

Spring 2005 Internal College Survey Office Reports

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The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

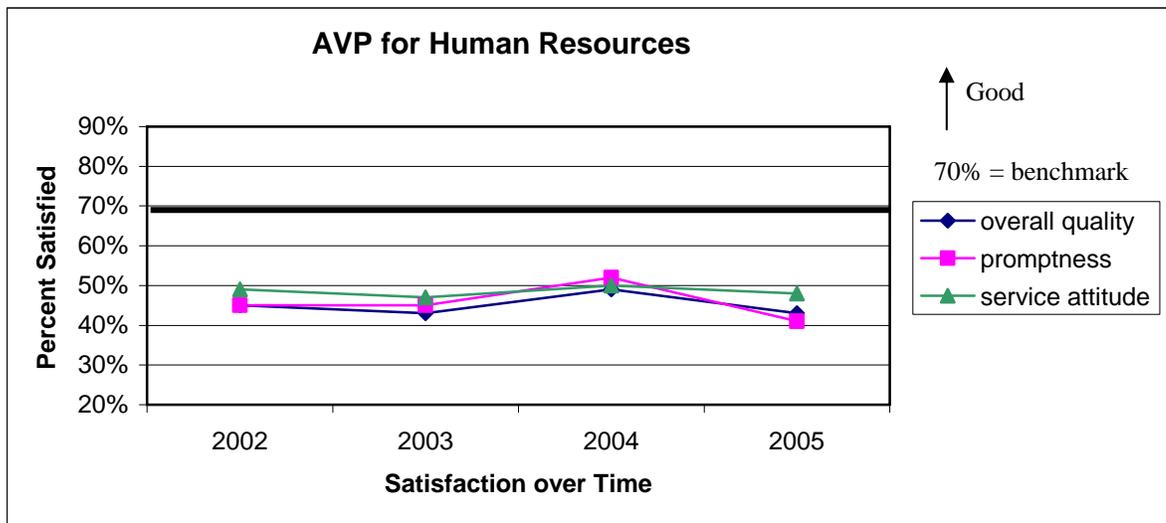
Who uses this office?

Of the 580 survey respondents, 199 (34%) reported having requested or received services from the Office of the AVP for Human Resources in the past year. Of those respondents:

- 71% (141 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 18% (36 respondents) were Full-time Faculty;
- 3% (5 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 9% (17 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a smaller percentage of employees are satisfied with the services of this office than the previous three years. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 165 to 199.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

AVP for Human Resources Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	66	45%	28	19%	52	36%	56	43%	29	22%	45	35%	77	49%	26	17%	54	34%	82	43%	43	23%	65	34%
promptness	63	45%	25	18%	52	37%	57	45%	25	20%	46	36%	79	52%	24	16%	48	32%	77	44%	44	24%	65	35%
service attitude	68	49%	25	18%	46	33%	60	47%	26	20%	41	32%	76	50%	26	17%	51	33%	88	48%	37	20%	60	32%

NOTE: Percents may not add to 100 due to rounding.

Results in respondent satisfaction for this office decreased by 2 to 8 percentage points for the current period in all measured categories. In looking at four year trends, results for all categories are relatively flat, indicating a need for sustained improvement.

Benefits

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

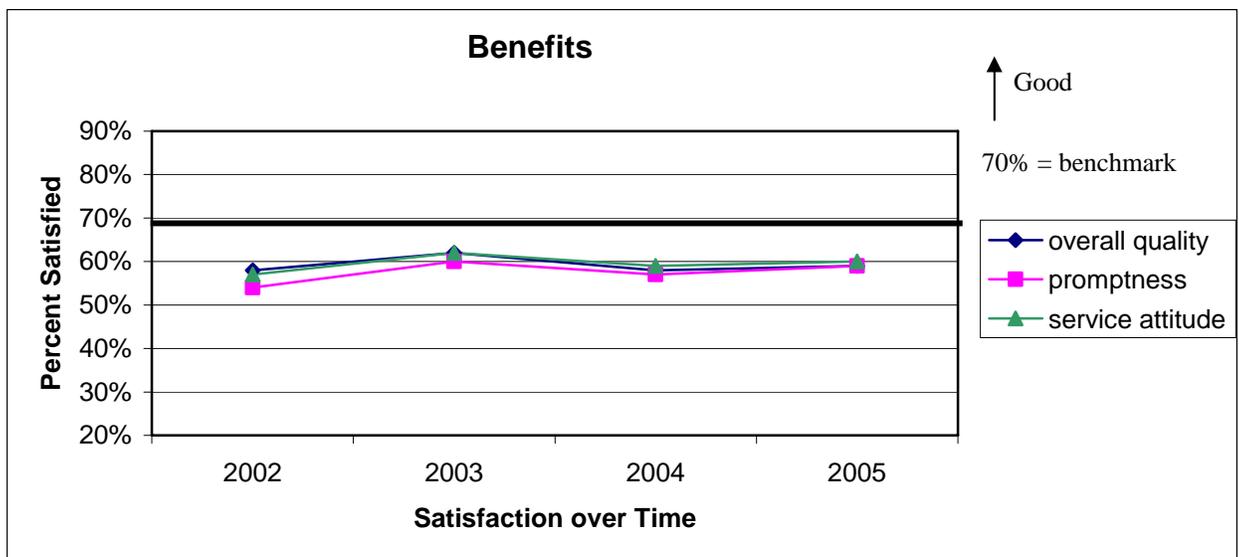
Who uses this office?

Of the 580 survey respondents, 316 (54%) reported having requested or received services from the Benefits Office in the past year. Of those respondents:

- 69% (217 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 19% (61 respondents) were Full-time Faculty;
- 6% (18 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (20 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 224 to 316.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Benefits																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	122	58%	36	17%	54	25%	112	62%	40	22%	30	16%	127	58%	49	22%	43	20%	184	59%	61	20%	67	21%
promptness	109	54%	38	19%	56	28%	107	60%	40	22%	31	17%	121	57%	51	24%	41	19%	178	59%	59	20%	65	22%
service attitude	115	57%	39	19%	49	24%	110	62%	39	22%	29	16%	127	59%	39	18%	48	22%	182	60%	51	17%	69	23%

NOTE: Percents may not add to 100 due to rounding.

Results for this office reflect consistency in respondent satisfaction for the current period, with all categories increasing slightly by 1 or 2 percentage points. Additionally, the number of respondents for this office increased by 41%. Results are relatively flat over a four year period, with 2005 results slightly higher than those of 2002.

Compensation Services

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

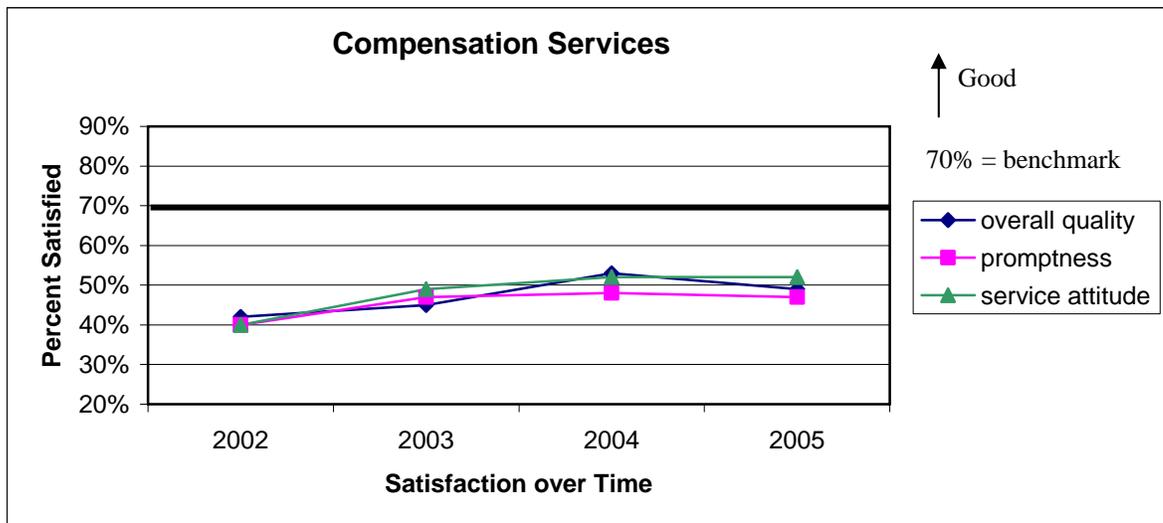
Who uses this office?

Of the 580 survey respondents, 211 (36%) reported having requested or received services from the Compensation Office in the past year. Of those respondents:

- 72% (152 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (35 respondents) were Full-time Faculty;
- 5% (11 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (13 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 124 to 211.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Compensation Services Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	56	42%	22	17%	54	41%	45	45%	29	29%	25	25%	64	53%	25	21%	32	26%	102	49%	47	22%	60	29%
promptness	50	40%	20	16%	55	44%	46	47%	22	23%	29	30%	56	48%	23	20%	37	32%	95	47%	41	20%	68	33%
service attitude	50	40%	26	21%	48	39%	48	49%	24	25%	25	26%	60	52%	23	20%	32	28%	106	52%	37	18%	60	30%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period in respondent satisfaction for this office show a decrease of 4 percentage points in *overall quality*, 1 point for *promptness*, and flat results in *service attitude*. These results came from a respondent base expanded by 70%. Over a four year period, results have improved by 7 – 12 percentage points for all categories.

Employment/Hiring Services

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

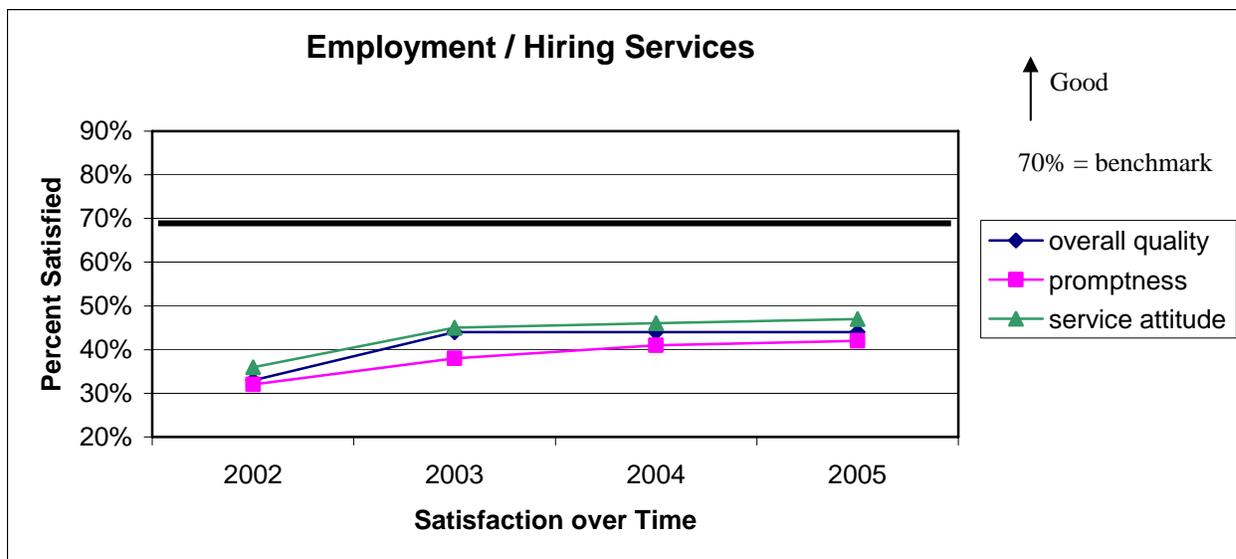
Who uses this office?

Of the 580 survey respondents, 244 (42%) reported having requested or received services from the Employment/Hiring Services Office in the past year. Of those respondents:

- 69% (169 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 17% (41 respondents) were Full-time Faculty;
- 8% (19 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (15 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate that about the same percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 153 to 244.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Employment/Hiring Services Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	54	33%	39	24%	72	44%	57	44%	28	22%	44	34%	64	44%	32	22%	50	34%	105	44%	56	23%	80	33%
promptness	51	32%	25	16%	83	52%	49	38%	26	20%	53	41%	57	41%	25	18%	57	41%	99	42%	46	20%	90	38%
service attitude	57	36%	37	23%	66	41%	58	45%	30	23%	40	31%	65	46%	33	24%	42	30%	110	47%	52	22%	73	31%

NOTE: Percents may not add to 100 due to rounding.

Results for this period reflect consistency in respondent satisfaction for this office with no or 1 percentage point improvement in all measured categories, with a 59% increase in the number of respondents. This continues a trend of 10 – 11 percentage points improvement over the four years of results.

Payroll Office

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

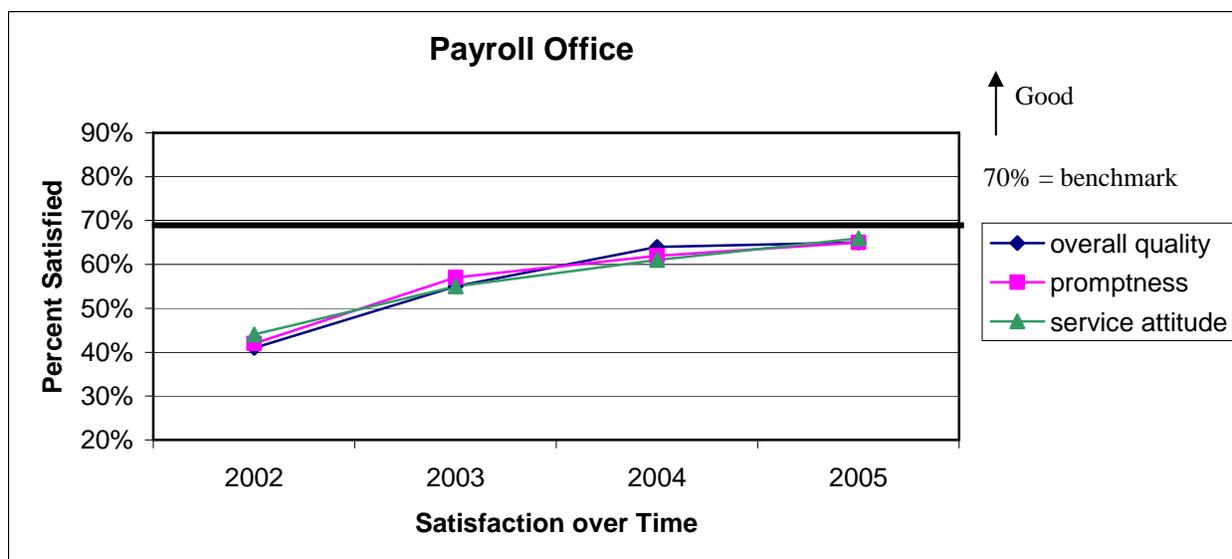
Who uses this office?

Of the 580 survey respondents, 304 (52%) reported having requested or received services from the Payroll Office in the past year. Of those respondents:

- 68% (208 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 15% (47 respondents) were Full-time Faculty;
- 11% (32 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 6% (17 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 242 to 304.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Payroll Office Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	96	41%	46	20%	93	40%	120	55%	37	17%	63	29%	154	64%	38	16%	48	20%	195	65%	55	18%	51	17%
promptness	95	42%	41	18%	89	40%	119	57%	31	15%	60	29%	144	62%	38	17%	49	21%	189	65%	57	19%	47	16%
service attitude	99	44%	48	21%	79	35%	116	55%	34	16%	60	29%	143	61%	42	18%	48	21%	192	66%	48	16%	53	18%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect an increase in respondent satisfaction for the current period of 1 to 5 percentage points in all measured categories. These results follows a trend of increasing satisfaction levels of 22 to 24 percentage points over four years across the categories.

Records

The Internal College Survey was distributed to ACC employees in Spring 2005. Respondents were asked to rate their satisfaction with overall quality, promptness of service, and the service attitude provided by support offices in Fall 2004. There were 580 respondents to the survey. The survey was designed to reflect the organizational structure of ACC in Fall 2004; therefore, all analysis is based on that structure.

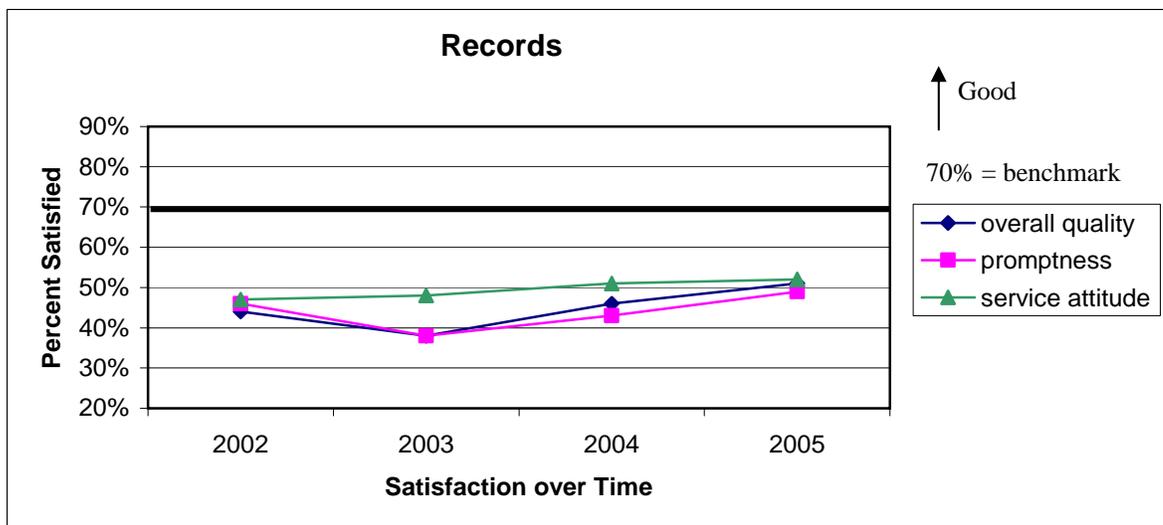
Who uses this office?

Of the 580 survey respondents, 241 (42%) reported having requested or received services from the Records Office in the past year. Of those respondents:

- 73% (177 respondents) were Non-faculty (includes Administrators, Classified Employees, and Professional/Technical Employees);
- 16% (39 respondents) were Full-time Faculty;
- 5% (12 respondents) were Adjunct Faculty (includes Continuing and Adult Education Faculty); and
- 5% (13 respondents) did not identify an employee category.

How satisfied are employees with overall services from this office?

Results of the Spring 2005 Internal College Survey indicate a larger percentage of employees are satisfied with the services of this office than last year. In comparison to the data collected last year, the number of respondents reported having requested or received services from this office has increased from 178 to 241.



In reviewing the results for an office, keep in mind that there were four questions on the Internal College Survey for an employee to give feedback on a specific office: (1) "Have you used services in the last year? Yes?"; If yes, how satisfied were you with the services of this office? (2) "overall quality", (3) "promptness", and (4) "service attitude". Not every employee responded to all four questions about an office. Thus, the total number of respondents for each question might vary, yielding different percentages for the same numbers.

Records																								
Comparison of Survey Results																								
	2002						2003						2004						2005					
	satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied		satisfied		neutral		dissatisfied	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
overall quality	63	44%	30	21%	50	35%	61	38%	34	21%	65	41%	80	46%	29	17%	67	38%	122	51%	50	21%	68	28%
promptness	63	46%	26	19%	47	35%	59	38%	28	18%	69	44%	72	43%	34	20%	62	37%	114	49%	55	24%	65	28%
service attitude	64	47%	25	19%	46	34%	75	48%	28	18%	53	34%	87	51%	26	15%	57	34%	122	52%	48	20%	66	28%

NOTE: Percents may not add to 100 due to rounding.

Results for the current period reflect an increase in respondent satisfaction of 1 to 6 percentage points with this office for all measured categories. The office shows a positive trend in respondent satisfaction levels, increasing by 3 to 7 percentage points over a four year period.