

# Summer 2006 Internal College Survey Office Reports

## Table of Contents

### President's Office

ACC Foundation

Governmental and Community Relations

Institutional Effectiveness

Internal Audit

Public Information and Media Relations

Print & Online Communications

Marketing and Promotions

Public Information and Media Relations

## ACC Foundation

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?

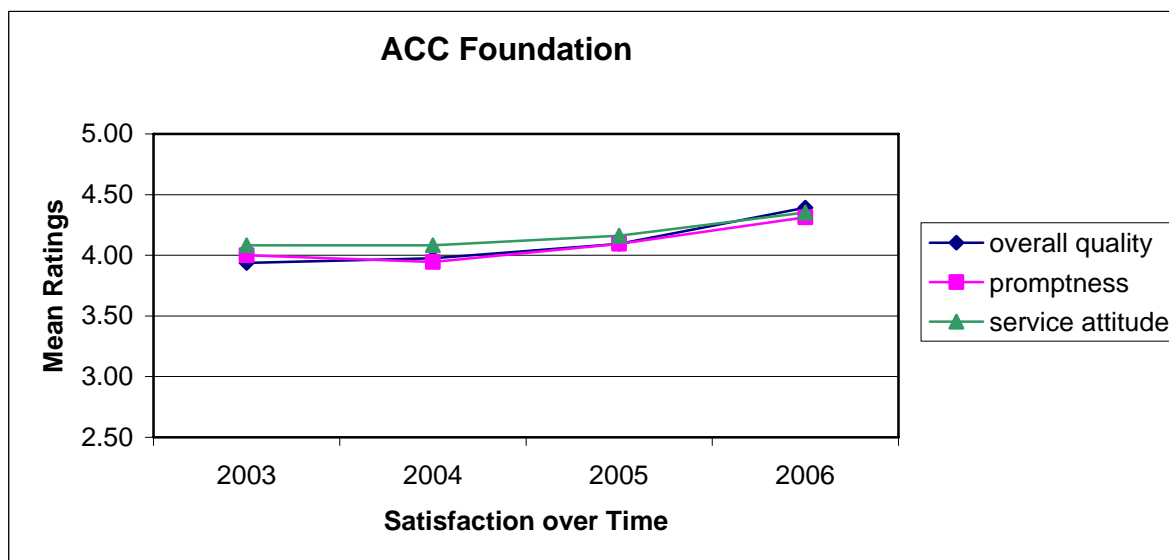
Of the 481 survey respondents, 53 (11.0%) reported having requested or received services from the ACC Foundation Office in the past year.

Of the respondents in 2006:

- 62% (33 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (10 respondents) were Full-time Faculty;
- 19% (10 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 ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. These mean increases represent a continuation of increases in levels of satisfaction from Spring 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.

<b>ACC Foundation</b>														
<b>Comparison of Survey Results</b>														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			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	48	3.94	1.19	40	3.98	1.29	74	4.09	1.09	51	4.39	0.94	0.30	0.45
promptness	48	4.00	1.15	36	3.94	1.37	74	4.09	1.09	51	4.31	0.97	0.22	0.31
service attitude	48	4.08	1.13	36	4.08	1.30	74	4.16	1.11	51	4.35	1.13	0.19	0.27

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

## Governmental and Community Relations

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.

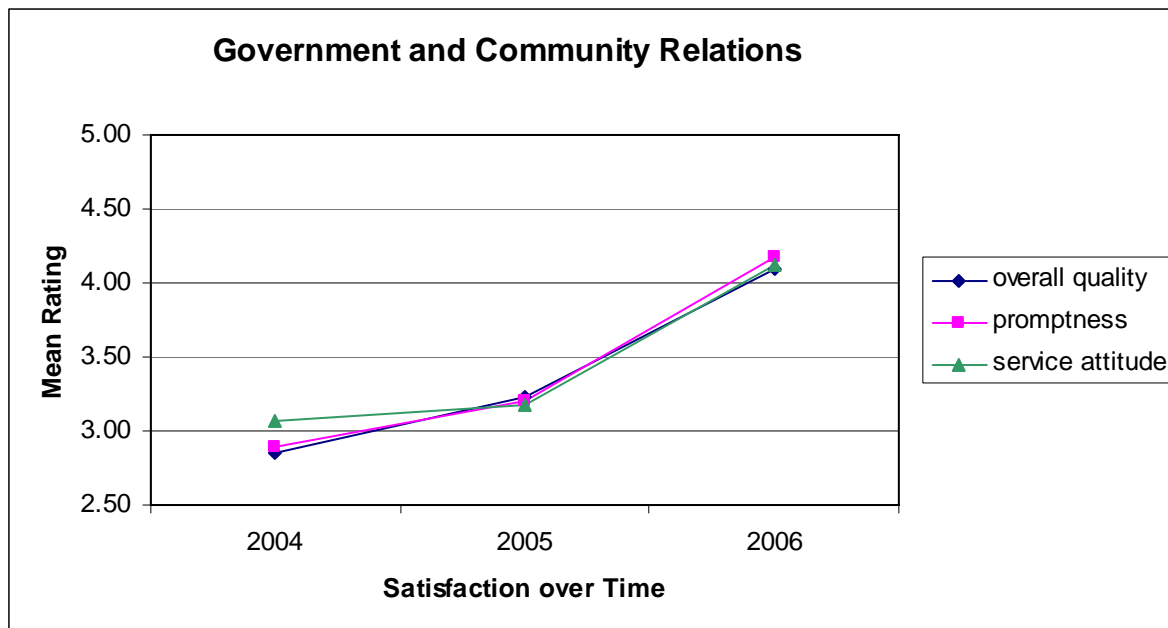
### Who uses this office?

Of the 481 survey respondents, 36 (7.5%) reported having requested or received services from the Office of Governmental and Community Relations in the past year. Of those respondents:

- 83% (30 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (3 respondents) were Full-time Faculty;
- 8% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate large increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. These mean increases represent a continuation of increases in levels of satisfaction from Spring 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.

<b>Governmental &amp; Community Relations</b>											
Comparison of Survey Results											
	<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05-06	Mean Diff. 04-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	33	2.85	1.33	71	3.23	1.34	33	4.09	1.21	0.87	1.24
promptness	29	2.90	1.45	72	3.21	1.34	33	4.18	1.10	0.97	1.29
service attitude	29	3.07	1.41	70	3.17	1.36	33	4.12	1.22	0.95	1.05

Note: The Office of Governmental Relations was not included in the 2003 survey.

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

## Institutional Effectiveness

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.

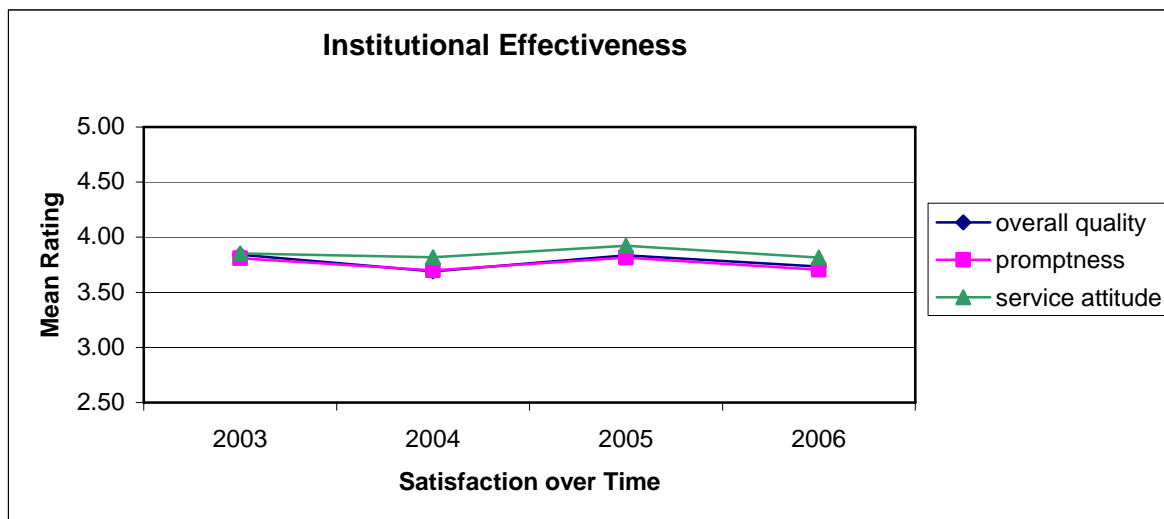
### Who uses this office?

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

- 67% (70 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (25 respondents) were Full-time Faculty;
- 9% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight decreases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction for these three service dimensions have fluctuated slightly since Spring 2003.



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

<b>Institutional Effectiveness Comparison of Survey Results</b>														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			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	94	3.84	1.23	87	3.69	1.28	169	3.83	1.12	101	3.73	1.20	-0.10	-0.11
promptness	94	3.81	1.26	83	3.70	1.24	167	3.81	1.11	98	3.70	1.23	-0.11	-0.10
service attitude	95	3.85	1.33	83	3.82	1.27	166	3.92	1.15	98	3.82	1.20	-0.11	-0.04

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

## Internal Audit

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.

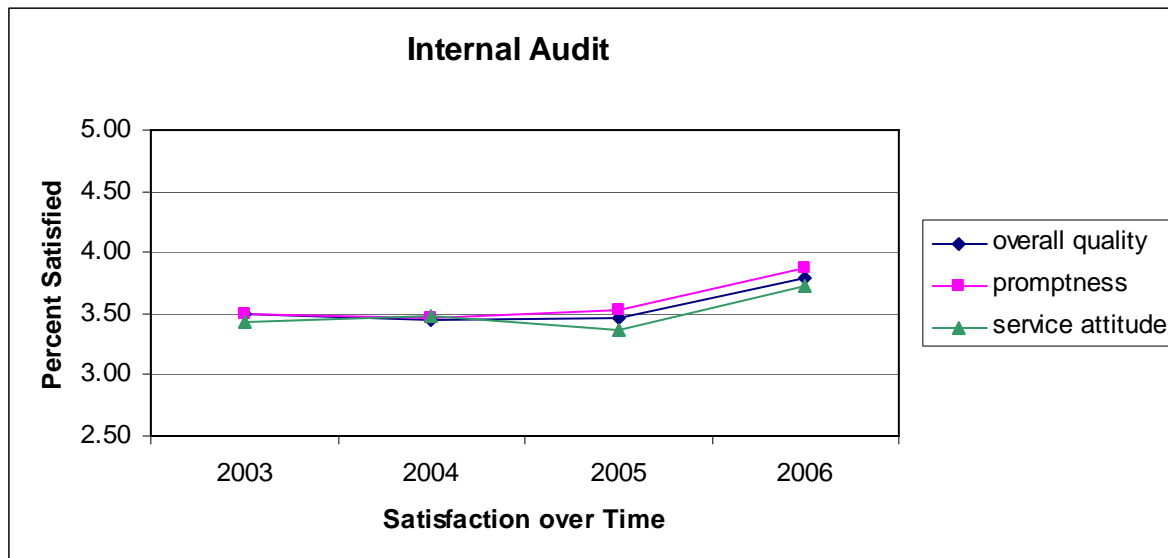
### Who uses this office?

Of the 481 survey respondents, 39 (8.1%) reported having requested or received services from the Internal Audit Office in the past year. Of those respondents:

- 85% (33 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (4 respondents) were Full-time Faculty;
- 5% (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 increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels have been relatively stable since Spring 2003 but in this last survey period have experienced moderate increases with promptness tracking slightly above overall quality and service attitude.



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

<b>Internal Audit Comparison of Survey Results</b>														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			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	49	3.49	1.26	56	3.45	1.61	89	3.47	1.38	37	3.78	1.38	0.31	0.29
promptness	49	3.49	1.36	54	3.46	1.53	87	3.53	1.27	37	3.86	1.40	0.34	0.38
service attitude	48	3.44	1.35	54	3.48	1.55	87	3.37	1.46	37	3.73	1.50	0.36	0.29

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

## Print and On-line Communications Office

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

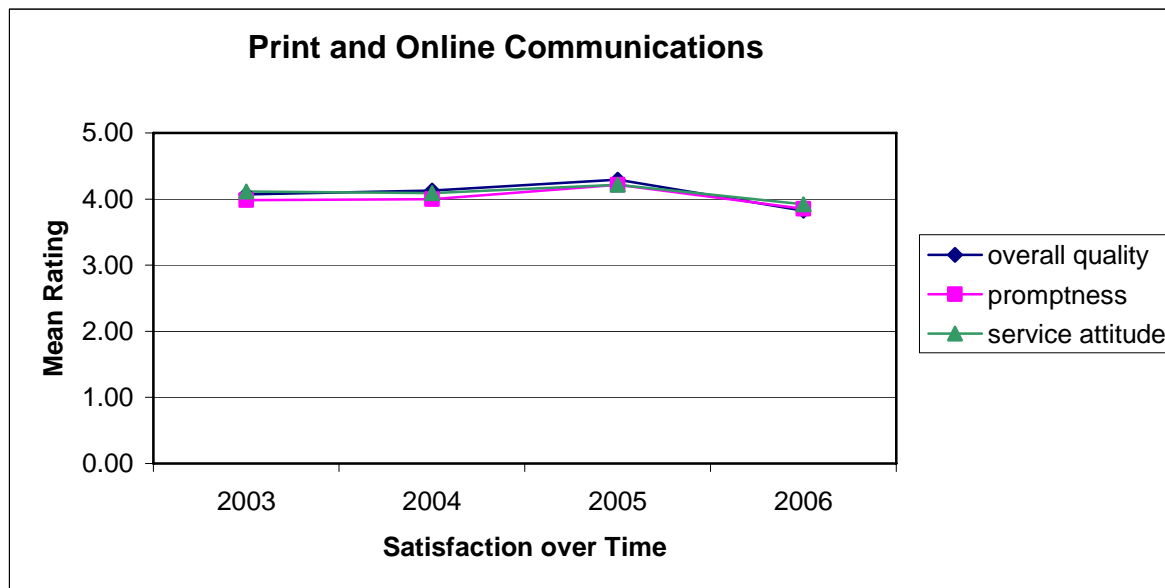
### Who uses this office?

Of the 481 survey respondents, 147 (30.6%) reported having requested or received services from the Print and On-line Communications Office in the past year. Of those respondents:

- 68% (100 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (27 respondents) were Full-time Faculty;
- 14% (20 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 decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Ratings for these three dimensions remained relatively stable between 2004 and 2004, and then increased between 2004 and 2005, but they have now decreased below their 2003 levels.



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

<b>Print and On-line Communication</b>														
Comparison of Survey Results														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			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	70	4.07	1.21	69	4.13	1.17	96	4.29	0.92	146	3.82	1.36	-0.47	-0.25
promptness	68	3.99	1.24	65	4.00	1.25	93	4.22	0.99	144	3.85	1.33	-0.36	-0.13
service attitude	70	4.11	1.27	64	4.09	1.22	93	4.22	1.01	142	3.92	1.32	-0.29	-0.19

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

## Marketing and Promotions Office

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.

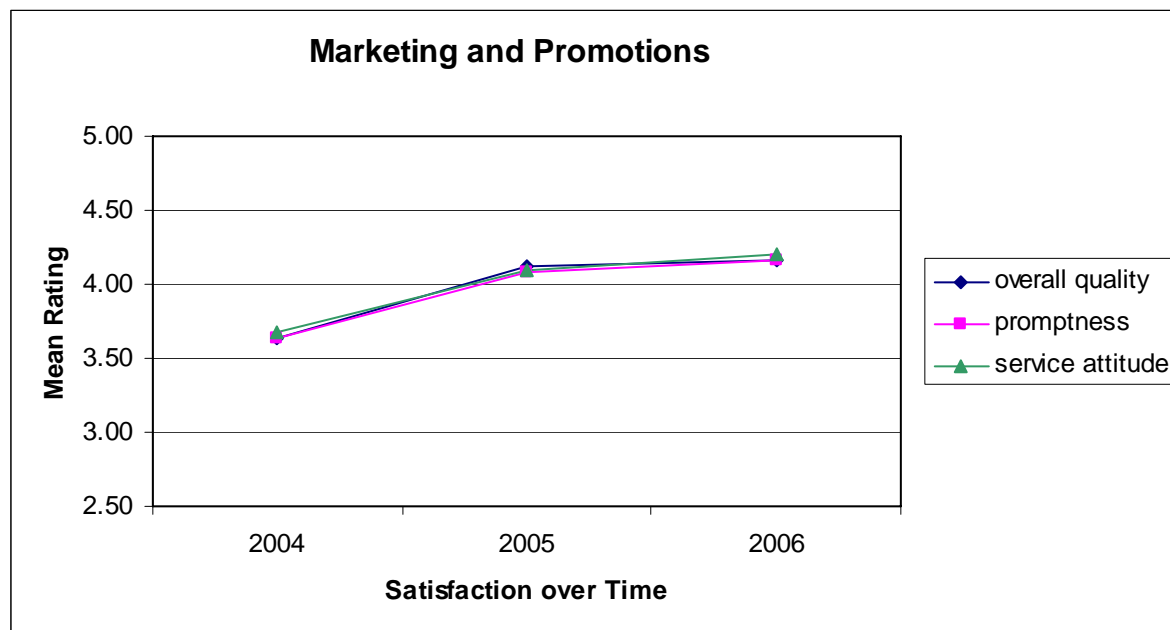
### Who uses this office?

Of the 481 survey respondents, 72 (15%) reported having requested or received services from the Marketing and Promotions in the past year. Of those respondents:

- 79% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (9 respondents) were Full-time Faculty;
- 8% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. These increases represent a continuation of the more larger increases in satisfaction levels between 2004 and 2005.



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

<b>Marketing and Promotions</b>											
<b>Comparison of Survey Results</b>											
	<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05- 06	Mean Diff. 04- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	72	3.64	1.39	93	4.12	1.14	70	4.16	1.04	0.04	0.52
promptness	68	3.63	1.35	88	4.08	1.22	70	4.16	1.09	0.08	0.52
service attitude	68	3.68	1.37	90	4.09	1.18	69	4.20	1.04	0.11	0.53

Note: The Marketing and Promotions Office was not included in the 2003 survey.

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

## Public Information and Media Relations

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.

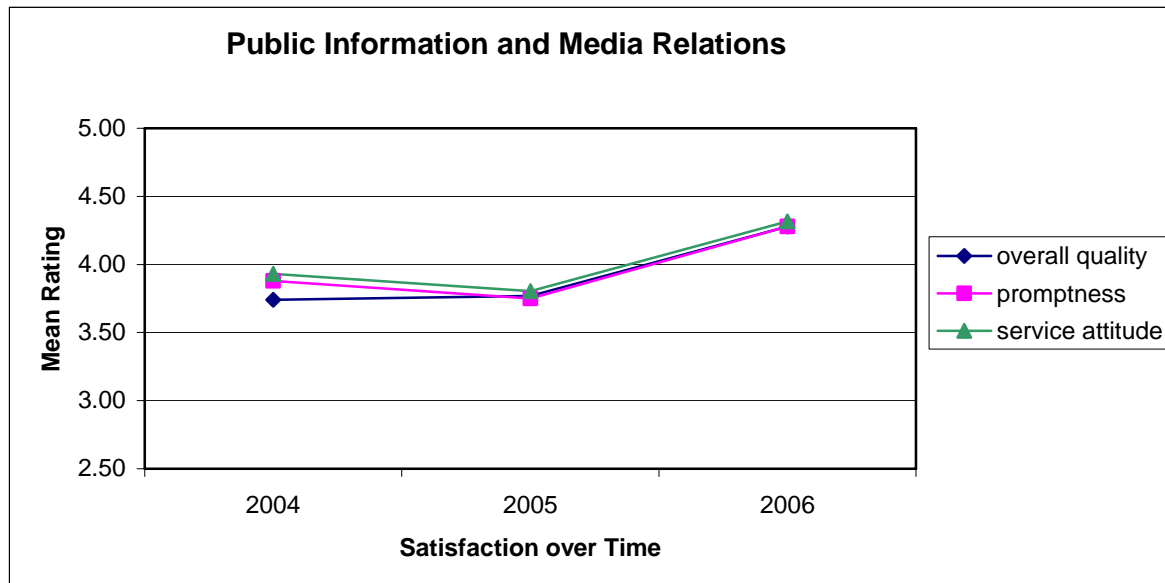
### Who uses this office?

Of the 481 survey respondents, 80 (16.6%) reported having requested or received services from the Marketing and Promotions in the past year. Of those respondents:

- 79% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (13 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate substantial increases in ratings of mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels for promptness and service attitude decreased slightly between 2004 and 2005 while overall quality remained relatively stable but now ratings for all three service dimensions have climbed above the 2004 levels.



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

<b>Public Information and Media Relations</b>											
Comparison of Survey Results											
	<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05-06	Mean Diff. 04-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	61	3.74	1.41	112	3.77	1.24	79	4.28	1.06	0.51	0.54
promptness	58	3.88	1.36	112	3.75	1.27	79	4.28	1.14	0.53	0.40
service attitude	58	3.93	1.40	112	3.80	1.32	79	4.32	1.08	0.51	0.39

Note: The Public Information and Media Relations Office was not included in the 2003 survey.

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