

Summer 2006 Internal College Survey Office Reports

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Office of the Provost, Campus Operations

Provost's Office

Duplication Services (HBC)

Provost, Campus 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.

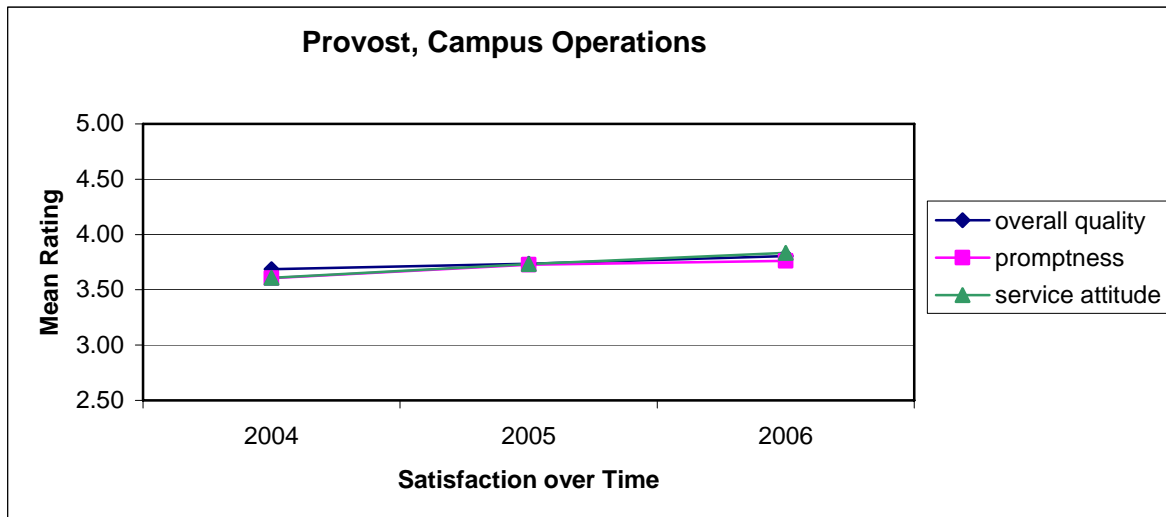
Who uses this office?

Of the 481 survey respondents, 170 (35%) reported having requested or received services from the Office of Provost, Campus Operations in the past year. Of those respondents:

- 71% (121 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (31 respondents) were Full-time Faculty;
- 11% (18 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. Mean ratings of satisfaction with all three service dimensions have increased modestly since 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.

Provost, Campus Operations											
Comparison of Survey Results											
	2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	86	3.69	1.25	143	3.73	1.18	168	3.80	1.24	0.07	0.12
promptness	86	3.60	1.27	139	3.73	1.20	168	3.76	1.31	0.04	0.16
service attitude	87	3.61	1.34	139	3.73	1.28	168	3.83	1.29	0.10	0.22

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

Duplication Services (HBC)

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.

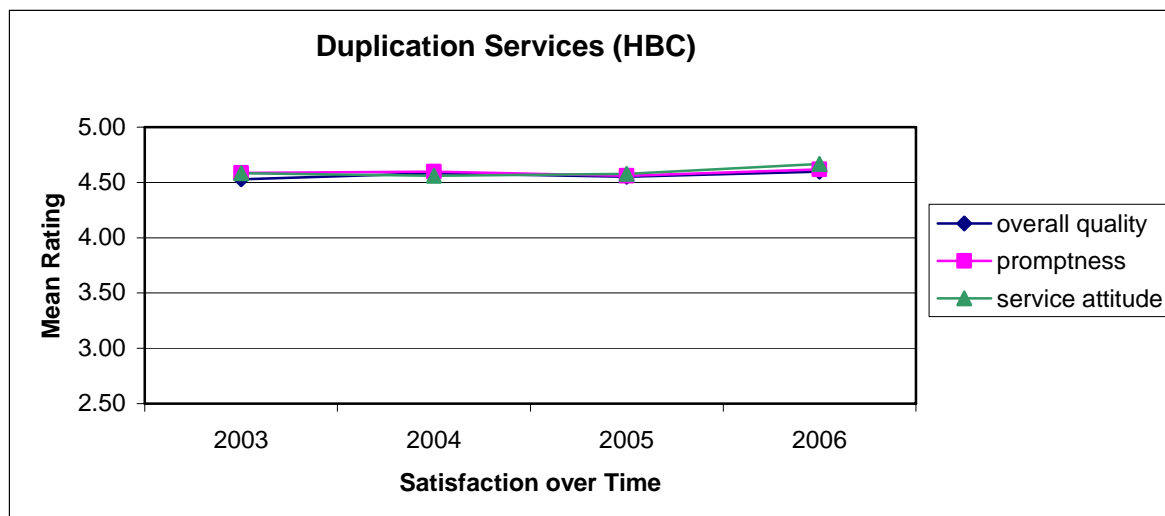
Who uses this office?

Of the 481 survey respondents, 206 (43%) reported having requested or received services from Duplication Services in the past year. Of those respondents:

- 65% (133 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (36 respondents) were Full-time Faculty;
- 18% (37 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 very slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction with all three service dimensions have remained relatively stable and at a high level since 2003.



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

Duplication Services (HBC)														
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	136	4.53	0.77	127	4.58	0.84	209	4.55	0.80	202	4.60	0.69	0.05	0.07
promptness	133	4.59	0.73	124	4.60	0.77	203	4.56	0.81	202	4.62	0.73	0.06	0.03
service attitude	134	4.58	0.78	127	4.56	0.85	203	4.58	0.79	201	4.67	0.68	0.09	0.08

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