

Spring 2008 Internal College Survey Office Reports

Table of Contents

Office of the VP for College Support Services and ISD Relations Areas
Early College Start / College Connection
Grants Development
Instructional Support Services

Office of the VP for College Support Systems and ISD Relations														
Comparison of Survey Results														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	90	3.93	1.11	42	4.29	1.09	67	3.66	1.50	84	3.88	1.53	0.22	-0.05
promptness	89	4.02	1.11	42	4.19	1.19	67	3.61	1.57	84	3.88	1.50	0.27	-0.14
service attitude	90	3.96	1.23	42	4.24	1.25	67	3.69	1.56	84	3.80	1.55	0.11	-0.16

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

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

	Percent Dissatisfied			
	2005	2006	2007	2008
overall quality	10.0%	9.5%	23.9%	21.4%

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

Use Data Employee Group						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
10	11.8%	7	8.2%	68	80.0%	85

Of the 746 survey respondents, 85 (11.4%) reported having requested or received services from the Office of the VP for College Support and ISD Relations in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

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

Early College Start / College Connection														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	117	3.60	1.29	129	3.48	1.40	201	3.77	1.21	158	3.82	1.36	0.05	0.22
promptness	114	3.55	1.35	126	3.36	1.42	201	3.65	1.27	155	3.70	1.39	0.06	0.15
service attitude	114	3.62	1.39	127	3.50	1.46	201	3.84	1.24	156	3.84	1.40	0.00	0.22

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	17.6%	26.4%	14.9%	19.0%

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

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
26	16.4%	19	11.9%	114	71.7%	159

Of the 746 survey respondents, 159 (21.3%) reported having requested or received services from the Early College Start / College Connection office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

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

Grants Development														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	73	3.48	1.26	48	3.92	1.25	76	3.71	1.43	65	4.08	1.23	0.37	0.60
promptness	70	3.53	1.36	48	3.79	1.35	76	3.63	1.46	65	4.00	1.32	0.37	0.47
service attitude	70	3.53	1.33	48	3.98	1.31	76	3.70	1.49	65	4.08	1.29	0.38	0.55

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	17.6%	14.6%	19.7%	10.8%

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

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
11	16.7%	2	3.0%	53	80.3%	66

Of the 746 survey respondents, 66 (8.8%) reported having requested or received services from the Grants Development office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

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

Instructional Support Services (formerly Instructional Development*) Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	53	3.81	1.21	101	4.42	0.86	159	4.13	1.23	136	4.42	0.96	0.29	0.61
promptness	51	3.78	1.22	101	4.47	0.87	159	4.12	1.26	136	4.43	0.96	0.31	0.65
service attitude	49	3.84	1.26	99	4.51	0.79	158	4.16	1.20	135	4.47	0.92	0.32	0.64

*Previous names also Curriculum Services/Schedule Development

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	11.3%	5.0%	12.6%	8.1%

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

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
35	25.2%	29	20.9%	75	54.0%	139

Of the 746 survey respondents, 139 (18.6%) reported having requested or received services from the Instructional Support Services office in the past year. The above table provides the composition by employee group.

¹ Adjunct Faculty include Continuing Education and Adult Education Faculty

² Non-faculty include Administrators, Classified Employees and