

Austin Community College
Internal Customer Satisfaction Survey

Spring 2004
Analysis of College-wide Services

Nancy Jokovich
Manager, Quality Initiatives



Internal Customer Satisfaction Survey

Spring 2004 Survey Analysis of College-wide Services

Table of Contents

Summary	2
Analysis of College-wide Services.....	3-8
Tables and Figures.....	9
Table 1 Return Rates by Employee Classification	10
Table 2 Use by Number Receiving or Requesting Services.....	11-12
Table 3 Ratings of Overall Quality by Level of Use (Employee Group)	13-15
Figure 1 Relationship between Use and Dissatisfaction with Overall Quality	16 -17
Table 4 Ratings of Overall Quality by Percent Dissatisfied.....	18
Table 5 Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude	19
Table 6 Change in Percent Satisfied Ratings of Overall Quality by the Largest Change in Percentages	20
Table 7 Change in Percent Satisfied Ratings of Overall Quality by Percent Change for All Offices	21- 22
Table 8 Highest Achievement in Satisfaction for Overall Quality.....	23
Survey form	24-25

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

Internal Customer Satisfaction Survey

Spring 2004

Analysis of College-wide Services

Summary

The Internal Customer Survey of Fall 2003 services was conducted in Spring 2004; therefore, it is important to remember that improvements implemented in Spring 2004 were not taken into account by the respondents.

In general, compared to the Spring 2002 and Spring 2003 surveys:

- ❑ The overall response rate increased slightly from 17% in Spring 2003 to 18% for the Spring 2004 survey.
- ❑ The largest group of employee responses was Adjuncts at 28% of total responses. Proportionally, more Administrators (47%) and Professional/ Technical employees (26%) responded to the survey than other employee groups.
- ❑ Respondents' level of satisfaction with overall quality dropped slightly. The percent of Satisfied responses for *Overall Quality* was 68% for Spring 2004, compared to 70% for *Overall Quality* in Spring 2003 and 60% for *Overall Service* in Spring 2002.
- ❑ There was a significant increase in satisfaction levels for college-wide offices. Of the 28 highly used offices, 15 (54%) saw the percentage of dissatisfied respondents lowered by 5% or more from Spring 2003 to Spring 2004.. For example, respondent dissatisfaction ratings for *Compensation Services* decreased from a level of 41% to 26%, a 15% improvement. Three offices saw respondents' level of dissatisfaction increase by 5% or more. They were *Purchasing* (13%), the *Bookstore* (6%), and *Admissions & Records* (6%).
- ❑ *Duplication Services (HBC)* again achieved an outstanding level of satisfaction. This highly used area received a satisfaction level of 91% from all respondents. While this is a slight decrease from the 94% satisfaction level received in 2003, *Duplication Services (HBC)* should be congratulated on achieving over 90% satisfaction for two consecutive years!

Analysis of College-wide Services

Process Summary

In order to provide the College with information to enhance its ability to meet the needs of its employees, an Internal Customer Survey measuring Fall 2003 Services was administered in Spring 2004. The results of this survey were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas with high usage and the lowest overall ratings are expected to develop plans to address the concerns expressed by ACC employees. The following analysis focuses on college-wide services. Results for campus-based services will be presented in a separate report.

Survey Development and Administration

The original ACC Internal Customer Survey was conducted in 1996 and is modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees are surveyed each spring regarding their satisfaction with services in the previous fall. The survey forms are customized each year to reflect the organization of the college in the fall. The forms are reviewed and approved annually by the Executive Vice President.

As in previous years, two separate forms were distributed this year, one covering College-wide services and another covering Campus-specific services. The College-wide services included 90 offices organized by administrative area. To assist respondents in identifying the services each office provides, a list of offices with a short description provided by the office was included with each survey. This was in response to concerns that many employees do not recognize the specific name of an office. For each office, respondents were given an opportunity to indicate if they had requested or received services during the past year. They then rated the *Overall Quality*, *Promptness*, and *Service Attitude* of the offices they had used. A second form applied to Campus-based areas. Respondents were asked to rate the areas based on a single campus that they identified as their home campus.

The questionnaire was mailed to 2,385 ACC employees in February 2004. It was mailed to home addresses to ensure that those without campus mailboxes would receive the survey. The employee address lists were provided by Human Resources and included all Full-time Faculty and Adjunct Faculty, as well as all Professional/Technical, Classified, and Administrative employees. Because of their limited interaction with the College and minimal response rate in prior surveys, hourly employees were not included.

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

College-wide services: Return Rates

The overall return rate for the Spring 2004 College-wide form was 18% or 437 employees, a slight increase from 17% in the Spring 2003 survey. Rates varied greatly by employee group. The highest return rate was 47% for the 38 administrators, compared to the lowest rate, 12%, or 123 responses from the 1,066 members of the Adjunct faculty. In looking at the return rate over the three years of the survey administration, Full-time Faculty participation declined from 31% in Spring 2002 to 18% in Spring 2003 and increased slightly to 20% in Spring 2004. The Adjunct Faculty return rate fluctuated over the three years, dropping from 12% for Spring 2002 to 10% in Spring 2003, but then returning to 12% for the Spring 2004 survey. The rate and number of the Professional/Technical staff returning the survey has increased over the three years, rising from 19% in Spring 2002 to 23% in Spring 2003, and then further increasing to 26% in the Spring 2004 survey. The response rates for Classified employees followed a similar pattern, increasing from 13% in Spring 2002 to 16% in Spring 2003 and then, increasing to 18% in Spring 2004. [See Table 1]

There were not significant changes in return rates by employee groups from Spring 2003 to Spring 2004. In looking at the groups of responses, percentages of employee group representations were close to college-wide representation. For example, 17% of the surveys were sent to the Full-time Faculty and 19% of the responses came from the Full-time Faculty. Twenty-one percent of the surveys were sent to the Classified employees and 21% of all surveys returned were from this group. Adjunct Faculty were under-represented in the results, as they received 45% of the surveys but only 28% of the surveys analyzed were from this group. The Professional/Technical staff is slightly over-represented with 22% of surveys being returned from this group with a population that is 16% of the employee base. It will be important to continue to work with all employee groups to determine how return rates can be increased in the future.

College-wide Services: Overall Results

To determine where the College needs to focus efforts on improving its services, levels of responses must first be analyzed. Table 2 lists the College-wide offices, in descending order of use by the number of respondents who indicated receiving or requesting services. Response rates for offices varied. The number of respondents requesting or receiving services ranged from a high of 306 (up from 246 in 2003) for the *Computer Help Desk*, to a low of 20 for the *Business Assessment Office*, a new office in 2004.

Many offices did not have high numbers of respondents indicating that they had requested or received services during the past year. The level of use is an important factor to consider in analyzing employee satisfaction. If it can be assumed that offices that are used more have greater impact on employee satisfaction, then the College needs to focus its analysis on these offices. In previous administrations of the survey, offices that were used by at least 25% of respondents were identified as high use offices. For the 2004 survey administration, this percentage equates to a response by 131 employees. The most-used offices are concentrated in areas that provide services to many employees, broad areas such as human resources and services like computing, faculty development, and libraries. Over the past three years, the offices at the top of the “most used list” have remained relatively consistent; they include the *Computer Help Desk*, *Professional Development*, and *Payroll offices*. [See Table 2]

Table 3 lists all college-wide offices by the number of the respondents who used the service. It also provides data on rates of Satisfaction. Percentages for Satisfaction (S) were calculated based on the number of respondents who used the service and indicated they were “Satisfied” or “Very Satisfied” with the quality of services provided by the area; rates for Dissatisfaction (D) were based on the sum of responses indicating “Dissatisfied” or “Very Dissatisfied.” The areas with the highest level of satisfaction — over 80% of respondents — include *Word Processing; Duplication Services (HBC); Library Services; VCT Operations Office; Telephone System; Computer Help Desk; Learning Labs; Dean of Social and Behavioral Sciences; Dean of Applied Technologies, Multimedia, and Public Service; ACCNet Services; Mail Services; EVP for Academic, Student, and Campus Affairs; Testing Centers*; and the *AVP for Academic Programs*. Of these 14 areas, several were in this category in the Spring 2003 Survey, including *Duplication Services (HBC); Library Services; Telephone System; Learning Labs; Dean of Applied Technologies, Multimedia, and Public Service; Mail Services*; and *Testing Centers*.

College-wide services: Employee Group Trends

For purposes of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 3 summarizes the results by these three groups. Rates of satisfaction/dissatisfaction for each office varied by employee group. For example, while all groups were dissatisfied with the Employment/Hiring office, the percentage dissatisfied ranged from 54% for Adjunct Faculty to Non-faculty at 29% and with Full-time Faculty at 48%.

Full-time Faculty expressed the highest levels of dissatisfaction in general. In 11 of the 28 High Use offices, the Full-time Faculty ratings of dissatisfaction were more than 5% above the average for all respondents. This group was most dissatisfied (over 45%) with *Records*, the *Office of the AVP for Human Resources*, and *Employment/Hiring Services*, just as they were in 2003. While there was some improvement in satisfaction levels for the *Office of the AVP for Human Resources* and

for *Employment/Hiring Services*, the dissatisfaction levels of respondents increased from the 2003 report by 5% for *Records* and the three offices continued to have more than 45% dissatisfied respondents.

Adjunct Faculty generally reported lower levels of use than other groups. Their highest levels of dissatisfaction with High Use offices were with *Benefits* (59%), *Employment/Hiring Services* (53%), *Records* (48%), and the *AVP for Human Resources* (47%).

Non-faculty tended to be less dissatisfied overall than faculty groups: for High Use offices, they recorded no dissatisfaction levels over 45%. Their highest levels of dissatisfaction occurred with *Employment/Hiring Services*, and the *AVP for Human Resources*, both at 29%.

College-wide Services: Levels of Use and Dissatisfaction

Figure 1 and its adjoining Legend illustrate the relationship of Use and Dissatisfaction for all College-wide offices. To maintain consistency and for comparison purposes from year to year, quadrant boundaries for Level of Dissatisfaction with *Overall Quality* and Level of Use were set at 21 and 25, respectfully. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the six offices in this quadrant, four are in the Human Resources area. Three of the offices, all in Human Resources, were also High Use/High Dissatisfaction offices in 2003. Two offices that were in this quadrant in Spring 2003 are no longer in this quadrant in Spring 2004, moving to the High Use/Low Dissatisfaction quadrant (*Faculty Evaluation* and *Purchasing*). The *Bookstore* returned to this quadrant, losing the improvement in satisfaction after one year, and *Purchasing*, which also moved from High Use/Low Dissatisfaction to High Use/High Dissatisfaction.

College-wide Services: Overall Quality

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Table 4 lists the 28 High Use offices in descending order of dissatisfaction with the *Overall Quality* of service from that office. Of these, six offices are of particular interest because over 20% of respondents indicated dissatisfaction with the services provided during the past year. The offices are *Records*, the *Office of the AVP for Human Resources*, *Employment/Hiring Services*, *Compensation Services*, the *Bookstore*, and *Purchasing*. These areas warrant more detailed analysis, and will be expected to develop action plans for improvement during the coming year.

College-wide Services: Promptness and Service Attitude

The ratings discussed thus far have been based only on the responses to Overall Quality. To assist in developing an additional set of information, two additional dimensions were also rated, *Promptness* and *Service Attitude*. [See Table 5] To the

extent that it is possible to determine the effects of these factors, trends in these dimensions may assist areas in developing plans to improve their effectiveness in meeting employee needs.

Table 5 shows the percentage of respondents indicating dissatisfaction ratings for Promptness of at least 5% higher than that of *Overall Quality*. This occurred in six of the 28 highly used offices. When compared with the results of the Spring 2003 survey, this is an increase from two offices out of 24. This suggests that, in general, offices have become less prompt when providing services to others.

Promptness continues to be an issue for several offices that affect many employees, including *Employment/Hiring Services*, *Compensation Services*, and *Purchasing*.

On the other hand, *Service Attitude* ratings tended to track with *Overall Quality* ratings; most *Service Attitude* percentages were within 5 percentage points of the *Overall Quality* ratings. The *Campus Police* and *Library Services* may note that, while they have low overall dissatisfaction, the level of dissatisfaction with *Service Attitude* was 5% or more lower, suggesting that *Service Attitude* may be a key to further improving satisfaction in meeting employee needs for these offices.

College-wide Services: Trends over Time

Across the college, the level of respondent satisfaction decreased slightly to 68% in Spring 2004 from 70% in Spring 2003, i.e., 68% of all responses for *Overall Quality* were either “Satisfied” or “Very Satisfied.” Several individual offices experienced a high degree of change in the satisfaction ratings they received, with six offices having an increase of 10% or more. The *AVP for Workforce Education* office topped the list with a 27% improvement in satisfaction. On the other hand, there were 12 offices with declines in satisfaction levels of 10% or more, including the office of the *Controller* with a drop of 20% in satisfaction for *Overall Quality*.

High Use areas with decreases in satisfaction of more than 10% included *Dean*, *Math and Sciences* at -11% and *Purchasing* at -16%. No High Use area had an increase of 10% or more in satisfaction for *Overall Quality* during the Spring 2004 survey. [See Table 6]

Across the college, 41% of all departments showed improvement in respondent satisfaction for *Overall Quality* in the Spring 2004 survey from the preceding survey. Additionally, 52% of all departments had lower levels of respondent satisfaction in Spring 2004 than Spring 2003. While 68% of these departments had less than a 10% drop in respondent satisfaction, the trend is not in the right direction. Increases here represent a positive improvement in the college atmosphere as employees indicate a higher level of satisfaction in working with each other. The higher percentage of decreases indicates opportunities for improvement in meeting employee needs. [See Table 7]

College-wide services: Highest Achievement in Satisfaction

While much of this report discusses areas that have opportunities for improvement, it is important to highlight areas that have achieved significant levels of customer satisfaction. Table 8 lists seven High Use offices that have reached satisfaction levels over 80%: *Duplication Services (HBC)*; *Library Services*; *Telephone System*; *Computer Help Desk*; *ACCNet Services*; *EVP for Academic, Student, and Campus Affairs*; and *Mail Services*. For the second year in a row, *Duplication Services (HBC)* heads the list with a satisfaction level of 91% -- an outstanding accomplishment. All seven offices are to be congratulated; they set a standard for the rest of the college. [See Table 8]

Tables and Figures

Table 1

Internal Customer Surveys of Spring 2002 - 2004 Return Rates by Employee Classification										
Employee Group	Spring 2004				Spring 2003			Spring 2002		
	# Sent	# Returned	Response Rate %	% Returned	# Returned	Response Rate	% Returned	# Returned	Response Rate	% Returned
Full time faculty	408	83	20%	19%	75	18%	18%	117	31%	29%
Adjunct faculty	1,066	123	12%	28%	102	10%	25%	124	12%	30%
Professional/Technical	370	96	26%	22%	86	23%	21%	66	19%	16%
Classified	503	90	18%	21%	80	16%	20%	68	13%	17%
Administration	38	18	47%	4%	17	47%	4%	21	54%	5%
Not reported/Other		27		6%	49		12%	34		8%
Total	2,385	437	18%		409	17%		430	18%	

Response Rate % - percent of surveys returned within the employee group

% Returned - percent of surveys returned by employee group (as a percent of all surveys returned)

Chart 1

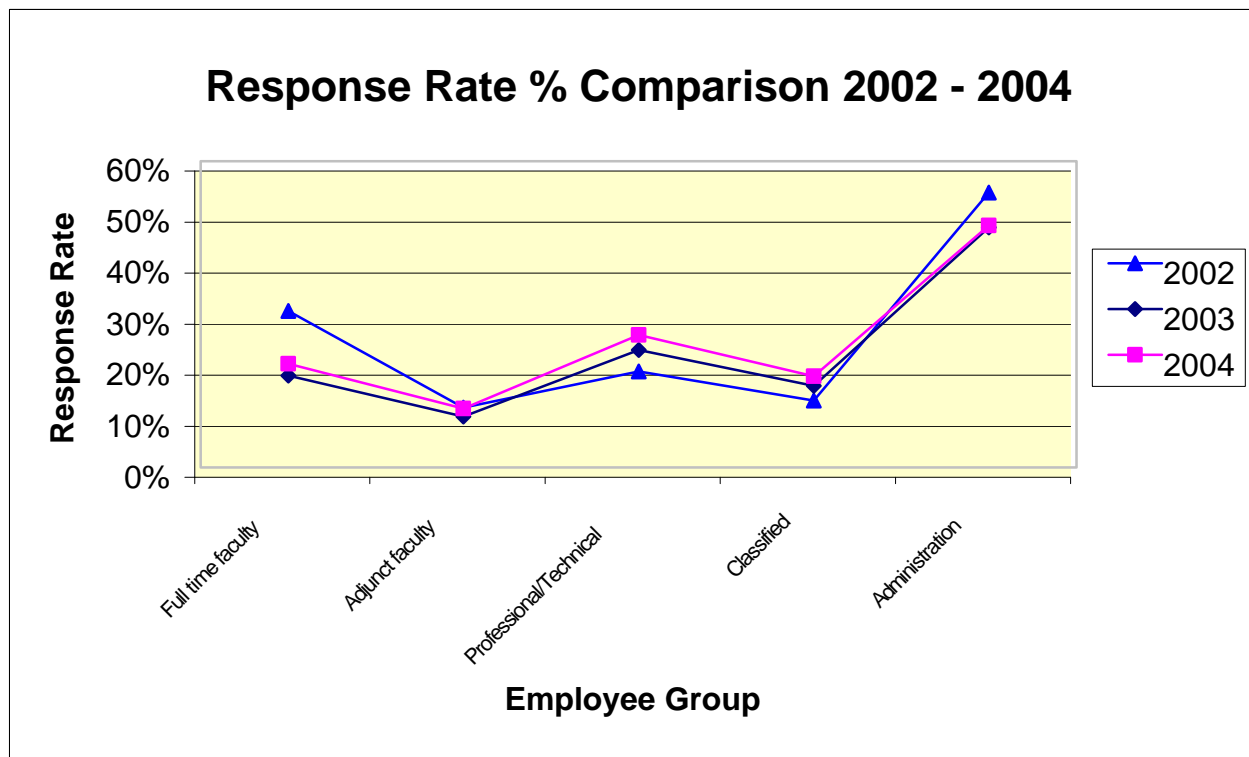


Table 2

Internal Customer Surveys of Spring 2002 - 2004 Use by Number Receiving or Requesting Services				
NOTE 1: *Use is defined as the number of all respondents requesting or receiving services				
NOTE 2: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas				
NOTE 3: "n/a" indicates that a comparable office did not exist in that survey period				
College-wide Offices/Services	Number using 2004 services n = 437	% of total responses 2004	% of total responses 2003	% of total responses 2002
High Use				
Computer Help Desk	306	70%	60%	53%
Professional Development	254	58%	n/a	n/a
Payroll Office	242	55%	54%	55%
Benefits	224	51%	45%	50%
Admissions & Records	197	45%	49%	49%
Campus Police	194	44%	47%	43%
Faculty Evaluation	193	44%	42%	43%
Library Services	185	42%	38%	43%
ACC Website	181	41%	n/a	n/a
Records	178	41%	39%	33%
Telephone System	166	38%	32%	30%
AVP for Human Resources	165	38%	32%	35%
ACCNet Services	162	37%	35%	34%
Instructional Technology (Media & Computer Centers)	159	36%	35%	39%
Mail Services	157	36%	35%	36%
Employment/Hiring Services	153	35%	32%	39%
Custodial	146	33%	n/a	n/a
Bookstore	145	33%	33%	40%
EVP for Academic, Student, and Campus Affairs	139	32%	32%	33%
Office for Students with Disabilities	138	32%	n/a	n/a
Distance Learning	135	31%	25%	27%
Testing Centers	134	31%	35%	39%
Cashier	133	30%	28%	31%
Duplication Services (HBC)	131	30%	33%	36%
Compensation Services	124	28%	24%	31%
Continuing Education	121	28%	21%	24%
Purchasing	115	26%	27%	27%
Dean, Math and Sciences	110	25%	29%	27%
Low Use				
IT Programming	105	24%	23%	19%
AVP for Retention & Student Services	105	24%	17%	23%
Dean, Social and Behavioral Sciences	104	24%	24%	26%
HBC Room Scheduling	104	24%	24%	22%
AVP for Academic Programs	103	24%	23%	27%
Dean, Arts and Humanities	102	23%	19%	20%
Dean, Communications	100	23%	21%	22%
Early College Start	100	23%	21%	19%
Records Management Office	99	23%	20%	13%
Dean, Health Sciences	95	22%	19%	18%
Financial Aid	95	22%	22%	19%
Accounts Payable	95	22%	22%	26%
AVP for Instructional Resources & Technology	94	22%	15%	18%

(continued)

Table 2 (continued)

College-wide Offices/Services	Number using 2004 services n = 437	% of total responses 2004	% of total responses 2003	% of total responses 2002
Provost, Campus Operations	94	22%	n/a	n/a
Inventory/Receiving	93	21%	20%	18%
AVP for Information Technology	90	21%	19%	18%
Campus Student Services Offices	90	21%	19%	22%
Institutional Effectiveness	90	21%	23%	22%
Learning Labs	88	20%	23%	23%
Dean, Applied Technologies, Multimedia, and Public Service	85	19%	15%	18%
AVP for Workforce Education	81	19%	17%	16%
Dean, Business Studies	80	18%	17%	16%
Marketing and Public Information	79	18%	24%	26%
President's Office	79	18%	23%	23%
Budgeting	77	18%	17%	15%
Environmental Health & Safety and Insurance	77	18%	17%	15%
Dean, Continuing Education	76	17%	18%	18%
VP for Business Services	75	17%	14%	19%
Instructional Development	74	17%	n/a	n/a
Interpreter Services	74	17%	12%	14%
Student Life (Student Activities)	74	17%	15%	16%
Marketing and Promotions	74	17%	n/a	n/a
AVP for Facilities & Operations	74	17%	15%	17%
Buildings & Grounds	73	17%	n/a	n/a
Dean, Computer Studies and Advanced Technologies	71	16%	18%	17%
Video Services	71	16%	16%	17%
Publications	71	16%	18%	18%
Public Information and Media Relations	63	14%	n/a	n/a
Continuing Education Business Services	60	14%	15%	14%
Curriculum Services/Schedule Development	60	14%	n/a	n/a
Adult Basic Education/ESL	59	14%	12%	13%
Internal Audit	58	13%	12%	5%
Grants Development	57	13%	10%	11%
AVP for Instructional Support Services	56	13%	11%	11%
International Programs	55	13%	n/a	n/a
TSI Office (formerly TASP)	53	12%	16%	16%
In-House Construction	53	12%	n/a	n/a
Press Relations	52	12%	15%	18%
Student Recruitment	51	12%	11%	11%
Health Professions Institute	50	11%	10%	8%
Word Processing	50	11%	n/a	n/a
Special Populations	47	11%	14%	13%
Controller	44	10%	10%	11%
Design & Construction	44	10%	10%	15%
ACC Foundation	42	10%	12%	10%
Articulation and Transfer	41	9%	n/a	n/a
VCT Operations Office	36	8%	8%	8%
Community Programs	36	8%	7%	5%
Governmental Relations	34	8%	n/a	n/a
Customized Training	31	7%	8%	6%
Community Outreach	31	7%	n/a	n/a
Business Assessment Center	20	5%	n/a	n/a

Table 3

**College-wide Offices/Services in Spring 2004 Survey:
Ratings of "Overall Quality" Sorted by Level of Use***

NOTE 1: *Use is defined as the number of all respondents requesting or receiving services

NOTE 2: Full-time faculty includes any individual who listed "Full-time Faculty" as their primary position

NOTE 3: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff

NOTE 4: Adjunct Faculty includes Continuing Education and Adult Education Faculty

NOTE 5: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 6: S = satisfied respondents; N = neutral respondents; D = dissatisfied respondents

NOTE 7: **All respondents, including Non-faculty, Full-time faculty, Adjunct Faculty, and Unknown

NOTE 8: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas

College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
High Use													
Computer Help Desk	306	85%	7%	8%	88%	4%	7%	78%	14%	8%	87%	3%	10%
Professional Development	254	71%	16%	14%	71%	18%	11%	64%	14%	21%	81%	12%	7%
Payroll Office	242	64%	16%	20%	66%	17%	18%	56%	17%	27%	65%	13%	23%
Benefits	224	58%	22%	20%	60%	28%	12%	57%	15%	28%	36%	5%	59%
Admissions & Records	197	71%	15%	14%	67%	15%	18%	76%	12%	12%	72%	19%	8%
Campus Police	194	63%	23%	13%	60%	27%	13%	59%	26%	15%	77%	11%	11%
Faculty Evaluation	193	62%	21%	16%	59%	27%	14%	54%	25%	21%	74%	12%	14%
Library Services	185	87%	6%	7%	80%	11%	10%	98%	2%	0%	90%	2%	7%
ACC Website	181	73%	12%	14%	72%	16%	13%	66%	3%	31%	84%	9%	7%
Records	178	45%	16%	38%	55%	19%	26%	15%	12%	73%	43%	10%	48%
Telephone System	166	86%	8%	6%	89%	7%	4%	85%	8%	8%	69%	8%	23%
AVP for Human Resources	165	49%	17%	34%	52%	19%	29%	28%	20%	52%	53%	0%	47%
ACCNet Services	162	81%	11%	8%	83%	13%	4%	70%	7%	22%	83%	6%	11%
Instructional Technology (Media & Computer Centers)	159	78%	13%	8%	74%	22%	4%	78%	9%	13%	89%	3%	9%
Mail Services	157	81%	12%	8%	80%	11%	10%	89%	11%	0%	74%	21%	5%
Employment/Hiring Services	153	44%	22%	34%	50%	21%	29%	24%	28%	48%	23%	23%	54%
Custodial	146	71%	19%	10%	69%	21%	10%	71%	16%	13%	81%	14%	5%
Bookstore	145	51%	23%	26%	55%	22%	23%	37%	26%	37%	58%	25%	17%
EVP for Academic, Student, and Campus Affairs	139	81%	8%	11%	80%	11%	9%	86%	3%	11%	73%	7%	20%
Office for Students with Disabilities	138	77%	11%	12%	80%	8%	11%	73%	14%	14%	78%	11%	11%
Distance Learning	135	76%	16%	9%	73%	20%	7%	73%	16%	11%	81%	0%	19%
Testing Centers	134	80%	11%	9%	69%	18%	14%	82%	9%	9%	91%	7%	2%
Cashier	133	77%	15%	8%	78%	14%	8%	75%	25%	0%	67%	17%	17%
Duplication Services (HBC)	131	91%	6%	3%	92%	5%	2%	86%	14%	0%	88%	0%	13%

(continued)

Table 3 (continued)

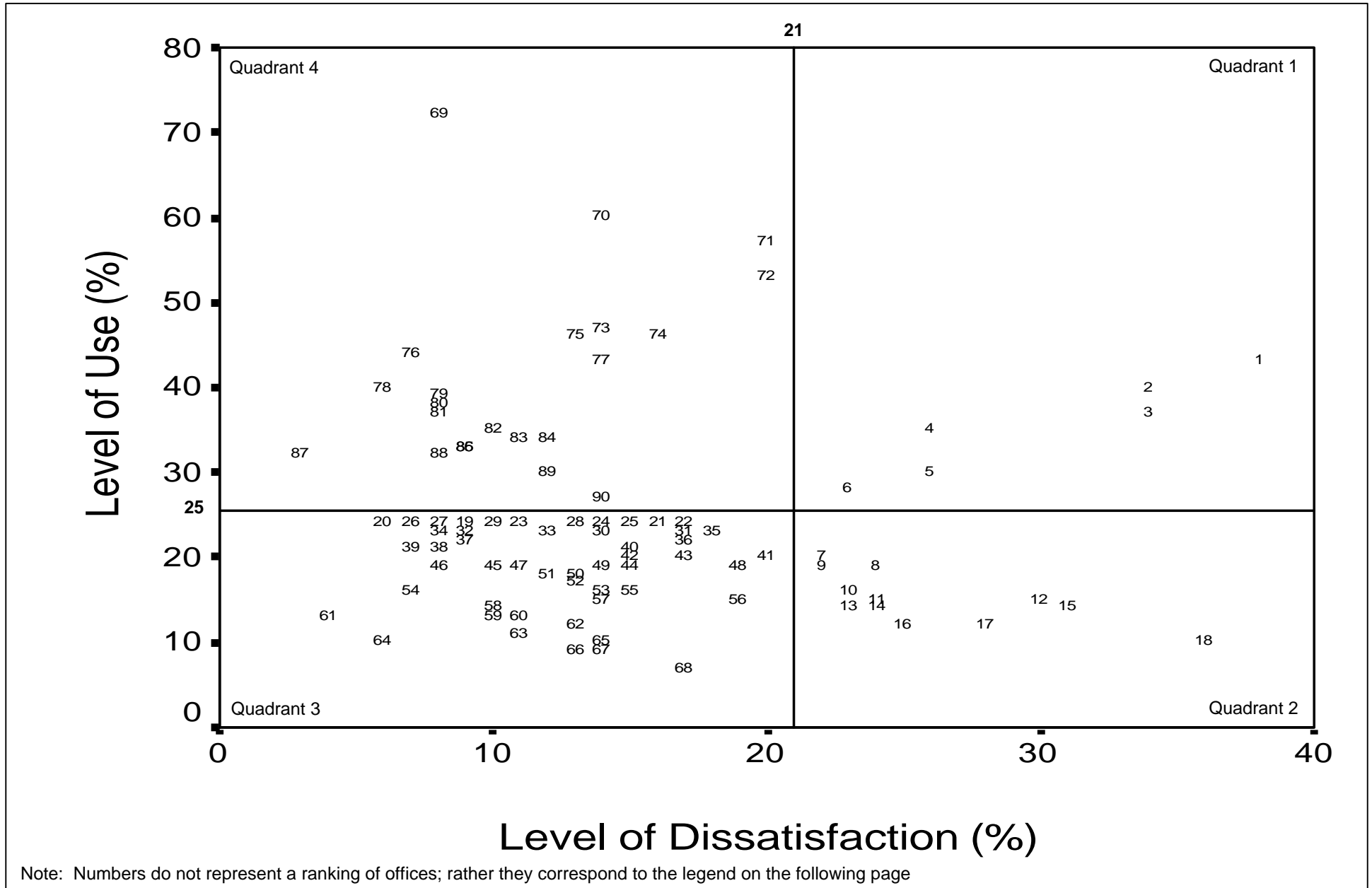
College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
Compensation Services	124	53%	21%	26%	55%	21%	24%	40%	20%	40%	50%	20%	30%
Continuing Education	121	73%	15%	12%	75%	15%	10%	71%	12%	18%	50%	38%	13%
Purchasing	115	53%	24%	23%	55%	22%	23%	33%	42%	25%	33%	33%	33%
Dean, Math and Sciences	110	68%	18%	14%	62%	25%	14%	77%	14%	9%	69%	6%	25%
Low Use													
IT Programming	105	76%	10%	15%	78%	10%	12%	67%	8%	25%	50%	17%	33%
AVP for Retention & Student Services	105	70%	20%	11%	71%	19%	10%	60%	30%	10%	78%	0%	22%
Dean, Social and Behavioral Sciences	104	82%	11%	7%	81%	14%	5%	80%	5%	15%	89%	6%	6%
HBC Room Scheduling	104	73%	11%	17%	74%	12%	14%	65%	6%	29%	100%	0%	0%
AVP for Academic Programs	103	80%	11%	9%	79%	13%	7%	80%	8%	12%	83%	0%	17%
Dean, Arts and Humanities	102	71%	15%	14%	67%	18%	15%	83%	6%	11%	72%	17%	11%
Dean, Communications	100	70%	15%	14%	69%	17%	14%	70%	15%	15%	77%	15%	8%
Early College Start	100	66%	17%	17%	64%	18%	18%	62%	19%	19%	86%	0%	14%
Records Management Office	99	72%	13%	14%	76%	13%	11%	54%	15%	31%	63%	13%	25%
Dean, Health Sciences	95	74%	18%	8%	71%	19%	10%	90%	10%	0%	50%	33%	17%
Financial Aid	95	78%	9%	13%	81%	10%	10%	69%	8%	23%	60%	0%	40%
Accounts Payable	95	72%	18%	10%	72%	20%	8%	64%	18%	18%	83%	0%	17%
AVP for Instructional Resources & Technology	94	69%	23%	8%	72%	25%	4%	60%	25%	15%	80%	0%	20%
Provost, Campus Operations	94	65%	17%	17%	62%	17%	21%	67%	17%	17%	86%	14%	0%
Inventory/Receiving	93	77%	15%	8%	79%	15%	6%	40%	40%	20%	50%	0%	50%
AVP for Information Technology	90	78%	13%	9%	85%	9%	6%	50%	36%	14%	75%	0%	25%
Campus Student Services Offices	90	71%	18%	12%	65%	22%	13%	85%	10%	5%	80%	0%	20%
Institutional Effectiveness	90	63%	18%	18%	69%	18%	13%	54%	21%	25%	0%	0%	100%
Learning Labs	88	84%	7%	9%	84%	8%	8%	85%	5%	10%	85%	5%	10%
Dean, Applied Technologies, Multimedia, and Public Service	85	82%	11%	7%	77%	15%	8%	100%	0%	0%	75%	0%	25%
AVP for Workforce Education	81	78%	14%	8%	77%	17%	6%	78%	11%	11%	75%	0%	25%
Dean, Business Studies	80	56%	24%	20%	52%	27%	21%	55%	18%	27%	100%	0%	0%
Marketing and Public Information	79	73%	12%	15%	77%	15%	8%	40%	0%	60%	100%	0%	0%
President's Office	79	66%	12%	22%	66%	14%	20%	63%	6%	31%	67%	0%	33%
Budgeting	77	62%	24%	14%	65%	24%	11%	50%	25%	25%	0%	0%	100%
Environmental Health & Safety and Insurance	77	59%	24%	17%	58%	27%	15%	69%	8%	23%	50%	25%	25%
Dean, Continuing Education	76	73%	12%	15%	73%	15%	12%	80%	0%	20%	50%	0%	50%
VP for Business Services	75	69%	19%	11%	69%	22%	9%	70%	10%	20%	75%	0%	25%
Instructional Development	74	69%	7%	24%	76%	9%	15%	64%	4%	32%	58%	8%	33%
Interpreter Services	74	75%	15%	10%	69%	19%	13%	84%	16%	0%	78%	6%	17%

(continued)

Table 3 (continued)

College-wide Offices/Services	Use*	All Respondents**			Non-Faculty			Full-time Faculty			Adjunct Faculty		
		S	N	D	S	N	D	S	N	D	S	N	D
Student Life (Student Activities)	74	73%	19%	8%	73%	19%	8%	73%	18%	9%	67%	22%	11%
Marketing and Promotions	74	64%	15%	21%	69%	15%	17%	43%	21%	36%	75%	0%	25%
AVP for Facilities & Operations	74	54%	27%	19%	57%	26%	17%	43%	29%	29%	50%	50%	0%
Buildings & Grounds	73	60%	26%	14%	61%	28%	11%	33%	22%	44%	100%	0%	0%
Dean, Computer Studies and Advanced Technologies	71	72%	15%	13%	72%	19%	9%	73%	0%	27%	50%	25%	25%
Video Services	71	76%	11%	13%	71%	18%	11%	92%	0%	8%	86%	0%	14%
Publications	71	78%	10%	12%	81%	9%	9%	67%	8%	25%	67%	33%	0%
Public Information and Media Relations	63	66%	11%	23%	73%	9%	18%	50%	17%	33%	33%	0%	67%
Continuing Education Business Services	60	70%	16%	14%	74%	13%	13%	50%	33%	17%	67%	0%	33%
Curriculum Services/Schedule Development	60	72%	21%	7%	86%	11%	3%	47%	41%	12%	33%	33%	33%
Adult Basic Education/ESL	59	69%	17%	14%	73%	16%	12%	25%	25%	50%	100%	0%	0%
Internal Audit	58	55%	14%	30%	57%	16%	27%	33%	0%	67%	100%	0%	0%
Grants Development	57	51%	35%	14%	58%	30%	13%	18%	55%	27%	100%	0%	0%
AVP for Instructional Support Services	56	64%	17%	19%	70%	15%	15%	40%	20%	40%	0%	50%	50%
International Programs	55	57%	19%	24%	61%	17%	22%	38%	38%	25%	75%	0%	25%
TSI Office (formerly TASP)	53	60%	17%	23%	62%	21%	18%	44%	11%	44%	75%	0%	25%
In-House Construction	53	53%	24%	24%	60%	23%	16%	14%	29%	57%	0%	0%	100%
Press Relations	52	53%	16%	31%	57%	17%	26%	50%	8%	42%	25%	25%	50%
Student Recruitment	51	70%	20%	10%	71%	20%	9%	63%	25%	13%	67%	17%	17%
Health Professions Institute	50	76%	14%	10%	76%	16%	8%	80%	10%	10%	50%	0%	50%
Word Processing	50	92%	4%	4%	92%	5%	3%	88%	0%	13%	100%	0%	0%
Special Populations	47	70%	19%	11%	74%	17%	9%	50%	50%	0%	57%	14%	29%
Controller	44	57%	18%	25%	54%	20%	26%	50%	25%	25%	75%	0%	25%
Design & Construction	44	53%	19%	28%	48%	26%	26%	67%	0%	33%	0%	0%	0%
ACC Foundation	42	73%	15%	13%	70%	15%	15%	100%	0%	0%	0%	100%	0%
Articulation and Transfer	41	62%	27%	11%	62%	28%	10%	57%	29%	14%	0%	0%	0%
VCT Operations Office	36	86%	9%	6%	86%	10%	3%	100%	0%	0%	50%	0%	50%
Community Programs	36	60%	26%	14%	60%	23%	17%	50%	50%	0%	100%	0%	0%
Governmental Relations	34	27%	36%	36%	31%	38%	31%	0%	25%	75%	0%	0%	0%
Customized Training	31	70%	17%	13%	68%	18%	14%	100%	0%	0%	100%	0%	0%
Community Outreach	31	57%	29%	14%	59%	27%	14%	50%	25%	25%	50%	50%	0%
Business Assessment Center	20	56%	28%	17%	53%	29%	18%	0%	0%	0%	100%	0%	0%

**Spring 2003 College-wide Offices/Services:
Relationship between Levels of Use and Dissatisfaction**



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

Quadrant 1: high use, high dissatisfaction	
1	Records
2	Office of the AVP for Human Resources
3	Employment/Hiring Services
4	Bookstore
5	Compensation Services
6	Purchasing
Quadrant 2: low use, high dissatisfaction	
7	President's Office
8	Instructional Development
9	Marketing and Promotions
10	Public Information and Media Relations
11	International Programs
12	Internal Audit
13	TSI Office
14	In-House Construction
15	Press Relations
16	Controller
17	Design & Construction
18	Governmental Relations
Quadrant 3: low use, low dissatisfaction	
19	Office of the AVP for Academic Programs
20	Office of the Dean, Social and Behavioral Sciences
21	IT Programming
22	HBC Room Scheduling
23	Office of the AVP for Retention & Student Services
24	Office of the Dean, Arts and Humanities
25	Records Management Office
26	Office of the Dean, Health Sciences
27	Office of the AVP for Instructional Resources & Technology
28	Financial Aid
29	Accounts Payable
30	Office of the Dean, Communications
31	Early College Start
32	Office of the AVP for Information Technology
33	Campus Student Services Offices
34	Inventory/Receiving
35	Institutional Effectiveness
36	Provost, Campus Operations
37	Learning Labs
38	Office of the AVP for Workforce Education
39	Office of the Dean, Applied Technologies, Multimedia, and Public Service
40	Marketing and Public Information
41	Office of the Dean, Business Studies
42	Budgeting
43	Environmental Health & Safety and Insurance
44	Office of the Dean, Continuing Education

Quadrant 3: low use, low dissatisfaction (cont.)	
45	Interpreter Services
46	Student Life (Student Activities)
47	Office of the VP for Business Services
48	Office of the AVP for Facilities & Operations
49	Building & Grounds
50	Office of the Dean, Computer Studies and Advanced Technologies
51	Publications
52	Video Services
53	Continuing Education Business Services
54	Curriculum Services/Schedule Development
55	Adult Education
56	Office of the AVP for Instructional Support Services
57	Grants Development
58	Student Recruitment
59	Health Professions Institute
60	Special Populations
61	Word Processing
62	ACC Foundation
63	Office of Articulation and Transfer
64	VCT Operations Office
65	Community Programs
66	Customized Training
67	Community Outreach
68	Business Assessment Center
Quadrant 4: high use, low dissatisfaction	
69	Computer Help Desk
70	Professional Development
71	Payroll Office
72	Benefits
73	Admissions & Records
74	Faculty Evaluation
75	Campus Police
76	Library Services
77	ACC Website
78	Telephone System
79	ACCNet Services
80	Instructional Technology (Media & Computer Centers)
81	Mail Services
82	Custodial
83	Office of the EVP for Academic, Student, and Campus Affairs
84	Office for Students with Disabilities
85	Distance Learning
86	Testing Centers
87	Duplication Services (HBC)
88	Cashier
89	Continuing Education
90	Office of the Dean, Math and Sciences

Table 4

**Highly-used College-wide Offices/Services:
Comparison of Spring 2003 and 2004 Ratings of "Overall Quality"
Sorted in descending order by Spring 2004 Percent Dissatisfied**

NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"

NOTE 2: Offices above the bold line are high use/high dissatisfaction areas (offices with responses rates above 25% and dissatisfaction rates above 20%); offices below the bold line are high use/low dissatisfaction areas (offices with responses rates above 25% and dissatisfaction rates of 20% or lower)

College-wide Offices/Services	2004							2003						
	Total		Dissatisfied		Neutral		Satisfied		Dissatisfied		Neutral		Satisfied	
	n		n	%	n	%	n	%	n	%	n	%	n	%
Records	176		67	38%	29	16%	80	45%	65	41%	34	21%	61	38%
AVP for Human Resources	157		54	34%	26	17%	77	49%	45	35%	29	22%	56	43%
Employment/Hiring Services	146		50	34%	32	22%	64	44%	44	34%	28	22%	57	44%
Compensation Services	121		32	26%	25	21%	64	53%	22	41%	56	17%	99	42%
Bookstore	144		37	26%	33	23%	74	51%	27	20%	29	21%	81	59%
Purchasing	113		26	23%	27	24%	60	53%	10	10%	22	21%	72	69%
Payroll Office	240		48	20%	38	16%	154	64%	63	29%	37	17%	120	55%
Benefits	219		43	20%	49	22%	127	58%	30	16%	40	22%	112	62%
Faculty Evaluation	191		31	16%	41	21%	119	62%	41	24%	34	20%	93	55%
ACC Website	180		26	14%	22	12%	132	73%	n/a	n/a	n/a	n/a	n/a	n/a
Admissions & Records	189		27	14%	28	15%	134	71%	15	8%	35	18%	149	75%
Dean, Math and Sciences	109		15	14%	20	18%	74	68%	10	9%	15	13%	91	78%
Professional Development	250		34	14%	39	16%	177	71%	n/a	n/a	n/a	n/a	n/a	n/a
Campus Police	188		25	13%	44	23%	119	63%	28	15%	24	13%	134	72%
Office for Students with Disabilities	137		16	12%	15	11%	106	77%	n/a	n/a	n/a	n/a	n/a	n/a
Continuing Education	120		14	12%	18	15%	88	73%	24	15%	67	22%	87	63%
EVP for Academic, Student, and Campus Affairs	136		15	11%	11	8%	110	81%	15	12%	16	12%	99	76%
Custodial	143		14	10%	27	19%	102	71%	n/a	n/a	n/a	n/a	n/a	n/a
Testing Centers	133		12	9%	15	11%	106	80%	8	6%	15	10%	121	84%
Distance Learning	135		12	9%	21	16%	102	76%	25	11%	79	21%	101	68%
Instructional Technology (Media & Computer Centers)	157		13	8%	21	13%	123	78%	18	13%	15	11%	107	76%
Computer Help Desk	302		25	8%	21	7%	256	85%	23	9%	18	7%	202	83%
ACCNet Services	160		13	8%	17	11%	130	81%	14	10%	16	11%	111	79%
Mail Services	155		12	8%	18	12%	125	81%	14	10%	13	9%	115	81%
Cashier	132		10	8%	20	15%	102	77%	6	5%	9	8%	95	86%
Library Services	182		12	7%	11	6%	159	87%	7	4%	11	7%	138	88%
Telephone System	163		10	6%	13	8%	140	86%	9	7%	11	8%	111	85%
Duplication Services (HBC)	127		4	3%	8	6%	115	91%	3	2%	5	4%	128	94%

Table 5

Spring 2004 Highly-used College-wide Offices/Services: Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude In Descending Order by Percent Dissatisfied with Overall Quality						
NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"						
NOTE 2: Scores for Promptness and Attitude that are 5 percentage points higher than Overall Quality dissatisfaction rates are boxed						
College-wide Offices/Services	Overall Quality		Promptness		Attitude	
	n	%	n	%	n	%
Records	67	38%	62	37%	57	34%
AVP for Human Resources	54	34%	48	32%	51	33%
Employment/Hiring Services	50	34%	57	41%	42	30%
Compensation Services	32	26%	37	32%	32	28%
Bookstore	37	26%	37	26%	30	21%
Purchasing	26	23%	35	32%	31	28%
Payroll Office	48	20%	49	21%	48	21%
Benefits	43	20%	41	19%	48	22%
Faculty Evaluation	31	16%	28	15%	25	14%
ACC Website	26	14%	23	14%	19	12%
Admissions & Records	27	14%	37	20%	28	15%
Dean, Math and Sciences	15	14%	19	18%	14	14%
Professional Development	34	14%	24	10%	26	11%
Campus Police	25	13%	23	12%	43	23%
Office for Students with Disabilities	16	12%	18	14%	13	10%
Continuing Education	14	12%	20	18%	17	15%
EVP for Academic, Student, and Campus Affairs	15	11%	12	9%	11	8%
Custodial	14	10%	13	9%	12	9%
Testing Centers	12	9%	13	10%	13	10%
Distance Learning	12	9%	13	10%	17	13%
Instructional Technology (Media & Computer Centers)	13	8%	16	11%	20	13%
Computer Help Desk	25	8%	37	13%	21	7%
ACCNet Services	13	8%	13	8%	11	7%
Mail Services	12	8%	12	8%	10	7%
Cashier	10	8%	11	9%	16	13%
Library Services	12	7%	9	5%	14	8%
Telephone System	10	6%	9	6%	11	7%
Duplication Services (HBC)	4	3%	4	3%	5	4%

Table 6

College-wide Offices/Services Spring 2003 - 2004 Comparison: Change in Percent Satisfied Ratings of "Overall Quality" Sorted in descending order by Percent Change							
NOTE 1: Very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: Includes those offices whose satisfaction levels increased or decreased by 10% or more							
NOTE 3: Boxed offices in italics are high use areas							
College-wide Offices/Services	2004			2003			% Change
	Total n	Satisfied n	%	Total n	Satisfied n	%	
Largest Increase in Satisfaction							
AVP for Workforce Education	77	60	78%	126	34	51%	27%
Grants Development	57	29	51%	73	14	35%	16%
Marketing and Public Information	75	55	73%	184	57	61%	13%
President's Office	76	50	66%	142	51	55%	11%
Early College Start	99	65	66%	140	47	56%	10%
Payroll Office	240	154	64%	220	120	55%	10%
Largest Decrease in Satisfaction							
Campus Student Services Offices	85	60	71%	162	62	81%	-10%
<i>Dean, Math and Sciences</i>	109	74	68%	116	91	78%	-11%
Adult Basic Education/ESL	58	40	69%	88	39	80%	-11%
Environmental Health & Safety and Insurance	76	45	59%	121	48	71%	-11%
Financial Aid	91	71	78%	163	82	90%	-12%
AVP for Retention & Student Services	102	71	70%	153	56	82%	-13%
Health Professions Institute	49	37	76%	74	36	90%	-14%
<i>Purchasing</i>	113	60	53%	104	72	69%	-16%
Interpreter Services	73	55	75%	109	43	91%	-16%
Design & Construction	43	23	53%	86	28	70%	-17%
VP for Business Services	72	50	69%	121	47	87%	-18%
Controller	44	25	57%	73	30	77%	-20%

Table 7

College-wide Offices/Services: Comparison of Satisfaction Ratings on "Overall Quality" from Spring 2003-2004 Sorted in descending order by Percent Change							
NOTE 1: Very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: Only includes offices with data from 2003 and 2004 surveys							
College-wide Offices/Services	2004			2003			% Change
	Total n	Satisfied		Total n	Satisfied		
		n	%		n	%	
AVP for Workforce Education	77	60	78%	70	34	51%	27%
Grants Development	57	29	51%	73	14	35%	16%
Marketing and Public Information	75	55	73%	66	57	61%	13%
President's Office	76	50	66%	93	51	55%	11%
Early College Start	99	65	66%	96	47	56%	10%
Payroll Office	240	154	64%	220	120	55%	10%
Student Recruitment	50	35	70%	84	26	62%	8%
Customized Training	30	21	70%	33	20	63%	8%
Compensation Services	121	64	53%	99	45	45%	7%
Records	176	80	45%	161	61	38%	7%
Dean, Arts and Humanities	100	71	71%	76	48	64%	7%
Faculty Evaluation	191	119	62%	170	93	55%	7%
VCT Operations Office	35	30	86%	31	23	79%	6%
AVP for Human Resources	157	77	49%	131	56	43%	6%
Press Relations	51	27	53%	98	29	48%	5%
AVP for Academic Programs	101	81	80%	96	70	75%	5%
EVP for Academic, Student, and Campus Affairs	136	110	81%	132	99	76%	5%
Community Programs	35	21	60%	27	15	56%	4%
Budgeting	76	47	62%	66	38	58%	4%
Records Management Office	98	71	72%	81	56	69%	3%
HBC Room Scheduling	102	74	73%	99	68	69%	3%
IT Programming	103	78	76%	94	68	73%	3%
Dean, Social and Behavioral Sciences	102	84	82%	100	79	80%	3%
ACCNet Services	160	130	81%	144	111	79%	3%
Instructional Technology (Media & Computer Centers)	157	123	78%	143	107	76%	2%
ACC Foundation	40	29	73%	49	34	71%	2%
Computer Help Desk	302	256	85%	247	202	83%	2%
Continuing Education	120	88	73%	87	61	72%	2%
Telephone System	163	140	86%	132	111	85%	1%
AVP for Facilities & Operations	70	38	54%	60	31	53%	1%
Internal Audit	56	31	55%	49	27	55%	0%
Accounts Payable	94	68	72%	90	62	72%	0%
Distance Learning	135	102	76%	101	75	76%	0%
Mail Services	155	125	81%	144	115	81%	0%
Employment/Hiring Services	146	64	44%	129	57	44%	0%
Learning Labs	86	72	84%	101	81	84%	-1%
Library Services	182	159	87%	157	138	88%	-1%
Publications Office	69	54	78%	62	56	80%	-2%
Dean, Continuing Education	73	53	73%	72	54	75%	-2%

(continued)

Table 7 (continued)

College-wide Offices/Services	2004			2003			% Change
	Total n	Satisfied		Total n	Satisfied		
		n	%		n	%	
Continuing Education Business Services	56	39	70%	62	44	72%	-2%
Institutional Effectiveness	87	55	63%	95	62	66%	-3%
Dean, Communications	97	68	70%	84	60	73%	-3%
Inventory/Receiving	91	70	77%	83	64	80%	-3%
Benefits	219	127	58%	183	112	62%	-4%
Duplication Services (HBC)	127	115	91%	137	128	94%	-4%
AVP for Instructional Resources & Technology	83	57	69%	63	42	72%	-4%
Admissions & Records	189	134	71%	71	149	75%	-4%
Testing Centers	133	106	80%	167	121	84%	-4%
Dean, Applied Technologies, Multimedia, and Public Service	84	69	82%	62	52	87%	-5%
Dean, Business Studies	80	45	56%	68	41	61%	-5%
TSI Office (formerly TASP)	52	31	60%	60	43	65%	-6%
Dean, Health Sciences	95	70	74%	79	61	80%	-7%
Student Life (Student Activities)	74	54	73%	57	47	80%	-7%
Video Services	71	54	76%	67	55	83%	-7%
Special Populations	47	33	70%	50	42	78%	-8%
AVP for Instructional Support Services	53	34	64%	49	33	72%	-8%
Bookstore	144	74	51%	174	81	59%	-8%
Dean, Computer Studies and Advanced Technologies	71	51	72%	72	57	80%	-8%
Campus Police	188	119	63%	191	134	72%	-9%
AVP for Information Technology	86	67	78%	77	65	87%	-9%
Cashier	132	102	77%	114	95	86%	-9%
Campus Student Services Offices	85	60	71%	201	62	81%	-10%
Dean, Math and Sciences	109	74	68%	117	91	78%	-11%
Adult Basic Education/ESL	58	40	69%	49	39	80%	-11%
Environmental Health & Safety and Insurance	76	45	59%	70	48	71%	-11%
Financial Aid	91	71	78%	79	82	90%	-12%
AVP for Retention & Student Services	102	71	70%	144	56	82%	-13%
Health Professions Institute	49	37	76%	42	36	90%	-14%
Purchasing	113	60	53%	109	72	69%	-16%
Interpreter Services	73	55	75%	91	43	91%	-16%
Design & Construction	43	23	53%	42	28	70%	-17%
VP for Business Services	72	50	69%	57	47	87%	-18%
Controller	44	25	57%	41	30	77%	-20%

Table 8

Highly-used College-wide Offices/Services: Spring 2004 Highest Achievement Satisfaction on "Overall Quality" Sorted in descending order by Percent Satisfied							
NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied"							
NOTE 2: Includes only highly-used offices (those with response rates above 25%) with satisfaction ratings above 80% for Fall 2002							
College-wide Offices/Services	2004						
	Total	Satisfied		Neutral		Dissatisfied	
	n	n	%	n	%	n	%
Duplication Services (HBC)	127	115	91%	8	6%	4	3%
Library Services	182	159	87%	11	6%	12	7%
Telephone System	163	140	86%	13	8%	10	6%
Computer Help Desk	302	256	85%	21	7%	25	8%
ACNet Services	160	130	81%	17	11%	13	8%
EVP for Academic, Student, and Campus Affairs	136	110	81%	11	8%	15	11%
Mail Services	155	125	81%	18	12%	12	8%