


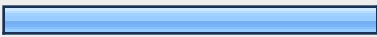
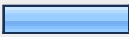
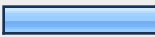
22nd Faculty Survey, 2010: II. University Services & Benefits

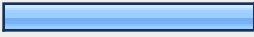
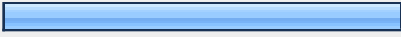
1. Please select your college			
		Response Percent	Response Count
Allied Health Professions		0.0%	0
Arts and Sciences		0.0%	0
Athletics		0.0%	0
Mitchell College of Business		0.0%	0
Computer & Information Sciences		0.0%	0
Continuing Education & Special Programs		0.0%	0
Education		0.0%	0
Engineering		0.0%	0
Library		0.0%	0
Medicine		0.0%	0
<b>Nursing</b>		<b>100.0%</b>	<b>31</b>
No comment		0.0%	0
		<i>answered question</i>	<b>31</b>
		<i>skipped question</i>	<b>0</b>

**2. Please click the option that best indicates how satisfied you are with the following:**



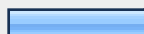


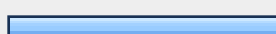
	<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Very satisfied</b>	<b>No opinion</b>	<b>Rating Average</b>
The University Library's ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	0.0% (0)	0.0% (0)	0.0% (0)	38.5% (10)	<b>46.2% (12)</b>	15.4% (4)	4.55
The University Library's ability to keep you abreast of the latest trends and developments in your research field?	0.0% (0)	0.0% (0)	0.0% (0)	30.8% (8)	<b>46.2% (12)</b>	23.1% (6)	4.60
The services provided by the University Library faculty and staff?	0.0% (0)	0.0% (0)	0.0% (0)	32.0% (8)	<b>68.0% (17)</b>	0.0% (0)	4.68
The Biomedical Library's ability to keep you abreast of the latest trends and developments in support of your teaching curriculum?	0.0% (0)	0.0% (0)	0.0% (0)	19.2% (5)	<b>76.9% (20)</b>	3.8% (1)	4.80
The Biomedical Library's ability to keep you abreast of the latest trends and developments in your research field?	0.0% (0)	0.0% (0)	0.0% (0)	23.1% (6)	<b>69.2% (18)</b>	7.7% (2)	4.75
The services provided by the Biomedical Library faculty and staff?	0.0% (0)	0.0% (0)	0.0% (0)	15.4% (4)	<b>80.8% (21)</b>	3.8% (1)	4.84
The electronic resources provided by the University Library and by the Biomedical Library?	0.0% (0)	0.0% (0)	0.0% (0)	23.1% (6)	<b>73.1% (19)</b>	3.8% (1)	4.76
	<i>answered question</i>						
	<i>skipped question</i>						


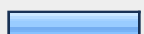
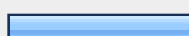
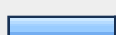

3. Any comments on Section II?		
		Response Count
		4
	<i>answered question</i>	4
	<i>skipped question</i>	27

4. What type of Health Plan do you have?			
		Response Percent	Response Count
USA Health & Dental Plan family coverage.		57.7%	15
USA Health & Dental Plan single coverage.		19.2%	5
Non-USA coverage.		23.1%	6
No coverage.		0.0%	0
		<i>answered question</i>	26
		<i>skipped question</i>	5

5. Do you use a USA Physician as your primary care physician?			
		Response Percent	Response Count
Yes (if yes, please answer the following questions)		38.5%	10
No (if no, skip to question 7)		61.5%	16
		<i>answered question</i>	26
		<i>skipped question</i>	5

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?	12.5% (1)	12.5% (1)	0.0% (0)	<b>50.0% (4)</b>	25.0% (2)	0.0% (0)	3.63
Your ability to make timely unscheduled (emergency) appointments with a physician?	12.5% (1)	12.5% (1)	0.0% (0)	25.0% (2)	12.5% (1)	<b>37.5% (3)</b>	3.20
Your ability to schedule appointments with a specialist physician?	0.0% (0)	0.0% (0)	0.0% (0)	<b>50.0% (4)</b>	12.5% (1)	37.5% (3)	4.20
The speed with which you are seen (time in waiting room)?	0.0% (0)	12.5% (1)	12.5% (1)	<b>50.0% (4)</b>	25.0% (2)	0.0% (0)	3.88
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.	0.0% (0)	0.0% (0)	0.0% (0)	25.0% (2)	12.5% (1)	<b>62.5% (5)</b>	4.33
The overall provision of services under the USA Health & Dental Plan?	0.0% (0)	12.5% (1)	12.5% (1)	<b>50.0% (4)</b>	25.0% (2)	0.0% (0)	3.88
	<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		4.2%	1
Declined slightly		8.3%	2
Unchanged		20.8%	5
Improved slightly		12.5%	3
Improved		12.5%	3
<b>No opinion</b>		<b>41.7%</b>	<b>10</b>
		<i>answered question</i>	<b>24</b>
		<i>skipped question</i>	<b>7</b>

8. With the USA Health & Dental Plan I have an adequate choice of primary care doctors.			
		Response Percent	Response Count
Strongly disagree		0.0%	0
Disagree		8.0%	2
Neutral		20.0%	5
<b>Agree</b>		<b>28.0%</b>	<b>7</b>
Strongly agree		16.0%	4
<b>No opinion</b>		<b>28.0%</b>	<b>7</b>
		<i>answered question</i>	<b>25</b>
		<i>skipped question</i>	<b>6</b>

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)	0.0% (0)	<b>64.0% (16)</b>	4.0% (1)	0.0% (0)	32.0% (8)	3.0
Prescription Drugs:	0.0% (0)	0.0% (0)	<b>44.0% (11)</b>	24.0% (6)	0.0% (0)	32.0% (8)	3.3
USA Hospitals:	0.0% (0)	0.0% (0)	<b>58.3% (14)</b>	0.0% (0)	0.0% (0)	41.7% (10)	3.0
Non-USA Hospitals:	0.0% (0)	0.0% (0)	32.0% (8)	28.0% (7)	0.0% (0)	<b>40.0% (10)</b>	3.4
USA emergency care:	0.0% (0)	0.0% (0)	40.0% (10)	0.0% (0)	0.0% (0)	<b>60.0% (15)</b>	3.0
Non-USA emergency care:	0.0% (0)	0.0% (0)	28.0% (7)	16.0% (4)	0.0% (0)	<b>56.0% (14)</b>	3.3
	<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"/>	4.2%	1
Yes, USA Children's & Women's	<input type="checkbox"/>	0.0%	0
Yes, Infirmary West at Knollwood	<input type="checkbox"/>	0.0%	0
<b>No emergency room services needed</b>	<input checked="" type="checkbox"/>	<b>95.8%</b>	<b>23</b>
	<i>answered question</i>		<b>24</b>
	<i>skipped question</i>		<b>7</b>

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		0.0%	0
Dissatisfied		0.0%	0
Neutral		0.0%	0
Satisfied		0.0%	0
Very satisfied		6.3%	1
<b>No opinion</b>		<b>93.8%</b>	<b>15</b>
<i>answered question</i>			<b>16</b>
<i>skipped question</i>			<b>15</b>

12. To pay for increased health care expenses, indicate which option you would most prefer:			
		Response Percent	Response Count
An increase in premiums		8.3%	2
<b>An increase in co-pays</b>		<b>45.8%</b>	<b>11</b>
An increase in deductibles		8.3%	2
A reduction in benefits		0.0%	0
No opinion		37.5%	9
<i>answered question</i>			<b>24</b>
<i>skipped question</i>			<b>7</b>

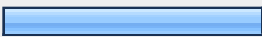
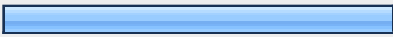
13. Any comments on Section V?		Response Count
		7
	<i>answered question</i>	7
	<i>skipped question</i>	24




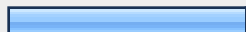
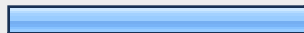
14. Please click the option that best indicates how satisfied you are with the following:							
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	No opinion	Rating Average
The USA Computer Services Center with the services they provide?	0.0% (0)	0.0% (0)	12.0% (3)	<b>44.0% (11)</b>	12.0% (3)	32.0% (8)	4.00
The USA Computer Services Center's ability to keep abreast of the latest technologies?	0.0% (0)	0.0% (0)	16.0% (4)	<b>36.0% (9)</b>	16.0% (4)	32.0% (8)	4.00
The technology resources provided in the classroom?	4.0% (1)	0.0% (0)	16.0% (4)	<b>40.0% (10)</b>	28.0% (7)	12.0% (3)	4.00
The computing resources provided within your department?	8.0% (2)	0.0% (0)	4.0% (1)	<b>44.0% (11)</b>	32.0% (8)	12.0% (3)	4.05
The University's current Internet access?	0.0% (0)	0.0% (0)	8.0% (2)	<b>52.0% (13)</b>	36.0% (9)	4.0% (1)	4.29
Your access to help on technology issues?	0.0% (0)	4.2% (1)	0.0% (0)	<b>66.7% (16)</b>	25.0% (6)	4.2% (1)	4.17
The facilities provided by the Program for the Enhancement of Teaching and Learning (PETAL)?	0.0% (0)	4.2% (1)	0.0% (0)	<b>45.8% (11)</b>	37.5% (9)	12.5% (3)	4.33
The university-provided E-mail service?	4.0% (1)	8.0% (2)	8.0% (2)	<b>44.0% (11)</b>	32.0% (8)	4.0% (1)	3.96
	<i>answered question</i>						
	<i>skipped question</i>						



15. Any comments on Section VI?		Response Count
		3
	<i>answered question</i>	3
	<i>skipped question</i>	28

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.	0.0% (0)	4.0% (1)	12.0% (3)	<b>60.0% (15)</b>	20.0% (5)	4.0% (1)	4.00	25
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.	0.0% (0)	0.0% (0)	16.0% (4)	<b>48.0% (12)</b>	20.0% (5)	16.0% (4)	4.05	25
	<i>answered question</i>							25
	<i>skipped question</i>							6

17. Do you use the USA Federal Credit Union?			
		Response Percent	Response Count
Yes		40.0%	10
No		60.0%	15
	<i>answered question</i>		25
	<i>skipped question</i>		6

18. How satisfied are you with the services of the USA Federal Credit Union?				
			Response Percent	Response Count
Very dissatisfied			4.5%	1
Dissatisfied			0.0%	0
Neutral			9.1%	2
Satisfied			4.5%	1
Very satisfied			36.4%	8
<b>No opinion</b>			<b>45.5%</b>	<b>10</b>
			<i>answered question</i>	<b>22</b>
			<i>skipped question</i>	<b>9</b>

19. Any comments on Section VII?				
			Response Count	
			0	
			<i>answered question</i>	<b>0</b>
			<i>skipped question</i>	<b>31</b>

20. Additional comments on topics not covered in this survey?				
			Response Count	
			3	
			<i>answered question</i>	<b>3</b>
			<i>skipped question</i>	<b>28</b>