

**Internal Customer Survey  
of Fall 2000 Services**

**Analysis of Campus-based Services**

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Note: Tables were prepared with the assistance of Charlene Knight.

# Austin Community College Internal Customer Survey Of Fall 2000 Services—Campus-based Results

## Process Summary

In order to provide the College with information to enhance its ability to meet the needs of its employees, an Internal Customer Survey of Fall 2000 services was administered in Spring 2001. Similar surveys were administered concerning services in 1997 and 1999. The results were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas with the lowest over-all ratings are provided with more detailed analysis and will develop plans to address the concerns expressed by ACC employees. The following analysis focuses on campus-based services.

For purposes of this analysis, responses of Agree and Strongly Agree have been aggregated, as have Disagree and Strongly Disagree. Thus, all Agree and Disagree percentages are reflective of this process. For purposes of comparison, responses have been analyzed by individual campus as well as aggregated across the College.

## Campus-Based Services: General Results

Respondents were asked to select one campus on which to base their responses. Of the 452 surveys returned, 403 indicated a primary campus and are the basis of this analysis. The number of respondents for campuses varied from 111 or 25% for Northridge, to 30 or 7% for Cypress. [See Table 1] The results for a campus were based only on survey data from those who selected that campus as their “most familiar.”

Table 1 Campus Based Services/Offices Most Familiar Campus		
Campus	# Returned	% of All Respondents
Cypress	30	8%
Northridge	111	28%
Rio Grande	86	21%
Eastview	36	9%
Pinnacle	46	11%
Riverside	94	23%
<b>Total</b>	<b>403</b>	

Note: Data for individual campus analyses are based on these respondents only

In aggregate, campus-based areas received higher numbers of responses over-all than those that are college-wide. All but six areas had 100 or more respondents. [See Table 2] In considering both years of survey results, Campus Police (325 or 72% of respondents), Duplication (301 or 67% of respondents), and Mailroom (300 or 66%) continue to be the most used areas. Also in the top five were the Libraries (293 or 65%) and Admissions and Records Offices (285 or 63%). Campus Managers Offices (274 or 61%) dropped to the 6<sup>th</sup> most used office, while Custodial Services (243 or 54%) dropped from the 5<sup>th</sup> to the 8<sup>th</sup> most used.

In general, respondents were most satisfied (over 80% satisfied) with the Libraries (91% satisfied), the Learning Labs (87), Media (83%), and Duplication Services (81%). [See Table 3 and Figure 1]. They were most dissatisfied (over 20% dissatisfied) with Bookstores (26% dissatisfied), Advising offices (20%), Student Activities (24%), and Custodial Services (20%). Of these, three—Bookstores, Advising and Custodial—were rated similarly in the previous year's survey. [See Table 3].

### **Campus-based Services: Comparison with Previous Survey**

Compared to the previous year's survey, campus based offices did not demonstrate as high a degree of change in Satisfaction ratings as did the College-wide offices. None increased or decreased over 20%. However, six offices improved their ratings at least 5%, including the Cashiers' Offices, Counseling, Special Populations, the Deans of Student Service, the Learning Labs, and Veteran's Affairs. Four offices had decreased levels of satisfaction that were over 10%--the Career Centers, Student Activities, the Evening Supervisors, and Food Service. [See Table 4]

### **Campus-Based Services: Employee Group Trends**

As Tables 5 through 8 show, ratings vary by employee group. Table 5 provides summary data for all campus-based areas for each employee group as compared to the overall dissatisfaction rating by all respondents. Tables 6 through 8 list ratings of high-use offices for each employee group in rank order of dissatisfaction level. Some areas listed in Table 3 were not included on the employee-group tables because they were not highly used by that group.

Table 5 shows a wide range of dissatisfaction levels for all employee groups. Ratings also varied by group. For example, Bookstores had a high level of dissatisfaction for Full Time Faculty, but Adjunct Faculty and Non-faculty were more positive in their assessment. On the other hand, Non-faculty were more dissatisfied with Food Services than either faculty group.

As shown in Tables 6 through 8, Full-time Faculty were most dissatisfied with the Bookstore (42% dissatisfied), Advising (31%), the Executive Dean at NRG/RGC (27%) and Executive Dean at PIN/CYP (24%) while Adjunct Faculty were most dissatisfied with the Student Activities (27%) and Advising (24%) and Custodial Services (24%).

Non-faculty were most dissatisfied with Student Activities (27%) and Custodial Services (22%).

### **Campus-Based Services: Campus Trends**

Respondents were asked to indicate the campus with which they were most familiar. Numbers of respondents for campuses ranged from a high of 111 for Northridge to a low of 30 for Cypress [See Table 1]. Results for Eastview, Cypress, and Pinnacle should be analyzed with caution, since these campuses had few respondents. In addition, it is not possible to do detailed analyses by employee groups for these campuses since this would result in too few respondents to be valid.

Tables 9 through 14 present data related to the offices by campus. One table has been created for each campus. The results are reported for each office based on the campus selected by the respondents. Thus, if a respondent selected Cypress as the campus with which they are most familiar, all of their satisfaction ratings were included for the campus-based offices/services at Cypress. Results for areas with few responses should be analyzed with caution. For example, since only 30 respondents indicated they were most familiar with Cypress, offices had between 4 and 24 responses. Six areas had fewer than 10 responses. Even so, the high-use Testing Center is notable for its high dissatisfaction rating since it is 25 percentage points above the percent for all campuses. On the other hand, although its percent dissatisfaction is relatively high at Cypress (21%), the high-use Bookstore is notable because its rating is 5% below that of all campuses; fewer were dissatisfied with the Bookstore at Cypress than at other campuses. Similar analyses can be made for offices at each campus.

To illustrate how services/offices were rated across campuses, Table 15 shows the dissatisfaction level for highly used areas. In general, the Bookstores had the highest dissatisfaction ratings overall—of the 265 who rated Bookstores, 26% indicated dissatisfaction. However, at Riverside, the level of dissatisfaction was 30%, more than 4% higher than the overall rating at other campuses, while Northridge at 23% was 3% lower than the rating for all campuses. Other high use areas of concern include the Custodial Services, but mainly at Riverside; Campus Police at Northridge; the Testing Center at Cypress.

More detailed information on dissatisfaction levels for these areas is presented in Tables 16 through 21. These tables provide detailed data on the three dimensions that were assessed, including ratings of Promptness and Attitude as well as the overall effectiveness of the office. For example, the Bookstore at Rio Grande had a rating of 30% for Promptness and 21% for Attitude, suggesting that the amount of time it takes to get service is more of an issue than the attitude demonstrated by the staff.

## **Recommendations**

While results of this survey are based on perceptions, they suggest that the campuses continue to need to assess the services they provide in relation to meeting the needs of faculty and staff. Since this is the second year that the campus-based data have been collected, offices are now able to begin to discern trends in their ratings. Services/offices who have ratings indicating high levels of dissatisfaction may consider using focus groups, point-of-service surveys, or other means to help provide insights at to specific concerns that can be addressed in future planning.

Table 2 Campus-based Offices/Services Number Receiving or Requesting Services by Percent of Total Responses		
Campus-based Offices/Services	Number requesting/ receiving services	% of total responses
Campus Police	325	72%
Duplication	301	67%
Mailroom	300	66%
Library	293	65%
Admissions & Records	285	63%
Campus Manager	274	61%
Bookstore	265	59%
Custodial Service	243	54%
Testing Center	229	51%
Media	226	50%
Cashier's Office	212	47%
Maintenance Service	199	44%
Advising	173	38%
Provost EVC/RVS	167	37%
Microcomputer Support Services	161	36%
Dean's Office (Student Services)	152	34%
Executive Dean NRG/RGC	151	33%
Food Service	148	33%
Learning Labs	147	33%
Counseling	146	32%
Special Populations (Services for the Disabled)	143	32%
Evening Supervisor	133	29%
Financial Aid	116	26%
Assessment	97	21%
Career Center	71	16%
Executive Dean PIN/CYP	69	15%
Student Activities	66	15%
Weekend Supervisor	56	12%
Veterans Affairs	38	8%

Note: Offices above the bold line are considered to be highly used.

Table 3  
Campus-based Offices/Services  
Ratings of "Overall Service" by Percent Satisfied

Campus-based Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	n	%	n	%	n	%
Library	286	261	91%	16	6%	9	3%
Learning Labs	143	124	87%	11	8%	8	6%
Media	222	184	83%	23	10%	15	7%
Duplication	297	239	81%	36	12%	22	7%
Campus Manager	269	211	78%	30	11%	28	10%
Mailroom	295	229	78%	40	14%	26	9%
Testing Center	226	174	77%	22	10%	30	13%
Maintenance Service	198	151	76%	25	13%	22	11%
Financial Aid	114	86	75%	18	16%	10	9%
Dean's Office (Student Services)	148	109	74%	20	14%	19	13%
Executive Dean NRG/RGC	150	109	73%	20	13%	21	14%
Special Populations (Services for the Disabled)	143	104	73%	17	12%	22	15%
Admissions & Records	282	202	72%	48	17%	32	11%
Campus Police	320	228	71%	47	15%	45	14%
Provost EVC/RVS	159	112	70%	28	18%	19	12%
Assessment	94	66	70%	14	15%	14	15%
Evening Supervisor	130	90	69%	24	19%	16	12%
Cashier's Office	204	140	69%	38	19%	26	13%
Counseling	143	98	69%	30	21%	15	11%
Food Service	147	94	64%	29	20%	24	16%
Career Center	68	43	63%	19	28%	6	9%
Veterans Affairs	38	24	63%	8	21%	6	16%
Microcomputer Support Services	157	99	63%	29	19%	29	19%
Custodial Service	239	148	62%	44	18%	47	20%
Executive Dean PIN/CYP	67	40	60%	15	22%	12	18%
Student Activities	66	39	59%	11	17%	16	24%
Weekend Supervisor	56	33	59%	14	25%	9	16%
Advising	171	100	59%	37	22%	34	20%
Bookstore	262	132	50%	62	24%	68	26%



Table 4  
Campus-based Offices/Services 2000 - 1999 Comparison  
Change in Percent Satisfied Rating of "Overall Service" by Percent Change

Campus-based Office/Service	2000								1999								Change in % satisfied
	Total	satisfied		neutral		dissatisfied		Total	satisfied		neutral		dissatisfied				
	n	n	%	n	%	n	%	n	n	%	n	%	n	%			
Cashier's Office	212	140	69%	38	19%	26	13%	223	133	60%	45	20%	45	20%	9%		
Counseling	146	98	69%	30	21%	15	11%	99	59	60%	20	20%	20	20%	9%		
Special Populations (Services for the Disabled)	143	104	73%	17	12%	22	15%	75	49	65%	12	16%	14	19%	7%		
Dean's Office (Student Services)	152	109	74%	20	14%	19	13%	100	67	67%	9	9%	24	24%	7%		
Learning Labs	147	124	87%	11	8%	8	6%	108	88	81%	6	6%	14	13%	5%		
Veterans Affairs	38	24	63%	8	21%	6	16%	31	18	58%	9	29%	4	13%	5%		
Bookstore	265	132	50%	62	24%	68	26%	182	84	46%	48	26%	50	27%	4%		
Microcomputer Support Services	161	99	63%	29	19%	29	19%	132	80	61%	21	16%	31	23%	2%		
Library	293	261	91%	16	6%	9	3%	210	187	89%	15	7%	8	4%	2%		
Assessment	97	66	70%	14	15%	14	15%	72	49	68%	11	15%	12	17%	2%		
Campus Police	325	228	71%	47	15%	45	14%	293	204	70%	43	15%	46	16%	2%		
Financial Aid	116	86	75%	18	16%	10	9%	80	59	74%	11	14%	10	13%	2%		
Campus Manager	274	211	78%	30	11%	28	10%	226	174	77%	20	9%	32	14%	1%		
Advising	173	100	59%	37	22%	34	20%	114	66	58%	18	16%	30	26%	1%		
Admissions & Records	285	202	72%	48	17%	32	11%	217	155	71%	33	15%	29	13%	0%		
Mailroom	300	229	78%	40	14%	26	9%	267	207	78%	33	12%	27	10%	0%		
Custodial Service	243	148	62%	44	18%	47	20%	225	140	62%	32	14%	53	24%	0%		
Testing Center	229	174	77%	22	10%	30	13%	187	147	79%	23	12%	17	9%	-2%		
Provost EVC/RVS	167	112	70%	28	18%	19	12%	190	141	74%	23	12%	26	14%	-4%		
Duplication	301	239	81%	36	12%	22	7%	290	249	86%	19	7%	22	8%	-5%		
Food Service	148	94	64%	29	20%	24	16%	98	74	76%	14	14%	10	10%	-12%		
Evening Supervisor	133	90	69%	24	19%	16	12%	108	90	83%	7	6%	11	10%	-14%		
Student Activities	66	39	59%	11	17%	16	24%	61	46	75%	9	15%	6	10%	-16%		
Career Center	71	43	63%	19	28%	6	9%	46	37	80%	7	15%	2	4%	-17%		

Note: Includes only offices that were rated in both years.

Change in % satisfied
9%
9%
7%
7%
5%
5%
4%
2%
2%
2%
2%
2%
1%
1%
0%
0%
0%
-2%
-4%
-5%
-12%
-14%
-16%
-17%

Table 5  
Campus-based Offices/Services  
Ratings of "Overall Service" by Dissatisfaction Level of All Respondents

Campus-based Offices/Services	Total	All Respondents		Full-Time Faculty		Adjunct Faculty		Non-Faculty	
		n	%	n	%	n	%	n	%
Bookstore	265	68	26%	35	42%	19	22%	18	17%
Student Activities	66	16	24%	3	18%	4	27%	11	27%
Advising	173	34	20%	18	31%	9	24%	12	14%
Custodial Service	243	47	20%	11	14%	14	24%	27	22%
Microcomputer Support Services	161	29	19%	11	24%	8	18%	14	18%
Executive Dean PIN/CYP	69	12	18%	3	21%	1	7%	9	21%
Food Service	148	24	16%	8	17%	6	15%	14	19%
Weekend Supervisor	56	9	16%	2	11%	2	15%	5	16%
Veterans Affairs	38	6	16%	1	17%	1	17%	5	17%
Special Populations (Services for the Disabled)	143	22	15%	7	13%	8	17%	11	19%
Assessment	97	14	15%	5	19%	4	21%	6	10%
Campus Police	325	45	14%	9	10%	15	13%	26	18%
Executive Dean NRG/RGC	151	21	14%	13	27%	1	2%	8	11%
Testing Center	229	30	13%	9	12%	12	15%	12	15%
Dean's Office (Student Services)	152	19	13%	4	11%	7	14%	10	14%
Cashier's Office	212	26	13%	6	10%	6	13%	15	12%
Evening Supervisor	133	16	12%	4	13%	6	14%	8	13%
Provost EVC/RVS	167	19	12%	7	16%	6	10%	10	14%
Admissions & Records	285	32	11%	9	10%	7	8%	16	13%
Maintenance Service	199	22	11%	8	13%	7	16%	9	8%
Counseling	146	15	11%	4	9%	4	12%	9	12%
Campus Manager	274	28	10%	9	10%	9	13%	14	11%
Career Center	71	6	9%			3	23%	4	8%
Financial Aid	116	10	9%	3	11%	1	6%	7	9%
Mailroom	300	26	9%	4	5%	7	7%	16	12%
Duplication	301	22	7%	3	3%	7	6%	12	10%
Media	226	15	7%	3	4%	3	4%	9	10%
Learning Labs	147	8	6%	3	6%	3	8%	3	5%
Library	293	9	3%	2	2%	2	2%	5	5%

Table 6  
Campus-based Offices/Services  
Ratings of "Overall Service"/Full-Time Faculty

Campus-based Offices/Services	Total	dissatisfied		neutral		satisfied	
	n	n	%	n	%	n	%
Provost EVC/RVS	44	7	16%	10	23%	27	61%
Executive Dean PIN/CYP	14	3	21%	3	21%	8	57%
Executive Dean NRG/RGC	48	13	27%	10	21%	25	52%
Campus Manager	89	9	10%	11	12%	69	78%
Evening Supervisor	31	4	13%	1	3%	26	84%
Weekend Supervisor	18	2	11%	2	11%	14	78%
Admissions & Records	89	9	10%	9	10%	71	80%
Advising	58	18	31%	11	19%	29	50%
Assessment	26	5	19%	4	15%	17	65%
Career Center	14			5	36%	9	64%
Counseling	43	4	9%	6	14%	33	77%
Dean's Office (Student Services)	38	4	11%	2	5%	32	84%
Financial Aid	27	3	11%	5	19%	19	70%
Special Populations (Services for the Disabled)	54	7	13%	7	13%	40	74%
Student Activities	17	3	18%	4	24%	10	59%
Veterans Affairs	6	1	17%	1	17%	4	67%
Bookstore	84	35	42%	20	24%	29	35%
Cashier's Office	58	6	10%	14	24%	38	66%
Custodial Service	80	11	14%	18	23%	51	64%
Duplication	88	3	3%	10	11%	75	85%
Food Service	47	8	17%	9	19%	30	64%
Learning Labs	55	3	6%	1	2%	51	93%
Mailroom	84	4	5%	13	16%	67	80%
Maintenance Service	64	8	13%	12	19%	44	69%
Campus Police	89	9	10%	16	18%	64	72%
Testing Center	76	9	12%	5	7%	62	82%
Library	100	2	2%	3	3%	95	95%
Media	78	3	4%	9	12%	66	85%
Microcomputer Support Services	46	11	24%	13	28%	22	48%

Table 7  
Campus-based Offices/Services  
Ratings of "Overall Service"/Adjunct Faculty

Campus-based Offices/Services	Total	dissatisfied		neutral		satisfied	
	n	n	%	n	%	n	%
Provost EVC/RVS	58	6	10%	10	17%	42	72%
Executive Dean PIN/CYP	15	1	7%	4	27%	10	67%
Executive Dean NRG/RGC	44	1	2%	3	7%	40	91%
Campus Manager	69	9	13%	4	6%	56	81%
Evening Supervisor	44	6	14%	4	9%	34	77%
.	13	2	15%	3	23%	8	62%
Admissions & Records	90	7	8%	17	19%	66	73%
Advising	38	9	24%	4	11%	25	66%
Assessment	19	4	21%	1	5%	14	74%
Career Center	13	3	23%	4	31%	6	46%
Counseling	33	4	12%	7	21%	22	67%
Dean's Office (Student Services)	50	7	14%	5	10%	38	76%
Financial Aid	18	1	6%	3	17%	14	78%
Special Populations (Services for the Disabled)	46	8	17%	6	13%	32	70%
Student Activities	15	4	27%	1	7%	10	67%
Veterans Affairs	6	1	17%	2	33%	3	50%
Bookstore	88	19	22%	21	24%	48	55%
Cashier's Office	45	6	13%	8	18%	31	69%
Custodial Service	58	14	24%	12	21%	32	55%
Duplication	111	7	6%	12	11%	92	83%
Food Service	40	6	15%	9	23%	25	63%
Learning Labs	40	3	8%	3	8%	34	85%
Mailroom	108	7	7%	13	12%	88	82%
Maintenance Service	43	7	16%	6	14%	30	70%
Campus Police	112	15	13%	14	13%	83	74%
Testing Center	83	12	15%	10	12%	61	74%
Library	98	2	2%	8	8%	88	90%
Media	74	3	4%	4	5%	67	91%
Microcomputer Support Services	45	8	18%	5	11%	32	71%

Table 8  
Ratings of "Overall Service"/Non-Faculty  
Campus-based Offices/Services

Campus-based Offices/Services	Total	dissatisfied		neutral		satisfied	
	n	n	%	n	%	n	%
Provost EVC/RVS	71	10	14%	11	16%	50	70%
Executive Dean PIN/CYP	43	9	21%	11	26%	23	54%
Executive Dean NRG/RGC	72	8	11%	8	11%	56	78%
Campus Manager	133	14	11%	15	11%	104	78%
Evening Supervisor	61	8	13%	19	31%	34	56%
Weekend Supervisor	32	5	16%	11	34%	16	50%
Admissions & Records	125	16	13%	27	22%	82	66%
Advising	88	12	14%	24	27%	52	59%
Assessment	58	6	10%	9	16%	43	74%
Career Center	48	4	8%	14	29%	30	63%
Counseling	78	9	12%	20	26%	49	63%
Dean's Office (Student Services)	74	10	14%	14	19%	50	68%
Financial Aid	80	7	9%	13	16%	60	75%
Special Populations (Services for the Disabled)	58	11	19%	5	9%	42	72%
Student Activities	41	11	27%	7	17%	23	56%
Veterans Affairs	29	5	17%	6	21%	18	62%
Bookstore	109	18	17%	27	25%	64	59%
Cashier's Office	123	15	12%	21	17%	87	71%
Custodial Service	123	27	22%	22	18%	74	60%
Duplication	122	12	10%	19	16%	91	75%
Food Service	75	14	19%	15	20%	46	61%
Learning Labs	65	3	5%	8	12%	54	83%
Mailroom	129	16	12%	17	13%	96	74%
Maintenance Service	108	9	8%	10	9%	89	82%
Campus Police	147	26	18%	18	12%	103	70%
Testing Center	83	12	15%	10	12%	61	74%
Library	112	5	5%	6	5%	101	90%
Media	89	9	10%	12	14%	68	76%
Microcomputer Support Services	80	14	18%	12	15%	54	68%

Table 9  
Ratings of "Overall Service" by Percent Dissatisfied  
Cypress Creek Campus

Cypress Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total CYP Responses
		n	%	n	%	n	%	
Student Activities	24%	2	40%			3	60%	5
<i>Testing Center</i>	13%	8	38%	2	10%	11	52%	21
Executive Dean CYP	18%	4	33%			8	67%	12
Media	7%	4	33%			8	67%	12
<i>Bookstore</i>	26%	4	21%	5	26%	10	53%	19
Career Center	9%	1	20%	1	20%	3	60%	5
Evening Supervisor	12%	2	15%	3	23%	8	62%	13
<i>Admissions &amp; Records</i>	11%	3	15%	1	5%	16	80%	20
Advising	20%	2	14%	4	29%	8	57%	14
Assessment	15%	1	14%			6	86%	7
<i>Maintenance Service</i>	11%	2	13%	1	7%	12	80%	15
<i>Campus Manager</i>	10%	2	10%			19	91%	21
Dean's Office (Student Services)	13%	1	9%	2	18%	8	73%	11
<i>Campus Police</i>	14%	2	9%	5	22%	16	70%	23
Cashier's Office	13%	1	7%			14	93%	15
Mailroom	9%	1	7%			14	93%	15
Special Populations (Services for the Disabled)	15%	1	7%			14	93%	15
<i>Custodial Service</i>	20%	1	6%	1	6%	16	89%	18
<i>Library</i>	3%	1	4%	1	4%	22	92%	24
<i>Duplication</i>	7%					16	100%	16
<i>Food Service</i>	16%			4	25%	12	75%	16
Learning Labs	6%					14	100%	14
Counseling	11%			6	46%	7	54%	13
Microcomputer Support Services	19%			2	18%	9	82%	11
Financial Aid	9%					10	100%	10

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.

Table 10  
Ratings of "Overall Service" by Percent Dissatisfied  
Eastview Campus

Eastview Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total EVC Responses
		n	%	n	%	n	%	
Student Activities	24%	4	57%	1	14%	2	29%	7
Career Center	9%	2	33%	1	17%	3	50%	6
Special Populations (Services for the Disabled)	15%	3	27%	3	27%	5	46%	11
<i>Bookstore</i>	26%	6	24%	6	24%	13	52%	25
Evening Supervisor	12%	4	24%	5	29%	8	47%	17
Financial Aid	9%	2	17%	1	8%	9	75%	12
Maintenance Service	11%	3	17%	1	6%	14	78%	18
<i>Campus Police</i>	14%	4	15%	4	15%	19	70%	27
<i>Custodial Service</i>	20%	3	14%	4	19%	14	67%	21
<i>Testing Center</i>	13%	3	14%	3	14%	15	71%	21
<i>Provost EVC</i>	12%	3	9%	4	13%	25	78%	32
Assessment	15%	1	9%	3	27%	7	64%	11
Dean's Office (Student Services)	13%	1	7%	3	21%	10	71%	14
Counseling	11%	1	7%	2	13%	12	80%	15
Cashier's Office	13%	1	6%			15	94%	16
Advising	20%	1	5%	2	10%	17	85%	20
<i>Admissions &amp; Records</i>	11%	1	4%	5	21%	18	75%	24
<i>Campus Manager</i>	10%	1	4%	2	8%	21	88%	24
<i>Duplication</i>	7%	1	4%	1	4%	23	92%	25
<i>Mailroom</i>	9%	1	4%	2	8%	22	88%	25
Media	7%			2	22%	7	78%	9
Microcomputer Support Services	19%			1	8%	11	92%	12
Learning Labs	6%			1	7%	14	93%	15
<i>Library</i>	3%			1	5%	21	96%	22

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.



Table 11  
Ratings of "Overall Service" by Percent Dissatisfied  
Northridge Campus

Northridge Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total NRG Responses
		n	%	n	%	n	%	
Student Activities	24%	6	32%	5	26%	8	42%	19
Advising	20%	12	32%	9	24%	17	45%	38
Microcomputer Support Services	19%	8	25%	6	19%	18	56%	32
<i>Bookstore</i>	26%	15	23%	15	23%	34	53%	64
<i>Custodial Service</i>	20%	12	22%	11	20%	32	58%	55
<i>Campus Police</i>	14%	15	19%	12	15%	52	66%	79
Cashier's Office	13%	9	18%	12	25%	28	57%	49
<i>Food Service</i>	16%	10	15%	14	22%	41	63%	65
Assessment	15%	3	14%	3	14%	15	71%	21
Learning Labs	6%	4	14%	2	7%	23	79%	29
Weekend Supervisor	16%	3	13%	6	26%	14	61%	23
<i>Mailroom</i>	9%	10	12%	13	15%	63	73%	86
Dean's Office (Student Services)	13%	4	11%	3	8%	30	81%	37
Veterans Affairs	16%	2	11%	4	21%	13	68%	19
Maintenance Service	11%	4	10%	6	15%	31	76%	41
<i>Duplication</i>	7%	8	10%	16	19%	59	71%	83
Special Populations (Services for the Disabled)	15%	4	10%	6	14%	32	76%	42
Testing Center	13%	4	8%	7	14%	38	78%	49
Evening Supervisor	12%	2	8%	8	31%	16	62%	26
Provost EVC/RVS	12%	2	8%	8	31%	16	62%	26
<i>Executive Dean NRG/RGC</i>	14%	5	8%	7	11%	53	82%	65
Counseling	11%	2	7%	5	17%	23	77%	30
Financial Aid	9%	2	6%	7	22%	23	72%	32
Media	7%	3	6%	6	11%	46	84%	55
<i>Admissions &amp; Records</i>	11%	3	4%	19	25%	53	71%	75
<i>Library</i>	3%	2	3%	4	6%	60	91%	66
<i>Campus Manager</i>	10%	1	2%	10	17%	48	81%	59
Career Center	9%			8	53%	7	47%	15

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.

Table 12  
Ratings of "Overall Service" by Percent Dissatisfied  
Pinnacle Campus

Pinnacle Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total PIN Responses
		n	%	n	%	n	%	
Microcomputer Support Services	19%	4	22%	3	17%	11	61%	18
Student Activities	24%	1	20%	1	20%	3	60%	5
Special Populations (Services for the Disabled)	15%	3	20%	2	13%	10	67%	15
<i>Admissions &amp; Records</i>	11%	5	17%	2	7%	22	76%	29
<i>Custodial Service</i>	20%	5	17%	4	14%	20	69%	29
Bookstore	26%	4	15%	3	11%	20	74%	27
<i>Mailroom</i>	9%	5	15%	8	24%	21	62%	34
Executive Dean PIN	18%	3	12%	5	20%	17	68%	25
<i>Duplication</i>	7%	3	10%	7	23%	21	68%	31
Cashier's Office	13%	2	7%	4	15%	21	78%	27
<i>Campus Manager</i>	10%	2	6%	2	6%	28	88%	32
<i>Library</i>	3%	2	6%	1	3%	29	91%	32
Media	7%	1	5%	1	5%	18	90%	20
<i>Campus Police</i>	14%	2	5%	1	2%	38	93%	41
<i>Testing Center</i>	13%	1	3%	1	3%	28	93%	30
Assessment	15%			1	13%	7	88%	8
Financial Aid	9%			1	11%	8	89%	9
Career Center	9%			2	18%	9	82%	11
Dean's Office (Student Services)	13%					13	100%	13
Learning Labs	6%					19	100%	19
Counseling	11%			2	10%	18	90%	20
Advising	20%			1	5%	20	95%	21
Evening Supervisor	12%			2	9%	20	91%	22
<i>Maintenance Service</i>	11%			3	10%	26	90%	29
<i>Food Service</i>	16%			5	16%	27	84%	32

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.

Table 13  
Ratings of "Overall Service" by Percent Dissatisfied  
Rio Grande Campus

Rio Grande Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total RGC Responses
		n	%	n	%	n	%	
Food Service	16%	5	46%	1	9%	5	46%	11
Bookstore	26%	13	28%	10	21%	24	51%	47
Advising	20%	10	27%	11	30%	16	43%	37
Weekend Supervisor	16%	4	24%	4	24%	9	53%	17
Evening Supervisor	12%	6	21%	3	11%	19	68%	28
<i>Campus Manager</i>	10%	13	21%	5	8%	43	71%	61
<i>Executive Dean RGC</i>	14%	12	21%	9	16%	37	64%	58
Microcomputer Support Services	19%	8	19%	9	21%	25	60%	42
Special Populations (Services for the Disabled)	15%	5	17%	4	14%	20	69%	29
Dean's Office (Student Services)	13%	6	17%	7	20%	22	63%	35
<i>Testing Center</i>	13%	8	17%	2	4%	38	79%	48
Assessment	15%	4	17%	3	13%	17	71%	24
Student Activities	24%	3	16%	2	11%	14	74%	19
<i>Campus Police</i>	14%	10	15%	8	12%	50	74%	68
Learning Labs	6%	4	14%	4	14%	21	72%	29
Financial Aid	9%	3	14%	2	9%	17	77%	22
Cashier's Office	13%	5	11%	10	23%	29	66%	44
<i>Custodial Service</i>	20%	6	11%	10	19%	37	70%	53
<i>Admissions &amp; Records</i>	11%	6	10%	10	17%	43	73%	59
<i>Mailroom</i>	9%	5	9%	7	13%	42	78%	54
Counseling	11%	2	8%	8	32%	15	60%	25
<i>Duplication</i>	7%	5	8%	5	8%	56	85%	66
Maintenance Service	11%	3	7%	2	4%	40	89%	45
Career Center	9%	1	6%	3	19%	12	75%	16
<i>Media</i>	7%	3	5%	5	9%	51	86%	59
<i>Library</i>	3%	2	3%	3	5%	56	92%	61

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.

Table 14  
Ratings of "Overall Service" by Percent Dissatisfied  
Riverside Campus

Riverside Offices/Services	All Campus-based % dissatisfied	dissatisfied		neutral		satisfied		Total RVS Responses
		n	%	n	%	n	%	
Food Service	16%	6	67%	2	22%	1	11%	9
<i>Bookstore</i>	26%	19	30%	18	29%	26	41%	63
<i>Custodial Service</i>	20%	14	28%	12	24%	24	48%	50
Counseling	11%	7	23%	5	16%	19	61%	31
Maintenance Service	11%	7	20%	8	23%	20	57%	35
<i>Admissions &amp; Records</i>	11%	10	19%	7	14%	35	67%	52
Assessment	15%	3	19%	2	13%	11	69%	16
Microcomputer Support Services	19%	5	19%	5	19%	17	63%	27
Career Center	9%	2	17%	2	17%	8	67%	12
<i>Campus Police</i>	14%	9	16%	14	24%	35	60%	58
Special Populations (Services for the Disabled)	15%	3	15%	1	5%	16	80%	20
Advising	20%	4	15%	6	22%	17	63%	27
<i>Campus Manager</i>	10%	8	15%	9	16%	38	69%	55
Testing Center	13%	6	14%	3	7%	33	79%	42
<i>Provost RVS</i>	12%	7	13%	8	15%	40	73%	55
Cashier's Office	13%	5	12%	9	21%	29	67%	43
Weekend Supervisor	16%	1	11%	2	22%	6	67%	9
Financial Aid	9%	2	9%	3	14%	17	77%	22
<i>Media</i>	7%	4	8%	6	12%	40	80%	50
<i>Duplication</i>	7%	4	7%	4	7%	46	85%	54
Evening Supervisor	12%	1	7%	2	13%	12	80%	15
Dean's Office (Student Services)	13%	1	4%	4	17%	19	79%	24
<i>Library</i>	3%	2	3%	4	7%	55	90%	61
<i>Mailroom</i>	9%	1	2%	6	11%	48	87%	55
Student Activities	24%			1	14%	6	86%	7
Veterans Affairs	16%			2	22%	7	78%	9
Learning Labs	6%			2	8%	22	92%	24

\* 10 highest used areas are in italics

\* Offices with less than 5 responses for this campus are not included.

Table 15  
Dissatisfaction with "Overall Service" by Percent of All Respondents Dissatisfied  
Campus-based Office/Services

Campus-based Offices/Services	All Respondents % dissatisfied	Cypress N* = 30		Northridge N* = 111		Rio Grande N* = 86		Eastview N* = 36		Pinnacle N* = 46		Riverside N* = 94	
		n	%	n	%	n	%	n	%	n	%	n	%
<i>Bookstore</i>	26%	4	21%	15	23%	13	28%	6	24%	4	15%	19	30%
Student Activities	24%	2	40%	6	32%	3	16%	4	57%	1	20%		
Advising	20%	2	14%	12	32%	10	27%	1	5%			4	15%
<i>Custodial Service</i>	20%	1	6%	12	22%	6	11%	3	14%	5	17%	14	28%
Microcomputer Support Services	19%			8	25%	8	19%			4	22%	5	19%
Executive Dean PIN/CYP	18%	4	33%	1	11%	2	20%			3	12%	2	50%
Food Service	16%			10	15%	5	46%	1	25%			6	67%
Weekend Supervisor	16%			3	13%	4	24%	1	25%			1	11%
Veterans Affairs	16%			2	11%	1	25%	3	75%				
Special Populations (Services for the Disabled)	15%	1	7%	4	10%	5	17%	3	27%	3	20%	3	15%
Assessment	15%	1	14%	3	14%	4	17%	1	9%			3	19%
<i>Campus Police</i>	14%	2	9%	15	19%	10	15%	4	15%	2	5%	9	16%
Executive Dean NRG/RGC	14%			5	8%	12	21%					1	14%
<i>Testing Center</i>	13%	8	38%	4	8%	8	17%	3	14%	1	3%	6	14%
Dean's Office (Student Services)	13%	1	9%	4	11%	6	17%	1	7%			1	4%
<i>Cashier's Office</i>	13%	1	7%	9	18%	5	11%	1	6%	2	7%	5	12%
Evening Supervisor	12%	2	15%	2	8%	6	21%	4	24%			1	7%
Provost EVC/RVS	12%	1	33%	2	8%	5	22%	3	9%			7	13%
<i>Admissions &amp; Records</i>	11%	3	15%	3	4%	6	10%	1	4%	5	17%	10	19%
<i>Maintenance Service</i>	11%	2	13%	4	10%	3	7%	3	17%			7	20%
Counseling	11%			2	7%	2	8%	1	7%			7	23%
<i>Campus Manager</i>	10%	2	10%	1	2%	13	21%	1	4%	2	6%	8	15%
Career Center	9%	1	20%			1	6%	2	33%			2	17%
Financial Aid	9%			2	6%	3	14%	2	17%			2	9%
<i>Mailroom</i>	9%	1	7%	10	12%	5	9%	1	4%	5	15%	1	2%
<i>Duplication</i>	7%			8	10%	5	8%	1	4%	3	10%	4	7%
<i>Media</i>	7%	4	33%	3	6%	3	5%			1	5%	4	8%
Learning Labs	6%			4	14%	4	14%						
<i>Library</i>	3%	1	4%	2	3%	2	3%			2	6%	2	3%

\* N is the number of respondents indicating this campus as their primary campus.  
Highly used offices are in italics.

Table 16 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Cypress						
Cypress Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Student Activities	1	33%	1	33%	2	40%
Testing Center	2	11%	5	26%	8	38%
Executive Dean PIN/CYP	2	20%	3	30%	4	33%
Media	2	20%	3	30%	4	33%
Bookstore	3	18%	1	6%	4	21%
Evening Supervisor	2	17%	3	25%	2	15%
Admissions & Records	1	6%	1	6%	3	15%
Advising			1	8%	2	14%
Maintenance Service	3	23%	2	15%	2	13%
Campus Manager	2	11%	2	11%	2	10%

Table 17 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Eastview						
Eastview Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Veterans Affairs	3	75%	3	75%	3	75%
Student Activities	3	43%	3	43%	4	57%
Special Populations (Services for the Disabled)	3	27%	2	18%	3	27%
Bookstore	5	21%	5	21%	6	24%
Evening Supervisor	3	21%	3	20%	4	24%
Maintenance Service	4	25%	2	13%	3	17%
Campus Police	5	20%	4	16%	4	15%
Custodial Service	3	16%	5	25%	3	14%
Testing Center	2	10%	5	25%	3	14%
Provost EVC/RVS	3	10%	2	6%	3	9%

Table 18 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Northridge						
Northridge Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Advising	7	18%	7	18%	12	32%
Student Activities	7	37%	3	16%	6	32%
Microcomputer Support Services	10	32%	8	25%	8	25%
Bookstore	21	34%	14	23%	15	23%
Custodial Service	14	26%	10	19%	12	22%
Campus Police	12	16%	19	25%	15	19%
Cashier's Office	10	21%	12	25%	9	18%
Food Service	5	8%	7	11%	10	15%
Mailroom	11	13%	9	11%	10	12%
Duplication	10	12%	12	15%	8	10%



Table 19 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Pinnacle						
Pinnacle Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Microcomputer Support Services	4	22%	4	22%	4	22%
Special Populations (Services for the Disabled)	3	21%	2	14%	3	20%
Admissions & Records	5	19%	4	15%	5	17%
Custodial Service	3	11%	2	7%	5	17%
Bookstore	4	16%	3	12%	4	15%
Mailroom	5	16%	4	13%	5	15%
Executive Dean PIN/CYP	2	8%	3	12%	3	12%
Duplication	5	17%	2	7%	3	10%
Cashier's Office	2	8%	2	8%	2	7%
Campus Manager	1	3%	1	3%	2	6%

Table 20 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Rio Grande						
Rio Grande Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Bookstore	14	30%	10	21%	13	28%
Advising	8	22%	10	27%	10	27%
Evening Supervisor	6	22%	8	30%	6	21%
Campus Manager	12	20%	12	20%	13	21%
Executive Dean NRG/RGC	11	19%	15	27%	12	21%
Microcomputer Support Services	11	27%	11	27%	8	19%
Dean's Office	5	15%	4	12%	6	17%
Testing Center	7	15%	8	17%	8	17%
Campus Police	10	16%	10	15%	10	15%
Admissions & Records	9	16%	10	17%	6	10%

Table 21 Ratings of Dissatisfaction with Promptness, Attitude, and Overall Service Campus-based Offices/Services: Riverside						
Riverside Offices/Services	promptness		attitude		overall	
	n	%	n	%	n	%
Food Service	4	44%	5	56%	6	67%
Bookstore	20	33%	19	32%	19	30%
Custodial Service	14	29%	13	27%	14	28%
Counseling	5	16%	7	23%	7	23%
Maintenance Service	6	17%	6	18%	7	20%
Admissions & Records	10	20%	10	20%	10	19%
Campus Police	13	23%	15	27%	9	16%
Campus Manager	8	15%	7	13%	8	15%
Testing Center	5	12%	8	20%	6	14%
Provost EVC/RVS	6	11%	7	13%	7	13%