

# Spring 2005 Internal College Survey Office Reports

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## VP for Business Services

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.

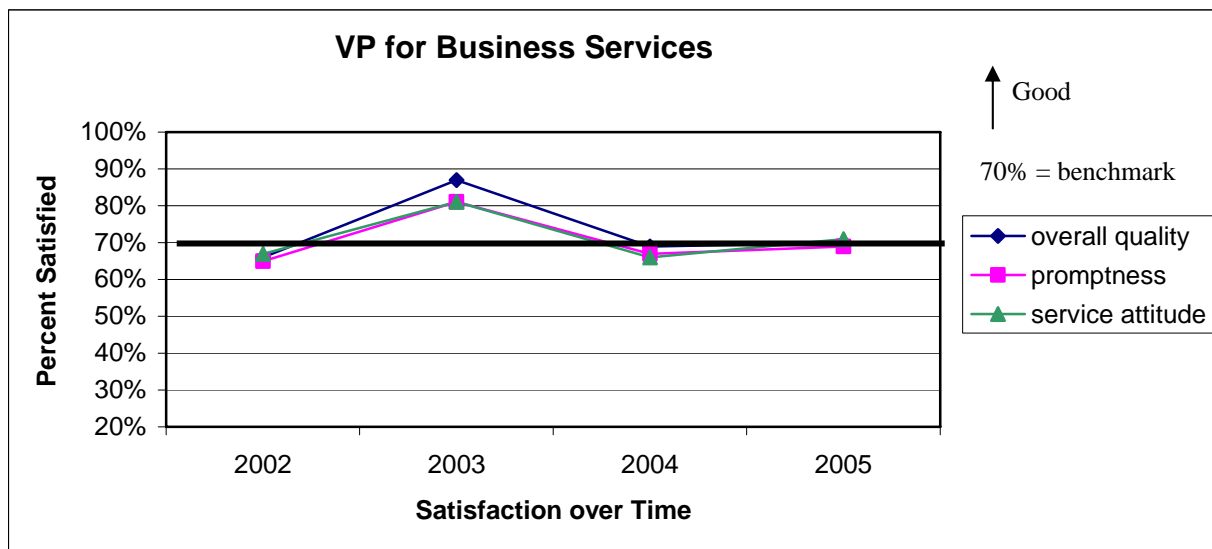
### Who uses this office?

Of the 580 survey respondents, 97 (17%) reported having requested or received services from the Office of the VP for Business Services in the past year. Of those respondents:

- 76% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (15 respondents) were Full-time Faculty;
- 1% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (7 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College 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 75 to 97.



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>VP for Business Services</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                     | 52          | 66% | 12      | 15% | 15           | 19% | 47          | 87% | 6       | 11% | 1            | 2% | 50          | 69% | 14      | 19% | 8            | 11% | 66          | 70% | 17      | 18% | 11           | 12% |
| promptness                          | 49          | 65% | 11      | 15% | 15           | 20% | 44          | 81% | 9       | 17% | 1            | 2% | 46          | 67% | 16      | 23% | 7            | 10% | 64          | 69% | 15      | 16% | 14           | 15% |
| service attitude                    | 50          | 67% | 13      | 17% | 12           | 16% | 44          | 81% | 9       | 17% | 1            | 2% | 47          | 66% | 16      | 23% | 8            | 11% | 65          | 71% | 13      | 14% | 14           | 15% |

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

Results for this period are close to last year's levels of respondent satisfaction for this office, showing a 1 – 5 percentage point increase in all measured categories. These results follow a drop in satisfaction ratings from 2003 to 2004, yielding a four year trend that shows increases in respondent satisfaction of 4 percentage points.

## Controller

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.

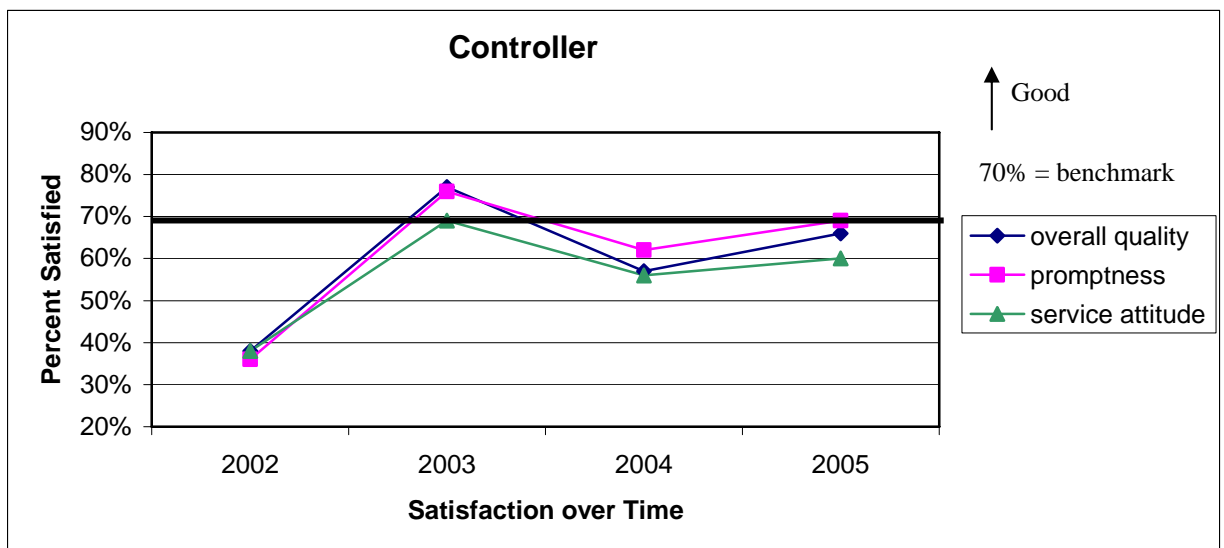
### Who uses this office?

Of the 580 survey respondents, 67 (12%) reported having requested or received services from the Office of the Controller in the past year. Of those respondents:

- 82% (55 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7% (5 respondents) were Full-time Faculty;
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (6 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College 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 67.



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>Controller</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              | 18        | 38% | 14      | 29% | 16           | 33% | 30        | 77% | 5       | 13% | 4            | 10% | 25        | 57% | 8       | 18% | 11           | 25% | 43        | 66% | 14      | 22% | 8            | 12% |
| promptness                   | 16        | 36% | 14      | 32% | 14           | 32% | 29        | 76% | 6       | 16% | 3            | 8%  | 26        | 62% | 7       | 17% | 9            | 21% | 43        | 69% | 13      | 21% | 6            | 10% |
| service attitude             | 17        | 38% | 15      | 33% | 13           | 29% | 27        | 69% | 7       | 18% | 5            | 13% | 24        | 56% | 7       | 16% | 12           | 28% | 38        | 60% | 13      | 21% | 12           | 19% |

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

Results for this period reflect an increase in respondent satisfaction for this office of 4 – 9 percentage points in all measured categories. With four years of results, this office has improved satisfaction ratings for each category above ratings for 2002 by 22 to 33 percentage points.

## Accounts Payable

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.

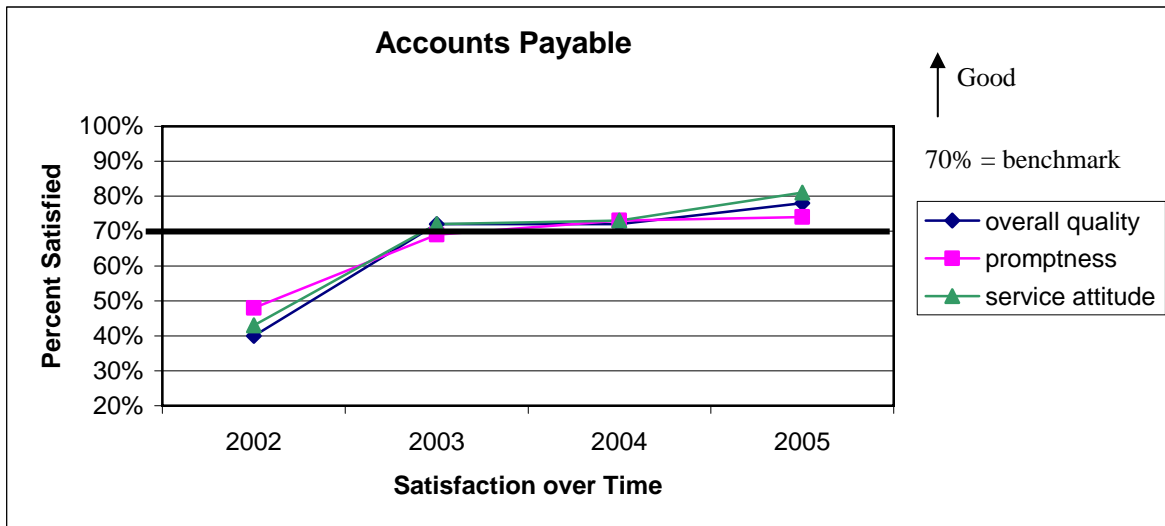
### Who uses this office?

Of the 580 survey respondents, 122 (21%) reported having requested or received services from the Accounts Payable in the past year. Of those respondents:

- 84% (103 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7% (9 respondents) were Full-time Faculty;
- 3% (4 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 2005 Internal College Survey indicate that a slightly larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 95 to 122.



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>Accounts Payable</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              | 46        | 40% | 38      | 33% | 30           | 26% | 62        | 72% | 21      | 24% | 3            | 3% | 68        | 72% | 17      | 18% | 9            | 10% | 94        | 78% | 23      | 19% | 4            | 3% |
| promptness                   | 53        | 48% | 30      | 27% | 28           | 25% | 59        | 69% | 22      | 26% | 4            | 5% | 64        | 73% | 15      | 17% | 9            | 10% | 86        | 74% | 23      | 20% | 8            | 7% |
| service attitude             | 47        | 43% | 28      | 25% | 35           | 32% | 61        | 72% | 19      | 22% | 5            | 6% | 65        | 73% | 13      | 15% | 11           | 12% | 93        | 81% | 16      | 14% | 6            | 5% |

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

This office shows improvement in respondent satisfaction in all measured categories for this period. The results for *overall quality* increased by 6 percentage points, *promptness* increased by 1 percentage point, and *service attitude* increased by 8 percentage points during the current period. These results continue a four year trend of improved respondent satisfaction, increasing by 26 - 38 percentage points over this period.

## General Ledger

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, 52 (9%) reported having requested or received services from the General Ledger Office in the past year. Of those respondents:

- 85% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (3 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>General Ledger</b>        |           |     |         |     |              |    |
|------------------------------|-----------|-----|---------|-----|--------------|----|
| Comparison of Survey Results |           |     |         |     |              |    |
|                              | 2005      |     |         |     |              |    |
|                              | satisfied |     | neutral |     | dissatisfied |    |
|                              | n         | %   | n       | %   | n            | %  |
| overall quality              | 35        | 70% | 12      | 24% | 3            | 6% |
| promptness                   | 34        | 71% | 10      | 21% | 4            | 8% |
| service attitude             | 35        | 73% | 9       | 19% | 4            | 8% |

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

Due to organizational restructuring, there was not a comparable office to General Ledger in the 2004 survey period.



## Asset Management

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, 57 (10%) reported having requested or received services from the Office of Asset Management in the past year. Of those respondents:

- 88% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (3 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (4 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Asset Management</b>      |             |     |         |     |              |     |
|------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results |             |     |         |     |              |     |
|                              | <b>2005</b> |     |         |     |              |     |
|                              | satisfied   |     | neutral |     | dissatisfied |     |
|                              | n           | %   | n       | %   | n            | %   |
| overall quality              | 21          | 37% | 26      | 46% | 10           | 18% |
| promptness                   | 22          | 39% | 25      | 45% | 9            | 16% |
| service attitude             | 23          | 41% | 21      | 38% | 12           | 21% |

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

Due to organizational restructuring, there was not a comparable office to Asset Management in the 2004 survey period.

## Student Accounting

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, 76 (13%) reported having requested or received services from the Student Accounting Office in the past year. Of those respondents:

- 89% (68 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5% (4 respondents) were Full-time Faculty;
- 0% (0 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 2005 Internal College Survey are given below.

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>Student Accounting</b>    |             |     |         |     |              |     |
|------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results |             |     |         |     |              |     |
|                              | <b>2005</b> |     |         |     |              |     |
|                              | satisfied   |     | neutral |     | dissatisfied |     |
|                              | n           | %   | n       | %   | n            | %   |
| overall quality              | 60          | 81% | 10      | 14% | 4            | 5%  |
| promptness                   | 58          | 81% | 10      | 14% | 4            | 6%  |
| service attitude             | 57          | 79% | 8       | 11% | 7            | 10% |

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

Due to organizational restructuring, there was not a comparable office to Student Accounting in the 2004 survey period.

## Cashier

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.

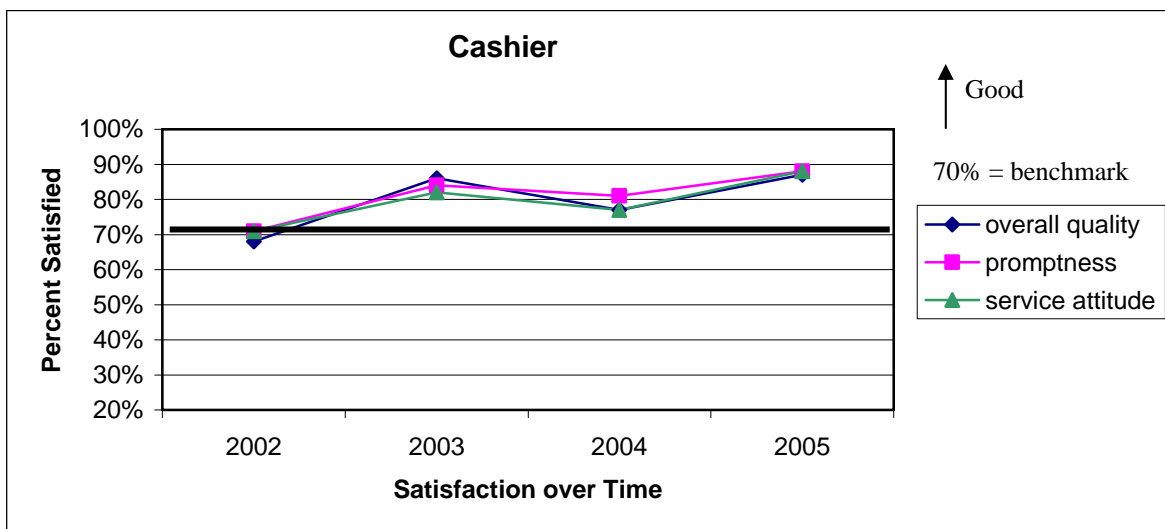
### Who uses this office?

Of the 580 survey respondents, 216 (37%) reported having requested or received services from the Office of the Cashier in the past year. Of those respondents:

- 73% (157 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (33 respondents) were Full-time Faculty;
- 5% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (15 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College 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 133 to 216.



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>Cashier</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              | 91        | 68% | 18      | 14% | 24           | 18% | 95        | 86% | 9       | 8%  | 6            | 5% | 102       | 77% | 20      | 15% | 10           | 8%  | 185       | 87% | 16      | 8% | 11           | 5% |
| promptness                   | 91        | 71% | 16      | 12% | 22           | 17% | 91        | 84% | 11      | 10% | 6            | 6% | 103       | 81% | 13      | 10% | 11           | 9%  | 179       | 88% | 14      | 7% | 11           | 5% |
| service attitude             | 91        | 71% | 18      | 14% | 19           | 15% | 87        | 82% | 9       | 8%  | 10           | 9% | 98        | 77% | 14      | 11% | 16           | 13% | 180       | 88% | 11      | 5% | 14           | 7% |

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 increased by 7 – 11 percentage points. These results improve a decline of 3 – 9 percentage points in satisfaction ratings from 2003 to 2004. Over a four year period, the results yield improvements in respondent satisfaction of 17 -- 19 percentage points.

## Purchasing

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.

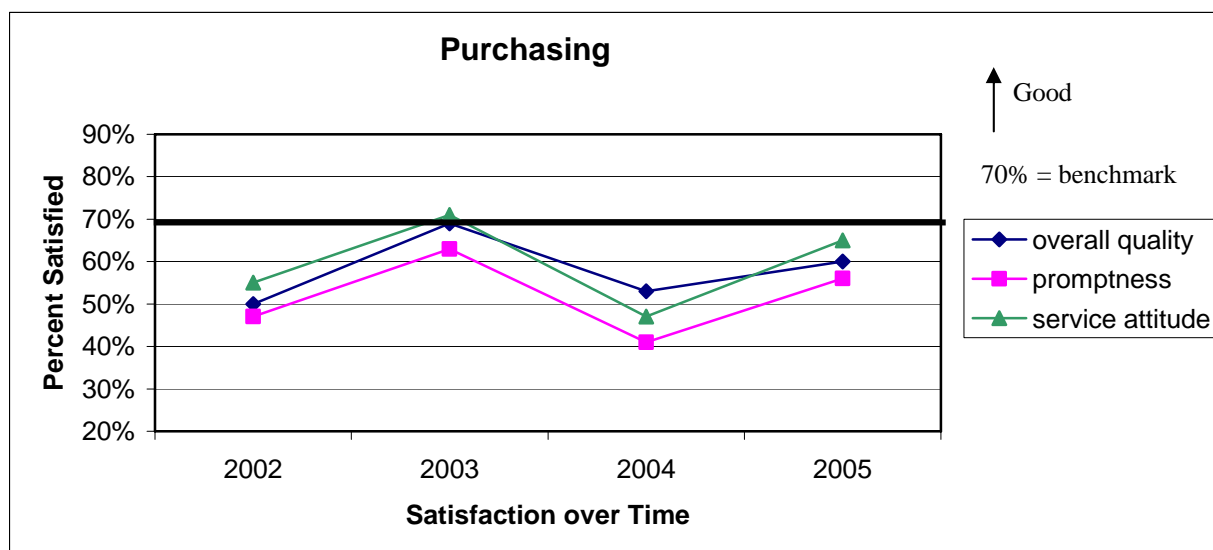
### Who uses this office?

Of the 580 survey respondents, 160 (28%) reported having requested or received services from the Purchasing Office in the past year. Of those respondents:

- 84% (134 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (17 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (9 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College 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 115 to 160.



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>Purchasing</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                     | 57          | 50% | 26      | 23% | 31           | 27% | 72          | 69% | 22      | 21% | 10           | 10% | 60          | 53% | 27      | 24% | 26           | 23% | 95          | 60% | 37      | 23% | 26           | 16% |
| promptness                          | 52          | 47% | 18      | 16% | 40           | 36% | 65          | 63% | 23      | 22% | 16           | 15% | 44          | 41% | 29      | 27% | 35           | 32% | 85          | 56% | 25      | 17% | 41           | 27% |
| service attitude                    | 60          | 55% | 23      | 21% | 27           | 25% | 74          | 71% | 17      | 16% | 13           | 13% | 51          | 47% | 27      | 25% | 31           | 28% | 97          | 65% | 28      | 19% | 25           | 17% |

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

Results for this period reflect an increase in respondent satisfaction for this office of 7 – 18 percentage points in all measured categories. Following a decrease in the satisfaction ratings for each category from 2003 to 2004, the current increase places satisfaction ratings for each category at 9 – 10 percentage points above ratings for 2002.

## Fixed Asset Inventory

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, 87 (15%) reported having requested or received services from the Fixed Asset Inventory Office in the past year. Of those respondents:

- 90% (78 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7% (6 respondents) were Full-time Faculty;
- 0% (0 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 2005 Internal College Survey are given below.

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>Fixed Asset Management</b> |             |     |         |     |              |     |
|-------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results  |             |     |         |     |              |     |
|                               | <b>2005</b> |     |         |     |              |     |
|                               | satisfied   |     | neutral |     | dissatisfied |     |
|                               | n           | %   | n       | %   | n            | %   |
| overall quality               | 35          | 40% | 33      | 38% | 19           | 22% |
| promptness                    | 35          | 42% | 28      | 34% | 20           | 24% |
| service attitude              | 35          | 42% | 24      | 29% | 24           | 29% |

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

Due to organizational restructuring, there was not a comparable office to Fixed Asset Management in the 2004 survey period.

## Inventory/Receiving

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.

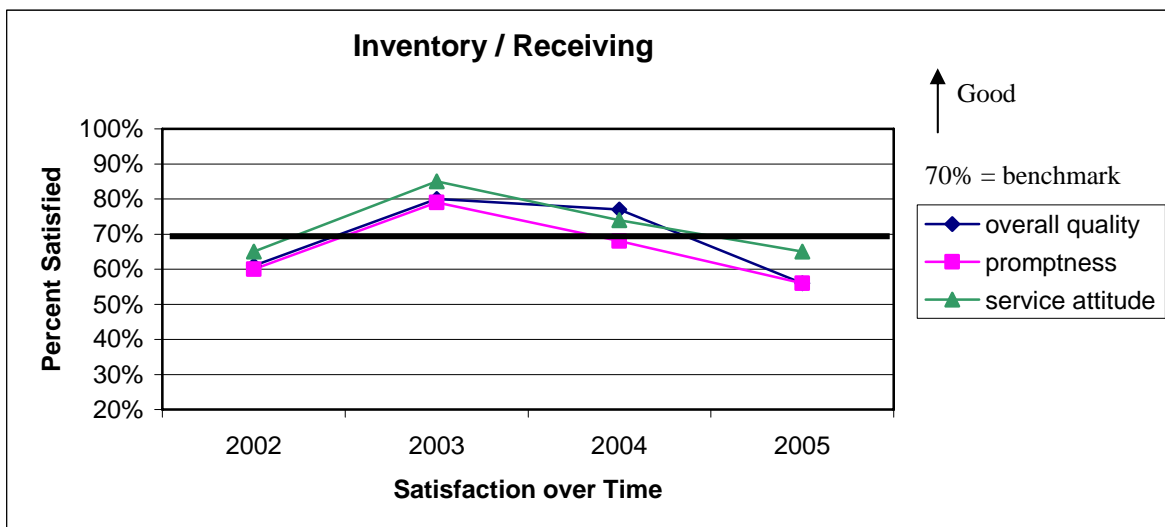
### Who uses this office?

Of the 580 survey respondents, 125 (22%) reported having requested or received services from the Inventory/Receiving Office in the past year. Of those respondents:

- 85% (106 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (13 respondents) were Full-time Faculty;
- 1% (1 respondent) 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 2005 Internal College 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 93 to 125.





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>Inventory/Receiving</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                     | 51          | 61% | 18      | 21% | 15           | 18% | 64          | 80% | 8       | 10% | 8            | 10% | 70          | 77% | 14      | 15% | 7            | 8%  | 70          | 56% | 37      | 30% | 18           | 14% |
| promptness                          | 49          | 60% | 16      | 20% | 16           | 20% | 62          | 79% | 8       | 10% | 8            | 10% | 60          | 68% | 17      | 19% | 11           | 13% | 68          | 56% | 27      | 22% | 27           | 22% |
| service attitude                    | 52          | 65% | 14      | 18% | 14           | 18% | 66          | 85% | 5       | 6%  | 7            | 9%  | 66          | 74% | 16      | 18% | 7            | 8%  | 79          | 65% | 25      | 20% | 18           | 15% |

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, results for *overall quality* declined by 21 percentage points, *promptness* weakened by 12 percentage points, and *service attitude* dropped by 9 percentage points. This continues a decline in respondent satisfaction from 2003 to 2004, yielding a four year trend that is at or just below the ratings for 2002.

## Mail Services

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.

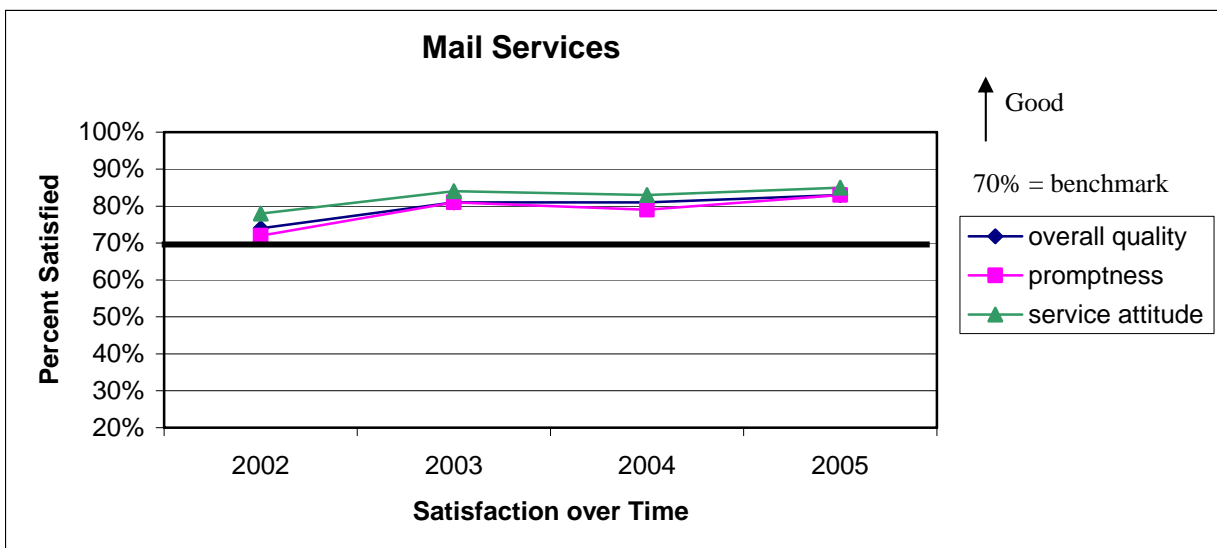
### Who uses this office?

Of the 580 survey respondents, 184 (32%) reported having requested or received services from the Office of Mail Services in the past year. Of those respondents:

- 75% (138 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (24 respondents) were Full-time Faculty;
- 5% (10 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (12 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that relatively the same percentage of employees are satisfied with the services of this office as 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 157 to 184.



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>Mail Services</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              | 113       | 74% | 20      | 13% | 20           | 13% | 115       | 81% | 13      | 9% | 14           | 10% | 125       | 81% | 18      | 12% | 12           | 8% | 151       | 83% | 18      | 10% | 13           | 7% |
| promptness                   | 108       | 72% | 18      | 12% | 23           | 15% | 113       | 81% | 12      | 9% | 15           | 11% | 120       | 79% | 19      | 13% | 12           | 8% | 148       | 83% | 16      | 9%  | 14           | 8% |
| service attitude             | 114       | 78% | 16      | 11% | 17           | 12% | 118       | 84% | 11      | 8% | 11           | 8%  | 126       | 83% | 15      | 10% | 10           | 7% | 153       | 85% | 12      | 7%  | 14           | 8% |

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* and *service attitude* increased by 2 percentage points and those for *promptness* improved by 4 percentage points. Looking at four years of results, this office shows improvements of 7 – 11 percentage points in the satisfaction ratings for each category above ratings for 2002.

## Budget and Finance

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.

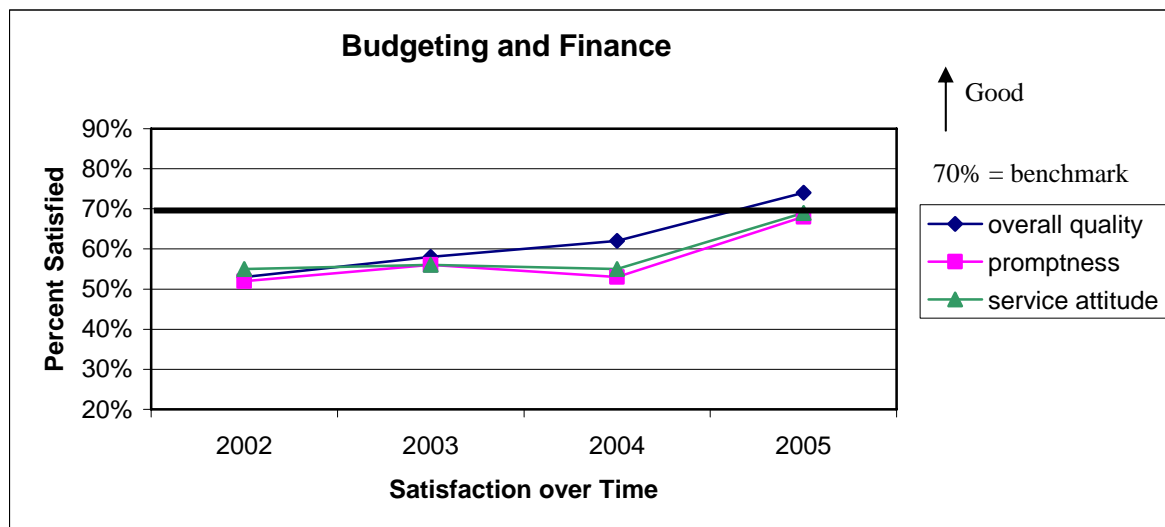
### Who uses this office?

Of the 580 survey respondents, 99 (17%) reported having requested or received services from the Budget and Finance Office in the past year. Of those respondents:

- 83% (82 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (12 respondents) were Full-time Faculty;
- 1% (1 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 2005 Internal College Survey indicate that employees are more 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 77 to 99.



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

| <b>Budget &amp; Finance</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                     | 34          | 53% | 12      | 19% | 18           | 28% | 38          | 58% | 17      | 26% | 11           | 17% | 47          | 62% | 18      | 24% | 11           | 14% | 73          | 74% | 15      | 15% | 10           | 10% |
| promptness                          | 32          | 52% | 11      | 18% | 19           | 31% | 37          | 56% | 16      | 24% | 13           | 20% | 40          | 53% | 15      | 20% | 20           | 27% | 64          | 68% | 15      | 16% | 15           | 16% |
| service attitude                    | 34          | 55% | 10      | 16% | 18           | 29% | 37          | 56% | 17      | 26% | 12           | 18% | 41          | 55% | 15      | 20% | 18           | 24% | 66          | 69% | 17      | 18% | 12           | 13% |

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 12 percentage points, in *promptness* of 15 percentage points, and in *service attitude* by 14 percentage points. In looking at four years of results, this office has increased *overall quality* by 21 percentage points, *promptness* by 16 percentage points, and *service attitude* by 14 percentage points.

## Restricted Accounts

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, 86 (15%) reported having requested or received services from the Restricted Accounts Office in the past year. Of those respondents:

- 80% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (12 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Restricted Accounts</b>   |             |     |         |     |              |    |
|------------------------------|-------------|-----|---------|-----|--------------|----|
| Comparison of Survey Results |             |     |         |     |              |    |
|                              | <b>2005</b> |     |         |     |              |    |
|                              | satisfied   |     | neutral |     | dissatisfied |    |
|                              | n           | %   | n       | %   | n            | %  |
| overall quality              | 61          | 72% | 20      | 24% | 4            | 5% |
| promptness                   | 62          | 75% | 15      | 18% | 6            | 7% |
| service attitude             | 61          | 75% | 15      | 20% | 4            | 5% |

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

Due to organizational restructuring, there was not a comparable office to Restricted Accounts in the 2004 survey period.

## Environmental Health & Safety and Insurance

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.

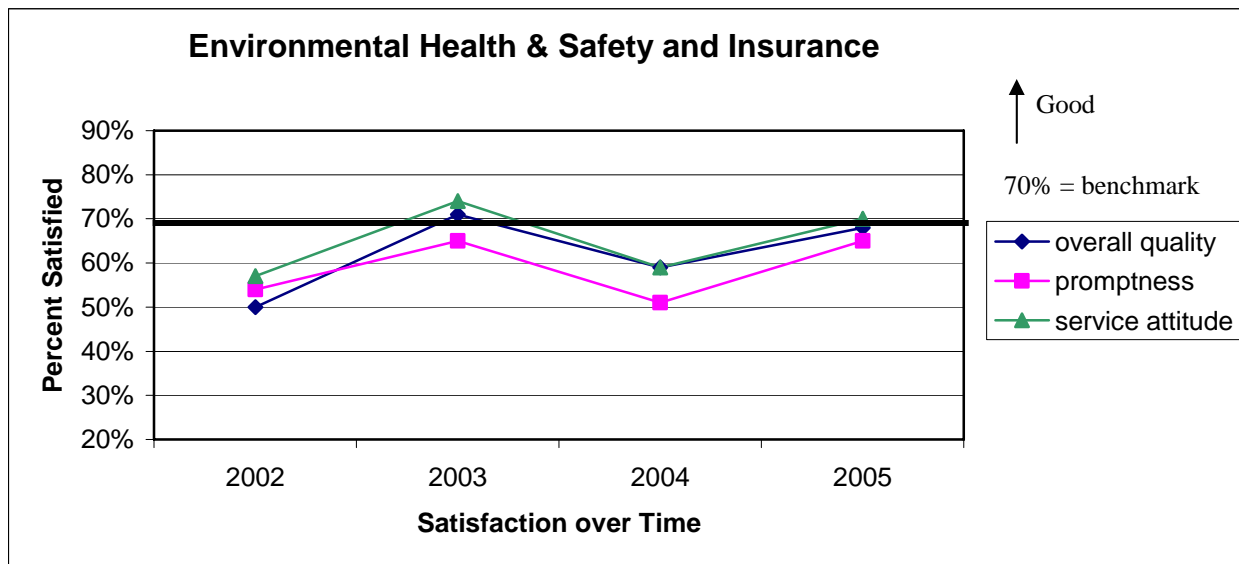
### Who uses this office?

Of the 580 survey respondents, 105 (18%) reported having requested or received services from the Office of Environmental Health & Safety and Insurance in the past year. Of those respondents:

- 84% (88 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (10 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of the Office of Environmental Health & Safety and Insurance 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 77 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>Environmental Health &amp; Safety and Insurance</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  | 32        | 50% | 19      | 30% | 13           | 20% | 48        | 71% | 11      | 16% | 9            | 13% | 45        | 59% | 18      | 24% | 13           | 17% | 71        | 68% | 21      | 20% | 12           | 12% |
| promptness   | 33        | 54% | 13      | 21% | 15           | 25% | 43        | 65% | 10      | 15% | 13           | 20% | 38        | 51% | 20      | 27% | 17           | 23% | 64        | 65% | 19      | 19% | 16           | 16% |
| service attitude                                       | 35        | 57% | 16      | 26% | 10           | 16% | 49        | 74% | 11      | 17% | 6            | 9%  | 44        | 59% | 16      | 22% | 14           | 19% | 69        | 70% | 17      | 17% | 13           | 13% |

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

Results for this period reflect gains of 9 – 14 percentage points in respondent satisfaction for this office in all measured categories. This follows a decrease of 12 – 15 percentage points in the satisfaction ratings for each category from 2003 to 2004. Over four years of results, this office shows an increase in respondent satisfaction of 11 – 18 percentage points.



## Facilities & Operations

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.

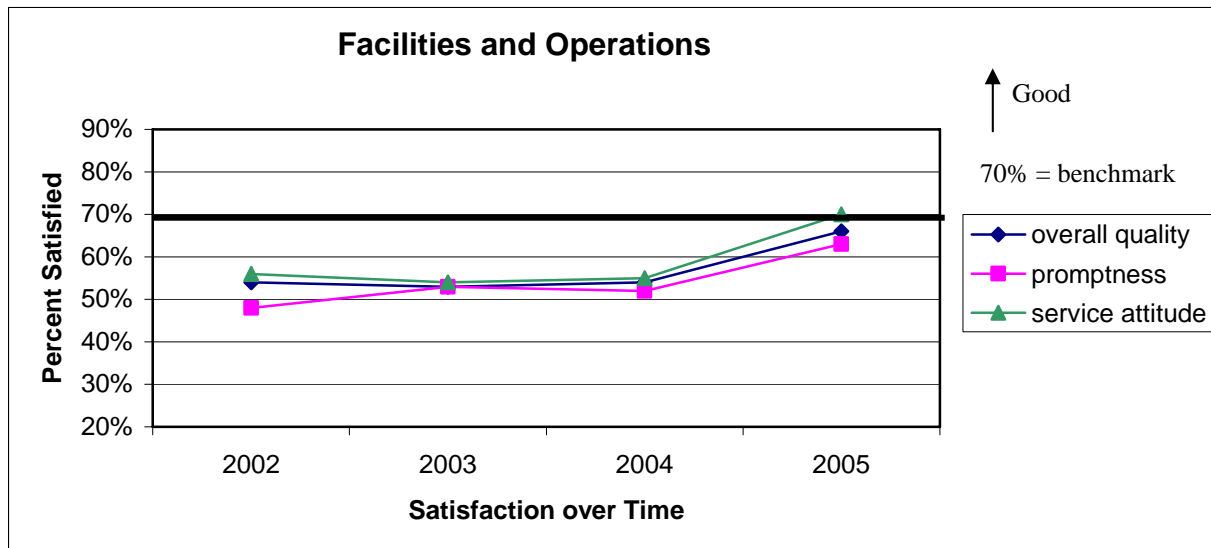
### Who uses this office?

Of the 580 survey respondents, 111 (19%) reported having requested or received services from the Facilities & Operations Office in the past year. Of those respondents:

- 78% (87 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (11 respondents) were Full-time Faculty;
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (12 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of this office than during 2004. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 74 to 111.



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>Facilities &amp; Operations</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                     | 37          | 54% | 12      | 18% | 19           | 28% | 31          | 53% | 20      | 34% | 7            | 12% | 38          | 54% | 19      | 27% | 13           | 19% | 69          | 66% | 23      | 22% | 12           | 12% |
| promptness                          | 31          | 48% | 11      | 17% | 22           | 34% | 30          | 53% | 18      | 32% | 9            | 16% | 36          | 52% | 14      | 20% | 19           | 28% | 64          | 63% | 20      | 20% | 18           | 18% |
| service attitude                    | 33          | 56% | 10      | 17% | 16           | 27% | 31          | 54% | 21      | 37% | 5            | 9%  | 38          | 55% | 16      | 23% | 15           | 22% | 72          | 70% | 18      | 17% | 13           | 13% |

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

Results for this period reflect an increase in respondent satisfaction for this office of 11 – 15 percentage points in all measured categories for 2005. These results show an improvement, following a period of relatively similar results in satisfaction levels from 2002 to 2004.

## Buildings & Grounds

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, 94 (16%) reported having requested or received services from the Buildings & Grounds Office in the past year. Of those respondents:

- 79% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (9 respondents) were Full-time Faculty;
- 6% (6 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than during 2004. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 73 to 94.

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>Buildings &amp; Grounds</b> |           |     |         |     |              |     |           |     |         |     |              |     |
|--------------------------------|-----------|-----|---------|-----|--------------|-----|-----------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results   |           |     |         |     |              |     |           |     |         |     |              |     |
|                                | 2004      |     |         |     |              |     | 2005      |     |         |     |              |     |
|                                | satisfied |     | neutral |     | dissatisfied |     | satisfied |     | neutral |     | dissatisfied |     |
|                                | n         | %   | n       | %   | n            | %   | n         | %   | n       | %   | n            | %   |
| overall quality                | 42        | 60% | 18      | 26% | 10           | 14% | 68        | 75% | 13      | 14% | 10           | 11% |
| promptness                     | 38        | 55% | 19      | 28% | 12           | 17% | 64        | 74% | 14      | 16% | 9            | 10% |
| service attitude               | 41        | 60% | 14      | 21% | 13           | 19% | 66        | 76% | 12      | 14% | 9            | 10% |

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

Results for this period reflect an improvement in respondent satisfaction for this office of 15 – 19 percentage points in all measured categories for the current period.

## Grounds Keeping

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, 89 (15%) reported having requested or received services from the Grounds Keeping Office in the past year. Of those respondents:

- 74% (66 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (13 respondents) were Full-time Faculty;
- 6% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Grounds Keeping</b>       |             |     |         |     |              |     |
|------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results |             |     |         |     |              |     |
|                              | <b>2005</b> |     |         |     |              |     |
|                              | satisfied   |     | neutral |     | dissatisfied |     |
|                              | n           | %   | n       | %   | n            | %   |
| overall quality              | 69          | 79% | 9       | 10% | 9            | 10% |
| promptness                   | 65          | 79% | 9       | 11% | 8            | 10% |
| service attitude             | 64          | 79% | 8       | 10% | 9            | 11% |

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

Due to organizational restructuring, there was not a comparable office to Grounds Keeping in the 2004 survey period.

## Building Maintenance

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, 171 (29%) reported having requested or received services from the Building Maintenance Office in the past year. Of those respondents:

- 73% (124 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (33 respondents) were Full-time Faculty;
- 5% (8 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 2005 Internal College Survey are given below.

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>Building Maintenance</b>  |             |     |         |     |              |     |
|------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results |             |     |         |     |              |     |
|                              | <b>2005</b> |     |         |     |              |     |
|                              | satisfied   |     | neutral |     | dissatisfied |     |
|                              | n           | %   | n       | %   | n            | %   |
| overall quality              | 117         | 69% | 31      | 18% | 22           | 13% |
| promptness                   | 112         | 69% | 23      | 14% | 28           | 17% |
| service attitude             | 116         | 72% | 23      | 14% | 22           | 14% |

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

Due to organizational restructuring, there was not a comparable office to Building Maintenance in the 2004 survey period.

## In-House Construction

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, 85 (15%) reported having requested or received services from the Office of In-House Construction in the past year. Of those respondents:

- 79% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (13 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 53 to 85.

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>In-House Construction</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                     | 27          | 53% | 12      | 24% | 12           | 24% | 64          | 78% | 11      | 13% | 7            | 9%  |
| promptness                          | 25          | 49% | 10      | 20% | 16           | 31% | 60          | 75% | 9       | 11% | 11           | 14% |
| service attitude                    | 28          | 56% | 7       | 14% | 15           | 30% | 63          | 79% | 10      | 13% | 7            | 9%  |

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

Results for this period reflect a significant improvement in respondent satisfaction for this office of 23 – 26 percentage points in all measured categories for 2005.

## Facilities & Construction

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, 70 (12%) reported having requested or received services from the Office of Facilities & Construction in the past year. Of those respondents:

- 83% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (7 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Facilities &amp; Construction</b> |             |     |         |     |              |     |
|--------------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results         |             |     |         |     |              |     |
|                                      | <b>2005</b> |     |         |     |              |     |
|                                      | satisfied   |     | neutral |     | dissatisfied |     |
|                                      | n           | %   | n       | %   | n            | %   |
| overall quality                      | 45          | 67% | 11      | 16% | 11           | 16% |
| promptness                           | 40          | 62% | 15      | 23% | 10           | 15% |
| service attitude                     | 45          | 69% | 10      | 15% | 10           | 15% |

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

Due to organizational restructuring, there was not a comparable office to Facilities & Construction in the 2004 survey period.

## Design & Construction

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, 59 (10%) reported having requested or received services from the Office of Design & Construction in the past year. Of those respondents:

- 76% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (10 respondents) were Full-time Faculty;
- 2% (1 respondent) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (3 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of Design & Construction 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 59.





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>Design &amp; Construction</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                     | 29          | 44% | 15      | 23% | 22           | 33% | 28          | 70% | 4       | 10% | 8            | 20% | 23          | 53% | 8       | 19% | 12           | 28% | 32          | 55% | 13      | 22% | 13           | 22% |
| promptness                          | 26          | 42% | 13      | 21% | 23           | 37% | 24          | 63% | 5       | 13% | 9            | 24% | 19          | 46% | 9       | 22% | 13           | 32% | 31          | 57% | 11      | 20% | 12           | 22% |
| service attitude                    | 35          | 56% | 10      | 16% | 17           | 27% | 28          | 70% | 4       | 10% | 8            | 20% | 20          | 49% | 9       | 22% | 12           | 29% | 33          | 61% | 11      | 20% | 10           | 19% |

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

Results for this period reflect an improvement in respondent satisfaction for this office of 2 – 12 percentage points in all measured categories. Following a decrease in the satisfaction ratings for each category from 2003 to 2004, the current increase yields a four-year trend of 5 – 15 percentage points improvement.

## Custodial Day Services

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, 161 (28%) reported having requested or received services from the Custodial Day Services Office in the past year. Of those respondents:

- 68% (109 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (31 respondents) were Full-time Faculty;
- 7% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (10 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Custodial Day Services</b> |             |     |         |     |              |     |
|-------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results  |             |     |         |     |              |     |
|                               | <b>2005</b> |     |         |     |              |     |
|                               | satisfied   |     | neutral |     | dissatisfied |     |
|                               | n           | %   | n       | %   | n            | %   |
| overall quality               | 117         | 75% | 16      | 10% | 23           | 15% |
| promptness                    | 112         | 73% | 20      | 13% | 21           | 14% |
| service attitude              | 116         | 76% | 17      | 11% | 19           | 13% |

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

Due to organizational restructuring, there was not a comparable office to the Custodial Day Services Office in the 2004 survey period.

## Custodial Night Services

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, 158 (27%) reported having requested or received services from the Custodial Night Services Office in the past year. Of those respondents:

- 72% (114 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (27 respondents) were Full-time Faculty;
- 5% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (9 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey are given below.

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>Custodial Night Services</b> |             |     |         |     |              |     |
|---------------------------------|-------------|-----|---------|-----|--------------|-----|
| Comparison of Survey Results    |             |     |         |     |              |     |
|                                 | <b>2005</b> |     |         |     |              |     |
|                                 | satisfied   |     | neutral |     | dissatisfied |     |
|                                 | n           | %   | n       | %   | n            | %   |
| overall quality                 | 93          | 60% | 30      | 19% | 33           | 21% |
| promptness                      | 90          | 65% | 25      | 18% | 24           | 17% |
| service attitude                | 89          | 64% | 28      | 20% | 22           | 16% |

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

Due to organizational restructuring, there was not a comparable office to the Custodial Night Services Office in the 2004 survey period.