

Spring 2008 Internal College Survey Office Reports

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Office of the VP for Business Services														
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	94	3.88	1.13	68	4.10	1.19	83	3.99	1.41	83	4.13	1.19	0.14	0.25
promptness	93	3.83	1.17	68	4.01	1.24	83	3.82	1.47	83	4.01	1.19	0.19	0.18
service attitude	92	3.86	1.20	68	4.06	1.27	83	3.78	1.48	83	4.12	1.18	0.34	0.26

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	11.7%	13.2%	18.1%	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)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
10	11.9%	3	3.6%	71	84.5%	84

Of the 746 survey respondents, 84 (11.3%) reported having requested or received services from the Office of the VP for Business Services 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

Accounts Payable														
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	121	4.08	0.93	106	4.26	0.80	155	4.12	0.89	189	4.12	0.98	0.00	0.04
promptness	117	4.03	1.05	105	4.01	1.08	156	3.96	1.06	189	3.97	1.15	0.01	-0.06
service attitude	115	4.17	0.98	106	4.25	0.88	156	4.10	0.96	188	4.07	1.07	-0.02	-0.10

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	3.3%	3.8%	6.5%	7.9%

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
38	20.0%	2	1.1%	150	78.9%	190

Of the 746 survey respondents, 190 (25.5%) reported having requested or received services from the Accounts Payable 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

Environmental Health & Safety and Insurance														
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	104	3.88	1.15	104	4.27	0.85	138	4.08	1.12	155	3.75	1.37	-0.33	-0.14
promptness	99	3.77	1.23	104	4.13	1.01	137	3.98	1.16	154	3.49	1.45	-0.48	-0.27
service attitude	99	3.94	1.20	104	4.22	0.88	138	4.11	1.12	155	3.71	1.41	-0.40	-0.23

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	11.5%	4.8%	10.9%	19.4%

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
28	18.1%	8	5.2%	119	76.8%	155

Of the 746 survey respondents, 155 (20.8%) reported having requested or received services from the Environmental Health & Safety Insurance 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

Facilities & Construction														
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	67	3.73	1.27	76	3.97	1.26	151	3.75	1.31	146	3.99	1.21	0.24	0.26
promptness	65	3.68	1.28	75	3.92	1.29	151	3.61	1.34	146	3.82	1.35	0.21	0.14
service attitude	65	3.82	1.30	76	4.00	1.25	151	3.75	1.31	146	3.97	1.29	0.22	0.16

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	11.5%	10.9%	21.2%	14.4%

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)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
23	15.8%	5	3.4%	118	80.8%	146

Of the 746 survey respondents, 146 (19.6%) reported having requested or received services from the Facilities & Construction 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

Finance & Budget (formerly Budget & Finance)														
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	98	3.95	1.03	85	4.08	0.94	122	4.49	0.77	121	4.39	1.01	-0.10	0.44
promptness	94	3.81	1.20	84	3.99	1.00	122	4.36	0.95	120	4.31	1.04	-0.05	0.50
service attitude	95	3.84	1.15	85	3.94	1.11	122	4.40	0.90	121	4.31	1.08	-0.09	0.47

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	10.2%	8.2%	2.5%	7.4%

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
22	18.2%	2	1.7%	97	80.2%	121

Of the 746 survey respondents, 121 (16.2%) reported having requested or received services from the Finance & Budget 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

Inventory (formerly Asset Management)														
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	57	3.23	1.12	76	3.43	1.33	92	3.84	1.22	109	4.12	1.12	0.28	0.89
promptness	56	3.25	1.15	75	3.48	1.32	92	3.87	1.25	107	4.16	1.10	0.29	0.91
service attitude	56	3.25	1.22	76	3.26	1.44	92	3.82	1.34	108	4.15	1.13	0.33	0.90

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	17.5%	26.3%	17.4%	11.0%

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
18	16.5%	1	0.9%	90	82.6%	109

Of the 746 survey respondents, 109 (14.6%) reported having requested or received services from the Inventory 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

Purchasing														
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	158	3.68	1.09	147	3.76	1.09	212	3.92	1.16	195	3.95	1.17	0.04	0.27
promptness	151	3.46	1.31	147	3.56	1.28	211	3.76	1.28	194	3.77	1.32	0.01	0.31
service attitude	150	3.68	1.22	147	3.66	1.22	211	3.89	1.23	195	3.86	1.27	-0.02	0.18

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	16.5%	14.3%	15.1%	14.9%

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	15.7%	2	1.0%	164	83.2%	197

Of the 746 survey respondents, 197 (26.4%) reported having requested or received services from the Purchasing 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

Receiving (formerly Inventory/Receiving)														
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	125	3.67	1.17	128	4.24	0.92	195	4.46	0.78	174	4.55	0.72	0.10	0.88
promptness	122	3.61	1.24	128	4.25	1.02	195	4.39	0.87	174	4.52	0.75	0.13	0.92
service attitude	122	3.79	1.18	128	4.38	0.88	194	4.51	0.74	174	4.53	0.79	0.03	0.75

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	14.4%	5.5%	3.6%	2.3%

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)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
24	13.6%	4	2.3%	148	84.1%	176

Of the 746 survey respondents, 176 (23.6%) reported having requested or received services from the Receiving 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

Restricted Accounts														
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	84	4.07	0.95	58	4.33	0.76	81	4.60	0.63	77	4.58	0.78	-0.02	0.51
promptness	82	4.10	0.99	57	4.26	0.92	81	4.63	0.68	76	4.51	0.89	-0.12	0.42
service attitude	80	4.13	0.99	58	4.33	0.78	81	4.60	0.68	77	4.52	0.91	-0.09	0.39

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	4.7%	1.7%	1.2%	2.6%

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
9	11.7%	2	2.6%	66	85.7%	77

Of the 746 survey respondents, 77 (10.3%) reported having requested or received services from the Restricted Accounts 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

Student Accounting														
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	74	4.27	0.98	58	4.17	1.27	90	4.20	1.17	51	4.24	0.93	0.04	-0.03
promptness	72	4.26	0.99	57	4.14	1.29	90	4.17	1.22	51	4.25	0.89	0.09	-0.01
service attitude	72	4.18	1.14	58	4.16	1.35	90	4.13	1.28	51	4.25	0.98	0.12	0.07

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	5.4%	13.8%	11.1%	3.9%

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
3	5.9%	1	2.0%	47	92.2%	51

Of the 746 survey respondents, 51 (6.8%) reported having requested or received services from the Student Accounting 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