

# Spring 2005 Internal College Survey Office Reports

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

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Office of the Dean, Arts and Humanities

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Articulation Officer

## EVP for Academic, Student, and Campus Affairs

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

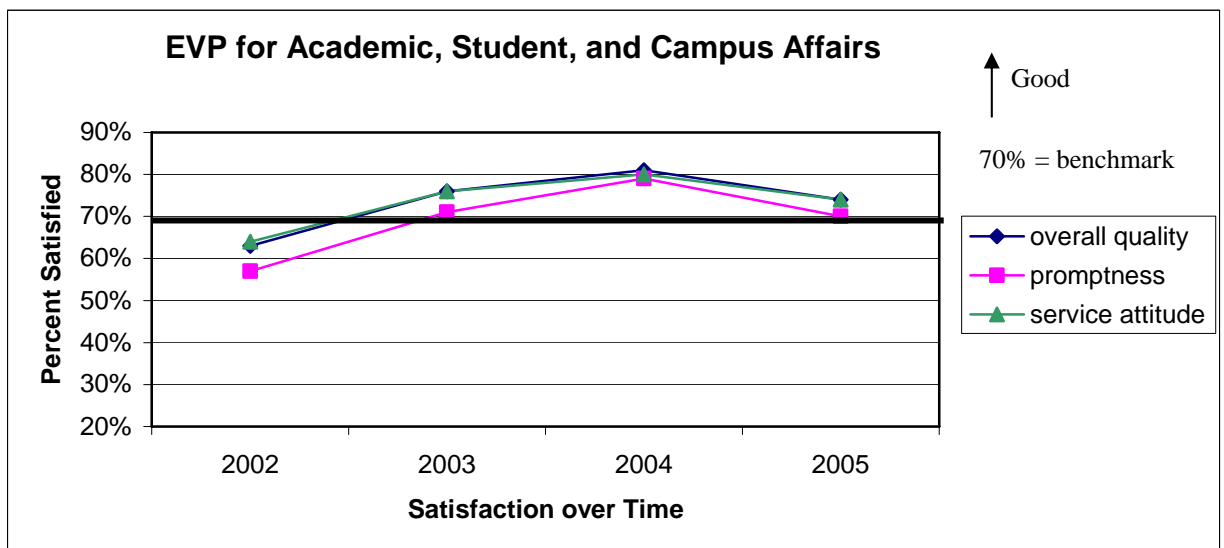
### Who uses this office?

Of the 580 survey respondents, 129 (22%) 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:

- 65% (84 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (29 respondents) were Full-time Faculty;
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (13 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate a smaller percentage of employees are satisfied across all measures surveyed. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has decreased from 139 to 129.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>EVP for Academic, Student, and Campus Affairs</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	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	87	63%	25	18%	26	19%	99	76%	16	12%	15	12%	110	81%	11	8%	15	11%	92	74%	15	12%	17	14%
promptness	78	57%	32	24%	26	19%	92	71%	23	18%	14	11%	104	79%	16	12%	12	9%	86	70%	18	15%	19	15%
service attitude	87	64%	20	15%	29	21%	97	76%	13	10%	18	14%	105	80%	15	12%	11	8%	92	74%	14	11%	19	15%

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

Results for this office show a decrease of 6 – 9 percentage points for all measures of respondent satisfaction for 2005. However, the four year trend for this office shows improvements in respondent satisfaction of 10 – 13 percentage points across all measurements.

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## AVP for Academic Programs

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

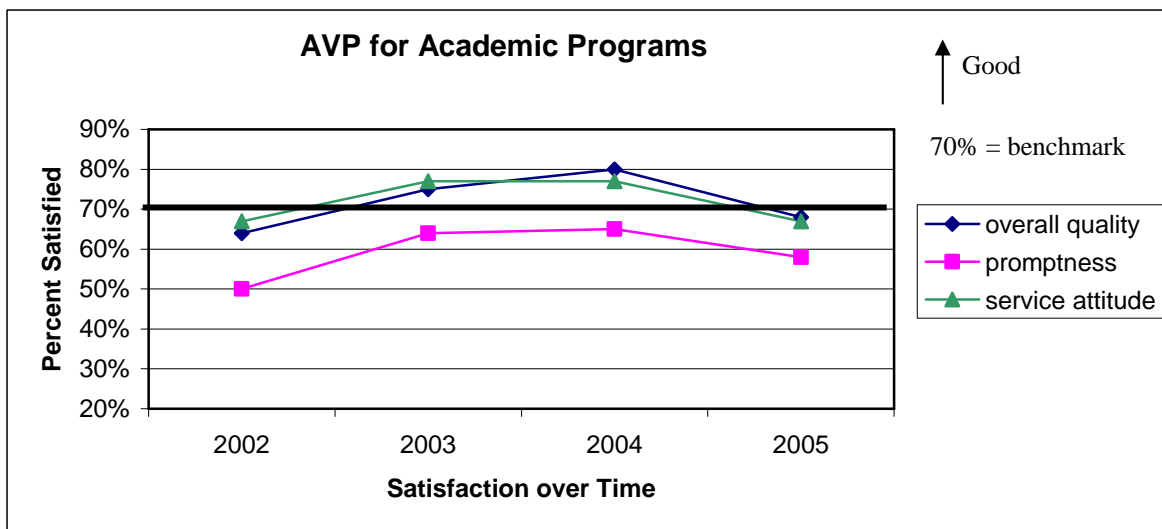
### Who uses this office?

Of the 580 survey respondents, 123 (21%) reported having requested or received services from the Office of the AVP for Academic Programs in the past year. Of those respondents:

- 59% (73 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (37 respondents) were Full-time Faculty;
- 3% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (9 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate a smaller percentage of employees are satisfied across all measures surveyed. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 103 to 123.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>AVP for Academic Programs</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	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	64%	21	19%	20	18%	70	75%	18	19%	5	5%	81	80%	11	11%	9	9%	81	68%	19	16%	19	16%
promptness	56	50%	21	19%	34	31%	60	64%	20	21%	14	15%	62	65%	14	15%	20	21%	68	58%	25	21%	25	21%
service attitude	74	67%	16	14%	21	19%	72	77%	14	15%	8	9%	75	77%	14	14%	9	9%	80	67%	21	18%	19	16%

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

Results for this period reflect a decrease of 7 – 12 percentage points in respondent satisfaction for all measured categories for this office. In looking at four years of data, respondent satisfaction for this office has increased by 8 percentage points for *promptness* and 4 percentage points for *overall quality* and has remained the same for *service attitude*.

## Dean, Arts and Humanities

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

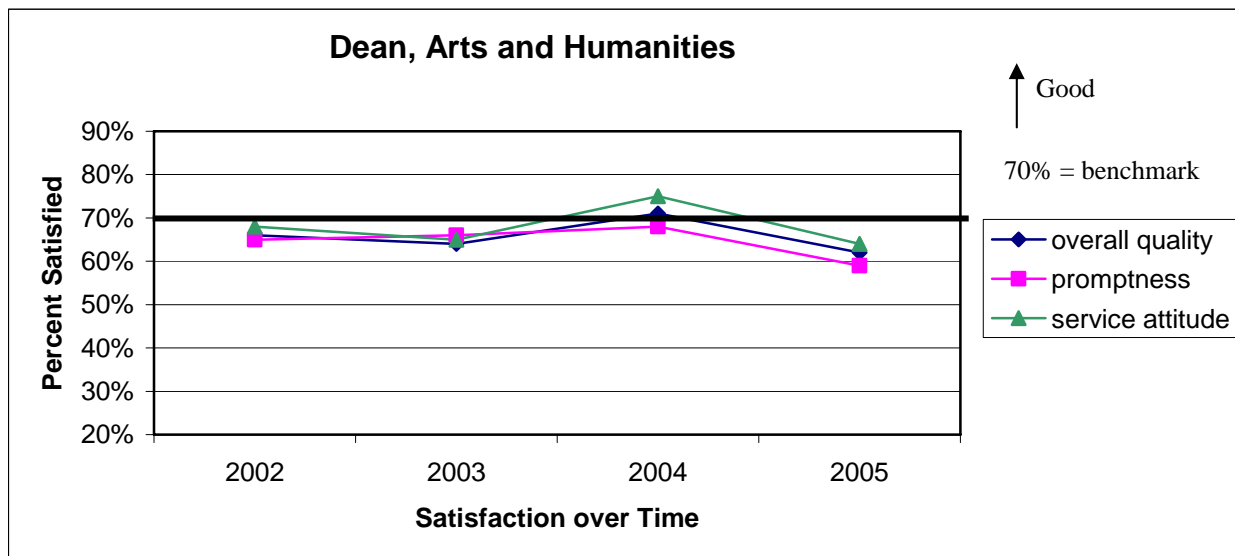
### Who uses this office?

Of the 580 survey respondents, 118 (20%) reported having requested or received services from the Office of the Dean of Arts and Humanities in the past year. Of those respondents:

- 56% (66 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (23 respondents) were Full-time Faculty;
- 9% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 15% (18 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate a smaller percentage of employees are satisfied across all measures surveyed 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 decreased from 102 to 118.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>Dean, Arts and Humanities Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	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	66%	19	22%	10	12%	48	64%	15	20%	12	16%	71	71%	15	15%	14	14%	68	62%	28	25%	14	13%
promptness	54	65%	19	23%	10	12%	47	66%	14	20%	10	14%	65	68%	16	17%	14	15%	64	59%	25	23%	19	18%
service attitude	56	68%	17	21%	9	11%	47	65%	12	17%	13	18%	71	75%	12	13%	12	13%	70	64%	22	20%	17	16%

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

Satisfaction levels for this office in this period dropped by 9 to 11 percentage points on all measured categories. Results over four years show mixed results, with an overall drop of 4 to 6 percentage points in satisfaction across all measures.



## Dean, Communications

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

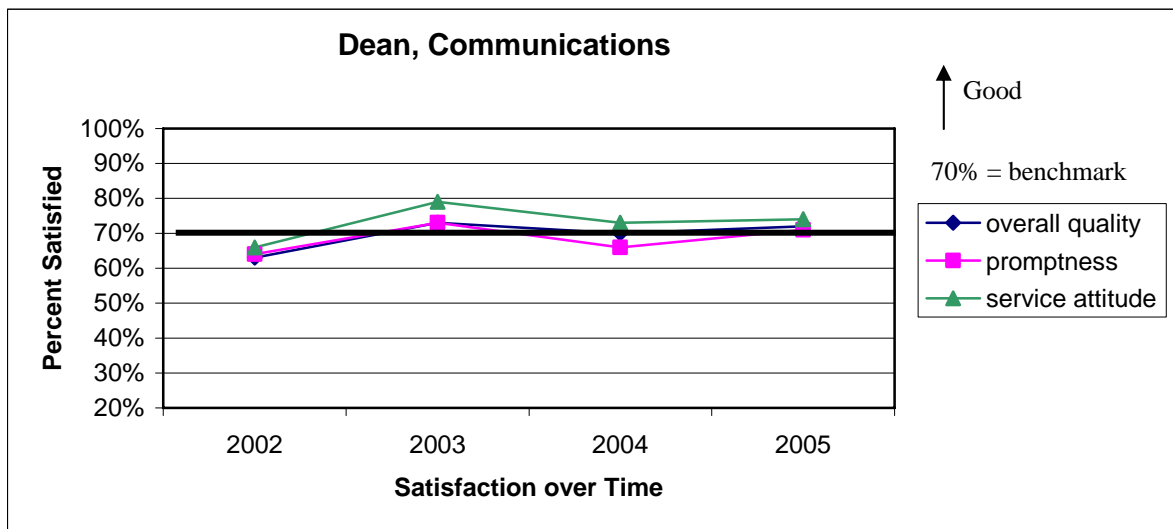
### Who uses this office?

Of the 580 survey respondents, 105 (18%) reported having requested or received services from the Office of the Dean of Communications in the past year. Of those respondents:

- 60% (63 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (22 respondents) were Full-time Faculty;
- 9% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (11 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 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 100 to 105.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>Dean, Communications</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
<b>overall quality</b>	63	63%	24	24%	13	13%	60	73%	17	21%	5	6%	68	70%	15	16%	14	14%	73	72%	24	24%	4	4%
<b>promptness</b>	61	64%	23	24%	12	13%	58	73%	15	19%	7	9%	63	66%	19	20%	13	14%	72	71%	23	23%	7	7%
<b>service attitude</b>	63	66%	24	25%	9	9%	65	79%	11	13%	6	7%	69	73%	15	16%	11	12%	75	74%	22	22%	4	4%

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

Results for this period reflect an increase of respondent satisfaction of 1 to 5 percentage points in all measures for this office. Over four years, the results show improvements of 7 to 9 percentage points in respondent satisfaction.

## Dean, Math and Sciences

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

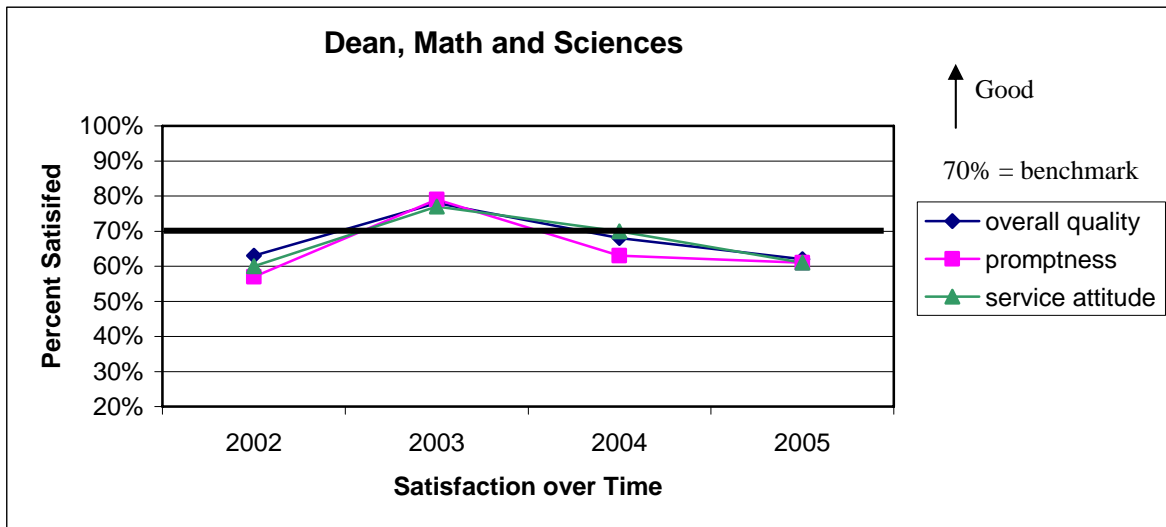
### Who uses this office?

Of the 580 survey respondents, 141 (24%) reported having requested or received services from the Office of the Dean of Math and Sciences in the past year. Of those respondents:

- 65% (91 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (26 respondents) were Full-time Faculty;
- 7% (10 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (14 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate a smaller percentage of employees are satisfied with the services 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 110 to 141.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>Dean, Math and Sciences Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	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	63%	20	17%	23	20%	91	78%	15	13%	10	9%	74	68%	20	18%	15	14%	85	62%	32	23%	20	15%
promptness	66	57%	26	23%	23	20%	88	79%	12	11%	11	10%	65	63%	19	18%	19	18%	84	61%	30	22%	23	17%
service attitude	68	60%	21	19%	24	21%	88	77%	14	12%	12	11%	72	70%	17	17%	14	14%	83	61%	33	24%	21	15%

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

Results for this office show a further decline in respondent satisfaction of 2 to 9 percentage points in all measured categories for this period. Results for the past two years follow an increase of 15% - 22% in satisfaction ratings across all categories from 2002 to 2003. Current results take the satisfaction levels for this office back to the results of 2002, with no sustained improvement.

## Dean, Social and Behavioral Sciences

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

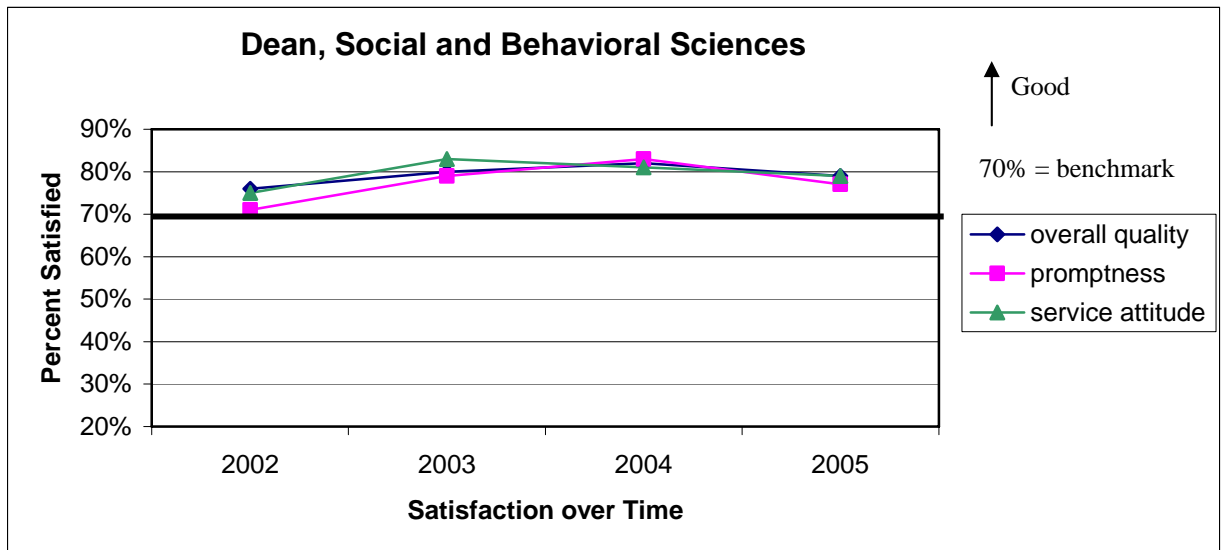
### Who uses this office?

Of the 580 survey respondents, 151 (26%) reported having requested or received services from the Office of the Dean of Social and Behavioral Sciences in the past year. Of those respondents:

- 52% (78 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (30 respondents) were Full-time Faculty;
- 15% (22 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 14% (21 respondents) did not identify an employee category.

### How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate a slightly smaller percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 104 to 151.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>Dean, Social and Behavioral Sciences</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	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	89	76%	15	13%	13	11%	79	80%	16	16%	4	4%	84	82%	11	11%	7	7%	115	79%	22	15%	9	6%
promptness	82	71%	18	16%	15	13%	76	79%	15	16%	5	5%	83	83%	8	8%	9	9%	111	77%	25	17%	9	6%
service attitude	85	75%	19	17%	10	9%	79	83%	12	13%	4	4%	79	81%	13	13%	6	6%	114	79%	24	17%	7	5%

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

Results for this period reflect decreases in respondent satisfaction for this office in *overall quality* (3 percentage points), *promptness* (6 percentage points), and for *service attitude* (2 percentage points). Following an overall increase in the satisfaction ratings from 2003 to 2004, the current results place satisfaction ratings for each category above ratings for 2002 by 3 to 6 percentage points.

## Articulation Officer

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

### **Who uses this office?**

Of the 580 survey respondents, 47 (8%) reported having requested or received services from the Office of Articulation and Transfer in the past year. Of those respondents:

- 49% (23 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (13 respondents) were Full-time Faculty;
- 4% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 19% (9 respondents) did not identify an employee category.

### **How satisfied are employees with overall services from this office?**

Results of the Spring 2005 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 41 to 47.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College 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.

<b>Articulation Officer</b>												
<b>Comparison of Survey Results</b>												
	<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	23	62%	10	27%	4	11%	22	52%	15	36%	5	12%
promptness	23	61%	10	26%	5	13%	25	56%	14	31%	6	13%
service attitude	23	64%	8	22%	5	14%	23	52%	17	39%	4	9%

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

Results in respondent satisfaction for this office dropped by 5 to 12 percentage points from 2004 to 2005. Respondents who were neutral increased by 5 to 17 percentage points.