



ACC Employee Satisfaction with Support Offices Spring 2000 Questionnaire

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ballpoint, or felt tip pens.
- Make solid marks that fill the response completely.
- Erase cleanly any marks you wish to change.
- Make no stray marks on this form.

CORRECT: ● INCORRECT: ✓ ✗ ○ ◉

COLLEGE-WIDE Offices/Services	Have you requested services in the last year?		Have you received services in the last year?		For each question, the following scale will be used: 1=very dissatisfied 3=neutral 5=very satisfied 2=dissatisfied 4=satisfied			
	Yes	No	Yes	No	promptness in providing service?	quality of service?	service attitude?	overall service?
Office of the EVP for Administration, Institutional Advancement & Community Relations	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the VP for Business Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Accounts Payable Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
General stores/Inventory Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Bursar's Office (HBC)	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Payroll Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Purchasing Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Risk and Insurance Management Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Human Resources	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Employment Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Personnel Records Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Employee Benefits Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Employee Compensation Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Staff Development Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Government Relations' Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Grants Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of Community Relations & Outreach	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
International Education Programs Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Adult Basic Education/GED Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Information Technology	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
ACCNet Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Telephone Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Switchboard Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
IT Programming	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
IT Systems Support	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Computer Help Desk (223-HELP)	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Records Management Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the EVP for Campus Operations, Student Affairs & School Relations	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP, Retention & Stu. Servcs	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Admissions and Records Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Financial Aid Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
TASP Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Open Campus	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Distance Learning Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
School Relations Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Facilities & Operations	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Physical Plant	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Central Warehouse Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Maintenance (Repairs)	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Word Processing Services	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the EVP for Instructional Affairs	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Academic Programs	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Arts & Humanities	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Communications	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Soc. & Behav. Sci.	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Math & Science	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP for Workforce Education	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Advanced Technology	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Applied Technology	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Business	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Health Sciences	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the Dean of Continuing Education & Lifelong Learning	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Workforce Training & Cont Educ Office	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
HBC Room Scheduling	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of the AVP, Learning Resource Servcs	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5
Office of Faculty Development	Y	N	Y	N	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

COLLEGE-WIDE Offices/Services (continued)	Have you requested services in the last year?		Have you received services in the last year?		For each question, the following scale will be used: 1=very dissatisfied 3=neutral 5=very satisfied 2=dissatisfied 4=satisfied				
	Yes	No	Yes	No	In providing you with the information and support you need to perform your job function, how satisfied are you with this office's...				
					promptness in providing service?	quality of service?	service attitude?	overall service?	
President's Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
ACC Foundation	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Office of the Marketing & Public Info Exec	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Public Information Office (News Bureau)	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Marketing Office (Program Promotions)	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Publications Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Office of the AVP, Institutional Effectiveness	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Please select the ONE campus you are most familiar with and use it as the basis for all campus-specific responses.

- Cypress Northridge Rio Grande Highland Business Center
 Eastview Pinnacle Riverside Off-campus site or center

CAMPUS-BASED Offices/Services	Have you requested services in the last year?		Have you received services in the last year?		For each question, the following scale will be used: 1=very dissatisfied 3=neutral 5=very satisfied 2=dissatisfied 4=satisfied				
	Yes	No	Yes	No	In providing you with the information and support you need to perform your job function, how satisfied are you with this office's...				
					promptness in providing service?	quality of service?	service attitude?	overall service?	
Provost's Office--EVC, RGC, RVS	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Provost's Office--CYP, NRG, PIN	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
ACC Centers--FBG, SMC	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Campus Manager's Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Evening Supervisor's Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Bursar's Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Room Scheduling Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Campus Police	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Duplication Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Mailroom Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Micro Computer Support Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Custodial Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Bookstore	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Food Service (NRG, PIN)	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Learning Resource Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Learning Lab	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Testing Center	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Office of the Campus Dean of Student Services	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Admissions & Records Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Advising Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Assessment Center	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Career Center	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Counseling Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Financial Aid Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Special Populations Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Student Activities Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
Veteran's Affairs Office	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> Y	<input type="radio"/> N	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Comments: You may use this space for additional feedback on the effectiveness of these offices.

Demographic Information:

Primary position classification (Mark all that apply) <input type="radio"/> Full-time faculty <input type="radio"/> Professional/Technical <input type="radio"/> Adjunct faculty <input type="radio"/> Classified <input type="radio"/> Continuing Education faculty <input type="radio"/> Administration <input type="radio"/> Adult Education faculty <input type="radio"/> Hourly	Number of years employed at ACC <input type="radio"/> Less than 1 <input type="radio"/> 9 - 15 <input type="radio"/> 1 - 3 <input type="radio"/> more than 15 <input type="radio"/> 4 - 8
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Thank you for completing this questionnaire.