

**Austin Community College  
Internal College Survey  
Spring 2008**



# Internal College Survey Spring 2008 Survey Analysis of College-wide Services

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# Internal College Survey

## Spring 2008

### Summary Analysis of College-wide Services

The following are highlights of the Spring 2008 Internal College Survey (ICS):

- ❖ The Internal College Survey in 2008.
  - 2008 ICS was web-based. This is the third year the ICS was administered on the web.
  - Mean Scores were calculated for college-wide offices and each site based office. Mean scores are also provided for previous year's data to facilitate comparisons.
- ❖ The overall response rate was 25%. The overall response rates for spring 2007 and summer 2006 were 28% and 21%, respectively.
- ❖ Response rates for employee groups are as follows: Administrators (61%), Professional/Technical employees (35%), Full-time Faculty (28%), Classified employees (29%), and Adjunct Faculty (14%).
- ❖ User satisfaction was approximately the same from 2007 to 2008 on all three dimensions with only very slight decreases from spring 2007. These differences are not statistically significant.
  - *overall quality*: Mean decreased from 4.14 to 4.13
  - *promptness*: Mean decreased from 4.11 to 4.09
  - *service attitude*: Mean decreased from 4.16 to 4.15
- ❖ College-wide offices increased in user satisfaction in comparison to 2007 as follows: *overall quality* (37 offices), *promptness* (35 offices) and *service attitude* (37 offices).
  - Three offices increased significantly on *overall quality*, four offices on *promptness*, and four offices on *service attitude*.
- ❖ Faculty, whether Adjunct or Full-time, tend to have different user satisfaction levels with *overall quality* of service than Non-faculty.
  - Of the 71 College-wide offices 17 offices (24%) had statistically significant differences in user satisfaction with *overall quality*.
  - Non-faculty ratings were higher than either Adjunct or Full-time Faculty for seven of these offices.
  - Full-time Faculty ratings were higher than for either Adjunct Faculty or Non-faculty for nine of these offices.
  - Adjunct Faculty rated one office higher than either Full-time Faculty or Non-faculty.

- ❖ Of the 71 offices providing college-wide services in a single location, 52 had low ratings of dissatisfaction with *overall quality* while 19 had high ratings of dissatisfaction. Following are the details of the ratings:
  - High use
    - Low dissatisfaction – 11 offices (15%)
    - High dissatisfaction – 4 offices (6%)
  - Low use
    - Low dissatisfaction – 41 offices (58%)
    - High dissatisfaction – 15 offices (21%)
  
- ❖ Of the high use offices (used by 25% or more of the respondents), the offices with the highest level of dissatisfaction were HR Compensation Services (19.7%) and HR Employment/Hiring Services (16.8%). The high use offices with the lowest levels of dissatisfaction were Duplication Services (HBC) (1.6%), Telecom Services (3.1%), and Accounts Payable (7.9%).
  
- ❖ Of the 16 offices that had dissatisfaction ratings on the 2007 ICS above 15%:
  - Nine offices improved in their ratings enough to drop below the 15% dissatisfaction threshold.
  - Seven offices from last year were still above 15% dissatisfaction threshold, but five of these offices still showed improvement with decreases in percent dissatisfaction.
  
- ❖ As part of the continuous improvement process, offices with a dissatisfaction level of 15% or higher for *overall quality* on the 2008 ICS are expected to develop quality improvement plans.

# Analysis of College-wide Services

## Process Summary

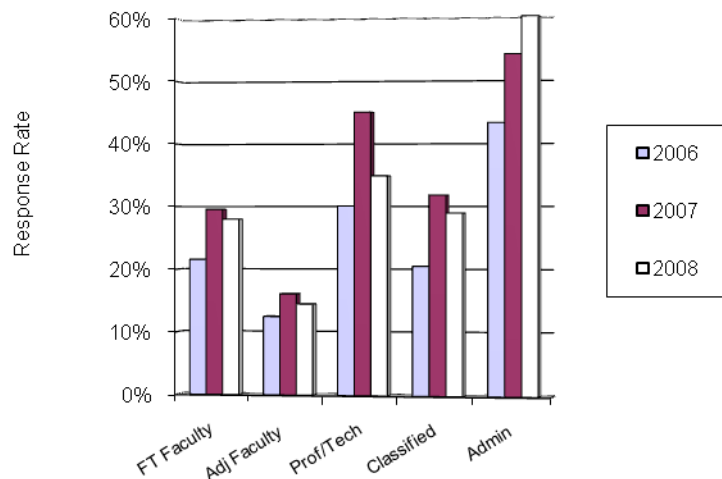
An on-line version of the Internal College Survey (ICS) measuring employee responses to college-wide and campus-based services was administered in spring 2008. The purpose of the survey is to provide data to help areas improve their services.

Survey responses were analyzed to determine how offices were rated on three dimensions: *overall quality*, *promptness* and *service attitude*. Offices with a dissatisfaction level of 15 percent or higher for *overall quality* are expected to develop quality improvement plans to address the concerns expressed by ACC employees.

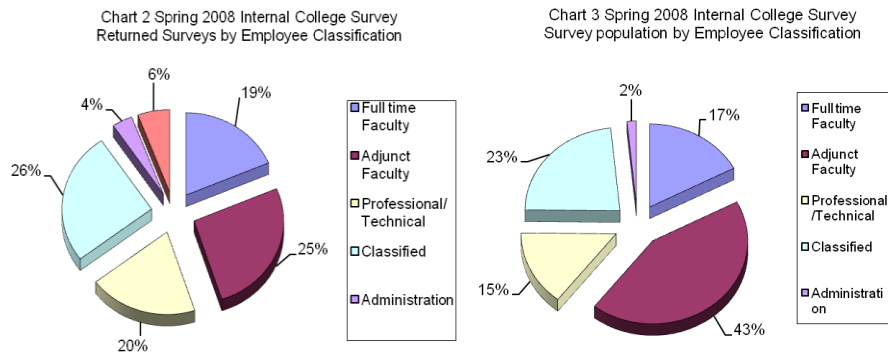
## Overall Survey Results: Response Rates

The overall response rate for the Spring 2008 Internal College Survey was 25% (746 employees), a decrease from the 28% response rate for the spring 2007 survey. As with previous administrations of the survey, response rates varied greatly by employee group, however, the overall pattern has remained relatively consistent. The highest response rate of 61%, was from Administrators, compared to the lowest rate, 14%, from Adjunct Faculty. The response rates from Full-time Faculty, Professional/Technical and Classified employees were between these two groups, 28%, 35% and 29%, respectively. Considered from the perspective of the past three years, the response rates from Full-time Faculty, Adjunct Faculty, Professional/Technical, and Classified employees all increased between summer 2006 and spring 2007 and then decreased in spring 2008. The response rates for administrators, however, exhibited a different pattern increasing steadily over the past three survey periods.

Chart 1 Response Rates by Employee Classification  
2006-2008



Employee groups differed considerably in terms of their representation in the 2008 survey. Of the 746 respondents 26% were Classified employees. The next largest groups of survey respondents were Adjunct Faculty (25%), Professional/Technical employees (20%) and Full-time Faculty (19%). Administrators accounted for the smallest proportion of respondents (4%). In comparison to their representation in the population that were invited to complete the survey, the most underrepresented groups were Adjunct Faculty members and the most overrepresented were Professional/Technical employees.



## College-wide Services Overall Results: High Levels of Service

User satisfaction with the services provided by all college-wide offices remained approximately the same from 2007 to 2008 on all three dimensions rated with only very slight decreases. These very slight decreases in user satisfaction were not statistically significant. The mean score for *overall quality* decreased from 4.14 in 2007 to 4.13 in 2008; for *promptness* from 4.11 to 4.09 and *service attitude* from 4.16 to 4.15.

The mean scores of user satisfaction for each of the 71 college-wide offices for the three dimensions rated were also calculated, and are displayed together in alphabetical order in Table 4. In interpreting the results, it is 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. The discussion below will consider each of the dimensions separately although the scores on each dimension tend to track (covary) together for each office.

### Overall Quality

The mean scores of user satisfaction with *overall quality* for 2008 are displayed in Table 5 (for comparison purposes, means for 2007 are also displayed). For 2008 college-wide offices with very high *overall quality* ratings included:

- **Duplication Services (HBC)** (4.61)
- **Telecom Services** (4.59)
- **Restricted Accounts** (4.58)
- **Interpreter Services** (4.57)
- **Receiving** (4.55)
- **Health Professions Institute** (4.54)
- **Business Assessment Center** (4.52)
- **Business and Industry Institute** (4.50)

College-wide offices with relatively low *overall quality* ratings included:

- **Center for Public Policy and Political Studies** (3.61)
- **Customized Training** (3.61)
- **Office of AVP for Human Resources Areas** (3.42)

Thirty-seven college-wide offices improved their ratings for *overall quality* from 2007 to 2008. The increases for three offices were statistically significant. The three offices were:

- **HR Records** (.38)
- **HR, Instructional Support Services** (.29)
- **HR Employment/Hiring Services** (.22)

## **Promptness**

The mean scores of user satisfaction with *promptness* for 2008 are displayed in Table 7 as well as the means for 2007. College-wide offices with very high *promptness* ratings included:

- **Duplication Services (HBC)** (4.62)
- **Health Professions Institute** (4.60)
- **Telecom Services** (4.58)
- **Interpreter Services** (4.56)
- **Receiving** (4.52)
- **Restricted Accounts** (4.51)
- **Business and Industry Institute** (4.50)

College-wide offices with relatively low *promptness* ratings included:

- **Office of the AVP for Student Success** (3.59)
- **Environmental Health & Safety and Insurance** (3.49)
- **Office of AVP for Human Resources** (3.39)



Thirty-five college-wide offices increased in their *promptness* ratings for 2008. The increases in four offices were statistically significant. The four offices were:

- **HR Records (.33)**
- **Instructional Support Services (.31)**
- **HR Employment/Hiring Services (.23)**
- **Duplication Services HBC (.14)**

## **Service Attitude**

The mean scores of user satisfaction with *service attitude* for 2008 are displayed in Table 9 as well as the means for 2007. College-wide offices with very high *service attitude* ratings included:

- **Duplication Services (HBC) (4.64)**
- **Telecom Services (4.57)**
- **Health Professions Institute (4.56)**
- **Interpreter Services (4.55)**
- **Business Assessment Center (4.54)**
- **Receiving (4.53)**
- **Restricted Accounts (4.52)**
- **Business and Industry Institute (4.50)**
- **Office of the Dean Business Studies (4.50)**

College-wide offices with relatively low *service attitude* ratings included:

- **Office of the AVP for Student Success (3.67),**
- **Center for Public Policy and Political Studies (3.65), and**
- **Office of AVP for Human Resources Areas (3.40).**

Thirty seven college-wide offices increased in their mean score ratings service attitude from 2007 to 2008. The increases in four offices were statistically significant. These four offices were:

- **HR Records (.35)**
- **Instructional Support Services (.32)**
- **HR Compensation Services (.25)**
- **HR Employment/Hiring Services (.21).**

## Ratings of Overall Quality by Employee Group

Differences in perceptions of the *overall quality* of service among different employee groups are important for offices to consider as they may need to customize or tailor their services further depending on the specific needs of the groups requesting services from their office. For the purpose of this analysis, employees were grouped into three categories: Full-time Faculty, Adjunct Faculty, and Non-faculty. Table 11 summarizes the mean scores of user satisfaction with *overall quality* for each of the three groups by college-wide office. Of the 71 college-wide offices 17 offices (24%) had statistically significant differences in perceptions of *overall quality* among some of the three employee groups.

Full-time Faculty mean ratings were higher than either Non-faculty or Adjunct Faculty mean ratings for 9 of the 17 offices. This represents a shift somewhat in perceptions from previous surveys in which Non-faculty ratings tended to be consistently higher. Non-faculty mean ratings were higher than either Adjunct or Full-time Faculty ratings for seven of the 17 offices and one office was rated higher by Adjunct Faculty.

### College-wide Services: Level of Employee Use and Percent Dissatisfaction

To improve the overall efficiency of the college, two of the most useful criteria to examine are the level of office use in conjunction with percent dissatisfaction levels with *overall quality*. Level of office use is defined as the percent of survey respondents requesting or receiving services from a particular office the past year. High-use offices are defined as those used by at least 25% of survey respondents, and low-use offices are defined as those used by less than 25% of survey respondents.

As with previous surveys, 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 particular office this past year. High dissatisfaction offices are defined as those with 15% or more of survey respondents indicating dissatisfaction with services provided during the past year. Offices that exceed this threshold will be expected to develop quality improvement plans for the upcoming year.

### Levels of Use

Level of office use ranged from a high of 595 for the **Help Desk** to a low of 18 for the **Business and Industry Institute**. Table 12 lists the high-use college-wide offices, in descending order of use by the number of survey respondents who indicated receiving or requesting services from that office. Low-use college-wide offices are displayed in Table 13. As with previous administrations of the Internal College Survey, the most-used offices tend to be concentrated in areas that provide services to many employees, such as the **Help Desk**, **E-mail Systems**, **HR Professional Development**, **HR Benefits** and **HR Payroll**.

## Dissatisfaction and Use

In order to provide some continuity with previous administrations of the Internal College Survey, and also to facilitate quality improvement plans, the relationship of use and percent dissatisfaction with *overall quality* for all college-wide offices is summarized in Tables 14 and 15.

Of the 71 offices providing college-wide services 73% had low ratings of dissatisfaction with *overall quality* while 27% had high ratings of dissatisfaction. The following are the details of the ratings: 41 offices (58%) were rated as low-use, low dissatisfaction, 11 offices (15%) were rated high-use, low dissatisfaction, 15 offices (21%) were rated low-use, high dissatisfaction, and 4 offices (6%) were rated high-use, high dissatisfaction.

Table 14 lists the high dissatisfaction offices divided into either high or low use categories. High-use offices with relatively high percentages of dissatisfaction with *overall quality* included **HR Compensation Services** (19.7%) and **HR Employment/Hiring Services** (16.8%), and low-use offices with relatively high levels of dissatisfaction included **Office of the AVP for Human Resources Areas** (29.5%) and **Customized Training** (23.7%). Offices with levels of dissatisfaction above the 15% dissatisfaction threshold will be expected to develop quality improvement plans for the coming year. Table 15 lists low dissatisfaction offices divided into high or low use categories. High-use offices with low levels of dissatisfaction included **Duplication Services (HBC)** (1.6%), **Telecom Services** (3.1%), and **Accounts Payable** (7.9%).

## Update on 2007 Improvement Plans

Last year, 16 offices had dissatisfaction levels above the 15% threshold. These offices initiated plans of action to improve their performance. It should be noted that nine of these offices improved in their ratings of *overall quality* enough to drop below the 15% dissatisfaction threshold: **Facilities & Construction, Grants Development, HR Records, Internal Audit, Inventory, Office of the VP for Business Services, Office of the VP for Business Education and Workforce Development, Purchasing** and **Teacher Education**. Seven office were again above the 15% dissatisfaction threshold, but five of these offices still showed improvement with decreases in the percent of dissatisfaction: **HR Compensation Services, HR Employment/Hiring Services, Office of the AVP for Human Resources Areas, Office of the VP for College Support and ISD Relations, and Office of the VP for Student Support and Success Systems** (see Table 16).

## **Using the Internal College Survey to Facilitate Improvement**

The Internal College Survey is useful only when it truly facilitates a sincere discussion within offices regarding performance levels and helps to generate realistic action plans to build on strengths and improve weak areas. Managers and employees should review the results of this survey together and then discuss the meaning of the results. The focus should be first on what employees see as the office's strengths and accomplishments this past year and then move on to areas in which the office could improve. "Why do you think we rated low in promptness this past year?" and other open-ended questions can help generate examples of behaviors that may be contributing to lower ratings, and more important, suggestions for how to improve office performance.

Conclusions made from survey results are valid only to the degree that the sample represents the population surveyed. Therefore future administrations of the Internal College Survey will need to focus on increasing the overall response rate and especially that of underrepresented groups such as the Adjunct Faculty. Survey pre-notice and reminders have been found to be effective in increasing the response rates for mailed and web-based surveys, and should be considered for future web administrations of the Internal College Survey.

## **Appendix A**

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

The original ACC Internal Customer 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 each spring regarding their satisfaction with college services in the previous year (the 2006 survey was conducted in the summer). The survey forms have been customized each year to reflect changes to the organization structure of the college in the fall. Beginning in 2006, the survey was placed on-line and the two parts of the survey, college-wide and campus services, were consolidated into one survey.

The college-wide services in 2008 included 71 offices, organized by administrative area. The results for the campus offices will be presented in a separate section. To assist respondents in identifying the services each office provides, a short description by each office was included on the survey. This was in response to concerns that many employees do not recognize the specific name of an office. The survey was structured to automatically skip over rating questions for those offices the respondents had not checked as having been used. The survey also was structured to require responses for all relevant rating questions. Once an employee checked that he/she had used the office, the employee had to answer all the questions that appeared on the screen before being allowed to move on to other questions. Survey respondents did have the option of checking the option “*not applicable*” for a question, but they could not leave a question entirely blank.

A total of 2,935 employees were invited to complete the survey. An e-mail invitation from the President was distributed to all ACC Faculty and Staff on March 20, 2008. The e-mail distribution list included Full-time Faculty, Adjunct Faculty, Professional/Technical and Classified employees, and Administrators. Because of their limited interaction with the college and minimal response rates in prior surveys, Hourly employees were not included in the invitation.

Data from the completed surveys were aggregated, by office, for each question. In the following analysis, results for the college-wide services were based on the responses of respondents who indicated that they had used or received the services of a specific office during the past year.

Mean scores for 2008 and 2007 were calculated and are reported for college-wide offices. Internal College Survey reports prior to 2006 combined very satisfied and satisfied ratings into a percent satisfied category, and dissatisfied and very dissatisfied into a percent dissatisfied category. Mean scores, however, have the advantage of being a more precise description of the data and are often easier to interpret than ratings collapsed into two broad categories of satisfied and dissatisfied. However, to facilitate comparisons with previous years' reports and for purposes of the improvement plans, percents of satisfied and dissatisfied in relation to high use and low use offices has been maintained.

# Tables & Charts

**Table 1**  
**Response Rates**

## Response Rates by Employee Classification 2006 -- 2008

Employee Group	Summer 2006			Spring 2007			Spring 2008		
	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate	# Sent	# Returned	Response Rate
Full time Faculty	450	97	22%	477	141	30%	507	142	28%
Adjunct Faculty	793	99	12%	1,385	223	16%	1,269	184	14%
Professional/Technical	412	124	30%	418	188	45%	430	150	35%
Classified	565	116	21%	619	197	32%	683	198	29%
Administration	37	16	43%	37	20	54%	46	28	61%
Not reported/Other	n/a	29	n/a	n/a	64	n/a	n/a	44	n/a
Total	2,257	481	21%	2,936	833	28%	2,935	746	25%

Response Rate % -- percent of surveys returned within the employee group.

**Table 2**  
**Survey Participation (Share) Rates by Employee Classification**

Survey Participation (Share) Rates by Employee Classification 2006 -- 2008

Employee Group	Summer 2006			Spring 2007			Spring 2008		
	# Sent	# Returned	% Share <sup>1</sup>	# Sent	# Returned	% Share	# Sent	# Returned	% Share
Full time Faculty	450	97	13%	477	141	17%	507	142	19%
Adjunct Faculty	793	99	13%	1,385	223	27%	1,269	184	25%
Professional/Technical	412	124	17%	418	188	23%	430	150	20%
Classified	565	116	16%	619	197	24%	683	198	26%
Administration	37	16	2%	37	20	2%	46	28	4%
Not reported/Other	n/a	29	4%	n/a	64	8%	n/a	44	6%
<b>Total</b>	<b>2,257</b>	<b>481</b>	<b>64%</b>	<b>2,936</b>	<b>833</b>	<b>100%</b>	<b>2,935</b>	<b>746</b>	<b>100%</b>

<sup>1</sup>% Share -- percent of surveys returned by employee group (as a percent of all surveys returned).



**Table 3**  
College-wide Offices Overall Ratings

College-wide Offices Overall Ratings 2007 -- 2008

College-wide Offices	2007			2008			Mean Difference	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	10,816	4.14	1.60	9,524	4.13	1.16	-0.01	No
promptness	10,776	4.11	1.64	9,485	4.09	1.19	-0.02	No
service attitude	10,778	4.16	1.58	9,496	4.15	1.17	-0.01	No

Note: N is the number of responses not the number of respondents.

\* Significant at  $p < .05$ .

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

**Table 4**  
**College-wide Offices**  
**Overall Quality, Promptness, Service Attitude**

College-wide Offices (listed in alphabetical order) 2008 Mean Scores for Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
ACC Foundation	71	4.24	1.22	69	4.26	1.26	70	4.13	1.37
Accounts Payable	189	4.12	0.98	189	3.97	1.15	188	4.07	1.07
Adult Education	103	4.20	0.95	102	4.12	1.07	103	4.18	1.05
Application Development ( formerly Administrative Development)	220	3.90	1.27	219	3.87	1.25	218	3.95	1.27
Articulation Office	63	4.29	1.01	63	4.27	1.02	63	4.33	1.03
Business and Industry Institute	16	4.50	1.10	16	4.50	1.10	16	4.50	1.10
Business Assessment Center	27	4.52	0.85	28	4.43	0.84	28	4.54	0.79
Center for Community Based and Non-Profit Organizations	31	4.06	1.31	31	4.06	1.36	30	4.07	1.36
Center for Public Policy and Political Studies	23	3.61	1.31	22	3.77	1.38	23	3.65	1.27
Community Outreach Office	67	4.18	1.14	67	4.06	1.24	67	4.21	1.15
Community Programs	72	4.10	1.26	72	4.03	1.27	72	4.03	1.36
Continuing Education Business Operations	77	4.19	1.06	77	4.23	1.07	77	4.23	1.05
Customized Training	38	3.61	1.41	39	3.72	1.28	39	3.72	1.34
Distance Learning	124	4.10	1.21	125	4.10	1.19	125	4.18	1.16
Duplication Services (HBC)	251	4.61	0.69	250	4.62	0.70	250	4.64	0.66

Note: "Not applicable" responses excluded from analysis.

**Table 4 (continued)**  
**College-wide Offices**  
**Overall Quality, Promptness, Service Attitude**

College-wide Offices (listed in alphabetical order) 2008 Mean Scores for Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Early College Start/College Connection	158	3.82	1.36	155	3.70	1.39	156	3.84	1.40
Email Systems	445	4.03	1.14	440	4.13	1.07	436	4.19	1.04
Environmental Health & Safety and Insurance	155	3.75	1.37	154	3.49	1.45	155	3.71	1.41
Facilities & Construction	146	3.99	1.21	146	3.82	1.35	146	3.97	1.29
Finance & Budget	121	4.39	1.01	120	4.31	1.04	121	4.31	1.08
Governmental and Community Relations	46	3.72	1.41	45	3.64	1.42	45	3.69	1.41
Grants Development	65	4.08	1.23	65	4.00	1.32	65	4.08	1.29
HBC Room Scheduling	142	4.26	1.00	142	4.17	1.14	141	4.28	1.00
Health Professions Institute	57	4.54	0.89	57	4.60	0.75	57	4.56	0.87
Help Desk	591	4.27	1.02	591	4.21	1.08	591	4.30	1.06
High Tech Institute	25	4.48	0.96	25	4.44	1.00	25	4.44	1.00
HR Benefits	378	4.02	1.16	373	3.99	1.20	377	4.05	1.15
HR Compensation Services	295	3.73	1.35	293	3.68	1.38	295	3.78	1.37
HR Employment/Hiring Services	309	3.97	1.24	309	3.82	1.35	307	4.03	1.25
HR Faculty and Staff Evaluation	332	3.89	1.22	329	3.91	1.21	327	3.94	1.20

Note: "Not Applicable" responses excluded from analysis.

**Table 4 (continued)**  
**College-wide Offices**  
**Overall Quality, Promptness, Service Attitude**

College-wide Offices (listed in alphabetical order) 2008 Mean Scores for Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
HR Payroll	361	4.25	1.09	361	4.26	1.09	361	4.25	1.11
HR Professional Development	413	4.16	1.08	408	4.21	1.07	412	4.24	1.05
HR Records	252	4.16	1.14	251	4.13	1.18	252	4.20	1.10
Institutional Effectiveness and Accountability	123	3.89	1.22	122	3.86	1.28	122	3.91	1.25
Institutional Records	101	4.20	1.16	101	4.16	1.21	100	4.24	1.16
Instructional Development Services (IDS)	135	4.30	1.13	135	4.33	1.13	136	4.38	1.07
Instructional Support Services	136	4.42	0.96	136	4.43	0.96	135	4.47	0.92
Internal Audit	50	3.90	1.31	50	3.86	1.32	50	3.80	1.39
International Programs	63	4.21	1.12	63	4.13	1.22	63	4.22	1.14
Interpreter Services	84	4.57	0.72	84	4.56	0.73	84	4.55	0.77
Inventory (formerly Asset Management)	109	4.12	1.12	107	4.16	1.10	108	4.15	1.13
Office of the AVP for Human Resources Areas	129	3.42	1.50	128	3.39	1.51	129	3.40	1.53
Office of the AVP for Information Technology	116	3.74	1.31	115	3.75	1.30	115	3.78	1.32
Office of the AVP for Instructional Resources & Technology	88	3.82	1.45	88	3.75	1.47	88	3.67	1.49
Office of the AVP for Student Success	95	3.72	1.45	94	3.59	1.53	95	3.69	1.52

Note: "Not Applicable" responses excluded from analysis.

**Table 4 (continued)**  
**College-wide Offices**  
**Overall Quality, Promptness, Service Attitude**

College-wide Offices (listed in alphabetical order) 2008 Mean Scores for Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Office of the Dean, Applied Technologies, Multimedia, and Public Service	100	4.21	1.19	100	4.22	1.18	100	4.26	1.18
Office of the Dean, Arts and Humanities	86	4.31	0.99	85	4.13	1.17	86	4.31	0.97
Office of the Dean, Business Studies	88	4.47	0.87	88	4.47	0.87	88	4.50	0.84
Office of the Dean, Communications	111	4.05	1.17	111	4.09	1.16	111	4.05	1.17
Office of the Dean, Computer Studies and Advanced Technology	75	4.24	0.90	74	4.15	0.99	75	4.19	0.97
Office of the Dean, Math and Sciences	114	4.32	1.00	114	4.27	0.99	114	4.32	1.00
Office of the Dean, Social and Behavioral Sciences	111	4.39	0.88	111	4.43	0.83	111	4.42	0.90
Office of the Executive Dean, Continuing Education	102	4.06	1.14	102	4.06	1.15	102	4.00	1.25
Office of the Executive Dean, Health Sciences	103	4.45	0.93	104	4.34	1.06	104	4.38	1.03
Office of the VP for Academic Transfer and General & Developmental Education	98	3.99	1.15	98	3.73	1.31	98	4.08	1.12
Office of the VP for Business Services	83	4.13	1.19	83	4.01	1.19	83	4.12	1.18
Office of the VP for College Support and ISD Relations	84	3.88	1.53	84	3.88	1.50	84	3.80	1.55
Office of the VP for Student Support and Success Systems	90	3.90	1.41	90	3.81	1.45	90	3.83	1.46
Office of the VP for Workforce Education and Business Development	78	4.26	0.92	78	4.08	1.10	78	4.15	1.08
President's Office	114	4.34	1.15	114	4.32	1.15	114	4.35	1.16

Note: "Not Applicable" responses excluded from analysis.

**Table 4 (continued)**  
**College-wide Offices**  
**Overall Quality, Promptness, Service Attitude**

College-wide Offices (listed in alphabetical order) 2008 Mean Scores for Satisfaction with Overall Quality, Promptness, Service Attitude

College-wide Offices	Overall Quality			Promptness			Service Attitude		
	N	Mean	Std. Deviation	N	Mean	Std. Deviation	N	Mean	Std. Deviation
Public Information & College Marketing	195	4.08	1.15	194	4.01	1.17	193	4.11	1.15
Purchasing	195	3.95	1.17	194	3.77	1.32	195	3.86	1.27
Receiving (formerly Inventory/Receiving)	174	4.55	0.72	174	4.52	0.75	174	4.53	0.79
Restricted Accounts	77	4.58	0.78	76	4.51	0.89	77	4.52	0.91
Student Accounting	51	4.24	0.93	51	4.25	0.89	51	4.25	0.98
Student Recruitment Office	90	4.23	1.17	90	4.23	1.18	91	4.29	1.16
Teacher Education (Alternative Teacher Certification)	46	3.98	1.16	47	3.89	1.20	47	4.00	1.14
Telecom Services	196	4.59	0.78	196	4.58	0.78	196	4.57	0.84
Texas Success Initiatives (TSI)	82	4.34	0.95	82	4.24	1.05	82	4.35	0.95
VCT Operations Office	23	3.83	1.53	23	3.83	1.53	23	3.83	1.53
Video Services	66	4.12	1.27	66	4.18	1.25	66	4.26	1.19

Note: "Not Applicable" responses excluded from analysis.

**Table 5**  
Overall Quality (2007 -- 2008)

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 -- 08
ACC Foundation	71	4.61	0.71	71	4.24	1.22	-0.37	26	68
Accounts Payable	155	4.12	0.89	189	4.12	0.98	0.00	38	38
Adult Education	115	4.08	1.09	103	4.20	0.95	0.13	31	19
Application Development (formerly Administrative Development)	276	4.22	0.98	220	3.90	1.27	-0.32	55	66
Articulation Office	69	4.25	1.13	63	4.29	1.01	0.04	20	30
Business and Industry Institute	28	4.25	0.80	16	4.50	1.10	0.25	8	7
Business Assessment Center	36	4.36	0.76	27	4.52	0.85	0.16	7	15
Center for Community Based and Non-Profit Organizations	41	4.20	1.21	31	4.06	1.31	-0.13	45	52
Center for Public Policy and Political Studies	n/a	n/a	n/a	23	3.61	1.31	n/a	69	n/a
Community Outreach Office	52	4.10	0.91	67	4.18	1.14	0.08	34	27
Community Programs	51	4.33	0.82	72	4.10	1.26	-0.24	41	61
Continuing Education Business Operations	78	4.21	1.06	77	4.19	1.06	-0.01	33	39
Customized Training	48	4.00	1.05	38	3.61	1.41	-0.39	70	69
Distance Learning	177	4.25	0.95	124	4.10	1.21	-0.15	42	55

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 5 (continued)**  
**Overall Quality (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 -- 08
Duplication Services (HBC)	317	4.52	0.79	251	4.61	0.69	0.10	1	24
Early College Start/College Connection	201	3.77	1.21	158	3.82	1.36	0.05	63	29
Email Systems	530	4.11	1.07	445	4.03	1.14	-0.08	48	48
Environmental Health & Safety and Insurance	138	4.08	1.12	155	3.75	1.37	-0.33	64	67
Facilities & Construction	151	3.75	1.31	146	3.99	1.21	0.24	50	8
Finance & Budget	122	4.49	0.77	121	4.39	1.01	-0.10	13	50
Governmental and Community Relations	51	3.90	1.46	46	3.72	1.41	-0.18	67	56
Grants Development	76	3.71	1.43	65	4.08	1.23	0.37	43	2
HBC Room Scheduling	181	4.46	0.86	142	4.26	1.00	-0.20	22	59
Health Professions Institute	69	4.41	0.83	57	4.54	0.89	0.14	6	17
Help Desk	629	4.55	0.80	591	4.27	1.02	-0.28	21	62
High Tech Institute	38	4.34	0.94	25	4.48	0.96	0.14	9	18
HR Benefits	406	3.98	1.14	378	4.02	1.16	0.04	49	32
HR Compensation Services	338	3.53	1.41	295	3.73	1.35	0.21	66	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 "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 5 (continued)**  
**Overall Quality (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 -- 08
HR Employment/Hiring Services	323	3.75	1.30	309	3.97	1.24	0.22	53	10
HR Faculty and Staff Evaluation	391	3.88	1.15	332	3.89	1.22	0.01	59	37
HR Payroll	433	4.12	1.10	361	4.25	1.09	0.12	24	20
HR Professional Development	502	4.18	1.04	413	4.16	1.08	-0.02	36	43
HR Records	303	3.78	1.36	252	4.16	1.14	0.38	35	1
Institutional Effectiveness and Accountability	157	4.04	1.06	123	3.89	1.22	-0.15	58	54
Institutional Records	126	4.23	1.06	101	4.20	1.16	-0.03	32	45
Instructional Development Services (IDS)	142	4.35	1.00	135	4.30	1.13	-0.06	19	47
Instructional Support Services	159	4.13	1.23	136	4.42	0.96	0.29	12	4
Internal Audit	67	3.73	1.32	50	3.90	1.31	0.17	55	13
International Programs	83	4.05	1.14	63	4.21	1.12	0.16	30	14
Interpreter Services	93	4.70	0.48	84	4.57	0.72	-0.13	4	51
Inventory (formerly Asset Management)	92	3.84	1.22	109	4.12	1.12	0.28	40	5
Office of the AVP for Human Resources Areas	132	3.12	1.47	129	3.42	1.50	0.30	71	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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 5 (continued)**  
**Overall Quality (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 -- 08
Office of the AVP for Information Technology Areas	133	4.05	1.11	116	3.74	1.31	-0.30	65	63
Office of the AVP for Instructional Resources & Technology	106	4.13	1.10	88	3.82	1.45	-0.31	62	65
Office of the AVP for Student Success	98	3.74	1.36	95	3.72	1.45	-0.03	68	44
Office of the Dean, Applied Technologies, Multimedia, and Public Service	101	4.41	0.86	100	4.21	1.19	-0.20	29	58
Office of the Dean, Arts and Humanities	114	4.21	0.95	86	4.31	0.99	0.10	18	22
Office of the Dean, Business Studies	98	4.37	1.02	88	4.47	0.87	0.10	10	23
Office of the Dean, Communications	112	4.27	1.00	111	4.05	1.17	-0.21	47	60
Office of the Dean, Computer Studies and Advanced Technology	101	4.15	1.14	75	4.24	0.90	0.09	25	26
Office of the Dean, Math and Sciences	153	4.22	1.09	114	4.32	1.00	0.11	17	21
Office of the Dean, Social and Behavioral Sciences	134	4.48	0.78	111	4.39	0.88	-0.09	14	49
Office of the Executive Dean, Continuing Education	126	4.05	1.03	102	4.06	1.14	0.01	46	36
Office of the Executive Dean, Health Sciences	128	4.50	0.75	103	4.45	0.93	-0.05	11	46
Office of the VP for Academic Transfer and General & Developmental Education	89	4.12	1.14	98	3.99	1.15	-0.13	51	53
Office of the VP for Business Services	83	3.99	1.41	83	4.13	1.19	0.14	37	16

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 5 (continued)**  
Overall Quality (2007 -- 2008)

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		2008 Mean	Mean Diff 07 -- 08
Office of the VP for College Support and ISD Relations	67	3.66	1.50	84	3.88	1.53	0.22	60	9
Office of the VP for Student Support and Success Systems	99	3.84	1.47	90	3.90	1.41	0.06	55	28
Office of the VP for Workforce Education and Business Development	81	4.04	1.39	78	4.26	0.92	0.22	23	11
President's Office	149	4.31	1.23	114	4.34	1.15	0.03	15	34
Public Information & College Marketing	213	4.39	0.87	195	4.08	1.15	-0.31	44	64
Purchasing	212	3.92	1.16	195	3.95	1.17	0.04	54	31
Receiving	195	4.46	0.78	174	4.55	0.72	0.10	5	25
Restricted Accounts	81	4.60	0.63	77	4.58	0.78	-0.02	3	41
Student Accounting	90	4.20	1.17	51	4.24	0.93	0.04	27	33
Student Recruitment Office	106	4.25	1.06	90	4.23	1.17	-0.01	28	40
Teacher Education (formerly Alt. Teacher Certification)	43	4.00	1.27	46	3.98	1.16	-0.02	52	42
Telecom Services	225	4.58	0.73	196	4.59	0.78	0.01	2	35
Texas Success Initiatives (TSI)	105	4.09	1.11	82	4.34	0.95	0.26	16	6
VCT Operations Office	26	4.42	0.64	23	3.83	1.53	-0.60	61	70
Video Services	101	4.31	0.92	66	4.12	1.27	-0.19	39	57

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 6**  
Improvements in Overall Quality

Statistically Significant Improvements in Mean Score Satisfaction with Overall Quality (2007 -- 2008)

	2007			2008			Mean Difference 07 -- 08	Statistically Significant*
	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
College-wide Offices								
HR Records	303	3.78	1.36	252	4.16	1.14	0.38	Yes
Instructional Support Services	159	4.13	1.23	136	4.42	0.96	0.29	Yes
HR Employment/Hiring Services	323	3.75	1.30	309	3.97	1.24	0.22	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$

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

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
ACC Foundation	72	4.63	0.72	69	4.26	1.26	-0.36	19	67
Accounts Payable	156	3.96	1.06	189	3.97	1.15	0.01	49	33
Adult Education	114	4.00	1.12	219	3.87	1.25	-0.13	53	50
Application Development (formerly Administrative Development)	274	4.24	0.95	102	4.12	1.07	-0.12	37	49
Articulation Office	68	4.26	1.09	63	4.27	1.02	0.01	18	35
Business and Industry Institute	28	4.21	0.79	16	4.50	1.10	0.29	7	5
Business Assessment Center	36	4.31	0.82	28	4.43	0.84	0.12	12	19
Center for Community Based and Non-Profit Organizations	41	4.15	1.20	31	4.06	1.36	-0.08	41	44
Center for Public Policy and Political Studies	n/a	n/a	n/a	22	3.77	1.38	n/a	61	n/a
Community Outreach Office	52	4.13	0.93	67	4.06	1.24	-0.07	42	43
Community Programs	51	4.33	0.86	72	4.03	1.27	-0.31	44	65
Continuing Education Business Operations	78	4.13	1.12	77	4.23	1.07	0.11	23	21
Customized Training	48	3.96	1.05	39	3.72	1.28	-0.24	65	62
Distance Learning	177	4.28	0.98	125	4.10	1.19	-0.17	38	56

Note: "Not Applicable" responses excluded from analysis.

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

**Table 7 (continued)**  
**Promptness (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Duplication Services (HBC)	315	4.48	0.89	250	4.62	0.70	0.14	1	16
Early College Start/College Connection	201	3.65	1.27	155	3.70	1.39	0.06	66	27
Email Systems	522	4.26	0.94	440	4.13	1.07	-0.13	35	52
Environmental Health & Safety and Insurance	137	3.98	1.16	154	3.49	1.45	-0.48	70	69
Facilities & Construction	151	3.61	1.34	146	3.82	1.35	0.21	58	10
Finance & Budget	122	4.36	0.95	120	4.31	1.04	-0.05	16	41
Governmental and Community Relations	50	3.84	1.54	45	3.64	1.42	-0.20	68	59
Grants Development	76	3.63	1.46	65	4.00	1.32	0.37	47	1
HBC Room Scheduling	181	4.41	0.91	142	4.17	1.14	-0.25	29	63
Health Professions Institute	69	4.45	0.78	57	4.60	0.75	0.15	2	15
Help Desk	629	4.52	0.85	591	4.21	1.08	-0.31	26	66
High Tech Institute	38	4.26	1.00	25	4.44	1.00	0.18	9	13
HR Benefits	405	3.92	1.19	373	3.99	1.20	0.07	48	24
HR Compensation Services	338	3.50	1.45	293	3.68	1.38	0.18	67	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 "1" assigned to the highest positive difference between means for 2007 and 2008.

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

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
HR Employment/Hiring Services	322	3.59	1.38	309	3.82	1.35	0.23	57	8
HR Faculty and Staff Evaluation	387	3.87	1.16	329	3.91	1.21	0.05	50	29
HR Payroll	433	4.11	1.14	361	4.26	1.09	0.15	20	14
HR Professional Development	501	4.22	1.01	408	4.21	1.07	-0.01	27	39
HR Records	304	3.79	1.35	251	4.13	1.18	0.33	34	2
Institutional Effectiveness and Accountability	155	4.05	1.08	122	3.86	1.28	-0.18	54	57
Institutional Records	126	4.22	1.06	101	4.16	1.21	-0.06	31	42
Instructional Development Services (IDS)	142	4.33	1.00	135	4.33	1.13	0.00	14	36
Instructional Support Services	159	4.12	1.26	136	4.43	0.96	0.31	10	3
Internal Audit	66	3.80	1.27	50	3.86	1.32	0.06	55	26
International Programs	83	4.07	1.16	63	4.13	1.22	0.05	36	28
Interpreter Services	93	4.70	0.53	84	4.56	0.73	-0.14	4	53
Inventory (formerly Asset Management)	92	3.87	1.25	107	4.16	1.10	0.29	30	4
Office of the AVP for Human Resources Areas	132	3.17	1.49	128	3.39	1.51	0.22	71	9

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 7 (continued)**  
**Promptness (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Office of the AVP for Information Technology Areas	133	3.98	1.17	115	3.75	1.30	-0.24	63	61
Office of the AVP for Instructional Resources & Technology	106	4.14	1.12	88	3.75	1.47	-0.39	62	68
Office of the AVP for Student Success	97	3.73	1.40	94	3.59	1.53	-0.15	69	55
Office of the Dean, Applied Technologies, Multimedia, and Public Service	100	4.35	0.93	100	4.22	1.18	-0.13	25	51
Office of the Dean, Arts and Humanities	113	4.25	0.95	85	4.13	1.17	-0.12	33	48
Office of the Dean, Business Studies	97	4.33	1.10	88	4.47	0.87	0.14	8	17
Office of the Dean, Communications	111	4.23	1.00	111	4.09	1.16	-0.14	39	54
Office of the Dean, Computer Studies and Advanced Technology	98	4.08	1.18	74	4.15	0.99	0.07	32	25
Office of the Dean, Math and Sciences	152	4.16	1.12	114	4.27	0.99	0.11	17	20
Office of the Dean, Social and Behavioral Sciences	132	4.42	0.90	111	4.43	0.83	0.01	11	34
Office of the Executive Dean, Continuing Education	126	4.07	1.07	102	4.06	1.15	-0.01	43	38
Office of the Executive Dean, Health Sciences	126	4.56	0.73	104	4.34	1.06	-0.22	13	60
Office of the VP for Academic Transfer and General & Developmental Education	87	3.83	1.30	98	3.73	1.31	-0.09	64	46
Office of the VP for Business Services	83	3.82	1.47	83	4.01	1.19	0.19	45	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 "1" assigned to the highest positive difference between means for 2007 and 2008.



**Table 7 (continued)**  
**Promptness (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Office of the VP for College Support and ISD Relations	67	3.61	1.57	84	3.88	1.50	0.27	52	6
Office of the VP for Student Support and Success Systems	99	3.82	1.46	90	3.81	1.45	-0.01	59	37
Office of the VP for Workforce Education and Business Development	81	4.00	1.36	78	4.08	1.10	0.08	40	23
President's Office	149	4.30	1.21	114	4.32	1.15	0.03	15	31
Public Information & College Marketing	212	4.30	0.98	194	4.01	1.17	-0.29	46	64
Purchasing	211	3.76	1.28	194	3.77	1.32	0.01	60	32
Receiving (formerly Inventory/Receiving)	195	4.39	0.87	174	4.52	0.75	0.13	5	18
Restricted Accounts	81	4.63	0.68	76	4.51	0.89	-0.12	6	47
Student Accounting	90	4.17	1.22	51	4.25	0.89	0.09	21	22
Student Recruitment Office	106	4.27	1.03	90	4.23	1.18	-0.04	24	40
Teacher Education (formerly Alternative Teacher Certification)	43	3.98	1.32	47	3.89	1.20	-0.08	51	45
Telecom Services	225	4.54	0.77	196	4.58	0.78	0.04	3	30
Texas Success Initiatives (TSI)	105	3.99	1.21	82	4.24	1.05	0.25	22	7
VCT Operations Office	26	4.46	0.58	23	3.83	1.53	-0.64	56	70
Video Services	101	4.37	0.89	66	4.18	1.25	-0.18	28	58

Note: "Not Applicable" responses excluded from analysis.

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

**Table 8**  
Improvements in Promptness

Statistically Significant Improvements in Mean Score for Satisfaction with Promptness (2007 -- 2008)

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
HR Records	304	3.79	1.35	251	4.13	1.18	0.33	Yes
Instructional Support Services	159	4.12	1.26	136	4.43	0.96	0.31	Yes
HR Employment/Hiring Services	322	3.59	1.38	309	3.82	1.35	0.23	Yes
Duplication Services (HBC)	315	4.48	0.89	250	4.62	0.70	0.14	Yes

Note: "Not Applicable" responses excluded from analysis.

\* Statistically significant at  $p < .05$

**Table 9**  
Service Attitude (2007 -- 2008)

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
ACC Foundation	71	4.68	0.67	70	4.13	1.37	-0.55	40	69
Accounts Payable	156	4.10	0.96	188	4.07	1.07	-0.02	45	39
Adult Education	115	4.10	1.10	103	4.18	1.05	0.09	36	25
Application Development (Administrative Development)	273	4.32	0.88	218	3.95	1.27	-0.36	54	67
Articulation Office	69	4.30	1.09	63	4.33	1.03	0.03	17	32
Business and Industry Institute	28	4.21	0.83	16	4.50	1.10	0.29	8	6
Business Assessment Center	36	4.33	0.76	28	4.54	0.79	0.20	5	13
Center for Community Based and Non-Profit Organizations	41	4.20	1.25	30	4.07	1.36	-0.13	46	53
Center for Public Policy and Political Studies	n/a	n/a	n/a	23	3.65	1.27	n/a	70	n/a
Community Outreach Office	52	4.17	0.92	67	4.21	1.15	0.04	32	30
Community Programs	51	4.37	0.80	72	4.03	1.36	-0.34	50	66
Continuing Education Business Operations	78	4.18	1.13	77	4.23	1.05	0.05	30	27
Customized Training	48	4.02	1.02	39	3.72	1.34	-0.30	65	63
Distance Learning	177	4.23	1.03	125	4.18	1.16	-0.05	37	46

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 9 (continued)**  
**Service Attitude (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Duplication Services (HBC)	316	4.55	0.79	250	4.64	0.66	0.09	1	22
Early College Start/College Connection	201	3.84	1.24	156	3.84	1.40	0.00	58	38
Email Systems	516	4.30	0.93	436	4.19	1.04	-0.11	35	51
Environmental Health & Safety and Insurance	138	4.11	1.12	155	3.71	1.41	-0.40	66	68
Facilities & Construction	151	3.75	1.31	146	3.97	1.29	0.22	53	8
Finance & Budget	122	4.40	0.90	121	4.31	1.08	-0.09	19	49
Governmental and Community Relations	50	3.90	1.52	45	3.69	1.41	-0.21	68	60
Grants Development	76	3.70	1.49	65	4.08	1.29	0.38	44	1
HBC Room Scheduling	181	4.48	0.83	141	4.28	1.00	-0.19	23	58
Health Professions Institute	69	4.41	0.85	57	4.56	0.87	0.16	3	15
Help Desk	629	4.59	0.82	591	4.30	1.06	-0.29	21	62
High Tech Institute	38	4.24	1.02	25	4.44	1.00	0.20	11	12
HR Benefits	405	3.95	1.24	377	4.05	1.15	0.09	48	24
HR Compensation Services	337	3.53	1.47	295	3.78	1.37	0.25	64	7

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 9 (continued)**  
**Service Attitude (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
HR Employment/Hiring Services	319	3.82	1.29	307	4.03	1.25	0.21	49	11
HR Faculty and Staff Evaluation	384	3.93	1.14	327	3.94	1.20	0.01	55	37
HR Payroll	431	4.10	1.18	361	4.25	1.11	0.15	27	17
HR Professional Development	501	4.26	1.01	412	4.24	1.05	-0.02	29	41
HR Records	303	3.85	1.34	252	4.20	1.10	0.35	33	2
Institutional Effectiveness and Accountability	155	4.07	1.13	122	3.91	1.25	-0.16	56	56
Institutional Records	126	4.26	1.10	100	4.24	1.16	-0.02	28	40
Instructional Development Services (IDS)	142	4.35	1.06	136	4.38	1.07	0.04	14	29
Instructional Support Services	158	4.16	1.20	135	4.47	0.92	0.32	10	5
Internal Audit	67	3.69	1.37	50	3.80	1.39	0.11	61	20
International Programs	83	4.05	1.18	63	4.22	1.14	0.17	31	14
Interpreter Services	93	4.67	0.54	84	4.55	0.77	-0.12	4	52
Inventory (formerly Asset Management)	92	3.82	1.34	108	4.15	1.13	0.33	39	4
Office of the AVP for Human Resources Areas	132	3.19	1.51	129	3.40	1.53	0.21	71	10

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 9 (continued)**  
**Service Attitude (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Office of the AVP for Instructional Resources & Technology	106	4.11	1.15	115	3.78	1.32	-0.33	63	64
Office of the AVP for Student Success	98	3.78	1.37	88	3.67	1.49	-0.11	69	50
Office of the AVP, Information Technology Areas	134	4.03	1.17	95	3.69	1.52	-0.34	67	65
Office of the Dean, Applied Technologies, Multimedia, and Public Service	101	4.40	0.92	100	4.26	1.18	-0.14	24	54
Office of the Dean, Arts and Humanities	114	4.29	0.98	86	4.31	0.97	0.02	20	34
Office of the Dean, Business Studies	98	4.36	1.06	88	4.50	0.84	0.14	8	18
Office of the Dean, Communications	112	4.26	1.04	111	4.05	1.17	-0.20	47	59
Office of the Dean, Computer Studies and Advanced Technology	101	4.16	1.13	75	4.19	0.97	0.03	34	33
Office of the Dean, Math and Sciences	153	4.17	1.20	114	4.32	1.00	0.15	18	16
Office of the Dean, Social and Behavioral Sciences	134	4.51	0.77	111	4.42	0.90	-0.08	12	47
Office of the Executive Dean, Continuing Education	127	4.04	1.09	102	4.00	1.25	-0.04	51	44
Office of the Executive Dean, Health Sciences	128	4.55	0.74	104	4.38	1.03	-0.17	13	57
Office of the VP for Academic Transfer and General & Developmental Education	89	4.12	1.15	98	4.08	1.12	-0.04	43	45
Office of the VP for Business Services	83	3.78	1.48	83	4.12	1.18	0.34	41	3

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 9 (continued)**  
**Service Attitude (2007 -- 2008)**

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

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Rankings*	
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		2008 Mean	Mean Diff 07 -- 08
Office of the VP for College Support and ISD Relations	67	3.69	1.56	84	3.80	1.55	0.11	62	21
Office of the VP for Student Support and Success Systems	99	3.82	1.49	90	3.83	1.46	0.02	59	36
Office of the VP for Workforce Education and Business Development	81	4.07	1.39	78	4.15	1.08	0.08	38	26
President's Office	149	4.34	1.22	114	4.35	1.16	0.02	16	35
Public Information & College Marketing	212	4.38	0.94	193	4.11	1.15	-0.27	42	61
Purchasing	211	3.89	1.23	195	3.86	1.27	-0.02	57	42
Receiving (formerly Inventory/Receiving)	194	4.51	0.74	174	4.53	0.79	0.03	6	31
Restricted Accounts	81	4.60	0.68	77	4.52	0.91	-0.09	7	48
Student Accounting	90	4.13	1.28	51	4.25	0.98	0.12	26	19
Student Recruitment Office	106	4.25	1.05	91	4.29	1.16	0.04	22	28
Teacher Education (formerly Alternative Teacher Certification)	43	3.91	1.36	47	4.00	1.14	0.09	51	23
Telecom Services	225	4.60	0.71	196	4.57	0.84	-0.03	2	43
Texas Success Initiatives (TSI)	105	4.13	1.16	82	4.35	0.95	0.22	15	9
VCT Operations Office	26	4.46	0.58	23	3.83	1.53	-0.64	60	70
Video Services	101	4.41	0.86	66	4.26	1.19	-0.15	25	55

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 "1" assigned to the highest positive difference between means for 2007 and 2008.

**Table 10**  
**Improvements in Service Attitude**

Statistically Significant Improvements in Mean Score Satisfaction with Service Attitude

College-wide Offices	2007			2008			Mean Difference 07 -- 08	Statistically Significant*
	N	Mean	Std. Deviation	N	Mean	Std. Deviation		
HR Records	303	3.85	1.34	252	4.20	1.10	0.35	Yes
Instructional Support Services	158	4.16	1.20	135	4.47	0.92	0.32	Yes
HR Compensation Services	337	3.53	1.47	295	3.78	1.37	0.25	Yes
HR Employment/Hiring Services	319	3.82	1.29	307	4.03	1.25	0.21	Yes

Note: Not applicable responses excluded from analysis.

\* Statistically significant at  $p < .05$



**Table 11**  
Overall Quality by Employee Group

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
ACC Foundation	18	4.61	0.78	6	3.67	1.75	47	4.17	1.27	No
Accounts Payable	38	4.08	1.19	2	5.00	0.00	149	4.12	0.93	No
Adult Education	11	4.18	0.98	9	4.22	0.83	83	4.20	0.97	No
Application Development (formerly Administrative Development)	45	4.20	1.04	23	3.43	1.50	152	3.88	1.29	No
Articulation Office	23	4.39	1.08	1	1.00	0.00	39	4.31	0.83	No
Business and Industry Institute	1	5.00	0.00	0	n/a	n/a	15	4.47	1.13	No
Business Assessment Center	1	5.00	0.00	2	4.50	0.71	24	4.50	0.88	No
Center for Community Based and Non-Profit Organizations	7	4.43	1.51	3	3.67	2.31	21	4.00	1.14	No
Center for Public Policy and Political Studies	3	2.67	0.58	2	4.50	0.71	18	3.67	1.37	No
Community Outreach Office	6	4.17	1.60	5	3.40	2.19	56	4.25	0.96	No
Community Programs	8	3.63	1.77	8	4.13	1.13	56	4.16	1.20	No

\* Statistically significant at  $p < .05$

**Table 11 (continued)**  
**Overall Quality by Employee Group**

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Continuing Education Business Operations	13	4.08	0.86	8	4.00	0.93	56	4.25	1.13	No
Customized Training	2	4.00	0.00	3	4.67	0.58	33	3.48	1.46	No
Distance Learning	41	4.20	1.19	13	4.15	1.14	70	4.03	1.25	No
Duplication Services (HBC)	45	4.62	0.68	51	4.51	0.88	155	4.65	0.61	No
Early College Start/College Connection	26	3.69	1.62	19	3.37	1.67	113	3.92	1.23	No
Email Systems	76	4.03	1.06	103	3.79	1.33	266	4.12	1.08	Yes
Environmental Health & Safety and Insurance	28	3.57	1.37	8	1.88	1.46	119	3.92	1.27	Yes
Facilities & Construction	23	3.35	1.50	5	3.00	1.58	118	4.16	1.08	Yes
Finance & Budget	22	4.27	1.20	2	3.00	2.83	97	4.44	0.91	No
Governmental and Community Relations	4	3.00	1.83	5	3.40	1.82	37	3.84	1.32	No
Grants Development	11	3.82	1.54	2	3.50	0.71	52	4.15	1.18	No
HBC Room Scheduling	25	4.00	1.19	9	4.11	1.05	108	4.33	0.95	No

\* Statistically significant at  $p < .05$

**Table 11 (continued)**  
**Overall Quality by Employee Group**

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Health Professions Institute	15	4.73	0.46	2	5.00	0.00	40	4.45	1.01	No
Help Desk	125	4.35	0.93	119	4.29	1.00	347	4.23	1.06	No
High Tech Institute	3	5.00	0.00	3	4.33	0.58	19	4.42	1.07	No
HR Benefits	82	4.06	1.07	46	3.89	1.37	250	4.03	1.16	No
HR Compensation Services	51	3.94	1.26	33	3.42	1.48	211	3.73	1.35	No
HR Employment/Hiring Services	46	3.87	1.19	42	3.90	1.45	221	4.00	1.22	No
HR Faculty and Staff Evaluation	97	3.87	1.16	99	4.08	1.22	136	3.76	1.25	No
HR Payroll	52	4.25	1.12	64	4.36	1.04	245	4.22	1.10	No
HR Professional Development	93	4.17	1.08	75	4.12	1.16	245	4.16	1.06	No
HR Records	36	3.64	1.31	30	4.43	1.07	186	4.22	1.09	Yes
Institutional Effectiveness and Accountability	36	4.11	1.12	7	3.29	1.60	80	3.85	1.22	No
Institutional Records	10	4.20	1.32	6	3.50	1.97	85	4.25	1.07	No

\* Statistically significant at  $p < .05$

**Table 11 (continued)**  
**Overall Quality by Employee Group**

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Instructional Development Services (IDS)	57	4.39	1.01	25	4.08	1.38	53	4.30	1.14	No
Instructional Support Services	34	4.24	1.26	28	4.25	1.04	74	4.57	0.74	No
Internal Audit	7	4.86	0.38	1	1.00	0.00	42	3.81	1.29	Yes
International Programs	9	4.33	1.32	3	2.67	2.08	51	4.27	0.98	Yes
Interpreter Services	26	4.50	0.71	12	4.67	0.49	46	4.59	0.78	No
Inventory (formerly Asset Management)	18	4.22	1.00	1	5.00	0.00	90	4.09	1.15	No
Office of the AVP for Human Resources Areas	17	3.71	1.21	7	3.00	2.00	105	3.40	1.51	No
Office of the AVP for Information Technology	18	3.83	1.04	6	2.83	1.72	92	3.78	1.32	No
Office of the AVP for Instructional Resources & Technology	20	3.70	1.53	8	2.38	1.92	60	4.05	1.25	Yes
Office of the AVP for Student Success	14	4.21	1.25	10	2.50	1.96	71	3.79	1.33	Yes
Office of the Dean, Applied Technologies, Multimedia, and Public Service	15	4.67	1.05	6	2.67	1.97	79	4.24	1.06	Yes
Office of the Dean, Arts and Humanities	12	4.17	1.34	10	4.40	1.26	64	4.33	0.87	No

\* Statistically significant at  $p < .05$

**Table 11 (continued)**  
**Overall Quality by Employee Group**

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
Office of the Dean, Business Studies	23	4.57	1.04	7	3.71	1.50	58	4.52	0.66	No
Office of the Dean, Communications	24	4.21	1.25	18	4.22	1.11	69	3.96	1.17	No
Office of the Dean, Computer Studies and Advanced Technology	11	4.27	0.79	6	3.50	1.52	58	4.31	0.82	No
Office of the Dean, Math and Sciences	25	4.52	0.96	19	4.58	0.96	70	4.19	1.01	No
Office of the Dean, Social and Behavioral Sciences	24	4.33	1.01	20	4.55	0.76	67	4.36	0.87	No
Office of the Executive Dean, Continuing Education	11	4.55	0.69	10	4.10	1.45	81	3.99	1.15	No
Office of the Executive Dean, Health Sciences	29	4.86	0.35	5	4.20	1.30	69	4.29	1.02	Yes
Office of the VP for Academic Transfer and General & Developmental Education	31	4.03	1.38	5	3.20	1.30	62	4.03	1.01	No
Office of the VP for Business Services	10	4.40	0.97	3	2.33	2.31	70	4.17	1.12	Yes
Office of the VP for College Support and ISD Relations	10	3.10	1.73	7	1.57	1.51	67	4.24	1.24	Yes
Office of the VP for Student Support and Success Systems	20	4.25	1.33	6	1.67	1.21	64	4.00	1.27	Yes
Office of the VP for Workforce Education and Business Development	18	4.61	0.85	3	3.67	1.53	57	4.18	0.89	No

\* Statistically significant at  $p < .05$

**Table 11 (continued)**  
**Overall Quality by Employee Group**

Mean Scores of Satisfaction with Overall Quality by Employee Group (Offices listed in alphabetical order)

College-Wide Offices	Full-time Faculty			Adjunct Faculty			Non-faculty			Differences in Groups Ratings Stat. Sig.*
	N	Mean	Std Deviation	N	Mean	Std Deviation	N	Mean	Std Deviation	
President's Office	20	4.70	0.92	7	4.14	1.21	87	4.28	1.19	No
Public Information & College Marketing	36	4.22	1.17	19	3.89	1.41	140	4.06	1.11	No
Purchasing	31	3.48	1.23	2	3.00	2.83	162	4.06	1.12	Yes
Receiving (formerly Inventory/Receiving)	24	4.50	0.83	4	4.25	0.96	146	4.57	0.69	No
Restricted Accounts	9	4.89	0.33	2	3.00	2.83	66	4.59	0.70	Yes
Student Accounting	3	4.33	1.15	1	5.00	0.00	47	4.21	0.93	No
Student Recruitment Office	11	4.00	1.34	4	3.00	2.31	75	4.33	1.04	No
Teacher Education (formerly Alternative Teacher Certification)	9	3.67	1.58	7	4.14	1.21	30	4.03	1.03	No
Telecom Services	26	4.04	1.28	13	4.31	0.75	157	4.71	0.61	Yes
Texas Success Initiatives (TSI)	20	4.25	1.16	8	4.63	0.74	54	4.33	0.89	No
VCT Operations Office	3	5.00	0.00	2	1.50	0.71	18	3.89	1.45	Yes
Video Services	13	4.23	1.30	5	3.80	1.10	48	4.13	1.30	No

\* Statistically significant at  $p < .05$

**Table 12**  
High Use Offices

High Use College-wide Offices ranked by Percent of Use (highest to lowest)

College-wide Offices/Services	Number using 2008 services n = 746	% of total responses 2008	% of total responses 2007	% of total responses 2006	% of total responses 2005
Help Desk	595	79.8%	76%	74.4%	79.7%
Email Systems	448	60.1%	64%	60.1%	46.9%
HR Professional Development	417	55.9%	61%	68.2%	49.1%
HR Benefits	379	50.8%	49%	47.6%	54.5%
HR Payroll	363	48.7%	52%	49.3%	52.4%
HR Faculty and Staff Evaluation	333	44.6%	48%	48.4%	37.4%
HR Employment/Hiring Services	310	41.6%	39%	38.0%	42.1%
HR Compensation Services	296	39.7%	41%	39.5%	36.4%
Duplication Services (HBC)	253	33.9%	39%	42.8%	38.4%
HR Records	253	33.9%	37%	38.3%	41.6%
Application Development (Administrative Development)	220	29.5%	33%	24.3%	n/a
Telecom Services	198	26.5%	27%	45.5%	46.6%
Purchasing	197	26.4%	26%	30.6%	27.6%
Public Information & College Marketing	196	26.3%	26%	30.6%	n/a
Accounts Payable	190	25.5%	18.7%	22.5%	21.0%

Notes: High use is defined as 25% or more of survey respondents having requested or received services from an office in the past year. This table includes not-applicable responses in % of total responses.

**Table 13**  
Low Use Offices

Low Use College-wide Offices ranked by Percent of Use (highest to lowest)

College-wide Offices/Services	Number using 2008 services n = 746	% of total responses 2008	% of total responses 2007	% of total responses 2006	% of total responses 2005
Receiving (formerly Inventory/Receiving)	176	23.6%	23.6%	26.6%	21.6%
Early College Start/College Connection	159	21.3%	24.2%	27.0%	21.0%
Environmental Health & Safety and Insurance	155	20.8%	16.6%	21.6%	18.1%
Facilities & Construction	146	19.6%	18.2%	16.0%	12.1%
HBC Room Scheduling	143	19.2%	21.7%	20.0%	23.6%
Instructional Support Services	139	18.6%	19.2%	21.2%	9.1%
Instructional Development Services (IDS)	137	18.4%	17.0%	21.6%	20.9%
Office of the AVP for Human Resources Areas	129	17.3%	15.8%	21.4%	34.3%
Distance Learning	126	16.9%	21.4%	26.2%	28.3%
Institutional Effectiveness and Accountability	124	16.6%	19.0%	21.6%	29.8%
Finance & Budget	121	16.2%	14.8%	17.7%	17.1%
President's Office	117	15.7%	18.2%	n/a	n/a
Office of the AVP for Information Technology	116	15.5%	16.4%	19.5%	20.9%
Office of the Dean, Math and Sciences	114	15.3%	18.6%	20.6%	24.3%
Office of the Dean, Communications	111	14.9%	13.6%	16.0%	18.1%

Notes: Low use is defined as less than 25% of survey respondents having requested or received services from an office in the past year.  
This table includes not-applicable responses in percent of total responses.



Table 13 (continued)  
Low Use Offices

## Low Use College-wide Offices ranked by Percent of Use (highest to lowest)

College-wide Offices/Services	Number using 2008 services n = 746	% of total responses 2008	% of total responses 2007	% of total responses 2006	% of total responses 2005
Office of the Dean, Social and Behavioral Sciences	111	14.9%	16.2%	18.1%	26.0%
Inventory (formerly Asset Management)	109	14.6%	11.2%	16.0%	9.8%
Adult Education	105	14.1%	13.9%	15.2%	16.2%
Office of the Executive Dean, Health Sciences	105	14.1%	15.4%	13.9%	22.2%
Institutional Records	103	13.8%	15.2%	17.3%	25.2%
Office of the Executive Dean, Continuing Education	103	13.8%	15.2%	15.0%	21.2%
Office of the Dean, Applied Technologies, Multimedia, and Public Service	102	13.7%	12.2%	13.3%	19.3%
Office of the VP for Academic Transfer and General & Developmental Education	100	13.4%	10.9%	13.9%	21.0%
Office of the AVP for Student Success	96	12.9%	11.9%	n/a	n/a
Student Recruitment Office	92	12.3%	12.7%	13.7%	14.1%
Office of the VP for Student Support and Success Systems	90	12.1%	12.0%	20.2%	22.1%
Office of the AVP for Instructional Resources & Technology	88	11.8%	12.8%	16.0%	19.0%
Office of the Dean, Business Studies	88	11.8%	11.9%	12.1%	20.3%
Office of the Dean, Arts and Humanities	87	11.7%	13.7%	15.6%	20.3%
Interpreter Services	85	11.4%	11.2%	n/a	n/a

Notes: Low use is defined as less than 25% of survey respondents having requested or received services from an office in the past year.  
This table includes "Not-Applicable" responses in percent of total responses.

Table 13 (continued)  
Low Use Offices

## Low Use College-wide Offices ranked by Percent of Use (highest to lowest)

College-wide Offices/Services	Number using 2008 services n = 746	% of total responses 2008	% of total responses 2007	% of total responses 2006	% of total responses 2005
Office of the VP for College Support and ISD Relations	85	11.4%	8.0%	9.1%	16.0%
Office of the VP for Business Services	84	11.3%	10.1%	14.1%	16.7%
Texas Success Initiatives (TSI)	82	11.0%	12.6%	17.9%	13.3%
Continuing Education Business Operations	78	10.5%	9.4%	6.4%	11.0%
Office of the VP for Workforce Education and Business Development	78	10.5%	10.0%	12.3%	21.0%
Restricted Accounts	77	10.3%	9.7%	12.1%	14.8%
Office of the Dean, Computer Studies and Advanced Technology	75	10.1%	12.1%	12.9%	18.1%
ACC Foundation	73	9.8%	9.0%	11.0%	13.4%
Community Programs	73	9.8%	6.4%	12.3%	12.2%
Video Services	68	9.1%	12.5%	14.1%	16.2%
Community Outreach Office	67	9.0%	6.2%	n/a	n/a
Grants Development	66	8.8%	9.2%	10.0%	12.9%
International Programs	65	8.7%	10.2%	8.7%	14.5%
Articulation Office	64	8.6%	8.3%	7.9%	8.1%
Health Professions Institute	57	7.6%	8.3%	11.0%	15.2%

Notes: Low use is defined as less than 25% of survey respondents having requested or received services from an office in the past year.  
This table includes "Not-Applicable" responses in percent of total responses.

Table 13 (continued)  
Low Use Offices

Low Use College-wide Offices ranked by Percent of Use (highest to lowest)

College-wide Offices/Services	Number using 2008 services n = 746	% of total responses 2008	% of total responses 2007	% of total responses 2006	% of total responses 2005
Internal Audit	52	7.0%	8.0%	8.1%	16.2%
Student Accounting	51	6.8%	10.8%	12.5%	13.1%
Governmental and Community Relations	50	6.7%	6.5%	7.5%	13.1%
Teacher Education	48	6.4%	5.2%	n/a	n/a
Customized Training	40	5.4%	5.8%	6.4%	11.4%
Center for Community Based and Non-Profit Organizations	33	4.4%	5.5%	n/a	n/a
Business Assessment Center	28	3.8%	4.3%	6.2%	8.1%
High Tech Institute	26	3.5%	4.6%	n/a	n/a
Center for Public Policy and Political Studies	25	3.4%	n/a	n/a	n/a
VCT Operations Office	23	3.1%	3.1%	5.4%	8.4%
Business and Industry Institute	18	2.4%	3.4%	n/a	n/a

Notes: Low use is defined as less than 25% of survey respondents having requested or received services from the office in the past year.  
This table includes "Not-Applicable" responses in percent of total responses.

**Table 14**  
High Dissatisfaction (Overall Quality) and Use

## High Dissatisfaction College-wide Offices ranked within categories of High and Low Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 1: High Dissatisfaction with Overall Quality, High Use</i>			
1	HR Compensation Services	39.5%	19.7%
2	HR Employment/Hiring Services	41.4%	16.8%
3	Application Development (formerly Administrative Development)	29.5%	16.4%
4	HR Faculty and Staff Evaluation	44.5%	15.7%
<i>Quadrant 2: High Dissatisfaction with Overall Quality, Low Use,</i>			
1	Office of the AVP for Human Resources Areas	17.3%	29.5%
2	Customized Training	5.1%	23.7%
3	Office of the AVP for Student Success Office	12.7%	22.1%
4	Governmental and Community Relations	6.2%	21.7%
5	Center for Public Policy and Political Studies	3.1%	21.7%
6	VCT Operations Office	3.1%	21.7%
7	Office of the AVP for Instructional Resources & Technology	11.8%	21.6%
8	Office of the VP for College Support and ISD Relations	11.3%	21.4%
9	Environmental Health & Safety and Insurance	20.8%	19.4%
10	Early College Start/College Connection	21.2%	19.0%
11	Office of the VP for Student Support and Success Systems	12.1%	18.9%
12	Institutional Effectiveness and Accountability	16.5%	18.7%
13	Office of the AVP for Information Technology Areas	15.5%	18.1%
14	Video Services	8.8%	16.7%
15	Community Programs	9.7%	15.3%

Note: "Not Applicable" responses excluded from analysis; percent use therefore will differ slightly from Tables 12 and 13

**Table 15**  
Low Dissatisfaction (Overall Quality) and Use

Low Dissatisfaction College-wide Offices ranked within categories of Low and High Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Dissatisfaction with Overall Quality, Low Use</i>			
1	Facilities & Construction	19.6%	14.4%
2	Internal Audit	6.7%	14.0%
3	Distance Learning	16.6%	13.7%
4	Office of the VP for Academic Transfer and General & Developmental Education	13.1%	13.3%
5	Teacher Education	6.2%	13.0%
6	Office of the Dean, Applied Technologies, Multimedia, and Public Service	13.4%	13.0%
7	Center for Community Based and Non-Profit Organizations	4.2%	12.9%
8	Office of the Executive Dean, Continuing Education	13.7%	12.7%
9	ACC Foundation	9.5%	12.7%
10	Instructional Development Services (IDS)	18.1%	11.1%
11	Student Recruitment Office	12.1%	11.1%
12	Inventory	14.6%	11.0%
13	Institutional Records	13.5%	10.9%
14	Office of the VP for Business Services	11.1%	10.8%
15	Office of the Dean, Communications	14.9%	10.8%
16	Grants Development	8.7%	10.8%
17	President's Office	15.3%	9.6%
18	International Programs	8.4%	9.5%
19	HBC Room Scheduling	19.0%	9.2%
20	Continuing Education Business Operations	10.3%	9.1%
21	Community Outreach Office	9.0%	9.0%
22	Instructional Support Services	18.2%	8.1%
23	Office of the Executive Dean, Health Sciences	13.8%	7.8%
24	Office of the VP for Workforce Education and Business Development	10.5%	7.7%

Note: Not applicable responses excluded from analysis; percent use therefore will differ slightly from Tables 12 to 13.

**Table 15 (continued)**  
**Low Dissatisfaction (Overall Quality) and Use**

Low Dissatisfaction College-wide Offices ranked within categories of Low and High Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 3: Low Dissatisfaction with Overall Quality, Low Use (continued)</i>			
25	Finance & Budget	16.2%	7.4%
26	Office of the Dean, Math and Sciences	15.3%	7.0%
27	Office of the Dean, Arts and Humanities	11.5%	7.0%
28	Articulation Office	8.4%	6.3%
29	Business and Industry Institute	2.1%	6.3%
30	Adult Education	13.8%	5.8%
31	Office of the Dean, Social and Behavioral Sciences	14.9%	5.4%
32	Health Professions Institute	7.6%	5.3%
33	Texas Success Initiatives (TSI)	11.0%	4.9%
34	Office of the Dean, Computer Studies and Advanced Technology	10.1%	4.0%
35	High Tech Institute	3.4%	4.0%
36	Student Accounting	6.8%	3.9%
37	Business Assessment Center	3.6%	3.7%
38	Office of the Dean, Business Studies	11.8%	3.4%
39	Restricted Accounts	10.3%	2.6%
40	Interpreter Services	11.3%	2.4%
41	Receiving	23.3%	2.3%

Note: Not applicable responses excluded from analysis; percent use therefore will differ slightly from Tables 12 to 13.

Table 15 (continued)  
 Low Dissatisfaction (Overall Quality) and Use

Low Dissatisfaction College-wide Offices ranked within categories of Low and High Use

College-wide Offices/Services		% use	% dissatisfied
<i>Quadrant 4: Low Dissatisfaction with Overall Quality, High Use</i>			
1	Purchasing	26.1%	14.9%
2	HR Benefits	50.7%	14.3%
3	Public Information & College Marketing	26.1%	12.8%
4	Email Systems	59.7%	11.9%
5	HR Records	33.8%	11.9%
6	HR Professional Development	55.4%	9.7%
7	HR Payroll	48.4%	9.4%
8	Help Desk	79.2%	8.3%
9	Accounts Payable	25.3%	7.9%
10	Telecom Services	26.3%	3.1%
11	Duplication Services (HBC)	33.6%	1.6%

Note: Not applicable responses excluded from analysis; percent use therefore will differ slightly from Tables 12 to 13.

**Table 16**  
Improvement Plan Update

Status of College-wide Offices Required to Implement and Improvement Plan in 2007

College-wide Offices	% Dissatisfaction with overall quality		Offices in 2008 now below 15% Dissatisfaction threshold*
	2007	2008	
Office of the AVP for Human Resources Areas	38.6%	29.5%	
HR Compensation Services	25.1%	19.7%	
Office of the VP for College Support and ISD Relations	23.9%	21.4%	
Office of the VP for Student Support and Success Systems	21.2%	18.9%	
Facilities & Construction	21.2%	14.4%	Yes
HR Employment/Hiring Services	20.1%	16.8%	
Grants Development	19.7%	10.8%	Yes
Governmental and Community Relations	19.6%	21.7%	
Office of the AVP for Student Success	19.4%	22.1%	
HR Records	18.5%	11.9%	Yes
Office of the VP for Business Services	18.1%	10.8%	Yes
Internal Audit	17.9%	14.0%	Yes
Inventory (formerly Asset Management)	17.4%	11.0%	Yes
Office of the VP for Workforce Education and Business Development	17.3%	7.7%	Yes
Teacher Education (formerly Alternative Teacher Certification)	16.3%	13.0%	Yes
Purchasing	15.1%	14.9%	Yes

\* Offices with dissatisfaction ratings that dropped below the 15% dissatisfaction with overall quality threshold will not be required to implement an improvement plan in 2008.