Provost	1-Excellent	3	27.27%
	2-Very Good	7	63.64%
	3-Satisfactory	1	9.09%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.82

Admissions/Registrar	1-Excellent	3	27.27%
	2-Very Good	6	54.55%
	3-Satisfactory	1	9.09%
	4-Fair	1	9.09%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		2.00

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		Count	Pct
Advisement/Career Guidance	1-Excellent	4	36.36%
	2-Very Good	6	54.55%
	3-Satisfactory	0	0.00%
	4-Fair	1	9.09%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.82

		Count	Pct
Computer Services	1-Excellent	4	36.36%
	2-Very Good	6	54.55%
	3-Satisfactory	1	9.09%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.73

Bookstore	1-Excellent	2	18.18%
	2-Very Good	0	0.00%
	3-Satisfactory	4	36.36%
	4-Fair	4	36.36%
	5-Poor	1	9.09%
	<i>Total</i>	11	100.00%
	MEAN		3.18

Distance Learning & Continuing Education	1-Excellent	5	50.00%
	2-Very Good	5	50.00%
	3-Satisfactory	0	0.00%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	10	100.00%
	MEAN		1.50

Business Office	1-Excellent	4	36.36%
	2-Very Good	5	45.45%
	3-Satisfactory	2	18.18%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.82

Food Services	1-Excellent	4	36.36%
	2-Very Good	3	27.27%
	3-Satisfactory	3	27.27%
	4-Fair	1	9.09%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		2.09

Campus Safety & Security	1-Excellent	4	36.36%
	2-Very Good	3	27.27%
	3-Satisfactory	2	18.18%
	4-Fair	2	18.18%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		2.18

Grounds & Building Maintenance	1-Excellent	3	27.27%
	2-Very Good	4	36.36%
	3-Satisfactory	2	18.18%
	4-Fair	1	9.09%
	5-Poor	1	9.09%
	<i>Total</i>	11	100.00%
	MEAN		2.36

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

		Count	Pct
Library	1-Excellent	4	36.36%
	2-Very Good	6	54.55%
	3-Satisfactory	1	9.09%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.73

		Count	Pct
Student Financial Services	1-Excellent	5	45.45%
	2-Very Good	4	36.36%
	3-Satisfactory	1	9.09%
	4-Fair	1	9.09%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.82

Student Counseling & Assessment	1-Excellent	5	45.45%
	2-Very Good	5	45.45%
	3-Satisfactory	1	9.09%
	4-Fair	0	0.00%
	5-Poor	0	0.00%
	<i>Total</i>	11	100.00%
	MEAN		1.64

SOUTHWESTERN OK STATE UNIVERSITY, Sayre Campus
ANNUAL EVALUATION OF ADMINISTRATIVE AND SUPPORT SERVICES
Spring 2009

Rating:	Mean Response									
1=Excellent 2=Very Good 3=Satisfactory 4=Fair 5=Poor	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000
	N=11	N=17	N=20	N=22	N=21	N=22	N=24	N=24	N=24	N=25

Executive Management

Office of the President	1.45	1.81	1.65	2.05	1.65	1.95	1.61	1.87	1.91	1.67
Office of Sr. VP & Provost	2.45	2.40	2.11	2.09	2.28	2.50	1.88	1.92	1.87	1.91
Office of VP for Adm. & Fin.	2.09	2.13	1.95	2.41	2.10	2.50	1.86	1.91	2.00	1.70
Office of VP for Student Affairs & Assoc. Provost	1.82	2.33	2.00	2.14	2.39	2.37	2.09	n/a	n/a	n/a
Office of VP for Inst. Advancement	2.11	2.29	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Office of VP for Public Policy & Leadership Dev.	2.13	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Mean of the Means	2.01	2.19	1.93	2.17	2.09	2.33	1.86	1.90	1.93	1.76

Dean	2.91	2.94	2.30	3.05	2.90	3.32	2.29	1.90	1.92	1.32
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Other

Admissions and Registration	2.00	1.88	1.90	1.82	2.14	2.14	2.00	2.61	2.08	2.00
Advisement/Career Guidance	1.82	1.63	1.80	2.09	2.10	2.56	2.54	2.48	2.57	2.36
Bookstore	3.18	2.81	2.95	3.45	3.43	2.73	2.83	3.14	3.00	2.92
Business Office	1.82	1.53	1.65	1.64	1.71	1.68	1.58	3.00	1.96	1.72
Campus Safety and Security	2.18	2.59	2.68	2.50	2.48	2.50	2.30	2.04	2.21	2.04
Computer Services	1.73	1.63	1.90	1.73	1.90	2.27	2.21	2.44	2.00	1.71
Distance Learning & Continuing Ed.	1.50	1.75	2.00	1.73	2.10	2.14	2.19	n/a	n/a	n/a
Food Services	2.09	2.00	2.25	2.24	2.16	3.43	2.33	1.68	2.62	2.20
Grounds & Building Maintenance	2.36	2.06	2.15	1.95	2.19	2.23	2.33	2.45	1.92	1.76
Library	1.73	1.53	1.70	1.86	1.76	1.68	1.83	2.30	2.13	1.88
Student Counseling & Assessment	1.64	1.56	1.65	1.95	2.05	2.53	2.48	1.77	2.59	2.00
Student Financial Services	1.82	1.94	2.11	2.55	2.19	2.27	2.59	2.26	2.48	2.12
Mean of the Means	1.99	1.91	2.06	2.13	2.18	2.35	2.27	2.38	2.32	2.06

Campus Mean of the Means	2.04	2.05	2.04	2.19	2.21	2.40	2.17	2.25	2.22	1.95
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