







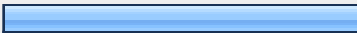
22nd Faculty Survey, 2010: II. University Services & Benefits

1. Please select your college			
		Response Percent	Response Count
Allied Health Professions		0.0%	0
Arts and Sciences		100.0%	119
Athletics		0.0%	0
Mitchell College of Business		0.0%	0
Computer & Information Sciences		0.0%	0
Continuing Education & Special Programs		0.0%	0
Education		0.0%	0
Engineering		0.0%	0
Library		0.0%	0
Medicine		0.0%	0
Nursing		0.0%	0
No comment		0.0%	0
		<i>answered question</i>	119
		<i>skipped question</i>	0



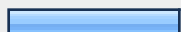



2. Please click the option that best indicates how satisfied you are with the following:							
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	Rating Average
The University Library's ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	2.8% (3)	9.2% (10)	25.7% (28)	30.3% (33)	22.0% (24)	10.1% (11)	3.66
The University Library's ability to keep you abreast of the latest trends and developments in your research field?	5.5% (6)	12.8% (14)	22.0% (24)	30.3% (33)	14.7% (16)	14.7% (16)	3.42
The services provided by the University Library faculty and staff?	1.9% (2)	1.9% (2)	10.2% (11)	29.6% (32)	53.7% (58)	2.8% (3)	4.35
The Biomedical Library's ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	0.9% (1)	0.0% (0)	8.3% (9)	6.4% (7)	4.6% (5)	79.8% (87)	3.68
The Biomedical Library's ability to keep you abreast of the latest trends and developments in your research field?	0.9% (1)	0.9% (1)	5.5% (6)	7.3% (8)	4.6% (5)	80.7% (88)	3.71
The services provided by the Biomedical Library faculty and staff?	0.0% (0)	0.0% (0)	5.6% (6)	7.4% (8)	7.4% (8)	79.6% (86)	4.09
The electronic resources provided by the University Library and by the Biomedical Library?	0.0% (0)	4.6% (5)	8.3% (9)	28.7% (31)	27.8% (30)	30.6% (33)	4.15
	<i>answered question</i>						
	<i>skipped question</i>						




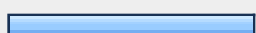


3. Any comments on Section II?		
		Response Count
		20
<i>answered question</i>		20
<i>skipped question</i>		99

4. What type of Health Plan do you have?			
		Response Percent	Response Count
USA Health & Dental Plan family coverage.		53.7%	58
USA Health & Dental Plan single coverage.		30.6%	33
Non-USA coverage.		13.9%	15
No coverage.		1.9%	2
<i>answered question</i>			108
<i>skipped question</i>			11

5. Do you use a USA Physician as your primary care physician?			
		Response Percent	Response Count
Yes (if yes, please answer the following questions)		45.0%	50
No (if no, skip to question 7)		55.0%	61
<i>answered question</i>			111
<i>skipped question</i>			8







6. Please click the option that best indicates how satisfied you are with the following:							
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	Rating Average
Your ability to make timely appointments with your primary care physician?	4.1% (2)	14.3% (7)	12.2% (6)	42.9% (21)	20.4% (10)	6.1% (3)	3.65
Your ability to make timely unscheduled (emergency) appointments with a physician?	12.2% (6)	14.3% (7)	12.2% (6)	24.5% (12)	10.2% (5)	26.5% (13)	3.08
Your ability to schedule appointments with a specialist physician?	8.2% (4)	2.0% (1)	18.4% (9)	38.8% (19)	16.3% (8)	16.3% (8)	3.63
The speed with which you are seen (time in waiting room)?	6.1% (3)	12.2% (6)	16.3% (8)	42.9% (21)	18.4% (9)	4.1% (2)	3.57
Your satisfaction in the handling of appeals and resolution of your problems if you have had problems with the administration of the USA Health & Dental Plan.	6.3% (3)	4.2% (2)	10.4% (5)	14.6% (7)	2.1% (1)	62.5% (30)	3.06
The overall provision of services under the USA Health & Dental Plan?	0.0% (0)	8.2% (4)	24.5% (12)	44.9% (22)	18.4% (9)	4.1% (2)	3.77
	<i>answered question</i>						
	<i>skipped question</i>						

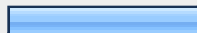
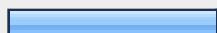

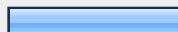
7. How has the overall quality of USA medical services changed over the last five years?			
		Response Percent	Response Count
Declined		5.8%	6
Declined slightly		11.5%	12
Unchanged		26.0%	27
Improved slightly		6.7%	7
Improved		5.8%	6
No opinion		44.2%	46
		<i>answered question</i>	104
		<i>skipped question</i>	15

8. With the USA Health & Dental Plan I have an adequate choice of primary care doctors.			
		Response Percent	Response Count
Strongly disagree		2.8%	3
Disagree		10.1%	11
Neutral		17.4%	19
Agree		37.6%	41
Strongly agree		11.0%	12
No opinion		21.1%	23
		<i>answered question</i>	109
		<i>skipped question</i>	10

9. The co-pay under the USA Health Plan is appropriate for each of the following:							
	Unreasonably low	Low	Reasonable	High	Unreasonably high	No opinion	Rating Average
Physician copay:	0.0% (0)	1.9% (2)	73.1% (79)	9.3% (10)	1.9% (2)	13.9% (15)	3.7
Prescription Drugs:	0.0% (0)	0.9% (1)	51.9% (56)	23.1% (25)	8.3% (9)	15.7% (17)	3.4
USA Hospitals:	0.9% (1)	3.7% (4)	52.3% (56)	2.8% (3)	1.9% (2)	38.3% (41)	3.0
Non-USA Hospitals:	0.0% (0)	1.9% (2)	39.3% (42)	12.1% (13)	9.3% (10)	37.4% (40)	3.4
USA emergency care:	0.9% (1)	3.7% (4)	36.1% (39)	6.5% (7)	1.9% (2)	50.9% (55)	3.0
Non-USA emergency care:	0.0% (0)	0.9% (1)	33.0% (35)	9.4% (10)	9.4% (10)	47.2% (50)	3.5
	<i>answered question</i>						
	<i>skipped question</i>						

10. In the past year, have you had an occasion to be treated at a USA or USA-affiliated emergency room? [Check all that apply.]			
		Response Percent	Response Count
Yes, USA Medical Center	<input type="checkbox"/>	10.1%	11
Yes, USA Children's & Women's	<input type="checkbox"/>	2.8%	3
Yes, Infirmary West at Knollwood	<input type="checkbox"/>	5.5%	6
No emergency room services needed	<input type="checkbox"/>	85.3%	93
	<i>answered question</i>		109
	<i>skipped question</i>		10

11. If "yes", how satisfied were you with the quality of service and care during your emergency room visit?				
			Response Percent	Response Count
Very dissatisfied			3.7%	2
Dissatisfied			5.6%	3
Neutral			3.7%	2
Satisfied			9.3%	5
Very satisfied			7.4%	4
No opinion			70.4%	38
			<i>answered question</i>	54
			<i>skipped question</i>	65

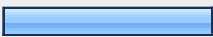
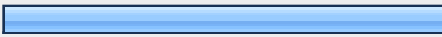
12. To pay for increased health care expenses, indicate which option you would most prefer:				
			Response Percent	Response Count
An increase in premiums			29.1%	30
An increase in co-pays			32.0%	33
An increase in deductibles			12.6%	13
A reduction in benefits			0.0%	0
No opinion			26.2%	27
			<i>answered question</i>	103
			<i>skipped question</i>	16





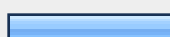

13. Any comments on Section V?		Response Count
		20
	<i>answered question</i>	20
	<i>skipped question</i>	99

14. Please click the option that best indicates how satisfied you are with the following:							
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	Rating Average
The USA Computer Services Center with the services they provide?	11.0% (12)	13.8% (15)	20.2% (22)	28.4% (31)	11.0% (12)	15.6% (17)	3.17
The USA Computer Services Center's ability to keep abreast of the latest technologies?	10.1% (11)	14.7% (16)	22.9% (25)	24.8% (27)	7.3% (8)	20.2% (22)	3.06
The technology resources provided in the classroom?	15.6% (17)	27.5% (30)	16.5% (18)	26.6% (29)	5.5% (6)	8.3% (9)	2.77
The computing resources provided within your department?	13.9% (15)	23.1% (25)	20.4% (22)	29.6% (32)	7.4% (8)	5.6% (6)	2.93
The University's current Internet access?	8.3% (9)	12.0% (13)	19.4% (21)	44.4% (48)	13.0% (14)	2.8% (3)	3.43
Your access to help on technology issues?	18.3% (20)	22.0% (24)	18.3% (20)	25.7% (28)	7.3% (8)	8.3% (9)	2.80
The facilities provided by the Program for the Enhancement of Teaching and Learning (PETAL)?	1.9% (2)	4.6% (5)	20.4% (22)	30.6% (33)	17.6% (19)	25.0% (27)	3.77
The university-provided E-mail service?	11.0% (12)	8.3% (9)	20.2% (22)	41.3% (45)	18.3% (20)	0.9% (1)	3.48
	<i>answered question</i>						
	<i>skipped question</i>						

15. Any comments on Section VI?		Response Count
		22
	<i>answered question</i>	22
	<i>skipped question</i>	97

16. Please click the option that best indicates your opinion of the following:								
	Very poor	Poor	Neutral	Good	Excellent	No opinion	Rating Average	Response Count
The USA Bookstore's ability to provide adequate and affordable services, materials, and texts to your students.	7.5% (8)	23.6% (25)	29.2% (31)	29.2% (31)	2.8% (3)	7.5% (8)	2.96	106
The USA Bookstore's ability to provide faculty with timely notification of materials which have to be back ordered or requested texts which are found to be out of print.	6.6% (7)	11.3% (12)	28.3% (30)	25.5% (27)	7.5% (8)	20.8% (22)	3.20	106
	<i>answered question</i>							107
	<i>skipped question</i>							12

17. Do you use the USA Federal Credit Union?			
		Response Percent	Response Count
Yes		32.1%	35
No		67.9%	74
	<i>answered question</i>		109
	<i>skipped question</i>		10

18. How satisfied are you with the services of the USA Federal Credit Union?				
			Response Percent	Response Count
Very dissatisfied			2.5%	2
Dissatisfied			2.5%	2
Neutral			2.5%	2
Satisfied			11.3%	9
Very satisfied			25.0%	20
No opinion			56.3%	45
			<i>answered question</i>	80
			<i>skipped question</i>	39

19. Any comments on Section VII?				
			Response Count	
			14	
			<i>answered question</i>	14
			<i>skipped question</i>	105

20. Additional comments on topics not covered in this survey?				
			Response Count	
			14	
			<i>answered question</i>	14
			<i>skipped question</i>	105