

Spring 2008 Internal College Survey Office Reports

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Office of the VP for Academic Transfer and General & Developmental Education
Programs

Articulation Office

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Office of the VP for Academic Transfer and General & Developmental Education														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	118	3.79	1.25	66	4.21	0.95	89	4.12	1.14	98	3.99	1.15	-0.13	0.20
promptness	117	3.52	1.24	66	3.80	1.32	87	3.83	1.30	98	3.73	1.31	-0.09	0.21
service attitude	119	3.81	1.26	66	4.23	1.05	89	4.12	1.15	98	4.08	1.12	-0.04	0.27

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	16.0%	7.6%	11.2%	13.3%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
31	31.0%	5	5.0%	64	64.0%	100

Of the 746 survey respondents, 100 (13.4%) reported having requested or received services from the Office of the VP for Academic Transfer and General & Developmental Education in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

Articulation Office														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	42	3.57	1.13	38	4.32	1.02	69	4.25	1.13	63	4.29	1.01	0.04	0.71
promptness	45	3.53	1.08	37	4.38	0.92	68	4.26	1.09	63	4.27	1.02	0.01	0.74
service attitude	44	3.55	1.11	38	4.47	1.03	69	4.30	1.09	63	4.33	1.03	0.03	0.79

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	11.9%	5.3%	8.7%	6.3%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
23	35.9%	1	1.6%	40	62.5%	64

Of the 746 survey respondents, 64 (8.6%) reported having requested or received services from the Articulation Office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

Office of the Dean, Arts and Humanities														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	109	3.75	1.22	72	4.31	0.91	114	4.21	0.95	86	4.31	0.99	0.10	0.56
promptness	107	3.68	1.23	72	4.29	0.91	113	4.25	0.95	85	4.13	1.17	-0.12	0.45
service attitude	108	3.75	1.27	72	4.29	0.90	114	4.29	0.98	86	4.31	0.97	0.02	0.56

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	12.7%	6.9%	6.1%	7.0%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
12	13.8%	10	11.5%	65	74.7%	87

Of the 746 survey respondents, 87 (11.7%) reported having requested or received services from the Office of the Dean, Arts and Humanities in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

Office of the Dean, Communications														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	100	4.03	0.90	76	4.13	1.09	112	4.27	1.00	111	4.05	1.17	-0.21	0.02
promptness	101	3.99	0.96	76	4.12	1.15	111	4.23	1.00	111	4.09	1.16	-0.14	0.10
service attitude	100	4.08	0.91	76	4.16	1.11	112	4.26	1.04	111	4.05	1.17	-0.20	-0.03

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	4.0%	11.8%	6.3%	10.8%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
24	21.6%	18	16.2%	69	62.2%	111

Of the 746 survey respondents, 111 (14.9%) reported having requested or received services from the Office of the Dean, Communications in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

Office of the Dean, Math and Sciences														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	136	3.76	1.17	99	4.09	1.22	153	4.22	1.09	114	4.32	1.00	0.11	0.57
promptness	136	3.69	1.21	99	4.07	1.20	152	4.16	1.12	114	4.27	0.99	0.11	0.58
service attitude	136	3.76	1.21	98	4.11	1.20	153	4.17	1.20	114	4.32	1.00	0.15	0.57

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	14.6%	10.1%	9.8%	7.0%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
25	21.9%	19	16.7%	70	61.4%	114

Of the 746 survey respondents, 114 (15.3%) reported having requested or received services from the Office of the Dean, Math and Sciences in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees

Office of the Dean, Social and Behavioral Sciences														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	145	4.17	0.91	86	4.50	0.81	134	4.48	0.78	111	4.39	0.88	-0.09	0.21
promptness	144	4.12	0.91	86	4.43	0.96	132	4.42	0.90	111	4.43	0.83	0.01	0.31
service attitude	144	4.22	0.89	86	4.47	0.84	134	4.51	0.77	111	4.42	0.90	-0.08	0.21

Survey respondents had the option of rating "not applicable" on each or all three of the service dimensions even if they had checked that they had used the office, and these "not applicable" responses are excluded from the analysis. Thus the total number of respondents for each question might vary, yielding slightly different Ns.

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	6.2%	2.3%	3.0%	5.4%

¹ Percent dissatisfaction combines the percent of survey respondents who responded that they were either "dissatisfied" or "very dissatisfied" with the overall quality of services provided by the office for that year.

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
24	21.6%	20	18.0%	67	60.4%	111

Of the 746 survey respondents, 111 (14.9%) reported having requested or received services from the Office of the Dean, Social and Behavioral Sciences in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and Professional/Technical Employees