

CAMPUS QUALITY SURVEY - 2002				
VCSU				
Top Twenty All Staff Perceptions of <i>HOW IT SHOULD BE</i>				
	How It	How It Is		Gap
Item	Should Be	Now	Gap	Rank
Faculty and staff take pride in their work	4.65	4.15	0.51	17
This institution has "user-friendly" computer systems to assist employees and students	4.62	4.02	0.60	14
This institution promotes excellent employee-student relationships	4.61	4.20	0.41	19
It is easy to get information at this institution	4.54	3.76	0.78	8
Our services to students are "user-friendly"	4.54	4.00	0.54	16
Job responsibilities are communicated clearly to employees	4.53	3.13	1.40	3
Administrators are committed to providing quality service	4.51	3.85	0.65	11
Administrators recognize faculty and staff when they do a good job	4.49	3.13	1.36	4
Administrators set examples of quality services in their day-to-day performance	4.49	3.52	0.98	5
This institution involves its employees in planning for the future	4.48	3.82	0.67	10
Employees are rewarded for outstanding performance	4.48	2.55	1.93	1
There are effective lines of communication between departments	4.47	2.78	1.69	2
I know what is expected of me	4.46	3.77	0.69	9
The mission, purpose, and values of this institution are familiar to employees	4.46	4.06	0.41	20
This institution listens to its students	4.46	4.00	0.46	18
Administrators cultivate positive relationships with students	4.45	3.89	0.56	15
Efforts to improve quality are paying off at this institution	4.43	3.78	0.65	12
Prof. dev. training programs are available to assist employees in improving their job performance	4.43	3.62	0.81	7
There is a spirit of teamwork and cooperation in this organization	4.42	3.57	0.86	6
Administrators have confidence in me	4.42	3.81	0.61	13