



ANALYSIS OF

PAWS

(PERCEPTION AND WELL-BEING SURVEY)
SPRING 2026 RESULTS



Prepared by the Office of
Institutional Effectiveness
and Research



SEPTEMBER 15, 2026

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Executive Summary

The Office of Institutional Effectiveness initiated the inaugural Sul Ross State University Campus Environment Survey in September 2020. Since the inaugural survey, the questions underwent review and received updates in 2024 and was relaunched in 2025 under the new name PAWS (Perception And Well-being Survey).

The latest survey was administered from April 19, 2026, until April 29, 2026. There were 26 questions and one open-response question. The Spring 2026 response rate slightly increased from 2025 by 1.9%. However, a decrease of 54.82% from 2023, which may indicate some disengagement or possibly survey fatigue among the university community.

Successes

- Employee perceptions of their immediate work relationships were generally positive in 2026. 82.5% of respondents agreed that their immediate supervisor values them, while 83.3% agreed that their colleagues value them.
- Agreement that when a direct supervisor makes a decision, it is based on a reasonable assessment of the situation was 74.5%.
- Agreement with the statement “My experiences at SRSU have been free of harassment or intimidation.” has remained relatively high at 69.9% in 2026 and 71.3% in 2025.
- Ratings for extremely effective, very effective, and moderately effective communication from Administration increased to 67% in 2026 compared to 63.3% in 2025.
- Effective communication for immediate supervisors increased to 69.9% in 2026 compared to 64.0% in 2025.

Challenges

- Disagreement with the statement “When administration makes a decision, it is based on a reasonable assessment of the situation.” increased to 42.7% in 2026 from 28.6% in 2025.
- Agreement with the statement “There is a sense of teamwork and collaboration at the University.” declined by 10.5% from 2025. As well as the statement “I am motivated to do my best work at the University.”, which declined by 12.7% from 2025.
- Satisfaction with development, growth, and opportunity had significant declines in 2026 when compared to 2025.
- Effective communication from the Office of University Communications declined to 42.7% in 2026, compared to 55.4% in 2025.
- Agreement with the statement, “I would recommend Sul Ross State University to others as a place to work.” decreased to 53.4% in 2026, compared with 68.0% in 2025.

Suggested Improvements

Respondents made mention of or questioned where to find information and that it should be made public. While we are unable to resolve all suggestions for improvements at this time, we want to address some common comments.

- Executive Council (EC) meets every other week and posts the minutes in a SharePoint site that is accessible through the [University Committees page](#). Only Sul Ross-affiliated individuals have access.
- Information on Staff Senate's officers and representatives, bylaws, upcoming meetings, and an anonymous suggestion box can be found on their [Staff Senate webpage](#).
- Information on Faculty Senate's members, bylaws, councils, and upcoming meetings can be found on their [Faculty Senate webpage](#).
- If outdated or incorrect information is found on the website, a ticket can be submitted to ltac@sulross.edu or at <https://ltac.sulross.edu/>.
- The most current Organizational Chart can be found on the [Administration website](#). The chart is updated at least once a year based on the monthly employment Update emails sent out by Human Resources.
- All university events are compiled on the [Event Calendar webpage](#). To submit an event to be displayed on the calendar, contact CampusActivities@sulross.edu.
- Visit the [Academic Calendar webpage](#) to find all academic-relevant events and timelines.
- New Employee or Onboarding resources can be found on the [Professional Development webpage](#), as well as professional development opportunities.
- Banner training, Human Resource Forms, Advising How-To's, Work-Study Guides, and other resources can be found on the [Development & Training page](#) of the Professional Development site.
- Finance and Operations Contacts:
 - Budget- sr.budget@sulross.edu
 - Procurement- purchasing@sulross.edu
 - Invoices- accountspayable@sulross.edu
 - Travel- alptravel@sulross.edu
 - Cashiers- cashiers@sulross.edu
 - P-Cards- srsupcard@shsu.edu
- Sul Ross offers free memberships to Recreational Sports facilities for all students as well as full-time faculty and staff employees. Visit the [Employee Benefits webpage](#) to see all potential benefits.
- From 2025 to 2026, Sul Ross retained 57.8% of first-time students (includes part-time and transfers). We retained 38.2% of Freshmen, 50.7% of Sophomores, 70.1% of Juniors, 35.5% of Seniors, and 43.9% of Graduate students.
- In Fall 2025, 37% of Undergraduates and 90% of Graduates were exclusively in distance education courses. 35% of Undergraduates and 2% of Graduates were in at least one distance education course. 28% of Undergraduates and 8% of Graduates weren't in any distance education courses. In Fall 2025, Sul Ross offered 51% of courses in-person, 30% online, and 19% hybrid/virtual. For more data on Enrollment, Admissions, and Degrees Awarded, visit the [Institutional Dashboards webpage](#).

Quantitative Summary

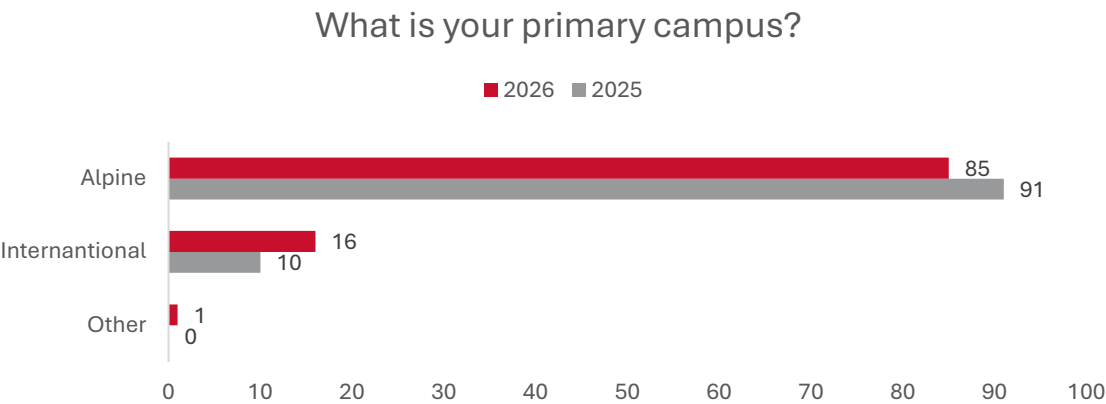
Participation only slightly increased from 2025 to 2026 but is still lower compared to 2020-2023. A total of 747 employees were sent the survey, with 103 individuals participating.

The average demographics of a respondent in 2026 is a white female staff member who is full-time in Alpine and has worked at Sul Ross for less than a year.

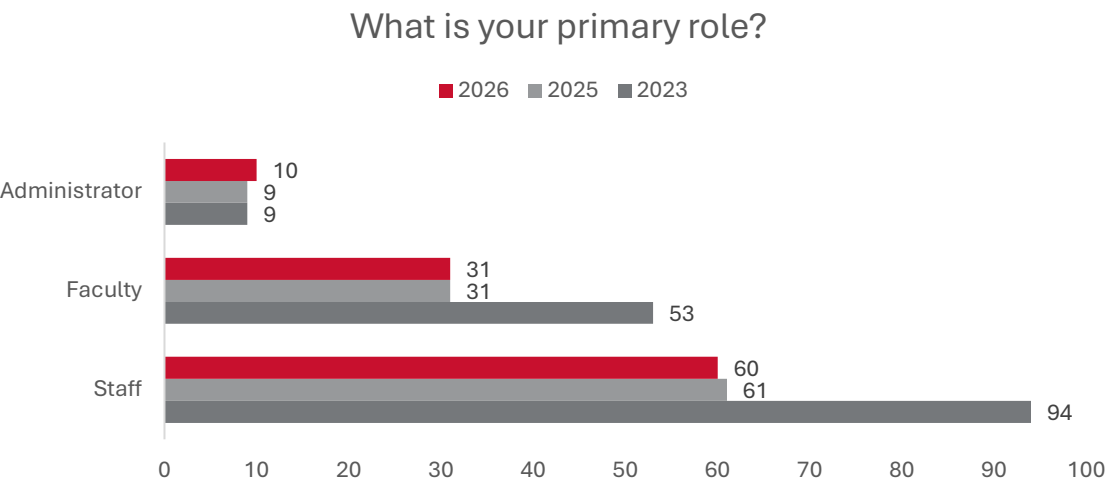
Compared to 2025, 2026 had a 5.8% increase in International campus respondents and a 13.9% increase in respondents who have been at Sul Ross for 3 years or less.

Demographics

102 Responses

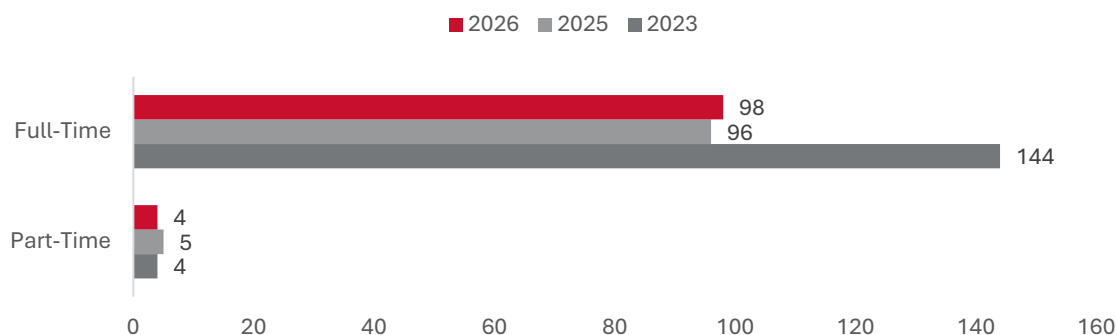


101 Responses



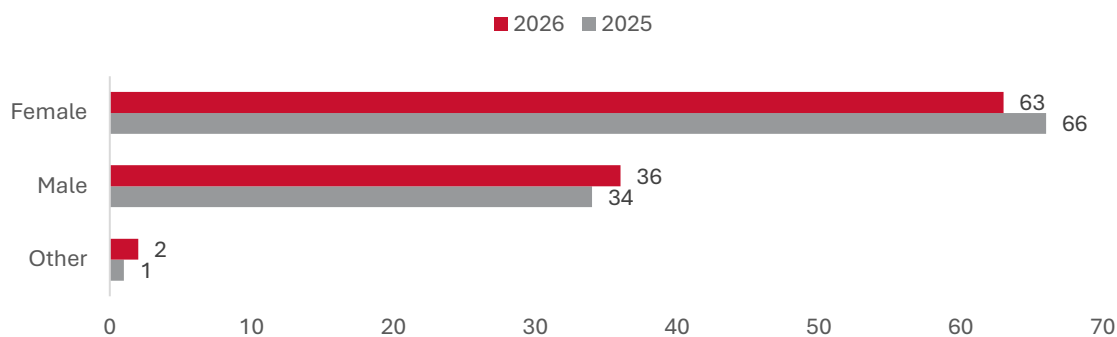
102 Responses

What is your employment status?



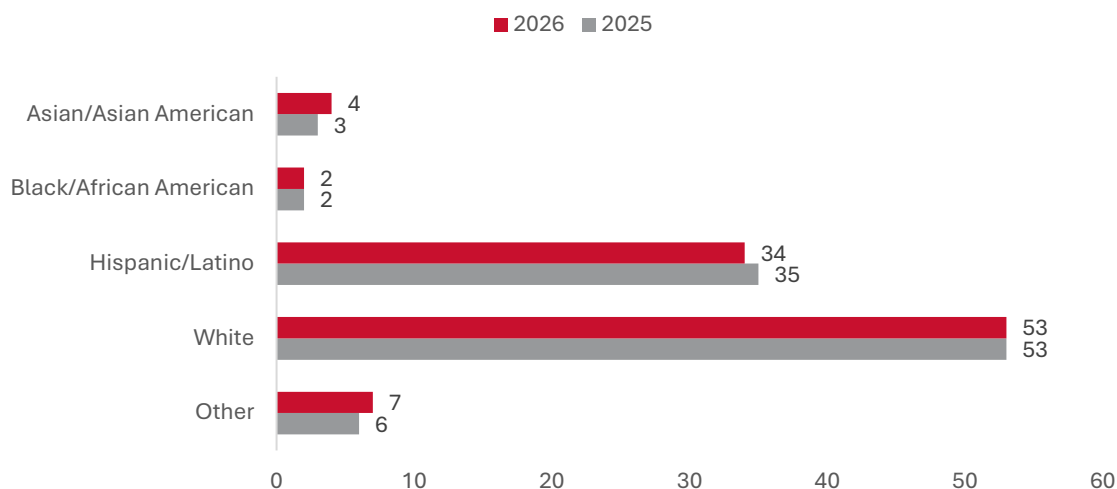
101 Responses

What is your gender identification?

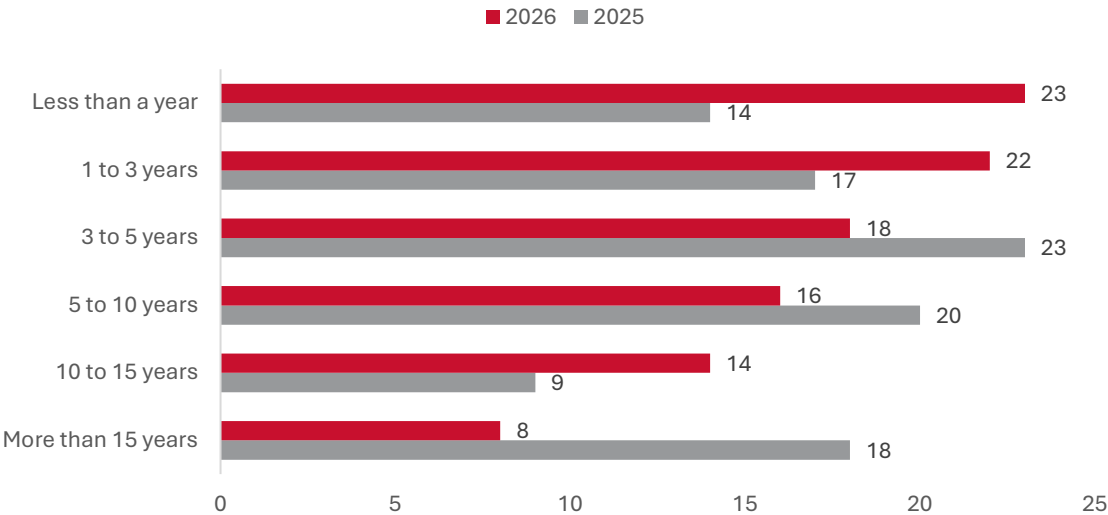


100 Responses

What is your race or ethnicity?



How many years have you worked at Sul Ross State University?



Employee Perception

The average respondent's level of agreement with employee perception in 2026 was

Strongly Agree:

- immediate supervisors and colleagues value them
- direct supervisors make decisions based on a reasonable assessment of the situation.

Somewhat Agree:

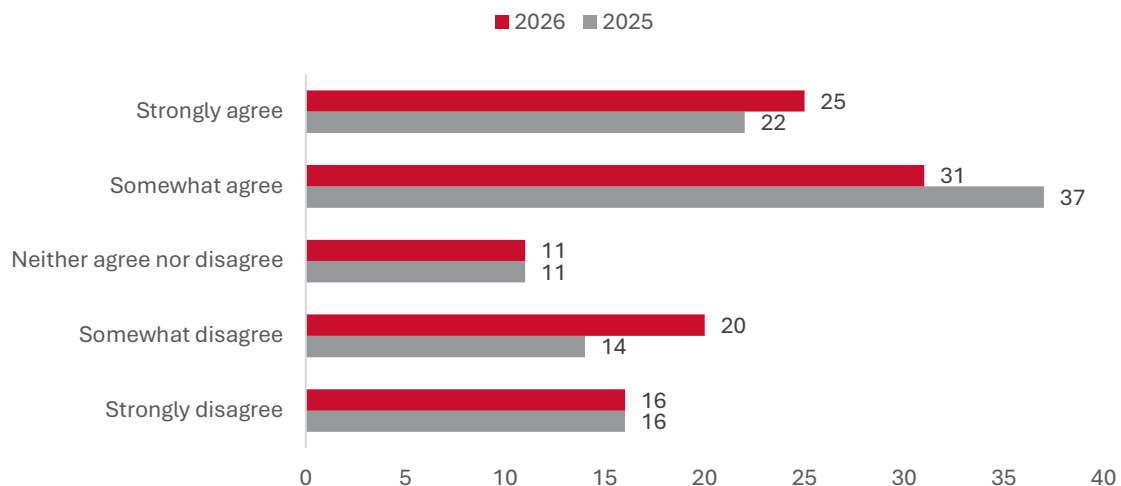
- administration values them
- University policies are applied consistently and fairly
- they can make the most of their skills and abilities in their current position.

Somewhat Disagree:

- when administration makes a decision, it is based on a reasonable assessment of the situation.

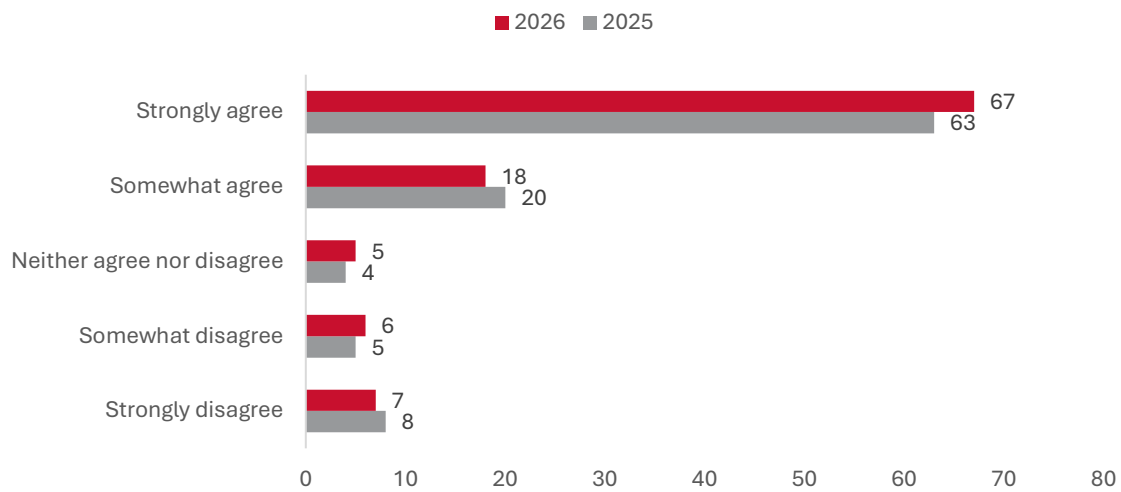
103 Responses

Administration values employees.



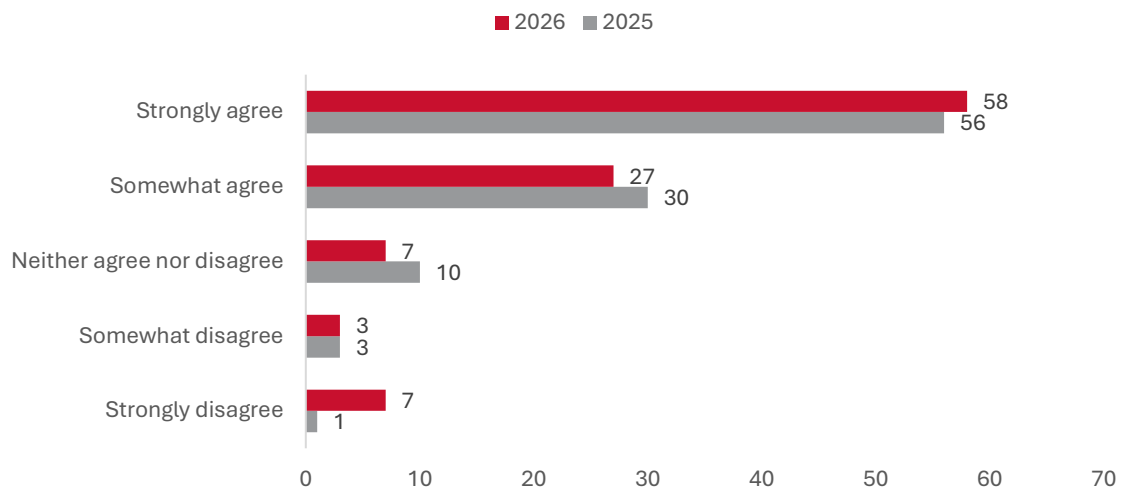
103 Responses

My immediate supervisor values me.



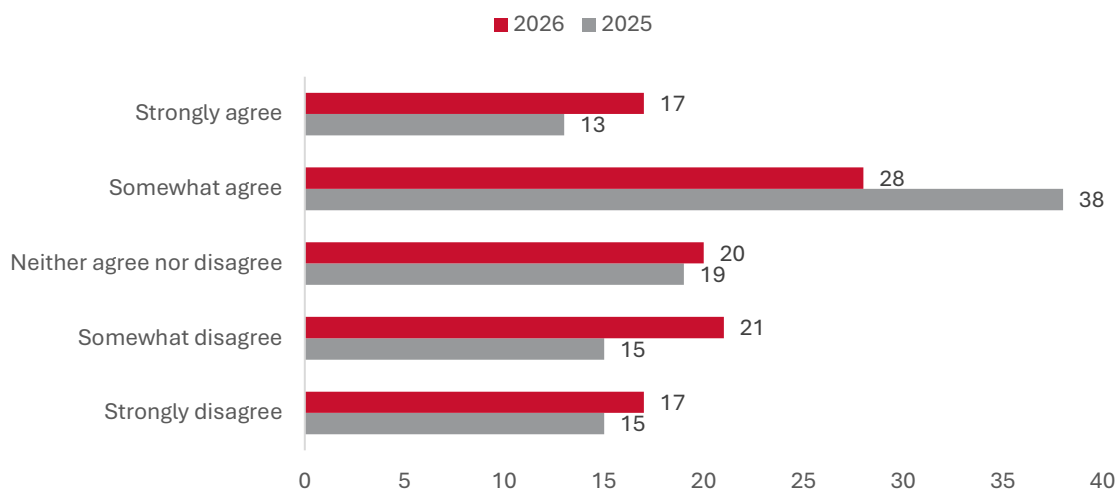
102 Responses

My colleagues value me.



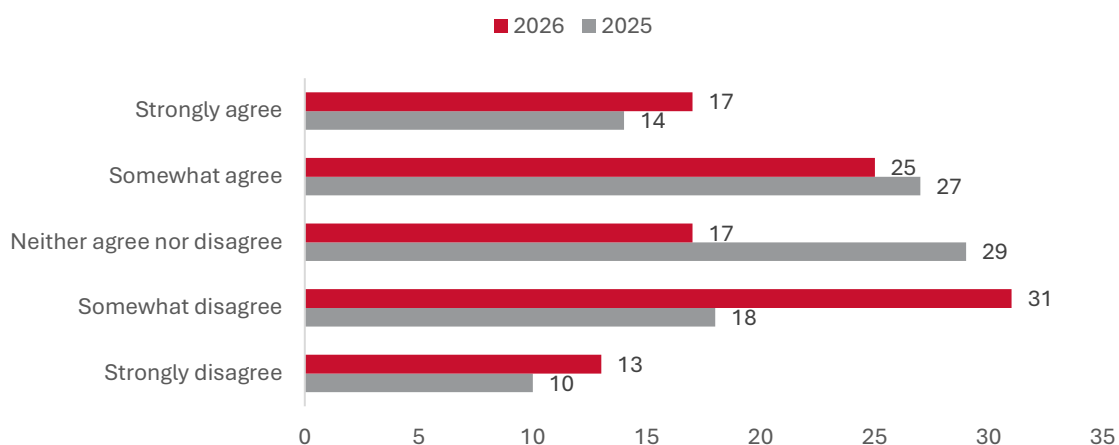
103 Responses

University policies are applied consistently and fairly.



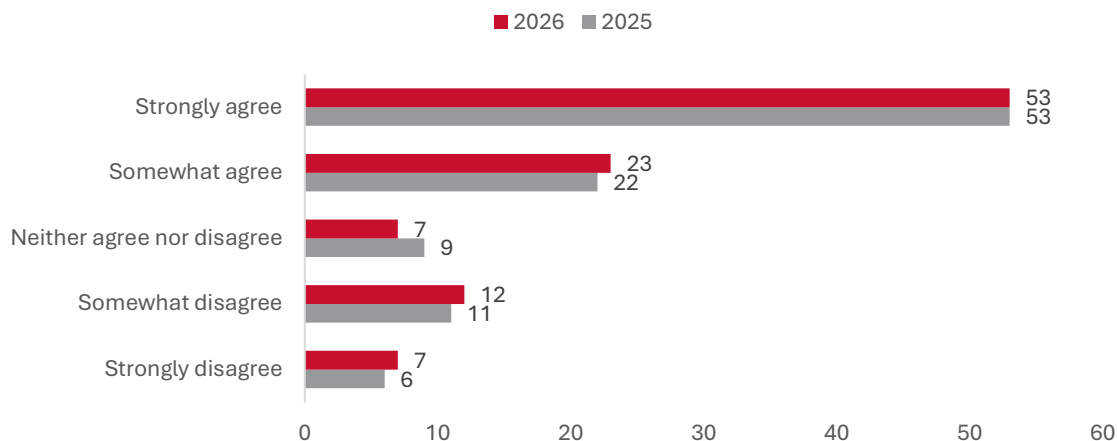
103 Responses

When administration makes a decision, it is based on a reasonable assessment of the situation.



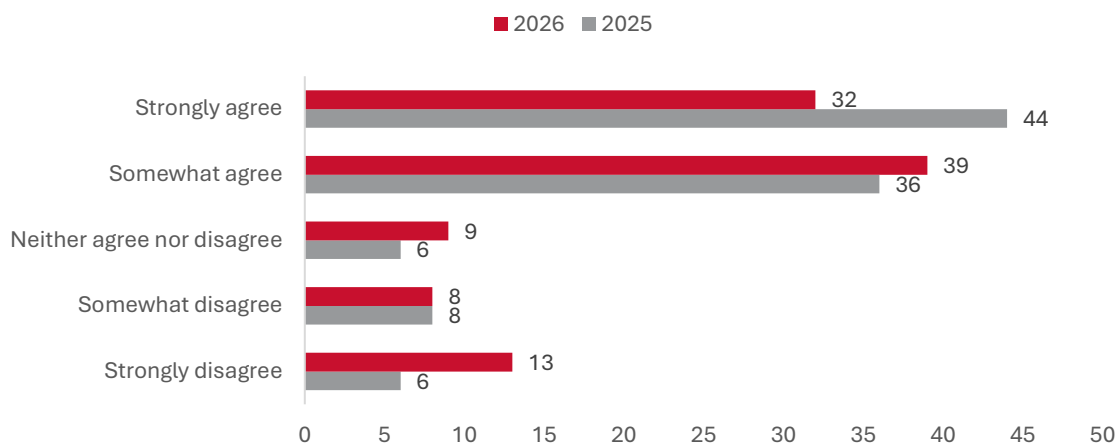
102 Responses

When my direct supervisor makes a decision, it is based on a reasonable assessment of the situation.



101 Responses

I am able to make the most of my skills and abilities in my current position.



Campus Culture

The average respondent's level of agreement with campus culture in 2026 was

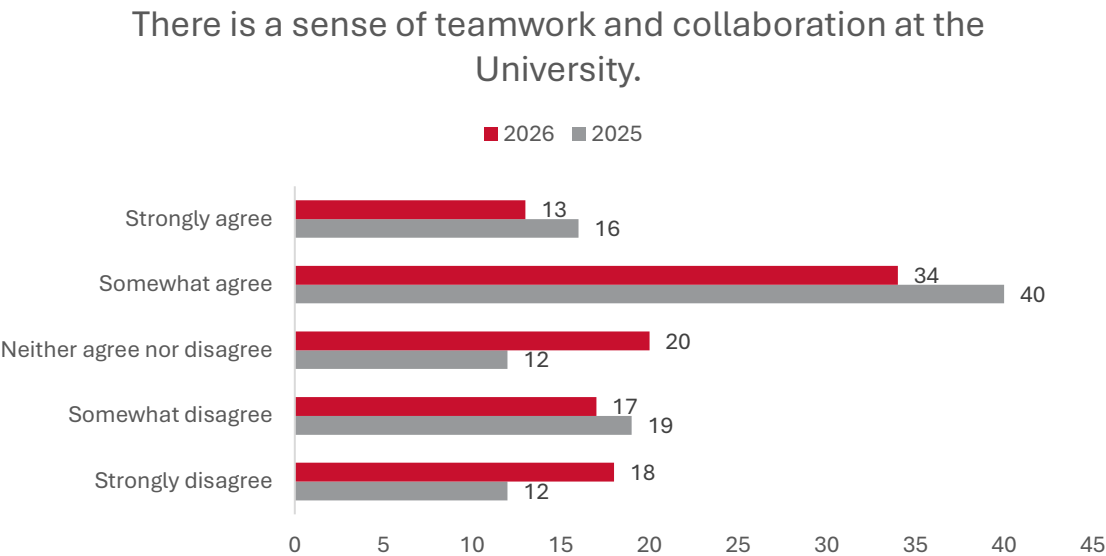
Strongly Agree:

- they are motivated to do their best work.

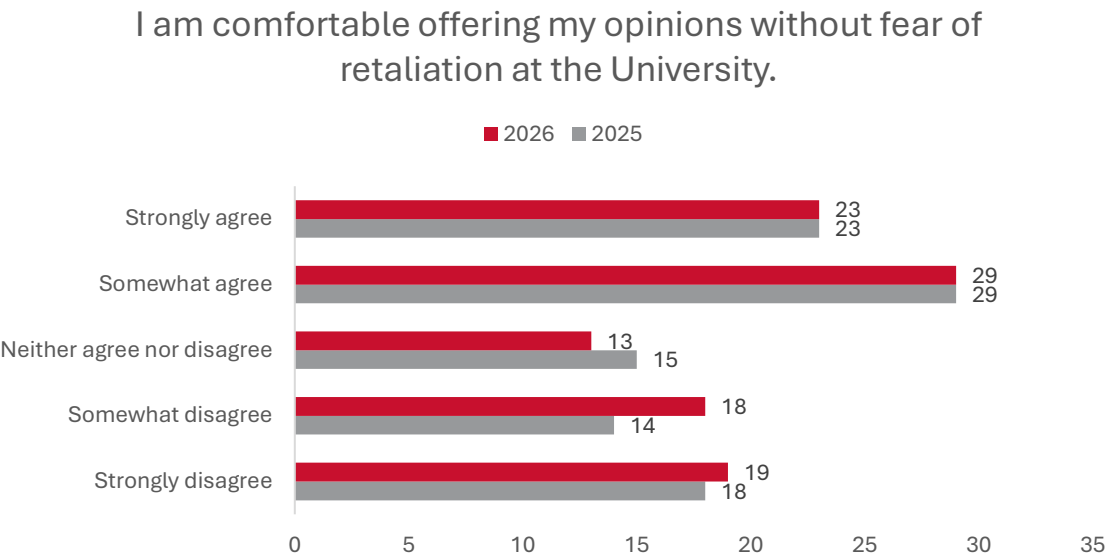
Somewhat Agree:

- there is a sense of teamwork and collaboration.
- they are comfortable offering their opinions without fear of retaliation.

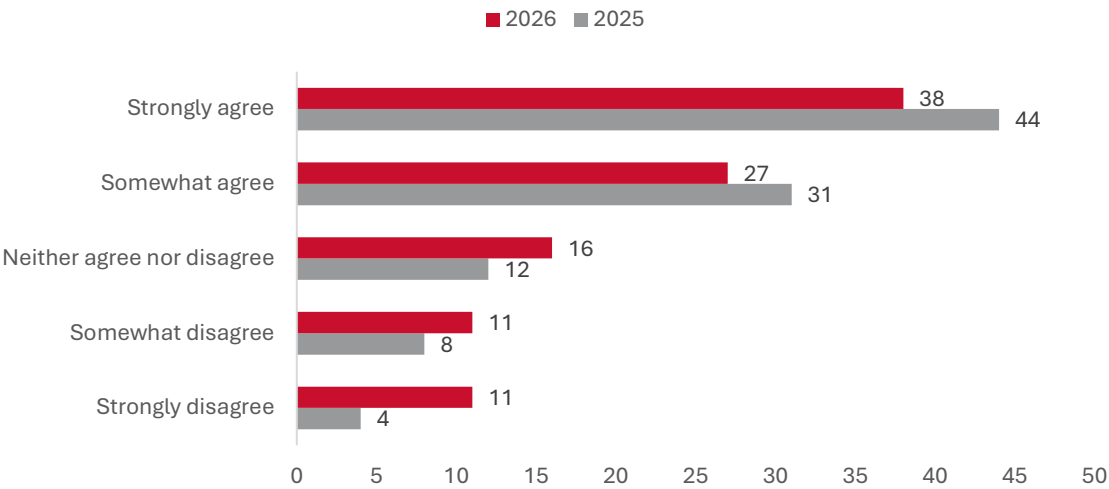
102 Responses



102 Responses



I am motivated to do my best work at the University.



Health and Well-being

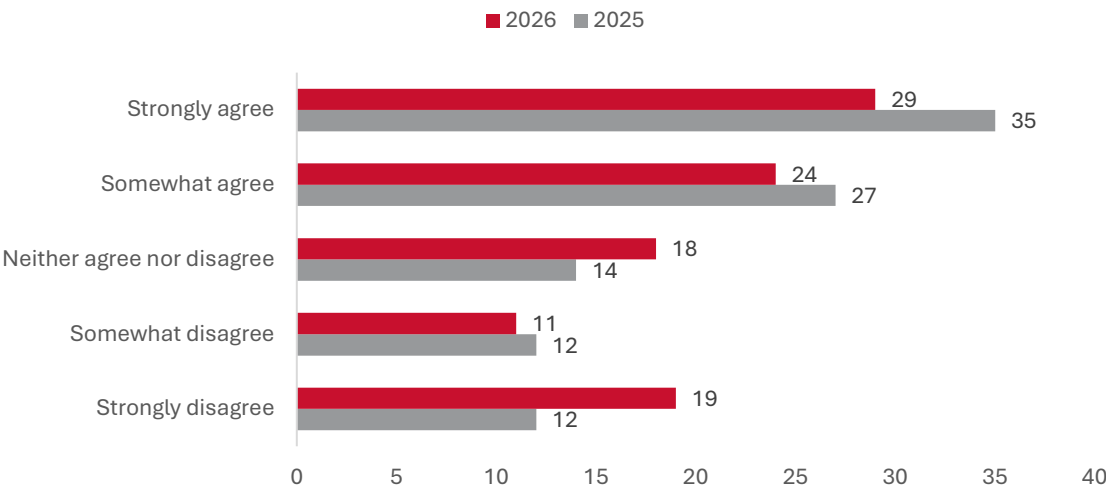
The average respondent's level of agreement of health and well-being in 2026 was

Strongly Agree:

- the university supports a positive work-life balance.
- their experiences at SRSU have been free of harassment or intimidation.

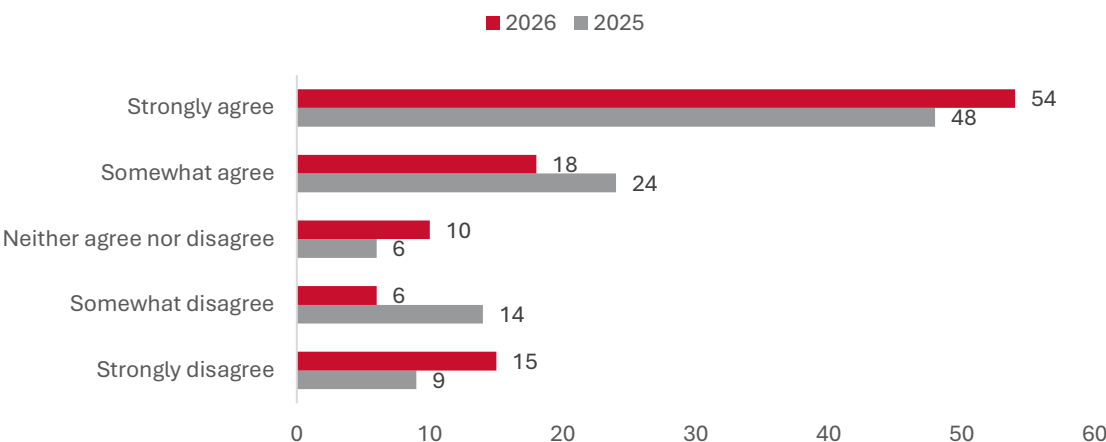
101 Responses

The University supports a positive work-life balance.



103 Responses

My experiences at SRSU have been free of harassment or intimidation.



Development, Growth, and Opportunity

The average respondent's satisfaction with development, growth, and opportunity in 2026 was

Somewhat Satisfied:

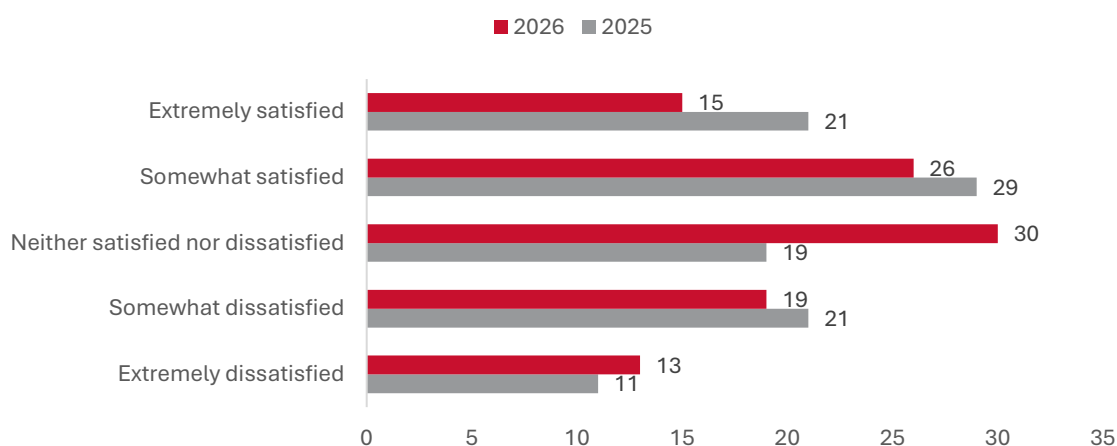
- opportunities for growth and learning.

Neither Satisfied nor Dissatisfied:

- opportunities to provide input in decision-making regarding campus matters.
- opportunities for academic research.

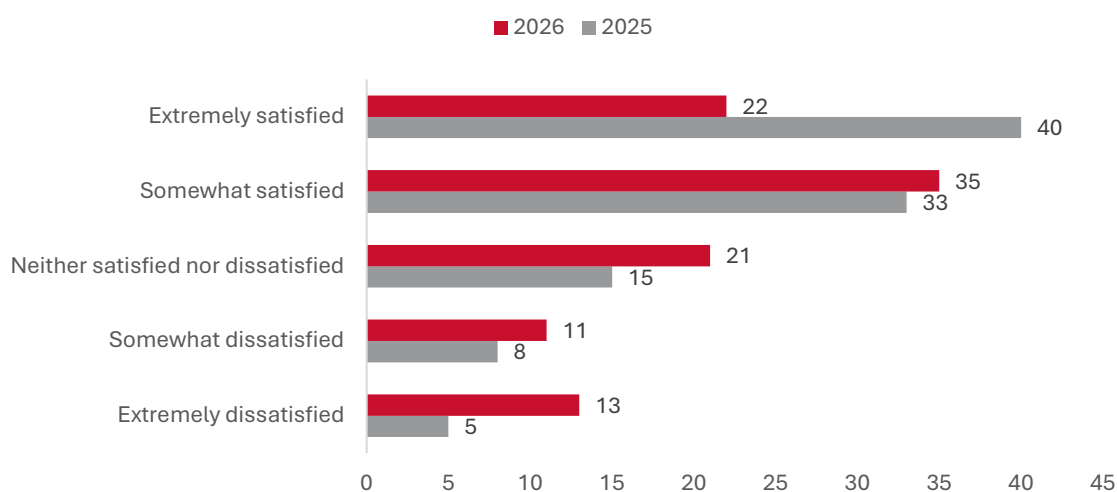
103 Responses

Opportunities to provide input in decision-making regarding campus matters.

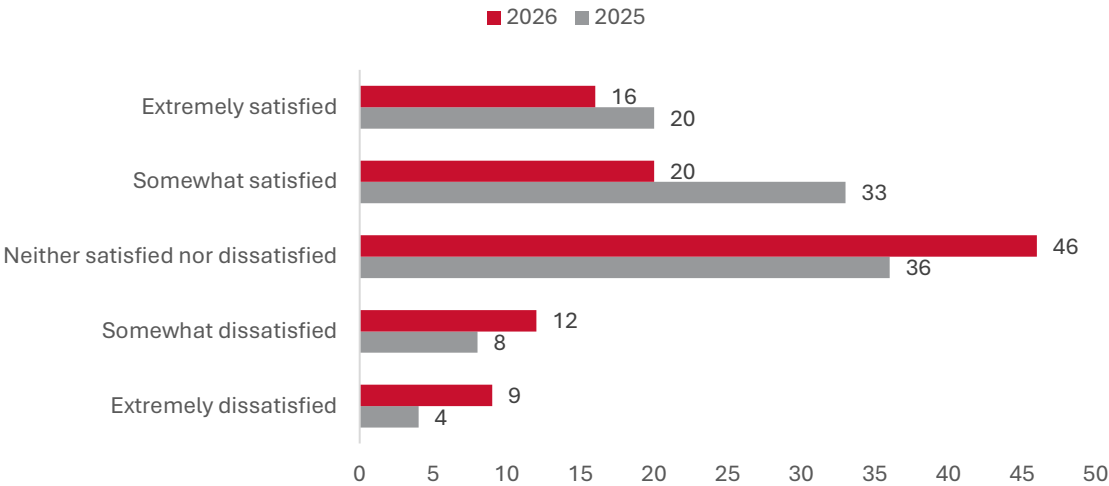


102 Responses

Opportunities for growth and learning opportunities.



Opportunities for academic research.



Communication

The average respondent's rating of effective communication in 2026 was

Extremely Effective:

- immediate supervisor.

Very Effective:

- Lobo Alerts (weather and emergency updates).

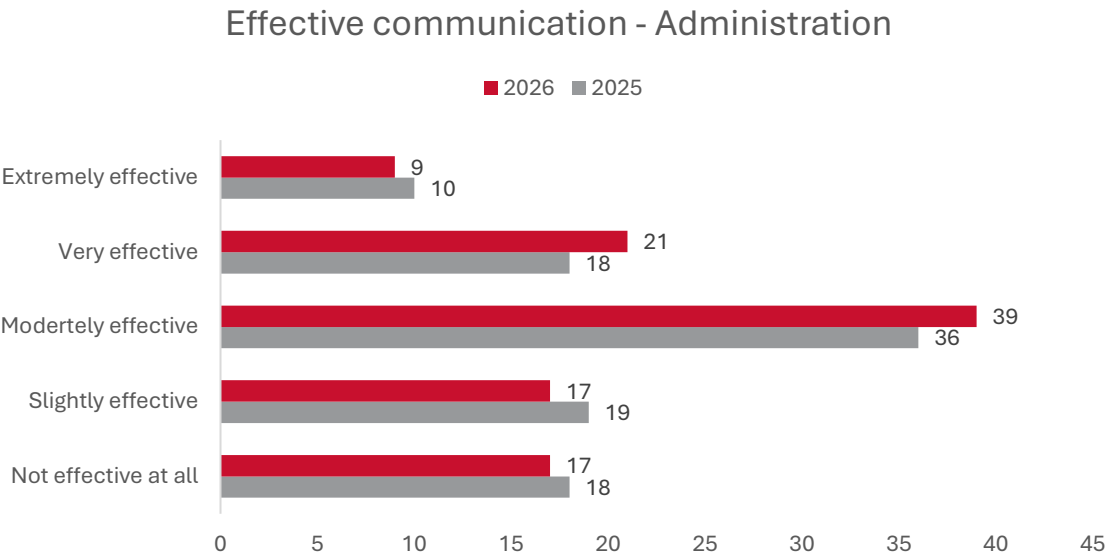
Moderately Effective:

- administration.
- Office of University Communications (emails, press releases, social media).

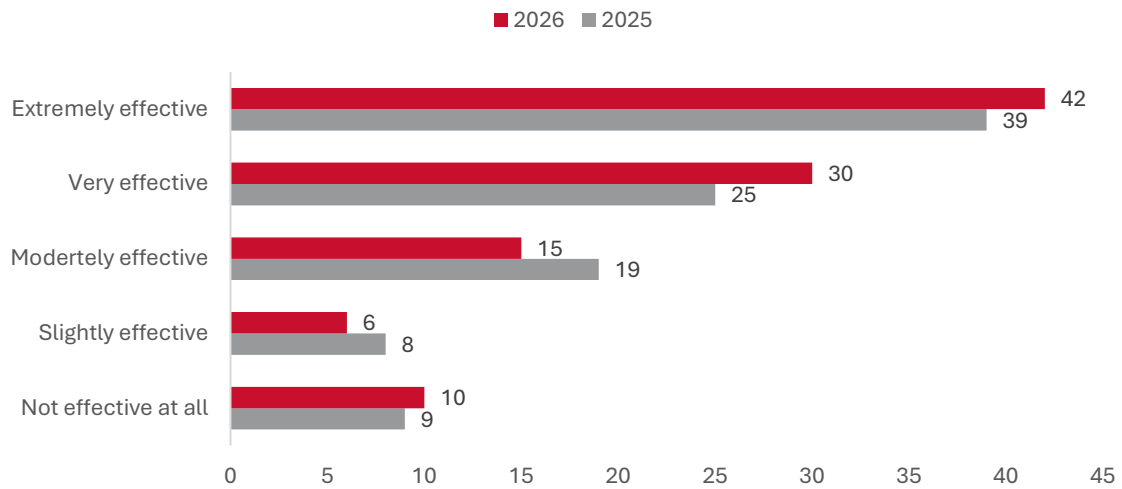
The top three areas respondents would like to have more communication from are

- Finance & Operations
- Enrollment Management
- Office of the President

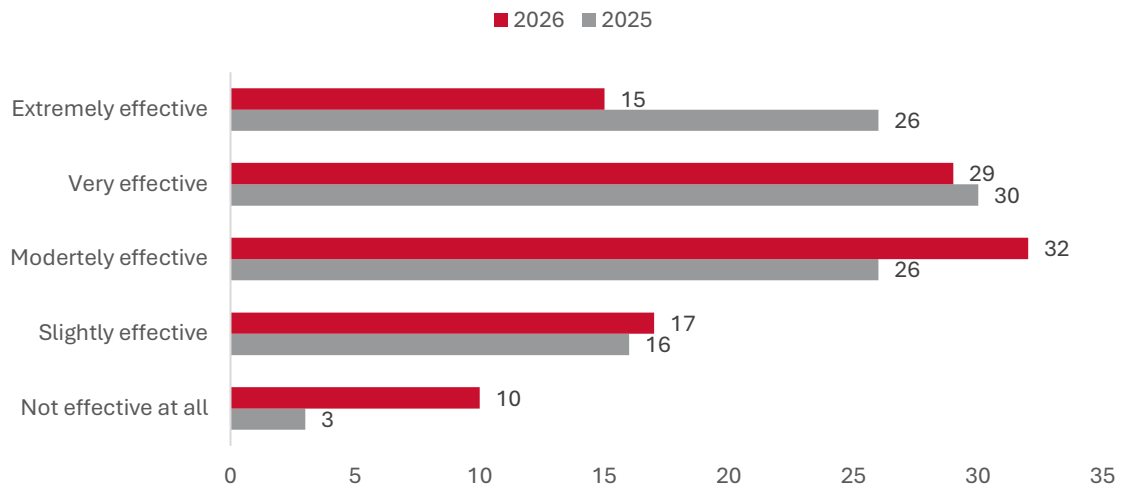
103 Responses



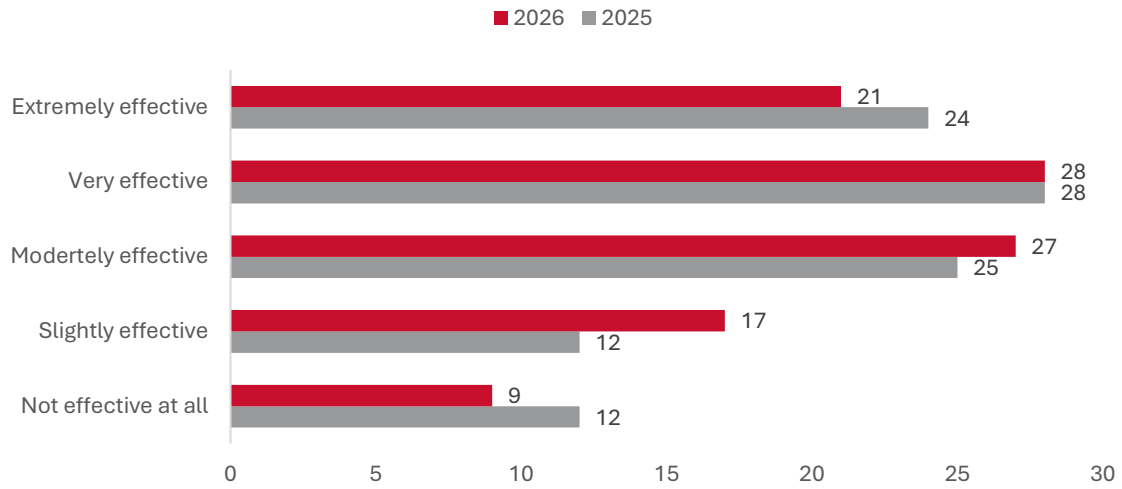
Effective communication - Immediate Supervisor



Effective communication - Communications

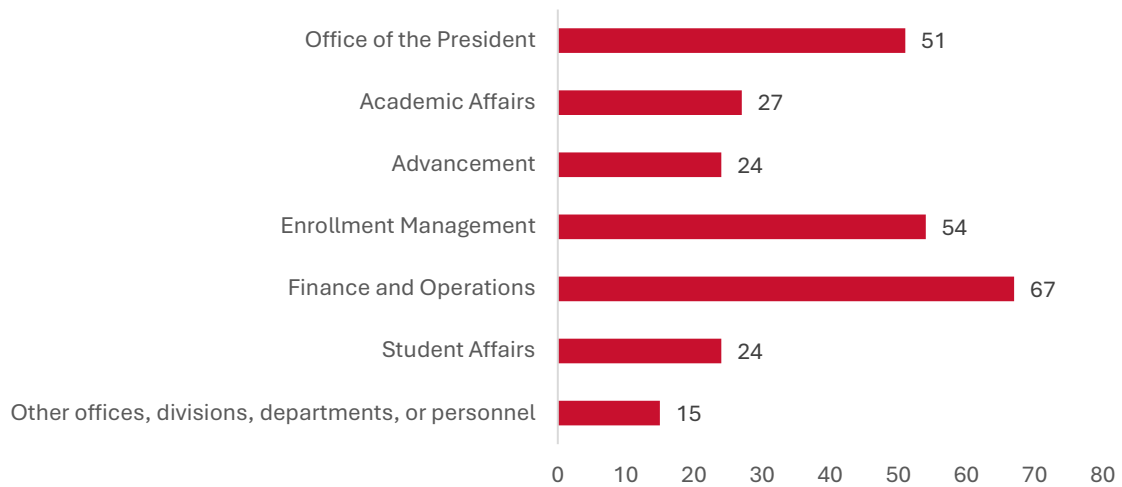


Effective communication - Lobo Alerts



93 Responses

Department to hear more from



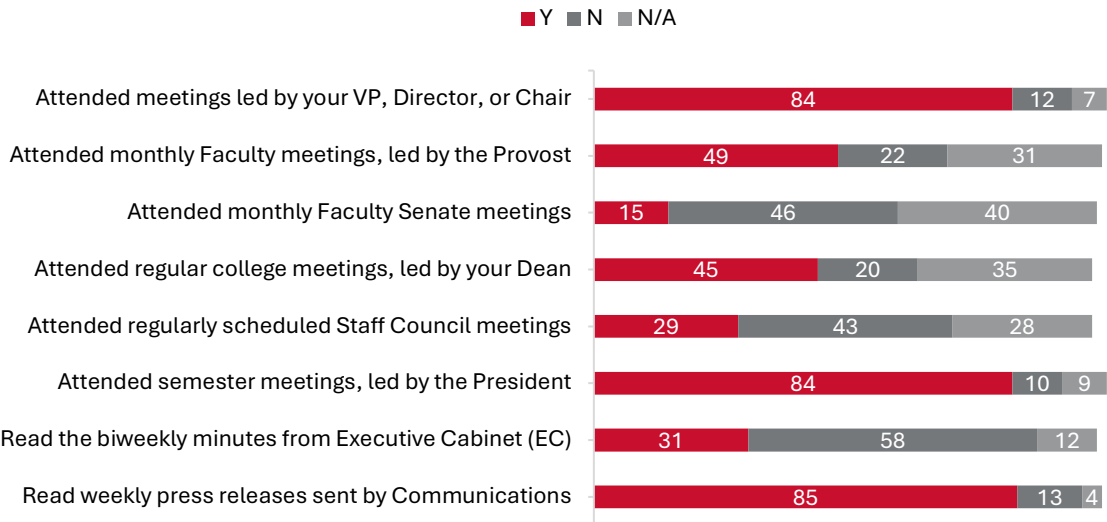
Campus Satisfaction

The 2026 average campus satisfaction of a respondent somewhat agreed that they would recommend Sul Ross State University to others as a place to work and rated the University an average of 8 out of 10. Overall, the average rating of Sul Ross is 6.7.

The average respondent mainly attended department or division meetings, led by VPs, Directors, or Chairs, as well as semester meetings, led by the President. The average respondent also read the weekly press releases sent by University Communications.

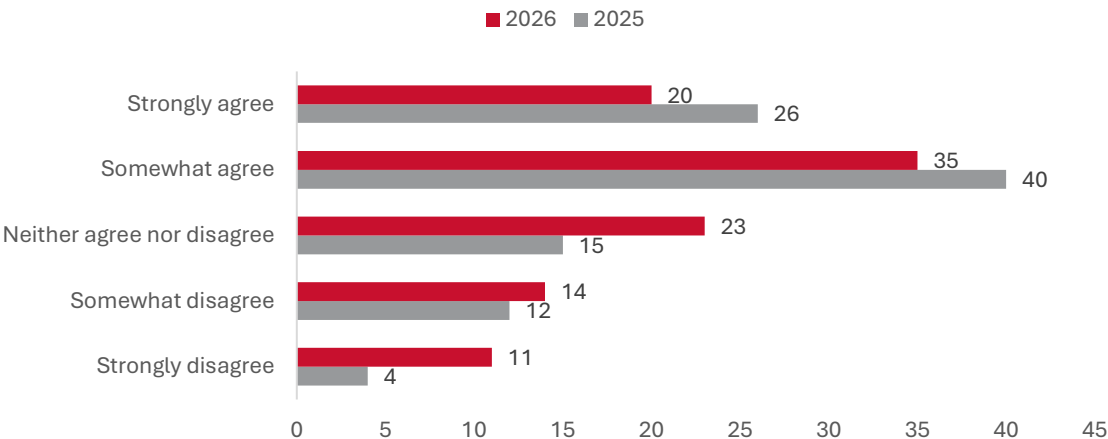
103 Responses

Participation in the following events

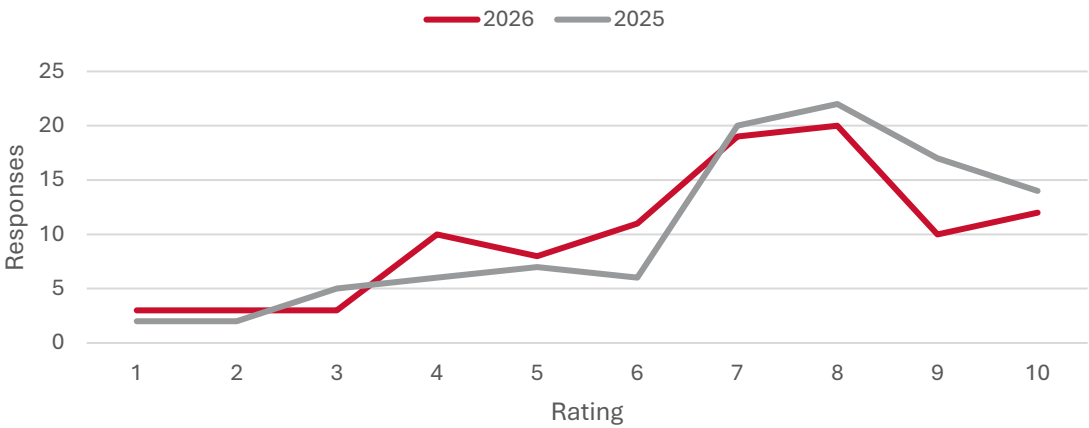


103 Responses

I would recommend Sul Ross State University to others as a place to work.



Overall, how satisfied are you working at Sul Ross State University?



Qualitative Summary

In Spring 2026, there were 51 individual responses representing 50% of the participants that were divided into 163 discrete items and classified into six categories. The top three themes were:

- Issues with Administration
- Communication
- Quality of Service

The table below compares the distribution of comments among stakeholders to 2025.

Theme	Brief Description	Mentions		Faculty		Staff	
		2026	2025	2026	2025	2026	2025
Issues with Administration	Concerns over inclusion of faculty and staff in decision-making, need for transparency, valuing employees, budgets, and concerns regarding work-study and graduate students	39	20	11	4	28	16
Communication	Concerns with exchanges between departments and across campuses. Timely communication.	36	27	11	5	25	22
Quality of Services	Concerns regarding faculty and staff professionalism, signage, and the need for good customer service practices	35	23	10	5	25	18
Improved salaries and benefits for faculty & staff	Concerns for higher salaries. Concerns about hiring more faculty. Request for more professional development. Request for competitive compensation.	18	16	14	8	4	8
Positive about SRSU	Positive statements such as: "Sul Ross is a great place, and I am really enjoying being a part of the community."	16	24	3	9	13	15
Low Morale expressed	Concerns about faculty and staff morale	14	14	3	4	11	10
Facilities	Concerns regarding parking lots, building maintenance, elevators, and more staffing for maintenance-Alpine Campus	3	10	2	9	1	1
Technology	Concerns about availability and usage of classroom and non-classroom technology, Wi-Fi speed, and similar issues.	2	1	0	0	2	1