

Spring 2005 Internal College Survey Office Reports

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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.

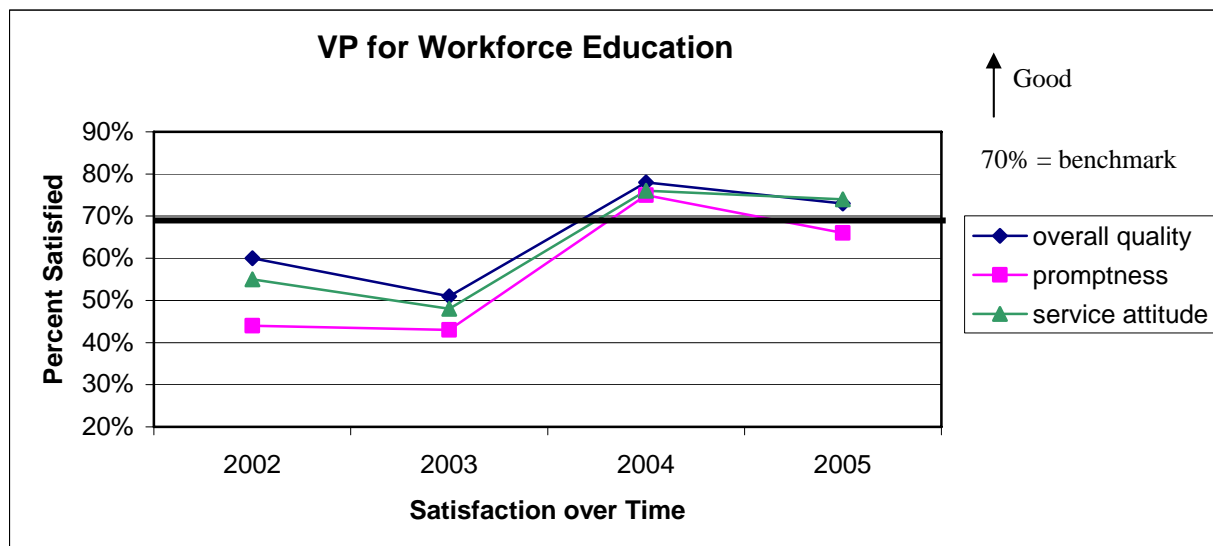
Who uses this office?

Of the 580 survey respondents, 122 (21%) reported having requested or received services from the Office of the VP for Workforce Education in the past year. Of those respondents:

- 69% (84 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (25 respondents) were Full-time Faculty;
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a smaller percentage of employees are satisfied across all measures surveyed. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 81 to 122.



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

VP for Workforce Education 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	43	60%	13	18%	16	22%	34	51%	13	19%	20	30%	60	78%	11	14%	6	8%	85	73%	19	16%	12	10%
promptness	31	44%	20	29%	19	27%	29	43%	18	27%	20	30%	56	75%	12	16%	7	9%	76	66%	21	18%	18	16%
service attitude	39	55%	16	23%	16	23%	32	48%	17	25%	18	27%	58	76%	12	16%	6	8%	84	74%	14	12%	16	14%

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

Results for this period reflect a drop in respondent satisfaction for this office, with decreases of 2 – 9 percentage points. With a 51% increase in the number of respondents, these results remain 22 – 26 percentage points about the results from 2003.

Dean, Applied Technologies, Multimedia, and Public Service

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.

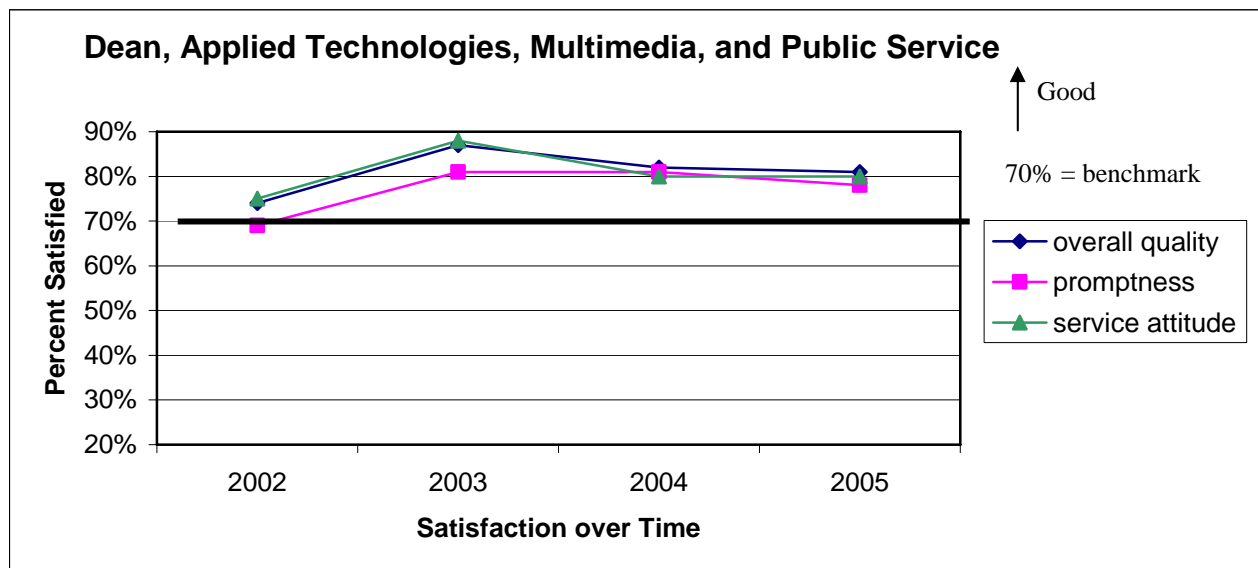
Who uses this office?

Of the 580 survey respondents, 112 (19%) reported having requested or received services from the Office of the Dean of Applied Technologies, Multimedia, and Public Service in the past year. Of those respondents:

- 65% (73 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24% (27 respondents) were Full-time Faculty;
- 3% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (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 about the same percentage of employees are satisfied with the services of this office as there were a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 85 to 112.



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.

Dean, Applied Technologies, Multimedia, and Public Service																								
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	59	74%	13	16%	8	10%	52	87%	4	7%	4	7%	69	82%	9	11%	6	7%	87	81%	17	16%	4	4%
promptness	53	69%	15	19%	199	12%	47	81%	7	12%	4	7%	66	81%	9	11%	7	9%	81	78%	15	14%	8	8%
service attitude	58	75%	11	14%	168	10%	51	88%	3	5%	4	7%	65	80%	8	10%	8	10%	82	80%	13	13%	8	8%

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

Results for this period showed a very slight drop in respondent satisfaction for this office. While there was no change in satisfaction levels with *service attitude*, there were small decreases in *overall quality* (1 percentage point) and *promptness* (3 percentage points). These results show improvements of 5 to 9 percentage points in satisfaction ratings from 2002.

Dean, Business Studies

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

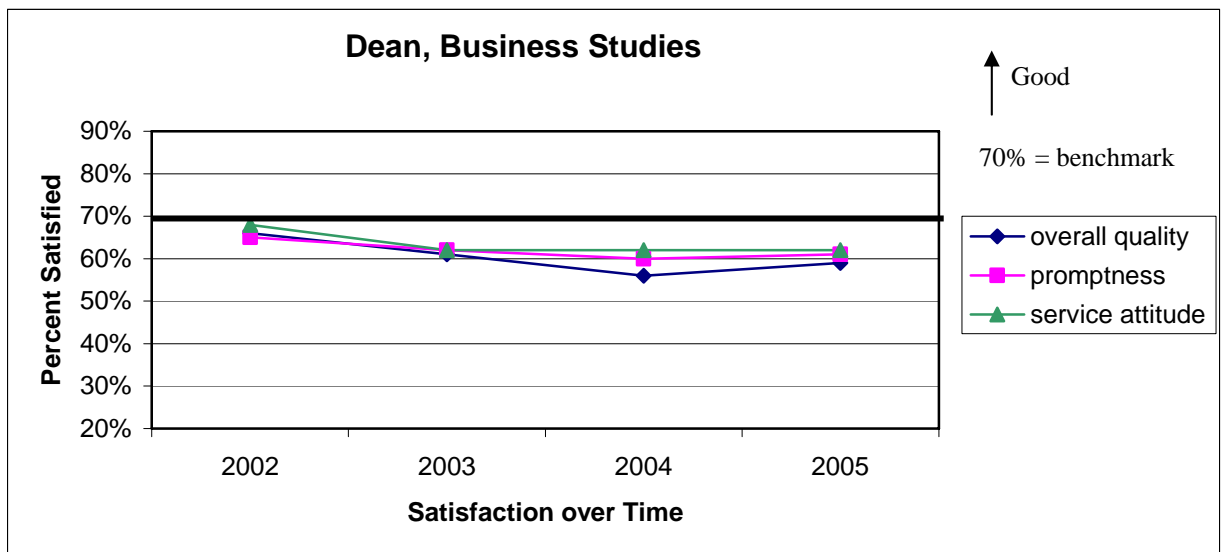
Who uses this office?

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

- 63% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (31 respondents) were Full-time Faculty;
- 4% (5 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 indicate about the same percentage of employees are satisfied with the services of this office as there were a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 80 to 118.



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

Dean, Business Studies 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	47	66%	13	18%	11	15%	41	61%	13	19%	13	19%	45	56%	19	24%	16	20%	69	59%	21	18%	26	22%
promptness	44	65%	14	21%	10	15%	40	62%	13	20%	12	18%	47	60%	17	22%	14	18%	70	61%	18	16%	27	23%
service attitude	44	68%	13	20%	8	12%	40	62%	14	22%	11	17%	48	62%	18	23%	12	15%	69	62%	20	18%	23	21%

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

Results for this period reflect mixed results in respondent satisfaction for this office. While *service attitude* remained constant, there were increases in satisfaction levels for *overall quality* (3 percentage points) and *promptness* (1 percentage point). Over four years, there were decreases in all measures of 4 – 7 percentage points.

Dean, Computer Studies and Advanced 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.

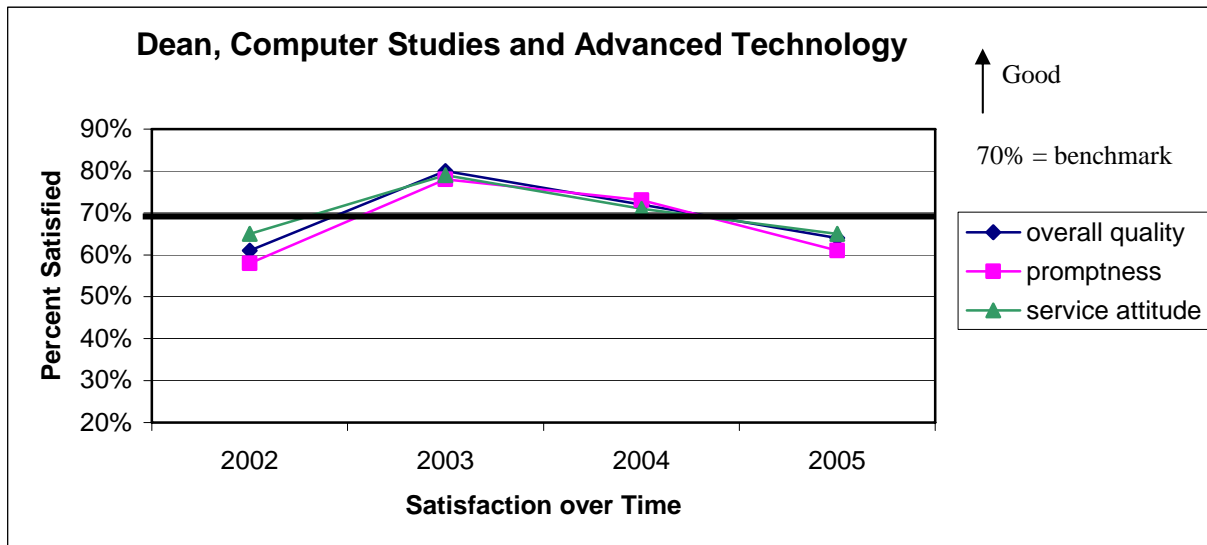
Who uses this office?

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

- 65% (68 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (23 respondents) were Full-time Faculty;
- 3% (3 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 a smaller percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has slightly increased from 71 to 105.



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

Dean, Computer Studies and Advanced Technology																								
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	45	61%	21	28%	8	11%	57	80%	8	11%	6	8%	51	72%	11	16%	9	13%	65	64%	21	21%	15	15%
promptness	41	58%	18	25%	12	17%	53	78%	9	13%	6	9%	50	73%	9	13%	10	15%	61	61%	19	19%	20	20%
service attitude	45	65%	17	25%	7	10%	54	79%	9	13%	5	7%	48	71%	12	18%	8	12%	66	65%	20	20%	15	15%

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

Results for this period reflect a decrease of 6 to 12 percentage points in respondent satisfaction for this office in all measured categories. This follows a similar decrease in satisfaction ratings for each category from 2003 to 2004. Over four years, *service attitude* was at the same level of satisfaction while *overall quality* and *promptness* were up slightly by 3 percentage points.

Dean, Health Sciences

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

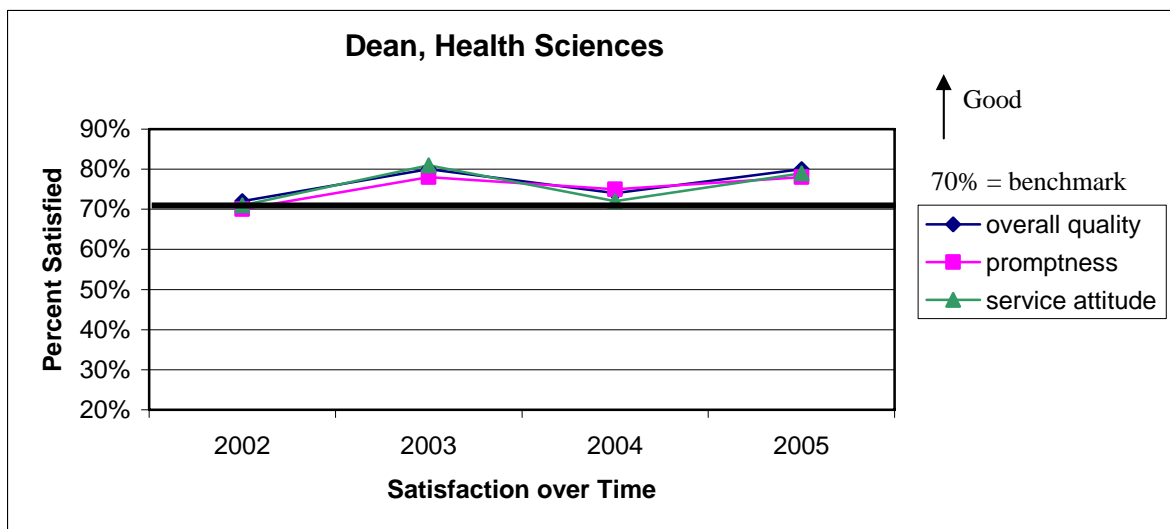
Who uses this office?

Of the 580 survey respondents, 129 (22%) reported having requested or received services from the Office of the Dean of Health Sciences in the past year. Of those respondents:

- 72% (93 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (27 respondents) were Full-time Faculty;
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 95 to 129.



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

Dean, Health Sciences 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	56	72%	14	19%	8	10%	61	80%	10	13%	5	7%	70	74%	17	18%	8	8%	102	80%	17	13%	8	6%
promptness	52	70%	14	19%	8	10%	57	78%	11	15%	5	7%	70	75%	14	15%	9	10%	98	78%	18	14%	10	8%
service attitude	52	71%	10	14%	11	15%	58	81%	10	14%	4	6%	68	72%	13	14%	13	14%	99	79%	17	13%	10	8%

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

Results for this period reflect an increase of 3 – 7 percentage points in respondent satisfaction for this office in all measured categories. After a decrease from 2003 to 2004, satisfaction levels are 8 percentage points higher now in all measured categories than the ratings in 2002.

Dean, Continuing Education

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

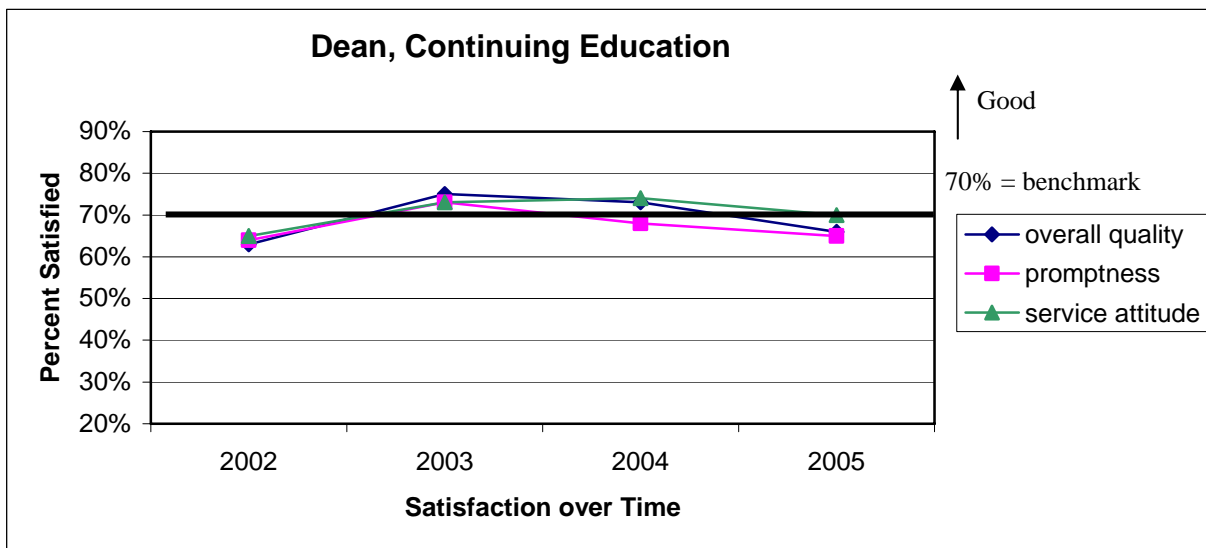
Who uses this office?

Of the 580 survey respondents, 123 (21%) reported having requested or received services from the Office of the Dean of Continuing Education in the past year. Of those respondents:

- 70% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (22 respondents) were Full-time Faculty;
- 3% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (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 smaller percentage of employees responding to this survey are satisfied with the services of this office than in the past year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 76 to 123.



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

Dean, Continuing Education Comparison of Survey Results																								
	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	50	63%	14	18%	15	19%	54	75%	9	13%	9	13%	53	73%	9	12%	11	15%	78	66%	27	23%	13	11%
promptness	47	64%	13	18%	13	18%	51	73%	10	14%	9	13%	49	68%	12	17%	11	15%	75	65%	26	22%	15	13%
service attitude	46	65%	14	20%	11	15%	51	73%	9	13%	10	14%	54	74%	10	14%	9	12%	81	70%	20	17%	15	13%

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

Results for this period reflect decreases in respondent satisfaction for this office in all measured categories. Category results dropped by 3 to 7 percentage points. Over a four year period, there is an overall improvement trend in respondent satisfaction of 1 to 5 percentage points.

Business Assessment Center

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

Who uses this office?

Of the 580 survey respondents, 47 (8%) reported having requested or received services from the Business Assessment Center in the past year. Of those respondents:

- 77% (36 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 11% (5 respondents) were Full-time Faculty;
- 2% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (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 that about the same percentage of employees responding to this survey are satisfied with the services of this office than in the past year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 20 to 47.

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

Business Assessment Center												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	10	56%	5	28%	3	17%	27	59%	14	30%	5	11%
promptness	10	56%	6	33%	2	11%	25	57%	14	32%	5	11%
service attitude	10	56%	6	33%	2	11%	25	57%	15	34%	4	9%

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

Although the number of respondents for this office increased by 135%, the satisfaction levels for each of the measures remained relatively consistent, each within 1 to 3 percentage points.

Community Programs

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

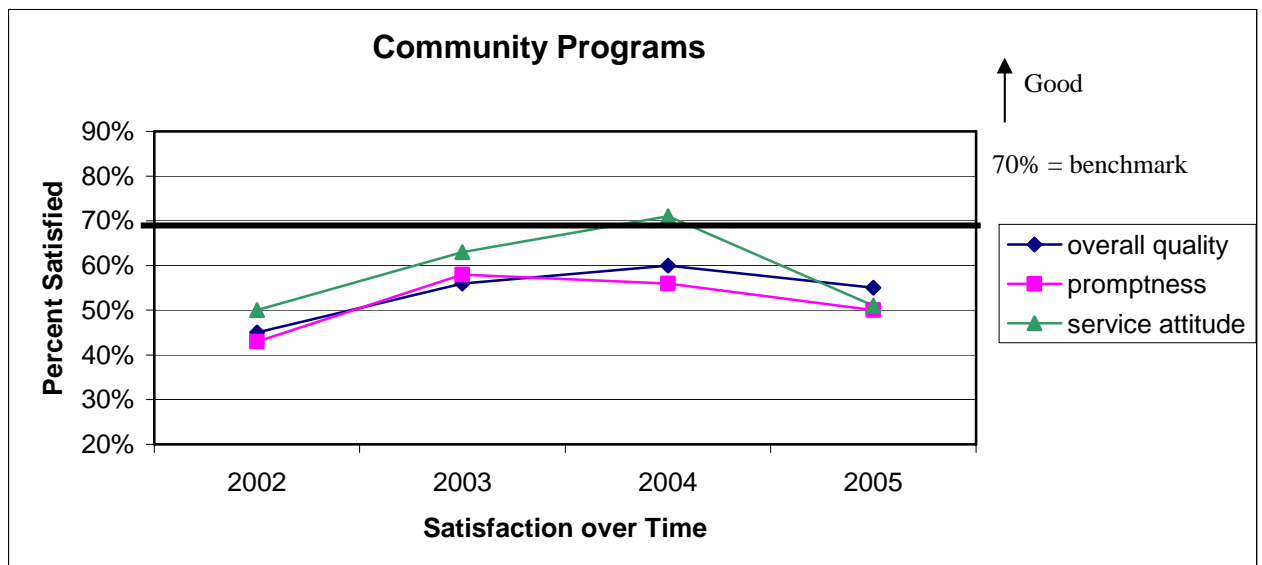
Who uses this office?

Of the 580 survey respondents, 71 (12%) reported having requested or received services from Community Programs in the past year. Of those respondents:

- 73% (52 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (10 respondents) were Full-time Faculty;
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (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 indicate a smaller percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 36 to 71.



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

Community Programs 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	13	45%	7	24%	9	31%	15	56%	6	22%	6	22%	21	60%	9	26%	5	14%	38	55%	18	26%	13	19%
promptness	12	43%	9	32%	7	25%	15	58%	4	15%	7	27%	19	56%	9	27%	6	18%	33	50%	17	26%	16	24%
service attitude	14	50%	7	25%	7	25%	17	63%	4	15%	6	22%	24	71%	6	18%	4	12%	34	51%	19	28%	14	21%

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

With an 87% increase in respondents, results for this office in respondent satisfaction showed decreases of 5 percentage points in *overall quality*, 6 percentage points in *promptness*, and 20 percentage points in *service attitude*. This yields four year trends of increases in respondent satisfaction of 1 to 10 percentage points.

Continuing Education

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.

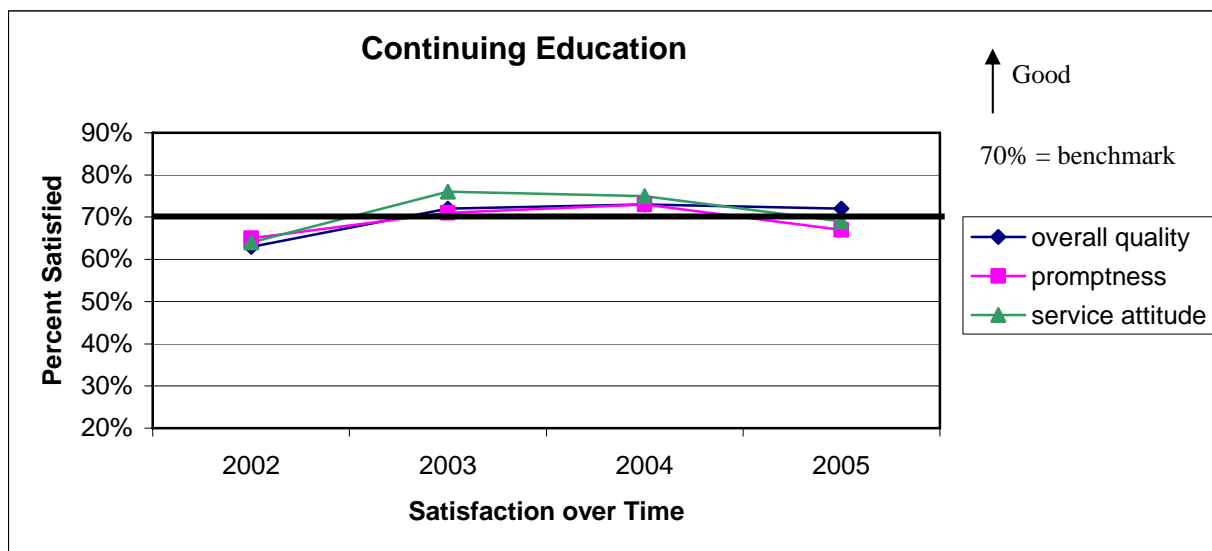
Who uses this office?

Of the 580 survey respondents, 159 (27%) reported having requested or received services from Continuing Education in the past year. Of those respondents:

- 70% (111 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (27 respondents) were Full-time Faculty;
- 6% (10 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 that a slightly smaller percentage 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 121 to 159.



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

Continuing Education 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	67	63%	24	22%	16	15%	61	72%	14	16%	10	12%	88	73%	18	15%	14	12%	112	72%	23	15%	20	13%
promptness	67	65%	19	18%	17	17%	60	71%	11	13%	13	15%	82	73%	11	10%	20	18%	101	67%	28	19%	22	15%
service attitude	65	64%	22	22%	14	14%	62	76%	9	11%	11	13%	85	75%	11	10%	17	15%	103	69%	26	17%	21	14%

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

Results in respondent satisfaction for this office have slightly decreased from 2004 to 2005. Measures had drops in levels of satisfaction from 1 to 6 percentage points. A four year trend shows increases from 2 to 9 percentage points for this office.

Continuing Education Business Services

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

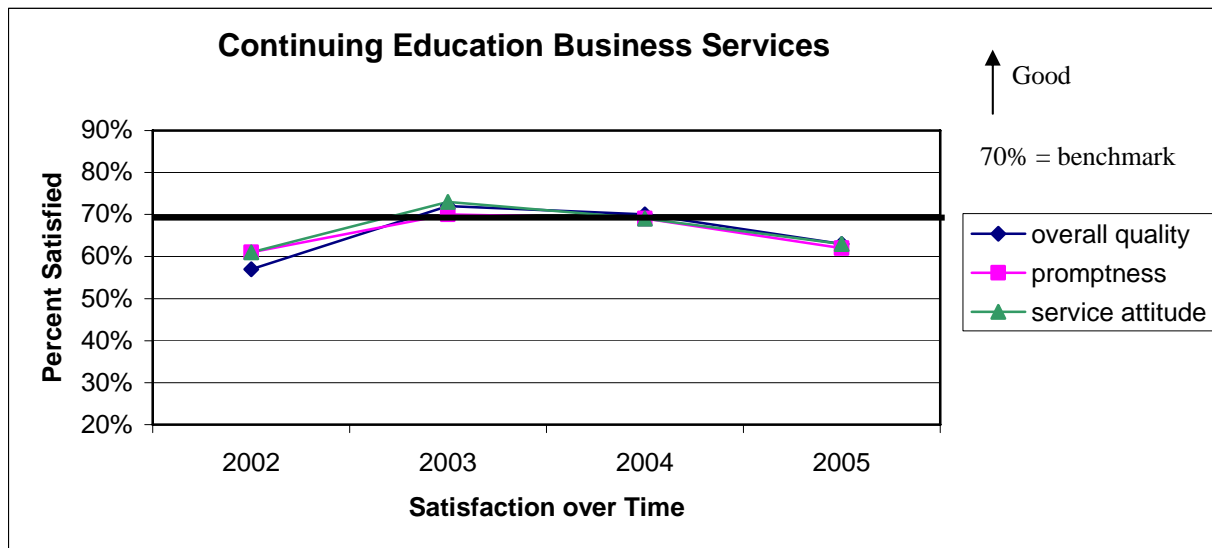
Who uses this office?

Of the 580 survey respondents, 64 (11%) reported having requested or received services from the Continuing Education Business Operations in the past year. Of those respondents:

- 81% (52 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 8% (5 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (7 respondent) 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 smaller percentage of employees are satisfied with the services of this office than were satisfied last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 60 to 64.



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

Continuing Education Business Services																								
Comparison of Survey Results																								
	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	34	57%	14	23%	12	20%	44	72%	8	13%	9	15%	39	70%	9	16%	8	14%	40	63%	16	25%	7	11%
promptness	34	61%	11	20%	11	20%	42	70%	7	12%	11	18%	37	69%	7	13%	10	19%	37	62%	17	28%	6	10%
service attitude	34	61%	10	18%	12	21%	43	73%	9	15%	7	12%	38	69%	7	13%	10	18%	38	63%	15	25%	7	12%

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

Results for this period reflect a decrease in respondent satisfaction for this office in all measured categories. Categories dropped by 6 to 7 percentage points during the current period. These results indicate satisfaction levels close to those in 2002.

HBC Room Scheduling

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.

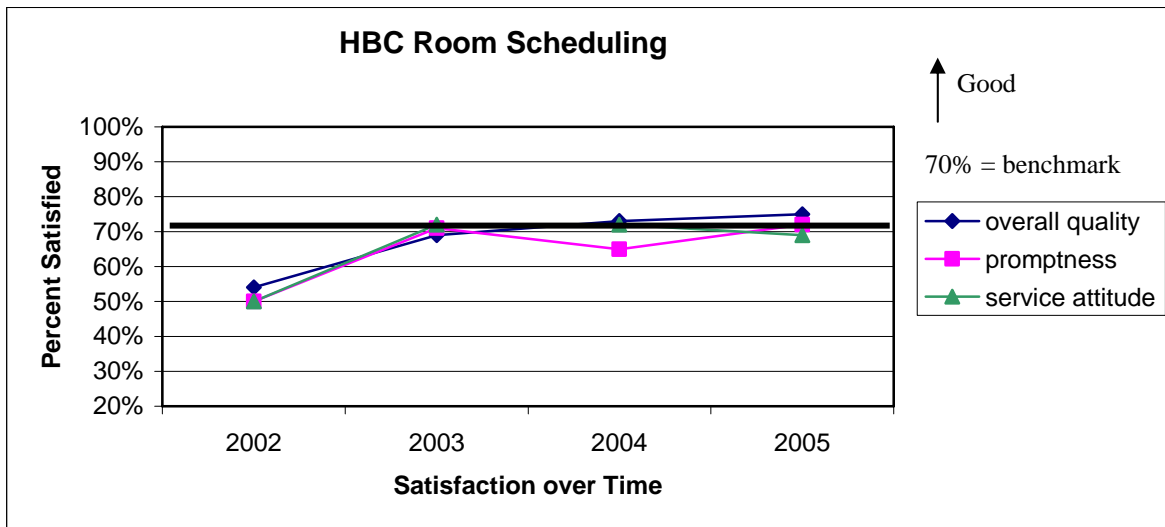
Who uses this office?

Of the 580 survey respondents, 137 (24%) reported having requested or received services from HBC Room Scheduling in the past year. Of those respondents:

- 75% (103 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 12% (16 respondents) were Full-time Faculty;
- 2% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 11% (15 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal Customer Survey indicate about the same percentage of employees are satisfied overall with the services of this office than a year ago. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 104 to 137.



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

HBC Room Scheduling Comparison of Survey Results																								
	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	53	54%	26	26%	20	20%	68	69%	16	16%	14	14%	74	73%	11	11%	17	17%	101	75%	23	17%	10	7%
promptness	48	50%	20	21%	28	29%	68	71%	12	13%	16	17%	63	65%	16	17%	18	19%	96	72%	23	17%	14	11%
service attitude	48	50%	25	26%	23	24%	69	72%	16	17%	11	11%	71	72%	14	14%	14	14%	92	69%	25	19%	16	12%

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

Results in respondent satisfaction for this office in 2005 are mixed. There was an increase in satisfaction of 2 percentage points for *overall quality* and 7 percentage points in *promptness*, and a drop of 3 percentage points in satisfaction in *service attitude*. In looking at four years of results, this office shows improvement in respondent satisfaction of 19 – 22 percentage points in all measured categories.

Health Professions Institute

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.

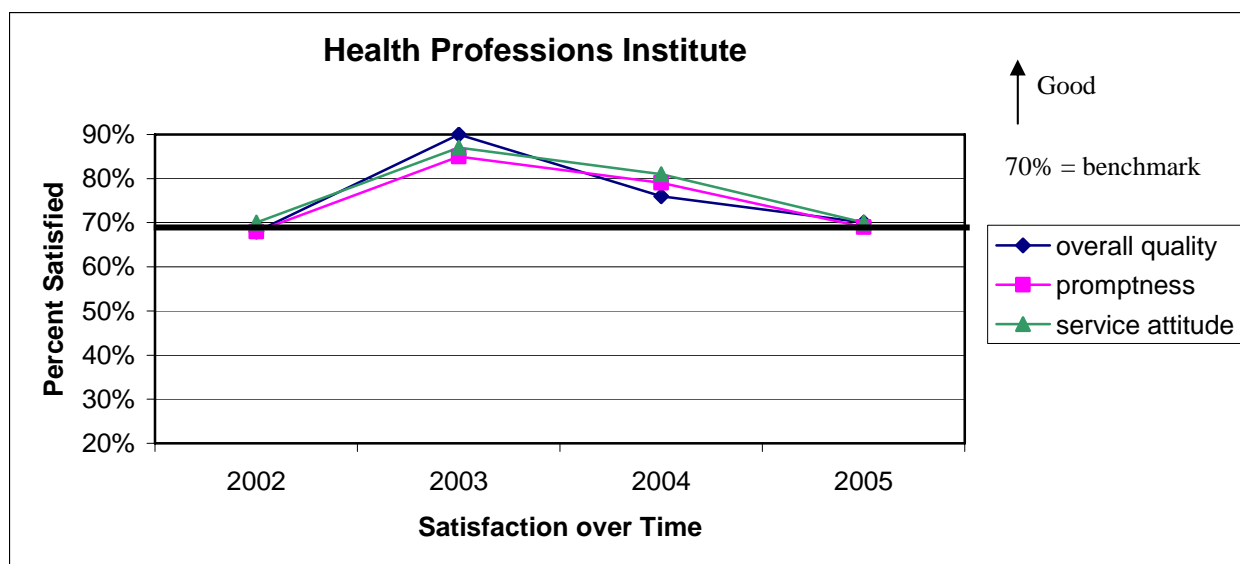
Who uses this office?

Of the 580 survey respondents, 88 (15%) reported having requested or received services from Health Professions Institute in the past year. Of those respondents:

- 77% (68 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (12 respondents) were Full-time Faculty;
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (7 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a smaller percentage of employees are satisfied with the services of this office than the previous year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office increased from 50 to 88.



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

Health Professions Institute 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	26	68%	6	16%	6	16%	36	90%	2	5%	2	5%	37	76%	7	14%	5	10%	61	70%	20	23%	6	7%
promptness	25	68%	6	16%	6	16%	33	85%	3	8%	3	8%	38	79%	5	10%	5	10%	59	69%	20	23%	7	8%
service attitude	26	70%	6	16%	4	14%	34	87%	4	10%	1	3%	39	81%	6	13%	3	6%	60	70%	18	21%	8	9%

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

The results in respondent satisfaction for this office continued a decline in all measured categories, dropping by 6 to 11 percentage points from 2004 to 2005. It should be noted that while the results remain high, the 2005 results are 16 – 20 percentage points lower than the 2003 results.

Executive Dean, Customized Training

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.

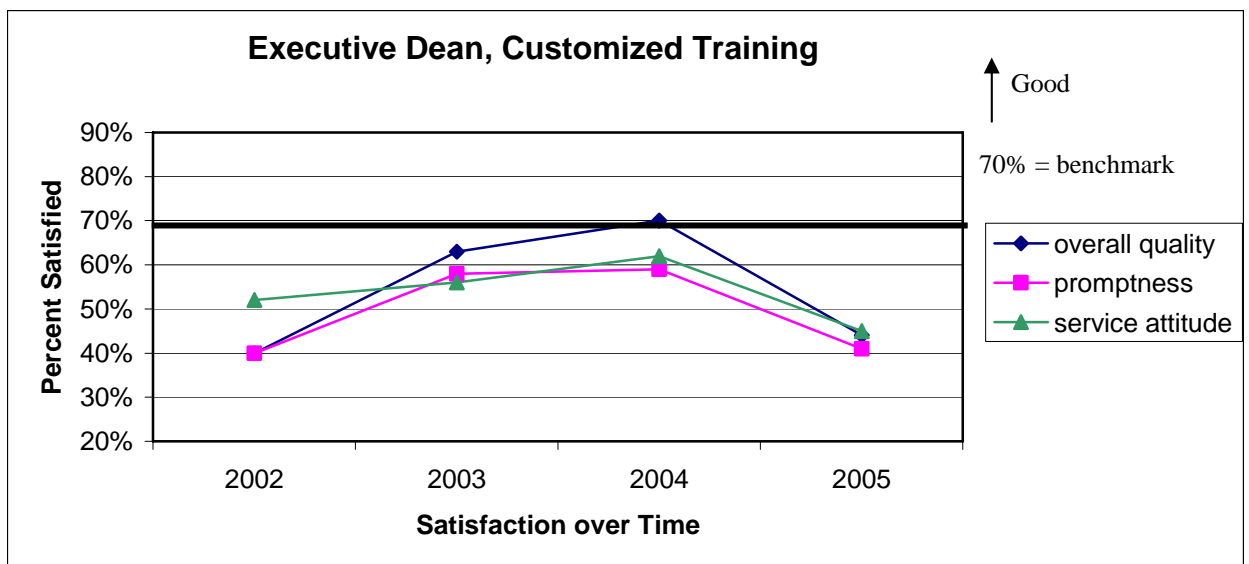
Who uses this office?

Of the 580 survey respondents, 66 (11%) reported having requested or received services from Customized Training in the past year. Of those respondents:

- 76% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (11 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 8% (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 lower 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 31 to 66.



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

Executive Dean, Customized Training																								
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	12	40%	10	33%	8	27%	20	63%	5	16%	7	22%	21	70%	5	17%	4	13%	28	44%	22	34%	14	22%
promptness	10	40%	8	32%	7	28%	19	58%	5	15%	9	27%	16	59%	8	30%	3	11%	26	41%	20	32%	17	27%
service attitude	13	52%	8	32%	4	16%	18	56%	7	22%	7	22%	16	62%	7	27%	3	12%	28	45%	18	29%	16	26%

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

Results in respondent satisfaction showed decreases of 17 - 26 percentage points in all measured categories over this period. This follows increases in satisfaction levels in 2003 and 2004. Current results yield a four year trend that is relatively flat.

Adult Education

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.

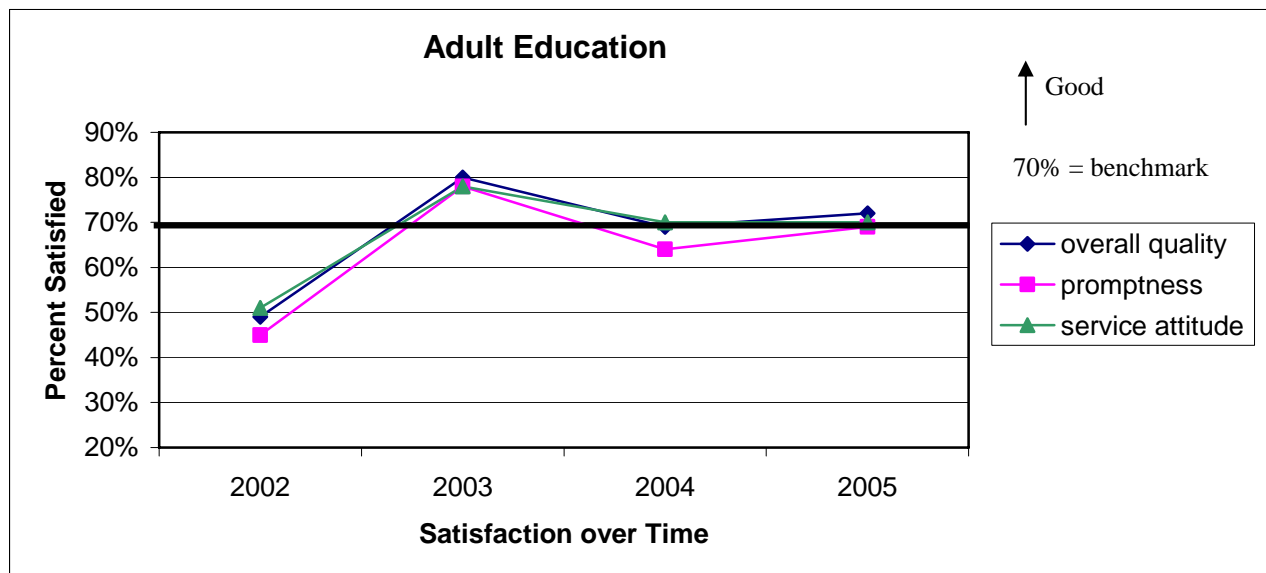
Who uses this office?

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

- 79% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (12 respondents) were Full-time Faculty;
- 0% (0 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (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 indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 59 to 94.



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

Adult Education																								
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	27	49%	12	22%	16	29%	39	80%	5	10%	5	10%	40	69%	10	17%	8	14%	67	72%	17	18%	9	10%
promptness	24	45%	16	30%	13	25%	38	78%	6	12%	5	10%	35	64%	10	18%	10	18%	63	69%	18	20%	10	11%
service attitude	27	51%	14	26%	12	23%	38	78%	7	14%	4	8%	39	70%	7	13%	10	18%	63	70%	18	20%	9	10%

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

Results for this period reflect an increase in respondent satisfaction for this office of 0 – 5 percentage points in all measured categories. In looking at four years of data, this office currently has satisfaction levels that are now 19 to 24 percentage points higher than the 2002 levels.

International Programs

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

Who uses this office?

Of the 580 survey respondents, 84 (14%) reported having requested or received services from the Office of International Programs in the past year. Of those respondents:

- 69% (58 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (15 respondents) were Full-time Faculty;
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 12% (10 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey are mixed in the changes in percentages of employees satisfied with the services of this office from 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 55 to 84.

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

International Programs												
Comparison of Survey Results												
	2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	31	57%	10	19%	13	24%	49	60%	17	21%	15	19%
promptness	30	58%	11	21%	11	21%	47	59%	17	22%	15	19%
service attitude	36	68%	8	15%	9	17%	52	63%	16	20%	14	17%

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

Results from respondent levels of satisfaction increased by 3 percentage points for *overall quality*, by 1 percentage point for *promptness*, and decreased by 5 percentage points for *service attitude*.