

# Spring 2005 Internal College Survey Office Reports

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## AVP for Retention & Student 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.

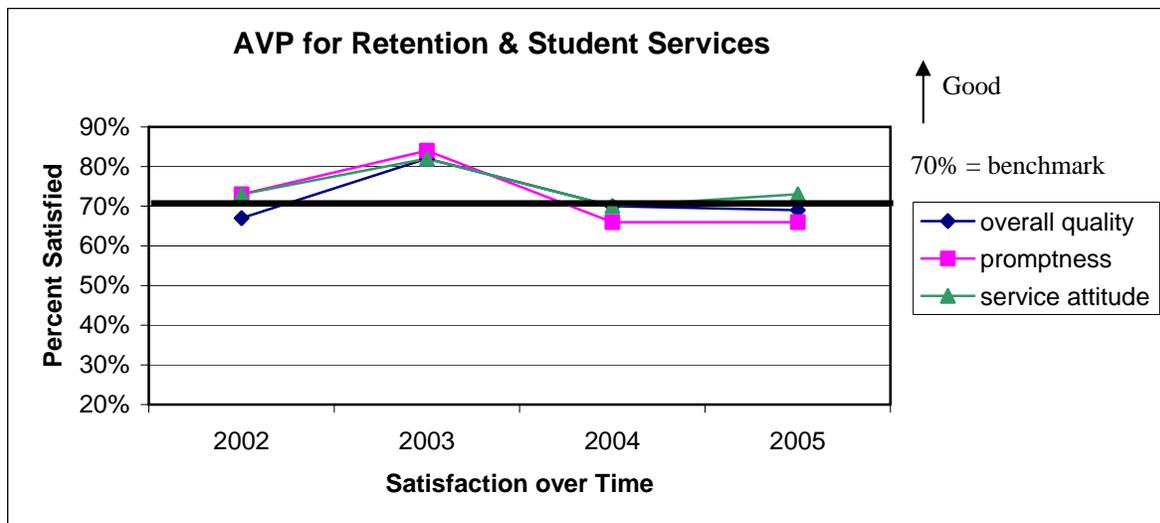
### **Who uses this office?**

Of the 580 survey respondents, 128 (22%) reported having requested or received services from the Office of the AVP for Retention & Student Services in the past year. Of those respondents:

- 71% (91 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (24 respondents) were Full-time Faculty;
- 3% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (9 respondent) 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 105 to 128.



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>AVP for Retention &amp; Student Services</b>																								
Comparison of Survey Results																								
	<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	67	67%	15	15%	18	18%	56	82%	7	10%	5	7%	71	70%	20	20%	11	11%	85	69%	22	18%	17	14%
promptness	69	73%	10	11%	16	17%	58	84%	7	10%	4	6%	65	66%	21	21%	13	13%	82	66%	21	17%	21	17%
service attitude	68	73%	9	10%	16	17%	56	82%	8	12%	4	6%	69	70%	15	15%	15	15%	90	73%	18	15%	16	13%

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

Results for this period in respondent satisfaction for this office are close to the results for 2004. The satisfaction ratings for *promptness* are the same, those for *service attitude* went up 3 percentage points, the results for *overall quality* went down one percentage point. While the current results are similar to those of 2002, they are 9 – 18 points lower than 2003.

## Admission & Records

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.

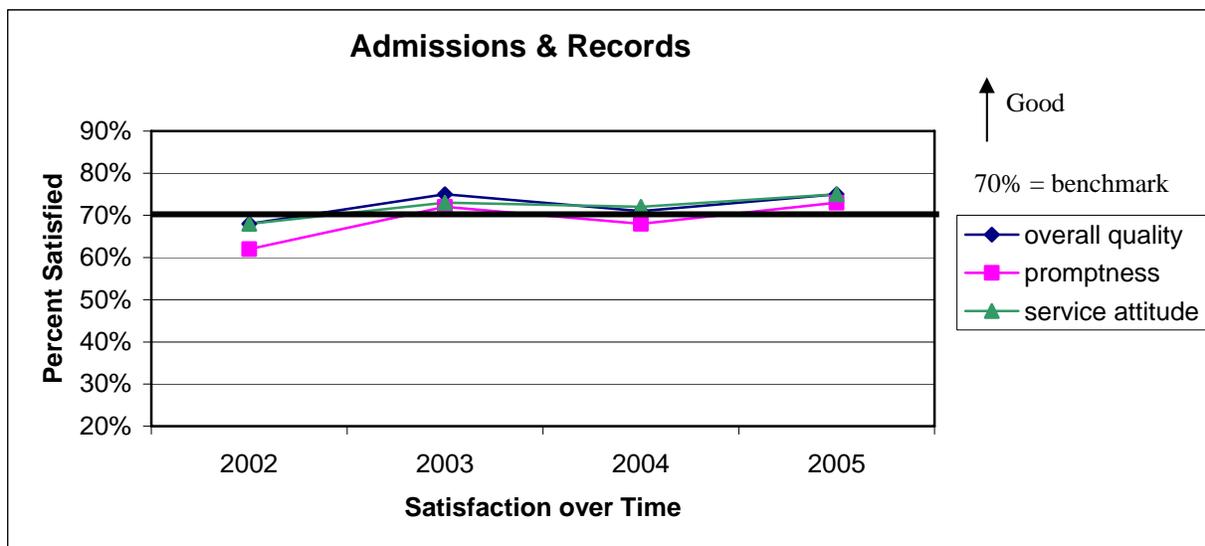
### Who uses this office?

Of the 580 survey respondents, 252 (43%) reported having requested or received services from Admission & Records in the past year. Of those respondents:

- 65% (164 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (53 respondents) were Full-time Faculty;
- 10% (24 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (11 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 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 197 to 252.



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>Admission &amp; Records</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	143	68%	38	18%	30	14%	149	75%	35	18%	15	8%	134	71%	28	15%	27	14%	188	75%	30	12%	32	13%
promptness	126	62%	39	19%	38	19%	140	72%	32	16%	23	12%	128	68%	22	12%	37	20%	179	73%	32	13%	33	14%
service attitude	137	68%	33	16%	32	16%	142	73%	33	17%	20	10%	135	72%	24	13%	28	15%	182	75%	31	13%	31	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 3 to 5 percentage points in all measured categories. These results reverse the slight drop in satisfaction ratings in 2004 and put the office on a positive trend over four years, yielding an 7 – 11 percentage points increase over that period.

## Campus Student Services 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.

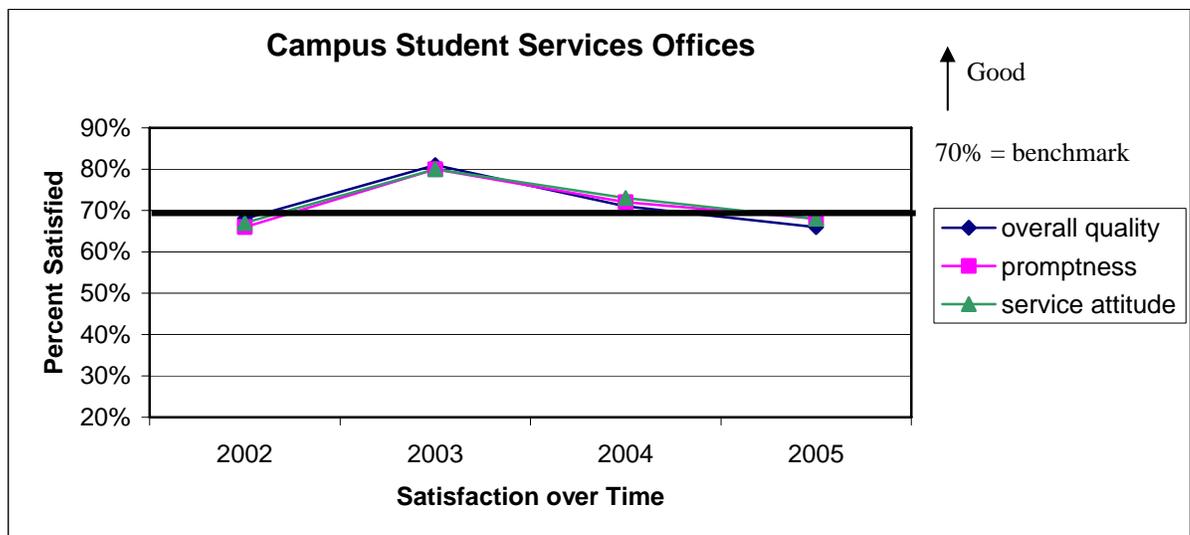
### Who uses this office?

Of the 580 survey respondents, 120 (21%) reported having requested or received services from the Campus Student Services Offices in the past year. Of those respondents:

- 67% (80 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (27 respondents) were Full-time Faculty;
- 4% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (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 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 90 to 120.



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 Student Services Offices</b>																								
Comparison of Survey Results																								
	<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	66	68%	17	18%	14	14%	62	81%	9	12%	6	8%	60	71%	15	18%	10	12%	79	66%	24	20%	16	13%
promptness	62	66%	16	17%	16	17%	59	80%	9	12%	6	8%	59	72%	14	17%	9	11%	78	68%	22	19%	14	12%
service attitude	62	67%	15	16%	16	17%	60	80%	7	9%	8	11%	60	73%	10	12%	12	15%	78	68%	20	17%	17	15%

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

Results for this period reflect a decrease in respondent satisfaction for this office of 4 – 5 percentage points in all measured categories. With the 2005 results, the satisfaction levels for this office drop to the levels in 2002, erasing the improvements in 2003.

## Financial Aid 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.

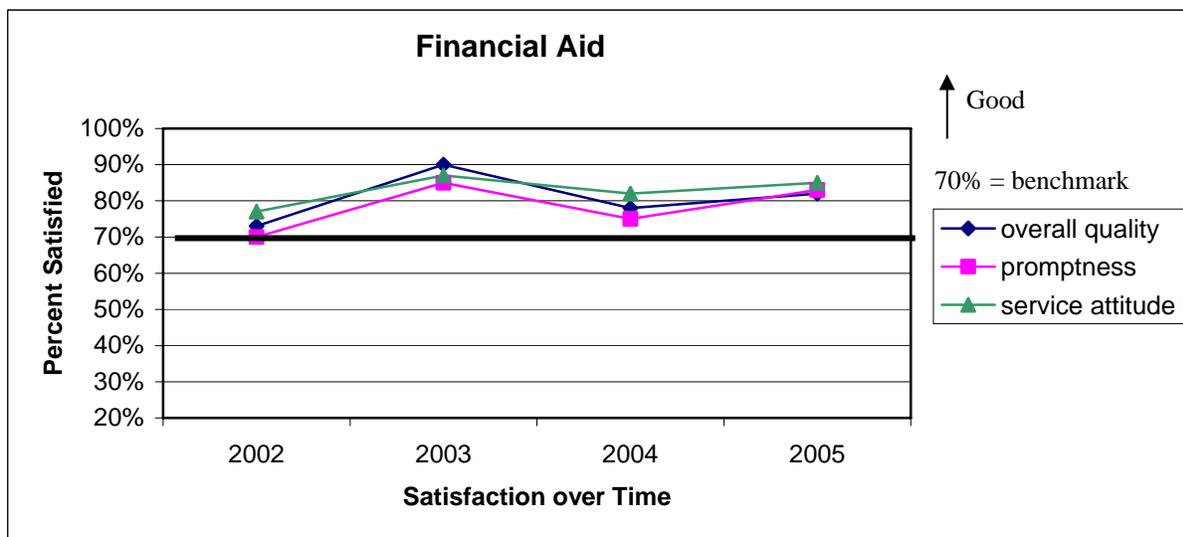
### Who uses this office?

Of the 580 survey respondents, 143 (25%) reported having requested or received services from the Financial Aid Office in the past year. Of those respondents:

- 78% (111 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (21 respondents) were Full-time Faculty;
- 1% (1 respondent) 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 indicate a larger 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 95 to 143.



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>Financial Aid</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	59	73%	13	16%	9	11%	82	90%	6	7%	3	3%	71	78%	8	9%	12	13%	115	82%	17	12%	9	6%
promptness	55	70%	13	16%	11	14%	73	85%	11	13%	2	2%	65	75%	9	10%	13	15%	111	83%	15	11%	8	6%
service attitude	60	77%	7	9%	11	14%	76	87%	6	7%	5	6%	71	82%	5	6%	11	13%	115	85%	12	9%	8	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 at a rate of 3 – 8 percentage points during the current period. This increase follows a decrease in satisfaction levels from 2003 to 2004 and yields a four year trend of 8 – 13 percentage points increase.

## Interpreter 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.

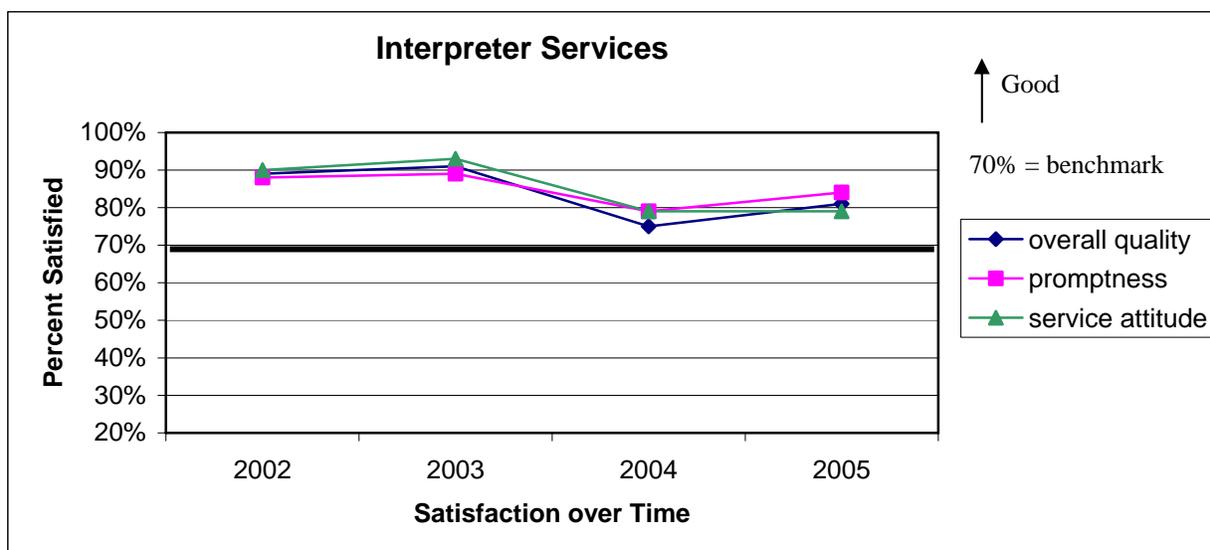
### Who uses this office?

Of the 580 survey respondents, 85 (15%) reported having requested or received services from the Interpreter Services in the past year. Of those respondents:

- 62% (53 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (15 respondents) were Full-time Faculty;
- 9% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (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 an increase in the 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 74 to 85.



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>Interpreter 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	54	89%	5	8%	2	3%	43	91%	2	4%	2	4%	55	75%	11	15%	7	10%	67	81%	10	12%	6	7%
promptness	53	88%	5	8%	2	3%	41	89%	3	7%	2	4%	53	79%	10	15%	4	6%	68	84%	8	10%	5	6%
service attitude	55	90%	4	7%	2	3%	43	93%	1	2%	2	4%	54	79%	12	18%	2	3%	64	79%	10	12%	7	9%

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

Results for this period reflect an increase in respondent satisfaction for this office for *overall quality* and for *promptness* and results remained flat for *service attitude*. *Overall quality* increased by 6 percentage points and *promptness* increased by 5 percentage points.

## Students with Disabilities

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, 185 (32%) reported having requested or received services from the Office for Students with Disabilities in the past year. Of those respondents:

- 53% (98 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (47 respondents) were Full-time Faculty;
- 18% (33 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (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 an overall similar 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 138 to 185.

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>Students with Disabilities</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	106	77%	15	11%	16	12%	141	76%	26	14%	18	10%
promptness	103	78%	11	8%	18	14%	139	79%	20	11%	17	10%
service attitude	109	83%	10	8%	13	10%	138	79%	20	11%	17	10%

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

Results for this office in levels of respondent satisfaction are overall similar to those of last year. The level of satisfaction for *overall quality* decreased by one percentage point, *promptness* increased by one point, and *service attitude* dropped by 4 points.

## Special Populations

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.

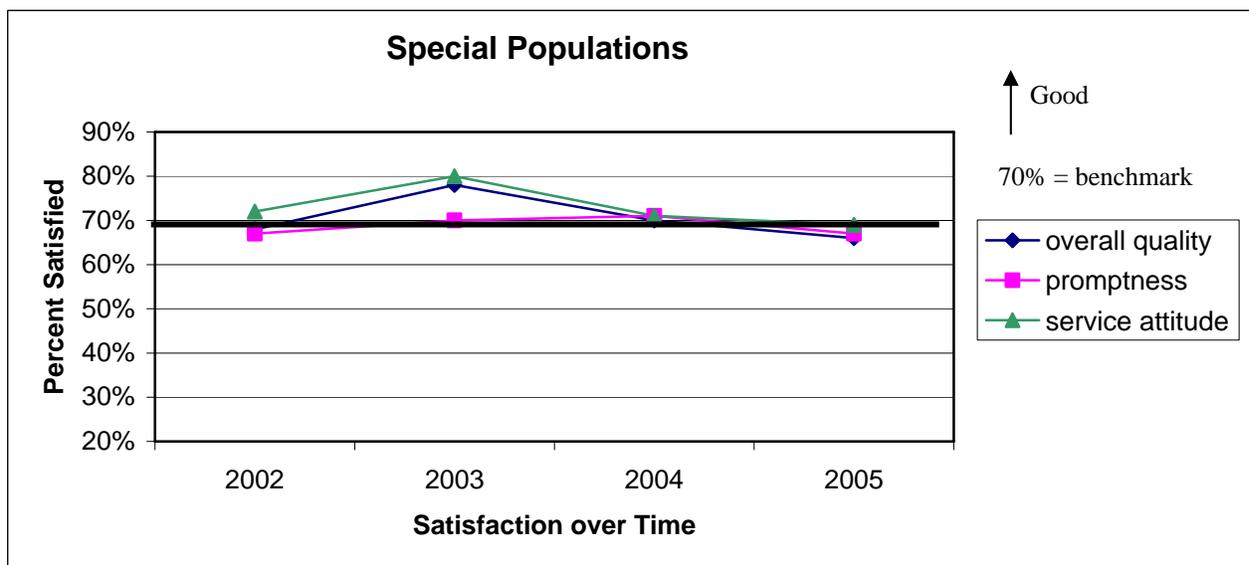
### Who uses this office?

Of the 580 survey respondents, 56 (10%) reported having requested or received services from Special Populations in the past year. Of those respondents:

- 75% (42 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (8 respondents) were Full-time Faculty;
- 5% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (3 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 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 47 to 56.



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>Special Populations</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	38	68%	10	18%	8	14%	42	78%	6	11%	6	11%	33	70%	9	19%	5	11%	37	66%	12	21%	7	13%
promptness	36	67%	10	19%	8	15%	37	70%	9	17%	7	13%	30	71%	7	17%	5	12%	36	67%	10	19%	8	15%
service attitude	39	72%	8	15%	7	13%	43	80%	5	9%	6	11%	30	71%	8	19%	4	10%	38	69%	9	16%	8	15%

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

Results for this period reflect slight drops in respondent satisfaction for this office of 2 – 4 percentage points in all measured categories. The current results place satisfaction levels at or slightly below those for 2002 in all categories.

## Student Life (Student Activities)

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.

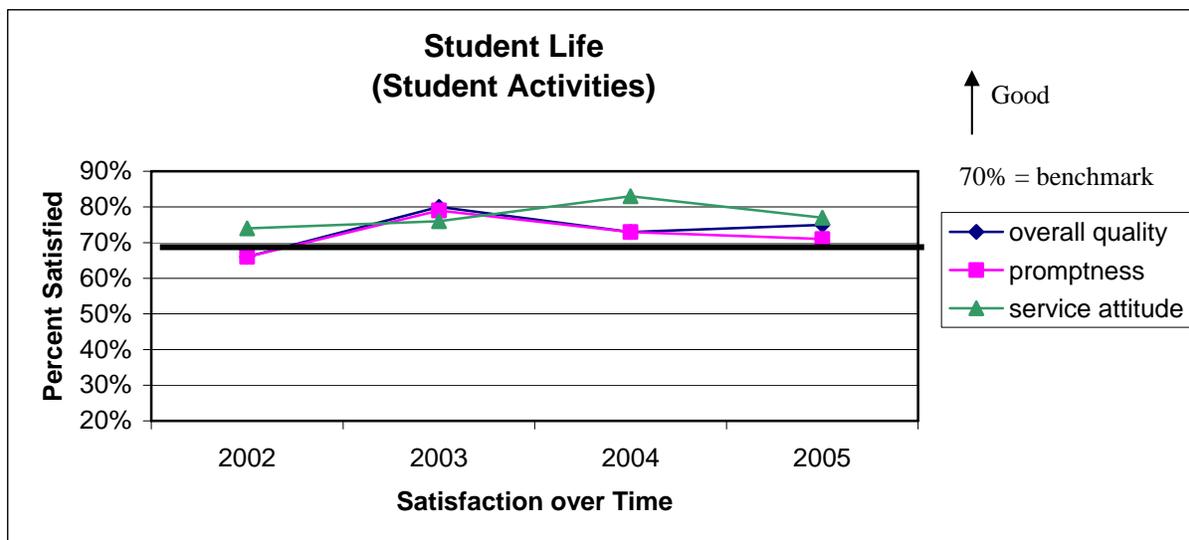
### Who uses this office?

Of the 580 survey respondents, 109 (19%) reported having requested or received services from Student Life (Student Activities) in the past year. Of those respondents:

- 67% (73 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (18 respondents) were Full-time Faculty;
- 8% (9 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 overall a slight drop in the 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 74 to 109.



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 Life (Student Activities)</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	47	66%	13	18%	11	15%	47	80%	9	15%	3	5%	54	73%	14	19%	6	8%	80	75%	15	14%	11	10%
promptness	45	66%	12	18%	11	16%	45	79%	7	12%	5	9%	52	73%	13	18%	6	9%	71	71%	23	23%	6	6%
service attitude	50	74%	8	12%	10	15%	44	76%	9	16%	5	9%	59	83%	9	13%	3	4%	78	77%	16	16%	7	7%

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

Results for this period reflect mixed results in respondent satisfaction for this office, with an increase of 2 percentage points in *overall quality* and decreases of 2 percentage points in *promptness* and 6 percentage points in *service attitude*. However, the overall trend in respondent satisfaction from 2002 to 2005 has improved by 3 – 9 percentage points for all categories.

## Texas Success Initiative (TSI) 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.

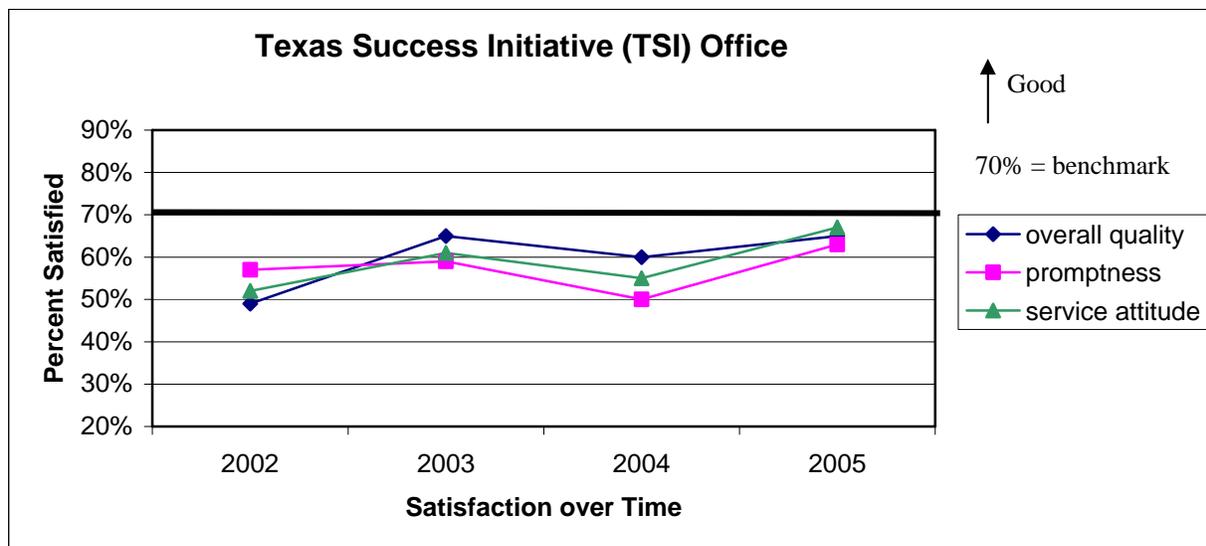
### Who uses this office?

Of the 580 survey respondents, 77 (13%) reported having requested or received services from the TSI Office in the past year. Of those respondents:

- 64% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (20 respondents) were Full-time Faculty;
- 3% (2 respondents) 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 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 53 to 77.



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>Texas Success Initiative (TSI) Office</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	35	49%	16	23%	20	28%	43	65%	14	21%	9	14%	31	60%	9	17%	12	23%	48	65%	18	24%	8	11%
promptness	38	57%	9	13%	20	30%	37	59%	11	17%	15	24%	26	50%	9	17%	17	33%	45	63%	16	22%	11	15%
service attitude	35	52%	8	12%	24	36%	39	61%	12	19%	13	20%	29	55%	10	19%	14	26%	48	67%	14	19%	10	14%

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

Results for this period reflect an improvement in respondent satisfaction for this office of 5 – 13 percentage points in all measured categories. This increase caps a volatile four year period in satisfaction ratings from 2002 to 2005, yielding an increase of 6 – 16 percentage points.