

**Internal College Survey
Summer 2006 Survey
Analysis of Campus-based Services**

Table of Contents

Campus Report 10 - 13
Tables 1- 98 14 - 154

Cypress Creek Campus

2006 All Three Service Dimensions

Table 1 Cypress Creek: Mean Scores Overall Quality, Promptness, Service Attitude	15 - 16
---	---------

Overall Quality

Table 2 Cypress Creek: Mean Scores of Satisfaction with Overall Quality 2005 – 2006	17 - 18
--	---------

Table 3 Cypress Creek: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	19 - 20
--	---------

Table 4 Cypress Creek: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	21 - 22
--	---------

Promptness

Table 5 Cypress Creek: Mean Scores of Satisfaction with Promptness 2005 – 2006	23 - 24
---	---------

Table 6 Cypress Creek: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top).....	25 - 26
--	---------

Table 7 Cypress Creek: Cypress Creek: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	27 - 28
--	---------

Service Attitude

Table 8 Cypress Creek: Mean Scores of Satisfaction with Service Attitude 2005 – 2006	29 - 30
---	---------

Table 9 Cypress Creek: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	31 - 32
---	---------

Table 10 Cypress Creek: Cypress Creek: Sorted by Mean Differences in Service Attitude 2005 –2006 (in descending order from top)	33 - 34
--	---------

Eastview Campus

2006 All Three Service Dimensions

Table 11 Eastview: Mean Scores Overall Quality, Promptness, Service Attitude	35 - 36
---	---------

Overall Quality

Table 12 Eastview: Mean Scores of Satisfaction with Overall Quality 2005 – 2006	37 - 38
--	---------

Table 13 Eastview: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	39 - 40
--	---------

Table 14 Eastview: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	41 - 42
--	---------

Promptness

Table 15 Eastview: Mean Scores of Satisfaction with Promptness 2005 – 2006	43 - 44
---	---------

Table 16 Eastview: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	45 - 46
---	---------

Table 17 Eastview: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	47 - 48
---	---------

Service Attitude

Table 18 Eastview: Mean Scores of Satisfaction with Service Attitude 2005 -- 2006	49 - 50
--	---------

Table 19 Eastview: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	51 - 52
---	---------

Table 20 Eastview: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	53 - 54
---	---------

Northridge Campus

2006 All Three Service Dimensions

Table 21 Northridge: Mean Scores Overall Quality, Promptness, Service Attitude	55 - 56
---	---------

Overall Quality

Table 22 Northridge: Mean Scores of Satisfaction with Overall Quality 2005 -- 2006.....	57 - 58
--	---------

Table 23 Northridge: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	59 - 60
--	---------

Table 24 Northridge: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	61 - 62
--	---------

Promptness

Table 25 Northridge: Mean Scores of Satisfaction with Promptness 2005 -- 2006.....	63 - 64
---	---------

Table 26 Northridge: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	65 - 66
---	---------

Table 27 Northridge: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	67 - 68
---	---------

Service Attitude

Table 28 Northridge: Mean Scores of Satisfaction with Service Attitude 2005 – 2006	70 - 71
---	---------

Table 29 Northridge: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	72 - 73
---	---------

Table 30 Northridge: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	73 - 74
---	---------

Pinnacle Campus

2006 All Three Service Dimensions

Table 31 Pinnacle: Mean Scores Overall Quality, Promptness, Service Attitude	75 - 76
---	---------

Overall Quality

Table 32 Pinnacle: Mean Scores of Satisfaction with Overall Quality 2005 – 2006	77 - 78
--	---------

Table 33 Pinnacle: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	79 - 80
--	---------

Table 34 Pinnacle: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	81– 82
--	--------

Promptness

Table 35 Pinnacle: Mean Scores of Satisfaction with Promptness 2005 -- 2006	83 - 84
--	---------

Table 36 Pinnacle: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	85 - 86
---	---------

Table 37 Pinnacle: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	87 - 88
---	---------

Service Attitude

Table 38 Pinnacle: Mean Scores of Satisfaction with Service Attitude 2005 – 2006	89 - 90
---	---------

Table 39 Pinnacle: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	91 - 92
---	---------

Table 40 Pinnacle: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	93 - 94
---	---------

Rio Grande Campus

2006 All Three Service Dimensions

Table 41 Rio Grande: Mean Scores Overall Quality, Promptness, Service Attitude	95 - 96
---	---------

Overall Quality

Table 42 Rio Grande: Mean Scores of Satisfaction with Overall Quality 2005 -- 2006.....	97 - 98
--	---------

Table 43 Rio Grande: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	99 - 100
--	----------

Table 44 Rio Grande: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	101 - 102
--	-----------

Promptness

Table 45 Rio Grande: Mean Scores of Satisfaction with Promptness 2005 – 2006	103 - 104
---	-----------

Table 46 Rio Grande: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	105 - 106
---	-----------

Table 47 Rio Grande: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	107 - 108
---	-----------

Service Attitude

Table 48 Rio Grande: Mean Scores of Satisfaction with Service Attitude 2005 – 2006	109 - 110
---	-----------

Table 49 Rio Grande: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	111 - 112
---	-----------

Table 50 Rio Grande: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	113 - 114
---	-----------

Riverside Campus

2006 All Three Service Dimensions

Table 51 Riverside: Mean Scores Overall Quality, Promptness, Service Attitude	115 - 116
--	-----------

Overall Quality

Table 52 Riverside: Mean Scores of Satisfaction with Overall Quality 2005 -- 2006	117 - 118
Table 53 Riverside: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	119 - 120
Table 54 Riverside: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	121 - 122

Promptness

Table 55 Riverside: Mean Scores of Satisfaction with Promptness 2005 – 2006	123 - 124
Table 56 Riverside: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	125 - 126
Table 57 Riverside: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	127 - 128

Service Attitude

Table 58 Riverside: Mean Scores of Satisfaction with Service Attitude 2005 -- 2006.....	129 - 130
Table 59 Riverside: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	131 - 132
Table 60 Riverside: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	133 - 134

Highland Business Center

2006 All Three Service Dimensions

Table 61 Highland Business Center: Mean Scores Overall Quality, Promptness, Service Attitude.....	135
---	-----

Overall Quality

Table 62 Highland Business Center: Mean Scores of Satisfaction with Overall Quality 2005 -- 2006.....	136
---	-----

Table 63 Highland Business Center: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	137
---	-----

Table 64 Highland Business Center: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	138
---	-----

Promptness

Table 65 Highland Business Center: Mean Scores of Satisfaction with Promptness 2005 -- 2006	139
---	-----

Table 66 Highland Business Center: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	140
--	-----

Table 67 Highland Business Center: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	141
--	-----

Service Attitude

Table 68 Highland Business Center: Mean Scores of Satisfaction with Service Attitude 2005 -- 2006.....	142
--	-----

Table 69 Highland Business Center: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	143
--	-----

Table 70 Highland Business Center: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	144
--	-----

Service Center

2006 All Three Service Dimensions

Table 71 Service Center: Mean Scores Overall Quality, Promptness, Service Attitude	145
---	-----

Overall Quality

Table 72 Service Center: Mean Scores of Satisfaction with Overall Quality 2005 -- 2006.....	146
--	-----

Table 73 Service Center: Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)	147
--	-----

Table 74 Service Center: Sorted by Mean Differences in Overall Quality 2005 – 2006 (in descending order from top)	148
--	-----

Promptness

Table 75 Service Center: Mean Scores of Satisfaction with Promptness 2005 -- 2006.....	149
---	-----

Table 76 Service Center: Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)	150
---	-----

Table 77 Service Center: Sorted by Mean Differences in Promptness 2005 – 2006 (in descending order from top)	151
---	-----

Service Attitude

Table 78 Service Center: Mean Scores of Satisfaction with Service Attitude 2005 – 2006.....	152
--	-----

Table 79 Service Center: Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)	153
---	-----

Table 80 Service Center: Sorted by Mean Differences in Service Attitude 2005 – 2006 (in descending order from top)	154
---	-----

Analysis of Campus-based Services

Process Summary

An on-line version of the Internal College Survey (ICS) measuring employee responses to college-wide and campus-based services was administered in summer 2006. The purpose of the survey is to provide data to help areas improve their service.

Survey responses were analyzed to determine which offices of the college were best meeting employee expectations on three dimensions: *overall quality*, *promptness* and *service attitude*. Offices with a dissatisfaction level of 15 percent or higher for *overall quality* are expected to develop quality improvement plans to address the concerns expressed by ACC employees.

Survey Development, Methodology and Administration

The original ACC Internal Customer Survey was conducted in 1996 and has been modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees have been surveyed each spring regarding their satisfaction with college services in the previous year. The survey forms have been customized each year to reflect changes to the organization structure of the college in the fall. The 2006 survey was placed on-line and the two parts of the survey, college-wide and campus, were consolidated into one survey. The process of placing the survey on-line delayed the administration of the survey until the beginning of the summer 2006.

In previous surveys campus-based offices were assessed by the respondent choosing the one campus they were most familiar with and then using that campus as the basis for all campus specific responses. The 2006 on-line survey, however, allowed respondents to rate campus-based services at each campus. Several offices that previously were assessed at the college-wide level now were assessed at only the campus-level.

Mean scores for this year and the previous year were calculated and are reported for campus offices. Previous Internal College Survey reports combined very satisfied and satisfied ratings into a percent satisfied category, and dissatisfied and very dissatisfied into a percent dissatisfied category. Mean scores have the advantage of being a more precise description of the data and are often easier to interpret than ratings collapsed into two broad categories of satisfied and dissatisfied.

The first table for each campus presents the mean ratings for 2006 for all three service dimensions with the offices listed in alphabetical order. The next tables then focus on *overall quality*, *promptness* and *service attitude* separately. For each service dimension the 2006 results are presented compared to the results for 2005 and then are

sorted in two different ways: first by the 2006 mean score for the service dimension with the highest score at the top and then by improvements (the mean difference between 2005—2006) with those departments showing the most improvement listed at the top in descending order.

The following analysis discusses the results for *overall quality* (the other two service dimensions tend to track with *overall quality*). In interpreting the results it is also important to remember that the offices were rated on a five point scale: 1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied.

Cypress Creek

Offices at the Cypress Creek campus with the highest mean score ratings for *overall quality* include **Veterans Affairs** (5.0), **Campus Administrative Offices** (4.85), **Cashier's Office** (4.70), **Financial Aid** (4.70) and **Grounds Keeping** (4.63) (see Table 3). Offices with lower mean ratings for *overall quality* include **Advising** (3.42), **Dean of Student Services** (3.38), **Counseling** (3.29), **Bookstore** (3.22) and **Career Center** (3.17). Of the 28 campus offices rated, 20 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 4) include **Veteran's Affairs** (1.50), **Student Life/Student Activities** (0.40), **Assessment** (.27) and **Campus Administrative Offices** (0.20). Offices that showed large decreases in user satisfaction with *overall quality* between 2005 and 2006 include **Food Service** (.56), **Students with Disabilities** (.60), **Special Populations** (.68), **Career Center** (.83), and **Dean of Student Services** (.86).

Eastview

Offices at the Eastview campus with the highest mean score ratings for *overall quality* include **Building Maintenance Service** (4.61), **Admissions and Records** (4.61), **Mailroom Services** (4.58), **Testing Centers** (4.57), and **Microcomputer Support Services** (4.54) (see Table 13). Offices with lower mean ratings for *overall quality* include the **Bookstore** (3.59), **Dean of Student Services** (3.50), **Assessment** (3.48), **Career Center** (3.13), and **Veterans Affairs** (3.00). Of the 28 campus offices rated, 18 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 14) include **Student Life/Student Activities** (.60), **Admissions and Records** (.44), **IRT Computer Centers** (.24), **Cashier's Office** (.19), and **Building Maintenance Service** (.19). Offices that showed large decreases in mean ratings between 2005 and 2006 include **Bookstore** (.48), **Students with Disabilities** (.57), **Dean of Student Services** (.78), **Assessment** (.81), and **Career Center** (1.13).

Northridge

Offices at the Northridge campus with the highest mean score ratings for *overall quality* include **Mailroom Services** (4.59), **Cashier's Office** (4.47), **IRT Media Centers** (4.42), **Microcomputer Support Services** (4.41), **Library Services** (4.40), and **Admissions and Records** (4.40) (see Table 23). Offices with lower mean ratings for overall quality include **Counseling** (3.61), **Career Center** (3.58), **Weekend Supervisor** (3.58), **Bookstore** (3.57), **Special Populations** (3.50) and **Food Service** (3.49). Of the 28 campus offices rated, 17 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 24) include **Cashier's Office** (.45), **Admissions and Records** (.42), **IRT Media Centers** (.30), **Microcomputer Support Services** (.26), and **Learning Labs** (.24). One office that showed a large decrease in mean ratings between 2005 and 2006 was **Weekend Supervisor** (.55).

Pinnacle

Offices at the Pinnacle campus with the highest mean score ratings for *overall quality* include **Admissions and Records** (4.61), **Custodial Services** (4.57), **Grounds Keeping** (4.50), **Evening Supervisor** (4.48), **Campus Administrative Offices** (4.48), and **Cashier's Office** (4.46) (see Table 33). Offices with lower mean ratings for *overall quality* include **Career Center** (3.36), **Special Populations** (3.29), and **Weekend Supervisor** (2.50). Of the 27 campus offices rated, 18 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 34) include **Student Life/Student Activities** (.36), **IRT Computer Centers** (.32), and **Mailroom Services** (.28). Offices that showed large decreases in mean ratings between 2005 and 2006 include **Career Center** (.54), **Special Populations** (.71), and **Weekend Supervisor** (1.50).

Rio Grande

Offices at the Rio Grande campus with the highest mean score ratings for *overall quality* included **Mailroom Services** (4.67), **Grounds Keeping** (4.53), **Cashier's Office** (4.47), **Career Center** (4.44), and **Assessment** (4.43) (see Table 43). Offices with lower mean ratings for *overall quality* include the **Bookstore** (3.22) and **Special Populations** (2.50). Of the 27 campus offices rated, 19 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 44) include **Financial Aid** (.83), **Campus Administrative Offices** (.45), **Student Life/Student Activities** (.45), **Assessment** (.43), and **Campus Police** (.37). Offices that showed large decreases in mean ratings between 2005 and 2006 include the **Bookstore** (.46), and **Special Populations** (.88).

Riverside

Offices at the Riverside campus with the highest mean score ratings for *overall quality* include **Mailroom Services** (4.73), **Cashier's Office** (4.64), **Financial Aid** (4.50), **Testing Centers** (4.43), and **IRT Media Centers** (4.42) (see Table 53). Offices with lower mean ratings for *overall quality* include **Career Center** (3.45), **Counseling** (3.43), **Advising** (3.40), **Dean of Student Services** (3.23), and **Weekend Supervisor** (2.88). Of the 28 campus offices rated, 18 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 54) include **IRT Computer Centers** (.47), **Student Life/Student Activities** (.45), **Veterans Affairs** (.40), **Microcomputer Support Services** (.37), and **Cashier's Office** (.35). Offices that showed large decreases in mean ratings between 2005 and 2006 include **Assessment** (.53), **Career Center** (.93), and **Weekend Supervisor** (1.24).

Highland Business Center

Offices at the Highland Business Center with the highest mean score ratings for *overall quality* include **Mailroom Services** (4.82), **Microcomputer Support Services** (4.67), **Financial Aid** (4.55), **Veterans Affairs** (4.54), and **Grounds Keeping** (4.52) (see Table 63). Offices with a relatively lower mean rating for *overall quality* include **Building Maintenance Service** (3.88). Of the 12 campus offices rated, 11 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 64) include **Admissions and Records** (.28), **Cashier's Office** (.13), and **Mailroom Services** (.12). Offices that showed decreases in mean ratings between 2005 and 2006 include **Campus Administrative Offices** (.15), **Custodial Services** (.17), and **Financial Aid** (.19).

Service Center

Offices at the Service Center with the highest mean score ratings for *overall quality* include **Cashier's Office** (4.74), and **Grounds Keeping** (4.61) (see Table 73). Offices with lower mean ratings for overall quality include **Building Maintenance Service** (3.74) and **Custodial Services** (3.38). Of the 7 campus offices rated, 5 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2006 from 2005 as displayed in the highlighted mean difference column (see Table 74) include **Building Maintenance Service** (.49), and **Custodial Services** (.23). One office that showed a relatively moderate decrease in mean ratings between 2005 and 2006 was **Microcomputer Support Services** (.23).

Tables

Internal College Survey
Summer 2006

Table 1 Cypress Creek Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Cypress Creek Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Cypress Creek Campus	42	4.17	1.25	42	4.12	1.33	42	4.07	1.37
Advising - Cypress Creek Campus	33	3.42	1.50	32	3.50	1.50	33	3.36	1.52
Assessment - Cypress Creek Campus	19	3.68	1.57	19	3.63	1.57	19	3.63	1.54
Bookstore - Cypress Creek Campus	27	3.22	1.48	27	3.15	1.49	27	3.26	1.51
Building Maintenance Service - Cypress Creek Campus	27	4.48	0.94	27	4.56	0.85	27	4.56	0.89
Campus Administrative Offices - Cypress Creek Campus	71	4.85	0.40	71	4.83	0.41	71	4.83	0.41
Campus Police - Cypress Creek Campus	45	4.22	0.88	45	4.29	0.82	45	4.20	1.01
Career Center - Cypress Creek Campus	12	3.17	1.75	12	3.17	1.75	12	3.25	1.76
Cashier's Office - Cypress Creek Campus	27	4.70	0.54	27	4.74	0.53	27	4.70	0.67
Counseling - Cypress Creek Campus	28	3.29	1.51	28	3.25	1.48	28	3.21	1.57
Custodial Services - Cypress Creek Campus	32	4.44	1.22	32	4.44	1.19	32	4.38	1.24
Dean of Student Services - Cypress Creek Campus	32	3.38	1.64	32	3.38	1.66	32	3.38	1.66
Evening Supervisor - Cypress Creek Campus	25	4.40	0.96	25	4.40	0.96	25	4.44	0.92
Financial Aid - Cypress Creek Campus	20	4.70	0.57	20	4.60	0.68	20	4.70	0.57
Food Service - Cypress Creek Campus	28	3.68	1.22	28	3.82	1.16	28	3.82	1.16
Grounds Keeping - Cypress Creek Campus	19	4.63	0.60	19	4.63	0.60	19	4.58	0.69
IRT Computer Centers - Cypress Creek Campus	36	4.53	0.91	36	4.47	0.91	36	4.53	1.03
IRT Media Centers - Cypress Creek Campus	34	4.59	0.70	34	4.59	0.70	34	4.59	0.74

Internal College Survey
Summer 2006

Table 1 Cypress Creek Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Cypress Creek Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Learning Labs - Cypress Creek Campus	26	4.58	0.76	26	4.62	0.75	26	4.65	0.75
Library Services - Cypress Creek Campus	49	4.14	1.37	50	4.20	1.31	49	4.16	1.37
Mailroom Services - Cypress Creek Campus	41	4.61	0.63	40	4.60	0.71	40	4.68	0.66
Microcomputer Support Services - Cypress Creek Campus	19	4.21	1.03	19	4.11	1.29	19	4.16	1.30
Office for Students with Disabilities - Cypress Creek Campus	38	4.21	1.32	38	4.11	1.35	38	4.18	1.33
Special Populations - Cypress Creek Campus	11	3.82	1.83	11	3.73	1.79	11	3.82	1.83
Student Life/Student Activities - Cypress Creek Campus	26	4.31	1.12	26	4.38	1.02	26	4.50	0.99
Testing Centers - Cypress Creek Campus	47	4.30	0.88	47	4.38	0.82	46	4.37	0.88
Veterans Affairs - Cypress Creek Campus	1	5.00	n/a	1	5.00	n/a	1	5.00	n/a
Weekend Supervisor - Cypress Creek Campus	5	4.40	0.55	5	4.40	0.55	5	4.40	0.55

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 2 Cypress Creek Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Cypress Creek Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.17	1.25	0.07
Advising - Cypress Creek Campus	19	3.74	1.19	33	3.42	1.50	-0.31
Assessment - Cypress Creek Campus	12	3.42	1.31	19	3.68	1.57	0.27
Bookstore - Cypress Creek Campus	22	3.73	1.16	27	3.22	1.48	-0.51
Building Maintenance Service - Cypress Creek Campus	18	4.39	0.78	27	4.48	0.94	0.09
Campus Administrative Offices (formerly Campus Manager) - Cypress Creek Campus	34	4.65	0.92	71	4.85	0.40	0.20
Campus Police - Cypress Creek Campus	30	4.40	0.67	45	4.22	0.88	-0.18
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.70	0.54	-0.06
Counseling - Cypress Creek Campus	18	3.56	1.15	28	3.29	1.51	-0.27
Custodial Services - Cypress Creek Campus	33	4.52	1.03	32	4.44	1.22	-0.08
Dean of Student Services - Cypress Creek Campus	13	4.23	0.93	32	3.38	1.64	-0.86
Evening Supervisor - Cypress Creek Campus	18	4.39	1.09	25	4.40	0.96	0.01
Financial Aid - Cypress Creek Campus	14	4.64	0.63	20	4.70	0.57	0.06
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.68	1.22	-0.56
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a

Internal College Survey
 Summer 2006
 Table 2 Cypress Creek Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Cypress Creek Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Cypress Creek Campus	18	4.56	0.62	36	4.53	0.91	-0.03
IRT Media Centers - Cypress Creek Campus	28	4.61	0.74	34	4.59	0.70	-0.02
Learning Labs - Cypress Creek Campus	20	4.60	0.60	26	4.58	0.76	-0.02
Library Services - Cypress Creek Campus	30	4.43	0.94	49	4.14	1.37	-0.29
Mailroom Services - Cypress Creek Campus	33	4.58	0.71	41	4.61	0.63	0.03
Microcomputer Support Services - Cypress Creek Campus	16	4.75	0.58	19	4.21	1.03	-0.54
Special Populations - Cypress Creek Campus	2	4.50	0.71	11	3.82	1.83	-0.68
Student Life/Student Activities - Cypress Creek Campus	11	3.91	1.04	26	4.31	1.12	0.40
Students with Disabilities - Cypress Creek Campus	27	4.81	0.56	38	4.21	1.32	-0.60
Testing Centers - Cypress Creek Campus	29	4.59	0.95	47	4.30	0.88	-0.29
Veterans Affairs - Cypress Creek Campus	2	3.50	0.71	1	5.00	n/a	1.50
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 3 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	3.50	0.71	1	5.00	n/a	1.50
Campus Administrative Offices (formerly Campus Manager) - Cypress Creek Campus	34	4.65	0.92	71	4.85	0.40	0.20
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.70	0.54	-0.06
Financial Aid - Cypress Creek Campus	14	4.64	0.63	20	4.70	0.57	0.06
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a
Mailroom Services - Cypress Creek Campus	33	4.58	0.71	41	4.61	0.63	0.03
IRT Media Centers - Cypress Creek Campus	28	4.61	0.74	34	4.59	0.70	-0.02
Learning Labs - Cypress Creek Campus	20	4.60	0.60	26	4.58	0.76	-0.02
IRT Computer Centers - Cypress Creek Campus	18	4.56	0.62	36	4.53	0.91	-0.03
Building Maintenance Service - Cypress Creek Campus	18	4.39	0.78	27	4.48	0.94	0.09
Custodial Services - Cypress Creek Campus	33	4.52	1.03	32	4.44	1.22	-0.08
Evening Supervisor - Cypress Creek Campus	18	4.39	1.09	25	4.40	0.96	0.01
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a
Student Life/Student Activities - Cypress Creek Campus	11	3.91	1.04	26	4.31	1.12	0.40
Testing Centers - Cypress Creek Campus	29	4.59	0.95	47	4.30	0.88	-0.29
Campus Police - Cypress Creek Campus	30	4.40	0.67	45	4.22	0.88	-0.18

Internal College Survey
Summer 2006

Table 3 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Students with Disabilities - Cypress Creek Campus	27	4.81	0.56	38	4.21	1.32	-0.60
Microcomputer Support Services - Cypress Creek Campus	16	4.75	0.58	19	4.21	1.03	-0.54
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.17	1.25	0.07
Library Services - Cypress Creek Campus	30	4.43	0.94	49	4.14	1.37	-0.29
Special Populations - Cypress Creek Campus	2	4.50	0.71	11	3.82	1.83	-0.68
Assessment - Cypress Creek Campus	12	3.42	1.31	19	3.68	1.57	0.27
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.68	1.22	-0.56
Advising - Cypress Creek Campus	19	3.74	1.19	33	3.42	1.50	-0.31
Dean of Student Services - Cypress Creek Campus	13	4.23	0.93	32	3.38	1.64	-0.86
Counseling - Cypress Creek Campus	18	3.56	1.15	28	3.29	1.51	-0.27
Bookstore - Cypress Creek Campus	22	3.73	1.16	27	3.22	1.48	-0.51
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 4 Cypress Creek Campus

Sorted by 2006 Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Cypress Creek Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	3.50	0.71	1	5.00	n/a	1.50
Student Life/Student Activities - Cypress Creek Campus	11	3.91	1.04	26	4.31	1.12	0.40
Assessment - Cypress Creek Campus	12	3.42	1.31	19	3.68	1.57	0.27
Campus Administrative Offices (formerly Campus Manager) - Cypress Creek Campus	34	4.65	0.92	71	4.85	0.40	0.20
Building Maintenance Service - Cypress Creek Campus	18	4.39	0.78	27	4.48	0.94	0.09
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.17	1.25	0.07
Financial Aid - Cypress Creek Campus	14	4.64	0.63	20	4.70	0.57	0.06
Mailroom Services - Cypress Creek Campus	33	4.58	0.71	41	4.61	0.63	0.03
Evening Supervisor - Cypress Creek Campus	18	4.39	1.09	25	4.40	0.96	0.01
IRT Media Centers - Cypress Creek Campus	28	4.61	0.74	34	4.59	0.70	-0.02
Learning Labs - Cypress Creek Campus	20	4.60	0.60	26	4.58	0.76	-0.02
IRT Computer Centers - Cypress Creek Campus	18	4.56	0.62	36	4.53	0.91	-0.03
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.70	0.54	-0.06
Custodial Services - Cypress Creek Campus	33	4.52	1.03	32	4.44	1.22	-0.08
Campus Police - Cypress Creek Campus	30	4.40	0.67	45	4.22	0.88	-0.18
Counseling - Cypress Creek Campus	18	3.56	1.15	28	3.29	1.51	-0.27

Internal College Survey
Summer 2006

Table 4 Cypress Creek Campus

Sorted by 2006 Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Cypress Creek Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Testing Centers - Cypress Creek Campus	29	4.59	0.95	47	4.30	0.88	-0.29
Library Services - Cypress Creek Campus	30	4.43	0.94	49	4.14	1.37	-0.29
Advising - Cypress Creek Campus	19	3.74	1.19	33	3.42	1.50	-0.31
Bookstore - Cypress Creek Campus	22	3.73	1.16	27	3.22	1.48	-0.51
Microcomputer Support Services - Cypress Creek Campus	16	4.75	0.58	19	4.21	1.03	-0.54
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.68	1.22	-0.56
Students with Disabilities - Cypress Creek Campus	27	4.81	0.56	38	4.21	1.32	-0.60
Special Populations - Cypress Creek Campus	2	4.50	0.71	11	3.82	1.83	-0.68
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83
Dean of Student Services - Cypress Creek Campus	13	4.23	0.93	32	3.38	1.64	-0.86
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 5 Cypress Creek Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.12	1.33	0.02
Advising - Cypress Creek Campus	19	3.68	1.25	32	3.50	1.50	-0.18
Assessment - Cypress Creek Campus	12	3.50	1.31	19	3.63	1.57	0.13
Bookstore - Cypress Creek Campus	20	3.70	1.08	27	3.15	1.49	-0.55
Building Maintenance Service - Cypress Creek Campus	18	4.33	0.77	27	4.56	0.85	0.22
Campus Administrative Offices - Cypress Creek Campus	34	4.65	0.92	71	4.83	0.41	0.18
Campus Police - Cypress Creek Campus	30	4.40	0.72	45	4.29	0.82	-0.11
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.74	0.53	-0.02
Counseling - Cypress Creek Campus	17	4.59	0.62	28	3.25	1.48	-1.34
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.44	1.19	-0.06
Dean of Student Services - Cypress Creek Campus	13	4.15	0.99	32	3.38	1.66	-0.78
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.40	0.96	-0.04
Financial Aid - Cypress Creek Campus	14	4.57	0.76	20	4.60	0.68	0.03
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.82	1.16	-0.41
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a
IRT Computer Centers - Cypress Creek Campus	17	4.59	0.62	36	4.47	0.91	-0.12
IRT Media Centers - Cypress Creek Campus	27	4.63	0.74	34	4.59	0.70	-0.04

Internal College Survey
 Summer 2006
 Table 5 Cypress Creek Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Learning Labs - Cypress Creek Campus	19	4.53	0.70	26	4.62	0.75	0.09
Library Services - Cypress Creek Campus	29	4.45	0.95	50	4.20	1.31	-0.25
Mailroom Services - Cypress Creek Campus	32	4.56	0.72	40	4.60	0.71	0.04
Microcomputer Support Services - Cypress Creek Campus	15	4.87	0.35	19	4.11	1.29	-0.76
Office for Students with Disabilities - Cypress Creek Campus	26	4.81	0.57	38	4.11	1.35	-0.70
Special Populations - Cypress Creek Campus	2	5.00	0.00	11	3.73	1.79	-1.27
Student Life/Student Activities - Cypress Creek Campus	11	4.18	0.87	26	4.38	1.02	0.20
Testing Centers - Cypress Creek Campus	28	4.61	0.96	47	4.38	0.82	-0.22
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	1.00
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 6 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	1.00
Campus Administrative Offices - Cypress Creek Campus	34	4.65	0.92	71	4.83	0.41	0.18
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.74	0.53	-0.02
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a
Learning Labs - Cypress Creek Campus	19	4.53	0.70	26	4.62	0.75	0.09
Financial Aid - Cypress Creek Campus	14	4.57	0.76	20	4.60	0.68	0.03
Mailroom Services - Cypress Creek Campus	32	4.56	0.72	40	4.60	0.71	0.04
IRT Media Centers - Cypress Creek Campus	27	4.63	0.74	34	4.59	0.70	-0.04
Building Maintenance Service - Cypress Creek Campus	18	4.33	0.77	27	4.56	0.85	0.22
IRT Computer Centers - Cypress Creek Campus	17	4.59	0.62	36	4.47	0.91	-0.12
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.44	1.19	-0.06
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.40	0.96	-0.04
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a
Student Life/Student Activities - Cypress Creek Campus	11	4.18	0.87	26	4.38	1.02	0.20
Testing Centers - Cypress Creek Campus	28	4.61	0.96	47	4.38	0.82	-0.22
Campus Police - Cypress Creek Campus	30	4.40	0.72	45	4.29	0.82	-0.11
Library Services - Cypress Creek Campus	29	4.45	0.95	50	4.20	1.31	-0.25
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.12	1.33	0.02

Internal College Survey
Summer 2006

Table 6 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Cypress Creek Campus	15	4.87	0.35	19	4.11	1.29	-0.76
Office for Students with Disabilities - Cypress Creek Campus	26	4.81	0.57	38	4.11	1.35	-0.70
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.82	1.16	-0.41
Special Populations - Cypress Creek Campus	2	5.00	0.00	11	3.73	1.79	-1.27
Assessment - Cypress Creek Campus	12	3.50	1.31	19	3.63	1.57	0.13
Advising - Cypress Creek Campus	19	3.68	1.25	32	3.50	1.50	-0.18
Dean of Student Services - Cypress Creek Campus	13	4.15	0.99	32	3.38	1.66	-0.78
Counseling - Cypress Creek Campus	17	4.59	0.62	28	3.25	1.48	-1.34
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83
Bookstore - Cypress Creek Campus	20	3.70	1.08	27	3.15	1.49	-0.55

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 7 Cypress Creek Campus

Sorted by Mean Differences of Promptness (in descending order from top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	1.00
Building Maintenance Service - Cypress Creek Campus	18	4.33	0.77	27	4.56	0.85	0.22
Student Life/Student Activities - Cypress Creek Campus	11	4.18	0.87	26	4.38	1.02	0.20
Campus Administrative Offices - Cypress Creek Campus	34	4.65	0.92	71	4.83	0.41	0.18
Assessment - Cypress Creek Campus	12	3.50	1.31	19	3.63	1.57	0.13
Learning Labs - Cypress Creek Campus	19	4.53	0.70	26	4.62	0.75	0.09
Mailroom Services - Cypress Creek Campus	32	4.56	0.72	40	4.60	0.71	0.04
Financial Aid - Cypress Creek Campus	14	4.57	0.76	20	4.60	0.68	0.03
Admissions and Records - Cypress Creek Campus	21	4.10	1.22	42	4.12	1.33	0.02
Cashier's Office - Cypress Creek Campus	21	4.76	0.54	27	4.74	0.53	-0.02
IRT Media Centers - Cypress Creek Campus	27	4.63	0.74	34	4.59	0.70	-0.04
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.40	0.96	-0.04
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.44	1.19	-0.06
Campus Police - Cypress Creek Campus	30	4.40	0.72	45	4.29	0.82	-0.11
IRT Computer Centers - Cypress Creek Campus	17	4.59	0.62	36	4.47	0.91	-0.12
Advising - Cypress Creek Campus	19	3.68	1.25	32	3.50	1.50	-0.18
Testing Centers - Cypress Creek Campus	28	4.61	0.96	47	4.38	0.82	-0.22
Library Services - Cypress Creek Campus	29	4.45	0.95	50	4.20	1.31	-0.25

Internal College Survey
Summer 2006

Table 7 Cypress Creek Campus
Sorted by Mean Differences of Promptness (in descending order from top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Food Service - Cypress Creek Campus	17	4.24	0.90	28	3.82	1.16	-0.41
Bookstore - Cypress Creek Campus	20	3.70	1.08	27	3.15	1.49	-0.55
Office for Students with Disabilities - Cypress Creek Campus	26	4.81	0.57	38	4.11	1.35	-0.70
Microcomputer Support Services - Cypress Creek Campus	15	4.87	0.35	19	4.11	1.29	-0.76
Dean of Student Services - Cypress Creek Campus	13	4.15	0.99	32	3.38	1.66	-0.78
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.17	1.75	-0.83
Special Populations - Cypress Creek Campus	2	5.00	0.00	11	3.73	1.79	-1.27
Counseling - Cypress Creek Campus	17	4.59	0.62	28	3.25	1.48	-1.34
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.63	0.60	n/a
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 8 Cypress Creek Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Cypress Creek Campus	21	3.90	1.37	42	4.07	1.37	0.17
Advising - Cypress Creek Campus	19	3.63	1.38	33	3.36	1.52	-0.27
Assessment - Cypress Creek Campus	12	3.42	1.38	19	3.63	1.54	0.21
Bookstore - Cypress Creek Campus	20	3.75	1.21	27	3.26	1.51	-0.49
Building Maintenance Service - Cypress Creek Campus	18	4.44	0.78	27	4.56	0.89	0.11
Campus Administrative Offices - Cypress Creek Campus	34	4.68	0.98	71	4.83	0.41	0.15
Campus Police - Cypress Creek Campus	30	4.33	0.76	45	4.20	1.01	-0.13
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.25	1.76	-0.75
Cashier's Office - Cypress Creek Campus	21	4.81	0.51	27	4.70	0.67	-0.11
Counseling - Cypress Creek Campus	18	3.33	1.41	28	3.21	1.57	-0.12
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.38	1.24	-0.13
Dean of Student Services - Cypress Creek Campus	13	4.08	1.04	32	3.38	1.66	-0.70
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.44	0.92	0.00
Financial Aid - Cypress Creek Campus	14	4.71	0.61	20	4.70	0.57	-0.01
Food Service - Cypress Creek Campus	17	4.59	0.71	28	3.82	1.16	-0.77
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.58	0.69	n/a
IRT Computer Centers - Cypress Creek Campus	17	4.65	0.61	36	4.53	1.03	-0.12
IRT Media Centers - Cypress Creek Campus	27	4.67	0.73	34	4.59	0.74	-0.08

Internal College Survey
 Summer 2006
 Table 8 Cypress Creek Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Learning Labs - Cypress Creek Campus	19	4.63	0.68	26	4.65	0.75	0.02
Library Services - Cypress Creek Campus	29	4.45	0.99	49	4.16	1.37	-0.29
Mailroom Services - Cypress Creek Campus	32	4.50	0.76	40	4.68	0.66	0.18
Microcomputer Support Services - Cypress Creek Campus	15	4.60	0.74	19	4.16	1.30	-0.44
Office for Students with Disabilities - Cypress Creek Campus	26	4.85	0.46	38	4.18	1.33	-0.66
Special Populations - Cypress Creek Campus	18	4.78	0.55	11	3.82	1.83	-0.96
Student Life/Student Activities - Cypress Creek Campus	11	4.09	1.04	26	4.50	0.99	0.41
Testing Centers - Cypress Creek Campus	28	4.64	0.95	46	4.37	0.88	-0.27
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	n/a
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 9 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	n/a
Campus Administrative Offices - Cypress Creek Campus	34	4.68	0.98	71	4.83	0.41	0.15
Cashier's Office - Cypress Creek Campus	21	4.81	0.51	27	4.70	0.67	-0.11
Financial Aid - Cypress Creek Campus	14	4.71	0.61	20	4.70	0.57	-0.01
Mailroom Services - Cypress Creek Campus	32	4.50	0.76	40	4.68	0.66	0.18
Learning Labs - Cypress Creek Campus	19	4.63	0.68	26	4.65	0.75	0.02
IRT Media Centers - Cypress Creek Campus	27	4.67	0.73	34	4.59	0.74	-0.08
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.58	0.69	n/a
Building Maintenance Service - Cypress Creek Campus	18	4.44	0.78	27	4.56	0.89	0.11
IRT Computer Centers - Cypress Creek Campus	17	4.65	0.61	36	4.53	1.03	-0.12
Student Life/Student Activities - Cypress Creek Campus	11	4.09	1.04	26	4.50	0.99	0.41
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.44	0.92	0.00
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.38	1.24	-0.13
Testing Centers - Cypress Creek Campus	28	4.64	0.95	46	4.37	0.88	-0.27
Campus Police - Cypress Creek Campus	30	4.33	0.76	45	4.20	1.01	-0.13
Office for Students with Disabilities - Cypress Creek Campus	26	4.85	0.46	38	4.18	1.33	-0.66
Library Services - Cypress Creek Campus	29	4.45	0.99	49	4.16	1.37	-0.29

Internal College Survey
Summer 2006

Table 9 Cypress Creek Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Cypress Creek Campus	15	4.60	0.74	19	4.16	1.30	-0.44
Admissions and Records - Cypress Creek Campus	21	3.90	1.37	42	4.07	1.37	0.17
Food Service - Cypress Creek Campus	17	4.59	0.71	28	3.82	1.16	-0.77
Special Populations - Cypress Creek Campus	18	4.78	0.55	11	3.82	1.83	-0.96
Assessment - Cypress Creek Campus	12	3.42	1.38	19	3.63	1.54	0.21
Dean of Student Services - Cypress Creek Campus	13	4.08	1.04	32	3.38	1.66	-0.70
Advising - Cypress Creek Campus	19	3.63	1.38	33	3.36	1.52	-0.27
Bookstore - Cypress Creek Campus	20	3.75	1.21	27	3.26	1.51	-0.49
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.25	1.76	-0.75
Counseling - Cypress Creek Campus	18	3.33	1.41	28	3.21	1.57	-0.12

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 10 Cypress Creek Campus

Sorted by Mean Differences in Service Attitude in 2005 -- 2006 (in descending order from top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Veterans Affairs - Cypress Creek Campus	2	4.00	1.41	1	5.00	n/a	1.00
Student Life/Student Activities - Cypress Creek Campus	11	4.09	1.04	26	4.50	0.99	0.41
Assessment - Cypress Creek Campus	12	3.42	1.38	19	3.63	1.54	0.21
Mailroom Services - Cypress Creek Campus	32	4.50	0.76	40	4.68	0.66	0.18
Admissions and Records - Cypress Creek Campus	21	3.90	1.37	42	4.07	1.37	0.17
Campus Administrative Offices - Cypress Creek Campus	34	4.68	0.98	71	4.83	0.41	0.15
Building Maintenance Service - Cypress Creek Campus	18	4.44	0.78	27	4.56	0.89	0.11
Learning Labs - Cypress Creek Campus	19	4.63	0.68	26	4.65	0.75	0.02
Evening Supervisor - Cypress Creek Campus	18	4.44	1.10	25	4.44	0.92	0.00
Financial Aid - Cypress Creek Campus	14	4.71	0.61	20	4.70	0.57	-0.01
IRT Media Centers - Cypress Creek Campus	27	4.67	0.73	34	4.59	0.74	-0.08
Cashier's Office - Cypress Creek Campus	21	4.81	0.51	27	4.70	0.67	-0.11
Counseling - Cypress Creek Campus	18	3.33	1.41	28	3.21	1.57	-0.12
IRT Computer Centers - Cypress Creek Campus	17	4.65	0.61	36	4.53	1.03	-0.12
Custodial Services - Cypress Creek Campus	32	4.50	1.08	32	4.38	1.24	-0.13
Campus Police - Cypress Creek Campus	30	4.33	0.76	45	4.20	1.01	-0.13
Advising - Cypress Creek Campus	19	3.63	1.38	33	3.36	1.52	-0.27
Testing Centers - Cypress Creek Campus	28	4.64	0.95	46	4.37	0.88	-0.27

Internal College Survey
Summer 2006

Table 10 Cypress Creek Campus

Sorted by Mean Differences in Service Attitude in 2005 -- 2006 (in descending order from top)

Cypress Creek Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Library Services - Cypress Creek Campus	29	4.45	0.99	49	4.16	1.37	-0.29
Microcomputer Support Services - Cypress Creek Campus	15	4.60	0.74	19	4.16	1.30	-0.44
Bookstore - Cypress Creek Campus	20	3.75	1.21	27	3.26	1.51	-0.49
Office for Students with Disabilities - Cypress Creek Campus	26	4.85	0.46	38	4.18	1.33	-0.66
Dean of Student Services - Cypress Creek Campus	13	4.08	1.04	32	3.38	1.66	-0.70
Career Center - Cypress Creek Campus	7	4.00	1.29	12	3.25	1.76	-0.75
Food Service - Cypress Creek Campus	17	4.59	0.71	28	3.82	1.16	-0.77
Special Populations - Cypress Creek Campus	18	4.78	0.55	11	3.82	1.83	-0.96
Grounds Keeping - Cypress Creek Campus	n/a	n/a	n/a	19	4.58	0.69	n/a
Weekend Supervisor - Cypress Creek Campus	n/a	n/a	n/a	5	4.40	0.55	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 11 Eastview Campus

Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Eastview Campus	61	4.61	0.64	60	4.63	0.61	61	4.64	0.63
Advising - Eastview Campus	46	4.02	1.31	45	4.04	1.33	46	4.04	1.32
Assessment - Eastview Campus	21	3.48	1.57	21	3.48	1.57	21	3.43	1.60
Bookstore - Eastview Campus	44	3.59	1.17	44	3.57	1.23	44	3.82	1.15
Building Maintenance Service - Eastview Campus	56	4.61	0.56	55	4.47	0.88	56	4.63	0.59
Campus Administrative Offices - Eastview Campus	110	4.38	1.01	109	4.35	1.03	110	4.42	1.01
Campus Police - Eastview Campus	90	4.49	0.81	90	4.43	0.90	90	4.40	0.98
Career Center - Eastview Campus	8	3.13	1.89	8	3.13	1.89	8	3.13	1.89
Cashier's Office - Eastview Campus	47	4.43	0.74	47	4.30	0.95	47	4.47	0.80
Counseling - Eastview Campus	36	3.92	1.38	36	3.92	1.38	36	3.92	1.40
Custodial Services - Eastview Campus	60	4.35	1.01	59	4.41	0.95	58	4.48	0.92
Dean of Student Services - Eastview Campus	34	3.50	1.48	34	3.44	1.46	34	3.47	1.50
Evening Supervisor - Eastview Campus	22	4.32	1.21	22	4.27	1.20	22	4.32	1.21
Financial Aid - Eastview Campus	25	4.40	0.71	25	4.36	0.76	25	4.40	0.71
Food Service - Eastview Campus	54	3.72	1.05	54	4.06	0.88	54	4.15	0.94
Grounds Keeping - Eastview Campus	33	4.00	1.12	32	4.13	1.10	32	4.06	1.16
IRT Computer Centers - Eastview Campus	49	4.49	0.84	49	4.57	0.74	49	4.47	0.92
IRT Media Centers - Eastview Campus	62	4.35	1.07	62	4.35	1.01	62	4.34	1.17
Learning Labs - Eastview Campus	38	4.47	0.86	37	4.41	0.96	37	4.54	0.87
Library Services - Eastview Campus	80	4.49	1.09	80	4.51	1.09	79	4.48	1.11

Internal College Survey
Summer 2006

Table 11 Eastview Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Mailroom Services - Eastview Campus	74	4.58	0.72	74	4.57	0.76	73	4.62	0.72
Microcomputer Support Services - Eastview Campus	35	4.54	0.82	35	4.57	0.81	35	4.57	0.81
Office for Students with Disabilities - Eastview Campus	43	3.67	1.32	43	3.67	1.34	43	3.56	1.42
Special Populations - Eastview Campus	10	3.60	1.71	10	3.60	1.71	10	3.80	1.62
Student Life/Student Activities - Eastview Campus	34	4.38	0.92	34	4.35	0.98	34	4.35	0.98
Testing Centers - Eastview Campus	49	4.57	0.87	49	4.59	0.86	49	4.59	0.86
Veterans Affairs - Eastview Campus	1	3.00	n/a	1	3.00	n/a	1	3.00	n/a
Weekend Supervisor - Eastview Campus	12	3.83	1.34	12	3.83	1.34	12	3.83	1.34

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 12 Eastview Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Eastview Campus	36	4.17	0.85	61	4.61	0.64	0.44
Advising - Eastview Campus	29	4.07	1.19	46	4.02	1.31	-0.05
Assessment - Eastview Campus	14	4.29	1.14	21	3.48	1.57	-0.81
Bookstore - Eastview Campus	41	4.07	1.01	44	3.59	1.17	-0.48
Building Maintenance Service - Eastview Campus	38	4.42	0.98	56	4.61	0.56	0.19
Campus Administrative Offices (formerly Campus Manager) - Eastview Campus	64	4.33	0.89	110	4.38	1.01	0.05
Campus Police - Eastview Campus	62	4.48	0.88	90	4.49	0.81	0.01
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Cashier's Office - Eastview Campus	42	4.24	0.93	47	4.43	0.74	0.19
Counseling - Eastview Campus	26	4.27	1.00	36	3.92	1.38	-0.35
Custodial Services - Eastview Campus	57	4.42	1.08	60	4.35	1.01	-0.07
Dean of Student Services - Eastview Campus	18	4.28	1.13	34	3.50	1.48	-0.78
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.32	1.21	-0.43
Financial Aid - Eastview Campus	21	4.33	0.91	25	4.40	0.71	0.07
Food Service - Eastview Campus	36	3.83	1.25	54	3.72	1.05	-0.11
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	33	4.00	1.12	n/a

Internal College Survey
 Summer 2006
 Table 12 Eastview Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Eastview Campus	24	4.25	1.03	49	4.49	0.84	0.24
IRT Media Centers - Eastview Campus	47	4.47	0.91	62	4.35	1.07	-0.11
Learning Labs - Eastview Campus	19	4.42	0.84	38	4.47	0.86	0.05
Library Services - Eastview Campus	51	4.67	0.71	80	4.49	1.09	-0.18
Mailroom Services - Eastview Campus	63	4.44	0.88	74	4.58	0.72	0.14
Microcomputer Support Services - Eastview Campus	30	4.50	1.07	35	4.54	0.82	0.04
Special Populations - Eastview Campus	8	3.63	1.41	10	3.60	1.71	-0.02
Student Life/Student Activities - Eastview Campus	9	3.78	1.48	34	4.38	0.92	0.60
Students with Disabilities - Eastview Campus	25	4.24	1.01	43	3.67	1.32	-0.57
Testing Centers - Eastview Campus	27	4.67	0.62	49	4.57	0.87	-0.10
Veterans Affairs - Eastview Campus	5	3.00	1.41	1	3.00	n/a	0.00
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 13 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Eastview Campus	38	4.42	0.98	56	4.61	0.56	0.19
Admissions and Records - Eastview Campus	36	4.17	0.85	61	4.61	0.64	0.44
Mailroom Services - Eastview Campus	63	4.44	0.88	74	4.58	0.72	0.14
Testing Centers - Eastview Campus	27	4.67	0.62	49	4.57	0.87	-0.10
Microcomputer Support Services - Eastview Campus	30	4.50	1.07	35	4.54	0.82	0.04
IRT Computer Centers - Eastview Campus	24	4.25	1.03	49	4.49	0.84	0.24
Campus Police - Eastview Campus	62	4.48	0.88	90	4.49	0.81	0.01
Library Services - Eastview Campus	51	4.67	0.71	80	4.49	1.09	-0.18
Learning Labs - Eastview Campus	19	4.42	0.84	38	4.47	0.86	0.05
Cashier's Office - Eastview Campus	42	4.24	0.93	47	4.43	0.74	0.19
Financial Aid - Eastview Campus	21	4.33	0.91	25	4.40	0.71	0.07
Student Life/Student Activities - Eastview Campus	9	3.78	1.48	34	4.38	0.92	0.60
Campus Administrative Offices (formerly Campus Manager) - Eastview Campus	64	4.33	0.89	110	4.38	1.01	0.05
IRT Media Centers - Eastview Campus	47	4.47	0.91	62	4.35	1.07	-0.11
Custodial Services - Eastview Campus	57	4.42	1.08	60	4.35	1.01	-0.07
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.32	1.21	-0.43

Internal College Survey
Summer 2006

Table 13 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Advising - Eastview Campus	29	4.07	1.19	46	4.02	1.31	-0.05
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	33	4.00	1.12	n/a
Counseling - Eastview Campus	26	4.27	1.00	36	3.92	1.38	-0.35
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42
Food Service - Eastview Campus	36	3.83	1.25	54	3.72	1.05	-0.11
Students with Disabilities - Eastview Campus	25	4.24	1.01	43	3.67	1.32	-0.57
Special Populations - Eastview Campus	8	3.63	1.41	10	3.60	1.71	-0.02
Bookstore - Eastview Campus	41	4.07	1.01	44	3.59	1.17	-0.48
Dean of Student Services - Eastview Campus	18	4.28	1.13	34	3.50	1.48	-0.78
Assessment - Eastview Campus	14	4.29	1.14	21	3.48	1.57	-0.81
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Veterans Affairs - Eastview Campus	5	3.00	1.41	1	3.00	n/a	0.00

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 14 Eastview Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Eastview Campus	9	3.78	1.48	34	4.38	0.92	0.60
Admissions and Records - Eastview Campus	36	4.17	0.85	61	4.61	0.64	0.44
IRT Computer Centers - Eastview Campus	24	4.25	1.03	49	4.49	0.84	0.24
Cashier's Office - Eastview Campus	42	4.24	0.93	47	4.43	0.74	0.19
Building Maintenance Service - Eastview Campus	38	4.42	0.98	56	4.61	0.56	0.19
Mailroom Services - Eastview Campus	63	4.44	0.88	74	4.58	0.72	0.14
Financial Aid - Eastview Campus	21	4.33	0.91	25	4.40	0.71	0.07
Campus Administrative Offices (formerly Campus Manager) - Eastview Campus	64	4.33	0.89	110	4.38	1.01	0.05
Learning Labs - Eastview Campus	19	4.42	0.84	38	4.47	0.86	0.05
Microcomputer Support Services - Eastview Campus	30	4.50	1.07	35	4.54	0.82	0.04
Campus Police - Eastview Campus	62	4.48	0.88	90	4.49	0.81	0.01
Veterans Affairs - Eastview Campus	5	3.00	1.41	1	3.00	n/a	0.00
Special Populations - Eastview Campus	8	3.63	1.41	10	3.60	1.71	-0.02
Advising - Eastview Campus	29	4.07	1.19	46	4.02	1.31	-0.05
Custodial Services - Eastview Campus	57	4.42	1.08	60	4.35	1.01	-0.07
Testing Centers - Eastview Campus	27	4.67	0.62	49	4.57	0.87	-0.10

Internal College Survey
Summer 2006

Table 14 Eastview Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Eastview Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Food Service - Eastview Campus	36	3.83	1.25	54	3.72	1.05	-0.11
IRT Media Centers - Eastview Campus	47	4.47	0.91	62	4.35	1.07	-0.11
Library Services - Eastview Campus	51	4.67	0.71	80	4.49	1.09	-0.18
Counseling - Eastview Campus	26	4.27	1.00	36	3.92	1.38	-0.35
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.32	1.21	-0.43
Bookstore - Eastview Campus	41	4.07	1.01	44	3.59	1.17	-0.48
Students with Disabilities - Eastview Campus	25	4.24	1.01	43	3.67	1.32	-0.57
Dean of Student Services - Eastview Campus	18	4.28	1.13	34	3.50	1.48	-0.78
Assessment - Eastview Campus	14	4.29	1.14	21	3.48	1.57	-0.81
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	33	4.00	1.12	n/a

Internal College Survey
 Summer 2006
 Table 15 Eastview Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Eastview Campus	35	4.20	0.87	60	4.63	0.61	0.43
Advising - Eastview Campus	27	4.11	1.15	45	4.04	1.33	-0.07
Assessment - Eastview Campus	13	4.23	1.30	21	3.48	1.57	-0.75
Bookstore - Eastview Campus	40	4.03	1.14	44	3.57	1.23	-0.46
Building Maintenance Service - Eastview Campus	38	4.26	1.08	55	4.47	0.88	0.21
Campus Administrative Offices - Eastview Campus	63	4.30	0.94	109	4.35	1.03	0.05
Campus Police - Eastview Campus	60	4.50	0.89	90	4.43	0.90	-0.07
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Cashier's Office - Eastview Campus	40	4.05	1.24	47	4.30	0.95	0.25
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.38	-0.50
Custodial Services - Eastview Campus	56	4.46	1.03	59	4.41	0.95	-0.06
Dean of Student Services - Eastview Campus	17	4.29	1.05	34	3.44	1.46	-0.85
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.27	1.20	-0.48
Financial Aid - Eastview Campus	20	4.50	0.61	25	4.36	0.76	-0.14
Food Service - Eastview Campus	36	4.00	1.17	54	4.06	0.88	0.06
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.13	1.10	n/a
IRT Computer Centers - Eastview Campus	23	4.26	1.05	49	4.57	0.74	0.31
IRT Media Centers - Eastview Campus	46	4.50	0.86	62	4.35	1.01	-0.15
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.41	0.96	-0.15
Library Services - Eastview Campus	50	4.60	0.81	80	4.51	1.09	-0.09

Internal College Survey
 Summer 2006
 Table 15 Eastview Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Eastview Campus	61	4.44	0.90	74	4.57	0.76	0.12
Microcomputer Support Services - Eastview Campus	30	4.43	1.22	35	4.57	0.81	0.14
Office for Students with Disabilities - Eastview Campus	23	4.22	1.09	43	3.67	1.34	-0.54
Special Populations - Eastview Campus	8	3.50	1.41	10	3.60	1.71	0.10
Student Life/Student Activities - Eastview Campus	9	3.89	1.36	34	4.35	0.98	0.46
Testing Centers - Eastview Campus	24	4.67	0.64	49	4.59	0.86	-0.07
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	n/a	-0.40
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 16 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Eastview Campus	35	4.20	0.87	60	4.63	0.61	0.43
Testing Centers - Eastview Campus	24	4.67	0.64	49	4.59	0.86	-0.07
IRT Computer Centers - Eastview Campus	23	4.26	1.05	49	4.57	0.74	0.31
Microcomputer Support Services - Eastview Campus	30	4.43	1.22	35	4.57	0.81	0.14
Mailroom Services - Eastview Campus	61	4.44	0.90	74	4.57	0.76	0.12
Library Services - Eastview Campus	50	4.60	0.81	80	4.51	1.09	-0.09
Building Maintenance Service - Eastview Campus	38	4.26	1.08	55	4.47	0.88	0.21
Campus Police - Eastview Campus	60	4.50	0.89	90	4.43	0.90	-0.07
Custodial Services - Eastview Campus	56	4.46	1.03	59	4.41	0.95	-0.06
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.41	0.96	-0.15
Financial Aid - Eastview Campus	20	4.50	0.61	25	4.36	0.76	-0.14
IRT Media Centers - Eastview Campus	46	4.50	0.86	62	4.35	1.01	-0.15
Student Life/Student Activities - Eastview Campus	9	3.89	1.36	34	4.35	0.98	0.46
Campus Administrative Offices - Eastview Campus	63	4.30	0.94	109	4.35	1.03	0.05
Cashier's Office - Eastview Campus	40	4.05	1.24	47	4.30	0.95	0.25
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.27	1.20	-0.48
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.13	1.10	n/a
Food Service - Eastview Campus	36	4.00	1.17	54	4.06	0.88	0.06
Advising - Eastview Campus	27	4.11	1.15	45	4.04	1.33	-0.07
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.38	-0.50

Internal College Survey
Summer 2006

Table 16 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42
Office for Students with Disabilities - Eastview Campus	23	4.22	1.09	43	3.67	1.34	-0.54
Special Populations - Eastview Campus	8	3.50	1.41	10	3.60	1.71	0.10
Bookstore - Eastview Campus	40	4.03	1.14	44	3.57	1.23	-0.46
Assessment - Eastview Campus	13	4.23	1.30	21	3.48	1.57	-0.75
Dean of Student Services - Eastview Campus	17	4.29	1.05	34	3.44	1.46	-0.85
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	n/a	-0.40

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 17 Eastview Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Eastview Campus	9	3.89	1.36	34	4.35	0.98	0.46
Admissions and Records - Eastview Campus	35	4.20	0.87	60	4.63	0.61	0.43
IRT Computer Centers - Eastview Campus	23	4.26	1.05	49	4.57	0.74	0.31
Cashier's Office - Eastview Campus	40	4.05	1.24	47	4.30	0.95	0.25
Building Maintenance Service - Eastview Campus	38	4.26	1.08	55	4.47	0.88	0.21
Microcomputer Support Services - Eastview Campus	30	4.43	1.22	35	4.57	0.81	0.14
Mailroom Services - Eastview Campus	61	4.44	0.90	74	4.57	0.76	0.12
Special Populations - Eastview Campus	8	3.50	1.41	10	3.60	1.71	0.10
Food Service - Eastview Campus	36	4.00	1.17	54	4.06	0.88	0.06
Campus Administrative Offices - Eastview Campus	63	4.30	0.94	109	4.35	1.03	0.05
Custodial Services - Eastview Campus	56	4.46	1.03	59	4.41	0.95	-0.06
Advising - Eastview Campus	27	4.11	1.15	45	4.04	1.33	-0.07
Campus Police - Eastview Campus	60	4.50	0.89	90	4.43	0.90	-0.07
Testing Centers - Eastview Campus	24	4.67	0.64	49	4.59	0.86	-0.07
Library Services - Eastview Campus	50	4.60	0.81	80	4.51	1.09	-0.09
Financial Aid - Eastview Campus	20	4.50	0.61	25	4.36	0.76	-0.14
IRT Media Centers - Eastview Campus	46	4.50	0.86	62	4.35	1.01	-0.15
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.41	0.96	-0.15
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	.	-0.40
Weekend Supervisor - Eastview Campus	8	4.25	0.89	12	3.83	1.34	-0.42

Internal College Survey
Summer 2006

Table 17 Eastview Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Bookstore - Eastview Campus	40	4.03	1.14	44	3.57	1.23	-0.46
Evening Supervisor - Eastview Campus	20	4.75	0.55	22	4.27	1.20	-0.48
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.38	-0.50
Office for Students with Disabilities - Eastview Campus	23	4.22	1.09	43	3.67	1.34	-0.54
Assessment - Eastview Campus	13	4.23	1.30	21	3.48	1.57	-0.75
Dean of Student Services - Eastview Campus	17	4.29	1.05	34	3.44	1.46	-0.85
Career Center - Eastview Campus	8	4.25	1.39	8	3.13	1.89	-1.13
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.13	1.10	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 18 Eastview Campus
Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Eastview Campus	35	4.17	0.95	61	4.64	0.63	0.47
Advising - Eastview Campus	28	4.14	1.15	46	4.04	1.32	-0.10
Assessment - Eastview Campus	13	4.31	1.11	21	3.43	1.60	-0.88
Bookstore - Eastview Campus	41	4.27	1.07	44	3.82	1.15	-0.45
Building Maintenance Service - Eastview Campus	38	4.42	0.95	56	4.63	0.59	0.20
Campus Administrative Offices - Eastview Campus	63	4.51	0.78	110	4.42	1.01	-0.09
Campus Police - Eastview Campus	60	4.50	0.91	90	4.40	0.98	-0.10
Career Center - Eastview Campus	8	4.00	1.41	8	3.13	1.89	-0.88
Cashier's Office - Eastview Campus	40	4.30	0.91	47	4.47	0.80	0.17
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.40	-0.50
Custodial Services - Eastview Campus	56	4.57	0.95	58	4.48	0.92	-0.09
Dean of Student Services - Eastview Campus	17	4.35	1.06	34	3.47	1.50	-0.88
Evening Supervisor - Eastview Campus	20	4.70	0.57	22	4.32	1.21	-0.38
Financial Aid - Eastview Campus	20	4.50	0.95	25	4.40	0.71	-0.10
Food Service - Eastview Campus	36	4.08	1.16	54	4.15	0.94	0.06
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.06	1.16	n/a
IRT Computer Centers - Eastview Campus	23	4.09	1.38	49	4.47	0.92	0.38
IRT Media Centers - Eastview Campus	45	4.38	1.03	62	4.34	1.17	-0.04
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.54	0.87	-0.02
Library Services - Eastview Campus	50	4.62	0.75	79	4.48	1.11	-0.14

Internal College Survey
 Summer 2006
 Table 18 Eastview Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Eastview Campus	61	4.52	0.81	73	4.62	0.72	0.09
Microcomputer Support Services - Eastview Campus	30	4.57	1.07	35	4.57	0.81	0.00
Office for Students with Disabilities - Eastview Campus	24	4.17	1.05	43	3.56	1.42	-0.61
Special Populations - Eastview Campus	8	3.63	1.41	10	3.80	1.62	0.18
Student Life/Student Activities - Eastview Campus	9	3.67	1.32	34	4.35	0.98	0.69
Testing Centers - Eastview Campus	24	4.67	0.76	49	4.59	0.86	-0.07
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	n/a	-0.40
Weekend Supervisor - Eastview Campus	8	4.38	0.92	12	3.83	1.34	-0.54

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 19 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Eastview Campus	35	4.17	0.95	61	4.64	0.63	0.47
Building Maintenance Service - Eastview Campus	38	4.42	0.95	56	4.63	0.59	0.20
Mailroom Services - Eastview Campus	61	4.52	0.81	73	4.62	0.72	0.09
Testing Centers - Eastview Campus	24	4.67	0.76	49	4.59	0.86	-0.07
Microcomputer Support Services - Eastview Campus	30	4.57	1.07	35	4.57	0.81	0.00
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.54	0.87	-0.02
Custodial Services - Eastview Campus	56	4.57	0.95	58	4.48	0.92	-0.09
Library Services - Eastview Campus	50	4.62	0.75	79	4.48	1.11	-0.14
IRT Computer Centers - Eastview Campus	23	4.09	1.38	49	4.47	0.92	0.38
Cashier's Office - Eastview Campus	40	4.30	0.91	47	4.47	0.80	0.17
Campus Administrative Offices - Eastview Campus	63	4.51	0.78	110	4.42	1.01	-0.09
Campus Police - Eastview Campus	60	4.50	0.91	90	4.40	0.98	-0.10
Financial Aid - Eastview Campus	20	4.50	0.95	25	4.40	0.71	-0.10
Student Life/Student Activities - Eastview Campus	9	3.67	1.32	34	4.35	0.98	0.69
IRT Media Centers - Eastview Campus	45	4.38	1.03	62	4.34	1.17	-0.04
Evening Supervisor - Eastview Campus	20	4.70	0.57	22	4.32	1.21	-0.38
Food Service - Eastview Campus	36	4.08	1.16	54	4.15	0.94	0.06
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.06	1.16	n/a
Advising - Eastview Campus	28	4.14	1.15	46	4.04	1.32	-0.10
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.40	-0.50

Internal College Survey
Summer 2006

Table 19 Eastview Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Weekend Supervisor - Eastview Campus	8	4.38	0.92	12	3.83	1.34	-0.54
Bookstore - Eastview Campus	41	4.27	1.07	44	3.82	1.15	-0.45
Special Populations - Eastview Campus	8	3.63	1.41	10	3.80	1.62	0.18
Office for Students with Disabilities - Eastview Campus	24	4.17	1.05	43	3.56	1.42	-0.61
Dean of Student Services - Eastview Campus	17	4.35	1.06	34	3.47	1.50	-0.88
Assessment - Eastview Campus	13	4.31	1.11	21	3.43	1.60	-0.88
Career Center - Eastview Campus	8	4.00	1.41	8	3.13	1.89	-0.88
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	n/a	-0.40

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 20 Eastview Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Eastview Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Eastview Campus	9	3.67	1.32	34	4.35	0.98	0.69
Admissions and Records - Eastview Campus	35	4.17	0.95	61	4.64	0.63	0.47
IRT Computer Centers - Eastview Campus	23	4.09	1.38	49	4.47	0.92	0.38
Building Maintenance Service - Eastview Campus	38	4.42	0.95	56	4.63	0.59	0.20
Special Populations - Eastview Campus	8	3.63	1.41	10	3.80	1.62	0.18
Cashier's Office - Eastview Campus	40	4.30	0.91	47	4.47	0.80	0.17
Mailroom Services - Eastview Campus	61	4.52	0.81	73	4.62	0.72	0.09
Food Service - Eastview Campus	36	4.08	1.16	54	4.15	0.94	0.06
Microcomputer Support Services - Eastview Campus	30	4.57	1.07	35	4.57	0.81	0.00
Learning Labs - Eastview Campus	18	4.56	0.62	37	4.54	0.87	-0.02
IRT Media Centers - Eastview Campus	45	4.38	1.03	62	4.34	1.17	-0.04
Testing Centers - Eastview Campus	24	4.67	0.76	49	4.59	0.86	-0.07
Custodial Services - Eastview Campus	56	4.57	0.95	58	4.48	0.92	-0.09
Campus Administrative Offices - Eastview Campus	63	4.51	0.78	110	4.42	1.01	-0.09
Advising - Eastview Campus	28	4.14	1.15	46	4.04	1.32	-0.10
Campus Police - Eastview Campus	60	4.50	0.91	90	4.40	0.98	-0.10
Financial Aid - Eastview Campus	20	4.50	0.95	25	4.40	0.71	-0.10
Library Services - Eastview Campus	50	4.62	0.75	79	4.48	1.11	-0.14
Evening Supervisor - Eastview Campus	20	4.70	0.57	22	4.32	1.21	-0.38
Veterans Affairs - Eastview Campus	5	3.40	1.67	1	3.00	n/a	-0.40

Internal College Survey
Summer 2006

Table 20 Eastview Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Bookstore - Eastview Campus	41	4.27	1.07	44	3.82	1.15	-0.45
Counseling - Eastview Campus	24	4.42	0.93	36	3.92	1.40	-0.50
Weekend Supervisor - Eastview Campus	8	4.38	0.92	12	3.83	1.34	-0.54
Office for Students with Disabilities - Eastview Campus	24	4.17	1.05	43	3.56	1.42	-0.61
Career Center - Eastview Campus	8	4.00	1.41	8	3.13	1.89	-0.88
Assessment - Eastview Campus	13	4.31	1.11	21	3.43	1.60	-0.88
Dean of Student Services - Eastview Campus	17	4.35	1.06	34	3.47	1.50	-0.88
Grounds Keeping - Eastview Campus	n/a	n/a	n/a	32	4.06	1.16	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 21 Northridge Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Northridge Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Northridge Campus	98	4.40	0.93	97	4.34	0.97	98	4.30	1.05
Advising - Northridge Campus	59	3.71	1.31	58	3.84	1.24	59	3.88	1.22
Assessment - Northridge Campus	37	4.16	1.07	37	4.08	1.23	37	4.14	1.13
Bookstore - Northridge Campus	79	3.57	1.27	79	3.48	1.30	79	3.56	1.35
Building Maintenance Service - Northridge Campus	60	4.28	0.98	60	4.28	1.03	60	4.33	1.04
Campus Administrative Offices - Northridge Campus	132	4.34	0.95	132	4.31	0.94	132	4.28	1.04
Campus Police - Northridge Campus	107	3.91	1.15	107	3.92	1.15	107	3.72	1.37
Career Center - Northridge Campus	12	3.58	1.68	12	3.58	1.68	12	3.58	1.68
Cashier's Office - Northridge Campus	53	4.47	0.80	52	4.44	0.75	53	4.45	0.82
Counseling - Northridge Campus	41	3.61	1.38	40	3.55	1.40	41	3.68	1.39
Custodial Services - Northridge Campus	74	4.34	1.09	74	4.36	1.04	73	4.37	1.03
Dean of Student Services - Northridge Campus	51	3.94	1.35	51	3.90	1.35	51	3.90	1.37
Evening Supervisor - Northridge Campus	31	3.97	1.28	31	3.97	1.28	31	3.90	1.37
Financial Aid - Northridge Campus	37	4.16	1.04	37	4.08	1.09	37	4.16	1.07
Food Service - Northridge Campus	75	3.49	1.25	74	3.70	1.09	75	3.68	1.24
Grounds Keeping - Northridge Campus	30	4.20	0.85	29	4.17	1.00	29	4.28	0.80
IRT Computer Centers - Northridge Campus	50	4.36	0.88	48	4.48	0.68	49	4.49	0.74
IRT Media Centers - Northridge Campus	66	4.42	0.90	66	4.50	0.77	66	4.56	0.75
Learning Labs - Northridge Campus	49	4.29	1.02	48	4.29	0.99	49	4.35	0.99
Library Services - Northridge Campus	90	4.40	1.00	91	4.36	0.99	89	4.31	1.12

Internal College Survey
Summer 2006

Table 21 Northridge Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Northridge Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Mailroom Services - Northridge Campus	116	4.59	0.80	115	4.60	0.77	116	4.57	0.90
Microcomputer Support Services - Northridge Campus	37	4.41	1.09	37	4.38	0.95	37	4.41	1.04
Office for Students with Disabilities - Northridge Campus	62	4.18	1.17	61	4.23	1.15	62	4.19	1.21
Special Populations - Northridge Campus	10	3.50	1.96	10	3.50	1.96	10	3.50	1.96
Student Life/Student Activities - Northridge Campus	28	3.93	1.36	27	4.07	1.33	28	4.07	1.33
Testing Centers - Northridge Campus	86	4.24	1.05	86	4.33	1.05	86	4.16	1.19
Veterans Affairs - Northridge Campus	16	4.25	1.13	15	4.13	1.30	16	4.19	1.17
Weekend Supervisor - Northridge Campus	19	3.58	1.61	19	3.63	1.57	19	3.53	1.68

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 22 Northridge Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Northridge Campus	53	3.98	1.26	98	4.40	0.93	0.42
Advising - Northridge Campus	29	3.79	1.24	59	3.71	1.31	-0.08
Assessment - Northridge Campus	23	4.13	1.01	37	4.16	1.07	0.03
Bookstore - Northridge Campus	53	3.34	1.06	79	3.57	1.27	0.23
Building Maintenance Service - Northridge Campus	39	4.21	1.03	60	4.28	0.98	0.08
Campus Administrative Offices (formerly Campus Manager) - Northridge Campus	59	4.44	0.73	132	4.34	0.95	-0.10
Campus Police - Northridge Campus	66	3.85	1.10	107	3.91	1.15	0.06
Career Center - Northridge Campus	14	3.64	1.15	12	3.58	1.68	-0.06
Cashier's Office - Northridge Campus	45	4.02	1.10	53	4.47	0.80	0.45
Counseling - Northridge Campus	27	3.70	1.27	41	3.61	1.38	-0.09
Custodial Services - Northridge Campus	51	4.47	0.67	74	4.34	1.09	-0.13
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.94	1.35	0.07
Evening Supervisor - Northridge Campus	25	3.88	1.33	31	3.97	1.28	0.09
Financial Aid - Northridge Campus	24	4.08	1.14	37	4.16	1.04	0.08
Food Service - Northridge Campus	41	3.27	1.28	75	3.49	1.25	0.23
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	30	4.20	0.85	n/a

Internal College Survey
 Summer 2006
 Table 22 Northridge Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Northridge Campus	18	4.39	0.70	50	4.36	0.88	-0.03
IRT Media Centers - Northridge Campus	49	4.12	1.20	66	4.42	0.90	0.30
Learning Labs - Northridge Campus	24	4.04	1.12	49	4.29	1.02	0.24
Library Services - Northridge Campus	46	4.46	0.86	90	4.40	1.00	-0.06
Mailroom Services - Northridge Campus	77	4.45	0.82	116	4.59	0.80	0.14
Microcomputer Support Services - Northridge Campus	28	4.14	0.93	37	4.41	1.09	0.26
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Student Life/Student Activities - Northridge Campus	18	4.00	0.97	28	3.93	1.36	-0.07
Students with Disabilities - Northridge Campus	44	4.14	1.05	62	4.18	1.17	0.04
Testing Centers - Northridge Campus	41	4.17	1.18	86	4.24	1.05	0.07
Veterans Affairs - Northridge Campus	15	4.07	0.88	16	4.25	1.13	0.18
Weekend Supervisor - Northridge Campus	15	4.13	0.74	19	3.58	1.61	-0.55

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 23 Northridge Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Northridge Campus	77	4.45	0.82	116	4.59	0.80	0.14
Cashier's Office - Northridge Campus	45	4.02	1.10	53	4.47	0.80	0.45
IRT Media Centers - Northridge Campus	49	4.12	1.20	66	4.42	0.90	0.30
Microcomputer Support Services - Northridge Campus	28	4.14	0.93	37	4.41	1.09	0.26
Library Services - Northridge Campus	46	4.46	0.86	90	4.40	1.00	-0.06
Admissions and Records - Northridge Campus	53	3.98	1.26	98	4.40	0.93	0.42
IRT Computer Centers - Northridge Campus	18	4.39	0.70	50	4.36	0.88	-0.03
Campus Administrative Offices (formerly Campus Manager) - Northridge Campus	59	4.44	0.73	132	4.34	0.95	-0.10
Custodial Services - Northridge Campus	51	4.47	0.67	74	4.34	1.09	-0.13
Learning Labs - Northridge Campus	24	4.04	1.12	49	4.29	1.02	0.24
Building Maintenance Service - Northridge Campus	39	4.21	1.03	60	4.28	0.98	0.08
Veterans Affairs - Northridge Campus	15	4.07	0.88	16	4.25	1.13	0.18
Testing Centers - Northridge Campus	41	4.17	1.18	86	4.24	1.05	0.07
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	30	4.20	0.85	n/a
Students with Disabilities - Northridge Campus	44	4.14	1.05	62	4.18	1.17	0.04
Assessment - Northridge Campus	23	4.13	1.01	37	4.16	1.07	0.03

Internal College Survey
Summer 2006

Table 23 Northridge Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Financial Aid - Northridge Campus	24	4.08	1.14	37	4.16	1.04	0.08
Evening Supervisor - Northridge Campus	25	3.88	1.33	31	3.97	1.28	0.09
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.94	1.35	0.07
Student Life/Student Activities - Northridge Campus	18	4.00	0.97	28	3.93	1.36	-0.07
Campus Police - Northridge Campus	66	3.85	1.10	107	3.91	1.15	0.06
Advising - Northridge Campus	29	3.79	1.24	59	3.71	1.31	-0.08
Counseling - Northridge Campus	27	3.70	1.27	41	3.61	1.38	-0.09
Career Center - Northridge Campus	14	3.64	1.15	12	3.58	1.68	-0.06
Weekend Supervisor - Northridge Campus	15	4.13	0.74	19	3.58	1.61	-0.55
Bookstore - Northridge Campus	53	3.34	1.06	79	3.57	1.27	0.23
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Food Service - Northridge Campus	41	3.27	1.28	75	3.49	1.25	0.23

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 24 Northridge Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Cashier's Office - Northridge Campus	45	4.02	1.10	53	4.47	0.80	0.45
Admissions and Records - Northridge Campus	53	3.98	1.26	98	4.40	0.93	0.42
IRT Media Centers - Northridge Campus	49	4.12	1.20	66	4.42	0.90	0.30
Microcomputer Support Services - Northridge Campus	28	4.14	0.93	37	4.41	1.09	0.26
Learning Labs - Northridge Campus	24	4.04	1.12	49	4.29	1.02	0.24
Bookstore - Northridge Campus	53	3.34	1.06	79	3.57	1.27	0.23
Food Service - Northridge Campus	41	3.27	1.28	75	3.49	1.25	0.23
Veterans Affairs - Northridge Campus	15	4.07	0.88	16	4.25	1.13	0.18
Mailroom Services - Northridge Campus	77	4.45	0.82	116	4.59	0.80	0.14
Evening Supervisor - Northridge Campus	25	3.88	1.33	31	3.97	1.28	0.09
Financial Aid - Northridge Campus	24	4.08	1.14	37	4.16	1.04	0.08
Building Maintenance Service - Northridge Campus	39	4.21	1.03	60	4.28	0.98	0.08
Testing Centers - Northridge Campus	41	4.17	1.18	86	4.24	1.05	0.07
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.94	1.35	0.07
Campus Police - Northridge Campus	66	3.85	1.10	107	3.91	1.15	0.06
Students with Disabilities - Northridge Campus	44	4.14	1.05	62	4.18	1.17	0.04

Internal College Survey
Summer 2006

Table 24 Northridge Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Northridge Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Assessment - Northridge Campus	23	4.13	1.01	37	4.16	1.07	0.03
IRT Computer Centers - Northridge Campus	18	4.39	0.70	50	4.36	0.88	-0.03
Library Services - Northridge Campus	46	4.46	0.86	90	4.40	1.00	-0.06
Career Center - Northridge Campus	14	3.64	1.15	12	3.58	1.68	-0.06
Student Life/Student Activities - Northridge Campus	18	4.00	0.97	28	3.93	1.36	-0.07
Advising - Northridge Campus	29	3.79	1.24	59	3.71	1.31	-0.08
Counseling - Northridge Campus	27	3.70	1.27	41	3.61	1.38	-0.09
Campus Administrative Offices (formerly Campus Manager) - Northridge Campus	59	4.44	0.73	132	4.34	0.95	-0.10
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Custodial Services - Northridge Campus	51	4.47	0.67	74	4.34	1.09	-0.13
Weekend Supervisor - Northridge Campus	15	4.13	0.74	19	3.58	1.61	-0.55
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	30	4.20	0.85	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 25 Northridge Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Northridge Campus	53	3.85	1.17	97	4.34	0.97	0.49
Advising - Northridge Campus	29	3.79	1.26	58	3.84	1.24	0.05
Assessment - Northridge Campus	23	4.09	1.00	37	4.08	1.23	-0.01
Bookstore - Northridge Campus	50	3.18	1.16	79	3.48	1.30	0.30
Building Maintenance Service - Northridge Campus	38	4.13	1.02	60	4.28	1.03	0.15
Campus Administrative Offices - Northridge Campus	58	4.38	0.81	132	4.31	0.94	-0.07
Campus Police - Northridge Campus	65	3.82	1.25	107	3.92	1.15	0.10
Career Center - Northridge Campus	13	3.69	1.25	12	3.58	1.68	-0.11
Cashier's Office - Northridge Campus	45	4.09	0.97	52	4.44	0.75	0.35
Counseling - Northridge Campus	17	4.35	0.93	40	3.55	1.40	-0.80
Custodial Services - Northridge Campus	51	4.45	0.73	74	4.36	1.04	-0.09
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.90	1.35	0.03
Evening Supervisor - Northridge Campus	22	4.05	1.25	31	3.97	1.28	-0.08
Financial Aid - Northridge Campus	24	3.88	1.15	37	4.08	1.09	0.21
Food Service - Northridge Campus	41	3.49	1.16	74	3.70	1.09	0.21
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.17	1.00	n/a
IRT Computer Centers - Northridge Campus	17	4.35	0.93	48	4.48	0.68	0.13
IRT Media Centers - Northridge Campus	50	4.12	1.21	66	4.50	0.77	0.38
Learning Labs - Northridge Campus	24	4.21	1.02	48	4.29	0.99	0.08
Library Services - Northridge Campus	44	4.50	0.82	91	4.36	0.99	-0.14

Internal College Survey
 Summer 2006
 Table 25 Northridge Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Northridge Campus	74	4.51	0.74	115	4.60	0.77	0.09
Microcomputer Support Services - Northridge Campus	28	4.18	0.86	37	4.38	0.95	0.20
Office for Students with Disabilities - Northridge Campus	43	4.05	1.05	61	4.23	1.15	0.18
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Student Life/Student Activities - Northridge Campus	18	3.94	0.94	27	4.07	1.33	0.13
Testing Centers - Northridge Campus	40	4.25	1.06	86	4.33	1.05	0.08
Veterans Affairs - Northridge Campus	15	3.87	0.99	15	4.13	1.30	0.27
Weekend Supervisor - Northridge Campus	14	4.14	0.86	19	3.63	1.57	-0.51

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 26 Northridge Campus

Sorted by Mean Scores of Satisfaction with Promptness (highest at top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Northridge Campus	74	4.51	0.74	115	4.60	0.77	0.09
IRT Media Centers - Northridge Campus	50	4.12	1.21	66	4.50	0.77	0.38
IRT Computer Centers - Northridge Campus	17	4.35	0.93	48	4.48	0.68	0.13
Cashier's Office - Northridge Campus	45	4.09	0.97	52	4.44	0.75	0.35
Microcomputer Support Services - Northridge Campus	28	4.18	0.86	37	4.38	0.95	0.20
Custodial Services - Northridge Campus	51	4.45	0.73	74	4.36	1.04	-0.09
Library Services - Northridge Campus	44	4.50	0.82	91	4.36	0.99	-0.14
Admissions and Records - Northridge Campus	53	3.85	1.17	97	4.34	0.97	0.49
Testing Centers - Northridge Campus	40	4.25	1.06	86	4.33	1.05	0.08
Campus Administrative Offices - Northridge Campus	58	4.38	0.81	132	4.31	0.94	-0.07
Learning Labs - Northridge Campus	24	4.21	1.02	48	4.29	0.99	0.08
Building Maintenance Service - Northridge Campus	38	4.13	1.02	60	4.28	1.03	0.15
Office for Students with Disabilities - Northridge Campus	43	4.05	1.05	61	4.23	1.15	0.18
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.17	1.00	n/a
Veterans Affairs - Northridge Campus	15	3.87	0.99	15	4.13	1.30	0.27
Assessment - Northridge Campus	23	4.09	1.00	37	4.08	1.23	-0.01
Financial Aid - Northridge Campus	24	3.88	1.15	37	4.08	1.09	0.21
Student Life/Student Activities - Northridge Campus	18	3.94	0.94	27	4.07	1.33	0.13
Evening Supervisor - Northridge Campus	22	4.05	1.25	31	3.97	1.28	-0.08
Campus Police - Northridge Campus	65	3.82	1.25	107	3.92	1.15	0.10

Internal College Survey
Summer 2006

Table 26 Northridge Campus

Sorted by Mean Scores of Satisfaction with Promptness (highest at top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.90	1.35	0.03
Advising - Northridge Campus	29	3.79	1.26	58	3.84	1.24	0.05
Food Service - Northridge Campus	41	3.49	1.16	74	3.70	1.09	0.21
Weekend Supervisor - Northridge Campus	14	4.14	0.86	19	3.63	1.57	-0.51
Career Center - Northridge Campus	13	3.69	1.25	12	3.58	1.68	-0.11
Counseling - Northridge Campus	17	4.35	0.93	40	3.55	1.40	-0.80
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Bookstore - Northridge Campus	50	3.18	1.16	79	3.48	1.30	0.30

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 27 Northridge Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Devia	N	Mean	Std. Devia	
Admissions and Records - Northridge Campus	53	3.85	1.17	97	4.34	0.97	0.49
IRT Media Centers - Northridge Campus	50	4.12	1.21	66	4.50	0.77	0.38
Cashier's Office - Northridge Campus	45	4.09	0.97	52	4.44	0.75	0.35
Bookstore - Northridge Campus	50	3.18	1.16	79	3.48	1.30	0.30
Veterans Affairs - Northridge Campus	15	3.87	0.99	15	4.13	1.30	0.27
Food Service - Northridge Campus	41	3.49	1.16	74	3.70	1.09	0.21
Financial Aid - Northridge Campus	24	3.88	1.15	37	4.08	1.09	0.21
Microcomputer Support Services - Northridge Campus	28	4.18	0.86	37	4.38	0.95	0.20
Office for Students with Disabilities - Northridge Campus	43	4.05	1.05	61	4.23	1.15	0.18
Building Maintenance Service - Northridge Campus	38	4.13	1.02	60	4.28	1.03	0.15
Student Life/Student Activities - Northridge Campus	18	3.94	0.94	27	4.07	1.33	0.13
IRT Computer Centers - Northridge Campus	17	4.35	0.93	48	4.48	0.68	0.13
Campus Police - Northridge Campus	65	3.82	1.25	107	3.92	1.15	0.10
Mailroom Services - Northridge Campus	74	4.51	0.74	115	4.60	0.77	0.09
Learning Labs - Northridge Campus	24	4.21	1.02	48	4.29	0.99	0.08
Testing Centers - Northridge Campus	40	4.25	1.06	86	4.33	1.05	0.08
Advising - Northridge Campus	29	3.79	1.26	58	3.84	1.24	0.05
Dean of Student Services - Northridge Campus	23	3.87	1.25	51	3.90	1.35	0.03
Assessment - Northridge Campus	23	4.09	1.00	37	4.08	1.23	-0.01
Campus Administrative Offices - Northridge Campus	58	4.38	0.81	132	4.31	0.94	-0.07

Internal College Survey
Summer 2006

Table 27 Northridge Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Devia	N	Mean	Std. Devia	
Evening Supervisor - Northridge Campus	22	4.05	1.25	31	3.97	1.28	-0.08
Custodial Services - Northridge Campus	51	4.45	0.73	74	4.36	1.04	-0.09
Special Populations - Northridge Campus	10	3.60	1.17	10	3.50	1.96	-0.10
Career Center - Northridge Campus	13	3.69	1.25	12	3.58	1.68	-0.11
Library Services - Northridge Campus	44	4.50	0.82	91	4.36	0.99	-0.14
Weekend Supervisor - Northridge Campus	14	4.14	0.86	19	3.63	1.57	-0.51
Counseling - Northridge Campus	17	4.35	0.93	40	3.55	1.40	-0.80
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.17	1.00	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 28 Northridge Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Northridge Campus	53	3.87	1.27	98	4.30	1.05	0.43
Advising - Northridge Campus	29	3.83	1.17	59	3.88	1.22	0.05
Assessment - Northridge Campus	23	4.04	0.93	37	4.14	1.13	0.09
Bookstore - Northridge Campus	51	3.39	1.17	79	3.56	1.35	0.16
Building Maintenance Service - Northridge Campus	38	4.26	0.92	60	4.33	1.04	0.07
Campus Administrative Offices - Northridge Campus	58	4.45	0.92	132	4.28	1.04	-0.17
Campus Police - Northridge Campus	66	3.62	1.32	107	3.72	1.37	0.10
Career Center - Northridge Campus	13	3.85	0.99	12	3.58	1.68	-0.26
Cashier's Office - Northridge Campus	45	3.93	1.27	53	4.45	0.82	0.52
Counseling - Northridge Campus	27	3.81	1.18	41	3.68	1.39	-0.13
Custodial Services - Northridge Campus	51	4.37	0.77	73	4.37	1.03	0.00
Dean of Student Services - Northridge Campus	23	3.78	1.38	51	3.90	1.37	0.12
Evening Supervisor - Northridge Campus	25	3.96	1.37	31	3.90	1.37	-0.06
Financial Aid - Northridge Campus	24	3.83	1.37	37	4.16	1.07	0.33
Food Service - Northridge Campus	41	3.63	1.28	75	3.68	1.24	0.05
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.28	0.80	n/a
IRT Computer Centers - Northridge Campus	17	4.35	0.79	49	4.49	0.74	0.14
IRT Media Centers - Northridge Campus	50	4.20	1.16	66	4.56	0.75	0.36
Learning Labs - Northridge Campus	24	4.25	0.99	49	4.35	0.99	0.10
Library Services - Northridge Campus	44	4.52	0.88	89	4.31	1.12	-0.21

Internal College Survey
 Summer 2006
 Table 28 Northridge Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Northridge Campus	72	4.58	0.73	116	4.57	0.90	-0.01
Microcomputer Support Services - Northridge Campus	28	4.21	0.99	37	4.41	1.04	0.19
Office for Students with Disabilities - Northridge Campus	43	4.21	1.04	62	4.19	1.21	-0.02
Special Populations - Northridge Campus	10	3.50	1.27	10	3.50	1.96	0.00
Student Life/Student Activities - Northridge Campus	18	4.11	0.83	28	4.07	1.33	-0.04
Testing Centers - Northridge Campus	40	4.20	1.20	86	4.16	1.19	-0.04
Veterans Affairs - Northridge Campus	15	3.87	0.92	16	4.19	1.17	0.32
Weekend Supervisor - Northridge Campus	15	4.27	0.70	19	3.53	1.68	-0.74

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 29 Northridge Campus
 Sorted by 2006 Mean Scores of Satisfaction with Service Attitude

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Northridge Campus	72	4.58	0.73	116	4.57	0.90	-0.01
IRT Media Centers - Northridge Campus	50	4.20	1.16	66	4.56	0.75	0.36
IRT Computer Centers - Northridge Campus	17	4.35	0.79	49	4.49	0.74	0.14
Cashier's Office - Northridge Campus	45	3.93	1.27	53	4.45	0.82	0.52
Microcomputer Support Services - Northridge Campus	28	4.21	0.99	37	4.41	1.04	0.19
Custodial Services - Northridge Campus	51	4.37	0.77	73	4.37	1.03	0.00
Learning Labs - Northridge Campus	24	4.25	0.99	49	4.35	0.99	0.10
Building Maintenance Service - Northridge Campus	38	4.26	0.92	60	4.33	1.04	0.07
Library Services - Northridge Campus	44	4.52	0.88	89	4.31	1.12	-0.21
Admissions and Records - Northridge Campus	53	3.87	1.27	98	4.30	1.05	0.43
Campus Administrative Offices - Northridge Campus	58	4.45	0.92	132	4.28	1.04	-0.17
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.28	0.80	n/a
Office for Students with Disabilities - Northridge Campus	43	4.21	1.04	62	4.19	1.21	-0.02
Veterans Affairs - Northridge Campus	15	3.87	0.92	16	4.19	1.17	n/a
Testing Centers - Northridge Campus	40	4.20	1.20	86	4.16	1.19	-0.04
Financial Aid - Northridge Campus	24	3.83	1.37	37	4.16	1.07	0.33
Assessment - Northridge Campus	23	4.04	0.93	37	4.14	1.13	0.09
Student Life/Student Activities - Northridge Campus	18	4.11	0.83	28	4.07	1.33	-0.04
Evening Supervisor - Northridge Campus	25	3.96	1.37	31	3.90	1.37	-0.06
Dean of Student Services - Northridge Campus	23	3.78	1.38	51	3.90	1.37	0.12

Internal College Survey
 Summer 2006
 Table 29 Northridge Campus
 Sorted by 2006 Mean Scores of Satisfaction with Service Attitude

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Advising - Northridge Campus	29	3.83	1.17	59	3.88	1.22	0.05
Campus Police - Northridge Campus	66	3.62	1.32	107	3.72	1.37	0.10
Counseling - Northridge Campus	27	3.81	1.18	41	3.68	1.39	-0.13
Food Service - Northridge Campus	41	3.63	1.28	75	3.68	1.24	0.05
Career Center - Northridge Campus	13	3.85	0.99	12	3.58	1.68	-0.26
Bookstore - Northridge Campus	51	3.39	1.17	79	3.56	1.35	0.16
Weekend Supervisor - Northridge Campus	15	4.27	0.70	19	3.53	1.68	-0.74
Special Populations - Northridge Campus	10	3.50	1.27	10	3.50	1.96	0.00

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 30 Northridge Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Cashier's Office - Northridge Campus	45	3.93	1.27	53	4.45	0.82	0.52
Admissions and Records - Northridge Campus	53	3.87	1.27	98	4.30	1.05	0.43
IRT Media Centers - Northridge Campus	50	4.20	1.16	66	4.56	0.75	0.36
Financial Aid - Northridge Campus	24	3.83	1.37	37	4.16	1.07	0.33
Veterans Affairs - Northridge Campus	15	3.87	0.92	16	4.19	1.17	0.32
Microcomputer Support Services - Northridge Campus	28	4.21	0.99	37	4.41	1.04	0.19
Bookstore - Northridge Campus	51	3.39	1.17	79	3.56	1.35	0.16
IRT Computer Centers - Northridge Campus	17	4.35	0.79	49	4.49	0.74	0.14
Dean of Student Services - Northridge Campus	23	3.78	1.38	51	3.90	1.37	0.12
Campus Police - Northridge Campus	66	3.62	1.32	107	3.72	1.37	0.10
Learning Labs - Northridge Campus	24	4.25	0.99	49	4.35	0.99	0.10
Assessment - Northridge Campus	23	4.04	0.93	37	4.14	1.13	0.09
Building Maintenance Service - Northridge Campus	38	4.26	0.92	60	4.33	1.04	0.07
Advising - Northridge Campus	29	3.83	1.17	59	3.88	1.22	0.05
Food Service - Northridge Campus	41	3.63	1.28	75	3.68	1.24	0.05
Special Populations - Northridge Campus	10	3.50	1.27	10	3.50	1.96	0.00
Custodial Services - Northridge Campus	51	4.37	0.77	73	4.37	1.03	0.00
Mailroom Services - Northridge Campus	72	4.58	0.73	116	4.57	0.90	-0.01
Office for Students with Disabilities - Northridge Campus	43	4.21	1.04	62	4.19	1.21	-0.02
Testing Centers - Northridge Campus	40	4.20	1.20	86	4.16	1.19	-0.04

Internal College Survey
Summer 2006

Table 30 Northridge Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Northridge Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Northridge Campus	18	4.11	0.83	28	4.07	1.33	-0.04
Evening Supervisor - Northridge Campus	25	3.96	1.37	31	3.90	1.37	-0.06
Counseling - Northridge Campus	27	3.81	1.18	41	3.68	1.39	-0.13
Campus Administrative Offices - Northridge Campus	58	4.45	0.92	132	4.28	1.04	-0.17
Library Services - Northridge Campus	44	4.52	0.88	89	4.31	1.12	-0.21
Career Center - Northridge Campus	13	3.85	0.99	12	3.58	1.68	-0.26
Weekend Supervisor - Northridge Campus	15	4.27	0.70	19	3.53	1.68	-0.74
Grounds Keeping - Northridge Campus	n/a	n/a	n/a	29	4.28	0.80	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 31 Pinnacle Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Pinnacle Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Pinnacle Campus	46	4.61	0.68	45	4.60	0.72	46	4.61	0.65
Advising - Pinnacle Campus	40	3.98	1.27	39	4.08	1.18	40	4.13	1.24
Assessment - Pinnacle Campus	20	3.95	1.39	20	3.95	1.39	20	3.95	1.39
Bookstore - Pinnacle Campus	25	3.56	1.39	25	3.40	1.47	25	3.40	1.41
Building Maintenance Service - Pinnacle Campus	33	4.45	0.90	33	4.42	0.94	32	4.50	0.92
Campus Administrative Offices - Pinnacle Campus	71	4.48	0.89	70	4.47	0.90	71	4.46	0.92
Campus Police - Pinnacle Campus	50	4.34	0.89	50	4.42	0.78	50	4.30	1.13
Career Center - Pinnacle Campus	11	3.36	1.43	11	3.36	1.43	11	3.36	1.43
Cashier's Office - Pinnacle Campus	24	4.46	0.78	24	4.46	0.78	24	4.50	0.78
Counseling - Pinnacle Campus	29	3.90	1.50	29	3.79	1.54	29	4.00	1.54
Custodial Services - Pinnacle Campus	30	4.57	0.94	30	4.50	1.01	30	4.67	0.84
Dean of Student Services - Pinnacle Campus	33	3.82	1.53	33	3.73	1.53	33	3.79	1.58
Evening Supervisor - Pinnacle Campus	27	4.48	1.09	27	4.44	1.09	27	4.48	1.09
Financial Aid - Pinnacle Campus	22	4.14	1.04	22	4.14	0.94	22	4.36	0.79
Food Service - Pinnacle Campus	46	4.02	1.13	46	4.07	1.25	46	4.28	1.15
Grounds Keeping - Pinnacle Campus	20	4.50	0.51	20	4.35	0.67	20	4.45	0.60
IRT Computer Centers - Pinnacle Campus	22	4.32	0.95	21	4.33	0.91	22	4.32	0.95
IRT Media Centers - Pinnacle Campus	31	4.39	0.95	31	4.42	0.96	31	4.45	0.96
Learning Labs - Pinnacle Campus	24	4.42	0.97	24	4.25	1.03	24	4.33	1.20
Library Services - Pinnacle Campus	43	4.44	1.18	43	4.40	1.24	43	4.42	1.20

Internal College Survey
Summer 2006

Table 31 Pinnacle Campus

Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Pinnacle Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Mailroom Services - Pinnacle Campus	49	4.41	0.89	49	4.37	1.01	49	4.47	0.92
Microcomputer Support Services - Pinnacle Campus	23	4.30	0.97	23	4.30	0.93	23	4.39	0.84
Office for Students with Disabilities - Pinnacle Campus	33	4.21	1.19	33	4.06	1.25	33	4.24	1.17
Special Populations - Pinnacle Campus	7	3.29	2.14	7	3.29	2.14	7	3.29	2.14
Student Life/Student Activities - Pinnacle Campus	22	3.86	1.32	20	4.00	1.38	22	4.23	1.27
Testing Centers - Pinnacle Campus	44	4.43	0.90	44	4.45	0.90	44	4.48	0.82
Weekend Supervisor - Pinnacle Campus	4	2.50	1.91	4	2.50	1.91	4	2.50	1.91

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 32 Pinnacle Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Pinnacle Campus	26	4.54	0.76	46	4.61	0.68	0.07
Advising - Pinnacle Campus	19	3.95	1.35	40	3.98	1.27	0.03
Assessment - Pinnacle Campus	14	3.93	1.33	20	3.95	1.39	0.02
Bookstore - Pinnacle Campus	21	3.90	1.04	25	3.56	1.39	-0.34
Building Maintenance Service - Pinnacle Campus	21	4.29	0.72	33	4.45	0.90	0.17
Campus Administrative Offices (formerly Campus Manager) - Pinnacle Campus	35	4.60	0.98	71	4.48	0.89	-0.12
Campus Police - Pinnacle Campus	31	4.13	1.02	50	4.34	0.89	0.21
Career Center - Pinnacle Campus	10	3.90	1.45	11	3.36	1.43	-0.54
Cashier's Office - Pinnacle Campus	26	4.65	0.56	24	4.46	0.78	-0.20
Counseling - Pinnacle Campus	15	3.93	1.49	29	3.90	1.50	-0.04
Custodial Services - Pinnacle Campus	26	4.77	0.59	30	4.57	0.94	-0.20
Dean of Student Services - Pinnacle Campus	15	3.73	1.67	33	3.82	1.53	0.08
Evening Supervisor - Pinnacle Campus	24	4.88	0.34	27	4.48	1.09	-0.39
Financial Aid - Pinnacle Campus	9	4.44	0.73	22	4.14	1.04	-0.31
Food Service - Pinnacle Campus	27	3.78	1.12	46	4.02	1.13	0.24
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.50	0.51	n/a

Internal College Survey
 Summer 2006
 Table 32 Pinnacle Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Pinnacle Campus	11	4.00	1.18	22	4.32	0.95	0.32
IRT Media Centers - Pinnacle Campus	14	4.14	1.10	31	4.39	0.95	0.24
Learning Labs - Pinnacle Campus	14	4.50	0.85	24	4.42	0.97	-0.08
Library Services - Pinnacle Campus	26	4.54	0.71	43	4.44	1.18	-0.10
Mailroom Services - Pinnacle Campus	31	4.13	0.96	49	4.41	0.89	0.28
Microcomputer Support Services - Pinnacle Campus	22	4.14	0.94	23	4.30	0.97	0.17
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Student Life/Student Activities - Pinnacle Campus	8	3.50	1.85	22	3.86	1.32	0.36
Students with Disabilities - Pinnacle Campus	17	4.29	1.05	33	4.21	1.19	-0.08
Testing Centers - Pinnacle Campus	22	4.59	0.96	44	4.43	0.90	-0.16
Weekend Supervisor - Pinnacle Campus	1	4.00	n/a	4	2.50	1.91	-1.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 33 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Pinnacle Campus	26	4.54	0.76	46	4.61	0.68	0.07
Custodial Services - Pinnacle Campus	26	4.77	0.59	30	4.57	0.94	-0.20
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.50	0.51	n/a
Evening Supervisor - Pinnacle Campus	24	4.88	0.34	27	4.48	1.09	-0.39
Campus Administrative Offices (formerly Campus Manager) - Pinnacle Campus	35	4.60	0.98	71	4.48	0.89	-0.12
Cashier's Office - Pinnacle Campus	26	4.65	0.56	24	4.46	0.78	-0.20
Building Maintenance Service - Pinnacle Campus	21	4.29	0.72	33	4.45	0.90	0.17
Library Services - Pinnacle Campus	26	4.54	0.71	43	4.44	1.18	-0.10
Testing Centers - Pinnacle Campus	22	4.59	0.96	44	4.43	0.90	-0.16
Learning Labs - Pinnacle Campus	14	4.50	0.85	24	4.42	0.97	-0.08
Mailroom Services - Pinnacle Campus	31	4.13	0.96	49	4.41	0.89	0.28
IRT Media Centers - Pinnacle Campus	14	4.14	1.10	31	4.39	0.95	0.24
Campus Police - Pinnacle Campus	31	4.13	1.02	50	4.34	0.89	0.21
IRT Computer Centers - Pinnacle Campus	11	4.00	1.18	22	4.32	0.95	0.32
Microcomputer Support Services - Pinnacle Campus	22	4.14	0.94	23	4.30	0.97	0.17
Students with Disabilities - Pinnacle Campus	17	4.29	1.05	33	4.21	1.19	-0.08

Internal College Survey
Summer 2006

Table 33 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Financial Aid - Pinnacle Campus	9	4.44	0.73	22	4.14	1.04	-0.31
Food Service - Pinnacle Campus	27	3.78	1.12	46	4.02	1.13	0.24
Advising - Pinnacle Campus	19	3.95	1.35	40	3.98	1.27	0.03
Assessment - Pinnacle Campus	14	3.93	1.33	20	3.95	1.39	0.02
Counseling - Pinnacle Campus	15	3.93	1.49	29	3.90	1.50	-0.04
Student Life/Student Activities - Pinnacle Campus	8	3.50	1.85	22	3.86	1.32	0.36
Dean of Student Services - Pinnacle Campus	15	3.73	1.67	33	3.82	1.53	0.08
Bookstore - Pinnacle Campus	21	3.90	1.04	25	3.56	1.39	-0.34
Career Center - Pinnacle Campus	10	3.90	1.45	11	3.36	1.43	-0.54
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Weekend Supervisor - Pinnacle Campus	1	4.00	n/a	4	2.50	1.91	-1.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 34 Pinnacle Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Pinnacle Campus	8	3.50	1.85	22	3.86	1.32	0.36
IRT Computer Centers - Pinnacle Campus	11	4.00	1.18	22	4.32	0.95	0.32
Mailroom Services - Pinnacle Campus	31	4.13	0.96	49	4.41	0.89	0.28
IRT Media Centers - Pinnacle Campus	14	4.14	1.10	31	4.39	0.95	0.24
Food Service - Pinnacle Campus	27	3.78	1.12	46	4.02	1.13	0.24
Campus Police - Pinnacle Campus	31	4.13	1.02	50	4.34	0.89	0.21
Building Maintenance Service - Pinnacle Campus	21	4.29	0.72	33	4.45	0.90	0.17
Microcomputer Support Services - Pinnacle Campus	22	4.14	0.94	23	4.30	0.97	0.17
Dean of Student Services - Pinnacle Campus	15	3.73	1.67	33	3.82	1.53	0.08
Admissions and Records - Pinnacle Campus	26	4.54	0.76	46	4.61	0.68	0.07
Advising - Pinnacle Campus	19	3.95	1.35	40	3.98	1.27	0.03
Assessment - Pinnacle Campus	14	3.93	1.33	20	3.95	1.39	0.02
Counseling - Pinnacle Campus	15	3.93	1.49	29	3.90	1.50	-0.04
Students with Disabilities - Pinnacle Campus	17	4.29	1.05	33	4.21	1.19	-0.08
Learning Labs - Pinnacle Campus	14	4.50	0.85	24	4.42	0.97	-0.08
Library Services - Pinnacle Campus	26	4.54	0.71	43	4.44	1.18	-0.10

Internal College Survey
Summer 2006

Table 34 Pinnacle Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Pinnacle Campus	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Campus Administrative Offices (formerly Campus Manager) - Pinnacle Campus	35	4.60	0.98	71	4.48	0.89	-0.12
Testing Centers - Pinnacle Campus	22	4.59	0.96	44	4.43	0.90	-0.16
Cashier's Office - Pinnacle Campus	26	4.65	0.56	24	4.46	0.78	-0.20
Custodial Services - Pinnacle Campus	26	4.77	0.59	30	4.57	0.94	-0.20
Financial Aid - Pinnacle Campus	9	4.44	0.73	22	4.14	1.04	-0.31
Bookstore - Pinnacle Campus	21	3.90	1.04	25	3.56	1.39	-0.34
Evening Supervisor - Pinnacle Campus	24	4.88	0.34	27	4.48	1.09	-0.39
Career Center - Pinnacle Campus	10	3.90	1.45	11	3.36	1.43	-0.54
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Weekend Supervisor - Pinnacle Campus	1	4.00	n/a	4	2.50	1.91	-1.50
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.50	0.51	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 35 Pinnacle Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Devi.	
Admissions and Records - Pinnacle Campus	24	4.58	0.72	45	4.60	0.72	0.02
Advising - Pinnacle Campus	17	4.06	1.39	39	4.08	1.18	0.02
Assessment - Pinnacle Campus	11	4.09	1.30	20	3.95	1.39	-0.14
Bookstore - Pinnacle Campus	19	3.84	1.12	25	3.40	1.47	-0.44
Building Maintenance Service - Pinnacle Campus	20	4.20	0.89	33	4.42	0.94	0.22
Campus Administrative Offices - Pinnacle Campus	33	4.58	1.00	70	4.47	0.90	-0.10
Campus Police - Pinnacle Campus	28	4.29	0.85	50	4.42	0.78	0.13
Career Center - Pinnacle Campus	8	4.13	1.36	11	3.36	1.43	-0.76
Cashier's Office - Pinnacle Campus	24	4.58	0.50	24	4.46	0.78	-0.13
Counseling - Pinnacle Campus	13	3.92	1.55	29	3.79	1.54	-0.13
Custodial Services - Pinnacle Campus	24	4.83	0.48	30	4.50	1.01	-0.33
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.73	1.53	0.03
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.44	1.09	-0.51
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.14	0.94	-0.24
Food Service - Pinnacle Campus	25	3.76	1.20	46	4.07	1.25	0.31
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.35	0.67	n/a
IRT Computer Centers - Pinnacle Campus	10	4.20	1.23	21	4.33	0.91	0.13
IRT Media Centers - Pinnacle Campus	13	4.15	1.14	31	4.42	0.96	0.27
Learning Labs - Pinnacle Campus	12	4.33	0.98	24	4.25	1.03	-0.08
Library Services - Pinnacle Campus	24	4.71	0.55	43	4.40	1.24	-0.31

Internal College Survey
 Summer 2006
 Table 35 Pinnacle Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Devi.	
Mailroom Services - Pinnacle Campus	28	4.18	0.98	49	4.37	1.01	0.19
Microcomputer Support Services - Pinnacle Campus	20	4.15	0.81	23	4.30	0.93	0.15
Office for Students with Disabilities - Pinnacle Campus	16	4.13	1.09	33	4.06	1.25	-0.06
Special Populations - Pinnacle Campus	4	3.75	1.89	7	3.29	2.14	-0.46
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	20	4.00	1.38	0.38
Testing Centers - Pinnacle Campus	19	4.53	1.02	44	4.45	0.90	-0.07
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 36 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Pinnacle Campus	24	4.58	0.72	45	4.60	0.72	0.02
Custodial Services - Pinnacle Campus	24	4.83	0.48	30	4.50	1.01	-0.33
Campus Administrative Offices - Pinnacle Campus	33	4.58	1.00	70	4.47	0.90	-0.10
Cashier's Office - Pinnacle Campus	24	4.58	0.50	24	4.46	0.78	-0.13
Testing Centers - Pinnacle Campus	19	4.53	1.02	44	4.45	0.90	-0.07
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.44	1.09	-0.51
Building Maintenance Service - Pinnacle Campus	20	4.20	0.89	33	4.42	0.94	0.22
Campus Police - Pinnacle Campus	28	4.29	0.85	50	4.42	0.78	0.13
IRT Media Centers - Pinnacle Campus	13	4.15	1.14	31	4.42	0.96	0.27
Library Services - Pinnacle Campus	24	4.71	0.55	43	4.40	1.24	-0.31
Mailroom Services - Pinnacle Campus	28	4.18	0.98	49	4.37	1.01	0.19
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.35	0.67	n/a
IRT Computer Centers - Pinnacle Campus	10	4.20	1.23	21	4.33	0.91	0.13
Microcomputer Support Services - Pinnacle Campus	20	4.15	0.81	23	4.30	0.93	0.15
Learning Labs - Pinnacle Campus	12	4.33	0.98	24	4.25	1.03	-0.08
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.14	0.94	-0.24
Advising - Pinnacle Campus	17	4.06	1.39	39	4.08	1.18	0.02
Food Service - Pinnacle Campus	25	3.76	1.20	46	4.07	1.25	0.31
Office for Students with Disabilities - Pinnacle Campus	16	4.13	1.09	33	4.06	1.25	-0.06
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	20	4.00	1.38	0.38

Internal College Survey
 Summer 2006

Table 36 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Assessment - Pinnacle Campus	11	4.09	1.30	20	3.95	1.39	-0.14
Counseling - Pinnacle Campus	13	3.92	1.55	29	3.79	1.54	-0.13
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.73	1.53	0.03
Bookstore - Pinnacle Campus	19	3.84	1.12	25	3.40	1.47	-0.44
Career Center - Pinnacle Campus	8	4.13	1.36	11	3.36	1.43	-0.76
Special Populations - Pinnacle Campus	4	3.75	1.89	7	3.29	2.14	-0.46
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 37 Pinnacle Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	20	4.00	1.38	0.38
Food Service - Pinnacle Campus	25	3.76	1.20	46	4.07	1.25	0.31
IRT Media Centers - Pinnacle Campus	13	4.15	1.14	31	4.42	0.96	0.27
Building Maintenance Service - Pinnacle Campus	20	4.20	0.89	33	4.42	0.94	0.22
Mailroom Services - Pinnacle Campus	28	4.18	0.98	49	4.37	1.01	0.19
Microcomputer Support Services - Pinnacle Campus	20	4.15	0.81	23	4.30	0.93	0.15
Campus Police - Pinnacle Campus	28	4.29	0.85	50	4.42	0.78	0.13
IRT Computer Centers - Pinnacle Campus	10	4.20	1.23	21	4.33	0.91	0.13
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.73	1.53	0.03
Advising - Pinnacle Campus	17	4.06	1.39	39	4.08	1.18	0.02
Admissions and Records - Pinnacle Campus	24	4.58	0.72	45	4.60	0.72	0.02
Office for Students with Disabilities - Pinnacle Campus	16	4.13	1.09	33	4.06	1.25	-0.06
Testing Centers - Pinnacle Campus	19	4.53	1.02	44	4.45	0.90	-0.07
Learning Labs - Pinnacle Campus	12	4.33	0.98	24	4.25	1.03	-0.08
Campus Administrative Offices - Pinnacle Campus	33	4.58	1.00	70	4.47	0.90	-0.10
Cashier's Office - Pinnacle Campus	24	4.58	0.50	24	4.46	0.78	-0.13
Counseling - Pinnacle Campus	13	3.92	1.55	29	3.79	1.54	-0.13
Assessment - Pinnacle Campus	11	4.09	1.30	20	3.95	1.39	-0.14
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.14	0.94	-0.24
Library Services - Pinnacle Campus	24	4.71	0.55	43	4.40	1.24	-0.31

Internal College Survey
Summer 2006

Table 37 Pinnacle Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Custodial Services - Pinnacle Campus	24	4.83	0.48	30	4.50	1.01	-0.33
Bookstore - Pinnacle Campus	19	3.84	1.12	25	3.40	1.47	-0.44
Special Populations - Pinnacle Campus	4	3.75	1.89	7	3.29	2.14	-0.46
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.44	1.09	-0.51
Career Center - Pinnacle Campus	8	4.13	1.36	11	3.36	1.43	-0.76
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.35	0.67	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 38 Pinnacle Campus
Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std.	N	Mean	Std.	
Admissions and Records - Pinnacle Campus	25	4.52	0.82	46	4.61	0.65	0.09
Advising - Pinnacle Campus	17	4.06	1.39	40	4.13	1.24	0.07
Assessment - Pinnacle Campus	11	3.91	1.58	20	3.95	1.39	0.04
Bookstore - Pinnacle Campus	20	4.00	1.08	25	3.40	1.41	-0.60
Building Maintenance Service - Pinnacle Campus	21	4.43	0.87	32	4.50	0.92	0.07
Campus Administrative Offices - Pinnacle Campus	33	4.64	1.03	71	4.46	0.92	-0.17
Campus Police - Pinnacle Campus	29	4.28	0.88	50	4.30	1.13	0.02
Career Center - Pinnacle Campus	8	3.88	1.55	11	3.36	1.43	-0.51
Cashier's Office - Pinnacle Campus	25	4.72	0.46	24	4.50	0.78	-0.22
Counseling - Pinnacle Campus	13	3.92	1.55	29	4.00	1.54	0.08
Custodial Services - Pinnacle Campus	25	4.72	0.74	30	4.67	0.84	-0.05
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.79	1.58	0.10
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.48	1.09	-0.48
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.36	0.79	-0.01
Food Service - Pinnacle Campus	26	3.92	1.32	46	4.28	1.15	0.36
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.45	0.60	n/a
IRT Computer Centers - Pinnacle Campus	10	4.30	1.25	22	4.32	0.95	0.02
IRT Media Centers - Pinnacle Campus	13	4.08	0.95	31	4.45	0.96	0.37
Learning Labs - Pinnacle Campus	13	4.46	0.88	24	4.33	1.20	-0.13
Library Services - Pinnacle Campus	24	4.67	0.56	43	4.42	1.20	-0.25

Internal College Survey
 Summer 2006
 Table 38 Pinnacle Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std.	N	Mean	Std.	
Mailroom Services - Pinnacle Campus	28	4.29	0.98	49	4.47	0.92	0.18
Microcomputer Support Services - Pinnacle Campus	21	4.52	0.60	23	4.39	0.84	-0.13
Office for Students with Disabilities - Pinnacle Campus	16	4.38	1.09	33	4.24	1.17	-0.13
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	22	4.23	1.27	0.60
Testing Centers - Pinnacle Campus	20	4.45	1.23	44	4.48	0.82	0.03
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 39 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std.	N	Mean	Std. Dev.	
Custodial Services - Pinnacle Campus	25	4.72	0.74	30	4.67	0.84	-0.05
Admissions and Records - Pinnacle Campus	25	4.52	0.82	46	4.61	0.65	0.09
Building Maintenance Service - Pinnacle Campus	21	4.43	0.87	32	4.50	0.92	0.07
Cashier's Office - Pinnacle Campus	25	4.72	0.46	24	4.50	0.78	-0.22
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.48	1.09	-0.48
Testing Centers - Pinnacle Campus	20	4.45	1.23	44	4.48	0.82	0.03
Mailroom Services - Pinnacle Campus	28	4.29	0.98	49	4.47	0.92	0.18
Campus Administrative Offices - Pinnacle Campus	33	4.64	1.03	71	4.46	0.92	-0.17
IRT Media Centers - Pinnacle Campus	13	4.08	0.95	31	4.45	0.96	0.37
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.45	0.60	n/a
Library Services - Pinnacle Campus	24	4.67	0.56	43	4.42	1.20	-0.25
Microcomputer Support Services - Pinnacle Campus	21	4.52	0.60	23	4.39	0.84	-0.13
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.36	0.79	-0.01
Learning Labs - Pinnacle Campus	13	4.46	0.88	24	4.33	1.20	-0.13
IRT Computer Centers - Pinnacle Campus	10	4.30	1.25	22	4.32	0.95	0.02
Campus Police - Pinnacle Campus	29	4.28	0.88	50	4.30	1.13	0.02
Food Service - Pinnacle Campus	26	3.92	1.32	46	4.28	1.15	0.36
Office for Students with Disabilities - Pinnacle Campus	16	4.38	1.09	33	4.24	1.17	-0.13
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	22	4.23	1.27	0.60
Advising - Pinnacle Campus	17	4.06	1.39	40	4.13	1.24	0.07

Internal College Survey
Summer 2006

Table 39 Pinnacle Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std.	N	Mean	Std. Dev.	
Counseling - Pinnacle Campus	13	3.92	1.55	29	4.00	1.54	0.08
Assessment - Pinnacle Campus	11	3.91	1.58	20	3.95	1.39	0.04
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.79	1.58	0.10
Bookstore - Pinnacle Campus	20	4.00	1.08	25	3.40	1.41	-0.60
Career Center - Pinnacle Campus	8	3.88	1.55	11	3.36	1.43	-0.51
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 40 Pinnacle Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Student Life/Student Activities - Pinnacle Campus	8	3.63	1.77	22	4.23	1.27	0.60
IRT Media Centers - Pinnacle Campus	13	4.08	0.95	31	4.45	0.96	0.37
Food Service - Pinnacle Campus	26	3.92	1.32	46	4.28	1.15	0.36
Mailroom Services - Pinnacle Campus	28	4.29	0.98	49	4.47	0.92	0.18
Dean of Student Services - Pinnacle Campus	13	3.69	1.75	33	3.79	1.58	0.10
Admissions and Records - Pinnacle Campus	25	4.52	0.82	46	4.61	0.65	0.09
Counseling - Pinnacle Campus	13	3.92	1.55	29	4.00	1.54	0.08
Building Maintenance Service - Pinnacle Campus	21	4.43	0.87	32	4.50	0.92	0.07
Advising - Pinnacle Campus	17	4.06	1.39	40	4.13	1.24	0.07
Assessment - Pinnacle Campus	11	3.91	1.58	20	3.95	1.39	0.04
Testing Centers - Pinnacle Campus	20	4.45	1.23	44	4.48	0.82	0.03
Campus Police - Pinnacle Campus	29	4.28	0.88	50	4.30	1.13	0.02
IRT Computer Centers - Pinnacle Campus	10	4.30	1.25	22	4.32	0.95	0.02
Financial Aid - Pinnacle Campus	8	4.38	0.74	22	4.36	0.79	-0.01
Custodial Services - Pinnacle Campus	25	4.72	0.74	30	4.67	0.84	-0.05
Learning Labs - Pinnacle Campus	13	4.46	0.88	24	4.33	1.20	-0.13
Microcomputer Support Services - Pinnacle Campus	21	4.52	0.60	23	4.39	0.84	-0.13
Office for Students with Disabilities - Pinnacle Campus	16	4.38	1.09	33	4.24	1.17	-0.13
Campus Administrative Offices - Pinnacle Campus	33	4.64	1.03	71	4.46	0.92	-0.17
Cashier's Office - Pinnacle Campus	25	4.72	0.46	24	4.50	0.78	-0.22

Internal College Survey
Summer 2006

Table 40 Pinnacle Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Pinnacle Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Library Services - Pinnacle Campus	24	4.67	0.56	43	4.42	1.20	-0.25
Evening Supervisor - Pinnacle Campus	23	4.96	0.21	27	4.48	1.09	-0.48
Career Center - Pinnacle Campus	8	3.88	1.55	11	3.36	1.43	-0.51
Bookstore - Pinnacle Campus	20	4.00	1.08	25	3.40	1.41	-0.60
Special Populations - Pinnacle Campus	4	4.00	2.00	7	3.29	2.14	-0.71
Weekend Supervisor - Pinnacle Campus	1	5.00	n/a	4	2.50	1.91	-2.50
Grounds Keeping - Pinnacle Campus	n/a	n/a	n/a	20	4.45	0.60	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 41 Rio Grande Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Rio Grande Campus	87	4.38	1.01	86	4.43	1.00	87	4.37	1.09
Advising - Rio Grande Campus	43	3.79	1.39	42	3.90	1.38	43	3.72	1.45
Assessment - Rio Grande Campus	28	4.43	1.14	28	4.43	1.17	28	4.46	1.10
Bookstore - Rio Grande Campus	55	3.22	1.37	55	3.24	1.33	55	3.38	1.42
Building Maintenance Service - Rio Grande Campus	52	3.69	1.32	52	3.65	1.37	52	3.63	1.41
Campus Administrative Offices - Rio Grande Campus	119	4.23	1.12	119	4.22	1.07	119	4.18	1.21
Campus Police - Rio Grande Campus	98	4.22	0.91	98	4.29	0.90	98	4.16	1.06
Career Center - Rio Grande Campus	16	4.44	1.36	16	4.44	1.36	16	4.44	1.36
Cashier's Office - Rio Grande Campus	45	4.47	0.73	45	4.42	0.87	45	4.40	0.78
Counseling - Rio Grande Campus	39	3.90	1.37	39	3.90	1.41	39	3.95	1.41
Custodial Services - Rio Grande Campus	57	4.30	1.05	57	4.37	0.96	57	4.40	1.00
Dean of Student Services - Rio Grande Campus	48	3.90	1.43	48	3.90	1.43	48	3.96	1.41
Evening Supervisor - Rio Grande Campus	31	4.42	1.12	31	4.39	1.12	31	4.42	1.12
Financial Aid - Rio Grande Campus	26	4.38	0.98	26	4.31	1.09	26	4.42	0.99
Food Service - Rio Grande Campus	62	3.90	1.07	62	4.00	0.96	62	3.90	1.02
Grounds Keeping - Rio Grande Campus	30	4.53	0.63	30	4.53	0.63	30	4.53	0.63
IRT Computer Centers - Rio Grande Campus	44	4.36	0.81	42	4.31	0.87	43	4.21	0.91
IRT Media Centers - Rio Grande Campus	67	4.10	1.21	67	4.16	1.16	67	4.13	1.19
Learning Labs - Rio Grande Campus	42	4.40	0.77	42	4.45	0.71	42	4.36	0.98
Library Services - Rio Grande Campus	85	4.20	1.26	85	4.34	1.18	85	4.34	1.15

Internal College Survey
Summer 2006

Table 41 Rio Grande Campus
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Mailroom Services - Rio Grande Campus	100	4.67	0.62	100	4.65	0.64	100	4.53	0.87
Microcomputer Support Services - Rio Grande Campus	38	4.13	0.93	38	4.16	0.95	38	4.11	0.95
Office for Students with Disabilities - Rio Grande Campus	60	4.07	1.31	60	4.05	1.33	60	4.02	1.37
Special Populations - Rio Grande Campus	4	2.50	1.91	4	2.50	1.91	4	2.50	1.91
Student Life/Student Activities - Rio Grande Campus	55	4.27	1.06	55	4.15	1.19	55	4.24	1.15
Testing Centers - Rio Grande Campus	78	4.27	1.03	78	4.27	1.07	78	3.74	1.45
Weekend Supervisor - Rio Grande Campus	18	3.94	1.47	18	3.94	1.47	18	3.94	1.51

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 42 Rio Grande Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Rio Grande Campus	49	4.22	1.05	87	4.38	1.01	0.15
Advising - Rio Grande Campus	27	4.00	1.21	43	3.79	1.39	-0.21
Assessment - Rio Grande Campus	22	4.00	1.11	28	4.43	1.14	0.43
Bookstore - Rio Grande Campus	34	3.68	1.30	55	3.22	1.37	-0.46
Building Maintenance Service - Rio Grande Campus	41	3.78	1.19	52	3.69	1.32	-0.09
Campus Administrative Offices (formerly Campus Manager) - Rio Grande Campus	54	3.78	1.38	119	4.23	1.12	0.45
Campus Police - Rio Grande Campus	63	3.86	1.33	98	4.22	0.91	0.37
Career Center - Rio Grande Campus	21	4.10	1.09	16	4.44	1.36	0.34
Cashier's Office - Rio Grande Campus	40	4.30	0.99	45	4.47	0.73	0.17
Counseling - Rio Grande Campus	31	3.97	1.33	39	3.90	1.37	-0.07
Custodial Services - Rio Grande Campus	52	4.13	1.16	57	4.30	1.05	0.16
Dean of Student Services - Rio Grande Campus	28	3.64	1.47	48	3.90	1.43	0.25
Evening Supervisor - Rio Grande Campus	25	4.16	1.07	31	4.42	1.12	0.26
Financial Aid - Rio Grande Campus	27	3.56	1.34	26	4.38	0.98	0.83
Food Service - Rio Grande Campus	35	3.71	1.02	62	3.90	1.07	0.19
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a

Internal College Survey
 Summer 2006
 Table 42 Rio Grande Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Rio Grande Campus	24	4.04	1.04	44	4.36	0.81	0.32
IRT Media Centers - Rio Grande Campus	45	4.04	1.17	67	4.10	1.21	0.06
Learning Labs - Rio Grande Campus	30	4.10	0.99	42	4.40	0.77	0.30
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.20	1.26	-0.21
Mailroom Services - Rio Grande Campus	62	4.37	1.16	100	4.67	0.62	0.30
Microcomputer Support Services - Rio Grande Campus	29	4.07	0.84	38	4.13	0.93	0.06
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Student Life/Student Activities - Rio Grande Campus	23	3.83	1.37	55	4.27	1.06	0.45
Students with Disabilities - Rio Grande Campus	40	4.00	1.13	60	4.07	1.31	0.07
Testing Centers - Rio Grande Campus	35	4.23	0.94	78	4.27	1.03	0.04
Weekend Supervisor - Rio Grande Campus	20	4.00	1.17	18	3.94	1.47	-0.06

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 43 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Rio Grande Campus	62	4.37	1.16	100	4.67	0.62	0.30
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a
Cashier's Office - Rio Grande Campus	40	4.30	0.99	45	4.47	0.73	0.17
Career Center - Rio Grande Campus	21	4.10	1.09	16	4.44	1.36	0.34
Assessment - Rio Grande Campus	22	4.00	1.11	28	4.43	1.14	0.43
Evening Supervisor - Rio Grande Campus	25	4.16	1.07	31	4.42	1.12	0.26
Learning Labs - Rio Grande Campus	30	4.10	0.99	42	4.40	0.77	0.30
Financial Aid - Rio Grande Campus	27	3.56	1.34	26	4.38	0.98	0.83
Admissions and Records - Rio Grande Campus	49	4.22	1.05	87	4.38	1.01	0.15
IRT Computer Centers - Rio Grande Campus	24	4.04	1.04	44	4.36	0.81	0.32
Custodial Services - Rio Grande Campus	52	4.13	1.16	57	4.30	1.05	0.16
Student Life/Student Activities - Rio Grande Campus	23	3.83	1.37	55	4.27	1.06	0.45
Testing Centers - Rio Grande Campus	35	4.23	0.94	78	4.27	1.03	0.04
Campus Administrative Offices (formerly Campus Manager) - Rio Grande Campus	54	3.78	1.38	119	4.23	1.12	0.45
Campus Police - Rio Grande Campus	63	3.86	1.33	98	4.22	0.91	0.37
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.20	1.26	-0.21

Internal College Survey
Summer 2006

Table 43 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Rio Grande Campus	29	4.07	0.84	38	4.13	0.93	0.06
IRT Media Centers - Rio Grande Campus	45	4.04	1.17	67	4.10	1.21	0.06
Students with Disabilities - Rio Grande Campus	40	4.00	1.13	60	4.07	1.31	0.07
Weekend Supervisor - Rio Grande Campus	20	4.00	1.17	18	3.94	1.47	-0.06
Food Service - Rio Grande Campus	35	3.71	1.02	62	3.90	1.07	0.19
Counseling - Rio Grande Campus	31	3.97	1.33	39	3.90	1.37	-0.07
Dean of Student Services - Rio Grande Campus	28	3.64	1.47	48	3.90	1.43	0.25
Advising - Rio Grande Campus	27	4.00	1.21	43	3.79	1.39	-0.21
Building Maintenance Service - Rio Grande Campus	41	3.78	1.19	52	3.69	1.32	-0.09
Bookstore - Rio Grande Campus	34	3.68	1.30	55	3.22	1.37	-0.46
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 44 Rio Grande Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Financial Aid - Rio Grande Campus	27	3.56	1.34	26	4.38	0.98	0.83
Campus Administrative Offices (formerly Campus Manager) - Rio Grande Campus	54	3.78	1.38	119	4.23	1.12	0.45
Student Life/Student Activities - Rio Grande Campus	23	3.83	1.37	55	4.27	1.06	0.45
Assessment - Rio Grande Campus	22	4.00	1.11	28	4.43	1.14	0.43
Campus Police - Rio Grande Campus	63	3.86	1.33	98	4.22	0.91	0.37
Career Center - Rio Grande Campus	21	4.10	1.09	16	4.44	1.36	0.34
IRT Computer Centers - Rio Grande Campus	24	4.04	1.04	44	4.36	0.81	0.32
Learning Labs - Rio Grande Campus	30	4.10	0.99	42	4.40	0.77	0.30
Mailroom Services - Rio Grande Campus	62	4.37	1.16	100	4.67	0.62	0.30
Evening Supervisor - Rio Grande Campus	25	4.16	1.07	31	4.42	1.12	0.26
Dean of Student Services - Rio Grande Campus	28	3.64	1.47	48	3.90	1.43	0.25
Food Service - Rio Grande Campus	35	3.71	1.02	62	3.90	1.07	0.19
Cashier's Office - Rio Grande Campus	40	4.30	0.99	45	4.47	0.73	0.17
Custodial Services - Rio Grande Campus	52	4.13	1.16	57	4.30	1.05	0.16
Admissions and Records - Rio Grande Campus	49	4.22	1.05	87	4.38	1.01	0.15
Students with Disabilities - Rio Grande Campus	40	4.00	1.13	60	4.07	1.31	0.07

Internal College Survey
Summer 2006

Table 44 Rio Grande Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Rio Grande Campus	29	4.07	0.84	38	4.13	0.93	0.06
IRT Media Centers - Rio Grande Campus	45	4.04	1.17	67	4.10	1.21	0.06
Testing Centers - Rio Grande Campus	35	4.23	0.94	78	4.27	1.03	0.04
Weekend Supervisor - Rio Grande Campus	20	4.00	1.17	18	3.94	1.47	-0.06
Counseling - Rio Grande Campus	31	3.97	1.33	39	3.90	1.37	-0.07
Building Maintenance Service - Rio Grande Campus	41	3.78	1.19	52	3.69	1.32	-0.09
Advising - Rio Grande Campus	27	4.00	1.21	43	3.79	1.39	-0.21
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.20	1.26	-0.21
Bookstore - Rio Grande Campus	34	3.68	1.30	55	3.22	1.37	-0.46
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 45 Rio Grande Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Rio Grande Campus	49	4.18	1.22	86	4.43	1.00	0.25
Advising - Rio Grande Campus	27	4.04	1.22	42	3.90	1.38	-0.13
Assessment - Rio Grande Campus	22	3.95	1.17	28	4.43	1.17	0.47
Bookstore - Rio Grande Campus	34	3.74	1.36	55	3.24	1.33	-0.50
Building Maintenance Service - Rio Grande Campus	41	3.61	1.28	52	3.65	1.37	0.04
Campus Administrative Offices - Rio Grande Campus	51	3.73	1.31	119	4.22	1.07	0.49
Campus Police - Rio Grande Campus	63	3.94	1.38	98	4.29	0.90	0.35
Career Center - Rio Grande Campus	21	3.95	1.36	16	4.44	1.36	0.49
Cashier's Office - Rio Grande Campus	41	4.29	0.98	45	4.42	0.87	0.13
Counseling - Rio Grande Campus	31	4.03	1.35	39	3.90	1.41	-0.13
Custodial Services - Rio Grande Campus	51	4.16	1.21	57	4.37	0.96	0.21
Dean of Student Services - Rio Grande Campus	28	3.79	1.45	48	3.90	1.43	0.11
Evening Supervisor - Rio Grande Campus	22	4.32	0.84	31	4.39	1.12	0.07
Financial Aid - Rio Grande Campus	25	3.72	1.31	26	4.31	1.09	0.59
Food Service - Rio Grande Campus	33	3.73	1.10	62	4.00	0.96	0.27
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a
IRT Computer Centers - Rio Grande Campus	23	4.09	1.04	42	4.31	0.87	0.22
IRT Media Centers - Rio Grande Campus	45	4.07	1.16	67	4.16	1.16	0.10
Learning Labs - Rio Grande Campus	31	4.23	0.84	42	4.45	0.71	0.23
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.34	1.18	-0.07

Internal College Survey
 Summer 2006
 Table 45 Rio Grande Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Rio Grande Campus	60	4.35	1.16	100	4.65	0.64	0.30
Microcomputer Support Services - Rio Grande Campus	30	3.87	1.07	38	4.16	0.95	0.29
Office for Students with Disabilities - Rio Grande Campus	39	4.03	1.11	60	4.05	1.33	0.02
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.38	55	4.15	1.19	0.36
Testing Centers - Rio Grande Campus	35	4.14	1.06	78	4.27	1.07	0.13
Weekend Supervisor - Rio Grande Campus	18	4.22	0.88	18	3.94	1.47	-0.28

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 46 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Rio Grande Campus	60	4.35	1.16	100	4.65	0.64	0.30
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a
Learning Labs - Rio Grande Campus	31	4.23	0.84	42	4.45	0.71	0.23
Career Center - Rio Grande Campus	21	3.95	1.36	16	4.44	1.36	0.49
Admissions and Records - Rio Grande Campus	49	4.18	1.22	86	4.43	1.00	0.25
Assessment - Rio Grande Campus	22	3.95	1.17	28	4.43	1.17	0.47
Cashier's Office - Rio Grande Campus	41	4.29	0.98	45	4.42	0.87	0.13
Evening Supervisor - Rio Grande Campus	22	4.32	0.84	31	4.39	1.12	0.07
Custodial Services - Rio Grande Campus	51	4.16	1.21	57	4.37	0.96	0.21
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.34	1.18	-0.07
IRT Computer Centers - Rio Grande Campus	23	4.09	1.04	42	4.31	0.87	0.22
Financial Aid - Rio Grande Campus	25	3.72	1.31	26	4.31	1.09	0.59
Campus Police - Rio Grande Campus	63	3.94	1.38	98	4.29	0.90	0.35
Testing Centers - Rio Grande Campus	35	4.14	1.06	78	4.27	1.07	0.13
Campus Administrative Offices - Rio Grande Campus	51	3.73	1.31	119	4.22	1.07	0.49
IRT Media Centers - Rio Grande Campus	45	4.07	1.16	67	4.16	1.16	0.10
Microcomputer Support Services - Rio Grande Campus	30	3.87	1.07	38	4.16	0.95	0.29
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.38	55	4.15	1.19	0.36
Office for Students with Disabilities - Rio Grande Campus	39	4.03	1.11	60	4.05	1.33	0.02
Food Service - Rio Grande Campus	33	3.73	1.10	62	4.00	0.96	0.27

Internal College Survey
Summer 2006

Table 46 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Weekend Supervisor - Rio Grande Campus	18	4.22	0.88	18	3.94	1.47	-0.28
Advising - Rio Grande Campus	27	4.04	1.22	42	3.90	1.38	-0.13
Counseling - Rio Grande Campus	31	4.03	1.35	39	3.90	1.41	-0.13
Dean of Student Services - Rio Grande Campus	28	3.79	1.45	48	3.90	1.43	0.11
Building Maintenance Service - Rio Grande Campus	41	3.61	1.28	52	3.65	1.37	0.04
Bookstore - Rio Grande Campus	34	3.74	1.36	55	3.24	1.33	-0.50
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 47 Rio Grande Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Financial Aid - Rio Grande Campus	25	3.72	1.31	26	4.31	1.09	0.59
Campus Administrative Offices - Rio Grande Campus	51	3.73	1.31	119	4.22	1.07	0.49
Career Center - Rio Grande Campus	21	3.95	1.36	16	4.44	1.36	0.49
Assessment - Rio Grande Campus	22	3.95	1.17	28	4.43	1.17	0.47
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.38	55	4.15	1.19	0.36
Campus Police - Rio Grande Campus	63	3.94	1.38	98	4.29	0.90	0.35
Mailroom Services - Rio Grande Campus	60	4.35	1.16	100	4.65	0.64	0.30
Microcomputer Support Services - Rio Grande Campus	30	3.87	1.07	38	4.16	0.95	0.29
Food Service - Rio Grande Campus	33	3.73	1.10	62	4.00	0.96	0.27
Admissions and Records - Rio Grande Campus	49	4.18	1.22	86	4.43	1.00	0.25
Learning Labs - Rio Grande Campus	31	4.23	0.84	42	4.45	0.71	0.23
IRT Computer Centers - Rio Grande Campus	23	4.09	1.04	42	4.31	0.87	0.22
Custodial Services - Rio Grande Campus	51	4.16	1.21	57	4.37	0.96	0.21
Cashier's Office - Rio Grande Campus	41	4.29	0.98	45	4.42	0.87	0.13
Testing Centers - Rio Grande Campus	35	4.14	1.06	78	4.27	1.07	0.13
Dean of Student Services - Rio Grande Campus	28	3.79	1.45	48	3.90	1.43	0.11
IRT Media Centers - Rio Grande Campus	45	4.07	1.16	67	4.16	1.16	0.10
Evening Supervisor - Rio Grande Campus	22	4.32	0.84	31	4.39	1.12	0.07
Building Maintenance Service - Rio Grande Campus	41	3.61	1.28	52	3.65	1.37	0.04
Office for Students with Disabilities - Rio Grande Campus	39	4.03	1.11	60	4.05	1.33	0.02

Internal College Survey
Summer 2006

Table 47 Rio Grande Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Library Services - Rio Grande Campus	46	4.41	1.18	85	4.34	1.18	-0.07
Advising - Rio Grande Campus	27	4.04	1.22	42	3.90	1.38	-0.13
Counseling - Rio Grande Campus	31	4.03	1.35	39	3.90	1.41	-0.13
Weekend Supervisor - Rio Grande Campus	18	4.22	0.88	18	3.94	1.47	-0.28
Bookstore - Rio Grande Campus	34	3.74	1.36	55	3.24	1.33	-0.50
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 48 Rio Grande Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Rio Grande Campus	49	4.16	1.11	87	4.37	1.09	0.20
Advising - Rio Grande Campus	27	4.00	1.24	43	3.72	1.45	-0.28
Assessment - Rio Grande Campus	22	4.05	1.17	28	4.46	1.10	0.42
Bookstore - Rio Grande Campus	33	3.91	1.33	55	3.38	1.42	-0.53
Building Maintenance Service - Rio Grande Campus	41	3.71	1.31	52	3.63	1.41	-0.07
Campus Administrative Offices - Rio Grande Campus	53	3.74	1.43	119	4.18	1.21	0.44
Campus Police - Rio Grande Campus	62	3.76	1.54	98	4.16	1.06	0.41
Career Center - Rio Grande Campus	21	4.10	1.18	16	4.44	1.36	0.34
Cashier's Office - Rio Grande Campus	40	4.28	1.09	45	4.40	0.78	0.13
Counseling - Rio Grande Campus	31	3.97	1.35	39	3.95	1.41	-0.02
Custodial Services - Rio Grande Campus	51	4.31	1.09	57	4.40	1.00	0.09
Dean of Student Services - Rio Grande Campus	28	3.71	1.49	48	3.96	1.41	0.24
Evening Supervisor - Rio Grande Campus	23	4.17	1.11	31	4.42	1.12	0.25
Financial Aid - Rio Grande Campus	26	3.73	1.46	26	4.42	0.99	0.69
Food Service - Rio Grande Campus	34	3.71	1.29	62	3.90	1.02	0.20
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a
IRT Computer Centers - Rio Grande Campus	24	4.08	1.02	43	4.21	0.91	0.13
IRT Media Centers - Rio Grande Campus	45	4.09	1.16	67	4.13	1.19	0.05
Learning Labs - Rio Grande Campus	30	4.23	0.94	42	4.36	0.98	0.12
Library Services - Rio Grande Campus	46	4.41	1.22	85	4.34	1.15	-0.07

Internal College Survey
 Summer 2006
 Table 48 Rio Grande Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Rio Grande Campus	61	4.31	1.20	100	4.53	0.87	0.22
Microcomputer Support Services - Rio Grande Campus	30	4.10	1.06	38	4.11	0.95	0.01
Office for Students with Disabilities - Rio Grande Campus	39	4.05	1.17	60	4.02	1.37	-0.03
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.41	55	4.24	1.15	0.45
Testing Centers - Rio Grande Campus	36	3.89	1.28	78	3.74	1.45	-0.15
Weekend Supervisor - Rio Grande Campus	19	4.00	1.15	18	3.94	1.51	-0.06

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 49 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a
Mailroom Services - Rio Grande Campus	61	4.31	1.20	100	4.53	0.87	0.22
Assessment - Rio Grande Campus	22	4.05	1.17	28	4.46	1.10	0.42
Career Center - Rio Grande Campus	21	4.10	1.18	16	4.44	1.36	0.34
Financial Aid - Rio Grande Campus	26	3.73	1.46	26	4.42	0.99	0.69
Evening Supervisor - Rio Grande Campus	23	4.17	1.11	31	4.42	1.12	0.25
Custodial Services - Rio Grande Campus	51	4.31	1.09	57	4.40	1.00	0.09
Cashier's Office - Rio Grande Campus	40	4.28	1.09	45	4.40	0.78	0.13
Admissions and Records - Rio Grande Campus	49	4.16	1.11	87	4.37	1.09	0.20
Learning Labs - Rio Grande Campus	30	4.23	0.94	42	4.36	0.98	0.12
Library Services - Rio Grande Campus	46	4.41	1.22	85	4.34	1.15	-0.07
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.41	55	4.24	1.15	0.45
IRT Computer Centers - Rio Grande Campus	24	4.08	1.02	43	4.21	0.91	0.13
Campus Administrative Offices - Rio Grande Campus	53	3.74	1.43	119	4.18	1.21	0.44
Campus Police - Rio Grande Campus	62	3.76	1.54	98	4.16	1.06	0.41
IRT Media Centers - Rio Grande Campus	45	4.09	1.16	67	4.13	1.19	0.05
Microcomputer Support Services - Rio Grande Campus	30	4.10	1.06	38	4.11	0.95	0.01
Office for Students with Disabilities - Rio Grande Campus	39	4.05	1.17	60	4.02	1.37	-0.03
Dean of Student Services - Rio Grande Campus	28	3.71	1.49	48	3.96	1.41	0.24
Counseling - Rio Grande Campus	31	3.97	1.35	39	3.95	1.41	-0.02

Internal College Survey
Summer 2006

Table 49 Rio Grande Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Weekend Supervisor - Rio Grande Campus	19	4.00	1.15	18	3.94	1.51	-0.06
Food Service - Rio Grande Campus	34	3.71	1.29	62	3.90	1.02	0.20
Testing Centers - Rio Grande Campus	36	3.89	1.28	78	3.74	1.45	-0.15
Advising - Rio Grande Campus	27	4.00	1.24	43	3.72	1.45	-0.28
Building Maintenance Service - Rio Grande Campus	41	3.71	1.31	52	3.63	1.41	-0.07
Bookstore - Rio Grande Campus	33	3.91	1.33	55	3.38	1.42	-0.53
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 50 Rio Grande Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Financial Aid - Rio Grande Campus	26	3.73	1.46	26	4.42	0.99	0.69
Student Life/Student Activities - Rio Grande Campus	23	3.78	1.41	55	4.24	1.15	0.45
Campus Administrative Offices - Rio Grande Campus	53	3.74	1.43	119	4.18	1.21	0.44
Assessment - Rio Grande Campus	22	4.05	1.17	28	4.46	1.10	0.42
Campus Police - Rio Grande Campus	62	3.76	1.54	98	4.16	1.06	0.41
Career Center - Rio Grande Campus	21	4.10	1.18	16	4.44	1.36	0.34
Evening Supervisor - Rio Grande Campus	23	4.17	1.11	31	4.42	1.12	0.25
Dean of Student Services - Rio Grande Campus	28	3.71	1.49	48	3.96	1.41	0.24
Mailroom Services - Rio Grande Campus	61	4.31	1.20	100	4.53	0.87	0.22
Admissions and Records - Rio Grande Campus	49	4.16	1.11	87	4.37	1.09	0.20
Food Service - Rio Grande Campus	34	3.71	1.29	62	3.90	1.02	0.20
IRT Computer Centers - Rio Grande Campus	24	4.08	1.02	43	4.21	0.91	0.13
Cashier's Office - Rio Grande Campus	40	4.28	1.09	45	4.40	0.78	0.13
Learning Labs - Rio Grande Campus	30	4.23	0.94	42	4.36	0.98	0.12
Custodial Services - Rio Grande Campus	51	4.31	1.09	57	4.40	1.00	0.09
IRT Media Centers - Rio Grande Campus	45	4.09	1.16	67	4.13	1.19	0.05
Microcomputer Support Services - Rio Grande Campus	30	4.10	1.06	38	4.11	0.95	0.01
Counseling - Rio Grande Campus	31	3.97	1.35	39	3.95	1.41	-0.02
Office for Students with Disabilities - Rio Grande Campus	39	4.05	1.17	60	4.02	1.37	-0.03
Weekend Supervisor - Rio Grande Campus	19	4.00	1.15	18	3.94	1.51	-0.06

Internal College Survey
Summer 2006

Table 50 Rio Grande Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Rio Grande Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Library Services - Rio Grande Campus	46	4.41	1.22	85	4.34	1.15	-0.07
Building Maintenance Service - Rio Grande Campus	41	3.71	1.31	52	3.63	1.41	-0.07
Testing Centers - Rio Grande Campus	36	3.89	1.28	78	3.74	1.45	-0.15
Advising - Rio Grande Campus	27	4.00	1.24	43	3.72	1.45	-0.28
Bookstore - Rio Grande Campus	33	3.91	1.33	55	3.38	1.42	-0.53
Special Populations - Rio Grande Campus	8	3.38	1.19	4	2.50	1.91	-0.88
Grounds Keeping - Rio Grande Campus	n/a	n/a	n/a	30	4.53	0.63	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 51 Riverside Campus
Mean Scores of Satisfaction with Overall Quality Promptness, Service Attitude

Riverside Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Riverside Campus	67	4.31	0.91	66	4.30	0.91	67	4.21	1.11
Advising - Riverside Campus	43	3.40	1.35	42	3.57	1.33	43	3.51	1.30
Assessment - Riverside Campus	24	3.71	1.46	24	3.63	1.50	24	3.71	1.46
Bookstore - Riverside Campus	55	3.75	1.31	55	3.71	1.33	55	3.75	1.31
Building Maintenance Service - Riverside Campus	38	4.08	1.05	38	4.05	1.11	38	4.26	0.92
Campus Administrative Offices - Riverside Campus	92	4.37	0.85	92	4.37	0.83	92	4.39	0.90
Campus Police - Riverside Campus	78	3.76	1.14	77	3.75	1.22	78	3.65	1.37
Career Center - Riverside Campus	11	3.45	1.44	11	3.55	1.44	11	3.45	1.51
Cashier's Office - Riverside Campus	36	4.64	0.49	36	4.58	0.55	36	4.50	0.74
Counseling - Riverside Campus	30	3.43	1.43	30	3.30	1.47	30	3.40	1.45
Custodial Services - Riverside Campus	44	3.89	1.22	44	3.91	1.22	42	3.98	1.16
Dean of Student Services - Riverside Campus	35	3.23	1.61	35	3.17	1.64	35	3.14	1.61
Evening Supervisor - Riverside Campus	26	4.27	1.08	26	4.27	1.08	26	4.31	1.01
Financial Aid - Riverside Campus	24	4.50	0.72	24	4.46	0.78	24	4.50	0.72
Food Service - Riverside Campus	45	3.89	1.13	45	4.00	1.04	45	3.98	1.12
Grounds Keeping - Riverside Campus	23	4.35	1.07	22	4.36	0.90	22	4.45	0.74
IRT Computer Centers - Riverside Campus	43	4.33	1.02	41	4.32	0.99	42	4.31	1.09
IRT Media Centers - Riverside Campus	55	4.42	1.01	55	4.40	1.01	55	4.47	0.94
Learning Labs - Riverside Campus	46	4.41	0.91	45	4.38	0.89	46	4.24	1.14
Library Services - Riverside Campus	62	4.31	1.10	62	4.27	1.18	62	4.19	1.28

Internal College Survey
Summer 2006

Table 51 Riverside Campus
Mean Scores of Satisfaction with Overall Quality Promptness, Service Attitude

Riverside Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Mailroom Services - Riverside Campus	67	4.73	0.54	67	4.73	0.54	67	4.72	0.62
Microcomputer Support Services - Riverside Campus	24	4.29	1.16	24	4.38	1.01	24	4.38	0.97
Office for Students with Disabilities - Riverside Campus	43	4.35	1.13	43	4.40	1.12	43	4.44	1.05
Special Populations - Riverside Campus	18	4.11	1.53	18	4.11	1.53	18	4.11	1.60
Student Life/Student Activities - Riverside Campus	23	4.26	1.14	23	4.30	1.15	23	4.35	1.15
Testing Centers - Riverside Campus	68	4.43	0.94	68	4.51	0.84	68	4.34	1.11
Veterans Affairs - Riverside Campus	10	4.40	0.70	10	4.40	0.70	10	4.50	0.71
Weekend Supervisor - Riverside Campus	8	2.88	1.55	8	2.88	1.55	8	2.88	1.55

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 52 Riverside Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Riverside Campus	51	4.22	0.94	67	4.31	0.91	0.10
Advising - Riverside Campus	38	3.79	1.30	43	3.40	1.35	-0.39
Assessment - Riverside Campus	30	4.23	1.14	24	3.71	1.46	-0.53
Bookstore - Riverside Campus	50	3.78	1.17	55	3.75	1.31	-0.03
Building Maintenance Service - Riverside Campus	48	3.85	1.27	38	4.08	1.05	0.22
Campus Administrative Offices (formerly Campus Manager) - Riverside Campus	68	4.04	1.21	92	4.37	0.85	0.33
Campus Police - Riverside Campus	67	3.55	1.34	78	3.76	1.14	0.20
Career Center - Riverside Campus	18	4.39	1.04	11	3.45	1.44	-0.93
Cashier's Office - Riverside Campus	56	4.29	0.95	36	4.64	0.49	0.35
Counseling - Riverside Campus	28	3.86	1.27	30	3.43	1.43	-0.42
Custodial Services - Riverside Campus	64	3.92	1.20	44	3.89	1.22	-0.04
Dean of Student Services - Riverside Campus	24	3.67	1.46	35	3.23	1.61	-0.44
Evening Supervisor - Riverside Campus	24	4.33	0.96	26	4.27	1.08	-0.06
Financial Aid - Riverside Campus	25	4.48	0.71	24	4.50	0.72	0.02
Food Service - Riverside Campus	38	3.76	1.20	45	3.89	1.13	0.13
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	23	4.35	1.07	n/a

Internal College Survey
 Summer 2006
 Table 52 Riverside Campus
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Riverside Campus	27	3.85	1.29	43	4.33	1.02	0.47
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.42	1.01	0.00
Learning Labs - Riverside Campus	33	4.64	0.82	46	4.41	0.91	-0.22
Library Services - Riverside Campus	46	4.46	0.94	62	4.31	1.10	-0.15
Mailroom Services - Riverside Campus	68	4.54	0.78	67	4.73	0.54	0.19
Microcomputer Support Services - Riverside Campus	36	3.92	1.25	24	4.29	1.16	0.37
Special Populations - Riverside Campus	20	4.40	0.99	18	4.11	1.53	-0.29
Student Life/Student Activities - Riverside Campus	21	3.81	1.17	23	4.26	1.14	0.45
Students with Disabilities - Riverside Campus	37	4.57	0.80	43	4.35	1.13	-0.22
Testing Centers - Riverside Campus	37	4.62	0.89	68	4.43	0.94	-0.20
Veterans Affairs - Riverside Campus	15	4.00	1.20	10	4.40	0.70	0.40
Weekend Supervisor - Riverside Campus	9	4.11	1.27	8	2.88	1.55	-1.24

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 53 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Riverside Campus	68	4.54	0.78	67	4.73	0.54	0.19
Cashier's Office - Riverside Campus	56	4.29	0.95	36	4.64	0.49	0.35
Financial Aid - Riverside Campus	25	4.48	0.71	24	4.50	0.72	0.02
Testing Centers - Riverside Campus	37	4.62	0.89	68	4.43	0.94	-0.20
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.42	1.01	0.00
Learning Labs - Riverside Campus	33	4.64	0.82	46	4.41	0.91	-0.22
Veterans Affairs - Riverside Campus	15	4.00	1.20	10	4.40	0.70	0.40
Campus Administrative Offices (formerly Campus Manager) - Riverside Campus	68	4.04	1.21	92	4.37	0.85	0.33
Students with Disabilities - Riverside Campus	37	4.57	0.80	43	4.35	1.13	-0.22
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	23	4.35	1.07	n/a
IRT Computer Centers - Riverside Campus	27	3.85	1.29	43	4.33	1.02	0.47
Admissions and Records - Riverside Campus	51	4.22	0.94	67	4.31	0.91	0.10
Library Services - Riverside Campus	46	4.46	0.94	62	4.31	1.10	-0.15
Microcomputer Support Services - Riverside Campus	36	3.92	1.25	24	4.29	1.16	0.37
Evening Supervisor - Riverside Campus	24	4.33	0.96	26	4.27	1.08	-0.06
Student Life/Student Activities - Riverside Campus	21	3.81	1.17	23	4.26	1.14	0.45

Internal College Survey
Summer 2006

Table 53 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Special Populations - Riverside Campus	20	4.40	0.99	18	4.11	1.53	-0.29
Building Maintenance Service - Riverside Campus	48	3.85	1.27	38	4.08	1.05	0.22
Food Service - Riverside Campus	38	3.76	1.20	45	3.89	1.13	0.13
Custodial Services - Riverside Campus	64	3.92	1.20	44	3.89	1.22	-0.04
Campus Police - Riverside Campus	67	3.55	1.34	78	3.76	1.14	0.20
Bookstore - Riverside Campus	50	3.78	1.17	55	3.75	1.31	-0.03
Assessment - Riverside Campus	30	4.23	1.14	24	3.71	1.46	-0.53
Career Center - Riverside Campus	18	4.39	1.04	11	3.45	1.44	-0.93
Counseling - Riverside Campus	28	3.86	1.27	30	3.43	1.43	-0.42
Advising - Riverside Campus	38	3.79	1.30	43	3.40	1.35	-0.39
Dean of Student Services - Riverside Campus	24	3.67	1.46	35	3.23	1.61	-0.44
Weekend Supervisor - Riverside Campus	9	4.11	1.27	8	2.88	1.55	-1.24

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 54 Riverside Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Riverside Campus	27	3.85	1.29	43	4.33	1.02	0.47
Student Life/Student Activities - Riverside Campus	21	3.81	1.17	23	4.26	1.14	0.45
Veterans Affairs - Riverside Campus	15	4.00	1.20	10	4.40	0.70	0.40
Microcomputer Support Services - Riverside Campus	36	3.92	1.25	24	4.29	1.16	0.37
Cashier's Office - Riverside Campus	56	4.29	0.95	36	4.64	0.49	0.35
Campus Administrative Offices (formerly Campus Manager) - Riverside Campus	68	4.04	1.21	92	4.37	0.85	0.33
Building Maintenance Service - Riverside Campus	48	3.85	1.27	38	4.08	1.05	0.22
Campus Police - Riverside Campus	67	3.55	1.34	78	3.76	1.14	0.20
Mailroom Services - Riverside Campus	68	4.54	0.78	67	4.73	0.54	0.19
Food Service - Riverside Campus	38	3.76	1.20	45	3.89	1.13	0.13
Admissions and Records - Riverside Campus	51	4.22	0.94	67	4.31	0.91	0.10
Financial Aid - Riverside Campus	25	4.48	0.71	24	4.50	0.72	0.02
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.42	1.01	0.00
Bookstore - Riverside Campus	50	3.78	1.17	55	3.75	1.31	-0.03
Custodial Services - Riverside Campus	64	3.92	1.20	44	3.89	1.22	-0.04
Evening Supervisor - Riverside Campus	24	4.33	0.96	26	4.27	1.08	-0.06

Internal College Survey
Summer 2006

Table 54 Riverside Campus

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Library Services - Riverside Campus	46	4.46	0.94	62	4.31	1.10	-0.15
Testing Centers - Riverside Campus	37	4.62	0.89	68	4.43	0.94	-0.20
Students with Disabilities - Riverside Campus	37	4.57	0.80	43	4.35	1.13	-0.22
Learning Labs - Riverside Campus	33	4.64	0.82	46	4.41	0.91	-0.22
Special Populations - Riverside Campus	20	4.40	0.99	18	4.11	1.53	-0.29
Advising - Riverside Campus	38	3.79	1.30	43	3.40	1.35	-0.39
Counseling - Riverside Campus	28	3.86	1.27	30	3.43	1.43	-0.42
Dean of Student Services - Riverside Campus	24	3.67	1.46	35	3.23	1.61	-0.44
Assessment - Riverside Campus	30	4.23	1.14	24	3.71	1.46	-0.53
Career Center - Riverside Campus	18	4.39	1.04	11	3.45	1.44	-0.93
Weekend Supervisor - Riverside Campus	9	4.11	1.27	8	2.88	1.55	-1.24
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	23	4.35	1.07	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 55 Riverside Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Riverside Campus	50	4.24	0.89	66	4.30	0.91	0.06
Advising - Riverside Campus	37	3.84	1.30	42	3.57	1.33	-0.27
Assessment - Riverside Campus	29	4.24	1.18	24	3.63	1.50	-0.62
Bookstore - Riverside Campus	48	3.77	1.22	55	3.71	1.33	-0.06
Building Maintenance Service - Riverside Campus	45	3.76	1.26	38	4.05	1.11	0.30
Campus Administrative Offices - Riverside Campus	68	4.04	1.16	92	4.37	0.83	0.33
Campus Police - Riverside Campus	64	3.59	1.33	77	3.75	1.22	0.16
Career Center - Riverside Campus	18	4.39	1.04	11	3.55	1.44	-0.84
Cashier's Office - Riverside Campus	55	4.35	0.82	36	4.58	0.55	0.24
Counseling - Riverside Campus	28	3.64	1.39	30	3.30	1.47	-0.34
Custodial Services - Riverside Campus	62	4.00	1.12	44	3.91	1.22	-0.09
Dean of Student Services - Riverside Campus	24	3.83	1.24	35	3.17	1.64	-0.66
Evening Supervisor - Riverside Campus	24	4.33	1.01	26	4.27	1.08	-0.06
Financial Aid - Riverside Campus	24	4.42	0.88	24	4.46	0.78	0.04
Food Service - Riverside Campus	36	3.94	1.19	45	4.00	1.04	0.06
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.36	0.90	n/a
IRT Computer Centers - Riverside Campus	26	3.88	1.34	41	4.32	0.99	0.43
IRT Media Centers - Riverside Campus	45	4.42	0.97	55	4.40	1.01	-0.02
Learning Labs - Riverside Campus	31	4.74	0.58	45	4.38	0.89	-0.36
Library Services - Riverside Campus	45	4.53	0.89	62	4.27	1.18	-0.26

Internal College Survey
 Summer 2006
 Table 55 Riverside Campus
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Riverside Campus	66	4.47	0.98	67	4.73	0.54	0.26
Microcomputer Support Services - Riverside Campus	35	3.60	1.33	24	4.38	1.01	0.78
Office for Students with Disabilities - Riverside Campus	36	4.50	0.85	43	4.40	1.12	-0.10
Special Populations - Riverside Campus	18	4.39	1.04	18	4.11	1.53	-0.28
Student Life/Student Activities - Riverside Campus	20	3.80	1.15	23	4.30	1.15	0.50
Testing Centers - Riverside Campus	36	4.72	0.51	68	4.51	0.84	-0.21
Veterans Affairs - Riverside Campus	15	4.20	1.15	10	4.40	0.70	n/a
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 56 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Riverside Campus	66	4.47	0.98	67	4.73	0.54	0.26
Cashier's Office - Riverside Campus	55	4.35	0.82	36	4.58	0.55	0.24
Testing Centers - Riverside Campus	36	4.72	0.51	68	4.51	0.84	-0.21
Financial Aid - Riverside Campus	24	4.42	0.88	24	4.46	0.78	0.04
IRT Media Centers - Riverside Campus	45	4.42	0.97	55	4.40	1.01	-0.02
Veterans Affairs - Riverside Campus	15	4.20	1.15	10	4.40	0.70	n/a
Office for Students with Disabilities - Riverside Campus	36	4.50	0.85	43	4.40	1.12	-0.10
Learning Labs - Riverside Campus	31	4.74	0.58	45	4.38	0.89	-0.36
Microcomputer Support Services - Riverside Campus	35	3.60	1.33	24	4.38	1.01	0.78
Campus Administrative Offices - Riverside Campus	68	4.04	1.16	92	4.37	0.83	0.33
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.36	0.90	n/a
IRT Computer Centers - Riverside Campus	26	3.88	1.34	41	4.32	0.99	0.43
Student Life/Student Activities - Riverside Campus	20	3.80	1.15	23	4.30	1.15	0.50
Admissions and Records - Riverside Campus	50	4.24	0.89	66	4.30	0.91	0.06
Library Services - Riverside Campus	45	4.53	0.89	62	4.27	1.18	-0.26
Evening Supervisor - Riverside Campus	24	4.33	1.01	26	4.27	1.08	-0.06
Special Populations - Riverside Campus	18	4.39	1.04	18	4.11	1.53	-0.28
Building Maintenance Service - Riverside Campus	45	3.76	1.26	38	4.05	1.11	0.30
Food Service - Riverside Campus	36	3.94	1.19	45	4.00	1.04	0.06
Custodial Services - Riverside Campus	62	4.00	1.12	44	3.91	1.22	-0.09

Internal College Survey
Summer 2006

Table 56 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Campus Police - Riverside Campus	64	3.59	1.33	77	3.75	1.22	0.16
Bookstore - Riverside Campus	48	3.77	1.22	55	3.71	1.33	-0.06
Assessment - Riverside Campus	29	4.24	1.18	24	3.63	1.50	-0.62
Advising - Riverside Campus	37	3.84	1.30	42	3.57	1.33	-0.27
Career Center - Riverside Campus	18	4.39	1.04	11	3.55	1.44	-0.84
Counseling - Riverside Campus	28	3.64	1.39	30	3.30	1.47	-0.34
Dean of Student Services - Riverside Campus	24	3.83	1.24	35	3.17	1.64	-0.66
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 57 Riverside Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Riverside Campus	35	3.60	1.33	24	4.38	1.01	0.78
Student Life/Student Activities - Riverside Campus	20	3.80	1.15	23	4.30	1.15	0.50
IRT Computer Centers - Riverside Campus	26	3.88	1.34	41	4.32	0.99	0.43
Campus Administrative Offices - Riverside Campus	68	4.04	1.16	92	4.37	0.83	0.33
Building Maintenance Service - Riverside Campus	45	3.76	1.26	38	4.05	1.11	0.30
Mailroom Services - Riverside Campus	66	4.47	0.98	67	4.73	0.54	0.26
Cashier's Office - Riverside Campus	55	4.35	0.82	36	4.58	0.55	0.24
Veterans Affairs - Riverside Campus	15	4.20	1.15	10	4.40	0.70	0.20
Campus Police - Riverside Campus	64	3.59	1.33	77	3.75	1.22	0.16
Admissions and Records - Riverside Campus	50	4.24	0.89	66	4.30	0.91	0.06
Food Service - Riverside Campus	36	3.94	1.19	45	4.00	1.04	0.06
Financial Aid - Riverside Campus	24	4.42	0.88	24	4.46	0.78	0.04
IRT Media Centers - Riverside Campus	45	4.42	0.97	55	4.40	1.01	-0.02
Bookstore - Riverside Campus	48	3.77	1.22	55	3.71	1.33	-0.06
Evening Supervisor - Riverside Campus	24	4.33	1.01	26	4.27	1.08	-0.06
Custodial Services - Riverside Campus	62	4.00	1.12	44	3.91	1.22	-0.09
Office for Students with Disabilities - Riverside Campus	36	4.50	0.85	43	4.40	1.12	-0.10
Testing Centers - Riverside Campus	36	4.72	0.51	68	4.51	0.84	-0.21
Library Services - Riverside Campus	45	4.53	0.89	62	4.27	1.18	-0.26
Advising - Riverside Campus	37	3.84	1.30	42	3.57	1.33	-0.27

Internal College Survey
Summer 2006

Table 57 Riverside Campus

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Special Populations - Riverside Campus	18	4.39	1.04	18	4.11	1.53	-0.28
Counseling - Riverside Campus	28	3.64	1.39	30	3.30	1.47	-0.34
Learning Labs - Riverside Campus	31	4.74	0.58	45	4.38	0.89	-0.36
Assessment - Riverside Campus	29	4.24	1.18	24	3.63	1.50	-0.62
Dean of Student Services - Riverside Campus	24	3.83	1.24	35	3.17	1.64	-0.66
Career Center - Riverside Campus	18	4.39	1.04	11	3.55	1.44	-0.84
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.36	0.90	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 58 Riverside Campus
Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Riverside Campus	50	4.12	0.96	67	4.21	1.11	0.09
Advising - Riverside Campus	37	3.92	1.34	43	3.51	1.30	-0.41
Assessment - Riverside Campus	29	4.24	1.18	24	3.71	1.46	-0.53
Bookstore - Riverside Campus	49	3.90	1.19	55	3.75	1.31	-0.15
Building Maintenance Service - Riverside Campus	46	3.98	1.13	38	4.26	0.92	0.28
Campus Administrative Offices - Riverside Campus	68	4.21	1.10	92	4.39	0.90	0.19
Campus Police - Riverside Campus	63	3.40	1.48	78	3.65	1.37	0.26
Career Center - Riverside Campus	18	4.28	1.18	11	3.45	1.51	-0.82
Cashier's Office - Riverside Campus	55	4.20	1.03	36	4.50	0.74	0.30
Counseling - Riverside Campus	28	3.68	1.42	30	3.40	1.45	-0.28
Custodial Services - Riverside Campus	62	4.23	0.88	42	3.98	1.16	-0.25
Dean of Student Services - Riverside Campus	24	3.58	1.38	35	3.14	1.61	-0.44
Evening Supervisor - Riverside Campus	24	4.38	1.01	26	4.31	1.01	-0.07
Financial Aid - Riverside Campus	24	4.46	0.83	24	4.50	0.72	0.04
Food Service - Riverside Campus	37	4.24	1.04	45	3.98	1.12	-0.27
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.45	0.74	n/a
IRT Computer Centers - Riverside Campus	27	3.59	1.58	42	4.31	1.09	0.72
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.47	0.94	0.05
Learning Labs - Riverside Campus	30	4.73	0.58	46	4.24	1.14	-0.49
Library Services - Riverside Campus	46	4.50	0.91	62	4.19	1.28	-0.31

Internal College Survey
 Summer 2006
 Table 58 Riverside Campus
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Riverside Campus	66	4.64	0.76	67	4.72	0.62	0.08
Microcomputer Support Services - Riverside Campus	35	4.03	1.22	24	4.38	0.97	0.35
Office for Students with Disabilities - Riverside Campus	36	4.56	0.81	43	4.44	1.05	-0.11
Special Populations - Riverside Campus	18	4.33	1.03	18	4.11	1.60	-0.22
Student Life/Student Activities - Riverside Campus	20	4.00	1.21	23	4.35	1.15	0.35
Testing Centers - Riverside Campus	37	4.62	0.55	68	4.34	1.11	-0.28
Veterans Affairs - Riverside Campus	15	4.00	1.25	10	4.50	0.71	n/a
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 59 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Riverside Campus	66	4.64	0.76	67	4.72	0.62	0.08
Cashier's Office - Riverside Campus	55	4.20	1.03	36	4.50	0.74	0.30
Financial Aid - Riverside Campus	24	4.46	0.83	24	4.50	0.72	0.04
Veterans Affairs - Riverside Campus	15	4.00	1.25	10	4.50	0.71	n/a
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.47	0.94	0.05
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.45	0.74	n/a
Office for Students with Disabilities - Riverside Campus	36	4.56	0.81	43	4.44	1.05	-0.11
Campus Administrative Offices - Riverside Campus	68	4.21	1.10	92	4.39	0.90	0.19
Microcomputer Support Services - Riverside Campus	35	4.03	1.22	24	4.38	0.97	0.35
Student Life/Student Activities - Riverside Campus	20	4.00	1.21	23	4.35	1.15	0.35
Testing Centers - Riverside Campus	37	4.62	0.55	68	4.34	1.11	-0.28
IRT Computer Centers - Riverside Campus	27	3.59	1.58	42	4.31	1.09	0.72
Evening Supervisor - Riverside Campus	24	4.38	1.01	26	4.31	1.01	-0.07
Building Maintenance Service - Riverside Campus	46	3.98	1.13	38	4.26	0.92	0.28
Learning Labs - Riverside Campus	30	4.73	0.58	46	4.24	1.14	-0.49
Admissions and Records - Riverside Campus	50	4.12	0.96	67	4.21	1.11	0.09
Library Services - Riverside Campus	46	4.50	0.91	62	4.19	1.28	-0.31
Special Populations - Riverside Campus	18	4.33	1.03	18	4.11	1.60	-0.22
Food Service - Riverside Campus	37	4.24	1.04	45	3.98	1.12	-0.27
Custodial Services - Riverside Campus	62	4.23	0.88	42	3.98	1.16	-0.25

Internal College Survey
Summer 2006

Table 59 Riverside Campus

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Bookstore - Riverside Campus	49	3.90	1.19	55	3.75	1.31	-0.15
Assessment - Riverside Campus	29	4.24	1.18	24	3.71	1.46	-0.53
Campus Police - Riverside Campus	63	3.40	1.48	78	3.65	1.37	0.26
Advising - Riverside Campus	37	3.92	1.34	43	3.51	1.30	-0.41
Career Center - Riverside Campus	18	4.28	1.18	11	3.45	1.51	-0.82
Counseling - Riverside Campus	28	3.68	1.42	30	3.40	1.45	-0.28
Dean of Student Services - Riverside Campus	24	3.58	1.38	35	3.14	1.61	-0.44
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 60 Riverside Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
IRT Computer Centers - Riverside Campus	27	3.59	1.58	42	4.31	1.09	0.72
Student Life/Student Activities - Riverside Campus	20	4.00	1.21	23	4.35	1.15	0.35
Microcomputer Support Services - Riverside Campus	35	4.03	1.22	24	4.38	0.97	0.35
Cashier's Office - Riverside Campus	55	4.20	1.03	36	4.50	0.74	0.30
Building Maintenance Service - Riverside Campus	46	3.98	1.13	38	4.26	0.92	0.28
Campus Police - Riverside Campus	63	3.40	1.48	78	3.65	1.37	0.26
Campus Administrative Offices - Riverside Campus	68	4.21	1.10	92	4.39	0.90	0.19
Admissions and Records - Riverside Campus	50	4.12	0.96	67	4.21	1.11	0.09
Mailroom Services - Riverside Campus	66	4.64	0.76	67	4.72	0.62	0.08
IRT Media Centers - Riverside Campus	45	4.42	1.01	55	4.47	0.94	0.05
Financial Aid - Riverside Campus	24	4.46	0.83	24	4.50	0.72	0.04
Evening Supervisor - Riverside Campus	24	4.38	1.01	26	4.31	1.01	-0.07
Office for Students with Disabilities - Riverside Campus	36	4.56	0.81	43	4.44	1.05	-0.11
Bookstore - Riverside Campus	49	3.90	1.19	55	3.75	1.31	-0.15
Special Populations - Riverside Campus	18	4.33	1.03	18	4.11	1.60	-0.22
Custodial Services - Riverside Campus	62	4.23	0.88	42	3.98	1.16	-0.25
Food Service - Riverside Campus	37	4.24	1.04	45	3.98	1.12	-0.27
Counseling - Riverside Campus	28	3.68	1.42	30	3.40	1.45	-0.28
Testing Centers - Riverside Campus	37	4.62	0.55	68	4.34	1.11	-0.28
Library Services - Riverside Campus	46	4.50	0.91	62	4.19	1.28	-0.31

Internal College Survey
 Summer 2006

Table 60 Riverside Campus

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Riverside Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Advising - Riverside Campus	37	3.92	1.34	43	3.51	1.30	-0.41
Dean of Student Services - Riverside Campus	24	3.58	1.38	35	3.14	1.61	-0.44
Learning Labs - Riverside Campus	30	4.73	0.58	46	4.24	1.14	-0.49
Assessment - Riverside Campus	29	4.24	1.18	24	3.71	1.46	-0.53
Career Center - Riverside Campus	18	4.28	1.18	11	3.45	1.51	-0.82
Weekend Supervisor - Riverside Campus	8	4.00	1.41	8	2.88	1.55	-1.13
Grounds Keeping - Riverside Campus	n/a	n/a	n/a	22	4.45	0.74	n/a
Veterans Affairs - Riverside Campus	15	4.00	1.25	10	4.50	0.71	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 61 Highland Business Center
Mean Scores of Satisfaction with Overall Quality Promptness, Service Attitude

Highland Business Center Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Highland Business Center	118	4.49	0.85	118	4.40	0.88	118	4.48	0.85
Building Maintenance Service - Highland Business Center	60	3.88	1.01	60	3.82	1.08	60	3.82	1.19
Campus Administrative Offices - Highland Business Center	64	4.34	1.09	64	4.30	1.12	64	4.31	1.08
Campus Police - Highland Business Center	101	4.34	1.00	100	4.28	1.04	101	4.27	1.04
Cashier's Office - Highland Business Center	59	4.19	1.01	59	4.24	0.92	59	4.03	1.20
Custodial Services - Highland Business Center	54	4.09	1.03	53	4.13	1.00	53	4.17	0.89
Financial Aid - Highland Business Center	44	4.55	0.70	44	4.43	0.85	44	4.45	0.87
Grounds Keeping - Highland Business Center	31	4.52	0.63	31	4.55	0.62	31	4.52	0.63
Mailroom Services - Highland Business Center	90	4.82	0.49	90	4.78	0.58	90	4.82	0.51
Microcomputer Support Services - Highland Business Center	36	4.67	0.59	36	4.61	0.64	36	4.64	0.64
Testing Centers - Highland Business Center	10	4.50	0.53	10	4.20	0.79	10	4.30	0.67
Veterans Affairs - Highland Business Center	13	4.54	1.13	13	4.54	1.13	13	4.54	1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 62 Highland Business Center
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Highland Business Center	47	4.21	0.88	118	4.49	0.85	0.28
Building Maintenance Service - Highland Business Center	42	3.88	1.09	60	3.88	1.01	0.00
Campus Administrative Offices (formerly Campus Manager) - Highland Business Center	51	4.49	0.76	64	4.34	1.09	-0.15
Campus Police - Highland Business Center	69	4.39	0.96	101	4.34	1.00	-0.05
Cashier's Office - Highland Business Center	55	4.05	1.11	59	4.19	1.01	0.13
Custodial Services - Highland Business Center	50	4.26	1.05	54	4.09	1.03	-0.17
Financial Aid - Highland Business Center	30	4.73	0.45	44	4.55	0.70	-0.19
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a
Mailroom Services - Highland Business Center	71	4.70	0.54	90	4.82	0.49	0.12
Microcomputer Support Services - Highland Business Center	38	4.66	0.63	36	4.67	0.59	0.01
Testing Centers - Highland Business Center	14	4.43	0.85	10	4.50	0.53	0.07
Veterans Affairs - Highland Business Center	13	4.46	0.52	13	4.54	1.13	0.08

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 63 Highland Business Center

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Highland Business Center	71	4.70	0.54	90	4.82	0.49	0.12
Microcomputer Support Services - Highland Business Center	38	4.66	0.63	36	4.67	0.59	0.01
Financial Aid - Highland Business Center	30	4.73	0.45	44	4.55	0.70	-0.19
Veterans Affairs - Highland Business Center	13	4.46	0.52	13	4.54	1.13	0.08
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a
Testing Centers - Highland Business Center	14	4.43	0.85	10	4.50	0.53	0.07
Admissions and Records - Highland Business Center	47	4.21	0.88	118	4.49	0.85	0.28
Campus Administrative Offices (formerly Campus Manager) - Highland Business Center	51	4.49	0.76	64	4.34	1.09	-0.15
Campus Police - Highland Business Center	69	4.39	0.96	101	4.34	1.00	-0.05
Cashier's Office - Highland Business Center	55	4.05	1.11	59	4.19	1.01	0.13
Custodial Services - Highland Business Center	50	4.26	1.05	54	4.09	1.03	-0.17
Building Maintenance Service - Highland Business Center	42	3.88	1.09	60	3.88	1.01	0.00

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 64 Highland Business Center

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Highland Business Center	47	4.21	0.88	118	4.49	0.85	0.28
Cashier's Office - Highland Business Center	55	4.05	1.11	59	4.19	1.01	0.13
Mailroom Services - Highland Business Center	71	4.70	0.54	90	4.82	0.49	0.12
Veterans Affairs - Highland Business Center	13	4.46	0.52	13	4.54	1.13	0.08
Testing Centers - Highland Business Center	14	4.43	0.85	10	4.50	0.53	0.07
Microcomputer Support Services - Highland Business Center	38	4.66	0.63	36	4.67	0.59	0.01
Building Maintenance Service - Highland Business Center	42	3.88	1.09	60	3.88	1.01	0.00
Campus Police - Highland Business Center	69	4.39	0.96	101	4.34	1.00	-0.05
Campus Administrative Offices (formerly Campus Manager) - Highland Business Center	51	4.49	0.76	64	4.34	1.09	-0.15
Custodial Services - Highland Business Center	50	4.26	1.05	54	4.09	1.03	-0.17
Financial Aid - Highland Business Center	30	4.73	0.45	44	4.55	0.70	-0.19
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 65 Highland Business Center
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Highland Business Center	46	4.09	1.03	118	4.40	0.88	0.31
Building Maintenance Service - Highland Business Center	6	3.17	1.17	60	3.82	1.08	0.65
Campus Administrative Offices - Highland Business Center	3	4.00	1.00	64	4.30	1.12	0.30
Campus Police - Highland Business Center	68	4.41	0.93	100	4.28	1.04	-0.13
Cashier's Office - Highland Business Center	55	4.09	1.13	59	4.24	0.92	0.15
Custodial Services - Highland Business Center	47	4.30	0.98	53	4.13	1.00	-0.17
Financial Aid - Highland Business Center	30	4.67	0.66	44	4.43	0.85	-0.23
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.55	0.62	n/a
Mailroom Services - Highland Business Center	70	4.67	0.68	90	4.78	0.58	0.11
Microcomputer Support Services - Highland Business Center	36	4.75	0.55	36	4.61	0.64	-0.14
Testing Centers - Highland Business Center	15	4.27	1.16	10	4.20	0.79	-0.07
Veterans Affairs - Highland Business Center	13	4.38	0.65	13	4.54	1.13	0.15

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 66 Highland Business Center
 Sorted by 2006 Mean Scores of Promptness (highest at top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Highland Business Center	70	4.67	0.68	90	4.78	0.58	0.11
Microcomputer Support Services - Highland Business Center	36	4.75	0.55	36	4.61	0.64	-0.14
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.55	0.62	n/a
Veterans Affairs - Highland Business Center	13	4.38	0.65	13	4.54	1.13	0.15
Financial Aid - Highland Business Center	30	4.67	0.66	44	4.43	0.85	-0.23
Admissions and Records - Highland Business Center	46	4.09	1.03	118	4.40	0.88	0.31
Campus Administrative Offices - Highland Business Center	3	4.00	1.00	64	4.30	1.12	0.30
Campus Police - Highland Business Center	68	4.41	0.93	100	4.28	1.04	-0.13
Cashier's Office - Highland Business Center	55	4.09	1.13	59	4.24	0.92	0.15
Testing Centers - Highland Business Center	15	4.27	1.16	10	4.20	0.79	-0.07
Custodial Services - Highland Business Center	47	4.30	0.98	53	4.13	1.00	-0.17
Building Maintenance Service - Highland Business Center	6	3.17	1.17	60	3.82	1.08	0.65

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 67 Highland Business Center

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Highland Business Center	6	3.17	1.17	60	3.82	1.08	0.65
Admissions and Records - Highland Business Center	46	4.09	1.03	118	4.40	0.88	0.31
Campus Administrative Offices - Highland Business Center	3	4.00	1.00	64	4.30	1.12	0.30
Veterans Affairs - Highland Business Center	13	4.38	0.65	13	4.54	1.13	0.15
Cashier's Office - Highland Business Center	55	4.09	1.13	59	4.24	0.92	0.15
Mailroom Services - Highland Business Center	70	4.67	0.68	90	4.78	0.58	0.11
Testing Centers - Highland Business Center	15	4.27	1.16	10	4.20	0.79	-0.07
Campus Police - Highland Business Center	68	4.41	0.93	100	4.28	1.04	-0.13
Microcomputer Support Services - Highland Business Center	36	4.75	0.55	36	4.61	0.64	-0.14
Custodial Services - Highland Business Center	47	4.30	0.98	53	4.13	1.00	-0.17
Financial Aid - Highland Business Center	30	4.67	0.66	44	4.43	0.85	-0.23
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.55	0.62	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 68 Highland Business Center
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Highland Business Center	46	4.02	1.26	118	4.48	0.85	0.46
Building Maintenance Service - Highland Business Center	41	4.00	1.14	60	3.82	1.19	-0.18
Campus Administrative Offices - Highland Business Center	52	4.23	1.11	64	4.31	1.08	0.08
Campus Police - Highland Business Center	68	4.37	1.01	101	4.27	1.04	-0.10
Cashier's Office - Highland Business Center	55	3.95	1.27	59	4.03	1.20	0.09
Custodial Services - Highland Business Center	45	4.47	0.87	53	4.17	0.89	-0.30
Financial Aid - Highland Business Center	29	4.79	0.41	44	4.45	0.87	-0.34
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a
Mailroom Services - Highland Business Center	70	4.83	0.42	90	4.82	0.51	-0.01
Microcomputer Support Services - Highland Business Center	36	4.75	0.65	36	4.64	0.64	-0.11
Testing Centers - Highland Business Center	15	4.33	0.98	10	4.30	0.67	-0.03
Veterans Affairs - Highland Business Center	12	4.33	0.65	13	4.54	1.13	0.21

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 69 Highland Business Center

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Mailroom Services - Highland Business Center	70	4.83	0.42	90	4.82	0.51	-0.01
Microcomputer Support Services - Highland Business Center	36	4.75	0.65	36	4.64	0.64	-0.11
Veterans Affairs - Highland Business Center	12	4.33	0.65	13	4.54	1.13	0.21
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a
Admissions and Records - Highland Business Center	46	4.02	1.26	118	4.48	0.85	0.46
Financial Aid - Highland Business Center	29	4.79	0.41	44	4.45	0.87	-0.34
Campus Administrative Offices - Highland Business Center	52	4.23	1.11	64	4.31	1.08	0.08
Testing Centers - Highland Business Center	15	4.33	0.98	10	4.30	0.67	-0.03
Campus Police - Highland Business Center	68	4.37	1.01	101	4.27	1.04	-0.10
Custodial Services - Highland Business Center	45	4.47	0.87	53	4.17	0.89	-0.30
Cashier's Office - Highland Business Center	55	3.95	1.27	59	4.03	1.20	0.09
Building Maintenance Service - Highland Business Center	41	4.00	1.14	60	3.82	1.19	-0.18

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 70 Highland Business Center

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Highland Business Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Admissions and Records - Highland Business Center	46	4.02	1.26	118	4.48	0.85	0.46
Veterans Affairs - Highland Business Center	12	4.33	0.65	13	4.54	1.13	0.21
Cashier's Office - Highland Business Center	55	3.95	1.27	59	4.03	1.20	0.09
Campus Administrative Offices - Highland Business Center	52	4.23	1.11	64	4.31	1.08	0.08
Mailroom Services - Highland Business Center	70	4.83	0.42	90	4.82	0.51	-0.01
Testing Centers - Highland Business Center	15	4.33	0.98	10	4.30	0.67	-0.03
Campus Police - Highland Business Center	68	4.37	1.01	101	4.27	1.04	-0.10
Microcomputer Support Services - Highland Business Center	36	4.75	0.65	36	4.64	0.64	-0.11
Building Maintenance Service - Highland Business Center	41	4.00	1.14	60	3.82	1.19	-0.18
Custodial Services - Highland Business Center	45	4.47	0.87	53	4.17	0.89	-0.30
Financial Aid - Highland Business Center	29	4.79	0.41	44	4.45	0.87	-0.34
Grounds Keeping - Highland Business Center	n/a	n/a	n/a	31	4.52	0.63	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 71 Service Center
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Service Center Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Building Maintenance Service - Service Center	31	3.74	1.34	31	3.52	1.39	31	3.65	1.36
Campus Police - Service Center	58	4.07	1.21	58	3.97	1.20	58	4.02	1.24
Cashier's Office - Service Center	69	4.74	0.50	69	4.74	0.50	68	4.74	0.59
Custodial Services - Service Center	34	3.38	1.37	34	3.47	1.38	33	3.52	1.37
Grounds Keeping - Service Center	18	4.61	0.61	18	4.61	0.61	17	4.65	0.49
Mailroom Services - Service Center	66	4.41	0.89	66	4.36	0.94	66	4.39	0.96
Microcomputer Support Services - Service Center	40	4.38	0.95	40	4.23	1.19	40	4.28	1.13

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 72 Service Center
 Mean Scores of Satisfaction with Overall Quality 2005 -- 2006

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Service Center	13	4.23	1.01	31	3.74	1.34	-0.49
Campus Police - Service Center	20	4.05	0.94	58	4.07	1.21	0.02
Cashier's Office - Service Center	21	4.67	0.58	69	4.74	0.50	0.07
Custodial Services - Service Center	23	3.61	1.12	34	3.38	1.37	-0.23
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a
Mailroom Services - Service Center	20	4.35	0.88	66	4.41	0.89	0.06
Microcomputer Support Services - Service Center	14	4.14	1.17	40	4.38	0.95	0.23

Internal College Survey
Summer 2006

Table 73 Service Center

Sorted by 2006 Mean Scores of Satisfaction with Overall Quality (highest at top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Cashier's Office - Service Center	21	4.67	0.58	69	4.74	0.50	-0.07
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a
Mailroom Services - Service Center	20	4.35	0.88	66	4.41	0.89	-0.06
Microcomputer Support Services - Service Center	14	4.14	1.17	40	4.38	0.95	-0.23
Campus Police - Service Center	20	4.05	0.94	58	4.07	1.21	-0.02
Building Maintenance Service - Service Center	13	4.23	1.01	31	3.74	1.34	0.49
Custodial Services - Service Center	23	3.61	1.12	34	3.38	1.37	0.23

Internal College Survey
Summer 2006

Table 74 Service Center

Sorted by Mean Differences in Overall Quality 2005 -- 2006 (in descending order from top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Service Center	13	4.23	1.01	31	3.74	1.34	0.49
Custodial Services - Service Center	23	3.61	1.12	34	3.38	1.37	0.23
Campus Police - Service Center	20	4.05	0.94	58	4.07	1.21	-0.02
Mailroom Services - Service Center	20	4.35	0.88	66	4.41	0.89	-0.06
Cashier's Office - Service Center	21	4.67	0.58	69	4.74	0.50	-0.07
Microcomputer Support Services - Service Center	14	4.14	1.17	40	4.38	0.95	-0.23
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 75 Service Center
 Mean Scores of Satisfaction with Promptness 2005 -- 2006

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Service Center	13	3.69	1.44	31	3.52	1.39	-0.18
Campus Police - Service Center	19	3.95	1.08	58	3.97	1.20	0.02
Cashier's Office - Service Center	20	4.60	0.75	69	4.74	0.50	0.14
Custodial Services - Service Center	22	3.82	1.01	34	3.47	1.38	-0.35
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a
Mailroom Services - Service Center	20	4.20	1.11	66	4.36	0.94	0.16
Microcomputer Support Services - Service Center	13	3.77	1.42	40	4.23	1.19	0.46

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006

Table 76 Service Center

Sorted by 2006 Mean Scores of Satisfaction with Promptness (highest at top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	
Cashier's Office - Service Center	20	4.60	0.75	69	4.74	0.50	0.14
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a
Mailroom Services - Service Center	20	4.20	1.11	66	4.36	0.94	0.16
Microcomputer Support Services - Service Center	13	3.77	1.42	40	4.23	1.19	0.46
Campus Police - Service Center	19	3.95	1.08	58	3.97	1.20	0.02
Building Maintenance Service - Service Center	13	3.69	1.44	31	3.52	1.39	-0.18
Custodial Services - Service Center	22	3.82	1.01	34	3.47	1.38	-0.35

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 77 Service Center

Sorted by Mean Differences in Promptness 2005 -- 2006 (in descending order from top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Service Center	13	3.77	1.42	40	4.23	1.19	0.46
Mailroom Services - Service Center	20	4.20	1.11	66	4.36	0.94	0.16
Cashier's Office - Service Center	20	4.60	0.75	69	4.74	0.50	0.14
Campus Police - Service Center	19	3.95	1.08	58	3.97	1.20	0.02
Building Maintenance Service - Service Center	13	3.69	1.44	31	3.52	1.39	-0.18
Custodial Services - Service Center	22	3.82	1.01	34	3.47	1.38	-0.35
Grounds Keeping - Service Center	n/a	n/a	n/a	18	4.61	0.61	n/a

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
 Summer 2006
 Table 78 Service Center
 Mean Scores of Satisfaction with Service Attitude 2005 -- 2006

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Building Maintenance Service - Service Center	13	4.15	1.07	31	3.65	1.36	-0.51
Campus Police - Service Center	19	4.05	0.91	58	4.02	1.24	-0.04
Cashier's Office - Service Center	20	4.80	0.52	68	4.74	0.59	-0.06
Custodial Services - Service Center	22	4.00	1.07	33	3.52	1.37	-0.48
Grounds Keeping - Service Center	n/a	n/a	n/a	17	4.65	0.49	n/a
Mailroom Services - Service Center	20	4.65	0.49	66	4.39	0.96	-0.26
Microcomputer Support Services - Service Center	13	3.92	1.19	40	4.28	1.13	0.35

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 79 Service Center

Sorted by 2006 Mean Scores of Satisfaction with Service Attitude (highest at top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Cashier's Office - Service Center	20	4.80	0.52	68	4.74	0.59	-0.06
Grounds Keeping - Service Center	n/a	n/a	n/a	17	4.65	0.49	n/a
Mailroom Services - Service Center	20	4.65	0.49	66	4.39	0.96	-0.26
Microcomputer Support Services - Service Center	13	3.92	1.19	40	4.28	1.13	0.35
Campus Police - Service Center	19	4.05	0.91	58	4.02	1.24	-0.04
Building Maintenance Service - Service Center	13	4.15	1.07	31	3.65	1.36	-0.51
Custodial Services - Service Center	22	4.00	1.07	33	3.52	1.37	-0.48

Note: Non-applicable responses are excluded from this analysis.

Internal College Survey
Summer 2006

Table 80 Service Center

Sorted by Mean Differences in Service Attitude 2005 -- 2006 (in descending order from top)

Service Center Offices	2005			2006			Mean Difference
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
Microcomputer Support Services - Service Center	13	3.92	1.19	40	4.28	1.13	0.35
Campus Police - Service Center	19	4.05	0.91	58	4.02	1.24	-0.04
Cashier's Office - Service Center	20	4.80	0.52	68	4.74	0.59	-0.06
Mailroom Services - Service Center	20	4.65	0.49	66	4.39	0.96	-0.26
Custodial Services - Service Center	22	4.00	1.07	33	3.52	1.37	-0.48
Building Maintenance Service - Service Center	13	4.15	1.07	31	3.65	1.36	-0.51
Grounds Keeping - Service Center	n/a	n/a	n/a	17	4.65	0.49	n/a

Note: Non-applicable responses are excluded from this analysis.