

Austin Community College
Internal Customer Satisfaction Survey

Spring 2004

Analysis of Campus-based Services

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**Internal Customer Survey
Spring 2004**

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Note: Tables and figures were prepared with the assistance of Charlene Knight. Data were compiled by Ziv Shafir

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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 was administered in Spring 2004. Similar surveys were administered in 1998, 2000, 2001, 2002, and 2003. 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 437 surveys returned, 366 indicated a primary campus and are the basis of this analysis. The number of respondents for campuses varied from 83 (or 23%) for Rio Grande, to 35 (or 10%) 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	35	10%
Eastview	46	13%
Northridge	78	21%
Pinnacle	55	15%
Rio Grande	83	23%
Riverside	69	19%
Total	366	100%

NOTE: Individual campus analyses are based only on the data from these respondents

In aggregate, a number of campus-based areas received higher numbers of responses overall than those that are college-wide. For example, *Campus Police* had 194 responses on the college-wide survey and 269 responses from campus-based areas. Here, all but nine areas had 100 or more respondents. [Table 2] In considering three years of survey results, *Campus Police* (269 or 62% of respondents) and *Duplication* (250 or 58% of respondents) continue to be some of the most used areas. Also included in the list of highly-used campus-based offices in this year's results were the *Campus Manager Offices* (268 or 62%), the *Mailroom* (265 or 61%), *Admissions and Records Offices* (230 or 53%), and *Custodial Services* (226 or 52%).

In general, respondents were most satisfied (over 85% satisfied) with the *Libraries* (88%), *Duplication Services* (86%), the *Mailroom* (86%), and the *Learning Labs* (88%). The respondents were most dissatisfied (over 20% dissatisfied) with the *Dean of Students* (20%). [Table 3]

Of the 28 offices in this survey, 22 exceeded the benchmark of 70% in customer satisfaction. These offices are: *Admissions & Records; Advising; Assessment; Campus Managers Offices; Campus Police; Cashier's Offices; Career Centers; Counseling; Custodial Services; Duplication Services; Evening Supervisors; Financial Aid; Learning Labs; Libraries; Mailroom; Maintenance Services; Media; Microcomputer Support Services; Provost; Campus Operations; Student Activities; Students with Disabilities; and Testing Centers*. [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. Only 7 offices had an increase or decrease over 5%. These seven offices, all with decreases in satisfaction levels of more than 5%, include the *Custodial Services* (-7%), *Counseling Services* (-7%), *Financial Aid* (-12%), *Special Populations* (-15%), *Veteran Affairs* (-16%), and the *Weekend Supervisors* (-16%). [Table 4]

Changes in satisfaction over a four year period can be seen for campus-based office in Chart 1. This chart shows the overall ratings of satisfaction for campus offices from the surveys conducted in 2001-2004. Offices such as the *Cashiers Office* have improved and maintained levels of satisfaction while other offices, such as the *Weekend Supervisor*, have shown improvement from 2002 to 2003 but had a decrease in satisfaction in 2004.

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 did not have a total of five responses by that group.

Table 5 shows a wide range of dissatisfaction levels, 4% - 20%, for all employee groups combined. Ratings also varied by group. For example, the *Dean of Students* had a high level of satisfaction for Adjunct Faculty, but Full-Time Faculty and Non-Faculty were more moderate in their assessment. On the other hand, Full-Time Faculty were more dissatisfied with *Microcomputer Support Services* than either Adjunct Faculty or Non-Faculty.

As shown in Tables 6 through 8, Full-Time Faculty were most dissatisfied with the *Dean of Students* (29%), the *Bookstores* (25%), and the *Career Centers* (25%), while Adjunct Faculty were most dissatisfied with *Maintenance Service* (24%) and the *Bookstores* (19%). Non-Faculty were most dissatisfied with the *Dean of Students* (29%) and *Food Service* (17%).

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 83 for Rio Grande to a low of 35 for Cypress (Table 1). Results for Cypress and Eastview 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 35 respondents indicated they were most familiar with Cypress Creek, offices had between 5 and 31 responses. Four areas had fewer than 10 responses. Even so, the high-use **Campus Police** had 19% respondents who were dissatisfied at this campus as compared to a 13% 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 all areas broken out by campuses. Of the highly used areas, the *Campus Police* had the highest dissatisfaction ratings overall—of the 269 respondents

who rated the *Campus Police*, 13% indicated dissatisfaction. However, at Riverside, the level of dissatisfaction for *Campus Police* was 26%, double the overall rating at other campuses.

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. Please keep in mind that when an office had received less than 20 responses at a campus, those results should be viewed very broadly. With small response levels, the shift of one or two responses can make a big impact in the satisfaction/dissatisfaction percentages but not have much significance overall.

Charts 2 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 2001, 2002, 2003., and 2004. Offices with fewer than five responses at a campus are not included since the validity of such small samples is questionable. Trends in satisfaction shown on the charts can be attributed to changes in processes, personnel, or suppliers. Each office should identify drops in satisfaction of 10% 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 requirements of faculty and staff, in addition to the meeting of needs of students. As this is the fifth 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 % of Total Responses		
NOTE 1: Offices above the bold line are considered to be highly used		
Campus-based Offices/Services	Number requesting/ receiving services	% of total responses
Campus Police	269	62%
Campus Manager	268	62%
Mailroom	265	61%
Duplication	250	58%
Admissions & Records	230	53%
Custodial Service	226	52%
Library	211	49%
Media	206	48%
Bookstore	200	46%
Cashier's Office	194	45%
Provost, Campus Operations	189	44%
Testing Center	189	44%
Students with Disabilities	183	42%
Food Service	168	39%
Maintenance Service	168	39%
Advising	143	33%
Learning Labs	127	29%
Microcomputer Support Services	126	29%
Counseling	125	29%
Evening Supervisor	121	28%
Dean of Students	109	25%
Financial Aid	101	23%
Assessment	79	18%
Student Activities	77	18%
Career Center	74	17%
Weekend Supervisor	48	11%
Special Populations	45	10%
Veterans Affairs	38	9%

Table 3

Campus-based Offices/Services Ratings of "Overall Quality" Sorted by % Satisfied							
NOTE 1: Sorted in descending order of percent "Satisfied"							
NOTE 2: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
Campus-based Offices/Services	Total	Satisfied		Neutral		Dissatisfied	
	n	n	%	n	%	n	%
Library	209	183	88%	17	8%	9	4%
Duplication	248	214	86%	23	9%	11	4%
Mailroom	262	225	86%	21	8%	16	6%
Learning Labs	124	105	85%	13	10%	6	5%
Cashier's Office	190	160	84%	19	10%	11	6%
Testing Center	186	155	83%	20	11%	11	6%
Media	200	165	83%	19	10%	16	8%
Custodial Service	225	185	82%	22	10%	18	8%
Career Center	68	55	81%	6	9%	7	10%
Campus Manager	268	216	81%	27	10%	25	9%
Evening Supervisor	120	96	80%	14	12%	10	8%
Admissions & Records	226	175	77%	30	13%	21	9%
Student Activities	74	57	77%	10	14%	7	9%
Financial Aid	99	76	77%	14	14%	9	9%
Campus Police	265	199	75%	31	12%	35	13%
Provost, Campus Operations	184	138	75%	23	13%	23	13%
Assessment	76	57	75%	11	14%	8	11%
Students with Disabilities	180	135	75%	28	16%	17	9%
Microcomputer Support Services	123	91	74%	19	15%	13	11%
Maintenance Service	164	121	74%	27	16%	16	10%
Advising	142	101	71%	21	15%	20	14%
Counseling	119	83	70%	19	16%	17	14%
Food Service	167	116	69%	25	15%	26	16%
Special Populations	42	29	69%	9	21%	4	10%
Weekend Supervisor	47	31	66%	11	23%	5	11%
Bookstore	197	128	65%	34	17%	35	18%
Dean of Students	105	66	63%	18	17%	21	20%
Veterans Affairs	37	23	62%	7	19%	7	19%

Table 4

Campus-based Offices/Services 2003 - 2004 Comparison															
Change in Satisfied Rating of "Overall Quality" Sorted by Percent Change															
NOTE 1: Sorted in descending order of "Change in % Satisfied"															
NOTE 2: Only includes offices with data from 2003 and 2004 surveys															
NOTE 3: Remember that a small number of responses can distort the validity of data															
Campus-based Office/Service	2004							2003							Change in % Satisfied*
	Total	Satisfied		Neutral		Dissatisfied		Total	Satisfied		Neutral		Dissatisfied		
	n	n	%	n	%	n	%	n	n	%	n	%	n	%	
Bookstore	197	128	65%	34	17%	35	18%	184	110	60%	44	24%	30	16%	5%
Admissions & Records	226	175	77%	30	13%	21	9%	221	164	74%	33	15%	24	11%	3%
Food Service	167	116	69%	25	15%	26	16%	112	77	69%	21	19%	14	13%	1%
Library	209	183	88%	17	8%	9	4%	205	179	87%	19	9%	7	3%	0%
Career Center	68	55	81%	6	9%	7	10%	52	42	81%	8	15%	2	4%	0%
Advising	142	101	71%	21	15%	20	14%	138	98	71%	19	14%	21	15%	0%
Cashier's Office	190	160	84%	19	10%	11	6%	173	146	84%	22	13%	5	3%	0%
Campus Police	265	199	75%	31	12%	35	13%	231	174	75%	31	13%	26	11%	0%
Mailroom	262	225	86%	21	8%	16	6%	132	115	87%	12	9%	5	4%	-1%
Maintenance Service	164	121	74%	27	16%	16	10%	133	100	75%	23	17%	10	8%	-1%
Duplication	248	214	86%	23	9%	11	4%	215	190	88%	15	7%	10	5%	-2%
Evening Supervisor	120	96	80%	14	12%	10	8%	90	74	82%	12	13%	4	4%	-2%
Dean of Students	105	66	63%	18	17%	21	20%	101	66	65%	11	11%	24	24%	-2%
Campus Manager	268	216	81%	27	10%	25	9%	221	185	84%	18	8%	18	8%	-3%
Learning Labs	124	105	85%	13	10%	6	5%	224	198	88%	15	7%	11	5%	-4%
Testing Center	186	155	83%	20	11%	11	6%	155	136	88%	9	6%	10	6%	-4%
Media	200	165	83%	19	10%	16	8%	160	140	88%	8	5%	12	8%	-5%
Student Activities	74	57	77%	10	14%	7	9%	51	42	82%	5	10%	4	8%	-5%
Assessment	76	57	75%	11	14%	8	11%	82	66	80%	8	10%	8	10%	-5%
Microcomputer Support Services	123	91	74%	19	15%	13	11%	117	94	80%	10	9%	13	11%	-6%
Custodial Service	225	185	82%	22	10%	18	8%	191	170	89%	14	7%	7	4%	-7%
Counseling	119	83	70%	19	16%	17	14%	123	95	77%	15	12%	13	11%	-7%
Financial Aid	99	76	77%	14	14%	9	9%	87	77	89%	6	7%	4	5%	-12%
Special Populations	42	29	69%	9	21%	4	10%	118	99	84%	12	10%	7	6%	-15%
Veterans Affairs	37	23	62%	7	19%	7	19%	27	21	78%	4	15%	2	7%	-16%
Weekend Supervisor	47	31	66%	11	23%	5	11%	28	23	82%	2	7%	3	11%	-16%

Chart 1
Satisfaction Trends: Campus Offices

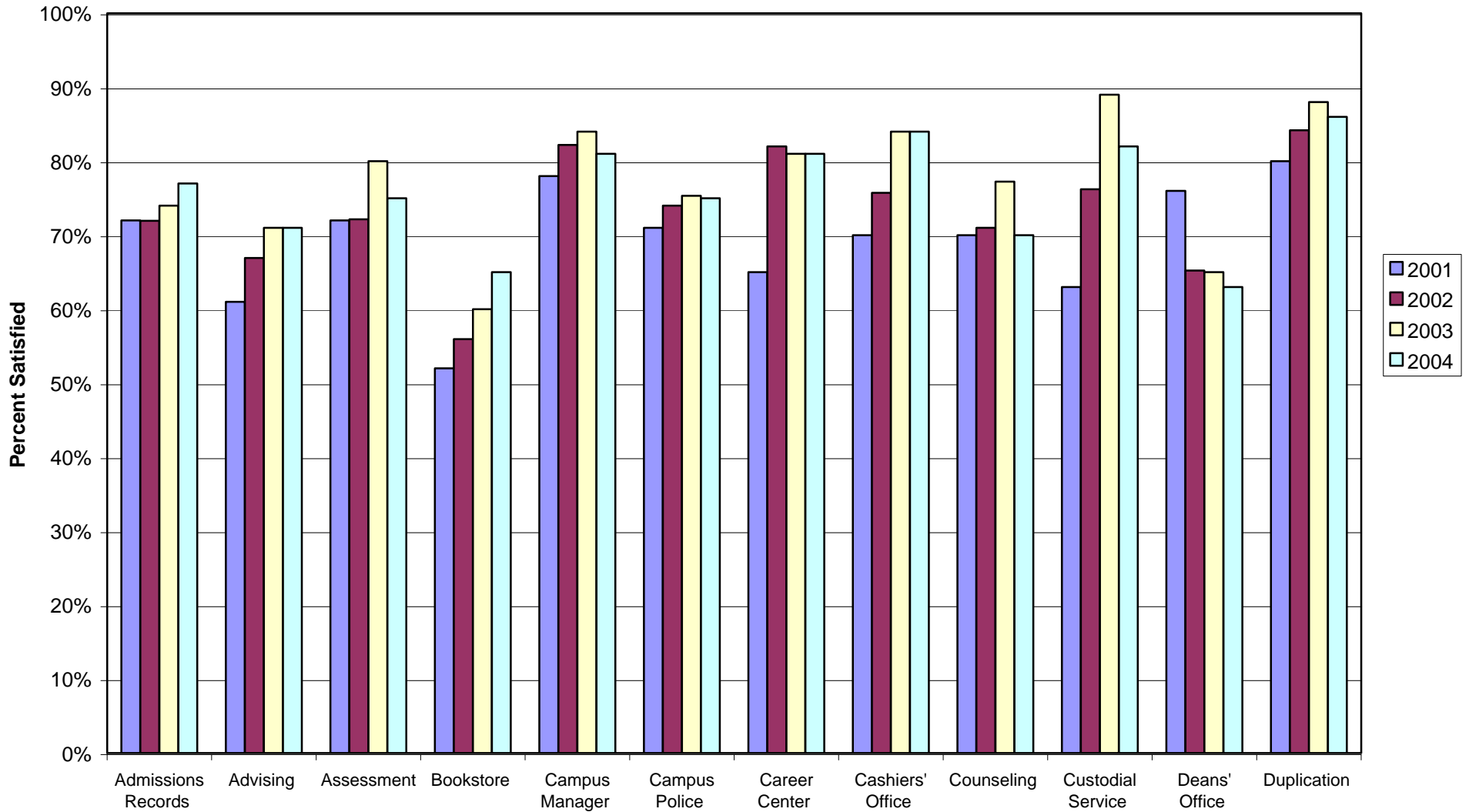


Chart 1 (continued)
Satisfaction Trends: Campus Offices

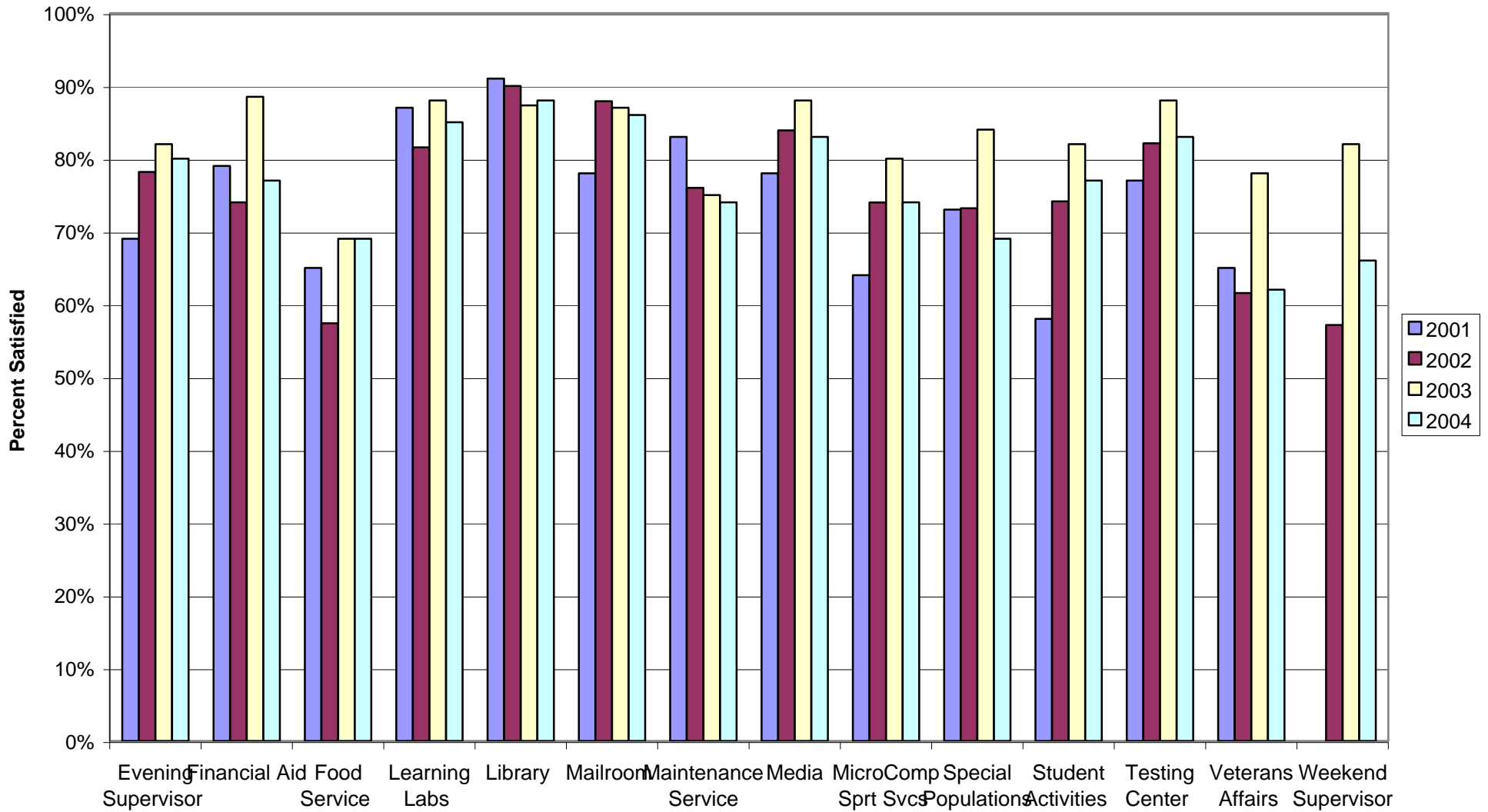


Table 5

Campus-based Offices/Service												
Ratings of "Overall Quality" Sorted by Dissatisfaction Level of All Respondents												
NOTE 1: Sorted in descending order by percent of "Dissatisfaction" of All Respondents												
NOTE 2: Remember that a small number of responses can distort the validity of data												
Campus-based Offices/Services	All Respondents			Full-Time Faculty			Adjunct Faculty			Non-Faculty		
	Total	n	%	Total	n	%	Total	n	%	Total	n	%
Dean of Students	105	21	20%	21	6	29%	10	1	10%	74	14	19%
Veterans Affairs	37	7	19%	4	2	50%	1			32	5	16%
Bookstore	197	35	18%	55	14	25%	47	9	19%	91	12	13%
Food Service	167	26	16%	44	6	14%	35	5	14%	87	15	17%
Counseling	119	17	14%	31	5	16%	18	2	11%	69	10	14%
Advising	142	20	14%	39	7	18%	19	3	16%	82	10	12%
Campus Police	265	35	13%	64	10	16%	71	7	10%	126	17	13%
Provost, Campus Operations	184	23	13%	50	8	16%	36	2	6%	97	13	13%
Weekend Supervisor	47	5	11%	12			6	1	17%	29	4	14%
Microcomputer Support Services	123	13	11%	39	8	21%	13			70	5	7%
Assessment	76	8	11%	11	2	18%	6	1	17%	58	5	9%
Career Center	68	7	10%	8	2	25%	6	1	17%	51	4	8%
Maintenance Service	164	16	10%	39	3	8%	17	4	24%	107	9	8%
Special Populations	42	4	10%	5	1	20%	2			34	3	9%
Student Activities	74	7	9%	17	2	12%	5			51	5	10%
Students with Disabilities	180	17	9%	51	7	14%	50	3	6%	78	7	9%
Campus Manager	268	25	9%	68	2	3%	67	9	13%	131	14	11%
Admissions & Records	226	21	9%	65	6	9%	57	6	11%	103	9	9%
Financial Aid	99	9	9%	20	3	15%	6	1	17%	71	5	7%
Evening Supervisor	120	10	8%	27	1	4%	30	1	3%	63	8	13%
Custodial Service	225	18	8%	60	7	12%	50	3	6%	113	8	7%
Media	200	16	8%	55	4	7%	50	6	12%	92	6	7%
Mailroom	262	16	6%	64	4	6%	79	4	5%	115	8	7%
Testing Center	186	11	6%	48	3	6%	61	3	5%	74	5	7%
Cashier's Office	190	11	6%	42	1	2%	33	1	3%	113	8	7%
Learning Labs	124	6	5%	35	4	11%	27	1	4%	59	1	2%
Duplication	248	11	4%	67	2	3%	74	3	4%	105	6	6%
Library	209	9	4%	54	2	4%	59	4	7%	92	3	3%

Table 6

Campus-based Offices/Services Full-Time Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Dean of Students	21	6	29%	4	19%	11	52%
Bookstore	55	14	25%	12	22%	29	53%
Career Center	8	2	25%	1	13%	5	63%
Microcomputer Support Services	39	8	21%	4	10%	27	69%
Special Populations	5	1	20%	2	40%	2	40%
Assessment	11	2	18%	2	18%	7	64%
Advising	39	7	18%	7	18%	25	64%
Counseling	31	5	16%	4	13%	22	71%
Provost, Campus Operations	50	8	16%	8	16%	34	68%
Campus Police	64	10	16%	9	14%	45	70%
Financial Aid	20	3	15%	3	15%	14	70%
Students with Disabilities	51	7	14%	9	18%	35	69%
Food Service	44	6	14%	5	11%	33	75%
Student Activities	17	2	12%	3	18%	12	71%
Custodial Service	60	7	12%	7	12%	46	77%
Learning Labs	35	4	11%	4	11%	27	77%
Admissions & Records	65	6	9%	5	8%	54	83%
Maintenance Service	39	3	8%	9	23%	27	69%
Media	55	4	7%	6	11%	45	82%
Mailroom	64	4	6%	1	2%	59	92%
Testing Center	48	3	6%	5	10%	40	83%
Library	54	2	4%	2	4%	50	93%
Evening Supervisor	27	1	4%	2	7%	24	89%
Duplication	67	2	3%	3	4%	62	93%
Campus Manager	68	2	3%	5	7%	61	90%
Cashier's Office	42	1	2%	10	24%	31	74%
Weekend Supervisor	12			1	8%	11	92%

Table 7

Campus-based Offices/Services Adjunct Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Maintenance Service	17	4	24%			13	76%
Bookstore	47	9	19%	6	13%	32	68%
Weekend Supervisor	6	1	17%	1	17%	4	67%
Assessment	6	1	17%	1	17%	4	67%
Career Center	6	1	17%			5	83%
Financial Aid	6	1	17%	1	17%	4	67%
Advising	19	3	16%			16	84%
Food Service	35	5	14%	5	14%	25	71%
Campus Manager	67	9	13%	4	6%	54	81%
Media	50	6	12%	2	4%	42	84%
Counseling	18	2	11%	2	11%	14	78%
Admissions & Records	57	6	11%	9	16%	42	74%
Dean of Students	10	1	10%			9	90%
Campus Police	71	7	10%	5	7%	59	83%
Library	59	4	7%	3	5%	52	88%
Students with Disabilities	50	3	6%	7	14%	40	80%
Custodial Service	50	3	6%	7	14%	40	80%
Provost, Campus Operations	36	2	6%	1	3%	33	92%
Mailroom	79	4	5%	7	9%	68	86%
Testing Center	61	3	5%	4	7%	54	89%
Duplication	74	3	4%	7	9%	64	86%
Learning Labs	27	1	4%			26	96%
Evening Supervisor	30	1	3%	1	3%	28	93%
Cashier's Office	33	1	3%	1	3%	31	94%
Microcomputer Support Services	13			2	15%	11	85%
Student Activities	5			1	20%	4	80%

Table 8

Campus-based Offices/Services Non-Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Dean of Students	74	14	19%	14	19%	46	62%
Food Service	87	15	17%	15	17%	57	66%
Veterans Affairs	32	5	16%	6	19%	21	66%
Counseling	69	10	14%	13	19%	46	67%
Weekend Supervisor	29	4	14%	9	31%	16	55%
Campus Police	126	17	13%	17	13%	92	73%
Provost, Campus Operations	97	13	13%	14	14%	70	72%
Bookstore	91	12	13%	16	18%	63	69%
Evening Supervisor	63	8	13%	11	17%	44	70%
Advising	82	10	12%	12	15%	60	73%
Campus Manager	131	14	11%	16	12%	101	77%
Student Activities	51	5	10%	6	12%	40	78%
Students with Disabilities	78	7	9%	11	14%	60	77%
Special Populations	34	3	9%	7	21%	24	71%
Admissions & Records	103	9	9%	16	16%	78	76%
Assessment	58	5	9%	8	14%	45	78%
Maintenance Service	107	9	8%	18	17%	80	75%
Career Center	51	4	8%	4	8%	43	84%
Microcomputer Support Services	70	5	7%	13	19%	52	74%
Cashier's Office	113	8	7%	8	7%	97	86%
Custodial Service	113	8	7%	8	7%	97	86%
Financial Aid	71	5	7%	9	13%	57	80%
Mailroom	115	8	7%	12	10%	95	83%
Testing Center	74	5	7%	10	14%	59	80%
Media	92	6	7%	10	11%	76	83%
Duplication	105	6	6%	13	12%	86	82%
Library	92	3	3%	11	12%	78	85%
Learning Labs	59	1	2%	9	15%	49	83%

Table 9

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Cypress Creek Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Cypress Offices/Services	All Campus-based % Dissatisfied	Cypress Creek Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Dean of Students	20%	6	43%	5	36%	3	21%	14
Student Activities	9%	2	40%	1	20%	2	40%	5
Advising	14%	4	29%	2	14%	8	57%	14
Assessment	11%	2	29%	2	29%	3	43%	7
Campus Police	13%	5	19%	4	15%	17	65%	26
Counseling	14%	2	18%	3	27%	6	55%	11
Admissions & Records	9%	3	18%	3	18%	11	65%	17
Provost, Campus Operations	13%	2	13%	2	13%	11	73%	15
Bookstore	18%	2	13%	1	6%	13	81%	16
Evening Supervisor	8%	1	6%			15	94%	16
Students with Disabilities	9%	1	6%	3	18%	13	76%	17
Library	4%	1	5%	1	5%	17	89%	19
Custodial Service	8%	1	4%	2	8%	21	88%	24
Campus Manager	9%					31	100%	31
Media	8%					21	100%	21
Testing Center	6%			2	10%	18	90%	20
Mailroom	6%			1	5%	18	95%	19
Cashier's Office	6%					17	100%	17
Duplication	4%			2	13%	14	88%	16
Food Service	16%			1	7%	13	93%	14
Maintenance Service	10%					13	100%	13
Microcomputer Support Services	11%					11	100%	11
Learning Labs	5%			1	10%	9	90%	10
Financial Aid	9%			1	11%	8	89%	9
Career Center	10%					7	100%	7

Table 10

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Eastview Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Eastview Offices/Services	All Campus-based % Dissatisfied	Eastview Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Special Populations	10%	2	40%	2	40%	1	20%	5
Career Center	10%	2	22%	2	22%	5	56%	9
Weekend Supervisor	11%	1	20%	1	20%	3	60%	5
Counseling	14%	2	17%	2	17%	8	67%	12
Student Activities	9%	1	14%	1	14%	5	71%	7
Food Service	16%	3	14%	1	5%	18	82%	22
Assessment	11%	1	13%	1	13%	6	75%	8
Cashier's Office	6%	3	12%	2	8%	20	80%	25
Bookstore	18%	3	11%	6	22%	18	67%	27
Evening Supervisor	8%	1	11%	1	11%	7	78%	9
Dean of Students	20%	1	9%	1	9%	9	82%	11
Financial Aid	9%	1	8%	3	25%	8	67%	12
<i>Duplication</i>	4%	2	7%	1	4%	25	89%	28
Media	8%	2	7%	3	11%	23	82%	28
Learning Labs	5%	1	7%	1	7%	12	86%	14
<i>Custodial Service</i>	8%	2	7%	2	7%	26	87%	30
<i>Mailroom</i>	6%	2	7%	5	17%	23	77%	30
Advising	14%	1	7%	2	13%	12	80%	15
Provost, Campus Operations	13%	2	6%	4	13%	25	81%	31
<i>Campus Police</i>	13%	2	6%	3	9%	29	85%	34
Students with Disabilities	9%	1	6%	2	11%	15	83%	18
Testing Center	6%	1	6%	4	22%	13	72%	18
<i>Campus Manager</i>	9%	2	5%	5	14%	30	81%	37
Microcomputer Support Services	11%	1	5%	4	18%	17	77%	22
<i>Admissions & Records</i>	9%	1	4%	4	17%	18	78%	23
Maintenance Service	10%	1	4%	4	15%	21	81%	26
Library	4%	1	4%	2	7%	25	89%	28

Table 11

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Northridge Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Northridge Offices/Services	All Campus-based % Dissatisfied	Northridge Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Food Service	16%	9	22%	7	17%	25	61%	41
<i>Campus Manager</i>	9%	11	20%	5	9%	39	71%	55
Media	8%	8	19%	6	14%	28	67%	42
Dean of Students	20%	4	18%	2	9%	16	73%	22
Veterans Affairs	19%	2	18%	2	18%	7	64%	11
Student Activities	9%	2	17%	2	17%	8	67%	12
<i>Campus Police</i>	13%	10	16%	9	15%	42	69%	61
Evening Supervisor	8%	4	15%	5	19%	18	67%	27
Bookstore	18%	6	14%	14	32%	24	55%	44
Students with Disabilities	9%	6	13%	6	13%	33	73%	45
Advising	14%	4	13%	4	13%	23	74%	31
Provost, Campus Operations	13%	5	12%	4	10%	32	78%	41
Cashier's Office	6%	5	12%	5	12%	31	76%	41
Counseling	14%	3	12%	5	20%	17	68%	25
Assessment	11%	2	11%	3	17%	13	72%	18
Weekend Supervisor	11%	2	11%	4	21%	13	68%	19
Microcomputer Support Services	11%	2	10%	4	20%	14	70%	20
Financial Aid	9%	2	10%	1	5%	18	86%	21
<i>Admissions & Records</i>	9%	5	9%	11	20%	39	71%	55
Career Center	10%	1	9%	1	9%	9	82%	11
<i>Duplication</i>	4%	5	8%	4	7%	51	85%	60
<i>Mailroom</i>	6%	5	8%	4	7%	52	85%	61
<i>Custodial Service</i>	8%	3	7%	8	18%	34	76%	45
Maintenance Service	10%	2	6%	3	9%	28	85%	33
Testing Center	6%	2	5%	4	11%	31	84%	37
Library	4%	2	5%	3	8%	34	87%	39
Learning Labs	5%	1	4%	1	4%	21	91%	23
Special Populations	10%			1	17%	5	83%	6

Table 12

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Pinnacle Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Pinnacle Offices/Services	All Campus-based % Dissatisfied	Pinnacle Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Bookstore	18%	8	25%	2	6%	22	69%	32
Assessment	11%	2	18%	2	18%	7	64%	11
Financial Aid	9%	2	15%	3	23%	8	62%	13
<i>Admissions & Records</i>	9%	6	15%	5	12%	30	73%	41
Food Service	16%	4	13%	5	17%	21	70%	30
Advising	14%	3	12%	4	15%	19	73%	26
Microcomputer Support Services	11%	2	11%	2	11%	14	78%	18
Career Center	10%	1	10%			9	90%	10
Dean of Students	20%	1	7%	3	21%	10	71%	14
Library	4%	2	7%	2	7%	25	86%	29
Testing Center	6%	2	6%	2	6%	28	88%	32
Counseling	14%	1	6%	3	18%	13	76%	17
<i>Custodial Service</i>	8%	2	5%	1	3%	34	92%	37
Provost, Campus Operations	13%	1	5%	2	11%	16	84%	19
Learning Labs	5%	1	5%	1	5%	18	90%	20
Media	8%	1	5%	2	10%	18	86%	21
<i>Mailroom</i>	6%	2	5%	5	12%	36	84%	43
Cashier's Office	6%	1	4%	1	4%	24	92%	26
Maintenance Service	10%	1	4%	3	11%	23	85%	27
Students with Disabilities	9%	1	4%	4	14%	23	82%	28
Evening Supervisor	8%	1	3%	2	7%	27	90%	30
<i>Campus Police</i>	13%	1	3%	1	3%	33	94%	35
<i>Campus Manager</i>	9%	1	3%	2	5%	36	92%	39
<i>Duplication</i>	4%			10	24%	31	76%	41
Student Activities	9%			2	20%	8	80%	10

Table 13

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Rio Grande Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Rio Grande Offices/Services	All Campus-based % Dissatisfied	Rio Grande Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Veterans Affairs	19%	2	25%	3	38%	3	38%	8
Food Service	16%	8	24%	6	18%	19	58%	33
Bookstore	18%	8	23%	5	14%	22	63%	35
Maintenance Service	10%	8	23%	10	29%	17	49%	35
Dean of Students	20%	6	21%	6	21%	16	57%	28
Microcomputer Support Services	11%	5	18%	8	29%	15	54%	28
Provost, Campus Operations	13%	8	18%	8	18%	29	64%	45
Financial Aid	9%	4	17%	5	22%	14	61%	23
Counseling	14%	5	17%	4	14%	20	69%	29
<i>Campus Manager</i>	9%	8	13%	8	13%	45	74%	61
Advising	14%	3	10%	7	24%	19	66%	29
Career Center	10%	2	10%	3	15%	15	75%	20
Special Populations	10%	1	10%	4	40%	5	50%	10
<i>Mailroom</i>	6%	6	10%	4	7%	51	84%	61
Students with Disabilities	9%	4	10%	6	14%	32	76%	42
Testing Center	6%	4	9%	5	11%	35	80%	44
<i>Custodial Service</i>	8%	4	8%	4	8%	41	84%	49
<i>Campus Police</i>	13%	5	8%	5	8%	52	84%	62
Weekend Supervisor	11%	1	8%	4	31%	8	62%	13
Student Activities	9%	2	7%	3	11%	23	82%	28
<i>Duplication</i>	4%	4	6%	4	6%	56	88%	64
Media	8%	3	6%	6	12%	40	82%	49
Cashier's Office	6%	2	5%	6	15%	32	80%	40
<i>Admissions & Records</i>	9%	2	4%	4	8%	42	88%	48
Learning Labs	5%	1	3%	7	21%	26	76%	34
Library	4%	1	2%	7	13%	46	85%	54
Evening Supervisor	8%			4	20%	16	80%	20
Assessment	11%			3	20%	12	80%	15

Table 14

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Riverside Campus								
NOTE 1: Highly used offices (from Table 2) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Riverside Offices/Services	All Campus-based % Dissatisfied	Riverside Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
<i>Campus Police</i>	13%	12	26%	9	19%	26	55%	47
Dean of Students	20%	3	19%	1	6%	12	75%	16
Bookstore	18%	8	19%	6	14%	29	67%	43
Advising	14%	5	19%	2	7%	20	74%	27
Evening Supervisor	8%	3	17%	2	11%	13	72%	18
Weekend Supervisor	11%	1	17%	1	17%	4	67%	6
Counseling	14%	4	16%	2	8%	19	76%	25
Provost, Campus Operations	13%	5	15%	3	9%	25	76%	33
<i>Custodial Service</i>	8%	6	15%	5	13%	29	73%	40
Students with Disabilities	9%	4	13%	7	23%	19	63%	30
Maintenance Service	10%	4	13%	7	23%	19	63%	30
Microcomputer Support Services	11%	3	13%	1	4%	20	83%	24
<i>Admissions & Records</i>	9%	4	10%	3	7%	35	83%	42
Career Center	10%	1	9%			10	91%	11
Learning Labs	5%	2	9%	2	9%	19	83%	23
Veterans Affairs	19%	1	8%			11	92%	12
Food Service	16%	2	7%	5	19%	20	74%	27
<i>Campus Manager</i>	9%	3	7%	7	16%	35	78%	45
Assessment	11%	1	6%			16	94%	17
Testing Center	6%	2	6%	3	9%	30	86%	35
Media	8%	2	5%	2	5%	35	90%	39
Library	4%	2	5%	2	5%	36	90%	40
<i>Mailroom</i>	6%	1	2%	2	4%	45	94%	48
Cashier's Office	6%			5	12%	36	88%	41
<i>Duplication</i>	4%			2	5%	37	95%	39
Financial Aid	9%			1	5%	20	95%	21
Special Populations	10%			1	7%	13	93%	14
Student Activities	9%			1	8%	11	92%	12

Table 15

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

NOTE 1: N is the number of respondents indicating the campus as their primary campus

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

NOTE 3: Sorted in descending order by "All Respondents % Dissatisfied"

Campus-based Offices/Services	All Respondents % Dissatisfied	Cypress N = 35		Eastview N = 46		Northridge N = 78		Pinnacle N = 55		Rio Grande N = 83		Riverside N = 69	
		n	%	n	%	n	%	n	%	n	%	n	%
Dean of Students	20%	6	43%	1	9%	4	18%	1	7%	6	21%	3	19%
Veterans Affairs	19%	1	50%	1	50%	2	18%			2	25%	1	8%
Bookstore	18%	2	13%	3	11%	6	14%	8	25%	8	23%	8	19%
Food Service	16%			3	14%	9	22%	4	13%	8	24%	2	7%
Counseling	14%	2	18%	2	17%	3	12%	1	6%	5	17%	4	16%
Advising	14%	4	29%	1	7%	4	13%	3	12%	3	10%	5	19%
Campus Police	13%	5	19%	2	6%	10	16%	1	3%	5	8%	12	26%
Provost, Campus Operations	13%	2	13%	2	6%	5	12%	1	5%	8	18%	5	15%
Weekend Supervisor	11%			1	20%	2	11%			1	8%	1	17%
Microcomputer Support Services	11%			1	5%	2	10%	2	11%	5	18%	3	13%
Assessment	11%	2	29%	1	13%	2	11%	2	18%			1	6%
Career Center	10%			2	22%	1	9%	1	10%	2	10%	1	9%
Maintenance Service	10%			1	4%	2	6%	1	4%	8	23%	4	13%
Special Populations	10%	1	33%	2	40%					1	10%		
Student Activities	9%	2	40%	1	14%	2	17%			2	7%		
Students with Disabilities	9%	1	6%	1	6%	6	13%	1	4%	4	10%	4	13%
Campus Manager	9%			2	5%	11	20%	1	3%	8	13%	3	7%
Admissions & Records	9%	3	18%	1	4%	5	9%	6	15%	2	4%	4	10%
Financial Aid	9%			1	8%	2	10%	2	15%	4	17%		
Evening Supervisor	8%	1	6%	1	11%	4	15%	1	3%			3	17%
Custodial Service	8%	1	4%	2	7%	3	7%	2	5%	4	8%	6	15%
Media	8%			2	7%	8	19%	1	5%	3	6%	2	5%
Mailroom	6%			2	7%	5	8%	2	5%	6	10%	1	2%
Testing Center	6%			1	6%	2	5%	2	6%	4	9%	2	6%
Cashier's Office	6%			3	12%	5	12%	1	4%	2	5%		
Learning Labs	5%			1	7%	1	4%	1	5%	1	3%	2	9%
Duplication	4%			2	7%	5	8%			4	6%		
Library	4%	1	5%	1	4%	2	5%	2	7%	1	2%	2	5%

Table 16

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Cypress							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 13 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Cypress Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Admissions & Records	17	3	18%	4	24%	5	29%
Advising	14	4	29%	4	31%	4	31%
Assessment	7	2	29%	1	17%	2	33%
Bookstore	16	2	13%	2	13%	3	20%
Campus Police	26	5	19%	3	13%	8	32%
Counseling	11	2	18%	3	30%	3	30%
Custodial Service	24	1	4%	1	4%	2	9%
Dean of Students	14	6	43%	5	42%	6	46%
Evening Supervisor	16	1	6%	1	7%	1	6%
Library	19	1	5%	1	6%	1	6%
Provost, Campus Operations	15	2	13%	2	14%	2	14%
Student Activities	5	2	40%	1	25%	1	25%
Students with Disabilities	17	1	6%				

Table 17

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Eastview							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Eastview Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Special Populations	5	2	40%	2	40%	2	40%
Career Center	9	2	22%	2	20%	2	17%
Weekend Supervisor	5	1	20%	1	20%	1	20%
Counseling	12	2	17%	3	21%	2	15%
Student Activities	7	1	14%	1	13%	1	11%
Food Service	22	3	14%	2	10%	2	10%
Assessment	8	1	13%	1	14%	1	13%
Cashier's Office	25	3	12%	4	15%	3	12%
Bookstore	27	3	11%	4	15%	4	15%
Evening Supervisor	9	1	11%	1	11%	1	11%

Table 18

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Northridge							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 11 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Northridge Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Food Service	41	9	22%	7	19%	6	16%
Campus Manager	55	11	20%	9	17%	10	19%
Media	42	8	19%	6	15%	7	17%
Dean of Students	22	4	18%	4	19%	3	14%
Veterans Affairs	11	2	18%	2	18%	1	9%
Student Activities	12	2	17%				
Campus Police	61	10	16%	8	14%	15	25%
Evening Supervisor	27	4	15%	4	16%	4	16%
Bookstore	44	6	14%	8	20%	4	9%
Students with Disabilities	45	6	13%	6	15%	3	7%
Advising	31	4	13%	3	10%	3	10%

Table 19

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Pinnacle							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Pinnacle Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Bookstore	32	8	25%	8	26%	9	28%
Assessment	11	2	18%	1	9%	2	20%
Financial Aid	13	2	15%	1	8%	3	23%
Admissions & Records	41	6	15%	7	17%	8	20%
Food Service	30	4	13%	3	10%	3	10%
Advising	26	3	12%	2	8%	2	8%
Microcomputer Support Services	18	2	11%	3	18%	2	12%
Career Center	10	1	10%	1	10%	1	11%
Dean of Students	14	1	7%	1	7%	1	7%
Library	29	2	7%	2	7%	2	7%

Table 20

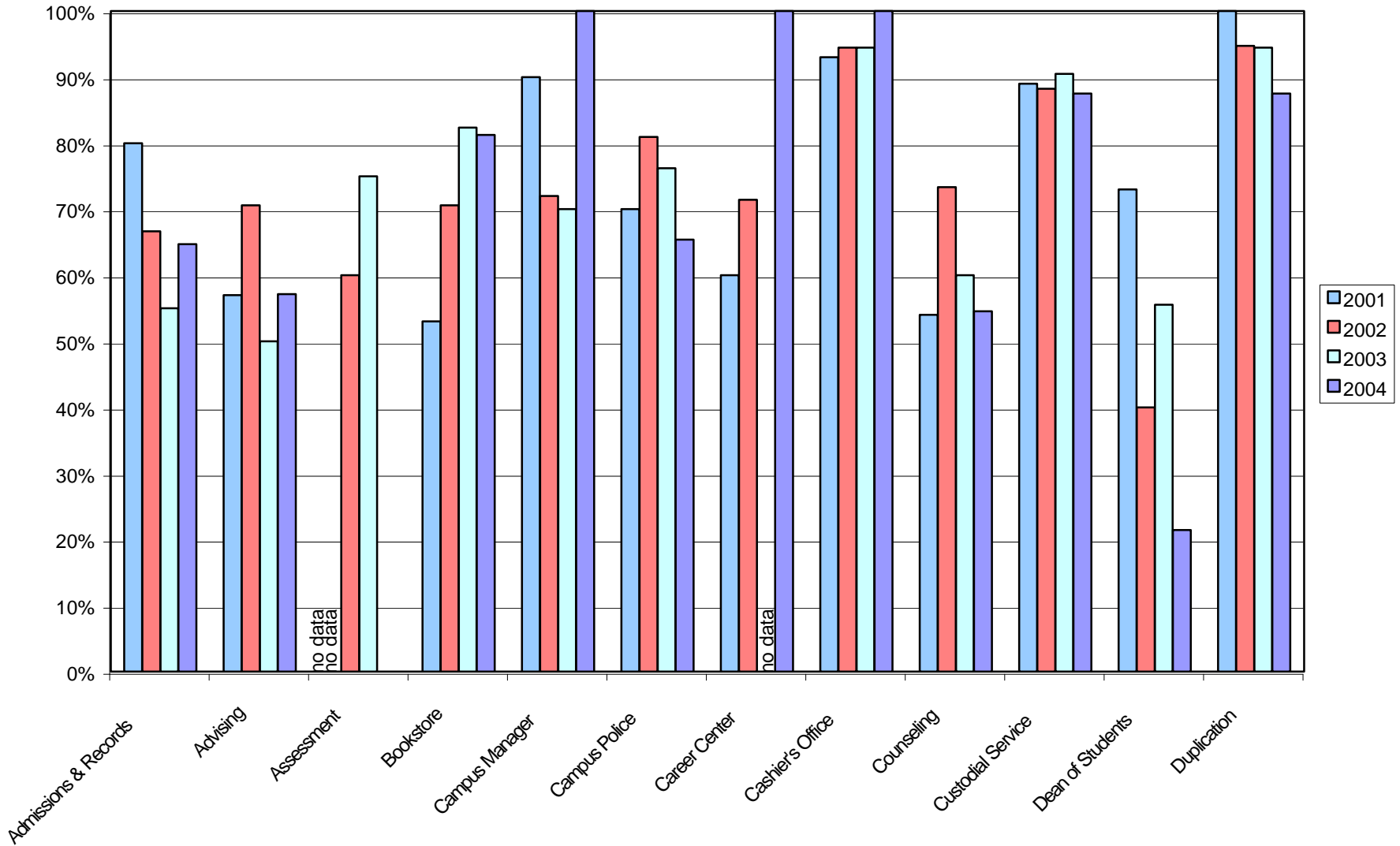
Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Rio Grande							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Rio Grande Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Veterans Affairs	8	2	25%	1	13%	2	25%
Food Service	33	8	24%	11	34%	7	22%
Bookstore	35	8	23%	7	21%	6	18%
Maintenance Service	35	8	23%	8	24%	9	26%
Dean of Students	28	6	21%	7	26%	5	19%
Microcomputer Support Services	28	5	18%	8	31%	7	27%
Provost, Campus Operations	45	8	18%	4	10%	6	15%
Financial Aid	23	4	17%	5	23%	5	24%
Counseling	29	5	17%	4	14%	3	11%
Campus Manager	61	8	13%	9	16%	11	19%

Table 21

Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality Campus-based Offices/Services: Riverside							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 12 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Riverside Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Campus Police	47	12	26%	8	17%	14	30%
Dean of Students	16	3	19%	3	19%	5	29%
Bookstore	43	8	19%	8	19%	9	22%
Advising	27	5	19%	1	4%	3	11%
Evening Supervisor	18	3	17%	1	6%	3	18%
Weekend Supervisor	6	1	17%	1	20%	1	20%
Counseling	25	4	16%	4	16%	5	20%
Provost, Campus Operations	33	5	15%	4	13%	3	10%
Custodial Service	40	6	15%	7	18%	6	15%
Students with Disabilities	30	4	13%	6	20%	5	17%
Maintenance Service	30	4	13%	4	14%	2	7%
Microcomputer Support Services	24	3	13%	5	22%	3	14%

Chart 2

Satisfaction Trends for the Cypress Creek Campus Offices



Satisfaction Trends for the Cypress Creek Campus Offices

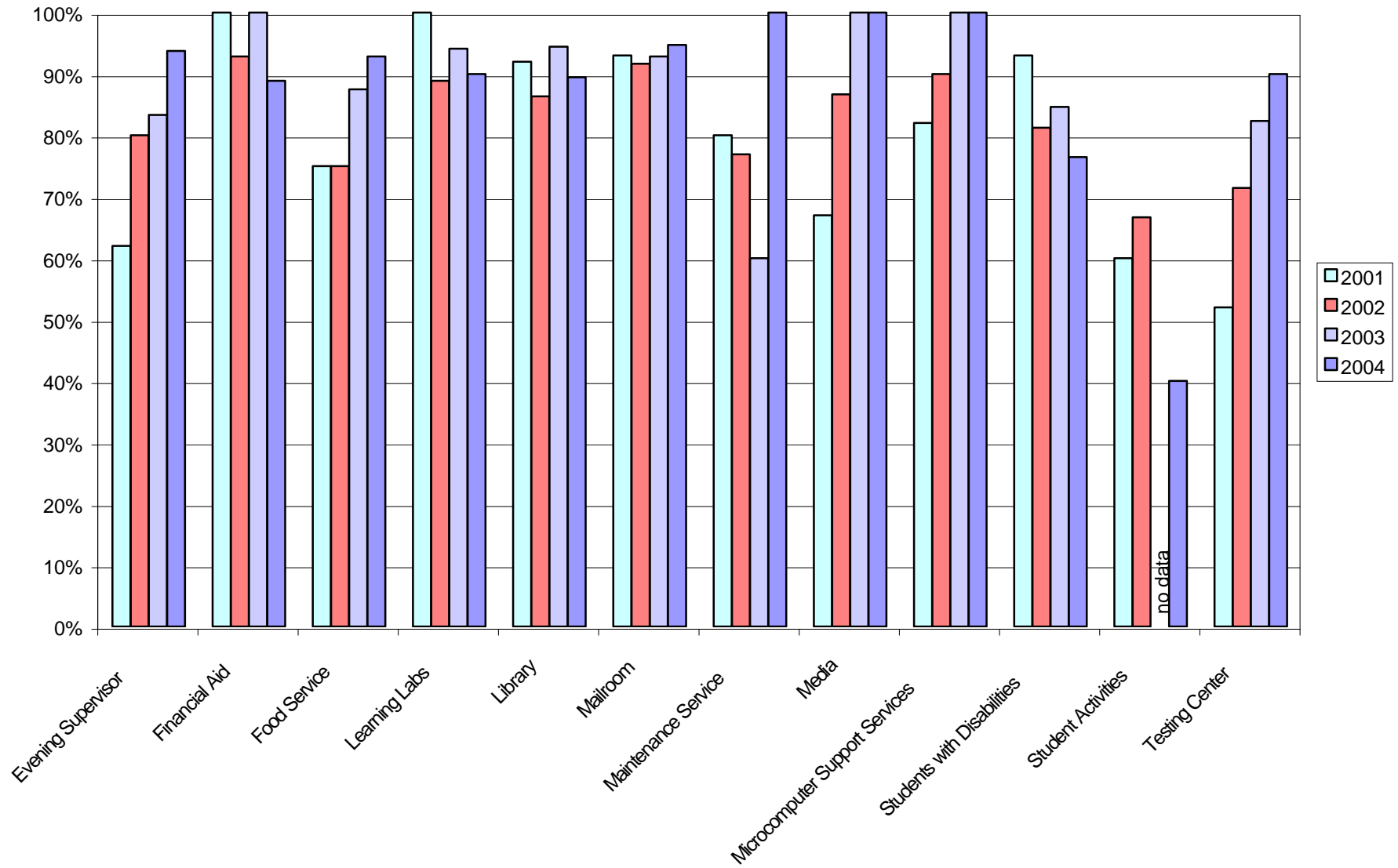
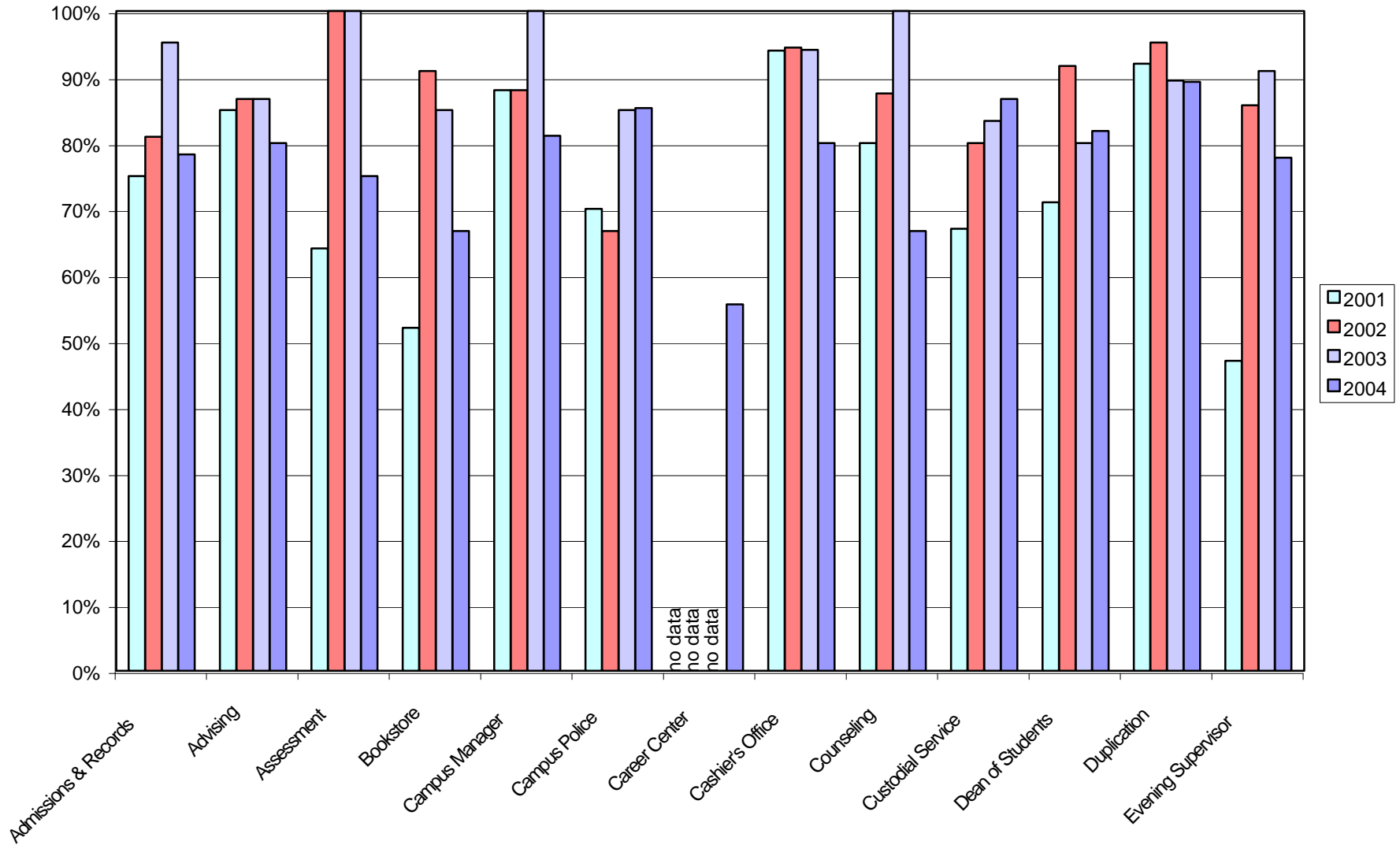


Chart 3

Satisfaction Trends for the Eastview Campus Offices



Satisfaction Trends for the Eastview Campus Offices

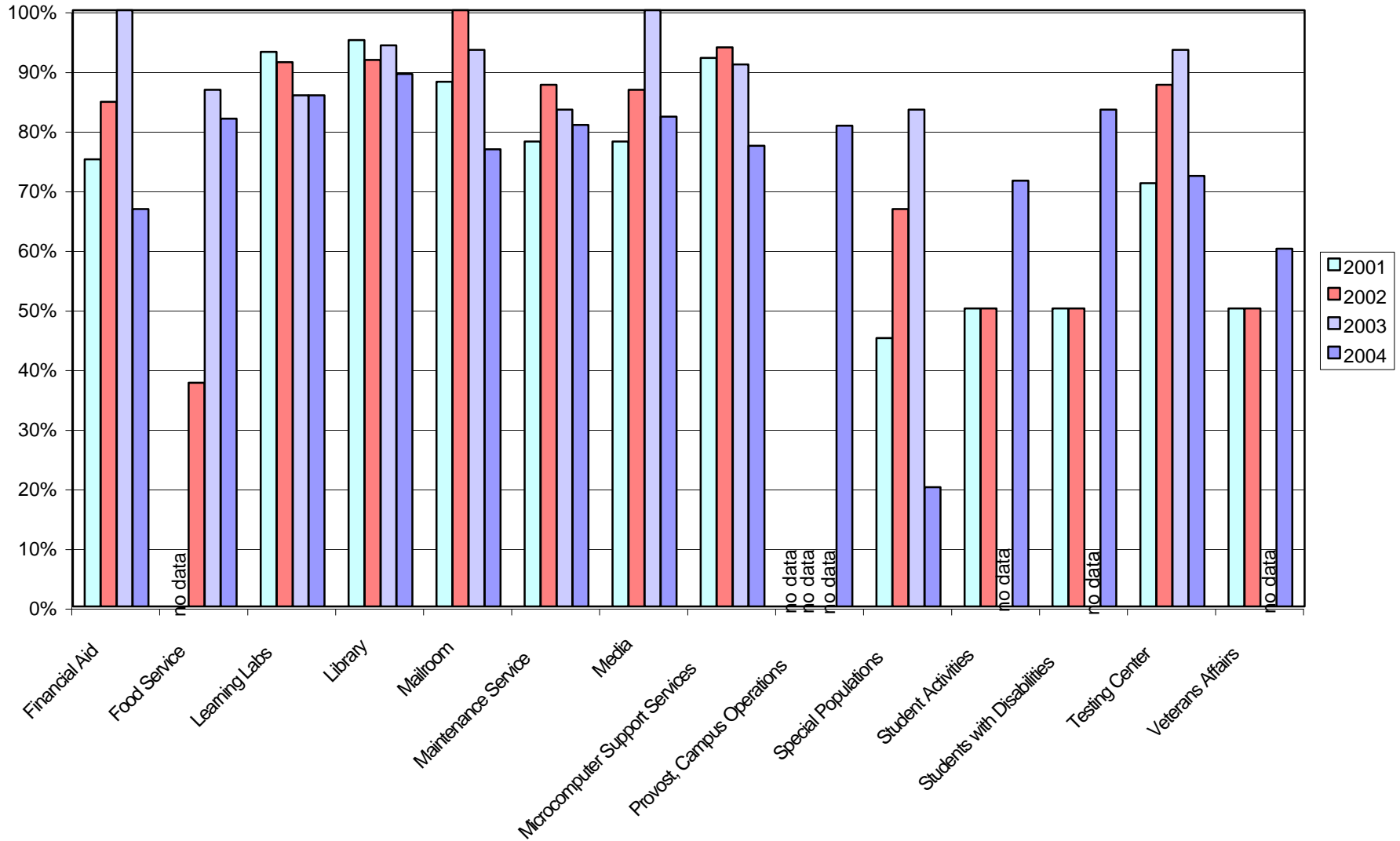
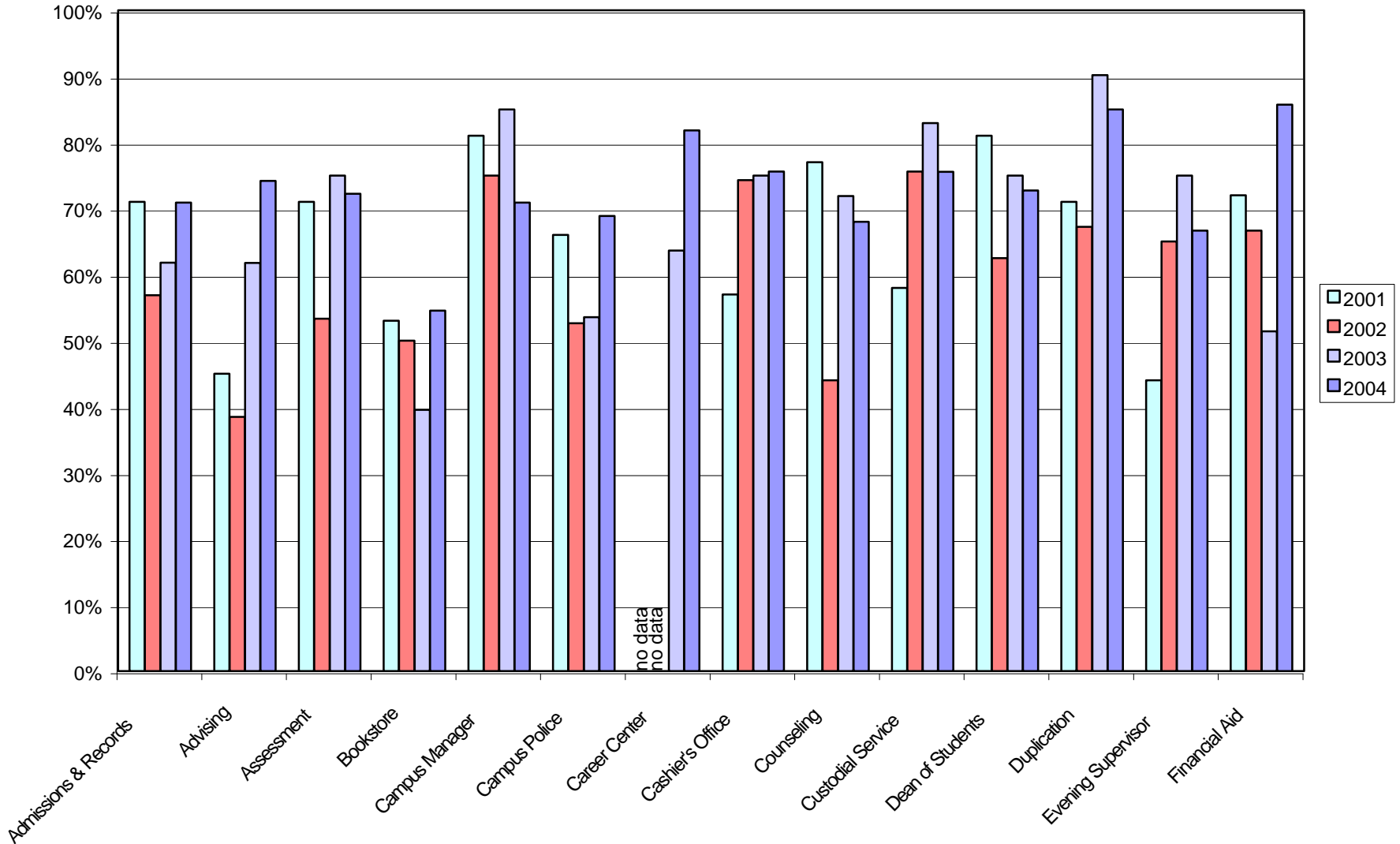


Chart 4

Satisfaction Trends for the Northridge Campus Offices



Satisfaction Trends for the Northridge Campus Offices

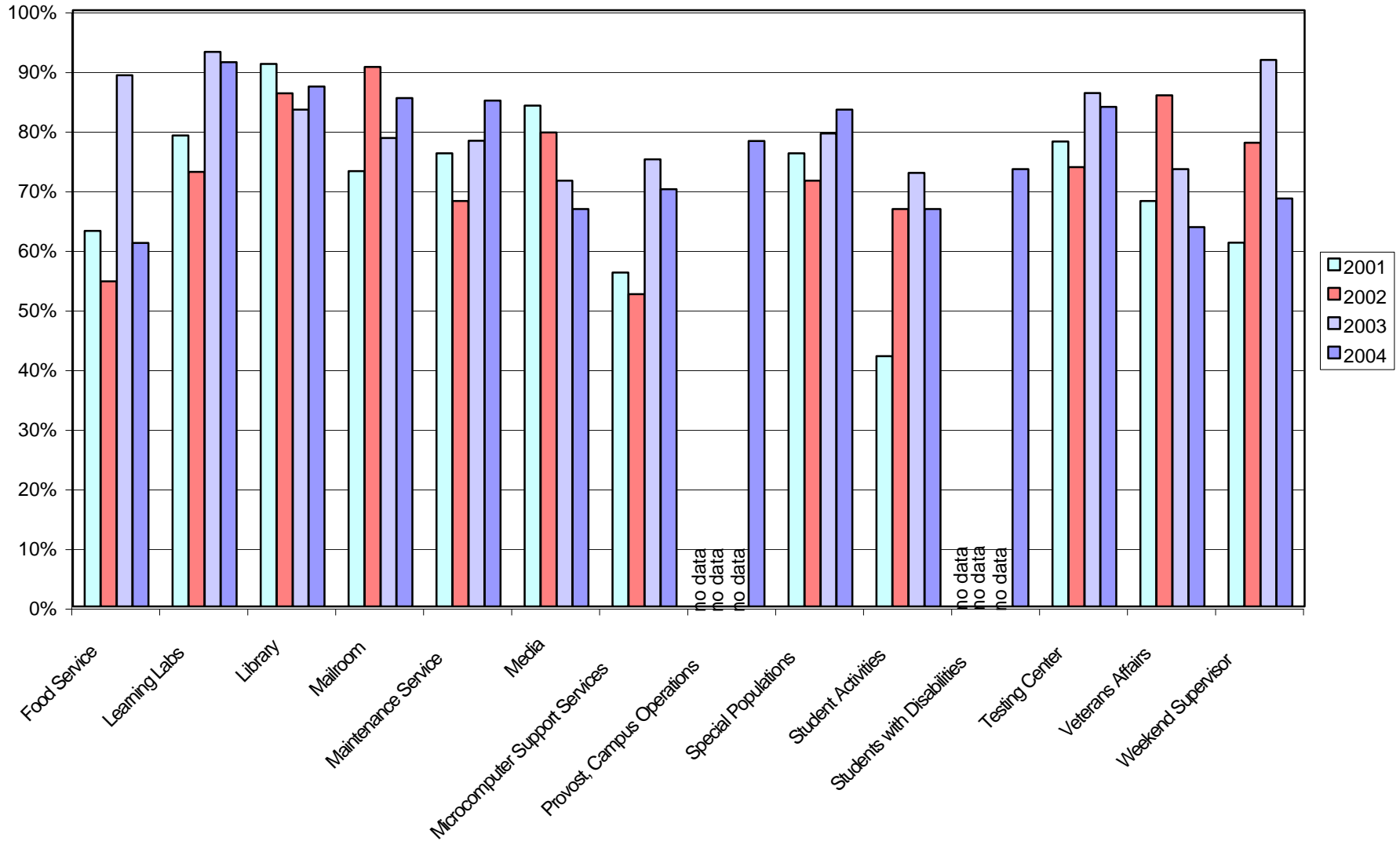


Chart 5

Satisfaction Trends for the Pinnacle Campus Offices

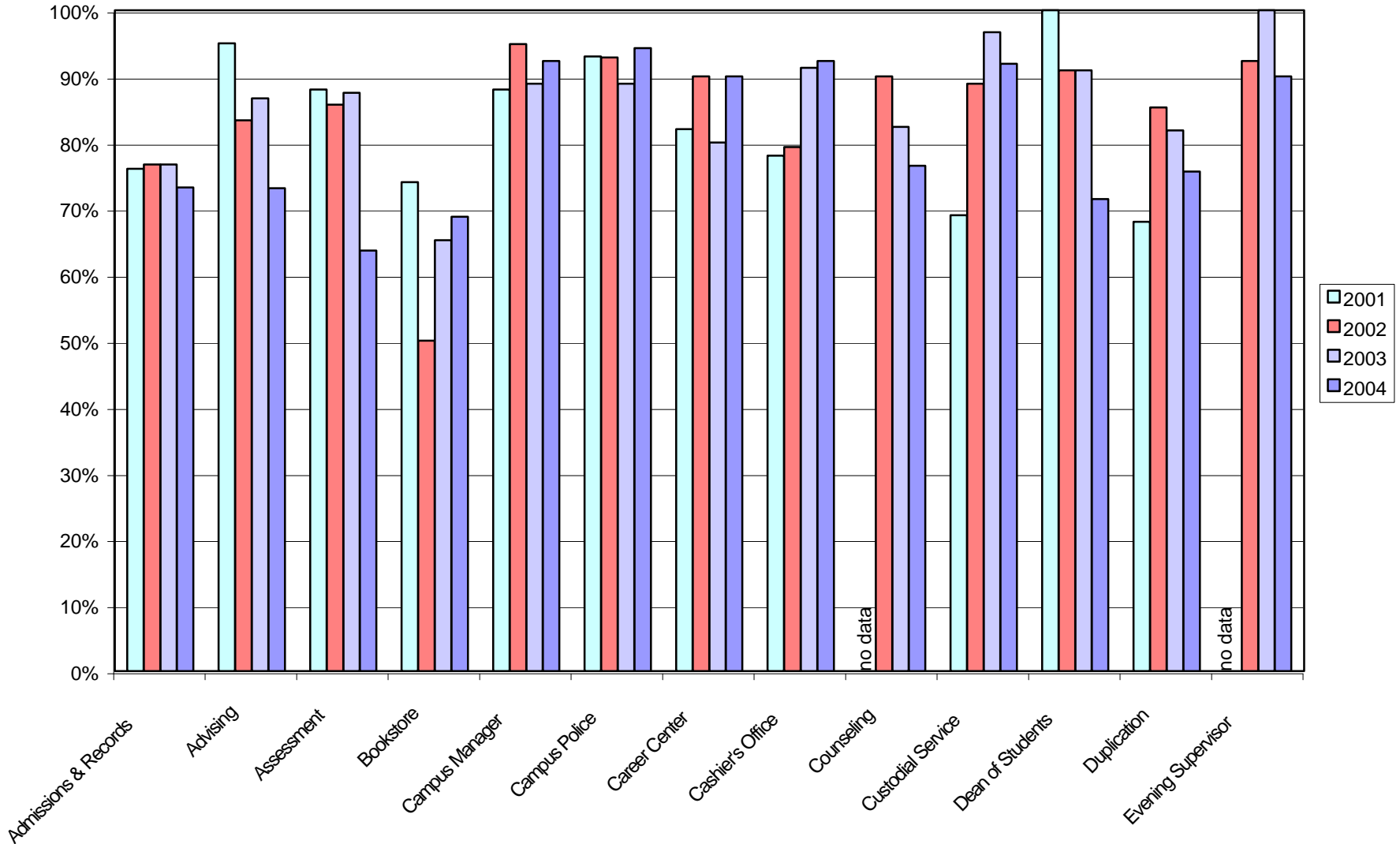


Chart 5 (continued)

Satisfaction Trends for the Pinnacle Campus Offices

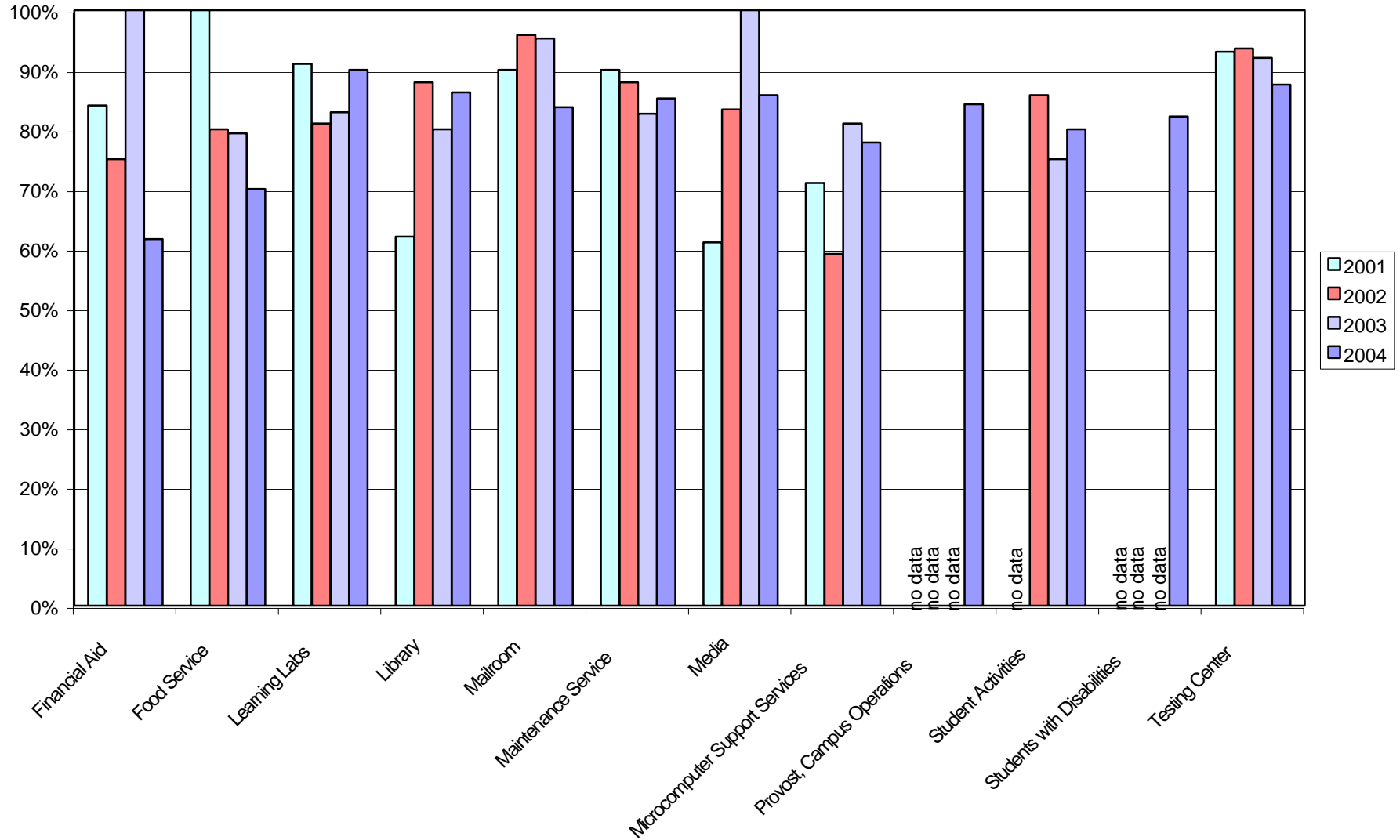
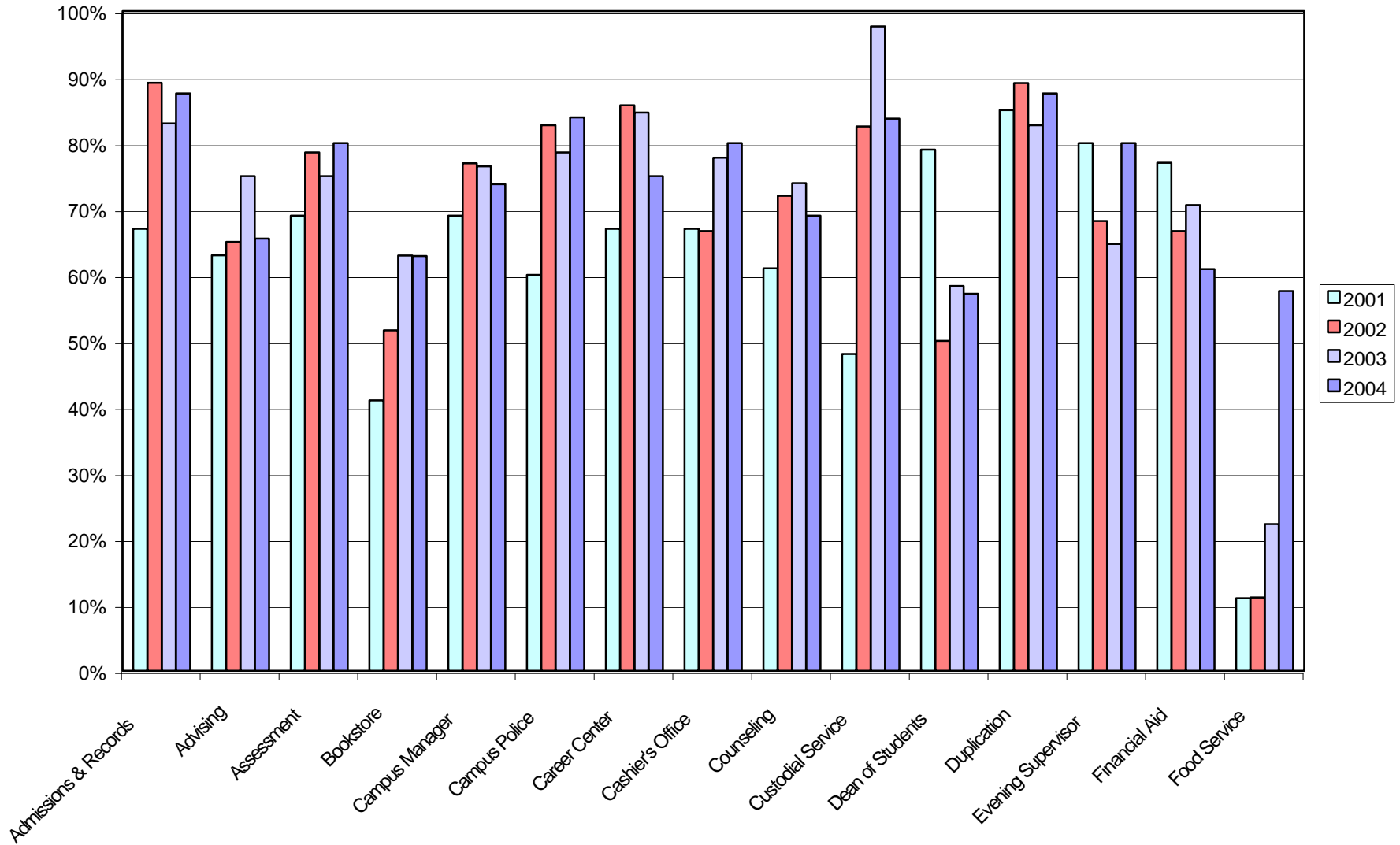


Chart 6

Satisfaction Trends for the Rio Grande Campus Offices



Satisfaction Trends for the Rio Grande Campus Offices

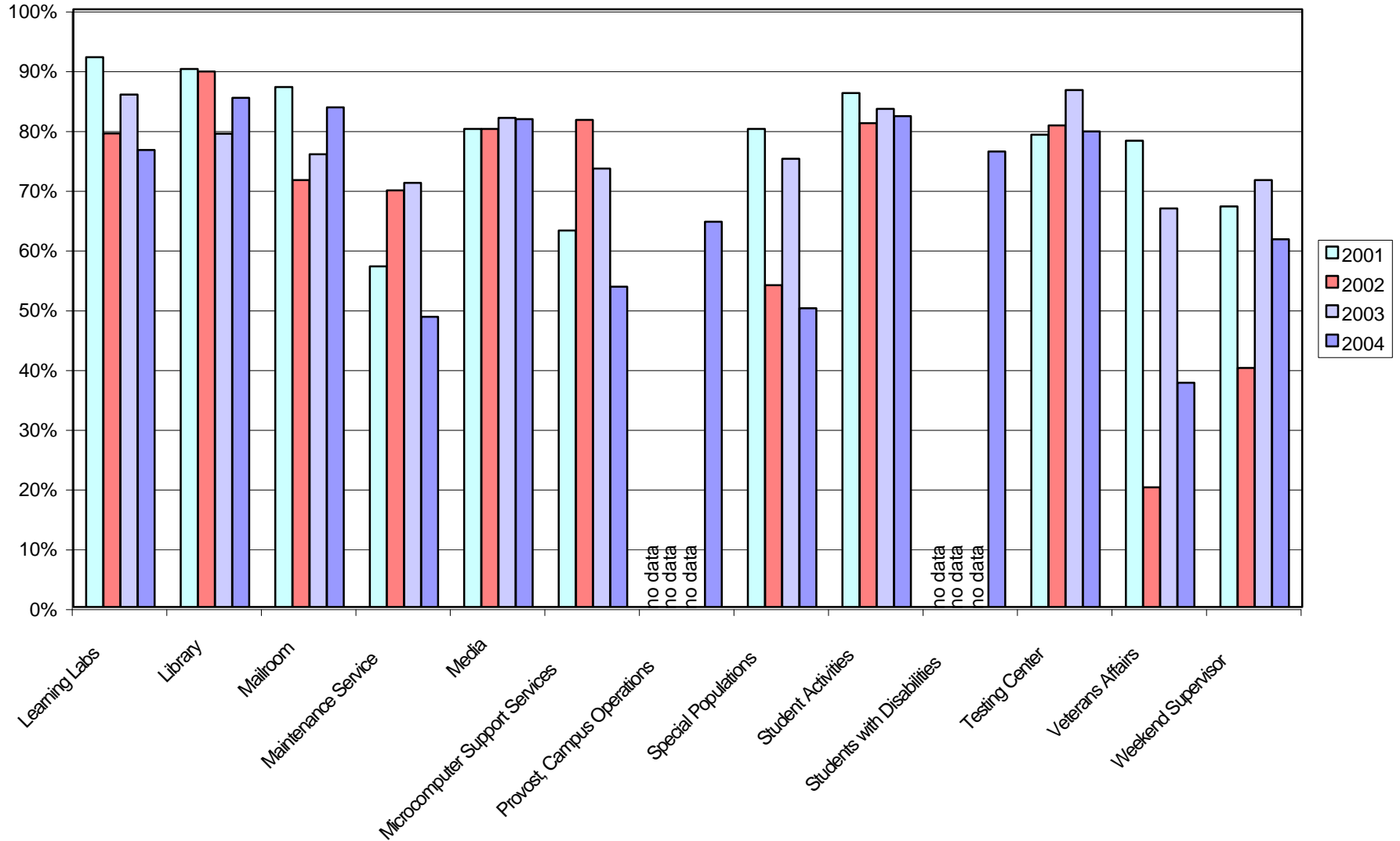
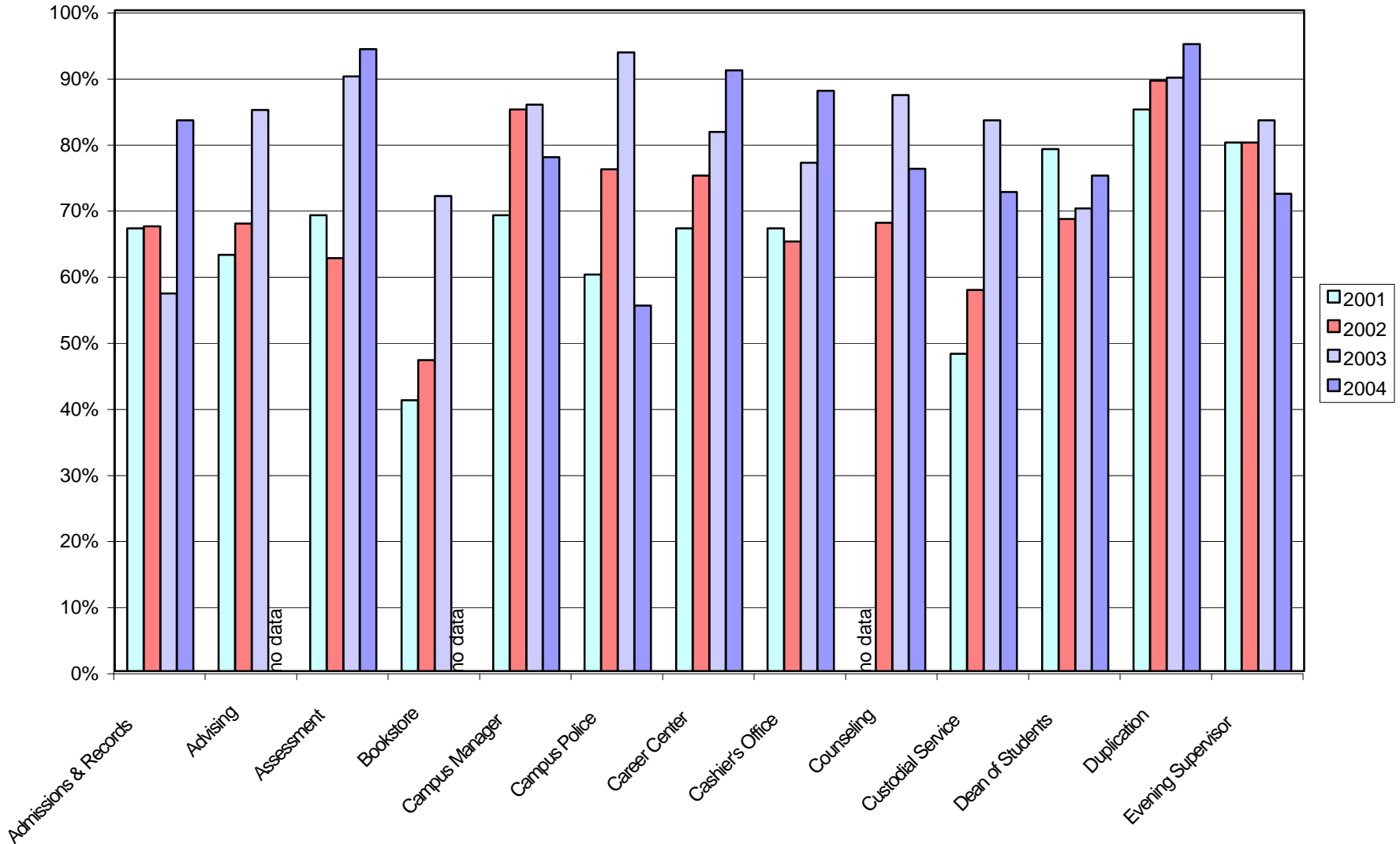


Chart 7

Satisfaction Trends for the Riverside Campus Offices



Satisfaction Trends for the Riverside Campus Offices

