

Frequency Table

1A. BUDGET DEVELOPMENT PROCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	5	1.7	3.4	3.4
	VERY GOOD	13	4.3	9.0	12.4
	GOOD	37	12.3	25.5	37.9
	FAIR	39	13.0	26.9	64.8
	POOR	51	17.0	35.2	100.0
	Total	145	48.3	100.0	
Missing	DON'T KNOW	151	50.3		
	System	4	1.3		
Total		155	51.7		
Total		300	100.0		

1B. BUDGET MAINTENANCE, UPDATING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	4	1.3	2.7	2.7
	VERY GOOD	15	5.0	10.1	12.8
	GOOD	39	13.0	26.2	38.9
	FAIR	39	13.0	26.2	65.1
	POOR	52	17.3	34.9	100.0
	Total	149	49.7	100.0	
Missing	DON'T KNOW	147	49.0		
	System	4	1.3		
Total		151	50.3		
Total		300	100.0		

1C. PURCHASING PROCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	8	2.7	4.8	4.8
	VERY GOOD	20	6.7	12.0	16.8
	GOOD	57	19.0	34.1	50.9
	FAIR	44	14.7	26.3	77.2
	POOR	38	12.7	22.8	100.0

	Total	167	55.7	100.0	
Missing	DON'T KNOW System	130	43.3		
	Total	3	1.0		
Total	Total	133	44.3		
		300	100.0		

1D. BILL PAYMENT PROCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	8	2.7	5.1	5.1
	VERY GOOD	17	5.7	10.9	16.0
	GOOD	54	18.0	34.6	50.6
	FAIR	38	12.7	24.4	75.0
	POOR	39	13.0	25.0	100.0
	Total	156	52.0	100.0	
Missing	DON'T KNOW System	134	44.7		
	Total	10	3.3		
Total	Total	144	48.0		
		300	100.0		

1E. PAYROLL

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	62	20.7	24.2	24.2
	VERY GOOD	79	26.3	30.9	55.1
	GOOD	88	29.3	34.4	89.5
	FAIR	22	7.3	8.6	98.0
	POOR	5	1.7	2.0	100.0
	Total	256	85.3	100.0	
Missing	DON'T KNOW System	39	13.0		
	Total	5	1.7		
Total	Total	44	14.7		
		300	100.0		

1F. COMMUNICATING WITH CAMPUSES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	13	4.3	6.0	6.0
	VERY GOOD	32	10.7	14.8	20.8

	GOOD	69	23.0	31.9	52.8
	FAIR	68	22.7	31.5	84.3
	POOR	34	11.3	15.7	100.0
	Total	216	72.0	100.0	
Missing	DON'T KNOW	79	26.3		
	System	5	1.7		
	Total	84	28.0		
Total		300	100.0		

1G. DISTRICT TRAINING AND WORKSHOPS (EXCEPT BANNER TRAINING)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	10	3.3	5.8	5.8
	VERY GOOD	19	6.3	11.0	16.9
	GOOD	61	20.3	35.5	52.3
	FAIR	51	17.0	29.7	82.0
	POOR	31	10.3	18.0	100.0
	Total	172	57.3	100.0	
Missing	DON'T KNOW	124	41.3		
	System	4	1.3		
	Total	128	42.7		
Total		300	100.0		

1H. SPECIAL PROJECT ACCOUNTING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	6	2.0	4.7	4.7
	VERY GOOD	19	6.3	15.0	19.7
	GOOD	47	15.7	37.0	56.7
	FAIR	23	7.7	18.1	74.8
	POOR	32	10.7	25.2	100.0
	Total	127	42.3	100.0	
Missing	DON'T KNOW	170	56.7		
	System	3	1.0		
	Total	173	57.7		
Total		300	100.0		

1I. COMMUNICATION OF EMPLOYEE BENEFIT INFORMATION

	Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	EXCELLEN T	20	6.7	8.1	8.1
	VERY GOOD	41	13.7	16.5	24.6
	GOOD	101	33.7	40.7	65.3
	FAIR	54	18.0	21.8	87.1
	POOR	32	10.7	12.9	100.0
	Total	248	82.7	100.0	
Missing	DON'T KNOW System	48	16.0		
	Total	52	17.3		
Total		300	100.0		

1J. STRATEGIC PLANNING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	3	1.0	2.0	2.0
	VERY GOOD	13	4.3	8.7	10.7
	GOOD	39	13.0	26.0	36.7
	FAIR	53	17.7	35.3	72.0
	POOR	42	14.0	28.0	100.0
	Total	150	50.0	100.0	
Missing	DON'T KNOW System	142	47.3		
	Total	8	2.7		
Total		150	50.0		
Total		300	100.0		

1K. PARTICIPATORY GOVERNANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	5	1.7	2.9	2.9
	VERY GOOD	29	9.7	16.6	19.4
	GOOD	64	21.3	36.6	56.0
	FAIR	49	16.3	28.0	84.0
	POOR	28	9.3	16.0	100.0
	Total	175	58.3	100.0	
Missing	DON'T KNOW System	118	39.3		
	Total	7	2.3		
Total		125	41.7		
Total		300	100.0		

1L. RESEARCH

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	5	1.7	4.0	4.0
	VERY GOOD	11	3.7	8.8	12.8
	GOOD	35	11.7	28.0	40.8
	FAIR	39	13.0	31.2	72.0
	POOR	35	11.7	28.0	100.0
	Total	125	41.7	100.0	
Missing	DON'T KNOW	170	56.7		
	System	5	1.7		
Total		175	58.3		
Total		300	100.0		

1M. PROVIDING ACCESS TO STUDENT DATA/INFORMATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	21	7.0	9.9	9.9
	VERY GOOD	51	17.0	23.9	33.8
	GOOD	88	29.3	41.3	75.1
	FAIR	35	11.7	16.4	91.5
	POOR	18	6.0	8.5	100.0
	Total	213	71.0	100.0	
Missing	DON'T KNOW	84	28.0		
	System	3	1.0		
Total		87	29.0		
Total		300	100.0		

1N. PROVIDING ACCESS TO HUMAN RESOURCES DATA/INFORMATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	13	4.3	7.2	7.2
	VERY GOOD	30	10.0	16.6	23.8
	GOOD	65	21.7	35.9	59.7
	FAIR	43	14.3	23.8	83.4
	POOR	30	10.0	16.6	100.0
	Total	181	60.3	100.0	
Missing	DON'T KNOW	117	39.0		
	System	2	.7		

Total	Total	119	39.7	
Total		300	100.0	

10. PROVIDING ACCESS TO FINANCE DATA/INFORMATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	7	2.3	4.6	4.6
	VERY GOOD	24	8.0	15.8	20.4
	GOOD	55	18.3	36.2	56.6
	FAIR	37	12.3	24.3	80.9
	POOR	29	9.7	19.1	100.0
	Total	152	50.7	100.0	
Missing	DON'T KNOW	143	47.7		
	System	5	1.7		
	Total	148	49.3		
Total		300	100.0		

2A. BANNER STUDENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	106	35.3	36.6	36.6
	USE OCCASIONALLY	44	14.7	15.2	51.7
	USED A FEW TIMES	34	11.3	11.7	63.4
	NEVER USED	106	35.3	36.6	100.0
	Total	290	96.7	100.0	
Missing	System	10	3.3		
Total		300	100.0		

2B. BANNER FINANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	61	20.3	21.1	21.1
	USE OCCASIONALLY	40	13.3	13.8	34.9
	USED A FEW TIMES	22	7.3	7.6	42.6
	NEVER USED	166	55.3	57.4	100.0
	Total	289	96.3	100.0	
Missing	System	11	3.7		

Total	300	100.0		
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2C. BANNER ACCOUNTS RECEIVABLE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	18	6.0	6.3	6.3
	USE OCCASIONALLY	26	8.7	9.1	15.4
	USED A FEW TIMES	22	7.3	7.7	23.1
	NEVER USED	220	73.3	76.9	100.0
	Total	286	95.3	100.0	
Missing	System	14	4.7		
Total		300	100.0		

2D. BANNER HUMAN RESOURCES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	14	4.7	4.8	4.8
	USE OCCASIONALLY	32	10.7	11.1	15.9
	USED A FEW TIMES	37	12.3	12.8	28.7
	NEVER USED	206	68.7	71.3	100.0
	Total	289	96.3	100.0	
Missing	System	11	3.7		
Total		300	100.0		

2E. BANNER FINANCIAL AID

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	12	4.0	4.2	4.2
	USE OCCASIONALLY	11	3.7	3.8	8.0
	USED A FEW TIMES	16	5.3	5.5	13.5
	NEVER USED	250	83.3	86.5	100.0
	Total	289	96.3	100.0	
Missing	System	11	3.7		
Total		300	100.0		

2F. BANNER WEB

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	123	41.0	41.8	41.8
	USE OCCASIONALLY	54	18.0	18.4	60.2
	USED A FEW TIMES	28	9.3	9.5	69.7
	NEVER USED	89	29.7	30.3	100.0
	Total	294	98.0	100.0	
Missing	System	6	2.0		
Total		300	100.0		

2G. LSC HELP DESK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	29	9.7	9.9	9.9
	USE OCCASIONALLY	77	25.7	26.3	36.2
	USED A FEW TIMES	43	14.3	14.7	50.9
	NEVER USED	144	48.0	49.1	100.0
	Total	293	97.7	100.0	
Missing	System	7	2.3		
Total		300	100.0		

2H. TRAINING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	23	7.7	8.0	8.0
	USE OCCASIONALLY	60	20.0	20.8	28.8
	USED A FEW TIMES	81	27.0	28.1	56.9
	NEVER USED	124	41.3	43.1	100.0
	Total	288	96.0	100.0	
Missing	System	12	4.0		
Total		300	100.0		

2I. EMAIL

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	USE REGULARLY	230	76.7	78.0	78.0
	USE OCCASIONALL Y	18	6.0	6.1	84.1
	USED A FEW TIMES	7	2.3	2.4	86.4
	NEVER USED	40	13.3	13.6	100.0
	Total	295	98.3	100.0	
Missing	System	5	1.7		
Total		300	100.0		

2J. INTERNET ACCESS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	200	66.7	68.3	68.3
	USE OCCASIONALL Y	46	15.3	15.7	84.0
	USED A FEW TIMES	13	4.3	4.4	88.4
	NEVER USED	34	11.3	11.6	100.0
	Total	293	97.7	100.0	
Missing	System	7	2.3		
Total		300	100.0		

2K. WEB SITE HOSTING SERVICES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	56	18.7	19.5	19.5
	USE OCCASIONALL Y	38	12.7	13.2	32.8
	USED A FEW TIMES	25	8.3	8.7	41.5
	NEVER USED	168	56.0	58.5	100.0
	Total	287	95.7	100.0	
Missing	System	13	4.3		
Total		300	100.0		

2L. TELEPHONE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	222	74.0	75.5	75.5
	USE OCCASIONALL Y	31	10.3	10.5	86.1

	USED A FEW TIMES	10	3.3	3.4	89.5
	NEVER USED	31	10.3	10.5	100.0
	Total	294	98.0	100.0	
Missing	System	6	2.0		
Total		300	100.0		

2M. TELECONFERENCING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	36	12.0	12.3	12.3
	USE OCCASIONALLY	58	19.3	19.8	32.1
	USED A FEW TIMES	42	14.0	14.3	46.4
	NEVER USED	157	52.3	53.6	100.0
	Total	293	97.7	100.0	
Missing	System	7	2.3		
Total		300	100.0		

2N. VIDEOCONFERENCING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	USE REGULARLY	28	9.3	9.6	9.6
	USE OCCASIONALLY	53	17.7	18.1	27.6
	USED A FEW TIMES	40	13.3	13.7	41.3
	NEVER USED	172	57.3	58.7	100.0
	Total	293	97.7	100.0	
Missing	System	7	2.3		
Total		300	100.0		

3A1. BANNER STUDENT AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	57	19.0	31.3	31.3
	VERY GOOD	64	21.3	35.2	66.5
	GOOD	48	16.0	26.4	92.9
	FAIR	10	3.3	5.5	98.4
	POOR	3	1.0	1.6	100.0
	Total	182	60.7	100.0	

Missing	DON'T KNOW System	106	35.3		
	Total	118	39.3		
Total		300	100.0		

3A2. BANNER STUDENT FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	39	13.0	21.4	21.4
	VERY GOOD	63	21.0	34.6	56.0
	GOOD	57	19.0	31.3	87.4
	FAIR	19	6.3	10.4	97.8
	POOR	4	1.3	2.2	100.0
	Total	182	60.7	100.0	
Missing	DON'T KNOW System	103	34.3		
	Total	118	39.3		
Total		300	100.0		

3A3. BANNER STUDENT PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	40	13.3	22.1	22.1
	VERY GOOD	59	19.7	32.6	54.7
	GOOD	62	20.7	34.3	89.0
	FAIR	16	5.3	8.8	97.8
	POOR	4	1.3	2.2	100.0
	Total	181	60.3	100.0	
Missing	DON'T KNOW System	104	34.7		
	Total	119	39.7		
Total		300	100.0		

3B1. BANNER FINANCE AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	28	9.3	24.1	24.1
	VERY GOOD	40	13.3	34.5	58.6
	GOOD	32	10.7	27.6	86.2

	FAIR	11	3.7	9.5	95.7
	POOR	5	1.7	4.3	100.0
	Total	116	38.7	100.0	
Missing	DON'T KNOW System	168	56.0		
	Total	184	61.3		
Total		300	100.0		

3B2. BANNER FINANCE FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	16	5.3	13.9	13.9
	VERY GOOD	36	12.0	31.3	45.2
	GOOD	33	11.0	28.7	73.9
	FAIR	22	7.3	19.1	93.0
	POOR	8	2.7	7.0	100.0
	Total	115	38.3	100.0	
Missing	DON'T KNOW System	166	55.3		
	Total	185	61.7		
Total		300	100.0		

3B3. BANNER FINANCE PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	16	5.3	13.8	13.8
	VERY GOOD	39	13.0	33.6	47.4
	GOOD	37	12.3	31.9	79.3
	FAIR	17	5.7	14.7	94.0
	POOR	7	2.3	6.0	100.0
	Total	116	38.7	100.0	
Missing	DON'T KNOW System	164	54.7		
	Total	184	61.3		
Total		300	100.0		

3C1. BANNER ACCOUNTS RECEIVABLE AVAILABILITY

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	EXCELLEN T	11	3.7	18.6	18.6
	VERY GOOD	15	5.0	25.4	44.1
	GOOD	17	5.7	28.8	72.9
	FAIR	11	3.7	18.6	91.5
	POOR	5	1.7	8.5	100.0
	Total	59	19.7	100.0	
Missing	DON'T KNOW	223	74.3		
	System	18	6.0		
	Total	241	80.3		
Total		300	100.0		

3C2. BANNER ACCOUNTS RECIEVABLE FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	9	3.0	15.3	15.3
	VERY GOOD	14	4.7	23.7	39.0
	GOOD	16	5.3	27.1	66.1
	FAIR	14	4.7	23.7	89.8
	POOR	6	2.0	10.2	100.0
	Total	59	19.7	100.0	
Missing	DON'T KNOW	219	73.0		
	System	22	7.3		
	Total	241	80.3		
Total		300	100.0		

3C3. BANNER ACCOUNTS RECEIVABLE PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	8	2.7	13.6	13.6
	VERY GOOD	17	5.7	28.8	42.4
	GOOD	17	5.7	28.8	71.2
	FAIR	11	3.7	18.6	89.8
	POOR	6	2.0	10.2	100.0
	Total	59	19.7	100.0	
Missing	DON'T KNOW	220	73.3		
	System	21	7.0		
	Total	241	80.3		
Total		300	100.0		

3D1. BANNER HUMAN RESOURCES AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	19	6.3	21.3	21.3
	VERY GOOD	23	7.7	25.8	47.2
	GOOD	22	7.3	24.7	71.9
	FAIR	17	5.7	19.1	91.0
	POOR	8	2.7	9.0	100.0
	Total	89	29.7	100.0	
Missing	DON'T KNOW	191	63.7		
	System	20	6.7		
	Total	211	70.3		
Total		300	100.0		

3D2. BANNER HUMAN RESOURCES FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	11	3.7	12.5	12.5
	VERY GOOD	19	6.3	21.6	34.1
	GOOD	30	10.0	34.1	68.2
	FAIR	19	6.3	21.6	89.8
	POOR	9	3.0	10.2	100.0
	Total	88	29.3	100.0	
Missing	DON'T KNOW	189	63.0		
	System	23	7.7		
	Total	212	70.7		
Total		300	100.0		

3D3. BANNER HUMAN RESOURCES PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	13	4.3	14.8	14.8
	VERY GOOD	22	7.3	25.0	39.8
	GOOD	28	9.3	31.8	71.6
	FAIR	17	5.7	19.3	90.9
	POOR	8	2.7	9.1	100.0
	Total	88	29.3	100.0	
Missing	DON'T KNOW	189	63.0		
	System	23	7.7		

Total	Total	212	70.7	
Total		300	100.0	

3E1. BANNER FINANCIAL AID AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	7	2.3	16.3	16.3
	VERY GOOD	10	3.3	23.3	39.5
	GOOD	12	4.0	27.9	67.4
	FAIR	9	3.0	20.9	88.4
	POOR	5	1.7	11.6	100.0
	Total	43	14.3	100.0	
Missing	DON'T KNOW	237	79.0		
	System	20	6.7		
	Total	257	85.7		
Total		300	100.0		

3E2. BANNER FINANCIAL AID FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	6	2.0	14.0	14.0
	VERY GOOD	9	3.0	20.9	34.9
	GOOD	13	4.3	30.2	65.1
	FAIR	9	3.0	20.9	86.0
	POOR	6	2.0	14.0	100.0
	Total	43	14.3	100.0	
Missing	DON'T KNOW	233	77.7		
	System	24	8.0		
	Total	257	85.7		
Total		300	100.0		

3E3. BANNER FINANCIAL AID PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	5	1.7	11.6	11.6
	VERY GOOD	10	3.3	23.3	34.9
	GOOD	14	4.7	32.6	67.4
	FAIR	8	2.7	18.6	86.0
	POOR	6	2.0	14.0	100.0

	Total	43	14.3	100.0
Missing	DON'T KNOW System	233	77.7	
	Total	24	8.0	
Total	Total	257	85.7	
		300	100.0	

3F1. BANNER WEB AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	72	24.0	38.1	38.1
	VERY GOOD	60	20.0	31.7	69.8
	GOOD	43	14.3	22.8	92.6
	FAIR	11	3.7	5.8	98.4
	POOR	3	1.0	1.6	100.0
	Total	189	63.0	100.0	
Missing	DON'T KNOW System	88	29.3		
	Total	23	7.7		
Total	Total	111	37.0		
		300	100.0		

3F2. BANNER WEB FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	59	19.7	31.6	31.6
	VERY GOOD	65	21.7	34.8	66.3
	GOOD	46	15.3	24.6	90.9
	FAIR	11	3.7	5.9	96.8
	POOR	6	2.0	3.2	100.0
	Total	187	62.3	100.0	
Missing	DON'T KNOW System	88	29.3		
	Total	25	8.3		
Total	Total	113	37.7		
		300	100.0		

3F3. BANNER WEB PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	61	20.3	32.6	32.6
	VERY GOOD	64	21.3	34.2	66.8

	GOOD	44	14.7	23.5	90.4
	FAIR	13	4.3	7.0	97.3
	POOR	5	1.7	2.7	100.0
	Total	187	62.3	100.0	
Missing	DON'T KNOW	87	29.0		
	System	26	8.7		
	Total	113	37.7		
Total		300	100.0		

3G1. EMAIL AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	129	43.0	51.8	51.8
	VERY GOOD	77	25.7	30.9	82.7
	GOOD	33	11.0	13.3	96.0
	FAIR	4	1.3	1.6	97.6
	POOR	6	2.0	2.4	100.0
	Total	249	83.0	100.0	
Missing	DON'T KNOW	36	12.0		
	System	15	5.0		
	Total	51	17.0		
Total		300	100.0		

3G2. EMAIL FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	116	38.7	46.4	46.4
	VERY GOOD	87	29.0	34.8	81.2
	GOOD	37	12.3	14.8	96.0
	FAIR	5	1.7	2.0	98.0
	POOR	5	1.7	2.0	100.0
	Total	250	83.3	100.0	
Missing	DON'T KNOW	36	12.0		
	System	14	4.7		
	Total	50	16.7		
Total		300	100.0		

3G3. EMAIL PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	EXCELLEN T	110	36.7	44.4	44.4
	VERY GOOD	88	29.3	35.5	79.8
	GOOD	38	12.7	15.3	95.2
	FAIR	6	2.0	2.4	97.6
	POOR	6	2.0	2.4	100.0
	Total	248	82.7	100.0	
Missing	DON'T KNOW	36	12.0		
	System	16	5.3		
	Total	52	17.3		
Total		300	100.0		

3H1. INTERNET ACCESS AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	122	40.7	48.2	48.2
	VERY GOOD	88	29.3	34.8	83.0
	GOOD	34	11.3	13.4	96.4
	FAIR	3	1.0	1.2	97.6
	POOR	6	2.0	2.4	100.0
	Total	253	84.3	100.0	
Missing	DON'T KNOW	29	9.7		
	System	18	6.0		
	Total	47	15.7		
Total		300	100.0		

3H2. INTERNET ACCESS FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	122	40.7	48.0	48.0
	VERY GOOD	88	29.3	34.6	82.7
	GOOD	35	11.7	13.8	96.5
	FAIR	4	1.3	1.6	98.0
	POOR	5	1.7	2.0	100.0
	Total	254	84.7	100.0	
Missing	DON'T KNOW	29	9.7		
	System	17	5.7		
	Total	46	15.3		
Total		300	100.0		

3H3. INTERNET ACCESS PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	117	39.0	46.1	46.1
	VERY GOOD	88	29.3	34.6	80.7
	GOOD	39	13.0	15.4	96.1
	FAIR	4	1.3	1.6	97.6
	POOR	6	2.0	2.4	100.0
	Total	254	84.7	100.0	
Missing	DON'T KNOW	29	9.7		
	System	17	5.7		
	Total	46	15.3		
Total		300	100.0		

3I1. WEB SITE HOSTING SERVICES AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	43	14.3	36.1	36.1
	VERY GOOD	37	12.3	31.1	67.2
	GOOD	26	8.7	21.8	89.1
	FAIR	4	1.3	3.4	92.4
	POOR	9	3.0	7.6	100.0
	Total	119	39.7	100.0	
Missing	DON'T KNOW	163	54.3		
	System	18	6.0		
	Total	181	60.3		
Total		300	100.0		

3I2. WEB SITE HOSTING SERVICES FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	41	13.7	35.0	35.0
	VERY GOOD	36	12.0	30.8	65.8
	GOOD	25	8.3	21.4	87.2
	FAIR	5	1.7	4.3	91.5
	POOR	10	3.3	8.5	100.0
	Total	117	39.0	100.0	
Missing	DON'T KNOW	162	54.0		
	System	21	7.0		

	Total	183	61.0	
Total		300	100.0	

313. WEB SITE HOSTING SERVICES PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	36	12.0	31.0	31.0
	VERY GOOD	41	13.7	35.3	66.4
	GOOD	26	8.7	22.4	88.8
	FAIR	4	1.3	3.4	92.2
	POOR	9	3.0	7.8	100.0
	Total	116	38.7	100.0	
Missing	DON'T KNOW	162	54.0		
	System	22	7.3		
	Total	184	61.3		
Total		300	100.0		

4A1. TELEPHONE AVAILABILTIY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	111	37.0	42.7	42.7
	VERY GOOD	80	26.7	30.8	73.5
	GOOD	38	12.7	14.6	88.1
	FAIR	19	6.3	7.3	95.4
	POOR	12	4.0	4.6	100.0
	Total	260	86.7	100.0	
Missing	DON'T KNOW	27	9.0		
	System	13	4.3		
	Total	40	13.3		
Total		300	100.0		

4A2. TELEPHNE FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	89	29.7	34.6	34.6
	VERY GOOD	80	26.7	31.1	65.8
	GOOD	50	16.7	19.5	85.2
	FAIR	22	7.3	8.6	93.8
	POOR	16	5.3	6.2	100.0

	Total	257	85.7	100.0	
Missing	DON'T KNOW System	30	10.0		
	Total	43	14.3		
Total		300	100.0		

4B1. TELECONFERENCING AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	26	8.7	21.7	21.7
	VERY GOOD	38	12.7	31.7	53.3
	GOOD	43	14.3	35.8	89.2
	FAIR	10	3.3	8.3	97.5
	POOR	3	1.0	2.5	100.0
	Total	120	40.0	100.0	
Missing	DON'T KNOW System	166	55.3		
	Total	14	4.7		
Total		180	60.0		
		300	100.0		

4B2. TELECONFERENCING FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	21	7.0	17.5	17.5
	VERY GOOD	29	9.7	24.2	41.7
	GOOD	47	15.7	39.2	80.8
	FAIR	18	6.0	15.0	95.8
	POOR	5	1.7	4.2	100.0
	Total	120	40.0	100.0	
Missing	DON'T KNOW System	163	54.3		
	Total	17	5.7		
Total		180	60.0		
		300	100.0		

4C1. VIDEOCONFERENCING AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	23	7.7	21.5	21.5
	VERY GOOD	29	9.7	27.1	48.6

	GOOD	33	11.0	30.8	79.4
	FAIR	17	5.7	15.9	95.3
	POOR	5	1.7	4.7	100.0
	Total	107	35.7	100.0	
Missing	DON'T KNOW	177	59.0		
	System	16	5.3		
	Total	193	64.3		
Total		300	100.0		

4C2. VIDEOCONFERENCING FUNCTIONALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	19	6.3	17.8	17.8
	VERY GOOD	22	7.3	20.6	38.3
	GOOD	34	11.3	31.8	70.1
	FAIR	23	7.7	21.5	91.6
	POOR	9	3.0	8.4	100.0
	Total	107	35.7	100.0	
Missing	DON'T KNOW	176	58.7		
	System	17	5.7		
	Total	193	64.3		
Total		300	100.0		

5A1. LSC HELP DESK AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	41	13.7	29.5	29.5
	VERY GOOD	51	17.0	36.7	66.2
	GOOD	36	12.0	25.9	92.1
	FAIR	5	1.7	3.6	95.7
	POOR	6	2.0	4.3	100.0
	Total	139	46.3	100.0	
Missing	DON'T KNOW	148	49.3		
	System	13	4.3		
	Total	161	53.7		
Total		300	100.0		

5A2. LSC HELP DESK RESPONSE TIME

	Frequency	Percent	Valid Percent	Cumulative Percent

Valid	EXCELLEN T	39	13.0	28.1	28.1
	VERY GOOD	46	15.3	33.1	61.2
	GOOD	38	12.7	27.3	88.5
	FAIR	9	3.0	6.5	95.0
	POOR	7	2.3	5.0	100.0
	Total	139	46.3	100.0	
Missing	DON'T KNOW	147	49.0		
	System	14	4.7		
	Total	161	53.7		
Total		300	100.0		

5A3. LSC HELP DESK QUALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	38	12.7	27.7	27.7
	VERY GOOD	55	18.3	40.1	67.9
	GOOD	30	10.0	21.9	89.8
	FAIR	7	2.3	5.1	94.9
	POOR	7	2.3	5.1	100.0
	Total	137	45.7	100.0	
Missing	DON'T KNOW	148	49.3		
	System	15	5.0		
	Total	163	54.3		
Total		300	100.0		

6A1. DISTRICT BANNER TRAINING AVAILABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLEN T	30	10.0	16.7	16.7
	VERY GOOD	48	16.0	26.7	43.3
	GOOD	62	20.7	34.4	77.8
	FAIR	22	7.3	12.2	90.0
	POOR	18	6.0	10.0	100.0
	Total	180	60.0	100.0	
Missing	DON'T KNOW	107	35.7		
	System	13	4.3		
	Total	120	40.0		
Total		300	100.0		

6A2. DISTRICT BANNER TRAINING QUALITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	34	11.3	19.1	19.1
	VERY GOOD	55	18.3	30.9	50.0
	GOOD	57	19.0	32.0	82.0
	FAIR	23	7.7	12.9	94.9
	POOR	9	3.0	5.1	100.0
	Total	178	59.3	100.0	
Missing	DON'T KNOW	106	35.3		
	System	16	5.3		
	Total	122	40.7		
Total		300	100.0		

6A3. DISTRICT BANNER TRAINING SUITABILITY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	EXCELLENT	30	10.0	16.9	16.9
	VERY GOOD	51	17.0	28.8	45.8
	GOOD	60	20.0	33.9	79.7
	FAIR	26	8.7	14.7	94.4
	POOR	10	3.3	5.6	100.0
	Total	177	59.0	100.0	
Missing	DON'T KNOW	104	34.7		
	System	19	6.3		
	Total	123	41.0		
Total		300	100.0		

7A. IMPROVE VIRUS PROTECTION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	91	30.3	38.7	38.7
	HIGH PRIORITY	86	28.7	36.6	75.3
	MEDIUM PRIORITY	40	13.3	17.0	92.3
	LOW PRIORITY	14	4.7	6.0	98.3
	NOT A PRIORITY	4	1.3	1.7	100.0
	Total	235	78.3	100.0	
Missing	NO OPINION	51	17.0		
	System	14	4.7		

Total	Total	65	21.7	
Total		300	100.0	

7B. IMPROVE INTERNET PERFORMANCE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	45	15.0	19.7	19.7
	HIGH PRIORITY	70	23.3	30.6	50.2
	MEDIUM PRIORITY	75	25.0	32.8	83.0
	LOW PRIORITY	23	7.7	10.0	93.0
	NOT A PRIORITY	16	5.3	7.0	100.0
	Total		229	76.3	100.0
Missing	NO OPINION	56	18.7		
	System	15	5.0		
	Total	71	23.7		
Total		300	100.0		

7C. IMPROVE VIDEOCONFERENCING SYSTEM

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	29	9.7	18.0	18.0
	HIGH PRIORITY	32	10.7	19.9	37.9
	MEDIUM PRIORITY	41	13.7	25.5	63.4
	LOW PRIORITY	30	10.0	18.6	82.0
	NOT A PRIORITY	29	9.7	18.0	100.0
	Total		161	53.7	100.0
Missing	NO OPINION	125	41.7		
	System	14	4.7		
	Total	139	46.3		
Total		300	100.0		

7D. BANNER IMPROVEMENTS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	72	24.0	34.1	34.1
	HIGH PRIORITY	73	24.3	34.6	68.7
	MEDIUM PRIORITY	44	14.7	20.9	89.6
	LOW PRIORITY	13	4.3	6.2	95.7
	NOT A PRIORITY	9	3.0	4.3	100.0

	Total	211	70.3	100.0	
Missing	NO OPINION	75	25.0		
	System	14	4.7		
	Total	89	29.7		
Total		300	100.0		

7E. INCREASE DATA REPORTING AND ACCESS TO INFORMATION

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	73	24.3	35.1	35.1
	HIGH PRIORITY	62	20.7	29.8	64.9
	MEDIUM PRIORITY	50	16.7	24.0	88.9
	LOW PRIORITY	12	4.0	5.8	94.7
	NOT A PRIORITY	11	3.7	5.3	100.0
	Total	208	69.3	100.0	
Missing	NO OPINION	75	25.0		
	System	17	5.7		
	Total	92	30.7		
Total		300	100.0		

7F. EXPAND TRAINING SERVICES

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	49	16.3	21.4	21.4
	HIGH PRIORITY	66	22.0	28.8	50.2
	MEDIUM PRIORITY	78	26.0	34.1	84.3
	LOW PRIORITY	24	8.0	10.5	94.8
	NOT A PRIORITY	12	4.0	5.2	100.0
	Total	229	76.3	100.0	
Missing	NO OPINION	53	17.7		
	System	18	6.0		
	Total	71	23.7		
Total		300	100.0		

7G. WEB-BASED PURCHASING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	VERY HIGH PRIORITY	36	12.0	18.1	18.1
	HIGH PRIORITY	45	15.0	22.6	40.7

	MEDIUM PRIORITY	63	21.0	31.7	72.4
	LOW PRIORITY	31	10.3	15.6	87.9
	NOT A PRIORITY	24	8.0	12.1	100.0
	Total	199	66.3	100.0	
Missing	NO OPINION	87	29.0		
	System	14	4.7		
	Total	101	33.7		
Total		300	100.0		

9. CATEGORY OF EMPLOYEE

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	FACULTY	128	42.7	43.7	43.7
	CLASSIFIED	138	46.0	47.1	90.8
	CONFIDENTIAL/MANAGEMENT	27	9.0	9.2	100.0
	Total	293	97.7	100.0	
Missing	System	7	2.3		
Total		300	100.0		

10. FULL OR PART TIME

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	FULL-TIME	236	78.7	79.7	79.7
	PART-TIME	60	20.0	20.3	100.0
	Total	296	98.7	100.0	
Missing	System	4	1.3		
Total		300	100.0		

11. COLLEGE/ENTITY WORK FOR

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	BAKERSFIELD COLLEGE	139	46.3	47.1	47.1
	CERRO COSO COMMUNITY COLLEGE	56	18.7	19.0	66.1
	PORTERVILLE COLLEGE	75	25.0	25.4	91.5
	LEARNING SERVICES CENTER	25	8.3	8.5	100.0
	Total	295	98.3	100.0	

Missing	System	5	1.7	
Total		300	100.0	

12. LOCATION DO MOST WORK

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	BAKERSFIELD COLLEGE	125	41.7	42.8	42.8
	CERRO COSO COMMUNITY COLLEGE	48	16.0	16.4	59.2
	PORTERVILLE COLLEGE	76	25.3	26.0	85.3
	LEARNING SERVICES CENTER	20	6.7	6.8	92.1
	DELANO COLLEGE CENTER	10	3.3	3.4	95.5
	EASTERN SIERRA COLLEGE CENTER (BISHOP/MAMMOTH)	3	1.0	1.0	96.6
	KERN RIVER VALLEY CENTER	2	.7	.7	97.3
	WEILL INSTITUTE	8	2.7	2.7	100.0
	Total	292	97.3	100.0	
Missing	System	8	2.7		
Total		300	100.0		

Case source is C:\My Documents\LSC Service Quality Survey\analysis\paper.sav

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Web	248	82.7	82.7	82.7
	Paper	52	17.3	17.3	100.0
	Total	300	100.0	100.0	