



**2010 SURVEY REPORT:  
ADMINISTRATIVE SERVICES**

**Finance and Administration Division**  
Angelo State University  
[www.angelo.edu/services/finadmin/](http://www.angelo.edu/services/finadmin/)

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## **I: Executive summary**

The purpose of this survey was to evaluate customer satisfaction related to the quality of services provided by Angelo State University's Finance and Administration Division during FY 2010. This survey, conducted each fall semester, is a key component of the Finance and Administration strategy to improve services provided to the University community.

Survey responses are used to identify action items needed to improve the services provided to the internal and external University clients by the Finance and Administration division. The division is committed to a continuous improvement process that reflects timely responses to customer needs and efficiency improvements. The mission statement for the Finance and Administration division is shown below.

*“The role of the Finance and Administration Division within the university is to support campus operations through efficient and customer-friendly services. We provide quality facilities and related infrastructure, ensure that risks are mitigated and emergencies are managed, provide accessible financial and academic support services to all internal and external customers, and ensure that an appropriate workforce is available to accomplish the academic mission. Our customers include students, faculty, staff, parents, taxpayers, the regional community, vendors and other educational institutions”.*

### **Key Observations**

- ❖ Overall customer satisfaction has improved during the past two years (chart 1). The number of responses that rated services at a satisfactory or higher level based on a composite of all individual F&A department rankings increased from 82.9 to 93.1%. On a stand alone question where respondents were asked to rate the performance of the division as a whole, 90.2% of the respondents rated the overall division at a satisfactory or higher level (5 or above on a scale of 1-10).
- ❖ The responses for 2010 continue to indicate a difference between the perceptions of faculty, staff, and students related to the quality of services provided (chart 2). This suggests that continued efforts are needed to improve services to faculty and students and/or to improve awareness of F&A services and procedures.
- ❖ 56.8% of those responding agreed or strongly agreed that the Finance and Administration division does provide a physical and operational campus environment that supports strategic initiatives (chart 3).
- ❖ The comments submitted indicated that respondents were evaluating non-academic services from all divisions within the university, not just the Finance and Administration division services. This might suggest the need for a more comprehensive annual survey that does a collective assessment of all non-academic support services.
- ❖ Comments by respondents (chart 4) indicted multiple opportunities for improvement, to include training, web site functionality, on-line processes, and transparency related to items such as budgeting. All comments are shown in section VI at the end of this report.

Chart 1: Percentage rating division services as 5 or higher on scale of 1-10

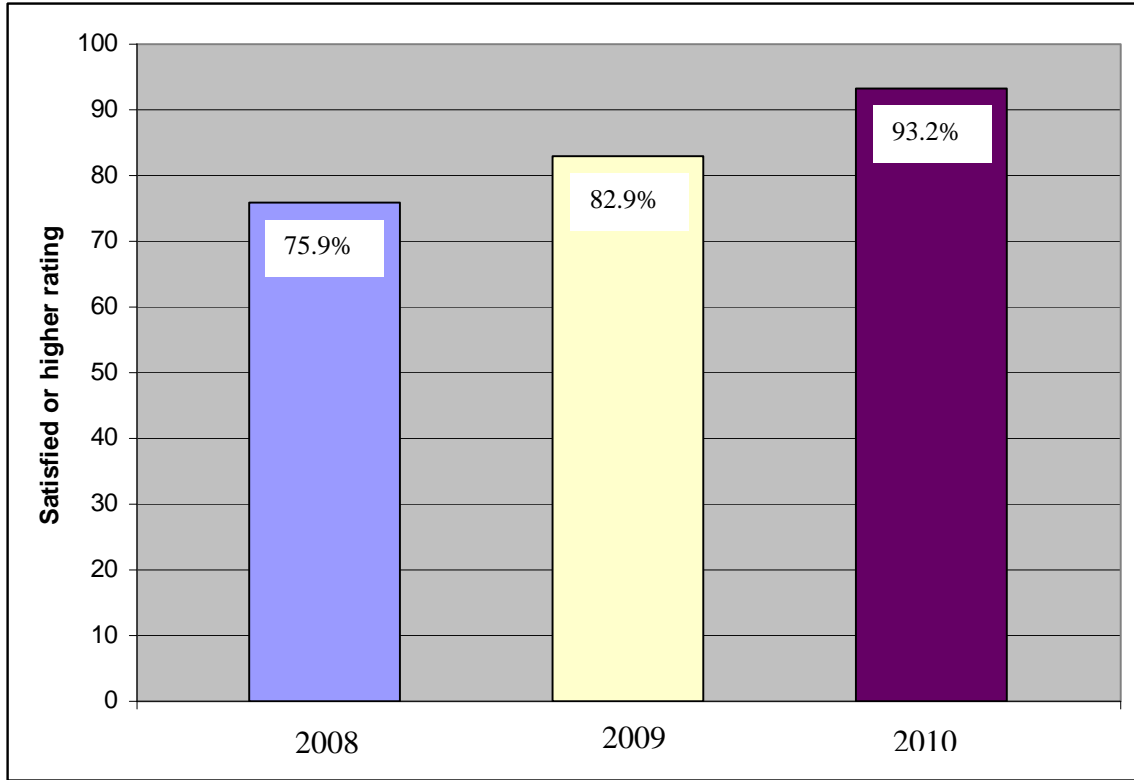


Chart 2: Average Rating of the division by group (scale of 1-10, 10 highest)

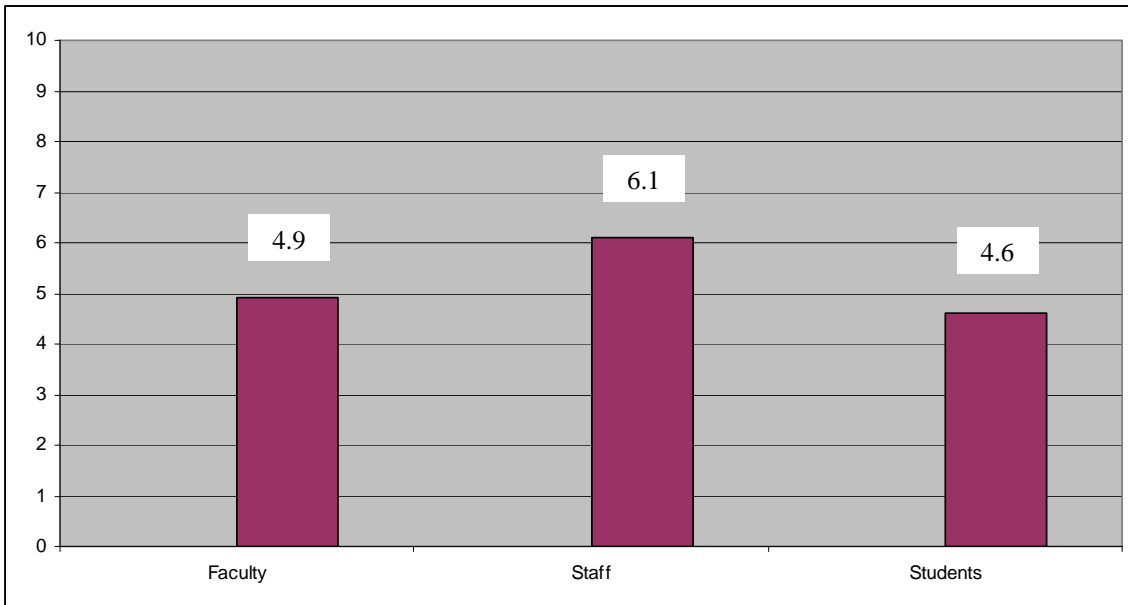


Chart 3: Physical and Operational Support for Strategic Initiatives

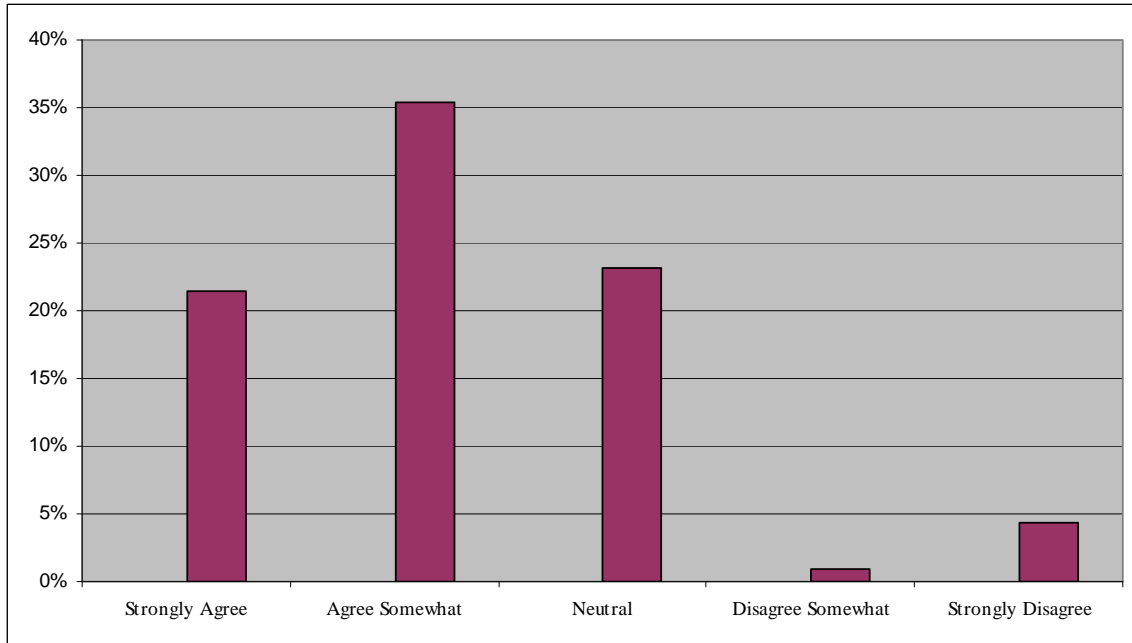
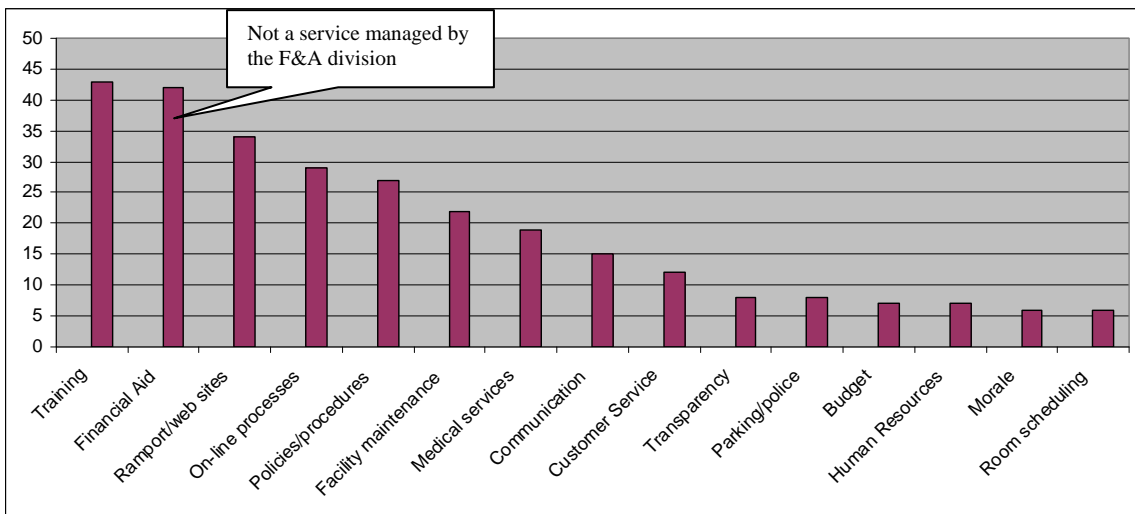


Chart 4: Categories of comments ranked by frequency

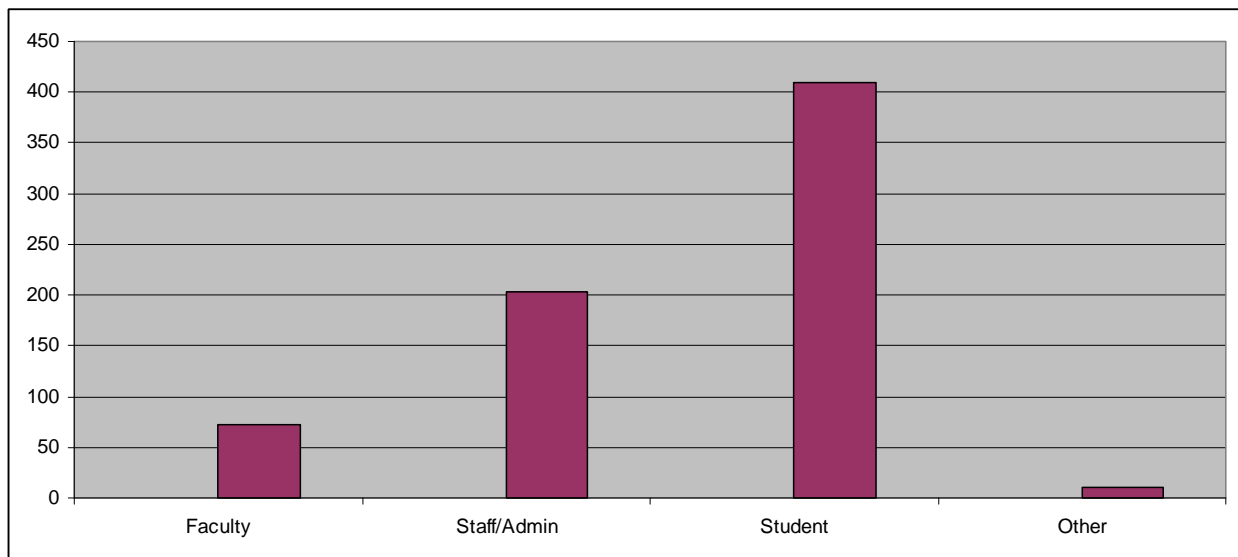


## **II: Method and Response**

This survey was conducted December 2010 through January of 2011 using an online instrument (SurveyMonkey.com). The population surveyed included all faculty, staff, and students within the university plus key representatives of the regional community. A total of 7,601 surveys were distributed via email with 695 responses received (9.1% response). Students comprised 59% of the respondents, faculty 10.4%, staff 29.2%, and community members/other 1.5% as illustrated in chart 5.

Each individual was asked to respond to forty-seven questions. These questions divided into were five categories: demographics (2 questions), actions, processes, and procedures (16), customer service (6), individual department performance (21), and overall F&A division performance (2). The first 16 questions were a direct assessment of key objectives outlined in the division's FY 2010 action plan. Respondents were also asked to submit comments related to each question (see Section VI).

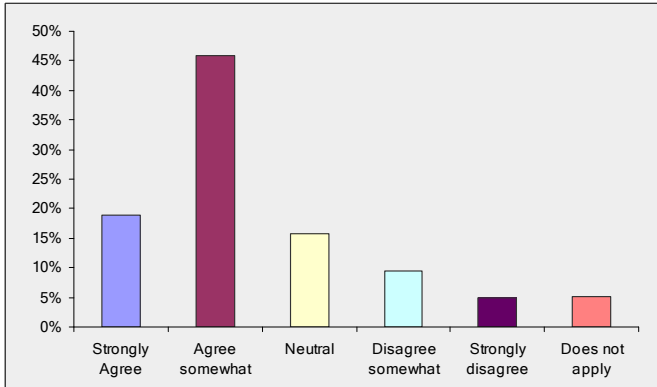
Chart 5: Survey Responses per Constituent Group



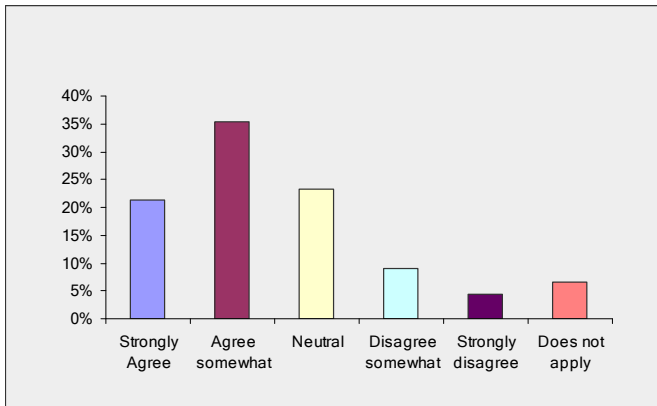
### III: Assessment of Key FY 2010 Finance and Administration Goals

Sixteen of the survey questions were an assessment of key goals included in the division's FY 2010 plan ([http://www.angelo.edu/services/finadmin/documents/FA\\_Strategic\\_Plan.pdf](http://www.angelo.edu/services/finadmin/documents/FA_Strategic_Plan.pdf)). The charts below represent a composite of faculty, staff, and student responses to each of the 16 questions.

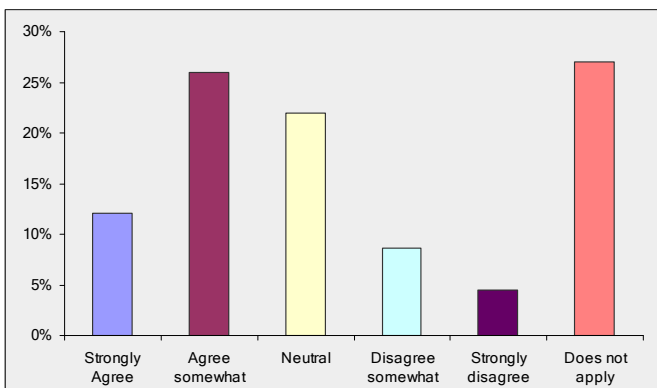
#### 1. On-line administrative processes are user friendly and easy to understand.



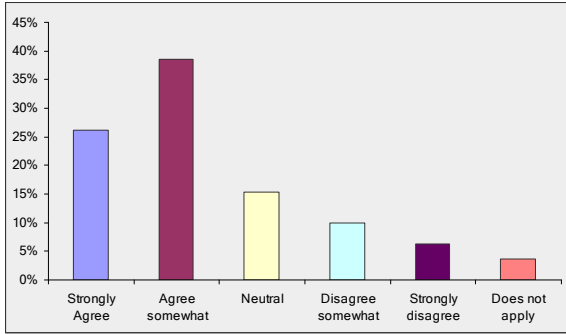
#### 2. Finance and Administration departments provide a physical and operational campus environment that supports all strategic initiatives.



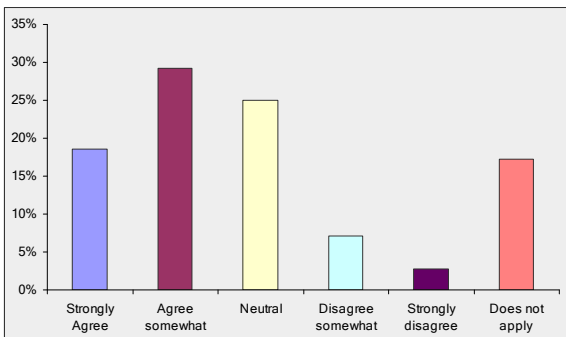
#### 3. University employees have access to structured staff development activities that begin with New Employee Orientation ("on-boarding") and continue through the normal span of a university career.



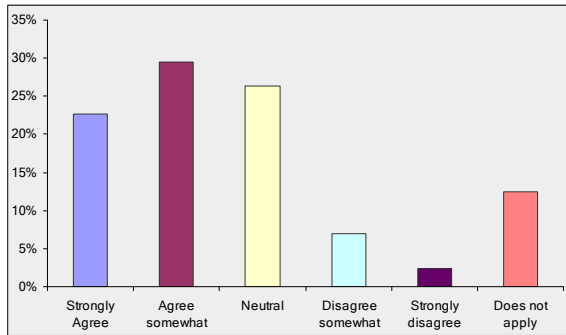
4. Facilities are maintained in a manner that supports [university goals](#) for growth, retention, and a quality learning environment.



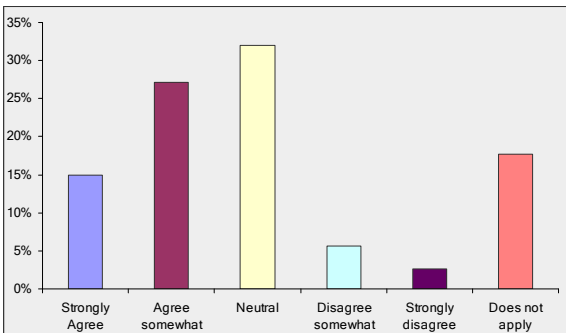
5. Finance and Administration employees provide technical expertise and leadership on internal and external planning committees and boards.



6. Planning documents, financial reports, and projections are available to insure that open and transparent processes take place.

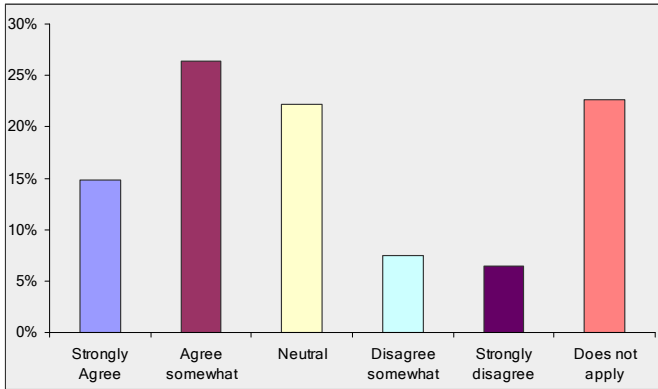


7. Collaborative projects and external partnerships that involve the university, economic development, and the regional community are supported by the Finance and Administration division.

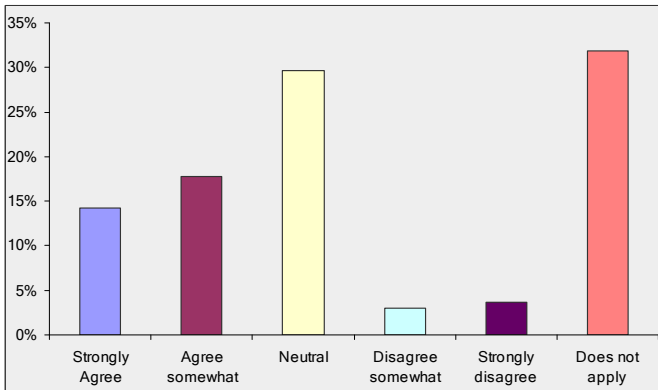




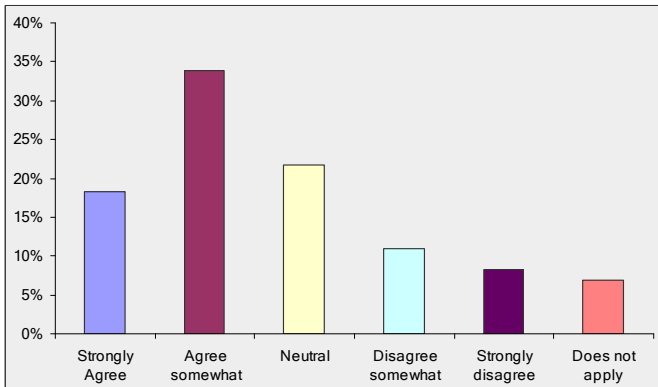
8. Information and training is provided to faculty and staff in a timely manner to facilitate accomplishment of strategic initiatives.



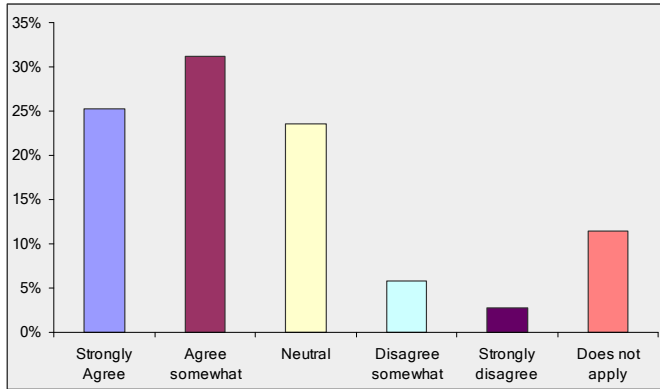
9. Budget managers have timely access to historical and projected fiscal information.



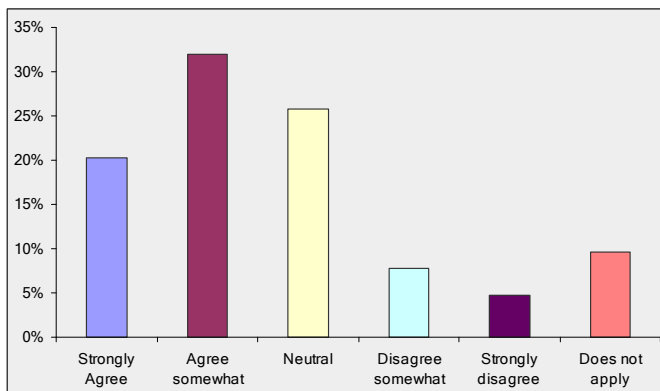
10. Services are provided at a level that supports and encourages recruiting and retention of faculty, staff, and students.



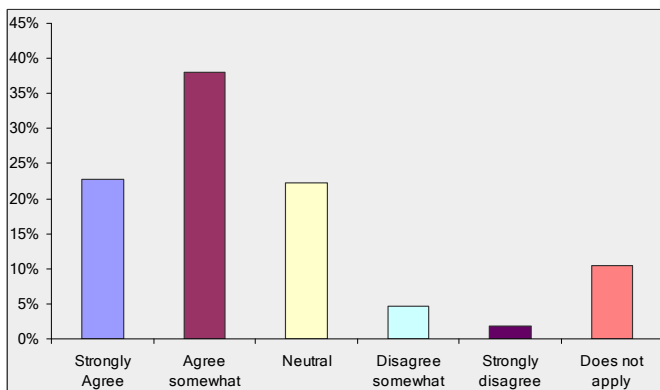
11. Division efforts related to emergency response, health, safety, and wellness are well planned and effective.



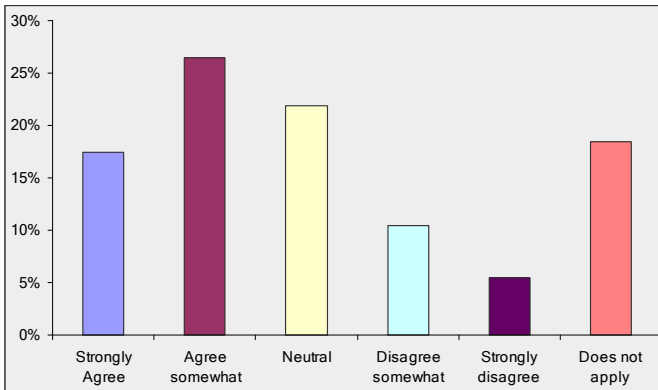
12. Information regarding the [Campus Master Plan](#) and related actions are disseminated in a timely manner via internal communications, news media, signage, and presentations to internal and external groups.



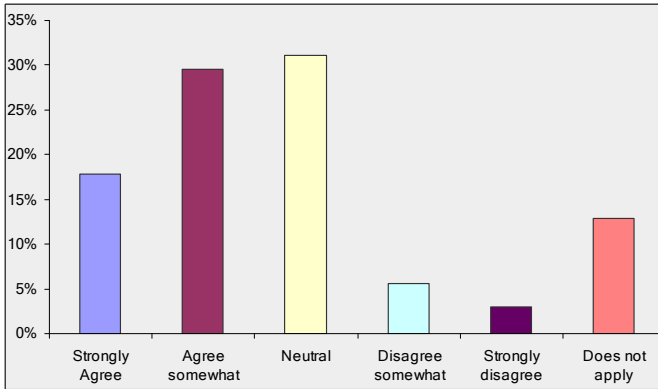
13. A significant percentage of routine business functions are conducted on-line using technology based applications.



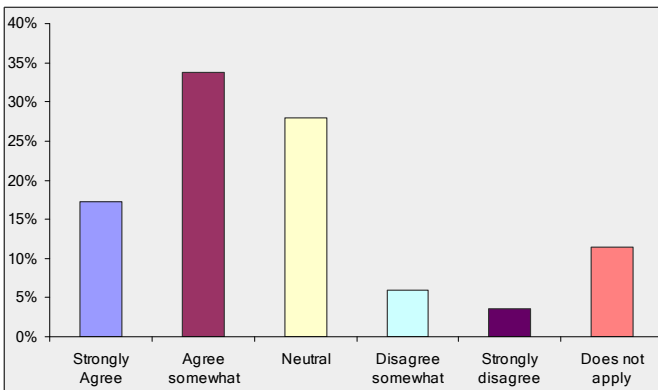
14. Appropriate efforts are made to attract highly qualified candidates for open positions, maintain a high quality and diverse workforce, and ensure that the ethnic distribution of the university's workforce reflects that of the regional community.



15. The F&A division has the appropriate infrastructure, personnel and processes to mitigate campus risks and to insure continuity of processes and safety of individuals or property.



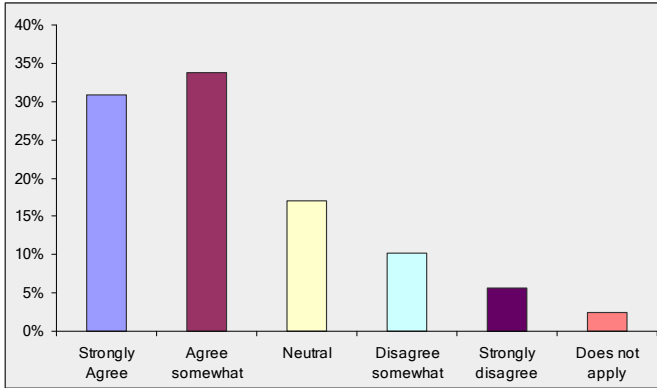
16. Collaborative Finance and Administration efforts with the regional community result in a positive image for Angelo State University and support strategic initiatives.



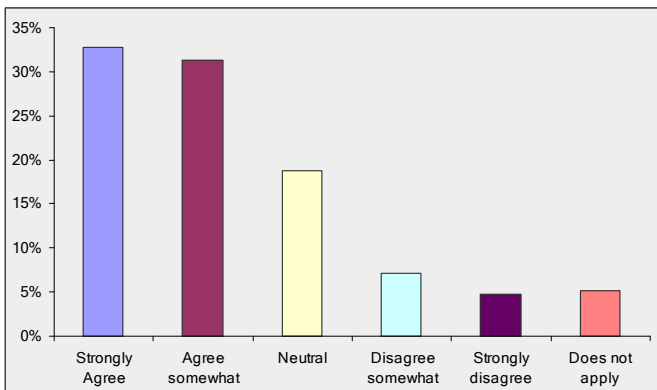
## IV: Customer Service Assessment

Six survey questions assessed customer perceptions related to the quality of customer service provided by Finance and Administration staff. Improving customer service has been a division priority for the last three years. The charts below represent a composite of faculty, staff, and student responses to each of the 6 customer service questions.

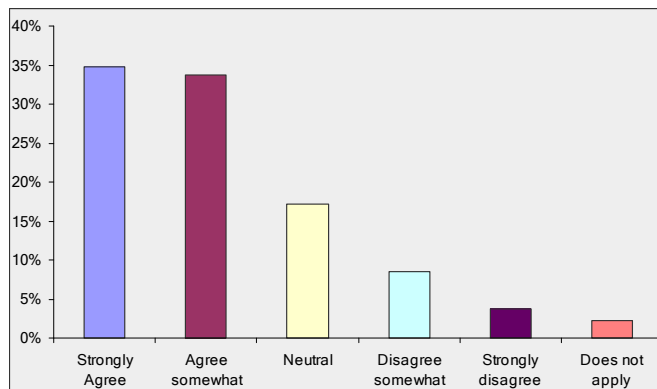
1. Finance and Administration staff make every effort to treat you as an important customer.



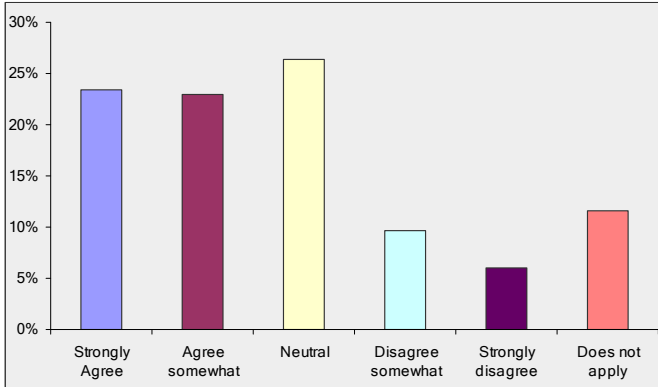
2. Telephone calls and email messages to Finance and Administration staff are answered promptly in a professional manner.



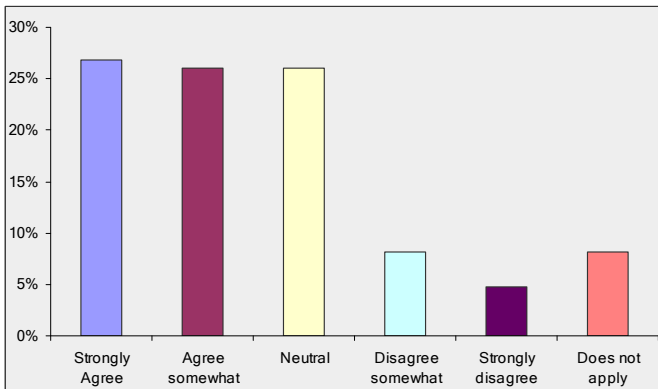
3. Finance and Administration staff demonstrate a positive and helpful attitude.



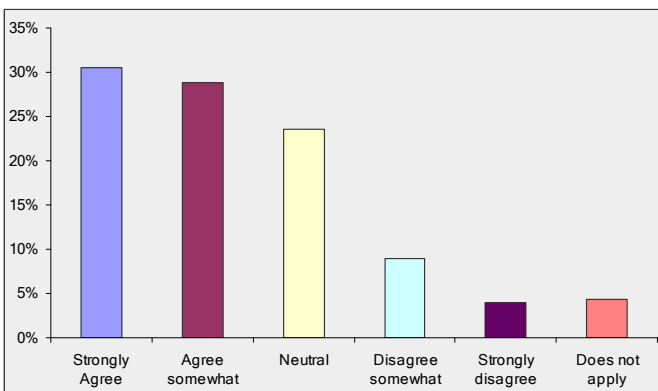
4. Potential conflict situations are resolved in a win-win manner whenever possible.



5. Finance and Administration staff seek to improve customer service and are receptive to constructive suggestions.



6. Employees in Finance and Administration departments provide a high level of customer service to all internal and external University customers.



## **V: Suggested Interventions-Action Steps**

### **1. Plan, implement, and expand multimodal employee development training**

Action step: *Develop a prioritized listing of training needs and create curriculum modules that include student learning outcomes, hands-on learning activities, and assessment of learning. Plan multimodal strategies to deliver training using traditional classroom instruction and asynchronous web and/or video delivery.*

### **2. Continue review and revision of Finance and Administration web sites to improve ease of navigation and ensure logical access to division/departamental information.**

Action step: *Continue current F&A web site upgrade project to ensure a common look and clear navigational flow. Coordinate with Communications and Marketing to place direct home page links to each of the university's main division pages.*

### **3. Review all on-line processes and evaluate/improve based on survey comments submitted.**

Action step: *Every on-line process should be reviewed in the context of comments submitted by survey respondents. Where possible, processes should be streamlined and/or simplified to improve usability.*

### **4. Meet with staff and analyze data/comments related to specific areas.**

Action step: *Directors and department managers should meet with his/her staff to review the survey data and discuss the comments submitted. One or two negative responses may be an anomaly, but multiple comments related to the same issue suggest that improvements are needed.*

### **5. Evaluate survey data in the context of ASU Strategic Plan and the F&A Operations Plan.**

Action step: *Each director should review goals and actions items, and evaluate those items in the context of the survey data and comments. Determine if the existing FY 2011 action items will address issues as identified by respondents, or if action items need to be added or revised.*

### **6. Use survey data to help develop the FY 2012 Operations Plan for the Finance and Administration division.**

Action step: *Use data from 2010 survey to help identify division goals and department-level objectives during the development of the FY 2012 Operations Plan for the Finance and Administration division.*

### **7. Continue to improve awareness of policies and procedures related to F&A services.**

Action step: *Continue to develop and disseminate informational media that will increase the general understanding of policies and procedures related to F&A services. Include the use of web sites, brochures, newsletters, and e-mail, and presentations to key campus groups.*

### **8. Continue to improve campus-wide communications and operational transparency.**

Action step: *Take appropriate steps to insure that all Finance and Administration actions affecting the campus community are communicated effectively to faculty, staff, and students, and that all actions are conducted in an open and transparent manner.*

### **9. Continue to work with the academic community related to their perceptions of administrative services.**

Action step: *Directors and/or department managers should continue reaching out to key faculty and student groups to address issues related to perceptions about administrative services.*

### **10. Continue to reinforce adherence to division wide customer service standards.**

Action step: *Directors and department managers should continue to ensure that all staff are aware of and strive to meet or exceed division customer service standards.*

## **VI: Comments submitted**

*(Comments are as submitted by respondents, with grammar and spelling within comments **not edited**. Individual names were redacted. Sentences highlighted in yellow are the survey questions that the comments relate to).*

### **On-line administrative processes are user friendly and easy to understand.**

1. View your bill on Ramport is too vague.
2. NA
3. Operating Policies are hard to access. Need a publication so easy access can be made to university policies and procedures. Administrative offices often bury forms and information so deeply in their web pages that they are hard to find. Then people are told, "well, it's on our web site." Which is not helpful.
4. I have never had as much difficulty trying to complete a task online as I do when dealing with Angelo State's system. Rarely am I able to complete a task without having to call or email a support person multiple times.
5. I was using Clinical Explorer this past semester and was shut off a quiz that the teacher does not do resets. So I received a "0". It happened again during finals and I was told that Clinical Explorer does not communicate well with blackboard and that I needed to go through another browser which was Mozilla Firefox. I used the browser check on blackboard and everything checked out but if I had known this I would have been using the browser that communicates well the whole time and would not have received a "0".
6. It was difficult to find the payment online link the first time I payed and the first time I used the payment plan it took a while for me to figure out how to set it up.
7. Some forms do not allow enough space.
8. leave time entry interface leaves something to be desired.
9. Training was a waste of time.
10. i am just not a real computer wiz is all.
11. Not all online processes are necessarily located in the same place (like through ramport OR through their Web site).
12. Purchase req. forms are not user friendly. They
13. I would like more training on the Financial aspects in Banner because I do not find Banner to be user friendly and easy to understand.
14. I have found when reporting issues to facilities maintenance that if you do not put your request in exactly the correct category that the request is simply ignored.
15. The bill format can be somewhat confusing for those who have scholarships or payment plans. I still had to call the office to find out what was truly owed each semester for the last year and a half.
16. These have been in the process of coming on-line so there is a learning curve associated with the change.
17. Sometimes website directions are redundant, hard to find, and difficult--I usually look for everything I need in the search bar.
18. They are easy to understand but not always easy to find. I often need to make a phone call to know where to look online.
19. Typically Hard to find: not distinctly labeled and usually found in one large list and not subdivided by office or function. Some forms are amazingly hard to interpret and clear directions are not obvious to find
20. Financial Aid is the only department that I had an issue with. I would email a question about financial aid and I would never get a response back
21. Varies too frequently. Weak lines of communication to the campus community when changes occur.
22. Sometimes I have trouble finding them on the website.
23. The ASU website to me is one that is hard to navigate and find the proper information on certain subjects. Organizing it in a fassion that would be geared towards individuals who don't already know where the items are located.
24. Some are easier than others, but training would be helpful;.

25. My personal experience is with the travel office and special events office. Both were helpful and prompt.
26. alot of the links online seem to not work or i will get a server down error. many of the pages links are useless.
27. Both the room reservation process and the on-line purchasing process are NOT user friendly. The on-line purchasing process is especially difficult if you are not a frequent banner user!
28. Student accounts do not offer any information in the way of explaining charges.
29. The staff is very helpful and friendly when students have a problem, but the system has a lot of problems with some students who i have been asking around. There is mostly bad signal and there are some classes who should have more slots for students just in case there is an over run, because lets face it more students are coming here.
30. more information should be available
31. I am fortunate that the program coordinator handles all interactions with Finance and Administration.
32. These on-line services have made work life much smoother. The amount of time saved is only a faction of the cost involved compared to the old paper system. Thanks, your hard work is greatly appreciated.
33. I'm not always clear on where to find things and what the processes are.
34. Biology, Chemistry, and ROTC departments are all very good at this.
35. I didnt have much background on on-line things, so it was hard to get use to.
36. The online purchase req is cumbersome and complicated ... needs to be more user friendly.
37. Reduce the number of steps to process requisitions.
38. Centralized tutorials would be helpful. It can be hard to find them when they are scattered on various other pages. Also, it would be nice to have one log in / password, not several, for the different services. Tutorials frequently use jargon. Maybe someone who doesn't do that function should review them so that they can be explained in end-user (plain speak) terminology.
39. I think the administrative offices forget that some of the procedures for the academic offices are sometimes few and far between, therefore, not able to memorize each procedure.
40. Being new to campus RAMport is VERY confusing. Why do I have to log onto MY leave report to approve my STAFFs time??
41. My balance is always off on RamPort. I really had a problem calculating my budget for the year because RamPort told me one thing and Financial Aid told me another. It was confusing.
42. Banner is user friendly. It must have hours and hours of training and experience.
43. If you are talking about Banner, then the answer is no. If you are talking about administrative for on Ramport, yes.
44. HR on-line resources are unintelligible.
45. Online Requisitions--To add documents.....MANY TIMES the Karora applications fails. The only solution (according to Purchasing/Information Technology) is to shut down all programs and reboot computer). This is very time consuming and frustrating process. Online documents need to have a CENTRAL search point, I understand some need to be on ASU.edu and some on RamPort but we need a place on RamPort where ALL university documents are located in an online library.
46. HR needs to do a better job assisting those who would like to retire. TRS tells you one thing, ASU tells you the opposite. The process is confusing!
47. They are getting better but could still use some work in terms of user-friendly-ness.
48. Banner functionality very user-friendly.
49. Purchase Requisitions are time consuming and complicated.
50. The online requisition system has generated much more work for the originators. They are rejected for minor little problems which could be corrected by Purchasing but instead are rejected and sent back through for everyone to have to approve again. Attachments to requisitions do not get sent on to Accounts Payable, so separate e-mails with the attachment must be sent. Process needs to be looked at from a customer service point of view.



51. Sometimes I have trouble finding the form I need. I can usually find it, but it takes some searching and finding the right words in the search.
52. Banner requisitions difficult to complete.
53. I work in this division; therefore, my knowledge and understanding is more than that of the average user.
54. I think most of the processes that have moved online are much easier for the Finance and Administration staff, but they're also MUCH harder and more time-consuming for other staff across campus. (For example - memorizing and understanding account codes.) Putting the burden of the tedious details of these forms on us is definitely going to increase the number of errors you see. When errors are found, most of the time the system is set up so that the form is just denied and we have to figure out how to do it over rather than someone who really knows what they're doing taking the lead. One department that has been better about this is Travel. They have acknowledged that they are the experts on these forms and will take on the task of completing them correctly (though I wish we had not had to add an extra step, it is a much more "user-friendly" process now).
55. Oftentimes, I would have to do a search for the office I need. There is not a direct link from the ASU home page.
56. The processes are getting easier or maybe I'm just getting more used to them.
57. Travel reimbursement process confusing.

**Finance and Administration departments provide a physical and operational campus environment that supports all strategic initiatives.**

1. They say they'll get something done promptly, though sometimes it's not that way. It takes several days for something to happen.
2. Many offices are overstaffed with confused and ineffectual personnel. Then academic departments are expected to understand each offices procedures better than the Finance and Admin staff know their jobs, process and technology.
3. I am a online student.
4. How much financial and administrative support was provided for the Hill Country initiative?
5. Training was a waste of time
6. There are some departments that receive more than others.
7. Several week delays in purchases of research materials when a student is enrolled in a one semester research course can be fatal to getting anything done. Communication on the status of an order ought to automatic to the submitting administrative assistant (Dept Secretary) and to the P.O. originator. We should be informed when the P.O is recieved, approved, the order place and in the event of any hold-ups. Administrative delays in every phase of the hiring process for faculy severely limit our ability to hire good faculty. In recent years, our department has seen delays in excess of 30 days between the verbal offer of a position and the availablity of a written offer - thay has cost us good faculty. All administrative functions should be performable (including approval of faculty hires) by more than one person. For a process to get held up several weeks because one administrator is on vacation is unexcusable. Decision that effect departments are made and implemenation started with little or no warning. The movement from personal service to the use of poorly designed, poorly documented online processes has moved the responsibility from a few highly focus highly trained individuals to hundreds of untrained individuals (faculty) who have better things to do. Getting almost anything done in this university has gone to vaguely functional to highly problematic in the last 3-5 years.
8. I am an online student
9. Greater liaison for community events, especially for school children, would be fantastic. Especially, access for families to some of the cool new recreational facilities is important. The climbing wall and the kayaks should be available for families who take the safety course and who sign a liability waiver. These facilities should be low-cost or free. Families need more outdoor experiences in San Angelo. These two things would make a big difference.

10. Strategic initiatives indicate the need for addressing child care but on-campus facilities for child care have yet to be addressed.
11. Online student.
12. i think, we get "screwed" out of our money especially when it comes to food, most students i know get hungry at 8 9 10, and they have to waste their money at taco bell or some other place. when we spent all this money on our meal plans. its ridiculous. and i think that the one breakfast one lunch and one diner is dumb too, i think we should have say 100 meals a semester, and we can spend those meals when ever we want. if we want two breakfast then we'll have two breakfasts, me personally dont eat breakfast often and am not hungry when dinner comes around. and i hate thinking that i have to stuff my face and eat when im not hungry and get fat just so i dont waste the money i already spent
13. All i do is work out and chill with my friends so i don't do much really, but there are some students who like to do things. On weekends it is like a graveyard here. I have walked to the library from the Texan and back and there was not one person outside. I know i dont do much but the fact that there could be something to do would be nice. I also think we should change our mascot to a construction worker since there is so much of it going around.
14. Our classrooms are spread across campus. Student access is frequently limited on weekends which makes practicing their hands-on skills difficult. Once in CHP or Science III, the students are able to access the classrooms. The problem is gaining access to the buildings outside regular hours.
15. when you go there, they just say fill out your FAFSA...they offer no help, tell you nothing about Emergency loans...frankly, if the transferring office wasn't there or the information desk upon entering I would never have gotten any of my questions answered.
16. It still seems to depend on whose initiative it is. Politics at play. Not that this is the fault of the Finance division.
17. I am not familiar with all the strategic initiatives.
18. I would provide specific responses - but that would make me immediately identifiable - and subject to retribution.
19. I found the Budget process to be "Non transparent". No comments, approvals, etc. filtered back to the department.
20. Seems to be completely disconnected from strategic initiatives.
21. It seems that the departments are a different country from ASU, we are told NO at every opportunity by Vice Provost, Purchasing, etc. (this does NOT include Travel, Justine and Sallie are courteous, helpful and always have a solution!)
22. Have had issues with Budget office on student wages account, Bursur's office and Controllers office runaround on a refund to department account, HR on posting another employee's leave time to wrong staff member, and Risk management not wanting to file injury report when someone fell in water after janitor had mopped hallway and failed to post caution signs.
23. Some operational procedures are not clear or very user-friendly. Information is not forwarded in a timely fashion and insufficient time allowed to respond to requests.

**University employees have access to structured staff development activities that begin with New Employee Orientation (“on-boarding”) and continue through the normal span of a university career.**

1. Little help is provided. It takes weeks for new employees to be given access to RamPort and Banner.
2. Training was a waste of time.
3. I wish there were chances for more advanced professional development (rather than just learning how to use outlook).
4. I never received any training for the Financial parts of Banner which is part of my duties. I would love some formal training.
5. Staff need more training, especially how to evaluate their staff.

6. For my position, I have had to seek out professional development instead of it being offered on campus. Also, having been hired this past year and not having been affiliated with the university before, it would be nice if the New Employee Orientation was a little more comprehensive--maybe a tour of the university, etc., so I know where things are located.
7. This has not been my experience
8. As a student employee I would appreciate it if we could get paid bi-weekly instead of monthly.
9. What activities there are are not typically highly structured, Many of the faculty training activities that I have participated in spend a substantial amount of time getting novice individuals logged on to computers and little time on function methods. Also many training events focus on aspects that are more important to the administrators giving the training than the faculty or staff getting the training. More effort should be made on focusing on the needs of the trainee. Prerequisite skills for training sessions should be well defined and a means of acquiring them prior to training should be provided so that training sessions can be more productive. High quality training modules that can be delivered online should be developed. Often training occurs at a point in time where it cannot be immediately implemented by the trainee and enough training details are forgotten to make the training useless. This would allow individuals to train just prior to the implementation and review practices as needed. Training could be interactive providing confirmation of understanding of the material. These materials could also be used as suggested or required work before face-to-face training sessions to make them more productive.
10. we need a comprehensive training for new employees
11. My orientation was not what I would expect for new faculty.
12. As more processes are brought online, training would be beneficial.
13. I do not even understand this statement
14. There has been a much-needed improvement in this area. Thanks to HR for the new opportunities.
15. I think the staff here is fantastic, i have no complaints about the staff here for the most part. They do a great job and are very nice and helpful people.
16. I still think we need to do a better job of on-boarding new employees. I would encourage an on-line system of training that could be done from their office desk.
17. While I had a very good initial orientation, I have been notified of only one staff development opportunity which dealt with fraud. I need training with Human Resources in terms of general hiring policies/procedures and other issues
18. This is improving, but we currently do not have a planned and on-going system to train and upgrade employees.
19. Help is very limited in person. Further reduce paperwork and the timeframe of hiring.
20. Not until recently have efforts been taken to train faculty/staff. There has always been an expectation for us to know procedures but training was not available.
21. While better than it has been in some ways, there still isn't a real sense of promoting staff development through useful activities.
22. Too much activity at academic level to get all the developmental training available.
23. What new employee orientation? I didn't get this. The introduction to benefits from HR was helpful, but I would not consider this an orientation.
24. Would like to see this expanded beyond new employee orientation.
25. This is in the starting stages, but when I first started there was nothing so now I feel like I'm behind still.
26. The "New Faculty Orientation" program is new. It did not exist 3 years ago. It is still developing. I enjoyed this year's orientation and found it very informative.
27. I came to ASU from another state organization, did NOT have orientation at all. I signed paperwork at H.R. & that was it, no help at all....Thank GOD I had experience within the system. New Faculty are not welcomed into a nurturing, professional environment, they are quickly made aware that they are a number

- only. They have many unanswered questions and do not turn to Admin. for help, they learn quickly about double speak and that they are not valued as part of the university.
28. Not sure how comprehensive the "on-boarding" is now, but as recently as three years ago, it was lacking a true orientation feel and level of education.
  29. I had to attend a series of F&A briefings based on my positions as a Center Director and Department head. However, my team in the CSS--the people who really need these briefings for expertise as opposed to "oversight" purposes--have not received any formal training. They've gotten some very good ad hoc training, but I recommend every new employee who works with F&A departments receive formal education and training.
  30. Staff do not have time to attend structured staff development activities, our positions can not normally be left unattended.
  31. I attended new employee orientation. No other development or formal training - just on the job.

**Facilities are maintained in a manner that supports university goals for growth, retention, and a quality learning environment.**

1. Many are and many are not. Athletic facilities are overly supported and provide little in terms of education.
2. I am an online student.
3. Facilities are maintained in a manner that often supports and favors growth over both retention and a quality learning environment.
4. I spend all of my time in the Cavness building. It is the most outdated building I have ever been in. The chairs are exceedingly uncomfortable, the atmosphere is dank, and the chalk boards really need to be replaced with something better.
5. Facilities need better maintenance in some areas. Cleaning is especially "spotty" at times.
6. Training was a waste of time.
7. The cleanliness of our building is disputable. There is rarely soap in the bathrooms, the stairwells are always full of dust, we have to vacuum our own offices. If I were looking at universities as a student, I would want it to be clean and maintained. I cannot speak for other buildings as I don't get out of the office much.
8. It can be difficult to deal with some of the employees who don't return calls or cannot answer specific questions....I imagine this may cause some students to drop out due to misinformation and messed up financial aid.
9. Some of the classrooms are outdated and do not support larger individuals. My brother would like to attend ASU but he is hesitant because of the embarrassment of having to squeeze himself into some of the elementary size/style desks.
10. Some facilities are adequately maintained, others are subpar.
11. The Academic building needs quite a few renovations, especially the bathrooms!!
12. Cavness could use an update.
13. The University Auditorium was not maintained, has now been condemned, and the result is that ASU has no concert hall!
14. In some cases yes, but in some cases repair of facilities is substantially delayed. Problems like disfunctional bathroom facilities or things that keep doors from closing quickly or doors that jam when closed can be left unattended for weeks at a time.
15. increased student numbers are putting a strain on the current facilities i.e. too many students/class with classrooms that are not built to accommodate this load.
16. Difficult to reserve rooms when needed for a student organization
17. The facilities are fine, but the building of new facilities in the current economic situation is unnecessary and doesn't help retention rate or growth.
18. Distance education student....not on campus

19. Facilities are NOT maintained well on this campus, unless it is in the admin bldgs. I refer to problems with the physical maintenance of the buildings on campus as well as the abysmal level of cleanliness. We should be embarrassed to have parents, prospective students, and community members visit our campus when the classrooms, hallways, restrooms, and library are all filthy.
20. Some of the buildings that I have frequent are dirty. The custodial staff needs to do a better job. Floors should be swept and moped each day and toilets need to be cleaned every day. Toilet stalls need to be kept fully stock with toilet paper and paper towels should be in the dispenser not just laid on top.
21. The MCS building needs to be cleaned better. I'm not complaining about the one person who does our floor (and a bunch of others); we just need to hire more people.
22. the building most often visited by the public are maintained very nicely however other departmental building are either dirty, unkept, and/or the facility needs to be updated. Example the Carr education and theatre building, and the academic building.
23. All of the construction projects around campus are making my allergies go crazy. My allergies have never been this bad until the construction projects started. Also there is barely any room to park. There are not enough spaces for all of the people with cars here.
24. Very loud and continuous slamming of doors on 3rd floor of library, right next to computer lab, is VERY annoying and is not conducive to a quality learning environment.
25. Construction equals less parking for students, which equals student tardiness, obstacles, and interruptions. Golf carts on every sidewalk are also somewhat of an obstacle and annoyance at times. GET A BIKE! We walk, why can't you?
26. Like i said before i am not thrilled about all the construction going on. We are a small school, we just need to accept that and not compete to be bigger than texas tech or something. I also want to know why all of sudden we have this money to spend building huge new buildings. Improving ours is fine but the new ones are not necessary for now especially when we are trying to do every project at once. Makes me wonder where all my extra tuition money is going to.
27. many times the restrooms in the academic building are unruly (e.g. out of toilet paper, garbage full, out of soap, locks broken on stall, etc).
28. The facilities are maintained but access on weekends is limited. The limited access does put constraints on the learning environment. Our curriculum does require that students practice outside of classroom hours.
29. Buildings always look clean and uncluttered. With all the major traffic in the University Center it's amazing how clean the place always looks as I walk through.
30. all the current construction sometimes creates inconvenience for me, but i understand that this kind of project takes time.
31. ALL of the construction on campus does exactly the opposite of this. Finish one project before you start a new one. Also, try not to have the construction tasks be so distracting during the day when most of the classes are (such as drilling, jack hammers, etc.). I have actually had a class be let out early due to all the distraction and noise. We could not work above the noise.
32. We cant even use two-thirds of the facilities that we paid for. AND, dont even get me started on the parking situation in the Massies and Texan!
33. Bad computer labs, student center, library access
34. Vincent Bldg is sometimes clean and in good shape, however days like today, I would be embarrassed to have guests.
35. Some buildings such as Rassman could use updating. So much of it is outdated and that reflects on the quality of the education. Especially in the "Business" building, it should be up to date and modern.
36. We could use better chairs.
37. It seems like there are plenty of great plans, but not as much or consistent follow through i.e. the "One Stop" center. After multiple years of planning, it is less a "one stop" than it was before. Probably not money or time well spent.

38. Appears not enough classrooms for the student body we have presently, well enough for growth.
39. We need more classroom space, or have more afternoon classes.
40. The contractor for cleanliness of academic buildings does a POOR job, rarely cleans the floors, only empties garbage on a select few days, and cleans offices once an academic year. Not very professional and doesn't promote a professional appearance to students and visitors. Facilities needs to contract out for all the trees on campus to be properly trimmed and maintained. The number of trees to take care of is outside of their ability - with all the other landscaping they are responsible for - and facilities/grounds keeping do not have an arborist employed. Building maintenance, particularly the water, sewer, and restroom facilities need to be better taken care of.
41. Current cleaning company is terrible. Trash should be removed daily and the floors should be kept clean.
42. Good physical plants and grounds.
43. Classrooms are FILTHY, two of our classrooms were not cleaned, swept, dusted for an entire long semester. I finally wrote an email to [name removed] and the [name removed], [name removed] came by and told me NOT to contact [name removed] again, [name removed] would take care of it. Two ladies came that evening & cleaned the 2 classrooms thoroughly. The lady in charge of cleaning our dept. on Thursday evenings has 5 other buildings to clean. It is impossible for 1 person to competently & thoroughly clean when adequate staffing is not available. This is typical in other departments as well, Academic Bldg., Carr Bldg., all classrooms are very dirty!
44. I am a graduate student in the physical therapy department and take the majority of my first year in SCI III room 213. Numerous times throughout my first two semesters, there has been cockroach and wasp infestation. Many reports have been made and request for spraying or controlling the problem; however, it has never been taken care of. The state of the classroom during the peak times of infestation strongly affected my learning environment.
45. Cleanliness is a BIG problem. The MCS building hosts many recruiting events such as SOAR, Discover ASU and countless campus tours per week. The first floor bathrooms are filthy and roach infested. If that weren't enough, the sewer smell will make you nauseous all day. First impressions mean everything. DO SOMETHING ABOUT THIS PROBLEM.
46. Hot water in the admin bldg would be really nice!
47. Agree on the whole, but we need a clearer means for requesting faculty offices and other space requirements. As we stand up a new department, finding faculty offices is proving very difficult.
48. I feel the Custodial services could be better, floors in office suites are embarrassing. Hallways and common areas are fine, Academic Building, but office suites and faculty offices are not kept up.
49. Slow renovation of a classroom summer 2010 was completed 24 hours before fall classes began in August. Parking issues for students still persist.
50. I see many positive changes taking place on campus, but the University will need further updates/improvements to bring our campus to a point where I feel we will have our best chance for growth, retention, and a quality learning environment.
51. The bathrooms are usually out of soap and stink
52. Offices are not appropriately cleaned and the trash is joy always removed.
53. We've taken classrooms offline for utilization reporting and grown 800 students. All we are building is for student services. Academic affairs is in trouble.
54. Facilities and equipment need to be updated.
55. They are too worried about getting a higher freshman attendance. They hardly give 2nd, 3rd, and 4th year students more financial aid. I came here because I received a couple of scholarship my first year. then the second year I got nothing and I kinda need the help with the economy hitting as hard as it did.
56. Bathrooms in the Academic building are NASTY!!!
57. Custodial services are minimum. Classrooms are rarely swept. Bathrooms are not very clean.
58. Athletic facilities are not all maintained at the highest levels.

59. There are some buildings that need renovation, particularly the biology and chemistry classrooms. Cavness, in particular, is in need of renovation.
60. Too much construction, not enough parking

**Finance and Administration employees provide technical expertise and leadership on internal and external planning committees and boards.**

1. Training was a waste of time.
2. Finance and Administration employees have always provided me with quick, efficient, and friendly service. They answer all of my questions.
3. Some (in some situations alot particularly room utilization) of the "expertise" is applied with minimal understanding of departmental needs. This has led to actions being made that substantially hinder our departments functionality without our having sufficient time to give critical input. Consideration of plans that effect any functional unit should be communicated to the appropriate unit as soon as possible.
4. I feel decisions are made with a backward glance as to how it affects Finance staff. Then Finance staff looks like the bad guy because the decision was wrong/against policy/inefficient for staff resources.
5. Need a little tigher facilities and budgetary planning - I have to find out the info individually and have not heard of any planning committees or boards.
6. I really cannot answer this because I really don't know people in this department and on what committees they are on or should be on
7. The administrative assistants in the departments are always very helpful. In particular [name removed] in the history dept. is outstanding!
8. The Finance and Admin. staff have been very helpful and willing to provide info when I have asked for it.
9. I have no idea.
10. NO - leadership on internal and external planning
11. Not True. I've been informed by professors and staff involved that the first input from Finance and Administration into the new CSS programs did not occur until the weekend before the approved programs were to leave campus and head to the Regents. The last minute input received was completely contradictory to early information and calculations provided in February 2010 by the very same people.
12. Mostly just get in the way.
13. F&A needs to establish working groups to review relevant paperwork for submission of various requirements. The routing sheets also need updating so all players have an opportunity to review documentation in order, and those following can see that they have. There are too many opportunities (often taken) for end-runs of the process.
14. I don't attend internal or external planning committees and boards, so I really don't know.
15. We have leadership problems in this University.
16. I do not know who is involved in anything external to ASU.

**Planning documents, financial reports, and projections are available to ensure that open and transparent processes take place (note: these are available at [angelo.edu/administration/accountability.html](http://angelo.edu/administration/accountability.html)).**

1. Inputs to the decision making process are rarely sought from the actual working group or level involved.
2. Training was a waste of time.
3. Available yes. But the bulk of the documents available precludes monitoring of those documents by all faculty and staff. Stakeholders for all documents should be identified. Summaries should be prepared. Access to these materials should be available by stakeholder role.
4. while the documentation is available one would have to be inclined to first go and search it out and then second go through it and decipher what is actually meant
5. The whole incentive pay process was not handled in a transparent way. When the [name removed] was available for questions he was not very forth coming with info. He appeared to be withholding information that would help the employees fully understand the process.

6. I often hear from the faculty about issues dealing with transparency but we heard from many candidates for the VP Fiscal job that the Finance & Admin. department has so much on the web that it's apparent the we are open and transparent.
7. With all of the administrative changes, I feel like there is much being discussed but not shared.
8. Accountability??
9. As mentioned above, the "budget" process was NOT transparent.
10. Documents ARE available but decisions appear to be arbitrary, closed-door, and not subject to discussion.
11. Information is disseminated on the email in memo form or through admin. offices, it is impossible to keep up with all changes made in this manner. Also, financial documents are very complicated & difficult to find or read in the budget c.d., all the information is there....simply not easy to access.
12. Good to hear they're available, but the reference to the website on this question is the first I've heard of their location.
13. I have never looked for the reports.
14. Who has time to read this stuff?
15. I have never looked for this information and am not aware of them.
16. First time I have been directed to this website. Was unaware it existed.
17. A list of links to cumbersome reports I've never heard of is not what I would call transparent. Can I have the Cliff Notes?
18. I do not have access to planning documents, financial reports or projections.
19. The financial reports are difficult to follow.
20. We get policies in our emails and then we get an email that tells us to disregard because something is wrong. It would seem that documents, policies, etc, could be screened better before releasing to the general campus community.
21. It seems like some numbers like the actual numbers like enrollment are very difficult to find. When I do find it the method that was used to calculate the number was very convoluted. Furthermore, there were some questionable uses of SOLF funds by a few student organizations. Those numbers seem to have been effectively buried. Having been exposed first hand to some of the university departments accounting methods, I believe a full on audit would be quite upsetting.

**Collaborative projects and external partnerships that involve the university, economic development, and the regional community are supported by the Finance and Administration division.**

1. Training was a waste of time.
2. I suspect so but no direct knowledge
3. See my comments above.
4. I hope we are supported for finance and administration, I have no idea how we have the money to build all these million dollar buildings and our food still tastes like crap.
5. processes involving payment of funds (reimbursements, payments for services, etc.) are too restrictive, take too long
6. Without exception the employees in the Finance & Admin. department are connected to the community as members of committees and boards.
7. Did not know this capability was there until now, but I am relatively new to the campus.
8. Random opinion: 1. You guys kinda start to many construction projects that are irritating/ pissing some of the student body off. Granted I understand the need for it to try and , but once again. Opinion on what you should do for the next time you want to renovate the campus. --> You should finish at least one or two projects at a time before adding two to three more to the mix. 2. And since you guys keep starting new construction projects. Are you guys ever going to renovate the auditorium? It's technically been sitting there for about a year and a half now. And if I'm not mistaken all it technically needs is a new fly system and the electrical circuit just need to be re-wired thru out catwalk of the theatre. Here are two websites where you guys find/(maybe purchase?) a fly system: [flyingfx.com](http://flyingfx.com) and [stagetech.com](http://stagetech.com) .



9. I always hit a brick wall when I tried to discuss external projects or economic development opportunities. I was told--"the state won't let us do it." The finance people, especially the [name removed], are very difficult to work with.
10. But often too much. There must be a balance of supporting the San Angelo Community while still putting our STUDENTS as our first priority.
11. Money has been laundered through my Dept. to complete a sound system for the Junell Center. [name removed] writes us and tell us to to approve purchase requisitions ASAP. He expected the [name removed] and Staff to fall into line and do work for him for free, no thank you from him. Almost \$100,000.00 shows to be budgeted for CMMT but in actuality it went to Special Events, we don't see a dime. We also did not know anything about this project until it was approved, [name removed] did not collaborate w/our dept., [name removed], etc., we were told we would do this---it is tied to student support.
12. I am unaware of these projects.
13. Administration of my grants remain problematic because of antiquated processes used by finance and administraiton.
14. See 5
15. I have no idea if there are any collaborative partnerships with the community.

**Information and/or training is provided to faculty and staff in a timely manner to facilitate accomplishment of strategic initiatives.**

1. These change yearly and rarely does the administrative staff understand how systems operate. Some consistency year-to-year would be helpful.
2. Training was a waste of time.
3. Not so much for SPOL training.
4. Reading pots is not training.
5. I have never received any training for Banner
6. I don't feel all the staff is included and when the staff is so busy with day to day work if they cannot attend your meetings they are left out of the loop.
7. What are strategic initiatives?
8. Blackboard is very difficult and should have a class offered to, not only faculty, but to the students as well. The same for Ramport.
9. Current training sessions (HR-travel-purchasing) are not effective. All of this could have been accomplished on-line thru blackboard or some equivalent process. I don't feel it is necessary to go to the Junell Center and be read to about mission statements and accountability within certain areas. I have learned NOTHING from any of these sessions.
10. [name removed] is a problem in the way [name removed] handles students. [name removed] does not have a positive learning environment in his class. [name removed] comes across as unprofessional when you see the sloppy syllabus, yet [name removed] picks at students art work and plays favorites. There is too much small talk and noise in his class, is this because the university underfunds the art department and cannot afford better instructors? There is much complaining from the instructors that the art department is not awarded fairly. If improving the art department is a strategic initiative, it has lost its' steam.
11. one word: TIMELY
12. The entire process of entering our strategic initiatives and evaluation is not very smooth. We only do these tasks a couple times a year and the process always seem awkward and a little confusing.
13. Again, although I am new and I might have missed some earlier training sessions - I have not been aware of any training. Information is available, if one knows where to look.
14. You might consider creating online modules for people to complete as opposed to having to attend a meeting that may not be convenient...
15. Too much training all at one time for different functions: i.e. SPOL, Budget process. Also, new procedures (i.e. "faculty peer review") was not disseminated information until annual evaluations were forwarded.

16. I am being trained on processes I have been expected to complete for the past 2 years without any direction.
17. HR lacks the knowledge of certain processes and do not provide a lot of assistance.
18. ASU has very poor communication across the board. For example the RA are not on the same page as the Area Coordinators who are also on completely different pages from the head office of Residential programs. They fail to communicate down the chain of leadership. This very same problem is all over campus. The leadership is not listening period.
19. I would like to agree with this statement; however, some information released during the last year was done so late in the process that it was difficult for some departments to adjust accordingly. It was clear that such information was known earlier in the process but never released to the larger campus community.
20. See comments in question #3.
21. Too many changes, why do we need a new system when there was nothing wrong with the old way of doing things.
22. Unknown
23. Training is usually last minute, mandatory, and doesn't always pertain to those in attendance (i.e. faculty). We are also not trained, nor are we made adequately aware when there are changes to policies. Generally we are allowed to do things one way and then they change and we are not aware until we are yelled at for making the mistake (even when we don't know we are making a mistake in the first place)
24. Communication is poor on the campus as a whole.
25. Training is provided, but the University needs to change its financial behaviour in order to survive the upcoming SACS reaccreditation.
26. We are notified a few days in advance that something is taking place. I rarely get to attend these types of programs because of teaching.

**Budget managers have timely access to historical and projected fiscal information.**

1. Not sure
2. My concern is with the situation of faculty that get grants. Training needs to be available at the time of need (thus on-demand online training venues are required) and training needs to be focused on the needs of the individual researcher (i.e. modularized by critical activities).
3. Historical & Projected Fiscal Information ???????? Where is that found.
4. Finding information in Banner is cumbersome.
5. Historical, not projected.
6. With regard to "approved" budget, not timely or transparent.
7. Very good system in place.
8. Unknown
9. Unknown.
10. Our budget managers do not ask for the current year's information. For example, we are still being asked to input information into SPOL for the 2009-2010 year and we are in the 2010-2011 year.
11. I can get history, but I have no access to any financial projection.
12. "Budget managers have timely access to historical and projected fiscal information." Who wrote this survey? Seriously? Do you think anybody will really know what that means? Do you expect them to just click "Strongly Agree" and then tout what a great job you are doing?

**Services are provided at a level that supports and encourages recruiting and retention of faculty, staff, and students.**

1. We need to make sure we maintain an adequate staff for recruiting and retention. Facilities are the first impression.
2. Training was a waste of time.

3. More work will need to be done to retain quality employees. I disagree with the way the staff merits were distributed and it did not apply to me as I was not here during the last calendar year. Why would anyone want to stay in a position when they have not had a raise or cost of living increase in three calendar years?
4. See comments listed elsewhere
5. The standards which are shown to recruit students don't apply when actually enrolled.
6. The lack of efficiency creates a hindrance to faculty recruiting efforts.
7. Services are NOT provided at a level that supports RETENTION of staff. We have a real problem here with a handful of departments in this division doing the majority of the work that affects the BASIC operations of keeping the doors to the University open and students-and their money- coming through them. It's time to consider what would happen if they all got fed up with the low pay (and no raise in sight) and work overload. I doubt any of the fluff positions created this last year could do their jobs.
8. Retention is a problem. Once you've got excellent faculty, you want to do everything you can to keep them.
9. asu seems great at recruiting student but fails horribly and maintaining the student they have. updating your departments resources and or facilities would help tremendously and stop wasting money on new dorms when we have no parking to begin with. ASU needs to concentrate on making it a better educational experience for the students they currently have and not just make it look appealing to the students they are attempting to recruit.
10. As I said, faculty in the art department do not feel, they are appreciated.
11. Some faculty members do not withhold the University's mission and vision (i.e. a certain Anatomy & Physiology professor) and definitely do not encourage student retention.
12. There's no S.O.A.R. offered for new students who transfer to ASU for the spring semester and transfer services are no longer what they were before structural changes were made to the admissions office. Advising services are still not what they should be.
13. SOARs in the summer need to be changed back to how they were in summers previous to 2010. This past SOAR did not help recruitment and did not inspire school spirit, campus involvement, or encouragement that future students made the correct choice in attending ASU.
14. We hardly get any financial aide help. In fact, several good friends of mine are leaving after the semester due to the inability of the financial aide staff to keep things coordinated and organized. They literally lost the financial aide that was due to go to my friend.
15. really don't know what they do
16. More credit can/should always be due to the faculty and the support staff and works so hard keeping the campus clean and running smoothly.
17. I have been in contact with [name removed] here in student services that referred me to other people and it left me wondering why they are even being paid to do a job and what that job was... one was in career counseling center and the other was in student services in the Rassman building.
18. Food service needs much improvement; nothing healthy.
19. The paperwork and signatures required for some paperwork is overwhelming therefore not encouraging or supportive.
20. Student employees need to be paid every two weeks.
21. Have you ever been to an athletic event? I feel like I'm the only staff person there most of the time. Its a sad atmosphere becasue they have the potential to be an exciting event here on campus, but when you can hear the birds chirp at a game it doesn't make me want to be there.
22. Perception is that we keep creating "middle management" positions and "assistants" to service administration, yet not much help given to Academic Departments. Recruiting and retention come from offering more classes, which means more faculty, which means paying faculty and academic support personnel at market value. How does adding an "Assistant to the VP" help with retention?
23. The Dept. is in a squeeze between Administration....we are told to recruit & retain but are not given the proper resources to do so. We are in the middle and it is a TIGHT SQUEEZE!

24. The cleaning services are worthless. My office in MCS has NEVER been vacuumed or cleaned. The sewer smell in MCS needs to be addressed.
25. ASU is more concerned about looking good on the outside it is failing to improve its core. What do the students who are already here need(not to be confused with want)? Instead of how can you can get more new students focus on what you already have and improve on that. Do this and I know that the rest will just fall into place.
26. Depends very heavily on the deans and whether or not they want to play ball. F&A cannot drive this--it's personality dependent. However, F&A could put pressure on deans via the Provost to get moving.
27. Decisions regarding recruiting and hiring of staff seem arbitrary and inconsistent without a clear statement of policy recorded anywhere.
28. Recently there was a merit "bonus" given out. Unfortunately a lot of the staff were not allowed to participate in the bonus because they did lateral moves on campus (even if they have longevity). Also the money for the "bonuses" was taken out of each Department's M&O in lieu of the special funding the Budget Office said we got, thus decreasing each Department's operating budget and making those who got the bonuses feel cheated. This does not do well in retaining staff.
29. Staff morale is extremely low across campus. Staff has not received raises in several years and this year a "bonus" was put into place but conveniently exclude a significant number of staff employees. Performance evaluations are biased and skewed across campus. There needs to be significant stides in raising morale and making employees feel valued.
30. Far too much red tape in anything you do here reagrding anything financial - especially as it relates to travel, purchasing, or training.
31. Recruitment has increase, but retention hasn't.
32. The retention rate for ASU is not up to par with other schools, but this is shared throughout all of ASU.

**Division efforts related to emergency response, health, safety, and wellness are well planned and effective.**

1. University Police are excellent. Environmental and Risk Management seem to be ill-informed
2. Being told we can't use space heaters when the buildings are so cold is not good for a person's health or wellness.
3. Dept is non-responsive. Cannot usually locate dept personnel in charge.
4. Training was a waste of time.
5. I am aware of areas of safety and wellness that are totally neglected and when I bring them up to superiors it is ignored or rejected. I willl not quit trying however.
6. Personally I have never been provided with details as to where I should do in case of a severe weather warning (e.g. tornado). No information is available in my department that provides such training or info.
7. As a student, I would feel more secure on campus if the police made apperances in more areas than just the parking lot. Also, it would be nice if there were trainings for what to do in the event of stolen car, identity theft, credit card fraud, active shooter, suspicious activity, etc. Also self defense classes would aid students in their felt security. For the health services, the clinic still seems to be under par for the quality of services offered. there have been three times this year that i have gon into the clinic and not recieved adequate care and was later forced to go to alternative medical sources for proper care.
8. The Clinic has TERRIBLE service and the Doctors and Nurses fail in giving excellent practice of their degrees. The worst thing that has ever happen to me on ASU campus is getting physically hurt at the clinic from their malpractice. Their service is pitiful.
9. I think the University has really stepped up its game where emergency response, health, safety, and wellness are involved.
10. in order for this to work each dept needs to be kept updated on moves
11. i never ever see the police department doing anything, aside from handing out parking tickets. we have too much crime on this campus considering is small size, and too many dark areas that people have to think twice about taking night classes and/or graduate hours in the evening. Putting the police station doesnt help

the situation, not only does it seem easier to commit a crime on campus to those who want to cause trouble but it also prevents a presence of safety to those that are living here and using the facilities.

12. It is safe here, i agree to that
13. It would be nice is some of the wellness program were offered at an alternate. My commitments prevent me from attending any of the Friday speaker presentations.
14. This area of information has greatly improved.
15. Not vegetarian friendly and fire alarm in Concho Hall are ridiculous.
16. Myself and many others who have gone to the clinic on campus seem to get the same cover up reason of "Oh it's just allergies." or "You must be allergic to San Angelo." I know of one person in particular that they told this two and the next day she was in the ER with Scarlet Fever.
17. not familiar with their efforts so can't evaluate
18. Safety is not an issue with the university PD
19. [name removed] and [name removed] are SO helpful!!
20. Emergency management? Check the stairwells in most buildings, and remember that these are tornado shelters for staff and students.
21. Other than the health issue of the filthy classrooms, offices, etc. I think a great job is done.
22. Have never seen these efforts in action.
23. We need to practice (rehearse) for this area to really succeed.
24. The clinic is horrible. I will never go there. I have had more friends get sicker by going there, or get the wrong diagnostics. The nursing students are better than the clinic people. Wouldn't even call them nurses.
25. I could probably agree more, but I'm not aware of anything else that is planned and effective except ASU Fit.
26. The health clinic on campus is often not very helpful.

**Information regarding the [Campus Master Plan](#) and related actions are disseminated in a timely manner via internal communications, news media, signage, and presentations to internal and external groups.**

1. IT would be better is we could forward our ram port email to our personal email that we check often
2. Training was a waste of time.
3. I believe we can work more on this topic. Our institution needs to communicate more effectively throughout the ENTIRE campus with ALL employees.
4. Raising our tuition to put in a rock wall and campus art? No worth it to me or anyone i know.
5. It would be nice to have a time period with no changes
6. again i think i master plan has to concentrate on retaining students and less on recruitment. Our low cost and high scholarship availability recruits just fine.
7. Campus master plan= tuition increases!!
8. Best ever.
9. Considering I didn't even know what this was until I took this survey, there is not enough reaching out to students in this area. Putting a hyperlink in the statement does not qualify as effectively spreading information.
10. The awareness and marketing of Master Plan and construction items needs to be improved so that all internal and external clients are aware of what, when, why, and where.
11. The way we find out is by reading press releases in the newspaper.
12. I looked at the Master Plan early in the semester but was dissatisfied to find that some aspects are (at least rumored to be) unfunded. It doesn't seem that either this information is updated appropriately online or conveyed to the staff if that information is in error.
13. I am not aware of a single faculty member involved in campus master planning.
14. The students should have more access of what is going on with OUR campus. We only have a vague idea of what is going on with the construction.
15. Verbose e-mails with confusing attachments are not the best way to deliver new policies.

**A significant percentage of routine business functions are conducted on-line using technology based applications.**

1. True, but not necessarily useful given the complexity of Banner.
2. Training was a waste of time.
3. Maybe there could be a system put in place so that the "Okay to pay's" are online for purchasing.
4. This implies that it works.
5. I would like to be able to complete my timesheet on-line.
6. But somewhat complicated
7. This has definitely improved.
8. Not sure
9. But I feel like the implementations of these functions are very substandard in their implementation. The result is that they result in more time being lost by non-administrative personnel than is saved by administrative personnel.
10. Yes, but the process is time consuming and VERY confusing
11. Conducted on-line: yes! Conducted effectively and efficiently on-line: not so much! See above.
12. It would be nice if I got the same story between departments about my transfers and one department knew what the other had approved, and that information was also actually put in a system instead of going through the whole false/verbal promise routine every semester.
13. procurement needs to be more automated; processes rely too heavily on paper documents; email information is not sufficient for processes; requires redundancy
14. I really like the on-line purchasing process.
15. More forms and processes could be done online. Since payroll became an online process, I believe it has become faster and more efficient.
16. The last mandate regarding 5 orientations was inconsiderate of faculty time. These programs needed to be put on-line for both staff and faculty.
17. The more things student are able to accomplish online during registration, application, etc, the better. It can be a very intimidating process. I'm glad so many of the facilities requests / room reservations / etc are being moved online! Great!
18. There's so much more we could automate and change to on-line if only funding were offered
19. Many more than in the past. I hope the trend continues.
20. Routine business functions for example purchase requisitions, at the academic level in memorizing the account codes is very discouraging when, if incorrect, they send it back to the originator to correct and then have to start over for approvals.
21. Banner is very effective.
22. Again, not everything needs to be done using on-line technology.
23. Non-exempt staff still are using paper monthly time sheets. Equipment transfers are still in triplicate on paper. Why are these not electronic?
24. Travel
25. This may be a disadvantage in the long run.

**Appropriate efforts are made to attract highly qualified candidates for open positions, maintain a high quality and diverse workforce, and ensure that the ethnic distribution of the university's workforce reflects that of the regional community.**

1. Searches are generally rushed with little time for preparation or adequate searches.
2. Training was a waste of time.
3. This area could be improved upon.
4. Many times employees don't seem to know what they are talking about and it takes 5 different people to get a straight answer-this does not suggest that an employee is highly qualified for their position, nor is there an adequate ethnic distribution.

5. There are way too many male supervisors.
6. Not sure
7. There is no diversity when it comes to hiring staff or faculty at ASU there is hardly any African Americans working as staff members and very few African American Professors. ASU is far behind when it comes to diversity on this campus.
8. More efforts could be made in this regard. More open positions, national searches, and a blind-peer review process would help administrators peer-assess candidates more effectively, and ensure diversity based upon quality and merit (not local, 'I know him/her' standards).
9. Top administrators: President and Vice Presidents: White: 5 Blacks: 0, Hispanic: 0, Asian, 0 Others: 0!!!!  
Men: 4 Women: 1
10. Like I said, one instructor in particular cannot even type up a syllabus.
11. You can try all you want, but it's west Texas and there are too many racist people up here. I think that is a disgrace within itself.
12. We need to do a better job of attracting qualified Hispanic and Black employees to this campus. It is very noticeable that Angelo State has very few black & hispanic faculty and staff.
13. I think F&A and HR does a good job, but there are major disconnects when it comes to hiring activities in the Colleges.
14. perhaps for the top 10% of the payscale, but the majority of positions are just filled with the best candidate that applies for the job offered. I do not feel we offer very much to bring in highly qualified individuals. But I guess the key work is the very first one, "appropriate". And I'd say we do get by with what we got.
15. If HR is making special effort in these areas, it doesn't seem well publicized.
16. It's like pulling teeth just to get a job posted. What "Appropriate efforts" are then made, I haven't a clue.
17. I do not understand the Universities hiring process. Some positions seek the most qualified candidates, but most select friends or community members with little to no experience. We need to hire the most qualified people for our students to bring new ideas and perspectives.
18. This is only true for VP candidates
19. The effort is made by the faculty involved, however, some Deans and VPs are obstructionist resulting in a failure to hire the best candidates.
20. We are NOT competitive with faculty salaries and thus have difficulty attracting. Not only salary, but moving expenses also inhibit recruitment.
21. Financial Aid search committee consisted of [name removed] and other ASU individuals, [name removed] was hired. Why was [name removed] on the committee?
22. Candidates for many positions in the past year have seemed weak and inappropriate. The university also lacks diversity at the administrative level, with virtually no minorities and few women represented. The recruitment-interviewing-hiring process takes far too long and leaves us at the risk of losing the best candidates.
23. I'd rather see highly qualified people selected for positions without regard to their ethnic origins. "Diverse workforce" is not important to me though it seems that ASU goes out of their way to be diverse. I would rather know that these people were brought in because of their talents.
24. very impressed with recruitment process and the thoroughness involved
25. The hiring process at ASU is biased. The university has employees in high level positions with less than 4 years experience and no masters degree, in fact some with no bachelors degree. As an institution of higher education higher levels of education and experience should be required. ASU faculty is required or highly encouraged to have a doctorate degree yet there are staff members as directors on campus with a bachelors and less than 5 years of experience.
26. There should be more mechanisms to make ASU attractive to highly qualified non-faculty out-of-state candidates for positions (e.g. temporary housing for new employees coming from out of state during first 1-

2 months in San Angelo, moving expenses for staff, no wait for medical benefits [which is not unusual in private sector]).

27. How would I know?
28. The efforts I see made on a regular basis are administrators making sure that their friends in other departments get jobs and promotions that they are not necessarily qualified for.

**The Finance and Administration division has the appropriate infrastructure, personnel and processes to mitigate campus risks and to insure continuity of processes and safety of individuals or property.**

1. Mental health of faculty, staff, and students has a strong bearing on campus safety. I know that the university does not have an adequate safety net in place.
2. Training was a waste of time.
3. See answer to #11
4. Not sure
5. Yes, but the insurance companies should not run the show. Schools, community groups and families need access to the recreation facilities and new opportunities. Train student staff to lead/facilitate groups. Pay them. Ask responsible community/family members to undertake annual training. Then ask them to sign a waiver. Do not just blindly bar families from activities and facilities that an insurance assessor may arbitrarily assess as a risk. Teach... learn... Students are family members too. Families need opportunities to engage in challenging activities together.
6. My only negative comment on this topic is due to my inability on more than one occasion to secure a prompt response (or any response at all) from the Director of Risk Management. I'm left wondering if I'm not "important" enough to merit a reply.
7. the "insure continuity of processes" made you fall back on this one. Otherwise it is a strongly agree statement.
8. The ticket office is in the wrong department and doesn't know how to generate revenue due to this mismanagement.
9. I think the campus police and facilities staffs do a great job in this area based on my experience at other universities.
10. I have no idea.
11. I have no idea.
12. I have very little dealing with finance.
13. The personnel are great, but I do not know about the infrastructure and processes.
14. I have no way to know.
15. It often appears that there are far more administrative people than faculty at ASU.

**Collaborative Finance and Administration efforts with the regional community result in a positive image for Angelo State University and support strategic initiatives.**

1. Offices need to be more helpful to faculty and staff. Often they abandon academic offices and do not make simple corrections to assist these departments.
2. Training was a waste of time.
3. timely?
4. Again--no direct knowledge
5. We are working hard to be more interactive with the community. This goes both ways and this community is very territorial. Everyone needs to own this effort.
6. No from the students there is hardly any support from us on your initiative decisions. And again for the construction, finish the job you started instead of taking forever and I am getting sick of having stuff like parking lots torn up that we paid for.
7. The construction is going to lose a lot of students while it is going on. Also, having so many projects underway at one time (and finishing nothing on schedule) makes the campus look disorganized and chaotic.



8. I truly feel and see we do very minimal with the regional community. We don't participate in many community wide events that are held. I would say we do not collaborate.
9. I don't know what their efforts or involvement are.
10. ASU still appears to suffer from an image problem within the community.
11. Unknown.
12. ASU is not involved enough in the community.
13. See 5
14. The local community seems to have a positive image of ASU.

**Finance and Administration staff make every effort to treat you as an important customer.**

1. Just seem like they want to do the minimum requirements for their job.
2. This very much depends on which office you are trying to work with on a project. The most difficult are: Contract Administration, Facilities Management, Payroll, Human Resources, Business Services, and Environmental Health, Safety and Risk Management.
3. It has sometimes been difficult to work with the Financial Aid office.
4. F& A staff act professionally and work hard to meet the requests other members of the student, staff, faculty & visiting community.
5. Sometimes the front desk personnel are rude.
6. Training was a waste of time.
7. I sent a personal letter to 3 prominent administrative figures and recieved no response.
8. Good overall
9. Not returning phone calls on several occasions does not suggest that a student is an important customer.
10. I love the staff.
11. Unfortunately there are a few highly place exceptions.
12. I do not see this with the [name removed]
13. The ASUOneCard ATMs on campus are broken frequently.
14. Accounts Payable Office can be unaccommodating and stubborn when necessary copies of documents are needed in the Travel Office in order to process travel reimbursements/payment vouchers, etc. in a timely manner. Certain staff members in Accounts Payable have been belligerent toward staff in Travel Office since the Travel position was relocated.
15. some do, some don't
16. My interactions are limited to okaying proposed travel arrangements and picking up reimbursement checks. Everyone I interact with is upbeat.
17. The staff is always nice and helpful.
18. Some of the best customer service I have ever experienced.
19. I avoid going to the financial aid office because every experience that i've had in going, the staff members were quite rude and unhelpful.
20. I have contacted the Financial Aid office at least 5 times during the past year for assistance. Four out of the five times I was treated as a burden than an important customer. [name removed] was the only person who treated my issue with respect and kindness.
21. Sorry, too broad of a question. some departments do and other do not.
22. There are still a great number of employees' on campus whom treat co-worker's and customers with little respect.
23. I have had extensive problems with the financial aid office.
24. My experience with the staff has been very positive.
25. Financial Aid is always willing to help even though they aren't clear.
26. Emails are not always answered in a timely fashion.
27. Recent requests for additional clarification have not been answered after two separate requests. If Finance and Administration feels that I do not need to know the answer, simply tell me that.

28. [name removed] is DIFFICULT, [name removed] will send papers back over & over for punctuation purposes. Sometimes documents are in [name removed] office for several weeks awaiting her approval before they move forward. [name removed] holds up normal business for petty reasons, the big picture is lost because [name removed] is a dictator.
29. What items were addressed from last year's survey? Will our concerns from this survey be looked at? Seems like we are taking a lot of surveys but nothing gets done.
30. Most do, however there are a couple that when you call to ask for info. that you can tell that they are irritated .
31. Outstanding F&A team!
32. I get my bill online and it is taken care of by VA. If [name removed] is part of the Finance Dept, then she is doing a great job!
33. Staff in particular consistently feel as if they are "talked down to" when they ask questions or have problems in some areas.
34. Some offices are much better at this than others, but the Fin/Admin people are not necessarily known for their friendliness.
35. I'm not sure I want to be treated as a customer.
36. Customer service is what ASU does best. No question there.

**Telephone calls and email messages to Finance and Administration staff are answered promptly in a professional manner.**

1. I'm always happy with my calls & emails to the Finance & Administration division, however not so much with telephone calls to Academic department offices, that often go unanswered and then go to voicemail. Do they not have a "backup" to answer when someone is out? This is especially true when the professors leave after the semester is over, and then the offices often go unmanned. Every other F&A office has to stay open and staffed, why not the Academic departments, especially when they primarily serve STUDENTS.
2. Phone calls are answered in a professional manner in most offices, not all. Depends on who answers the phone in the Bursar's office.
3. Training was a waste of time.
4. Good overall
5. Depends which office within Finance and Admin you call and which people within those offices you talk to.
6. I have called several times and have waited a week for a reply.
7. Witnessed instances where certain staff members in Accounts Payable are abrupt and near uncivil when taking phone requests from other departments.
8. risk management dept has a hard time returning calls and answering emails. this doesn't apply to all the risk management employees just the director
9. Not answered promptly.
10. I have emailed the financial aid office twice. I did not receive a response either time. I had to call to initiate assistance.
11. Information provided changes depending on who answers the questions and MANY times the same person will give conflicting information.
12. Generally this is true.
13. The staff involved in the entire Finance and Administration area is difficult to evaluate because there are so many departments and people involved.
14. See above comment. In the past, email and phone requests were answered in a timely manner.
15. Nearly everyone is very good about this except for Environmental Health,Safety,Risk Mgnt is always difficult to get in touch with ( only the Director )
16. Never had to contact them.
17. It takes a long time to get responses.

18. Generally have to leave voice mail as everyone is in a meeting.
19. It can take anywhere from a day to 3 weeks for an email to get a response from most of the upper administration.

**Finance and Administration staff demonstrate a positive and helpful attitude.**

1. They are overstaffed and under trained, hence, weak in helpfulness.
2. I don't feel that we (Office Administrators) get treated very well with help on our budget issues.....feel intimidated to contact anyone for
3. Special Events staff are always friendly and go the extra mile to help with your event. The Budget secretary is always able to help me when Angie is out. HR staff are friendly and always willing to help. The heating and cooling staff are very helpful in trying to get our offices temperature worked out. Materials Mgmt is not very easy to work with. The Purchasing director is difficult to work with.
4. Training was a waste of time.
5. Good overall
6. Have witnessed staff members in Accounts Payable to be uncooperative at times when assisting requests from Travel Office.
7. They are very nice people
8. See above comment
9. As mentioned before, I only received a helpful attitude from the Financial Aid office from one person.
10. Again, too broad of a statement covering too many departments.
11. Depends on the department you must have dealing with.
12. Yes. At least as far as my interactions with them.
13. The staff involved in the entire Finance and Administration area is difficult to evaluate because there are so many departments and people involved.
14. Almost everyone.
15. see above
16. Some departments are better than others.
17. Some do but a lot don't.
18. If you are nice to them, they are nice to you. Unless you make a mistake, then they aren't always so kind.

**Potential conflict situations are resolved in a win-win manner whenever possible.**

1. I haven't had a conflict to answer this question.
2. The Payroll office makes sure I get paid every month, but when it comes to a problem with my retirement contributions or taking the wrong amount out for insurance, I never get a straight answer. Why do the same problems keep happening? And why does HR have to answer for Payroll's mistakes? Shouldn't HR just be in charge of Payroll like it used to be?
3. Not always.
4. Training was a waste of time.
5. I hope so.
6. On several occasions, the [name removed] did not back the decisions of [name removed] staff when they were trying to follow the policies. It seems that there are "favorite" departments within the division that can get away with not following the policies.
7. Not in this age, some things get let go too easy here.
8. must follow ASU processes; not offered alternatives
9. F&A resolves issues quickly, but there are disconnects and shortages at the Academic level
10. Win-win for the financial aide office does not mean win for the students.
11. Sorry, this question just made me laugh.
12. This depends on who you are within the university.
13. I cannot respond because of the large number of people in the different departments

14. "My way or the Highway" seems to be the mantra of the [name removed].
15. Anything to do with Accounts Payable is basically settled with a "that's the way it is, that's the way it has been and we aren't changing it" attitude.
16. Example: Student Services/[name removed]- \$100,000.00 - Junell Ctr. - funding laundered through CMMT without our knowledge, permission.
17. Yes within our area
18. Yes--by F&A, but not by Academic Affairs or some of the deans therein. I hope the next [name removed] is as tough as [name removed]!
19. Potential conflict situations are usually resolved by Finance and Admin taking a stand and not listening to the concerns presented to them. Rules are created on the spot and decisions made with no policy back up and the other party is given no reasons and no recourse.
20. I haven't experienced a conflict situation yet.
21. Most of the time we are pacified, but I wouldn't call it a win-win. Generally it is a win for those making the changes, but a loss for the rest of us.
22. I've never seen any conflicts.

**Finance and Administration staff work to improve customer service and are receptive to constructive suggestions.**

1. Training was a waste of time. No direct knowledge
2. I have not seen any improvements in the 3 years that I have been at ASU. Every semester something gets messed up from scheduling to financial aid. There has not been one semester where I have not had to seek out answers from more than one person.
3. They seek to improve alright, for themselves. Not at all for the benefits of the students. Who needs a starbucks in the library when there is one 20 feet away in the UC. How logical is that. An why improve the old rec center when your building a new one anyway. We should have waited to renew the old one until this new one gets done. But everything is taking forever. By the time i graduate i will have never had the pleasure to enjoy these things because i will have been graduated along time by then.
4. "its protocol we cant change it"
5. no or limited contact
6. Under the umbrella of Materials Management, these employees' have provided the utmost noticeable attributes of customer service for the university.
7. By and large I think this is true. They can't "fix it" if we don't tell them about it. Too many people complain but don't offer constructive suggestions.
8. Again - the staff is great - the management is not.
9. Where does this so called Customer Service end for Finance & Adm?? Why don't all the depts on campus have this survey? Its NOT FAIR. This does nothing but pit depts under FA against each other!!! Constructive Suggestions?? Oh no it comes down the channel in a not so nice manner. Hopefully this is the last one and with [name removed] this will be the FINAL survey.
10. This survey is proof of this intent.
11. How are they doing this?
12. The University continues to use outdated finance and administration practices.

**Employees in Finance and Administration departments provide a high level of customer service to all internal and external University customers.**

1. This absolutely depends on which office your are dealing with.
2. The Office of Human Resources demonstrates this ability well by responding professionally & efficiently to any request I've ever asked of them, even when my questions had nothing to do with their expertise, they found the answer for me.

3. The Administration staff are not very helpful in the transfer office. Sometimes several phone calls are needed. The staff cannot answer questions. I have had to go up the administrative chain to get answers.
4. Training was a waste of time.
5. Good overall
6. It has always been a pleasure working with them.
7. Have never had any dealings with them that I recall
8. To external University customers i.e. the board of regents at Tech
9. Departments do a good job of providing good customer service. However, in some departments there will be one person that ruins the efforts of the whole department.
10. The ticket office regularly offends external constituents as does [name removed]
11. There are too many people to evaluate with any degree of accuracy. If it were broken down to different departments within finance and administration, it would be much easier.
12. Again, Yes.. Customer Service let them do anything they want.
13. Again, some departments better than others.
14. Unknown as to external University customers.

**Please rate the overall performance of the Accounts Payable department, with “10” being the best and “1” being the worst.**

1. Training was a waste of time.
2. Need to go paperless with the "Okay to pay's."
3. no experience
4. Couldn't give a 10 because sometimes we receive invoices from them with dates that show they were mailed a few weeks before AP shares them with us for an okay to pay.
5. I have no dealings with this department.
6. Getting a guest speaker paid was difficult and cumbersome and slow.
7. how does "accounts payable" apply to me? I can not rate this area because I do not know how it applies
8. These ladies are always helpful. They are willing to go the extra mile to help a department.
9. Couple of months behind in billing
10. everytime I have ask for help [name removed] are always very helpful
11. Very friendly, great attitudes!
12. There needs to be a simple guide that outlines policies and procedures so people make less mistakes. Most mistakes are made because the person just doesn't know!
13. nobody's perfect.
14. Not very helpful.
15. Reimbursements to individuals should be made weekly instead of just once a month. These people have spent their own money to do something for the university and should not have to wait as long as a month to be reimbursed. The wait was not as long in the past and I don't know why the change.
16. nvoices are still not being paid in a timely manner
17. Always friendly on the phone, answers all questions and explains if I have a question about a vendor pymt.
18. Excellent customer service.
19. have not dealt with Accounts payable

**Please rate the overall performance of the Business Services department (Special Events, Junell Center, Ticket Office, and Room Scheduling), with “10” being the best and “1” being the worst.**

1. Room scheduling is not conducive to growth and retention of students. Assigning of classrooms and laboratories is confusing for students, and does not match the enrollment of the course many times.
2. Why aren't the reservation staff cross trained to handle requests in the other one's absence?
3. Training was a waste of time.

4. Only once have I scheduled something with Business Services and they have not shown up to meet. The online special events reservation system is really great, but changes to the reservations (even 2 weeks ahead of the scheduled date) aren't often articulated to the IT staff or to [name removed].
5. No experience with this so I really was not sure how to answer.
6. They are fantastic.
7. I don't have much contact with this department but the times that I have dealt with them it was a good experience.
8. Special Events office can be rude when calling for information
9. they will often double book events that try to rent rooms on campus
10. Get a lot of run around with this area. Appears to be very territorial. Support staff is either not able to make decisions. Answer to a lot of questions are "well that's on-line now." I know that!! and I wouldn't be calling if the "on-line" process was answering my questions. I know that I will need a room between 3 and 4PM and they'll take the whole room off line from noon 'til 6 pm. Really-no other group could use it before or after I'm in there?? It's really hard to get a room in the UC and yet, I often go there and there doesn't appear to people in every meeting room??
11. NA
12. Exceptional service. I appreciate the way they answer the phone with a "can do" attitude.
13. Many times the room scheduling is done for the wrong rooms and occasionally times.
14. rooms have been double-booked at times
15. I've always had great help in reserving rooms.
16. Needs to be run by athletics.
17. They are always nice, but I have had occasion when meeting room reservations have been messed up and it's annoying to have [name removed] popping in to your meeting during the meeting... is [name removed] counting heads? Also, I have been in meetings where UC staff is in the next room cleaning up / breaking down from another meeting and they create a lot of disruptive noise.
18. More organization and communication, especially with students. They dont know what you do our how to contact you.
19. I ranked only room Scheduling as I have not had business with the others
20. Sometimes the attitude you get when you call special events is astounding. They could use a few lessons in customer service. I don't use the Junell Center staff often, but graduation is usually nice. The ticket office is easy to work with and helpful. The new online scheduling is wonderful! So easy to use and the training makes it easy to follow.
21. [name removed] is always nice and so helpful. [name removed] can be quite rude sometimes.
22. All good, unless we are including room scheduling for classes. It is a terrible! We have classes with a class size of 70 scheduled in classrooms that will hold a maximum of 40 students.
23. The room reservation process is much better since they went with EMS.
24. Staff helpful especially when purchasing BB tickets, very nice.
25. These people are always nice and accommodating.
26. I have had difficulty getting rooms reserved for a student organization because no one would confirm or even fix it until the day of when we had previously put in the information roughly three-four weeks prior to the event. The other areas would have received a 10 had I not had such awful experience with the Special Events.
27. These departments are the only people on campus to consistently act like a bunch of [word removed].

**Please rate the overall performance of the Budget Office, with "10" being the best and "1" being the worst.**

1. I don't feel that money is allocated fairly. See my comment regarding the Cavness building
2. Secretary is very helpful and there after hours to answer questions. Training was a waste of time.
3. I have no dealings with this department.
4. Not sure

5. Something needs to be done about the current budget problem we are facing.
6. I don't have contact with this department.
7. I have no dealings with this office
8. Cannot rate higher with art instructors complaining
9. They are helpful and answer questions quickly.
10. N/A
11. The Budget Office should have never told us they had found a way to give us all bonuses, then made it to where it was virtually impossible to get them, and then taken the "bonuses" out of our M&O. We all feel taken advantage of.
12. Have not dealt with budget office
13. I have no experience with this--my answer is meant to be neutral.

**Please rate the overall performance of the Bursar's Office (Student Accounts and Accounts receivable), with "10" being the best and "1" being the worst.**

1. Training was a waste of time.
2. No experience
3. I have no dealings with this department.
4. Needs more staffing
5. The ladies are helpful and great to work with.
6. N/A
7. Nicest people ever!
8. Very friendly, great attitudes!
9. n/a
10. The online bill viewer is very confusing. It is hard to understand how much money I owe and when I owe it. I usually have to just end up calling the office to figure it out.
11. The ladies are always helpful and pleasant.
12. Student Accounts office seems unwilling or unable to make process changes that would improve efficiency.
13. Friendly at the counter.
14. They are ALWAYS nice.
15. Only comment is about the decorations that were up at the beginning of the year. I thought they were slightly childish and not very professional. Good intentions, but ASU students are not kids.
16. Have not worked with Bursar
17. [name removed] in the Bursar's Office are magnificent! They are always helpful and always have little suggestions for anything we are discussing while helping me pay my bill.
18. Same as above.

**Please rate the overall performance of Central Receiving and Supply, with "10" being the best and "1" being the worst.**

1. does not apply
2. Do not take responsibility for damage they cause to received items.
3. Training was a waste of time.
4. I have no dealings with this department.
5. Not sure
6. N/A
7. N/A
8. A fw minor things but for the most part very good. [name removed] who deliver goods and supplys to our office are very easy and enjoyable to work with. Always accommodating!
9. NA
10. n/a

11. Not applicable
12. N/A
13. Always excellent customer service.
14. I have not had any interaction with this department
15. Same.

**Please rate the overall performance of the Controller's Office/Accounting, with "10" being the best and "1" being the worst.**

1. [name removed] is wonderful to work with. [name removed] knows what she's talking about and I can rely on [name removed].
2. no experience
3. I have no dealings with this department.
4. Not sure
5. I do not know how this applies to me so I can not rate it.
6. N/A
7. I have no dealings with this office
8. NA
9. [name removed] have been very helpful and instrumental in making some positive changes for the campus! Great job!
10. Not applicable
11. When calling this dept they will always get you an answer in a curtious manner.
12. Have not worked with Controller/Accounting
13. Same.

**Please rate the overall performance of the Contract Administration department, with "10" being the best and "1" being the worst.**

1. does not apply
2. Slow and cumbersome. Not helpful when contracts are on a deadline.
3. Training was a waste of time.
4. Slower--but I suspect TX systems
5. I have no dealings with this department.
6. NS
7. What is a Contract Administrative department?
8. N/A
9. The contracts for the current construction are taking way too long.
10. This does not apply to me
11. do not use....off campus student
12. I don't see the reason for this office. It just makes things harder for the departments.
13. N/A
14. [name removed] can make you feel like you have bothered [name removed] for information. not very friendly on the phone
15. Process takes too long
16. I have no dealings with this office
17. NA
18. The process seems slow. More hoops to jump.
19. [name removed] has provided great leadership and seems very genuinely interested in improving services. Lots of positive improvement.
20. Takes 30 to 40 days to obtain a contract from the Contract office which causes a delay in processing of requisitions, etc.



21. I sent a contract routing form w/contract in August, 2010 for September 1, 2010. I have called the contract ofc./ [name removed] several times without a reply. Why does it take 3 months (or more, it hasn't been completed yet) for this to be approved and a Requisition issued. The payment is now 3 months overdue, I thought we had a mandate to pay within 30 days.
22. Needs to pay attention to details. Sometimes a "little" curt over the phone.
23. no dealings with this department
24. I have not had any interaction with this department
25. I had to email this department 3 times over 3 weeks to even get a response for a booth rental. Because of this, there had to be a rush in expediting the contract and we literally had to walk everything around to get it turned in on time.
26. Have not worked with Contract Administration.
27. Same.

**Please rate the overall performance of the Health Clinic, with "10" being the best and "1" being the worst.**

1. I've thought about suing for malpractice.
2. I would be helpful if it offered more services for woman like birth control, make it a all inclusive clinic.
3. They give allergy medicine to almost all who there. I do not have allergies.
4. Sometimes your health issues AREN'T caused by allergies.
5. Training was a waste of time.
6. I once had a student that phoned into the office and I informed them of the services our Clinic can provide and encouraged them to seek assistance. Not much to do when it is a phone call vs. in person where we can walk a student to the clinic. I called the clinic and asked that they conduct a 'courtesy call' just to follow up with student about their services. Counselor that answered informed me that this is not something they can do, due to confidentiality - - - but I do not understand what is the harm in educating one of our students in need about our services and WELCOMING them to our department so that they may feel a bit more comforted and willing to use the clinic as a resource.
7. I'd be great if new services were advertised a bit more by email (like say when flu shots are available).
8. no experience but reputation weak
9. Never use the health clinic, but I have only heard bad things about it.
10. I have not used these services.
11. I want to rate this area higher but due to many issues beyond their control, and especially the budget drain they have incurred they are having to do things that have hurt the way they function, most notably losing excellent employees and having to hire subpar LVNs. Their morale has suffered as well.
12. I have a lot of complaints with them. When I go in, they "treat" the symptoms automatically with cough drops or the BRATY diet. I always feel stupid and insignificant when I speak b/c the looks the [name removed] are demeaning. The [name removed] seem very sweet though. I like them.
13. I have been miss-diagnosed so many times it is not funny. The most common is the clinic will tell me I have the flu I will tell them I do not have a history of every having the flu and they still insist that I have the flu. After which I went to a doctor here in town and it turned out I had bronchitis, which is what I originally told the clinic I thought I had because I have a history of it.
14. Perhaps have more ready medicine.
15. To my knowlege, staff can't use the clinic. Why is that?
16. do not use....off campus student
17. I don't have any contact with this office.
18. N/A
19. NA
20. Performs adequately
21. They could possibly run more tests when patients are sick. The doctor told me I had a "head cold" but when I went to a real doctor I had strep throat.

22. told my friend she MIGHT have tonsillitis (they weren't sure), when in actuality she doesn't have her tonsils.... whats up with that???
23. n/a
24. I don't use this service - this section should have a N/A response button
25. I don't have enough first-hand experience to comment and there isn't an "NA" option.
26. Never use them.
27. Great job, but need more help, especially counselors.
28. never use it
29. The Health clinic is not doing its job. They are writing everyone off as not truly sick and do not pay attention to their patients. For example a student went in for a fractured foot and they told her to wrap her ankle writing it off as a sprain. Those who work in the clinic must be evaluated regularly. They do not enjoy what they do and do not truly care to give the effort that students deserve. After all students are paying for these services should they not be treated accordingly? Something has to change.
30. Haven't used these services
31. I haven't had any interaction with this dept
32. N/A
33. I hear good things, but I don't go there.
34. Any
35. I have not had any interaction with this department
36. I would like to see minor medical services provided to faculty when necessary.
37. N/A
38. More outreach to the students would be beneficial. Many students are not aware of the health services available.
39. Have not worked with the Health Clinic
40. I have gone into the Health Clinic and had been given a prescription for a drug that I had an adverse reaction to (we all did not know of my allergic reaction). However, I went back to them at the first signs and they had not even put it on my chart that they had prescribed it! I was also charged 10 dollars for a checkup for Study Abroad and all they did was take my blood pressure and sign my papers. It was a waste of money.
41. Never used so cannot judge.

**Please rate the overall performance of the Human Resources department, with “10” being the best and “1” being the worst.**

1. Recent improvement noted
2. Very often, questions are left unanswered.
3. Performance review form is terrible. The "point spread" on the "satisfactory" level should be eliminated. It only tells whether your boss likes you or not: your work is either satisfactory or not; there should be no "degrees" involved. It is a popularity measure, not a performance measure, as written.
4. Staff seem to be cross trained in other's areas. Always someone there to answer questions after 5:00, unlike other offices.
5. Employees should not answer questions unless they really know the answer. "Don't know" is preferable to misinformation.
6. Training was a waste of time.
7. There have been several instances when information or an action is requested from HR, and that information/action is not provided in a very timely manner (for example, an employee in our department had vacation leave and sick time available from another state job, and that information was not retrieved until 6 months after the employee had been working for ASU, and that employee had to work as a mediator between the two HR departments) or it's forgotten entirely (as was the case for a reclassification request

created by our department). Perhaps some sort of "ticket" system might benefit the department so that special requests aren't lost?

8. I have no dealings with this department.
9. If you have a problem, they usually send you to a website to look for yourself.
10. Even though [name removed] is available to answer questions [name removed] doesn't answer the questions. On the occasions I have asked questions I come away with the impression [name removed] can't or won't give me straight answers. It appears he doesn't know his job well enough.
11. N/A
12. don't feel like this dept knows the policies. don't feel safe in calling this dept for information.
13. Definitely improving. [name removed] is very welcoming and helpful with a lot of questions i have.
14. NA
15. When dealing with the Human Resources office, false information was given, complaints were not followed up on nor taken seriously, customer service was less than satisfactory and phone calls were not responded to in a timely manner
16. One suggestion is that there are a few issues with the on-line job postings site, in that you cannot view different areas without having to log in each time.
17. I would like to know more about what I can do as staff with benefits, activities cards, etc.
18. Slow response times to inquiries.
19. Still have emails that have not been resolved or answered. If one asks concerning benefits, they send us to a website or gives out a phone number.
20. Thanks for answering ALL my questions.
21. If possible it should be rated below 1. They are one if the most inept and worst run offices on campus and have been for a long time. Each new head continues the slide downward.
22. Is there anything that [name removed] doesn't do? [name removed] sure has a heavy load, what do the other generalists do? Seems like the work is not equally distributed. Also, shouldn't any generalist be able to help you, if someone isn't there? I little more cross training or willingness to help seems necessary.
23. Never can get a straight answer.
24. Serious problems and errors in the the payroll section, in the past and recently.
25. It took three weeks for me to get a response on an issue, but I feel when I DID get the response that the issue was resolved as fairly as possible.
26. As a whole the hr department is not in sync with what the employees need and want, nor what is most beneficial to the university. Once again the number of "unqualified" employees due to lack of education and experience is devastating. Also an improved performance evaluation process needs to be in place. Currently is paying out "bonuses" for work done in 2009 and it is November of 2010---that is 11 months later! Insanity!
27. HR has been very helpful and professional when I have worked with them.

**Please rate the overall performance of the Environmental Health, Safety, and Risk Management department, with "10" being the best and "1" being the worst.**

1. Not having hot water , soap, or paper towels in bathrooms is a concern. Somtimes not even toilet paper is available.
2. Delayed response time.
3. Training was a waste of time.
4. Not sure
5. Please see my comments above.
6. It is almost impossible to contact [name removed]. It seems he is not in the office much. [name removed] does not return phone calls or emails in a timely manner. I ALWAYS have to send multiple emails or leave many messages before I get a response.
7. N/A

8. Also improving. [name removed] and staff work hard to make things work!!
9. They should think more about students with allergies and asthma before allowing huge construction projects to begin all at once.
10. n/a
11. The staff keeps growing but I don't see the (cost /benefit) of this department.
12. I don't know that most people really know what this office does, but if you pay attention, you can see that they have done a lot of good work to help the university plan for disaster and I like what they are doing with recycling.
13. Super helpful!
14. Never felt this safe before in my office!
15. Not applicable
16. The staff are friendly, however [name removed] is very slow in returning calls, etc...
17. no dealings with this department
18. Have not worked with this department.
19. Don't know.

**Please rate the overall performance of the Facilities Management department, with “10” being the best and “1” being the worst.**

1. See my comment regarding the Cavness building
2. [name removed] is the best employee Facilities Mgt. has! He is amazing and so very helpful!!
3. Training was a waste of time.
4. They never fix the peeling paint in our building.
5. Landscaping on campus is beautiful!
6. Faculty offices are not cleaned other than to empty the trash IF it is put outside the door. Class rooms are often dirty.
7. off campus student.....does not apply
8. As previously mentioned, facilities across campus are dirty (inside and out) and need paint, etc. Some individuals in this unit give the others a bad name -- they hide out all day, and avoid work. Jobs that should take 2 hrs are stretched out to take 2 days.... They don't read their work orders, and then they treat you like it's your fault somehow. Attitude!!!
9. I have no dealings with this office
10. CONCHO'S fire alarm is not fun
11. I think the slamming doors in the library would fall in this category?
12. The new soap dispensers and paper towel dispensers are okay when they work. Sometime they automatically dispense. I get aggravated when the dispensers don't work and they are empty.
13. n/a
14. Overall the department does a good job. My only complaint is the plumbing department that always seems mad at the world. We need to work on the customer service training with these guys.
15. [name removed] if very helpful
16. Slow to act and charge higher than market value
17. Others may complain, but personally, I have not had any problems with response from this office. I think the fact that the facilities here look as good as they do, is a testament to them.
18. Has taken more than 30 days to receive information concerning work orders. Custodial Services mainly.
19. Timely and appropriate help.
20. N/A
21. The work order system is easy to use and response to requests is excellent. Workers are always willing to go the extra mile for the customer.
22. There is rarely any soap in the bathrooms.
23. If facilities management is responsible for cleaning or the cleaning contract their performance is poor.

24. Facilities management people have all been very helpful and hardworking in my experience here.
25. The men's locker room (CHP) hasn't been cleaned in my memory.

**Please rate the overall performance of the Facilities Planning and Construction department, with “10” being the best and “1” being the worst.**

1. They don't really consider the students. Why tear up a parking lot that many students use just to build a new dorm where you'll need MORE parking areas?
2. Construction is inconvenient and it takes too long.
3. Construction seems to be more inconvenient than need be and not carried out in an efficient or timely manner.
4. Students who weren't quick enough to get a decal for the D zones are stuck with too-small parking lots, and then this past year they saw fit to further reduce the spaces in the lot near the library. Finding a parking spot was already a nightmare before this.
5. Always helpful.
6. Training was a waste of time.
7. I do not understand why this has to take place inside our functioning buildings during the work hours and not on a weekend, early mornings, or in the evenings? This could help in minimizing the amount of loud noise we hear.
8. Request for more side walks and/or trails around new construction sites should be implemented for to improve non-motorized accessibility around our campus.
9. Good but slow
10. I think maybe if the construction could be done during the summer would be much more efficient for the students.
11. Not sure
12. Never dealt with them.
13. The current construction is taking 1/4 approximatly of our campus that the students paid for, but can't use
14. Parking lots are not constructed very well. Needs some work. They should consider putting a parking garage.
15. I do not know how this applies to me and can not rate it
16. I have no dealings with this office
17. The library could not have been completed in the summer?
18. n/a
19. SLOW, SLOW, SLOW. The process need to be re-invented.
20. construction on campus is terrible and takes way too long....my classes in CHP are constantly interrupted by the terrible construction outside CHP and its been taking way too long
21. Lack of communication on projects! Sometimes ineffective follow through and project management. It seems like this office is mostly a bottleneck. You have to go through them, but it seems like it's just another middle-man step. They make decisions about your project without consulting you and don't keep you updated on progress or changes. We should have access to an on-line project schedule so that we can follow along.
22. I have had no contact with this department
23. Not applicabile
24. N/A
25. no dealings with this department
26. Does not answer email all the time; room renovation issues - not timely or top quality as expected.
27. Inadequate communication from their team in regards to projects that affect the office.
28. Have not worked with Facilities planning.

29. Tell us what your doing. Put up on the internet more information. Put up expected dates to be done so we have something to look forward to. and don't start on project. move to another place tear that up then go back and forth and back and forth. The more fences you put up the more ASU students hate you.
30. Busy, busy.
31. Parking lots seem to be shut down unnecessarily and excessively (in particular, the parking lot near the library and the Academic Building). Student commuters need those parking spots.

**Please rate the overall performance of the Mail Services department, with “10” being the best and “1” being the worst.**

1. Employees are helpful, but the loss of mail has been a big issue.
2. Training was a waste of time.
3. I do not use these services.
4. They need to take debit.
5. N/A
6. This does not apply to me. I do not receive mail at ASU
7. The people that work in this department are not customer friendly. When I go to the counter it takes several minutes before I am even acknowledged. They need to do a better job of posting on RamPort when the mail is ready.
8. N/A
9. Very nice and always on top of it. Great customer service, ALWAYS!
10. Very friendly staff especially [name removed]!! Would much rather deal with [name removed] than any one else in that office.
11. sometimes my mail doesnt reach me for a long time. i still havent recieved letters that my friends/family have sent and im positive they have the right address because i gave them it
12. NA
13. I had some of my mail stollen last year.
14. They need to have Saturday hours again.
15. n/a
16. I wish there was an "NA" options, because I don't have enough contact with them to comment.
17. I love that I can mail packages on campus!
18. Sometimes when I ask questions they treat me like I'm stupid or should know the answer already. If I knew the answer then I wouldn't be asking the question...
19. Not applicable
20. Do not use these services (other than email)
21. Getting better
22. This department was excellent but with the recent change services have declined significantly, not being offered any longer.
23. Have not worked with mail services
24. They lose mail.

**Please rate the overall performance of the One Card Office, with “10” being the best and “1” being the worst.**

1. I was treated quite rudely by an associate when I called about the pending expiration of my One Card. Customer service in that office could probably be improved, if this associate was a good representation of the others.
2. Never deal with.
3. Training was a waste of time.
4. The ATMs are frequently broken

5. Sometimes they neglect to let users know when they are doing something to the system and it leaves us flat-footed in terms of providing service to our customers.
6. The Director needs to do a better job of returning emails and phone calls.
7. n/a
8. Okay but could improve.
9. Nontraditionals are not given a clear understanding of what rambucks are, how to get them, and they are inconvenient when you need a color print job in a hurry, for example. The machine in the Student Center does not give rambucks as it says it does.
10. n/a
11. One of the most friendly offices. Great response, even after-hours. Willing to work with you to come up with new solutions.
12. N/A
13. No contact with this department
14. All good as far as I know. Haven't used it since my one card was issued.
15. My OneCard still does not work and provide me access into the classroom. Although the staff has worked with me numerous times, the OneCard system is faulty.
16. N/A
17. no dealings with this department
18. The One Card Office does not accept cash to deposit onto the card.
19. The One Card Office has always had happy and helpful individuals available to me. No complaints.

**Please rate the overall performance of the Payroll Services Office, with “10” being the best and “1” being the worst.**

1. Seems to have a lot of mistakes.
2. Training was a waste of time.
3. I have no dealings with this department.
4. Student employees would like to get paid biweekly instead of monthly
5. n/a to me as a student
6. Great except I haven't recieved my check for September
7. This does not apply to me
8. [name removed] in this department are great to work with.
9. n/a
10. Again, lots of improvement. [name removed] is always friendly and deal with things quickly especially in regards to student payrolls.
11. NA
12. n/a
13. N/A
14. Am not on payroll
15. N/A
16. I thought this department was part of HR. Problems in the past and recently. Paperwork is lost serveral times (same paperwork) and not read correctly thus entered into system wrong and messed up our M&O accounts and Enhancement Funds.
17. Paychecks need to be disbursed twice a month instead of just once. Student works have trouble financially with just being paid once a month.
18. I have not had any problems with them and I hope I will not in the future.

**Please rate the overall performance of the Print Shop, with “10” being the best and “1” being the worst.**

1. Helpful, especially when you're under a tight deadline.
2. Training was a waste of time.

3. [name removed] are awesome! Even when we have to turn in a request late (which we never try to do) they always step up to the plate.
4. They are great! They have saved me more than once with last minute requests. Awesome group over there!
5. [name removed] and [name removed] Rock!. They deserve 10X what you are paying them
6. I have no dealings with this department.
7. They are fantastic.
8. They are nice!
9. We have a print shop?
10. n/a I have never used the print shop.
11. They are quick and efficient with their work.
12. I have had no interaction with this department
13. [name removed] are wonderful.
14. n/a
15. Always the best customer service on campus!! But,their end product is tangible and therefore easier to access.
16. What print shop
17. n/a
18. I don't even know what this is?
19. N/A
20. Nice staff, gets printing done in a very timely manner.
21. Excellent, never have any problems with this department. I would like to see a better way of giving the department an exact cost on services. I normally have to wait to see what was encumbered from the monthly Banner reports.
22. Never a bad word to say about these guys. We should all take lessons from them on customer service and professionalism.
23. have not worked with the Print shop.
24. Rather expensive to use.

**Please rate the overall performance of the Property Management department, with “10” being the best and “1” being the worst.**

1. Training was a waste of time.
2. No experience
3. I have no dealings with this department.
4. Not sure
5. n/a
6. To me the property seems to be well maintained.
7. I'm not sure what this department does.
8. n/a
9. I have no dealings with this office
10. n/a
11. N/A
12. NA
13. N/A
14. no dealings with this department
15. Have not dealt with Property Management.
16. Don't know.



**Please rate the overall performance of the Public Safety/University Police department, with “10” being the best and “1” being the worst.**

1. Poor interpersonal skills overall [there are 1 or 2 exceptional people]...poor response time.
2. Their actions can be somewhat "over the top" ie; putting a boot on a vehicle because its parking decal is not applied appropriately....giving fines and not waiving them (ex. off campus students who come to campus for 10 minutes for advising etc.).....I feel in general the parking services at Angelo state are horrible and is one reason I would consider a different university
3. Response could be a bit faster.
4. I wish they would make students keep moving when they are waiting for someone to leave. The students block the driveways and you can't get past them.
5. Where are the after-hours officers on duty at? Would be nice to have them out and about on campus especially at night for student and employee safety.
6. Training was a waste of time.
7. I have been pleased with the efforts the police have taken in protecting us and our property. The police are always visible and are always willing to help.
8. Spend all their time giving tickets for things that are irrelevant and meanwhile cars are being burglarized left and right. There should be some police on foot in the evenings while night classes are going on so women don't have to feel afraid to walk to their cars in the dark.
9. Some of the campus alerts are after the fact
10. They give out tickets that aren't even really that big of a deal. For example, that department gives out tickets for backing into a parking space. In the real world people can park backwards if they wanted to. So why is it that students in college aren't allowed to back up in a parking space?
11. Appreciate the alerts.
12. D parking should not be restricted.
13. They do a good job.
14. n/a
15. it's pretty bad when you call for help and the police go to the wrong dept.
16. [name removed], the station and outreach to students is great. Officers "on patrol" are a mixed bag of customer service.
17. Now that faculty must pay to park on campus - why are they not enforcing restrictions on parking zones by issuing more tickets to those taking spots we HAVE HAD TO PAY FOR? There are ni improvements in service for what we must pay. This was/is a very poor image for the UPD - even though they may have had very little to do with setting the policies. But they could more vigilently enforce them to minimize the dissatisfaction with the parking services and availability - by all.
18. I tihnk we need a PD office on campus, not just nearby.
19. They do run their routes, but they should pay elser attention to detail. I was on of the people whose car was broken into and I just think if they paid a little closer attention to what people are doing in the parking lot it would be better for students.
20. they need to chill about parking. especially when they just tore down half the parking for C lot parkers. i already expressed my grievances to the office so im not going to waste my time here.
21. the rule of not being able to park backwards/through a parking spot needs to be revoked....campus is the only place in the community that does this and most students arent away they will be given a ticket for pulling through a spot
22. Very responsive. Very professional.
23. Sometimes rude.
24. As a physical therapy student, the department has sent a list numerous times requesting access to the classroom after hours. Although the list has been sent, the police department has been non-compliant. Either

the list has been misplaced or is unable to be located. I have been very dissatisfied with this and the way it affects my learning due to the lack of access to my classroom and materials.

25. N/A
26. Excellent customer service.
27. No dealings with University Police.
28. They don't get people who park in the Texan only parking who don't belong. they only check the A and b parking lots. A lot of cars have been broken into recently. Our cars should be safe when we stay in out dorms.
29. Some people receive tickets who do not deserve them while others do not receive tickets who really deserve them.

**Please rate the overall performance of the Purchasing department, with "10" being the best and "1" being the worst.**

1. does not apply
2. [name removed] & [name removed] staff are amazing! They do a great job!
3. Not easy to work with. Processes are complicated and cumbersome.
4. Training was a waste of time.
5. For instances where there is a minor mistake in a requisition, instead of rejecting the requisition and then sending us an email to fix it, I would imagine it would save university time if the Purchasing department fixed the minor mistake (and only minor mistakes) and then let the department with the requisition know about it. Otherwise we've got two departments having to get into the Banner system and double the approvals to make.
6. Slower--but I suspect TX systems
7. I have no dealings with this department.
8. NS
9. N/A
10. n/a. I have had no experience with this department.
11. This does not apply to me
12. Most of in this department do a great job. However, there is one person that you never know what kind of mood you will find [name removed] in. Sometimes, [name removed] is helpful but other times [name removed] is very abrupt or rude.
13. n/a
14. On the ball. [name removed] and [name removed] are very helpful!! [name removed] is very competent!
15. NA
16. need more paper in the biology computer lab!!
17. Sometimes could be a bit friendlier.
18. Do not wish to take suggestions in the online purchase requisition process.
19. SO RUDE!
20. Purchasing's largest problem is that Accounts Payable is not in the same office/building. Given that the two offices interact daily to pay vendors, they should be in the same office complex.
21. N/A
22. Nice and helpful, except for one of them.
23. Staff is always helpful but I find the on-line Purchase Requisition system is not user friendly and very time consuming.
24. [name removed] are super on everything.
25. No contact with Purchasing.

**Please rate the overall performance of the Special Projects department, with "10" being the best and "1" being the worst.**

1. Never deal with.
2. Training was a waste of time.
3. No experience
4. What is the purpose of this office. I can't see that they really do anything. If you want to trim fat, start here. They offer services available elsewhere in the university like small business development center, CITR, Institutional Effectiveness, so why exactly do we need this office?
5. NS
6. Never dealt with them.
7. N/A
8. n/a. I have had no experience with this department.
9. I do not know how this applies to me and can not rate it
10. I don't know what this department does.
11. I have no dealings with this office
12. NA
13. constructive projects are terrible and are taking way too long (CHP and library, etc)
14. What does this office do? What is the benefit?
15. Good surveys place demographic information at the end.
16. No contact with this department
17. N/A
18. N/A
19. no dealings with this department
20. Have not worked with Special Projects.
21. What exactly is this department responsible for within the division? [name removed] makes a huge salary for what [name removed] does.

**Please rate the overall performance of the Travel department, with "10" being the best and "1" being the worst.**

1. Takes too long to process travel requests - advantages such as seating preferences on airlines and lower fares are lost because of these delays
2. It has gotten soooooo much better! [name removed] are great!
3. Training was a waste of time.
4. Always so helpful!
5. Slower--but I suspect TX systems
6. I have not used these services.
7. N/A
8. n/a. I have had no experience with this department.
9. This does not apply to me
10. The revision of this unit has resulted is MUCH better and more consistent service.
11. [name removed] thinks [name removed] knows everything and is very rude. The new way of handling travel is not working! Travel ran much more smoothly with [name removed].
12. n/a
13. !! greatest amount of improvement. Have simplified the process and always willing to assist.
14. NA
15. reimbursement sometimes takes very long
16. It's soooo much better than it was 10 years ago.
17. Way too many steps and too much paperwork.
18. excellent group!
19. N/A
20. NA

21. Seems like a waste of time for the supervisor and employee to have to sign the travel log, then when the voucher is complete both are required to sign again?
22. No problems, excellent customer service but I still think this department was expanded for no good reason, we still have to do all the same paperwork and it is more time consuming now.
23. I have not had any interaction with this department
24. Excellent service.
25. Have not worked with Travel.

**Please rate the overall performance of the Finance and Administration division, with “10” being the best and “1” being the worst.**

1. Thank you F&A for your hard work.
2. Training was a waste of time.
3. NS
4. n/a. I have had no experience with this department.
5. NA
6. I hope for the best but when [name removed] leaves I hope the changes over the past few years continues.
7. All of these that do not relate to me were rated 5 because no choice for N/A was listed.
8. Need to continue efforts to bridge gap between academic affairs and the support services.
9. Based on my experience, these folks are much more service oriented than is commonly found. Great job!
10. Question on the Banner reports are not always answered to my satisfaction and many times I am treated as an inconvenience.

**Please add additional comments or suggestions for improvement.**

1. Great job ASU staff and its Administration staff. Thank you for all you do for us students to get a sound education.
2. N/A
3. See comments above.
4. I am fairly new and only part-time. Overall, I believe Finance and Administration is doing a very good job. I think HR and the Bursar's office, also the One Card office (all depts that I have dealt with) are great! A lot of the offices mentioned I do not have much interaction with as a part-timer, so I don't feel qualified to judge performance.
5. Stop wasting money on new dorms and give that money for research and departmental use.
6. Students with jobs on campus should be paid more than once a month, while it teaches students to be on a budget and to manage their money wisely, it is difficult to make a smaller amount of money last an entire month.
7. parking is horrible for students there is hardly any B spots!!!
8. Renovate the Cavness building!
9. Eliminate the use of a point spread on performance review forms. If work is satisfactory, that is all that needs to be said. Anything else is just a measure of popularity.
10. I believe everyone is doing a great job!
11. Training was a waste of time.
12. There are several Finance & Admin offices I have never worked with, so it's difficult for me to rate them. Should have an N/A answer for these situations.
13. This survey seems to be mostly geared toward the employees of the Administrative functions and not really related to students who use the service.
14. More emphasis on quality, less on quantity More parking spots (which we would have if quality were more important than quantity) Better community relations so citizens do not feel ASU runs rough-shod over them Improvement in employee services, particularly, by Human Resources and Payroll

15. The technology of the math department is out of date and needs to be addressed. Such as new monitors(projection or television), smart boards, calculators
16. It is a pleasure to work with the professional and dedicated employees of this university. There are people with valuable information in each department. I would hope that they would feel safe to share their knowledge.
17. I have spent over 15 years in Student Affairs, and your Administrative support is phenomenal. They are all so pleasant, so wonderful and everyone is to be commended!
18. Since Texas Tech has taken over the growth had been phenomenal and ASU is now a school I am proud to say I have attended and graduated from.
19. Student employees would find it beneficial to get paid biweekly instead of monthly.
20. I don't have regular contact with most of these departments, but there was no N/A option on section IV.
21. I have been very impressed with all aspects of ASU while working on my master's degree. I always receive help when I ask for it and it is done a very respectful and gracious way. I will recommend ASU in the future to prospective students.
22. There is duplication in some of the paper work. Office managers can provide a lot of information as how to address this. It would be great if the travel office would assist in making plans for travel, including hotel and air for conferences, workshops, study abroad travel, etc.
23. Some of the Accounts Payable staff needs to learn to work better with other Travel department and eliminate animosity.
24. Automate more functions and streamline processes
25. None
26. In the rating area no provision was made for "does not apply" so I left the ones that did not apply blank (but I commented that they did not apply). This was a comment I made on the last survey like this. It would be better to make a "does not apply" button, because some people will rate things that do not apply (I asked a few students and sure enough a couple did), because they think they have to put something. Therefore the overall response tally will not be accurate.
27. The Clinic has TERRIBLE service and the Doctors and Nurses fail in giving excellent practice of their degrees. The worst thing that has ever happen to me on ASU campus is getting physically hurt at the clinic from their malpractice. Their service is pitiful.
28. None
29. I don't believe this survery is necessary. I think it should be up to individual department heads to critique his or her workers not other workers. When doing these surveys people tend to forget all the good things departments have done and only focus on the bad. I feel this "customer service" philosophy has been taken to the extreme. Yes, we should always be kind and helpful to our students, faculty, staff and vendors but I don't think this survey gives an accurate picture of the true customer service that is given.
30. It seems to me that no matter how much you try or how much you love your job, it just takes one person to give you a bad rating maybe because the person might have had a bad day or doesn't like the answer that you gave them (because you are following the policies and procedures) to make your dept look bad. I would like to think that the only true person that knows whether or not you are doing a great job would your supervisor. I don't feel that this survey should determine whether or not you get a raise but that is how it works. Maybe this is why the survey was done, so that not to give out raises if someone on campus didn't like you that day. I would save the University money.
31. Most if the information covered on this survey did not apply to me or I didn't understand any of it.
32. Though this does not apply to the Financial Aid Office, I just wanted to add some comments. They are a very hard working team, very goal-oriented and always on top of it. They definitely adhere to their mission statement. Great people, great customer service, positive atmosphere!
33. the off campus asu police station is a horrible idea and therefore crimes seem to be committed more often. a lack of law enforcement on campus equals a lack of controle and it is clearly become a problem when

break-ins, vandalism, and theft have increased. Never have i seen a police officer on campus, the past 2 semesters, durring regular hours and i am on campus 5 days a week for at least 7 hour or more a day. Aside from the parking lot cop, which i dont believe is even part of the police station, there is no law enforcement on campus. its not only scary but it is very unprofessional looking when parents at soar see an off campus police station, not to mention across the street from some of the worst apartments near campus. also the lighting around campus for eaving, graduate, and non-traditional students is a joke. not only do we have no police, but lets add low lighting to all the parking lots and walk ways, surely this will help the situation... i know there are those emergency telephones, randomly and FAR in between, but unless i am being attacked and i happen to be standing within reaching distance next to one, then i am completely screwed.

34. dont screw us with our money and get our mail to us
35. Why is there so much unused parking space in front of the Fine Arts building, while people drive in circles in front of the Student Center waiting for someone to leave so they can get a parking spot?
36. Survey was waaaaay to long to expect realistic well-thought out answers.
37. Hurry up with construction, make the weekends better for students who have to stay here on the weekends, and stop raising pricing on things. College in Europe is free, why do we have to pay so much for something some of us have worked really hard for. College isnt about improving our students as much these days, its about attacking our money from our own wallets.
38. Random opinion: 1. You guys kinda start to many construction projects that are irritating/ pissing some of the student body off. Granted I understand the need for it to try and , but once again. Opinion on what you should do for the next time you want to renovate the campus. --> You should finish at least one or two projects at a time before adding two to three more to the mix. 2. And since you guys keep starting new construction projects. Are you guys ever going to renovate the auditorium? It's technically been sitting there for about a year and a half now. And if I'm not mistaken all it technically needs is a new fly system and the electrical circuit just need to be re-wired thru out catwalk of the theatre. Here are two websites where you guys find/(maybe purchase?) a fly system: flyingfx.com and stagetech.com .
39. I t was very difficult to be honest and sincere in this evaluation because I have very little to do with these departments--have never met most of them and don't really know what they do or should do
40. Although customer services is an important part of every work environment. The Finance and Administration leadership relies too much on a single survey over the staff's "everyday" hard work and effort.
41. I'm not sure if the bookstore falls under this division however, it should be rated as well. I think that both students and faculty members will be willing to help with suggestions of improvement within the bookstore.
42. when cutting budgets we need to look at historical usage and acknowledge and reward (not cut as much) those departments that have made efforts to reduce funding usage in the past. We are hurting some departs more than others. Example - a department is able to save 15% in year 1 and in year 2 the departments budget is cut by that 15% and you want another 5%, but instead that savings going back it is shifted to increase another department. In year 2 the department is only able to cut 3% while that other department really had an increase in year 1 and year 2 of its budget All of this while the services that the department provides doesn't decrease at all.
43. The current model of the ticket office is awful. It does not utilize current revenue models, prevents donations, angers community members, and is simply archaic. It should report to athletics to address these issues.
44. Angelo State is very well organized and clean.
45. Please make budget process transparent. Prioritization, comments, approvals, re-allocations, salaries, etc. not transparent on line.
46. I believe the two very worst offices and their administrators are [name removed]of Finance and Administration and [name removed]of Human Resources.

47. Administrators need to walk in the shoes of the Dept. personnel once a month, I think their attitude would be better. This should be MANDATORY!
48. NA
49. This will be the last one of these that I will complete. It's intimidating and nothing changes. Those that are "Teachers Pets" won't face any consequences.
50. Great work. Please keep at it--we appreciate it.
51. This survey did not include a "does not apply" for any of the last set of questions.
52. One whole section of this survey regarding Strategic Initiatives cannot not be evaluated by the average staff or faculty employee as we are not a part of that process and do not really have a way to see how Finance and Administrative measures up. I marked all of those are neutral. Some areas, which deal directly with the staff and faculty still have a lot of work to do to present a positive customer service image and for employees to feel that they are working with us and listening to our concerns. Other areas such as the Print Shop and Central Receiving and Facilities Management are doing a great job.
53. University calendar utilization is poor. Too many calendars with very little on most of them. Have one central calendar for faculty and staff that covers most events for most administrative departments. We have had overlaps of meetings going on recently that could have been avoided.
54. I think that the survey next year needs to have a 'doesn't apply' or 'have not worked with' radio button. It is unfair for people to feel like they need to rate people they've not interacted with. But on the whole, my dealings with these departments have been excellent.

## Customer Service Standards for Finance and Administration

Listed below are the Customer Service expectations for all Finance and Administration staff. This includes full time, part time, student, and contract staff members.

- **Every person that you interface as a part of your job is an important customer.** This includes but is not limited to students, employees of ASU or other institutions, industry clients, vendors, and the visitors who walk in or call without an appointment. Customer service is your top priority.
- **All staff will demonstrate a “can-do” attitude.** The most important customer service situations may involve a task or service that is not a part of your normal duties. The expectation is that all staff will either assist the customer as needed or will immediately request assistance from someone who is able to successfully render the service(s) needed.
- **Telephone calls and emails will be answered promptly in a professional manner.** The expectation is that a call or email will be answered immediately, even if the issue requires additional thought or research. If you cannot answer the question immediately, contact the sender anyway, assure them that you get them an answer, and give them a timeline. All emails will be checked for grammar and spelling mistakes, and will include your signature block (name, title, organization, and telephone). When answering the telephone, identify yourself immediately (name and department) in a pleasant voice and immediately set a tone of “what can I do for you?”
- **All potential conflict situations will be resolved in a win-win manner.** Our goal is to provide customer service, not to demonstrate superiority or win an argument. Every effort will be made to defuse a potentially adversarial situation as quickly as possible.
- **Professionalism will be demonstrated in all situations.** This includes how we interface with co-workers and clients, written and verbal communications, and how we dress for specific situations such as special events or key meetings.
- **Look for ways to improve customer service.** You may encounter situations where see opportunities to improve how we service our clients. Discuss these situations with other staff, and implement improvements if they will improve the level of customer service.
- **The overall goal is to maintain and improve our reputation for providing the best possible customer service.** We want every customer (internal and external) to leave feeling that they were well treated by an intelligent, proactive, and caring administrative support staff.