

Austin Community College
Internal Customer Survey
Spring 2003

Analysis of Campus-based Services

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**Internal Customer Survey
Spring 2003**

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

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Campus-based Results

Process Summary

To provide the College with information to enhance its ability to meet the needs of its employees, an Internal Customer Survey was administered in Spring 2003. Similar surveys were administered in 1998, 2000, 2001, and 2002. 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 430 surveys returned, 323 indicated a primary campus and are the basis of this analysis. The number of respondents for campuses varied from 74 (or 23%) for Riverside, to 25 (or 8%) for Cypress (Table 1). The results for a campus are 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	25	8%
Eastview	31	10%
Northridge	76	24%
Pinnacle	46	14%
Rio Grande	71	22%
Riverside	74	23%
Total	323	100%

NOTE: Individual campus analyses are based only on the data from these respondents

In aggregate, a number of campus-based areas received higher numbers of responses overall than those that are college-wide. For example, Campus Police had 191 responses on the college-wide survey and 237 responses from campus-based areas. Here, all but nine areas had 100 or more respondents. [Table 2] In considering three years of survey results, Campus Police (237 or 73% of respondents) and Duplication (223 or 69% of respondents) continue to be some of the most used areas. Also in the top five most used areas in this year's results were the Learning Labs (231 or 72%), the Campus Manager Offices (225 or 70%), and Admissions and Records Offices (285 or 63).

In general, respondents were most satisfied (over 85% satisfied) with the Custodial Services (89% satisfied), Financial Aid (89%), the Learning Labs (88%), Duplication Services (88%), Testing Centers (88%), Media (84%), Libraries (87%), and the Mailrooms (87%). The respondents were most dissatisfied (over 20% dissatisfied) with the Office of the Executive Dean PIN/CYP (33%), the Office of the Executive Dean NRG/RGC (25% dissatisfied), and the Dean of Students (24%). [Table 3]

Of the 29 offices in this survey, 23 exceeded the benchmark of 70% in customer satisfaction. These offices are: Admissions & Records, Advising Services, Assessment Centers, Campus Managers Offices, Campus Police, Cashier's Offices, Career Centers, Counseling Services, Custodial Services, Duplication Services, Evening Supervisors, Financial Aid, Learning Labs, Libraries, Mailroom Services, Maintenance Services, Media Centers, Microcomputer Support Services, Special Populations, Student Activities, Testing Centers, Veteran Services, and Weekend Supervisors. [Table 3]

Campus-based Services: Comparison with Previous Surveys

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 by 10% or more, including the Custodial Services, Financial Aid, Food Services, Special Populations, Veteran Affairs, and the Weekend Supervisors. Only one office had a level of satisfaction that decreased by over 10%--the Executive Dean PIN/CYP. [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 in the employee-group tables because they were not highly used by that group.

Table 5 shows a wide range of dissatisfaction levels, 3% - 33%, for all employee groups combined. Ratings also varied by group. For example, the Executive Dean NRG/RGC 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, Adjunct Faculty were more dissatisfied with Student Activities than either Full-time Faculty or Non-Faculty.

As shown in Tables 6 through 8, Full-time Faculty were most dissatisfied with the Executive Dean at NRG/RGC (40% dissatisfied), Dean of Students (39%), and the Executive Dean at PIN/CYP (38%), while Adjunct Faculty were most dissatisfied with the Dean of Students (27%), Student Activities (20%), and the Bookstores (20%). Non-Faculty were most dissatisfied with the Executive Dean at PIN/CYP (33%).

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 76 for Northridge to a low of 25 for Cypress (Table 1). Results for Eastview, Cypress Creek, 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 the small number of respondents does not yield valid data.

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 Creek as the campus with which they are most familiar, all of their satisfaction ratings were included for the campus-based offices/services at Cypress Creek. Results for areas with few responses should be analyzed with caution. For example, since only 25 respondents indicated they were most familiar with Cypress Creek, offices had between 7 and 21 responses. Three areas had fewer than 10 responses. Even so, the high-use Campus Police had 6% respondents who were dissatisfied at this campus as compared to a 16% dissatisfaction rating when all the campuses ratings are combined. 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 185 respondents who rated Bookstores, 16%

indicated dissatisfaction. However, at Riverside, the level of dissatisfaction was 24%, more than 8% higher than the overall rating at other campuses and Northridge at 21% was 5% higher than the rating for all campuses. Other high use areas of concern include the Dean of Students at Riverside and Cypress as well as the Campus Police at Northridge.

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 of customer service that were assessed, including ratings of Promptness and Attitude as well as the Overall Quality of the office. For example, the Campus Police at Northridge had a dissatisfaction rating of 23% for Overall Quality but a 42% rating for Attitude, suggesting that the attitude demonstrated by the staff weighs heavily on the dissatisfaction for the overall rating.

Charts 2 through 8 present satisfaction trends related to the offices by campus. One table has been created for each campus, giving results in satisfaction for services provided by the offices at each campus in 2001, 2002, and 2003. Offices with fewer than five responses at a campus are not included since the validity of such small samples is questionable. Trends in satisfaction shown on the charts can be attributed to changes in processes, personnel, or suppliers. Each office should identify drops in satisfaction of 10% or more in a year and determine whether corrective actions are required. Similarly, corrective actions are appropriate if satisfaction levels are below the benchmark of 70%.

Recommendations

While results of this survey are based on perceptions, they suggest that the campuses need to continually assess the services they provide in relation to meeting the requirements of faculty and staff, in addition to the meeting of needs of students. As this is the third 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 to specific concerns that can be addressed in future planning.

Table 2

Campus-based Offices/Services Number Receiving Services Sorted by % of Total Responses		
NOTE 1: Offices above the bold line are considered to be highly used		
Campus-based Offices/Services	Number requesting/ receiving services	% of total responses
Campus Police	237	73%
Learning Labs	231	72%
Campus Manager	225	70%
Admissions & Records	223	69%
Duplication	223	69%
Library	206	64%
Custodial Service	197	61%
Bookstore	185	57%
Cashier's Office	174	54%
Media	161	50%
Testing Center	160	50%
Advising	139	43%
Maintenance Service	136	42%
Mailroom	134	41%
Counseling	124	38%
Special Populations (Services for the Disabled)	124	38%
Microcomputer Support Services	118	37%
Food Service	113	35%
Provost EVC/RVS	112	35%
Dean of Students	102	32%
Executive Dean NRG/RGC	90	28%
Evening Supervisor	90	28%
Financial Aid	88	27%
Assessment	85	26%
Career Center	54	17%
Student Activities	51	16%
Executive Dean PIN/CYP	49	15%
Weekend Supervisor	28	9%
Veterans Affairs	27	8%

Table 3

Campus-based Offices/Services							
Ratings of "Overall Quality" Sorted by % Satisfied							
NOTE 1: Sorted in descending order of percent "Satisfied"							
NOTE 2: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
Campus-based Offices/Services	Total	Satisfied		Neutral		Dissatisfied	
	n	n	%	n	%	n	%
Custodial Service	191	170	89%	14	7%	7	4%
Financial Aid	87	77	89%	6	7%	4	5%
Learning Labs	224	198	88%	15	7%	11	5%
Duplication	215	190	88%	15	7%	10	5%
Testing Center	155	136	88%	9	6%	10	6%
Media	160	140	88%	8	5%	12	8%
Library	205	179	87%	19	9%	7	3%
Mailroom	132	115	87%	12	9%	5	4%
Cashier's Office	173	146	84%	22	13%	5	3%
Special Populations (Services for the Disabled)	118	99	84%	12	10%	7	6%
Campus Manager	221	185	84%	18	8%	18	8%
Student Activities	51	42	82%	5	10%	4	8%
Evening Supervisor	90	74	82%	12	13%	4	4%
Weekend Supervisor	28	23	82%	2	7%	3	11%
Career Center	52	42	81%	8	15%	2	4%
Assessment	82	66	80%	8	10%	8	10%
Microcomputer Support Services	117	94	80%	10	9%	13	11%
Veterans Affairs	27	21	78%	4	15%	2	7%
Counseling	123	95	77%	15	12%	13	11%
Campus Police	231	174	75%	31	13%	26	11%
Maintenance Service	133	100	75%	23	17%	10	8%
Admissions & Records	221	164	74%	33	15%	24	11%
Advising	138	98	71%	19	14%	21	15%
Food Service	112	77	69%	21	19%	14	13%
Provost EVC/RVS	99	66	67%	15	15%	18	18%
Dean of Students	101	66	65%	11	11%	24	24%
Executive Dean NRG/RGC	87	53	61%	12	14%	22	25%
Bookstore	184	110	60%	44	24%	30	16%
Executive Dean PIN/CYP	46	23	50%	8	17%	15	33%

Table 4

Campus-based Offices/Services 2002 - 2003 Comparison															
Change in Satisfied Rating of "Overall Quality" Sorted by Percent Change															
NOTE 1: Sorted in descending order of "Change in % Satisfied"															
NOTE 2: Remember that a small number of responses can distort the validity of data															
Campus-based Office/Service	2003							2002							Change in % Satisfied*
	Total	Satisfied		Neutral		Dissatisfied		Total	Satisfied		Neutral		Dissatisfied		
	n	n	%	n	%	n	%	n	n	%	n	%	n	%	
Weekend Supervisor	28	23	82%	2	7%	3	11%	28	16	57%	7	25%	5	18%	25%
Veterans Affairs	27	21	78%	4	15%	2	7%	26	16	62%	8	31%	2	8%	16%
Financial Aid	87	77	89%	6	7%	4	5%	93	69	74%	15	16%	9	10%	14%
Custodial Service	191	170	89%	14	7%	7	4%	206	157	76%	31	15%	18	9%	13%
Food Service	112	77	69%	21	19%	14	13%	115	66	57%	22	19%	27	23%	11%
Special Populations (Services for the Disabled)	118	99	84%	12	10%	7	6%	138	101	73%	21	15%	16	12%	11%
Cashier's Office	173	146	84%	22	13%	5	3%	173	131	76%	25	14%	17	10%	9%
Assessment	82	66	80%	8	10%	8	10%	79	57	72%	13	16%	9	11%	8%
Student Activities	51	42	82%	5	10%	4	8%	58	43	74%	10	17%	5	9%	8%
Executive Dean NRG/RGC	87	53	61%	12	14%	22	25%	110	58	53%	23	21%	29	26%	8%
Learning Labs	224	198	88%	15	7%	11	5%	244	199	82%	29	12%	16	7%	7%
Counseling	123	95	77%	15	12%	13	11%	129	91	71%	18	14%	20	16%	7%
Microcomputer Support Services	117	94	80%	10	9%	13	11%	123	91	74%	14	11%	18	15%	6%
Testing Center	155	136	88%	9	6%	10	6%	179	147	82%	17	9%	15	8%	6%
Duplication	215	190	88%	15	7%	10	5%	234	197	84%	16	7%	21	9%	4%
Advising	138	98	71%	19	14%	21	15%	133	89	67%	18	14%	26	20%	4%
Evening Supervisor	90	74	82%	12	13%	4	4%	110	86	78%	17	15%	7	6%	4%
Bookstore	184	110	60%	44	24%	30	16%	193	108	56%	38	20%	47	24%	4%
Media	160	140	88%	8	5%	12	8%	180	151	84%	15	8%	14	8%	4%
Admissions & Records	221	164	74%	33	15%	24	11%	221	159	72%	31	14%	31	14%	2%
Campus Manager	221	185	84%	18	8%	18	8%	236	194	82%	22	9%	20	8%	2%
Campus Police	231	174	75%	31	13%	26	11%	250	186	74%	35	14%	29	12%	1%
Dean of Students	101	66	65%	11	11%	24	24%	92	60	65%	18	20%	14	15%	0%
Mailroom	132	115	87%	12	9%	5	4%	124	109	88%	10	8%	5	4%	-1%
Maintenance Service	133	100	75%	23	17%	10	8%	150	114	76%	21	14%	15	10%	-1%
Provost EVC/RVS	99	66	67%	15	15%	18	18%	134	91	68%	23	17%	20	15%	-1%
Career Center	52	42	81%	8	15%	2	4%	51	42	82%	4	8%	5	10%	-2%
Library	205	179	87%	19	9%	7	3%	222	199	90%	16	7%	7	3%	-2%
Executive Dean PIN/CYP	46	23	50%	8	17%	15	33%	68	48	71%	10	15%	10	15%	-21%

Table 5

Campus-based Offices/Service												
Ratings of "Overall Quality" Sorted by Dissatisfaction Level of All Respondents												
NOTE 1: Sorted in descending order by percent of "Dissatisfaction" of All Respondents												
NOTE 2: Remember that a small number of responses can distort the validity of data												
Campus-based Offices/Services	All Respondents			Full-Time Faculty			Adjunct Faculty			Non-Faculty		
	Total	n	%	Total	n	%	Total	n	%	Total	n	%
Executive Dean PIN/CYP	46	15	33%	8	3	38%	6	1	17%	30	10	33%
Executive Dean NRG/RGC	87	22	25%	30	12	40%	12	1	8%	40	7	18%
Dean of Students	101	24	24%	28	11	39%	11	3	27%	59	10	17%
Provost EVC/RVS	99	18	18%	23	6	26%	22	3	14%	50	8	16%
Bookstore	184	30	16%	47	12	26%	45	9	20%	86	8	9%
Advising	138	21	15%	43	4	9%	19	3	16%	72	12	17%
Food Service	112	14	13%	24	2	8%	22	1	5%	62	11	18%
Campus Police	231	26	11%	63	13	21%	59	4	7%	102	9	9%
Microcomputer Support Services	117	13	11%	31	6	19%	22	2	9%	60	5	8%
Admissions & Records	221	24	11%	57	7	12%	54	6	11%	105	11	10%
Weekend Supervisor	28	3	11%	8	1	13%	3			15	2	13%
Counseling	123	13	11%	38	4	11%	15	1	7%	67	8	12%
Assessment	82	8	10%	19	1	5%	9	1	11%	53	6	11%
Campus Manager	221	18	8%	65	5	8%	48	3	6%	102	10	10%
Student Activities	51	4	8%	11	1	9%	5	1	20%	34	1	3%
Maintenance Service	133	10	8%	34	3	9%	17	1	6%	80	6	8%
Media	160	12	8%	45	4	9%	35	1	3%	75	6	8%
Veterans Affairs	27	2	7%	5	1	20%	1			21	1	5%
Testing Center	155	10	6%	48	2	4%	41	4	10%	62	4	6%
Special Populations (Services for the Disabled)	118	7	6%	39	2	5%	23	3	13%	53	2	4%
Learning Labs	224	11	5%	52	2	4%	68	2	3%	100	7	7%
Duplication	215	10	5%	53	3	6%	60	1	2%	95	6	6%
Financial Aid	87	4	5%	21	1	5%	6			59	3	5%
Evening Supervisor	90	4	4%	21	1	5%	20			45	3	7%
Career Center	52	2	4%	12	1	8%	5			35	1	3%
Mailroom	132	5	4%	41	2	5%	33	1	3%	54	2	4%
Custodial Service	191	7	4%	57	1	2%	37	2	5%	93	4	4%
Library	205	7	3%	59	1	2%	57	2	4%	81	4	5%
Cashier's Office	173	5	3%	38	1	3%	34	1	3%	100	3	3%

Chart 1
Satisfaction Trends: Campus Offices

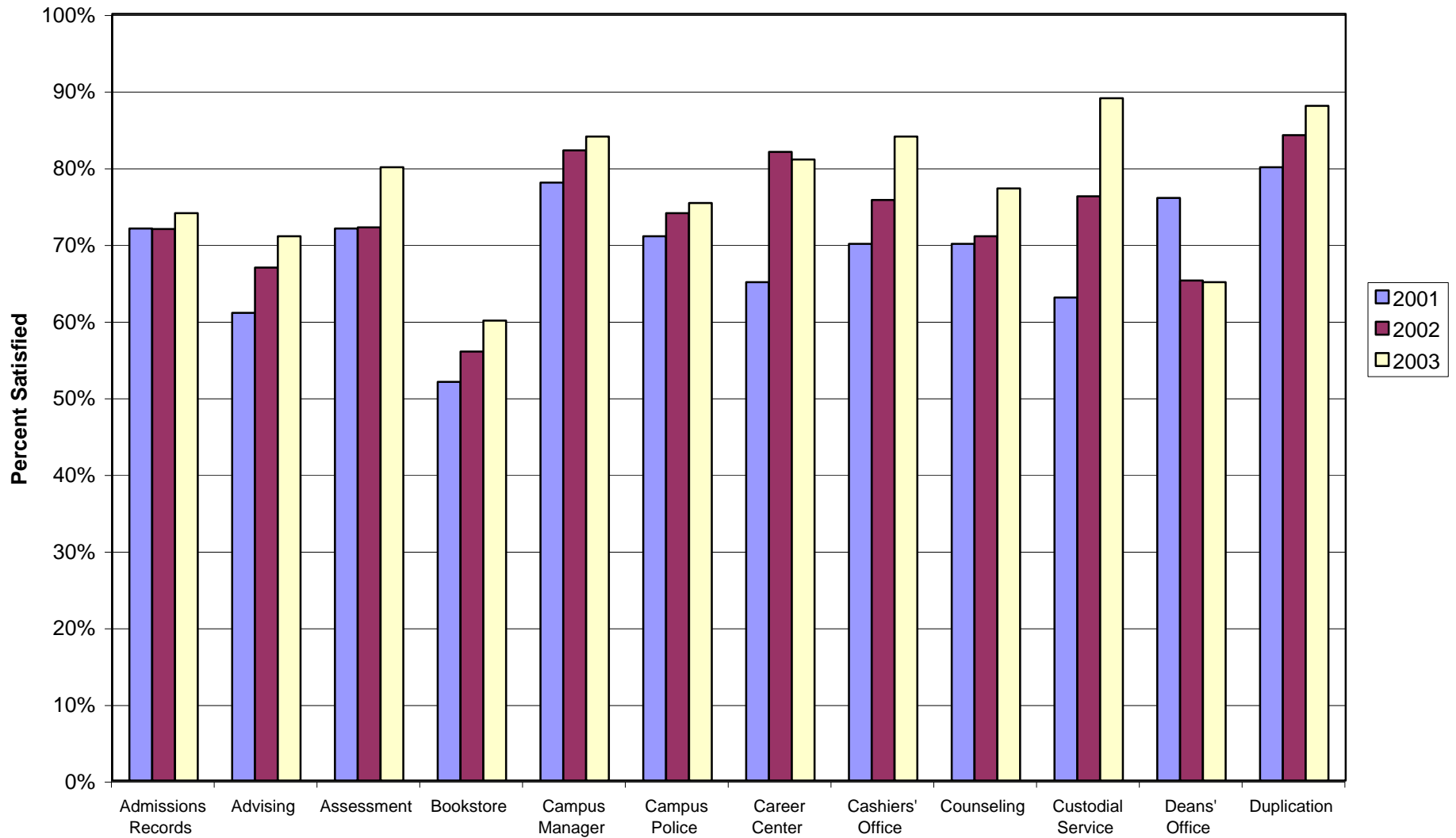


Chart 1 (continued)
Satisfaction Trends: Campus Offices

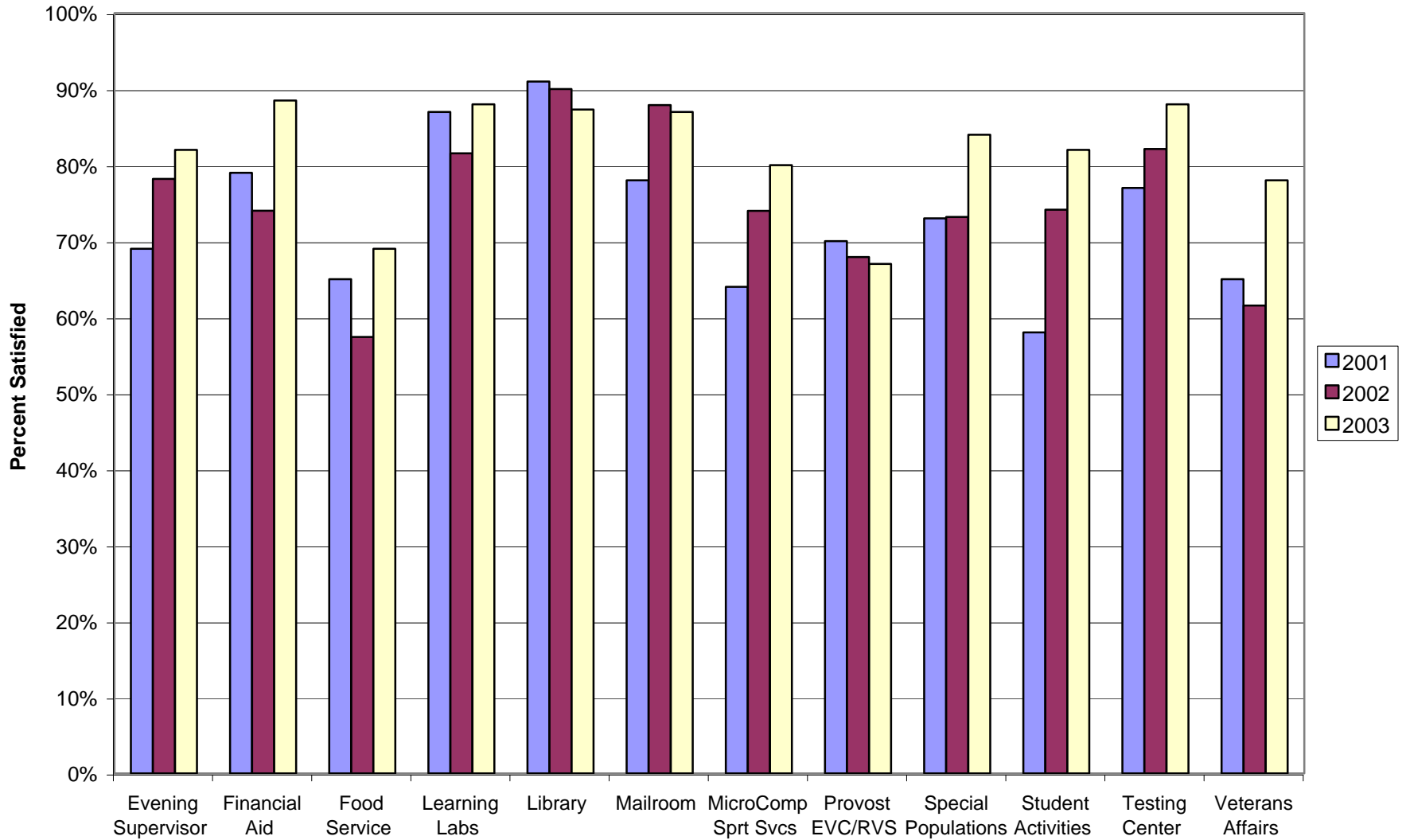


Table 6

Campus-based Offices/Services Full-Time Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Executive Dean NRG/RGC	30	12	40%	3	10%	15	50%
Dean of Students	28	11	39%	4	14%	13	46%
Executive Dean PIN/CYP	8	3	38%	1	13%	4	50%
Provost EVC/RVS	23	6	26%	4	17%	13	57%
Bookstore	47	12	26%	12	26%	23	49%
Campus Police	63	13	21%	9	14%	41	65%
Veterans Affairs	5	1	20%			4	80%
Microcomputer Support Services	31	6	19%	1	3%	24	77%
Weekend Supervisor	8	1	13%	1	13%	6	75%
Admissions & Records	57	7	12%	8	14%	42	74%
Counseling	38	4	11%	4	11%	30	79%
Advising	43	4	9%	8	19%	31	72%
Student Activities	11	1	9%	2	18%	8	73%
Media	45	4	9%	2	4%	39	87%
Maintenance Service	34	3	9%	8	24%	23	68%
Career Center	12	1	8%	2	17%	9	75%
Food Service	24	2	8%	4	17%	18	75%
Campus Manager	65	5	8%	3	5%	57	88%
Duplication	53	3	6%	2	4%	48	91%
Assessment	19	1	5%	1	5%	17	89%
Special Populations (Services for the Disabled)	39	2	5%	4	10%	33	85%
Mailroom	41	2	5%	2	5%	37	90%
Evening Supervisor	21	1	5%	3	14%	17	81%
Financial Aid	21	1	5%	2	10%	18	86%
Testing Center	48	2	4%	2	4%	44	92%
Learning Labs	52	2	4%	4	8%	46	88%
Cashier's Office	38	1	3%	9	24%	28	74%
Custodial Service	57	1	2%	7	12%	49	86%
Library	59	1	2%	4	7%	54	92%

Table 7

Campus-based Offices/Services Adjunct Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Dean of Students	11	3	27%			8	73%
Student Activities	5	1	20%			4	80%
Bookstore	45	9	20%	13	29%	23	51%
Executive Dean PIN/CYP	6	1	17%			5	83%
Advising	19	3	16%	3	16%	13	68%
Provost EVC/RVS	22	3	14%	3	14%	16	73%
Special Populations (Services for the Disabled)	23	3	13%	3	13%	17	74%
Assessment	9	1	11%	1	11%	7	78%
Admissions & Records	54	6	11%	5	9%	43	80%
Testing Center	41	4	10%	3	7%	34	83%
Microcomputer Support Services	22	2	9%	3	14%	17	77%
Executive Dean NRG/RGC	12	1	8%	3	25%	8	67%
Campus Police	59	4	7%	3	5%	52	88%
Counseling	15	1	7%			14	93%
Campus Manager	48	3	6%	4	8%	41	85%
Maintenance Service	17	1	6%	1	6%	15	88%
Custodial Service	37	2	5%	3	8%	32	86%
Food Service	22	1	5%	3	14%	18	82%
Library	57	2	4%	5	9%	50	88%
Mailroom	33	1	3%	3	9%	29	88%
Cashier's Office	34	1	3%	7	21%	26	76%
Learning Labs	68	2	3%	5	7%	61	90%
Media	35	1	3%	2	6%	32	91%
Duplication	60	1	2%	5	8%	54	90%
Career Center	5					5	100%
Financial Aid	6					6	100%
Evening Supervisor	20			3	15%	17	85%

Table 8

Campus-based Offices/Services Non-Faculty Ratings of "Overall Quality"							
NOTE 1: Sorted in descending order by percent "Dissatisfied"							
NOTE 2: Offices with fewer than 5 responses were not included							
NOTE 3: Remember that a small number of responses can distort the validity of data							
Campus-based Offices/Services	Total	Dissatisfied		Neutral		Satisfied	
		n	%	n	%	n	%
Executive Dean PIN/CYP	30	10	33%	6	20%	14	47%
Food Service	62	11	18%	12	19%	39	63%
Executive Dean NRG/RGC	40	7	18%	5	13%	28	70%
Dean of Students	59	10	17%	6	10%	43	73%
Advising	72	12	17%	7	10%	53	74%
Provost EVC/RVS	50	8	16%	8	16%	34	68%
Weekend Supervisor	15	2	13%	1	7%	12	80%
Counseling	67	8	12%	11	16%	48	72%
Assessment	53	6	11%	5	9%	42	79%
Admissions & Records	105	11	10%	18	17%	76	72%
Campus Manager	102	10	10%	11	11%	81	79%
Bookstore	86	8	9%	17	20%	61	71%
Campus Police	102	9	9%	16	16%	77	75%
Microcomputer Support Services	60	5	8%	4	7%	51	85%
Media	75	6	8%	4	5%	65	87%
Maintenance Service	80	6	8%	13	16%	61	76%
Learning Labs	100	7	7%	6	6%	87	87%
Evening Supervisor	45	3	7%	5	11%	37	82%
Testing Center	62	4	6%	4	6%	54	87%
Duplication	95	6	6%	7	7%	82	86%
Financial Aid	59	3	5%	3	5%	53	90%
Library	81	4	5%	8	10%	69	85%
Veterans Affairs	21	1	5%	4	19%	16	76%
Custodial Service	93	4	4%	4	4%	85	91%
Special Populations (Services for the Disabled)	53	2	4%	5	9%	46	87%
Mailroom	54	2	4%	7	13%	45	83%
Cashier's Office	100	3	3%	6	6%	91	91%
Student Activities	34	1	3%	3	9%	30	88%
Career Center	35	1	3%	6	17%	28	80%

Table 9

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Cypress Creek Campus								
NOTE 1: 11 highest used areas (based on total CYP responses) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Cypress Offices/Services	All Campus-based % Dissatisfied	Cypress Creek Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Dean of Students	24%	3	33%	1	11%	5	56%	9
Executive Dean PIN/CYP	33%	3	25%	2	17%	7	58%	12
Advising	15%	3	21%	4	29%	7	50%	14
Counseling	11%	2	20%	2	20%	6	60%	10
Campus Police	11%	4	19%	1	5%	16	76%	21
Special Populations (Services for the Disabled)	6%	2	15%			11	85%	13
Campus Manager	8%	3	15%	3	15%	14	70%	20
Admissions & Records	11%	3	15%	6	30%	11	55%	20
Assessment	10%	1	13%	1	13%	6	75%	8
Maintenance Service	8%	1	10%	3	30%	6	60%	10
Custodial Service	4%	2	10%			19	90%	21
Bookstore	16%	1	6%	2	12%	14	82%	17
Learning Labs	5%	1	6%			16	94%	17
Testing Center	6%	1	6%	2	12%	14	82%	17
Cashier's Office	3%	1	6%			17	94%	18
Duplication	5%	1	6%			17	94%	18
Library	3%			1	6%	17	94%	18
Media	8%					17	100%	17
Food Service	13%			2	13%	14	88%	16
Mailroom	4%			1	7%	13	93%	14
Evening Supervisor	4%			2	17%	10	83%	12
Microcomputer Support Services	11%					10	100%	10
Financial Aid	5%					7	100%	7

Table 10

**Ratings of "Overall Quality" Sorted by Percent Dissatisfied
Eastview Campus**

NOTE 1: 10 highest used areas (based on total EVC responses) are in bold italics

NOTE 2: Sorted in descending order of percent "Dissatisfied"

NOTE 3: Offices with fewer than 5 responses were not included

NOTE 4: Remember that a small number of responses can distort the validity of data

Eastview Offices/Services	All Campus-based % Dissatisfied	Eastview Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Special Populations (Services for the Disabled)	6%	1	17%			5	83%	6
Dean of Students	24%	2	13%	1	7%	12	80%	15
<i>Duplication</i>	5%	1	5%	1	5%	17	89%	19
<i>Bookstore</i>	16%	1	5%	2	10%	17	85%	20
<i>Provost EVC/RVS</i>	18%	1	5%	1	5%	19	90%	21
<i>Campus Manager</i>	8%					21	100%	21
<i>Admissions & Records</i>	11%			1	5%	20	95%	21
<i>Learning Labs</i>	5%			3	14%	18	86%	21
<i>Campus Police</i>	11%			3	15%	17	85%	20
<i>Custodial Service</i>	4%			3	17%	15	83%	18
<i>Cashier's Office</i>	3%			1	6%	16	94%	17
<i>Library</i>	3%			1	6%	16	94%	17
Advising	15%			2	13%	13	87%	15
Counseling	11%					15	100%	15
Food Service	13%			2	13%	13	87%	15
Mailroom	4%			1	7%	14	93%	15
Testing Center	6%			1	7%	14	93%	15
Maintenance Service	8%			2	17%	10	83%	12
Evening Supervisor	4%			1	9%	10	91%	11
Microcomputer Support Services	11%			1	9%	10	91%	11
Assessment	10%					10	100%	10
Financial Aid	5%					9	100%	9
Media	8%					7	100%	7
Career Center	4%			1	20%	4	80%	5

Table 11

Ratings of "Overall Quality" Sorted by Percent Dissatisfied Northridge Campus								
NOTE 1: 10 highest used areas (based on total NRG responses) are in bold italics								
NOTE 2: Sorted in descending order of percent "Dissatisfied"								
NOTE 3: Offices with fewer than 5 responses were not included								
NOTE 4: Remember that a small number of responses can distort the validity of data								
Northridge Offices/Services	All Campus-based % Dissatisfied	Northridge Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Advising	15%	10	29%	3	9%	21	62%	34
<i>Executive Dean NRG/RGC</i>	25%	11	27%	7	17%	23	56%	41
Microcomputer Support Services	11%	5	24%	1	5%	15	71%	21
<i>Campus Police</i>	11%	13	23%	13	23%	30	54%	56
<i>Bookstore</i>	16%	9	21%	17	40%	17	40%	43
Media	8%	6	19%	1	3%	25	78%	32
Career Center	4%	2	18%	2	18%	7	64%	11
Student Activities	8%	2	18%	1	9%	8	73%	11
Dean of Students	24%	4	17%	2	8%	18	75%	24
<i>Admissions & Records</i>	11%	8	15%	13	24%	34	62%	55
Food Service	13%	5	14%	12	34%	18	51%	35
Veterans Affairs	7%	2	13%	2	13%	11	73%	15
Counseling	11%	4	13%	5	16%	23	72%	32
Provost EVC/RVS	18%	2	10%	3	15%	15	75%	20
Assessment	10%	2	10%	3	15%	15	75%	20
Weekend Supervisor	11%	1	8%			11	92%	12
<i>Campus Manager</i>	8%	3	8%	3	8%	34	85%	40
Special Populations (Services for the Disabled)	6%	2	7%	4	14%	23	79%	29
Evening Supervisor	4%	1	6%	3	19%	12	75%	16
Testing Center	6%	2	6%	3	8%	31	86%	36
<i>Cashier's Office</i>	3%	2	5%	8	20%	30	75%	40
<i>Custodial Service</i>	4%	2	5%	5	12%	34	83%	41
Financial Aid	5%	1	5%	4	18%	17	77%	22
<i>Learning Labs</i>	5%	2	4%	4	7%	49	89%	55
Maintenance Service	8%	1	4%	5	18%	22	79%	28
<i>Library</i>	3%	1	2%	2	5%	40	93%	43
<i>Duplication</i>	5%	1	2%	4	8%	46	90%	51
Mailroom	4%			4	17%	20	83%	24

Table 12

**Ratings of "Overall Quality" Sorted by Percent Dissatisfied
Pinnacle Campus**

NOTE 1: 10 highest used areas (based on total PIN responses) are in bold italics

NOTE 2: Sorted in descending order of percent "Dissatisfied"

NOTE 3: Offices with fewer than 5 responses were not included

NOTE 4: Remember that a small number of responses can distort the validity of data

Pinnacle Offices/Services	All Campus-based % Dissatisfied	Pinnacle Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Executive Dean PIN/CYP	33%	5	29%	2	12%	10	59%	17
Microcomputer Support Services	11%	3	14%	1	5%	17	81%	21
Food Service	13%	4	14%	2	7%	23	79%	29
Bookstore	16%	3	13%	5	22%	15	65%	23
Student Activities	8%	1	13%	1	13%	6	75%	8
Admissions & Records	11%	3	10%	4	13%	23	77%	30
Duplication	5%	2	6%	4	12%	27	82%	33
Counseling	11%	1	6%	2	12%	14	82%	17
Learning Labs	5%	2	6%	4	11%	29	83%	35
Campus Manager	8%	2	6%	2	6%	32	89%	36
Maintenance Service	8%	1	4%	3	13%	19	83%	23
Testing Center	6%	1	4%	1	4%	23	92%	25
Library	3%	1	3%	5	17%	24	80%	30
Campus Police	11%			4	11%	32	89%	36
Custodial Service	4%			1	3%	29	97%	30
Evening Supervisor	4%					24	100%	24
Cashier's Office	3%			2	9%	21	91%	23
Mailroom	4%			1	5%	20	95%	21
Special Populations (Services for the Disabled)	6%					18	100%	18
Media	8%					18	100%	18
Advising	15%			2	13%	13	87%	15
Financial Aid	5%					15	100%	15
Dean of Students	24%			1	9%	10	91%	11
Career Center	4%			2	20%	8	80%	10
Assessment	10%			1	13%	7	88%	8

Table 13

**Ratings of "Overall Quality" Sorted by Percent Dissatisfied
Rio Grande Campus**

NOTE 1: 10 highest used areas (based on total RGC responses) are in bold italics

NOTE 2: Sorted in descending order of percent "Dissatisfied"

NOTE 3: Offices with fewer than 5 responses were not included

NOTE 4: Remember that a small number of responses can distort the validity of data

Rio Grande Offices/Services	All Campus-based % Dissatisfied	Rio Grande Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Executive Dean PIN/CYP	33%	4	67%	1	17%	1	17%	6
Food Service	13%	4	44%	3	33%	2	22%	9
Provost EVC/RVS	18%	5	31%	4	25%	7	44%	16
Dean of Students	24%	7	29%	3	13%	14	58%	24
Executive Dean NRG/RGC	25%	9	26%	4	12%	21	62%	34
Evening Supervisor	4%	3	18%	3	18%	11	65%	17
Financial Aid	5%	3	18%	2	12%	12	71%	17
Advising	15%	4	14%	3	11%	21	75%	28
Weekend Supervisor	11%	1	14%	1	14%	5	71%	7
<i>Campus Manager</i>	8%	7	14%	5	10%	39	76%	51
Maintenance Service	8%	4	13%	5	16%	22	71%	31
Assessment	10%	2	13%	2	13%	12	75%	16
Bookstore	16%	3	11%	7	26%	17	63%	27
<i>Campus Police</i>	11%	6	11%	6	11%	44	79%	56
<i>Learning Labs</i>	5%	5	10%	2	4%	42	86%	49
<i>Duplication</i>	5%	5	10%	4	8%	43	83%	52
<i>Media</i>	8%	4	9%	4	9%	36	82%	44
Mailroom	4%	3	9%	5	15%	25	76%	33
Counseling	11%	2	9%	4	17%	17	74%	23
<i>Admissions & Records</i>	11%	4	9%	4	9%	39	83%	47
<i>Library</i>	3%	4	8%	6	13%	38	79%	48
<i>Testing Center</i>	6%	3	8%	2	5%	32	86%	37
Microcomputer Support Services	11%	2	7%	6	20%	22	73%	30
Special Populations (Services for the Disabled)	6%	1	4%	5	21%	18	75%	24
<i>Cashier's Office</i>	3%	1	3%	7	19%	28	78%	36
<i>Custodial Service</i>	4%	1	2%			42	98%	43
Student Activities	8%			3	17%	15	83%	18
Career Center	4%			2	15%	11	85%	13

Table 14

**Ratings of "Overall Quality" Sorted by Percent Dissatisfied
Riverside Campus**

NOTE 1: 10 highest used areas (based on total RVS responses) are in bold italics

NOTE 2: Sorted in descending order of percent "Dissatisfied"

NOTE 3: Offices with fewer than 5 responses were not included

NOTE 4: Remember that a small number of responses can distort the validity of data

Riverside Offices/Services	All Campus-based % Dissatisfied	Riverside Campus						Total Responses
		Dissatisfied		Neutral		Satisfied		
		n	%	n	%	n	%	
Dean of Students	24%	8	44%	3	17%	7	39%	18
Executive Dean NRG/RGC	25%	2	29%	1	14%	4	57%	7
Provost EVC/RVS	18%	9	24%	5	14%	23	62%	37
Bookstore	16%	13	24%	11	20%	30	56%	54
Student Activities	8%	1	17%			5	83%	6
Counseling	11%	4	15%	2	8%	20	77%	26
Assessment	10%	3	15%	1	5%	16	80%	20
Admissions & Records	11%	6	13%	5	10%	37	77%	48
Advising	15%	4	13%	5	16%	23	72%	32
Microcomputer Support Services	11%	3	13%	1	4%	20	83%	24
Food Service	13%	1	13%			7	88%	8
Testing Center	6%	3	12%			22	88%	25
Maintenance Service	8%	3	10%	5	17%	21	72%	29
Mailroom	4%	2	8%			23	92%	25
Campus Police	11%	3	7%	4	10%	35	83%	42
Campus Manager	8%	3	6%	5	9%	45	85%	53
Custodial Service	4%	2	5%	5	13%	31	82%	38
Media	8%	2	5%	3	7%	37	88%	42
Special Populations (Services for the Disabled)	6%	1	4%	3	11%	24	86%	28
Cashier's Office	3%	1	3%	4	10%	34	87%	39
Learning Labs	5%	1	2%	2	4%	44	94%	47
Library	3%	1	2%	4	8%	44	90%	49
Duplication	5%			2	5%	40	95%	42
Financial Aid	5%					17	100%	17
Evening Supervisor	4%			3	30%	7	70%	10
Career Center	4%			1	10%	9	90%	10
Veterans Affairs	7%			1	14%	6	86%	7
Weekend Supervisor	11%			1	17%	5	83%	6

Table 15

**Dissatisfaction with "Overall Quality" Sorted by Percent of All Respondents Dissatisfied
Campus-based Office/Services**

NOTE 1: N is the number of respondents indicating the campus as their primary campus

NOTE 2: Highly used offices (from Table 2) are in bold italics

NOTE 3: Sorted in descending order by "All Respondents % Dissatisfied"

Campus-based Offices/Services	All Respondents % Dissatisfied	Cypress N = 25		Eastview N = 31		Northridge N = 76		Pinnacle N = 46		Rio Grande N = 71		Riverside N = 74	
		n	%	n	%	n	%	n	%	n	%	n	%
Executive Dean PIN/CYP	33%	3	25%	1	25%	1	33%	5	29%	4	67%	1	25%
Executive Dean NRG/RGC	25%					11	27%			9	26%	2	29%
Dean of Students	24%	3	33%	2	13%	4	17%			7	29%	8	44%
Provost EVC/RVS	18%			1	5%	2	10%	1	33%	5	31%	9	24%
Bookstore	16%	1	6%	1	5%	9	21%	3	13%	3	11%	13	24%
Advising	15%	3	21%			10	29%			4	14%	4	13%
Food Service	13%					5	14%	4	14%	4	44%	1	13%
Campus Police	11%	4	19%			13	23%			6	11%	3	7%
Microcomputer Support Services	11%					5	24%	3	14%	2	7%	3	13%
Admissions & Records	11%	3	15%			8	15%	3	10%	4	9%	6	13%
Weekend Supervisor	11%			1	50%	1	8%			1	14%		
Counseling	11%	2	20%			4	13%	1	6%	2	9%	4	15%
Assessment	10%	1	13%			2	10%			2	13%	3	15%
Campus Manager	8%	3	15%			3	8%	2	6%	7	14%	3	6%
Student Activities	8%					2	18%	1	13%			1	17%
Maintenance Service	8%	1	10%			1	4%	1	4%	4	13%	3	10%
Media	8%					6	19%			4	9%	2	5%
Veterans Affairs	7%					2	13%						
Testing Center	6%	1	6%			2	6%	1	4%	3	8%	3	12%
Special Populations (Services for the Disabled)	6%	2	15%	1	17%	2	7%			1	4%	1	4%
Learning Labs	5%	1	6%			2	4%	2	6%	5	10%	1	2%
Duplication	5%	1	6%	1	5%	1	2%	2	6%	5	10%		
Financial Aid	5%					1	5%			3	18%		
Evening Supervisor	4%					1	6%			3	18%		
Career Center	4%					2	18%						
Mailroom	4%									3	9%	2	8%
Custodial Service	4%	2	10%			2	5%			1	2%	2	5%
Library	3%					1	2%	1	3%	4	8%	1	2%
Cashier's Office	3%	1	6%			2	5%			1	3%	1	3%

Table 16

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Cypress							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 11 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Cypress Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Dean of Students	9	3	33%	3	33%	3	33%
Executive Dean PIN/CYP	12	3	25%	2	17%	2	17%
Advising	14	3	21%	3	21%	6	43%
Counseling	10	2	20%	2	20%	3	30%
Campus Police	21	4	19%	4	20%	4	20%
Special Populations (Services for the Disabled)	13	2	15%	1	8%	2	17%
Campus Manager	20	3	15%	1	5%	5	25%
Admissions & Records	20	3	15%	6	30%	8	40%
Assessment	8	1	13%	1	13%	1	13%
Maintenance Service	10	1	10%	1	10%	3	30%
Custodial Service	21	2	10%	2	10%	2	10%

Table 17

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Eastview							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 5 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Eastview Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Special Populations (Services for the Disabled)	6	1	17%			1	17%
Dean of Students	15	2	13%	1	7%	1	7%
Duplication	19	1	5%				
Bookstore	20	1	5%	1	5%		
Provost EVC/RVS	21	1	5%	2	10%	1	5%

Table 18

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Northridge							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Northridge Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Advising	34	10	29%	4	13%	3	9%
Executive Dean NRG/RGC	41	11	27%	10	26%	13	33%
Microcomputer Support Services	21	5	24%	2	11%	3	17%
Campus Police	56	13	23%	14	26%	22	42%
Bookstore	43	9	21%	7	18%	7	18%
Media	32	6	19%	5	17%	5	17%
Career Center	11	2	18%	1	10%	1	10%
Student Activities	11	2	18%	2	18%	2	18%
Dean of Students	24	4	17%	3	14%	3	14%
Admissions & Records	55	8	15%	12	23%	12	23%

Table 19

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Pinnacle							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Pinnacle Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Executive Dean PIN/CYP	17	5	29%	2	13%	3	19%
Microcomputer Support Services	21	3	14%	2	11%	2	10%
Food Service	29	4	14%	4	14%	3	10%
Bookstore	23	3	13%	4	18%	1	5%
Student Activities	8	1	13%	2	25%	2	25%
Admissions & Records	30	3	10%	4	14%	4	14%
Duplication	33	2	6%	4	13%	1	3%
Counseling	17	1	6%	1	6%		
Learning Labs	35	2	6%	3	9%	2	6%
Campus Manager	36	2	6%	1	3%		

Table 20

Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude Campus-based Offices/Services: Rio Grande							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 10 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Rio Grande Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Executive Dean PIN/CYP	6	4	67%	2	40%	2	50%
Food Service	9	4	44%	4	50%	3	38%
Provost EVC/RVS	16	5	31%	5	33%	4	25%
Dean of Students	24	7	29%	8	33%	6	26%
Executive Dean NRG/RGC	34	9	26%	7	21%	7	22%
Evening Supervisor	17	3	18%	3	19%	2	13%
Financial Aid	17	3	18%	3	19%	4	24%
Advising	28	4	14%	2	8%	4	15%
Weekend Supervisor	7	1	14%	2	29%	1	17%
Campus Manager	51	7	14%	4	8%	5	10%

Table 21

Ratings of Dissatisfaction with Promptness, Attitude, and Overall Quality Campus-based Offices/Services: Riverside							
NOTE 1: Sorted in descending order by percent of "Overall Quality"							
NOTE 2: The offices listed are the top 11 offices that had the highest levels of dissatisfaction on "Overall Quality" for this campus							
NOTE 3: Offices with fewer than 5 responses for this campus were not included							
NOTE 4: Remember that a small number of responses can distort the validity of data							
Riverside Offices/Services	Total	Overall Quality		Promptness		Attitude	
		n	%	n	%	n	%
Dean of Students	18	8	44%	7	39%	8	44%
Executive Dean NRG/RGC	7	2	29%	2	29%	2	25%
Provost EVC/RVS	37	9	24%	6	17%	9	26%
Bookstore	54	13	24%	15	28%	12	23%
Student Activities	6	1	17%	1	17%	1	17%
Counseling	26	4	15%	3	12%	3	12%
Assessment	20	3	15%	1	5%	1	5%
Admissions & Records	48	6	13%	8	17%	9	19%
Advising	32	4	13%	3	10%	2	6%
Microcomputer Support Services	24	3	13%	4	17%	3	13%
Food Service	8	1	13%	1	13%	1	13%

Chart 2
Satisfaction Trends for the Cypress Creek Campus Offices

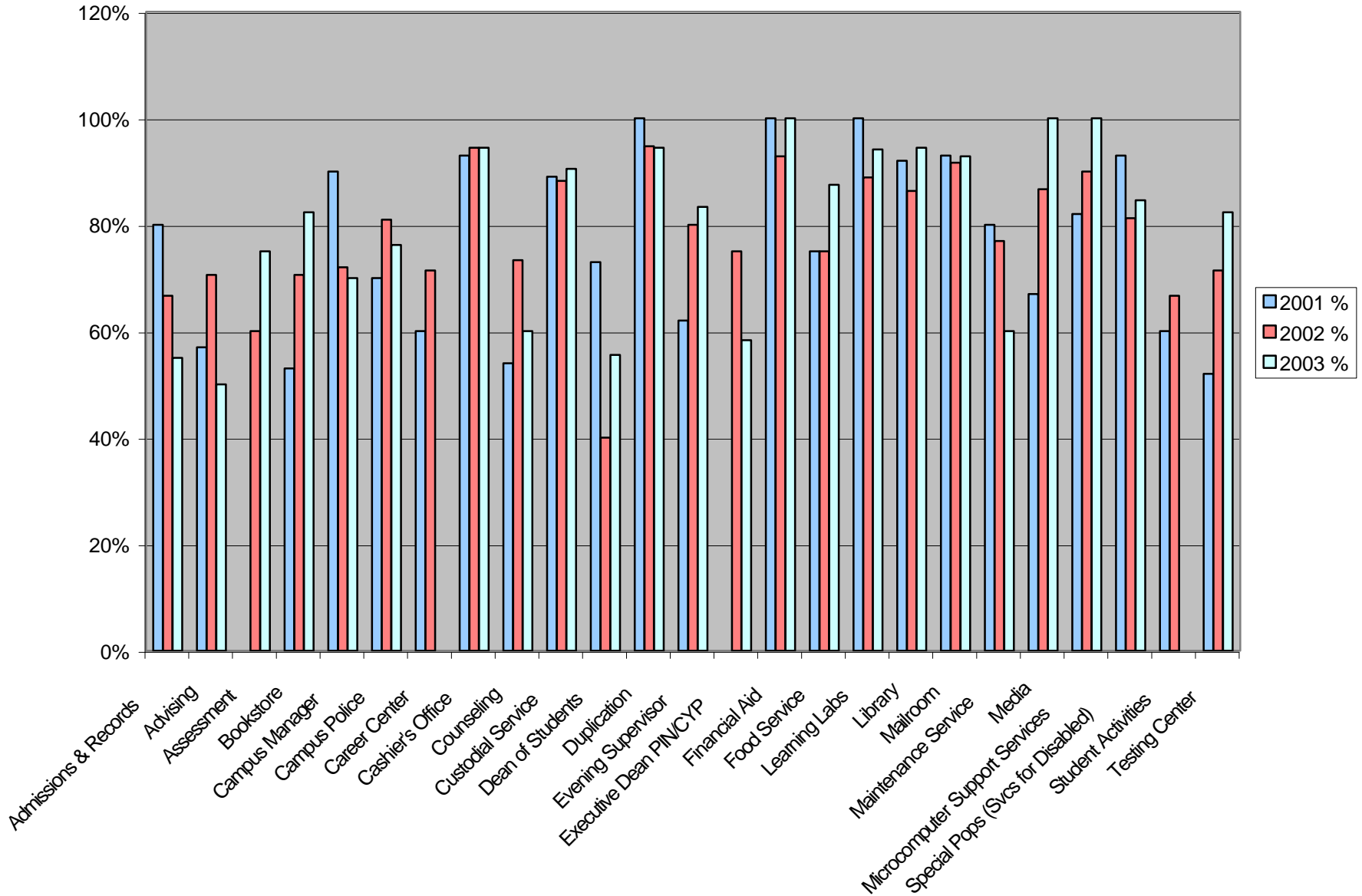


Chart 3
Satisfaction Trends for the Eastview Campus Offices

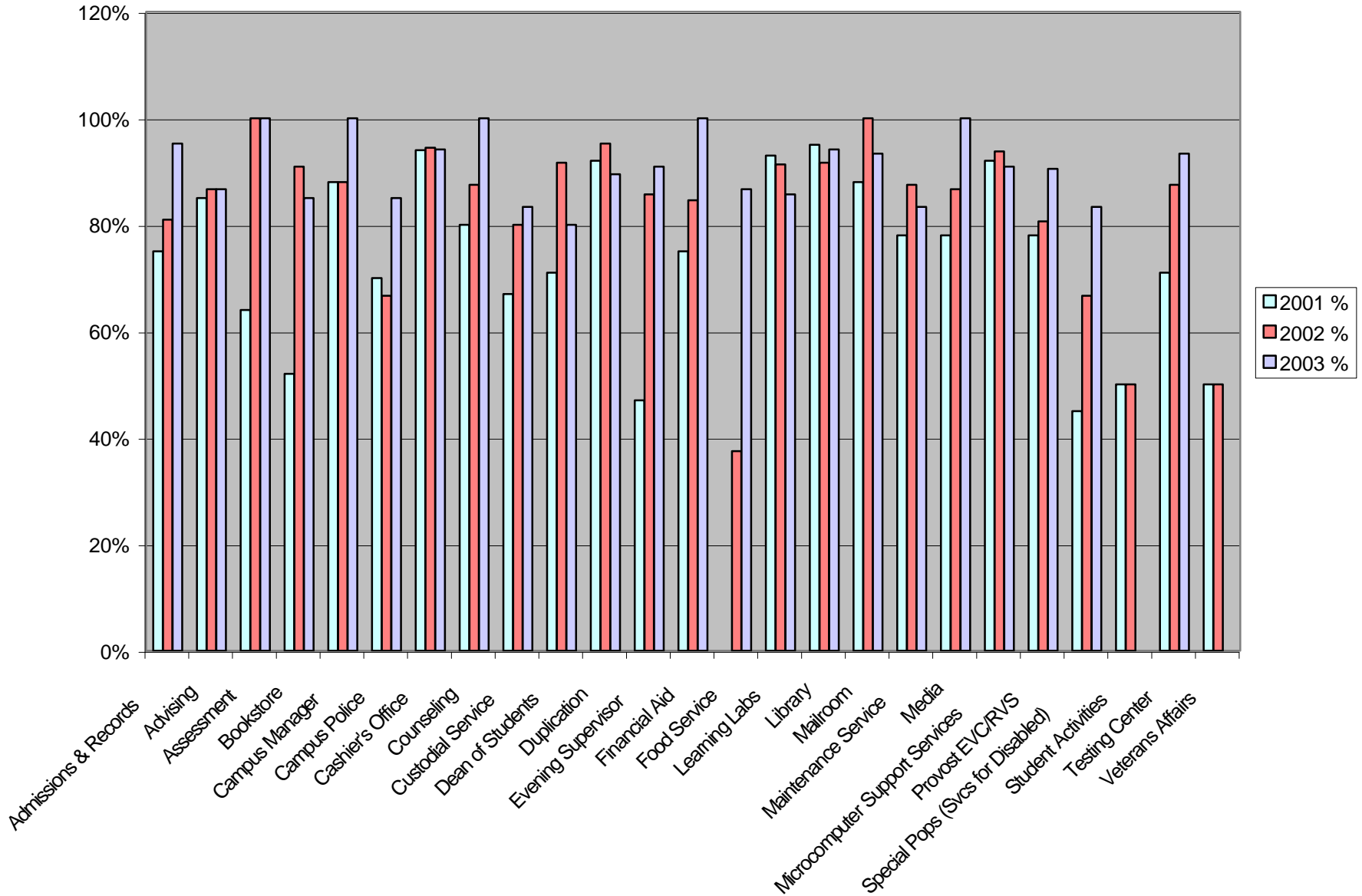


Chart 4
Satisfaction Trends for the Northridge campus Offices

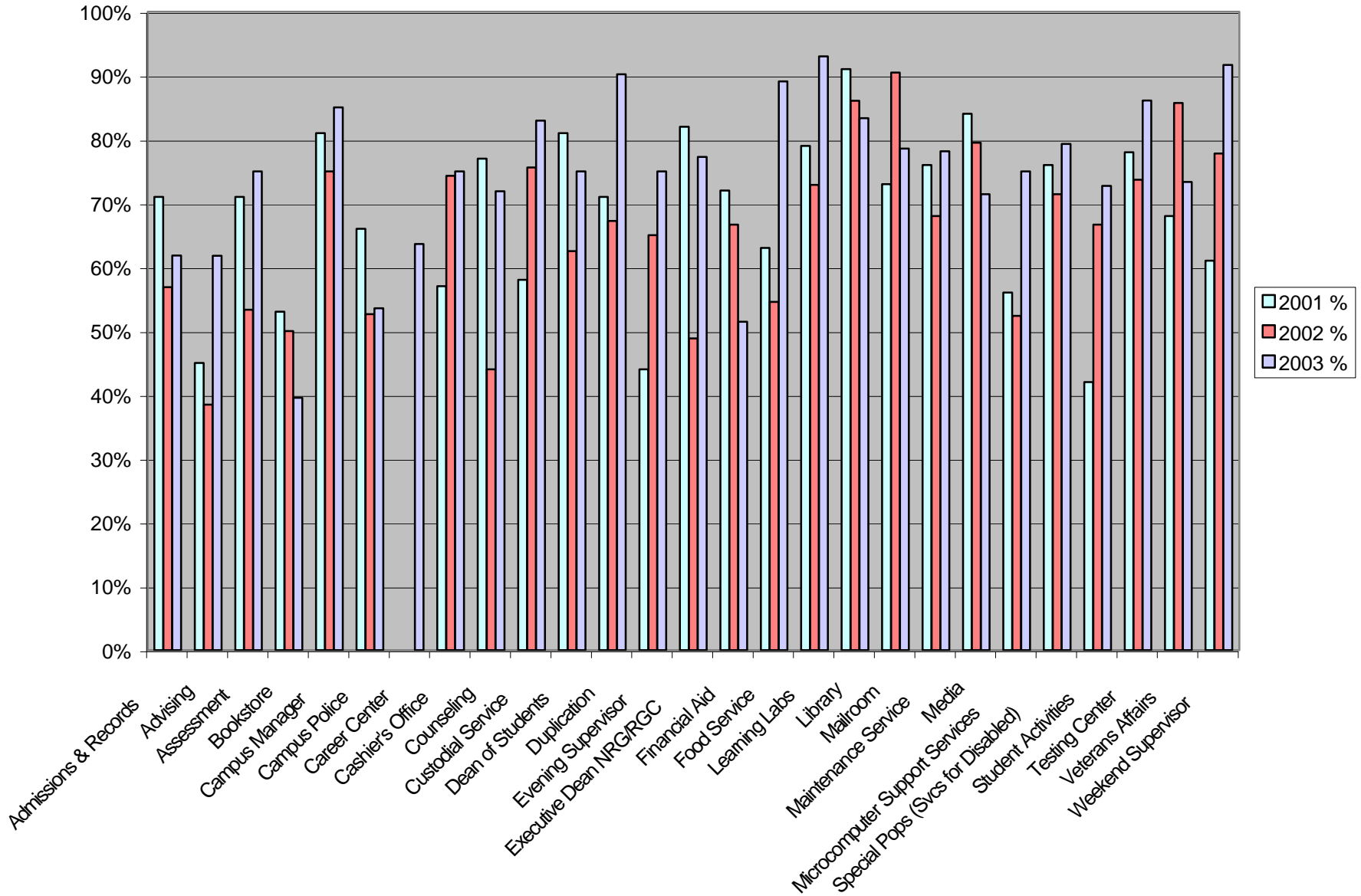


Chart 5
Satisfaction Trends for the Pinnacle Campus Offices

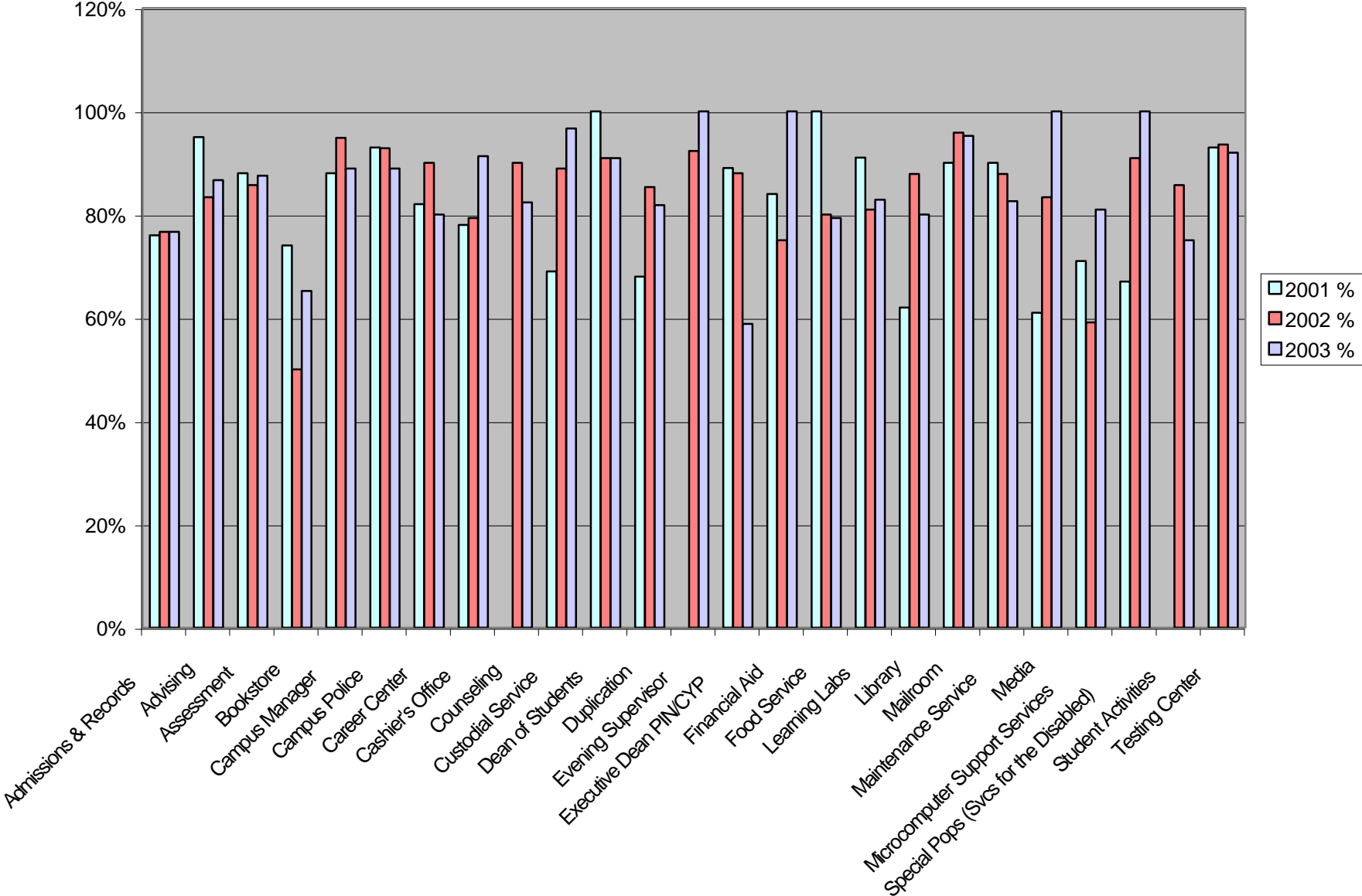


Chart 6
Satisfaction Trends for the Rio Grande Campus Offices

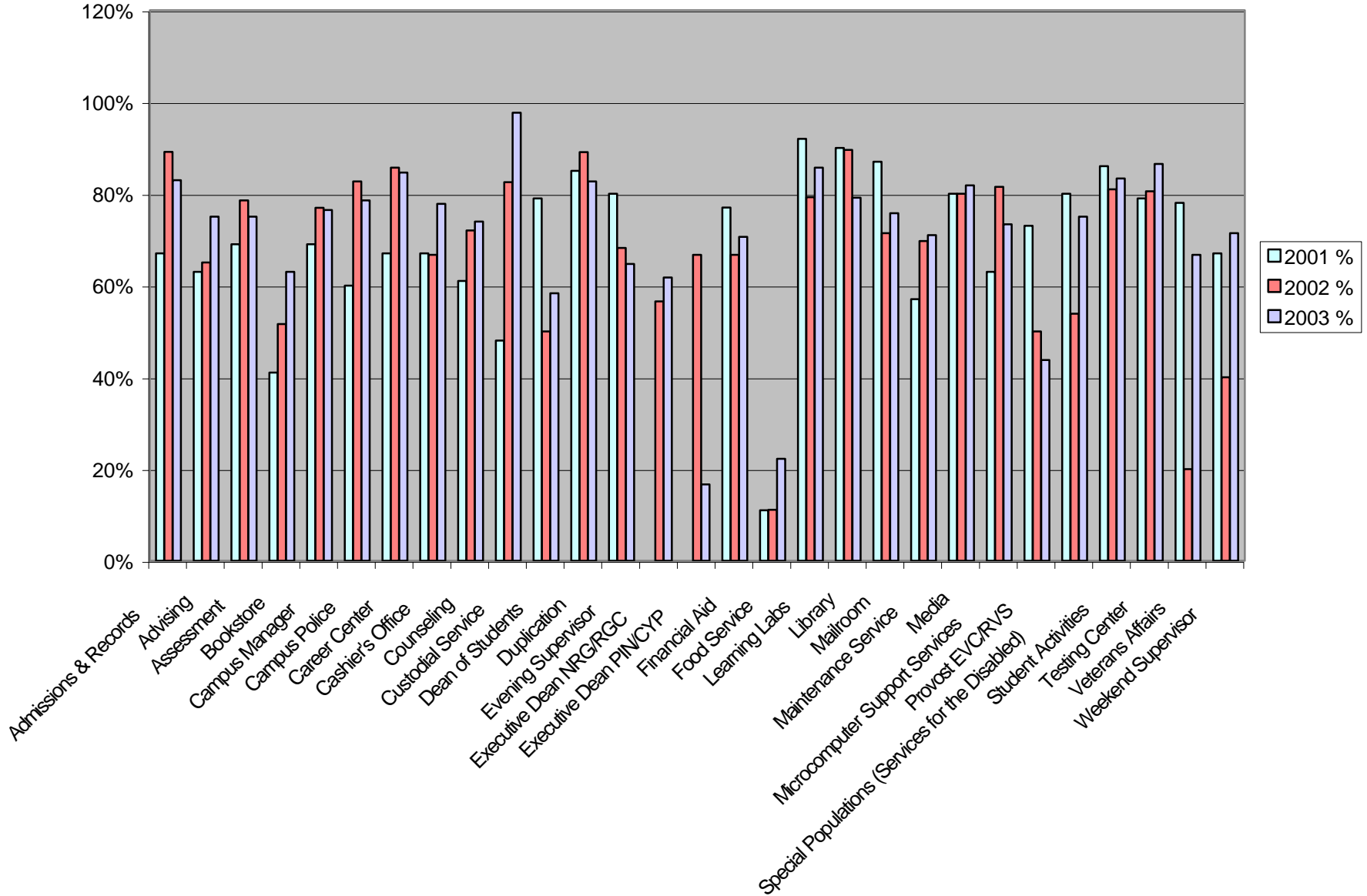


Chart 7
Satisfaction Trends for the Riverside Campus Offices

