

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

1. Building entries, lobbies, hallways, and stairs are clean

Response	Frequency	Percent	
Strongly Agree	49	22.5	
Agree	139	63.8	
Disagree	22	10.1	
Strongly Disagree	8	3.7	
Not Applicable / no experience with this	0	0.0	

2. Trash and recycling receptacles are conveniently located throughout the campus and are emptied regularly.

Response	Frequency	Percent	
Strongly Agree	49	22.5	
Agree	115	52.8	
Disagree	40	18.3	
Strongly Disagree	10	4.6	
Not Applicable / no experience with this	4	1.8	

3. Restroom floors, walls, and partitions are clean.

Response	Frequency	Percent	
Strongly Agree	20	9.2	
Agree	103	47.2	
Disagree	62	28.4	
Strongly Disagree	32	14.7	
Not Applicable / no experience with this	1	0.5	

4. Restroom supplies (soap, paper towels, toilet paper) are restocked regularly.

Response	Frequency	Percent	
Strongly Agree	25	11.5	
Agree	99	45.4	
Disagree	65	29.8	
Strongly Disagree	27	12.4	
Not Applicable / no experience with this	2	0.9	

5. Restroom trash receptacles are emptied regularly.

Response	Frequency	Percent	
Strongly Agree	30	13.8	
Agree	95	43.6	
Disagree	58	26.6	
Strongly Disagree	30	13.8	
Not Applicable / no experience with this	5	2.3	

6. Classroom floors, walls, and flat surfaces are clean.

Response	Frequency	Percent	
Strongly Agree	22	10.1	
Agree	104	47.7	
Disagree	34	15.6	
Strongly Disagree	15	6.9	
Not Applicable / no experience with this	43	19.7	

7. Classroom furniture is clean, in good repair, and arranged in an orderly fashion.

Response	Frequency	Percent	
Strongly Agree	21	9.6	
Agree	106	48.6	
Disagree	28	12.8	
Strongly Disagree	14	6.4	
Not Applicable / no experience with this	49	22.5	

8. White boards are in good repair.

Response	Frequency	Percent	
Strongly Agree	24	11.0	
Agree	115	52.8	
Disagree	19	8.7	
Strongly Disagree	6	2.8	
Not Applicable / no experience with this	54	24.8	

9. When I call the Facilities Department, the staff responds in a professional, courteous, and helpful manner.

Response	Frequency	Percent	
Strongly Agree	63	28.9	
Agree	100	45.9	
Disagree	6	2.8	
Strongly Disagree	4	1.8	
Not Applicable / no experience with this	45	20.6	

10. Office floors, walls, and flat surfaces are clean

Response	Frequency	Percent	
Strongly Agree	39	17.9	
Agree	132	60.6	
Disagree	27	12.4	
Strongly Disagree	8	3.7	
Not Applicable / no experience with this	12	5.5	

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

11. Office trash and recycling receptacles are emptied regularly.

Response	Frequency	Percent	
Strongly Agree	49	22.5	
Agree	114	52.3	
Disagree	30	13.8	
Strongly Disagree	8	3.7	
Not Applicable / no experience with this	17	7.8	

12. Food service areas (including staff lounges) are clean, tidy, and pleasant.

Response	Frequency	Percent	
Strongly Agree	29	13.3	
Agree	112	51.4	
Disagree	30	13.8	
Strongly Disagree	12	5.5	
Not Applicable / no experience with this	35	16.1	

13. Food dining areas are clean, tidy, and pleasant.

Response	Frequency	Percent	
Strongly Agree	26	11.9	
Agree	118	54.1	
Disagree	35	16.1	
Strongly Disagree	4	1.8	
Not Applicable / no experience with this	35	16.1	

14. Interior and exterior walls are free of graffiti.

Response	Frequency	Percent	
Strongly Agree	61	28.0	
Agree	129	59.2	
Disagree	21	9.6	
Strongly Disagree	4	1.8	
Not Applicable / no experience with this	3	1.4	

15. Special events are set up properly and in a timely manner.

Response	Frequency	Percent	
Strongly Agree	52	23.9	
Agree	113	51.8	
Disagree	4	1.8	
Strongly Disagree	1	0.5	
Not Applicable / no experience with this	48	22.0	

16. Facilities and Operations personnel are responsive to emergencies.

Response	Frequency	Percent	
Strongly Agree	78	35.8	
Agree	92	42.2	
Disagree	5	2.3	
Strongly Disagree	3	1.4	
Not Applicable / no experience with this	40	18.3	

17. Temperature and air flow are comfortable.

Response	Frequency	Percent	
Strongly Agree	33	15.1	
Agree	114	52.3	
Disagree	46	21.1	
Strongly Disagree	23	10.6	
Not Applicable / no experience with this	2	0.9	

18. Elevators are clean and function properly.

Response	Frequency	Percent	
Strongly Agree	45	20.6	
Agree	91	41.7	
Disagree	15	6.9	
Strongly Disagree	1	0.5	
Not Applicable / no experience with this	66	30.3	

19. Restroom facilities (sinks, toilets, urinals) function properly.

Response	Frequency	Percent	
Strongly Agree	39	17.9	
Agree	152	69.7	
Disagree	19	8.7	
Strongly Disagree	7	3.2	
Not Applicable / no experience with this	1	0.5	

20. Drinking fountains are clean and function properly.

Response	Frequency	Percent	
Strongly Agree	30	13.8	
Agree	98	45.0	
Disagree	21	9.6	
Strongly Disagree	11	5.0	
Not Applicable / no experience with this	58	26.6	

21. Restroom air quality is good.

Response	Frequency	Percent	
Strongly Agree	27	12.4	
Agree	139	63.8	
Disagree	38	17.4	
Strongly Disagree	11	5.0	
Not Applicable / no experience with this	3	1.4	

22. Exterior walkway and parking lot/structure lights function properly.

Response	Frequency	Percent	
Strongly Agree	66	30.3	
Agree	139	63.8	
Disagree	4	1.8	
Strongly Disagree	2	0.9	
Not Applicable / no experience with this	7	3.2	

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

23. Burned out lights in buildings are replaced in a timely manner.

Response	Frequency	Percent	
Strongly Agree	45	20.6	
Agree	109	50.0	
Disagree	20	9.2	
Strongly Disagree	3	1.4	
Not Applicable / no experience with this	41	18.8	

24. Clocks function properly.

Response	Frequency	Percent	
Strongly Agree	42	19.3	
Agree	125	57.3	
Disagree	37	17.0	
Strongly Disagree	6	2.8	
Not Applicable / no experience with this	8	3.7	

25. Exterior areas of campus are clean and litter free.

Response	Frequency	Percent	
Strongly Agree	50	22.9	
Agree	153	70.2	
Disagree	15	6.9	
Strongly Disagree	0	0.0	
Not Applicable / no experience with this	0	0.0	

26. Exterior walkways are clean.

Response	Frequency	Percent	
Strongly Agree	59	27.1	
Agree	147	67.4	
Disagree	12	5.5	
Strongly Disagree	0	0.0	
Not Applicable / no experience with this	0	0.0	

27. Parking lots/structures are clean.

Response	Frequency	Percent	
Strongly Agree	61	28.0	
Agree	150	68.8	
Disagree	5	2.3	
Strongly Disagree	0	0.0	
Not Applicable / no experience with this	2	0.9	

28. Plants are healthy and weeds are minimal throughout the campus.

Response	Frequency	Percent	
Strongly Agree	46	21.1	
Agree	143	65.6	
Disagree	16	7.3	
Strongly Disagree	0	0.0	
Not Applicable / no experience with this	13	6.0	

29. I am kept aware of construction activities that are being planned and going on at the college.

Response	Frequency	Percent	
Strongly Agree	74	33.9	
Agree	125	57.3	
Disagree	9	4.1	
Strongly Disagree	4	1.8	
Not Applicable / no experience with this	6	2.8	

30. The Facilities Department is doing a good job of minimizing the impact of campus construction on my daily activities.

Response	Frequency	Percent	
Strongly Agree	72	33.0	
Agree	134	61.5	
Disagree	4	1.8	
Strongly Disagree	1	0.5	
Not Applicable / no experience with this	7	3.2	

31. The Facilities and Operations Department meets my overall expectations.

Response	Frequency	Percent	
Strongly Agree	50	22.9	
Agree	138	63.3	
Disagree	19	8.7	
Strongly Disagree	4	1.8	
Not Applicable / no experience with this	7	3.2	

32. Work Request: Campus Facilities, Custodial, Building and Grounds (know how to place work request)

Response	Frequency	Percent	
Yes	166	76.1	
No	52	23.9	

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

32. Work Request: Campus Facilities, Custodial, Building Grounds (frequency of completion)

Response	Frequency	Percent	
All of the time	47	21.6	
Most of the time	62	28.4	
Some or none of the time	41	18.8	
Not Applicable	68	31.2	

32. Work Request: Campus Facilities, Custodial, Building Grounds (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	74	33.9	
Somewhat Satisfied	66	30.3	
Not Satisfied	20	9.2	
Not Applicable	58	26.6	

33. Work Request: Computer and Telephone (know how to place work request)

Response	Frequency	Percent	
Yes	186	85.3	
No	32	14.7	

33. Work Request: Computer and Telephone (frequency of completion)

Response	Frequency	Percent	
All of the time	108	49.5	
Most of the time	54	24.8	
Some or none of the time	8	3.7	
Not Applicable	48	22.0	

33. Work Request: Computer and Telephone (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	132	60.6	
Somewhat Satisfied	41	18.8	
Not Satisfied	1	0.5	
Not Applicable	44	20.2	

34. Work Request: Audio Visual (know how to place work request)

Response	Frequency	Percent	
Yes	181	83.0	
No	37	17.0	

34. Work Request: Audio Visual (frequency of completion)

Response	Frequency	Percent	
All of the time	70	32.1	
Most of the time	31	14.2	
Some or none of the time	22	10.1	
Not Applicable	95	43.6	

34. Work Request: Audio Visual (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	77	35.3	
Somewhat Satisfied	38	17.4	
Not Satisfied	13	6.0	
Not Applicable	90	41.3	

35. Work Request: Copy Service (SmartCopy) (know how to place work request)

Response	Frequency	Percent	
Yes	187	85.8	
No	31	14.2	

35. Work Request: Copy Service (SmartCopy) (frequency of completion)

Response	Frequency	Percent	
All of the time	128	58.7	
Most of the time	21	9.6	
Some or none of the time	5	2.3	
Not Applicable	64	29.4	

35. Work Request: Copy Service (SmartCopy) (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	140	64.2	
Somewhat Satisfied	20	9.2	
Not Satisfied	1	0.5	
Not Applicable	57	26.1	

36. Campus Faculty/Staff Web Portal (awareness of service)

Response	Frequency	Percent	
Yes	211	96.8	
No	7	3.2	

36. Campus Faculty/Staff Web Portal (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	171	78.4	
Once a semester	24	11.0	
Once ever	13	6.0	
Never	10	4.6	

36. Campus Faculty/Staff Web Portal (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	141	64.7	
Somewhat Satisfied	53	24.3	
Not Satisfied	7	3.2	
Not Applicable	17	7.8	

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

**37. Campus Wireless Network
(awareness of service)**

Response	Frequency	Percent	
Yes	179	82.1	
No	39	17.9	

**37. Campus Wireless Network
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	71	32.6	
Once a semester	21	9.6	
Once ever	15	6.9	
Never	111	50.9	

**37. Campus Wireless Network
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	71	32.6	
Somewhat Satisfied	34	15.6	
Not Satisfied	6	2.8	
Not Applicable	107	49.1	

**38. Cisco telephone system
(awareness of service)**

Response	Frequency	Percent	
Yes	192	88.1	
No	26	11.9	

**38. Cisco telephone system
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	161	73.9	
Once a semester	11	5.0	
Once ever	7	3.2	
Never	39	17.9	

**38. Cisco telephone system
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	103	47.2	
Somewhat Satisfied	62	28.4	
Not Satisfied	13	6.0	
Not Applicable	40	18.3	

**39. Computer and Telephone Helpdesk (telephone assistance)
(awareness of service)**

Response	Frequency	Percent	
Yes	168	77.1	
No	50	22.9	

**39. Computer and Telephone Helpdesk (telephone assistance)
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	89	40.8	
Once a semester	35	16.1	
Once ever	19	8.7	
Never	75	34.4	

**39. Computer and Telephone Helpdesk (telephone assistance)
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	93	42.7	
Somewhat Satisfied	45	20.6	
Not Satisfied	7	3.2	
Not Applicable	73	33.5	

**40. Smart Classrooms
(awareness of service)**

Response	Frequency	Percent	
Yes	152	69.7	
No	66	30.3	

**40. Smart Classrooms
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	65	29.8	
Once a semester	15	6.9	
Once ever	12	5.5	
Never	126	57.8	

**40. Smart Classrooms
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	45	20.6	
Somewhat Satisfied	43	19.7	
Not Satisfied	9	4.1	
Not Applicable	121	55.5	

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results

41. Technical support for faculty or department website (awareness of service)

Response	Frequency	Percent	
Yes	165	75.7	
No	53	24.3	

41. Technical support for faculty or department website (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	62	28.4	
Once a semester	34	15.6	
Once ever	17	7.8	
Never	105	48.2	

41. Technical support for faculty or department website (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	82	37.6	
Somewhat Satisfied	33	15.1	
Not Satisfied	4	1.8	
Not Applicable	99	45.4	

42. Bulk Mail (through campus mailroom) (awareness of service)

Response	Frequency	Percent	
Yes	155	71.1	
No	63	28.9	

42. Bulk Mail (through campus mailroom) (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	70	32.1	
Once a semester	26	11.9	
Once ever	13	6.0	
Never	109	50.0	

42. Bulk Mail (through campus mailroom) (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	82	37.6	
Somewhat Satisfied	27	12.4	
Not Satisfied	1	0.5	
Not Applicable	108	49.5	

43. Master Calendar (room reservations) (awareness of service)

Response	Frequency	Percent	
Yes	165	75.7	
No	53	24.3	

43. Master Calendar (room reservations) (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	83	38.1	
Once a semester	26	11.9	
Once ever	10	4.6	
Never	99	45.4	

43. Master Calendar (room reservations) (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	65	29.8	
Somewhat Satisfied	42	19.3	
Not Satisfied	19	8.7	
Not Applicable	92	42.2	

44. Campus Outlook Email (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	207	95.0	
Once a semester	2	0.9	
Once ever	1	0.5	
Never	8	3.7	

44. Campus Outlook Email (overall satisfaction)

Response	Frequency	Percent	
Very Satisfied	166	76.1	
Somewhat Satisfied	39	17.9	
Not Satisfied	5	2.3	
Not Applicable	8	3.7	




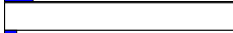

45. Campus Internet access (frequency of use)

Response	Frequency	Percent	
Multiple times per semester	197	90.4	
Once a semester	4	1.8	
Once ever	3	1.4	
Never	14	6.4	




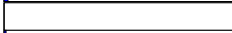

**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results






**45. Campus Internet access
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	175	80.3	
Somewhat Satisfied	28	12.8	
Not Satisfied	2	0.9	
Not Applicable	13	6.0	






**46. College website
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	210	96.3	
Once a semester	5	2.3	
Once ever	0	0.0	
Never	3	1.4	

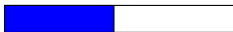
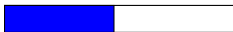

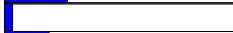

**46. College website
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	163	74.8	
Somewhat Satisfied	49	22.5	
Not Satisfied	2	0.9	
Not Applicable	4	1.8	




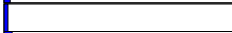

**47. Campus Switchboard
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	134	61.5	
Once a semester	30	13.8	
Once ever	14	6.4	
Never	40	18.3	






**47. Campus Switchboard
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	104	47.7	
Somewhat Satisfied	61	28.0	
Not Satisfied	10	4.6	
Not Applicable	43	19.7	






**48. Mailroom
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	195	89.4	
Once a semester	8	3.7	
Once ever	5	2.3	
Never	10	4.6	




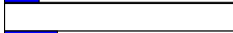

**48. Mailroom
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	168	77.1	
Somewhat Satisfied	35	16.1	
Not Satisfied	4	1.8	
Not Applicable	11	5.0	




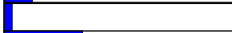

**49. Business Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	119	54.6	
Once a semester	44	20.2	
Once ever	10	4.6	
Never	45	20.6	






**49. Business Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	133	61.0	
Somewhat Satisfied	34	15.6	
Not Satisfied	1	0.5	
Not Applicable	50	22.9	






**50. Receiving
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	104	47.7	
Once a semester	29	13.3	
Once ever	10	4.6	
Never	75	34.4	

**50. Receiving
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	97	44.5	
Somewhat Satisfied	39	17.9	
Not Satisfied	5	2.3	
Not Applicable	77	35.3	




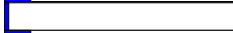

**51. Bookstore (general)
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	142	65.1	
Once a semester	43	19.7	
Once ever	9	4.1	
Never	24	11.0	






**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results






**51. Bookstore (general)
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	160	73.4	
Somewhat Satisfied	27	12.4	
Not Satisfied	5	2.3	
Not Applicable	26	11.9	






**52. Bookstore (book orders)
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	69	31.7	
Once a semester	41	18.8	
Once ever	8	3.7	
Never	100	45.9	






**52. Bookstore (book orders)
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	94	43.1	
Somewhat Satisfied	22	10.1	
Not Satisfied	2	0.9	
Not Applicable	100	45.9	






**53. Budget Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	66	30.3	
Once a semester	18	8.3	
Once ever	10	4.6	
Never	124	56.9	






**53. Budget Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	69	31.7	
Somewhat Satisfied	24	11.0	
Not Satisfied	3	1.4	
Not Applicable	122	56.0	






**54. Purchasing Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	76	34.9	
Once a semester	26	11.9	
Once ever	7	3.2	
Never	109	50.0	






**54. Purchasing Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	88	40.4	
Somewhat Satisfied	23	10.6	
Not Satisfied	0	0.0	
Not Applicable	107	49.1	






**55. Contracts Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	57	26.1	
Once a semester	27	12.4	
Once ever	9	4.1	
Never	125	57.3	

**55. Contracts Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	69	31.7	
Somewhat Satisfied	25	11.5	
Not Satisfied	2	0.9	
Not Applicable	122	56.0	





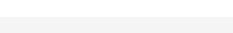
**56. Personnel / Payroll Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	122	56.0	
Once a semester	47	21.6	
Once ever	24	11.0	
Never	25	11.5	






**Los Angeles Mission College
Administrative Services Faculty/Staff Survey
Fall 2008**

Preliminary Results





**56. Personnel / Payroll Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	152	69.7	
Somewhat Satisfied	36	16.5	
Not Satisfied	5	2.3	
Not Applicable	25	11.5	

**57. Sheriff's Office
(frequency of use)**

Response	Frequency	Percent	
Multiple times per semester	101	46.3	
Once a semester	70	32.1	
Once ever	24	11.0	
Never	23	10.6	

**57. Sheriff's Office
(overall satisfaction)**

Response	Frequency	Percent	
Very Satisfied	154	70.6	
Somewhat Satisfied	34	15.6	
Not Satisfied	6	2.8	
Not Applicable	24	11.0	