

# Spring 2007 Internal College Survey Office Reports

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## President's Office

The Internal College Survey was administered on the web to ACC employees in Spring 2007. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

### Who uses this office?

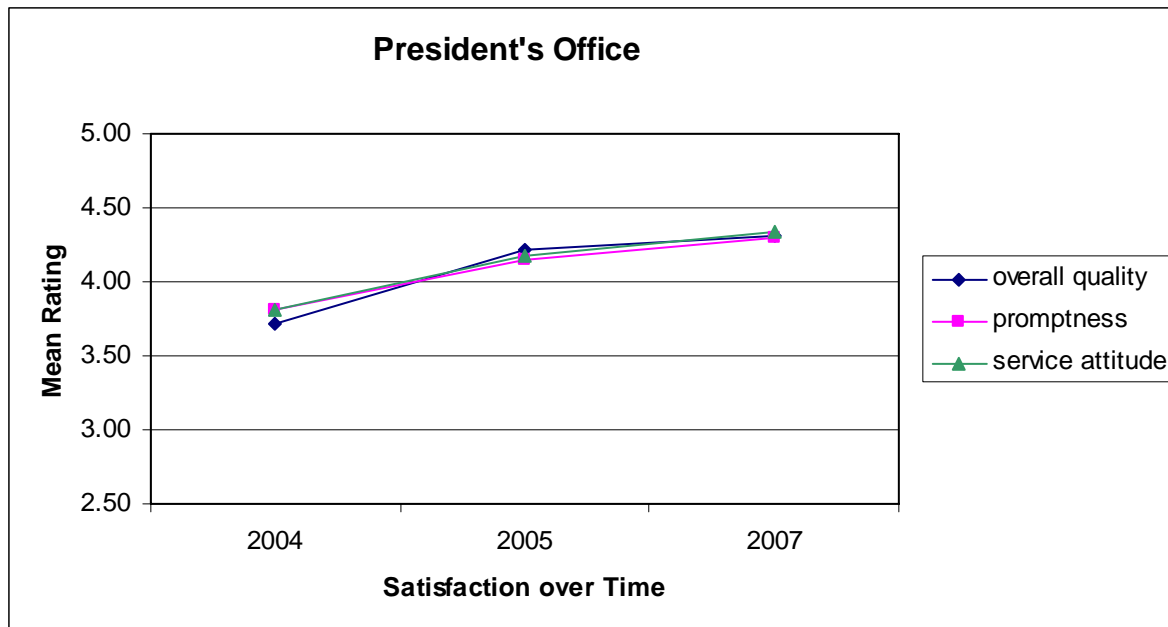
Of the 833 survey respondents, 152 (18.2%) reported having requested or received services from the President's Office in the past year.

Of the respondents in 2007:

- 74% (112 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (27 respondents) were Full-time Faculty;
- 9% (13 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 ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. In comparison to 2004 mean satisfaction for all three service dimensions have increased substantially and are now well 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>President's Office</b>														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 05-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	76	3.71	1.45	131	4.21	1.07	n/a	n/a	n/a	149	4.31	1.23	0.09	0.60
promptness	73	3.81	1.43	128	4.15	1.11	n/a	n/a	n/a	149	4.30	1.21	0.15	0.49
service attitude	73	3.81	1.48	132	4.18	1.17	n/a	n/a	n/a	149	4.34	1.22	0.15	0.53

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

## ACC Foundation

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?

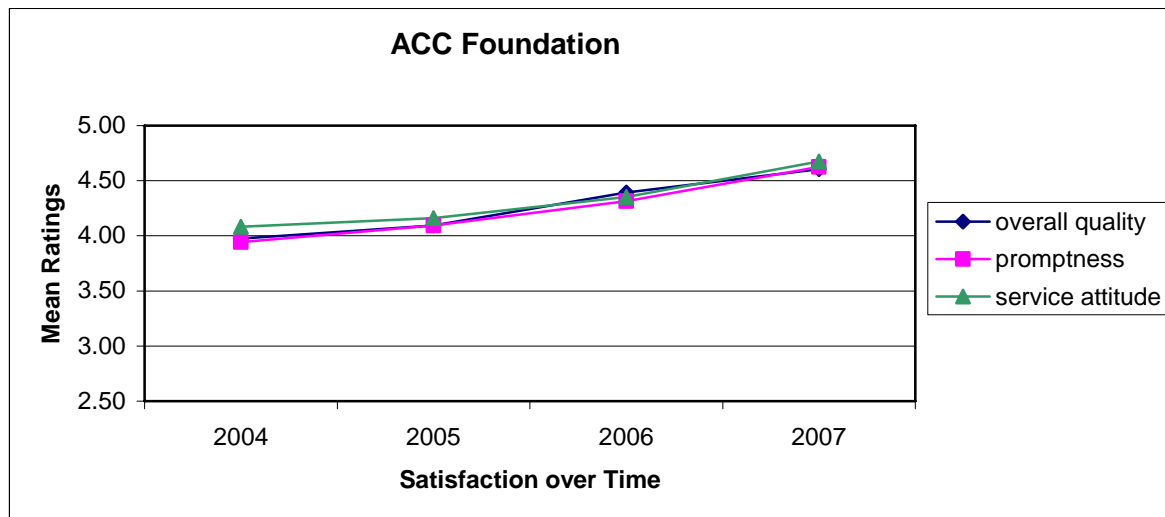
Of the 833 survey respondents, 75 (9.0%) reported having requested or received services from the ACC Foundation Office in the past year.

Of the respondents in 2007:

- 69% (52 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (16 respondents) were Full-time Faculty;
- 9% (7 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. These mean increases represent a continuation of increases in levels of satisfaction from Spring 2004.



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

<b>ACC Foundation</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	40	3.98	1.29	74	4.09	1.09	51	4.39	0.94	71	4.61	0.71	0.21	0.63
promptness	36	3.94	1.37	74	4.09	1.09	51	4.31	0.97	72	4.63	0.72	0.31	0.68
service attitude	36	4.08	1.30	74	4.16	1.11	51	4.35	1.13	71	4.68	0.67	0.32	0.59

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

## Governmental and Community Relations

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.

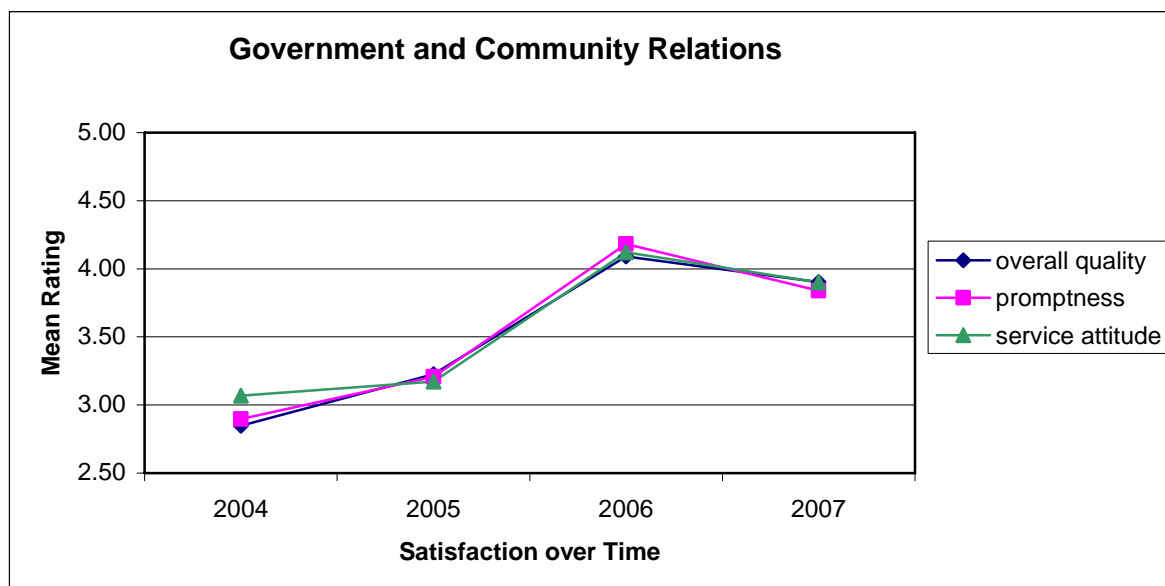
### Who uses this office?

Of the 833 survey respondents, 54 (6.5%) reported having requested or received services from the Office of Governmental and Community Relations in the past year. Of those respondents:

- 87% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (3 respondents) were Full-time Faculty;
- 7% (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 moderate decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. However, Mean ratings for all three service dimensions remain well above levels of satisfaction attained in Spring 2004.



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

<b>Governmental &amp; Community Relations</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	33	2.85	1.33	71	3.23	1.34	33	4.09	1.21	51	3.90	1.46	-0.19	1.05
promptness	29	2.90	1.45	72	3.21	1.34	33	4.18	1.10	50	3.84	1.54	-0.34	0.94
service attitude	29	3.07	1.41	70	3.17	1.36	33	4.12	1.22	50	3.90	1.52	-0.22	0.83

Note: The Office of Governmental Relations was not included in the 2003 survey.

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

## Center for Community Based and Non-Profit Organizations

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, 46 (5.5%) reported having requested or received services from the ACC Foundation Office in the past year.

Of the respondents in 2007:

- 72% (33 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (6 respondents) were Full-time Faculty;
- 15% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

This is the first year the Center for Community Based and Non-Profit Organizations was assessed on the ICS.

## Institutional Effectiveness and Accountability

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.

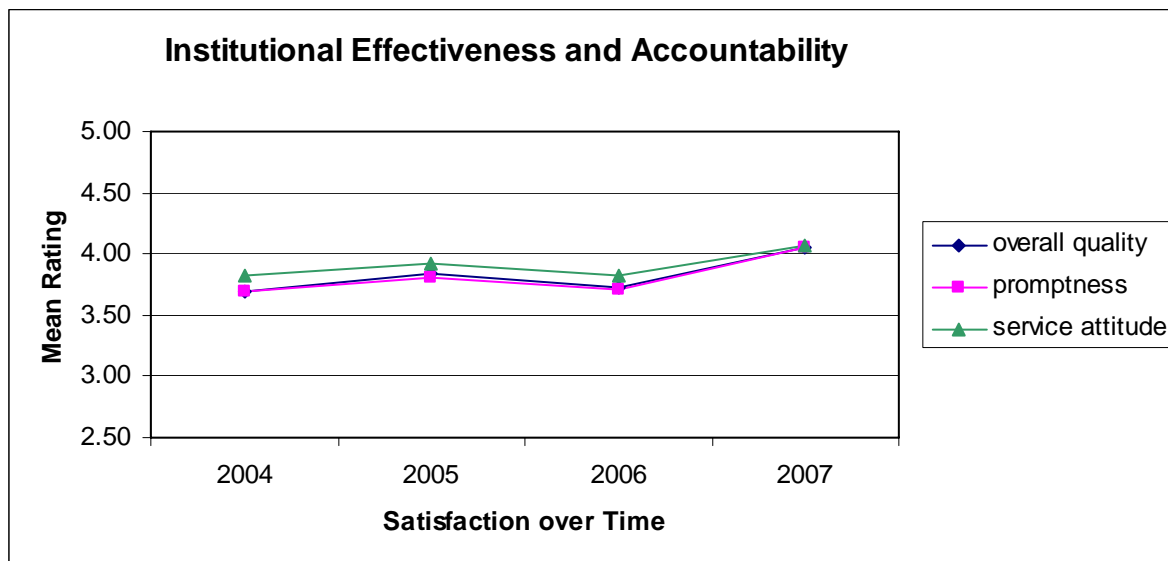
### Who uses this office?

Of the 833 survey respondents, 158 (19.0%) reported having requested or received services from the Office of Institutional Effectiveness and Accountability in the past year. Of those respondents:

- 70% (110 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (40 respondents) were Full-time Faculty;
- 5% (8 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. Mean satisfaction for these three service dimensions have fluctuated slightly since Spring 2004.



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

<b>Institutional Effectiveness and Accountability</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	87	3.69	1.28	169	3.83	1.12	101	3.73	1.20	157	4.04	1.06	0.31	0.35
promptness	83	3.70	1.24	167	3.81	1.11	98	3.70	1.23	155	4.05	1.08	0.34	0.35
service attitude	83	3.82	1.27	166	3.92	1.15	98	3.82	1.20	155	4.07	1.13	0.25	0.25

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

## Internal Audit

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.

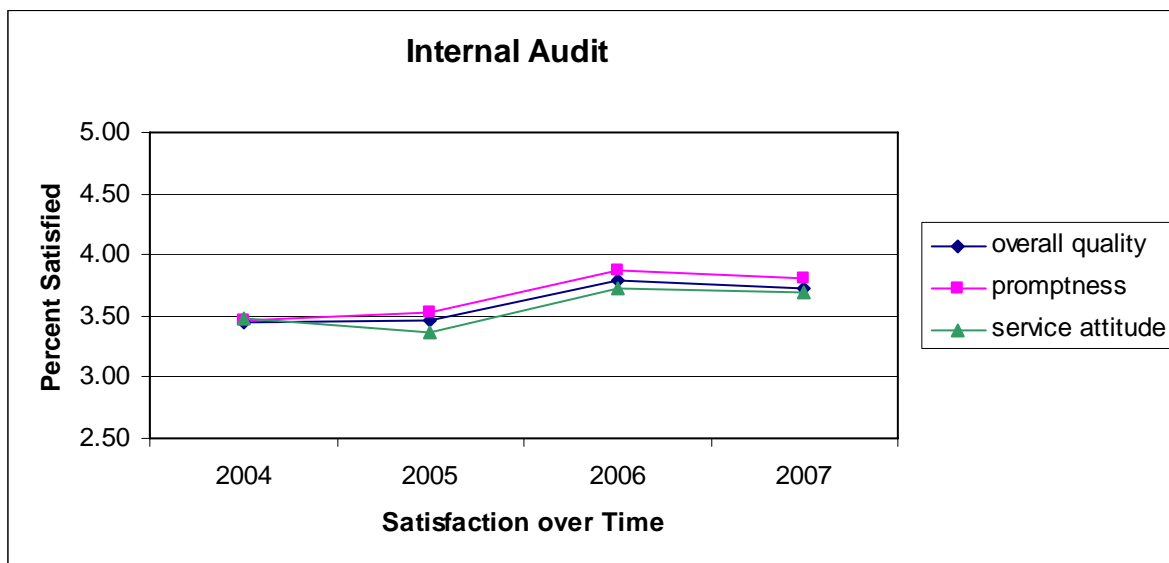
### **Who uses this office?**

Of the 833 survey respondents, 67 (8.0%) reported having requested or received services from the Internal Audit Office in the past year. Of those respondents:

- 87% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (8 respondents) were Full-time Faculty;
- 1% (1 respondent) was Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Spring 2007 Internal College Survey indicate slight decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Satisfaction levels still remain above their Spring 2004 and 2005 levels with promptness continuing to track slightly above 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>Internal Audit</b>														
<b>Comparison of Survey Results</b>														
	<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	56	3.45	1.61	89	3.47	1.38	37	3.78	1.38	67	3.73	1.32	-0.05	0.28
promptness	54	3.46	1.53	87	3.53	1.27	37	3.86	1.40	66	3.80	1.27	-0.06	0.34
service attitude	54	3.48	1.55	87	3.37	1.46	37	3.73	1.50	67	3.69	1.37	-0.04	0.21

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

## Public Information & College Marketing

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.

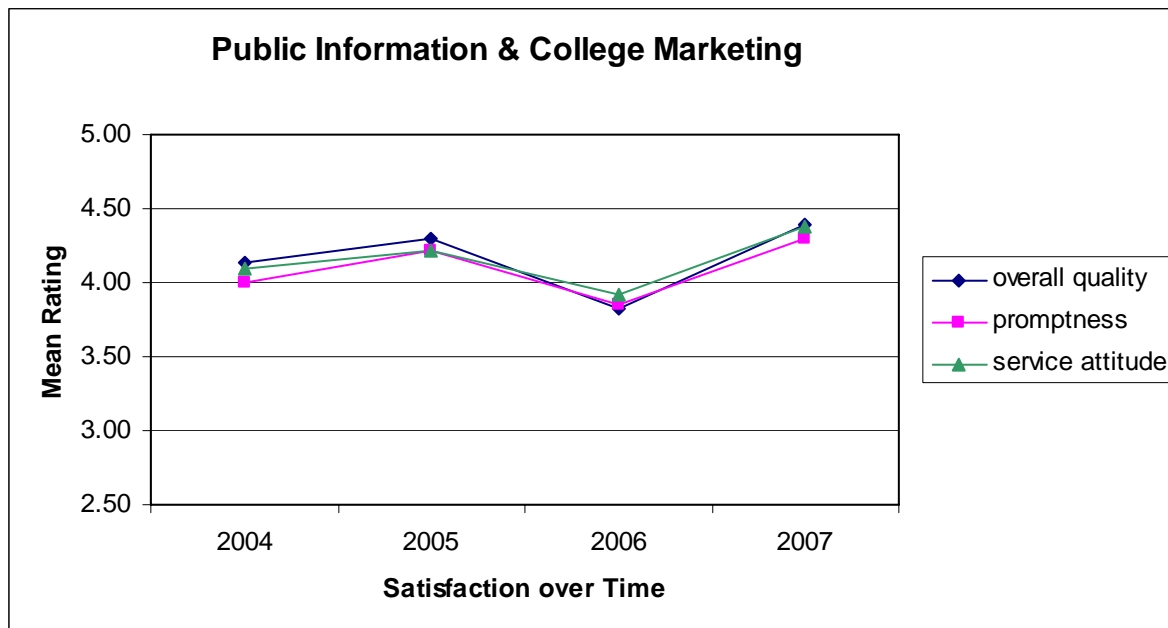
### Who uses this office?

Of the 833 survey respondents, 215 (25.8%) reported having requested or received services from the Public Information & College Marketing Office in the past year. Of those respondents:

- 81% (175 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (28 respondents) were Full-time Faculty;
- 6% (12 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 relatively large increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean satisfaction ratings for these three dimensions after decreasing between 2005 and 2006 have now increased beyond 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>Public Information &amp; College Marketing</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	69	4.13	1.17	96	4.29	0.92	146	3.82	1.36	213	4.39	0.87	0.57	0.26
promptness	65	4.00	1.25	93	4.22	0.99	144	3.85	1.33	212	4.30	0.98	0.44	0.30
Service attitude	64	4.09	1.22	93	4.22	1.01	142	3.92	1.32	212	4.38	0.94	0.45	0.29

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