

Austin Community College
Internal College Survey

Spring 2005
Analysis of College-wide Services

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

Internal College Survey

Spring 2005

Analysis of College-wide Services

Summary

The Internal College Survey of college-wide services was conducted in Spring 2005; therefore, it is important to remember that improvements implemented in Spring 2005 were not taken into account by the respondents.

The following are highlights of the Spring 2005 Internal College Survey. In general, compared to the Spring 2003 and Spring 2004 surveys:

- ❑ The overall response rate was 25%, the highest level of participation since the survey began. This return rate increased from 18% in the Spring 2004 survey and from 17% in Spring 2003.
- ❑ The largest group of employee responses was Professional/Technical employees at a 28% share of total responses, followed by the Classified employees at 25%.
- ❑ Proportionally, more Administrators (48%) responded to the survey than other employee groups. At 43%, Professional/Technical employees also had a high participation rate, increasing from a response rate of 26% in Spring 2004.
- ❑ Respondents' level of satisfaction with overall quality rose slightly. The percent of Satisfied responses for *Overall Quality* was 71% for Spring 2005, compared to 68% for *Overall Quality* in Spring 2004 and 70% in Spring 2003.
- ❑ There was a significant increase in satisfaction levels for College-wide offices. Of the 85 offices that reported results in Spring 2004, 57 offices (67%) saw a lower percentage of dissatisfied respondents in Spring 2005. Further, 30 offices (35%) had a decrease of five (5) percentage points or more from Spring 2004 to Spring 2005. For example, respondent dissatisfaction ratings for *In-House Construction* and *Instructional Development Services* both decreased from a level of 24% to 9%, an improvement of 15 percentage points.
- ❑ Four areas achieved a satisfaction level of 90% or greater. They are the *Help Desk* (91%), *Library Services* (91%), *Duplication Services (HBC)* (90%), and *Word Processing* (90%). Congratulate them on their outstanding efforts to delight their customers!

Analysis of College-wide Services

Process Summary

In order to provide the College with information to enhance its ability to meet the needs of its employees, an Internal College Survey measuring responses to College-wide services was administered in Spring 2005. The results of this survey were analyzed to determine which areas of the College were best meeting employee expectations and which were perceived as being less responsive. Areas that have dissatisfaction levels of more than 15% are expected to develop plans to address the concerns expressed by ACC employees. The analysis that follows focuses on College-wide services. Results for site- and office-based services will be presented in separate reports.

Survey Development and Administration

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

As in previous years, two separate forms were distributed, one covering College-wide services and another covering Site-based services. The College-wide services included 99 offices, organized by administrative area. To assist respondents in identifying the services each office provides, a list of offices with a short description provided by the office was included with each survey. This was in response to concerns that many employees do not recognize the specific name of an office. For each office, respondents were given an opportunity to indicate if they had requested or received services during the past year. They then rated the *Overall Quality*, *Promptness*, and *Service Attitude* of the offices they had used. A second form applied to Site-based areas, where respondents were asked to rate the areas based on a single location that they identified as their home campus or site.

The questionnaire was distributed to 2,342 ACC employees in February 2005. It was mailed to home addresses for Adjunct Faculty to ensure that those without campus mailboxes would receive the survey. For all other employees, the survey was delivered to their internal campus mailboxes. The employee address lists were provided by Human Resources and included all Full-time Faculty and Adjunct Faculty, as well as all Professional/Technical, Classified, and Administrative employees. Because of their

limited interaction with the College and minimal response rates in prior surveys, hourly employees were not included.

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

Overall Survey Results: Return Rates

The overall return rate for the Spring 2005 Internal College Survey was 25% or 580 employees, an increase from 18% in the Spring 2004 survey, as seen in Table 1. The increase in response rate is attributed to the change in survey distribution. In previous years, the survey was mailed to all employees at their home addresses. This year, the survey was mailed only to Adjunct Faculty and it was distributed by internal mail to all other employees. This helped keep the survey from being “lost” in the mail at home or forgotten and not returned.

Return rates varied greatly by employee group. The highest return rate was a response of 48% for the 44 administrators, compared to the lowest rate, 10%, from the 931 members of the Adjunct faculty. In looking at the return rate over the past three years of the survey administration, Full-time Faculty participation increased from 18% in Spring 2003 to 20% in Spring 2004 and then to 25% in Spring 2005. The Adjunct Faculty return rate fluctuated over the three years, increasing from 10% for Spring 2003 to 12% in Spring 2004, but then declining slightly back to 10% for the Spring 2005 survey. The rate and number of the Professional/Technical staff returning the survey has increased over the three years, rising from 23% in Spring 2003 to 26% in Spring 2004, and then sharply increasing to 43% in the Spring 2005 survey. The response rates for Classified employees followed a similar pattern, increasing from 16% in Spring 2003 to 18% in Spring 2004 and then, increasing to 28% in Spring 2005. [See Table 1]

In looking at the distribution of respondents in terms of “share” of the whole response, the sharp increases in response rates, with an increase of 17 percentage points in participation by the Professional/Technical employees and with a 10 percentage point increase for the Classified staff, created a change in the share percentages for the groups from Spring 2004 to Spring 2005. In looking at the groups of responses, percentages of employee group representations were close to College-wide representation in some cases. For example, 19% of the surveys were sent to the Full-time Faculty and 19% of the responses came from the Full-time Faculty. Twenty-three percent of the surveys were sent to the Classified employees and 25% of all surveys returned were from this group. Adjunct Faculty members were under-represented in the results, as they received 40% of the surveys but only 16% of the surveys analyzed were from this group. The Professional/Technical staff is slightly over-represented with 28% of surveys being returned from this group with a population that is 16% of the employee base. Additionally, surveys were returned from 45 respondents who did not report their employee groups on their surveys. While their responses are included in the College-

wide analysis, they are not included in the determination of “share by employee classification” in Table 2. Overall, it will be important to continue to work with all employee groups to determine how return rates can be increased in the future. [See Table 2]

College-wide Services: Overall Results

In determining where the College needs to focus efforts on improving its services, levels of responses represent one variable to be analyzed. Table 3 lists the College-wide offices, in descending order of use by the number of respondents who indicated receiving or requesting services. Response rates for offices varied. The number of respondents requesting or receiving services ranged from a high of 462 (up from 306 in 2004) for the *Help Desk*, to a low of 47 for the *Business Assessment Office*.

Many offices did not have high numbers of respondents indicating that they had requested or received services during the past year. The level of use is an important factor to consider in analyzing employee satisfaction. If it can be assumed that offices that are used more have greater impact on employee satisfaction, then the College needs to focus its analysis on these offices. In previous administrations of the survey, offices that were used by at least 25% of respondents were identified as high use offices. For the 2005 survey administration, this percentage equates to a response by 143 employees. The most-used offices are concentrated in areas that provide services to many employees, broad areas such as human resources and services like computing, campus police, professional development, and libraries. Over the past three years, the offices at the top of the “most used list” have remained relatively consistent; they include the *Help Desk*, *Benefits*, and *Payroll* offices. See Table 3 for the complete list of the 34 high use offices.

Table 4 lists all College-wide offices by the number of the respondents who used the service. It also provides data on rates of Satisfaction. Percentages for Satisfaction (S) were calculated based on the number of all respondents who used the service and indicated they were “Satisfied” or “Very Satisfied” with the quality of services provided by the area; rates for Dissatisfaction (D) were based on the sum of responses indicating “Dissatisfied” or “Very Dissatisfied.” The areas with high levels of satisfaction — **having over 80% of all respondents satisfied with services— include the *Help Desk*; *Library Services*; *Duplication Services (HBC)*; *Word Processing*; *Administrative Services*; *AVP for Information Technology*; *Telephone Services*; *Cashier*; *Video Support*; *Learning Labs*; *Marketing and Publications*; *Email Systems*; *Mail Services*; *Publications*, *Financial Aid*; *Student Accounting*; *Interpreter Services*; *Testing Centers*; *Dean of Applied Technologies, Multimedia, and Public Service*; and *Dean, Health Sciences*.** Of these 14 areas, several were in this category in the Spring 2004 survey, including the *Help Desk*; *Duplication Services (HBC)*; *Library Services*; *Telephone Services*; *Learning Labs*; *Dean of Applied Technologies, Multimedia, and Public Service*; *Mail Services*; and *Testing Centers*.

College-wide services: Employee Group Trends

For the purpose of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 4 summarizes the results by these three groups. Rates of satisfaction/dissatisfaction for each office varied by employee group. For example, while all groups were dissatisfied with the *Employment/Hiring* office, the percentage dissatisfied ranged from 56% for Full-time Faculty to Non-faculty at 27% and with Adjunct Faculty at 37%.

Full-time Faculty expressed the highest levels of dissatisfaction in general. In 11 of the 28 High Use offices, the Full-time Faculty ratings of dissatisfaction were more than 5% above the average for all respondents. This group was most dissatisfied (over 45%) with the *Office of the AVP for Human Resources, Records*, and *Employment/Hiring Services*. There was definite improvement in satisfaction levels for the *Records* office as the dissatisfaction levels of respondents decreased from the 2004 report by 17 percentage points.

Adjunct Faculty generally reported lower levels of use than other groups. In examining their highest levels of dissatisfaction, none of those offices were High Use offices. All offices that received more than 45% dissatisfaction from Adjunct Faculty were in the Low Use category.

Non-faculty tended to be less dissatisfied overall than faculty groups: for High Use offices, they recorded no dissatisfaction levels over 45%. Their highest levels of dissatisfaction occurred with the *AVP for Human Resources*, at 28%, and both *Compensation Services* and *Employment/Hiring*, at 27%.

College-wide Services: Levels of Use and Dissatisfaction

Figure 1 and its adjoining Legend illustrate the relationship of Use and Dissatisfaction for all College-wide offices. In previous years, quadrant boundaries for Level of Dissatisfaction with *Overall Quality* and Level of Use were set at 21 and 25, respectfully. This year, the boundary for Level of Dissatisfaction with *Overall Quality* was set at 16, to reflect the level at which an improvement plan is required. The boundary for Level of Use was kept at 25. Offices with high levels of both Use and Dissatisfaction are located in the upper right quadrant. Of the ten offices in this quadrant, six are in the Human Resources area. From Figure 1, it can be noted that a total of 25 (25.3%) College-wide offices will develop and implement an improvement plan.

College-wide Services: Overall Quality

To determine where the College needs to focus efforts on improving its services, levels of dissatisfaction must be analyzed. Table 5 lists the College-wide offices in descending order of dissatisfaction with the *Overall Quality* of service from that office.

Of these, 25 offices are of particular interest because over 15% of respondents indicated dissatisfaction with the services provided during the past year. These areas warrant more detailed analysis, and will be among those expected to develop action plans for improvement during the coming year.

Additionally, Table 5 shows a comparison of results for “Overall Quality” for 2005 and 2004 for each office. Of the 99 offices listed, 27 offices had decreases in the dissatisfaction with the services of their offices by more than five (5) percentage points and only 4 offices has increases of more than five (5) percentage points from 2004 to 2005.

College-wide Services: *Promptness and Service Attitude*

The ratings discussed thus far have been based only on the responses to *Overall Quality*. To assist in developing an additional set of information, two additional dimensions were also rated, *Promptness* and *Service Attitude*. [See Table 6] To the extent that it is possible to determine the effects of these factors, trends in these dimensions may assist areas in developing plans to improve their effectiveness in meeting employee needs.

Table 6 shows the percentage of respondents indicating dissatisfaction ratings for *Promptness* of at least five (5) percentage points higher than that of *Overall Quality*. This occurred in 13 of the 96 College-wide offices. This suggests that, in general, offices have become less prompt when providing services to others.

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

Service Attitude ratings also tended to track with *Overall Quality* ratings; most *Service Attitude* percentages were within 5 percentage points of the *Overall Quality* ratings. Only four offices had a level of dissatisfaction with *Service Attitude* that was five or more percentage points higher than *Overall Quality*, suggesting that *Service Attitude* may be a key to further improving satisfaction in meeting employee needs for these offices.

College-wide Services: Trends over Time

Across the college, the level of respondent satisfaction increased to 71% in Spring 2005, up from 68% in Spring 2004, i.e., 71% of all responses for *Overall Quality* were either “Satisfied” or “Very Satisfied.” A number of individual offices experienced a high degree of change in the satisfaction ratings they received, with twelve offices having an increase of ten or more percentage points. The *In-house Construction* office topped the list with an improvement in satisfaction of 25 percentage points. On the other hand, there were 6 offices with declines in satisfaction levels of 10 or more percentage points,

including the office of the *Executive Dean, Customized Training* with a drop in satisfaction for *Overall Quality* of 26 percentage points. [See Table 7]

In looking at all departments across the college that were measured last year, 53 of those 85 offices showed improvement or remained consistent in respondent satisfaction for *Overall Quality* in the Spring 2005 survey from the preceding survey. Additionally, 32 departments had lower levels of respondent satisfaction in Spring 2005 than Spring 2004, with only 6 departments having a drop in respondent satisfaction of ten or more percentage points. These results represent a positive improvement in the College's environment as employees indicate a higher level of satisfaction in working with each other. [See Table 8]

College-wide services: Highest Achievement in Satisfaction

While much of this report discusses areas that have opportunities for improvement, it is important to highlight areas that have achieved significant levels of customer satisfaction. Table 9 lists four College-wide offices that have reached satisfaction levels of over 90%: *Help Desk, Library Services, Duplication Services (HBC)*, and *Word Processing*.

Three of the above mentioned offices were on this list of highest achievers last year, including *the Help Desk, Library Services* and *Duplication Services (HBC)*. All of the offices on this list for Spring 2005 are to be congratulated; they set a standard for the rest of the college! [See Table 9]

Tables and Figures

Table 1

| Internal College Surveys of Spring 2003 - 2005 Return Rates by Employee Classification of Spring 2003 - 2005 | | | | | | | | | |
|---|--------------|------------|---------------|--------------|------------|---------------|--------------|------------|---------------|
| Employee Group | Spring 2005 | | | Spring 2004 | | | Spring 2003 | | |
| | # Sent | # Returned | Response Rate | # Sent | # Returned | Response Rate | # Sent | # Returned | Response Rate |
| Full time faculty | 455 | 113 | 25% | 408 | 83 | 20% | 422 | 75 | 18% |
| Adjunct faculty | 931 | 91 | 10% | 1,066 | 123 | 12% | 1,071 | 102 | 10% |
| Professional/Technical | 385 | 164 | 43% | 370 | 96 | 26% | 367 | 86 | 23% |
| Classified | 527 | 146 | 28% | 503 | 90 | 18% | 497 | 80 | 16% |
| Administration | 44 | 21 | 48% | 38 | 18 | 47% | 36 | 17 | 47% |
| Not reported/Other | | 45 | | | 27 | | | 49 | |
| Total | 2,342 | 580 | 25% | 2,385 | 437 | 18% | 1,071 | 409 | 17% |

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

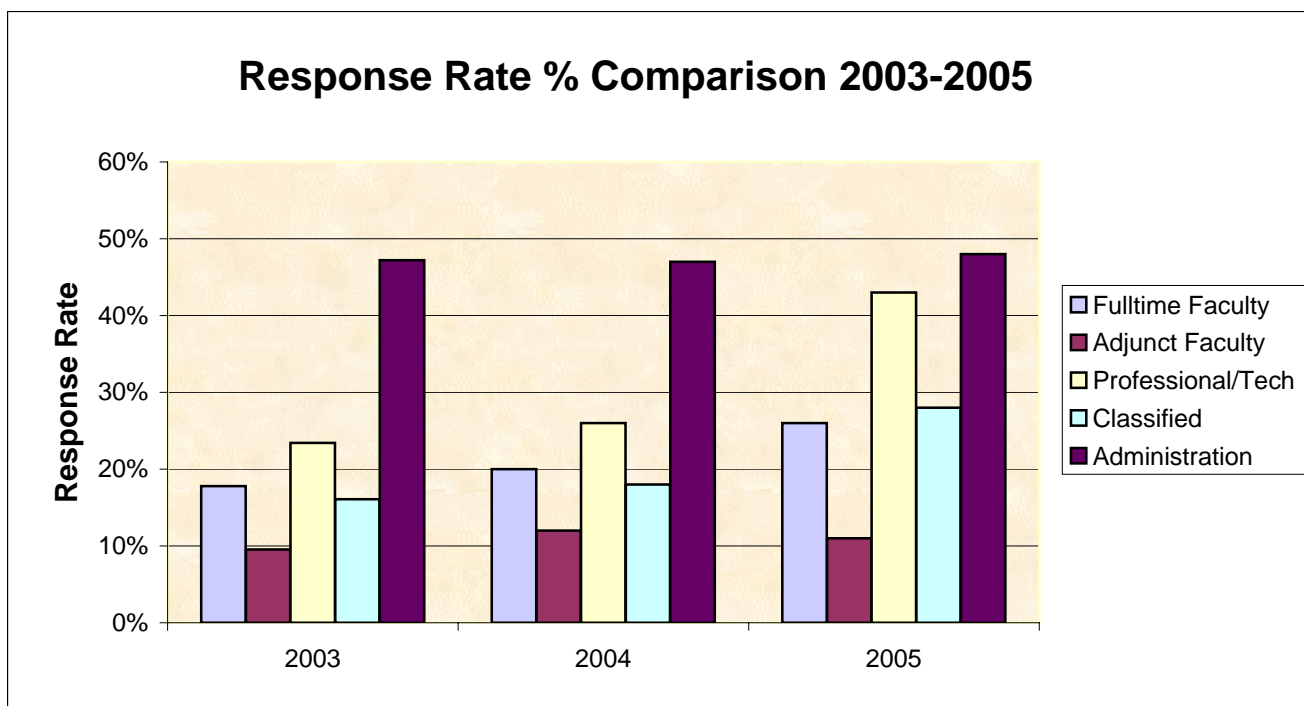


Table 2

| Internal College Surveys of Spring 2003 - 2005 | | | | | | | | | |
|---|--------------|------------|---------|--------------|------------|---------|--------------|------------|---------|
| Share by Employee Classification - Both College-Wide and Site-Based | | | | | | | | | |
| Employee Group | Spring 2005 | | | Spring 2004 | | | Spring 2003 | | |
| | # Sent | # Returned | % Share | # Sent | # Returned | % Share | # Sent | # Returned | % Share |
| Full time faculty | 455 | 113 | 19% | 408 | 83 | 19% | 422 | 75 | 18% |
| Adjunct faculty | 931 | 91 | 16% | 1,066 | 123 | 28% | 1,071 | 102 | 25% |
| Professional/Technical | 385 | 164 | 28% | 370 | 96 | 22% | 367 | 86 | 21% |
| Classified | 527 | 146 | 25% | 503 | 90 | 21% | 497 | 80 | 20% |
| Administration | 44 | 21 | 4% | 38 | 18 | 4% | 36 | 17 | 4% |
| Not reported/Other | | 45 | 8% | | 27 | 6% | | 49 | 12% |
| Total | 2,342 | 580 | | 2,385 | 437 | | 2,393 | 409 | |

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

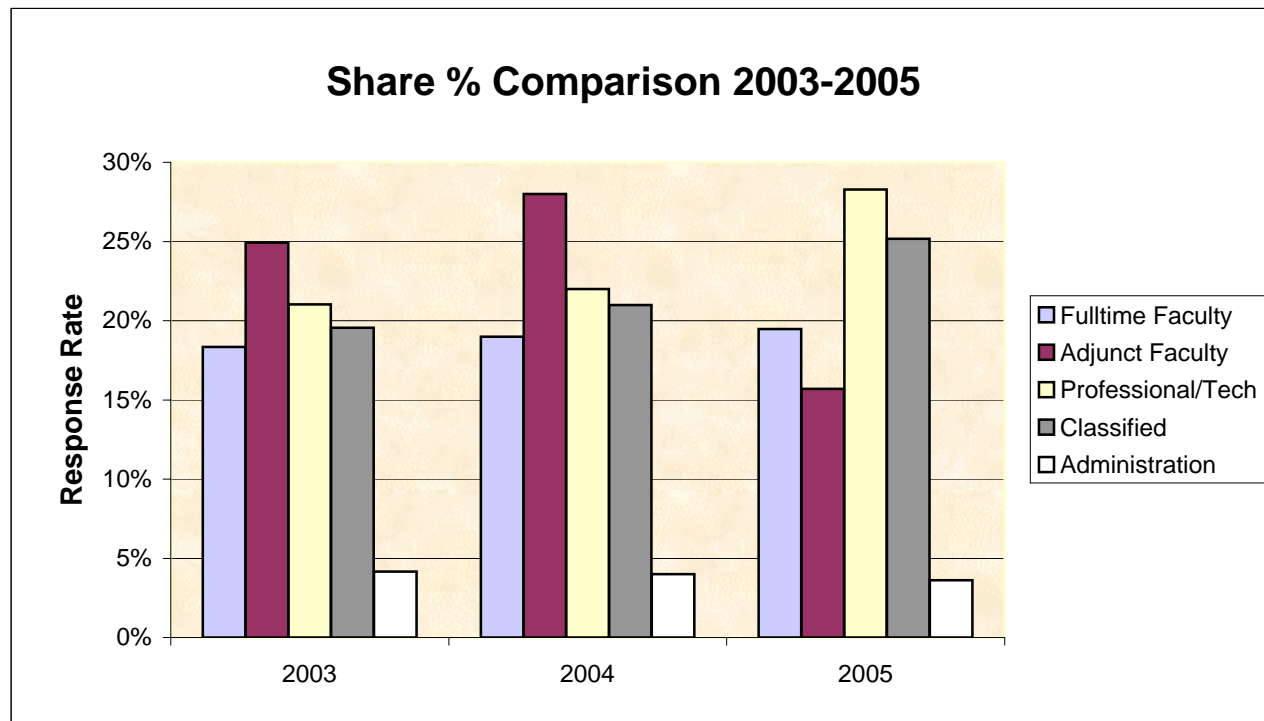


Table 3

| Internal College Surveys of Spring 2003 - 2005 Use by Number Receiving or Requesting Services | | | | |
|--|--|---------------------------------|---------------------------------|---------------------------------|
| NOTE 1: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas | | | | |
| NOTE 2: "n/a" indicates that a comparable office did not exist | | | | |
| College-wide Offices/Services | Number using 2005 services n = 580 | % of total responses 2005 | % of total responses 2004 | % of total responses 2003 |
| High Use | | | | |
| Help Desk (formerly Computer Help Desk) | 462 | 80% | 70% | 60% |
| Benefits | 316 | 54% | 51% | 45% |
| Payroll Office | 304 | 52% | 55% | 54% |
| Campus Police | 298 | 51% | 44% | 47% |
| Professional Development | 285 | 49% | 58% | n/a |
| Email Systems | 272 | 47% | n/a | n/a |
| Telephone Services (formerly Telephone System) | 270 | 47% | 38% | 32% |
| Admissions & Records | 252 | 43% | 45% | 49% |
| Employment/Hiring Services | 244 | 42% | 35% | 32% |
| Records | 241 | 42% | 41% | 39% |
| Duplication Services (HBC) | 223 | 38% | 30% | 33% |
| Faculty and Staff Evaluation | 217 | 37% | 44% | 42% |
| Cashier | 216 | 37% | 30% | 28% |
| Library Services | 215 | 37% | 42% | 38% |
| Compensation Services | 211 | 36% | 28% | 24% |
| Bookstore | 207 | 36% | 33% | 33% |
| AVP for Human Resources | 199 | 34% | 38% | 32% |
| Campus Management Offices | 194 | 33% | n/a | n/a |
| Office for Students with Disabilities | 185 | 32% | 32% | n/a |
| Mail Services | 184 | 32% | 36% | 35% |
| Testing Centers | 175 | 30% | 31% | 35% |
| Institutional Effectiveness | 173 | 30% | 21% | 23% |
| Building Maintenance | 171 | 29% | n/a | n/a |
| Instructional Technology (Media & Computer Centers) | 170 | 29% | 36% | 35% |
| Distance Learning | 164 | 28% | 31% | 25% |
| Custodial Day Services | 161 | 28% | n/a | n/a |
| Purchasing | 160 | 28% | 26% | 27% |
| Continuing Education | 159 | 27% | 28% | 21% |
| Custodial Night Services | 158 | 27% | n/a | n/a |
| Marketing and Publications | 151 | 26% | n/a | n/a |
| Dean, Social and Behavioral Sciences | 151 | 26% | 24% | 24% |
| Institutional Records - Storage and Retrieval (formerly Records Management Office) | 146 | 25% | 23% | 20% |
| Provost, Campus Operations | 145 | 25% | 22% | n/a |
| Financial Aid | 143 | 25% | 22% | 22% |
| Low Use | | | | |
| Dean, Math and Sciences | 141 | 24% | 25% | 29% |
| President's Office | 137 | 24% | 18% | 23% |
| HBC Room Scheduling | 137 | 24% | 24% | 24% |

(continued)

Table 3 (continued)

| College-wide Offices/Services | Number using 2005 services n = 580 | % of total responses 2005 | % of total responses 2004 | % of total responses 2003 |
|--|---|--|--|--|
| EVP for Academic, Student, and Campus Affairs | 129 | 22% | 32% | 32% |
| Dean, Health Sciences | 129 | 22% | 22% | 19% |
| AVP for Retention & Student Services | 128 | 22% | 24% | 17% |
| Inventory/Receiving | 125 | 22% | 21% | 20% |
| AVP for Academic Programs | 123 | 21% | 24% | 23% |
| Dean, Continuing Education | 123 | 21% | 17% | 18% |
| ACC Website Design Support | 122 | 21% | 41% | n/a |
| VP for Workforce Education | 122 | 21% | 19% | 17% |
| Administrative Services | 122 | 21% | n/a | n/a |
| Early College Start | 122 | 21% | 23% | 21% |
| Accounts Payable | 122 | 21% | 22% | 22% |
| Instructional Development | 121 | 21% | 17% | n/a |
| AVP for Information Technology | 121 | 21% | 21% | 19% |
| Campus Student Services Offices | 120 | 21% | 21% | 19% |
| Dean, Arts and Humanities | 118 | 20% | 23% | 19% |
| Dean, Business Studies | 118 | 20% | 18% | 17% |
| Learning Labs | 117 | 20% | 20% | 23% |
| Public Information and Media Relations | 114 | 20% | 14% | n/a |
| Dean, Applied Technologies, Multimedia, and Public Service | 112 | 19% | 19% | 15% |
| AVP for Facilities & Operations | 111 | 19% | 17% | 15% |
| AVP for Instructional Resources & Technology | 110 | 19% | 22% | 15% |
| Student Life (Student Activities) | 109 | 19% | 17% | 15% |
| Dean, Communications | 105 | 18% | 23% | 21% |
| Dean, Computer Studies and Advanced Technologies | 105 | 18% | 16% | 18% |
| Environmental Health & Safety and Insurance | 105 | 18% | 18% | 17% |
| Budget & Finance (formerly Budgeting) | 99 | 17% | 18% | 17% |
| Publications | 98 | 17% | 16% | 18% |
| VP for Business Services | 97 | 17% | 17% | 14% |
| Marketing and Promotions | 95 | 16% | 17% | n/a |
| AVP for Instructional Support Services | 95 | 16% | 13% | 11% |
| Internal Audit | 94 | 16% | 13% | 12% |
| Adult Basic Education/ESL | 94 | 16% | 14% | 12% |
| Video Support | 94 | 16% | 16% | 16% |
| Buildings & Grounds | 94 | 16% | 17% | n/a |
| Word Processing | 89 | 15% | 11% | n/a |
| Grounds Keeping | 89 | 15% | n/a | n/a |
| Health Professions Institute | 88 | 15% | 11% | 10% |
| Fixed Asset Inventory | 87 | 15% | n/a | n/a |
| Restricted Accounts | 86 | 15% | n/a | n/a |
| Interpreter Services | 85 | 15% | 17% | 12% |
| In-House Construction | 85 | 15% | 12% | n/a |
| International Programs | 84 | 14% | 13% | n/a |
| Student Recruitment | 82 | 14% | 12% | 11% |
| ACC Foundation | 78 | 13% | 10% | 12% |

(continued)

Table 3(continued)

| College-wide Offices/Services | Number using 2005 services n = 580 | % of total responses 2005 | % of total responses 2004 | % of total responses 2003 |
|--|---|--|--|--|
| Texas Success Initiative (TSI) Office | 77 | 13% | 12% | 16% |
| Governmental and Community Relations | 76 | 13% | 8% | n/a |
| Student Accounting | 76 | 13% | n/a | n/a |
| Grants Development | 75 | 13% | 13% | 10% |
| Community Programs | 71 | 12% | 8% | 7% |
| Facilities & Construction | 70 | 12% | n/a | n/a |
| Controller | 67 | 12% | 10% | 10% |
| Executive Dean, Customized Training | 66 | 11% | 7% | 8% |
| Continuing Education Business Services | 64 | 11% | 14% | 15% |
| Design & Construction (formerly Renovation/Construction) | 59 | 10% | 10% | 10% |
| Community Outreach | 58 | 10% | 7% | n/a |
| Asset Management | 57 | 10% | n/a | n/a |
| Special Populations | 56 | 10% | 11% | 14% |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 53 | 9% | 14% | n/a |
| General Ledger | 52 | 9% | n/a | n/a |
| VCT Operations Office | 49 | 8% | 8% | 8% |
| Articulation and Transfer | 47 | 8% | 9% | n/a |
| Business Assessment Center | 47 | 8% | 5% | n/a |

Table 4

| College-wide Offices/Services in Spring 2005 Survey: Ratings of "Overall Quality" Sorted by Level of Use (Employee Group) | | | | | | | | | | | | | |
|--|------|-------------------|-----|-----|-------------|-----|-----|-------------------|-----|-----|-----------------|-----|-----|
| NOTE 1: *Use is defined as the number of all respondents requesting or receiving services | | | | | | | | | | | | | |
| NOTE 2: Full-time faculty includes any individual who listed "Full-time Faculty" as their primary position | | | | | | | | | | | | | |
| NOTE 3: Non-faculty includes Administrators, Professional-Technical Staff, Classified Staff, and Hourly Staff | | | | | | | | | | | | | |
| NOTE 4: Adjunct Faculty includes Continuing Education and Adult Education Faculty | | | | | | | | | | | | | |
| NOTE 5: S = satisfied respondents; N = neutral respondents; D = dissatisfied respondents | | | | | | | | | | | | | |
| NOTE 6: **All respondents, including Non-faculty, Full-time faculty, Adjunct Faculty, and Unknown | | | | | | | | | | | | | |
| NOTE 7: Offices with response rates above 25% are listed above the bold line. For purposes of this analysis, these are considered to be "high use" areas | | | | | | | | | | | | | |
| College-wide Offices/Services | Use* | All Respondents** | | | Non-Faculty | | | Full-time Faculty | | | Adjunct Faculty | | |
| | | S | N | D | S | N | D | S | N | D | S | N | D |
| High Use | | | | | | | | | | | | | |
| Help Desk (formerly Computer Help Desk) | 462 | 91% | 5% | 4% | 91% | 5% | 5% | 87% | 9% | 4% | 95% | 2% | 4% |
| Benefits | 316 | 59% | 20% | 21% | 59% | 21% | 20% | 57% | 20% | 23% | 61% | 11% | 28% |
| Payroll Office | 304 | 65% | 18% | 17% | 67% | 18% | 14% | 49% | 21% | 30% | 75% | 13% | 13% |
| Campus Police | 298 | 73% | 13% | 13% | 71% | 14% | 15% | 83% | 10% | 7% | 71% | 13% | 16% |
| Professional Development | 285 | 77% | 12% | 11% | 81% | 13% | 5% | 69% | 10% | 21% | 81% | 3% | 17% |
| Email Systems | 272 | 84% | 9% | 7% | 86% | 8% | 6% | 88% | 7% | 5% | 73% | 12% | 15% |
| Telephone Services (formerly Telephone System) | 270 | 87% | 8% | 4% | 91% | 5% | 5% | 75% | 20% | 5% | 85% | 15% | |
| Admissions & Records | 252 | 75% | 12% | 13% | 75% | 13% | 12% | 75% | 9% | 15% | 79% | 13% | 8% |
| Employment/Hiring Services | 244 | 44% | 23% | 33% | 49% | 25% | 27% | 24% | 20% | 56% | 42% | 21% | 37% |
| Records | 241 | 51% | 21% | 28% | 56% | 21% | 23% | 26% | 18% | 56% | 42% | 25% | 33% |
| Duplication Services (HBC) | 223 | 90% | 8% | 2% | 91% | 8% | 1% | 86% | 10% | 3% | 93% | | 7% |
| Faculty and Staff Evaluation | 217 | 63% | 20% | 16% | 62% | 20% | 19% | 63% | 22% | 15% | 72% | 17% | 11% |
| Cashier | 216 | 87% | 8% | 5% | 87% | 7% | 6% | 82% | 12% | 6% | 91% | 9% | |
| Library Services | 215 | 91% | 4% | 5% | 91% | 4% | 5% | 89% | 4% | 7% | 93% | 3% | 3% |
| Compensation Services | 211 | 49% | 22% | 29% | 49% | 24% | 27% | 34% | 23% | 43% | 82% | 18% | |
| Bookstore | 207 | 61% | 19% | 20% | 64% | 16% | 21% | 46% | 28% | 26% | 76% | 12% | 12% |
| AVP for Human Resources | 199 | 43% | 23% | 34% | 47% | 25% | 28% | 25% | 17% | 58% | 40% | 20% | 40% |
| Campus Management Offices | 194 | 77% | 13% | 10% | 80% | 11% | 9% | 77% | 10% | 13% | 77% | 14% | 9% |
| Office for Students with Disabilities | 185 | 76% | 14% | 10% | 79% | 11% | 10% | 66% | 19% | 15% | 85% | 12% | 3% |
| Mail Services | 184 | 83% | 10% | 7% | 84% | 9% | 7% | 71% | 17% | 13% | 100% | | |
| Testing Centers | 175 | 81% | 11% | 8% | 79% | 13% | 8% | 75% | 14% | 12% | 93% | 3% | 5% |
| Institutional Effectiveness | 173 | 68% | 22% | 11% | 74% | 20% | 6% | 55% | 26% | 19% | 56% | 22% | 22% |
| Building Maintenance | 171 | 69% | 18% | 13% | 69% | 16% | 15% | 70% | 21% | 9% | 63% | 38% | |
| Instructional Technology (Media & Computer Centers) | 170 | 75% | 16% | 10% | 78% | 11% | 10% | 70% | 23% | 7% | 70% | 20% | 10% |
| Distance Learning | 164 | 78% | 15% | 7% | 77% | 15% | 8% | 77% | 17% | 6% | 93% | | 7% |
| Custodial Day Services | 161 | 75% | 10% | 15% | 75% | 9% | 16% | 77% | 16% | 6% | 73% | 9% | 18% |
| Purchasing | 160 | 60% | 23% | 16% | 63% | 22% | 15% | 41% | 35% | 24% | | | |

(continued)

Table 4 (continued)

| College-wide Offices/Services | Use* | All Respondents** | | | Non-Faculty | | | Full-time Faculty | | | Adjunct Faculty | | |
|---|------|-------------------|-----|-----|-------------|-----|-----|-------------------|-----|-----|-----------------|------|-----|
| | | S | N | D | S | N | D | S | N | D | S | N | D |
| Continuing Education | 159 | 72% | 15% | 13% | 74% | 14% | 13% | 63% | 19% | 19% | 70% | 20% | 10% |
| Custodial Night Services | 158 | 60% | 19% | 21% | 61% | 18% | 22% | 56% | 22% | 22% | 63% | 25% | 13% |
| Marketing and Publications | 151 | 85% | 11% | 5% | 87% | 10% | 4% | 79% | 8% | 13% | 67% | 33% | |
| Dean, Social and Behavioral Sciences | 151 | 79% | 15% | 6% | 78% | 15% | 6% | 77% | 17% | 7% | 82% | 9% | 9% |
| Institutional Records - Storage and Retrieval (formerly Records Management Office) | 146 | 79% | 13% | 8% | 81% | 12% | 6% | 80% | 7% | 13% | 56% | 11% | 33% |
| Provost, Campus Operations | 145 | 62% | 23% | 15% | 62% | 23% | 14% | 50% | 31% | 19% | 79% | 14% | 7% |
| Financial Aid | 143 | 82% | 12% | 6% | 85% | 10% | 5% | 67% | 19% | 14% | 100% | | |
| Low Use | | | | | | | | | | | | | |
| Dean, Math and Sciences | 141 | 62% | 23% | 15% | 60% | 25% | 14% | 54% | 23% | 23% | 80% | 10% | 10% |
| President's Office | 137 | 77% | 15% | 8% | 77% | 15% | 8% | 81% | 12% | 8% | 60% | 20% | 20% |
| HBC Room Scheduling | 137 | 75% | 17% | 7% | 80% | 15% | 6% | 63% | 25% | 13% | 33% | 67% | |
| EVP for Academic, Student, and Campus Affairs | 129 | 74% | 12% | 14% | 80% | 11% | 10% | 66% | 14% | 21% | 67% | | 33% |
| Dean, Health Sciences | 129 | 80% | 13% | 6% | 83% | 11% | 6% | 74% | 19% | 7% | 100% | | |
| AVP for Retention & Student Services | 128 | 69% | 18% | 14% | 73% | 14% | 13% | 58% | 25% | 17% | 75% | | 25% |
| Inventory/Receiving | 125 | 56% | 30% | 14% | 59% | 27% | 13% | 31% | 38% | 31% | | 100% | |
| AVP for Academic Programs | 123 | 68% | 16% | 16% | 70% | 18% | 12% | 70% | 11% | 19% | 50% | | 50% |
| Dean, Continuing Education | 123 | 66% | 23% | 11% | 72% | 21% | 7% | 55% | 27% | 18% | 50% | | 50% |
| ACC Website Design Support | 122 | 77% | 17% | 6% | 80% | 16% | 4% | 78% | 17% | 6% | 50% | 20% | 30% |
| VP for Workforce Education | 122 | 73% | 16% | 10% | 74% | 14% | 12% | 68% | 24% | 8% | 100% | | |
| Administrative Services | 122 | 89% | 8% | 3% | 89% | 7% | 3% | 82% | 12% | 6% | 100% | | |
| Early College Start | 122 | 60% | 23% | 18% | 61% | 25% | 14% | 57% | 18% | 25% | 80% | | 20% |
| Accounts Payable | 122 | 78% | 19% | 3% | 77% | 19% | 4% | 78% | 22% | | 100% | | |
| Instructional Development | 121 | 68% | 22% | 9% | 69% | 24% | 7% | 69% | 16% | 16% | 67% | 22% | 11% |
| AVP for Information Technology | 121 | 88% | 8% | 3% | 88% | 9% | 3% | 86% | 10% | 5% | 100% | | |
| Campus Student Services Offices | 120 | 66% | 20% | 13% | 65% | 23% | 13% | 74% | 15% | 11% | 80% | | 20% |
| Dean, Arts and Humanities | 118 | 62% | 25% | 13% | 61% | 29% | 11% | 48% | 30% | 22% | 82% | 9% | 9% |
| Dean, Business Studies | 118 | 59% | 18% | 22% | 61% | 18% | 22% | 55% | 19% | 26% | 60% | | 40% |
| Learning Labs | 117 | 85% | 12% | 4% | 86% | 13% | 1% | 79% | 8% | 13% | 100% | | |
| Public Information and Media Relations | 114 | 65% | 18% | 17% | 70% | 18% | 12% | 50% | 20% | 30% | 25% | | 75% |
| Dean, Applied Technologies, Multimedia, and Public Service | 112 | 81% | 16% | 4% | 81% | 15% | 4% | 81% | 19% | | 100% | | |
| AVP for Facilities & Operations | 111 | 66% | 22% | 12% | 67% | 22% | 11% | 64% | 27% | 9% | 100% | | |
| AVP for Instructional Resources & Technology | 110 | 70% | 18% | 13% | 71% | 17% | 12% | 60% | 20% | 20% | 100% | | |
| Student Life (Student Activities) | 109 | 75% | 14% | 10% | 74% | 15% | 11% | 72% | 17% | 11% | 78% | 11% | 11% |
| Dean, Communications | 105 | 72% | 24% | 4% | 70% | 27% | 3% | 73% | 18% | 9% | 89% | 11% | |
| Dean, Computer Studies and Advanced Technologies | 105 | 64% | 21% | 15% | 71% | 16% | 13% | 57% | 22% | 22% | 33% | 33% | 33% |

(continued)

Table 4 (continued)

| College-wide Offices/Services | Use* | All Respondents** | | | Non-Faculty | | | Full-time Faculty | | | Adjunct Faculty | | |
|--|------|-------------------|-----|-----|-------------|-----|-----|-------------------|-----|-----|-----------------|-----|------|
| | | S | N | D | S | N | D | S | N | D | S | N | D |
| Environmental Health & Safety and Insurance | 105 | 68% | 20% | 12% | 69% | 22% | 9% | 70% | 10% | 20% | 50% | | 50% |
| Budget & Finance (formerly Budgeting) | 99 | 74% | 15% | 10% | 82% | 9% | 10% | 33% | 50% | 17% | 100% | | |
| Publications | 98 | 82% | 12% | 5% | 87% | 12% | 1% | 75% | 6% | 19% | 50% | | 50% |
| VP for Business Services | 97 | 70% | 18% | 12% | 72% | 19% | 9% | 67% | 13% | 20% | 100% | | |
| Marketing and Promotions | 95 | 77% | 14% | 9% | 83% | 14% | 3% | 69% | 8% | 23% | 25% | | 75% |
| AVP for Instructional Support Services | 95 | 69% | 21% | 10% | 75% | 16% | 9% | 44% | 38% | 19% | 100% | | |
| Internal Audit | 94 | 56% | 23% | 21% | 67% | 22% | 12% | 15% | 23% | 62% | 33% | 33% | 33% |
| Adult Basic Education/ESL | 94 | 72% | 18% | 10% | 76% | 15% | 9% | 58% | 25% | 17% | | | |
| Video Support | 94 | 86% | 10% | 4% | 85% | 10% | 5% | 79% | 14% | 7% | 100% | | |
| Buildings & Grounds | 94 | 75% | 14% | 11% | 76% | 15% | 9% | 78% | 11% | 11% | 83% | | 17% |
| Word Processing | 89 | 90% | 10% | | 89% | 11% | | 86% | 14% | | 100% | | |
| Grounds Keeping | 89 | 79% | 10% | 10% | 79% | 11% | 11% | 85% | 15% | | 80% | | 20% |
| Health Professions Institute | 88 | 70% | 23% | 7% | 71% | 22% | 7% | 83% | 17% | | | | 100% |
| Fixed Asset Inventory | 87 | 40% | 38% | 22% | 42% | 36% | 22% | 17% | 67% | 17% | | | |
| Restricted Accounts | 86 | 72% | 24% | 5% | 75% | 22% | 3% | 50% | 33% | 17% | | | |
| Interpreter Services | 85 | 81% | 12% | 7% | 83% | 9% | 8% | 67% | 20% | 13% | 88% | 13% | |
| In-House Construction | 85 | 78% | 13% | 9% | 79% | 13% | 7% | 85% | 8% | 8% | | | |
| International Programs | 84 | 60% | 21% | 19% | 66% | 17% | 17% | 33% | 40% | 27% | | | 100% |
| Student Recruitment | 82 | 67% | 14% | 19% | 71% | 16% | 13% | 50% | | 50% | | | |
| ACC Foundation | 78 | 72% | 21% | 7% | 72% | 21% | 7% | 71% | 21% | 7% | 100% | | |
| Texas Success Initiative (TSI) Office | 77 | 65% | 24% | 11% | 65% | 27% | 8% | 65% | 15% | 20% | 100% | | |
| Governmental and Community Relations | 76 | 44% | 31% | 25% | 42% | 34% | 25% | 54% | 23% | 23% | | | 100% |
| Student Accounting | 76 | 81% | 14% | 5% | 85% | 9% | 6% | 25% | 75% | | | | |
| Grants Development | 75 | 51% | 31% | 18% | 56% | 31% | 13% | 40% | 27% | 33% | 100% | | |
| Community Programs | 71 | 55% | 26% | 19% | 56% | 29% | 15% | 40% | 10% | 50% | 100% | | |
| Facilities & Construction | 70 | 67% | 16% | 16% | 69% | 17% | 14% | 71% | | 29% | | | |
| Controller | 67 | 66% | 22% | 12% | 69% | 20% | 11% | 40% | 20% | 40% | 100% | | |
| Executive Dean, Customized Training | 66 | 44% | 34% | 22% | 46% | 34% | 20% | 36% | 27% | 36% | | | |
| Continuing Education Business Services | 64 | 63% | 25% | 11% | 69% | 23% | 8% | 40% | 20% | 40% | | | |
| Design & Construction (formerly Renovation/Construction) | 59 | 55% | 22% | 22% | 58% | 22% | 20% | 60% | 20% | 20% | | | 100% |
| Community Outreach | 58 | 58% | 27% | 15% | 63% | 26% | 12% | 50% | 30% | 20% | | | |
| Asset Management | 57 | 37% | 46% | 18% | 40% | 44% | 16% | | 67% | 33% | | | |
| Special Populations | 56 | 66% | 21% | 13% | 69% | 19% | 12% | 63% | 25% | 13% | 67% | | 33% |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 53 | 62% | 26% | 11% | 66% | 26% | 9% | 60% | 20% | 20% | 67% | 17% | 17% |
| General Ledger | 52 | 70% | 24% | 6% | 73% | 20% | 7% | 67% | 33% | | | | |
| VCT Operations Office | 49 | 67% | 30% | 2% | 68% | 29% | 4% | 62% | 38% | | 100% | | |
| Articulation and Transfer | 47 | 52% | 36% | 12% | 52% | 30% | 17% | 62% | 31% | 8% | 50% | 50% | |
| Business Assessment Center | 47 | 59% | 30% | 11% | 61% | 28% | 11% | 60% | 40% | | | | 100% |

Figure 1
Spring 2005 College-wide Offices/Services
Percentages of Office Distribution by Levels of Use and Dissatisfaction

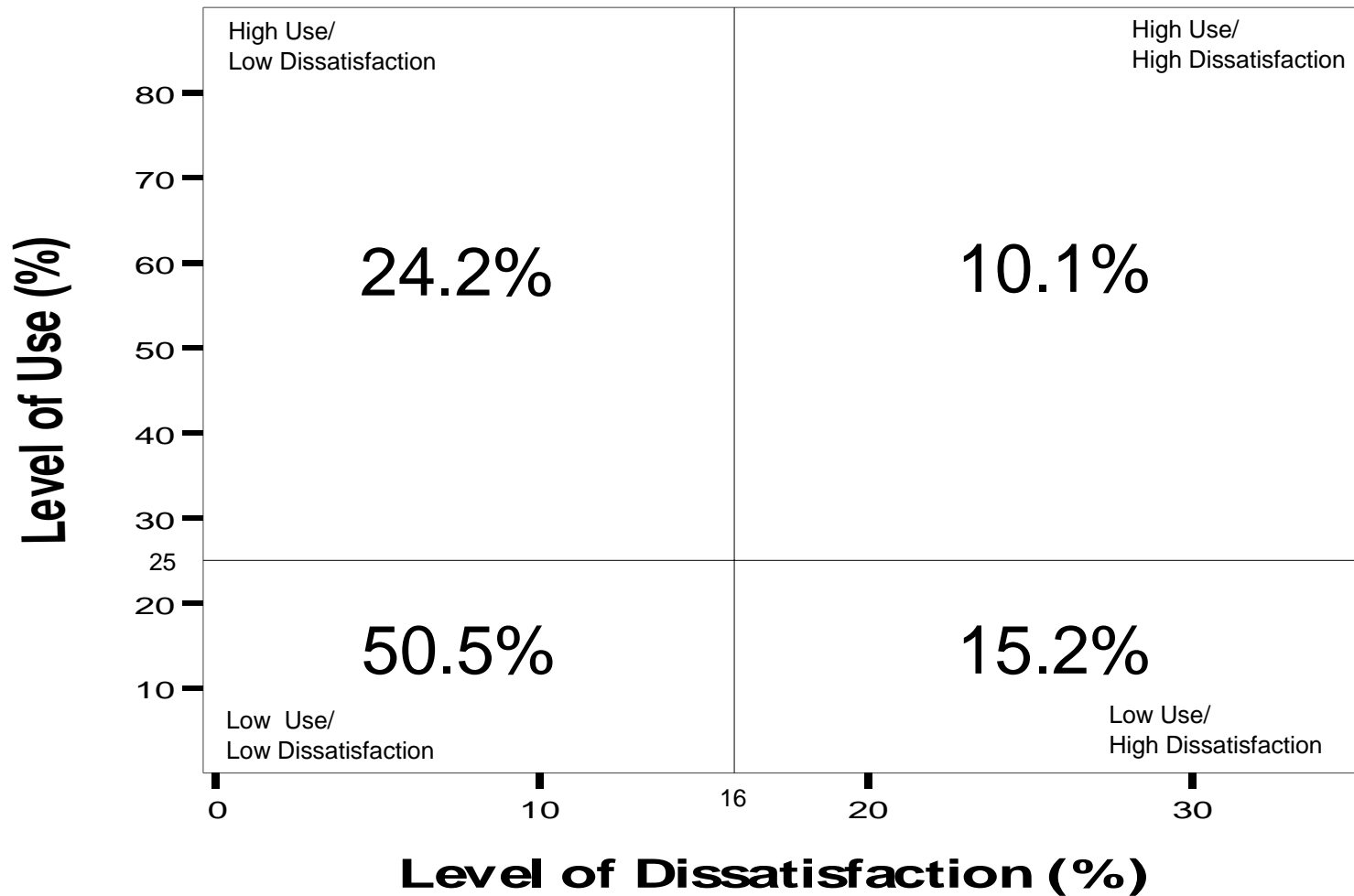


Figure 1 Legend

Legend for College-wide Offices/Services
Relationship between Use and Dissatisfaction with Overall Quality, sorted by % Use

| Quadrant 1: high use, high dissatisfaction | | | |
|---|------------------------------|--------------|-----------------------|
| College-wide Offices/Services | | % use | % dissatisfied |
| 1 | Benefits | 54% | 21% |
| 2 | Payroll Office | 52% | 17% |
| 3 | Employment/Hiring Services | 42% | 33% |
| 4 | Records | 42% | 28% |
| 5 | Faculty and Staff Evaluation | 37% | 16% |
| 6 | Compensation Services | 36% | 29% |
| 7 | Bookstore | 36% | 20% |
| 8 | AVP for Human Resources | 34% | 34% |
| 9 | Purchasing | 28% | 16% |
| 10 | Custodial Night Services | 27% | 21% |

| Quadrant 2: low use, high dissatisfaction | | | |
|--|---|--------------|-----------------------|
| College-wide Offices/Services | | % use | % dissatisfied |
| 1 | AVP for Academic Programs | 21% | 16% |
| 2 | Early College Start | 21% | 18% |
| 3 | Dean, Business Studies | 20% | 22% |
| 4 | Public Information and Media Relations | 20% | 17% |
| 5 | Internal Audit | 16% | 21% |
| 6 | Fixed Asset Inventory | 15% | 22% |
| 7 | International Programs | 14% | 19% |
| 8 | Student Recruitment | 14% | 19% |
| 9 | Governmental and Community Relations | 13% | 25% |
| 10 | Grants Development | 13% | 18% |
| 11 | Community Programs | 12% | 19% |
| 12 | Facilities & Construction | 12% | 16% |
| 13 | Executive Dean, Customized Training | 11% | 22% |
| 14 | Design & Construction (Renovation/Construction) | 10% | 22% |
| 15 | Asset Management | 10% | 18% |

| Quadrant 3: low use, low dissatisfaction | | | |
|---|--|--------------|-----------------------|
| College-wide Offices/Services | | % use | % dissatisfied |
| 1 | Dean, Math and Sciences | 24% | 15% |
| 2 | President's Office | 24% | 8% |
| 3 | HBC Room Scheduling | 24% | 7% |
| 4 | EVP for Academic, Student, and Campus Affairs | 22% | 14% |
| 5 | Dean, Health Sciences | 22% | 6% |
| 6 | AVP for Retention & Student Services | 22% | 14% |
| 7 | Inventory/Receiving | 22% | 14% |
| 8 | Dean, Continuing Education | 21% | 11% |
| 9 | VP for Workforce Education | 21% | 10% |
| 10 | ACC Website Design Support | 21% | 6% |
| 11 | Administrative Services | 21% | 3% |
| 12 | Accounts Payable | 21% | 3% |
| 13 | Instructional Development | 21% | 9% |
| 14 | AVP for Information Technology | 21% | 3% |
| 15 | Campus Student Services Offices | 21% | 13% |
| 16 | Dean, Arts and Humanities | 20% | 13% |
| 17 | Learning Labs | 20% | 4% |
| 18 | Dean, Applied Technologies, Multimedia, and Public Service | 19% | 4% |
| 19 | AVP for Facilities & Operations | 19% | 12% |
| 20 | AVP for Instructional Resources & Technology | 19% | 13% |
| 21 | Student Life (Student Activities) | 19% | 10% |

(continued)

| Quadrant 3: low use, low dissatisfaction (continued) | | | |
|---|---|-----|-----|
| 22 | Dean, Computer Studies and Advanced Technologies | 18% | 15% |
| 23 | Environmental Health & Safety and Insurance | 18% | 12% |
| 24 | Dean, Communications | 18% | 4% |
| 25 | Budget & Finance (formerly Budgeting) | 17% | 10% |
| 26 | Publications | 17% | 5% |
| 27 | VP for Business Services | 17% | 12% |
| 28 | AVP for Instructional Support Services | 16% | 10% |
| 29 | Marketing and Promotions | 16% | 9% |
| 30 | Buildings & Grounds | 16% | 11% |
| 31 | Adult Basic Education/ESL | 16% | 10% |
| 32 | Video Support | 16% | 4% |
| 33 | Grounds Keeping | 15% | 10% |
| 34 | Word Processing | 15% | |
| 35 | Health Professions Institute | 15% | 7% |
| 36 | Restricted Accounts | 15% | 5% |
| 37 | In-House Construction | 15% | 9% |
| 38 | Interpreter Services | 15% | 7% |
| 39 | ACC Foundation | 13% | 7% |
| 40 | Texas Success Initiative (TSI) Office | 13% | 11% |
| 41 | Student Accounting | 13% | 5% |
| 42 | Controller | 12% | 12% |
| 43 | Continuing Education Business Services | 11% | 11% |
| 44 | Community Outreach | 10% | 15% |
| 45 | Special Populations | 10% | 13% |
| 46 | Instructional Development (formerly Curriculum Services/Schedule Development) | 9% | 11% |
| 47 | General Ledger | 9% | 6% |
| 48 | VCT Operations Office | 8% | 2% |
| 49 | Articulation and Transfer | 8% | 12% |
| 50 | Business Assessment Center | 8% | 11% |

| Quadrant 4: high use, low dissatisfaction | | | |
|--|--|--------------|-----------------------|
| College-wide Offices/Services | | % use | % dissatisfied |
| 1 | Help Desk (formerly Computer Help Desk) | 80% | 4% |
| 2 | Campus Police | 51% | 13% |
| 3 | Professional Development | 49% | 11% |
| 4 | Email Systems | 47% | 7% |
| 5 | Telephone Services (formerly Telephone System) | 47% | 4% |
| 6 | Admissions & Records | 43% | 13% |
| 7 | Duplication Services (HBC) | 38% | 2% |
| 8 | Cashier | 37% | 5% |
| 9 | Library Services | 37% | 5% |
| 10 | Campus Management Offices | 33% | 10% |
| 11 | Office for Students with Disabilities | 32% | 10% |
| 12 | Mail Services | 32% | 7% |
| 13 | Testing Centers | 30% | 8% |
| 14 | Institutional Effectiveness | 30% | 11% |
| 15 | Building Maintenance | 29% | 13% |
| 16 | Instructional Technology (Media & Computer Centers) | 29% | 10% |
| 17 | Distance Learning | 28% | 7% |
| 18 | Custodial Day Services | 28% | 15% |
| 19 | Continuing Education | 27% | 13% |
| 20 | Dean, Social and Behavioral Sciences | 26% | 6% |
| 21 | Marketing and Publications | 26% | 5% |
| 22 | Institutional Records - Storage and Retrieval (formerly Records Management Office) | 25% | 8% |
| 23 | Provost, Campus Operations | 25% | 15% |
| 24 | Financial Aid | 25% | 6% |

Table 5

**College-wide Offices/Services:
Comparison of Spring 2004 and 2005 Ratings of "Overall Quality"
Sorted in descending order by Spring 2005 Percent Dissatisfied**

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

| College-wide Offices/Services | 2005 | | | | | | | 2004 | | | | | | |
|--|-------|--|--------------|-----|---------|-----|-----------|------|--------------|-----|---------|-----|-----------|-----|
| | Total | | Dissatisfied | | Neutral | | Satisfied | | Dissatisfied | | Neutral | | Satisfied | |
| | n | | n | % | n | % | n | % | n | % | n | % | n | % |
| AVP for Human Resources | 190 | | 65 | 34% | 43 | 23% | 82 | 43% | 54 | 34% | 26 | 17% | 77 | 49% |
| Employment/Hiring Services | 241 | | 80 | 33% | 56 | 23% | 105 | 44% | 50 | 34% | 32 | 22% | 64 | 44% |
| Compensation Services | 209 | | 60 | 29% | 47 | 22% | 102 | 49% | 32 | 26% | 25 | 21% | 64 | 53% |
| Records | 240 | | 68 | 28% | 50 | 21% | 122 | 51% | 67 | 38% | 29 | 16% | 80 | 45% |
| Governmental and Community Relations | 71 | | 18 | 25% | 22 | 31% | 31 | 44% | 12 | 36% | 12 | 36% | 9 | 27% |
| Dean, Business Studies | 116 | | 26 | 22% | 21 | 18% | 69 | 59% | 16 | 20% | 19 | 24% | 45 | 56% |
| Design & Construction (formerly Renovation/Construction) | 58 | | 13 | 22% | 13 | 22% | 32 | 55% | 12 | 28% | 8 | 19% | 23 | 53% |
| Executive Dean, Customized Training | 64 | | 14 | 22% | 22 | 34% | 28 | 44% | 4 | 13% | 5 | 17% | 21 | 70% |
| Fixed Asset Inventory | 87 | | 19 | 22% | 33 | 38% | 35 | 40% | | | | | | |
| Benefits | 312 | | 67 | 21% | 61 | 20% | 184 | 59% | 43 | 20% | 49 | 22% | 127 | 58% |
| Custodial Night Services | 156 | | 33 | 21% | 30 | 19% | 93 | 60% | | | | | | |
| Internal Audit | 90 | | 19 | 21% | 21 | 23% | 50 | 56% | 17 | 30% | 8 | 14% | 31 | 55% |
| Bookstore | 202 | | 41 | 20% | 38 | 19% | 123 | 61% | 37 | 26% | 33 | 23% | 74 | 51% |
| Student Recruitment | 78 | | 15 | 19% | 11 | 14% | 52 | 67% | 5 | 10% | 10 | 20% | 35 | 70% |
| Community Programs | 69 | | 13 | 19% | 18 | 26% | 38 | 55% | 5 | 14% | 9 | 26% | 21 | 60% |
| International Programs | 81 | | 15 | 19% | 17 | 21% | 49 | 60% | 13 | 24% | 10 | 19% | 31 | 57% |
| Early College Start | 119 | | 21 | 18% | 27 | 23% | 71 | 60% | 17 | 17% | 17 | 17% | 65 | 66% |
| Grants Development | 74 | | 13 | 18% | 23 | 31% | 38 | 51% | 8 | 14% | 20 | 35% | 29 | 51% |
| Asset Management | 57 | | 10 | 18% | 26 | 46% | 21 | 37% | | | | | | |
| Public Information and Media Relations | 112 | | 19 | 17% | 20 | 18% | 73 | 65% | 14 | 23% | 7 | 11% | 40 | 66% |
| Payroll Office | 301 | | 51 | 17% | 55 | 18% | 195 | 65% | 48 | 20% | 38 | 16% | 154 | 64% |
| Purchasing | 158 | | 26 | 16% | 37 | 23% | 95 | 60% | 26 | 23% | 27 | 24% | 60 | 53% |
| Faculty and Staff Evaluation | 213 | | 35 | 16% | 43 | 20% | 135 | 63% | 31 | 16% | 41 | 21% | 119 | 62% |
| Facilities & Construction | 67 | | 11 | 16% | 11 | 16% | 45 | 67% | | | | | | |
| AVP for Academic Programs | 119 | | 19 | 16% | 19 | 16% | 81 | 68% | 9 | 9% | 11 | 11% | 81 | 80% |
| Dean, Computer Studies and Advanced Technologies | 101 | | 15 | 15% | 21 | 21% | 65 | 64% | 9 | 13% | 11 | 15% | 51 | 72% |
| Custodial Day Services | 156 | | 23 | 15% | 16 | 10% | 117 | 75% | | | | | | |
| Provost, Campus Operations | 143 | | 21 | 15% | 33 | 23% | 89 | 62% | 15 | 17% | 15 | 17% | 56 | 65% |
| Dean, Math and Sciences | 137 | | 20 | 15% | 32 | 23% | 85 | 62% | 15 | 14% | 20 | 18% | 74 | 68% |
| Community Outreach | 55 | | 8 | 15% | 15 | 27% | 32 | 58% | 4 | 14% | 8 | 29% | 16 | 57% |
| Inventory/Receiving | 125 | | 18 | 14% | 37 | 30% | 70 | 56% | 7 | 8% | 14 | 15% | 70 | 77% |

(continued)

Table 5 (continued)

| College-wide Offices/Services | 2005 | | | | | | | 2004 | | | | | |
|---|-------|--------------|-----|---------|-----|-----------|-----|--------------|-----|---------|-----|-----------|-----|
| | Total | Dissatisfied | | Neutral | | Satisfied | | Dissatisfied | | Neutral | | Satisfied | |
| | n | n | % | n | % | n | % | n | % | n | % | n | % |
| EVP for Academic, Student, and Campus Affairs | 124 | 17 | 14% | 15 | 12% | 92 | 74% | 15 | 11% | 11 | 8% | 110 | 81% |
| AVP for Retention & Student Services | 124 | 17 | 14% | 22 | 18% | 85 | 69% | 11 | 11% | 20 | 20% | 71 | 70% |
| Campus Police | 290 | 39 | 13% | 38 | 13% | 213 | 73% | 25 | 13% | 44 | 23% | 119 | 63% |
| Campus Student Services Offices | 119 | 16 | 13% | 24 | 20% | 79 | 66% | 10 | 12% | 15 | 18% | 60 | 71% |
| Building Maintenance | 170 | 22 | 13% | 31 | 18% | 117 | 69% | | | | | | |
| Continuing Education | 155 | 20 | 13% | 23 | 15% | 112 | 72% | 14 | 12% | 18 | 15% | 88 | 73% |
| Admissions & Records | 250 | 32 | 13% | 30 | 12% | 188 | 75% | 27 | 14% | 28 | 15% | 134 | 71% |
| AVP for Instructional Resources & Technology | 102 | 13 | 13% | 18 | 18% | 71 | 70% | 7 | 8% | 19 | 23% | 57 | 69% |
| Dean, Arts and Humanities | 110 | 14 | 13% | 28 | 25% | 68 | 62% | 14 | 14% | 15 | 15% | 71 | 71% |
| Special Populations | 56 | 7 | 13% | 12 | 21% | 37 | 66% | 5 | 11% | 9 | 19% | 33 | 70% |
| Controller | 65 | 8 | 12% | 14 | 22% | 43 | 66% | 11 | 25% | 8 | 18% | 25 | 57% |
| Articulation and Transfer | 42 | 5 | 12% | 15 | 36% | 22 | 52% | 4 | 11% | 10 | 27% | 23 | 62% |
| VP for Business Services | 94 | 11 | 12% | 17 | 18% | 66 | 70% | 8 | 11% | 14 | 19% | 50 | 69% |
| Environmental Health & Safety and Insurance | 104 | 12 | 12% | 21 | 20% | 71 | 68% | 13 | 17% | 18 | 24% | 45 | 59% |
| AVP for Facilities & Operations | 104 | 12 | 12% | 23 | 22% | 69 | 66% | 13 | 19% | 19 | 27% | 38 | 54% |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 53 | 6 | 11% | 14 | 26% | 33 | 62% | 4 | 7% | 12 | 21% | 41 | 72% |
| Professional Development | 277 | 31 | 11% | 33 | 12% | 213 | 77% | 34 | 14% | 39 | 16% | 177 | 71% |
| Continuing Education Business Services | 63 | 7 | 11% | 16 | 25% | 40 | 63% | 8 | 14% | 9 | 16% | 39 | 70% |
| Dean, Continuing Education | 118 | 13 | 11% | 27 | 23% | 78 | 66% | 11 | 15% | 9 | 12% | 53 | 73% |
| Buildings & Grounds | 91 | 10 | 11% | 13 | 14% | 68 | 75% | 10 | 14% | 18 | 26% | 42 | 60% |
| Business Assessment Center | 46 | 5 | 11% | 14 | 30% | 27 | 59% | 3 | 17% | 5 | 28% | 10 | 56% |
| Texas Success Initiative (TSI) Office | 74 | 8 | 11% | 18 | 24% | 48 | 65% | 12 | 23% | 9 | 17% | 31 | 60% |
| Institutional Effectiveness | 170 | 18 | 11% | 37 | 22% | 115 | 68% | 16 | 18% | 16 | 18% | 55 | 63% |
| Student Life (Student Activities) | 106 | 11 | 10% | 15 | 14% | 80 | 75% | 6 | 8% | 14 | 19% | 54 | 73% |
| AVP for Workforce Education | 116 | 12 | 10% | 19 | 16% | 85 | 73% | 6 | 8% | 11 | 14% | 60 | 78% |
| Grounds Keeping | 87 | 9 | 10% | 9 | 10% | 69 | 79% | | | | | | |
| Campus Management Offices | 184 | 19 | 10% | 23 | 13% | 142 | 77% | | | | | | |
| Budget & Finance (formerly Budgeting) | 98 | 10 | 10% | 15 | 15% | 73 | 74% | 11 | 14% | 18 | 24% | 47 | 62% |
| AVP for Instructional Support Services | 90 | 9 | 10% | 19 | 21% | 62 | 69% | 10 | 19% | 9 | 17% | 34 | 64% |
| Office for Students with Disabilities | 185 | 18 | 10% | 26 | 14% | 141 | 76% | 16 | 12% | 15 | 11% | 106 | 77% |
| Adult Basic Education/ESL | 93 | 9 | 10% | 17 | 18% | 67 | 72% | 8 | 14% | 10 | 17% | 40 | 69% |
| Instructional Technology (Media & Computer Centers) | 166 | 16 | 10% | 26 | 16% | 124 | 75% | 13 | 8% | 21 | 13% | 123 | 78% |
| Instructional Development | 116 | 11 | 9% | 26 | 22% | 79 | 68% | 17 | 24% | 5 | 7% | 50 | 69% |
| Marketing and Promotions | 93 | 8 | 9% | 13 | 14% | 72 | 77% | 15 | 21% | 11 | 15% | 46 | 64% |
| In-House Construction | 82 | 7 | 9% | 11 | 13% | 64 | 78% | 12 | 24% | 12 | 24% | 27 | 53% |

(continued)

Table 5 (continued)

| College-wide Offices/Services | 2005 | | | | | | | 2004 | | | | | |
|--|-------|--------------|----|---------|-----|-----------|-----|--------------|-----|---------|-----|-----------|-----|
| | Total | Dissatisfied | | Neutral | | Satisfied | | Dissatisfied | | Neutral | | Satisfied | |
| | n | n | % | n | % | n | % | n | % | n | % | n | % |
| Institutional Records - Storage and Retrieval (formerly Records Management Office) | 142 | 12 | 8% | 18 | 13% | 112 | 79% | 14 | 14% | 13 | 13% | 71 | 72% |
| President's Office | 131 | 11 | 8% | 19 | 15% | 101 | 77% | 17 | 22% | 9 | 12% | 50 | 66% |
| Testing Centers | 171 | 14 | 8% | 19 | 11% | 138 | 81% | 12 | 9% | 15 | 11% | 106 | 80% |
| HBC Room Scheduling | 134 | 10 | 7% | 23 | 17% | 101 | 75% | 17 | 17% | 11 | 11% | 74 | 73% |
| Interpreter Services | 83 | 6 | 7% | 10 | 12% | 67 | 81% | 7 | 10% | 11 | 15% | 55 | 75% |
| Mail Services | 182 | 13 | 7% | 18 | 10% | 151 | 83% | 12 | 8% | 18 | 12% | 125 | 81% |
| Email Systems | 267 | 19 | 7% | 23 | 9% | 225 | 84% | | | | | | |
| Health Professions Institute | 87 | 6 | 7% | 20 | 23% | 61 | 70% | 5 | 10% | 7 | 14% | 37 | 76% |
| Distance Learning | 162 | 11 | 7% | 25 | 15% | 126 | 78% | 12 | 9% | 21 | 16% | 102 | 76% |
| ACC Foundation | 75 | 5 | 7% | 16 | 21% | 54 | 72% | 5 | 13% | 6 | 15% | 29 | 73% |
| Financial Aid | 141 | 9 | 6% | 17 | 12% | 115 | 82% | 12 | 13% | 8 | 9% | 71 | 78% |
| Dean, Health Sciences | 127 | 8 | 6% | 17 | 13% | 102 | 80% | 8 | 8% | 17 | 18% | 70 | 74% |
| Dean, Social and Behavioral Sciences | 146 | 9 | 6% | 22 | 15% | 115 | 79% | 7 | 7% | 11 | 11% | 84 | 82% |
| General Ledger | 50 | 3 | 6% | 12 | 24% | 35 | 70% | | | | | | |
| ACC Website Design Support | 119 | 7 | 6% | 20 | 17% | 92 | 77% | 26 | 14% | 22 | 12% | 132 | 73% |
| Student Accounting | 74 | 4 | 5% | 10 | 14% | 60 | 81% | | | | | | |
| Library Services | 212 | 11 | 5% | 9 | 4% | 192 | 91% | 12 | 7% | 11 | 6% | 159 | 87% |
| Cashier | 212 | 11 | 5% | 16 | 8% | 185 | 87% | 10 | 8% | 20 | 15% | 102 | 77% |
| Publications | 97 | 5 | 5% | 12 | 12% | 80 | 82% | 8 | 12% | 7 | 10% | 54 | 78% |
| Restricted Accounts | 85 | 4 | 5% | 20 | 24% | 61 | 72% | | | | | | |
| Marketing and Publications | 149 | 7 | 5% | 16 | 11% | 126 | 85% | | | | | | |
| Telephone Services (formerly Telephone System) | 269 | 12 | 4% | 22 | 8% | 235 | 87% | 10 | 6% | 13 | 8% | 140 | 86% |
| Video Support | 91 | 4 | 4% | 9 | 10% | 78 | 86% | 9 | 13% | 8 | 11% | 54 | 76% |
| Help Desk (formerly Computer Help Desk) | 459 | 20 | 4% | 23 | 5% | 416 | 91% | 25 | 8% | 21 | 7% | 256 | 85% |
| Dean, Communications | 101 | 4 | 4% | 24 | 24% | 73 | 72% | 14 | 14% | 15 | 15% | 68 | 70% |
| Dean, Applied Technologies, Multimedia, and Public Service | 108 | 4 | 4% | 17 | 16% | 87 | 81% | 6 | 7% | 9 | 11% | 69 | 82% |
| Learning Labs | 113 | 4 | 4% | 13 | 12% | 96 | 85% | 8 | 9% | 6 | 7% | 72 | 84% |
| Administrative Services | 117 | 4 | 3% | 9 | 8% | 104 | 89% | | | | | | |
| AVP for Information Technology | 119 | 4 | 3% | 10 | 8% | 105 | 88% | 8 | 9% | 11 | 13% | 67 | 78% |
| Accounts Payable | 121 | 4 | 3% | 23 | 19% | 94 | 78% | 9 | 10% | 17 | 18% | 68 | 72% |
| Duplication Services (HBC) | 210 | 5 | 2% | 16 | 8% | 189 | 90% | 4 | 3% | 8 | 6% | 115 | 91% |
| VCT Operations Office | 46 | 1 | 2% | 14 | 30% | 31 | 67% | 2 | 6% | 3 | 9% | 30 | 86% |
| Word Processing | 88 | | | 9 | 10% | 79 | 90% | 2 | 4% | 2 | 4% | 44 | 92% |

Table 6

| Spring 2005 College-wide Offices/Services: Ratings of Dissatisfaction with Overall Quality, Promptness, and Attitude In Descending Order by Percent Dissatisfied with Overall Quality | | | | | | |
|---|-----------------|-----|------------|-----|----------|-----|
| NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied" | | | | | | |
| NOTE 2: Scores for Promptness and Attitude that are 5 percentage points higher than Overall Quality dissatisfaction rates are boxed | | | | | | |
| College-wide Offices/Services | Overall Quality | | Promptness | | Attitude | |
| | n | % | n | % | n | % |
| AVP for Human Resources | 65 | 34% | 65 | 35% | 60 | 32% |
| Employment/Hiring Services | 80 | 33% | 90 | 38% | 73 | 31% |
| Compensation Services | 60 | 29% | 68 | 33% | 60 | 30% |
| Records | 68 | 28% | 65 | 28% | 66 | 28% |
| Governmental and Community Relations | 18 | 25% | 18 | 25% | 18 | 26% |
| Design & Construction (formerly Renovation/Construction) | 13 | 22% | 12 | 22% | 10 | 19% |
| Dean, Business Studies | 26 | 22% | 27 | 23% | 23 | 21% |
| Executive Dean, Customized Training | 14 | 22% | 17 | 27% | 16 | 26% |
| Fixed Asset Inventory | 19 | 22% | 20 | 24% | 24 | 29% |
| Benefits | 67 | 21% | 65 | 22% | 69 | 23% |
| Custodial Night Services | 33 | 21% | 24 | 17% | 22 | 16% |
| Internal Audit | 19 | 21% | 15 | 17% | 27 | 31% |
| Bookstore | 41 | 20% | 42 | 22% | 39 | 20% |
| Student Recruitment | 15 | 19% | 10 | 13% | 14 | 19% |
| Community Programs | 13 | 19% | 16 | 24% | 14 | 21% |
| International Programs | 15 | 19% | 15 | 19% | 14 | 17% |
| Early College Start | 21 | 18% | 24 | 21% | 24 | 21% |
| Grants Development | 13 | 18% | 13 | 18% | 12 | 17% |
| Asset Management | 10 | 18% | 9 | 16% | 12 | 21% |
| Public Information and Media Relations | 19 | 17% | 18 | 16% | 22 | 20% |
| Payroll Office | 51 | 17% | 47 | 16% | 53 | 18% |
| Purchasing | 26 | 16% | 41 | 27% | 25 | 17% |
| Faculty and Staff Evaluation | 35 | 16% | 34 | 17% | 23 | 12% |
| Facilities & Construction | 11 | 16% | 10 | 15% | 10 | 15% |
| AVP for Academic Programs | 19 | 16% | 25 | 21% | 19 | 16% |
| Dean, Computer Studies and Advanced Technologies | 15 | 15% | 20 | 20% | 15 | 15% |
| Custodial Day Services | 23 | 15% | 21 | 14% | 19 | 13% |
| Provost, Campus Operations | 21 | 15% | 24 | 17% | 27 | 19% |
| Dean, Math and Sciences | 20 | 15% | 23 | 17% | 21 | 15% |
| Community Outreach | 8 | 15% | 9 | 17% | 6 | 11% |
| Inventory/Receiving | 18 | 14% | 27 | 22% | 18 | 15% |
| EVP for Academic, Student, and Campus Affairs | 17 | 14% | 19 | 15% | 19 | 15% |
| AVP for Retention & Student Services | 17 | 14% | 21 | 17% | 16 | 13% |
| Campus Police | 39 | 13% | 39 | 14% | 59 | 21% |
| Campus Student Services Offices | 16 | 13% | 14 | 12% | 17 | 15% |
| Building Maintenance | 22 | 13% | 28 | 17% | 22 | 14% |
| Continuing Education | 20 | 13% | 22 | 15% | 21 | 14% |
| Admissions & Records | 32 | 13% | 33 | 14% | 31 | 13% |
| AVP for Instructional Resources & Technology | 13 | 13% | 11 | 11% | 13 | 13% |
| Dean, Arts and Humanities | 14 | 13% | 19 | 18% | 17 | 16% |
| Special Populations | 7 | 13% | 8 | 15% | 8 | 15% |
| Controller | 8 | 12% | 6 | 10% | 12 | 19% |
| Articulation and Transfer | 5 | 12% | 6 | 13% | 4 | 9% |
| VP for Business Services | 11 | 12% | 14 | 15% | 14 | 15% |
| AVP for Facilities & Operations | 12 | 12% | 18 | 18% | 13 | 13% |
| Environmental Health & Safety and Insurance | 12 | 12% | 16 | 16% | 13 | 13% |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 6 | 11% | 7 | 14% | 7 | 14% |

(continued)

Table 6 (continued)

| College-wide Offices/Services | Overall Quality | | Promptness | | Attitude | |
|--|-----------------|-----|------------|-----|----------|-----|
| | n | % | n | % | n | % |
| Professional Development | 31 | 11% | 20 | 7% | 22 | 8% |
| Continuing Education Business Services | 7 | 11% | 6 | 10% | 7 | 12% |
| Dean, Continuing Education | 13 | 11% | 15 | 13% | 15 | 13% |
| Buildings & Grounds | 10 | 11% | 9 | 10% | 9 | 10% |
| Business Assessment Center | 5 | 11% | 5 | 11% | 4 | 9% |
| Texas Success Initiative (TSI) Office | 8 | 11% | 11 | 15% | 10 | 14% |
| Institutional Effectiveness | 18 | 11% | 20 | 12% | 19 | 11% |
| Student Life (Student Activities) | 11 | 10% | 6 | 6% | 7 | 7% |
| AVP for Workforce Education | 12 | 10% | 18 | 16% | 16 | 14% |
| Grounds Keeping | 9 | 10% | 8 | 10% | 9 | 11% |
| Campus Management Offices | 19 | 10% | 18 | 10% | 20 | 11% |
| Budget & Finance (formerly Budgeting) | 10 | 10% | 15 | 16% | 12 | 13% |
| AVP for Instructional Support Services | 9 | 10% | 8 | 9% | 12 | 13% |
| Office for Students with Disabilities | 18 | 10% | 17 | 10% | 17 | 10% |
| Adult Basic Education/ESL | 9 | 10% | 10 | 11% | 9 | 10% |
| Instructional Technology (Media & Computer Centers) | 16 | 10% | 15 | 9% | 17 | 10% |
| Instructional Development | 11 | 9% | 11 | 10% | 12 | 11% |
| Marketing and Promotions | 8 | 9% | 11 | 13% | 11 | 12% |
| In-House Construction | 7 | 9% | 11 | 14% | 7 | 9% |
| Institutional Records - Storage and Retrieval (formerly Records Management Office) | 12 | 8% | 13 | 9% | 13 | 9% |
| President's Office | 11 | 8% | 12 | 9% | 14 | 11% |
| Testing Centers | 14 | 8% | 13 | 8% | 12 | 8% |
| HBC Room Scheduling | 10 | 7% | 14 | 11% | 16 | 12% |
| Interpreter Services | 6 | 7% | 5 | 6% | 7 | 9% |
| Mail Services | 13 | 7% | 14 | 8% | 14 | 8% |
| Email Systems | 19 | 7% | 16 | 6% | 15 | 6% |
| Health Professions Institute | 6 | 7% | 7 | 8% | 8 | 9% |
| Distance Learning | 11 | 7% | 11 | 7% | 12 | 8% |
| ACC Foundation | 5 | 7% | 5 | 7% | 5 | 7% |
| Financial Aid | 9 | 6% | 8 | 6% | 8 | 6% |
| Dean, Health Sciences | 8 | 6% | 10 | 8% | 10 | 8% |
| Dean, Social and Behavioral Sciences | 9 | 6% | 9 | 6% | 7 | 5% |
| General Ledger | 3 | 6% | 4 | 8% | 4 | 8% |
| ACC Website Design Support | 7 | 6% | 10 | 9% | 7 | 6% |
| Student Accounting | 4 | 5% | 4 | 6% | 7 | 10% |
| Cashier | 11 | 5% | 11 | 5% | 14 | 7% |
| Library Services | 11 | 5% | 12 | 6% | 10 | 5% |
| Publications | 5 | 5% | 5 | 5% | 5 | 5% |
| Restricted Accounts | 4 | 5% | 6 | 7% | 4 | 5% |
| Marketing and Publications | 7 | 5% | 7 | 5% | 8 | 6% |
| Telephone Services (formerly Telephone System) | 12 | 4% | 13 | 5% | 12 | 5% |
| Video Support | 4 | 4% | 2 | 2% | 2 | 2% |
| Help Desk (formerly Computer Help Desk) | 20 | 4% | 25 | 6% | 18 | 4% |
| Dean, Communications | 4 | 4% | 7 | 7% | 4 | 4% |
| Dean, Applied Technologies, Multimedia, and Public Service | 4 | 4% | 8 | 8% | 8 | 8% |
| Learning Labs | 4 | 4% | 3 | 3% | 5 | 5% |
| Administrative Services | 4 | 3% | 3 | 3% | 5 | 4% |
| AVP for Information Technology | 4 | 3% | 5 | 4% | 5 | 4% |
| Accounts Payable | 4 | 3% | 8 | 7% | 6 | 5% |
| Duplication Services (HBC) | 5 | 2% | 6 | 3% | 6 | 3% |
| VCT Operations Office | 1 | 2% | 2 | 4% | 1 | 2% |
| Word Processing | | | 1 | 1% | 1 | 1% |

Table 7

| College-wide Offices/Services Spring 2004 - 2005 Comparison: Change in Percent Satisfied Ratings of "Overall Quality" Sorted in descending order by Percentage Change | | | | | | | |
|---|---------|-------------|-----|---------|-------------|-----|-------------------|
| NOTE 1: Very satisfied and satisfied ratings were aggregated into a single rating, "satisfied" | | | | | | | |
| NOTE 2: Includes those offices whose satisfaction levels increased or decreased by 10% or more | | | | | | | |
| NOTE 3: Only includes offices with data from 2004 and 2005 surveys | | | | | | | |
| College-wide Offices/Services | 2005 | | | 2004 | | | Percentage Change |
| | Total n | Satisfied n | % | Total n | Satisfied n | % | |
| Largest Increase in Satisfaction | | | | | | | |
| In-House Construction | 82 | 64 | 78% | 51 | 27 | 53% | 25% |
| Governmental and Community Relations | 71 | 31 | 44% | 33 | 9 | 27% | 16% |
| Buildings & Grounds | 91 | 68 | 75% | 70 | 42 | 60% | 15% |
| Marketing and Promotions | 93 | 72 | 77% | 72 | 46 | 64% | 14% |
| Budget & Finance (formerly Budgeting) | 98 | 73 | 74% | 76 | 47 | 62% | 13% |
| AVP for Facilities & Operations | 104 | 69 | 66% | 70 | 38 | 54% | 12% |
| President's Office | 131 | 101 | 77% | 76 | 50 | 66% | 11% |
| AVP for Information Technology | 119 | 105 | 88% | 86 | 67 | 78% | 10% |
| Campus Police | 290 | 213 | 73% | 188 | 119 | 63% | 10% |
| Cashier | 212 | 185 | 87% | 132 | 102 | 77% | 10% |
| Video Services | 91 | 78 | 86% | 71 | 54 | 76% | 10% |
| Bookstore | 202 | 123 | 61% | 144 | 74 | 51% | 10% |
| Largest Decrease in Satisfaction | | | | | | | |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 53 | 33 | 62% | 57 | 41 | 72% | -10% |
| Articulation and Transfer | 42 | 22 | 52% | 37 | 23 | 62% | -10% |
| AVP for Academic Programs | 119 | 81 | 68% | 101 | 81 | 80% | -12% |
| VCT Operations Office | 46 | 31 | 67% | 35 | 30 | 86% | -18% |
| Inventory/Receiving | 125 | 70 | 56% | 91 | 70 | 77% | -21% |
| Executive Dean, Customized Training | 64 | 28 | 44% | 30 | 21 | 70% | -26% |

Table 8

**College-wide Offices/Services:
Comparison of Satisfaction Ratings on "Overall Quality" from Spring 2004-2005
Sorted in descending order by Percentage Change**

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

NOTE 2: Only includes offices with data from 2004 and 2005 surveys

| College-wide Offices/Services | 2005 | | | 2004 | | | Percentage Change |
|--|---------|-----------|-----|---------|-----------|-----|-------------------|
| | Total n | Satisfied | | Total n | Satisfied | | |
| | | n | % | | n | % | |
| In-House Construction | 82 | 64 | 78% | 51 | 27 | 53% | 25% |
| Governmental and Community Relations | 71 | 31 | 44% | 33 | 9 | 27% | 16% |
| Buildings & Grounds | 91 | 68 | 75% | 70 | 42 | 60% | 15% |
| Marketing and Promotions | 93 | 72 | 77% | 72 | 46 | 64% | 14% |
| Budget & Finance (formerly Budgeting) | 98 | 73 | 74% | 76 | 47 | 62% | 13% |
| AVP for Facilities & Operations | 104 | 69 | 66% | 70 | 38 | 54% | 12% |
| President's Office | 131 | 101 | 77% | 76 | 50 | 66% | 11% |
| AVP for Information Technology | 119 | 105 | 88% | 86 | 67 | 78% | 10% |
| Campus Police | 290 | 213 | 73% | 188 | 119 | 63% | 10% |
| Cashier | 212 | 185 | 87% | 132 | 102 | 77% | 10% |
| Video Services | 91 | 78 | 86% | 71 | 54 | 76% | 10% |
| Bookstore | 202 | 123 | 61% | 144 | 74 | 51% | 10% |
| Controller | 65 | 43 | 66% | 44 | 25 | 57% | 9% |
| Environmental Health & Safety and Insurance | 104 | 71 | 68% | 76 | 45 | 59% | 9% |
| Purchasing | 158 | 95 | 60% | 113 | 60 | 53% | 7% |
| Dean, Health Sciences | 127 | 102 | 80% | 95 | 70 | 74% | 7% |
| Institutional Records - Storage and Retrieval (formerly Records Management Office) | 142 | 112 | 79% | 98 | 71 | 72% | 6% |
| Professional Development | 277 | 213 | 77% | 250 | 177 | 71% | 6% |
| Help Desk (formerly Computer Help Desk) | 459 | 416 | 91% | 302 | 256 | 85% | 6% |
| Interpreter Services | 83 | 67 | 81% | 73 | 55 | 75% | 5% |
| Records | 240 | 122 | 51% | 176 | 80 | 45% | 5% |
| Accounts Payable | 121 | 94 | 78% | 94 | 68 | 72% | 5% |
| Texas Success Initiative (TSI) Office | 74 | 48 | 65% | 52 | 31 | 60% | 5% |
| AVP for Instructional Support Services | 90 | 62 | 69% | 53 | 34 | 64% | 5% |
| Institutional Effectiveness | 170 | 115 | 68% | 87 | 55 | 63% | 4% |
| Admissions & Records | 250 | 188 | 75% | 189 | 134 | 71% | 4% |
| Publications Office | 97 | 80 | 82% | 69 | 54 | 78% | 4% |
| ACC Website Design Support | 119 | 92 | 77% | 180 | 132 | 73% | 4% |
| Financial Aid | 141 | 115 | 82% | 91 | 71 | 78% | 4% |
| Dean, Business Studies | 116 | 69 | 59% | 80 | 45 | 56% | 3% |
| Library Services | 212 | 192 | 91% | 182 | 159 | 87% | 3% |
| Business Assessment Center | 46 | 27 | 59% | 18 | 10 | 56% | 3% |
| International Programs | 81 | 49 | 60% | 54 | 31 | 57% | 3% |
| Adult Basic Education/ESL | 93 | 67 | 72% | 58 | 40 | 69% | 3% |
| HBC Room Scheduling | 134 | 101 | 75% | 102 | 74 | 73% | 3% |
| Student Life (Student Activities) | 106 | 80 | 75% | 74 | 54 | 73% | 2% |
| Mail Services | 182 | 151 | 83% | 155 | 125 | 81% | 2% |
| Distance Learning | 162 | 126 | 78% | 135 | 102 | 76% | 2% |
| Dean, Communications | 101 | 73 | 72% | 97 | 68 | 70% | 2% |
| Design & Construction (formerly Renovation/Construction) | 58 | 32 | 55% | 43 | 23 | 53% | 2% |

(continued)

Table 8 (continued)

| College-wide Offices/Services | 2005 | | | 2004 | | | % Change |
|---|-------|-----------|-----|-------|-----------|-----|----------|
| | Total | Satisfied | | Total | Satisfied | | |
| | n | n | % | n | n | % | |
| Telephone Services (formerly Telephone System) | 269 | 235 | 87% | 163 | 140 | 86% | 1% |
| Learning Labs | 113 | 96 | 85% | 86 | 72 | 84% | 1% |
| Faculty and Staff Evaluation | 213 | 135 | 63% | 191 | 119 | 62% | 1% |
| Community Outreach | 55 | 32 | 58% | 28 | 16 | 57% | 1% |
| Testing Centers | 171 | 138 | 81% | 133 | 106 | 80% | 1% |
| Benefits | 312 | 184 | 59% | 219 | 127 | 58% | 1% |
| AVP for Instructional Resources & Technology | 102 | 71 | 70% | 83 | 57 | 69% | 1% |
| VP for Business Services | 94 | 66 | 70% | 72 | 50 | 69% | 1% |
| Payroll Office | 301 | 195 | 65% | 240 | 154 | 64% | 1% |
| Grants Development | 74 | 38 | 51% | 57 | 29 | 51% | 0% |
| Internal Audit | 90 | 50 | 56% | 56 | 31 | 55% | 0% |
| Employment/Hiring Services | 241 | 105 | 44% | 146 | 64 | 44% | 0% |
| Public Information and Media Relations | 112 | 73 | 65% | 61 | 40 | 66% | 0% |
| ACC Foundation | 75 | 54 | 72% | 40 | 29 | 73% | -1% |
| Duplication Services (HBC) | 210 | 189 | 90% | 127 | 115 | 91% | -1% |
| AVP for Retention & Student Services | 124 | 85 | 69% | 102 | 71 | 70% | -1% |
| Continuing Education | 155 | 112 | 72% | 120 | 88 | 73% | -1% |
| Office for Students with Disabilities | 185 | 141 | 76% | 137 | 106 | 77% | -1% |
| Instructional Development | 116 | 79 | 68% | 72 | 50 | 69% | -1% |
| Dean, Applied Technologies, Multimedia, and Public Service | 108 | 87 | 81% | 84 | 69 | 82% | -2% |
| Word Processing | 88 | 79 | 90% | 48 | 44 | 92% | -2% |
| Provost, Campus Operations | 143 | 89 | 62% | 86 | 56 | 65% | -3% |
| Student Recruitment | 78 | 52 | 67% | 50 | 35 | 70% | -3% |
| Dean, Social and Behavioral Sciences | 146 | 115 | 79% | 102 | 84 | 82% | -4% |
| Instructional Technology (Media & Computer Centers) | 166 | 124 | 75% | 157 | 123 | 78% | -4% |
| Compensation Services | 209 | 102 | 49% | 121 | 64 | 53% | -4% |
| Special Populations | 56 | 37 | 66% | 47 | 33 | 70% | -4% |
| Campus Student Services Offices | 119 | 79 | 66% | 85 | 60 | 71% | -4% |
| AVP for Workforce Education | 116 | 85 | 73% | 77 | 60 | 78% | -5% |
| Community Programs | 69 | 38 | 55% | 35 | 21 | 60% | -5% |
| Health Professions Institute | 87 | 61 | 70% | 49 | 37 | 76% | -5% |
| Dean, Math and Sciences | 137 | 85 | 62% | 109 | 74 | 68% | -6% |
| AVP for Human Resources | 190 | 82 | 43% | 157 | 77 | 49% | -6% |
| Early College Start | 119 | 71 | 60% | 99 | 65 | 66% | -6% |
| Continuing Education Business Services | 63 | 40 | 63% | 56 | 39 | 70% | -6% |
| Dean, Continuing Education | 118 | 78 | 66% | 73 | 53 | 73% | -7% |
| EVP for Academic, Student, and Campus Affairs | 124 | 92 | 74% | 136 | 110 | 81% | -7% |
| Dean, Computer Studies and Advanced Technologies | 101 | 65 | 64% | 71 | 51 | 72% | -7% |
| Dean, Arts and Humanities | 110 | 68 | 62% | 100 | 71 | 71% | -9% |
| Instructional Development (formerly Curriculum Services/Schedule Development) | 53 | 33 | 62% | 57 | 41 | 72% | -10% |
| Articulation and Transfer | 42 | 22 | 52% | 37 | 23 | 62% | -10% |
| AVP for Academic Programs | 119 | 81 | 68% | 101 | 81 | 80% | -12% |
| VCT Operations Office | 46 | 31 | 67% | 35 | 30 | 86% | -18% |
| Inventory/Receiving | 125 | 70 | 56% | 91 | 70 | 77% | -21% |
| Executive Dean, Customized Training | 64 | 28 | 44% | 30 | 21 | 70% | -26% |

Table 9

| College-wide Offices/Services: Spring 2005 Highest Achievement Satisfaction on "Overall Quality" Sorted in descending order by Percent Satisfied | | | | | | | |
|---|-------|-----------|-----|---------|-----|--------------|----|
| NOTE 1: Very dissatisfied and dissatisfied ratings were aggregated into a single rating, "dissatisfied"; very satisfied and satisfied ratings were aggregated into a single rating, "satisfied" | | | | | | | |
| NOTE 2: Includes only offices with satisfaction levels of 90% or more | | | | | | | |
| College-wide Offices/Services | 2005 | | | | | | |
| | Total | Satisfied | | Neutral | | Dissatisfied | |
| | n | n | % | n | % | n | % |
| Help Desk (formerly Computer Help Desk) | 459 | 416 | 91% | 23 | 5% | 20 | 4% |
| Library Services | 212 | 192 | 91% | 9 | 4% | 11 | 5% |
| Duplication Services (HBC) | 210 | 189 | 90% | 16 | 8% | 5 | 2% |
| Word Processing | 88 | 79 | 90% | 9 | 10% | | |



Spring 2005 Internal College Survey

MARKING INSTRUCTIONS

- Use a No. 2 pencil only.
- Do not use ink, ball point, or felt tip pens.
- Make solid marks that fill the response completely.
- Erase cleanly any marks you wish to change.
- Make no stray marks on this form.

CORRECT: INCORRECT:

College-wide Questionnaire

For each question, use the following scale:
 1=very dissatisfied 2=dissatisfied 3=neutral
 4=satisfied 5=very satisfied

| Office/Service | Have you used services in the last year? | If yes , how satisfied were you with the services of this office? | | |
|--|--|---|---|---|
| | Yes | overall quality | promptness | service attitude |
| President's Office | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| ACC Foundation | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Governmental and Community Relations | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Institutional Effectiveness | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Internal Audit | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Marketing and Publications | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Publications | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Word Processing | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Marketing and Promotions | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| ACC Website Design Support | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Public Information and Media Relations | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the EVP for Academic, Student, and Campus Affairs | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the AVP for Academic Programs | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Arts and Humanities | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Communications | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Math and Sciences | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Social and Behavioral Sciences | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Articulation Officer | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the VP for Workforce Education | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Applied Technologies, Multimedia, and Public Service | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Business Studies | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Computer Studies and Advanced Technology | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Health Sciences | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Dean, Continuing Education | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Business Assessment Center | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Community Programs | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Continuing Education | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Continuing Education Business Services | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| HBC Room Scheduling | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Health Professions Institute | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the Executive Dean, Customized Training | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Adult Education | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| International Programs | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the AVP for Instructional Resources & Technology | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Distance Learning | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Faculty and Staff Evaluation | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Instructional Development | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Instructional Technology (Media & Computer Centers) | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Library Services | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Professional Development | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| VCT Operations Office | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Video Support | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Office of the AVP for Information Technology | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Administrative Services | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Email Systems | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Help Desk (Help Center) | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Institutional Records - Storage and Retrieval | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |
| Telephone Services | <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> | <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> |

For each question, use the following scale:
 1=very dissatisfied 2=dissatisfied 3=neutral
 4=satisfied 5=very satisfied

| Office/Service (continued) | Have you used services in the last year? | If yes , how satisfied were you with the services of this office? | | |
|---|--|---|---|---|
| | Yes | overall quality | promptness | service attitude |
| Office of the AVP for Instructional Support Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Provost, Campus Operations | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Bookstore | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Campus Police | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Campus Management Offices | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Community Outreach | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Duplication Services (HBC) | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Learning Labs | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Student Recruitment | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Testing Centers | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Instructional Development | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Early College Start | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Grants Development | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Office of the AVP for Retention and Student Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Admissions & Records | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Campus Student Services Offices | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Financial Aid | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Interpreter Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Office for Students with Disabilities | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Special Populations | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Student Life (Student Activities) | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Texas Success Initiative (TSI) Office | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Office of the VP for Business Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Controller | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Accounts Payable | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| General Ledger | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Asset Management | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Student Accounting | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Cashier | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Purchasing | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Fixed Asset Inventory | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Inventory/Receiving | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Mail Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Budget & Finance | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Restricted Accounts | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Environmental Health & Safety and Insurance | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Facilities & Operations | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Buildings & Grounds | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Grounds Keeping | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Building Maintenance | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| In-House Construction | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Facilities & Construction | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Design & Construction | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Custodial Day Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Custodial Night Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Office of the AVP for Human Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Benefits | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Compensation Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Employment/Hiring Services | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Payroll Office | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |
| Records | <input checked="" type="radio"/> | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 |

Demographic Information:

| | |
|--|--|
| <p>Primary position classification (Mark all that apply)</p> <p><input type="radio"/> Full-time faculty <input type="radio"/> Professional/Technical</p> <p><input type="radio"/> Adjunct faculty <input type="radio"/> Classified</p> <p><input type="radio"/> Continuing Education faculty <input type="radio"/> Administration</p> <p><input type="radio"/> Adult Education faculty <input type="radio"/> Hourly</p> | <p>Number of years employed at ACC</p> <p><input type="radio"/> Less than 1 <input type="radio"/> 9 - 15</p> <p><input type="radio"/> 1 - 3 <input type="radio"/> more than 15</p> <p><input type="radio"/> 4 - 8</p> |
|--|--|

Thank you for completing this questionnaire.

Spring 2005 Internal Customer Survey

Descriptions of ACC Offices/Services

President's Office

ACC Foundation – Manages the private, non-profit corporation established to encourage, solicit, receive, and administer gifts and bequests for the benefit of the college.

Governmental and Community Relations – Monitors legislative sessions and advocates community college agenda, develops and monitors relationships with local legislative delegation, coordinates ACC elections.

Institutional Effectiveness – Coordinates college-wide institutional effectiveness and quality improvement processes, and promotes the utilization of information for making effective decisions. Assists units with assessing effectiveness; publishes the ACC Fact Book, and other reports.

Internal Audit – Coordinates review of internal processes.

Marketing and Publications – Coordinates, develops, and produces major print publications, marketing plans, sponsorships, promotions, and direct mail campaigns; creates, oversees, and purchases newspaper, magazine, web, TV, and radio advertisements; coordinates top levels of the ACC website; provides word processing services.

Publications – Produces all major printed materials including credit and noncredit course schedules, college catalog, program brochures, recruitment materials, student handbook, etc.; provides editorial support to various campus units; compiles and writes Bulletin Board and Kudos; manages publication fulfillment to campuses and distribution to area agencies.

Word Processing – Generates instructional manuals and syllabi, PowerPoint presentations, booklets and organizational charts for numerous college-wide units.

Marketing and Promotions – Develops and implements program-specific and college-wide marketing strategies and market research; develops promotional materials and specialty items; coordinates sponsorships and promotions such as Ice Bats and Round Rock Express.

ACC Website Design Support – Manages the design and content of the top levels of the ACC website, responds to and takes appropriate action on web queries from the public; designs, creates and provides support for other college web pages and sites.

Public Information and Media Relations – Handles all aspects of dealing with print and broadcast media including writing press releases and providing College responses. Handles all Open Records Requests for the College. Coordinates the internal and external Speaker's Bureau and the College Experts list.

Office of the EVP for Academic, Student, and Campus Affairs - Oversees all instructional programs, student services, and campuses/centers. Provides leadership in support areas such as Master Planning, annexation initiatives, the Organizational Reference, and web information.

Office of the AVP for Academic Programs

Office of the Dean, Arts and Humanities – Leads and supports disciplines including art, music, dance, drama, creative writing, ESL, foreign language, and philosophy.

Office of the Dean, Communications – Leads and supports disciplines including speech, English, journalism, developmental writing, developmental reading, and developmental study skills.

Office of the Dean, Math and Sciences – Leads and supports disciplines including mathematics, engineering, biology, biotechnology, chemistry, and physics.

Office of the Dean, Social and Behavioral Sciences – Leads and supports disciplines including anthropology, economics, geography, government, history, psychology, and sociology.

Articulation Officer – Assists in addressing the needs and expectations of students who have declared their intent to transfer from ACC to a bachelor degree granting institution by providing faculty, counselors, advisors, and students with current and accurate information on course transfer and program articulation.

Office of the AVP for Workforce Education

Office of the Dean, Applied Technologies, Multimedia, and Public Service – Leads and supports disciplines including automotive, construction, commercial music, printing, child development, criminal justice, radio, TV, film, legal assistant, and related areas.

Office of the Dean, Business Studies – Leads and supports disciplines including accounting, culinary arts, marketing, management, real estate, travel, office systems, and related areas.

Descriptions of ACC Offices/Services (continued)

Office of the Dean, Computer Studies and Advanced Technology – Leads and supports disciplines including computer science, digital publishing, electronics, engineering design graphics, geomatics, visual communication design, and related areas.

Office of the Dean, Health Sciences – Leads and supports disciplines in the health-related programs.

Office of the Dean, Continuing Education – Leads and supports all non-credit continuing education and contract training functions.

Business Assessment Center – Provides assessment and testing services to business, industry and individuals on a fee basis.

Community Programs – Provides non-credit personal enrichment courses, the Senior Academy, the ACT Center, and summer youth programs.

Continuing Education – Coordinates and schedules non-credit classes and contract training for business and industry.

Continuing Education Business Operations – Provides all CE payroll, purchasing, and budget functions.

HBC Room Scheduling – Coordinates room reservations at HBC for classes and ACC meetings.

Health Professions Institute – Provides non-credit courses related to allied health professions and nursing continuing education.

Office of the Executive Dean, Customized Training – Provides contract training for business and industry

Adult Education – Offers non-credit instruction for GED and ESL students.

International Programs – Creates, promotes, and supports international initiatives that benefit ACC's students, faculty, and staff, and the Central Texas community.

Office of the AVP for Instructional Resources & Technology – Provides college-wide development and resources for instructional support services, faculty development, faculty evaluation, library services, distance learning, and video services.

Distance Learning – Develops and operates ACC's distance learning program that consists of print-based, online, interactive video, and instructional television courses.

Faculty and Staff Evaluation – Administers the faculty and staff evaluation process.

Instructional Development Services (IDS) -- Provides design and production of instructional and informational Websites, video and multimedia; instructional design for on-campus and distance learning courses, instructional materials, integration of instructional technologies, and assessment; instructional technology training; curriculum development through ACAPs and support for Instructional Program Review; and manages the College's Innovation Grant process.

Instructional Technology (Media & Computer Centers) – Provides faculty with technology support in the classroom and in technology development centers, and provides students with technology support in library media and open-access computer centers.

Library Services – Provides resources and services such as reference, instruction in how to access and use information, circulating materials, and access to electronic materials.

Professional Development – Coordinates professional and personal development opportunities for all ACC employees.

VCT Operations Office – Provides support for the Virtual College of Texas.

Video Services – Supports the production and distribution of video programming and streaming media and supports internal and external communications teleconferencing.

Office of AVP for Information Technology – Leads and oversees programming, operations, information systems, ACCNet services, and institutional records management for the College.

Administrative Services (Systems) – Responsible for the functionality, ease of use, access and security of the Datatel, ACCeTime, ACCeStaffing, Master Planning, Fiscal Year Budgeting, and Online Services software systems

Email Systems – Maintains all the necessary hardware, software and expertise required to send, receive, filter and store email for each college employee.

Help Desk (Help Center) – Provides basic support for student, faculty, and staff issues and provides a seamless transition to specialists in departments throughout the college to resolve more complex issues.

Descriptions of ACC Offices/Services (continued)

Institutional Records – Storage and Retrieval – Responsible for the storage, retrieval, and disposition of inactive records stored in the Records Center and on the Fortis imaging system.

Telephone Services – Maintains ACC's telecommunications infrastructure, adding, moving, and changing of telephones and voice mail services as well as making additions to and maintaining the telephone and computer cable infrastructure at all ACC campuses.

Office of the AVP for Instructional Support Services

Provost, Campus Operations – Provides leadership for the functions and operations of the ACC Campus Managers, Directors of Community Outreach and Student Recruitment and Campus Support Services; provides collaborative leadership for campus planning, construction, and renovation; and serves as a liaison to community organizations.

Bookstore – Markets textbooks and course materials, educational supplies, ACC logo gift items, convenience store items, and other sundries.

Campus Police – Provides security, parking enforcement, and emergency response on all campuses; investigates campus crimes; issues parking permits, and promotes safety.

Campus Management Offices – Oversee all campus operations.

Community Outreach – Works with external organizations as partners to increase awareness of ACC's programs and services.

Duplication Services (HBC) – Provides college-wide copiers and duplicating services for faculty and staff.

Learning Labs – Provides comprehensive resources and services to faculty, staff, and students to promote academic success and to assist students in becoming independent and active learners.

Student Recruitment – Coordinates recruiting at high schools.

Testing Centers – Provides fair and prompt testing support services to faculty and students for courses offered by the College.

Instructional Development – Provides college-wide Datatel scheduling of course sections.

Early College Start – Provides dual credit and other programs in partnership with service area independent school districts.

Grants Development – Assists individuals at the College who are seeking external funding for their department or program.

Office of the AVP for Retention & Student Services – Coordinates programs that support the teaching/learning process and that help students define and reach their educational and career goals.

Admissions & Records – Manages the admissions and registration processes for college-credit students, maintains records of students' academic progress, and certifies students for graduation.

Campus Student Services Offices – Provides entrance testing, new student orientation, academic advising, and educational and career counseling services to students.

Financial Aid – Provides access to federal, state and local assistance programs for eligible students.

Interpreter Services – Provides sign language interpreting and/or transliterating for deaf or hard of hearing students, faculty, and staff.

Office of Students with Disabilities – Provides academic accommodations to students with disabilities that are covered under the Americans with Disabilities Act.

Special Populations – Administers ACC's Carl D. Perkins Basic grant.

Student Life (Student Activities) – Coordinates student organizations, special events, campus publications, recognition ceremonies, and cultural heritage and leadership programs.

Texas Success Initiative (TSI) Office – Coordinates compliance with Texas Success Initiative regulations.

Office of the VP for Business Services

Controller – Directs, coordinates, and oversees the accounting system. Maintains adequate internal controls relative to the accuracy of account balances and proper treatment of revenue and expenses posted to the general ledger in accordance with GAAP and GASB guidelines. Also prepares, reports on, and analyzes the annual financial statements subject to external audits.

Descriptions of ACC Offices/Services (continued)

Accounts Payable – Issues payment to vendors for services rendered to the college.

General Ledger – Record that is posted for all the accounting transactions of the College, including Cash Receipts, Disbursements, Fixed Assets, Payroll, Student Accounting, and all other expenses for all the college departments.

Asset Management – Directs activities and establishes practices of the District's asset management program.

Student Accounting – Maintains student's accounts for accuracy in amounts billed and collected.

Cashier – Performs the collection and recording of funds received by the college, coordinates the disbursement of payroll, accounts payable, financial aid, and petty cash funds.

Purchasing – Purchases materials and services, including obtaining bids in compliance with Board policy.

Fixed Asset Inventory – Provides inventory control of all fixed assets.

Inventory/Receiving - Receives, warehouses, and delivers merchandise; drives intercampus mail delivery routes; collects surplus items; runs general stores; tracks assets; and meters the mail and packages.

Mail Services – Collects and distributes U.S. Postal Service and campus mail.

Budget & Finance – Directs, coordinates, and oversees the College's budget administration, preparation, implementation, analysis, and reporting.

Restricted Accounts – Provides accurate accounting information pertaining to federal, state, and local government restrictive accounts to funding agencies, Grants Development, and other college departments.

Environmental Health & Safety and Insurance – Monitors compliance with environmental health and safety regulations; conducts safety training; manages environmental testing and remediation; administers worker's compensation program; and manages liability insurance policies.

Facilities & Operations – Leads and oversees all facilities, grounds, and physical plant issues.

Buildings & Grounds – Provides and oversees maintenance activities for buildings and grounds at all campuses.

Grounds Keeping – Provides and oversees maintenance activities for grounds at all campuses.

Building Maintenance – Provides and oversees maintenance activities for buildings at all campuses.

In-House Construction – Provides carpentry and painting services for small renovations and routine upgrades.

Facilities & Construction - Manages the planning and construction of new facilities and the renovation of existing facilities.

Design & Construction – Provides design services for small renovations and manages outside vendors on large projects.

Custodial Day Services – Provide in-house janitorial services during the day.

Custodial Night Services – Provide in-house janitorial services during the night.

Office of the AVP for Human Resources

Benefits – Manages programs for benefits enrollments and changes including insurance, disability, retirement, coordinates ACC Money Purchase Plan, coordinates sick leave pool and FMLA, presents employee welfare programs and manages all other ACC benefits.

Compensation Services – Coordinates development of job descriptions, offers of employment, placement of new employees, reclassifications/upgrades, conducts and reports on the annual compensation surveys, and completes other agency surveys.

Employment/Hiring Services – Oversees the application process, advertises/posts positions, processes applications for all positions, trains committees, recruits faculty and staff and coordinates new employee orientation.

Payroll Office – Provides payroll checks, manages the eTime Report system, trains supervisors on eTime, records payroll deductions, coordinates vendor payroll deductions, and reconciles ACC payroll accounts.

Records – Manages employee information for all ACC employee classifications, processes personnel contracts, agreements and personnel forms, processes data for payroll, oversees credential certification process, conducts verification of employment, responds to Open Records Requests, trains personnel, maintains employee permanent files, and automates employee oriented processes.