

**Internal Customer Survey  
of Fall 2001 Services**

**Analysis of College-wide Services**

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Spring 2002**



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Note: Tables and figures were prepared with the assistance of Charlene Knight. Data were compiled by Ziv Shafir

## **Internal Customer Survey of Fall 2001 Services Summary**

The Internal Customer Survey of Fall 2001 Services was conducted in Spring 2002. Therefore, it is important to remember that improvements implemented in Spring 2002 were not taken into account by the respondents.

In general, compared to the Fall 1999 and Fall 2000 surveys:

- ❑ The overall response rate dropped from its high of 22% for Fall 2000 to 18% for the Fall 2001 survey.
  - ❑ Proportionally, more Full-time faculty responded to the survey than other employee groups.
  - ❑ The overall level of satisfaction of respondents did not change significantly. The percent of Satisfied responses to Overall Quality was 60% for Fall 2001, compared to 58% for Overall Service in fall 1999 and 61% for Fall 2000.
  - ❑ The most highly used areas continued to be in Human Resources.
  - ❑ With a few exceptions, the percentages of dissatisfied for highly used offices have been remarkably consistent. Only 5 (17%) of 30 offices varied more than 5% between the Fall 2000 and Fall 2001 surveys.
  - ❑ Increase in the level of satisfaction was most notable in the Office of the VP of Business Services.
- ❑ Offices experiencing high levels of dissatisfaction continued to be in the Human Resource area, but the level of dissatisfaction as measured by the overall percent dissatisfied has declined for several offices.

# **Austin Community College Internal Customer Survey Fall 2001 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 2001 Services was administered in Spring 2002. 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 are expected to develop plans to address the concerns expressed by ACC employees. The following analysis 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 for the Fall 1999 survey and again for Fall 2000 and Fall 2001 to reflect the then-current organization of the college. The forms were reviewed and approved by the Executive Vice President and the Employee Association Presidents.

In Fall 2001, two separate forms were distributed, one covering College-wide services and another covering 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 office was included with each survey. This was in response to concerns 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 Overall Quality, Promptness, and Service Attitude 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 2002, the questionnaire was mailed to 2,348 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

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\* It should be noted that the College organizational structure 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.

Administrative employees. Because of their limited interaction with the College and minimal response rate in prior surveys, hourly employees were not included.

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 were based on all respondents who indicated that they had used or received the services of a specific office during the past year.

### **College-wide services: Return Rates**

The overall return rate for the Fall 2001 College-wide form was 18% or 430 employees, down from 22% on the Fall 2000 survey. Rates varied greatly by employee group. The highest return rate was 54% for the 39 administrators, compared to the lowest rate, 12% (124) for Adjunct faculty. The only employee group showing a steady increase in the return rate over the three years of the survey administration was Full-time Faculty. The number and percent of Full-time Faculty returning the questionnaire increased from 98 (26%) on the Fall 1999 survey to 117 (31%) for Fall 2001. The Adjunct Faculty return rate remained relatively consistent over the three years, declining slightly from 13% (144) on the Fall 1999 survey to 12% (124) on the Fall 2001 form. The number and rate of Professional/Technical staff returning the survey fluctuated over the three years, increasing from 73 (25%) for Fall 1999 to 89 (27%) for Fall 2000, but then decreasing to 66 (19%) for the Fall 2001 survey. The response rates for Classified employees declined from 90 (20%) for Fall 1999 to 68 (13%) for Fall 2001. [See Table 1]

It is unclear why these fluctuations have occurred. Clearly certain employee groups are under-represented in the analysis. Classified staff represented 22% of the employees who were sent surveys, but only 16% of all surveys returned were from this group. Full-time faculty, on the other hand, represented 16% of those sent surveys, but 27% of the surveys analyzed were from this group. It will be important to work with the employee groups to determine how return rates can be increased in the future.

### **College-wide Services: Overall Quality**

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Table 2 lists the 30 High Use offices, those with 107 or more respondents, in descending order of dissatisfaction with the Overall Quality of service from that office. Of these, 12 offices 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, and will be expected to develop action plans for improvement during the coming year.

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 with Overall Quality and Level of Use were based on the mid-points of each dimension from the 2000 Survey. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the 12 offices, seven were in the Human Resources area. All but the Bookstore (which was

not included on the 2000 survey form) were also High Use/High Dissatisfaction offices in 2001. Five offices that were in this quadrant in Fall 2000 were not included in Fall 2001--three that were included in the High Use/Low Dissatisfaction quadrant (ACCNet, Continuing Education, and Dean of Math Science) and two that were included in the Low Use/Low Dissatisfaction (HBC Room Scheduling and Dean of Arts and Humanities).

### **College-wide Services: Promptness and Attitude**

The ratings discussed thus far have been based only on the responses to Overall Quality. 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 3 shows the percentage of respondents indicating Promptness dissatisfaction ratings of at least 5% higher than that of Overall Quality. This occurred in six (20%) of the 30 highly used offices. However, compared with the results of the Fall 2000 survey, this is a decline from 11 (37%) out of 30. 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 Quality ratings; most Service Attitude percentages were within 5 percentage points of the Overall Quality ratings. Of note are the Payroll, Faculty Evaluation, and AVP for Human Resources offices where the level of dissatisfaction with Attitude was 5% or more lower than that of Overall Quality, suggesting that Attitude is not the primary issue related to dissatisfaction with these offices.

### **College-wide Services: Trends over Time**

The overall level of satisfaction, which increased between Fall 1999 (58%) and Fall 2001 (61%) remained steady for Fall 2001: 60% of all responses for Overall Quality ("Overall Service" in previous surveys) were either "Satisfied" or "Very Satisfied." Moreover, the level of change (percent increase or decrease in the level of satisfaction with overall service/quality) compared to the previous year's survey for offices had a greater variation in 2001 compared to 2000: rates of change varied from +28% to -31% compared to +22% to -23%. It is possible that this is a result in a change in the category. In Fall 2000, "Overall Service" was rated, but in Fall 2001, "Overall Quality" was rated. [See Table 4]

Several individual offices experienced a high degree of change in the overall satisfaction ratings they received. Of the 10 offices with the greatest increase, one had a change of 20% or more: The VP for Business Services, which increased from 38%

satisfied in Fall 2000 to 66% in Fall 2001. This is down from three offices that had increases of over 20% from Fall 1999 to Fall 2000: the Publications Office, Student Recruitment, and Adult Basic Education/ESL. On the other hand, there were more offices with declines: in Fall 2000, only one office (TASP) registered a decline of over 20%; however, in Fall 2001, eight offices had declines in levels of satisfaction of over 20%. None of these offices was a “High Use” area. It should be noted that the TASP office had a 9% increase in satisfaction in 2001 compared to 2000, placing it among the 10 areas with the highest increase.

High Use areas with high levels of satisfaction increases included the Computer Help Desk (9% change and in the category for the second consecutive year), and Benefits (7% change). No High Use areas had a decrease of 15% or more. [See Table 4]

### **College-wide services: Employee Group Trends**

Table 5 lists all college-wide offices by the percent of the respondents who used the service. It also provides data on rates of Satisfaction. Percentages for Satisfaction (S) were calculated based on the number of respondents who used the service and indicated they were “Satisfied” or “Very Satisfied” with the quality of services provided by the area; rates for Dissatisfaction (D) were based on the sum of responses indicating “Dissatisfied” or “Very Dissatisfied.” The areas with the highest level of satisfaction—over 80% of respondents—include Interpreter Services, Library Services, Duplication Services at HBC, Learning Labs, and Video Services. Of these, none was in the ten offices with the highest levels of satisfaction with the quality of services in Fall 1999, but all except Learning Labs (which was not included in Fall 2000) had high levels of satisfaction in both years. Of these, only Duplication and Library Services were in the “Highly Used” group of offices.

For purposes of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 5 summarizes the results by these three groups. Rates of satisfaction/dissatisfaction varied by employee group. For example, while all groups were dissatisfied with the Payroll Office, the percentage dissatisfied ranged from 53% for Full-time Faculty to Non-faculty at 33% with Adjunct Faculty being in the middle at 37%.

Full-time faculty expressed the highest levels of dissatisfaction in general. In 13 of the 30 High Use offices (those with use above 107 or 25% of respondents), their ratings of dissatisfaction were 5% above the average for all respondents. This group was most dissatisfied (over 45%) with Payroll Services, Faculty Evaluation, Bookstore, Employment/Hiring Services, Compensation, and the Office of the AVP for Human Resources. All offices except Faculty Evaluation and Bookstore, which was not evaluated last year, had high levels of dissatisfaction on the Fall 2000 survey.

Adjunct faculty generally had reported lower levels of use than other groups. Their highest levels of dissatisfaction of High Use offices were with the

Employment/Hiring Services (58%), the Office of the AVP for Human Resources (50%), and {Personnel}Records (48%).

Non-faculty tended to be less dissatisfied overall than faculty groups: for High Use offices, they recorded no dissatisfaction levels over 45%. Their highest levels of dissatisfaction occurred with Employment/Hiring Services (38%), Payroll (33%), Compensation (33%), and Faculty Evaluation (32%). Payroll and Compensation were not rated as low on the Fall 2000 survey.

### **College-wide services: General Results**

Table 6 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 238 (down from 334 in 2001) for the Payroll Office, to a low of 23 for the Internal Audit office (down from 47 in 2001).

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. High Use offices are defined as those having 107 (25%) or more respondents indicating they had used the service in the past year. Most-used offices are concentrated in areas that provide services to many employees—human resources and services like computing, faculty development, and libraries. Over the past three years, the most used offices have remained relatively consistent—the four most used offices in all three years included Payroll, Faculty Development, Benefits, and the Computer Help Desk. [See Table 6]



## **Tables and Figures**

Table 1

Internal Customer Survey of Fall 2001 Services Return Rates by Employee Classification										
Employee Group	Fall 2001				Fall 2000			Fall 1999		
	# Sent	# Returned	Response Rate	%*	# Returned	Response Rate	%	# Returned	Response Rate	%
Full time faculty	382	117	31%	27%	114	29%	23%	98	26%	22%
Adjunct faculty	1058	124	12%	29%	118	12%	24%	144	13%	32%
Professional/Technical	351	66	19%	15%	89	27%	18%	73	25%	16%
Classified	518	68	13%	16%	85	18%	17%	90	20%	20%
Administration	39	21	54%	5%	21	55%	4%	12	43%	3%
Not reported/Other		34	na	8%	66	na	13%	30	na	7%
<b>Total</b>	<b>2348</b>	<b>430</b>	<b>18%</b>		<b>493</b>	<b>22%</b>		<b>447</b>	<b>15%</b>	

\* % = Percent of all surveys

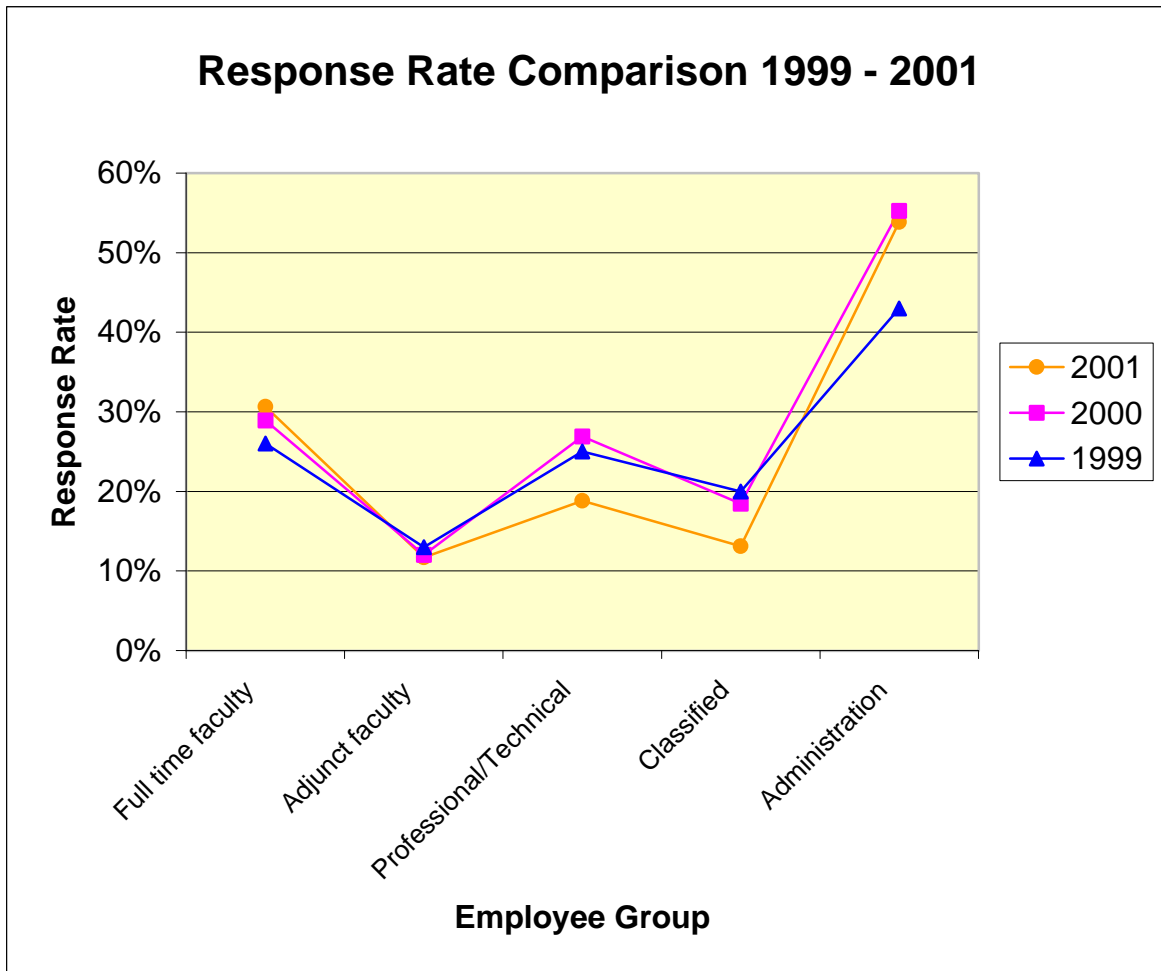


Table 2

**Highly-used College-wide Offices/Services:  
Ratings of "Overall Quality" 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 107 or more indicating that they had used or requested services (response rates above 25%).

NOTE 3: Offices above the bold line are high use/high dissatisfaction areas; offices below the bold line are high use/low dissatisfaction areas.

NOTE 4: "n/a" indicates that comparable offices did not exist in 2000.

College-wide Offices/Services	Total n	2001						2000					
		Dissatisfied		Neutral		Satisfied		Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%	n	%	n	%	n	%
Employment/Hiring Services	167	72	44%	39	24%	54	33%	95	44%	58	27%	62	29%
Compensation	135	54	41%	22	17%	56	42%	64	39%	34	21%	65	40%
Payroll Office	238	93	40%	46	20%	96	41%	138	41%	61	18%	134	40%
Faculty Evaluation	187	72	38%	48	26%	68	36%	92	42%	54	25%	71	33%
AVP for Human Resources	149	52	36%	28	19%	66	45%	57	38%	30	20%	64	42%
Records	143	50	35%	30	21%	63	44%	66	37%	40	22%	75	41%
Bookstore	174	58	34%	39	23%	73	43%	n/a	n/a	n/a	n/a	n/a	n/a
Purchasing	118	31	27%	26	23%	57	50%	33	19%	39	22%	105	59%
Accounts Payable	113	30	26%	38	33%	46	40%	42	26%	45	28%	74	46%
Benefits	217	54	25%	36	17%	122	58%	64	25%	63	25%	130	51%
Staff Development	173	41	24%	34	20%	97	56%	39	19%	44	21%	128	61%
Marketing and Public Information	111	26	23%	20	18%	66	59%	25	21%	32	27%	63	53%
Dean, Math and Sciences	115	23	20%	20	17%	74	63%	27	21%	23	18%	77	63%
EVP for Academic, Student, and Campus Affairs	141	26	19%	25	18%	87	63%	n/a	n/a	n/a	n/a	n/a	n/a
Telephone System	131	24	18%	23	18%	84	64%	26	15%	26	15%	119	70%
Cashier	135	24	18%	18	14%	91	68%	33	18%	36	20%	113	62%
AVP for Academic Programs	114	20	18%	21	19%	72	64%	16	16%	15	15%	68	69%
Campus Police	183	30	16%	39	21%	113	62%	19	9%	33	16%	154	75%
Maintenance (Repairs)	129	21	16%	27	21%	81	63%	23	15%	29	19%	100	66%
Faculty Development	231	36	16%	43	19%	151	66%	42	18%	41	17%	157	65%
ACCNet Services	145	21	14%	28	19%	96	66%	36	22%	26	16%	105	63%
Admissions & Records	212	30	14%	38	18%	143	68%	27	15%	31	17%	128	69%
Computer Help Desk	230	32	14%	30	13%	169	73%	48	20%	40	17%	153	64%
Mail Services	156	20	13%	20	13%	113	74%	18	8%	29	13%	174	79%
Instructional Technology (Media, Instructional, and Computer Centers)	166	21	13%	20	12%	123	75%	19	11%	21	13%	127	76%
Distance Learning	116	13	11%	25	21%	79	68%	11	9%	17	13%	99	78%
Dean, Social and Behavioral Sciences	113	13	11%	15	13%	89	76%	12	9%	16	12%	106	79%
Testing Centers	167	18	11%	22	13%	126	76%	n/a	n/a	n/a	n/a	n/a	n/a
Duplication Services (HBC)	156	12	8%	16	10%	126	82%	7	4%	11	6%	159	90%
Library Services	183	7	4%	15	8%	161	88%	11	5%	14	7%	192	89%

Table 3

Highly-used College-wide Offices/Services: Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude In Order of Percent Dissatisfied with Overall Quality							
NOTE 1: *Indicates overall use, which is defined as the number of all respondents requesting or receiving service.							
NOTE 2: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"							
NOTE 3: Includes only offices with 107 or more indicating that they had used or requested services (response rates above 25%).							
NOTE 4: Scores for Promptness and Attitude that are 5 percentage points higher than Overall Quality dissatisfaction rates are indicated in bold.							
College-wide Offices/Services	Use*	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Employment/Hiring Services	167	72	44%	83	<b>52%</b>	66	41%
Compensation	135	54	41%	55	44%	48	39%
Payroll Office	238	93	40%	89	40%	79	35%
Faculty Evaluation	187	72	38%	75	41%	61	33%
AVP for Human Resources	149	52	36%	52	37%	46	33%
Records	143	50	35%	47	35%	46	34%
Bookstore	174	58	34%	58	34%	54	32%
Purchasing	118	31	27%	40	<b>36%</b>	27	25%
Accounts Payable	113	30	26%	35	<b>32%</b>	28	25%
Benefits	217	54	25%	56	28%	49	24%
Staff Development	173	41	24%	39	24%	35	21%
Office of Marketing and Public Information	111	26	23%	22	20%	24	22%
Dean, Math and Sciences	115	23	20%	23	20%	24	21%
EVP for Academic, Student, and Campus Affairs	141	26	19%	26	19%	29	21%
Telephone System	131	24	18%	25	20%	25	20%
Cashier	135	24	18%	22	17%	19	15%
AVP for Academic Programs	114	20	18%	34	<b>31%</b>	21	19%
Campus Police	183	30	16%	29	17%	34	20%
Maintenance (Repairs)	129	21	16%	23	19%	17	14%
Faculty Development	231	36	16%	32	14%	26	12%
ACCNet Services	145	21	14%	27	<b>19%</b>	23	17%
Admissions & Records	212	30	14%	38	<b>19%</b>	32	16%
Computer Help Desk	230	32	14%	37	16%	29	13%
Mail Services	156	20	13%	23	15%	17	12%
Instructional Technology (Media, Instructional, and Computer Centers)	166	21	13%	17	11%	19	12%
Distance Learning	116	13	11%	10	9%	8	7%
Dean, Social and Behavioral Sciences	113	13	11%	15	13%	10	9%
Testing Centers	167	18	11%	19	12%	23	14%
Duplication Services (HBC)	156	12	8%	11	7%	9	6%
Library Services	183	7	4%	10	6%	13	7%

Table 4

College-wide Offices/Services 2000 - 2001 Comparison: Change in Percent Satisfied Ratings of "Overall Quality" by Percent Change Offices with the Highest Percentage Change							
NOTE 1: Includes those offices that were reviewed in both years.							
NOTE 2: *Boxed offices in italics are high use areas.							
College-wide Offices/Services	2001			2000			% Change
	Total	Satisfied		Total	Satisfied		
	n	n	%	n	n	%	
<b>Highest Increase in Satisfaction</b>							
VP for Business Services	80	52	66%	115	43	38%	28%
Dean, Continuing Education	78	50	63%	97	46	48%	15%
Continuing Education Business Operations	59	34	57%	78	31	44%	13%
TASP Office	69	35	49%	69	27	40%	9%
Dean, Arts and Humanities	84	57	66%	122	66	57%	9%
Student Life (Student Activities)	69	47	66%	63	35	57%	9%
<i>Computer Help Desk*</i>	230	169	73%	244	153	64%	9%
Dean, Business Studies	70	47	66%	84	48	58%	8%
Continuing Education	104	67	63%	125	65	56%	7%
<i>Benefits*</i>	217	122	58%	261	130	51%	7%
<b>Highest Decrease in Satisfaction</b>							
Renovation/Construction	63	29	44%	67	38	59%	-15%
Buildings	64	34	51%	72	48	67%	-16%
Health Professions Institute	35	26	68%	35	31	89%	-21%
Grants Development	49	13	26%	59	27	47%	-21%
Customized Training	27	12	40%	45	28	64%	-24%
Downtown Center	30	12	35%	40	24	60%	-25%
Adult Basic Education/ESL	55	27	49%	63	45	74%	-25%
ACC Foundation	44	24	52%	60	45	78%	-26%
Risk Management	63	32	50%	84	63	76%	-26%
Internal Audit	23	6	24%	47	26	55%	-31%

Figure 1

College-wide Offices/Services: Relationship between Levels of Use and Dissatisfaction

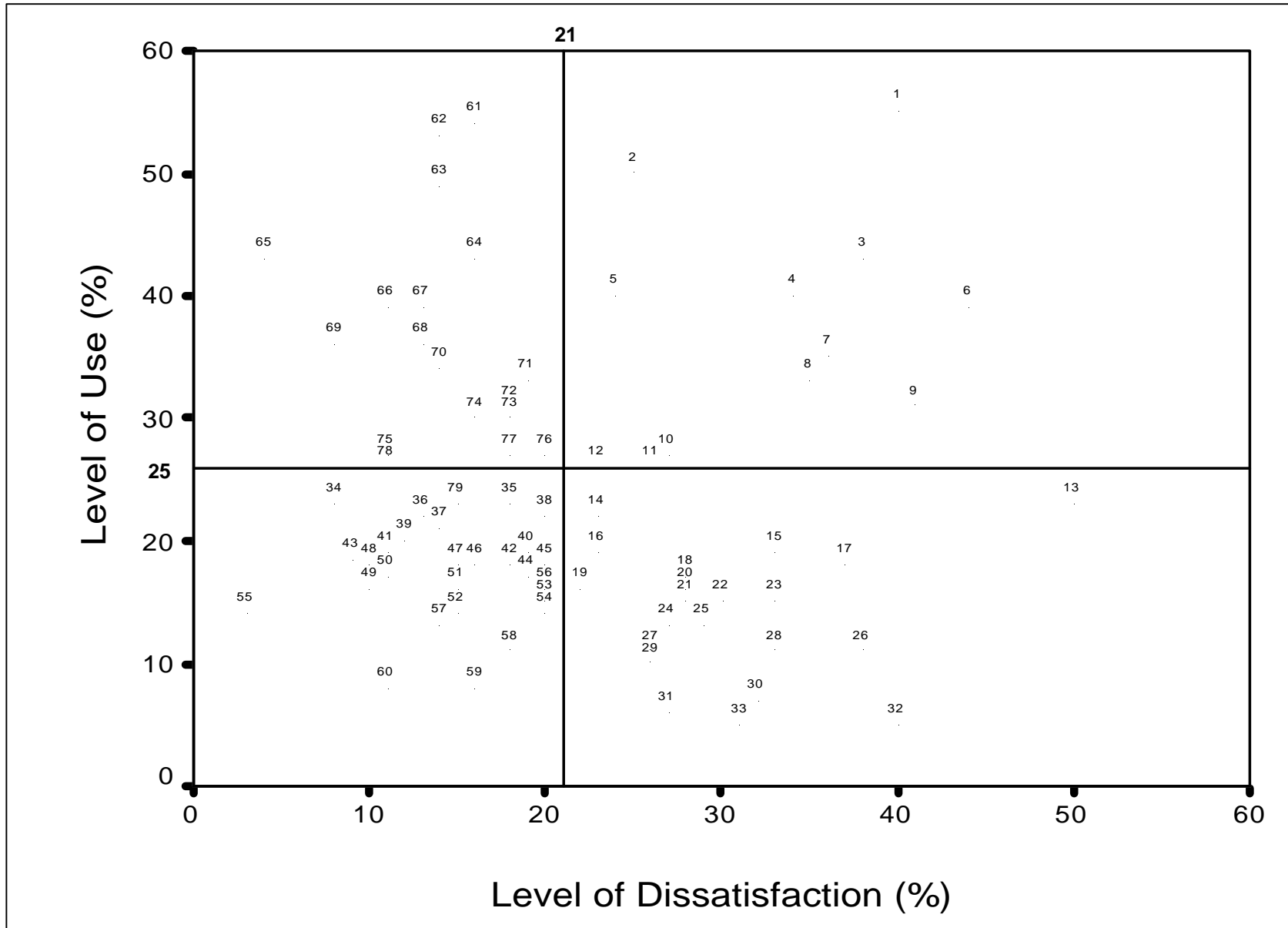


Figure 1 Legend

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

Quadrant 1: high use, high dissatisfaction	
1	Payroll Office
2	Benefits
3	Faculty Evaluation
4	Bookstore
5	Staff Development
6	Employment/Hiring Services
7	AVP for Human Resources
8	Records
9	Compensation
10	Purchasing
11	Accounts Payable
12	Marketing and Public Info
Quadrant 2: low use, high dissatisfaction	
13	President's Office
14	Institutional Effectiveness
15	Early College Start
16	IT Programming
17	Press Relations
18	AVP for Facilities & Operations
19	AVP for Workforce Education
20	TASP Office
21	Budgeting
22	Buildings
23	Renovation/Construction
24	Records Management Office
25	Adult Basic Education/ESL
26	Grants Development
27	Student Recruitment
28	Controller
29	ACC Foundation
30	Downtown Center
31	Customized Training
32	Internal Audit
33	Community Programs
Quadrant 3: low use, low dissatisfaction	
34	Learning Labs
35	AVP for Retention & Student Service
36	Dean, Communications
37	Campus Student Services Offices
38	HBC Room Scheduling
39	Dean, Arts and Humanities
40	VP for Business Services

Quadrant 3: low use, low dissatisfaction (cont.)	
41	Financial Aid
42	Inventory/Receiving
43	Dean, Applied Technologies, Multimedia, and Public Service
44	Dean, Continuing Education
45	Publications Office
46	AVP for Information Technology
47	AVP for Instructional Resources & Technology
48	Dean, Health Sciences
49	Dean, Computer Studies and Advanced Technologies
50	Video Services
51	Dean, Business Studies
52	Student Life (Student Activities)
53	Risk Management
54	Grounds
55	Interpreter Services
56	Continuing Education Business Operations
57	Special Populations
58	AVP for Instructional Support Services
59	Health Professions Institute
60	VCT Operations Office
Quadrant 4: high use, low dissatisfaction	
61	Faculty Development
62	Computer Help Desk
63	Admissions & Records
64	Campus Police
65	Library Services
66	Testing Centers
67	Instructional Technology (Media, Instructional, and Computer Centers)
68	Mail Services
69	Duplication Services (HBC)
70	ACCNet Services
71	EVP for Academic, Student, and Campus Affairs
72	Cashier
73	Telephone System
74	Maintenance (Repairs)
75	Distance Learning
76	Dean, Math and Sciences
77	AVP for Academic Programs
78	Dean, Social and Behavioral Science
79	Continuing Education

Table 5

<b>College-wide Offices/Services: Ratings of "Overall Quality" by Level of Use (Employee Group)</b>													
NOTE 1: *Use indicates overall use, which is defined as the number of all respondents requesting or receiving service.													
NOTE 2: Full-time faculty includes any individual who listed "Full-time Faculty" as their primary position.													
NOTE 3: Adjunct Faculty includes Continuing Education and Adult Education Faculty													
NOTE 4: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff													
NOTE 5: D = dissatisfied respondents; N = neutral respondents; S = satisfied respondents.													
NOTE 6: **All respondents, including Adjunct Faculty, Full-time faculty, Non-faculty, and Unknown.													
NOTE 7: All numbers, except total, are percentages													
College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
<b>High Use</b>													
Payroll Office	238	41%	20%	40%	42%	25%	33%	30%	17%	53%	52%	11%	37%
Faculty Development	231	66%	19%	16%	60%	19%	21%	67%	17%	16%	69%	21%	10%
Computer Help Desk	230	73%	13%	14%	77%	13%	10%	67%	14%	19%	76%	11%	14%
Benefits	217	58%	17%	25%	61%	20%	19%	51%	12%	37%	58%	18%	24%
Admissions & Records	212	68%	18%	14%	72%	18%	10%	62%	20%	18%	68%	13%	18%
Faculty Evaluation	187	36%	26%	38%	52%	16%	32%	27%	25%	48%	37%	33%	30%
Library Services	183	88%	8%	4%	83%	12%	5%	91%	6%	3%	90%	5%	5%
Campus Police	183	62%	21%	16%	60%	27%	14%	63%	14%	24%	68%	19%	14%
Bookstore	174	43%	23%	34%	51%	25%	24%	28%	26%	46%	55%	12%	33%
Staff Development	173	56%	20%	24%	57%	20%	23%	45%	21%	33%	67%	17%	17%
Testing Centers	167	76%	13%	11%	70%	17%	13%	77%	13%	10%	82%	9%	9%
Employment/Hiring Services	167	33%	24%	44%	37%	26%	38%	27%	25%	48%	29%	13%	58%
Instructional Technology (Media, Instructional, and Computer Centers)	166	75%	12%	13%	81%	8%	11%	70%	14%	16%	74%	16%	11%
Duplication Services (HBC)	156	82%	10%	8%	83%	8%	9%	83%	13%	4%	77%	14%	9%
Mail Services	156	74%	13%	13%	75%	15%	11%	72%	8%	21%	74%	16%	11%
AVP for Human Resources	149	45%	19%	36%	55%	17%	28%	33%	22%	46%	29%	21%	50%
ACCNet Services	145	66%	19%	14%	70%	18%	11%	57%	25%	18%	71%	7%	21%
Records	143	44%	21%	35%	49%	22%	28%	39%	20%	41%	33%	19%	48%
EVP for Academic, Student, and Campus Affairs	141	63%	18%	19%	67%	17%	17%	64%	15%	21%	38%	38%	23%
Cashier	135	68%	14%	18%	74%	7%	19%	50%	28%	22%	75%	19%	6%
Compensation	135	42%	17%	41%	47%	20%	33%	32%	11%	57%	45%	15%	40%
Telephone System	131	64%	18%	18%	76%	14%	10%	51%	21%	28%	44%	25%	31%



**Internal Customer Survey  
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College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
Maintenance (Repairs)	129	63%	21%	16%	69%	18%	14%	55%	24%	21%	54%	31%	15%
Purchasing	118	50%	23%	27%	61%	18%	22%	27%	33%	40%	20%	40%	40%
Distance Learning	116	68%	21%	11%	70%	17%	13%	72%	19%	9%	36%	55%	9%
Dean, Math and Sciences	115	63%	17%	20%	60%	19%	21%	63%	14%	23%	75%	15%	10%
AVP for Academic Programs	114	64%	19%	18%	68%	18%	14%	63%	15%	22%	45%	36%	18%
Dean, Social and Behavioral Sciences	113	76%	13%	11%	74%	14%	12%	76%	12%	12%	81%	12%	8%
Accounts Payable	113	40%	33%	26%	45%	28%	27%	34%	38%	28%	14%	71%	14%
Office of Marketing and Public Information	111	59%	18%	23%	69%	17%	14%	39%	21%	39%	67%		33%
<b>Low Use</b>													
Continuing Education	104	63%	22%	15%	68%	20%	13%	54%	29%	18%	50%	25%	25%
Learning Labs	101	79%	13%	8%	76%	15%	10%	79%	12%	9%	89%	11%	
AVP for Retention & Student Services	100	67%	15%	18%	73%	11%	16%	57%	22%	22%	71%	14%	14%
President's Office	98	39%	11%	50%	55%	8%	37%	23%	15%	63%	14%	14%	71%
Dean, Communications	96	63%	24%	13%	71%	19%	10%	51%	34%	14%	65%	18%	18%
Campus Student Services Offices	95	68%	18%	14%	70%	18%	12%	57%	23%	20%	90%		10%
HBC Room Scheduling	94	54%	26%	20%	56%	30%	14%	57%	18%	25%	25%	25%	50%
Institutional Effectiveness	94	58%	19%	23%	70%	14%	16%	49%	24%	27%	33%	17%	
Dean, Arts and Humanities	84	66%	22%	12%	72%	17%	11%	48%	39%	13%	75%	13%	13%
Office of Early College Start	82	43%	24%	33%	38%	32%	30%	48%	16%	36%	63%		38%
IT Programming	81	55%	23%	23%	59%	22%	19%	50%	15%	35%	33%	50%	17%
Financial Aid	80	73%	16%	11%	80%	11%	9%	57%	29%	14%	55%	27%	18%
Office of VP for Business Services	80	66%	15%	19%	74%	13%	13%	45%	23%	32%	67%		33%
Dean, Applied Technologies, Multimedia, and Public Service	79	74%	16%	10%	75%	15%	9%	65%	20%	15%	86%	14%	
Inventory/Receiving	79	61%	21%	18%	65%	20%	15%	48%	26%	26%	100%		
Dean, Continuing Education	78	63%	18%	19%	68%	14%	18%	55%	27%	18%	57%	14%	29%
Dean, Health Sciences	77	72%	18%	10%	65%	21%	15%	88%	8%	4%	67%	33%	
AVP for Instructional Resources & Technology	77	70%	15%	15%	73%	20%	7%	69%	7%	24%	33%	33%	33%
Publications Office	77	61%	19%	20%	68%	19%	13%	48%	17%	35%	50%	25%	25%
AVP for Information Technology	77	69%	15%	16%	75%	12%	14%	59%	23%	18%	50%		50%
Press Relations	76	42%	21%	37%	51%	22%	27%	29%	18%	54%	25%	25%	50%
Dean, Computer Studies and Advanced Technologies	73	61%	28%	11%	58%	31%	11%	59%	29%	12%	75%	17%	8%
AVP for Facilities & Operations	72	54%	18%	28%	63%	15%	22%	40%	20%	40%		50%	50%
Video Services	71	79%	10%	11%	83%	5%	12%	68%	18%	14%	88%	13%	

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College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
AVP for Workforce Education	70	60%	18%	22%	67%	14%	20%	47%	29%	24%	25%	25%	50%
Dean, Business Studies	70	66%	18%	15%	73%	16%	10%	42%	25%	33%	60%	20%	20%
Student Life (Student Activities)	69	66%	18%	15%	72%	15%	13%	52%	28%	20%	86%		14%
TASP Office	69	49%	23%	28%	42%	30%	27%	45%	19%	35%	100%		
Budgeting	66	53%	19%	28%	63%	23%	14%	33%	10%	57%			
Buildings	64	51%	19%	30%	61%	24%	16%	38%	17%	46%	40%		60%
Renovation/Construction	63	44%	23%	33%	55%	17%	29%	21%	32%	47%	40%	40%	20%
Risk Management	63	50%	30%	20%	58%	28%	14%	37%	32%	32%		50%	50%
Grounds	62	62%	18%	20%	68%	21%	11%	56%	8%	36%	33%	67%	
Interpreter Services	60	89%	8%	3%	83%	13%	4%	88%	8%	4%	100%		
Continuing Education Business Operations	59	57%	23%	20%	62%	26%	13%	46%	23%	31%	50%	13%	38%
Records Management Office	56	53%	20%	27%	71%	15%	15%	15%	31%	54%		40%	60%
Adult Basic Education/ESL	55	49%	22%	29%	50%	19%	31%	50%	40%	10%	33%		67%
Special Populations	54	68%	18%	14%	60%	16%	24%	68%	23%	9%	89%	11%	
AVP for Instructional Support Services	49	57%	24%	18%	58%	22%	19%	50%	33%	17%	100%		
Grants Development	49	26%	36%	38%	31%	41%	28%	21%	21%	57%		50%	50%
Student Recruitment	47	55%	19%	26%	57%	23%	20%	50%	14%	36%	67%		33%
Controller	46	38%	29%	33%	43%	30%	27%	27%	27%	47%	33%	33%	33%
ACC Foundation	44	52%	22%	26%	50%	17%	33%	53%	26%	21%	67%	33%	
Health Professions Institute	35	68%	16%	16%	73%	9%	18%	67%	25%	8%	50%	25%	25%
VCT Operations Office	33	62%	27%	11%	67%	25%	8%	58%	25%	17%		100%	
Downtown Center	30	35%	32%	32%	36%	27%	36%	33%	33%	33%	33%	67%	
Customized Training	27	40%	33%	27%	43%	33%	24%	17%	33%	50%	67%	33%	
Community Programs	23	45%	24%	31%	47%	24%	29%	50%	25%	25%	25%	25%	50%
Internal Audit	23	24%	36%	40%	40%	40%	20%		25%	75%		50%	50%

Table 6

<b>College-wide Offices/Services: Use by Number Receiving or Requesting Services</b>				
NOTE 1: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas.				
NOTE 2: "n/a" indicates that comparable offices did not exist in 2000.				
<b>College-wide Offices/Services</b>	<b>Number using services n = 430</b>	<b>% of total responses 2001</b>	<b>% of total responses 2000</b>	<b>% of total responses 1999</b>
<b>High Use</b>				
Payroll Office	238	55%	68%	63%
Faculty Development	231	54%	49%	38%
Computer Help Desk	230	53%	49%	57%
Benefits	217	50%	53%	44%
Admissions & Records	212	49%	39%	40%
Faculty Evaluation	187	43%	45%	n/a
Library Services	183	43%	44%	n/a
Campus Police	183	43%	42%	n/a
Bookstore	174	40%	n/a	n/a
Staff Development	173	40%	43%	41%
Testing Centers	167	39%	n/a	n/a
Employment/Hiring Services	167	39%	44%	34%
Instructional Technology	166	39%	34%	n/a
Duplication Services (HBC)	156	36%	36%	n/a
Mail Services	156	36%	46%	n/a
AVP for Human Resources	149	35%	32%	32%
ACCNet Services	145	34%	34%	43%
Records	143	33%	37%	33%
EVP for Academic, Student, and Campus Affairs	141	33%	n/a	n/a
Cashier	135	31%	37%	38%
Compensation	135	31%	33%	23%
Telephone System	131	30%	35%	33%
Maintenance (Repairs)	129	30%	31%	35%
Purchasing	118	27%	36%	31%
Distance Learning	116	27%	26%	17%
Dean, Math and Sciences	115	27%	27%	21%
AVP for Academic Programs	114	27%	21%	17%
Dean, Social and Behavioral Sciences	113	26%	28%	18%
Accounts Payable	113	26%	32%	31%
Marketing and Public Information	111	26%	25%	18%
<b>Low Use</b>				
Continuing Education	104	24%	25%	18%
Learning Labs	101	23%	n/a	n/a
AVP for Retention & Student Services	100	23%	17%	16%
President's Office	98	23%	23%	16%
Dean, Communications	96	22%	21%	15%
Campus Student Services Offices	95	22%	20%	n/a
HBC Room Scheduling	94	22%	27%	20%
Institutional Effectiveness	94	22%	22%	18%

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<b>College-wide Offices/Services</b>	<b>Number using services n = 430</b>	<b>% of total responses 2001</b>	<b>% of total responses 2000</b>	<b>% of total responses 1999</b>
Dean, Arts and Humanities	84	20%	25%	23%
Early College Start	82	19%	17%	n/a
IT Programming	81	19%	20%	15%
Financial Aid	80	19%	17%	20%
VP for Business Services	80	19%	23%	23%
Dean, Applied Technologies, Multimedia, and Public Service	79	18%	18%	12%
Inventory/Receiving	79	18%	24%	24%
Dean, Continuing Education	78	18%	20%	13%
Dean, Health Sciences	77	18%	17%	13%
AVP for Instructional Resources & Technology	77	18%	15%	n/a
Publications Office	77	18%	13%	n/a
AVP for Information Technology	77	18%	21%	22%
Press Relations	76	18%	12%	10%
Dean, Computer Studies and Advanced Technologies	73	17%	17%	10%
AVP for Facilities & Operations	72	17%	14%	16%
Video Services	71	17%	16%	n/a
AVP for Workforce Education	70	16%	15%	10%
Dean, Business Studies	70	16%	17%	13%
Student Life (Student Activities)	69	16%	13%	n/a
TASP Office	69	16%	14%	12%
Budgeting	66	15%	n/a	n/a
Buildings	64	15%	15%	18%
Renovation/Construction	63	15%	14%	n/a
Risk Management	63	15%	17%	12%
Grounds	62	14%	11%	n/a
Interpreter Services	60	14%	13%	n/a
Continuing Education Business Operations	59	14%	16%	n/a
Records Management Office	56	13%	14%	n/a
Adult Basic Education/ESL	55	13%	13%	12%
Special Populations	54	13%	12%	n/a
AVP for Instructional Support Services	49	11%	n/a	n/a
Grants Development	49	11%	12%	9%
Student Recruitment	47	11%	8%	n/a
Controller	46	11%	11%	n/a
ACC Foundation	44	10%	12%	8%
Health Professions Institute	35	8%	7%	n/a
VCT Operations Office	33	8%	8%	n/a
Downtown Center	30	7%	8%	n/a
Customized Training	27	6%	9%	n/a
Community Programs	23	5%	5%	n/a
Internal Audit	23	5%	10%	n/a