

# Spring 2007 Internal College Survey Office Reports

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## VP for College Support Systems and ISD Relations

The Internal College Survey was administered on the web to ACC employees in Spring 2007. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

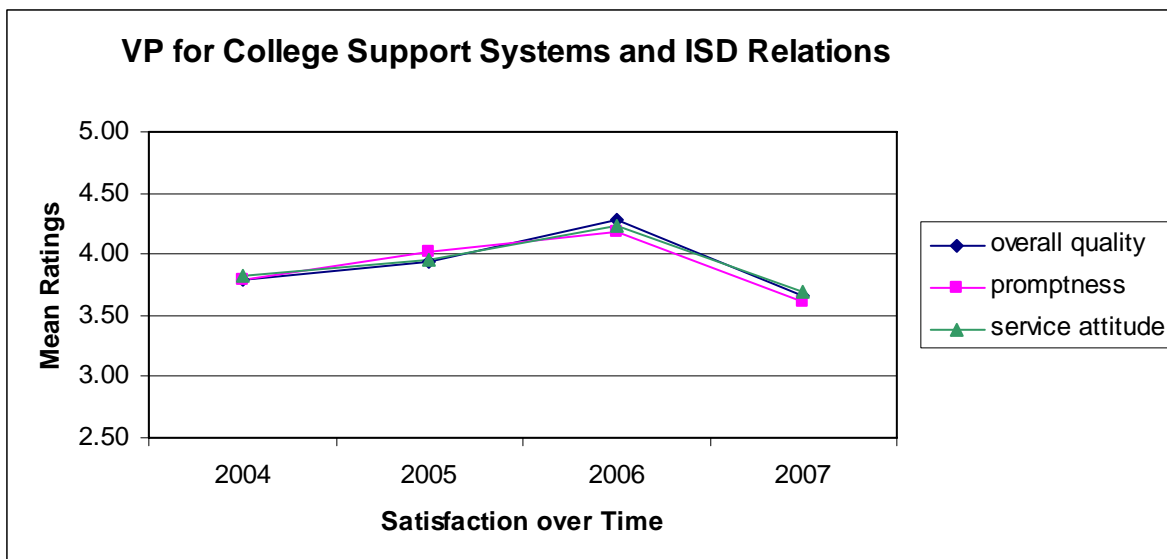
### Who uses this office?

Of the 833 survey respondents, 67 (8%) reported having requested or received services from the Office of the VP for College Support Systems and ISD Relations in the past year. Of those respondents:

- 88% (59 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7.5% (5 respondents) were Full-time Faculty;
- 5.5% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Spring 2007 Internal College Survey indicate substantial decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean satisfaction with these service dimensions increased steadily between 2004 and 2006 but have now decreased below the 4.0 level.



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

<b>VP for College Support Systems and ISD Relations</b>														
Comparison of Survey Results														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	53	3.79	1.39	90	3.93	1.11	42	4.29	1.09	67	3.66	1.50	-0.63	-0.14
promptness	52	3.79	1.43	89	4.02	1.11	42	4.19	1.19	67	3.61	1.57	-0.58	-0.18
service attitude	51	3.82	1.52	90	3.96	1.23	42	4.24	1.25	67	3.69	1.56	-0.55	-0.14

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

## Early College Start / College Connection

The Internal College Survey was administered on the web to ACC employees in Spring 2007. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

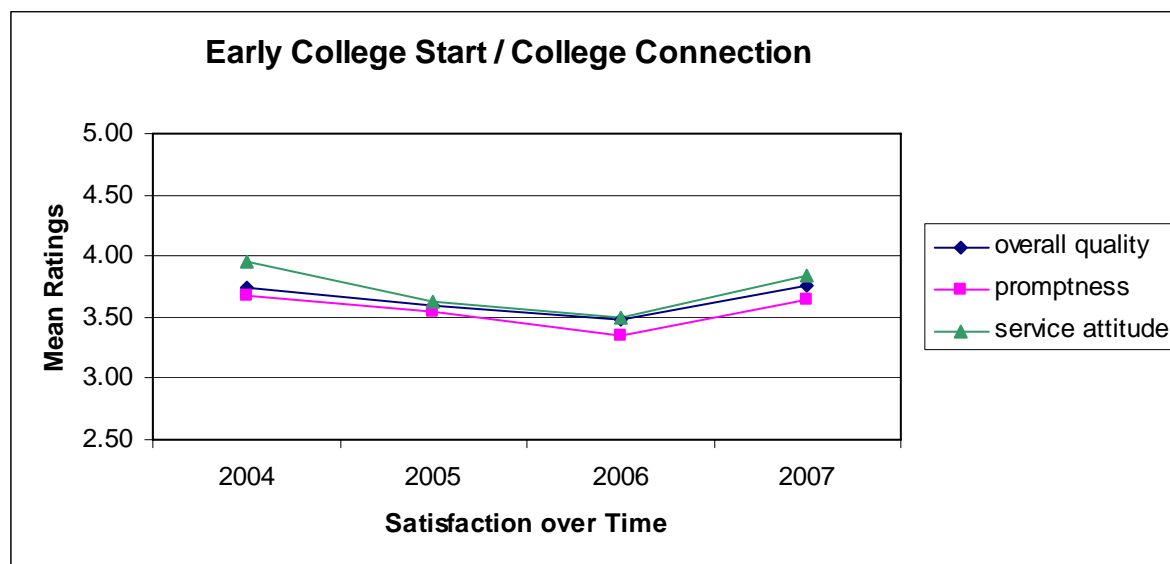
### Who uses this office?

Of the 833 survey respondents, 202 (24%) reported having requested or received services from the Office of Early College Start / College Connection in the past year. Of those respondents:

- 70% (142 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (30 respondents) were Full-time Faculty;
- 15% (30 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Spring 2007 Internal College Survey indicate moderate increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 the mean ratings for overall quality have surpassed slightly the 2004 level, but promptness and service attitude remain below their 2004 levels.



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

<b>Early College Start / College Connection</b>														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	99	3.75	1.22	117	3.60	1.29	129	3.48	1.40	201	3.77	1.21	0.29	0.02
promptness	98	3.68	1.31	114	3.55	1.35	126	3.36	1.42	201	3.65	1.27	0.29	-0.04
service attitude	97	3.96	1.18	114	3.62	1.39	127	3.50	1.46	201	3.84	1.24	0.34	-0.12

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

## Grants Development

The Internal College Survey was administered on the web to ACC employees in Spring 2007. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

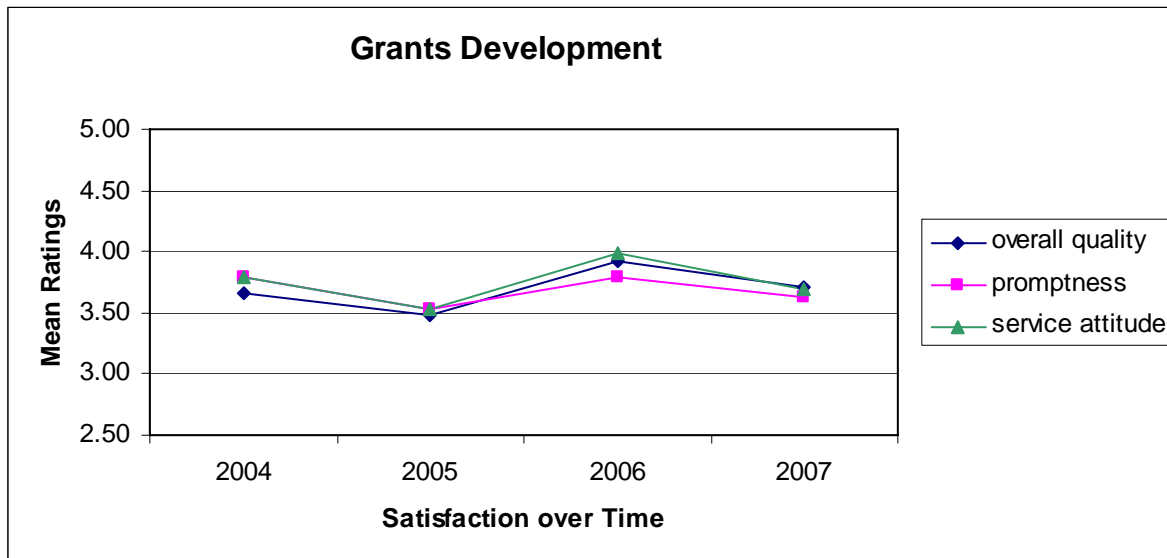
### Who uses this office?

Of the 833 survey respondents, 77 (9%) reported having requested or received services from the Grants Office in the past year. Of those respondents:

- 74% (57 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 22% (17 respondents) were Full-time Faculty;
- 4% (3 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

. Results of the Spring 2007 Internal College Survey indicate moderate decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Since 2004 mean satisfaction for these service dimensions have fluctuated between 3.5 and 4.0.



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

<b>Grants Development</b>														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	57	3.67	1.20	73	3.48	1.26	48	3.92	1.25	76	3.71	1.43	-0.21	0.04
promptness	56	3.79	1.09	70	3.53	1.36	48	3.79	1.35	76	3.63	1.46	-0.16	-0.15
Service attitude	56	3.79	1.20	70	3.53	1.33	48	3.98	1.31	76	3.70	1.49	-0.28	-0.09

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

## Instructional Support Services

The Internal College Survey was administered on the web to ACC employees in Spring 2007. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in the previous year. The survey was designed to reflect the organizational structure of ACC in Fall 2006; therefore, all analysis is based on that structure. There were 833 respondents to the survey.

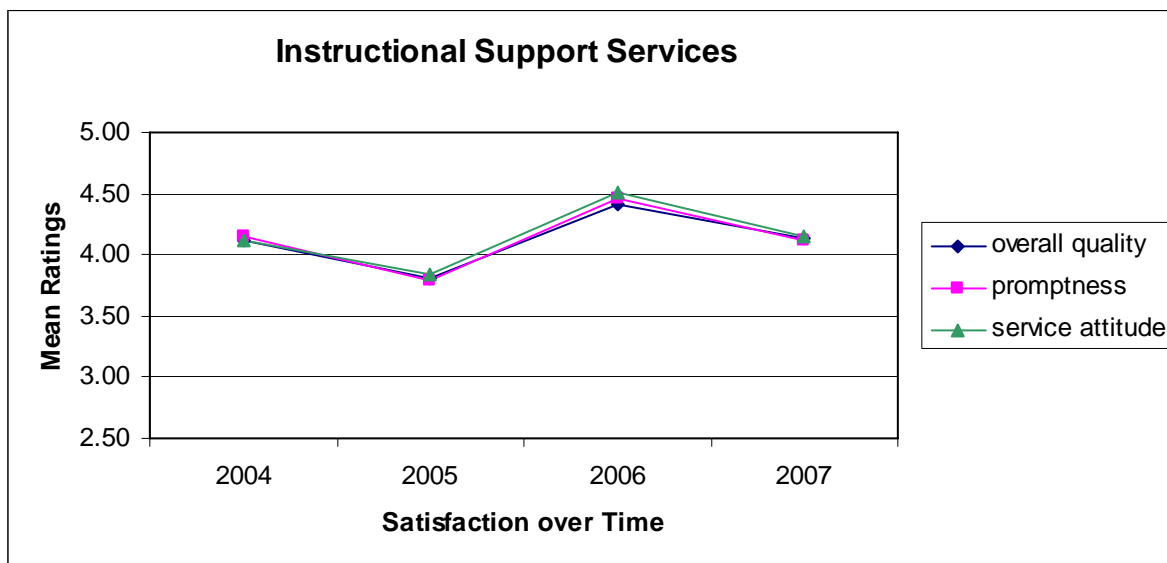
### Who uses this office?

Of the 833 survey respondents, 160 (19%) reported having requested or received services from the Instructional Support Services office in the past year. Of those respondents:

- 55.6% (89 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20.6% (33 respondents) were Full-time Faculty;
- 23.8% (38 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

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

Results of the Spring 2007 Internal College Survey indicate moderate decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. All three service dimensions, however, remain above the 4.0 level.





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

<b>Instructional Support Services (formerly Instructional Development) Comparison of Survey Results</b>														
	<b>2004</b>			<b>2005</b>			<b>2006</b>			<b>2007</b>			Mean Diff. 06-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	57	4.12	1.09	53	3.81	1.21	101	4.42	0.86	159	4.13	1.23	-0.28	0.01
promptness	55	4.15	1.15	51	3.78	1.22	101	4.47	0.87	159	4.12	1.26	-0.35	-0.03
service attitude	57	4.12	1.15	49	3.84	1.26	99	4.51	0.79	158	4.16	1.20	-0.35	0.04

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