

Spring 2008 Internal College Survey Office Reports

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Office of the AVP for Human Resources														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	190	3.09	1.44	103	2.93	1.50	132	3.12	1.47	129	3.42	1.50	0.30	0.32
promptness	186	3.09	1.43	101	2.85	1.51	132	3.17	1.49	128	3.39	1.51	0.22	0.30
service attitude	185	3.19	1.49	103	2.96	1.53	132	3.19	1.51	129	3.40	1.53	0.21	0.21

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	34.2%	42.7%	38.6%	29.5%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
17	13.2%	7	5.4%	105	81.4%	129

Of the 746 survey respondents, 129 (17.3%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Benefits														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	311	3.56	1.31	227	4.00	1.16	406	3.98	1.14	378	4.02	1.16	0.04	0.46
promptness	302	3.57	1.34	226	3.89	1.23	405	3.92	1.19	373	3.99	1.20	0.07	0.41
service attitude	302	3.62	1.37	227	4.00	1.19	405	3.95	1.24	377	4.05	1.15	0.09	0.43

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	21.0%	11.5%	13.1%	14.3%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
82	21.6%	47	12.4%	250	66.0%	379

Of the 746 survey respondents, 379 (50.8%) reported having requested or received services from the HR Benefits office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Compensation Services														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	208	3.25	1.40	190	3.27	1.40	338	3.53	1.41	295	3.73	1.35	0.21	0.49
promptness	204	3.19	1.45	190	3.23	1.43	338	3.50	1.45	293	3.68	1.38	0.18	0.50
service attitude	203	3.30	1.43	190	3.34	1.40	337	3.53	1.47	295	3.78	1.37	0.25	0.48

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	28.7%	33.7%	25.1%	19.7%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
51	17.2%	33	11.1%	212	71.6%	296

Of the 746 survey respondents, 296 (39.7%) reported having requested or received services from the HR Compensation Services in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Employment/Hiring Services Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	239	3.07	1.31	183	3.53	1.29	323	3.75	1.30	309	3.97	1.24	0.22	0.90
promptness	234	2.98	1.39	183	3.37	1.35	322	3.59	1.38	309	3.82	1.35	0.23	0.84
service attitude	234	3.19	1.36	183	3.60	1.27	319	3.82	1.29	307	4.03	1.25	0.21	0.84

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	33.2%	23.5%	20.1%	16.8%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
47	15.2%	42	13.5%	221	71.3%	310

Of the 746 survey respondents, 310 (41.6%) reported having requested or received services from the HR Employment/Hiring Services office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Faculty and Staff Evaluation														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	211	3.68	1.17	232	3.74	1.12	391	3.88	1.15	332	3.89	1.22	0.01	0.20
promptness	199	3.76	1.20	231	3.80	1.10	387	3.87	1.16	329	3.91	1.21	0.05	0.16
service attitude	197	3.90	1.12	231	3.90	1.02	384	3.93	1.14	327	3.94	1.20	0.01	0.04

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	16.4%	15.5%	13.0%	15.7%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
97	29.1%	100	30.0%	136	40.8%	333

Of the 746 survey respondents, 333 (44.6%) reported having requested or received services from the HR Faculty and Staff Evaluation office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Payroll Office Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	300	3.77	1.26	236	4.01	1.06	433	4.12	1.10	361	4.25	1.09	0.12	0.48
promptness	293	3.79	1.26	235	3.98	1.07	433	4.11	1.14	361	4.26	1.09	0.15	0.47
service attitude	293	3.77	1.31	236	3.98	1.09	431	4.10	1.18	361	4.25	1.11	0.15	0.47

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	16.9%	9.7%	10.4%	9.4%

¹ 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 office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
53	14.6%	65	17.9%	245	67.5%	363

Of the 746 survey respondents, 363 (48.7%) reported having requested or received services from the HR Payroll Office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/technical Employees

HR Professional Development														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	277	4.05	1.13	327	4.02	1.10	502	4.18	1.04	413	4.16	1.08	-0.02	0.11
promptness	267	4.20	1.07	321	4.06	1.08	501	4.22	1.01	408	4.21	1.07	-0.01	0.01
service attitude	269	4.21	1.08	325	4.06	1.12	501	4.26	1.01	412	4.24	1.05	-0.02	0.02

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	11.2%	11.3%	8.2%	9.7%

¹ 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 office that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
93	22.3%	77	18.5%	247	59.2%	417

Of the 746 survey respondents, 417 (55.9%) reported having requested or received services from the HR Professional Development office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

HR Records														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	239	3.33	1.43	184	3.62	1.25	303	3.78	1.36	252	4.16	1.14	0.38	0.84
promptness	234	3.32	1.43	184	3.54	1.28	304	3.79	1.35	251	4.13	1.18	0.33	0.81
service attitude	236	3.38	1.46	184	3.64	1.29	303	3.85	1.34	252	4.20	1.10	0.35	0.82

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	28.3%	22.3%	18.5%	11.9%

¹ 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 office that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
37	14.6%	30	11.9%	186	73.5%	253

Of the 746 survey respondents, 253 (33.9%) reported having requested or received services from the HR Records office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees