

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.

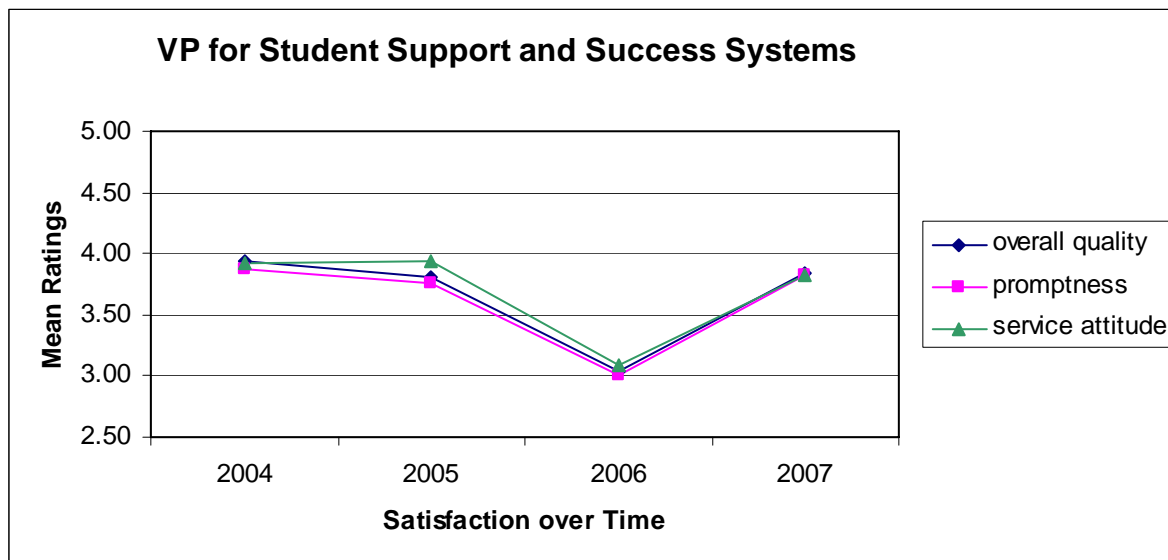
Who uses this office?

Of the 833 survey respondents, 100 (12%) reported having requested or received services from the Office of the VP for Student Support and Success Systems in the past year. Of those respondents:

- 75% (75 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23% (23 respondents) were Full-time Faculty; and
- 2% (2 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 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 are now slightly 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.

Office of the VP for Student Support and Success Systems														
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	102	3.93	1.13	124	3.81	1.28	96	3.04	1.76	99	3.84	1.47	0.80	-0.09
promptness	99	3.88	1.18	124	3.77	1.29	96	3.01	1.79	99	3.82	1.46	0.81	-0.06
service attitude	99	3.93	1.23	124	3.94	1.28	96	3.08	1.79	99	3.82	1.49	0.73	-0.11

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

Duplication Services (HBC)

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.

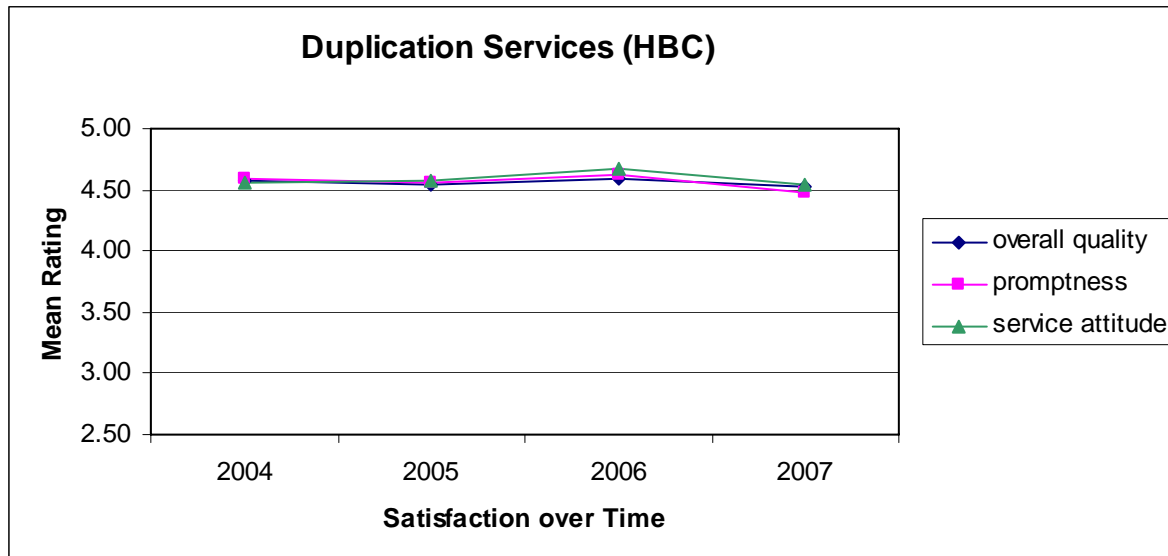
Who uses this office?

Of the 833 survey respondents, 321 (38.5%) reported having requested or received services from Duplication Services in the past year. Of those respondents:

- 61% (195 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (61 respondents) were Full-time Faculty; and
- 20% (65 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. Mean ratings of satisfaction with all three service dimensions have remained relatively stable and at a high level over the past several surveys.



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.

Duplication Services (HBC)														
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	127	4.58	0.84	209	4.55	0.80	202	4.60	0.69	317	4.52	0.79	-0.08	-0.07
promptness	124	4.60	0.77	203	4.56	0.81	202	4.62	0.73	315	4.48	0.89	-0.14	-0.12
service attitude	127	4.56	0.85	203	4.58	0.79	201	4.67	0.68	316	4.55	0.79	-0.12	-0.01

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

Interpreter 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.

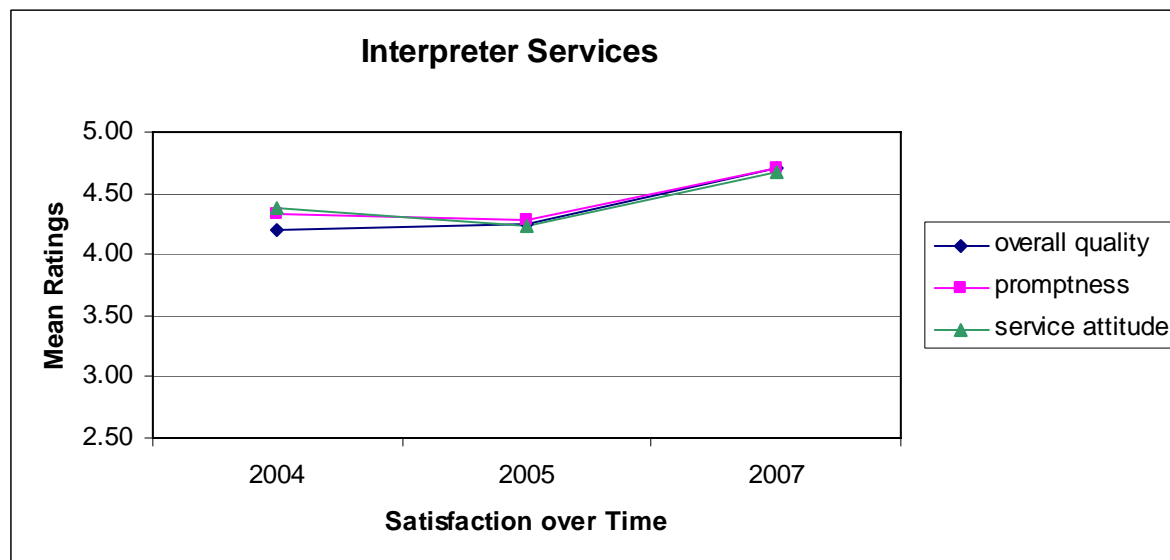
Who uses this office?

Of the 833 survey respondents, 93 (11.2%) reported having requested or received services from the Office of the VP for Student Support and Success Systems in the past year. Of those respondents:

- 48.4% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 31.2% (29 respondents) were Full-time Faculty; and
- 20.4% (19 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 increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005 (this office was not assessed in the Summer 2006 ICS). Mean ratings for all three service dimensions are now at a very high level of satisfaction.



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.

Interpreter Services														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 05-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	73	4.21	1.18	82	4.26	1.12	n/a	n/a	n/a	93	4.70	0.48	0.44	0.49
promptness	67	4.33	1.04	80	4.29	1.08	n/a	n/a	n/a	93	4.70	0.53	0.41	0.37
service attitude	68	4.38	0.98	80	4.24	1.16	n/a	n/a	n/a	93	4.67	0.54	0.43	0.28

Note: Interpreter Services was not included in the Summer 2006 ICS.

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

Texas Success Initiative (TSI)

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

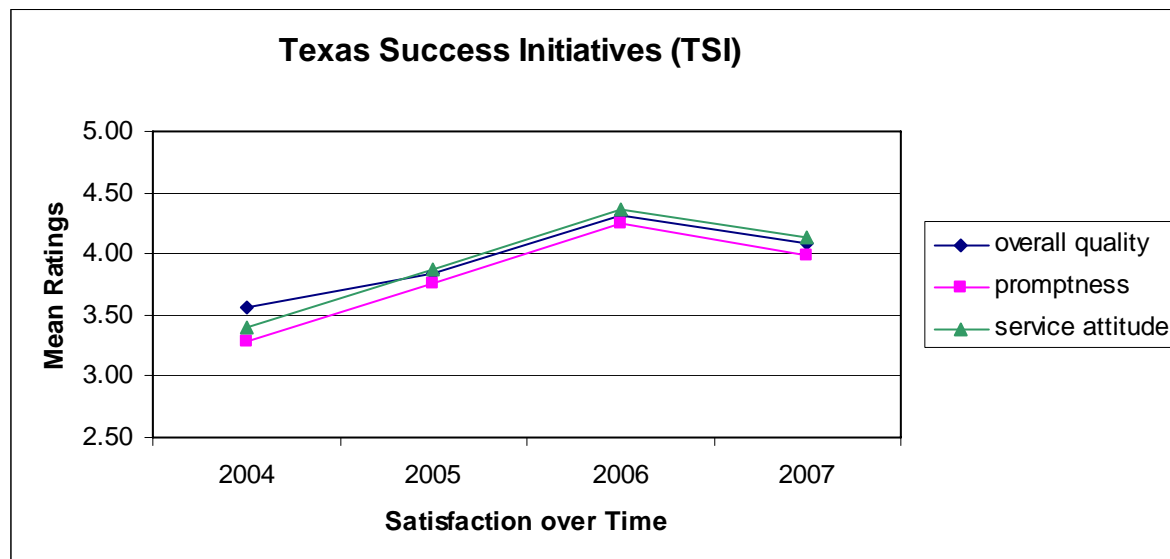
Who uses this office?

Of the 833 survey respondents, 105 (12.6%) reported having requested or received services from the Texas Success Initiative Office in the past year. Of those respondents:

- 68.6% (72 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 24.7% (26 respondents) were Full-time Faculty; and
- 6.7% (7 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate moderate decreases 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 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.

Texas Success Initiative (TSI)														
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	52	3.56	1.26	74	3.84	1.21	86	4.31	1.05	105	4.09	1.11	-0.23	0.53
promptness	52	3.29	1.51	72	3.76	1.26	86	4.24	1.11	105	3.99	1.21	-0.25	0.70
Service attitude	53	3.40	1.43	72	3.88	1.27	86	4.36	0.98	105	4.13	1.16	-0.23	0.74

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

AVP for Student Support

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, 99 (11.9%) reported having requested or received services from AVP for Student Support Office in the past year. Of those respondents:

- 78% (77 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (18 respondents) were Full-time Faculty; and
- 4% (4 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

The AVP for Student Support office was not assessed on the ICS in the previous survey periods.

Community Outreach

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

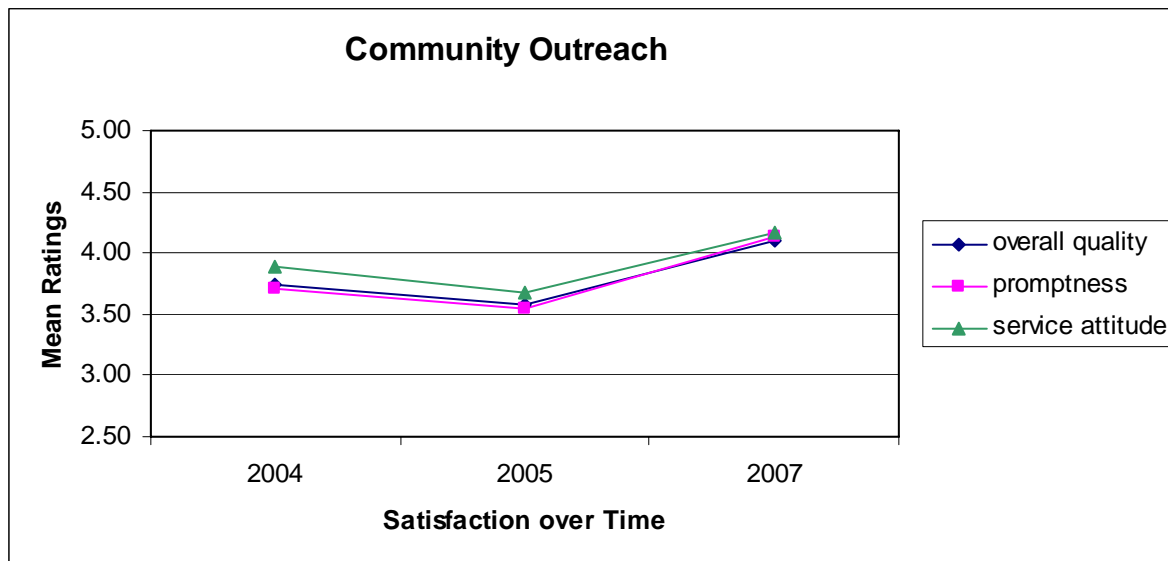
Who uses this office?

Of the 833 survey respondents, 52 (6.2%) reported having requested or received services from Community Outreach Office in the past year. Of those respondents:

- 86.5% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees); and
- 13.5% (7 respondents) were Full-time Faculty.

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate substantial increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005 (this office was not assessed in the Summer 2006 ICS). In comparison to 2004 mean satisfaction levels declined somewhat between 2004 and 2005 but have now risen to be 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.

Community Outreach														
Comparison of Survey Results														
	2004			2005			2006			2007			Mean Diff. 05-07	Mean Diff. 04-07
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	28	3.75	1.17	55	3.58	1.13	n/a	n/a	n/a	52	4.10	0.91	0.51	0.35
promptness	28	3.71	1.21	53	3.55	1.17	n/a	n/a	n/a	52	4.13	0.93	0.59	0.42
service attitude	27	3.89	1.15	53	3.68	1.14	n/a	n/a	n/a	52	4.17	0.92	0.49	0.28

Note: Community Outreach was not included in the Summer 2006 ICS.

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

Student Recruitment

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

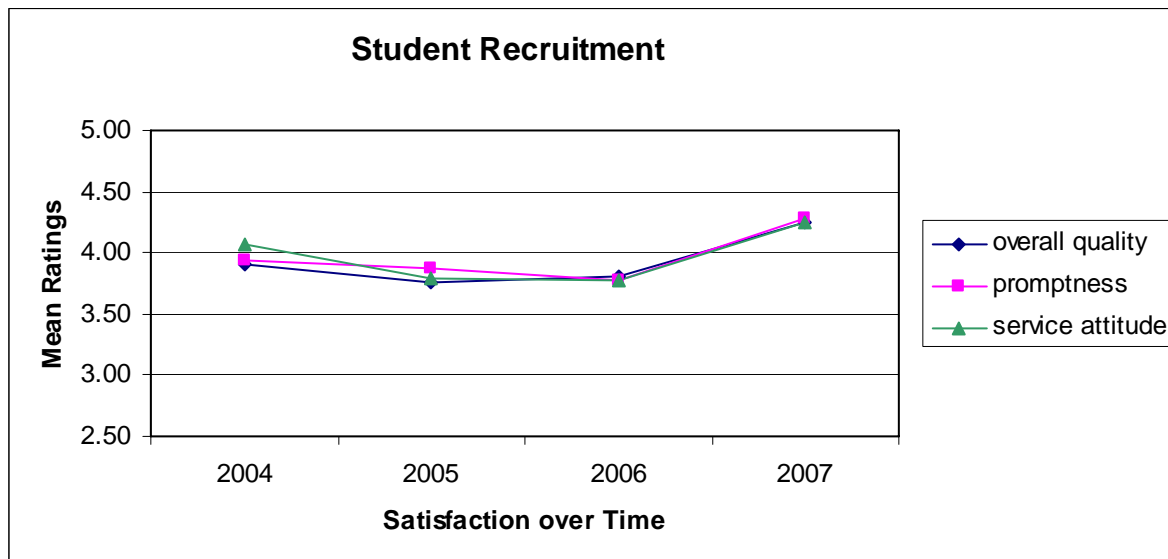
Who uses this office?

Of the 833 survey respondents, 106 (12.7%) reported having requested or received services from Student Recruitment Office in the past year. Of those respondents:

- 86% (91 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (11 respondents) were Full-time Faculty; and
- 4% (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 substantial increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimension are now 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.

Student Recruitment														
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	50	3.90	1.18	78	3.76	1.27	66	3.80	1.33	106	4.25	1.06	0.44	0.35
promptness	49	3.94	1.18	75	3.87	1.21	65	3.77	1.36	106	4.27	1.03	0.50	0.33
service attitude	49	4.06	1.21	74	3.80	1.31	66	3.77	1.35	106	4.25	1.05	0.47	0.18

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