

# Spring 2007 Internal College Survey Office Reports

## Table of Contents

Office of the AVP for Instructional Resources & Technology

Distance Learning

Instructional Development Services

VCT Operations Office

Video Services

## AVP for Instructional Resources & Technology

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.

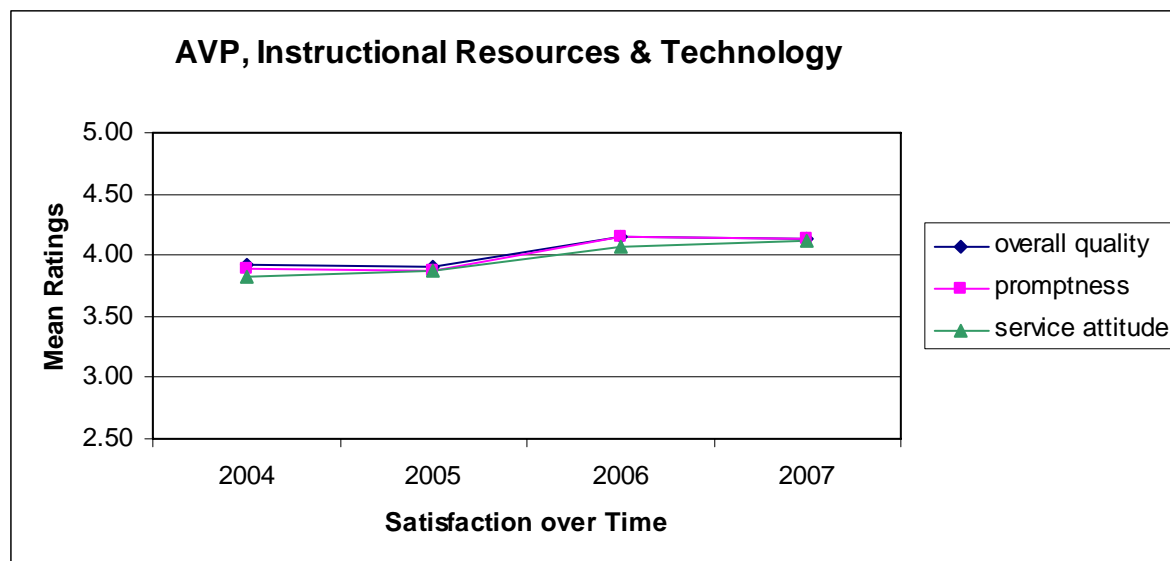
### Who uses this office?

Of the 833 survey respondents, 107 (12.8%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. Of those respondents:

- 62.6% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21.5% (23 respondents) were Full-time Faculty;
- 15.9% (17 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 satisfaction for overall quality, promptness and service attitude remained slightly above the 4.0 level for the second year in a row. In comparison to 2004 these satisfaction levels represent moderate increases in mean satisfaction with all three 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>AVP for Instructional Resources &amp; Technology</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	83	3.93	1.09	101	3.91	1.23	76	4.14	1.08	106	4.13	1.10	-0.01	0.20
promptness	82	3.89	1.08	98	3.88	1.23	76	4.14	1.08	106	4.14	1.12	0.00	0.25
service attitude	83	3.82	1.24	100	3.87	1.28	76	4.07	1.18	106	4.11	1.15	0.05	0.29

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

## Distance Learning

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.

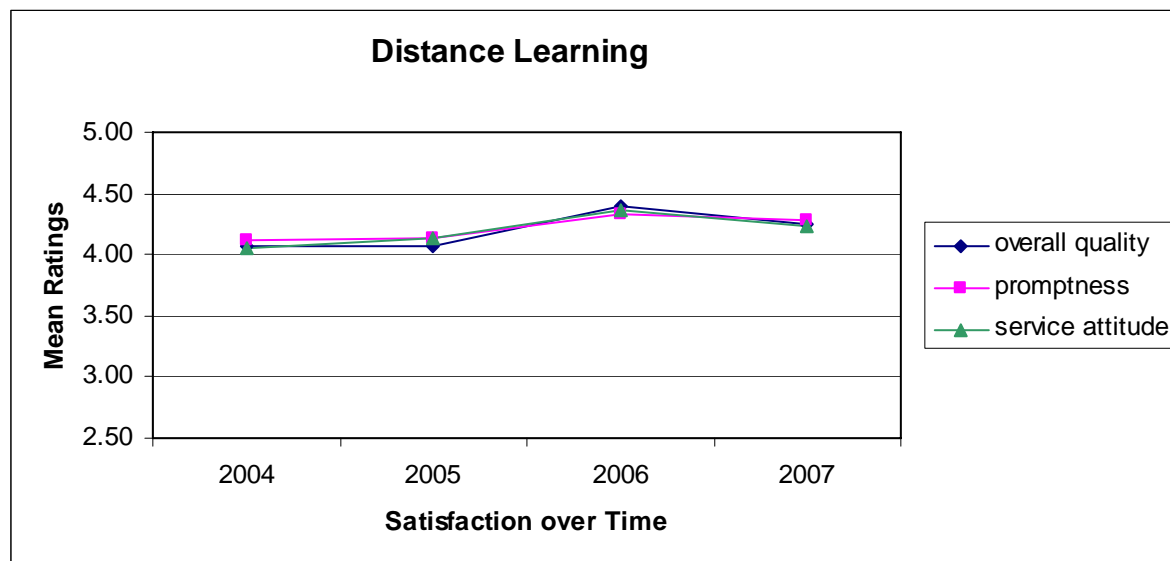
### Who uses this office?

Of the 833 survey respondents, 178 (21.4%) reported having requested or received services from Distance Learning in the past year. Of those respondents:

- 59% (105 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (54 respondents) were Full-time Faculty;
- 11% (19 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 to slight decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 mean satisfaction with these service dimensions remains moderately 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>Distance Learning</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	135	4.07	1.00	161	4.07	0.99	126	4.40	0.78	177	4.25	0.95	-0.15	0.18
promptness	133	4.11	1.04	154	4.14	1.02	125	4.34	0.89	177	4.28	0.98	-0.06	0.16
service attitude	133	4.05	1.13	155	4.14	1.04	125	4.37	0.95	177	4.23	1.03	-0.14	0.19

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

## Instructional Development 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.

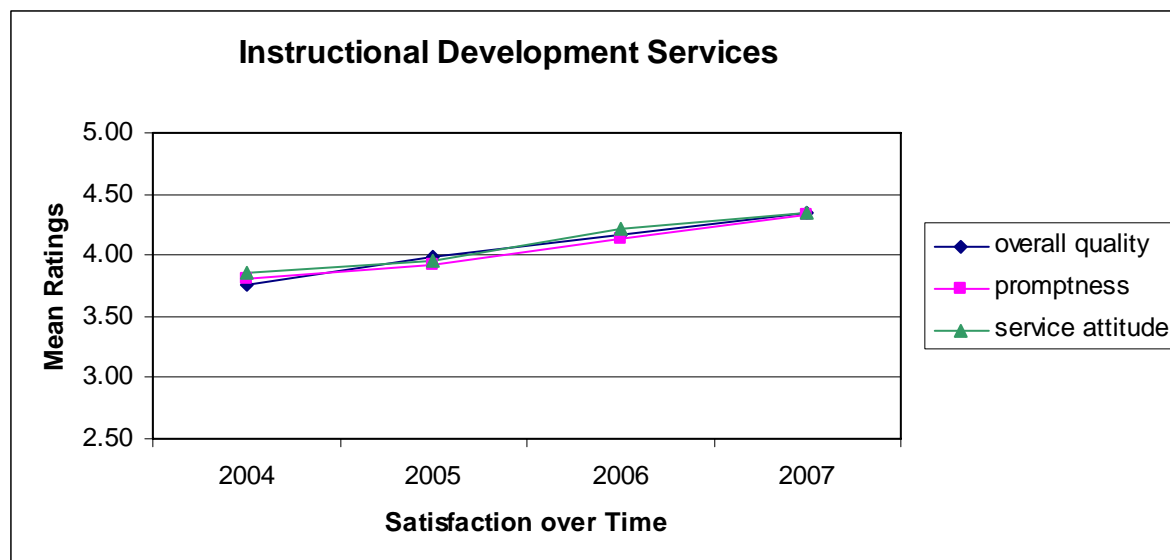
### Who uses this office?

Of the 833 survey respondents, 142 (17%) reported having requested or received services from the Office of Instructional Development Services in the past year. Of those respondents:

- 45% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 31% (44 respondents) were Full-time Faculty;
- 24% (34 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 satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 the combined increases over the past three surveys represent substantial increases in mean satisfaction with all three 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>Instructional Development 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	3.76	1.40	116	3.98	1.08	103	4.17	1.07	142	4.35	1.00	0.19	0.59
promptness	69	3.81	1.34	114	3.92	1.09	103	4.14	1.13	142	4.33	1.00	0.20	0.52
service attitude	70	3.86	1.41	113	3.95	1.12	102	4.22	1.17	142	4.35	1.06	0.13	0.49

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

## VCT Operations

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.

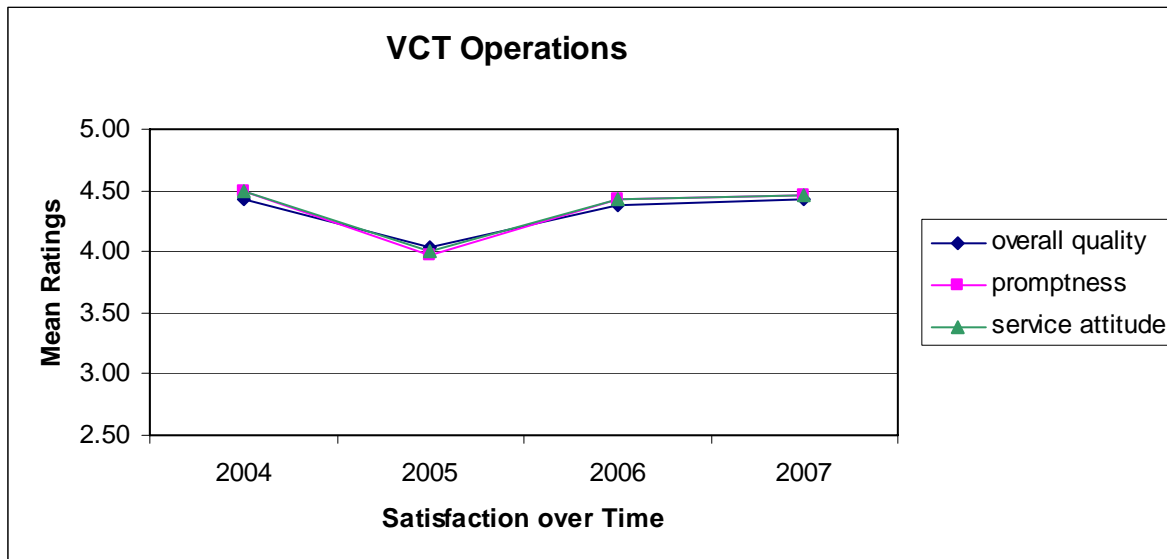
### Who uses this office?

Of the 833 survey respondents, 26 (3.1%) reported having requested or received services from VCT Operations in the past year. Of those respondents:

- 92% (24 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (2 respondents) were Full-time Faculty.

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

Results of the Spring 2007 Internal College Survey indicate very slight increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Since 2004 mean satisfaction for all three service dimensions has been slightly below 4.5; the only exception to this trend was in 2005 when mean ratings decreased to be around 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>VCT Operations</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	35	4.43	0.98	46	4.04	0.97	26	4.38	0.85	26	4.42	0.64	0.04	-0.01
promptness	35	4.49	0.78	47	3.98	1.01	26	4.42	0.81	26	4.46	0.58	0.04	-0.02
Service attitude	35	4.49	0.98	46	4.00	0.99	26	4.42	0.81	26	4.46	0.58	0.04	-0.02

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

## Video 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.

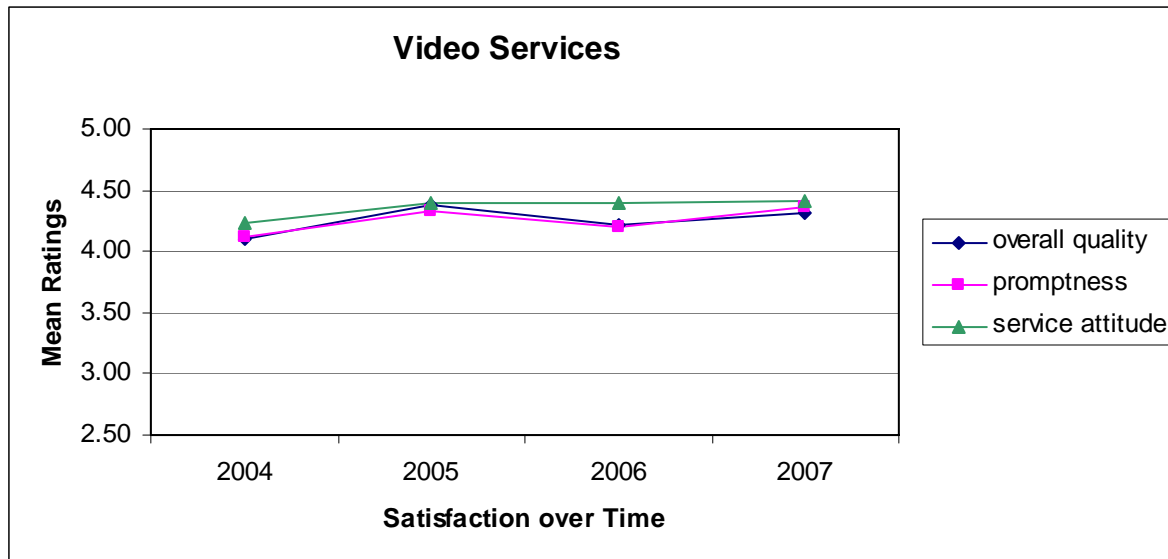
### **Who uses this office?**

Of the 833 survey respondents, 104 (12.5%) reported having requested or received services from Video Services in the past year. Of those respondents:

- 73% (76 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (17 respondents) were Full-time Faculty;
- 11% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Spring 2007 Internal College Survey indicate slight increases in mean satisfaction for overall quality and promptness from Summer 2006. Service attitude remained at the same level but has consistently tracked slightly higher than overall quality and promptness. In comparison to 2004 mean satisfaction with these service dimensions remains moderately 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>Video Services</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	71	4.10	1.20	91	4.37	0.95	68	4.22	1.08	101	4.31	0.92	0.09	0.21
promptness	67	4.12	1.20	89	4.34	0.90	68	4.21	1.14	101	4.37	0.89	0.16	0.25
service attitude	67	4.24	1.18	90	4.40	0.87	68	4.40	1.01	101	4.41	0.86	0.01	0.17

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