

**Institutional Effectiveness**  
**Analysis of the SRSU Campus Environment Survey**

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# Executive Summary

The first Sul Ross State University Campus Environment Survey was launched by the Office of Institutional Effectiveness in September 2020. A second survey was conducted in April 2021. The most recent survey opened April 8, 2022 and closed April 22, 2022. The Survey is scheduled annually each spring.

All faculty, staff, and students are encouraged to participate. To promote awareness, Data Days are held on all campuses in the fall, and a Survey Roll-out is held in the spring.

The survey items were developed by members of the Guiding Coalition, who began work on this assessment in November 2019. The Guiding Coalition developed the questions in five areas: 1) Campus climate; 2) Commitment to students, faculty, and staff; 3) Work-life balance; 4) Administration; 5) Fair treatment/ Absence of discrimination. Over the years, there have been minimal changes to the items. The 2022 survey had 66 questions and one open-response question.

To encourage participation in 2022, participants were invited to register for an Amazon Gift Card drawing. One-hundred and seventy of the survey participants registered for the random drawing, and four gift cards were awarded.

## **Response Rates - Relatively Consistent from Spring 2021-Spring 2022:** (less than 5% points difference)

**Spring 2021:** 423 responses, representing 18% of the entire SRSU community. Eighty percent (80%) of the participants were from Alpine, and twenty percent (20%) were from Rio Grande College.

**Spring 2022:** 425 responses, 18% of the entire SRSU community. Eighty four percent (84%) of the participants were from Alpine, and sixteen percent (16%) were from Rio Grande College.

## **Significant Gains from 2021 to 2022:**

**Faculty and Staff's ratings** for "The University supports a positive work-life balance" increased from 38.9% in 2021 to 51.7% in 2022.

**Faculty, Staff and Students' ratings** for "My campus is supportive of people of different races, ethnicities, gender and sexual identifies, and/or cultural backgrounds" increased from 73.1% in 2021 to 78.9% in 2022.

## Areas for Concern:

**Students** reported concerns with their ability to afford balanced meals. In Alpine, in 2021, (41.3%) of students reported concerns, and the percentage dropped to 34.8% in 2022. In RGC, 23% of students reported concerns in 2021, and the percentage dropped to 21% in 2022. Those statistics are still a concern.

**Faculty and Staff** reported dissatisfaction with the maintenance of facilities. In Alpine, in 2021, 36.4% reported facilities were well-maintained. In 2022, 35.8% reported facilities were well-maintained. In RGC, in 2021, 78.6% reported facilities were well-maintained, but in 2022, only 55% reported facilities were well-maintained.

# Quantitative Summary for All Campuses

## Participant Distribution

Survey participation by key stakeholders varied from 2021 to 2022 as indicated below:

	Spring 2021	Spring 2022
Students:	66.4%	49.1%
Staff:	19.6%	32.5%
Faculty/Adjunct Faculty	12.8%	15.9%
Administrators	1.2%	2.6%

The key response areas in the section below were established during the Spring 2021 survey analysis. To maintain some consistency within the reporting, these key response areas are shown below with Spring 2022 results.

## Student Responses to Key Survey Items (Agree to Strongly Agree)

Student responses remained fairly consistent in all of the following areas except for the decrease in the percentage of students concerned about their ability to afford balanced meals, a positive change.

	Spring 2021	Spring 2022
I feel welcome on campus.	79.9%	78.4%
I would recommend this university to others.	75.8%	73.5%
I will likely attend SRSU next year. *	81.8%	79.3%
* Note: Students who reported they were graduating were removed from the calculation.		
I worry whether I can afford to feed myself.** ** Note: Question changed from "I worry whether I can afford balanced meals."	41.3%	34.8%

## Faculty/Staff Responses to Key Survey Items (Agree to Strongly Agree)

The following Faculty/Staff key survey items consistently increased in satisfaction from Spring 2021 to Spring 2022. The only item exceeding 50% over the two years is “The University supports a positive work-life balance.”

	Spring 2021	Spring 2022
The University actively seeks faculty and employee input in decision-making regarding campus matters.	29.0%	35.9%
I would recommend this university to others as a place to work.	42.3%	47.2%
The University supports a positive work-life balance.	38.9%	51.7%
The University values its employees.	47.4%	48.0%

## Combined Responses from All Faculty, Staff, and Students to Key Survey Items (Agree to Strongly Agree)

Combined response results (faculty, staff and students) were relatively consistent from Spring 2021 to Spring 2022 except in the support of people of different races, ethnicities, etc., which increased almost 6%.

	Spring 2021	Spring 2022
My campus is supportive of people of different races, ethnicities, gender and sexual identities, and/or cultural backgrounds.	73.1%	78.9%
The University is committed to my emotional well-being.	52.1%	52.3%
The SRSU community cares about each student as a person.	62.8%	61.0%
Communication among people across the University is effective.	46.4%	42.8%

## Qualitative Summary for All Campuses

One open response question was included in the survey: “What improvements can you suggest to enhance the overall experience at Sul Ross State University?” It is noteworthy that four of the top five themes that emerged in the responses in Spring 2021 continued to be expressed in Spring 2022.

Theme	# Responses in Spring 2021	# Responses in Spring 2022
Facilities	45	41
Quality of Service	37	106
Staff/Faculty Wages and Positions	23	32
Communication	22	38

## Significant Differences between Alpine Responses and Rio Grande College Responses on Spring 2022 Survey (Noted for items with + or – 5% points differences)

### Participant Distribution

Slightly more surveys were completed in Spring 2022. However, the RGC percentage of surveys completed by students decreased (-16%), while staff surveys increased (+9%) with a slight drop in faculty surveys (-3%). For Alpine, student surveys decreased (-16%) while both staff (+12%) and faculty (+3%) participation increased.

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
Student	68 (82%)	212 (63%)	44 (66%)	163 (47%)
Staff	6 (7%)	75 (22%)	17 (25%)	118 (34%)
Faculty	8 (10%)	41 (12%)	6 (7%)	52 (15%)
Administrator	1 (1%)	4 (1%)	0 (0%)	11 (3%)
Adjunct	0 (0%)	4 (1%)	0 (0%)	4 (1%)

### Responses for Key Survey Items- Students (Very Likely to Likely or Strongly Agree to Agree)

#### 1. Likely to Return to SRSU\*

RGC's expected return rate in Spring 2022 rose (+11.3%) while Alpine's expected return rate fell (-6.6%).

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
Student	40 (76.9%)	129 (83.2%)	30 (88.2%)	85 (76.6%)

\* Note: Students who reported they were graduating were removed from the calculation

#### 2. Food Security/Insecurity

Food insecurity among students fell for RGC (-2%) Alpine (-7.9%).

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
Student	14 (23%)	94 (46.5%)	9 (21%)	53 (38.6%)

**RESPONSES FOR KEY SURVEY ITEMS- Faculty and Staff  
(Agree to Strongly Agree)**

**1. Decision- Making and Work Life Balance**

Faculty and staff at both Alpine and RGC reported increased levels of satisfaction from 2021 to 2022 with the item, “SRSU Seeks Faculty/Employee input in Decision-Making”. RGC ratings increased from 28.6% to 35%, and Alpine ratings increased from 29.6% to 36.1%. The item, “Satisfaction with Work-Life Balance”, also received higher ratings in 2022. RGC ratings increased from 28.6% to 50.0%, and Alpine ratings increased from 39.6% to 51.9%.

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
SRSU Seeks Faculty/Employee Input in Decision-Making	4 (28.6%)	34 (29.6%)	7 (35%)	57 (36.1%)
Satisfaction with Work-Life Balance	4 (28.6%)	44 (39.6%)	10 (50%)	82 (51.9%)

**2. Campus Facilities Well-Maintained**

The combined responses for facility maintenance fell slightly from Spring 2021 to Spring 2022 for the Alpine campus; however, RGC saw a 23.6% decrease in satisfaction over the same period.

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
Facilities Well-Maintained	11 (78.6%)	39 (36.4%)	11 (55%)	53 (35.8%)

**3. Communication across Campuses**

Combined responses from RGC indicated a drop (4.1%) in satisfaction with effective communication across campuses, while Alpine ratings rose by 3%. Both campuses rated communication below 40%.

	Spring 2021		Spring 2022	
	RGC	Alpine	RGC	Alpine
Communication on Campus is Effective	5 (35.7%)	22 (20.7%)	6 (31.6%)	36 (23.7%)

# Analysis of the SRSU Campus Environment Survey

In this report, Section One will highlight key findings in the quantitative results for specific areas; Section Two will highlight key areas for students; Section Three will feature faculty and staff responses; Section Four will address qualitative results; and Section Five will present conclusions and recommendations.

## Section One: Quantitative Results

### 1. Multiple Choice Responses: Students

Students from all campuses will be reported as combined, since significant differences between Alpine and RGC have already been identified in the Executive Summary.

#### Student Breakdown

##### Students by Class Level

	Spring 2021	Spring 2022
Undergraduate Freshman	11%	13.8%
Undergraduate Sophomore	11.7%	15.7%
Undergraduate Junior	23.2%	24.3%
Undergraduate Senior	31.3%	25.7%
Graduate Student	20.6%	16.7%
Other	2.2%	3.8%

##### Students by Gender

	Spring 2021	Spring 2022
Female	72.4%	59.9%
Male	26.2%	38.2%
Other	1.4%	1.9%

##### Students by Race/Ethnicity

	Spring 2021	Spring 2022
African American or Black	4.8%	10.4%
Hispanic or Latinx	59.0%	53.2%
White	33.6%	32.3%
Other	2.6%	3.8%

##### First Generation Students

	Spring 2021	Spring 2022
First Generation	52.5%	51.3%

The survey was intended to measure satisfaction in five areas: Climate; University support; Work-life balance; Administration; and Fair treatment/Absence of discrimination.

Overall, the satisfaction levels are 60% or higher with the exception of student input in decision-making for the University rated at 57% (Spring 2021) and 59.3% (Spring 2022). Some of these measures are in contrast to the open responses that will be discussed in Section Three. For other measures, the open-



responses and multiple-choice responses were aligned. Students' thoughts on the five areas are represented by selected questions from the survey.

### **Area 1: Campus Climate**

In Spring 2021, 162/250 (64.8%) of students reported a satisfaction level (agree or strongly agree) with campus climate by their responses to the item: *The campus offers a healthy living and learning environment*. In Spring 2022, 119/177 (67.8%) of students reported a satisfaction level (agree or strongly agree) with campus climate.

### **Area 2: University Commitment to Students**

In Spring 2021, 211/264 (79.9%) of students reported a perceived sense of university commitment (agree or strongly agree) in this representative item: *Generally, I am welcome on my campus*. In Spring 2022, 141/180 (78.33%) of students reported a perceived sense of university commitment to students.

### **Area 3: Work-Life Balance**

In Spring 2021, 198/265 (74.7%) of students reported an adequate work-life balance (agree or strongly agree) in their responses to the item: *Faculty respect my need to balance course work with other responsibilities in my life*. In Spring 2022, 122/181 (67.4%) of students reported an adequate work-life balance.

### **Area 4: Administration**

In Spring 2021, 143/251 (57.0%) of students reported on input with administration (agree or strongly agree) to the following item: *The University actively seeks students' input in decisions-making regarding campus matters*. In Spring 2022, 105/177 (59.3%) of students reported on input with administration.

### **Area 5: Fair Treatment/Absence of discrimination**

In Spring 2021, 187/251 (74.5%) of students reported there is fair treatment/ absence of discrimination (agree or strongly agree) as illustrated by responses to the item: *My primary university campus is supportive of people of different races, ethnicities, gender and sexual identities and/or cultural backgrounds*. In Spring 2022, 137/166 (82.5%) of students reported there is fair treatment/ absence of discrimination.

## 2. Multiple Choice Responses- Faculty/Staff

Faculty and staff responses from all campuses are combined in this section. Participation rates in Spring 2022 were higher than participation rates in Spring 2021, as indicated in the table below.

Group	Spring 2021	Spring 2022
Faculty	54	62
Staff	83	135

### Area 1: Campus Climate

In Spring 2021, 55/130 (42.3%) of faculty and staff selected agree or strongly agree in response to the item: *I would recommend this university to others as a place to work*. In Spring 2022, 84/178 (47.2%) of faculty and staff stated they would recommend the university to others as a place to work.

### Area 2: University Commitment to Faculty/staff

In Spring 2021, 75/131 (57.2%) of faculty and staff selected agree or strongly agree in response to the item: *I feel valued at work*. In Spring 2022, 94/177 (53.1%) of faculty and staff stated that they felt valued at work.

### Area 3: Work-Life Balance

In Spring 2021, 51/131 (38.9%) of faculty and staff rated work-life balance as agree or strongly agree for the item: *The university supports a positive work-life balance*. In Spring 2022, 92/178 (51.7%) of faculty and staff rated a positive work-life balance.

### Area 4: Administration

In Spring 2021, 38/131 (29.0%) of faculty and staff rated their opportunities to provide input to administration as agree or strongly agree for the item: *The University actively seeks faculty and employee input in decision-making regarding campus matters*. In Spring 2022, 64/178 (36.0%) of faculty and staff rated their opportunities to provide input to administration.

### Area 5: Fair Treatment/Absence of Discrimination

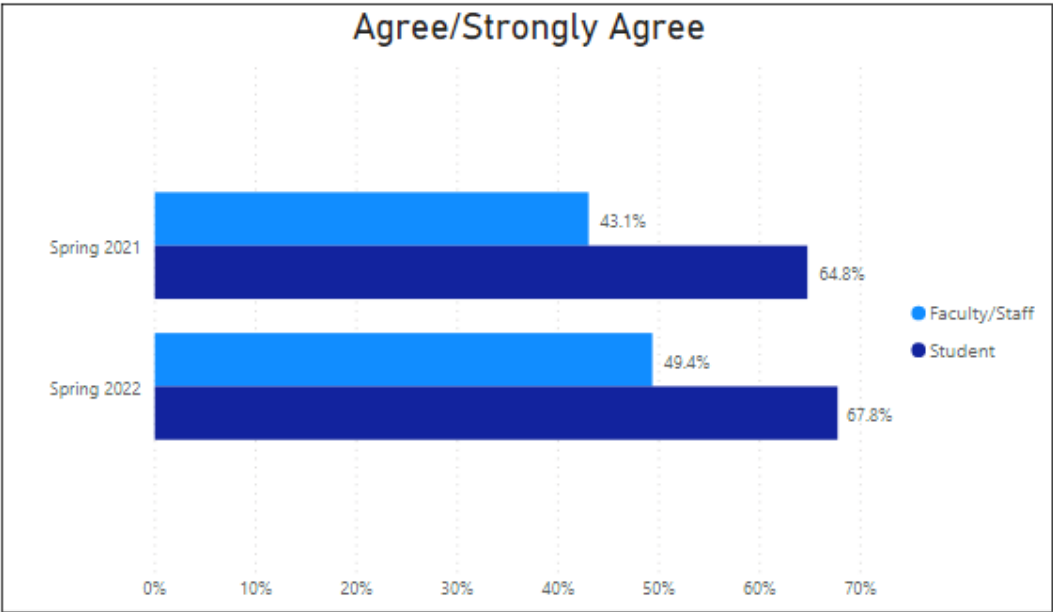
In Spring 2021, 85/121 (70.2%) of faculty and staff rated fair treatment and absence of discrimination as agree or strongly agree for the item: *My primary university campus is supportive of people of difference races, ethnicities, gender and sexual identities and/or cultural backgrounds*. In Spring 2022, 126/167 (75.5%) rated fair treatment and absence of discrimination as agree or strongly agree.

### 3.Comparisons of Student, Faculty, and Staff Responses to Selected Multiple Choice Questions

In Spring 2021, students scored all areas higher than faculty and staff, a trend continuing for Spring 2022.

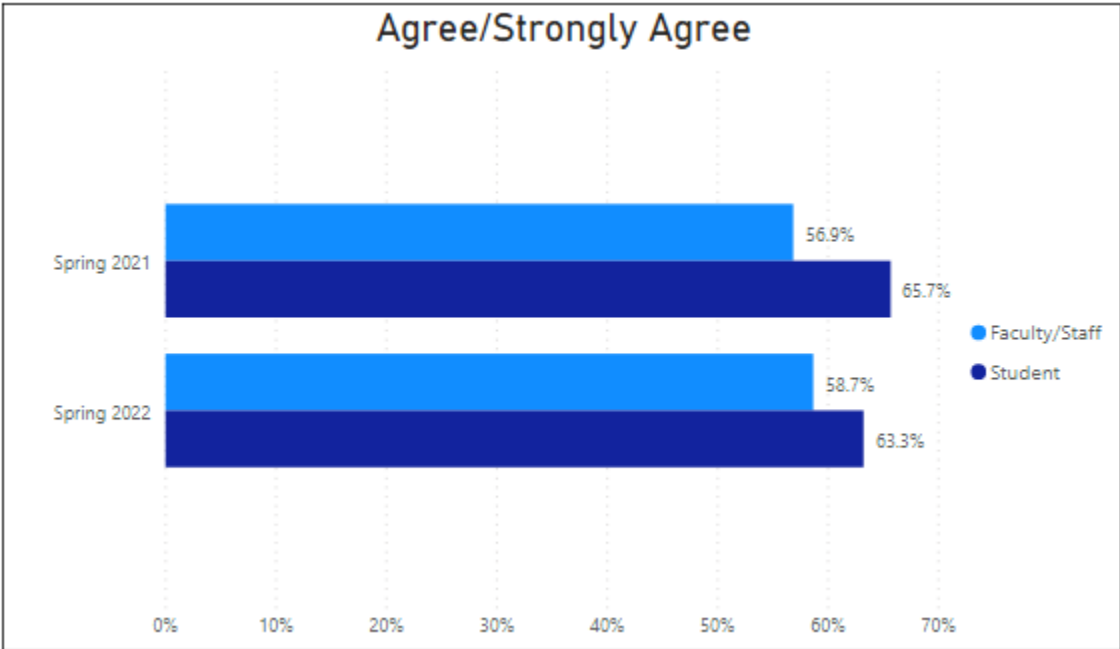
#### Area 1: Climate

Item: Campus offers a healthy living and learning environment



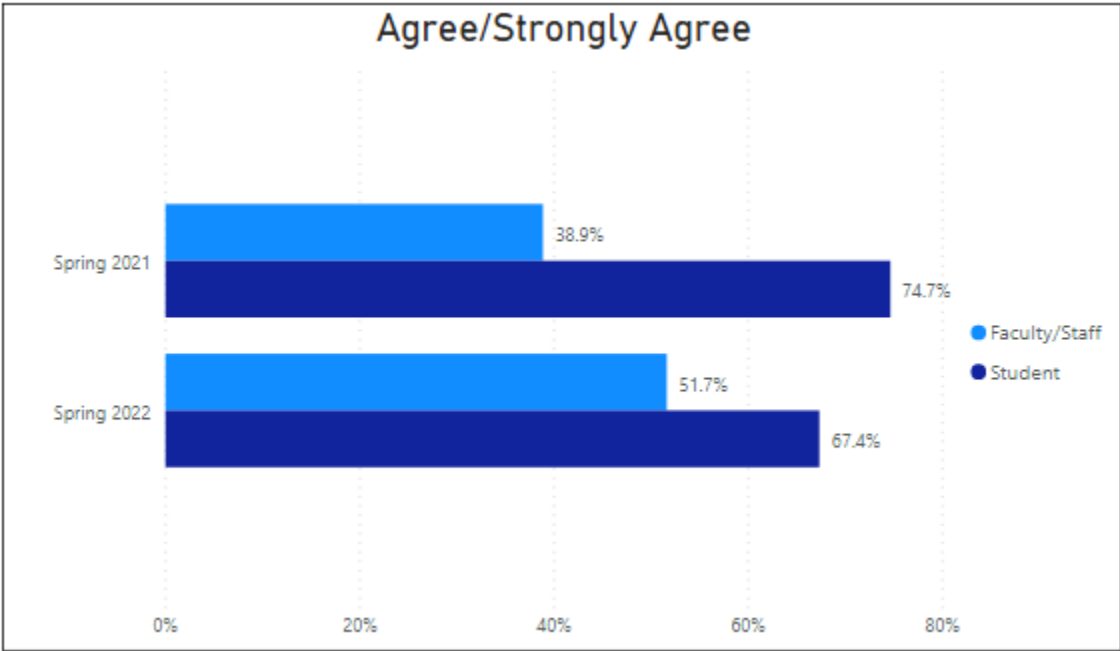
**Area 2: Commitment to Students, Faculty, and Staff**

Item: University cares about each student as a person



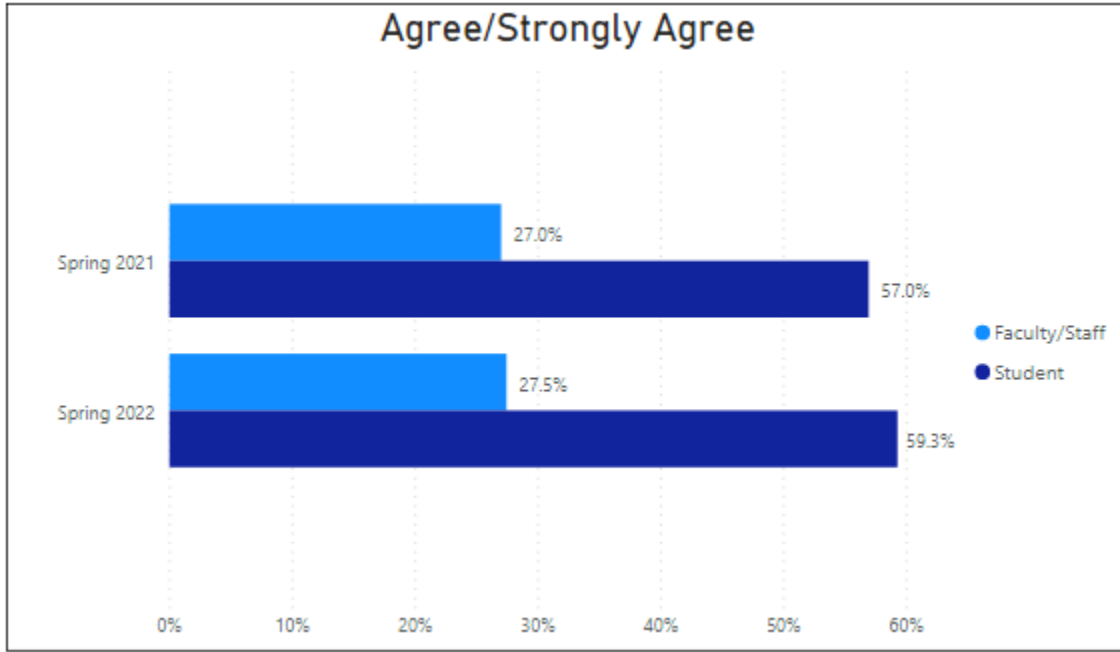
**Area 3: Work-Life Balance**

Item: The University supports a positive work-life balance (NOTE: The student question is: Faculty respect my need to balance course work with other responsibilities in my life.)



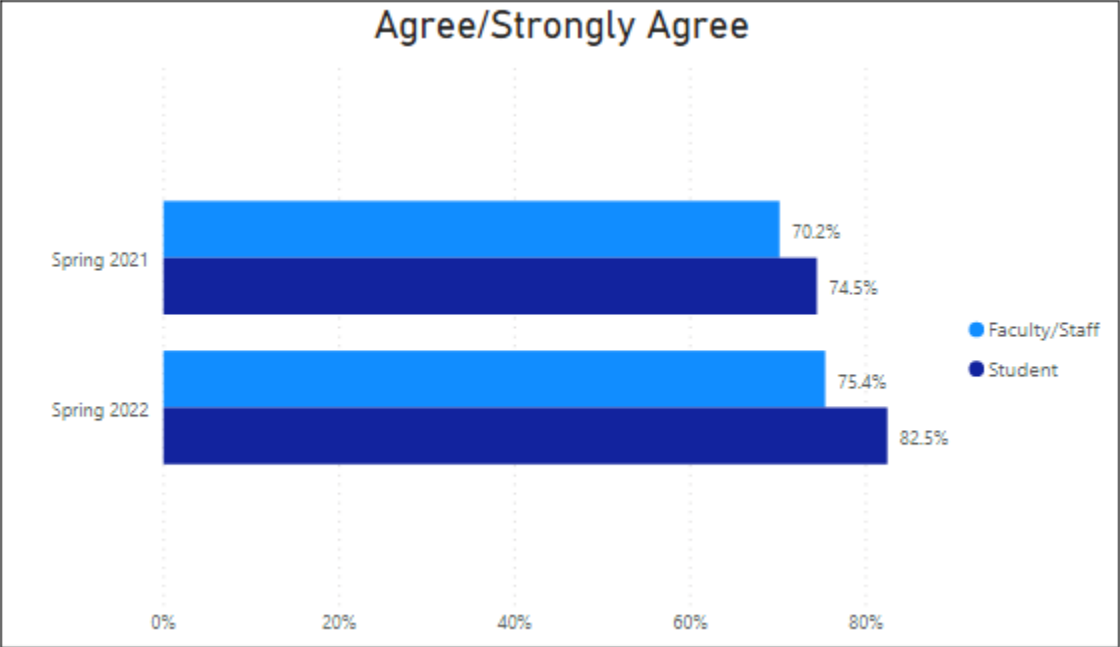
**Area 4: Administration**

Item: The University actively seeks input in decision-making regarding campus matters



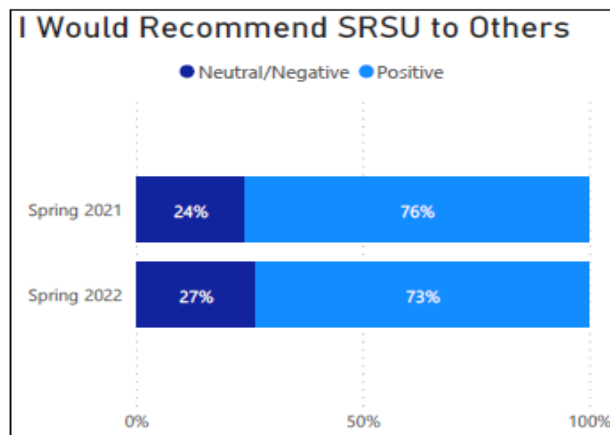
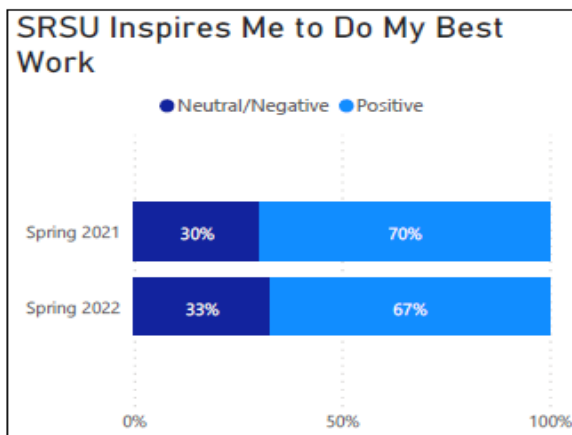
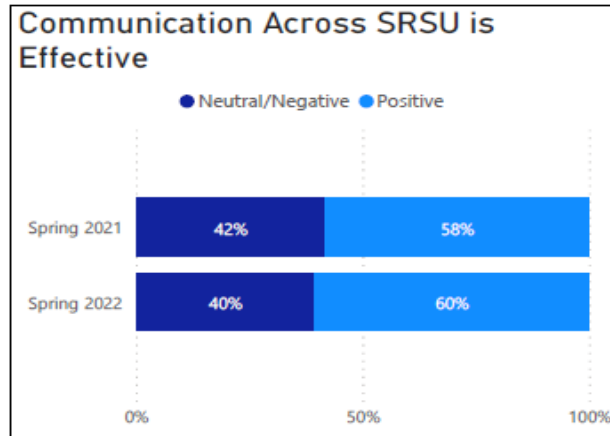
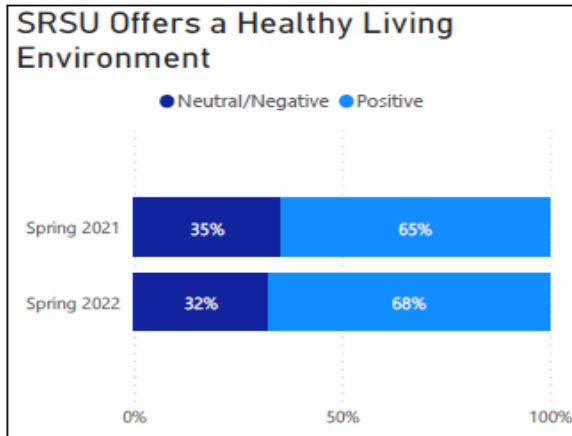
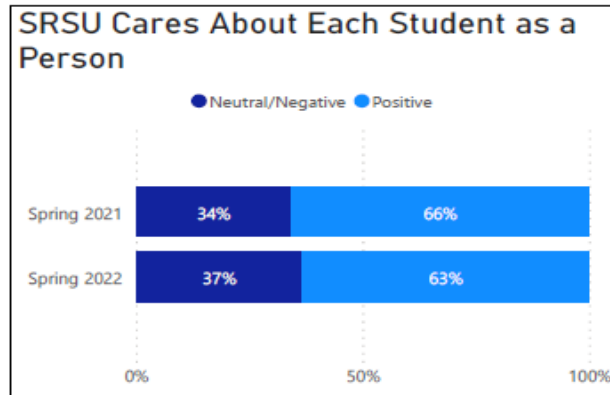
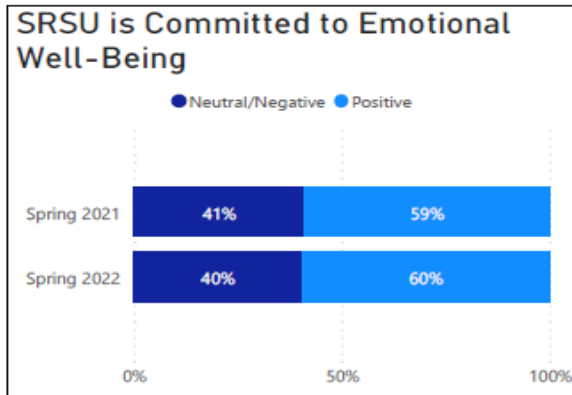
**Area 5: Fair Treatment/Absence of discrimination**

Item: My campus is supportive of people of different races, ethnicities, gender and sexual identities and/or cultural background

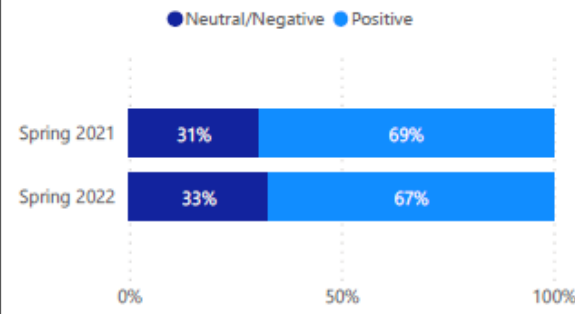


## Section Two: Student Responses to Key Areas Spring 2021 vs Spring 2022

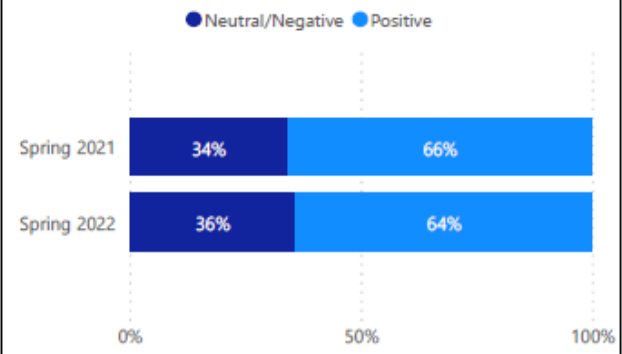
The charts below provide visualizations of student responses to various questions. The “Positive” (light blue) bar indicates the percentage of students who Agreed/Strongly Agreed. The “Neutral/Negative” (dark blue) bar indicates the percentage of students who Disagreed, Strongly Disagreed, or chose Neither Agree or Disagree. The lowest scores (below 60%) occurred in Spring 2021 for “SRSU is Committed to Emotional Well-Being” (59%) and “Communication Across SRSU is Effective” (58%). At a personal level, Alpine students remain concerned about affording balanced meals (41% in 2021 and 35% in 2022).



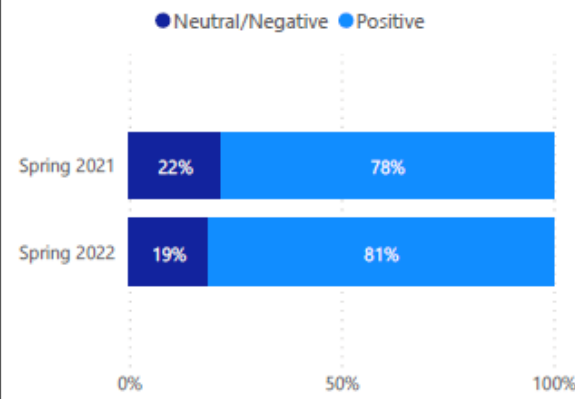
### I am Comfortable with Offering My Opinions Without Fear of Consequences



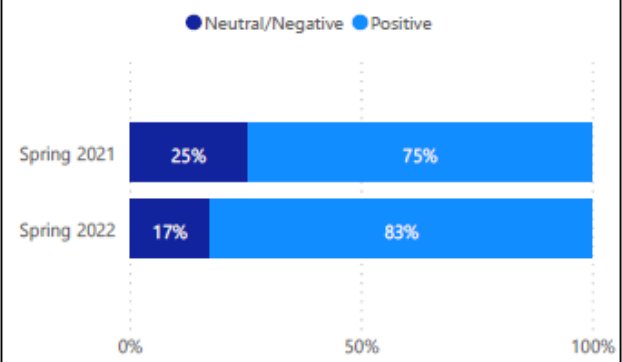
### Campus Facilities are Well-Maintained & Easily Accessible For All



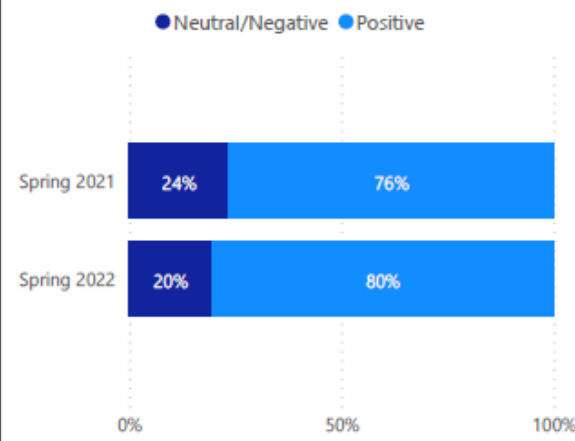
### My Experience at SRSU Have Been Free of Harassment



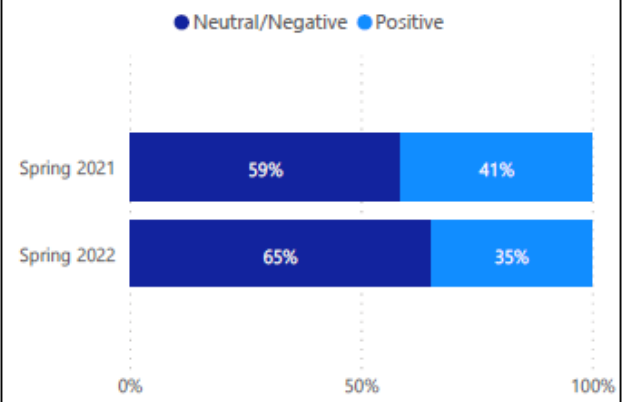
### SRSU is Supportive of People of Different Races, Ethnicities, Genders, etc.



### I Am Safe On My Campus



### I Worry Whether I Can Afford to Feed Myself





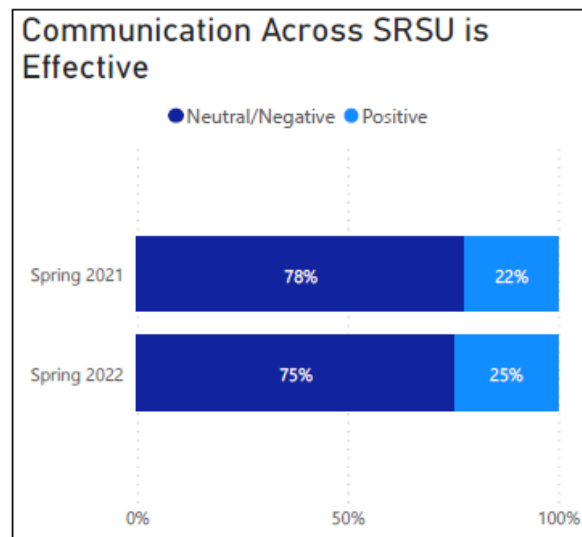
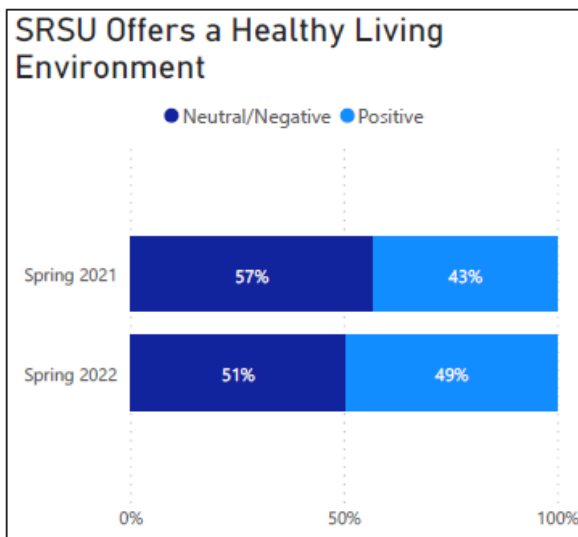
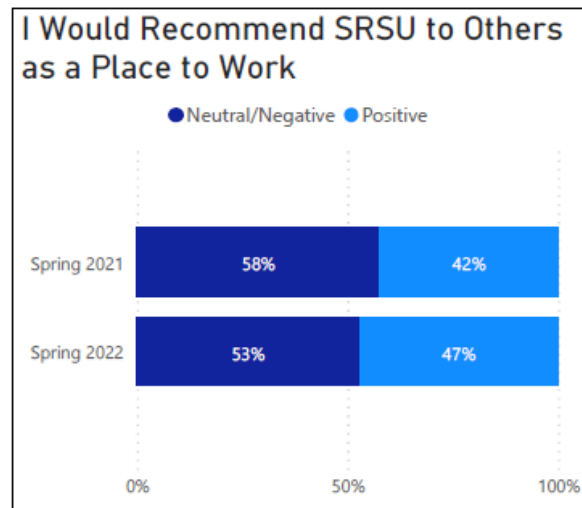
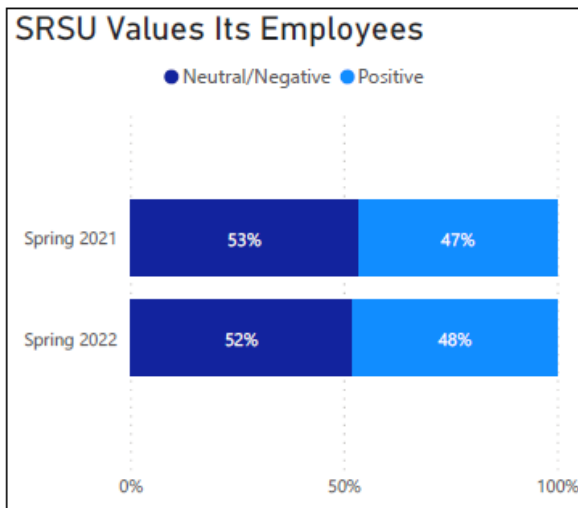
# Section Three: Faculty/Staff Responses to Key Areas

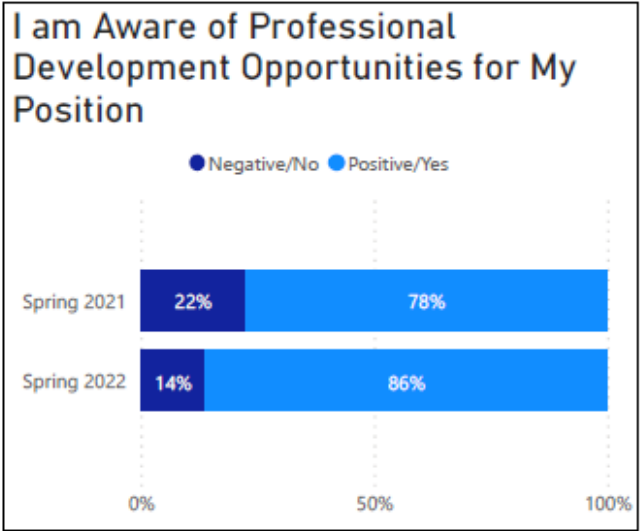
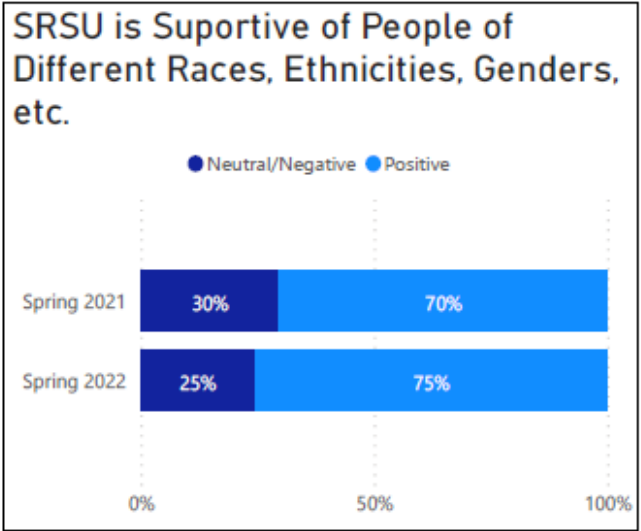
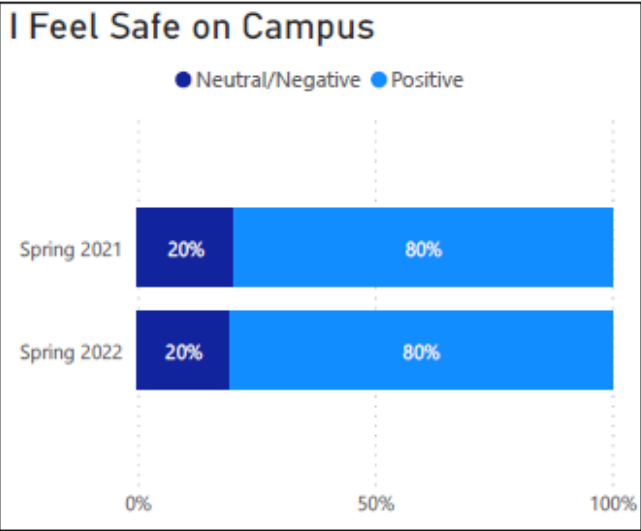
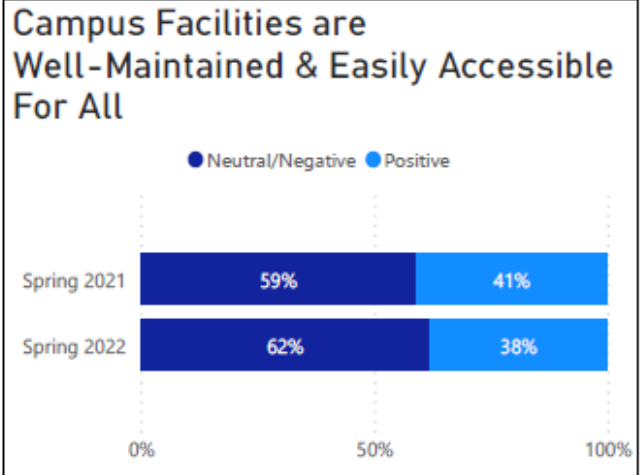
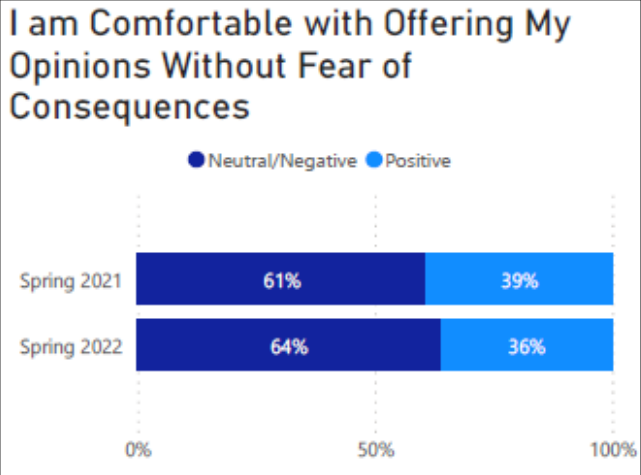
## Spring 2021 vs Spring 2022

(Breakdown by Alpine and RGC available in Appendix B)

For the combined results of faculty and staff, the lowest rated areas were “Communication Across SRSU is Effective” (22% in Spring 2021 and 25% in Spring 2022) and “I am Comfortable with Offering My Opinions Without Fear of Consequences” (39% in Spring 2021 and 36% in Spring 2022).

There was a significant increase of 8% in “Awareness of Professional Development Opportunities for My Position”.





## Section Four: Qualitative Responses

### Spring 2021

In 2021, there were 154 individual responses. Those responses were broken down into 207 discrete items and classified by two independent researchers into 11 categories.

Theme	Brief Description	# Items	Faculty	Staff	Students
Facilities	Concerns regarding parking lots, buildings maintenance, and elevators and more staffing for maintenance--Alpine Campus	45	10	5	30
Quality of Services	Library hours, financial aid services, advising, concerns regarding faculty professionalism, signage, need for good customer service practices	37	2	3	32
Staff/Faculty Wages and Positions	Concerns for more custodial positions and higher salaries. Concerns for more faculty hiring. Request for more professional development. Request for competitive compensation.	23	11	11	1
Communication	Concerns with exchanges between students and offices, between departments, and across campuses. Communication should be timely	22	7	9	6
Positive about SRSU	Positive statements such as: "Sul Ross is a great place, and I am really enjoying being a part of the community."	20	4	0	16
Lack of Support	Designated counselors for registering, replying to emails, mentorship for junior faculty, on-boarding, support of students, etc.	20	10	4	6
Diversity	Concerns over divisions between younger and older students, ability to disagree with civility, the Sul Ross statue, and recognizing multiple perspectives	19	6	5	8
Administration	Concerns over inclusion of faculty and staff in decision making, need for transparency, valuing employees, budgets, and concerns	10	1	5	4

	regarding work study and graduate students				
Expand Online Programs	Increase online offerings – courses and programs	6	1	0	5
Budget	Resources scarce, sports vs. academics	3	1	1	1
Retention	Retention of sports players, creating more events for retention	2	0	1	1

## Spring 2022

In 2022, there were 152 individual responses. Those responses were broken down into 319 discrete items and classified by two independent researchers into 8 categories. The table below also reports the distribution of comments among stakeholders.

Concerns reported in 2021 about Diversity, Online Programs and Retention were not reported in 2022. This may be due to the significant activities undertaken in those three areas by the university during the 2021-2022 academic year.

Lack of Support from 2021 was reflected in Quality of Services in 2022, and Budget was reflected in Issue with Administration in 2022. Two new themes that emerged in 2022 included Concerns about Aramark and Low Morale. There were 21 references to Aramark and 18 of them were from students. There were 18 references to Low Morale.

Theme	Brief Description	# Items	Faculty	Staff	Students
Facilities	Concerns regarding parking lots, buildings maintenance, and elevators and more staffing for maintenance---Alpine Campus	41	11	13	17
Quality of Services	Library hours, financial aid services, advising, concerns regarding faculty professionalism, signage, need for good customer service practices	106	11	29	66
Competitive salaries for faculty and staff	Concerns for more custodial positions and higher salaries. Concerns for more faculty hiring. Request for more professional development. Request for competitive compensation.	32	14	17	1
Communication	Concerns with exchanges between students and offices, between departments, and across	38	13	20	5

	campuses. Communication should be timely				
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	5	2	9
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	47	18	27	2
Concerns about Aramark	Concerns with food options and quality	21	2	1	18
Low morale expressed	Concerns about faculty and staff morale	18	8	7	3

**Qualitative Summary for All Campuses**

In Spring 2021, there were 154 individual responses representing 36% of the participants. Eleven themes were identified. The top five themes were:

- Issues with facilities (45 comments)
- Quality of Services (37 comments)
- Issues with communication (22 comments)
- Issues with diversity (19 comments)
- Administrative issues (10 comments)

In Spring 2022, there were 152 individual responses representing 36% of the participants. Eight themes were identified. The top five themes were:

- Quality of services (106 comments)
- Issues with administration (47 comments)
- Facilities (41 comments)
- Issues with communication (38 comments)
- Competitive salaries for faculty and staff (32 comments)

# Section Five: Conclusions and Recommendations

## Conclusions

The Spring 2022 response rate stayed consistent with that for Spring 2021 at 18%, which indicated continued solid engagement by the university community.

## Challenges

- Communication continues to be a concern both in the multiple-choice questions and the open-ended responses.
- Students responses to the question: “Faculty respect my need to balance course work with other responsibilities in my life.” decreased 7.3 percentage points from 2021 to 2022.
- Facilities maintenance continues to present an issue. Among faculty and staff, satisfaction declined slightly from Spring 2021 to Spring 2022 for the Alpine campus; however, RGC saw a 23.6% decrease in satisfaction over the same period.

## Successes

- Work-life balance satisfaction among faculty and staff has risen 13 percentage points from Spring 2021 to Spring 2022.
- Reported food insecurity among students has decreased on all campuses.
- Sul Ross has made significant gains in professional development after the launching of the Professional Development Initiative in January 2021. In 2021, 78% of faculty and staff reported, “I am aware of professional development opportunities for my position.” and in 2022, the percentage increased to 86%.
- Sul Ross has increased awareness of diversity and inclusion on campus. Faculty and staff responses to “My primary university campus is supportive of people of different races, ethnicities, gender and sexual identities and/or cultural backgrounds” has been rated highly in 2021 at 70.2% and in 2022 at 75.5%.
- Among the students who responded to the survey, 81.8% in Spring 2021 and 79.3% in Spring 2022 reported that “I will likely attend SRSU next year. This consistency is a very promising indicator for retention.

## Recommendations

1. The Guiding Coalition will continue to provide leadership for the annual Campus Environment Survey
2. The data will be shared with committees with related missions, and they will be encouraged to set goals for increasing positive responses.
3. The data will be used for targets in the 2022-2027 Strategic Plan for specific goals and outcomes.
5. Increased participation (beyond 18%) will be a goal.

# Appendix



## A. Recognition

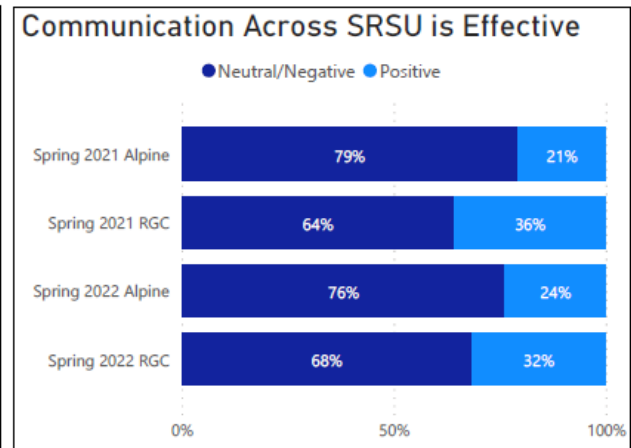
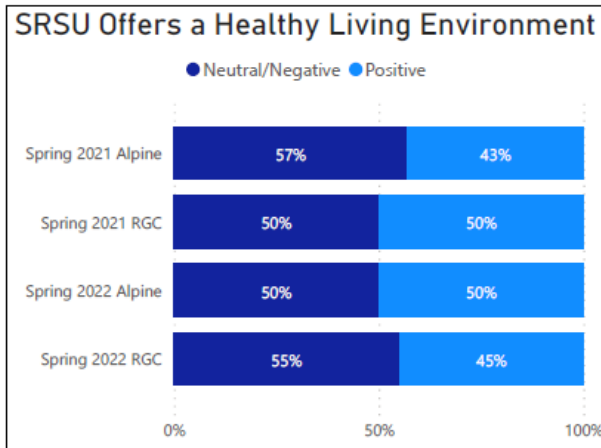
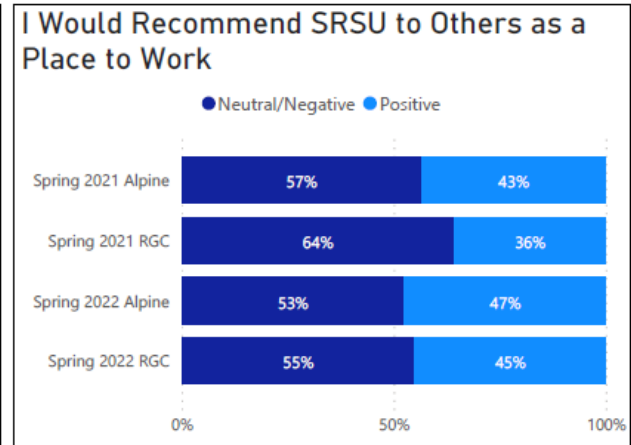
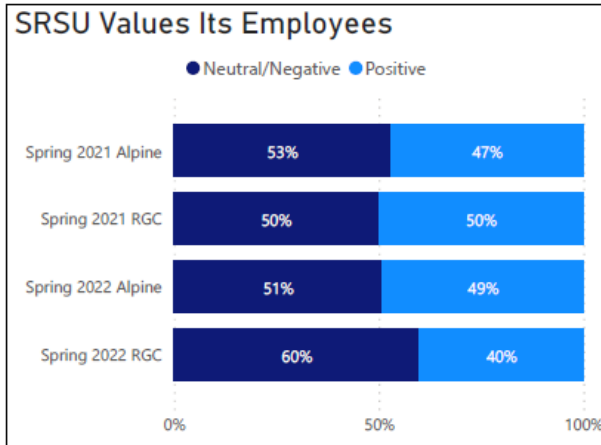
The university is grateful to the members of the **Guiding Coalition** for their research and development of this survey and their commitment to all faculty, staff, and students to use the data to continually enhance the campus culture for all.

<b>Name</b>	<b>Position</b>	<b>Campus</b>
Alyssa Salles	SGA President	Alpine
Rosemary Briseno	English Professor	Alpine
Jazell Diaz	Administrative Associate	Uvalde
Karlin DeVoll	Director of HR	Alpine
Maria Gear	Education Professor	Uvalde
Chris Herrera	Kinesiology & Human Performance Department Chair	Alpine
Dominick Percoco	OIT	Alpine
Dean Wilkinson	Public Relations Officer	Alpine
Savannah Williamson	History Professor	Alpine
Kathleen Rivers	Director of McNair Grant	Alpine
Jeanne Qvarnstrom	Assistant VP for Institutional Effectiveness	Alpine

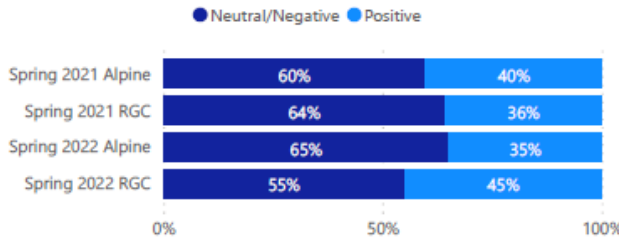
The university is grateful to members of the **Institutional Research** team for their contributions to the survey process.

<b>Name</b>	<b>Position</b>	<b>Campus</b>
Greg Marsh	Director of Institutional Research	Alpine
Aaron Majek	Research Associate	Alpine

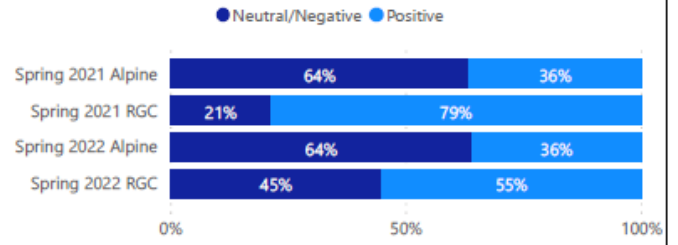
## B. Faculty/Staff Disaggregated by Alpine and RGC



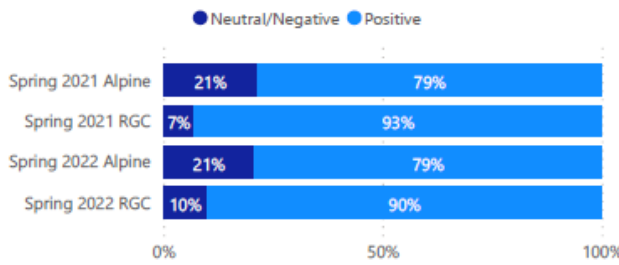
### I am Comfortable with Offering My Opinions Without Fear of Consequences



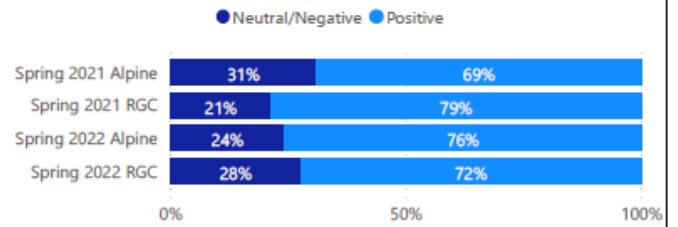
### Campus Facilities are Well-Maintained & Easily Accessible For All



### I Feel Safe on Campus



### SRSU is Supportive of People of Different Races, Ethnicities, Genders, etc.



### I am Aware of Professional Development Opportunities for My Position

