

# Spring 2005 Internal College Survey Office Reports

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## AVP for Instructional Resources & Technology

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

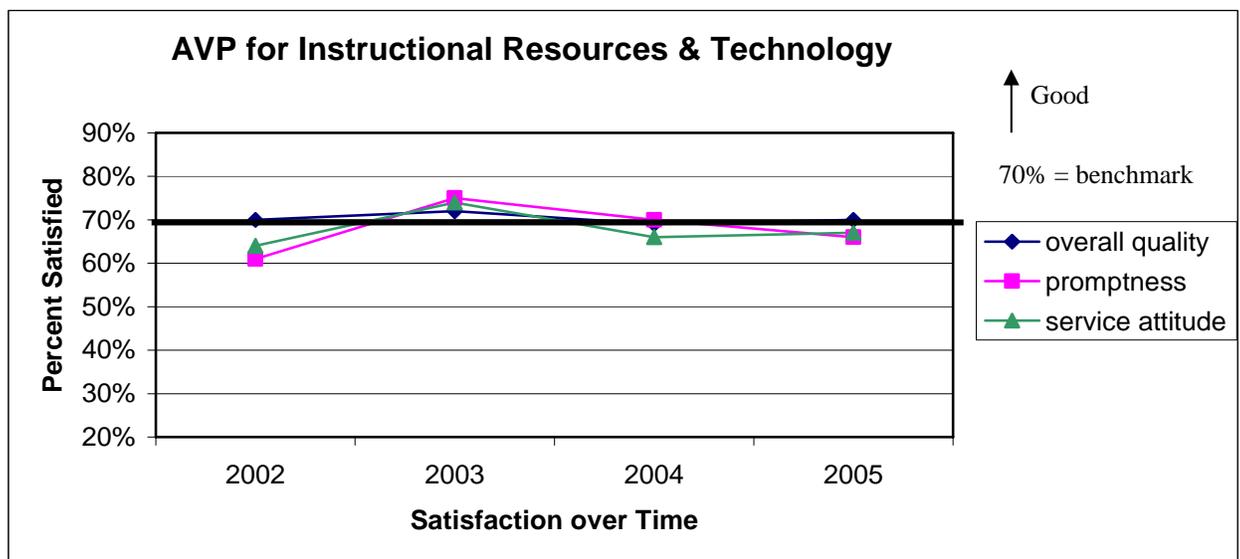
### Who uses this office?

Of the 580 survey respondents, 110 (19%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. Of those respondents:

- 63% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (25 respondents) were Full-time Faculty;
- 5% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 10% (11 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 94 to 110.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>AVP for Instructional Resources &amp; Technology</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	51	70%	11	15%	11	15%	42	72%	10	17%	6	10%	57	69%	19	23%	7	8%	71	70%	18	18%	13	13%
promptness	43	61%	15	21%	12	17%	43	75%	9	16%	5	9%	57	70%	16	20%	9	11%	65	66%	23	23%	11	11%
service attitude	44	64%	13	19%	12	17%	42	74%	10	18%	5	9%	55	66%	15	18%	13	16%	68	67%	20	20%	13	13%

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

Results for this period reflect a relatively flat trend in respondent satisfaction in all measured categories for this office from 2004 to 2005. The results for both *overall quality* and *service attitude* increased by one percentage point while *promptness* dropped 4 percentage points in respondent satisfaction for this period. Over a four year period, results for *overall quality* are flat while *promptness* increased by 5 percentage points and *service attitude* by 3.

## Distance Learning

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

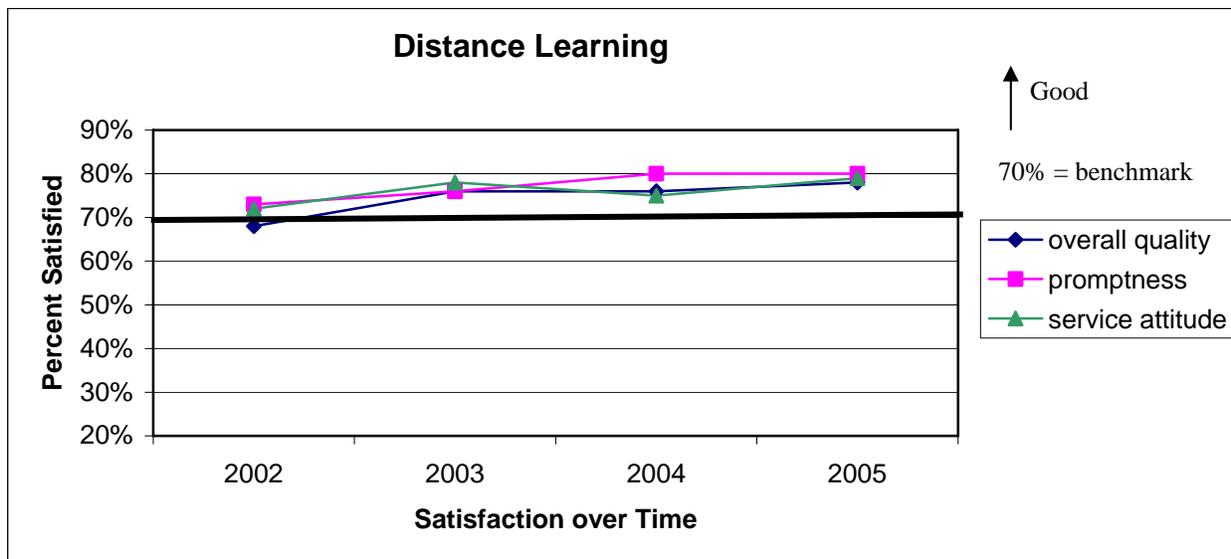
### Who uses this office?

Of the 580 survey respondents, 164 (28%) reported having requested or received services from Distance Learning in the past year. Of those respondents:

- 56% (92 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 29% (47 respondents) were Full-time Faculty;
- 9% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (11 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 135 to 164.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Distance Learning Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	79	68%	25	21%	13	11%	75	76%	15	15%	9	9%	102	76%	21	16%	12	9%	126	78%	25	15%	11	7%
promptness	83	73%	20	18%	10	9%	74	76%	17	18%	6	6%	106	80%	14	11%	13	10%	124	80%	20	13%	11	7%
service attitude	81	72%	23	21%	8	7%	76	78%	12	12%	9	9%	100	75%	16	12%	17	13%	123	79%	21	13%	12	8%

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

Results for this period reflect a small change in respondent satisfaction for this office of 0 to 4 percentage points in all measured categories. Overall, the results for each measure show improvement of 7 – 10 percentage points from those in 2002.

## Faculty and Staff Evaluation

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

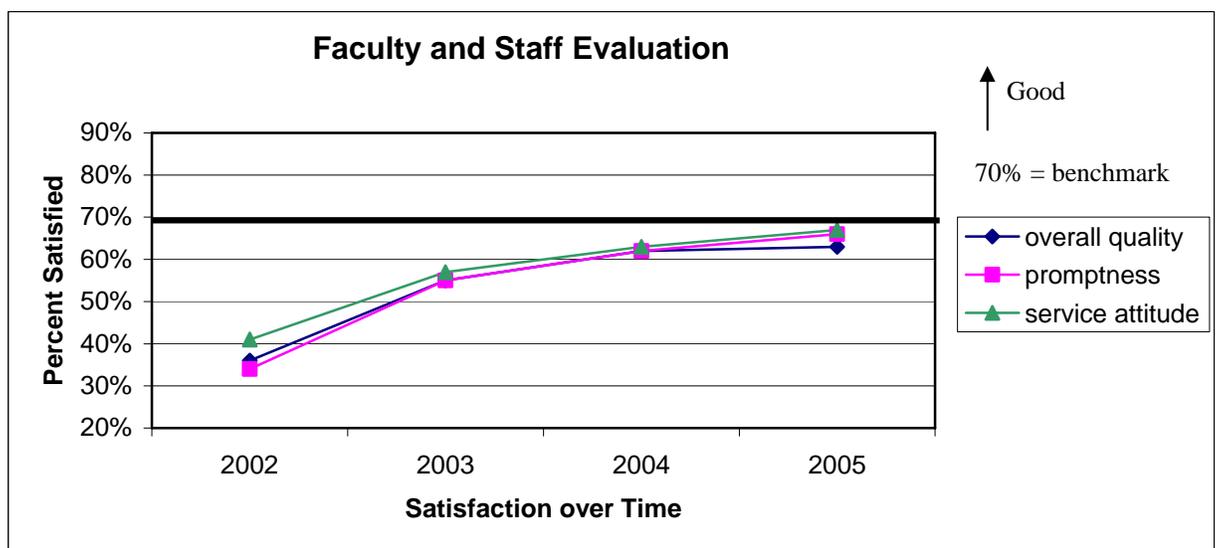
### Who uses this office?

Of the 580 survey respondents, 217 (37%) reported having requested or received services from Faculty and Staff Evaluation in the past year. Of those respondents:

- 45% (97 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 28% (60 respondents) were Full-time Faculty;
- 22% (47 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (13 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a slightly larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 193 to 217.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Faculty and Staff Evaluation</b>																								
<b>Comparison of Survey Results</b>																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	68	36%	48	26%	72	38%	93	55%	34	20%	41	24%	119	62%	41	22%	31	16%	135	63%	43	20%	35	16%
promptness	62	34%	48	26%	75	41%	89	55%	34	21%	39	24%	112	62%	42	23%	28	15%	132	66%	35	17%	34	17%
service attitude	76	41%	48	26%	61	33%	93	57%	36	22%	33	20%	115	63%	43	24%	25	14%	134	67%	42	21%	23	12%

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

Results for this period reflect a small increase in respondent satisfaction by 1 to 4 percentage points in all measured categories for this office. This increase continues a trend in improvements in levels of satisfaction with the services of this office. From 2002, this office has accomplished improvements of 26 – 32 percentage points in respondent satisfaction, a robust improvement.

## Instructional Development

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

### Who uses this office?

Of the 580 survey respondents, 121 (21%) reported having requested or received services from the Office of Instructional Development in the past year. Of those respondents:

- 55% (67 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (32 respondents) were Full-time Faculty;
- 7% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (13 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a slightly smaller percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 74 to 121.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Instructional Development</b>												
<b>Comparison of Survey Results</b>												
	<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	50	69%	5	7%	17	24%	79	68%	26	22%	11	9%
promptness	48	70%	9	13%	12	17%	76	67%	27	24%	10	10%
service attitude	51	73%	5	7%	14	20%	75	66%	26	23%	12	11%

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

Results in respondent levels of satisfaction dropped slightly, from 1 to 7 percentage points, across all measured categories in this survey period. It should be noted that the number of respondents for this office increased by 64%.

## Instructional Technology (Media & Computer Centers)

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

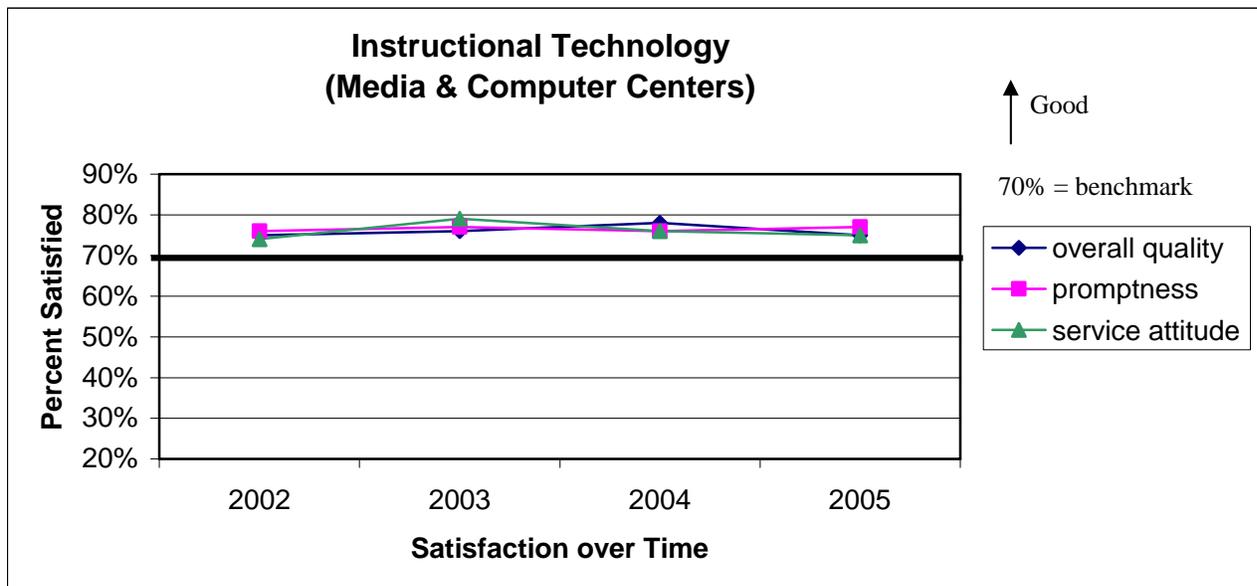
### Who uses this office?

Of the 580 survey respondents, 170 (29%) reported having requested or received services from Instructional Technology (Media & Computer Centers) in the past year. Of those respondents:

- 52% (88 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (44 respondents) were Full-time Faculty;
- 12% (20 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (18 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied than the previous three years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 159 to 170.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Instructional Technology (Media &amp; Computer Centers) Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	123	75%	20	12%	21	13%	107	76%	15	11%	18	13%	123	78%	21	13%	13	8%	124	75%	26	16%	16	10%
promptness	122	76%	22	14%	17	11%	104	77%	17	13%	14	10%	115	76%	21	14%	16	11%	125	77%	22	14%	15	9%
service attitude	118	74%	23	14%	19	12%	106	79%	14	10%	15	11%	116	76%	17	11%	20	13%	123	75%	24	15%	17	10%

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

Results for this office in respondent satisfaction have been relatively consistent from 2002 to 2005, with no or 3 percentage points increase in all measured categories over this period. For the 2005 period, there was slight decrease in *overall quality* (3 percentage points) and in *service attitude* (1 percentage point) and a slight increase in *promptness* (1 percentage point).

## Library Services

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

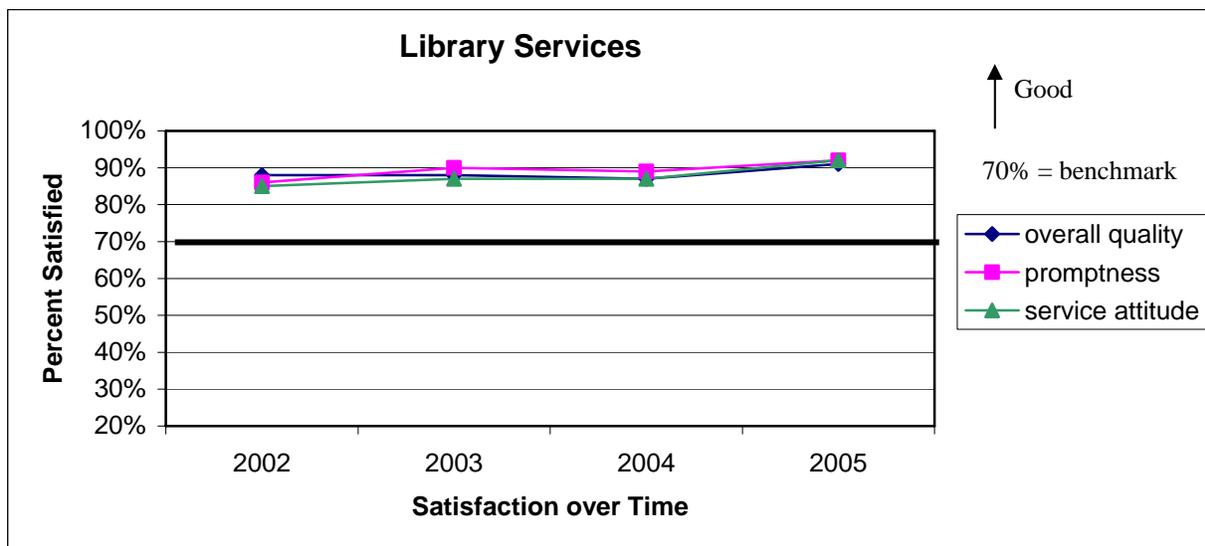
### Who uses this office?

Of the 580 survey respondents, 215 (37%) reported having requested or received services from Library Services in the past year. Of those respondents:

- 54% (117 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (54 respondents) were Full-time Faculty;
- 13% (29 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (15 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of this office as have been satisfied during the previous three years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 185 to 215.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Library Services</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	161	88%	15	8%	7	4%	138	88%	11	7%	7	4%	159	87%	11	6%	12	7%	192	91%	9	4%	11	5%
promptness	153	86%	15	8%	10	6%	136	90%	10	7%	5	3%	154	89%	10	6%	9	5%	190	92%	5	2%	12	6%
service attitude	153	85%	13	7%	13	7%	131	87%	14	9%	6	4%	150	87%	9	5%	14	8%	190	92%	7	3%	10	5%

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

This office has had consistently high satisfaction ratings from respondents since before 2002, with no category receiving less than 85% of all respondents indicating satisfaction with the services of the office. Results for this period continue these high levels of satisfaction with all measures now over 90% and reflecting an increase of 3 – 5 percentage points in the levels of satisfaction in all measured categories.

## Professional Development

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

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

Of the 580 survey respondents, 285 (49%) reported having requested or received services from Professional Development in the past year. Of those respondents:

- 58% (164 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (58 respondents) were Full-time Faculty;
- 13% (36 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (27 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 254 to 285.

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Professional Development Comparison of Survey Results</b>												
	<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	177	71%	39	16%	34	14%	213	77%	33	12%	31	11%
promptness	176	74%	38	16%	24	10%	210	79%	37	14%	20	7%
service attitude	181	76%	33	14%	26	11%	219	81%	28	10%	22	8%

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

Results in respondent levels of satisfaction increased, by 5 – 6 percentage points, across all measured categories in this survey period.

## VCT Operations

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

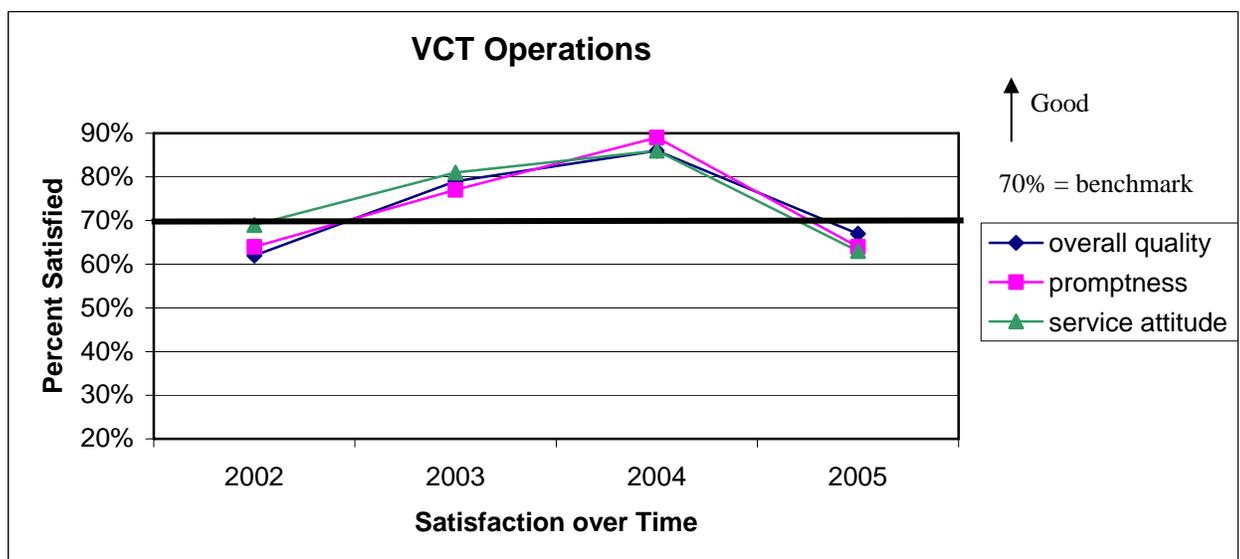
### Who uses this office?

Of the 580 survey respondents, 49 (8%) reported having requested or received services from VCT Operations in the past year. Of those respondents:

- 57% (28 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (13 respondents) were Full-time Faculty;
- 4% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 12% (6 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a smaller percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 36 to 49.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>VCT Operations Office</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	23	62%	10	27%	4	11%	23	79%	4	14%	2	7%	30	86%	3	9%	2	6%	31	67%	14	30%	1	2%
promptness	23	64%	10	28%	3	8%	23	77%	5	17%	2	7%	31	89%	3	9%	1	3%	30	64%	15	32%	2	4%
service attitude	25	69%	8	22%	3	8%	25	81%	4	13%	2	6%	30	86%	3	9%	2	6%	29	63%	16	35%	1	2%

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

Results for this period took a sharp drop in respondent satisfaction for this office, with results 19 to 25 percentage points lower in all measured categories for 2005. This reverses the trend where levels of satisfaction rose 17 to 25 percentage points in all categories over a span of two years.

## Video Support

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

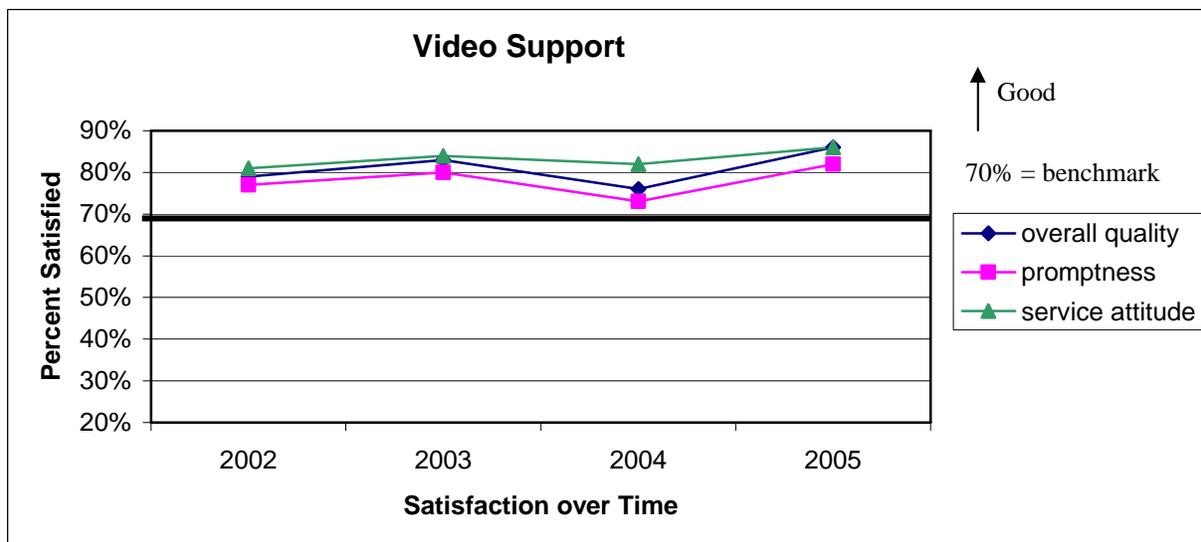
### Who uses this office?

Of the 580 survey respondents, 94 (16%) reported having requested or received services from Video Support in the past year. Of those respondents:

- 65% (61 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (14 respondents) were Full-time Faculty;
- 9% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 12% (11 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 71 to 94.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Video Support</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	56	79%	7	10%	8	11%	55	83%	5	8%	6	9%	54	76%	8	11%	9	13%	78	86%	9	10%	4	4%
promptness	53	77%	8	12%	8	12%	51	80%	6	9%	7	11%	49	73%	11	16%	7	10%	73	82%	14	16%	2	2%
service attitude	55	81%	8	12%	5	7%	54	84%	6	9%	4	6%	55	82%	4	6%	8	12%	77	86%	11	12%	2	2%

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

Results for this period reflect an increase in respondent satisfaction for this office, with results increasing by 4 – 10 percentage points for all measured categories. These increases reverse a small dip in the 2004 results and provide a positive trend from 2002, with increases of 5 – 7 percentage points across the categories.

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

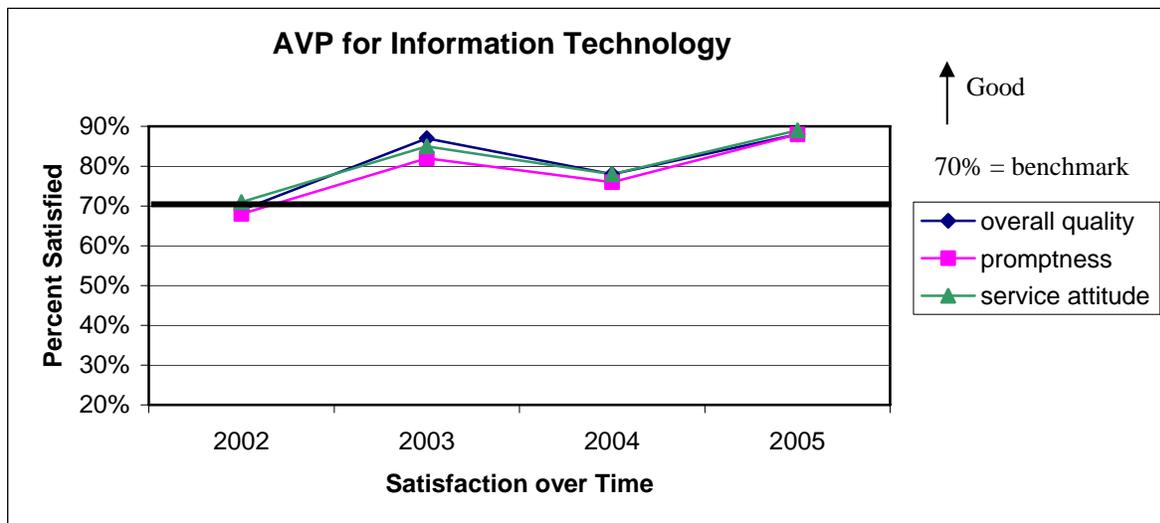
### Who uses this office?

Of the 580 survey respondents, 121 (21%) reported having requested or received services from the Office of the AVP for Information Technology in the past year. Of those respondents:

- 74% (90 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (21 respondents) were Full-time Faculty;
- 4% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 4% (5 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than the previous two years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 90 to 121.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Office of the AVP for Information Technology</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	52	69%	11	15%	12	16%	65	87%	8	11%	2	3%	67	78%	11	13%	8	9%	105	88%	10	8%	4	3%
promptness	50	68%	15	20%	9	12%	61	82%	10	14%	3	4%	62	76%	11	13%	9	11%	105	88%	10	8%	5	4%
service attitude	52	71%	10	14%	11	15%	64	85%	9	12%	2	3%	64	78%	10	12%	8	10%	106	89%	8	7%	5	4%

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

Results for this period reflect an increase of 10 – 12 percentage points in respondent satisfaction for this office in all measured categories. This increase reverses a drop in satisfaction from 2003 to 2004 and yields a four year improvement trend with increases of 18 – 20 percentage points across the measured categories.

## Administrative Services

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

### Who uses this office?

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

- 77% (94 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (17 respondents) were Full-time Faculty;
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (8 respondents) did not identify an employee category.

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

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

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Administrative Services</b>						
Comparison of Survey Results						
	<b>2005</b>					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	104	89%	9	8%	4	3%
promptness	100	87%	12	10%	3	3%
service attitude	103	90%	7	6%	5	4%

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

Due to organizational restructuring, there was not a comparable office to the Administrative Services in the previous survey periods.

## Email Systems

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

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

Of the 580 survey respondents, 272 (47%) reported having requested or received services from the Office of Email Systems in the past year. Of those respondents:

- 64% (175 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (42 respondents) were Full-time Faculty;
- 12% (33 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (22 respondents) did not identify an employee category.

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

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

In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Email Systems</b>						
Comparison of Survey Results						
	<b>2005</b>					
	satisfied		neutral		dissatisfied	
	n	%	n	%	n	%
overall quality	225	84%	23	9%	19	7%
promptness	220	85%	23	9%	16	6%
service attitude	227	88%	17	7%	15	6%

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

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

## Help Desk (Help Center) (formerly Computer Help Desk)

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

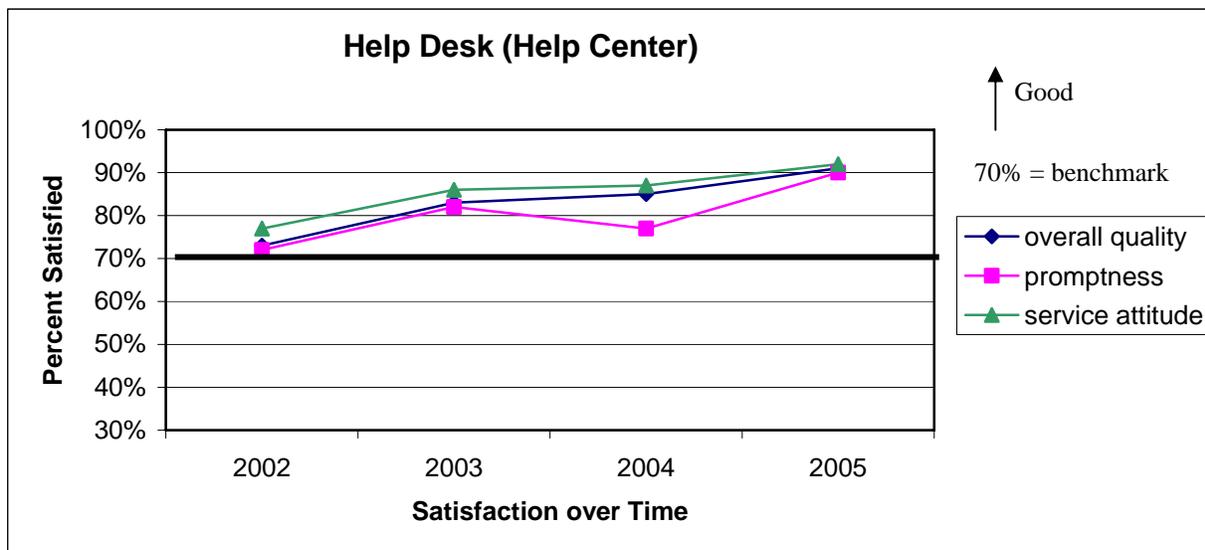
### Who uses this office?

Of the 580 survey respondents, 462 (80%) reported having requested or received services from the Office of the Help Desk in the past year. Of those respondents:

- 61% (283 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (90 respondents) were Full-time Faculty;
- 12% (57 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (32 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of this office than were last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 306 to 462.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Computer Help Desk (Help Center)</b>																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	169	73%	30	13%	32	14%	202	83%	18	7%	23	9%	256	85%	21	7%	25	8%	416	91%	23	5%	20	4%
promptness	164	72%	26	11%	37	16%	194	82%	16	7%	27	11%	226	77%	29	10%	37	13%	398	90%	21	5%	25	6%
service attitude	175	77%	23	10%	29	13%	206	86%	15	6%	18	8%	251	87%	18	6%	21	7%	405	92%	18	4%	18	4%

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

Results for this period reflect increases in respondent satisfaction for this office in all measured categories, with an increase of 5 – 13 percentage points from the year before. These results point to the improvements made in this office, yielding a four year trend of increased levels of respondent satisfaction with the services of this office improving by 15 – 18 percentage points.

## Institutional Records – Storage and Retrieval (formerly Records Management Office)

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

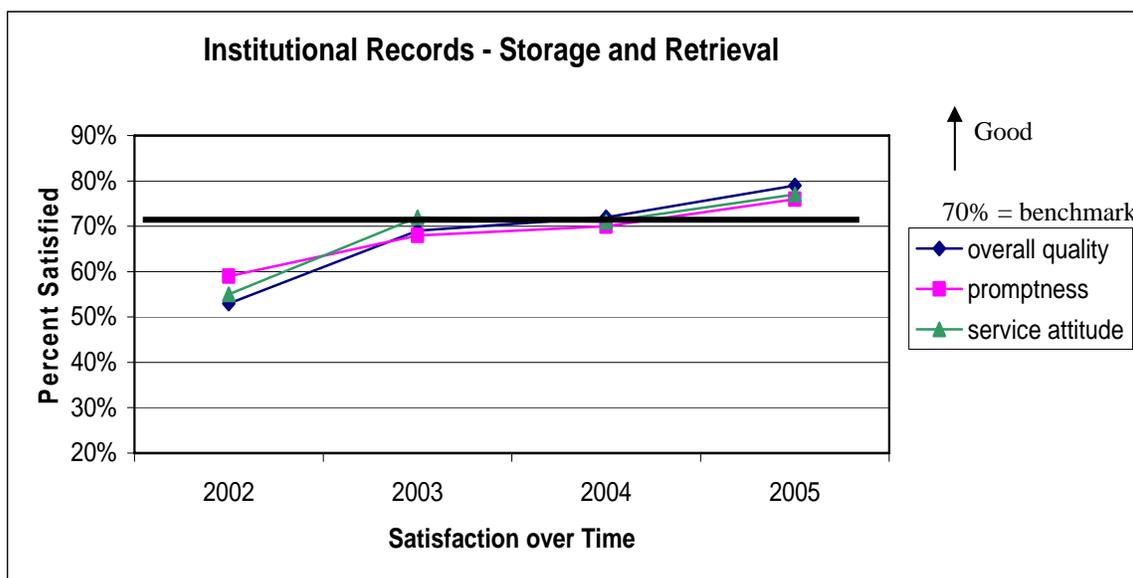
### **Who uses this office?**

Of the 580 survey respondents, 146 (25%) reported having requested or received services from the Institutional Records – Storage and Retrieval in the past year. Of those respondents:

- 77% (113 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (15 respondents) were Full-time Faculty;
- 6% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (9 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that a larger percentage of employees are satisfied with the services of the Office of Institutional Records – Storage and Retrieval than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 99 to 146.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Institutional Records - Storage and Retrieval (formerly Records Management Office) Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	31	53%	12	20%	16	27%	56	69%	11	14%	14	17%	71	72%	13	13%	14	14%	112	79%	18	13%	12	8%
promptness	33	59%	9	16%	14	25%	54	68%	13	16%	12	15%	66	70%	13	14%	15	16%	108	76%	22	15%	13	9%
service attitude	31	55%	11	20%	14	25%	57	72%	12	15%	10	13%	67	71%	14	15%	14	15%	111	77%	20	14%	13	9%

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

Results for this period reflect an increase of 6 – 7 percentage points in respondent satisfaction for this office in all measured categories in 2005. These values follow the positive trend of the last four years, with results now at 17 to 26 percentage points above ratings for 2002.

## Telephone Services

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

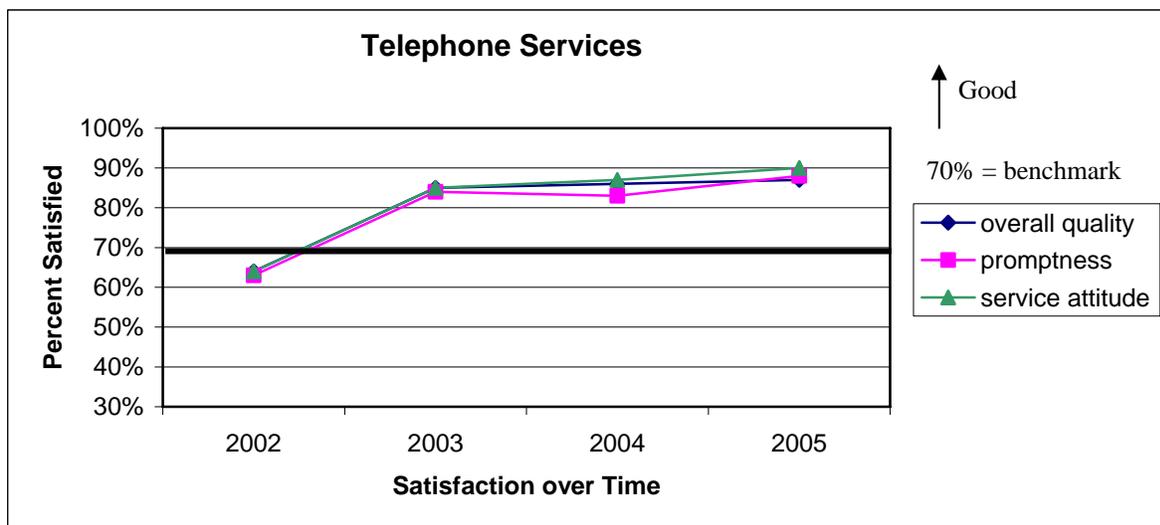
### Who uses this office?

Of the 580 survey respondents, 270 (47%) reported having requested or received services from the Office of Telephone Services in the past year. Of those respondents:

- 70% (190 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (40 respondents) were Full-time Faculty;
- 7% (20 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 7% (20 respondents) did not identify an employee category.

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

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 166 to 270.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

<b>Telephone Services</b>																								
<b>Comparison of Survey Results</b>																								
	<b>2002</b>						<b>2003</b>						<b>2004</b>						<b>2005</b>					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	84	64%	23	18%	24	18%	111	85%	11	8%	9	7%	140	86%	13	8%	10	6%	235	87%	22	8%	12	4%
promptness	79	63%	22	17%	25	20%	109	84%	12	9%	9	7%	129	83%	17	11%	9	6%	232	88%	20	8%	13	5%
service attitude	81	64%	20	16%	25	20%	111	85%	9	7%	10	8%	135	87%	9	6%	11	7%	238	90%	15	6%	12	5%

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

Results for this period reflect slight increases of 1 – 5 percentage points in respondent satisfaction in all measured categories for this office. Over a four year trend of improvement, this office has shown improvement in satisfaction levels, with increases of 23 – 26 percentage points.