



**TOURO UNIVERSITY**

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**C A L I F O R N I A**

**Campus Employee Survey**

Office of Institutional Effectiveness

**February, 2016**

## Executive Summary

### Methodology

Employees at Touro University California (TUC) were invited to participate in a campus climate survey in February 2016. The survey was designed to measure their opinions on a variety of items regarding campus facilities, grounds, space needs, and services provided by TUC Library, Dining & Catering Services, Information Technology, Human Resources and Fiscal Affairs. The survey was organized in 7 sections: Demographic Information, Physical Environment, Learning Environment (Classrooms/Labs and Library), Dining & Catering Services, Campus Technology, Human Resources and Fiscal Affairs. A Likert Rating Scale of 1-5 was used throughout the survey. The table below summarized the relationship of the scale anchors to the Likert Scale (The complete survey instrument is attached in Appendix B).

Scale	Interest Level	Agreement Level
5	Very Interested	Strongly Agree
4	Interested	Agree
3	Neutral	Neither Agree Nor Disagree
2	Not Very Interested	Disagree
1	Not Interested at all	Strongly Disagree

Table 1: Likert Scale Matching Values

Questions in this survey were developed using the 2012 TUC employee satisfaction survey as a pilot survey and the 2016 TUC student satisfaction survey as the base survey (<http://oira.tu.edu/institutionalsurveys/>). In the 2012 employee survey, respondents were asked to rate “importance” and “agreement” of each question. Most survey items received an average importance rating above 4 in a Likert Rating Scale of 1-5, with 5 being “very important”. Thus, a majority of the items from the 2012 survey were kept in the 2016 survey without requesting respondents’ rating on “importance”. A few questions were revised for clarity. New questions regarding services in Human Resources and Fiscal Affairs were added. The survey draft was shared with the University’s Executive Council (EC). A few rounds of editing were conducted before the Provost/COO authorized the administration of the survey in February 2016. Survey content validity was ensured through involving different “experts” in the design process and using the 2012 employee satisfaction survey and 2016 student satisfaction survey as base surveys. Cronbach’s alpha values for each section were above .70 (Table 2), suggesting a high level of item consistency in each section and high level of survey reliability.

Category	Cronbach’s $\alpha$	Number of items
Physical Environment	.92	22
Campus Environment	.91	15
Classrooms/Labs	.88	10
Library	.88	13
Dining Services	.76	3
Catering Services	.84	6
Campus Technology	.89	10
Human Services	.94	7
Fiscal Affairs	.88	5

Table 2: Cronbach’s  $\alpha$  value for each category

The initial survey invitation with the survey link was sent out to 491 valid TUC employee emails on February 18<sup>th</sup>, 2016. Several reminders followed and the survey was discontinued on March 14<sup>th</sup>, 2016 with 168 valid responses collected (defined as having at least one responded item). Seventy-four respondents self-reported their TUC employee classification as faculty, 71 as staff and 23 as administrators (Table 3). The response rate was 34% (168/491), with full-time employee response rate of 47% (122/256).

Years of Employment at TUC	Employment Classification			Total
	Faculty	Staff	Administrator	
Less than 1 year	8	19	1	28
1 to 3 years	16	30	4	50
4 to 6 years	13	5	4	22
7 to 10 years	23	8	3	34
More than 10 years	14	9	11	34
<b>Total</b>	<b>74</b>	<b>71</b>	<b>23</b>	<b>168</b>

Table 3: Demographic Information of Survey Respondents

## **Findings**

Findings are discussed in the order of Physical Environment, Learning Environment (including Campus Environment, Classrooms/Labs and Library), Dining & Catering Services, Campus Technology, Human Resources and Fiscal Affairs (A detailed data summary is attached in Appendix A). When applicable, results were compared with the results from the 2012 employee satisfaction survey and 2016 student satisfaction survey.

### ***Physical Environment***

In this section, respondents rated their level of agreement on 22 statements of the TUC physical environment, including campus facilities, campus safety, grounds and space needs. The average ratings ranged between 2.34 to 4.13, compared to 1.99 and 4.20 in the 2012 survey. The top rated item “It is safe on campus during the day” ( $M=4.13$ ) was also rated high in the 2012 employee survey and in the 2016 student survey. Items regarding space needs (office, research, conference, eating, parking, teaching, studying and informal gathering) all received an average rating below 3.00. Items related to office space ( $M=2.34$ ) and research space ( $M=2.38$ ) received the lowest scores in this section. These results are consistent with the 2012 survey results. The items regarding the institutional investment in research equipment, campus building signage and bicycle racks are also rated below 3.00.

Similar to the findings from the 2016 student survey, campus parking, with a .93 average rating decrease ( $M=2.62$  in 2016 vs.  $M=3.55$  in 2012), seems to be a bigger concern to employees than it showed in the 2012 survey. This may be due to the closure of the Army Reserved parking spots at the lower campus.

When asking the time and the location at which respondents do not feel safe, employees and students share the same safety concerns of being on campus at night with poor lighting. They would like to see more lighting in the parking lots, on the main roads and more of security presence at night.

Respondents commented on the campus improvement in the last few years, especially being pleased with the painting of Lander Hall. The continuing needs center around beautifying the campus in terms of repaving

roads, improving the parking lot, better lighting, and having more spaces for office, research, conference, eating, parking, teaching, studying and informal gathering. Respondents stated that having adequate space on campus will be an ongoing challenge for TUC. These comments are very similar from what it showed in the 2016 student survey.

### ***Learning Environment***

In the learning environment section, respondents were asked to rate items and provide feedback regarding the TUC Campus Environment, Classrooms/Labs and the Library.

#### Campus Environment

This new section was added in the 2016 survey. It included 15 statements related to the TUC campus environment. The average agreement ratings ranged between 2.82 and 4.20. Respondents agree that “Faculty and staff show respect for students” ( $M=4.20$ ); “Faculty and staff are easy to talk with” ( $M=4.15$ ) and “Faculty and staff are willing to help students who have special needs” ( $M=4.05$ ). The lowest rated items in this section were “The campus offers sufficient exercises and recreational programs” ( $M=2.82$ ); “Employees feel pride working at Touro” ( $M=3.20$ ) and “University pride is evident among students” ( $M=3.12$ ). These rating patterns are consistent with the patterns in the 2016 student survey. It is worth further investigation to find out the factors that correlate with the relatively low ratings on university pride.

#### Classrooms/Labs

Respondents were asked to first select their most frequently used classrooms/labs from the provided list and then rate their level of agreement on 10 statements regarding these rooms. Lander Hall 111, 113, 160, 170, and Lecture Rooms A & B are the rooms mostly used by the respondents. The average agreement ratings of this section are between 2.92 and 3.65. As shown in the 2012 employee survey and the 2016 student survey, the “Classrooms are kept clean” ( $M=3.65$ ) is the top rated item in the section, however, the average rating is below 4.00 and some open comments mentioned classroom cleanliness being a concern. Items about AV equipment operation ( $M=2.92$ ), classroom temperature ( $M=2.93$ ) and campus network access reliability in the classrooms ( $M=2.97$ ) received the lowest ratings. The AV equipment operation item received a bit higher ratings in the 2016 student survey ( $M=3.29$ ) and in the 2012 employee survey ( $M=3.39$ ). Respondents are mainly concerned with the outdated AV equipment in the classrooms, especially in Lander Hall rooms. Better quality microphones, repaired podiums, more outlets and comfortable chairs are needed for most classrooms.

#### TUC Library

Thirteen items related to TUC library were included in this section. The item “The librarians are helpful and knowledgeable” ( $M=4.35$ ) received the highest agreement rating in this section. This item also received highest rating from the 2012 employee survey and 2016 student survey, suggesting continuous great library customer services offered to TUC employees and students. The space related items “The library has enough space for individual study” ( $M=2.92$ ) and “The library has enough community space for group learning and group study” ( $M=3.09$ ) received the lowest agreement ratings in this section. These two items were also rated lowest in the 2016 student survey, confirming the general space concerns on TUC campus.

In their comments, respondents confirmed their satisfaction with the librarians' services and expressed their concerns regarding library space and noise control.

### ***Dining & Catering Services***

More than 80% of employee respondents have purchased food from the TUC dining services, and about 16% get it daily. A majority (83%) agree that the portion size of the non-vending food is just right and 15% think the size is too small. Slightly less than half of survey respondents seem interested in soup/salad, soup/sandwich and salad/sandwich combinations. Only 15% of respondents reported "Interested" or "Very Interested" in "buying pre-prepared meals in the vending machines". About one third of respondents show interests in "purchasing a pre-paid dining meal card for use in the dining areas" and "A pre-ordering lunch program option". When not eating on campus, respondents most likely eat seafood, American, Italian food, or pack food from home. The most popular restaurants are The Sardine Can, Zio Fraedo's, The Front Room and the Golf Course Café. About 60% of the respondents usually spend \$5-\$10 and 28% spend \$11-\$15 to eat lunch at a restaurant.

About half of the respondents have ordered food/beverages from the TUC catering services. In general, they are pleased with their catering experiences. Respondents are mostly satisfied with the catering staff ( $M=4.05$ ). As it shows in the 2016 student survey, catering food quality received a relatively low average ranking in this section ( $M=3.55$ ) and some commented that the catering cost is high for the quality and quantity.

Overall, half of the respondents are "satisfied" or "very satisfied" with TUC Dining & Catering Services, and one third feel neutral about it. Respondents commented on the great customer service that Farragut Food Services provide. In terms of food service operation, most employees would like to see longer hours of service to accommodate early morning and evening students. They would like to see consistency between Farragut Inn and Lander Café food service. In terms of food itself, they would like to see more healthier options served.

### ***Campus Technology***

Ten items were included in the section and received average scores between 2.66 and 3.45. The highest rating of 3.45 indicates employees' general concern of campus technology. The item "Important information is easily found on the new campus website" received a score of 3.14, slightly higher than in the 2012 survey (3.09), confirming TUC website's continuous improvement since the new website was launched in March, 2012. The wireless access ( $M=2.66$ ) and connectivity on campus ( $M=2.82$ ) are rated the lowest. These two items were rated lowest in the 2016 student survey as well and are much lower than that in the 2012 employee survey ( $M=3.43$  and  $M=3.38$  respectively).

Respondents commented on great campus IT staff and the improved website. The leading concerns with campus technology are to continuously improve WiFi and overall functions of the IT department. Many commenters would like to see more leadership and support for the department. Having a dedicated IT person per department is popular as well as more assistance with software applications, and better navigation of the TUC website.

***Human Resources***

The section about human resources (HR) is a newly added section in the 2016 survey and includes seven items. The average rating ranged between 3.46 and 3.96. Most respondents agree that TUC HR staff are professional ( $M=3.96$ ) and friendly ( $M=3.89$ ).

In their comments, respondents suggest that HR needs more support. The department is too small to handle the growing needs of the University. This is reflected in their relatively low rating of “Calls or emails are acknowledged in a timely manner” ( $M=3.46$ ). Employees would like to see better communication between TUC and New York and more autonomy on TUC. It would be beneficial if HR staff could receive more professional training.

***Fiscal Affairs***

The section about TUC fiscal affairs is a newly added section in the 2016 survey and includes 5 items. The average rating is between 3.00 and 3.49. Respondents commented on the great customer service that the TUC fiscal affairs department provides. However, respondents seem to lack enthusiasm about the Banner implementation process. They request more adequate instructions when using the finance module in Banner ( $M=3.00$ ). Just as with HR, they would like to see better communication on policies and better communication between TUC and New York.

**Conclusion**

The 2016 survey was tested to be valid and reliable. Rich information was collected from the 168 employee respondents. The data from the survey suggest the following TUC strengths:

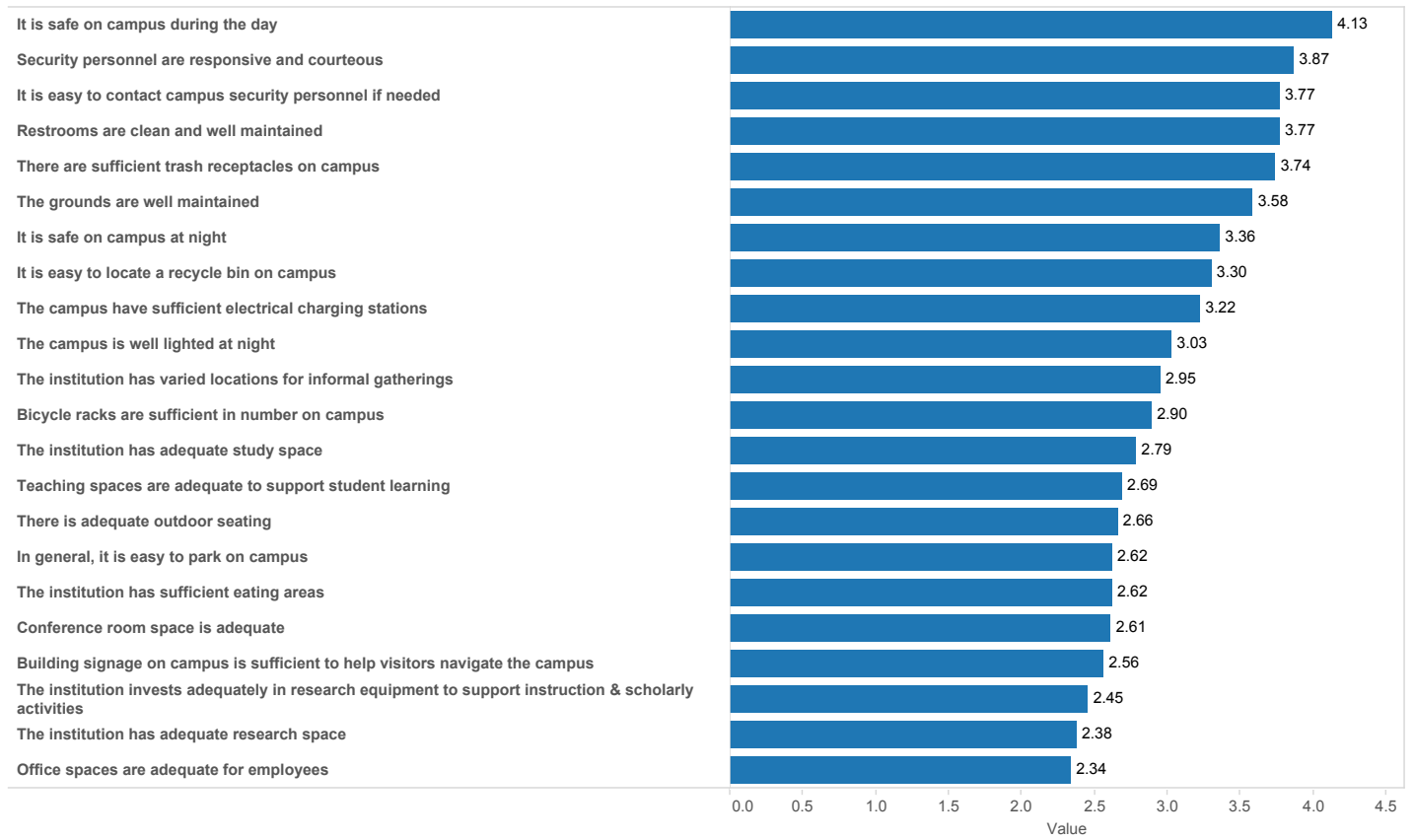
- TUC employees feel safe during the day and security personnel are responsive and courteous, and easy to contact if needed.
- TUC faculty and staff show respect for students, are easy to talk and willing to help students with special needs.
- TUC librarians are very knowledgeable and provide excellent customer services to employees and students. The library is comfortable and clean.

The areas which will mostly need improvement are:

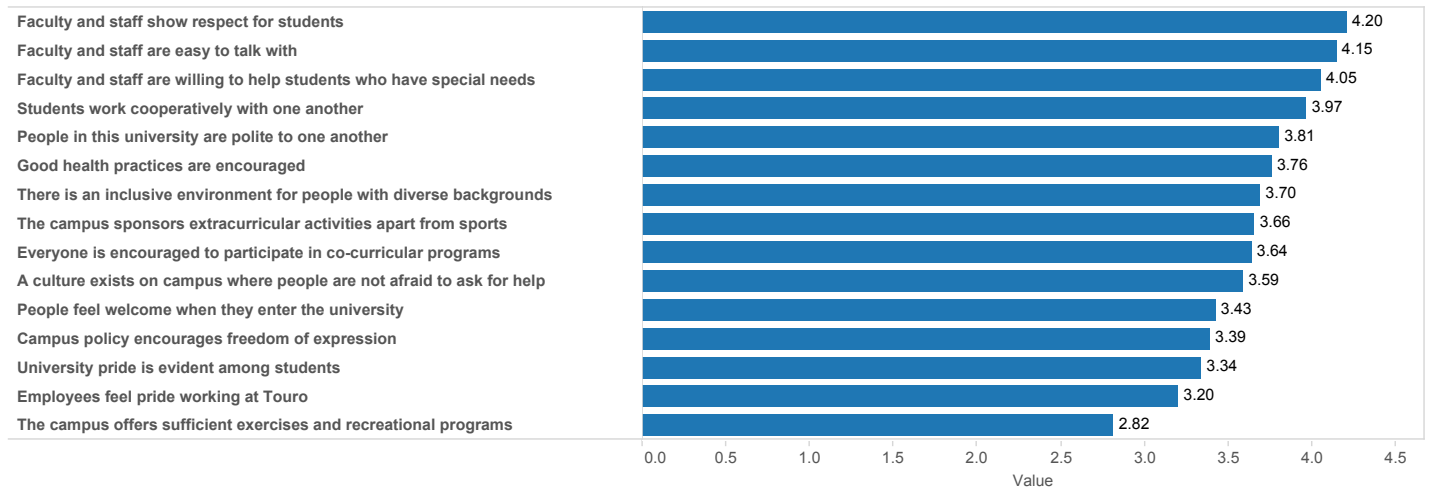
- Space tightness continues to be an issue at TUC. Employees would like to see more spaces for office, research, conference, eating, parking, teaching, studying and informal gathering.
- Employees would feel safer at night with better lighting at parking lots, on the main roads and more security presence at night.
- Better campus wireless access and connectivity is needed.
- Updated AV equipment in most classrooms would be appreciated.
- More exercises and recreational programs should be initiated at TUC.

# Appendix A

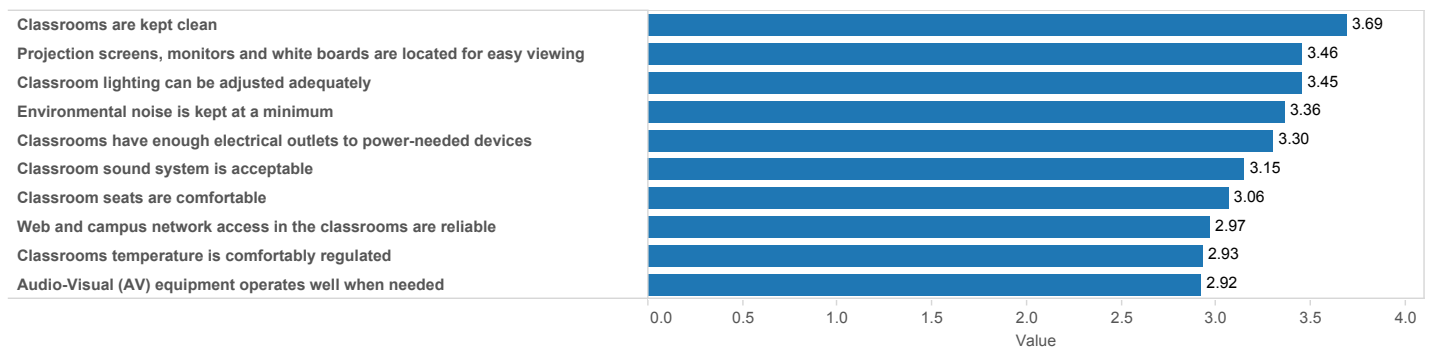
## Physical Environment



## Learning Environment

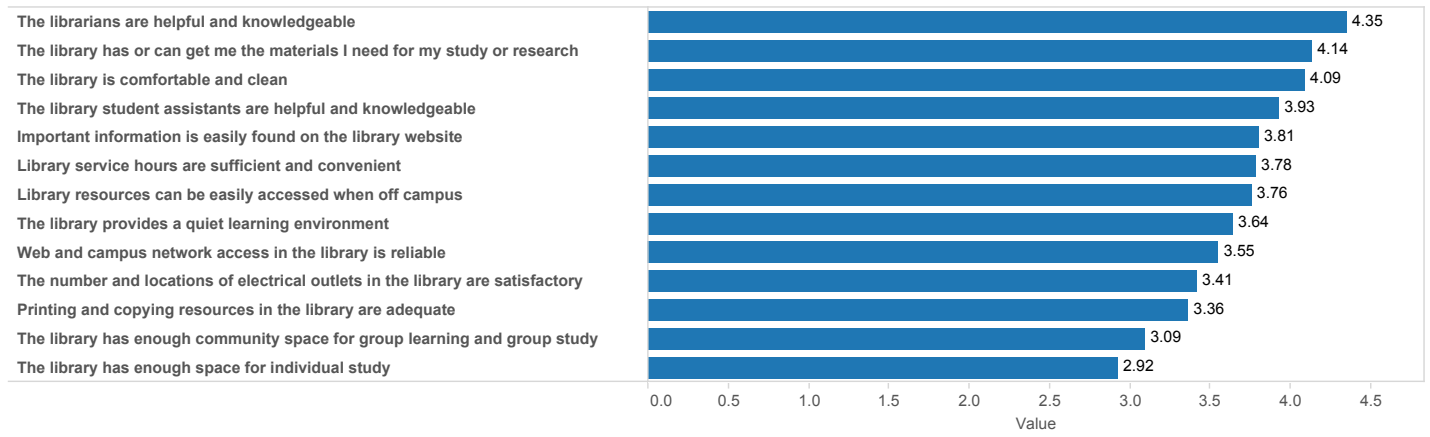


## Classrooms/Labs

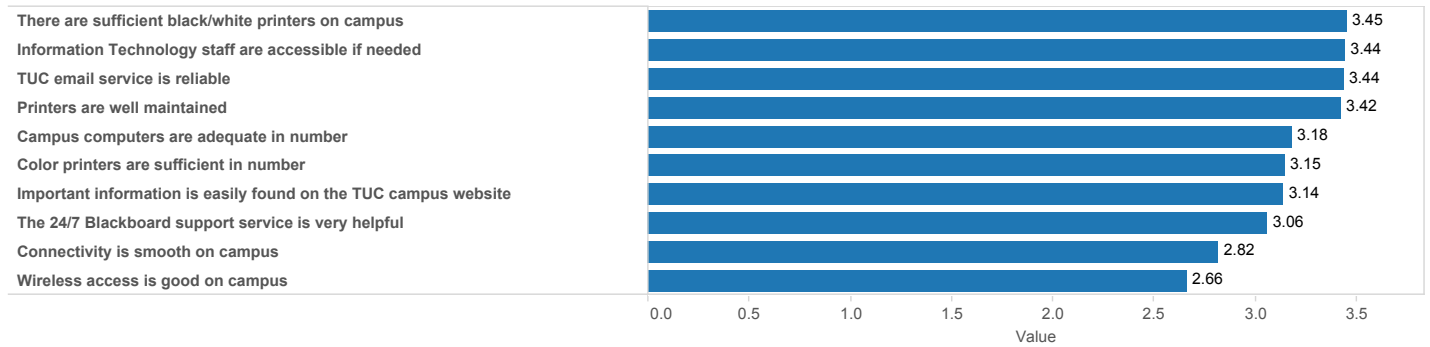




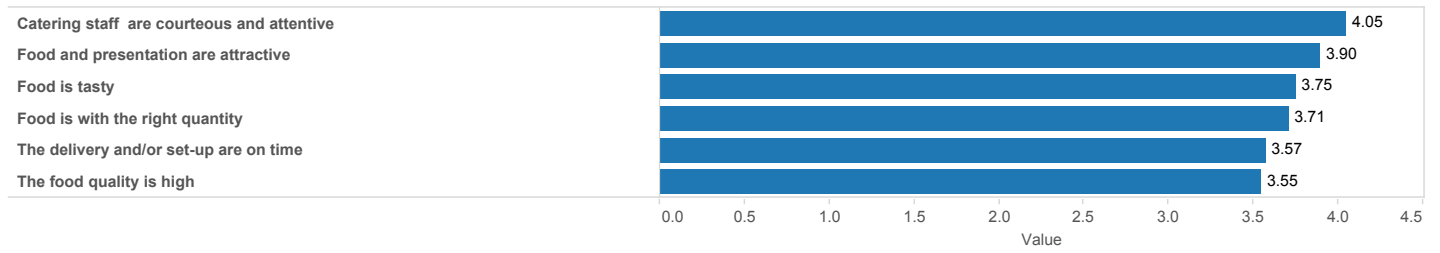
## Library



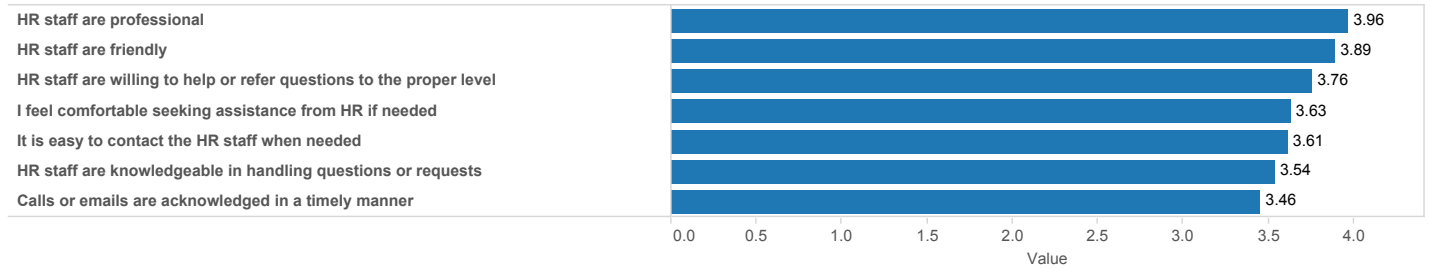
## Campus Technology



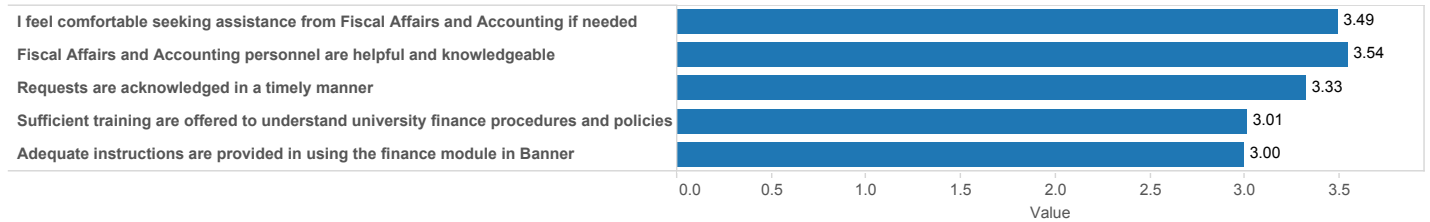
## Catering



## Human Resources



## Fiscal Affairs



## Appendix B

Section 1: Demographic Information Block Options

**Q1.1**

Please indicate your position at Touro University California (TUC)

Faculty

Staff

Administrator

**Q1.2**

Is your position at TUC:

Full-Time

Part-Time (0.5-0.9)

Part-Time (less than 0.5)

**Q1.3**

How long have you worked at TUC?

Less than 1 year

1 to 3 year

4 to 6 years

7 to 10 years

More than 10 years

Q2.1



The following statements describe different aspects of the TUC Physical Environment. Please rate your agreement with each statement.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
The institution has adequate study space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaching spaces are adequate to support student learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The institution has adequate research space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The institution invests adequately in research equipment to support instruction & scholarly activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office spaces are adequate for employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference room space is adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The institution has varied locations for informal gatherings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is adequate outdoor seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The institution has sufficient eating areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Building signage on campus is sufficient to help visitors navigate the campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In general, it is easy to park on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus have sufficient electrical charging stations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle racks are sufficient in number on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The grounds are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restrooms are clean and well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sufficient trash receptacles on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to locate a recycle bin on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus is well lighted at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is safe on campus during the day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is safe on campus at night	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security personnel are responsive and courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to contact campus security personnel if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q2.2**

**Display This Question:**

If The following statements describe different aspects of the TUC Physical Environment. Please rate... [It is safe on campus during the day - Disagree](#) [Is Selected](#) [Edit](#)

Or The following statements describe different aspects of the TUC Physical Environment. Please rate... [It is safe on campus during the day - Strongly Disagree](#) [Is Selected](#) [Edit](#)

Or The following statements describe different aspects of the TUC Physical Environment. Please rate... [It is safe on campus at night - Disagree](#) [Is Selected](#) [Edit](#)

Or The following statements describe different aspects of the TUC Physical Environment. Please rate... [It is safe on campus at night - Strongly Disagree](#) [Is Selected](#) [Edit](#)

Please describe the location, the time and the reason why you feel unsafe?

**Q2.3**

Other comments regarding TUC Physical Environment

Copy Items From...
+ Create a New Question

Minimize Block Add Block

Section 3: Learning Environment

**Q3.1**

The following statements describe different aspects of TUC campus learning environment. Please rate your agreement with each statement

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
University pride is evident among students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees feel pride working at Touro	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People feel welcome when they enter the university	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is an inclusive environment for people with diverse backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A culture exists on campus where people are not afraid to ask for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus policy encourages freedom of expression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in this university are polite to one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Students work cooperatively with one another	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everyone is encouraged to participate in co-curricular programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus sponsors extracurricular activities apart from sports	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good health practices are encouraged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus offers sufficient exercises and recreational programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff are willing to help students who have special needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff show respect for students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff are easy to talk with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.2



Please select the classrooms/labs you use the most (select all that apply)

- Lander Hall Lecture A-Room 104
- Lander Hall Lecture B-Room 105
- Lander Hall Classroom 111
- Lander Hall Classroom 113
- Lander Hall Classroom 119
- Lander Hall Classroom 121
- Lander Hall Classroom 160
- Lander Hall Classroom 170
- Lander Hall Physical Diagnostic Room 212
- Lander Hall OMM Lab
- Lander Hall Anatomy Lab
- Lander Hall Auditorium
- Library Computer Lab
- Farragut Inn Classroom A-Room 103
- Farragut Inn Classroom B-Room 106
- Off Campus Classroom(s), please specify



Q3.3



The following statements describe different aspects of the Classrooms and Labs you selected in the above item. Please rate your agreement with each statement

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	I Don't Know
Classrooms are kept clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom seats are comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental noise is kept at a minimum	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classrooms temperature is comfortably regulated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom lighting can be adjusted adequately	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom sound system is acceptable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classrooms have enough electrical outlets to power-needed devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Projection screens, monitors and white boards are located for easy viewing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio-Visual (AV) equipment operates well when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web and campus network access in the classrooms are reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.4



Other comments regarding Classrooms/Labs (Please specify room location and number)



Q3.5



The following statements describe different aspects of the TUC Library. Please rate your agreement with each statement

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
The library is comfortable and clean	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library provides a quiet learning environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has enough space for individual study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has enough community space for group learning and group study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number and locations of electrical outlets in the library are satisfactory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing and copying resources in the library are adequate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library service hours are sufficient and convenient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library student assistants are helpful and knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The librarians are helpful and knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The library has or can get me the materials I need for my study or research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web and campus network access in the library is reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library resources can be easily accessed when off campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Important information is easily found on the library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.6



Other comments regarding the TUC Library

Q4.1



How often do you make food/beverages purchases on campus?

- Daily
- More than once a week
- Once a week
- Less than once a week
- Never

Q4.2



**Display This Question:**  
If How often do you make food/beverages purchases on campus? Never Is Not Selected [Edit](#)

When making a non-vending food purchase, are the portion sizes:

- Too small
- Just right
- Too much

Q4.3



When making a food purchase on campus, would you be interested in more combination option items? (check all that apply)

- Soup/Salad
- Soup/Sandwich
- Salad/Sandwich
- Fresh Mixed Fruit Cup/Sandwich
- Fresh Mixed Fruit Cup/Salad



Q4.4



Would you be interested in:

	Very interested	Interested	Neutral	Not very Interested	Not Interested At All
Buying pre-prepared meals in the vending machines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing a pre-paid dining meal card for use in the Dining areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A pre-ordering lunch program option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.5



When not eating on campus, which restaurant(s) would you choose to dine?

Q4.6



When not eating on campus, what is the average amount you spend to eat lunch at a restaurant?

- Less than \$5
- \$5-\$10
- \$11-\$15
- \$16-\$20
- More than \$20

Q4.7



Have you ordered food and/or beverage for a catered event?

- Yes
- No

Q4.8



**Display This Question:**  
 If Have you ordered food and/or beverage for a catered event? Yes Is Selected [Edit](#)

The following statements describe different aspects of TUC catering services. Please rate your agreement with each statement.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
Catering staff are courteous and attentive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The delivery and/or set-up are on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food and presentation are attractive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food is tasty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food quality is high	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food is with the right quantity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4.9



Overall, how satisfied are you with TUC Dining and Catering Services?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Q4.10



What additional food/beverage would you like to see available on campus?

Q4.11



Other comments regarding TUC Dining & Catering Services

Section 5: Campus Technology

Block Options

Q5.1



The following statements describe different aspects of TUC Campus Technology. Please rate your agreement with each statement

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
Wireless access is good on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Technology staff are accessible if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Connectivity is smooth on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are sufficient black/white printers on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color printers are sufficient in number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printers are well maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 24/7 Blackboard support service is very helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus computers are adequate in number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TUC email service is reliable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Important information is easily found on the TUC campus website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.2



Other comments regarding TUC Technology

Section 6: Human Resources

Block Options

Q6.1



The following statements describe different aspects of TUC Human Resources (HR). Please rate your agreement with each statement

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
It is easy to contact the HR staff when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR staff are knowledgeable in handling questions or requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR staff are friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR staff are professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable seeking assistance from HR if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HR staff are willing to help or refer questions to the proper level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calls or emails are acknowledged in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.2



Other comments regarding TUC Human Resources: including any positive or negative experiences you have had with the department or any staff members; how do you think HR can better assist TUC employees in the future?, etc.

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Section 7: Fiscal Affairs and Accounting

Block Options

Q7.1



The following statements describe different aspects of TUC Fiscal Affairs and Accounting. Please rate your agreement with each statement

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	I Don't Know
Adequate instructions are provided in using the finance module in Banner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fiscal Affairs and Accounting personnel are helpful and knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sufficient training are offered to understand university finance procedures and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requests are acknowledged in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable seeking assistance from Fiscal Affairs and Accounting if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q7.2



Other comments regarding TUC Fiscal Affairs and Accounting

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