

# Spring 2005 Internal College Survey Office Reports

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## AVP for Instructional Support Services

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

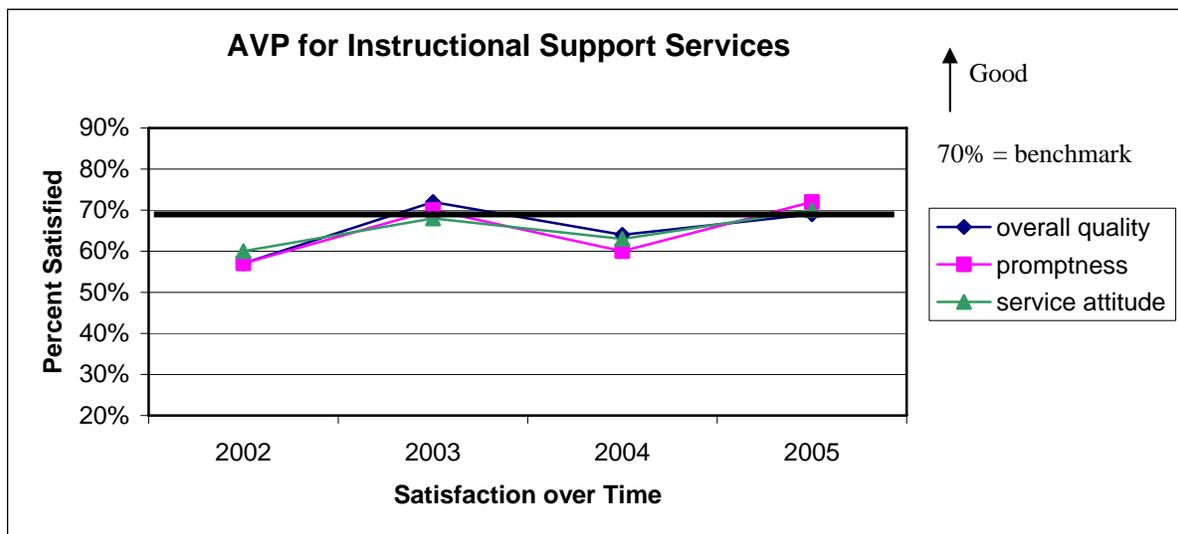
### Who uses this office?

Of the 580 survey respondents, 95 (16%) reported having requested or received services from the Office of the AVP for Instructional Support Services in the past year. Of those respondents:

- 73% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (16 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (8 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 56 to 95.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Office of the AVP for Instructional Support Services</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	28	57%	12	24%	9	18%	33	72%	7	15%	6	13%	34	64%	9	17%	10	19%	62	69%	19	21%	9	10%
promptness	27	57%	13	28%	7	15%	32	70%	6	13%	8	17%	31	60%	11	21%	10	19%	64	72%	17	19%	8	9%
service attitude	28	60%	12	26%	7	15%	30	68%	8	18%	6	14%	32	63%	9	18%	10	20%	63	70%	15	17%	12	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 5 – 12 percentage points in all measured categories. The current levels of satisfaction yield a four year trend of results 10 -15 percentage points higher than those of 2002.

## Provost, Campus Operations

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

### Who uses this office?

Of the 580 survey respondents, 145 (25%) reported having requested or received services from the Office of Provost, Campus Operations in the past year. Of those respondents:

- 68% (98 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (26 respondents) were Full-time Faculty;
- 10% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (7 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 94 to 145.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Provost, Campus Operations</b>												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	56	65%	15	17%	15	17%	89	62%	33	23%	21	15%
promptness	52	61%	17	20%	17	20%	87	63%	28	20%	24	17%
service attitude	56	64%	11	13%	20	23%	89	64%	23	17%	27	19%

NOTE: Percents may not add to 100 due to rounding.

There were small, mixed changes in the current results for the levels of respondent satisfaction for this office, compared to the 2004 results. While there was no change for *service attitude*, there was a decrease of 3 percentage points for *overall quality* and an increase of 2 point for *promptness*.

## Bookstore

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

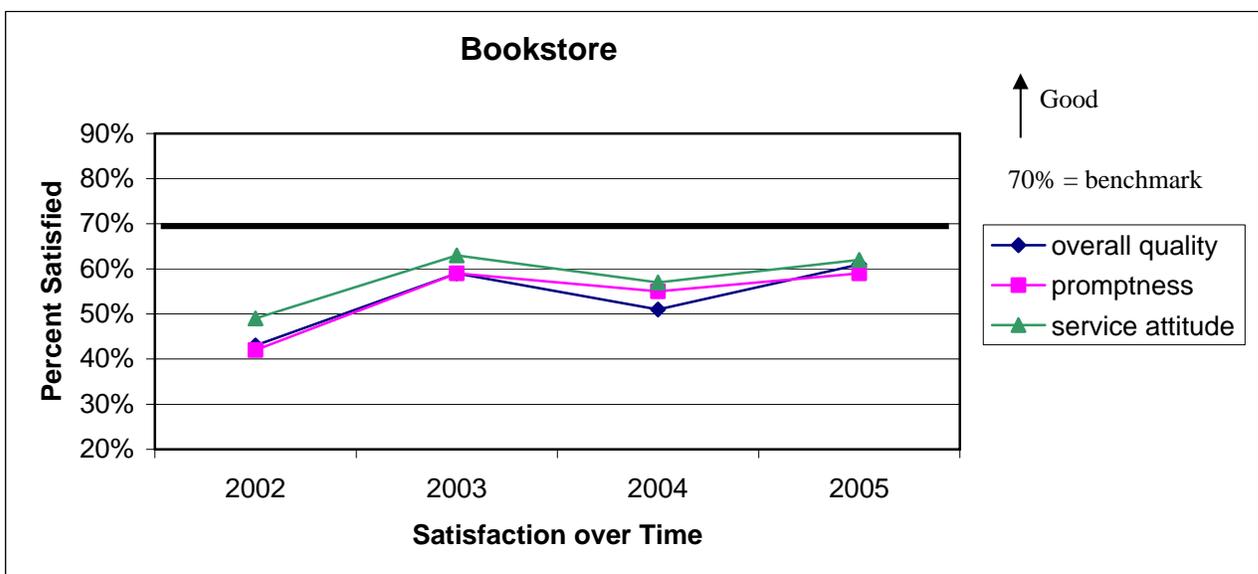
### Who uses this office?

Of the 580 survey respondents, 207 (36%) reported having requested or received services from the Bookstore in the past year. Of those respondents:

- 58% (121 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (46 respondents) were Full-time Faculty;
- 12% (25 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (15 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 145 to 207.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Bookstore</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	73	43%	39	23%	58	34%	81	59%	29	21%	27	20%	74	51%	33	23%	37	26%	123	61%	38	19%	41	20%
promptness	71	42%	40	24%	58	34%	79	59%	28	21%	27	20%	77	55%	26	19%	37	26%	115	59%	38	19%	42	22%
service attitude	83	49%	31	18%	54	32%	84	63%	26	19%	24	18%	80	57%	31	22%	30	21%	120	62%	35	18%	39	20%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 4 – 10 percentage points in all measured categories. This reverses the loss of the previous year, yielding a four year improvement of 13 – 18 percentage points in levels of respondent satisfaction.

## Campus Police

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

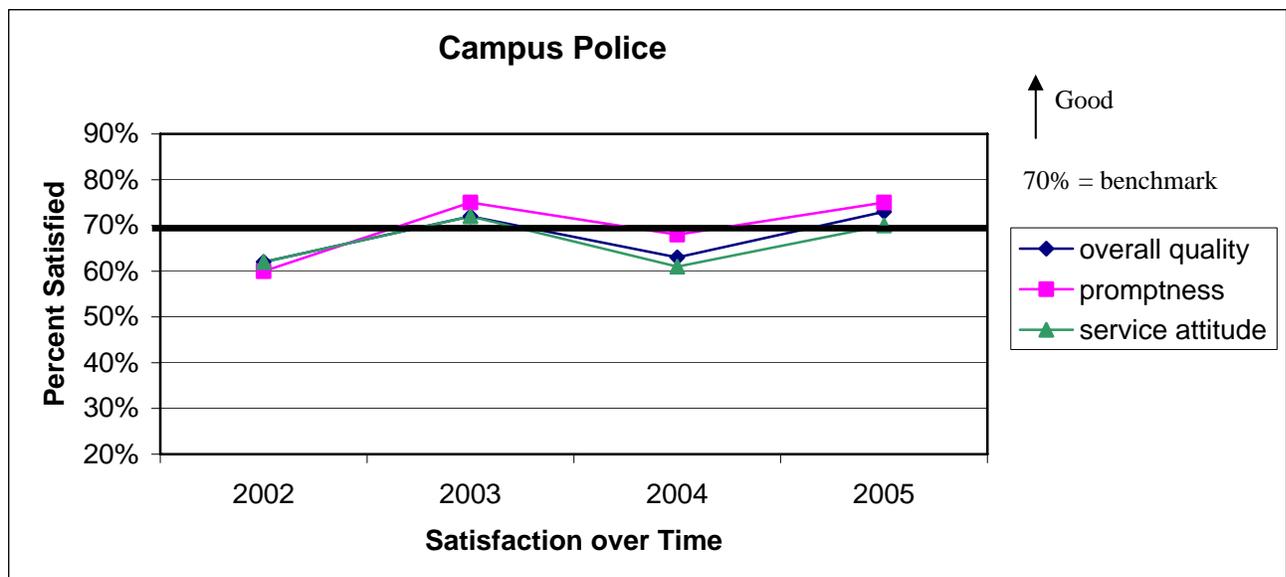
### Who uses this office?

Of the 580 survey respondents, 298 (51%) reported having requested or received services from the Office of Campus Police in the past year. Of those respondents:

- 62% (184 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (59 respondents) were Full-time Faculty;
- 13% (38 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (17 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of the Office of Campus Police than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 194 to 298.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Campus Police</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	113	62%	39	21%	30	16%	134	72%	24	13%	28	15%	119	63%	44	23%	25	13%	213	73%	38	13%	39	13%
promptness	104	60%	39	23%	29	17%	137	75%	15	8%	31	17%	126	68%	36	19%	23	12%	213	75%	32	11%	39	14%
service attitude	105	62%	31	18%	34	20%	131	72%	18	10%	33	18%	114	61%	29	16%	43	23%	200	70%	25	9%	59	21%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase of 7 – 10 percentage points in respondent satisfaction for this office in all measured categories. This reverses a drop of approximately the same percentage rates in the satisfaction ratings for each category from 2003 to 2004. Given four years of results, the challenge for this office will be to maintain and improve the gains made in the last year in respondent satisfaction.

## Campus Management Offices

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

### **Who uses this office?**

Of the 580 survey respondents, 194 (33%) reported having requested or received services from the Campus Management Offices in the past year. Of those respondents:

- 63% (123 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (30 respondents) were Full-time Faculty;
- 11% (22 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (19 respondents) did not identify an employee category.

### **How satisfied are employees with overall services from this office?**

Results of the Spring 2005 Internal College Survey are given below.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Campus Management Offices</b>						
Comparison of Survey Results						
	<b>2005</b>					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	142	77%	23	13%	19	10%
promptness	137	77%	22	12%	18	10%
service attitude	140	78%	20	11%	20	11%

NOTE: Percents may not add to 100 due to rounding.

This office was not included in the assessment of college-wide services in the previous survey periods.

## Community Outreach

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

### Who uses this office?

Of the 580 survey respondents, 58 (10%) reported having requested or received services from the Office of Community Outreach in the past year. Of those respondents:

- 74% (43 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (10 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (5 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate about the same percentage of employees are satisfied with the services of the Office of Community Outreach than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 31 to 58.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Community Outreach												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	16	57%	8	29%	4	14%	32	58%	15	27%	8	15%
promptness	17	61%	7	25%	4	14%	30	57%	14	26%	9	17%
service attitude	17	63%	7	26%	3	11%	35	66%	12	23%	6	11%

NOTE: Percents may not add to 100 due to rounding.

Results in respondent satisfaction for this office in 2005 were close to the results received last year. There was an increase in satisfaction of 1 percentage point for *overall quality* and 3 percentage points in *service attitude*, and a drop of 4 percentage points in satisfaction in *promptness* from 2004 to 2005.

## Duplication Services (HBC)

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

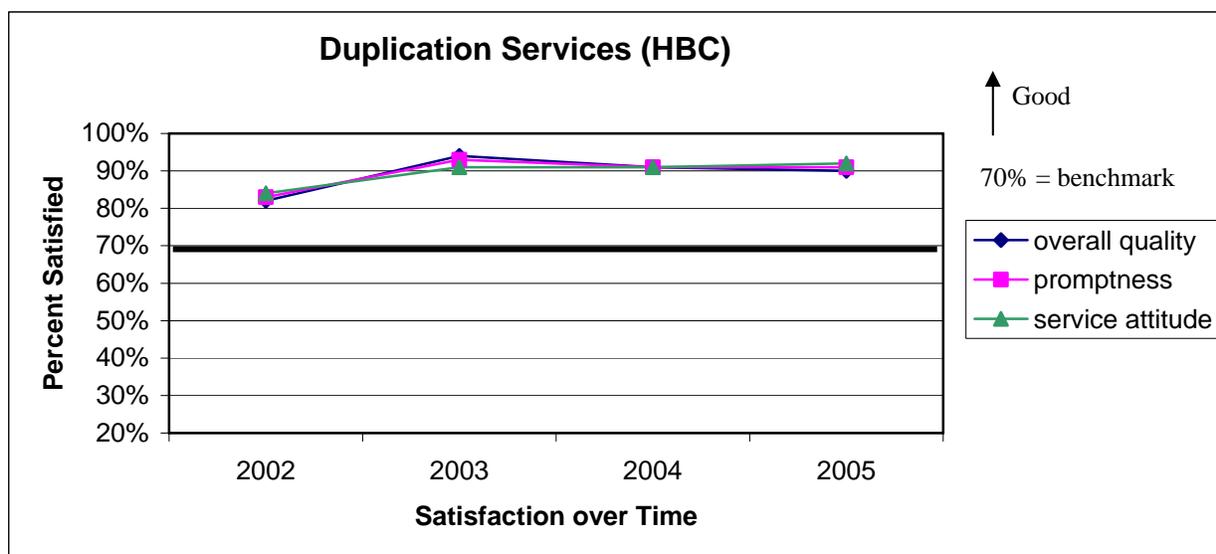
### Who uses this office?

Of the 580 survey respondents, 223 (38%) reported having requested or received services from Duplication Services in the past year. Of those respondents:

- 70% (156 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (29 respondents) were Full-time Faculty;
- 6% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (24 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 131 to 223.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Duplication Services (HBC)</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	126	82%	16	10%	12	8%	128	94%	5	4%	3	2%	115	91%	6	6%	4	3%	189	90%	16	8%	5	2%
promptness	122	83%	14	10%	11	7%	124	93%	7	5%	2	2%	113	91%	6	6%	4	3%	185	91%	12	6%	6	3%
service attitude	123	84%	15	10%	9	6%	122	91%	9	7%	3	2%	116	91%	5	5%	5	4%	186	92%	11	5%	6	3%

NOTE: Percents may not add to 100 due to rounding.

Duplication Services (HBC) continues to receive outstanding results in levels of respondent satisfaction. The results this year are highlighted by having a 70% larger base of respondents. Further, for the third consecutive year, all measures received a rating of 90% or higher.

## Learning Labs

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

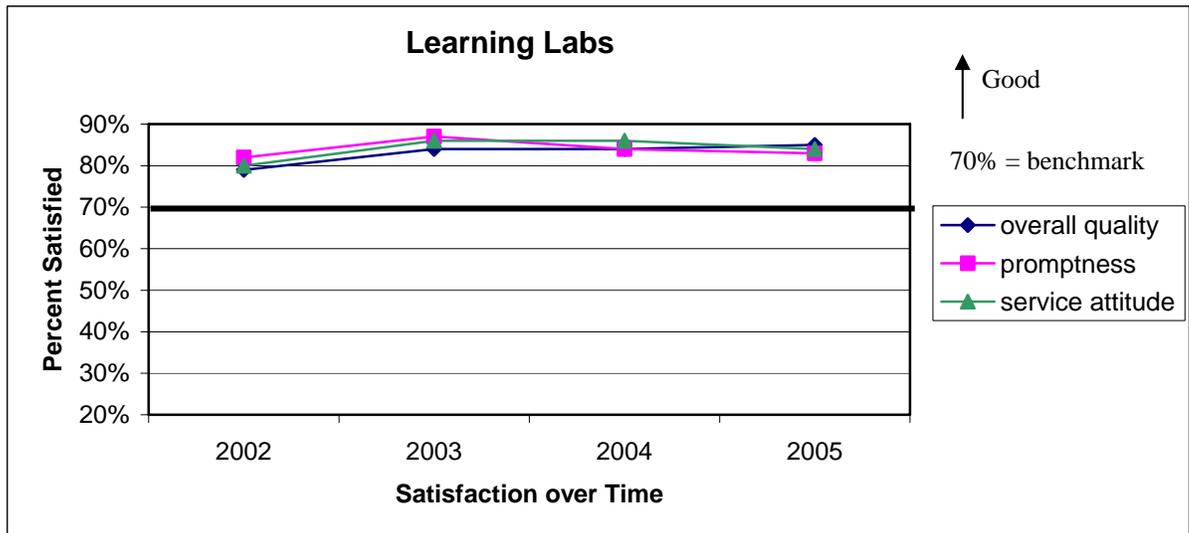
### Who uses this office?

Of the 580 survey respondents, 117 (20%) reported having requested or received services from the Learning Labs in the past year. Of those respondents:

- 61% (71 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (24 respondents) were Full-time Faculty;
- 11% (13 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (9 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 88 to 117.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Learning Labs</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	81	79%	13	13%	8	8%	81	84%	9	9%	6	6%	72	84%	6	7%	8	9%	96	85%	13	12%	4	4%
promptness	82	82%	10	10%	8	8%	82	87%	7	7%	5	5%	69	84%	7	9%	6	7%	93	83%	16	14%	3	3%
service attitude	80	80%	11	11%	9	9%	81	86%	8	9%	5	5%	69	86%	4	5%	7	9%	90	84%	12	11%	5	5%

NOTE: Percents may not add to 100 due to rounding.

Results for this period in respondent satisfaction for this office were relatively flat, with changes to ratings of 1 or 2 percentage points. Results over the last three years are consistently high, with results at or over 85%.

## Student Recruitment

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

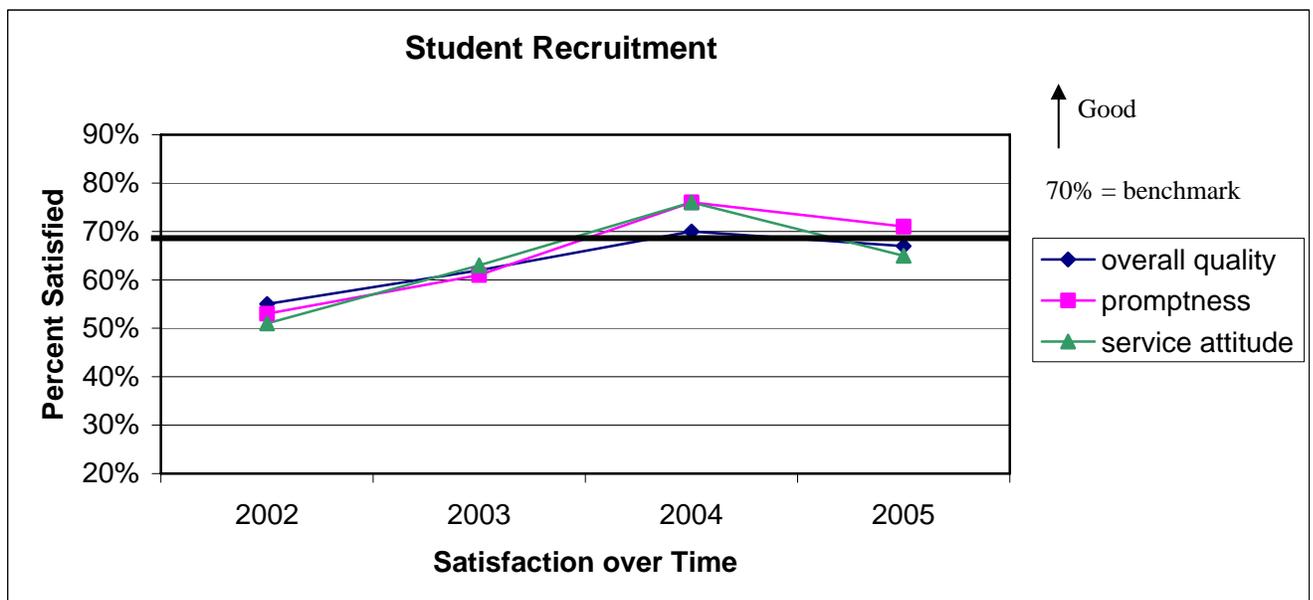
### Who uses this office?

Of the 580 survey respondents, 82 (14%) reported having requested or received services from Student Recruitment in the past year. Of those respondents:

- 77% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (12 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (7 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a slightly smaller percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 51 to 82.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Student Recruitment</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
<b>overall quality</b>	26	55%	9	19%	12	26%	26	62%	11	26%	5	12%	35	70%	10	20%	5	10%	52	67%	11	14%	15	19%
<b>promptness</b>	25	53%	9	19%	13	28%	25	61%	10	24%	6	15%	37	76%	5	10%	7	14%	53	71%	12	16%	10	13%
<b>service attitude</b>	24	51%	10	21%	13	28%	26	63%	10	24%	5	12%	37	76%	7	14%	5	10%	48	65%	12	16%	14	19%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a slight drop in respondent satisfaction for this office in all measured categories. Each category decreased at a rate of 3 to 11 percentage points during the current period. The four year trend shows an improvement of 12 – 18 percentage points in satisfaction levels

## Testing Centers

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

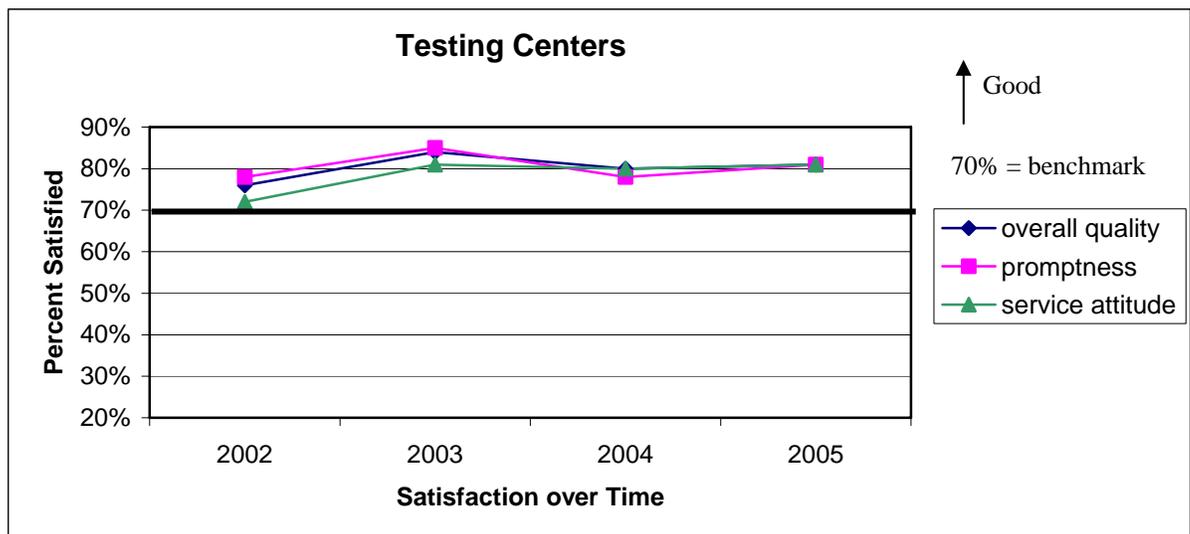
### Who uses this office?

Of the 580 survey respondents, 175 (30%) reported having requested or received services from the Testing Centers in the past year. Of those respondents:

- 43% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 29% (51 respondents) were Full-time Faculty;
- 23% (40 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (9 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 134 to 175.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Testing Centers</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	126	76%	22	13%	18	11%	121	84%	15	10%	8	6%	106	80%	15	11%	12	9%	138	81%	19	11%	14	8%
promptness	127	78%	17	10%	19	12%	118	85%	14	10%	7	5%	98	78%	14	11%	13	10%	131	81%	17	11%	13	8%
service attitude	118	72%	22	13%	23	14%	113	81%	18	13%	9	6%	101	80%	13	10%	13	10%	128	81%	19	12%	12	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a small improvement in respondent satisfaction for this office in all measured categories. The satisfaction level for each category increased by 1 – 3 percentage points during the current period.

## Instructional Development

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

### **Who uses this office?**

Of the 580 survey respondents, 53 (9%) reported having requested or received services from Instructional Development in the past year. Of those respondents:

- 66% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (10 respondents) were Full-time Faculty;
- 11% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (2 respondents) did not identify an employee category.

### **How satisfied are employees with overall services from this office?**

Results of the Spring 2005 Internal College Survey indicate that a smaller percentage of employees are satisfied with the services of Instructional Development than during the previous year.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Instructional Development (formerly Curriculum Services / Schedule Development)</b>												
<b>Comparison of Survey Results</b>												
	<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	41	72%	12	21%	4	7%	33	62%	14	26%	6	11%
promptness	41	75%	8	15%	6	11%	33	65%	11	22%	7	14%
service attitude	42	74%	10	18%	5	9%	32	65%	10	20%	7	14%

NOTE: Percents may not add to 100 due to rounding.

Current results on the levels of respondent satisfaction with the services of this office are 9 – 10 percentage points lower than in the previous year.

## Early College Start

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

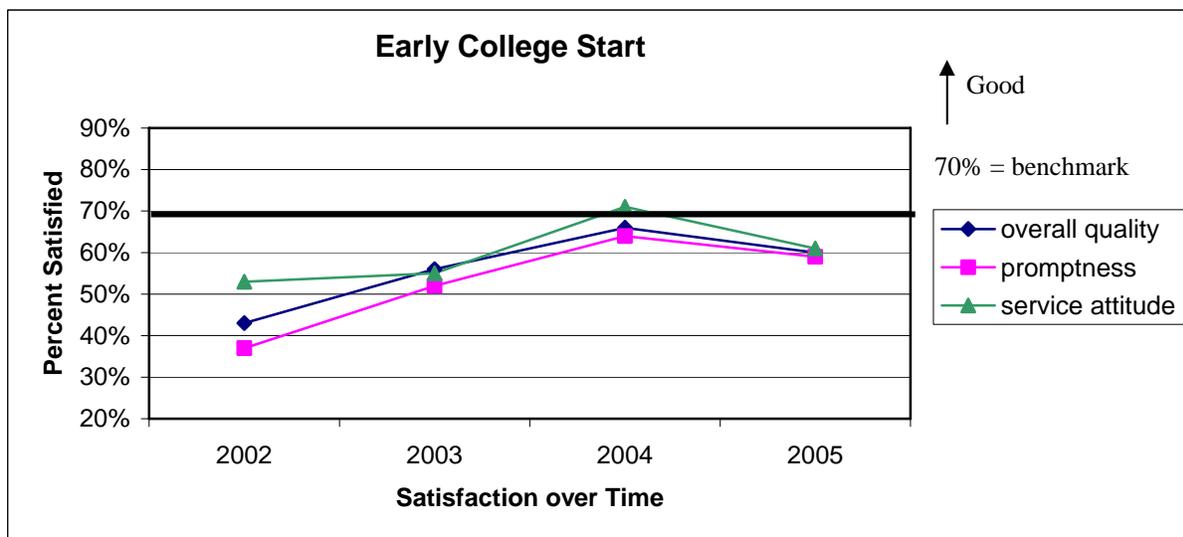
### Who uses this office?

Of the 580 survey respondents, 122 (21%) reported having requested or received services from the Office of Early College Start in the past year. Of those respondents:

- 69% (84 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (28 respondents) were Full-time Faculty;
- 4% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (5 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that a smaller percentage of employees are satisfied with the services of this during the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 100 to 122.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Early College Start Comparison of Survey Results</b>																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	36	43%	20	24%	27	33%	47	56%	14	17%	23	27%	65	66%	17	17%	17	17%	71	60%	27	23%	21	18%
promptness	31	37%	24	29%	28	34%	43	52%	12	14%	28	34%	63	64%	13	13%	22	22%	69	59%	23	20%	24	21%
service attitude	44	53%	12	14%	27	33%	46	55%	16	19%	21	25%	69	71%	15	16%	13	13%	71	61%	21	18%	24	21%

NOTE: Percents may not add to 100 due to rounding.

Results for this period show a drop in respondent satisfaction for this office. In 2005, results in respondent satisfaction were 6 – 10 percentage point lower than in 2004. Across four years, an improvement trend is seen in increases in satisfaction levels of 8 – 22 percentage points.

## Grants Development

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

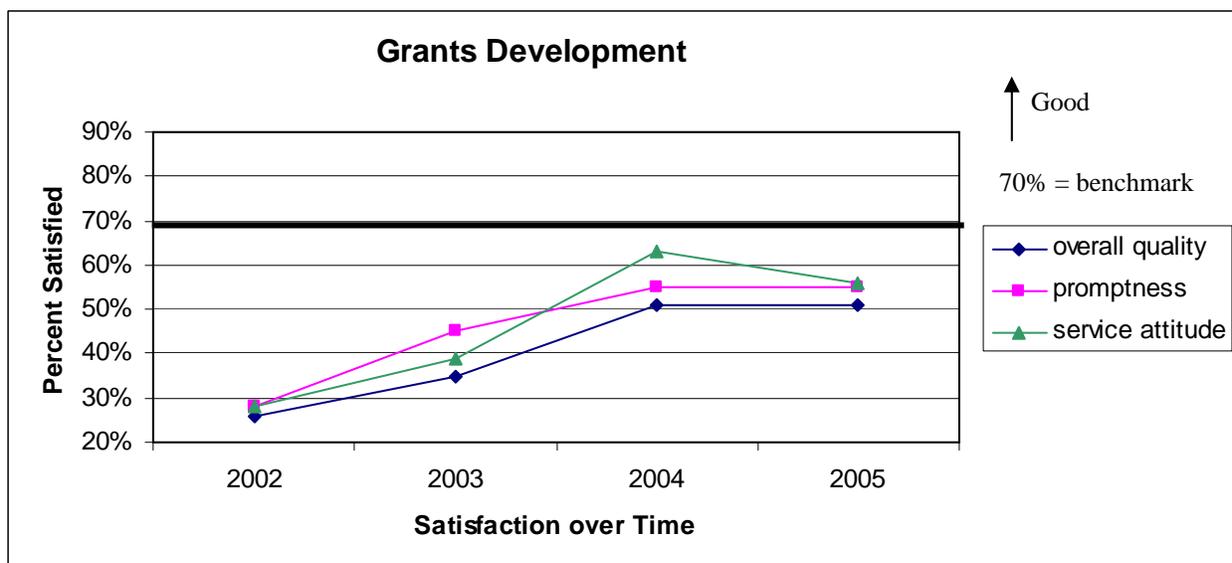
### Who uses this office?

Of the 580 survey respondents, 75 (13%) reported having requested or received services from the Grants Development Office in the past year. Of those respondents:

- 72% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (15 respondents) were Full-time Faculty;
- 1% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (5 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate about the same percentage of employees are satisfied with the services of this office than in the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 57 to 75.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Grants Development Comparison of Survey Results</b>																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	13	26%	18	36%	19	38%	14	35%	8	20%	18	45%	29	51%	20	35%	8	14%	38	51%	23	31%	13	18%
promptness	13	28%	17	37%	16	35%	18	45%	2	5%	20	50%	31	55%	19	34%	6	11%	39	55%	19	27%	13	18%
service attitude	13	28%	19	40%	15	32%	16	39%	5	12%	20	49%	35	63%	14	25%	7	13%	40	56%	19	27%	12	17%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect no changes in the results in respondent satisfaction for this office in *overall quality* and *promptness*. However, there was a drop of 7 percentage points in *service attitude*. Over a four year period, results in levels of respondent satisfaction show an improvement of 25 – 28 percentage points.