

Spring 2007 Internal College Survey Office Reports

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VP for Workforce Education and Business 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.

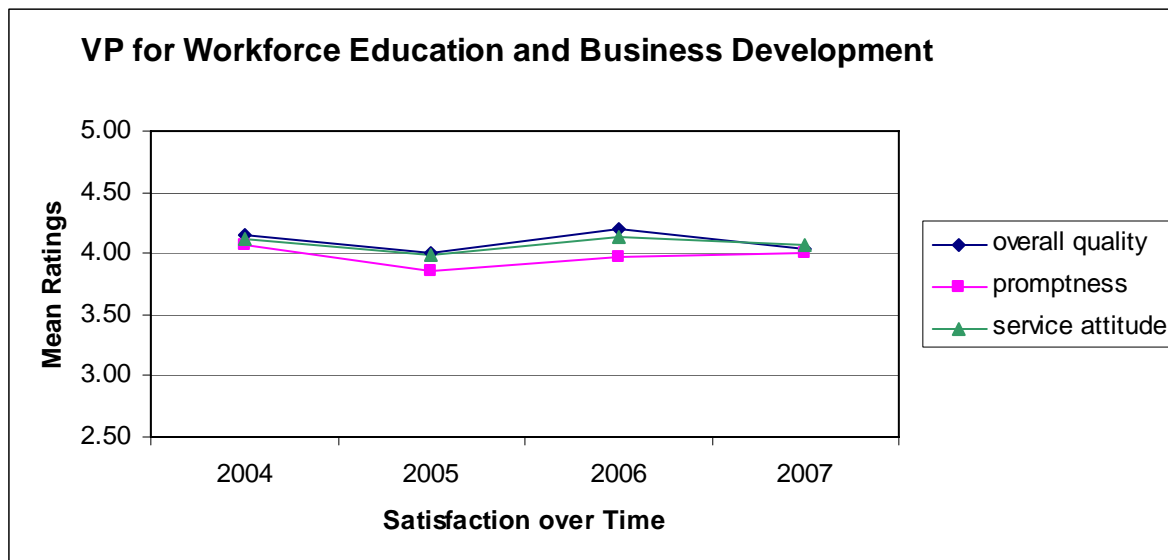
Who uses this office?

Of the 833 survey respondents, 83 (10%) reported having requested or received services from the Office of the VP for Workforce Education and Business Development in the past year. Of those respondents:

- 74.7% (62 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 21.7% (18 respondents) were Full-time Faculty;
- 3.6% (3 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 and service attitude, and a slight increase in promptness from Summer 2006. Mean satisfaction with these three service dimensions have been fluctuating around the 4.0 level 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.

VP for Workforce Education and Business 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	77	4.14	1.02	115	4.00	1.18	59	4.20	1.06	81	4.04	1.39	-0.17	-0.11
promptness	75	4.07	1.13	114	3.85	1.32	59	3.97	1.19	81	4.00	1.36	0.03	-0.07
service attitude	76	4.12	1.11	113	3.99	1.24	59	4.14	1.12	81	4.07	1.39	-0.06	-0.04

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

Dean, Applied Technologies, Multimedia, and Public Service

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.

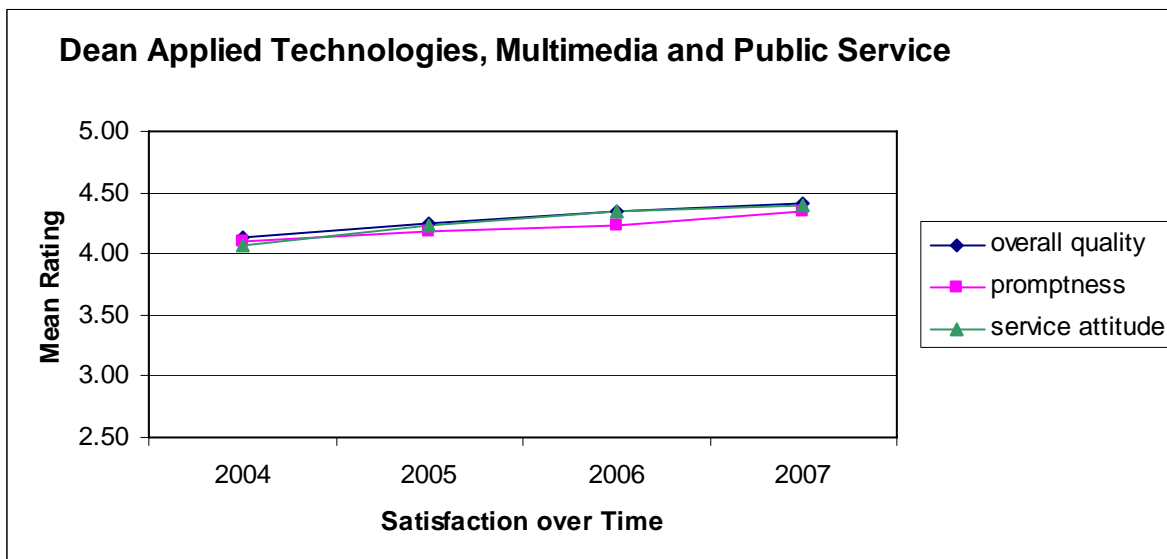
Who uses this office?

Of the 833 survey respondents, 102 (12%) reported having requested or received services from the Office of the Dean of Applied Technologies, Multimedia, and Public Service in the past year. Of those respondents:

- 71.6% (73 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 23.5% (24 respondents) were Full-time Faculty;
- 4.9% (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 slight increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean satisfaction with these service dimensions have remained consistently at a high level since Spring 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.

Dean, Applied Technologies, Multimedia, and Public Service														
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	84	4.13	0.99	107	4.24	0.95	64	4.34	0.98	101	4.41	0.86	0.06	0.27
promptness	82	4.10	1.06	103	4.18	1.10	64	4.23	1.05	100	4.35	0.93	0.12	0.25
service attitude	81	4.07	1.12	102	4.23	1.10	64	4.34	1.04	101	4.40	0.92	0.05	0.32

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

Dean, Business Studies

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.

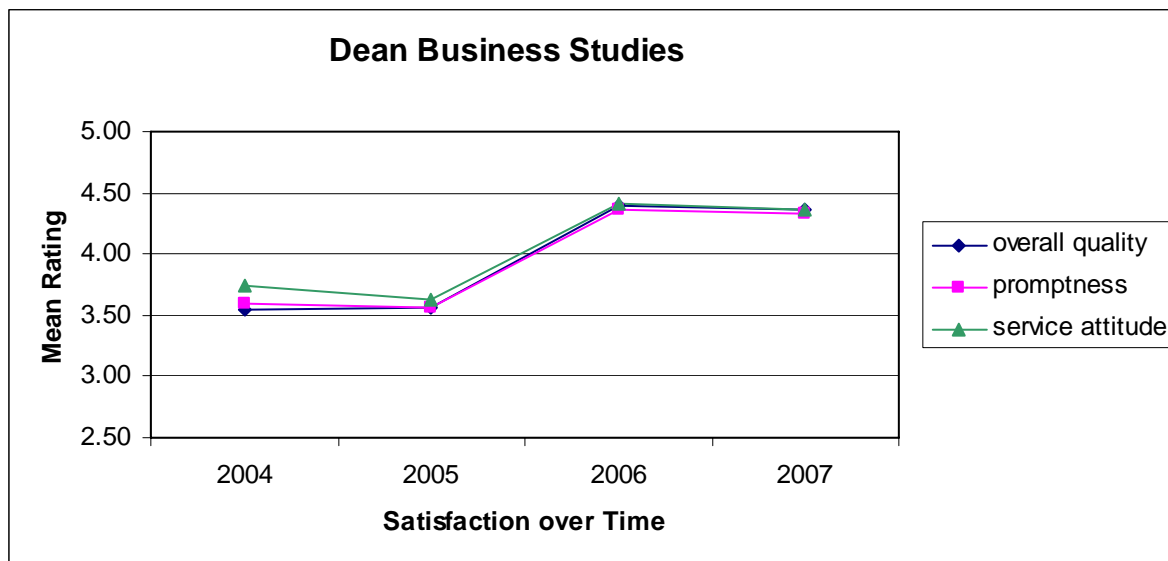
Who uses this office?

Of the 833 survey respondents, 99 (11.9%) reported having requested or received services from the Office of the Dean of Business Studies in the past year. Of those respondents:

- 69.7% (69 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19.2% (19 respondents) were Full-time Faculty;
- 11.1% (11 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 very slight decreases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006. The substantial increases in mean ratings of satisfaction for all three service dimensions that were achieved between 2005 and 2006, therefore, have been maintained and remain at a high 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.

Dean, Business Studies 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	80	3.55	1.31	115	3.56	1.39	58	4.40	0.86	98	4.37	1.02	-0.03	0.82
promptness	78	3.60	1.29	114	3.56	1.44	58	4.36	1.00	97	4.33	1.10	-0.03	0.73
service attitude	78	3.74	1.30	111	3.62	1.42	58	4.41	0.86	98	4.36	1.06	-0.06	0.61

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

Dean, Computer Studies and Advanced 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.

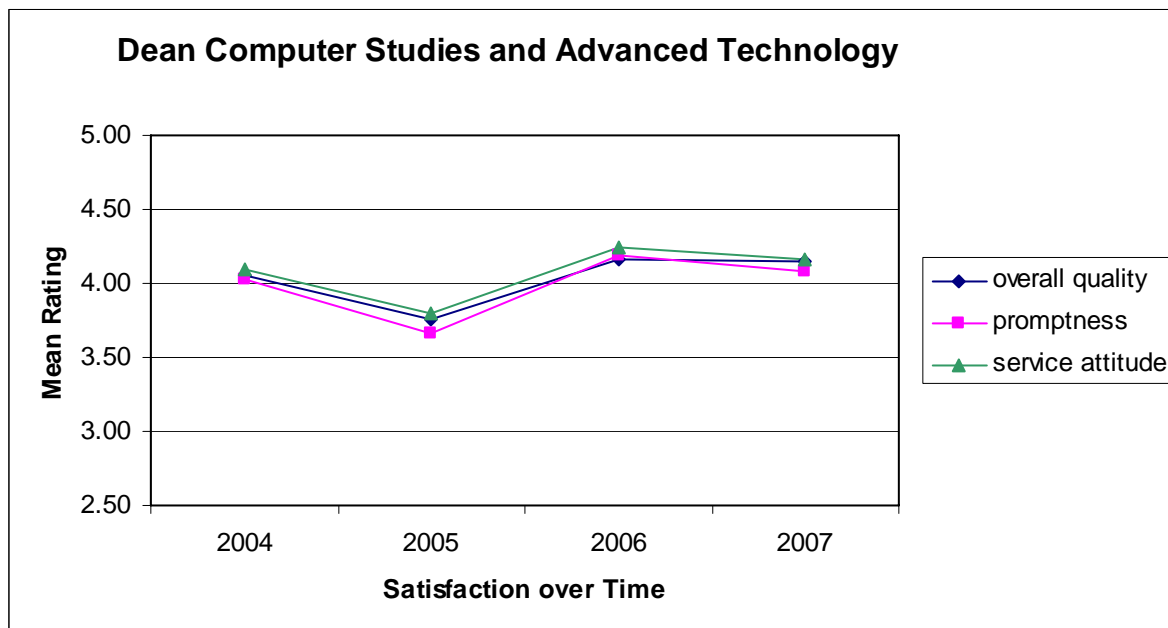
Who uses this office?

Of the 833 survey respondents, 101 (12.1%) reported having requested or received services from the Office of the Dean of Computer Studies and Advanced Technology in the past year. Of those respondents:

- 71.3% (72 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16.8% (17 respondents) were Full-time Faculty;
- 11.9% (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. Mean satisfaction with these service dimensions has been slightly above the 4.0 level for the past several survey periods the only recent exception to that trend being 2005 when satisfaction 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.

Dean, Computer Studies and Advanced 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	71	4.06	1.07	100	3.76	1.18	60	4.17	1.15	101	4.15	1.14	-0.02	0.09
promptness	69	4.03	1.16	99	3.66	1.28	60	4.18	1.17	98	4.08	1.18	-0.10	0.05
service attitude	68	4.09	1.12	100	3.80	1.22	60	4.25	1.10	101	4.16	1.13	-0.09	0.07

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

Executive Dean, Health Sciences

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.

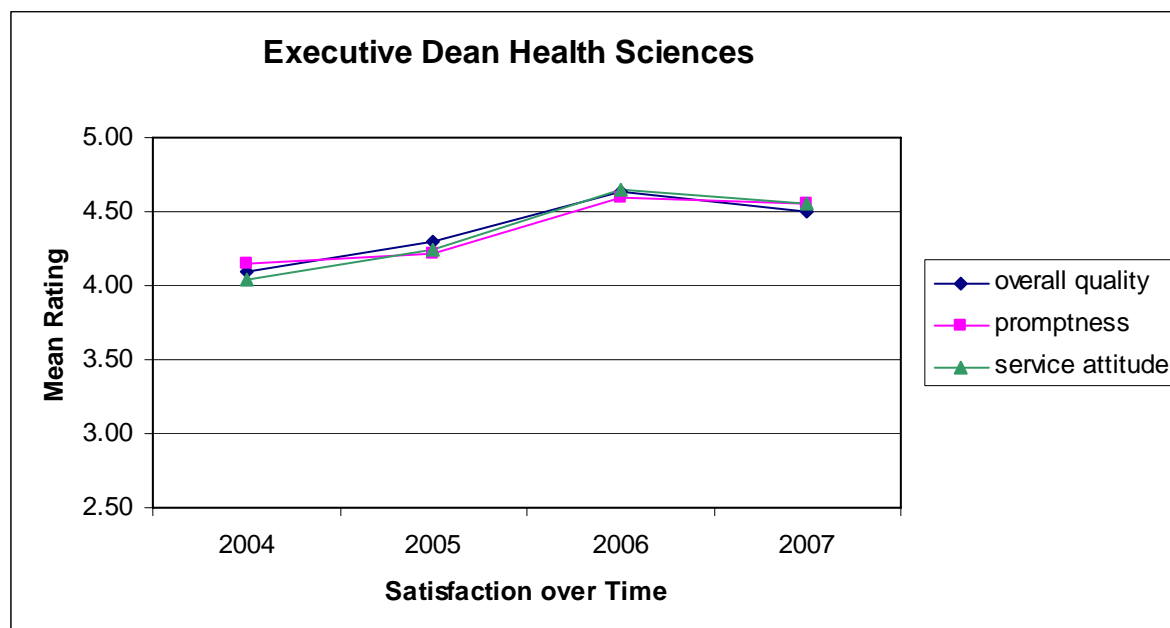
Who uses this office?

Of the 833 survey respondents, 67 (14%) reported having requested or received services from the Office of the Executive Dean of Health Sciences in the past year. Of those respondents:

- 66% (85 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 29% (37 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 Summer 2006 Internal College Survey indicate slight decreases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimensions however continue to remain at a high 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.

Executive Dean, Health Sciences 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	95	4.09	1.10	126	4.30	0.96	66	4.64	0.78	128	4.50	0.75	-0.14	0.41
Promptness	93	4.15	1.10	125	4.22	1.04	66	4.59	0.72	126	4.56	0.73	-0.04	0.41
service attitude	94	4.04	1.24	125	4.25	1.04	66	4.65	0.75	128	4.55	0.74	-0.10	0.51

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

Adult Education

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.

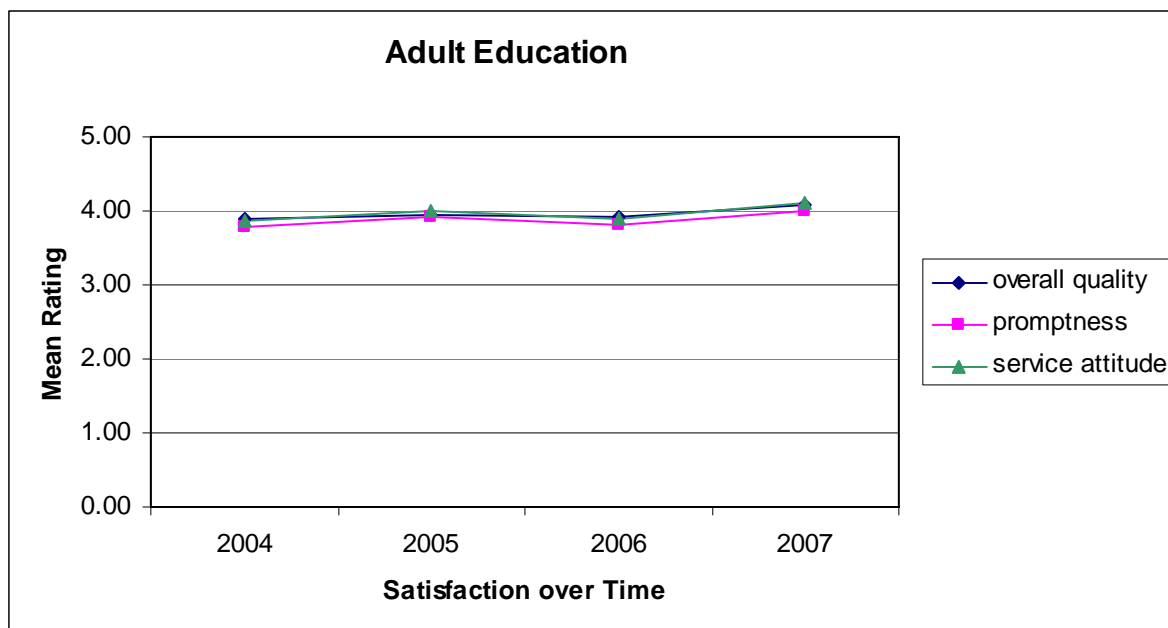
Who uses this office?

Of the 833 survey respondents, 116 (14%) reported having requested or received services from Adult Education in the past year. Of those respondents:

- 86% (100 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (11 respondents) were Full-time Faculty;
- 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 slight increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Since 2004 mean satisfaction for all three service dimensions have fluctuated somewhat but are now at or 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.

Adult Education														
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	58	3.90	1.22	93	3.96	1.11	72	3.92	1.21	115	4.08	1.09	0.16	0.18
promptness	55	3.78	1.29	91	3.91	1.17	72	3.82	1.25	114	4.00	1.12	0.18	0.22
service attitude	56	3.86	1.35	90	4.00	1.19	72	3.90	1.29	115	4.10	1.10	0.19	0.24

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

International Programs

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.

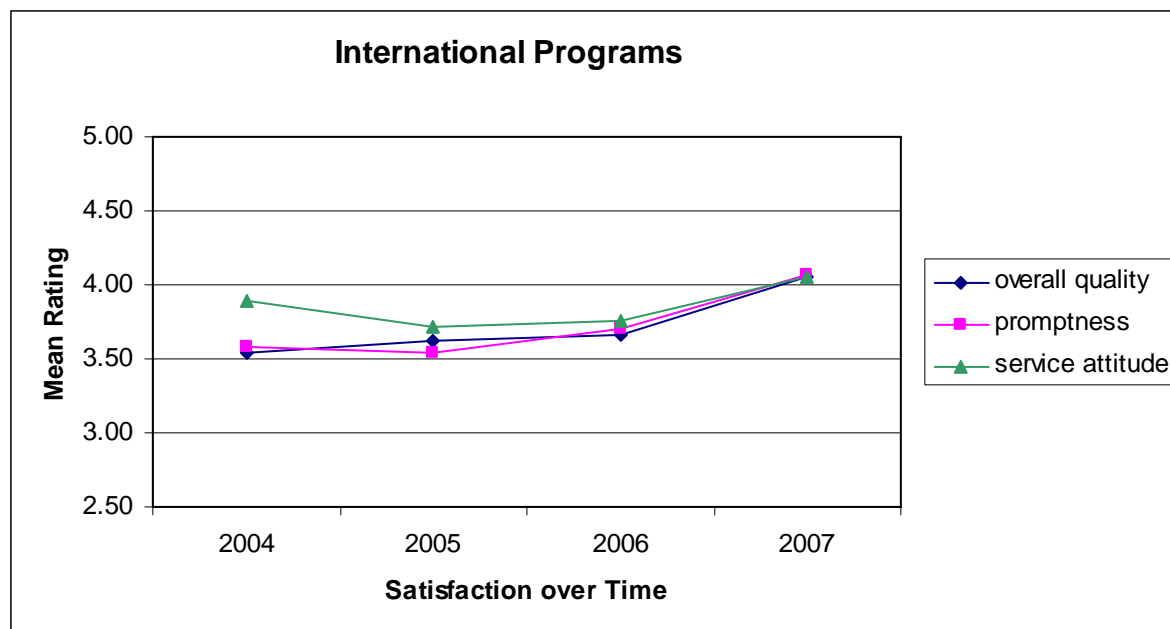
Who uses this office?

Of the 833 survey respondents, 85 (10%) reported having requested or received services from the Office of International Programs in the past year. Of those respondents:

- 75.3% (64 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15.3% (13 respondents) were Full-time Faculty;
- 9.4% (8 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 moderate increases in mean satisfaction for overall quality, promptness and service attitude from Summer 2006; all three service dimensions are now slightly above the 4.0 level. In previous survey periods overall quality and promptness were rated slightly below service attitude but they are rated at or slightly above this dimension.



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.

International Programs 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	54	3.54	1.31	81	3.62	1.30	41	3.66	1.33	83	4.05	1.14	0.39	0.51
promptness	52	3.58	1.26	79	3.54	1.30	40	3.70	1.38	83	4.07	1.16	0.37	0.50
service attitude	53	3.89	1.30	82	3.72	1.32	42	3.76	1.38	83	4.05	1.18	0.29	0.16

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

Executive Dean, Continuing Education

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.

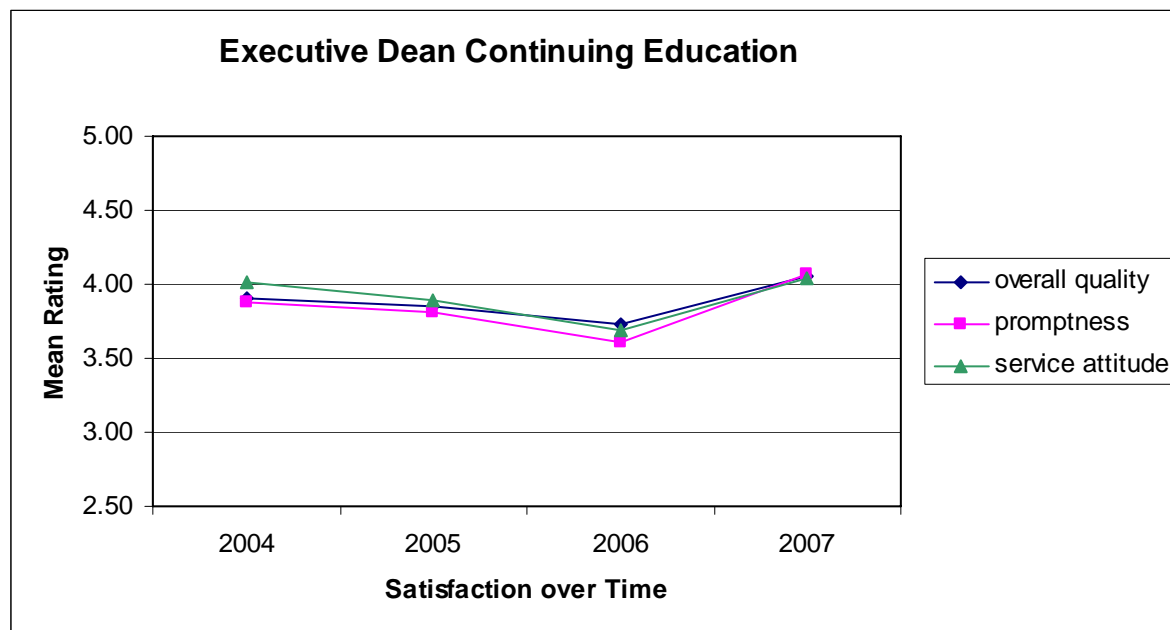
Who uses this office?

Of the 833 survey respondents, 127 (15%) reported having requested or received services from the Office of the Executive Dean of Continuing Education in the past year. Of those respondents:

- 78% (99 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 13% (17 respondents) were Full-time Faculty;
- 9% (11 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. Mean ratings for all three service dimensions are now slightly above the 4.0 level. These increases signal a shift from a series of slight declines in mean satisfaction ratings over the past couple of 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.

Executive Dean, Continuing Education														
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	73	3.90	1.31	117	3.85	1.24	71	3.73	1.30	126	4.05	1.03	0.32	0.14
Promptness	72	3.88	1.24	115	3.82	1.29	72	3.61	1.38	126	4.07	1.07	0.46	0.20
service attitude	73	4.01	1.24	115	3.89	1.24	72	3.69	1.42	127	4.04	1.09	0.34	0.03

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

Alternative Teacher Certification

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, 43 (5.2%) reported having requested or received services from the office of Alternative Teacher Certification in the past year. Of those respondents:

- 74.4% (32 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 20.9% (9 respondents) were Full-time Faculty;
- 4.7% (2 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Alternative Teacher Certification is a new office and was not assessed on the ICS in the previous survey periods.

Business and Industry Institute

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, 28 (3.4%) reported having requested or received services from the Business and Industry Institute in the past year. Of those respondents:

- 89.3% (25 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 7.1% (2 respondents) were Full-time Faculty;
- 3.6% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

Business and Industry Institute is a new office and was not assessed on the ICS in the previous survey periods.

Business Assessment 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.

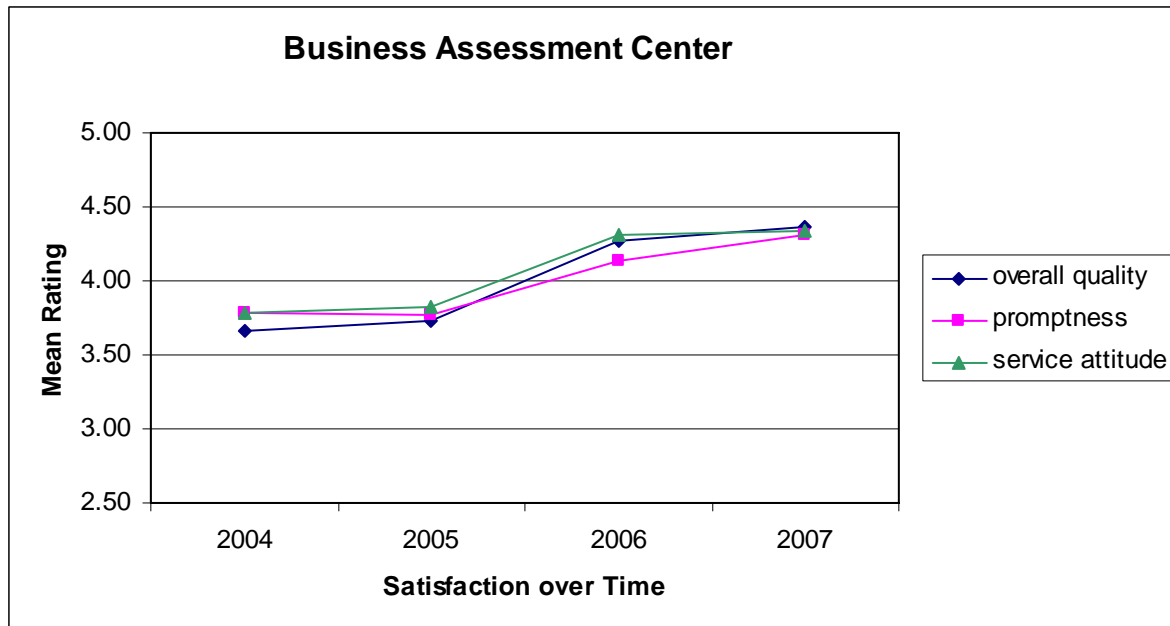
Who uses this office?

Of the 833 survey respondents, 36 (4.3%) reported having requested or received services from the Business Assessment Center in the past year. Of those respondents:

- 88.9% (32 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 5.6% (2 respondents) were Full-time Faculty;
- 5.6% (2 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 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 years considered together represent substantial increases in mean 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.

Business Assessment Center														
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	18	3.67	1.24	45	3.73	1.29	29	4.28	0.88	36	4.36	0.76	0.09	0.69
promptness	18	3.78	1.22	44	3.77	1.27	29	4.14	0.88	36	4.31	0.82	0.17	0.53
service attitude	18	3.78	1.22	44	3.82	1.26	29	4.31	0.89	36	4.33	0.76	0.02	0.56

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

Community Programs

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.

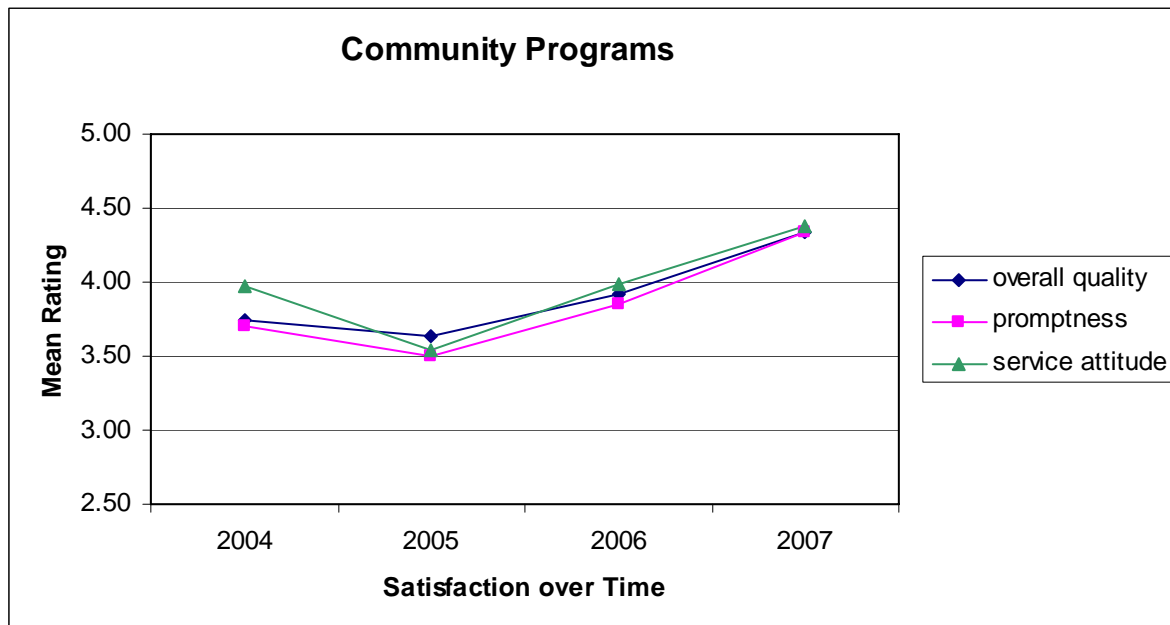
Who uses this office?

Of the 833 survey respondents, 53 (6.4%) reported having requested or received services from Community Programs in the past year. Of those respondents:

- 86.8% (46 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 1.9% (1 respondents) were Full-time Faculty;
- 11.3% (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 moderate increases from Spring 2005 in mean ratings of satisfaction for overall quality, promptness and service attitude. In comparison to 2004 the increases over the past two years, considered together, represent substantial increases in mean satisfaction especially for overall quality and promptness.



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 Programs														
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	35	3.74	1.20	69	3.64	1.24	59	3.92	1.18	51	4.33	0.82	0.42	0.59
promptness	34	3.71	1.27	66	3.50	1.30	59	3.85	1.22	51	4.33	0.86	0.49	0.63
service attitude	34	3.97	1.19	67	3.54	1.34	59	3.98	1.24	51	4.37	0.80	0.39	0.40

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

Continuing Education

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 2005; therefore, all analysis is based on that structure. There were 481 respondents to the survey.

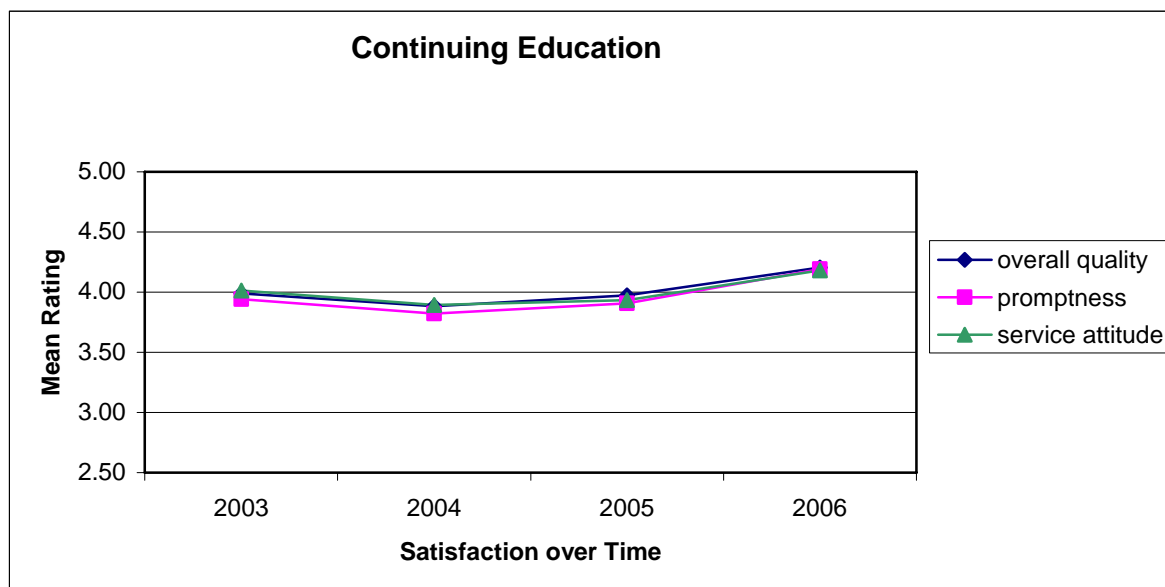
Who uses this office?

Of the 481 survey respondents, 84 (17.5%) reported having requested or received services from Continuing Education in the past year. Of those respondents:

- 83% (70 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10% (8 respondents) were Full-time Faculty;
- 7% (6 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 moderate increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Spring 2005. Mean ratings after decreasing slightly from 2003 to 2004 have now climbed up to be above their 2003 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.

Continuing Education Comparison of Survey Results														
	2003			2004			2005			2006			Mean Diff. 05- 06	Mean Diff. 03- 06
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	85	3.99	1.21	120	3.88	1.11	153	3.97	1.16	83	4.20	1.03	0.23	0.22
promptness	84	3.94	1.25	113	3.82	1.15	150	3.91	1.23	83	4.19	1.06	0.29	0.25
service attitude	82	4.01	1.22	113	3.89	1.14	149	3.93	1.22	83	4.18	1.12	0.25	0.17

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

Continuing Education Business Operations

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.

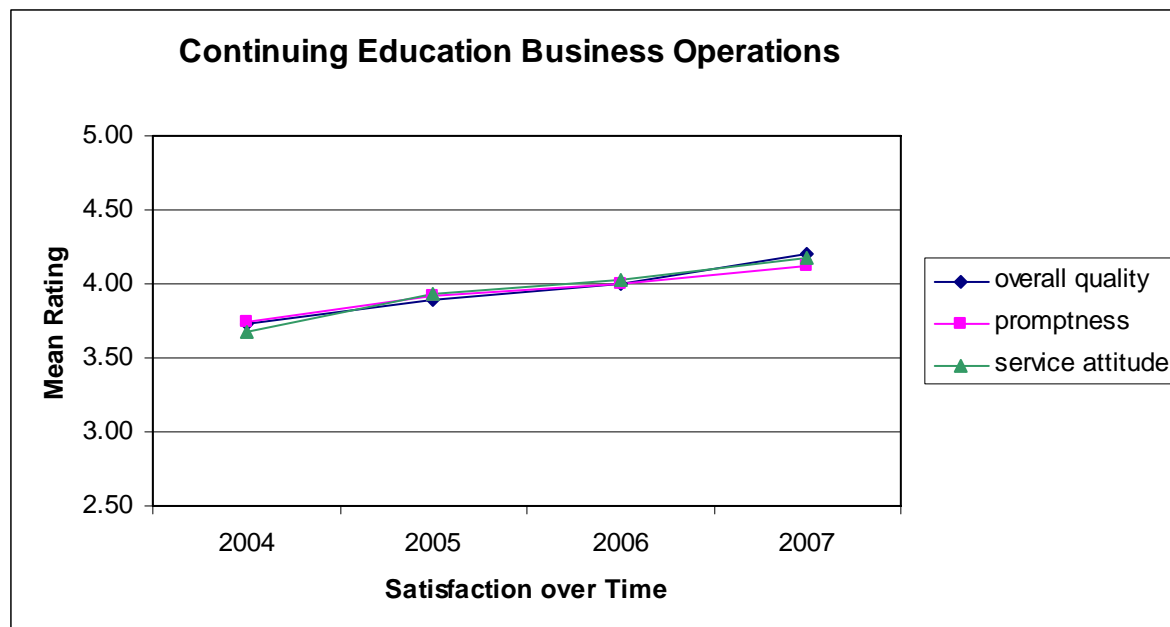
Who uses this office?

Of the 833 survey respondents, 78 (9.4%) reported having requested or received services from the Continuing Education Business Operations in the past year. Of those respondents:

- 76% (59 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (5 respondents) were Full-time Faculty;
- 18% (14 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 increase in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. All three service dimensions are now rated 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.

Continuing Education Business 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	56	3.73	1.31	63	3.89	1.28	31	4.00	1.21	78	4.21	1.06	0.21	0.47
promptness	54	3.74	1.32	60	3.92	1.27	31	4.00	1.24	78	4.13	1.12	0.13	0.39
service attitude	55	3.67	1.35	60	3.93	1.29	31	4.03	1.20	78	4.18	1.13	0.15	0.51

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

Customized Training

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, 31 (6.4%) reported having requested or received services from the Office of Customized Training in the past year. Of those respondents:

- 94% (45 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 6% (3 respondents) were Full-time Faculty.

How satisfied are employees with overall services from this office?

Results of the Spring 2007 Internal College Survey indicate slight increases in mean ratings of satisfaction for overall quality, promptness and service attitude from Summer 2006. Mean ratings for all three service dimensions are either reached/surpassed or close to 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.

Customized Training														
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	30	3.73	1.11	64	3.42	1.22	30	3.83	1.34	48	4.00	1.05	0.17	0.27
promptness	27	3.70	1.07	63	3.30	1.36	30	3.83	1.32	48	3.96	1.05	0.13	0.25
service attitude	26	3.77	1.11	62	3.44	1.36	30	3.87	1.33	48	4.02	1.02	0.15	0.25

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

HBC Room Scheduling

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.

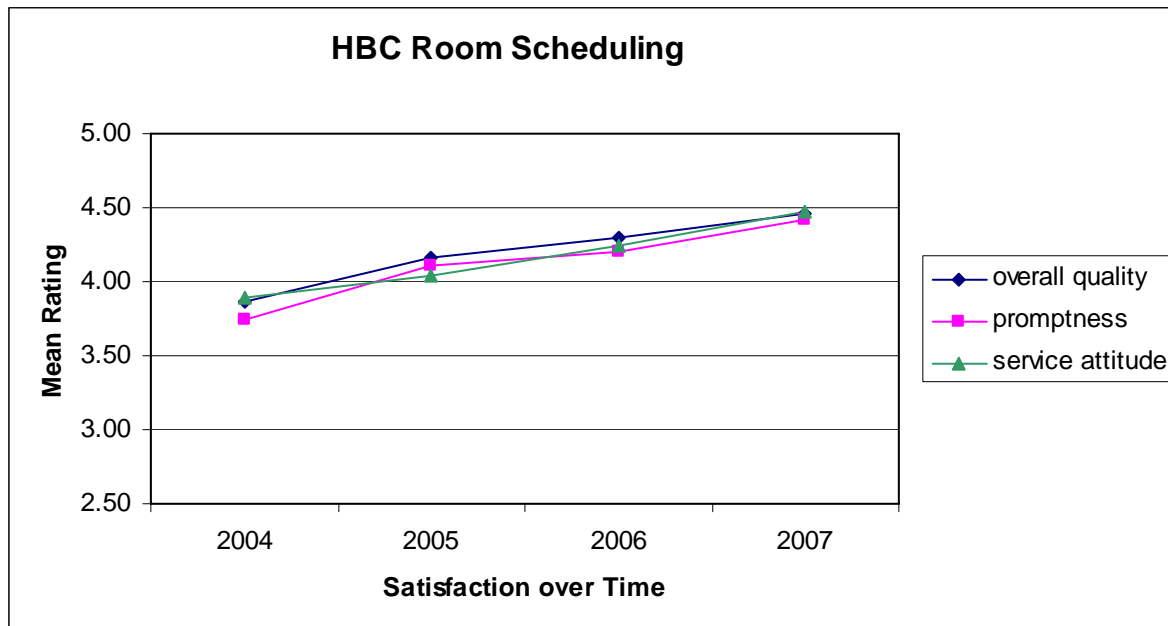
Who uses this office?

Of the survey respondents, 181 (21.7%) reported having requested or received services from HBC Room Scheduling in the past year. Of those respondents:

- 79% (142 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (33 respondents) were Full-time Faculty;
- 3% (6 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 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 three survey periods, taken together, represent a substantial increase in mean ratings 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.

HBC Room Scheduling 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	3.86	1.24	133	4.17	1.12	96	4.29	0.92	181	4.46	0.86	0.17	0.60
promptness	97	3.74	1.23	132	4.11	1.21	96	4.21	1.00	181	4.41	0.91	0.21	0.67
service attitude	99	3.89	1.23	132	4.05	1.25	96	4.24	0.98	181	4.48	0.83	0.24	0.59

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

Health Professions Institute

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.

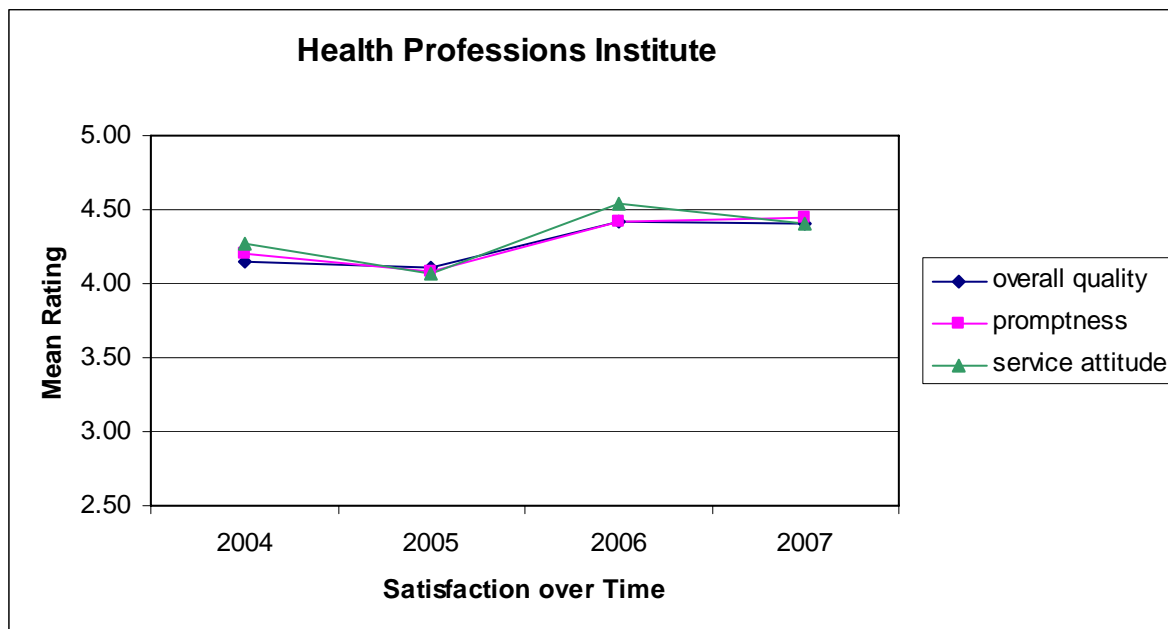
Who uses this office?

Of the 833 survey respondents, 69 (8.3%) reported having requested or received services from Health Professions Institute in the past year. Of those respondents:

- 71% (49 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19 (10 respondents) were Full-time Faculty;
- 6 (3 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 a very slight decrease in ratings of satisfaction for service attitude from Summer 2006. Mean ratings for overall quality and promptness remained at approximately the same level. Although mean ratings for all three dimensions have tended to fluctuate over the last several survey periods they have consistently been at high level between 4.0 and 4.5



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.

Health Professions Institute 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	49	4.14	1.08	87	4.10	1.09	53	4.42	0.80	69	4.41	0.83	-0.01	0.26
promptness	48	4.21	1.01	86	4.08	1.12	53	4.42	0.84	69	4.45	0.78	0.03	0.24
service attitude	48	4.27	0.98	86	4.07	1.16	53	4.55	0.72	69	4.41	0.85	-0.14	0.13

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

High Tech Institute

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, 38 (4.6%) reported having requested or received services from the High Tech Institute in the past year. Of those respondents:

- 86.8% (33 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 10.5% (4 respondents) were Full-time Faculty.
- 2.6% (1 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty).

How satisfied are employees with overall services from this office?

The High Tech Institute is a new office and was not assessed on the ICS in the previous survey periods.