



Spring 2003 Internal Customer Survey

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:

College-wide Questionnaire

For each question, use the following scale:
 1=very dissatisfied 2=dissatisfied 3=neutral
 4=satisfied 5=very satisfied

Office/Service	Have you used services in the last year? Yes	If yes , how satisfied were you with the services of this office?		
		overall quality	promptness	service attitude
Office of the EVP for Academic, Student, and Campus Affairs	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Academic Programs	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Arts and Humanities	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Communications	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Math and Sciences	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Social Behavioral Sciences	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Workforce Education	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Applied Technologies, Multimedia, and Public Service	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Business Studies	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Computer Studies and Advanced Technology	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Health Sciences	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean, Continuing Education	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Continuing Education Business Operations	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
HBC Room Scheduling	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Continuing Education	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Community Programs	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Customized Training	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Health Professions Institute	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Downtown Center	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Instructional Resources & Technology	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Faculty Development	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Faculty Evaluation	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Instructional Technology (Media, Instructional, and Computer Centers)	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Library Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Distance Learning	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Video Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
VCT Operations Office	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Information Technology	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
ACCNet Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Computer Help Desk	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
IT Programming	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Telephone System	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Records Management Office	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Instructional Support Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Adult Basic Education/ESL	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Bookstore	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Duplication Services (HBC)	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Grants Development	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Learning Labs	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of Early College Start	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Student Recruitment	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Testing Centers	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Retention & Student Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Admissions & Records	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Campus Student Services Offices	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Financial Aid	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Interpreter Services	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Special Populations	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Student Life (Student Activities)	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
TASP Office	Y	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

For each question, use the following scale:
 1=very dissatisfied 2=dissatisfied 3=neutral
 4=satisfied 5=very satisfied

Office/Service (continued)	Have you used services in the last year?	If yes , how satisfied were you with the services of this office?		
	Yes	overall quality	promptness	service attitude
Office of Marketing and Public Information	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Press Relations	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Publications Office	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the VP for Business Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Controller	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Accounts Payable	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Cashier	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Purchasing	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Inventory/Receiving	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Mail Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Budgeting	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the AVP for Facilities & Operations	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Buildings	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Campus Police	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Grounds	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Maintenance (Repairs)	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Renovation/Construction	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Risk Management	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the AVP for Human Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Benefits	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Compensation Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Employment/Hiring Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Payroll Office	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Records	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Staff Development	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
President's Office	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
ACC Foundation	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Institutional Effectiveness	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Internal Audit	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<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?
Organizational Reference	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N	Student Handbook	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N
Board of Trustees Policies	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N	ACC Bulletin Board	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N
Administrative Rules	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N	ACC Insider	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N
Faculty Handbook	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N	ACC Website, Overall	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N
Employee Handbook	<input checked="" type="radio"/>	<input checked="" type="radio"/> <input type="radio"/> N	ACC Internal Website, Overall	<input checked="" type="radio"/>	<input checked="" type="radio"/> <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
---	---

Thank you for completing this questionnaire.