

Austin Community College
Internal College Survey

Spring 2005
Analysis of College-wide 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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Summary

The Internal College Survey of college-wide services was conducted in Spring 2005; therefore, it is important to remember that improvements implemented in Spring 2005 were not taken into account by the respondents.

The following are highlights of the Spring 2005 Internal College Survey. In general, compared to the Spring 2003 and Spring 2004 surveys:

- ❑ The overall response rate was 25%, the highest level of participation since the survey began. This return rate increased from 18% in the Spring 2004 survey and from 17% in Spring 2003.
- ❑ The largest group of employee responses was Professional/Technical employees at a 28% share of total responses, followed by the Classified employees at 25%.
- ❑ Proportionally, more Administrators (48%) responded to the survey than other employee groups. At 43%, Professional/Technical employees also had a high participation rate, increasing from a response rate of 26% in Spring 2004.
- ❑ Respondents' level of satisfaction with overall quality rose slightly. The percent of Satisfied responses for *Overall Quality* was 71% for Spring 2005, compared to 68% for *Overall Quality* in Spring 2004 and 70% in Spring 2003.
- ❑ There was a significant increase in satisfaction levels for College-wide offices. Of the 85 offices that reported results in Spring 2004, 57 offices (67%) saw a lower percentage of dissatisfied respondents in Spring 2005. Further, 30 offices (35%) had a decrease of five (5) percentage points or more from Spring 2004 to Spring 2005. For example, respondent dissatisfaction ratings for *In-House Construction* and *Instructional Development Services* both decreased from a level of 24% to 9%, an improvement of 15 percentage points.
- ❑ Four areas achieved a satisfaction level of 90% or greater. They are the *Help Desk* (91%), *Library Services* (91%), *Duplication Services (HBC)* (90%), and *Word Processing* (90%). Congratulate them on their outstanding efforts to delight their customers!

Analysis of College-wide Services

Process Summary

In order to provide the College with information to enhance its ability to meet the needs of its employees, an Internal College Survey measuring responses to College-wide services was administered in Spring 2005. The results of this survey were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas that have dissatisfaction levels of more than 15% are expected to develop plans to address the concerns expressed by ACC employees. The analysis that follows focuses on College-wide services. Results for site- and office-based services will be presented in separate reports.

Survey Development and Administration

The original ACC Internal Customer Survey was conducted in 1996 and has been modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees are surveyed each spring regarding their satisfaction with college services in the previous year. The survey forms are customized each year to reflect the organization of the college in the fall. The forms are reviewed and approved annually by the Executive Vice President.

As in previous years, two separate forms were distributed, one covering College-wide services and another covering Site-based services. The College-wide services included 99 offices, organized by administrative area. To assist respondents in identifying the services each office provides, a list of offices with a short description provided by the office was included with each survey. This was in response to concerns that many employees do not recognize the specific name of an office. For each office, respondents were given an opportunity to indicate if they had requested or received services during the past year. They then rated the *Overall Quality*, *Promptness*, and *Service Attitude* of the offices they had used. A second form applied to Site-based areas, where respondents were asked to rate the areas based on a single location that they identified as their home campus or site.

The questionnaire was distributed to 2,342 ACC employees in February 2005. It was mailed to home addresses for Adjunct Faculty to ensure that those without campus mailboxes would receive the survey. For all other employees, the survey was delivered to their internal campus mailboxes. The employee address lists were provided by Human Resources and included all Full-time Faculty and Adjunct Faculty, as well as all Professional/Technical, Classified, and Administrative employees. Because of their

limited interaction with the College and minimal response rates in prior surveys, hourly employees were not included.

The returned forms were scanned into a data file and the data were aggregated by office for each question. In the following analysis, results for the College-wide services were based on all respondents who indicated that they had used or received the services of a specific office during the past year.

Overall Survey Results: Return Rates

The overall return rate for the Spring 2005 Internal College Survey was 25% or 580 employees, an increase from 18% in the Spring 2004 survey, as seen in Table 1. The increase in response rate is attributed to the change in survey distribution. In previous years, the survey was mailed to all employees at their home addresses. This year, the survey was mailed only to Adjunct Faculty and it was distributed by internal mail to all other employees. This helped keep the survey from being “lost” in the mail at home or forgotten and not returned.

Return rates varied greatly by employee group. The highest return rate was a response of 48% for the 44 administrators, compared to the lowest rate, 10%, from the 931 members of the Adjunct faculty. In looking at the return rate over the past three years of the survey administration, Full-time Faculty participation increased from 18% in Spring 2003 to 20% in Spring 2004 and then to 25% in Spring 2005. The Adjunct Faculty return rate fluctuated over the three years, increasing from 10% for Spring 2003 to 12% in Spring 2004, but then declining slightly back to 10% for the Spring 2005 survey. The rate and number of the Professional/Technical staff returning the survey has increased over the three years, rising from 23% in Spring 2003 to 26% in Spring 2004, and then sharply increasing to 43% in the Spring 2005 survey. The response rates for Classified employees followed a similar pattern, increasing from 16% in Spring 2003 to 18% in Spring 2004 and then, increasing to 28% in Spring 2005. [See Table 1]

In looking at the distribution of respondents in terms of “share” of the whole response, the sharp increases in response rates, with an increase of 17 percentage points in participation by the Professional/Technical employees and with a 10 percentage point increase for the Classified staff, created a change in the share percentages for the groups from Spring 2004 to Spring 2005. In looking at the groups of responses, percentages of employee group representations were close to College-wide representation in some cases. For example, 19% of the surveys were sent to the Full-time Faculty and 19% of the responses came from the Full-time Faculty. Twenty-three percent of the surveys were sent to the Classified employees and 25% of all surveys returned were from this group. Adjunct Faculty members were under-represented in the results, as they received 40% of the surveys but only 16% of the surveys analyzed were from this group. The Professional/Technical staff is slightly over-represented with 28% of surveys being returned from this group with a population that is 16% of the employee base. Additionally, surveys were returned from 45 respondents who did not report their employee groups on their surveys. While their responses are included in the College-

wide analysis, they are not included in the determination of “share by employee classification” in Table 2. Overall, it will be important to continue to work with all employee groups to determine how return rates can be increased in the future. [See Table 2]

College-wide Services: Overall Results

In determining where the College needs to focus efforts on improving its services, levels of responses represent one variable to be analyzed. Table 3 lists the College-wide offices, in descending order of use by the number of respondents who indicated receiving or requesting services. Response rates for offices varied. The number of respondents requesting or receiving services ranged from a high of 462 (up from 306 in 2004) for the *Help Desk*, to a low of 47 for the *Business Assessment Office*.

Many offices did not have high numbers of respondents indicating that they had requested or received services during the past year. The level of use is an important factor to consider in analyzing employee satisfaction. If it can be assumed that offices that are used more have greater impact on employee satisfaction, then the College needs to focus its analysis on these offices. In previous administrations of the survey, offices that were used by at least 25% of respondents were identified as high use offices. For the 2005 survey administration, this percentage equates to a response by 143 employees. The most-used offices are concentrated in areas that provide services to many employees, broad areas such as human resources and services like computing, campus police, professional development, and libraries. Over the past three years, the offices at the top of the “most used list” have remained relatively consistent; they include the *Help Desk*, *Benefits*, and *Payroll* offices. See Table 3 for the complete list of the 34 high use offices.

Table 4 lists all College-wide offices by the number of the respondents who used the service. It also provides data on rates of Satisfaction. Percentages for Satisfaction (S) were calculated based on the number of all respondents who used the service and indicated they were “Satisfied” or “Very Satisfied” with the quality of services provided by the area; rates for Dissatisfaction (D) were based on the sum of responses indicating “Dissatisfied” or “Very Dissatisfied.” The areas with high levels of satisfaction — **having over 80% of all respondents satisfied with services— include the *Help Desk*; *Library Services*; *Duplication Services (HBC)*; *Word Processing*; *Administrative Services*; *AVP for Information Technology*; *Telephone Services*; *Cashier*; *Video Support*; *Learning Labs*; *Marketing and Publications*; *Email Systems*; *Mail Services*; *Publications*, *Financial Aid*; *Student Accounting*; *Interpreter Services*; *Testing Centers*; *Dean of Applied Technologies, Multimedia, and Public Service*; and *Dean, Health Sciences*.** Of these 14 areas, several were in this category in the Spring 2004 survey, including the *Help Desk*; *Duplication Services (HBC)*; *Library Services*; *Telephone Services*; *Learning Labs*; *Dean of Applied Technologies, Multimedia, and Public Service*; and *Testing Centers*.

College-wide services: Employee Group Trends

For the purpose of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 4 summarizes the results by these three groups. Rates of satisfaction/dissatisfaction for each office varied by employee group. For example, while all groups were dissatisfied with the *Employment/Hiring* office, the percentage dissatisfied ranged from 56% for Full-time Faculty to Non-faculty at 27% and with Adjunct Faculty at 37%.

Full-time Faculty expressed the highest levels of dissatisfaction in general. In 11 of the 28 High Use offices, the Full-time Faculty ratings of dissatisfaction were more than 5% above the average for all respondents. This group was most dissatisfied (over 45%) with the *Office of the AVP for Human Resources, Records*, and *Employment/Hiring Services*. There was definite improvement in satisfaction levels for the *Records* office as the dissatisfaction levels of respondents decreased from the 2004 report by 17 percentage points.

Adjunct Faculty generally reported lower levels of use than other groups. In examining their highest levels of dissatisfaction, none of those offices were High Use offices. All offices that received more than 45% dissatisfaction from Adjunct Faculty were in the Low Use category.

Non-faculty tended to be less dissatisfied overall than faculty groups: for High Use offices, they recorded no dissatisfaction levels over 45%. Their highest levels of dissatisfaction occurred with the *AVP for Human Resources*, at 28%, and both *Compensation Services* and *Employment/Hiring*, at 27%.

College-wide Services: Levels of Use and Dissatisfaction

Figure 1 and its adjoining Legend illustrate the relationship of Use and Dissatisfaction for all College-wide offices. In previous years, quadrant boundaries for Level of Dissatisfaction with *Overall Quality* and Level of Use were set at 21 and 25, respectfully. This year, the boundary for Level of Dissatisfaction with *Overall Quality* was set at 16, to reflect the level at which an improvement plan is required. The boundary for Level of Use was kept at 25. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the ten offices in this quadrant, six are in the Human Resources area. From Figure 1, it can be noted that a total of 25 (25.3%) College-wide offices will develop and implement an improvement plan.

College-wide Services: Overall Quality

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Table 5 lists the College-wide offices in descending order of dissatisfaction with the *Overall Quality* of service from that office.

Of these, 25 offices are of particular interest because over 15% of respondents indicated dissatisfaction with the services provided during the past year. These areas warrant more detailed analysis, and will be among those expected to develop action plans for improvement during the coming year.

Additionally, Table 5 shows a comparison of results for “Overall Quality” for 2005 and 2004 for each office. Of the 99 offices listed, 27 offices had decreases in the dissatisfaction with the services of their offices by more than five (5) percentage points and only 4 offices has increases of more than five (5) percentage points from 2004 to 2005.

College-wide Services: *Promptness and Service Attitude*

The ratings discussed thus far have been based only on the responses to *Overall Quality*. To assist in developing an additional set of information, two additional dimensions were also rated, *Promptness* and *Service Attitude*. [See Table 6] To the extent that it is possible to determine the effects of these factors, trends in these dimensions may assist areas in developing plans to improve their effectiveness in meeting employee needs.

Table 6 shows the percentage of respondents indicating dissatisfaction ratings for *Promptness* of at least five (5) percentage points higher than that of *Overall Quality*. This occurred in 13 of the 96 College-wide offices. This suggests that, in general, offices have become less prompt when providing services to others.

Promptness continues to be an issue for several offices that affect many employees, including *Employment/Hiring Services* and *Compensation Services*.

Service Attitude ratings also tended to track with *Overall Quality* ratings; most *Service Attitude* percentages were within 5 percentage points of the *Overall Quality* ratings. Only four offices had a level of dissatisfaction with *Service Attitude* that was five or more percentage points higher than *Overall Quality*, suggesting that *Service Attitude* may be a key to further improving satisfaction in meeting employee needs for these offices.

College-wide Services: Trends over Time

Across the college, the level of respondent satisfaction increased to 71% in Spring 2005, up from 68% in Spring 2004, i.e., 71% of all responses for *Overall Quality* were either “Satisfied” or “Very Satisfied.” A number of individual offices experienced a high degree of change in the satisfaction ratings they received, with twelve offices having an increase of ten or more percentage points. The *In-house Construction* office topped the list with an improvement in satisfaction of 25 percentage points. On the other hand, there were 6 offices with declines in satisfaction levels of 10 or more percentage points,

including the office of the *Executive Dean, Customized Training* with a drop in satisfaction for *Overall Quality* of 26 percentage points. [See Table 7]

In looking at all departments across the college that were measured last year, 53 of those 85 offices showed improvement or remained consistent in respondent satisfaction for *Overall Quality* in the Spring 2005 survey from the preceding survey. Additionally, 32 departments had lower levels of respondent satisfaction in Spring 2005 than Spring 2004, with only 6 departments having a drop in respondent satisfaction of ten or more percentage points. These results represent a positive improvement in the College's environment as employees indicate a higher level of satisfaction in working with each other. [See Table 8]

College-wide services: Highest Achievement in Satisfaction

While much of this report discusses areas that have opportunities for improvement, it is important to highlight areas that have achieved significant levels of customer satisfaction. Table 9 lists four College-wide offices that have reached satisfaction levels of over 90%: *Help Desk, Library Services, Duplication Services (HBC)*, and *Word Processing*.

Three of the above mentioned offices were on this list of highest achievers last year, including *the Help Desk, Library Services* and *Duplication Services (HBC)*. All of the offices on this list for Spring 2005 are to be congratulated; they set a standard for the rest of the college! [See Table 9]

Tables and Figures

Table 1

Internal College Surveys of Spring 2003 - 2005 Return Rates by Employee Classification of Spring 2003 - 2005									
Employee Group	Spring 2005			Spring 2004			Spring 2003		
	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate
Full time faculty	455	113	25%	408	83	20%	422	75	18%
Adjunct faculty	931	91	10%	1,066	123	12%	1,071	102	10%
Professional/Technical	385	164	43%	370	96	26%	367	86	23%
Classified	527	146	28%	503	90	18%	497	80	16%
Administration	44	21	48%	38	18	47%	36	17	47%
Not reported/Other		45			27			49	
Total	2,342	580	25%	2,385	437	18%	1,071	409	17%

Response Rate % - percent of surveys returned within the employee group

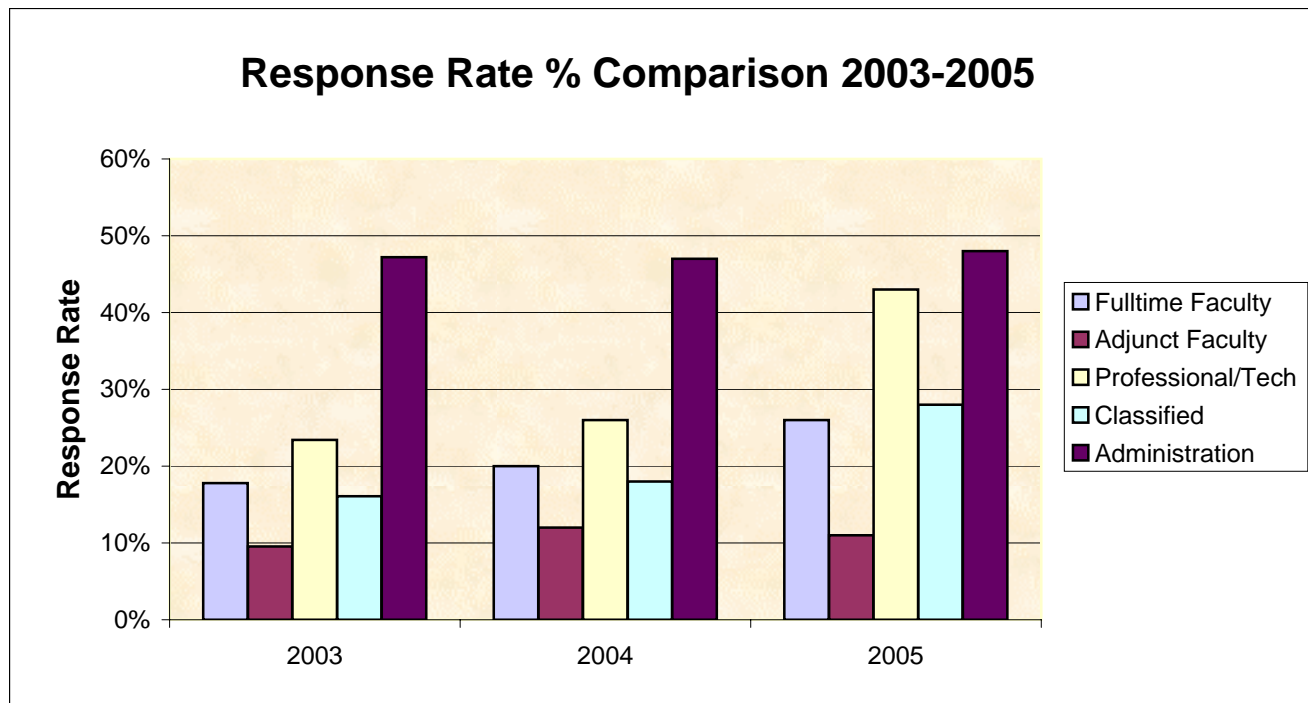


Table 2

Internal College Surveys of Spring 2003 - 2005									
Share by Employee Classification - Both College-Wide and Site-Based									
Employee Group	Spring 2005			Spring 2004			Spring 2003		
	# Sent	# Returned	% Share	# Sent	# Returned	% Share	# Sent	# Returned	% Share
Full time faculty	455	113	19%	408	83	19%	422	75	18%
Adjunct faculty	931	91	16%	1,066	123	28%	1,071	102	25%
Professional/Technical	385	164	28%	370	96	22%	367	86	21%
Classified	527	146	25%	503	90	21%	497	80	20%
Administration	44	21	4%	38	18	4%	36	17	4%
Not reported/Other		45	8%		27	6%		49	12%
Total	2,342	580		2,385	437		2,393	409	

% Share - percent of surveys returned by employee group (as a percent of all surveys returned)

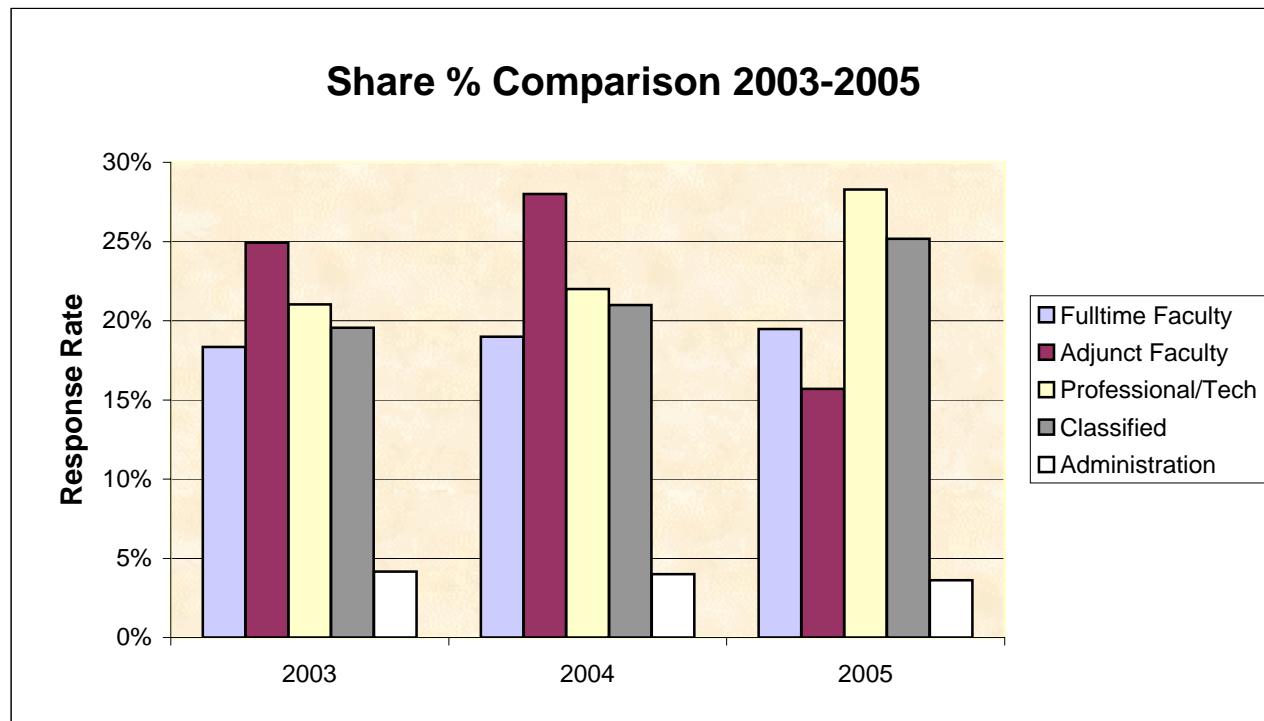


Table 3

Internal College Surveys of Spring 2003 - 2005 Use by Number Receiving or Requesting Services				
NOTE 1: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas				
NOTE 2: "n/a" indicates that a comparable office did not exist				
College-wide Offices/Services	Number using 2005 services n = 580	% of total responses 2005	% of total responses 2004	% of total responses 2003
High Use				
Help Desk (formerly Computer Help Desk)	462	80%	70%	60%
Benefits	316	54%	51%	45%
Payroll Office	304	52%	55%	54%
Campus Police	298	51%	44%	47%
Professional Development	285	49%	58%	n/a
Email Systems	272	47%	n/a	n/a
Telephone Services (formerly Telephone System)	270	47%	38%	32%
Admissions & Records	252	43%	45%	49%
Employment/Hiring Services	244	42%	35%	32%
Records	241	42%	41%	39%
Duplication Services (HBC)	223	38%	30%	33%
Faculty and Staff Evaluation	217	37%	44%	42%
Cashier	216	37%	30%	28%
Library Services	215	37%	42%	38%
Compensation Services	211	36%	28%	24%
Bookstore	207	36%	33%	33%
AVP for Human Resources	199	34%	38%	32%
Campus Management Offices	194	33%	n/a	n/a
Office for Students with Disabilities	185	32%	32%	n/a
Mail Services	184	32%	36%	35%
Testing Centers	175	30%	31%	35%
Institutional Effectiveness	173	30%	21%	23%
Building Maintenance	171	29%	n/a	n/a
Instructional Technology (Media & Computer Centers)	170	29%	36%	35%
Distance Learning	164	28%	31%	25%
Custodial Day Services	161	28%	n/a	n/a
Purchasing	160	28%	26%	27%
Continuing Education	159	27%	28%	21%
Custodial Night Services	158	27%	n/a	n/a
Marketing and Publications	151	26%	n/a	n/a
Dean, Social and Behavioral Sciences	151	26%	24%	24%
Institutional Records - Storage and Retrieval (formerly Records Management Office)	146	25%	23%	20%
Provost, Campus Operations	145	25%	22%	n/a
Financial Aid	143	25%	22%	22%
Low Use				
Dean, Math and Sciences	141	24%	25%	29%
President's Office	137	24%	18%	23%
HBC Room Scheduling	137	24%	24%	24%

(continued)

Table 3 (continued)

College-wide Offices/Services	Number using 2005 services n = 580	% of total responses 2005	% of total responses 2004	% of total responses 2003
EVP for Academic, Student, and Campus Affairs	129	22%	32%	32%
Dean, Health Sciences	129	22%	22%	19%
AVP for Retention & Student Services	128	22%	24%	17%
Inventory/Receiving	125	22%	21%	20%
AVP for Academic Programs	123	21%	24%	23%
Dean, Continuing Education	123	21%	17%	18%
ACC Website Design Support	122	21%	41%	n/a
VP for Workforce Education	122	21%	19%	17%
Administrative Services	122	21%	n/a	n/a
Early College Start	122	21%	23%	21%
Accounts Payable	122	21%	22%	22%
Instructional Development	121	21%	17%	n/a
AVP for Information Technology	121	21%	21%	19%
Campus Student Services Offices	120	21%	21%	19%
Dean, Arts and Humanities	118	20%	23%	19%
Dean, Business Studies	118	20%	18%	17%
Learning Labs	117	20%	20%	23%
Public Information and Media Relations	114	20%	14%	n/a
Dean, Applied Technologies, Multimedia, and Public Service	112	19%	19%	15%
AVP for Facilities & Operations	111	19%	17%	15%
AVP for Instructional Resources & Technology	110	19%	22%	15%
Student Life (Student Activities)	109	19%	17%	15%
Dean, Communications	105	18%	23%	21%
Dean, Computer Studies and Advanced Technologies	105	18%	16%	18%
Environmental Health & Safety and Insurance	105	18%	18%	17%
Budget & Finance (formerly Budgeting)	99	17%	18%	17%
Publications	98	17%	16%	18%
VP for Business Services	97	17%	17%	14%
Marketing and Promotions	95	16%	17%	n/a
AVP for Instructional Support Services	95	16%	13%	11%
Internal Audit	94	16%	13%	12%
Adult Basic Education/ESL	94	16%	14%	12%
Video Support	94	16%	16%	16%
Buildings & Grounds	94	16%	17%	n/a
Word Processing	89	15%	11%	n/a
Grounds Keeping	89	15%	n/a	n/a
Health Professions Institute	88	15%	11%	10%
Fixed Asset Inventory	87	15%	n/a	n/a
Restricted Accounts	86	15%	n/a	n/a
Interpreter Services	85	15%	17%	12%
In-House Construction	85	15%	12%	n/a
International Programs	84	14%	13%	n/a
Student Recruitment	82	14%	12%	11%
ACC Foundation	78	13%	10%	12%

(continued)

Table 3(continued)

College-wide Offices/Services	Number using 2005 services n = 580	% of total responses 2005	% of total responses 2004	% of total responses 2003
Texas Success Initiative (TSI) Office	77	13%	12%	16%
Governmental and Community Relations	76	13%	8%	n/a
Student Accounting	76	13%	n/a	n/a
Grants Development	75	13%	13%	10%
Community Programs	71	12%	8%	7%
Facilities & Construction	70	12%	n/a	n/a
Controller	67	12%	10%	10%
Executive Dean, Customized Training	66	11%	7%	8%
Continuing Education Business Services	64	11%	14%	15%
Design & Construction (formerly Renovation/Construction)	59	10%	10%	10%
Community Outreach	58	10%	7%	n/a
Asset Management	57	10%	n/a	n/a
Special Populations	56	10%	11%	14%
Instructional Development (formerly Curriculum Services/Schedule Development)	53	9%	14%	n/a
General Ledger	52	9%	n/a	n/a
VCT Operations Office	49	8%	8%	8%
Articulation and Transfer	47	8%	9%	n/a
Business Assessment Center	47	8%	5%	n/a

Table 4

College-wide Offices/Services in Spring 2005 Survey: Ratings of "Overall Quality" Sorted by Level of Use (Employee Group)													
NOTE 1: *Use is defined as the number of all respondents requesting or receiving services													
NOTE 2: Full-time faculty includes any individual who listed "Full-time Faculty" as their primary position													
NOTE 3: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff													
NOTE 4: Adjunct Faculty includes Continuing Education and Adult Education Faculty													
NOTE 5: S = satisfied respondents; N = neutral respondents; D = dissatisfied respondents													
NOTE 6: **All respondents, including Non-faculty, Full-time faculty, Adjunct Faculty, and Unknown													
NOTE 7: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas													
College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
High Use													
Help Desk (formerly Computer Help Desk)	462	91%	5%	4%	91%	5%	5%	87%	9%	4%	95%	2%	4%
Benefits	316	59%	20%	21%	59%	21%	20%	57%	20%	23%	61%	11%	28%
Payroll Office	304	65%	18%	17%	67%	18%	14%	49%	21%	30%	75%	13%	13%
Campus Police	298	73%	13%	13%	71%	14%	15%	83%	10%	7%	71%	13%	16%
Professional Development	285	77%	12%	11%	81%	13%	5%	69%	10%	21%	81%	3%	17%
Email Systems	272	84%	9%	7%	86%	8%	6%	88%	7%	5%	73%	12%	15%
Telephone Services (formerly Telephone System)	270	87%	8%	4%	91%	5%	5%	75%	20%	5%	85%	15%	
Admissions & Records	252	75%	12%	13%	75%	13%	12%	75%	9%	15%	79%	13%	8%
Employment/Hiring Services	244	44%	23%	33%	49%	25%	27%	24%	20%	56%	42%	21%	37%
Records	241	51%	21%	28%	56%	21%	23%	26%	18%	56%	42%	25%	33%
Duplication Services (HBC)	223	90%	8%	2%	91%	8%	1%	86%	10%	3%	93%		7%
Faculty and Staff Evaluation	217	63%	20%	16%	62%	20%	19%	63%	22%	15%	72%	17%	11%
Cashier	216	87%	8%	5%	87%	7%	6%	82%	12%	6%	91%	9%	
Library Services	215	91%	4%	5%	91%	4%	5%	89%	4%	7%	93%	3%	3%
Compensation Services	211	49%	22%	29%	49%	24%	27%	34%	23%	43%	82%	18%	
Bookstore	207	61%	19%	20%	64%	16%	21%	46%	28%	26%	76%	12%	12%
AVP for Human Resources	199	43%	23%	34%	47%	25%	28%	25%	17%	58%	40%	20%	40%
Campus Management Offices	194	77%	13%	10%	80%	11%	9%	77%	10%	13%	77%	14%	9%
Office for Students with Disabilities	185	76%	14%	10%	79%	11%	10%	66%	19%	15%	85%	12%	3%
Mail Services	184	83%	10%	7%	84%	9%	7%	71%	17%	13%	100%		
Testing Centers	175	81%	11%	8%	79%	13%	8%	75%	14%	12%	93%	3%	5%
Institutional Effectiveness	173	68%	22%	11%	74%	20%	6%	55%	26%	19%	56%	22%	22%
Building Maintenance	171	69%	18%	13%	69%	16%	15%	70%	21%	9%	63%	38%	
Instructional Technology (Media & Computer Centers)	170	75%	16%	10%	78%	11%	10%	70%	23%	7%	70%	20%	10%
Distance Learning	164	78%	15%	7%	77%	15%	8%	77%	17%	6%	93%		7%
Custodial Day Services	161	75%	10%	15%	75%	9%	16%	77%	16%	6%	73%	9%	18%
Purchasing	160	60%	23%	16%	63%	22%	15%	41%	35%	24%			

(continued)

Table 4 (continued)

College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
Continuing Education	159	72%	15%	13%	74%	14%	13%	63%	19%	19%	70%	20%	10%
Custodial Night Services	158	60%	19%	21%	61%	18%	22%	56%	22%	22%	63%	25%	13%
Marketing and Publications	151	85%	11%	5%	87%	10%	4%	79%	8%	13%	67%	33%	
Dean, Social and Behavioral Sciences	151	79%	15%	6%	78%	15%	6%	77%	17%	7%	82%	9%	9%
Institutional Records - Storage and Retrieval (formerly Records Management Office)	146	79%	13%	8%	81%	12%	6%	80%	7%	13%	56%	11%	33%
Provost, Campus Operations	145	62%	23%	15%	62%	23%	14%	50%	31%	19%	79%	14%	7%
Financial Aid	143	82%	12%	6%	85%	10%	5%	67%	19%	14%	100%		
Low Use													
Dean, Math and Sciences	141	62%	23%	15%	60%	25%	14%	54%	23%	23%	80%	10%	10%
President's Office	137	77%	15%	8%	77%	15%	8%	81%	12%	8%	60%	20%	20%
HBC Room Scheduling	137	75%	17%	7%	80%	15%	6%	63%	25%	13%	33%	67%	
EVP for Academic, Student, and Campus Affairs	129	74%	12%	14%	80%	11%	10%	66%	14%	21%	67%		33%
Dean, Health Sciences	129	80%	13%	6%	83%	11%	6%	74%	19%	7%	100%		
AVP for Retention & Student Services	128	69%	18%	14%	73%	14%	13%	58%	25%	17%	75%		25%
Inventory/Receiving	125	56%	30%	14%	59%	27%	13%	31%	38%	31%		100%	
AVP for Academic Programs	123	68%	16%	16%	70%	18%	12%	70%	11%	19%	50%		50%
Dean, Continuing Education	123	66%	23%	11%	72%	21%	7%	55%	27%	18%	50%		50%
ACC Website Design Support	122	77%	17%	6%	80%	16%	4%	78%	17%	6%	50%	20%	30%
VP for Workforce Education	122	73%	16%	10%	74%	14%	12%	68%	24%	8%	100%		
Administrative Services	122	89%	8%	3%	89%	7%	3%	82%	12%	6%	100%		
Early College Start	122	60%	23%	18%	61%	25%	14%	57%	18%	25%	80%		20%
Accounts Payable	122	78%	19%	3%	77%	19%	4%	78%	22%		100%		
Instructional Development	121	68%	22%	9%	69%	24%	7%	69%	16%	16%	67%	22%	11%
AVP for Information Technology	121	88%	8%	3%	88%	9%	3%	86%	10%	5%	100%		
Campus Student Services Offices	120	66%	20%	13%	65%	23%	13%	74%	15%	11%	80%		20%
Dean, Arts and Humanities	118	62%	25%	13%	61%	29%	11%	48%	30%	22%	82%	9%	9%
Dean, Business Studies	118	59%	18%	22%	61%	18%	22%	55%	19%	26%	60%		40%
Learning Labs	117	85%	12%	4%	86%	13%	1%	79%	8%	13%	100%		
Public Information and Media Relations	114	65%	18%	17%	70%	18%	12%	50%	20%	30%	25%		75%
Dean, Applied Technologies, Multimedia, and Public Service	112	81%	16%	4%	81%	15%	4%	81%	19%		100%		
AVP for Facilities & Operations	111	66%	22%	12%	67%	22%	11%	64%	27%	9%	100%		
AVP for Instructional Resources & Technology	110	70%	18%	13%	71%	17%	12%	60%	20%	20%	100%		
Student Life (Student Activities)	109	75%	14%	10%	74%	15%	11%	72%	17%	11%	78%	11%	11%
Dean, Communications	105	72%	24%	4%	70%	27%	3%	73%	18%	9%	89%	11%	
Dean, Computer Studies and Advanced Technologies	105	64%	21%	15%	71%	16%	13%	57%	22%	22%	33%	33%	33%

(continued)

Table 4 (continued)

College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
Environmental Health & Safety and Insurance	105	68%	20%	12%	69%	22%	9%	70%	10%	20%	50%		50%
Budget & Finance (formerly Budgeting)	99	74%	15%	10%	82%	9%	10%	33%	50%	17%	100%		
Publications	98	82%	12%	5%	87%	12%	1%	75%	6%	19%	50%		50%
VP for Business Services	97	70%	18%	12%	72%	19%	9%	67%	13%	20%	100%		
Marketing and Promotions	95	77%	14%	9%	83%	14%	3%	69%	8%	23%	25%		75%
AVP for Instructional Support Services	95	69%	21%	10%	75%	16%	9%	44%	38%	19%	100%		
Internal Audit	94	56%	23%	21%	67%	22%	12%	15%	23%	62%	33%	33%	33%
Adult Basic Education/ESL	94	72%	18%	10%	76%	15%	9%	58%	25%	17%			
Video Support	94	86%	10%	4%	85%	10%	5%	79%	14%	7%	100%		
Buildings & Grounds	94	75%	14%	11%	76%	15%	9%	78%	11%	11%	83%		17%
Word Processing	89	90%	10%		89%	11%		86%	14%		100%		
Grounds Keeping	89	79%	10%	10%	79%	11%	11%	85%	15%		80%		20%
Health Professions Institute	88	70%	23%	7%	71%	22%	7%	83%	17%				100%
Fixed Asset Inventory	87	40%	38%	22%	42%	36%	22%	17%	67%	17%			
Restricted Accounts	86	72%	24%	5%	75%	22%	3%	50%	33%	17%			
Interpreter Services	85	81%	12%	7%	83%	9%	8%	67%	20%	13%	88%	13%	
In-House Construction	85	78%	13%	9%	79%	13%	7%	85%	8%	8%			
International Programs	84	60%	21%	19%	66%	17%	17%	33%	40%	27%			100%
Student Recruitment	82	67%	14%	19%	71%	16%	13%	50%		50%			
ACC Foundation	78	72%	21%	7%	72%	21%	7%	71%	21%	7%	100%		
Texas Success Initiative (TSI) Office	77	65%	24%	11%	65%	27%	8%	65%	15%	20%	100%		
Governmental and Community Relations	76	44%	31%	25%	42%	34%	25%	54%	23%	23%			100%
Student Accounting	76	81%	14%	5%	85%	9%	6%	25%	75%				
Grants Development	75	51%	31%	18%	56%	31%	13%	40%	27%	33%	100%		
Community Programs	71	55%	26%	19%	56%	29%	15%	40%	10%	50%	100%		
Facilities & Construction	70	67%	16%	16%	69%	17%	14%	71%		29%			
Controller	67	66%	22%	12%	69%	20%	11%	40%	20%	40%	100%		
Executive Dean, Customized Training	66	44%	34%	22%	46%	34%	20%	36%	27%	36%			
Continuing Education Business Services	64	63%	25%	11%	69%	23%	8%	40%	20%	40%			
Design & Construction (formerly Renovation/Construction)	59	55%	22%	22%	58%	22%	20%	60%	20%	20%			100%
Community Outreach	58	58%	27%	15%	63%	26%	12%	50%	30%	20%			
Asset Management	57	37%	46%	18%	40%	44%	16%		67%	33%			
Special Populations	56	66%	21%	13%	69%	19%	12%	63%	25%	13%	67%		33%
Instructional Development (formerly Curriculum Services/Schedule Development)	53	62%	26%	11%	66%	26%	9%	60%	20%	20%	67%	17%	17%
General Ledger	52	70%	24%	6%	73%	20%	7%	67%	33%				
VCT Operations Office	49	67%	30%	2%	68%	29%	4%	62%	38%		100%		
Articulation and Transfer	47	52%	36%	12%	52%	30%	17%	62%	31%	8%	50%	50%	
Business Assessment Center	47	59%	30%	11%	61%	28%	11%	60%	40%				100%

Figure 1
Spring 2005 College-wide Offices/Services
Percentages of Office Distribution by Levels of Use and Dissatisfaction

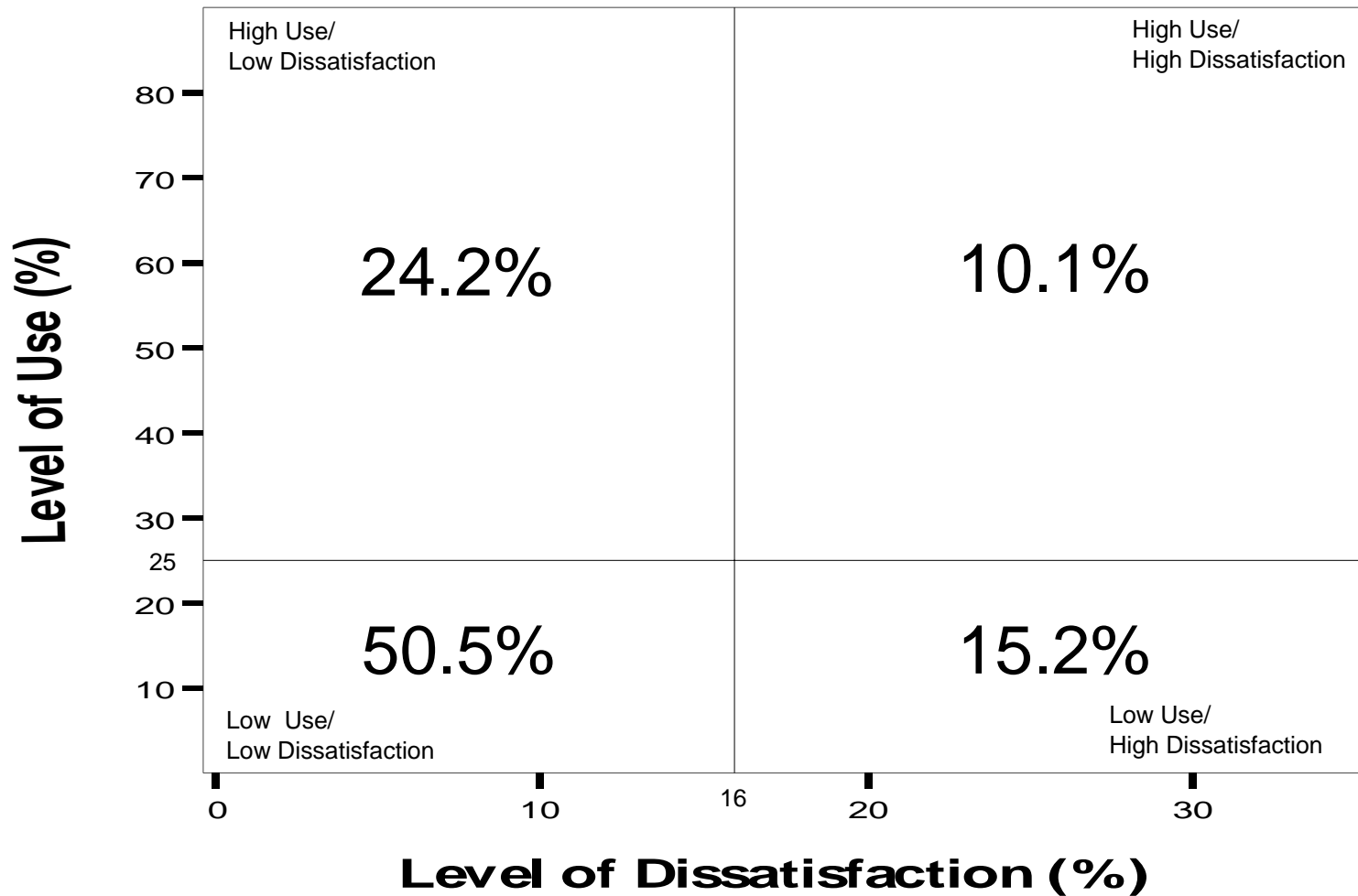


Figure 1 Legend

Legend for College-wide Offices/Services
Relationship between Use and Dissatisfaction with Overall Quality, sorted by % Use

Quadrant 1: high use, high dissatisfaction			
College-wide Offices/Services		% use	% dissatisfied
1	Benefits	54%	21%
2	Payroll Office	52%	17%
3	Employment/Hiring Services	42%	33%
4	Records	42%	28%
5	Faculty and Staff Evaluation	37%	16%
6	Compensation Services	36%	29%
7	Bookstore	36%	20%
8	AVP for Human Resources	34%	34%
9	Purchasing	28%	16%
10	Custodial Night Services	27%	21%

Quadrant 2: low use, high dissatisfaction			
College-wide Offices/Services		% use	% dissatisfied
1	AVP for Academic Programs	21%	16%
2	Early College Start	21%	18%
3	Dean, Business Studies	20%	22%
4	Public Information and Media Relations	20%	17%
5	Internal Audit	16%	21%
6	Fixed Asset Inventory	15%	22%
7	International Programs	14%	19%
8	Student Recruitment	14%	19%
9	Governmental and Community Relations	13%	25%
10	Grants Development	13%	18%
11	Community Programs	12%	19%
12	Facilities & Construction	12%	16%
13	Executive Dean, Customized Training	11%	22%
14	Design & Construction (Renovation/Construction)	10%	22%
15	Asset Management	10%	18%

Quadrant 3: low use, low dissatisfaction			
College-wide Offices/Services		% use	% dissatisfied
1	Dean, Math and Sciences	24%	15%
2	President's Office	24%	8%
3	HBC Room Scheduling	24%	7%
4	EVP for Academic, Student, and Campus Affairs	22%	14%
5	Dean, Health Sciences	22%	6%
6	AVP for Retention & Student Services	22%	14%
7	Inventory/Receiving	22%	14%
8	Dean, Continuing Education	21%	11%
9	VP for Workforce Education	21%	10%
10	ACC Website Design Support	21%	6%
11	Administrative Services	21%	3%
12	Accounts Payable	21%	3%
13	Instructional Development	21%	9%
14	AVP for Information Technology	21%	3%
15	Campus Student Services Offices	21%	13%
16	Dean, Arts and Humanities	20%	13%
17	Learning Labs	20%	4%
18	Dean, Applied Technologies, Multimedia, and Public Service	19%	4%
19	AVP for Facilities & Operations	19%	12%
20	AVP for Instructional Resources & Technology	19%	13%
21	Student Life (Student Activities)	19%	10%

(continued)

Quadrant 3: low use, low dissatisfaction (continued)			
22	Dean, Computer Studies and Advanced Technologies	18%	15%
23	Environmental Health & Safety and Insurance	18%	12%
24	Dean, Communications	18%	4%
25	Budget & Finance (formerly Budgeting)	17%	10%
26	Publications	17%	5%
27	VP for Business Services	17%	12%
28	AVP for Instructional Support Services	16%	10%
29	Marketing and Promotions	16%	9%
30	Buildings & Grounds	16%	11%
31	Adult Basic Education/ESL	16%	10%
32	Video Support	16%	4%
33	Grounds Keeping	15%	10%
34	Word Processing	15%	
35	Health Professions Institute	15%	7%
36	Restricted Accounts	15%	5%
37	In-House Construction	15%	9%
38	Interpreter Services	15%	7%
39	ACC Foundation	13%	7%
40	Texas Success Initiative (TSI) Office	13%	11%
41	Student Accounting	13%	5%
42	Controller	12%	12%
43	Continuing Education Business Services	11%	11%
44	Community Outreach	10%	15%
45	Special Populations	10%	13%
46	Instructional Development (formerly Curriculum Services/Schedule Development)	9%	11%
47	General Ledger	9%	6%
48	VCT Operations Office	8%	2%
49	Articulation and Transfer	8%	12%
50	Business Assessment Center	8%	11%

Quadrant 4: high use, low dissatisfaction			
College-wide Offices/Services		% use	% dissatisfied
1	Help Desk (formerly Computer Help Desk)	80%	4%
2	Campus Police	51%	13%
3	Professional Development	49%	11%
4	Email Systems	47%	7%
5	Telephone Services (formerly Telephone System)	47%	4%
6	Admissions & Records	43%	13%
7	Duplication Services (HBC)	38%	2%
8	Cashier	37%	5%
9	Library Services	37%	5%
10	Campus Management Offices	33%	10%
11	Office for Students with Disabilities	32%	10%
12	Mail Services	32%	7%
13	Testing Centers	30%	8%
14	Institutional Effectiveness	30%	11%
15	Building Maintenance	29%	13%
16	Instructional Technology (Media & Computer Centers)	29%	10%
17	Distance Learning	28%	7%
18	Custodial Day Services	28%	15%
19	Continuing Education	27%	13%
20	Dean, Social and Behavioral Sciences	26%	6%
21	Marketing and Publications	26%	5%
22	Institutional Records - Storage and Retrieval (formerly Records Management Office)	25%	8%
23	Provost, Campus Operations	25%	15%
24	Financial Aid	25%	6%

Table 5

**College-wide Offices/Services:
Comparison of Spring 2004 and 2005 Ratings of "Overall Quality"
Sorted in descending order by Spring 2005 Percent Dissatisfied**

NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

College-wide Offices/Services	2005							2004					
	Total	Dissatisfied		Neutral		Satisfied		Dissatisfied		Neutral		Satisfied	
	n	n	%	n	%	n	%	n	%	n	%	n	%
AVP for Human Resources	190	65	34%	43	23%	82	43%	54	34%	26	17%	77	49%
Employment/Hiring Services	241	80	33%	56	23%	105	44%	50	34%	32	22%	64	44%
Compensation Services	209	60	29%	47	22%	102	49%	32	26%	25	21%	64	53%
Records	240	68	28%	50	21%	122	51%	67	38%	29	16%	80	45%
Governmental and Community Relations	71	18	25%	22	31%	31	44%	12	36%	12	36%	9	27%
Dean, Business Studies	116	26	22%	21	18%	69	59%	16	20%	19	24%	45	56%
Design & Construction (formerly Renovation/Construction)	58	13	22%	13	22%	32	55%	12	28%	8	19%	23	53%
Executive Dean, Customized Training	64	14	22%	22	34%	28	44%	4	13%	5	17%	21	70%
Fixed Asset Inventory	87	19	22%	33	38%	35	40%						
Benefits	312	67	21%	61	20%	184	59%	43	20%	49	22%	127	58%
Custodial Night Services	156	33	21%	30	19%	93	60%						
Internal Audit	90	19	21%	21	23%	50	56%	17	30%	8	14%	31	55%
Bookstore	202	41	20%	38	19%	123	61%	37	26%	33	23%	74	51%
Student Recruitment	78	15	19%	11	14%	52	67%	5	10%	10	20%	35	70%
Community Programs	69	13	19%	18	26%	38	55%	5	14%	9	26%	21	60%
International Programs	81	15	19%	17	21%	49	60%	13	24%	10	19%	31	57%
Early College Start	119	21	18%	27	23%	71	60%	17	17%	17	17%	65	66%
Grants Development	74	13	18%	23	31%	38	51%	8	14%	20	35%	29	51%
Asset Management	57	10	18%	26	46%	21	37%						
Public Information and Media Relations	112	19	17%	20	18%	73	65%	14	23%	7	11%	40	66%
Payroll Office	301	51	17%	55	18%	195	65%	48	20%	38	16%	154	64%
Purchasing	158	26	16%	37	23%	95	60%	26	23%	27	24%	60	53%
Faculty and Staff Evaluation	213	35	16%	43	20%	135	63%	31	16%	41	21%	119	62%
Facilities & Construction	67	11	16%	11	16%	45	67%						
AVP for Academic Programs	119	19	16%	19	16%	81	68%	9	9%	11	11%	81	80%
Dean, Computer Studies and Advanced Technologies	101	15	15%	21	21%	65	64%	9	13%	11	15%	51	72%
Custodial Day Services	156	23	15%	16	10%	117	75%						
Provost, Campus Operations	143	21	15%	33	23%	89	62%	15	17%	15	17%	56	65%
Dean, Math and Sciences	137	20	15%	32	23%	85	62%	15	14%	20	18%	74	68%
Community Outreach	55	8	15%	15	27%	32	58%	4	14%	8	29%	16	57%
Inventory/Receiving	125	18	14%	37	30%	70	56%	7	8%	14	15%	70	77%

(continued)

Table 5 (continued)

College-wide Offices/Services	2005							2004					
	Total	Dissatisfied		Neutral		Satisfied		Dissatisfied		Neutral		Satisfied	
	n	n	%	n	%	n	%	n	%	n	%	n	%
EVP for Academic, Student, and Campus Affairs	124	17	14%	15	12%	92	74%	15	11%	11	8%	110	81%
AVP for Retention & Student Services	124	17	14%	22	18%	85	69%	11	11%	20	20%	71	70%
Campus Police	290	39	13%	38	13%	213	73%	25	13%	44	23%	119	63%
Campus Student Services Offices	119	16	13%	24	20%	79	66%	10	12%	15	18%	60	71%
Building Maintenance	170	22	13%	31	18%	117	69%						
Continuing Education	155	20	13%	23	15%	112	72%	14	12%	18	15%	88	73%
Admissions & Records	250	32	13%	30	12%	188	75%	27	14%	28	15%	134	71%
AVP for Instructional Resources & Technology	102	13	13%	18	18%	71	70%	7	8%	19	23%	57	69%
Dean, Arts and Humanities	110	14	13%	28	25%	68	62%	14	14%	15	15%	71	71%
Special Populations	56	7	13%	12	21%	37	66%	5	11%	9	19%	33	70%
Controller	65	8	12%	14	22%	43	66%	11	25%	8	18%	25	57%
Articulation and Transfer	42	5	12%	15	36%	22	52%	4	11%	10	27%	23	62%
VP for Business Services	94	11	12%	17	18%	66	70%	8	11%	14	19%	50	69%
Environmental Health & Safety and Insurance	104	12	12%	21	20%	71	68%	13	17%	18	24%	45	59%
AVP for Facilities & Operations	104	12	12%	23	22%	69	66%	13	19%	19	27%	38	54%
Instructional Development (formerly Curriculum Services/Schedule Development)	53	6	11%	14	26%	33	62%	4	7%	12	21%	41	72%
Professional Development	277	31	11%	33	12%	213	77%	34	14%	39	16%	177	71%
Continuing Education Business Services	63	7	11%	16	25%	40	63%	8	14%	9	16%	39	70%
Dean, Continuing Education	118	13	11%	27	23%	78	66%	11	15%	9	12%	53	73%
Buildings & Grounds	91	10	11%	13	14%	68	75%	10	14%	18	26%	42	60%
Business Assessment Center	46	5	11%	14	30%	27	59%	3	17%	5	28%	10	56%
Texas Success Initiative (TSI) Office	74	8	11%	18	24%	48	65%	12	23%	9	17%	31	60%
Institutional Effectiveness	170	18	11%	37	22%	115	68%	16	18%	16	18%	55	63%
Student Life (Student Activities)	106	11	10%	15	14%	80	75%	6	8%	14	19%	54	73%
AVP for Workforce Education	116	12	10%	19	16%	85	73%	6	8%	11	14%	60	78%
Grounds Keeping	87	9	10%	9	10%	69	79%						
Campus Management Offices	184	19	10%	23	13%	142	77%						
Budget & Finance (formerly Budgeting)	98	10	10%	15	15%	73	74%	11	14%	18	24%	47	62%
AVP for Instructional Support Services	90	9	10%	19	21%	62	69%	10	19%	9	17%	34	64%
Office for Students with Disabilities	185	18	10%	26	14%	141	76%	16	12%	15	11%	106	77%
Adult Basic Education/ESL	93	9	10%	17	18%	67	72%	8	14%	10	17%	40	69%
Instructional Technology (Media & Computer Centers)	166	16	10%	26	16%	124	75%	13	8%	21	13%	123	78%
Instructional Development	116	11	9%	26	22%	79	68%	17	24%	5	7%	50	69%
Marketing and Promotions	93	8	9%	13	14%	72	77%	15	21%	11	15%	46	64%
In-House Construction	82	7	9%	11	13%	64	78%	12	24%	12	24%	27	53%

(continued)

Table 5 (continued)

College-wide Offices/Services	2005							2004					
	Total	Dissatisfied		Neutral		Satisfied		Dissatisfied		Neutral		Satisfied	
	n	n	%	n	%	n	%	n	%	n	%	n	%
Institutional Records - Storage and Retrieval (formerly Records Management Office)	142	12	8%	18	13%	112	79%	14	14%	13	13%	71	72%
President's Office	131	11	8%	19	15%	101	77%	17	22%	9	12%	50	66%
Testing Centers	171	14	8%	19	11%	138	81%	12	9%	15	11%	106	80%
HBC Room Scheduling	134	10	7%	23	17%	101	75%	17	17%	11	11%	74	73%
Interpreter Services	83	6	7%	10	12%	67	81%	7	10%	11	15%	55	75%
Mail Services	182	13	7%	18	10%	151	83%	12	8%	18	12%	125	81%
Email Systems	267	19	7%	23	9%	225	84%						
Health Professions Institute	87	6	7%	20	23%	61	70%	5	10%	7	14%	37	76%
Distance Learning	162	11	7%	25	15%	126	78%	12	9%	21	16%	102	76%
ACC Foundation	75	5	7%	16	21%	54	72%	5	13%	6	15%	29	73%
Financial Aid	141	9	6%	17	12%	115	82%	12	13%	8	9%	71	78%
Dean, Health Sciences	127	8	6%	17	13%	102	80%	8	8%	17	18%	70	74%
Dean, Social and Behavioral Sciences	146	9	6%	22	15%	115	79%	7	7%	11	11%	84	82%
General Ledger	50	3	6%	12	24%	35	70%						
ACC Website Design Support	119	7	6%	20	17%	92	77%	26	14%	22	12%	132	73%
Student Accounting	74	4	5%	10	14%	60	81%						
Library Services	212	11	5%	9	4%	192	91%	12	7%	11	6%	159	87%
Cashier	212	11	5%	16	8%	185	87%	10	8%	20	15%	102	77%
Publications	97	5	5%	12	12%	80	82%	8	12%	7	10%	54	78%
Restricted Accounts	85	4	5%	20	24%	61	72%						
Marketing and Publications	149	7	5%	16	11%	126	85%						
Telephone Services (formerly Telephone System)	269	12	4%	22	8%	235	87%	10	6%	13	8%	140	86%
Video Support	91	4	4%	9	10%	78	86%	9	13%	8	11%	54	76%
Help Desk (formerly Computer Help Desk)	459	20	4%	23	5%	416	91%	25	8%	21	7%	256	85%
Dean, Communications	101	4	4%	24	24%	73	72%	14	14%	15	15%	68	70%
Dean, Applied Technologies, Multimedia, and Public Service	108	4	4%	17	16%	87	81%	6	7%	9	11%	69	82%
Learning Labs	113	4	4%	13	12%	96	85%	8	9%	6	7%	72	84%
Administrative Services	117	4	3%	9	8%	104	89%						
AVP for Information Technology	119	4	3%	10	8%	105	88%	8	9%	11	13%	67	78%
Accounts Payable	121	4	3%	23	19%	94	78%	9	10%	17	18%	68	72%
Duplication Services (HBC)	210	5	2%	16	8%	189	90%	4	3%	8	6%	115	91%
VCT Operations Office	46	1	2%	14	30%	31	67%	2	6%	3	9%	30	86%
Word Processing	88			9	10%	79	90%	2	4%	2	4%	44	92%

Table 6

Spring 2005 College-wide Offices/Services: Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude In Descending Order by Percent Dissatisfied with Overall Quality						
NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"						
NOTE 2: Scores for Promptness and Attitude that are 5 percentage points higher than Overall Quality dissatisfaction rates are boxed						
College-wide Offices/Services	Overall Quality		Promptness		Attitude	
	n	%	n	%	n	%
AVP for Human Resources	65	34%	65	35%	60	32%
Employment/Hiring Services	80	33%	90	38%	73	31%
Compensation Services	60	29%	68	33%	60	30%
Records	68	28%	65	28%	66	28%
Governmental and Community Relations	18	25%	18	25%	18	26%
Design & Construction (formerly Renovation/Construction)	13	22%	12	22%	10	19%
Dean, Business Studies	26	22%	27	23%	23	21%
Executive Dean, Customized Training	14	22%	17	27%	16	26%
Fixed Asset Inventory	19	22%	20	24%	24	29%
Benefits	67	21%	65	22%	69	23%
Custodial Night Services	33	21%	24	17%	22	16%
Internal Audit	19	21%	15	17%	27	31%
Bookstore	41	20%	42	22%	39	20%
Student Recruitment	15	19%	10	13%	14	19%
Community Programs	13	19%	16	24%	14	21%
International Programs	15	19%	15	19%	14	17%
Early College Start	21	18%	24	21%	24	21%
Grants Development	13	18%	13	18%	12	17%
Asset Management	10	18%	9	16%	12	21%
Public Information and Media Relations	19	17%	18	16%	22	20%
Payroll Office	51	17%	47	16%	53	18%
Purchasing	26	16%	41	27%	25	17%
Faculty and Staff Evaluation	35	16%	34	17%	23	12%
Facilities & Construction	11	16%	10	15%	10	15%
AVP for Academic Programs	19	16%	25	21%	19	16%
Dean, Computer Studies and Advanced Technologies	15	15%	20	20%	15	15%
Custodial Day Services	23	15%	21	14%	19	13%
Provost, Campus Operations	21	15%	24	17%	27	19%
Dean, Math and Sciences	20	15%	23	17%	21	15%
Community Outreach	8	15%	9	17%	6	11%
Inventory/Receiving	18	14%	27	22%	18	15%
EVP for Academic, Student, and Campus Affairs	17	14%	19	15%	19	15%
AVP for Retention & Student Services	17	14%	21	17%	16	13%
Campus Police	39	13%	39	14%	59	21%
Campus Student Services Offices	16	13%	14	12%	17	15%
Building Maintenance	22	13%	28	17%	22	14%
Continuing Education	20	13%	22	15%	21	14%
Admissions & Records	32	13%	33	14%	31	13%
AVP for Instructional Resources & Technology	13	13%	11	11%	13	13%
Dean, Arts and Humanities	14	13%	19	18%	17	16%
Special Populations	7	13%	8	15%	8	15%
Controller	8	12%	6	10%	12	19%
Articulation and Transfer	5	12%	6	13%	4	9%
VP for Business Services	11	12%	14	15%	14	15%
AVP for Facilities & Operations	12	12%	18	18%	13	13%
Environmental Health & Safety and Insurance	12	12%	16	16%	13	13%
Instructional Development (formerly Curriculum Services/Schedule Development)	6	11%	7	14%	7	14%

(continued)

Table 6 (continued)

College-wide Offices/Services	Overall Quality		Promptness		Attitude	
	n	%	n	%	n	%
Professional Development	31	11%	20	7%	22	8%
Continuing Education Business Services	7	11%	6	10%	7	12%
Dean, Continuing Education	13	11%	15	13%	15	13%
Buildings & Grounds	10	11%	9	10%	9	10%
Business Assessment Center	5	11%	5	11%	4	9%
Texas Success Initiative (TSI) Office	8	11%	11	15%	10	14%
Institutional Effectiveness	18	11%	20	12%	19	11%
Student Life (Student Activities)	11	10%	6	6%	7	7%
AVP for Workforce Education	12	10%	18	16%	16	14%
Grounds Keeping	9	10%	8	10%	9	11%
Campus Management Offices	19	10%	18	10%	20	11%
Budget & Finance (formerly Budgeting)	10	10%	15	16%	12	13%
AVP for Instructional Support Services	9	10%	8	9%	12	13%
Office for Students with Disabilities	18	10%	17	10%	17	10%
Adult Basic Education/ESL	9	10%	10	11%	9	10%
Instructional Technology (Media & Computer Centers)	16	10%	15	9%	17	10%
Instructional Development	11	9%	11	10%	12	11%
Marketing and Promotions	8	9%	11	13%	11	12%
In-House Construction	7	9%	11	14%	7	9%
Institutional Records - Storage and Retrieval (formerly Records Management Office)	12	8%	13	9%	13	9%
President's Office	11	8%	12	9%	14	11%
Testing Centers	14	8%	13	8%	12	8%
HBC Room Scheduling	10	7%	14	11%	16	12%
Interpreter Services	6	7%	5	6%	7	9%
Mail Services	13	7%	14	8%	14	8%
Email Systems	19	7%	16	6%	15	6%
Health Professions Institute	6	7%	7	8%	8	9%
Distance Learning	11	7%	11	7%	12	8%
ACC Foundation	5	7%	5	7%	5	7%
Financial Aid	9	6%	8	6%	8	6%
Dean, Health Sciences	8	6%	10	8%	10	8%
Dean, Social and Behavioral Sciences	9	6%	9	6%	7	5%
General Ledger	3	6%	4	8%	4	8%
ACC Website Design Support	7	6%	10	9%	7	6%
Student Accounting	4	5%	4	6%	7	10%
Cashier	11	5%	11	5%	14	7%
Library Services	11	5%	12	6%	10	5%
Publications	5	5%	5	5%	5	5%
Restricted Accounts	4	5%	6	7%	4	5%
Marketing and Publications	7	5%	7	5%	8	6%
Telephone Services (formerly Telephone System)	12	4%	13	5%	12	5%
Video Support	4	4%	2	2%	2	2%
Help Desk (formerly Computer Help Desk)	20	4%	25	6%	18	4%
Dean, Communications	4	4%	7	7%	4	4%
Dean, Applied Technologies, Multimedia, and Public Service	4	4%	8	8%	8	8%
Learning Labs	4	4%	3	3%	5	5%
Administrative Services	4	3%	3	3%	5	4%
AVP for Information Technology	4	3%	5	4%	5	4%
Accounts Payable	4	3%	8	7%	6	5%
Duplication Services (HBC)	5	2%	6	3%	6	3%
VCT Operations Office	1	2%	2	4%	1	2%
Word Processing			1	1%	1	1%

Table 7

College-wide Offices/Services Spring 2004 - 2005 Comparison: Change in Percent Satisfied Ratings of "Overall Quality" Sorted in descending order by Percentage Change							
NOTE 1: Very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: Includes those offices whose satisfaction levels increased or decreased by 10% or more							
NOTE 3: Only includes offices with data from 2004 and 2005 surveys							
College-wide Offices/Services	2005			2004			Percentage Change
	Total n	Satisfied n	%	Total n	Satisfied n	%	
Largest Increase in Satisfaction							
In-House Construction	82	64	78%	51	27	53%	25%
Governmental and Community Relations	71	31	44%	33	9	27%	16%
Buildings & Grounds	91	68	75%	70	42	60%	15%
Marketing and Promotions	93	72	77%	72	46	64%	14%
Budget & Finance (formerly Budgeting)	98	73	74%	76	47	62%	13%
AVP for Facilities & Operations	104	69	66%	70	38	54%	12%
President's Office	131	101	77%	76	50	66%	11%
AVP for Information Technology	119	105	88%	86	67	78%	10%
Campus Police	290	213	73%	188	119	63%	10%
Cashier	212	185	87%	132	102	77%	10%
Video Services	91	78	86%	71	54	76%	10%
Bookstore	202	123	61%	144	74	51%	10%
Largest Decrease in Satisfaction							
Instructional Development (formerly Curriculum Services/Schedule Development)	53	33	62%	57	41	72%	-10%
Articulation and Transfer	42	22	52%	37	23	62%	-10%
AVP for Academic Programs	119	81	68%	101	81	80%	-12%
VCT Operations Office	46	31	67%	35	30	86%	-18%
Inventory/Receiving	125	70	56%	91	70	77%	-21%
Executive Dean, Customized Training	64	28	44%	30	21	70%	-26%

Table 8

**College-wide Offices/Services:
Comparison of Satisfaction Ratings on "Overall Quality" from Spring 2004-2005
Sorted in descending order by Percentage Change**

NOTE 1: Very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

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

College-wide Offices/Services	2005			2004			Percentage Change
	Total n	Satisfied		Total n	Satisfied		
		n	%		n	%	
In-House Construction	82	64	78%	51	27	53%	25%
Governmental and Community Relations	71	31	44%	33	9	27%	16%
Buildings & Grounds	91	68	75%	70	42	60%	15%
Marketing and Promotions	93	72	77%	72	46	64%	14%
Budget & Finance (formerly Budgeting)	98	73	74%	76	47	62%	13%
AVP for Facilities & Operations	104	69	66%	70	38	54%	12%
President's Office	131	101	77%	76	50	66%	11%
AVP for Information Technology	119	105	88%	86	67	78%	10%
Campus Police	290	213	73%	188	119	63%	10%
Cashier	212	185	87%	132	102	77%	10%
Video Services	91	78	86%	71	54	76%	10%
Bookstore	202	123	61%	144	74	51%	10%
Controller	65	43	66%	44	25	57%	9%
Environmental Health & Safety and Insurance	104	71	68%	76	45	59%	9%
Purchasing	158	95	60%	113	60	53%	7%
Dean, Health Sciences	127	102	80%	95	70	74%	7%
Institutional Records - Storage and Retrieval (formerly Records Management Office)	142	112	79%	98	71	72%	6%
Professional Development	277	213	77%	250	177	71%	6%
Help Desk (formerly Computer Help Desk)	459	416	91%	302	256	85%	6%
Interpreter Services	83	67	81%	73	55	75%	5%
Records	240	122	51%	176	80	45%	5%
Accounts Payable	121	94	78%	94	68	72%	5%
Texas Success Initiative (TSI) Office	74	48	65%	52	31	60%	5%
AVP for Instructional Support Services	90	62	69%	53	34	64%	5%
Institutional Effectiveness	170	115	68%	87	55	63%	4%
Admissions & Records	250	188	75%	189	134	71%	4%
Publications Office	97	80	82%	69	54	78%	4%
ACC Website Design Support	119	92	77%	180	132	73%	4%
Financial Aid	141	115	82%	91	71	78%	4%
Dean, Business Studies	116	69	59%	80	45	56%	3%
Library Services	212	192	91%	182	159	87%	3%
Business Assessment Center	46	27	59%	18	10	56%	3%
International Programs	81	49	60%	54	31	57%	3%
Adult Basic Education/ESL	93	67	72%	58	40	69%	3%
HBC Room Scheduling	134	101	75%	102	74	73%	3%
Student Life (Student Activities)	106	80	75%	74	54	73%	2%
Mail Services	182	151	83%	155	125	81%	2%
Distance Learning	162	126	78%	135	102	76%	2%
Dean, Communications	101	73	72%	97	68	70%	2%
Design & Construction (formerly Renovation/Construction)	58	32	55%	43	23	53%	2%

(continued)

Table 8 (continued)

College-wide Offices/Services	2005			2004			% Change
	Total	Satisfied		Total	Satisfied		
	n	n	%	n	n	%	
Telephone Services (formerly Telephone System)	269	235	87%	163	140	86%	1%
Learning Labs	113	96	85%	86	72	84%	1%
Faculty and Staff Evaluation	213	135	63%	191	119	62%	1%
Community Outreach	55	32	58%	28	16	57%	1%
Testing Centers	171	138	81%	133	106	80%	1%
Benefits	312	184	59%	219	127	58%	1%
AVP for Instructional Resources & Technology	102	71	70%	83	57	69%	1%
VP for Business Services	94	66	70%	72	50	69%	1%
Payroll Office	301	195	65%	240	154	64%	1%
Grants Development	74	38	51%	57	29	51%	0%
Internal Audit	90	50	56%	56	31	55%	0%
Employment/Hiring Services	241	105	44%	146	64	44%	0%
Public Information and Media Relations	112	73	65%	61	40	66%	0%
ACC Foundation	75	54	72%	40	29	73%	-1%
Duplication Services (HBC)	210	189	90%	127	115	91%	-1%
AVP for Retention & Student Services	124	85	69%	102	71	70%	-1%
Continuing Education	155	112	72%	120	88	73%	-1%
Office for Students with Disabilities	185	141	76%	137	106	77%	-1%
Instructional Development	116	79	68%	72	50	69%	-1%
Dean, Applied Technologies, Multimedia, and Public Service	108	87	81%	84	69	82%	-2%
Word Processing	88	79	90%	48	44	92%	-2%
Provost, Campus Operations	143	89	62%	86	56	65%	-3%
Student Recruitment	78	52	67%	50	35	70%	-3%
Dean, Social and Behavioral Sciences	146	115	79%	102	84	82%	-4%
Instructional Technology (Media & Computer Centers)	166	124	75%	157	123	78%	-4%
Compensation Services	209	102	49%	121	64	53%	-4%
Special Populations	56	37	66%	47	33	70%	-4%
Campus Student Services Offices	119	79	66%	85	60	71%	-4%
AVP for Workforce Education	116	85	73%	77	60	78%	-5%
Community Programs	69	38	55%	35	21	60%	-5%
Health Professions Institute	87	61	70%	49	37	76%	-5%
Dean, Math and Sciences	137	85	62%	109	74	68%	-6%
AVP for Human Resources	190	82	43%	157	77	49%	-6%
Early College Start	119	71	60%	99	65	66%	-6%
Continuing Education Business Services	63	40	63%	56	39	70%	-6%
Dean, Continuing Education	118	78	66%	73	53	73%	-7%
EVP for Academic, Student, and Campus Affairs	124	92	74%	136	110	81%	-7%
Dean, Computer Studies and Advanced Technologies	101	65	64%	71	51	72%	-7%
Dean, Arts and Humanities	110	68	62%	100	71	71%	-9%
Instructional Development (formerly Curriculum Services/Schedule Development)	53	33	62%	57	41	72%	-10%
Articulation and Transfer	42	22	52%	37	23	62%	-10%
AVP for Academic Programs	119	81	68%	101	81	80%	-12%
VCT Operations Office	46	31	67%	35	30	86%	-18%
Inventory/Receiving	125	70	56%	91	70	77%	-21%
Executive Dean, Customized Training	64	28	44%	30	21	70%	-26%

Table 9

College-wide Offices/Services: Spring 2005 Highest Achievement Satisfaction on "Overall Quality" Sorted in descending order by Percent Satisfied							
NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: Includes only offices with satisfaction levels of 90% or more							
College-wide Offices/Services	2005						
	Total	Satisfied		Neutral		Dissatisfied	
	n	n	%	n	%	n	%
Help Desk (formerly Computer Help Desk)	459	416	91%	23	5%	20	4%
Library Services	212	192	91%	9	4%	11	5%
Duplication Services (HBC)	210	189	90%	16	8%	5	2%
Word Processing	88	79	90%	9	10%		



Spring 2005 Internal College Survey

MARKING INSTRUCTIONS

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

CORRECT: INCORRECT:

College-wide Questionnaire

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

Office/Service	Have you used services in the last year?	If yes , how satisfied were you with the services of this office?		
	Yes	overall quality	promptness	service attitude
President's Office	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
ACC Foundation	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Governmental and Community Relations	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Institutional Effectiveness	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Internal Audit	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Marketing and Publications	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Publications	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Word Processing	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Marketing and Promotions	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
ACC Website Design Support	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Public Information and Media Relations	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the EVP for Academic, Student, and Campus Affairs	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the AVP for Academic Programs	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Arts and Humanities	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Communications	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Math and Sciences	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Social and Behavioral Sciences	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Articulation Officer	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the VP for Workforce Education	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Applied Technologies, Multimedia, and Public Service	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Business Studies	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Computer Studies and Advanced Technology	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Health Sciences	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Dean, Continuing Education	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Business Assessment Center	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Community Programs	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Continuing Education	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Continuing Education Business Services	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
HBC Room Scheduling	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Health Professions Institute	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the Executive Dean, Customized Training	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Adult Education	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
International Programs	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the AVP for Instructional Resources & Technology	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Distance Learning	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Faculty and Staff Evaluation	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Instructional Development	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Instructional Technology (Media & Computer Centers)	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Library Services	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Professional Development	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
VCT Operations Office	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Video Support	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Office of the AVP for Information Technology	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Administrative Services	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Email Systems	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Help Desk (Help Center)	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Institutional Records - Storage and Retrieval	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
Telephone Services	<input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>

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

Office/Service (continued)	Have you used services in the last year?	If yes , how satisfied were you with the services of this office?		
	Yes	overall quality	promptness	service attitude
Office of the AVP for Instructional Support Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Provost, Campus Operations	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Bookstore	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Campus Police	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Campus Management Offices	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Community Outreach	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Duplication Services (HBC)	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Learning Labs	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Student Recruitment	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Testing Centers	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Instructional Development	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Early College Start	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Grants Development	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the AVP for Retention and Student Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Admissions & Records	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Campus Student Services Offices	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Financial Aid	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Interpreter Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office for Students with Disabilities	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Special Populations	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Student Life (Student Activities)	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Texas Success Initiative (TSI) Office	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the VP for Business Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Controller	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Accounts Payable	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
General Ledger	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Asset Management	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Student Accounting	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Cashier	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Purchasing	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Fixed Asset Inventory	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Inventory/Receiving	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Mail Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Budget & Finance	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Restricted Accounts	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Environmental Health & Safety and Insurance	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Facilities & Operations	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Buildings & Grounds	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Grounds Keeping	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Building Maintenance	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
In-House Construction	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Facilities & Construction	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Design & Construction	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Custodial Day Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Custodial Night Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Office of the AVP for Human Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Benefits	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Compensation Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Employment/Hiring Services	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Payroll Office	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5
Records	<input checked="" type="radio"/>	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5

Demographic Information:

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

Spring 2005 Internal Customer Survey Descriptions of ACC Offices/Services

President's Office

ACC Foundation – Manages the private, non-profit corporation established to encourage, solicit, receive, and administer gifts and bequests for the benefit of the college.

Governmental and Community Relations – Monitors legislative sessions and advocates community college agenda, develops and monitors relationships with local legislative delegation, coordinates ACC elections.

Institutional Effectiveness – Coordinates college-wide institutional effectiveness and quality improvement processes, and promotes the utilization of information for making effective decisions. Assists units with assessing effectiveness; publishes the ACC Fact Book, and other reports.

Internal Audit – Coordinates review of internal processes.

Marketing and Publications – Coordinates, develops, and produces major print publications, marketing plans, sponsorships, promotions, and direct mail campaigns; creates, oversees, and purchases newspaper, magazine, web, TV, and radio advertisements; coordinates top levels of the ACC website; provides word processing services.

Publications – Produces all major printed materials including credit and noncredit course schedules, college catalog, program brochures, recruitment materials, student handbook, etc.; provides editorial support to various campus units; compiles and writes Bulletin Board and Kudos; manages publication fulfillment to campuses and distribution to area agencies.

Word Processing – Generates instructional manuals and syllabi, PowerPoint presentations, booklets and organizational charts for numerous college-wide units.

Marketing and Promotions – Develops and implements program-specific and college-wide marketing strategies and market research; develops promotional materials and specialty items; coordinates sponsorships and promotions such as Ice Bats and Round Rock Express.

ACC Website Design Support – Manages the design and content of the top levels of the ACC website, responds to and takes appropriate action on web queries from the public; designs, creates and provides support for other college web pages and sites.

Public Information and Media Relations – Handles all aspects of dealing with print and broadcast media including writing press releases and providing College responses. Handles all Open Records Requests for the College. Coordinates the internal and external Speaker's Bureau and the College Experts list.

Office of the EVP for Academic, Student, and Campus Affairs - Oversees all instructional programs, student services, and campuses/centers. Provides leadership in support areas such as Master Planning, annexation initiatives, the Organizational Reference, and web information.

Office of the AVP for Academic Programs

Office of the Dean, Arts and Humanities – Leads and supports disciplines including art, music, dance, drama, creative writing, ESL, foreign language, and philosophy.

Office of the Dean, Communications – Leads and supports disciplines including speech, English, journalism, developmental writing, developmental reading, and developmental study skills.

Office of the Dean, Math and Sciences – Leads and supports disciplines including mathematics, engineering, biology, biotechnology, chemistry, and physics.

Office of the Dean, Social and Behavioral Sciences – Leads and supports disciplines including anthropology, economics, geography, government, history, psychology, and sociology.

Articulation Officer – Assists in addressing the needs and expectations of students who have declared their intent to transfer from ACC to a bachelor degree granting institution by providing faculty, counselors, advisors, and students with current and accurate information on course transfer and program articulation.

Office of the AVP for Workforce Education

Office of the Dean, Applied Technologies, Multimedia, and Public Service – Leads and supports disciplines including automotive, construction, commercial music, printing, child development, criminal justice, radio, TV, film, legal assistant, and related areas.

Office of the Dean, Business Studies – Leads and supports disciplines including accounting, culinary arts, marketing, management, real estate, travel, office systems, and related areas.

Descriptions of ACC Offices/Services (continued)

Office of the Dean, Computer Studies and Advanced Technology – Leads and supports disciplines including computer science, digital publishing, electronics, engineering design graphics, geomatics, visual communication design, and related areas.

Office of the Dean, Health Sciences – Leads and supports disciplines in the health-related programs.

Office of the Dean, Continuing Education – Leads and supports all non-credit continuing education and contract training functions.

Business Assessment Center – Provides assessment and testing services to business, industry and individuals on a fee basis.

Community Programs – Provides non-credit personal enrichment courses, the Senior Academy, the ACT Center, and summer youth programs.

Continuing Education – Coordinates and schedules non-credit classes and contract training for business and industry.

Continuing Education Business Operations – Provides all CE payroll, purchasing, and budget functions.

HBC Room Scheduling – Coordinates room reservations at HBC for classes and ACC meetings.

Health Professions Institute – Provides non-credit courses related to allied health professions and nursing continuing education.

Office of the Executive Dean, Customized Training – Provides contract training for business and industry

Adult Education – Offers non-credit instruction for GED and ESL students.

International Programs – Creates, promotes, and supports international initiatives that benefit ACC's students, faculty, and staff, and the Central Texas community.

Office of the AVP for Instructional Resources & Technology – Provides college-wide development and resources for instructional support services, faculty development, faculty evaluation, library services, distance learning, and video services.

Distance Learning – Develops and operates ACC's distance learning program that consists of print-based, online, interactive video, and instructional television courses.

Faculty and Staff Evaluation – Administers the faculty and staff evaluation process.

Instructional Development Services (IDS) -- Provides design and production of instructional and informational Websites, video and multimedia; instructional design for on-campus and distance learning courses, instructional materials, integration of instructional technologies, and assessment; instructional technology training; curriculum development through ACAPs and support for Instructional Program Review; and manages the College's Innovation Grant process.

Instructional Technology (Media & Computer Centers) – Provides faculty with technology support in the classroom and in technology development centers, and provides students with technology support in library media and open-access computer centers.

Library Services – Provides resources and services such as reference, instruction in how to access and use information, circulating materials, and access to electronic materials.

Professional Development – Coordinates professional and personal development opportunities for all ACC employees.

VCT Operations Office – Provides support for the Virtual College of Texas.

Video Services – Supports the production and distribution of video programming and streaming media and supports internal and external communications teleconferencing.

Office of AVP for Information Technology – Leads and oversees programming, operations, information systems, ACCNet services, and institutional records management for the College.

Administrative Services (Systems) – Responsible for the functionality, ease of use, access and security of the Datatel, ACCeTime, ACCeStaffing, Master Planning, Fiscal Year Budgeting, and Online Services software systems

Email Systems – Maintains all the necessary hardware, software and expertise required to send, receive, filter and store email for each college employee.

Help Desk (Help Center) – Provides basic support for student, faculty, and staff issues and provides a seamless transition to specialists in departments throughout the college to resolve more complex issues.

Descriptions of ACC Offices/Services (continued)

Institutional Records – Storage and Retrieval – Responsible for the storage, retrieval, and disposition of inactive records stored in the Records Center and on the Fortis imaging system.

Telephone Services – Maintains ACC's telecommunications infrastructure, adding, moving, and changing of telephones and voice mail services as well as making additions to and maintaining the telephone and computer cable infrastructure at all ACC campuses.

Office of the AVP for Instructional Support Services

Provost, Campus Operations – Provides leadership for the functions and operations of the ACC Campus Managers, Directors of Community Outreach and Student Recruitment and Campus Support Services; provides collaborative leadership for campus planning, construction, and renovation; and serves as a liaison to community organizations.

Bookstore – Markets textbooks and course materials, educational supplies, ACC logo gift items, convenience store items, and other sundries.

Campus Police – Provides security, parking enforcement, and emergency response on all campuses; investigates campus crimes; issues parking permits, and promotes safety.

Campus Management Offices – Oversee all campus operations.

Community Outreach – Works with external organizations as partners to increase awareness of ACC's programs and services.

Duplication Services (HBC) – Provides college-wide copiers and duplicating services for faculty and staff.

Learning Labs – Provides comprehensive resources and services to faculty, staff, and students to promote academic success and to assist students in becoming independent and active learners.

Student Recruitment – Coordinates recruiting at high schools.

Testing Centers – Provides fair and prompt testing support services to faculty and students for courses offered by the College.

Instructional Development – Provides college-wide Datatel scheduling of course sections.

Early College Start – Provides dual credit and other programs in partnership with service area independent school districts.

Grants Development – Assists individuals at the College who are seeking external funding for their department or program.

Office of the AVP for Retention & Student Services – Coordinates programs that support the teaching/learning process and that help students define and reach their educational and career goals.

Admissions & Records – Manages the admissions and registration processes for college-credit students, maintains records of students' academic progress, and certifies students for graduation.

Campus Student Services Offices – Provides entrance testing, new student orientation, academic advising, and educational and career counseling services to students.

Financial Aid – Provides access to federal, state and local assistance programs for eligible students.

Interpreter Services – Provides sign language interpreting and/or transliterating for deaf or hard of hearing students, faculty, and staff.

Office of Students with Disabilities – Provides academic accommodations to students with disabilities that are covered under the Americans with Disabilities Act.

Special Populations – Administers ACC's Carl D. Perkins Basic grant.

Student Life (Student Activities) – Coordinates student organizations, special events, campus publications, recognition ceremonies, and cultural heritage and leadership programs.

Texas Success Initiative (TSI) Office – Coordinates compliance with Texas Success Initiative regulations.

Office of the VP for Business Services

Controller – Directs, coordinates, and oversees the accounting system. Maintains adequate internal controls relative to the accuracy of account balances and proper treatment of revenue and expenses posted to the general ledger in accordance with GAAP and GASB guidelines. Also prepares, reports on, and analyzes the annual financial statements subject to external audits.

Descriptions of ACC Offices/Services (continued)

Accounts Payable – Issues payment to vendors for services rendered to the college.

General Ledger – Record that is posted for all the accounting transactions of the College, including Cash Receipts, Disbursements, Fixed Assets, Payroll, Student Accounting, and all other expenses for all the college departments.

Asset Management – Directs activities and establishes practices of the District's asset management program.

Student Accounting – Maintains student's accounts for accuracy in amounts billed and collected.

Cashier – Performs the collection and recording of funds received by the college, coordinates the disbursement of payroll, accounts payable, financial aid, and petty cash funds.

Purchasing – Purchases materials and services, including obtaining bids in compliance with Board policy.

Fixed Asset Inventory – Provides inventory control of all fixed assets.

Inventory/Receiving - Receives, warehouses, and delivers merchandise; drives intercampus mail delivery routes; collects surplus items; runs general stores; tracks assets; and meters the mail and packages.

Mail Services – Collects and distributes U.S. Postal Service and campus mail.

Budget & Finance – Directs, coordinates, and oversees the College's budget administration, preparation, implementation, analysis, and reporting.

Restricted Accounts – Provides accurate accounting information pertaining to federal, state, and local government restrictive accounts to funding agencies, Grants Development, and other college departments.

Environmental Health & Safety and Insurance – Monitors compliance with environmental health and safety regulations; conducts safety training; manages environmental testing and remediation; administers worker's compensation program; and manages liability insurance policies.

Facilities & Operations – Leads and oversees all facilities, grounds, and physical plant issues.

Buildings & Grounds – Provides and oversees maintenance activities for buildings and grounds at all campuses.

Grounds Keeping – Provides and oversees maintenance activities for grounds at all campuses.

Building Maintenance – Provides and oversees maintenance activities for buildings at all campuses.

In-House Construction – Provides carpentry and painting services for small renovations and routine upgrades.

Facilities & Construction - Manages the planning and construction of new facilities and the renovation of existing facilities.

Design & Construction – Provides design services for small renovations and manages outside vendors on large projects.

Custodial Day Services – Provide in-house janitorial services during the day.

Custodial Night Services – Provide in-house janitorial services during the night.

Office of the AVP for Human Resources

Benefits – Manages programs for benefits enrollments and changes including insurance, disability, retirement, coordinates ACC Money Purchase Plan, coordinates sick leave pool and FMLA, presents employee welfare programs and manages all other ACC benefits.

Compensation Services – Coordinates development of job descriptions, offers of employment, placement of new employees, reclassifications/upgrades, conducts and reports on the annual compensation surveys, and completes other agency surveys.

Employment/Hiring Services – Oversees the application process, advertises/posts positions, processes applications for all positions, trains committees, recruits faculty and staff and coordinates new employee orientation.

Payroll Office – Provides payroll checks, manages the eTime Report system, trains supervisors on eTime, records payroll deductions, coordinates vendor payroll deductions, and reconciles ACC payroll accounts.

Records – Manages employee information for all ACC employee classifications, processes personnel contracts, agreements and personnel forms, processes data for payroll, oversees credential certification process, conducts verification of employment, responds to Open Records Requests, trains personnel, maintains employee permanent files, and automates employee oriented processes.