

Spring 2007 Internal College Survey Office Reports

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VP for Academic Transfer and General & Developmental Education Programs

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

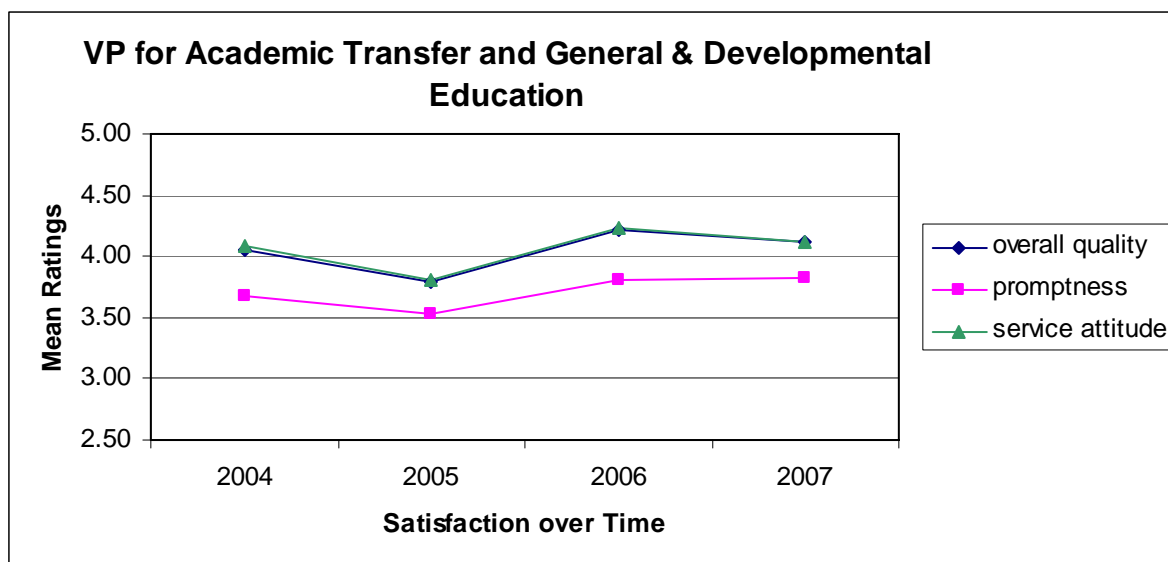
Who uses this office?

Of the 833 survey respondents, 91 (10.9%) reported having requested or received services from the Office of the VP for Academic and General & Developmental Education Programs in the past year. Of those respondents:

- 69% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (25 respondents) were Full-time Faculty;
- 3% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate slight decreases in mean satisfaction for overall quality and service attitude from Summer 2006. Mean satisfaction for Promptness stayed approximately at the same level but continues to track below the other two service dimensions. All three dimensions still remain slightly above their 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.

VP for Academic Transfer and General & Developmental Education														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	101	4.06	1.03	118	3.79	1.25	66	4.21	0.95	89	4.12	1.14	-0.09	0.06
promptness	96	3.68	1.30	117	3.52	1.24	66	3.80	1.32	87	3.83	1.30	0.02	0.15
service attitude	98	4.09	1.08	119	3.81	1.26	66	4.23	1.05	89	4.12	1.15	-0.10	0.03

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

Dean, Arts and Humanities

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

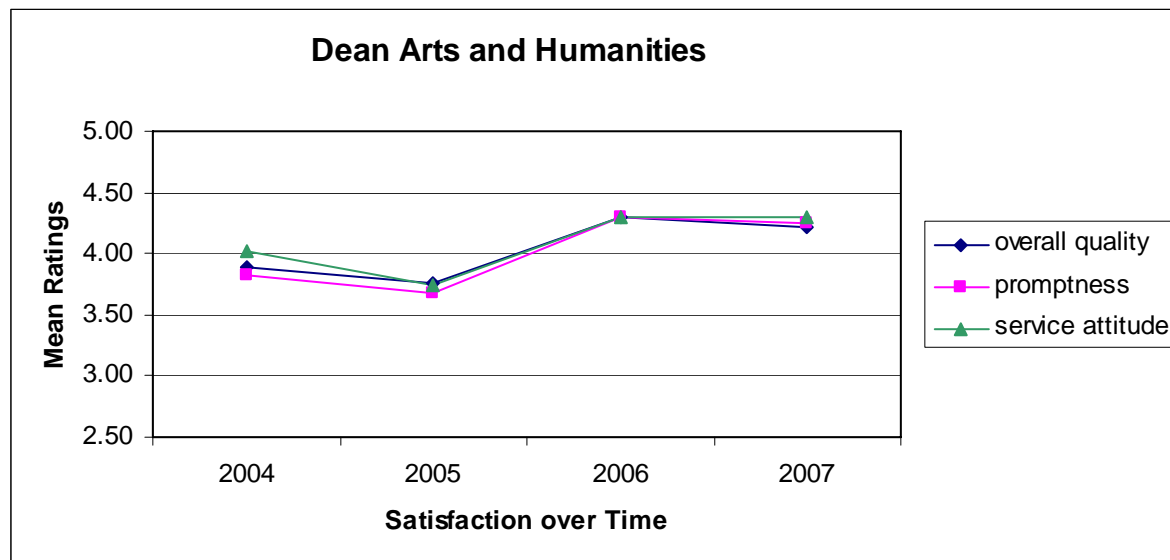
Who uses this office?

Of the 833 survey respondents, 114 (13.7%) reported having requested or received services from the Office of the Dean of Arts and Humanities in the past year. Of those respondents:

- 66% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (21 respondents) were Full-time Faculty;
- 16% (18 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate very slight decreases in mean satisfaction for overall quality and promptness from Summer 2005; mean ratings for promptness however remained at the same level. In comparison to 2004 satisfaction levels for all three service dimensions still remain modestly above their 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.

Dean, Arts and Humanities Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	100	3.89	1.18	109	3.75	1.22	72	4.31	0.91	114	4.21	0.95	-0.10	0.32
promptness	95	3.83	1.24	107	3.68	1.23	72	4.29	0.91	113	4.25	0.95	-0.04	0.42
service attitude	95	4.02	1.19	108	3.75	1.27	72	4.29	0.90	114	4.29	0.98	0.00	0.27

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

Dean, Communications

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

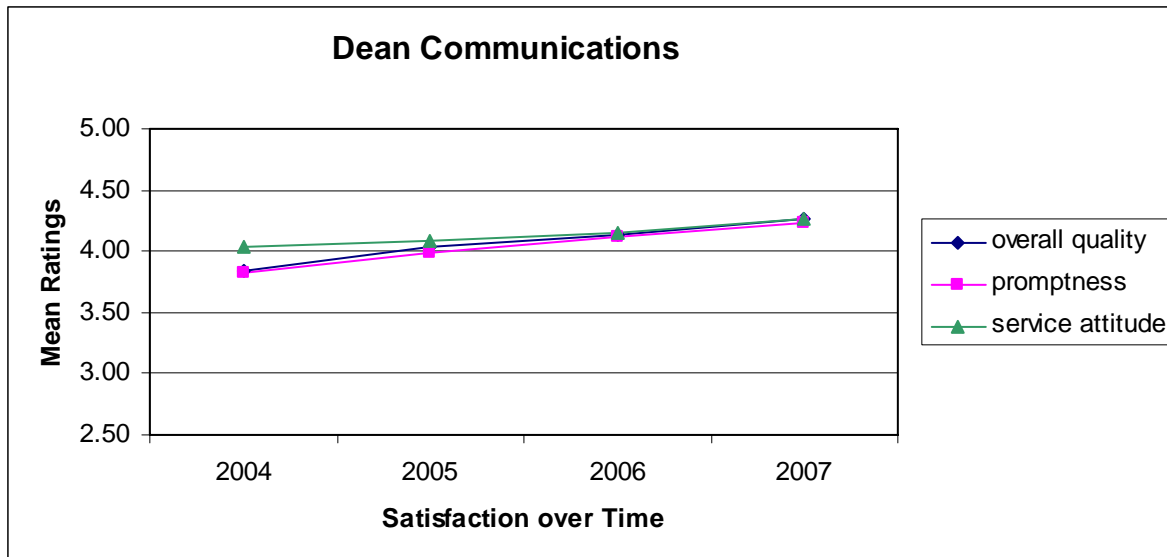
Who uses this office?

Of the 833 survey respondents, 113 (13.6%) reported having requested or received services from the Office of the Dean of Communications in the past year. Of those respondents:

- 63% (71 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (19 respondents) were Full-time Faculty;
- 20% (23 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimensions have increased steadily since 2004 and remain modestly above their 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.

Dean, Communications														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	97	3.85	1.20	100	4.03	0.90	76	4.13	1.09	112	4.27	1.00	0.14	0.42
promptness	95	3.83	1.16	101	3.99	0.96	76	4.12	1.15	111	4.23	1.00	0.12	0.40
Service attitude	95	4.03	1.14	100	4.08	0.91	76	4.16	1.11	112	4.26	1.04	0.10	0.23

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

Dean, Math and Sciences

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

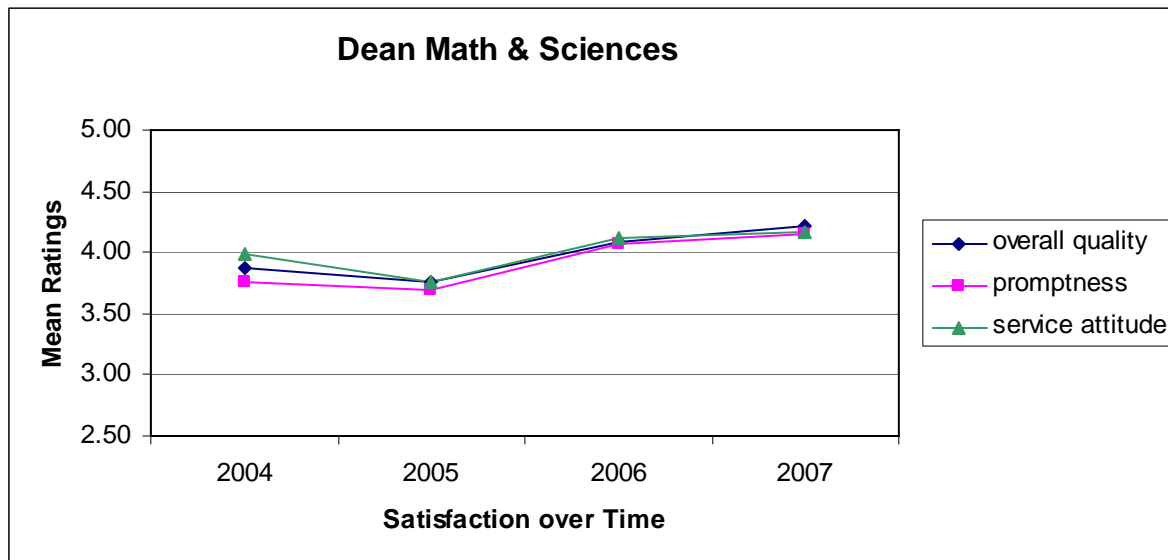
Who uses this office?

Of the 833 survey respondents, 155 (18.6%) reported having requested or received services from the Office of the Dean of Math and Sciences in the past year. Of those respondents:

- 63% (98 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (25 respondents) were Full-time Faculty;
- 21% (32 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Satisfaction levels did decrease between 2004 and 2005 are now modestly above their 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.

Dean, Math and Sciences Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	109	3.87	1.23	136	3.76	1.17	99	4.09	1.22	153	4.22	1.09	0.12	0.34
promptness	103	3.76	1.33	136	3.69	1.21	99	4.07	1.20	152	4.16	1.12	0.09	0.40
service attitude	103	3.99	1.27	136	3.76	1.21	98	4.11	1.20	153	4.17	1.20	0.06	0.18

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

Dean, Social and Behavioral Sciences

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

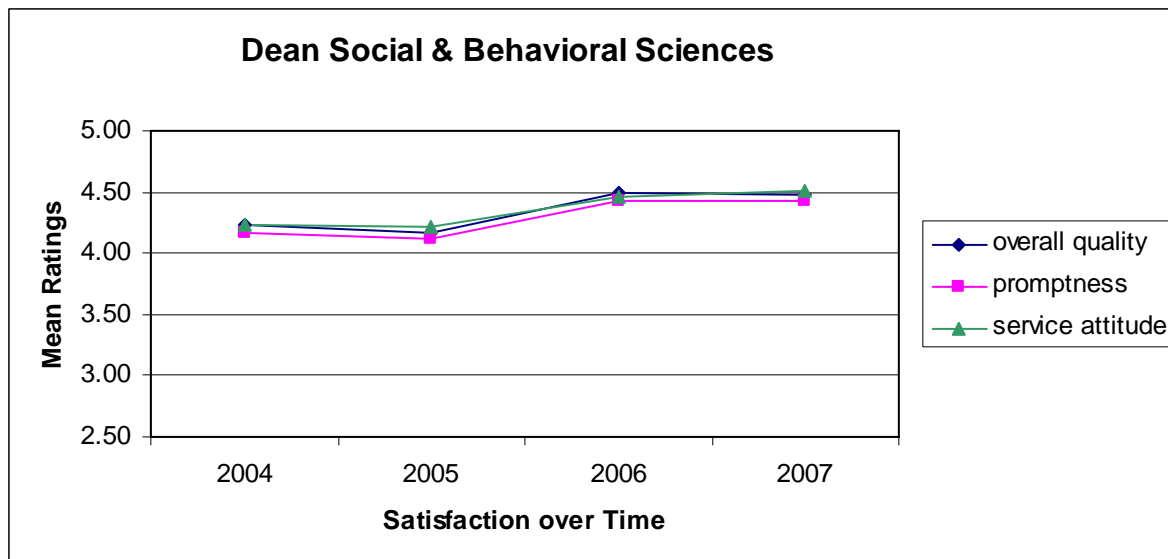
Who uses this office?

Of the 833 survey respondents, 135 (16.2%) reported having requested or received services from the Office of the Dean of Social and Behavioral Sciences in the past year. Of those respondents:

- 58% (78 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (26 respondents) were Full-time Faculty;
- 23% (31 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 mean satisfaction for overall quality, promptness and service attitude have remained at relatively the same high level as in Summer 2006. Satisfaction levels did decrease slightly between 2004 and 2005 but are now modestly 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.

Dean, Social and Behavioral Sciences														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	102	4.23	0.96	145	4.17	0.91	86	4.50	0.81	134	4.48	0.78	-0.02	0.25
promptness	100	4.17	1.02	144	4.12	0.91	86	4.43	0.96	132	4.42	0.90	-0.01	0.25
service attitude	98	4.23	0.94	144	4.22	0.89	86	4.47	0.84	134	4.51	0.77	0.04	0.27

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

Articulation Office

The Internal College Survey was administered on the web to ACC employees in Spring 2007. 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 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

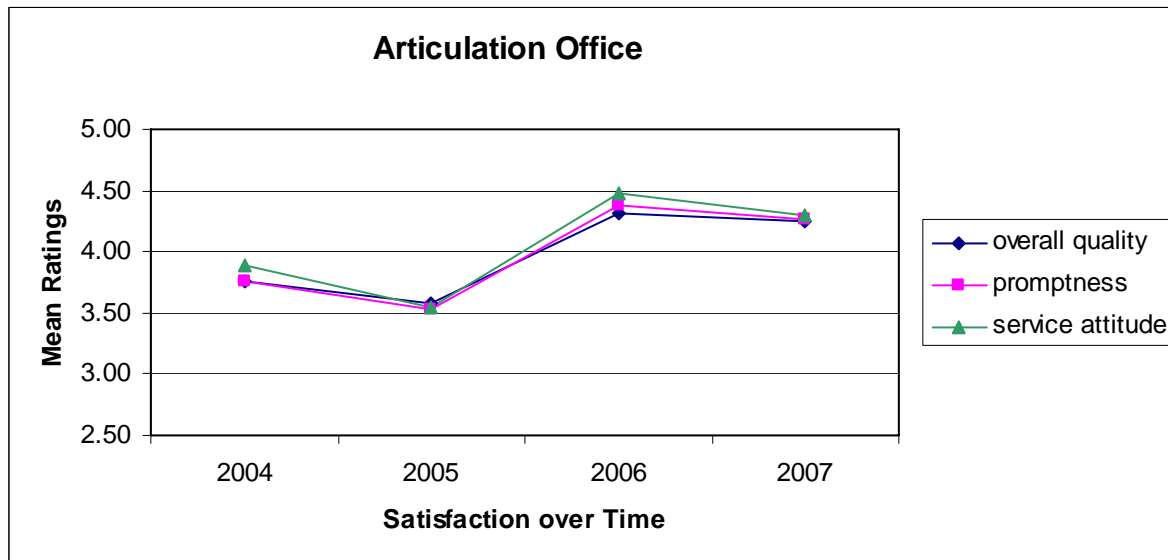
Who uses this office?

Of the 833 survey respondents, 69 (8.3%) reported having requested or received services from the Articulation Office in the past year. Of those respondents:

- 70% (48 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (19 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate slight decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006 and remain above their 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.

Articulation Office														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	37	3.76	1.12	42	3.57	1.13	38	4.32	1.02	69	4.25	1.13	-0.07	0.49
promptness	38	3.76	1.24	45	3.53	1.08	37	4.38	0.92	68	4.26	1.09	-0.11	0.50
service attitude	36	3.89	1.17	44	3.55	1.11	38	4.47	1.03	69	4.30	1.09	-0.17	0.42

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