

# Summer 2006 Internal College Survey Office Reports

## Table of Contents

### Office of the AVP for Human Resources

Benefits

Compensations Services

Employment/Hiring Services

Payroll Office

Records

Faculty and Staff Evaluation

Professional Development

## AVP for Human Resources

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

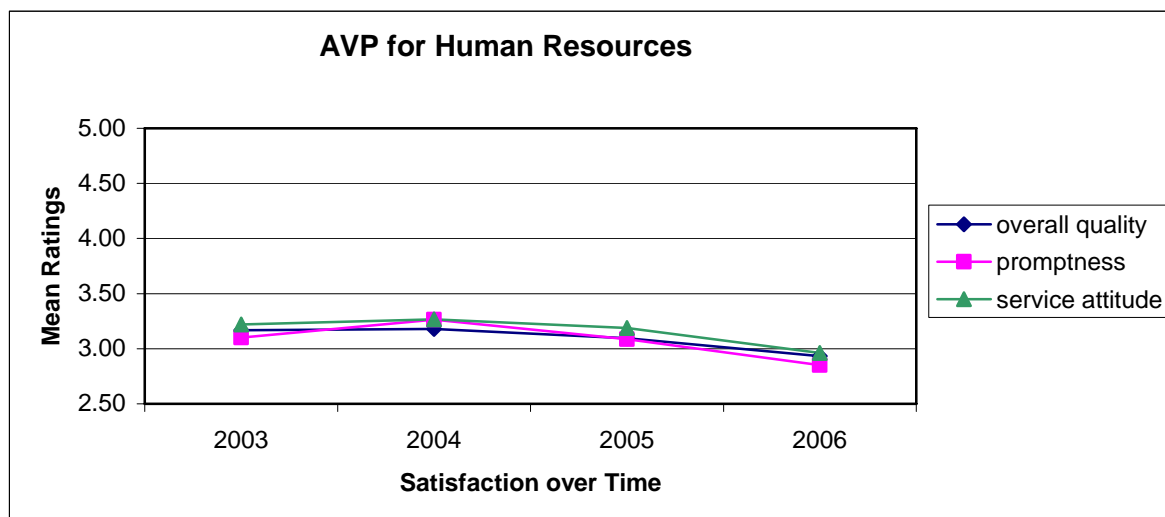
### **Who uses this office?**

Of the 481 survey respondents, 103 (21.4%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. Of those respondents:

- 80% (82 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (19 respondents) were Full-time Faculty; and
- 2% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions increased slightly from 2003 to 2004, but have declined the past two years to be below the 2003 levels.



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

<b>AVP for Human Resources</b>														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	130	3.17	1.39	157	3.18	1.41	190	3.09	1.44	103	2.93	1.50	-0.16	-0.24
promptness	128	3.10	1.46	151	3.26	1.38	186	3.09	1.43	101	2.85	1.51	-0.23	-0.25
service attitude	127	3.22	1.48	153	3.27	1.45	185	3.19	1.49	103	2.96	1.53	-0.23	-0.26

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

## Benefits

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

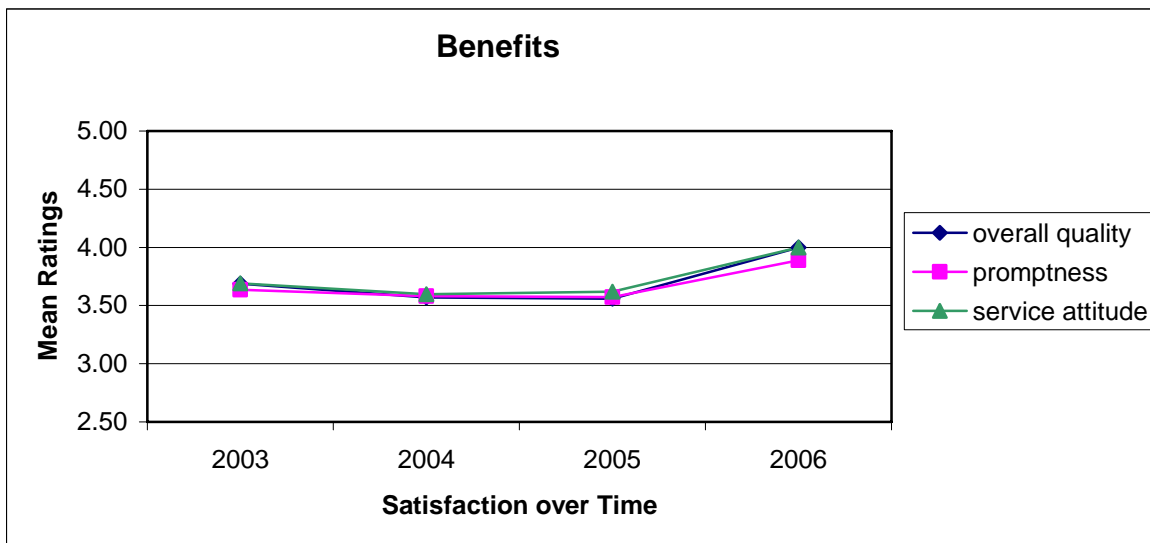
### Who uses this office?

Of the 481 survey respondents, 229 (47.6%) reported having requested or received services from the Benefits Office in the past year. Of those respondents:

- 69% (157 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (49 respondents) were Full-time Faculty; and
- 10% (23 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty)

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

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions decreased slightly from 2003 to 2004, remained stable between 2004 and 2005, and have now increased above their 2003 levels.



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

<b>Benefits</b>														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	182	3.69	1.15	219	3.57	1.28	311	3.56	1.31	227	4.00	1.16	0.44	0.31
promptness	178	3.63	1.16	213	3.58	1.29	302	3.57	1.34	226	3.89	1.23	0.32	0.25
service attitude	178	3.69	1.25	214	3.60	1.40	302	3.62	1.37	227	4.00	1.19	0.38	0.31

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

## Compensations Services

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

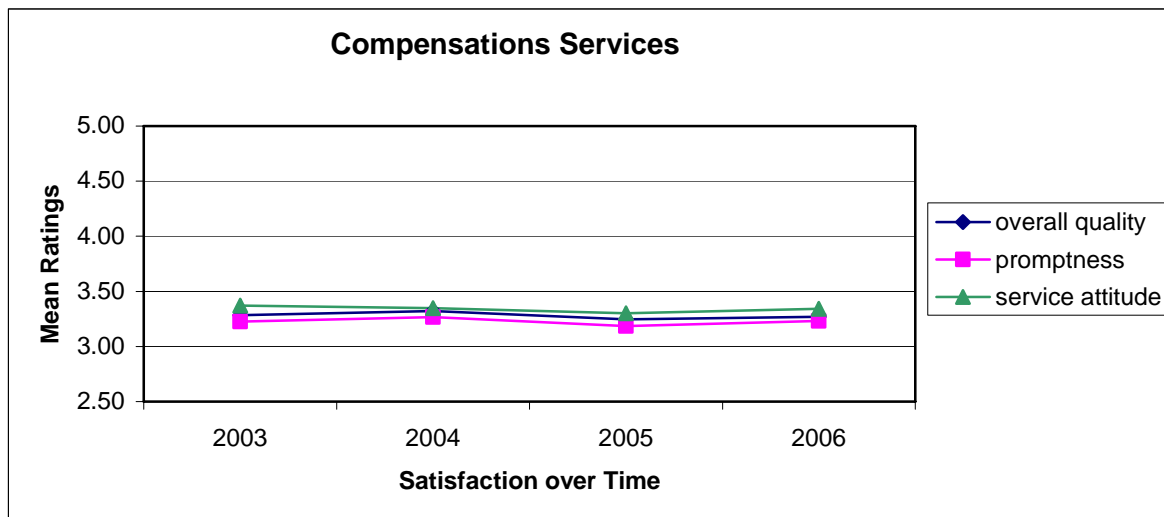
### Who uses this office?

Of the 481 survey respondents, 190 (39.5%) reported having requested or received services from the Compensations Services Office in the past year. Of those respondents:

- 78% (148 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (28 respondents) were Full-time Faculty; and
- 7% (14 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate very slight increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions have remained relatively stable since 2003.



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

<b>Compensations Services</b>														
Comparison of Survey Results														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	99	3.28	1.22	121	3.32	1.42	208	3.25	1.40	190	3.27	1.40	0.02	-0.01
promptness	97	3.23	1.28	116	3.27	1.43	204	3.19	1.45	190	3.23	1.43	0.05	0.00
service attitude	97	3.37	1.33	115	3.35	1.43	203	3.30	1.43	190	3.34	1.40	0.04	-0.03

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

## Employment/Hiring Services

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

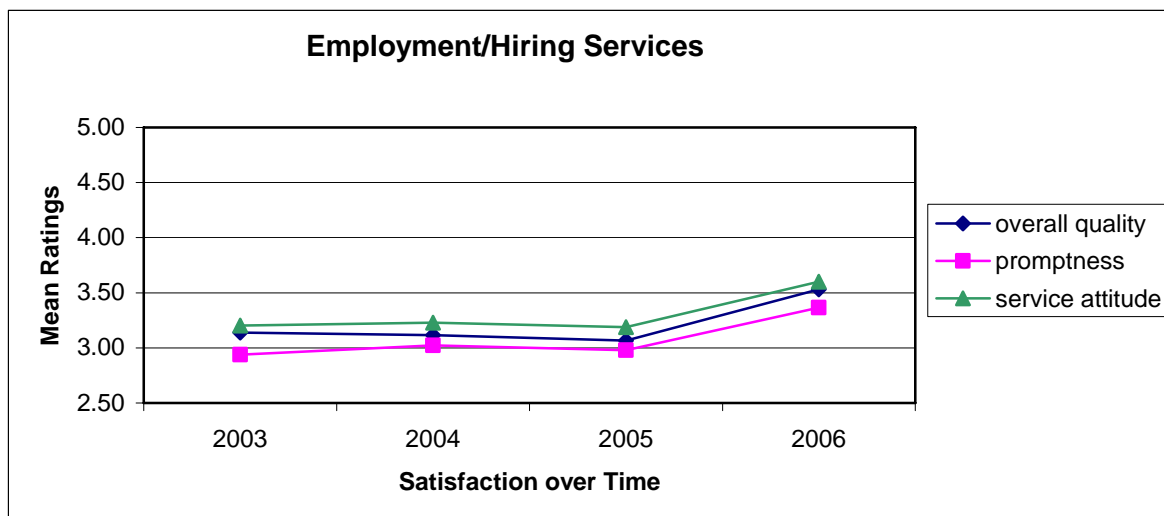
### Who uses this office?

Of the 481 survey respondents, 183 (38.0%) reported having requested or received services from the Employment/Hiring Services Office in the past year. Of those respondents:

- 73% (134 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (30 respondents) were Full-time Faculty; and
- 10% (19 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions have remained relatively stable between 2003 and 2005 but have now increased beyond their 2003 levels.





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

<b>Employment/Hiring Services</b>														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	129	3.14	1.45	146	3.12	1.44	239	3.07	1.31	183	3.53	1.29	0.46	0.39
promptness	128	2.94	1.44	139	3.02	1.47	234	2.98	1.39	183	3.37	1.35	0.39	0.43
service attitude	128	3.20	1.42	140	3.23	1.43	234	3.19	1.36	183	3.60	1.27	0.41	0.40

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

## Payroll Office

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

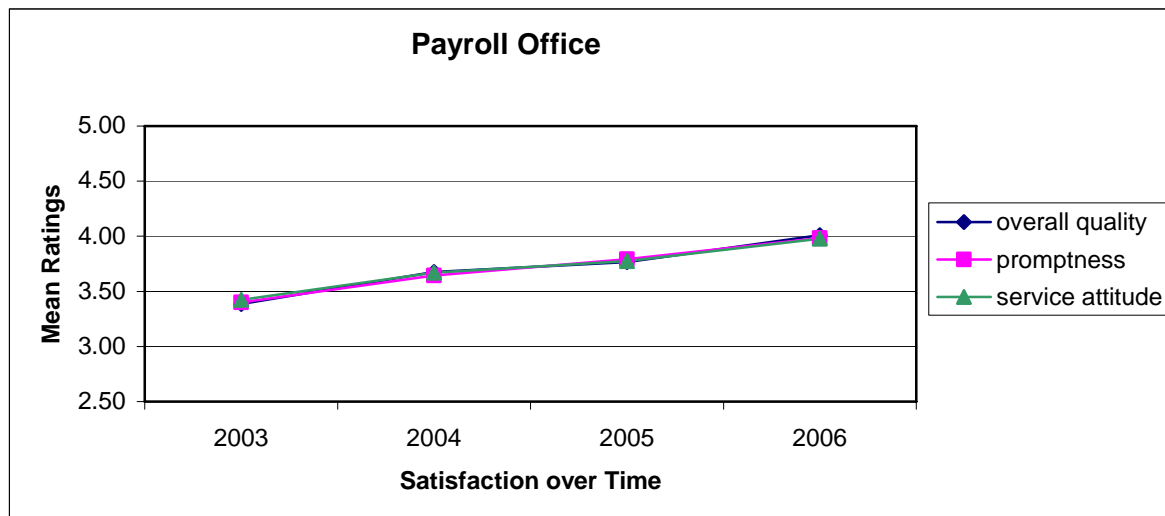
### **Who uses this office?**

Of the 481 survey respondents, 237 (49.3%) reported having requested or received services from the Payroll Office in the past year. Of those respondents:

- 70% (166 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (44 respondents) were Full-time Faculty; and
- 11% (27 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions have increased steadily since 2003.



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

<b>Payroll Office</b>														
Comparison of Survey Results														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	220	3.39	1.33	240	3.68	1.29	300	3.77	1.26	236	4.01	1.06	0.24	0.62
promptness	210	3.40	1.34	231	3.65	1.32	293	3.79	1.26	235	3.98	1.07	0.19	0.58
service attitude	210	3.42	1.37	233	3.67	1.34	293	3.77	1.31	236	3.98	1.09	0.20	0.56

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

## Records

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

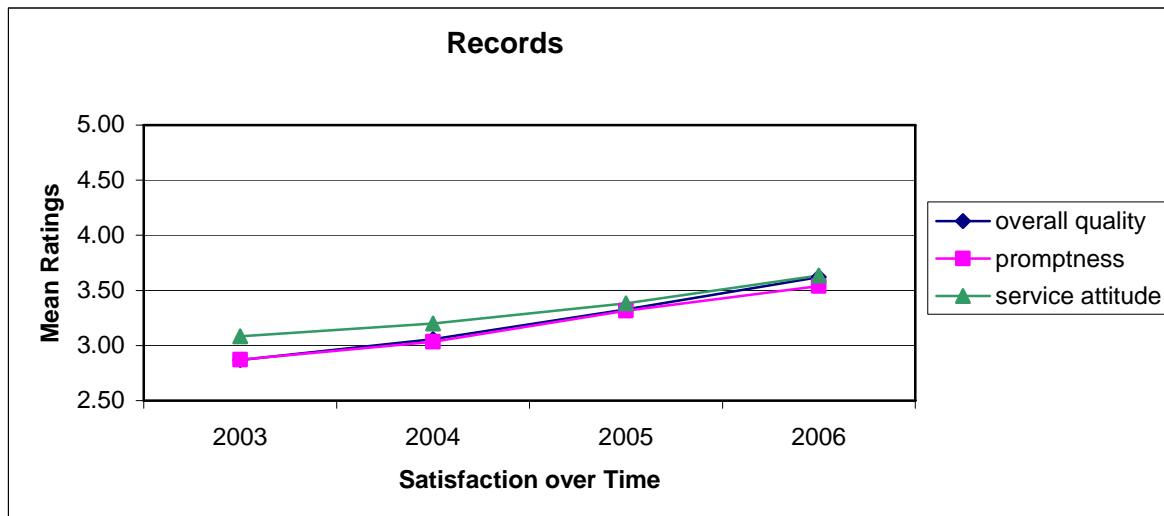
### Who uses this office?

Of the 481 survey respondents, 184 (38.3%) reported having requested or received services from the Records Office in the past year. Of those respondents:

- 74% (137 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (28 respondents) were Full-time Faculty; and
- 10% (19 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction for all three service dimensions have increased steadily since 2003.



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

<b>Records</b>														
Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	160	2.87	1.44	176	3.06	1.46	239	3.33	1.43	184	3.62	1.25	0.29	0.75
promptness	156	2.87	1.43	168	3.04	1.46	234	3.32	1.43	184	3.54	1.28	0.22	0.67
service attitude	156	3.08	1.45	170	3.20	1.49	236	3.38	1.46	184	3.64	1.29	0.25	0.55

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

## Faculty and Staff Evaluation

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

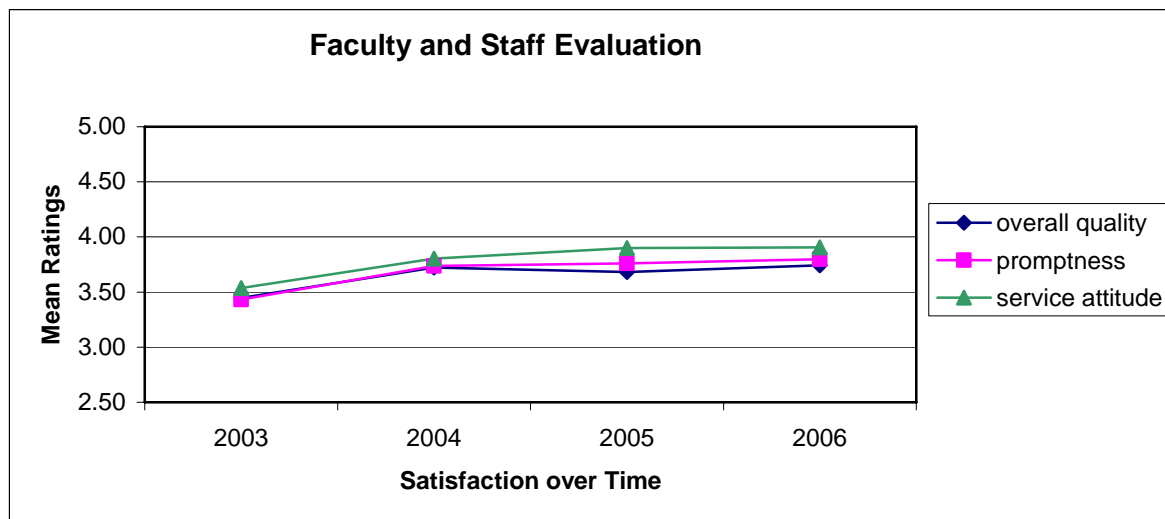
### Who uses this office?

Of the 481 survey respondents, 233 (48%) reported having requested or received services from the Faculty and Staff Evaluation Office in the past year. Of those respondents:

- 44% (103 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 30% (70 respondents) were Full-time Faculty; and
- 26% (60 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate very slight increases in the mean ratings of satisfaction for overall quality and promptness from Spring 2005 while mean ratings of satisfaction for service attitude have remained unchanged. The modest increases in mean ratings of satisfaction for all three service dimensions between 2003 and 2004 have been maintained with some slight increases over the past two years.



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

<b>Faculty and Staff Evaluation</b>														
Comparison of Survey Results														
	<b>2003</b>			<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	168	3.45	1.33	191	3.72	1.21	211	3.68	1.17	232	3.74	1.12	0.06	0.29
promptness	162	3.43	1.34	182	3.74	1.23	199	3.76	1.20	231	3.80	1.10	0.04	0.36
service attitude	162	3.54	1.32	183	3.80	1.19	197	3.90	1.12	231	3.90	1.02	0.01	0.37

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

## Professional Development

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

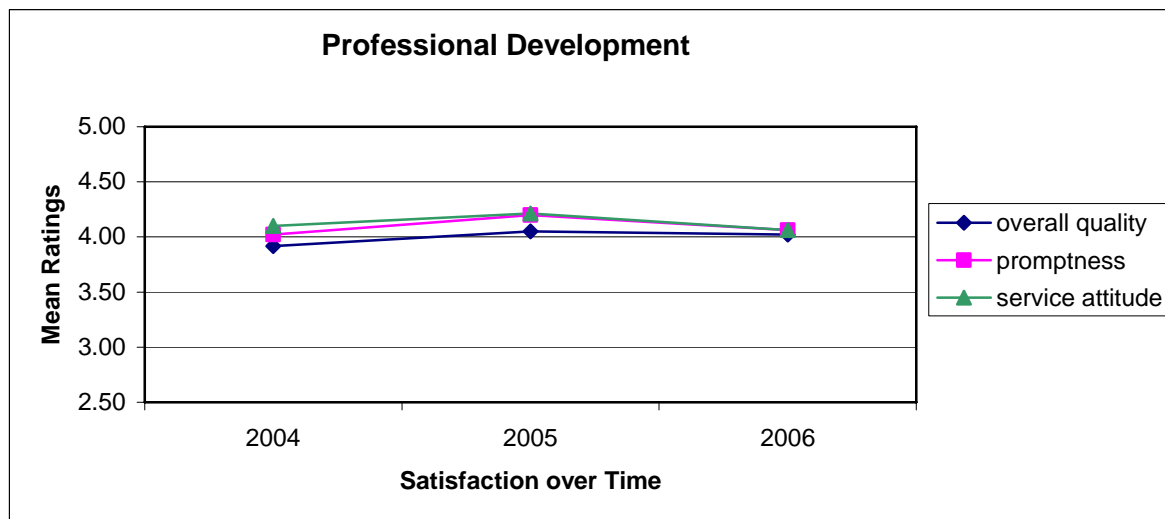
### Who uses this office?

Of the 481 survey respondents, 328 (68.2%) reported having requested or received services from the Professional Development Office in the past year. Of those respondents:

- 61% (199 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (72 respondents) were Full-time Faculty; and
- 17% (57 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate very slight decreases in mean ratings of satisfaction for overall quality, promptness, and service attitude since Spring 2005. After increasing between 2004 and 2005 mean ratings of satisfaction for overall quality and promptness remain very slightly above and for service attitude remain very slightly below their 2004 levels.





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

<b>Professional Development</b>											
<b>Comparison of Survey Results</b>											
	<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05-06	Mean Diff. 03-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	250	3.92	1.14	277	4.05	1.13	327	4.02	1.10	-0.03	0.11
promptness	238	4.02	1.11	267	4.20	1.07	321	4.06	1.08	-0.14	0.04
service attitude	240	4.10	1.13	269	4.21	1.08	325	4.06	1.12	-0.15	-0.04

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