

Spring 2003 Internal Customer Survey Office Reports

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President's Office

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

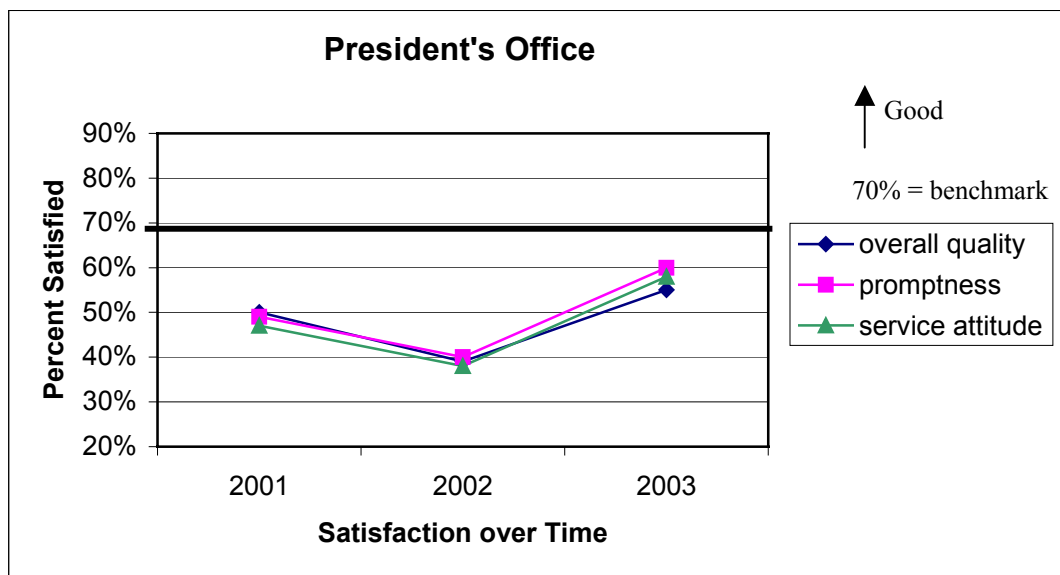
Who uses this office?

Of the 409 survey respondents, 93 (23%) reported having requested or received services from the President's Office in the past year. Of those respondents:

- 65% (60 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (21 respondents) were Full-time Faculty;
- 9% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 98 to 93.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

President's Office Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	55	50%	14	13%	42	38%	38	39%	11	11%	49	50%	51	55%	15	16%	27	29%
promptness	53	49%	17	16%	38	35%	38	40%	14	15%	44	46%	55	60%	14	15%	22	24%
service attitude	52	47%	12	11%	47	42%	36	38%	8	8%	52	54%	53	58%	11	12%	27	30%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an improvement in respondent satisfaction for this office in all measured categories. Each category increased by 16%-20% during the current period. Following a decline in the satisfaction ratings for each category from 2001 to 2002, the current increase places respondent satisfaction ratings for each category above ratings for 2001 by 5%-11%.

ACC Foundation

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

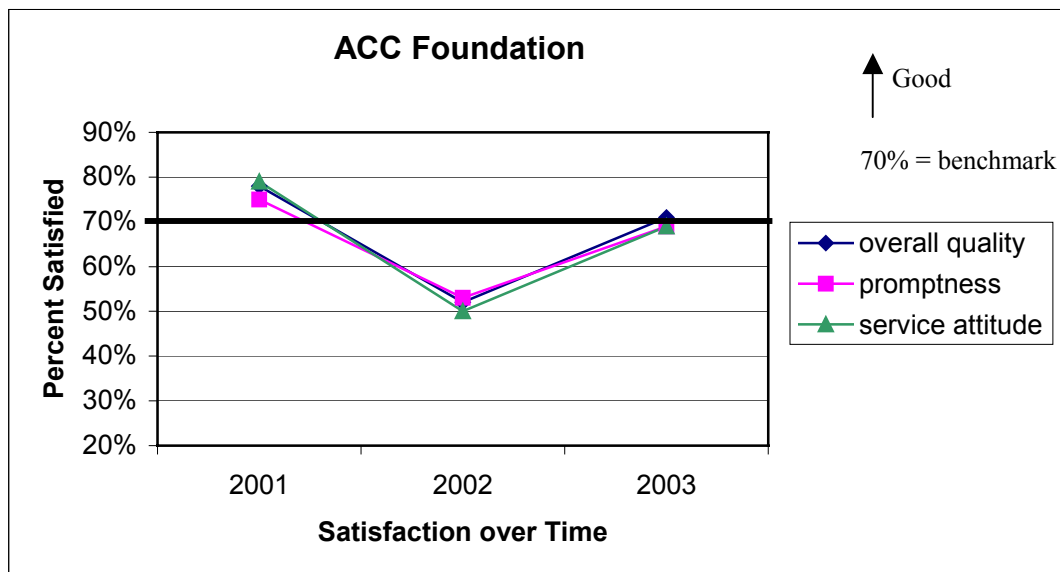
Who uses this office?

Of the 409 survey respondents, 49 (12%) reported having requested or received services from the ACC Foundation Office in the past year. Of those respondents:

- 63% (31 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (12 respondents) were Full-time Faculty;
- 8% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 44 to 49.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

ACC Foundation Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	45	78%	10	17%	3	5%	24	52%	10	22%	12	26%	34	71%	8	17%	6	13%
promptness	43	75%	7	12%	7	12%	24	53%	8	18%	13	29%	33	69%	10	21%	5	10%
service attitude	45	79%	7	12%	5	9%	23	50%	10	22%	13	28%	33	69%	10	21%	5	10%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 16%-19% in all measured categories. Each category increased at a similar rate during the current period. Following a sharp decline of 22%-29% in the satisfaction ratings for each category from 2001 to 2002, the satisfaction ratings for each category improved to near the percentages of ratings for 2001.

Institutional Effectiveness

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

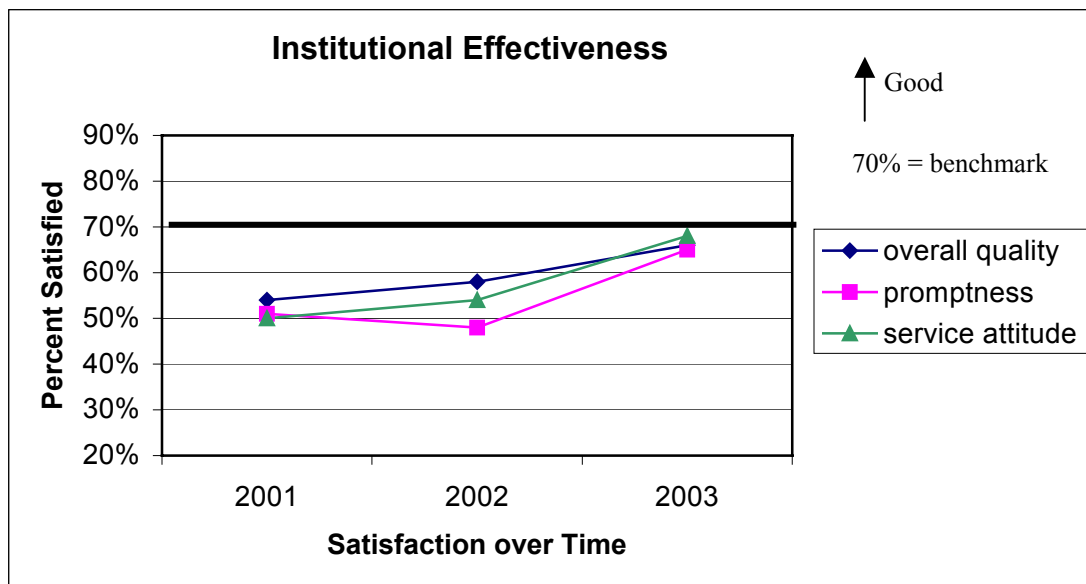
Who uses this office?

Of the 409 survey respondents, 95 (23%) reported having requested or received services from the Office of Institutional Effectiveness in the past year. Of those respondents:

- 60% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 32% (30 respondents) were Full-time Faculty;
- 5% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate employees are more satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 94 to 95.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Institutional Effectiveness Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	57	54%	24	23%	25	24%	55	58%	18	19%	22	23%	62	66%	19	20%	13	14%
promptness	53	51%	24	23%	26	25%	45	48%	29	31%	20	21%	61	65%	18	19%	15	16%
service attitude	51	50%	27	26%	25	24%	51	54%	22	23%	21	22%	65	68%	13	14%	17	18%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an improvement in respondent satisfaction for this office in all measured categories. Each category increased by 8%-17% during the current period. This increase follows a period of mixed performance for the three categories from 2001 to 2002 and yields an improvement of 12%-14% over the three year period.

Internal Audit

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

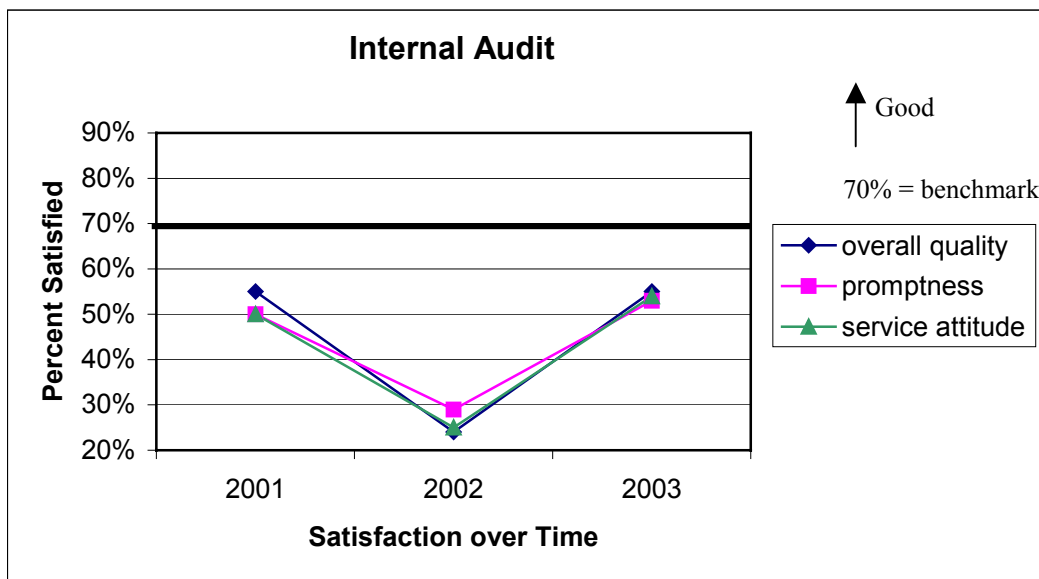
Who uses this office?

Of the 409 survey respondents, 49 (12%) reported having requested or received services from the Internal Audit Office in the past year. Of those respondents:

- 71% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (9 respondents) were Full-time Faculty;
- 6% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 23 to 49.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Internal Audit Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	26	55%	10	21%	11	23%	6	24%	9	36%	10	40%	27	55%	12	24%	10	20%
promptness	23	50%	12	26%	11	24%	7	29%	8	33%	9	38%	26	53%	12	24%	11	22%
service attitude	23	50%	12	26%	11	24%	6	25%	7	29%	11	46%	26	54%	10	21%	12	25%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a large increase in respondent satisfaction for this office in all measured categories. Each category increased by 24%-31% during the current period. This improvement follows a sharp decrease of similar magnitude in satisfaction from 2001 to 2002, placing current satisfaction ratings at or just above those recorded for 2001.

Spring 2003 Internal Customer Survey

Office Reports

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Office of the EVP for Academic, Student, and Campus Affairs

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Office of the Dean, Math and Sciences

Office of the Dean, Social Behavioral Sciences

Office of the AVP for Workforce Education

Office of the Dean, Applied Technologies, Multimedia, and Public Service

Office of the Dean, Business Studies

Office of the Dean, Computer Studies and Advanced Technology

Office of the Dean, Health Sciences

Office of the Dean, Continuing Education

Continuing Education Business Operations

HBC Room Scheduling

Continuing Education

Customized Training

Health Professions Institute

Downtown Center

Office of the EVP for Academic, Student, and Campus Affairs

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 132 (32%) reported having requested or received services from the Office of the EVP for Academic, Student, and Campus Affairs in the past year. Of those respondents:

- 55% (72 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 31% (41 respondents) were Full-time Faculty;
- 8% (10 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (9 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey are given below.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the EVP for Academic, Student, and Campus Affairs Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	87	63%	25	18%	26	19%	99	76%	16	12%	15	12%
promptness	78	57%	32	24%	26	19%	92	71%	23	18%	14	11%
service attitude	87	64%	20	15%	29	21%	97	76%	13	10%	18	14%

NOTE: Percents may not add to 100 due to rounding.

From Spring 2002 to Spring 2003, satisfaction levels rose 13-14% for each measure. Correspondingly, response levels of "neutral" and "dissatisfied" dropped in this time period.

Due to organizational restructuring, there was not a comparable office to the Office of the EVP for Academic, Student, and Campus Affairs in the 2001 survey period.

Office of the AVP for Academic Programs

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

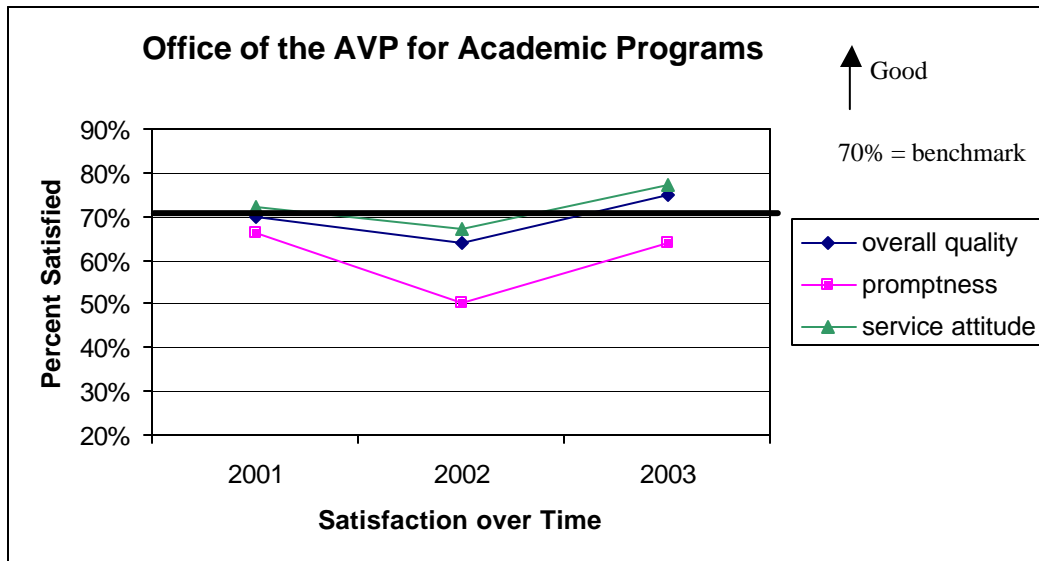
Who uses this office?

Of the 409 survey respondents, 96 (23%) reported having requested or received services from the Office of the AVP for Academic Programs in the past year. Of those respondents:

- 58% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (27 respondents) were Full-time Faculty;
- 5% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (8 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has stayed the same.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Academic Programs Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	68	70%	15	15%	14	14%	72	64%	21	19%	20	18%	70	75%	18	19%	5	5%
promptness	62	66%	15	16%	17	18%	56	50%	21	19%	34	31%	60	64%	20	21%	14	15%
service attitude	68	72%	11	12%	15	16%	74	67%	16	14%	21	19%	72	77%	14	15%	8	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase of 10-14% in respondent satisfaction for this office in all measured categories. Each category increased at a similar rate during the current period. Following a decrease of similar magnitude in the satisfaction ratings for each category during the 2001-2002 period, the satisfaction ratings have almost entirely recovered from that drop and exceeded the Spring 2001 results.

Office of the Dean, Arts and Humanities

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

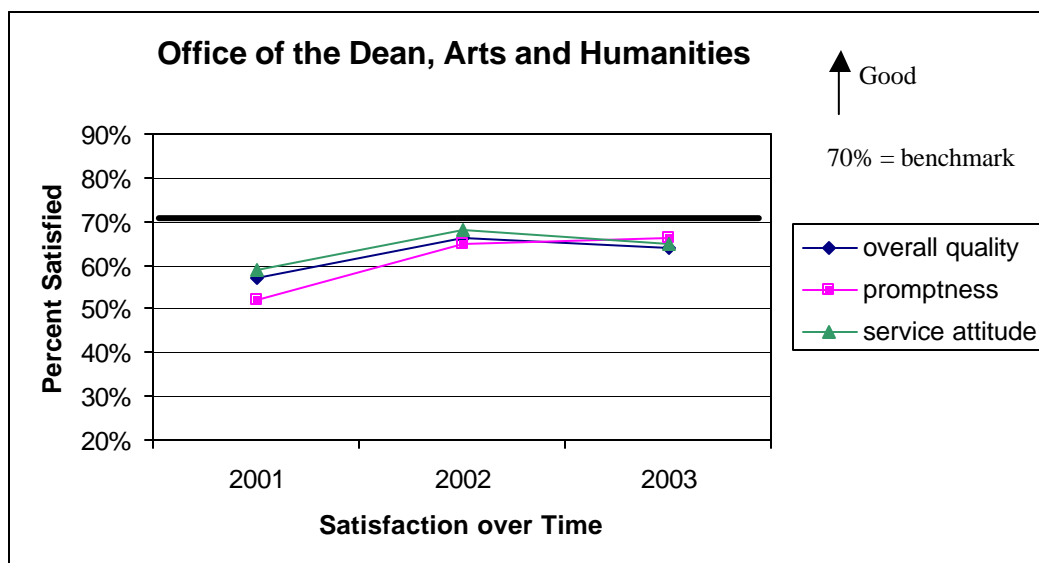
Who uses this office?

Of the 409 survey respondents, 76 (19%) reported having requested or received services from the Office of the Dean of Arts and Humanities in the past year. Of those respondents:

- 67% (51 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (13 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied across all measures surveyed. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 84 to 76.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Arts and Humanities Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	66	57%	21	18%	29	25%	57	66%	19	22%	10	12%	48	64%	15	20%	12	16%
promptness	58	52%	24	21%	30	27%	54	65%	19	23%	10	12%	47	66%	14	20%	10	14%
service attitude	65	59%	18	16%	28	25%	56	68%	17	21%	9	11%	47	65%	12	17%	13	18%

NOTE: Percents may not add to 100 due to rounding.

While satisfaction levels for this office were relatively flat from 2002 to 2003, there was an increase in satisfaction of 9%-13% for all measures from 2001 to 2002. From 2002 to 2003, there was a small decrease (2-4%) in the responses of "neutral" and an increase of 2-7% in the dissatisfaction level for all measures.

Office of the Dean, Communications

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

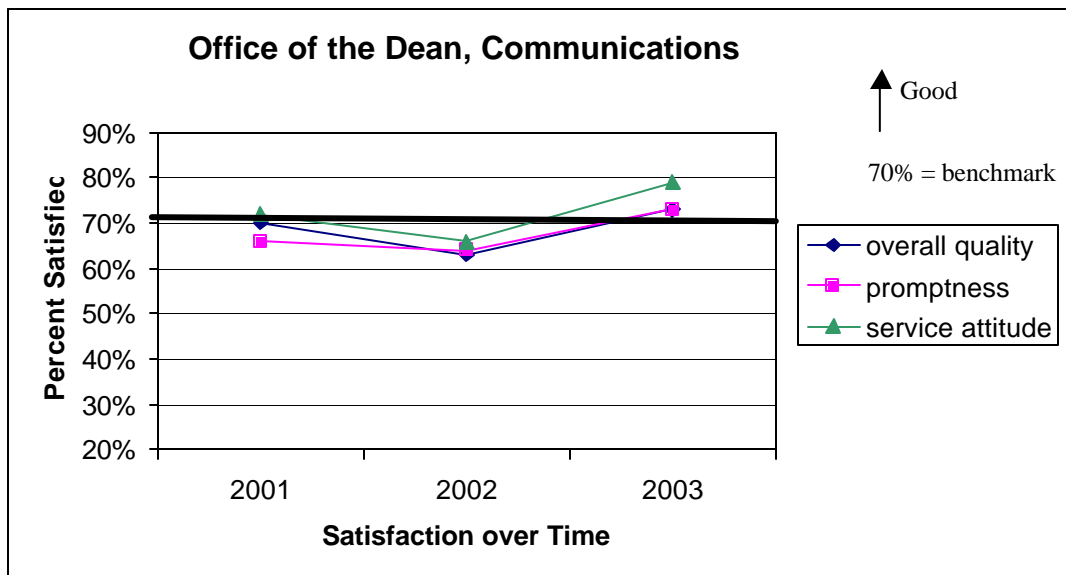
Who uses this office?

Of the 409 survey respondents, 84 (21%) reported having requested or received services from the Office of the Dean of Communications in the past year. Of those respondents:

- 57% (48 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (20 respondents) were Full-time Faculty;
- 8% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (9 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied and a greater percentage have a neutral opinion with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 96 to 84.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Communications Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	68	70%	15	15%	14	14%	63	63%	24	24%	13	13%	60	73%	17	21%	5	6%
promptness	62	66%	15	16%	17	18%	61	64%	23	24%	12	13%	58	73%	15	19%	7	9%
service attitude	68	72%	11	12%	15	16%	63	66%	24	25%	9	9%	65	79%	11	13%	6	7%

NOTE: Percents may not add to 100 due to rounding.

The satisfaction level of respondents on "overall quality" for this office rose 10% from 2002 to 2003. Measures of "promptness" and "service attitude" also increased by 9% and 13%, respectively. For all measures the levels of responses at "neutral" or "dissatisfied" also dropped. This not only reversed a decline from 2001 to 2002 but increased satisfaction levels over 2001 levels by 3-9%.

Office of the Dean, Math and Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

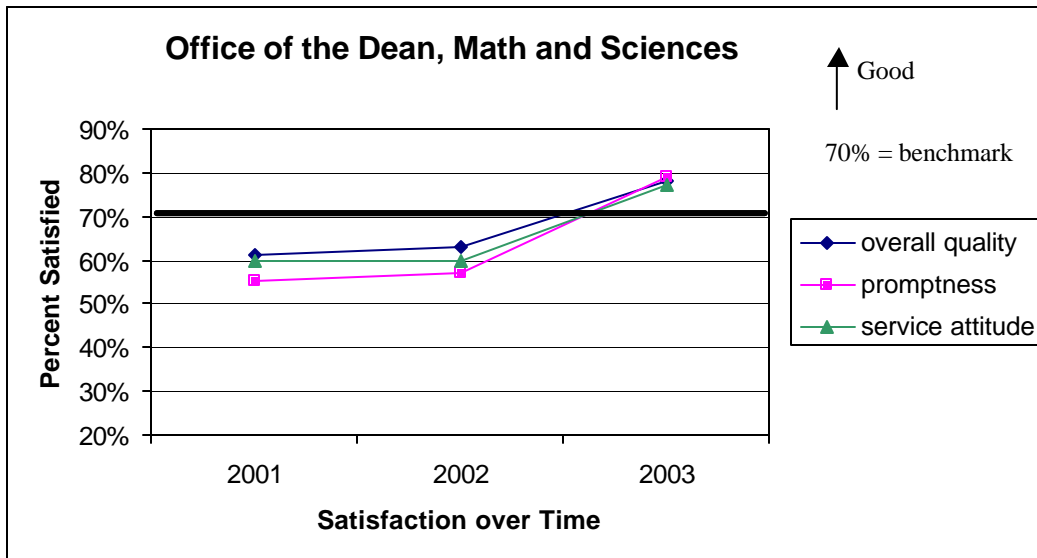
Who uses this office?

Of the 409 survey respondents, 117 (29%) reported having requested or received services from the Office of the Dean of Math and Sciences in the past year. Of those respondents:

- 56% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (22 respondents) were Full-time Faculty;
- 17% (20 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services than were last year. The levels of satisfaction were relatively flat from 2001 to 2002 but show a sharp increase in 2003. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 115 to 117.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Math and Sciences Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	77	61%	23	18%	27	21%	74	63%	20	17%	23	20%	91	78%	15	13%	10	9%
promptness	67	55%	21	17%	34	28%	66	57%	26	23%	23	20%	88	79%	12	11%	11	10%
service attitude	73	60%	20	16%	29	24%	68	60%	21	19%	24	21%	88	77%	14	12%	12	11%

NOTE: Percents may not add to 100 due to rounding.

For 2003, all measures for this office showed a marked positive improvement in satisfaction: "overall quality" increased by 25%, "promptness" improved by 22%, and "service attitude" increased by 17% in the last year. The percentages of "dissatisfied" and "neutral" responses were also significantly lower in 2003 for all measures over those in 2002.

Office of the Dean, Social and Behavioral Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

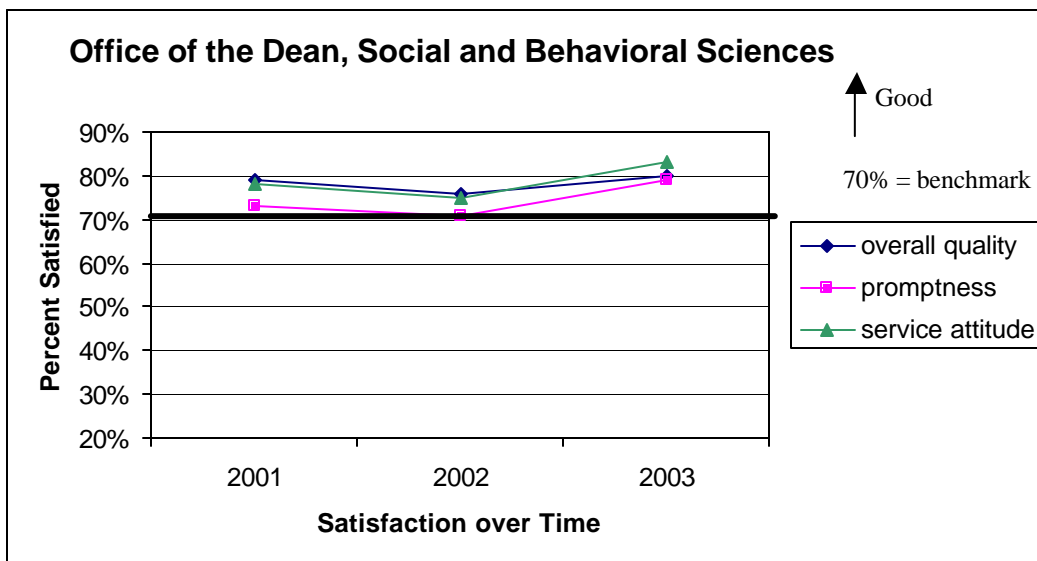
Who uses this office?

Of the 409 survey respondents, 100 (24%) reported having requested or received services from the Office of the Dean of Social and Behavioral Sciences in the past year. Of those respondents:

- 59% (59 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (18 respondents) were Full-time Faculty;
- 18% (18 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 113 to 100.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Social and Behavioral Sciences Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	106	79%	16	12%	12	9%	89	76%	15	13%	13	11%	79	80%	16	16%	4	4%
promptness	96	73%	20	15%	15	11%	82	71%	18	16%	15	13%	76	79%	15	16%	5	5%
service attitude	101	78%	15	12%	13	10%	85	75%	19	17%	10	9%	79	83%	12	13%	4	4%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Category increases ranged from 4%-8% during the current period. Following a slight decrease in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category above ratings for 2001. Levels of dissatisfaction decreased accordingly over both 2002 and 2001 levels.

Office of the AVP for Workforce Education

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

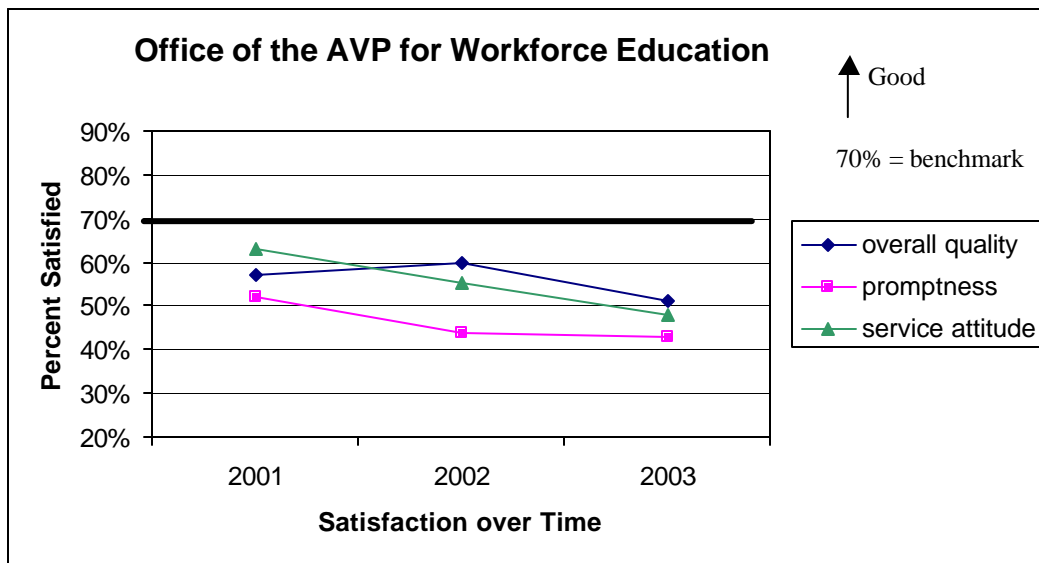
Who uses this office?

Of the 409 survey respondents, 70 (17%) reported having requested or received services from the Office of the AVP for Workforce Education in the past year. Of those respondents:

- 64% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (15 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has remained the same.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Workforce Education Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	43	57%	23	31%	9	12%	43	60%	13	18%	16	22%	34	51%	13	19%	20	30%
promptness	38	52%	18	25%	17	23%	31	44%	20	29%	19	27%	29	43%	18	27%	20	30%
service attitude	45	63%	15	21%	12	17%	39	55%	16	23%	16	23%	32	48%	17	25%	18	27%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued decrease in respondent satisfaction for this office for all measured categories. Each category decreased from 3% - 9% during the current period. This decrease follows an overall decline in satisfaction ratings for the 2001-2002 period.

Office of the Dean, Applied Technologies, Multimedia, and Public Service

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

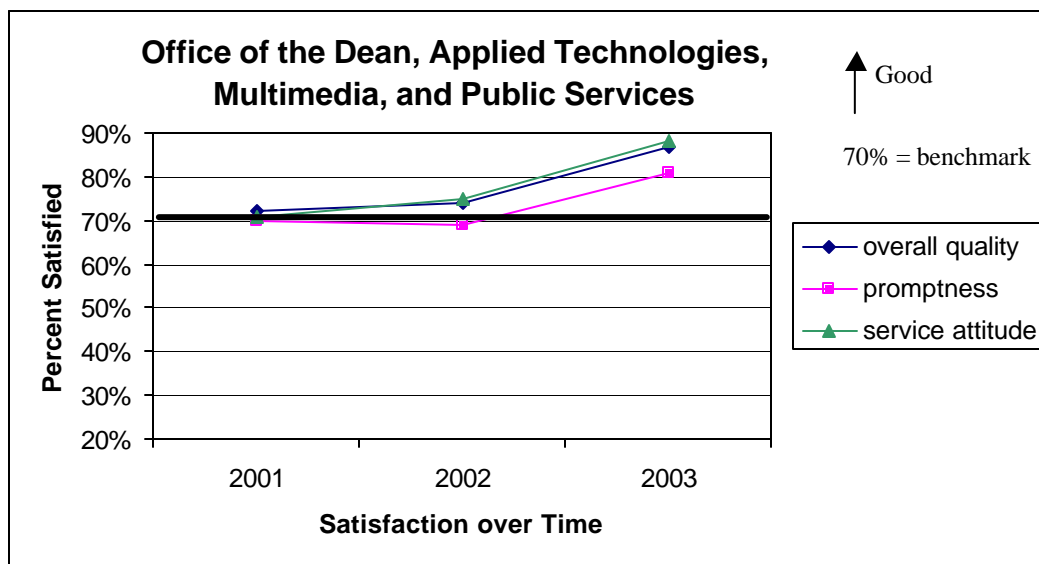
Who uses this office?

Of the 409 survey respondents, 62 (15%) reported having requested or received services from the Office of the Dean of Applied Technologies, Multimedia, and Public Service in the past year. Of those respondents:

- 71% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (9 respondents) were Full-time Faculty;
- 6% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that a higher percentage of employees are satisfied with the services of this office than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 79 to 62.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Applied Technologies, Multimedia, and Public Service Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	63	72%	14	16%	10	11%	59	74%	13	16%	8	10%	52	87%	4	7%	4	7%
promptness	61	70%	15	17%	11	13%	53	69%	15	19%	199	12%	47	81%	7	12%	4	7%
service attitude	62	71%	16	18%	10	11%	58	75%	11	14%	168	10%	51	88%	3	5%	4	7%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a strong increase of 13%-17% in respondent satisfaction for this office in all measured categories. This increase follows a smaller improvement in satisfaction ratings for the 2001-2002 period. Both "neutral" and "dissatisfied" categories showed corresponding declines from 2001 to 2003.

Office of the Dean, Business Studies

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

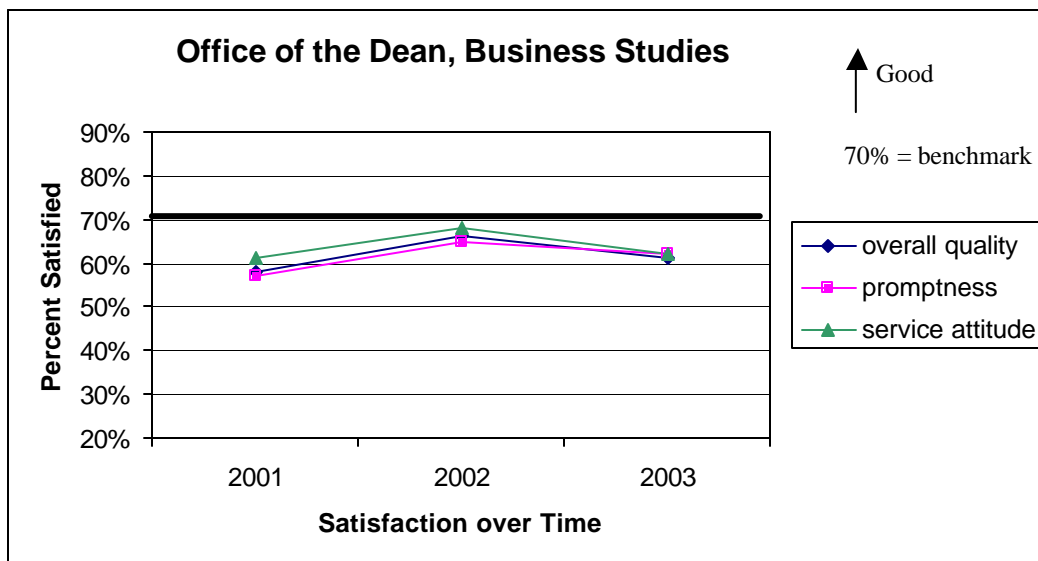
Who uses this office?

Of the 409 survey respondents, 68 (17%) reported having requested or received services from the Office of the Dean of Business Studies in the past year. Of those respondents:

- 65% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (14 respondents) were Full-time Faculty;
- 9% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of this office than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 70 to 68.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Business Studies Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	48	58%	19	23%	16	19%	47	66%	13	18%	11	15%	41	61%	13	19%	13	19%
promptness	47	57%	20	24%	16	19%	44	65%	14	21%	10	15%	40	62%	13	20%	12	18%
serviceattitude	50	61%	15	18%	17	21%	44	68%	13	20%	8	12%	40	62%	14	22%	11	17%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a decrease in respondent satisfaction for this office in all measured categories. Each category decreased at a rate of 3%-5% during the current period. This decrease follows an increase of 7%-8% for the three categories during the 2001-2002 period.

Office of the Dean, Computer Studies and Advanced Technology

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

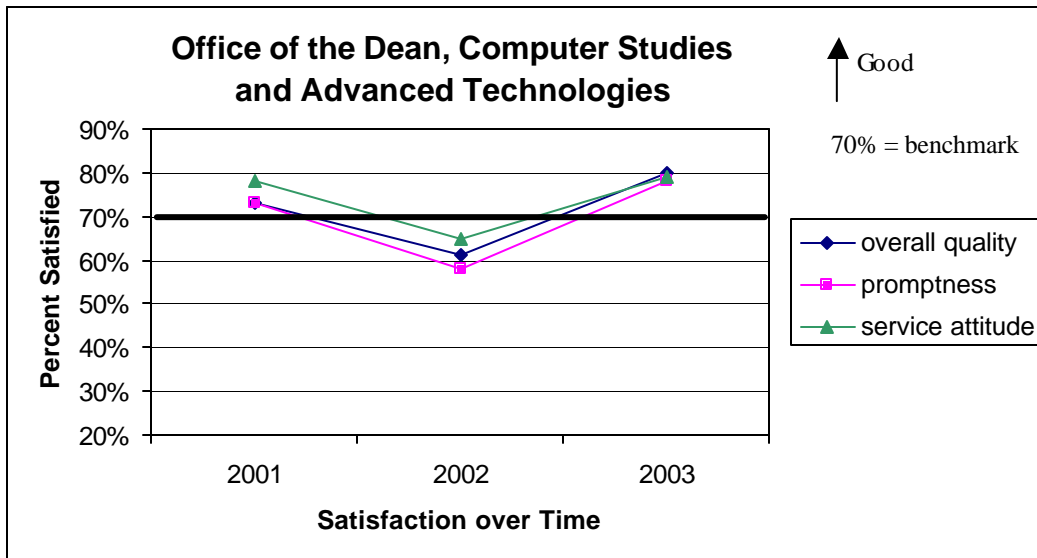
Who uses this office?

Of the 409 survey respondents, 72 (18%) reported having requested or received services from the Office of the Dean of Computer Studies and Advanced Technology in the past year. Of those respondents:

- 63% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (12 respondents) were Full-time Faculty;
- 13% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 73 to 72.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Computer Studies and Advanced Technologies Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	61	73%	13	16%	9	11%	45	61%	21	28%	8	11%	57	80%	8	11%	6	8%
promptness	59	73%	9	11%	13	16%	41	58%	18	25%	12	17%	53	78%	9	13%	6	9%
service attitude	63	78%	8	10%	10	12%	45	65%	17	25%	7	10%	54	79%	9	13%	5	7%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a sharp increase of 14%-20% in respondent satisfaction for this office in all measured categories. Each category increased at a similar rate during the current period. Following a decrease of 12%-15% in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category above ratings for 2001.

Office of the Dean, Health Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

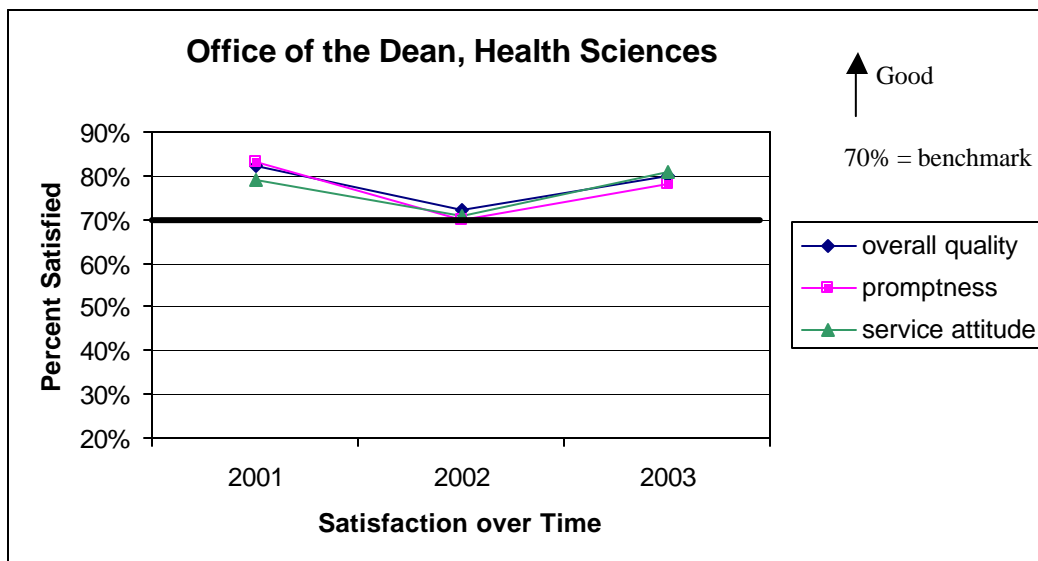
Who uses this office?

Of the 409 survey respondents, 79 (19%) reported having requested or received services from the Office of the Dean of Health Sciences in the past year. Of those respondents:

- 72% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (16 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 77 to 79.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Health Sciences Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	69	82%	9	11%	6	7%	56	72%	14	19%	8	10%	61	80%	10	13%	5	7%
promptness	68	83%	9	11%	5	6%	52	70%	14	19%	8	10%	57	78%	11	15%	5	7%
service attitude	65	79%	9	11%	8	10%	52	71%	10	14%	11	15%	58	81%	10	14%	4	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase of 8%-10% in respondent satisfaction for this office in all measured categories. Each category increased at a similar rate during the current period. Following a decrease of similar magnitude in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category near ratings for 2001.

Office of the Dean, Continuing Education

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

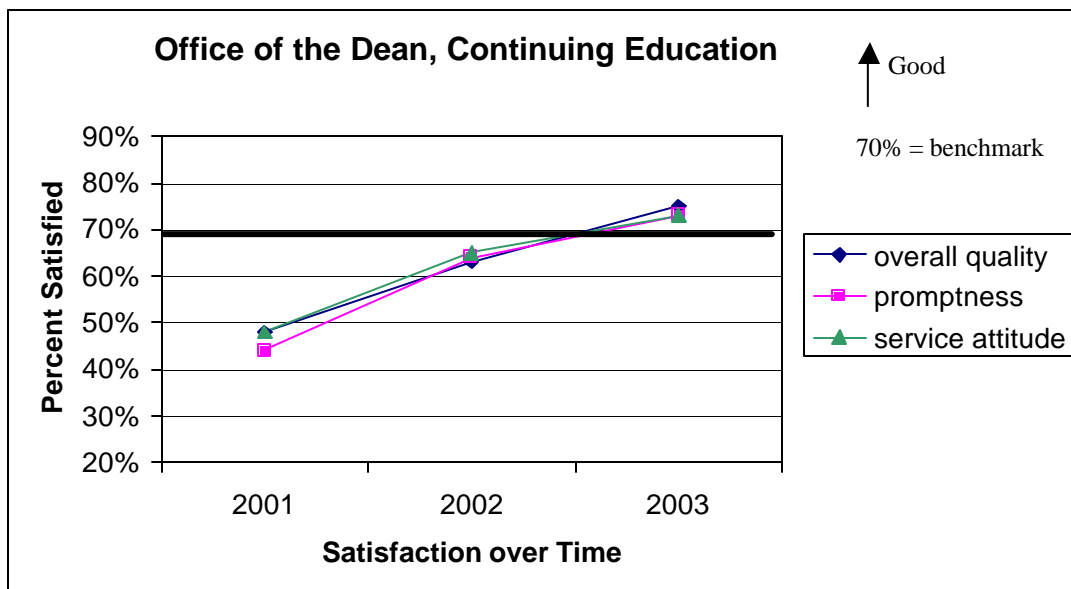
Who uses this office?

Of the 409 survey respondents, 72 (18%) reported having requested or received services from the Office of the Dean of Continuing Education in the past year. Of those respondents:

- 67% (48 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (16 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees responding to this survey are satisfied with the services of this office than in the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 78 to 72.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the Dean, Continuing Education Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	46	48%	29	31%	20	21%	50	63%	14	18%	15	19%	54	75%	9	13%	9	13%
promptness	41	44%	27	29%	25	27%	47	64%	13	18%	13	18%	51	73%	10	14%	9	13%
service attitude	44	48%	24	26%	24	26%	46	65%	14	20%	11	15%	51	73%	9	13%	10	14%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories. Each category increased at a rate of 8%-12% during the current period. This increase follows a trend in improvement in satisfaction, with ratings improving by 15%-20% for the 2001-2002 period. This yields a two year improvement trend in respondent satisfaction of 25%-29%

Continuing Education Business Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

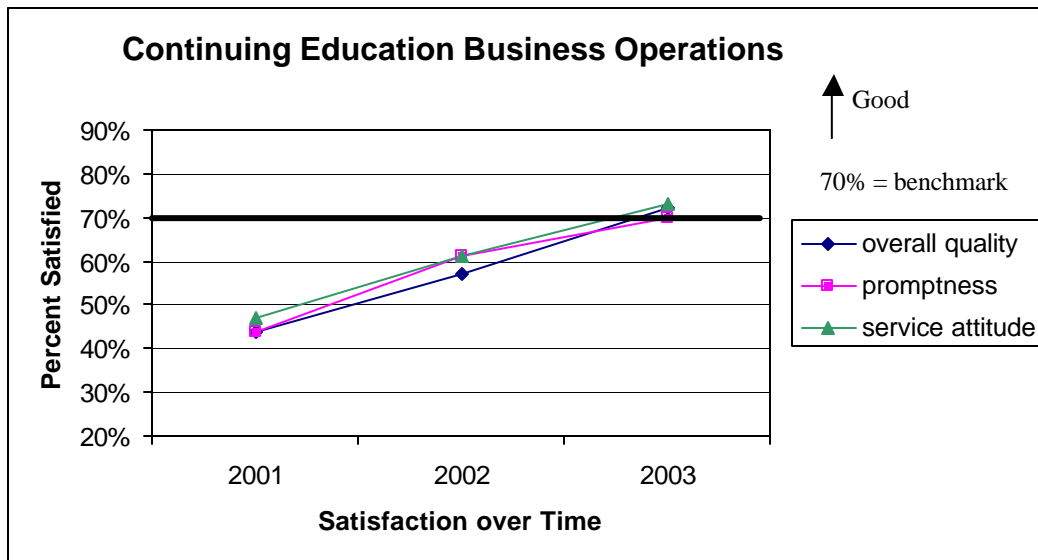
Who uses this office?

Of the 409 survey respondents, 62 (15%) reported having requested or received services from the Continuing Education Business Operations in the past year. Of those respondents:

- 82% (51 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (7 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than were satisfied last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 59 to 62.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Continuing Education Business Operations Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	31	44%	23	33%	16	23%	34	57%	14	23%	12	20%	44	72%	8	13%	9	15%
promptness	29	44%	20	30%	17	26%	34	61%	11	20%	11	20%	42	70%	7	12%	11	18%
service attitude	31	47%	15	23%	20	30%	34	61%	10	18%	12	21%	43	73%	9	15%	7	12%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase of 9%-15% in respondent satisfaction for this office in all measured categories. This increase follows a similar improvement of 13%-17% in satisfaction ratings for the 2001-2002 period. Employees responding "neutral" or "dissatisfied" decreased at similar rates during the current period and over the two year period..

HBC Room Scheduling

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

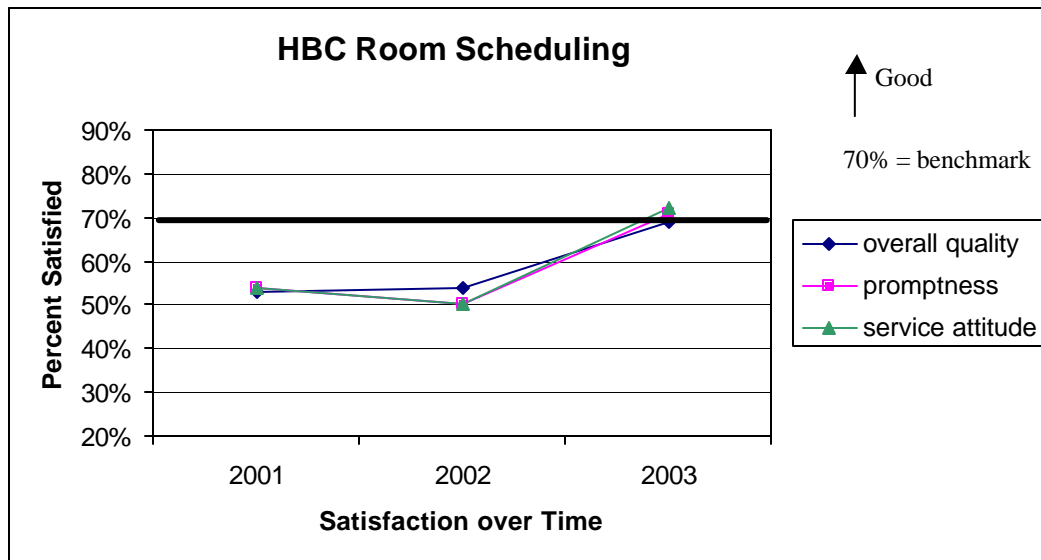
Who uses this office?

Of the 409 survey respondents, 99 (24%) reported having requested or received services from HBC Room Scheduling in the past year. Of those respondents:

- 65% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (22 respondents) were Full-time Faculty;
- 4% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (9 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the 2001 Internal Customer Survey of Fall 2000 Services indicate a larger percentage of employees are satisfied overall with the services of this office than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 94 to 99.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

HBC Room Scheduling Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	69	53%	29	22%	33	25%	53	54%	26	26%	20	20%	68	69%	16	16%	14	14%
promptness	69	54%	27	19%	34	27%	48	50%	20	21%	28	29%	68	71%	12	13%	16	17%
service attitude	68	54%	24	21%	32	25%	48	50%	25	26%	23	24%	69	72%	16	17%	11	11%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a major increase in respondent satisfaction of 15%-22% for this office in all measured categories during the current period. This increase follows a period of little change for the three categories during the 2001-2002 period.

Continuing Education

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

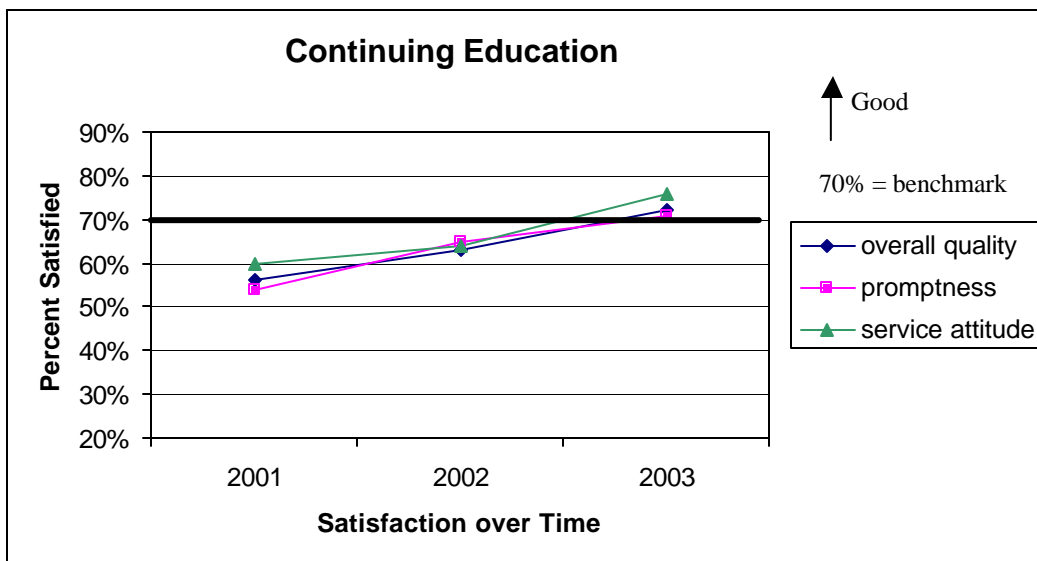
Who uses this office?

Of the 409 survey respondents, 87 (21%) reported having requested or received services from Continuing Education in the past year. Of those respondents:

- 76% (66 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (14 respondents) were Full-time Faculty;
- 3% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 104 to 87.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Continuing Education Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	65	56%	28	24%	24	21%	67	63%	24	22%	16	15%	61	72%	14	16%	10	12%
promptness	60	54%	23	21%	29	26%	67	65%	19	18%	17	17%	60	71%	11	13%	13	15%
service attitude	67	60%	19	17%	25	23%	65	64%	22	22%	14	14%	62	76%	9	11%	11	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories. Each category increased from 6%-12% during the current period. This increase follows a similar improvement in satisfaction ratings seen in the results from 2001 to 2002.

Community Programs

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

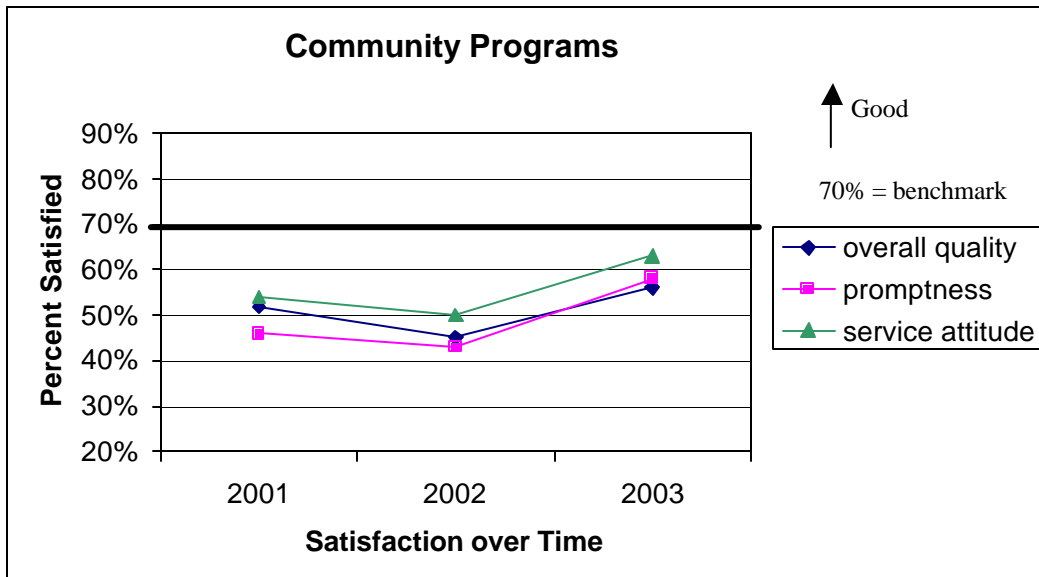
Who uses this office?

Of the 409 survey respondents, 27 (7%) reported having requested or received services from Community Programs in the past year. Of those respondents:

- 67% (18 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (5 respondents) were Full-time Faculty;
- 4% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 23 to 27.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Community Programs Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	13	52%	5	20%	7	28%	13	45%	7	24%	9	31%	15	56%	6	22%	6	22%
promptness	11	46%	5	21%	8	33%	12	43%	9	32%	7	25%	15	58%	4	15%	7	27%
service attitude	13	54%	5	21%	6	25%	14	50%	7	25%	7	25%	17	63%	4	15%	6	22%

NOTE: Percents may not add to 100 due to rounding.

This office reversed a downward trend of 3%-7% drop in satisfaction from 2001 to 2002 with an increase in respondent satisfaction of 11%-15% for this office in all measured categories. The current increase places satisfaction ratings for each category above ratings for 2001.

Customized Training

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

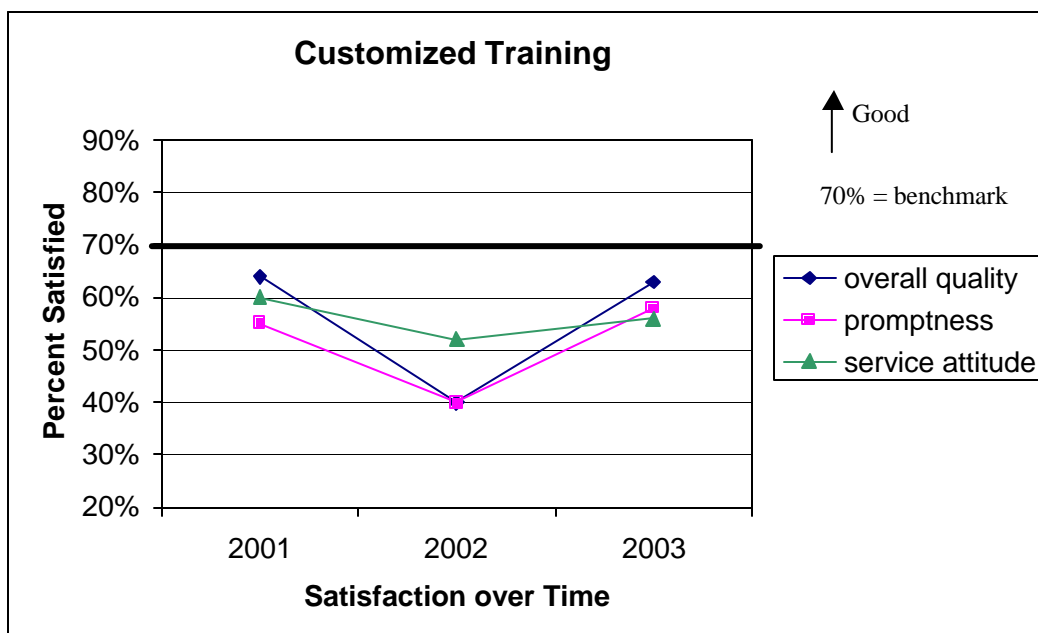
Who uses this office?

Of the 409 survey respondents, 33 (8%) reported having requested or received services from Customized Training in the past year. Of those respondents:

- 76% (25 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (4 respondents) were Full-time Faculty;
- 3% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 27 to 33.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Customized Training Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	28	64%	10	23%	6	14%	12	40%	10	33%	8	27%	20	63%	5	16%	7	22%
promptness	23	55%	12	29%	7	17%	10	40%	8	32%	7	28%	19	58%	5	15%	9	27%
service attitude	26	60%	10	23%	7	16%	13	52%	8	32%	4	16%	18	56%	7	22%	7	22%

NOTE: Percents may not add to 100 due to rounding.

The results in respondent satisfaction were reversed during period. From 2001 to 2002, satisfaction ratings dropped from 8%-24% for all measures. Then, for 2003 there was an increase in satisfaction of 4% - 23%, leaving the results near the 2001 levels.

Health Professions Institute

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 42 (10%) reported having requested or received services from Health Professions Institute in the past year. Of those respondents:

- 69% (29 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (9 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office increased from 35 to 42.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Health Professions Institute Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	31	89%	2	6%	2	6%	26	68%	6	16%	6	16%	36	90%	2	5%	2	5%
promptness	28	80%	5	14%	2	6%	25	68%	6	16%	6	16%	33	85%	3	8%	3	8%
service attitude	29	83%	4	11%	2	6%	26	70%	6	16%	4	14%	34	87%	4	10%	1	3%

NOTE: Percents may not add to 100 due to rounding.

The results in respondent satisfaction were reversed during this period. From 2001 to 2002, satisfaction ratings dropped from 12%-21% for all measures. Then, for 2003, respondents rated satisfaction at 17%-22% higher than in 2002, leaving the results higher than the 2001 levels.

Downtown Center

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

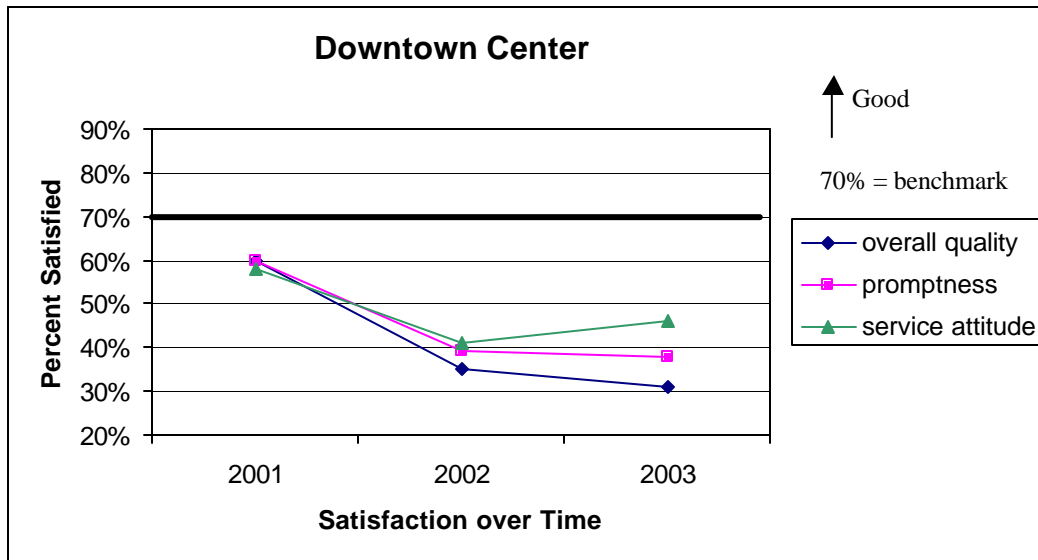
Who uses this office?

Of the 409 survey respondents, 31 (8%) reported having requested or received services from the Downtown Center in the past year. Of those respondents:

- 71% (22 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (5 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 13% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of this office in comparison to the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 30 to 31.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Downtown Center Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	24	60%	9	23%	7	18%	12	35%	11	32%	11	32%	9	31%	7	24%	13	45%
promptness	24	60%	7	18%	9	23%	13	39%	10	30%	10	30%	11	38%	7	24%	11	38%
service attitude	23	58%	8	20%	9	23%	14	41%	9	26%	11	32%	13	46%	4	14%	11	39%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a mixed opinion in respondent satisfaction for this office as there were slight decreases in "overall quality" (-4%) and "promptness" (-1%) and an improvement of 5% in "service attitude". No category has a satisfaction level of over 50% respondents. This performance follows a decrease in respondent ratings of 17% -25% for the three categories during the 2001-2002 period.

Spring 2003 Internal Customer Survey Office Reports

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Office of the VP for Business Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

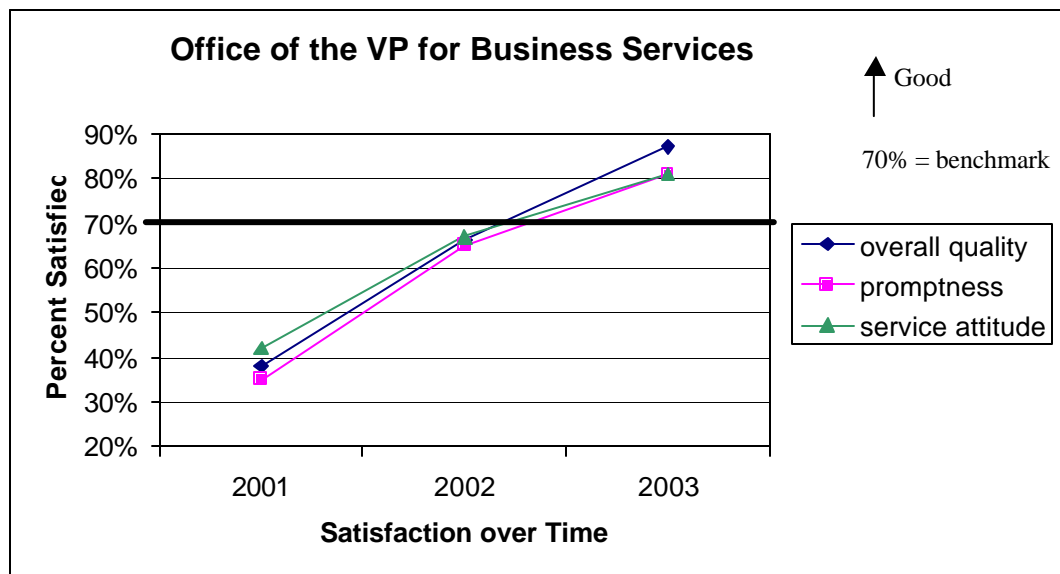
Who uses this office?

Of the 409 survey respondents, 57 (14%) reported having requested or received services from the Office of the VP for Business Services in the past year. Of those respondents:

- 82% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (7 respondents) were Full-time Faculty;
- 4% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 80 to 57.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the VP for Business Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	43	38%	32	28%	39	34%	52	66%	12	15%	15	19%	47	87%	6	11%	1	2%
promptness	39	35%	33	29%	40	36%	49	65%	11	15%	15	20%	44	81%	9	17%	1	2%
service attitude	47	42%	29	26%	37	33%	50	67%	13	17%	12	16%	44	81%	9	17%	1	2%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect continued increases in respondent satisfaction for this office of 14%-21% in all measured categories. These increases follow considerable improvement in satisfaction ratings of 25%-30% from 2001 to 2002, yielding significant increases of 39%-49% in respondent satisfaction over the three year period.

Controller

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

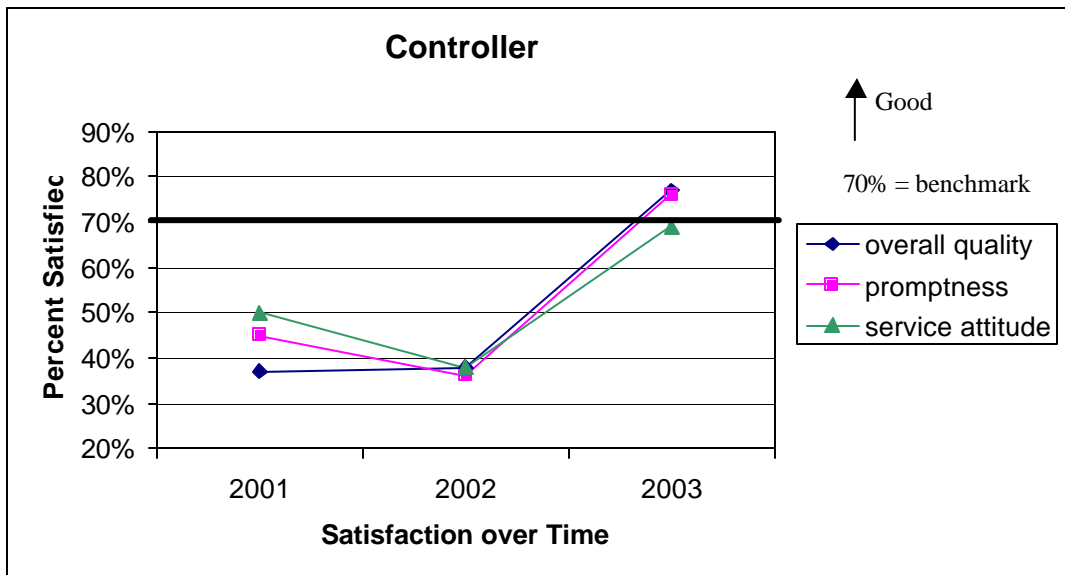
Who uses this office?

Of the 409 survey respondents, 41 (10%) reported having requested or received services from the Office of the Controller in the past year. Of those respondents:

- 90% (37 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (2 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 46 to 41.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Controller Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	19	37%	18	35%	14	27%	18	38%	14	29%	16	33%	30	77%	5	13%	4	10%
promptness	21	45%	14	30%	12	12%	16	36%	14	32%	14	32%	29	76%	6	16%	3	8%
service attitude	24	50%	10	21%	14	29%	17	38%	15	33%	13	29%	27	69%	7	18%	5	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect significant increase in respondent satisfaction for this office of 31%-40% in all measured categories. Following an overall decline in the satisfaction ratings for each category from 2001 to 2002, the current improvement places satisfaction ratings for each category above ratings for 2001 by 19%-40%.

Accounts Payable

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

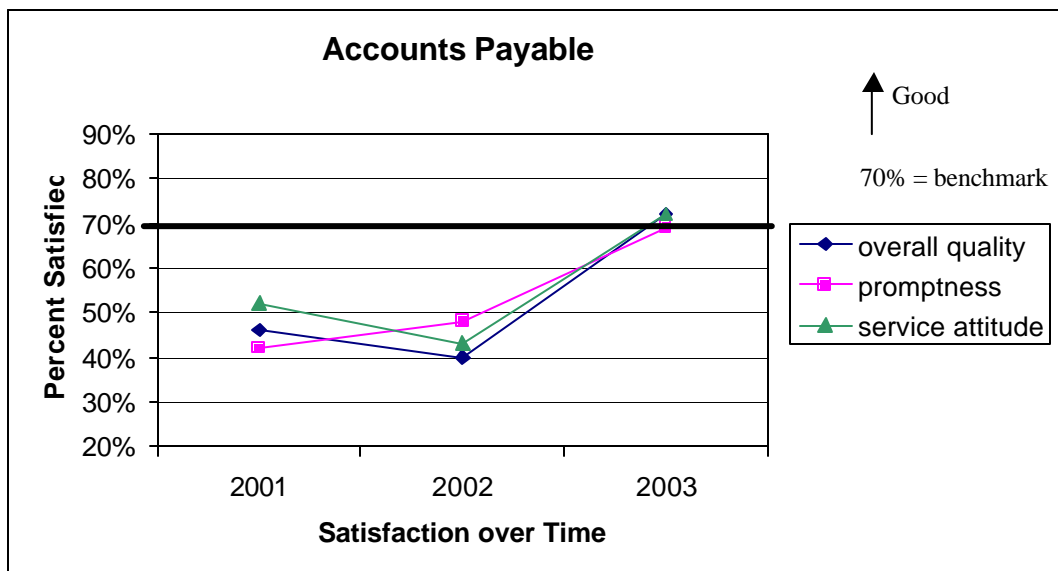
Who uses this office?

Of the 409 survey respondents, 90 (22%) reported having requested or received services from the Accounts Payable in the past year. Of those respondents:

- 86% (77 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (11 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a greater percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 113 to 90.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Accounts Payable Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	N	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	74	46%	45	28%	42	26%	46	40%	38	33%	30	26%	62	72%	21	24%	3	3%
promptness	64	42%	38	25%	50	33%	53	48%	30	27%	28	25%	59	69%	22	26%	4	5%
service attitude	79	52%	37	24%	37	24%	47	43%	28	25%	35	32%	61	72%	19	22%	5	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a strong increase in respondent satisfaction for this office in all measured categories. Each category increased by 21%-32% during the current period. This increase follows a period of mixed performance for the three categories during the 2001-2002 period but yields an improvement of 20%-27% in respondent satisfaction over the three years.

Cashier

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

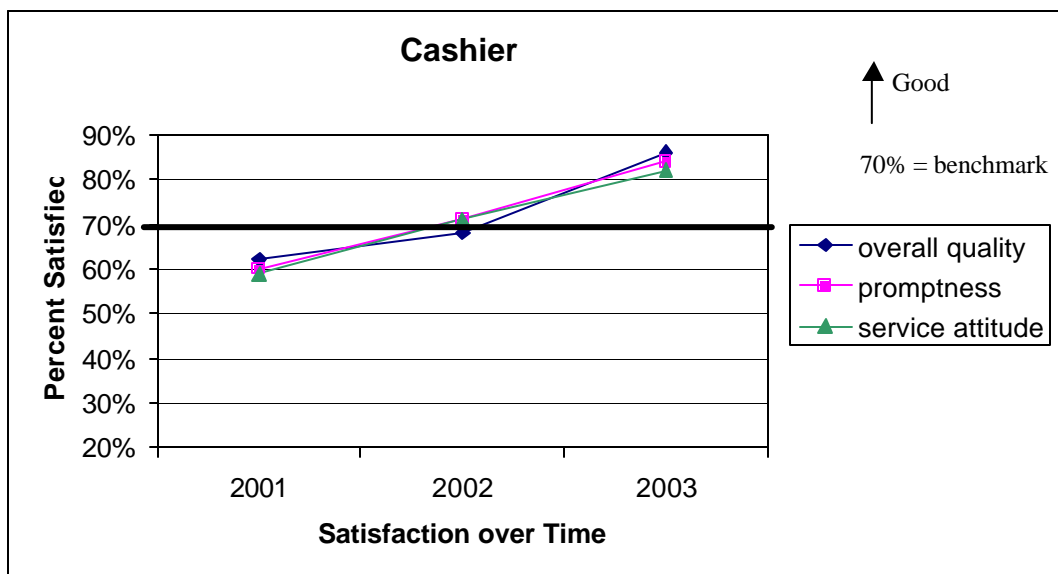
Who uses this office?

Of the 409 survey respondents, 114 (28%) reported having requested or received services from the Office of the Cashier in the past year. Of those respondents:

- 78% (89 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (15 respondents) were Full-time Faculty;
- 7% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 135 to 114.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Cashier Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	113	62%	36	20%	33	18%	91	68%	18	14%	24	18%	95	86%	9	8%	6	5%
promptness	103	60%	34	20%	36	21%	91	71%	16	12%	22	17%	91	84%	11	10%	6	6%
service attitude	102	59%	35	20%	36	21%	91	71%	18	14%	19	15%	87	82%	9	8%	10	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories. Each category increased at 11%-18% during the current period. This increase follows a comparable improvement of 6%-12% in satisfaction ratings from 2001 to 2002. This trend yields improvements in respondent satisfaction of 23%-24%.

Purchasing

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

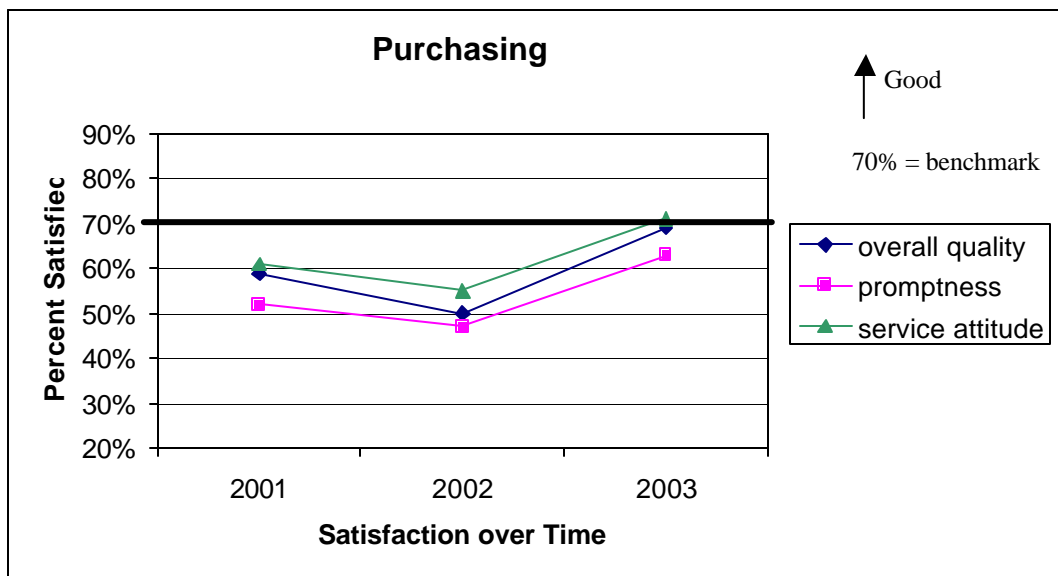
Who uses this office?

Of the 409 survey respondents, 109 (27%) reported having requested or received services from the Purchasing Office in the past year. Of those respondents:

- 85% (93 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 9% (10 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 118 to 109.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Purchasing Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	105	59%	39	22%	33	19%	57	50%	26	23%	31	27%	72	69%	22	21%	10	10%
promptness	88	52%	32	19%	50	29%	52	47%	18	16%	40	36%	65	63%	23	22%	16	15%
service attitude	103	61%	33	19%	34	20%	60	55%	23	21%	27	25%	74	71%	17	16%	13	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 16%-19% in all measured categories. Following a small decrease in the satisfaction ratings of 5%-9% for each category from 2001 to 2002, the current increase places satisfaction ratings for each category at 10%-11% above ratings for 2001.

Inventory/Receiving

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

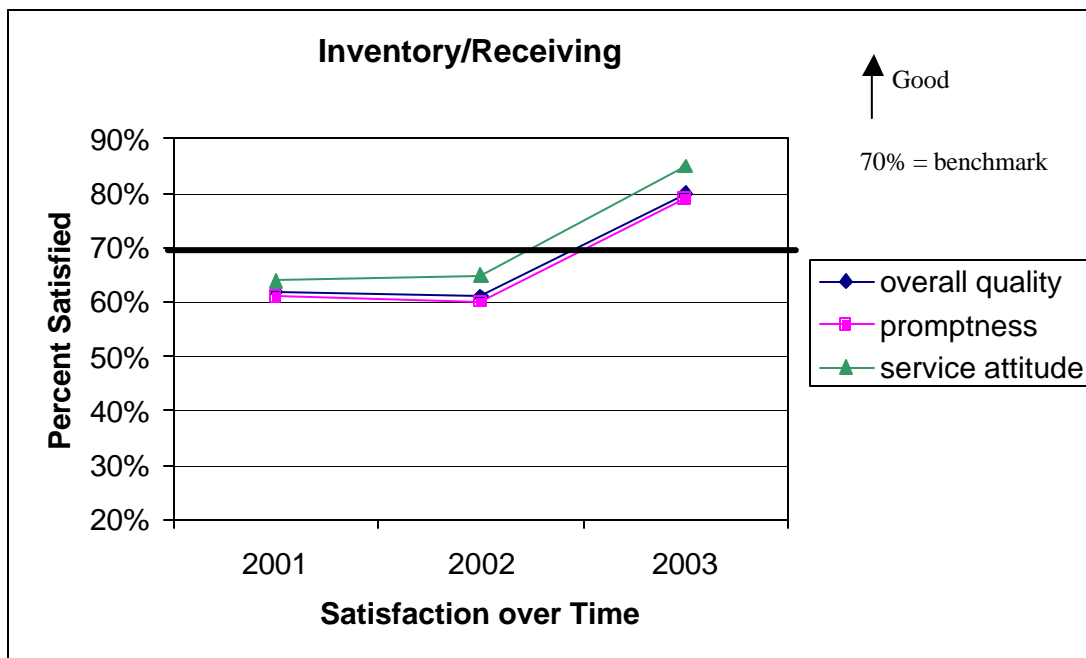
Who uses this office?

Of the 409 survey respondents, 83 (20%) reported having requested or received services from the Inventory/Receiving Office in the past year. Of those respondents:

- 84% (70 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (9 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 79 to 83.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Inventory/Receiving Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	72	62%	24	21%	21	18%	51	61%	18	21%	15	18%	64	80%	8	10%	8	10%
promptness	68	61%	17	15%	27	24%	49	60%	16	20%	16	20%	62	79%	8	10%	8	10%
service attitude	71	64%	21	19%	19	17%	52	65%	14	18%	14	18%	66	85%	5	6%	7	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category improved by 19%-20% in respondent satisfaction during the current period. While results for 2002 were relatively flat with those from 2001, the current increase places respondent satisfaction ratings for each category by 18%-21% above ratings for 2001.

Mail Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

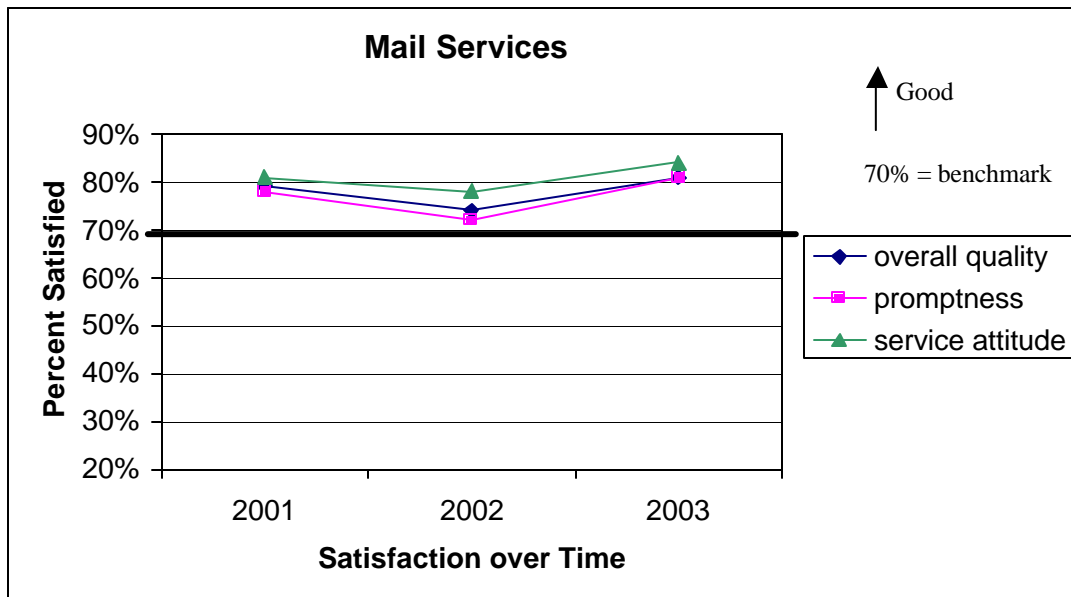
Who uses this office?

Of the 409 survey respondents, 144 (35%) reported having requested or received services from the Office of Mail Services in the past year. Of those respondents:

- 76% (109 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (20 respondents) were Full-time Faculty;
- 9% (13 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 156 to 144.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Mail Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	174	79%	29	13%	18	8%	113	74%	20	13%	20	13%	115	81%	13	9%	14	10%
promptness	163	78%	26	12%	21	10%	108	72%	18	12%	23	15%	113	81%	12	9%	15	11%
service attitude	170	81%	26	12%	14	7%	114	78%	16	11%	17	12%	118	84%	11	8%	11	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an improvement in respondent satisfaction for this office of 6%-9% in all measured categories. Following a decline of 3%-6% in the satisfaction ratings for each category from 2001 to 2002, the current increase places satisfaction ratings for each category above ratings for 2001 by 2%-3%.

Budgeting

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 68 (17%) reported having requested or received services from the Budgeting Office in the past year. Of those respondents:

- 79% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (10 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 66 to 68.

In reviewing the results for an office, please keep in mind that there were four places on the Internal Customer Survey for an employee to give feedback on a specific office. They were: (1) "Have you used services in the last year? Yes"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness, and (4) "service attitude". Not every employee responded to all four questions about an office. As a result, the number of respondents can be different for the measures in an office, yielding different percentages for the same number of responses.

Budgeting Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	34	53%	12	19%	18	28%	38	58%	17	26%	11	17%
promptness	32	52%	11	18%	19	31%	37	56%	16	24%	13	20%
service attitude	34	55%	10	16%	18	29%	37	56%	17	26%	12	18%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an improvement in respondent satisfaction for this office in all measured categories. Each category increased by 1%-5% during the current period.

Spring 2003 Internal Customer Survey Office Reports

Table of Contents

Office of the AVP for Facilities & Operations

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Campus Police

Grounds

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Office of the AVP for Facilities & Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

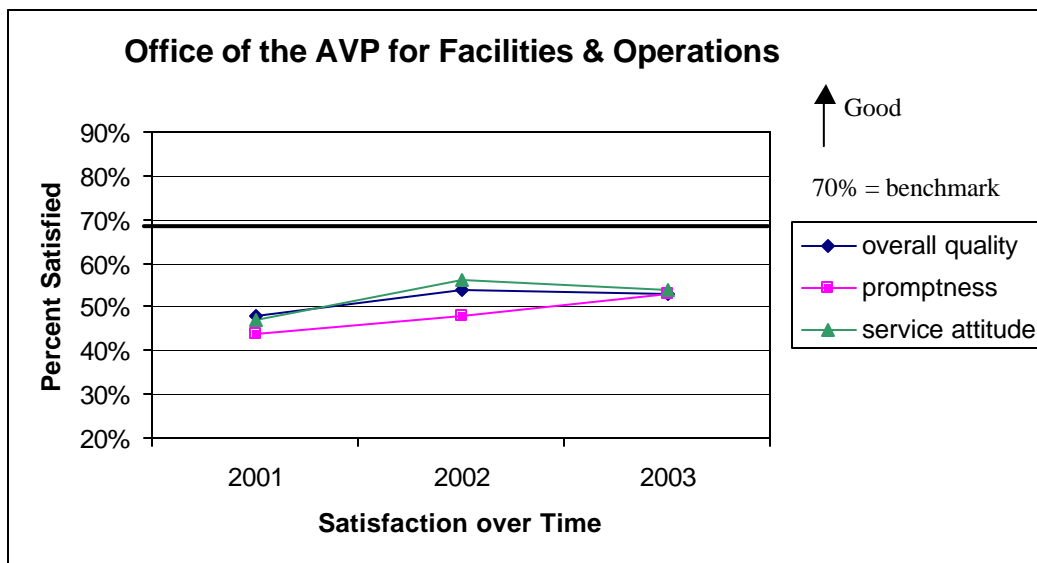
Who uses this office?

Of the 409 survey respondents, 60 (15%) reported having requested or received services from the Office of the AVP for Facilities & Operations in the past year. Of those respondents:

- 82% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (8 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of this office than during 2001, though satisfaction is slightly lower than reported in 2002. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 72 to 60.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Facilities & Operations																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	32	48%	15	23%	19	19%	37	54%	12	18%	19	28%	31	53%	20	34%	7	12%
promptness	28	44%	17	27%	19	30%	31	48%	11	17%	22	34%	30	53%	18	32%	9	16%
service attitude	30	47%	18	28%	16	25%	33	56%	10	17%	16	27%	31	54%	21	37%	5	9%

NOTE: Percentages may not add to 100 due to rounding.

Results for this period reflect a relatively consistent level in respondent satisfaction for this office in all measured categories from 2002 to 2003. This increase follows a period of improvement of 4%-9% for the three categories during the 2001-2002 period. In 2003, it should be noted that there was a sharp decline of 16%-18% percentage of "dissatisfied" respondents and a corresponding increase in "neutral" responses.

Buildings

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

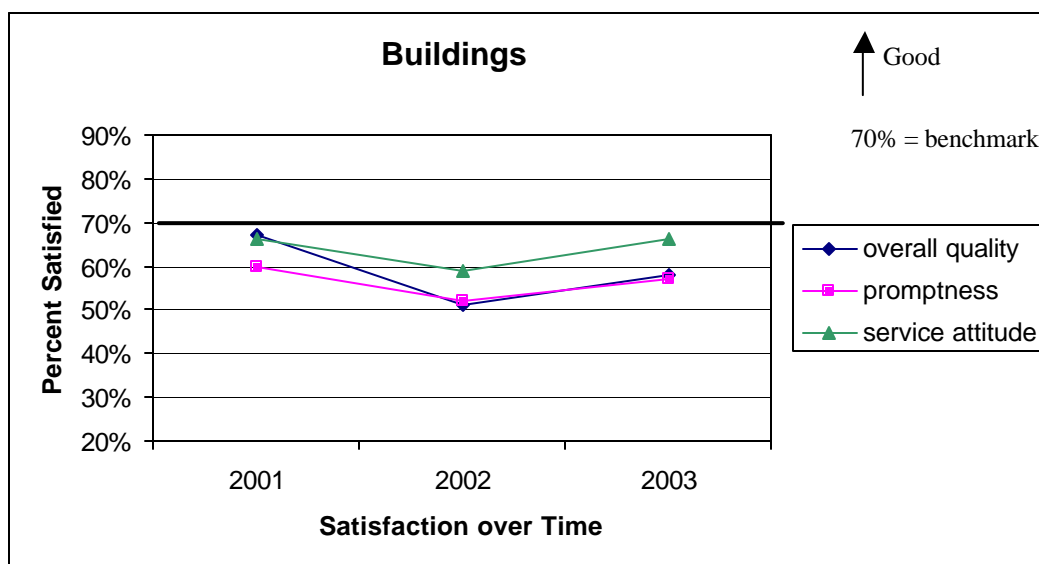
Who uses this office?

Of the 409 survey respondents, 66 (16%) reported having requested or received services from the Buildings Office in the past year. Of those respondents:

- 70% (46 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (11 respondents) were Full-time Faculty;
- 12% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 64 to 66.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Buildings																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	48	67%	8	11%	16	22%	34	51%	13	19%	20	30%	36	58%	19	31%	7	11%
promptness	41	60%	11	16%	16	24%	33	52%	16	25%	14	22%	35	57%	17	28%	9	15%
service attitude	45	66%	11	16%	12	18%	37	59%	16	25%	10	16%	42	66%	17	27%	5	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase of 5%-7% in respondent satisfaction for this office in all measured categories. Each category increased at a similar rate during the current period. Following a decrease of similar magnitude in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category near ratings for 2001.

Campus Police

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

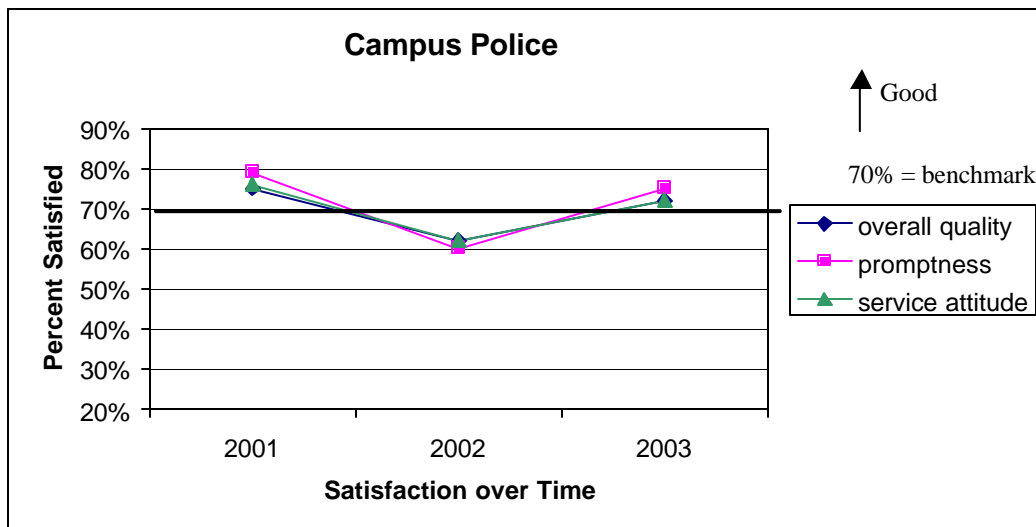
Who uses this office?

Of the 409 survey respondents, 191 (47%) reported having requested or received services from the Office of Campus Police in the past year. Of those respondents:

- 59% (112 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (40 respondents) were Full-time Faculty;
- 19% (37 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (2 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 183 to 191.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

**Campus Police
Comparison of Survey Results**

	2001						2002						2003					
	satisfied		neutral		dissatisfied		Satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	154	75%	33	16%	19	9%	113	62%	39	21%	30	16%	134	72%	24	13%	28	15%
promptness	154	79%	24	12%	17	9%	104	60%	39	23%	29	17%	137	75%	15	8%	31	17%
service attitude	149	76%	26	13%	21	11%	105	62%	31	18%	34	20%	131	72%	18	10%	33	18%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase 10%-15% in respondent satisfaction for this office in all measured categories. Each category increased at a similar rate during the current period. Following a decrease of 13%-19% in the satisfaction ratings for each category during the 2001-2002 period, the current increases place satisfaction ratings for each category near ratings for 2001.

Grounds

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

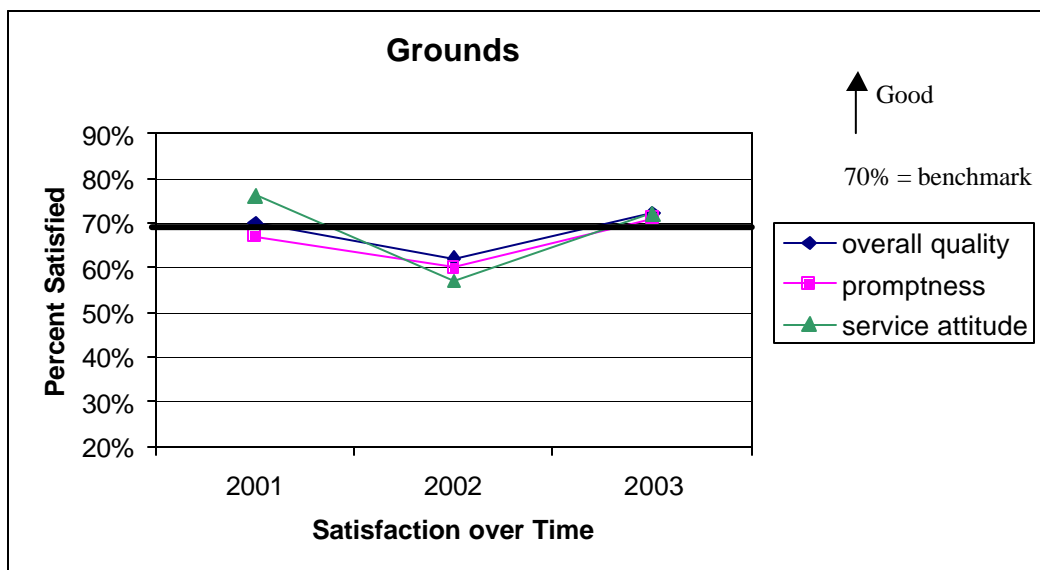
Who uses this office?

Of the 409 survey respondents, 62 (14%) reported having requested or received services from the Grounds Office in the past year. Of those respondents:

- 64% (38 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (13 respondents) were Full-time Faculty;
- 12% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 62 to 59.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Grounds																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		Neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	37	70%	8	15%	8	15%	41	62%	12	18%	13	20%	41	72%	9	16%	7	12%
promptness	34	67%	11	22%	6	12%	36	60%	12	20%	12	20%	41	71%	12	21%	5	9%
service attitude	38	76%	6	12%	6	12%	35	57%	15	25%	11	18%	42	72%	10	17%	6	10%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction of 10%-15% for this office in all measured categories. Following a decrease of 7%-19% in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category above or near ratings for 2001.

Maintenance (Repairs)

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

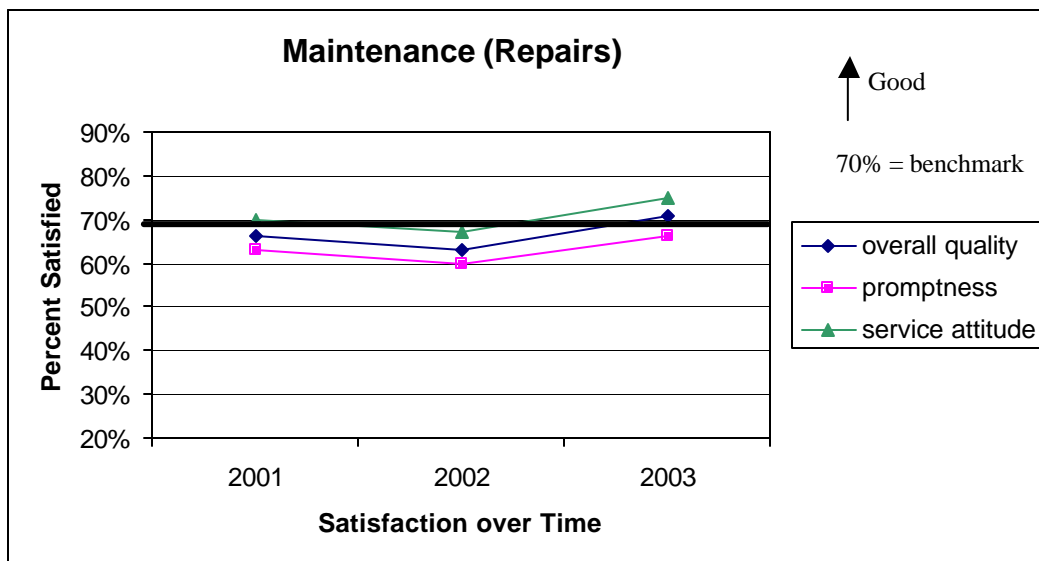
Who uses this office?

Of the 409 survey respondents, 115 (28%) reported having requested or received services from the Maintenance (Repairs) Office in the past year. Of those respondents:

- 69% (79 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (25 respondents) were Full-time Faculty;
- 7% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 129 to 115.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

**Maintenance (Repairs)
Comparison of Survey Results**

	2001						2002						2003					
	satisfied		neutral		dissatisfied		Satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	N	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	100	66%	29	19%	23	15%	81	63%	27	21%	21	16%	80	71%	19	17%	13	12%
promptness	92	63%	20	14%	34	23%	73	60%	25	21%	23	19%	73	66%	21	19%	16	15%
service attitude	102	70%	23	16%	21	14%	82	67%	24	20%	17	14%	83	75%	14	13%	14	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 6%-8% in all measured categories. Following a decrease of 3% in the satisfaction ratings for each category from 2001 to 2002, the current increase places satisfaction ratings for each category above ratings for 2001 by 3%-5%.

Renovation/Construction

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 42 (10%) reported having requested or received services from the Renovation/Construction Office in the past year. Of those respondents:

- 83% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (6 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the overall services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 63 to 42.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

**Renovation/Construction
Comparison of Survey Results**

	2001						2002						2003					
	satisfied		neutral		dissatisfied		Satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	N	%	n	%	n	%	n	%	n	%	n	%
overall quality	38	58%	12	18%	15	23%	29	44%	15	23%	22	33%	28	70%	4	10%	8	20%
promptness	27	42%	10	16%	27	42%	26	42%	13	21%	23	37%	24	63%	5	13%	9	24%
service attitude	40	62%	11	17%	14	22%	35	56%	10	16%	17	27%	28	70%	4	10%	8	20%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 14%-26% in all measured categories. This increase follows a period of mixed performance for the three categories in 2002, with satisfaction ratings ranging from equal to a drop of 14% from the 2001 period. The current satisfaction ratings are 8%-21% higher than the 2001 results.

Risk Management

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

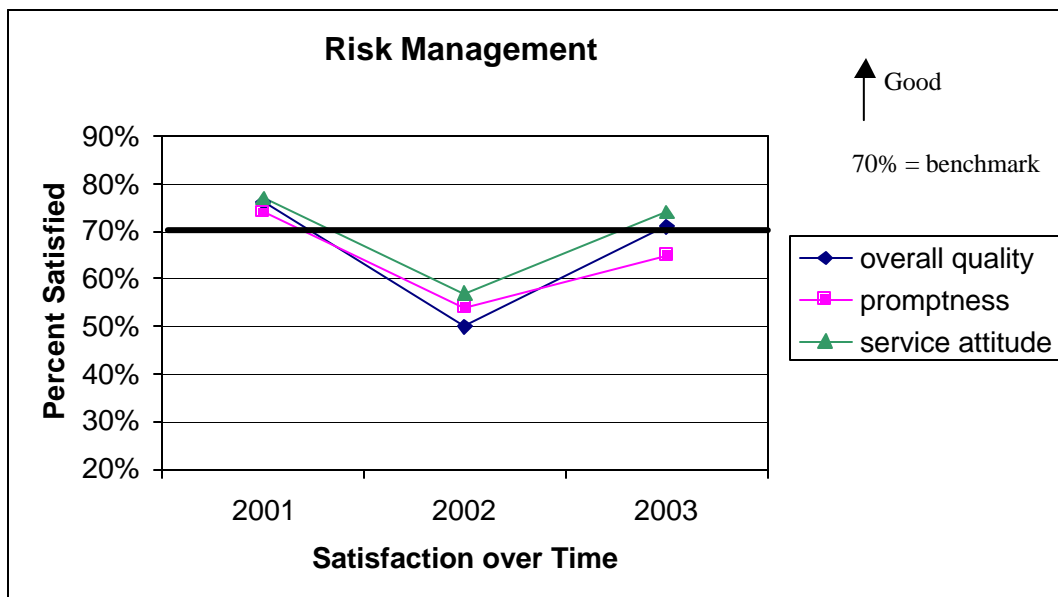
Who uses this office?

Of the 409 survey respondents, 70 (17%) reported having requested or received services from the Risk Management Office in the past year. Of those respondents:

- 74% (52 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (12 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than in 2002. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 63 to 70.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Risk Management Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		Dissatisfied		satisfied		Neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	63	76%	9	11%	11	13%	32	50%	19	30%	13	20%	48	71%	11	16%	9	13%
promptness	58	74%	10	13%	10	13%	33	54%	13	21%	15	25%	43	65%	10	15%	13	20%
service attitude	60	77%	9	12%	9	12%	35	57%	16	26%	10	16%	49	74%	11	17%	6	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 11%-21% in all measured categories. Following a decrease of 20%-26% in the satisfaction ratings for each category during the 2002 period, the current increase places satisfaction ratings for each category near ratings for 2001.

Spring 2003 Internal Customer Survey Office Reports

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Office of the AVP for Human Resources

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Office of the AVP for Human Resources

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

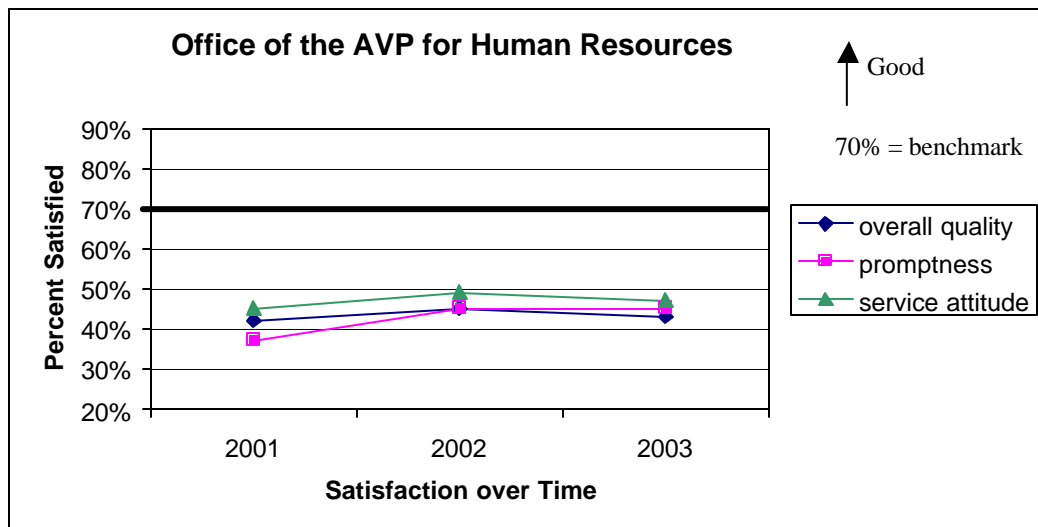
Who uses this office?

Of the 409 survey respondents, 131 (32%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. Of those respondents:

- 66% (87 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (28 respondents) were Full-time Faculty;
- 8% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 149 to 131.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Human Resources																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	64	42%	30	20%	57	38%	66	45%	28	19%	52	36%	56	43%	29	22%	45	35%
promptness	55	37%	34	23%	59	40%	63	45%	25	18%	52	37%	57	45%	25	20%	46	36%
service attitude	66	45%	27	18%	54	37%	68	49%	25	18%	46	33%	60	47%	26	20%	41	32%

NOTE: Percents may not add to 100 due to rounding.

Results for this office in respondent satisfaction are relatively flat for the current period from 2003 in all measured categories. Respondent satisfaction remains slightly above levels recorded for 2001.

Benefits

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

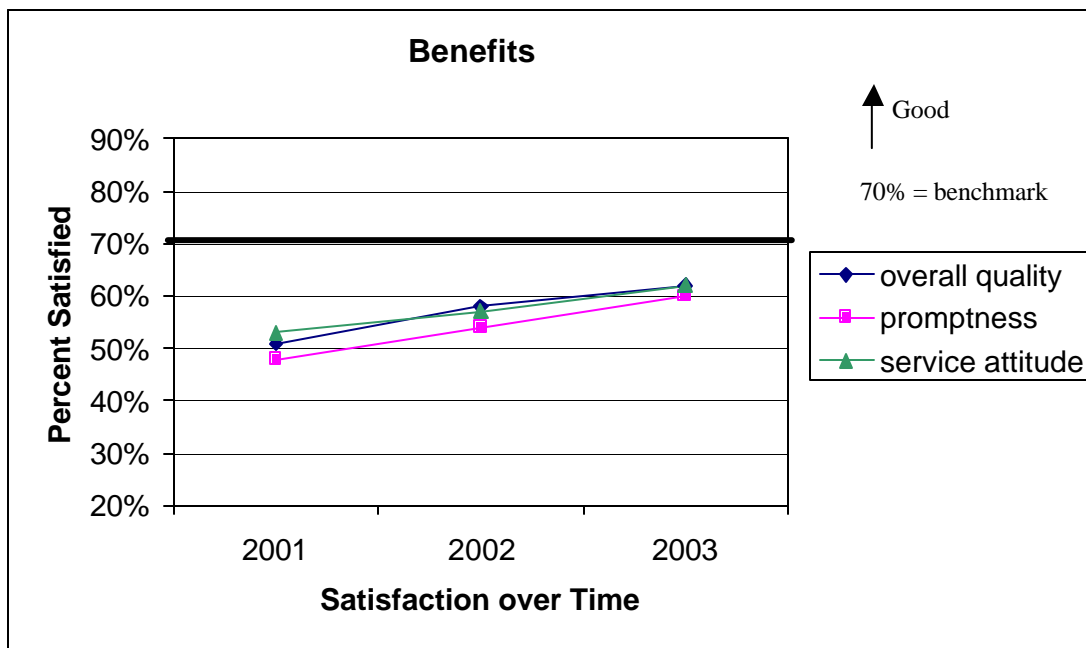
Who uses this office?

Of the 409 survey respondents, 183 (45%) reported having requested or received services from the Benefits Office in the past year. Of those respondents:

- 64% (117 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (40 respondents) were Full-time Faculty;
- 11% (20 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 217 to 183.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Benefits																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	130	51%	63	25%	64	25%	122	58%	36	17%	54	25%	112	62%	40	22%	30	16%
promptness	121	48%	54	22%	76	30%	109	54%	38	19%	56	28%	107	60%	40	22%	31	17%
service attitude	131	53%	52	21%	66	27%	115	57%	39	19%	49	24%	110	62%	39	22%	29	16%

NOTE: Percents may not add to 100 due to rounding.

Results for this office reflect a continued increase in respondent satisfaction for the current period, with all categories increasing in respondent satisfaction by 4%-6%. These results follow increases of a similar magnitude (4%-7%) from 2001 to 2002.

Compensation Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

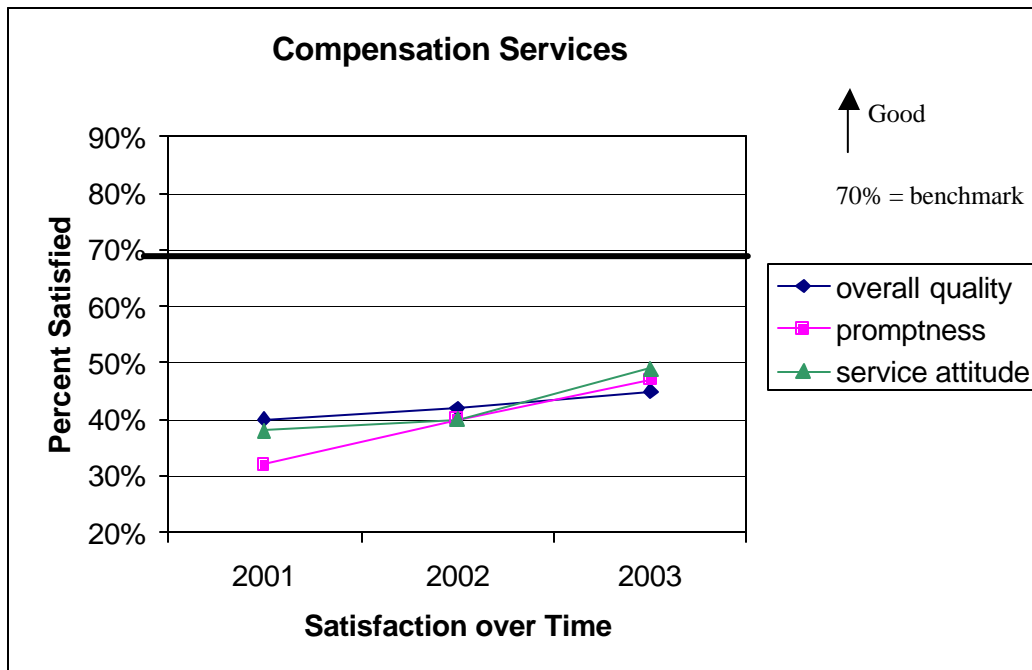
Who uses this office?

Of the 409 survey respondents, 99 (24%) reported having requested or received services from the Compensation Office in the past year. Of those respondents:

- 66% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (18 respondents) were Full-time Faculty;
- 14% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 135 to 99.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Compensation Services																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	65	40%	34	21%	64	39%	56	42%	22	17%	54	41%	45	45%	29	29%	25	25%
promptness	52	32%	39	24%	70	43%	50	40%	20	16%	55	44%	46	47%	22	23%	29	30%
service attitude	60	38%	42	27%	56	35%	50	40%	26	21%	48	39%	48	49%	24	25%	25	26%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect a continued increase in respondent satisfaction for this office of 3%-9% in all measured categories. This increase follows an increase of 2%-8% in all categories from 2001 to 2002, yielding an 11% increase in service attitude and a 15% improvement in respondent satisfaction with promptness.

Employment/Hiring Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

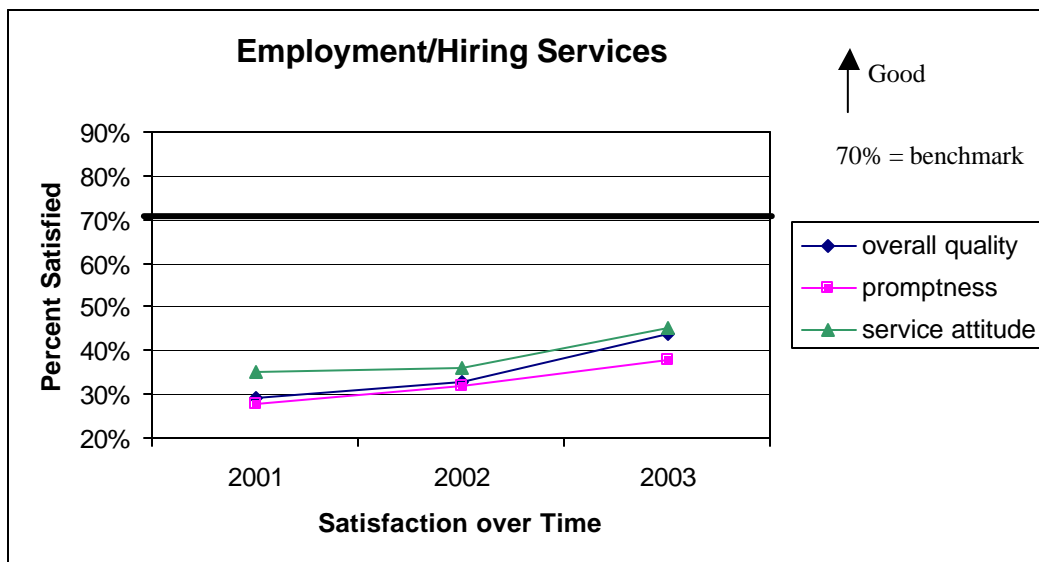
Who uses this office?

Of the 409 survey respondents, 129 (32%) reported having requested or received services from the Employment/Hiring Services Office in the past year. Of those respondents:

- 67% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (25 respondents) were Full-time Faculty;
- 12% (15 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a slightly larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 167 to 129.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Employment/Hiring Services																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	62	29%	58	27%	95	44%	54	33%	39	24%	72	44%	57	44%	28	22%	44	34%
promptness	57	28%	46	22%	103	50%	51	32%	25	16%	83	52%	49	38%	26	20%	53	41%
service attitude	72	35%	47	23%	85	42%	57	36%	37	23%	66	41%	58	45%	30	23%	40	31%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office of 6%-11% in all measured categories. This increase follows a slight improvement of 1%-4% in satisfaction from 2001 to 2002, yielding improvements of 10%-15% over the three years of results.

Payroll Office

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

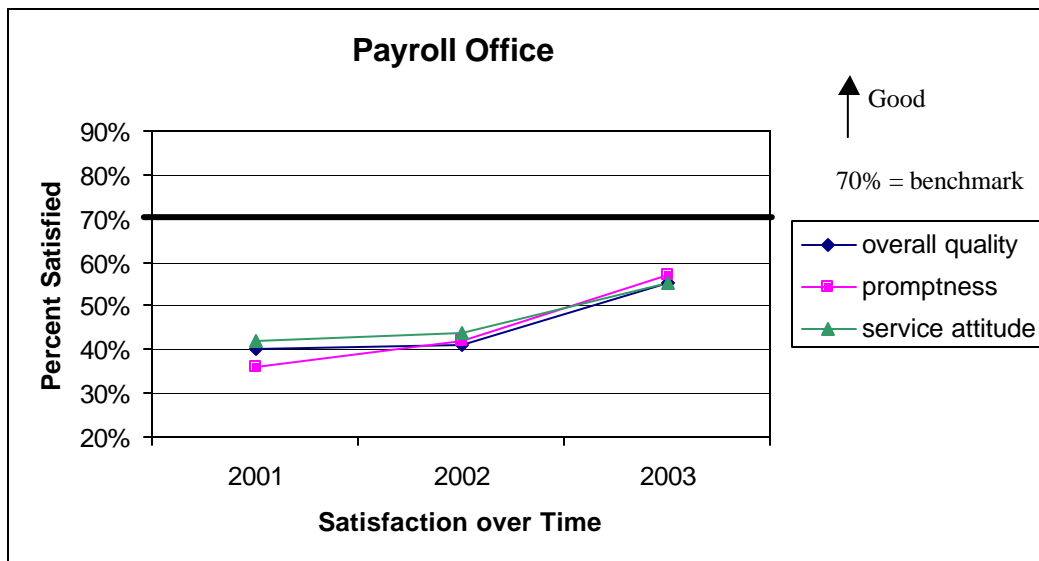
Who uses this office?

Of the 409 survey respondents, 220 (54%) reported having requested or received services from the Payroll Office in the past year. Of those respondents:

- 58% (128 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (42 respondents) were Full-time Faculty;
- 21% (46 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 238 to 220.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Payroll Office																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	134	40%	61	18%	138	41%	96	41%	46	20%	93	40%	120	55%	37	17%	63	29%
promptness	115	36%	69	22%	133	42%	95	42%	41	18%	89	40%	119	57%	31	15%	60	29%
service attitude	134	42%	62	19%	122	38%	99	44%	48	21%	79	35%	116	55%	34	16%	60	29%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect a significant increase in respondent satisfaction for the current period of 11%-15% in all measured categories. This increase follows a more moderate increase in satisfaction levels (1%-6%) from 2001 to 2002, yielding improvements in respondent satisfaction over the three years from 13%-21% across the categories.

Records

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

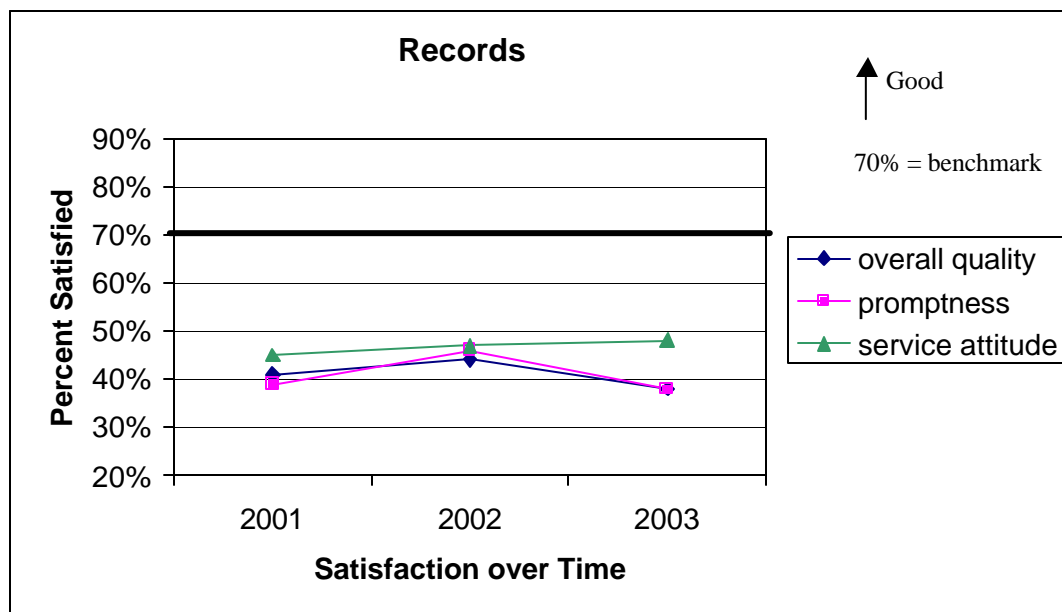
Who uses this office?

Of the 409 survey respondents, 161 (39%) reported having requested or received services from the Records Office in the past year. Of those respondents:

- 61% (98 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (37 respondents) were Full-time Faculty;
- 13% (21 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 143 to 161.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Records																		
Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	75	41%	40	22%	66	36%	63	44%	30	21%	50	35%	61	38%	34	21%	65	41%
promptness	67	39%	42	24%	64	37%	63	46%	26	19%	47	35%	59	38%	28	18%	69	44%
service attitude	77	45%	39	23%	56	33%	64	47%	25	19%	46	34%	75	48%	28	18%	53	34%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect a decrease in respondent satisfaction of 6%-8% with this office for the categories of *overall quality* and *promptness*. The decrease in satisfaction for these categories follows an increase of 3%-7% from 2001 to 2002 and places satisfaction for the current period with these two categories at percentage levels below the results for 2001. For the category of *service attitude*, results reflect a slight but continued increase (1%) for the current period, following a similar increase (2%) from 2001 to 2002.

Staff Development

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

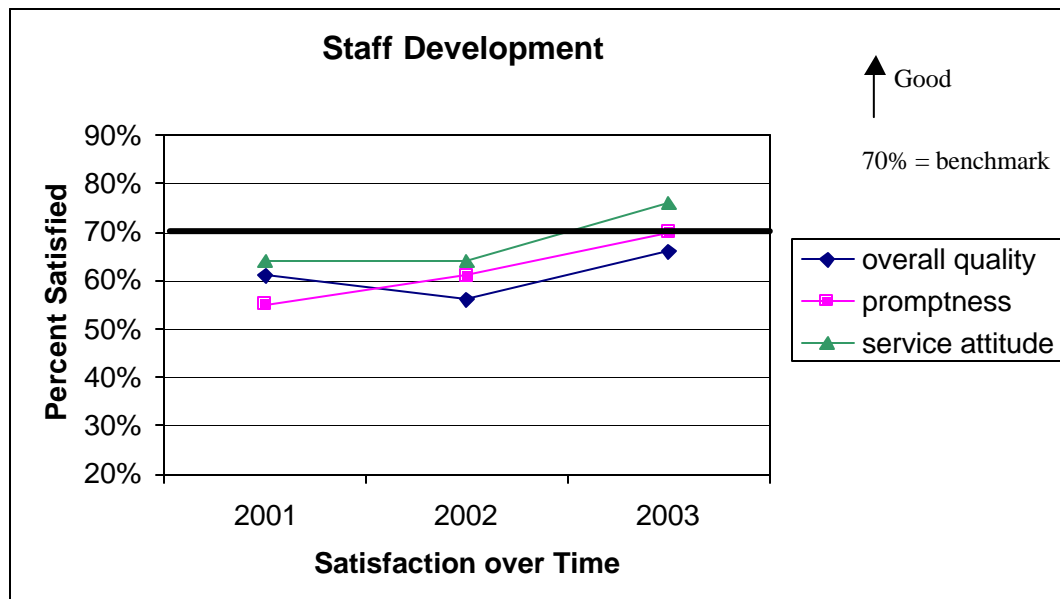
Who uses this office?

Of the 409 survey respondents, 162 (40%) reported having requested or received services from the Staff Development Office in the past year. Of those respondents:

- 68% (110 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (26 respondents) were Full-time Faculty;
- 14% (22 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 2% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 173 to 162.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Staff Development Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	128	61%	44	21%	39	18%	97	56%	34	20%	41	24%	106	66%	26	16%	28	18%
promptness	110	55%	54	27%	36	18%	99	61%	25	15%	39	24%	108	70%	30	19%	17	11%
service attitude	128	64%	33	16%	40	20%	106	64%	24	15%	35	21%	118	76%	19	12%	18	12%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect an increase in respondent satisfaction of 9%-10% for the current period in all measured categories. In the category of *overall quality*, this increase follows a decrease of 5% in the results of respondent satisfaction from 2001 to 2002. For the *promptness* category, this increase follows an increase of 6% from 2001 to 2002. For the *service attitude* category, the increase of 12% follows a period of no change from 2001 to 2002.

Spring 2003 Internal Customer Survey Office Reports

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The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

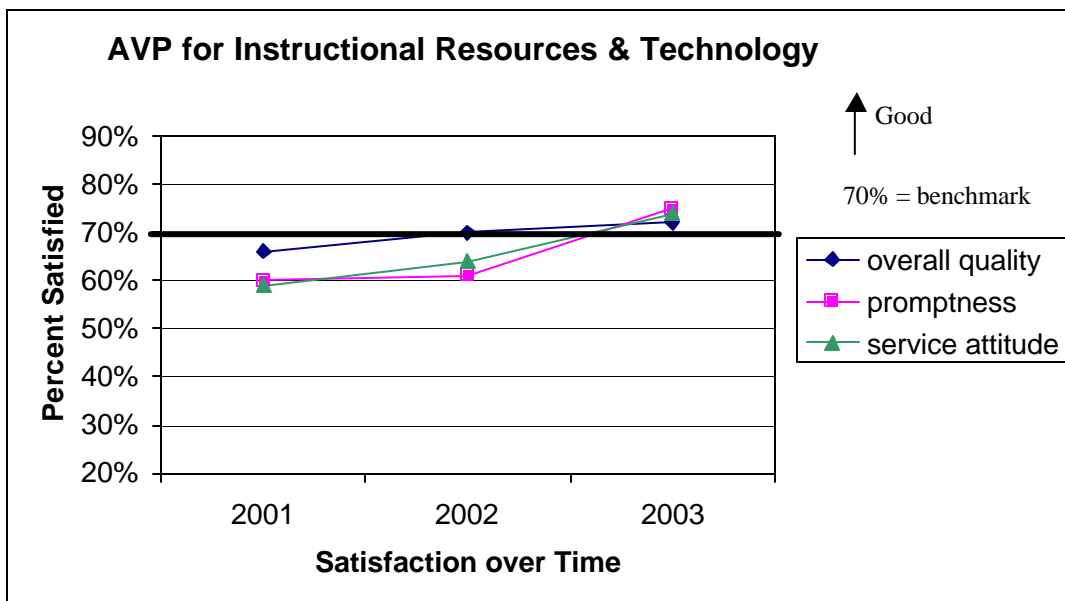
Who uses this office?

Of the 409 survey respondents, 63 (15%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. Of those respondents:

- 62% (39 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (11 respondents) were Full-time Faculty;
- 10% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 77 to 63.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Instructional Resources & Technology Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	47	66%	15	21%	9	13%	51	70%	11	15%	11	15%	42	72%	10	17%	6	10%
promptness	42	60%	17	24%	11	16%	43	61%	15	21%	12	17%	43	75%	9	16%	5	9%
service attitude	41	59%	19	28%	9	13%	44	64%	13	19%	12	17%	42	74%	10	18%	5	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office of 2%-14% in all measured categories. This increase follows an improvement of 1%-5% in satisfaction ratings in 2002, yielding an increase of 6%-15% from 2001 to 2003.

Faculty Development

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

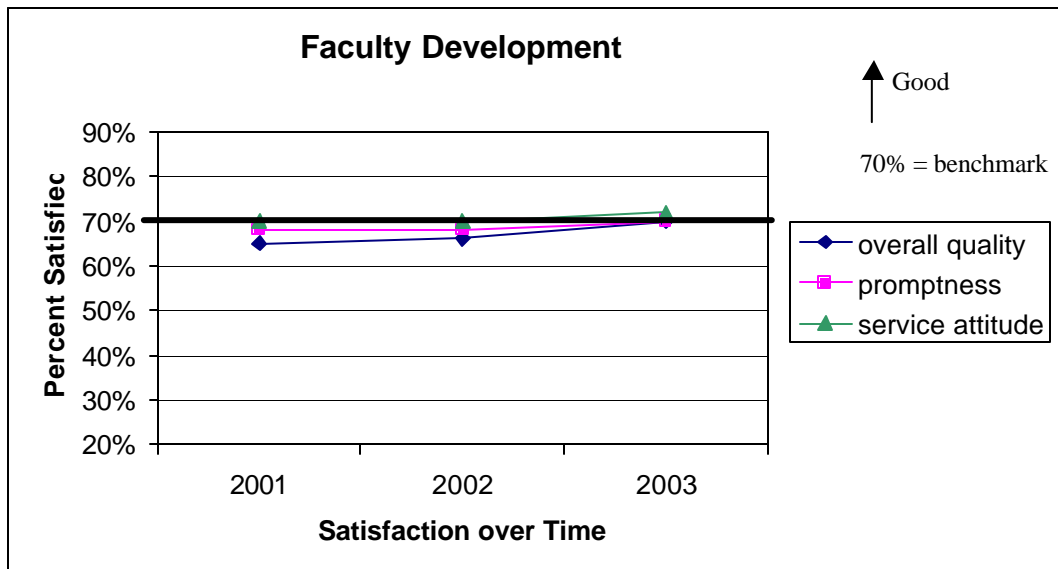
Who uses this office?

Of the 409 survey respondents, 205 (50%) reported having requested or received services from Faculty Development in the past year. Of those respondents:

- 33% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (61 respondents) were Full-time Faculty;
- 30% (62 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (15 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 231 to 205.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Faculty Development Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	157	65%	41	17%	42	18%	151	66%	43	19%	36	16%	142	70%	37	18%	25	12%
promptness	156	68%	45	19%	30	13%	153	68%	40	18%	32	14%	137	70%	39	20%	19	10%
service attitude	160	70%	41	18%	29	13%	157	70%	41	18%	26	12%	140	72%	36	18%	19	10%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a small but continued increase in respondent satisfaction for this office in all measured categories. The increase of 2%-4% in each category follows a period of nearly consistent levels of satisfaction from 2001 to 2002.

Faculty Evaluation

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

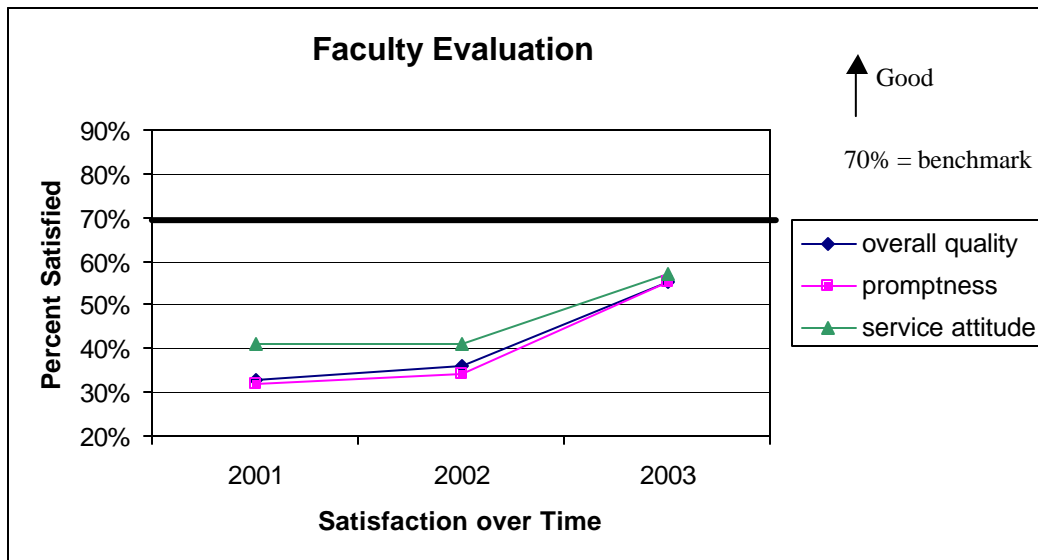
Who uses this office?

Of the 409 survey respondents, 170 (42%) reported having requested or received services from Faculty Evaluation in the past year. Of those respondents:

- 28% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (48 respondents) were Full-time Faculty;
- 36% (61 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (14 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 187 to 170.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Faculty Evaluation Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	71	33%	54	25%	92	42%	68	36%	48	26%	72	38%	93	55%	34	20%	41	24%
Promptness	67	32%	61	29%	80	38%	62	34%	48	26%	75	41%	89	55%	34	21%	39	24%
service attitude	85	41%	60	29%	62	30%	76	41%	48	26%	61	33%	93	57%	36	22%	33	20%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a marked increase in respondent satisfaction for this office by 16%-21% in all measured categories. This increase follows a period of slight improvements in satisfaction ratings in 2002.

Instructional Technology (Media, Instructional, and Computer Centers)

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

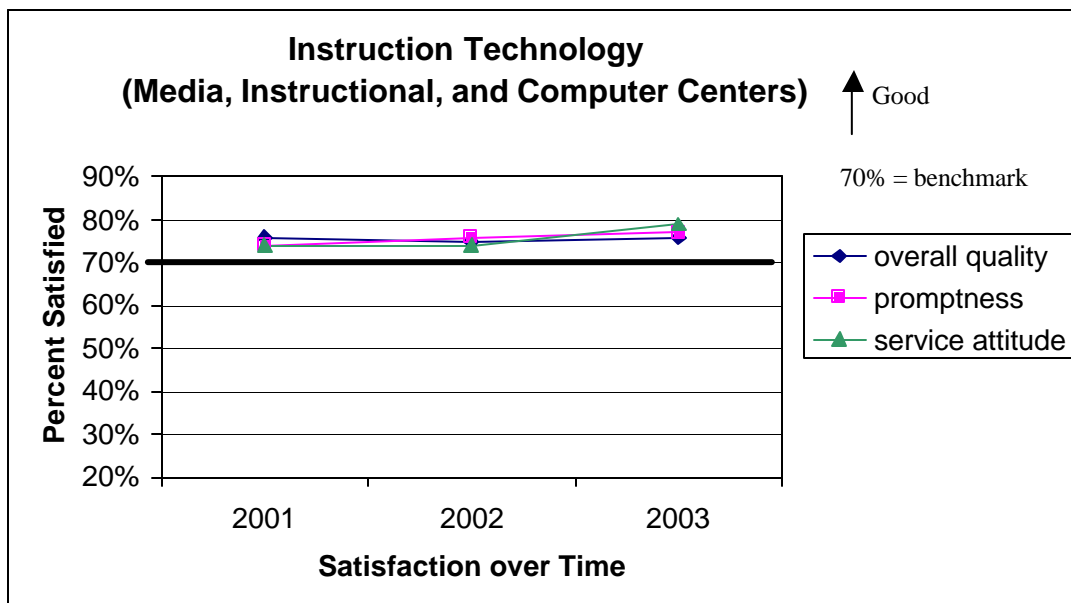
Who uses this office?

Of the 409 survey respondents, 143 (35%) reported having requested or received services from Instructional Technology (Media, Instructional, and Computer Centers) in the past year. Of those respondents:

- 45% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (40 respondents) were Full-time Faculty;
- 22% (32 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that a slightly larger percentage of employees are satisfied than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 166 to 143.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Instructional Technology (Media, Instructional, and Computer Centers) Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	127	76%	21	13%	19	11%	123	75%	20	12%	21	13%	107	76%	15	11%	18	13%
promptness	119	74%	23	14%	18	11%	122	76%	22	14%	17	11%	104	77%	17	13%	14	10%
service attitude	119	74%	25	16%	16	10%	118	74%	23	14%	19	12%	106	79%	14	10%	15	11%

NOTE: Percents may not add to 100 due to rounding.

Results for this office in respondent satisfaction have been relatively consistent from 2001 to 2003. The exception is the category of *service attitude* which has shown an improvement of 5% over this period.

Library Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

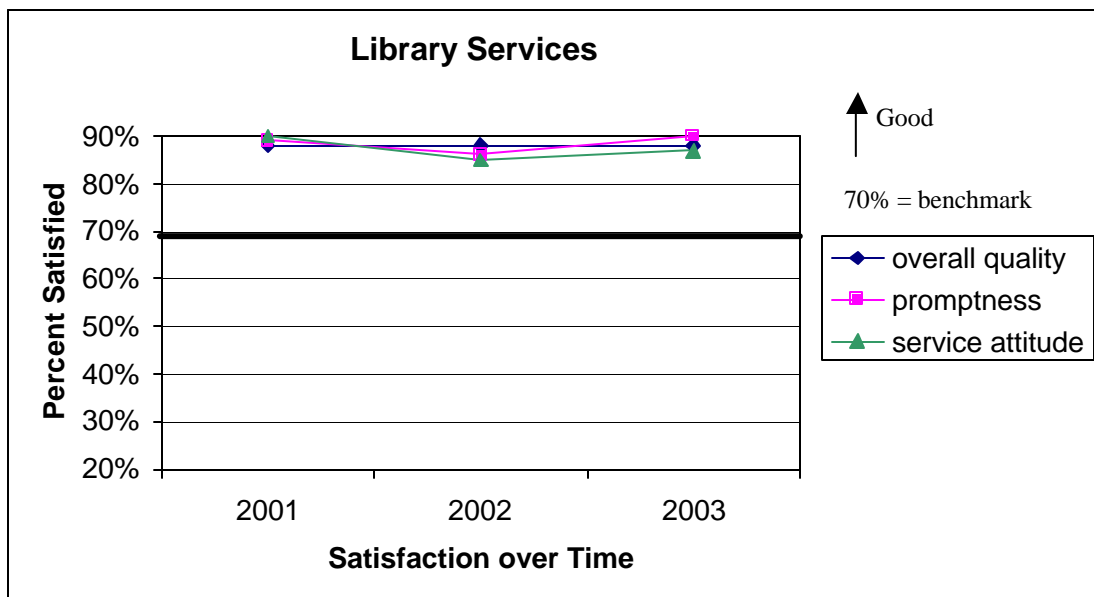
Who uses this office?

Of the 409 survey respondents, 157 (38%) reported having requested or received services from Library Services in the past year. Of those respondents:

- 45% (71 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (47 respondents) were Full-time Faculty;
- 18% (29 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a comparable percentage of employees are satisfied with the services of this office as have been satisfied during the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 183 to 157.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Library Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	192	88%	14	6%	11	5%	161	88%	15	8%	7	4%	138	88%	11	7%	7	4%
promptness	186	89%	15	7%	8	4%	153	86%	15	8%	10	6%	136	90%	10	7%	5	3%
service attitude	189	90%	11	5%	11	5%	153	85%	13	7%	13	7%	131	87%	14	9%	6	4%

NOTE: Percents may not add to 100 due to rounding.

This office has had consistently high satisfaction ratings from respondents since 2001, with no category receiving less than 85% of all respondents indicating satisfaction with the services of the office. Results for this period continue these high levels of satisfaction and reflect a small or no increase (0%-4%) in satisfaction in all measured categories.

Open Campus (Distance Learning)

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

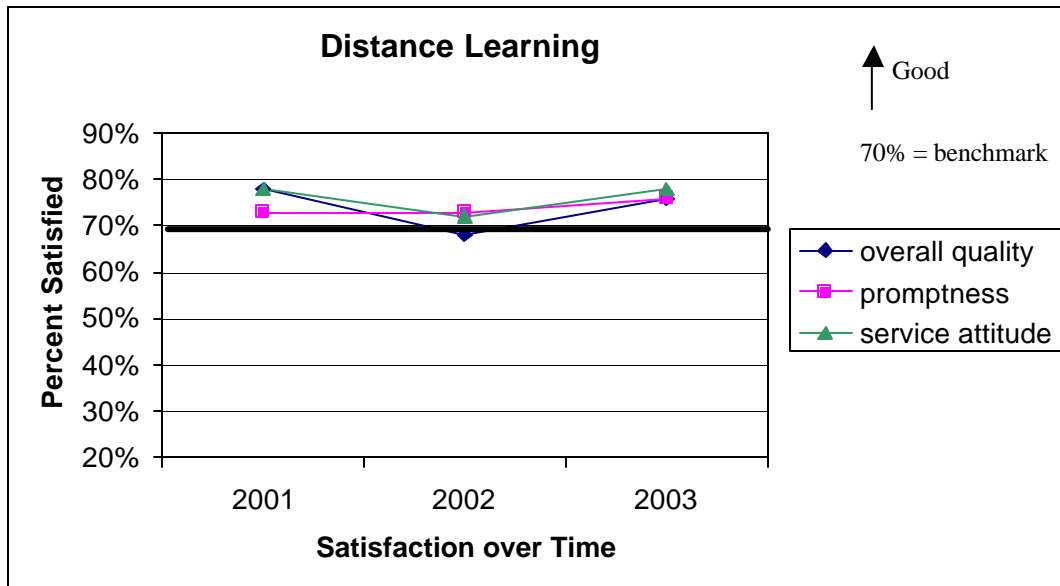
Who uses this office?

Of the 409 survey respondents, 101 (25%) reported having requested or received services from Open Campus (Distance Learning) in the past year. Of those respondents:

- 53% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 31% (31 respondents) were Full-time Faculty;
- 9% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 116 to 101.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Open Campus (Distance Learning) Comparison of Survey Results																		
	2001						2002						2003					
	Satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	N	%	n	%	n	%	n	%
overall quality	99	78%	17	13%	11	9%	79	68%	25	21%	13	11%	75	76%	15	15%	9	9%
promptness	91	73%	15	12%	19	15%	83	73%	20	18%	10	9%	74	76%	17	18%	6	6%
service attitude	98	78%	15	12%	12	10%	81	72%	23	21%	8	7%	76	78%	12	12%	9	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 3%-8% in all measured categories. In the previous period, levels of respondent satisfaction had no change or declined of up to 10% from 2001 or 2002. The increases in this period move the ratings to near those of 2001.

Video Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

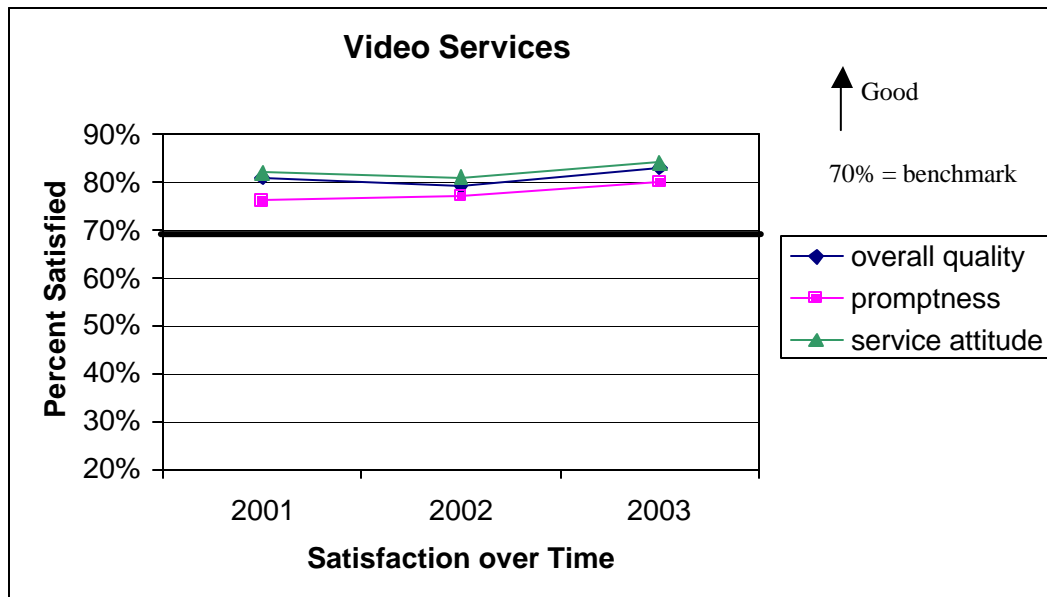
Who uses this office?

Of the 409 survey respondents, 67 (16%) reported having requested or received services from Video Services in the past year. Of those respondents:

- 64% (43 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (15 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that a slightly larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 71 to 67.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Video Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	62	81%	8	10%	7	9%	56	79%	7	10%	8	11%	55	83%	5	8%	6	9%
promptness	58	76%	10	13%	8	11%	53	77%	8	12%	8	12%	51	80%	6	9%	7	11%
service attitude	62	82%	7	9%	7	9%	55	81%	8	12%	5	7%	54	84%	6	9%	4	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a small increase in respondent satisfaction for this office of 3%-4% in all measured categories. This increase follows relatively flat results in satisfaction ratings from 2001 to 2002 period, placing satisfaction ratings for each category at or above 80%.

VCT Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

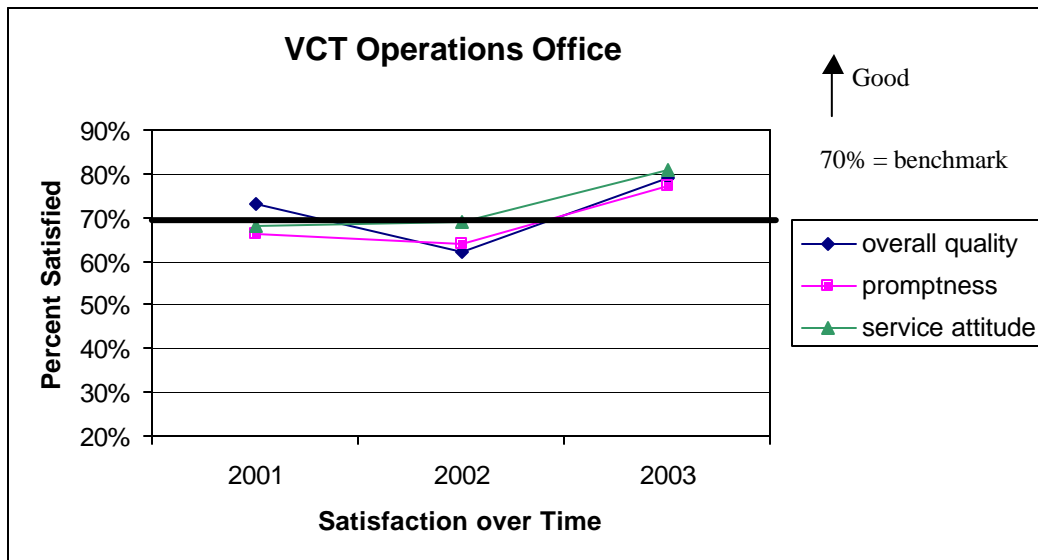
Who uses this office?

Of the 409 survey respondents, 31 (8%) reported having requested or received services from VCT Operations in the past year. Of those respondents:

- 68% (21 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 29% (9 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (1 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 33 to 31.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

VCT Operations Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	27	73%	5	14%	5	14%	23	62%	10	27%	4	11%	23	79%	4	14%	2	7%
promptness	25	66%	7	18%	6	16%	23	64%	10	28%	3	8%	23	77%	5	17%	2	7%
service attitude	26	68%	7	18%	5	13%	25	69%	8	22%	3	8%	25	81%	4	13%	2	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a increase in respondent satisfaction for this office of 12%-17% in all measured categories. Combined with the results from 2002, all categories reflect higher satisfaction ratings of 4%-13% from 2001.

Spring 2003 Internal Customer Survey Office Reports

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Office of the AVP for Information Technology

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 Telephone System

 Records Management Office

Office of the AVP for Information Technology

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

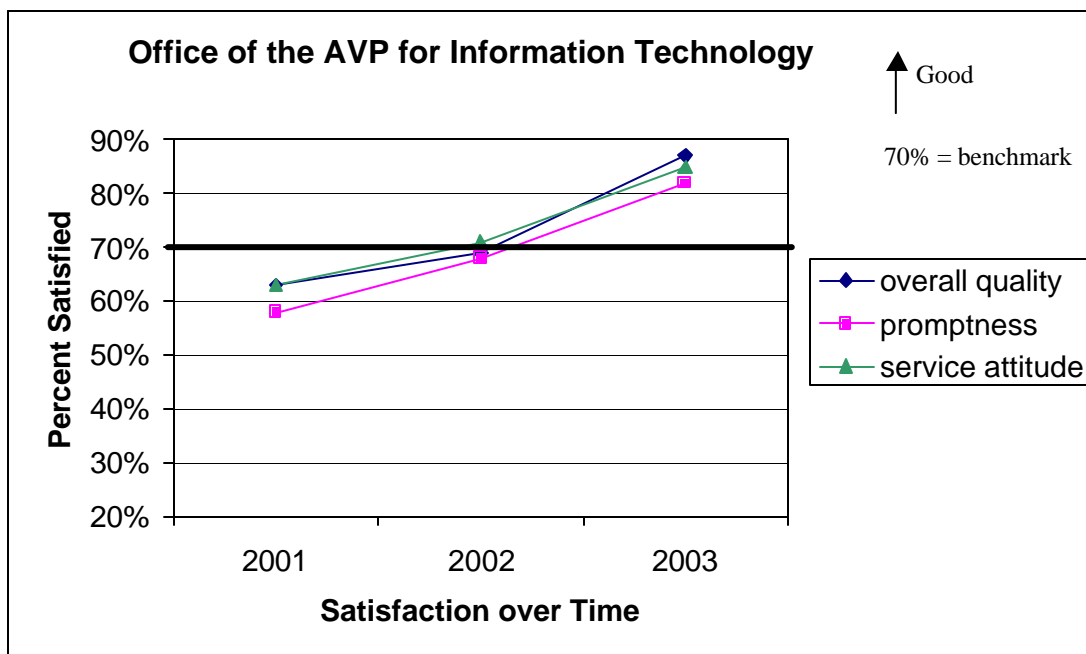
Who uses this office?

Of the 409 survey respondents, 77 (19%) reported having requested or received services from the Office of the AVP for Information Technology in the past year. Of those respondents:

- 71% (55 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (14 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has remained the same.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Information Technology Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	62	63%	20	20%	17	17%	52	69%	11	15%	12	16%	65	87%	8	11%	2	3%
promptness	57	58%	18	18%	23	23%	50	68%	15	20%	9	12%	61	82%	10	14%	3	4%
service attitude	60	63%	18	19%	18	19%	52	71%	10	14%	11	15%	64	85%	9	12%	2	3%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories. Improvements in ratings of respondent satisfaction ranged from 14%-8% across the categories. This increase follows an improvement of 6%-10% in satisfaction from 2001 to 2002 and yields a three year improvement trend, with increases of 22%-24% across the measured categories.

ACCNet Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

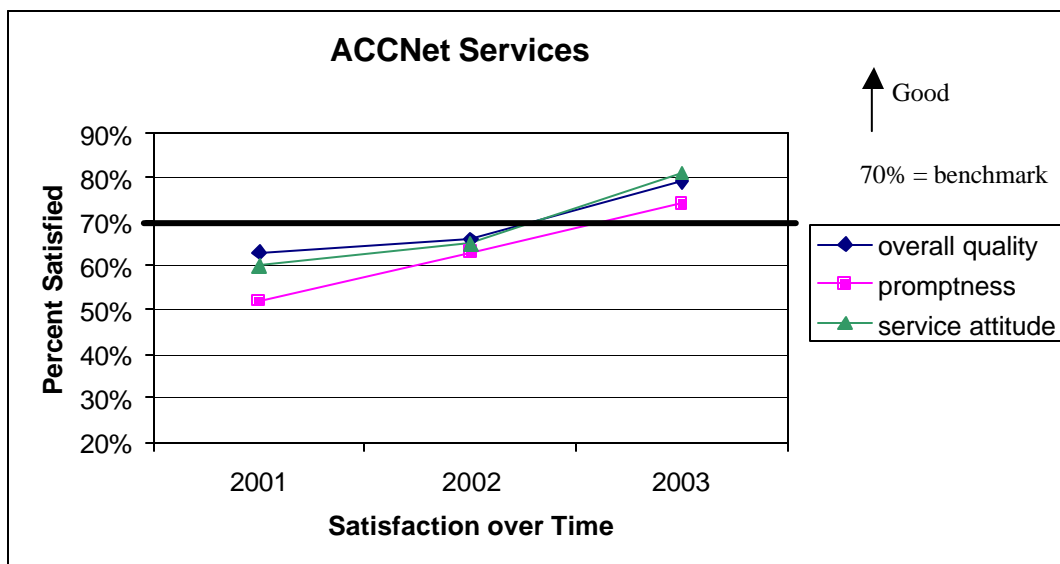
Who uses this office?

Of the 409 survey respondents, 144 (35%) reported having requested or received services from the Office of ACCNet Services in the past year. Of those respondents:

- 66% (95 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (26 respondents) were Full-time Faculty;
- 12% (17 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 145 to 144.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

ACCNet Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	105	63%	26	16%	36	22%	96	66%	28	19%	21	14%	111	79%	16	11%	14	10%
promptness	84	52%	29	18%	49	30%	88	63%	24	17%	27	19%	104	74%	22	16%	15	11%
service attitude	97	60%	28	17%	37	23%	90	65%	25	18%	23	17%	112	81%	12	9%	14	10%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued improvement in respondent satisfaction for this office of 13%-16% in all measured categories. This increase follows an improvement of 3%-11% in satisfaction from 2201 to 2002 and yields an increase of 16%-22% across the measures.

Computer Help Desk

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

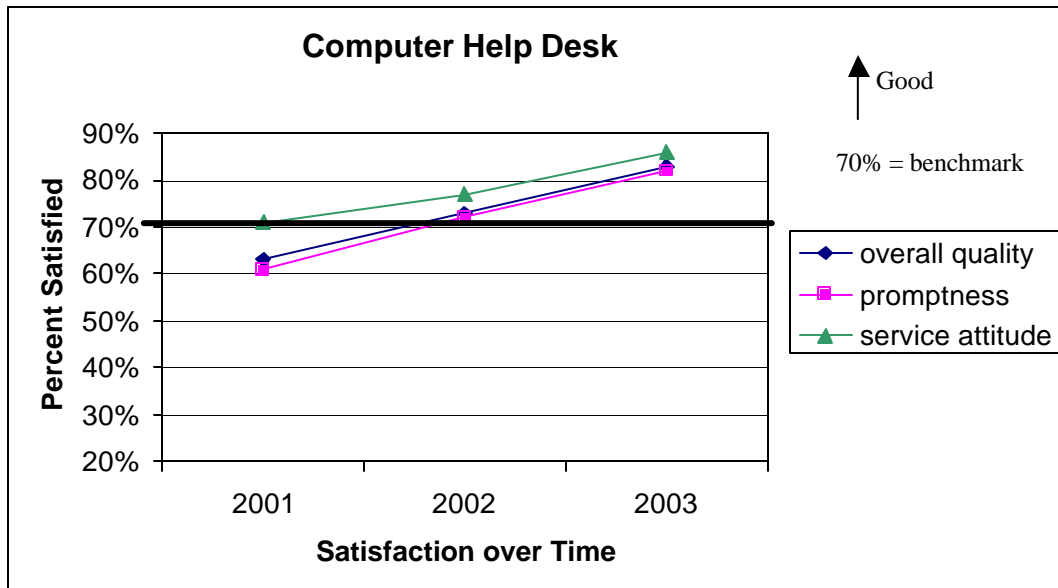
Who uses this office?

Of the 409 survey respondents, 247 (60%) reported having requested or received services from the Office of the Computer Help Desk in the past year. Of those respondents:

- 55% (136 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (54 respondents) were Full-time Faculty;
- 17% (43 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (14 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 230 to 247.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Computer Help Desk Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	153	63%	40	17%	48	20%	169	73%	30	13%	32	14%	202	83%	18	7%	23	9%
promptness	143	61%	37	16%	54	23%	164	72%	26	11%	37	16%	194	82%	16	7%	27	11%
service attitude	166	71%	30	13%	39	17%	175	77%	23	10%	29	13%	206	86%	15	6%	18	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories, with results 9%-10% higher than the year before. This increase follows an improvement of similar magnitude in satisfaction with results higher by 6%-11% from 2001 to 2002. In the three year period, levels of respondent satisfaction with the services of this office have improved by 15%-21%.

IT Programming

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

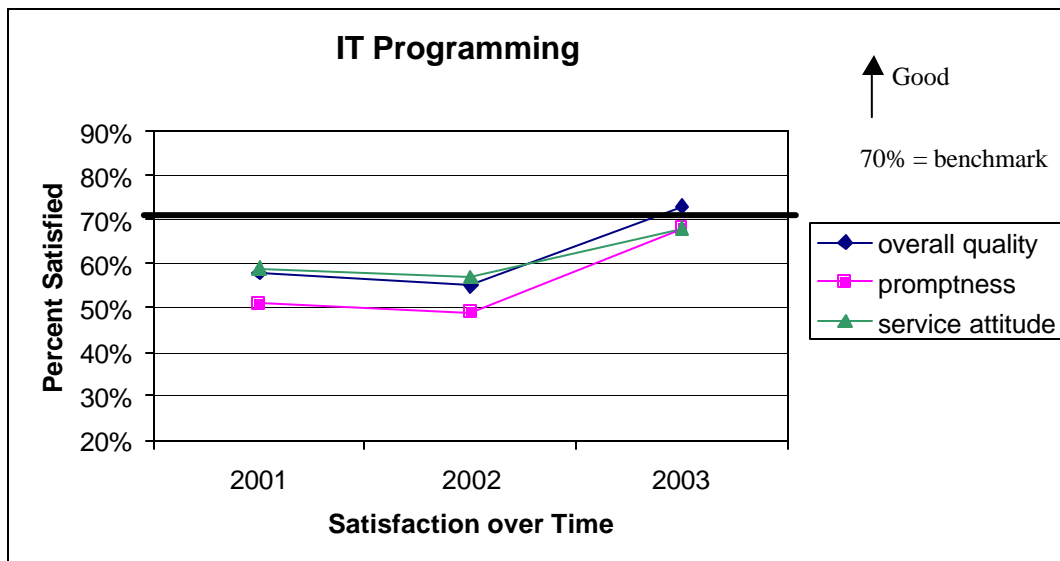
Who uses this office?

Of the 409 survey respondents, 94 (23%) reported having requested or received services from the IT Programming Office in the past year. Of those respondents:

- 73% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (13 respondents) were Full-time Faculty;
- 7% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (5 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 81 to 94.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

IT Programming Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	56	58%	16	17%	24	25%	46	55%	19	23%	19	23%	68	73%	9	10%	16	17%
promptness	48	51%	13	14%	33	35%	40	49%	17	21%	24	30%	63	68%	12	13%	18	19%
service attitude	55	59%	12	13%	26	28%	46	57%	16	20%	19	23%	64	68%	13	14%	17	18%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 11%-19% in all measured categories. Following a small decrease in the satisfaction ratings (2%-3%) for each category from 2001 to 2002, the current increase yields levels that are 9%-17% higher than those in 2001.

Telephone System

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

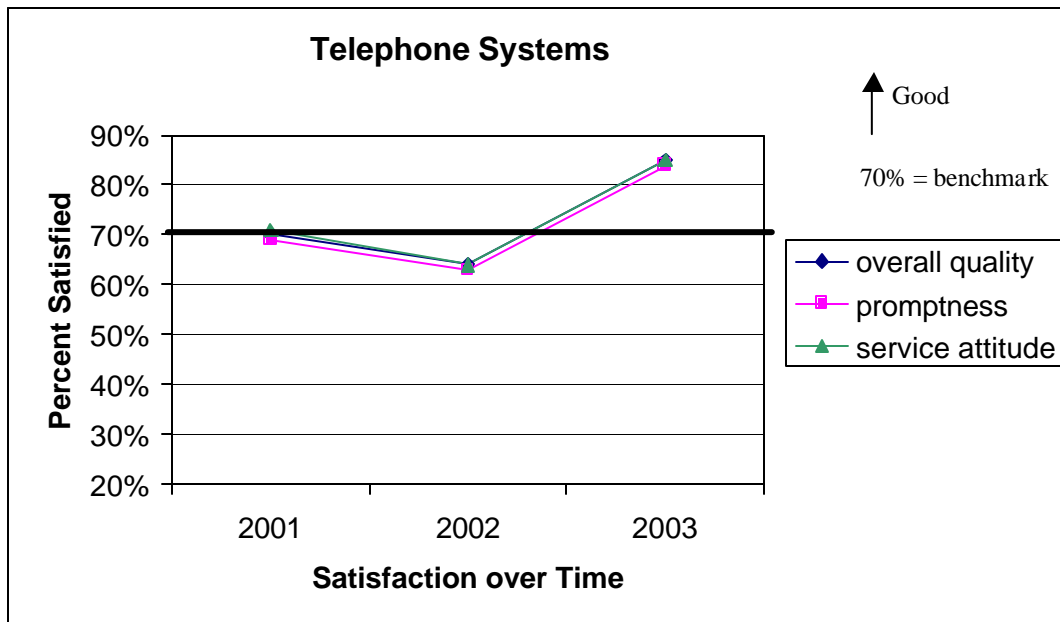
Who uses this office?

Of the 409 survey respondents, 132 (32%) reported having requested or received services from the Telephone System Office in the past year. Of those respondents:

- 68% (90 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (26 respondents) were Full-time Faculty;
- 9% (12 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 131 to 132.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Telephone System Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	119	70%	26	15%	26	15%	84	64%	23	18%	24	18%	111	85%	11	8%	9	7%
promptness	113	69%	25	15%	25	15%	79	63%	22	17%	25	20%	109	84%	12	9%	9	7%
service attitude	115	71%	21	13%	25	16%	81	64%	20	16%	25	20%	111	85%	9	7%	10	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase of 21% in respondent satisfaction for this office in all measured categories. Following a decrease of 6%-7% in the satisfaction ratings for each category from 2001 to 2002, the current increase places each level 14%-15% above ratings for 2001.

Records Management Office

The Internal Customer Survey of Fall 2001 Services was distributed to ACC employees in Spring 2002. Respondents were asked to rate their satisfaction with overall quality, promptness of service, the service attitude provided by support offices. There were 430 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2001; therefore, all analysis is based on that structure.

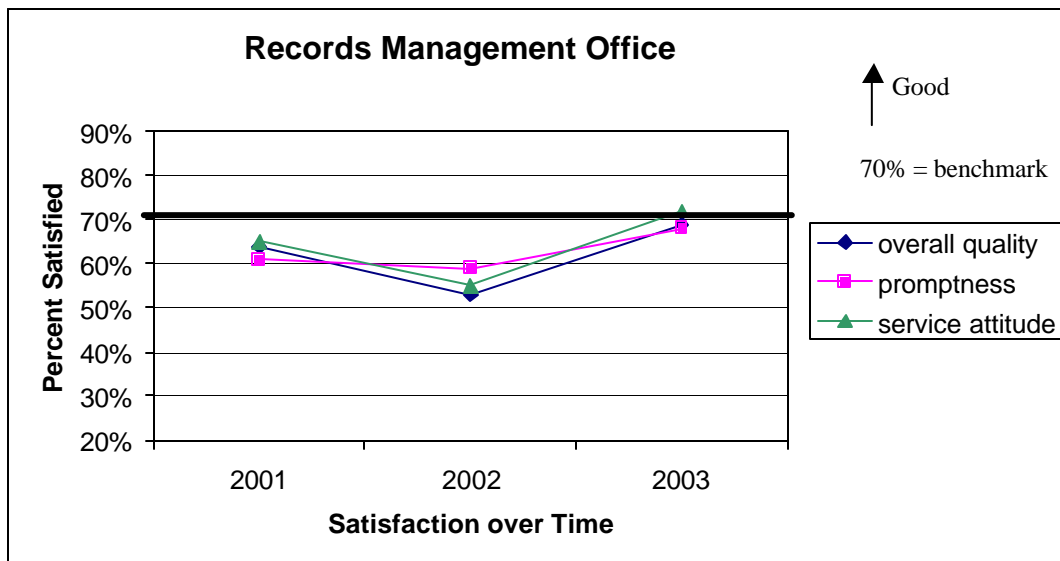
Who uses this office?

Of the 409 survey respondents, 81 (20%) reported having requested or received services from the Records Management Office in the past year. Of those respondents:

- 70% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (13 respondents) were Full-time Faculty;
- 9% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 56 to 81.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Records Management Office Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	44	64%	10	14%	15	22%	31	53%	12	20%	16	27%	56	69%	11	14%	14	17%
promptness	40	61%	11	17%	15	23%	33	59%	9	16%	14	25%	54	68%	13	16%	12	15%
service attitude	43	65%	10	15%	13	20%	31	55%	11	20%	14	25%	57	72%	12	15%	10	13%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 9%-17% in all measured categories. These results reverse a decline in the satisfaction ratings for each category from 2001 to 2002 and yields an improvement for 2003 of 5%-7% above ratings for 2001.

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Office of the AVP for Instructional Support Services

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Office of the AVP for Instructional Support Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 46 (11%) reported having requested or received services from the Office of the AVP for Instructional Support Services in the past year. Of those respondents:

- 76% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (7 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 49 to 46.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Instructional Support Services Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	28	57%	12	24%	9	18%	33	72%	7	15%	6	13%
promptness	27	57%	13	28%	7	15%	32	70%	6	13%	8	17%
service attitude	28	60%	12	26%	7	15%	30	68%	8	18%	6	14%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 8%-15% in all measured categories. The largest improvement was seen in overall quality at 15% increase in respondent satisfaction.

Adult Basic Education/ESL

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

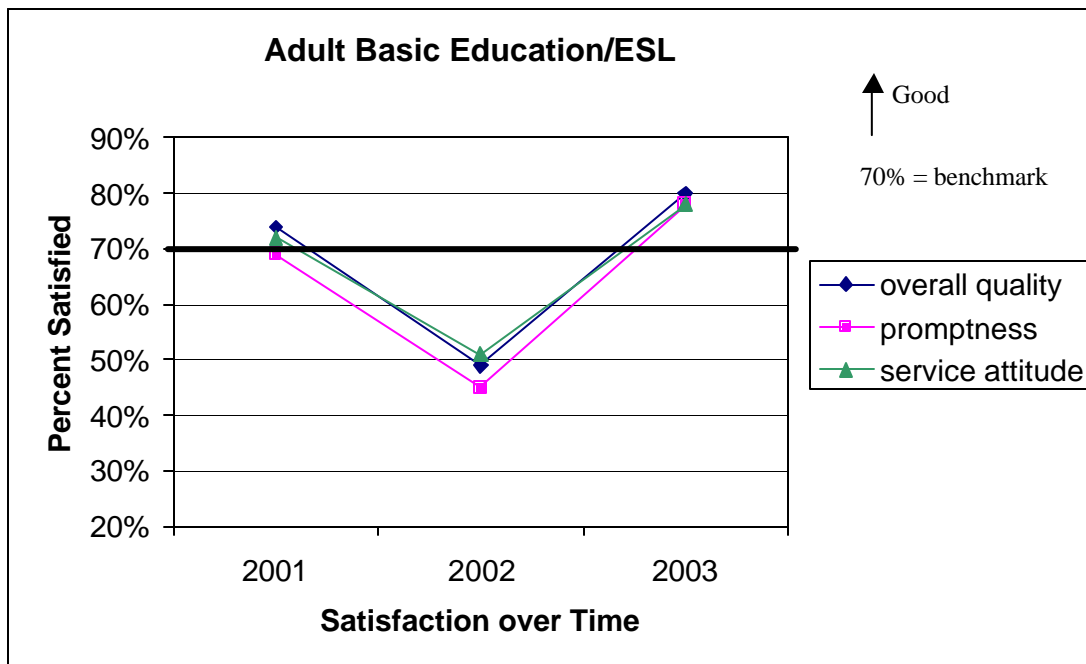
Who uses this office?

Of the 409 survey respondents, 49 (12%) reported having requested or received services from Adult Basic Education/ESL in the past year. Of those respondents:

- 76% (37 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (5 respondents) were Full-time Faculty;
- 4% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 55 to 49.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Adult Basic Education/ESL Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	45	74%	11	18%	5	8%	27	49%	12	22%	16	29%	39	80%	5	10%	5	10%
promptness	42	69%	12	20%	7	11%	24	45%	16	30%	13	25%	38	78%	6	12%	5	10%
service attitude	44	72%	11	18%	6	10%	27	51%	14	26%	12	23%	38	78%	7	14%	4	8%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a large increase in respondent satisfaction for this office of 27%-33% in all measured categories. This increase follows a sharp decrease of 21%-25% in satisfaction ratings from 2001 to 2002 and places current satisfaction ratings above those recorded for 2001.

Bookstore

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 137 (33%) reported having requested or received services from the Bookstore in the past year. Of those respondents:

- 50% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (32 respondents) were Full-time Faculty;
- 19% (26 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 174 to 137.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Bookstore Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	73	43%	39	23%	58	34%	81	59%	29	21%	27	20%
promptness	71	42%	40	24%	58	34%	79	59%	28	21%	27	20%
service attitude	83	49%	31	18%	54	32%	84	63%	26	19%	24	18%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 14%-17% in all measured categories. The largest improvement was seen in the 17% increase in satisfaction with *promptness* for this office.

Duplication Services (HBC)

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

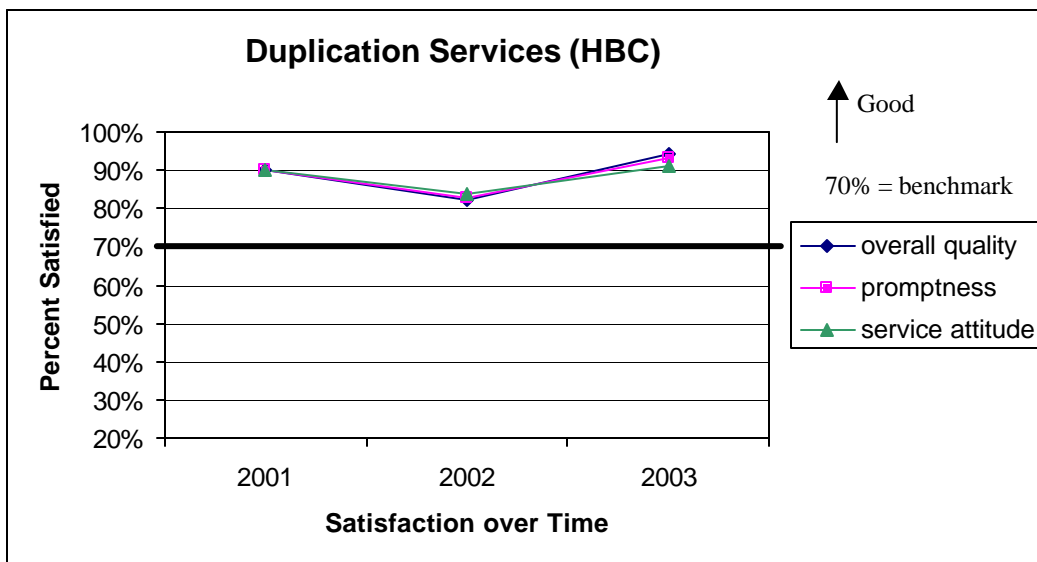
Who uses this office?

Of the 409 survey respondents, 137 (33%) reported having requested or received services from Duplication Services in the past year. Of those respondents:

- 66% (90 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (27 respondents) were Full-time Faculty;
- 9% (12 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (8 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 156 to 137.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Duplication Services (HBC) Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	159	90%	11	6%	7	4%	126	82%	16	10%	12	8%	128	94%	5	4%	3	2%
promptness	155	90%	9	5%	8	5%	122	83%	14	10%	11	7%	124	93%	7	5%	2	2%
service attitude	154	90%	12	7%	5	3%	123	84%	15	10%	9	6%	122	91%	9	7%	3	2%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 7%-12% in all measured categories. While there was a drop of 6%-8% in the satisfaction ratings for each category from 2001 to 2002, the current increase places each level above the 2001 ratings. It should also be noted that all categories received greater than 90% of respondents who were satisfied with the services of this office.

Grants Development

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

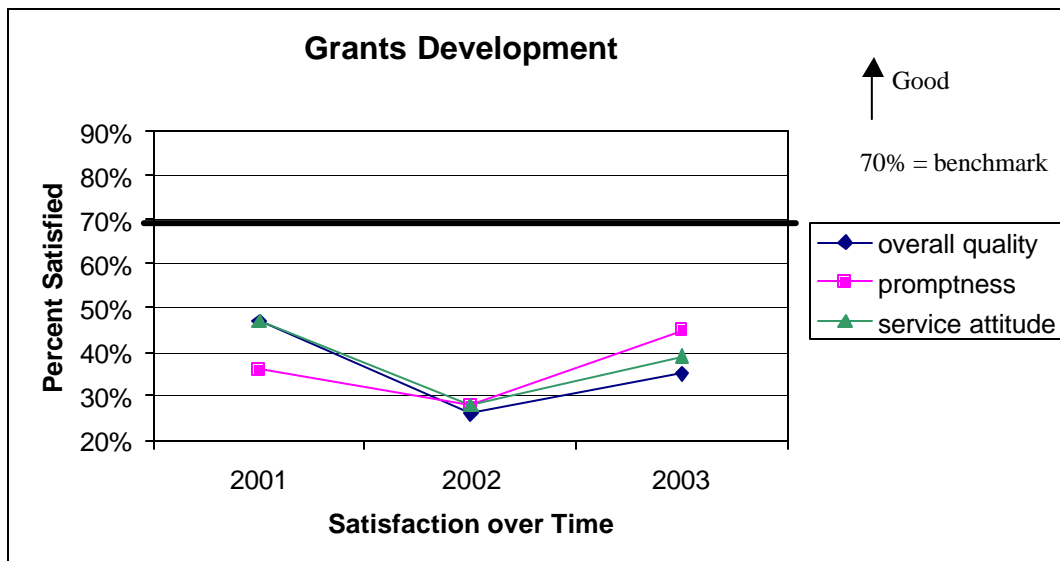
Who uses this office?

Of the 409 survey respondents, 42 (10%) reported having requested or received services from the Grants Office in the past year. Of those respondents:

- 74% (31 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (8 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the in 2002. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 49 to 42.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Grants Development Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	27	47%	12	21%	19	33%	13	26%	18	36%	19	38%	14	35%	8	20%	18	45%
promptness	19	36%	16	30%	18	34%	13	28%	17	37%	16	35%	18	45%	2	5%	20	50%
service attitude	25	47%	10	19%	18	34%	13	28%	19	40%	15	32%	16	39%	5	12%	20	49%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 9%-17% in all measured categories. This follows a drop in satisfaction ratings in 2002 from 2001 of 8%-21%. It should be noted that, while there was good improvement in the satisfaction ratings, the office received ratings of 35%-45% satisfaction, leaving room for much improvement.

Learning Labs

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 96 (23%) reported having requested or received services from the Learning Labs in the past year. Of those respondents:

- 49% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (25 respondents) were Full-time Faculty;
- 15% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 101 to 96.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Learning Labs Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	81	79%	13	13%	8	8%	81	84%	9	9%	6	6%
promptness	82	82%	10	10%	8	8%	82	87%	7	7%	5	5%
service attitude	80	80%	11	11%	9	9%	81	86%	8	9%	5	5%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 5%-6% in all measured categories. Each category increased at similar rate during the current period.

Office of Early College Start

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

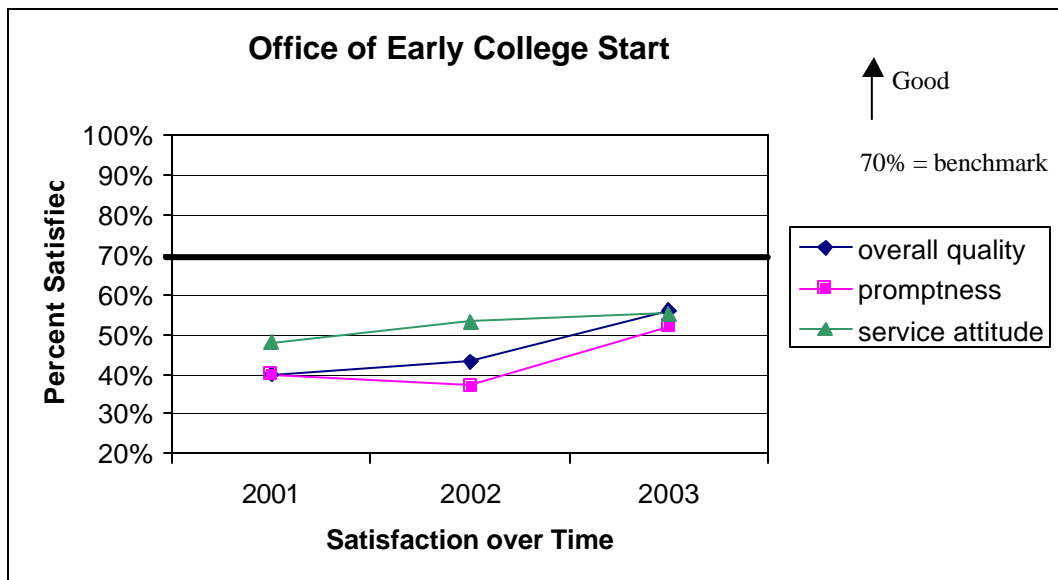
Who uses this office?

Of the 409 survey respondents, 84 (21%) reported having requested or received services from the Office of Early College Start in the past year. Of those respondents:

- 69% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (15 respondents) were Full-time Faculty;
- 8% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this during the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 82 to 84.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of Early College Start Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	33	40%	25	30%	25	30%	36	43%	20	24%	27	33%	47	56%	14	17%	23	27%
promptness	33	40%	25	30%	24	29%	31	37%	24	29%	28	34%	43	52%	12	14%	28	34%
service attitude	39	48%	24	29%	19	23%	44	53%	12	14%	27	33%	46	55%	16	19%	21	25%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 2%-15% in all measured categories. This increase follows mixed response levels (-3% decrease – 5% improvement) between the three categories from 2001 to 2002 period. In 2003, all categories register between 52%-56% respondents who are satisfied with the services of this office.

Student Recruitment

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

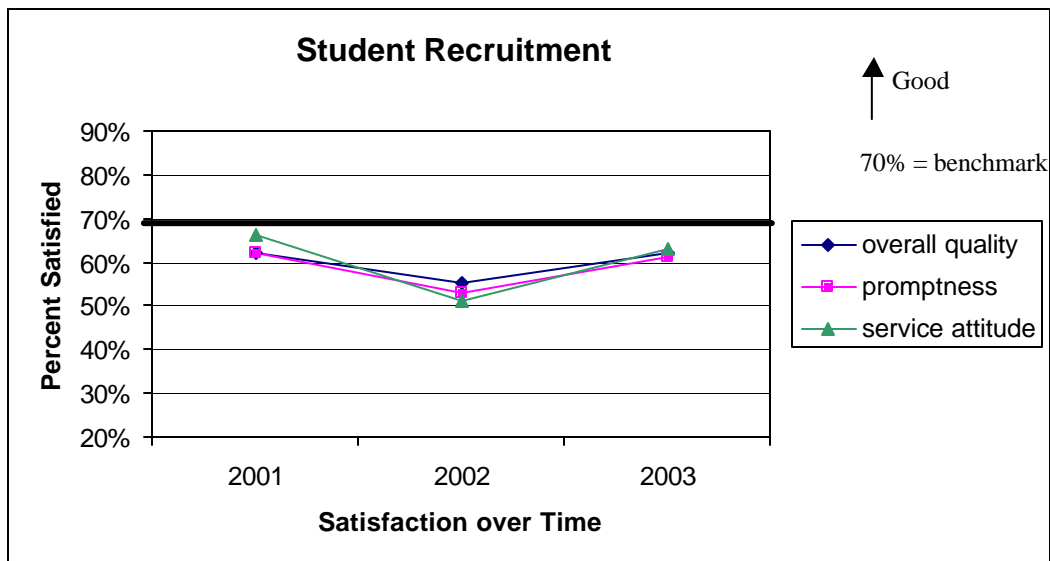
Who uses this office?

Of the 409 survey respondents, 44 (11%) reported having requested or received services from Student Recruitment in the past year. Of those respondents:

- 70% (31 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (8 respondents) were Full-time Faculty;
- 5% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (3 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 47 to 44.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Student Recruitment Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	24	62%	13	33%	2	5%	26	55%	9	19%	12	26%	26	62%	11	26%	5	12%
promptness	24	62%	12	31%	3	8%	25	53%	9	19%	13	28%	25	61%	10	24%	6	15%
service attitude	25	66%	10	26%	3	8%	24	51%	10	21%	13	28%	26	63%	10	24%	5	12%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category improved at similar rate of 7%-8% during the current period. The current performance follows a decline of 7%-14% in the satisfaction ratings for each category from 2001 to 2002 period and yields satisfaction ratings for each category at or near the levels of ratings for 2001.

Testing Centers

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

Who uses this office?

Of the 409 survey respondents, 144 (35%) reported having requested or received services from the Testing Centers in the past year. Of those respondents:

- 44% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (37 respondents) were Full-time Faculty;
- 22% (31 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (12 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 167 to 144.

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Testing Centers Comparison of Survey Results												
	2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	126	76%	22	13%	18	11%	121	84%	15	10%	8	6%
promptness	127	78%	17	10%	19	12%	118	85%	14	10%	7	5%
service attitude	118	72%	22	13%	23	14%	113	81%	18	13%	9	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office in all measured categories. Each category improved at a rate of 7%-9% during the current period.

Spring 2003 Internal Customer Survey Office Reports

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The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

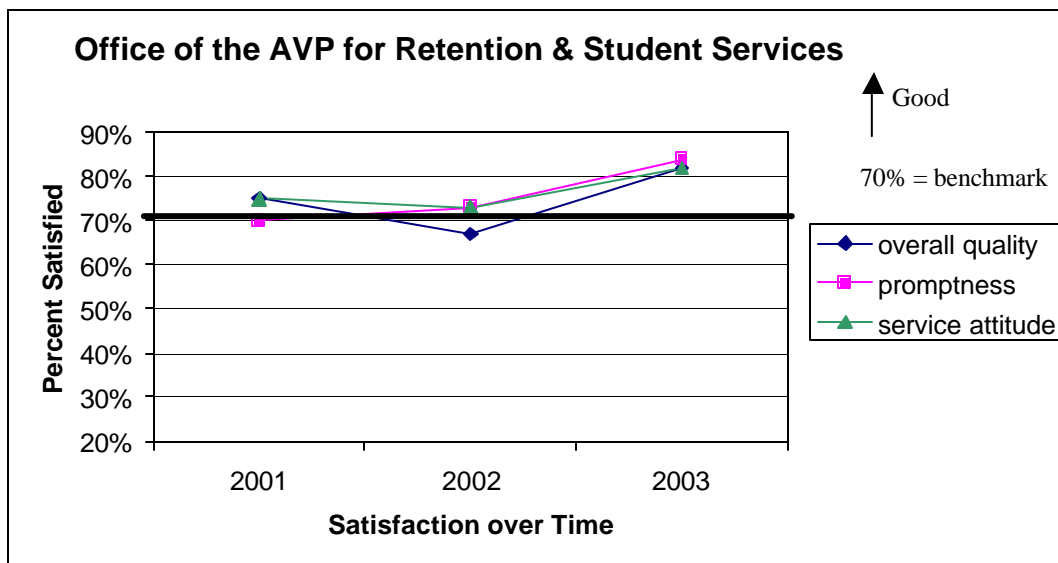
Who uses this office?

Of the 409 survey respondents, 71 (17%) reported having requested or received services from the Office of the AVP for Retention & Student Services in the past year. Of those respondents:

- 65% (46 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (18 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 100 to 71.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of the AVP for Retention & Student Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	60	75%	11	14%	9	11%	67	67%	15	15%	18	18%	56	82%	7	10%	5	7%
promptness	56	70%	14	18%	10	13%	69	73%	10	11%	16	17%	58	84%	7	10%	4	6%
service attitude	60	75%	10	13%	10	13%	68	73%	9	10%	16	17%	56	82%	8	12%	4	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 9%-15% in all measured categories. This increase follows a period of mixed performance for the three categories, with satisfaction ratings ranging from a 3% increase to an 8% drop from 2001 to 2002. The current results are 7%-14% higher than those in 2001.

Admission & Records

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

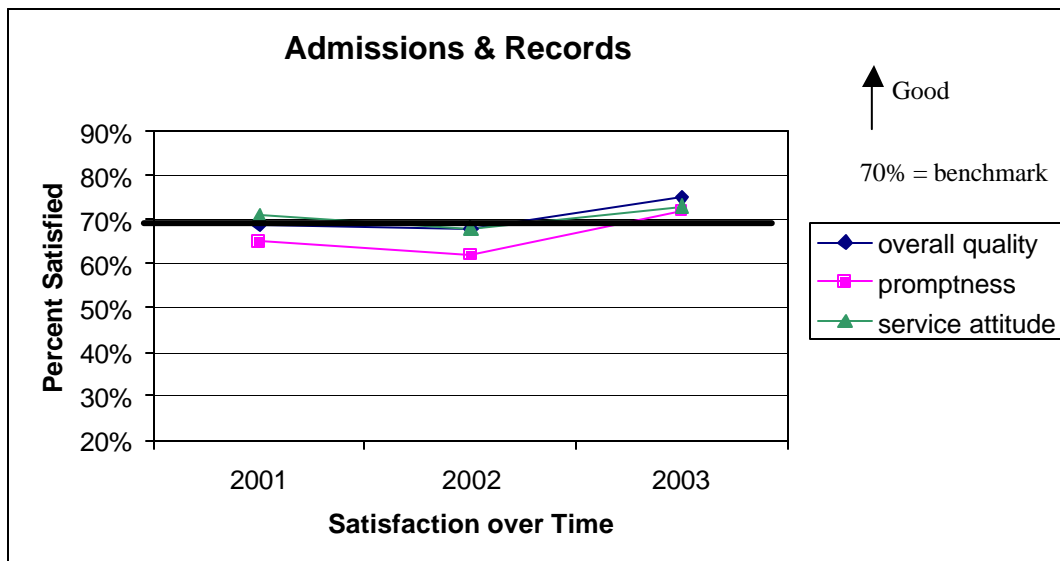
Who uses this office?

Of the 409 survey respondents, 201 (49%) reported having requested or received services from Admission & Records in the past year. Of those respondents:

- 55% (111 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (45 respondents) were Full-time Faculty;
- 17% (35 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 212 to 201.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

**Admission & Records
Comparison of Survey Results**

	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	128	69%	31	17%	27	15%	143	68%	38	18%	30	14%	149	75%	35	18%	15	8%
promptness	119	65%	37	20%	27	15%	126	62%	39	19%	38	19%	140	72%	32	16%	23	12%
service attitude	130	71%	29	16%	24	13%	137	68%	33	16%	32	16%	142	73%	33	17%	20	10%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 5%-10% in all measured categories. Following a small decrease in the satisfaction ratings for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category above ratings for 2001 by 2%-7%.

Campus Student Services Offices

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

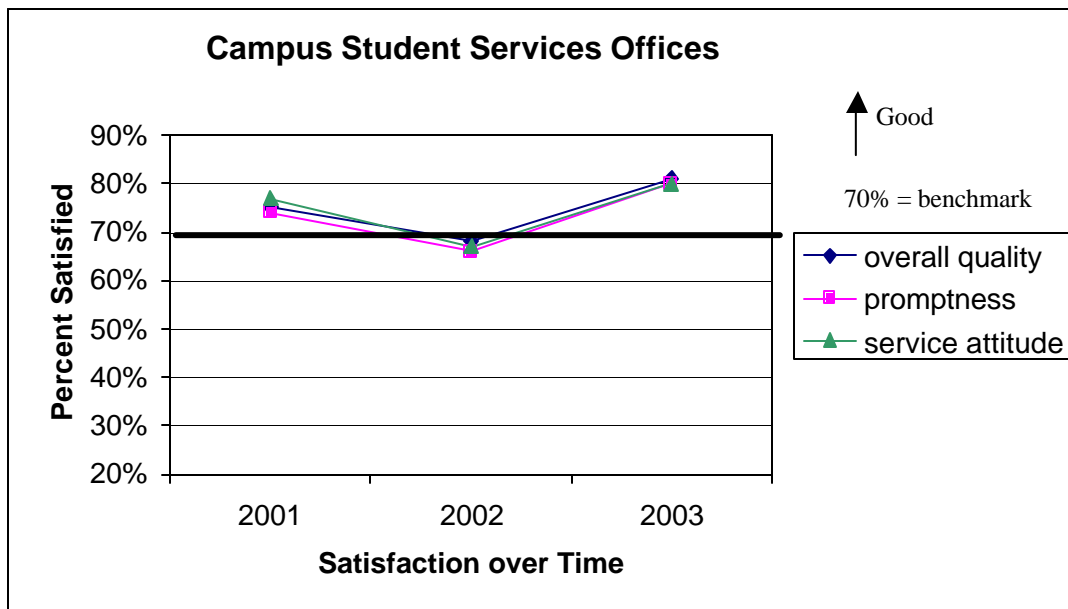
Who uses this office?

Of the 409 survey respondents, 79 (19%) reported having requested or received services from the Campus Student Services Offices in the past year. Of those respondents:

- 68% (54 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (17 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 95 to 79.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

**Campus Student Services Offices
Comparison of Survey Results**

	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	72	75%	18	19%	6	6%	66	68%	17	18%	14	14%	62	81%	9	12%	6	8%
promptness	69	74%	17	18%	7	8%	62	66%	16	17%	16	17%	59	80%	9	12%	6	8%
service attitude	72	77%	14	15%	7	8%	62	67%	15	16%	16	17%	60	80%	7	9%	8	11%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 13%-14% in all measured categories. Following a decrease in the satisfaction ratings of 7-10% for each category during the 2001-2002 period, the current increase places satisfaction ratings for each category above ratings for 2001 by 3%-6%.

Financial Aid Office

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

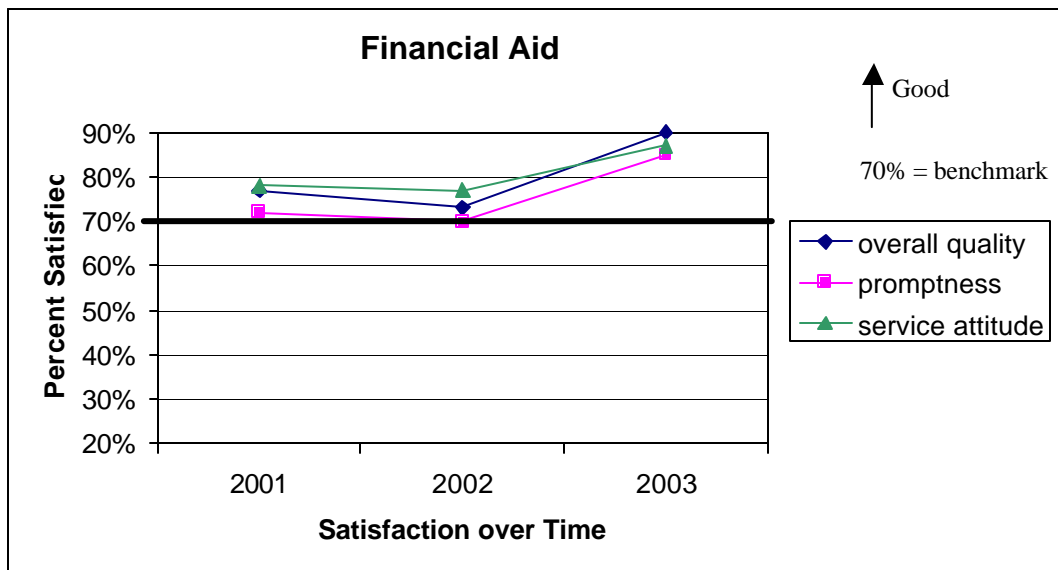
Who uses this office?

Of the 409 survey respondents, 91 (22%) reported having requested or received services from the Financial Aid Office in the past year. Of those respondents:

- 76% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (14 respondents) were Full-time Faculty;
- 3% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (5 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 80 to 91.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Financial Aid Office Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	64	77%	10	12%	9	11%	59	73%	13	16%	9	11%	82	90%	6	7%	3	3%
promptness	59	72%	12	15%	11	13%	55	70%	13	16%	11	14%	73	85%	11	13%	2	2%
service attitude	64	78%	7	9%	11	13%	60	77%	7	9%	11	14%	76	87%	6	7%	5	6%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a large increase in respondent satisfaction for this office in all measured categories. Each category increased at a rate of 10%-17% during the current period. This increase follows a predominately flat period with minimal change between 2001 and 2002.

Interpreter Services

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

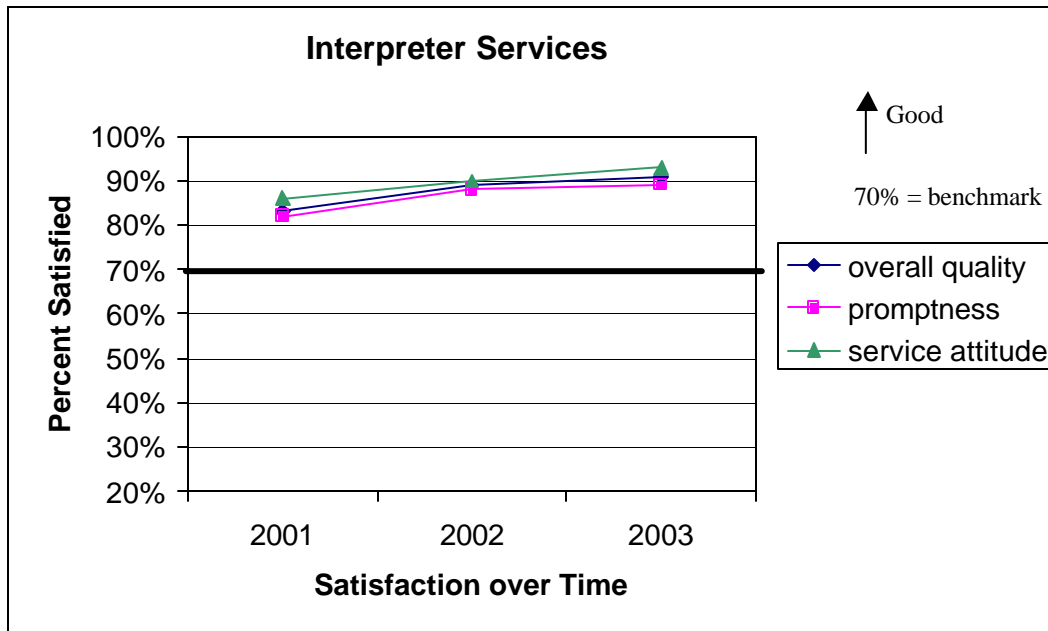
Who uses this office?

Of the 409 survey respondents, 50 (12%) reported having requested or received services from the Interpreter Services in the past year. Of those respondents:

- 44% (22 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (12 respondents) were Full-time Faculty;
- 24% (12 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (4 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 60 to 50.



**Internal Customer Satisfaction
Spring 2003 Survey**

In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Interpreter Services Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	54	83%	6	9%	5	8%	54	89%	5	8%	2	3%	43	91%	2	4%	2	4%
promptness	51	82%	6	10%	5	8%	53	88%	5	8%	2	3%	41	89%	3	7%	2	4%
service attitude	54	86%	4	6%	5	8%	55	90%	4	7%	2	3%	43	93%	1	2%	2	4%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office in all measured categories. Each category increased slightly by 1%-3% during the current period. This increase follows an improvement of slightly greater magnitude in satisfaction ratings for the 2001-2002 period for an overall increase of 7%-8% from 2001 to 2003.

Special Populations

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

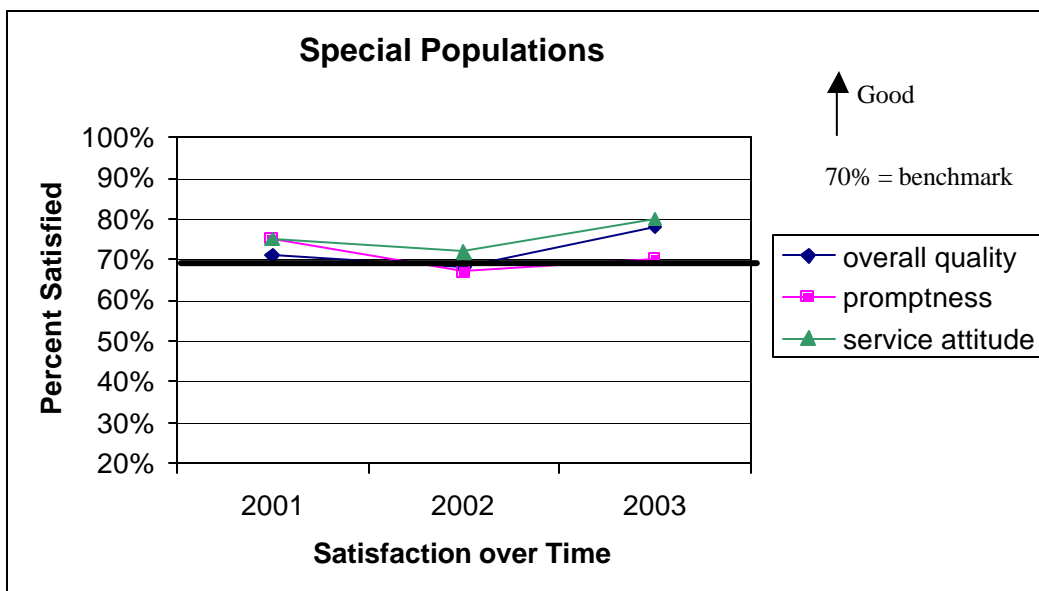
Who uses this office?

Of the 409 survey respondents, 57 (14%) reported having requested or received services from Special Populations in the past year. Of those respondents:

- 65% (37 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (8 respondents) were Full-time Faculty;
- 12% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (5 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 54 to 57.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Special Populations Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	42	71%	8	14%	9	15%	38	68%	10	18%	8	14%	42	78%	6	11%	6	11%
promptness	44	75%	8	14%	7	12%	36	67%	10	19%	8	15%	37	70%	9	17%	7	13%
service attitude	44	75%	7	12%	8	14%	39	72%	8	15%	7	13%	43	80%	5	9%	6	11%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 3%-10% in all measured categories. The *promptness* category increased at a smaller rate than did the two other categories. Following a small decrease in the satisfaction ratings for each category from 2001 to 2002, the current increase places satisfaction levels above those for 2001 in *overall quality* and *service attitude*.

Student Life (Student Activities)

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

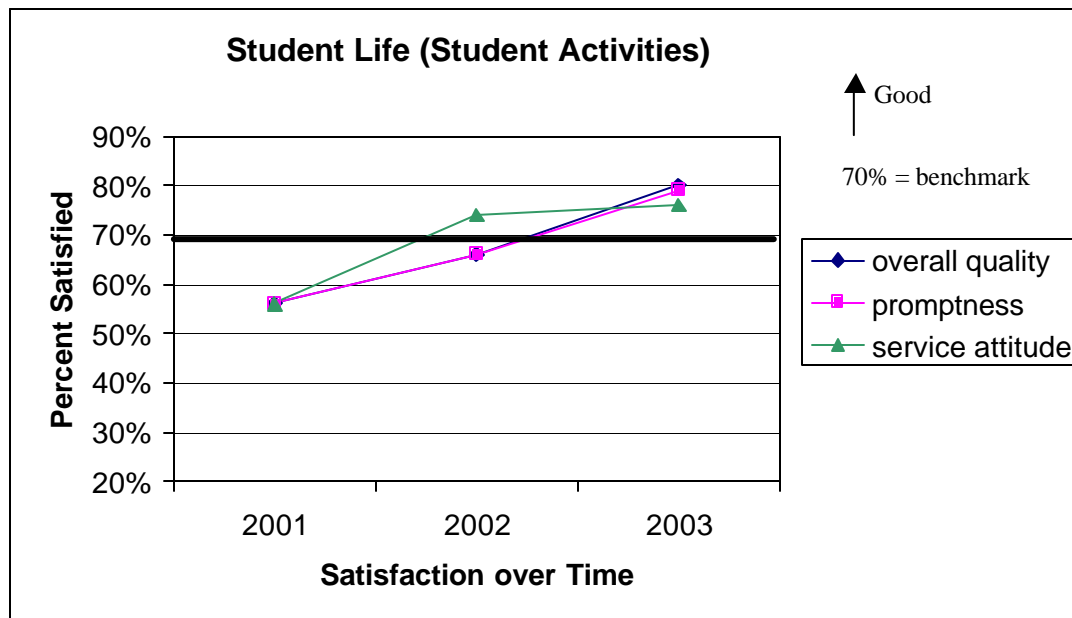
Who uses this office?

Of the 409 survey respondents, 60 (15%) reported having requested or received services from Student Life (Student Activities) in the past year. Of those respondents:

- 67% (40 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (11 respondents) were Full-time Faculty;
- 8% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 69 to 60.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Student Life (Student Activities) Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	35	56%	20	32%	7	11%	47	66%	13	18%	11	15%	47	80%	9	15%	3	5%
promptness	34	56%	18	30%	9	15%	45	66%	12	18%	11	16%	45	79%	7	12%	5	9%
service attitude	34	56%	20	33%	7	11%	50	74%	8	12%	10	15%	44	76%	9	16%	5	9%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office by 2%-14% in all measured categories. The *service attitude* category increased at a smaller rate, 2%, in this period than did the two other categories (13%-14%). However, the overall increase in respondent satisfaction from 2001 to 2003 is 20%-24% for all categories.

TASP Office

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

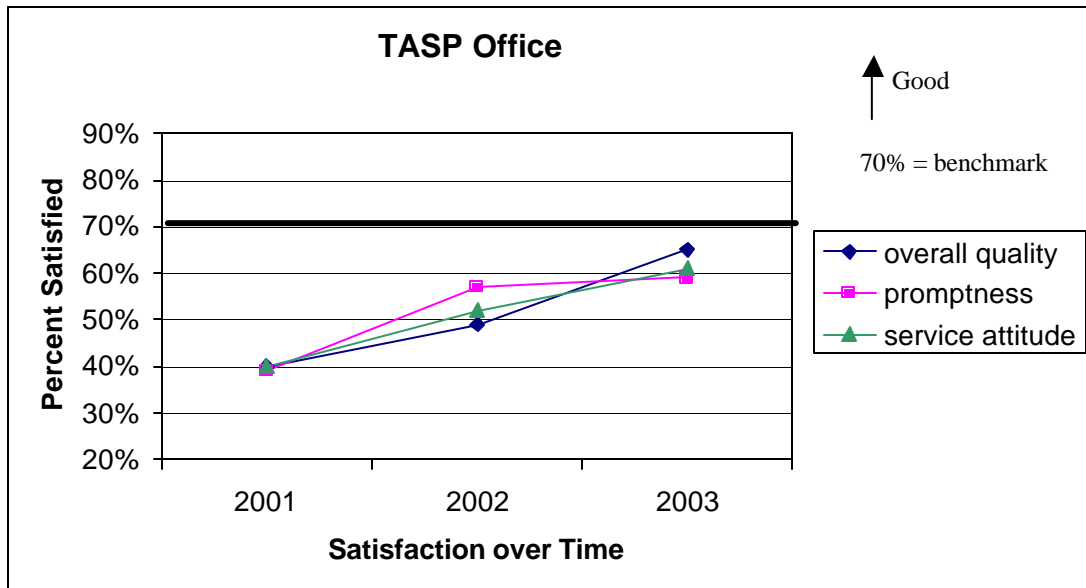
Who uses this office?

Of the 409 survey respondents, 66 (16%) reported having requested or received services from the TASP Office in the past year. Of those respondents:

- 64% (42 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (15 respondents) were Full-time Faculty;
- 9% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. The number of respondents reported having requested or received services from this office in 2001 was 66, decreasing from the number in 2000.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

TASP Office Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	27	40%	22	32%	19	28%	35	49%	16	23%	20	28%	43	65%	14	21%	9	14%
promptness	26	39%	18	27%	23	34%	38	57%	9	13%	20	30%	37	59%	11	17%	15	24%
service attitude	27	40%	19	28%	21	31%	35	52%	8	12%	24	36%	39	61%	12	19%	13	20%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect a continued increase in respondent satisfaction for this office of 2%-16% in all measured categories. This increase follows an improvement of 9%-18% in satisfaction ratings from 2001 to 2003, yielding an increase of 20%-25% over the three year period.

Spring 2003 Internal Customer Survey Office Reports

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Office of Marketing and Public Information

Press Relations

Publications Office

Office of Marketing and Public Information

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

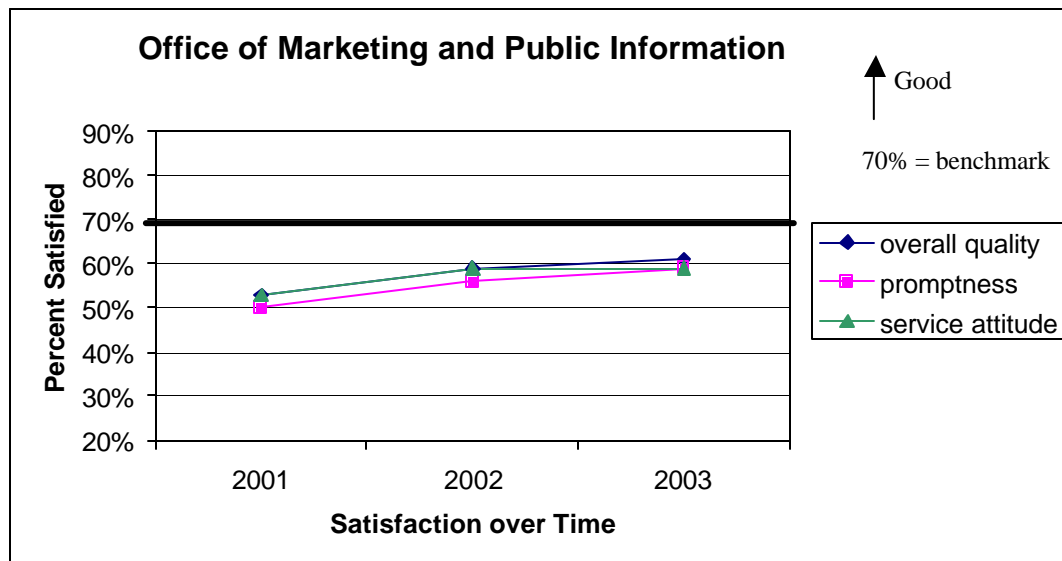
Who uses this office?

Of the 409 survey respondents, 98 (24%) reported having requested or received services from the Office of Marketing and Public Information in the past year. Of those respondents:

- 68% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (25 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 4% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 111 to 98.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Office of Marketing and Public Information Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	63	53%	32	27%	25	21%	66	59%	20	18%	26	23%	57	61%	21	22%	16	17%
promptness	60	50%	34	29%	25	21%	61	56%	26	24%	22	20%	55	59%	22	24%	16	17%
service attitude	63	53%	28	24%	28	24%	64	59%	21	19%	24	22%	55	59%	19	20%	20	21%

NOTE: Percents may not add to 100 due to rounding.

Satisfaction levels with the services of this office had a slight increase of 0%-3% in the current period. This follows a period of 6% improvement across all categories and yields a 6%-9% increase for the three year period.

Press Relations

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

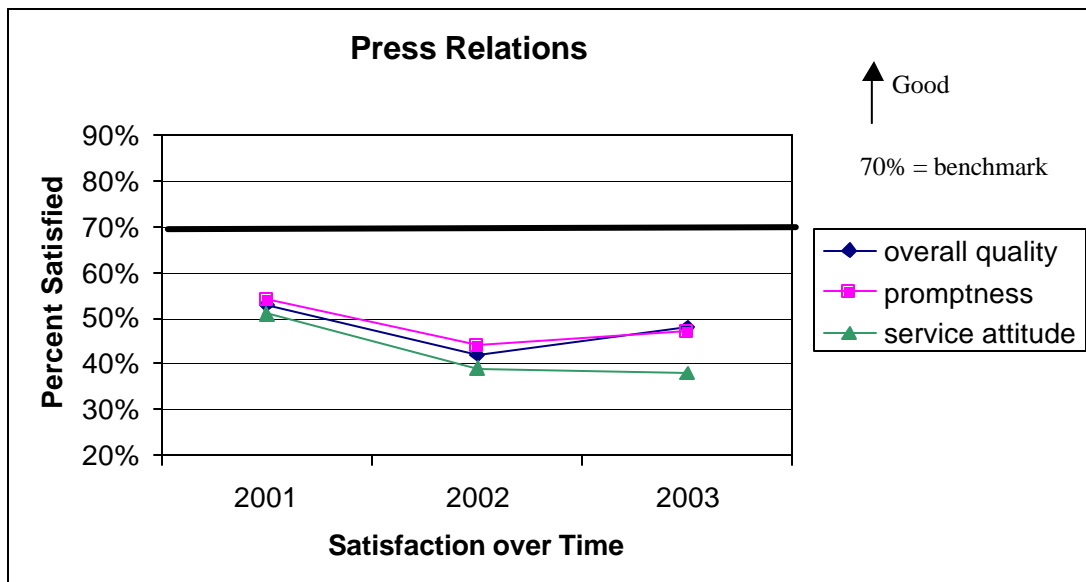
Who uses this office?

Of the 430 survey respondents, 62 (15%) reported having requested or received services from Press Relations in the past year. Of those respondents:

- 76% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (11 respondents) were Full-time Faculty;
- 2% (1 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 5% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate a smaller percentage of employees are satisfied and a greater percentage have a neutral opinion with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 76 to 62.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Press Relations Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	29	53%	18	33%	8	15%	34	42%	17	21%	30	37%	29	48%	16	26%	16	26%
promptness	30	54%	15	27%	11	20%	35	44%	17	21%	28	35%	28	47%	15	25%	17	28%
service attitude	27	51%	14	26%	12	23%	31	39%	18	23%	30	38%	23	38%	12	20%	26	43%

NOTE: Percents may not add to 100 due to rounding.

Satisfaction levels with the services of this office were mixed in this period. There were increases in respondent satisfaction for overall quality (6%) and promptness (3%) and a slight drop in service attitude (-1%). These results are an improvement to the previous results which had a decline across the categories of 10%-12% from 2001 to 2002.

Publications Office

The Internal Customer Survey was distributed to ACC employees in Spring 2003. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2002. There were 409 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2002; therefore, all analysis is based on that structure.

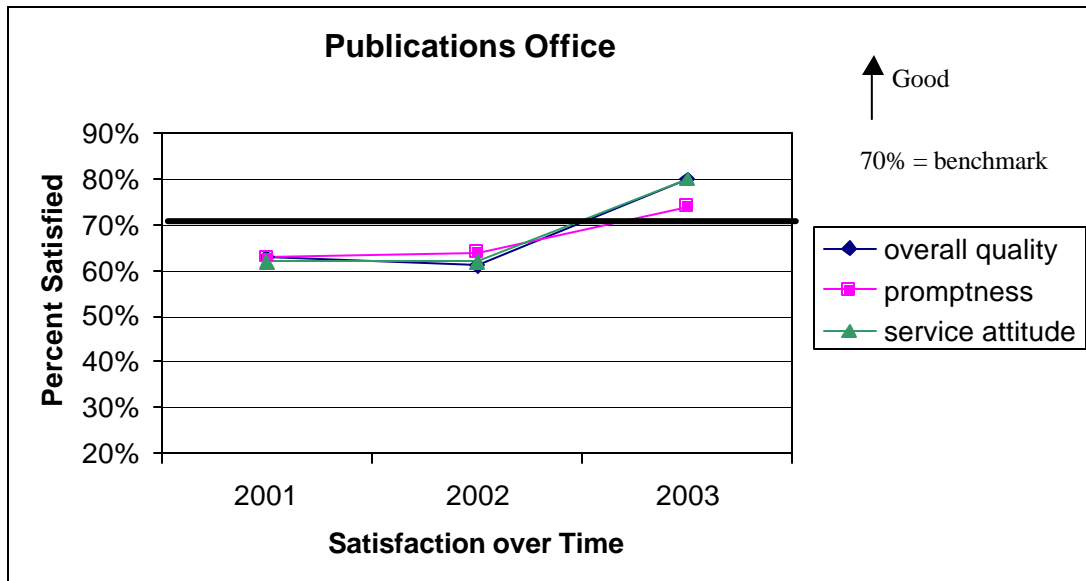
Who uses this office?

Of the 409 survey respondents, 73 (18%) reported having requested or received services from the Publications Office in the past year. Of those respondents:

- 77% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (13 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 3% (2 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2003 Internal Customer Survey indicate that there is a strong increase in the percentage of employees satisfied with the services of this office as were last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 77 to 73.



In reviewing the results for an office, keep in mind that there were four questions on the Internal Customer Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Publications Office Comparison of Survey Results																		
	2001						2002						2003					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	39	63%	16	26%	7	11%	49	61%	15	19%	16	20%	56	80%	3	4%	11	16%
promptness	40	63%	12	19%	11	17%	50	64%	11	14%	17	22%	50	74%	7	10%	11	16%
service attitude	38	62%	14	23%	9	15%	48	62%	11	14%	18	23%	56	80%	4	6%	10	14%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect an increase in respondent satisfaction for this office of 10%-19% in all measured categories. Following relatively flat results in the satisfaction ratings (-2% -1%) for each category from 2001 to 2002, the current increase yields levels that are 11%-17% higher than those in 2001.