

Spring 2004 Internal Customer Survey Office Reports

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President's Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

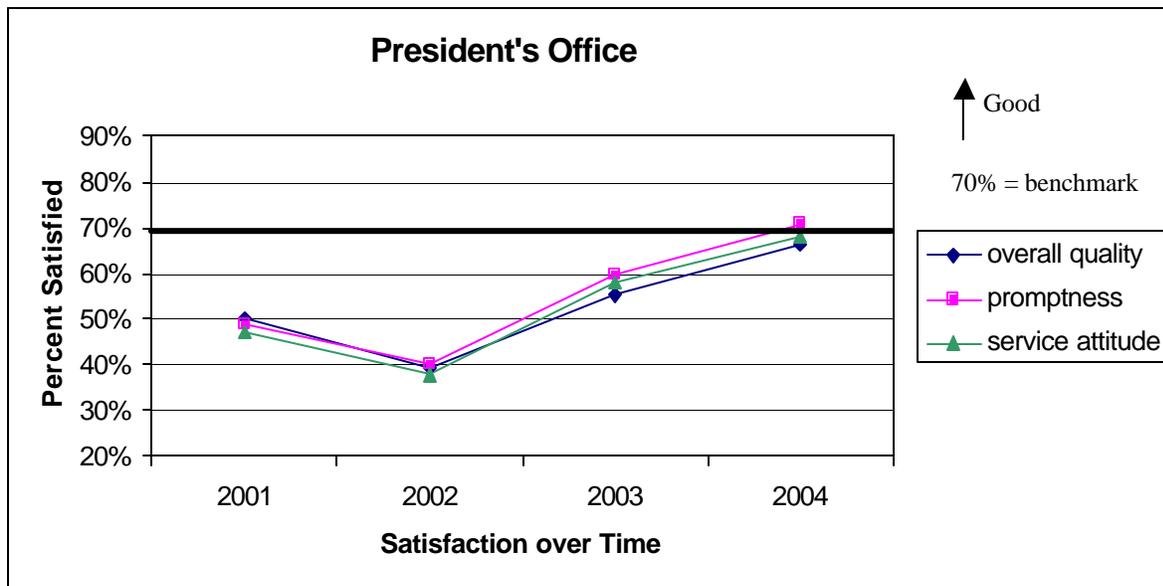
Who uses this office?

Of the 437 survey respondents, 79 (18%) reported having requested or received services from the President's Office in the past year. Of those respondents:

- 73% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (17 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 93 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.

President's Office																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	50	66%	9	12%	17	22%
promptness	53	49%	17	16%	38	35%	38	40%	14	15%	44	46%	55	60%	14	15%	22	24%	52	71%	7	10%	14	19%
service attitude	52	47%	12	11%	47	42%	36	38%	8	8%	52	54%	53	58%	11	12%	27	30%	50	68%	6	8%	17	23%

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 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

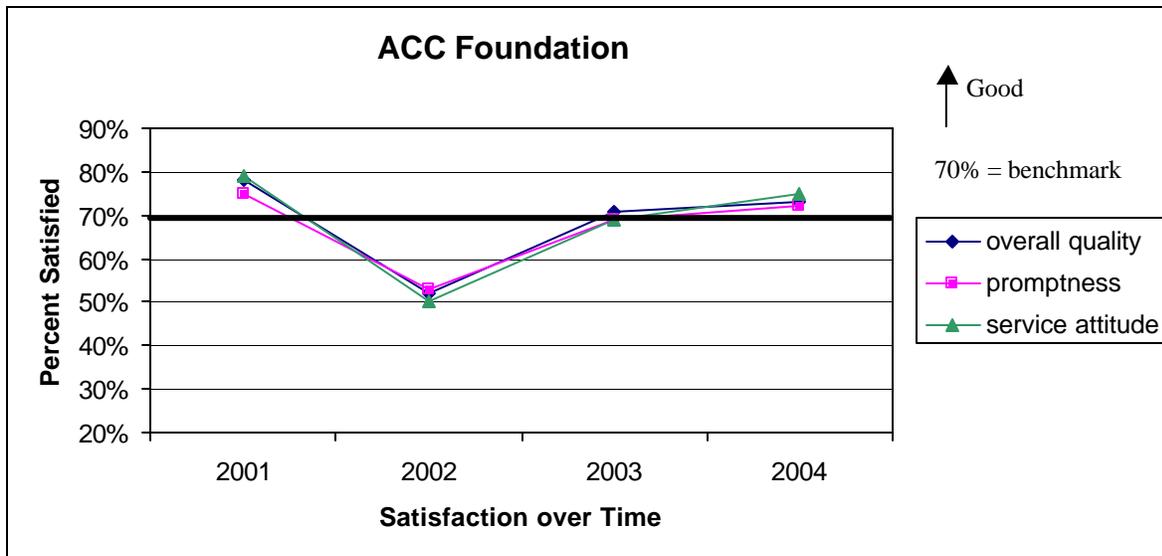
Who uses this office?

Of the 437 survey respondents, 42 (10%) reported having requested or received services from the ACC Foundation 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;
- 2% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 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.

ACC Foundation																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	29	73%	6	15%	5	13%
promptness	43	75%	7	12%	7	12%	24	53%	8	18%	13	29%	33	69%	10	21%	5	10%	26	72%	4	11%	6	17%
service attitude	45	79%	7	12%	5	9%	23	50%	10	22%	13	28%	33	69%	10	21%	5	10%	27	75%	4	11%	5	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 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.

Governmental Relations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 34 (8%) reported having requested or received services from the Office of Governmental Relations in the past year. Of those respondents:

- 88% (30 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (4 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Governmental Relations						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	9	27%	12	36%	12	36%
promptness	10	34%	9	31%	10	34%
service attitude	11	38%	9	31%	9	31%

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

The Office of Governmental Relations was not included in the 2003 survey.

Institutional Effectiveness

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

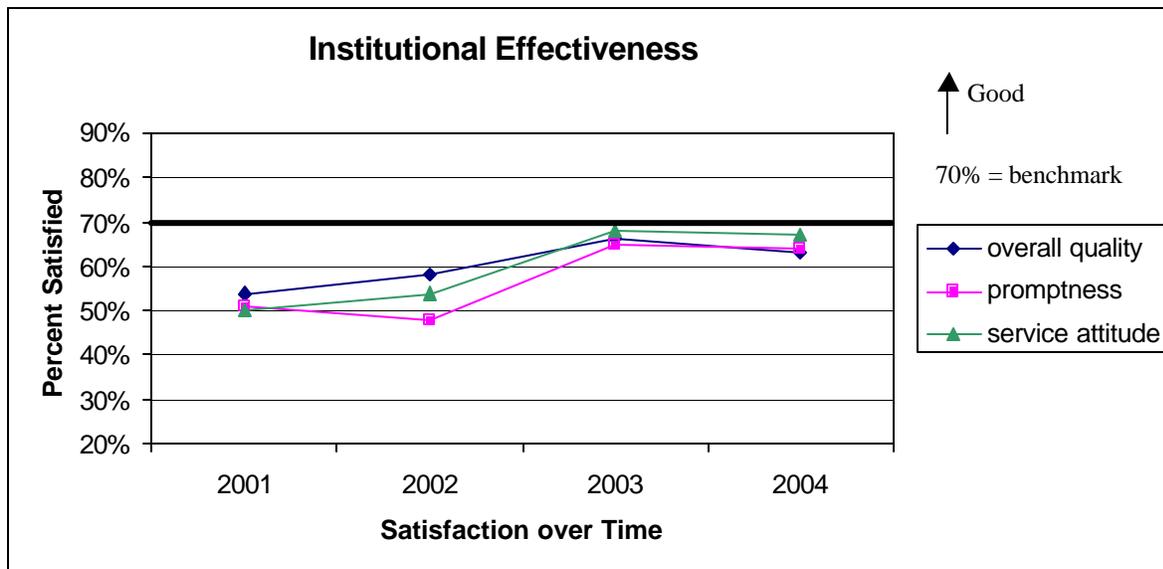
Who uses this office?

Of the 437 survey respondents, 90 (21%) reported having requested or received services from the Office of Institutional Effectiveness in the past year. Of those respondents:

- 70% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (25 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 decreased from 95 to 90.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	55	63%	16	18%	16	18%
promptness	53	51%	24	23%	26	25%	45	48%	29	31%	20	21%	61	65%	18	19%	15	16%	53	64%	16	19%	14	17%
service attitude	51	50%	27	26%	25	24%	51	54%	22	23%	21	22%	65	68%	13	14%	17	18%	56	67%	12	14%	15	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 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

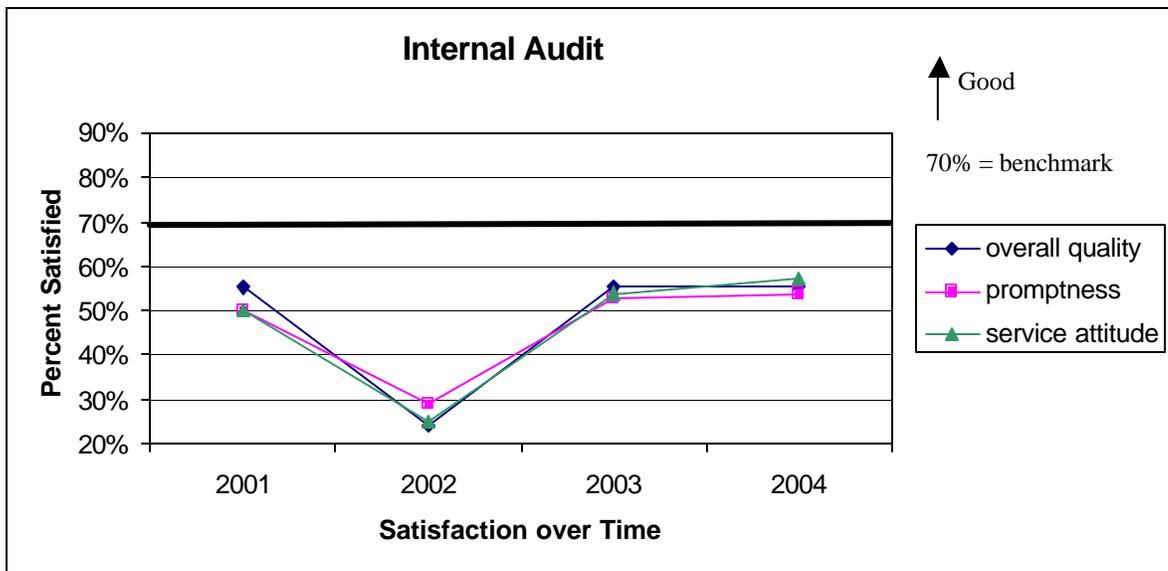
Who uses this office?

Of the 437 survey respondents, 58 (13%) reported having requested or received services from the Internal Audit Office in the past year. Of those respondents:

- 91% (53 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (3 respondents) were Full-time Faculty;
- 2% (1 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 2004 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 49 to 58.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	31	55%	8	14%	17	30%
promptness	23	50%	12	26%	11	24%	7	29%	8	33%	9	38%	26	53%	12	24%	11	22%	29	54%	12	22%	13	24%
service attitude	23	50%	12	26%	11	24%	6	25%	7	29%	11	46%	26	54%	10	21%	12	25%	31	57%	7	13%	16	30%

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.

Public Information and Media Relations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 63 (14%) reported having requested or received services from the Office of Instructional Development in the past year. Of those respondents:

- 75% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (12 respondents) were Full-time Faculty;
- 5% (3 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 2004 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.

Public Information and Media Relations						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	40	66%	7	11%	14	23%
promptness	40	69%	6	10%	12	21%
service attitude	39	67%	7	12%	12	21%

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

Due to organizational restructuring, there was not a comparable office to the Office of Public Information and Media Relations in the 2003 survey period.

Press Relations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

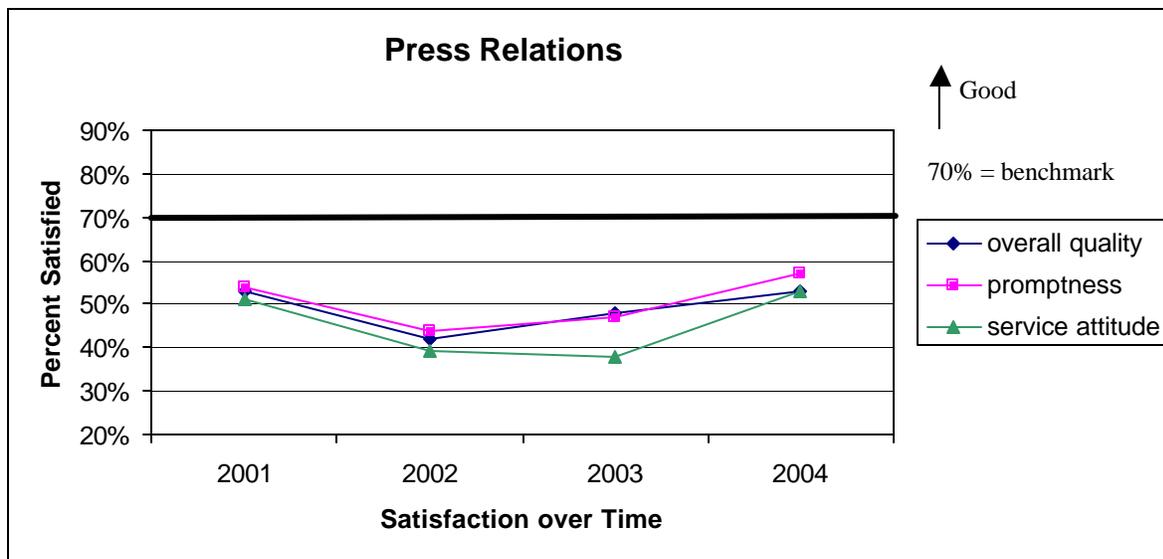
Who uses this office?

Of the 430 survey respondents, 52 (12%) reported having requested or received services from Press Relations in the past year. Of those respondents:

- 69% (36 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (12 respondents) were Full-time Faculty;
- 8% (4 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	27	53%	8	16%	16	31%
promptness	30	54%	15	27%	11	20%	35	44%	17	21%	28	35%	28	47%	15	25%	17	28%	26	57%	7	15%	13	28%
service attitude	27	51%	14	26%	12	23%	31	39%	18	23%	30	38%	23	38%	12	20%	26	43%	25	53%	8	17%	14	30%

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.

Spring 2004 Internal Customer Survey

Office Reports

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

Office of the AVP for Academic Programs

Office of the Dean, Arts and Humanities

Office of the Dean, Communications

Office of the Dean, Math and Sciences

Office of the Dean, Social Behavioral Sciences

Office of Articulation and Transfer

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

EVP for Academic, Student, and Campus Affairs

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

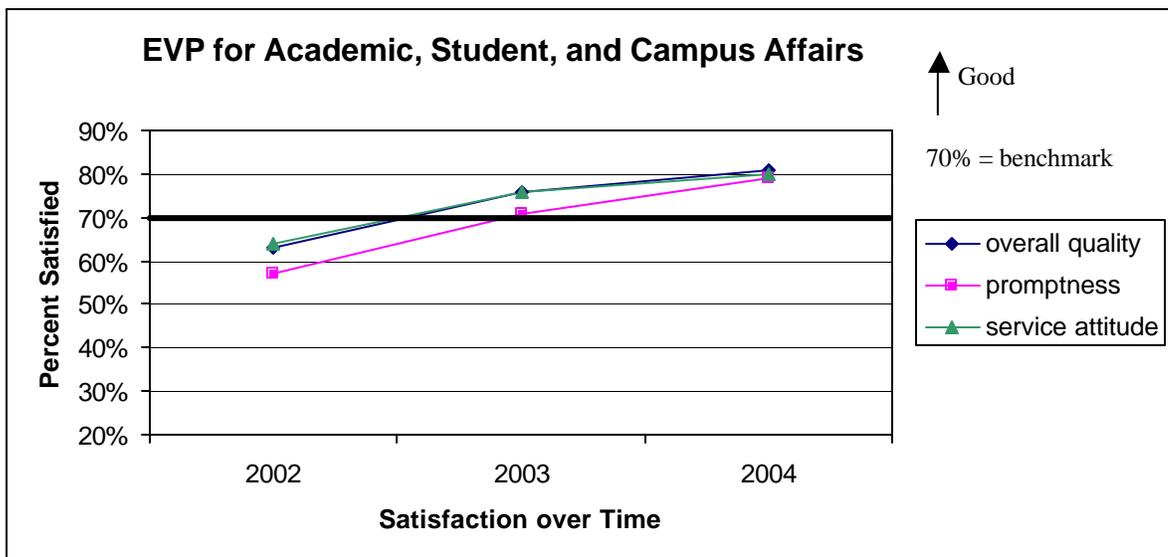
Who uses this office?

Of the 437 survey respondents, 139 (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:

- 58% (81 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (38 respondents) were Full-time Faculty;
- 11% (15 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 2004 Internal Customer Survey indicate a larger 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 increased from 132 to 139.



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.

EVP for Academic, Student, and Campus Affairs																		
Comparison of Survey Results																		
	2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	87	63%	25	18%	26	19%	99	76%	16	12%	15	12%	110	81%	11	8%	15	11%
promptness	78	57%	32	24%	26	19%	92	71%	23	18%	14	11%	104	79%	16	12%	12	9%
service attitude	87	64%	20	15%	29	21%	97	76%	13	10%	18	14%	105	80%	15	12%	11	8%

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

Results for this office show an increase of 4% - 8% for all measures of respondent satisfaction for 2004. Building on an increase of 13% - 14% from 2002 to 2003, the three year trend for this office shows improvements in respondent satisfaction of 16% - 22% across all measurements.

Spring 2004 Internal Customer Survey

Office Reports

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Office of the AVP for Academic Programs

Office of the Dean, Arts and Humanities

Office of the Dean, Communications

Office of the Dean, Math and Sciences

Office of the Dean, Social Behavioral Sciences

Office of Articulation and Transfer

AVP for Academic Programs

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

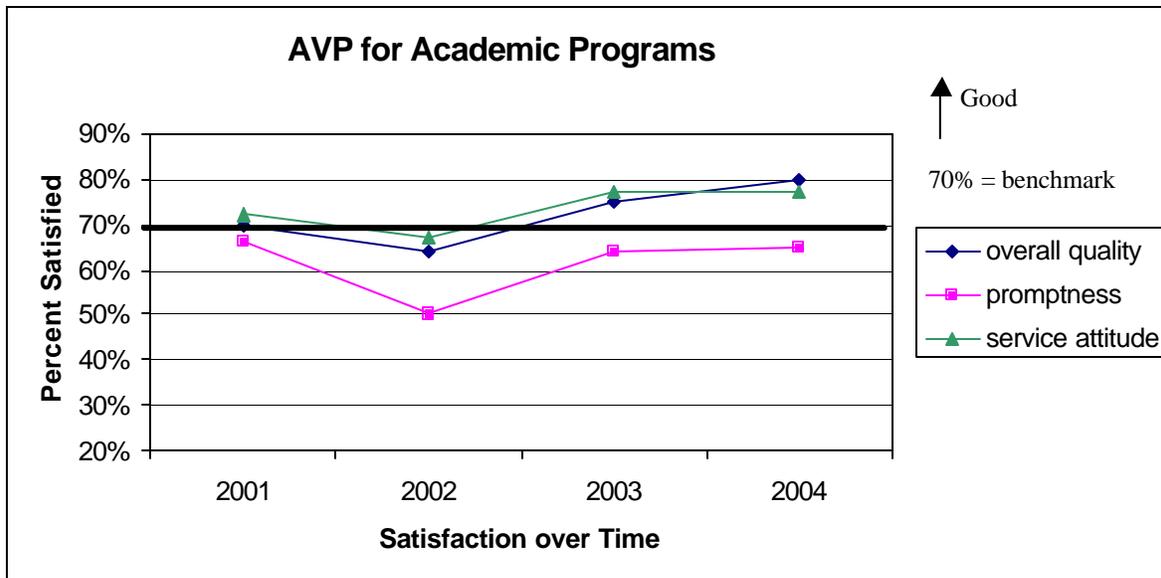
Who uses this office?

Of the 437 survey respondents, 103 (24%) reported having requested or received services from the Office of the AVP for Academic Programs in the past year. Of those respondents:

- 67% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (25 respondents) were Full-time Faculty;
- 6% (6 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 2004 Internal Customer Survey indicate a larger 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 increased from 96 to 103.



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.

AVP for Academic Programs																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	81	80%	11	11%	9	9%
promptness	62	66%	15	16%	17	18%	56	50%	21	19%	34	31%	60	64%	20	21%	14	15%	62	65%	14	15%	20	21%
service attitude	68	72%	11	12%	15	16%	74	67%	16	14%	21	19%	72	77%	14	15%	8	9%	75	77%	14	14%	9	9%

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

Results for this period reflect an increase of 1% - 5% in respondent satisfaction for *overall quality* and *promptness* and no change in satisfaction for *service attitude* for this office. There were increases of 10% -14% for all categories in respondent satisfaction from 2002 to 2203. In looking at four years of data, respondent satisfaction for this office has increased by 10% for *overall quality* and 5% for *service attitude* and declined slightly by 1% for *promptness*.

Dean, Arts and Humanities

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

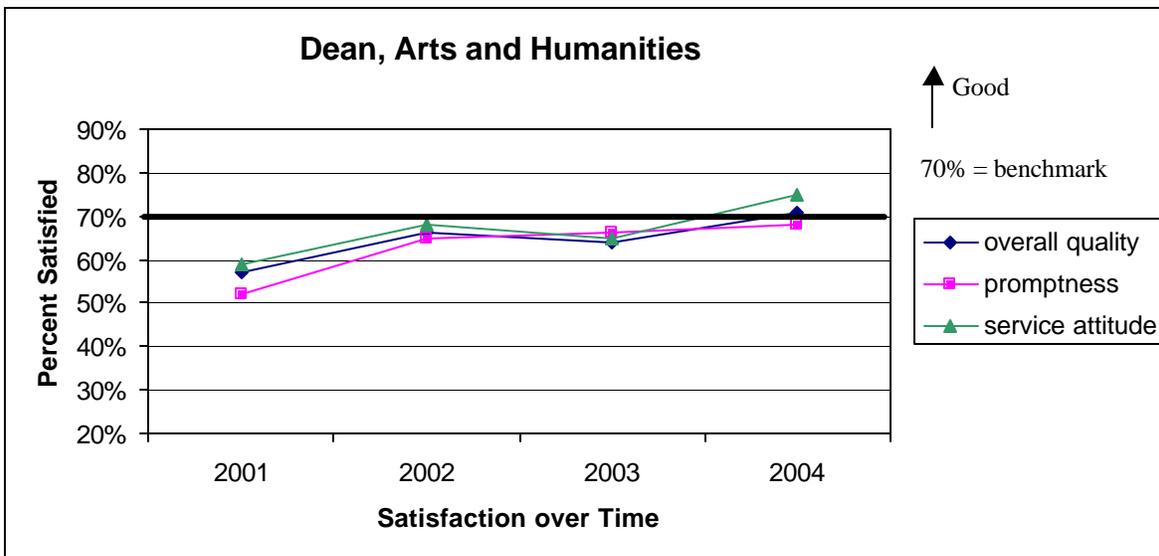
Who uses this office?

Of the 437 survey respondents, 102 (23%) reported having requested or received services from the Office of the Dean of Arts and Humanities in the past year. Of those respondents:

- 61% (62 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
- 4% (4 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a larger percentage of employees are satisfied across all measures surveyed than were in previous 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 76 to 102.



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.

Dean, Arts and Humanities Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	71	71%	15	15%	14	14%
promptness	58	52%	24	21%	30	27%	54	65%	19	23%	10	12%	47	66%	14	20%	10	14%	65	68%	16	17%	14	15%
service attitude	65	59%	18	16%	28	25%	56	68%	17	21%	9	11%	47	65%	12	17%	13	18%	71	75%	12	13%	12	13%

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

Satisfaction levels for this office in this period rose by 2% to 10% on all measured categories. From 2002 to 2003, there were mixed results with small changes in satisfaction levels of -3% to 1%. Results over four years yield a 14% to 16% increase in satisfaction across all measures.

Dean, Communications

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

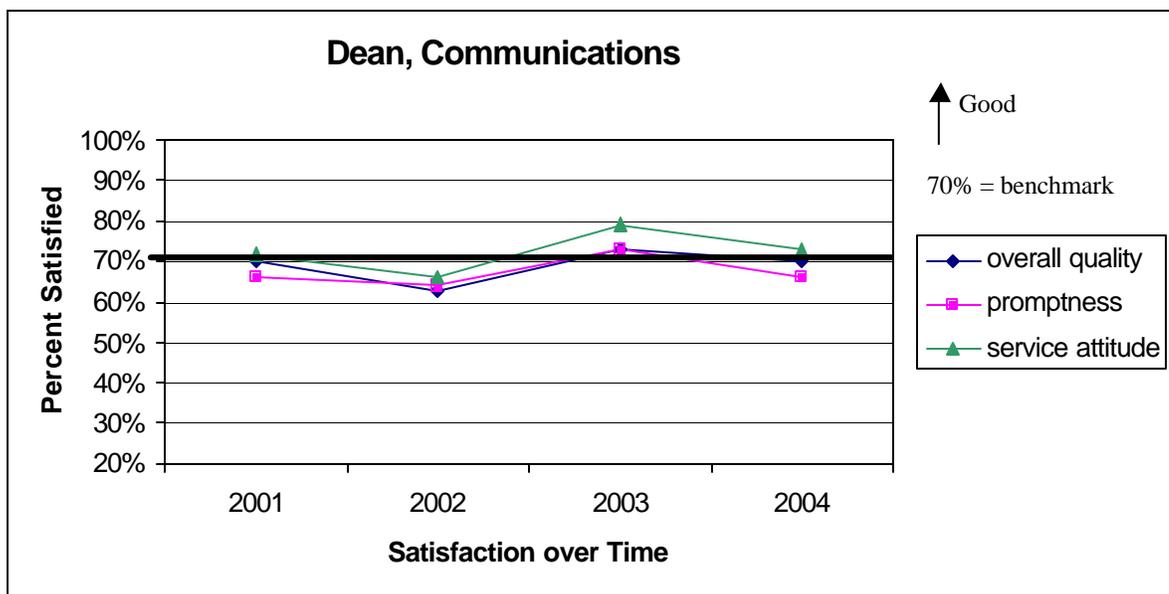
Who uses this office?

Of the 437 survey respondents, 100 (23%) reported having requested or received services from the Office of the Dean of Communications in the past year. Of those respondents:

- 60% (60 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (21 respondents) were Full-time Faculty;
- 13% (13 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 84 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.

Dean, Communications																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	68	70%	15	16%	14	14%
promptness	62	66%	15	16%	17	18%	61	64%	23	24%	12	13%	58	73%	15	19%	7	9%	63	66%	19	20%	13	14%
service attitude	68	72%	11	12%	15	16%	63	66%	24	25%	9	9%	65	79%	11	13%	6	7%	69	73%	15	16%	11	12%

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

Results for this period reflect a decline of respondent satisfaction of -3% to -7% in all measures for this office. These results follow improvements of 9% to 13% across all categories from 2002 to 2003. Over four years, the results are relatively flat, with no change in respondent satisfaction in *overall quality* and *promptness* and a 1% increase in *service attitude*.

Dean, Math and Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

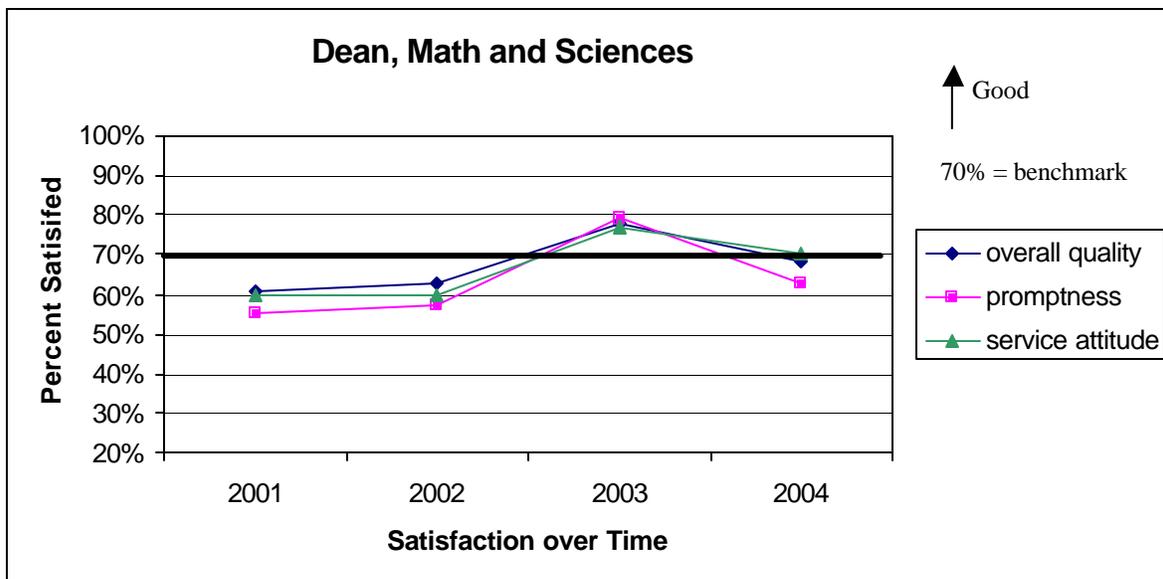
Who uses this office?

Of the 437 survey respondents, 110 (25%) reported having requested or received services from the Office of the Dean of Math and Sciences in the past year. Of those respondents:

- 60% (66 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (22 respondents) were Full-time Faculty;
- 15% (16 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a smaller 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 decreased from 117 to 110.



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.

Dean, Math and Sciences Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	74	68%	20	18%	15	14%
promptness	67	55%	21	17%	34	28%	66	57%	26	23%	23	20%	88	79%	12	11%	11	10%	65	63%	19	18%	19	18%
service attitude	73	60%	20	16%	29	24%	68	60%	21	19%	24	21%	88	77%	14	12%	12	11%	72	70%	17	17%	14	14%

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

Results for this office show a decrease in respondent satisfaction of -7% to -16% in all measured categories for this period. This follows an increase of 15% - 22% satisfaction across all categories from 2002 to 2003. Across four years of results, this office continues to show an improvement in respondent satisfaction of 7% -10% for all measures.

Dean, Social and Behavioral Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

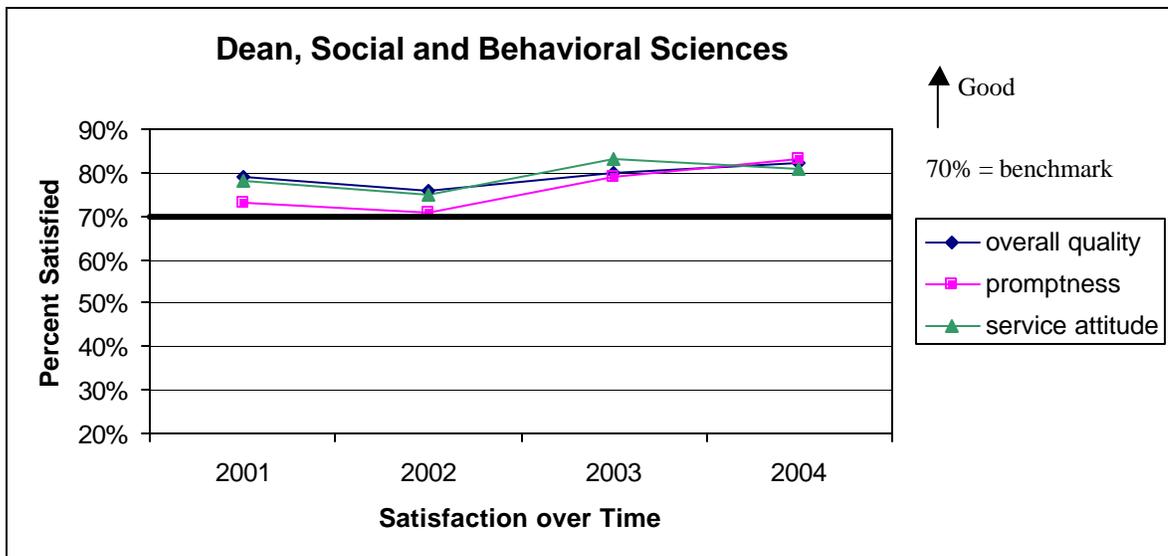
Who uses this office?

Of the 437 survey respondents, 104 (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:

- 63% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (20 respondents) were Full-time Faculty;
- 17% (18 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 100 to 104.



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.

Dean, Social and Behavioral Sciences Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	84	82%	11	11%	7	7%
promptness	96	73%	20	15%	15	11%	82	71%	18	16%	15	13%	76	79%	15	16%	5	5%	83	83%	8	8%	9	9%
service attitude	101	78%	15	12%	13	10%	85	75%	19	17%	10	9%	79	83%	12	13%	4	4%	79	81%	13	13%	6	6%

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

Results for this period reflect increases in respondent satisfaction for this office in *overall quality* (2%) and *promptness* (4%) and a slight decrease for *service attitude* (-2%). Following an increase in the satisfaction ratings for each category from 2002 to 2003 period, the current results place satisfaction ratings for each category above ratings for 2001 by 3% -10%.

Articulation and Transfer

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 41 (9%) reported having requested or received services from the Office of Articulation and Transfer in the past year. Of those respondents:

- 78% (32 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (8 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 2004 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.

Articulation and Transfer						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	23	62%	10	27%	4	11%
promptness	23	61%	10	26%	5	13%
service attitude	23	64%	8	22%	5	14%

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

Due to organizational restructuring, there was not a comparable office to the Office of Articulation and Transfer in the 2003 survey period.

Spring 2004 Internal Customer Survey

Office Reports

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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

AVP for Workforce Education

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

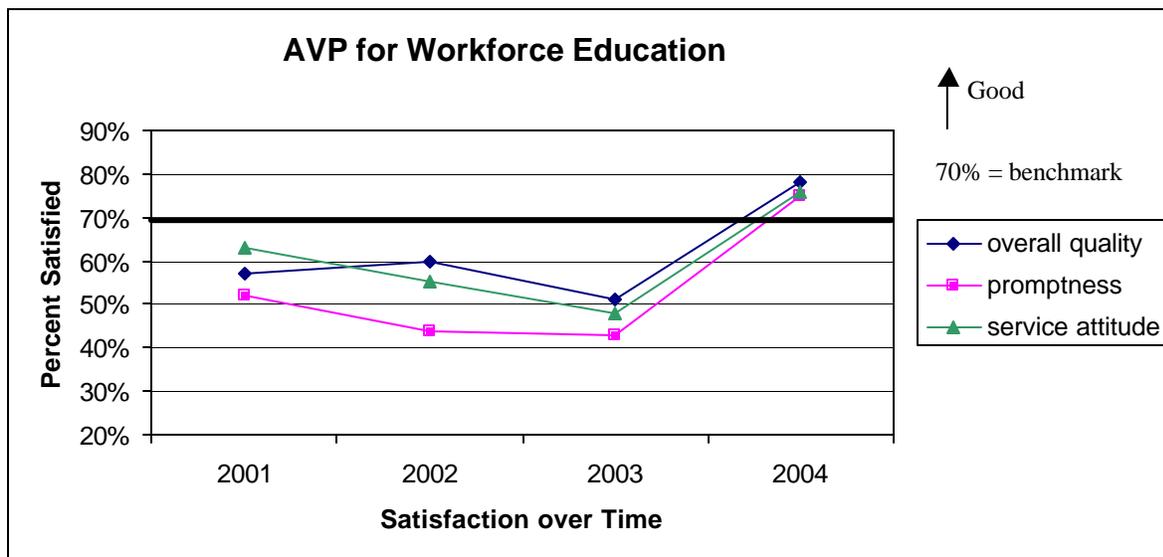
Who uses this office?

Of the 437 survey respondents, 81 (19%) reported having requested or received services from the Office of the AVP for Workforce Education in the past year. Of those respondents:

- 69% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (19 respondents) were Full-time Faculty;
- 5% (4 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 2004 Internal Customer Survey indicate a larger 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 increased from 70 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.

AVP for Workforce Education Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	60	78%	11	14%	6	8%
promptness	38	52%	18	25%	17	23%	31	44%	20	29%	19	27%	29	43%	18	27%	20	30%	56	75%	12	16%	7	9%
service attitude	45	63%	15	21%	12	17%	39	55%	16	23%	16	23%	32	48%	17	25%	18	27%	58	76%	12	16%	6	8%

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

Results for this period reflect a dramatic increase in respondent satisfaction for this office, with an increase of 27% in *overall quality*, 32% in *promptness*, and 28% in *service attitude*. These results reverse a negative trend of the previous three years and clearly place the office above the benchmark level of 70%.

Dean, Applied Technologies, Multimedia, and Public Service

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

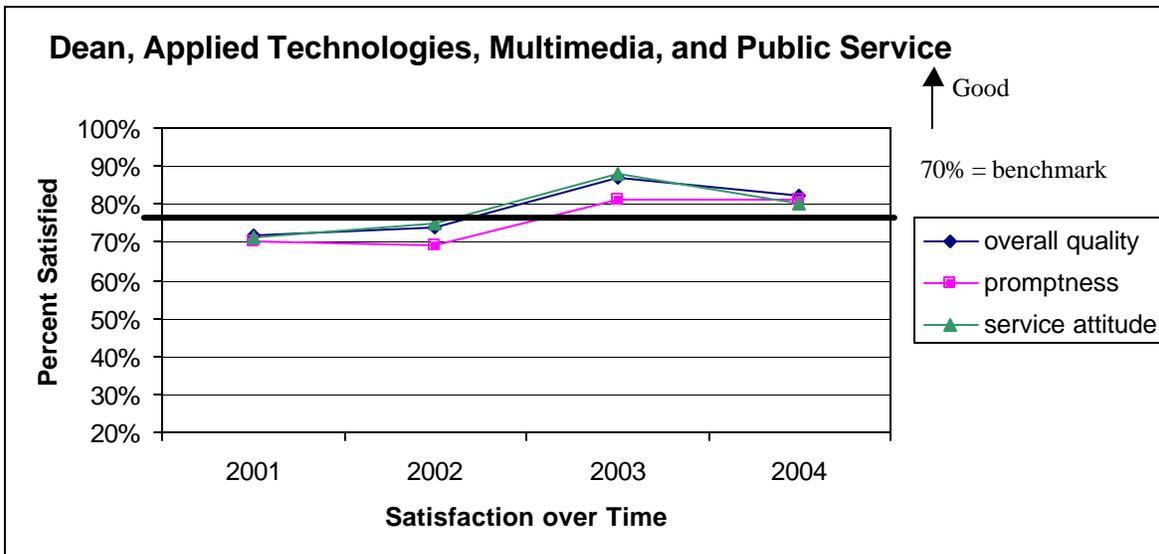
Who uses this office?

Of the 437 survey respondents, 85 (19%) 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:

- 74% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (15 respondents) were Full-time Faculty;
- 5% (4 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 2004 Internal Customer Survey indicate that 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 increased from 62 to 85.



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.

Dean, Applied Technologies, Multimedia, and Public Service Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	69	82%	9	11%	6	7%
promptness	61	70%	15	17%	11	13%	53	69%	15	19%	199	12%	47	81%	7	12%	4	7%	66	81%	9	11%	7	9%
service attitude	62	71%	16	18%	10	11%	58	75%	11	14%	168	10%	51	88%	3	5%	4	7%	65	80%	8	10%	8	10%

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

Results for this period reflect mixed results in respondent satisfaction for this office. While there was no change in satisfaction levels with *promptness*, there were decreases in *overall quality* (-5%) and *service attitude* (-8%). These results follow improvements of 12% to 13% in satisfaction ratings from 2002 to 2003. Over four years of results, respondent satisfaction levels are 9% to 11% higher than they were in 2001.

Dean, Business Studies

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

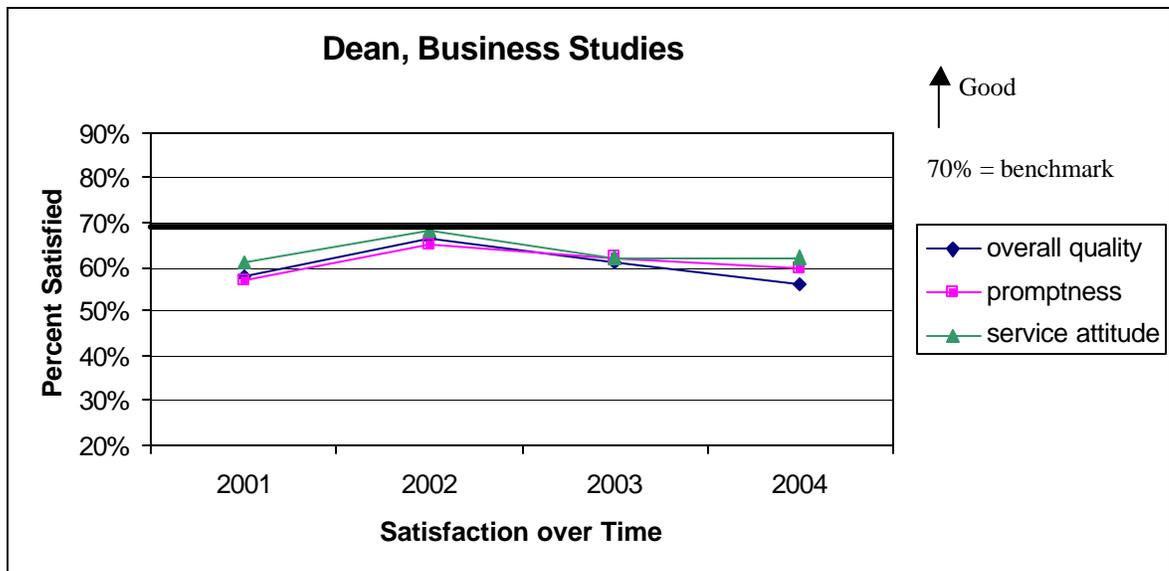
Who uses this office?

Of the 437 survey respondents, 80 (18%) reported having requested or received services from the Office of the Dean of Business Studies in the past year. Of those respondents:

- 78% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (11 respondents) were Full-time Faculty;
- 8% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 68 to 80.



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.

Dean, Business Studies Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	45	56%	19	24%	16	20%
promptness	47	57%	20	24%	16	19%	44	65%	14	21%	10	15%	40	62%	13	20%	12	18%	47	60%	17	22%	14	18%
service attitude	50	61%	15	18%	17	21%	44	68%	13	20%	8	12%	40	62%	14	22%	11	17%	48	62%	18	23%	12	15%

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

Results for this period reflect mixed results in respondent satisfaction for this office. While *service attitude* remained constant, there were decreases in satisfaction levels for *overall quality* (-5%) and *promptness* (-2%). These results continue a negative trend, with results from 2003 being -3% to -6% lower than the levels in 2002. Over four years, there was an increase in *promptness* (3%) and *service attitude* (1%) but a slight decline in *overall quality* (-2%).

Dean, Computer Studies and Advanced Technology

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

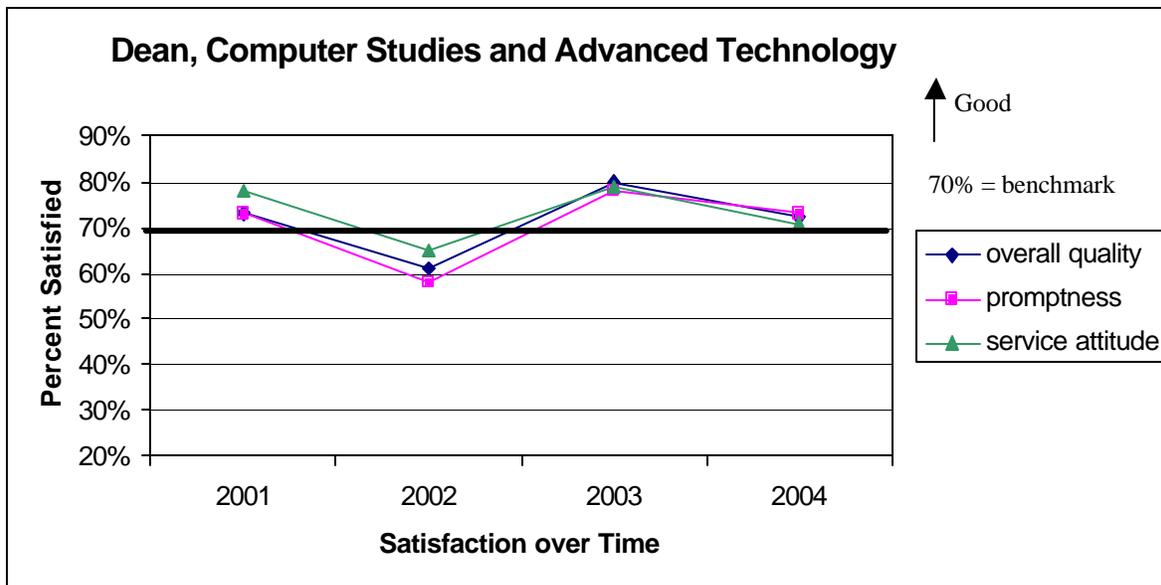
Who uses this office?

Of the 437 survey respondents, 71 (16%) 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:

- 75% (53 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (11 respondents) were Full-time Faculty;
- 6% (4 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 2004 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 slightly decreased from 72 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.

Dean, Computer Studies and Advanced Technologies Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	51	72%	11	16%	9	13%
promptness	59	73%	9	11%	13	16%	41	58%	18	25%	12	17%	53	78%	9	13%	6	9%	50	73%	9	13%	10	15%
service attitude	63	78%	8	10%	10	12%	45	65%	17	25%	7	10%	54	79%	9	13%	5	7%	48	71%	12	18%	8	12%

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

Results for this period reflect a decrease of 5% - 8% in respondent satisfaction for this office in all measured categories. This follows an increase of 14% - 20% in the satisfaction ratings for each category from 2002 to 2003. Over four years, *promptness* was at the same level of satisfaction while *overall quality* was down by 1% and *service attitude* decreased by 7%.

Dean, Health Sciences

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

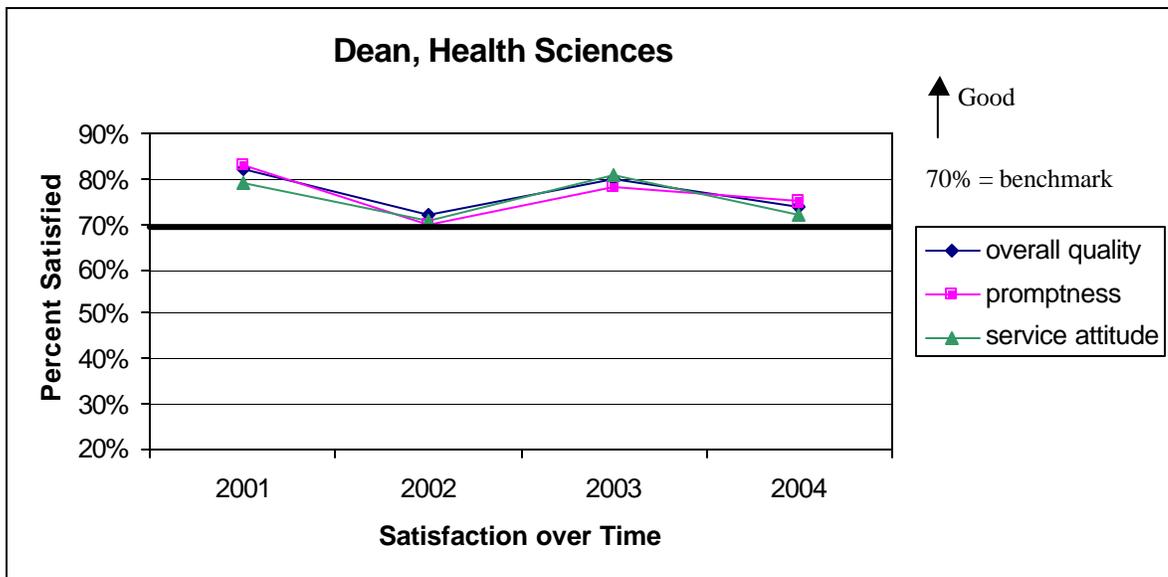
Who uses this office?

Of the 437 survey respondents, 95 (22%) reported having requested or received services from the Office of the Dean of Health Sciences in the past year. Of those respondents:

- 73% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (20 respondents) were Full-time Faculty;
- 6% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a smaller 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 79 to 95.



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.

Dean, Health Sciences Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	70	74%	17	18%	8	8%
promptness	68	83%	9	11%	5	6%	52	70%	14	19%	8	10%	57	78%	11	15%	5	7%	70	75%	14	15%	9	10%
service attitude	65	79%	9	11%	8	10%	52	71%	10	14%	11	15%	58	81%	10	14%	4	6%	68	72%	13	14%	13	14%

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

Results for this period reflect a decrease of 3% - 9% in respondent satisfaction for this office in all measured categories. These results follow increases of 8% - 10% for all categories from 2002 to 2003. Over four years, satisfaction levels are 7% - 8% lower now than the ratings in 2001.

Spring 2004 Internal Customer Survey Office Reports

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Office of the VP for Business Services

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Office of the AVP for Facilities and Operations

- Buildings & Grounds

- In-House Construction

- Design & Construction

- Campus Police

- Custodial

Environmental Health & Safety and Insurance

Office of the VP for Business Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

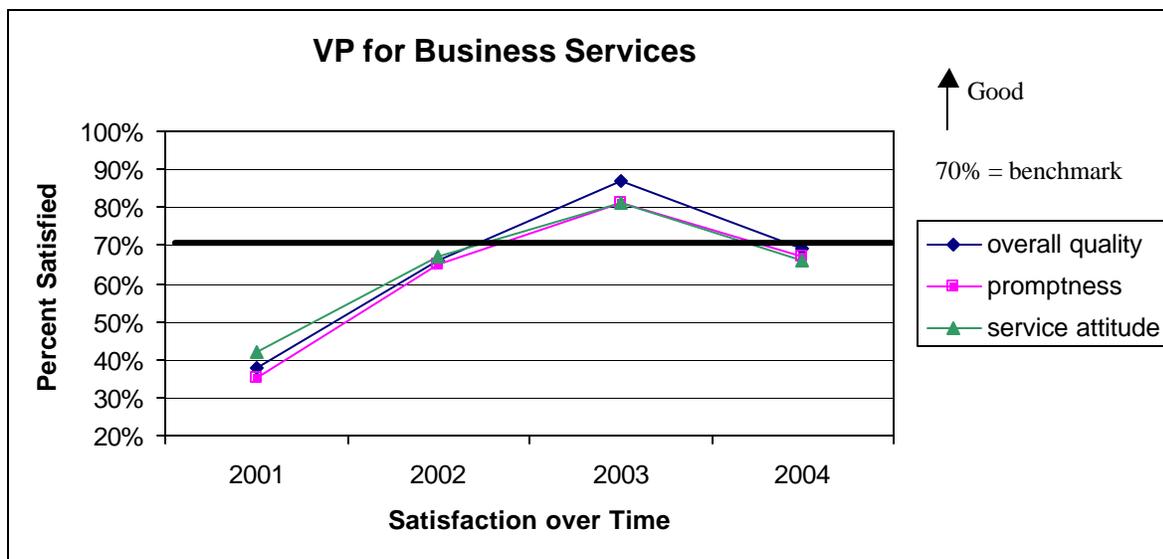
Who uses this office?

Of the 437 survey respondents, 75 (17%) reported having requested or received services from the Office of the VP for Business Services in the past year. Of those respondents:

- 80% (60 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (10 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 57 to 75.



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.

VP for Business Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	50	69%	14	19%	8	11%
promptness	39	35%	33	29%	40	36%	49	65%	11	15%	15	20%	44	81%	9	17%	1	2%	46	67%	16	23%	7	10%
service attitude	47	42%	29	26%	37	33%	50	67%	13	17%	12	16%	44	81%	9	17%	1	2%	47	66%	16	23%	8	11%

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

Results for this period reflect a drop in respondent satisfaction for this office of -14% to -18% in all measured categories. These results follow considerable improvement in satisfaction ratings of 39% to 49% from 2001 to 2003, yielding increases of 24% to 32% in respondent satisfaction over the four year period.

Controller

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

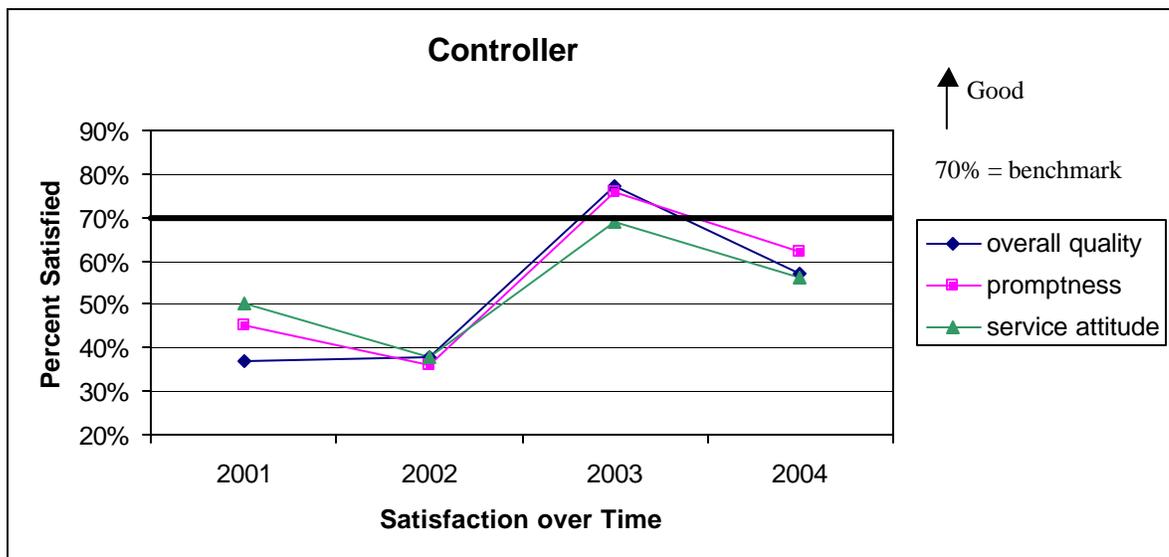
Who uses this office?

Of the 437 survey respondents, 44 (10%) reported having requested or received services from the Office of the Controller in the past year. Of those respondents:

- 80% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 9% (4 respondents) were Full-time Faculty;
- 9% (4 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 2004 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 41 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.

Controller																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	25	57%	8	18%	11	25%
promptness	21	45%	14	30%	12	12%	16	36%	14	32%	14	32%	29	76%	6	16%	3	8%	26	62%	7	17%	9	21%
service attitude	24	50%	10	21%	14	29%	17	38%	15	33%	13	29%	27	69%	7	18%	5	13%	24	56%	7	16%	12	28%

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

Results for this period reflect a decrease in respondent satisfaction for this office of -13% to -20% in all measured categories. This follows an overall increase in the satisfaction ratings of 31% to 40% for each category from 2002 to 2003. With four years of results, this office has improved satisfaction ratings for each category above ratings for 2001 by 6% to 20%.

Accounts Payable

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

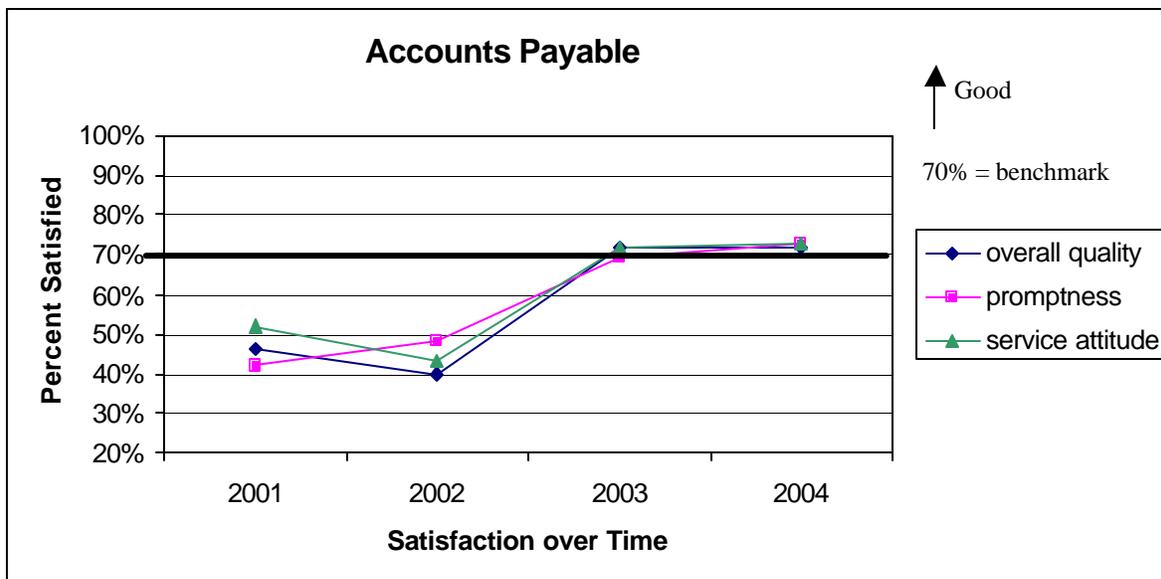
Who uses this office?

Of the 437 survey respondents, 95 (22%) reported having requested or received services from the Accounts Payable in the past year. Of those respondents:

- 79% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (11 respondents) were Full-time Faculty;
- 7% (7 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 2004 Internal Customer Survey indicate 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 increased from 90 to 95.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	68	72%	17	18%	9	10%
promptness	64	42%	38	25%	50	33%	53	48%	30	27%	28	25%	59	69%	22	26%	4	5%	64	73%	15	17%	9	10%
service attitude	79	52%	37	24%	37	24%	47	43%	28	25%	35	32%	61	72%	19	22%	5	6%	65	73%	13	15%	11	12%

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

This office shows relatively flat results in respondent satisfaction in all measured categories for this period. The results for *overall quality* remained the same, *promptness* increased by 4%, and *service attitude* increased by 1% during the current period. This increase follows a period of increased satisfaction of 21% to 32% for the three categories from 2002 to 2003 and yields an improvement of 21% to 31% in respondent satisfaction over the four years.

Cashier

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

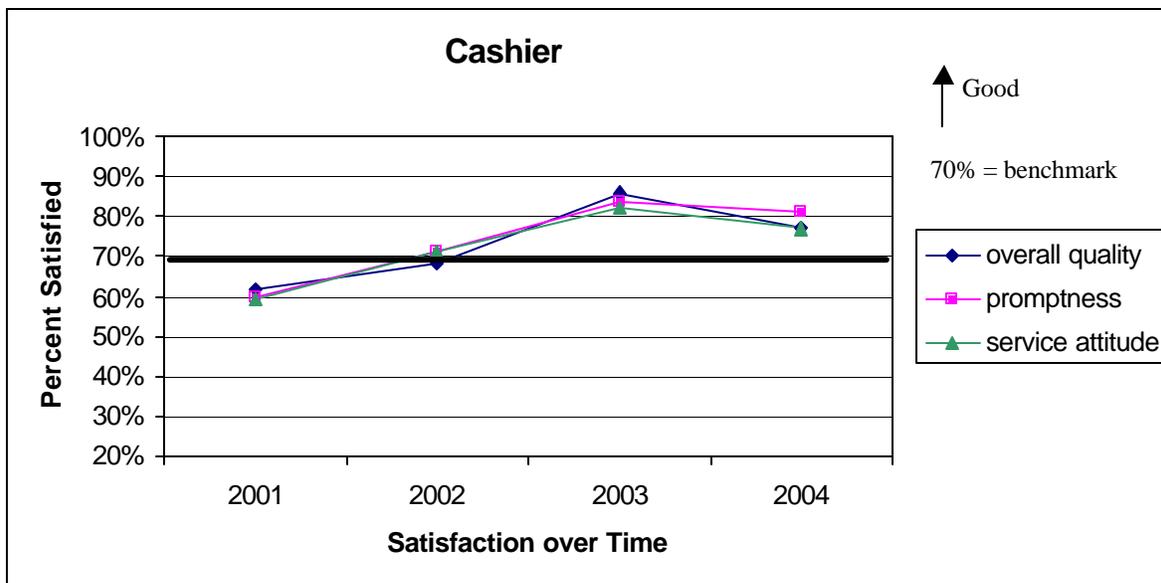
Who uses this office?

Of the 437 survey respondents, 133 (30%) reported having requested or received services from the Office of the Cashier in the past year. Of those respondents:

- 76% (101 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (16 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 2004 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 114 to 133.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	102	77%	20	15%	10	8%
promptness	103	60%	34	20%	36	21%	91	71%	16	12%	22	17%	91	84%	11	10%	6	6%	103	81%	13	10%	11	9%
service attitude	102	59%	35	20%	36	21%	91	71%	18	14%	19	15%	87	82%	9	8%	10	9%	98	77%	14	11%	16	13%

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 by -3% to -9% during the current period. These results follow improvements of 11% to 18% in satisfaction ratings from 2002 to 2003. Over a four year period, the results yield improvements in respondent satisfaction of 15% to 21%.

Purchasing

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

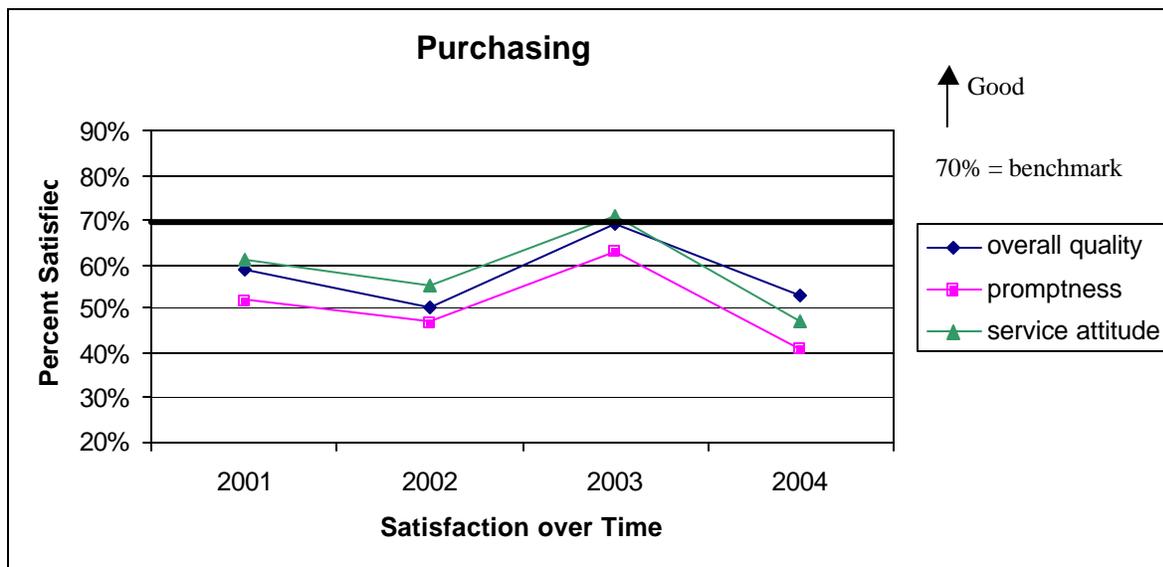
Who uses this office?

Of the 437 survey respondents, 115 (26%) reported having requested or received services from the Purchasing Office in the past year. Of those respondents:

- 84% (97 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (12 respondents) were Full-time Faculty;
- 3% (4 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 2004 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 109 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.

Purchasing Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	60	53%	27	24%	26	23%
promptness	88	52%	32	19%	50	29%	52	47%	18	16%	40	36%	65	63%	23	22%	16	15%	44	41%	29	27%	35	32%
service attitude	103	61%	33	19%	34	20%	60	55%	23	21%	27	25%	74	71%	17	16%	13	13%	51	47%	27	25%	31	28%

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

Results for this period reflect a sharp decrease in respondent satisfaction for this office of -16% to -24% in all measured categories. Following an increase in the satisfaction ratings of 16% to 19% for each category from 2002 to 2003, the current decrease places satisfaction ratings for each category at -6% to -14% below ratings for 2001.

Inventory/Receiving

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

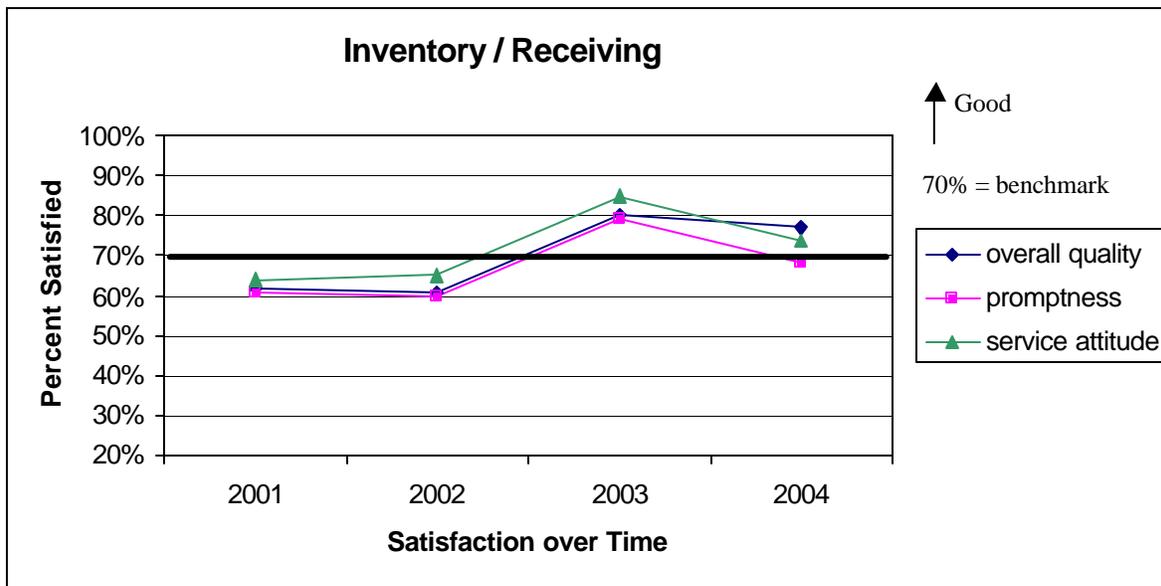
Who uses this office?

Of the 437 survey respondents, 93 (21%) reported having requested or received services from the Inventory/Receiving Office in the past year. Of those respondents:

- 89% (83 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (5 respondents) were Full-time Faculty;
- 3% (3 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 2004 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 83 to 93.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	70	77%	14	15%	7	8%
promptness	68	61%	17	15%	27	24%	49	60%	16	20%	16	20%	62	79%	8	10%	8	10%	60	68%	17	19%	11	13%
service attitude	71	64%	21	19%	19	17%	52	65%	14	18%	14	18%	66	85%	5	6%	7	9%	66	74%	16	18%	7	8%

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. In this period, *overall quality* declined by 3% and both *promptness* and *service attitude* dropped by 11%. This is in contrast to the improvements in respondent satisfaction of 19%-20% in all categories from 2002 to 2003. These results yield improvements in satisfaction over a four year period of 10% - 15%.

Mail Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

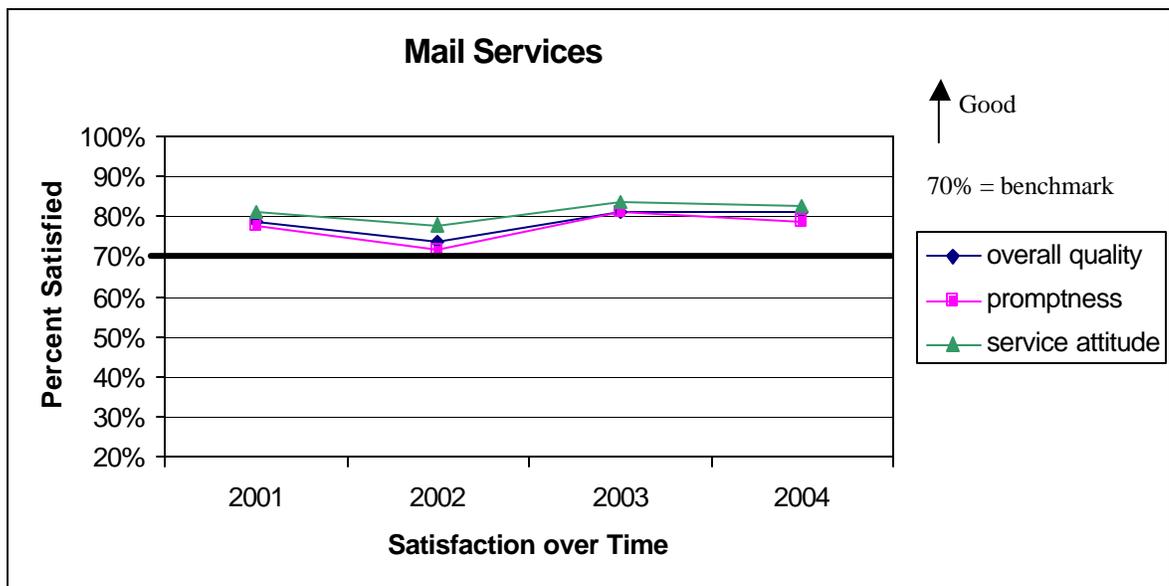
Who uses this office?

Of the 437 survey respondents, 157 (36%) reported having requested or received services from the Office of Mail Services in the past year. Of those respondents:

- 73% (115 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (18 respondents) were Full-time Faculty;
- 13% (20 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 2004 Internal Customer Survey indicate that relatively 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 increased from 144 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.

Mail Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	125	81%	18	12%	12	8%
promptness	163	78%	26	12%	21	10%	108	72%	18	12%	23	15%	113	81%	12	9%	15	11%	120	79%	19	13%	12	8%
service attitude	170	81%	26	12%	14	7%	114	78%	16	11%	17	12%	118	84%	11	8%	11	8%	126	83%	15	10%	10	7%

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

Results for this period were relatively flat in respondent satisfaction for this office. Levels of satisfaction with *overall quality* remained the same, *promptness* dropped by 2% and *service attitude* by 1%. These results follow an increase of 6% - 9% in the satisfaction ratings for each category from 2002 to 2003. Looking at four years of results, this office shows slight improvements of 1% to 2% in the satisfaction ratings for each category above ratings for 2001.

Budgeting

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

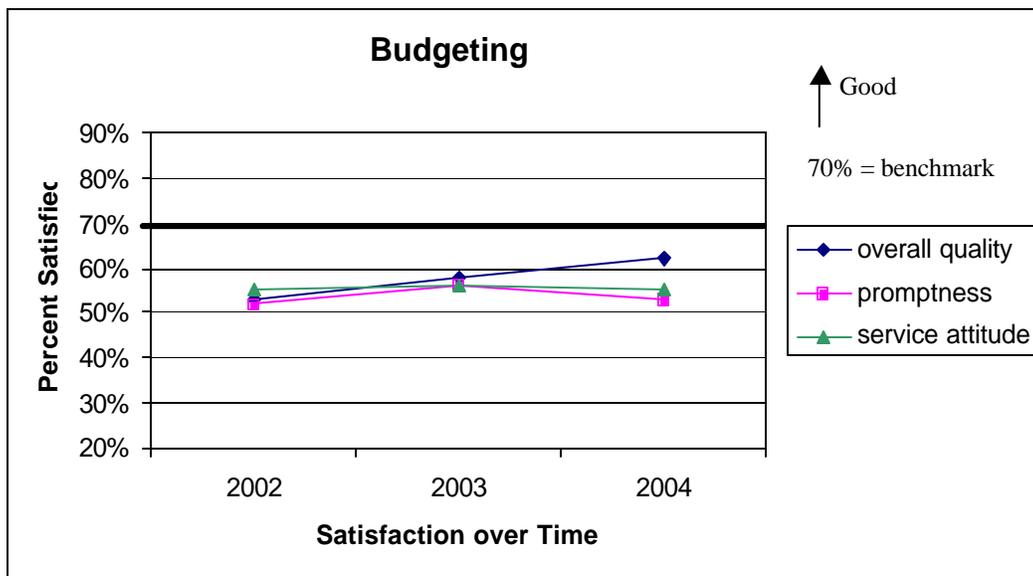
Who uses this office?

Of the 437 survey respondents, 77 (18%) reported having requested or received services from the Budgeting Office in the past year. Of those respondents:

- 82% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (12 respondents) were Full-time Faculty;
- 3% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that employees are both more satisfied and less 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 68 to 77.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	34	53%	12	19%	18	28%	38	58%	17	26%	11	17%	47	62%	18	24%	11	14%
promptness	32	52%	11	18%	19	31%	37	56%	16	24%	13	20%	40	53%	15	20%	20	27%
service attitude	34	55%	10	16%	18	29%	37	56%	17	26%	12	18%	41	55%	15	20%	18	24%

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

Results for this period reflect an improvement in respondent satisfaction for this office in *overall quality* of 4% and drops in *promptness* of -3% and in *service attitude* of -1%. Each category increased in satisfaction levels by 1% - 5% from 2002 to 2003. In looking at three years of results, this office has increased *overall quality* by 9% and *promptness* by 1% and remained even with *service attitude*.

AVP for Facilities & Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

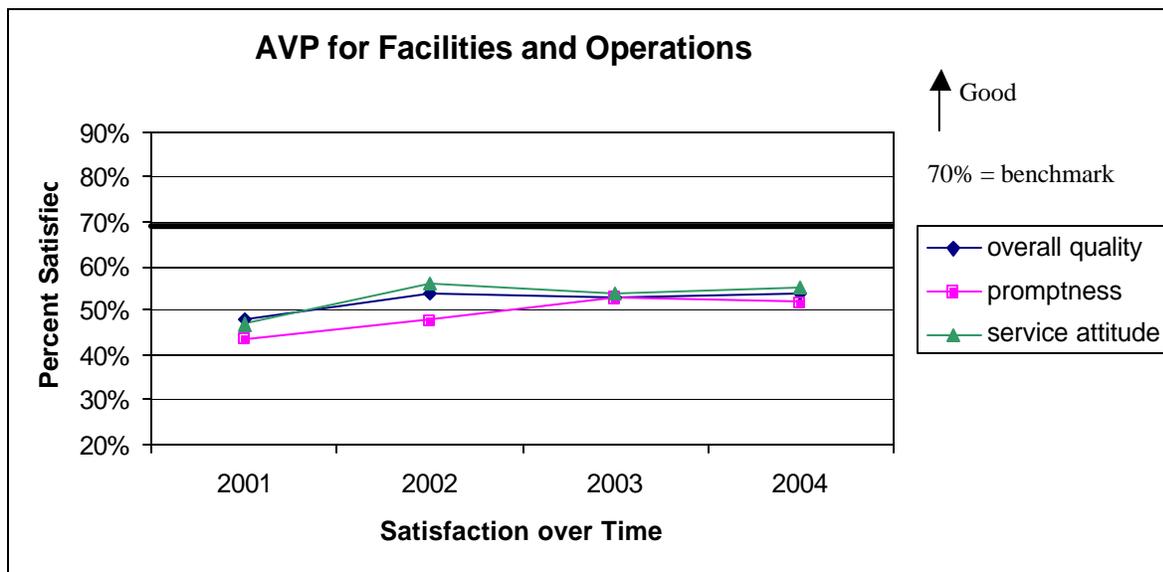
Who uses this office?

Of the 437 survey respondents, 74 (17%) reported having requested or received services from the Office of the AVP for Facilities & Operations in the past year. Of those respondents:

- 77% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (14 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate about the same percentage of employees are satisfied with the services of this office than during 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 60 to 74.



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.

AVP for Facilities & Operations																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	38	54%	19	27%	13	19%
promptness	28	44%	17	27%	19	30%	31	48%	11	17%	22	34%	30	53%	18	32%	9	16%	36	52%	14	20%	19	28%
service attitude	30	47%	18	28%	16	25%	33	56%	10	17%	16	27%	31	54%	21	37%	5	9%	38	55%	16	23%	15	22%

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

Results for this period reflect a relatively consistent level in respondent satisfaction, increasing or decreasing by 1%, for this office in all measured categories for 2004. These results follow a period of mixed results in satisfaction levels with changes of -2% to 5% for the three categories from 2002 to 2003. Over four years of results, this office shows a 6% to 8% improvement in satisfaction.

Buildings & Grounds

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 73 (17%) reported having requested or received services from the Buildings & Grounds Office in the past year. Of those respondents:

- 79% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (10 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Buildings & Grounds						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	42	60%	18	26%	10	14%
promptness	38	55%	19	28%	12	17%
service attitude	41	60%	14	21%	13	19%

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

Due to organizational restructuring, there was not a comparable office to Buildings & Grounds in the 2003 survey period.

In-House Construction

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 53 (12%) reported having requested or received services from the Office of In-House Construction in the past year. Of those respondents:

- 83% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (7 respondents) were Full-time Faculty;
- 4% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

In-House Construction						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	27	53%	12	24%	12	24%
promptness	25	49%	10	20%	16	31%
service attitude	28	56%	7	14%	15	30%

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

Due to organizational restructuring, there was not a comparable office to the Office of In-House Construction in the 2003 survey period.

Design & Construction

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

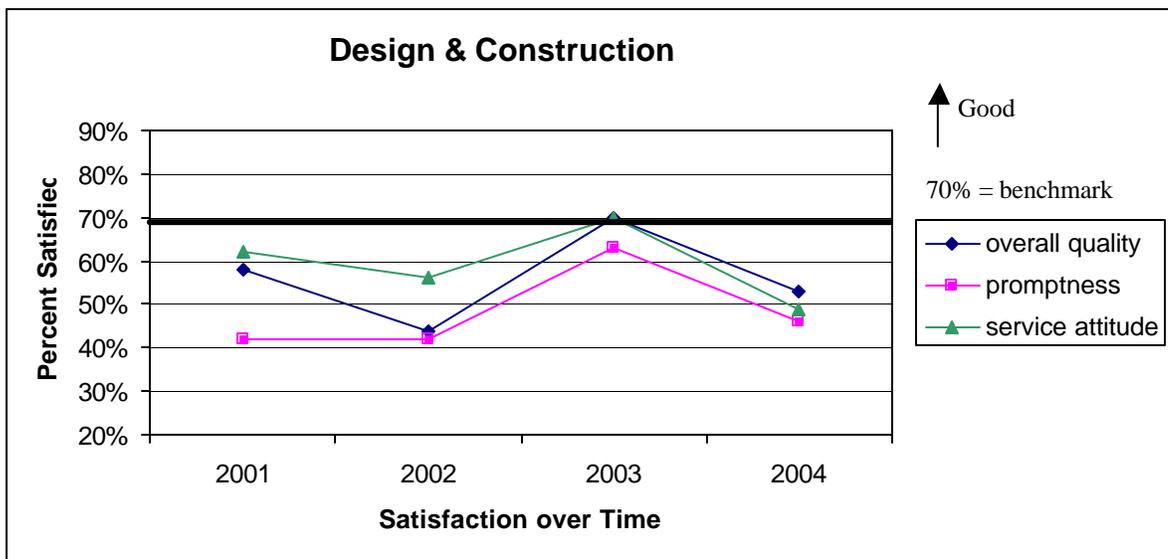
Who uses this office?

Of the 437 survey respondents, 44 (10%) reported having requested or received services from the Office of Design & Construction in the past year. Of those respondents:

- 70% (31 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (12 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of the Office of Campus Police 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 42 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.

Design & Construction Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	23	53%	8	19%	12	28%
promptness	27	42%	10	16%	27	42%	26	42%	13	21%	23	37%	24	63%	5	13%	9	24%	19	46%	9	22%	13	32%
service attitude	40	62%	11	17%	14	22%	35	56%	10	16%	17	27%	28	70%	4	10%	8	20%	20	49%	9	22%	12	29%

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

Results for this period reflect a sharp decrease in respondent satisfaction for this office of -17% to -21% in all measured categories. Following an increase in the satisfaction ratings of 14% to 26% for each category from 2002 to 2003, the current decrease places satisfaction ratings at -13% below the 2001 results for *service attitude*, -5% below for *overall quality*, and 4% above for *promptness*.

Campus Police

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

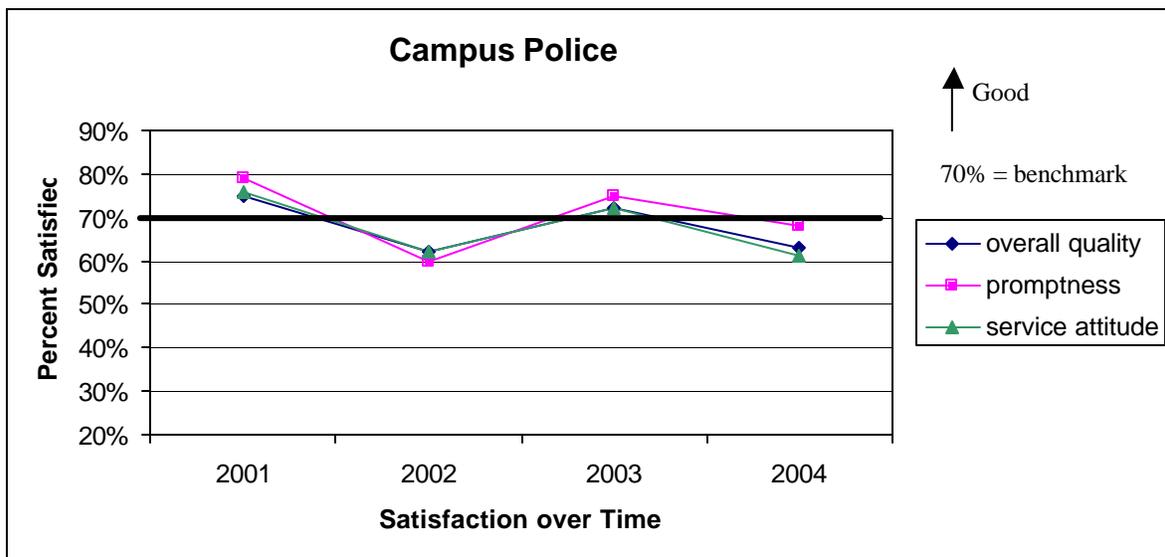
Who uses this office?

Of the 437 survey respondents, 194 (44%) reported having requested or received services from the Office of Campus Police in the past year. Of those respondents:

- 61% (118 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (36 respondents) were Full-time Faculty;
- 19% (36 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 2004 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of the Office of Campus Police 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 191 to 194.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	119	63%	44	23%	25	13%
promptness	154	79%	24	12%	17	9%	104	60%	39	23%	29	17%	137	75%	15	8%	31	17%	126	68%	36	19%	23	12%
service attitude	149	76%	26	13%	21	11%	105	62%	31	18%	34	20%	131	72%	18	10%	33	18%	114	61%	29	16%	43	23%

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

Results for this period reflect a decrease of -7% to -11% in respondent satisfaction for this office in all measured categories. This follows an increase of 10% to 15% in the satisfaction ratings for each category during from 2002 to 2003. Over four years of results, this office shows a decrease in respondent satisfaction of -11% to -15%.

Custodial Services Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 146 (33%) reported having requested or received services from the Custodial Services Office in the past year. Of those respondents:

- 64% (93 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (31 respondents) were Full-time Faculty;
- 15% (22 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Custodial						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	102	71%	27	19%	14	10%
promptness	103	75%	21	15%	13	9%
service attitude	105	77%	20	15%	12	9%

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

Due to organizational restructuring, there was not a comparable office to the Custodial Services Office in the 2003 survey period.

Environmental Health & Safety and Insurance

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

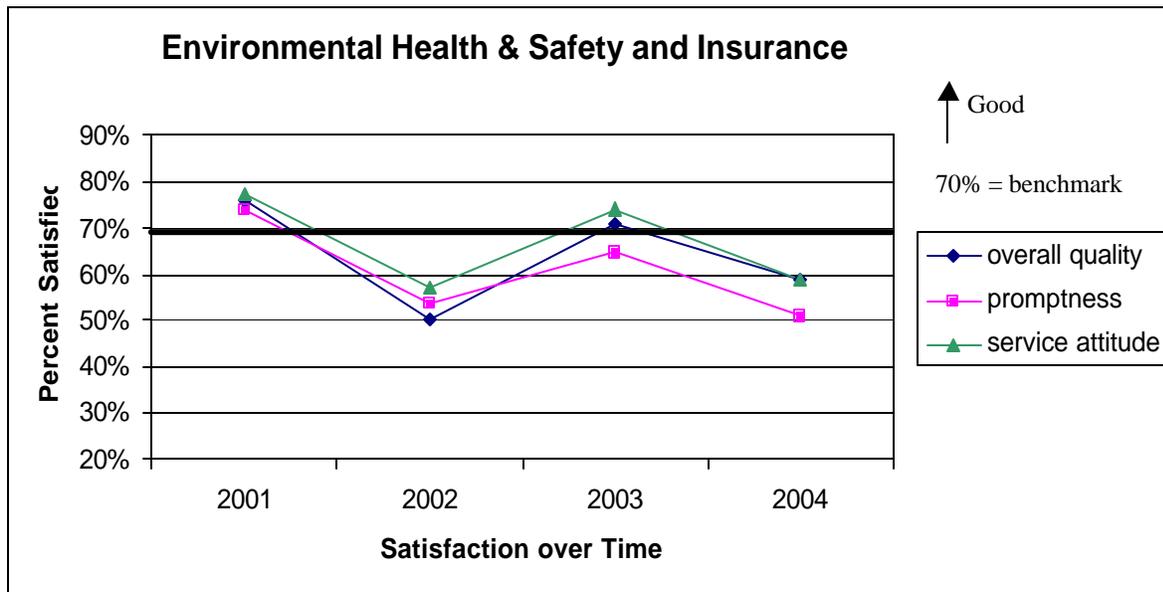
Who uses this office?

Of the 437 survey respondents, 77 (18%) reported having requested or received services from the Office of Environmental Health & Safety and Insurance in the past year. Of those respondents:

- 77% (59 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (13 respondents) were Full-time Faculty;
- 6% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of the Office of Campus Police 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 70 to 77.



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.

Environmental Health & Safety and Insurance Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	45	59%	18	24%	13	17%
promptness	58	74%	10	13%	10	13%	33	54%	13	21%	15	25%	43	65%	10	15%	13	20%	38	51%	20	27%	17	23%
service attitude	60	77%	9	12%	9	12%	35	57%	16	26%	10	16%	49	74%	11	17%	6	9%	44	59%	16	22%	14	19%

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

Results for this period reflect a decrease of -12% to -15% in respondent satisfaction for this office in all measured categories. This follows an increase of 11% to 21% in the satisfaction ratings for each category during from 2002 to 2003. Over four years of results, this office shows a decrease in respondent satisfaction of -17% to -23%.

Spring 2004 Internal Customer Survey Office Reports

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Office of the AVP for Human Resources

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

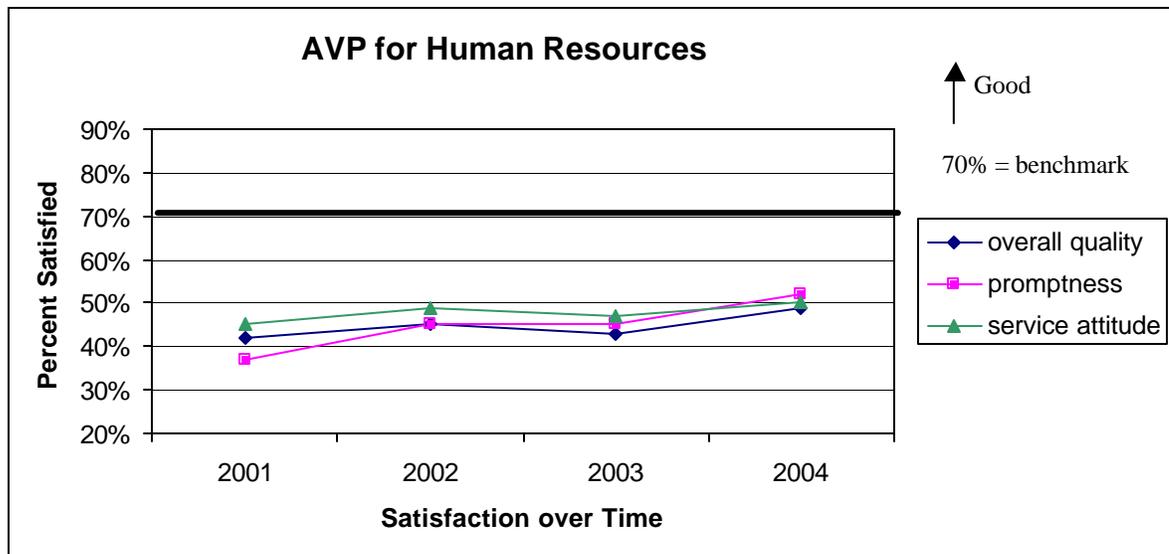
Who uses this office?

Of the 437 survey respondents, 165 (38%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. Of those respondents:

- 70% (115 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (26 respondents) were Full-time Faculty;
- 13% (22 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 2004 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous three 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 131 to 165.



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.

AVP for Human Resources Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	77	49%	26	17%	54	34%
promptness	55	37%	34	23%	59	40%	63	45%	25	18%	52	37%	57	45%	25	20%	46	36%	79	52%	24	16%	48	32%
service attitude	66	45%	27	18%	54	37%	68	49%	25	18%	46	33%	60	47%	26	20%	41	32%	76	50%	26	17%	51	33%

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

Results in respondent satisfaction for this office increased by 3%-7% for the current period from 2003 in all measured categories. While the increase is small, it is still significant in that it raises the satisfaction results for this office to their highest levels in four years. An average 50% satisfaction indicates the need for improvement but the trend is positive.

Benefits

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

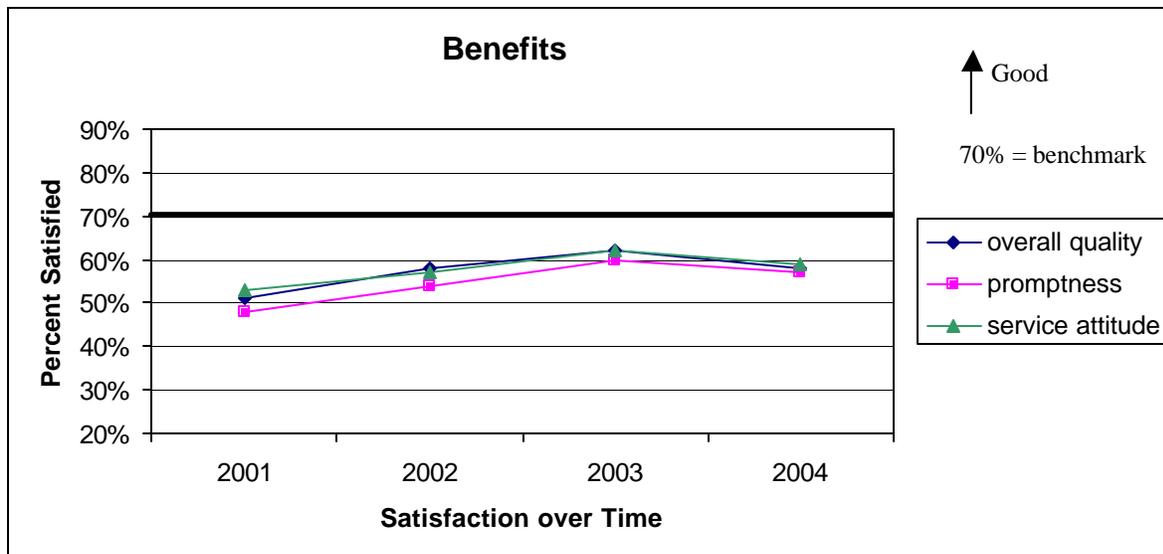
Who uses this office?

Of the 437 survey respondents, 224 (51%) reported having requested or received services from the Benefits Office in the past year. Of those respondents:

- 66% (148 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (46 respondents) were Full-time Faculty;
- 10% (23 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 183 to 224.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	127	58%	49	22%	43	20%
promptness	121	48%	54	22%	76	30%	109	54%	38	19%	56	28%	107	60%	40	22%	31	17%	121	57%	51	24%	41	19%
service attitude	131	53%	52	21%	66	27%	115	57%	39	19%	49	24%	110	62%	39	22%	29	16%	127	59%	39	18%	48	22%

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

Results for this office reflect a slight decline in respondent satisfaction for the current period, with all categories decreasing in respondent satisfaction by 3%-4%. These results follow an increase of 4%-6% from 2002 to 2003. While the drop in results is not great, with the 22% increase in the size of the respondent base, it should be considered as an indication of need improvement.

Compensation Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

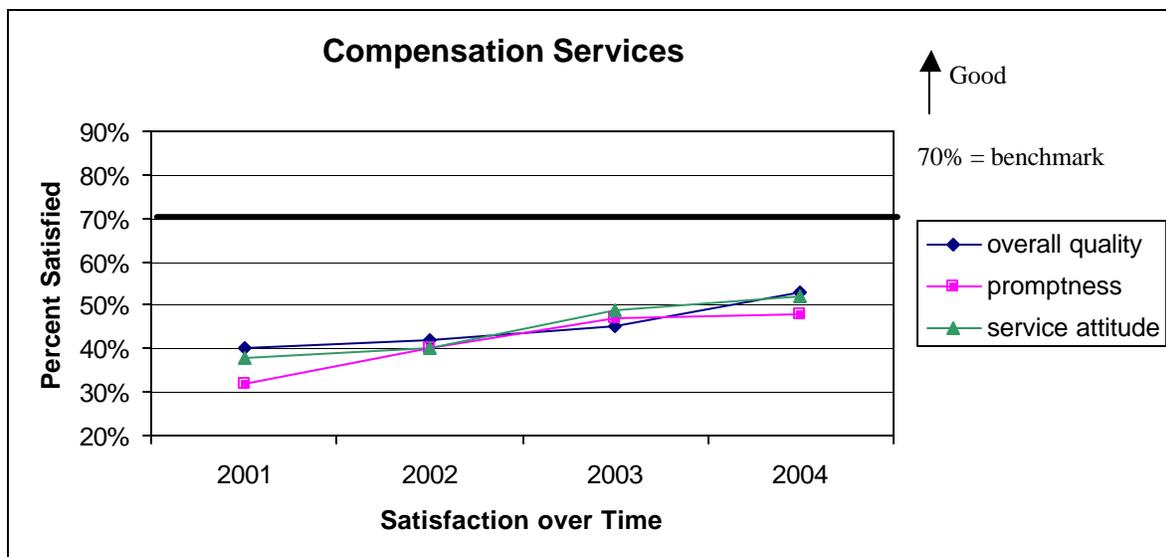
Who uses this office?

Of the 437 survey respondents, 124 (28%) reported having requested or received services from the Compensation Office in the past year. Of those respondents:

- 79% (98 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (15 respondents) were Full-time Faculty;
- 8% (10 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that a larger percentage of employees are satisfied with the services of this office than the past three 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 99 to 124.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	64	53%	25	21%	32	26%
promptness	52	32%	39	24%	70	43%	50	40%	20	16%	55	44%	46	47%	22	23%	29	30%	56	48%	23	20%	37	32%
service attitude	60	38%	42	27%	56	35%	50	40%	26	21%	48	39%	48	49%	24	25%	25	26%	60	52%	23	20%	32	28%

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 1%-8% in all measured categories. This increase follows an increase of 5%-15% in all categories from 2001 to 2003, yielding a 14% increase in service attitude and a 16% improvement in respondent satisfaction with promptness.

Employment/Hiring Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

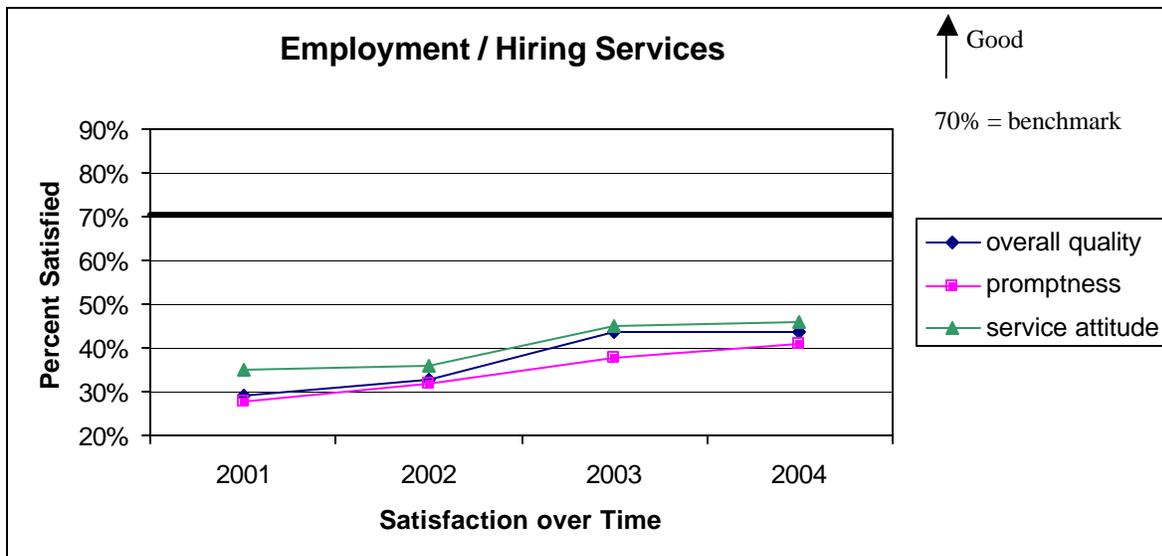
Who uses this office?

Of the 437 survey respondents, 153 (35%) reported having requested or received services from the Employment/Hiring Services Office in the past year. Of those respondents:

- 73% (112 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (25 respondents) were Full-time Faculty;
- 8% (13 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 2004 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 increased from 129 to 153.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	64	44%	32	22%	50	34%
promptness	57	28%	46	22%	103	50%	51	32%	25	16%	83	52%	49	38%	26	20%	53	41%	57	41%	25	18%	57	41%
service attitude	72	35%	47	23%	85	42%	57	36%	37	23%	66	41%	58	45%	30	23%	40	31%	65	46%	33	24%	42	30%

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

Results for this period reflect small increases in respondent satisfaction for this office of 0%-3% in all measured categories from 2003 to 2004. This follows an improvement of 6%-11% in satisfaction from 2002 to 2003, yielding improvements of 11%-15% over the four years of results.

Payroll Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

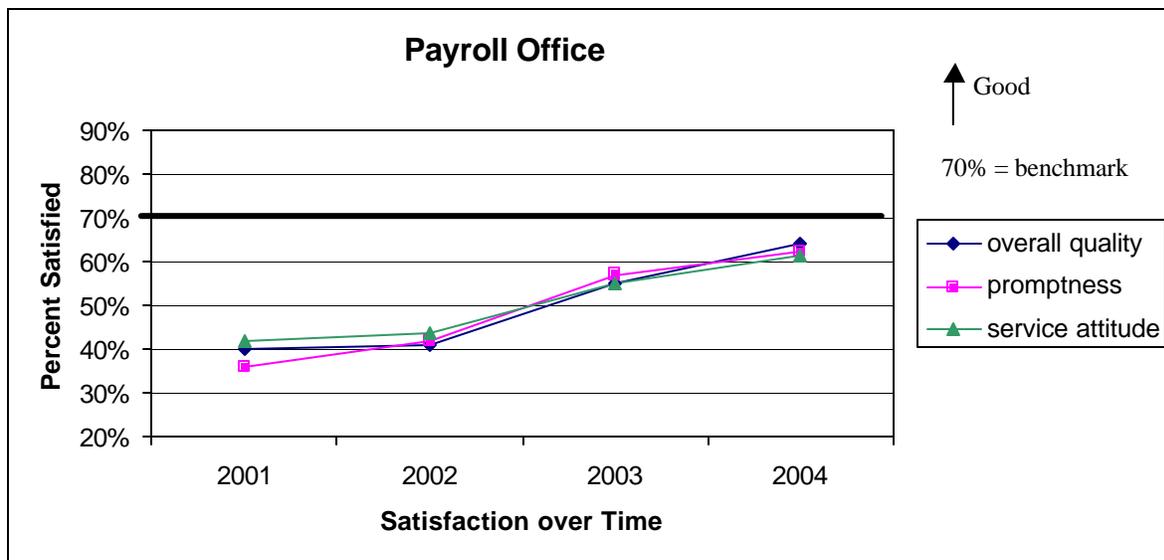
Who uses this office?

Of the 437 survey respondents, 242 (55%) reported having requested or received services from the Payroll Office in the past year. Of those respondents:

- 62% (150 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (41 respondents) were Full-time Faculty;
- 20% (48 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (3 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 220 to 242.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	154	64%	38	16%	48	20%
promptness	115	36%	69	22%	133	42%	95	42%	41	18%	89	40%	119	57%	31	15%	60	29%	144	62%	38	17%	49	21%
service attitude	134	42%	62	19%	122	38%	99	44%	48	21%	79	35%	116	55%	34	16%	60	29%	143	61%	42	18%	48	21%

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

Results for the current period reflect a strong increase in respondent satisfaction for the current period of 5%-9% in all measured categories from 2003 to 2004. This increase follows a significant increase in satisfaction levels (11%-15%) from 2002 to 2003 and yields improvements in respondent satisfaction over four years from 19%-24% across the categories.

Records

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

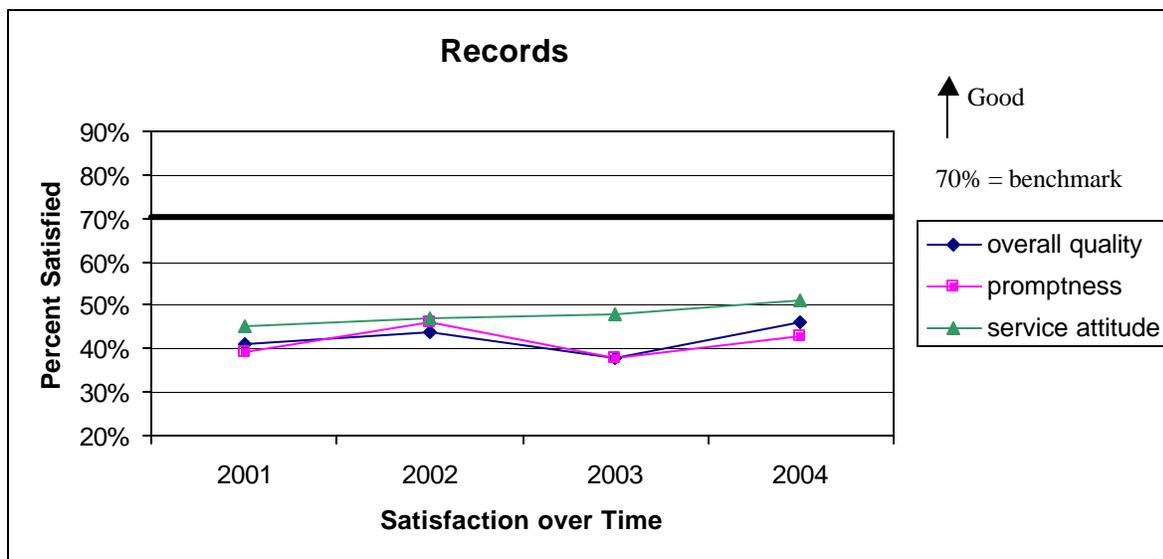
Who uses this office?

Of the 437 survey respondents, 178 (41%) reported having requested or received services from the Records Office in the past year. Of those respondents:

- 67% (119 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (34 respondents) were Full-time Faculty;
- 12% (21 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 2004 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 161 to 178.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	80	46%	29	17%	67	38%
promptness	67	39%	42	24%	64	37%	63	46%	26	19%	47	35%	59	38%	28	18%	69	44%	72	43%	34	20%	62	37%
service attitude	77	45%	39	23%	56	33%	64	47%	25	19%	46	34%	75	48%	28	18%	53	34%	87	51%	26	15%	57	34%

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

Results for the current period reflect an increase in respondent satisfaction of 3%-8% with this office for all measured categories from 2003 to 2004. The increase almost reversed the decrease in satisfaction for these categories from 2002 to 2003, leaving only the category of *promptness* below the results from 2002.

Spring 2004 Internal Customer Survey Office Reports

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The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

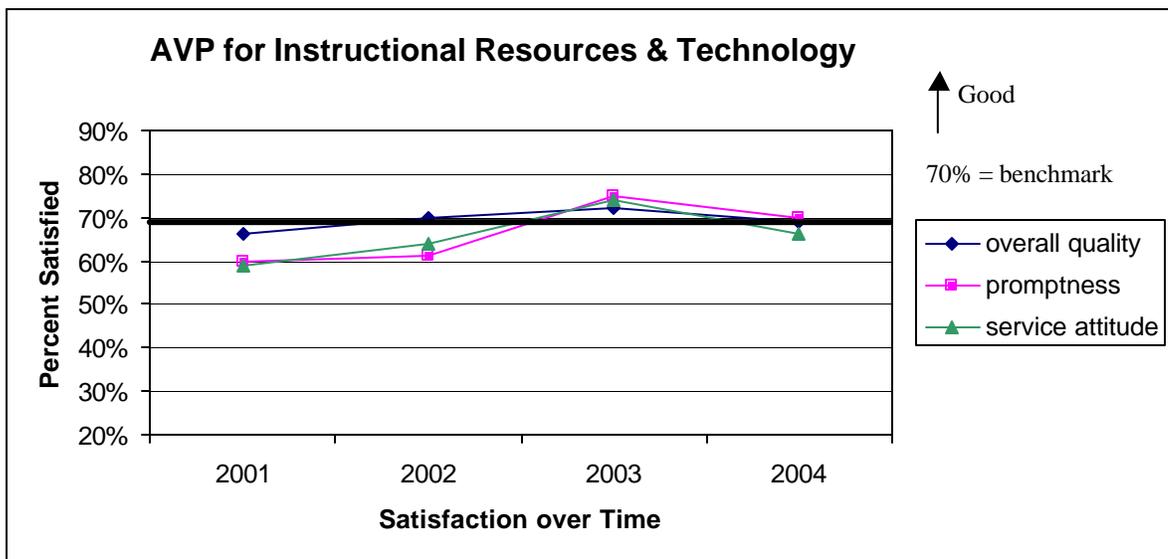
Who uses this office?

Of the 437 survey respondents, 94 (22%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. Of those respondents:

- 66% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (24 respondents) were Full-time Faculty;
- 6% (6 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 2004 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 63 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.

AVP for Instructional Resources & Technology																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	57	69%	19	23%	7	8%
promptness	42	60%	17	24%	11	16%	43	61%	15	21%	12	17%	43	75%	9	16%	5	9%	57	70%	16	20%	9	11%
service attitude	41	59%	19	28%	9	13%	44	64%	13	19%	12	17%	42	74%	10	18%	5	9%	55	66%	15	18%	13	16%

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

Results for this period reflect a small decrease in respondent satisfaction of 3%-8% in all measured categories for this office. This decrease follows an improvement of 2%-14% in satisfaction ratings in 2003 and still provides an increase of 3%-10% from 2001 to 2004.

Professional Development

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 254 (58%) reported having requested or received services from Faculty Development in the past year. Of those respondents:

- 56% (143 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (58 respondents) were Full-time Faculty;
- 17% (43 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Professional Development						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	177	71%	39	16%	34	14%
promptness	176	74%	38	16%	24	10%
service attitude	181	76%	33	14%	26	11%

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

Due to organizational restructuring, there was not a comparable office to the Office of Professional Development in the previous survey periods.

Faculty Evaluation

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

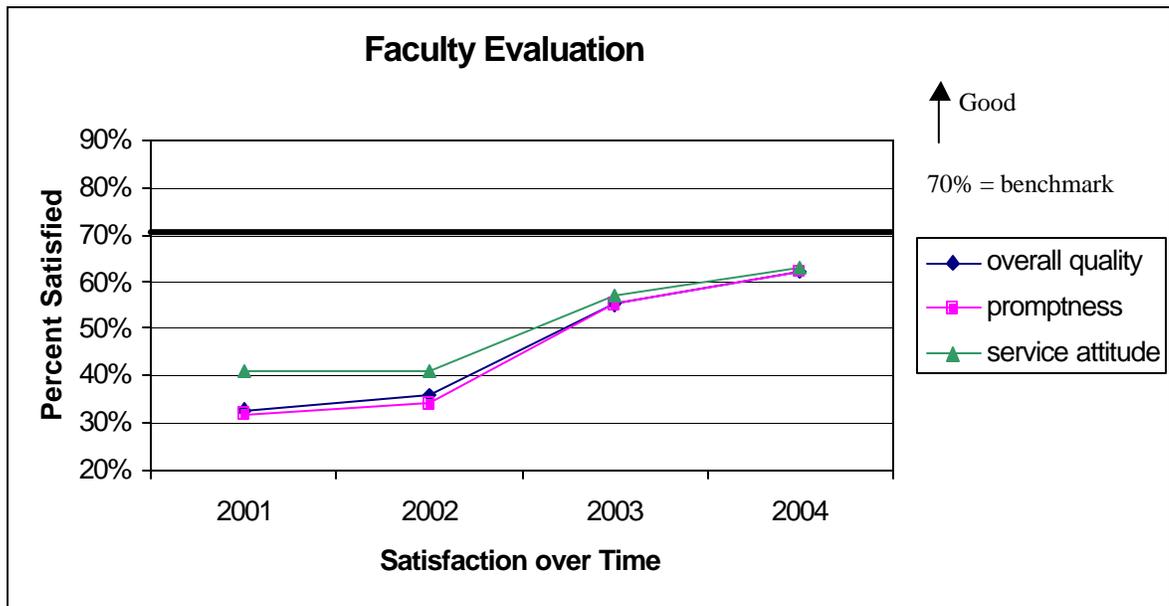
Who uses this office?

Of the 437 survey respondents, 193 (44%) reported having requested or received services from Faculty Evaluation in the past year. Of those respondents:

- 31% (60 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (57 respondents) were Full-time Faculty;
- 34% (65 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (11 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 170 to 193.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	119	62%	41	22%	31	16%
promptness	67	32%	61	29%	80	38%	62	34%	48	26%	75	41%	89	55%	34	21%	39	24%	112	62%	42	23%	28	15%
service attitude	85	41%	60	29%	62	30%	76	41%	48	26%	61	33%	93	57%	36	22%	33	20%	115	63%	43	24%	25	14%

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

Results for this period reflect an increase in respondent satisfaction by 6%-7% in all measured categories for this office. This increase follows a period of strong improvements on 16%-21% in satisfaction ratings in 2003. From 2001, this office has accomplished improvements of 22%-30% in respondent satisfaction, a robust improvement especially considering the increase in the number of respondents.

Instructional Development

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 74 (17%) reported having requested or received services from the Office of Instructional Development in the past year. Of those respondents:

- 46% (34 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 36% (27 respondents) were Full-time Faculty;
- 16% (12 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Instructional Development						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	50	69%	5	7%	17	24%
promptness	48	70%	9	13%	12	17%
service attitude	51	73%	5	7%	14	20%

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

Due to organizational restructuring, there was not a comparable office to the Office of Instructional Development in previous survey periods.

Instructional Technology (Media & Computer Centers)

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

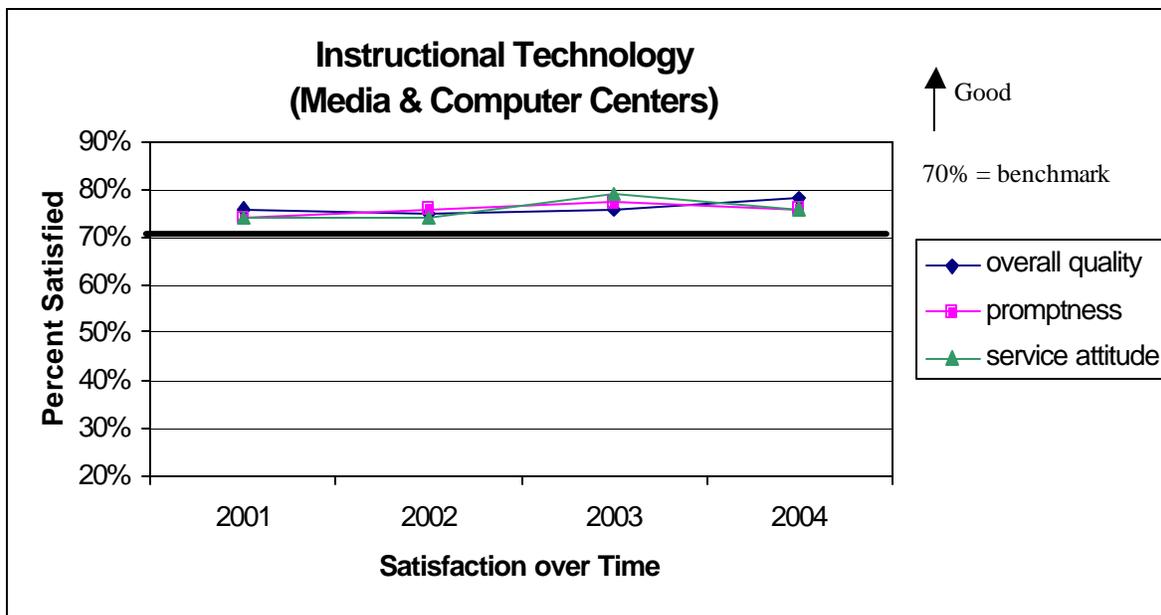
Who uses this office?

Of the 437 survey respondents, 159 (36%) reported having requested or received services from Instructional Technology (Media & Computer Centers) in the past year. Of those respondents:

- 47% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (47 respondents) were Full-time Faculty;
- 22% (35 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 2004 Internal Customer Survey indicate that about the same percentage of employees are satisfied than the previous three 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 143 to 159.



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 & Computer Centers) Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	123	78%	21	13%	13	8%
promptness	119	74%	23	14%	18	11%	122	76%	22	14%	17	11%	104	77%	17	13%	14	10%	115	76%	21	14%	16	11%
service attitude	119	74%	25	16%	16	10%	118	74%	23	14%	19	12%	106	79%	14	10%	15	11%	116	76%	17	11%	20	13%

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

Results for this office in respondent satisfaction have been relatively consistent from 2001 to 2004, increasing by 2% in all measured categories over this period. For the 2004 period, there was slight increase in *overall quality* (2%) and small decreases in *promptness* (-1%) and in *service attitude* (-3%).

International Programs

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 55 (13%) reported having requested or received services from the Office of International Programs in the past year. Of those respondents:

- 76% (42 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (8 respondents) were Full-time Faculty;
- 7% (4 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 2004 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.

International Programs						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	31	57%	10	19%	13	24%
promptness	30	58%	11	21%	11	21%
service attitude	36	68%	8	15%	9	17%

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

Due to organizational restructuring, there was not a comparable office to the Office of International Programs in previous survey periods.

Library Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

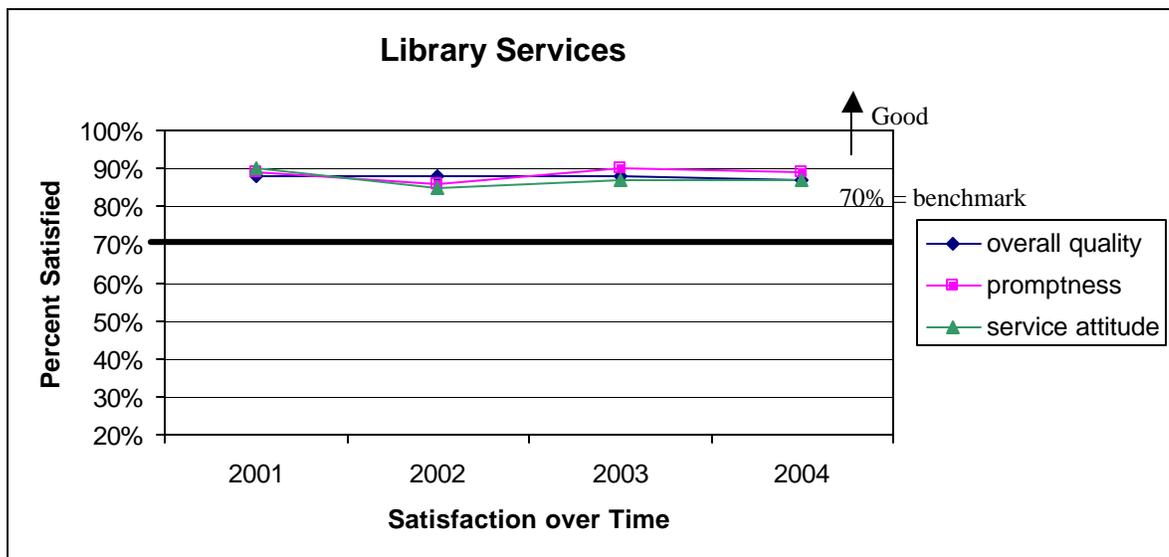
Who uses this office?

Of the 437 survey respondents, 185 (42%) reported having requested or received services from Library Services in the past year. Of those respondents:

- 46% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (45 respondents) were Full-time Faculty;
- 23% (43 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (11 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 157 to 185.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	159	87%	11	6%	12	7%
promptness	186	89%	15	7%	8	4%	153	86%	15	8%	10	6%	136	90%	10	7%	5	3%	154	89%	10	6%	9	5%
service attitude	189	90%	11	5%	11	5%	153	85%	13	7%	13	7%	131	87%	14	9%	6	4%	150	87%	9	5%	14	8%

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 either a small decrease of 1% or no change in satisfaction in all measured categories.

Distance Learning

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

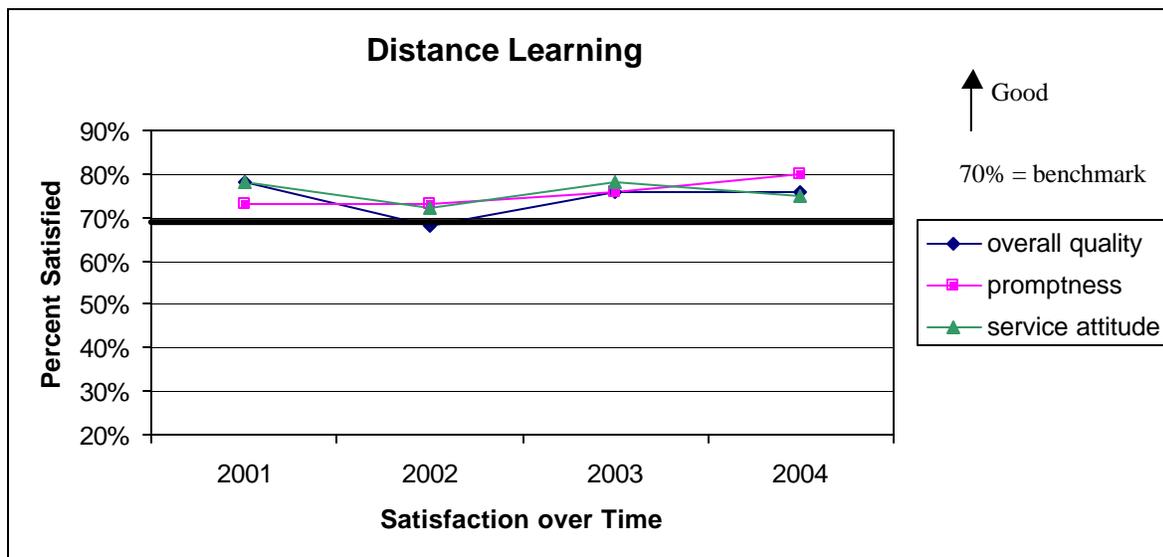
Who uses this office?

Of the 437 survey respondents, 135 (31%) reported having requested or received services from Distance Learning in the past year. Of those respondents:

- 55% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (37 respondents) were Full-time Faculty;
- 12% (16 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 2004 Internal Customer Survey indicate 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 increased from 101 to 135.



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.

Distance Learning Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	102	76%	21	16%	12	9%
promptness	91	73%	15	12%	19	15%	83	73%	20	18%	10	9%	74	76%	17	18%	6	6%	106	80%	14	11%	13	10%
service attitude	98	78%	15	12%	12	10%	81	72%	23	21%	8	7%	76	78%	12	12%	9	9%	100	75%	16	12%	17	13%

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

Results for this period reflect a small change in respondent satisfaction for this office of -3% to 4% in all measured categories. In the previous period, levels of respondent satisfaction had improved by 3% to 8% from 2002 to 2003. Overall, the results vary by -2% to 7% from those in 2001.

Video Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

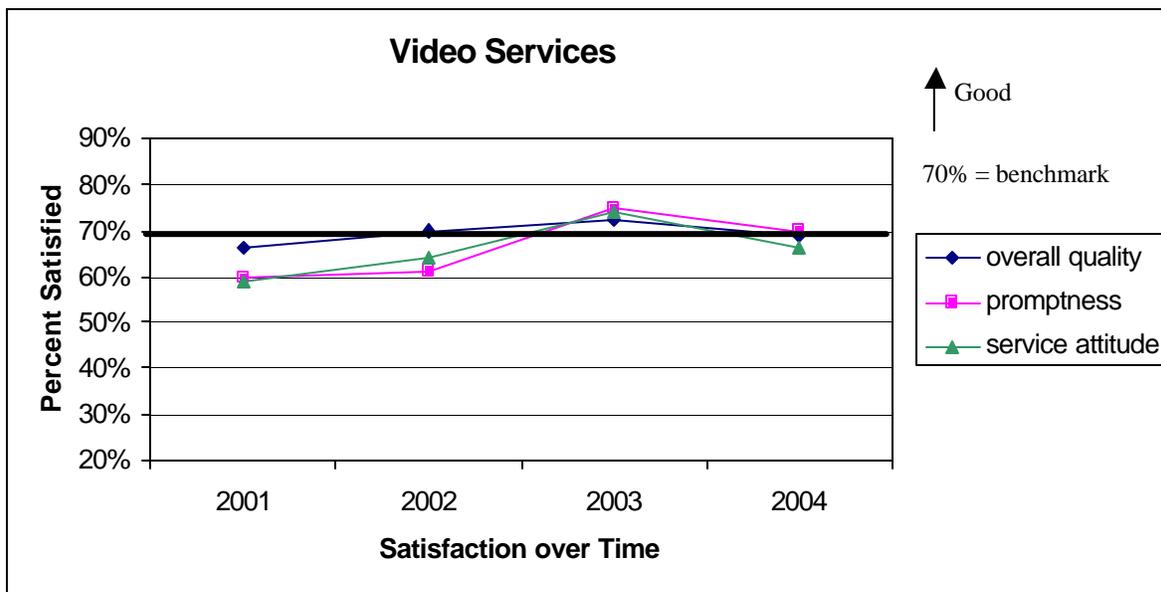
Who uses this office?

Of the 437 survey respondents, 71 (16%) reported having requested or received services from Video Services in the past year. Of those respondents:

- 63% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (13 respondents) were Full-time Faculty;
- 10% (7 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 2004 Internal Customer Survey indicate that 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 67 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.

Video Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	54	76%	8	11%	9	13%
promptness	58	76%	10	13%	8	11%	53	77%	8	12%	8	12%	51	80%	6	9%	7	11%	49	73%	11	16%	7	10%
service attitude	62	82%	7	9%	7	9%	55	81%	8	12%	5	7%	54	84%	6	9%	4	6%	55	82%	4	6%	8	12%

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

Results for this period reflect a decrease in respondent satisfaction for this office, with *overall quality* and *promptness* dropping by 7% and *service attitude* by 2%. These decreases follow small increases in satisfaction ratings of 3%-4% from 2002 to 2003 period, yielding results that are flat or have a drop of up to 5% for the overall period, 2001 to 2004.

VCT Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

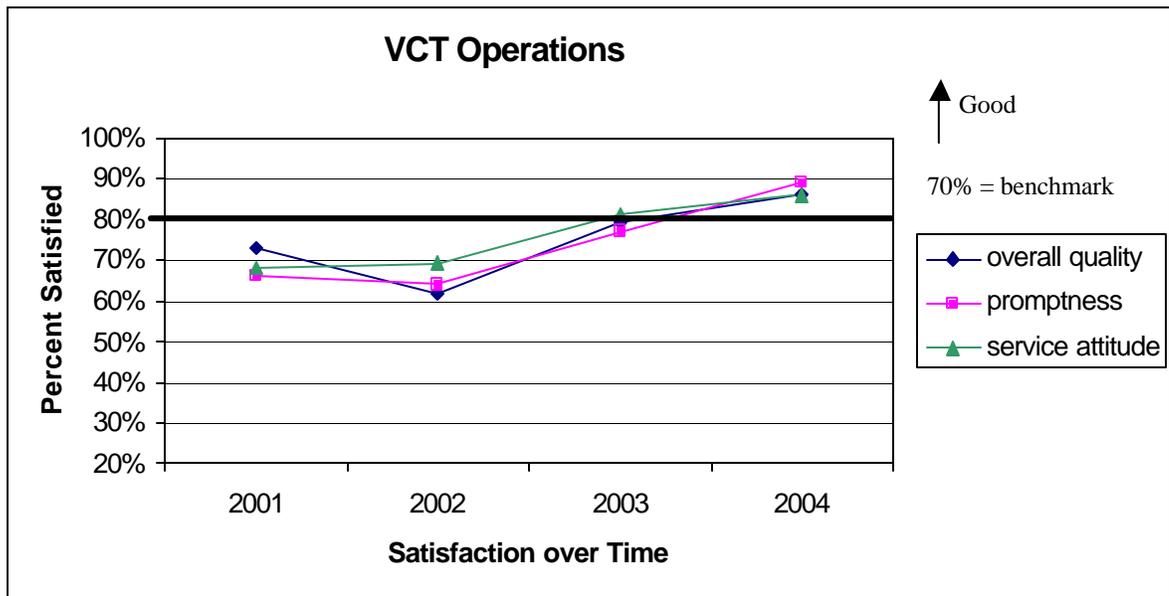
Who uses this office?

Of the 437 survey respondents, 36 (8%) reported having requested or received services from VCT Operations in the past year. Of those respondents:

- 83% (30 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (4 respondents) were Full-time Faculty;
- 6% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 31 to 36.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	30	86%	3	9%	2	6%
promptness	25	66%	7	18%	6	16%	23	64%	10	28%	3	8%	23	77%	5	17%	2	7%	31	89%	3	9%	1	3%
service attitude	26	68%	7	18%	5	13%	25	69%	8	22%	3	8%	25	81%	4	13%	2	6%	30	86%	3	9%	2	6%

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

Results for this period reflect a continued increase in respondent satisfaction for this office, with results 5%-12% higher in all measured categories for 2004. In looking at four years of data, this office has shown strong improvement trends, with respondent satisfaction increasing for all categories by 13%-23%.

Spring 2004 Internal Customer Survey Office Reports

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Office of the AVP for Information Technology

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

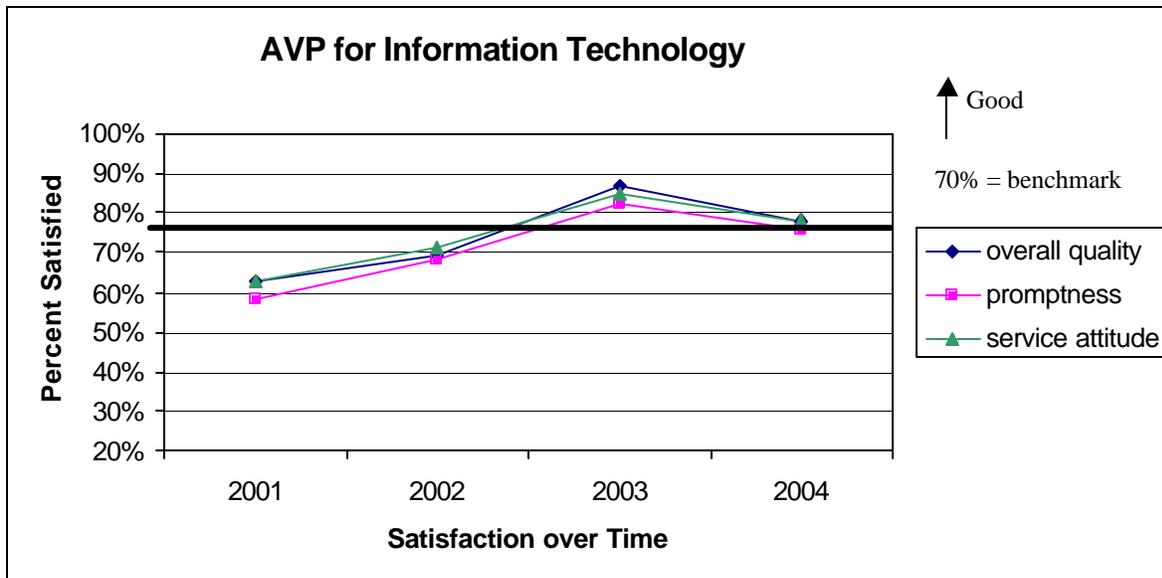
Who uses this office?

Of the 437 survey respondents, 90 (21%) reported having requested or received services from the Office of the AVP for Information Technology in the past year. Of those respondents:

- 78% (70 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (14 respondents) were Full-time Faculty;
- 6% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 77 to 90.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	67	78%	11	13%	8	9%
promptness	57	58%	18	18%	23	23%	50	68%	15	20%	9	12%	61	82%	10	14%	3	4%	62	76%	11	13%	9	11%
service attitude	60	63%	18	19%	18	19%	52	71%	10	14%	11	15%	64	85%	9	12%	2	3%	64	78%	10	12%	8	10%

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

Results for this period reflect a decline of 6%-9% in respondent satisfaction for this office in all measured categories. This decrease follows an improvement of 14%-8% in satisfaction from 2002 to 2003 and yields a four year improvement trend with increases of 15%-8% across the measured categories.

ACCNet Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

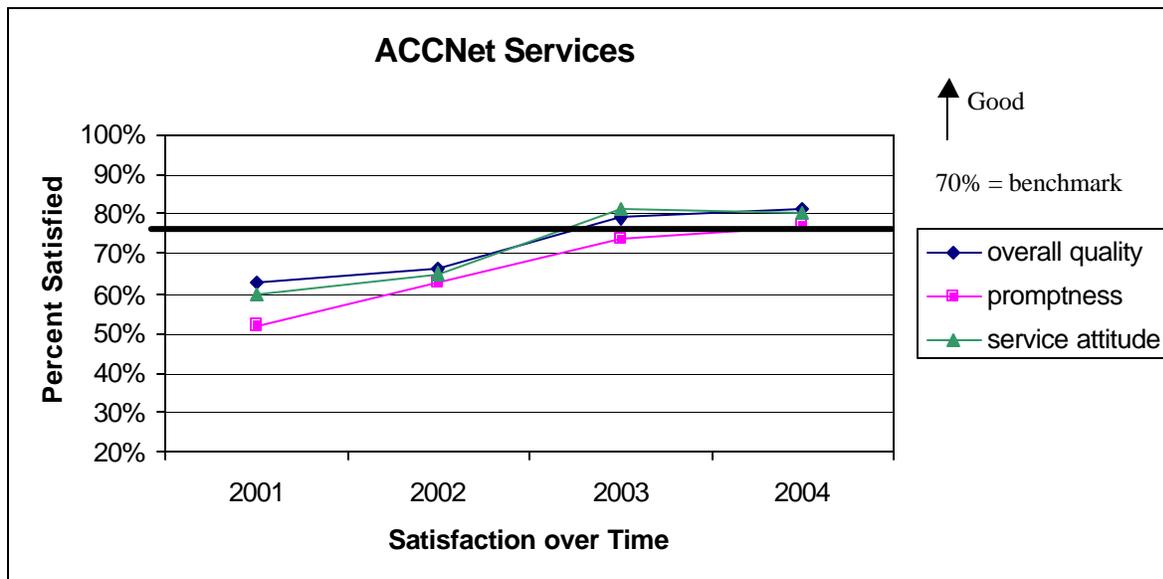
Who uses this office?

Of the 437 survey respondents, 162 (37%) reported having requested or received services from the Office of ACCNet Services in the past year. Of those respondents:

- 69% (111 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (27 respondents) were Full-time Faculty;
- 11% (18 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 2004 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 increased from 144 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.

ACCNet Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	130	81%	17	11%	13	8%
promptness	84	52%	29	18%	49	30%	88	63%	24	17%	27	19%	104	74%	22	16%	15	11%	119	77%	23	15%	13	8%
service attitude	97	60%	28	17%	37	23%	90	65%	25	18%	23	17%	112	81%	12	9%	14	10%	123	80%	19	12%	11	7%

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

Results for this period reflect relatively flat results of -1% to 3% change in all measured categories in respondent satisfaction for this office. This follows an improvement of 11% to 16% in satisfaction from 2002 to 2003 and yields a four year increase of 18% to 25% across the measures.

Computer Help Desk

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

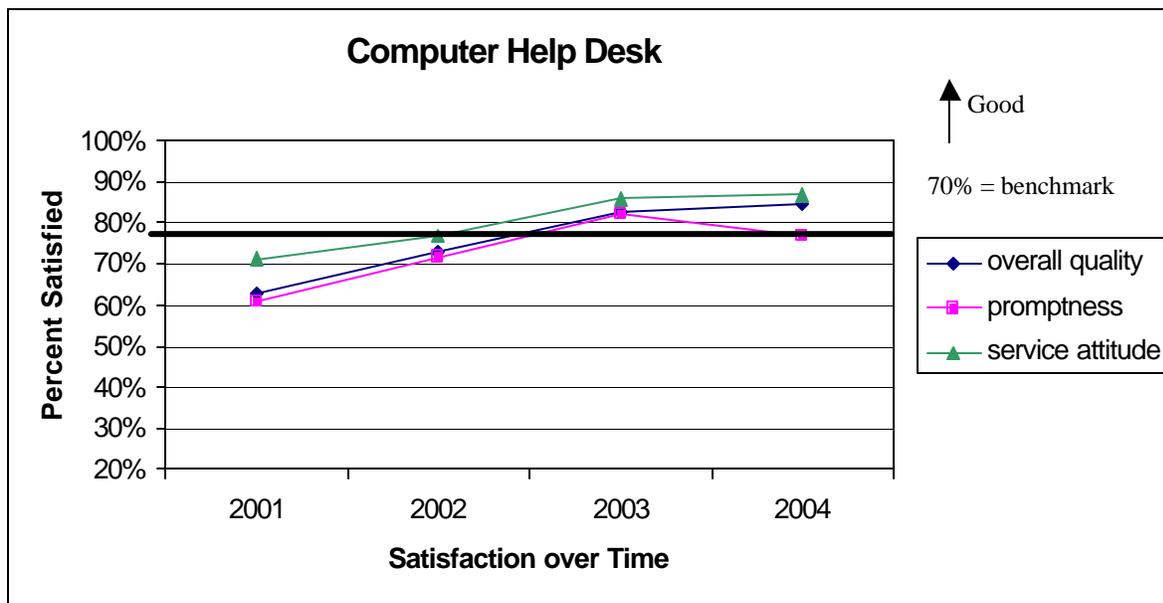
Who uses this office?

Of the 437 survey respondents, 306 (70%) reported having requested or received services from the Office of the Computer Help Desk in the past year. Of those respondents:

- 54% (165 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (64 respondents) were Full-time Faculty;
- 20% (61 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (16 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that about the same percentage of employees are satisfied with the services of this office than 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 increased from 247 to 306.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	256	85%	21	7%	25	8%
promptness	143	61%	37	16%	54	23%	164	72%	26	11%	37	16%	194	82%	16	7%	27	11%	226	77%	29	10%	37	13%
service attitude	166	71%	30	13%	39	17%	175	77%	23	10%	29	13%	206	86%	15	6%	18	8%	251	87%	18	6%	21	7%

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

Results for this period reflect about the same levels in respondent satisfaction for this office in all measured categories, with a change of -5% to 2% from 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 four year period, levels of respondent satisfaction with the services of this office have improved by 16%-22%.

IT Programming

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

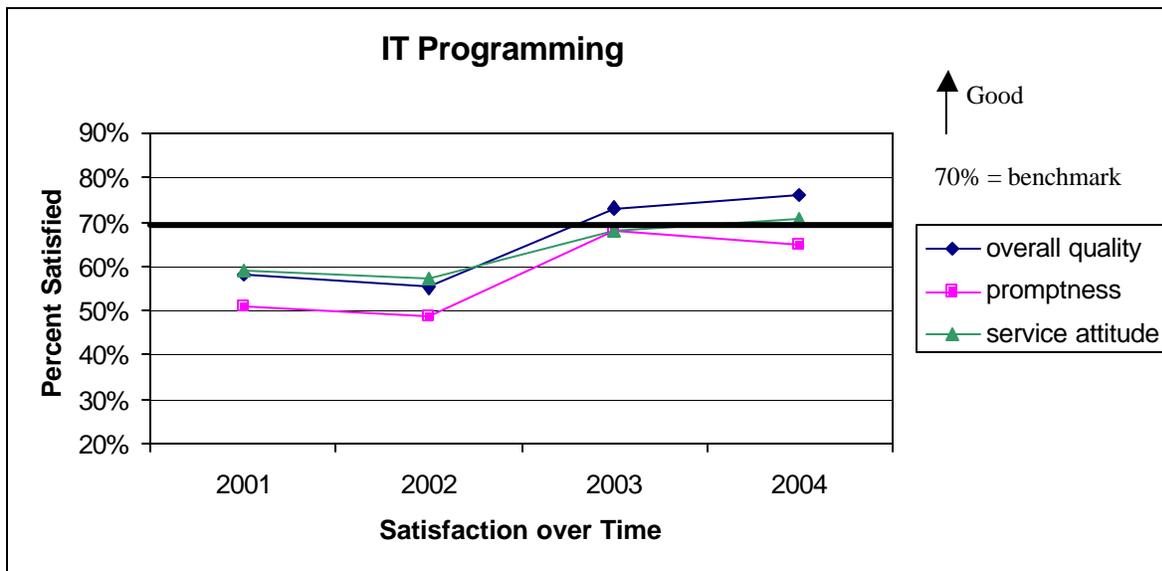
Who uses this office?

Of the 437 survey respondents, 105 (24%) reported having requested or received services from the IT Programming Office in the past year. Of those respondents:

- 80% (84 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (12 respondents) were Full-time Faculty;
- 6% (6 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 2004 Internal Customer Survey indicate about the same 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 94 to 105.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	78	76%	10	10%	15	15%
promptness	48	51%	13	14%	33	35%	40	49%	17	21%	24	30%	63	68%	12	13%	18	19%	63	65%	12	12%	22	23%
service attitude	55	59%	12	13%	26	28%	46	57%	16	20%	19	23%	64	68%	13	14%	17	18%	69	71%	12	12%	16	17%

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

Results for this period reflect changes of -3% to 3% in all measured categories in respondent satisfaction for this office. This follows an increase of 11% to 19% from 2002 to 2003 and a four year increase in respondent satisfaction of 12% to 18%.

Telephone System

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

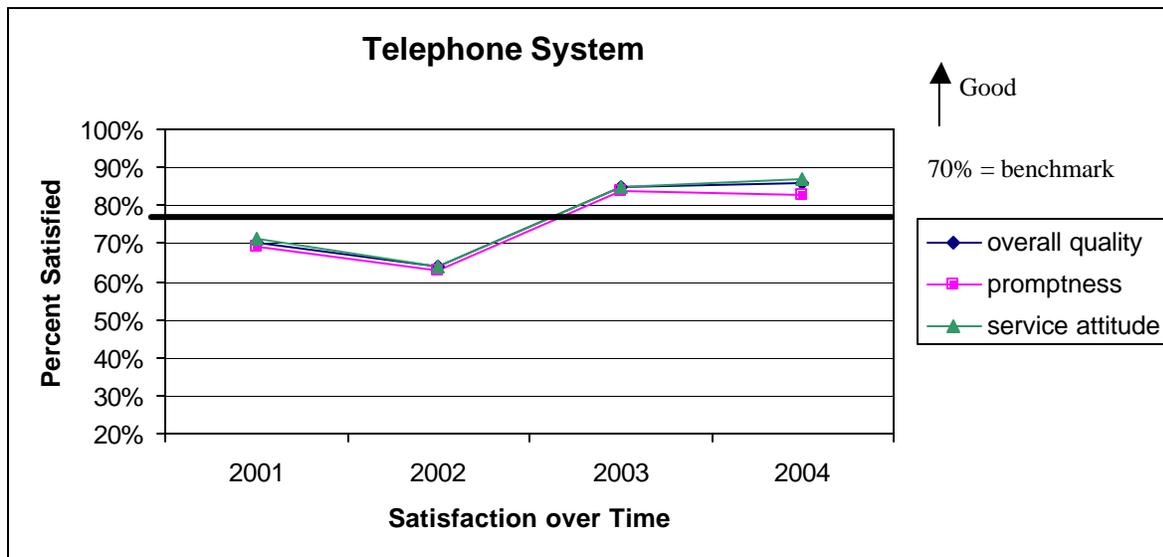
Who uses this office?

Of the 437 survey respondents, 166 (38%) reported having requested or received services from the Telephone System Office in the past year. Of those respondents:

- 70% (117 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (27 respondents) were Full-time Faculty;
- 8% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (8 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that roughly 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 increased from 132 to 166.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	140	86%	13	8%	10	6%
promptness	113	69%	25	15%	25	15%	79	63%	22	17%	25	20%	109	84%	12	9%	9	7%	129	83%	17	11%	9	6%
service attitude	115	71%	21	13%	25	16%	81	64%	20	16%	25	20%	111	85%	9	7%	10	8%	135	87%	9	6%	11	7%

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

Results for this period reflect changes of -1% to 2% in respondent satisfaction in all measured categories for this office. This follows an increase of 21% in all categories in respondent satisfaction from 2002 to 2003 and a four year trend of 14% to 16% increase for this office.

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.

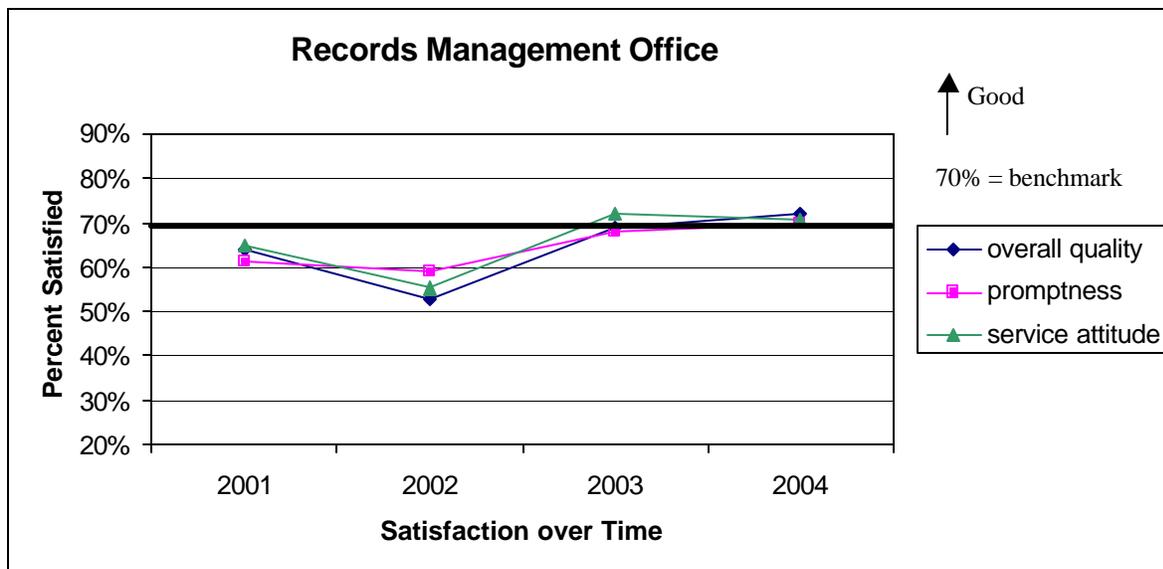
Who uses this office?

Of the 437 survey respondents, 99 (23%) reported having requested or received services from the Records Management Office in the past year. Of those respondents:

- 77% (76 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (13 respondents) were Full-time Faculty;
- 9% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that about the same percentage of employees are satisfied with the services of the Records Management 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 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.

Records Management Office Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	71	72%	13	13%	14	14%
promptness	40	61%	11	17%	15	23%	33	59%	9	16%	14	25%	54	68%	13	16%	12	15%	66	70%	13	14%	15	16%
service attitude	43	65%	10	15%	13	20%	31	55%	11	20%	14	25%	57	72%	12	15%	10	13%	67	71%	14	15%	14	15%

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

Results for this period reflect relatively flat ratings, with changes of -1% to 3%, in respondent satisfaction for this office in all measured categories in 2003. There was an increase of 9% to 17% in the satisfaction ratings for each category from 2002 to 2003. The four year trend yields an improvement of 6% to 9% above ratings for 2001.

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AVP for Instructional Support Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

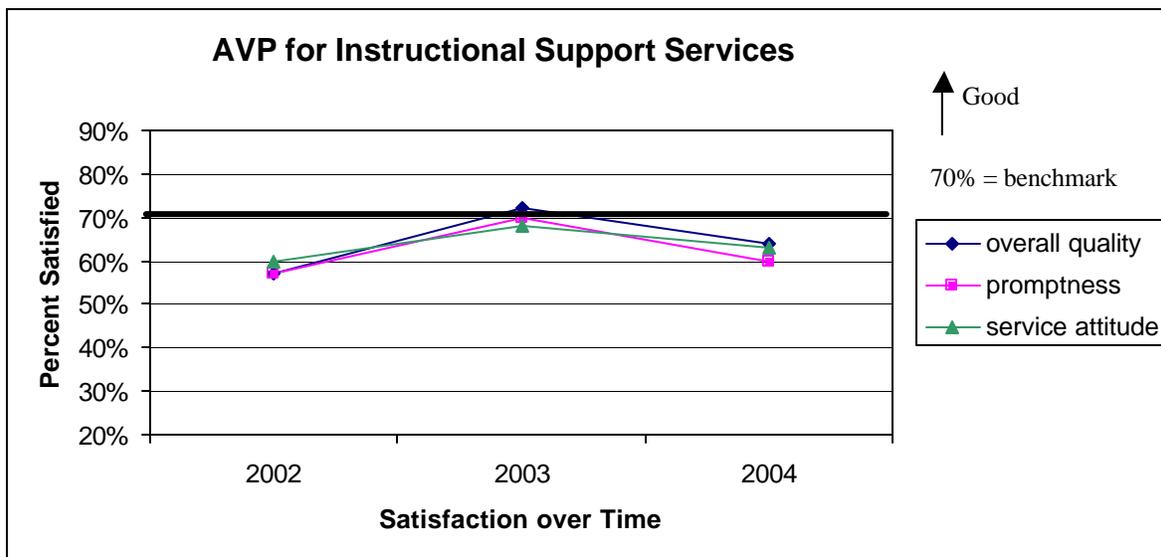
Who uses this office?

Of the 437 survey respondents, 56 (13%) reported having requested or received services from the Office of the AVP for Instructional Support Services in the past year. Of those respondents:

- 86% (48 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 9% (5 respondents) were Full-time Faculty;
- 5% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 46 to 56.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	28	57%	12	24%	9	18%	33	72%	7	15%	6	13%	34	64%	9	17%	10	19%
promptness	27	57%	13	28%	7	15%	32	70%	6	13%	8	17%	31	60%	11	21%	10	19%
service attitude	28	60%	12	26%	7	15%	30	68%	8	18%	6	14%	32	63%	9	18%	10	20%

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

Results for this period reflect a decrease in respondent satisfaction for this office of -8% to -10% in all measured categories. The current levels of satisfaction continue to exceed those of 2002 by 3% to 7%.

Dean, Continuing Education

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

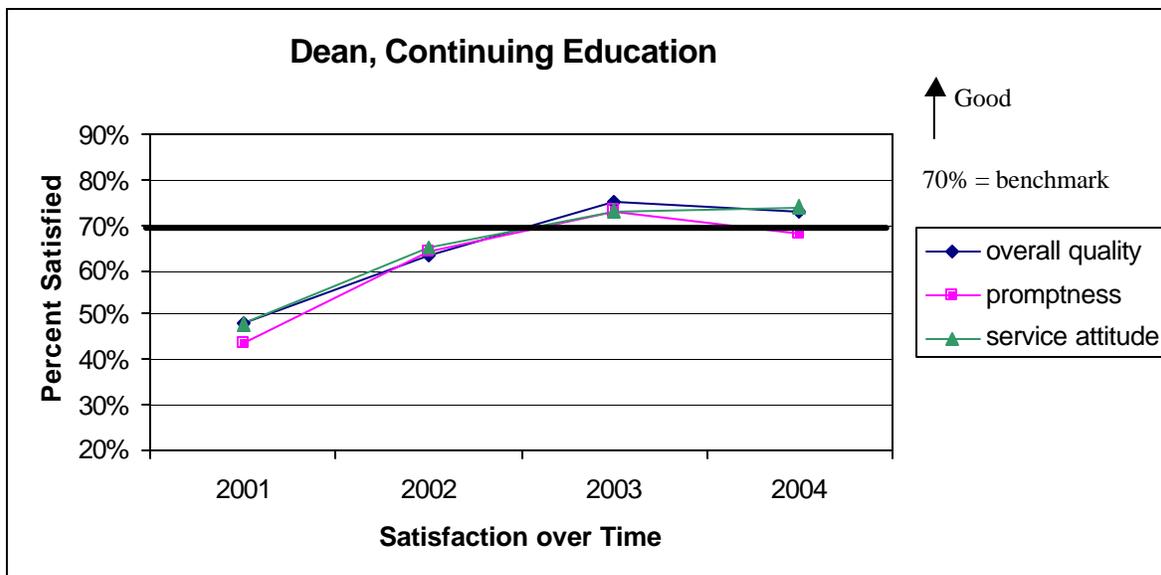
Who uses this office?

Of the 437 survey respondents, 76 (17%) reported having requested or received services from the Office of the Dean of Continuing Education in the past year. Of those respondents:

- 80% (61 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (10 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that about the same percentage of employees responding to this survey are satisfied with the services of this office than in the past 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 72 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.

Dean, Continuing Education Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	53	73%	9	12%	11	15%
promptness	41	44%	27	29%	25	27%	47	64%	13	18%	13	18%	51	73%	10	14%	9	13%	49	68%	12	17%	11	15%
service attitude	44	48%	24	26%	24	26%	46	65%	14	20%	11	15%	51	73%	9	13%	10	14%	54	74%	10	14%	9	12%

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

Results for this period reflect little change in respondent satisfaction for this office in all measured categories. Categories changed by -5% to 1% during the current period. Over a four year period, this yields an improvement trend in respondent satisfaction of 24% to 26%.

Continuing Education Business Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

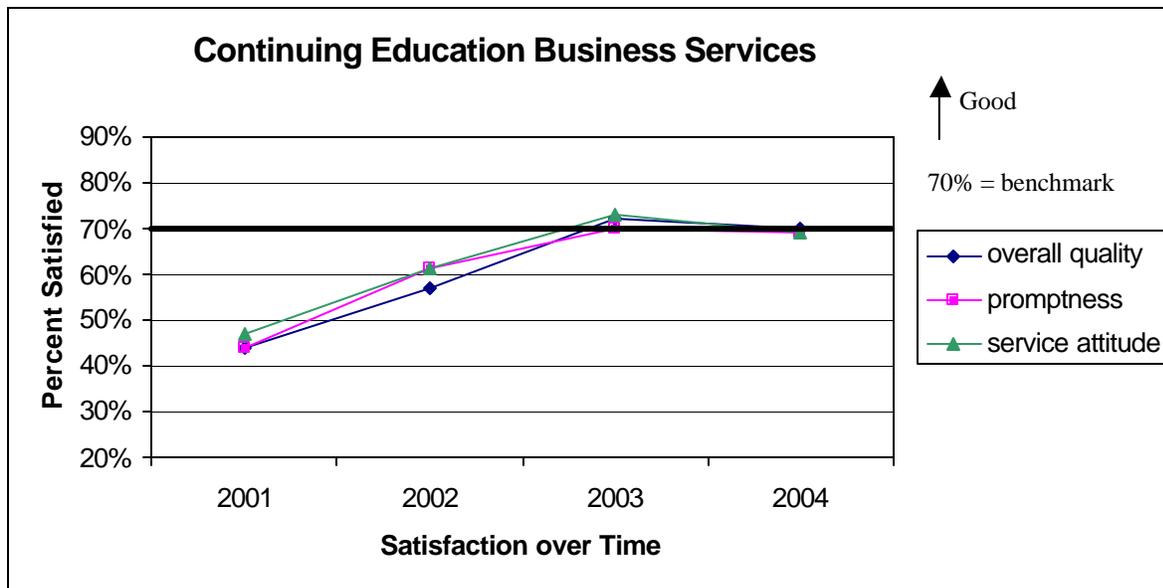
Who uses this office?

Of the 437 survey respondents, 60 (14%) reported having requested or received services from the Continuing Education Business Operations in the past year. Of those respondents:

- 82% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (6 respondents) were Full-time Faculty;
- 7% (4 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 2004 Internal Customer Survey indicate that about the same 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 decreased from 62 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.

Continuing Education Business Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	39	70%	9	16%	8	14%
promptness	29	44%	20	30%	17	26%	34	61%	11	20%	11	20%	42	70%	7	12%	11	18%	37	69%	7	13%	10	19%
service attitude	31	47%	15	23%	20	30%	34	61%	10	18%	12	21%	43	73%	9	15%	7	12%	38	69%	7	13%	10	18%

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

Results for this period reflect little change in respondent satisfaction for this office in all measured categories. Categories changed by -5% to -2% during the current period. This yields a four year improvement trend in respondent satisfaction of 22% to 26%.

HBC Room Scheduling

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

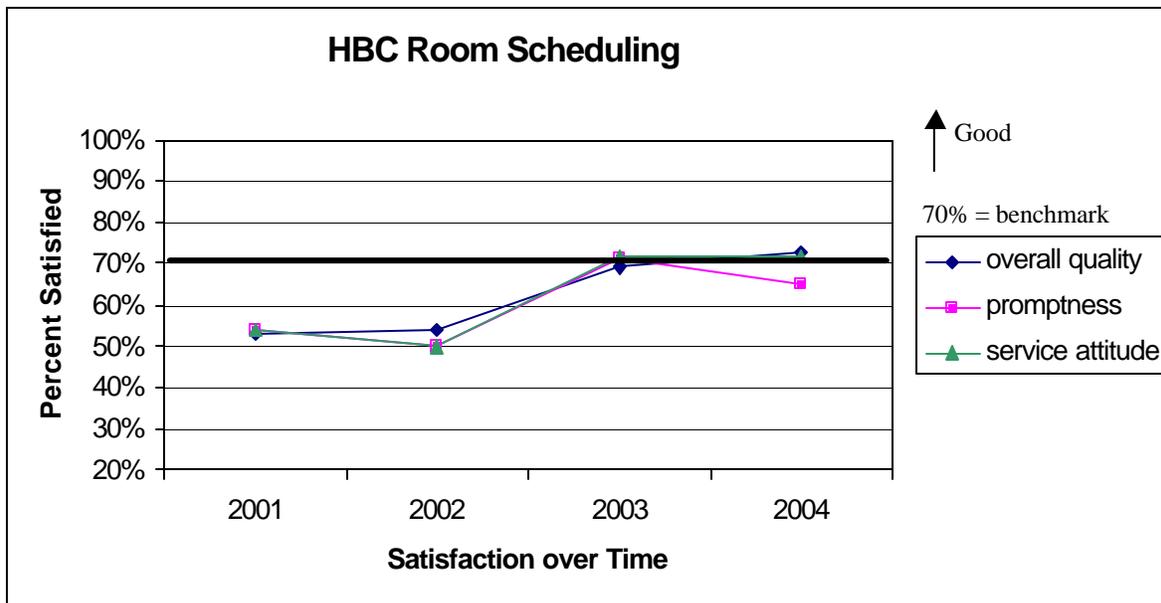
Who uses this office?

Of the 437 survey respondents, 104 (24%) reported having requested or received services from HBC Room Scheduling in the past year. Of those respondents:

- 82% (85 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (17 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the 2004 Internal Customer Survey of Fall 2003 Services indicate about the same 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 99 to 104.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	74	73%	11	11%	17	17%
promptness	69	54%	27	19%	34	27%	48	50%	20	21%	28	29%	68	71%	12	13%	16	17%	63	65%	16	17%	18	19%
service attitude	68	54%	24	21%	32	25%	48	50%	25	26%	23	24%	69	72%	16	17%	11	11%	71	72%	14	14%	14	14%

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

Results in respondent satisfaction for this office in 2004 are mixed. There was a 4% increase in *overall quality*, a 6% drop in *promptness*, and no change in *service attitude*. This follows an increase in 2003 in respondent satisfaction of 15% - 22% for this office. In looking at four years of results, this office shows improvement in respondent satisfaction of 11% - 20% in all measured categories.

Continuing Education

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

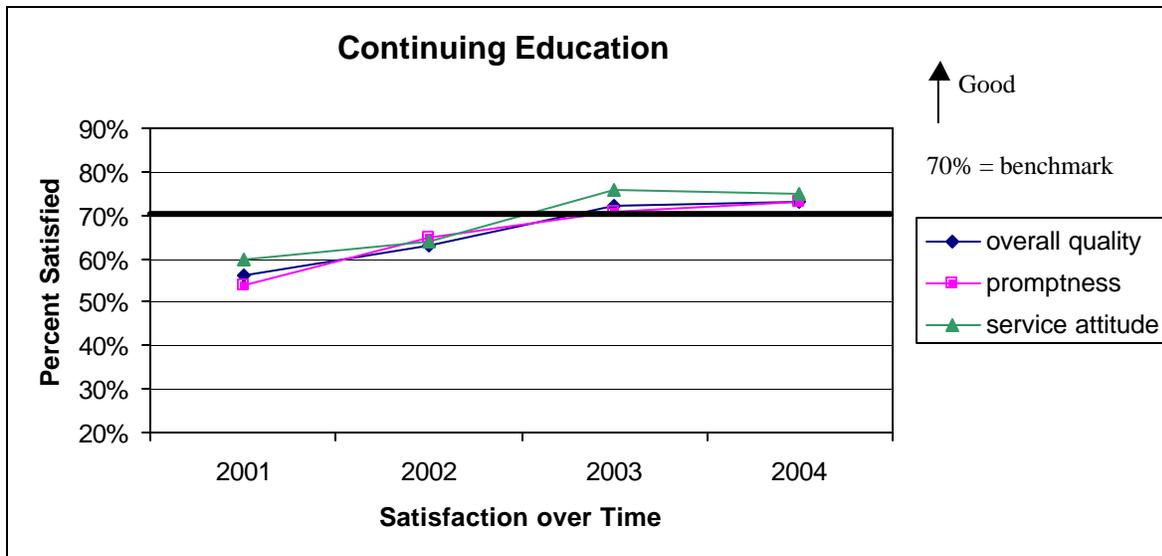
Who uses this office?

Of the 437 survey respondents, 121 (28%) reported having requested or received services from Continuing Education in the past year. Of those respondents:

- 74% (89 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (17 respondents) were Full-time Faculty;
- 7% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (6 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 87 to 121.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	88	73%	18	15%	14	12%
promptness	60	54%	23	21%	29	26%	67	65%	19	18%	17	17%	60	71%	11	13%	13	15%	82	73%	11	10%	20	18%
service attitude	67	60%	19	17%	25	23%	65	64%	22	22%	14	14%	62	76%	9	11%	11	13%	85	75%	11	10%	17	15%

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

Results in respondent satisfaction for this office are relatively unchanged from 2003 to 2004. This is of particular interest in that the number of respondents increased by 40%, from 87 to 121. In the previous year, satisfaction for each category increased by 6% - 12% and a four year trend shows increase from 15% - 19% for this office.

Community Programs

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

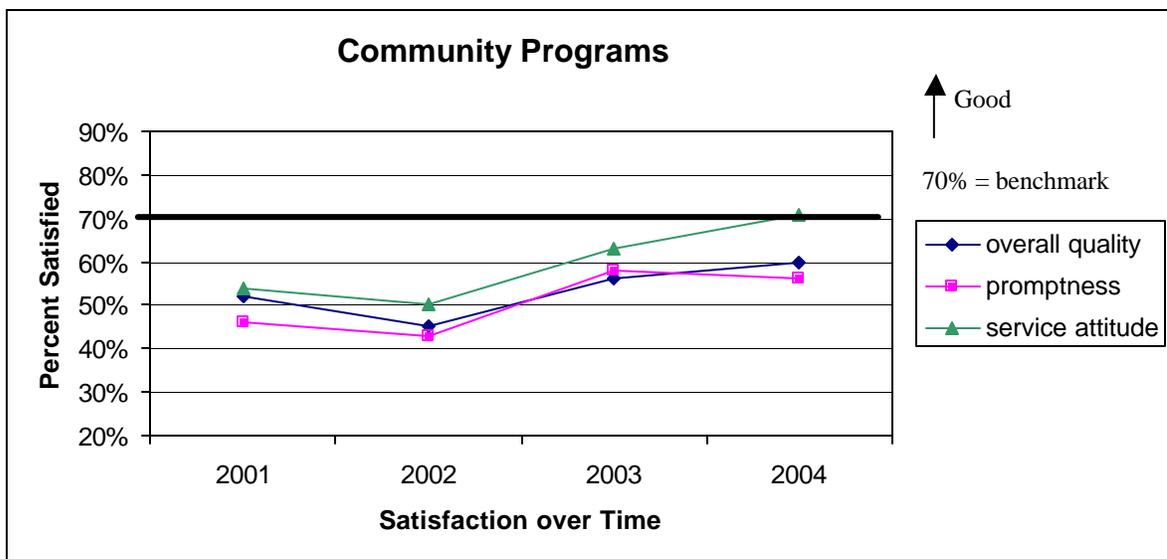
Who uses this office?

Of the 437 survey respondents, 36 (8%) reported having requested or received services from Community Programs in the past year. Of those respondents:

- 83% (30 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (4 respondents) were Full-time Faculty;
- 6% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 36.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	21	60%	9	26%	5	14%
promptness	11	46%	5	21%	8	33%	12	43%	9	32%	7	25%	15	58%	4	15%	7	27%	19	56%	9	27%	6	18%
service attitude	13	54%	5	21%	6	25%	14	50%	7	25%	7	25%	17	63%	4	15%	6	22%	24	71%	6	18%	4	12%

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

Results for this office in respondent satisfaction showed increases of 4% in *overall quality* and 8% in *service attitude* and a slight drop of 2% in *promptness*. This follows an increase of 11%-15% for this office in all measured categories from 2002 to 2003 and yields four year trends of increases in respondent satisfaction of 8% - 17%.

Customized Training

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 31 (7%) reported having requested or received services from Customized Training in the past year. Of those respondents:

- 90% (28 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 3% (1 respondent) were Full-time Faculty;
- 6% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 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.

Customized Training Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	21	70%	5	17%	4	13%
promptness	23	55%	12	29%	7	17%	10	40%	8	32%	7	28%	19	58%	5	15%	9	27%	16	59%	8	30%	3	11%
service attitude	26	60%	10	23%	7	16%	13	52%	8	32%	4	16%	18	56%	7	22%	7	22%	16	62%	7	27%	3	12%

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

Results in respondent satisfaction showed increases of 1% - 7% in all measured categories over this period. This follows increases of 4% - 23% from 2002 – 2003, which reversed a drop in 2002. Current results yield a four year trend of 2% - 6% in all measured categories.

Health Professions Institute

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

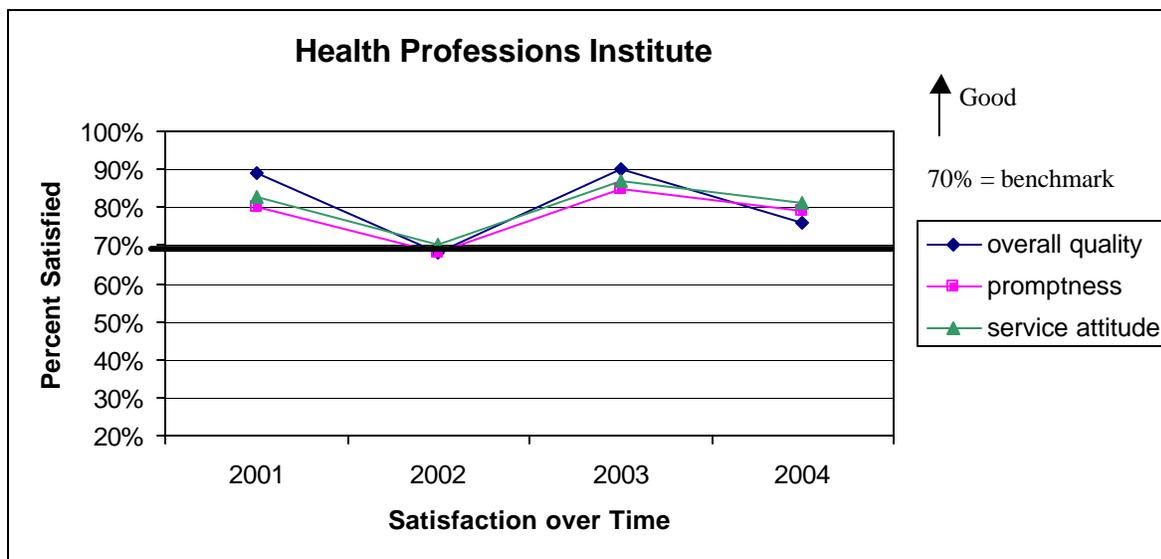
Who uses this office?

Of the 437 survey respondents, 50 (11%) reported having requested or received services from Health Professions Institute in the past year. Of those respondents:

- 74% (37 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (10 respondents) were Full-time Faculty;
- 6% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 42 to 50.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	37	76%	7	14%	5	10%
promptness	28	80%	5	14%	2	6%	25	68%	6	16%	6	16%	33	85%	3	8%	3	8%	38	79%	5	10%	5	10%
service attitude	29	83%	4	11%	2	6%	26	70%	6	16%	4	14%	34	87%	4	10%	1	3%	39	81%	6	13%	3	6%

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

The results in respondent satisfaction for this office decreased in all measured categories by 6% - 14% from 2003 to 2004. This was a partial reversal of the previous year's results and is lower than the 2001 results. It should be noted that results remain high, with the lowest level of satisfaction at 76% for *overall quality*.

Business Assessment Center

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 20 (5%) reported having requested or received services from the Business Assessment Center in the past year. Of those respondents:

- 90% (18 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 0% (0 respondents) were Full-time Faculty;
- 10% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of this office.

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.

Business Assessment Center						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	10	56%	5	28%	3	17%
promptness	10	56%	6	33%	2	11%
service attitude	10	56%	6	33%	2	11%

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

Due to organizational restructuring, there was not a comparable office to the Business Assessment Center in the previous survey periods.

Provost, Campus Operations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 94 (22%) reported having requested or received services from the Office of Provost, Campus Operations in the past year. Of those respondents:

- 61% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (26 respondents) were Full-time Faculty;
- 9% (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 2004 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of the Office of Provost, Campus Operations.

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.

Provost, Campus Operations						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	56	65%	15	17%	15	17%
promptness	52	61%	17	20%	17	20%
service attitude	56	64%	11	13%	20	23%

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

Due to organizational restructuring, there was not a comparable office to the Provost, Campus Operations in the previous survey periods.

Bookstore

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

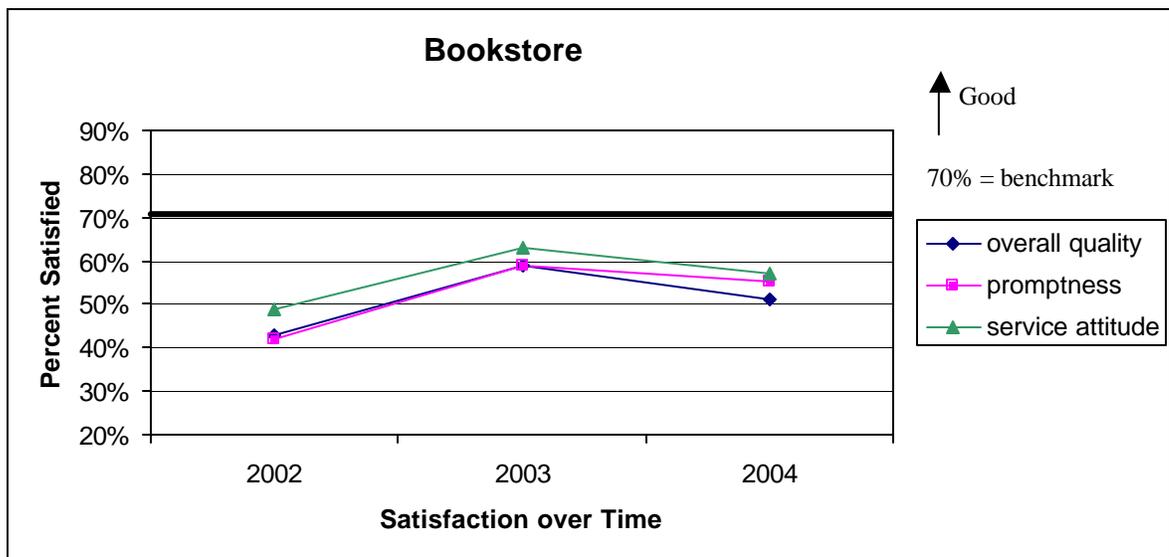
Who uses this office?

Of the 437 survey respondents, 145 (33%) reported having requested or received services from the Bookstore in the past year. Of those respondents:

- 45% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (35 respondents) were Full-time Faculty;
- 26% (37 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 2004 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 137 to 145.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	73	43%	39	23%	58	34%	81	59%	29	21%	27	20%	74	51%	33	23%	37	26%
promptness	71	42%	40	24%	58	34%	79	59%	28	21%	27	20%	77	55%	26	19%	37	26%
service attitude	83	49%	31	18%	54	32%	84	63%	26	19%	24	18%	80	57%	31	22%	30	21%

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

Results for this period reflect a decrease in respondent satisfaction for this office of 4%-8% in all measured categories. This partially reverses the gains of the previous year, when satisfaction levels rose 14% - 17%. Over three years, results are 8% - 13% higher than they were initially.

Community Outreach

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 31 (7%) reported having requested or received services from the Office of Community Outreach in the past year. Of those respondents:

- 74% (23 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (4 respondents) were Full-time Faculty;
- 10% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 3% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of the Office of Community Outreach.

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 Outreach						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	16	57%	8	29%	4	14%
promptness	17	61%	7	25%	4	14%
service attitude	17	63%	7	26%	3	11%

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

This office was not included in the assessment of college-wide services in the previous survey periods.

Duplication Services (HBC)

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

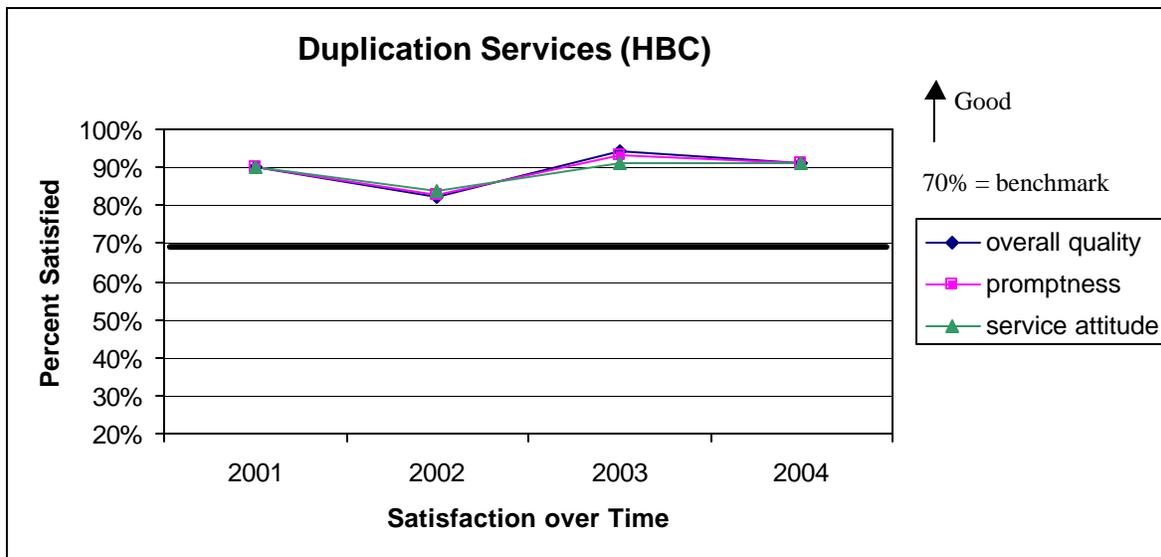
Who uses this office?

Of the 437 survey respondents, 131 (30%) reported having requested or received services from Duplication Services in the past year. Of those respondents:

- 72% (94 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (23 respondents) were Full-time Faculty;
- 7% (9 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 2004 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 137 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.

Duplication Services (HBC)																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	115	91%	8	6%	4	3%
promptness	155	90%	9	5%	8	5%	122	83%	14	10%	11	7%	124	93%	7	5%	2	2%	113	91%	7	6%	4	3%
service attitude	154	90%	12	7%	5	3%	123	84%	15	10%	9	6%	122	91%	9	7%	3	2%	116	91%	6	5%	5	4%

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

Results for this period reflect a slight drop in respondent satisfaction for this office of 0% - 3% in all measured categories. Even with this decline, all categories received satisfaction levels from 91% of all respondents, an outstanding result!

Learning Labs

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

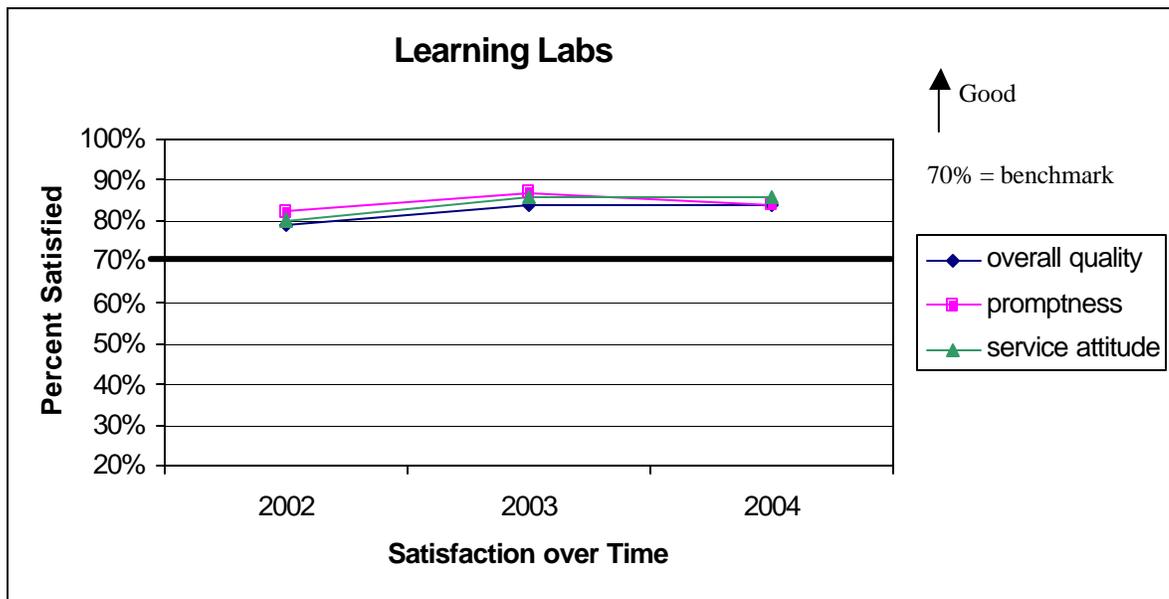
Who uses this office?

Of the 437 survey respondents, 88 (20%) reported having requested or received services from the Learning Labs in the past year. Of those respondents:

- 43% (38 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (20 respondents) were Full-time Faculty;
- 24% (21 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (9 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 96 to 88.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	81	79%	13	13%	8	8%	81	84%	9	9%	6	6%	72	84%	6	7%	8	9%
promptness	82	82%	10	10%	8	8%	82	87%	7	7%	5	5%	69	84%	7	9%	6	7%
service attitude	80	80%	11	11%	9	9%	81	86%	8	9%	5	5%	69	86%	4	5%	7	9%

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

Results for this period in respondent satisfaction for this office were relatively flat, with consistent ratings for *overall quality* and *service attitude* and a slight drop of 3% for *promptness*. Results over the three years are consistent, with increases of 2% - 6% over this period.

Student Recruitment

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

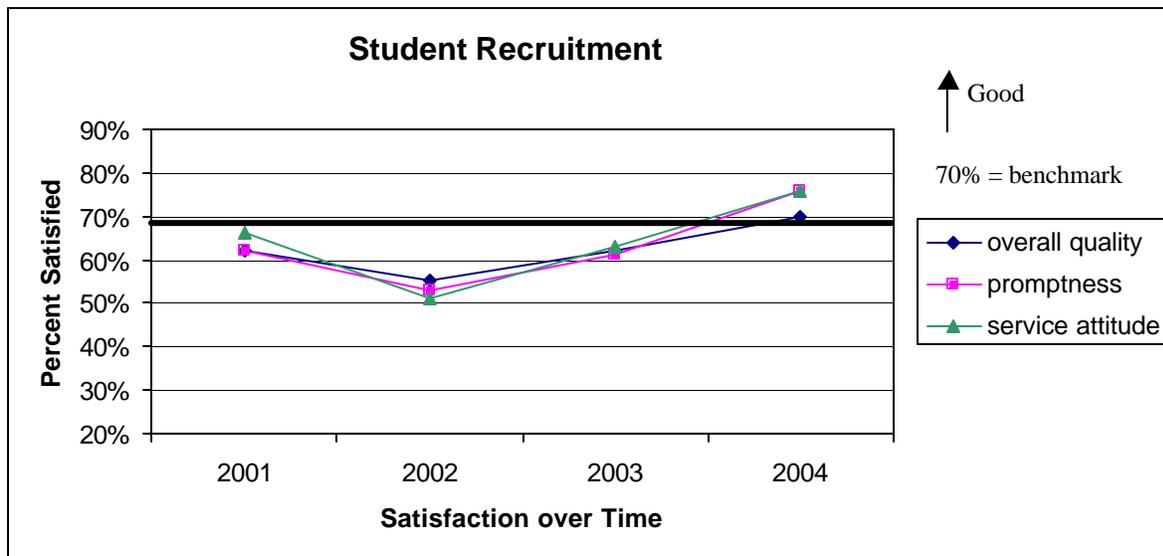
Who uses this office?

Of the 437 survey respondents, 51 (12%) reported having requested or received services from Student Recruitment in the past year. Of those respondents:

- 69% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (8 respondents) were Full-time Faculty;
- 14% (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 2004 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 44 to 51.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	35	70%	10	20%	5	10%
promptness	24	62%	12	31%	3	8%	25	53%	9	19%	13	28%	25	61%	10	24%	6	15%	37	76%	5	10%	7	14%
service attitude	25	66%	10	26%	3	8%	24	51%	10	21%	13	28%	26	63%	10	24%	5	12%	37	76%	7	14%	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 in all measured categories. Each category improved at a rate of 8% - 15% during the current period. The current performance continues an improvement trend from 2003. With a dip in 2002, the four year trend from 2001 to 2004 is of increasing satisfaction levels of 8% - 14%.

Testing Centers

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

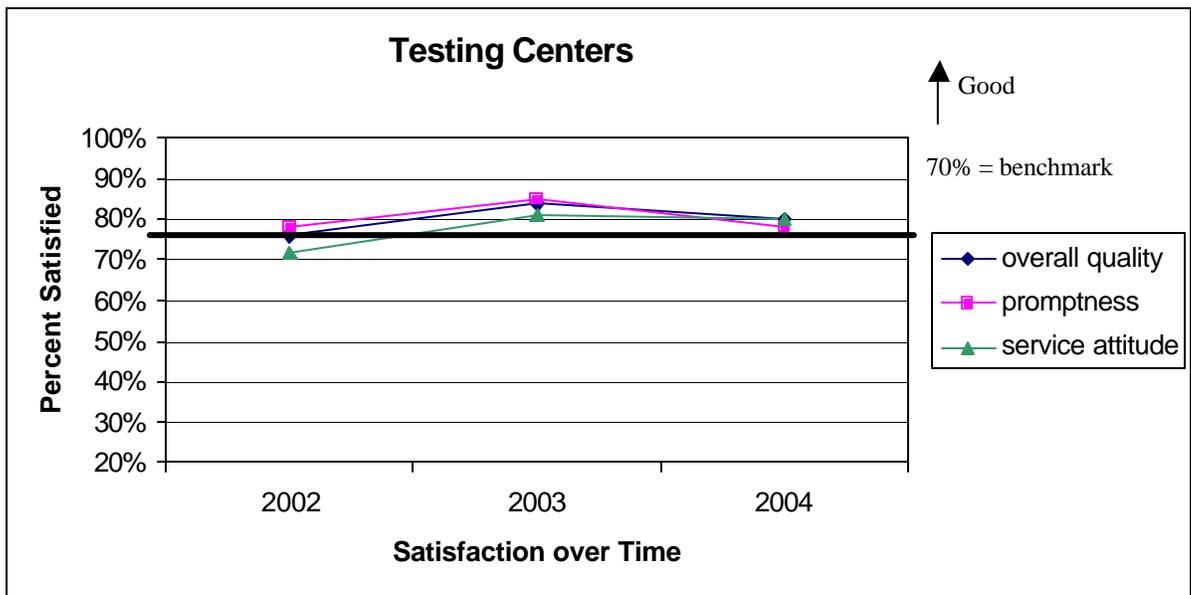
Who uses this office?

Of the 437 survey respondents, 134 (31%) reported having requested or received services from the Testing Centers in the past year. Of those respondents:

- 38% (51 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (33 respondents) were Full-time Faculty;
- 33% (44 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 2004 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 decreased from 144 to 134.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	126	76%	22	13%	18	11%	121	84%	15	10%	8	6%	106	80%	15	11%	12	9%
promptness	127	78%	17	10%	19	12%	118	85%	14	10%	7	5%	98	78%	14	11%	13	10%
service attitude	118	72%	22	13%	23	14%	113	81%	18	13%	9	6%	101	80%	13	10%	13	10%

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

Results for this period reflect a small decrease in respondent satisfaction for this office in all measured categories. The satisfaction level for each category dropped at a rate of 1% - 7% during the current period. Over the three year period, results have been relatively consistent, with increases in each category of 0% - 8%.

Curriculum Services/Schedule Development

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 60 (14%) reported having requested or received services from the Curriculum Services/Schedule Development in the past year. Of those respondents:

- 65% (39 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (17 respondents) were Full-time Faculty;
- 7% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a mixed percentage of employees are satisfied with the services of the Office of Community Outreach.

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.

Curriculum Services / Schedule Development						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	41	72%	12	21%	4	7%
promptness	41	75%	8	15%	6	11%
service attitude	42	74%	10	18%	5	9%

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

This office was not included in the assessment of college-wide services in the previous survey periods.

Early College Start

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

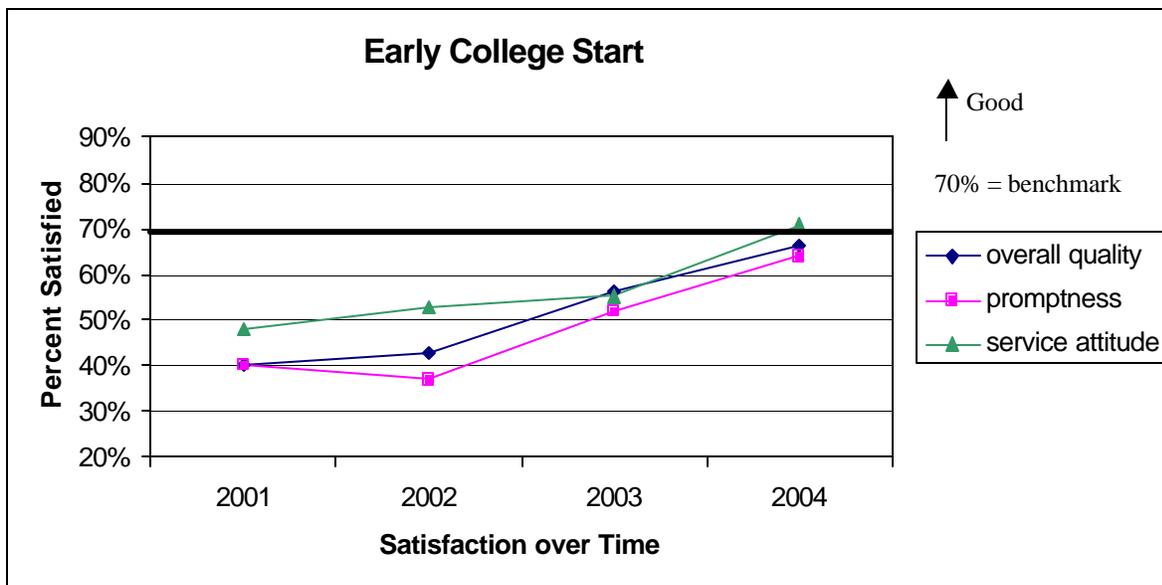
Who uses this office?

Of the 437 survey respondents, 100 (23%) reported having requested or received services from the Office of Early College Start in the past year. Of those respondents:

- 67% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (21 respondents) were Full-time Faculty;
- 8% (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 2004 Internal Customer Survey indicate that 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 84 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.

Early College Start Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	65	66%	17	17%	17	17%
promptness	33	40%	25	30%	24	29%	31	37%	24	29%	28	34%	43	52%	12	14%	28	34%	63	64%	13	13%	22	22%
service attitude	39	48%	24	29%	19	23%	44	53%	12	14%	27	33%	46	55%	16	19%	21	25%	69	71%	15	16%	13	13%

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

Results for this period continued an increase in respondent satisfaction for this office. In 2004, results in respondent satisfaction were 10% - 16% higher than in 2003. Across four years, the improvement trend is seen in increases in satisfaction levels of 23% - 26%.

Adult Education

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

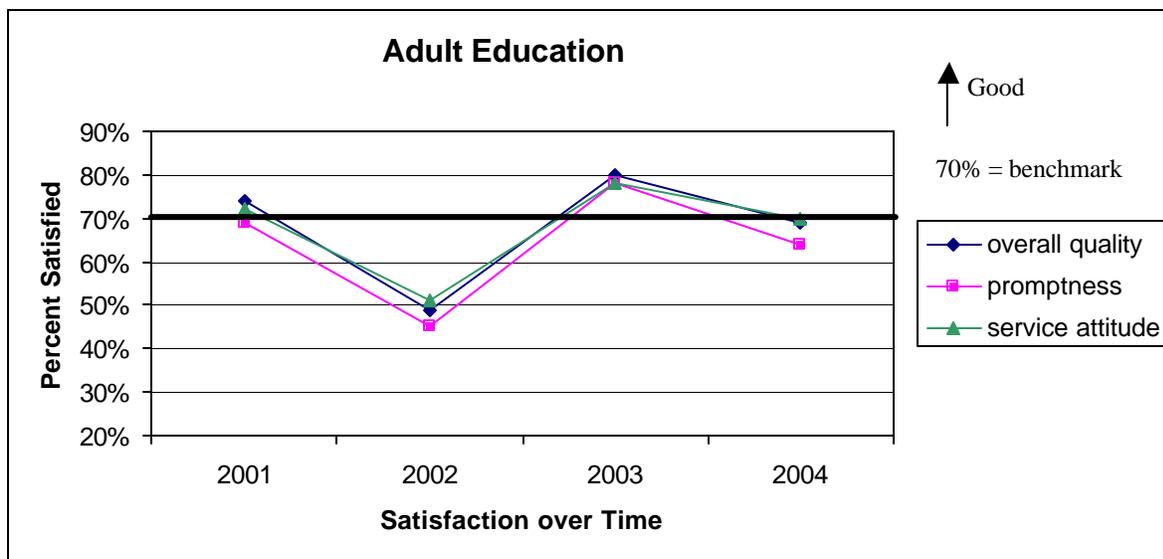
Who uses this office?

Of the 437 survey respondents, 59 (14%) reported having requested or received services from Adult Education in the past year. Of those respondents:

- 86% (51 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7% (4 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 2004 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 49 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.

Adult Education																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	40	69%	10	17%	8	14%
promptness	42	69%	12	20%	7	11%	24	45%	16	30%	13	25%	38	78%	6	12%	5	10%	35	64%	10	18%	10	18%
service attitude	44	72%	11	18%	6	10%	27	51%	14	26%	12	23%	38	78%	7	14%	4	8%	39	70%	7	13%	10	18%

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

Results for this period reflect a decrease in respondent satisfaction for this office of 8% - 14% in all measured categories. This decrease follows a sharp increase of 27% - 33% in satisfaction ratings from 2002 to 2003. In looking at four years of data, this office currently has satisfaction levels that are slightly below (-2% to -5%) the 2001 levels but that shows sharp swings in satisfaction.

Grants Development

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

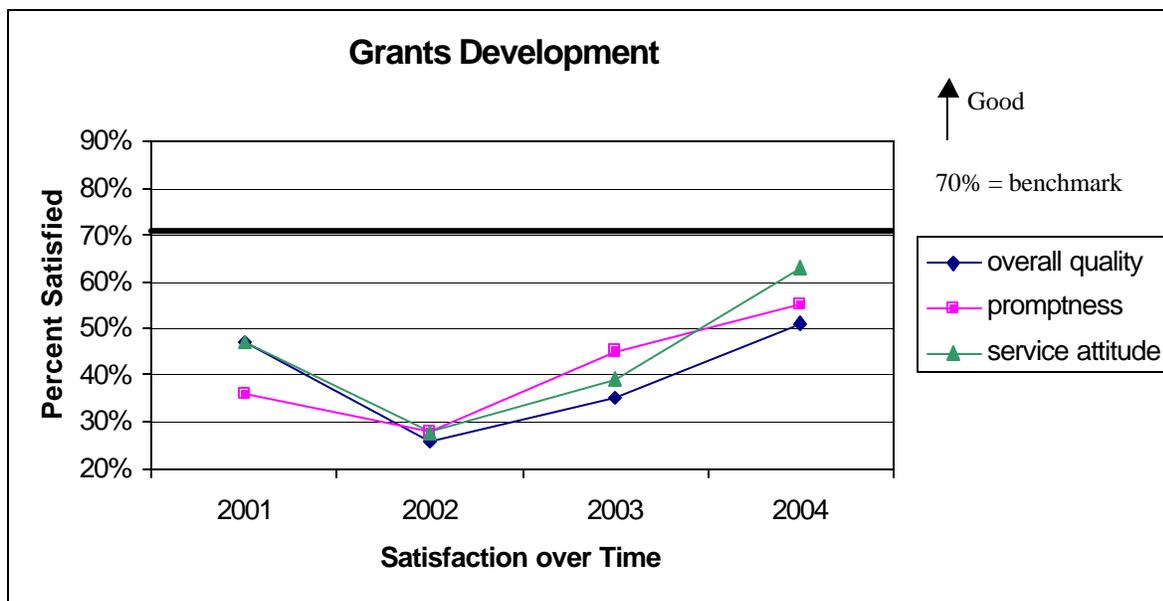
Who uses this office?

Of the 437 survey respondents, 57 (13%) reported having requested or received services from the Grants Office in the past year. Of those respondents:

- 70% (40 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (11 respondents) were Full-time Faculty;
- 7% (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 2004 Internal Customer Survey indicate a larger percentage of employees are satisfied with the services of this office than in the past 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 42 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.

Grants Development																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	29	51%	20	35%	8	14%
promptness	19	36%	16	30%	18	34%	13	28%	17	37%	16	35%	18	45%	2	5%	20	50%	31	55%	19	34%	6	11%
service attitude	25	47%	10	19%	18	34%	13	28%	19	40%	15	32%	16	39%	5	12%	20	49%	35	63%	14	25%	7	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%-24% in all measured categories. This follows an increase in satisfaction ratings in 2003 from 2002 of 9%-17%, the beginning of a positive trend.

Spring 2004 Internal Customer Survey Office Reports

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AVP for Retention & Student Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

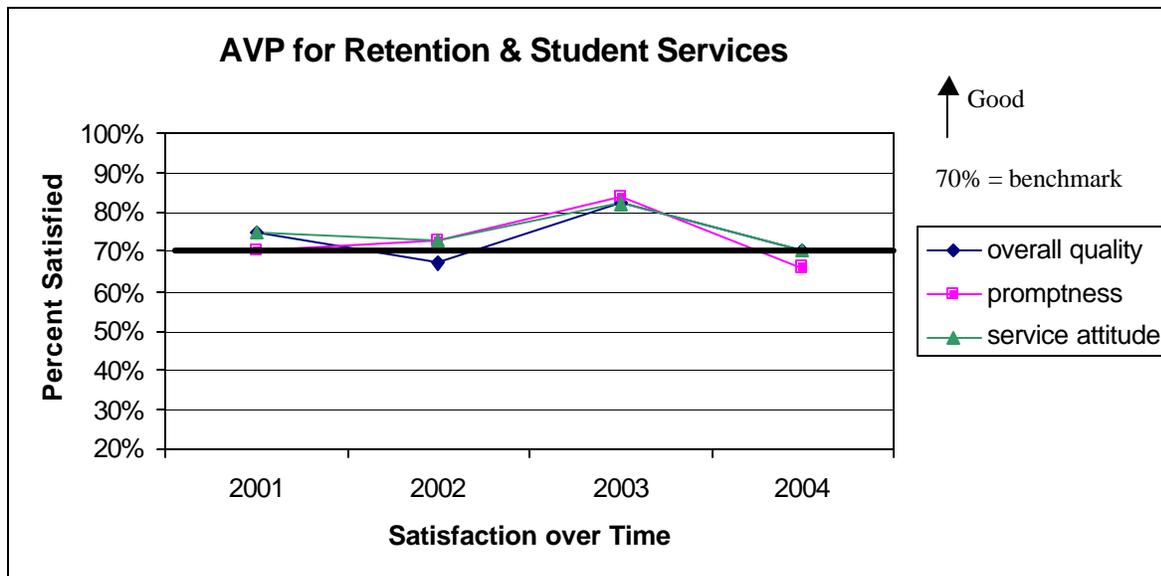
Who uses this office?

Of the 437 survey respondents, 105 (24%) reported having requested or received services from the Office of the AVP for Retention & Student Services in the past year. Of those respondents:

- 70% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (21 respondents) were Full-time Faculty;
- 9% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services of this office than the 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 71 to 105.



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.

AVP for Retention & Student Services																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	71	70%	20	20%	11	11%
promptness	56	70%	14	18%	10	13%	69	73%	10	11%	16	17%	58	84%	7	10%	4	6%	65	66%	21	21%	13	13%
service attitude	60	75%	10	13%	10	13%	68	73%	9	10%	16	17%	56	82%	8	12%	4	6%	69	70%	15	15%	15	15%

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

Results for this period reflect a decrease in respondent satisfaction for this office of 12%-18% in all measured categories. This increase follows a period of improved satisfaction for the three categories, with satisfaction ratings increasing from 9%-15% from 2002 to 2003. The current results are 4%-5% lower than those in 2001.

Admission & Records

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

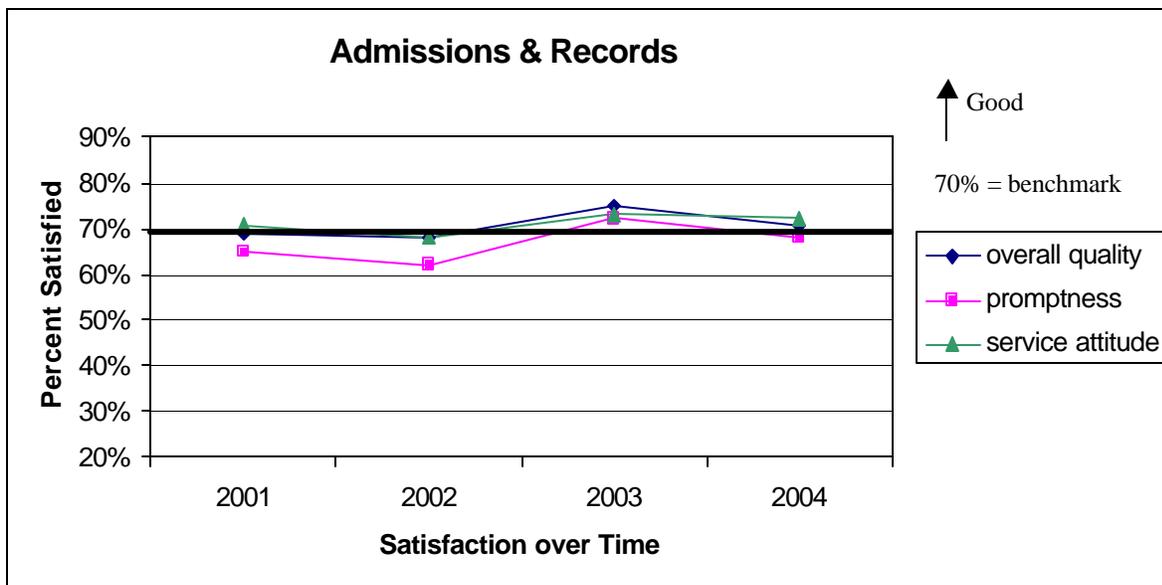
Who uses this office?

Of the 437 survey respondents, 197 (45%) reported having requested or received services from Admission & Records in the past year. Of those respondents:

- 57% (112 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (44 respondents) were Full-time Faculty;
- 19% (37 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 2004 Internal Customer Survey indicate a slightly 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 decreased from 201 to 197.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	134	71%	28	15%	27	14%
promptness	119	65%	37	20%	27	15%	126	62%	39	19%	38	19%	140	72%	32	16%	23	12%	128	68%	22	12%	37	20%
service attitude	130	71%	29	16%	24	13%	137	68%	33	16%	32	16%	142	73%	33	17%	20	10%	135	72%	24	13%	28	15%

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

Results for this period reflect a small decrease in respondent satisfaction for this office of -4% to -1% in all measured categories. With an increase in the satisfaction ratings for each category of 5% to 10% from 2002 to 2003, the current results place satisfaction ratings for each category above ratings for 2001 by 1% to 3%.

Campus Student Services Offices

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

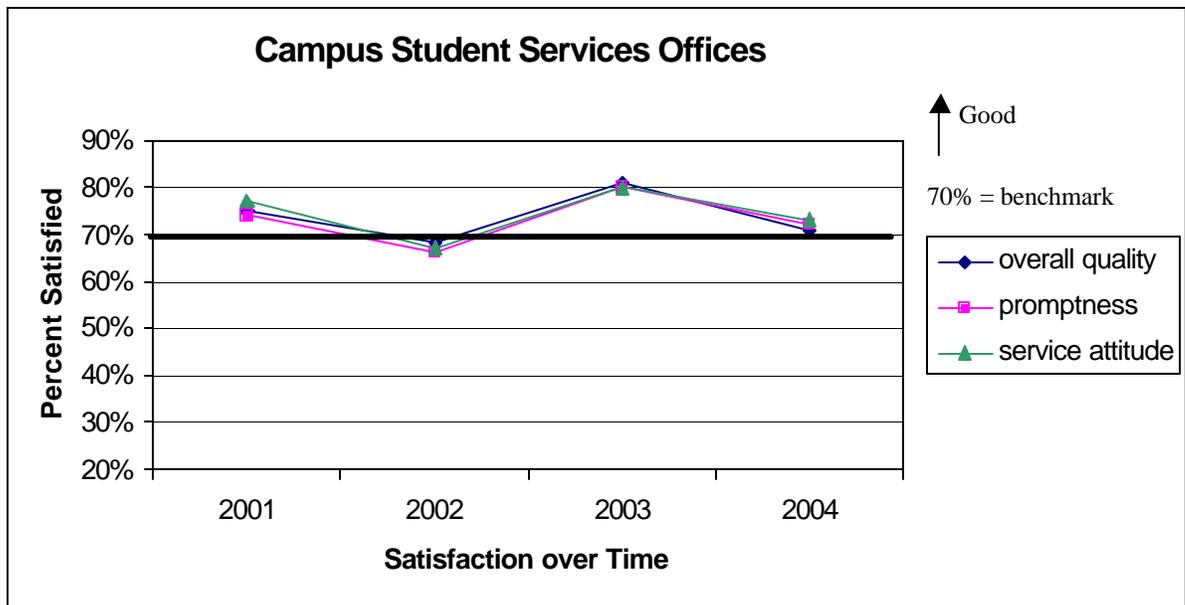
Who uses this office?

Of the 437 survey respondents, 90 (21%) reported having requested or received services from the Campus Student Services Offices in the past year. Of those respondents:

- 69% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (22 respondents) were Full-time Faculty;
- 7% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 79 to 90.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	60	71%	15	18%	10	12%
promptness	69	74%	17	18%	7	8%	62	66%	16	17%	16	17%	59	80%	9	12%	6	8%	59	72%	14	17%	9	11%
service attitude	72	77%	14	15%	7	8%	62	67%	15	16%	16	17%	60	80%	7	9%	8	11%	60	73%	10	12%	12	15%

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

Results for this period reflect a decrease in respondent satisfaction for this office of 7% -10% in all measured categories. This follows an increase in the satisfaction ratings of 13% -14% for each category from 2002 to 2003. The current results place the satisfaction ratings for each category below ratings for 2001 by 2% - 4%.

Financial Aid Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

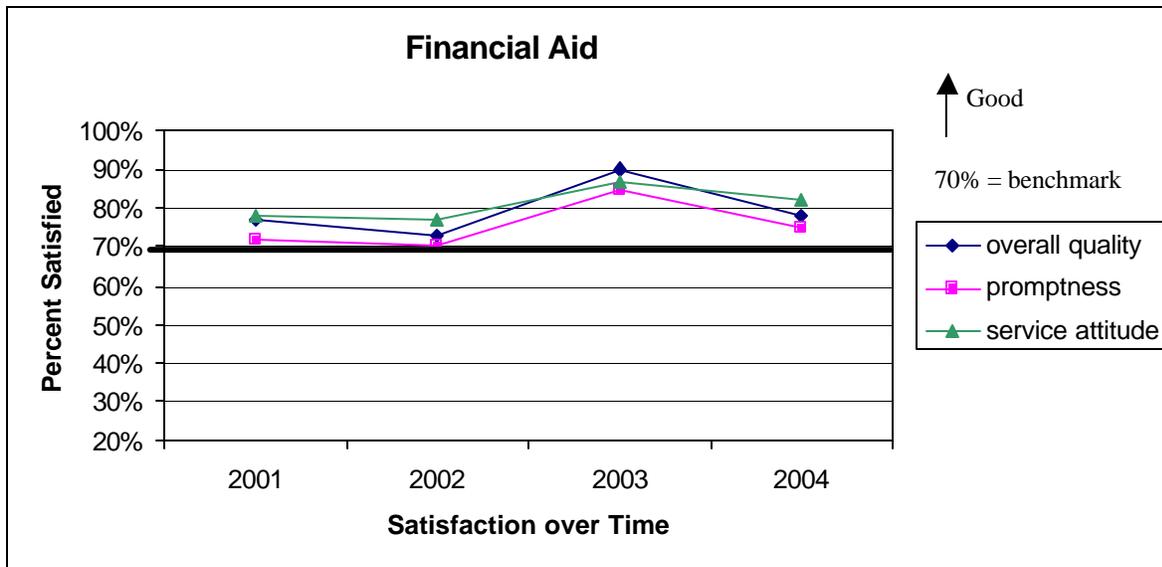
Who uses this office?

Of the 437 survey respondents, 95 (22%) reported having requested or received services from the Financial Aid Office in the past year. Of those respondents:

- 79% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (14 respondents) were Full-time Faculty;
- 5% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 1% (1 respondent) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 increased from 91 to 95.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	71	78%	8	9%	12	13%
promptness	59	72%	12	15%	11	13%	55	70%	13	16%	11	14%	73	85%	11	13%	2	2%	65	75%	9	10%	13	15%
service attitude	64	78%	7	9%	11	13%	60	77%	7	9%	11	14%	76	87%	6	7%	5	6%	71	82%	5	6%	11	13%

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

Results for this period reflect a decline in respondent satisfaction for this office in all measured categories. Each category decreased at a rate of 5% -12% during the current period. This decrease follows a period on increasing satisfaction from 2002 to 2003 of 10% - 17% change.

Interpreter Services

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

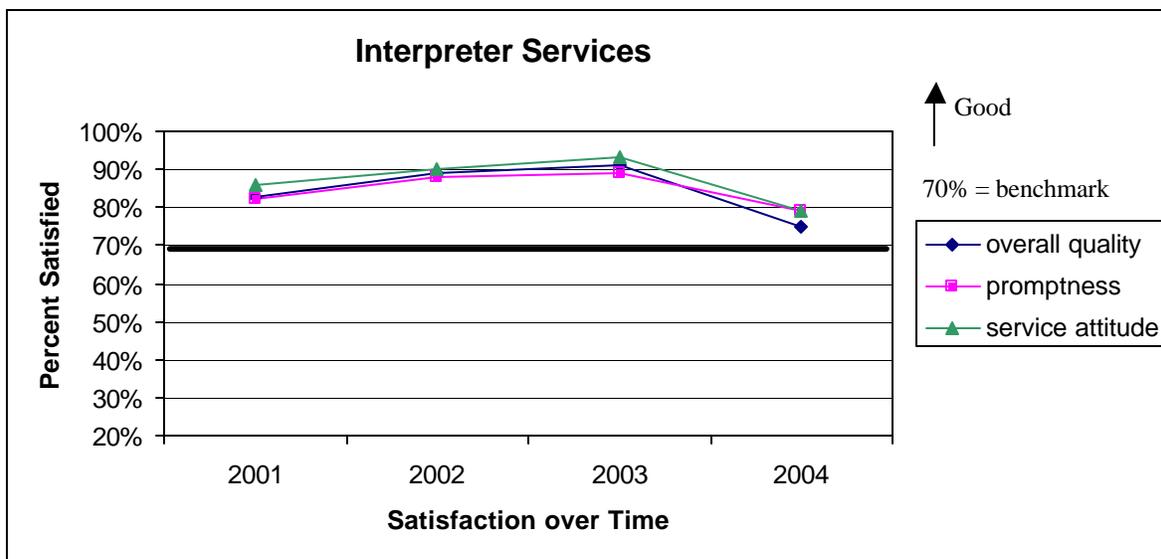
Who uses this office?

Of the 437 survey respondents, 74 (17%) reported having requested or received services from the Interpreter Services in the past year. Of those respondents:

- 45% (33 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (19 respondents) were Full-time Faculty;
- 24% (18 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 2004 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 50 to 74.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	55	75%	11	15%	7	10%
promptness	51	82%	6	10%	5	8%	53	88%	5	8%	2	3%	41	89%	3	7%	2	4%	53	79%	10	15%	4	6%
service attitude	54	86%	4	6%	5	8%	55	90%	4	7%	2	3%	43	93%	1	2%	2	4%	54	79%	12	18%	2	3%

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

Results for this period reflect a large decline in respondent satisfaction for this office in all measured categories. Each category decreased by 10% to 16% during the current period. This decrease in satisfaction across all measures is notable as well because the number of respondents grew from 50 to 74, a 48% increase.

Office for Students with Disabilities

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 138 (32%) reported having requested or received services from the Office for Students with Disabilities in the past year. Of those respondents:

- 44% (61 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (38 respondents) were Full-time Faculty;
- 27% (37 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 2004 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.

Students with Disabilities						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	106	77%	15	11%	16	12%
promptness	103	78%	11	8%	18	14%
service attitude	109	83%	10	8%	13	10%

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

Due to organizational restructuring, there was not a comparable office to the Office for Students with Disabilities in the 2003 survey period.

Special Populations

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

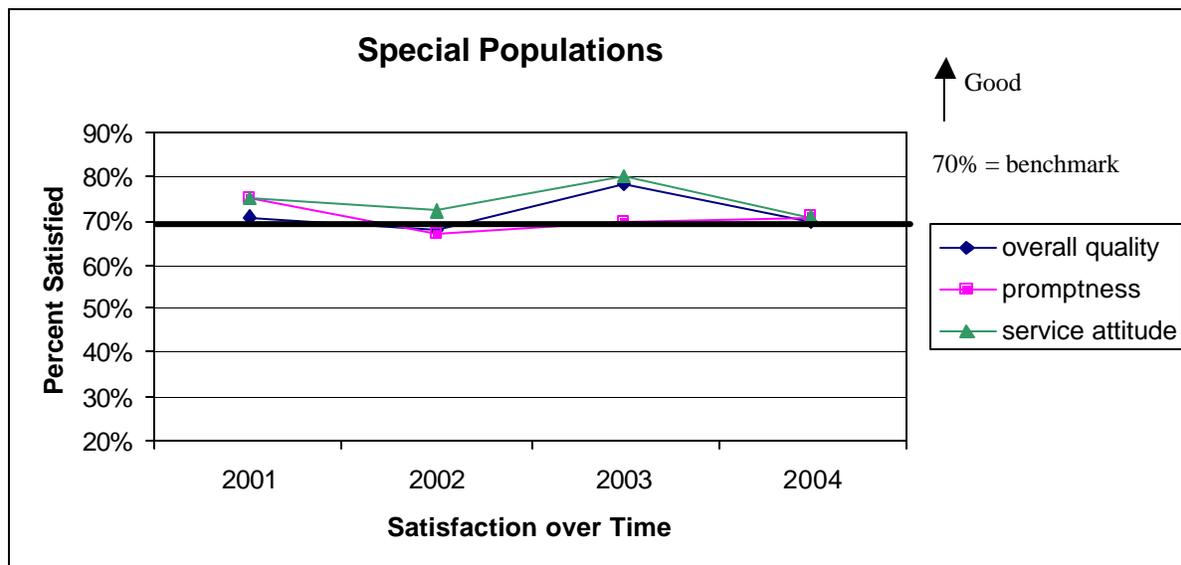
Who uses this office?

Of the 437 survey respondents, 47 (11%) reported having requested or received services from Special Populations in the past year. Of those respondents:

- 74% (35 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 9% (4 respondents) were Full-time Faculty;
- 15% (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 2004 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 decreased from 57 to 47.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	33	70%	9	19%	5	11%
promptness	44	75%	8	14%	7	12%	36	67%	10	19%	8	15%	37	70%	9	17%	7	13%	30	71%	7	17%	5	12%
service attitude	44	75%	7	12%	8	14%	39	72%	8	15%	7	13%	43	80%	5	9%	6	11%	30	71%	8	19%	4	10%

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

Results for this period reflect changes in respondent satisfaction for this office of -9% to 1% in all measured categories. This follows an increase of 3% to 10% in all categories from 2002 to 2003. The current results place satisfaction levels slightly below those for 2001 by -1% to -4% in all categories.

Student Life (Student Activities)

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

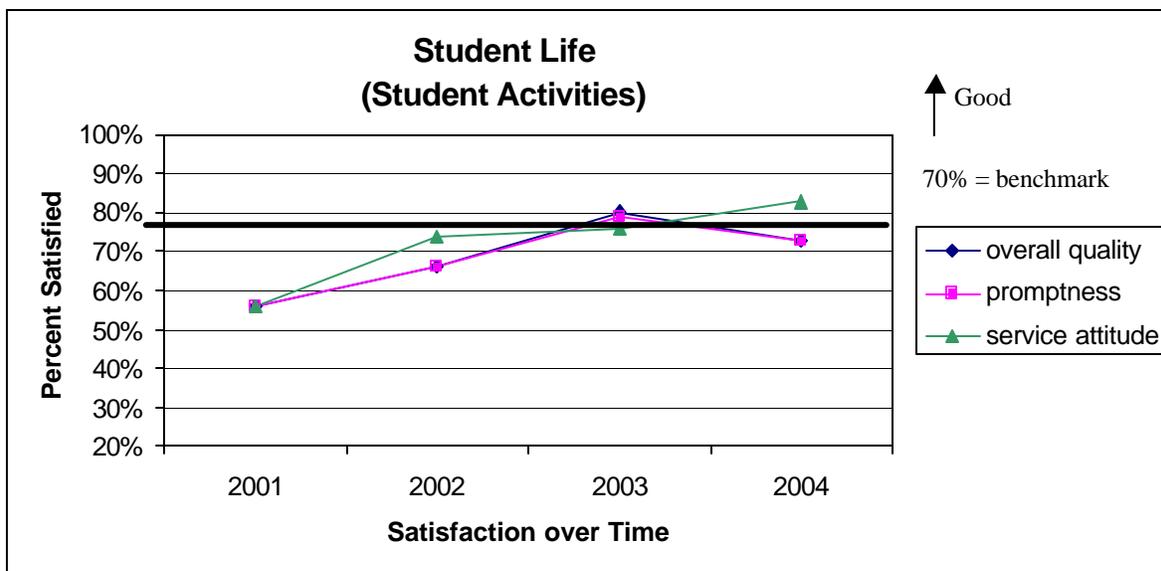
Who uses this office?

Of the 437 survey respondents, 74 (17%) reported having requested or received services from Student Life (Student Activities) in the past year. Of those respondents:

- 70% (52 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (11 respondents) were Full-time Faculty;
- 12% (9 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 2004 Internal Customer Survey indicate about the same number 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 60 to 74.



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						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	54	73%	14	19%	6	8%
promptness	34	56%	18	30%	9	15%	45	66%	12	18%	11	16%	45	79%	7	12%	5	9%	52	73%	13	18%	6	9%
service attitude	34	56%	20	33%	7	11%	50	74%	8	12%	10	15%	44	76%	9	16%	5	9%	59	83%	9	13%	3	4%

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

Results for this period reflect mixed results in respondent satisfaction for this office, with an increase of 7% in service attitude and decreases of 6%-7% in overall quality and promptness. This is in contrast to last year when there were increases in satisfaction of 2%-14% in all measured categories. However, the overall increase in respondent satisfaction from 2001 to 2004 is 17%-27% for all categories.

TSI Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

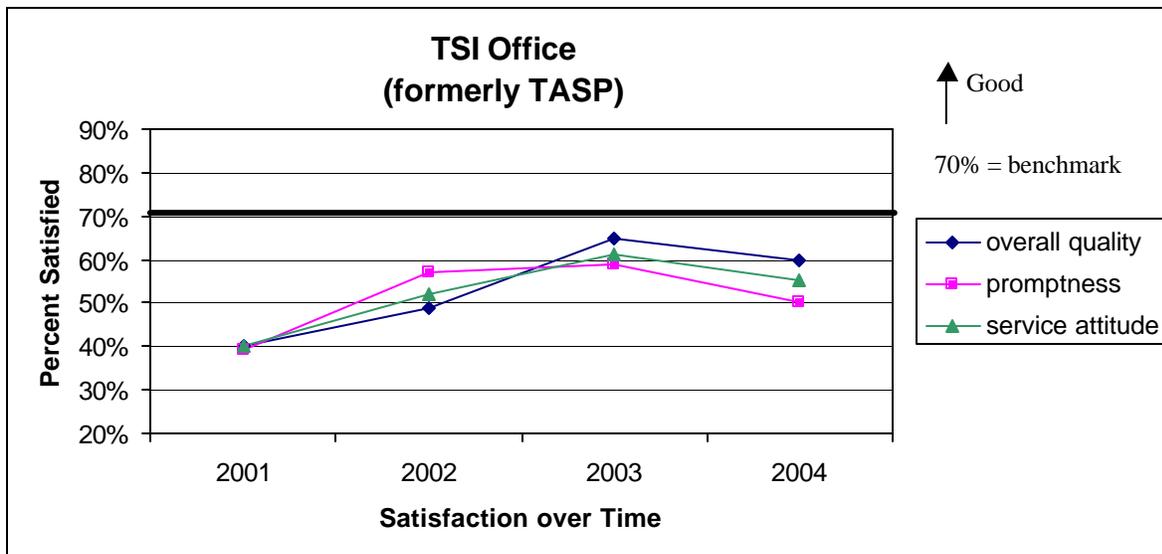
Who uses this office?

Of the 437 survey respondents, 53 (12%) reported having requested or received services from the TASP Office in the past year. Of those respondents:

- 75% (40 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (9 respondents) were Full-time Faculty;
- 8% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 66 to 53.



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.

TSI Office (formerly TASP)																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	31	60%	9	17%	12	23%
promptness	26	39%	18	27%	23	34%	38	57%	9	13%	20	30%	37	59%	11	17%	15	24%	26	50%	9	17%	17	33%
service attitude	27	40%	19	28%	21	31%	35	52%	8	12%	24	36%	39	61%	12	19%	13	20%	29	55%	10	19%	14	26%

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

Results for this period reflect a drop in respondent satisfaction for this office of 5% to 9% in all measured categories. This increase follows an improvement of 2% to 16% in satisfaction ratings from 2002 to 2003, yielding an increase of 11% to 20% over the four year period.

Spring 2004 Internal Customer Survey Office Reports

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Office of Marketing and Public Information

Publications Office

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Marketing and Promotions

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Marketing and Public Information

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

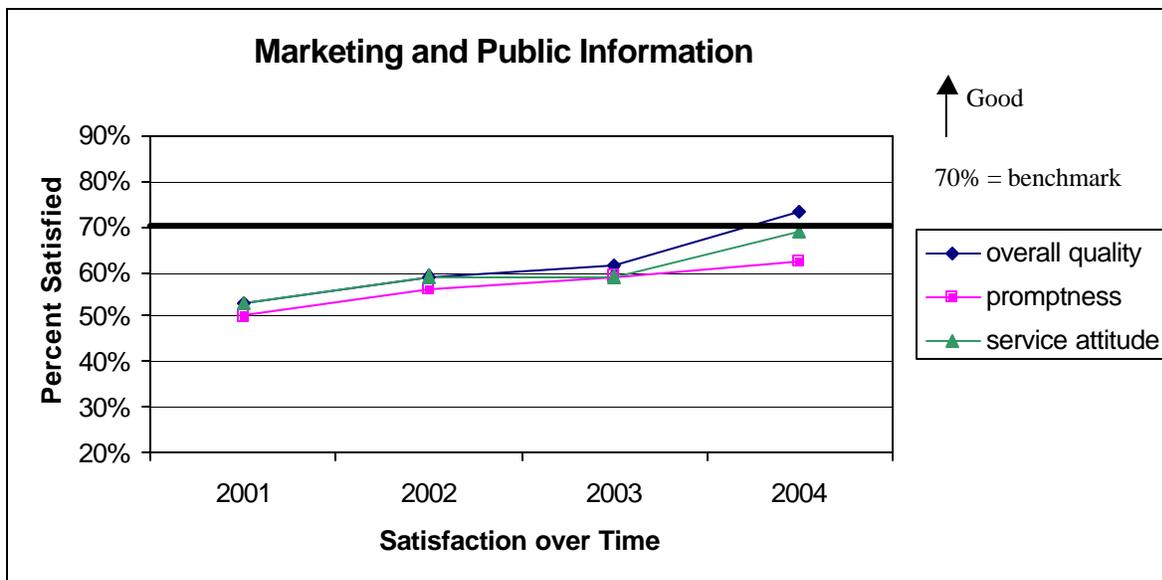
Who uses this office?

Of the 437 survey respondents, 79 (18%) reported having requested or received services from the Office of Marketing and Public Information in the past year. Of those respondents:

- 81% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (10 respondents) were Full-time Faculty;
- 6% (5 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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 98 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.

Marketing and Public Information																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	55	73%	9	12%	11	15%
promptness	60	50%	34	29%	25	21%	61	56%	26	24%	22	20%	55	59%	22	24%	16	17%	44	62%	19	27%	8	11%
service attitude	63	53%	28	24%	28	24%	64	59%	21	19%	24	22%	55	59%	19	20%	20	21%	50	69%	12	17%	10	14%

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

Results for this period show an increase in respondent satisfaction of 3% - 12% for all measured categories for this office. This follows results of even or modest improvement (0% - 3%) in satisfaction levels for 2003. Over a four year period, this office has seen improvements in respondent satisfaction of 12% - 20%.

Publications Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

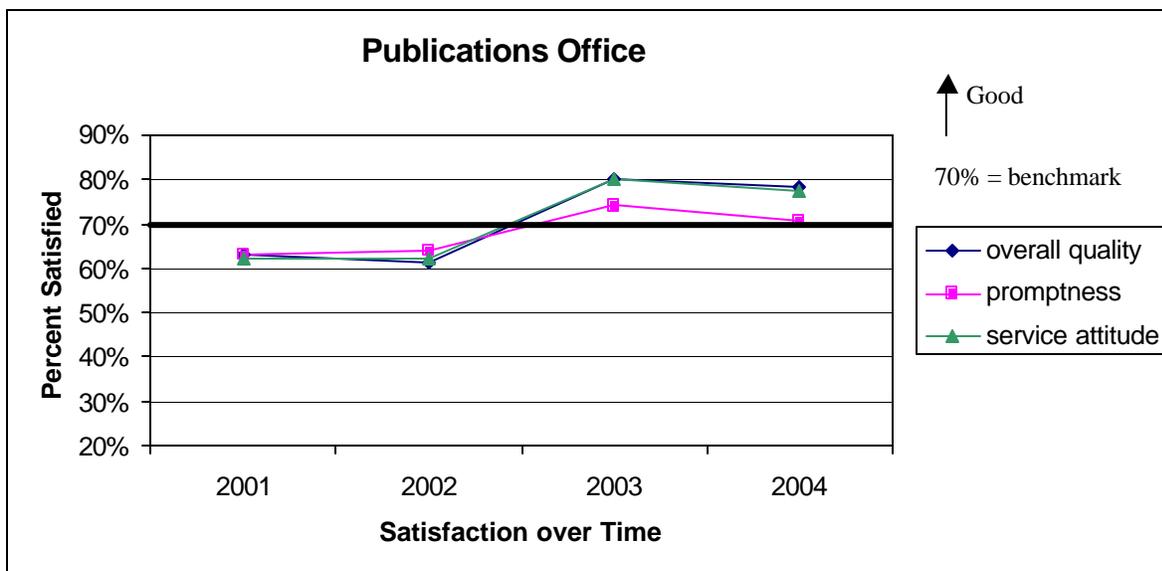
Who uses this office?

Of the 437 survey respondents, 71 (16%) reported having requested or received services from the Publications Office in the past year. Of those respondents:

- 77% (55 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (12 respondents) were Full-time Faculty;
- 6% (4 respondents) were Adjunct Faculty; (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 Internal Customer Survey indicate that a slightly smaller 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 73 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.

Publications Office																								
Comparison of Survey Results																								
	2001						2002						2003						2004					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	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%	54	78%	7	10%	8	12%
promptness	40	63%	12	19%	11	17%	50	64%	11	14%	17	22%	50	74%	7	10%	11	16%	46	71%	11	17%	8	12%
service attitude	38	62%	14	23%	9	15%	48	62%	11	14%	18	23%	56	80%	4	6%	10	14%	49	77%	8	13%	7	11%

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

Results for this period reflect a slight decrease in respondent satisfaction for this office of -2% to -3% in all measured categories. This follows positive improvements in results in the satisfaction ratings (10% to 19%) for each category from 2002 to 2003. Over a four year period, this yields satisfaction levels that are 8% to 15% higher than those in 2001.

Word Processing Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 50 (11%) reported having requested or received services from the Word Processing Office in the past year. Of those respondents:

- 76% (36 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (8 respondents) were Full-time Faculty;
- 8% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Word Processing						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	44	92%	2	4%	2	4%
promptness	39	89%	3	7%	2	5%
service attitude	39	89%	3	7%	2	5%

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

The Word Processing Office was not included in the 2003 survey.

Marketing and Promotions Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 74 (17%) reported having requested or received services from the Marketing and Promotions in the past year. Of those respondents:

- 76% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (14 respondents) were Full-time Faculty;
- 5% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 0% (0 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2004 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.

Marketing and Promotions						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	46	64%	11	15%	15	21%
promptness	41	60%	15	22%	12	18%
service attitude	41	60%	14	21%	13	19%

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

The Marketing and Promotions Office was not included in the 2003 survey.

ACC Website Office

The Internal Customer Survey was distributed to ACC employees in Spring 2004. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2003. There were 437 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2003; therefore, all analysis is based on that structure.

Who uses this office?

Of the 437 survey respondents, 181 (41%) reported having requested or received services from the ACC Website Office in the past year. Of those respondents:

- 57% (103 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (29 respondents) were Full-time Faculty;
- 25% (45 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 2004 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.

ACC Website						
Comparison of Survey Results						
	2004					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	132	73%	22	12%	26	14%
promptness	116	70%	26	16%	23	14%
service attitude	119	72%	27	16%	19	12%

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

The ACC Website Office was not included in the 2003 survey.