

Strategic Planning Advisory Committee Report

Revised - December 5, 2017

Stakeholder Observations/Concerns * SWOT Preliminary Analysis

Presented by:





<u>Phase I</u>

- Reaffirm Mission and Vision: October
- Conduct Environmental Scan: September November
- Collect and Analyze Stakeholder Input: October November
- Conduct SWOT Analysis: November
- Summarize Strategic Issues (Identify Priorities Goals): December

Phase II

- Summarize Strategic Issues: (Align Priorities/Goals) January February
- Prepare Strategic Plan: March May
- Develop Distribution/Implementation/Assessment Plans: April May





Attributes/Assets

- Attractive, comfortable, safe campus, right size
- Collegiate feel and appearance
- Quad lawn, neighborhood, recreational community park
- Caring faculty and staff
- Wide array of programs
- Quality reputation of instruction
- Extensive student support services & activities
- New College organization
- New programs







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- Aging infrastructure
- Over-loaded staff & faculty
- Past instability at top leadership positions
- Inconsistent institutional strategic directions
- Drift away from Liberal Arts focus
- Confusion over institutional mission
- Talent replacement

- Trust issues between faculty & administration
- Favoritism towards new programs
- Lack of communication & transparency
- Funding inequities/low aid pkg
- Operational inefficiencies
- Campus diversity issues
- New College organization



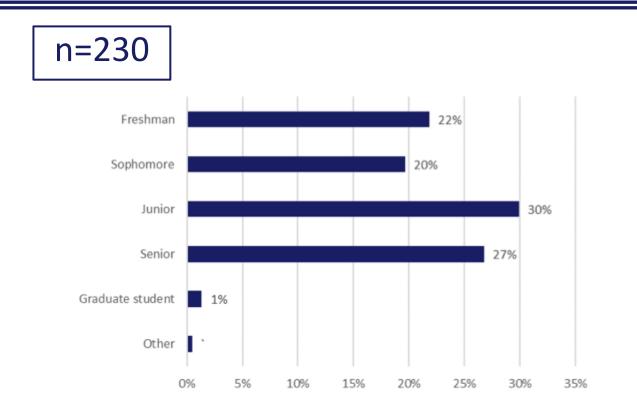


- An online survey was created to collect data from WSU constituents on their impressions of the College's strengths, weaknesses, opportunities, and threats in November 2017. On November 13th, the survey link was sent successfully via an e-mail notice to 7,564 stakeholders. Multiple reminders were sent, and the survey remained open until November 27th, allowing respondents two weeks to complete the instrument.
- The online survey was completed by 689 Westfield constituents, yielding a 9% overall response rate. Response rates by category are shown below.

	Distributed	Responded	Response Rate
Board of Trustees Member	11	5	45%
Senior Administrator	21	15	71%
Faculty Member - Part-time/Adjunct	729	33	5%
Faculty Member - Full-time	229	108	47%
Alumni/Foundation	2,682	109	4%
Staff Member	642	189	29%
Current Student	3,250	230	7%
TOTAL	7,564	689	9%

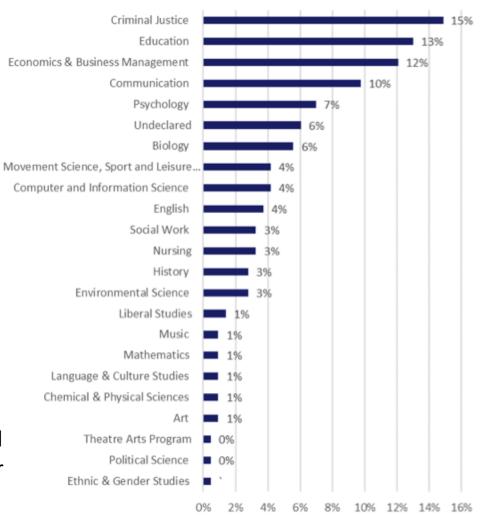


Student Respondent Characteristics



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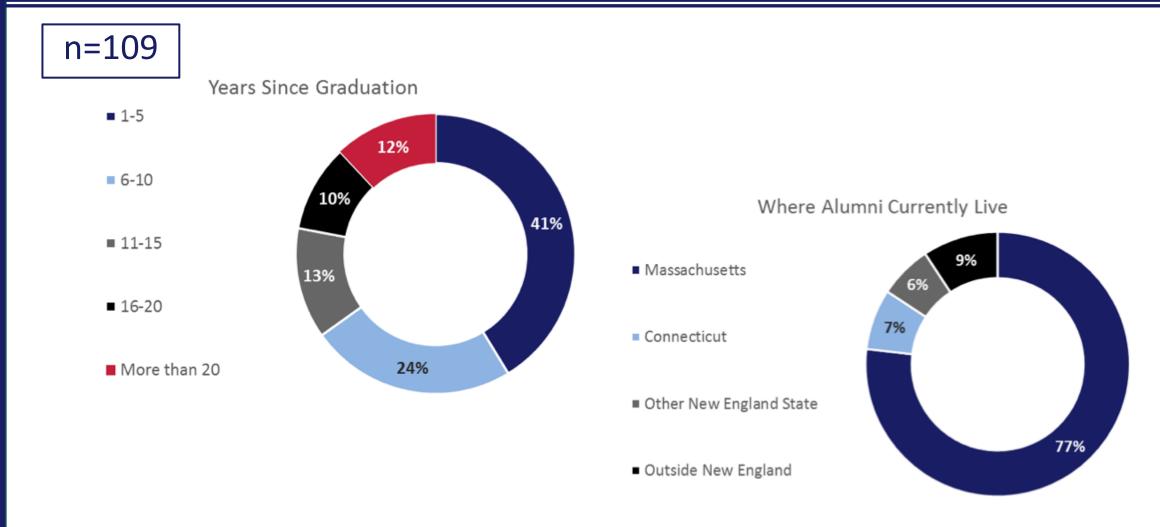
• 97% of student respondents are enrolled full-time, and an equal share take most of their classes on the Westfield campus (rather than online).







Alumni Respondent Characteristics

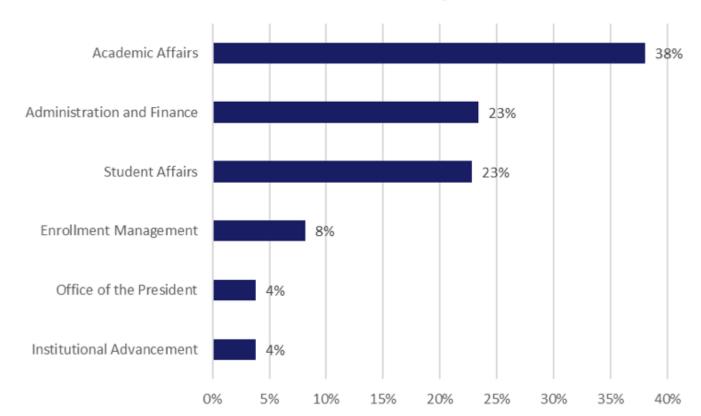






n=184

Staff/Admin Respondent Characteristics

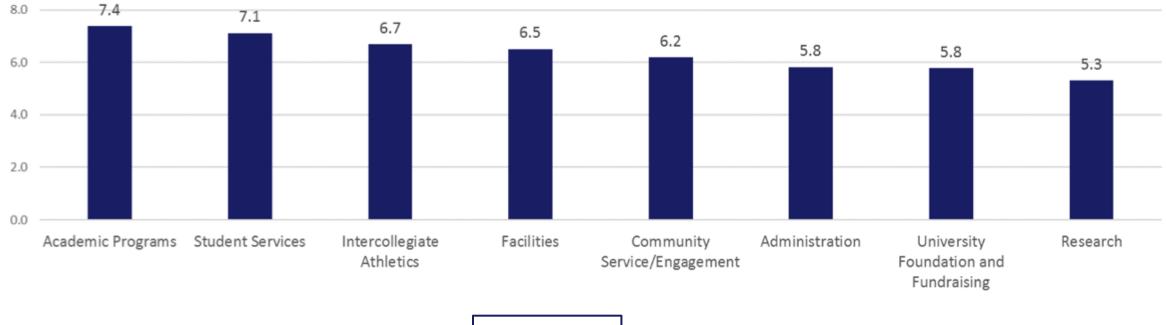


Unit Where You Primarily Work





Ratings of WSU's Reputation From a Personal Perspective On a scale of 1 (Poor) to 10 (Excellent)



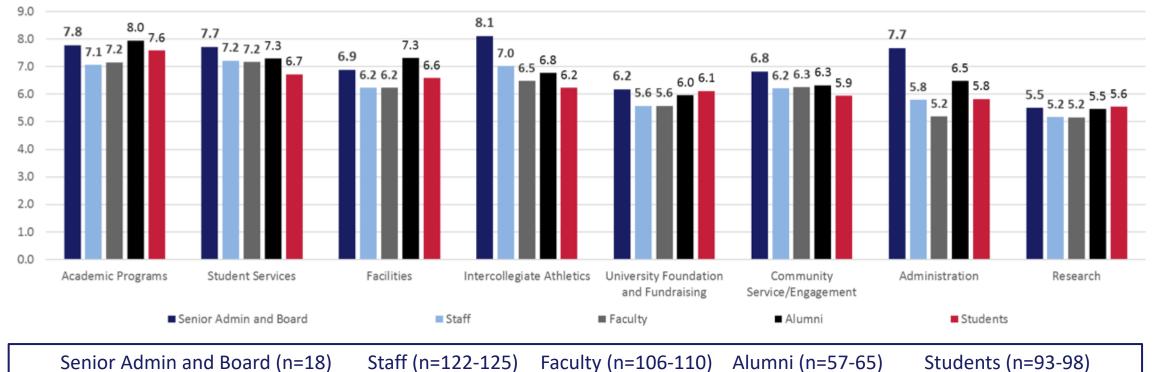
All (n=399-414)





Ratings of WSU's Reputation From a Personal Perspective On a scale of 1 (Poor) to 10 (Excellent)

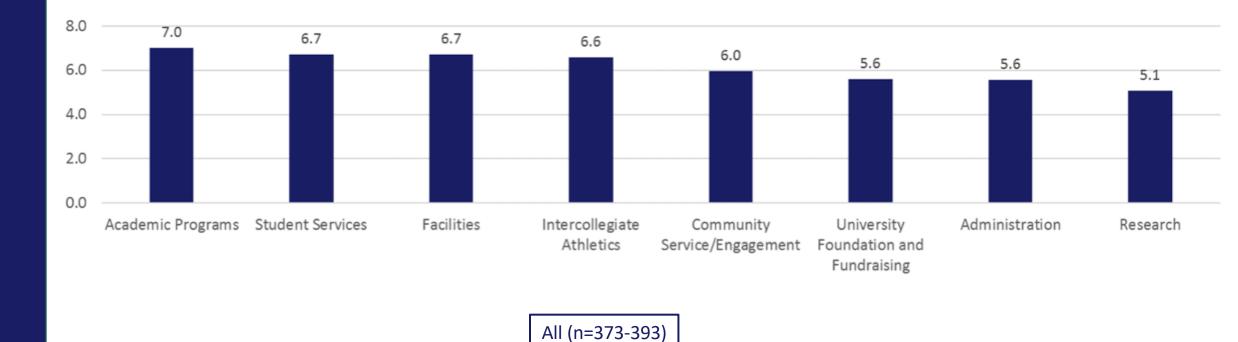
(Ordered by magnitude of student response)







Ratings of WSU's Reputation From the General Public's Perspective On a scale of 1 (Poor) to 10 (Excellent)

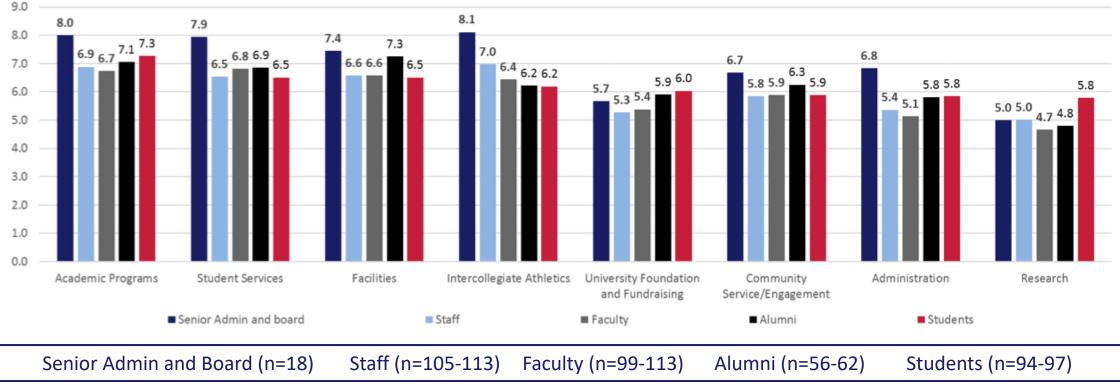






Ratings of WSU's Reputation From the General Public's Perspective On a scale of 1 (Poor) to 10 (Excellent)

(Ordered by magnitude of student response)

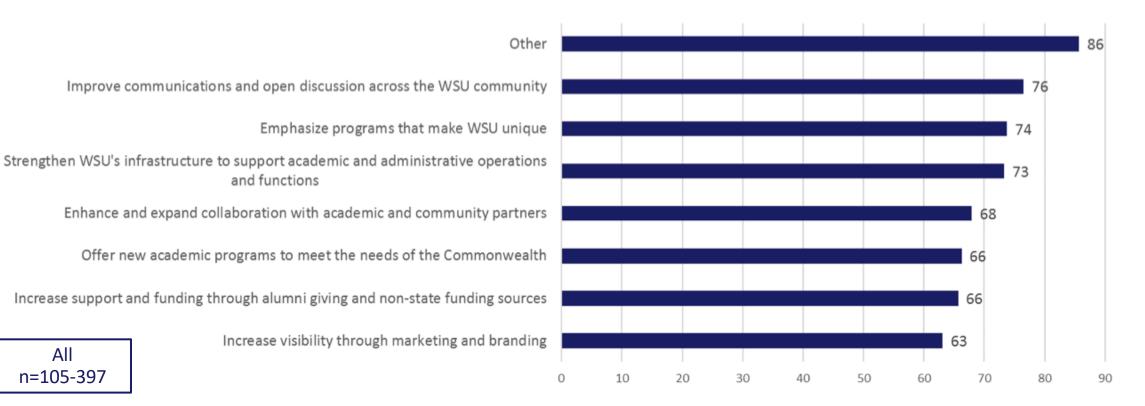






Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority)



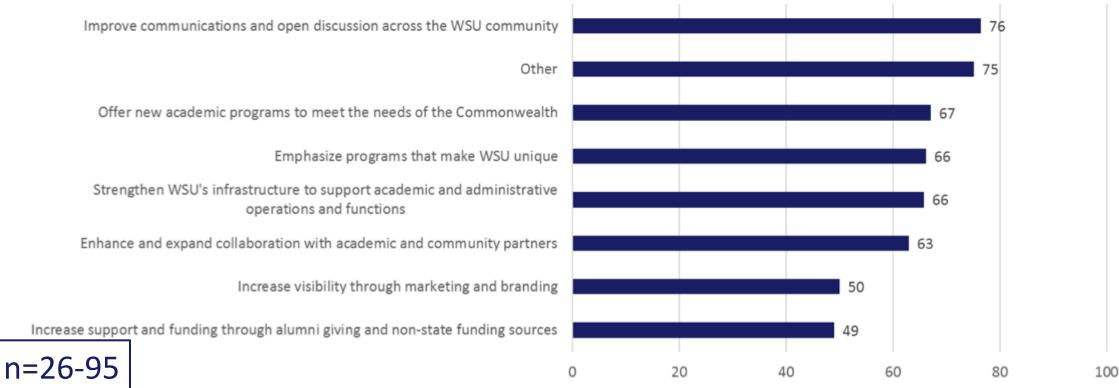




Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority)

Westfield State University STRATEGIC PLAN

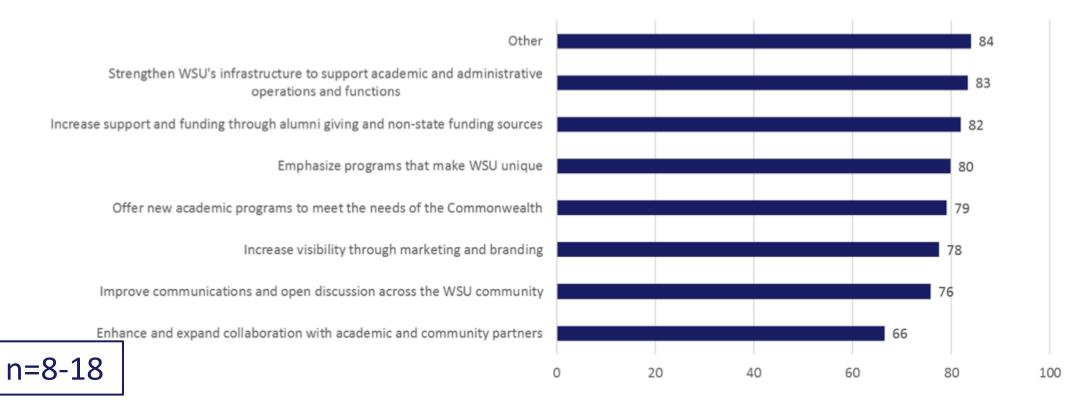
Students







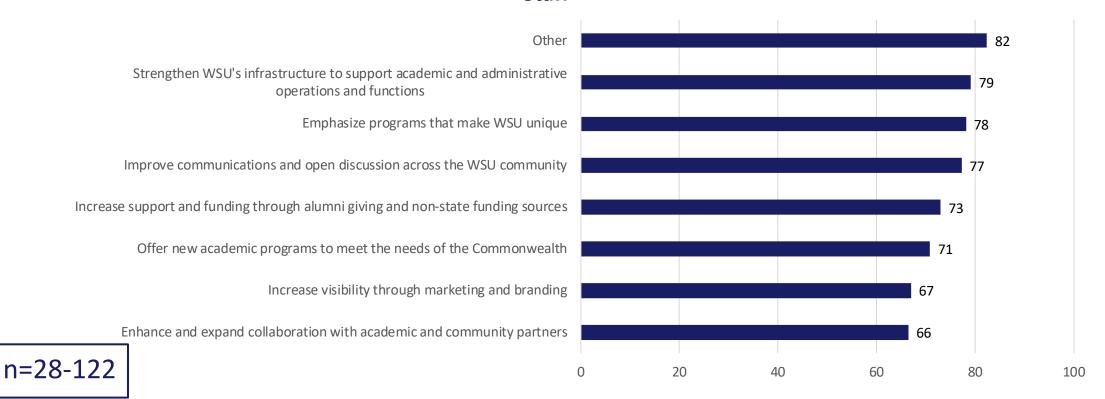
Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority) Senior Administrators and Board of Trustees







Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority) Staff







Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority) Faculty

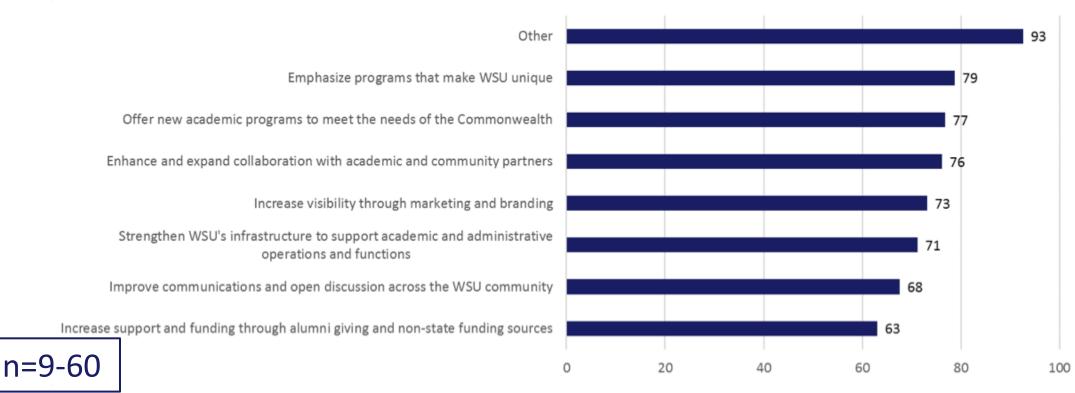






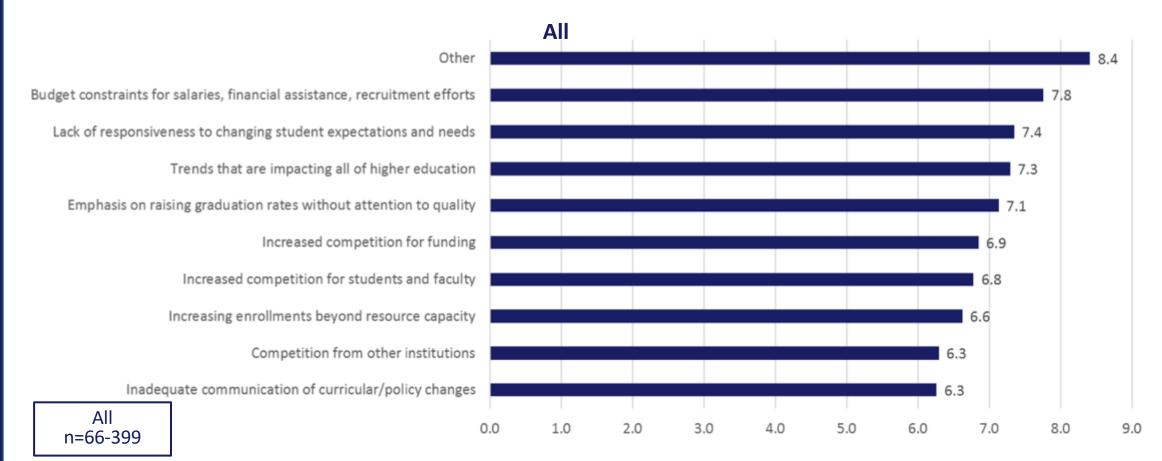
Average Ratings of Potential University Initiatives on a Scale of 1 (Low Priority) to 100 High Priority)

Alumni



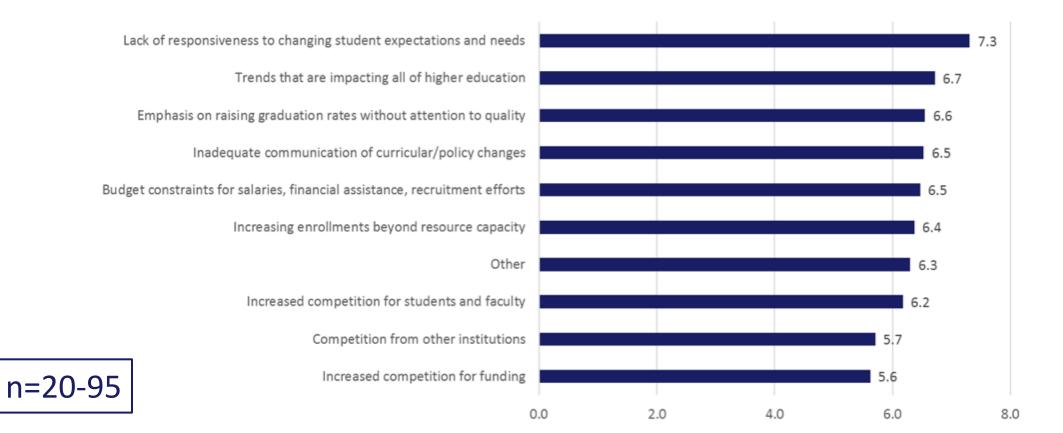












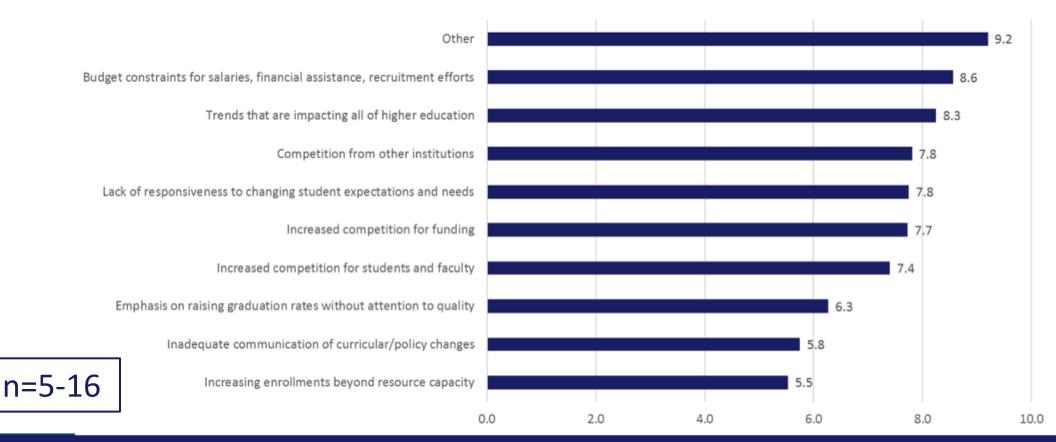
Students



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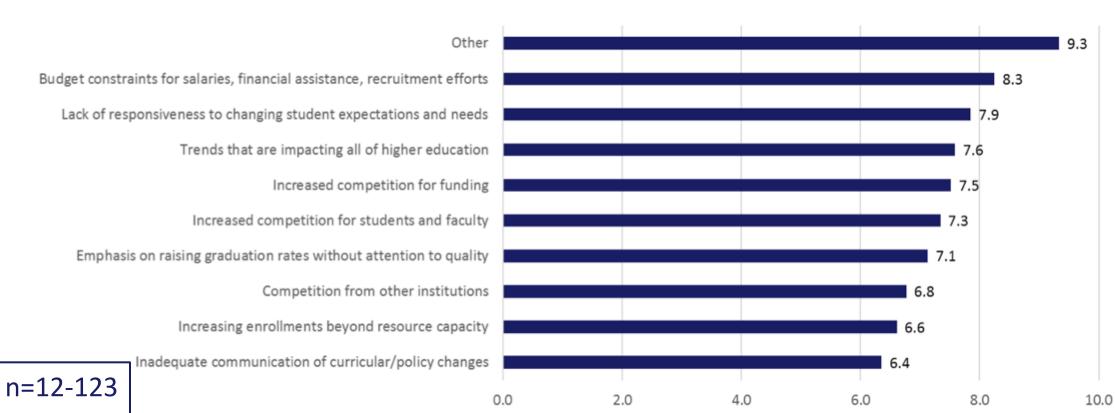


Senior Administrators and Board of Trustees





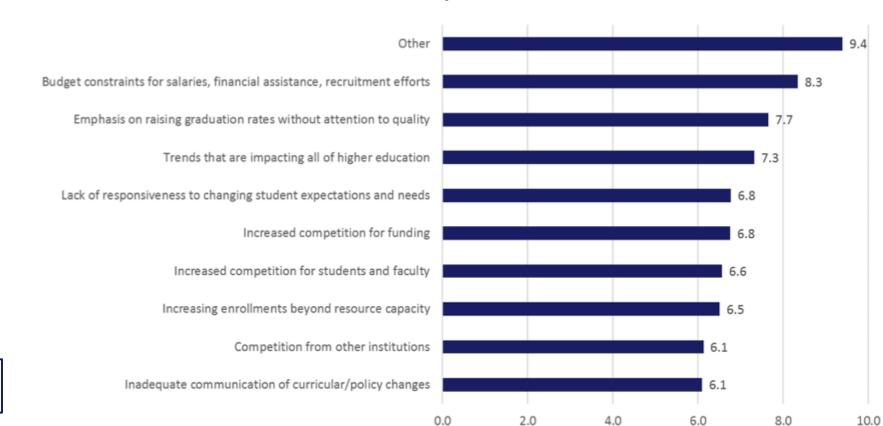




Staff







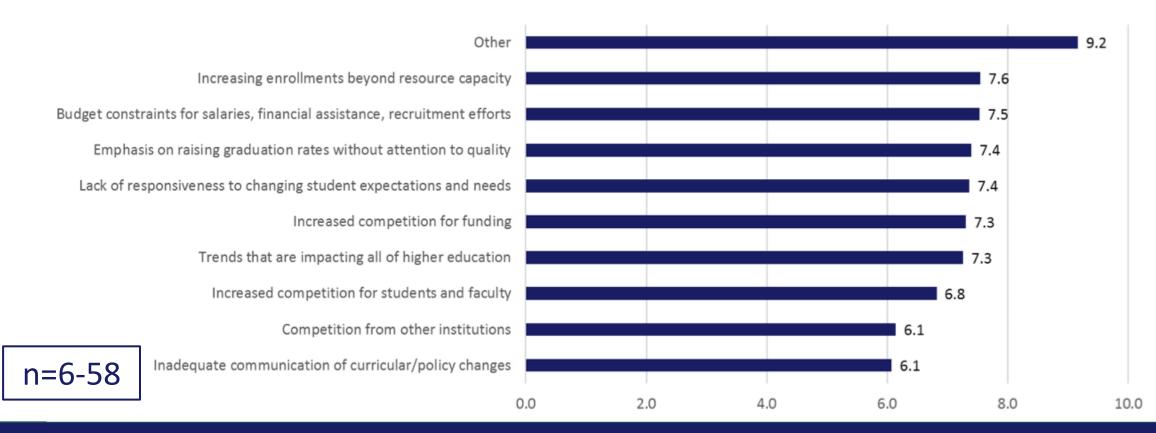
Faculty

n=23-107





Alumni





Institutional Environment/Culture



ΛΠ

AII					
n=109-353	WSU is a good place t	o learn. 22%	6 58	% 17%	2% 1%
	WSU is a good place to	work.* 18%	50%	22% 89	%2 <mark>9</mark>
	WSU is student-centered and responsive to student	t needs. 239	6 44%	19% 10%	5%
	WSU is well positioned to prepare students for succes future workplace	ss in the 13%	50%	27% 7%	6 <mark>3%</mark>
	WSU is well positioned to prepare students as product contributing citizens.	tive and 14%	49%	27% 79	6 <mark>3%</mark>
	WSU actively engages with the citizens and b community of the area.*	ousiness 6%	51%	27% 13%	3%
	WSU is an advocate for social	justice. 15%	41%	22% 15%	6%
	WSU offers a sense of family to its undergraduate st	tudents. 11%	44%	24% 15%	6%
	WSU is responsive to the needs of d	onors.* 16%	35%	40% 5%	5%
		0%	20% 40%	60% 80%	100%
	■ Strongly Agree ■ Agree	Neutral	■ Disagree	Strongly Disagree	

*Indicates an item not displayed to students.

Agreement items were not shared with alumni.



Institutional Environment/Culture (contd.)



All								
n=109-353	WSU has a clear	and compelling vision.	9%	399	6	31%	17%	6 <mark>5%</mark>
V	VSU is well positioned to prepare stude economy.	nts to thrive in a global	10%	34%	_	37%	149	6%
	WSU is responsive to I	ocal needs and issues.*	5%	38%		38%	16	% <mark>4%</mark>
1	WSU engages commuter students in the	e academic community.	5%	37%		31%	18%	9%
	WSU is responsive to state	vide needs and issues.*	8%	33%		44%	1	1% <mark>4%</mark>
	Vendors find it easy to o	lo business with WSU.*	4%	27%	40	%	14%	15%
	WSU is respo	nsive to alumni needs.*	2%	26%	47	1%	15%	10%
	WSU is responsive	to faculty/staff needs.*	1%	22%	40%		26%	8%
			0%	20%	40%	60%	80%	100%
*Indicates an item not	■ Strongly Agree	Agree	■ Neutr	al	Disagree	Str	ongly Disagre	e

*Indicates an item not displayed to students. Agreement items were not shared with alumni.



Institutional Environment/Culture

Students n=100-109

Westfield State University STRATEGIC PLAN 2018-2023

WSU is a good place to lear	rn. 24%		45%	2	4% 4%	4%
WSU is well positioned to prepare students for success in the futu	ure 21%		44%	29	1% % <mark>6%</mark>	
WSU is well positioned to prepare students as productive a	nd 18%	40	%	32%	5% <mark>5%</mark>	
WSU is student-centered and responsive to student need	ds. 15%	35%	23	3% 14	4% 13%	
WSU is well positioned to prepare students thrive in a glob	oal <u>15%</u>	32%		40%	8% <mark>6%</mark>	
WSU is an advocate for social justic	ce. 18%	29%	26	% 1	4% 13%	
WSU has a clear and compelling visio	on. 10%	35%	3	6%	13% <mark>6%</mark>	
WSU offers a sense of family to its undergraduate studen	ts. 11%	30%	29%	16	% 13%	
WSU engages commuter students in the academic communi	ty. 8%	30%	32%	16	% 14%	
	0%	20% 4	0% 609	% 8	0% 10	0%
■ Strongly Agree ■ Agree	Neutral	Disagr	ee	Strongly Dis	agree	



Institutional Environment/Culture



Senior Admin and Board n=13-18

		1	1	1	1	
	WSU is a good place to learn.		39%		61%	
WSU is well positioned to pre contribut	17%		72%		<mark>6%</mark> 6%	
WSU offers a sense of fami	ly to its undergraduate students.	22%		61%		17%
WSU is student-centered a		50%		28%	22%	
	WSU is a good place to work.	24%		53%	6	% 18%
	epare students for success in the workplace	6%	67	1%	119	% 17%
WSU	J is an advocate for social justice.	11%	56	5%	2	.8% <mark>6%</mark>
WSU h	as a clear and compelling vision.	6%	56%		22%	17%
		0%	20% 4	ю% е	50% 8	0% 100
■ Strongly Agre	ee 🖉 Agree	■ Neutral	Disa	gree	Strongly	Disagree

Institutional Environment/Culture (contd.)



Senior Admin and Board n=13-18

WSU actively engages with the citizens and business.	. 17%	44%	1	7% 22%	
WSU is responsive to local needs and issues.	12%	41%	29	% 18%	
WSU is responsive to statewide needs and issues.	11%	39%	28%	22%	
WSU engages commuter students in the academic community.	0%	1%	29%	24% 69	6
WSU is responsive to faculty/staff needs.	12%	29%	47%	12%	
WSU is responsive to the needs of donors.	13%	27%	6	50%	
WSU is well positioned to prepare students to thrive in a.		33%	39%	22%	
Vendors find it easy to do business with WSU.	8%	%	46%	15% 8%	6
WSU is responsive to alumni needs.	0% 29%		57%	14%	
	0% 20	0% 40%	60%	80% 1	100%
Strongly Agree Agree	Neutral	■ Disagr	ee S	trongly Disagree	



Institutional Environment/Culture

Staff n=60-124

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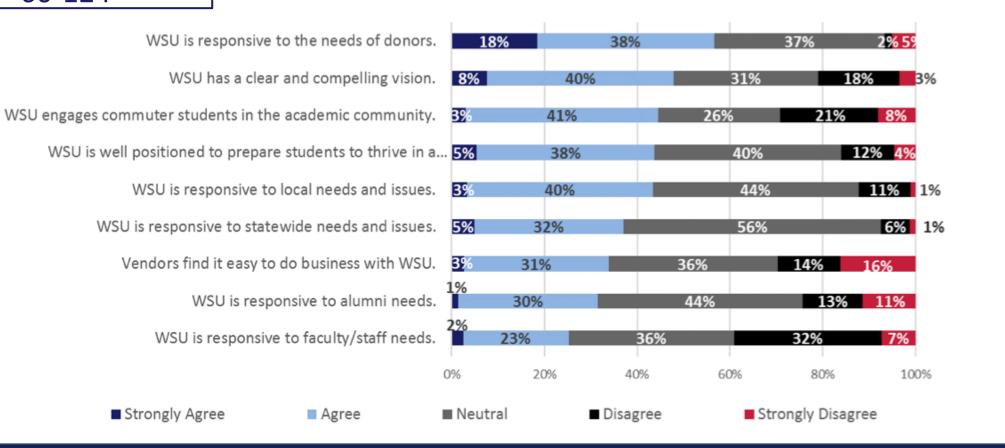
WSU is a good place to learn.	16%	68%		14% 2%
WSU is student-centered and responsive to student needs.	19%	49%	21%	
WSU is a good place to work.	15%	51%	24%	5 7% 2%
WSU is well positioned to prepare students for success in the	8%	56%	25%	9% 3%
WSU is well positioned to prepare students as productive and	8%	54%	29%	6% 3%
WSU offers a sense of family to its undergraduate students.	8%	51%	21%	16% <mark>4%</mark>
WSU actively engages with the citizens and business	4%	56%	29%	8% 3%
WSU is an advocate for social justice.	10%	50%	21%	16% 4 <mark>%</mark>
c	0% 20	0% 40%	60% 80	% 100%
Strongly Agree Agree	Neutral	Disagree	Strongly D	lisagree



Institutional Environment/Culture (contd.)

Westfield State University STRATEGIC PLAN 2018-2023

Staff n= 60-124





Institutional Environment/Culture



Faculty n=34-109

WSU is a good place to learn.	23%	60%		15% 29	0%
WSU is student-centered and responsive to student needs.	29%	519	6	11% 8%	1%
WSU is a good place to work.	19%	50%	2	3% 7%	1%
WSU is well positioned to prepare students as productive and	17%	47%	25%	9%	2%
WSU is well positioned to prepare students for success in the	12%	49%	29%	8%	2%
WSU is an advocate for social justice.	19%	41%	19%	18% <mark>4%</mark>	
WSU offers a sense of family to its undergraduate students.	10%	48%	25%	15%	2%
WSU actively engages with the citizens and business	5%	46%	28%	17% 4 <mark>%</mark>	
	0% 2	20% 40%	60% 8	0% 100	0%
Strongly Agree Agree	Neutral	■ Disagree	Strongly	Disagree	



Institutional Environment/Culture (contd.)



Faculty n=34-109

			1	1		1	1	1	1
	WSU has a cle	ear and compelling vision	. 9%		40%		27%	19%	6%
WSU	J is responsive to sta	atewide needs and issues	. <u>11%</u>		33%		35%	13%	8%
	WSU is responsiv	ve to the needs of donors	5. 12%	6	32%		38%	129	6 <u>%</u>
WSU engages con	nmuter students in	the academic community	. 5%	3	39%		35%	15%	6%
WSU is well positi	oned to prepare stu	dents to thrive in a globa	l 10%		31%	31	.%	20%	9%
	WSU is responsive	to local needs and issues	5%	34	1%	33	\$%	20%	8%
١	Vendors find it easy	to do business with WSU	. 6%	21%		44%		15%	15%
	WSU is respons	ive to faculty/staff needs	4%	19%		44%		21%	11%
	WSU is re	sponsive to alumni needs	5% 5.	18%		48%	-	18%	11%
			0%	20%	6	40%	60%	80%	100%
■ S	Strongly Agree	Agree	■ Neutr	al	■ Disa	agree	Stro	ongly Disagree	9

Academics



All n=311-352

ps.	19%			58%			149	% 6%	6 <mark>3%</mark>	
es.	13%		55%				25%	6	%	2%
ad.	12%		54%				24%	7%	6 <mark>3%</mark>	
lly.	14%		51%			2	4%	9%	3%	
on.	15%		48%			2	28%	79	%	2%
nt.	14%		49%			2	28%	79	6	2%
lls.	10%	49	%			29%		10%	<mark>2%</mark>	
ch.	13%	43	%			29%		11%	4%	
ol.	10%	46%	6			30%		12%	3%	
us.	9%	37%			39	%		1 2 %	3%	
(0% 10%	20% 30%	40%	50%	60%	70%	80%	90%	100	%
	Neutral		Disagree		I	Strong	y Disagre	ee		

WSU students are encouraged to be involved in internships. WSU adequately prepares students for employment opportunities. WSU students are encouraged to be involved in study abroad. WSU encourages students to think critically. WSU is a high-quality institution. WSU students are encouraged to be involved in civic engagement. WSU improves students' communication skills. WSU students are encouraged to be involved in undergraduate research. WSU students are encouraged to be involved in undergraduate research. WSU adequately prepares students for graduate school. WSU is academically rigorous.

Strongly Agree

Agree

*Indicates an item not displayed to students.

Agreement items were not shared with alumni.



Academics



Students n=101-109

23%			47%		16%	8% 7%
25%	6		42%		24%	6% <mark>3%</mark>
19%		47	7%		21%	10% <mark>4%</mark>
11%		51%		2	7%	8% <mark>3%</mark>
16%		43%		26%	6	8%
17%		42%		289	6	7% 8%
16%		40%		30%		9% 7%
20%		33%		34%		9% <mark>5%</mark>
16%		35%		40%		5% <mark>5%</mark>
17%		31%		28%	15%	10%
0%	20%	40%		60%	80%	100%
■ Neutral		■ Disagr	ee	Stron	gly Disagı	ree

WSU students are encouraged to be involved in internships. WSU encourages students to think critically. WSU adequately prepares students for employment opportunities. WSU improves students' communication skills. WSU students are encouraged to be involved in study abroad. WSU adequately prepares students for graduate school. WSU students are encouraged to be involved in civic engagement. WSU is a high-quality institution. WSU is a cademically rigorous. WSU students are encouraged to be involved in undergraduate research.

Agree

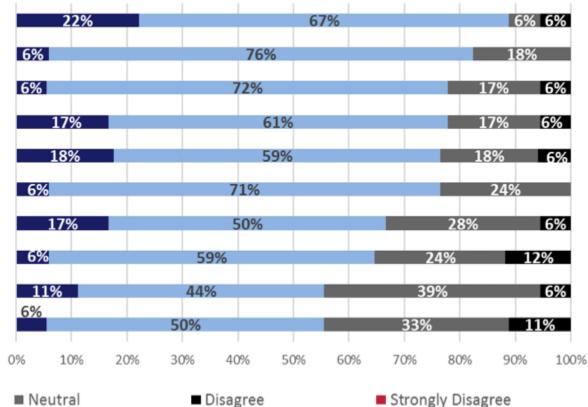
Strongly Agree



Academics



Senior Admin and Board n=17-18



WSU is a high-quality institution. WSU improves students' communication skills. WSU students are encouraged to be involved in civic engagement. WSU students are encouraged to be involved in internships. WSU students are encouraged to be involved in undergraduate research. WSU encourages students to think critically. WSU adequately prepares students for employment opportunities. WSU students are encouraged to be involved in study abroad. WSU adequately prepares students for graduate school. WSU adequately prepares students for graduate school.

Agree





Academics



Staff n= 89-119

	Strongly Agree	Agree	Neutral	Disa	gree	Strongly	Disagree	
			0%	20% 4	0%	60% 8	30% 10	00%
	WSU	is academically rigorou	us.	39%		40%	15% 49	6
	WSU improves studen	ts' communication skil	ls. 2%	42%		39%	12% 49	K
	WSU students are enco	-	4%	47%		35%	9% 2	
		udents to think critical		54%		26%	12% <mark>5</mark> %	
vv50 a		-						
	dequately prepares stude			53%		32%	11%	
WS	SU students are encourag	ed to be involved in civ	vic 10%	55%	6	28	% 7%	19
WS	SU adequately prepares s	tudents for employme	nt 6%	61%	6		29% 4%	1%
	WSU is a	a high-quality institutio	on. 11%	56	5%	2	5% 7%	19
NSU studen	ts are encouraged to be i	nvolved in study abroa	ad. 7%	629	%	2	25% 7%	4
vv50 stude	ents are encouraged to be	e involved in internship	os. 9%		69%		15% 6%	

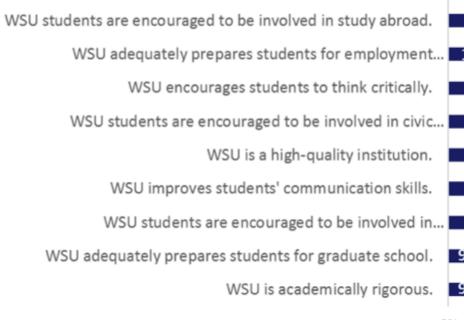


Academics



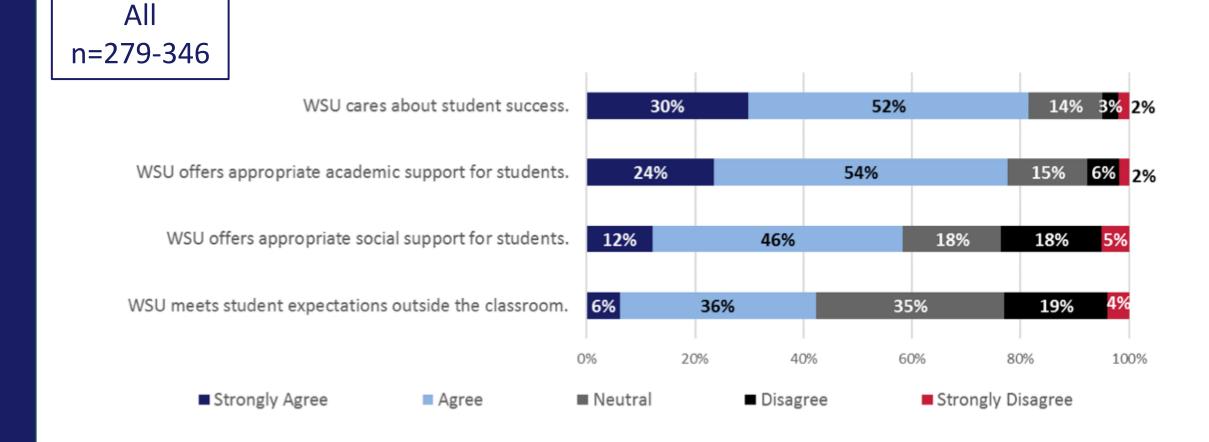
Faculty n=102-108

■ Strongly Agree	Agree	■ Neutral	Disagree	e Str	ongly Disagr	ee
		0%	20% 40%	60%	80%	100%
WSU	J is academically rigorous.	9%	35%	36%	1	8% 2 <mark>%</mark>
/SU adequately prepares stu	dents for graduate school.	9%	42%	28%	19	1% 28
WSU students are end	couraged to be involved in	14%	48%		27%	10% 1%
WSU improves stude	nts' communication skills.	15%	50%		23%	12%
WSU is	a high-quality institution.	15%	50%		29%	6%
WSU students are encoura	ged to be involved in civic	17%	48%		30%	5%
WSU encourages s	students to think critically.	16%	53%		21%	9% 1%
WSU adequately prepares	students for employment	12%	58%		24%	4% 2%
udents are encouraged to be	involved in study abroad.	15%	589	%	22%	5% 1%
students are encouraged to	be involved in internships.	26%		59%	1	0% 5%
	•	· ·				







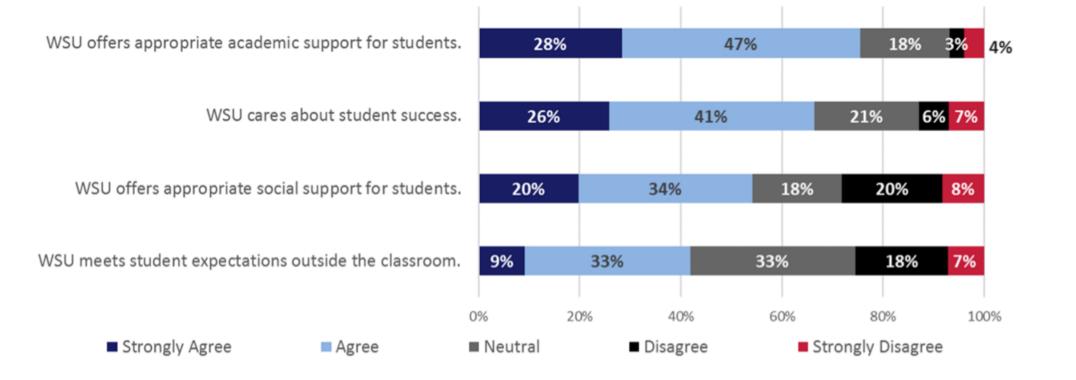


Agreement items were not shared with alumni.





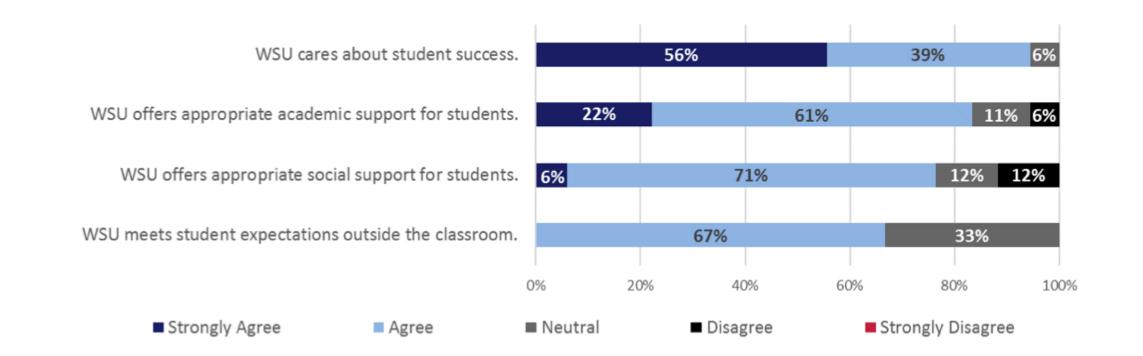
Students n=96-102







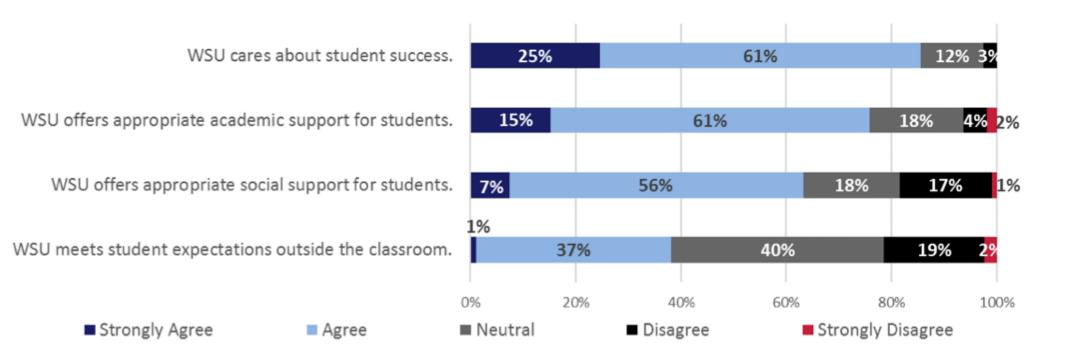
Senior Admin and Board n=15-18







Staff n=89-118







Faculty n=77-109

WSU cares a	about student success.	3	5%		54%	10	9% 1%
WSU offers appropriate academic	c support for students.	28	%	53%		9% 10	0%
WSU offers appropriate socia	l support for students.	11%	42%		20%	20% 8	8%
WSU meets student expectations	outside the classroom.	9%	34%	31	%	23%	3%
		0%	20%	10% 6	0% 80)%	100%
Strongly Agree	Agree	Neutral	Disa	agree	Strongly [Disagree	





All n=162-309

s is							
5 15	11%		39%		27%	17	6%
d.*	4%	36%		3	7%	16	6%
sis	7%	29%		31%		22%	11%
p.*	9%	21%		31%		26%	13%
a va al	3%						
and		24%	239	6	34%		16%
	0%	20%	40)% (50%	80%	100%
	■ Neutra	al	Disag	ree	Stro	ngly Disagı	ree

Communication between academic departments and students is good.

Communication between WSU and the community are good. $\!\!\!\!^*$

Communication between administrative units and students is good.

WSU communication is top-down, and bottom-up.*

Communication between the WSU administration and faculty/staff is good.*

Strongly Agree

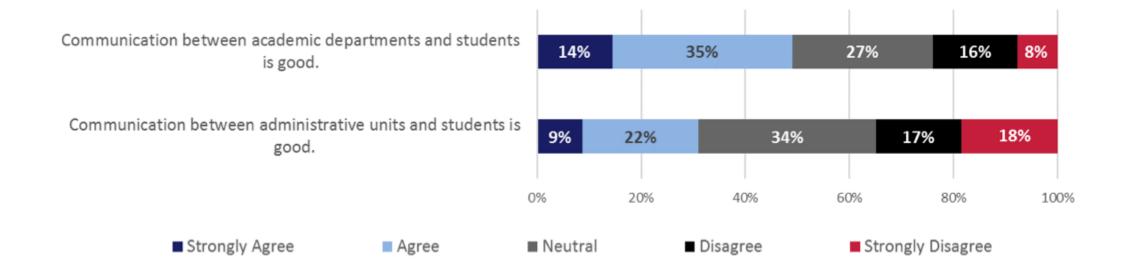
Agree

*Indicates an item not displayed to students. Agreement items were not shared with alumni.





Students n=103-104





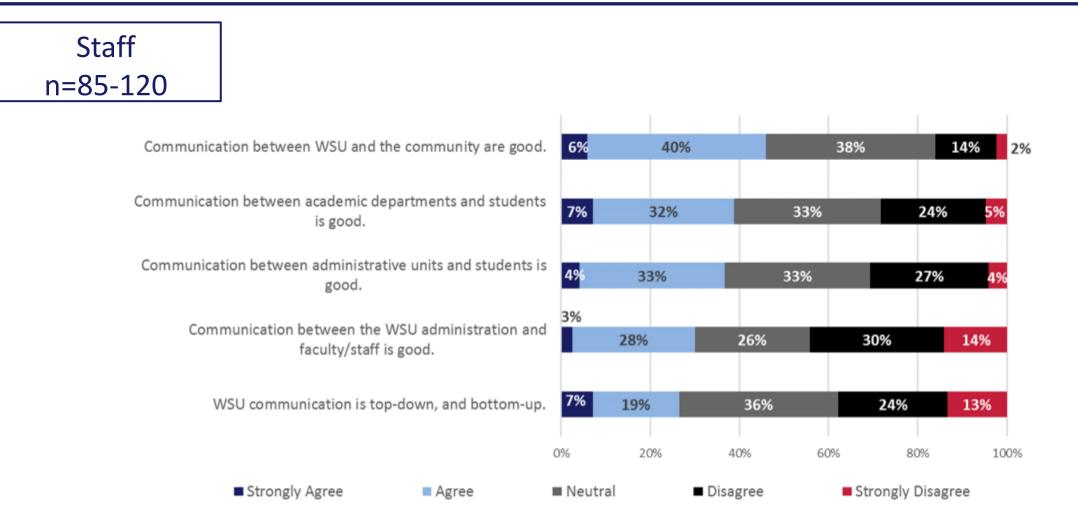


Senior Admin and Board n=16-18

Communication between administrative units and students is good.	5	6	57%		22%	11%
WSU communication is top-down, and bottom-up	6%	5	3%	12%	299	6
Communication between WSU and the community are good		56%			38%	6%
Communication between academic departments and students is good.	6%	38%		31%	13%	13%
Communication between the WSU administration and faculty/staff is good.	24	1%	35%		35%	6%
	0%	20%	40%	60%	80%	100%
Strongly Agree Agree	■ Neutra		Disagree	Str	ongly Disag	ree











Faculty n=59-108 Communication between academic departments and students 13% 51% 21% 12% is good. Communication between administrative units and students is 9% 24% 28% 28% 12% good. 12% WSU communication is top-down, and bottom-up. 17% 29% 28% 14% Communication between WSU and the community are good. Β% 25% 36% 22% 14% Communication between the WSU administration and 4% 20% 18% 38% 20% faculty/staff is good. 0% 20% 40% 60% 80% 100% Strongly Agree Neutral Strongly Disagree Agree Disagree







16%

18%

15%

80%

22%

23%

6% 1%

5%4%

10% 3%

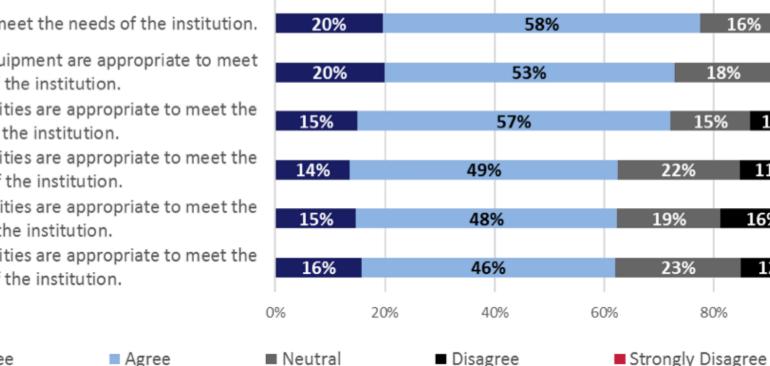
11% 4%

16% 3%

12% 3%

100%

All n=257-313



WSU library is appropriate to meet the needs of the institution.

WSU athletic facilities and equipment are appropriate to meet the needs of the institution.

WSU student housing facilities are appropriate to meet the needs of the institution.

WSU student service facilities are appropriate to meet the needs of the institution.

WSU academic support facilities are appropriate to meet the needs of the institution.

WSU student activity facilities are appropriate to meet the needs of the institution.



Agree

Agreement items were not shared with alumni.





Facilities

1%

2%

1% 5%

3%

3%

8%

4%

6%

100%

1%

2%

Students n=79-95

52% 15% 32% 29% 21% 46% 25% 46% 23% 21% 49% 19% 21% 45% 27% 16% 16% 44% 18% 0% 20% 40% 60% 80% Strongly Disagree Neutral Disagree



WSU library is appropriate to meet the needs of the institution.

WSU academic support facilities are appropriate to meet the needs of the institution.

WSU athletic facilities and equipment are appropriate to meet the needs of the institution.

WSU student activity facilities are appropriate to meet the needs of the institution.

WSU student service facilities are appropriate to meet the needs of the institution.

WSU student housing facilities are appropriate to meet the needs of the institution.

Strongly Agree

Agree





Senior Admin and Board n=15-18

WSU student housing facilities are appropriate to meet the 6% 24% 71% 6% 38% 56% 13% 13% 73% 20% 60% 13% 7% 12% 53% 35% 6% 41% 24% 29% 20% 60% 0% 40% 80% Strongly Agree Disagree Strongly Disagree Agree Neutral



100%

needs of the institution.

WSU athletic facilities and equipment are appropriate to meet the needs of the institution.

WSU library is appropriate to meet the needs of the institution.

WSU student activity facilities are appropriate to meet the needs of the institution.

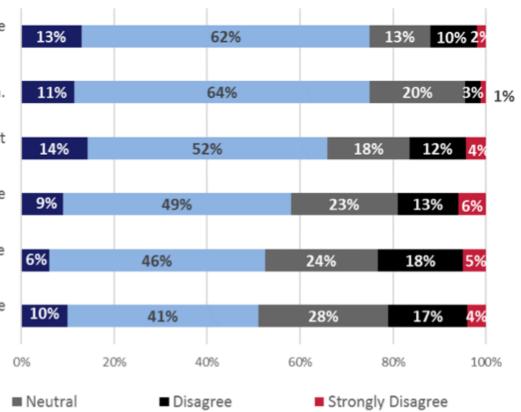
WSU academic support facilities are appropriate to meet the needs of the institution.

WSU student service facilities are appropriate to meet the needs of the institution.





Staff n=88-100



WSU student housing facilities are appropriate to meet the needs of the institution.

WSU library is appropriate to meet the needs of the institution.

WSU athletic facilities and equipment are appropriate to meet the needs of the institution.

WSU student service facilities are appropriate to meet the needs of the institution.

WSU academic support facilities are appropriate to meet the needs of the institution.

WSU student activity facilities are appropriate to meet the needs of the institution.

Agree







Faculty n=69-106

appropriate to meet on.	17%		62%		17% 1 <mark>%</mark>	3%
ropriate to meet the on.	14%		62%		16% 6%	1%
ds of the institution.	16%		57%	13	% 13%	1%
ropriate to meet the on.	13%	55	5%	15%	14% 3 <mark>9</mark>	
ropriate to meet the on.	17%	47	1%	23%	12%	1%
ropriate to meet the n.	13%	49%	6	13%	22% 39	
	0%	20% 40	% 60%	6 80	0% 10	0%
Agree	■ Neutral	■ Disag	ree	Strongly [Disagree	



WSU athletic facilities and equipment are appropriate to meet the needs of the institution.

WSU student housing facilities are appropriate to meet the needs of the institution.

WSU library is appropriate to meet the needs of the institution.

WSU student service facilities are appropriate to meet the needs of the institution.

WSU student activity facilities are appropriate to meet the needs of the institution.

WSU academic support facilities are appropriate to meet the needs of the institution.





All n=303-346

WSU incorporates technology in learning methods.

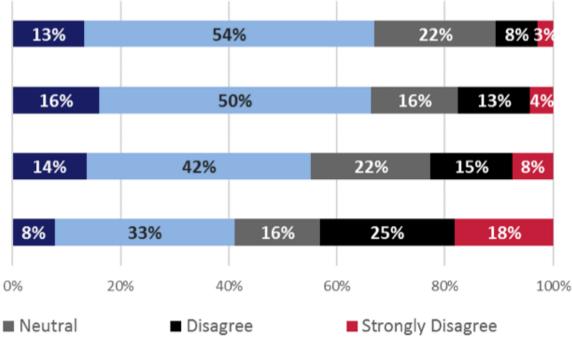
Access to computers at WSU is adequate to meet the needs of students, faculty, and staff.

The WSU website is adequate to meet the needs of prospects, current students, faculty, and staff.

Internet reliability and capacity at WSU are adequate to meet the needs of students, faculty, and staff.

Strongly Agree

Agree



Agreement items were not shared with alumni.





Students n=94-100

The WSU website is adequate to meet the needs of prospects, current students, faculty, and staff.

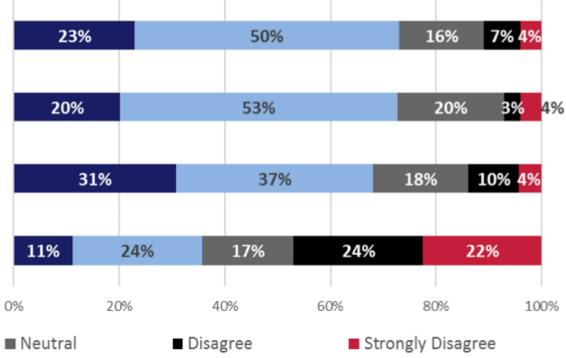
WSU incorporates technology in learning methods.

Access to computers at WSU is adequate to meet the needs of students, faculty, and staff.

Internet reliability and capacity at WSU are adequate to meet the needs of students, faculty, and staff.



Agree







Senior Admin and Board n=15-17

Access to computers at WSU is adequate to meet the needs of students, faculty, and staff.	7%	67	1%	1	.3% 13%
WSU incorporates technology in learning methods.	7%	47%		33%	13%
WSU incorporates technology to realize administrative efficiencies.	4	1%	12%	29%	18%
The WSU website is adequate to meet the needs of prospects, current students, faculty, and staff.	18%	18%	29%	2	9% 6%
Internet reliability and capacity at WSU are adequate to meet the needs of students, faculty, and staff.	12% 12%	6 3	5%	18%	24%
	0% 20	0% 40	0% 60))% 8	80% 100%
Strongly Agree Agree	Neutral	∎ Disag	gree	Strongly	Disagree





Staff n=83-122

Access to computers at WSU is adequate to meet the needs of students, faculty, and staff.	12%	57	7%	16%	13%	3%
WSU incorporates technology in learning methods.	7%	55%		27%	8%	2%
Internet reliability and capacity at WSU are adequate to meet the needs of students, faculty, and staff.	8%	43%	11%	25%	12%	
The WSU website is adequate to meet the needs of prospects, current students, faculty, and staff.	11%	38%	2	27%	17% 7%	
WSU incorporates technology to realize administrative efficiencies.	5%	41%	24%	22	2% 8%	
	0% 2	20% 40	0% 60	% 80	0% 10	0%
■ Strongly Agree ■ Agree	■ Neutral	■ Disag	gree	Strongly [Disagree	





Faculty n=80-109

in learning methods.	12%		55%		20%	10% <mark>3</mark> %		
to meet the needs of aff.	9%	529	6	15%	17%	7%		
e needs of prospects, nd staff.	8%	42%		21%	19%	11%		
realize administrative	9%	38%		25%	20%	9%		
are adequate to meet , and staff.	4%	34%	17%	26%	2	0%		
	0%	20%	40%	60%	80%	100%		
Agree	■ Neutral	■ Neutral ■ Disagree			Strongly Disagree			

WSU incorporates technology in learning methods.

Access to computers at WSU is adequate to meet the needs of students, faculty, and staff.

The WSU website is adequate to meet the needs of prospects, current students, faculty, and staff.

WSU incorporates technology to realize administrative efficiencies.

Internet reliability and capacity at WSU are adequate to meet the needs of students, faculty, and staff.

