

Spring 2008 Internal College Survey Office Reports

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Office of the AVP for Information 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	118	4.42	0.88	94	4.33	1.01	133	4.05	1.11	116	3.74	1.31	-0.30	-0.67
promptness	119	4.43	0.91	94	4.27	1.05	133	3.98	1.17	115	3.75	1.30	-0.24	-0.68
service attitude	118	4.45	0.89	94	4.34	1.04	134	4.03	1.17	115	3.78	1.32	-0.25	-0.67

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	3.4%	6.4%	13.5%	18.1%

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
18	15.5%	6	5.2%	92	79.3%	116

Of the 746 survey respondents, 116 (15.5%) reported having requested or received services from the Office of the AVP for Information Technology 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

Application Development (formerly Administrative Development)														
Mean Ratings (2005 -- 2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 06-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	n/a	n/a	n/a	117	4.21	0.95	276	4.22	0.98	220	3.90	1.27	-0.32	-0.31
promptness	n/a	n/a	n/a	117	4.17	0.99	274	4.24	0.95	219	3.87	1.25	-0.37	-0.30
service attitude	n/a	n/a	n/a	117	4.18	0.97	273	4.32	0.88	218	3.95	1.27	-0.36	-0.23

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	n/a	8.5%	7.6%	16.4%

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

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
45	20.5%	23	10.5%	152	69.1%	220

Of the 746 survey respondents, 220 (29.5%) reported having requested or received services from Application 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

Email Systems														
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	265	4.26	1.00	288	4.22	1.14	530	4.11	1.07	445	4.03	1.14	-0.08	-0.23
promptness	258	4.30	0.96	285	4.39	0.95	522	4.26	0.94	440	4.13	1.07	-0.13	-0.18
service attitude	258	4.36	0.94	285	4.39	0.92	516	4.30	0.93	436	4.19	1.04	-0.11	-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 ¹			
	2005	2006	2007	2008
overall quality	7.1%	12.5%	10.6%	11.9%

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

Office Use by Employee Group (2008)						
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		Total
N	%	N	%	N	%	N
76	17.0%	103	23.0%	269	60.0%	448

Of the 746 survey respondents, 448 (60.1%) reported having requested or received services from Email Systems 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

Help Desk														
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	456	4.47	0.91	356	4.65	0.72	629	4.55	0.80	591	4.27	1.02	-0.28	-0.20
promptness	442	4.45	0.95	356	4.62	0.77	629	4.52	0.85	591	4.21	1.08	-0.31	-0.24
service attitude	439	4.57	0.88	356	4.69	0.69	629	4.59	0.82	591	4.30	1.06	-0.29	-0.27

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	4.4%	3.1%	3.8%	8.3%

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

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
125	21.0%	120	20.2%	350	58.8%	595

Of the 746 survey respondents, 595 (79.8%) reported having requested or received services from the Help Desk 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

Institutional Records														
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	141	4.15	1.06	83	4.16	1.19	126	4.23	1.06	101	4.20	1.16	-0.03	0.05
promptness	143	4.10	1.10	83	4.10	1.26	126	4.22	1.06	101	4.16	1.21	-0.06	0.05
service attitude	144	4.17	1.10	82	4.17	1.24	126	4.26	1.10	100	4.24	1.16	-0.02	0.07

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	8.5%	12.0%	7.1%	10.9%

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

Office Use by Employee Group (2008)						Total
Full-time Faculty		Adjunct Faculty ¹		Non-faculty ²		
N	%	N	%	N	%	N
10	9.7%	6	5.8%	87	84.5%	103

Of the 746 survey respondents, 103 (13.8%) reported having requested or received services from the Institutional Records 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

Telecom Services														
Mean Ratings (2005 --2008)														
	2005			2006			2007			2008			Mean Diff. 07-08	Mean Diff. 05-08
	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.	N	Mean	Std. Dev.		
overall quality	268	4.41	0.89	218	4.65	0.72	225	4.58	0.73	196	4.59	0.78	0.01	0.19
promptness	265	4.38	0.93	217	4.66	0.70	225	4.54	0.77	196	4.58	0.78	0.04	0.20
service attitude	265	4.45	0.89	216	4.65	0.72	225	4.60	0.71	196	4.57	0.84	-0.03	0.13

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

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

	Percent Dissatisfaction ¹			
	2005	2006	2007	2008
overall quality	4.5%	2.8%	2.7%	3.1%

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
26	13.1%	13	6.6%	159	80.3%	198

Of the 746 survey respondents, 198 (26.5%) reported having requested or received services from the Telecom 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 Professional/Technical Employees