

## LMU Facilities Survey-STAFF, Fall 2008

Response Status: Completes  
Filter: No filter applied  
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### STAFF CHARACTERISTICS AND BACKGROUND Directions: Please read and answer the following questions.

#### 1. What is your Ethnicity/Race?

African American, Black	1	1%
Asian American, Asian, Pacific Islander	1	1%
Caucasian/White	121	92%
Latino/Hispanic	4	3%
Native American (Indian, Alaskan, Hawaiian)	0	0%
Bi-/Multi-Racial	1	1%
I prefer not to respond	3	2%
Other, please specify	0	0%
<b>Total</b>	<b>131</b>	<b>100%</b>

#### 2. What is your Gender?

Female	90	69%
Male	41	31%
<b>Total</b>	<b>131</b>	<b>100%</b>

#### 3. What is your employment status?

Full-Time Employee	124	95%
Part-Time Employee	7	5%
<b>Total</b>	<b>131</b>	<b>100%</b>

#### 4. How many years have you been a staff member at Lincoln Memorial University?

Less than a year	22	17%
1-5 years	64	49%
6-10 years	18	14%
11-15 years	6	5%
16-20 years	5	4%
21-24 years	6	5%
25+ years	10	8%
<b>Total</b>	<b>131</b>	<b>100%</b>

**5. Indicate your respective college, division, or office**

College of Osteopathic Medicine	17	13%
Division of Academic Affairs	25	19%
Division of Academic Services	8	6%
Division of Enrollment Management and Student Services	27	21%
Division of Finance	33	26%
Division of University Advancement	7	5%
Intercollegiate Athletics	10	8%
Office of the President	2	2%
<b>Total</b>	<b>129</b>	<b>100%</b>

**6. What is your highest degree earned?**

Eighth grade or less	0	0%
Some High School	0	0%
High School Diploma or equivalent	29	22%
Associate's Degree (e.g. A.A./A.S.)	9	7%
Bachelor's Degree (e.g. B.A./B.S.)	43	33%
Master's Degree (e.g. M.A./M.Ed./M.S.)	40	31%
Specialist Degree (e.g. Ed.S.)	2	2%
Professional Degree (e.g. D.O./J.D./M.D.)	0	0%
Doctoral Degree (e.g. Ed.D./Ph.D.)	6	5%
<b>Total</b>	<b>129</b>	<b>100%</b>

**7. On which campus do you primarily work? (If you work at multiple sites, please complete the survey for each site).**

Baptist Regional Medical Center (Corbin, KY)	1	1%
Blount Memorial/Alcoa City Center (Alcoa, TN)	0	0%
Copper Basin High School (Ducktown, TN)	0	0%
Church of God Theological Seminary (Cleveland, TN)	0	0%
Main Campus (Harrogate, TN)	128	98%
Maryville High School (Maryville, TN)	0	0%
Regional Center for Applied Technology (Kingsport, TN)	0	0%
Sevierville Site (Sevierville, TN)	0	0%
Southeast Community College (Cumberland, KY)	0	0%
St. Mary's Medical Center (Knoxville, TN)	1	1%
Walters State Community College (Morristown, TN)	1	1%
West Knoxville Center (Knoxville, TN)	0	0%
<b>Total</b>	<b>131</b>	<b>100%</b>

**8. Indicate the building OR extension site where you primarily work.**

Abraham Lincoln Library and Museum	3	2%
Avery Hall	1	1%
Baptist Regional Medical Center (Corbin, KY)	1	1%
Blount Memorial/Alcoa City Center (Alcoa, TN)	0	0%
Business/Education Building	7	6%
Carnegie-Vincent Library	7	6%
College of Osteopathic Medicine	19	15%
Cumberland Mountain Research Center	0	0%
Duke Hall	26	21%
Farr-Chinnock Hall	0	0%
J. Frank White Academy	0	0%
Kresge Hall	8	6%
Mary E. Mars Natatorium	3	2%
Schenck Center	2	2%
Sigmon Communications Center	4	3%
Southeast Community College (Cumberland, KY)	0	0%
St. Mary's Medical Center (Knoxville, TN)	1	1%
Student Center	30	24%
Tex Turner Arena	11	9%
Walters State Community College (Morristown, TN)	1	1%
West Knoxville Center (Knoxville, TN)	0	0%
<b>Total</b>	<b>124</b>	<b>100%</b>

**SURVEY BODY General Condition of Facilities On Campus**

**9. Using a 5-point scale, respond to the following statements regarding the general condition of buildings and facilities on campus.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
Campus classroom buildings are in good condition	1 1%	8 6%	10 8%	73 56%	21 16%	17 13%
Classroom buildings are well-lit	4 3%	9 7%	14 11%	60 46%	21 16%	22 17%
Generally, nighttime lighting on the LMU campus is adequate	14 11%	42 32%	19 15%	36 28%	8 6%	11 8%
Campus learning spaces are adequate	2 2%	15 12%	15 12%	53 41%	22 17%	22 17%
Campus classroom buildings are well-ventilated and comfortable	3 2%	13 10%	21 17%	53 42%	6 5%	31 24%
Campus classroom buildings have up-to-date technology	2 2%	16 12%	20 15%	51 39%	19 15%	22 17%
Recreational facilities at the Mary Mars Gymnasium are up-to-date and in good condition	0 0%	3 2%	15 12%	42 33%	36 28%	33 26%
Recreational facilities at the Mary S. Annon Natatorium (pool) are up-to-date and in good condition	0 0%	5 4%	16 12%	48 37%	30 23%	31 24%
Recreational facilities at the Tex Turner Arena are up-to-date and in good condition	3 2%	2 2%	11 8%	54 41%	40 31%	21 16%
Parking space is adequate at LMU	5 4%	30 23%	19 15%	54 42%	21 16%	1 1%
Science laboratory facilities on campus are well-equipped and in good condition	5 4%	23 18%	23 22%	17 13%	2 2%	53 41%
Classroom/learning spaces are easily accessible for persons with disabilities	5 4%	13 10%	28 22%	37 29%	8 6%	36 28%

**Office Space and Technology**

**10. Using a 5-point rating scale, respond to the following statements regarding office space and technology at Lincoln Memorial University.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
In general, office space for LMU staff is adequate	9 7%	24 18%	24 18%	51 39%	15 12%	7 5%
My office space is adequate	8 6%	18 14%	8 6%	42 33%	49 38%	4 3%
In general, office equipment for LMU staff is adequate and up-to-date	3 2%	12 9%	18 14%	62 48%	30 23%	4 3%
My office equipment is adequate and up-to-date	4 3%	13 10%	13 10%	54 42%	44 34%	2 2%
In general, office technology for LMU staff is adequate and up-to-date	2 2%	8 6%	23 18%	65 50%	27 21%	5 4%
My office technology is adequate and up-to-date	4 3%	10 8%	13 10%	61 47%	41 32%	1 1%
LMU's processes for ordering supplies are easy and expedient	6 5%	18 14%	21 16%	56 43%	22 17%	7 5%

**11. Using a 5-point scale, respond to the following statements regarding LMU's Instructional Technology Services and its staff.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
It is easy for me to connect to LMU's computer network from home	4 3%	3 2%	15 11%	51 39%	40 31%	18 14%
Instructional technology personnel respond quickly to questions and requests	6 5%	22 17%	30 23%	52 40%	16 12%	5 4%
There is generally space available on the LMU Intranet for my documents	3 2%	6 5%	24 18%	55 42%	23 18%	20 15%
The number of instructional technology personnel is adequate	6 5%	29 22%	30 23%	32 25%	10 8%	23 18%
Overall, I am satisfied with the job performance of instructional technology staff	5 4%	7 5%	30 23%	61 47%	19 15%	7 5%

**Campus Services**

**12. Using a 5-point rating scale, respond to the following statements regarding the Carnegie-Vincent Library and its staff at Lincoln Memorial University.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
LMU library facilities are adequate and up-to-date	3 2%	3 2%	12 9%	49 38%	27 21%	35 27%
LMU library's hours of operation are sufficient	1 1%	7 5%	11 9%	42 33%	31 24%	37 29%
LMU library holdings and resources are adequate and up-to-date	2 2%	6 5%	15 12%	42 33%	24 19%	39 30%
LMU online library resources are easily accessible from home	1 1%	3 2%	17 13%	37 29%	24 19%	46 36%
LMU library staff and personnel are knowledgeable, friendly, helpful, and courteous.	1 1%	1 1%	9 7%	40 31%	54 42%	24 19%

**13. Using a 5-point rating scale, respond to the following statements regarding the Bookstore and its staff at Lincoln Memorial University.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
The University Bookstore's hours of operation are sufficient	0 0%	22 17%	15 12%	55 43%	12 9%	23 18%
The University Bookstore has a good inventory of supplies	0 0%	15 12%	16 12%	67 52%	11 9%	19 15%
Bookstore personnel are friendly, helpful, and courteous	0 0%	3 2%	12 9%	61 48%	32 25%	20 16%
Bookstore personnel order textbooks in a timely manner	0 0%	2 2%	20 16%	37 29%	18 14%	51 40%

**14. Using a 5-point rating scale, respond to the following statements regarding the dining facilities and dining hall staff at Lincoln Memorial University.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
The dining facilities on campus are adequate and pleasant	1 1%	13 10%	11 8%	73 56%	23 18%	9 7%
Relative to the price, the overall quality of the food in the dining hall is very good	4 3%	21 16%	18 14%	53 41%	19 15%	15 12%
I am satisfied with the presentation of the food at various events	2 2%	14 11%	18 14%	51 39%	24 26%	11 9%
The LMU dining hall is clean and inviting	1 1%	5 4%	14 11%	63 49%	34 26%	12 9%
Dining hall staff and personnel are courteous, pleasant, and helpful	1 1%	3 2%	13 10%	66 51%	32 25%	15 12%

**Maintenance and Housekeeping**

**15. Using a 5-point rating scale, respond to the following statements regarding the LMU maintenance and its staff.**

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
Maintenance staff members respond quickly to questions and requests	2 2%	2 2%	12 9%	56 43%	51 39%	7 5%
Maintenance staff and personnel are courteous, pleasant, and helpful	2 2%	1 1%	3 2%	60 46%	57 44%	7 5%
Work orders are completed in a timely manner	2 2%	9 7%	18 14%	55 42%	39 30%	7 5%
Tables and chairs are delivered in a timely manner	2 2%	1 1%	12 9%	48 37%	43 33%	24 18%
The parking lots on campus are free of trash	2 2%	3 2%	6 5%	65 50%	50 39%	3 2%
Campus curbs and sidewalks are neatly edged and free of weeds in cracks	2 2%	5 4%	5 4%	59 45%	57 44%	2 2%
Campus shrubs and hedges on campus are neatly pruned and trimmed	2 2%	3 2%	10 8%	58 46%	51 40%	3 2%
Entrances on campus are free of trash and debris (including cigarette butts)	2 2%	3 2%	4 3%	64 50%	51 40%	5 4%
Dead or diseased or damaged limbs are removed from trees	2 2%	3 2%	5 4%	58 45%	49 38%	12 9%
Trash or debris on campus is routinely picked up	2 2%	1 1%	5 4%	59 46%	55 43%	7 5%
Campus turf has even color and density; no bare spots; with a minimum of weeds	1 1%	12 9%	8 6%	58 45%	42 33%	8 6%
Turf is mowed uniformly across campus	2 2%	2 2%	5 4%	58 45%	53 41%	9 7%
Generally, I am proud of how our campus looks	2 2%	1 1%	3 2%	42 33%	74 58%	6 5%
Maintenance personnel do a good job of cleaning snow/ice from sidewalks and roadways	3 2%	9 7%	16 12%	58 45%	31 24%	12 9%
Overall, I am satisfied with the performance of LMU maintenance and staff	2 2%	3 2%	4 3%	64 49%	53 41%	4 3%

16. Using a 5-point rating scale, respond to the following statements regarding LMU's housekeeping staff.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
Housekeeping staff members respond promptly to questions and requests	2 2%	2 2%	8 6%	64 49%	46 35%	8 6%
Housekeeping staff and personnel are courteous and trustworthy	2 2%	1 1%	7 5%	62 48%	50 38%	8 6%
Housekeeping personnel do a thorough job of cleaning the bathrooms in the building	4 3%	18 14%	16 12%	50 38%	39 30%	3 2%
Housekeeping personnel do a thorough job of dusting the office suite	7 5%	30 23%	20 16%	50 39%	17 13%	5 4%
Housekeeping personnel always empty the trash cans in the office	2 2%	7 5%	6 5%	57 44%	50 39%	7 5%
Housekeeping personnel do a thorough job of vacuuming in the office suite	3 2%	27 21%	17 13%	48 37%	20 15%	15 12%
Housekeeping personnel do a thorough job of sweeping and mopping in the building	3 2%	18 14%	15 12%	59 46%	25 19%	9 7%
Overall, I am satisfied with housekeeping's performance in my building	2 2%	13 10%	15 12%	69 53%	26 20%	5 4%

Campus Safety and Security

17. Using a 5-point rating scale, respond to the following statements regarding LMU's campus safety and its security team.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
LMU security personnel are courteous, pleasant, and helpful	3 2%	4 3%	9 7%	53 41%	52 40%	8 6%
LMU security officers respond quickly to questions and requests	3 2%	3 2%	14 11%	55 43%	41 32%	13 10%
LMU security officers respond promptly when I call their cell phones	3 2%	2 2%	16 12%	38 29%	40 31%	30 23%
LMU security officers respond promptly when voicemail is left on their phones	1 1%	4 3%	20 15%	28 22%	30 23%	47 36%
LMU security officers respond competently and quickly in emergency situations	2 2%	1 1%	13 10%	40 31%	30 23%	42 33%
It is important to be able to identify the security team in and out of their vehicle	2 2%	1 1%	5 4%	38 29%	75 58%	9 7%
Security officers should use emergency lighting while responding to emergencies	3 2%	2 2%	10 8%	39 30%	61 47%	15 12%
The safety of LMU students, faculty, and staff is generally well maintained	1 1%	5 4%	5 4%	61 48%	48 38%	8 6%
The security of buildings and properties on campus is well-maintained	2 2%	9 7%	17 14%	55 43%	34 26%	12 9%
I am satisfied with LMU security officers' handling of traffic safety on campus	2 2%	7 5%	14 11%	56 44%	37 29%	12 9%
I am satisfied with the face-to-face experiences I have had with security personnel	4 3%	3 2%	3 2%	46 36%	55 43%	13 10%
Overall, I am satisfied with security's job performance	2 2%	5 4%	10 8%	61 47%	42 33%	9 7%
Student Services personnel respond knowledgeably and in a timely manner to security concerns	1 1%	3 2%	18 14%	41 32%	36 28%	30 23%

Administration

18. Using a 5-point rating scale, respond to the following statements regarding the LMU administration's ability to handle job hazards and crisis situations.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Unknown
The Campus Crisis Response Plan is up-to-date and easily accessible	3 2%	7 5%	19 15%	42 32%	20 15%	39 30%
Staff members have the opportunity to receive safety training	2 2%	11 8%	21 16%	56 43%	18 14%	22 17%
The inclement weather policy is up-to-date and easily accessible	1 1%	4 3%	16 12%	73 56%	24 18%	12 9%
Processes for reporting office hazards or accidents are clear	5 4%	4 3%	19 15%	57 45%	27 21%	15 12%
An evacuation plan for my building is up-to-date and available	4 3%	13 10%	24 19%	46 36%	23 18%	18 14%
Fire exits in my building are clearly posted	4 3%	4 3%	16 12%	61 48%	38 30%	5 4%
Emergency lighting in my area is in good working condition	6 5%	11 8%	21 16%	50 38%	19 15%	23 18%
The LMU administration deals with day-to-day job hazards satisfactorily	2 2%	0 0%	21 16%	62 48%	25 19%	19 15%
The LMU administration deals with emergency situations quickly and adequately	3 2%	2 2%	16 12%	60 47%	26 20%	22 17%

**Comments**

**19. Input from staff is necessary for continuous improvement. Please list your general impression of the each of the following areas:**

65 Responses

**20. Other comments:**

31 Responses