

**Austin Community College  
Internal College Survey  
Spring 2007**



# Internal College Survey Spring 2007 Survey Analysis of College-wide Services

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# Internal College Survey

## Spring 2007

### Summary Analysis of College-wide Services

The following are highlights of the Spring 2007 Internal College Survey (ICS):

- ❖ The Internal College Survey in 2007.
  - 2007 ICS was web-based rather than paper-based. This is the second year the ICS was administered on the web.
  - 2007 ICS was administered as one survey instead of the two separate (college-wide and campus-based) surveys.
  - Campus-based services with multiple locations, such as Testing Centers, Financial Aid, Library Services, Groundskeeping, etc., are not part of the college-wide analysis. This decreased the number of offices in the college-wide analysis.
  - Mean Scores were calculated for college-wide offices and each site based office. Mean scores were also calculated for previous years data to facilitate comparisons.
  
- ❖ The overall response rate was 28%. The overall response rates for Summer 2006 and Spring 2005 were 21% and 25%, respectively.
  
- ❖ Response rates for employee groups are as follows: Administrators (54%), Professional/Technical employees (45%), Full-time Faculty (30%), Classified employees (32%), and Adjunct Faculty (16%).
  
- ❖ User satisfaction increased from 2006 to 2007 on all 3 dimensions rated. Although small in magnitude these increases are still statistically significant.
  - *overall quality*: Mean increased from 4.06 to 4.14
  - *promptness*: Mean increased from 4.02 to 4.11
  - *service attitude*: Mean increased from 4.08 to 4.16
  
- ❖ College-wide offices increased in user satisfaction in comparison to 2006 as follows: *overall quality* (34 offices), *promptness* (39 offices) and *service attitude* (36 offices).
  - Eleven offices increased significantly on *overall quality*, 11 offices on *promptness*, and 10 offices on *service attitude*.
  
- ❖ Faculty, whether Adjunct or Full-time, tend to have different user satisfaction levels with *overall quality* of service than Non-faculty.
  - Of the 70 College-wide offices thirteen offices (19%) had statistically significant differences in user satisfaction with *overall quality*.
  - Non-faculty ratings were higher than either Adjunct or Full-time Faculty for eleven of these offices.

- ❖ Of the 70 offices providing college-wide services in a single location, 77% had low ratings of dissatisfaction with *overall quality* while 23% had high ratings of dissatisfaction. Following are the details of the ratings:
  - High use
    - Low dissatisfaction – 10 offices (14%)
    - High dissatisfaction – 4 offices (6%)
  - Low use
    - Low dissatisfaction – 44 offices (63%)
    - High dissatisfaction – 12 offices (17%)
  
- ❖ Of the high use offices (used by 25% or more of the respondents), the offices with the highest level of dissatisfaction were HR Compensations Services (25.1%) and HR Employment/Hiring Services (20.1%). The high use offices with the lowest levels of dissatisfaction were Duplication Services (3.5%) and Telecom Services (2.7%).
  
- ❖ As part of the continuous improvement process, areas with more than 15% dissatisfaction are required to submit an improvement plan.

# ***Analysis of College-wide Services***

## **Process Summary**

An on-line version of the Internal College Survey (ICS) measuring employee responses to college-wide and campus-based services was administered in spring 2007. The purpose of the survey is to provide data to help areas improve their services.

Survey responses were analyzed to determine how offices were rated on three dimensions: *overall quality*, *promptness* and *service attitude*. Offices with a dissatisfaction level of 15 percent or higher for *overall quality* are expected to develop quality improvement plans to address the concerns expressed by ACC employees.

## **Survey Development, Methodology and Administration**

The original ACC Internal Customer Survey was conducted in 1996 and has been modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees have been surveyed each spring regarding their satisfaction with college services in the previous year (the 2006 survey was conducted in the summer). The survey forms have been customized each year to reflect changes to the organization structure of the college in the fall. Beginning in 2006, the survey was placed on-line and the two parts of the survey, college-wide and campus, were consolidated into one survey.

The college-wide services in 2007 included 70 offices, organized by administrative area. The results for the 224 campus offices will be presented in a separate section. To assist respondents in identifying the services each office provides, a short description by each office was included on the survey. This was in response to concerns that many employees do not recognize the specific name of an office. The survey was structured to automatically skip over rating questions for those offices the respondents had not checked as having been used. The survey also was structured to require responses for all relevant rating questions. Once an employee checked that he/she had used the office, the employee had to answer all the questions that appeared on the screen before being allowed to move on to other questions. Survey respondents did have the option of checking the option "*not applicable*" for a question, but they could not leave a question entirely blank.

A total of 2,936 employees were invited to complete the survey. An e-mail invitation from the President was distributed to all ACC faculty and staff on February 28, 2007. The e-mail distribution list included Full-time Faculty, Adjunct Faculty, Professional/Technical and Classified employees, and Administrators. Because of their limited interaction with the college and minimal response rates in prior surveys, Hourly employees were not included in the invitation.

Data from the completed surveys were aggregated, by office, for each question. In the following analysis, results for the college-wide services were based on the responses of respondents who indicated that they had used or received the services of a specific office during the past year.

Mean scores for 2007 and 2006 were calculated and are reported for college-wide offices. Internal College Survey reports prior to 2006 combined very satisfied and satisfied ratings into a percent satisfied category, and dissatisfied and very dissatisfied into a percent dissatisfied category. Mean scores, however, have the advantage of being a more precise description of the data and are often easier to interpret than ratings collapsed into two broad categories of satisfied and dissatisfied. However, to facilitate comparisons with previous years' reports and for purposes of the improvement plans, percents of satisfied and dissatisfied in relation to high use and low use offices has been maintained.

### **Overall Survey Results: Response Rates**

The overall response rate for the Spring 2007 Internal College Survey was 28% (833 employees), an increase from the 21% response rate for the summer 2006 survey. As with previous administrations of the survey, response rates varied greatly by employee group, however, the overall pattern has remained relatively consistent. The highest response rate of 54%, was from Administrators, compared to the lowest rate, 16%, from Adjunct Faculty. The response rates from Full-time Faculty, Professional/Technical and Classified employees were between these two groups, 30%, 45% and 32%, respectively. Considered from the perspective of the past three years, the response rates from Full-time Faculty, Professional/Technical, Classified employees and Administration all decreased between spring 2005 and summer 2006 and then increased in spring 2007 to be above their 2005 levels. The response rates from Adjunct Faculty, however, exhibited a different pattern increasing steadily over the past three survey periods (see Table 1).

Employee groups differed considerably in terms of their representation in the 2007 survey. Of the 833 respondents 27% were Adjunct faculty; this was the first time in the past three years this group of employees accounted for the largest proportion of survey respondents. The next largest groups of survey respondents were Classified employees (24%), Professional/Technical (23%) and Full-time Faculty (17%). Administrators accounted for the smallest proportion of respondents (2%). In comparison to their representation in the population that were invited to complete the survey, the most underrepresented groups were Adjunct Faculty members and the most overrepresented were Professional/Technical employees (see Table 2, Chart 1).

### **College-wide Services Overall Results: Improvement**

User satisfaction with the services provided by all college-wide offices increased from 2006 to 2007 on all three dimensions rated. The mean score for *overall quality* increased from 4.06 in 2006 to 4.14 in 2007; for *promptness* from 4.02 to 4.11 and *service attitude* from 4.08 to 4.16. Although relatively small in magnitude these differences still represent statistically significant improvements (see Table 3).

The mean scores of user satisfaction for each of 70 college-wide offices for the three dimensions rated were also calculated, and are displayed together in alphabetical order in Table 4. In interpreting the results, it is important to remember that the offices were rated on a five point scale: 1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied. The discussion below will consider each of the dimensions separately although the scores on each dimension tend to track (covary) together for each office.

## Overall Quality

The mean scores of user satisfaction with *overall quality* for 2007 are displayed in Table 5 (for comparison purposes, means for 2006 are also displayed). The far right hand columns of Table 5 also display each office's rank for their 2007 mean and rank for the difference between the 2006 and 2007 mean. The rankings of the 2007 means for *overall quality* involved numbering the means in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

For 2007 College-wide offices with very high *overall quality* ratings included **Interpreter Services** (4.70), **ACC Foundation** (4.61), **Restricted Accounts** (4.60), **Telecom Services** (4.58), and **Help Desk** (4.55). College-wide offices with relatively low *overall quality* ratings included **Office of the Vice President for College Support and ISD Relations** (3.66), **HR Compensations Services** (3.53), and **Office of AVP for Human Resources Areas** (3.12).

In comparison to 2006, 34 college-wide offices in 2007 increased in user satisfaction with *overall quality*. The increases in 11 offices (15.7%) were statistically significant and are displayed in Table 6 and Chart 6. Offices with large statistically significant increases in user satisfaction with *overall quality* included **Office of the VP for Student Support and Success Systems** (.80), **Public Information & College Marketing** (.57), **Student Recruitment Office** (.44), **Community Programs** (.42), **Budget and Finance** (.41), and **Asset Management** (.40).

## Promptness

The mean scores of user satisfaction with *promptness* for 2007 are displayed in Table 7 as well as the means for 2006. College-wide offices with very high *promptness* ratings included **Interpreter Services** (4.70), **Restricted Accounts** (4.63), **ACC Foundation** (4.63), **Office of Executive of Dean Health Sciences** (4.56), **Telecom Services** (4.54) and **Help Desk** (4.52). College-wide offices with relatively low *promptness* ratings included **Early College Start/College Connection** (3.65), **Grants Development** (3.63), **Office of the VP for College Support and ISD Relations** (3.61), **Office of the VP for College Support and ISD Relations** (3.61), **Facilities & Construction** (3.61), **HR Employment/Hiring Services** (3.59), **HR Compensation Services** (3.50), and **Office of AVP for Human Resources** (3.17).

In comparison to 2006, 39 College-wide offices increased in their mean score *promptness* ratings for 2007. The increases in 11 offices (15.7%) were statistically significant and are displayed in Table 8 and Chart 7. Offices with large statistically significant increases in satisfaction with *promptness* included **Office of the VP for Student Support and Success Systems (.81)**, **Student Recruitment Office (.50)**, **Community Programs (.49)**, **Office of the Executive Dean, Continuing Education (.46)**, and **Public Information & College Marketing (.44)**.

## Service Attitude

The mean scores of user satisfaction with *service attitude* for 2007 are displayed in Table 9 as well as the means for 2006. College-wide offices with very high *service attitude* ratings included **ACC Foundation (4.68)**, **Interpreter Services (4.67)**, **Restricted Accounts (4.60)**, **Telecom Services (4.60)**, and **Help Desk (4.59)**. College-wide offices with relatively low *service attitude* ratings included **Internal Audit (3.69)**, **Office of the Vice President for College Support and ISD Relations (3.69)**, **HR Compensation Services (3.53)**, and **Office of AVP for Human Resources Areas (3.19)**.

In comparison to 2006, 36 College-wide offices increased in their mean score ratings for 2007. The increases in 10 offices (14.3%) were statistically significant and are displayed in Table 10 and Chart 8. Offices with large statistically significant increases in *service attitude* included **Office of the VP for Student Support and Success Systems (.73)**, **Asset Management (.55)**, **Student Recruitment Office (.47)**, **Budget & Finance (.46)**, and **Public Information and College Marketing (.45)**.

## College-wide services: Employee Group Trends

For the purpose of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. As with previous surveys, faculty, whether Adjunct or Full-time, tend to have different perceptions of the *overall quality* of service than do Non-faculty. Table 11 summarizes the mean scores of user satisfaction with *overall quality* for each of the three groups by college-wide office. Of the 70 college-wide offices 13 offices (18.6%) had statistically significant differences in perceptions of *overall quality* among some of the three employee groups: **Office of the Dean, Business Studies; Office of the Dean, Computer Studies and Advanced Technology; International Programs; Email Systems; Telecom Services; Community Outreach Office; Student Recruitment Office; Office of the VP for Business Services; Accounts Payable; Budget & Finance; Office of the AVP for Human Resources Areas; HR Employment/Hiring Services; HR Records.**

For 11 of the 13 offices, Non-faculty mean ratings were higher than either Adjunct or Full-time Faculty ratings. For example, the mean score ratings of the *overall quality* of service for **E-mail Systems** of Non-faculty was 4.26, higher than the mean ratings of either Full-time Faculty (3.97) or Adjunct Faculty (3.88). The two exceptions to this pattern of higher ratings by Non-faculty among these 13 offices was the office of **International Programs** and **Office of the Dean, Business Studies**. The office of

**International Programs** was rated higher by Adjunct Faculty (4.63) than by either Full-time Faculty (3.38) or by Non-faculty (4.11); and the **Office of the Dean, Business Studies** was rated higher by Full-time Faculty (4.58) than by either Adjunct Faculty (3.18) or by Non-faculty (4.50)

## **College-wide Services: Levels of Use and % Dissatisfaction**

To improve the overall efficiency of the college, two of the most useful criteria to examine are the level of office use in conjunction with percent dissatisfaction levels with *overall quality*. Level of office use is defined as the number of survey respondents requesting or receiving services from a particular office the past year. High-use offices are defined as those used by at least 25% of survey respondents, and low-use offices are defined as those used by less than 25% of survey respondents. As with previous surveys, percent dissatisfaction combines the percent of survey respondents who responded that they were either dissatisfied or very dissatisfied with the *overall quality* of services provided by the particular office this past year. High dissatisfaction offices are defined as those with 15% or more of survey respondents indicating dissatisfaction with services provided during the past year, and will be expected to develop action plans for improvement.

### **Levels of Use**

Level of office use ranged from a high of 629 for the **Help Desk** to a low of 26 for the **VCT Operations** office. Table 12 lists the high-use college-wide offices, in descending order of use by the number of survey respondents who indicated receiving or requesting services from that office. Low-use college-wide offices are displayed in Table 13.

As with previous administrations of the Internal College Survey, the most-used offices tend to be concentrated in areas that provide services to many employees, such as the **Help Desk, E-mail Systems, Professional Development** and **HR Payroll**. It is encouraging to note that of the 11 offices with statistically significant improvements in mean scores of satisfaction with *overall quality*, 3 offices were high-use. These offices are **Professional Development, HR Compensation Services** and **Public Information & College Marketing**.

### **Quality Improvement Plans**

In order to provide some continuity with previous administrations of the Internal College Survey, and also to facilitate quality improvement plans, the relationship of use and % dissatisfaction with *overall quality* for all college-wide offices is summarized in Tables 14 and 15.

Of the 70 offices providing college-wide services 77% had low ratings of dissatisfaction with *overall quality* while 23% had high ratings of dissatisfaction. The following are the details of the ratings: 44 offices (63%) were rated as low-use, low dissatisfaction, 10 offices (14%) were rated high-use, low dissatisfaction, 12 offices

(17%) were rated low-use, high dissatisfaction, and 4 offices (6%) were rated high-use, high dissatisfaction.

Table 14 lists the high dissatisfaction offices divided into either high or low use categories. Offices with particularly high percentages of dissatisfaction with *overall quality* included **Office of AVP for Human Resources** (38.6%), **HR Compensation Services** (25.1%), and **Office of Vice President for College Support and ISD Relations** (23.9%). These areas warrant more detailed analysis, and will be among those expected to develop action plans for improvement during the coming year.

### **Using the Internal College Survey to facilitate improvement**

The Internal College Survey is useful only when it truly facilitates a sincere discussion within offices regarding performance levels and helps to generate realistic action plans to build on strengths and improve weak areas. Managers and employees should review the results of this survey together and then discuss the meaning of the results. The focus should be first on what employees see as the office's strengths and accomplishments this past year and then move on to areas in which the office could improve. "Why do you think we rated low in promptness this past year" and other open-ended questions can help generate examples of behaviors that may be contributing to lower ratings, and more important, suggestions for how to improve office performance.

Conclusions made from survey results are valid only to the degree that the sample represents the population surveyed. Therefore future administrations of the Internal College Survey will need to focus on increasing the overall response rate and especially that of underrepresented groups such as the Adjunct Faculty. Survey pre-notice and reminders have been found to be effective in increasing the response rates for mailed and web-based surveys, and should be considered for future web administrations of the Internal College Survey.

# Tables & Charts

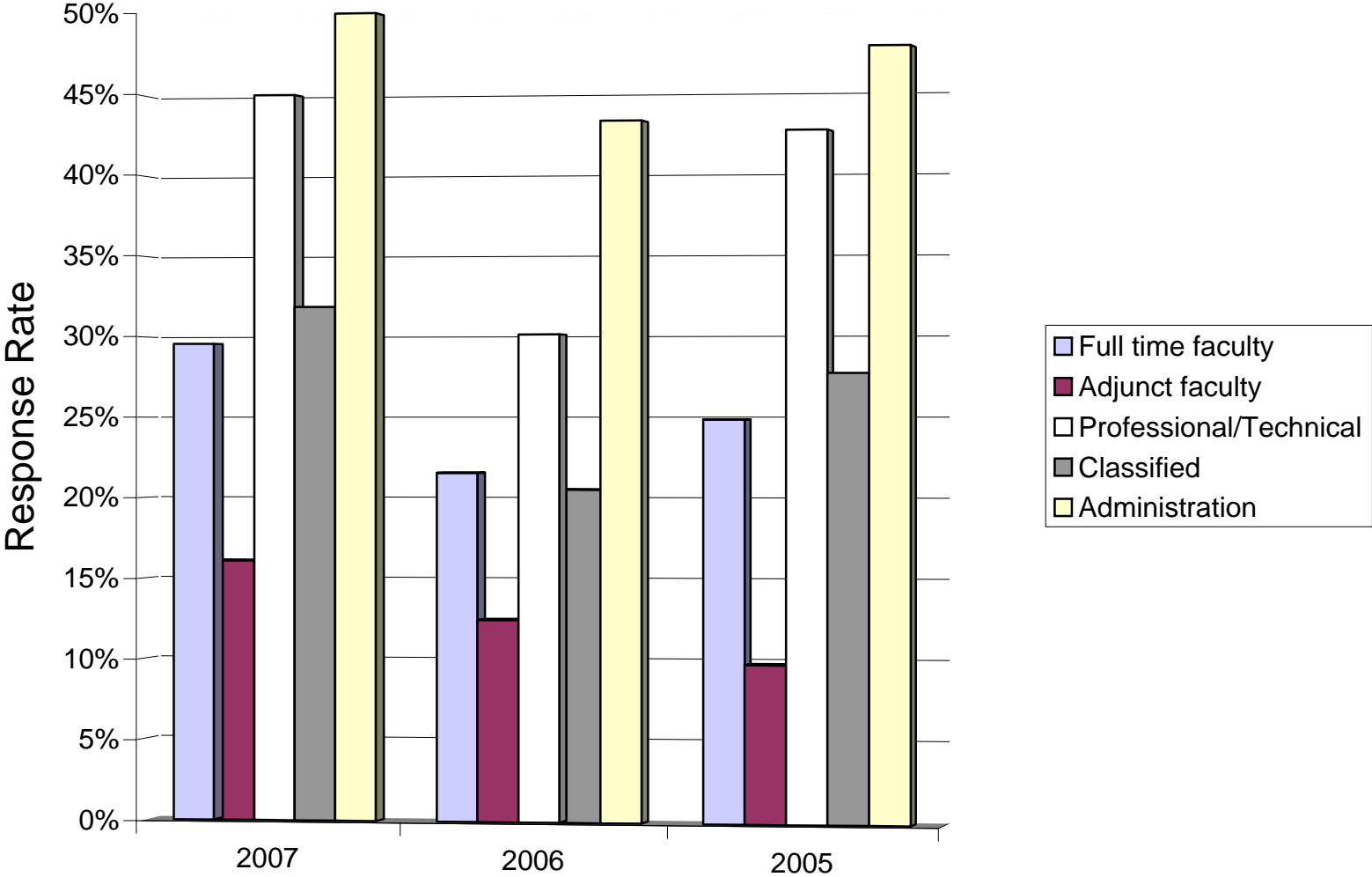
Internal College Survey  
 Spring 2007  
 Table 1 Response Rates  
 by Employee Classification 2005 -- 2007

Employee Group	Spring 2007			Summer 2006			Spring 2005		
	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate
Full time faculty	477	141	30%	450	97	22%	455	113	25%
Adjunct faculty	1,385	223	16%	793	99	12%	931	91	10%
Professional/Technical	418	188	45%	412	124	30%	385	164	43%
Classified	619	197	32%	565	116	21%	527	146	28%
Administration	37	20	54%	37	16	43%	44	21	48%
Not reported/Other	n/a	64	n/a	n/a	29	n/a	n/a	45	n/a
Total	2,936	833	28%	2,257	481	21%	2,342	580	25%

Response Rate % -- percent of surveys returned within the employee group.

# Internal College Survey

Chart 1 Response Rates by Employee Classification 2005-2007



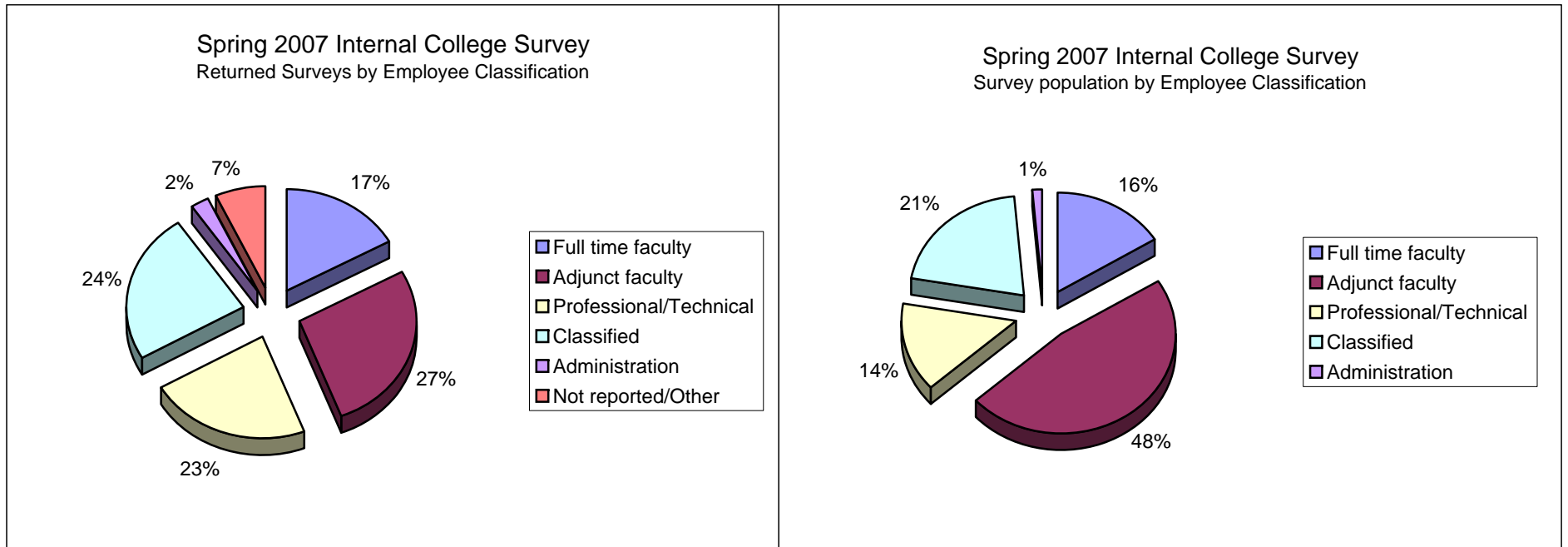
Internal College Survey  
 Summer 2007  
 Table 2 Share Rates  
 by Employee Classification 2005 -- 2007

Employee Group	Spring 2007			Summer 2006			Spring 2005		
	# Sent	# Returned	% Share	# Sent	# Returned	% Share	# Sent	# Returned	% Share
Full time faculty	477	141	17%	450	97	20%	455	113	19%
Adjunct faculty	1,385	223	27%	793	99	21%	931	91	16%
Professional/Technical	418	188	23%	412	124	26%	385	164	28%
Classified	619	197	24%	565	116	24%	527	146	25%
Administration	37	20	2%	37	16	3%	44	21	4%
Not reported/Other	n/a	64	8%	n/a	29	6%	n/a	45	8%
Total	2,936	833	100%	2,257	481	100%	2,342	580	100%

% Share -- percent of surveys returned by employee group (as a percent of all surveys returned).

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## Chart 2 Share Rates and Survey Population



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Table 3 College-wide Offices  
Overall Results

College-wide Offices	2007			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
Overall Quality	10,816	4.14	1.60	7,539	4.06	1.21	0.08	Yes
Promptness	10,776	4.11	1.64	7,503	4.02	1.27	0.09	Yes
Service Attitude	10,778	4.16	1.58	7,517	4.08	1.22	0.08	Yes

Note: N is the number of responses not the number of respondents.

\* Significant at  $p < .05$ .

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

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Table 4 College-wide Offices (listed in alphabetical order)  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
ACC Foundation	71	4.61	0.71	72	4.63	0.72	71	4.68	0.67
Accounts Payable	155	4.12	0.89	156	3.96	1.06	156	4.10	0.96
Administrative Development	276	4.22	0.98	274	4.24	0.95	273	4.32	0.88
Adult Education	115	4.08	1.09	114	4.00	1.12	115	4.10	1.10
Alternative Teacher Certification	43	4.00	1.27	43	3.98	1.32	43	3.91	1.36
Articulation Office	69	4.25	1.13	68	4.26	1.09	69	4.30	1.09
Asset Management	92	3.84	1.22	92	3.87	1.25	92	3.82	1.34
Associate Vice President for Student Success Office	98	3.74	1.36	97	3.73	1.40	98	3.78	1.37
AVP, Information Technology Areas - Associate Vice President's Office	133	4.05	1.11	133	3.98	1.17	134	4.03	1.17
Budget & Finance	122	4.49	0.77	122	4.36	0.95	122	4.40	0.90
Business and Industry Institute	28	4.25	0.80	28	4.21	0.79	28	4.21	0.83
Business Assessment Center	36	4.36	0.76	36	4.31	0.82	36	4.33	0.76
Center for Community Based and Non-Profit Organizations	41	4.20	1.21	41	4.15	1.20	41	4.20	1.25
Community Outreach Office	52	4.10	0.91	52	4.13	0.93	52	4.17	0.92
Community Programs	51	4.33	0.82	51	4.33	0.86	51	4.37	0.80
Continuing Education Business Operations	78	4.21	1.06	78	4.13	1.12	78	4.18	1.13

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Table 4 College-wide Offices (listed in alphabetical order)  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Customized Training	48	4.00	1.05	48	3.96	1.05	48	4.02	1.02
Distance Learning	177	4.25	0.95	177	4.28	0.98	177	4.23	1.03
Duplication Services (HBC)	317	4.52	0.79	315	4.48	0.89	316	4.55	0.79
Early College Start/College Connection	201	3.77	1.21	201	3.65	1.27	201	3.84	1.24
Email Systems	530	4.11	1.07	522	4.26	0.94	516	4.30	0.93
Environmental Health & Safety and Insurance	138	4.08	1.12	137	3.98	1.16	138	4.11	1.12
Facilities & Construction	151	3.75	1.31	151	3.61	1.34	151	3.75	1.31
Faculty and Staff Evaluation	391	3.88	1.15	387	3.87	1.16	384	3.93	1.14
Governmental and Community Relations	51	3.90	1.46	50	3.84	1.54	50	3.90	1.52
Grants Development	76	3.71	1.43	76	3.63	1.46	76	3.70	1.49
HBC Room Scheduling	181	4.46	0.86	181	4.41	0.91	181	4.48	0.83
Health Professions Institute	69	4.41	0.83	69	4.45	0.78	69	4.41	0.85
Help Desk	629	4.55	0.80	629	4.52	0.85	629	4.59	0.82
High Tech Institute	38	4.34	0.94	38	4.26	1.00	38	4.24	1.02
HR Benefits	406	3.98	1.14	405	3.92	1.19	405	3.95	1.24
HR Compensation Services	338	3.53	1.41	338	3.50	1.45	337	3.53	1.47

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Table 4 College-wide Offices (listed in alphabetical order)  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
HR Employment/Hiring Services	323	3.75	1.30	322	3.59	1.38	319	3.82	1.29
HR Payroll Office	433	4.12	1.10	433	4.11	1.14	431	4.10	1.18
HR Records	303	3.78	1.36	304	3.79	1.35	303	3.85	1.34
Institutional Effectiveness and Accountability	157	4.04	1.06	155	4.05	1.08	155	4.07	1.13
Institutional Records	126	4.23	1.06	126	4.22	1.06	126	4.26	1.10
Instructional Development Services (IDS)	142	4.35	1.00	142	4.33	1.00	142	4.35	1.06
Instructional Support Services	159	4.13	1.23	159	4.12	1.26	158	4.16	1.20
Internal Audit	67	3.73	1.32	66	3.80	1.27	67	3.69	1.37
International Programs	83	4.05	1.14	83	4.07	1.16	83	4.05	1.18
Interpreter Services	93	4.70	0.48	93	4.70	0.53	93	4.67	0.54
Inventory/Receiving	195	4.46	0.78	195	4.39	0.87	194	4.51	0.74
Office of the AVP for Human Resources Areas	132	3.12	1.47	132	3.17	1.49	132	3.19	1.51
Office of the AVP for Instructional Resources & Technology	106	4.13	1.10	106	4.14	1.12	106	4.11	1.15
Office of the Dean, Applied Technologies, Multimedia, and Public Service	101	4.41	0.86	100	4.35	0.93	101	4.40	0.92
Office of the Dean, Arts and Humanities	114	4.21	0.95	113	4.25	0.95	114	4.29	0.98
Office of the Dean, Business Studies	98	4.37	1.02	97	4.33	1.10	98	4.36	1.06

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Table 4 College-wide Offices (listed in alphabetical order)  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Office of the Dean, Communications	112	4.27	1.00	111	4.23	1.00	112	4.26	1.04
Office of the Dean, Computer Studies and Advanced Technology	101	4.15	1.14	98	4.08	1.18	101	4.16	1.13
Office of the Dean, Math and Sciences	153	4.22	1.09	152	4.16	1.12	153	4.17	1.20
Office of the Dean, Social and Behavioral Sciences	134	4.48	0.78	132	4.42	0.90	134	4.51	0.77
Office of the Executive Dean, Continuing Education	126	4.05	1.03	126	4.07	1.07	127	4.04	1.09
Office of the Executive Dean, Health Sciences	128	4.50	0.75	126	4.56	0.73	128	4.55	0.74
Office of the Vice President for College Support and ISD Relations	67	3.66	1.50	67	3.61	1.57	67	3.69	1.56
Office of the VP for Academic Transfer and General & Developmental Education	89	4.12	1.14	87	3.83	1.30	89	4.12	1.15
Office of the VP for Business Services	83	3.99	1.41	83	3.82	1.47	83	3.78	1.48
Office of the VP for Student Support and Success Systems	99	3.84	1.47	99	3.82	1.46	99	3.82	1.49
Office of the VP for Workforce Education and Business Development	81	4.04	1.39	81	4.00	1.36	81	4.07	1.39
President's Office	149	4.31	1.23	149	4.30	1.21	149	4.34	1.22
Professional Development	502	4.18	1.04	501	4.22	1.01	501	4.26	1.01
Public Information & College Marketing	213	4.39	0.87	212	4.30	0.98	212	4.38	0.94
Purchasing	212	3.92	1.16	211	3.76	1.28	211	3.89	1.23
Restricted Accounts	81	4.60	0.63	81	4.63	0.68	81	4.60	0.68

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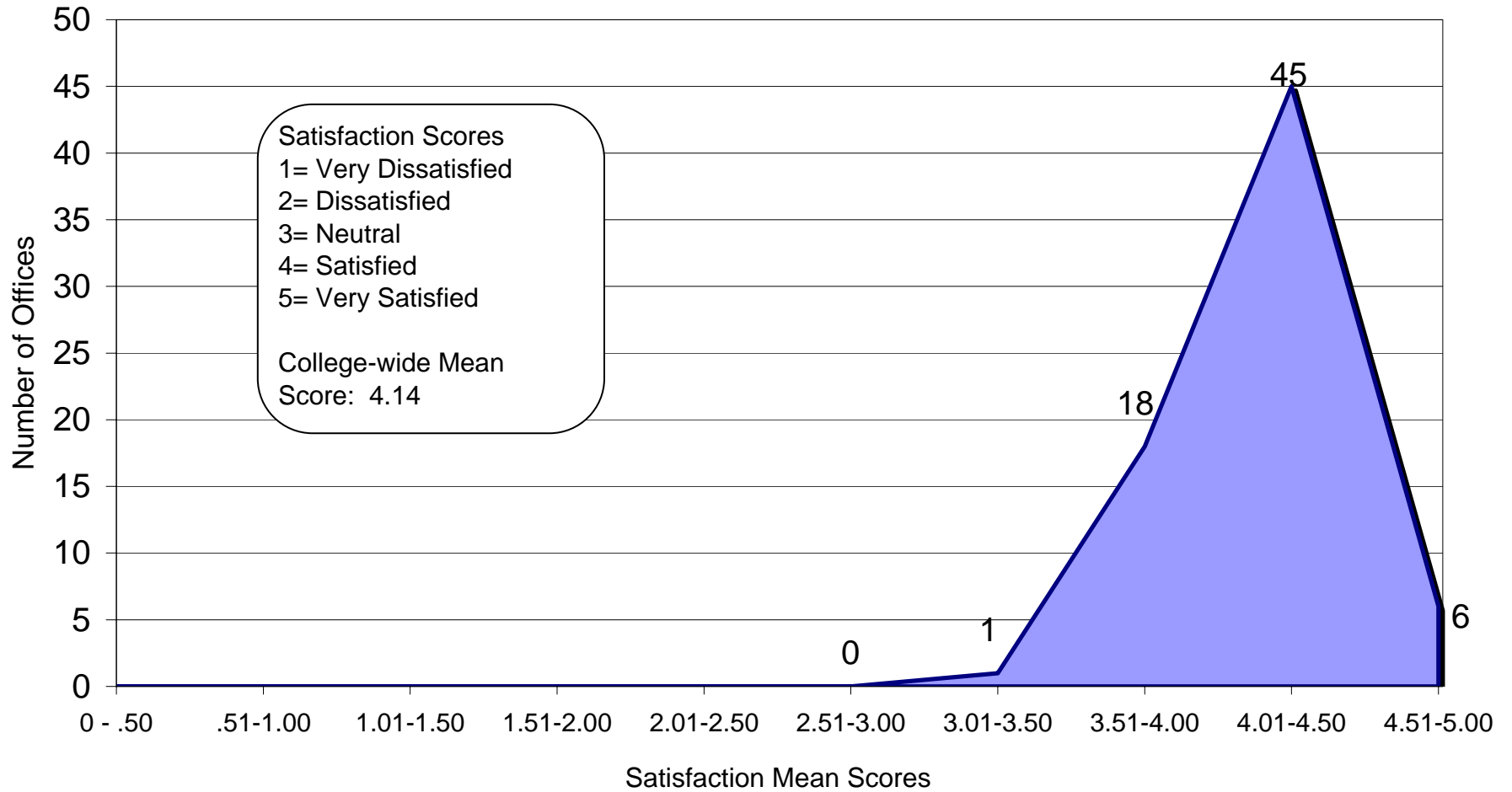
Table 4 College-wide Offices (listed in alphabetical order)  
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Student Accounting	90	4.20	1.17	90	4.17	1.22	90	4.13	1.28
Student Recruitment Office	106	4.25	1.06	106	4.27	1.03	106	4.25	1.05
Telecom Services	225	4.58	0.73	225	4.54	0.77	225	4.60	0.71
Texas Success Initiatives (TSI)	105	4.09	1.11	105	3.99	1.21	105	4.13	1.16
VCT Operations Office	26	4.42	0.64	26	4.46	0.58	26	4.46	0.58
Video Services	101	4.31	0.92	101	4.37	0.89	101	4.41	0.86

Note: Not applicable responses excluded from analysis.

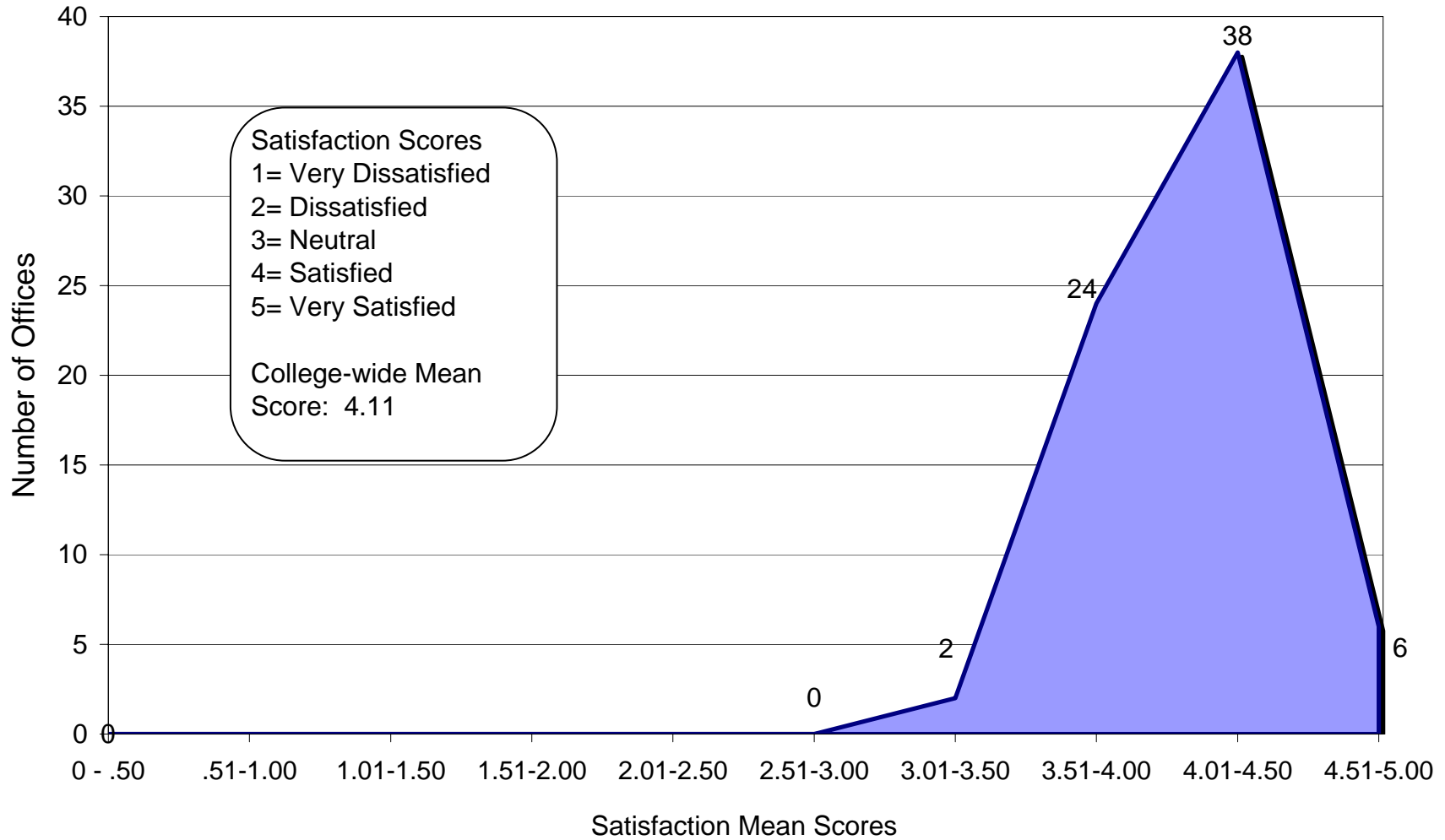
# Internal College Survey Spring 2007

## Chart 3 Mean Scores of Satisfaction with Overall Quality for College-wide Offices



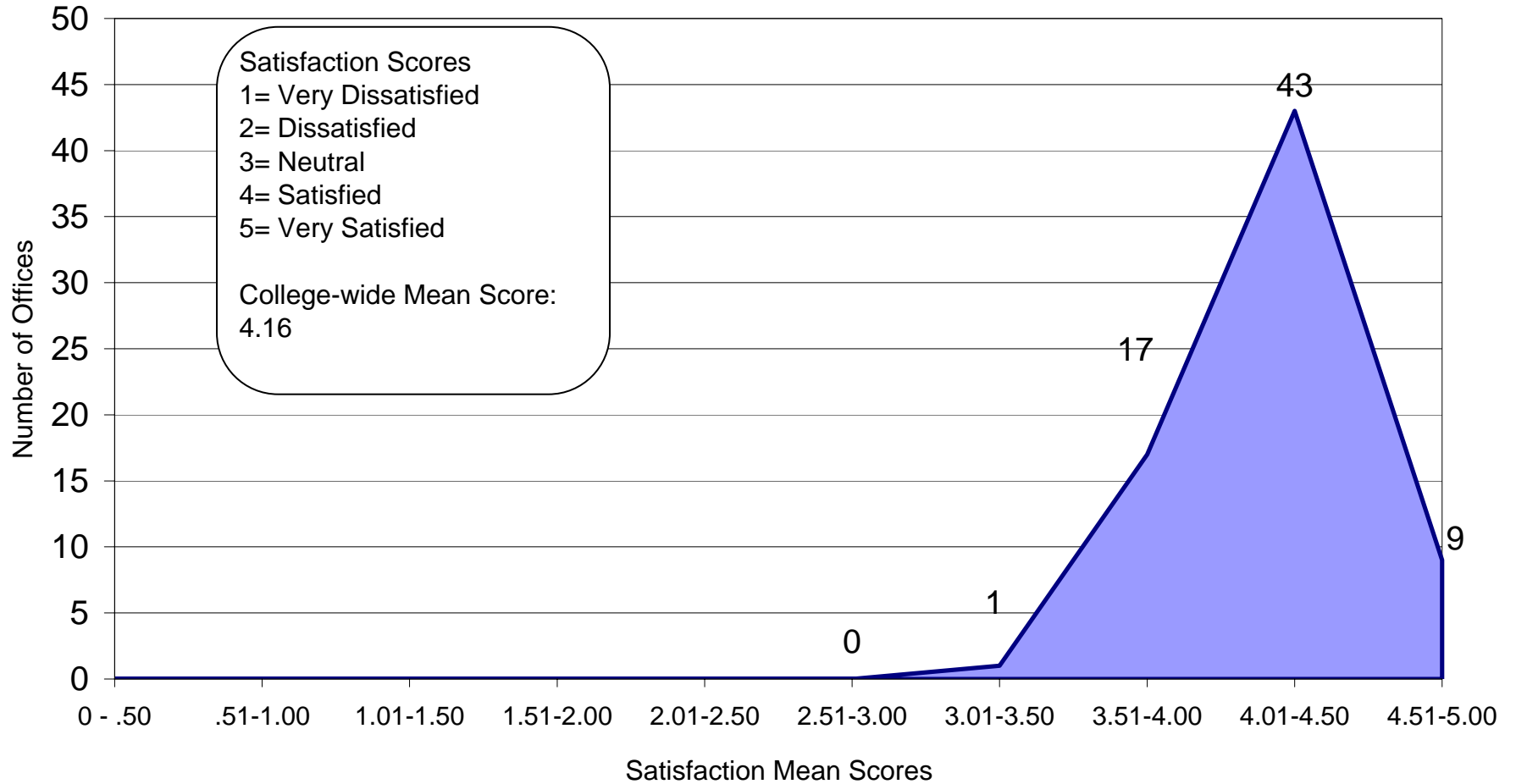
# Internal College Survey Spring 2007

## Chart 4 Mean Scores of Satisfaction with Promptness for College-wide Offices



# Internal College Survey Spring 2007

## Chart 5 Mean Scores of Satisfaction with Service Attitude for College-wide Offices



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Table 5 Overall Quality (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

	2006			2007			Mean Diff 06 -- 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 -- 07
College-wide Offices									
ACC Foundation	51	4.39	0.94	71	4.61	0.71	0.21	2	15
Accounts Payable	106	4.26	0.80	155	4.12	0.89	-0.14	41	52
Administrative Development	117	4.21	0.95	276	4.22	0.98	0.00	29	35
Adult Education	72	3.92	1.21	115	4.08	1.09	0.16	46	21
Alternative Teacher Certification	n/a	n/a	n/a	43	4.00	1.27	n/a	52	n/a
Articulation Office	38	4.32	1.02	69	4.25	1.13	-0.07	26	43
Asset Management	76	3.43	1.33	92	3.84	1.22	0.40	60	6
Associate Vice President for Student Success Office	n/a	n/a	n/a	98	3.74	1.36	n/a	65	n/a
AVP, Information Technology Areas - Associate Vice President's Office	94	4.33	1.01	133	4.05	1.11	-0.28	49	61
Budget & Finance	85	4.08	0.94	122	4.49	0.77	0.41	8	5
Business and Industry Institute	n/a	n/a	n/a	28	4.25	0.80	n/a	24	n/a
Business Assessment Center	29	4.28	0.88	36	4.36	0.76	0.09	17	30
Center for Community Based and Non-Profit Organizations	n/a	n/a	n/a	41	4.20	1.21	n/a	34	n/a
Community Outreach Office	n/a	n/a	n/a	52	4.10	0.91	n/a	43	n/a
Community Programs	59	3.92	1.18	51	4.33	0.82	0.42	20	4
Continuing Education Business Operations	31	4.00	1.21	78	4.21	1.06	0.21	32	16

Internal College Survey  
Spring 2007

Table 5 Overall Quality (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

	2006			2007			Mean Diff 06 -- 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 -- 07
College-wide Offices									
Customized Training	30	3.83	1.34	48	4.00	1.05	0.17	53	20
Distance Learning	126	4.40	0.78	177	4.25	0.95	-0.15	25	53
Duplication Services (HBC)	202	4.60	0.69	317	4.52	0.79	-0.08	6	45
Early College Start/College Connection	129	3.48	1.40	201	3.77	1.21	0.29	62	10
Email Systems	288	4.22	1.14	530	4.11	1.07	-0.11	42	49
Environmental Health & Safety and Insurance	104	4.27	0.85	138	4.08	1.12	-0.19	45	56
Facilities & Construction	76	3.97	1.26	151	3.75	1.31	-0.22	63	58
Faculty and Staff Evaluation	232	3.74	1.12	391	3.88	1.15	0.14	58	25
Governmental and Community Relations	33	4.09	1.21	51	3.90	1.46	-0.19	57	55
Grants Development	48	3.92	1.25	76	3.71	1.43	-0.21	67	57
HBC Room Scheduling	96	4.29	0.92	181	4.46	0.86	0.17	10	19
Health Professions Institute	53	4.42	0.80	69	4.41	0.83	-0.01	14	36
Help Desk	356	4.65	0.72	629	4.55	0.80	-0.10	5	48
High Tech Institute	n/a	n/a	n/a	38	4.34	0.94	n/a	19	n/a
HR Benefits	227	4.00	1.16	406	3.98	1.14	-0.02	55	39
HR Compensation Services	190	3.27	1.40	338	3.53	1.41	0.26	69	12

Internal College Survey  
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Table 5 Overall Quality (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

	2006			2007			Mean Diff 06 -- 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 -- 07
College-wide Offices									
HR Employment/Hiring Services	183	3.53	1.29	323	3.75	1.30	0.22	64	13
HR Payroll Office	236	4.01	1.06	433	4.12	1.10	0.12	39	28
HR Records	184	3.62	1.25	303	3.78	1.36	0.16	61	23
Institutional Effectiveness and Accountability	101	3.73	1.20	157	4.04	1.06	0.31	50	9
Institutional Records	83	4.16	1.19	126	4.23	1.06	0.07	28	31
Instructional Development Services (IDS)	103	4.17	1.07	142	4.35	1.00	0.19	18	18
Instructional Support Services	101	4.42	0.86	159	4.13	1.23	-0.28	38	60
Internal Audit	37	3.78	1.38	67	3.73	1.32	-0.05	66	42
International Programs	41	3.66	1.33	83	4.05	1.14	0.39	47	7
Interpreter Services	n/a	n/a	n/a	93	4.70	0.48	n/a	1	n/a
Inventory/Receiving	128	4.24	0.92	195	4.46	0.78	0.21	11	14
Office of the AVP for Human Resources Areas	103	2.93	1.50	132	3.12	1.47	0.19	70	17
Office of the AVP for Instructional Resources & Technology	76	4.14	1.08	106	4.13	1.10	-0.01	37	37
Office of the Dean, Applied Technologies, Multimedia, and Public Service	64	4.34	0.98	101	4.41	0.86	0.06	13	32
Office of the Dean, Arts and Humanities	72	4.31	0.91	114	4.21	0.95	-0.10	31	47
Office of the Dean, Business Studies	58	4.40	0.86	98	4.37	1.02	-0.03	16	41

Internal College Survey  
Spring 2007

Table 5 Overall Quality (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

	2006			2007			Mean Diff 06 -- 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 -- 07
College-wide Offices									
Office of the Dean, Communications	76	4.13	1.09	112	4.27	1.00	0.14	23	26
Office of the Dean, Computer Studies and Advanced Technology	60	4.17	1.15	101	4.15	1.14	-0.02	36	38
Office of the Dean, Math and Sciences	99	4.09	1.22	153	4.22	1.09	0.12	30	27
Office of the Dean, Social and Behavioral Sciences	86	4.50	0.81	134	4.48	0.78	-0.02	9	40
Office of the Executive Dean, Continuing Education	71	3.73	1.30	126	4.05	1.03	0.32	48	8
Office of the Executive Dean, Health Sciences	66	4.64	0.78	128	4.50	0.75	-0.14	7	51
Office of the Vice President for College Support and ISD Relations	42	4.29	1.09	67	3.66	1.50	-0.63	68	62
Office of the VP for Academic Transfer and General & Developmental Education	66	4.21	0.95	89	4.12	1.14	-0.09	40	46
Office of the VP for Business Services	68	4.10	1.19	83	3.99	1.41	-0.11	54	50
Office of the VP for Student Support and Success Systems	96	3.04	1.76	99	3.84	1.47	0.80	59	1
Office of the VP for Workforce Education and Business Development	59	4.20	1.06	81	4.04	1.39	-0.17	51	54
President's Office	n/a	n/a	n/a	149	4.31	1.23	n/a	21	n/a
Professional Development	327	4.02	1.10	502	4.18	1.04	0.16	35	22
Public Information & College Marketing	146	3.82	1.36	213	4.39	0.87	0.57	15	2
Purchasing	147	3.76	1.09	212	3.92	1.16	0.15	56	24
Restricted Accounts	58	4.33	0.76	81	4.60	0.63	0.28	3	11

Internal College Survey  
Spring 2007

Table 5 Overall Quality (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Diff 06 -- 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 -- 07
Student Accounting	58	4.17	1.27	90	4.20	1.17	0.03	33	34
Student Recruitment Office	66	3.80	1.33	106	4.25	1.06	0.44	27	3
Telecom Services	218	4.65	0.72	225	4.58	0.73	-0.07	4	44
Texas Success Initiatives (TSI)	86	4.31	1.05	105	4.09	1.11	-0.23	44	59
VCT Operations Office	26	4.38	0.85	26	4.42	0.64	0.04	12	33
Video Services	68	4.22	1.08	101	4.31	0.92	0.09	22	29

Note: Not applicable responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 6 Overall Quality

Statistically Significant Improvements in Mean Scores of Satisfaction with Overall Quality (2006 -- 2007)

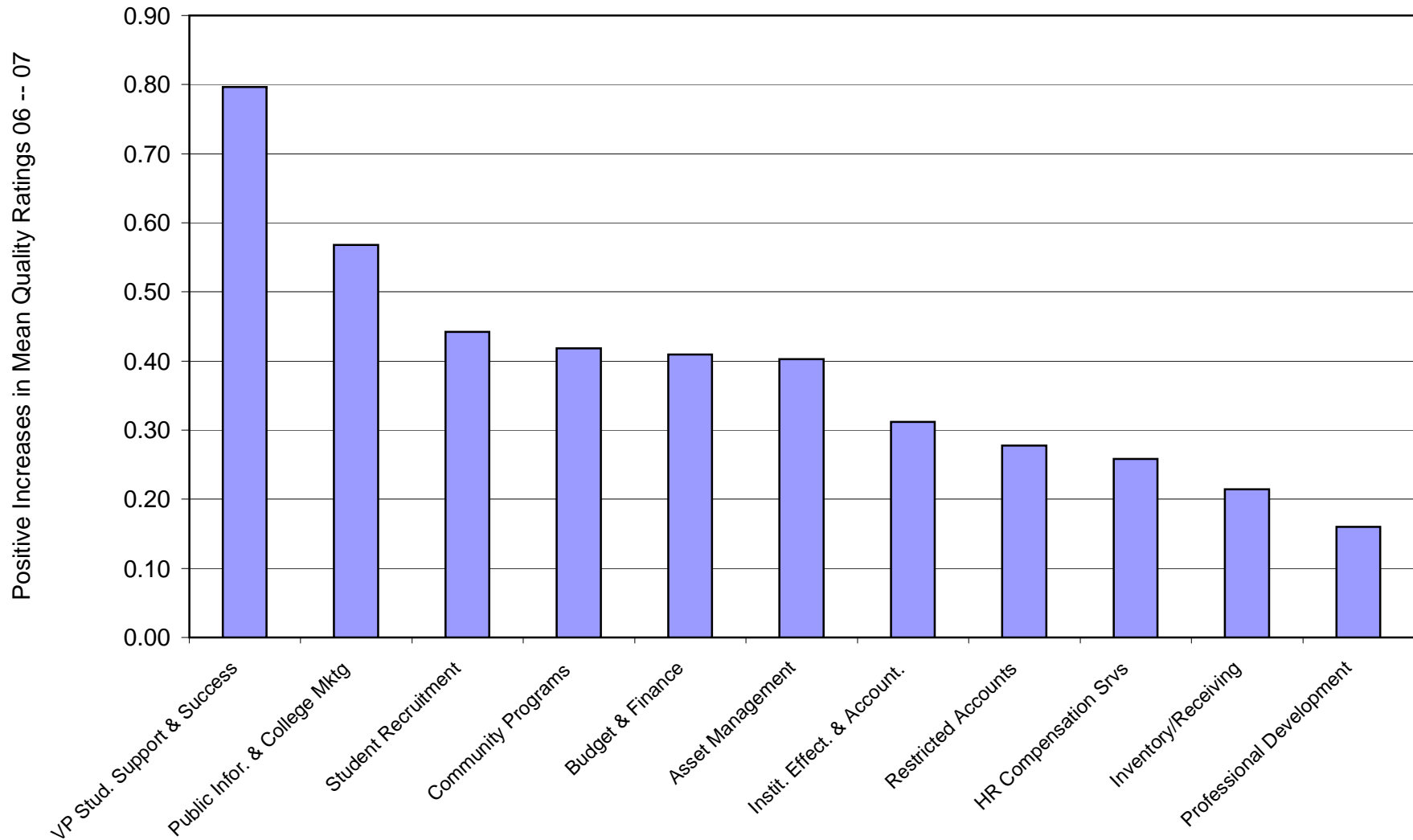
	2006			2007			Mean Difference 06 -- 07	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
College-wide Offices								
Office of the VP for Student Support and Success Systems	96	3.04	1.76	99	3.84	1.47	0.80	Yes
Public Information & College Marketing	146	3.82	1.36	213	4.39	0.87	0.57	Yes
Student Recruitment Office	66	3.80	1.33	106	4.25	1.06	0.44	Yes
Community Programs	59	3.92	1.18	51	4.33	0.82	0.42	Yes
Budget & Finance	85	4.08	0.94	122	4.49	0.77	0.41	Yes
Asset Management	76	3.43	1.33	92	3.84	1.22	0.40	Yes
Institutional Effectiveness and Accountability	101	3.73	1.20	157	4.04	1.06	0.31	Yes
Restricted Accounts	58	4.33	0.76	81	4.60	0.63	0.28	Yes
HR Compensation Services	190	3.27	1.40	338	3.53	1.41	0.26	Yes
Inventory/Receiving	128	4.24	0.92	195	4.46	0.78	0.21	Yes
Professional Development	327	4.02	1.10	502	4.18	1.04	0.16	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
Spring 2007 Overall Quality

Chart 6 Statistically Significant Improvements in Mean Satisfaction Scores with Overall Quality  
2006 -- 2007



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Table 7 Promptness (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
ACC Foundation	51	4.31	0.97	72	4.63	0.72	0.31	3	12
Accounts Payable	105	4.01	1.08	156	3.96	1.06	-0.05	51	45
Administrative Development	117	4.17	0.99	274	4.24	0.95	0.07	28	33
Adult Education	72	3.82	1.25	114	4.00	1.12	0.18	46	20
Alternative Teacher Certification	n/a	n/a	n/a	43	3.98	1.32	n/a	50	n/a
Articulation Office	37	4.38	0.92	68	4.26	1.09	-0.11	24	50
Asset Management	75	3.48	1.32	92	3.87	1.25	0.39	54	6
Associate Vice President for Student Success Office	n/a	n/a	n/a	97	3.73	1.40	n/a	63	n/a
AVP, Information Technology Areas - Associate Vice President's Office	94	4.27	1.05	133	3.98	1.17	-0.28	48	58
Budget & Finance	84	3.99	1.00	122	4.36	0.95	0.37	14	7
Business and Industry Institute	n/a	n/a	n/a	28	4.21	0.79	n/a	32	n/a
Business Assessment Center	29	4.14	0.88	36	4.31	0.82	0.17	19	21
Center for Community Based and Non-Profit Organizations	n/a	n/a	n/a	41	4.15	1.20	n/a	35	n/a
Community Outreach Office	n/a	n/a	n/a	52	4.13	0.93	n/a	37	n/a
Community Programs	59	3.85	1.22	51	4.33	0.86	0.49	16	3
Continuing Education Business Operations	31	4.00	1.24	78	4.13	1.12	0.13	38	25

Internal College Survey  
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Table 7 Promptness (2006 -- 2007)

with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Customized Training	30	3.83	1.32	48	3.96	1.05	0.13	52	27
Distance Learning	125	4.34	0.89	177	4.28	0.98	-0.06	22	46
Duplication Services (HBC)	202	4.62	0.73	315	4.48	0.89	-0.14	7	53
Early College Start/College Connection	126	3.36	1.42	201	3.65	1.27	0.29	64	13
Email Systems	285	4.39	0.95	522	4.26	0.94	-0.13	26	52
Environmental Health & Safety and Insurance	104	4.13	1.01	137	3.98	1.16	-0.16	49	54
Facilities & Construction	75	3.92	1.29	151	3.61	1.34	-0.31	67	59
Faculty and Staff Evaluation	231	3.80	1.10	387	3.87	1.16	0.07	55	32
Governmental and Community Relations	33	4.18	1.10	50	3.84	1.54	-0.34	56	60
Grants Development	48	3.79	1.35	76	3.63	1.46	-0.16	65	55
HBC Room Scheduling	96	4.21	1.00	181	4.41	0.91	0.21	11	17
Health Professions Institute	53	4.42	0.84	69	4.45	0.78	0.03	9	35
Help Desk	356	4.62	0.77	629	4.52	0.85	-0.10	6	48
High Tech Institute	n/a	n/a	n/a	38	4.26	1.00	n/a	25	n/a
HR Benefits	226	3.89	1.23	405	3.92	1.19	0.03	53	37
HR Compensation Services	190	3.23	1.43	338	3.50	1.45	0.27	69	14

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Table 7 Promptness (2006 -- 2007)

with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
HR Employment/Hiring Services	183	3.37	1.35	322	3.59	1.38	0.22	68	16
HR Payroll Office	235	3.98	1.07	433	4.11	1.14	0.12	40	28
HR Records	184	3.54	1.28	304	3.79	1.35	0.25	61	15
Institutional Effectiveness and Accountability	98	3.70	1.23	155	4.05	1.08	0.34	44	10
Institutional Records	83	4.10	1.26	126	4.22	1.06	0.13	30	26
Instructional Development Services (IDS)	103	4.14	1.13	142	4.33	1.00	0.20	17	19
Instructional Support Services	101	4.47	0.87	159	4.12	1.26	-0.35	39	61
Internal Audit	37	3.86	1.40	66	3.80	1.27	-0.06	60	47
International Programs	40	3.70	1.38	83	4.07	1.16	0.37	42	8
Interpreter Services	n/a	n/a	n/a	93	4.70	0.53	n/a	1	n/a
Inventory/Receiving	128	4.25	1.02	195	4.39	0.87	0.14	12	24
Office of the AVP for Human Resources Areas	101	2.85	1.51	132	3.17	1.49	0.32	70	11
Office of the AVP for Instructional Resources & Technology	76	4.14	1.08	106	4.14	1.12	0.00	36	40
Office of the Dean, Applied Technologies, Multimedia, and Public Service	64	4.23	1.05	100	4.35	0.93	0.12	15	30
Office of the Dean, Arts and Humanities	72	4.29	0.91	113	4.25	0.95	-0.04	27	44
Office of the Dean, Business Studies	58	4.36	1.00	97	4.33	1.10	-0.03	18	42

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Table 7 Promptness (2006 -- 2007)

with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Office of the Dean, Communications	76	4.12	1.15	111	4.23	1.00	0.12	29	29
Office of the Dean, Computer Studies and Advanced Technology	60	4.18	1.17	98	4.08	1.18	-0.10	41	49
Office of the Dean, Math and Sciences	99	4.07	1.20	152	4.16	1.12	0.09	34	31
Office of the Dean, Social and Behavioral Sciences	86	4.43	0.96	132	4.42	0.90	-0.01	10	41
Office of the Executive Dean, Continuing Education	72	3.61	1.38	126	4.07	1.07	0.46	43	4
Office of the Executive Dean, Health Sciences	66	4.59	0.72	126	4.56	0.73	-0.04	4	43
Office of the Vice President for College Support and ISD Relations	42	4.19	1.19	67	3.61	1.57	-0.58	66	62
Office of the VP for Academic Transfer and General & Developmental Education	66	3.80	1.32	87	3.83	1.30	0.02	57	39
Office of the VP for Business Services	68	4.01	1.24	83	3.82	1.47	-0.20	58	56
Office of the VP for Student Support and Success Systems	96	3.01	1.79	99	3.82	1.46	0.81	59	1
Office of the VP for Workforce Education and Business Development	59	3.97	1.19	81	4.00	1.36	0.03	45	36
President's Office	n/a	n/a	n/a	149	4.30	1.21	n/a	21	n/a
Professional Development	321	4.06	1.08	501	4.22	1.01	0.16	31	23
Public Information & College Marketing	144	3.85	1.33	212	4.30	0.98	0.44	20	5
Purchasing	147	3.56	1.28	211	3.76	1.28	0.20	62	18
Restricted Accounts	57	4.26	0.92	81	4.63	0.68	0.37	2	9

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Table 7 Promptness (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Student Accounting	57	4.14	1.29	90	4.17	1.22	0.03	33	38
Student Recruitment Office	65	3.77	1.36	106	4.27	1.03	0.50	23	2
Telecom Services	217	4.66	0.70	225	4.54	0.77	-0.12	5	51
Texas Success Initiatives (TSI)	86	4.24	1.11	105	3.99	1.21	-0.25	47	57
VCT Operations Office	26	4.42	0.81	26	4.46	0.58	0.04	8	34
Video Services	68	4.21	1.14	101	4.37	0.89	0.16	13	22

Note: Not applicable responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 8 Promptness

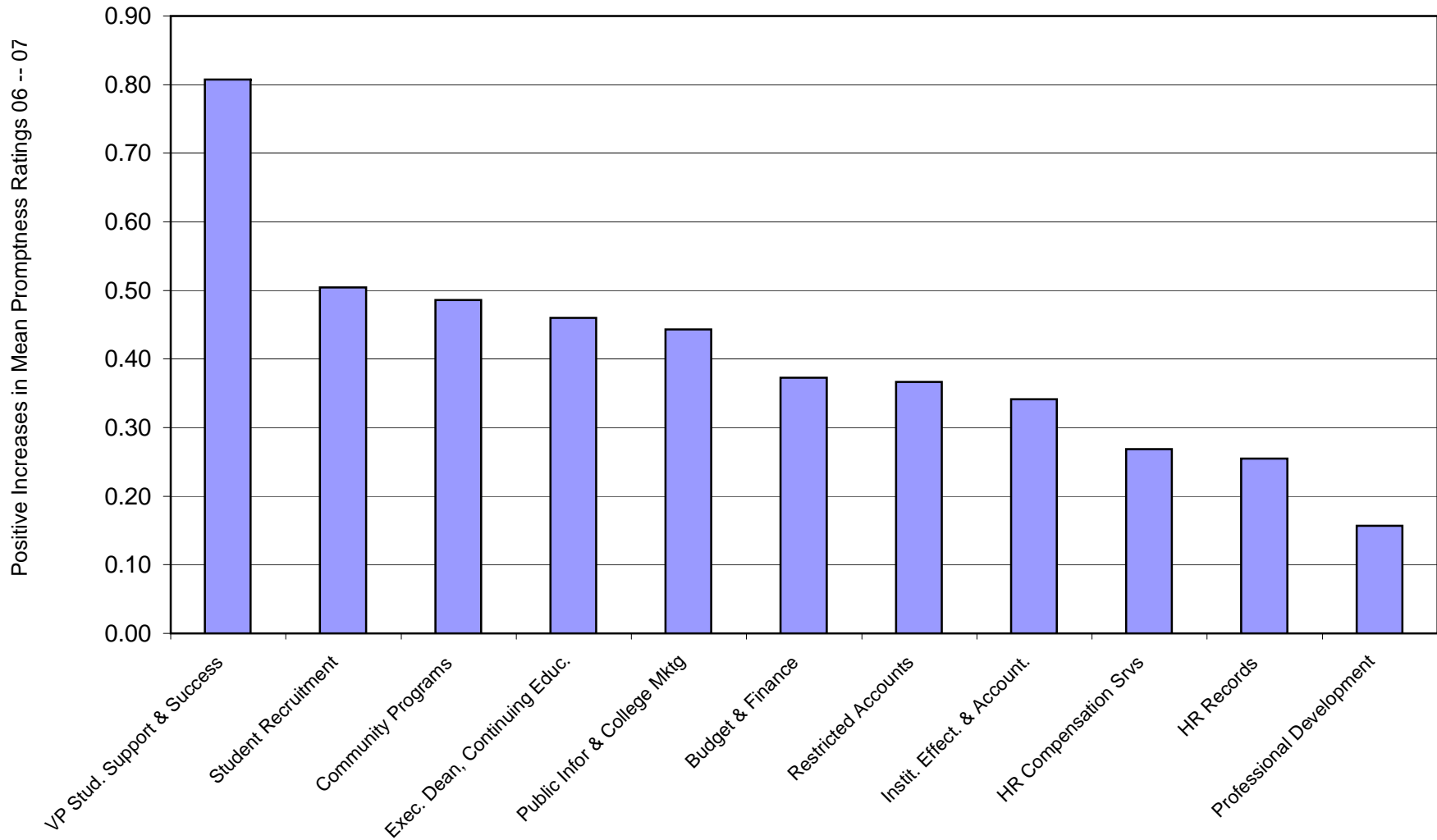
Statistically Significant Improvements in Mean Scores of Satisfaction with Promptness (2006 -- 2007)

College-wide Offices	2005			2006			Mean Difference 06 -- 07	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
Office of the VP for Student Support and Success Systems	96	3.01	1.79	99	3.82	1.46	0.81	Yes
Student Recruitment Office	65	3.77	1.36	106	4.27	1.03	0.50	Yes
Community Programs	59	3.85	1.22	51	4.33	0.86	0.49	Yes
Office of the Executive Dean, Continuing Education	72	3.61	1.38	126	4.07	1.07	0.46	Yes
Public Information & College Marketing	144	3.85	1.33	212	4.30	0.98	0.44	Yes
Budget & Finance	84	3.99	1.00	122	4.36	0.95	0.37	Yes
Restricted Accounts	57	4.26	0.92	81	4.63	0.68	0.37	Yes
Institutional Effectiveness and Accountability	98	3.70	1.23	155	4.05	1.08	0.34	Yes
HR Compensation Services	190	3.23	1.43	338	3.50	1.45	0.27	Yes
HR Records	184	3.54	1.28	304	3.79	1.35	0.25	Yes
Professional Development	321	4.06	1.08	501	4.22	1.01	0.16	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
 Spring 2007  
 Chart 7 Statistically Significant Improvements in Promptness  
 2006 -- 2007



Internal College Survey  
Spring 2007

Table 9 Service Attitude (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
ACC Foundation	51	4.35	1.13	71	4.68	0.67	0.32	1	9
Accounts Payable	106	4.25	0.88	156	4.10	0.96	-0.15	45	53
Administrative Development	117	4.18	0.97	273	4.32	0.88	0.14	22	23
Adult Education	72	3.90	1.29	115	4.10	1.10	0.19	46	19
Alternative Teacher Certification	n/a	n/a	n/a	43	3.91	1.36	n/a	55	n/a
Articulation Office	38	4.47	1.03	69	4.30	1.09	-0.17	23	54
Asset Management	76	3.26	1.44	92	3.82	1.34	0.55	62	2
Associate Vice President for Student Success Office	n/a	n/a	n/a	98	3.78	1.37	n/a	64	n/a
AVP, Information Technology Areas - Associate Vice President's Office	94	4.34	1.04	134	4.03	1.17	-0.31	51	60
Budget & Finance	85	3.94	1.11	122	4.40	0.90	0.46	14	4
Business and Industry Institute	n/a	n/a	n/a	28	4.21	0.83	n/a	32	n/a
Business Assessment Center	29	4.31	0.89	36	4.33	0.76	0.02	21	35
Center for Community Based and Non-Profit Organizations	n/a	n/a	n/a	41	4.20	1.25	n/a	33	n/a
Community Outreach Office	n/a	n/a	n/a	52	4.17	0.92	n/a	35	n/a
Community Programs	59	3.98	1.24	51	4.37	0.80	0.39	17	6
Continuing Education Business Operations	31	4.03	1.20	78	4.18	1.13	0.15	34	22

Internal College Survey  
Spring 2007

Table 9 Service Attitude (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Customized Training	30	3.87	1.33	48	4.02	1.02	0.15	52	21
Distance Learning	125	4.37	0.95	177	4.23	1.03	-0.14	31	51
Duplication Services (HBC)	201	4.67	0.68	316	4.55	0.79	-0.12	7	50
Early College Start/College Connection	127	3.50	1.46	201	3.84	1.24	0.34	59	8
Email Systems	285	4.39	0.92	516	4.30	0.93	-0.09	24	44
Environmental Health & Safety and Insurance	104	4.22	0.88	138	4.11	1.12	-0.11	43	49
Facilities & Construction	76	4.00	1.25	151	3.75	1.31	-0.25	65	57
Faculty and Staff Evaluation	231	3.90	1.02	384	3.93	1.14	0.02	54	34
Governmental and Community Relations	33	4.12	1.22	50	3.90	1.52	-0.22	56	55
Grants Development	48	3.98	1.31	76	3.70	1.49	-0.28	66	59
HBC Room Scheduling	96	4.24	0.98	181	4.48	0.83	0.24	10	13
Health Professions Institute	53	4.55	0.72	69	4.41	0.85	-0.14	13	52
Help Desk	356	4.69	0.69	629	4.59	0.82	-0.10	5	46
High Tech Institute	n/a	n/a	n/a	38	4.24	1.02	n/a	30	n/a
HR Benefits	227	4.00	1.19	405	3.95	1.24	-0.05	53	40
HR Compensation Services	190	3.34	1.40	337	3.53	1.47	0.19	69	20

Internal College Survey  
Spring 2007

Table 9 Service Attitude (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
HR Employment/Hiring Services	183	3.60	1.27	319	3.82	1.29	0.22	60	16
HR Payroll Office	236	3.98	1.09	431	4.10	1.18	0.12	44	26
HR Records	184	3.64	1.29	303	3.85	1.34	0.22	58	17
Institutional Effectiveness and Accountability	98	3.82	1.20	155	4.07	1.13	0.25	48	12
Institutional Records	82	4.17	1.24	126	4.26	1.10	0.09	26	28
Instructional Development Services (IDS)	102	4.22	1.17	142	4.35	1.06	0.13	19	24
Instructional Support Services	99	4.51	0.79	158	4.16	1.20	-0.35	38	61
Internal Audit	37	3.73	1.50	67	3.69	1.37	-0.04	67	39
International Programs	42	3.76	1.38	83	4.05	1.18	0.29	49	10
Interpreter Services	n/a	n/a	n/a	93	4.67	0.54	n/a	2	n/a
Inventory/Receiving	128	4.38	0.88	194	4.51	0.74	0.12	9	25
Office of the AVP for Human Resources Areas	103	2.96	1.53	132	3.19	1.51	0.23	70	14
Office of the AVP for Instructional Resources & Technology	76	4.07	1.18	106	4.11	1.15	0.05	42	31
Office of the Dean, Applied Technologies, Multimedia, and Public Service	64	4.34	1.04	101	4.40	0.92	0.05	15	30
Office of the Dean, Arts and Humanities	72	4.29	0.90	114	4.29	0.98	0.00	25	37
Office of the Dean, Business Studies	58	4.41	0.86	98	4.36	1.06	-0.06	18	42

Internal College Survey  
Spring 2007

Table 9 Service Attitude (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Office of the Dean, Communications	76	4.16	1.11	112	4.26	1.04	0.10	27	27
Office of the Dean, Computer Studies and Advanced Technology	60	4.25	1.10	101	4.16	1.13	-0.09	37	45
Office of the Dean, Math and Sciences	98	4.11	1.20	153	4.17	1.20	0.06	36	29
Office of the Dean, Social and Behavioral Sciences	86	4.47	0.84	134	4.51	0.77	0.04	8	32
Office of the Executive Dean, Continuing Education	72	3.69	1.42	127	4.04	1.09	0.34	50	7
Office of the Executive Dean, Health Sciences	66	4.65	0.75	128	4.55	0.74	-0.10	6	47
Office of the Vice President for College Support and ISD Relations	42	4.24	1.25	67	3.69	1.56	-0.55	68	62
Office of the VP for Academic Transfer and General & Developmental Education	66	4.23	1.05	89	4.12	1.15	-0.10	41	48
Office of the VP for Business Services	68	4.06	1.27	83	3.78	1.48	-0.28	63	58
Office of the VP for Student Support and Success Systems	96	3.08	1.79	99	3.82	1.49	0.73	61	1
Office of the VP for Workforce Education and Business Development	59	4.14	1.12	81	4.07	1.39	-0.06	47	43
President's Office	n/a	n/a	n/a	149	4.34	1.22	n/a	20	n/a
Professional Development	325	4.06	1.12	501	4.26	1.01	0.20	28	18
Public Information & College Marketing	142	3.92	1.32	212	4.38	0.94	0.45	16	5
Purchasing	147	3.66	1.22	211	3.89	1.23	0.23	57	15
Restricted Accounts	58	4.33	0.78	81	4.60	0.68	0.28	3	11

Internal College Survey  
Spring 2007

Table 9 Service Attitude (2006 -- 2007)  
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

College-wide Offices	2006			2007			Mean Difference 06 -- 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2007 Mean	Mean Diff 06 -- 07
Student Accounting	58	4.16	1.35	90	4.13	1.28	-0.02	40	38
Student Recruitment Office	66	3.77	1.35	106	4.25	1.05	0.47	29	3
Telecom Services	216	4.65	0.72	225	4.60	0.71	-0.05	4	41
Texas Success Initiatives (TSI)	86	4.36	0.98	105	4.13	1.16	-0.23	39	56
VCT Operations Office	26	4.42	0.81	26	4.46	0.58	0.04	11	33
Video Services	68	4.40	1.01	101	4.41	0.86	0.01	12	36

Note: Not applicable responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank "1" assigned to the highest positive difference between means for 2006 and 2007.

Internal College Survey  
Spring 2007

Table 10 Service Attitude

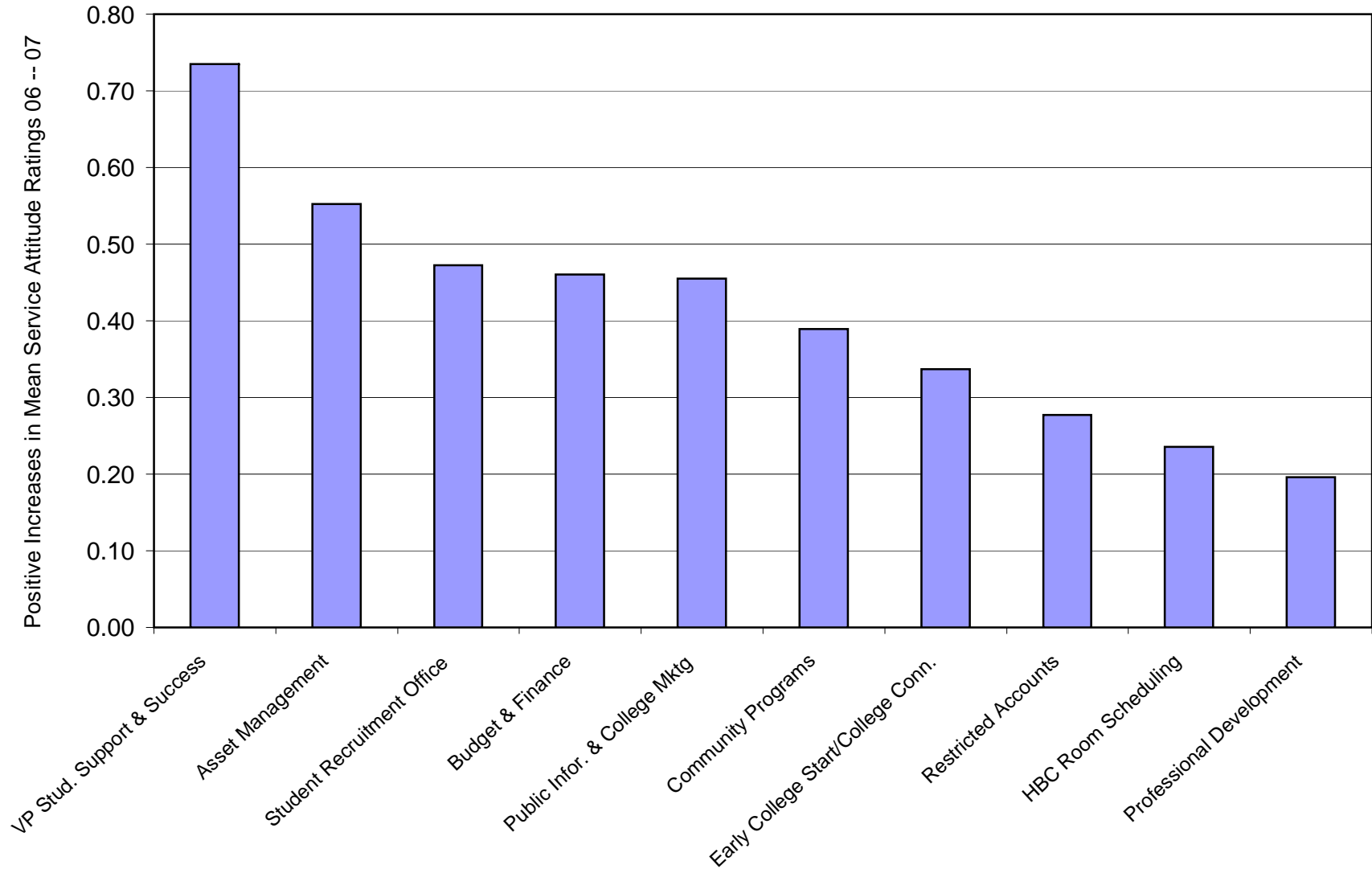
Statistically Significant Improvements in Mean Scores of Satisfaction with Service Attitude (2006 -- 2007)

	2005			2006			Mean Difference	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
College-wide Offices								
Office of the VP for Student Support and Success Systems	96	3.08	1.79	99	3.82	1.49	0.73	Yes
Asset Management	76	3.26	1.44	92	3.82	1.34	0.55	Yes
Student Recruitment Office	66	3.77	1.35	106	4.25	1.05	0.47	Yes
Budget & Finance	85	3.94	1.11	122	4.40	0.90	0.46	Yes
Public Information & College Marketing	142	3.92	1.32	212	4.38	0.94	0.45	Yes
Community Programs	59	3.98	1.24	51	4.37	0.80	0.39	Yes
Early College Start/College Connection	127	3.50	1.46	201	3.84	1.24	0.34	Yes
Restricted Accounts	58	4.33	0.78	81	4.60	0.68	0.28	Yes
HBC Room Scheduling	96	4.24	0.98	181	4.48	0.83	0.24	Yes
Professional Development	325	4.06	1.12	501	4.26	1.01	0.20	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

Internal College Survey  
 Spring 2007 Service Attitude  
 Chart 8 Statistically Significant Improvements in Service Attitude  
 2006 -- 2007



Internal College Survey  
Spring 2007

Table 11 Mean Scores of Satisfaction  
with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
ACC Foundation	15	4.53	0.92	6	4.50	0.55	50	4.64	0.66	No
Accounts Payable	19	3.68	1.20	2	3.50	0.71	134	4.19	0.83	Yes
Administrative Development	45	4.18	1.11	45	4.00	1.28	186	4.28	0.85	No
Adult Education	11	3.64	1.12	5	4.00	1.22	99	4.13	1.08	No
Alternative Teacher Certification	9	4.89	0.33	2	3.50	2.12	32	3.78	1.31	No
Articulation Office	19	4.42	0.96	2	3.50	2.12	48	4.21	1.17	No
Asset Management	9	3.33	1.32	1	4.00	.	82	3.89	1.21	No
Associate Vice President for Student Success Office	18	3.39	1.42	4	4.00	2.00	76	3.82	1.32	No
AVP, Information Technology Areas - Associate Vice President's Office	18	3.78	1.22	4	3.75	1.89	111	4.10	1.07	No
Budget & Finance	16	4.31	0.95	1	1.00	.	105	4.55	0.66	Yes
Business and Industry Institute	2	4.50	0.71	1	5.00	.	25	4.20	0.82	No
Business Assessment Center	2	4.50	0.71	2	5.00	0.00	32	4.31	0.78	No
Center for Community Based and Non-Profit Organizations	4	4.75	0.50	6	4.33	0.52	31	4.10	1.35	No

Internal College Survey  
Spring 2007

Table 11 Mean Scores of Satisfaction  
with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Community Outreach Office	7	3.00	1.29	0	.	.	45	4.27	0.72	Yes
Community Programs	1	4.00	.	6	4.17	0.75	44	4.36	0.84	No
Continuing Education Business Operations	5	4.40	0.89	14	3.93	1.38	59	4.25	0.99	No
Customized Training	3	3.67	1.15	0	.	.	45	4.02	1.06	No
Distance Learning	54	4.26	1.01	19	4.11	1.33	104	4.27	0.84	No
Duplication Services (HBC)	60	4.45	0.87	64	4.44	0.83	193	4.56	0.74	No
Early College Start/College Connection	30	3.33	1.42	30	3.63	1.30	141	3.89	1.13	No
Email Systems	100	3.97	1.14	137	3.88	1.24	293	4.26	0.93	Yes
Environmental Health & Safety and Insurance	19	3.89	1.15	3	5.00	0.00	116	4.09	1.12	No
Facilities & Construction	25	3.52	1.58	4	2.50	1.29	122	3.84	1.23	No
Faculty and Staff Evaluation	101	3.87	1.06	139	3.98	1.13	151	3.79	1.22	No
Governmental and Community Relations	2	3.00	2.83	3	4.67	0.58	46	3.89	1.45	No
Grants Development	17	3.65	1.62	3	2.67	1.53	56	3.79	1.37	No

Internal College Survey  
Spring 2007

Table 11 Mean Scores of Satisfaction  
with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
HBC Room Scheduling	33	4.42	0.87	6	3.67	1.75	142	4.50	0.80	No
Health Professions Institute	17	4.53	0.62	3	4.33	0.58	49	4.37	0.91	No
Help Desk	120	4.60	0.75	128	4.47	0.97	381	4.56	0.76	No
High Tech Institute	4	4.50	0.58	1	5.00	.	33	4.30	0.98	No
HR Benefits	84	3.82	1.24	43	3.79	1.44	279	4.06	1.04	No
HR Compensation Services	57	3.42	1.49	25	3.56	1.53	256	3.55	1.38	No
HR Employment/Hiring Services	58	3.24	1.48	38	3.68	1.34	227	3.89	1.21	Yes
HR Payroll Office	76	4.05	1.15	70	4.14	1.22	287	4.14	1.06	No
HR Records	54	3.07	1.54	39	3.69	1.59	210	3.98	1.20	Yes
Institutional Effectiveness and Accountability	40	4.05	1.13	7	3.57	1.40	110	4.07	1.01	No
Institutional Records	17	4.06	1.03	6	4.50	0.84	103	4.24	1.08	No
Instructional Development Services (IDS)	44	4.20	1.32	34	4.53	0.79	64	4.36	0.82	No
Instructional Support Services	32	4.19	1.33	38	4.21	0.99	89	4.08	1.30	No

Internal College Survey  
Spring 2007

Table 11 Mean Scores of Satisfaction  
with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Internal Audit	8	3.75	1.58	1	1.00	.	58	3.78	1.26	No
International Programs	13	3.38	1.50	8	4.63	0.74	62	4.11	1.04	Yes
Interpreter Services	29	4.69	0.47	19	4.84	0.37	45	4.64	0.53	No
Inventory/Receiving	22	4.14	1.04	2	4.00	0.00	171	4.50	0.74	No
Office of the AVP for Human Resources Areas	24	2.58	1.44	5	1.60	0.89	103	3.32	1.44	Yes
Office of the AVP for Instructional Resources & Technology	23	4.09	1.38	17	4.29	0.77	66	4.11	1.08	No
Office of the Dean, Applied Technologies, Multimedia, and Public Service	23	4.61	0.72	5	4.00	1.73	73	4.37	0.83	No
Office of the Dean, Arts and Humanities	21	3.81	1.21	18	4.44	0.98	75	4.27	0.84	No
Office of the Dean, Business Studies	19	4.58	0.61	11	3.18	1.94	68	4.50	0.76	Yes
Office of the Dean, Communications	19	4.58	0.69	22	4.36	0.85	71	4.15	1.09	No
Office of the Dean, Computer Studies and Advanced Technology	17	4.06	1.14	12	3.42	1.56	72	4.29	1.03	Yes
Office of the Dean, Math and Sciences	25	4.20	1.19	30	4.33	1.21	98	4.18	1.03	No
Office of the Dean, Social and Behavioral Sciences	26	4.54	0.95	30	4.43	0.82	78	4.47	0.72	No

Internal College Survey  
Spring 2007

Table 11 Mean Scores of Satisfaction  
with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Office of the Executive Dean, Continuing Education	17	3.82	1.29	11	4.36	1.03	98	4.05	0.98	No
Office of the Executive Dean, Health Sciences	37	4.43	0.83	6	4.67	0.52	85	4.52	0.73	No
Office of the Vice President for College Support and ISD Relations	5	2.20	1.64	3	3.33	2.08	59	3.80	1.42	No
Office of the VP for Academic Transfer and General & Developmental Education	25	4.00	1.26	3	5.00	0.00	61	4.13	1.10	No
Office of the VP for Business Services	9	3.44	1.74	1	1.00	.	73	4.10	1.32	Yes
Office of the VP for Student Support and Success Systems	22	3.64	1.53	2	3.00	2.83	75	3.92	1.43	No
Office of the VP for Workforce Education and Business Development	18	4.06	1.35	2	3.00	2.83	61	4.07	1.38	No
President's Office	26	4.38	1.13	12	4.17	1.27	111	4.31	1.26	No
Professional Development	98	4.16	1.10	102	4.31	0.92	302	4.14	1.05	No
Public Information & College Marketing	27	4.15	1.06	12	4.17	1.34	174	4.44	0.79	No
Purchasing	33	4.12	1.17	2	2.50	2.12	177	3.89	1.14	No
Restricted Accounts	9	4.67	0.71	0	.	.	72	4.60	0.62	No
Student Accounting	5	3.60	1.95	1	5.00	.	84	4.23	1.12	No

Internal College Survey  
 Spring 2007  
 Table 11 Mean Scores of Satisfaction  
 with Overall Quality by Employee Group

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Groups Ratings Stat. Sig.
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Student Recruitment Office	11	3.36	1.57	4	3.00	1.83	91	4.41	0.86	Yes
Telecom Services	39	4.33	0.87	12	4.25	1.22	174	4.66	0.64	Yes
Texas Success Initiatives (TSI)	26	4.35	0.85	7	3.71	1.38	72	4.03	1.16	No
VCT Operations Office	2	5.00	0.00	0	.	.	24	4.38	0.65	No
Video Services	17	4.12	1.41	11	4.18	1.17	73	4.37	0.74	No

\* Statistically significant at  $p < .05$

Internal College Survey  
Spring 2007  
Table 12 High Use Offices

College-wide Offices/Services	Number using 2007 services n = 833	% of total responses 2007	% of total responses 2006	% of total responses 2005	% of total responses 2004
Help Desk	629	76%	74.4%	79.7%	70.0%
Email Systems	537	64%	60.1%	46.9%	n/a
Professional Development	507	61%	68.2%	49.1%	58.0%
HR Payroll Office	435	52%	49.3%	52.4%	55.0%
HR Benefits	407	49%	47.6%	54.5%	51.0%
Faculty and Staff Evaluation	396	48%	48.4%	37.4%	44.0%
HR Compensation Services	339	41%	39.5%	36.4%	28.0%
HR Employment/Hiring Services	323	39%	38.0%	42.1%	35.0%
Duplication Services (HBC)	321	39%	42.8%	38.4%	30.0%
HR Records	305	37%	38.3%	41.6%	41.0%
Administrative Development	279	33%	24.3%	n/a	n/a
Telecom Services	226	27%	45.5%	46.6%	38.0%
Public Information & College Marketing	215	26%	30.6%	n/a	n/a
Purchasing	213	26%	30.6%	27.6%	26.0%

Notes: High use is defined as 25% or more of survey respondents having requested or received services from an office in the past year. This table includes not-applicable responses in % of total responses.

Internal College Survey  
Spring 2007  
Table 13 Low Use Offices

College-wide Offices/Services	Number using 2007 services n = 833	% of total responses 2007	% of total responses 2006	% of total responses 2005	% of total responses 2004
Early College Start/College Connection	202	24.2%	27.0%	21.0%	23.0%
Inventory/Receiving	197	23.6%	26.6%	21.6%	21.0%
HBC Room Scheduling	181	21.7%	20.0%	23.6%	24.0%
Distance Learning	178	21.4%	26.2%	28.3%	31.0%
Instructional Support Services	160	19.2%	21.2%	9.1%	14.0%
Institutional Effectiveness and Accountability	158	19.0%	21.6%	29.8%	21.0%
Accounts Payable	156	18.7%	22.5%	21.0%	22.0%
Office of the Dean, Math and Sciences	155	18.6%	20.6%	24.3%	25.0%
President's Office	152	18.2%	n/a	n/a	n/a
Facilities & Construction	152	18.2%	16.0%	12.1%	n/a
Instructional Development Services (IDS)	142	17.0%	21.6%	20.9%	17.0%
Environmental Health & Safety and Insurance	138	16.6%	21.6%	18.1%	18.0%
AVP, Information Technology Areas - Associate Vice President's Office	137	16.4%	19.5%	20.9%	21.0%
Office of the Dean, Social and Behavioral Sciences	135	16.2%	18.1%	26.0%	24.0%
Office of the AVP for Human Resources Areas	132	15.8%	21.4%	34.3%	38.0%
Office of the Executive Dean, Health Sciences	128	15.4%	13.9%	22.2%	22.0%
Office of the Executive Dean, Continuing Education	127	15.2%	15.0%	21.2%	17.0%

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Table 13 Low Use Offices

College-wide Offices/Services	Number using 2007 services n = 833	% of total responses 2007	% of total responses 2006	% of total responses 2005	% of total responses 2004
Institutional Records	127	15.2%	17.3%	25.2%	23.0%
Budget & Finance	123	14.8%	17.7%	17.1%	18.0%
Adult Education	116	13.9%	15.2%	16.2%	14.0%
Office of the Dean, Arts and Humanities	114	13.7%	15.6%	20.3%	23.0%
Office of the Dean, Communications	113	13.6%	16.0%	18.1%	23.0%
Office of the AVP for Instructional Resources & Technology	107	12.8%	16.0%	19.0%	22.0%
Student Recruitment Office	106	12.7%	13.7%	14.1%	12.0%
Texas Success Initiatives (TSI)	105	12.6%	17.9%	13.3%	12.0%
Video Services	104	12.5%	14.1%	16.2%	16.0%
Office of the Dean, Applied Technologies, Multimedia, and Public Service	102	12.2%	13.3%	19.3%	19.0%
Office of the Dean, Computer Studies and Advanced Technology	101	12.1%	12.9%	18.1%	16.0%
Office of the VP for Student Support and Success Systems	100	12.0%	20.2%	22.1%	24.0%
Office of the Dean, Business Studies	99	11.9%	12.1%	20.3%	18.0%
Associate Vice President for Student Success Office	99	11.9%	n/a	n/a	n/a
Interpreter Services	93	11.2%	n/a	n/a	n/a
Asset Management	93	11.2%	16.0%	9.8%	n/a
Office of the VP for Academic Transfer and General & Developmental Education	91	10.9%	13.9%	21.0%	24.0%

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Table 13 Low Use Offices

College-wide Offices/Services	Number using 2007 services n = 833	% of total responses 2007	% of total responses 2006	% of total responses 2005	% of total responses 2004
Student Accounting	90	10.8%	12.5%	13.1%	n/a
International Programs	85	10.2%	8.7%	14.5%	13.0%
Office of the VP for Business Services	84	10.1%	14.1%	16.7%	17.0%
Office of the VP for Workforce Education and Business Development	83	10.0%	12.3%	21.0%	19.0%
Restricted Accounts	81	9.7%	12.1%	14.8%	n/a
Continuing Education Business Operations	78	9.4%	6.4%	11.0%	14.0%
Grants Development	77	9.2%	10.0%	12.9%	13.0%
ACC Foundation	75	9.0%	11.0%	13.4%	10.0%
Articulation Office	69	8.3%	7.9%	8.1%	9.0%
Health Professions Institute	69	8.3%	11.0%	15.2%	11.0%
Internal Audit	67	8.0%	8.1%	16.2%	13.0%
Office of the Vice President for College Support and ISD Relations	67	8.0%	9.1%	16.0%	13.0%
Governmental and Community Relations	54	6.5%	7.5%	13.1%	8.0%
Community Programs	53	6.4%	12.3%	12.2%	8.0%
Community Outreach Office	52	6.2%	n/a	n/a	n/a
Customized Training	48	5.8%	6.4%	11.4%	7.0%
Center for Community Based and Non-Profit Organizations	46	5.5%	n/a	n/a	n/a

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 Table 13 Low Use Offices

College-wide Offices/Services	Number using 2007 services n = 833	% of total responses 2007	% of total responses 2006	% of total responses 2005	% of total responses 2004
Alternative Teacher Certification	43	5.2%	n/a	n/a	n/a
High Tech Institute	38	4.6%	n/a	n/a	n/a
Business Assessment Center	36	4.3%	6.2%	8.1%	5.0%
Business and Industry Institute	28	3.4%	n/a	n/a	n/a
VCT Operations Office	26	3.1%	5.4%	8.4%	8.0%

Notes: Low use is defined as less than 25% of survey respondents having requested or received services from an office in the past year. This table includes not-applicable responses in % of total responses.

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Table 14 High Dissatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 1: High Use, High Dissatisfaction</i>			
1	HR Compensation Services	40.6%	25.1%
2	HR Employment/Hiring Services	38.8%	20.1%
3	HR Records	36.4%	18.5%
4	Purchasing	25.5%	15.1%
<i>Quadrant 2: Low Use, High Dissatisfaction</i>			
1	Facilities & Construction	18.1%	21.2%
2	Office of the AVP for Human Resources Areas	15.8%	38.6%
3	Office of the VP for Student Support and Success Systems	11.9%	21.2%
4	Associate Vice President for Student Success Office	11.8%	19.4%
5	Asset Management	11.0%	17.4%
6	Office of the VP for Business Services	10.0%	18.1%
7	Office of the VP for Workforce Education and Business Development	9.7%	17.3%
8	Grants Development	9.1%	19.7%
9	Office of the Vice President for College Support and ISD Relations	8.0%	23.9%
10	Internal Audit	8.0%	17.9%
11	Governmental and Community Relations	6.1%	19.6%
12	Alternative Teacher Certification	5.2%	16.3%

Note: Not applicable responses excluded from analysis; % use therefore will differ slightly from Tables 15 to 16.

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Table 15 Low Dissatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Use, Low Dissatisfaction</i>			
1	Early College Start/College Connection	24.1%	14.9%
2	Inventory/Receiving	23.4%	3.6%
3	HBC Room Scheduling	21.7%	5.0%
4	Distance Learning	21.2%	6.2%
5	Instructional Support Services	19.1%	12.6%
6	Institutional Effectiveness and Accountability	18.8%	9.6%
7	Accounts Payable	18.6%	6.5%
8	Office of the Dean, Math and Sciences	18.4%	9.8%
9	President's Office	17.9%	11.4%
10	Instructional Development Services (IDS)	17.0%	7.7%
11	Environmental Health & Safety and Insurance	16.6%	10.9%
12	Office of the Dean, Social and Behavioral Sciences	16.1%	3.0%
13	AVP, Information Technology Areas - Associate Vice President's Office	16.0%	13.5%
14	Office of the Executive Dean, Health Sciences	15.4%	3.1%
15	Office of the Executive Dean, Continuing Education	15.1%	9.5%
16	Institutional Records	15.1%	7.1%
17	Budget & Finance	14.6%	2.5%
18	Adult Education	13.8%	11.3%
19	Office of the Dean, Arts and Humanities	13.7%	6.1%
20	Office of the Dean, Communications	13.4%	6.3%
21	Office of the AVP for Instructional Resources & Technology	12.7%	11.3%
22	Student Recruitment Office	12.7%	7.5%
23	Texas Success Initiatives (TSI)	12.6%	11.4%
24	Office of the Dean, Computer Studies and Advanced Technology	12.1%	11.9%
25	Office of the Dean, Applied Technologies, Multimedia, and Public Service	12.1%	6.9%

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Table 15 Low Dissatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Use, Low Dissatisfaction (continued)</i>			
26	Video Services	12.1%	5.0%
27	Office of the Dean, Business Studies	11.8%	8.2%
28	Interpreter Services	11.2%	0.0%
29	Student Accounting	10.8%	11.1%
30	Office of the VP for Academic Transfer and General & Developmental Education	10.7%	11.2%
31	International Programs	10.0%	9.6%
32	Restricted Accounts	9.7%	1.2%
33	Continuing Education Business Operations	9.4%	9.0%
34	ACC Foundation	8.5%	2.8%
35	Articulation Office	8.3%	8.7%
36	Health Professions Institute	8.3%	2.9%
37	Community Outreach Office	6.2%	5.8%
38	Community Programs	6.1%	3.9%
39	Customized Training	5.8%	10.4%
40	Center for Community Based and Non-Profit Organizations	4.9%	9.8%
41	High Tech Institute	4.6%	5.3%
42	Business Assessment Center	4.3%	2.8%
43	Business and Industry Institute	3.4%	3.6%
44	VCT Operations Office	3.1%	0.0%

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 Table 15 Low Dissatisfaction and Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 4: High Use, Low Dissatisfaction</i>			
1	Help Desk	75.5%	3.82%
2	Email Systems	63.6%	10.57%
3	Professional Development	60.3%	8.17%
4	HR Payroll Office	52.0%	10.39%
5	HR Benefits	48.7%	13.05%
6	Faculty and Staff Evaluation	46.9%	13.04%
7	Duplication Services (HBC)	38.1%	3.47%
8	Administrative Development	33.1%	7.61%
9	Telecom Services	27.0%	2.67%
10	Public Information	25.6%	4.69%

Note: Not applicable responses excluded from analysis; % use therefore will differ slightly from Tables 15 to 16.