# EMPLOYEE SATISFACTION <br> AT HAGERSTOWN COMMUNITY COLLEGE March/April 2013 Survey Results 

As part of Hagerstown Community College's Institutional Effectiveness Data Measures, an Employee Satisfaction Survey was distributed to all 368 full-time and part-time regular employees on March 12, 2013 through email with a link to the survey on SurveyMonkey.com. The survey was open until April 2, 2013 with two reminder emails being sent on March 26 and April 1. The survey was the exact survey used in Spring 2011 and consisted of four questions, of which question four was an open-ended, comment section for each unit and process.

207 surveys were completed, an overall response rate of 56\%. Among the three employee groups, the administrator group had the highest response rate with $73.5 \%$ while only $44.9 \%$ of the support staff responded.

| 1. What is your staff classification? | Exempt <br> (Administratorl <br> Manager) | Faculty | Non <br> Exempt <br> (Support <br> Staff) | Total |
| :--- | :---: | :---: | :---: | :---: |
| Survey emailed to Exempt, Non Exempt, and <br> Faculty | 83 | 80 | 205 | 368 |
| Responses by staff classification <br> *2 skipped the staff classification question | 61 | 52 | $\mathbf{9 2}$ | $\mathbf{2 0 5}$ |
| Response rate within staff classification | $\mathbf{7 3 . 5 \%}$ | $65.0 \%$ | $\mathbf{4 4 . 9 \%}$ | $55.7 \%$ |
| Response rate of all total responding | $\mathbf{2 9 . 5 \%}$ | $\mathbf{2 5 . 1 \%}$ | $\mathbf{4 4 . 4 \%}$ |  |

## Response Rate by Staff Classification



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2. How long have you been employed at HCC?

|  | Response Count | Response Percent |
| :--- | :---: | :---: |
| Less than 2 years | 46 | $22.8 \%$ |
| $3-5$ years | 57 | $28.2 \%$ |
| $6-10$ years | 49 | $24.3 \%$ |
| $11-15$ years | 22 | $10.9 \%$ |
| 16 years of more | 28 | $13.9 \%$ |
| Skipped Question | 5 |  |

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## 3. Please indicate your level of satisfaction with the following departments and

 processes using the scale below, with " 5 " being the highest and " 1 " being the lowest degree of satisfaction.|  | 5 | 4 | 3 | 2 | 1 | No Basis to Judge | Rating Average | Rating Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Adjunct Commons | $\begin{array}{r} 13.7 \% \\ (28) \end{array}$ | $\begin{array}{r} 6.4 \% \\ (13) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 73.0 \% \\ (149) \end{array}$ | 4.13 | 204 |
| Admissions | $\begin{array}{r} 29.4 \% \\ (60) \end{array}$ | $\begin{array}{r} 27.9 \% \\ (57) \end{array}$ | $\begin{array}{r} 12.7 \% \\ (26) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 27.5 \% \\ (56) \end{array}$ | 4.14 | 204 |
| Alumni services | $\begin{array}{r} 16.7 \% \\ (34) \end{array}$ | $\begin{array}{r} 7.8 \% \\ (16) \end{array}$ | $\begin{array}{r} 9.3 \% \\ (19) \end{array}$ | 2.0\% (4) | $\begin{array}{r} 0.0 \% \\ (0) \end{array}$ | $\begin{array}{r} \text { 64.2\% } \\ (131) \end{array}$ | 4.10 | 204 |
| Athletics | $\begin{array}{r} 22.2 \% \\ (45) \end{array}$ | $\begin{array}{r} 22.2 \% \\ (45) \end{array}$ | $\begin{array}{r} 9.4 \% \\ (19) \end{array}$ | $\begin{array}{r} 1.5 \% \\ (3) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 44.3 \% \\ (90) \end{array}$ | 4.15 | 203 |
| Campus Security | $\begin{array}{r} 27.8 \% \\ (57) \end{array}$ | $\begin{array}{r} 31.7 \% \\ (65) \end{array}$ | $\begin{array}{r} 23.4 \% \\ (48) \end{array}$ | $\begin{gathered} 9.3 \% \\ (19) \end{gathered}$ | $\begin{gathered} 3.4 \% \\ (7) \end{gathered}$ | $\begin{array}{r} 4.4 \% \\ \text { (9) } \end{array}$ | 3.74 | 205 |
| Campus Store | $\begin{array}{r} 23.6 \% \\ (48) \end{array}$ | $\begin{array}{r} 33.0 \% \\ (67) \end{array}$ | $\begin{array}{r} 22.7 \% \\ (46) \end{array}$ | $\begin{array}{r} 10.3 \% \\ (21) \end{array}$ | $\begin{array}{r} 2.5 \% \\ (5) \end{array}$ | $\begin{array}{r} 7.9 \% \\ (16) \end{array}$ | 3.71 | 203 |
| Children's Learning Center | $\begin{array}{r} 18.3 \% \\ (37) \end{array}$ | $\begin{array}{r} 12.9 \% \\ (26) \end{array}$ | $\begin{array}{r} 3.5 \% \\ (7) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 64.4 \% \\ (130) \end{array}$ | 4.35 | 202 |
| Continuing Education | $\begin{array}{r} 21.1 \% \\ (43) \end{array}$ | $\begin{array}{r} 22.5 \% \\ (46) \end{array}$ | $\begin{array}{r} 18.1 \% \\ (37) \end{array}$ | $\begin{array}{r} 6.9 \% \\ (14) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $\begin{array}{r} 26.5 \% \\ (54) \end{array}$ | 3.65 | 204 |
| Custodial Services | $\begin{array}{r} 34.3 \% \\ (70) \end{array}$ | $\begin{array}{r} 34.8 \% \\ (71) \end{array}$ | $\begin{array}{r} 22.5 \% \\ (46) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 1.5 \% \\ (3) \end{array}$ | 3.96 | 204 |
| Facilities Maintenance | $\begin{array}{r} 42.2 \% \\ (86) \tag{2} \end{array}$ | $\begin{array}{r} 32.4 \% \\ (66) \end{array}$ | $\begin{array}{r} 18.6 \% \\ (38) \end{array}$ | $\begin{array}{r} 3.4 \% \\ (7) \end{array}$ | $1.0 \%$ | $\begin{array}{r} 2.5 \% \\ (5) \end{array}$ | 4.14 | 204 |
| Finance | $\begin{array}{r} 35.1 \% \\ (72) \end{array}$ | $\begin{array}{r} 27.8 \% \\ (57) \end{array}$ | $\begin{array}{r} 19.0 \% \\ (39) \end{array}$ | $\begin{array}{r} 6.3 \% \\ (13) \end{array}$ | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 10.7 \% \\ (22) \end{array}$ | 4.01 | 205 |
| Fitness Center | $\begin{array}{r} 19.9 \% \\ (41) \end{array}$ | $\begin{array}{r} 16.5 \% \\ (34) \end{array}$ | $\begin{array}{r} 5.8 \% \\ (12) \end{array}$ | 1.9\% <br> (4) | 1.0\% (2) | $\begin{array}{r} 54.9 \% \\ (113) \end{array}$ | 4.16 | 206 |
| Fletcher Center | $\begin{array}{r} 13.3 \%  \tag{4}\\ (27) \end{array}$ | $\begin{array}{r} 9.9 \% \\ (20) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $2.0 \%$ | $\begin{array}{r} 1.5 \% \\ (3) \end{array}$ | $\begin{array}{r} 68.5 \% \\ (139) \end{array}$ | 4.00 | 203 |
| Food Services | $\begin{array}{r} 15.8 \% \\ (32) \end{array}$ | $\begin{array}{r} 20.3 \% \\ (41) \end{array}$ | $\begin{array}{r} 24.3 \% \\ (49) \end{array}$ | $\begin{array}{r} 17.8 \% \\ (36) \end{array}$ | $\begin{array}{r} 11.9 \% \\ (24) \end{array}$ | $\begin{array}{r} 9.9 \% \\ (20) \end{array}$ | 3.12 | 202 |

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|  | 5 | 4 | 3 | 2 | 1 | No Basis to Judge | Rating Average | Rating Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Grants services | $\begin{array}{r} 18.7 \% \\ (38) \end{array}$ | $\begin{array}{r} 16.3 \% \\ (33) \end{array}$ | $\begin{array}{r} 10.3 \% \\ (21) \end{array}$ | 3.9\% <br> (8) | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 50.2 \% \\ (102) \end{array}$ | 3.98 | 203 |
| HCC Foundation fundraising | $\begin{array}{r} 18.7 \% \\ (38) \end{array}$ | $\begin{array}{r} 14.3 \% \\ (29) \end{array}$ | $\begin{array}{r} 11.3 \% \\ (23) \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 53.7 \% \\ (109) \end{array}$ | 4.06 | 203 |
| Human Resources benefits | $\begin{array}{r} 30.4 \% \\ (62) \end{array}$ | $\begin{array}{r} 32.8 \% \\ (67) \end{array}$ | $\begin{array}{r} 17.6 \% \\ (36) \end{array}$ | $\begin{gathered} 9.8 \% \\ (20) \end{gathered}$ | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 6.9 \% \\ (14) \end{array}$ | 3.85 | 204 |
| Human Resources recruitment | $\begin{array}{r} 29.4 \% \\ (60) \end{array}$ | $\begin{array}{r} 22.1 \% \\ (45) \end{array}$ | $\begin{array}{r} 12.3 \% \\ (25) \end{array}$ | 8.3\% <br> (17) | $3.9 \%$ <br> (8) | $\begin{array}{r} 24.0 \% \\ (49) \end{array}$ | 3.85 | 204 |
| Information Center (Call Center) | $\begin{array}{r} 24.6 \% \\ (50) \end{array}$ | $\begin{array}{r} 20.2 \% \\ (41) \end{array}$ | $\begin{array}{r} 17.2 \% \\ (35) \end{array}$ | $\begin{array}{r} 6.4 \% \\ (13) \end{array}$ | $\begin{array}{r} 4.4 \% \\ \text { (9) } \end{array}$ | $\begin{array}{r} 27.1 \% \\ (55) \end{array}$ | 3.74 | 203 |
| Information Technology | $\begin{array}{r} 32.2 \% \\ (65) \end{array}$ | $\begin{array}{r} 29.7 \% \\ (60) \end{array}$ | $\begin{array}{r} 15.3 \% \\ (31) \end{array}$ | $\begin{gathered} 9.4 \% \\ (19) \end{gathered}$ | $\begin{array}{r} 3.0 \% \\ (6) \end{array}$ | $\begin{array}{r} 10.4 \% \\ (21) \end{array}$ | 3.88 | 202 |
| Institutional Research | $\begin{array}{r} 31.8 \% \\ (64) \end{array}$ | $\begin{array}{r} 13.4 \% \\ (27) \end{array}$ | $\begin{gathered} 7.5 \% \\ (15) \end{gathered}$ | 1.0\% (2) | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 44.8 \% \\ (90) \end{array}$ | 4.32 | 201 |
| Internship \& Job Services | $\begin{array}{r} 25.5 \% \\ (52) \end{array}$ | $\begin{array}{r} 12.3 \% \\ (25) \end{array}$ | $\begin{array}{r} 9.3 \% \\ (19) \end{array}$ | 1.5\% (3) | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 50.0 \% \\ (102) \end{array}$ | 4.18 | 204 |
| Job Training Student Resources | $\begin{array}{r} 25.5 \% \\ (52) \end{array}$ | $\begin{array}{r} 17.6 \% \\ (36) \end{array}$ | $\begin{array}{r} 8.8 \% \\ (18) \end{array}$ | $1.5 \%$ <br> (3) | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 45.6 \% \\ (93) \end{array}$ | 4.20 | 204 |
| Learning Technologies | 44.6\% (90) | $\begin{array}{r} 18.8 \% \\ (38) \end{array}$ | $\begin{array}{r} 6.4 \% \\ (13) \end{array}$ | 2.0\% (4) | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 27.2 \% \\ (55) \end{array}$ | 4.43 | 202 |
| Library services | $\begin{array}{r} 30.0 \% \\ (61) \end{array}$ | $\begin{array}{r} 21.7 \% \\ (44) \end{array}$ | $\begin{array}{r} 10.8 \% \\ (22) \end{array}$ | 3.4\% <br> (7) | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 33.0 \% \\ (67) \end{array}$ | 4.14 | 203 |
| Library - electronic resources | $\begin{array}{r} 18.7 \% \\ (38) \end{array}$ | $\begin{array}{r} 17.7 \% \\ (36) \end{array}$ | $\begin{array}{r} 10.8 \% \\ (22) \end{array}$ | $3.4 \%$ <br> (7) | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} \text { 48.8\% } \\ \text { (99) } \end{array}$ | 3.99 | 203 |
| Library - physical materials | $\begin{array}{r} 19.9 \% \\ (40) \end{array}$ | $\begin{array}{r} 24.9 \% \\ (50) \end{array}$ | $\begin{array}{r} 11.4 \% \\ (23) \end{array}$ | $3.0 \%$ <br> (6) | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 38.8 \% \\ (78) \end{array}$ | 3.94 | 201 |
| Mail Center | $\begin{array}{r} 60.1 \% \\ (122) \end{array}$ | $\begin{array}{r} 21.7 \% \\ (44) \end{array}$ | $\begin{array}{r} 10.3 \% \\ (21) \end{array}$ | $\begin{array}{r} 0.5 \% \\ (1) \end{array}$ | $\begin{array}{r} 0.0 \% \\ (0) \end{array}$ | $\begin{array}{r} 7.4 \% \\ (15) \end{array}$ | 4.53 | 203 |
| Payroll | $\begin{array}{r} 52.9 \% \\ (108) \end{array}$ | $\begin{array}{r} 29.9 \% \\ (61) \end{array}$ | $\begin{array}{r} 8.8 \% \\ (18) \end{array}$ | 2.0\% (4) | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | 4.38 | 204 |
| Placement Testing | $\begin{array}{r} 15.2 \% \\ (31) \end{array}$ | $\begin{array}{r} 14.2 \% \\ (29) \end{array}$ | 8.8\% <br> (18) | 2.9\% <br> (6) | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 56.4 \% \\ (115) \end{array}$ | 3.84 | 204 |

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|  | 5 | 4 | 3 | 2 | 1 | No Basis to Judge | Rating Average | Rating Count |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Public Relations/Publications | $\begin{array}{r} 34.2 \% \\ (69) \end{array}$ | $\begin{array}{r} 27.7 \% \\ (56) \end{array}$ | $\begin{array}{r} 16.3 \% \\ (33) \end{array}$ | $\begin{array}{r} 3.5 \% \\ (7) \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 16.8 \% \\ (34) \end{array}$ | 4.08 | 202 |
| Purchasing | $\begin{array}{r} 26.1 \% \\ (53) \end{array}$ | $\begin{array}{r} 20.7 \% \\ (42) \end{array}$ | $\begin{array}{r} 13.8 \% \\ (28) \end{array}$ | 1.5\% <br> (3) | $3.0 \%$ (6) | $\begin{array}{r} 35.0 \% \\ (71) \end{array}$ | 4.01 | 203 |
| Records | $\begin{array}{r} 34.5 \% \\ (70) \end{array}$ | $\begin{array}{r} 18.7 \% \\ (38) \end{array}$ | $\begin{array}{r} 10.8 \% \\ (22) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 32.5 \% \\ (66) \end{array}$ | 4.23 | 203 |
| Registration | $\begin{array}{r} 34.5 \% \\ (70) \tag{7} \end{array}$ | $\begin{array}{r} 27.6 \% \\ (56) \end{array}$ | $\begin{array}{r} 13.3 \% \\ (27) \end{array}$ | $3.4 \%$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 19.2 \% \\ (39) \end{array}$ | 4.10 | 203 |
| Reprographics | $\begin{array}{r} 52.7 \% \\ (107) \end{array}$ | $\begin{array}{r} 24.1 \% \\ (49) \end{array}$ | $\begin{array}{r} 10.3 \% \\ (21) \end{array}$ | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 0.5 \% \\ \text { (1) } \end{array}$ | $\begin{array}{r} 9.9 \% \\ (20) \end{array}$ | 4.40 | 203 |
| Safety of buildings and grounds | $\begin{array}{r} 34.8 \% \\ (71) \end{array}$ | $\begin{array}{r} 28.4 \% \\ (58) \end{array}$ | $\begin{array}{r} 22.5 \% \\ (46) \end{array}$ | $\begin{array}{r} 6.4 \% \\ (13) \end{array}$ | $\begin{array}{r} 4.4 \% \\ \text { (9) } \end{array}$ | $\begin{array}{r} 3.4 \% \\ (7) \end{array}$ | 3.86 | 204 |
| Student Academic Advising | $\begin{array}{r} 31.9 \% \\ \text { (65) } \end{array}$ | $\begin{array}{r} 23.5 \% \\ (48) \end{array}$ | $\begin{array}{r} 12.3 \% \\ (25) \end{array}$ | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 2.5 \% \\ (5) \end{array}$ | $\begin{array}{r} 27.5 \% \\ (56) \end{array}$ | 4.10 | 204 |
| Student Activities | $\begin{array}{r} 33.2 \% \\ (68) \end{array}$ | $\begin{array}{r} 23.4 \% \\ (48) \end{array}$ | $\begin{array}{r} 9.8 \% \\ (20) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 27.8 \% \\ (57) \end{array}$ | 4.15 | 205 |
| Student Disability Services | $\begin{array}{r} 33.8 \% \\ (69) \end{array}$ | $\begin{array}{r} 23.5 \% \\ (48) \end{array}$ | $\begin{array}{r} 5.9 \% \\ (12) \end{array}$ | $\begin{array}{r} 4.9 \% \\ (10) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 29.9 \% \\ (61) \end{array}$ | 4.17 | 204 |
| Student Financial Aid | $\begin{array}{r} 21.6 \% \\ (44) \end{array}$ | $\begin{array}{r} 18.1 \% \\ (37) \end{array}$ | $\begin{array}{r} 12.7 \% \\ (26) \end{array}$ | $\begin{array}{r} 5.9 \% \\ (12) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 39.7 \% \\ (81) \end{array}$ | 3.85 | 204 |
| Student Recruitment | $\begin{array}{r} 24.6 \% \\ (50) \end{array}$ | $\begin{array}{r} 11.3 \% \\ (23) \end{array}$ | $\begin{array}{r} 8.4 \% \\ (17) \end{array}$ | $\begin{array}{r} 2.5 \% \\ (5) \end{array}$ | $\begin{array}{r} 2.0 \% \\ (4) \end{array}$ | $\begin{array}{r} 51.2 \% \\ (104) \end{array}$ | 4.11 | 203 |
| Technical Innovation Center (TIC) | $9.4 \%$ <br> (19) | $\begin{array}{r} 5.9 \% \\ (12) \end{array}$ | $\begin{array}{r} 5.4 \% \\ (11) \end{array}$ | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 75.4 \% \\ (153) \end{array}$ | 3.78 | 203 |
| Tutoring | $\begin{array}{r} 16.9 \% \\ (34) \end{array}$ | $\begin{array}{r} 14.9 \% \\ (30) \end{array}$ | $\begin{array}{r} 10.0 \% \\ (20) \end{array}$ | $\begin{array}{r} 3.5 \% \\ (7) \end{array}$ | $\begin{array}{r} 2.5 \% \\ \text { (5) } \end{array}$ | $\begin{array}{r} 52.2 \% \\ (105) \end{array}$ | 3.84 | 201 |
| Unit Planning | $\begin{array}{r} 11.8 \% \\ (24) \end{array}$ | $\begin{array}{r} 24.0 \% \\ (49) \end{array}$ | $\begin{array}{r} 20.6 \% \\ (42) \end{array}$ | $\begin{array}{r} 8.8 \% \\ (18) \end{array}$ | 3.9\% <br> (8) | $\begin{array}{r} 30.9 \% \\ (63) \end{array}$ | 3.45 | 204 |
| Volunteer services | $\begin{array}{r} 30.7 \% \\ (62) \end{array}$ | $\begin{array}{r} 15.3 \% \\ (31) \end{array}$ | $\begin{array}{r} 5.9 \% \\ (12) \end{array}$ | $\begin{array}{r} 1.5 \% \\ \text { (3) } \end{array}$ | $\begin{array}{r} 1.0 \% \\ (2) \end{array}$ | $\begin{array}{r} 45.5 \% \\ (92) \end{array}$ | 4.35 | 202 |
| Web services | 17.7\% <br> (36) | $\begin{array}{r} 24.1 \% \\ (49) \end{array}$ | $\begin{array}{r} 23.6 \% \\ (48) \end{array}$ | $\begin{array}{r} 10.8 \% \\ (22) \end{array}$ | $\begin{array}{r} 8.9 \% \\ (18) \end{array}$ | $\begin{array}{r} 14.8 \% \\ (30) \end{array}$ | 3.36 | 203 |

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4. Please share any positive experiences or construction suggestions about these units or processes.

119 staff members submitted a total of 661 comments (reproduced verbatim).

