

Spring 2008 Internal College Survey Office Reports

Table of Contents

- Office of the VP for Student Support and Success Systems
 - Office of the AVP for Student Success
 - Community Outreach
 - Duplication Services (HBC)
 - Interpreter Services
 - Student Recruitment Office
 - Texas Success Initiatives (TSI)

Office of the VP for Student Support and Success Systems														
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	124	3.81	1.28	96	3.04	1.76	99	3.84	1.47	90	3.90	1.41	0.06	0.09
promptness	124	3.77	1.29	96	3.01	1.79	99	3.82	1.46	90	3.81	1.45	-0.01	0.04
service attitude	124	3.94	1.28	96	3.08	1.79	99	3.82	1.49	90	3.83	1.46	0.02	-0.11

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	13.7%	43.8%	21.2%	18.9%

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 for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
20	22.2%	6	6.7%	64	71.1%	90

Of the 746 survey respondents, 90 (12.1%) reported having requested or received services from the Office of the VP for Student Support and Success Systems 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

Office of the AVP for Student Success														
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	n/a	n/a	n/a	n/a	n/a	n/a	98	3.74	1.36	95	3.72	1.45	-0.02	n/a
promptness	n/a	n/a	n/a	n/a	n/a	n/a	97	3.73	1.4	94	3.59	1.53	-0.14	n/a
service attitude	n/a	n/a	n/a	n/a	n/a	n/a	98	3.78	1.37	95	3.69	1.52	-0.09	n/a

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=Disasatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	n/a	n/a	19.4%	22.1%

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
14	14.6%	10	10.4%	72	75.0%	96

Of the 746 survey respondents, 96 (12.9%) reported having requested or received services from the Office of the AVP for Student Success 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

Community Outreach														
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	55	3.58	1.13	n/a	n/a	n/a	52	4.10	0.91	67	4.18	1.14	0.08	0.60
promptness	53	3.55	1.17	n/a	n/a	n/a	52	4.13	0.93	67	4.06	1.24	-0.07	0.51
service attitude	53	3.68	1.14	n/a	n/a	n/a	52	4.17	0.92	67	4.21	1.15	0.04	0.53

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=Disasatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	14.5%	n/a	5.8%	9.0%

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)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
6	9.0%	5	7.5%	56	83.6%	67

Of the 746 survey respondents, 67 (9.0%) reported having requested or received services from the Community Outreach 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

Duplication Services (HBC)														
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	209	4.55	0.80	202	4.60	0.69	317	4.52	0.79	251	4.61	0.69	0.10	0.06
promptness	203	4.56	0.81	202	4.62	0.73	315	4.48	0.89	250	4.62	0.70	0.14	0.06
service attitude	203	4.58	0.79	201	4.67	0.68	316	4.55	0.79	250	4.64	0.66	0.09	0.07

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=Disasatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	2.4%	2.5%	3.5%	1.6%

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)						Total N
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
45	17.8%	52	20.6%	156	61.7%	253

Of the 746 survey respondents, 253 (33.9%) reported having requested or received services from the Duplication Services (HBC) 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

Interpreter 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	82	4.26	1.12	n/a	n/a	n/a	93	4.70	0.48	84	4.57	0.72	-0.13	0.32
promptness	80	4.29	1.08	n/a	n/a	n/a	93	4.70	0.53	84	4.56	0.73	-0.14	0.27
service attitude	80	4.24	1.16	n/a	n/a	n/a	93	4.67	0.54	84	4.55	0.77	-0.12	0.31

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	7.2%	n/a	0.0%	2.4%

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)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
26	30.6%	12	14.1%	47	55.3%	85

Of the 746 survey respondents, 85 (11.4%) reported having requested or received services from the Interpreter 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

Student Recruitment 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	78	3.76	1.27	66	3.80	1.33	106	4.25	1.06	90	4.23	1.17	-0.01	0.48
promptness	75	3.87	1.21	65	3.77	1.36	106	4.27	1.03	90	4.23	1.18	-0.04	0.37
service attitude	74	3.80	1.31	66	3.77	1.35	106	4.25	1.05	91	4.29	1.16	0.04	0.49

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	19.2%	19.7%	7.5%	11.1%

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)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
11	12.0%	4	4.3%	77	83.7%	92

Of the 746 survey respondents, 92 (12.3%) reported having requested or received services from the Student Recruitment 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

Texas Success Initiative (TSI)														
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	74	3.84	1.21	86	4.31	1.05	105	4.09	1.11	82	4.34	0.95	0.26	0.50
promptness	72	3.76	1.26	86	4.24	1.11	105	3.99	1.21	82	4.24	1.05	0.25	0.48
service attitude	72	3.88	1.27	86	4.36	0.98	105	4.13	1.16	82	4.35	0.95	0.22	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	10.8%	10.5%	11.4%	4.9%

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 for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
20	24.4%	8	9.8%	54	65.9%	82

Of the 746 survey respondents, 82 (11.0%) reported having requested or received services from the Texas Success Initiative (TSI) 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