

**DRAFT**

**Internal Customer Survey  
of Spring 2002 Services**

**Analysis of Campus-based Services**

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**Internal Customer Survey  
of Fall 2001 Services**

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Note: Tables were prepared with the assistance of Charlene Knight.

Austin Community College  
**Internal Customer Survey**  
**of Fall 2001 Services—Campus-based Results**

**Process Summary**

To provide the College with information to enhance its ability to meet the needs of its employees, an Internal Customer Survey of Fall 2001 Services was administered in Spring 2002. Similar surveys were administered concerning services in 1997, 1999, and 2000. The results were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas with the lowest over-all ratings are provided with more detailed analysis and will develop plans to address the concerns expressed by ACC employees. The following analysis focuses on campus-based services.

For purposes of this analysis, responses of Agree and Strongly Agree have been aggregated, as have Disagree and Strongly Disagree. Thus, all Agree and Disagree percentages are reflective of this process. For purposes of comparison, responses have been analyzed by individual campus as well as aggregated across the College.

**Campus-Based Services: General Results**

Respondents were asked to select one campus on which to base their responses. Of the 430 surveys returned, 344 indicated a primary campus and are the basis of this analysis. The number of respondents for campuses varied from 84 (or 24%) for Riverside, to 28 (or 8%) for Cypress (Table 1). The results for a campus are based only on survey data from those who selected that campus as their “most familiar.”

Table 1 Campus Based Services/Offices Most Familiar Campus		
Campus	# Returned	% of All Respondents
Cypress	28	8%
Northridge	82	24%
Rio Grande	70	20%
Eastview	33	10%
Pinnacle	47	14%
Riverside	84	24%
<b>Total</b>	<b>344</b>	<b>100%</b>

*Note: Data for individual campus analyses are based on these respondents only*

In aggregate, a number of campus-based areas received higher numbers of responses over-all than those that are college-wide. For example, Campus Police had 209 responses on the college-wide survey and 252 responses from campus-based areas. Here, all but eight areas had 100 or more respondents (Table 2). In considering three years of survey results, Campus Police (252 or 73% of respondents) and Duplication (237 or 69% of respondents) continue to be some of the most used areas. Also in the top five most used areas in this year's results were the Learning Labs (249 or 72%), the Campus Managers Offices (238 or 69%), and Admissions and Records Offices (285 or 63%). In these results, the Mailroom Services dropped from a highly used function in 2000 with 66% of respondents to a low use function with 36% of the respondents indicating they used the campus mailrooms.

In general, respondents were most satisfied (over 80% satisfied) with the Libraries (90% satisfied), the Mailrooms (88%), Duplication Services (84%), Media (84%), Career Centers (82%), Campus Managers Offices (82%), Testing Centers (82%), and the Learning Labs (82%) (Table 3). The respondents were most dissatisfied (over 20% dissatisfied) with the Office of the Executive Dean NRG/RGC (26% dissatisfied), Bookstores (24%), Food Services (23%), and Advising (20%) (Table 3).

### **Campus-based Services: Comparison with Previous Surveys**

Compared to the previous year's survey, campus-based offices did not demonstrate as high a degree of change in Satisfaction ratings as did the College-wide offices. None increased or decreased over 20%. However, six offices improved their ratings by 10% or more, including the Career Centers, Student Activities, Custodial Services, Executive Dean PIN/CYP, Microcomputer Support Services, and the Mailroom Services. Only one office had a decreased level of satisfaction that was over 10%--the Executive Dean NRG/RGC (Table 4).

Since this survey has gathered campus-based data for three years, it is interesting to look at the changes in satisfaction levels by campus offices over this period. Charts 1 and 2 show a range of increases and decreases in satisfaction across campus offices. Fourteen of the 20 offices exceeded the benchmark of 70% in customer satisfaction. These offices are: Admissions & Records, Assessment Centers, Campus Managers Offices, Career Centers, Custodial Services, Duplication Services, Evening Supervisors, Learning Labs, Mailroom Services, Microcomputer Support Services, Special Populations, Student Activities, and Testing Centers. Topping the list are the Mailroom Services at an 88% satisfaction level.

## **Campus-based Services: Employee Group Trends**

As Tables 5 through 8 show, ratings vary by employee group. Table 5 provides summary data for all campus-based areas for each employee group as compared to the overall dissatisfaction rating by all respondents. Tables 6 through 8 list ratings of high-use offices for each employee group in rank order of dissatisfaction level. Some areas listed in Table 3 were not included in the employee-group tables because they were not highly used by that group.

Table 5 shows a wide range of dissatisfaction levels, 3% - 26%, for all employee groups combined. Ratings also varied by group. For example, Bookstores had a high level of dissatisfaction for Full Time Faculty, but Adjunct Faculty and Non-faculty were more positive in their assessment. On the other hand, Non-faculty were more dissatisfied with Admissions & Records than either faculty group.

As shown in Tables 6 through 8, Full-time Faculty were most dissatisfied with the Bookstore (35% dissatisfied), the Executive Dean at NRG/RGC (33%), Food Service (28%), and Advising (26%), while Adjunct Faculty were most dissatisfied with the Microcomputer Support Services (23%), the Bookstores (23%), Food Service (21%) and Advising (18%). Non-faculty were most dissatisfied with the Executive Dean at NRG/RGC (26%), Weekend Supervisors (25%), the Dean of Students (22%) and Food Services (21%).

## **Campus-Based Services: Campus Trends**

Respondents were asked to indicate the campus with which they were most familiar. Numbers of respondents for campuses ranged from a high of 84 for Riverside to a low of 28 for Cypress (Table 1). Results for Eastview, Cypress Creek, and Pinnacle should be analyzed with caution, since these campuses had few respondents. In addition, it is not possible to do detailed analyses by employee groups for these campuses since the small number of respondents does not yield valid data.

Tables 9 through 14 present data related to the offices by campus. One table has been created for each campus. The results are reported for each office based on the campus selected by the respondents. Thus, if a respondent selected Cypress Creek as the campus with which they are most familiar, all of their satisfaction ratings were included for the campus-based offices/services at Cypress Creek. Results for areas with few responses should be analyzed with caution. For example, since only 28 respondents indicated they were most familiar with Cypress Creek, offices had between 6 and 25 responses. Two areas had fewer than 10 responses. Even so, the high-use Campus Police had no respondents who were dissatisfied at this campus as compared to a 12% dissatisfaction rating when all the campuses ratings are combined. Similar analyses can be made for offices at each campus.

To illustrate how services/offices were rated across campuses, Table 15 shows the dissatisfaction level for highly used areas. In general, the Bookstores had the highest

dissatisfaction ratings overall—of the 193 respondents who rated Bookstores, 24% indicated dissatisfaction. However, at Riverside, the level of dissatisfaction was 35%, more than 11% higher than the overall rating at other campuses and Northridge at 26% was 2% higher than the rating for all campuses. Other high use areas of concern include the Custodial Services at Riverside and the Campus Police at Northridge.

More detailed information on dissatisfaction levels for these areas is presented in Tables 16 through 21. These tables provide detailed data on the three dimensions of customer service that were assessed, including ratings of Promptness and Attitude as well as the Overall Quality of the office. For example, the Food Service at Northridge had a dissatisfaction rating of 23% for Promptness and 16% for Attitude, suggesting that the amount of time it takes to get service is more of an issue than the attitude demonstrated by the staff.

Charts 3 through 8 present satisfaction trends related to the offices by campus. One table has been created for each campus, giving results in satisfaction for services provided by the offices at each campus in 1999, 2000, and 2001. Offices with fewer than five responses at a campus since the validity of such small samples is questionable. Further, to maintain consistency across offices, only offices with three years of data are included. These trends in satisfaction can be attributed to changes in processes, personnel, or vendors. Each office should identify major swings in satisfaction of 20% or more in a year and determine whether corrective actions are required. Similarly, corrective actions are appropriate if satisfaction levels are below the benchmark of 70%.

## **Recommendations**

While results of this survey are based on perceptions, they suggest that the campuses need to continually assess the services they provide in relation to meeting the needs of faculty and staff, in addition to the surveys for students. As this is the third year that the campus-based data have been collected, offices are now able to begin to discern trends in their ratings. Services/offices who have ratings indicating high levels of dissatisfaction may consider using focus groups, point-of-service surveys, or other means to help provide insights to specific concerns that can be addressed in future planning.

Table 2 Campus-based Offices/Services Number Receiving Services Sorted by Percent of Total Responses		
Campus-based Offices/Services	Number requesting/ receiving services	% of total responses
Campus Police	252	73%
Learning Labs	249	72%
Campus Manager	238	69%
Duplication	237	69%
Admissions & Records	222	65%
Library	222	65%
Custodial Service	206	60%
Bookstore	193	56%
Media	182	53%
Testing Center	178	52%
Cashier's Office	174	51%
Maintenance Service	145	42%
Provost EVC/RVS	138	40%
Advising	136	40%
Special Populations (Services for the Disabled)	136	40%
Counseling	134	39%
Mailroom	125	36%
Microcomputer Support Services	121	35%
Food Service	116	34%
Evening Supervisor	109	32%
Executive Dean NRG/RGC	107	31%
Dean of Students	94	27%
Financial Aid	91	26%
Assessment	79	23%
Executive Dean PIN/CYP	64	19%
Student Activities	58	17%
Career Center	52	15%
Weekend Supervisor	26	8%
Veterans Affairs	23	7%

*Note: Offices above the bold line are considered to be highly used.*

Table 3  
Campus-based Offices/Services  
Ratings of "Overall Quality" Sorted by Percent Satisfied

Campus-based Offices/Services	Total	Satisfied*		Neutral		Dissatisfied	
	n	n	%	n	%	n	%
Library	222	199	90%	16	7%	7	3%
Mailroom	124	109	88%	10	8%	5	4%
Duplication	234	197	84%	16	7%	21	9%
Media	180	151	84%	15	8%	14	8%
Career Center	51	42	82%	4	8%	5	10%
Campus Manager	236	194	82%	22	9%	20	8%
Testing Center	179	147	82%	17	9%	15	8%
Learning Labs	244	199	82%	29	12%	16	7%
Evening Supervisor	110	86	78%	17	15%	7	6%
Custodial Service	206	157	76%	31	15%	18	9%
Maintenance Service	150	114	76%	21	14%	15	10%
Cashier's Office	173	131	76%	25	14%	17	10%
Campus Police	250	186	74%	35	14%	29	12%
Financial Aid	93	69	74%	15	16%	9	10%
Student Activities	58	43	74%	10	17%	5	9%
Microcomputer Support Services	123	91	74%	14	11%	18	15%
Special Populations (Services for the Disabled)	138	101	73%	21	15%	16	12%
Assessment	79	57	72%	13	16%	9	11%
Admissions & Records	221	159	72%	31	14%	31	14%
Executive Dean PIN/CYP	68	48	71%	10	15%	10	15%
Counseling	129	91	71%	18	14%	20	16%
Provost EVC/RVS	134	91	68%	23	17%	20	15%
Advising	133	89	67%	18	14%	26	20%
Dean of Students	92	60	65%	18	20%	14	15%
Veterans Affairs	26	16	62%	8	31%	2	8%
Food Service	115	66	57%	22	19%	27	23%
Weekend Supervisor	28	16	57%	7	25%	5	18%
Bookstore	193	108	56%	38	20%	47	24%
Executive Dean NRG/RGC	110	58	53%	23	21%	29	26%

\*Sorted in descending order of percent "Satisfied"

Table 4  
Campus-based Offices/Services 2001 - 2000 Comparison  
Change in Satisfied Rating of "Overall Quality" Sorted by Percent Change

Campus-based Office/Service	2000								2001								Change in % Satisfied*
	Total		Satisfied		Neutral		Dissatisfied		Total		Satisfied		Neutral		Dissatisfied		
	n		n	%	n	%	n	%	n		n	%	n	%	n	%	
Career Center	71		43	63%	19	28%	6	9%	51		42	82%	4	8%	5	10%	19%
Student Activities	66		39	59%	11	17%	16	24%	58		43	74%	10	17%	5	9%	15%
Custodial Service	243		148	62%	44	18%	47	20%	206		157	76%	31	15%	18	9%	14%
Executive Dean PIN/CYP	69		40	60%	15	22%	12	18%	68		48	71%	10	15%	10	15%	11%
Microcomputer Support Services	161		99	63%	29	19%	29	19%	123		91	74%	14	11%	18	15%	11%
Mailroom	300		229	78%	40	14%	26	9%	124		109	88%	10	8%	5	4%	10%
Evening Supervisor	133		90	69%	24	19%	16	12%	110		86	78%	17	15%	7	6%	9%
Advising	173		100	59%	37	22%	34	20%	133		89	67%	18	14%	26	20%	8%
Cashier's Office	212		140	69%	38	19%	26	13%	173		131	76%	25	14%	17	10%	7%
Bookstore	265		132	50%	62	24%	68	26%	193		108	56%	38	20%	47	24%	6%
Testing Center	229		174	77%	22	10%	30	13%	179		147	82%	17	9%	15	8%	5%
Campus Manager	274		211	78%	30	11%	28	10%	236		194	82%	22	9%	20	8%	4%
Duplication	301		239	81%	36	12%	22	7%	234		197	84%	16	7%	21	9%	4%
Campus Police	325		228	71%	47	15%	45	14%	250		186	74%	35	14%	29	12%	3%
Counseling	146		98	69%	30	21%	15	11%	129		91	71%	18	14%	20	16%	2%
Assessment	97		66	70%	14	15%	14	15%	79		57	72%	13	16%	9	11%	2%
Media	226		184	83%	23	10%	15	7%	180		151	84%	15	8%	14	8%	1%
Special Populations (Services for the Disabled)	143		104	73%	17	12%	22	15%	138		101	73%	21	15%	16	12%	0%
Admissions & Records	285		202	72%	48	17%	32	11%	221		159	72%	31	14%	31	14%	0%
Maintenance Service	199		151	76%	25	13%	22	11%	150		114	76%	21	14%	15	10%	0%
Financial Aid	116		86	75%	18	16%	10	9%	93		69	74%	15	16%	9	10%	-1%
Library	293		261	91%	16	6%	9	3%	222		199	90%	16	7%	7	3%	-2%
Veterans Affairs	38		24	63%	8	21%	6	16%	26		16	62%	8	31%	2	8%	-2%
Weekend Supervisor	56		33	59%	14	25%	9	16%	28		16	57%	7	25%	5	18%	-2%
Provost EVC/RVS	167		112	70%	28	18%	19	12%	134		91	68%	23	17%	20	15%	-2%
Learning Labs	147		124	87%	11	8%	8	6%	244		199	82%	29	12%	16	7%	-5%
Food Service	148		94	64%	29	20%	24	16%	115		66	57%	22	19%	27	23%	-7%
Dean of Students	152		109	74%	20	14%	19	13%	92		60	65%	18	20%	14	15%	-8%
Executive Dean NRG/RGC	151		109	73%	20	13%	21	14%	110		58	53%	23	21%	29	26%	-20%

\*Sorted in descending order of "Change in % Satisfied"

Table 5  
Campus-based Offices/Service  
Ratings of "Overall Quality" Sorted by Dissatisfaction Level of All Respondents

Campus-based Offices/Services	All Respondents*			Full-Time Faculty			Adjunct Faculty			Non-Faculty		
	Total	n	%	Total	n	%	Total	n	%	Total	n	%
Executive Dean NRG/RGC	110	29	26%	48	16	33%	19	2	11%	43	11	26%
Bookstore	193	47	24%	72	25	35%	31	7	23%	90	15	17%
Food Service	115	27	23%	40	11	28%	14	3	21%	61	13	21%
Advising	133	26	20%	50	13	26%	11	2	18%	72	11	15%
Weekend Supervisor	28	5	18%	11	1	9%	1			16	4	25%
Counseling	129	20	16%	54	9	17%	13	2	15%	62	9	15%
Dean of Students	92	14	15%	36	3	8%	5			51	11	22%
Provost EVC/RVS	134	20	15%	47	7	15%	23	2	9%	64	11	17%
Executive Dean PIN/CYP	68	10	15%	19	4	21%	8			41	6	15%
Microcomputer Support Services	123	18	15%	48	6	13%	13	3	23%	62	9	15%
Admissions & Records	221	31	14%	81	7	9%	39	4	10%	101	20	20%
Campus Police	250	29	12%	85	12	14%	47	4	9%	118	13	11%
Special Populations (Services for the Disabled)	138	16	12%	64	7	11%	23	4	17%	51	5	10%
Assessment	79	9	11%	20	5	25%	6			53	4	8%
Maintenance Service	150	15	10%	58	7	12%	11	1	9%	81	7	9%
Cashier's Office	173	17	10%	52	6	12%	21	1	5%	100	10	10%
Career Center	51	5	10%	11	2	18%	2			38	3	8%
Financial Aid	93	9	10%	20	3	15%	6	1	17%	67	5	7%
Duplication	234	21	9%	78	9	12%	53	7	13%	103	5	5%
Custodial Service	206	18	9%	78	10	13%	24	1	4%	104	7	7%
Student Activities	58	5	9%	21	1	5%	5			32	4	13%
Campus Manager	236	20	8%	82	6	7%	38	3	8%	116	11	9%
Testing Center	179	15	8%	66	4	6%	47	4	9%	66	7	11%
Media	180	14	8%	76	7	9%	37	1	3%	67	6	9%
Veterans Affairs	26	2	8%	6			2			18	2	11%
Learning Labs	244	16	7%	80	4	5%	54	4	7%	110	8	7%
Evening Supervisor	110	7	6%	28	2	7%	33			49	5	10%
Mailroom	124	5	4%	60	3	5%	17			47	2	4%
Library	222	7	3%	85	2	2%	45	1	2%	92	4	4%

\*Sorted in descending order by percent of "Dissatisfaction" of All Respondents.

Chart 1  
Satisfaction Trends: Campus Offices

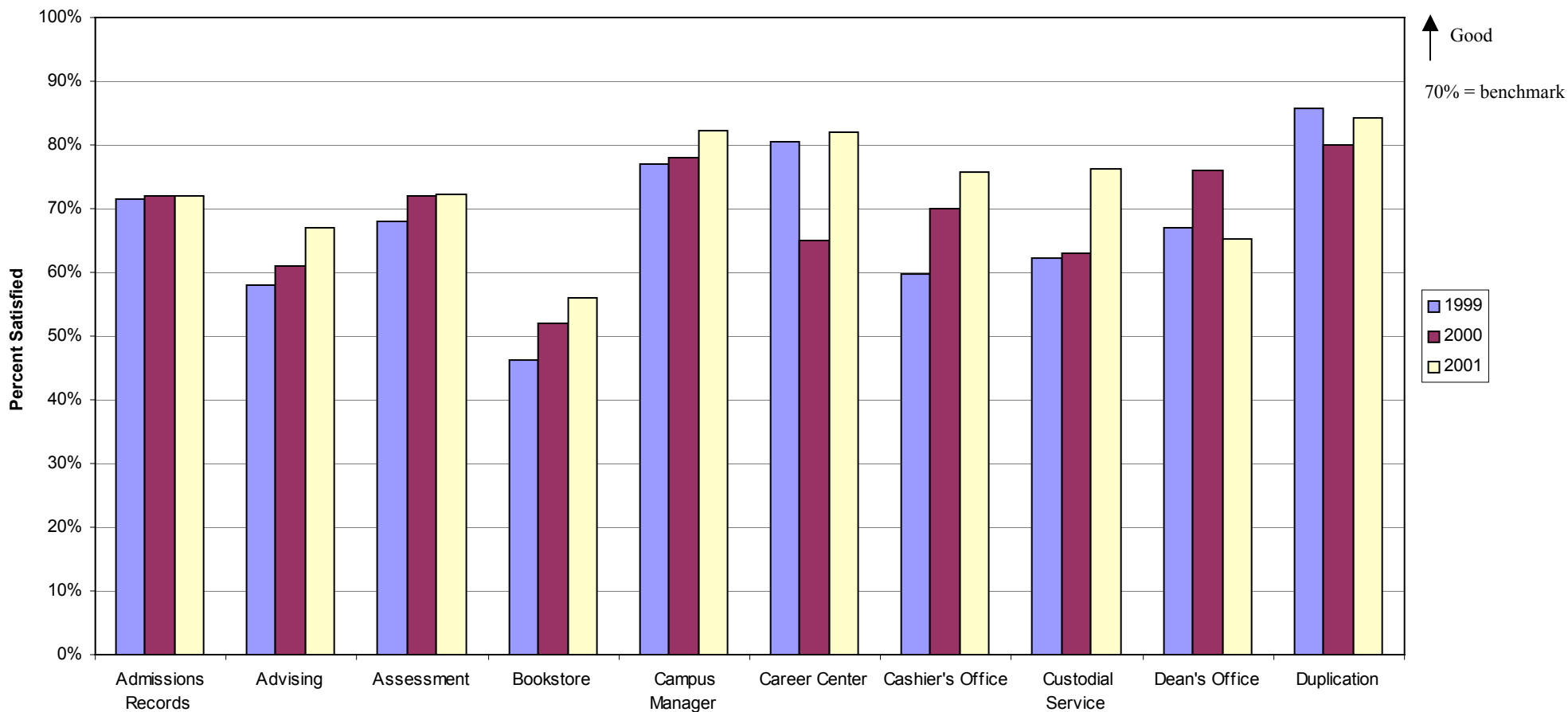


Chart 1 (continued)  
Satisfaction Trends: Campus Offices

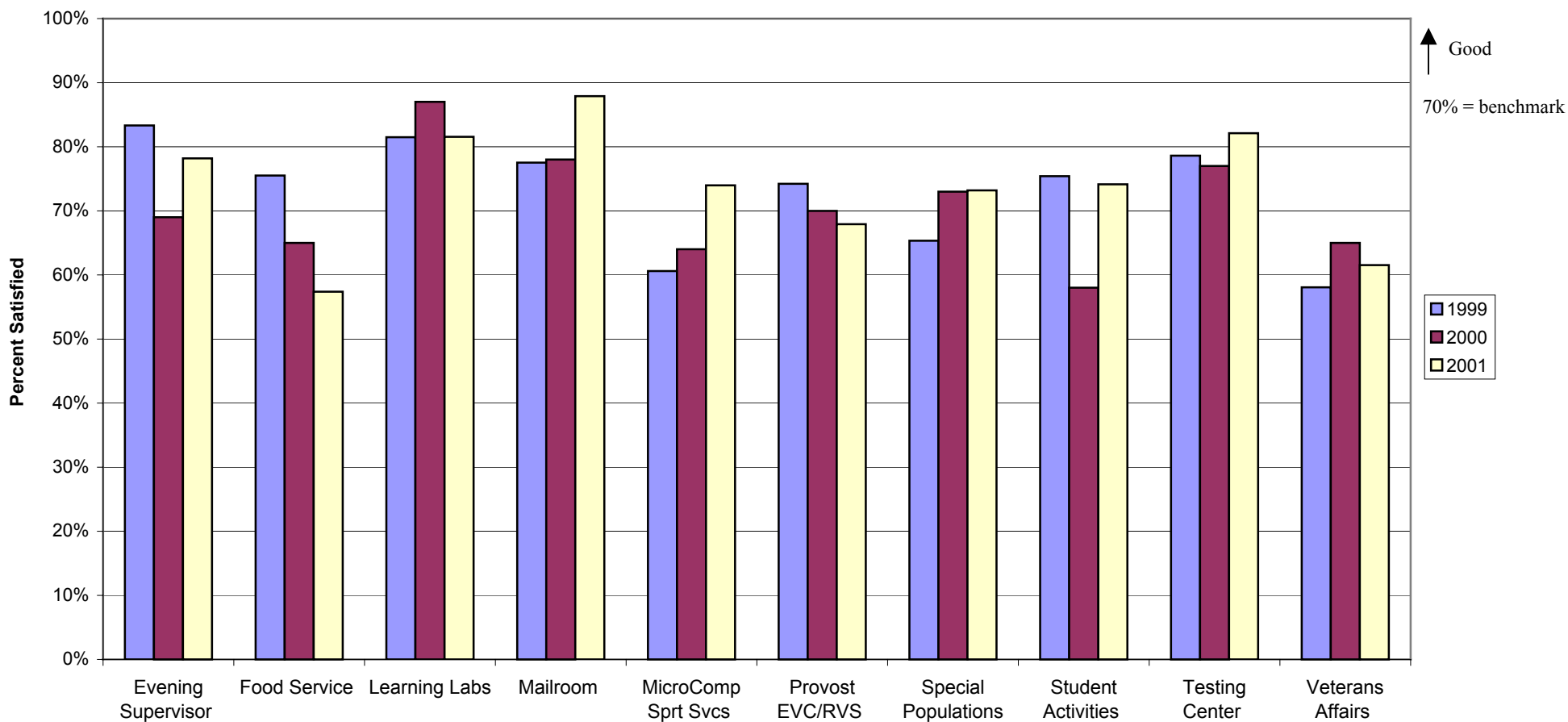


Table 6  
Campus-based Offices/Services  
Full-Time Faculty Ratings of "Overall Quality"

Campus-based Offices/Services	Total	Dissatisfied*		Neutral		Satisfied	
		n	%	n	%	n	%
Bookstore	72	25	35%	13	18%	34	47%
Executive Dean NRG/RGC	48	16	33%	11	23%	21	44%
Food Service	40	11	28%	5	13%	24	60%
Advising	50	13	26%	7	14%	30	60%
Assessment	20	5	25%	3	15%	12	60%
Executive Dean PIN/CYP	19	4	21%	2	11%	13	68%
Career Center	11	2	18%	1	9%	8	73%
Counseling	54	9	17%	4	7%	41	76%
Financial Aid	20	3	15%	6	30%	11	55%
Provost EVC/RVS	47	7	15%	11	23%	29	62%
Campus Police	85	12	14%	12	14%	61	72%
Custodial Service	78	10	13%	9	12%	59	76%
Microcomputer Support Services	48	6	13%	6	13%	36	75%
Maintenance Service	58	7	12%	8	14%	43	74%
Duplication	78	9	12%	6	8%	63	81%
Cashier's Office	52	6	12%	9	17%	37	71%
Special Populations (Services for the Disabled)	64	7	11%	7	11%	50	78%
Media	76	7	9%	8	11%	61	80%
Weekend Supervisor	11	1	9%	3	27%	7	64%
Admissions & Records	81	7	9%	11	14%	63	78%
Dean of Students	36	3	8%	7	19%	26	72%
Campus Manager	82	6	7%	5	6%	71	87%
Evening Supervisor	28	2	7%	6	21%	20	71%
Testing Center	66	4	6%	6	9%	56	85%
Mailroom	60	3	5%	4	7%	53	88%
Learning Labs	80	4	5%	7	9%	69	86%
Student Activities	21	1	5%	6	29%	14	67%
Library	85	2	2%	3	4%	80	94%
Veterans Affairs	6			3	50%	3	50%

Note: Offices with fewer than 5 responses were not included.

\*Sorted in descending order of percent "Dissatisfied"

Table 7  
Campus-based Offices/Services  
Adjunct Faculty Ratings of "Overall Quality"

Campus-based Offices/Services	Total	Dissatisfied*		Neutral		Satisfied	
		n	%	n	%	n	%
Microcomputer Support Services	13	3	23%	2	15%	8	62%
Bookstore	31	7	23%	7	23%	17	55%
Food Service	14	3	21%	5	36%	6	43%
Advising	11	2	18%	2	18%	7	64%
Special Populations (Services for the Disabled)	23	4	17%	3	13%	16	70%
Financial Aid	6	1	17%	2	33%	3	50%
Counseling	13	2	15%	1	8%	10	77%
Duplication	53	7	13%	2	4%	44	83%
Executive Dean NRG/RGC	19	2	11%	6	32%	11	58%
Admissions & Records	39	4	10%	5	13%	30	77%
Maintenance Service	11	1	9%	1	9%	9	82%
Provost EVC/RVS	23	2	9%	2	9%	19	83%
Campus Police	47	4	9%			43	91%
Testing Center	47	4	9%	4	9%	39	83%
Campus Manager	38	3	8%	4	11%	31	82%
Learning Labs	54	4	7%	6	11%	44	81%
Cashier's Office	21	1	5%	2	10%	18	86%
Custodial Service	24	1	4%	3	13%	20	83%
Media	37	1	3%	2	5%	34	92%
Library	45	1	2%	3	7%	41	91%
Dean of Students	5			1	20%	4	80%
Student Activities	5					5	100%
Assessment	6			2	33%	4	67%
Executive Dean PIN/CYP	8			1	13%	7	88%
Mailroom	17			1	6%	16	94%
Evening Supervisor	33			5	15%	28	85%

*Note: Offices with fewer than 5 responses were not included.*

*\*Sorted in descending order of percent "Dissatisfied"*

Table 8  
Campus-based Offices/Services  
Non-Faculty Ratings of "Overall Quality"

Campus-based Offices/Services	Total	Dissatisfied*		Neutral		Satisfied	
		n	%	n	%	n	%
Executive Dean NRG/RGC	43	11	26%	6	14%	26	60%
Weekend Supervisor	16	4	25%	3	19%	9	56%
Dean of Students	51	11	22%	10	20%	30	59%
Food Service	61	13	21%	12	20%	36	59%
Admissions & Records	101	20	20%	15	15%	66	65%
Provost EVC/RVS	64	11	17%	10	16%	43	67%
Bookstore	90	15	17%	18	20%	57	63%
Advising	72	11	15%	9	13%	52	72%
Executive Dean PIN/CYP	41	6	15%	7	17%	28	68%
Counseling	62	9	15%	13	21%	40	65%
Microcomputer Support Services	62	9	15%	6	10%	47	76%
Student Activities	32	4	13%	4	13%	24	75%
Veterans Affairs	18	2	11%	4	22%	12	67%
Campus Police	118	13	11%	23	19%	82	69%
Testing Center	66	7	11%	7	11%	52	79%
Evening Supervisor	49	5	10%	6	12%	38	78%
Cashier's Office	100	10	10%	14	14%	76	76%
Special Populations (Services for the Disabled)	51	5	10%	11	22%	35	69%
Campus Manager	116	11	9%	13	11%	92	79%
Media	67	6	9%	5	7%	56	84%
Maintenance Service	81	7	9%	12	15%	62	77%
Career Center	38	3	8%	2	5%	33	87%
Assessment	53	4	8%	8	15%	41	77%
Financial Aid	67	5	7%	7	10%	55	82%
Learning Labs	110	8	7%	16	15%	86	78%
Custodial Service	104	7	7%	19	18%	78	75%
Duplication	103	5	5%	8	8%	90	87%
Library	92	4	4%	10	11%	78	85%
Mailroom	47	2	4%	5	11%	40	85%

Note: Offices with fewer than 5 responses were not included.

\*Sorted in descending order of percent "Dissatisfied"

Table 9  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Cypress Creek Campus

Cypress Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total CYP Responses
		n	%	n	%	n	%	
Dean of Students	15%	3	30%	3	30%	4	40%	10
<b><i>Campus Manager</i></b>	8%	5	20%	2	8%	18	72%	25
<b><i>Bookstore</i></b>	24%	3	18%	2	12%	12	71%	17
Career Center	10%	1	14%	1	14%	5	71%	7
Counseling	15%	2	13%	2	13%	11	73%	15
Executive Dean PIN/CYP	16%	2	13%	2	13%	12	75%	16
Food Service	23%	2	13%	2	13%	12	75%	16
<b><i>Advising</i></b>	19%	2	12%	3	18%	12	71%	17
Assessment	11%	1	10%	3	30%	6	60%	10
<b><i>Admissions &amp; Records</i></b>	14%	2	10%	5	24%	14	67%	21
<b><i>Testing Center</i></b>	8%	2	10%	4	19%	15	71%	21
Maintenance Service	10%	1	8%	2	15%	10	77%	13
Evening Supervisor	6%	1	7%	2	13%	12	80%	15
Special Populations (Services for the Disabled)	12%	1	6%	2	13%	13	81%	16
<b><i>Library</i></b>	3%			3	14%	19	86%	22
<b><i>Campus Police</i></b>	12%			4	19%	17	81%	21
<b><i>Duplication</i></b>	9%			1	5%	18	95%	19
<b><i>Cashier's Office</i></b>	10%			1	6%	17	94%	18
<b><i>Learning Labs</i></b>	6%			2	11%	16	89%	18
<b><i>Custodial Service</i></b>	9%			2	12%	15	88%	17
Media	8%			2	13%	13	87%	15
Financial Aid	10%			1	7%	13	93%	14
Mailroom	4%			1	8%	11	92%	12
Microcomputer Support Services	15%			1	10%	9	90%	10
Student Activities	9%			2	33%	4	67%	6

Note - 11 highest used areas (based on total CYP responses) are in bold italics.

- Sorted in descending order of percent "Dissatisfied".
- Offices with fewer than 5 responses for this campus were not included.
- Remember that the small number of responses can distort the validity of data

Table 10  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Eastview Campus

Eastview Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total EVC Responses
		n	%	n	%	n	%	
Food Service	23%	4	50%	1	13%	3	38%	8
Special Populations (Services for the Disabled)	12%	3	20%	2	13%	10	67%	15
Financial Aid	10%	2	15%			11	85%	13
<b>Admissions &amp; Records</b>	14%	3	14%	1	5%	17	81%	21
Advising	19%	2	13%			13	87%	15
<b>Provost EVC/RVS</b>	14%	4	13%	2	6%	25	81%	31
<b>Campus Police</b>	12%	3	13%	5	21%	16	67%	24
<b>Custodial Service</b>	9%	2	10%	2	10%	16	80%	20
<b>Bookstore</b>	24%	2	9%			20	91%	22
Dean of Students	15%	1	8%			11	92%	12
Media	8%	1	7%	1	7%	13	87%	15
Counseling	15%	1	6%	1	6%	14	88%	16
Maintenance Service	10%	1	6%	1	6%	14	88%	16
Testing Center	8%	1	6%	1	6%	14	88%	16
<b>Duplication</b>	9%	1	5%			20	95%	21
<b>Learning Labs</b>	6%	1	4%	1	4%	21	91%	23
<b>Campus Manager</b>	8%	1	4%	2	8%	22	88%	25
Evening Supervisor	6%			1	14%	6	86%	7
Assessment	11%					10	100%	10
Mailroom	4%					12	100%	12
Microcomputer Support Services	15%			1	6%	15	94%	16
<b>Cashier's Office</b>	10%			1	6%	17	94%	18
<b>Library</b>	3%			2	8%	22	92%	24

Note - 10 highest used areas (based on total EVC responses) are in bold italics.

- Sorted in descending order of percent "Dissatisfied".

- Offices with fewer than 5 responses for this campus were not included.

Table 11  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Northridge Campus

Northridge Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total NRG Responses
		n	%	n	%	n	%	
Advising	19%	10	38%	6	23%	10	38%	26
<b>Executive Dean NRG/RGC</b>	27%	13	30%	9	21%	21	49%	43
Counseling	15%	7	28%	7	28%	11	44%	25
<b>Bookstore</b>	24%	12	26%	11	24%	23	50%	46
<b>Campus Police</b>	12%	14	25%	13	23%	30	53%	57
Microcomputer Support Services	15%	5	24%	5	24%	11	52%	21
<b>Food Service</b>	23%	10	23%	10	23%	24	55%	44
Weekend Supervisor	19%	2	22%			7	78%	9
Assessment	11%	3	20%	4	27%	8	53%	15
<b>Admissions &amp; Records</b>	14%	10	20%	12	24%	29	57%	51
Dean of Students	15%	3	19%	3	19%	10	63%	16
<b>Duplication</b>	9%	10	17%	9	16%	39	67%	58
Testing Center	8%	5	13%	5	13%	28	74%	38
Maintenance Service	10%	3	12%	5	20%	17	68%	25
Special Populations (Services for the Disabled)	12%	4	11%	6	17%	25	71%	35
Evening Supervisor	6%	2	10%	5	25%	13	65%	20
Cashier's Office	10%	3	9%	6	17%	26	74%	35
Student Activities	9%	1	8%	3	25%	8	67%	12
<b>Campus Manager</b>	8%	4	8%	8	17%	36	75%	48
<b>Custodial Service</b>	9%	3	7%	7	17%	31	76%	41
<b>Learning Labs</b>	6%	4	7%	12	20%	43	73%	59
Financial Aid	10%	1	6%	5	28%	12	67%	18
Media	8%	2	5%	6	15%	31	79%	39
<b>Library</b>	3%	1	2%	5	12%	37	86%	43
Veterans Affairs	9%			1	14%	6	86%	7
Mailroom	4%			2	10%	19	90%	21

Note - 10 highest used areas (based on total NRG responses) are in bold italics.

- Sorted in descending order of percent "Dissatisfied".

- Offices with fewer than 5 responses for this campus were not included.

Table 12  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Pinnacle Campus

Pinnacle Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total PIN Response
		n	%	n	%	n	%	
Microcomputer Support Services	15%	6	27%	3	14%	13	59%	22
Bookstore	24%	6	23%	7	27%	13	50%	26
<b>Admissions &amp; Records</b>	14%	5	17%	2	7%	23	77%	30
Media	8%	2	11%	1	6%	15	83%	18
<b>Learning Labs</b>	6%	4	10%	4	10%	34	81%	42
Cashier's Office	10%	2	7%	4	14%	23	79%	29
<b>Maintenance Service</b>	10%	2	6%	2	6%	29	88%	33
<b>Duplication</b>	9%	2	6%	3	9%	29	85%	34
<b>Campus Manager</b>	8%	2	5%			37	95%	39
Advising	19%	1	4%	3	13%	20	83%	24
Mailroom	4%	1	4%			23	96%	24
Executive Dean PIN/CYP	16%	1	4%	2	8%	22	88%	25
Evening Supervisor	6%	1	4%	1	4%	24	92%	26
<b>Food Service</b>	23%	1	3%	5	17%	24	80%	30
<b>Testing Center</b>	8%	1	3%	1	3%	29	94%	31
<b>Library</b>	3%	1	3%	3	9%	29	88%	33
<b>Custodial Service</b>	9%	1	3%	3	8%	32	89%	36
<b>Campus Police</b>	12%	1	2%	2	5%	39	93%	42
Student Activities	9%			1	14%	6	86%	7
Career Center	10%			1	10%	9	90%	10
Dean of Students	15%			1	9%	10	91%	11
Financial Aid	10%			3	25%	9	75%	12
Assessment	11%			2	14%	12	86%	14
Counseling	15%			2	10%	18	90%	20
Special Populations (Services for the Disabled)	12%			2	9%	20	91%	22

Note - 10 highest used areas (based on total PIN responses) are in bold italics.

- Sorted in descending order of percent "Dissatisfied".
- Offices with fewer than 5 responses for this campus were not included.

Table 13  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Rio Grande Campus

Rio Grande Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total RGC Responses
		n	%	n	%	n	%	
Food Service	23%	5	56%	3	33%	1	11%	9
Weekend Supervisor	19%	3	30%	3	30%	4	40%	10
<b>Executive Dean NRG/RGC</b>	27%	13	28%	7	15%	26	57%	46
Special Populations (Services for the Disabled)	12%	7	27%	5	19%	14	54%	26
Advising	19%	5	25%	2	10%	13	65%	20
Veterans Affairs	9%	1	20%	3	60%	1	20%	5
Counseling	15%	5	20%	2	8%	18	72%	25
Bookstore	24%	6	19%	9	29%	16	52%	31
Financial Aid	10%	3	17%	3	17%	12	67%	18
Dean of Students	15%	4	17%	8	33%	12	50%	24
<b>Campus Manager</b>	8%	6	15%	3	8%	30	77%	39
Cashier's Office	10%	5	15%	6	18%	22	67%	33
Microcomputer Support Services	15%	4	15%	1	4%	22	81%	27
Assessment	11%	2	14%	1	7%	11	79%	14
Student Activities	9%	3	14%	1	5%	17	81%	21
Evening Supervisor	6%	3	14%	4	18%	15	68%	22
<b>Media</b>	8%	6	13%	3	7%	36	80%	45
<b>Campus Police</b>	12%	6	12%	3	6%	43	83%	52
<b>Testing Center</b>	8%	4	11%	3	8%	29	81%	36
Mailroom	4%	3	11%	5	18%	20	71%	28
Maintenance Service	10%	3	9%	7	21%	23	70%	33
<b>Duplication</b>	9%	5	9%	1	2%	49	89%	55
<b>Library</b>	3%	4	8%	1	2%	43	90%	48
<b>Learning Labs</b>	6%	4	8%	7	13%	42	79%	53
Career Center	10%	1	7%	1	7%	12	86%	14
<b>Admissions &amp; Records</b>	14%	3	7%	2	4%	41	89%	46
<b>Custodial Service</b>	9%	2	5%	5	13%	33	83%	40

Note - 10 highest used areas (based on total RGC responses) are in bold italics.  
 - Sorted in descending order of percent "Dissatisfied".  
 - Offices with fewer than 5 responses for this campus were not included.

Table 14  
Ratings of "Overall Quality" Sorted by Percent Dissatisfied  
Riverside Campus

Riverside Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total RVS Responses
		n	%	n	%	n	%	
Food Service	23%	5	63%	1	13%	2	25%	8
<b>Bookstore</b>	24%	18	35%	9	18%	24	47%	51
Advising	19%	6	19%	4	13%	21	68%	31
<b>Custodial Service</b>	9%	10	19%	12	23%	30	58%	52
Assessment	11%	3	19%	3	19%	10	63%	16
Counseling	15%	5	18%	4	14%	19	68%	28
Cashier's Office	10%	7	18%	7	18%	26	65%	40
Career Center	10%	2	17%	1	8%	9	75%	12
Financial Aid	10%	3	17%	3	17%	12	67%	18
Maintenance Service	10%	5	17%	4	13%	21	70%	30
Dean of Students	15%	3	16%	3	16%	13	68%	19
<b>Admissions &amp; Records</b>	14%	8	15%	9	17%	35	67%	52
<b>Provost EVC/RVS</b>	14%	6	12%	6	12%	37	76%	49
Microcomputer Support Services	15%	3	11%	3	11%	21	78%	27
Student Activities	9%	1	10%	2	20%	7	70%	10
<b>Campus Police</b>	12%	5	9%	8	15%	41	76%	54
<b>Duplication</b>	9%	3	6%	2	4%	42	89%	47
<b>Media</b>	8%	3	6%	2	4%	43	90%	48
<b>Learning Labs</b>	6%	3	6%	3	6%	43	88%	49
Testing Center	8%	2	5%	3	8%	32	86%	37
Special Populations (Services for the Disabled)	12%	1	4%	4	17%	19	79%	24
Mailroom	4%	1	4%	2	7%	24	89%	27
<b>Campus Manager</b>	8%	2	3%	7	12%	51	85%	60
<b>Library</b>	3%	1	2%	2	4%	49	94%	52
Weekend Supervisor	19%			2	33%	4	67%	6
Veterans Affairs	9%			2	22%	7	78%	9
Evening Supervisor	6%			4	20%	16	80%	20

Note - 10 highest used areas (based on total RVS responses) are in bold italics.

- Sorted in descending order of percent "Dissatisfied".
- Offices with fewer than 5 responses for this campus were not included.

Table 15  
Dissatisfaction with "Overall Quality" Sorted by Percent of All Respondents Dissatisfied  
Campus-based Office/Services

Campus-based Offices/Services	All Respondents % Dissatisfied	Cypress N* = 28		Northridge N* = 82		Rio Grande N* = 70		Eastview N* = 33		Pinnacle N* = 47		Riverside N* = 84	
		n	%	n	%	n	%	n	%	n	%	n	%
<b>Bookstore</b>	24%	3	18%	12	26%	6	19%	2	9%	6	23%	18	35%
Food Service	23%	2	13%	10	23%	5	56%	4	50%	1	3%	5	63%
Weekend Supervisor	19%			2	22%	3	30%						
Advising	19%	2	12%	10	38%	5	25%	2	13%	1	4%	6	19%
Counseling	15%	2	13%	7	28%	5	20%	1	6%			5	18%
Dean of Students	15%	3	30%	3	19%	4	17%	1	8%			3	16%
Microcomputer Support Services	15%			5	24%	4	15%			6	27%	3	11%
<b>Admissions &amp; Records</b>	14%	2	10%	10	20%	3	7%	3	14%	5	17%	8	15%
Special Populations (Services for the Disabled)	12%	1	6%	4	11%	7	27%	3	20%			1	4%
<b>Campus Police</b>	12%			14	25%	6	12%	3	13%	1	2%	5	9%
Assessment	11%	1	10%	3	20%	2	14%					3	19%
Maintenance Service	10%	1	8%	3	12%	3	9%	1	6%	2	6%	5	17%
Financial Aid	10%			1	6%	3	17%	2	15%			3	17%
<b>Cashier's Office</b>	10%			3	9%	5	15%			2	7%	7	18%
Career Center	10%	1	14%	1	25%	1	7%					2	17%
<b>Duplication</b>	9%			10	17%	5	9%	1	5%	2	6%	3	6%
<b>Custodial Service</b>	9%			3	7%	2	5%	2	10%	1	3%	10	19%
Veterans Affairs	9%					1	20%			1	100%		
Student Activities	9%			1	8%	3	14%					1	10%
<b>Testing Center</b>	8%	2	10%	5	13%	4	11%	1	6%	1	3%	2	5%
<b>Campus Manager</b>	8%	5	20%	4	8%	6	15%	1	4%	2	5%	2	3%
<b>Media</b>	8%			2	5%	6	13%	1	7%	2	11%	3	6%
<b>Learning Labs</b>	6%			4	7%	4	8%	1	4%	4	10%	3	6%
Evening Supervisor	6%	1	7%	2	10%	3	14%			1	4%		
Mailroom	4%					3	11%			1	4%	1	4%
<b>Library</b>	3%			1	2%	4	8%			1	3%	1	2%

\* N is the number of respondents indicating this campus as their primary campus.

Highly used offices (from Table 2) are in bold italics.

Sorted in descending order by "All Respondents % Dissatisfied".

Table 16 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality Campus-based Offices/Services: Cypress							
Cypress Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Dean of Students	10	4	40%	2	20%	3	30%
Campus Manager	25	3	13%	6	24%	5	20%
Bookstore	17	3	18%	4	24%	3	18%
Career Center	7	1	14%	1	14%	1	14%
Counseling	15	2	13%	2	13%	2	13%
Executive Dean PIN/CYP	16	1	6%	2	13%	2	13%
Food Service	16	1	6%	2	13%	2	13%
Advising	17	2	13%	2	13%	2	12%
Assessment	10	1	10%	1	10%	1	10%
Admissions & Records	21	3	15%	4	20%	2	10%
Testing Center	21	2	10%	2	10%	2	10%

*Note - Sorted in descending order by percent of "Overall Quality".*

- The offices listed are the top 11 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.
- Offices with fewer than 5 responses for this campus were not included.

Table 17  
Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality  
Campus-based Offices/Services: Eastview

Eastview Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Food Service	8	4	57%	3	43%	4	50%
Special Populations (Services for the Disabled)	15	3	20%	3	20%	3	20%
Financial Aid	13	1	8%	2	17%	2	15%
Admissions & Records	21	2	10%	4	20%	3	14%
Advising	15	1	7%	2	13%	2	13%
Provost EVC/RVS	31	3	10%	4	13%	4	13%
Campus Police	24	2	9%	5	22%	3	13%
Custodial Service	20	2	11%	3	15%	2	10%
Bookstore	22	2	10%	1	5%	2	9%
Dean of Students	12	1	8%	1	8%	1	8%

Note - Sorted in descending order by percent of "Overall Quality".

- The offices listed are the top 10 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.
- Offices with fewer than 5 responses for this campus were not included.

Table 18  
Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality  
Campus-based Offices/Services: Northridge

Northridge Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Advising	26	10	42%	11	46%	10	38%
Executive Dean NRG/RGC	43	10	24%	16	38%	13	30%
Counseling	25	7	28%	5	20%	7	28%
Bookstore	46	13	29%	11	24%	12	26%
Campus Police	57	14	25%	20	35%	14	25%
Microcomputer Support Services	21	5	24%	3	14%	5	24%
Food Service	44	10	23%	7	16%	10	23%
Weekend Supervisor	9	2	22%	2	22%	2	22%
Assessment	15	3	21%	5	36%	3	20%
Admissions & Records	51	13	27%	13	27%	10	20%

*Note - Sorted in descending order by percent of "Overall Quality".*

- *The offices listed are the top 10 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.*
- *Offices with fewer than 5 responses for this campus were not included.*

Table 19  
Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality  
Campus-based Offices/Services: Pinnacle

Pinnacle Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Microcomputer Support Services	22	6	29%	6	29%	6	27%
Bookstore	26	5	21%	4	17%	6	23%
Admissions & Records	30	3	10%	3	10%	5	17%
Media	18	2	13%	1	7%	2	11%
Learning Labs	42	5	12%	4	10%	4	10%
Cashier's Office	29	2	7%	2	7%	2	7%
Maintenance Service	33	3	10%	2	7%	2	6%
Duplication	34	2	6%	2	7%	2	6%
Campus Manager	39	2	5%	2	5%	2	5%
Advising	24	2	9%	2	9%	1	4%
Mailroom	24	1	5%	1	5%	1	4%
Executive Dean PIN/CYP	25	1	4%	2	9%	1	4%
Evening Supervisor	26	1	4%	1	4%	1	4%

Note - Sorted in descending order by percent of "Overall Quality".

- The offices listed are the top 13 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.
- Offices with fewer than 5 responses for this campus were not included.

Table 20  
Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality  
Campus-based Offices/Services: Rio Grande

Rio Grande Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Food Service	9	5	50%	5	50%	5	56%
Weekend Supervisor	10	3	30%	3	30%	3	30%
Executive Dean NRG/RGC	46	13	28%	15	33%	13	28%
Special Populations (Services for the Disabled)	26	5	19%	7	27%	7	27%
Advising	20	5	25%	4	21%	5	25%
Counseling	25	4	17%	3	13%	5	20%
Veterans Affairs	5	1	20%	1	20%	1	20%
Bookstore	31	6	19%	6	19%	6	19%
Dean of Students	24	5	21%	4	17%	4	17%
Financial Aid	18	2	11%	3	17%	3	17%

*Note - Sorted in descending order by percent of "Overall Quality".*

- The offices listed are the top 10 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.
- Offices with fewer than 5 responses for this campus were not included.

Table 21  
Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality  
Campus-based Offices/Services: Riverside

Riverside Offices/Services	Total	Promptness		Attitude		Overall Quality	
		n	%	n	%	n	%
Food Service	8	5	63%	5	71%	5	63%
Bookstore	51	18	36%	19	37%	18	35%
Advising	31	4	13%	4	14%	6	19%
Custodial Service	52	9	18%	7	14%	10	19%
Assessment	16	1	6%	3	19%	3	19%
Counseling	28	3	11%	3	11%	5	18%
Cashier's Office	40	7	17%	9	22%	7	18%
Career Center	12	1	8%	2	17%	2	17%
Financial Aid	18	2	11%	3	17%	3	17%
Maintenance Service	30	5	17%	2	7%	5	17%

*Note - Sorted in descending order by percent of "Overall Quality".*

- *The offices listed are the top 10 that had the highest levels of dissatisfaction on "Overall Quality" for this campus.*
- *Offices with fewer than 5 responses for this campus were not included.*

Chart 2  
Satisfaction Trends for the Cypress Creek Campus

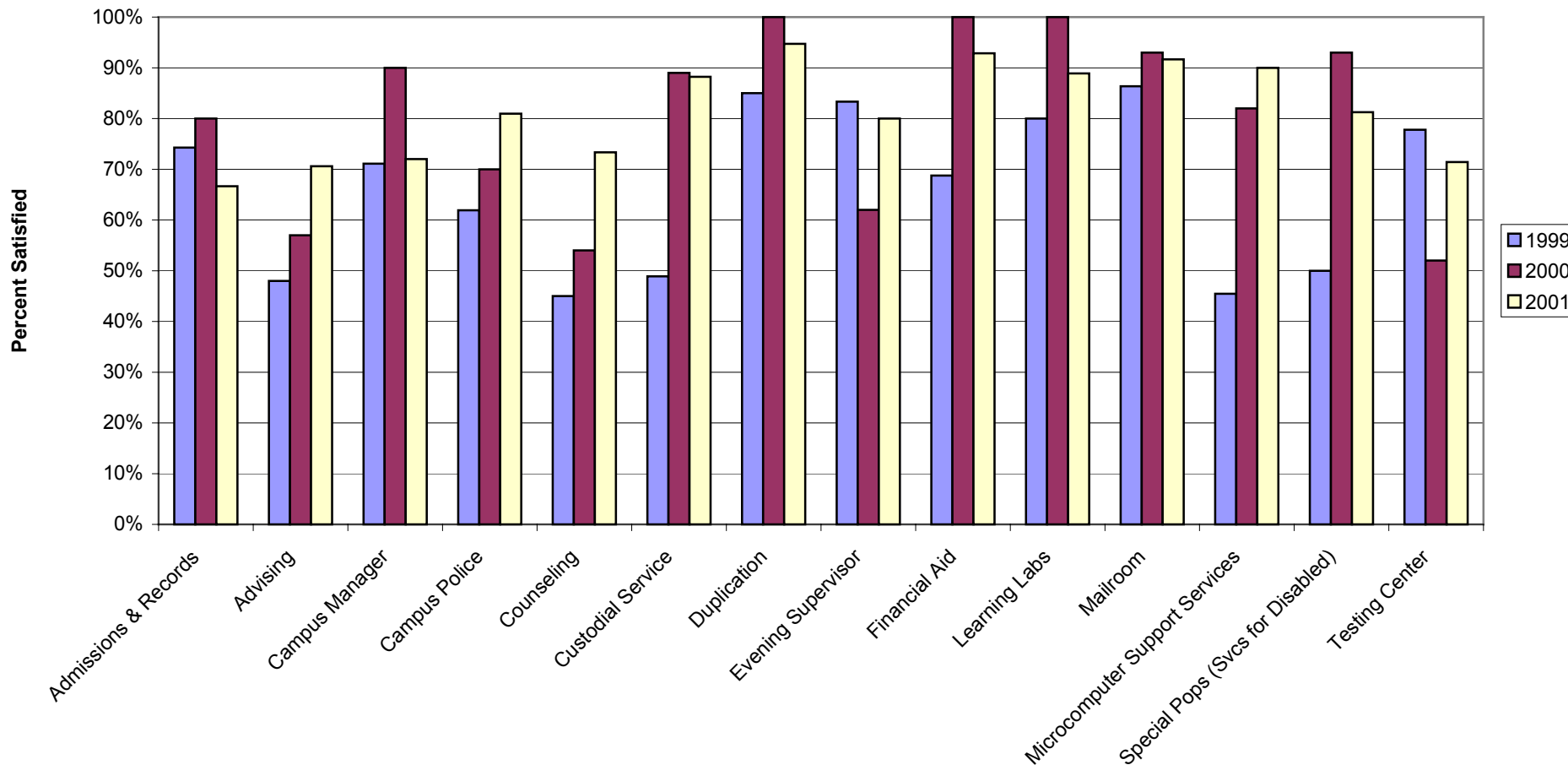


Chart 3  
Satisfaction Trends for the Eastview Campus Offices

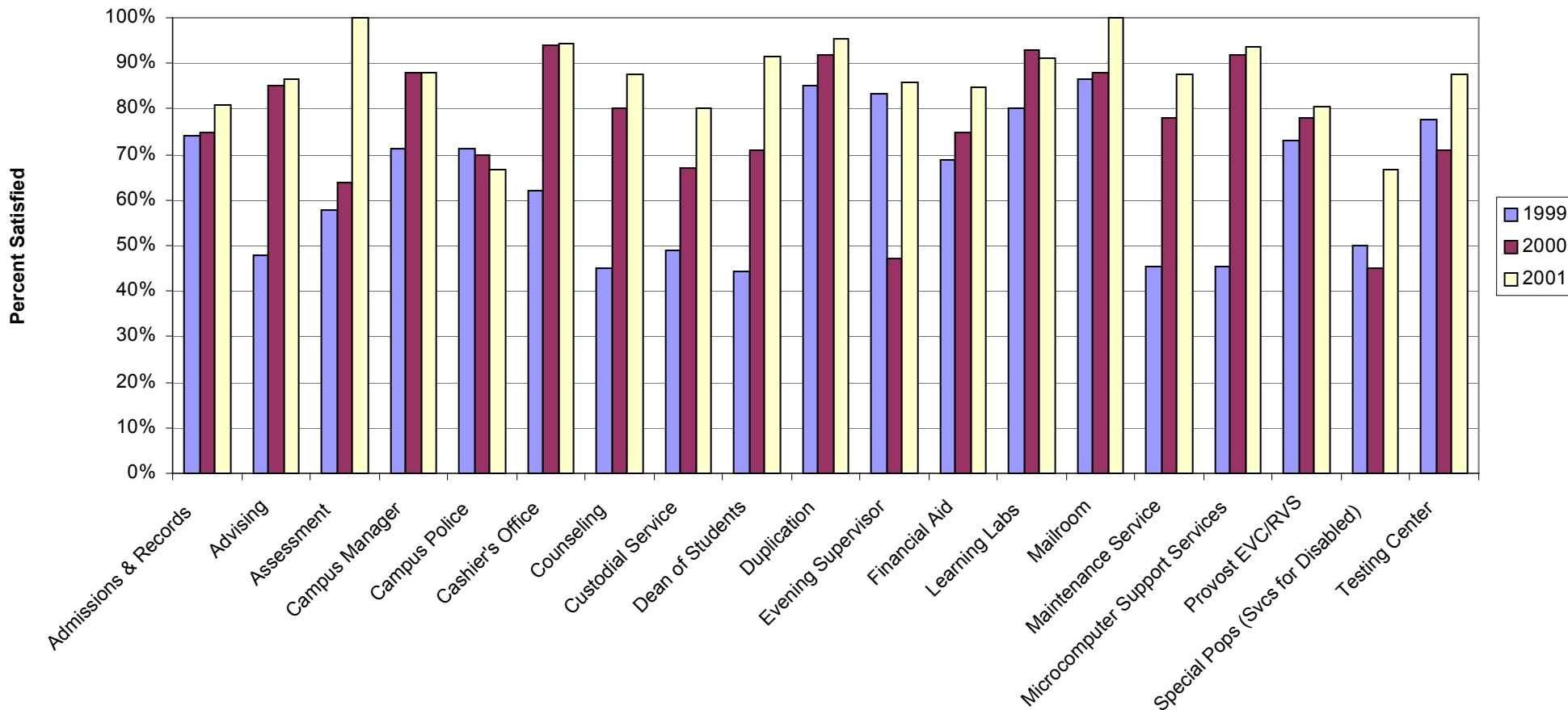


Chart 4  
Satisfaction Trends for the Northridge Campus Offices

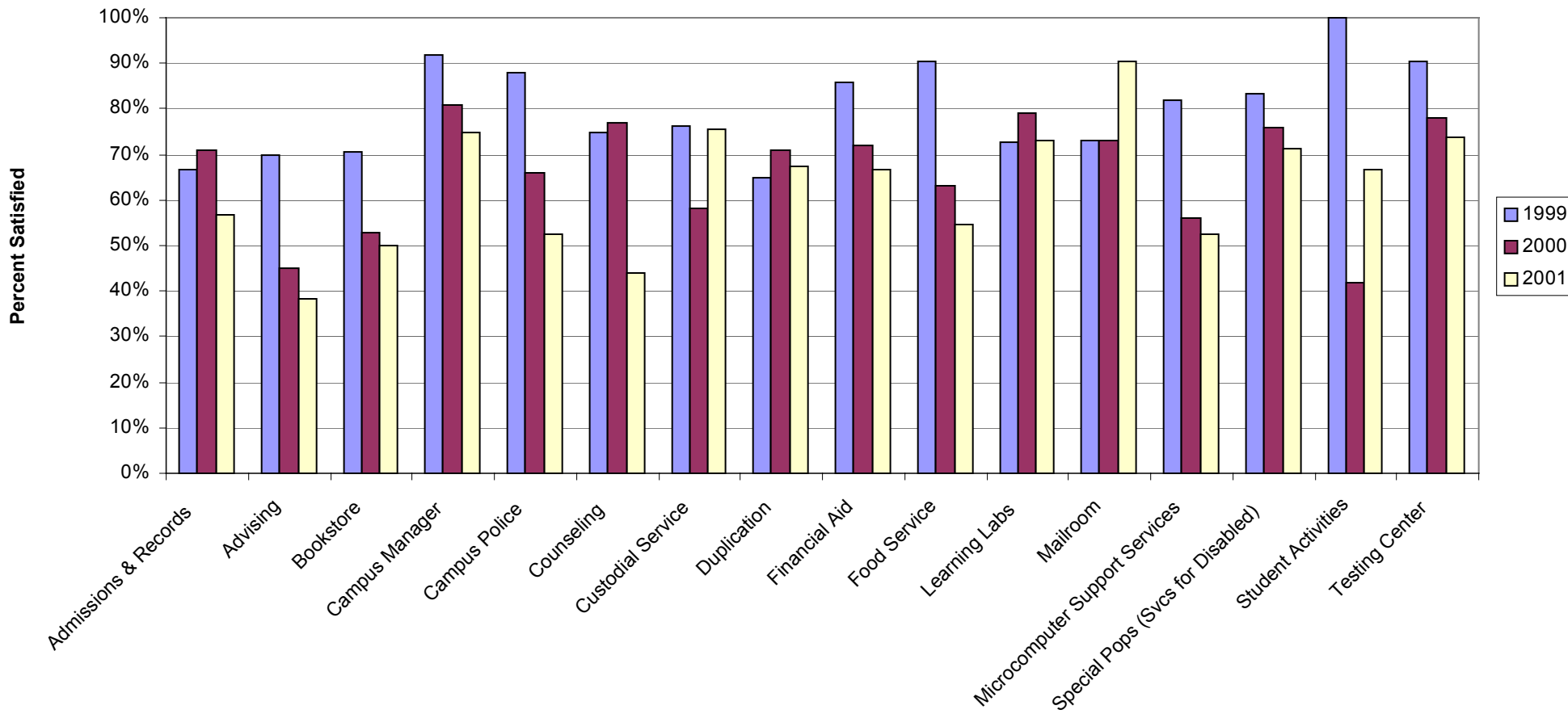


Chart 5  
Satisfaction Trends for the Pinnacle Campus Offices

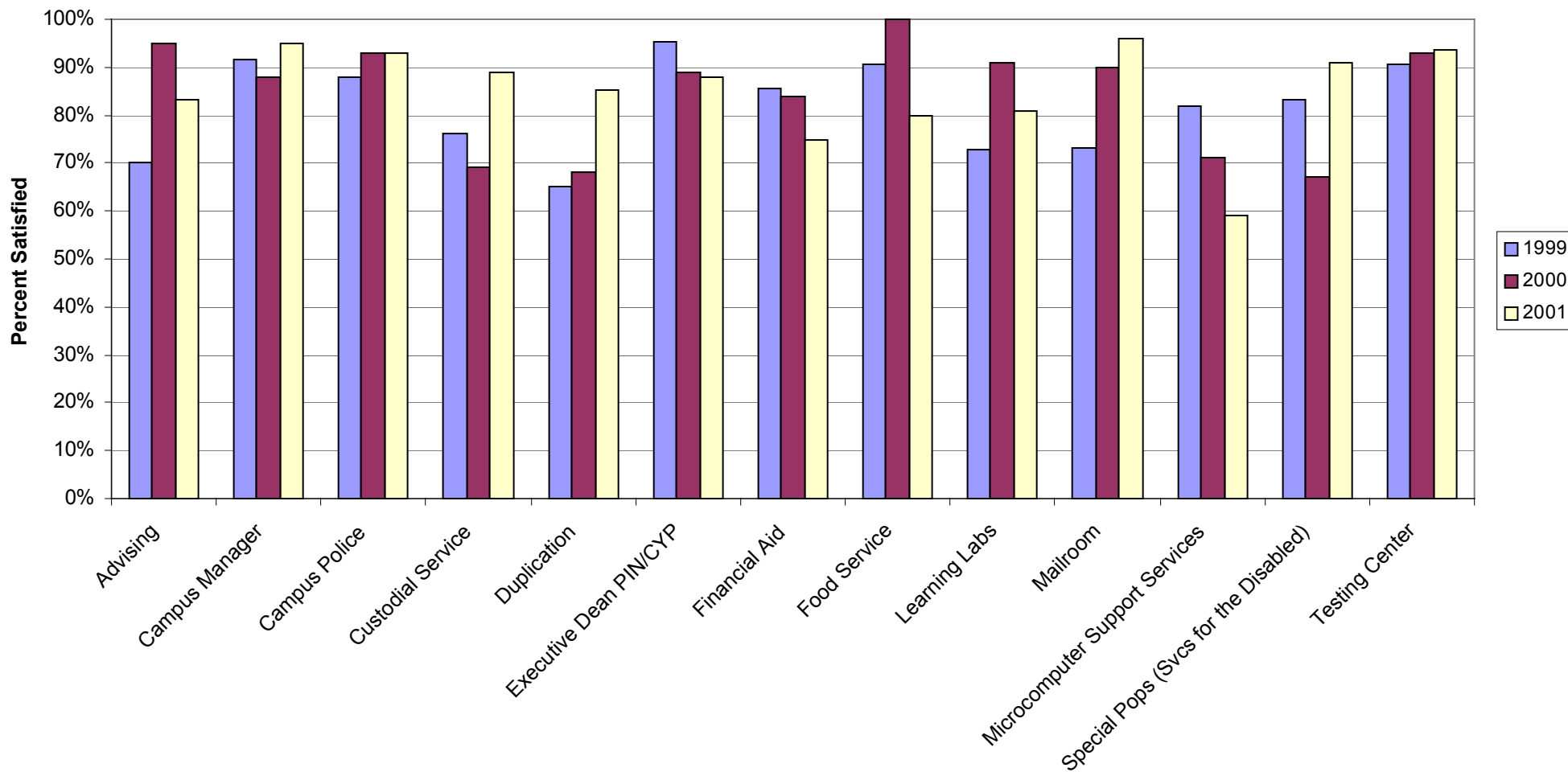


Chart 6  
Satisfaction Trends for Rio Grande Campus Offices

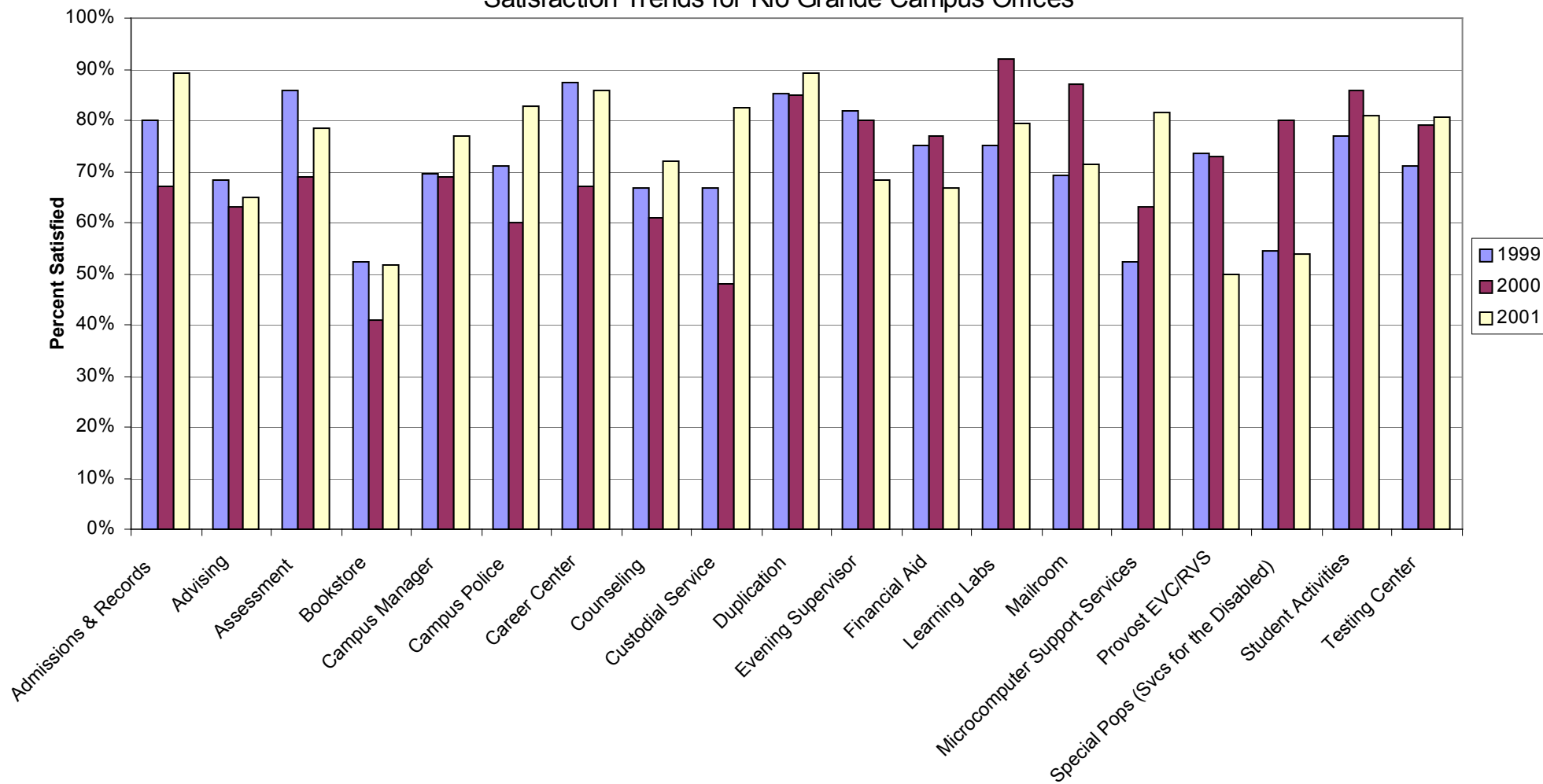


Chart 7  
Satisfaction Trends for Riverside Campus Offices

