

Summer 2006 Internal College Survey Office Reports

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VP for Student Support and Success 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.

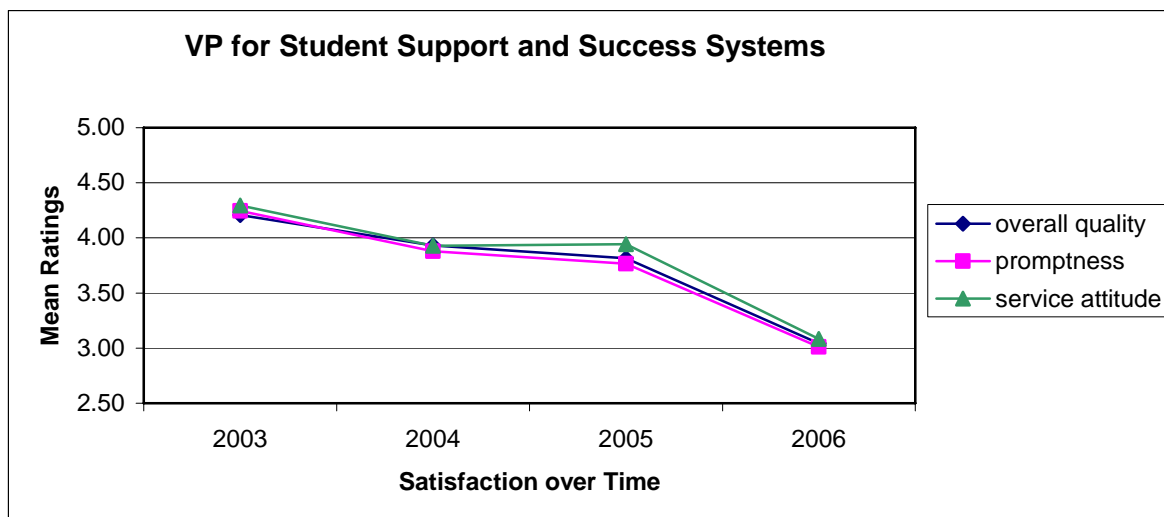
Who uses this office?

Of the 481 survey respondents, 97 (20%) reported having requested or received services from the Office of the VP for Student Support and Success Systems in the past year. Of those respondents:

- 64% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 25% (24 respondents) were Full-time Faculty; and
- 11% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate substantial 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 decreased moderately from 2003 to 2004, stabilized somewhat between 2004 and 2005 and have now declined to be substantially 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.

Office of the VP for Student Support and Success Systems														
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	68	4.21	0.96	102	3.93	1.13	124	3.81	1.28	96	3.04	1.76	-0.77	-1.16
promptness	69	4.25	0.91	99	3.88	1.18	124	3.77	1.29	96	3.01	1.79	-0.76	-1.24
service attitude	68	4.29	0.95	99	3.93	1.23	124	3.94	1.28	96	3.08	1.79	-0.86	-1.21

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

Student Recruitment 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

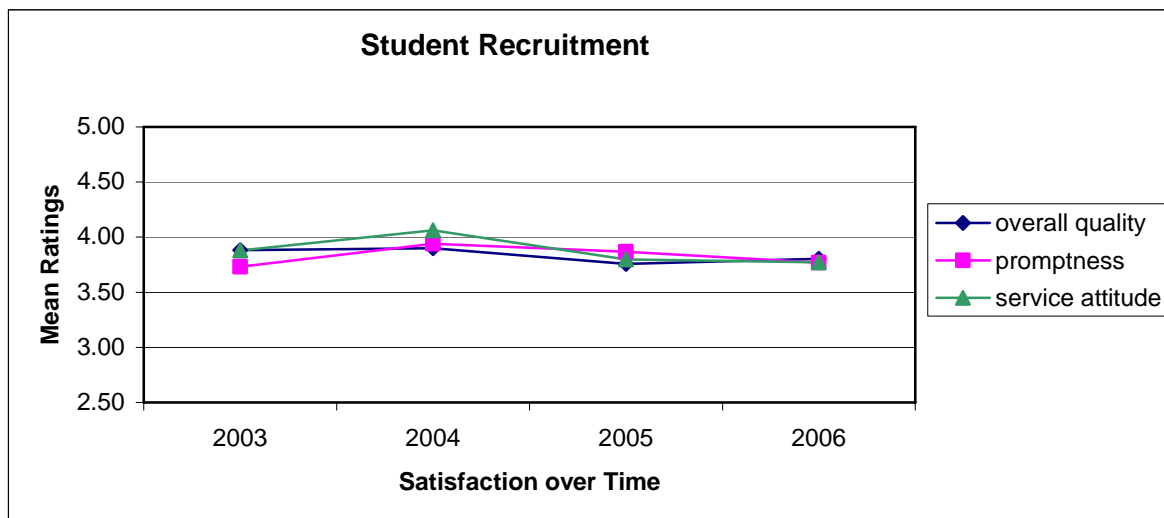
Who uses this office?

Of the 481 survey respondents, 66 (13.7%) reported having requested or received services from Student Recruitment Office in the past year. Of those respondents:

- 85% (56 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (9 respondents) were Full-time Faculty; and
- 1% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate very slight decrease in mean ratings of satisfaction for promptness and service attitude and a slight increase in overall quality from Spring 2005. Mean ratings of satisfaction for all three service dimensions increased from 2003 and 2004 but have decreased over the past two survey periods to be slightly below 2003 levels for overall quality and service attitude and to slightly above for promptness.



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.

Student Recruitment														
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	42	3.88	1.19	50	3.90	1.18	78	3.76	1.27	66	3.80	1.33	0.05	-0.08
promptness	41	3.73	1.23	49	3.94	1.18	75	3.87	1.21	65	3.77	1.36	-0.10	0.04
service attitude	41	3.88	1.25	49	4.06	1.21	74	3.80	1.31	66	3.77	1.35	-0.02	-0.11

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

Texas Success Initiative (TSI) 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

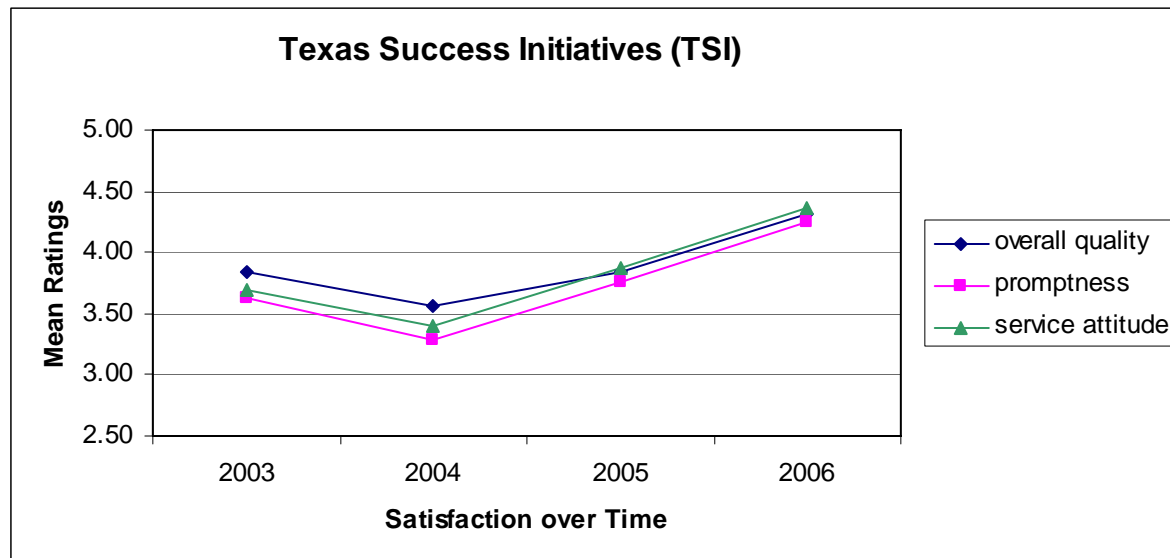
Who uses this office?

Of the 481 survey respondents, 86 (17.9%) reported having requested or received services from the TASP Office in the past year. Of those respondents:

- 58% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 27% (23 respondents) were Full-time Faculty; and
- 15% (13 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate substantial increases from Spring 2005 in mean satisfaction for overall quality, promptness and service attitude. Mean ratings of satisfaction with all three service dimensions decreased from 2003 to 2004 but have now increased the past two years to be substantially 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.

Texas Success Initiative (TSI) Office														
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	66	3.83	1.20	52	3.56	1.26	74	3.84	1.21	86	4.31	1.05	0.48	0.48
promptness	63	3.63	1.26	52	3.29	1.51	72	3.76	1.26	86	4.24	1.11	0.48	0.61
service attitude	64	3.69	1.33	53	3.40	1.43	72	3.88	1.27	86	4.36	0.98	0.49	0.67

Satisfaction Scores
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 4= Satisfied
 5= Very Satisfied