

**Internal College Survey  
Spring 2008 Survey  
Analysis of Campus-based Services**

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# ***Analysis of Campus-based Services***

## **Process Summary**

An on-line version of the Internal College Survey (ICS) measuring employee responses to college-wide and campus-based services was administered in spring 2008. The purpose of the survey is to provide data to help areas improve their service. Survey responses were analyzed to determine which offices of the college were best meeting employee expectations on three dimensions: *overall quality*, *promptness* and *service attitude*.

The following analysis discusses the results for *overall quality* (the other two service dimensions tend to track with *overall quality*). In interpreting the results it is also important to remember that the offices were rated on a five point scale: 1=Very Dissatisfied, 2=Dissatisfied, 3=Neutral, 4=Satisfied, 5=Very Satisfied.

### **Cypress Creek**

Offices at the Cypress Creek campus with the highest mean ratings for *overall quality* included **Special Populations** (5.00), **Veterans Affairs** (5.00), **Cashier's Office** (4.80), **IRT Media Centers** (4.74), and **Campus Management Office** (4.73) (see Table 2). Offices with relatively lower mean ratings for *overall quality* included **Food Service** (3.67) and **Advising** (3.65). Of the 29 campus offices rated, 24 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* from 2007 to 2008 included **Special Populations** (1.55), **Weekend Supervisor** (.83), **Career Center** (.55), **Financial Aid** (.46), and **Assessment** (.38). Offices that showed large decreases in user satisfaction with *overall quality* between 2007 and 2008 included **Student Life/Student Activities** (-.32), and **Custodial Night Services** (-.38).

### **Eastview**

Offices at the Eastview campus with the highest mean ratings for *overall quality* included **Library Services** (4.80), **Special Populations** (4.76), **Custodial Day Services** (4.73), **Career Center** (4.58), and **IRT Media Centers** (4.57) (see Table 6). Offices with relatively lower mean ratings for *overall quality* include the **Custodial Night Services** (3.67), and **Food Service** (3.51). Of the 28 campus offices rated, 24 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* from 2007 to 2008 included **Special Populations** (1.08), **Career Center** (.78), **Advising** (.38), **Counseling** (.33), and the **Bookstore** (.30). One office that showed a relatively large decrease in mean ratings of *overall quality* between 2007 and 2008 was **Food Service** (-.38).

## Northridge

Offices at the Northridge campus with the highest mean ratings for *overall quality* included **Special Populations** (4.75), **Custodial Day Services** (4.66), **Mailroom Services** (4.59), **Grounds Keeping** (4.57), and **Library Services** (4.52) (see Table 10). Offices with relatively lower mean rating for *overall quality* included **Bookstore** (3.68), and **Food Service** (3.61). Of the 29 campus offices rated, 25 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* from 2007 to 2008 included **Special Populations** (1.13), **Counseling** (.59), **Career Center** (.59), **Grounds Keeping** (.44) and **Financial Aid** (.32). No offices showed major decreases in user satisfaction with *overall quality* between 2007 and 2008.

## Pinnacle

Offices at the Pinnacle campus with the highest mean ratings for *overall quality* included **Financial Aid** (4.80), **Special Populations** (4.75), **Counseling** (4.72), **Campus Police** (4.69), and **Microcomputer Support Services** (4.59) (see Table 14). Offices with relatively lower mean ratings for *overall quality* included **Bookstore** (3.69), **Custodial Night Services** (3.64) and **Weekend Supervisor** (2.75). Of the 28 campus offices rated, 23 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2008 from 2007 included **Special Populations** (2.18), **Counseling** (.93), **Career Center** (.65), **Financial Aid** (.52) and **Students with Disabilities** (.47). Offices that showed relatively large decreases in mean ratings of *overall quality* between 2007 and 2008 included **Weekend Supervisor** (-.39) and **IRT Media Centers** (-.42).

## Rio Grande

Offices at the Rio Grande campus with the highest mean ratings for *overall quality* included **Veterans Affairs** (5.00), **Counseling** (4.64), **Career Center** (4.63), **Library Services** (4.57), and **Assessment** (4.53) (see Table 18). One office with a relatively lower mean rating for *overall quality* was **Advising** (3.56). Of the 29 campus offices rated, 23 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* from 2007 to 2008 included **Counseling** (.92), **Special Populations** (.58), **Weekend Supervisor** (.45), **Financial Aid** (.42) and **Career Center** (.38). Offices that showed relatively moderate decreases in user satisfaction with *overall quality* between 2007 and 2008 included **Advising** (-.25), **IRT Computer Centers** (-.25), and **IRT Media Centers** (-.27).

## Riverside

Offices at the Riverside campus with the highest mean ratings for *overall quality* included **Library Services** (4.64), **Students with Disabilities** (4.51), **Campus Management Office** (4.44), **Mailroom Services** (4.43), and **IRT Media Centers** (4.40) (see Table 22). Offices with relatively lower mean ratings for *overall quality* include **Veterans Affairs** (3.61) and **Custodial Night Services** (2.94). Of the 29 campus offices

rated, 21 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2008 from 2007 include **Counseling** (.43), **Bookstore** (.40), and the **Career Center** (.33). Offices that showed relatively large decreases in mean ratings between 2007 and 2008 included **Grounds Keeping** (-.32), **Veterans Affairs** (-.39), **Custodial Night Services** (-.40), and **Student Life/Student Activities** (-.44).

### South Austin

Offices at the South Austin campus with the highest mean score ratings for *overall quality* included **Career Center** (4.89), **Library Services** (4.75), **IRT Media Centers** (4.74), **Learning Labs** (4.65), and **Assessment** (4.64) (see Table 26). Offices with relatively lower mean ratings for *overall quality* included **Evening Operations Coordinator Office** (3.58), and **Veterans Affairs** (3.50). Of the 29 campus offices rated, 23 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2008 from 2007 included **Special Populations** (1.13), **Counseling** (.94), and **Career Center** (.76). Offices that showed relatively moderate to large decreases in mean ratings between 2007 and 2008 included **Cashier's Office** (-.32) and **Veterans Affairs** (-1.00).

### Highland Business Center

Offices at the Highland Business Center with the highest mean score ratings for *overall quality* include **Microcomputer Support Services** (4.88), **Campus Police** (4.76), **Financial Aid** (4.54), **Admissions and Records** (4.50), and **Mailroom Services** (4.50) (see Table 30). Of the 13 campus offices rated, 12 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* for 2008 from 2007 included **Campus Police** (.22), **Campus Management Office** (.25), **Microcomputer Support Services** (.26), and **Building Maintenance Service** (.46). Offices that showed relatively moderate to large decreases in mean ratings between 2007 and 2008 include **Veterans Affairs** (-.35), **Custodial Night Services** (-.36) and **Testing Centers** (-.56).

### Service Center

Offices at the Service Center with the highest mean score ratings for *overall quality* included **Cashier's Office** (4.68), **Microcomputer Support Services** (4.59), **Campus Police** (4.59) and **Mailroom Services** (4.48) (see Table 34). Offices with relatively lower mean ratings for overall quality included **Custodial Day Services** (3.09) and **Custodial Night Services** (3.04). Of the 8 campus offices rated, 5 offices achieved a mean rating of 4.0 or above. Offices that increased the most in user satisfaction with *overall quality* from 2007 to 2008 included **Microcomputer Support Services** (.34) and **Building Maintenance Service** (.29). Offices that showed relatively moderate to large decreases in mean ratings between 2007 and 2008 included **Custodial Night Services** (-.39), **Custodial Night Services** (-.45), and **Grounds Keeping** (-.71).

## **Appendix A**

### **Survey Development, Methodology and Administration**

The original ACC Internal College Survey was conducted in 1996 and has been modified each year to reflect both changes in the organizational structure and improvements in the survey process. ACC employees have been surveyed typically each spring regarding their satisfaction with college services in the previous year. In surveys conducted prior to 2006 campus-based offices were assessed by the respondent choosing the one campus they were most familiar with and then using that campus as the basis for all campus specific responses. Starting with the 2006 survey respondents can rate campus-based services at each campus.

For the 2008 ICS, mean scores for 2008 and 2007 were calculated and were reported for campus offices. The first table for each campus presents the mean ratings for 2008 for all three service dimensions with the offices listed in alphabetical order. The next tables then focus on *overall quality*, *promptness* and *service attitude* separately. For each service dimension the 2008 results are presented compared to the results for 2007 and the difference between the means is calculated. The 2008 means are also ranked as well as the mean differences. The ranking of means involves numbering the means for 2008 in descending order with a rank of “1” assigned to the highest mean. The ranking of mean differences involves the same procedure with a rank of “1” assigned to the highest positive difference between means for 2007 and 2008.

# Tables



**Table 1**  
**Cypress Creek**  
**Overall Quality, Promptness, Service Attitude**

Cypress Creek Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Cypress Creek Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Cypress Creek Campus	61	4.16	1.13	61	4.18	1.16	61	4.05	1.31
Advising - Cypress Creek Campus	48	3.65	1.47	47	3.66	1.52	47	3.60	1.53
Assessment - Cypress Creek Campus	33	4.48	0.91	33	4.45	0.97	33	4.48	1.03
Bookstore - Cypress Creek Campus	61	3.70	1.35	60	3.47	1.44	59	3.56	1.44
Building Maintenance Service - Cypress Creek Campus	50	4.62	0.67	50	4.62	0.67	50	4.62	0.67
Campus Management Office - Cypress Creek Campus	132	4.73	0.73	132	4.73	0.73	132	4.73	0.76
Campus Police - Cypress Creek Campus	93	4.67	0.65	93	4.63	0.67	93	4.65	0.67
Career Center - Cypress Creek Campus	14	4.29	1.14	14	4.43	0.94	14	4.36	1.08
Cashier's Office - Cypress Creek Campus	50	4.80	0.40	50	4.80	0.40	50	4.80	0.40
Counseling - Cypress Creek Campus	39	3.87	1.49	39	3.85	1.46	39	3.87	1.51
Custodial Day Services - Cypress Creek Campus	46	4.50	0.96	46	4.50	0.96	46	4.48	1.03
Custodial Night Services - Cypress Creek Campus	18	4.06	1.06	17	4.12	1.05	17	4.12	1.05
Dean of Student Services - Cypress Creek Campus	48	3.96	1.40	48	3.94	1.39	48	3.90	1.45
Evening Operations Coordinator's Office - Cypress Creek Campus	25	4.36	0.81	25	4.32	0.90	25	4.36	0.99
Financial Aid - Cypress Creek Campus	25	4.72	0.68	25	4.60	0.87	25	4.68	0.69
Food Service - Cypress Creek Campus	52	3.67	1.35	52	3.90	1.27	52	4.06	1.21

Note: "Not Applicable" responses excluded from analysis.

**Table 1 (continued)**  
**Cypress Creek**  
**Overall Quality, Promptness, Service Attitude**

Cypress Creek Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Cypress Creek Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Grounds Keeping - Cypress Creek Campus	33	4.39	0.70	33	4.39	0.75	32	4.50	0.57
IRT Computer Centers - Cypress Creek Campus	46	4.70	0.76	45	4.67	0.80	45	4.69	0.79
IRT Media Centers - Cypress Creek Campus	47	4.74	0.67	47	4.70	0.78	47	4.72	0.77
Learning Labs - Cypress Creek Campus	48	4.63	0.70	48	4.63	0.70	48	4.58	0.85
Library Services - Cypress Creek Campus	60	4.67	0.60	58	4.64	0.64	59	4.64	0.76
Mailroom Services - Cypress Creek Campus	66	4.36	1.03	66	4.39	1.02	66	4.39	1.05
Microcomputer Support Services - Cypress Creek Campus	40	4.35	1.00	40	4.30	1.04	40	4.38	1.08
Special Populations - Cypress Creek Campus	5	5.00	0.00	5	5.00	0.00	5	5.00	0.00
Student Life/Student Activities - Cypress Creek Campus	46	4.04	1.52	46	4.07	1.50	46	4.02	1.53
Students with Disabilities - Cypress Creek Campus	61	4.57	0.94	61	4.54	0.99	61	4.61	0.94
Testing Centers - Cypress Creek Campus	64	4.48	0.96	64	4.48	0.99	64	4.48	0.99
Veterans Affairs - Cypress Creek Campus	1	5.00	0.00	1	5.00	0.00	1	5.00	0.00
Weekend Supervisor - Cypress Creek Campus	6	4.17	0.98	6	4.17	0.98	6	4.17	0.98

Note: "Not Applicable" responses excluded from analysis.

**Table 2**  
Cypress Creek: Overall Quality (2007 -- 2008)

Cypress Creek Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Cypress Creek Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Cypress Creek Campus	64	4.30	0.99	61	4.16	1.13	-0.13	22	24
Advising - Cypress Creek Campus	62	3.84	1.28	48	3.65	1.47	-0.19	29	26
Assessment - Cypress Creek Campus	37	4.11	1.26	33	4.48	0.91	0.38	14	5
Bookstore - Cypress Creek Campus	27	3.52	1.45	61	3.70	1.35	0.19	27	11
Building Maintenance Service - Cypress Creek Campus	51	4.49	0.86	50	4.62	0.67	0.13	11	12
Campus Management Office - Cypress Creek Campus	120	4.68	0.56	132	4.73	0.73	0.04	5	17
Campus Police - Cypress Creek Campus	91	4.69	0.53	93	4.67	0.65	-0.03	9	21
Career Center - Cypress Creek Campus	15	3.73	1.75	14	4.29	1.14	0.55	20	3
Cashier's Office - Cypress Creek Campus	49	4.82	0.39	50	4.80	0.40	-0.02	3	20
Counseling - Cypress Creek Campus	50	3.66	1.51	39	3.87	1.49	0.21	26	10
Custodial Day Services - Cypress Creek Campus	55	4.49	0.96	46	4.50	0.96	0.01	13	18
Custodial Night Services - Cypress Creek Campus	32	4.44	1.05	18	4.06	1.06	-0.38	23	29
Dean of Student Services - Cypress Creek Campus	59	3.75	1.54	48	3.96	1.40	0.21	25	9
Evening Operations Coordinator's Office - Cypress Creek Campus	35	4.37	1.06	25	4.36	0.81	-0.01	18	19

Note: "Not Applicable" responses are excluded from this analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 2 (continued)**  
**Cypress Creek: Overall Quality (2007 -- 2008)**

Cypress Creek Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Cypress Creek Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Financial Aid - Cypress Creek Campus	34	4.26	1.44	25	4.72	0.68	0.46	6	4
Food Service - Cypress Creek Campus	34	3.56	1.48	52	3.67	1.35	0.11	28	13
Grounds Keeping - Cypress Creek Campus	34	4.50	0.83	33	4.39	0.70	-0.11	16	23
IRT Computer Centers - Cypress Creek Campus	46	4.48	0.91	46	4.70	0.76	0.22	7	8
IRT Media Centers - Cypress Creek Campus	55	4.67	0.55	47	4.74	0.67	0.07	4	15
Learning Labs - Cypress Creek Campus	49	4.67	0.72	48	4.63	0.70	-0.05	10	22
Library Services - Cypress Creek Campus	63	4.56	0.89	60	4.67	0.60	0.11	8	14
Mailroom Services - Cypress Creek Campus	68	4.62	0.69	66	4.36	1.03	-0.25	17	27
Microcomputer Support Services - Cypress Creek Campus	43	4.49	0.86	40	4.35	1.00	-0.14	19	25
Special Populations - Cypress Creek Campus	11	3.45	1.97	5	5.00	0.00	1.55	1	1
Student Life/Student Activities - Cypress Creek Campus	41	4.37	1.22	46	4.04	1.52	-0.32	24	28
Students with Disabilities - Cypress Creek Campus	61	4.28	1.32	61	4.57	0.94	0.30	12	7
Testing Centers - Cypress Creek Campus	89	4.44	0.80	64	4.48	0.96	0.05	15	16
Veterans Affairs - Cypress Creek Campus	3	4.67	0.58	1	5.00	0.00	0.33	1	6
Weekend Supervisor - Cypress Creek Campus	6	3.33	1.97	6	4.17	0.98	0.83	21	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 3**  
Cypress Creek: Promptness (2007 -- 2008)

## Cypress Creek Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Cypress Creek Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Cypress Creek Campus	64	4.30	1.00	61	4.18	1.16	-0.12	21	24
Advising - Cypress Creek Campus	62	3.89	1.23	47	3.66	1.52	-0.23	28	27
Assessment - Cypress Creek Campus	37	4.14	1.11	33	4.45	0.97	0.32	15	5
Bookstore - Cypress Creek Campus	27	3.52	1.40	60	3.47	1.44	-0.05	29	21
Building Maintenance Service - Cypress Creek Campus	51	4.57	0.73	50	4.62	0.67	0.05	10	11
Campus Management Office - Cypress Creek Campus	120	4.68	0.61	132	4.73	0.73	0.04	4	13
Campus Police - Cypress Creek Campus	91	4.68	0.59	93	4.63	0.67	-0.05	8	19
Career Center - Cypress Creek Campus	15	3.73	1.75	14	4.43	0.94	0.70	16	3
Cashier's Office - Cypress Creek Campus	49	4.80	0.41	50	4.80	0.40	0.00	3	15
Counseling - Cypress Creek Campus	49	3.67	1.49	39	3.85	1.46	0.17	27	9
Custodial Day Services - Cypress Creek Campus	55	4.53	0.92	46	4.50	0.96	-0.03	13	18
Custodial Night Services - Cypress Creek Campus	32	4.47	0.98	17	4.12	1.05	-0.35	23	29
Dean of Student Services - Cypress Creek Campus	58	3.72	1.56	48	3.94	1.39	0.21	25	8
Evening Operations Coordinator's Office - Cypress Creek Campus	34	4.38	1.16	25	4.32	0.90	-0.06	19	22
Financial Aid - Cypress Creek Campus	34	4.29	1.45	25	4.60	0.87	0.31	11	6

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 3 (continued)**  
**Cypress Creek: Promptness (2007 -- 2008)**

Cypress Creek Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Cypress Creek Campus Offices									
Food Service - Cypress Creek Campus	34	3.91	1.14	52	3.90	1.27	-0.01	26	16
Grounds Keeping - Cypress Creek Campus	34	4.50	0.83	33	4.39	0.75	-0.11	17	23
IRT Computer Centers - Cypress Creek Campus	45	4.58	0.75	45	4.67	0.80	0.09	6	10
IRT Media Centers - Cypress Creek Campus	55	4.69	0.54	47	4.70	0.78	0.01	5	14
Learning Labs - Cypress Creek Campus	48	4.77	0.56	48	4.63	0.70	-0.15	9	25
Library Services - Cypress Creek Campus	63	4.59	0.85	58	4.64	0.64	0.05	7	12
Mailroom Services - Cypress Creek Campus	69	4.61	0.69	66	4.39	1.02	-0.21	17	26
Microcomputer Support Services - Cypress Creek Campus	43	4.35	1.11	40	4.30	1.04	-0.05	20	20
Special Populations - Cypress Creek Campus	11	3.45	1.97	5	5.00	0.00	1.55	1	1
Student Life/Student Activities - Cypress Creek Campus	40	4.33	1.27	46	4.07	1.50	-0.26	24	28
Students with Disabilities - Cypress Creek Campus	61	4.26	1.32	61	4.54	0.99	0.28	12	7
Testing Centers - Cypress Creek Campus	89	4.51	0.69	64	4.48	0.99	-0.02	14	17
Veterans Affairs - Cypress Creek Campus	3	4.67	0.58	1	5.00	0.00	0.33	1	4
Weekend Supervisor - Cypress Creek Campus	6	3.33	1.97	6	4.17	0.98	0.83	22	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 4**  
Cypress Creek: Service Attitude (2007 -- 2008)

Cypress Creek Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Cypress Creek Campus Offices									
Admissions and Records - Cypress Creek Campus	64	4.17	1.22	61	4.05	1.31	-0.12	24	24
Advising - Cypress Creek Campus	62	3.85	1.27	47	3.60	1.53	-0.26	28	26
Assessment - Cypress Creek Campus	37	4.14	1.27	33	4.48	1.03	0.35	14	5
Bookstore - Cypress Creek Campus	27	3.44	1.53	59	3.56	1.44	0.11	29	12
Building Maintenance Service - Cypress Creek Campus	51	4.53	0.92	50	4.62	0.67	0.09	10	13
Campus Management Office - Cypress Creek Campus	120	4.68	0.65	132	4.73	0.76	0.05	4	15
Campus Police - Cypress Creek Campus	91	4.63	0.69	93	4.65	0.67	0.02	8	16
Career Center - Cypress Creek Campus	15	3.73	1.75	14	4.36	1.08	0.62	20	3
Cashier's Office - Cypress Creek Campus	49	4.80	0.41	50	4.80	0.40	0.00	3	17
Counseling - Cypress Creek Campus	50	3.68	1.49	39	3.87	1.51	0.19	27	9
Custodial Day Services - Cypress Creek Campus	55	4.49	1.00	46	4.48	1.03	-0.01	16	20
Custodial Night Services - Cypress Creek Campus	32	4.47	1.05	17	4.12	1.05	-0.35	22	29
Dean of Student Services - Cypress Creek Campus	59	3.76	1.55	48	3.90	1.45	0.13	26	10
Evening Operations Coordinator's Office - Cypress Creek Campus	35	4.43	1.07	25	4.36	0.99	-0.07	19	22
Financial Aid - Cypress Creek Campus	34	4.26	1.44	25	4.68	0.69	0.42	7	4

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and

Table 4 (continued)  
Cypress Creek: Service Attitude (2007 -- 2008)

Cypress Creek Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Cypress Creek Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Food Service - Cypress Creek Campus	34	3.82	1.22	52	4.06	1.21	0.23	23	8
Grounds Keeping - Cypress Creek Campus	34	4.50	0.83	32	4.50	0.57	0.00	13	18
IRT Computer Centers - Cypress Creek Campus	46	4.57	0.86	45	4.69	0.79	0.12	6	11
IRT Media Centers - Cypress Creek Campus	55	4.76	0.47	47	4.72	0.77	-0.04	5	21
Learning Labs - Cypress Creek Campus	49	4.71	0.68	48	4.58	0.85	-0.13	12	25
Library Services - Cypress Creek Campus	63	4.57	1.00	59	4.64	0.76	0.07	9	14
Mailroom Services - Cypress Creek Campus	68	4.68	0.61	66	4.39	1.05	-0.28	17	27
Microcomputer Support Services - Cypress Creek Campus	43	4.47	0.93	40	4.38	1.08	-0.09	18	23
Special Populations - Cypress Creek Campus	11	3.45	1.97	5	5.00	0.00	1.55	1	1
Student Life/Student Activities - Cypress Creek Campus	41	4.34	1.28	46	4.02	1.53	-0.32	25	28
Students with Disabilities - Cypress Creek Campus	61	4.30	1.32	61	4.61	0.94	0.31	11	7
Testing Centers - Cypress Creek Campus	89	4.49	0.79	64	4.48	0.99	-0.01	15	19
Veterans Affairs - Cypress Creek Campus	3	4.67	0.58	1	5.00	0.00	0.33	1	6
Weekend Supervisor - Cypress Creek Campus	6	3.33	1.97	6	4.17	0.98	0.83	21	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 5**  
**Eastview**  
**Overall Quality, Promptness, Service Attitude**

Eastview Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Eastview Campus	82	4.49	0.92	82	4.48	0.96	82	4.46	0.98
Advising - Eastview Campus	59	4.39	1.03	59	4.36	1.06	59	4.36	1.08
Assessment - Eastview Campus	28	4.43	0.88	28	4.43	0.88	28	4.36	1.06
Bookstore - Eastview Campus	83	4.08	1.03	83	4.10	1.04	83	4.14	1.00
Building Maintenance Service - Eastview Campus	96	4.46	0.94	96	4.49	0.96	96	4.52	0.95
Campus Management Office - Eastview Campus	166	4.42	0.95	166	4.38	0.98	166	4.45	0.92
Campus Police - Eastview Campus	143	4.50	0.80	143	4.52	0.82	143	4.51	0.80
Career Center - Eastview Campus	12	4.58	0.67	12	4.58	0.67	12	4.58	0.67
Cashier's Office - Eastview Campus	74	4.50	0.71	74	4.34	1.04	74	4.50	0.80
Counseling - Eastview Campus	53	4.47	0.99	54	4.44	1.04	54	4.46	0.99
Custodial Day Services - Eastview Campus	91	4.73	0.58	91	4.75	0.55	91	4.77	0.54
Custodial Night Services - Eastview Campus	54	3.67	1.27	52	3.90	1.14	50	3.92	1.10
Dean of Student Services - Eastview Campus	46	3.83	1.32	46	3.87	1.31	46	3.74	1.45
Evening Operations Coord Office - Eastview Campus	37	4.32	1.08	37	4.35	1.09	37	4.38	1.09
Financial Aid - Eastview Campus	34	4.56	0.96	34	4.56	0.96	34	4.53	0.93
Food Service - Eastview Campus	76	3.51	1.30	76	3.82	1.17	76	3.96	1.17
Grounds Keeping - Eastview Campus	57	4.51	0.89	55	4.60	0.68	55	4.58	0.81
IRT Computer Centers - Eastview Campus	65	4.32	0.97	65	4.34	1.00	65	4.34	1.02

Note: "Not Applicable" responses excluded from analysis.

**Table 5 (continued)**  
**Eastview**  
**Overall Quality, Promptness, Service Attitude**

Eastview Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Eastview Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Eastview Campus	81	4.57	0.77	81	4.56	0.79	81	4.57	0.74
Learning Labs - Eastview Campus	55	4.53	0.74	55	4.56	0.66	55	4.49	0.77
Library Services - Eastview Campus	102	4.80	0.51	102	4.80	0.51	102	4.77	0.54
Mailroom Services - Eastview Campus	114	4.50	0.84	113	4.49	0.87	113	4.52	0.84
Microcomputer Support Services - Eastview Campus	73	4.34	0.93	73	4.42	0.82	73	4.49	0.75
Special Populations - Eastview Campus	17	4.76	0.44	17	4.76	0.44	17	4.76	0.44
Student Life/Student Activities - Eastview Campus	58	4.22	1.26	58	4.26	1.19	58	4.22	1.26
Students with Disabilities - Eastview Campus	62	4.02	1.22	62	4.03	1.27	62	4.05	1.25
Testing Centers - Eastview Campus	72	4.40	0.88	72	4.46	0.87	73	4.38	0.99
Veterans Affairs - Eastview Campus	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Eastview Campus	18	3.89	1.41	18	3.89	1.41	18	3.94	1.43

Note: "Not Applicable" responses excluded from analysis.

**Table 6**  
**Eastview: Overall Quality (2007--2008)**

Eastview Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Eastview Campus									
Admissions and Records - Eastview Campus	95	4.65	0.56	82	4.49	0.92	-0.16	12	27
Advising - Eastview Campus	73	4.01	1.15	59	4.39	1.03	0.38	18	3
Assessment - Eastview Campus	44	4.36	0.84	28	4.43	0.88	0.06	15	13
Bookstore - Eastview Campus	59	3.78	1.00	83	4.08	1.03	0.30	23	5
Building Maintenance Service - Eastview Campus	106	4.44	0.70	96	4.46	0.94	0.01	14	16
Campus Management Office - Eastview Campus	180	4.31	0.99	166	4.42	0.95	0.10	16	11
Campus Police - Eastview Campus	142	4.53	0.74	143	4.50	0.80	-0.03	11	18
Career Center - Eastview Campus	15	3.80	1.61	12	4.58	0.67	0.78	4	2
Cashier's Office - Eastview Campus	100	4.40	0.75	74	4.50	0.71	0.10	9	12
Counseling - Eastview Campus	64	4.14	1.33	53	4.47	0.99	0.33	13	4
Custodial Day Services - Eastview Campus	102	4.68	0.55	91	4.73	0.58	0.05	3	14
Custodial Night Services - Eastview Campus	66	3.65	1.31	54	3.67	1.27	0.02	27	15
Dean of Student Services - Eastview Campus	47	3.89	1.24	46	3.83	1.32	-0.07	26	22
Evening Operations Coord. Office - Eastview Campus	36	4.14	1.20	37	4.32	1.08	0.19	20	9
Financial Aid - Eastview Campus	45	4.31	1.08	34	4.56	0.96	0.25	6	6
Food Service - Eastview Campus	83	3.89	1.00	76	3.51	1.30	-0.38	28	28
Grounds Keeping - Eastview Campus	66	4.38	0.89	57	4.51	0.89	0.13	8	10

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 6 (continued)**  
**Eastview: Overall Quality (2007--2008)**

**Eastview Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)**

	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Eastview Campus									
IRT Computer Centers - Eastview Campus	66	4.33	0.88	65	4.32	0.97	-0.01	21	17
IRT Media Centers - Eastview Campus	97	4.38	0.82	81	4.57	0.77	0.19	5	8
Learning Labs - Eastview Campus	63	4.60	0.73	55	4.53	0.74	-0.08	7	23
Library Services - Eastview Campus	96	4.60	0.76	102	4.80	0.51	0.20	1	7
Mailroom Services - Eastview Campus	120	4.53	0.78	114	4.50	0.84	-0.03	9	19
Microcomputer Support Services - Eastview Campus	76	4.38	0.82	73	4.34	0.93	-0.04	19	20
Special Populations - Eastview Campus	16	3.69	1.49	17	4.76	0.44	1.08	2	1
Student Life/Student Activities - Eastview Campus	47	4.32	1.11	58	4.22	1.26	-0.10	22	24
Students with Disabilities - Eastview Campus	66	4.08	1.23	62	4.02	1.22	-0.06	24	21
Testing Centers - Eastview Campus	83	4.57	0.67	72	4.40	0.88	-0.16	17	26
Veterans Affairs - Eastview Campus	4	3.75	0.96	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Eastview Campus	21	4.00	1.41	18	3.89	1.41	-0.11	25	25

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 7**  
**Eastview: Promptness (2007 -- 2008)**

Eastview Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Eastview Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Eastview Campus	96	4.67	0.52	82	4.48	0.96	-0.19	12	27
Advising - Eastview Campus	73	4.11	1.09	59	4.36	1.06	0.25	18	6
Assessment - Eastview Campus	44	4.39	0.81	28	4.43	0.88	0.04	15	15
Bookstore - Eastview Campus	60	3.62	1.17	83	4.10	1.04	0.48	23	3
Building Maintenance Service - Eastview Campus	107	4.48	0.73	96	4.49	0.96	0.01	10	17
Campus Management Office - Eastview Campus	180	4.33	0.99	166	4.38	0.98	0.05	17	14
Campus Police - Eastview Campus	142	4.49	0.79	143	4.52	0.82	0.03	9	16
Career Center - Eastview Campus	15	3.80	1.61	12	4.58	0.67	0.78	5	2
Cashier's Office - Eastview Campus	101	4.24	1.01	74	4.34	1.04	0.10	21	12
Counseling - Eastview Campus	64	4.17	1.30	54	4.44	1.04	0.27	14	4
Custodial Day Services - Eastview Campus	102	4.74	0.47	91	4.75	0.55	0.01	3	18
Custodial Night Services - Eastview Campus	65	3.83	1.10	52	3.90	1.14	0.07	25	13
Dean of Student Services - Eastview Campus	47	3.87	1.30	46	3.87	1.31	0.00	27	19
Evening Operations Coordinator's Office - Eastview Campus	36	4.17	1.21	37	4.35	1.09	0.18	19	9
Financial Aid - Eastview Campus	45	4.31	1.08	34	4.56	0.96	0.25	7	5
Food Service - Eastview Campus	83	4.02	0.95	76	3.82	1.17	-0.21	28	28
Grounds Keeping - Eastview Campus	63	4.46	0.80	55	4.60	0.68	0.14	4	11

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 7 (continued)  
 Eastview: Promptness (2007 -- 2008)

Eastview Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Eastview Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Eastview Campus	65	4.40	0.83	65	4.34	1.00	-0.06	20	23
IRT Media Centers - Eastview Campus	98	4.39	0.82	81	4.56	0.79	0.17	8	10
Learning Labs - Eastview Campus	63	4.62	0.79	55	4.56	0.66	-0.06	6	22
Library Services - Eastview Campus	96	4.59	0.76	102	4.80	0.51	0.21	1	8
Mailroom Services - Eastview Campus	119	4.51	0.80	113	4.49	0.87	-0.03	11	20
Microcomputer Support Services - Eastview Campus	76	4.21	1.05	73	4.42	0.82	0.21	16	7
Special Populations - Eastview Campus	16	3.50	1.59	17	4.76	0.44	1.26	2	1
Student Life/Student Activities - Eastview Campus	46	4.30	1.13	58	4.26	1.19	-0.05	22	21
Students with Disabilities - Eastview Campus	66	4.18	1.23	62	4.03	1.27	-0.15	24	26
Testing Centers - Eastview Campus	83	4.57	0.72	72	4.46	0.87	-0.11	13	24
Veterans Affairs - Eastview Campus	4	3.75	0.96	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Eastview Campus	21	4.00	1.41	18	3.89	1.41	-0.11	26	25

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 8**  
**Eastview: Service Attitude (2007 -- 2008)**

Eastview Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Eastview Campus Offices	2007			2008			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Eastview Campus	96	4.60	0.72	82	4.46	0.98	-0.14	14	26
Advising - Eastview Campus	73	4.12	1.13	59	4.36	1.08	0.23	20	5
Assessment - Eastview Campus	44	4.30	0.95	28	4.36	1.06	0.06	19	13
Bookstore - Eastview Campus	59	3.97	1.03	83	4.14	1.00	0.18	23	9
Building Maintenance Service - Eastview Campus	107	4.54	0.72	96	4.52	0.95	-0.02	9	19
Campus Management Office - Eastview Campus	180	4.43	0.96	166	4.45	0.92	0.02	16	16
Campus Police - Eastview Campus	142	4.46	0.86	143	4.51	0.80	0.05	10	14
Career Center - Eastview Campus	15	3.80	1.61	12	4.58	0.67	0.78	4	2
Cashier's Office - Eastview Campus	101	4.44	0.84	74	4.50	0.80	0.06	11	12
Counseling - Eastview Campus	64	4.19	1.31	54	4.46	0.99	0.28	15	4
Custodial Day Services - Eastview Campus	102	4.76	0.43	91	4.77	0.54	0.00	2	17
Custodial Night Services - Eastview Campus	63	3.83	1.16	50	3.92	1.10	0.09	27	10
Dean of Student Services - Eastview Campus	47	3.89	1.32	46	3.74	1.45	-0.15	28	27
Evening Operations Coordinator's Office - Eastview Campus	36	4.19	1.21	37	4.38	1.09	0.18	18	8
Financial Aid - Eastview Campus	45	4.22	1.24	34	4.53	0.93	0.31	7	3
Food Service - Eastview Campus	83	4.06	0.98	76	3.96	1.17	-0.10	25	24
Grounds Keeping - Eastview Campus	62	4.50	0.80	55	4.58	0.81	0.08	5	11

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 8 (continued)**  
**Eastview: Service Attitude (2007 -- 2008)**

Eastview Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Eastview Campus Offices	2007			2008			Mean Diff 06 - 07	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Eastview Campus	66	4.36	0.95	65	4.34	1.02	-0.03	21	20
IRT Media Centers - Eastview Campus	98	4.34	0.94	81	4.57	0.74	0.23	6	6
Learning Labs - Eastview Campus	63	4.68	0.76	55	4.49	0.77	-0.19	13	28
Library Services - Eastview Campus	97	4.57	0.86	102	4.77	0.54	0.21	1	7
Mailroom Services - Eastview Campus	116	4.56	0.77	113	4.52	0.84	-0.04	8	21
Microcomputer Support Services - Eastview Campus	76	4.46	0.70	73	4.49	0.75	0.03	12	15
Special Populations - Eastview Campus	16	3.63	1.50	17	4.76	0.44	1.14	3	1
Student Life/Student Activities - Eastview Campus	47	4.34	1.09	58	4.22	1.26	-0.12	22	25
Students with Disabilities - Eastview Campus	66	4.05	1.27	62	4.05	1.25	0.00	24	18
Testing Centers - Eastview Campus	83	4.46	0.86	73	4.38	0.99	-0.07	17	23
Veterans Affairs - Eastview Campus	4	3.75	0.96	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Eastview Campus	21	4.00	1.41	18	3.94	1.43	-0.06	26	22

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 9**  
**Northridge:**  
**Overall Quality, Promptness, Service Attitude**

Northridge Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Northridge Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Northridge Campus	92	4.32	0.97	92	4.30	0.99	92	4.27	1.09
Advising - Northridge Campus	67	3.91	1.23	66	3.98	1.21	66	4.00	1.14
Assessment - Northridge Campus	42	4.00	1.33	42	4.02	1.28	41	4.05	1.26
Bookstore - Northridge Campus	103	3.68	1.32	103	3.76	1.26	103	3.83	1.28
Building Maintenance Service - Northridge Campus	86	4.47	0.86	86	4.45	0.90	86	4.51	0.89
Campus Management Office - Northridge Campus	153	4.37	0.96	153	4.35	1.01	154	4.33	1.06
Campus Police - Northridge Campus	147	4.38	0.92	147	4.43	0.85	147	4.29	1.10
Career Center - Northridge Campus	15	4.40	1.06	15	4.47	1.06	15	4.47	1.06
Cashier's Office - Northridge Campus	70	4.33	1.03	69	4.28	1.14	70	4.33	1.09
Counseling - Northridge Campus	46	4.43	1.03	46	4.35	1.08	46	4.39	1.08
Custodial Day Services - Northridge Campus	80	4.66	0.73	80	4.68	0.69	80	4.73	0.66
Custodial Night Services - Northridge Campus	42	3.76	1.25	38	3.89	1.23	35	3.89	1.28
Dean of Student Services - Northridge Campus	72	4.36	1.13	71	4.35	1.14	72	4.32	1.15
Evening Operations Coord. Office - Northridge Campus	34	4.00	1.44	32	4.13	1.34	33	4.00	1.41
Financial Aid - Northridge Campus	37	4.32	1.06	37	4.22	1.16	37	4.19	1.20
Food Service - Northridge Campus	102	3.61	1.28	101	3.67	1.27	102	3.78	1.29
Grounds Keeping - Northridge Campus	49	4.57	0.61	49	4.59	0.61	47	4.62	0.61
IRT Computer Centers - Northridge Campus	54	4.28	1.09	54	4.28	1.12	54	4.28	1.12

Note: "Not Applicable" responses excluded from analysis.

**Table 9 (continued)**  
**Northridge:**  
**Overall Quality, Promptness, Service Attitude**

Northridge Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Northridge Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Northridge Campus	65	4.28	1.14	65	4.37	1.10	65	4.35	1.12
Learning Labs - Northridge Campus	51	4.43	1.01	51	4.43	1.01	51	4.43	1.02
Library Services - Northridge Campus	99	4.52	0.93	97	4.58	0.88	98	4.51	0.98
Mailroom Services - Northridge Campus	127	4.59	0.80	127	4.57	0.86	127	4.56	0.92
Microcomputer Support Services - Northridge Campus	56	4.41	0.89	56	4.43	0.91	56	4.36	1.02
Special Populations - Northridge Campus	12	4.75	0.62	11	4.73	0.65	11	4.73	0.90
Student Life/Student Activities - Northridge Campus	52	4.38	1.09	50	4.38	1.14	52	4.33	1.15
Students with Disabilities - Northridge Campus	92	4.30	1.16	91	4.33	1.17	91	4.24	1.26
Testing Centers - Northridge Campus	105	4.23	1.10	105	4.30	1.07	105	4.21	1.19
Veterans Affairs - Northridge Campus	32	4.22	0.94	32	3.97	1.33	32	4.19	0.93
Weekend Supervisor - Northridge Campus	31	4.06	1.46	30	4.03	1.47	30	4.03	1.50

Note: "Not Applicable" responses excluded from analysis.

**Table 10**  
**Northridge: Overall Quality (2007 -- 2008)**

Northridge Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Northridge Campus	134	4.33	0.95	92	4.32	0.97	-0.01	17	24
Advising - Northridge Campus	96	3.90	1.28	67	3.91	1.23	0.01	26	21
Assessment - Northridge Campus	54	3.96	1.26	42	4.00	1.33	0.04	24	20
Bookstore - Northridge Campus	70	3.86	1.25	103	3.68	1.32	-0.18	28	29
Building Maintenance Service - Northridge Campus	87	4.25	0.96	86	4.47	0.86	0.21	6	9
Campus Management Office - Northridge Campus	182	4.32	0.95	153	4.37	0.96	0.05	13	17
Campus Police - Northridge Campus	156	4.18	1.06	147	4.38	0.92	0.20	12	10
Career Center - Northridge Campus	16	3.81	1.52	15	4.40	1.06	0.59	10	3
Cashier's Office - Northridge Campus	87	4.36	0.98	70	4.33	1.03	-0.03	15	27
Counseling - Northridge Campus	57	3.84	1.49	46	4.43	1.03	0.59	7	2
Custodial Day Services - Northridge Campus	85	4.36	0.84	80	4.66	0.73	0.30	2	6
Custodial Night Services - Northridge Campus	51	3.67	1.35	42	3.76	1.25	0.10	27	14
Dean of Student Services - Northridge Campus	70	4.07	1.22	72	4.36	1.13	0.29	14	7
Evening Operations Coord. Office - Northridge Campus	39	4.03	1.33	34	4.00	1.44	-0.03	24	26
Financial Aid - Northridge Campus	41	4.00	1.43	37	4.32	1.06	0.32	16	5
Food Service - Northridge Campus	110	3.46	1.24	102	3.61	1.28	0.14	29	11
Grounds Keeping - Northridge Campus	53	4.13	1.07	49	4.57	0.61	0.44	4	4

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 10 (continued)  
Northridge: Overall Quality (2007 -- 2008)

## Northridge Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Northridge Campus	74	4.28	1.10	54	4.28	1.09	-0.01	19	23
IRT Media Centers - Northridge Campus	101	4.37	0.99	65	4.28	1.14	-0.09	20	28
Learning Labs - Northridge Campus	55	4.36	1.02	51	4.43	1.01	0.07	8	15
Library Services - Northridge Campus	120	4.47	0.93	99	4.52	0.93	0.05	5	18
Mailroom Services - Northridge Campus	136	4.53	0.85	127	4.59	0.80	0.06	3	16
Microcomputer Support Services - Northridge Campus	63	4.30	1.12	56	4.41	0.89	0.11	9	13
Special Populations - Northridge Campus	8	3.63	1.77	12	4.75	0.62	1.13	1	1
Student Life/Student Activities - Northridge Campus	42	4.12	1.31	52	4.38	1.09	0.27	11	8
Students with Disabilities - Northridge Campus	94	4.31	1.10	92	4.30	1.16	0.00	18	22
Testing Centers - Northridge Campus	132	4.24	1.16	105	4.23	1.10	-0.01	21	25
Veterans Affairs - Northridge Campus	39	4.18	1.10	32	4.22	0.94	0.04	22	19
Weekend Supervisor - Northridge Campus	33	3.94	1.48	31	4.06	1.46	0.13	23	12

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 11**  
**Northridge: Promptness (2007 -- 2008)**

Northridge Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Northridge Campus	134	4.31	1.02	92	4.30	0.99	-0.01	17	23
Advising - Northridge Campus	96	4.01	1.21	66	3.98	1.21	-0.03	25	25
Assessment - Northridge Campus	54	3.94	1.23	42	4.02	1.28	0.08	24	15
Bookstore - Northridge Campus	71	3.82	1.23	103	3.76	1.26	-0.06	28	26
Building Maintenance Service - Northridge Campus	86	4.22	0.97	86	4.45	0.90	0.23	7	8
Campus Management Office - Northridge Campus	181	4.29	0.99	153	4.35	1.01	0.06	13	18
Campus Police - Northridge Campus	155	4.20	1.05	147	4.43	0.85	0.23	9	9
Career Center - Northridge Campus	16	3.81	1.52	15	4.47	1.06	0.65	6	2
Cashier's Office - Northridge Campus	87	4.26	1.15	69	4.28	1.14	0.01	20	21
Counseling - Northridge Campus	57	3.86	1.44	46	4.35	1.08	0.49	15	3
Custodial Day Services - Northridge Campus	83	4.39	0.85	80	4.68	0.69	0.29	2	5
Custodial Night Services - Northridge Campus	46	3.78	1.32	38	3.89	1.23	0.11	27	11
Dean of Student Services - Northridge Campus	70	4.07	1.23	71	4.35	1.14	0.28	14	6
Evening Operations Coord. Office - Northridge Campus	38	4.05	1.33	32	4.13	1.34	0.07	22	16
Financial Aid - Northridge Campus	41	4.12	1.36	37	4.22	1.16	0.09	21	12
Food Service - Northridge Campus	110	3.69	1.08	101	3.67	1.27	-0.02	29	24

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 11 (continued)  
 Northridge: Promptness (2007 -- 2008)

Northridge Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Grounds Keeping - Northridge Campus	51	4.20	1.02	49	4.59	0.61	0.40	3	4
IRT Computer Centers - Northridge Campus	74	4.35	1.03	54	4.28	1.12	-0.07	19	28
IRT Media Centers - Northridge Campus	100	4.43	0.93	65	4.37	1.10	-0.06	12	27
Learning Labs - Northridge Campus	55	4.36	1.02	51	4.43	1.01	0.07	8	17
Library Services - Northridge Campus	118	4.49	0.90	97	4.58	0.88	0.09	4	36
Mailroom Services - Northridge Campus	136	4.53	0.85	127	4.57	0.86	0.05	5	19
Microcomputer Support Services - Northridge Campus	63	4.27	1.08	56	4.43	0.91	0.16	9	10
Special Populations - Northridge Campus	8	3.63	1.77	11	4.73	0.65	1.10	1	1
Student Life/Student Activities - Northridge Campus	40	4.13	1.34	50	4.38	1.14	0.26	11	7
Students with Disabilities - Northridge Campus	93	4.32	1.08	91	4.33	1.17	0.01	16	22
Testing Centers - Northridge Campus	132	4.27	1.11	105	4.30	1.07	0.03	18	20
Veterans Affairs - Northridge Campus	39	4.15	1.11	32	3.97	1.33	-0.19	26	29
Weekend Supervisor - Northridge Campus	33	3.94	1.48	30	4.03	1.47	0.09	23	13

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 12**  
**Northridge: Service Attitude (2007 -- 2008)**

Northridge Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Northridge Campus	134	4.27	1.03	92	4.27	1.09	0.00	18	22
Advising - Northridge Campus	96	4.01	1.24	66	4.00	1.14	-0.01	25	24
Assessment - Northridge Campus	54	3.89	1.27	41	4.05	1.26	0.16	23	10
Bookstore - Northridge Campus	69	3.94	1.25	103	3.83	1.28	-0.12	28	28
Building Maintenance Service - Northridge Campus	86	4.33	0.98	86	4.51	0.89	0.19	5	8
Campus Management Office - Northridge Campus	182	4.30	1.02	154	4.33	1.06	0.03	12	19
Campus Police - Northridge Campus	156	4.13	1.14	147	4.29	1.10	0.16	16	11
Career Center - Northridge Campus	16	3.81	1.52	15	4.47	1.06	0.65	7	2
Cashier's Office - Northridge Campus	87	4.22	1.17	70	4.33	1.09	0.11	13	12
Counseling - Northridge Campus	57	3.81	1.47	46	4.39	1.08	0.58	9	3
Custodial Day Services - Northridge Campus	84	4.42	0.85	80	4.73	0.66	0.31	2	5
Custodial Night Services - Northridge Campus	43	3.91	1.27	35	3.89	1.28	-0.02	27	26
Dean of Student Services - Northridge Campus	70	4.06	1.24	72	4.32	1.15	0.26	15	6
Evening Operations Coord. Office - Northridge Campus	39	4.00	1.38	33	4.00	1.41	0.00	25	23
Financial Aid - Northridge Campus	41	3.98	1.47	37	4.19	1.20	0.21	21	7
Food Service - Northridge Campus	110	3.77	1.04	102	3.78	1.29	0.01	29	21
Grounds Keeping - Northridge Campus	51	4.25	1.07	47	4.62	0.61	0.36	3	4

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 12 (continued)**  
**Northridge: Service Attitude (2007 -- 2008)**

**Northridge Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)**

Northridge Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Northridge Campus	74	4.30	1.04	54	4.28	1.12	-0.02	17	25
IRT Media Centers - Northridge Campus	100	4.46	0.87	65	4.35	1.12	-0.11	11	27
Learning Labs - Northridge Campus	55	4.38	1.03	51	4.43	1.02	0.05	8	17
Library Services - Northridge Campus	120	4.46	0.94	98	4.51	0.98	0.05	6	16
Mailroom Services - Northridge Campus	135	4.53	0.85	127	4.56	0.92	0.03	4	20
Microcomputer Support Services - Northridge Campus	63	4.32	1.09	56	4.36	1.02	0.04	10	18
Special Populations - Northridge Campus	8	3.63	1.77	11	4.73	0.90	1.10	1	1
Student Life/Student Activities - Northridge Campus	42	4.14	1.34	52	4.33	1.15	0.18	14	9
Students with Disabilities - Northridge Campus	94	4.36	1.06	91	4.24	1.26	-0.12	19	29
Testing Centers - Northridge Campus	132	4.14	1.26	105	4.21	1.19	0.07	20	14
Veterans Affairs - Northridge Campus	39	4.13	1.17	32	4.19	0.93	0.06	22	15
Weekend Supervisor - Northridge Campus	33	3.94	1.52	30	4.03	1.50	0.09	24	13

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 13**  
**Pinnacle:**  
**Overall Quality, Promptness, Service Attitude**

Pinnacle Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Pinnacle Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Pinnacle Campus	52	4.23	1.23	52	4.21	1.23	52	4.13	1.31
Advising - Pinnacle Campus	37	4.14	1.23	37	4.35	1.06	37	4.32	1.08
Assessment - Pinnacle Campus	22	4.41	1.01	22	4.45	0.96	22	4.45	0.96
Bookstore - Pinnacle Campus	39	3.69	1.36	39	3.85	1.39	39	3.85	1.42
Building Maintenance Service - Pinnacle Campus	58	4.34	1.10	58	4.38	1.11	58	4.45	0.98
Campus Management Office - Pinnacle Campus	108	4.51	0.95	108	4.56	0.94	108	4.51	1.05
Campus Police - Pinnacle Campus	81	4.69	0.74	80	4.66	0.76	81	4.67	0.81
Career Center - Pinnacle Campus	15	4.53	0.64	15	4.40	0.74	15	4.53	0.64
Cashier's Office - Pinnacle Campus	28	4.39	0.99	28	4.43	0.88	28	4.39	0.92
Counseling - Pinnacle Campus	29	4.72	0.84	29	4.66	0.90	29	4.66	0.90
Custodial Day Services - Pinnacle Campus	53	4.49	0.93	52	4.50	0.94	52	4.50	0.94
Custodial Night Services - Pinnacle Campus	25	3.64	1.44	23	3.87	1.25	24	3.75	1.36
Dean of Student Services - Pinnacle Campus	43	3.93	1.37	43	4.00	1.33	43	4.00	1.29
Evening Operations Coordinator's Office - Pinnacle Campus	28	4.57	1.07	28	4.61	1.07	28	4.61	1.07
Financial Aid - Pinnacle Campus	20	4.80	0.41	20	4.80	0.41	20	4.80	0.41
Food Service - Pinnacle Campus	62	3.92	1.18	62	4.15	1.13	62	4.24	1.10
Grounds Keeping - Pinnacle Campus	34	4.18	0.90	32	4.25	0.98	33	4.21	0.89
IRT Computer Centers - Pinnacle Campus	33	4.30	1.13	33	4.36	1.11	33	4.39	1.12

Note: "Not Applicable" responses excluded from analysis.

**Table 13 (continued)**  
**Pinnacle:**  
**Overall Quality, Promptness, Service Attitude**

Pinnacle Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Pinnacle Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Pinnacle Campus	33	4.21	0.99	33	4.24	1.00	33	4.24	1.00
Learning Labs - Pinnacle Campus	41	4.49	0.95	40	4.58	0.84	40	4.55	0.88
Library Services - Pinnacle Campus	41	4.39	1.14	41	4.44	1.07	41	4.46	1.14
Mailroom Services - Pinnacle Campus	69	4.25	1.12	69	4.19	1.22	68	4.25	1.14
Microcomputer Support Services - Pinnacle Campus	34	4.59	0.74	34	4.59	0.78	34	4.76	0.43
Special Populations - Pinnacle Campus	4	4.75	0.50	4	4.50	0.58	4	4.75	0.50
Student Life/Student Activities - Pinnacle Campus	36	4.25	1.32	35	4.26	1.34	36	4.25	1.32
Students with Disabilities - Pinnacle Campus	32	4.22	1.26	32	4.03	1.38	32	4.25	1.30
Testing Centers - Pinnacle Campus	65	4.37	1.05	65	4.37	1.04	65	4.34	1.08
Veteran's Affairs - Pinnacle Campus	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Pinnacle Campus	4	2.75	2.06	4	2.75	2.06	4	2.75	2.06

Note: "Not Applicable" responses excluded from analysis.

**Table 14**  
Pinnacle: Overall Quality (2007 -- 2008)

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Pinnacle Campus	65	4.43	0.85	52	4.23	1.23	-0.20	19	24
Advising - Pinnacle Campus	56	3.96	1.26	37	4.14	1.23	0.17	23	8
Assessment - Pinnacle Campus	35	4.17	1.07	22	4.41	1.01	0.24	11	6
Bookstore - Pinnacle Campus	33	3.85	1.30	39	3.69	1.36	-0.16	26	21
Building Maintenance Service - Pinnacle Campus	59	4.24	1.02	58	4.34	1.10	0.11	15	13
Campus Management Offices - Pinnacle Campus	105	4.35	1.07	108	4.51	0.95	0.16	8	9
Campus Police - Pinnacle Campus	71	4.56	0.77	81	4.69	0.74	0.13	4	12
Career Center - Pinnacle Campus	17	3.88	1.58	15	4.53	0.64	0.65	7	3
Cashier's Office - Pinnacle Campus	43	4.44	0.55	28	4.39	0.99	-0.05	12	17
Counseling - Pinnacle Campus	48	3.79	1.49	29	4.72	0.84	0.93	3	2
Custodial Day Services - Pinnacle Campus	50	4.66	0.69	53	4.49	0.93	-0.17	9	22
Custodial Night Services - Pinnacle Campus	25	3.64	1.15	25	3.64	1.44	0.00	27	15
Dean of Student Services - Pinnacle Campus	54	3.78	1.40	43	3.93	1.37	0.15	24	10
Evening Operations Coord. Office - Pinnacle Campus	32	4.44	1.19	28	4.57	1.07	0.13	6	11
Financial Aid - Pinnacle Campus	32	4.28	1.08	20	4.80	0.41	0.52	1	4
Food Service - Pinnacle Campus	64	4.11	1.09	62	3.92	1.18	-0.19	25	23
Grounds Keeping - Pinnacle Campus	27	4.26	0.98	34	4.18	0.90	-0.08	22	19

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 14 (continued)**  
**Pinnacle: Overall Quality (2007 -- 2008)**

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Pinnacle Campus	30	4.57	0.86	33	4.30	1.13	-0.26	16	25
IRT Media Centers - Pinnacle Campus	30	4.63	0.81	33	4.21	0.99	-0.42	21	28
Learning Labs - Pinnacle Campus	34	4.56	0.79	41	4.49	0.95	-0.07	10	18
Library Services - Pinnacle Campus	58	4.66	0.83	41	4.39	1.14	-0.26	13	26
Mailroom Services - Pinnacle Campus	73	4.23	1.01	69	4.25	1.12	0.01	18	14
Microcomputer Support Services - Pinnacle Campus	38	4.37	1.00	34	4.59	0.74	0.22	5	7
Special Populations - Pinnacle Campus	7	2.57	1.99	4	4.75	0.50	2.18	2	1
Student Life/Student Activities - Pinnacle Campus	41	4.29	1.19	36	4.25	1.32	-0.04	17	16
Students with Disabilities - Pinnacle Campus	47	3.74	1.41	32	4.22	1.26	0.47	20	5
Testing Centers - Pinnacle Campus	81	4.52	0.87	65	4.37	1.05	-0.15	14	20
Weekend Supervisor - Pinnacle Campus	7	3.14	2.04	4	2.75	2.06	-0.39	28	27

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 15**  
Pinnacle: Promptness (2007 -- 2008)

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Pinnacle Campus	65	4.45	0.85	52	4.21	1.23	-0.23	21	24
Advising - Pinnacle Campus	56	4.00	1.21	37	4.35	1.06	0.35	17	5
Assessment - Pinnacle Campus	35	4.34	0.87	22	4.45	0.96	0.11	10	12
Bookstore - Pinnacle Campus	33	3.94	1.25	39	3.85	1.39	-0.09	27	20
Building Maintenance Service - Pinnacle Campus	58	4.26	1.04	58	4.38	1.11	0.12	14	11
Campus Management Office - Pinnacle Campus	105	4.32	1.08	108	4.56	0.94	0.23	7	6
Campus Police - Pinnacle Campus	71	4.61	0.73	80	4.66	0.76	0.06	2	14
Career Center - Pinnacle Campus	17	4.00	1.50	15	4.40	0.74	0.40	13	4
Cashier's Office - Pinnacle Campus	43	4.35	0.75	28	4.43	0.88	0.08	12	13
Counseling - Pinnacle Campus	47	3.87	1.45	29	4.66	0.90	0.78	3	2
Custodial Day Services - Pinnacle Campus	49	4.76	0.56	52	4.50	0.94	-0.26	8	25
Custodial Night Services - Pinnacle Campus	20	3.85	1.18	23	3.87	1.25	0.02	26	15
Dean of Student Services - Pinnacle Campus	53	3.85	1.39	43	4.00	1.33	0.15	25	10
Evening Operations Coord. Office - Pinnacle Campus	32	4.44	1.19	28	4.61	1.07	0.17	4	9
Financial Aid - Pinnacle Campus	32	4.25	1.16	20	4.80	0.41	0.55	1	3
Food Service - Pinnacle Campus	64	4.14	1.08	62	4.15	1.13	0.00	23	17
Grounds Keeping - Pinnacle Campus	26	4.42	0.70	32	4.25	0.98	-0.17	19	21

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 15 (continued)  
Pinnacle: Promptness (2007 -- 2008)

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Pinnacle Campus	29	4.62	0.86	33	4.36	1.11	-0.26	16	26
IRT Media Centers - Pinnacle Campus	30	4.63	0.81	33	4.24	1.00	-0.39	20	27
Learning Labs - Pinnacle Campus	34	4.59	0.78	40	4.58	0.84	-0.01	6	18
Library Services - Pinnacle Campus	57	4.67	0.79	41	4.44	1.07	-0.23	11	23
Mailroom Services - Pinnacle Campus	73	4.18	1.07	69	4.19	1.22	0.01	22	16
Microcomputer Support Services - Pinnacle Campus	38	4.39	0.95	34	4.59	0.78	0.19	5	8
Special Populations - Pinnacle Campus	7	2.57	1.99	4	4.50	0.58	1.93	8	1
Student Life/Student Activities - Pinnacle Campus	40	4.30	1.20	35	4.26	1.34	-0.04	18	19
Students with Disabilities - Pinnacle Campus	47	3.81	1.44	32	4.03	1.38	0.22	24	7
Testing Centers - Pinnacle Campus	81	4.56	0.85	65	4.37	1.04	-0.19	15	22
Veteran's Affairs - Pinnacle Campus	2	4.50	0.71	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Pinnacle Campus	7	3.14	2.04	4	2.75	2.06	-0.39	28	28

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 16**  
Pinnacle: Service Attitude (2007 -- 2008)

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
Admissions and Records - Pinnacle Campus	65	4.45	0.87	52	4.13	1.31	-0.31	24	26
Advising - Pinnacle Campus	56	4.04	1.26	37	4.32	1.08	0.29	17	7
Assessment - Pinnacle Campus	35	4.26	1.04	22	4.45	0.96	0.20	12	8
Bookstore - Pinnacle Campus	33	3.85	1.20	39	3.85	1.42	0.00	26	16
Building Maintenance Service - Pinnacle Campus	58	4.38	1.06	58	4.45	0.98	0.07	13	13
Campus Administrative Offices - Pinnacle Campus	104	4.41	1.01	108	4.51	1.05	0.10	9	12
Campus Police - Pinnacle Campus	71	4.52	0.86	81	4.67	0.81	0.15	4	9
Career Center - Pinnacle Campus	17	4.00	1.50	15	4.53	0.64	0.53	8	3
Cashier's Office - Pinnacle Campus	43	4.35	0.75	28	4.39	0.92	0.04	15	14
Counseling - Pinnacle Campus	48	3.92	1.47	29	4.66	0.90	0.74	5	2
Custodial Day Services - Pinnacle Campus	49	4.76	0.56	52	4.50	0.94	-0.26	10	25
Custodial Night Services - Pinnacle Campus	19	3.89	1.15	24	3.75	1.36	-0.14	27	22
Dean of Student Services - Pinnacle Campus	54	3.87	1.33	43	4.00	1.29	0.13	25	10
Evening Operations Coord. Office - Pinnacle Campus	32	4.50	1.19	28	4.61	1.07	0.11	6	11
Financial Aid - Pinnacle Campus	32	4.34	1.10	20	4.80	0.41	0.46	1	4
Food Service - Pinnacle Campus	64	4.38	0.90	62	4.24	1.10	-0.13	22	20
Grounds Keeping - Pinnacle Campus	26	4.42	0.70	33	4.21	0.89	-0.21	23	24

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 16 (continued)**  
**Pinnacle: Service Attitude (2007 -- 2008)**

Pinnacle Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Pinnacle Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07-08
IRT Computer Centers - Pinnacle Campus	30	4.57	0.86	33	4.39	1.12	-0.17	14	23
IRT Media Centers - Pinnacle Campus	30	4.63	0.81	33	4.24	1.00	-0.39	21	27
Learning Labs - Pinnacle Campus	34	4.65	0.77	40	4.55	0.88	-0.10	7	18
Library Services - Pinnacle Campus	58	4.60	0.88	41	4.46	1.14	-0.14	11	21
Mailroom Services - Pinnacle Campus	72	4.22	1.06	68	4.25	1.14	0.03	18	15
Microcomputer Support Services - Pinnacle Campus	38	4.45	0.92	34	4.76	0.43	0.32	2	6
Special Populations - Pinnacle Campus	7	2.57	1.99	4	4.75	0.50	2.18	3	1
Student Life/Student Activities - Pinnacle Campus	41	4.29	1.19	36	4.25	1.32	-0.04	18	17
Students with Disabilities - Pinnacle Campus	47	3.85	1.44	32	4.25	1.30	0.40	18	5
Testing Centers - Pinnacle Campus	81	4.47	0.96	65	4.34	1.08	-0.13	16	19
Veterans Affairs - Pinnacle Campus	2	4.50	0.71	n/a	n/a	n/a	n/a	n/a	n/a
Weekend Supervisor - Pinnacle Campus	7	3.14	2.04	4	2.75	2.06	-0.39	28	28

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 17**  
**Rio Grande**  
**Overall Quality, Promptness, Service Attitude**

Rio Grande Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Rio Grande Campus	91	4.41	0.92	91	4.41	0.94	91	4.41	0.97
Advising - Rio Grande Campus	59	3.56	1.51	58	3.69	1.45	58	3.78	1.48
Assessment - Rio Grande Campus	40	4.53	0.93	40	4.58	0.81	40	4.58	0.87
Bookstore - Rio Grande Campus	98	3.97	1.20	97	3.89	1.25	98	3.93	1.26
Building Maintenance Service - Rio Grande Campus	112	4.05	1.15	112	4.11	1.13	111	4.14	1.17
Campus Management Office - Rio Grande Campus	171	3.97	1.33	171	3.96	1.35	170	3.88	1.43
Campus Police - Rio Grande Campus	159	4.39	1.01	159	4.41	0.96	159	4.45	0.96
Career Center - Rio Grande Campus	24	4.63	1.01	24	4.63	1.01	24	4.67	1.01
Cashier's Office - Rio Grande Campus	75	4.51	0.83	75	4.51	0.84	75	4.53	0.76
Counseling - Rio Grande Campus	39	4.64	0.87	39	4.59	0.91	39	4.62	0.99
Custodial Day Services - Rio Grande Campus	94	4.36	1.08	94	4.34	1.04	93	4.42	1.00
Custodial Night Services - Rio Grande Campus	41	4.02	1.23	40	4.10	1.19	39	4.10	1.21
Dean of Student Services - Rio Grande Campus	59	4.22	1.16	58	4.21	1.15	59	4.22	1.23
Evening Operations Coord. Office - Rio Grande Campus	43	4.19	1.31	43	4.19	1.31	43	4.16	1.33
Financial Aid - Rio Grande Campus	29	4.45	0.78	29	4.38	0.98	29	4.59	0.73
Food Service - Rio Grande Campus	111	3.82	1.17	111	4.05	1.12	111	4.04	1.12
Grounds Keeping - Rio Grande Campus	56	4.38	0.91	56	4.38	1.00	55	4.44	0.88
IRT Computer Centers - Rio Grande Campus	65	4.05	1.18	64	4.09	1.15	65	4.11	1.16

Note: "Not Applicable" responses excluded from analysis.

**Table 17 (continued)**  
**Rio Grande**  
**Overall Quality, Promptness, Service Attitude**

Rio Grande Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Rio Grande Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Rio Grande Campus	94	3.87	1.31	95	3.89	1.35	95	3.92	1.37
Learning Labs - Rio Grande Campus	59	4.20	1.23	59	4.24	1.21	59	4.20	1.27
Library Services - Rio Grande Campus	109	4.57	0.95	109	4.60	0.89	109	4.61	0.88
Mailroom Services - Rio Grande Campus	127	4.43	1.01	127	4.47	0.92	126	4.48	0.91
Microcomputer Support Services - Rio Grande Campus	60	4.32	1.11	60	4.32	1.19	60	4.35	1.12
Special Populations - Rio Grande Campus	5	4.20	0.84	5	4.20	1.10	5	4.20	0.84
Student Life/Student Activities - Rio Grande Campus	84	3.94	1.50	84	3.90	1.53	84	3.92	1.53
Students with Disabilities - Rio Grande Campus	71	4.08	1.20	71	4.17	1.18	71	4.14	1.25
Testing Centers - Rio Grande Campus	98	4.27	1.01	98	4.28	1.06	98	4.12	1.11
Veterans Affairs - Rio Grande Campus	2	5.00	0.00	2	5.00	0.00	2	5.00	0.00
Weekend Supervisor - Rio Grande Campus	22	4.45	1.18	22	4.45	1.18	22	4.50	1.19

Note: "Not Applicable" responses excluded from analysis.

**Table 18**  
Rio Grande: Overall Quality (2007 -- 2008)

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Rio Grande Campus	113	4.33	0.97	91	4.41	0.92	0.08	10	17
Advising - Rio Grande Campus	89	3.81	1.29	59	3.56	1.51	-0.25	29	27
Assessment - Rio Grande Campus	55	4.27	1.19	40	4.53	0.93	0.25	5	9
Bookstore - Rio Grande Campus	67	3.96	1.12	98	3.97	1.20	0.01	25	18
Building Maintenance Service - Rio Grande Campus	96	3.79	1.34	112	4.05	1.15	0.26	21	8
Campus Management Office - Rio Grande Campus	157	4.13	1.06	171	3.97	1.33	-0.16	24	25
Campus Police - Rio Grande Campus	131	4.50	0.90	159	4.39	1.01	-0.11	11	24
Career Center - Rio Grande Campus	29	4.24	1.30	24	4.63	1.01	0.38	3	5
Cashier's Office - Rio Grande Campus	81	4.42	0.79	75	4.51	0.83	0.09	6	15
Counseling - Rio Grande Campus	64	3.72	1.49	39	4.64	0.87	0.92	2	1
Custodial Day Services - Rio Grande Campus	87	4.22	1.17	94	4.36	1.08	0.14	13	11
Custodial Night Services - Rio Grande Campus	46	3.89	1.22	41	4.02	1.23	0.13	23	12
Dean of Student Services - Rio Grande Campus	60	4.32	1.08	59	4.22	1.16	-0.10	16	23
Evening Operations Coord. Office - Rio Grande Campus	39	4.26	1.16	43	4.19	1.31	-0.07	19	22
Financial Aid - Rio Grande Campus	36	4.03	1.18	29	4.45	0.78	0.42	8	4
Food Service - Rio Grande Campus	91	3.71	1.18	111	3.82	1.17	0.11	28	14
Grounds Keeping - Rio Grande Campus	55	4.11	1.03	56	4.38	0.91	0.27	12	7

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 18 (continued)  
Rio Grande: Overall Quality (2007 -- 2008)

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - Rio Grande Campus	64	4.30	0.83	65	4.05	1.18	-0.25	22	28
IRT Media Centers - Rio Grande Campus	99	4.14	1.09	94	3.87	1.31	-0.27	27	29
Learning Labs - Rio Grande Campus	59	4.22	0.83	59	4.20	1.23	-0.02	17	19
Library Services - Rio Grande Campus	105	4.49	0.93	109	4.57	0.95	0.08	4	16
Mailroom Services - Rio Grande Campus	118	4.49	0.85	127	4.43	1.01	-0.07	9	21
Microcomputer Support Services - Rio Grande Campus	60	4.15	1.07	60	4.32	1.11	0.17	14	10
Special Populations - Rio Grande Campus	8	3.63	1.69	5	4.20	0.84	0.58	18	2
Student Life/Student Activities - Rio Grande Campus	83	4.17	1.24	84	3.94	1.50	-0.23	26	26
Students with Disabilities - Rio Grande Campus	82	3.98	1.26	71	4.08	1.20	0.11	20	13
Testing Centers - Rio Grande Campus	118	4.31	1.01	98	4.27	1.01	-0.05	15	20
Veterans Affairs - Rio Grande Campus	3	4.67	0.58	2	5.00	0.00	0.33	1	6
Weekend Supervisor - Rio Grande Campus	26	4.00	1.52	22	4.45	1.18	0.45	7	3

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 19**  
**Rio Grande: Promptness (2007 -- 2008)**

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Rio Grande Campus	113	4.35	0.97	91	4.41	0.94	0.05	10	22
Advising - Rio Grande Campus	89	3.91	1.26	58	3.69	1.45	-0.22	29	25
Assessment - Rio Grande Campus	55	4.24	1.19	40	4.58	0.81	0.34	5	4
Bookstore - Rio Grande Campus	67	3.90	1.16	97	3.89	1.25	-0.01	28	27
Building Maintenance Service - Rio Grande Campus	96	3.73	1.41	112	4.11	1.13	0.38	21	23
Campus Management Office - Rio Grande Campus	157	4.18	1.07	171	3.96	1.35	-0.23	25	21
Campus Police - Rio Grande Campus	131	4.53	0.89	159	4.41	0.96	-0.12	9	19
Career Center - Rio Grande Campus	29	4.21	1.29	24	4.63	1.01	0.42	2	5
Cashier's Office - Rio Grande Campus	81	4.40	0.82	75	4.51	0.84	0.11	6	8
Counseling - Rio Grande Campus	64	3.70	1.44	39	4.59	0.91	0.89	4	11
Custodial Day Services - Rio Grande Campus	87	4.34	1.09	94	4.34	1.04	0.00	13	16
Custodial Night Services - Rio Grande Campus	44	3.93	1.11	40	4.10	1.19	0.17	22	24
Dean of Student Services - Rio Grande Campus	60	4.33	1.07	58	4.21	1.15	-0.13	17	3
Evening Operations Coord. Office - Rio Grande Campus	39	4.28	1.15	43	4.19	1.31	-0.10	19	6
Financial Aid - Rio Grande Campus	36	4.06	1.22	29	4.38	0.98	0.32	11	9
Food Service - Rio Grande Campus	90	3.93	0.99	111	4.05	1.12	0.11	24	17
Grounds Keeping - Rio Grande Campus	53	4.21	0.95	56	4.38	1.00	0.17	12	15

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 19 (continued)  
Rio Grande: Promptness (2007 -- 2008)

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - Rio Grande Campus	62	4.24	0.92	64	4.09	1.15	-0.15	23	10
IRT Media Centers - Rio Grande Campus	99	4.23	1.06	95	3.89	1.35	-0.34	27	29
Learning Labs - Rio Grande Campus	59	4.22	0.87	59	4.24	1.21	0.02	16	18
Library Services - Rio Grande Campus	105	4.49	0.95	109	4.60	0.89	0.11	3	1
Mailroom Services - Rio Grande Campus	118	4.52	0.82	127	4.47	0.92	-0.04	7	13
Microcomputer Support Services - Rio Grande Campus	60	4.10	1.12	60	4.32	1.19	0.22	14	14
Special Populations - Rio Grande Campus	8	3.63	1.69	5	4.20	1.10	0.58	18	26
Student Life/Student Activities - Rio Grande Campus	83	4.07	1.29	84	3.90	1.53	-0.17	26	28
Students with Disabilities - Rio Grande Campus	82	4.02	1.22	71	4.17	1.18	0.14	20	12
Testing Centers - Rio Grande Campus	118	4.37	0.91	98	4.28	1.06	-0.10	15	20
Veterans Affairs - Rio Grande Campus	3	4.67	0.58	2	5.00	0.00	0.33	1	7
Weekend Supervisor - Rio Grande Campus	26	3.92	1.60	22	4.45	1.18	0.53	8	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 20**  
Rio Grande: Service Attitude (2007 -- 2008)

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Rio Grande Campus	113	4.35	1.00	91	4.41	0.97	0.06	13	16
Advising - Rio Grande Campus	88	3.89	1.25	58	3.78	1.48	-0.11	29	25
Assessment - Rio Grande Campus	55	4.25	1.16	40	4.58	0.87	0.32	6	8
Bookstore - Rio Grande Campus	67	3.99	1.21	98	3.93	1.26	-0.06	25	21
Building Maintenance Service - Rio Grande Campus	96	3.78	1.43	111	4.14	1.17	0.36	19	6
Campus Management Office - Rio Grande Campus	156	4.04	1.19	170	3.88	1.43	-0.16	28	27
Campus Police - Rio Grande Campus	131	4.53	0.88	159	4.45	0.96	-0.08	10	22
Career Center - Rio Grande Campus	29	4.24	1.30	24	4.67	1.01	0.43	2	5
Cashier's Office - Rio Grande Campus	81	4.40	0.85	75	4.53	0.76	0.14	7	13
Counseling - Rio Grande Campus	64	3.80	1.43	39	4.62	0.99	0.82	3	1
Custodial Day Services - Rio Grande Campus	87	4.36	1.09	93	4.42	1.00	0.06	12	15
Custodial Night Services - Rio Grande Campus	44	3.93	1.11	39	4.10	1.21	0.17	23	10
Dean of Student Services - Rio Grande Campus	60	4.27	1.18	59	4.22	1.23	-0.05	15	20
Evening Operations Coord. Office - Rio Grande Campus	39	4.28	1.15	43	4.16	1.33	-0.12	18	26
Financial Aid - Rio Grande Campus	36	4.08	1.27	29	4.59	0.73	0.50	5	4
Food Service - Rio Grande Campus	90	4.00	1.03	111	4.04	1.12	0.04	24	17

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 20 (continued)  
Rio Grande: Service Attitude (2007 -- 2008)

Rio Grande Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Rio Grande Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Grounds Keeping - Rio Grande Campus	54	4.13	1.03	55	4.44	0.88	0.31	11	9
IRT Computer Centers - Rio Grande Campus	64	4.20	0.95	65	4.11	1.16	-0.10	22	24
IRT Media Centers - Rio Grande Campus	99	4.25	1.12	95	3.92	1.37	-0.34	27	29
Learning Labs - Rio Grande Campus	59	4.20	0.96	59	4.20	1.27	0.00	16	18
Library Services - Rio Grande Campus	105	4.45	1.00	109	4.61	0.88	0.17	4	11
Mailroom Services - Rio Grande Campus	118	4.50	0.90	126	4.48	0.91	-0.02	9	19
Microcomputer Support Services - Rio Grande Campus	60	4.25	1.13	60	4.35	1.12	0.10	14	14
Special Populations - Rio Grande Campus	8	3.63	1.69	5	4.20	0.84	0.58	17	3
Student Life/Student Activities - Rio Grande Campus	83	4.16	1.26	84	3.92	1.53	-0.24	26	28
Students with Disabilities - Rio Grande Campus	82	3.98	1.25	71	4.14	1.25	0.17	20	12
Testing Centers - Rio Grande Campus	118	4.21	1.19	98	4.12	1.11	-0.09	21	23
Veterans Affairs - Rio Grande Campus	3	4.67	0.58	2	5.00	0.00	0.33	1	7
Weekend Supervisor - Rio Grande Campus	26	3.85	1.71	22	4.50	1.19	0.65	8	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 21**  
**Riverside**  
**Overall Quality, Promptness, Service Attitude**

Riverside Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Riverside Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Riverside Campus	90	4.22	0.98	90	4.14	1.12	90	4.20	1.03
Advising - Riverside Campus	69	3.91	1.26	68	3.94	1.26	68	3.90	1.25
Assessment - Riverside Campus	38	4.00	1.29	38	3.97	1.30	38	3.89	1.37
Bookstore - Riverside Campus	96	3.95	1.09	96	3.89	1.21	96	4.00	1.10
Building Maintenance Service - Riverside Campus	86	3.94	1.17	86	3.87	1.19	86	4.08	1.09
Campus Management Office - Riverside Campus	165	4.44	0.89	165	4.44	0.91	165	4.45	0.94
Campus Police - Riverside Campus	127	4.29	0.97	127	4.24	1.03	127	4.23	1.01
Career Center - Riverside Campus	15	3.80	1.47	15	3.80	1.47	15	3.93	1.44
Cashier's Office - Riverside Campus	67	4.21	0.84	67	4.19	0.84	67	4.13	0.95
Counseling - Riverside Campus	43	4.14	1.19	43	4.23	1.09	43	4.14	1.19
Custodial Day Services - Riverside Campus	84	3.98	1.16	83	4.05	1.09	84	4.14	1.03
Custodial Night Services - Riverside Campus	51	2.94	1.43	47	3.13	1.39	46	3.13	1.39
Dean of Student Services - Riverside Campus	54	4.24	1.10	54	4.20	1.16	54	4.22	1.16
Evening Operations Coord. Office - Riverside Campus	40	4.15	1.25	40	4.20	1.16	40	4.15	1.33
Financial Aid - Riverside Campus	33	4.33	0.85	33	4.33	0.85	33	4.42	0.75
Food Service - Riverside Campus	89	3.71	1.27	89	3.88	1.23	89	3.82	1.26
Grounds Keeping - Riverside Campus	50	4.12	1.21	49	4.04	1.26	50	4.08	1.19
IRT Computer Centers - Riverside Campus	63	4.32	1.00	63	4.33	0.98	63	4.22	1.05

Note: "Not Applicable" responses excluded from analysis.

**Table 21 (continued)**  
**Riverside**  
**Overall Quality, Promptness, Service Attitude**

Riverside Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

Riverside Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - Riverside Campus	82	4.40	0.94	82	4.41	1.02	82	4.35	1.03
Learning Labs - Riverside Campus	70	4.36	0.95	70	4.40	0.92	70	4.43	0.93
Library Services - Riverside Campus	97	4.64	0.72	97	4.69	0.62	97	4.62	0.74
Mailroom Services - Riverside Campus	115	4.43	0.91	114	4.42	0.92	114	4.45	0.89
Microcomputer Support Services - Riverside Campus	56	4.25	0.96	56	4.13	1.13	56	4.27	1.05
Special Populations - Riverside Campus	27	4.04	0.98	26	3.88	0.99	26	3.88	1.11
Student Life/Student Activities - Riverside Campus	60	4.00	1.33	60	4.00	1.30	60	3.92	1.42
Students with Disabilities - Riverside Campus	68	4.51	0.87	68	4.51	0.87	68	4.43	0.97
Testing Centers - Riverside Campus	102	4.26	1.12	102	4.31	1.07	102	4.17	1.25
Veterans Affairs - Riverside Campus	18	3.61	1.24	18	3.61	1.33	18	3.67	1.19
Weekend Supervisor - Riverside Campus	22	4.23	1.27	22	4.23	1.27	22	4.27	1.28

Note: Not-applicable responses excluded from analysis.

**Table 22**  
**Riverside: Overall Quality (2007 -- 2008)**

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Riverside Campus	99	4.28	0.98	90	4.22	0.98	-0.06	14	20
Advising - Riverside Campus	91	3.88	1.22	69	3.91	1.26	0.03	25	15
Assessment - Riverside Campus	50	4.10	1.16	38	4.00	1.29	-0.10	20	22
Bookstore - Riverside Campus	53	3.55	1.38	96	3.95	1.09	0.40	23	2
Building Maintenance Service - Riverside Campus	81	4.00	1.04	86	3.94	1.17	-0.06	24	19
Campus Management Office - Riverside Campus	168	4.40	0.88	165	4.44	0.89	0.04	3	13
Campus Police - Riverside Campus	125	4.06	1.07	127	4.29	0.97	0.23	9	5
Career Center - Riverside Campus	19	3.47	1.61	15	3.80	1.47	0.33	26	3
Cashier's Office - Riverside Campus	77	4.00	1.14	67	4.21	0.84	0.21	15	7
Counseling - Riverside Campus	58	3.71	1.45	43	4.14	1.19	0.43	17	1
Custodial Day Services - Riverside Campus	81	3.93	1.25	84	3.98	1.16	0.05	22	12
Custodial Night Services - Riverside Campus	47	3.34	1.29	51	2.94	1.43	-0.40	29	28
Dean of Student Services - Riverside Campus	48	4.02	1.25	54	4.24	1.10	0.22	12	6
Evening Operations Coord. Office - Riverside Campus	33	4.09	1.40	40	4.15	1.25	0.06	16	11
Financial Aid - Riverside Campus	43	4.19	1.28	33	4.33	0.85	0.15	7	9
Food Service - Riverside Campus	85	3.68	1.14	89	3.71	1.27	0.03	27	17
Grounds Keeping - Riverside Campus	43	4.44	0.73	50	4.12	1.21	-0.32	18	26

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 22 (continued)  
 Riverside: Overall Quality (2007 -- 2008)

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - Riverside Campus	63	4.41	0.93	63	4.32	1.00	-0.10	8	21
IRT Media Centers - Riverside Campus	84	4.44	0.87	82	4.40	0.94	-0.04	5	18
Learning Labs - Riverside Campus	70	4.50	0.91	70	4.36	0.95	-0.14	6	24
Library Services - Riverside Campus	87	4.56	0.89	97	4.64	0.72	0.08	1	10
Mailroom Services - Riverside Campus	114	4.53	0.73	115	4.43	0.91	-0.10	4	23
Microcomputer Support Services - Riverside Campus	60	4.22	1.04	56	4.25	0.96	0.03	11	16
Special Populations - Riverside Campus	30	4.00	1.20	27	4.04	0.98	0.04	19	14
Student Life/Student Activities - Riverside Campus	52	4.44	1.04	60	4.00	1.33	-0.44	20	29
Students with Disabilities - Riverside Campus	72	4.36	1.13	68	4.51	0.87	0.15	2	8
Testing Centers - Riverside Campus	111	4.50	0.84	102	4.26	1.12	-0.24	10	25
Veterans Affairs - Riverside Campus	25	4.00	1.19	18	3.61	1.24	-0.39	28	27
Weekend Supervisor - Riverside Campus	20	3.95	1.57	22	4.23	1.27	0.28	13	4

Note: "Not Applicable" responses are excluded from this analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 23**  
Riverside: Promptness (2007 -- 2008)

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Riverside Campus	99	4.19	1.08	90	4.14	1.12	-0.05	16	17
Advising - Riverside Campus	91	3.97	1.11	68	3.94	1.26	-0.03	22	16
Assessment - Riverside Campus	50	4.04	1.24	38	3.97	1.30	-0.07	21	20
Bookstore - Riverside Campus	52	3.54	1.35	96	3.89	1.21	0.35	23	2
Building Maintenance Service - Riverside Campus	80	3.98	1.09	86	3.87	1.19	-0.10	26	21
Campus Management Office - Riverside Campus	168	4.40	0.86	165	4.44	0.91	0.04	3	14
Campus Police - Riverside Campus	125	3.98	1.17	127	4.24	1.03	0.27	10	5
Career Center - Riverside Campus	19	3.47	1.61	15	3.80	1.47	0.33	27	3
Cashier's Office - Riverside Campus	77	4.10	1.07	67	4.19	0.84	0.09	15	13
Counseling - Riverside Campus	58	3.71	1.44	43	4.23	1.09	0.53	11	1
Custodial Day Services - Riverside Campus	81	3.90	1.26	83	4.05	1.09	0.15	18	8
Custodial Night Services - Riverside Campus	45	3.40	1.32	47	3.13	1.39	-0.27	29	26
Dean of Student Services - Riverside Campus	48	4.02	1.21	54	4.20	1.16	0.18	13	6
Evening Operations Coordinator's Office - Riverside Campus	33	4.09	1.40	40	4.20	1.16	0.11	14	10
Financial Aid - Riverside Campus	43	4.19	1.26	33	4.33	0.85	0.15	7	7
Food Service - Riverside Campus	85	3.75	1.11	89	3.88	1.23	0.12	25	9
Grounds Keeping - Riverside Campus	43	4.44	0.73	49	4.04	1.26	-0.40	19	28

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 23 (continued)**  
**Riverside: Promptness (2007 -- 2008)**

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - Riverside Campus	62	4.55	0.76	63	4.33	0.98	-0.22	7	25
IRT Media Centers - Riverside Campus	84	4.48	0.78	82	4.41	1.02	-0.06	5	19
Learning Labs - Riverside Campus	70	4.51	0.91	70	4.40	0.92	-0.11	6	22
Library Services - Riverside Campus	86	4.59	0.83	97	4.69	0.62	0.10	1	12
Mailroom Services - Riverside Campus	115	4.48	0.78	114	4.42	0.92	-0.06	4	18
Microcomputer Support Services - Riverside Campus	60	4.12	1.12	56	4.13	1.13	0.01	17	15
Special Populations - Riverside Campus	30	4.00	1.26	26	3.88	0.99	-0.12	24	23
Student Life/Student Activities - Riverside Campus	52	4.52	1.00	60	4.00	1.30	-0.52	20	29
Students with Disabilities - Riverside Campus	72	4.42	1.11	68	4.51	0.87	0.10	2	11
Testing Centers - Riverside Campus	111	4.50	0.86	102	4.31	1.07	-0.19	9	24
Veterans Affairs - Riverside Campus	25	3.96	1.17	18	3.61	1.33	-0.35	28	27
Weekend Supervisor - Riverside Campus	20	3.95	1.57	22	4.23	1.27	0.28	12	4

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 24**  
**Riverside: Service Attitude (2007 -- 2008)**

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --20

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Riverside Campus	99	4.27	0.98	90	4.20	1.03	-0.07	13	18
Advising - Riverside Campus	91	3.96	1.16	68	3.90	1.25	-0.06	24	17
Assessment - Riverside Campus	50	4.08	1.19	38	3.89	1.37	-0.19	25	23
Bookstore - Riverside Campus	53	3.72	1.23	96	4.00	1.10	0.28	21	5
Building Maintenance Service - Riverside Campus	81	4.11	1.07	86	4.08	1.09	-0.03	19	16
Campus Management Office - Riverside Campus	168	4.44	0.87	165	4.45	0.94	0.01	2	14
Campus Police - Riverside Campus	125	3.94	1.25	127	4.23	1.01	0.28	10	4
Career Center - Riverside Campus	19	3.53	1.65	15	3.93	1.44	0.41	22	2
Cashier's Office - Riverside Campus	77	3.83	1.25	67	4.13	0.95	0.30	18	3
Counseling - Riverside Campus	58	3.67	1.48	43	4.14	1.19	0.47	17	1
Custodial Day Services - Riverside Campus	81	4.10	1.22	84	4.14	1.03	0.04	16	13
Custodial Night Services - Riverside Campus	43	3.44	1.26	46	3.13	1.39	-0.31	29	27
Dean of Student Services - Riverside Campus	48	4.00	1.32	54	4.22	1.16	0.22	11	7
Evening Operations Coord. Office - Riverside Campus	33	4.09	1.40	40	4.15	1.33	0.06	15	11
Financial Aid - Riverside Campus	43	4.21	1.26	33	4.42	0.75	0.21	6	8
Food Service - Riverside Campus	85	3.82	1.10	89	3.82	1.26	0.00	27	15
Grounds Keeping - Riverside Campus	43	4.42	0.88	50	4.08	1.19	-0.34	20	28

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

Table 24 (continued)  
 Riverside: Service Attitude (2007 -- 2008)

Riverside Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --20

Riverside Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - Riverside Campus	63	4.44	0.89	63	4.22	1.05	-0.22	12	24
IRT Media Centers - Riverside Campus	84	4.52	0.74	82	4.35	1.03	-0.17	7	22
Learning Labs - Riverside Campus	70	4.53	0.88	70	4.43	0.93	-0.10	4	19
Library Services - Riverside Campus	87	4.54	0.97	97	4.62	0.74	0.08	1	10
Mailroom Services - Riverside Campus	113	4.55	0.71	114	4.45	0.89	-0.10	3	20
Microcomputer Support Services - Riverside Campus	60	4.22	1.04	56	4.27	1.05	0.05	9	12
Special Populations - Riverside Campus	30	4.00	1.26	26	3.88	1.11	-0.12	26	21
Student Life/Student Activities - Riverside Campus	52	4.56	1.00	60	3.92	1.42	-0.64	23	29
Students with Disabilities - Riverside Campus	72	4.35	1.15	68	4.43	0.97	0.08	5	9
Testing Centers - Riverside Campus	111	4.45	0.94	102	4.17	1.25	-0.28	14	25
Veterans Affairs - Riverside Campus	25	3.96	1.10	18	3.67	1.19	-0.29	28	26
Weekend Supervisor - Riverside Campus	20	4.00	1.59	22	4.27	1.28	0.27	8	6

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 25**  
**South Austin**  
**Overall Quality, Promptness, Service Attitude**

South Austin Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

South Austin Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - South Austin Campus	50	4.50	0.97	50	4.48	0.97	50	4.48	0.99
Advising - South Austin Campus	32	4.19	1.26	32	4.19	1.26	32	4.16	1.27
Assessment - South Austin Campus	25	4.64	0.91	25	4.64	0.91	25	4.64	0.91
Book Store - South Austin Campus	55	3.84	1.41	55	3.78	1.44	55	3.84	1.46
Building Maintenance Service - South Austin Campus	44	4.52	0.76	44	4.52	0.76	43	4.56	0.77
Campus Management Office - South Austin Campus	118	4.56	0.96	118	4.58	0.96	118	4.57	1.00
Campus Police - South Austin Campus	95	4.63	0.95	95	4.61	0.98	95	4.65	0.90
Career Center - South Austin Campus	9	4.89	0.33	9	4.89	0.33	9	4.89	0.33
Cashier's Office - South Austin Campus	32	4.34	1.00	32	4.31	1.03	32	4.22	1.21
Counseling - South Austin Campus	28	4.54	1.07	28	4.54	1.07	28	4.54	1.07
Custodial Day Services - South Austin Campus	44	4.55	0.73	44	4.52	0.73	43	4.58	0.73
Custodial Night Services - South Austin Campus	22	3.86	1.25	21	4.05	1.07	20	4.05	1.10
Dean of Student Services - South Austin Campus	46	3.63	1.47	46	3.76	1.40	46	3.50	1.50
Evening Operations Coord. Office - South Austin Campus	24	3.58	1.56	24	3.63	1.53	24	3.58	1.56
Financial Aid - South Austin Campus	20	4.40	1.10	20	4.35	1.14	20	4.45	1.00
Food Service - South Austin Campus	59	3.83	1.19	59	3.97	1.14	59	3.97	1.22
Grounds Keeping - South Austin Campus	33	4.39	0.83	33	4.39	0.83	32	4.34	0.83
IRT Computer Centers - South Austin Campus	43	4.35	1.04	43	4.35	1.04	43	4.35	1.11

Note: "Not Applicable" responses excluded from analysis.

**Table 25 (continued)**  
**South Austin**  
**Overall Quality, Promptness, Service Attitude**

South Austin Campus Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction with Overall Quality, Promptness, Service Attitude

South Austin Campus Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
IRT Media Centers - South Austin Campus	46	4.74	0.85	46	4.74	0.85	46	4.74	0.85
Learning Labs - South Austin Campus	52	4.65	0.79	51	4.61	0.87	51	4.65	0.82
Library Services - South Austin Campus	55	4.75	0.70	55	4.71	0.76	55	4.69	0.84
Mailroom Services - South Austin Campus	73	4.38	1.13	73	4.38	1.13	72	4.42	1.10
Microcomputer Support Services - South Austin Campus	33	4.55	0.79	33	4.48	1.00	33	4.58	0.90
Special Populations - South Austin Campus	8	4.63	0.74	8	4.63	0.74	8	4.63	0.74
Student Life/Student Activities - South Austin Campus	39	4.44	1.23	39	4.46	1.23	39	4.46	1.23
Students with Disabilities - South Austin Campus	36	4.53	1.18	36	4.56	1.16	36	4.50	1.18
Testing Centers - South Austin Campus	69	4.54	0.96	69	4.55	0.96	69	4.55	0.96
Veterans Affairs - South Austin Campus	2	3.50	0.71	2	3.50	0.71	2	3.50	0.71
Weekend Supervisor's Offices - South Austin Campus	14	4.00	1.36	14	4.07	1.38	14	3.86	1.46

Note: "Not Applicable" responses excluded from analysis.

**Table 26**  
**South Austin: Overall Quality (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - South Austin Campus	55	4.58	0.76	50	4.50	0.97	-0.08	15	21
Advising - South Austin Campus	45	3.98	1.32	32	4.19	1.26	0.21	22	8
Assessment - South Austin Campus	34	4.50	1.08	25	4.64	0.91	0.14	5	12
Book Store - South Austin Campus	27	3.70	1.44	55	3.84	1.41	0.13	25	13
Building Maintenance Service - South Austin Campus	46	4.46	0.84	44	4.52	0.76	0.07	14	17
Campus Management Office - South Austin Campus	112	4.47	0.91	118	4.56	0.96	0.09	8	15
Campus Police - South Austin Campus	72	4.56	0.65	95	4.63	0.95	0.08	6	16
Career Center - South Austin Campus	15	4.13	1.64	9	4.89	0.33	0.76	1	3
Cashier's Office - South Austin Campus	36	4.67	0.48	32	4.34	1.00	-0.32	21	28
Counseling - South Austin Campus	37	3.59	1.57	28	4.54	1.07	0.94	12	2
Custodial Day Services - South Austin Campus	41	4.56	0.78	44	4.55	0.73	-0.02	9	19
Custodial Night Services - South Austin Campus	25	3.96	1.14	22	3.86	1.25	-0.10	24	23
Dean of Student Services - South Austin Campus	41	3.66	1.41	46	3.63	1.47	-0.03	27	20
Evening Operations Coord. Office - South Austin Campus	25	3.84	1.37	24	3.58	1.56	-0.26	28	26
Financial Aid - South Austin Campus	36	4.28	1.11	20	4.40	1.10	0.12	17	14
Food Service - South Austin Campus	53	3.68	1.21	59	3.83	1.19	0.15	26	11
Grounds Keeping - South Austin Campus	25	4.56	0.65	33	4.39	0.83	-0.17	18	25

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 26 (continued)**  
**South Austin: Overall Quality (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - South Austin Campus	30	4.50	1.01	43	4.35	1.04	-0.15	20	24
IRT Media Centers - South Austin Campus	36	4.72	0.61	46	4.74	0.85	0.02	3	18
Learning Labs - South Austin Campus	42	4.43	1.09	52	4.65	0.79	0.23	4	5
Library Services - South Austin Campus	36	4.53	1.00	55	4.75	0.70	0.22	2	6
Mailroom Services - South Austin Campus	57	4.65	0.58	73	4.38	1.13	-0.27	19	27
Microcomputer Support Services - South Austin Campus	30	4.33	0.96	33	4.55	0.79	0.21	10	7
Special Populations - South Austin Campus	6	3.50	1.97	8	4.63	0.74	1.13	7	1
Student Life/Student Activities - South Austin Campus	41	4.27	1.27	39	4.44	1.23	0.17	16	10
Students with Disabilities - South Austin Campus	34	4.29	1.22	36	4.53	1.18	0.23	13	4
Testing Centers - South Austin Campus	66	4.62	0.67	69	4.54	0.96	-0.08	11	22
Veterans Affairs - South Austin Campus	2	4.50	0.71	2	3.50	0.71	-1.00	29	29
Weekend Supervisor's Offices - South Austin Campus	10	3.80	1.93	14	4.00	1.36	0.20	23	9

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 27**  
**South Austin: Promptness (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - South Austin Campus	55	4.62	0.62	50	4.48	0.97	-0.14	15	23
Advising - South Austin Campus	45	4.09	1.24	32	4.19	1.26	0.10	22	14
Assessment - South Austin Campus	34	4.56	0.99	25	4.64	0.91	0.08	4	16
Book Store - South Austin Campus	27	3.56	1.67	55	3.78	1.44	0.23	26	6
Building Maintenance Service - South Austin Campus	46	4.41	0.86	44	4.52	0.76	0.11	13	11
Campus Management Office - South Austin Campus	112	4.50	0.90	118	4.58	0.96	0.08	8	15
Campus Police - South Austin Campus	71	4.51	0.75	95	4.61	0.98	0.10	6	12
Career Center - South Austin Campus	15	4.13	1.64	9	4.89	0.33	0.76	1	3
Cashier's Office - South Austin Campus	36	4.61	0.49	32	4.31	1.03	-0.30	21	28
Counseling - South Austin Campus	37	3.70	1.51	28	4.54	1.07	0.83	11	2
Custodial Day Services - South Austin Campus	41	4.54	0.84	44	4.52	0.73	-0.01	12	20
Custodial Night Services - South Austin Campus	23	4.13	0.97	21	4.05	1.07	-0.08	24	21
Dean of Student Services - South Austin Campus	41	3.76	1.37	46	3.76	1.40	0.00	27	18
Evening Operations Coord. Office - South Austin Campus	25	3.84	1.37	24	3.63	1.53	-0.22	28	25
Financial Aid - South Austin Campus	36	4.25	1.18	20	4.35	1.14	0.10	19	13
Food Service - South Austin Campus	53	3.96	1.19	59	3.97	1.14	0.00	25	19
Grounds Keeping - South Austin Campus	24	4.63	0.58	33	4.39	0.83	-0.23	17	26

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 27 (continued)**  
**South Austin: Promptness (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - South Austin Campus	30	4.60	0.89	43	4.35	1.04	-0.25	20	27
IRT Media Centers - South Austin Campus	35	4.71	0.62	46	4.74	0.85	0.02	2	17
Learning Labs - South Austin Campus	42	4.45	1.09	51	4.61	0.87	0.16	7	10
Library Services - South Austin Campus	35	4.54	1.01	55	4.71	0.76	0.17	3	9
Mailroom Services - South Austin Campus	57	4.58	0.68	73	4.38	1.13	-0.20	18	24
Microcomputer Support Services - South Austin Campus	30	4.27	0.98	33	4.48	1.00	0.22	14	7
Special Populations - South Austin Campus	6	3.50	1.97	8	4.63	0.74	1.13	5	1
Student Life/Student Activities - South Austin Campus	41	4.29	1.27	39	4.46	1.23	0.17	16	8
Students with Disabilities - South Austin Campus	34	4.32	1.17	36	4.56	1.16	0.23	9	5
Testing Centers - South Austin Campus	66	4.64	0.65	69	4.55	0.96	-0.09	10	22
Veterans Affairs - South Austin Campus	2	4.50	0.71	2	3.50	0.71	-1.00	29	29
Weekend Supervisor's Offices - South Austin Campus	10	3.80	1.93	14	4.07	1.38	0.27	23	4

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 28**  
**South Austin: Service Attitude (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - South Austin Campus	55	4.42	0.99	50	4.48	0.99	0.06	15	13
Advising - South Austin Campus	45	4.04	1.24	32	4.16	1.27	0.11	22	10
Assessment - South Austin Campus	34	4.59	0.99	25	4.64	0.91	0.05	6	16
Book Store - South Austin Campus	27	4.00	1.33	55	3.84	1.46	-0.16	26	24
Building Maintenance Service - South Austin Campus	46	4.46	0.89	43	4.56	0.77	0.10	11	12
Campus Management Office - South Austin Campus	112	4.46	0.96	118	4.57	1.00	0.10	10	11
Campus Police - South Austin Campus	72	4.53	0.75	95	4.65	0.90	0.12	4	8
Career Center - South Austin Campus	15	4.13	1.64	9	4.89	0.33	0.76	1	3
Cashier's Office - South Austin Campus	36	4.67	0.48	32	4.22	1.21	-0.45	21	28
Counseling - South Austin Campus	37	3.68	1.49	28	4.54	1.07	0.86	13	2
Custodial Day Services - South Austin Campus	41	4.56	0.78	43	4.58	0.73	0.02	8	18
Custodial Night Services - South Austin Campus	23	4.13	1.01	20	4.05	1.10	-0.08	23	21
Dean of Student Services - South Austin Campus	41	3.66	1.42	46	3.50	1.50	-0.16	28	23
Evening Operations Coord. Office - South Austin Campus	25	3.72	1.49	24	3.58	1.56	-0.14	27	22
Financial Aid - South Austin Campus	36	4.39	1.10	20	4.45	1.00	0.06	17	14
Food Service - South Austin Campus	53	3.96	1.21	59	3.97	1.22	0.00	24	19
Grounds Keeping - South Austin Campus	24	4.63	0.58	32	4.34	0.83	-0.28	20	27

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 28 (continued)**  
**South Austin: Service Attitude (2007 -- 2008)**

South Austin Campus Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

South Austin Campus Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
IRT Computer Centers - South Austin Campus	30	4.53	1.01	43	4.35	1.11	-0.18	19	25
IRT Media Centers - South Austin Campus	36	4.69	0.75	46	4.74	0.85	0.04	2	17
Learning Labs - South Austin Campus	42	4.45	1.09	51	4.65	0.82	0.19	5	6
Library Services - South Austin Campus	35	4.49	1.09	55	4.69	0.84	0.21	3	5
Mailroom Services - South Austin Campus	55	4.62	0.65	72	4.42	1.10	-0.20	18	26
Microcomputer Support Services - South Austin Campus	30	4.23	1.14	33	4.58	0.90	0.34	9	4
Special Populations - South Austin Campus	6	3.50	1.97	8	4.63	0.74	1.13	7	1
Student Life/Student Activities - South Austin Campus	41	4.34	1.28	39	4.46	1.23	0.12	16	9
Students with Disabilities - South Austin Campus	34	4.35	1.15	36	4.50	1.18	0.15	14	7
Testing Centers - South Austin Campus	66	4.59	0.76	69	4.55	0.96	-0.04	12	20
Veterans Affairs - South Austin Campus	2	4.50	0.71	2	3.50	0.71	-1.00	28	29
Weekend Supervisor's Offices - South Austin Campus	10	3.80	1.93	14	3.86	1.46	0.06	25	15

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 29**  
**Highland Business Center**  
**Overall Quality, Promptness, Service Attitude**

Highland Business Center Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction: Overall Quality, Promptness, Service Attitude

Highland Business Center Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Admissions and Records - Highland Business Center	106	4.50	0.92	106	4.42	1.02	106	4.48	1.03
Building Maintenance Service - Highland Business Center	98	4.14	0.98	98	4.04	1.13	98	4.01	1.20
Campus Management Office - Highland Business Center	88	4.43	0.94	88	4.36	1.02	88	4.40	1.02
Campus Police - Highland Business Center	146	4.76	0.54	145	4.79	0.49	147	4.80	0.51
Cashier's Office - Highland Business Center	78	4.46	0.95	78	4.45	0.99	78	4.38	1.02
Custodial Day Services - Highland Business Center	93	4.28	0.89	93	4.32	0.86	93	4.31	0.85
Custodial Night Services - Highland Business Center	74	3.89	1.24	72	4.06	1.19	71	4.15	1.18
Financial Aid - Highland Business Center	46	4.54	0.78	46	4.52	0.81	46	4.54	0.86
Grounds Keeping - Highland Business Center	45	4.44	0.89	44	4.39	0.97	45	4.47	0.84
Mailroom Services - Highland Business Center	120	4.50	0.78	119	4.43	0.88	120	4.52	0.79
Microcomputer Support Services - Highland Business Center	69	4.88	0.40	69	4.86	0.46	69	4.86	0.46
Testing Centers - Highland Business Center	21	4.10	1.30	21	4.05	1.40	21	4.10	1.30
Veterans Affairs - Highland Business Center	24	4.29	1.08	24	4.08	1.32	24	4.17	1.27

Note: "Not Applicable" responses excluded from analysis.

**Table 30**  
**Highland Business Center: Overall Quality (2007 -- 2008)**

HBC Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007 --2008)

	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Highland Business Center Offices									
Admissions and Records - Highland Business Center	135	4.33	1.06	106	4.50	0.92	0.17	4	5
Building Maintenance Service - Highland Business Center	92	3.68	1.21	98	4.14	0.98	0.46	11	1
Campus Management Office - Highland Business Center	89	4.18	1.12	88	4.43	0.94	0.25	8	3
Campus Police - Highland Business Center	138	4.54	0.77	146	4.76	0.54	0.22	2	4
Cashier's Office - Highland Business Center	94	4.31	0.90	78	4.46	0.95	0.15	6	6
Custodial Day Services - Highland Business Center	78	4.41	0.76	93	4.28	0.89	-0.13	10	9
Custodial Night Services - Highland Business Center	67	4.25	0.93	74	3.89	1.24	-0.36	13	12
Financial Aid - Highland Business Center	67	4.61	0.89	46	4.54	0.78	-0.07	3	8
Grounds Keeping - Highland Business Center	39	4.38	0.75	45	4.44	0.89	0.06	7	7
Mailroom Services - Highland Business Center	122	4.63	0.61	120	4.50	0.78	-0.13	4	10
Microcomputer Support Services - Highland Business Center	72	4.63	0.76	69	4.88	0.40	0.26	1	2
Testing Centers - Highland Business Center	23	4.65	0.57	21	4.10	1.30	-0.56	12	13
Veterans Affairs - Highland Business Center	28	4.64	0.56	24	4.29	1.08	-0.35	9	11

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 31**  
**Highland Business Center: Promptness (2007 -- 2008)**

HBC Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007 --2008)

Highland Business Center Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Highland Business Center	135	4.29	1.11	106	4.42	1.02	0.14	6	6
Building Maintenance Service - Highland Business Center	92	3.55	1.27	98	4.04	1.13	0.49	13	1
Campus Management Office - Highland Business Center	89	4.16	1.16	88	4.36	1.02	0.21	8	4
Campus Police - Highland Business Center	137	4.55	0.77	145	4.79	0.49	0.24	2	3
Cashier's Office - Highland Business Center	94	4.27	0.99	78	4.45	0.99	0.18	4	5
Custodial Day Services - Highland Business Center	78	4.41	0.75	93	4.32	0.86	-0.09	9	8
Custodial Night Services - Highland Business Center	66	4.30	0.80	72	4.06	1.19	-0.25	11	11
Financial Aid - Highland Business Center	67	4.61	0.89	46	4.52	0.81	-0.09	3	9
Grounds Keeping - Highland Business Center	39	4.36	0.78	44	4.39	0.97	0.03	7	7
Mailroom Services - Highland Business Center	123	4.55	0.74	119	4.43	0.88	-0.12	5	10
Microcomputer Support Services - Highland Business Center	72	4.61	0.76	69	4.86	0.46	0.24	1	2
Testing Centers - Highland Business Center	23	4.65	0.57	21	4.05	1.40	-0.60	12	13
Veterans Affairs - Highland Business Center	28	4.61	0.63	24	4.08	1.32	-0.52	10	12

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 32**  
**Highland Business Center: Service Attitude (2007 -- 2008)**

HBC Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007 --2008)

Highland Business Center Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Admissions and Records - Highland Business Center	135	4.27	1.14	106	4.48	1.03	0.21	5	6
Building Maintenance Service - Highland Business Center	92	3.62	1.33	98	4.01	1.20	0.39	13	1
Campus Management Office - Highland Business Center	89	4.11	1.19	88	4.40	1.02	0.29	7	3
Campus Police - Highland Business Center	138	4.51	0.85	147	4.80	0.51	0.28	2	4
Cashier's Office - Highland Business Center	94	4.17	1.07	78	4.38	1.02	0.21	8	5
Custodial Day Services - Highland Business Center	78	4.45	0.68	93	4.31	0.85	-0.14	9	9
Custodial Night Services - Highland Business Center	65	4.35	0.80	71	4.15	1.18	-0.20	11	11
Financial Aid - Highland Business Center	67	4.60	0.91	46	4.54	0.86	-0.05	3	8
Grounds Keeping - Highland Business Center	39	4.36	0.78	45	4.47	0.84	0.11	6	7
Mailroom Services - Highland Business Center	120	4.66	0.59	120	4.52	0.79	-0.14	4	10
Microcomputer Support Services - Highland Business Center	72	4.56	0.87	69	4.86	0.46	0.30	1	2
Testing Centers - Highland Business Center	23	4.61	0.72	21	4.10	1.30	-0.51	12	12
Veterans Affairs - Highland Business Center	28	4.71	0.53	24	4.17	1.27	-0.55	10	13

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 33**  
**Service Center**  
**Overall Quality, Promptness, Service Attitude**

Service Center Offices (listed in alphabetical order) 2008 Mean Scores of Satisfaction: Overall Quality, Promptness, Service Attitude

Service Center Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.
Building Maintenance Service - Service Center	34	4.12	1.34	34	3.97	1.36	34	4.12	1.27
Campus Police - Service Center	51	4.59	0.88	51	4.57	0.88	51	4.59	0.88
Cashier's Office - Service Center	50	4.68	0.65	50	4.64	0.66	49	4.71	0.65
Custodial Day Services - Service Center	23	3.09	1.47	23	3.17	1.50	22	3.27	1.45
Custodial Night Services - Service Center	26	3.04	1.34	26	3.15	1.29	25	3.28	1.34
Grounds Keeping - Service Center	18	3.94	1.47	18	4.11	1.32	18	4.06	1.30
Mailroom Services - Service Center	50	4.48	0.86	50	4.42	0.95	50	4.40	0.97
Microcomputer Support Services - Service Center	27	4.59	0.69	27	4.48	0.85	27	4.52	0.89

Note: "Not Applicable" responses excluded from analysis.

**Table 34**  
Service Center: Overall Quality (2007 -- 2008)

Service Center Offices Listed in Alphabetical Order with Ranks for Overall Quality 2008 Mean Scores and Mean Differences (2007-- 2008)

Service Center Offices	2007			2007			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Building Maintenance Service - Service Center	46	3.83	1.22	34	4.12	1.34	0.29	5	2
Campus Police - Service Center	57	4.54	0.85	51	4.59	0.88	0.04	3	5
Cashier's Office - Service Center	77	4.61	0.67	50	4.68	0.65	0.07	1	3
Custodial Day Services - Service Center	24	3.54	1.28	23	3.09	1.47	-0.45	7	7
Custodial Night Services - Service Center	33	3.42	1.39	26	3.04	1.34	-0.39	8	6
Grounds Keeping - Service Center	20	4.65	0.49	18	3.94	1.47	-0.71	6	8
Mailroom Services - Service Center	69	4.42	0.83	50	4.48	0.86	0.06	4	4
Microcomputer Support Services - Service Center	48	4.25	1.06	27	4.59	0.69	0.34	2	1

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for overall quality involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 35**  
**Service Center Offices: Promptness (2007 -- 2008)**

Service Center Offices Listed in Alphabetical Order with Ranks for Promptness 2008 Mean Scores and Mean Differences (2007-- 2008)

Service Center Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Building Maintenance Service - Service Center	46	3.85	1.25	34	3.97	1.36	0.12	6	2
Campus Police - Service Center	57	4.63	0.77	51	4.57	0.88	-0.06	2	5
Cashier's Office - Service Center	77	4.64	0.71	50	4.64	0.66	0.00	1	4
Custodial Day Services - Service Center	24	3.71	1.30	23	3.17	1.50	-0.53	7	7
Custodial Night Services - Service Center	31	3.58	1.31	26	3.15	1.29	-0.43	8	6
Grounds Keeping - Service Center	20	4.65	0.49	18	4.11	1.32	-0.54	5	8
Mailroom Services - Service Center	69	4.33	1.05	50	4.42	0.95	0.09	4	3
Microcomputer Support Services - Service Center	48	4.31	1.11	27	4.48	0.85	0.17	3	1

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for promptness involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 36**  
**Service Center Offices: Service Attitude (2007 -- 2008)**

Service Center Offices Listed in Alphabetical Order with Ranks for Service Attitude 2008 Mean Scores and Mean Differences (2007-- 2008)

Service Center Offices	2007			2008			Mean Diff 07 - 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 - 08
Building Maintenance Service - Service Center	46	3.85	1.25	34	4.12	1.27	0.27	5	1
Campus Police - Service Center	57	4.63	0.77	51	4.59	0.88	-0.04	2	5
Cashier's Office - Service Center	77	4.64	0.71	49	4.71	0.65	0.08	1	3
Custodial Day Services - Service Center	24	3.71	1.30	22	3.27	1.45	-0.44	8	7
Custodial Night Services - Service Center	31	3.58	1.31	25	3.28	1.34	-0.30	7	6
Grounds Keeping - Service Center	20	4.65	0.49	18	4.06	1.30	-0.59	6	8
Mailroom Services - Service Center	69	4.33	1.05	50	4.40	0.97	0.07	4	4
Microcomputer Support Services - Service Center	48	4.31	1.11	27	4.52	0.89	0.21	3	2

Note: "Not Applicable" responses excluded from analysis.

\*Ranking of means for service attitude involved numbering the means for 2008 in descending order with rank "1" assigned to the highest mean. The ranking of mean differences involved the same procedure with a rank of "1" assigned to the highest positive difference between means for 2007 and 2008.