Austin Community College

Internal College Survey

Spring 2005

Analysis of Site-based Services

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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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Process Summary

    To provide the College with information to enhance its ability to meet the needs of its employees, an Internal College Survey was administered in Spring 2005. Similar surveys were administered in 1998 and in 2000-2004. 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 overall ratings are provided with more detailed analysis and will develop plans to address the concerns expressed by ACC employees. The following analysis focuses on site-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 sites as well as aggregated across the College.

Campus-Based Services: General Results

    Respondents were asked to select one site on which to base their responses. Of the 580 surveys returned, 534 indicated a primary site and are the basis of this analysis. The number of respondents for sites varied from 90 (or 17%) for Northridge, to 29 (or 5%) for the Service Center. [Table 1] The results for a site are based only on survey data from those who selected that site as their "most familiar."

Table 1

Site Based Services/Offices Most Familiar Site		
Site	**# Returned**	**% of All Respondents**
Cypress Creek	44	8%
Eastview	80	15%
HBC	87	16%
Northridge	90	17%
Pinnacle	44	8%
Rio Grande	74	14%
Riverside	86	16%
Service Center	29	5%
Total	**534**	**100%**

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

In aggregate, a number of site-based areas received higher numbers of responses overall than those that are college-wide. For example, *Campus Police* had 298 responses on the college-wide survey and 416 responses from site-based areas. Here, all but five of the 29 areas had 100 or more respondents. In considering three years of survey results, the *Campus Police* (416 or 80% of respondents) and the *Campus Manager Offices* (378 or 72%) continue to be two of the most used areas. Also included in the list of highly-used campus-based offices in this year's results were the *Mailroom* (433 or 83%), *Duplication* (363 or 70% of respondents), *Custodial Services* (361 or 69%), *Admissions and Records Offices* (288 or 55%), and *Maintenance Services* (269 or 52%). [Table 2]

In general, respondents were most satisfied (over 85% satisfied) with the *Libraries* (92%), the *Mailrooms* (88%), *Testing Centers* (88%), *Duplication Services* (88%), the *Learning Labs* (87%), and the *Evening Supervisors* (87%). The respondents were most dissatisfied (over 15% dissatisfied) with the *Dean of Students* (18%), *Counseling* (18%), and *Food Service* (18%). [Table 3]

Of the 29 offices in this survey, 23 exceeded a benchmark of over 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; Mailrooms; Maintenance Services; Media; Microcomputer Support Services; Provost; Campus Operations; Student Activities; Students with Disabilities;* and *Testing Centers*. [Table 3]

Site-based Services: Comparison with Previous Surveys

Compared to the previous year's survey, 20 site-based offices received a positive change in Satisfaction ratings. Three offices had an increase of 10 percentage points or more. They are the *Weekend Supervisors*, the Office of *Students with Disabilitites*, and *Microcomputer Support Services*. While seven offices had decreases in satisfaction levels, only *Student Activities* showed a drop of more than 10 percentage points. [Table 4]

Changes in satisfaction over a four year period can be seen for site-based offices in Chart 1. This chart shows the overall ratings of satisfaction for site offices from the surveys conducted in 2002-2005. Offices such as the *Admissions and Records* have shown steady improvement in levels of satisfaction while other offices, such as the *Mailroom,* have had relatively consistent levels of satisfaction from 2002 to 2005.

Site-based Services: Employee Group Trends

As Tables 5 through 8 show, ratings vary by employee group. Table 5 provides summary data for all site-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, 3% - 18%, for all employee groups combined. Ratings also varied by group. For example, the *Campus Police* had a high level of dissatisfaction for Non-Faculty (16%), but Full-Time Faculty (6%)and Adjunct Faculty (5%) were more moderate in their assessment. On the other hand, Full-Time Faculty (13%) were more dissatisfied with *Financial Aid* than either Adjunct Faculty (0%) or Non-Faculty(3%)

As shown in Table 6, Full-Time Faculty were most dissatisfied with **Advising** (19%) and the *Dean of Students* (19%). The results for the *Dean of Students* are dramatically improved over last year's results, an improvement of ten percentage points. Table 7 shows that Adjunct Faculty were most dissatisfied with *Advising* (31%) and *Counseling* (28 %), an increase in dissatisfaction levels from 2004 of 15 and 17 percentage points, respectively. As Table 8 shows, Non-Faculty were most dissatisfied with the *Dean of Students* (19%) and *Food Service* (17%), consistent with the 2004 results.

Site-Based Services: Site Trends

Respondents were asked to indicate the site with which they were most familiar. Numbers of respondents for sites ranged from a high of 90 for Northridge to a low of 29 for the Service Center (Table 1). Results for the Service Center should be analyzed with caution, since this site had few respondents. In addition, it is not possible to do detailed analyses by employee groups for this site since the small number of respondents does not yield valid data.

Tables 9 through 16 present data related to the offices on ratings of "Overall Quality" by site. One table has been created for each site. The results are reported for each office based on the site 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 site-based offices/services at Cypress Creek. Results for areas with few responses should be analyzed with caution. For example, since only 29 respondents indicated they were most familiar with the Service Center, only five offices had received enough feedback to be included here. Even so, the high-use **Custodial Service** had 17% of respondents who were dissatisfied at this site compared to a 9% dissatisfaction rating when all the sites' ratings are combined. Similar analyses can be made for offices at each site.

To illustrate how services/offices were rated across sites, Table 17 shows the dissatisfaction level for all areas broken out by sites. Of the highly used areas, the **Campus Police** had an overall dissatisfaction rating of 12%. However, at Riverside, the level of dissatisfaction for **Campus Police** was 22% and at Rio Grande, the dissatisfaction level was 21%, more than double the overall rating at other sites.

More detailed information on dissatisfaction levels for these areas is presented in Tables 18 through 25. 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 site, 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 site. One table has been created for each site, giving results in satisfaction for services provided by the offices at each site in 2002, 2003, 2004, and 2005. Offices with fewer than five responses at a site are not included since the validity of such small samples is questionable. Trends in satisfaction 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 sites 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 sixth year that site-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

Site-based Offices/Services	Number requesting/ receiving services	% of total responses
Site-based Offices/Services Number Receiving Services Sorted by % of Total Responses		
NOTE 1: Offices above the bold line are considered to be highly used		
Mailroom	433	83%
Campus Police	416	80%
Campus Manager	378	72%
Duplication	363	70%
Custodial Service	361	69%
Cashier's Office	311	60%
Admissions & Records	288	55%
Maintenance Service	269	52%
Library	254	49%
Provost, Campus Operations	250	48%
Media Centers	235	45%
Bookstore	234	45%
Microcomputer Support Services	217	42%
Testing Center	212	41%
Food Service	199	38%
Students with Disabilities	196	38%
Advising	168	32%
Financial Aid	152	29%
Evening Supervisor	148	28%
Counseling	148	28%
Learning Labs	145	28%
Computer Centers	129	25%
Dean of Students	128	25%
Assessment	118	23%
Student Activities	97	19%
Career Center	79	15%
Weekend Supervisor	63	12%
Veterans Affairs	60	11%
Special Populations	55	11%

Table 3

Site-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"							
	Total	Satisfied		Neutral		Dissatisfied	
Site-based Offices/Services	n	n	%	n	%	n	%
Library	249	228	92%	10	4%	11	4%
Mailroom	426	377	88%	33	8%	16	4%
Testing Center	206	182	88%	11	5%	13	6%
Duplication	358	315	88%	26	7%	17	5%
Learning Labs	140	122	87%	9	6%	9	6%
Evening Supervisor	146	127	87%	11	8%	8	5%
Students with Disabilities	195	166	85%	18	9%	11	6%
Financial Aid	150	127	85%	15	10%	8	5%
Microcomputer Support Services	213	179	84%	21	10%	13	6%
Campus Manager	368	308	84%	30	8%	30	8%
Media Centers	231	193	84%	18	8%	20	9%
Cashier's Office	307	255	83%	34	11%	18	6%
Computer Centers	126	103	82%	14	11%	9	7%
Custodial Service	357	288	81%	38	11%	31	9%
Weekend Supervisor	61	49	80%	9	15%	3	5%
Admissions & Records	284	228	80%	34	12%	22	8%
Provost, Campus Operations	236	187	79%	26	11%	23	10%
Campus Police	410	315	77%	46	11%	49	12%
Maintenance Service	261	200	77%	36	14%	25	10%
Career Center	79	59	75%	10	13%	10	13%
Dean of Students	126	91	72%	12	10%	23	18%
Counseling	147	106	72%	15	10%	26	18%
Assessment	118	85	72%	23	19%	10	8%
Special Populations	54	38	70%	10	19%	6	11%
Veterans Affairs	58	40	69%	16	28%	2	3%
Advising	168	112	67%	32	19%	24	14%
Student Activities	94	62	66%	20	21%	12	13%
Bookstore	230	149	65%	50	22%	31	13%
Food Service	197	123	62%	39	20%	35	18%

Table 4

Site-based Offices/Services 2004 - 2005 Comparison
Change in Satisfied Rating of "Overall Quality" Sorted by Percentage Change

NOTE 1: Sorted in descending order of "Change in Percentage Satisfied"

NOTE 2: Only includes offices with data from 2004 and 2005 surveys

NOTE 3: Remember that a small number of responses can distort the validity of data

NOTE 4: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

	2005							2004							Change in
	Total	Satisfied		Neutral		Dissatisfied		Total	Satisfied		Neutral		Dissatisfied		Percentage
Site-based Office/Service	n	n	%	n	%	n	%	n	n	%	n	%	n	%	Satisfied
Weekend Supervisor	61	49	80%	9	15%	3	5%	47	31	66%	11	23%	5	11%	14%
Students with Disabilities	195	166	85%	18	9%	11	6%	180	135	75%	28	16%	17	9%	10%
Microcomputer Support Services	213	179	84%	21	10%	13	6%	123	91	74%	19	15%	13	11%	10%
Dean of Students	126	91	72%	12	10%	23	18%	105	66	63%	18	17%	21	20%	9%
Financial Aid	150	127	85%	15	10%	8	5%	99	76	77%	14	14%	9	9%	8%
Evening Supervisor	146	127	87%	11	8%	8	5%	120	96	80%	14	12%	10	8%	7%
Veterans Affairs	58	40	69%	16	28%	2	3%	37	23	62%	7	19%	7	19%	7%
Testing Center	206	182	88%	11	5%	13	6%	186	155	83%	20	11%	11	6%	5%
Provost, Campus Operations	236	187	79%	26	11%	23	10%	184	138	75%	23	13%	23	13%	4%
Library	249	228	92%	10	4%	11	4%	209	183	88%	17	8%	9	4%	4%
Campus Manager	368	308	84%	30	8%	30	8%	268	216	81%	27	10%	25	9%	3%
Admissions & Records	284	228	80%	34	12%	22	8%	226	175	77%	30	13%	21	9%	3%
Maintenance Service	261	200	77%	36	14%	25	10%	164	121	74%	27	16%	16	10%	3%
Mailroom	426	377	88%	33	8%	16	4%	262	225	86%	21	8%	16	6%	3%
Learning Labs	140	122	87%	9	6%	9	6%	124	105	85%	13	10%	6	5%	2%
Counseling	147	106	72%	15	10%	26	18%	119	83	70%	19	16%	17	14%	2%
Campus Police	410	315	77%	46	11%	49	12%	265	199	75%	31	12%	35	13%	2%
Duplication	358	315	88%	26	7%	17	5%	248	214	86%	23	9%	11	4%	2%
Special Populations	54	38	70%	10	19%	6	11%	42	29	69%	9	21%	4	10%	1%
Media	231	193	84%	18	8%	20	9%	200	165	83%	19	10%	16	8%	1%
Bookstore	230	149	65%	50	22%	31	13%	197	128	65%	34	17%	35	18%	0%
Cashier's Office	307	255	83%	34	11%	18	6%	190	160	84%	19	10%	11	6%	-1%
Custodial Service	357	288	81%	38	11%	31	9%	225	185	82%	22	10%	18	8%	-2%
Assessment	118	85	72%	23	19%	10	8%	76	57	75%	11	14%	8	11%	-3%
Advising	168	112	67%	32	19%	24	14%	142	101	71%	21	15%	20	14%	-4%
Career Center	79	59	75%	10	13%	10	13%	68	55	81%	6	9%	7	10%	-6%
Food Service	197	123	62%	39	20%	35	18%	167	116	69%	25	15%	26	16%	-7%
Student Activities	94	62	66%	20	21%	12	13%	74	57	77%	10	14%	7	9%	-11%

Chart 1
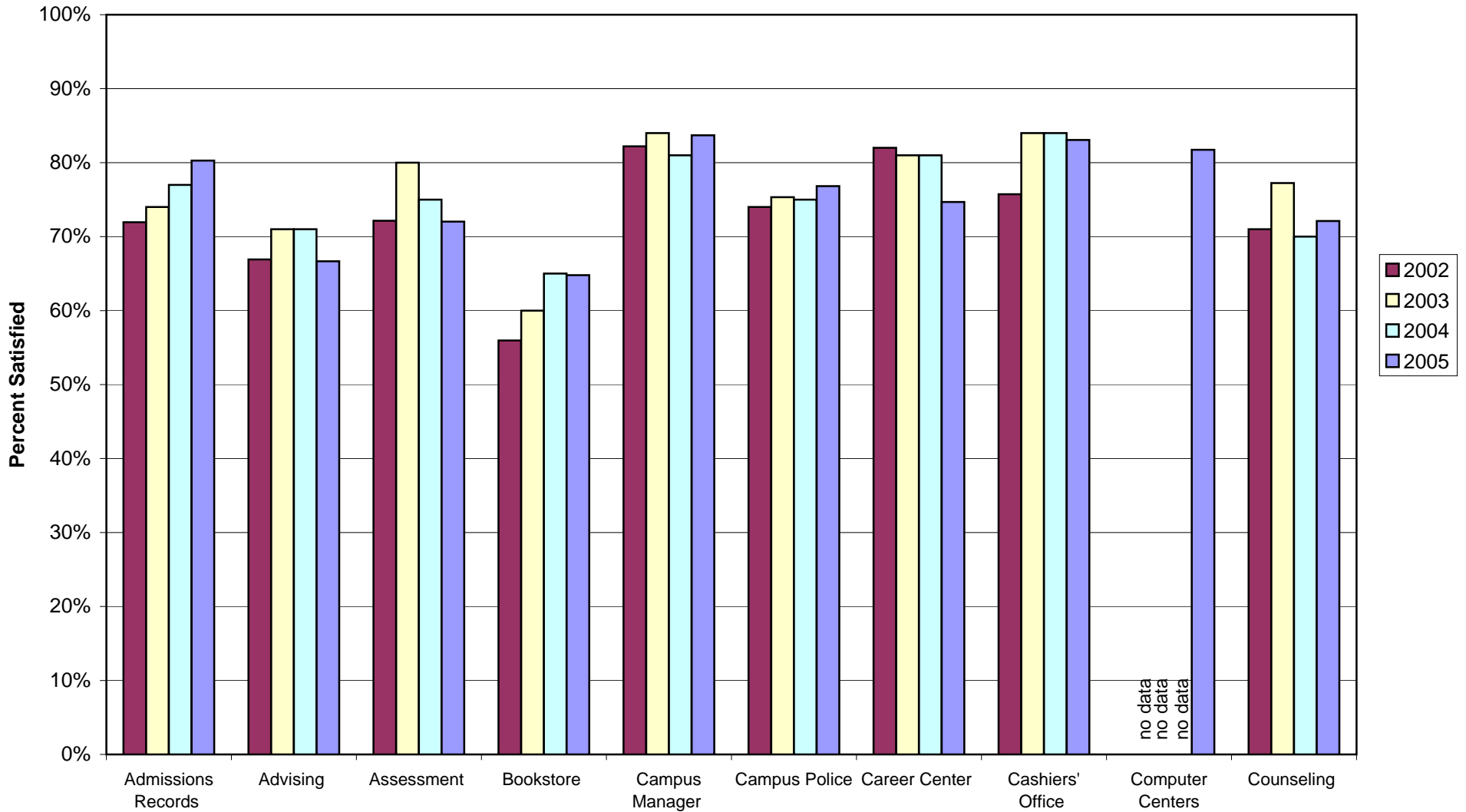# Satisfaction Trends: Campus Offices

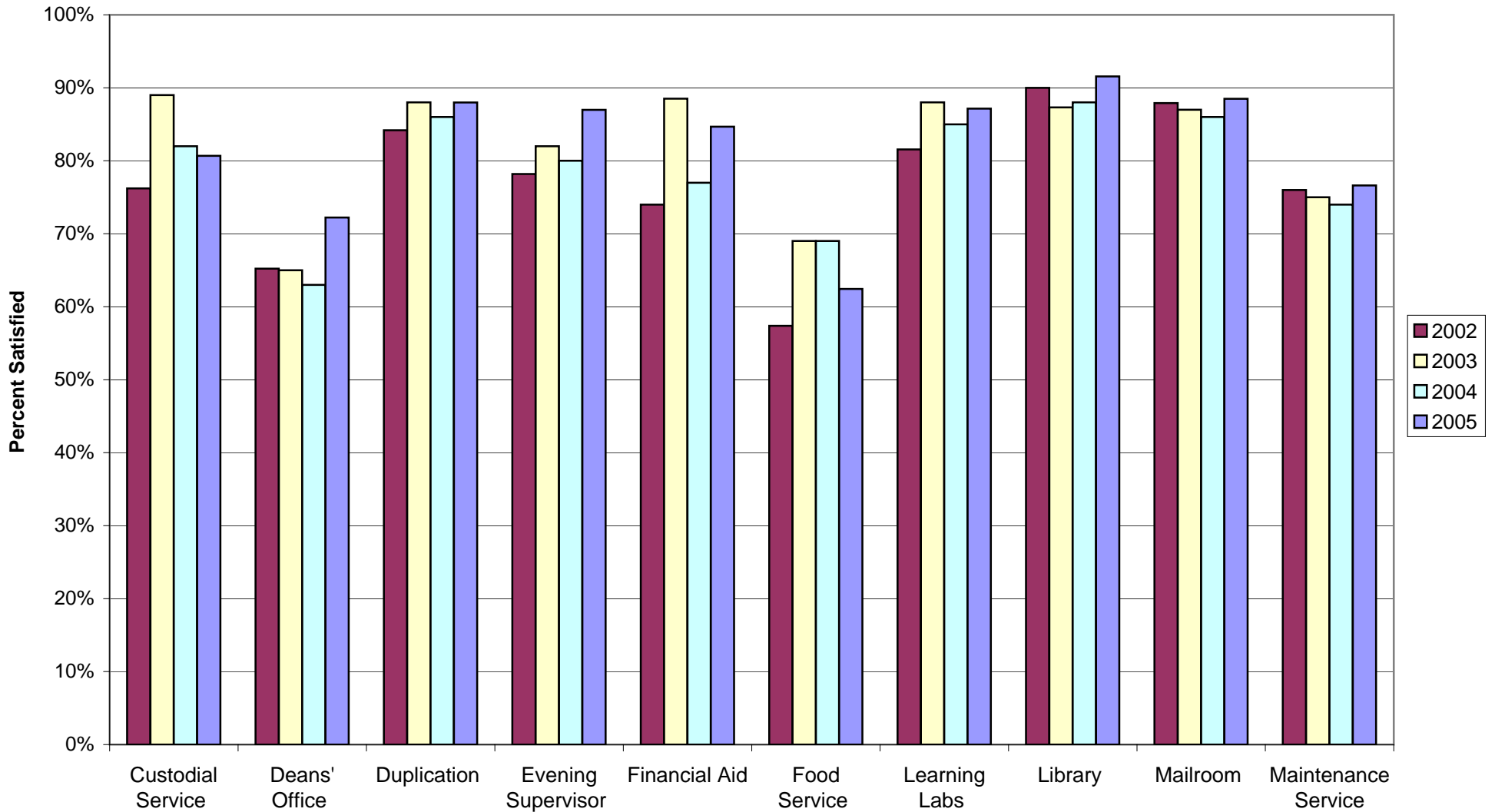Chart 1 *(continued)*
Satisfaction Trends: Campus Offices

Chart 1 *(continued)*

Satisfaction Trends: Campus Offices
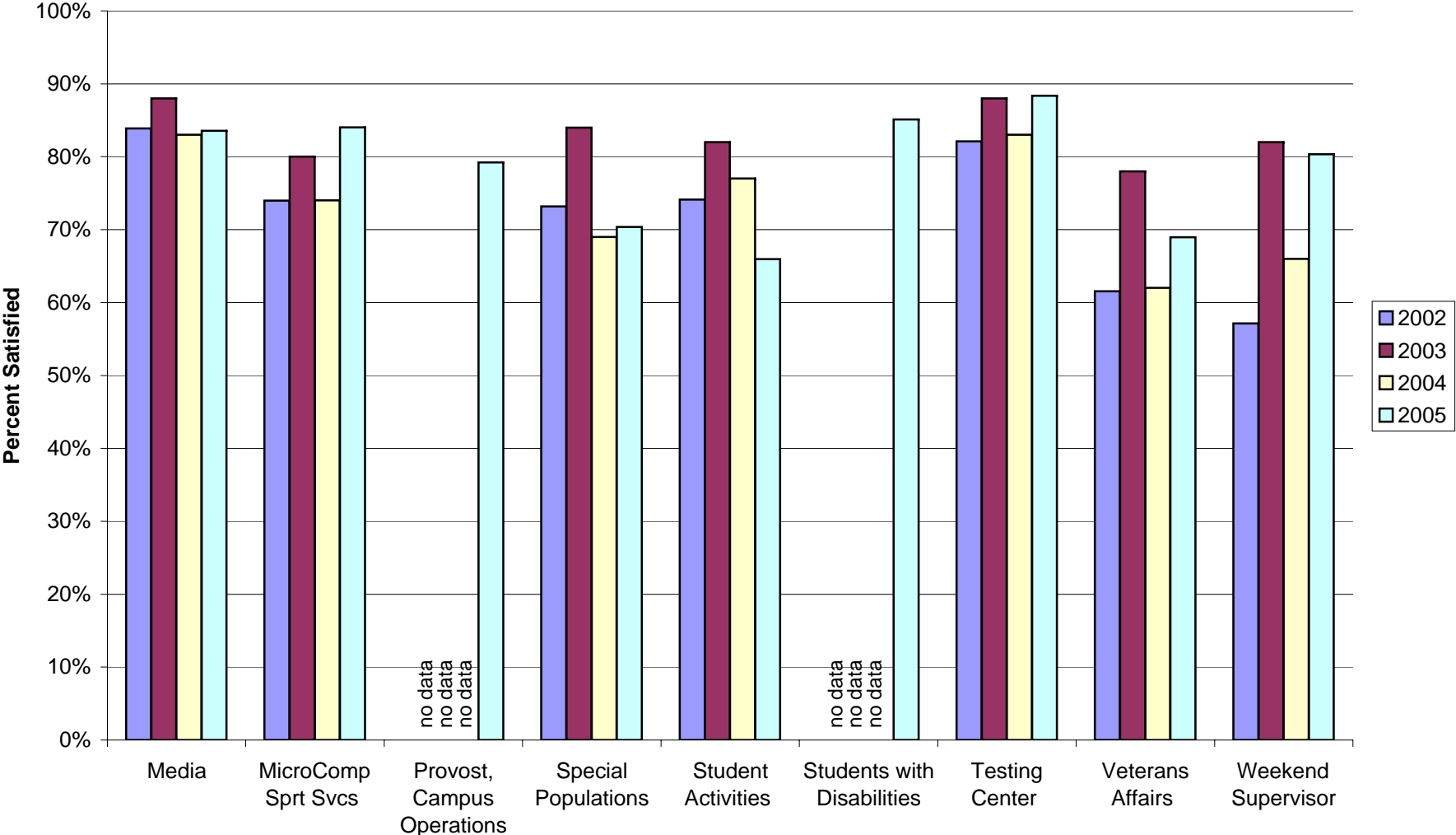
Table 5

Site-based Offices/Service Dissatisfaction Ratings of "Overall Quality"											
NOTE 1: Sorted in descending order by percent of "Dissatisfaction" of All Respondents											
NOTE 2: Note that a small number of responses can distort the validity of data											
	All Respondents			**Full-Time Faculty**			**Adjunct Faculty**			**Non-Faculty**		
Site-based Offices/Services	**Total**	**n**	**%**	**Total**	**n**	**%**	**Total**	**n**	**%**	**Total**	**n**	**%**
Dean of Students	126	23	18%	32	6	19%	12	2	17%	80	15	19%
Food Service	197	35	18%	47	7	15%	19	4	21%	126	22	17%
Counseling	147	26	18%	39	6	15%	18	5	28%	86	14	16%
Advising	168	24	14%	47	9	19%	13	4	31%	106	11	10%
Bookstore	230	31	13%	60	9	15%	37	4	11%	127	18	14%
Student Activities	94	12	13%	22	3	14%	13	2	15%	57	7	12%
Career Center	79	10	13%	17	2	12%	4			57	8	14%
Campus Police	410	49	12%	83	5	6%	60	3	5%	259	41	16%
Special Populations	54	6	11%	15	1	7%	2			37	5	14%
Provost, Campus Operations	236	23	10%	50	4	8%	33	2	6%	150	14	9%
Maintenance Service	261	25	10%	51	3	6%	18	3	17%	188	19	10%
Custodial Service	357	31	9%	77	2	3%	38			235	26	11%
Media Centers	231	20	9%	71	6	8%	38	2	5%	117	12	10%
Assessment	118	10	8%	28	3	11%	10	2	20%	78	4	5%
Campus Manager	368	30	8%	85	7	8%	59	3	5%	217	16	7%
Admissions & Records	284	22	8%	66	6	9%	37	5	14%	177	11	6%
Computer Centers	126	9	7%	25	2	8%	24	1	4%	75	5	7%
Learning Labs	140	9	6%	39	3	8%	26	2	8%	71	3	4%
Testing Center	206	13	6%	61	5	8%	58	4	7%	83	4	5%
Microcomputer Support Services	213	13	6%	44	1	2%	18			146	12	8%
Cashier's Office	307	18	6%	56	1	2%	27	1	4%	217	15	7%
Students with Disabilities	195	11	6%	60	4	7%	39			93	7	8%
Evening Supervisor	146	8	5%	26			27			90	7	8%
Financial Aid	150	8	5%	30	4	13%	5			110	3	3%
Weekend Supervisor	61	3	5%	11			9	1	11%	39	1	3%
Duplication	358	17	5%	72	4	6%	65	1	2%	214	11	5%
Library	249	11	4%	75	2	3%	44	1	2%	126	8	6%
Mailroom	426	16	4%	85	3	4%	77			256	13	5%
Veterans Affairs	58	2	3%	11	1	9%	2			43		

Table 6

Site-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: Note that a small number of responses can distort the validity of data							
NOTE 4: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							

Site-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Advising	47	9	19%	7	15%	31	66%
Dean of Students	32	6	19%	2	6%	24	75%
Counseling	39	6	15%	2	5%	31	79%
Bookstore	60	9	15%	19	32%	32	53%
Food Service	47	7	15%	14	30%	26	55%
Student Activities	22	3	14%	4	18%	15	68%
Financial Aid	30	4	13%	3	10%	23	77%
Career Center	17	2	12%	1	6%	14	82%
Assessment	28	3	11%	2	7%	23	82%
Admissions & Records	66	6	9%	9	14%	51	77%
Veterans Affairs	11	1	9%	4	36%	6	55%
Media Centers	71	6	8%	8	11%	57	80%
Campus Manager	85	7	8%	9	11%	69	81%
Testing Center	61	5	8%	2	3%	54	89%
Provost, Campus Operations	50	4	8%	5	10%	41	82%
Computer Centers	25	2	8%	5	20%	18	72%
Learning Labs	39	3	8%	3	8%	33	85%
Students with Disabilities	60	4	7%	7	12%	49	82%
Special Populations	15	1	7%	4	27%	10	67%
Campus Police	83	5	6%	9	11%	69	83%
Maintenance Service	51	3	6%	8	16%	40	78%
Duplication	72	4	6%	4	6%	64	89%
Mailroom	85	3	4%	6	7%	76	89%
Library	75	2	3%	4	5%	69	92%
Custodial Service	77	2	3%	10	13%	65	84%
Microcomputer Support Services	44	1	2%	6	14%	37	84%
Cashier's Office	56	1	2%	9	16%	46	82%
Evening Supervisor	26			3	12%	23	88%
Weekend Supervisor	11			2	18%	9	82%

Table 7

Site-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: Note that a small number of responses can distort the validity of data							
NOTE 4: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							

Site-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Advising	13	4	31%	2	15%	7	54%
Counseling	18	5	28%			13	72%
Food Service	19	4	21%	5	26%	10	53%
Assessment	10	2	20%	2	20%	6	60%
Dean of Students	12	2	17%			10	83%
Maintenance Service	18	3	17%	2	11%	13	72%
Student Activities	13	2	15%	1	8%	10	77%
Admissions & Records	37	5	14%	4	11%	28	76%
Weekend Supervisor	9	1	11%	1	11%	7	78%
Bookstore	37	4	11%	7	19%	26	70%
Learning Labs	26	2	8%	1	4%	23	88%
Testing Center	58	4	7%	3	5%	51	88%
Provost, Campus Operations	33	2	6%	2	6%	29	88%
Media Centers	38	2	5%	2	5%	34	89%
Campus Manager	59	3	5%	3	5%	53	90%
Campus Police	60	3	5%	6	10%	51	85%
Computer Centers	24	1	4%	2	8%	21	88%
Cashier's Office	27	1	4%	2	7%	24	89%
Library	44	1	2%			43	98%
Duplication	65	1	2%	5	8%	59	91%
Financial Aid	5					5	100%
Microcomputer Support Services	18			1	6%	17	94%
Evening Supervisor	27			1	4%	26	96%
Custodial Service	38			2	5%	36	95%
Students with Disabilities	39			3	8%	36	92%
Mailroom	77			7	9%	70	91%

Table 8

Site-based Offices/Services
Site-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: Note that a small number of responses can distort the validity of data

NOTE 4: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

Site-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Dean of Students	80	15	19%	10	13%	55	69%
Food Service	126	22	17%	20	16%	84	67%
Counseling	86	14	16%	12	14%	60	70%
Campus Police	259	41	16%	29	11%	189	73%
Bookstore	127	18	14%	21	17%	88	69%
Career Center	57	8	14%	9	16%	40	70%
Special Populations	37	5	14%	6	16%	26	70%
Student Activities	57	7	12%	15	26%	35	61%
Custodial Service	235	26	11%	26	11%	183	78%
Advising	106	11	10%	22	21%	73	69%
Media Centers	117	12	10%	8	7%	97	83%
Maintenance Service	188	19	10%	26	14%	143	76%
Provost, Campus Operations	150	14	9%	19	13%	117	78%
Microcomputer Support Services	146	12	8%	10	7%	124	85%
Evening Supervisor	90	7	8%	6	7%	77	86%
Students with Disabilities	93	7	8%	8	9%	78	84%
Campus Manager	217	16	7%	16	7%	185	85%
Cashier's Office	217	15	7%	22	10%	180	83%
Computer Centers	75	5	7%	7	9%	63	84%
Library	126	8	6%	6	5%	112	89%
Admissions & Records	177	11	6%	21	12%	145	82%
Duplication	214	11	5%	16	7%	187	87%
Assessment	78	4	5%	19	24%	55	71%
Mailroom	256	13	5%	19	7%	224	88%
Testing Center	83	4	5%	6	7%	73	88%
Learning Labs	71	3	4%	5	7%	63	89%
Financial Aid	110	3	3%	12	11%	95	86%
Weekend Supervisor	39	1	3%	5	13%	33	85%
Veterans Affairs	43			12	28%	31	72%

Table 9

		Cypress Creek Campus						
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: Note that a small number of responses can distort the validity of data

NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied
      ratings were aggregated into a single rating, "satisfied"

		Cypress Creek Campus						
	All Campus-based	**Dissatisfied**		**Neutral**		**Satisfied**		**Total**
Cypress Offices/Services	**% Dissatisfied**	**n**	**%**	**n**	**%**	**n**	**%**	**Responses**
Counseling	18%	4	22%	5	28%	9	50%	18
Assessment	8%	2	17%	6	50%	4	33%	12
Career Center	13%	1	14%	2	29%	4	57%	7
Admissions & Records	8%	3	14%	2	10%	16	76%	21
Advising	14%	2	11%	7	37%	10	53%	19
Testing Center	6%	3	10%			26	90%	29
Student Activities	13%	1	9%	3	27%	7	64%	11
Bookstore	13%	2	9%	6	27%	14	64%	22
Dean of Students	18%	1	8%	1	8%	11	85%	13
Custodial Service	9%	2	6%	1	3%	30	91%	33
Food Service	18%	1	6%	2	12%	14	82%	17
Campus Manager	8%	2	6%	1	3%	31	91%	34
Evening Supervisor	5%	1	6%	2	11%	15	83%	18
Maintenance Service	10%	1	6%			17	94%	18
Media Centers	9%	1	4%	1	4%	26	93%	28
Library	4%	1	3%	3	10%	26	87%	30
Financial Aid	5%			1	7%	13	93%	14
Microcomputer Support Services	6%			1	6%	15	94%	16
Provost, Campus Operations	10%			1	6%	17	94%	18
Computer Centers	7%			1	6%	17	94%	18
Learning Labs	6%			1	5%	19	95%	20
Cashier's Office	6%			1	5%	20	95%	21
Duplication	5%			3	13%	20	87%	23
Students with Disabilities	6%			2	7%	25	93%	27
Campus Police	12%			3	10%	27	90%	30
Mailroom	4%			4	12%	29	88%	33

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: Note that a small number of responses can distort the validity of data							
NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							

Eastview Offices/Services	All Campus-based % Dissatisfied	Eastview Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Student Activities	13%	2	22%	1	11%	6	67%	9
Veterans Affairs	3%	1	20%	3	60%	1	20%	5
Food Service	18%	5	14%	10	28%	21	58%	36
Advising	14%	4	14%	4	14%	21	72%	29
Career Center	13%	1	13%			7	88%	8
Special Populations	11%	1	13%	3	38%	4	50%	8
Dean of Students	18%	2	11%			16	89%	18
Provost, Campus Operations	10%	5	10%	6	12%	41	79%	52
Students with Disabilities	6%	2	8%	1	4%	22	88%	25
Counseling	18%	2	8%	1	4%	23	88%	26
Custodial Service	9%	4	7%	5	9%	48	84%	57
Bookstore	13%	3	7%	4	10%	34	83%	41
Microcomputer Support Services	6%	2	7%	1	3%	27	90%	30
Assessment	8%	1	7%	1	7%	12	86%	14
Duplication	5%	3	6%	5	11%	39	83%	47
Campus Police	12%	3	5%	4	6%	55	89%	62
Maintenance Service	10%	2	5%	4	11%	32	84%	38
Financial Aid	5%	1	5%			20	95%	21
Learning Labs	6%	1	5%	1	5%	17	89%	19
Media Centers	9%	2	4%	4	9%	41	87%	47
Computer Centers	7%	1	4%	4	17%	19	79%	24
Mailroom	4%	2	3%	7	11%	54	86%	63
Campus Manager	8%	2	3%	9	14%	53	83%	64
Admissions & Records	8%	1	3%	7	19%	28	78%	36
Cashier's Office	6%	1	2%	8	19%	33	79%	42
Library	4%	1	2%	1	2%	49	96%	51
Testing Center	6%			2	7%	25	93%	27
Evening Supervisor	5%			1	5%	19	95%	20
Weekend Supervisor	5%			2	25%	6	75%	8

Table 11

		Highland Business Center						
Ratings of "Overall Quality" Sorted by Percent Dissatisfied								
Highland Business Center								

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: Note that a small number of responses can distort the validity of data

NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied
ratings were aggregated into a single rating, "satisfied"

		Highland Business Center						
	All Campus-based	**Dissatisfied**		**Neutral**		**Satisfied**		**Total**
Highland Business Center Offices/Services	**% Dissatisfied**	**n**	**%**	**n**	**%**	**n**	**%**	**Responses**
Bookstore	13%	2	25%	3	38%	3	38%	8
Advising	14%	1	17%	2	33%	3	50%	6
Cashier's Office	6%	7	13%	5	9%	43	78%	55
Custodial Service	9%	5	10%	7	14%	38	76%	50
Maintenance Service	10%	4	10%	9	21%	29	69%	42
Campus Police	12%	5	7%	5	7%	59	86%	69
Admissions & Records	8%	2	4%	8	17%	37	79%	47
Duplication	5%	2	3%	1	1%	67	96%	70
Provost, Campus Operations	10%	1	3%	7	21%	25	76%	33
Campus Manager	8%	1	2%	5	10%	45	88%	51
Dean of Students	18%					5	100%	5
Weekend Supervisor	5%					8	100%	8
Evening Supervisor	5%			1	10%	9	90%	10
Veterans Affairs	3%					13	100%	13
Testing Center	6%			3	21%	11	79%	14
Financial Aid	5%					30	100%	30
Microcomputer Support Services	6%			3	8%	35	92%	38
Mailroom	4%			3	4%	68	96%	71

Table 12

		Northridge Campus						
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: Note that a small number of responses can distort the validity of data								
NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"								

Northridge Offices/Services	**All Campus-based % Dissatisfied**	**Dissatisfied**		**Neutral**		**Satisfied**		**Total Responses**
		n	**%**	**n**	**%**	**n**	**%**	
Food Service	18%	12	29%	8	19%	22	52%	42
Career Center	13%	3	21%	3	21%	8	57%	14
Special Populations	11%	2	20%	3	30%	5	50%	10
Bookstore	13%	10	19%	16	30%	27	51%	53
Counseling	18%	5	19%	5	19%	17	63%	27
Advising	14%	5	17%	4	13%	21	70%	30
Evening Supervisor	5%	4	16%	2	8%	19	76%	25
Admissions & Records	8%	7	13%	6	11%	41	76%	54
Cashier's Office	6%	6	13%	5	11%	35	76%	46
Learning Labs	6%	3	13%	2	8%	19	79%	24
Dean of Students	18%	3	13%	4	17%	16	70%	23
Campus Police	12%	8	12%	12	18%	47	70%	67
Media Centers	9%	6	12%	5	10%	38	78%	49
Testing Center	6%	5	12%	1	2%	35	85%	41
Assessment	8%	2	9%	1	4%	20	87%	23
Financial Aid	5%	2	8%	2	8%	20	83%	24
Maintenance Service	10%	3	8%	5	13%	32	80%	40
Students with Disabilities	6%	3	7%	6	14%	35	80%	44
Student Activities	13%	1	6%	5	28%	12	67%	18
Library	4%	2	4%	2	4%	42	91%	46
Microcomputer Support Services	6%	1	4%	4	14%	23	82%	28
Mailroom	4%	2	3%	7	9%	68	88%	77
Campus Manager	8%	2	3%	2	3%	56	93%	60
Provost, Campus Operations	10%	1	3%	2	6%	30	91%	33
Custodial Service	9%	1	2%	2	4%	49	94%	52
Duplication	5%	1	1%	7	10%	62	89%	70
Weekend Supervisor	5%			3	20%	12	80%	15
Veterans Affairs	3%			5	33%	10	67%	15
Computer Centers	7%			2	11%	16	89%	18

Table 13

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: Note that a small number of responses can distort the validity of data								
NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"								

Pinnacle Offices/Services	All Campus-based % Dissatisfied	Pinnacle Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Student Activities	13%	3	38%			5	63%	8
Dean of Students	18%	4	27%	1	7%	10	67%	15
Counseling	18%	3	20%	1	7%	11	73%	15
Career Center	13%	2	20%	1	10%	7	70%	10
Advising	14%	3	16%	2	11%	14	74%	19
Food Service	18%	4	15%	5	19%	18	67%	27
Assessment	8%	2	14%	3	21%	9	64%	14
Campus Police	12%	3	10%	5	16%	23	74%	31
Bookstore	13%	2	10%	3	14%	16	76%	21
Computer Centers	7%	1	9%	1	9%	9	82%	11
Duplication	5%	2	8%	5	19%	19	73%	26
Learning Labs	6%	1	7%			13	93%	14
Media Centers	9%	1	7%	1	7%	12	86%	14
Campus Manager	8%	2	6%			33	94%	35
Mailroom	4%	2	6%	6	19%	23	74%	31
Provost, Campus Operations	10%	1	6%	1	6%	16	89%	18
Students with Disabilities	6%	1	6%	1	6%	15	88%	17
Testing Center	6%	1	5%	1	5%	20	91%	22
Microcomputer Support Services	6%	1	5%	2	9%	19	86%	22
Admissions & Records	8%	1	4%	1	4%	24	92%	26
Library	4%	1	4%			25	96%	26
Financial Aid	5%			1	11%	8	89%	9
Maintenance Service	10%			3	14%	18	86%	21
Evening Supervisor	5%					24	100%	24
Cashier's Office	6%			1	4%	25	96%	26
Custodial Service	9%			2	8%	24	92%	26

Table 14

		Rio Grande Campus						
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: Note that a small number of responses can distort the validity of data

NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied
ratings were aggregated into a single rating, "satisfied"

Rio Grande Offices/Services	All Campus-based % Dissatisfied	Dissatisfied		Neutral		Satisfied		Total Responses
		n	**%**	**n**	**%**	**n**	**%**	
Dean of Students	18%	7	25%	3	11%	18	64%	28
Provost, Campus Operations	10%	9	23%	4	10%	26	67%	39
Campus Police	12%	13	21%	6	10%	44	70%	63
Bookstore	13%	7	21%	8	24%	19	56%	34
Campus Manager	8%	11	20%	7	13%	36	67%	54
Counseling	18%	6	19%			25	81%	31
Financial Aid	5%	5	19%	8	30%	14	52%	27
Maintenance Service	10%	7	17%	7	17%	27	66%	41
Food Service	18%	5	14%	9	26%	21	60%	35
Media Centers	9%	6	13%	5	11%	34	76%	45
Student Activities	13%	3	13%	5	22%	15	65%	23
Special Populations	11%	1	13%	3	38%	4	50%	8
Duplication	5%	7	12%	3	5%	50	83%	60
Custodial Service	9%	6	12%	7	13%	39	75%	52
Mailroom	4%	7	11%	1	2%	54	87%	62
Advising	14%	3	11%	4	15%	20	74%	27
Students with Disabilities	6%	4	10%	7	18%	29	73%	40
Learning Labs	6%	3	10%	4	13%	23	77%	30
Weekend Supervisor	5%	2	10%	4	20%	14	70%	20
Career Center	13%	2	10%	2	10%	17	81%	21
Library	4%	4	9%	2	4%	40	87%	46
Admissions & Records	8%	4	8%	4	8%	41	84%	49
Evening Supervisor	5%	2	8%	3	12%	20	80%	25
Computer Centers	7%	2	8%	3	13%	19	79%	24
Microcomputer Support Services	6%	2	7%	3	10%	24	83%	29
Testing Center	6%	2	6%	3	9%	30	86%	35
Cashier's Office	6%	2	5%	6	15%	32	80%	40
Assessment	8%	1	5%	7	32%	14	64%	22
Veterans Affairs	3%			3	38%	5	63%	8

Table 15

		Riverside Campus						
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: Note that a small number of responses can distort the validity of data								
NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"								

	All Campus-based	**Dissatisfied**		**Neutral**		**Satisfied**		**Total**
Riverside Offices/Services	**% Dissatisfied**	**n**	**%**	**n**	**%**	**n**	**%**	**Responses**
Dean of Students	18%	6	25%	3	13%	15	63%	24
Campus Police	12%	15	22%	9	13%	44	65%	68
Computer Centers	7%	5	19%	3	11%	19	70%	27
Counseling	18%	5	18%	3	11%	20	71%	28
Food Service	18%	6	16%	5	13%	27	71%	38
Advising	14%	6	16%	9	24%	23	61%	38
Maintenance Service	10%	7	15%	6	13%	35	73%	48
Campus Manager	8%	10	14%	6	9%	53	77%	69
Custodial Service	9%	9	14%	9	14%	46	72%	64
Microcomputer Support Services	6%	5	14%	5	14%	26	72%	36
Provost, Campus Operations	10%	5	12%	5	12%	32	76%	42
Weekend Supervisor	5%	1	11%			8	89%	9
Bookstore	13%	5	10%	10	20%	35	70%	50
Student Activities	13%	2	10%	4	19%	15	71%	21
Media Centers	9%	4	9%	2	4%	39	87%	45
Admissions & Records	8%	4	8%	6	12%	41	80%	51
Assessment	8%	2	7%	4	13%	24	80%	30
Veterans Affairs	3%	1	7%	4	27%	10	67%	15
Career Center	13%	1	6%	1	6%	16	89%	18
Testing Center	6%	2	5%	1	3%	35	92%	38
Special Populations	11%	1	5%	1	5%	18	90%	20
Cashier's Office	6%	2	4%	7	13%	47	84%	56
Library	4%	2	4%	2	4%	42	91%	46
Evening Supervisor	5%	1	4%	2	8%	21	88%	24
Mailroom	4%	2	3%	3	4%	64	93%	69
Duplication	5%	2	3%	2	3%	57	93%	61
Students with Disabilities	6%	1	3%	1	3%	36	95%	38
Learning Labs	6%	1	3%	1	3%	31	94%	33
Financial Aid	5%			3	12%	22	88%	25

Table 16

		Service Center						
Ratings of "Overall Quality" Sorted by Percent Dissatisfied **Service Center**								
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: Note that a small number of responses can distort the validity of data								
NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"								
Service Center Offices/Services	**All Campus-based** **% Dissatisfied**	**Dissatisfied**		**Neutral**		**Satisfied**		**Total**
		n	**%**	**n**	**%**	**n**	**%**	**Responses**
Custodial Service	9%	4	17%	5	22%	14	61%	23
Microcomputer Support Services	6%	2	14%	2	14%	10	71%	14
Campus Police	12%	2	10%	2	10%	16	80%	20
Maintenance Service	10%	1	8%	2	15%	10	77%	13
Mailroom	4%	1	5%	2	10%	17	85%	20
Cashier's Office	6%			1	5%	20	95%	21

Table 17

Dissatisfaction with "Overall Quality" Sorted by Percent of All Respondents Dissatisfied Site-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"

Site-based Offices/Services	All Respondents % Dissatisfied	Cypress Creek N = 44		Eastview N = 80		Highland Business Center N = 87		Northridge N = 90		Pinnacle N = 445		Rio Grande N = 743		Riverside N = 86		Service Center N = 29	
		n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Counseling	18%	4	22%	2	8%			5	19%	3	20%	6	19%	5	18%		
Dean of Students	18%	1	8%	2	11%			3	13%	4	27%	7	25%	6	25%		
Food Service	18%	1	6%	5	14%			12	29%	4	15%	5	14%	6	16%		
Advising	14%	2	11%	4	14%	1	17%	5	17%	3	16%	3	11%	6	16%		
Bookstore	13%	2	9%	3	7%	2	25%	10	19%	2	10%	7	21%	5	10%		
Career Center	13%	1	14%	1	13%			3	21%	2	20%	2	10%	1	6%		
Student Activities	13%	1	9%	2	22%			1	6%	3	38%	3	13%	2	10%		
Campus Police	12%			3	5%	5	7%	8	12%	3	10%	13	21%	15	22%	2	10%
Special Populations	11%			1	13%			2	20%			1	13%	1	5%		
Maintenance Service	10%	1	6%	2	5%	4	10%	3	8%			7	17%	7	15%	1	8%
Provost, Campus Operations	10%			5	10%	1	3%	1	3%	1	6%	9	23%	5	12%		
Custodial Service	9%	2	6%	4	7%	5	10%	1	2%			6	12%	9	14%	4	17%
Media Centers	9%	1	4%	2	4%			6	12%	1	7%	6	13%	4	9%		
Admissions & Records	8%	3	14%	1	3%	2	4%	7	13%	1	4%	4	8%	4	8%		
Assessment	8%	2	17%	1	7%			2	9%	2	14%	1	5%	2	7%		
Campus Manager	8%	2	6%	2	3%	1	2%	2	3%	2	6%	11	20%	10	14%		
Computer Centers	7%			1	4%					1	9%	2	8%	5	19%		
Cashier's Office	6%			1	2%	7	13%	6	13%			2	5%	2	4%		
Learning Labs	6%			1	5%			3	13%	1	7%	3	10%	1	3%		
Microcomputer Support Services	6%			2	7%			1	4%	1	5%	2	7%	5	14%	2	14%
Students with Disabilities	6%			2	8%			3	7%	1	6%	4	10%	1	3%		
Testing Center	6%	3	10%					5	12%	1	5%	2	6%	2	5%		
Duplication	5%			3	6%	2	3%	1	1%	2	8%	7	12%	2	3%		
Evening Supervisor	5%	1	6%					4	16%			2	8%	1	4%		
Financial Aid	5%			1	5%			2	8%			5	19%				
Weekend Supervisor	5%											2	10%	1	11%		
Library	4%	1	3%	1	2%			2	4%	1	4%	4	9%	2	4%		
Mailroom	4%			2	3%			2	3%	2	6%	7	11%	2	3%	1	5%
Veterans Affairs	3%			1	20%									1	7%		

Table 18

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude
Campus-based Offices/Services: Cypress Creek

NOTE 1: Sorted in descending order by percent of "Overall Quality"
NOTE 2: The offices listed are the top 14 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: Note that a small number of responses can distort the validity of data

Cypress Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Counseling	18	4	22%	4	22%	6	33%
Assessment	12	2	17%	2	17%	3	25%
Career Center	7	1	14%	1	14%	1	14%
Admissions & Records	21	3	14%	3	14%	4	19%
Advising	19	2	11%	3	16%	4	21%
Testing Center	29	3	10%	3	11%	3	11%
Student Activities	11	1	9%			1	9%
Bookstore	22	2	9%	2	10%	3	15%
Dean of Students	13	1	8%	1	8%	1	8%
Custodial Service	33	2	6%	2	6%	2	6%
Food Service	17	1	6%	1	6%		
Campus Manager	34	2	6%	2	6%	3	9%
Evening Supervisor	18	1	6%	1	6%	1	6%
Maintenance Service	18	1	6%	1	6%	1	6%

Table 19

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: Note that a small number of responses can distort the validity of data							
Eastview Offices/Services	**Total**	**Overall Quality**		**Promptness**		**Attitude**	
		n	**%**	**n**	**%**	**n**	**%**
Student Activities	9	2	22%	1	11%	1	11%
Veterans Affairs	5	1	20%	1	20%	1	20%
Food Service	36	5	14%	5	14%	4	11%
Advising	29	4	14%	3	11%	3	11%
Career Center	8	1	13%	1	13%	1	13%
Special Populations	8	1	13%	1	13%	1	13%
Dean of Students	18	2	11%	1	6%	1	6%
Provost, Campus Operations	52	5	10%	5	10%	4	8%
Students with Disabilities	25	2	8%	2	9%	2	8%
Counseling	26	2	8%	1	4%	1	4%

Table 20

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Site-based Offices/Services: Highland Business Center							
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							
Highland Business Center Offices/Services	**Total**	**Overall Quality**		**Promptness**		**Attitude**	
		n	**%**	**n**	**%**	**n**	**%**
Bookstore	8	2	25%	3	38%	3	38%
Advising	6	1	17%	1	17%	1	17%
Cashier's Office	55	7	13%	7	13%	8	15%
Custodial Service	50	5	10%	4	9%	2	4%
Maintenance Service	42	4	10%	5	12%	5	12%
Campus Police	69	5	7%	4	6%	5	7%
Admissions & Records	47	2	4%	4	9%	6	13%
Provost, Campus Operations	33	1	3%	5	16%	6	19%
Duplication	70	2	3%	3	4%	3	4%
Campus Manager	51	1	2%	3	6%	5	10%

Table 21

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: Note 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	42	12	29%	9	21%	8	19%
Career Center	14	3	21%	2	15%	1	8%
Special Populations	10	2	20%	2	20%	3	30%
Bookstore	53	10	19%	13	26%	9	18%
Counseling	27	5	19%	3	11%	5	19%
Advising	30	5	17%	4	13%	5	17%
Evening Supervisor	25	4	16%	3	14%	4	16%
Admissions & Records	54	7	13%	7	13%	9	17%
Cashier's Office	46	6	13%	4	9%	9	20%
Dean of Students	23	3	13%	3	13%	4	17%
Learning Labs	24	3	13%	2	8%	1	4%

Table 22

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: Note that a small number of responses can distort the validity of data						

Pinnacle Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Student Activities	8	3	38%	2	25%	2	25%
Dean of Students	15	4	27%	4	31%	4	31%
Counseling	15	3	20%	3	23%	3	23%
Career Center	10	2	20%	1	13%	2	25%
Advising	19	3	16%	3	18%	3	18%
Food Service	27	4	15%	4	16%	4	15%
Assessment	14	2	14%	1	9%	2	18%
Campus Police	31	3	10%	1	4%	1	3%
Bookstore	21	2	10%	3	16%	2	10%
Computer Centers	11	1	9%	1	10%	1	10%

Table 23

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 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: Note that a small number of responses can distort the validity of data							
Rio Grande Offices/Services	**Total**	**Overall Quality**		**Promptness**		**Attitude**	
		n	**%**	**n**	**%**	**n**	**%**
Dean of Students	28	7	25%	6	21%	7	25%
Provost, Campus Operations	39	9	23%	8	22%	10	26%
Campus Police	63	13	21%	13	21%	16	26%
Bookstore	34	7	21%	8	24%	7	21%
Campus Manager	54	11	20%	12	24%	11	21%
Counseling	31	6	19%	5	16%	6	19%
Financial Aid	27	5	19%	4	16%	6	23%
Maintenance Service	41	7	17%	11	27%	8	20%
Food Service	35	5	14%	4	12%	7	21%
Media Centers	45	6	13%	6	13%	5	11%
Student Activities	23	3	13%	3	13%	4	17%
Special Populations	8	1	13%	1	13%	1	13%

Table 24

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 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: Note that a small number of responses can distort the validity of data							
Riverside Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Dean of Students	24	6	25%	4	17%	7	29%
Campus Police	68	15	22%	11	17%	20	31%
Computer Centers	27	5	19%	4	15%	6	22%
Counseling	28	5	18%	7	25%	7	25%
Food Service	38	6	16%	5	14%	2	5%
Advising	38	6	16%	6	16%	6	16%
Maintenance Service	48	7	15%	8	18%	5	11%
Campus Manager	69	10	14%	7	10%	8	12%
Custodial Service	64	9	14%	8	13%	3	5%
Microcomputer Support Services	36	5	14%	6	17%	3	9%

Table 25

Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality Site-based Offices/Services: Service Center							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 5 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: Note that a small number of responses can distort the validity of data							
Service Center Offices/Services	**Total**	**Overall Quality**		**Promptness**		**Attitude**	
		n	**%**	**n**	**%**	**n**	**%**
Custodial Service	23	4	17%	1	5%	1	5%
Microcomputer Support Services	14	2	14%	3	23%	2	15%
Campus Police	20	2	10%	3	16%	2	11%
Maintenance Service	13	1	8%	3	23%	1	8%
Mailroom	20	1	5%	3	15%		

Chart 2

Satisfaction Trends for the Cypress Creek Campus Offices

Chart 2   *(continued)*
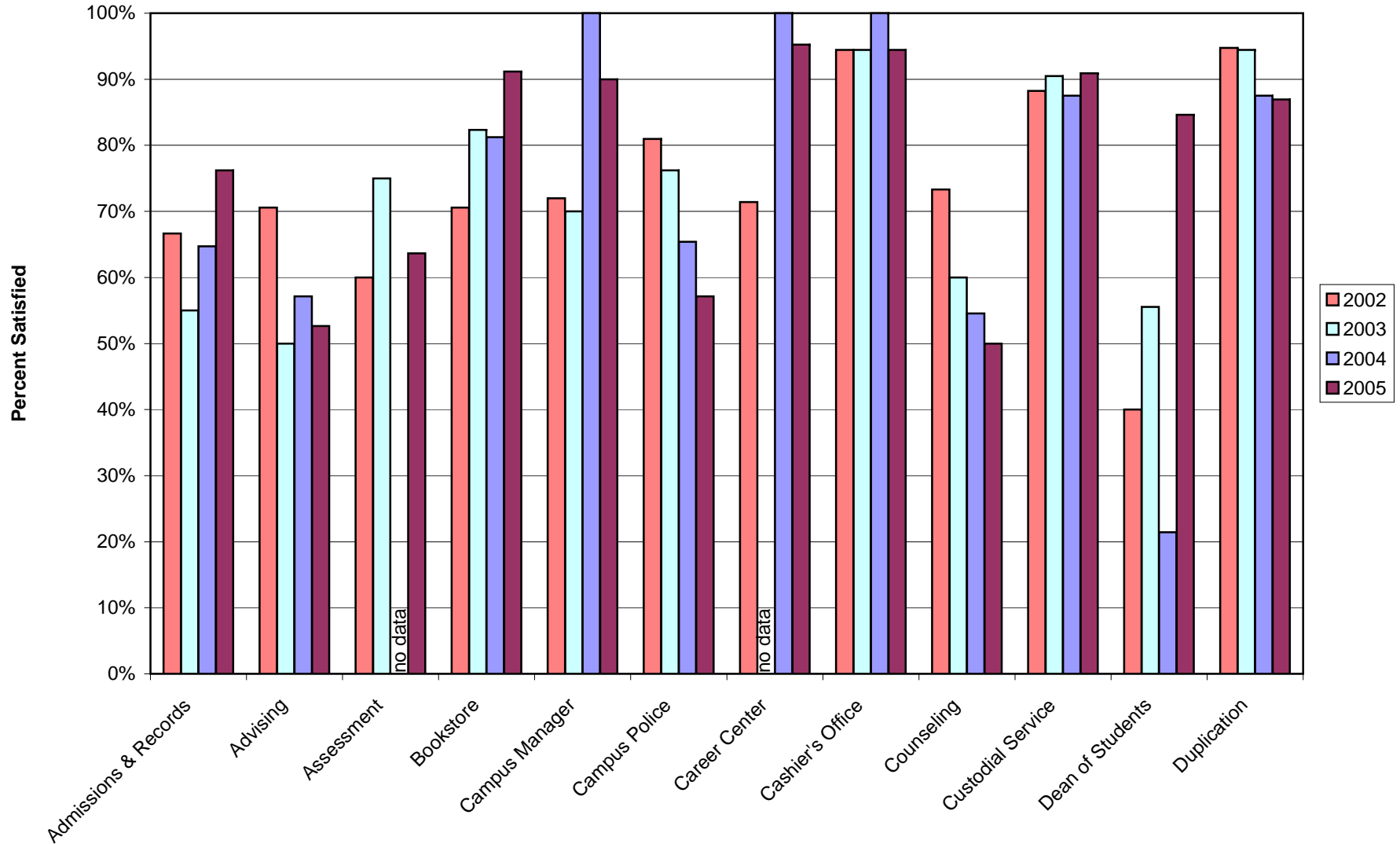
Satisfaction Trends for the Cypress Creek Campus Offices
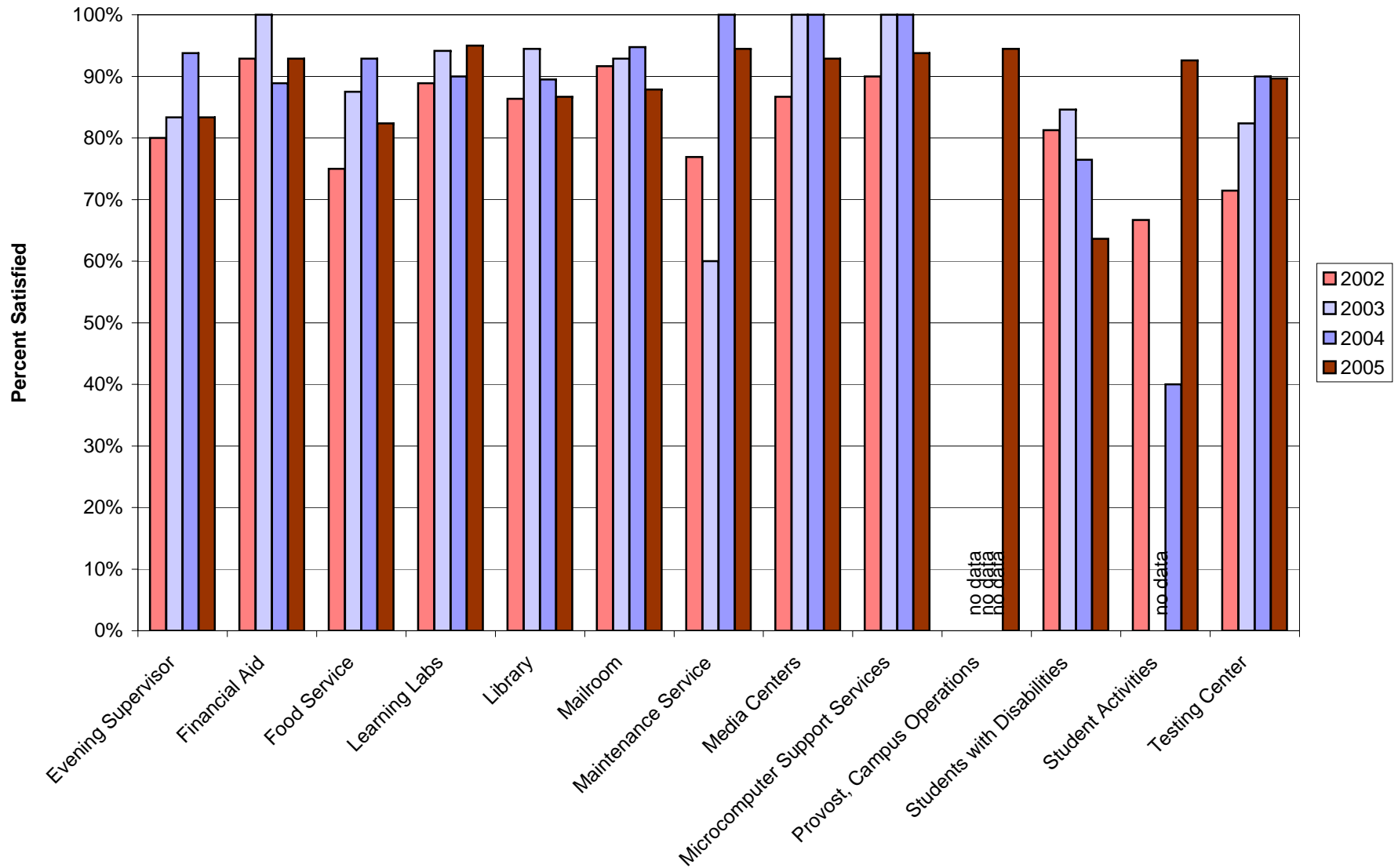
Chart 3

Satisfaction Trends for the Eastview Campus Offices

Percent Satisfied (y-axis)

Legend:
- 2002
- 2003
- 2004
- 2005

X-axis categories: Admissions & Records, Advising, Assessment, Bookstore, Campus Manager, Campus Police, Career Center, Cashier's Office, Computer Centers, Counseling, Custodial Service, Dean of Students, Duplication, Evening Supervisor

Chart 3 *(continued)*

Satisfaction Trends for the Eastview Campus Offices

Legend:
- 2002
- 2003
- 2004
- 2005
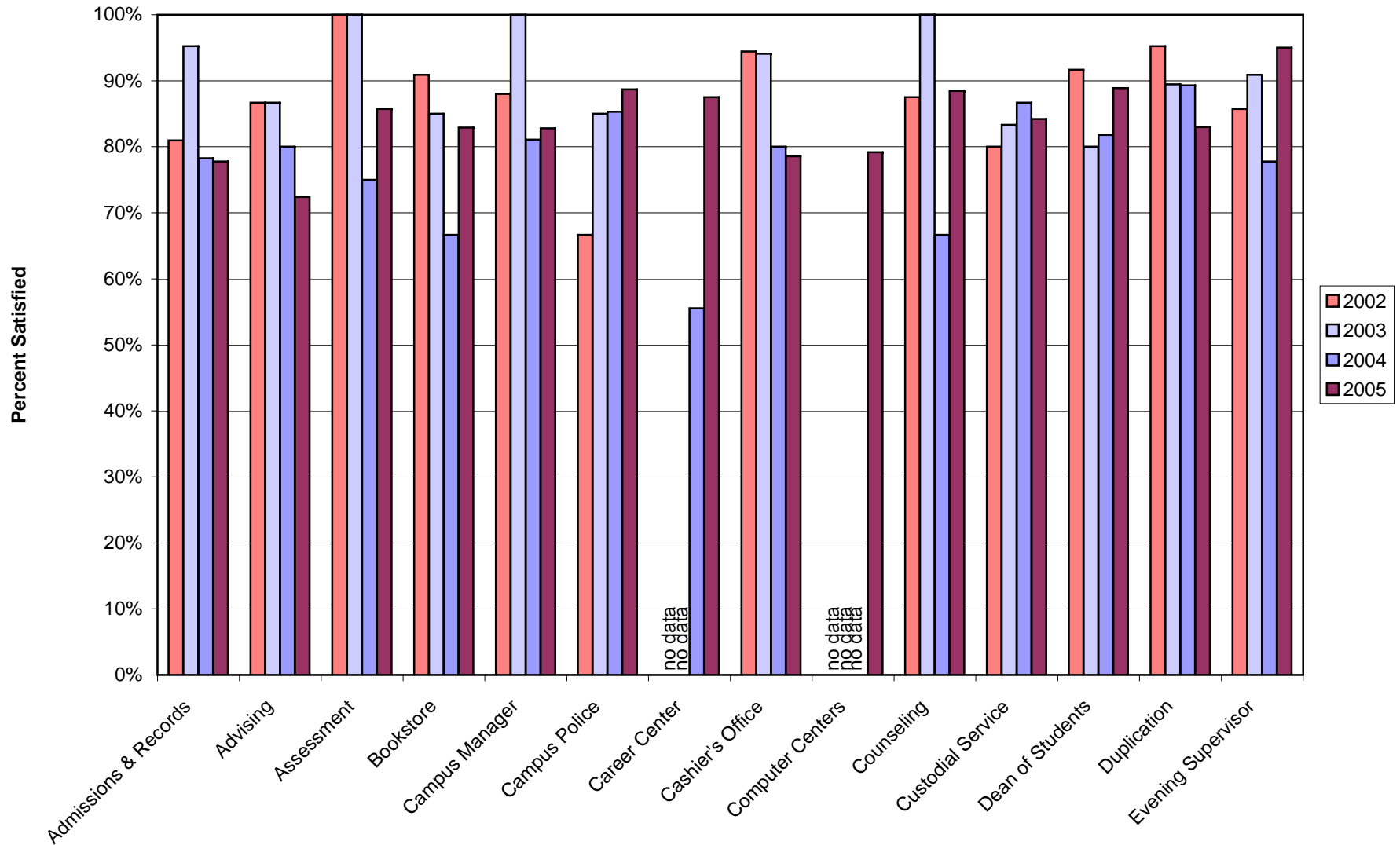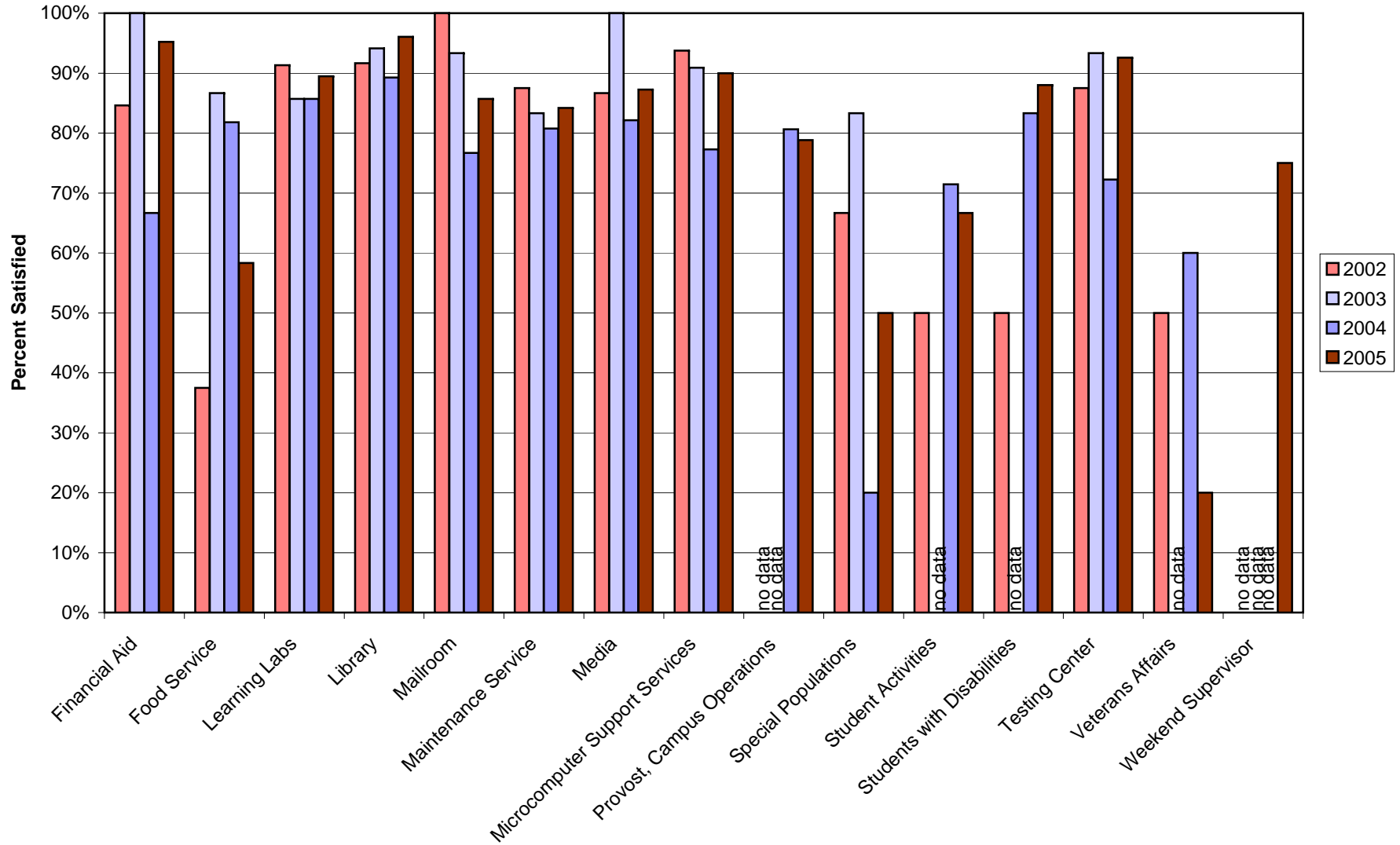
Chart 4

2005 Satisfaction Levels for the Highland Business Center
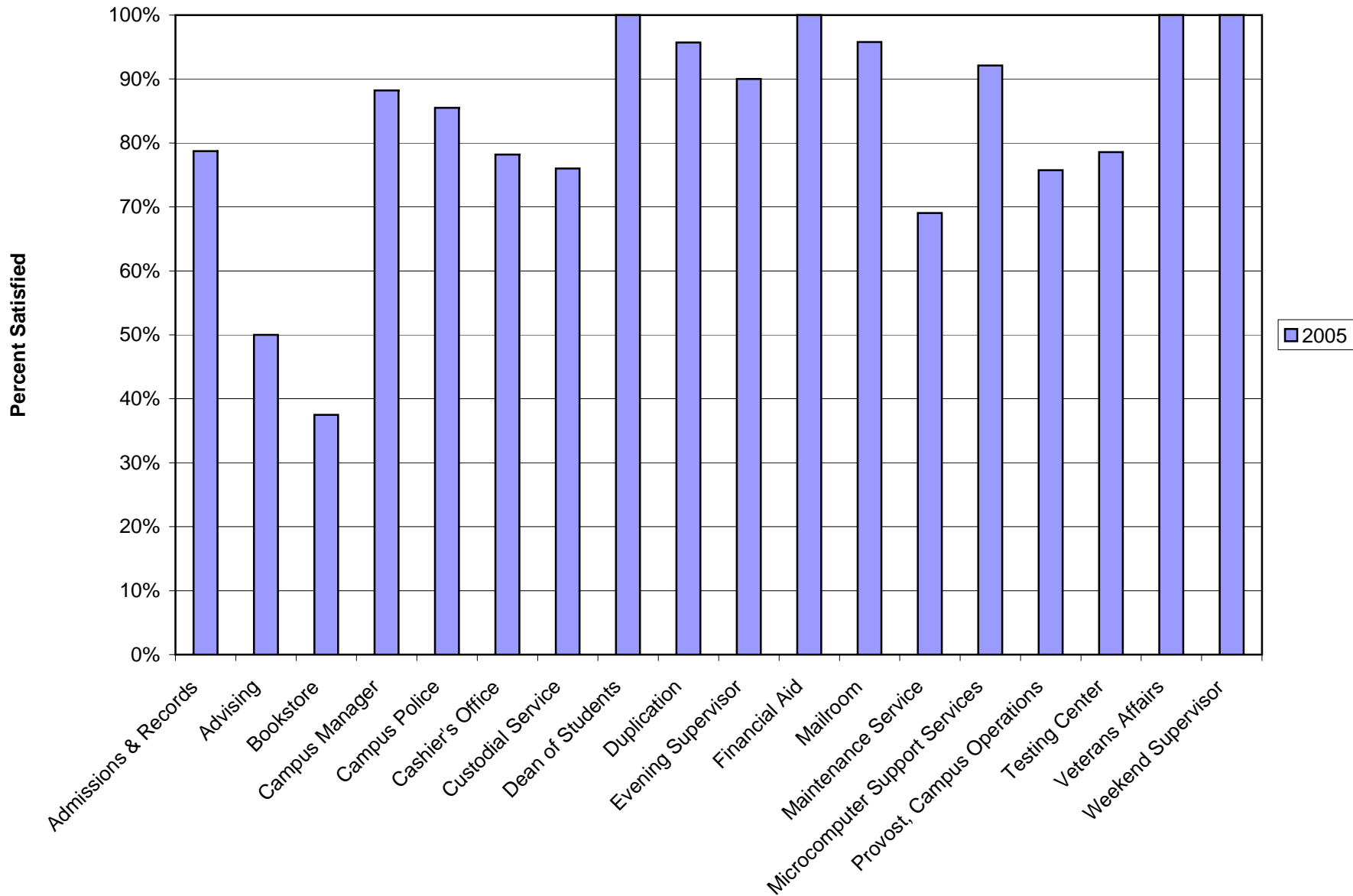
Chart 5

Satisfaction Trends for the Northridge Campus Offices

Percent Satisfied

Legend:
- 2002
- 2003
- 2004
- 2005

X-axis categories: Admissions & Records, Advising, Assessment, Bookstore, Campus Manager, Campus Police, Career Center, Cashier's Office, Computer Centers, Counseling, Custodial Service, Dean of Students, Duplication, Evening Supervisor, Financial Aid

"no data" labels appear for Career Center and Computer Centers
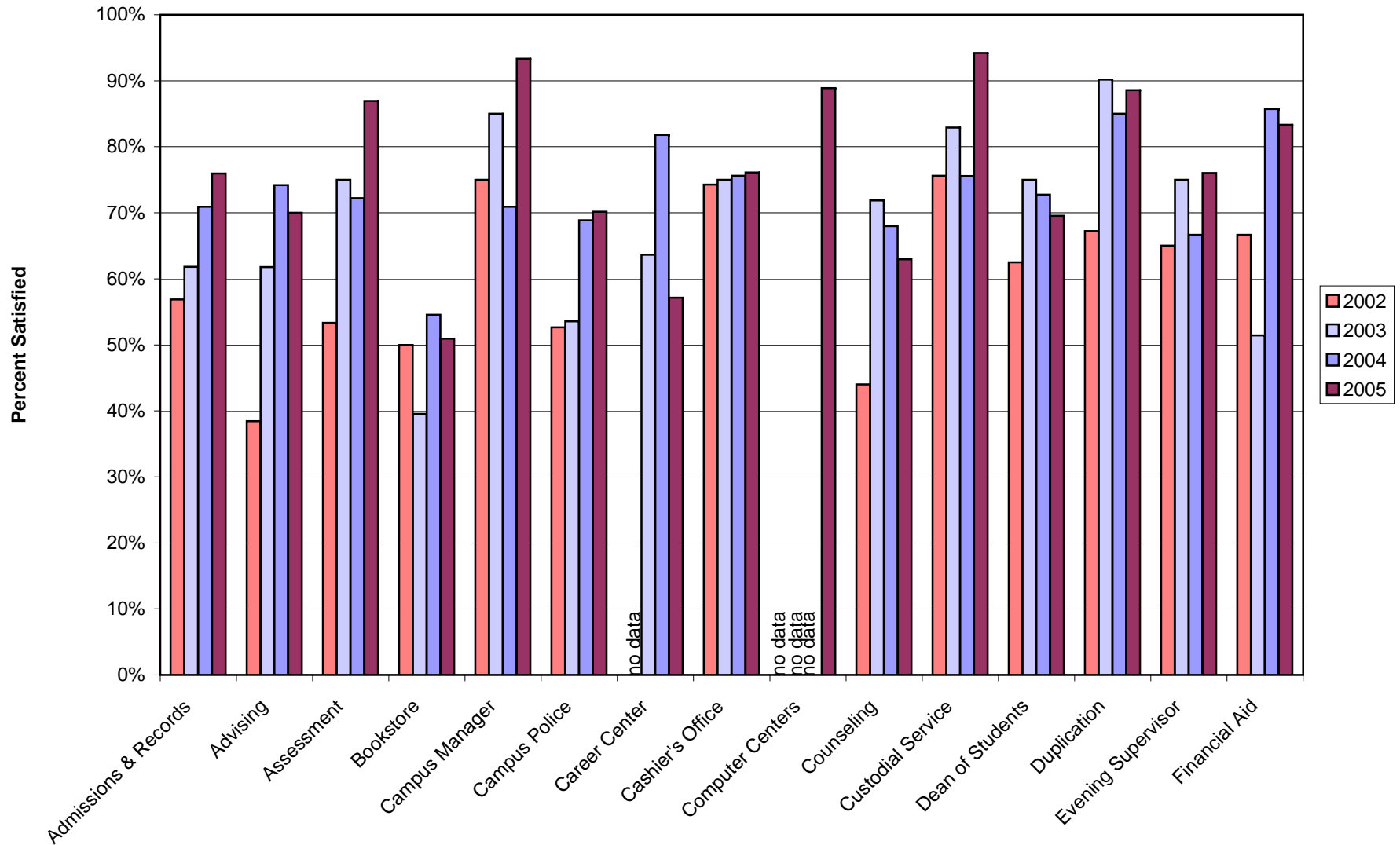
Chart 5 *(continued)*

Satisfaction Trends for the Northridge Campus Offices
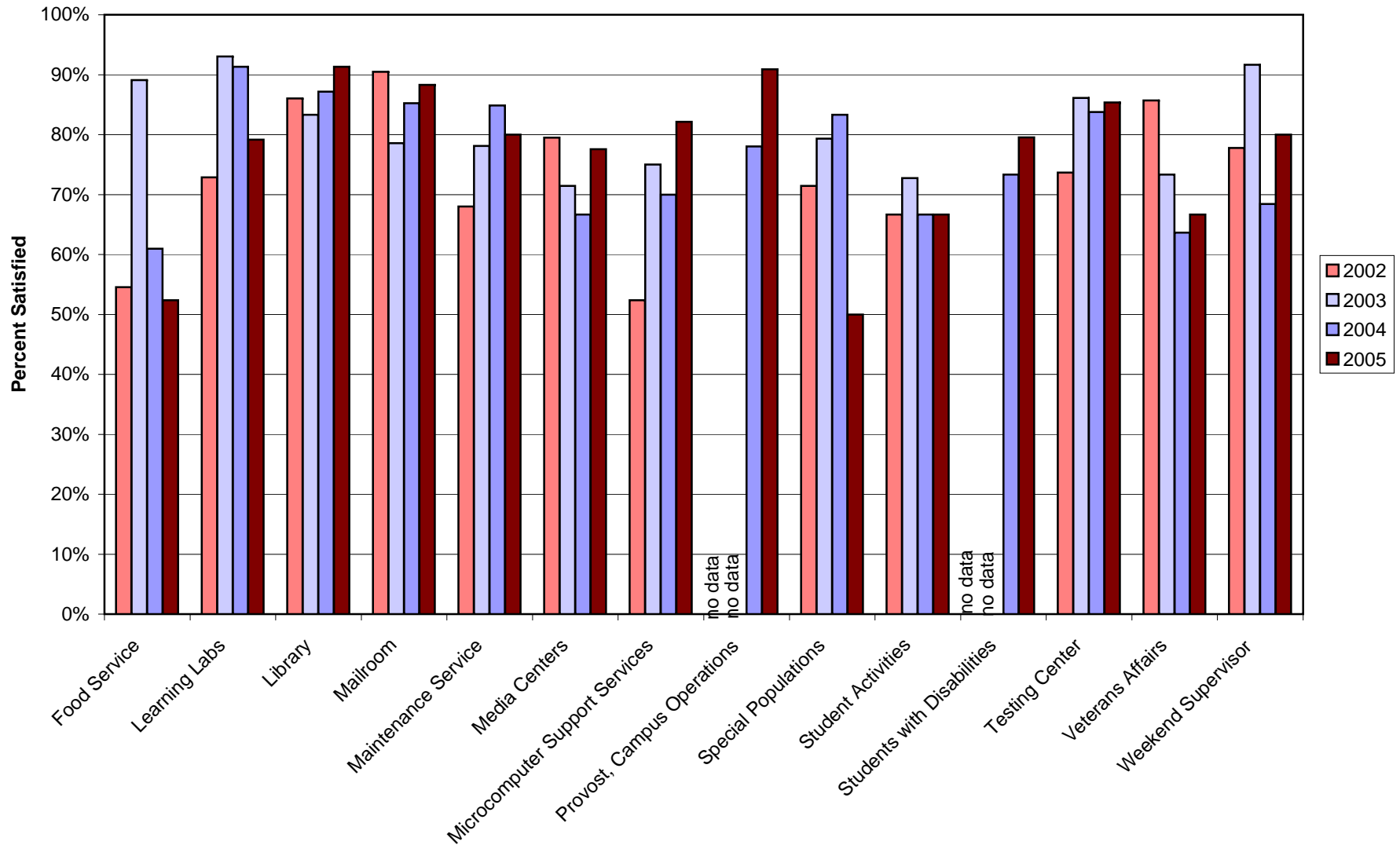
Chart 6

Satisfaction Trends for the Pinnacle Campus Offices
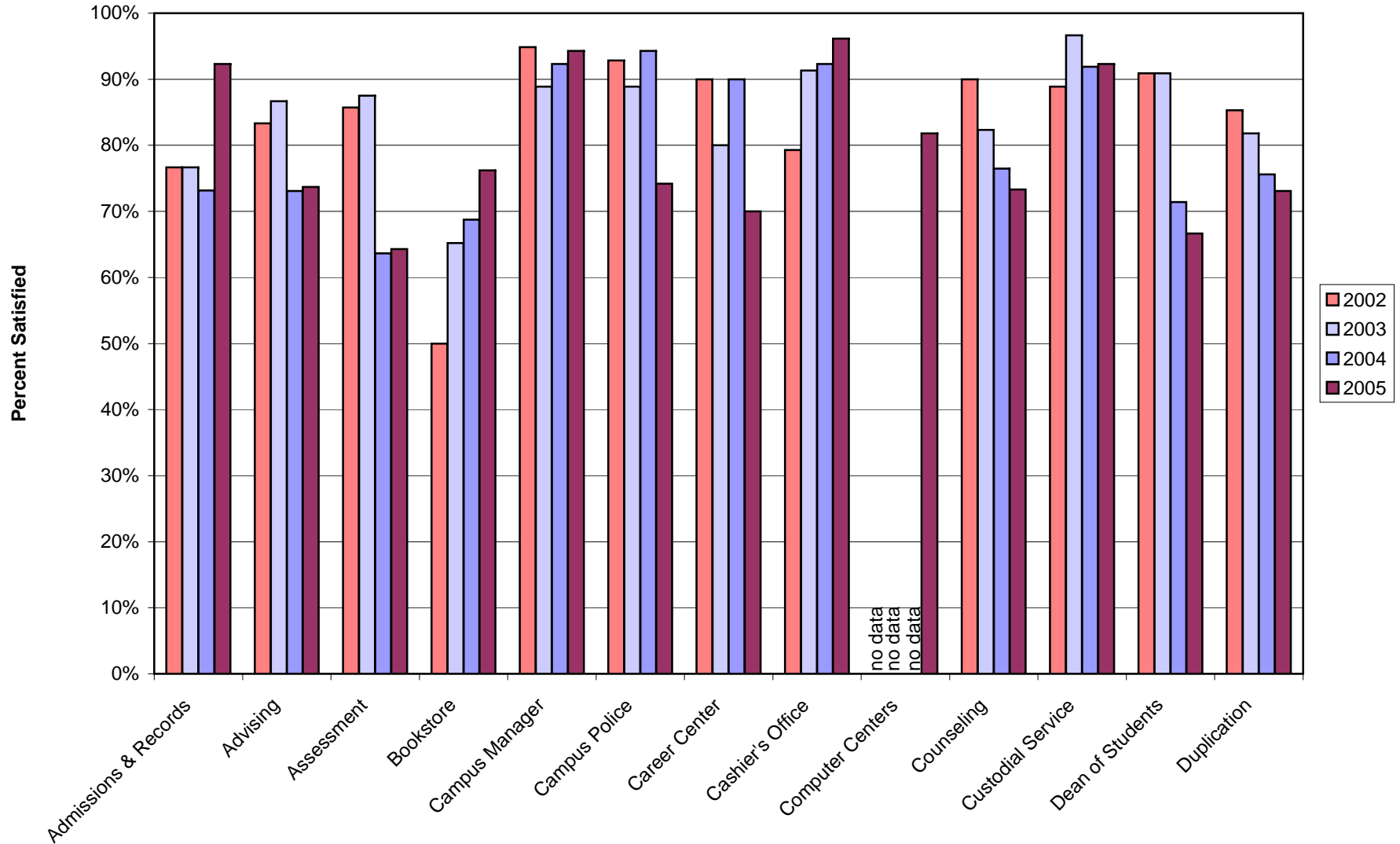
Chart 6 *(continued)*

Satisfaction Trends for the Pinnacle Campus Offices
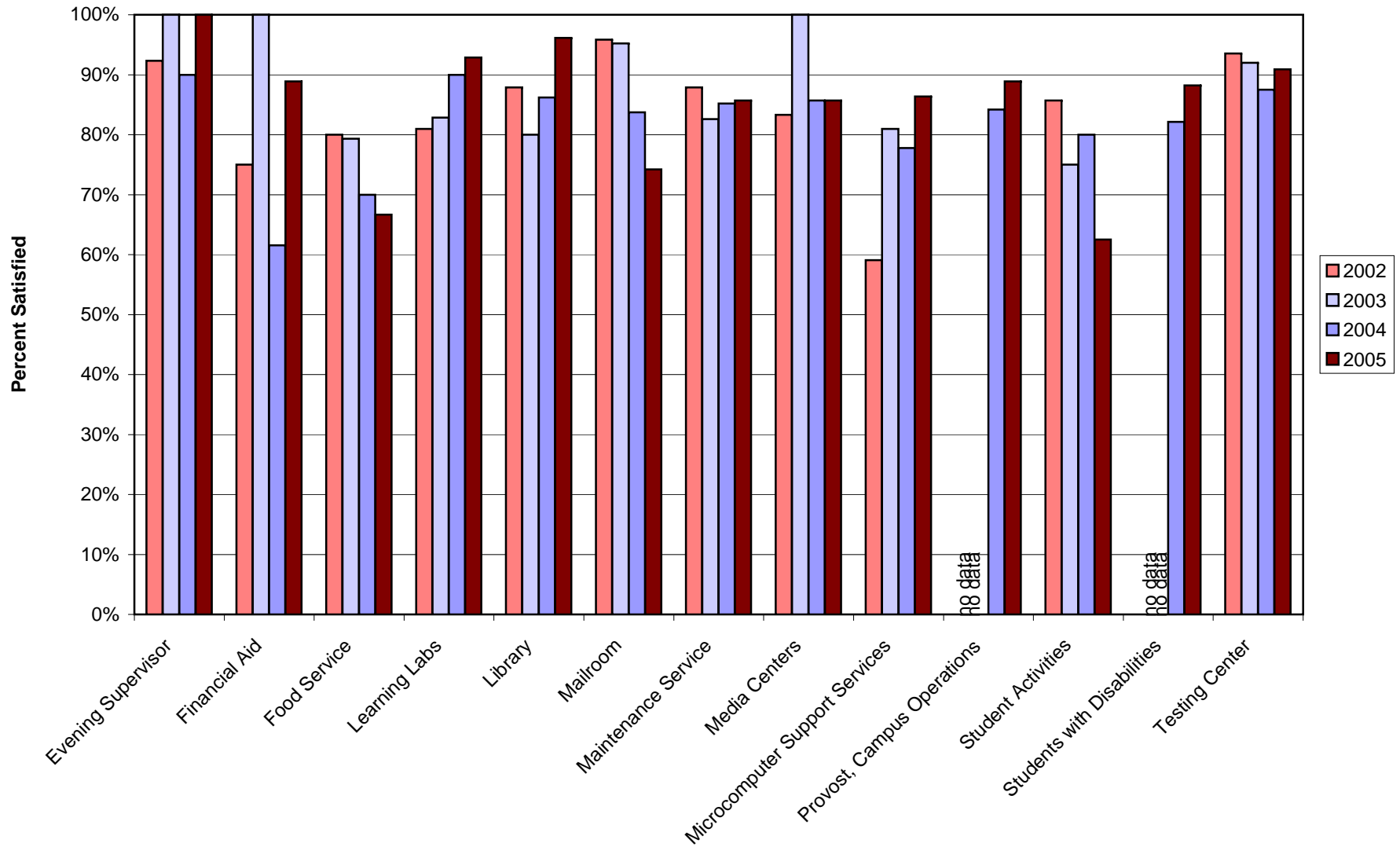
Chart 7

Satisfaction Trends for the Rio Grande Campus Offices

Chart 7   *(continued)*
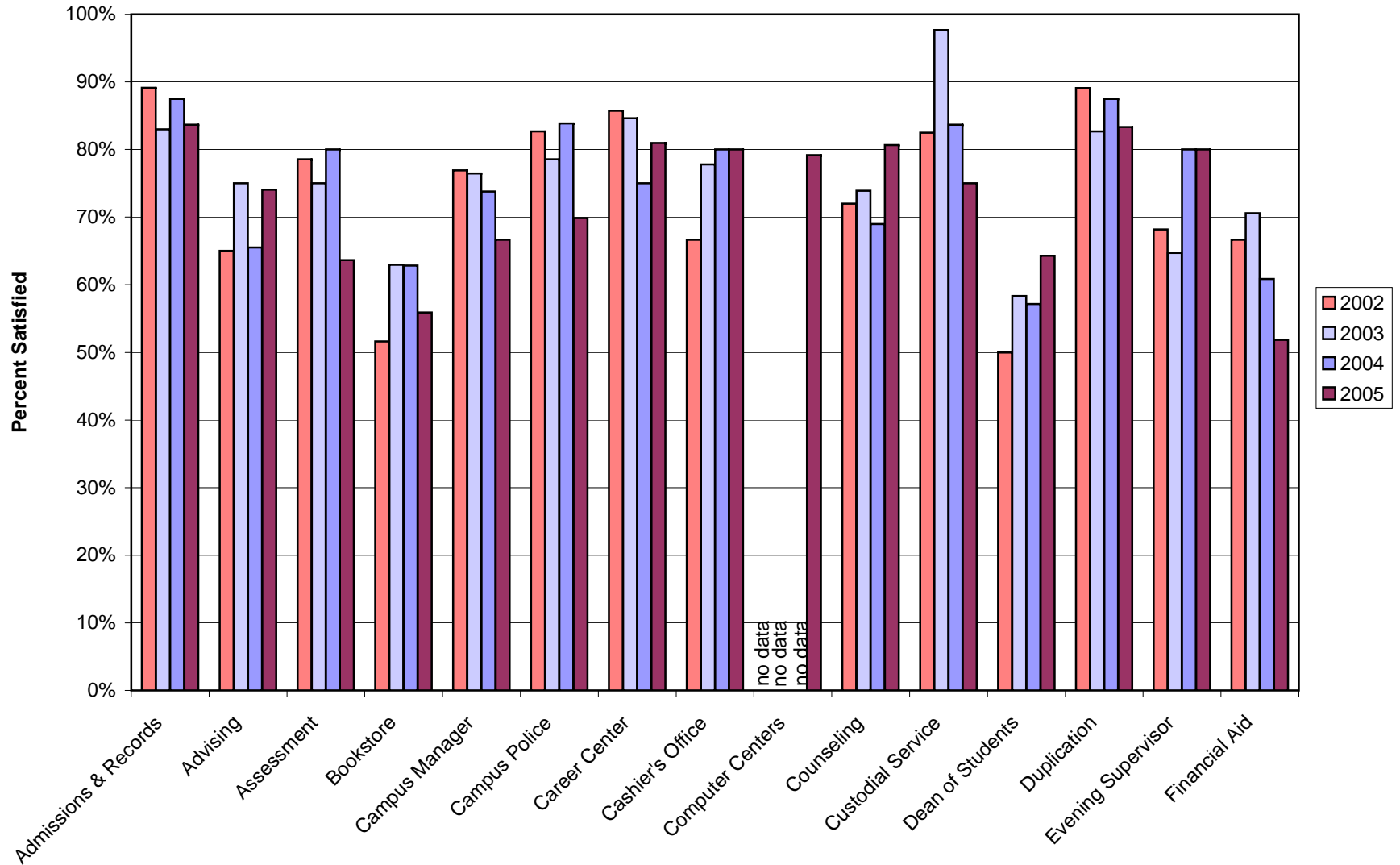
Satisfaction Trends for the Rio Grande Campus Offices
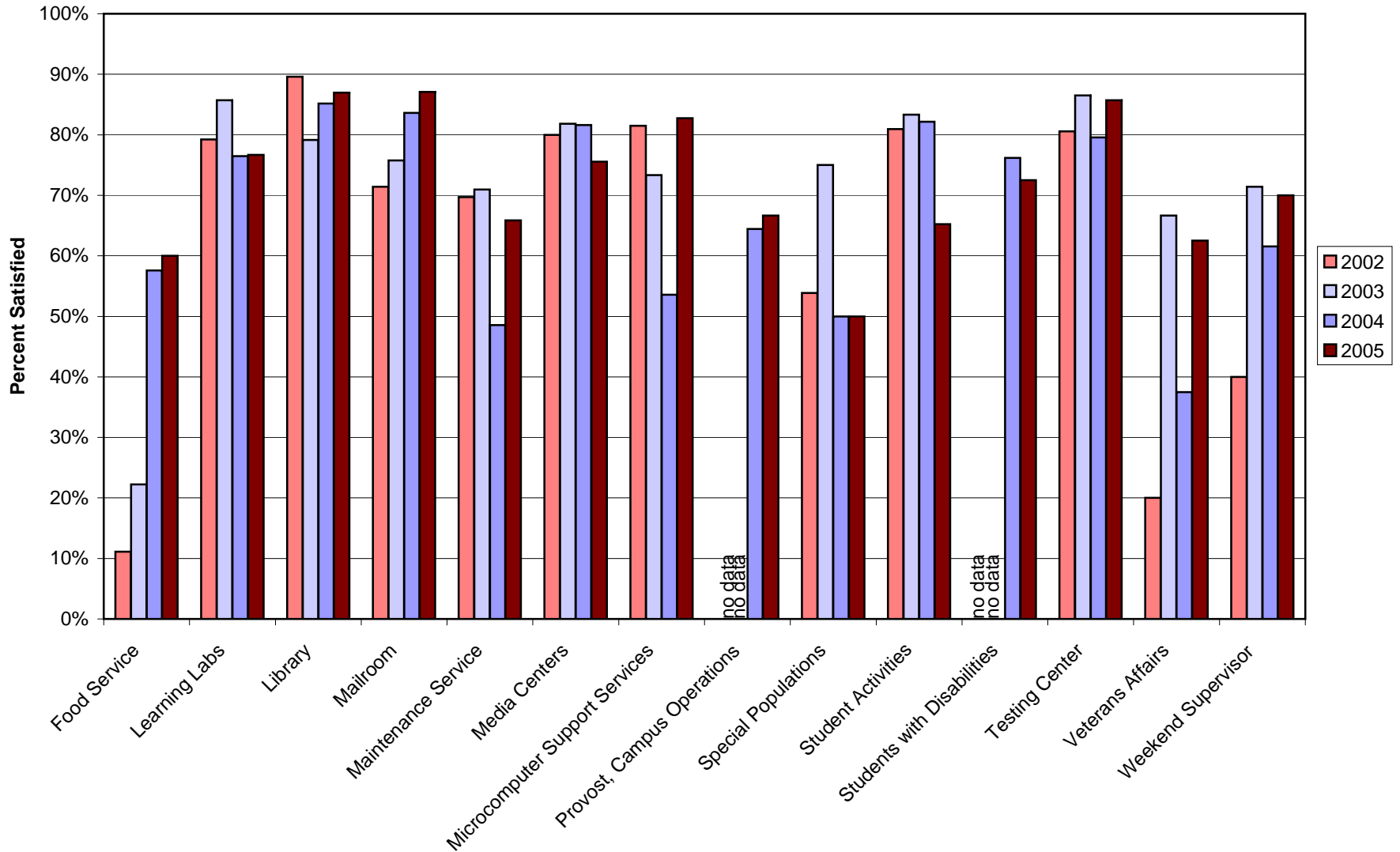
Chart 8

Satisfaction Trends for the Riverside Campus Offices

Chart 8   *(continued)*
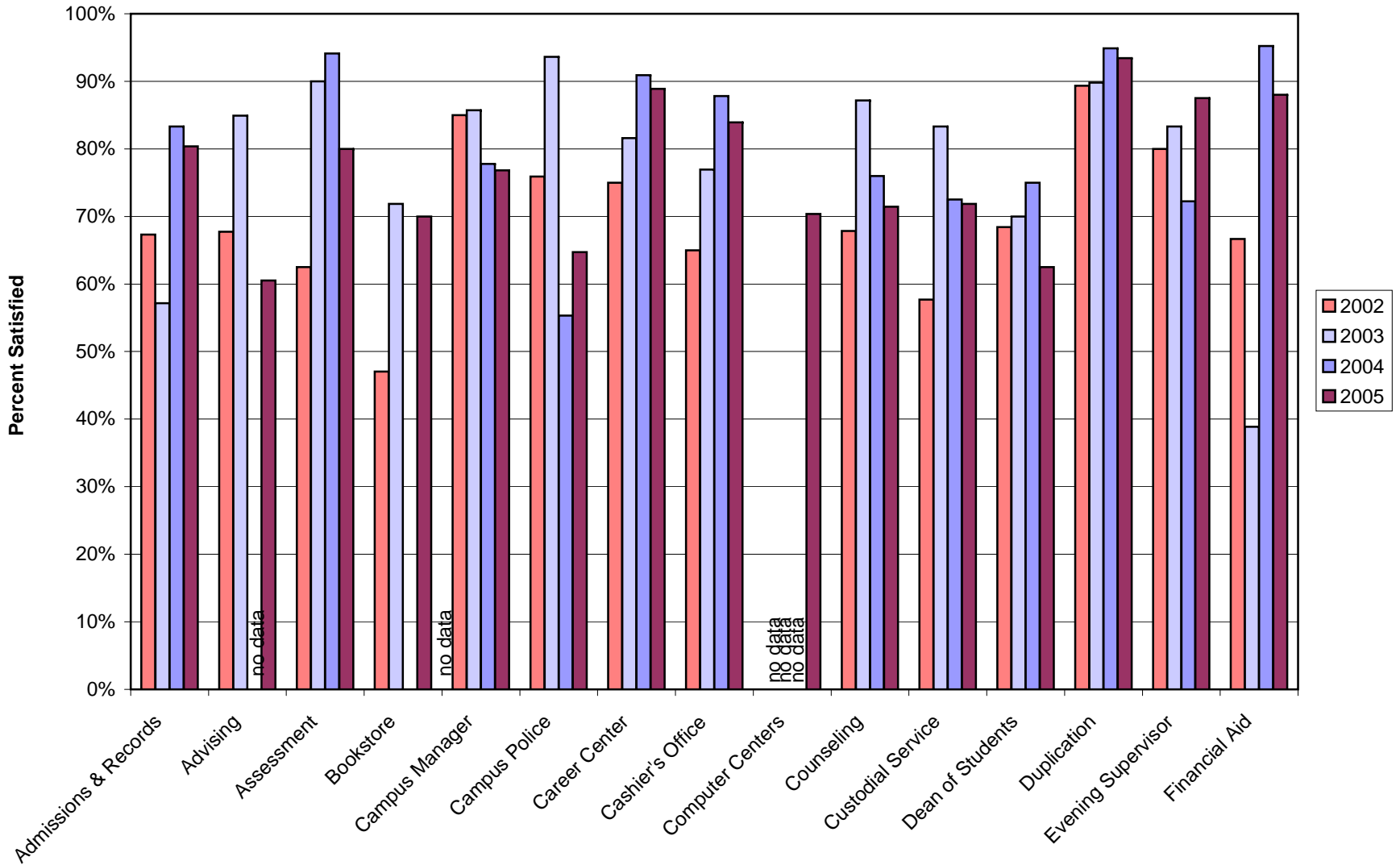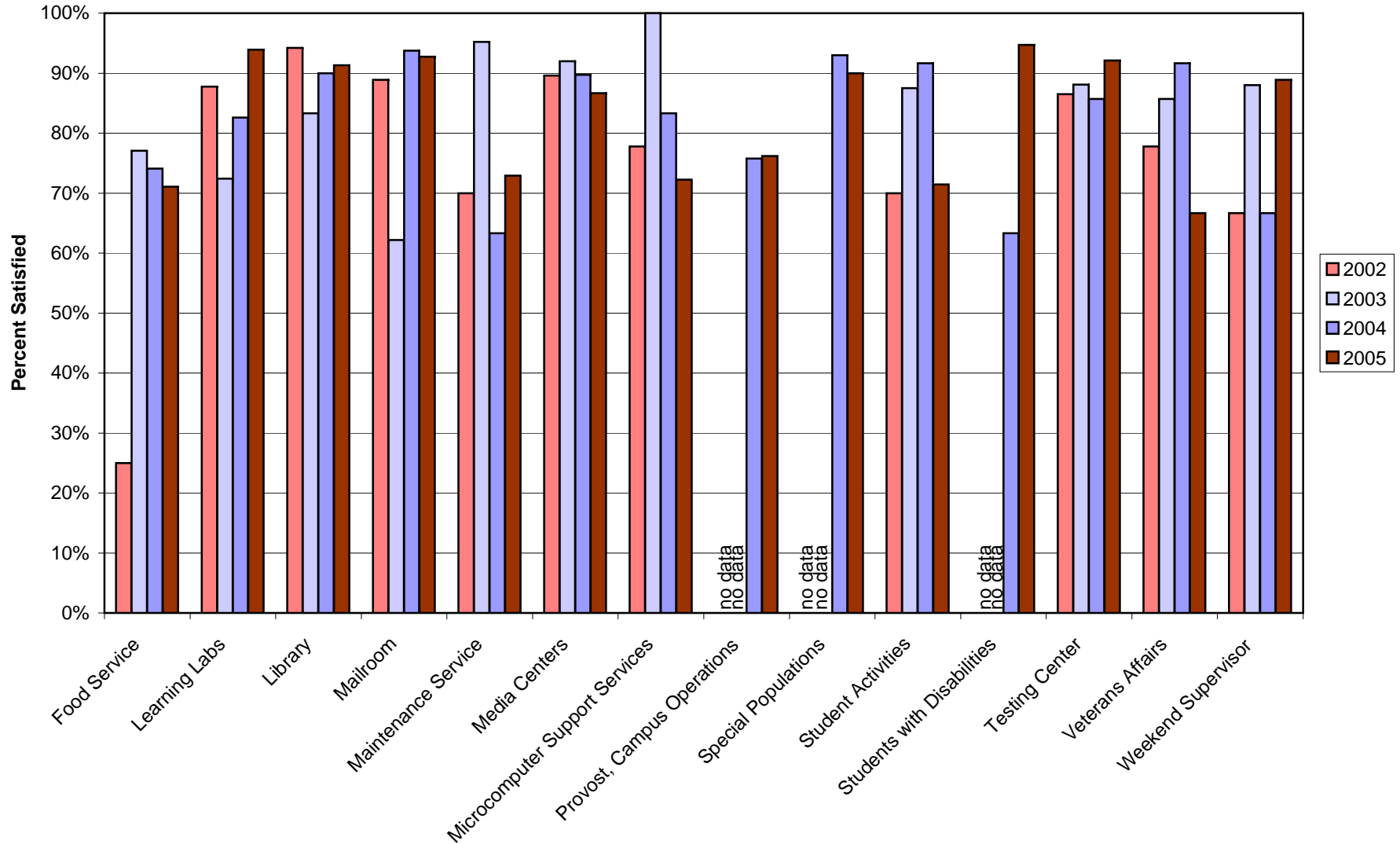
Satisfaction Trends for the Riverside Campus Offices

Chart 9

2005 Satisfaction Levels for the Service Center Offices

Legend: 2005