



# **Student Services Staff Survey Spring 2008**



**OFFICE OF  
INSTITUTIONAL  
EFFECTIVENESS**

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Los Angeles City College  
Student Services Staff Survey  
Spring 2008, n = 214

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### Distribution By Office / Program

	<u># of Replies</u>	<u>% of Replies</u>
Admissions & Records Office	25	12%
Assessment Office	11	5%
Campus Child Development Center	27	13%
Counseling Office	17	8%
Financial Aid & Veterans Office	20	9%
Health & Wellness Center	4	2%
EOPS / CARE	28	13%
Job Development & Career Center	5	2%
Office of Special Services	49	23%
Office of Student Life (OSL)	6	3%
Student Assistance Center	10	5%
University Transfer Center	5	2%
TRIO / SSS	5	2%
<hr/>		
<u>Total</u>	212	100%

### Distribution by Job Classification

	<u># of Replies</u>	<u>% of Replies</u>
Administration	2	1%
Faculty	31	15%
Classified	61	29%
Unclassified / Student Employee	110	52%
Other	8	4%
<hr/>		
<u>Total</u>	212	100%

## Total Response Distribution

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Total % &amp; Mean</b>
<b>We provide an important service.</b>	92%	7%	0%	0%	100% 3.93
<b>I value the work that I do.</b>	85%	13%	0%	0%	100% 3.85
<b>I feel good about where I work.</b>	68%	26%	3%	1%	100% 3.60
<b>Students appreciate what we do for them.</b>	50%	42%	7%	0%	100% 3.43
<b>We work effectively to help students.</b>	66%	31%	1%	0%	100% 3.63
<b>We work efficiently to get the job done.</b>	65%	29%	4%	0%	100% 3.60
<b>I have an opportunity to provide ideas.</b>	56%	37%	5%	0%	100% 3.50
<b>I am kept informed and up-to-date.</b>	48%	38%	10%	2%	100% 3.33
<b>I have been given adequate training.</b>	56%	34%	8%	0%	100% 3.47
<b>My immediate supervisor supports me in my work.</b>	66%	29%	3%	0%	100% 3.61
<b>The office is clean and comfortable.</b>	45%	32%	16%	6%	100% 3.17
<b>Employee concerns are handled appropriately.</b>	47%	36%	11%	4%	100% 3.27
<b>We have adequate and appropriate equipment and supplies.</b>	39%	38%	14%	6%	100% 3.13

## Mean\* Response by Office / Program

	Admissions & Records Office	Assessment Office	Campus Child Development Center	Counseling Office	Financial Aid & Veterans Office	Health & Wellness Center	EOPS / CARE	Job Development & Career Center	Office of Special Services	Office of Student Life (OSL)	Student Assistance Center	University Transfer Center	TRIO / SSS	Overall Mean
<b>We provide an important service.</b>	4.0	3.8	3.9	4.0	4.0	4.0	3.9	4.0	3.9	3.8	3.7	3.8	4.0	<b>3.9</b>
<b>I value the work that I do.</b>	3.8	3.5	3.9	4.0	3.8	4.0	4.0	4.0	3.9	3.8	3.6	3.8	4.0	<b>3.9</b>
<b>I feel good about where I work.</b>	3.4	3.4	3.8	3.4	3.7	3.0	3.8	4.0	3.6	4.0	3.3	3.6	4.0	<b>3.6</b>
<b>Students appreciate what we do for them.</b>	2.8	3.2	3.9	3.6	3.2	3.5	3.5	4.0	3.5	3.3	3.4	3.2	4.0	<b>3.4</b>
<b>We work effectively to help students.</b>	3.5	3.6	3.7	3.1	3.6	3.8	3.9	4.0	3.7	3.8	3.5	3.5	3.8	<b>3.6</b>
<b>We work efficiently to get the job done.</b>	3.6	3.6	3.7	3.2	3.4	3.8	3.9	4.0	3.5	3.5	3.6	3.4	3.8	<b>3.6</b>
<b>I have an opportunity to provide ideas.</b>	3.3	3.6	3.6	3.4	3.5	3.3	3.6	4.0	3.5	3.8	3.4	3.4	3.6	<b>3.5</b>
<b>I am kept informed and up-to-date.</b>	3.1	3.5	3.6	2.9	3.5	3.3	3.3	3.8	3.2	3.8	3.4	3.6	3.6	<b>3.3</b>
<b>I have been given adequate training.</b>	3.3	3.5	3.8	3.1	3.3	4.0	3.6	4.0	3.3	3.8	3.7	3.3	3.4	<b>3.5</b>
<b>My immediate supervisor supports me in my work.</b>	3.6	3.7	3.8	3.2	3.8	3.8	3.7	4.0	3.5	3.7	3.4	3.5	4.0	<b>3.6</b>
<b>The office is clean and comfortable.</b>	2.5	3.4	3.6	2.8	2.7	2.0	3.1	4.0	3.5	3.7	3.1	3.2	3.6	<b>3.2</b>
<b>Employee concerns are handled appropriately.</b>	3.0	3.3	3.6	2.7	3.4	3.7	3.3	4.0	3.2	3.6	3.4	3.3	3.8	<b>3.3</b>
<b>We have adequate and appropriate equipment</b>	2.1	3.0	3.5	2.6	3.2	3.0	3.5	3.0	3.4	2.8	2.9	3.2	3.6	<b>3.1</b>

## Mean\* Response by Job Classification

	Faculty	Classified	Unclassified / Student Employee	Other	Overall Mean
<b>We provide an important service.</b>	4.00	3.93	3.90	4.00	<b>3.9</b>
<b>I value the work that I do.</b>	3.97	3.82	3.83	4.00	<b>3.9</b>
<b>I feel good about where I work.</b>	3.61	3.39	3.74	3.38	<b>3.6</b>
<b>Students appreciate what we do for them.</b>	3.80	3.23	3.43	3.63	<b>3.4</b>
<b>We work effectively to help students.</b>	3.39	3.54	3.74	3.75	<b>3.6</b>
<b>We work efficiently to get the job done.</b>	3.45	3.46	3.70	3.75	<b>3.6</b>
<b>I have an opportunity to provide ideas.</b>	3.68	3.33	3.56	3.50	<b>3.5</b>
<b>I am kept informed and up-to-date.</b>	3.13	3.13	3.48	3.50	<b>3.3</b>
<b>I have been given adequate training.</b>	3.37	3.20	3.61	3.88	<b>3.5</b>
<b>My immediate supervisor supports me in my work.</b>	3.34	3.47	3.75	3.75	<b>3.6</b>
<b>The office is clean and comfortable.</b>	2.97	2.67	3.56	2.38	<b>3.2</b>
<b>Employee concerns are handled appropriately.</b>	2.83	2.95	3.55	3.43	<b>3.3</b>
<b>We have adequate and appropriate equipment</b>	2.84	2.90	3.34	3.00	<b>3.1</b>

\*Mean calculation based on the following values:

Strongly agree = 4

Agree = 3

Disagree =2

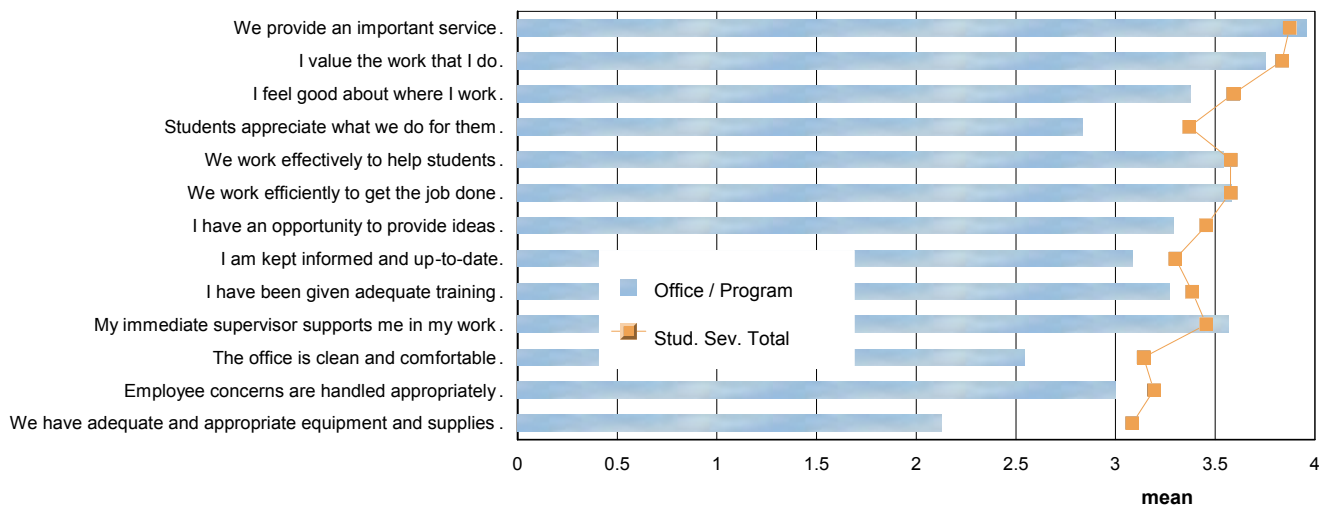
Strongly Disagree =1

## Admissions & Records Office

# of Replies: 24

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	95%	4%			100% <b>3.96</b>
I value the work that I do.	75%	25%			100% <b>3.75</b>
I feel good about where I work.	50%	37%	12%		100% <b>3.38</b>
Students appreciate what we do for them.	4%	75%	20%		100% <b>2.83</b>
We work effectively to help students.	54%	45%			100% <b>3.54</b>
We work efficiently to get the job done.	62%	33%	4%		100% <b>3.58</b>
I have an opportunity to provide ideas.	45%	37%	16%		100% <b>3.29</b>
I am kept informed and up-to-date.	33%	50%	8%	8%	100% <b>3.08</b>
I have been given adequate training.	36%	54%	9%		100% <b>3.27</b>
My immediate supervisor supports me in my work.	65%	30%		4%	100% <b>3.57</b>
The office is clean and comfortable.	16%	33%	37%	12%	100% <b>2.54</b>
Employee concerns are handled appropriately.	34%	34%	26%	4%	100% <b>3.00</b>
We have adequate and appropriate equipment and supplies.	16%	12%	37%	33%	100% <b>2.13</b>
<b>Total</b>	<b>45%</b>	<b>36%</b>	<b>13%</b>	<b>4%</b>	<b>100%</b> <b>3.22</b>

**Comparison of Means: Office/Program & Student Services Total**

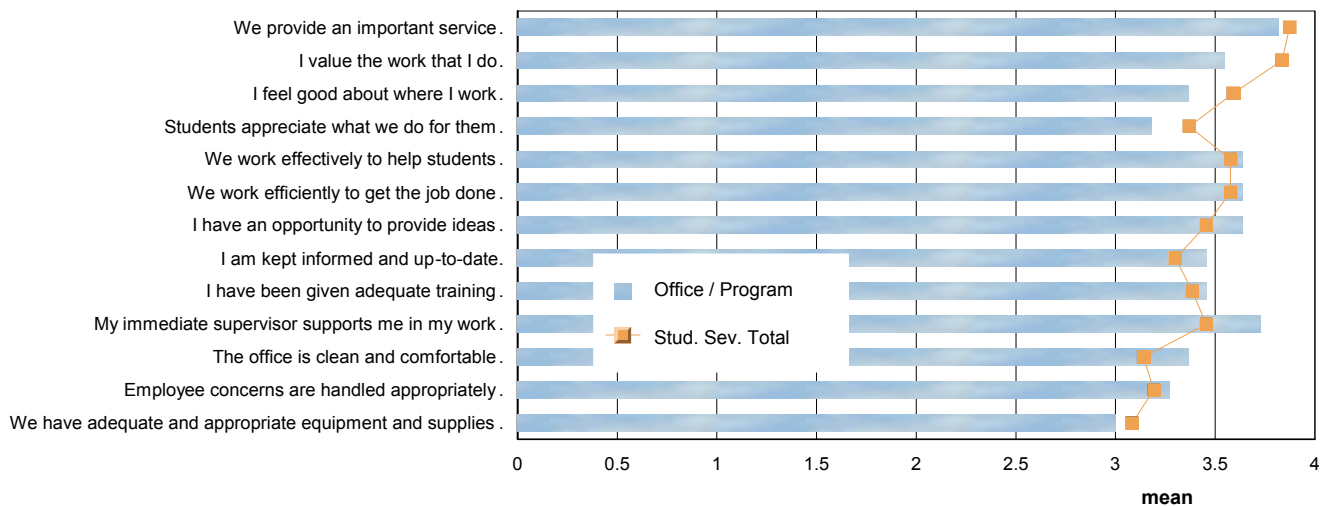


# Assessment Office

# of Replies: 11

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	81%	18%			100% 3.82
I value the work that I do.	63%	27%	9%		100% 3.55
I feel good about where I work.	54%	36%		9%	100% 3.36
Students appreciate what we do for them.	27%	63%	9%		100% 3.18
We work effectively to help students.	63%	36%			100% 3.64
We work efficiently to get the job done.	72%	18%	9%		100% 3.64
I have an opportunity to provide ideas.	63%	36%			100% 3.64
I am kept informed and up-to-date.	45%	54%			100% 3.45
I have been given adequate training.	54%	36%	9%		100% 3.45
My immediate supervisor supports me in my work.	72%	27%			100% 3.73
The office is clean and comfortable.	54%	27%	18%		100% 3.36
Employee concerns are handled appropriately.	36%	54%	9%		100% 3.27
We have adequate and appropriate equipment and supplies	36%	27%	36%		100% 3.00
<b>Total</b>	<b>55%</b>	<b>35%</b>	<b>7%</b>	<b>0%</b>	<b>100%</b> <b>3.47</b>

Comparison of Means: Office/Program & Student Services Total

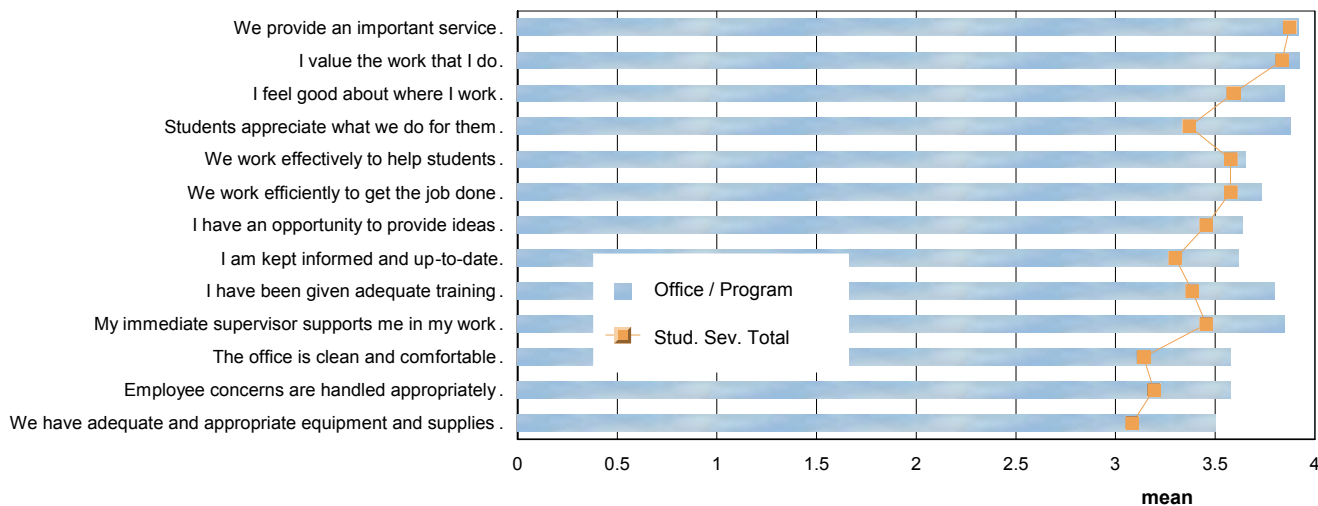


# Campus Child Development Center

# of Replies: 26

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	92%	8%		100% 3.92
I value the work that I do.	92%	7%		100% 3.92
I feel good about where I work.	84%	15%		100% 3.85
Students appreciate what we do for them.	88%	12%		100% 3.88
We work effectively to help students.	69%	26%	3%	100% 3.65
We work efficiently to get the job done.	76%	19%	3%	100% 3.73
I have an opportunity to provide ideas.	68%	28%	4%	100% 3.64
I am kept informed and up-to-date.	65%	30%	3%	100% 3.62
I have been given adequate training.	80%	20%		100% 3.80
My immediate supervisor supports me in my work.	84%	15%		100% 3.85
The office is clean and comfortable.	65%	26%	7%	100% 3.58
Employee concerns are handled appropriately.	65%	26%	7%	100% 3.58
We have adequate and appropriate equipment and supplies	57%	34%	7%	100% 3.50
<b>Total</b>	<b>76%</b>	<b>20%</b>	<b>2%</b>	<b>100%</b> <b>3.73</b>

Comparison of Means: Office/Program & Student Services Total

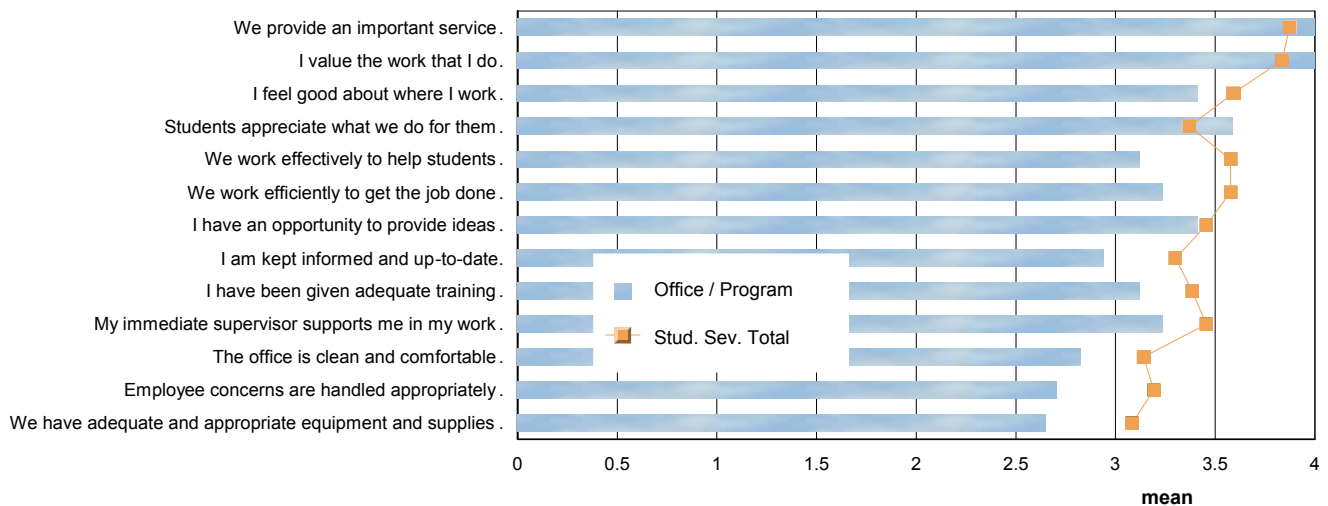


# Counseling Office

# of Replies: 17

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	100%				100% 4.00
I value the work that I do.	100%				100% 4.00
I feel good about where I work.	52%	41%		5%	100% 3.41
Students appreciate what we do for them.	64%	29%	5%		100% 3.59
We work effectively to help students.	41%	41%	5%	11%	100% 3.12
We work efficiently to get the job done.	52%	29%	5%	11%	100% 3.24
I have an opportunity to provide ideas.	47%	47%	5%		100% 3.41
I am kept informed and up-to-date.	35%	35%	17%	11%	100% 2.94
I have been given adequate training.	35%	41%	23%		100% 3.12
My immediate supervisor supports me in my work.	35%	52%	11%		100% 3.24
The office is clean and comfortable.	35%	29%	17%	17%	100% 2.82
Employee concerns are handled appropriately.	17%	52%	11%	17%	100% 2.71
We have adequate and appropriate equipment and supplies	23%	41%	11%	23%	100% 2.65
<b>Total</b>	<b>49%</b>	<b>33%</b>	<b>9%</b>	<b>7%</b>	<b>100%</b> <b>3.25</b>

**Comparison of Means: Office/Program & Student Services Total**

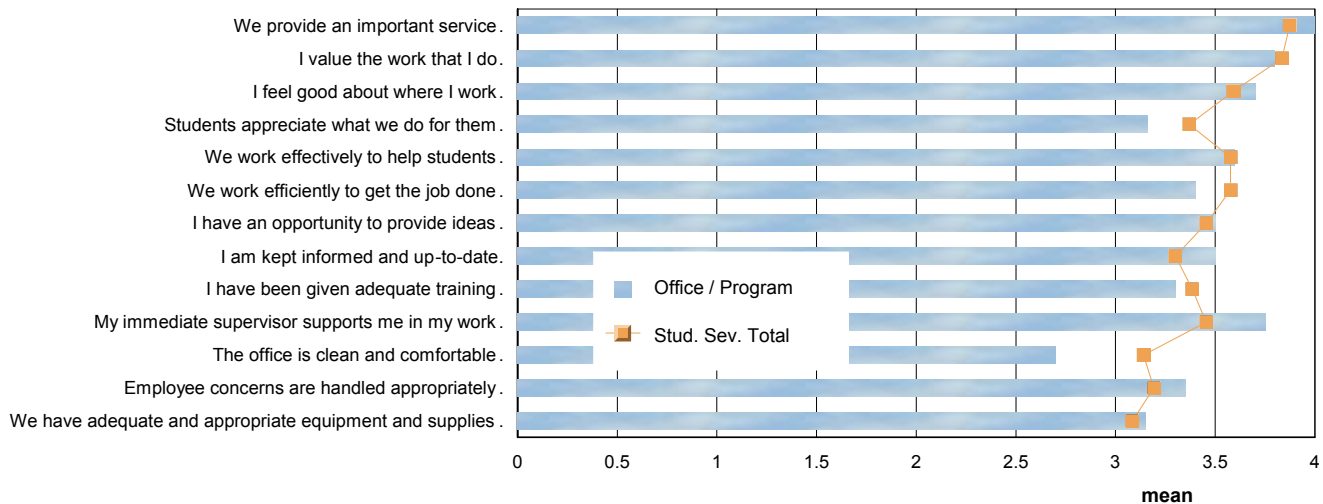


# Financial Aid & Veterans Office

# of Replies: 20

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	100%				100% 4.00
I value the work that I do.	80%	20%			100% 3.80
I feel good about where I work.	70%	30%			100% 3.70
Students appreciate what we do for them.	31%	52%	15%		100% 3.16
We work effectively to help students.	60%	40%			100% 3.60
We work efficiently to get the job done.	50%	40%	10%		100% 3.40
I have an opportunity to provide ideas.	55%	40%	5%		100% 3.50
I am kept informed and up-to-date.	55%	40%	5%		100% 3.50
I have been given adequate training.	45%	40%	15%		100% 3.30
My immediate supervisor supports me in my work.	80%	15%	5%		100% 3.75
The office is clean and comfortable.	35%	15%	35%	15%	100% 2.70
Employee concerns are handled appropriately.	50%	40%	5%	5%	100% 3.35
We have adequate and appropriate equipment and supplies	35%	50%	10%	5%	100% 3.15
<b>Total</b>	<b>57%</b>	<b>32%</b>	<b>8%</b>	<b>1%</b>	<b>100%</b> <b>3.46</b>

**Comparison of Means: Office/Program & Student Services Total**

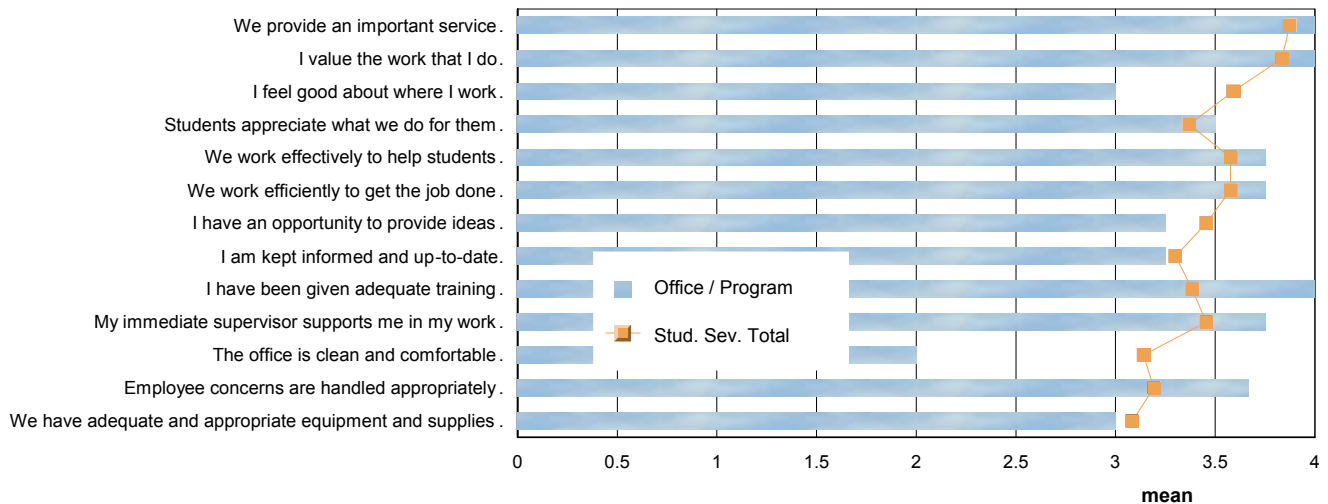


# Health & Wellness Center

# of Replies: 4

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	100%				100% 4.00
I value the work that I do.	100%				100% 4.00
I feel good about where I work.	50%	25%		25%	100% 3.00
Students appreciate what we do for them.	50%	50%			100% 3.50
We work effectively to help students.	75%	25%			100% 3.75
We work efficiently to get the job done.	75%	25%			100% 3.75
I have an opportunity to provide ideas.	25%	75%			100% 3.25
I am kept informed and up-to-date.	25%	75%			100% 3.25
I have been given adequate training.	100%				100% 4.00
My immediate supervisor supports me in my work.	75%	25%			100% 3.75
The office is clean and comfortable.		25%	50%	25%	100% 2.00
Employee concerns are handled appropriately.	66%	33%			100% 3.67
We have adequate and appropriate equipment and supplies		100%			100% 3.00
<b>Total</b>	<b>57%</b>	<b>34%</b>	<b>4%</b>	<b>4%</b>	<b>100% 3.46</b>

**Comparison of Means: Office/Program & Student Services Total**

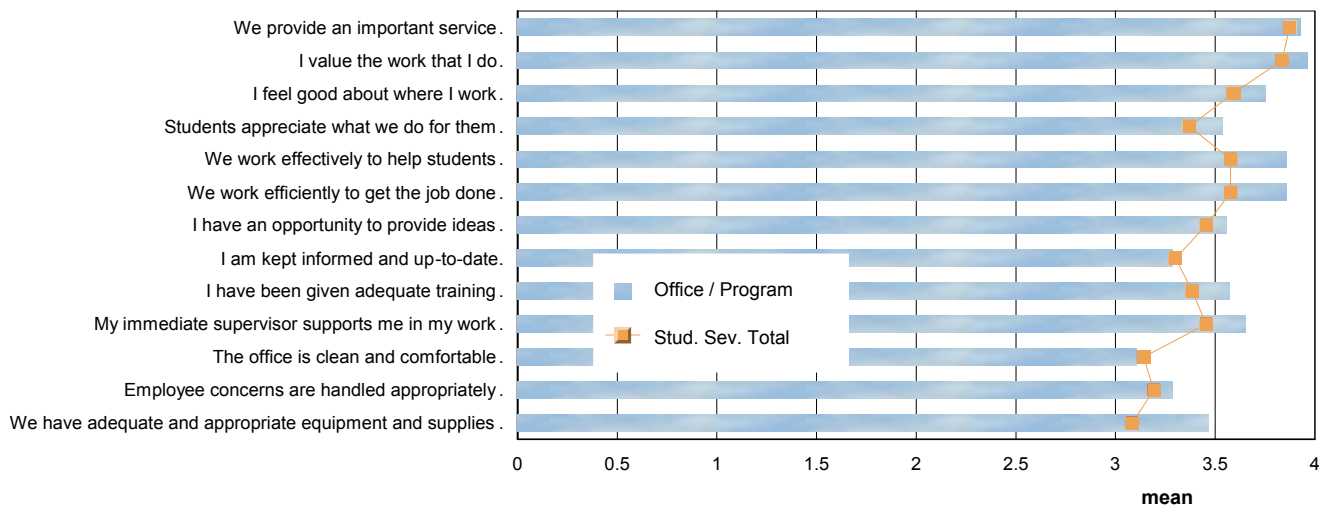


# EOPS / CARE

# of Replies: 28

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	92%	7%			100% 3.93
I value the work that I do.	96%	3%			100% 3.96
I feel good about where I work.	75%	25%			100% 3.75
Students appreciate what we do for them.	60%	32%	7%		100% 3.54
We work effectively to help students.	85%	14%			100% 3.86
We work efficiently to get the job done.	85%	14%			100% 3.86
I have an opportunity to provide ideas.	55%	44%			100% 3.56
I am kept informed and up-to-date.	46%	39%	10%	3%	100% 3.29
I have been given adequate training.	60%	35%	3%		100% 3.57
My immediate supervisor supports me in my work.	65%	34%			100% 3.65
The office is clean and comfortable.	35%	50%	3%	10%	100% 3.11
Employee concerns are handled appropriately.	42%	42%	14%		100% 3.29
We have adequate and appropriate equipment and supplies	53%	39%	7%		100% 3.46
<b>Total</b>	<b>65%</b>	<b>29%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b> <b>3.60</b>

**Comparison of Means: Office/Program & Student Services Total**

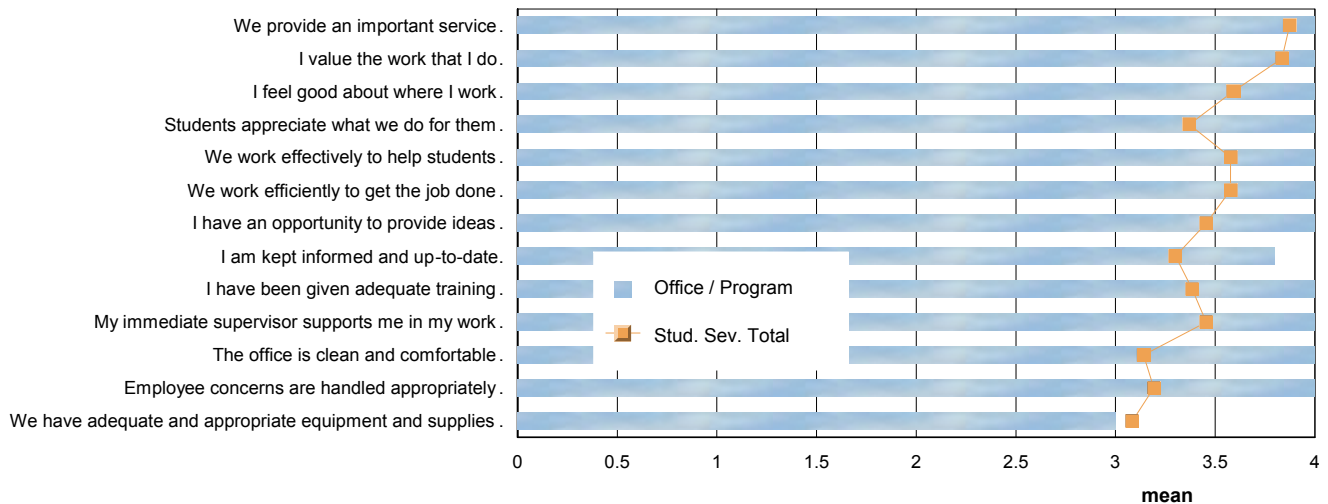


# Job Development & Career Center

# of Replies: 5

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	100%			100% 4.00
I value the work that I do.	100%			100% 4.00
I feel good about where I work.	100%			100% 4.00
Students appreciate what we do for them.	100%			100% 4.00
We work effectively to help students.	100%			100% 4.00
We work efficiently to get the job done.	100%			100% 4.00
I have an opportunity to provide ideas.	100%			100% 4.00
I am kept informed and up-to-date.	80%	20%		100% 3.80
I have been given adequate training.	100%			100% 4.00
My immediate supervisor supports me in my work.	100%			100% 4.00
The office is clean and comfortable.	100%			100% 4.00
Employee concerns are handled appropriately.	100%			100% 4.00
We have adequate and appropriate equipment and supplies	40%	20%	40%	100% 3.00
<b>Total</b>	93%	3%	3%	100% 3.91

**Comparison of Means: Office/Program & Student Services Total**

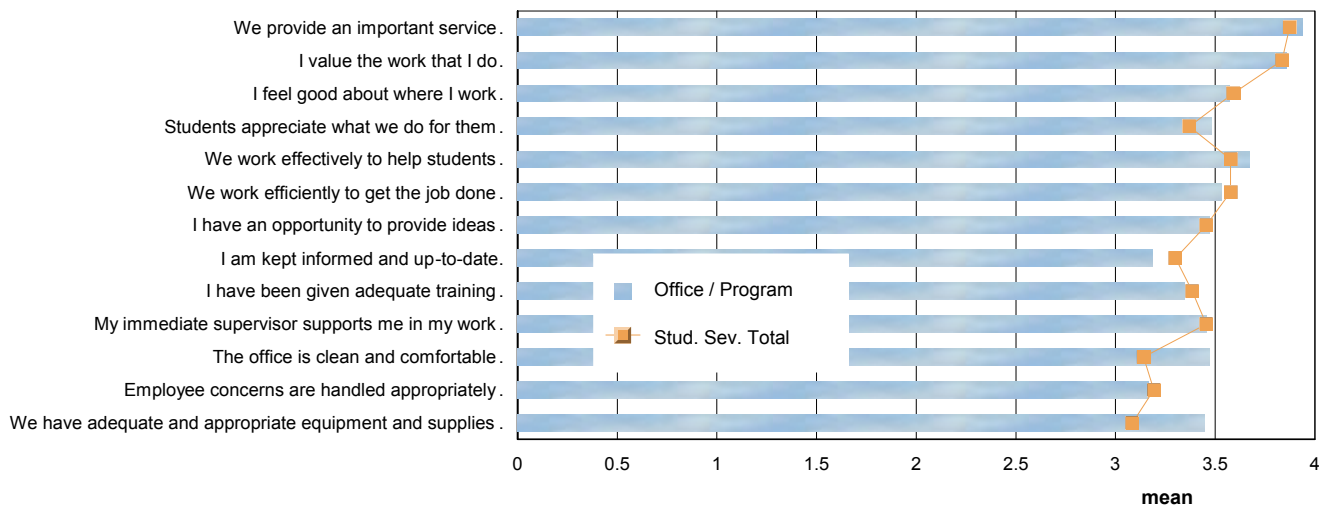


# Office of Special Services

# of Replies: 49

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	93%	6%			100% 3.94
I value the work that I do.	85%	14%			100% 3.86
I feel good about where I work.	69%	20%	8%	2%	100% 3.57
Students appreciate what we do for them.	54%	39%	6%		100% 3.48
We work effectively to help students.	69%	28%	2%		100% 3.67
We work efficiently to get the job done.	59%	34%	6%		100% 3.53
I have an opportunity to provide ideas.	55%	36%	8%		100% 3.47
I am kept informed and up-to-date.	45%	29%	22%	2%	100% 3.19
I have been given adequate training.	51%	34%	12%	2%	100% 3.35
My immediate supervisor supports me in my work.	58%	30%	8%	2%	100% 3.46
The office is clean and comfortable.	57%	32%	10%		100% 3.47
Employee concerns are handled appropriately.	46%	30%	14%	8%	100% 3.16
We have adequate and appropriate equipment and supplies	51%	42%	6%		100% 3.45
<b>Total</b>	<b>61%</b>	<b>29%</b>	<b>8%</b>	<b>1%</b>	<b>100%</b> <b>3.51</b>

**Comparison of Means: Office/Program & Student Services Total**

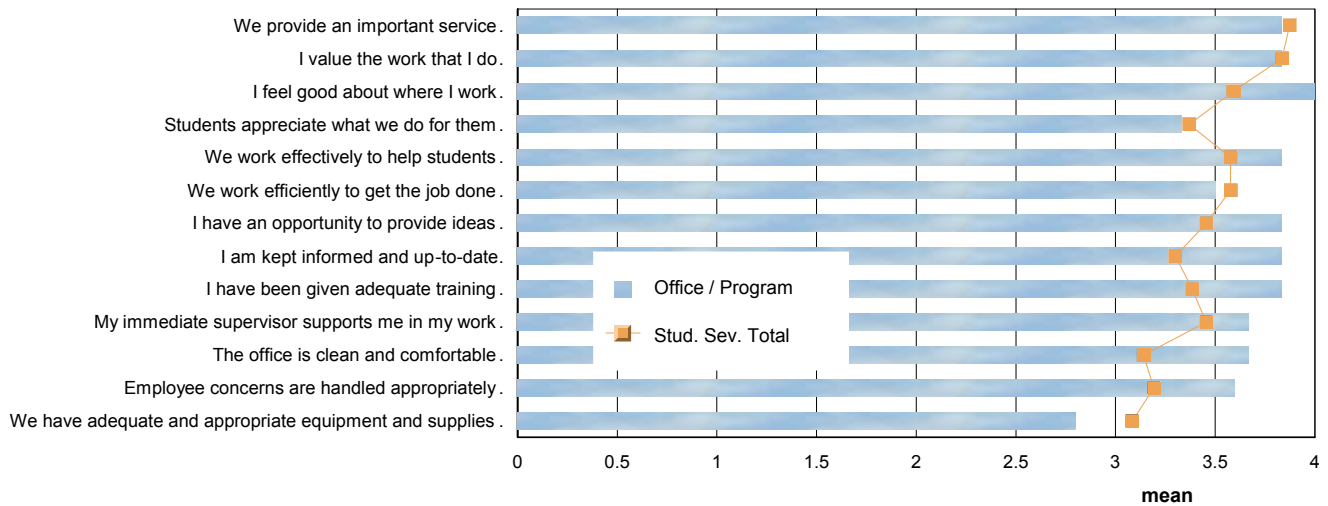


# Office of Student Life (OSL)

# of Replies: 6

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	83%	16%		100% 3.83
I value the work that I do.	83%	16%		100% 3.83
I feel good about where I work.	100%			100% 4.00
Students appreciate what we do for them.	33%	66%		100% 3.33
We work effectively to help students.	83%	16%		100% 3.83
We work efficiently to get the job done.	50%	50%		100% 3.50
I have an opportunity to provide ideas.	83%	16%		100% 3.83
I am kept informed and up-to-date.	83%	16%		100% 3.83
I have been given adequate training.	83%	16%		100% 3.83
My immediate supervisor supports me in my work.	66%	33%		100% 3.67
The office is clean and comfortable.	66%	33%		100% 3.67
Employee concerns are handled appropriately.	60%	40%		100% 3.60
We have adequate and appropriate equipment and supplies		80%	20%	100% 2.80
<b>Total</b>	<b>68%</b>	<b>30%</b>	<b>1%</b>	<b>100%</b> <b>3.67</b>

**Comparison of Means: Office/Program & Student Services Total**

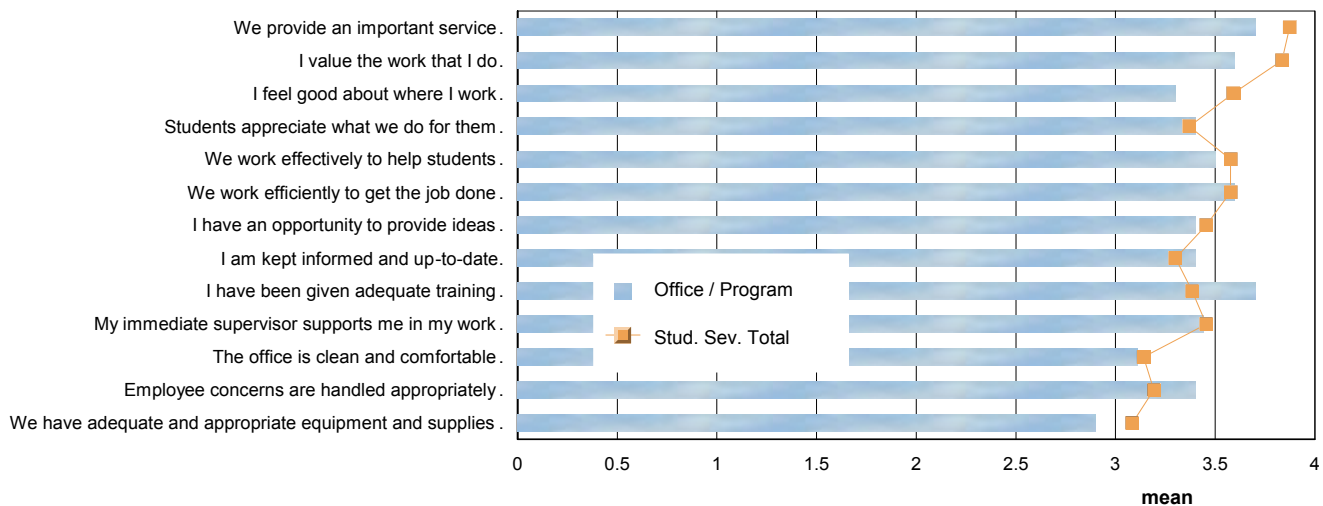


# Student Assistance Center

# of Replies: 10

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	70%	30%		100% 3.70
I value the work that I do.	60%	40%		100% 3.60
I feel good about where I work.	40%	50%	10%	100% 3.30
Students appreciate what we do for them.	40%	60%		100% 3.40
We work effectively to help students.	50%	50%		100% 3.50
We work efficiently to get the job done.	60%	40%		100% 3.60
I have an opportunity to provide ideas.	50%	40%	10%	100% 3.40
I am kept informed and up-to-date.	40%	60%		100% 3.40
I have been given adequate training.	80%	10%	10%	100% 3.70
My immediate supervisor supports me in my work.	44%	55%		100% 3.44
The office is clean and comfortable.	33%	44%	22%	100% 3.11
Employee concerns are handled appropriately.	50%	40%	10%	100% 3.40
We have adequate and appropriate equipment and supplies	20%	50%	30%	100% 2.90
<b>Total</b>	<b>49%</b>	<b>43%</b>	<b>7%</b>	<b>100%</b> <b>3.42</b>

Comparison of Means: Office/Program & Student Services Total

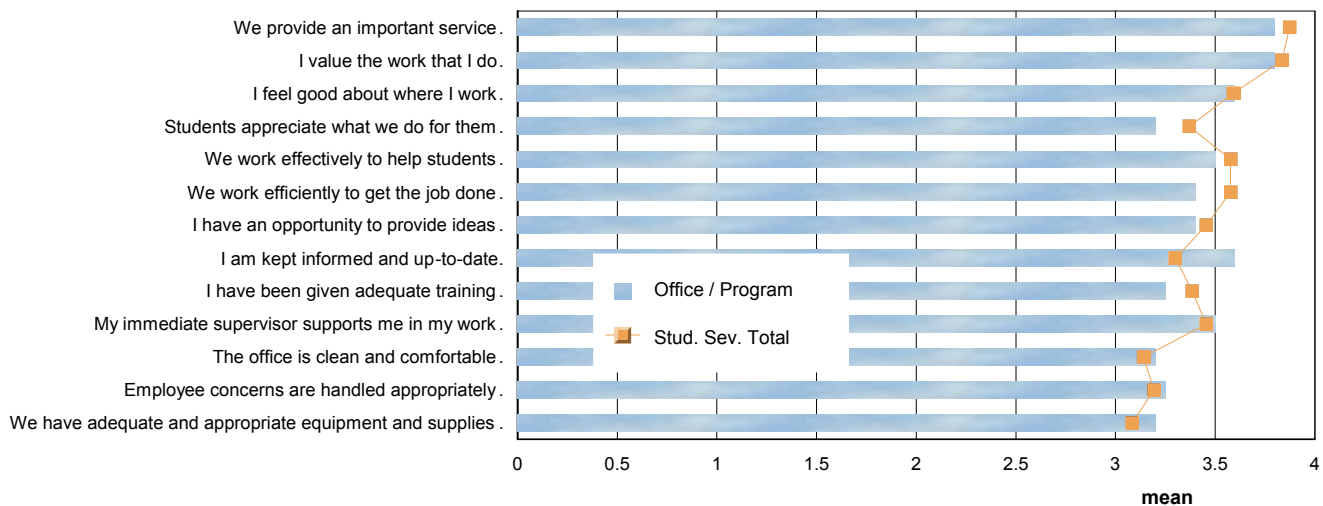


# University Transfer Center

# of Replies: 5

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	80%	20%		100% 3.80
I value the work that I do.	80%	20%		100% 3.80
I feel good about where I work.	60%	40%		100% 3.60
Students appreciate what we do for them.	20%	80%		100% 3.20
We work effectively to help students.	50%	50%		100% 3.50
We work efficiently to get the job done.	40%	60%		100% 3.40
I have an opportunity to provide ideas.	40%	60%		100% 3.40
I am kept informed and up-to-date.	60%	40%		100% 3.60
I have been given adequate training.	25%	75%		100% 3.25
My immediate supervisor supports me in my work.	50%	50%		100% 3.50
The office is clean and comfortable.	40%	40%	20%	100% 3.20
Employee concerns are handled appropriately.	25%	75%		100% 3.25
We have adequate and appropriate equipment and supplies	40%	40%	20%	100% 3.20
<b>Total</b>	<b>47%</b>	<b>49%</b>	<b>3%</b>	<b>100%</b> <b>3.44</b>

**Comparison of Means: Office/Program & Student Services Total**

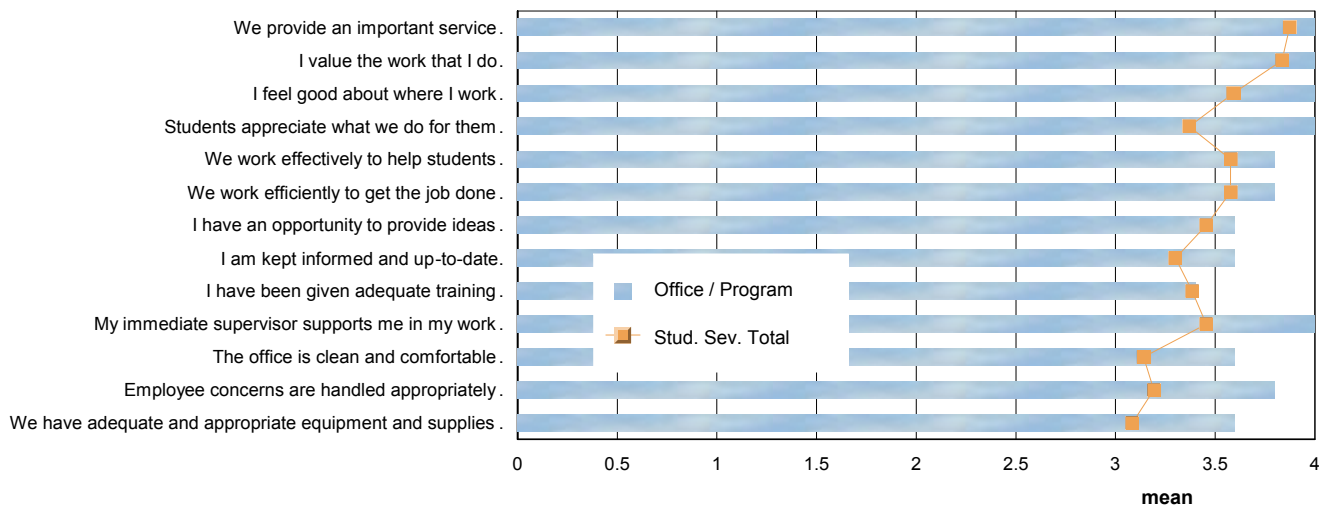


# TRIO / SSS

# of Replies: 5

	Strongly Agree	Agree	Total % & Mean
We provide an important service.	100%		100% 4.00
I value the work that I do.	100%		100% 4.00
I feel good about where I work.	100%		100% 4.00
Students appreciate what we do for them.	100%		100% 4.00
We work effectively to help students.	80%	20%	100% 3.80
We work efficiently to get the job done.	80%	20%	100% 3.80
I have an opportunity to provide ideas.	60%	40%	100% 3.60
I am kept informed and up-to-date.	60%	40%	100% 3.60
I have been given adequate training.	40%	60%	100% 3.40
My immediate supervisor supports me in my work.	100%		100% 4.00
The office is clean and comfortable.	60%	40%	100% 3.60
Employee concerns are handled appropriately.	80%	20%	100% 3.80
We have adequate and appropriate equipment and supplies	60%	40%	100% 3.60
<b>Total</b>	<b>78%</b>	<b>21%</b>	<b>100% 3.78</b>

**Comparison of Means: Office/Program & Student Services Total**



# Student Services Staff Survey

## Spring 2008



Please give us feedback regarding this department and help us improve Student Services. Your responses are strictly confidential. Please complete the survey and return it in the envelope provided.

### 1. What Department do you work in?

- |                                                          |                                                          |
|----------------------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Admissions & Records Office     | <input type="checkbox"/> EOPS / CARE                     |
| <input type="checkbox"/> Assessment Office               | <input type="checkbox"/> Job Development & Career Center |
| <input type="checkbox"/> Campus Child Development Center | <input type="checkbox"/> Office of Special Services      |
| <input type="checkbox"/> Counseling Office               | <input type="checkbox"/> Office of Student Life (OSL)    |
| <input type="checkbox"/> Financial Aid & Veterans Office | <input type="checkbox"/> Student Assistance Center       |
| <input type="checkbox"/> Health & Wellness Center        | <input type="checkbox"/> University Transfer Center      |
| <input type="checkbox"/> TRIO / SSS                      | <input type="checkbox"/> Other (please specify) _____    |

### 2. What is your job classification?

- Administration
- Faculty
- Classified
- Unclassified / Student Employee
- Other \_\_\_\_\_

### 3. Please respond to the following statements:

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
We provide an important service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I value the work that I do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel good about where I work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students appreciate what we do for them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We work effectively to help students.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We work efficiently to get the job done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have an opportunity to provide ideas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am kept informed and up-to-date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been given adequate training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My immediate supervisor supports me in my work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The office is clean and comfortable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee concerns are handled appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We have adequate and appropriate equipment and supplies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please write comments or suggestions below. What is best about this office? What is the most important item that the office could improve? What service, that is not provided, should be? Use the back if you need more room.

