

**Internal College Survey
Spring 2007 Survey
Analysis of Campus-based Services**

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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 spring 2007. 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*.

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 typically 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. In 2006 the ICS survey was placed on-line and the two parts of the survey, college-wide and campus, were consolidated into one survey.

In surveys conducted prior to 2006 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 and 2007 on-line surveys, however, allowed respondents to rate campus-based services at each campus.

Mean scores for 2007 and 2006 were calculated and are reported for campus offices. Internal College Survey reports prior to 2006 combined very satisfied and satisfied ratings into a percent satisfied category, and dissatisfied and very dissatisfied into a percent dissatisfied category. Mean scores, however, 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 2007 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 2007 results are presented compared to the results for 2006 and the difference between the means is calculated. The 2007 means are also ranked as well as the mean differences. The ranking of means involves numbering the means for 2007 in descending order with a rank of “1” assigned to the highest mean. The ranking of mean differences involves the same procedure with a rank of “1” assigned to the highest positive difference between means for 2006 and 2007.

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 ratings for *overall quality* include **Cashier's Office** (4.82), **Campus Police** (4.69), **Campus Management Office** (4.68), **Learning Labs** (4.67), **IRT Media Centers** (4.67), and **Veterans Affairs** (4.67). Offices with relatively lower mean ratings for *overall quality* include **Special Populations** (3.45) and **Weekend Supervisor** (3.33). Of the 29 campus offices rated, 21 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2007 from 2006 include **Career Center** (.57), **Campus Police** (.47), **Assessment** (.42), **Advising** (.41), and **Library Services** (0.41). Offices that showed large decreases in user satisfaction with *overall quality* between 2006 and 2007 include **Special Populations** (-.36), **Financial Aid** (-.44), and **Weekend Supervisor** (-1.07).

Eastview

Offices at the Eastview campus with the highest mean ratings for *overall quality* include **Custodial Day Services** (4.68), **Admissions and Records** (4.65), **Library Services** (4.60), **Learning Labs** (4.60), and **Testing Centers** (4.57). Offices with relatively lower mean ratings for *overall quality* include the **Special Populations** (3.69), and **Custodial Night Services** (3.65). Of the 29 campus offices rated, 22 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2007 from 2006 include **Assessment** (.89), **Veterans Affairs** (.75), **Career Center** (.68), **Students with Disabilities** (.40), **Dean of Student Services** (.39), and **Grounds Keeping** (.38). One office that showed a large decrease in mean ratings between 2006 and 2007 was **Custodial Night Services** (-.70).¹

Northridge

Offices at the Northridge campus with the highest mean ratings for *overall quality* include **Mailroom Services** (4.53), **Library Services** (4.47), **IRT Media Centers** (4.37), **Custodial Day Services** (4.36), **Learning Labs** (4.36), and **Cashier's Office** (4.36). Offices with relatively lower mean rating for *overall quality* include **Custodial Night Services** (3.67), **Special Populations** (3.63), and **Food Service** (3.46). Of the 29 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 2007 from 2006 include **Weekend Supervisor** (.36), **Bookstore** (.29), and **Campus Police** (.27). Offices that showed relatively large decreases in user satisfaction with *overall quality* between 2006 and 2007 include **Assessment** (-.20), and **Custodial Night Services** (-.67).

¹ In 2006 Custodial Day and Night Services were combined in one office. The large decrease in mean rating between 2006 and 2007 for this campus and others may therefore be an artifact of the reorganization of the office.

Pinnacle

Offices at the Pinnacle campus with the highest mean ratings for *overall quality* include **Custodial Day Services** (4.66), **Library Services** (4.66), **IRT Media Centers** (4.63), **IRT Computer Centers** (4.57), **Campus Police** (4.56), and **Learning Labs** (4.56). Offices with relatively lower mean ratings for *overall quality* include **Weekend Supervisor** (3.14), and **Special Populations** (2.57). Of the 29 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 2007 from 2006 include **Weekend Supervisor** (.64), **Career Center** (.52) and **Student Life/Student Activities** (.43). Offices that showed large decreases in mean ratings between 2006 and 2007 include **Special Populations** (-.71) and **Custodial Night Services** (-.93).

Rio Grande

Offices at the Rio Grande campus with the highest mean ratings for *overall quality* included **Veterans Affairs** (4.67), **Campus Police** (4.50), **Mailroom Services** (4.49), **Library Services** (4.49), and **Cashier's Office** (4.42). Offices with relatively lower mean ratings for *overall quality* include **Counseling** (3.72), **Food Service** (3.71) and **Special Populations** (3.63). Of the 29 campus offices rated, 21 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2007 from 2006 include **Special Populations** (1.13), **Bookstore** (.74), and **Dean of Student Services** (.42). Offices that showed relatively large decreases in mean ratings between 2006 and 2007 include the **Financial Aid** (-.36), **Custodial Night Services** (-.41) and **Grounds Keeping** (-.42).

Riverside

Offices at the Riverside campus with the highest mean ratings for *overall quality* include **Library Services** (4.56), **Mailroom Services** (4.53), **Testing Centers** (4.50), and **Learning Labs** (4.50) (see Table 53). Offices with relatively lower mean ratings for *overall quality* include **Career Center** (3.47), and **Custodial Night Services** (3.34). Of the 29 campus offices rated, 21 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2007 from 2006 as displayed in the highlighted mean difference column (see Table 54) include **Weekend Supervisor** (1.08), **Dean of Student Services** (.79), **Advising** (.48), and **Assessment** (.39). Offices that showed relatively large decreases in mean ratings between 2006 and 2007 include **Veterans Affairs** (-.40), **Custodial Night Services** (-.55), and **Cashier's Office** (-.64).

South Austin

Offices at the South Austin campus with the highest mean score ratings for *overall quality* include **IRT Media Centers** (4.72), **Cashier's Office** (4.67), **Mailroom Services** (4.65), **Testing Centers** (4.62), and **Admissions and Records** (4.58). Offices with relatively lower mean ratings for *overall quality* include **Counseling** (3.59), and **Special Populations** (3.50). Of the 29 campus offices rated, 20 offices achieved a mean rating of 4.0 or above.

Highland Business Center

Offices at the Highland Business Center with the highest mean score ratings for *overall quality* include **Testing Centers** (4.65), **Veterans Affairs** (4.64), **Mailroom Services** (4.63), **Microcomputer Support Services** (4.63), and **Financial Aid** (4.61). Offices with a relatively lower mean rating for *overall quality* include **Building Maintenance Service** (3.68). Of the 13 campus offices rated, 12 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2007 from 2006 include **Custodial Day Services** (.32), and **Campus Police** (.21). Offices that showed relatively large decreases in mean ratings between 2006 and 2007 include **Mailroom Services** (-.19) and **Building Maintenance Service** (-.20).

Service Center

Offices at the Service Center with the highest mean score ratings for *overall quality* include **Grounds Keeping** (4.65), **Cashier's Office** (4.61), and **Campus Police** (4.54) (see Table 80). Offices with relatively lower mean ratings for overall quality include **Custodial Day Services** (3.54) and **Custodial Night Services** (3.42). Of the 8 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 2007 from 2006 include **Campus Police** (.47).

Tables

Internal College Survey
Spring 2007

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

Cypress Creek Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Cypress Creek Campus	64	4.30	0.99	64	4.30	1.00	64	4.17	1.22
Advising - Cypress Creek Campus	62	3.84	1.28	62	3.89	1.23	62	3.85	1.27
Assessment - Cypress Creek Campus	37	4.11	1.26	37	4.14	1.11	37	4.14	1.27
Bookstore - Cypress Creek Campus	27	3.52	1.45	27	3.52	1.40	27	3.44	1.53
Building Maintenance Service - Cypress Creek Campus	51	4.49	0.86	51	4.57	0.73	51	4.53	0.92
Campus Management Office - Cypress Creek Campus	120	4.68	0.56	120	4.68	0.61	120	4.68	0.65
Campus Police - Cypress Creek Campus	91	4.69	0.53	91	4.68	0.59	91	4.63	0.69
Career Center - Cypress Creek Campus	15	3.73	1.75	15	3.73	1.75	15	3.73	1.75
Cashier's Office - Cypress Creek Campus	49	4.82	0.39	49	4.80	0.41	49	4.80	0.41
Counseling - Cypress Creek Campus	50	3.66	1.51	49	3.67	1.49	50	3.68	1.49
Custodial Day Services - Cypress Creek Campus	55	4.49	0.96	55	4.53	0.92	55	4.49	1.00
Custodial Night Services - Cypress Creek Campus	32	4.44	1.05	32	4.47	0.98	32	4.47	1.05
Dean of Student Services - Cypress Creek Campus	59	3.75	1.54	58	3.72	1.56	59	3.76	1.55
Evening Operations Coordinator's Office - Cypress Creek Campus	35	4.37	1.06	34	4.38	1.16	35	4.43	1.07
Financial Aid - Cypress Creek Campus	34	4.26	1.44	34	4.29	1.45	34	4.26	1.44
Food Service - Cypress Creek Campus	34	3.56	1.48	34	3.91	1.14	34	3.82	1.22
Grounds Keeping - Cypress Creek Campus	34	4.50	0.83	34	4.50	0.83	34	4.50	0.83
IRT Computer Centers - Cypress Creek Campus	46	4.48	0.91	45	4.58	0.75	46	4.57	0.86

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

Cypress Creek Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Cypress Creek Campus	55	4.67	0.55	55	4.69	0.54	55	4.76	0.47
Learning Labs - Cypress Creek Campus	49	4.67	0.72	48	4.77	0.56	49	4.71	0.68
Library Services - Cypress Creek Campus	63	4.56	0.89	63	4.59	0.85	63	4.57	1.00
Mailroom Services - Cypress Creek Campus	68	4.62	0.69	69	4.61	0.69	68	4.68	0.61
Microcomputer Support Services - Cypress Creek Campus	43	4.49	0.86	43	4.35	1.11	43	4.47	0.93
Special Populations - Cypress Creek Campus	11	3.45	1.97	11	3.45	1.97	11	3.45	1.97
Student Life/Student Activities - Cypress Creek Campus	41	4.37	1.22	40	4.33	1.27	41	4.34	1.28
Students with Disabilities - Cypress Creek Campus	61	4.28	1.32	61	4.26	1.32	61	4.30	1.32
Testing Centers - Cypress Creek Campus	89	4.44	0.80	89	4.51	0.69	89	4.49	0.79
Veterans Affairs - Cypress Creek Campus	3	4.67	0.58	3	4.67	0.58	3	4.67	0.58
Weekend Supervisor - Cypress Creek Campus	6	3.33	1.97	6	3.33	1.97	6	3.33	1.97

Internal College Survey
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Table 2 Cypress Creek Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Camous Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Cypress Creek Campus	42	4.17	1.25	64	4.30	0.99	0.13	18	11
Advising - Cypress Creek Campus	33	3.42	1.50	62	3.84	1.28	0.41	22	4
Assessment - Cypress Creek Campus	19	3.68	1.57	37	4.11	1.26	0.42	21	3
Bookstore - Cypress Creek Campus	27	3.22	1.48	27	3.52	1.45	0.30	27	8
Building Maintenance Service - Cypress Creek Campus	27	4.48	0.94	51	4.49	0.86	0.01	11	18
Campus Management Office - Cypress Creek Campus	71	4.85	0.40	120	4.68	0.56	-0.16	3	25
Campus Police - Cypress Creek Campus	45	4.22	0.88	91	4.69	0.53	0.47	2	2
Career Center - Cypress Creek Campus	12	3.17	1.75	15	3.73	1.75	0.57	24	1
Cashier's Office - Cypress Creek Campus	27	4.70	0.54	49	4.82	0.39	0.11	1	12
Counseling - Cypress Creek Campus	28	3.29	1.51	50	3.66	1.51	0.37	25	6
Custodial Day Services - Cypress Creek Campus	32	4.44	1.22	55	4.49	0.96	0.05	10	17
Custodial Night Services - Cypress Creek Campus	32	4.44	1.22	32	4.44	1.05	0.00	15	20
Dean of Student Services - Cypress Creek Campus	32	3.38	1.64	59	3.75	1.54	0.37	23	7
Evening Operations Coordinator's Office - Cypress Creek Campus	25	4.40	0.96	35	4.37	1.06	-0.03	16	21
Financial Aid - Cypress Creek Campus	20	4.70	0.57	34	4.26	1.44	-0.44	20	28
Food Service - Cypress Creek Campus	28	3.68	1.22	34	3.56	1.48	-0.12	26	23
Grounds Keeping - Cypress Creek Campus	19	4.63	0.60	34	4.50	0.83	-0.13	9	24

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Table 2 Cypress Creek Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Camous Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
IRT Computer Centers - Cypress Creek Campus	36	4.53	0.91	46	4.48	0.91	-0.05	13	22
IRT Media Centers - Cypress Creek Campus	34	4.59	0.70	55	4.67	0.55	0.08	5	14
Learning Labs - Cypress Creek Campus	26	4.58	0.76	49	4.67	0.72	0.10	4	13
Library Services - Cypress Creek Campus	49	4.14	1.37	63	4.56	0.89	0.41	8	5
Mailroom Services - Cypress Creek Campus	41	4.61	0.63	68	4.62	0.69	0.01	7	19
Microcomputer Support Services - Cypress Creek Campus	19	4.21	1.03	43	4.49	0.86	0.28	12	9
Special Populations - Cypress Creek Campus	11	3.82	1.83	11	3.45	1.97	-0.36	28	27
Student Life/Student Activities - Cypress Creek Campus	26	4.31	1.12	41	4.37	1.22	0.06	17	16
Students with Disabilities - Cypress Creek Campus	38	4.21	1.32	61	4.28	1.32	0.07	19	15
Testing Centers - Cypress Creek Campus	47	4.30	0.88	89	4.44	0.80	0.14	14	10
Veterans Affairs - Cypress Creek Campus	1	5.00	n/a	3	4.67	0.58	-0.33	6	26
Weekend Supervisor - Cypress Creek Campus	5	4.40	0.55	6	3.33	1.97	-1.07	29	29

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Spring 2007

Table 3 Cypress Creek Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Cypress Creek Campus	42	4.12	1.33	64	4.30	1.00	0.18	18	10
Advising - Cypress Creek Campus	32	3.50	1.50	62	3.89	1.23	0.39	23	6
Assessment - Cypress Creek Campus	19	3.63	1.57	37	4.14	1.11	0.50	21	2
Bookstore - Cypress Creek Campus	27	3.15	1.49	27	3.52	1.40	0.37	27	7
Building Maintenance Service - Cypress Creek Campus	27	4.56	0.85	51	4.57	0.73	0.01	10	20
Campus Management Office - Cypress Creek Campus	71	4.83	0.41	120	4.68	0.61	-0.15	4	25
Campus Police - Cypress Creek Campus	45	4.29	0.82	91	4.68	0.59	0.39	5	4
Career Center - Cypress Creek Campus	12	3.17	1.75	15	3.73	1.75	0.57	24	1
Cashier's Office - Cypress Creek Campus	27	4.74	0.53	49	4.80	0.41	0.06	1	18
Counseling - Cypress Creek Campus	28	3.25	1.48	49	3.67	1.49	0.42	26	3
Custodial Day Services - Cypress Creek Campus	32	4.44	1.19	55	4.53	0.92	0.09	11	17
Custodial Night Services - Cypress Creek Campus	32	4.44	1.19	32	4.47	0.98	0.03	14	19
Dean of Student Services - Cypress Creek Campus	32	3.38	1.66	58	3.72	1.56	0.35	25	8
Evening Operations Coordinator's Office - Cypress Creek Campus	25	4.40	0.96	34	4.38	1.16	-0.02	15	22
Financial Aid - Cypress Creek Campus	20	4.60	0.68	34	4.29	1.45	-0.31	19	27
Food Service - Cypress Creek Campus	28	3.82	1.16	34	3.91	1.14	0.09	22	16
Grounds Keeping - Cypress Creek Campus	19	4.63	0.60	34	4.50	0.83	-0.13	13	24
IRT Computer Centers - Cypress Creek Campus	36	4.47	0.91	45	4.58	0.75	0.11	9	14

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Table 3 Cypress Creek Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
IRT Media Centers - Cypress Creek Campus	34	4.59	0.70	55	4.69	0.54	0.10	3	15
Learning Labs - Cypress Creek Campus	26	4.62	0.75	48	4.77	0.56	0.16	2	12
Library Services - Cypress Creek Campus	50	4.20	1.31	63	4.59	0.85	0.39	8	5
Mailroom Services - Cypress Creek Campus	40	4.60	0.71	69	4.61	0.69	0.01	7	21
Microcomputer Support Services - Cypress Creek Campus	19	4.11	1.29	43	4.35	1.11	0.24	16	9
Special Populations - Cypress Creek Campus	11	3.73	1.79	11	3.45	1.97	-0.27	28	26
Student Life/Student Activities - Cypress Creek Campus	26	4.38	1.02	40	4.33	1.27	-0.06	17	23
Students with Disabilities - Cypress Creek Campus	38	4.11	1.35	61	4.26	1.32	0.16	20	11
Testing Centers - Cypress Creek Campus	47	4.38	0.82	89	4.51	0.69	0.12	12	13
Veterans Affairs - Cypress Creek Campus	1	5.00	n/a	3	4.67	0.58	-0.33	6	28
Weekend Supervisor - Cypress Creek Campus	5	4.40	0.55	6	3.33	1.97	-1.07	29	29

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 4 Cypress Creek Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Cypress Creek Campus	42	4.07	1.37	64	4.17	1.22	0.10	20	14
Advising - Cypress Creek Campus	33	3.36	1.52	62	3.85	1.27	0.49	22	2
Assessment - Cypress Creek Campus	19	3.63	1.54	37	4.14	1.27	0.50	21	1
Bookstore - Cypress Creek Campus	27	3.26	1.51	27	3.44	1.53	0.19	28	9
Building Maintenance Service - Cypress Creek Campus	27	4.56	0.89	51	4.53	0.92	-0.03	10	22
Campus Management Office - Cypress Creek Campus	71	4.83	0.41	120	4.68	0.65	-0.16	5	24
Campus Police - Cypress Creek Campus	45	4.20	1.01	91	4.63	0.69	0.43	7	5
Career Center - Cypress Creek Campus	12	3.25	1.76	15	3.73	1.75	0.48	25	3
Cashier's Office - Cypress Creek Campus	27	4.70	0.67	49	4.80	0.41	0.09	1	16
Counseling - Cypress Creek Campus	28	3.21	1.57	50	3.68	1.49	0.47	26	4
Custodial Day Services - Cypress Creek Campus	32	4.38	1.24	55	4.49	1.00	0.12	13	12
Custodial Night Services - Cypress Creek Campus	32	4.38	1.24	32	4.47	1.05	0.09	14	15
Dean of Student Services - Cypress Creek Campus	32	3.38	1.66	59	3.76	1.55	0.39	24	7
Evening Operations Coordinator's Office - Cypress Creek Campus	25	4.44	0.92	35	4.43	1.07	-0.01	16	21
Financial Aid - Cypress Creek Campus	20	4.70	0.57	34	4.26	1.44	-0.44	19	28
Food Service - Cypress Creek Campus	28	3.82	1.16	34	3.82	1.22	0.00	23	19
Grounds Keeping - Cypress Creek Campus	19	4.58	0.69	34	4.50	0.83	-0.08	11	23
IRT Computer Centers - Cypress Creek Campus	36	4.53	1.03	46	4.57	0.86	0.04	9	18

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Table 4 Cypress Creek Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Cypress Creek Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
IRT Media Centers - Cypress Creek Campus	34	4.59	0.74	55	4.76	0.47	0.18	2	10
Learning Labs - Cypress Creek Campus	26	4.65	0.75	49	4.71	0.68	0.06	3	17
Library Services - Cypress Creek Campus	49	4.16	1.37	63	4.57	1.00	0.41	8	6
Mailroom Services - Cypress Creek Campus	40	4.68	0.66	68	4.68	0.61	0.00	4	20
Microcomputer Support Services - Cypress Creek Campus	19	4.16	1.30	43	4.47	0.93	0.31	15	8
Special Populations - Cypress Creek Campus	11	3.82	1.83	11	3.45	1.97	-0.36	27	27
Student Life/Student Activities - Cypress Creek Campus	26	4.50	0.99	41	4.34	1.28	-0.16	17	25
Students with Disabilities - Cypress Creek Campus	38	4.18	1.33	61	4.30	1.32	0.11	18	13
Testing Centers - Cypress Creek Campus	46	4.37	0.88	89	4.49	0.79	0.12	12	11
Veterans Affairs - Cypress Creek Campus	1	5.00	n/a	3	4.67	0.58	-0.33	6	26
Weekend Supervisor - Cypress Creek Campus	5	4.40	0.55	6	3.33	1.97	-1.07	29	29

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 5 Eastview Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Eastview Campus	95	4.65	0.56	96	4.67	0.52	96	4.60	0.72
Advising - Eastview Campus	73	4.01	1.15	73	4.11	1.09	73	4.12	1.13
Assessment - Eastview Campus	44	4.36	0.84	44	4.39	0.81	44	4.30	0.95
Bookstore - Eastview Campus	59	3.78	1.00	60	3.62	1.17	59	3.97	1.03
Building Maintenance Service - Eastview Campus	106	4.44	0.70	107	4.48	0.73	107	4.54	0.72
Campus Management Office - Eastview Campus	180	4.31	0.99	180	4.33	0.99	180	4.43	0.96
Campus Police - Eastview Campus	142	4.53	0.74	142	4.49	0.79	142	4.46	0.86
Career Center - Eastview Campus	15	3.80	1.61	15	3.80	1.61	15	3.80	1.61
Cashier's Office - Eastview Campus	100	4.40	0.75	101	4.24	1.01	101	4.44	0.84
Counseling - Eastview Campus	64	4.14	1.33	64	4.17	1.30	64	4.19	1.31
Custodial Day Services - Eastview Campus	102	4.68	0.55	102	4.74	0.47	102	4.76	0.43
Custodial Night Services - Eastview Campus	66	3.65	1.31	65	3.83	1.10	63	3.83	1.16
Dean of Student Services - Eastview Campus	47	3.89	1.24	47	3.87	1.30	47	3.89	1.32
Evening Operations Coord Office - Eastview Campus	36	4.14	1.20	36	4.17	1.21	36	4.19	1.21
Financial Aid - Eastview Campus	45	4.31	1.08	45	4.31	1.08	45	4.22	1.24
Food Service - Eastview Campus	83	3.89	1.00	83	4.02	0.95	83	4.06	0.98
Grounds Keeping - Eastview Campus	66	4.38	0.89	63	4.46	0.80	62	4.50	0.80
IRT Computer Centers - Eastview Campus	66	4.33	0.88	65	4.40	0.83	66	4.36	0.95
IRT Media Centers - Eastview Campus	97	4.38	0.82	98	4.39	0.82	98	4.34	0.94
Learning Labs - Eastview Campus	63	4.60	0.73	63	4.62	0.79	63	4.68	0.76

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Table 5 Eastview Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - Eastview Campus	96	4.60	0.76	96	4.59	0.76	97	4.57	0.86
Mailroom Services - Eastview Campus	120	4.53	0.78	119	4.51	0.80	116	4.56	0.77
Microcomputer Support Services - Eastview Campus	76	4.38	0.82	76	4.21	1.05	76	4.46	0.70
Special Populations - Eastview Campus	16	3.69	1.49	16	3.50	1.59	16	3.63	1.50
Student Life/Student Activities - Eastview Campus	47	4.32	1.11	46	4.30	1.13	47	4.34	1.09
Students with Disabilities - Eastview Campus	66	4.08	1.23	66	4.18	1.23	66	4.05	1.27
Testing Centers - Eastview Campus	83	4.57	0.67	83	4.57	0.72	83	4.46	0.86
Veterans Affairs - Eastview Campus	4	3.75	0.96	4	3.75	0.96	4	3.75	0.96
Weekend Supervisor - Eastview Campus	21	4.00	1.41	21	4.00	1.41	21	4.00	1.41

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

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Table 6 Eastview Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Eastview Campus	61	4.61	0.64	95	4.65	0.56	0.05	2	15
Advising - Eastview Campus	46	4.02	1.31	73	4.01	1.15	-0.01	21	19
Assessment - Eastview Campus	21	3.48	1.57	44	4.36	0.84	0.89	13	1
Bookstore - Eastview Campus	44	3.59	1.17	59	3.78	1.00	0.19	26	9
Building Maintenance Service - Eastview Campus	56	4.61	0.56	106	4.44	0.70	-0.16	8	27
Campus Management Office - Eastview Campus	110	4.38	1.01	180	4.31	0.99	-0.07	17	23
Campus Police - Eastview Campus	90	4.49	0.81	142	4.53	0.74	0.04	7	16
Career Center - Eastview Campus	8	3.13	1.89	15	3.80	1.61	0.68	25	3
Cashier's Office - Eastview Campus	47	4.43	0.74	100	4.40	0.75	-0.03	9	20
Counseling - Eastview Campus	36	3.92	1.38	64	4.14	1.33	0.22	18	8
Custodial Day Services - Eastview Campus	60	4.35	1.01	102	4.68	0.55	0.33	1	7
Custodial Night Services - Eastview Campus	60	4.35	1.01	66	3.65	1.31	-0.70	29	29
Dean of Student Services - Eastview Campus	34	3.50	1.48	47	3.89	1.24	0.39	23	5
Evening Operations Coord. Office - Eastview Campus	22	4.32	1.21	36	4.14	1.20	-0.18	19	28
Financial Aid - Eastview Campus	25	4.40	0.71	45	4.31	1.08	-0.09	16	24
Food Service - Eastview Campus	54	3.72	1.05	83	3.89	1.00	0.17	24	10

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Table 6 Eastview Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Grounds Keeping - Eastview Campus	33	4.00	1.12	66	4.38	0.89	0.38	12	6
IRT Computer Centers - Eastview Campus	49	4.49	0.84	66	4.33	0.88	-0.16	14	25
IRT Media Centers - Eastview Campus	62	4.35	1.07	97	4.38	0.82	0.03	11	17
Learning Labs - Eastview Campus	38	4.47	0.86	63	4.60	0.73	0.13	4	12
Library Services - Eastview Campus	80	4.49	1.09	96	4.60	0.76	0.12	3	13
Mailroom Services - Eastview Campus	74	4.58	0.72	120	4.53	0.78	-0.05	6	21
Microcomputer Support Services - Eastview Campus	35	4.54	0.82	76	4.38	0.82	-0.16	10	26
Special Populations - Eastview Campus	10	3.60	1.71	16	3.69	1.49	0.09	28	14
Student Life/Student Activities - Eastview Campus	34	4.38	0.92	47	4.32	1.11	-0.06	15	22
Students with Disabilities - Eastview Campus	43	3.67	1.32	66	4.08	1.23	0.40	20	4
Testing Centers - Eastview Campus	49	4.57	0.87	83	4.57	0.67	-0.01	5	18
Veterans Affairs - Eastview Campus	1	3.00	n/a	4	3.75	0.96	0.75	27	2
Weekend Supervisor - Eastview Campus	12	3.83	1.34	21	4.00	1.41	0.17	22	11

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 7 Eastview Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Eastview Campus	60	4.63	0.61	96	4.67	0.52	0.03	2	15
Advising - Eastview Campus	45	4.04	1.33	73	4.11	1.09	0.07	21	12
Assessment - Eastview Campus	21	3.48	1.57	44	4.39	0.81	0.91	12	1
Bookstore - Eastview Campus	44	3.57	1.23	60	3.62	1.17	0.05	28	14
Building Maintenance Service - Eastview Campus	55	4.47	0.88	107	4.48	0.73	0.00	8	17
Campus Management Office - Eastview Campus	109	4.35	1.03	180	4.33	0.99	-0.02	13	18
Campus Police - Eastview Campus	90	4.43	0.90	142	4.49	0.79	0.06	7	13
Career Center - Eastview Campus	8	3.13	1.89	15	3.80	1.61	0.68	26	3
Cashier's Office - Eastview Campus	47	4.30	0.95	101	4.24	1.01	-0.06	16	24
Counseling - Eastview Campus	36	3.92	1.38	64	4.17	1.30	0.26	19	8
Custodial Day Services - Eastview Campus	59	4.41	0.95	102	4.74	0.47	0.33	1	7
Custodial Night Services - Eastview Campus	59	4.41	0.95	65	3.83	1.10	-0.58	25	29
Dean of Student Services - Eastview Campus	34	3.44	1.46	47	3.87	1.30	0.43	24	5
Evening Operations Coordinator's Office - Eastview Campus	22	4.27	1.20	36	4.17	1.21	-0.11	20	26
Financial Aid - Eastview Campus	25	4.36	0.76	45	4.31	1.08	-0.05	14	22
Food Service - Eastview Campus	54	4.06	0.88	83	4.02	0.95	-0.03	22	20
Grounds Keeping - Eastview Campus	32	4.13	1.10	63	4.46	0.80	0.34	9	6
IRT Computer Centers - Eastview Campus	49	4.57	0.74	65	4.40	0.83	-0.17	10	27
IRT Media Centers - Eastview Campus	62	4.35	1.01	98	4.39	0.82	0.03	11	16
Learning Labs - Eastview Campus	37	4.41	0.96	63	4.62	0.79	0.21	3	9

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Table 7 Eastview Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Library Services - Eastview Campus	80	4.51	1.09	96	4.59	0.76	0.08	4	11
Mailroom Services - Eastview Campus	74	4.57	0.76	119	4.51	0.80	-0.05	6	23
Microcomputer Support Services - Eastview Campus	35	4.57	0.81	76	4.21	1.05	-0.36	17	28
Special Populations - Eastview Campus	10	3.60	1.71	16	3.50	1.59	-0.10	29	25
Student Life/Student Activities - Eastview Campus	34	4.35	0.98	46	4.30	1.13	-0.05	15	21
Students with Disabilities - Eastview Campus	43	3.67	1.34	66	4.18	1.23	0.51	18	4
Testing Centers - Eastview Campus	49	4.59	0.86	83	4.57	0.72	-0.03	5	19
Veterans Affairs - Eastview Campus	1	3.00	n/a	4	3.75	0.96	0.75	27	2
Weekend Supervisor - Eastview Campus	12	3.83	1.34	21	4.00	1.41	0.17	23	10

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 8 Eastview Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Eastview Campus	61	4.64	0.63	96	4.60	0.72	-0.04	3	19
Advising - Eastview Campus	46	4.04	1.32	73	4.12	1.13	0.08	20	13
Assessment - Eastview Campus	21	3.43	1.60	44	4.30	0.95	0.87	16	1
Bookstore - Eastview Campus	44	3.82	1.15	59	3.97	1.03	0.15	24	10
Building Maintenance Service - Eastview Campus	56	4.63	0.59	107	4.54	0.72	-0.08	6	21
Campus Management Office - Eastview Campus	110	4.42	1.01	180	4.43	0.96	0.01	12	15
Campus Police - Eastview Campus	90	4.40	0.98	142	4.46	0.86	0.06	10	14
Career Center - Eastview Campus	8	3.13	1.89	15	3.80	1.61	0.68	27	3
Cashier's Office - Eastview Campus	47	4.47	0.80	101	4.44	0.84	-0.03	11	18
Counseling - Eastview Campus	36	3.92	1.40	64	4.19	1.31	0.27	19	8
Custodial Day Services - Eastview Campus	58	4.48	0.92	102	4.76	0.43	0.28	1	7
Custodial Night Services - Eastview Campus	58	4.48	0.92	63	3.83	1.16	-0.66	26	29
Dean of Student Services - Eastview Campus	34	3.47	1.50	47	3.89	1.32	0.42	25	6
Evening Operations Coordinator's Office - Eastview Campus	22	4.32	1.21	36	4.19	1.21	-0.12	18	25
Financial Aid - Eastview Campus	25	4.40	0.71	45	4.22	1.24	-0.18	17	28
Food Service - Eastview Campus	54	4.15	0.94	83	4.06	0.98	-0.09	21	22
Grounds Keeping - Eastview Campus	32	4.06	1.16	62	4.50	0.80	0.44	7	5
IRT Computer Centers - Eastview Campus	49	4.47	0.92	66	4.36	0.95	-0.11	13	23
IRT Media Centers - Eastview Campus	62	4.34	1.17	98	4.34	0.94	0.00	15	16
Learning Labs - Eastview Campus	37	4.54	0.87	63	4.68	0.76	0.14	2	11

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Table 8 Eastview Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Eastview Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Library Services - Eastview Campus	79	4.48	1.11	97	4.57	0.86	0.09	4	12
Mailroom Services - Eastview Campus	73	4.62	0.72	116	4.56	0.77	-0.06	5	20
Microcomputer Support Services - Eastview Campus	35	4.57	0.81	76	4.46	0.70	-0.11	8	24
Special Populations - Eastview Campus	10	3.80	1.62	16	3.63	1.50	-0.18	29	27
Student Life/Student Activities - Eastview Campus	34	4.35	0.98	47	4.34	1.09	-0.01	14	17
Students with Disabilities - Eastview Campus	43	3.56	1.42	66	4.05	1.27	0.49	22	4
Testing Centers - Eastview Campus	49	4.59	0.86	83	4.46	0.86	-0.13	9	26
Veterans Affairs - Eastview Campus	1	3.00	n/a	4	3.75	0.96	0.75	28	2
Weekend Supervisor - Eastview Campus	12	3.83	1.34	21	4.00	1.41	0.17	23	9

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 9 Northridge Campus Offices

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

Northridge Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Northridge Campus	134	4.33	0.95	134	4.31	1.02	134	4.27	1.03
Advising - Northridge Campus	96	3.90	1.28	96	4.01	1.21	96	4.01	1.24
Assessment - Northridge Campus	54	3.96	1.26	54	3.94	1.23	54	3.89	1.27
Bookstore - Northridge Campus	70	3.86	1.25	71	3.82	1.23	69	3.94	1.25
Building Maintenance Service - Northridge Campus	87	4.25	0.96	86	4.22	0.97	86	4.33	0.98
Campus Management Office - Northridge Campus	182	4.32	0.95	181	4.29	0.99	182	4.30	1.02
Campus Police - Northridge Campus	156	4.18	1.06	155	4.20	1.05	156	4.13	1.14
Career Center - Northridge Campus	16	3.81	1.52	16	3.81	1.52	16	3.81	1.52
Cashier's Office - Northridge Campus	87	4.36	0.98	87	4.26	1.15	87	4.22	1.17
Counseling - Northridge Campus	57	3.84	1.49	57	3.86	1.44	57	3.81	1.47
Custodial Day Services - Northridge Campus	85	4.36	0.84	83	4.39	0.85	84	4.42	0.85
Custodial Night Services - Northridge Campus	51	3.67	1.35	46	3.78	1.32	43	3.91	1.27
Dean of Student Services - Northridge Campus	70	4.07	1.22	70	4.07	1.23	70	4.06	1.24
Evening Operations Coord. Office - Northridge Campus	39	4.03	1.33	38	4.05	1.33	39	4.00	1.38
Financial Aid - Northridge Campus	41	4.00	1.43	41	4.12	1.36	41	3.98	1.47
Food Service - Northridge Campus	110	3.46	1.24	110	3.69	1.08	110	3.77	1.04
Grounds Keeping - Northridge Campus	53	4.13	1.07	51	4.20	1.02	51	4.25	1.07
IRT Computer Centers - Northridge Campus	74	4.28	1.10	74	4.35	1.03	74	4.30	1.04
IRT Media Centers - Northridge Campus	101	4.37	0.99	100	4.43	0.93	100	4.46	0.87
Learning Labs - Northridge Campus	55	4.36	1.02	55	4.36	1.02	55	4.38	1.03

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Table 9 Northridge Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Northridge Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - Northridge Campus	120	4.47	0.93	118	4.49	0.90	120	4.46	0.94
Mailroom Services - Northridge Campus	136	4.53	0.85	136	4.53	0.85	135	4.53	0.85
Microcomputer Support Services - Northridge Campus	63	4.30	1.12	63	4.27	1.08	63	4.32	1.09
Special Populations - Northridge Campus	8	3.63	1.77	8	3.63	1.77	8	3.63	1.77
Student Life/Student Activities - Northridge Campus	42	4.12	1.31	40	4.13	1.34	42	4.14	1.34
Students with Disabilities - Northridge Campus	94	4.31	1.10	93	4.32	1.08	94	4.36	1.06
Testing Centers - Northridge Campus	132	4.24	1.16	132	4.27	1.11	132	4.14	1.26
Veterans Affairs - Northridge Campus	39	4.18	1.10	39	4.15	1.11	39	4.13	1.17
Weekend Supervisor - Northridge Campus	33	3.94	1.48	33	3.94	1.48	33	3.94	1.52

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

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Table 10 Northridge Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Northridge Campus	98	4.40	0.93	134	4.33	0.95	-0.07	7	22
Advising - Northridge Campus	59	3.71	1.31	96	3.90	1.28	0.18	23	7
Assessment - Northridge Campus	37	4.16	1.07	54	3.96	1.26	-0.20	21	28
Bookstore - Northridge Campus	79	3.57	1.27	70	3.86	1.25	0.29	24	2
Building Maintenance Service - Northridge Campus	60	4.28	0.98	87	4.25	0.96	-0.03	12	18
Campus Management Office - Northridge Campus	132	4.34	0.95	182	4.32	0.95	-0.02	8	16
Campus Police - Northridge Campus	107	3.91	1.15	156	4.18	1.06	0.27	14	3
Career Center - Northridge Campus	12	3.58	1.68	16	3.81	1.52	0.23	26	5
Cashier's Office - Northridge Campus	53	4.47	0.80	87	4.36	0.98	-0.12	6	26
Counseling - Northridge Campus	41	3.61	1.38	57	3.84	1.49	0.23	25	4
Custodial Day Services - Northridge Campus	74	4.34	1.09	85	4.36	0.84	0.03	4	14
Custodial Night Services - Northridge Campus	74	4.34	1.09	51	3.67	1.35	-0.67	27	29
Dean of Student Services - Northridge Campus	51	3.94	1.35	70	4.07	1.22	0.13	18	9
Evening Operations Coord. Office - Northridge Campus	31	3.97	1.28	39	4.03	1.33	0.06	19	13
Financial Aid - Northridge Campus	37	4.16	1.04	41	4.00	1.43	-0.16	20	27
Food Service - Northridge Campus	75	3.49	1.25	110	3.46	1.24	-0.03	29	17

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Table 10 Northridge Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Grounds Keeping - Northridge Campus	30	4.20	0.85	53	4.13	1.07	-0.07	16	21
IRT Computer Centers - Northridge Campus	50	4.36	0.88	74	4.28	1.10	-0.08	11	24
IRT Media Centers - Northridge Campus	66	4.42	0.90	101	4.37	0.99	-0.06	3	19
Learning Labs - Northridge Campus	49	4.29	1.02	55	4.36	1.02	0.08	5	11
Library Services - Northridge Campus	90	4.40	1.00	120	4.47	0.93	0.07	2	12
Mailroom Services - Northridge Campus	116	4.59	0.80	136	4.53	0.85	-0.07	1	20
Microcomputer Support Services - Northridge Campus	37	4.41	1.09	63	4.30	1.12	-0.10	10	25
Special Populations - Northridge Campus	10	3.50	1.96	8	3.63	1.77	0.13	28	10
Student Life/Student Activities - Northridge Campus	28	3.93	1.36	42	4.12	1.31	0.19	17	6
Students with Disabilities - Northridge Campus	62	4.18	1.17	94	4.31	1.10	0.13	9	8
Testing Centers - Northridge Campus	86	4.24	1.05	132	4.24	1.16	0.00	13	15
Veterans Affairs - Northridge Campus	16	4.25	1.13	39	4.18	1.10	-0.07	15	23
Weekend Supervisor - Northridge Campus	19	3.58	1.61	33	3.94	1.48	0.36	22	1

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 11 Northridge Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Northridge Campus	97	4.34	0.97	134	4.31	1.02	-0.03	8	20
Advising - Northridge Campus	58	3.84	1.24	96	4.01	1.21	0.17	21	7
Assessment - Northridge Campus	37	4.08	1.23	54	3.94	1.23	-0.14	22	27
Bookstore - Northridge Campus	79	3.48	1.30	71	3.82	1.23	0.34	25	1
Building Maintenance Service - Northridge Campus	60	4.28	1.03	86	4.22	0.97	-0.06	13	22
Campus Management Office - Northridge Campus	132	4.31	0.94	181	4.29	0.99	-0.02	9	19
Campus Police - Northridge Campus	107	3.92	1.15	155	4.20	1.05	0.28	14	4
Career Center - Northridge Campus	12	3.58	1.68	16	3.81	1.52	0.23	26	5
Cashier's Office - Northridge Campus	52	4.44	0.75	87	4.26	1.15	-0.18	12	28
Counseling - Northridge Campus	40	3.55	1.40	57	3.86	1.44	0.31	24	2
Custodial Day Services - Northridge Campus	74	4.36	1.04	83	4.39	0.85	0.02	4	16
Custodial Night Services - Northridge Campus	74	4.36	1.04	46	3.78	1.32	-0.58	27	29
Dean of Student Services - Northridge Campus	51	3.90	1.35	70	4.07	1.23	0.17	19	6
Evening Operations Coord. Office - Northridge Campus	31	3.97	1.28	38	4.05	1.33	0.08	20	11
Financial Aid - Northridge Campus	37	4.08	1.09	41	4.12	1.36	0.04	18	14
Food Service - Northridge Campus	74	3.70	1.09	110	3.69	1.08	-0.01	28	18
Grounds Keeping - Northridge Campus	29	4.17	1.00	51	4.20	1.02	0.02	15	15
IRT Computer Centers - Northridge Campus	48	4.48	0.68	74	4.35	1.03	-0.13	6	26
IRT Media Centers - Northridge Campus	66	4.50	0.77	100	4.43	0.93	-0.07	3	23
Learning Labs - Northridge Campus	48	4.29	0.99	55	4.36	1.02	0.07	5	12

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Table 11 Northridge Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Library Services - Northridge Campus	91	4.36	0.99	118	4.49	0.90	0.13	2	8
Mailroom Services - Northridge Campus	115	4.60	0.77	136	4.53	0.85	-0.07	1	24
Microcomputer Support Services - Northridge Campus	37	4.38	0.95	63	4.27	1.08	-0.11	10	25
Special Populations - Northridge Campus	10	3.50	1.96	8	3.63	1.77	0.13	29	9
Student Life/Student Activities - Northridge Campus	27	4.07	1.33	40	4.13	1.34	0.05	17	13
Students with Disabilities - Northridge Campus	61	4.23	1.15	93	4.32	1.08	0.09	7	10
Testing Centers - Northridge Campus	86	4.33	1.05	132	4.27	1.11	-0.06	11	21
Veterans Affairs - Northridge Campus	15	4.13	1.30	39	4.15	1.11	0.02	16	17
Weekend Supervisor - Northridge Campus	19	3.63	1.57	33	3.94	1.48	0.31	23	3

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 12 Northridge Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Northridge Campus	98	4.30	1.05	134	4.27	1.03	-0.03	11	20
Advising - Northridge Campus	59	3.88	1.22	96	4.01	1.24	0.13	19	8
Assessment - Northridge Campus	37	4.14	1.13	54	3.89	1.27	-0.25	25	28
Bookstore - Northridge Campus	79	3.56	1.35	69	3.94	1.25	0.39	22	3
Building Maintenance Service - Northridge Campus	60	4.33	1.04	86	4.33	0.98	-0.01	7	17
Campus Management Office - Northridge Campus	132	4.28	1.04	182	4.30	1.02	0.02	10	16
Campus Police - Northridge Campus	107	3.72	1.37	156	4.13	1.14	0.41	16	1
Career Center - Northridge Campus	12	3.58	1.68	16	3.81	1.52	0.23	26	4
Cashier's Office - Northridge Campus	53	4.45	0.82	87	4.22	1.17	-0.23	13	27
Counseling - Northridge Campus	41	3.68	1.39	57	3.81	1.47	0.12	27	10
Custodial Day Services - Northridge Campus	73	4.37	1.03	84	4.42	0.85	0.05	4	14
Custodial Night Services - Northridge Campus	73	4.37	1.03	43	3.91	1.27	-0.46	24	29
Dean of Student Services - Northridge Campus	51	3.90	1.37	70	4.06	1.24	0.16	18	6
Evening Operations Coord. Office - Northridge Campus	31	3.90	1.37	39	4.00	1.38	0.10	20	11
Financial Aid - Northridge Campus	37	4.16	1.07	41	3.98	1.47	-0.19	21	25
Food Service - Northridge Campus	75	3.68	1.24	110	3.77	1.04	0.09	28	12
Grounds Keeping - Northridge Campus	29	4.28	0.80	51	4.25	1.07	-0.02	12	19
IRT Computer Centers - Northridge Campus	49	4.49	0.74	74	4.30	1.04	-0.19	9	26
IRT Media Centers - Northridge Campus	66	4.56	0.75	100	4.46	0.87	-0.10	2	24
Learning Labs - Northridge Campus	49	4.35	0.99	55	4.38	1.03	0.03	5	15

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Table 12 Northridge Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Northridge Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Library Services - Northridge Campus	89	4.31	1.12	120	4.46	0.94	0.14	3	7
Mailroom Services - Northridge Campus	116	4.57	0.90	135	4.53	0.85	-0.04	1	21
Microcomputer Support Services - Northridge Campus	37	4.41	1.04	63	4.32	1.09	-0.09	8	23
Special Populations - Northridge Campus	10	3.50	1.96	8	3.63	1.77	0.13	29	9
Student Life/Student Activities - Northridge Campus	28	4.07	1.33	42	4.14	1.34	0.07	15	13
Students with Disabilities - Northridge Campus	62	4.19	1.21	94	4.36	1.06	0.17	6	5
Testing Centers - Northridge Campus	86	4.16	1.19	132	4.14	1.26	-0.02	14	18
Veterans Affairs - Northridge Campus	16	4.19	1.17	39	4.13	1.17	-0.06	17	22
Weekend Supervisor - Northridge Campus	19	3.53	1.68	33	3.94	1.52	0.41	23	2

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 13 Pinnacle Campus Offices

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

Pinnacle Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Pinnacle Campus	65	4.43	0.85	65	4.45	0.85	65	4.45	0.87
Advising - Pinnacle Campus	56	3.96	1.26	56	4.00	1.21	56	4.04	1.26
Assessment - Pinnacle Campus	35	4.17	1.07	35	4.34	0.87	35	4.26	1.04
Bookstore - Pinnacle Campus	33	3.85	1.30	33	3.94	1.25	33	3.85	1.20
Building Maintenance Service - Pinnacle Campus	59	4.24	1.02	58	4.26	1.04	58	4.38	1.06
Campus Management Office - Pinnacle Campus	105	4.35	1.07	105	4.32	1.08	104	4.41	1.01
Campus Police - Pinnacle Campus	71	4.56	0.77	71	4.61	0.73	71	4.52	0.86
Career Center - Pinnacle Campus	17	3.88	1.58	17	4.00	1.50	17	4.00	1.50
Cashier's Office - Pinnacle Campus	43	4.44	0.55	43	4.35	0.75	43	4.35	0.75
Counseling - Pinnacle Campus	48	3.79	1.49	47	3.87	1.45	48	3.92	1.47
Custodial Day Services - Pinnacle Campus	50	4.66	0.69	49	4.76	0.56	49	4.76	0.56
Custodial Night Services - Pinnacle Campus	25	3.64	1.15	20	3.85	1.18	19	3.89	1.15
Dean of Student Services - Pinnacle Campus	54	3.78	1.40	53	3.85	1.39	54	3.87	1.33
Evening Operations Coordinator's Office - Pinnacle Campus	32	4.44	1.19	32	4.44	1.19	32	4.50	1.19
Financial Aid - Pinnacle Campus	32	4.28	1.08	32	4.25	1.16	32	4.34	1.10
Food Service - Pinnacle Campus	64	4.11	1.09	64	4.14	1.08	64	4.38	0.90
Grounds Keeping - Pinnacle Campus	27	4.26	0.98	26	4.42	0.70	26	4.42	0.70
IRT Computer Centers - Pinnacle Campus	30	4.57	0.86	29	4.62	0.86	30	4.57	0.86
IRT Media Centers - Pinnacle Campus	30	4.63	0.81	30	4.63	0.81	30	4.63	0.81
Learning Labs - Pinnacle Campus	34	4.56	0.79	34	4.59	0.78	34	4.65	0.77

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Table 13 Pinnacle Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Pinnacle Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - Pinnacle Campus	58	4.66	0.83	57	4.67	0.79	58	4.60	0.88
Mailroom Services - Pinnacle Campus	73	4.23	1.01	73	4.18	1.07	72	4.22	1.06
Microcomputer Support Services - Pinnacle Campus	38	4.37	1.00	38	4.39	0.95	38	4.45	0.92
Special Populations - Pinnacle Campus	7	2.57	1.99	7	2.57	1.99	7	2.57	1.99
Student Life/Student Activities - Pinnacle Campus	41	4.29	1.19	40	4.30	1.20	41	4.29	1.19
Students with Disabilities - Pinnacle Campus	47	3.74	1.41	47	3.81	1.44	47	3.85	1.44
Testing Centers - Pinnacle Campus	81	4.52	0.87	81	4.56	0.85	81	4.47	0.96
Veterans Affairs - Pinnacle Campus	2	4.50	0.71	2	4.50	0.71	2	4.50	0.71
Weekend Supervisor - Pinnacle Campus	7	3.14	2.04	7	3.14	2.04	7	3.14	2.04

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

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Table 14 Pinnacle Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Pinnacle Campus	46	4.61	0.68	65	4.43	0.85	-0.18	11	23
Advising - Pinnacle Campus	40	3.98	1.27	56	3.96	1.26	-0.01	21	16
Assessment - Pinnacle Campus	20	3.95	1.39	35	4.17	1.07	0.22	19	8
Bookstore - Pinnacle Campus	25	3.56	1.39	33	3.85	1.30	0.29	23	4
Building Maintenance Service - Pinnacle Campus	33	4.45	0.90	59	4.24	1.02	-0.22	17	24
Campus Management Offices - Pinnacle Campus	71	4.48	0.89	105	4.35	1.07	-0.13	13	21
Campus Police - Pinnacle Campus	50	4.34	0.89	71	4.56	0.77	0.22	5	7
Career Center - Pinnacle Campus	11	3.36	1.43	17	3.88	1.58	0.52	22	2
Cashier's Office - Pinnacle Campus	24	4.46	0.78	43	4.44	0.55	-0.02	9	17
Counseling - Pinnacle Campus	29	3.90	1.50	48	3.79	1.49	-0.10	24	20
Custodial Day Services - Pinnacle Campus	30	4.57	0.94	50	4.66	0.69	0.09	1	12
Custodial Night Services - Pinnacle Campus	30	4.57	0.94	25	3.64	1.15	-0.93	27	28
Dean of Student Services - Pinnacle Campus	33	3.82	1.53	54	3.78	1.40	-0.04	25	18
Evening Operations Coord. Office - Pinnacle Campus	27	4.48	1.09	32	4.44	1.19	-0.04	10	19
Financial Aid - Pinnacle Campus	22	4.14	1.04	32	4.28	1.08	0.14	15	10
Food Service - Pinnacle Campus	46	4.02	1.13	64	4.11	1.09	0.09	20	13

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Table 14 Pinnacle Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Grounds Keeping - Pinnacle Campus	20	4.50	0.51	27	4.26	0.98	-0.24	16	25
IRT Computer Centers - Pinnacle Campus	22	4.32	0.95	30	4.57	0.86	0.25	4	5
IRT Media Centers - Pinnacle Campus	31	4.39	0.95	30	4.63	0.81	0.25	3	6
Learning Labs - Pinnacle Campus	24	4.42	0.97	34	4.56	0.79	0.14	6	11
Library Services - Pinnacle Campus	43	4.44	1.18	58	4.66	0.83	0.21	2	9
Mailroom Services - Pinnacle Campus	49	4.41	0.89	73	4.23	1.01	-0.18	18	22
Microcomputer Support Services - Pinnacle Campus	23	4.30	0.97	38	4.37	1.00	0.06	12	15
Special Populations - Pinnacle Campus	7	3.29	2.14	7	2.57	1.99	-0.71	29	27
Student Life/Student Activities - Pinnacle Campus	22	3.86	1.32	41	4.29	1.19	0.43	14	3
Students with Disabilities - Pinnacle Campus	33	4.21	1.19	47	3.74	1.41	-0.47	26	26
Testing Centers - Pinnacle Campus	44	4.43	0.90	81	4.52	0.87	0.09	7	14
Veterans Affairs - Pinnacle Campus	n/a	n/a	n/a	2	4.50	0.71	n/a	8	n/a
Weekend Supervisor - Pinnacle Campus	4	2.50	1.91	7	3.14	2.04	0.64	28	1

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 15 Pinnacle Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		Mean	Mean Diff 06-07
Admissions and Records - Pinnacle Campus	45	4.60	0.72	65	4.45	0.85	-0.15	9	23
Advising - Pinnacle Campus	39	4.08	1.18	56	4.00	1.21	-0.08	21	20
Assessment - Pinnacle Campus	20	3.95	1.39	35	4.34	0.87	0.39	14	4
Bookstore - Pinnacle Campus	25	3.40	1.47	33	3.94	1.25	0.54	23	3
Building Maintenance Service - Pinnacle Campus	33	4.42	0.94	58	4.26	1.04	-0.17	17	24
Campus Management Office - Pinnacle Campus	70	4.47	0.90	105	4.32	1.08	-0.15	15	22
Campus Police - Pinnacle Campus	50	4.42	0.78	71	4.61	0.73	0.19	5	11
Career Center - Pinnacle Campus	11	3.36	1.43	17	4.00	1.50	0.64	22	2
Cashier's Office - Pinnacle Campus	24	4.46	0.78	43	4.35	0.75	-0.11	13	21
Counseling - Pinnacle Campus	29	3.79	1.54	47	3.87	1.45	0.08	24	16
Custodial Day Services - Pinnacle Campus	30	4.50	1.01	49	4.76	0.56	0.26	1	9
Custodial Night Services - Pinnacle Campus	30	4.50	1.01	20	3.85	1.18	-0.65	25	27
Dean of Student Services - Pinnacle Campus	33	3.73	1.53	53	3.85	1.39	0.12	26	12
Evening Operations Coord. Office - Pinnacle Campus	27	4.44	1.09	32	4.44	1.19	-0.01	10	19
Financial Aid - Pinnacle Campus	22	4.14	0.94	32	4.25	1.16	0.11	18	13
Food Service - Pinnacle Campus	46	4.07	1.25	64	4.14	1.08	0.08	20	17
Grounds Keeping - Pinnacle Campus	20	4.35	0.67	26	4.42	0.70	0.07	11	18
IRT Computer Centers - Pinnacle Campus	21	4.33	0.91	29	4.62	0.86	0.29	4	7
IRT Media Centers - Pinnacle Campus	31	4.42	0.96	30	4.63	0.81	0.21	3	10
Learning Labs - Pinnacle Campus	24	4.25	1.03	34	4.59	0.78	0.34	6	5
Library Services - Pinnacle Campus	43	4.40	1.24	57	4.67	0.79	0.27	2	8

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Table 15 Pinnacle Campus Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		Mean	Mean Diff 06-07
Mailroom Services - Pinnacle Campus	49	4.37	1.01	73	4.18	1.07	-0.19	19	25
Microcomputer Support Services - Pinnacle Campus	23	4.30	0.93	38	4.39	0.95	0.09	12	15
Special Populations - Pinnacle Campus	7	3.29	2.14	7	2.57	1.99	-0.71	29	28
Student Life/Student Activities - Pinnacle Campus	20	4.00	1.38	40	4.30	1.20	0.30	16	6
Students with Disabilities - Pinnacle Campus	33	4.06	1.25	47	3.81	1.44	-0.25	27	26
Testing Centers - Pinnacle Campus	44	4.45	0.90	81	4.56	0.85	0.10	7	14
Veteran's Affairs - Pinnacle Campus	n/a	n/a	n/a	2	4.50	0.71	n/a	8	n/a
Weekend Supervisor - Pinnacle Campus	4	2.50	1.91	7	3.14	2.04	0.64	28	1

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 16 Pinnacle Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Admissions and Records - Pinnacle Campus	46	4.61	0.65	65	4.45	0.87	-0.16	11	24
Advising - Pinnacle Campus	40	4.13	1.24	56	4.04	1.26	-0.09	21	21
Assessment - Pinnacle Campus	20	3.95	1.39	35	4.26	1.04	0.31	19	5
Bookstore - Pinnacle Campus	25	3.40	1.41	33	3.85	1.20	0.45	27	3
Building Maintenance Service - Pinnacle Campus	32	4.50	0.92	58	4.38	1.06	-0.12	14	22
Campus Administrative Offices - Pinnacle Campus	71	4.46	0.92	104	4.41	1.01	-0.05	13	19
Campus Police - Pinnacle Campus	50	4.30	1.13	71	4.52	0.86	0.22	6	7
Career Center - Pinnacle Campus	11	3.36	1.43	17	4.00	1.50	0.64	22	2
Cashier's Office - Pinnacle Campus	24	4.50	0.78	43	4.35	0.75	-0.15	16	23
Counseling - Pinnacle Campus	29	4.00	1.54	48	3.92	1.47	-0.08	23	20
Custodial Day Services - Pinnacle Campus	30	4.67	0.84	49	4.76	0.56	0.09	1	11
Custodial Night Services - Pinnacle Campus	30	4.67	0.84	19	3.89	1.15	-0.77	24	28
Dean of Student Services - Pinnacle Campus	33	3.79	1.58	54	3.87	1.33	0.08	25	12
Evening Operations Coord. Office - Pinnacle Campus	27	4.48	1.09	32	4.50	1.19	0.02	7	15
Financial Aid - Pinnacle Campus	22	4.36	0.79	32	4.34	1.10	-0.02	17	17
Food Service - Pinnacle Campus	46	4.28	1.15	64	4.38	0.90	0.09	15	10
Grounds Keeping - Pinnacle Campus	20	4.45	0.60	26	4.42	0.70	-0.03	12	18
IRT Computer Centers - Pinnacle Campus	22	4.32	0.95	30	4.57	0.86	0.25	5	6
IRT Media Centers - Pinnacle Campus	31	4.45	0.96	30	4.63	0.81	0.18	3	9
Learning Labs - Pinnacle Campus	24	4.33	1.20	34	4.65	0.77	0.31	2	4

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Table 16 Pinnacle Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Pinnacle Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06-07
Library Services - Pinnacle Campus	43	4.42	1.20	58	4.60	0.88	0.18	4	8
Mailroom Services - Pinnacle Campus	49	4.47	0.92	72	4.22	1.06	-0.25	20	25
Microcomputer Support Services - Pinnacle Campus	23	4.39	0.84	38	4.45	0.92	0.06	10	14
Special Populations - Pinnacle Campus	7	3.29	2.14	7	2.57	1.99	-0.71	29	27
Student Life/Student Activities - Pinnacle Campus	22	4.23	1.27	41	4.29	1.19	0.07	18	13
Students with Disabilities - Pinnacle Campus	33	4.24	1.17	47	3.85	1.44	-0.39	26	26
Testing Centers - Pinnacle Campus	44	4.48	0.82	81	4.47	0.96	-0.01	9	16
Veterans Affairs - Pinnacle Campus	n/a	n/a	n/a	2	4.50	0.71	n/a	8	n/a
Weekend Supervisor - Pinnacle Campus	4	2.50	1.91	7	3.14	2.04	0.64	28	1

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 17 Rio Grande Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Rio Grande Campus	113	4.33	0.97	113	4.35	0.97	113	4.35	1.00
Advising - Rio Grande Campus	89	3.81	1.29	89	3.91	1.26	88	3.89	1.25
Assessment - Rio Grande Campus	55	4.27	1.19	55	4.24	1.19	55	4.25	1.16
Bookstore - Rio Grande Campus	67	3.96	1.12	67	3.90	1.16	67	3.99	1.21
Building Maintenance Service - Rio Grande Campus	96	3.79	1.34	96	3.73	1.41	96	3.78	1.43
Campus Management Office - Rio Grande Campus	157	4.13	1.06	157	4.18	1.07	156	4.04	1.19
Campus Police - Rio Grande Campus	131	4.50	0.90	131	4.53	0.89	131	4.53	0.88
Career Center - Rio Grande Campus	29	4.24	1.30	29	4.21	1.29	29	4.24	1.30
Cashier's Office - Rio Grande Campus	81	4.42	0.79	81	4.40	0.82	81	4.40	0.85
Counseling - Rio Grande Campus	64	3.72	1.49	64	3.70	1.44	64	3.80	1.43
Custodial Day Services - Rio Grande Campus	87	4.22	1.17	87	4.34	1.09	87	4.36	1.09
Custodial Night Services - Rio Grande Campus	46	3.89	1.22	44	3.93	1.11	44	3.93	1.11
Dean of Student Services - Rio Grande Campus	60	4.32	1.08	60	4.33	1.07	60	4.27	1.18
Evening Operations Coord. Office - Rio Grande Campus	39	4.26	1.16	39	4.28	1.15	39	4.28	1.15
Financial Aid - Rio Grande Campus	36	4.03	1.18	36	4.06	1.22	36	4.08	1.27
Food Service - Rio Grande Campus	91	3.71	1.18	90	3.93	0.99	90	4.00	1.03
Grounds Keeping - Rio Grande Campus	55	4.11	1.03	53	4.21	0.95	54	4.13	1.03
IRT Computer Centers - Rio Grande Campus	64	4.30	0.83	62	4.24	0.92	64	4.20	0.95
IRT Media Centers - Rio Grande Campus	99	4.14	1.09	99	4.23	1.06	99	4.25	1.12
Learning Labs - Rio Grande Campus	59	4.22	0.83	59	4.22	0.87	59	4.20	0.96

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Table 17 Rio Grande Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - Rio Grande Campus	105	4.49	0.93	105	4.49	0.95	105	4.45	1.00
Mailroom Services - Rio Grande Campus	118	4.49	0.85	118	4.52	0.82	118	4.50	0.90
Microcomputer Support Services - Rio Grande Campus	60	4.15	1.07	60	4.10	1.12	60	4.25	1.13
Special Populations - Rio Grande Campus	8	3.63	1.69	8	3.63	1.69	8	3.63	1.69
Student Life/Student Activities - Rio Grande Campus	83	4.17	1.24	83	4.07	1.29	83	4.16	1.26
Students with Disabilities - Rio Grande Campus	82	3.98	1.26	82	4.02	1.22	82	3.98	1.25
Testing Centers - Rio Grande Campus	118	4.31	1.01	118	4.37	0.91	118	4.21	1.19
Veterans Affairs - Rio Grande Campus	3	4.67	0.58	3	4.67	0.58	3	4.67	0.58
Weekend Supervisor - Rio Grande Campus	26	4.00	1.52	26	3.92	1.60	26	3.85	1.71

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

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Table 18 Rio Grande Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 -2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Rio Grande Campus	87	4.38	1.01	113	4.33	0.97	-0.05	6	13
Advising - Rio Grande Campus	43	3.79	1.39	89	3.81	1.29	0.02	25	11
Assessment - Rio Grande Campus	28	4.43	1.14	55	4.27	1.19	-0.16	10	19
Bookstore - Rio Grande Campus	55	3.22	1.37	67	3.96	1.12	0.74	23	2
Building Maintenance Service - Rio Grande Campus	52	3.69	1.32	96	3.79	1.34	0.10	26	6
Campus Management Office - Rio Grande Campus	119	4.23	1.12	157	4.13	1.06	-0.10	18	17
Campus Police - Rio Grande Campus	98	4.22	0.91	131	4.50	0.90	0.27	2	5
Career Center - Rio Grande Campus	16	4.44	1.36	29	4.24	1.30	-0.20	12	25
Cashier's Office - Rio Grande Campus	45	4.47	0.73	81	4.42	0.79	-0.05	5	12
Counseling - Rio Grande Campus	39	3.90	1.37	64	3.72	1.49	-0.18	27	22
Custodial Day Services - Rio Grande Campus	57	4.30	1.05	87	4.22	1.17	-0.08	14	15
Custodial Night Services - Rio Grande Campus	57	4.30	1.05	46	3.89	1.22	-0.41	24	27
Dean of Student Services - Rio Grande Campus	48	3.90	1.43	60	4.32	1.08	0.42	7	3
Evening Operations Coord. Office - Rio Grande Campus	31	4.42	1.12	39	4.26	1.16	-0.16	11	20
Financial Aid - Rio Grande Campus	26	4.38	0.98	36	4.03	1.18	-0.36	20	26
Food Service - Rio Grande Campus	62	3.90	1.07	91	3.71	1.18	-0.19	28	24

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Table 18 Rio Grande Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 -2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Grounds Keeping - Rio Grande Campus	30	4.53	0.63	55	4.11	1.03	-0.42	19	28
IRT Computer Centers - Rio Grande Campus	44	4.36	0.81	64	4.30	0.83	-0.07	9	14
IRT Media Centers - Rio Grande Campus	67	4.10	1.21	99	4.14	1.09	0.04	17	9
Learning Labs - Rio Grande Campus	42	4.40	0.77	59	4.22	0.83	-0.18	13	23
Library Services - Rio Grande Campus	85	4.20	1.26	105	4.49	0.93	0.29	4	4
Mailroom Services - Rio Grande Campus	100	4.67	0.62	118	4.49	0.85	-0.18	3	21
Microcomputer Support Services - Rio Grande Campus	38	4.13	0.93	60	4.15	1.07	0.02	16	10
Special Populations - Rio Grande Campus	4	2.50	1.91	8	3.63	1.69	1.13	29	1
Student Life/Student Activities - Rio Grande Campus	55	4.27	1.06	83	4.17	1.24	-0.10	15	18
Students with Disabilities - Rio Grande Campus	60	4.07	1.31	82	3.98	1.26	-0.09	22	16
Testing Centers - Rio Grande Campus	78	4.27	1.03	118	4.31	1.01	0.04	8	8
Veterans Affairs - Rio Grande Campus	n/a	n/a	n/a	3	4.67	0.58	n/a	1	n/a
Weekend Supervisor - Rio Grande Campus	18	3.94	1.47	26	4.00	1.52	0.06	21	7

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 19 Rio Grande Campus Offices: Promptness
with rankings of means (2007) and rankings fo mean differences (2006 - 2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Rio Grande Campus	86	4.43	1.00	113	4.35	0.97	-0.08	7	19
Advising - Rio Grande Campus	42	3.90	1.38	89	3.91	1.26	0.01	25	9
Assessment - Rio Grande Campus	28	4.43	1.17	55	4.24	1.19	-0.19	12	22
Bookstore - Rio Grande Campus	55	3.24	1.33	67	3.90	1.16	0.66	26	2
Building Maintenance Service - Rio Grande Campus	52	3.65	1.37	96	3.73	1.41	0.08	27	7
Campus Management Office - Rio Grande Campus	119	4.22	1.07	157	4.18	1.07	-0.03	17	14
Campus Police - Rio Grande Campus	98	4.29	0.90	131	4.53	0.89	0.24	2	4
Career Center - Rio Grande Campus	16	4.44	1.36	29	4.21	1.29	-0.23	16	24
Cashier's Office - Rio Grande Campus	45	4.42	0.87	81	4.40	0.82	-0.03	5	13
Counseling - Rio Grande Campus	39	3.90	1.41	64	3.70	1.44	-0.19	28	23
Custodial Day Services - Rio Grande Campus	57	4.37	0.96	87	4.34	1.09	-0.02	8	11
Custodial Night Services - Rio Grande Campus	57	4.37	0.96	44	3.93	1.11	-0.44	23	28
Dean of Student Services - Rio Grande Campus	48	3.90	1.43	60	4.33	1.07	0.44	9	3
Evening Operations Coord. Office - Rio Grande Campus	31	4.39	1.12	39	4.28	1.15	-0.11	10	20
Financial Aid - Rio Grande Campus	26	4.31	1.09	36	4.06	1.22	-0.25	20	26
Food Service - Rio Grande Campus	62	4.00	0.96	90	3.93	0.99	-0.07	22	16
Grounds Keeping - Rio Grande Campus	30	4.53	0.63	53	4.21	0.95	-0.33	15	27
IRT Computer Centers - Rio Grande Campus	42	4.31	0.87	62	4.24	0.92	-0.07	11	17
IRT Media Centers - Rio Grande Campus	67	4.16	1.16	99	4.23	1.06	0.07	13	8
Learning Labs - Rio Grande Campus	42	4.45	0.71	59	4.22	0.87	-0.23	14	25

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Table 19 Rio Grande Campus Offices: Promptness
with rankings of means (2007) and rankings fo mean differences (2006 - 2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Library Services - Rio Grande Campus	85	4.34	1.18	105	4.49	0.95	0.14	4	5
Mailroom Services - Rio Grande Campus	100	4.65	0.64	118	4.52	0.82	-0.13	3	21
Microcomputer Support Services - Rio Grande Campus	38	4.16	0.95	60	4.10	1.12	-0.06	18	15
Special Populations - Rio Grande Campus	4	2.50	1.91	8	3.63	1.69	1.13	29	1
Student Life/Student Activities - Rio Grande Campus	55	4.15	1.19	83	4.07	1.29	-0.07	19	18
Students with Disabilities - Rio Grande Campus	60	4.05	1.33	82	4.02	1.22	-0.03	21	12
Testing Centers - Rio Grande Campus	78	4.27	1.07	118	4.37	0.91	0.10	6	6
Veterans Affairs - Rio Grande Campus	n/a	n/a	n/a	3	4.67	0.58	n/a	1	n/a
Weekend Supervisor - Rio Grande Campus	18	3.94	1.47	26	3.92	1.60	-0.02	24	10

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 20 Rio Grande Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean idfferences (2006 - 2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Rio Grande Campus	87	4.37	1.09	113	4.35	1.00	-0.02	7	14
Advising - Rio Grande Campus	43	3.72	1.45	88	3.89	1.25	0.17	25	6
Assessment - Rio Grande Campus	28	4.46	1.10	55	4.25	1.16	-0.21	10	25
Bookstore - Rio Grande Campus	55	3.38	1.42	67	3.99	1.21	0.60	22	2
Building Maintenance Service - Rio Grande Campus	52	3.63	1.41	96	3.78	1.43	0.15	28	7
Campus Management Office - Rio Grande Campus	119	4.18	1.21	156	4.04	1.19	-0.14	20	21
Campus Police - Rio Grande Campus	98	4.16	1.06	131	4.53	0.88	0.36	2	4
Career Center - Rio Grande Campus	16	4.44	1.36	29	4.24	1.30	-0.20	13	24
Cashier's Office - Rio Grande Campus	45	4.40	0.78	81	4.40	0.85	0.00	5	12
Counseling - Rio Grande Campus	39	3.95	1.41	64	3.80	1.43	-0.15	27	22
Custodial Day Services - Rio Grande Campus	57	4.40	1.00	87	4.36	1.09	-0.05	6	17
Custodial Night Services - Rio Grande Campus	57	4.40	1.00	44	3.93	1.11	-0.47	24	28
Dean of Student Services - Rio Grande Campus	48	3.96	1.41	60	4.27	1.18	0.31	9	5
Evening Operations Coord. Office - Rio Grande Campus	31	4.42	1.12	39	4.28	1.15	-0.14	8	20
Financial Aid - Rio Grande Campus	26	4.42	0.99	36	4.08	1.27	-0.34	19	26
Food Service - Rio Grande Campus	62	3.90	1.02	90	4.00	1.03	0.10	21	11
Grounds Keeping - Rio Grande Campus	30	4.53	0.63	54	4.13	1.03	-0.40	18	27
IRT Computer Centers - Rio Grande Campus	43	4.21	0.91	64	4.20	0.95	-0.01	16	13
IRT Media Centers - Rio Grande Campus	67	4.13	1.19	99	4.25	1.12	0.12	11	9
Learning Labs - Rio Grande Campus	42	4.36	0.98	59	4.20	0.96	-0.15	15	23

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Table 20 Rio Grande Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Rio Grande Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Library Services - Rio Grande Campus	85	4.34	1.15	105	4.45	1.00	0.11	4	10
Mailroom Services - Rio Grande Campus	100	4.53	0.87	118	4.50	0.90	-0.03	3	15
Microcomputer Support Services - Rio Grande Campus	38	4.11	0.95	60	4.25	1.13	0.14	12	8
Special Populations - Rio Grande Campus	4	2.50	1.91	8	3.63	1.69	1.13	29	1
Student Life/Student Activities - Rio Grande Campus	55	4.24	1.15	83	4.16	1.26	-0.08	17	18
Students with Disabilities - Rio Grande Campus	60	4.02	1.37	82	3.98	1.25	-0.04	23	16
Testing Centers - Rio Grande Campus	78	3.74	1.45	118	4.21	1.19	0.47	14	3
Veterans Affairs - Rio Grande Campus	n/a	n/a	n/a	3	4.67	0.58	n/a	1	n/a
Weekend Supervisor - Rio Grande Campus	18	3.94	1.51	26	3.85	1.71	-0.10	26	19

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 21 Riverside Campus Offices

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

Riverside Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Riverside Campus	99	4.28	0.98	99	4.19	1.08	99	4.27	0.98
Advising - Riverside Campus	91	3.88	1.22	91	3.97	1.11	91	3.96	1.16
Assessment - Riverside Campus	50	4.10	1.16	50	4.04	1.24	50	4.08	1.19
Bookstore - Riverside Campus	53	3.55	1.38	52	3.54	1.35	53	3.72	1.23
Building Maintenance Service - Riverside Campus	81	4.00	1.04	80	3.98	1.09	81	4.11	1.07
Campus Management Office - Riverside Campus	168	4.40	0.88	168	4.40	0.86	168	4.44	0.87
Campus Police - Riverside Campus	125	4.06	1.07	125	3.98	1.17	125	3.94	1.25
Career Center - Riverside Campus	19	3.47	1.61	19	3.47	1.61	19	3.53	1.65
Cashier's Office - Riverside Campus	77	4.00	1.14	77	4.10	1.07	77	3.83	1.25
Counseling - Riverside Campus	58	3.71	1.45	58	3.71	1.44	58	3.67	1.48
Custodial Day Services - Riverside Campus	81	3.93	1.25	81	3.90	1.26	81	4.10	1.22
Custodial Night Services - Riverside Campus	47	3.34	1.29	45	3.40	1.32	43	3.44	1.26
Dean of Student Services - Riverside Campus	48	4.02	1.25	48	4.02	1.21	48	4.00	1.32
Evening Operations Coord. Office - Riverside Campus	33	4.09	1.40	33	4.09	1.40	33	4.09	1.40
Financial Aid - Riverside Campus	43	4.19	1.28	43	4.19	1.26	43	4.21	1.26
Food Service - Riverside Campus	85	3.68	1.14	85	3.75	1.11	85	3.82	1.10
Grounds Keeping - Riverside Campus	43	4.44	0.73	43	4.44	0.73	43	4.42	0.88
IRT Computer Centers - Riverside Campus	63	4.41	0.93	62	4.55	0.76	63	4.44	0.89
IRT Media Centers - Riverside Campus	84	4.44	0.87	84	4.48	0.78	84	4.52	0.74
Learning Labs - Riverside Campus	70	4.50	0.91	70	4.51	0.91	70	4.53	0.88

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

Riverside Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - Riverside Campus	87	4.56	0.89	86	4.59	0.83	87	4.54	0.97
Mailroom Services - Riverside Campus	114	4.53	0.73	115	4.48	0.78	113	4.55	0.71
Microcomputer Support Services - Riverside Campus	60	4.22	1.04	60	4.12	1.12	60	4.22	1.04
Special Populations - Riverside Campus	30	4.00	1.20	30	4.00	1.26	30	4.00	1.26
Student Life/Student Activities - Riverside Campus	52	4.44	1.04	52	4.52	1.00	52	4.56	1.00
Students with Disabilities - Riverside Campus	72	4.36	1.13	72	4.42	1.11	72	4.35	1.15
Testing Centers - Riverside Campus	111	4.50	0.84	111	4.50	0.86	111	4.45	0.94
Veterans Affairs - Riverside Campus	25	4.00	1.19	25	3.96	1.17	25	3.96	1.10
Weekend Supervisor - Riverside Campus	20	3.95	1.57	20	3.95	1.57	20	4.00	1.59

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

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Table 22 Riverside Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Riverside Campus	67	4.31	0.91	99	4.28	0.98	-0.03	11	18
Advising - Riverside Campus	43	3.40	1.35	91	3.88	1.22	0.48	24	3
Assessment - Riverside Campus	24	3.71	1.46	50	4.10	1.16	0.39	14	4
Bookstore - Riverside Campus	55	3.75	1.31	53	3.55	1.38	-0.20	27	23
Building Maintenance Service - Riverside Campus	38	4.08	1.05	81	4.00	1.04	-0.08	18	20
Campus Management Office - Riverside Campus	92	4.37	0.85	168	4.40	0.88	0.03	9	14
Campus Police - Riverside Campus	78	3.76	1.14	125	4.06	1.07	0.31	16	5
Career Center - Riverside Campus	11	3.45	1.44	19	3.47	1.61	0.02	28	16
Cashier's Office - Riverside Campus	36	4.64	0.49	77	4.00	1.14	-0.64	19	29
Counseling - Riverside Campus	30	3.43	1.43	58	3.71	1.45	0.27	25	6
Custodial Day Services - Riverside Campus	44	3.89	1.22	81	3.93	1.25	0.04	23	13
Custodial Night Services - Riverside Campus	44	3.89	1.22	47	3.34	1.29	-0.55	29	28
Dean of Student Services - Riverside Campus	35	3.23	1.61	48	4.02	1.25	0.79	17	2
Evening Operations Coord. Office - Riverside Campus	26	4.27	1.08	33	4.09	1.40	-0.18	15	22
Financial Aid - Riverside Campus	24	4.50	0.72	43	4.19	1.28	-0.31	13	26
Food Service - Riverside Campus	45	3.89	1.13	85	3.68	1.14	-0.21	26	25

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Table 22 Riverside Campus Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Grounds Keeping - Riverside Campus	23	4.35	1.07	43	4.44	0.73	0.09	6	9
IRT Computer Centers - Riverside Campus	43	4.33	1.02	63	4.41	0.93	0.09	8	10
IRT Media Centers - Riverside Campus	55	4.42	1.01	84	4.44	0.87	0.02	7	15
Learning Labs - Riverside Campus	46	4.41	0.91	70	4.50	0.91	0.09	4	11
Library Services - Riverside Campus	62	4.31	1.10	87	4.56	0.89	0.26	1	7
Mailroom Services - Riverside Campus	67	4.73	0.54	114	4.53	0.73	-0.21	2	24
Microcomputer Support Services - Riverside Campus	24	4.29	1.16	60	4.22	1.04	-0.07	12	19
Special Populations - Riverside Campus	18	4.11	1.53	30	4.00	1.20	-0.11	20	21
Student Life/Student Activities - Riverside Campus	23	4.26	1.14	52	4.44	1.04	0.18	5	8
Students with Disabilities - Riverside Campus	43	4.35	1.13	72	4.36	1.13	0.01	10	17
Testing Centers - Riverside Campus	68	4.43	0.94	111	4.50	0.84	0.08	3	12
Veterans Affairs - Riverside Campus	10	4.40	0.70	25	4.00	1.19	-0.40	21	27
Weekend Supervisor - Riverside Campus	8	2.88	1.55	20	3.95	1.57	1.08	22	1

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 23 Riverside Campus Offices: Promptness
with rankings of means (2007) and mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Riverside Campus	66	4.30	0.91	99	4.19	1.08	-0.11	11	19
Advising - Riverside Campus	42	3.57	1.33	91	3.97	1.11	0.40	21	5
Assessment - Riverside Campus	24	3.63	1.50	50	4.04	1.24	0.42	16	3
Bookstore - Riverside Campus	55	3.71	1.33	52	3.54	1.35	-0.17	27	21
Building Maintenance Service - Riverside Campus	38	4.05	1.11	80	3.98	1.09	-0.08	20	18
Campus Management Office - Riverside Campus	92	4.37	0.83	168	4.40	0.86	0.03	10	13
Campus Police - Riverside Campus	77	3.75	1.22	125	3.98	1.17	0.22	19	8
Career Center - Riverside Campus	11	3.55	1.44	19	3.47	1.61	-0.07	28	17
Cashier's Office - Riverside Campus	36	4.58	0.55	77	4.10	1.07	-0.48	14	28
Counseling - Riverside Campus	30	3.30	1.47	58	3.71	1.44	0.41	26	4
Custodial Day Services - Riverside Campus	44	3.91	1.22	81	3.90	1.26	-0.01	24	15
Custodial Night Services - Riverside Campus	n/a	n/a	n/a	45	3.40	1.32	n/a	29	n/a
Dean of Student Services - Riverside Campus	35	3.17	1.64	48	4.02	1.21	0.85	17	2
Evening Operations Coordinator's Office - Riverside Campus	26	4.27	1.08	33	4.09	1.40	-0.18	15	22
Financial Aid - Riverside Campus	24	4.46	0.78	43	4.19	1.26	-0.27	12	26
Food Service - Riverside Campus	45	4.00	1.04	85	3.75	1.11	-0.25	25	23
Grounds Keeping - Riverside Campus	22	4.36	0.90	43	4.44	0.73	0.08	8	11
IRT Computer Centers - Riverside Campus	41	4.32	0.99	62	4.55	0.76	0.23	2	7
IRT Media Centers - Riverside Campus	55	4.40	1.01	84	4.48	0.78	0.08	7	12
Learning Labs - Riverside Campus	45	4.38	0.89	70	4.51	0.91	0.14	4	10

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Table 23 Riverside Campus Offices: Promptness
with rankings of means (2007) and mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Library Services - Riverside Campus	62	4.27	1.18	86	4.59	0.83	0.32	1	6
Mailroom Services - Riverside Campus	67	4.73	0.54	115	4.48	0.78	-0.25	6	24
Microcomputer Support Services - Riverside Campus	24	4.38	1.01	60	4.12	1.12	-0.26	13	25
Special Populations - Riverside Campus	18	4.11	1.53	30	4.00	1.26	-0.11	18	20
Student Life/Student Activities - Riverside Campus	23	4.30	1.15	52	4.52	1.00	0.21	3	9
Students with Disabilities - Riverside Campus	43	4.40	1.12	72	4.42	1.11	0.02	9	14
Testing Centers - Riverside Campus	68	4.51	0.84	111	4.50	0.86	-0.01	5	16
Veterans Affairs - Riverside Campus	10	4.40	0.70	25	3.96	1.17	-0.44	22	27
Weekend Supervisor - Riverside Campus	8	2.88	1.55	20	3.95	1.57	1.08	23	1

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 24 Riverside Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Riverside Campus	67	4.21	1.11	99	4.27	0.98	0.06	11	14
Advising - Riverside Campus	43	3.51	1.30	91	3.96	1.16	0.44	22	3
Assessment - Riverside Campus	24	3.71	1.46	50	4.08	1.19	0.37	17	4
Bookstore - Riverside Campus	55	3.75	1.31	53	3.72	1.23	-0.03	26	17
Building Maintenance Service - Riverside Campus	38	4.26	0.92	81	4.11	1.07	-0.15	14	21
Campus Management Office - Riverside Campus	92	4.39	0.90	168	4.44	0.87	0.05	8	16
Campus Police - Riverside Campus	78	3.65	1.37	125	3.94	1.25	0.29	23	6
Career Center - Riverside Campus	11	3.45	1.51	19	3.53	1.65	0.07	28	13
Cashier's Office - Riverside Campus	36	4.50	0.74	77	3.83	1.25	-0.67	24	29
Counseling - Riverside Campus	30	3.40	1.45	58	3.67	1.48	0.27	27	8
Custodial Day Services - Riverside Campus	42	3.98	1.16	81	4.10	1.22	0.12	15	11
Custodial Night Services - Riverside Campus	42	3.98	1.16	43	3.44	1.26	-0.53	29	27
Dean of Student Services - Riverside Campus	35	3.14	1.61	48	4.00	1.32	0.86	18	2
Evening Operations Coord. Office - Riverside Campus	26	4.31	1.01	33	4.09	1.40	-0.22	16	25
Financial Aid - Riverside Campus	24	4.50	0.72	43	4.21	1.26	-0.29	13	26
Food Service - Riverside Campus	45	3.98	1.12	85	3.82	1.10	-0.15	25	22
Grounds Keeping - Riverside Campus	22	4.45	0.74	43	4.42	0.88	-0.04	9	18
IRT Computer Centers - Riverside Campus	42	4.31	1.09	63	4.44	0.89	0.13	7	10
IRT Media Centers - Riverside Campus	55	4.47	0.94	84	4.52	0.74	0.05	5	15
Learning Labs - Riverside Campus	46	4.24	1.14	70	4.53	0.88	0.29	4	7

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Table 24 Riverside Campus Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Riverside Campus Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Library Services - Riverside Campus	62	4.19	1.28	87	4.54	0.97	0.35	3	5
Mailroom Services - Riverside Campus	67	4.72	0.62	113	4.55	0.71	-0.17	2	24
Microcomputer Support Services - Riverside Campus	24	4.38	0.97	60	4.22	1.04	-0.16	12	23
Special Populations - Riverside Campus	18	4.11	1.60	30	4.00	1.26	-0.11	19	20
Student Life/Student Activities - Riverside Campus	23	4.35	1.15	52	4.56	1.00	0.21	1	9
Students with Disabilities - Riverside Campus	43	4.44	1.05	72	4.35	1.15	-0.09	10	19
Testing Centers - Riverside Campus	68	4.34	1.11	111	4.45	0.94	0.11	6	12
Veterans Affairs - Riverside Campus	10	4.50	0.71	25	3.96	1.10	-0.54	21	28
Weekend Supervisor - Riverside Campus	8	2.88	1.55	20	4.00	1.59	1.13	20	1

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 25 South Austin Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

South Austin Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - South Austin Campus	55	4.58	0.76	55	4.62	0.62	55	4.42	0.99
Advising - South Austin Campus	45	3.98	1.32	45	4.09	1.24	45	4.04	1.24
Assessment - South Austin Campus	34	4.50	1.08	34	4.56	0.99	34	4.59	0.99
Book Store - South Austin Campus	27	3.70	1.44	27	3.56	1.67	27	4.00	1.33
Building Maintenance Service - South Austin Campus	46	4.46	0.84	46	4.41	0.86	46	4.46	0.89
Campus Management Office - South Austin Campus	112	4.47	0.91	112	4.50	0.90	112	4.46	0.96
Campus Police - South Austin Campus	72	4.56	0.65	71	4.51	0.75	72	4.53	0.75
Career Center - South Austin Campus	15	4.13	1.64	15	4.13	1.64	15	4.13	1.64
Cashier's Office - South Austin Campus	36	4.67	0.48	36	4.61	0.49	36	4.67	0.48
Counseling - South Austin Campus	37	3.59	1.57	37	3.70	1.51	37	3.68	1.49
Custodial Day Services - South Austin Campus	41	4.56	0.78	41	4.54	0.84	41	4.56	0.78
Custodial Night Services - South Austin Campus	25	3.96	1.14	23	4.13	0.97	23	4.13	1.01
Dean of Student Services - South Austin Campus	41	3.66	1.41	41	3.76	1.37	41	3.66	1.42
Evening Operations Coord. Office - South Austin Campus	25	3.84	1.37	25	3.84	1.37	25	3.72	1.49
Financial Aid - South Austin Campus	36	4.28	1.11	36	4.25	1.18	36	4.39	1.10
Food Service - South Austin Campus	53	3.68	1.21	53	3.96	1.19	53	3.96	1.21
Grounds Keeping - South Austin Campus	25	4.56	0.65	24	4.63	0.58	24	4.63	0.58
IRT Computer Centers - South Austin Campus	30	4.50	1.01	30	4.60	0.89	30	4.53	1.01
IRT Media Centers - South Austin Campus	36	4.72	0.61	35	4.71	0.62	36	4.69	0.75
Learning Labs - South Austin Campus	42	4.43	1.09	42	4.45	1.09	42	4.45	1.09

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Table 25 South Austin Campus Offices
Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

South Austin Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Library Services - South Austin Campus	36	4.53	1.00	35	4.54	1.01	35	4.49	1.09
Mailroom Services - South Austin Campus	57	4.65	0.58	57	4.58	0.68	55	4.62	0.65
Microcomputer Support Services - South Austin Campus	30	4.33	0.96	30	4.27	0.98	30	4.23	1.14
Students with Disabilities - South Austin Campus	34	4.29	1.22	34	4.32	1.17	34	4.35	1.15
Special Populations - South Austin Campus	6	3.50	1.97	6	3.50	1.97	6	3.50	1.97
Student Life/Student Activities - South Austin Campus	41	4.27	1.27	41	4.29	1.27	41	4.34	1.28
Testing Centers - South Austin Campus	66	4.62	0.67	66	4.64	0.65	66	4.59	0.76
Veterans Affairs - South Austin Campus	2	4.50	0.71	2	4.50	0.71	2	4.50	0.71
Weekend Supervisor's Offices - South Austin Campus	10	3.80	1.93	10	3.80	1.93	10	3.80	1.93

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

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Table 26 Highland Business Center Offices

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	135	4.33	1.06	135	4.29	1.11	135	4.27	1.14
Building Maintenance Service - Highland Business Center	92	3.68	1.21	92	3.55	1.27	92	3.62	1.33
Campus Management Office - Highland Business Center	89	4.18	1.12	89	4.16	1.16	89	4.11	1.19
Campus Police - Highland Business Center	138	4.54	0.77	137	4.55	0.77	138	4.51	0.85
Cashier's Office - Highland Business Center	94	4.31	0.90	94	4.27	0.99	94	4.17	1.07
Custodial Day Services - Highland Business Center	78	4.41	0.76	78	4.41	0.75	78	4.45	0.68
Custodial Night Services - Highland Business Center	67	4.25	0.93	66	4.30	0.80	65	4.35	0.80
Financial Aid - Highland Business Center	67	4.61	0.89	67	4.61	0.89	67	4.60	0.91
Grounds Keeping - Highland Business Center	39	4.38	0.75	39	4.36	0.78	39	4.36	0.78
Mailroom Services - Highland Business Center	122	4.63	0.61	123	4.55	0.74	120	4.66	0.59
Microcomputer Support Services - Highland Business Center	72	4.63	0.76	72	4.61	0.76	72	4.56	0.87
Testing Centers - Highland Business Center	23	4.65	0.57	23	4.65	0.57	23	4.61	0.72
Veterans Affairs - Highland Business Center	28	4.64	0.56	28	4.61	0.63	28	4.71	0.53

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

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Table 27 Highland Business Center Offices: Overall Quality
with rankings of 2007 means and mean differences (2006 - 2007)

Highland Business Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Highland Business Center	118	4.49	0.85	135	4.33	1.06	-0.17	9	11
Building Maintenance Service - Highland Business Center	60	3.88	1.01	92	3.68	1.21	-0.20	13	13
Campus Management Office - Highland Business Center	64	4.34	1.09	89	4.18	1.12	-0.16	12	10
Campus Police - Highland Business Center	101	4.34	1.00	138	4.54	0.77	0.21	6	2
Cashier's Office - Highland Business Center	59	4.19	1.01	94	4.31	0.90	0.12	10	5
Custodial Day Services - Highland Business Center	54	4.09	1.03	78	4.41	0.76	0.32	7	1
Custodial Night Services - Highland Business Center	54	4.09	1.03	67	4.25	0.93	0.16	11	3
Financial Aid - Highland Business Center	44	4.55	0.70	67	4.61	0.89	0.07	5	7
Grounds Keeping - Highland Business Center	31	4.52	0.63	39	4.38	0.75	-0.13	8	9
Mailroom Services - Highland Business Center	90	4.82	0.49	122	4.63	0.61	-0.19	3	12
Microcomputer Support Services - Highland Business Center	36	4.67	0.59	72	4.63	0.76	-0.04	4	8
Testing Centers - Highland Business Center	10	4.50	0.53	23	4.65	0.57	0.15	1	4
Veterans Affairs - Highland Business Center	13	4.54	1.13	28	4.64	0.56	0.10	2	6

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 28 Highland Business Center Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Highland Business Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Highland Business Center	118	4.40	0.88	135	4.29	1.11	-0.11	10	9
Building Maintenance Service - Highland Business Center	60	3.82	1.08	92	3.55	1.27	-0.26	13	13
Campus Management Office - Highland Business Center	64	4.30	1.12	89	4.16	1.16	-0.14	12	10
Campus Police - Highland Business Center	100	4.28	1.04	137	4.55	0.77	0.27	6	3
Cashier's Office - Highland Business Center	59	4.24	0.92	94	4.27	0.99	0.03	11	7
Custodial Day Services - Highland Business Center	53	4.13	1.00	78	4.41	0.75	0.28	7	2
Custodial Night Services - Highland Business Center	53	4.13	1.00	66	4.30	0.80	0.17	9	5
Financial Aid - Highland Business Center	44	4.43	0.85	67	4.61	0.89	0.18	2	4
Grounds Keeping - Highland Business Center	31	4.55	0.62	39	4.36	0.78	-0.19	8	11
Mailroom Services - Highland Business Center	90	4.78	0.58	123	4.55	0.74	-0.22	5	12
Microcomputer Support Services - Highland Business Center	36	4.61	0.64	72	4.61	0.76	0.00	3	8
Testing Centers - Highland Business Center	10	4.20	0.79	23	4.65	0.57	0.45	1	1
Veterans Affairs - Highland Business Center	13	4.54	1.13	28	4.61	0.63	0.07	4	6

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 29 Highland Business Center Offices: Service Attitude
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Highland Business Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Admissions and Records - Highland Business Center	118	4.48	0.85	135	4.27	1.14	-0.21	10	13
Building Maintenance Service - Highland Business Center	60	3.82	1.19	92	3.62	1.33	-0.20	13	11
Campus Management Office - Highland Business Center	64	4.31	1.08	89	4.11	1.19	-0.20	12	12
Campus Police - Highland Business Center	101	4.27	1.04	138	4.51	0.85	0.25	6	3
Cashier's Office - Highland Business Center	59	4.03	1.20	94	4.17	1.07	0.14	11	7
Custodial Day Services - Highland Business Center	53	4.17	0.89	78	4.45	0.68	0.28	7	2
Custodial Night Services - Highland Business Center	53	4.17	0.89	65	4.35	0.80	0.18	9	4
Financial Aid - Highland Business Center	44	4.45	0.87	67	4.60	0.91	0.14	4	6
Grounds Keeping - Highland Business Center	31	4.52	0.63	39	4.36	0.78	-0.16	8	9
Mailroom Services - Highland Business Center	90	4.82	0.51	120	4.66	0.59	-0.16	2	10
Microcomputer Support Services - Highland Business Center	36	4.64	0.64	72	4.56	0.87	-0.08	5	8
Testing Centers - Highland Business Center	10	4.30	0.67	23	4.61	0.72	0.31	3	1
Veterans Affairs - Highland Business Center	13	4.54	1.13	28	4.71	0.53	0.18	1	5

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

*Ranking of means for service attitude involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 30 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	46	3.83	1.217	46	3.67	1.40	46	3.85	1.25
Campus Police - Service Center	57	4.54	0.847	57	4.61	0.73	57	4.63	0.77
Cashier's Office - Service Center	77	4.61	0.672	77	4.64	0.67	77	4.64	0.71
Custodial Day Services - Service Center	24	3.54	1.285	24	3.58	1.25	24	3.71	1.30
Custodial Night Services - Service Center	33	3.42	1.393	32	3.63	1.31	31	3.58	1.31
Grounds Keeping - Service Center	20	4.65	0.489	20	4.65	0.49	20	4.65	0.49
Mailroom Services - Service Center	69	4.42	0.830	69	4.41	0.91	69	4.33	1.05
Microcomputer Support Services - Service Center	48	4.25	1.062	48	4.13	1.23	48	4.31	1.11

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

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Table 31 Service Center Offices: Overall Quality
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Service Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2007 Mean	Mean Diff 06 - 07
Building Maintenance Service - Service Center	31	3.74	1.34	46	3.83	1.22	0.08	6	3
Campus Police - Service Center	58	4.07	1.21	57	4.54	0.85	0.47	3	1
Cashier's Office - Service Center	69	4.74	0.50	77	4.61	0.67	-0.13	2	8
Custodial Day Services - Service Center	34	3.38	1.37	24	3.54	1.28	0.16	7	2
Custodial Night Services - Service Center	34	3.38	1.37	33	3.42	1.39	0.04	8	4
Grounds Keeping - Service Center	18	4.61	0.61	20	4.65	0.49	0.04	1	5
Mailroom Services - Service Center	66	4.41	0.89	69	4.42	0.83	0.01	4	6
Microcomputer Support Services - Service Center	40	4.38	0.95	48	4.25	1.06	-0.13	5	7

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

*Ranking of means for overall quality involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 32 Service Center Offices: Promptness
with rankings of means (2007) and rankings of mean differences (2006 - 2007)

Service Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		Mean	Mean Diff 06 - 07
Building Maintenance Service - Service Center	31	3.52	1.39	46	3.85	1.25	0.33	6	2
Campus Police - Service Center	58	3.97	1.20	57	4.63	0.77	0.67	3	1
Cashier's Office - Service Center	69	4.74	0.50	77	4.64	0.71	-0.10	2	8
Custodial Day Services - Service Center	34	3.47	1.38	24	3.71	1.30	0.24	7	3
Custodial Night Services - Service Center	34	3.47	1.38	31	3.58	1.31	0.11	8	4
Grounds Keeping - Service Center	18	4.61	0.61	20	4.65	0.49	0.04	1	6
Mailroom Services - Service Center	66	4.36	0.94	69	4.33	1.05	-0.03	4	7
Microcomputer Support Services - Service Center	40	4.23	1.19	48	4.31	1.11	0.09	5	5

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

*Ranking of means for promptness involved numbering the means for 2007 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2006 and 2007.

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Table 33 Service Center Offices: Service Attitude
with ranknigs of means (2007) and rankings of mean differences (2006 - 2007)

Service Center Offices	2006			2007			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		Mean	Mean Diff 06 - 07
Campus Police - Service Center	58	4.02	1.24	57	4.63	0.77	0.61	3	1
Building Maintenance Service - Service Center	31	3.65	1.36	46	3.85	1.25	0.20	6	2
Custodial Day Services - Service Center	33	3.52	1.37	24	3.71	1.30	0.19	7	3
Custodial Night Services - Service Center	33	3.52	1.37	31	3.58	1.31	0.07	8	4
Microcomputer Support Services - Service Center	40	4.28	1.13	48	4.31	1.11	0.04	5	5
Grounds Keeping - Service Center	17	4.65	0.49	20	4.65	0.49	0.00	1	6
Mailroom Services - Service Center	66	4.39	0.96	69	4.33	1.05	-0.06	4	7
Cashier's Office - Service Center	68	4.74	0.59	77	4.64	0.71	-0.10	2	8

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