

# Summer 2006 Internal College Survey Office Reports

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## VP for Business Services

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

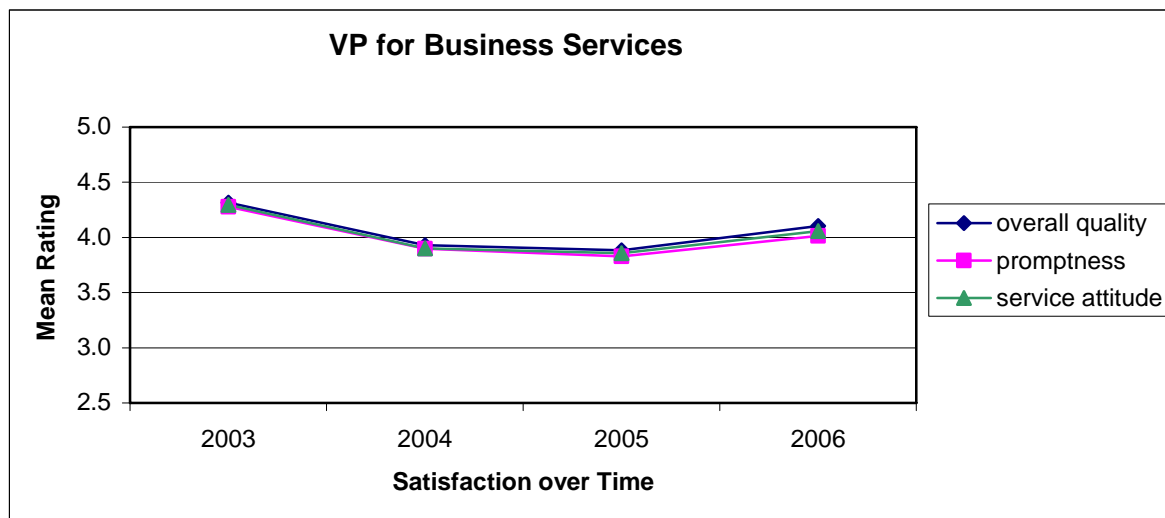
### **Who uses this office?**

Of the 481 survey respondents, 68 (14.1%) reported having requested or received services from the Office of the VP for Business Services in the past year. Of those respondents:

- 91% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (4 respondents) were Full-time Faculty; and
- 3% (2 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases from Spring 2005 in mean satisfaction for overall quality, promptness and service attitude. Mean ratings of satisfaction with all three service dimensions decreased from 2003 to 2005 and remain below the 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>VP for Business Services</b> |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|---------------------------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|------------------------|------------------------|
| Comparison of Survey Results    |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|                                 | <b>2003</b> |      |              | <b>2004</b> |      |              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff.<br>05-06 | Mean<br>Diff.<br>03-06 |
|                                 | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                        |                        |
| overall quality                 | 54          | 4.31 | 0.75         | 72          | 3.93 | 1.12         | 94          | 3.88 | 1.13         | 68          | 4.10 | 1.19         | 0.22                   | -0.21                  |
| promptness                      | 54          | 4.28 | 0.81         | 69          | 3.90 | 1.07         | 93          | 3.83 | 1.17         | 68          | 4.01 | 1.24         | 0.19                   | -0.26                  |
| service attitude                | 54          | 4.30 | 0.82         | 71          | 3.90 | 1.21         | 92          | 3.86 | 1.20         | 68          | 4.06 | 1.27         | 0.20                   | -0.24                  |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Controller

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

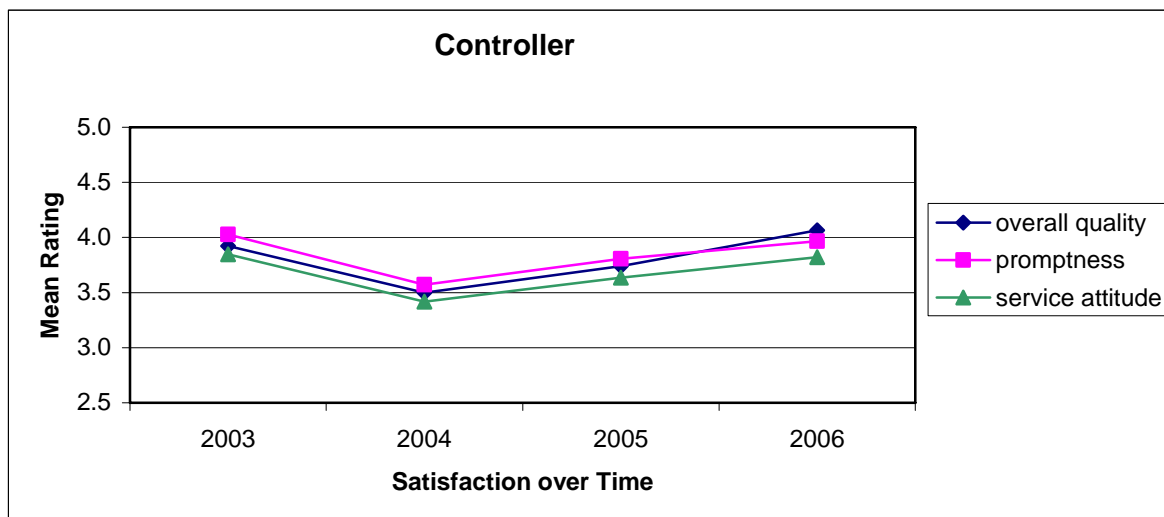
### **Who uses this office?**

Of the 481 survey respondents, 62 (12.9%) reported having requested or received services from the Office of the Controller in the past year. Of those respondents:

- 90% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (5 respondents) were Full-time Faculty; and
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases from Spring 2005 in mean satisfaction for overall quality, promptness and service attitude. After decreasing between 2003 and 2004 mean ratings of satisfaction for all three service dimensions have steadily increased. The Mean rating of satisfaction for overall quality is now slightly above 2003 levels and promptness and service attitude are slightly below.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Controller</b>            |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|------------------------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|------------------------|------------------------|
| Comparison of Survey Results |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|                              | <b>2003</b> |      |              | <b>2004</b> |      |              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff.<br>05-06 | Mean<br>Diff.<br>03-06 |
|                              | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                        |                        |
| overall quality              | 39          | 3.92 | 0.98         | 44          | 3.50 | 1.36         | 65          | 3.74 | 1.11         | 62          | 4.06 | 1.01         | 0.33                   | 0.14                   |
| promptness                   | 38          | 4.03 | 1.00         | 42          | 3.57 | 1.27         | 62          | 3.81 | 1.08         | 61          | 3.97 | 1.05         | 0.16                   | -0.06                  |
| service attitude             | 39          | 3.85 | 1.14         | 43          | 3.42 | 1.40         | 63          | 3.63 | 1.29         | 62          | 3.82 | 1.08         | 0.19                   | -0.02                  |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Accounts Payable

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

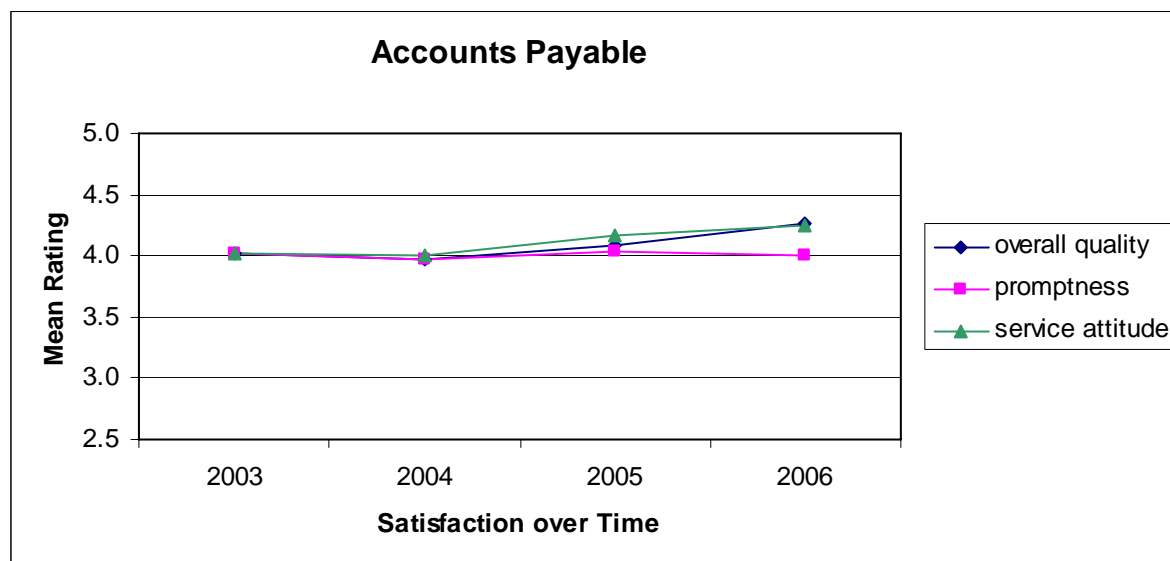
### Who uses this office?

Of the 481 survey respondents, 108 (22.5%) reported having requested or received services from the Accounts Payable Office in the past year. Of those respondents:

- 90% (97 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (9 respondents) were Full-time Faculty; and
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight to modest increases from Spring 2005 in mean ratings of satisfaction for overall quality and service attitude. This is the second year both of these dimensions have shown an increase. Mean ratings for promptness did not increase between 2005 and 2006 and have remained relatively stable since 2003.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Accounts Payable</b>      |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|------------------------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|------------------------|------------------------|
| Comparison of Survey Results |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|                              | <b>2003</b> |      |              | <b>2004</b> |      |              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff.<br>05-06 | Mean<br>Diff.<br>03-06 |
|                              | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                        |                        |
| overall quality              | 86          | 4.01 | 0.85         | 94          | 3.98 | 1.03         | 121         | 4.08 | 0.93         | 106         | 4.26 | 0.80         | 0.18                   | 0.25                   |
| promptness                   | 85          | 4.02 | 0.91         | 88          | 3.98 | 1.04         | 117         | 4.03 | 1.05         | 105         | 4.01 | 1.08         | -0.02                  | -0.01                  |
| service attitude             | 85          | 4.02 | 0.95         | 89          | 4.01 | 1.09         | 115         | 4.17 | 0.98         | 106         | 4.25 | 0.88         | 0.07                   | 0.22                   |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Asset Management

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

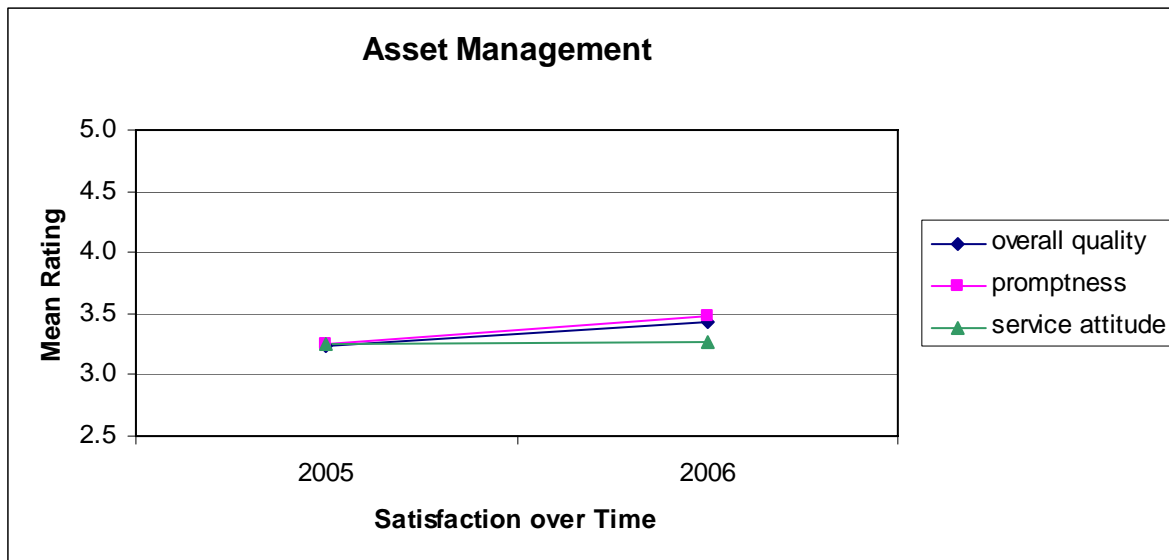
### Who uses this office?

Of the 481 survey respondents, 77 (16%) reported having requested or received services from the Office of Asset Management in the past year. Of those respondents:

- 92% (71 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees); and
- 8% (6 respondents) were Full-time Faculty.

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

Results of the Summer 2006 Internal College Survey indicate modest increases from Spring 2005 in mean ratings of satisfaction for overall quality and promptness. Mean ratings of satisfaction with service attitude have remained at the same level as in 2005.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Asset Management</b>      |             |      |              |             |      |              |                         |
|------------------------------|-------------|------|--------------|-------------|------|--------------|-------------------------|
| Comparison of Survey Results |             |      |              |             |      |              |                         |
|                              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff. 05-<br>06 |
|                              | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                         |
| overall quality              | 57          | 3.23 | 1.12         | 76          | 3.43 | 1.33         | 0.21                    |
| promptness                   | 56          | 3.25 | 1.15         | 75          | 3.48 | 1.32         | 0.23                    |
| service attitude             | 56          | 3.25 | 1.22         | 76          | 3.26 | 1.44         | 0.01                    |

Notes: Due to organizational restructuring, there was not a comparable office to Asset Management in the 2003 and 2004 survey periods.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Student Accounting

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

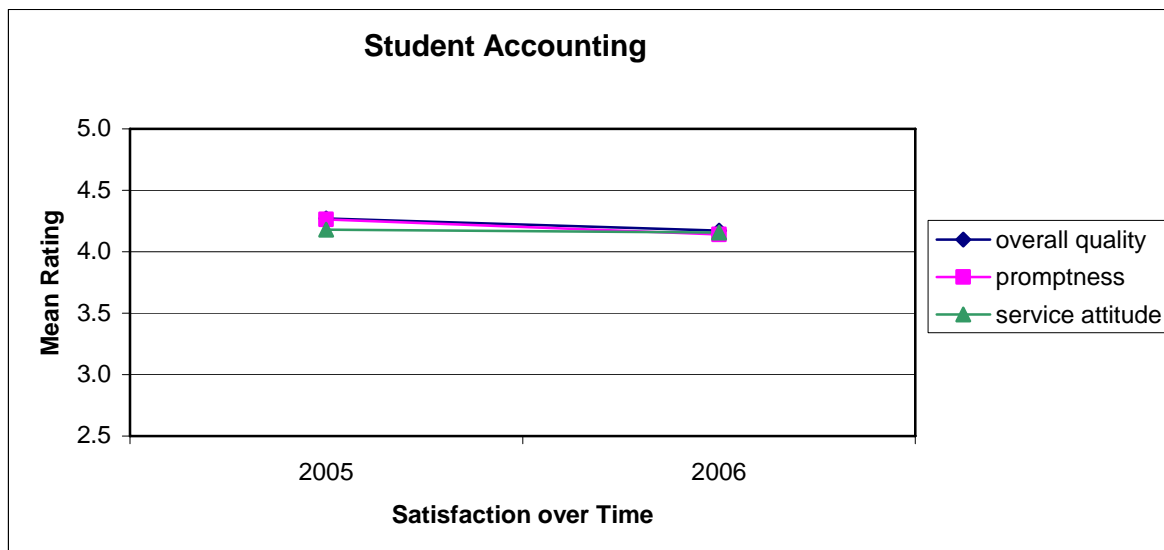
### Who uses this office?

Of the 481 survey respondents, 60 (12.5%) reported having requested or received services from the Office of Student Accounting in the past year. Of those respondents:

- 93% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (3 respondents) were Full-time Faculty; and
- 2% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty)

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

Results of the Summer 2006 Internal College Survey indicate modest decreases from Spring 2005 in mean ratings of satisfaction for overall quality and promptness. Mean ratings of satisfaction with service attitude have remained at approximately the same level as in 2005.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Student Accounting</b>    |      |      |           |      |      |           |                  |
|------------------------------|------|------|-----------|------|------|-----------|------------------|
| Comparison of Survey Results |      |      |           |      |      |           |                  |
|                              | 2005 |      |           | 2006 |      |           | Mean Diff. 05-06 |
|                              | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. |                  |
| overall quality              | 74   | 4.27 | 0.98      | 58   | 4.17 | 1.27      | -0.10            |
| promptness                   | 72   | 4.26 | 0.99      | 57   | 4.14 | 1.29      | -0.12            |
| service attitude             | 72   | 4.18 | 1.14      | 58   | 4.16 | 1.35      | -0.03            |

NOTE: Due to organizational restructuring, there was not a comparable office to Student Accounting in the 2004 survey period.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Budget & Finance

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

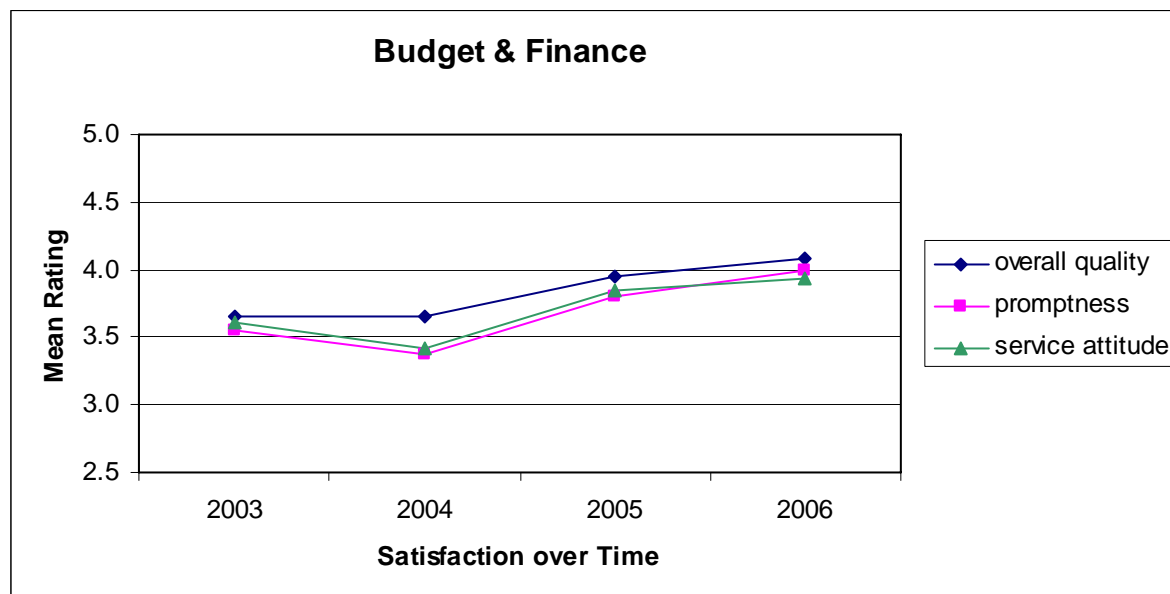
### Who uses this office?

Of the 481 survey respondents, 85 (17.7%) reported having requested or received services from the Budget and Finance Office in the past year. Of those respondents:

- 87% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (10 respondents) were Full-time Faculty; and
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude. After declining somewhat or remaining at the same level between 2003 and 2004, mean ratings of satisfaction for all three service dimensions have steadily increased and are now above the 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Budget &amp; Finance</b>  |      |      |           |      |      |           |      |      |           |      |      |           |                  |                  |
|------------------------------|------|------|-----------|------|------|-----------|------|------|-----------|------|------|-----------|------------------|------------------|
| Comparison of Survey Results |      |      |           |      |      |           |      |      |           |      |      |           |                  |                  |
|                              | 2003 |      |           | 2004 |      |           | 2005 |      |           | 2006 |      |           | Mean Diff. 05-06 | Mean Diff. 03-06 |
|                              | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. |                  |                  |
| overall quality              | 66   | 3.65 | 1.20      | 76   | 3.66 | 1.17      | 98   | 3.95 | 1.03      | 85   | 4.08 | 0.94      | 0.13             | 0.43             |
| promptness                   | 66   | 3.55 | 1.25      | 75   | 3.37 | 1.34      | 94   | 3.81 | 1.20      | 84   | 3.99 | 1.00      | 0.18             | 0.44             |
| service attitude             | 66   | 3.61 | 1.20      | 74   | 3.42 | 1.33      | 95   | 3.84 | 1.15      | 85   | 3.94 | 1.11      | 0.10             | 0.34             |

**Satisfaction Scores**  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Environmental Health & Safety and Insurance

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

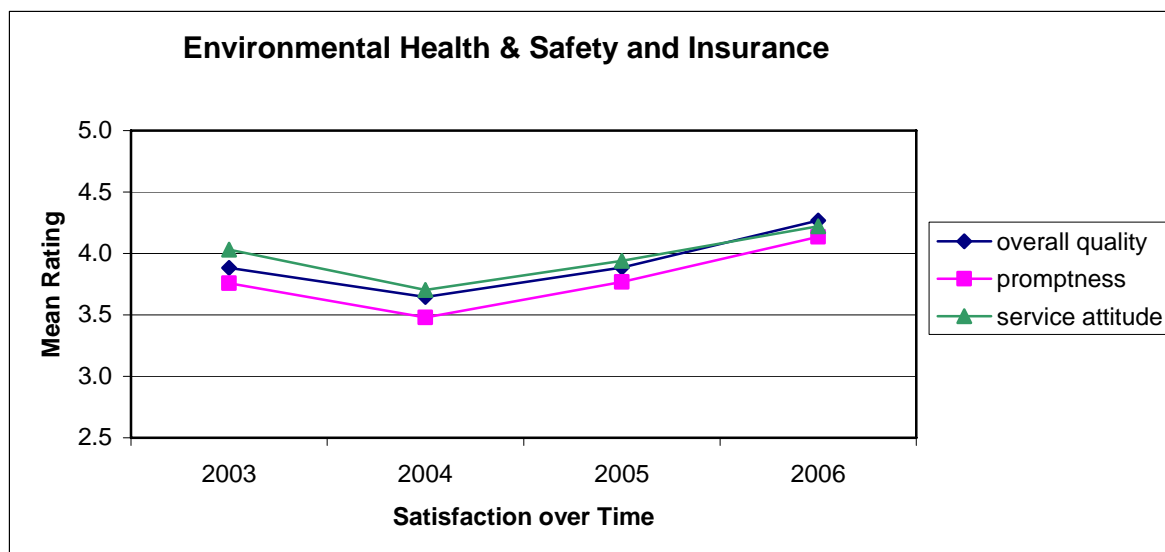
### Who uses this office?

Of the 481 survey respondents, 104 (21.6%) reported having requested or received services from the Environmental Health & Safety and Insurance Office in the past year. Of those respondents:

- 83% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (14 respondents) were Full-time Faculty; and
- 4% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude. After declining somewhat between 2003 and 2004 all three service dimensions have increased to the point where they are above their 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Environmental Health &amp; Safety and Insurance</b> |      |      |              |      |      |              |      |      |              |      |      |              |                         |                         |
|--|------|------|--------------|------|------|--------------|------|------|--------------|------|------|--------------|-------------------------|-------------------------|
| Comparison of Survey Results                           |      |      |              |      |      |              |      |      |              |      |      |              |                         |                         |
|  | 2003 |      |              | 2004 |      |              | 2005 |      |              | 2006 |      |              | Mean<br>Diff. 05-<br>06 | Mean<br>Diff. 03-<br>06 |
|  | N    | Mean | Std.<br>Dev. | N    | Mean | Std.<br>Dev. | N    | Mean | Std.<br>Dev. | N    | Mean | Std.<br>Dev. |                         |                         |
| overall quality  | 68   | 3.88 | 1.13         | 76   | 3.64 | 1.29         | 104  | 3.88 | 1.15         | 104  | 4.27 | 0.85         | 0.38                    | 0.39                    |
| promptness   | 66   | 3.76 | 1.22         | 75   | 3.48 | 1.27         | 99   | 3.77 | 1.23         | 104  | 4.13 | 1.01         | 0.37                    | 0.38                    |
| service attitude                                       | 66   | 4.03 | 1.05         | 74   | 3.70 | 1.36         | 99   | 3.94 | 1.20         | 104  | 4.22 | 0.88         | 0.28                    | 0.19                    |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Fixed Asset Inventory

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

### Who uses this office?

Of the 481 survey respondents, 102 (21.2%) reported having requested or received services from the Fixed Asset Inventory Office in the past year. Of those respondents:

- 85% (87 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (14 respondents) were Full-time Faculty; and
- 1% (1 respondent) was Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest decreases from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Fixed Asset Inventory</b> |      |      |           |      |      |           |                  |
|------------------------------|------|------|-----------|------|------|-----------|------------------|
| Comparison of Survey Results |      |      |           |      |      |           |                  |
|                              | 2005 |      |           | 2006 |      |           | Mean Diff. 05-06 |
|                              | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. |                  |
| overall quality              | 87   | 3.26 | 1.17      | 102  | 2.94 | 1.34      | -0.32            |
| promptness                   | 83   | 3.25 | 1.22      | 100  | 2.98 | 1.33      | -0.27            |
| service attitude             | 83   | 3.18 | 1.28      | 102  | 2.91 | 1.38      | -0.27            |

NOTE: Due to organizational restructuring, there was not a comparable office to Fixed Asset Management in the 2004 survey period.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Inventory/Receiving

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

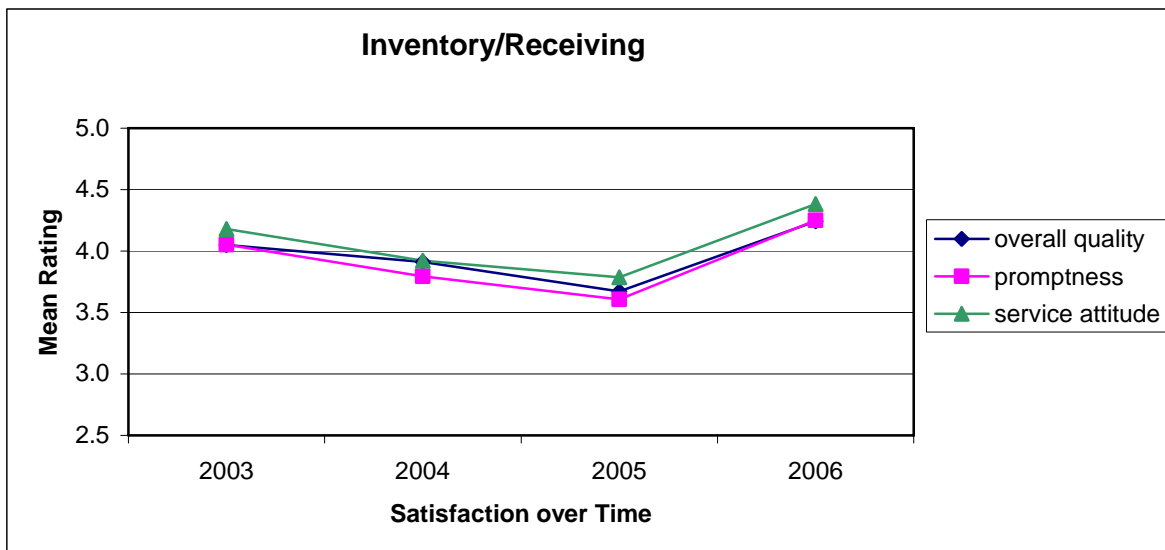
### Who uses this office?

Of the 481 survey respondents, 128 (26.6%) reported having requested or received services from the Inventory/Receiving Office in the past year. Of those respondents:

- 91% (116 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (10 respondents) were Full-time Faculty;
- 1% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate substantial increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Between 2003 and 2005 mean ratings for all three service dimensions decreased, however, in the past year they have increased beyond the 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Inventory/Receiving</b>   |             |      |              |             |      |              |             |      |              |             |      |              |                         |                         |
|------------------------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------------------|-------------------------|
| Comparison of Survey Results |             |      |              |             |      |              |             |      |              |             |      |              |                         |                         |
|                              | <b>2003</b> |      |              | <b>2004</b> |      |              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff. 05-<br>06 | Mean<br>Diff. 03-<br>06 |
|                              | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                         |                         |
| overall quality              | 80          | 4.05 | 1.01         | 91          | 3.91 | 0.97         | 125         | 3.67 | 1.17         | 128         | 4.24 | 0.92         | 0.57                    | 0.19                    |
| promptness                   | 78          | 4.05 | 1.06         | 88          | 3.80 | 1.05         | 122         | 3.61 | 1.24         | 128         | 4.25 | 1.02         | 0.64                    | 0.20                    |
| service attitude             | 78          | 4.18 | 1.03         | 89          | 3.92 | 1.01         | 122         | 3.79 | 1.18         | 128         | 4.38 | 0.88         | 0.60                    | 0.20                    |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Purchasing

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

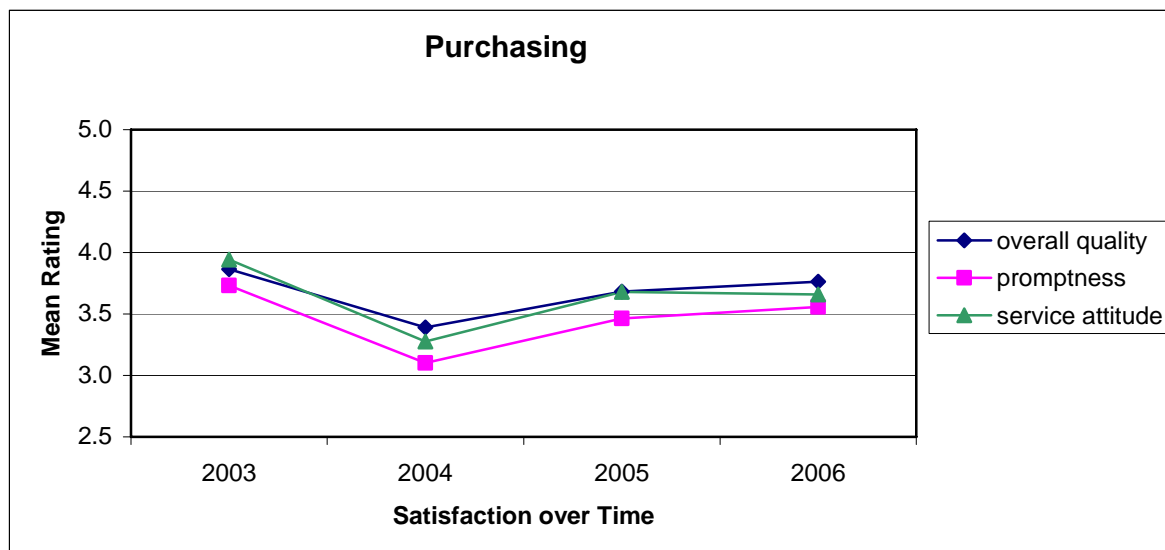
### Who uses this office?

Of the 481 survey respondents, 147 (30.6%) reported having requested or received services from the Purchasing Office in the past year. Of those respondents:

- 84% (124 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (20 respondents) were Full-time Faculty; and
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases in mean ratings of satisfaction for overall quality and promptness, service attitude has remained at the same level, from Spring 2005. After declining somewhat between 2003 and 2004 all three service dimensions have increased but not to the point where they are above their 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Purchasing</b>            |      |      |           |      |      |           |      |      |           |      |      |           |                  |                  |
|------------------------------|------|------|-----------|------|------|-----------|------|------|-----------|------|------|-----------|------------------|------------------|
| Comparison of Survey Results |      |      |           |      |      |           |      |      |           |      |      |           |                  |                  |
|                              | 2003 |      |           | 2004 |      |           | 2005 |      |           | 2006 |      |           | Mean Diff. 05-06 | Mean Diff. 03-06 |
|                              | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. |                  |                  |
| overall quality              | 104  | 3.87 | 1.04      | 113  | 3.39 | 1.19      | 158  | 3.68 | 1.09      | 147  | 3.76 | 1.09      | 0.08             | -0.10            |
| promptness                   | 104  | 3.73 | 1.18      | 108  | 3.10 | 1.27      | 151  | 3.46 | 1.31      | 147  | 3.56 | 1.28      | 0.09             | -0.17            |
| service attitude             | 104  | 3.94 | 1.10      | 109  | 3.28 | 1.32      | 150  | 3.68 | 1.22      | 147  | 3.66 | 1.22      | -0.02            | -0.28            |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Restricted Accounts

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

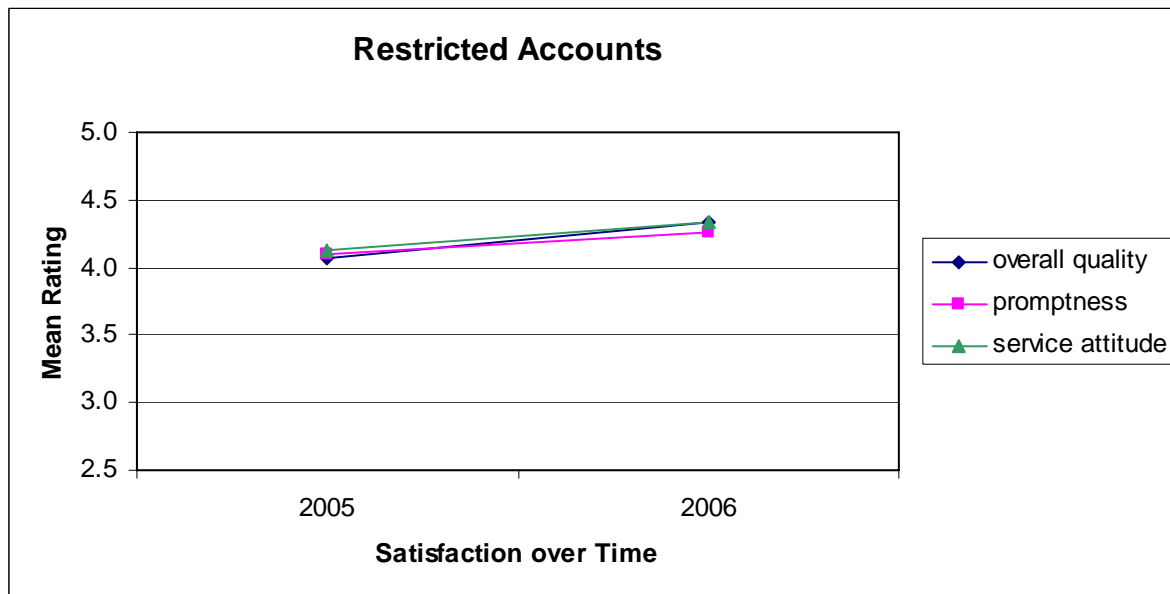
### Who uses this office?

Of the 481 survey respondents, 58 (12.1%) reported having requested or received services from the Restricted Accounts Office in the past year. Of those respondents:

- 93% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (3 respondents) were Full-time Faculty; and
- 2% (1 respondent) was Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Spring 2005.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Restricted Accounts</b>   |      |      |           |      |      |           |                     |
|------------------------------|------|------|-----------|------|------|-----------|---------------------|
| Comparison of Survey Results |      |      |           |      |      |           |                     |
|                              | 2005 |      |           | 2006 |      |           | Mean Diff.<br>05-06 |
|                              | N    | Mean | Std. Dev. | N    | Mean | Std. Dev. |                     |
| overall quality              | 84   | 4.07 | 0.95      | 58   | 4.33 | 0.76      | 0.26                |
| promptness                   | 82   | 4.10 | 0.99      | 57   | 4.26 | 0.92      | 0.16                |
| service attitude             | 80   | 4.13 | 0.99      | 58   | 4.33 | 0.78      | 0.20                |

Note: Due to organizational restructuring, there was not a comparable office to Restricted Accounts in the 2004 survey period.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Facilities & Operations

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

### Who uses this office?

Of the 481 survey respondents, 129 (26.8%) reported having requested or received services from the Facilities & Operations Office in the past year. Of those respondents:

- 77% (99 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (21 respondents) were Full-time Faculty; and
- 7% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Spring 2005. After declining somewhat between 2003 and 2004 all three service dimensions have increased to be substantially above their 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Facilities &amp; Operations</b> |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|------------------------------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|-------------|------|--------------|------------------------|------------------------|
| Comparison of Survey Results       |             |      |              |             |      |              |             |      |              |             |      |              |                        |                        |
|                                    | <b>2003</b> |      |              | <b>2004</b> |      |              | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff.<br>05-06 | Mean<br>Diff.<br>03-06 |
|                                    | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                        |                        |
| overall quality                    | 58          | 3.55 | 1.10         | 70          | 3.51 | 1.28         | 103         | 3.87 | 1.16         | 129         | 4.15 | 1.04         | 0.27                   | 0.60                   |
| promptness                         | 57          | 3.54 | 1.12         | 69          | 3.32 | 1.28         | 102         | 3.75 | 1.25         | 128         | 4.09 | 1.12         | 0.34                   | 0.54                   |
| Service attitude                   | 57          | 3.63 | 1.05         | 69          | 3.49 | 1.35         | 103         | 3.89 | 1.16         | 129         | 4.16 | 1.04         | 0.27                   | 0.53                   |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Facilities & Construction

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

### Who uses this office?

Of the 481 survey respondents, 77 (16%) reported having requested or received services from the Facilities & Construction Office in the past year. Of those respondents:

- 81% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (11 respondents) were Full-time Faculty; and
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Spring 2005.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Facilities &amp; Construction</b> |             |      |              |             |      |              |                        |
|--------------------------------------|-------------|------|--------------|-------------|------|--------------|------------------------|
| Comparison of Survey Results         |             |      |              |             |      |              |                        |
|                                      | <b>2005</b> |      |              | <b>2006</b> |      |              | Mean<br>Diff.<br>05-06 |
|                                      | N           | Mean | Std.<br>Dev. | N           | Mean | Std.<br>Dev. |                        |
| overall quality                      | 67          | 3.73 | 1.27         | 76          | 3.97 | 1.26         | 0.24                   |
| promptness                           | 65          | 3.68 | 1.28         | 75          | 3.92 | 1.29         | 0.24                   |
| service attitude                     | 65          | 3.82 | 1.30         | 76          | 4.00 | 1.25         | 0.18                   |

Note: Due to organizational restructuring, there was not a comparable office to Facilities & Construction in the 2004 survey period.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## Design & Construction

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

### Who uses this office?

Of the 481 survey respondents, 48 (10%) reported having requested or received services from the Office of Design & Construction in the past year. Of those respondents:

- 90% (43 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees); and
- 10% (5 respondents) were Full-time Faculty.

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

Results of the Summer 2006 Internal College Survey indicate modest to substantial increases from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude. After declining somewhat between 2003 and 2004 all three service dimensions have increased to the point where they are above their 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>Design &amp; Construction</b> |             |      |           |             |      |           |             |      |           |             |      |           |                     |                     |
|----------------------------------|-------------|------|-----------|-------------|------|-----------|-------------|------|-----------|-------------|------|-----------|---------------------|---------------------|
| Comparison of Survey Results     |             |      |           |             |      |           |             |      |           |             |      |           |                     |                     |
|                                  | <b>2003</b> |      |           | <b>2004</b> |      |           | <b>2005</b> |      |           | <b>2006</b> |      |           | Mean Diff.<br>05-06 | Mean Diff.<br>03-06 |
|                                  | N           | Mean | Std. Dev. | N           | Mean | Std. Dev. | N           | Mean | Std. Dev. | N           | Mean | Std. Dev. |                     |                     |
| overall quality                  | 40          | 3.83 | 1.30      | 43          | 3.28 | 1.35      | 58          | 3.45 | 1.38      | 47          | 3.94 | 1.42      | 0.49                | 0.11                |
| promptness                       | 38          | 3.58 | 1.39      | 41          | 3.10 | 1.36      | 54          | 3.52 | 1.36      | 47          | 3.77 | 1.48      | 0.25                | 0.19                |
| service attitude                 | 40          | 3.83 | 1.36      | 41          | 3.17 | 1.43      | 54          | 3.61 | 1.34      | 48          | 4.00 | 1.41      | 0.39                | 0.18                |

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied

## In-House Construction

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

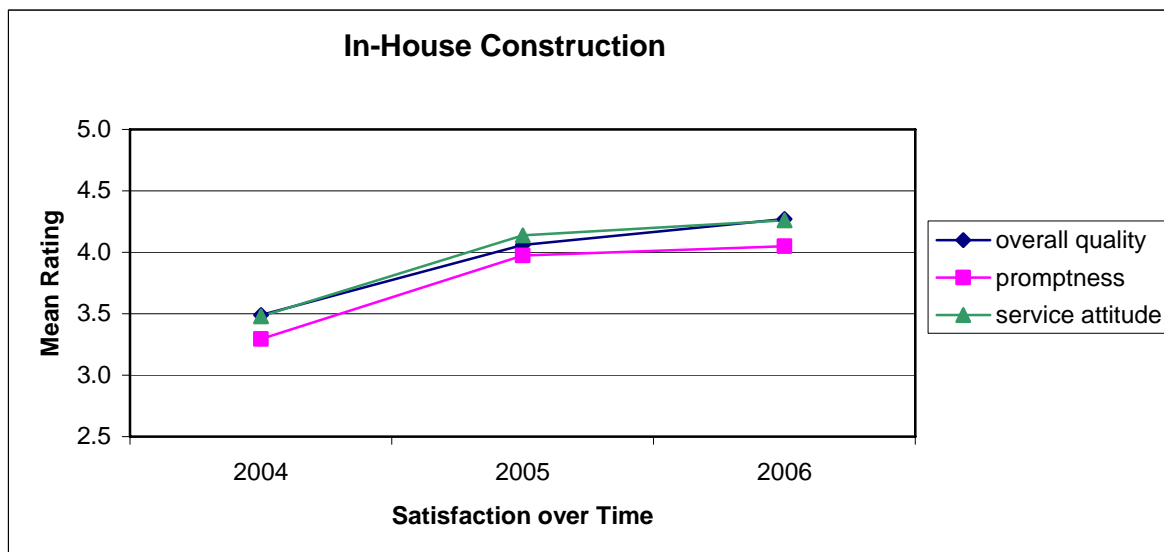
### Who uses this office?

Of the 481 survey respondents, 82 (17.0%) reported having requested or received services from the In-House Construction Office in the past year. Of those respondents:

- 79% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (15 respondents) were Full-time Faculty; and
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight to modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. This is the second year these dimensions have shown an increase. The increases combined over the two years represent a substantial increase in mean ratings of satisfaction for all three service dimensions.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

| <b>In-House Construction</b> |             |      |           |             |      |           |             |      |           |                     |                     |
|------------------------------|-------------|------|-----------|-------------|------|-----------|-------------|------|-----------|---------------------|---------------------|
| Comparison of Survey Results |             |      |           |             |      |           |             |      |           |                     |                     |
|                              | <b>2004</b> |      |           | <b>2005</b> |      |           | <b>2006</b> |      |           | Mean Diff.<br>05-06 | Mean Diff.<br>04-06 |
|                              | N           | Mean | Std. Dev. | N           | Mean | Std. Dev. | N           | Mean | Std. Dev. |                     |                     |
| overall quality              | 51          | 3.49 | 1.36      | 82          | 4.06 | 1.14      | 81          | 4.27 | 0.99      | 0.21                | 0.78                |
| promptness                   | 51          | 3.29 | 1.43      | 80          | 3.98 | 1.22      | 81          | 4.05 | 1.17      | 0.07                | 0.76                |
| service attitude             | 50          | 3.48 | 1.47      | 80          | 4.14 | 1.13      | 81          | 4.26 | 1.02      | 0.12                | 0.78                |

Note: Due to organizational restructuring, there was not a comparable office to the In-House Construction Office in the 2003 survey period.

Satisfaction Scores  
 1= Very Dissatisfied  
 2= Dissatisfied  
 3= Neutral  
 4= Satisfied  
 5= Very Satisfied