

Summer 2006 Internal College Survey Office Reports

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VP for Academic Transfer and General & Developmental Education Programs

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

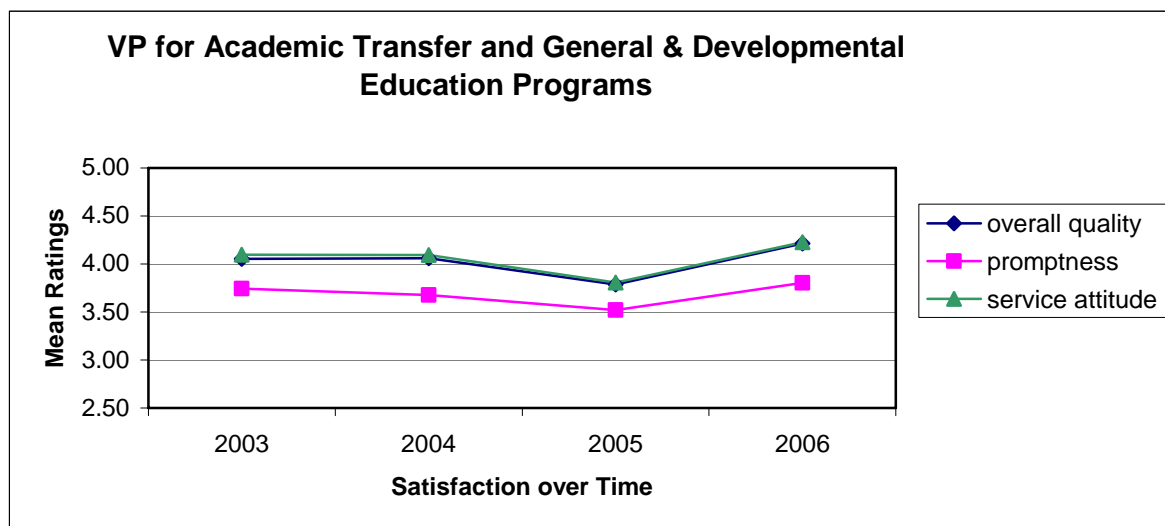
Who uses this office?

Of the 481 survey respondents, 67 (13.9%) reported having requested or received services from the Office of the VP for Academic and General & Developmental Education Programs in the past year. Of those respondents:

- 66% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (18 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels did decrease between 2004 and 2005 but have now climbed above the 2004 levels. The mean ratings for satisfaction with promptness have been consistently lower than for overall quality and service attitude.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

VP for Academic Transfer and General & Developmental Education Programs														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	93	4.05	0.98	101	4.06	1.03	118	3.79	1.25	66	4.21	0.95	0.42	0.16
promptness	94	3.74	1.15	96	3.68	1.30	117	3.52	1.24	66	3.80	1.32	0.28	0.06
service attitude	94	4.10	1.05	98	4.09	1.08	119	3.81	1.26	66	4.23	1.05	0.42	0.13

Satisfaction Scores
 1= Very Dissatisfied
 2= Dissatisfied
 3= Neutral
 4= Satisfied
 5= Very Satisfied

Dean, Arts and Humanities

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

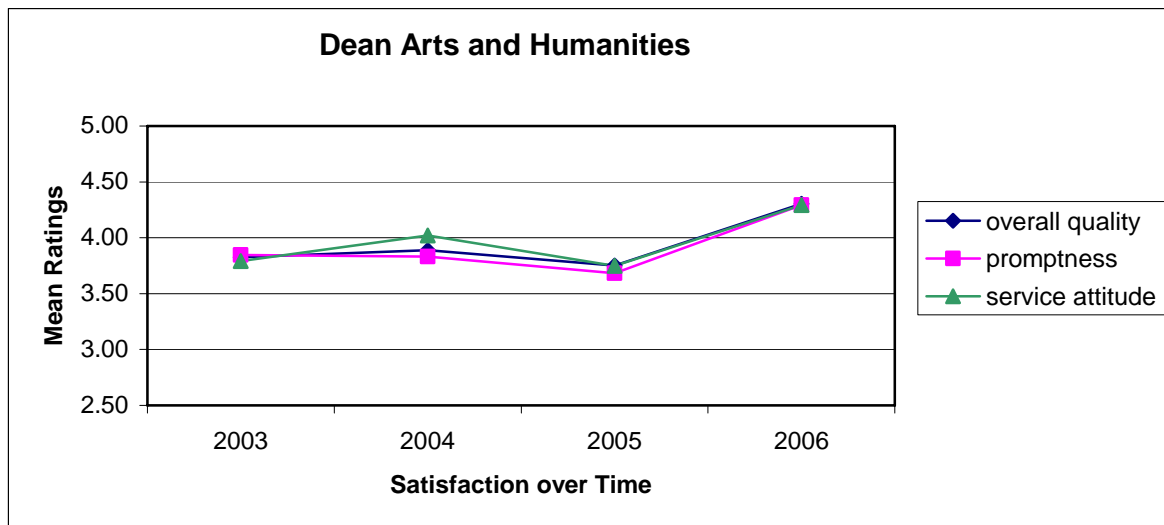
Who uses this office?

Of the 481 survey respondents, 75 (15.6%) reported having requested or received services from the Office of the Dean of Arts and Humanities in the past year. Of those respondents:

- 67% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (16 respondents) were Full-time Faculty;
- 12% (9 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate substantial increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels did decrease between 2004 and 2005 but have now climbed above the 2004 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

Dean, Arts and Humanities Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	75	3.83	1.19	100	3.89	1.18	109	3.75	1.22	72	4.31	0.91	0.55	0.48
promptness	71	3.85	1.23	95	3.83	1.24	107	3.68	1.23	72	4.29	0.91	0.61	0.45
service attitude	72	3.79	1.30	95	4.02	1.19	108	3.75	1.27	72	4.29	0.90	0.54	0.50

Satisfaction Scores
 1= Very Dissatisfied
 2= Dissatisfied
 3= Neutral
 4= Satisfied
 5= Very Satisfied

Dean, Communications

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

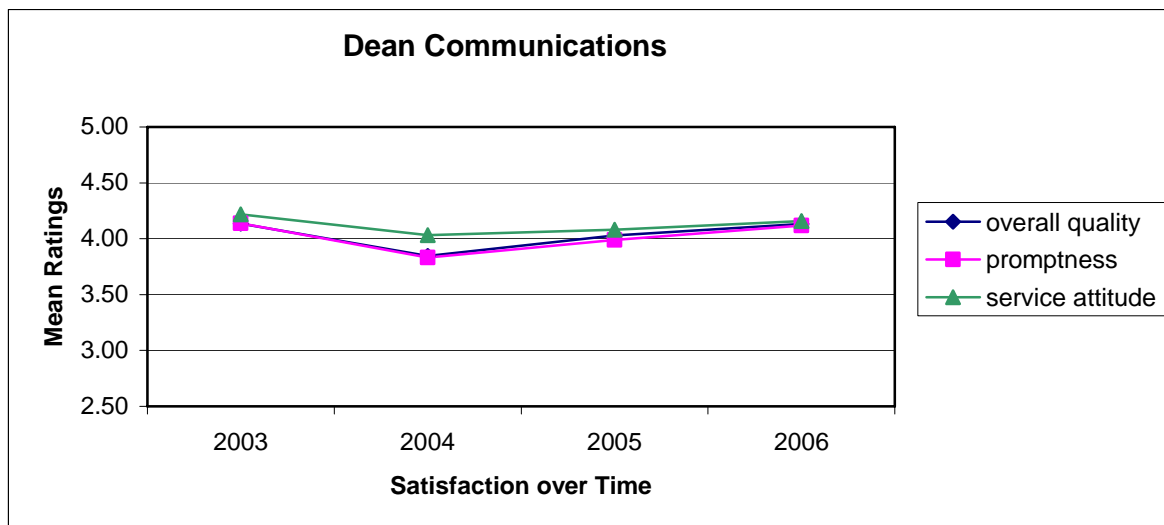
Who uses this office?

Of the 481 survey respondents, 77 (16.0%) reported having requested or received services from the Office of the Dean of Communications in the past year. Of those respondents:

- 61% (47 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 29% (22 respondents) were Full-time Faculty;
- 10% (8 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction and promptness remain slightly below the 2003 levels but overall quality has increased back to the same level.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

Dean, Communications														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	82	4.13	1.03	97	3.85	1.20	100	4.03	0.90	76	4.13	1.09	0.10	0.00
promptness	80	4.14	1.09	95	3.83	1.16	101	3.99	0.96	76	4.12	1.15	0.13	-0.02
service attitude	82	4.22	1.05	95	4.03	1.14	100	4.08	0.91	76	4.16	1.11	0.08	-0.06

Satisfaction Scores
 1= Very Dissatisfied
 2= Dissatisfied
 3= Neutral
 4= Satisfied
 5= Very Satisfied

Dean, Math and Sciences

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

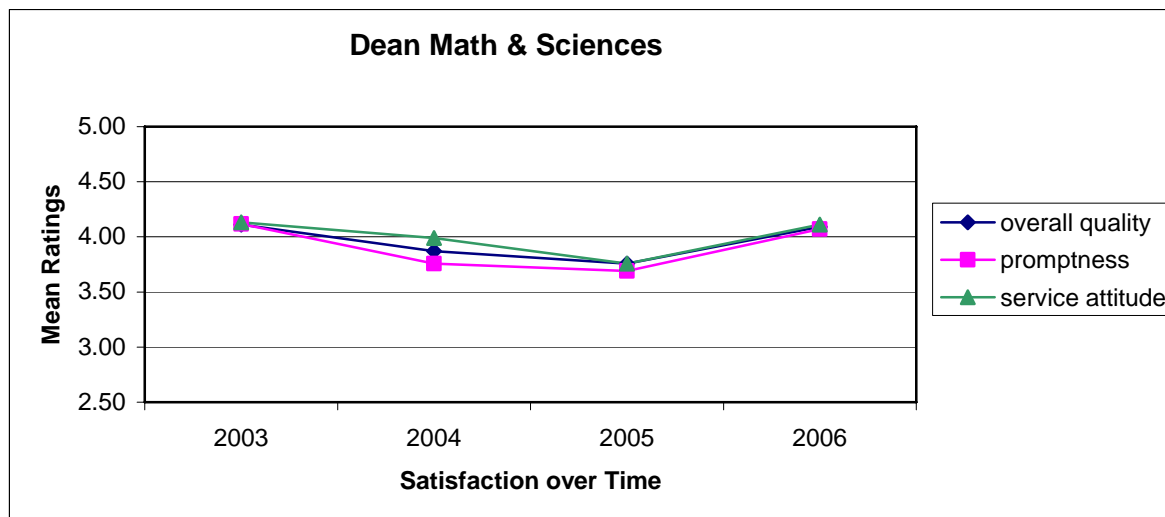
Who uses this office?

Of the 481 survey respondents, 99 (20.6%) reported having requested or received services from the Office of the Dean of Math and Sciences in the past year. Of those respondents:

- 67% (66 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (19 respondents) were Full-time Faculty;
- 14% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels did decrease between 2003 and 2005 but have now climbed back up to slightly below the 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

Dean, Math and Sciences Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	116	4.11	1.09	109	3.87	1.23	136	3.76	1.17	99	4.09	1.22	0.33	-0.02
promptness	111	4.12	1.12	103	3.76	1.33	136	3.69	1.21	99	4.07	1.20	0.38	-0.05
service attitude	114	4.13	1.15	103	3.99	1.27	136	3.76	1.21	98	4.11	1.20	0.35	-0.02

Satisfaction Scores
 1= Very Dissatisfied
 2= Dissatisfied
 3= Neutral
 4= Satisfied
 5= Very Satisfied

Dean, Social and Behavioral Sciences

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

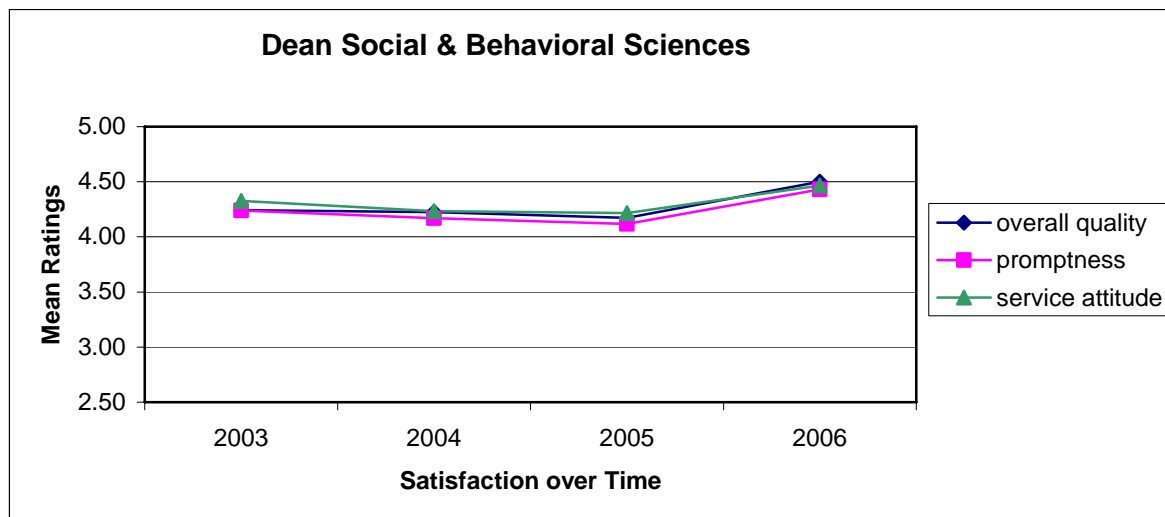
Who uses this office?

Of the 481 survey respondents, 87 (18.1%) reported having requested or received services from the Office of the Dean of Social and Behavioral Sciences in the past year. Of those respondents:

- 56% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (20 respondents) were Full-time Faculty;
- 21% (18 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels did decrease between 2003 and 2005 but have now climbed back up to slightly above the 2003 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

Dean, Social and Behavioral Sciences														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	99	4.24	0.90	102	4.23	0.96	145	4.17	0.91	86	4.50	0.81	0.33	0.26
promptness	96	4.24	0.97	100	4.17	1.02	144	4.12	0.91	86	4.43	0.96	0.31	0.19
service attitude	95	4.33	0.89	98	4.23	0.94	144	4.22	0.89	86	4.47	0.84	0.25	0.14

Satisfaction Scores
 1= Very Dissatisfied
 2= Dissatisfied
 3= Neutral
 4= Satisfied
 5= Very Satisfied

Articulation Officer

The Internal College Survey was administered on the web to ACC employees in Summer 2006. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

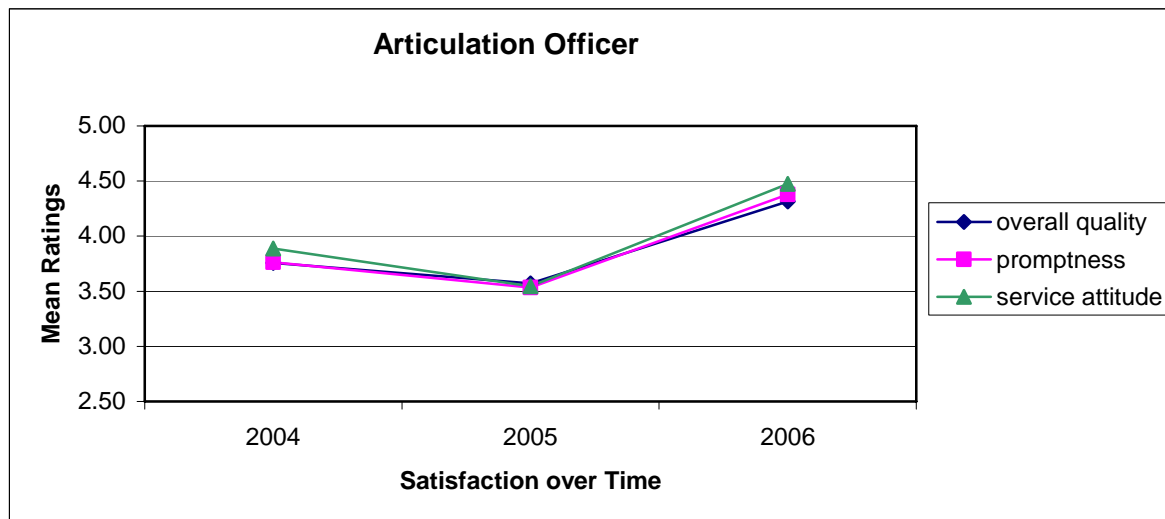
Who uses this office?

Of the 481 survey respondents, 38 (7.9%) reported having requested or received services from the Articulation Officer in the past year. Of those respondents:

- 79% (30 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (7 respondents) were Full-time Faculty;
- 3% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate large increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Satisfaction levels did decrease between 2004 and 2005, but have now increased to be above the 2004 levels.



For each office survey respondents were asked if they had used the services of that office during the past year. If they indicated they had used the services of the office they were then directed to an additional screen where they were asked to rate their satisfaction with the office on overall quality, promptness and service attitude. Not every employee responded to all questions about an office. Survey respondents also had the option of rating “not applicable” on the three dimensions of service and these responses are excluded from the analysis. Thus, the total number of respondents for each question might vary, yielding slightly different Ns.

Articulation Officer											
Comparison of Survey Results											
	2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	37	3.76	1.12	42	3.57	1.13	38	4.32	1.02	0.74	0.56
promptness	38	3.76	1.24	45	3.53	1.08	37	4.38	0.92	0.85	0.62
service attitude	36	3.89	1.17	44	3.55	1.11	38	4.47	1.03	0.93	0.58

Note: Due to organizational restructuring, there was not a comparable office to the Articulation Officer in the 2003 survey period.