

Spring 2007 Internal College Survey Office Reports

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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.

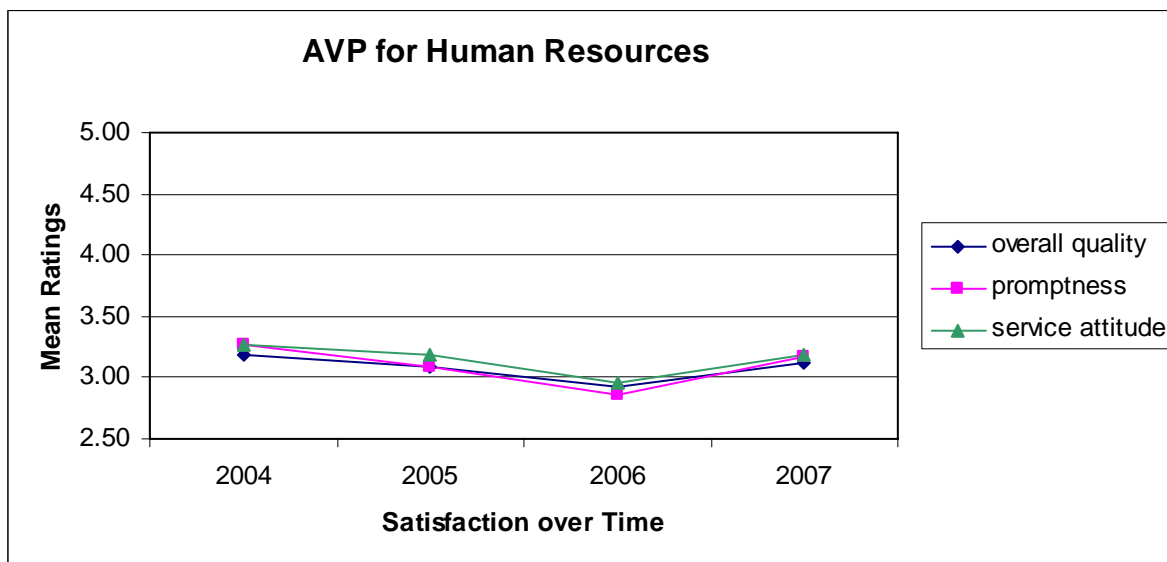
Who uses this office?

Of the 833 survey respondents, 132 (15.8%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. Of those respondents:

- 78% (103 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (24 respondents) were Full-time Faculty; and
- 4% (5 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 modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 mean ratings for all three service dimensions are slightly below their 2004 mean ratings.



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.

AVP for Human Resources 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	157	3.18	1.41	190	3.09	1.44	103	2.93	1.50	132	3.12	1.47	0.19	-0.06
promptness	151	3.26	1.38	186	3.09	1.43	101	2.85	1.51	132	3.17	1.49	0.32	-0.09
service attitude	153	3.27	1.45	185	3.19	1.49	103	2.96	1.53	132	3.19	1.51	0.23	-0.08

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

HR Benefits

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.

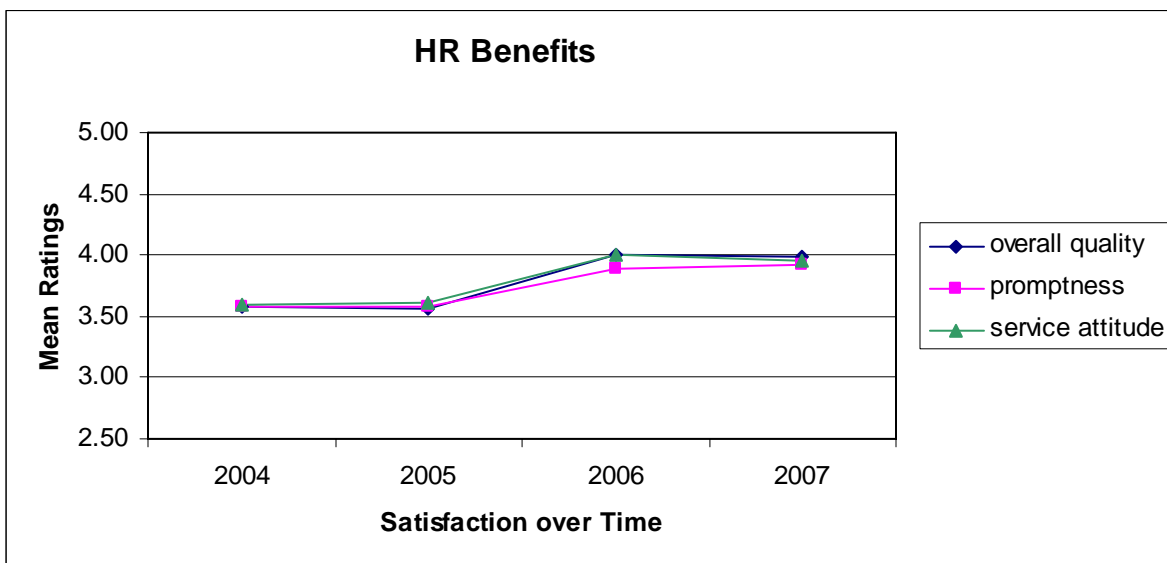
Who uses this office?

Of the 833 survey respondents, 407 (48.9%) reported having requested or received services from the HR Benefits Office in the past year. Of those respondents:

- 68% (279 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21% (84 respondents) were Full-time Faculty; and
- 11% (44 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 the mean ratings of satisfaction for overall quality, promptness and service attitude have remained at approximately the same level as in Summer 2006. All three service dimensions are slightly below the 4.0 level and remain moderately above their 2004 mean ratings.



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.

HR Benefits														
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	219	3.57	1.28	311	3.56	1.31	227	4.00	1.16	406	3.98	1.14	-0.02	0.41
promptness	213	3.58	1.29	302	3.57	1.34	226	3.89	1.23	405	3.92	1.19	0.03	0.34
service attitude	214	3.60	1.40	302	3.62	1.37	227	4.00	1.19	405	3.95	1.24	-0.05	0.35

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

HR Compensation 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.

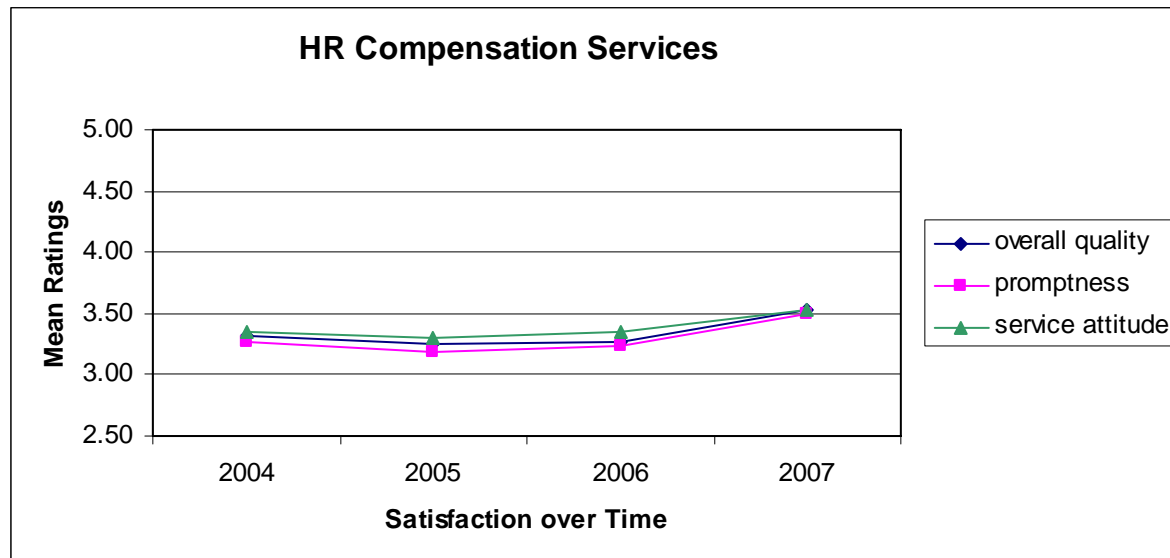
Who uses this office?

Of the 833 survey respondents, 339 (40.7%) reported having requested or received services from the HR Compensation Services Office in the past year. Of those respondents:

- 75.8% (257 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16.8% (57 respondents) were Full-time Faculty; and
- 7.4% (25 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 ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 mean ratings of satisfaction are also moderately above 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.

HR Compensation Services														
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	121	3.32	1.42	208	3.25	1.40	190	3.27	1.40	338	3.53	1.41	0.26	0.20
promptness	116	3.27	1.43	204	3.19	1.45	190	3.23	1.43	338	3.50	1.45	0.27	0.23
service attitude	115	3.35	1.43	203	3.30	1.43	190	3.34	1.40	337	3.53	1.47	0.19	0.18

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

HR Employment/Hiring Services

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

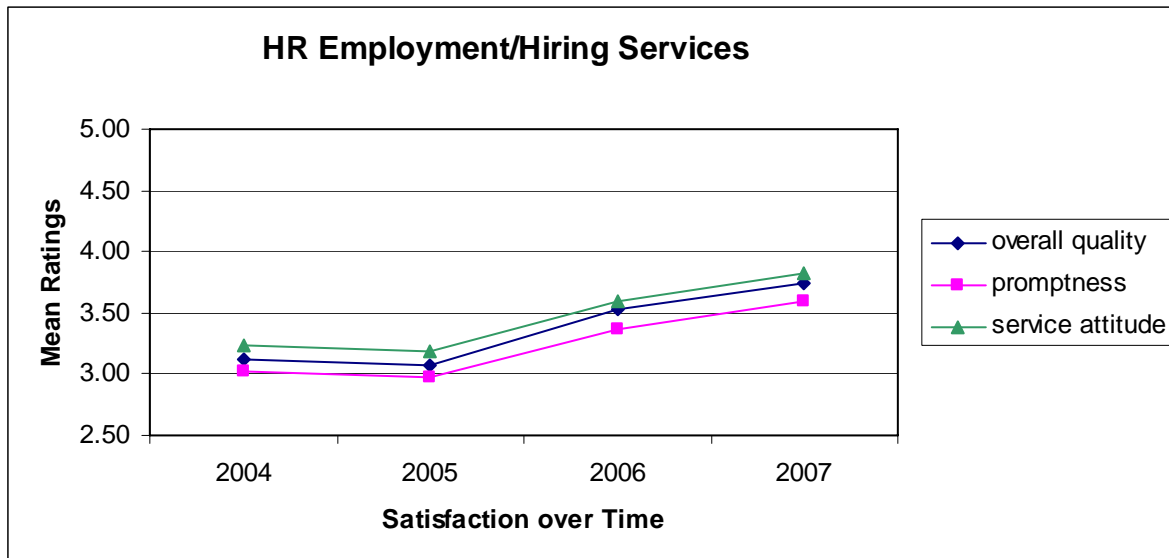
Who uses this office?

Of the 833 survey respondents, 323 (38.8%) reported having requested or received services from the Employment/Hiring Services Office in the past year. Of those respondents:

- 70% (227 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (58 respondents) were Full-time Faculty; and
- 12% (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 increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. In comparison to 2004 the increases over the past two survey periods represent a substantial increase in mean ratings of satisfaction for all three service dimensions.



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

HR Employment/Hiring Services														
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	146	3.12	1.44	239	3.07	1.31	183	3.53	1.29	323	3.75	1.30	0.22	0.63
promptness	139	3.02	1.47	234	2.98	1.39	183	3.37	1.35	322	3.59	1.38	0.22	0.57
Service attitude	140	3.23	1.43	234	3.19	1.36	183	3.60	1.27	319	3.82	1.29	0.22	0.59

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

HR Payroll Office

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.

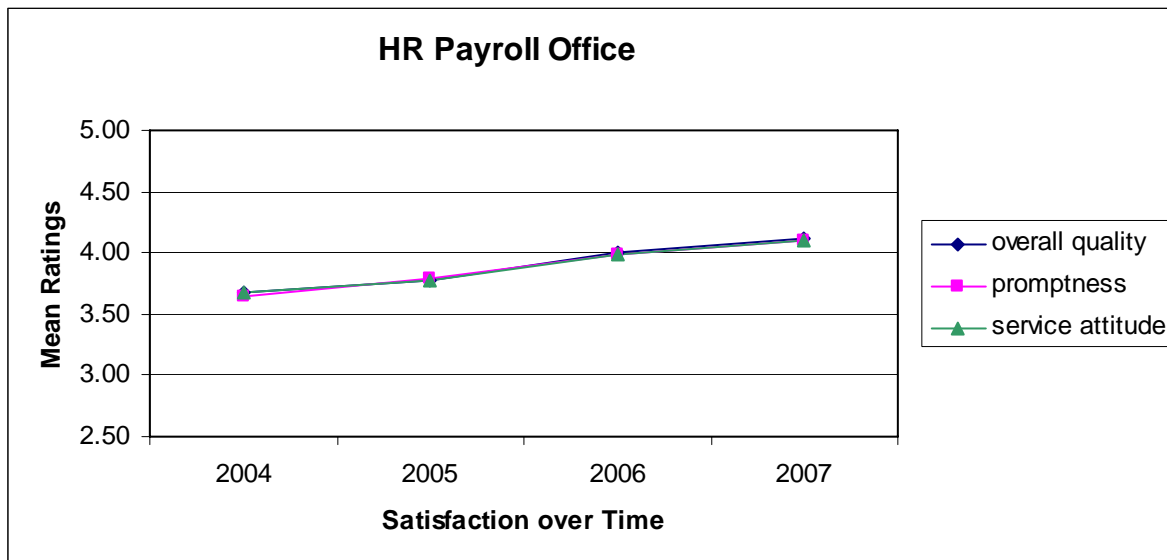
Who uses this office?

Of the 833 survey respondents, 435 (52%) reported having requested or received services from the HR Payroll Office in the past year. Of those respondents:

- 66% (289 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (76 respondents) were Full-time Faculty; and
- 16% (70 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 modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings of satisfaction for all three service dimensions have increased steadily since 2004.



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

HR Payroll Office														
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	240	3.68	1.29	300	3.77	1.26	236	4.01	1.06	433	4.12	1.10	0.12	0.45
promptness	231	3.65	1.32	293	3.79	1.26	235	3.98	1.07	433	4.11	1.14	0.12	0.46
service attitude	233	3.67	1.34	293	3.77	1.31	236	3.98	1.09	431	4.10	1.18	0.12	0.43

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

HR Records

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.

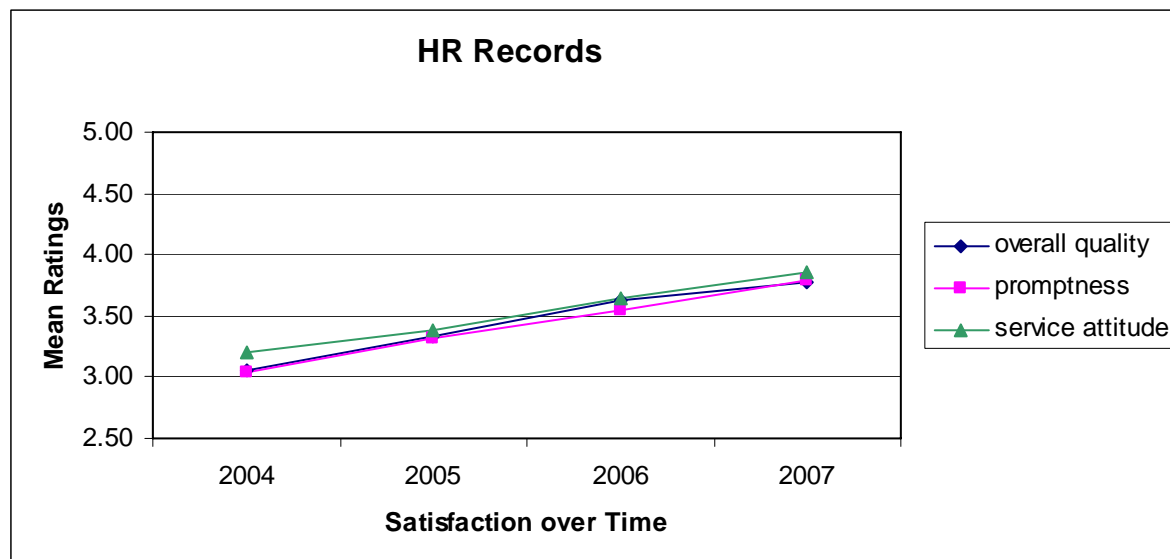
Who uses this office?

Of the 833 survey respondents, 305 (36.6%) reported having requested or received services from the Records Office in the past year. Of those respondents:

- 69% (212 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (54 respondents) were Full-time Faculty; and
- 13% (39 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 modest increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings of satisfaction for all three service dimensions have increased steadily since 2004 and are now substantially above 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.

HR Records														
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	176	3.06	1.46	239	3.33	1.43	184	3.62	1.25	303	3.78	1.36	0.16	0.72
promptness	168	3.04	1.46	234	3.32	1.43	184	3.54	1.28	304	3.79	1.35	0.25	0.76
service attitude	170	3.20	1.49	236	3.38	1.46	184	3.64	1.29	303	3.85	1.34	0.22	0.65

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

Faculty and Staff Evaluation

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.

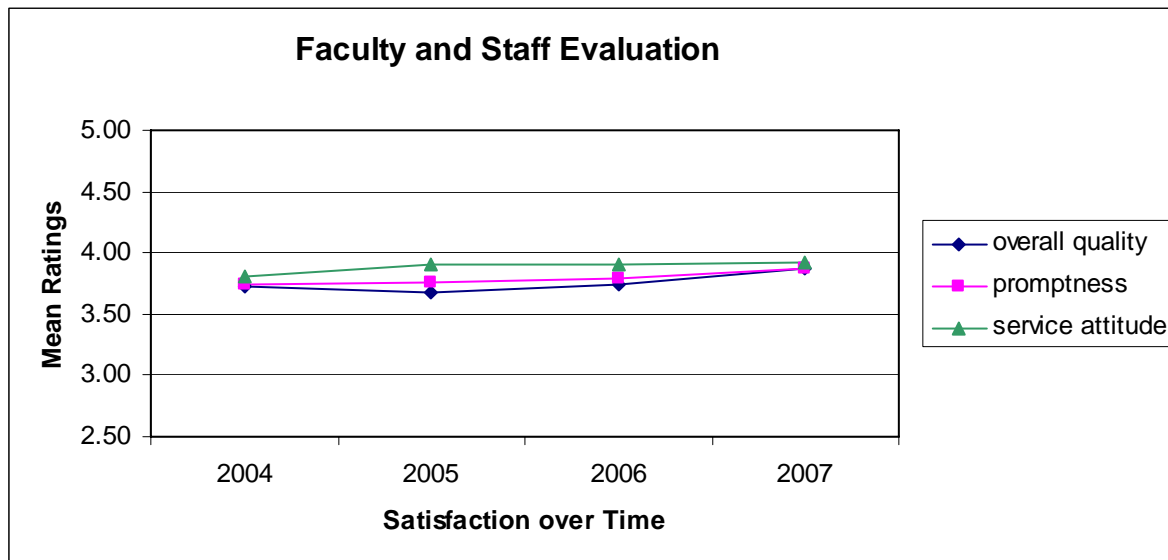
Who uses this office?

Of the 833 survey respondents, 396 (47.5%) reported having requested or received services from the Faculty and Staff Evaluation Office in the past year. Of those respondents:

- 39% (153 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 26% (103 respondents) were Full-time Faculty; and
- 35% (140 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 slight increases in the mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimensions are slightly below the 4.0 level and service attitude continue to be rated higher than the other two service dimensions



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

Faculty & Staff Evaluation														
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	191	3.72	1.21	211	3.68	1.17	232	3.74	1.12	391	3.88	1.15	0.14	0.16
promptness	182	3.74	1.23	199	3.76	1.20	231	3.80	1.10	387	3.87	1.16	0.07	0.13
service attitude	183	3.80	1.19	197	3.90	1.12	231	3.90	1.02	384	3.93	1.14	0.02	0.13

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

HR Professional 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.

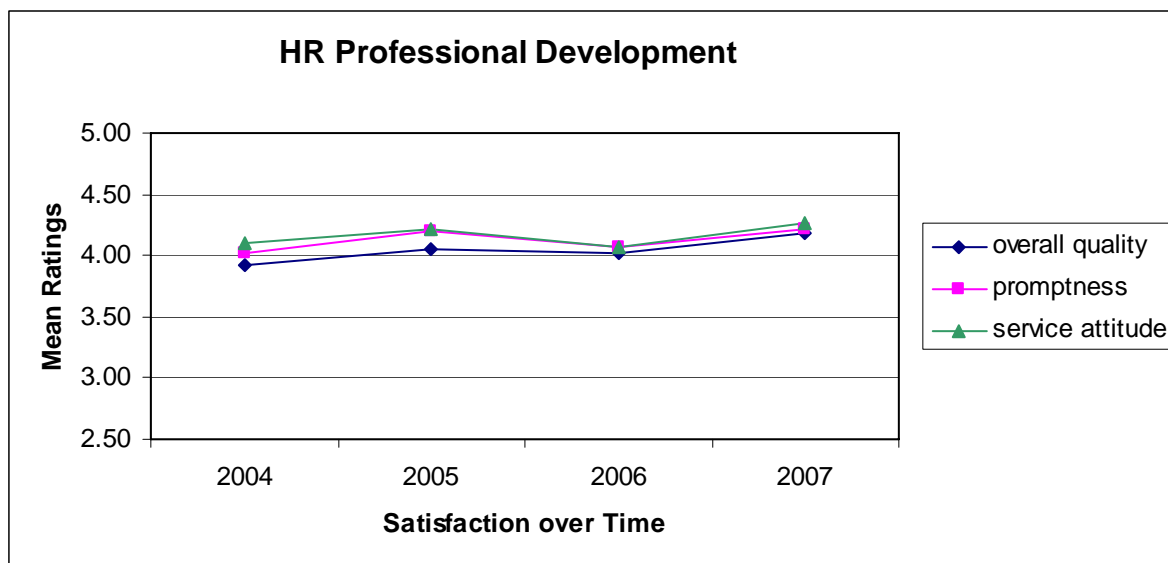
Who uses this office?

Of the 833 survey respondents, 507 (61%) reported having requested or received services from the Professional Development Office in the past year. Of those respondents:

- 60% (306 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20% (99 respondents) were Full-time Faculty; and
- 20% (102 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 ratings of satisfaction for overall quality, promptness, and service attitude since Summer 2006. Since 2004 all three service dimensions have had mean satisfaction ratings consistently above the 4.0 level (the only exception to this trend was overall quality in 2004 when it was slightly below 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.

HR Professional Development														
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	250	3.92	1.14	277	4.05	1.13	327	4.02	1.10	502	4.18	1.04	0.16	0.27
promptness	238	4.02	1.11	267	4.20	1.07	321	4.06	1.08	501	4.22	1.01	0.16	0.20
service attitude	240	4.10	1.13	269	4.21	1.08	325	4.06	1.12	501	4.26	1.01	0.20	0.16

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