

Summer 2006 Internal College Survey Office Reports

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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.

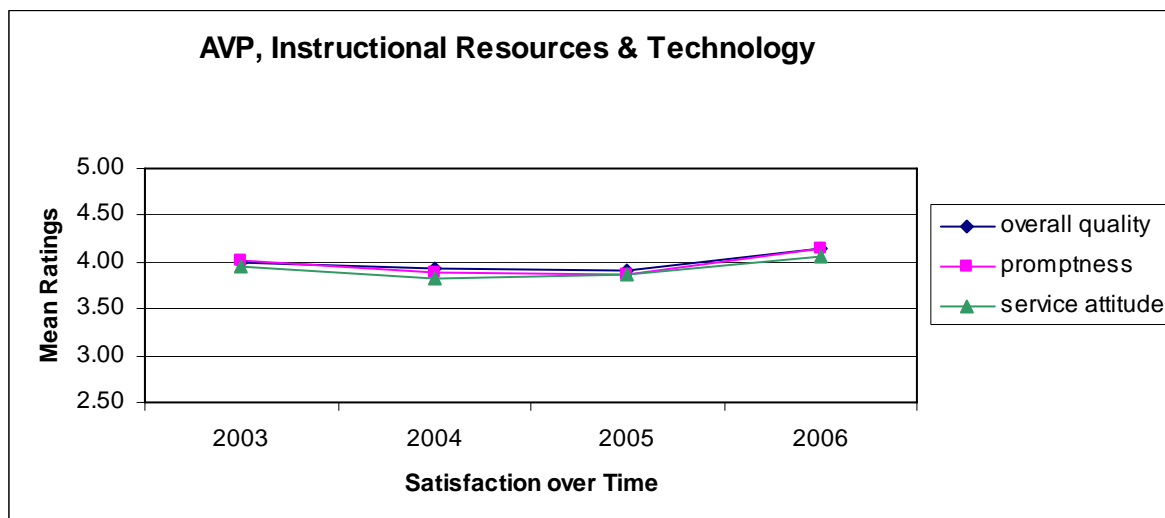
Who uses this office?

Of the 481 survey respondents, 77 (16.0%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. Of those respondents:

- 70% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (18 respondents) were Full-time Faculty;
- 6% (5 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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions declined slightly from 2003 to 2004 and remained near the same levels in 2005 until increasing this year 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.

AVP for Instructional Resources & Technology														
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	58	4.00	1.09	83	3.93	1.09	101	3.91	1.23	76	4.14	1.08	0.23	0.14
promptness	57	4.02	0.99	82	3.89	1.08	98	3.88	1.23	76	4.14	1.08	0.27	0.13
service attitude	57	3.95	1.03	83	3.82	1.24	100	3.87	1.28	76	4.07	1.18	0.20	0.12

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

Distance Learning

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.

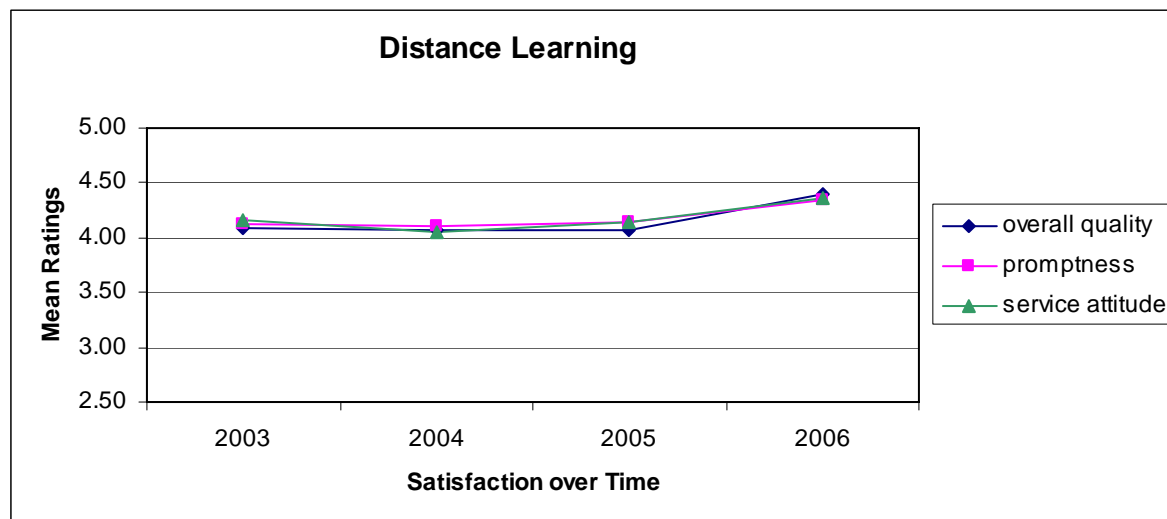
Who uses this office?

Of the 481 survey respondents, 126 (26.2%) reported having requested or received services from Distance Learning in the past year. Of those respondents:

- 64% (81 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (33 respondents) were Full-time Faculty;
- 10% (12 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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions have remained at approximately the same level since 2003 until increasing this past year.



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.

Distance Learning 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	99	4.08	1.06	135	4.07	1.00	161	4.07	0.99	126	4.40	0.78	0.32	0.32
promptness	97	4.12	1.01	133	4.11	1.04	154	4.14	1.02	125	4.34	0.89	0.20	0.21
service attitude	97	4.15	1.06	133	4.05	1.13	155	4.14	1.04	125	4.37	0.95	0.23	0.21

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

Instructional Development 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.

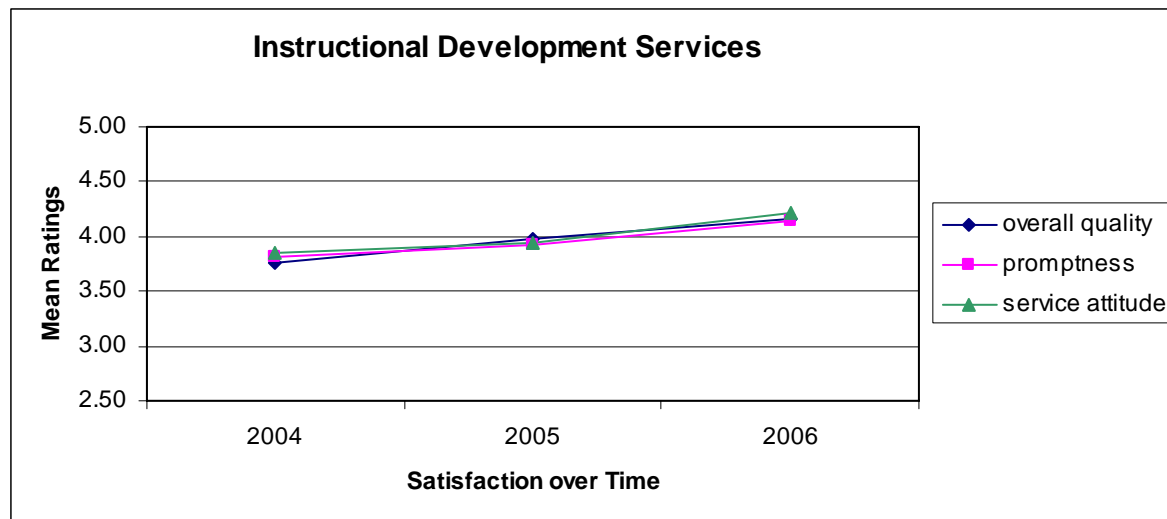
Who uses this office?

Of the 481 survey respondents, 104 (21.6%) reported having requested or received services from the Office of Instructional Development Services in the past year. Of those respondents:

- 56% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (29 respondents) were Full-time Faculty;
- 16% (17 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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions have increased steadily the past two years.



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.

Instructional Development Services											
Comparison of Survey Results											
	2004			2005			2006			Mean Diff. 05-06	Mean Diff. 04-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	72	3.76	1.40	116	3.98	1.08	103	4.17	1.07	0.18	0.40
promptness	69	3.81	1.34	114	3.92	1.09	103	4.14	1.13	0.21	0.32
service attitude	70	3.86	1.41	113	3.95	1.12	102	4.22	1.17	0.27	0.36

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

VCT 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.

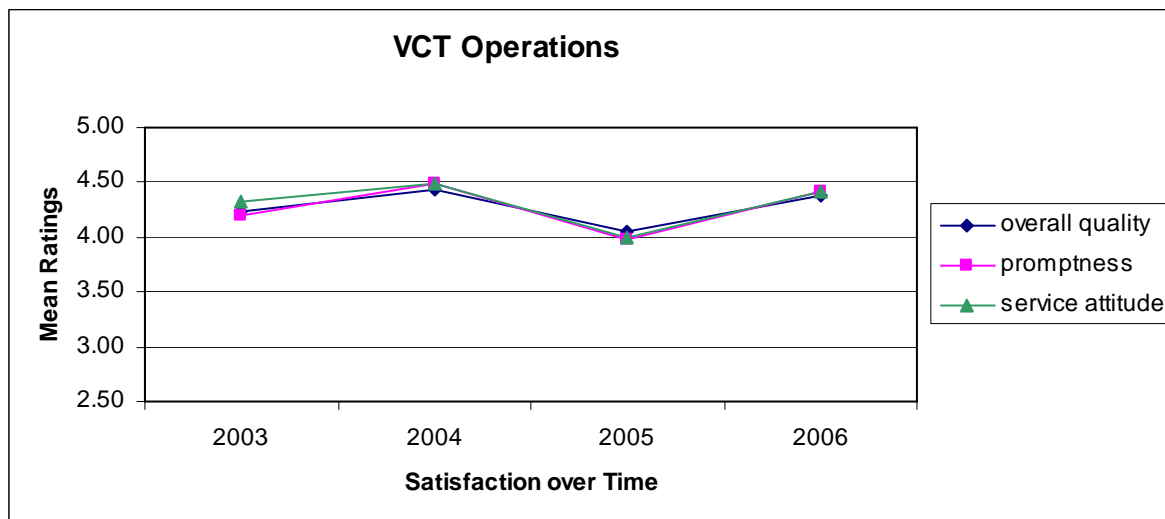
Who uses this office?

Of the 481 survey respondents, 26 (5.4%) reported having requested or received services from VCT Operations in the past year. Of those respondents:

- 85% (22 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (2 respondents) were Full-time Faculty;
- 8% (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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions increased from 2003 to 2004, decreased from 2004 to 2005, and have now increased beyond the levels reached in 2003 but slightly below those reached in 2004.



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.

VCT Operations														
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	29	4.24	1.06	35	4.43	0.98	46	4.04	0.97	26	4.38	0.85	0.34	0.14
promptness	30	4.20	1.06	35	4.49	0.78	47	3.98	1.01	26	4.42	0.81	0.44	0.22
Service attitude	31	4.32	1.05	35	4.49	0.98	46	4.00	0.99	26	4.42	0.81	0.42	0.10

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

Video Support 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.

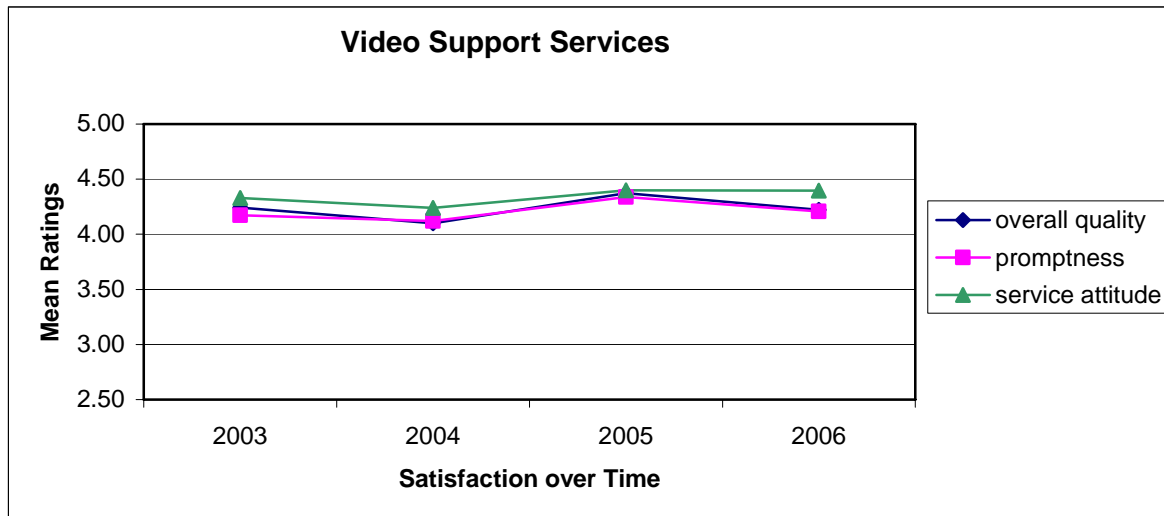
Who uses this office?

Of the 481 survey respondents, 68 (14.1%) reported having requested or received services from Video Support Services in the past year. Of those respondents:

- 74% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (11 respondents) were Full-time Faculty;
- 10% (7 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 decreases in mean satisfaction for overall quality and promptness from Spring 2005. Mean ratings for service attitude however remained at the same level as rated 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.

Video Support Services														
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	4.24	1.04	71	4.10	1.20	91	4.37	0.95	68	4.22	1.08	-0.15	-0.02
promptness	64	4.17	1.09	67	4.12	1.20	89	4.34	0.90	68	4.21	1.14	-0.13	0.03
service attitude	64	4.33	0.94	67	4.24	1.18	90	4.40	0.87	68	4.40	1.01	0.00	0.07

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

