

Spring 2007 Internal College Survey Office Reports

Table of Contents

Office of the AVP for Information Technology
Administrative Development
Email Systems
Help Desk (Help Center)
Institutional Records
Telecom Services

AVP for Information Technology

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.

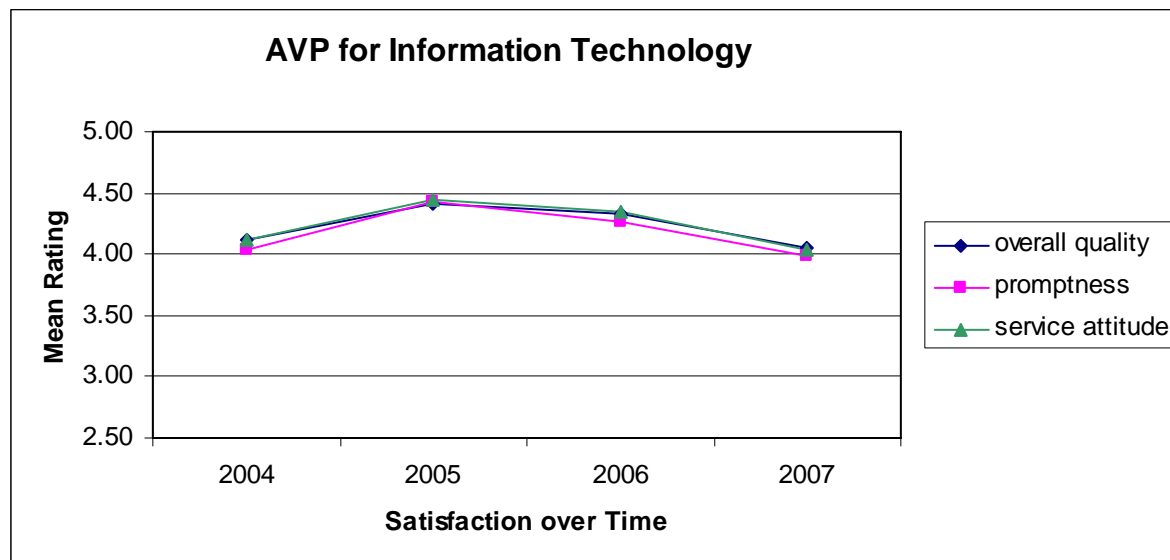
Who uses this office?

Of the 833 survey respondents, 137 (16.4%) reported having requested or received services from the Office of the AVP for Information Technology in the past year. Of those respondents:

- 83% (114 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 14% (19 respondents) were Full-time Faculty;
- 3% (4 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. In comparison to 2004 mean satisfaction levels for all three service are now slightly 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.

Office of the AVP for Information Technology														
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	86	4.12	1.13	118	4.42	0.88	94	4.33	1.01	133	4.05	1.11	-0.28	-0.07
promptness	82	4.04	1.16	119	4.43	0.91	94	4.27	1.05	133	3.98	1.17	-0.28	-0.05
service attitude	82	4.11	1.14	118	4.45	0.89	94	4.34	1.04	134	4.03	1.17	-0.31	-0.08

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

Administrative Development (formerly Application Programming)

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 481 respondents to the survey.

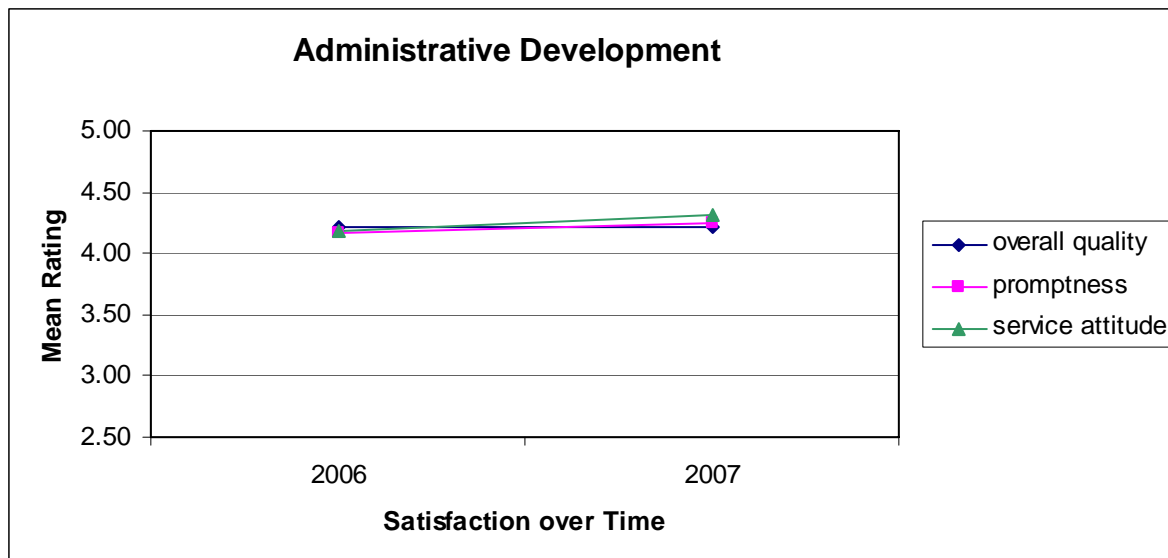
Who uses this office?

Of the 833 survey respondents, 279 (33.5%) reported having requested or received services from Administrative Development Office in the past year. Of those respondents:

- 68% (189 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (45 respondents) were Full-time Faculty;
- 16% (45 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 mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimensions are well 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.

Administrative Development							
Comparison of Survey Results							
	2006			2007			Mean Diff. 06-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
overall quality	117	4.21	0.95	276	4.22	0.98	0.01
promptness	117	4.17	0.99	274	4.24	0.95	0.07
service attitude	117	4.18	0.97	273	4.32	0.88	0.14

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

Email Systems

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.

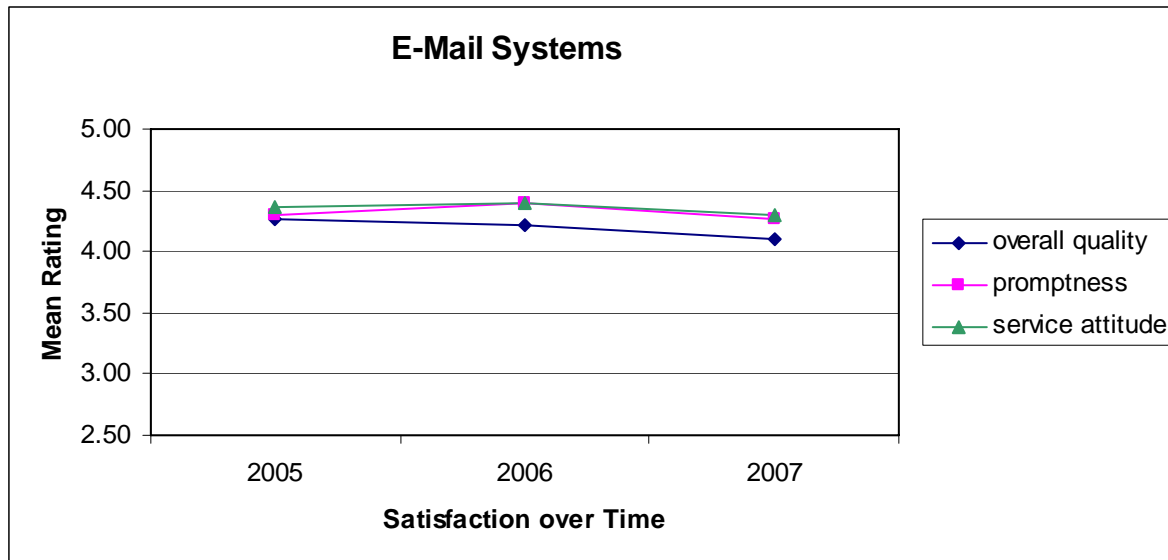
Who uses this office?

Of the 833 survey respondents, 537 (64.5%) reported having requested or received services from the Email Systems Office in the past year. Of those respondents:

- 55% (297 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (100 respondents) were Full-time Faculty;
- 26% (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 moderate decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Over the past three survey periods overall quality has been rated lower than promptness and service attitude, however, ratings for all three service dimensions 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.

Email Systems										
Comparison of Survey Results										
	2005			2006			2007			Mean Diff. 06-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	
overall quality	265	4.26	1.00	288	4.22	1.14	530	4.11	1.07	-0.11
promptness	258	4.30	0.96	285	4.39	0.95	522	4.26	0.94	-0.13
service attitude	258	4.36	0.94	285	4.39	0.92	516	4.30	0.93	-0.09

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

Help Desk (Help Center)

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.

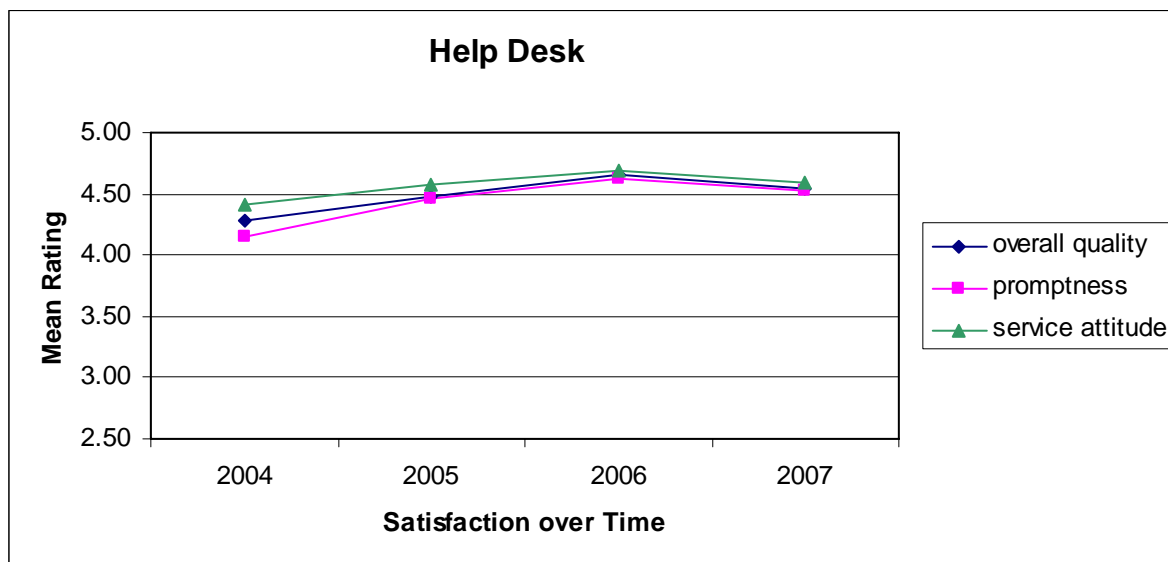
Who uses this office?

Of the 833 survey respondents, 629 (75.5%) reported having requested or received services from the Help Desk (Help Center) Office in the past year. Of those respondents:

- 61% (381 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (120 respondents) were Full-time Faculty;
- 20% (128 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Summer 2006 Internal College Survey indicate slight decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean satisfaction for all three service dimensions remains at a high level. This is the second year this department has had mean ratings above 4.5 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.

Help Desk														
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	302	4.28	1.05	456	4.47	0.91	356	4.65	0.72	629	4.55	0.80	-0.10	0.27
promptness	292	4.15	1.20	442	4.45	0.95	356	4.62	0.77	629	4.52	0.85	-0.10	0.38
service attitude	290	4.42	0.99	439	4.57	0.88	356	4.69	0.69	629	4.59	0.82	-0.10	0.17

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

Institutional Records (formerly Records Management 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.

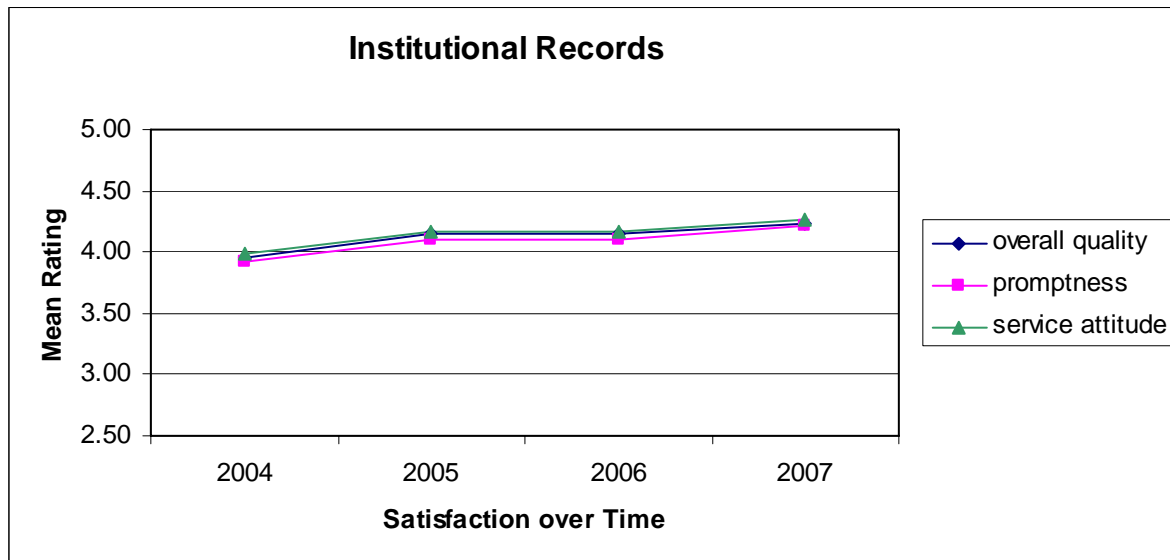
Who uses this office?

Of the 833 survey respondents, 127 (15%) reported having requested or received services from the Institutional Records Office in the past year. Of those respondents:

- 82% (104 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (17 respondents) were Full-time Faculty;
- 5% (6 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 mean satisfaction for overall quality, promptness and service attitude from Summer 2006. This is the third year that mean ratings of satisfaction with all three service dimensions have been 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.

Institutional 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	98	3.96	1.23	141	4.15	1.06	83	4.16	1.19	126	4.23	1.06	0.07	0.27
promptness	94	3.93	1.25	143	4.10	1.10	83	4.10	1.26	126	4.22	1.06	0.13	0.30
service attitude	95	3.98	1.32	144	4.17	1.10	82	4.17	1.24	126	4.26	1.10	0.09	0.28

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

Telecom 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.

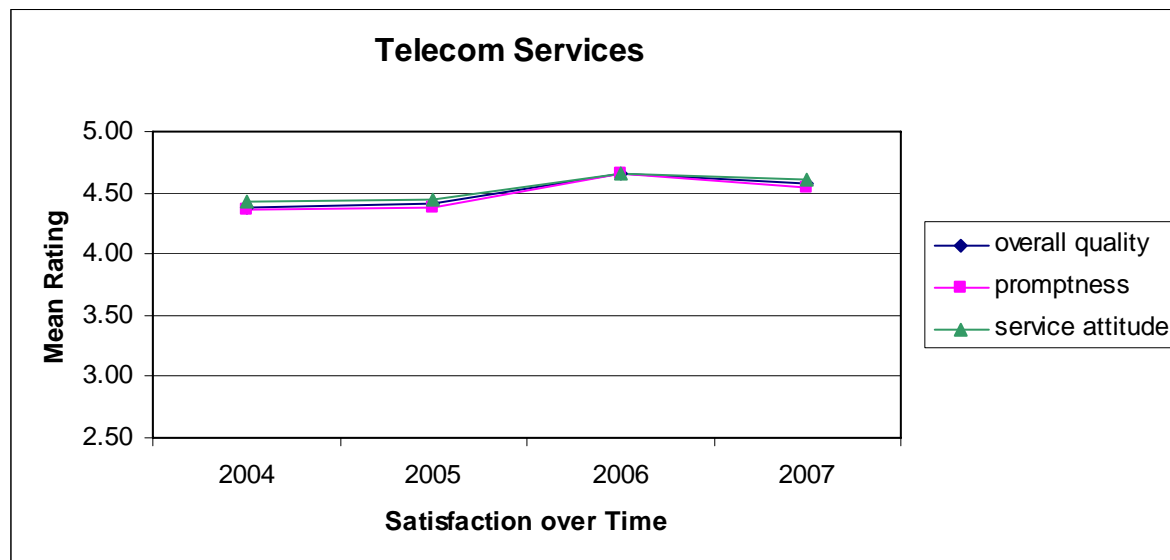
Who uses this office?

Of the 833 survey respondents, 226 (27.1%) reported having requested or received services from the Telecom Services Office in the past year. Of those respondents:

- 77.4% (175 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17.3% (39 respondents) were Full-time Faculty;
- 5.3% (12 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 decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. This is the second year all three service dimensions have been above the 4.5 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.

Telecom 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	163	4.39	0.96	268	4.41	0.89	218	4.65	0.72	225	4.58	0.73	-0.07	0.19
promptness	155	4.37	1.00	265	4.38	0.93	217	4.66	0.70	225	4.54	0.77	-0.12	0.17
service attitude	155	4.43	1.01	265	4.45	0.89	216	4.65	0.72	225	4.60	0.71	-0.05	0.18

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