

# Spring 2008 Internal College Survey Office Reports

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Office of the AVP for Instructional Resources & Technology														
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	101	3.91	1.23	76	4.14	1.08	106	4.13	1.10	88	3.82	1.45	-0.31	-0.09
promptness	98	3.88	1.23	76	4.14	1.08	106	4.14	1.12	88	3.75	1.47	-0.39	-0.13
service attitude	100	3.87	1.28	76	4.07	1.18	106	4.11	1.15	88	3.67	1.49	-0.44	-0.20

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 <sup>1</sup>			
	2005	2006	2007	2008
overall quality	12.7%	10.5%	11.3%	21.6%

<sup>1</sup> 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 <sup>1</sup>		Non-faculty <sup>2</sup>		Total
N	%	N	%	N	%	N
20	22.7%	8	9.1%	60	68.2%	88

Of the 746 survey respondents, 88 (11.8%) reported having requested or received services from the Office of the AVP for Instructional Resources & Technology in the past year. The above table provides the composition by employee group.

<sup>1</sup> Adjunct Faculty include Continuing Education and Adult Education Faculty

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

<b>Distance Learning</b>														
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	161	4.07	0.99	126	4.40	0.78	177	4.25	0.95	124	4.10	1.21	-0.15	0.02
promptness	154	4.14	1.02	125	4.34	0.89	177	4.28	0.98	125	4.10	1.19	-0.17	-0.03
service attitude	155	4.14	1.04	125	4.37	0.95	177	4.23	1.03	125	4.18	1.16	-0.05	0.05

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 <sup>1</sup>			
	2005	2006	2007	2008
overall quality	6.8%	3.2%	6.2%	13.7%

<sup>1</sup> 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 <sup>1</sup>		Non-faculty <sup>2</sup>		Total
N	%	N	%	N	%	N
41	32.5%	15	11.9%	70	55.6%	126

Of the 746 survey respondents, 126 (16.9%) reported having requested or received services from the Distance Learning office in the past year. The above table provides the composition by employee group.

<sup>1</sup> Adjunct Faculty include Continuing Education and Adult Education Faculty

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

<b>Instructional Development Services (IDS)</b>														
Mean Ratings (2005 -- 2008)														
	<b>2005</b>			<b>2006</b>			<b>2007</b>			<b>2008</b>			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	116	3.98	1.08	103	4.17	1.07	142	4.35	1.00	135	4.30	1.13	-0.06	0.31
promptness	114	3.92	1.09	103	4.14	1.13	142	4.33	1.00	135	4.33	1.13	0.00	0.41
service attitude	113	3.95	1.12	102	4.22	1.17	142	4.35	1.06	136	4.38	1.07	0.04	0.44

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 <sup>1</sup>			
	2005	2006	2007	2008
overall quality	9.5%	9.7%	7.7%	11.1%

<sup>1</sup> 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 <sup>1</sup>		Non-faculty <sup>2</sup>		Total
N	%	N	%	N	%	N
58	42.3%	26	19.0%	53	38.7%	137

Of the 746 survey respondents, 137 (18.4%) reported having requested or received services from the Instructional Development Services (IDS) office in the past year. The above table provides the composition by employee group.

<sup>1</sup> Adjunct Faculty include Continuing Education and Adult Education Faculty

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

<b>VCT Operations Office</b>														
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	46	4.04	0.97	26	4.38	0.85	26	4.42	0.64	23	3.83	1.53	-0.60	-0.22
promptness	47	3.98	1.01	26	4.42	0.81	26	4.46	0.58	23	3.83	1.53	-0.64	-0.15
service attitude	46	4.00	0.99	26	4.42	0.81	26	4.46	0.58	23	3.83	1.53	-0.64	-0.17

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 <sup>1</sup>			
	2005	2006	2007	2008
overall quality	2.2%	3.8%	0.0%	21.7%

<sup>1</sup> 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 <sup>1</sup>		Non-faculty <sup>2</sup>		
N	%	N	%	N	%	N
3	13.0%	2	8.7%	18	78.3%	23

Of the 746 survey respondents, 23 (3.1%) reported having requested or received services from the VCT Operations Office in the past year. The above table provides the composition by employee group.

<sup>1</sup> Adjunct Faculty include Continuing Education and Adult Education Faculty

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

<b>Video Services</b>														
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	91	4.37	0.95	68	4.22	1.08	101	4.31	0.92	66	4.12	1.27	-0.19	-0.25
promptness	89	4.34	0.90	68	4.21	1.14	101	4.37	0.89	66	4.18	1.25	-0.18	-0.16
service attitude	90	4.40	0.87	68	4.40	1.01	101	4.41	0.86	66	4.26	1.19	-0.15	-0.14

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 <sup>1</sup>			
	2005	2006	2007	2008
overall quality	4.4%	11.8%	5.0%	16.7%

<sup>1</sup> 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 <sup>1</sup>		Non-faculty <sup>2</sup>		Total
N	%	N	%	N	%	N
14	20.6%	5	7.4%	49	72.1%	68

Of the 746 survey respondents, 68 (9.1%) reported having requested or received services from the Video Services in the past year. The above table provides the composition by employee group.

<sup>1</sup> Adjunct Faculty include Continuing Education and Adult Education Faculty

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