

**Austin Community College**  
**Internal College Survey**

**Summer 2006**  
**Analysis of College-wide Services**

# Internal College Survey Summer 2006 Survey Analysis of College-wide Services

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# **Internal College Survey**

## **Summer 2006**

### **Summary Analysis of College-wide Services**

The following are highlights of the Summer 2006 Internal College Survey (ICS):

- ❖ The Internal College Survey saw major modifications in 2006.
  - Delayed administration – the survey was administered in June 2006 rather than the traditional spring timeframe. The 2007 ICS will be administered in mid-spring 2007.
  - 2006 ICS was web-based rather than paper-based.
  - 2006 ICS was administered as one survey instead of the two separate (college-wide and campus-based) surveys.
  - Campus-based services with multiple locations, such as Testing Centers, Financial Aid, Library Services, Groundskeeping, etc. are not part of the college-wide analysis. This decreased the number of offices in the college-wide analysis.
  - Modifications included conditional branching of questions and required responses to get cleaner results.
  - Modifications will cause difficulties in comparing to previous years' results.
  - Mean Scores were calculated for the first time for college-wide offices and each site based office. Mean scores were also calculated for previous years data to facilitate comparisons.
  
- ❖ The overall response rate was 21%. The overall response rates for Spring 2005 and Spring 2004 were 25% and 18%, respectively.
  
- ❖ Of the total responses returned, Professional/Technical employees had the largest percent of responses, 26% (124), followed by the Classified employees at 24% (116).
  - Response rates for employee groups are as follows: Administrators (43%), Professional/Technical employees (30%), Full-time Faculty (22%), Classified employees (21%), and Adjunct Faculty (12%).
  
  - Future administrations of the ICS will need to focus on increasing the overall response rate and the representation of underrepresented groups.
  
- ❖ User satisfaction increased from 2005 to 2006 on all 3 dimensions rated. Although small in magnitude these increases are still statistically significant.
  - *overall quality*: Mean increased from 3.94 to 4.06.
  - *promptness*: Mean increased from 3.92 to 4.02.
  - *service attitude*: Mean increased from 3.98 to 4.08.

- ❖ College-wide offices increased in user satisfaction in comparison to 2005 as follows: *overall quality* (57 offices), *promptness* (55 offices) and *service attitude* (54 offices).
  - Twenty-two offices increased significantly on *overall quality*, 19 offices on *promptness*, and 20 offices on *service attitude*.
- ❖ Faculty, whether Adjunct or Full-time, tend to have different user satisfaction levels with *overall quality* of service than Non-faculty.
  - Of the 72 College-wide offices fourteen offices (19%) had statistically significant differences in user satisfaction with *overall quality*.
  - Non-faculty ratings were higher than either Adjunct or Full-time Faculty for thirteen of these offices.
- ❖ Of the 72 offices providing college-wide services in a single location, about 70% had low ratings of dissatisfaction with *overall quality* while 30% had high ratings of dissatisfaction. Following are the details of the ratings:
  - 38 offices (52.8%) were rated as low use, low dissatisfaction;
  - 12 offices (16.7%) were rated high use, low dissatisfaction;
  - 15 offices (20.8%) were rated low use, high dissatisfaction; and
  - 7 offices (9.7%) were rated high use, high dissatisfaction.
- ❖ Of the high use offices (used by 25% or more of the respondents), the offices with the highest level of dissatisfaction were Compensations Services (33.7%) and Early College Start/College Connection (26.4%). The high use offices with the lowest levels of dissatisfaction were HBC Duplication Center (2.5%) and Telephone Services (2.8%).
- ❖ As part of the continuous improvement process, areas with more than 15% dissatisfaction are required to submit an improvement plan.

# ***Analysis of College-wide Services***

## **Process Summary**

An on-line version of the Internal College Survey (ICS) measuring employee responses to college-wide and campus-based services was administered in summer 2006. The purpose of the survey is to provide data to help areas improve their services.

Survey responses were analyzed to determine which offices of the college were best meeting employee expectations on three dimensions: *overall quality*, *promptness* and *service attitude*. Offices with a dissatisfaction level of 15 percent or higher for *overall quality* are expected to develop quality improvement plans to address the concerns expressed by ACC employees.

## **Survey Development, Methodology and Administration**

The original ACC Internal Customer Survey was conducted in 1996 and has been modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees have been surveyed each spring regarding their satisfaction with college services in the previous year. The survey forms have been customized each year to reflect changes to the organization structure of the college in the fall. The 2006 survey was placed on-line and the two parts of the survey, college-wide and campus, were consolidated into one survey. The process of placing the survey on-line delayed the administration of the survey until the beginning of the summer 2006.

The college-wide services included 72 offices, organized by administrative area. The results for the 203 campus offices will be presented in a separate report. To assist respondents in identifying the services each office provides, a short description by each office was included on the survey. This was in response to concerns that many employees do not recognize the specific name of an office. The survey was structured to automatically skip over rating questions for those offices the respondents had not checked as having been used by the employee. The survey also was structured to require responses for all relevant rating questions. Once an employee checked that he/she had used the office the employee had to answer all the questions that appeared on the screen before being allowed to move on to other questions. Survey respondents did have the option of checking the option "*not applicable*" for a question, but they could not leave a question entirely blank.

A total of 2,257 employees were invited to complete the survey. A letter of invitation from the President (dated June 19, 2006) was mailed to all Full-time Faculty, and an e-mail invitation was distributed to all ACC faculty and staff on June 20, 2006. The Full-time Faculty address lists were provided by Human Resources and included all Full-time Faculty whether on contract or not. The e-mail distribution list included Full-time Faculty, Adjunct Faculty, Professional/Technical and Classified employees, and

Administrators. Because of their limited interaction with the college and minimal response rates in prior surveys, Hourly employees were not included in the invitation.

Data from the completed surveys were aggregated, by office, for each question. In the following analysis, results for the college-wide services were based on the responses of respondents who indicated that they had used or received the services of a specific office during the past year. Comparisons between 2006 and 2005 were complicated by the change in survey methodology. Campus-based services with multiple locations, such as Testing Centers, Financial Aid, Library Services, and Groundskeeping are no longer part of the college-wide analysis. This decreased the number of offices in the college-wide analysis from 99 to 72.

Mean scores for this year and the previous year were calculated and are reported for college-wide offices. Previous Internal College Survey reports combined very satisfied and satisfied ratings into a percent satisfied category, and dissatisfied and very dissatisfied into a percent dissatisfied category. Mean scores have the advantage of being a more precise description of the data and are often easier to interpret than ratings collapsed into two broad categories of satisfied and dissatisfied. However, to facilitate comparisons with previous years' reports and for purposes of the improvement plans, percents of satisfied and dissatisfied in relation to high use and low use offices has been maintained.

### **Overall Survey Results: Response Rates**

The overall response rate for the Summer 2006 Internal College Survey was 21% (481 employees), a decrease from the 25% response rate for the spring 2005 survey. This is still above the 18% response rate for spring 2004. The decrease in response rate from 2005 is most likely due to administering the survey in summer rather than the spring semester.

As with previous administrations of the survey, response rates varied greatly by employee group, however, the overall pattern has remained relatively consistent. The highest response rate of 43%, was from Administrators, compared to the lowest rate, 12%, from Adjunct Faculty. The response rates from Full-time Faculty, Professional/Technical and Classified employees were between these two groups, 22%, 30% and 21%, respectively. Considered from the perspective of the past three years, the response rates from Full-time Faculty, Professional/Technical and Classified employees all increased from spring 2004 to spring 2005, and then declined somewhat in summer 2006 -- still above the rates for 2004. The response rate from Administrators also increased from 2004 to 2005, but then declined in 2006 below the rate for 2004. Adjunct Faculty exhibited an entirely different pattern declining from spring 2004 to 2005 and then climbing back to their 2004 level in 2006 (see Table 1).

Employee groups differed considerably in terms of their representation in the survey. Of the 481 respondents 26% were Professional/Technical employees; this group accounted for the largest proportion of survey respondents. The next largest groups of survey respondents were Classified employees (24%), Adjunct Faculty (21%) and Full-

time Faculty (20%). Administrators accounted for the smallest proportion of respondents (3%). In comparison to their representation in the population that were invited to complete the survey, the most underrepresented groups were Adjunct Faculty members and the most overrepresented were Professional/Technical employees (see Table 2, Chart 1).

## College-wide Services Overall Results: Improvement

User satisfaction with the services provided by all college-wide offices increased from 2005 to 2006 on all three dimensions rated. The mean score for *overall quality* increased from 3.94 in 2005 to 4.06 in 2006; for *promptness* from 3.92 to 4.02 and for *service attitude* from 3.98 to 4.08. Although relatively small in magnitude these differences still represent statistically significant improvements (see Table 3).

The mean scores of user satisfaction for each of 72 college-wide offices for the three dimensions rated were also calculated, and are displayed together in Table 4. The discussion below will consider each of the dimensions separately although the scores on each dimension tend to track (covary) together for each office.

### Overall Quality

User satisfaction with *overall quality* sorted in descending order with the highest mean ratings at the top are displayed in Table 5 (for comparison purposes means for 2005 are also displayed). College-wide offices with very high *overall quality* ratings included **Telephone Services** (4.65), **Help Desk** (4.65), **Office of Executive Dean of Health Sciences** (4.64), **Duplication Order HBC** (4.60), and **Office of Dean of Social and Behavioral Sciences** (4.50). College-wide offices with relatively low *overall quality* ratings included **Early College Start/College Connection** (3.48), **Asset Management** (3.43), **Compensations Services** (3.27), **Office of VP for Student Support and Success Systems** (3.04), **Fixed Asset Inventory** (2.94), and **Office of AVP for Human Resources** (2.93).

In comparison to 2005, 57 college-wide offices increased user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 6). The increases in 22 offices (31%) were statistically significant and are displayed in Table 7 and Chart 6. Offices with large statistically significant increases in user satisfaction with *overall quality* included **Governmental and Community Relations** (.87), **Office of Dean of Business Studies** (.84), **Articulation Officer** (.74), **Instructional Development** (.60), **Inventory/Receiving** (.57), **Office of Dean of Arts and Humanities** (.55), **Business Assessment Center** (.54), and **Public Information and Media Relations** (.51).

### Promptness

User satisfaction with *promptness* sorted in descending order with the highest mean score ratings at the top are displayed in Table 8. College-wide offices with very

high *promptness* ratings included **Telephone Services** (4.66), **Help Desk** (4.62), **Duplication Center HBC** (4.62), and **Office of Executive of Dean Health Sciences** (4.59). College-wide offices with relatively low *promptness* ratings included **Asset Management** (3.48), **Employment and Outreach Services** (3.37), **Early College Start/College Connection** (3.36), **Compensations Services** (3.23), **Office of VP for Student Support and Success Systems** (3.01), **Fixed Asset Inventory** (2.98), and **Office of AVP for Human Resources** (2.85).

In comparison to 2005, 55 College-wide offices increased in their mean score *promptness* ratings for 2006 (see highlighted mean difference column Table 9). The increases in 19 offices (26%) were statistically significant and are displayed in Table 10 and Chart 7. Offices with large statistically significant increases in satisfaction with *promptness* mean scores included **Articulation Officer** (.85), **Office of Dean of Business Studies** (.80), **Instructional Development** (.68), **Inventory/Receiving** (.64), **Office of Dean of Arts and Sciences** (.61), **Public Information and Media Relations** (.53), and **Office of Dean of Computer Studies and Advanced Technology** (.53).

## **Service Attitude**

User satisfaction with *service attitude* sorted in descending order with the highest mean ratings at the top are displayed in Table 11. College-wide offices with very high *service attitude* ratings included **Help Desk** (4.69), **Duplication Center HBC** (4.67), **Telephone Services** (4.65), **Office of Executive Dean of Health Sciences** (4.65), **Health Professions Institute** (4.55), and **Instructional Development** (4.51). College-wide offices with relatively low *service attitude* ratings included **Early College Start/College Connection** (3.50), **Compensations Services** (3.34), **Asset Management** (3.26), **Office of VP for Student Support and Success Systems** (3.08), **Office of AVP for Human Resources** (2.96), and **Fixed Asset Inventory** (2.91).

In comparison to 2005, 54 College-wide offices increased in their mean score ratings for 2006 (see highlighted mean difference column in Table 12). The increases in 20 offices (28%) were statistically significant and are displayed in Table 13 and Chart 8. Offices with large statistically significant increases in *service attitude* included **Governmental and Community Relations** (.95), **Articulation** (.93), **Office of Dean of Business Studies** (.79), **Instructional Development** (.67), **Inventory/Receiving** (.60), **Office of Dean of Arts and Humanities** (.54), and **Public Information and Media Relations** (.51).

## **College-wide services: Employee Group Trends**

For the purpose of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. As with previous surveys, faculty whether Adjunct or Full-time, have different perceptions of the *overall quality* of service than do Non-faculty. Table 14 summarizes the mean scores of user satisfaction with *overall quality* for each of the three groups by college-wide office. Of the 72 college-wide offices 14 offices (19%) had statistically significant differences in perceptions of

*overall quality* among some of the three employee groups: **Print and Online Communications, Marketing and Promotions, Public Information and Media Relations, International Programs, Office of Executive Dean of Continuing Educations, Early College Start/College Connection, E-Mail Systems, Telephone Services, Office of VP for Student Support and Success Systems, Student Recruitment, Student Accounts, Facilities & Operations, Office of AVP for Human Resources, and Faculty and Staff Evaluation.**

For 13 of the 14 offices, Non-faculty mean ratings were higher than either Adjunct or Full-time Faculty ratings. For example, the mean score ratings of the *overall quality* of service for **Marketing and Promotions** of Non-faculty was 4.33, higher than the mean ratings of either Full-time Faculty (3.33) or Adjunct Faculty (3.83). The only exception to this pattern of higher ratings by Non-faculty among these 14 offices was the office of **International Programs**. This office was rated higher by Adjunct Faculty (5.00) than by either Full-time Faculty (2.44) or by Non-faculty (3.97).

### **High Use & Overall Quality**

To improve the overall efficiency of the college, one of the most useful criteria to examine is level of office use, that is, the number of survey respondents requesting or receiving services from a particular office the past year. Level of office use ranged from a high of 358 for the **Help Desk** to a low of 26 for the **VCT Operations** office.

Table 15 lists the high-use college-wide offices, in descending order of use by the number of survey respondents who indicated receiving or requesting services from that office. High-use offices are defined as those used by at least 25% of respondents. Low-use offices are defined as those used by less than 25% of survey respondents and are displayed in Table 16.

As with previous administrations of the Internal College Survey, the most-used offices tend to be concentrated in areas that provide services to many employees, such as the **Help Desk, E-mail Systems, and Payroll**. It is encouraging to note that of the 22 offices with statistically significant improvements in mean scores of satisfaction with *overall quality*, 8 offices were high-use. These offices are **Inventory/Receiving, Employment & Outreach Services, Benefits, Distance Learning, Records, Telephone Services, Payroll Services, and Help Desk**.

### **College-wide Services: Levels of Use and Dissatisfaction**

In order to provide some continuity with previous administrations of the Internal College Survey, and also to facilitate quality improvement plans, the relationship of use and % dissatisfaction with *overall quality* for all college-wide offices is summarized in Tables 17 and 18.

Of the 72 offices providing college-wide services about 70% had low ratings of dissatisfaction with *overall quality* while 30% had high ratings of dissatisfaction. As

with previous surveys, high dissatisfaction offices are defined as those with 15% or more of survey respondents indicating dissatisfaction with services provided during the past year. The following are the details of the ratings: 38 offices (52.8%) were rated as low use, low dissatisfaction, 12 offices (16.7%) were rated high use, low dissatisfaction, 15 offices (20.8%) were rated low use, high dissatisfaction, and 7 offices (9.7%) were rated high use, high dissatisfaction.

Table 17 lists the high dissatisfaction offices divided into either high or low use categories. Offices with particularly high percentages of dissatisfaction with *overall quality* included **Office of VP for Student Support and Success Systems** (43.8%), **Office of AVP for Human Resources** (42.7%), and **Fixed Asset Inventory** (34.3%). These areas warrant more detailed analysis, and will be among those expected to develop action plans for improvement during the coming year.

### **Using the Internal College Survey to facilitate improvement**

Conclusions made from survey results are valid only to the degree that the sample represents the population surveyed. Therefore future administrations of the Internal College Survey will need to focus on increasing the overall response rate and especially that of underrepresented groups such as the Adjunct Faculty. Survey pre-notice and reminders have been found to be effective in increasing the response rates for mailed and web-based surveys, and should be considered for future web administrations of the Internal College Survey.

The Internal College Survey is useful only to the extent it truly facilitates a sincere discussion within offices regarding performance levels and helps to generate realistic action plans to build on strengths and improve weak areas. Managers and employees should review the results of this survey together and then discuss the meaning of the results. The focus should be first on what employees see as the office's strengths and accomplishments this past year and then move on to areas in which the office could improve. "Why do you think we rated low in promptness this past year" and other open-ended questions can help generate examples of behaviors that may be contributing to lower ratings, and more important, suggestions for how to improve office performance.

# Tables & Charts

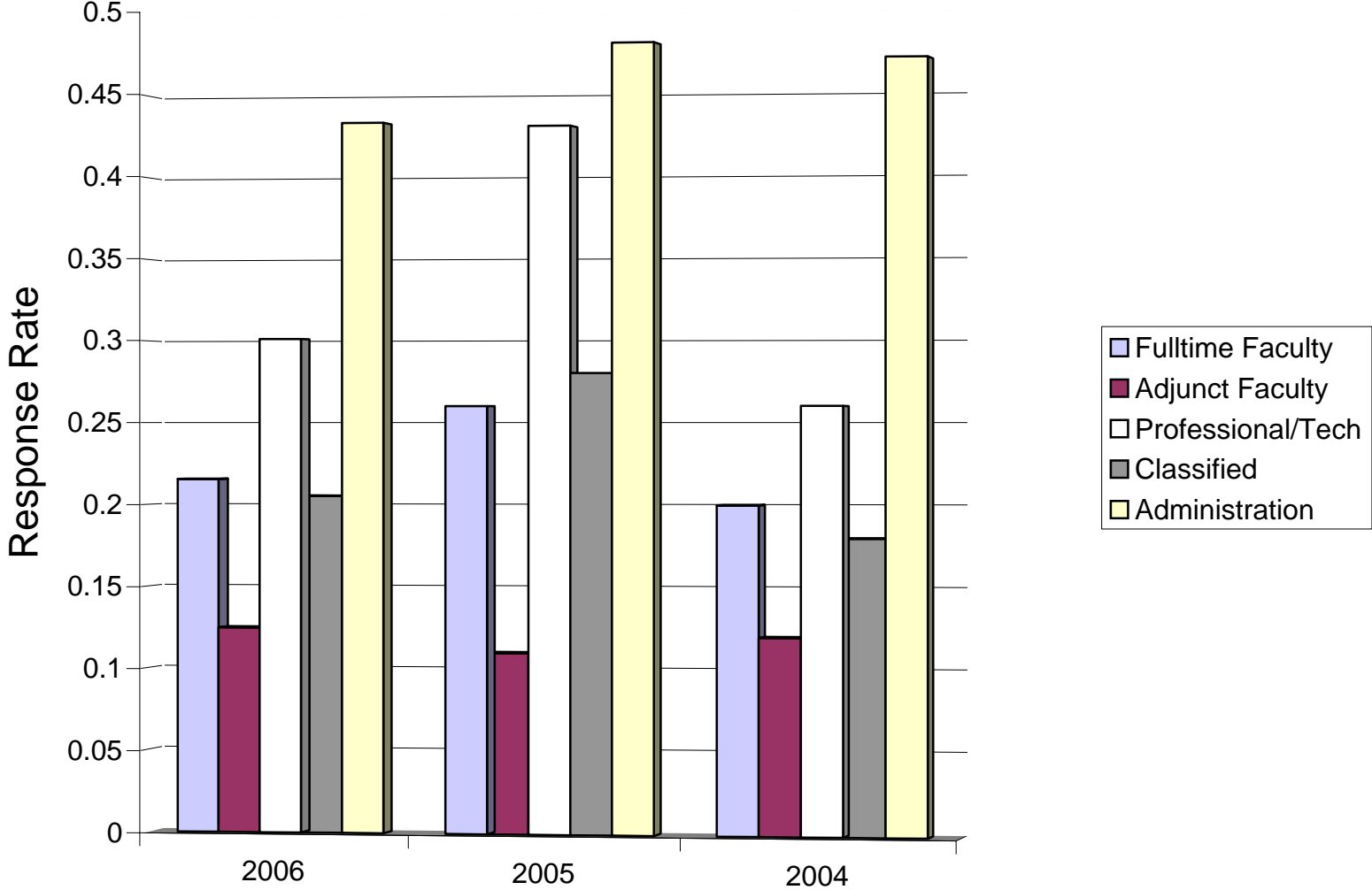
Internal College Survey  
 Summer 2006  
 Table 1 Response Rates  
 by Employee Classification 2004 -- 2006

Employee Group	Summer 2006			Spring 2005			Spring 2004		
	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate
Full time faculty	450	97	22%	455	113	25%	408	83	20%
Adjunct faculty	793	99	12%	931	91	10%	1,066	123	12%
Professional/Technical	412	124	30%	385	164	43%	370	96	26%
Classified	565	116	21%	527	146	28%	503	90	18%
Administration	37	16	43%	44	21	48%	38	18	47%
Not reported/Other	n/a	29	n/a	n/a	45	n/a	n/a	27	n/a
Total	2,257	481	21%	2,342	580	25%	2,385	437	18%

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

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Chart 1 Response Rate by Employee Classification 2004-2006



Internal College Survey  
 Summer 2006  
 Table 2 Share Rates  
 by Employee Classification 2004 -- 2006

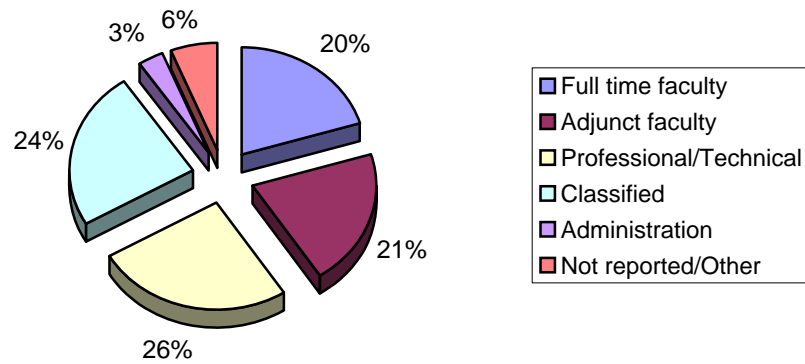
Employee Group	Summer 2006			Spring 2005			Spring 2004		
	# Sent	# Returned	% Share	# Sent	# Returned	% Share	# Sent	# Returned	% Share
Full time faculty	450	97	20%	455	113	19%	408	83	19%
Adjunct faculty	793	99	21%	931	91	16%	1066	123	28%
Professional/Technical	412	124	26%	385	164	28%	370	96	22%
Classified	565	116	24%	527	146	25%	503	90	21%
Administration	37	16	3%	44	21	4%	38	18	4%
Not reported/Other	n/a	29	6%	n/a	45	8%	n/a	27	6%
Total	2,257	481	100%	2,342	580	100%	2385	437	100%

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

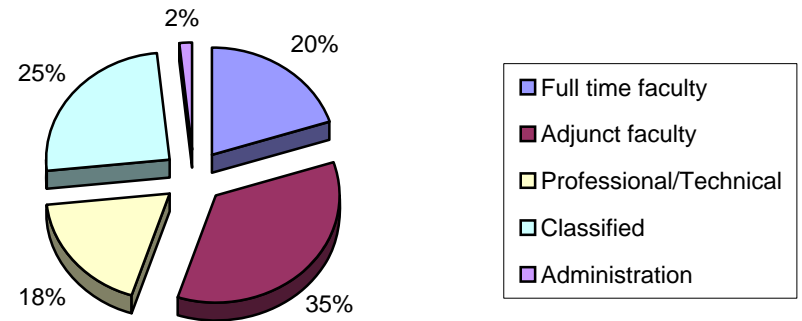
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## Chart 2 Share Rates and Survey Population

### Summer 2006 Internal College Survey Share Rates by Employee Classification



### Summer 2006 Internal College Survey Survey population by Employee Classification



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Summer 2006

Table 3 College-wide Offices  
Overall Results

College-wide Offices	2006			2005			Mean Difference	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
Overall Quality	7,539	4.06	1.21	13,049	3.94	1.27	0.12	Yes
Promptness	7,503	4.02	1.27	12,716	3.92	1.31	0.10	Yes
Service Attitude	7,517	4.08	1.22	12,710	3.98	1.29	0.11	Yes

Note: N is the number of responses not the number of respondents.

\* Significant at  $p < .05$ .

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

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Table 4 College-wide Offices  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
ACC Foundation	51	4.39	0.94	51	4.31	0.97	51	4.35	1.13
Governmental and Community Relations	33	4.09	1.21	33	4.18	1.10	33	4.12	1.22
Institutional Effectiveness and Accountability	101	3.73	1.20	98	3.70	1.23	98	3.82	1.20
Internal Audit	37	3.78	1.38	37	3.86	1.40	37	3.73	1.50
Print and Online Communications	146	3.82	1.36	144	3.85	1.33	142	3.92	1.32
Marketing and Promotions	70	4.16	1.04	70	4.16	1.09	69	4.20	1.04
Public Information and Media Relations	79	4.28	1.06	79	4.28	1.14	79	4.32	1.08
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	66	4.21	0.95	66	3.80	1.32	66	4.23	1.05
Dean, Arts and Humanities	72	4.31	0.91	72	4.29	0.91	72	4.29	0.90
Dean, Communications	76	4.13	1.09	76	4.12	1.15	76	4.16	1.11
Dean, Math and Sciences	99	4.09	1.22	99	4.07	1.20	98	4.11	1.20
Dean, Social and Behavioral Sciences	86	4.50	0.81	86	4.43	0.96	86	4.47	0.84
Articulation Officer	38	4.32	1.02	37	4.38	0.92	38	4.47	1.03
VP for Workforce Education and Business Development	59	4.20	1.06	59	3.97	1.19	59	4.14	1.12
Dean, Applied Technologies, Multimedia, and Public Service	64	4.34	0.98	64	4.23	1.05	64	4.34	1.04
Dean, Business Studies	58	4.40	0.86	58	4.36	1.00	58	4.41	0.86

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Table 4 College-wide Offices  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
College-wide Offices									
Dean, Computer Studies and Advanced Technology	60	4.17	1.15	60	4.18	1.17	60	4.25	1.10
Executive Dean, Health Sciences	66	4.64	0.78	66	4.59	0.72	66	4.65	0.75
Adult Education	72	3.92	1.21	72	3.82	1.25	72	3.90	1.29
International Programs	41	3.66	1.33	40	3.70	1.38	42	3.76	1.38
Executive Dean, Continuing Education	71	3.73	1.30	72	3.61	1.38	72	3.69	1.42
Business Assessment Center	29	4.28	0.88	29	4.14	0.88	29	4.31	0.89
Community Programs	59	3.92	1.18	59	3.85	1.22	59	3.98	1.24
Continuing Education	83	4.20	1.03	83	4.19	1.06	83	4.18	1.12
Continuing Education Business Operations	31	4.00	1.21	31	4.00	1.24	31	4.03	1.20
HBC Room Scheduling	96	4.29	0.92	96	4.21	1.00	96	4.24	0.98
Health Professions Institute	53	4.42	0.80	53	4.42	0.84	53	4.55	0.72
Executive Director, Customized Training	30	3.83	1.34	30	3.83	1.32	30	3.87	1.33
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	42	4.29	1.09	42	4.19	1.19	42	4.24	1.25
Early College Start / College Connection	129	3.48	1.40	126	3.36	1.42	127	3.50	1.46
Grants Development	48	3.92	1.25	48	3.79	1.35	48	3.98	1.31
Instructional Development (formerly Curriculum Services/Schedule)	101	4.42	0.86	101	4.47	0.87	99	4.51	0.79

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Table 4 College-wide Offices  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
College-wide Offices									
AVP for Instructional Resources & Technology	76	4.14	1.08	76	4.14	1.08	76	4.07	1.18
Distance Learning	126	4.40	0.78	125	4.34	0.89	125	4.37	0.95
Instructional Development Services	103	4.17	1.07	103	4.14	1.13	102	4.22	1.17
VCT Operations Office	26	4.38	0.85	26	4.42	0.81	26	4.42	0.81
Video Support Services (formerly Video Services)	68	4.22	1.08	68	4.21	1.14	68	4.40	1.01
AVP for Information Technology	94	4.33	1.01	94	4.27	1.05	94	4.34	1.04
Application Programming	117	4.21	0.95	117	4.17	0.99	117	4.18	0.97
IT Operations	211	4.44	0.89	211	4.37	0.92	211	4.39	0.96
Email Systems	288	4.22	1.14	285	4.39	0.95	285	4.39	0.92
Help Desk (Help Center)	356	4.65	0.72	356	4.62	0.77	356	4.69	0.69
Institutional Records Retention & Storage	83	4.16	1.19	83	4.10	1.26	82	4.17	1.24
Telephone Services	218	4.65	0.72	217	4.66	0.70	216	4.65	0.72
Provost, Campus Operations	168	3.80	1.24	168	3.76	1.31	168	3.83	1.29
Duplication Center (HBC)	202	4.60	0.69	202	4.62	0.73	201	4.67	0.68
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	96	3.04	1.76	96	3.01	1.79	96	3.08	1.79
Student Recruitment	66	3.80	1.33	65	3.77	1.36	66	3.77	1.35

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Table 4 College-wide Offices  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
College-wide Offices	86	4.31	1.05	86	4.24	1.11	86	4.36	0.98
Texas Success Initiatives (TSI)	86	4.31	1.05	86	4.24	1.11	86	4.36	0.98
VP for Business Services	68	4.10	1.19	68	4.01	1.24	68	4.06	1.27
Controller	62	4.06	1.01	61	3.97	1.05	62	3.82	1.08
Accounts Payable	106	4.26	0.80	105	4.01	1.08	106	4.25	0.88
Asset Management	76	3.43	1.33	75	3.48	1.32	76	3.26	1.44
Student Accounting	58	4.17	1.27	57	4.14	1.29	58	4.16	1.35
Budget & Finance	85	4.08	0.94	84	3.99	1.00	85	3.94	1.11
Environmental Health & Safety and Insurance	104	4.27	0.85	104	4.13	1.01	104	4.22	0.88
Fixed Asset Inventory	102	2.94	1.34	100	2.98	1.33	102	2.91	1.38
Inventory/Receiving	128	4.24	0.92	128	4.25	1.02	128	4.38	0.88
Purchasing	147	3.76	1.09	147	3.56	1.28	147	3.66	1.22
Restricted Accounts	58	4.33	0.76	57	4.26	0.92	58	4.33	0.78
Facilities & Operations	129	4.15	1.04	128	4.09	1.12	129	4.16	1.04
Facilities & Construction	76	3.97	1.26	75	3.92	1.29	76	4.00	1.25
Design & Construction	47	3.94	1.42	47	3.77	1.48	48	4.00	1.41
In-House Construction	81	4.27	0.99	81	4.05	1.17	81	4.26	1.02

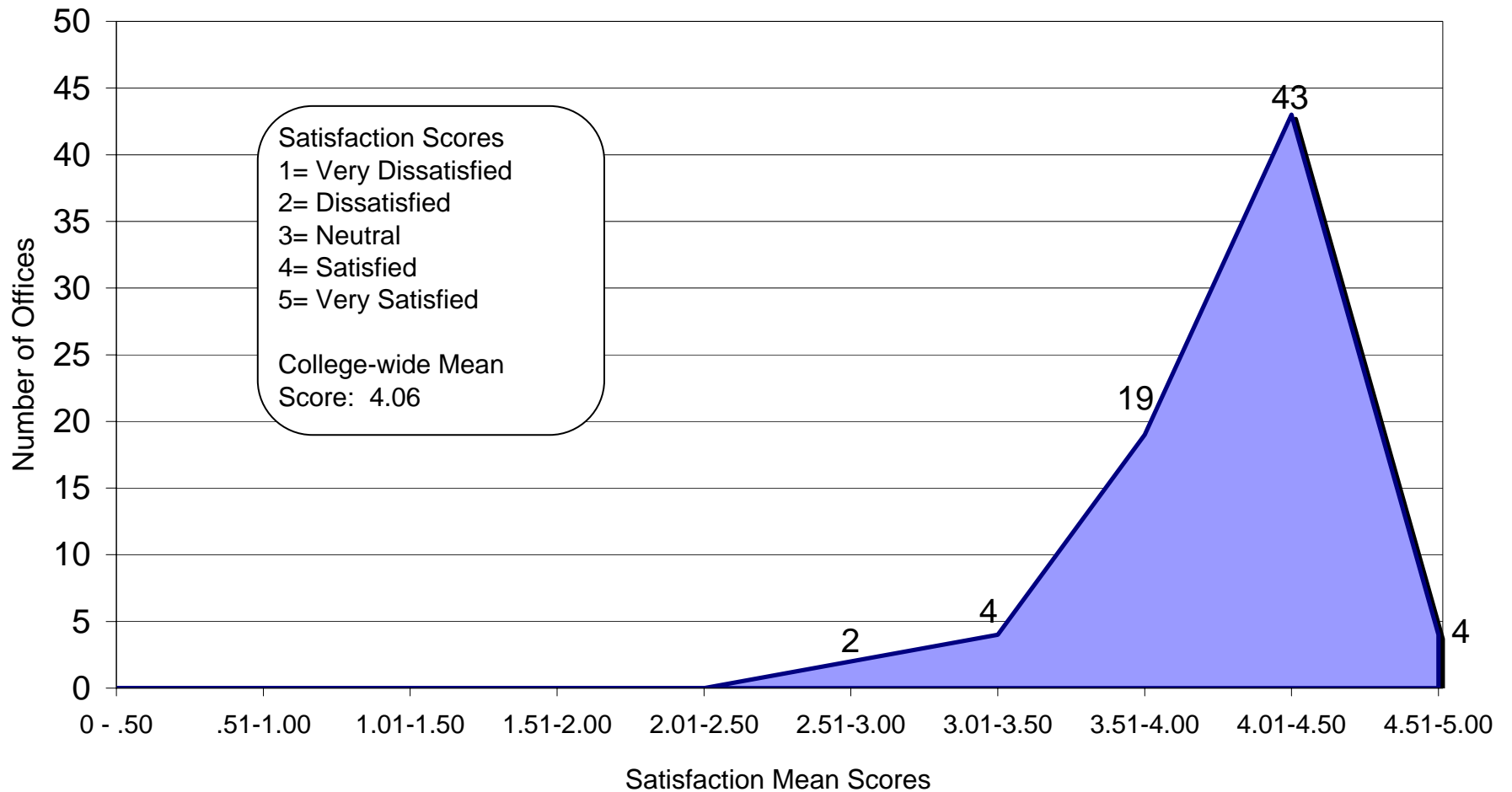
Internal College Survey  
 Summer 2006  
 Table 4 College-wide Offices  
 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
College-wide Offices									
AVP for Human Resources	103	2.93	1.50	101	2.85	1.51	103	2.96	1.53
Benefits	227	4.00	1.16	226	3.89	1.23	227	4.00	1.19
Compensations Services	190	3.27	1.40	190	3.23	1.43	190	3.34	1.40
Employment and Outreach Services	183	3.53	1.29	183	3.37	1.35	183	3.60	1.27
Payroll Services	236	4.01	1.06	235	3.98	1.07	236	3.98	1.09
Records	184	3.62	1.25	184	3.54	1.28	184	3.64	1.29
Faculty and Staff Evaluation	232	3.74	1.12	231	3.80	1.10	231	3.90	1.02
Professional Development	327	4.02	1.10	321	4.06	1.08	325	4.06	1.12

Note: Not applicable responses excluded from analysis.

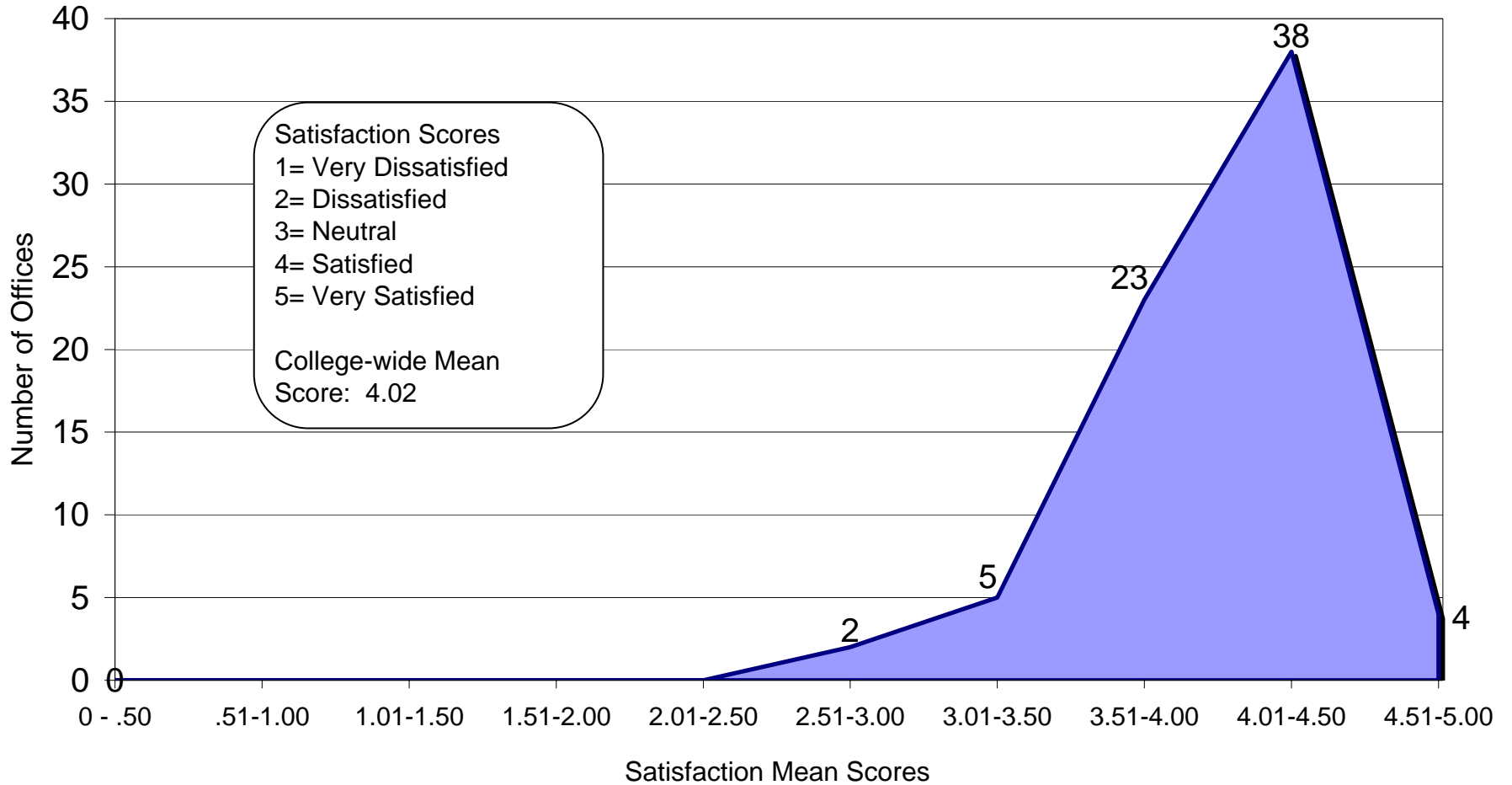
# Internal College Survey Summer 2006

Chart 3 Mean Scores of Satisfaction with Overall Quality  
for College-wide Offices



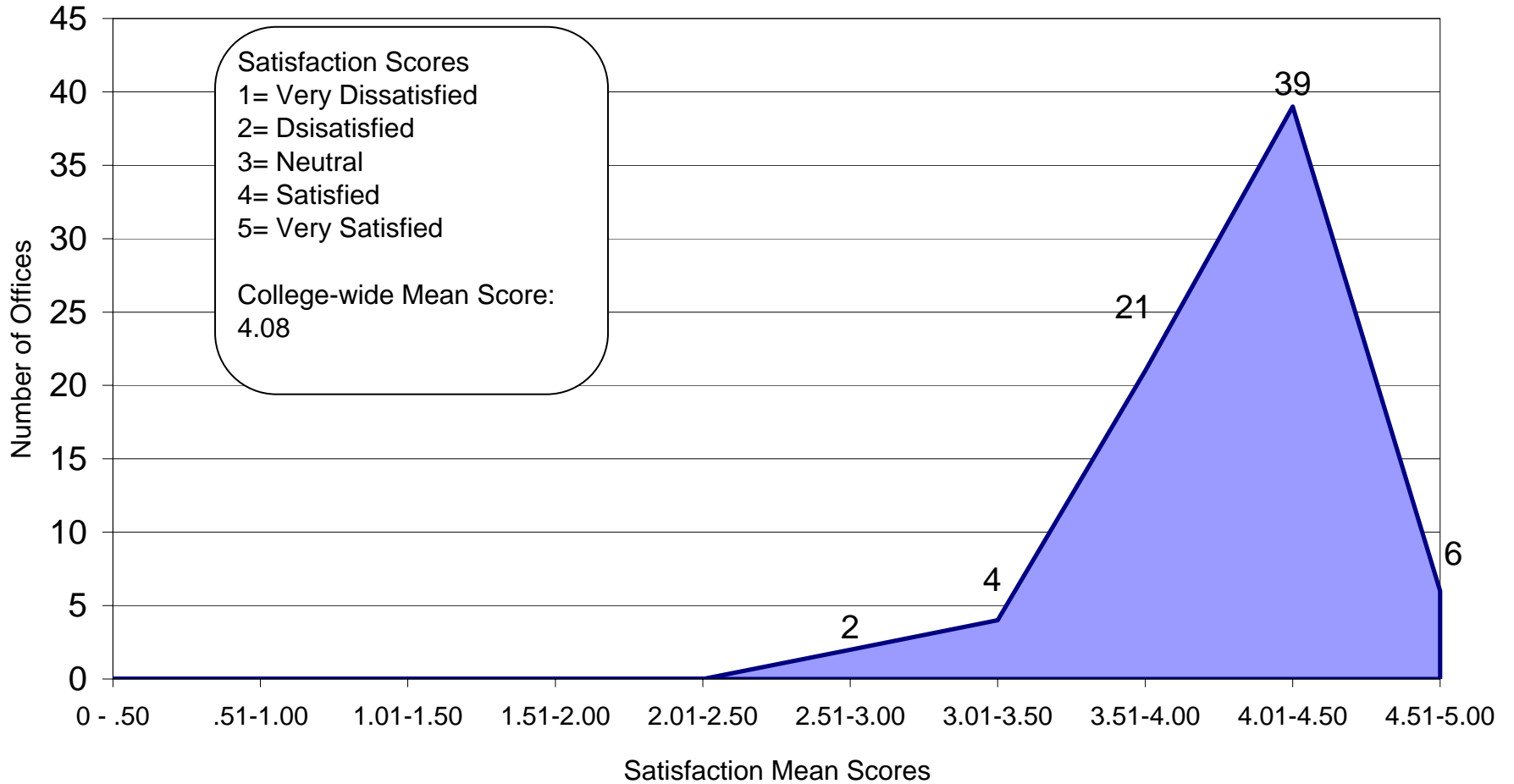
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Chart 4 Mean Scores of Satisfaction with Promptness  
for College-wide Offices



# Internal College Survey Summer 2006

## Chart 5 Mean Scores of Satisfaction with Service Attitude for College-wide Offices



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Table 5 Overall Quality

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
College-wide Offices							
Telephone Services	268	4.41	0.89	218	4.65	0.72	0.24
Help Desk (Help Center)	456	4.47	0.91	356	4.65	0.72	0.18
Executive Dean, Health Sciences	126	4.30	0.96	66	4.64	0.78	0.33
Duplication Center (HBC)	209	4.55	0.80	202	4.60	0.69	0.05
Dean, Social and Behavioral Sciences	145	4.17	0.91	86	4.50	0.81	0.33
IT Operations	n/a	n/a	n/a	211	4.44	0.89	n/a
Instructional Development (formerly Curriculum Services/Schedule Development)	53	3.81	1.21	101	4.42	0.86	0.60
Health Professions Institute	87	4.10	1.09	53	4.42	0.80	0.31
Distance Learning	161	4.07	0.99	126	4.40	0.78	0.32
Dean, Business Studies	115	3.56	1.39	58	4.40	0.86	0.84
ACC Foundation	74	4.09	1.09	51	4.39	0.94	0.30
VCT Operations Office	46	4.04	0.97	26	4.38	0.85	0.34
Dean, Applied Technologies, Multimedia, and Public Service	107	4.24	0.95	64	4.34	0.98	0.10
AVP for Information Technology	118	4.42	0.88	94	4.33	1.01	-0.09
Restricted Accounts	84	4.07	0.95	58	4.33	0.76	0.26
Articulation Officer	42	3.57	1.13	38	4.32	1.02	0.74
Texas Success Initiatives (TSI)	74	3.84	1.21	86	4.31	1.05	0.48

Internal College Survey  
Summer 2006

Table 5 Overall Quality

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
College-wide Offices							
Dean, Arts and Humanities	109	3.75	1.22	72	4.31	0.91	0.55
HBC Room Scheduling	133	4.17	1.12	96	4.29	0.92	0.13
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	90	3.93	1.11	42	4.29	1.09	0.35
Public Information and Media Relations	112	3.77	1.24	79	4.28	1.06	0.51
Business Assessment Center	45	3.73	1.29	29	4.28	0.88	0.54
In-House Construction	82	4.06	1.14	81	4.27	0.99	0.21
Environmental Health & Safety and Insurance	104	3.88	1.15	104	4.27	0.85	0.38
Accounts Payable	121	4.08	0.93	106	4.26	0.80	0.18
Inventory/Receiving	125	3.67	1.17	128	4.24	0.92	0.57
Email Systems	265	4.26	1.00	288	4.22	1.14	-0.04
Video Support Services (formerly Video Services)	91	4.37	0.95	68	4.22	1.08	-0.15
Application Programming	n/a	n/a	n/a	117	4.21	0.95	n/a
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	118	3.79	1.25	66	4.21	0.95	0.42
Continuing Education	153	3.97	1.16	83	4.20	1.03	0.23
VP for Workforce Education and Business Development	115	4.00	1.18	59	4.20	1.06	0.20
Student Accounting	74	4.27	0.98	58	4.17	1.27	-0.10
Dean, Computer Studies and Advanced Technology	100	3.76	1.18	60	4.17	1.15	0.41

Internal College Survey  
Summer 2006

Table 5 Overall Quality

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
College-wide Offices							
Instructional Development Services	116	3.98	1.08	103	4.17	1.07	0.18
Marketing and Promotions	93	4.12	1.14	70	4.16	1.04	0.04
Institutional Records Retention & Storage	141	4.15	1.06	83	4.16	1.19	0.01
Facilities & Operations	103	3.87	1.16	129	4.15	1.04	0.27
AVP for Instructional Resources & Technology	101	3.91	1.23	76	4.14	1.08	0.23
Dean, Communications	100	4.03	0.90	76	4.13	1.09	0.10
VP for Business Services	94	3.88	1.13	68	4.10	1.19	0.22
Governmental and Community Relations	71	3.23	1.34	33	4.09	1.21	0.87
Dean, Math and Sciences	136	3.76	1.17	99	4.09	1.22	0.33
Budget & Finance	98	3.95	1.03	85	4.08	0.94	0.13
Controller	65	3.74	1.11	62	4.06	1.01	0.33
Professional Development	277	4.05	1.13	327	4.02	1.10	-0.03
Payroll Services	300	3.77	1.26	236	4.01	1.06	0.24
Continuing Education Business Operations	63	3.89	1.28	31	4.00	1.21	0.11
Benefits	311	3.56	1.31	227	4.00	1.16	0.44
Facilities & Construction	67	3.73	1.27	76	3.97	1.26	0.24
Design & Construction	58	3.45	1.38	47	3.94	1.42	0.49

Internal College Survey  
Summer 2006

Table 5 Overall Quality

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
College-wide Offices							
Adult Education	93	3.96	1.11	72	3.92	1.21	-0.04
Grants Development	73	3.48	1.26	48	3.92	1.25	0.44
Community Programs	69	3.64	1.24	59	3.92	1.18	0.28
Executive Director, Customized Training	64	3.42	1.22	30	3.83	1.34	0.41
Print and Online Communications	n/a	n/a	n/a	146	3.82	1.36	n/a
Provost, Campus Operations	143	3.73	1.18	168	3.80	1.24	0.07
Student Recruitment	78	3.76	1.27	66	3.80	1.33	0.05
Internal Audit	89	3.47	1.38	37	3.78	1.38	0.31
Purchasing	158	3.68	1.09	147	3.76	1.09	0.08
Faculty and Staff Evaluation	211	3.68	1.17	232	3.74	1.12	0.06
Institutional Effectiveness and Accountability	169	3.83	1.12	101	3.73	1.20	-0.10
Executive Dean, Continuing Education	117	3.85	1.24	71	3.73	1.30	-0.12
International Programs	81	3.62	1.30	41	3.66	1.33	0.04
Records	239	3.33	1.43	184	3.62	1.25	0.29
Employment and Outreach Services	239	3.07	1.31	183	3.53	1.29	0.46
Early College Start / College Connection	117	3.60	1.29	129	3.48	1.40	-0.12
Asset Management	57	3.23	1.12	76	3.43	1.33	0.21

Internal College Survey  
 Summer 2006

Table 5 Overall Quality

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
College-wide Offices							
Compensations Services	208	3.25	1.40	190	3.27	1.40	0.02
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.81	1.28	96	3.04	1.76	-0.77
Fixed Asset Inventory	87	3.26	1.17	102	2.94	1.34	-0.32
AVP for Human Resources	190	3.09	1.44	103	2.93	1.50	-0.16

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 6 Overall Quality

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Governmental and Community Relations	71	3.23	1.34	33	4.09	1.21	0.87
Dean, Business Studies	115	3.56	1.39	58	4.40	0.86	0.84
Articulation Officer	42	3.57	1.13	38	4.32	1.02	0.74
Instructional Development (formerly Curriculum Services/Schedule Development)	53	3.81	1.21	101	4.42	0.86	0.60
Inventory/Receiving	125	3.67	1.17	128	4.24	0.92	0.57
Dean, Arts and Humanities	109	3.75	1.22	72	4.31	0.91	0.55
Business Assessment Center	45	3.73	1.29	29	4.28	0.88	0.54
Public Information and Media Relations	112	3.77	1.24	79	4.28	1.06	0.51
Design & Construction	58	3.45	1.38	47	3.94	1.42	0.49
Texas Success Initiatives (TSI)	74	3.84	1.21	86	4.31	1.05	0.48
Employment and Outreach Services	239	3.07	1.31	183	3.53	1.29	0.46
Benefits	311	3.56	1.31	227	4.00	1.16	0.44
Grants Development	73	3.48	1.26	48	3.92	1.25	0.44
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	118	3.79	1.25	66	4.21	0.95	0.42
Executive Director, Customized Training	64	3.42	1.22	30	3.83	1.34	0.41
Dean, Computer Studies and Advanced Technology	100	3.76	1.18	60	4.17	1.15	0.41

Internal College Survey  
 Summer 2006

Table 6 Overall Quality

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Environmental Health & Safety and Insurance	104	3.88	1.15	104	4.27	0.85	0.38
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	90	3.93	1.11	42	4.29	1.09	0.35
VCT Operations Office	46	4.04	0.97	26	4.38	0.85	0.34
Executive Dean, Health Sciences	126	4.30	0.96	66	4.64	0.78	0.33
Dean, Math and Sciences	136	3.76	1.17	99	4.09	1.22	0.33
Dean, Social and Behavioral Sciences	145	4.17	0.91	86	4.50	0.81	0.33
Controller	65	3.74	1.11	62	4.06	1.01	0.33
Distance Learning	161	4.07	0.99	126	4.40	0.78	0.32
Internal Audit	89	3.47	1.38	37	3.78	1.38	0.31
Health Professions Institute	87	4.10	1.09	53	4.42	0.80	0.31
ACC Foundation	74	4.09	1.09	51	4.39	0.94	0.30
Records	239	3.33	1.43	184	3.62	1.25	0.29
Community Programs	69	3.64	1.24	59	3.92	1.18	0.28
Facilities & Operations	103	3.87	1.16	129	4.15	1.04	0.27
Restricted Accounts	84	4.07	0.95	58	4.33	0.76	0.26
Telephone Services	268	4.41	0.89	218	4.65	0.72	0.24

Internal College Survey  
 Summer 2006

Table 6 Overall Quality

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Facilities & Construction	67	3.73	1.27	76	3.97	1.26	0.24
Payroll Services	300	3.77	1.26	236	4.01	1.06	0.24
AVP for Instructional Resources & Technology	101	3.91	1.23	76	4.14	1.08	0.23
Continuing Education	153	3.97	1.16	83	4.20	1.03	0.23
VP for Business Services	94	3.88	1.13	68	4.10	1.19	0.22
In-House Construction	82	4.06	1.14	81	4.27	0.99	0.21
Asset Management	57	3.23	1.12	76	3.43	1.33	0.21
VP for Workforce Education and Business Development	115	4.00	1.18	59	4.20	1.06	0.20
Instructional Development Services	116	3.98	1.08	103	4.17	1.07	0.18
Accounts Payable	121	4.08	0.93	106	4.26	0.80	0.18
Help Desk (Help Center)	456	4.47	0.91	356	4.65	0.72	0.18
Budget & Finance	98	3.95	1.03	85	4.08	0.94	0.13
HBC Room Scheduling	133	4.17	1.12	96	4.29	0.92	0.13
Continuing Education Business Operations	63	3.89	1.28	31	4.00	1.21	0.11
Dean, Communications	100	4.03	0.90	76	4.13	1.09	0.10
Dean, Applied Technologies, Multimedia, and Public Service	107	4.24	0.95	64	4.34	0.98	0.10

Internal College Survey  
 Summer 2006

Table 6 Overall Quality

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Purchasing	158	3.68	1.09	147	3.76	1.09	0.08
Provost, Campus Operations	143	3.73	1.18	168	3.80	1.24	0.07
Faculty and Staff Evaluation	211	3.68	1.17	232	3.74	1.12	0.06
Duplication Center (HBC)	209	4.55	0.80	202	4.60	0.69	0.05
Student Recruitment	78	3.76	1.27	66	3.80	1.33	0.05
International Programs	81	3.62	1.30	41	3.66	1.33	0.04
Marketing and Promotions	93	4.12	1.14	70	4.16	1.04	0.04
Compensations Services	208	3.25	1.40	190	3.27	1.40	0.02
Institutional Records Retention & Storage	141	4.15	1.06	83	4.16	1.19	0.01
Professional Development	277	4.05	1.13	327	4.02	1.10	-0.03
Adult Education	93	3.96	1.11	72	3.92	1.21	-0.04
Email Systems	265	4.26	1.00	288	4.22	1.14	-0.04
AVP for Information Technology	118	4.42	0.88	94	4.33	1.01	-0.09
Student Accounting	74	4.27	0.98	58	4.17	1.27	-0.10
Institutional Effectiveness and Accountability	169	3.83	1.12	101	3.73	1.20	-0.10
Early College Start / College Connection	117	3.60	1.29	129	3.48	1.40	-0.12

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Table 6 Overall Quality

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference 05 -- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Executive Dean, Continuing Education	117	3.85	1.24	71	3.73	1.30	-0.12
Video Support Services (formerly Video Services)	91	4.37	0.95	68	4.22	1.08	-0.15
AVP for Human Resources	190	3.09	1.44	103	2.93	1.50	-0.16
Fixed Asset Inventory	87	3.26	1.17	102	2.94	1.34	-0.32
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.81	1.28	96	3.04	1.76	-0.77
IT Operations	n/a	n/a	n/a	211	4.44	0.89	n/a
Application Programming	n/a	n/a	n/a	117	4.21	0.95	n/a
Print and Online Communications	n/a	n/a	n/a	146	3.82	1.36	n/a

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 7 Overall Quality

Statistically Significant Improvements in Mean Scores of Satisfaction with Overall Quality (2005 -- 2006)

	2005			2006			Mean Difference 05 -- 06	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
College-wide Offices								
Governmental and Community Relations	71	3.23	1.34	33	4.09	1.21	0.87	Yes
Dean, Business Studies	115	3.56	1.39	58	4.40	0.86	0.84	Yes
Articulation Officer	42	3.57	1.13	38	4.32	1.02	0.74	Yes
Instructional Development (formerly Curriculum Services/Schedule Development)	53	3.81	1.21	101	4.42	0.86	0.60	Yes
Inventory/Receiving	125	3.67	1.17	128	4.24	0.92	0.57	Yes
Dean, Arts and Humanities	109	3.75	1.22	72	4.31	0.91	0.55	Yes
Business Assessment Center	45	3.73	1.29	29	4.28	0.88	0.54	Yes
Public Information and Media Relations	112	3.77	1.24	79	4.28	1.06	0.51	Yes
Texas Success Initiatives (TSI)	74	3.84	1.21	86	4.31	1.05	0.48	Yes
Employment and Outreach Services	239	3.07	1.31	183	3.53	1.29	0.46	Yes
Benefits	311	3.56	1.31	227	4.00	1.16	0.44	Yes
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	118	3.79	1.25	66	4.21	0.95	0.42	Yes
Dean, Computer Studies and Advanced Technology	100	3.76	1.18	60	4.17	1.15	0.41	Yes
Environmental Health & Safety and Insurance	104	3.88	1.15	104	4.27	0.85	0.38	Yes
Executive Dean, Health Sciences	126	4.30	0.96	66	4.64	0.78	0.33	Yes
Dean, Math and Sciences	136	3.76	1.17	99	4.09	1.22	0.33	Yes
Dean, Social and Behavioral Sciences	145	4.17	0.91	86	4.50	0.81	0.33	Yes

Internal College Survey  
Summer 2006

Table 7 Overall Quality

Statistically Significant Improvements in Mean Scores of Satisfaction with Overall Quality (2005 -- 2006)

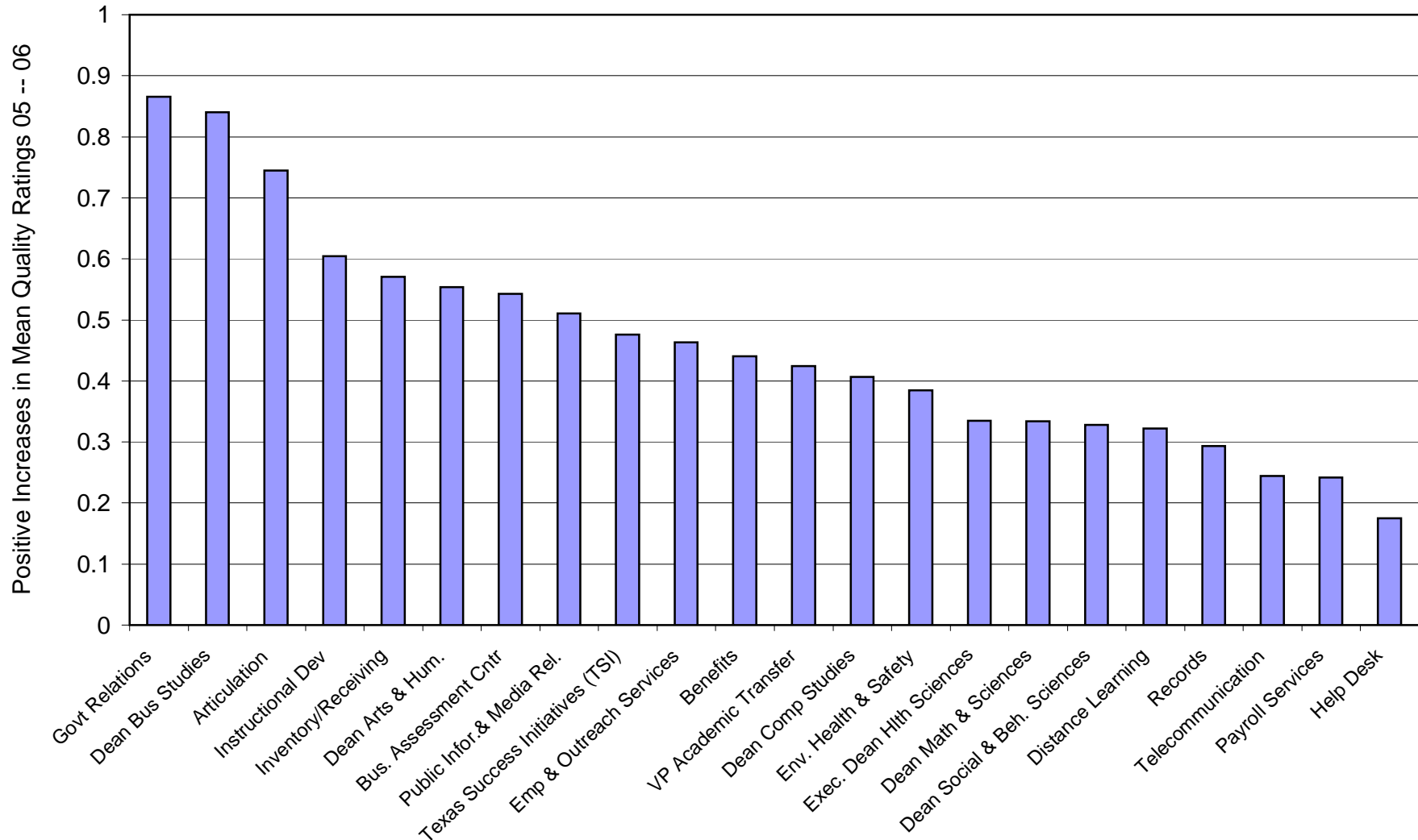
	2005			2006			Mean Difference 05 -- 06	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
College-wide Offices								
Distance Learning	161	4.07	0.99	126	4.40	0.78	0.32	Yes
Records	239	3.33	1.43	184	3.62	1.25	0.29	Yes
Telephone Services	268	4.41	0.89	218	4.65	0.72	0.24	Yes
Payroll Services	300	3.77	1.26	236	4.01	1.06	0.24	Yes
Help Desk (Help Center)	456	4.47	0.91	356	4.65	0.72	0.18	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
 Summer 2006 Overall Quality

Chart 6 Statistically Significant Improvements in Mean Satisfaction Scores with Overall Quality  
 2005 -- 2006



Internal College Survey  
Summer 2006

Table 8 Promptness

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Telephone Services	265	4.38	0.93	217	4.66	0.70	0.28
Help Desk (Help Center)	442	4.45	0.95	356	4.62	0.77	0.17
Duplication Center (HBC)	203	4.56	0.81	202	4.62	0.73	0.06
Executive Dean, Health Sciences	125	4.22	1.04	66	4.59	0.72	0.37
Instructional Development (formerly Curriculum Services/Schedule Development)	51	3.78	1.22	101	4.47	0.87	0.68
Dean, Social and Behavioral Sciences	144	4.12	0.91	86	4.43	0.96	0.31
VCT Operations Office	47	3.98	1.01	26	4.42	0.81	0.44
Health Professions Institute	86	4.08	1.12	53	4.42	0.84	0.33
Email Systems	258	4.30	0.96	285	4.39	0.95	0.09
Articulation Officer	45	3.53	1.08	37	4.38	0.92	0.85
IT Operations	n/a	n/a	n/a	211	4.37	0.92	n/a
Dean, Business Studies	114	3.56	1.44	58	4.36	1.00	0.80
Distance Learning	154	4.14	1.02	125	4.34	0.89	0.20
ACC Foundation	74	4.09	1.09	51	4.31	0.97	0.22
Dean, Arts and Humanities	107	3.68	1.23	72	4.29	0.91	0.61
Public Information and Media Relations	112	3.75	1.27	79	4.28	1.14	0.53
AVP for Information Technology	119	4.43	0.91	94	4.27	1.05	-0.16

Internal College Survey  
Summer 2006

Table 8 Promptness

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Restricted Accounts	82	4.10	0.99	57	4.26	0.92	0.17
Inventory/Receiving	122	3.61	1.24	128	4.25	1.02	0.64
Texas Success Initiatives (TSI)	72	3.76	1.26	86	4.24	1.11	0.48
Dean, Applied Technologies, Multimedia, and Public Service	103	4.18	1.10	64	4.23	1.05	0.05
HBC Room Scheduling	132	4.11	1.21	96	4.21	1.00	0.10
Video Support Services (formerly Video Services)	89	4.34	0.90	68	4.21	1.14	-0.13
Continuing Education	150	3.91	1.23	83	4.19	1.06	0.29
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	89	4.02	1.11	42	4.19	1.19	0.17
Dean, Computer Studies and Advanced Technology	99	3.66	1.28	60	4.18	1.17	0.53
Governmental and Community Relations	74	4.09	1.09	33	4.18	1.10	0.09
Application Programming	n/a	n/a	n/a	117	4.17	0.99	n/a
Marketing and Promotions	88	4.08	1.22	70	4.16	1.09	0.08
AVP for Instructional Resources & Technology	98	3.88	1.23	76	4.14	1.08	0.27
Student Accounting	72	4.26	0.99	57	4.14	1.29	-0.12
Business Assessment Center	44	3.77	1.27	29	4.14	0.88	0.37
Instructional Development Services	114	3.92	1.09	103	4.14	1.13	0.21
Environmental Health & Safety and Insurance	99	3.77	1.23	104	4.13	1.01	0.37

Internal College Survey  
Summer 2006

Table 8 Promptness

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Dean, Communications	101	3.99	0.96	76	4.12	1.15	0.13
Institutional Records Retention & Storage	143	4.10	1.10	83	4.10	1.26	-0.01
Facilities & Operations	102	3.75	1.25	128	4.09	1.12	0.34
Dean, Math and Sciences	136	3.69	1.21	99	4.07	1.20	0.38
Professional Development	267	4.20	1.07	321	4.06	1.08	-0.14
In-House Construction	80	3.98	1.22	81	4.05	1.17	0.07
VP for Business Services	93	3.83	1.17	68	4.01	1.24	0.19
Accounts Payable	117	4.03	1.05	105	4.01	1.08	-0.02
Continuing Education Business Operations	60	3.92	1.27	31	4.00	1.24	0.08
Budget & Finance	94	3.81	1.20	84	3.99	1.00	0.18
Payroll Services	293	3.79	1.26	235	3.98	1.07	0.19
Controller	62	3.81	1.08	61	3.97	1.05	0.16
VP for Workforce Education and Business Development	114	3.85	1.32	59	3.97	1.19	0.12
Facilities & Construction	65	3.68	1.28	75	3.92	1.29	0.24
Benefits	302	3.57	1.34	226	3.89	1.23	0.32
Internal Audit	87	3.53	1.27	37	3.86	1.40	0.34
Print and Online Communications	n/a	n/a	n/a	144	3.85	1.33	n/a

Internal College Survey  
Summer 2006

Table 8 Promptness

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Community Programs	66	3.50	1.30	59	3.85	1.22	0.35
Executive Director, Customized Training	63	3.30	1.36	30	3.83	1.32	0.53
Adult Education	91	3.91	1.17	72	3.82	1.25	-0.09
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	117	3.52	1.24	66	3.80	1.32	0.28
Faculty and Staff Evaluation	199	3.76	1.20	231	3.80	1.10	0.04
Grants Development	70	3.53	1.36	48	3.79	1.35	0.26
Student Recruitment	75	3.87	1.21	65	3.77	1.36	-0.10
Design & Construction	54	3.52	1.36	47	3.77	1.48	0.25
Provost, Campus Operations	139	3.73	1.20	168	3.76	1.31	0.04
Institutional Effectiveness and Accountability	167	3.81	1.11	98	3.70	1.23	-0.11
International Programs	79	3.54	1.30	40	3.70	1.38	0.16
Executive Dean, Continuing Education	115	3.82	1.29	72	3.61	1.38	-0.21
Purchasing	151	3.46	1.31	147	3.56	1.28	0.09
Records	234	3.32	1.43	184	3.54	1.28	0.22
Asset Management	56	3.25	1.15	75	3.48	1.32	0.23
Employment and Outreach Services	234	2.98	1.39	183	3.37	1.35	0.39
Early College Start / College Connection	114	3.55	1.35	126	3.36	1.42	-0.20

Internal College Survey  
 Summer 2006

Table 8 Promptness

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Compensations Services	204	3.19	1.45	190	3.23	1.43	0.05
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.77	1.29	96	3.01	1.79	-0.76
Fixed Asset Inventory	83	3.25	1.22	100	2.98	1.33	-0.27
AVP for Human Resources	186	3.09	1.43	101	2.85	1.51	-0.23

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 9 Promptness

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Articulation Officer	45	3.53	1.08	37	4.38	0.92	0.85
Dean, Business Studies	114	3.56	1.44	58	4.36	1.00	0.80
Instructional Development (formerly Curriculum Services/Schedule Development)	51	3.78	1.22	101	4.47	0.87	0.68
Inventory/Receiving	122	3.61	1.24	128	4.25	1.02	0.64
Dean, Arts and Humanities	107	3.68	1.23	72	4.29	0.91	0.61
Executive Director, Customized Training	63	3.30	1.36	30	3.83	1.32	0.53
Public Information and Media Relations	112	3.75	1.27	79	4.28	1.14	0.53
Dean, Computer Studies and Advanced Technology	99	3.66	1.28	60	4.18	1.17	0.53
Texas Success Initiatives (TSI)	72	3.76	1.26	86	4.24	1.11	0.48
VCT Operations Office	47	3.98	1.01	26	4.42	0.81	0.44
Employment and Outreach Services	234	2.98	1.39	183	3.37	1.35	0.39
Dean, Math and Sciences	136	3.69	1.21	99	4.07	1.20	0.38
Executive Dean, Health Sciences	125	4.22	1.04	66	4.59	0.72	0.37
Environmental Health & Safety and Insurance	99	3.77	1.23	104	4.13	1.01	0.37
Business Assessment Center	44	3.77	1.27	29	4.14	0.88	0.37
Community Programs	66	3.50	1.30	59	3.85	1.22	0.35
Facilities & Operations	102	3.75	1.25	128	4.09	1.12	0.34

Internal College Survey  
Summer 2006

Table 9 Promptness

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Internal Audit	87	3.53	1.27	37	3.86	1.40	0.34
Health Professions Institute	86	4.08	1.12	53	4.42	0.84	0.33
Benefits	302	3.57	1.34	226	3.89	1.23	0.32
Dean, Social and Behavioral Sciences	144	4.12	0.91	86	4.43	0.96	0.31
Continuing Education	150	3.91	1.23	83	4.19	1.06	0.29
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	117	3.52	1.24	66	3.80	1.32	0.28
Telephone Services	265	4.38	0.93	217	4.66	0.70	0.28
AVP for Instructional Resources & Technology	98	3.88	1.23	76	4.14	1.08	0.27
Grants Development	70	3.53	1.36	48	3.79	1.35	0.26
Design & Construction	54	3.52	1.36	47	3.77	1.48	0.25
Facilities & Construction	65	3.68	1.28	75	3.92	1.29	0.24
Asset Management	56	3.25	1.15	75	3.48	1.32	0.23
Records	234	3.32	1.43	184	3.54	1.28	0.22
ACC Foundation	74	4.09	1.09	51	4.31	0.97	0.22
Instructional Development Services	114	3.92	1.09	103	4.14	1.13	0.21
Distance Learning	154	4.14	1.02	125	4.34	0.89	0.20
Payroll Services	293	3.79	1.26	235	3.98	1.07	0.19

Internal College Survey  
Summer 2006

Table 9 Promptness

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
VP for Business Services	93	3.83	1.17	68	4.01	1.24	0.19
Budget & Finance	94	3.81	1.20	84	3.99	1.00	0.18
Help Desk (Help Center)	442	4.45	0.95	356	4.62	0.77	0.17
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	89	4.02	1.11	42	4.19	1.19	0.17
Restricted Accounts	82	4.10	0.99	57	4.26	0.92	0.17
Controller	62	3.81	1.08	61	3.97	1.05	0.16
International Programs	79	3.54	1.30	40	3.70	1.38	0.16
Dean, Communications	101	3.99	0.96	76	4.12	1.15	0.13
VP for Workforce Education and Business Development	114	3.85	1.32	59	3.97	1.19	0.12
HBC Room Scheduling	132	4.11	1.21	96	4.21	1.00	0.10
Purchasing	151	3.46	1.31	147	3.56	1.28	0.09
Email Systems	258	4.30	0.96	285	4.39	0.95	0.09
Governmental and Community Relations	74	4.09	1.09	33	4.18	1.10	0.09
Continuing Education Business Operations	60	3.92	1.27	31	4.00	1.24	0.08
Marketing and Promotions	88	4.08	1.22	70	4.16	1.09	0.08
In-House Construction	80	3.98	1.22	81	4.05	1.17	0.07
Duplication Center (HBC)	203	4.56	0.81	202	4.62	0.73	0.06

Internal College Survey  
Summer 2006

Table 9 Promptness

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Dean, Applied Technologies, Multimedia, and Public Service	103	4.18	1.10	64	4.23	1.05	0.05
Compensations Services	204	3.19	1.45	190	3.23	1.43	0.05
Faculty and Staff Evaluation	199	3.76	1.20	231	3.80	1.10	0.04
Provost, Campus Operations	139	3.73	1.20	168	3.76	1.31	0.04
Institutional Records Retention & Storage	143	4.10	1.10	83	4.10	1.26	-0.01
Accounts Payable	117	4.03	1.05	105	4.01	1.08	-0.02
Adult Education	91	3.91	1.17	72	3.82	1.25	-0.09
Student Recruitment	75	3.87	1.21	65	3.77	1.36	-0.10
Institutional Effectiveness and Accountability	167	3.81	1.11	98	3.70	1.23	-0.11
Student Accounting	72	4.26	0.99	57	4.14	1.29	-0.12
Video Support Services (formerly Video Services)	89	4.34	0.90	68	4.21	1.14	-0.13
Professional Development	267	4.20	1.07	321	4.06	1.08	-0.14
AVP for Information Technology	119	4.43	0.91	94	4.27	1.05	-0.16
Early College Start / College Connection	114	3.55	1.35	126	3.36	1.42	-0.20
Executive Dean, Continuing Education	115	3.82	1.29	72	3.61	1.38	-0.21
AVP for Human Resources	186	3.09	1.43	101	2.85	1.51	-0.23
Fixed Asset Inventory	83	3.25	1.22	100	2.98	1.33	-0.27

Internal College Survey  
 Summer 2006

Table 9 Promptness

Sorted by Mean Differences 2005 -- 2006 (in descending order from top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.77	1.29	96	3.01	1.79	-0.76
IT Operations	n/a	n/a	n/a	211	4.37	0.92	n/a
Applications Development	n/a	n/a	n/a	117	4.17	0.99	n/a
Print and Online Communications	n/a	n/a	n/a	144	3.85	1.33	n/a

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 10 Promptness

Statistically Significant Improvements in Mean Scores of Satisfaction with Promptness (2005 -- 2006)

College-wide Offices	2005			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
Articulation Officer	45	3.53	1.08	37	4.38	0.92	0.85	Yes
Dean, Business Studies	114	3.56	1.44	58	4.36	1.00	0.80	Yes
Instructional Development (formerly Curriculum Services/Schedule Development)	51	3.78	1.22	101	4.47	0.87	0.68	Yes
Inventory/Receiving	122	3.61	1.24	128	4.25	1.02	0.64	Yes
Dean, Arts and Humanities	107	3.68	1.23	72	4.29	0.91	0.61	Yes
Public Information and Media Relations	112	3.75	1.27	79	4.28	1.14	0.53	Yes
Dean, Computer Studies and Advanced Technology	99	3.66	1.28	60	4.18	1.17	0.53	Yes
Texas Success Initiatives (TSI)	72	3.76	1.26	86	4.24	1.11	0.48	Yes
VCT Operations Office	47	3.98	1.01	26	4.42	0.81	0.44	Yes
Employment and Outreach Services	234	2.98	1.39	183	3.37	1.35	0.39	Yes
Dean, Math and Sciences	136	3.69	1.21	99	4.07	1.20	0.38	Yes
Executive Dean, Health Sciences	125	4.22	1.04	66	4.59	0.72	0.37	Yes
Environmental Health & Safety and Insurance	99	3.77	1.23	104	4.13	1.01	0.37	Yes
Facilities & Operations	102	3.75	1.25	128	4.09	1.12	0.34	Yes
Health Professions Institute	86	4.08	1.12	53	4.42	0.84	0.33	Yes
Benefits	302	3.57	1.34	226	3.89	1.23	0.32	Yes

Internal College Survey  
 Summer 2006

Table 10 Promptness

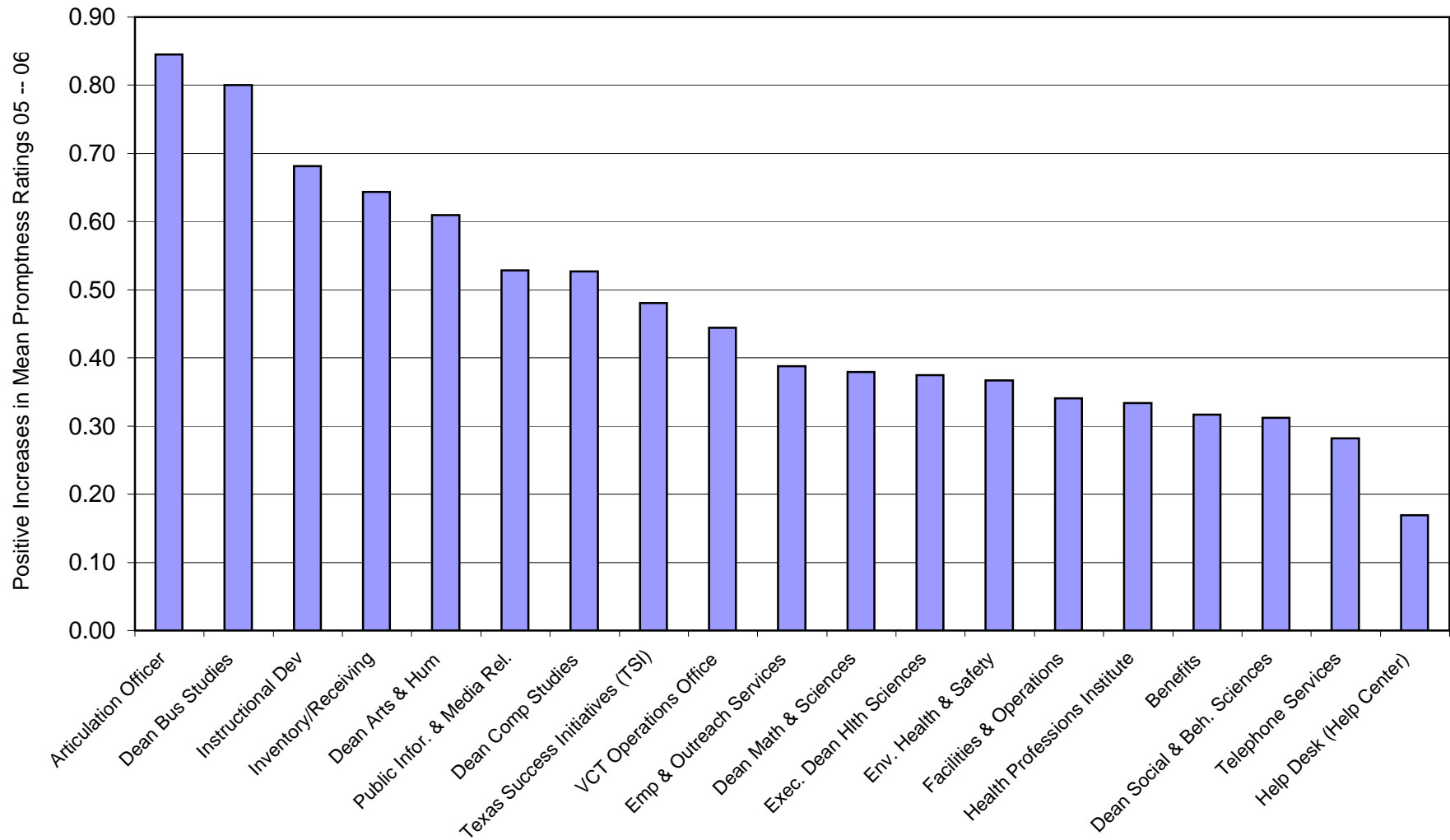
Statistically Significant Improvements in Mean Scores of Satisfaction with Promptness (2005 -- 2006)

College-wide Offices	2005			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
Dean, Social and Behavioral Sciences	144	4.12	0.91	86	4.43	0.96	0.31	Yes
Telephone Services	265	4.38	0.93	217	4.66	0.70	0.28	Yes
Help Desk (Help Center)	442	4.45	0.95	356	4.62	0.77	0.17	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
 Summer 2006  
 Chart 7 Statistically Significant Improvements in Promptness  
 2005 -- 2006



Internal College Survey  
Summer 2006

Table 11 Service Attitude

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
College-wide Offices							
Help Desk (Help Center)	439	4.57	0.88	356	4.69	0.69	0.12
Duplication Center (HBC)	203	4.58	0.79	201	4.67	0.68	0.09
Telephone Services	265	4.45	0.89	216	4.65	0.72	0.21
Executive Dean, Health Sciences	125	4.25	1.04	66	4.65	0.75	0.40
Health Professions Institute	86	4.07	1.16	53	4.55	0.72	0.48
Instructional Development (formerly Curriculum Services/Schedule Development)	49	3.84	1.26	99	4.51	0.79	0.67
Articulation Officer	44	3.55	1.11	38	4.47	1.03	0.93
Dean, Social and Behavioral Sciences	144	4.22	0.89	86	4.47	0.84	0.25
VCT Operations Office	46	4.00	0.99	26	4.42	0.81	0.42
Dean, Business Studies	111	3.62	1.42	58	4.41	0.86	0.79
Video Support Services (formerly Video Services)	90	4.40	0.87	68	4.40	1.01	0.00
Email Systems	258	4.36	0.94	285	4.39	0.92	0.03
IT Operations	n/a	n/a	n/a	211	4.39	0.96	n/a
Inventory/Receiving	122	3.79	1.18	128	4.38	0.88	0.60
Distance Learning	155	4.14	1.04	125	4.37	0.95	0.23
Texas Success Initiatives (TSI)	72	3.88	1.27	86	4.36	0.98	0.49
ACC Foundation	74	4.16	1.11	51	4.35	1.13	0.19

Internal College Survey  
Summer 2006

Table 11 Service Attitude

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Dean, Applied Technologies, Multimedia, and Public Service	102	4.23	1.10	64	4.34	1.04	0.12
AVP for Information Technology	118	4.45	0.89	94	4.34	1.04	-0.11
Restricted Accounts	80	4.13	0.99	58	4.33	0.78	0.20
Public Information and Media Relations	112	3.80	1.32	79	4.32	1.08	0.51
Business Assessment Center	44	3.82	1.26	29	4.31	0.89	0.49
Dean, Arts and Humanities	108	3.75	1.27	72	4.29	0.90	0.54
In-House Construction	80	4.14	1.13	81	4.26	1.02	0.12
Dean, Computer Studies and Advanced Technology	100	3.80	1.22	60	4.25	1.10	0.45
Accounts Payable	115	4.17	0.98	106	4.25	0.88	0.07
HBC Room Scheduling	132	4.05	1.25	96	4.24	0.98	0.19
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	90	3.96	1.23	42	4.24	1.25	0.28
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	119	3.81	1.26	66	4.23	1.05	0.42
Environmental Health & Safety and Insurance	99	3.94	1.20	104	4.22	0.88	0.28
Instructional Development Services	113	3.95	1.12	102	4.22	1.17	0.27
Marketing and Promotions	90	4.09	1.18	69	4.20	1.04	0.11
Continuing Education	149	3.93	1.22	83	4.18	1.12	0.25
Application Programming	n/a	n/a	n/a	117	4.18	0.97	n/a

Internal College Survey  
Summer 2006

Table 11 Service Attitude

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Institutional Records Retention & Storage	144	4.17	1.10	82	4.17	1.24	0.00
Facilities & Operations	103	3.89	1.16	129	4.16	1.04	0.27
Dean, Communications	100	4.08	0.91	76	4.16	1.11	0.08
Student Accounting	72	4.18	1.14	58	4.16	1.35	-0.03
VP for Workforce Education and Business Development	113	3.99	1.24	59	4.14	1.12	0.14
Governmental and Community Relations	70	3.17	1.36	33	4.12	1.22	0.95
Dean, Math and Sciences	136	3.76	1.21	98	4.11	1.20	0.35
AVP for Instructional Resources & Technology	100	3.87	1.28	76	4.07	1.18	0.20
Professional Development	269	4.21	1.08	325	4.06	1.12	-0.15
VP for Business Services	92	3.86	1.20	68	4.06	1.27	0.20
Continuing Education Business Operations	60	3.93	1.29	31	4.03	1.20	0.10
Facilities & Construction	80	4.14	1.13	76	4.00	1.25	-0.14
Design & Construction	54	3.61	1.34	48	4.00	1.41	0.39
Benefits	302	3.62	1.37	227	4.00	1.19	0.38
Community Programs	67	3.54	1.34	59	3.98	1.24	0.45
Grants Development	70	3.53	1.33	48	3.98	1.31	0.45
Payroll Services	293	3.77	1.31	236	3.98	1.09	0.20

Internal College Survey  
Summer 2006

Table 11 Service Attitude

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Budget & Finance	95	3.84	1.15	85	3.94	1.11	0.10
Print and Online Communications	n/a	n/a	n/a	142	3.92	1.32	n/a
Faculty and Staff Evaluation	197	3.90	1.12	231	3.90	1.02	0.01
Adult Education	90	4.00	1.19	72	3.90	1.29	-0.10
Executive Director, Customized Training	62	3.44	1.36	30	3.87	1.33	0.43
Provost, Campus Operations	139	3.73	1.28	168	3.83	1.29	0.10
Controller	63	3.63	1.29	62	3.82	1.08	0.19
Institutional Effectiveness and Accountability	166	3.92	1.15	98	3.82	1.20	-0.11
Student Recruitment	74	3.80	1.31	66	3.77	1.35	-0.02
International Programs	82	3.72	1.32	42	3.76	1.38	0.04
Internal Audit	87	3.37	1.46	37	3.73	1.50	0.36
Executive Dean, Continuing Education	115	3.89	1.24	72	3.69	1.42	-0.19
Purchasing	150	3.68	1.22	147	3.66	1.22	-0.02
Records	236	3.38	1.46	184	3.64	1.29	0.25
Employment and Outreach Services	234	3.19	1.36	183	3.60	1.27	0.41
Early College Start / College Connection	114	3.62	1.39	127	3.50	1.46	-0.12
Compensations Services	203	3.30	1.43	190	3.34	1.40	0.04

Internal College Survey  
Summer 2006

Table 11 Service Attitude

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Asset Management	56	3.25	1.22	76	3.26	1.44	0.01
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.94	1.28	96	3.08	1.79	-0.86
AVP for Human Resources	185	3.19	1.49	103	2.96	1.53	-0.23
Fixed Asset Inventory	83	3.18	1.28	102	2.91	1.38	-0.27

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 12 Service Attitude

Sorted by Mean Differences 2005 -- 2006 (improvements at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Governmental and Community Relations	70	3.17	1.36	33	4.12	1.22	0.95
Articulation Officer	44	3.55	1.11	38	4.47	1.03	0.93
Dean, Business Studies	111	3.62	1.42	58	4.41	0.86	0.79
Instructional Development (formerly Curriculum Services/Schedule Development)	49	3.84	1.26	99	4.51	0.79	0.67
Inventory/Receiving	122	3.79	1.18	128	4.38	0.88	0.60
Dean, Arts and Humanities	108	3.75	1.27	72	4.29	0.90	0.54
Public Information and Media Relations	112	3.80	1.32	79	4.32	1.08	0.51
Business Assessment Center	44	3.82	1.26	29	4.31	0.89	0.49
Texas Success Initiatives (TSI)	72	3.88	1.27	86	4.36	0.98	0.49
Health Professions Institute	86	4.07	1.16	53	4.55	0.72	0.48
Grants Development	70	3.53	1.33	48	3.98	1.31	0.45
Dean, Computer Studies and Advanced Technology	100	3.80	1.22	60	4.25	1.10	0.45
Community Programs	67	3.54	1.34	59	3.98	1.24	0.45
Executive Director, Customized Training	62	3.44	1.36	30	3.87	1.33	0.43
VCT Operations Office	46	4.00	0.99	26	4.42	0.81	0.42
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	119	3.81	1.26	66	4.23	1.05	0.42

Internal College Survey  
Summer 2006

Table 12 Service Attitude

Sorted by Mean Differences 2005 -- 2006 (improvements at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Employment and Outreach Services	234	3.19	1.36	183	3.60	1.27	0.41
Executive Dean, Health Sciences	125	4.25	1.04	66	4.65	0.75	0.40
Design & Construction	54	3.61	1.34	48	4.00	1.41	0.39
Benefits	302	3.62	1.37	227	4.00	1.19	0.38
Internal Audit	87	3.37	1.46	37	3.73	1.50	0.36
Dean, Math and Sciences	136	3.76	1.21	98	4.11	1.20	0.35
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	90	3.96	1.23	42	4.24	1.25	0.28
Environmental Health & Safety and Insurance	99	3.94	1.20	104	4.22	0.88	0.28
Facilities & Operations	103	3.89	1.16	129	4.16	1.04	0.27
Instructional Development Services	113	3.95	1.12	102	4.22	1.17	0.27
Records	236	3.38	1.46	184	3.64	1.29	0.25
Dean, Social and Behavioral Sciences	144	4.22	0.89	86	4.47	0.84	0.25
Continuing Education	149	3.93	1.22	83	4.18	1.12	0.25
Distance Learning	155	4.14	1.04	125	4.37	0.95	0.23
Telephone Services	265	4.45	0.89	216	4.65	0.72	0.21
Payroll Services	293	3.77	1.31	236	3.98	1.09	0.20

Internal College Survey  
 Summer 2006  
 Table 12 Service Attitude  
 Sorted by Mean Differences 2005 -- 2006 (improvements at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Restricted Accounts	80	4.13	0.99	58	4.33	0.78	0.20
VP for Business Services	92	3.86	1.20	68	4.06	1.27	0.20
AVP for Instructional Resources & Technology	100	3.87	1.28	76	4.07	1.18	0.20
HBC Room Scheduling	132	4.05	1.25	96	4.24	0.98	0.19
ACC Foundation	74	4.16	1.11	51	4.35	1.13	0.19
Controller	63	3.63	1.29	62	3.82	1.08	0.19
VP for Workforce Education and Business Development	113	3.99	1.24	59	4.14	1.12	0.14
In-House Construction	80	4.14	1.13	81	4.26	1.02	0.12
Help Desk (Help Center)	439	4.57	0.88	356	4.69	0.69	0.12
Dean, Applied Technologies, Multimedia, and Public Service	102	4.23	1.10	64	4.34	1.04	0.12
Marketing and Promotions	90	4.09	1.18	69	4.20	1.04	0.11
Provost, Campus Operations	139	3.73	1.28	168	3.83	1.29	0.10
Budget & Finance	95	3.84	1.15	85	3.94	1.11	0.10
Continuing Education Business Operations	60	3.93	1.29	31	4.03	1.20	0.10
Duplication Center (HBC)	203	4.58	0.79	201	4.67	0.68	0.09
Dean, Communications	100	4.08	0.91	76	4.16	1.11	0.08

Internal College Survey  
Summer 2006

Table 12 Service Attitude

Sorted by Mean Differences 2005 -- 2006 (improvements at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Accounts Payable	115	4.17	0.98	106	4.25	0.88	0.07
International Programs	82	3.72	1.32	42	3.76	1.38	0.04
Compensations Services	203	3.30	1.43	190	3.34	1.40	0.04
Email Systems	258	4.36	0.94	285	4.39	0.92	0.03
Asset Management	56	3.25	1.22	76	3.26	1.44	0.01
Faculty and Staff Evaluation	197	3.90	1.12	231	3.90	1.02	0.01
Institutional Records Retention & Storage	144	4.17	1.10	82	4.17	1.24	0.00
Video Support Services (formerly Video Services)	90	4.40	0.87	68	4.40	1.01	0.00
Purchasing	150	3.68	1.22	147	3.66	1.22	-0.02
Student Recruitment	74	3.80	1.31	66	3.77	1.35	-0.02
Student Accounting	72	4.18	1.14	58	4.16	1.35	-0.03
Adult Education	90	4.00	1.19	72	3.90	1.29	-0.10
Institutional Effectiveness and Accountability	166	3.92	1.15	98	3.82	1.20	-0.11
AVP for Information Technology	118	4.45	0.89	94	4.34	1.04	-0.11
Early College Start / College Connection	114	3.62	1.39	127	3.50	1.46	-0.12
Facilities & Construction	80	4.14	1.13	76	4.00	1.25	-0.14

Internal College Survey  
 Summer 2006  
 Table 12 Service Attitude  
 Sorted by Mean Differences 2005 -- 2006 (improvements at top)

College-wide Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Professional Development	269	4.21	1.08	325	4.06	1.12	-0.15
Executive Dean, Continuing Education	115	3.89	1.24	72	3.69	1.42	-0.19
AVP for Human Resources	185	3.19	1.49	103	2.96	1.53	-0.23
Fixed Asset Inventory	83	3.18	1.28	102	2.91	1.38	-0.27
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	124	3.94	1.28	96	3.08	1.79	-0.86
IT Operations	n/a	n/a	n/a	211	4.39	0.96	n/a
Application Programming	n/a	n/a	n/a	117	4.18	0.97	n/a
Print and Online Communications	n/a	n/a	n/a	142	3.92	1.32	n/a

Note: Not applicable responses excluded from analysis.

Internal College Survey  
Summer 2006

Table 13 Service Attitude

Statistically Significant Improvements in Mean Scores of Satisfaction with Service Attitude (2005 -- 2006)

College-wide Offices	2005			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
Govt. & Comm. Relations	70	3.17	1.36	33	4.12	1.22	0.95	Yes
Articulation Officer	44	3.55	1.11	38	4.47	1.03	0.93	Yes
Dean of Bus. Studies	111	3.62	1.42	58	4.41	0.86	0.79	Yes
Instructional Development	49	3.84	1.26	99	4.51	0.79	0.67	Yes
Inventory/Receiving	122	3.79	1.18	128	4.38	0.88	0.60	Yes
Dean Arts & Humanities	108	3.75	1.27	72	4.29	0.90	0.54	Yes
Public Infor.& Media Relations	112	3.80	1.32	79	4.32	1.08	0.51	Yes
Texas Success Initiatives (TSI)	72	3.88	1.27	86	4.36	0.98	0.49	Yes
Health Professions Institute	86	4.07	1.16	53	4.55	0.72	0.48	Yes
Dean Computer Studies	100	3.80	1.22	60	4.25	1.10	0.45	Yes
VCT Operations Office	46	4.00	0.99	26	4.42	0.81	0.42	Yes
VP for Academic Transfer	119	3.81	1.26	66	4.23	1.05	0.42	Yes
Emp & Outreach Services	234	3.19	1.36	183	3.60	1.27	0.41	Yes
Exec. Dean Hlth Sciences	125	4.25	1.04	66	4.65	0.75	0.40	Yes
Benefits	302	3.62	1.37	227	4.00	1.19	0.38	Yes
Dean Math & Sciences	136	3.76	1.21	98	4.11	1.20	0.35	Yes

Internal College Survey  
Summer 2006

Table 13 Service Attitude

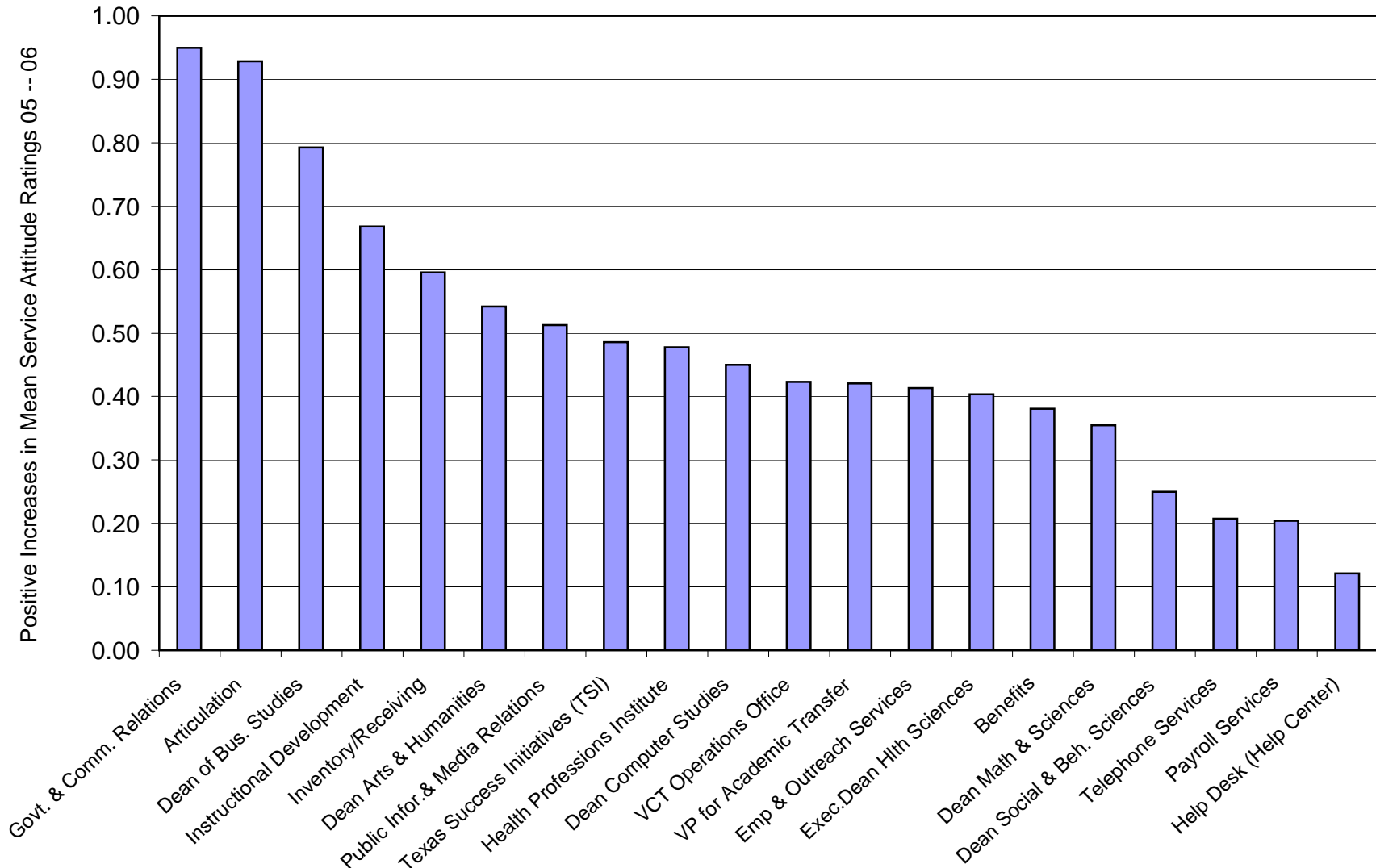
Statistically Significant Improvements in Mean Scores of Satisfaction with Service Attitude (2005 -- 2006)

College-wide Offices	2005			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
Dean Social & Beh. Sciences	144	4.22	0.89	86	4.47	0.84	0.25	Yes
Telephone Services	265	4.45	0.89	216	4.65	0.72	0.21	Yes
Payroll Services	293	3.77	1.31	236	3.98	1.09	0.20	Yes
Help Desk (Help Center)	439	4.57	0.88	356	4.69	0.69	0.12	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
 Summer 2006 Service Attitude  
 Chart 8 Statistically Significant Improvements in Service Attitude  
 2005 -- 2006



Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
ACC Foundation	9	4.67	0.71	9	4.33	0.71	33	4.33	1.05	No
Governmental and Community Relations	3	4.33	1.15	2	4.50	0.71	28	4.04	1.26	No
Institutional Effectiveness and Accountability	25	3.64	1.44	7	4.00	0.82	69	3.74	1.15	No
Internal Audit	3	3.33	1.53	1	5.00	.	33	3.79	1.39	No
Print and Online Communications	27	2.89	1.50	19	3.32	1.34	100	4.17	1.17	Yes
Marketing and Promotions	9	3.33	1.00	6	3.83	0.98	55	4.33	1.00	Yes
Public Information and Media Relations	13	3.77	1.48	4	2.75	0.96	62	4.48	0.84	Yes
VP for Academic Transfer and General & Developmental Education (formerly AVP for Academic Programs)	17	4.35	1.00	5	4.40	0.55	44	4.14	0.98	No
Dean, Arts and Humanities	16	4.56	0.51	7	4.43	1.13	49	4.20	0.98	No
Dean, Communications	21	3.95	1.28	8	4.13	1.13	47	4.21	1.00	No
Dean, Math and Sciences	19	3.84	1.54	14	4.36	0.74	66	4.11	1.20	No
Dean, Social and Behavioral Sciences	20	4.50	0.83	18	4.61	0.70	48	4.46	0.85	No
Articulation Officer	7	4.00	1.53	1	5.00	.	30	4.37	0.89	No

Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
VP for Workforce Education and Business Development	11	4.09	1.45	4	4.50	0.58	44	4.20	1.00	No
Dean, Applied Technologies, Multimedia, and Public Service	11	4.64	0.81	4	4.75	0.50	49	4.24	1.03	No
Dean, Business Studies	12	4.67	0.65	4	4.00	0.82	42	4.36	0.91	No
Dean, Computer Studies and Advanced Technology	13	3.62	1.56	5	4.80	0.45	42	4.26	1.01	No
Executive Dean, Health Sciences	12	4.75	0.45	4	4.00	1.41	50	4.66	0.77	No
Adult Education	10	3.80	1.23	5	4.20	0.84	57	3.91	1.24	No
International Programs	9	2.44	1.13	1	5.00	.	31	3.97	1.20	Yes
Executive Dean, Continuing Education	7	2.57	1.27	4	3.75	1.26	60	3.87	1.26	Yes
Business Assessment Center	2	4.00	1.41	1	5.00	.	26	4.27	0.87	No
Community Programs	8	4.63	0.52	3	4.67	0.58	48	3.75	1.23	No
Continuing Education	8	3.75	1.39	6	4.00	1.26	69	4.28	0.97	No
Continuing Education Business Operations	0	.	.	2	4.00	1.41	29	4.00	1.22	No
HBC Room Scheduling	10	4.10	1.10	7	3.71	1.25	79	4.37	0.85	No

Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Health Professions Institute	10	4.50	0.97	3	4.67	0.58	40	4.38	0.77	No
Executive Director, Customized Training	2	4.50	0.71	1	4.00	.	27	3.78	1.40	No
VP for College Support Systems and ISD Relations (formerly AVP for Instructional Support Services)	8	3.75	1.28	2	4.50	0.71	32	4.41	1.04	No
Early College Start / College Connection	26	2.88	1.56	17	3.18	1.47	86	3.72	1.29	Yes
Grants Development	5	3.60	1.34	3	4.67	0.58	40	3.90	1.28	No
Instructional Development (formerly Curriculum Services/Schedule Development)	28	4.50	0.79	23	4.52	0.51	50	4.32	1.02	No
AVP for Instructional Resources & Technology	18	4.17	0.99	5	3.80	1.10	53	4.17	1.12	No
Distance Learning	33	4.48	0.80	12	4.42	0.79	81	4.36	0.78	No
Instructional Development Services	28	4.39	0.88	17	3.94	1.34	58	4.12	1.06	No
VCT Operations Office	2	5.00	0.00	2	3.50	2.12	22	4.41	0.73	No
Video Support Services (formerly Video Services)	11	4.18	1.40	7	3.86	1.46	50	4.28	0.95	No
AVP for Information Technology	15	4.20	1.21	5	4.20	1.30	74	4.36	0.96	No
Applications Development	21	4.19	0.98	10	4.00	1.15	86	4.24	0.92	No

Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
IT Operations	36	4.50	0.85	19	4.37	1.16	156	4.44	0.87	No
Email Services	57	4.05	1.27	60	3.97	1.35	171	4.37	0.99	Yes
Help Desk (Help Center)	72	4.63	0.78	48	4.46	0.92	236	4.69	0.65	No
Institutional Record Retention & Storage	12	4.00	1.54	6	3.50	1.38	65	4.25	1.10	No
Telephone Services	35	4.43	0.88	22	4.27	0.98	161	4.75	0.60	Yes
Provost, Campus Operations	30	3.97	1.16	17	4.06	1.14	121	3.73	1.27	No
Duplication Center (HBC)	36	4.53	0.70	37	4.49	0.69	129	4.65	0.69	No
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	23	2.48	1.78	11	2.36	1.91	62	3.37	1.67	Yes
Student Recruitment	9	2.89	1.45	1	2.00	.	56	3.98	1.24	Yes
Texas Success Initiatives (TSI)	23	4.52	0.85	13	3.92	1.55	50	4.32	0.98	No
VP for Business Services	4	4.50	0.58	2	4.00	0.00	62	4.08	1.23	No
Controller	5	4.20	0.84	1	4.00	.	56	4.05	1.03	No
Accounts Payable	8	4.13	0.99	2	3.50	0.71	96	4.29	0.78	No

Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Asset Management	6	3.33	1.63	0	.	.	70	3.44	1.31	No
Student Accounting	3	2.33	2.31	1	4.00	.	54	4.28	1.16	Yes
Budget & Finance	10	4.10	0.74	1	2.00	.	74	4.11	0.94	No
Environmental Health & Safety and Insurance	14	4.21	0.80	4	3.75	1.26	86	4.30	0.84	No
Fixed Asset Inventory	14	2.79	1.31	1	4.00	.	87	2.95	1.35	No
Inventory/Receiving	10	3.90	1.10	2	4.50	0.71	116	4.27	0.91	No
Purchasing	20	3.90	1.07	3	3.33	1.15	124	3.75	1.09	No
Restricted Accounts	3	4.33	0.58	1	4.00	.	54	4.33	0.78	No
Facilities & Operations	21	3.76	1.37	9	3.56	1.51	99	4.28	0.87	Yes
Facilities & Construction	10	3.10	1.52	4	4.25	1.50	62	4.10	1.17	No
Design & Construction	5	3.60	1.95	0	.	.	42	3.98	1.37	No
In-House Construction	14	4.07	1.07	2	4.50	0.71	65	4.31	0.98	No
AVP for Human Resources	19	2.37	1.42	2	1.00	0.00	82	3.11	1.48	Yes

Internal College Survey  
 Summer 2006  
 Table 14 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-Faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Benefits	47	4.19	1.08	23	3.83	1.34	157	3.97	1.15	No
Compensations Services	28	3.71	1.18	14	3.21	1.67	148	3.19	1.40	No
Employment and Outreach Services	30	3.13	1.31	19	3.63	1.54	134	3.60	1.24	No
Payroll Services	43	4.35	0.78	27	4.07	1.07	166	3.91	1.11	No
Records	28	3.32	1.39	19	2.79	1.40	137	3.80	1.15	Yes
Faculty and Staff Evaluation	70	3.59	1.21	60	3.87	1.02	102	3.77	1.11	No
Professional Development	72	3.86	1.20	57	4.19	0.81	198	4.03	1.14	No

\* Statistically significant at  $p < .05$

Internal College Survey  
 Summer 2006  
 Table 15 High Use Offices

College-wide Offices/Services	Number using 2006 services n = 481	% of total responses 2006	% of total responses 2005	% of total responses 2004	Percentage Point Diff. 05 -- 06
Help Desk (Help Center)	358	74.4%	79.7%	70.0%	-5.2%
Professional Development	328	68.2%	49.1%	58.0%	19.1%
Email Systems	289	60.1%	46.9%	n/a	13.2%
Payroll Services	237	49.3%	52.4%	55.0%	-3.1%
Faculty and Staff Evaluation	233	48.4%	37.4%	44.0%	11.0%
Benefits	229	47.6%	54.5%	51.0%	-6.9%
Telephone Services	219	45.5%	46.6%	38.0%	-1.0%
IT Operations	211	43.9%	n/a	n/a	n/a
Duplication Center (HBC)	206	42.8%	38.4%	30.0%	4.4%
Compensations Services	190	39.5%	36.4%	28.0%	3.1%
Records	184	38.3%	41.6%	41.0%	-3.3%
Employment and Outreach Services	183	38.0%	42.1%	35.0%	-4.0%
Provost, Campus Operations	170	35.3%	25.0%	22.0%	10.3%
Print and Online Communications	147	30.6%	n/a	n/a	n/a
Purchasing	147	30.6%	27.6%	26.0%	3.0%
Early College Start / College Connection	130	27.0%	21.0%	23.0%	6.0%
Facilities & Operations	129	26.8%	n/a	n/a	n/a
Inventory/Receiving	128	26.6%	21.6%	21.0%	5.1%
Distance Learning	126	26.2%	28.3%	31.0%	-2.1%

Notes: High use is defined as 25% or more of survey respondents requesting or receiving services from an office. In some cases this figure will differ from the number (N) of those actually rating the three service dimensions because of some of the respondents checking non-applicable.

Internal College Survey  
 Summer 2006  
 Table 16 Low Use Offices

College-wide Offices/Services	Number using 2006 services n = 481	% of total responses 2006	% of total responses 2005	% of total responses 2004	Percentage Point Diff. 05 -- 06
Application Programming	117	24.3%	n/a	n/a	n/a
Accounts Payable	108	22.5%	21.0%	22.0%	0.5%
Institutional Effectiveness and Accountability	104	21.6%	29.8%	21.0%	0.6%
Instructional Development Services	104	21.6%	20.9%	17.0%	4.6%
Environmental Health & Safety and Insurance	104	21.6%	18.1%	18.0%	3.6%
AVP for Human Resources	103	21.4%	34.3%	38.0%	-16.6%
Instructional Development (formerly Curriculum Services/Schedule Development)	102	21.2%	9.1%	14.0%	7.2%
Fixed Asset Inventory	102	21.2%	15.0%	n/a	n/a
Dean, Math and Sciences	99	20.6%	24.3%	25.0%	-4.4%
VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	97	20.2%	22.1%	24.0%	-3.8%
HBC Room Scheduling	96	20.0%	23.6%	24.0%	-4.0%
AVP for Information Technology	94	19.5%	20.9%	21.0%	-1.5%
Dean, Social and Behavioral Sciences	87	18.1%	26.0%	24.0%	-5.9%
Texas Success Initiatives (TSI)	86	17.9%	13.3%	12.0%	5.9%
Budget & Finance	85	17.7%	17.1%	18.0%	-0.3%
Continuing Education	84	17.5%	27.4%	28.0%	-10.5%
Institutional Records Retention & Storage	83	17.3%	25.2%	23.0%	-5.7%
In-House Construction	82	17.0%	14.7%	12.0%	5.0%
Public Information and Media Relations	80	16.6%	19.7%	14.0%	2.6%
Dean, Communications	77	16.0%	18.1%	23.0%	-7.0%
AVP for Instructional Resources & Technology	77	16.0%	19.0%	22.0%	-6.0%
Asset Management	77	16.0%	9.8%	n/a	n/a

Internal College Survey  
 Summer 2006  
 Table 16 Low Use Offices

College-wide Offices/Services	Number using 2006 services n = 481	% of total responses 2006	% of total responses 2005	% of total responses 2004	Percentage Point Diff. 05 -- 06
Facilities & Construction	77	16.0%	12.1%	n/a	n/a
Dean, Arts and Humanities	75	15.6%	20.3%	23.0%	-7.4%
Adult Education	73	15.2%	16.2%	14.0%	1.2%
Marketing and Promotions	72	15.0%	16.4%	17.0%	-2.0%
Executive Dean, Continuing Education	72	15.0%	21.2%	17.0%	-2.0%
Video Support Services (formerly Video Services)	68	14.1%	16.2%	16.0%	-1.9%
VP for Business Services	68	14.1%	16.7%	17.0%	-2.9%
VP for Academic Transfer and General & Developmental Education	67	13.9%	21.0%	24.0%	-10.1%
Executive Dean, Health Sciences	67	13.9%	22.2%	22.0%	-8.1%
Student Recruitment	66	13.7%	14.1%	12.0%	1.7%
Dean, Applied Technologies, Multimedia, and Public Service	64	13.3%	19.3%	19.0%	-5.7%
Dean, Computer Studies and Advanced Technology	62	12.9%	18.1%	16.0%	-3.1%
Controller	62	12.9%	11.6%	10.0%	2.9%
Student Accounting	60	12.5%	13.1%	n/a	n/a
VP for Workforce Education and Business Development	59	12.3%	21.0%	19.0%	-6.7%
Community Programs	59	12.3%	12.2%	8.0%	4.3%
Dean, Business Studies	58	12.1%	20.3%	18.0%	-5.9%
Restricted Accounts	58	12.1%	14.8%	n/a	n/a
ACC Foundation	53	11.0%	13.4%	10.0%	1.0%
Health Professions Institute	53	11.0%	15.2%	11.0%	0.0%
Grants Development	48	10.0%	12.9%	13.0%	-3.0%
Design & Construction	48	10.0%	10.2%	10.0%	0.0%

Internal College Survey  
 Summer 2006  
 Table 16 Low Use Offices

College-wide Offices/Services	Number using 2006 services n = 481	% of total responses 2006	% of total responses 2005	% of total responses 2004	Percentage Point Diff. 05 -- 06
VP for College Support Systems and ISD Relations	44	9.1%	16.0%	13.0%	-3.9%
International Programs	42	8.7%	14.5%	13.0%	-4.3%
Internal Audit	39	8.1%	16.2%	13.0%	-4.9%
Articulation Officer	38	7.9%	8.1%	9.0%	-1.1%
Governmental and Community Relations	36	7.5%	13.1%	8.0%	-0.5%
Continuing Education Business Operations	31	6.4%	11.0%	14.0%	-7.6%
Executive Director, Customized Training	31	6.4%	11.4%	7.0%	-0.6%
Business Assessment Center	30	6.2%	8.1%	5.0%	1.2%
VCT Operations Office	26	5.4%	8.4%	8.0%	-2.6%

Notes: Low use is defined as less than 25% of survey respondents requesting or receiving services from an office. In some cases this figure will differ from the number (N) of those actually rating the three service dimensions because of some of the respondents checking non-applicable.

Internal College Survey  
 Summer 2006  
 Table 17 High Dissatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 1: High Use, High Dissatisfaction</i>			
1	Faculty and Staff Evaluation	48.2%	15.5%
2	Compensations Services	39.5%	33.7%
3	Records	38.3%	22.3%
4	Employment and Outreach Services	38.0%	23.5%
5	Provost, Campus Operations	34.9%	17.9%
6	Print and Online Communications	30.4%	22.6%
7	Early College Start / College Connection	26.8%	26.4%
<i>Quadrant 2: Low Use, High Dissatisfaction</i>			
1	AVP for Human Resources	21.4%	42.7%
2	Fixed Asset Inventory	21.2%	34.3%
3	Institutional Effectiveness and Accountability	21.0%	18.8%
4	VP for Student Support and Success Systems (formerly AVP for Retention & Student Services)	20.0%	43.8%
5	Asset Management	15.8%	26.3%
6	Facilities & Construction	15.8%	15.8%
7	Adult Education	15.0%	15.3%
8	Executive Dean, Continuing Education	14.8%	19.7%
9	Student Recruitment	13.7%	19.7%
10	Community Programs	12.3%	18.6%
11	Design & Construction	9.8%	17.0%
12	International Programs	8.5%	24.4%
13	Internal Audit	7.7%	21.6%
14	Governmental and Community Relations	6.9%	15.2%
15	Executive Director, Customized Training	6.2%	23.3%

Internal College Survey  
 Summer 2006  
 Table 18 Low Disatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Use, Low Dissatisfaction</i>			
1	Application Programming	24.3%	8.5%
2	Accounts Payable	22.0%	3.8%
3	Environmental Health & Safety and Insurance	21.6%	4.8%
4	Instructional Development Services	21.4%	9.7%
5	Instructional Development (formerly Curriculum Services/Schedule Development)	21.0%	5.0%
6	Dean, Math and Sciences	20.6%	10.1%
7	HBC Room Scheduling	20.0%	6.3%
8	AVP for Information Technology	19.5%	6.4%
9	Texas Success Initiatives (TSI)	17.9%	10.5%
10	Dean, Social and Behavioral Sciences	17.9%	2.3%
11	Budget & Finance	17.7%	8.2%
12	Institutional Records Retention & Storage	17.3%	12.0%
13	Continuing Education	17.3%	8.4%
14	In-House Construction	16.8%	6.2%
15	Public Information and Media Relations	16.4%	11.4%
16	Dean, Communications	15.8%	11.8%
17	AVP for Instructional Resources & Technology	15.8%	10.5%
18	Dean, Arts and Humanities	15.0%	6.9%
19	Marketing and Promotions	14.6%	11.4%
20	VP for Business Services	14.1%	13.2%
21	Video Support Services (formerly Video Services)	14.1%	11.8%
22	VP for Academic Transfer and General & Developmental Education	13.7%	7.6%
23	Executive Dean, Health Sciences	13.7%	3.0%
24	Dean, Applied Technologies, Multimedia, and Public Service	13.3%	7.8%
25	Controller	12.9%	11.3%

Internal College Survey  
 Summer 2006  
 Table 18 Low Disatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Use, Low Dissatisfaction (continued)</i>			
26	Dean, Computer Studies and Advanced Technology	12.5%	13.3%
27	VP for Workforce Education and Business Development	12.3%	11.9%
28	Student Accounting	12.1%	13.8%
29	Dean, Business Studies	12.1%	3.4%
30	Restricted Accounts	12.1%	1.7%
31	Health Professions Institute	11.0%	3.8%
32	ACC Foundation	10.6%	5.9%
33	Grants Development	10.0%	14.6%
34	VP for College Support Systems and ISD Relations	8.7%	9.5%
35	Articulation Officer	7.9%	5.3%
36	Continuing Education Business Operations	6.4%	12.9%
37	Business Assessment Center	6.0%	3.4%
38	VCT Operations Office	5.4%	3.8%
<i>Quadrant 4: High Use, Low Dissatisfaction</i>			
1	Help Desk (Help Center)	74.0%	3.1%
2	Professional Development	68.0%	11.3%
3	Email Systems	59.9%	12.5%
4	Payroll Services	49.1%	9.7%
5	Benefits	47.2%	11.5%
6	Telephone Services	45.3%	2.8%
7	IT Operations	43.9%	6.6%
8	Duplication Center (HBC)	42.0%	2.5%
9	Purchasing	30.6%	14.3%
10	Facilities & Operations	26.8%	10.9%
11	Inventory/Receiving	26.6%	5.5%
12	Distance Learning	26.2%	3.2%