



Spring 2001 Internal Customer Survey Campus-Based Questionnaire

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ball point, or felt tip pens.
- Make solid marks that fill the response completely.
- Erase cleanly any marks you wish to change.
- Make no stray marks on this form.

CORRECT: ● INCORRECT: ☞ ☞ ☞ ☞

Please select the ONE campus you are most familiar with and use it as the basis for all campus-specific responses.		For each question, use the following scale: 1=very dissatisfied 2=dissatisfied 3=neutral 4=satisfied 5=very satisfied				
<input type="radio"/> Cypress <input type="radio"/> Northridge <input type="radio"/> Rio Grande <input type="radio"/> Eastview <input type="radio"/> Pinnacle <input type="radio"/> Riverside		If yes , how satisfied were you with the services of this office? overall quality promptness service attitude				
Office/Service	Have you used services in the last year? Yes					
Campus Administration						
Provost EVC/RVS	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Executive Dean PIN/CYP	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Executive Dean NRG/RGC	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Campus Manager	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Evening Supervisor	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Weekend Supervisor	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Student Services						
Admissions & Records	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Advising	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Assessment	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Career Center	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Counseling	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Dean's Office	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Financial Aid	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Special Populations (Services for the Disabled)	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Student Activities	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Veterans Affairs	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Other Services						
Bookstore	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Cashier's Office	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Custodial Service	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Duplication	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Food Service	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Learning Labs	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Mailroom	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Maintenance Service	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Campus Police	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Testing Center	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Learning Resource Services						
Library	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Media	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Microcomputer Support Services	<input type="radio"/> Y	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Information Available on ACC's Website

	Have you used?	If yes, was the information helpful?		Have you used?	If yes, was the information helpful?
Board of Trustees Policies	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N	Organizational Reference	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N
Administrative Rules	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N	ACC Bulletin Board	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N
Faculty Handbook	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N	ACC Insider	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N
Employee Handbook	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N	ACC Website, Overall	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N
Student Handbook	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N	ACC Internal Website, Overall	<input type="radio"/> Y	<input type="radio"/> Y <input type="radio"/> N

Demographic Information

Primary position classification (Mark all that apply) <input type="radio"/> Full-time faculty <input type="radio"/> Professional/Technical <input type="radio"/> Adjunct faculty <input type="radio"/> Classified <input type="radio"/> Continuing Education faculty <input type="radio"/> Administration <input type="radio"/> Adult Education faculty <input type="radio"/> Hourly	Number of years employed at ACC <input type="radio"/> Less than 1 <input type="radio"/> 9 - 15 <input type="radio"/> 1 - 3 <input type="radio"/> more than 15 <input type="radio"/> 4 - 8
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