

Spring 2005 Internal College Survey Office Reports

Table of Contents

President's Office

ACC Foundation

Governmental and Community Relations

Institutional Effectiveness

Internal Audit

Marketing and Publications

Publications

Word Processing

Marketing and Promotions

ACC Website Design Support

Public Information and Media Relations

President's Office

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.

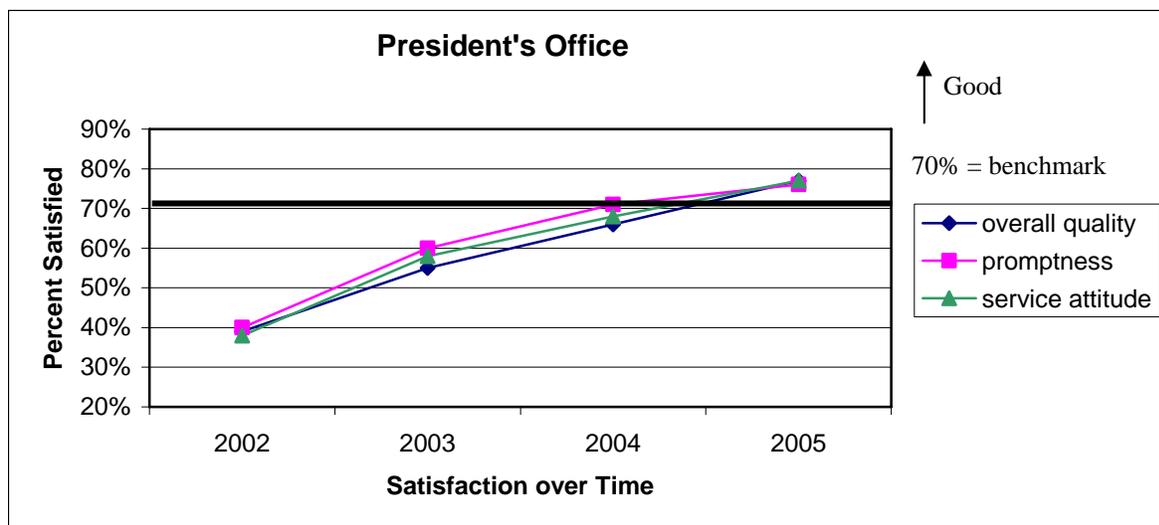
Who uses this office?

Of the 580 survey respondents, 137 (24%) reported having requested or received services from the President's Office in the past year. Of those respondents:

- 67% (92 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (26 respondents) were Full-time Faculty;
- 4% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (14 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 greater percentage of employees are satisfied with the services of this office than the previous three years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 79 to 137.



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.

President's Office																								
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	38	39%	11	11%	49	50%	51	55%	15	16%	27	29%	50	66%	9	12%	17	22%	101	77%	19	15%	11	8%
promptness	38	40%	14	15%	44	46%	55	60%	14	15%	22	24%	52	71%	7	10%	14	19%	97	76%	19	15%	12	9%
service attitude	36	38%	8	8%	52	54%	53	58%	11	12%	27	30%	50	68%	6	8%	17	23%	101	77%	17	13%	14	11%

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

Results for this period reflect an improvement in respondent satisfaction for this office in all measured categories. The 2005 results for each category increased by 5 - 11 percentage points compared to the previous year. Following a trend starting in 2002, the current increase places respondent satisfaction ratings for each category above the ratings for 2002 by 36 – 39 percentage points.

ACC Foundation

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.

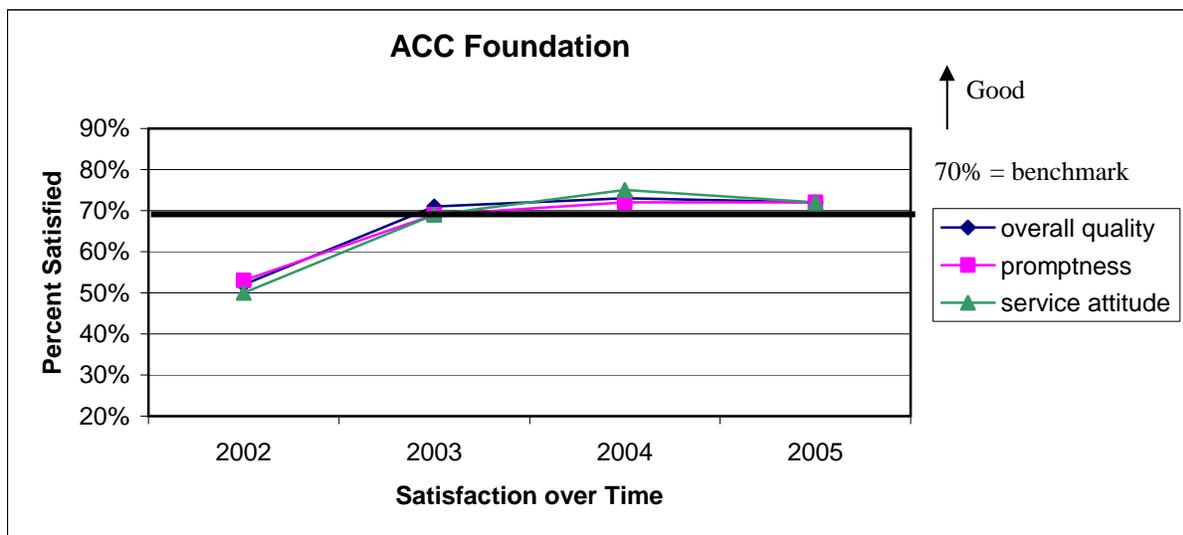
Who uses this office?

Of the 580 survey respondents, 78 (13%) reported having requested or received services from the ACC Foundation Office in the past year. Of those respondents:

- 73% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (14 respondents) were Full-time Faculty;
- 1% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (6 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 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 42 to 78.



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.

ACC Foundation																								
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	24	52%	10	22%	12	26%	34	71%	8	17%	6	13%	29	73%	6	15%	5	13%	54	72%	16	21%	5	7%
promptness	24	53%	8	18%	13	29%	33	69%	10	21%	5	10%	26	72%	4	11%	6	17%	54	72%	16	21%	5	7%
service attitude	23	50%	10	22%	13	28%	33	69%	10	21%	5	10%	27	75%	4	11%	5	14%	54	72%	16	21%	5	7%

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

The results for satisfaction levels of the respondents were relatively consistent to the results from the 2004 survey, even though there was an 86% increase this year in the number of respondents for this office. The percentage of respondents who were neutral increased and the percentage of respondents who were dissatisfied dropped by 6 – 10 percentage points. The results for this year continue a positive trend from 2003 for this office.

Governmental and Community Relations

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, 76 (13%) reported having requested or received services from the Office of Governmental and Community Relations in the past year. Of those respondents:

- 70% (53 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (13 respondents) were Full-time Faculty;
- 1% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 12% (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 a greater percentage of employees are satisfied with the services for this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office increased from 34 to 76.

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.

Governmental & Community Relations												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	9	27%	12	36%	12	36%	31	44%	22	31%	18	25%
promptness	10	34%	9	31%	10	34%	29	40%	25	35%	18	25%
service attitude	11	38%	9	31%	9	31%	28	40%	24	34%	18	26%

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

The Office of Government & Community Relations was not included in survey prior to 2004. Results this year show an increase in satisfaction levels of respondents of 6 – 17 percentage points..

Institutional Effectiveness

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.

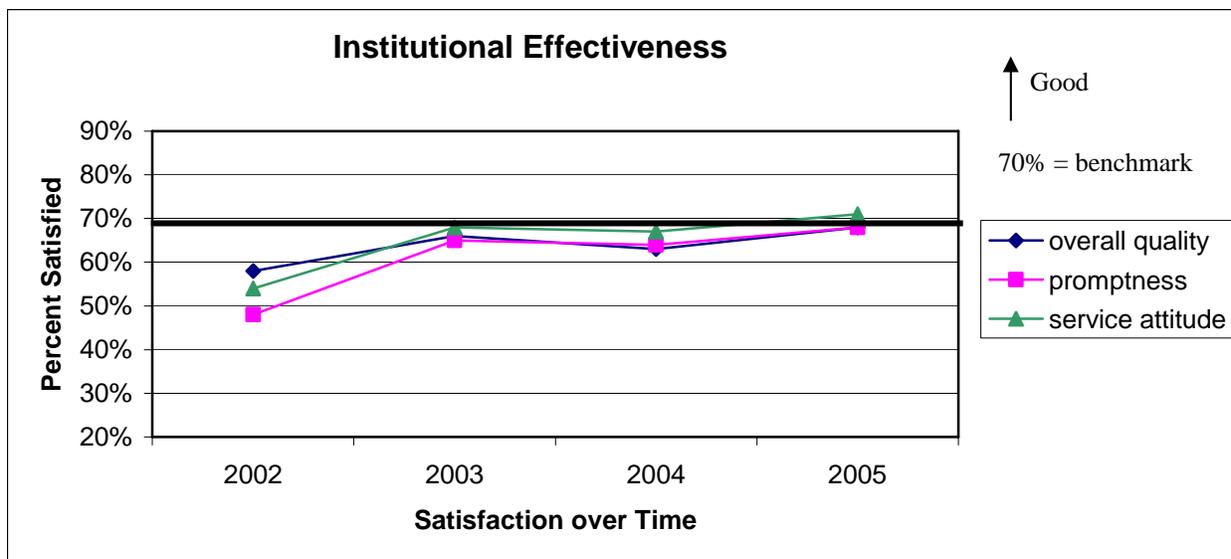
Who uses this office?

Of the 580 survey respondents, 173 (30%) reported having requested or received services from the Office of Institutional Effectiveness in the past year. Of those respondents:

- 64% (110 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (42 respondents) were Full-time Faculty;
- 5% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (12 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 employees are more satisfied with the services of this office than the previous three years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 90 to 173.



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.

Institutional Effectiveness 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	55	58%	18	19%	22	23%	62	66%	19	20%	13	14%	55	63%	16	18%	16	18%	115	68%	37	22%	18	11%
promptness	45	48%	29	31%	20	21%	61	65%	18	19%	15	16%	53	64%	16	19%	14	17%	114	68%	34	20%	20	12%
service attitude	51	54%	22	23%	21	22%	65	68%	13	14%	17	18%	56	67%	12	14%	15	18%	118	71%	30	18%	19	11%

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

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category increased by 4– 5 percentage points compared to the previous year. While these increases in satisfaction are not large, they are significant as the base of respondents increased this year by 82%, reflecting a much more satisfied customer base. These results follow a slight decrease of 1 – 3 percentage points from 2003 to 2004. Over a four year period, however, satisfaction levels for this office have increased by 10 – 20 percentage points.

Internal Audit

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.

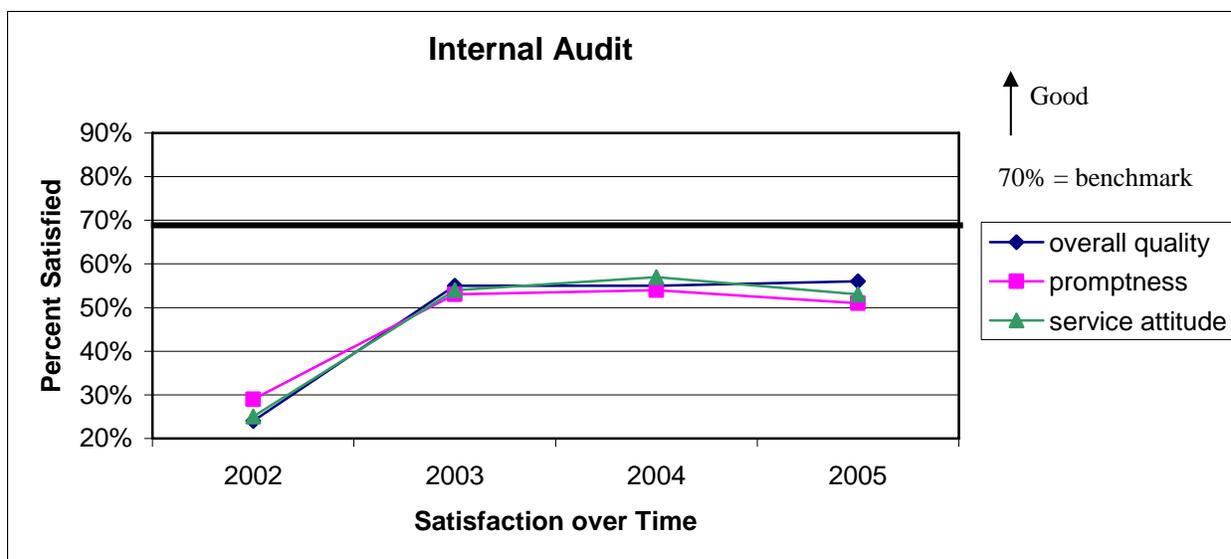
Who uses this office?

Of the 580 survey respondents, 94 (16%) reported having requested or received services from the Internal Audit Office in the past year. Of those respondents:

- 73% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (13 respondents) were Full-time Faculty;
- 3% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (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 58 to 94.



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.

Internal Audit																								
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	6	24%	9	36%	10	40%	27	55%	12	24%	10	20%	31	55%	8	14%	17	30%	50	56%	21	23%	19	21%
promptness	7	29%	8	33%	9	38%	26	53%	12	24%	11	22%	29	54%	12	22%	13	24%	45	51%	28	32%	15	17%
service attitude	6	25%	7	29%	11	46%	26	54%	10	21%	12	25%	31	57%	7	13%	16	30%	47	53%	14	16%	27	31%

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

Results for this period revealed a 62% increase in the number of respondents who reported having requested or received services from this office. There was a one percentage point increase in respondent satisfaction for *overall quality* and 3 - 4 percentage point decreases in *promptness* and *service attitude*. Results remain significantly higher than those in 2002, showing increases of 22 – 32 percentage points.

Marketing and Publications

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, 151 (26%) reported having requested or received services from the Office of Marketing and Publications in the past year. Of those respondents:

- 75% (114 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (24 respondents) were Full-time Faculty;
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (10 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.

Marketing and Publications						
2005 Survey Results						
	2005					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	126	85%	16	11%	7	5%
promptness	115	79%	23	16%	7	5%
service attitude	120	83%	17	12%	8	6%

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

Due to organizational restructuring, there was not a comparable office to the Office of Marketing and Publications in the 2004 survey period.

Publications

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.

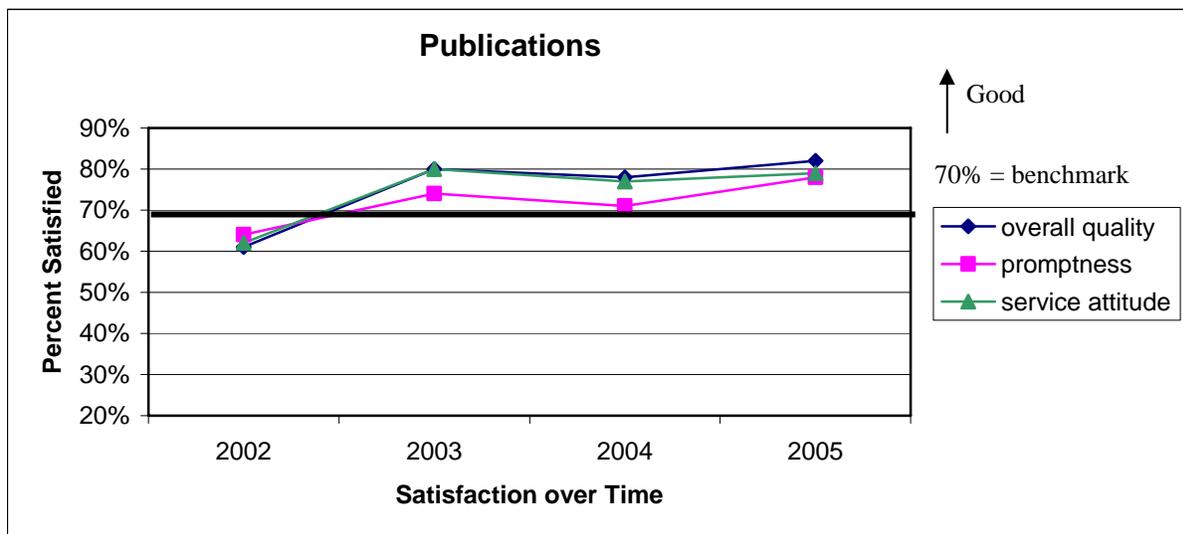
Who uses this office?

Of the 580 survey respondents, 98 (17%) reported having requested or received services from the Publications Office in the past year. Of those respondents:

- 77% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (16 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 5% (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 larger percentage of employees satisfied with the services of this office as were 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 71 to 98.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer 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.

Publications																								
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	49	61%	15	19%	16	20%	56	80%	3	4%	11	16%	54	78%	7	10%	8	12%	80	82%	12	12%	5	5%
promptness	50	64%	11	14%	17	22%	50	74%	7	10%	11	16%	46	71%	11	17%	8	12%	73	78%	16	17%	5	5%
service attitude	48	62%	11	14%	18	23%	56	80%	4	6%	10	14%	49	77%	8	13%	7	11%	74	79%	15	16%	5	5%

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

Results for this period reflect a slight increase in respondent satisfaction for this office of 2 to 7 percentage points in all measured categories. Over a four year period, satisfaction levels are 14 to 21 percentage points higher.

Word Processing

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, 89 (15%) reported having requested or received services from Word Processing in the past year. Of those respondents:

- 82% (73 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (7 respondents) were Full-time Faculty;
- 1% (1 respondent) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 9% (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 that about the same percentage of employees are satisfied with the services of this office as were 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 50 to 89.

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.

Word Processing												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	44	92%	2	4%	2	4%	79	90%	9	10%		
promptness	39	89%	3	7%	2	5%	73	86%	11	13%	1	1%
service attitude	39	89%	3	7%	2	5%	75	88%	9	11%	1	1%

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

Satisfaction levels with the services of this office are relatively consistent with last year's results, showing a slight drop of 1 to 3 percentage points across the measured categories. Again, overall results again show a high level of satisfaction from respondents.

Marketing and Promotions Office

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 Marketing and Promotions in the past year. Of those respondents:

- 73% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (13 respondents) were Full-time Faculty;
- 4% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (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 a greater percentage of employees satisfied with the services of this office as were 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 74 to 95.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer 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.

Marketing and Promotions												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	46	64%	11	15%	15	21%	72	77%	13	14%	8	9%
promptness	41	60%	15	22%	12	18%	66	75%	11	13%	11	13%
service attitude	41	60%	14	21%	13	19%	66	73%	13	14%	11	12%

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

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category increased by 13 – 15 percentage points in satisfaction levels as the number of respondents for this office increased by 28%.

ACC Website Design Support

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 ACC Website Design Office in the past year. Of those respondents:

- 70% (85 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (18 respondents) were Full-time Faculty;
- 8% (10 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (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 a greater percentage of employees are satisfied with the services of this office as were last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 181 to 122.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer 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.

ACC Website Design Support												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	132	73%	22	12%	26	14%	92	77%	20	17%	7	6%
promptness	116	70%	26	16%	23	14%	91	78%	15	13%	10	9%
service attitude	119	72%	27	16%	19	12%	94	82%	14	12%	7	6%

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

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category increased by 4 to 10 percentage points in satisfaction levels. The number of respondents for this office decreased by 33%.

Public Information and Media Relations

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, 114 (20%) reported having requested or received services from the Public Information and Media Relations in the past year. Of those respondents:

- 73% (83 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (20 respondents) were Full-time Faculty;
- 4% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (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 a slightly smaller percentage of employees satisfied with the services of this office as were 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 63 to 114.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer 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.

Public Information and Media Relations												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	40	66%	7	11%	14	23%	73	65%	20	18%	19	17%
promptness	40	69%	6	10%	12	21%	71	63%	23	21%	18	16%
service attitude	39	67%	7	12%	12	21%	76	68%	14	13%	22	20%

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

Results for this period reflect a slight change in levels of in respondent satisfaction for this office in all measured categories. Satisfaction with “service attitude” increased by one percentage point while the other categories showed a drop of one to six percentage points.