

# Summer 2006 Internal College Survey Office Reports

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## AVP for Information Technology

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.

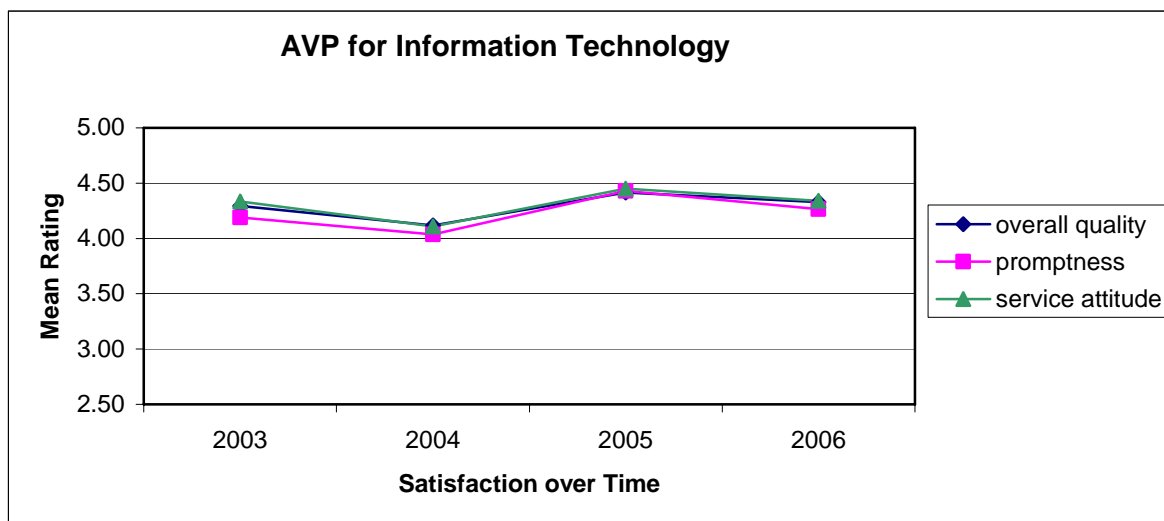
### Who uses this office?

Of the 481 survey respondents, 94 (19.5%) reported having requested or received services from the Office of the AVP for Information Technology in the past year. Of those respondents:

- 79% (74 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (15 respondents) were Full-time Faculty;
- 5% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight decreases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction with all three service dimensions decreased between 2003 and 2004, increased moderately between 2004 and 2005 and have now decreased to be above but very close to 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>Office of the AVP for Information Technology</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	75	4.29	0.82	86	4.12	1.13	118	4.42	0.88	94	4.33	1.01	-0.09	0.04
promptness	74	4.19	0.87	82	4.04	1.16	119	4.43	0.91	94	4.27	1.05	-0.16	0.08
service attitude	75	4.33	0.84	82	4.11	1.14	118	4.45	0.89	94	4.34	1.04	-0.11	0.01

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

## Application Programming

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, 117 (24.3%) reported having requested or received services from Application Programming Office in the past year. Of those respondents:

- 73% (86 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (36 respondents) were Full-time Faculty;
- 9% (19 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

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

## IT Operations

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, 211 (43.9%) reported having requested or received services from IT Operations in the past year. Of those respondents:

- 74% (156 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (36 respondents) were Full-time Faculty;
- 9% (19 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

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

## Email Systems

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.

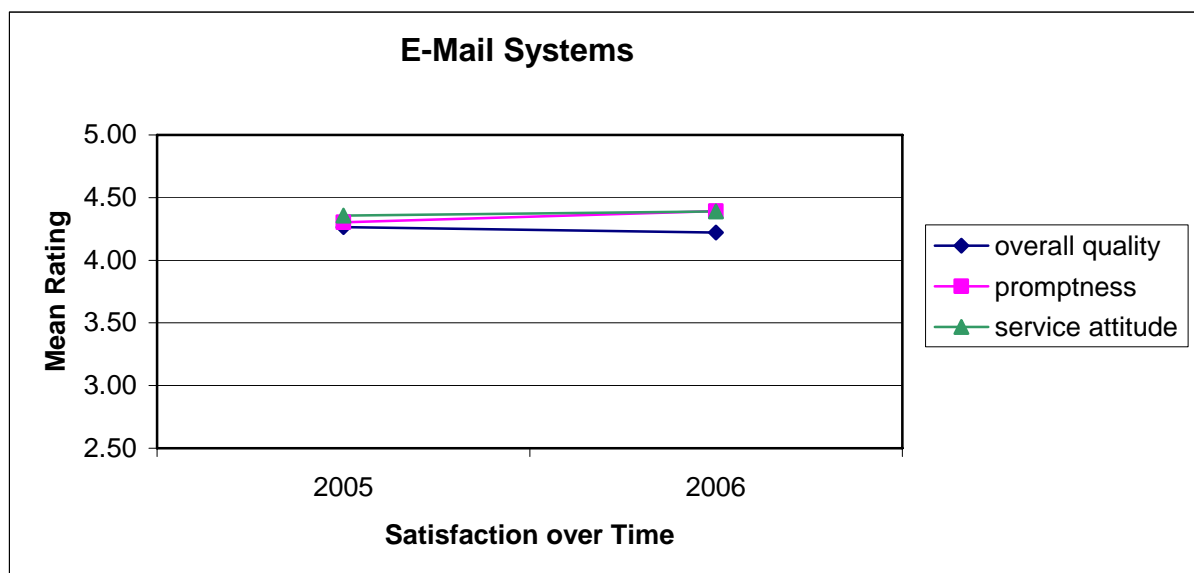
### Who uses this office?

Of the 481 survey respondents, 289 (60%) reported having requested or received services from the Email Systems Office in the past year. Of those respondents:

- 60% (172 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (57 respondents) were Full-time Faculty;
- 21% (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 slight increases in mean satisfaction for promptness and service attitude, and a slight decrease in overall quality from Spring 2005.



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>Email Systems</b>							
Comparison of Survey Results							
	<b>2005</b>			<b>2006</b>			Mean Diff. 05-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
overall quality	265	4.26	1.00	288	4.22	1.14	-0.04
promptness	258	4.30	0.96	285	4.39	0.95	0.09
service attitude	258	4.36	0.94	285	4.39	0.92	0.03

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

## Help Desk (Help Center)

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.

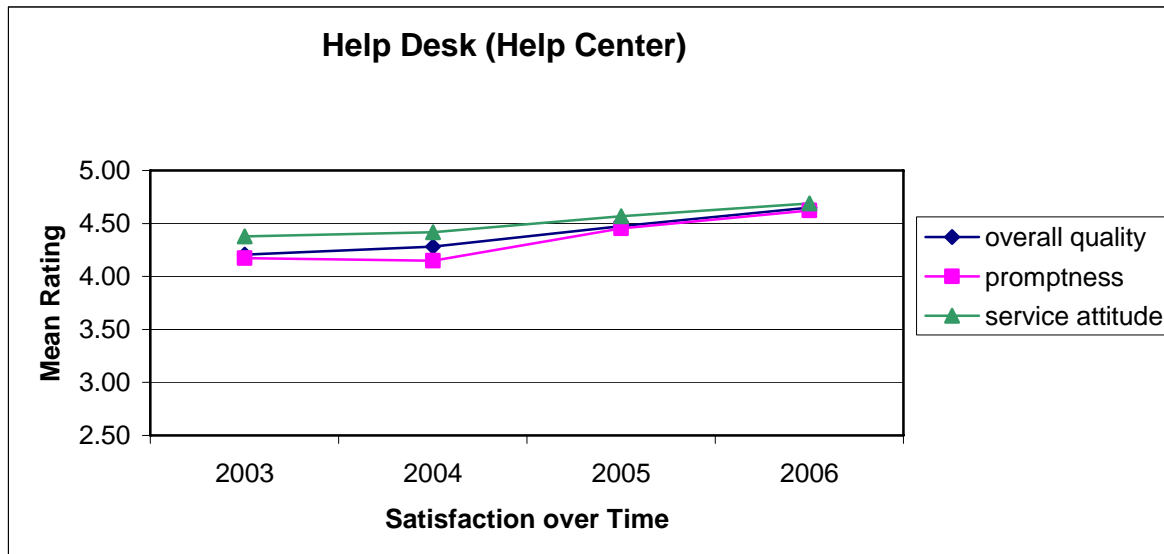
### Who uses this office?

Of the 481 survey respondents, 358 (74.4%) reported having requested or received services from the Help Desk (Help Center) Office in the past year. Of those respondents:

- 66% (238 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (72 respondents) were Full-time Faculty;
- 13% (48 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Since 2003 mean ratings of these three dimensions have increased steadily. The only exception to this trend is for promptness which remained at approximately the same level between 2003 and 2004.





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>Help Desk (Help Center)</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	243	4.21	1.10	302	4.28	1.05	456	4.47	0.91	356	4.65	0.72	0.18	0.44
promptness	237	4.17	1.16	292	4.15	1.20	442	4.45	0.95	356	4.62	0.77	0.17	0.45
service attitude	239	4.38	1.05	290	4.42	0.99	439	4.57	0.88	356	4.69	0.69	0.12	0.31

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

## Institutional Records – Retention and Storage (formerly Records Management 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.

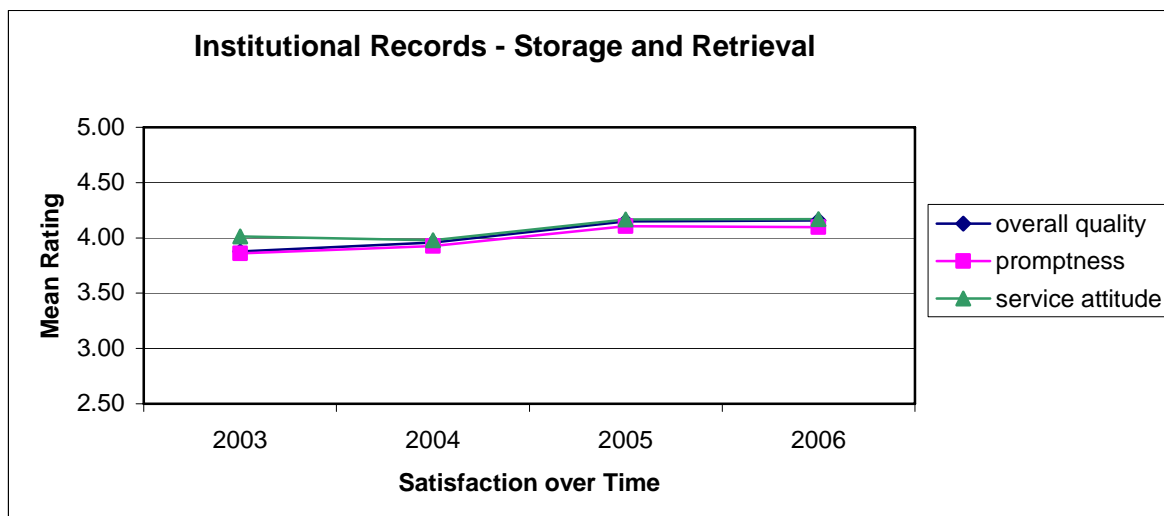
### **Who uses this office?**

Of the 481 survey respondents, 83 (17.3%) reported having requested or received services from the Institutional Records – Retention and Storage Office in the past year. Of those respondents:

- 78% (65 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (12 respondents) were Full-time Faculty;
- 7% (6 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 mean satisfaction for overall quality, promptness and service attitude remained at approximately the same level as in Spring 2005. Since 2003 mean ratings of these three dimensions have showed a modest increase for all three dimensions.



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>Institutional Records - Storage and Retrieval (formerly Records Management 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	81	3.88	1.31	98	3.96	1.23	141	4.15	1.06	83	4.16	1.19	0.01	0.28
promptness	79	3.86	1.22	94	3.93	1.25	143	4.10	1.10	83	4.10	1.26	-0.01	0.24
service attitude	79	4.01	1.18	95	3.98	1.32	144	4.17	1.10	82	4.17	1.24	0.00	0.16

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

## Telephone 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.

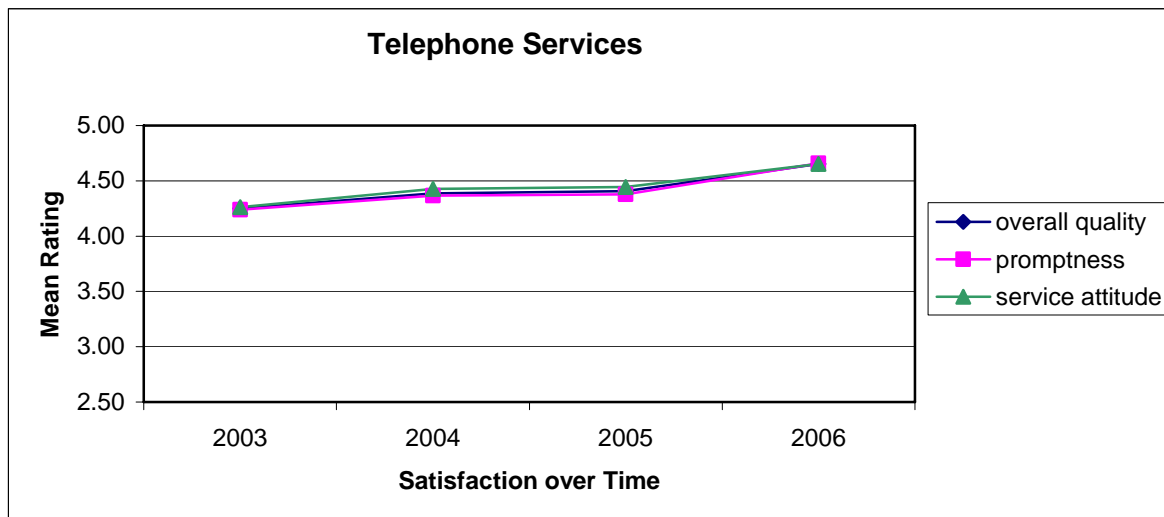
### Who uses this office?

Of the 481 survey respondents, 219 (45.5%) reported having requested or received services from the Telephone Services Office in the past year. Of those respondents:

- 74% (162 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (35 respondents) were Full-time Faculty;
- 10% (22 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Since 2003 mean ratings of these three dimensions have showed a moderate increase for all three dimensions.



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>Telephone 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	131	4.25	1.03	163	4.39	0.96	268	4.41	0.89	218	4.65	0.72	0.24	0.40
promptness	130	4.24	1.03	155	4.37	1.00	265	4.38	0.93	217	4.66	0.70	0.28	0.42
service attitude	130	4.26	1.08	155	4.43	1.01	265	4.45	0.89	216	4.65	0.72	0.21	0.39

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