

Internal Customer Survey

of Fall 2000 Services

Analysis of College-wide Services

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Spring 2001



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Internal Customer Survey of Fall 2000 Services Summary

The Internal Customer Survey of Fall 2000 Services was conducted in Spring 2001. Therefore, it is important to remember that improvement implemented in Spring, 2001, were not taken into account by the respondents.

In general, compared to last year:

- ❑ The overall response rate increased from about 15% to about 22%.
- ❑ The overall level of satisfaction of respondents improved. The percent of Satisfied responses to Overall service increased from 58% to 61%.
- ❑ The most highly used areas continued to be in Human Resources, but there were differences by employee group.
- ❑ For Faculty, the most highly used offices included Faculty Development and Faculty Evaluation.
- ❑ Increases in the level of satisfaction were most notable in offices related to Marketing.
- ❑ Offices experiencing high levels of dissatisfaction continued to be in the Human Resource area, especially in terms of promptness.

Austin Community College Internal Customer Survey Fall 2000 Services Analysis of College-wide Services

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. The results of this survey 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 focuses on college-wide services. Results for campus-based services will be reported in a separate report.

Survey Development and Administration

The Internal Customer Survey form [see Appendices] was based on a scannable form that had been developed and administered in 1996. It was modified in Fall 1999 and again in Fall 2000 to reflect the then-current organization of the college and reviewed and approved by the Executive Vice Presidents and the Employee Association Presidents.

In Fall 2000, the survey form was separated into two forms, one covering College-wide services and another Campus-specific services. The College-wide services included 80 offices organized by administrative area.* To assist respondents in identifying the services each office provides, a list of offices with a one-sentence description provided by the EVPs was provided with each survey. This was in response to concerns expressed on the previous survey that many employees do not recognize the specific name of an office. For each office, respondents were given an opportunity to indicate if they had requested or received services during the past year. They then rated the Promptness, Attitude and Overall Service of the offices they had used. A second form applied to Campus-based areas. Respondents were asked to rate the areas based on a single campus that they identified as their home campus.

In February 2001, the questionnaire was mailed to 2,206 ACC employees. It was mailed to home addresses to ensure that those without campus mailboxes would receive it. The employee address lists were provided by Human Resources and included all Full-time and Adjunct Faculty, as well as all Profession/Technical, Classified, and Administrative employees. Because of their limited interaction with the College and minimal response rate in 2000, hourly employees were not included.

* It should be noted that the College organization has changed since the form was developed. However, all discussion and analyses are based on the areas as they were at the time the form was developed.

The overall return rate for the College-wide form was 22% or 493 employees, up from 15% in 2000. Rates varied greatly by employee group, but were similar in both years. The highest return rate was 55% of the 38 administrators. The number and percent of Full-time Faculty returning the questionnaire increased from 98 (26%) to 114 (29%), and the rate of Professional/Technical increased from 73 (25%) to 89 (27%). The response rates for both the Classified Staff and Adjunct Faculty declined slightly-- from 90 (20%) to 85 (19%) for Classified Staff and 144 (13%) to 118 (12%) for Adjunct Faculty. [See Table 1]

The forms were scanned into a data file and data aggregated by office for each question. In the following analysis, results for the College-wide services are based on all respondents who indicated that they had used or received the services of a specific office during the past year. Campus-specific results are based on those who indicated a specific campus as their primary campus and who requested or received services in the past year.

College-wide services: General Results

Table 2 provides a list of Offices in order of the number of respondents indicating use. Response rates for offices varied. The number of respondents requesting or receiving services ranged from a high of 334 (up from 280 in 2000) for the Payroll Office, to a low of 25 for the Community Programs Office. High Use offices are defined as those having 122 (25%) or more respondents indicating they had used the service in the past year.

Many offices did not have high numbers of respondents indicating that they had requested or received services during the past year. The level of use is an important factor to consider in analyzing employee satisfaction. If it can be assumed that offices that are used more have greater impact on employee satisfaction, then the College needs to focus its analysis on these offices. Most-used offices are concentrated in areas that provide services to many employees. These include Human Resources, Faculty Development and Evaluation, the Computer Help Desk, and Mail Services.

Table 3 lists all college-wide offices by the percent of the respondents indicating they were Satisfied or Very Satisfied with the services provided by the area. The areas with the highest level of satisfaction—about 90% of respondents—include Duplication Services at HBC, Library Services, and the Health Professions Institute. Other offices with high rates of satisfaction included the Interpreter Services, the Office of the Dean of Health Sciences, and Video Services.

College-wide Services: Comparisons

The overall level of satisfaction appears to have increased between 2000 and 2001. In 2000, 58% of all responses for Overall Service were either Satisfied or Very Satisfied. In 2001, this increased to 61%. At the same time, Neutral remained steady at 19% and Dissatisfied/Very Dissatisfied decreased from 23% to 20%.

Several individual offices experienced a high degree of change in the overall satisfaction ratings they received. Of the 10 offices with the greatest increase, three had a change of 20% or more: the Publications Office, Student Recruitment and Adult Basic Education/ESL. Only the TASP office registered a decline of over 20%. None of these offices were High Use areas. High Use areas with ratings increases of 10% or more included the Computer Help Desk, Marketing and Public Information, and Open Campus (Distance Learning). High Use areas with decrease of 10% or more include HBC Room Scheduling and Inventory/Receiving. [See Table 4]

College-wide Services: Dissatisfaction

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Figure 1 and its adjoining Legend illustrate the relationship of Use and Dissatisfaction for all College-wide offices. For purposes of analysis and comparison, quadrant boundaries for Level of Dissatisfaction were based on the mid-points of each dimension from the 2000 Survey, while Level of Use was increased to 25% from 18% because the rate of use was higher in 2001. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the 14 offices, six were in the Human Resources area. Three of the High Use/High Dissatisfaction offices provide services mainly to faculty: Faculty Evaluation and the Deans of Arts and Humanities and Math and Sciences. All but Faculty Evaluation, HBC Room Scheduling and Continuing Education were also High Use/High Dissatisfaction offices in 2000.

Table 5 lists the 30 offices with 122 or more respondents in the order of highest levels of dissatisfaction. Of these, 14 are of particular interest because over 20% of respondents indicated dissatisfaction with the services provided during the past year. These areas warrant more detailed analysis. Figure 1 displays this information graphically by locating the areas on a Use/Dissatisfaction grid.

College-wide services: Employee Group Trends

For purposes of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 6 summarizes the results for highly used offices by these three groups. Rates of dissatisfaction varied by employee group. For example, while all groups were dissatisfied with the Payroll Office, the percentage dissatisfied ranged from 65% for Full-time Faculty to Non-faculty at 29% with Adjunct Faculty being in the middle at 36%.

Full-time faculty expressed the highest levels of dissatisfaction in general. In 17 of the 30 High Use offices, their ratings of dissatisfaction were 5% above the average for all respondents. This group was most dissatisfied (over 60%) with Employment/Hiring Services, Payroll Services, Compensation/Classification, and the office of the AVP for Human Resources.

Adjunct faculty generally had lower levels of use than other groups. Their highest levels of dissatisfaction were with the Telephone System (60%), Employment/Hiring Services (58%), and the Office of the AVP for Human Resources (63%).

Non-faculty tended to be less dissatisfied overall than faculty groups. Their highest levels of dissatisfaction occurred with Employment/Hiring Services (50%), Faculty Evaluation (39%) and Personnel Records (31%).

College-wide Services: Promptness and Attitude

The ratings discussed thus far have been based only on the responses to Overall Service. To assist in developing an additional set of information, two dimensions were also rated, Promptness, and Service Attitude. To the extent that it is possible to determine effects of these factors, trends in these dimensions may assist areas in developing plans to improve their effectiveness in meeting employee needs.

Table 7 shows the percentage of respondents indicating dissatisfaction with Promptness was higher than that of Overall Service for 11 of the 30, or 37%, highly used offices. However, compared with the results of the 2000 survey, this is a decline of 20%. This suggests that, in general, offices are increasingly prompt when providing services to others.

Promptness continues to be an issue for several offices that affect many employees, including: Employment/Hiring Services, Compensation/Classification, Accounts Payable, Employee Benefits, and Purchasing.

On the other hand, Service Attitude ratings tended to track with Overall Service ratings; most Service Attitude percentages were within 5 percentage points of the Overall Service ratings.

Tables and Figures

**Internal Customer Survey
Fall 2000 Services**

Table 1

Internal Customer Satisfaction Survey of Fall 2000 Services Return Rates by Employee Classification							
Employee Group	Fall 2000				Fall 1999		
	# Sent	# Returned	Response Rate	% of Respondents	# Returned	Response Rate	% of Respondents
Full time faculty	394	114	29%	23%	98	26%	22%
Adjunct faculty	983	118	12%	24%	144	13%	32%
Professional/Technical	331	89	27%	18%	73	25%	16%
Classified	460	85	18%	17%	90	20%	20%
Administration	38	21	55%	4%	12	43%	3%
Not reported/Other		66	na	13%	30		7%
Total	2206	493	22%	100%	447	15%	

Table 2

College-wide Offices/Services: Use by Number Receiving or Requesting Services		
NOTE: Offices in the top 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas.		
College-wide Offices/Services	number using services n = 493	% of total responses
Payroll Office	334	68%
Employee Benefits	261	53%
Faculty Development	244	49%
Computer Help Desk	244	49%
Mail Services	227	46%
Faculty Evaluation	220	45%
Employment/Hiring Services	219	44%
Library Services	218	44%
Staff Development	214	43%
Campus Police (HBC)	209	42%
Admissions & Records	190	39%
Personnel Records	183	37%
Cashier	181	37%
Duplication Services (HBC)	179	36%
Purchasing	178	36%
Telephone System	171	35%
Instructional Technology	168	34%
ACCNet Services	167	34%
Compensation/Classification	165	33%
Accounts Payable	158	32%
AVP for Human Resources	157	32%
Maintenance (Repairs)	154	31%
Dean, Social Behavioral Sciences	137	28%
HBC Room Scheduling	133	27%
Dean, Math & Science	131	27%
Open Campus (Distance Learning)	129	26%
Continuing Education	125	25%
Executive Dean NRG/RGC	124	25%
Marketing & Public Information	123	25%
Dean, Arts & Humanities	122	25%
Inventory/Receiving	119	24%
Provost EVC/RVS	116	24%
VP for Business Services	115	23%
President's Office	114	23%
Institutional Effectiveness	107	22%
EVP for Instructional Affairs	104	21%
AVP for Information Technology	103	21%
AVP for Academic Affairs	102	21%
Dean, Communications	102	21%

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Fall 2000

College-wide Offices/Services	number using services n = 493	% of total responses
Dean, Continuing Education	97	20%
IT Programming	97	20%
Campus Student Services Offices	97	20%
EVP for Campus Operations, Student Affairs, & School Relations	93	19%
Dean, Applied Technologies, Multimedia & Public Service	90	18%
Dean, Health Sciences	85	17%
Financial Aid	85	17%
Early College Start	85	17%
Dean, Business Studies	84	17%
Risk Management	84	17%
Dean, Computer Studies & Advanced Technology	83	17%
AVP for Retention & Student Services	82	17%
Continuing Education Business Operations	78	16%
Video Services	78	16%
AVP for Workforce Education	76	15%
AVP for Instructional Resources & Technology	73	15%
Executive Dean PIN/CYP	72	15%
Physical Plant	72	15%
AVP for Facilities & Operations	71	14%
Records Management Office	70	14%
TASP Office	69	14%
Renovation/Construction	67	14%
Interpreter Services	66	13%
Publications Office	64	13%
Adult Basic Education/ ESL	63	13%
Student Activities	63	13%
Special Populations	61	12%
ACC Foundation	60	12%
Grants Office	59	12%
International Education Programs	59	12%
Press Relations	57	12%
Grounds	56	11%
Comptroller	52	11%
Internal Audit	47	10%
Customized Training	45	9%
Curriculum Services	43	9%
Downtown Center	40	8%
Student Recruitment	39	8%
VCT Operations Office	38	8%
Health Professions Institute	35	7%
Community Programs	25	5%

Table 3

College-wide Offices/Services: Ratings of "Overall Service" by Percent Satisfied							
NOTE: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
College-wide Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	n	%	n	%	n	%
Duplication Services (HBC)	179	159	90%	11	6%	7	4%
Health Professions Institute	35	31	89%	2	6%	2	6%
Library Services	218	192	89%	14	7%	11	5%
Interpreter Services	66	54	83%	6	9%	5	8%
Dean, Health Sciences	85	69	82%	9	11%	6	7%
Video Services	78	62	81%	8	10%	7	9%
Dean, Social Behavioral Sciences	137	106	79%	16	12%	12	9%
Mail Services	227	174	79%	29	13%	18	8%
Open Campus (Distance Learning)	129	99	78%	17	13%	11	9%
ACC Foundation	60	45	78%	10	17%	3	5%
Financial Aid	85	64	77%	10	12%	9	11%
Instructional Technology	168	127	76%	21	13%	19	11%
Risk Management	84	63	76%	9	11%	11	13%
Campus Student Services Offices	97	72	75%	18	19%	6	6%
AVP for Retention & Student Services	82	60	75%	11	14%	9	11%
Campus Police (HBC)	209	154	75%	33	16%	19	9%
EVP for Campus Operations, Student Affairs, & School Relations	93	63	74%	11	13%	11	13%
Adult Basic Education/ ESL	63	45	74%	11	18%	5	8%
Dean, Computer Studies & Advanced Technology	83	61	74%	13	16%	9	11%
VCT Operations Office	38	27	73%	5	14%	5	14%
Dean, Applied Technologies, Multimedia & Public Service	90	63	72%	14	16%	10	12%
Special Populations	61	42	71%	8	14%	9	15%
Dean, Communications	102	68	70%	15	16%	14	14%
Provost EVC/RVS	116	81	70%	18	16%	17	15%
Grounds	56	37	70%	8	15%	8	15%
Telephone System	171	119	70%	26	15%	26	15%
Admissions & Records	190	128	69%	31	17%	27	15%
AVP for Academic Affairs	102	68	69%	15	15%	16	16%
Curriculum Services	43	28	68%	4	10%	9	22%
Physical Plant	72	48	67%	8	11%	16	22%
Executive Dean NRG/RGC	124	81	66%	19	16%	22	18%
AVP for Instructional Resources & Technology	73	47	66%	15	21%	9	13%
Maintenance (Repairs)	154	100	66%	29	19%	23	15%
Faculty Development	244	157	65%	41	17%	42	18%
Records Management Office	70	44	64%	10	15%	15	22%
International Education Programs	59	35	64%	6	11%	14	26%
Customized Training	45	28	64%	10	23%	6	14%
Computer Help Desk	244	153	64%	40	17%	48	20%
ACCNet Services	167	105	63%	26	16%	36	22%
Publications Office	64	39	63%	16	26%	7	11%
AVP for Information Technology	103	62	63%	20	20%	17	17%

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College-wide Offices/Services	Total	satisfied		neutral		dissatisfied	
	n	n	%	n	%	n	%
Cashier	181	113	62%	36	20%	33	18%
Inventory/Receiving	119	72	62%	24	21%	21	18%
Student Recruitment	39	24	62%	13	33%	2	5%
Staff Development	214	128	61%	44	21%	39	19%
Dean, Math & Science	131	77	61%	23	18%	27	21%
Downtown Center	40	24	60%	9	23%	7	18%
Executive Dean PIN/CYP	72	43	60%	14	19%	15	21%
Purchasing	178	105	59%	39	22%	33	19%
Renovation/Construction	67	38	59%	12	19%	15	23%
IT Programming	97	56	58%	16	17%	24	25%
Dean, Business Studies	84	48	58%	19	23%	16	19%
AVP for Workforce Education	76	43	57%	23	31%	9	12%
Dean, Arts & Humanities	122	66	57%	21	18%	29	25%
Student Activities	63	35	57%	20	32%	7	11%
Continuing Education	125	65	56%	28	24%	24	21%
Internal Audit	47	26	55%	10	21%	11	23%
EVP for Instructional Affairs	104	54	54%	21	21%	25	25%
Institutional Effectiveness	107	57	54%	24	23%	25	24%
HBC Room Scheduling	133	69	53%	29	22%	33	25%
Press Relations	57	29	53%	18	33%	8	15%
Marketing & Public Information	123	63	53%	32	27%	25	21%
Community Programs	25	13	52%	5	20%	7	28%
Employee Benefits	261	130	51%	63	25%	64	25%
President's Office	114	55	50%	14	13%	42	38%
AVP for Facilities & Operations	71	32	49%	15	23%	19	29%
Dean, Continuing Education	97	46	48%	29	31%	20	21%
Grants Office	59	27	47%	12	21%	19	33%
Accounts Payable	158	74	46%	45	28%	42	26%
Continuing Education Business Operations	78	31	44%	23	33%	16	23%
AVP for Human Resources	157	64	42%	30	20%	57	38%
Personnel Records	183	75	41%	40	22%	66	37%
Payroll Office	334	134	40%	61	18%	138	41%
Compensation/Classification	165	65	40%	34	21%	64	39%
Early College Start	85	33	40%	25	30%	25	30%
TASP Office	69	27	40%	22	32%	19	28%
VP for Business Services	115	43	38%	32	28%	39	34%
Comptroller	52	19	37%	18	35%	14	28%
Faculty Evaluation	220	71	33%	54	25%	92	42%
Employment/Hiring Services	219	62	29%	58	27%	95	44%

Figure 1

College-wide Offices/Services: Relationship between Use and Dissatisfaction with Overall Service

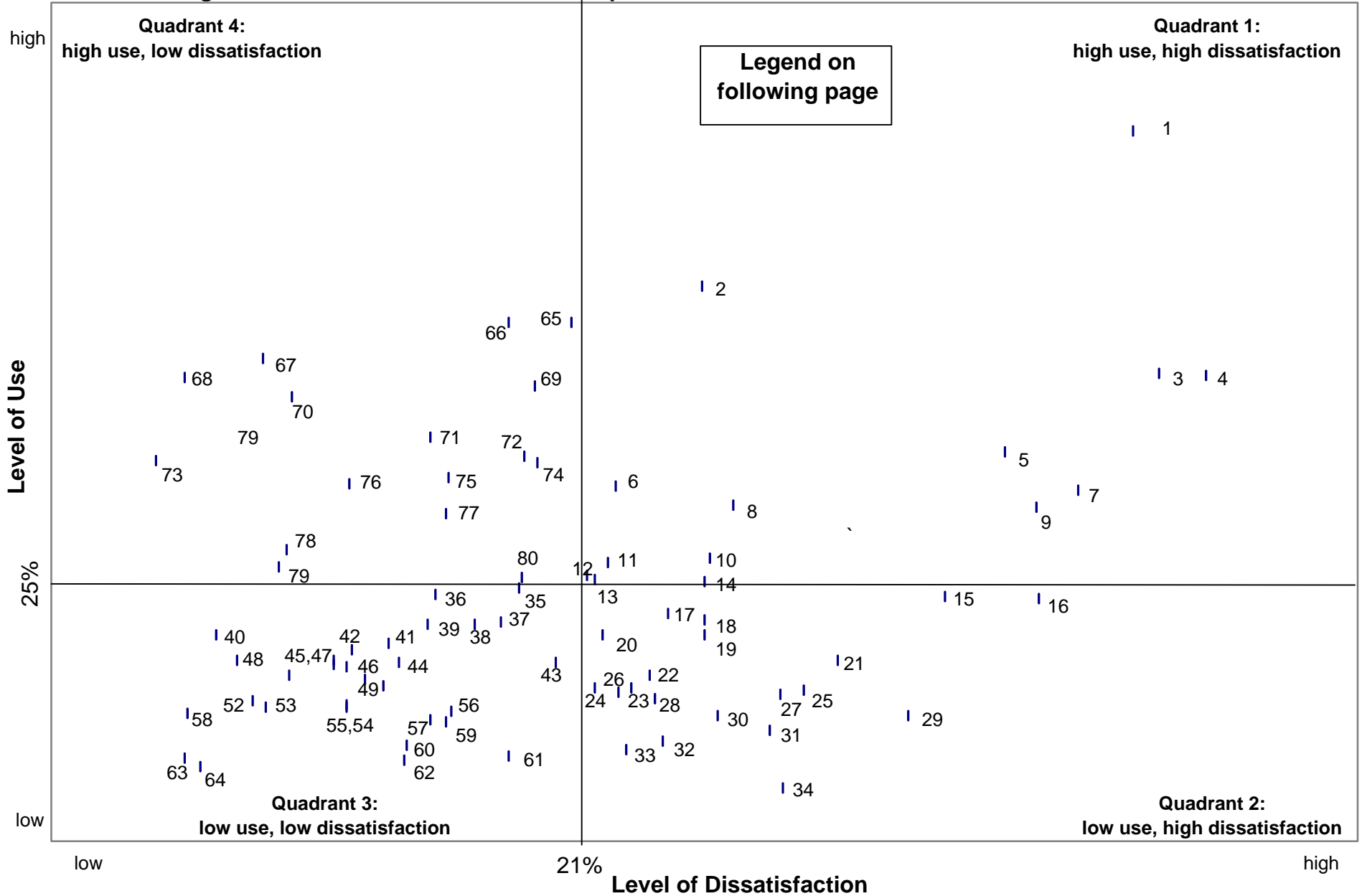


Figure 1 Legend

Legend for College-wide Offices/Services: Relationship between Use and Dissatisfaction with Overall Service

Quadrant 1: high use, high dissatisfaction	
1	Payroll Office
2	Employee Benefits
3	Faculty Evaluation
4	Employment/Hiring Services
5	Personnel Records
6	ACCNet Services
7	Compensation/Classification
8	Accounts Payable
9	AVP for Human Resources
10	HBC Room Scheduling
11	Dean, Math & Science
12	Continuing Education
13	Marketing & Public Information
14	Dean, Arts & Humanities
Quadrant 2: low use, high dissatisfaction	
15	VP for Business Services
16	President's Office
17	Institutional Effectiveness
18	EVP for Instructional Affairs
19	IT Programming
20	Dean, Continuing Education
21	Early College Start
22	Continuing Education Business Operations
23	Physical Plant
24	Executive Dean PIN/CYP
25	AVP for Facilities & Operations
26	Records Management Office
27	TASP Office
28	Renovation/Construction
29	Grants Office
30	International Education Programs
31	Comptroller
32	Internal Audit
33	Curriculum Services
34	Community Programs
Quadrant 3: low use, low dissatisfaction	
35	Inventory/Receiving
36	Provost EVC/RVS
37	AVP for Information Technology
38	AVP for Academic Affairs
39	Dean, Communications
40	Campus Student Services Offices

Quadrant 3: low use, low dissatisfaction	
41	EVP for Campus Operations, Student Affairs, & School Relations
42	Dean, Applied Technologies, Multimedia & Public Service
43	Dean, Business Studies
44	Risk Management
45	AVP for Retention & Student Services
46	Financial Aid
47	Dean, Computer Studies & Advanced Technology
48	Dean, Health Sciences
49	Video Services
50	AVP for Workforce Education
51	AVP for Instructional Resources & Technology
52	Publications Office
53	Student Activities
54	Adult Basic Education/ ESL
55	Interpreter Services
56	Special Populations
57	Press Relations
58	ACC Foundation
59	Grounds
60	Customized Training
61	Downtown Center
62	VCT Operations Office
63	Student Recruitment
64	Health Professions Institute
Quadrant 4: high use, low dissatisfaction	
65	Computer Help Desk
66	Faculty Development
67	Mail Services
68	Library Services
69	Staff Development
70	Campus Police (HBC)
71	Admissions & Records
72	Cashier
73	Duplication Services (HBC)
74	Purchasing
75	Telephone System
76	Instructional Technology
77	Maintenance (Repairs)
78	Dean, Social Behavioral Sciences
79	Open Campus (Distance Learning)
80	Executive Dean NRG/RGC

Table 4

College-wide Offices/Services 2000 - 2001 Comparison: Change in Percent Satisfied Ratings of "Overall Service" by Percent Change Offices with the Highest Percentage Change							
<small>Note 1: Includes on those offices that were reviewed in both years</small>							
<small>Note 2: Offices in italics are high use areas</small>							
College-wide Offices/Services	2000			1999			Change
	Total	satisfied		Total	satisfied		
	n	n	%	n	n	%	
Highest Increase in Satisfaction							
Publications Office	64	39	63%	61	25	41%	22%
Student Recruitment	39	24	62%	42	17	41%	21%
Adult Basic Education/ ESL	63	45	74%	54	29	54%	20%
Press Relations	57	29	53%	44	18	41%	12%
<i>Computer Help Desk</i>	244	153	64%	253	132	52%	11%
IT Programming	97	56	58%	66	31	47%	11%
<i>Marketing & Public Information</i>	123	63	53%	79	33	42%	11%
International Education Programs	59	35	64%	47	25	53%	10%
<i>Open Campus (Distance Learning)</i>	129	99	78%	78	53	68%	10%
<i>ACCNet Services</i>	167	105	63%	193	104	54%	9%
Highest Decrease in Satisfaction							
<i>Dean, Communications</i>	102	68	70%	66	51	77%	-7%
<i>AVP for Academic Affairs</i>	102	68	69%	76	58	76%	-8%
Dean, Computer Studies & Advanced Technology	83	61	74%	43	35	81%	-8%
<i>EVP for Instructional Affairs</i>	104	54	54%	79	49	62%	-8%
Dean, Continuing Education	97	46	48%	60	34	57%	-8%
<i>Accounts Payable</i>	158	74	46%	139	76	55%	-9%
Risk Management	84	63	76%	53	45	85%	-9%
<i>Inventory/Receiving</i>	119	72	62%	105	76	72%	-11%
<i>HBC Room Scheduling</i>	133	69	53%	91	58	64%	-11%
TASP Office	69	27	40%	53	33	62%	-23%

Table 5

Highly-used College-wide Offices/Services: Ratings of "Overall Service" by Percent Dissatisfied							
NOTE 1: very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: includes only offices with 122 or more indicating they had used or requested services (Top 25% of used offices.)							
NOTE 3: Offices above the bold line are high use/high dissatisfaction areas.							
College-wide Offices/Services	Total	dissatisfied		neutral		satisfied	
	n	n	%	n	%	n	%
Employment/Hiring Services	219	95	44%	58	27%	62	29%
Faculty Evaluation	220	92	42%	54	25%	71	33%
Payroll Office	334	138	41%	61	18%	134	40%
Compensation/Classification	165	64	39%	34	21%	65	40%
AVP for Human Resources	157	57	38%	30	20%	64	42%
Personnel Records	183	66	37%	40	22%	75	41%
Accounts Payable	158	42	26%	45	28%	74	46%
HBC Room Scheduling	133	33	25%	29	22%	69	53%
Dean, Arts & Humanities	122	29	25%	21	18%	66	57%
Employee Benefits	261	64	25%	63	25%	130	51%
ACCNet Services	167	36	22%	26	16%	105	63%
Dean, Math & Science	131	27	21%	23	18%	77	61%
Marketing & Public Information	123	25	21%	32	27%	63	53%
Continuing Education	125	24	21%	28	24%	65	56%
Computer Help Desk	244	48	20%	40	17%	153	64%
Purchasing	178	33	19%	39	22%	105	59%
Staff Development	214	39	19%	44	21%	128	61%
Cashier	181	33	18%	36	20%	113	62%
Executive Dean NRG/RGC	124	22	18%	19	16%	81	66%
Faculty Development	244	42	18%	41	17%	157	65%
Telephone System	171	26	15%	26	15%	119	70%
Maintenance (Repairs)	154	23	15%	29	19%	100	66%
Admissions & Records	190	27	15%	31	17%	128	69%
Instructional Technology	168	19	11%	21	13%	127	76%
Campus Police (HBC)	209	19	9%	33	16%	154	75%
Dean, Social Behavioral Sciences	137	12	9%	16	12%	106	79%
Open Campus (Distance Learning)	129	11	9%	17	13%	99	78%
Mail Services	227	18	8%	29	13%	174	79%
Library Services	218	11	5%	14	7%	192	89%
Duplication Services (HBC)	179	7	4%	11	6%	159	90%

Table 6

Highly-used College-wide Offices/Services: Ratings of "Overall Service" by Level of Use by All Respondents													
NOTE 1: *indicates overall use, which is defined as number of all respondents requesting or receiving service													
NOTE 3: Adjunct Faculty includes Continuing Education and Adult Eductaion Faculty													
NOTE 4: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff													
NOTE 5: D indicates dissatisfied respondents; N indicates neutral respondents; S indicates satisfied respondents													
NOTE 6: **indicates all respondents, including Adjunct Faculty, Full-time Faculty, Non-faculty, and Unknown													
NOTE 7: all numbers, except total, are percentages													
NOTE 8: includes only offices wth 122 or more responses													
College-wide Offices/Services	Use*	All Respondents**			Full-time Faculty			Adjunct Faculty			Non-faculty		
		D	N	S	D	N	S	D	N	S	D	N	S
Payroll Office	334	41%	18%	40%	65%	15%	20%	36%	15%	49%	29%	22%	48%
Employee Benefits	261	25%	25%	51%	37%	22%	41%	35%	24%	41%	18%	26%	57%
Faculty Development	244	18%	17%	65%	22%	17%	61%	11%	17%	73%	21%	18%	62%
Computer Help Desk	244	20%	17%	64%	28%	22%	50%	33%	12%	55%	13%	15%	72%
Mail Services	227	8%	13%	79%	7%	23%	71%	9%	14%	77%	6%	11%	84%
Faculty Evaluation	220	42%	25%	33%	57%	23%	20%	31%	30%	39%	39%	20%	41%
Employment/Hiring Services	219	44%	27%	29%	62%	26%	12%	58%	23%	19%	40%	23%	37%
Library Services	218	5%	7%	89%	4%	7%	89%	4%	4%	92%	8%	8%	84%
Staff Development	214	19%	21%	61%	29%	31%	40%	27%	9%	64%	15%	18%	67%
Campus Police (HBC)	209	9%	16%	75%	9%	19%	72%	7%	10%	83%	11%	15%	75%
Admissions & Records	190	15%	17%	69%	15%	13%	72%	11%	25%	64%	15%	17%	68%
Personnel Records	183	37%	22%	41%	46%	23%	31%	46%	25%	29%	31%	21%	48%
Cashier	181	18%	20%	62%	17%	26%	57%	27%	9%	64%	17%	22%	62%
Duplication Services (HBC)	179	4%	6%	90%	8%	3%	90%	4%	8%	88%	3%	7%	91%
Purchasing	178	19%	22%	59%	27%	21%	52%	33%	67%		15%	22%	63%
Telephone System	171	15%	15%	70%	24%	18%	59%	60%		40%	5%	18%	77%
Instructional Technology	168	11%	13%	76%	11%	13%	76%	13%	8%	80%	14%	12%	75%
ACCNet Services	167	22%	16%	63%	28%	14%	58%	32%	16%	53%	16%	17%	68%
Compensation/Classification	165	39%	21%	40%	60%	10%	30%	47%	16%	37%	30%	25%	45%
Accounts Payable	158	26%	28%	46%	32%	32%	35%	50%	13%	38%	21%	31%	48%
AVP for Human Resources	157	38%	20%	42%	61%	11%	28%	63%	38%		27%	19%	54%
Maintenance (Repairs)	154	15%	19%	66%	32%	24%	45%	14%	14%	71%	10%	18%	72%

**Internal Customer Survey
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College-wide Offices/Services	Use*	All Respondents**			Full-time Faculty			Adjunct Faculty			Non-faculty		
		D	N	S	D	N	S	D	N	S	D	N	S
Dean, Social Behavioral Sciences	137	9%	12%	79%	16%	3%	81%	3%	21%	76%	5%	14%	81%
HBC Room Scheduling	133	25%	22%	53%	22%	19%	58%	100%			25%	23%	52%
Dean, Math & Science	131	21%	18%	61%	28%	20%	53%	7%	20%	73%	18%	20%	62%
Open Campus (Distance Learning)	129	9%	13%	78%	7%	9%	85%	7%	7%	86%	11%	15%	75%
Continuing Education	125	21%	24%	56%	29%	24%	48%	43%		57%	17%	27%	56%
Executive Dean NRG/RGC	124	18%	16%	66%	26%	18%	56%	6%	19%	75%	14%	14%	72%
Marketing & Public Information	123	21%	27%	53%	33%	21%	46%	33%	33%	33%	16%	29%	55%
Dean, Arts & Humanities	122	25%	18%	57%	26%	22%	52%	19%	7%	74%	23%	19%	58%

Table 7

Highly-used College-wide Offices/Services: Ratings of Dissatisfaction with Promptness, Quality, Attitude, and Overall Service In Order of Percent Dissatisfied with Overall Service							
NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"							
NOTE 2: Includes only offices with 122 or more responses							
NOTE 3: Scores for Promptness and Attitude that are 5 percentage points higher than Overall Service dissatisfaction rates are indicated in bold outlines							
College-wide Offices/Services		Level of Dissatisfaction					
		Overall service		Promptness		Attitude	
		n	%	n	%	n	%
Employment/Hiring Services	219	95	44%	103	50%	85	42%
Faculty Evaluation	220	92	42%	80	39%	62	30%
Payroll Office	334	138	41%	133	42%	122	38%
Compensation/Classification	165	64	39%	70	44%	56	35%
AVP for Human Resources	157	57	38%	59	40%	54	37%
Personnel Records	183	66	37%	64	37%	56	33%
Accounts Payable	158	42	26%	50	33%	37	24%
HBC Room Scheduling	133	33	25%	34	27%	32	25%
Employee Benefits	261	64	25%	76	30%	66	27%
Dean, Arts & Humanities	122	122	25%	30	27%	28	25%
ACCCNet Services	167	36	22%	49	30%	37	23%
Dean, Math & Science	131	27	21%	34	28%	29	24%
Marketing & Public Information	123	25	21%	25	21%	28	24%
Continuing Education	125	24	21%	29	26%	25	23%
Computer Help Desk	244	48	20%	30	13%	39	17%
Purchasing	178	33	19%	50	29%	34	20%
Staff Development	214	39	19%	36	18%	40	20%
Cashier	181	33	18%	36	21%	36	21%
Executive Dean NRG/RGC	124	22	18%	18	15%	27	23%
Faculty Development	244	42	18%	54	23%	29	13%
Telephone system	171	26	15%	25	15%	25	16%
Maintenance (Repairs)	154	23	15%	34	23%	21	14%
Admissions & Records	190	27	15%	27	15%	24	13%
Instructional Technology	168	19	11%	18	11%	16	10%
Campus Police (HBC)	209	19	9%	17	9%	21	11%
Dean, Social & Behavioral Sciences	137	12	9%	15	12%	13	10%
Open Campus (Distance Learning)	129	11	9%	19	15%	12	10%
Mail Services	227	18	8%	21	10%	14	7%
Library Services	218	11	5%	8	4%	11	5%
Duplication Services (HBC)	179	7	4%	8	5%	5	3%