

# Summer 2006 Internal College Survey Office Reports

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## VP for Workforce Education and Business 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.

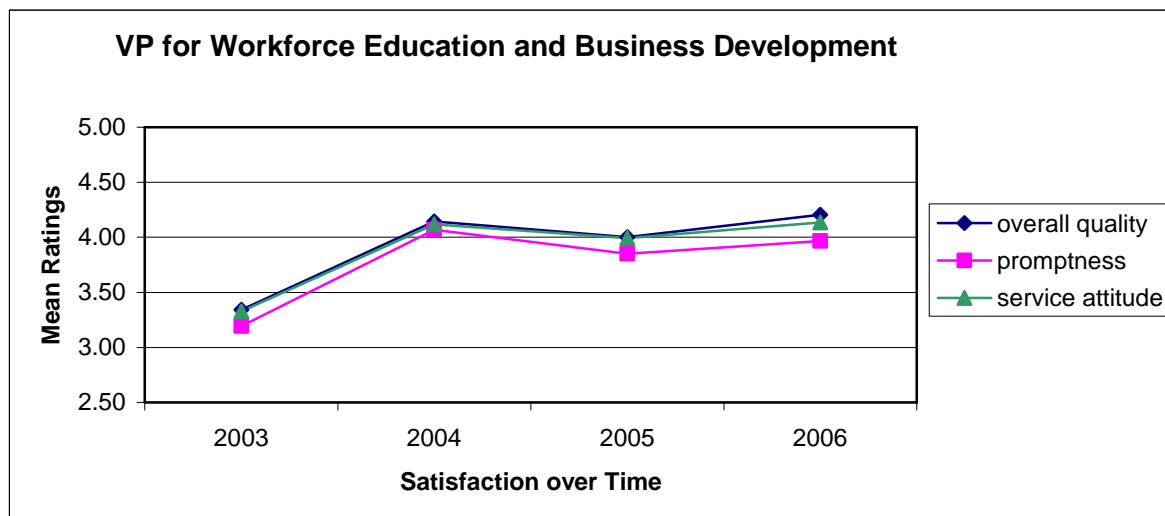
### Who uses this office?

Of the 481 survey respondents, 59 (12.3%) reported having requested or received services from the Office of the VP for Workforce Education and Business Development in the past year. Of those respondents:

- 75% (44 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (11 respondents) were Full-time Faculty;
- 7% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions increased substantially from 2003 to 2004, declined somewhat from 2004 to 2005 and have now increased to be slightly above the 2004 levels for overall quality and service attitude.



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

<b>VP for Workforce Education and Business Development</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	67	3.34	1.32	77	4.14	1.02	115	4.00	1.18	59	4.20	1.06	0.20	0.86
promptness	67	3.19	1.34	75	4.07	1.13	114	3.85	1.32	59	3.97	1.19	0.12	0.77
service attitude	67	3.33	1.39	76	4.12	1.11	113	3.99	1.24	59	4.14	1.12	0.14	0.81

NOTE: ??????????

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

## Dean, Applied Technologies, Multimedia, and Public Service

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.

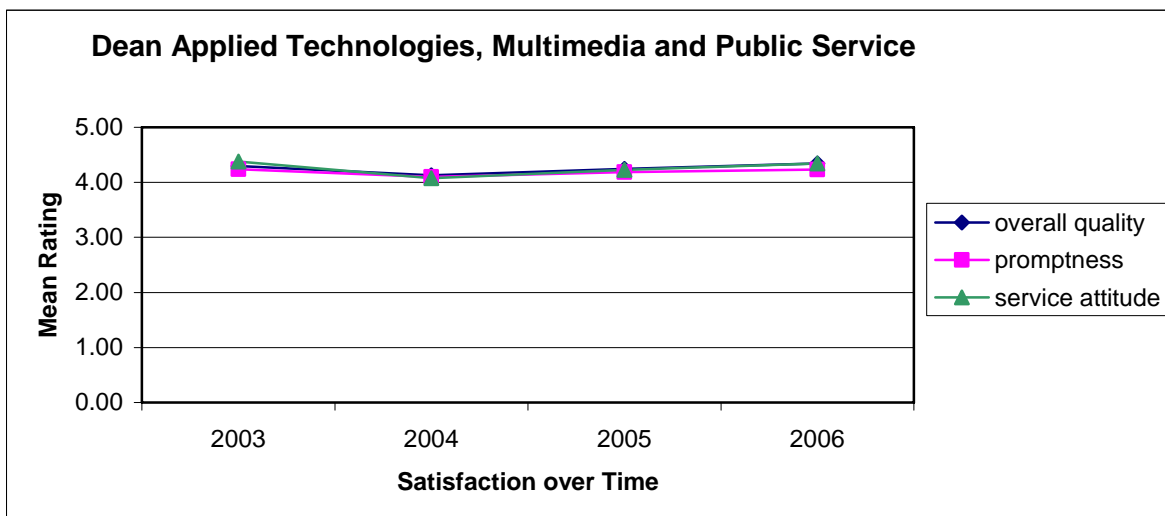
### **Who uses this office?**

Of the 481 survey respondents, 64 (13.3%) reported having requested or received services from the Office of the Dean of Applied Technologies, Multimedia, and Public Service in the past year. Of those respondents:

- 77% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (11 respondents) were Full-time Faculty;
- 6% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions have remained at a high level since Spring 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>Dean, Applied Technologies, Multimedia, and Public Service</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	60	4.30	0.98	84	4.13	0.99	107	4.24	0.95	64	4.34	0.98	0.10	0.04
promptness	58	4.24	1.03	82	4.10	1.06	103	4.18	1.10	64	4.23	1.05	0.05	-0.01
service attitude	58	4.38	0.93	81	4.07	1.12	102	4.23	1.10	64	4.34	1.04	0.12	-0.04

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

## Dean, Business Studies

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.

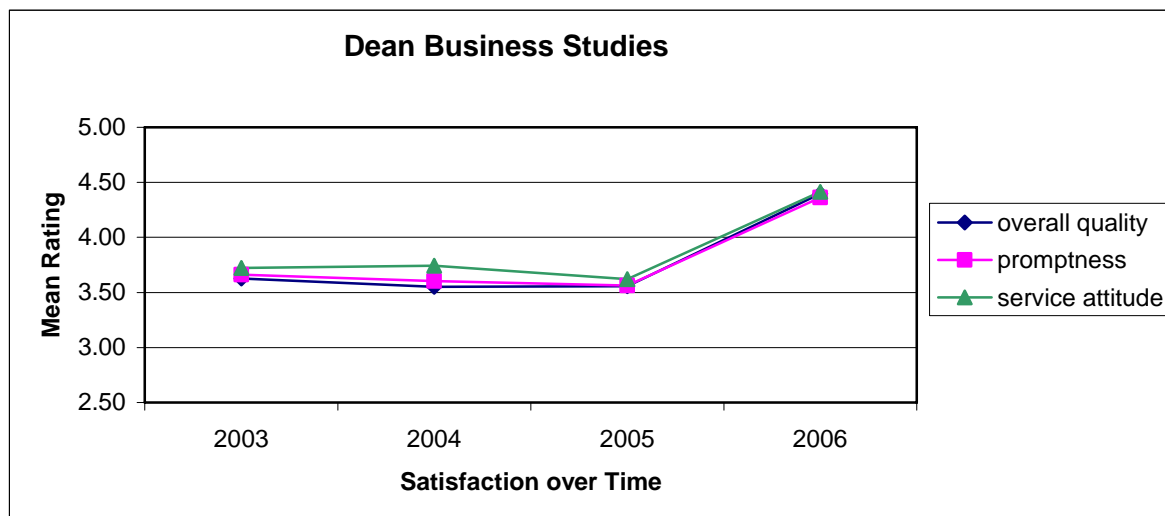
### **Who uses this office?**

Of the 481 survey respondents, 58 (12.1%) reported having requested or received services from the Office of the Dean of Business Studies in the past year. Of those respondents:

- 72% (42 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (12 respondents) were Full-time Faculty;
- 7% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate substantial increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings of satisfaction with service attitude have consistently tracked slightly above the other two 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>Dean, Business Studies</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	67	3.63	1.34	80	3.55	1.31	115	3.56	1.39	58	4.40	0.86	0.84	0.77
promptness	65	3.66	1.28	78	3.60	1.29	114	3.56	1.44	58	4.36	1.00	0.80	0.70
service attitude	65	3.72	1.29	78	3.74	1.30	111	3.62	1.42	58	4.41	0.86	0.79	0.69

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

## Dean, Computer Studies and Advanced 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.

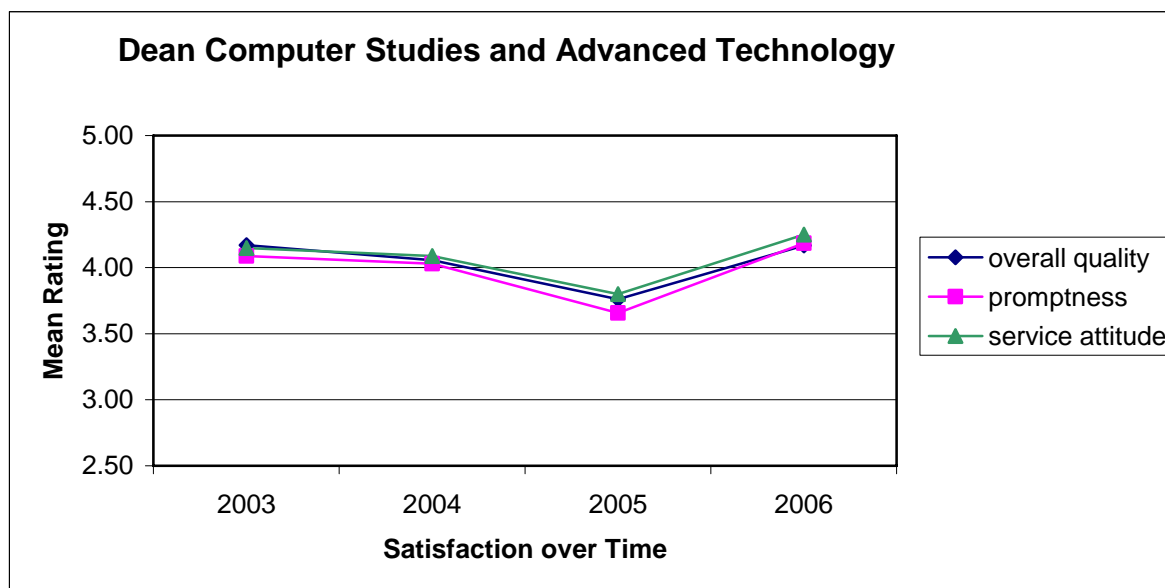
### Who uses this office?

Of the 481 survey respondents, 62 (12.9%) reported having requested or received services from the Office of the Dean of Computer Studies and Advanced Technology in the past year. Of those respondents:

- 69% (43 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (13 respondents) were Full-time Faculty;
- 10% (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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with these service dimensions did decline from 2003 to 2005 but has now climbed up to be at or slightly above its 2003 levels, and for the past three surveys service attitude has tracked slightly above the other two service 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>Dean, Computer Studies and Advanced Technology</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	71	4.17	1.03	71	4.06	1.07	100	3.76	1.18	60	4.17	1.15	0.41	0.00
promptness	68	4.09	1.08	69	4.03	1.16	99	3.66	1.28	60	4.18	1.17	0.53	0.10
service attitude	68	4.15	1.05	68	4.09	1.12	100	3.80	1.22	60	4.25	1.10	0.45	0.10

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

## Executive Dean, Health Sciences

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

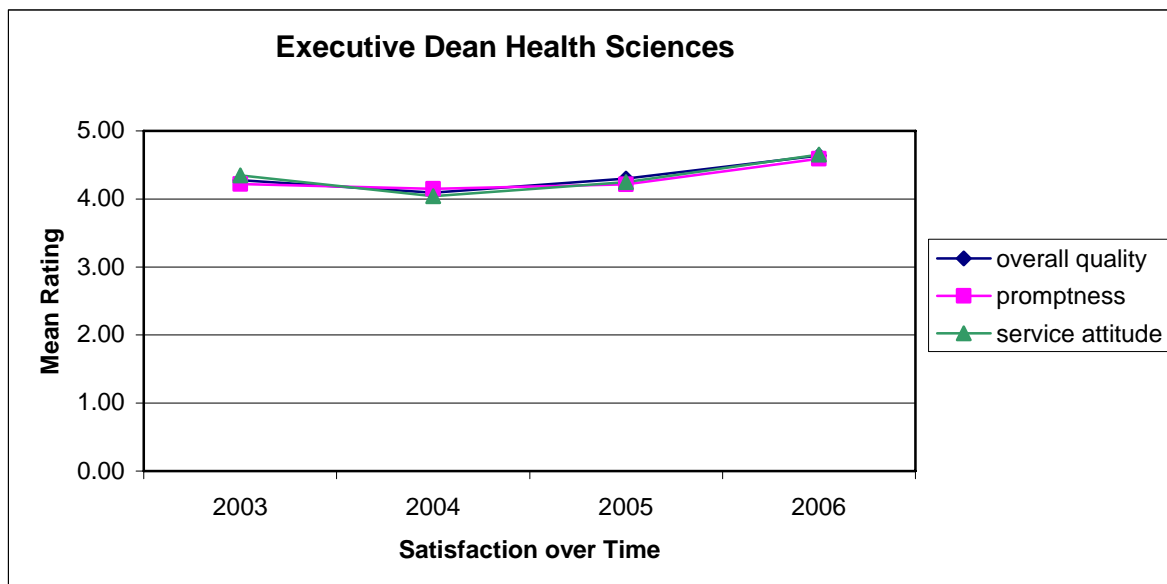
### Who uses this office?

Of the 481 survey respondents, 67 (13.9%) reported having requested or received services from the Office of the Executive Dean of Health Sciences in the past year. Of those respondents:

- 75% (50 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (13 respondents) were Full-time Faculty;
- 6% (4 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 after decreasing slightly from 2003 to 2004 have now climbed up to be 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>Executive Dean, Health Sciences</b>														
<b>Comparison of Survey Results</b>														
	<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	76	4.28	1.01	95	4.09	1.10	126	4.30	0.96	66	4.64	0.78	0.33	0.36
promptness	73	4.22	0.99	93	4.15	1.10	125	4.22	1.04	66	4.59	0.72	0.37	0.37
service attitude	72	4.35	0.97	94	4.04	1.24	125	4.25	1.04	66	4.65	0.75	0.40	0.30

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

## Adult Education

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.

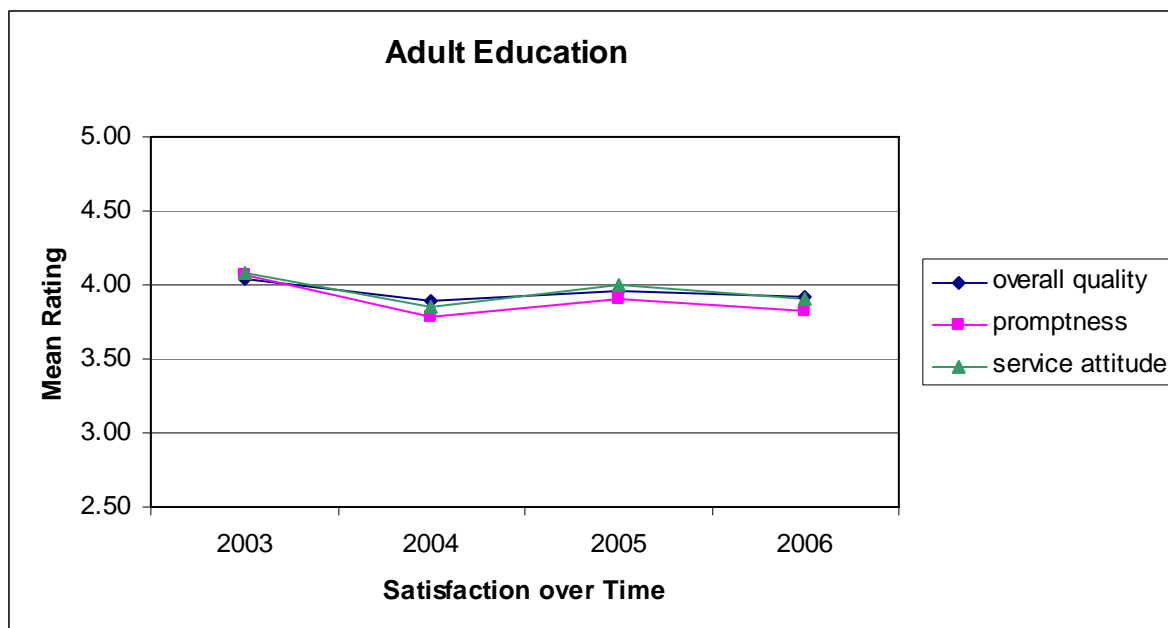
### Who uses this office?

Of the 481 survey respondents, 73 (15.2%) reported having requested or received services from Adult Education in the past year. Of those respondents:

- 78% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (11 respondents) were Full-time Faculty;
- 7% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate slight decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Since 2003 mean satisfaction for all three service dimensions have fluctuated somewhat but have remain below 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>Adult Education</b>														
<b>Comparison of Survey Results</b>														
	<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	49	4.04	1.17	58	3.90	1.22	93	3.96	1.11	72	3.92	1.21	-0.04	-0.12
Promptness	49	4.06	1.20	55	3.78	1.29	91	3.91	1.17	72	3.82	1.25	-0.09	-0.24
service attitude	49	4.08	1.17	56	3.86	1.35	90	4.00	1.19	72	3.90	1.29	-0.10	-0.18

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

## International Programs

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

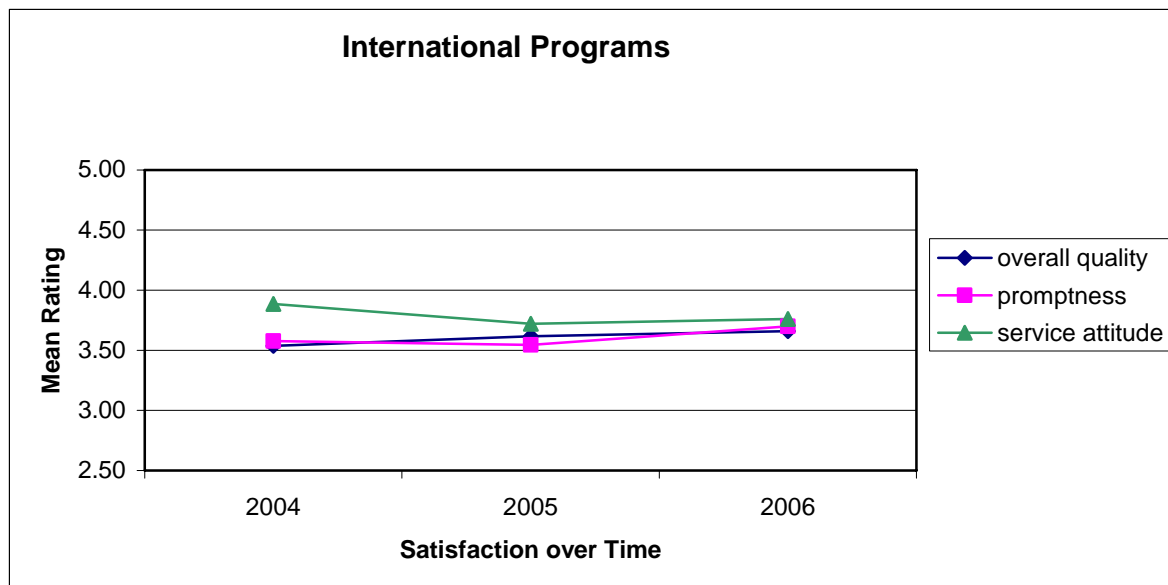
### Who uses this office?

Of the 481 survey respondents, 42 (9%) reported having requested or received services from the Office of International Programs in the past year. Of those respondents:

- 76% (32 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (9 respondents) were Full-time Faculty;
- 2% (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 slight increases in mean satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean satisfaction with overall quality and promptness have increased since 2004. However service attitude remains slightly below its 2004 level.



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

<b>International Programs Comparison of Survey Results</b>											
	<b>2004</b>			<b>2005</b>			<b>2006</b>			Mean Diff. 05-06	Mean Diff. 04-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	54	3.54	1.31	81	3.62	1.30	41	3.66	1.33	0.04	0.12
promptness	52	3.58	1.26	79	3.54	1.30	40	3.70	1.38	0.16	0.12
service attitude	53	3.89	1.30	82	3.72	1.32	42	3.76	1.38	0.04	-0.12

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

## Executive Dean, Continuing Education

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.

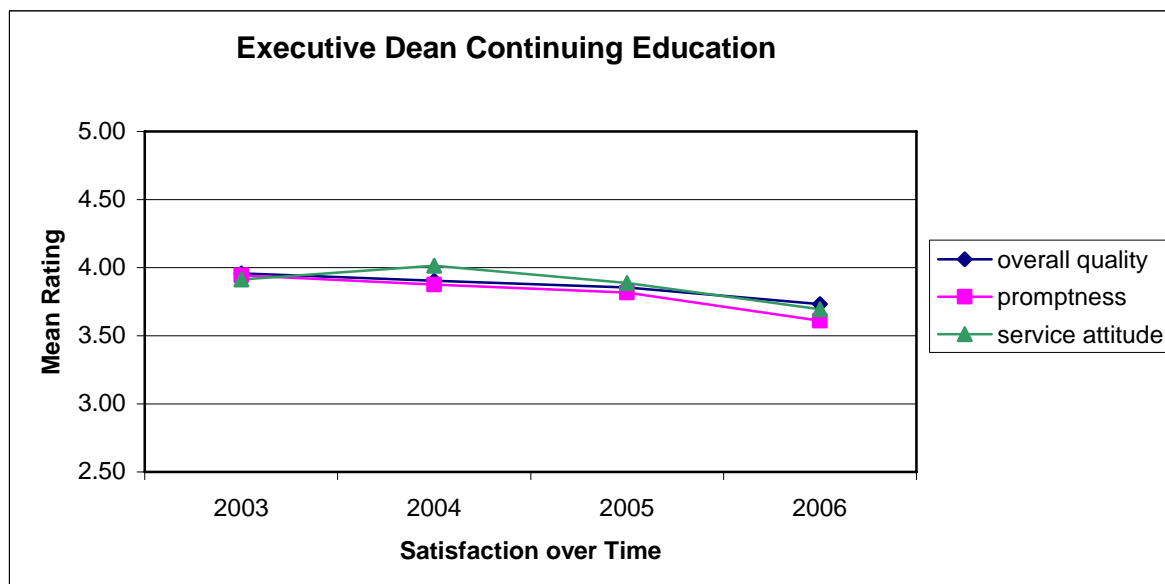
### Who uses this office?

Of the 481 survey respondents, 72 (15.0%) reported having requested or received services from the Office of the Dean of Continuing Education in the past year. Of those respondents:

- 85% (61 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (7 respondents) were Full-time Faculty;
- 5% (4 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 for satisfaction with overall quality and promptness have decreased slightly each year since 2003. Mean ratings of satisfaction with service attitude, however, increased slightly between 2003 and 2004 but have since then declined.





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>Executive Dean, Continuing Education</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	72	3.96	1.14	73	3.90	1.31	117	3.85	1.24	71	3.73	1.30	-0.12	-0.23
promptness	70	3.94	1.20	72	3.88	1.24	115	3.82	1.29	72	3.61	1.38	-0.21	-0.33
service attitude	70	3.91	1.28	73	4.01	1.24	115	3.89	1.24	72	3.69	1.42	-0.19	-0.22

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

## Business Assessment 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.

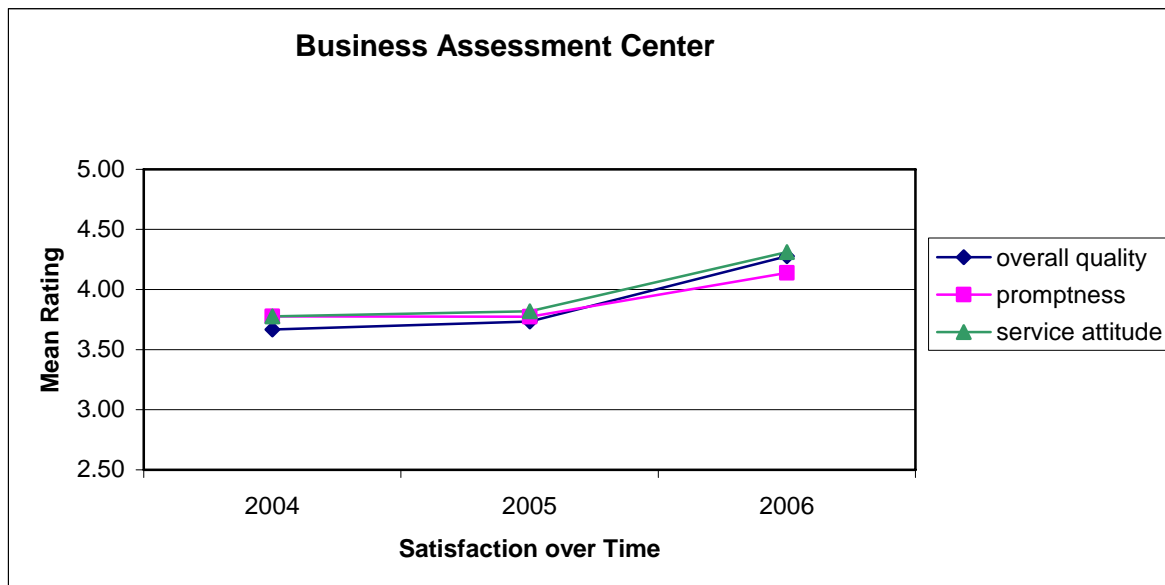
### Who uses this office?

Of the 481 survey respondents, 30 (6.2%) reported having requested or received services from the Business Assessment Center in the past year. Of those respondents:

- 90% (27 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7% (2 respondents) were Full-time Faculty;
- 3% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude 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>Business Assessment Center</b>											
Comparison of Survey Results											
	2004			2005			2006			Mean Diff. 05-06	Mean Diff. 04-06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	18	3.67	1.24	45	3.73	1.29	29	4.28	0.88	0.54	0.61
promptness	18	3.78	1.22	44	3.77	1.27	29	4.14	0.88	0.37	0.36
service attitude	18	3.78	1.22	44	3.82	1.26	29	4.31	0.89	0.49	0.53

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

## Community Programs

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

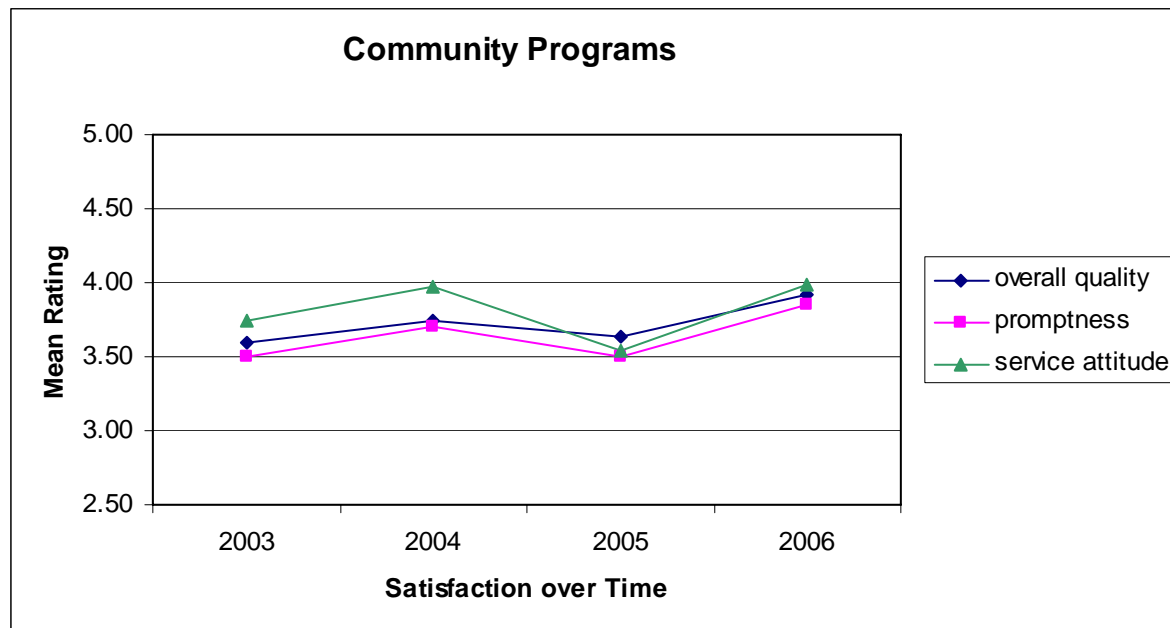
### Who uses this office?

Of the 481 survey respondents, 59 (12.3%) reported having requested or received services from Community Programs in the past year. Of those respondents:

- 81% (48 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (8 respondents) were Full-time Faculty;
- 5% (3 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 from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude. Mean ratings for all three service dimensions increased from 2003 to 2004, and then declined from 2004 to 2005 before increasing this past year to levels above those in 2003. Mean ratings for service attitude have tended to track above the other two dimensions. The only exception to this is in 2005 when ratings for service attitude were lower than overall quality.



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>Community Programs</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	27	3.59	1.39	35	3.74	1.20	69	3.64	1.24	59	3.92	1.18	0.28	0.32
promptness	26	3.50	1.39	34	3.71	1.27	66	3.50	1.30	59	3.85	1.22	0.35	0.35
service attitude	27	3.74	1.51	34	3.97	1.19	67	3.54	1.34	59	3.98	1.24	0.45	0.24

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

## Continuing Education

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.

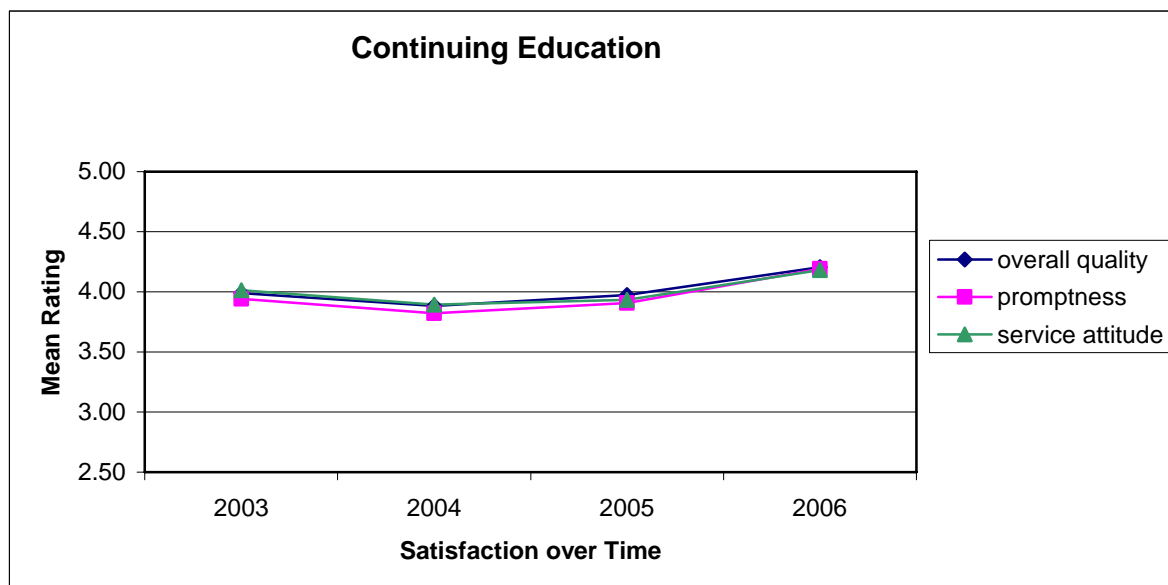
### Who uses this office?

Of the 481 survey respondents, 84 (17.5%) reported having requested or received services from Continuing Education in the past year. Of those respondents:

- 83% (70 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (8 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 moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing slightly from 2003 to 2004 have now climbed up to be 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>Continuing Education Comparison of Survey Results</b>														
	<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	85	3.99	1.21	120	3.88	1.11	153	3.97	1.16	83	4.20	1.03	0.23	0.22
promptness	84	3.94	1.25	113	3.82	1.15	150	3.91	1.23	83	4.19	1.06	0.29	0.25
service attitude	82	4.01	1.22	113	3.89	1.14	149	3.93	1.22	83	4.18	1.12	0.25	0.17

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

## Continuing Education Business 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.

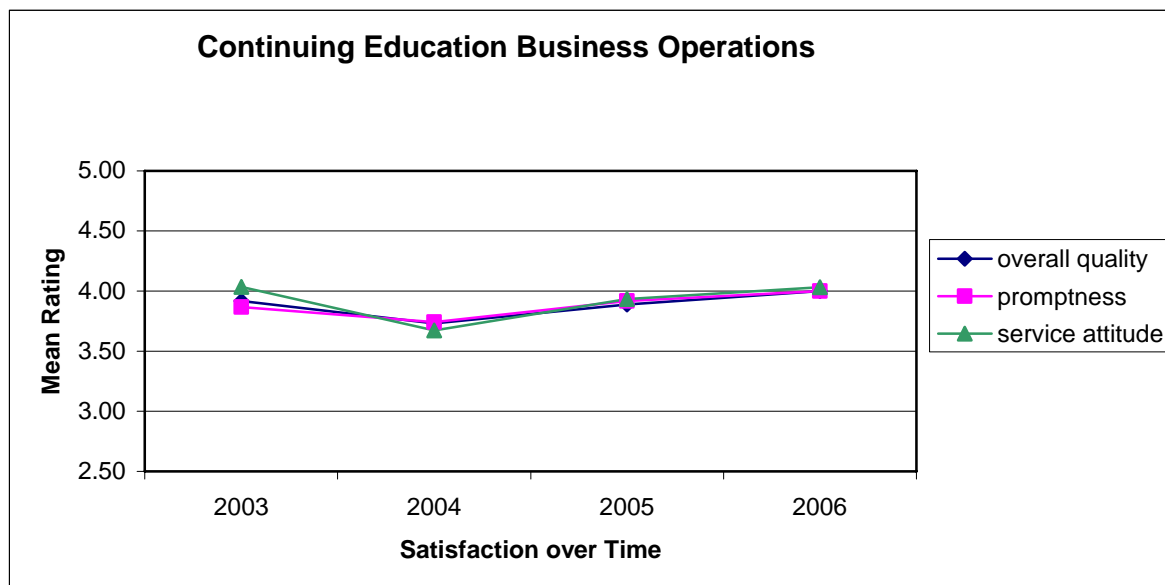
### Who uses this office?

Of the 481 survey respondents, 31 (6.4%) reported having requested or received services from the Continuing Education Business Operations in the past year. Of those respondents:

- 94% (29 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (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 slight increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing from 2003 to 2004 have now climbed up to be at or slightly 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>Continuing Education Business Operations</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	61	3.92	1.22	56	3.73	1.31	63	3.89	1.28	31	4.00	1.21	0.11	0.08
promptness	60	3.87	1.27	54	3.74	1.32	60	3.92	1.27	31	4.00	1.24	0.08	0.13
service attitude	59	4.03	1.13	55	3.67	1.35	60	3.93	1.29	31	4.03	1.20	0.10	0.00

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

## HBC Room Scheduling

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.

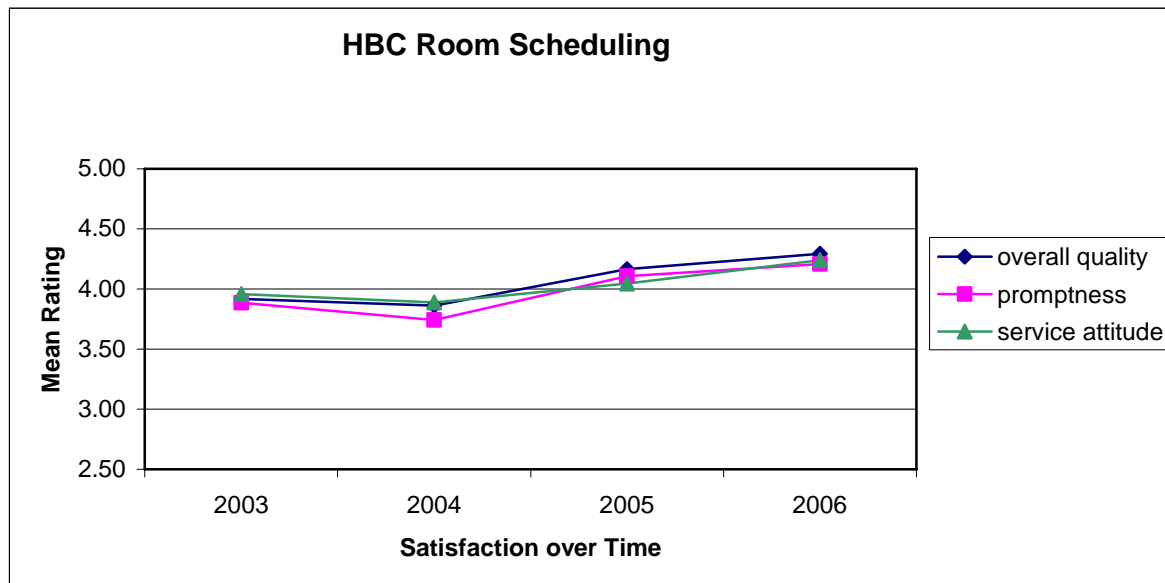
### Who uses this office?

Of the survey respondents, 96 (20.0%) reported having requested or received services from HBC Room Scheduling in the past year. Of those respondents:

- 82% (79 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (10 respondents) were Full-time Faculty;
- 7% (7 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 ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing from 2003 to 2004 have now climbed up to be 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>HBC Room Scheduling Comparison of Survey Results</b>														
	<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	98	3.92	1.19	102	3.86	1.24	133	4.17	1.12	96	4.29	0.92	0.13	0.37
promptness	96	3.89	1.23	97	3.74	1.23	132	4.11	1.21	96	4.21	1.00	0.10	0.32
service attitude	96	3.96	1.17	99	3.89	1.23	132	4.05	1.25	96	4.24	0.98	0.19	0.28

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

## Health Professions Institute

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.

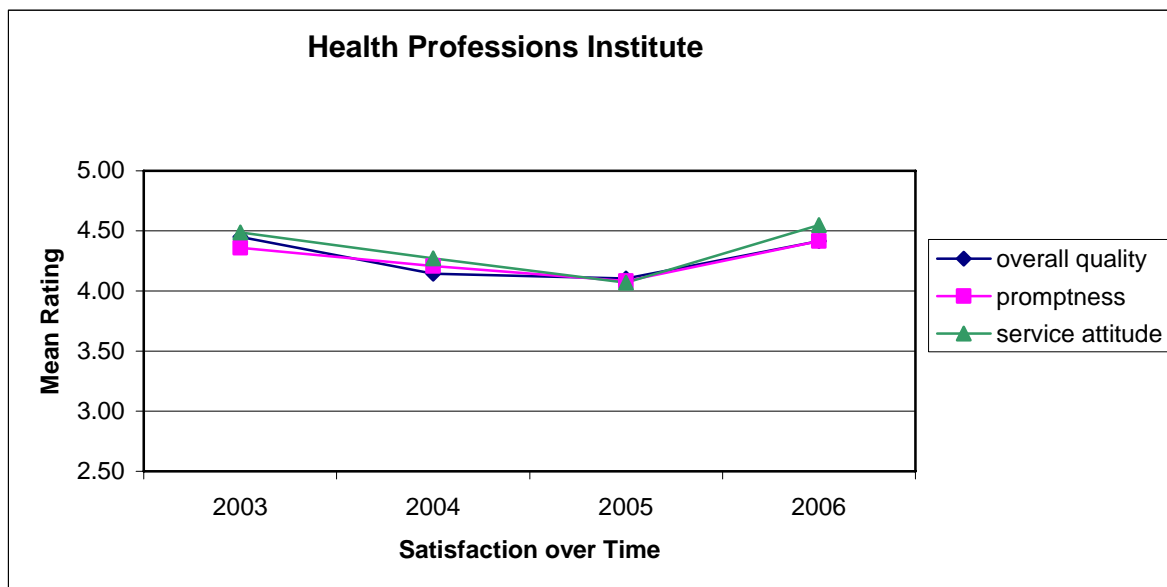
### Who uses this office?

Of the 481 survey respondents, 53 (11.0%) reported having requested or received services from Health Professions Institute in the past year. Of those respondents:

- 75% (40 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19 (10 respondents) were Full-time Faculty;
- 6 (3 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 ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing from 2003 to 2005 have now climbed up to be close to 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>Health Professions Institute Comparison of Survey Results</b>														
	<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	40	4.45	0.90	49	4.14	1.08	87	4.10	1.09	53	4.42	0.80	0.31	-0.03
promptness	39	4.36	1.01	48	4.21	1.01	86	4.08	1.12	53	4.42	0.84	0.33	0.06
service attitude	39	4.49	0.88	48	4.27	0.98	86	4.07	1.16	53	4.55	0.72	0.48	0.06

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

## Executive Dean, Customized Training

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.

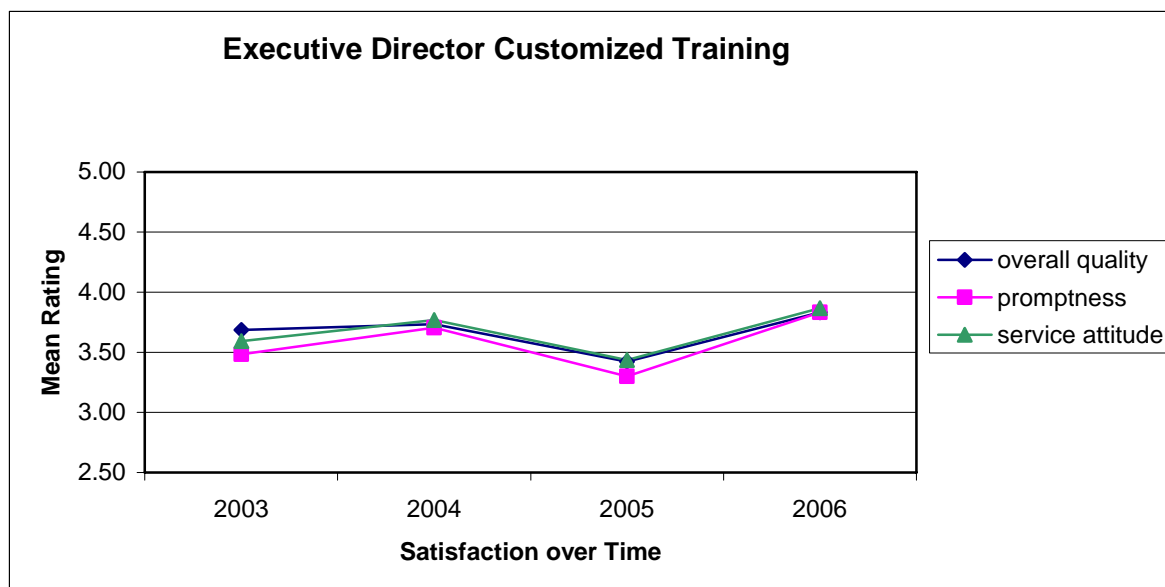
### Who uses this office?

Of the 481 survey respondents, 31 (6.4%) reported having requested or received services from Customized Training in the past year. Of those respondents:

- 90% (28 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (2 respondents) were Full-time Faculty;
- 3% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Summer 2006 Internal College Survey indicate moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing from 2004 to 2005 have now climbed up to be 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>Executive Dean, Customized Training</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	32	3.69	1.20	30	3.73	1.11	64	3.42	1.22	30	3.83	1.34	0.41	0.15
promptness	33	3.48	1.33	27	3.70	1.07	63	3.30	1.36	30	3.83	1.32	0.53	0.35
service attitude	32	3.59	1.27	26	3.77	1.11	62	3.44	1.36	30	3.87	1.33	0.43	0.27

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