

# Spring 2007 Internal College Survey Office Reports

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## VP for Business Services

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.

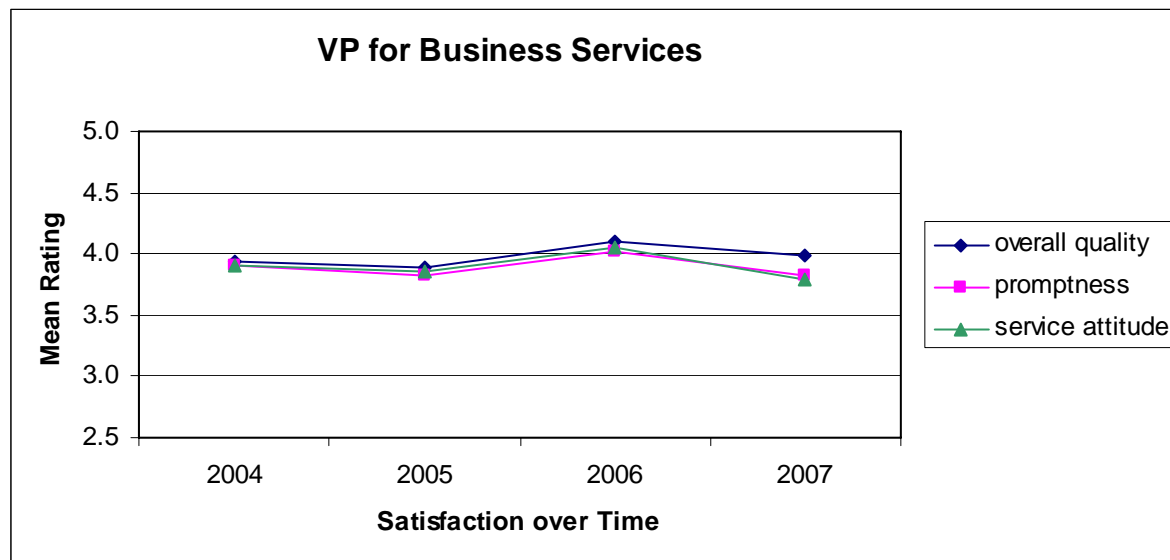
### **Who uses this office?**

Of the 833 survey respondents, 84 (10.1%) reported having requested or received services from the Office of the VP for Business Services in the past year. Of those respondents:

- 88% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (9 respondents) were Full-time Faculty; and
- 1% (1 respondent) 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 to moderate decreases in mean satisfaction for overall quality, promptness, and service attitude from Summer 2006. Mean satisfaction with promptness and service attitude decreased the most and are now below the 4.0 level.



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>VP for Business Services</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			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	72	3.93	1.12	94	3.88	1.13	68	4.10	1.19	83	3.99	1.41	-0.11	0.06
promptness	69	3.90	1.07	93	3.83	1.17	68	4.01	1.24	83	3.82	1.47	-0.20	-0.08
service attitude	71	3.90	1.21	92	3.86	1.20	68	4.06	1.27	83	3.78	1.48	-0.28	-0.12

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

## Accounts Payable

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.

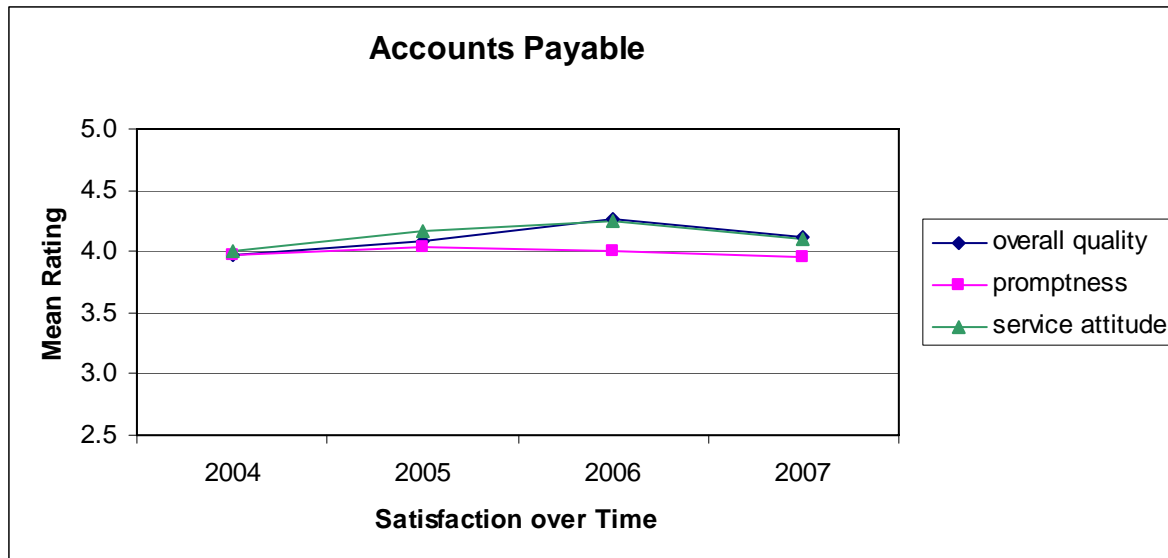
### Who uses this office?

Of the 833 survey respondents, 156 (18.7%) reported having requested or received services from the Accounts Payable Office in the past year. Of those respondents:

- 87% (135 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (19 respondents) were Full-time Faculty; and
- 2% (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 from Summer 2006 in mean ratings of satisfaction for overall quality, promptness and service attitude. In comparison to 2004 mean ratings for promptness have remained relatively stable while overall quality and service attitude have increased slightly.



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>Accounts Payable</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			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	94	3.98	1.03	121	4.08	0.93	106	4.26	0.80	155	4.12	0.89	-0.14	0.14
promptness	88	3.98	1.04	117	4.03	1.05	105	4.01	1.08	156	3.96	1.06	-0.05	-0.02
service attitude	89	4.01	1.09	115	4.17	0.98	106	4.25	0.88	156	4.10	0.96	-0.15	0.08

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

## Asset Management

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.

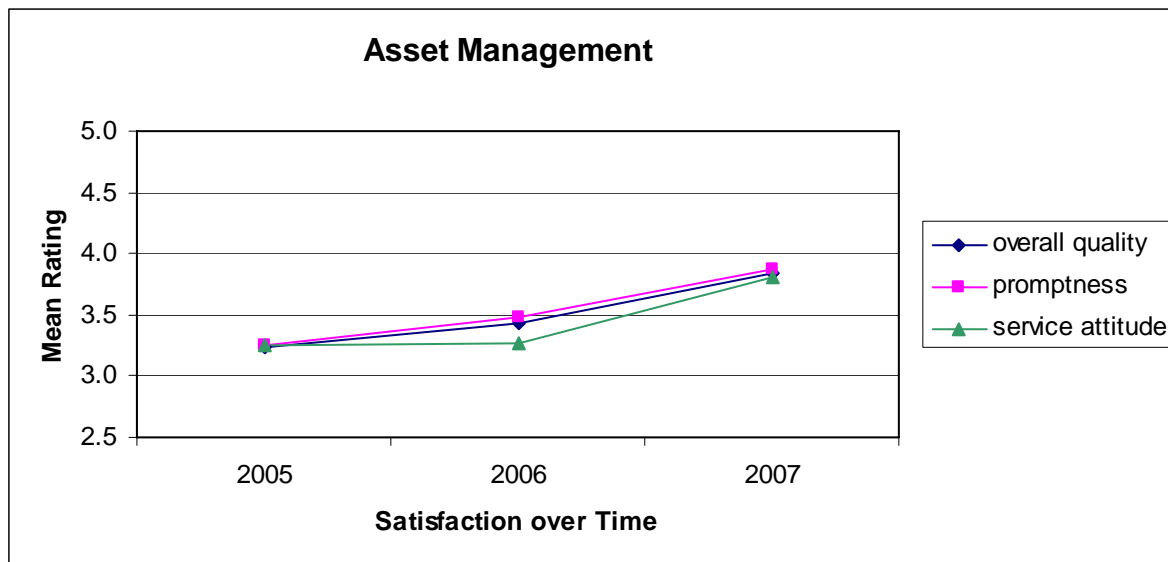
### Who uses this office?

Of the 833 survey respondents, 93 (11%) reported having requested or received services from the Office of Asset Management in the past year. Of those respondents:

- 89% (83 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (6 respondents) were Full-time Faculty; and
- 2% (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 substantial increases from Summer 2006 in mean ratings of satisfaction for overall quality, promptness, and service attitude. This is the second year mean ratings of overall quality and promptness have increased. The mean satisfaction rating for service attitude was slightly lower in 2006 but is now rated almost as high as the other two service dimensions.



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>Asset Management</b>											
Comparison of Survey Results											
	2005			2006			2007			Mean Diff. 06-07	Mean Diff. 05-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	57	3.23	1.12	76	3.43	1.33	92	3.84	1.22	0.40	0.61
promptness	56	3.25	1.15	75	3.48	1.32	92	3.87	1.25	0.39	0.62
service attitude	56	3.25	1.22	76	3.26	1.44	92	3.82	1.34	0.55	0.57

Notes: Due to organizational restructuring, there was not a comparable office to Asset Management in the 2003 and 2004 survey periods.

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

## Student Accounting

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.

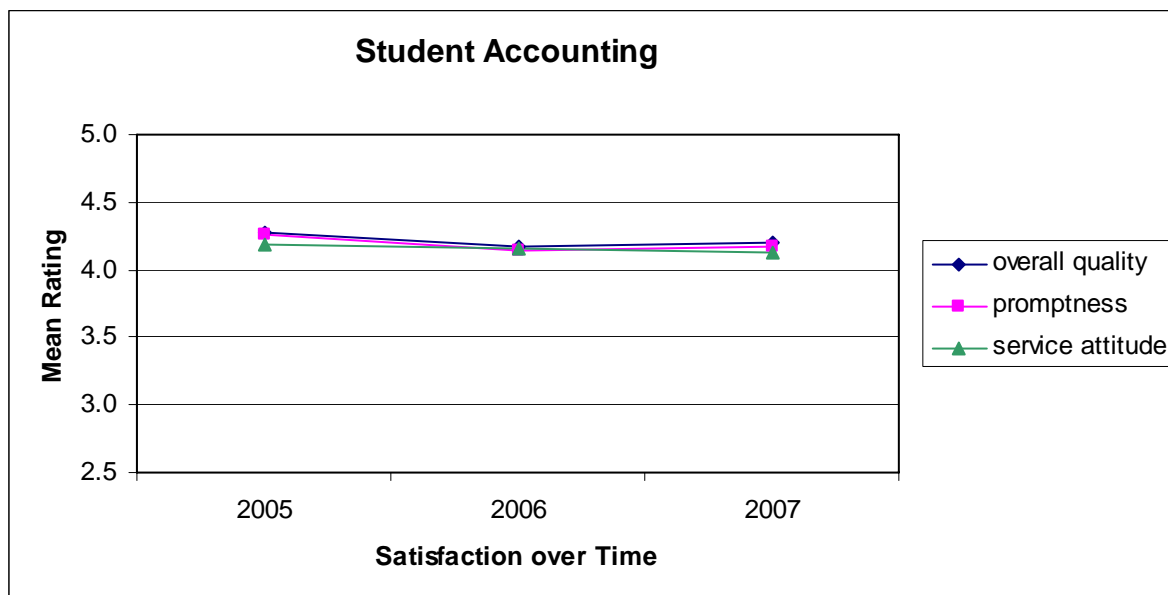
### Who uses this office?

Of the 833 survey respondents, 90 (10.8%) reported having requested or received services from the Office of Student Accounting in the past year. Of those respondents:

- 93% (84 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (5 respondents) were Full-time Faculty; and
- 1% (1 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 that mean ratings of satisfaction for overall quality, promptness and service attitude have remained at approximately the same level as in Summer 2006. Since 2005 mean ratings for all three service dimensions have been moderately above the 4.0 level.



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>Student Accounting</b>											
Comparison of Survey Results											
	2005			2006			2007			Mean Diff. 06-07	Mean Diff. 05-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	74	4.27	0.98	58	4.17	1.27	90	4.20	1.17	0.03	-0.07
promptness	72	4.26	0.99	57	4.14	1.29	90	4.17	1.22	0.03	-0.10
service attitude	72	4.18	1.14	58	4.16	1.35	90	4.13	1.28	-0.02	-0.05

NOTE: Due to organizational restructuring, there was not a comparable office to Student Accounting in the 2004 survey period.

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

## Budget & Finance

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.

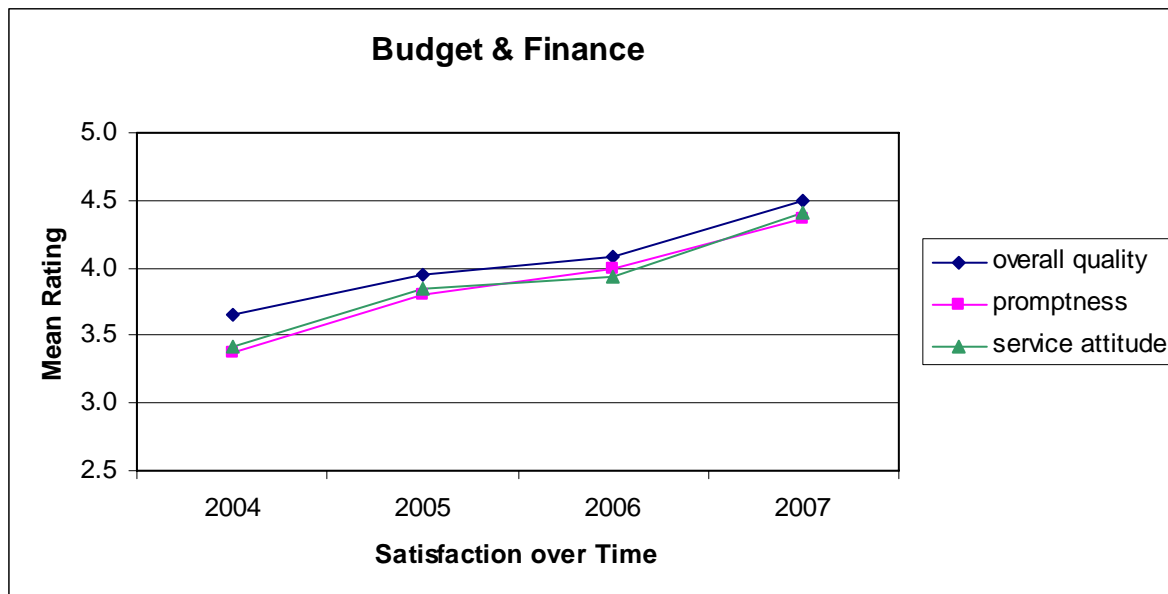
### Who uses this office?

Of the 833 survey respondents, 85 (15%) reported having requested or received services from the Budget and Finance Office in the past year. Of those respondents:

- 85% (105 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (17 respondents) were Full-time Faculty; and
- 1% (1 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 moderate increases from Summer 2006 in mean ratings of satisfaction for overall quality, promptness and service attitude. In comparison to 2004 the increases in mean ratings for all three service dimensions over the past three years are substantial.



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>Budget &amp; Finance</b>														
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	76	3.66	1.17	98	3.95	1.03	85	4.08	0.94	122	4.49	0.77	0.41	0.83
promptness	75	3.37	1.34	94	3.81	1.20	84	3.99	1.00	122	4.36	0.95	0.37	0.99
service attitude	74	3.42	1.33	95	3.84	1.15	85	3.94	1.11	122	4.40	0.90	0.46	0.98

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

## Environmental Health & Safety and Insurance

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.

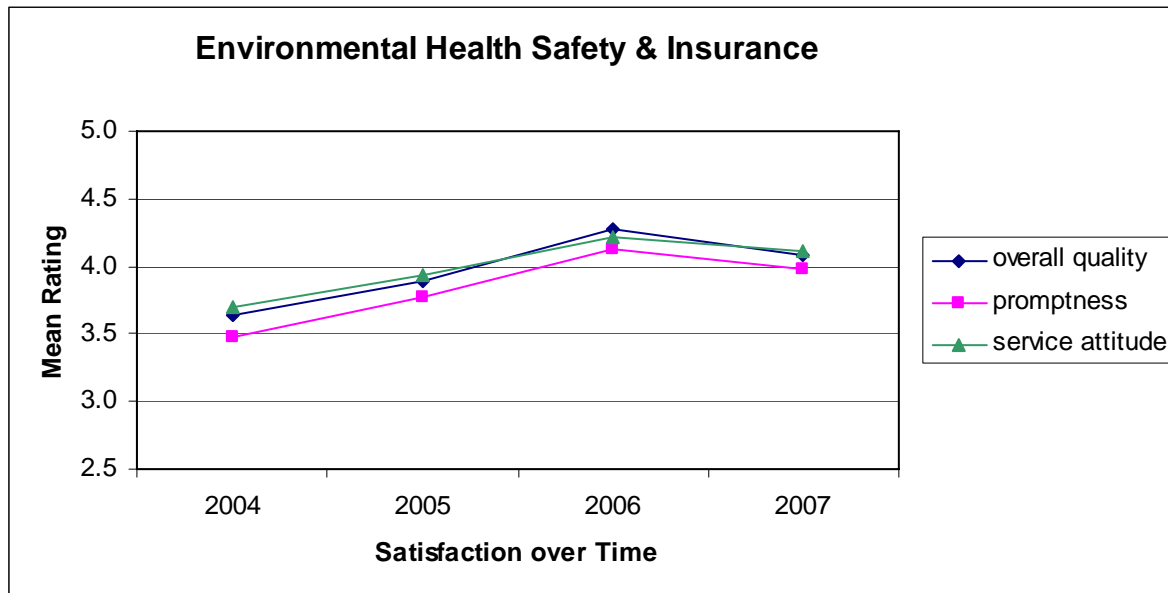
### Who uses this office?

Of the 833 survey respondents, 138 (16.6%) reported having requested or received services from the Environmental Health & Safety and Insurance Office in the past year. Of those respondents:

- 83% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (14 respondents) were Full-time Faculty; and
- 4% (4 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 to moderate decreases from Summer 2006 in mean ratings of satisfaction for overall quality, promptness and service attitude. In comparison to 2004 all three service dimensions remain substantially 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>Environmental Health &amp; Safety and Insurance</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			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	76	3.64	1.29	104	3.88	1.15	104	4.27	0.85	138	4.08	1.12	-0.19	0.43
promptness	75	3.48	1.27	99	3.77	1.23	104	4.13	1.01	137	3.98	1.16	-0.16	0.50
service attitude	74	3.70	1.36	99	3.94	1.20	104	4.22	0.88	138	4.11	1.12	-0.11	0.41

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

## Facilities & Construction

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, 152 (18%) reported having requested or received services from the Facilities & Construction Office in the past year. Of those respondents:

- 81% (123 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (25 respondents) were Full-time Faculty; and
- 3% (4 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 modest decreases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Summer 2006. In comparison to 2005 mean rating for overall quality is slightly above and mean ratings for promptness and service attitude are slightly below their 2005 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>Facilities &amp; Construction</b>											
Comparison of Survey Results											
	2005			2006			2007			Mean Diff. 06-07	Mean Diff. 05-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	67	3.73	1.27	76	3.97	1.26	151	3.75	1.31	-0.22	0.02
promptness	65	3.68	1.28	75	3.92	1.29	151	3.61	1.34	-0.31	-0.07
service attitude	65	3.82	1.30	76	4.00	1.25	151	3.75	1.31	-0.25	-0.07

NOTE: Due to organizational restructuring, there was not a comparable office to Facilities & Construction in the 2004 survey period.

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

## Inventory/Receiving

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.

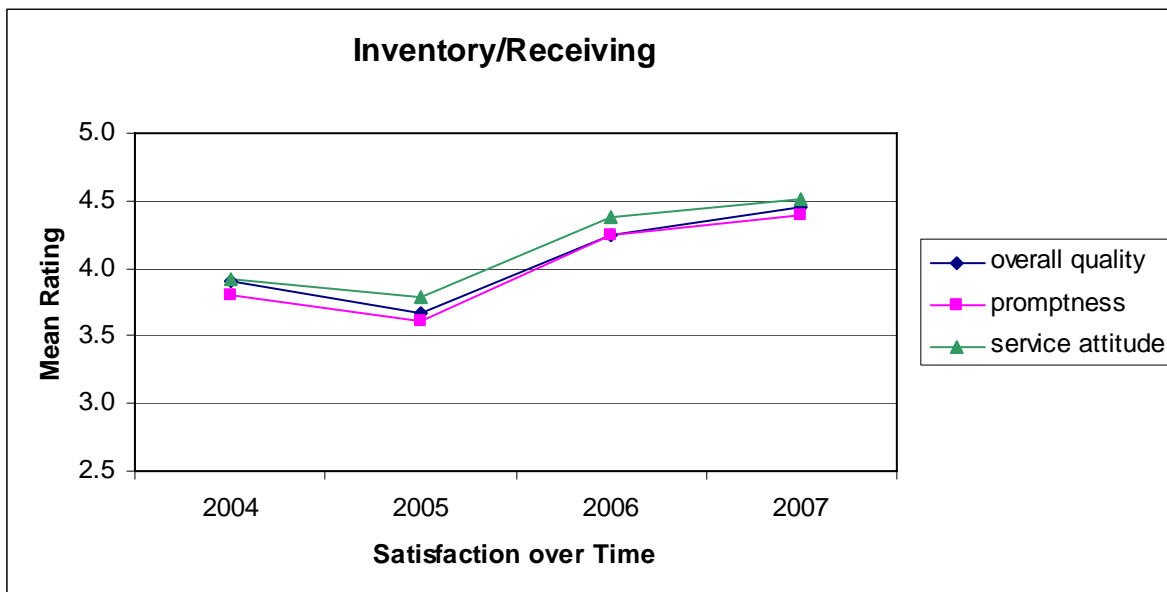
### Who uses this office?

Of the 481 survey respondents, 128 (26.6%) reported having requested or received services from the Inventory/Receiving Office in the past year. Of those respondents:

- 91% (116 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (10 respondents) were Full-time Faculty;
- 1% (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 to moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 all three service dimensions have increased substantially above their 2004 mean ratings.



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>Inventory/Receiving</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			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	91	3.91	0.97	125	3.67	1.17	128	4.24	0.92	195	4.46	0.78	0.21	0.54
promptness	88	3.80	1.05	122	3.61	1.24	128	4.25	1.02	195	4.39	0.87	0.14	0.59
service attitude	89	3.92	1.01	122	3.79	1.18	128	4.38	0.88	194	4.51	0.74	0.12	0.58

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

## Purchasing

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.

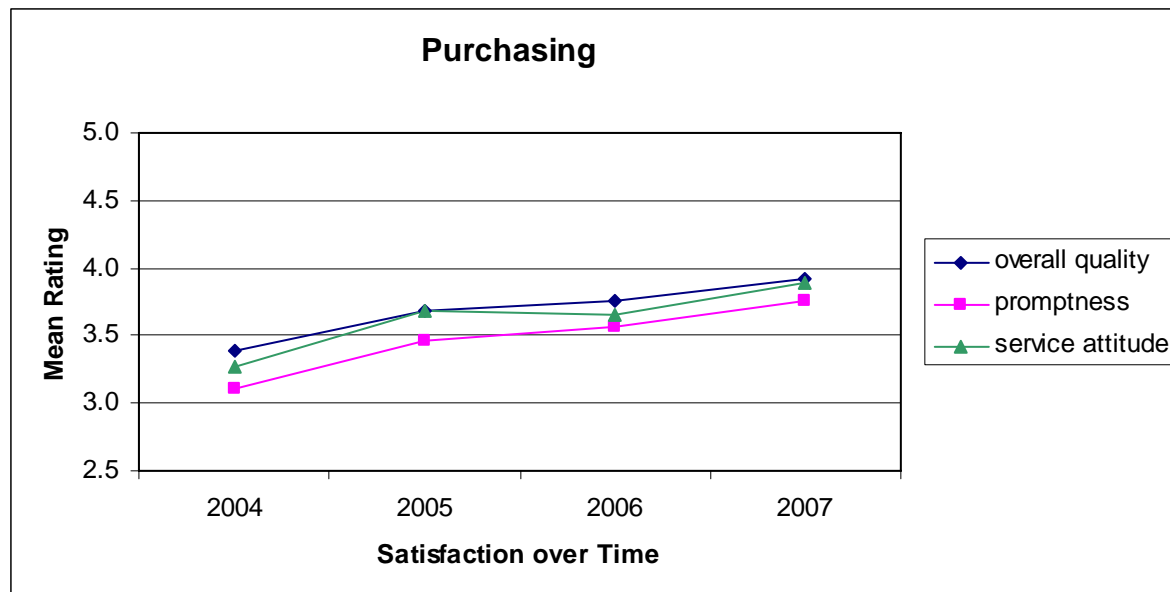
### Who uses this office?

Of the 833 survey respondents, 213 (25.6%) reported having requested or received services from the Purchasing Office in the past year. Of those respondents:

- 84% (178 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (33 respondents) were Full-time Faculty; and
- 1% (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 moderate increases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Summer 2006. In comparison to 2004 all three service dimensions have increased substantially above their 2004 mean ratings.



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>Purchasing</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			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	113	3.39	1.19	158	3.68	1.09	147	3.76	1.09	212	3.92	1.16	0.15	0.53
promptness	108	3.10	1.27	151	3.46	1.31	147	3.56	1.28	211	3.76	1.28	0.20	0.66
service attitude	109	3.28	1.32	150	3.68	1.22	147	3.66	1.22	211	3.89	1.23	0.23	0.61

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

## Restricted Accounts

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.

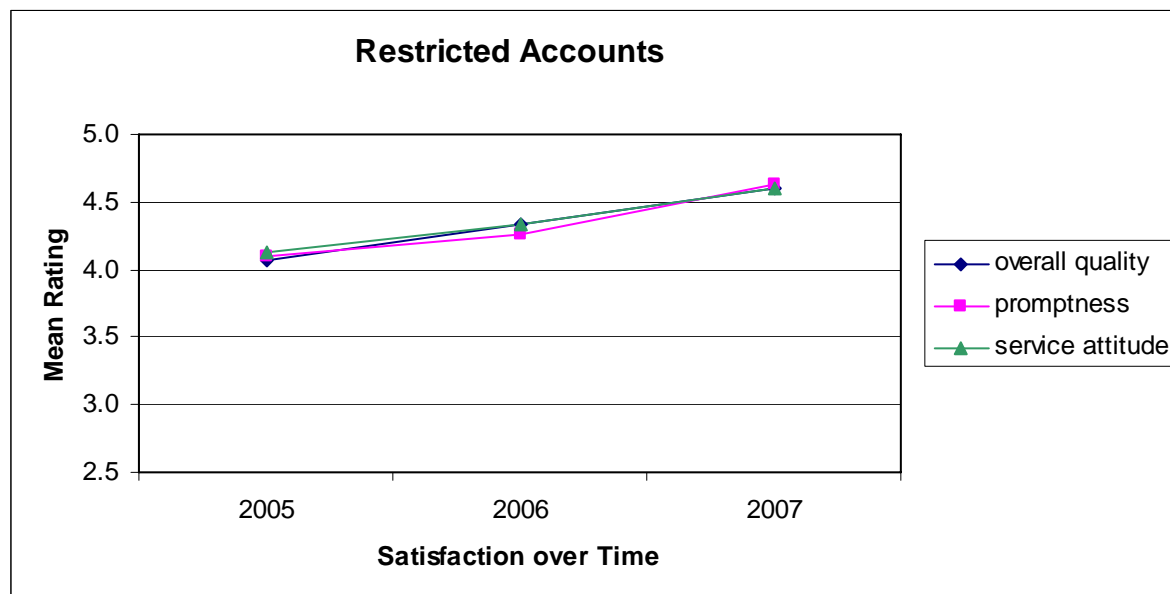
### Who uses this office?

Of the 833 survey respondents, 81 (9.7%) reported having requested or received services from the Restricted Accounts Office in the past year. Of those respondents:

- 89% (72 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees); and
- 11% (9 respondents) were Full-time Faculty.

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

Results of the Spring 2007 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness, and service attitude from Summer 2006. In comparison to 2005 all three service dimensions have increased substantially above their 2005 mean ratings and are now at a very high level of satisfaction.



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>Restricted Accounts</b>											
Comparison of Survey Results											
	<b>2005</b>			<b>2006</b>			<b>2007</b>			Mean Diff. 06-07	Mean Diff. 05-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	84	4.07	0.95	58	4.33	0.76	81	4.60	0.63	0.28	0.53
promptness	82	4.10	0.99	57	4.26	0.92	81	4.63	0.68	0.37	0.53
service attitude	80	4.13	0.99	58	4.33	0.78	81	4.60	0.68	0.28	0.48

Note: Due to organizational restructuring, there was not a comparable office to Restricted Accounts in the 2004 survey period.

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

