

Human Resources Customer Service Survey 2003 Preliminary Frequency Results

GENERAL IMPRESSIONS

Quality of Customer Service provided by HR

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	57	12.8%	13.1%
Satisfactory	242	54.5%	55.6%
Above Satisfactory	136	30.6%	31.3%
Total	435	98.0%	100.0%
Missing	9	2.0%	.
Total	444	100.0%	.

GENERAL IMPRESSIONS

Effective communication of personnel policies and procedures

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	90	20.3%	21.1%
Satisfactory	247	55.6%	57.8%
Above Satisfactory	90	20.3%	21.1%
Total	427	96.2%	100.0%
Missing	17	3.8%	.
Total	444	100.0%	.

GENERAL IMPRESSIONS

Changes in personnel policies and procedures are communicated effectively

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	133	30.0%	31.5%
Satisfactory	218	49.1%	51.7%
Above Satisfactory	71	16.0%	16.8%
Total	422	95.0%	100.0%
Missing	22	5.0%	.
Total	444	100.0%	.

GENERAL IMPRESSIONS

If you have been involved in an employee relations issue (i.e., grievance, complaints, disciplinary action, etc.), the process was effective.

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	39	8.8%	41.1%
Satisfactory	39	8.8%	41.1%
Above Satisfactory	17	3.8%	17.9%
Total	95	21.4%	100.0%
Missing	349	78.6%	.
Total	444	100.0%	.

PAYROLL SERVICES

Overall customer service

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	37	8.3%	10.7%
Satisfactory	189	42.6%	54.5%
Above Satisfactory	121	27.3%	34.9%
Total	347	78.2%	100.0%
Missing	97	21.8%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll services staff are knowledgeable

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	44	9.9%	13.8%
Satisfactory	173	39.0%	54.2%
Above Satisfactory	102	23.0%	32.0%
Total	319	71.8%	100.0%
Missing	125	28.2%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll services staff are professional

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	18	4.1%	5.7%
Satisfactory	170	38.3%	54.1%
Above Satisfactory	126	28.4%	40.1%
Total	314	70.7%	100.0%
Missing	130	29.3%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll services staff are responsive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	64	14.4%	20.3%
Satisfactory	125	28.2%	39.6%
Above Satisfactory	127	28.6%	40.2%
Total	316	71.2%	100.0%
Missing	128	28.8%	.
Total	444	100.0%	.

PAYROLL SERVICES

Messages (phone/email) are returned in a reasonable time

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	61	13.7%	20.1%
Satisfactory	154	34.7%	50.7%
Above Satisfactory	89	20.0%	29.3%
Total	304	68.5%	100.0%
Missing	140	31.5%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll Services staff are helpful in handling pay-related issues

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	37	8.3%	12.1%
Satisfactory	159	35.8%	52.0%
Above Satisfactory	110	24.8%	35.9%
Total	306	68.9%	100.0%
Missing	138	31.1%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll Services staff handle questions, concerns, or problems in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	75	16.9%	24.0%
Satisfactory	132	29.7%	42.3%
Above Satisfactory	105	23.6%	33.7%
Total	312	70.3%	100.0%
Missing	132	29.7%	.
Total	444	100.0%	.

PAYROLL SERVICES

My bi-weekly paychecks are accurate

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	15	3.4%	3.6%
Satisfactory	177	39.9%	42.5%
Above Satisfactory	224	50.5%	53.8%
Total	416	93.7%	100.0%
Missing	28	6.3%	.
Total	444	100.0%	.

PAYROLL SERVICES

How many years have you been employed at UCF?

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Less than 1 year	70	15.8%	16.3%
1 - 5 years	171	38.5%	39.8%
6 - 10 years	92	20.7%	21.4%
11 - 15 years	34	7.7%	7.9%
16 - 20 years	30	6.8%	7.0%
More than 20 years	33	7.4%	7.7%
Total	430	96.8%	100.0%
Missing	14	3.2%	.
Total	444	100.0%	.

PAYROLL SERVICES

As a new employee, my payroll sign-in experience was positive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	15	3.4%	10.8%
Satisfactory	74	16.7%	53.2%
Above Satisfactory	50	11.3%	36.0%
Total	139	31.3%	100.0%
Missing	305	68.7%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll Services provides employment verification information in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	26	5.9%	10.8%
Satisfactory	135	30.4%	56.3%
Above Satisfactory	79	17.8%	32.9%
Total	240	54.1%	100.0%
Missing	204	45.9%	.
Total	444	100.0%	.

PAYROLL SERVICES

Payroll Services staffare helpful with issues regarding leave time (sick, annual, etc.)

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	18	4.1%	6.6%
Satisfactory	160	36.0%	58.6%
Above Satisfactory	95	21.4%	34.8%
Total	273	61.5%	100.0%
Missing	171	38.5%	.
Total	444	100.0%	.

PAYROLL SERVICES

During the initial hiring process of non-resident alien personnel, Payroll Services provides adequate support

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	13	2.9%	11.9%
Satisfactory	59	13.3%	54.1%
Above Satisfactory	37	8.3%	33.9%
Total	109	24.5%	100.0%
Missing	335	75.5%	.
Total	444	100.0%	.

PAYROLL SERVICES

After the hiring of non-resident alien personnel, Payroll Services provides adequate continuing support of the employment process

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	14	3.2%	15.6%
Satisfactory	47	10.6%	52.2%
Above Satisfactory	29	6.5%	32.2%
Total	90	20.3%	100.0%
Missing	354	79.7%	.
Total	444	100.0%	.

EMPLOYMENT

Overall customer service

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	31	7.0%	8.5%
Satisfactory	220	49.5%	60.6%
Above Satisfactory	112	25.2%	30.9%
Total	363	81.8%	100.0%
Missing	81	18.2%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff are knowledgeable

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	40	9.0%	11.3%
Satisfactory	209	47.1%	59.2%
Above Satisfactory	104	23.4%	29.5%
Total	353	79.5%	100.0%
Missing	91	20.5%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff are professional

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	17	3.8%	4.8%
Satisfactory	214	48.2%	60.1%
Above Satisfactory	125	28.2%	35.1%
Total	356	80.2%	100.0%
Missing	88	19.8%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff are responsive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	47	10.6%	13.4%
Satisfactory	201	45.3%	57.1%
Above Satisfactory	104	23.4%	29.5%
Total	352	79.3%	100.0%
Missing	92	20.7%	.
Total	444	100.0%	.

EMPLOYMENT

Messages (phone/email) are returned in a reasonable time

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	52	11.7%	16.9%
Satisfactory	187	42.1%	60.9%
Above Satisfactory	68	15.3%	22.1%
Total	307	69.1%	100.0%
Missing	137	30.9%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff are helpful with issues related to the USPS hiring process

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	29	6.5%	10.7%
Satisfactory	163	36.7%	60.4%
Above Satisfactory	78	17.6%	28.9%
Total	270	60.8%	100.0%
Missing	174	39.2%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff handle questions, concerns, or problems in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	59	13.3%	18.5%
Satisfactory	184	41.4%	57.7%
Above Satisfactory	76	17.1%	23.8%
Total	319	71.8%	100.0%
Missing	125	28.2%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff are efficient in posting job opportunities

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	23	5.2%	7.8%
Satisfactory	157	35.4%	53.2%
Above Satisfactory	115	25.9%	39.0%
Total	295	66.4%	100.0%
Missing	149	33.6%	.
Total	444	100.0%	.

EMPLOYMENT

Employment staff effectively manage the hiring package process steps that occur in Human Resources

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	56	12.6%	18.4%
Satisfactory	170	38.3%	55.9%
Above Satisfactory	78	17.6%	25.7%
Total	304	68.5%	100.0%
Missing	140	31.5%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Overall customer service

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	24	5.4%	7.0%
Satisfactory	161	36.3%	46.9%
Above Satisfactory	158	35.6%	46.1%
Total	343	77.3%	100.0%
Missing	101	22.7%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Training and Development staff are knowledgeable

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	28	6.3%	8.3%
Satisfactory	155	34.9%	46.0%
Above Satisfactory	154	34.7%	45.7%
Total	337	75.9%	100.0%
Missing	107	24.1%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Training and Development staff are professional

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	21	4.7%	6.2%
Satisfactory	152	34.2%	45.0%
Above Satisfactory	165	37.2%	48.8%
Total	338	76.1%	100.0%
Missing	106	23.9%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Training and Development staff are responsive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	28	6.3%	8.4%
Satisfactory	158	35.6%	47.2%
Above Satisfactory	149	33.6%	44.5%
Total	335	75.5%	100.0%
Missing	109	24.5%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Training staff handle questions, concerns, or problems in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	27	6.1%	8.4%
Satisfactory	160	36.0%	50.0%
Above Satisfactory	133	30.0%	41.6%
Total	320	72.1%	100.0%
Missing	124	27.9%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

Training effectively communicates which programs are available and when

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	39	8.8%	11.2%
Satisfactory	158	35.6%	45.5%
Above Satisfactory	150	33.8%	43.2%
Total	347	78.2%	100.0%
Missing	97	21.8%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT

The types of topics and workshops offered by training are useful and appropriate

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	41	9.2%	11.9%
Satisfactory	197	44.4%	57.1%
Above Satisfactory	107	24.1%	31.0%
Total	345	77.7%	100.0%
Missing	99	22.3%	.
Total	444	100.0%	.

TRAINING AND DEVELOPMENT
**Training staff are effective in managing the Employee
Suggestion Awards Programs**

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	26	5.9%	12.8%
Satisfactory	113	25.5%	55.7%
Above Satisfactory	64	14.4%	31.5%
Total	203	45.7%	100.0%
Missing	241	54.3%	.
Total	444	100.0%	.

BENEFITS
Overall customer service

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	57	12.8%	14.6%
Satisfactory	197	44.4%	50.5%
Above Satisfactory	136	30.6%	34.9%
Total	390	87.8%	100.0%
Missing	54	12.2%	.
Total	444	100.0%	.

BENEFITS
Benefits staff are knowledgeable

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	58	13.1%	15.1%
Satisfactory	193	43.5%	50.1%
Above Satisfactory	134	30.2%	34.8%
Total	385	86.7%	100.0%
Missing	59	13.3%	.
Total	444	100.0%	.

BENEFITS

Benefits staff are professional

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	23	5.2%	5.9%
Satisfactory	216	48.6%	55.5%
Above Satisfactory	150	33.8%	38.6%
Total	389	87.6%	100.0%
Missing	55	12.4%	.
Total	444	100.0%	.

BENEFITS

Benefits staff are responsive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	71	16.0%	18.7%
Satisfactory	180	40.5%	47.5%
Above Satisfactory	128	28.8%	33.8%
Total	379	85.4%	100.0%
Missing	65	14.6%	.
Total	444	100.0%	.

BENEFITS

If you were hired within the past 12 months, as a new employee, your benefits sign-in experience was positive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	16	3.6%	17.2%
Satisfactory	49	11.0%	52.7%
Above Satisfactory	28	6.3%	30.1%
Total	93	20.9%	100.0%
Missing	351	79.1%	.
Total	444	100.0%	.

BENEFITS

Benefits staff handle questions, concerns or problems in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	65	14.6%	18.7%
Satisfactory	177	39.9%	50.9%
Above Satisfactory	106	23.9%	30.5%
Total	348	78.4%	100.0%
Missing	96	21.6%	.
Total	444	100.0%	.

BENEFITS

Benefits staff accurately inform employees about their benefits

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	72	16.2%	20.5%
Satisfactory	182	41.0%	51.9%
Above Satisfactory	97	21.8%	27.6%
Total	351	79.1%	100.0%
Missing	93	20.9%	.
Total	444	100.0%	.

BENEFITS

Benefits staff provide easy to understand benefits information

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	80	18.0%	22.5%
Satisfactory	194	43.7%	54.5%
Above Satisfactory	82	18.5%	23.0%
Total	356	80.2%	100.0%
Missing	88	19.8%	.
Total	444	100.0%	.

BENEFITS

The Benefits Fair is an effective way to learn about the benefits offered each year

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	39	8.8%	13.2%
Satisfactory	153	34.5%	51.7%
Above Satisfactory	104	23.4%	35.1%
Total	296	66.7%	100.0%
Missing	148	33.3%	.
Total	444	100.0%	.

BENEFITS

Benefits staff effectively communicate retirement information to employees through announcements and seminars

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	51	11.5%	17.7%
Satisfactory	161	36.3%	55.9%
Above Satisfactory	76	17.1%	26.4%
Total	288	64.9%	100.0%
Missing	156	35.1%	.
Total	444	100.0%	.

BENEFITS

Benefits staff appropriately refer employees to other departments and agencies when necessary

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	33	7.4%	13.5%
Satisfactory	150	33.8%	61.5%
Above Satisfactory	61	13.7%	25.0%
Total	244	55.0%	100.0%
Missing	200	45.0%	.
Total	444	100.0%	.

COMPENSATION
Overall customer service

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	17	3.8%	7.9%
Satisfactory	140	31.5%	64.8%
Above Satisfactory	59	13.3%	27.3%
Total	216	48.6%	100.0%
Missing	228	51.4%	.
Total	444	100.0%	.

COMPENSATION
Compensation staff are knowledgeable

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	17	3.8%	8.3%
Satisfactory	132	29.7%	64.4%
Above Satisfactory	56	12.6%	27.3%
Total	205	46.2%	100.0%
Missing	239	53.8%	.
Total	444	100.0%	.

COMPENSATION
Compensation staff are professional

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	12	2.7%	5.9%
Satisfactory	127	28.6%	62.0%
Above Satisfactory	66	14.9%	32.2%
Total	205	46.2%	100.0%
Missing	239	53.8%	.
Total	444	100.0%	.

COMPENSATION
Compensation staff are responsive

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	20	4.5%	9.8%
Satisfactory	132	29.7%	64.4%
Above Satisfactory	53	11.9%	25.9%
Total	205	46.2%	100.0%
Missing	239	53.8%	.
Total	444	100.0%	.

COMPENSATION
Compensation staff effectively handle questions, concerns, or problems in a timely manner

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	28	6.3%	13.4%
Satisfactory	117	26.4%	56.0%
Above Satisfactory	64	14.4%	30.6%
Total	209	47.1%	100.0%
Missing	235	52.9%	.
Total	444	100.0%	.

COMPENSATION
Compensation staff are effective in addressing class specification and pay plan issues

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	30	6.8%	16.0%
Satisfactory	112	25.2%	59.6%
Above Satisfactory	46	10.4%	24.5%
Total	188	42.3%	100.0%
Missing	256	57.7%	.
Total	444	100.0%	.

COMPENSATION

Compensation staff are effective in processing A&P new hire or appointment packages

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	22	5.0%	13.5%
Satisfactory	104	23.4%	63.8%
Above Satisfactory	37	8.3%	22.7%
Total	163	36.7%	100.0%
Missing	281	63.3%	.
Total	444	100.0%	.

COMPENSATION

Compensation staff are effective in processing the establishment of a new position

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	26	5.9%	15.1%
Satisfactory	112	25.2%	65.1%
Above Satisfactory	34	7.7%	19.8%
Total	172	38.7%	100.0%
Missing	272	61.3%	.
Total	444	100.0%	.

COMPENSATION

Compensation staff are effective in processing the reclassification of a position

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Below Satisfactory	37	8.3%	22.2%
Satisfactory	99	22.3%	59.3%
Above Satisfactory	31	7.0%	18.6%
Total	167	37.6%	100.0%
Missing	277	62.4%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION

At what UCF campus are you primarily based?

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Downtown Center	4	0.9%	0.9%
Orlando (Main Campus)	406	91.4%	95.3%
Brevard Campus	10	2.3%	2.3%
Daytona Campus	6	1.4%	1.4%
Total	426	95.9%	100.0%
Missing	18	4.1%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION

At what UCF campus are you primarily based? Other

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
AFAMS	1	0.2%	11.1%
Clermont	1	0.2%	11.1%
FSEC	1	0.2%	11.1%
IST	1	0.2%	11.1%
Research Park	2	0.5%	22.2%
Research Pavilion	1	0.2%	11.1%
Research Pavillion	1	0.2%	11.1%
Sanford/Lake Mary	1	0.2%	11.1%
Total	9	2.0%	100.0%
Missing	435	98.0%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION
In what college or unit do you work?

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
College of Arts & Sciences	51	11.5%	13.5%
College of Business Administration	16	3.6%	4.2%
College of Education	36	8.1%	9.5%
College of Engineering	10	2.3%	2.7%
College of Health & Public Affairs	34	7.7%	9.0%
School of Optics/CREOL	3	0.7%	0.8%
Burnett Honors College	1	0.2%	0.3%
Rosen School of Hospitality Management	6	1.4%	1.6%
Administration and Finance	88	19.8%	23.3%
President's Division	6	1.4%	1.6%
University Relation	9	2.0%	2.4%
Academic Affairs	61	13.7%	16.2%
Other	56	12.6%	14.9%
Total	377	84.9%	100.0%
Missing	67	15.1%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION
Please specify unit

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Graduate Studies	4	0.9%	4.1%
Planning & Evaluation	8	1.8%	8.2%
Information Technologies & Resources	21	4.7%	21.4%
Student Development & Enrollment Services	58	13.1%	59.2%
Office of Research	7	1.6%	7.1%
Total	98	22.1%	100.0%
Missing	346	77.9%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION
In what college or unit do you work?_Other

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Academic Advisor	1	0.2%	1.8%
Business Affairs	1	0.2%	1.8%
Business Services - Arena	1	0.2%	1.8%
Business Services/Arena	1	0.2%	1.8%
CD&WS	1	0.2%	1.8%
CMMS	1	0.2%	1.8%
Campus Life	2	0.5%	3.6%
Community Relations	1	0.2%	1.8%
Cont. ed/CMMS	1	0.2%	1.8%
Decline to answer	1	0.2%	1.8%
Department of Housing and Residence Life	1	0.2%	1.8%
Division of Continuing Education	1	0.2%	1.8%
Enrollment Services	1	0.2%	1.8%
F & A	2	0.5%	3.6%
FSEC	1	0.2%	1.8%
Faculty suite at UCF Daytona Campus housing Education and COHPA faculty	1	0.2%	1.8%
Foundation	1	0.2%	1.8%
HVAC	1	0.2%	1.8%
Health Center	1	0.2%	1.8%
I&R	1	0.2%	1.8%
IST	5	1.1%	9.1%
Institute for Simulation and Training	1	0.2%	1.8%
LIBRARY	1	0.2%	1.8%
Library	1	0.2%	1.8%
OIR	1	0.2%	1.8%
Office of Research	1	0.2%	1.8%
PP	1	0.2%	1.8%

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Parking Services	1	0.2%	1.8%
Physical Plant	2	0.5%	3.6%
Physical Plant/Central Stores	1	0.2%	1.8%
Police Department	1	0.2%	1.8%
Police/Parking	1	0.2%	1.8%
Purchasing	1	0.2%	1.8%
Regional Campus System	1	0.2%	1.8%
SDES	1	0.2%	1.8%
Student Development & Enrollment Services	1	0.2%	1.8%
Student Union	1	0.2%	1.8%
Student Union/ Recreation and Wellness center	1	0.2%	1.8%
UCF Foundation	1	0.2%	1.8%
University Libraries	1	0.2%	1.8%
University Library	1	0.2%	1.8%
business services	1	0.2%	1.8%
ist	1	0.2%	1.8%
parking service	1	0.2%	1.8%
physical plant	1	0.2%	1.8%
police	2	0.5%	3.6%
student financial Assistance	1	0.2%	1.8%
Total	55	12.4%	100.0%
Missing	389	87.6%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION

What is your current employment status at UCF?

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Faculty	86	19.4%	19.9%
USPS	213	48.0%	49.2%
A & P	105	23.6%	24.2%
OPS	21	4.7%	4.8%
Other	8	1.8%	1.8%
Total	433	97.5%	100.0%
Missing	11	2.5%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION

Please indicate your gender

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Male	146	32.9%	34.0%
Female	284	64.0%	66.0%
Total	430	96.8%	100.0%
Missing	14	3.2%	.
Total	444	100.0%	.

DEMOGRAPHIC INFORMATION

How frequently do you use the Human Resources web site?

	<i>Frequency</i>	<i>Percent</i>	<i>Valid Percent</i>
Never	25	5.6%	5.8%
Once a semester or less	99	22.3%	23.1%
Monthly	115	25.9%	26.8%
Weekly	150	33.8%	35.0%
Daily	40	9.0%	9.3%
Total	429	96.6%	100.0%
Missing	15	3.4%	.
Total	444	100.0%	.