



Grossmont-Cuyamaca Community College District

DISTRICT SERVICES SATISFACTION SURVEY

A Comparison Between the Fall 2010 and Fall 2011 Administrations



Results Summary

Research, Planning &
Institutional Effectiveness
November 2011



CONTENTS

3	Introduction
4	Overview of the Results
6	Accounting
10	Budget & Fiscal Services
14	Chancellor & Governing Board Office
18	District Public Safety & Parking Services
22	Employee & Labor Relations
26	Employment Services & Benefits
30	Facilities Planning & Development/ Electrical-Electronic Maintenance
34	GCCCD Auxiliary
38	Government Relations & Public Information
42	Information Systems
46	Payroll
50	Purchasing Contracts & Warehouse
54	Research, Planning & Institutional Effectiveness
Appendix A	District Services Satisfaction Survey

Introduction

A total of 327 responses to the District Services Survey were received in 2011. The survey asked respondents for their feedback regarding 13 different departments in the District:

- Accounting
- Chancellor & Governing Board Office (C&GBO)
- District Public Safety & Parking Services
- Employee & Labor Relations
- Employment Services & Benefits
- Information Systems
- Research, Planning & Institutional Effectiveness
- Payroll
- Purchasing, Contracts & Warehouse
- Facilities Planning & Development/Electrical-Electronic Maintenance
- Budget & Fiscal Services
- Government Relations & Public Relations
- GCCCD Auxiliary

Respondents were asked to indicate their level of interaction with each of these departments, whether they knew who to contact within the department for assistance, and their satisfaction with different aspects related to the services provided by the department. To rate their experiences, respondents were asked to indicate their level of satisfaction on the following Likert scale:

- Very Satisfied (5)
- Satisfied (4)
- Neutral (3)
- Dissatisfied (2)
- Very Dissatisfied (1)
- Don't Know/NA (0)

This report presents the overall average score for each survey item based on the above scale. In addition, these ratings were examined by the level of interaction and job

category. Respondents who indicated that they have had no interaction with an area, along with “Don't Know/NA” and skipped responses were excluded from the calculation of the mean score.

In addition, respondents were asked two open-ended questions in regards to each department. These two questions were: (1) What Does the Department Do Well? and (2) What Does the Department Need to Improve? These comments were reviewed to identify the most common themes, which are presented in summary form for this report. In order for a theme to be included in the summary, at least two respondents must have indicated that theme in their comments. The number and percentage of respondents with a comment representative of each theme is also provided.

As presented in Table 1, Classified were the most represented group in 2011 with 41.0% of responses. Administrators represented the smallest group with 7.6% of

TABLE 1

Respondents' Job Category by Year				
Job Category	2010		2011	
	N	%	N	%
Classified	159	46.5	134	41.0
Administrator	25	7.3	25	7.6
Faculty	97	28.4	114	34.9
No Response	61	17.8	54	16.5
Total	342	100.0	327	100.0

respondents. Almost 17% of respondents chose not to indicate their position in the district.

Overview of the Results

The average rating across all departments on all items is 4.10 which is slightly above the “Satisfied” rating of 4.0 on the five-point rating scale. For six of the 13 departments, the ratings on all items were 4.0 or above. In most departments, those employees that interacted more with the department were more satisfied than those with less interaction. Also across most departments, Administrators were more satisfied than Classified or Faculty.

On the survey, there were five items that were common across all the departments. Table 2 presents these results across all 13 departments. Please note there is one department, Employee and Labor Relations, where one of the questions was not asked, “Demonstrates competence in their field.” The overall rating across all departments is above 4.0 on all five items.

Respondents’ highest overall rating of 4.16 went to “Shows consideration and respect” indicating an overall environment in the district of respect among employees.

When looking at the open-ended question about what departments do well, the most common responses were in relation to staff which is in line with the highest overall rating noted above for staff showing consideration and respect. Out of 724 comments, the two most common

November 2011

responses were that staff were professional, courteous and helpful (33%) and that staff were responsive, timely in their responses, and able to answer questions (25%). The responses to the open-ended question about what departments need to improve were a lot more diverse with many of the comments relating to the unique functions of each department. Out of 559 comments, the most common responses were related to a lack of responsiveness and/or a timely response (17%). What is of note is that the second most common response is “Communication” (14%) in that respondents felt the department needs to communicate more, use various modes (e.g., phone, email, website) and communicate in a way that allows non-experts to understand the information being communicated.

TABLE 2

Comparison across all Departments on Five Common Items										
Department	Handles my requests efficiently		Provides helpful information		Communicates effectively		Shows consideration & respect		Demonstrates competence in their field	
	2010	2011	2010	2011	2010	2011	2010	2011	2010	2011
Accounting	4.13	4.08	4.18	4.09	4.05	4.01	4.23	4.18	4.19	4.11
Chancellor & Governing Board Office	4.21	4.15	4.27	4.29	4.18	4.27	4.20	4.29	4.14	4.24
District Public Safety & Parking Services	4.09	4.10	4.19	4.14	4.05	4.02	4.28	4.27	4.22	4.19
Employee & Labor Relations	4.07	3.93	4.08	3.99	4.05	3.89	4.17	4.11	N/A	N/A
Employment Services & Benefits	4.21	4.14	4.20	4.16	4.14	4.12	4.33	4.27	4.13	4.12
Information Systems	3.95	3.79	4.05	3.89	3.98	3.84	4.11	4.12	4.20	4.08
Research, Planning & Institutional Effectiveness	3.77	3.84	3.82	4.13	3.92	4.05	4.15	4.16	4.01	4.23
Payroll	4.45	4.31	4.41	4.27	4.36	4.22	4.43	4.30	4.40	4.30
Purchasing Contracts & Warehouse	3.97	3.99	4.06	4.10	3.97	4.05	4.16	4.18	4.11	4.15
Facilities Planning & Development/ Electrical-Electronic Maintenance	4.18	4.09	4.19	4.18	4.10	4.07	4.26	4.22	4.24	4.24
Budget & Fiscal Services	4.08	3.81	4.11	3.77	4.02	3.66	4.18	3.77	4.13	3.75
Government Relations & Public Information	3.87	3.96	3.92	3.92	3.94	3.96	4.09	4.03	3.97	3.96
GCCCD Auxiliary	3.92	3.77	3.96	3.94	3.92	3.79	4.17	4.24	4.00	3.89
Overall	4.07	4.00	4.11	4.07	4.05	4.00	4.21	4.16	4.15	4.11

Accounting

Table 3 below presents the results of the question that asks how often respondents interacted with the Accounting department. The majority of 2010 and 2011 survey respondents either “Rarely” or had “Never” interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 3

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	58	17.0	51	15.5	↔
Occasionally	68	19.9	75	22.9	↔
Rarely	109	31.9	80	24.4	↔
Never	107	31.3	121	37.0	↔
Total	342	100.0	328	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 4 displays the mean scores that reflect respondents’ satisfaction ratings for the Accounting department for the 2010 and 2011 survey administrations.

All of the overall ratings for the Accounting department are above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed.

As in 2010, the department’s highest overall 2011 rating was in regards to its ability to, “Shows consideration and respect”.

TABLE 4

Respondents’ Overall Satisfaction Ratings by Year

Question	Year	X	Don’t Know /NA		Dif.
			N		
Handles my requests efficiently	2010	4.13	226	8	↔
	2011	4.08	192	13	
Provides helpful information	2010	4.18	217	17	↔
	2011	4.09	185	20	
Communicates effectively	2010	4.05	220	14	↔
	2011	4.01	185	20	
Shows consideration & respect	2010	4.23	217	17	↔
	2011	4.18	185	20	
Demonstrates competence in their field	2010	4.19	220	14	↔
	2011	4.11	187	18	
Attends to my requests on the initial contact	2010	4.07	218	16	↔
	2011	4.04	184	21	
Helps when I need to know the status of a payment	2010	4.17	203	31	↔
	2011	4.10	175	30	
Total	2010	4.15	227		↔
	2011	4.09	193		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Accounting received its lowest 2011 rating in response to the department’s ability to communicate effectively. Though all seven overall ratings were slightly lower in 2011, when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Accounting department’s services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who had rarely interacted with the Accounting department.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

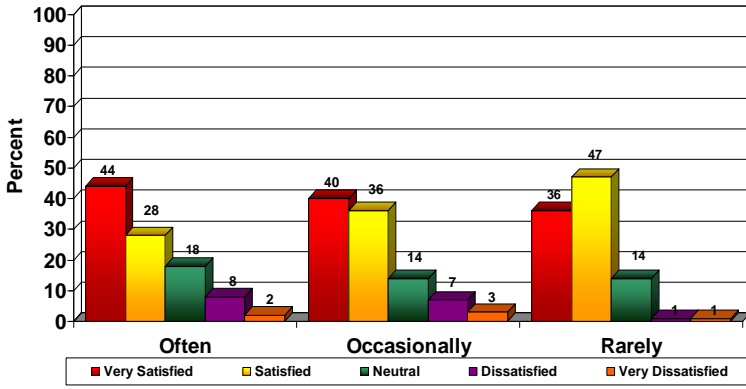


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

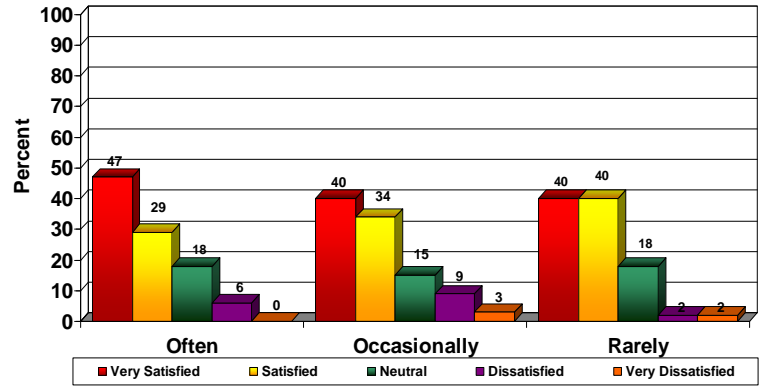


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

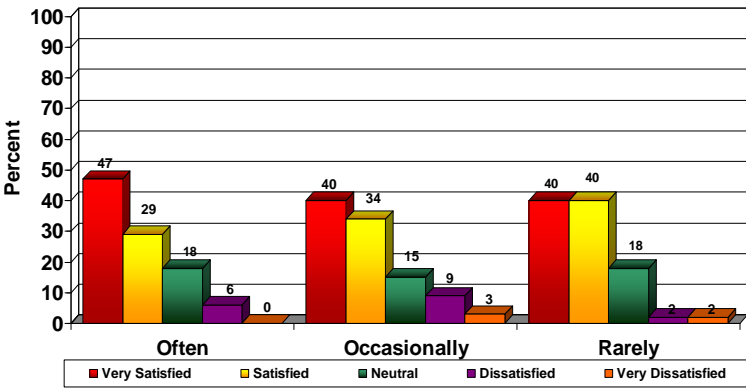


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

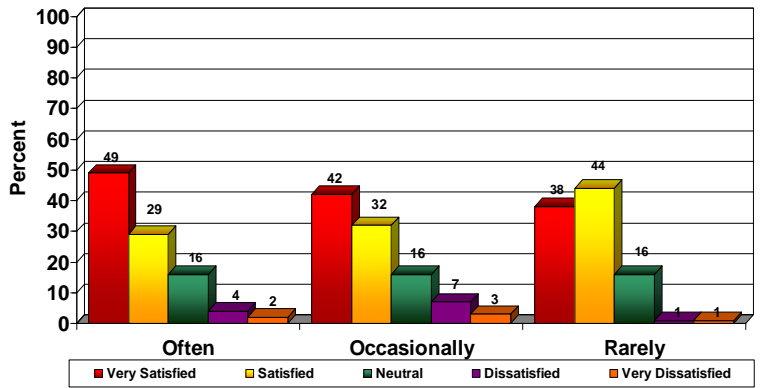


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

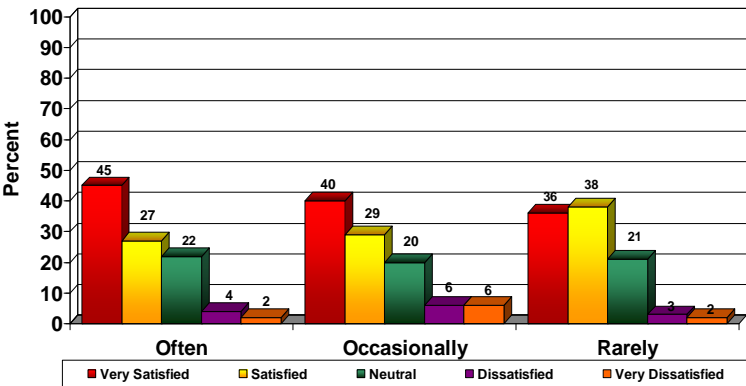


Chart 6.
Satisfaction levels with how they attend to my requests on the initial contact by frequency of use.

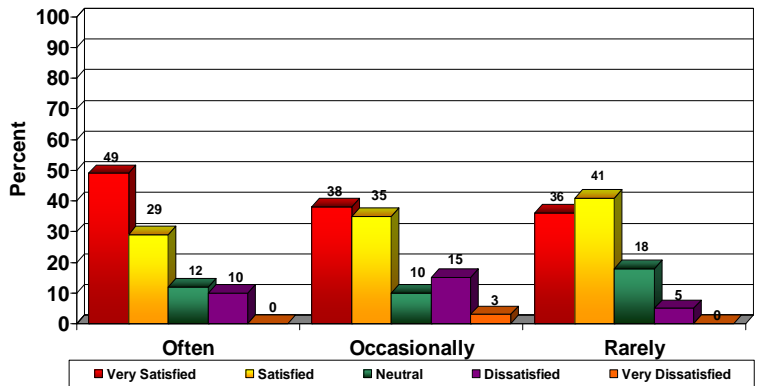
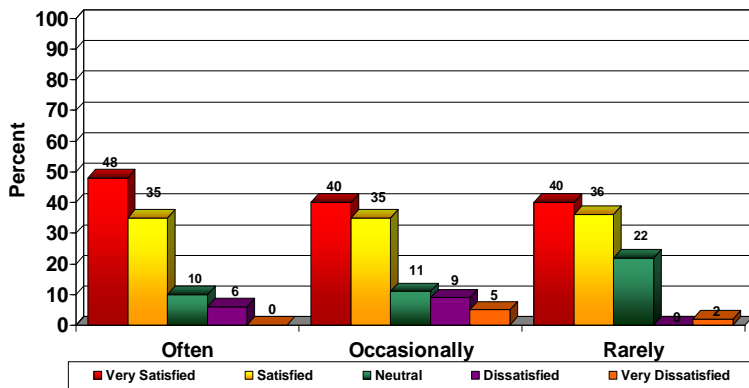


Chart 7.
Satisfaction levels with how they help when I need to know the status of a payment by frequency of use.



In general, Administrators were most satisfied and Classified were the least satisfied. Table 5 shows the mean satisfactions scores by job classification. In 2011, Administrators gave their highest ratings to, “Shows consideration & respect”. Faculty and Classified also rated, “Shows consideration & respect” higher than the other six areas. Administrators gave their lowest ratings to, “Attends to my requests on the initial contact”. Faculty and Classified rated, “Communicates effectively” lower than the other six areas.

TABLE 5

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	23	4.48	106	4.15	57	3.95
	2011	23	4.26	86	4.02	50	4.18
Provides helpful information	2010	23	4.57	102	4.16	52	4.12
	2011	23	4.35	84	4.05	47	4.09
Communicates effectively	2010	23	4.43	104	4.01	53	3.98
	2011	23	4.22	84	3.94	47	4.04
Shows consideration & respect	2010	23	4.61	103	4.18	51	4.12
	2011	23	4.43	85	4.13	47	4.21
Demonstrates competence in their field	2010	23	4.43	104	4.13	53	4.15
	2011	23	4.30	84	4.11	48	4.08
Attends to my requests on the initial contact	2010	23	4.35	102	4.02	53	4.02
	2011	23	4.17	83	4.01	47	4.06
Helps when I need to know the status of a payment	2010	22	4.50	96	4.20	51	4.04
	2011	22	4.41	82	4.09	42	4.10

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Accounting department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 6 indicates that there were no significant differences in responses between 2010 and 2011 survey respondents.

TABLE 6

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	137	60.1	121	61.7	↔
No	91	39.9	75	38.3	
Total	228	100.0	196	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Accounting

What Does the Department Do Well?

In total, 57 respondents provided a comment when asked what the Accounting department does well. Table 7 displays the most common themes found.

TABLE 7

What Does the Department Do Well?		
Common Themes	N	%
Staff is responsive, timely, follow through	25	44
Staff is helpful, provide support	12	21
Staff is professional, respectful, courteous, friendly	6	11
Staff is knowledgeable, competent	5	9
Communication is effective, pleasant to communicate with	4	7
Singled out staff member(s) by name or position	2	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 57 responses to this question.

What Does the Department Need to Improve?

In total, 50 respondents provided a comment when asked what the Accounting department needs to improve. Table 8 displays the most common themes found.

TABLE 8

What Does the Department Need to Improve?		
Common Themes	N	%
Increase staffing	15	30
Communication, knowing who to contact	10	20
Nothing	10	20
Recordkeeping, lost records/paperwork	10	20
Responsiveness, timeliness, follow through	2	4
Singled out staff member(s) by name or position	2	4
Processing of invoices, reimbursements, payments	1	2

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 50 responses to this question.

Budget & Fiscal Services

Table 9 below presents the results of the question that asks how often respondents interacted with the Budget & Fiscal Services department. The majority of 2010 and 2011 survey respondents never interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 9

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	26	9.1	24	8.3	↔
Occasionally	40	14.0	38	13.1	↔
Rarely	39	13.6	40	13.8	↔
Never	181	63.3	188	64.8	↔
Total	286	100.0	290	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Table 10 displays the mean scores that reflect respondents' satisfaction ratings for the Budget & Fiscal Services department for the 2010 and 2011 survey administrations.

All of the overall ratings for the Budget & Fiscal Services department are below 4.0 indicating employees are generally less than satisfied with how the department performs in the seven areas assessed.

The department's highest overall 2011 rating was in regards to its ability to handle requests efficiently. Similar to 2010, Budget & Fiscal Services received its lowest 2011 rating in

response to the department's ability to responds effectively to paperwork status requests.

TABLE 10

Respondents' Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	4.08	99	6	↔
	2011	3.81	94	8	
Provides helpful information	2010	4.11	99	6	↔
	2011	3.77	95	7	
Communicates effectively	2010	4.02	102	3	↔
	2011	3.66	97	5	
Shows consideration & respect	2010	4.18	101	4	↔
	2011	3.77	93	9	
Demonstrates competence in their field	2010	4.13	102	3	↔
	2011	3.75	95	7	
Communicates budget status and timelines effectively	2010	4.04	100	5	↔
	2011	3.76	95	7	
Responds effectively to paperwork status requests	2010	3.95	99	6	↔
	2011	3.65	93	9	
Total	2010	4.07	103		↓
	2011	3.74	98		

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

As depicted in Table 10, when ratings from all seven areas were combined and compared by year, there was a significant decrease in overall satisfaction for 2011 respondents.

The seven charts below display the 2011 distribution of satisfaction ratings by frequency of use of the Budget & Fiscal Services department's services. Inspections of the charts show that satisfaction levels are generally slightly higher for occasional users than for those who often or rarely interacted with the Budget & Fiscal Services department. Respondents who rarely interacted with the Budget & Fiscal Services department have the lowest satisfaction levels.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

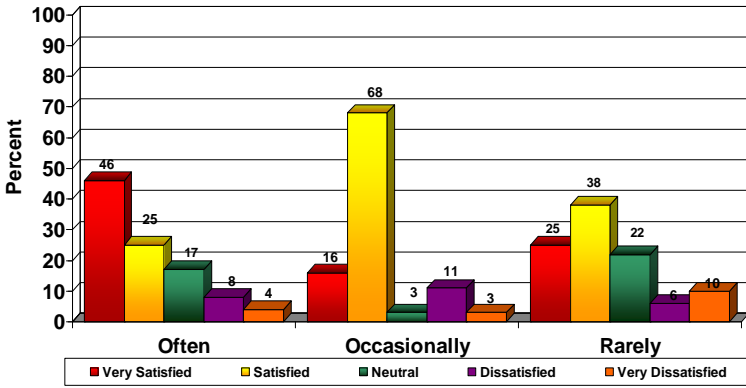


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

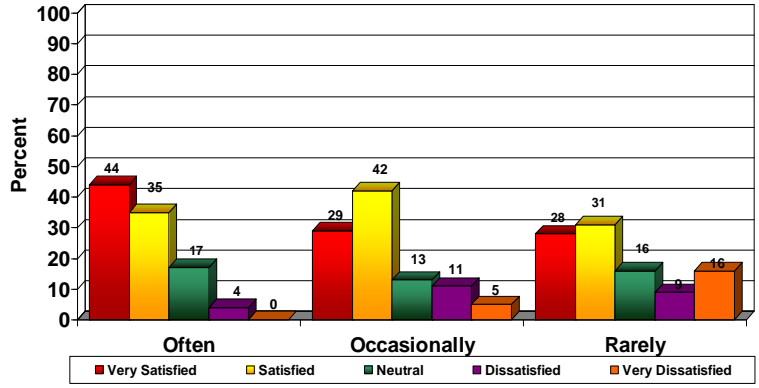


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

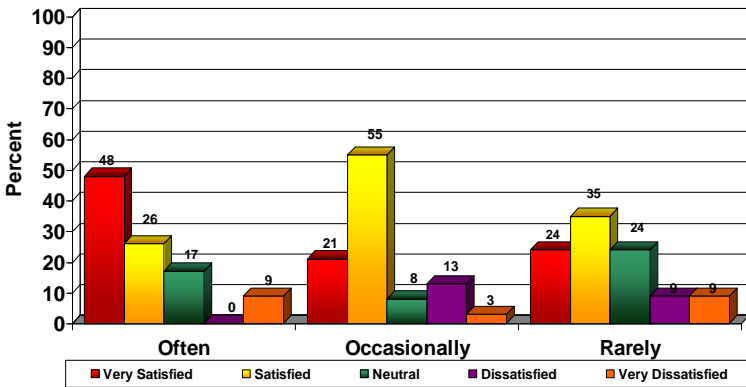


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

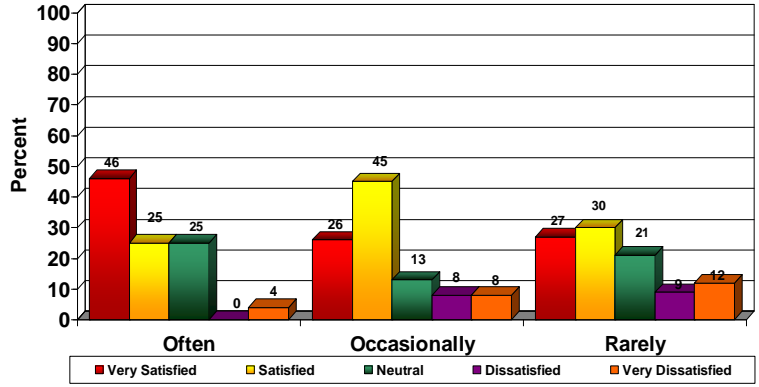


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

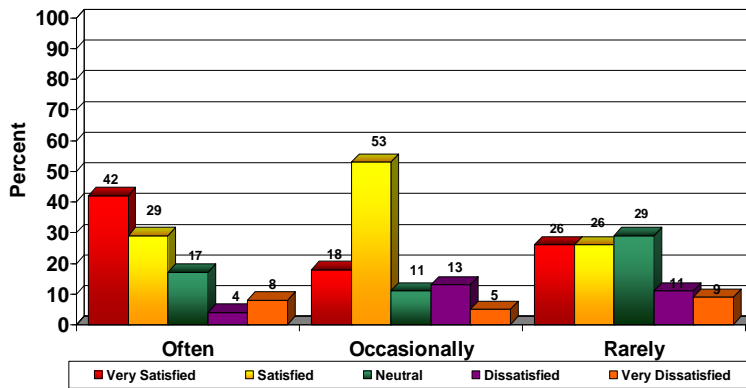


Chart 6.
Satisfaction levels with how they communicate budget status and timelines effectively.

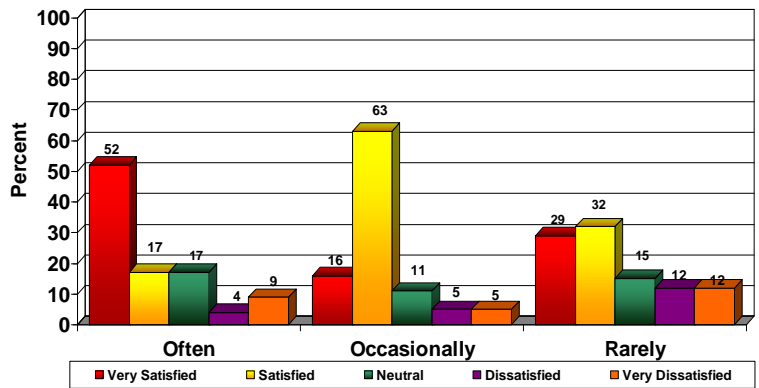
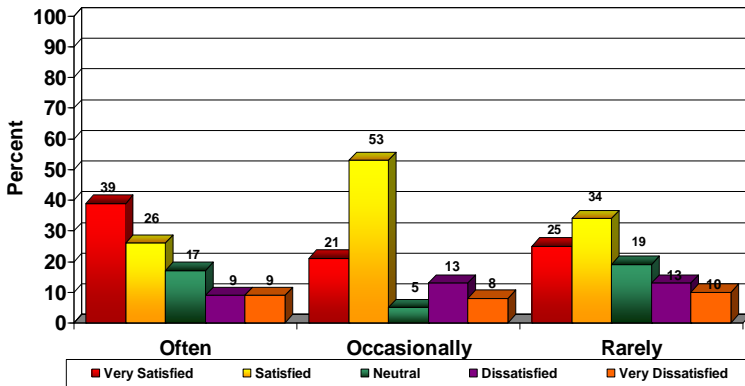


Chart 7.
Satisfaction levels with how they respond effectively to paperwork status requests.



In general, Administrators were most satisfied and Classified were the least satisfied. Table 11 shows the mean satisfactions scores by job classification. In 2011, Administrators gave their highest ratings to, “Handles my requests efficiently”. Administrators and Classified gave their lowest ratings to, “Communicates effectively”. Classified gave their highest ratings to, “Provides helpful information” and Faculty rated, “Shows consideration & respect” higher than any other area. Finally, Faculty rated, “Responds effectively to paperwork status requests” lower than any other area.

TABLE 11

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	23	4.22	57	4.02	18	4.06
	2011	22	4.23	53	3.72	16	3.69
Provides helpful information	2010	23	4.17	56	4.07	19	4.11
	2011	22	4.00	54	3.74	16	3.69
Communicates effectively	2010	23	4.13	58	3.97	20	4.00
	2011	22	3.91	54	3.59	17	3.76
Shows consideration & respect	2010	23	4.04	58	4.19	19	4.26
	2011	22	4.00	54	3.72	14	3.79
Demonstrates competence in their field	2010	23	4.13	59	4.10	19	4.16
	2011	22	4.05	54	3.69	15	3.67
Communicates budget status and timelines effective	2010	23	4.13	57	4.02	19	3.95
	2011	22	4.14	54	3.67	16	3.69
Responds effectively to paperwork status requests	2010	23	4.00	57	3.93	18	3.89
	2011	22	4.00	53	3.62	14	3.43

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Budget & Fiscal Services department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 12 indicates that there were no significant differences in responses between 2010 and 2011 survey respondents.

TABLE 12

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	88	83.8	78	76.5	↔
No	17	16.2	24	23.5	
Total	105	100.0	102	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Budget & Fiscal Services

What Does the Department Do Well?

In total, 13 respondents provided a comment when asked what does Budget & Fiscal Services do well. Table 13 displays the most common themes found.

TABLE 13

What Does the Department Do Well?		
Common Themes	N	%
Staff are responsive, timely	4	25
Staff are helpful	3	19
Staff are professional, respectful, courteous, friendly	3	19
Singled out staff member(s) by name or position	3	19
Communication	2	13

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 16 responses to this question.

What Does the Department Need to Improve?

In total, 20 respondents provided a comment when asked what does Budget & Fiscal Services need to improve. Table 14 displays the most common themes found.

TABLE 14

What Does the Department Need to Improve?		
Common Themes	N	%
Processing requests/transactions takes too long, not timely	11	55
Increase communication, helpfulness over the phone	5	25
Provide more budget information/numbers	3	15
Overspending	2	10
Singled out staff member(s) by name or position	1	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 20 responses to this question.

Chancellor & Governing Board Office

Table 15 below presents the results of the question that asks how often respondents interacted with the Chancellor's & Governing Board Office. The majority of 2010 and 2011 survey respondents had "Never" interacted with the office. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 15

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	19	5.7	14	4.4	↔
Occasionally	57	17.1	45	14.2	↔
Rarely	79	23.7	64	20.1	↔
Never	178	53.5	195	61.3	↔
Total	333	100.0	318	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 16 displays the mean scores that reflect respondents' satisfaction ratings for the Chancellor & Governing Board Office for the 2010 and 2011 survey administrations.

All of the overall ratings for the Chancellor & Governing Board Office are above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed.

TABLE 16

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	4.21	135	20	↔
	2011	4.15	108	15	
Provides helpful information	2010	4.27	146	9	↔
	2011	4.29	111	12	
Communicates effectively	2010	4.18	148	7	↔
	2011	4.27	112	11	
Shows consideration & respect	2010	4.20	147	8	↔
	2011	4.29	114	9	
Demonstrates competence in their field	2010	4.14	146	9	↔
	2011	4.24	111	12	
Provides access to Governing Board materials & meetings	2010	4.34	143	12	↔
	2011	4.32	114	9	
Distributes Chancellor's messages effectively	2010	4.38	152	3	↔
	2011	4.47	116	7	
Total	2010	4.25	152		↔
	2011	4.29	116		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

As in 2010, the office's highest overall 2011 rating was its ability to, "Distribute Chancellor's messages effectively". The Chancellor & Governing Board Office received its lowest 2011 rating in response to the department's ability to handle requests efficiently. Though overall ratings in five of the seven areas were slightly higher in 2011, when compared to 2010, the differences between years were not significant.

The seven charts below display the 2011 distribution of satisfaction ratings by frequency of use of the Chancellor & Governing Board Office's services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who had rarely interacted with the Chancellor & Governing Board Office.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

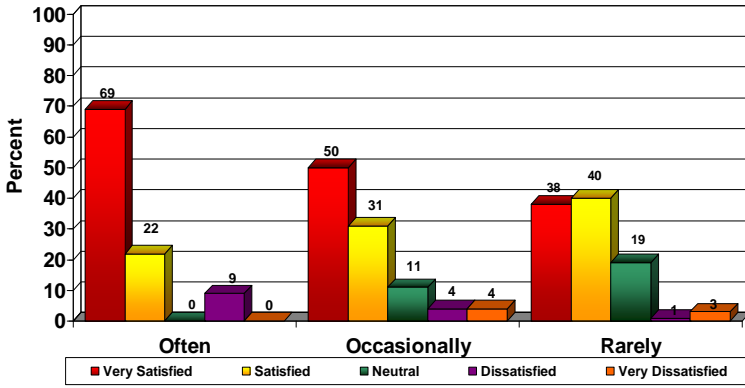


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

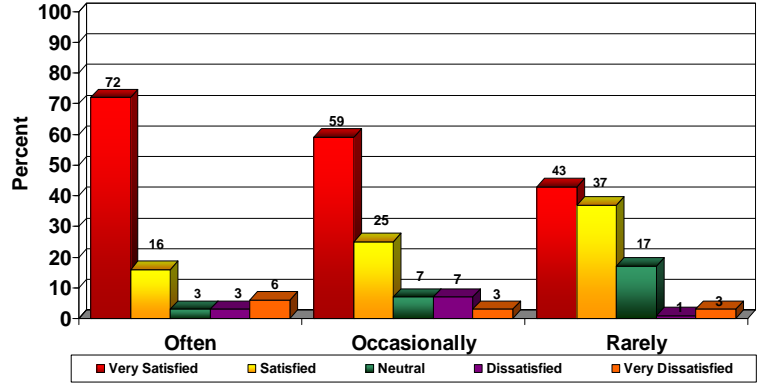


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

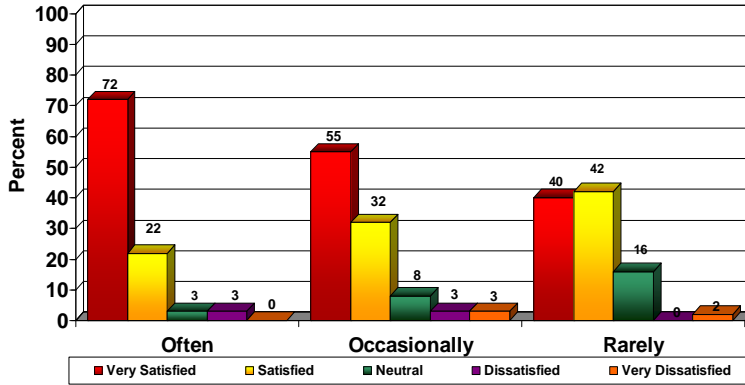


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

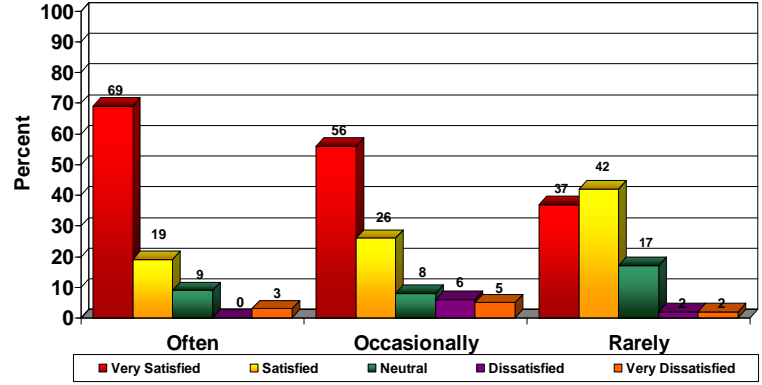


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

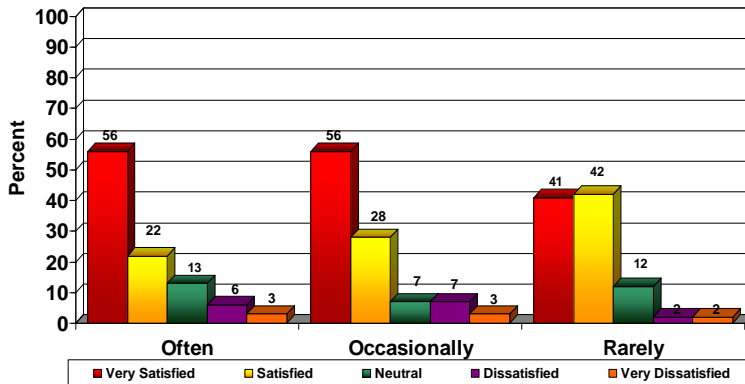


Chart 6.
Satisfaction levels with how they provide access to governing board materials and meetings.

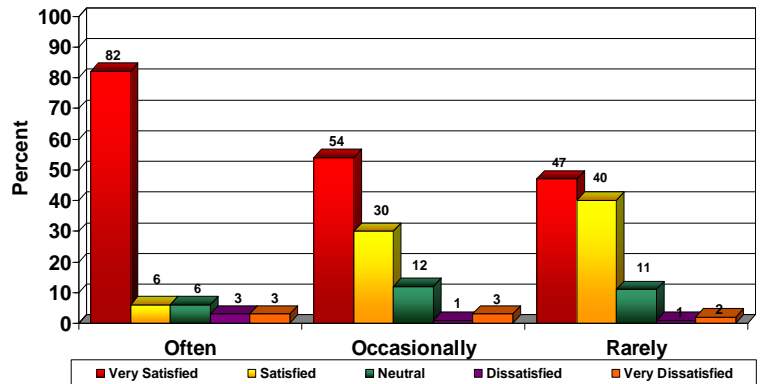
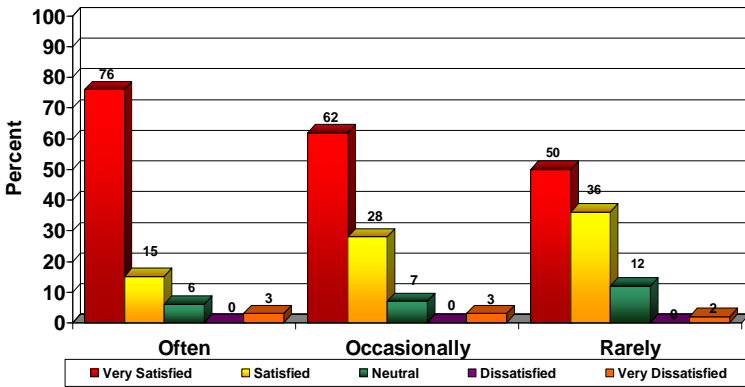


Chart 7.
Satisfaction levels with how they distribute chancellor's messages effectively.



In general, Administrators were most satisfied and lassified were the least satisfied. Table 17 shows the mean satisfactions scores by job classification. In 2011, Administrators, Classified, and Faculty gave their highest ratings to, “Distributes Chancellor’s messages effectively”. Administrators gave their lowest ratings to, “Communicates effectively”. Classified rated, “Handles my requests efficiently” lower than the other seven questions. Faculty gave their lowest ratings to, “Demonstrates competence in their field”.

TABLE 17

Overall Satisfaction Ratings by Job Classification and Year

Question		Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	24	4.42	68	4.26	28	3.93
	2011	19	4.63	50	3.90	21	4.24
Provides helpful information	2010	24	4.50	72	4.26	32	4.22
	2011	20	4.70	49	4.06	23	4.35
Communicates effectively	2010	24	4.38	73	4.08	32	4.25
	2011	20	4.45	50	4.10	23	4.39
Shows consideration & respect	2010	24	4.58	73	4.05	32	4.28
	2011	20	4.70	50	4.04	25	4.36
Demonstrates competence in their field	2010	24	4.46	73	4.11	31	4.06
	2011	20	4.70	49	4.08	23	4.13
Provides access to Governing Board materials & meetings	2010	23	4.65	73	4.30	30	4.30
	2011	20	4.70	51	4.22	24	4.38
Distributes Chancellor's messages effectively	2010	24	4.63	75	4.33	33	4.39
	2011	20	4.85	51	4.33	26	4.46

Means in **red** font are the lowest rating(s) for the job classification.
Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Chancellor & Governing Board Office for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 18 indicates that there were no significant differences in responses between 2010 and 2011 survey respondents.

TABLE 18

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	120	78.9	99	80.5	↔
No	32	21.1	24	19.5	
Total	152	100.0	123	100.0	

↑ = Significant increase between 2010 and 2011
↓ = Significant decrease between 2010 and 2011
↔ = Difference between 2010 and 2011 is not significant.

Open-Ended Comments Summary for Chancellor & Governing Board Office

What Does the Department Do Well?

In total, 35 respondents provided a comment when asked what does the Chancellor and Governing Board do well. Table 19 displays the most common themes found.

TABLE 19

What Does the Department Do Well?		
Common Themes	N	%
Communication is effective, good	13	37
Staff is professional, respectful, courteous, friendly	13	37
Responsive, timely, follow-up	13	37
Staff is helpful	10	29
Knowledgeable	2	6

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 35 responses to this question.

What Does the Department Need to Improve?

In total, 30 respondents provided a comment when asked what does the Chancellor and Governing Board need to improve. Table 20 displays the most common themes found.

TABLE 20

What Does the Department Need to Improve?		
Common Themes	N	%
Nothing, not applicable	7	23
Increase communication	5	17
Responsiveness, timeliness, follow through	5	17
Listening to feedback	2	7
Singled out staff member(s) by name or position	1	3

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 30 responses to this question.

District Public Safety

Table 21 below presents the results of the question that asks how often respondents interacted with District Public Safety. The majority of 2010 and 2011 survey respondents had “Rarely” or “Never” interacted with the office. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 21

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	47	14.2	53	16.7	↔
Occasionally	96	29.1	79	24.8	↔
Rarely	143	43.3	146	45.9	↔
Never	44	13.3	40	12.6	↔
Total	330	100.0	318	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 22 displays the mean scores that reflect respondents’ satisfaction ratings for District Public Safety for the 2010 and 2011 survey administrations. All of the overall ratings for District Public Safety are above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed.

As in 2010, the department’s highest overall 2011 rating was its ability to, “Shows consideration & respect” and its lowest rating was related to the department’s ability to communicate effectively.

TABLE 22

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
	2011	4.09	268	9	
Provides helpful information	2010	4.19	278	6	↔
	2011	4.13	267	10	
Communicates effectively	2010	4.05	279	5	↔
	2011	4.01	270	7	
Shows consideration & respect	2010	4.28	281	3	↔
	2011	4.25	272	5	
Demonstrates competence in their field	2010	4.22	279	5	↔
	2011	4.17	271	6	
Responds in a timely fashion to service requests	2010	4.05	278	6	↔
	2011	4.02	268	9	
Provides effective police presence when requested	2010	4.20	270	14	↔
	2011	4.20	254	23	
Total	2010	4.16	284		↔
	2011	4.13	275		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Though overall ratings in all seven areas were the same or slightly lower in 2011 when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of District Public Safety’s services. Inspections of the charts show that satisfaction levels are lower for more frequent users than for those who had occasionally or rarely interacted with District Public Safety. Respondents with occasional interaction with the department had the highest rating in all seven areas.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

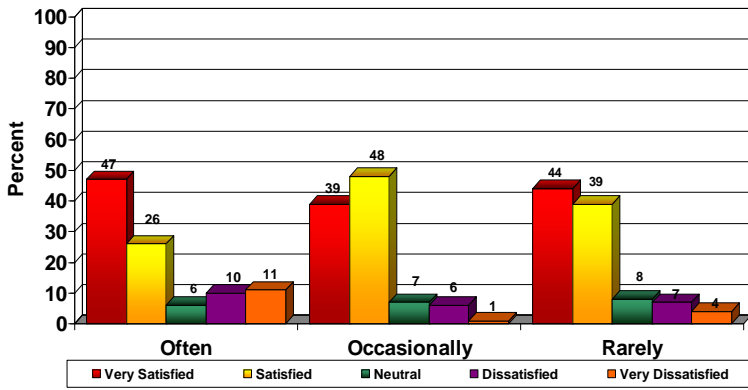


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

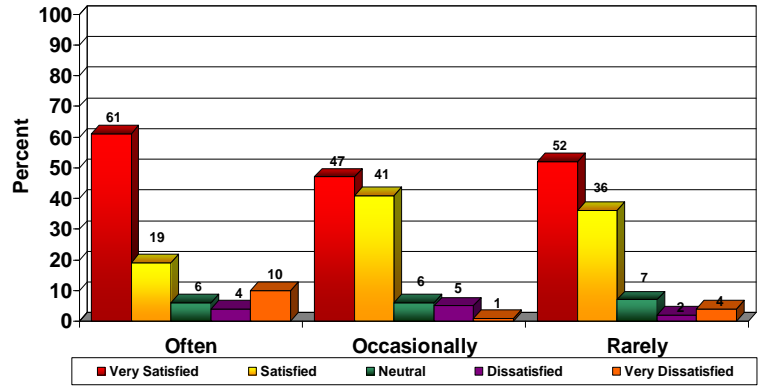


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

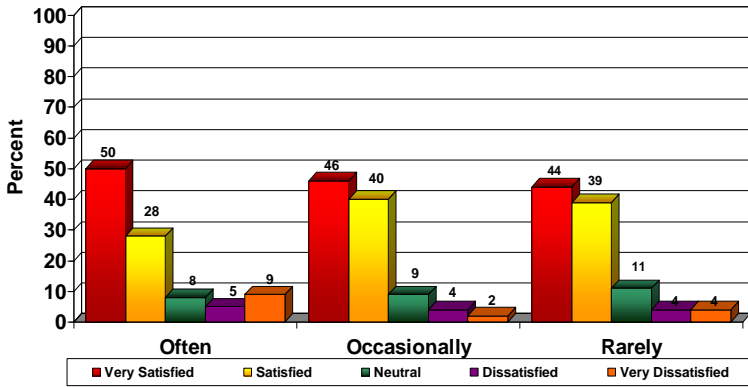


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

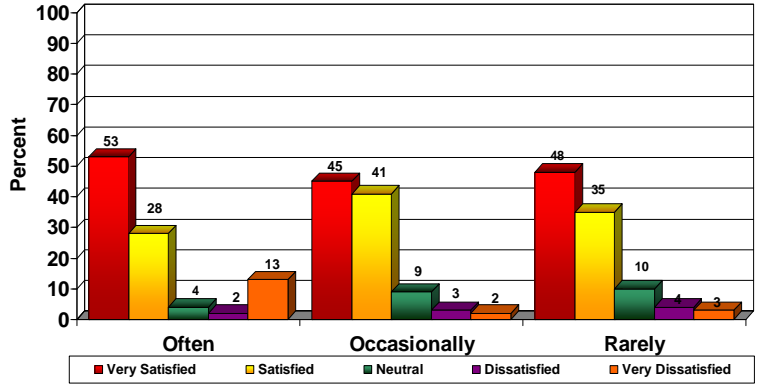


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

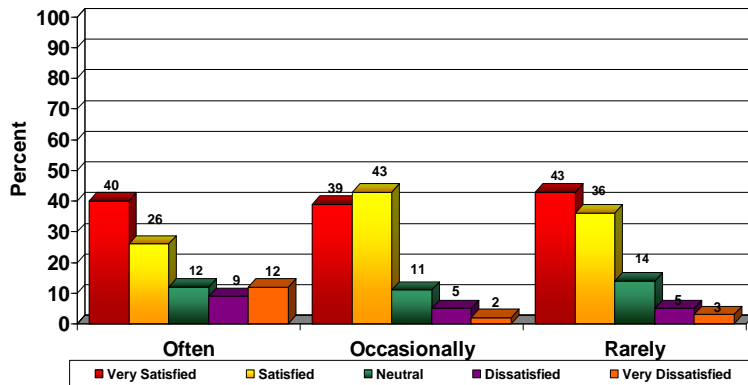


Chart 6.
Satisfaction levels with how they respond in a timely fashion to service requests.

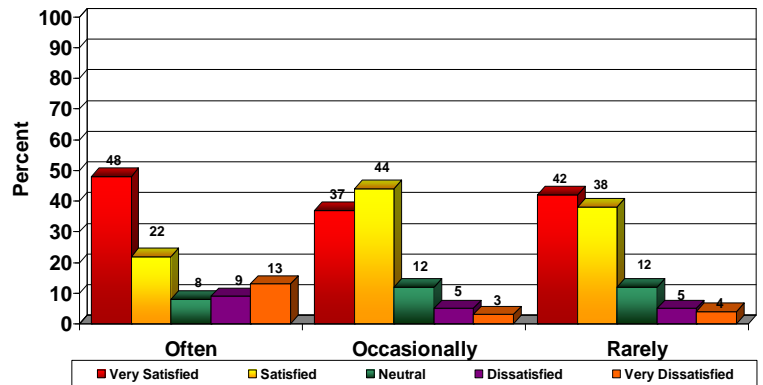
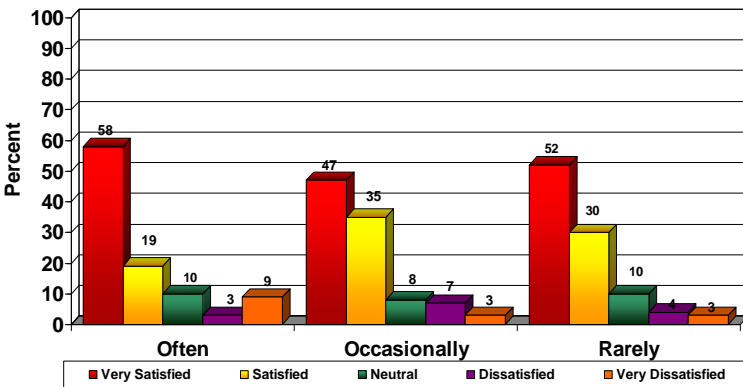


Chart 7.
Satisfaction levels with how they provide effective police presence when requested.



In general, Administrators were most satisfied and the Faculty were the least satisfied. Table 23 shows the mean satisfactions scores by job classification. In 2011, Administrators gave their highest ratings to, “Provides effective police presence when requested”. Classified and Faculty gave their highest ratings to, “Shows consideration & respect”. Administrators and Faculty rated, “Handles my requests efficiently” lower than the other six questions. Classified gave their lowest ratings to, “Communicates effectively”.

TABLE 23

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	24	4.13	132	4.10	79	4.15
	2011	22	4.32	117	4.09	90	4.11
Provides helpful information	2010	24	4.33	135	4.22	76	4.25
	2011	23	4.39	118	4.19	87	4.11
Communicates effectively	2010	24	3.96	134	4.10	78	4.10
	2011	24	3.96	118	4.07	89	4.06
Shows consideration & respect	2010	24	4.46	135	4.27	79	4.39
	2011	24	4.46	118	4.32	91	4.23
Demonstrates competence in their field	2010	24	4.38	135	4.22	77	4.26
	2011	24	4.33	117	4.26	91	4.11
Responds in a timely fashion to service requests	2010	24	4.21	134	4.04	78	4.15
	2011	22	3.95	118	4.13	89	3.98
Provides effective police presence when requested	2010	24	4.63	129	4.18	75	4.21
	2011	22	4.50	114	4.28	79	4.10

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in District Public Safety for assistance, the majority of the respondents indicated they know who to contact. As presented in Table 24, there was a significant decrease in the percentage of respondents in 2011 who indicated they know who to contact within the department.

TABLE 24

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	249	88.3	220	81.2	↓
No	33	11.7	51	18.8	
Total	152	100.0	123	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for District Public Safety

What Does the Department Do Well?

In total, 86 respondents provided a comment when asked what does District Public Safety do well. Table 25 displays the most common themes found.

TABLE 25

What Does the Department Do Well?		
Common Themes	N	%
Response time, responsiveness, availability	45	52
Staff is professional, respectful, courteous, friendly, fair	22	26
Help maintain a safe environment, police presence	14	16
Staff is helpful	11	13
Parking management	5	6
Provide training, emergency preparation, workshops	4	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 86 responses to this question.

What Does the Department Need to Improve?

In total, 85 respondents provided a comment when asked what does District Public need to improve. Table 26 displays the most common themes found.

TABLE 26

What Does the Department Need to Improve?		
Common Themes	N	%
Parking management (e.g., ticketing students in faculty/staff spaces, enforcing regulations)	28	33
Nothing	15	18
Responsiveness, timeliness, follow through	15	18
Singled out staff member(s) by name or position	13	15
Increase communication, provide more information (e.g., crime stats)	10	12
Increase staffing	9	11
Better support opening or securing buildings and classrooms	4	5
Processing reports and forms	4	5
Professionalism, being more respectful, polite	4	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 85 responses to this question.

Employee & Labor Relations

Table 27 below presents the results of the question that asks how often respondents interacted with Employee & Labor Relations. The majority of 2010 and 2011 survey respondents had “Rarely” or “Never” interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 27

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	27	8.4	27	8.7	↔
Occasionally	50	15.5	60	19.4	↔
Rarely	118	36.5	86	27.8	↔
Never	128	39.6	136	44.0	↔
Total	323	100.0	309	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Almost all the overall ratings were just below or above 4.0 indicating general satisfaction. As in 2010, the one exception was “Provides appropriate Faculty and staff training;” which got the lowest overall. The highest overall rating was for “Shows consideration and respect.” The department’s highest overall 2011 rating was in related to its ability to, “Shows consideration & respect”.

TABLE 28

Overall Satisfaction Ratings by Year

Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	4.07	187	5	↔
	2011	3.93	164	9	
Provides helpful information	2010	4.08	191	1	↔
	2011	3.99	167	6	
Communicates effectively	2010	4.05	190	2	↔
	2011	3.89	167	6	
Shows consideration & respect	2010	4.17	190	2	↔
	2011	4.11	167	6	
Provides adequate information about my labor contracts or handbooks	2010	3.94	177	15	↔
	2011	3.89	156	17	
Provides appropriate faculty and staff training	2010	3.70	174	18	↔
	2011	3.56	156	17	
Total	2010	4.03	192		↓
	2011	3.84	168		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Though comparisons of the six rating areas were slightly lower in 2011 when compared to 2010, the differences between years were not significant. However, as shown in Table 28, when ratings from all six areas were combined and compared by year, there was a slight, yet significant decrease in overall satisfaction of 2011 respondents.

The following six charts display the 2011 distribution of satisfaction ratings by frequency of use of Employee & Labor Relations’ services. Inspections of the charts show that satisfaction levels are generally higher for more frequent users than for those who had occasionally or rarely interacted with Employee & Labor Relations. Respondents with occasional interaction with the department had the highest rating in all six areas.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

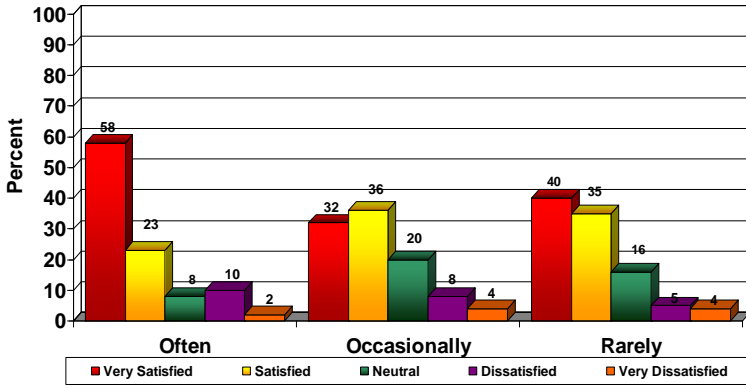


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

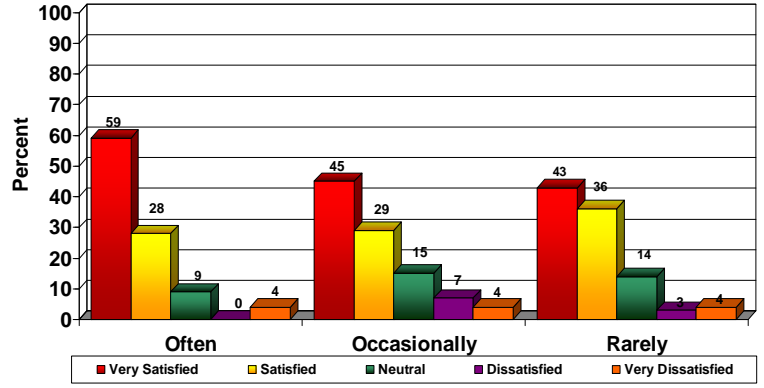


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

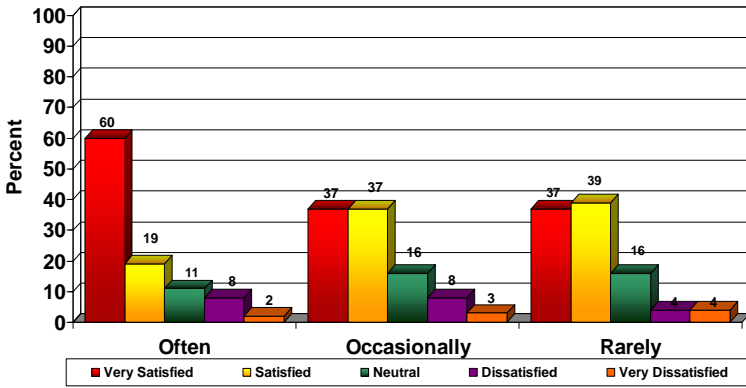


Chart 5.
Satisfaction levels with how they provide adequate information about my labor contracts and handbooks.

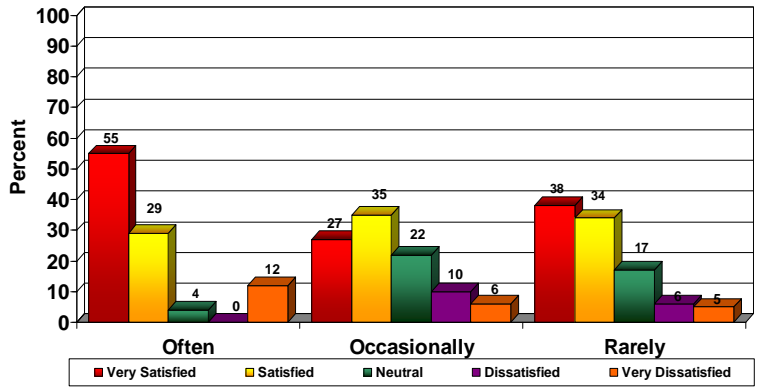


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

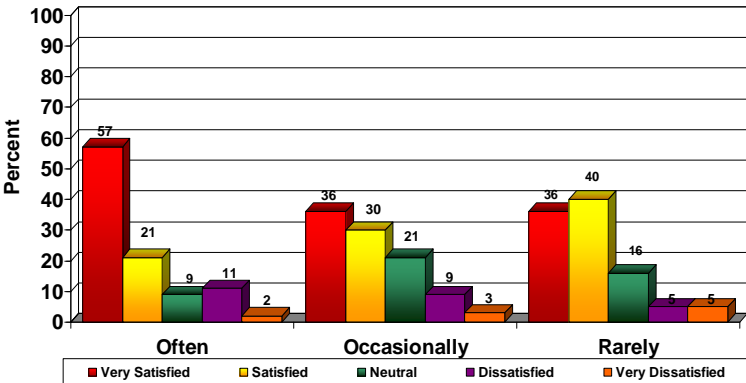
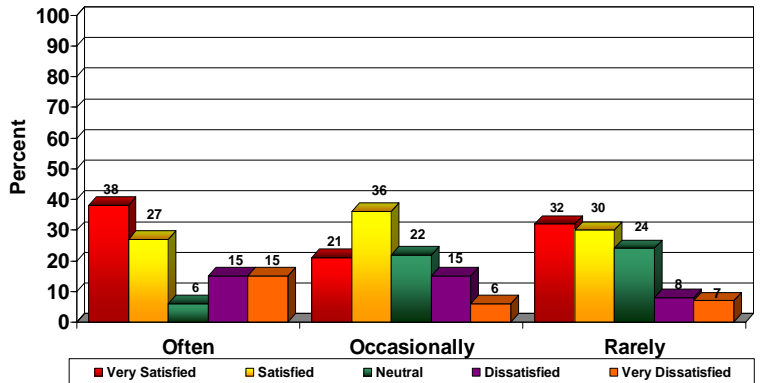


Chart 6.
Satisfaction levels with how they provide appropriate faculty and staff training.



In general, Administrators were most satisfied and the Faculty were the least satisfied. Table 29 shows the mean satisfactions scores by job Classification. In 2011, Administrators and Faculty gave their highest ratings to, “Shows consideration & respect”. Classified gave their highest ratings to, “Provides helpful information”. As in 2010, Administrators, Classified and Faculty rated, “Provides appropriate Faculty and staff training” lower than the other five areas.

TABLE 29

Overall Satisfaction Ratings by Job Classification and Year								
Question		Admin		Classified		Faculty		
		N	X	N	X	N	X	
Handles my requests efficiently	2010	23	4.35	97	4.21	49	3.80	
	2011	19	4.16	81	3.79	44	4.18	
Provides helpful information	2010	23	4.43	98	4.22	51	3.78	
	2011	19	4.05	81	3.95	46	4.17	
Communicates effectively	2010	22	4.50	98	4.18	51	3.71	
	2011	19	4.00	81	3.78	46	4.17	
Shows consideration & respect	2010	23	4.65	98	4.27	50	3.82	
	2011	19	4.42	82	3.93	46	4.39	
Provides adequate information about my labor contracts or handbooks	2010	21	4.19	89	4.11	49	3.71	
	2011	19	4.11	76	3.76	40	4.20	
Provides appropriate faculty and staff training	2010	21	3.86	87	3.86	49	3.55	
	2011	18	3.72	79	3.38	39	4.03	

Means in **red** font are the lowest rating(s) for the job classification.
 Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in Employee & Labor Relations for assistance, the majority of the respondents indicated they know who to contact. As presented in Table 30, there was a significant decrease in the percentage of respondents in 2011 who indicated they know who to contact within the department.

TABLE 30

I Know Who to Contact by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Yes	249	88.3	220	81.2	
No	33	11.7	51	18.8	↓
Total	152	100.0	123	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

What Does the Department Do Well?

In total, 52 respondents provided a comment when asked what does Employee & Labor Relations do well. Table 31 displays the most common themes found.

TABLE 31

What Does the Department Do Well?		
Common Themes	N	%
Staff is helpful	14	27
Responsiveness, timeliness, follow through	11	21
Staff is professional, respectful, courteous, friendly	10	19
Staff answer questions, provide information/interpretation	9	17
Staff is knowledgeable	8	15
Singled out staff member(s) by name or position	6	12
Good/effective communication	3	6

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 52 responses to this question.

What Does the Department Need to Improve?

In total, 48 respondents provided a comment when asked what does Employee & Labor Relations need to improve. Table 32 displays the most common themes found.

TABLE 32

What Does the Department Need to Improve?		
Common Themes	N	%
Provide more training and professional development	15	31
Be more professionalism, respectful, courteous	6	13
Responsiveness, timeliness, meeting deadlines	5	10
Singled out staff member(s) by name or position	4	8
Answering questions, providing accurate information/interpretation	3	6
Provide better diplomacy, conflict resolution	3	6
Nothing	2	4
Increase staff knowledge	2	4
Provide more leadership	2	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 48 responses to this question.

Employment Services & Benefits

Table 33 below presents the results of the question that asks how often respondents interacted with the Employment Services & Benefits. The majority of 2010 and 2011 survey respondents had “Never” interacted with the office. As indicated in the table, responses from 2010 and 2011 were significantly different.

TABLE 33

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	24	7.6	33	10.7	↔
Occasionally	70	22.2	57	18.5	↔
Rarely	163	51.6	113	36.7	↓
Never	59	18.7	105	34.1	↑
Total	316	100.0	308	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 34 displays the mean scores that reflect respondents’ satisfaction ratings for the Employment Services & Benefits for the 2010 and 2011 survey administrations.

All of the overall ratings for the Employment Services & Benefits were just below or above 4.0 indicating general satisfaction. As in 2010, the office’s highest overall 2011 rating was in regards to its ability to, “Shows consideration & respect”.

TABLE 34

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
	2011	4.14	195	7	
Provides helpful information	2010	4.20	250	1	↔
	2011	4.16	198	4	
Communicates effectively	2010	4.14	251	0	↔
	2011	4.12	197	5	
Shows consideration & respect	2010	4.33	249	2	↔
	2011	4.27	196	6	
Demonstrates competence in their field	2010	4.13	248	3	↔
	2011	4.12	196	6	
Provides adequate leadership for hiring processes	2010	4.14	222	29	↔
	2011	3.98	184	18	
Provides adequate information about health benefit	2010	3.98	246	5	↔
	2011	4.09	194	8	
Total	2010	4.16	251		↔
	2011	4.13	200		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

The Employment Services & Benefits office received its lowest 2011 rating in response to the department’s ability to provide adequate leadership for hiring processes. Though overall ratings in six of the seven areas were slightly lower in 2011, when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Employment Services & Benefits’ services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who indicated they occasionally or rarely interacted with the Employment Services & Benefits.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

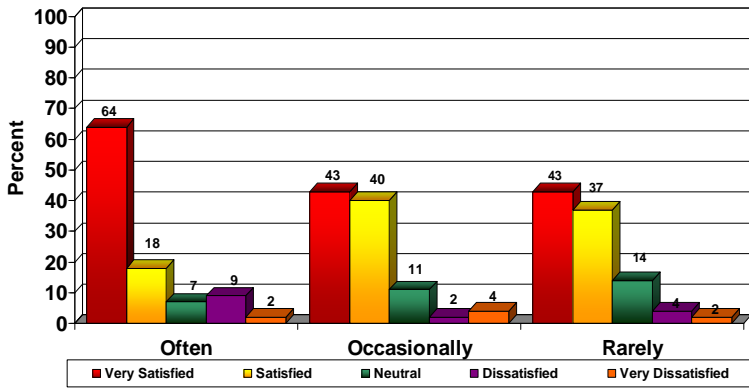


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

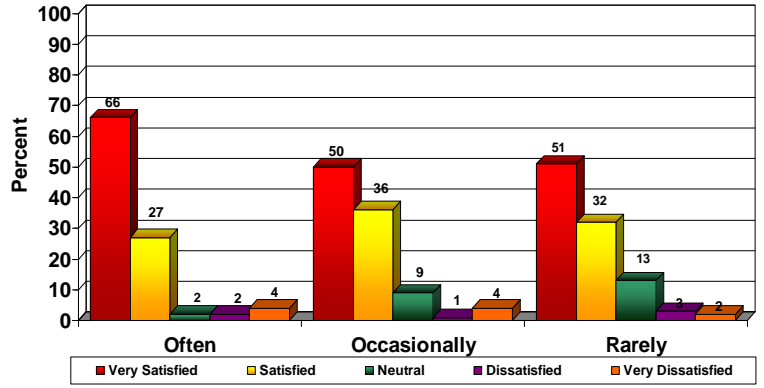


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

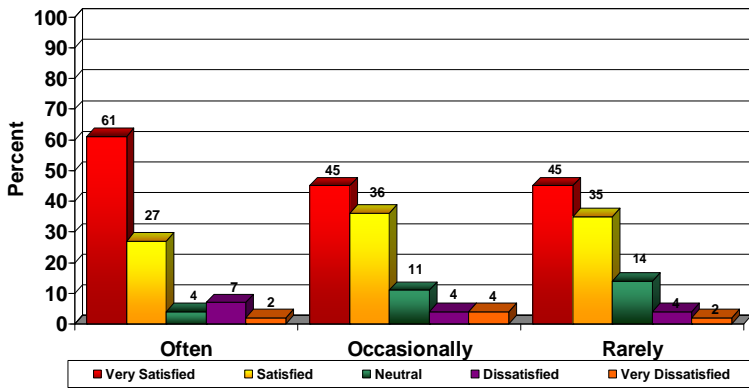


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

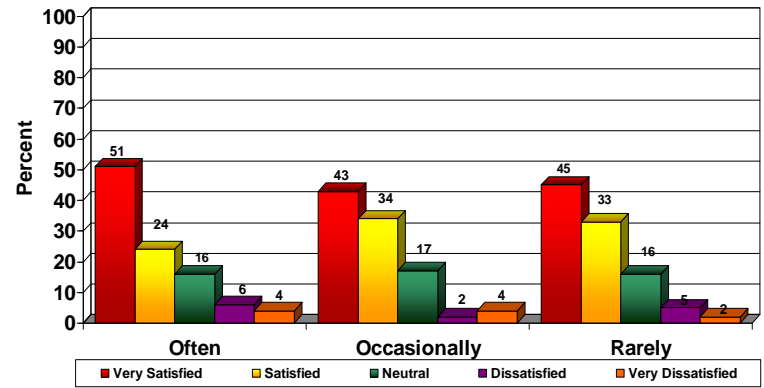


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

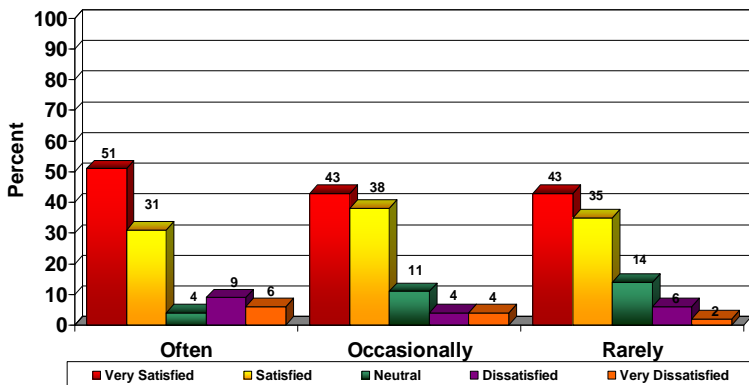


Chart 6.
Satisfaction levels with how they provide adequate leadership for hiring processes.

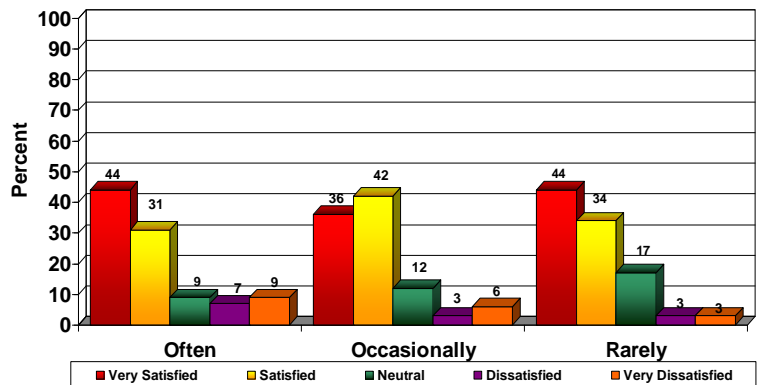
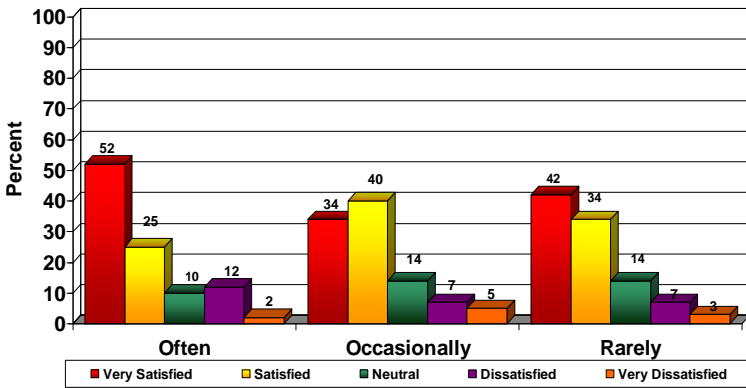


Chart 7.
Satisfaction levels with how they provide adequate information about health benefits.



In general, Administrators were most satisfied and Classified were the least satisfied. Table 35 shows the mean satisfactions scores by job classification. In 2011, Administrators, Classified, and Faculty gave their highest ratings to, “Shows consideration & respect”. Administrators and Classified gave their lowest ratings to, “Provides adequate leadership for hiring processes”. Faculty gave their lowest ratings to, “Provides adequate information about health benefit”.

TABLE 35

Overall Satisfaction Ratings by Job Classification and Year

Question		Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	22	4.64	124	4.20	78	4.10
	2011	21	4.24	95	4.14	55	4.15
Provides helpful information	2010	22	4.59	125	4.24	78	4.01
	2011	21	4.19	97	4.19	56	4.18
Communicates effectively	2010	22	4.55	126	4.18	78	3.96
	2011	21	4.19	95	4.12	57	4.14
Shows consideration & respect	2010	22	4.64	126	4.35	76	4.24
	2011	21	4.33	94	4.31	57	4.26
Demonstrates competence in their field	2010	22	4.36	125	4.17	76	4.00
	2011	21	4.33	94	4.13	58	4.10
Provides adequate leadership for hiring processes	2010	21	4.19	115	4.16	62	4.11
	2011	21	3.86	94	3.91	49	4.16
Provides adequate information about health benefit	2010	22	4.41	125	4.06	76	3.71
	2011	19	4.11	95	4.19	57	4.04

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Employment Services & Benefits for assistance, the majority of the respondents indicated they know who to contact. Inspection of However, as presented in Table 36, there was a significant decrease in the percentage of respondents in 2011 who indicated they know who to contact within the department.

TABLE 36

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	222	88.4	155	76.7	↓
No	29	11.6	47	23.3	
Total	152	100.0	123	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Employment Services & Benefits

What Does the Department Do Well?

In total, 60 respondents provided a comment when asked what does Employment Services & Benefits do well. Table 37 displays the most common themes found.

TABLE 37

What Does the Department Do Well?		
Common Themes	N	%
Staff is helpful, willing to assist	19	32
Staff answers questions, provide information/interpretation	19	32
Staff is professional, courteous, friendly	17	28
Staff is responsive, timely, follow through	17	28
Singled out staff member(s) by name or position	9	15
Staff is knowledgeable	6	10

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 60 responses to this question.

What Does the Department Need to Improve?

In total, 49 respondents provided a comment when asked what does Employment Services & Benefits need to improve. Table 38 displays the most common themes found.

TABLE 38

What Does the Department Need to Improve?		
Common Themes	N	%
Hiring process take too long, inefficient	9	18
Better communication via phone, email and website	9	18
Answering questions, providing information	5	10
Benefits, workers compensation	5	10
Professionalism, being courteous	5	10
Singled out staff member(s) by name or position	3	6
Cross training staff	3	6
Leadership	2	4
Nothing, not sure, not applicable, don't know	2	4
Increase staffing	2	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 49 responses to this question.

Facilities Planning, Development and Maintenance

Table 39 below presents the results of the question that asks how often respondents interacted with the Facilities Planning, Development and Maintenance department. The majority of 2010 and 2011 survey respondents either “Rarely” or had “Never” interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 39

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	26	9.1	20	6.9	↔
Occasionally	34	11.9	32	11.0	↔
Rarely	66	23.2	52	17.9	↔
Never	159	55.8	187	64.3	↔
Total	285	100.0	291	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 40 displays the mean scores that reflect respondents’ satisfaction ratings for the Facilities Planning, Development and Maintenance department for the 2010 and 2011 survey administrations.

All of the overall ratings for the Facilities Planning, Development and Maintenance department are above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed. As in 2010, the department’s highest overall 2011 rating was in

regards to its ability to, “Demonstrates competence in their field”.

TABLE 40

Respondents’ Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don’t Know /NA	Dif.
Handles my requests efficiently	2010	4.18	120	7	↔
	2011	4.09	85	3	
Provides helpful information	2010	4.19	122	5	↔
	2011	4.18	85	3	
Communicates effectively	2010	4.10	124	3	↔
	2011	4.07	85	3	
Shows consideration & respect	2010	4.26	124	3	↔
	2011	4.22	86	2	
Demonstrates competence in their field	2010	4.24	125	2	↔
	2011	4.24	85	3	
Attends to my requests on the initial contact	2010	4.21	124	3	↔
	2011	4.22	82	6	
Helps when I need to know the status of a payment	2010	4.16	111	16	↔
	2011	4.15	78	10	
Total	2010	4.19	125		↔
	2011	4.17	86		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Facilities Planning, Development and Maintenance received its lowest 2011 rating in response to the department’s ability to communicate effectively. Though five of the seven overall ratings were slightly lower in 2011, when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Facilities Planning, Development and Maintenance department’s services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who had rarely interacted with the Facilities Planning, Development and Maintenance department.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

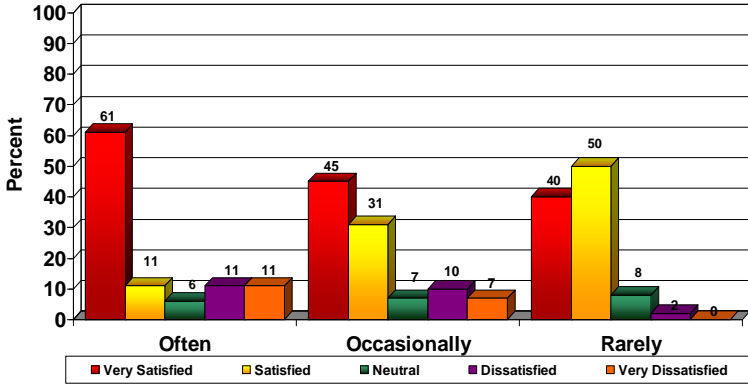


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

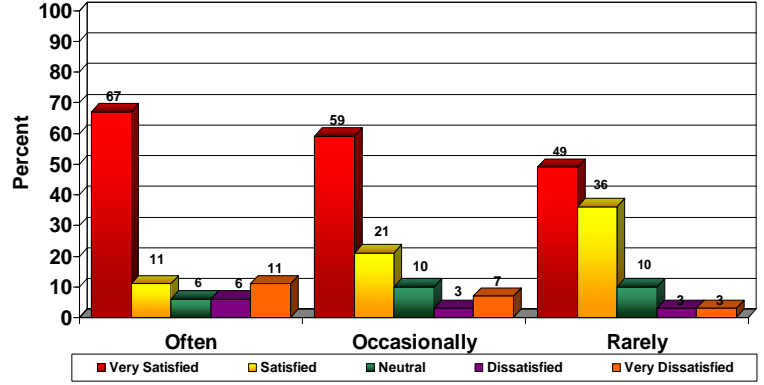


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

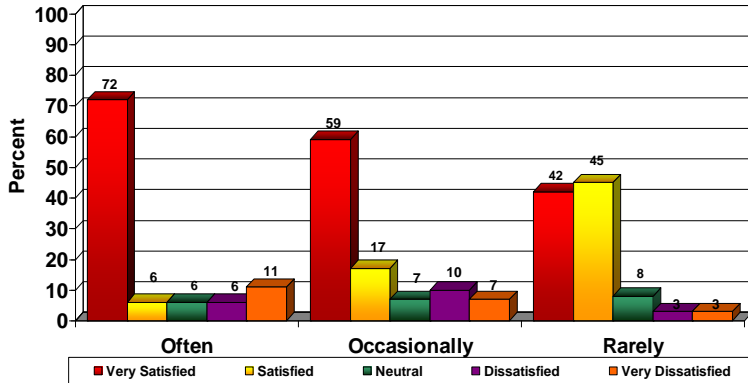


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

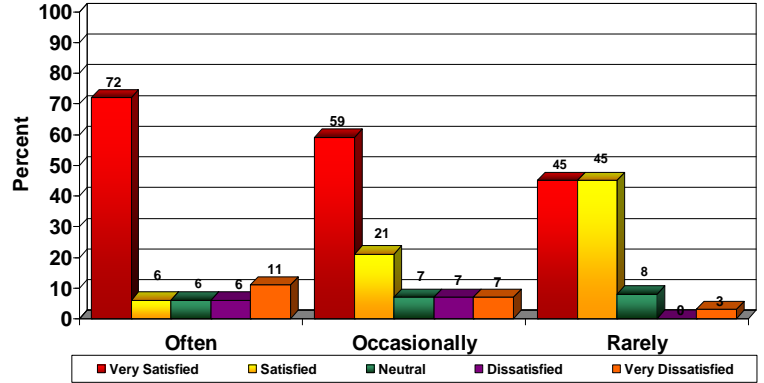


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

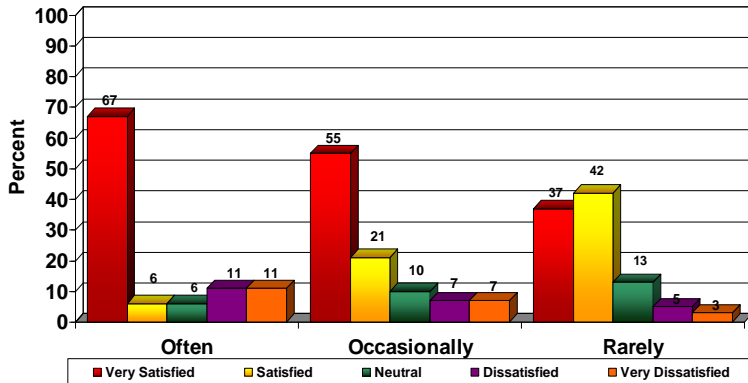


Chart 6.
Satisfaction levels with how they enhance the quality of campus life through new and improved facilities.

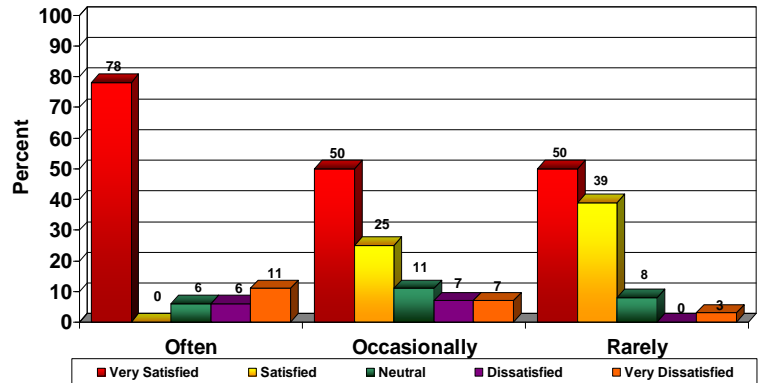
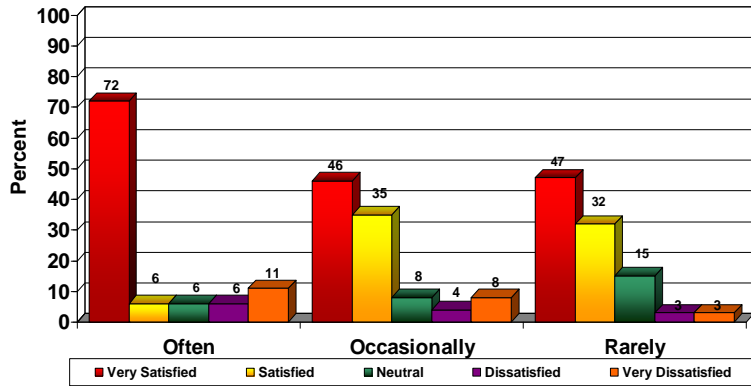


Chart 7.
Satisfaction levels with how they enhance teaching environments.



In general, Administrators were most satisfied and Classified were the least satisfied. Table 41 shows the mean satisfactions scores by job classification. In 2011, Administrators and Faculty gave their highest ratings to, “Enhances the quality of campus life through new and improved facilities”. Classified gave their highest ratings to the area, “Shows consideration & respect”. Administrators and Classified gave their lowest ratings to, “Communicates effectively”. Faculty and Classified rated, “Handles my requests efficiently” and “Enhances teaching environments” lower than the other five areas.

TABLE 41

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	17	4.35	74	4.23	28	3.89
	2011	18	4.28	48	4.00	11	4.18
Provides helpful information	2010	18	4.17	74	4.30	29	3.90
	2011	18	4.44	48	4.08	11	4.36
Communicates effectively	2010	18	4.17	75	4.23	30	3.70
	2011	18	4.28	48	3.96	11	4.27
Shows consideration & respect	2010	18	4.22	76	4.34	29	4.03
	2011	18	4.50	49	4.14	11	4.27
Demonstrates competence in their field	2010	18	4.28	76	4.36	30	3.90
	2011	18	4.50	48	4.10	11	4.45
Enhances the quality of campus life through new and improved facilities	2010	18	4.28	76	4.29	29	3.93
	2011	18	4.56	45	4.09	11	4.45
Enhances teaching environments	2010	17	4.35	64	4.19	29	3.97
	2011	16	4.44	43	4.05	11	4.18

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Facilities Planning, Development and Maintenance department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 42 indicates that there was significant decrease in respondents in 2011 who indicated they know who to contact for assistance.

TABLE 42

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	110	86.6	64	72.7	↓
No	17	13.4	24	27.3	
Total	152	100.0	123	100.0	

↓ = Significant decrease between 2010 and 2011

Open-Ended Comments Summary for Facilities Planning, Development and Maintenance

What Does the Department Do Well?

In total, 23 respondents provided a comment when asked what does the Facilities Planning, Development and Maintenance department do well. Table 43 displays the most common themes found.

TABLE 43

What Does the Department Do Well?		
Common Themes	N	%
Staff is responsive, timely in their response	9	39
Staff is knowledgeable	5	22
Staff is professional, respectful, friendly	5	22
Singled out staff member(s) by name or position	5	22
Staff is helpful	4	17
Staff has effective communication	1	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 23 responses to this question.

What Does the Department Need to Improve?

In total, 19 respondents provided a comment when asked what does the Facilities Planning, Development and Maintenance department need to improve. Table 44 displays the most common themes found.

TABLE 44

What Does the Department Need to Improve?		
Common Themes	N	%
Responsiveness, timeliness, follow through	4	21
Nothing, not sure, not applicable, don't know	3	16
Increase staffing	3	16
Be more positive, less confrontational, customer service	2	11
Communication	1	5
Singled out staff member(s) by name or position	1	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 19 responses to this question.

GCCCD Auxiliary

Table 45 below presents the results of the question that asks how often respondents interacted with the Auxiliary. The majority of 2010 and 2011 survey respondents have never interacted with the department. As indicated in the table, responses from 2010 and 2011 for this question were not significantly different for this question.

TABLE 45

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	9	3.2	17	5.9	↔
Occasionally	18	6.4	24	8.4	↔
Rarely	25	8.9	27	9.4	↔
Never	230	81.6	219	76.3	↔
Total	282	100.0	287	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 46 displays the mean scores that reflect respondents' satisfaction ratings for the Auxiliary for the 2010 and 2011 survey administrations.

For the most part, overall ratings for the Auxiliary are just below, at or above 4.0 indicating employees are somewhat satisfied with how the department performs in the seven areas assessed.

TABLE 46

Respondents' Overall Satisfaction Ratings by Year

Question	Year	X	N	Don't Know /NA	Dif.
	2011	3.77	66	1	
	Provides helpful information	2010	3.96	51	2
	2011	3.94	66	2	
	Communicates effectively	2010	3.92	50	1
	2011	3.79	67	0	
	Shows consideration & respect	2010	4.17	52	2
	2011	4.24	66	0	
	Demonstrates competence in their field	2010	4.00	52	2
	2011	3.89	66	5	
	Provides helpful services to implement grants	2010	3.79	47	12
	2011	3.84	56	3	
	Responds effectively to requests	2010	3.84	49	1
	2011	3.73	67	2	
	Total	2010	3.95	52	
	2011	3.89	68		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

As in 2010, the department's highest overall 2011 rating was in regards to its ability to show consideration and respect. Auxiliary received its lowest 2011 rating in response to the department's ability to responds effectively to requests. Though five of the seven overall ratings were slightly lower in 2011, when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Auxiliary department's services. Inspections of the charts show that satisfaction levels differ by area and frequency of interaction with the Auxiliary. In general, satisfaction levels were slightly higher for more frequent users than for those who had rarely interacted with the Auxiliary.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

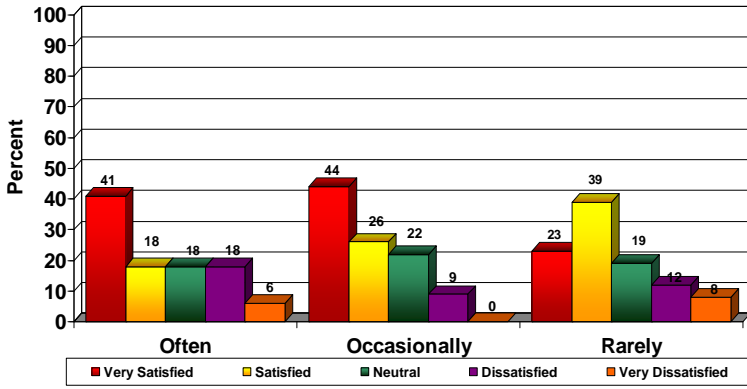


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

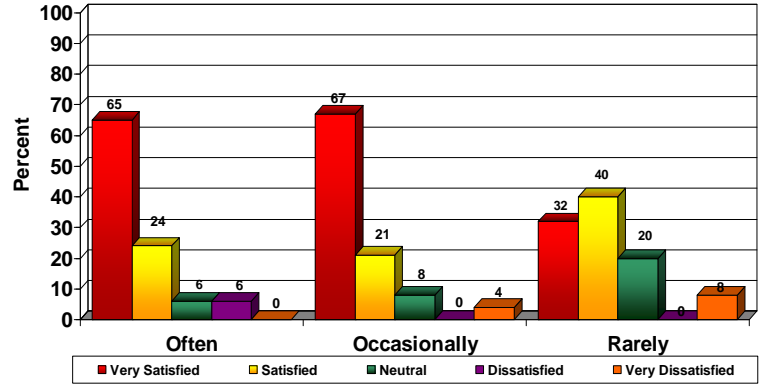


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

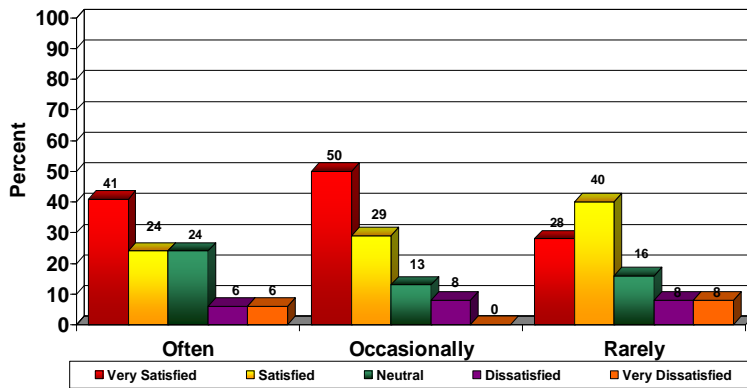


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

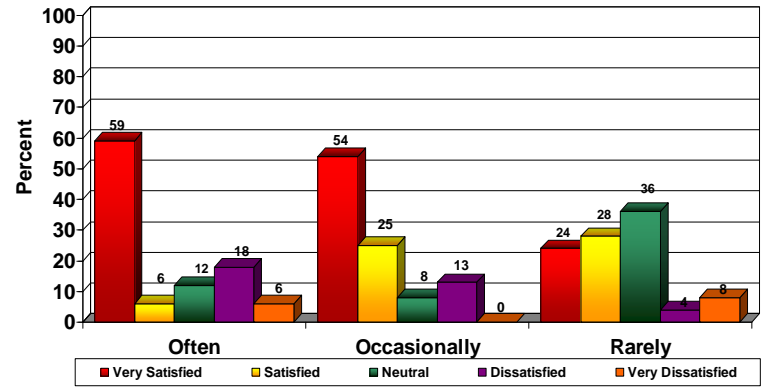


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

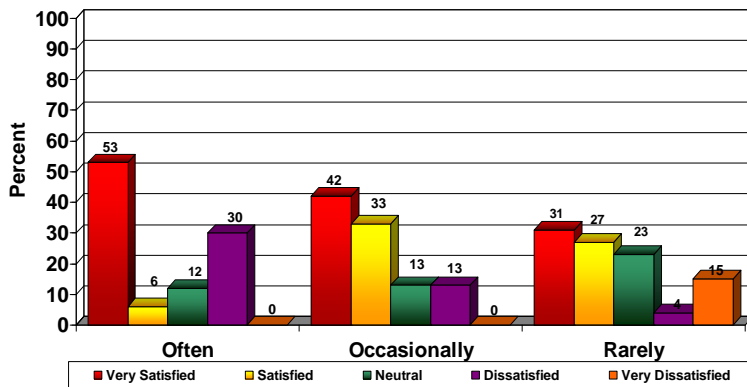


Chart 6.
Satisfaction levels with how they provide helpful services to implement grants.

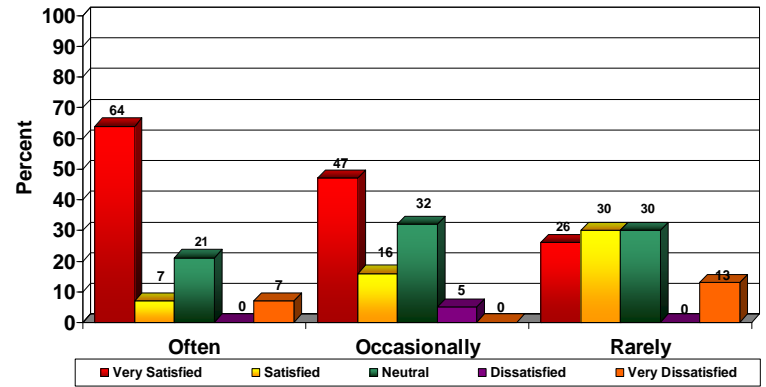
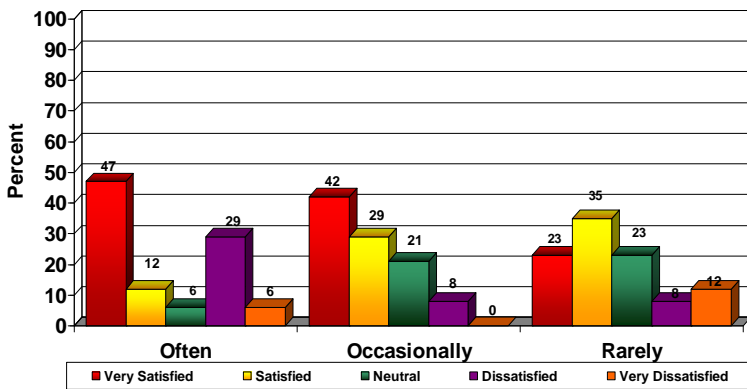


Chart 7.
Satisfaction levels with how they respond effectively to requests.



In general, Administrators were most satisfied and Faculty were the least satisfied. Table 47 shows the mean satisfactions scores by job classification. In 2011, Administrators, Classified, and Faculty gave their highest ratings to, “Shows consideration & respect”. Administrators and Classified gave their lowest ratings to, “Responds effectively to requests”. Faculty rated, “Communicates effectively” lower than any other area.

TABLE 47

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	12	3.58	23	3.91	14	4.14
	2011	14	4.21	35	3.69	11	3.27
Provides helpful information	2010	13	3.69	22	3.95	15	4.13
	2011	15	4.33	34	3.91	11	3.45
Communicates effectively	2010	13	3.54	21	4.00	15	4.07
	2011	15	4.47	35	3.69	11	3.09
Shows consideration & respect	2010	13	3.77	23	4.17	15	4.47
	2011	15	4.80	34	4.09	11	3.82
Demonstrates competence in their field	2010	13	3.54	23	4.04	15	4.27
	2011	15	4.47	34	3.76	11	3.36
Provides helpful services to implement grants	2010	12	3.58	19	3.84	15	3.80
	2011	14	4.14	28	3.75	9	3.44
Responds effectively to requests	2010	13	3.62	21	3.90	14	3.86
	2011	15	4.20	35	3.57	11	3.45

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Auxiliary department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 48 indicates that there were no significant differences in responses between 2010 and 2011 survey respondents.

TABLE 48

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	46	88.5	57	83.8	↔
No	6	11.5	11	16.2	
Total	52	100.0	68	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for GCCCD Auxiliary

What Does the Department Do Well?

In total, 14 respondents provided a comment when asked what does the GCCCD Auxiliary do well. Table 49 displays the most common themes found.

TABLE 49

What Does the Department Do Well?		
Common Themes	N	%
Staff are professional, excellent, friendly	8	57
Staff are responsive, timely, answer questions	4	29
Singled out staff member(s) by name or position	3	21
Communication	2	14

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 14 responses to this question.

What Does the Department Need to Improve?

In total, 20 respondents provided a comment when asked what does the GCCCD Auxiliary need to improve. Table 50 displays the most common themes found.

TABLE 50

What Does the Department Need to Improve?		
Common Themes	N	%
Increase responsiveness, timeliness, follow through	5	25
Nothing, not sure, not applicable	4	20
Grant writing, support, process	3	15
Reduce issues related to budget, payroll, and payments	3	15
Increase visibility to other departments/campus	2	10

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 20 responses to this question.

Government Relations & Public Information

Table 51 below presents the results of the question that asks how often respondents interacted with the Government Relations & Public Information department. The majority of 2010 and 2011 survey respondents have never interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 51

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	4	1.4	6	2.1	↔
Occasionally	24	8.4	26	9.0	↔
Rarely	60	21.1	45	15.6	↔
Never	197	69.1	212	73.4	↔
Total	285	100.0	289	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 52 displays the mean scores that reflect respondents' satisfaction ratings for the Government Relations & Public Information department for the 2010 and 2011 survey administrations.

Consistent with 2010 respondents, all 2011 overall ratings are just below 4.0, with one exception, "Shows consideration and respect," which is also the item that received the highest overall rating. As in 2010, the

TABLE 52

Respondents' Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Provides helpful information	2010	3.91	85	3	↔
	2011	3.92	73	4	
Communicates effectively	2010	3.93	85	3	↔
	2011	3.96	75	2	
Shows consideration & respect	2010	4.08	87	1	↔
	2011	4.03	74	3	
Demonstrates competence in their field	2010	3.96	85	3	↔
	2011	3.96	74	3	
Provides timely information	2010	3.95	83	5	↔
	2011	3.92	75	2	
Provides opportunities for involvement	2010	3.85	75	13	↔
	2011	3.74	68	9	
Total	2010	3.94	88		↔
	2011	3.93	75		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

department's lowest overall 2011 rating was in regards to its ability to provide opportunities for involvement. As indicated in Table 52, no significant differences between 2010 and 2011 ratings were found.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Government Relations & Public Information department's services. Inspections of the charts show that satisfaction levels are higher for more frequent users than for those who had rarely interacted with the Government Relations & Public Information department.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

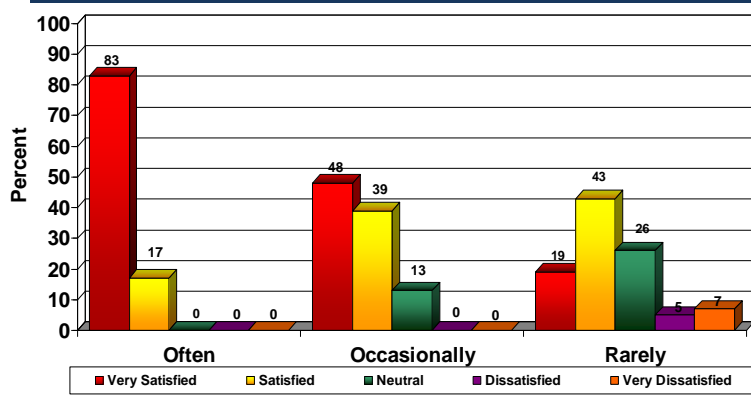


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

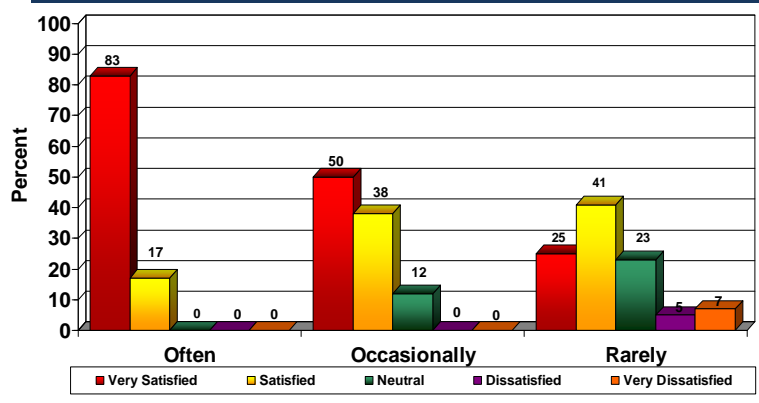


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

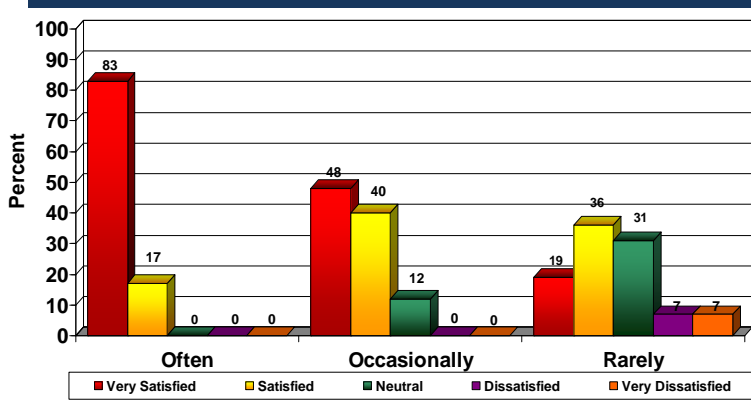


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

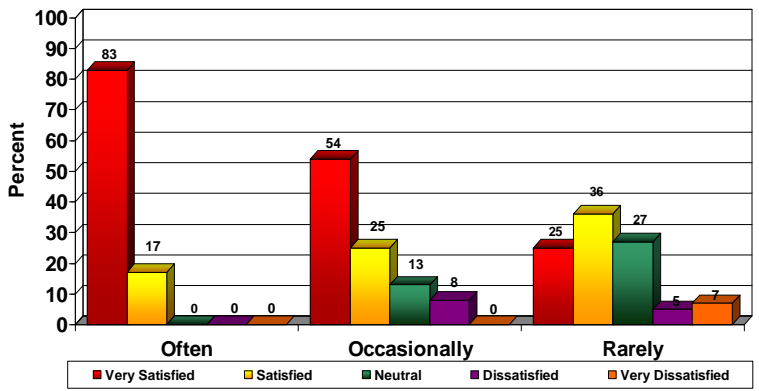


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

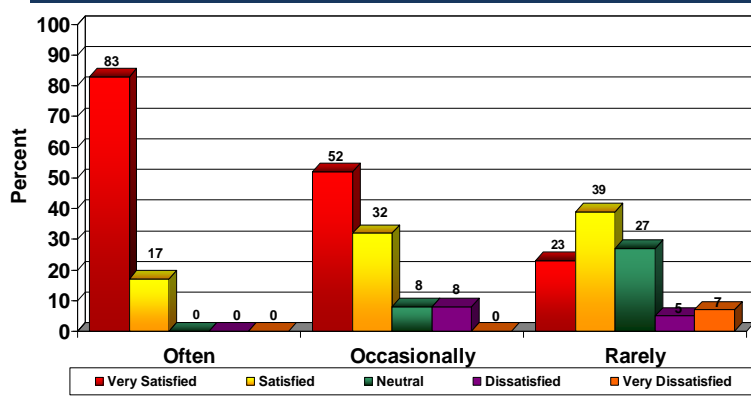


Chart 6.
Satisfaction levels with how they provide timely information.

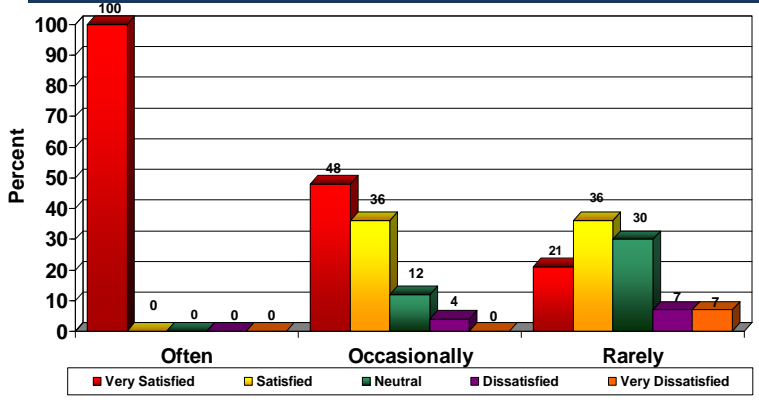
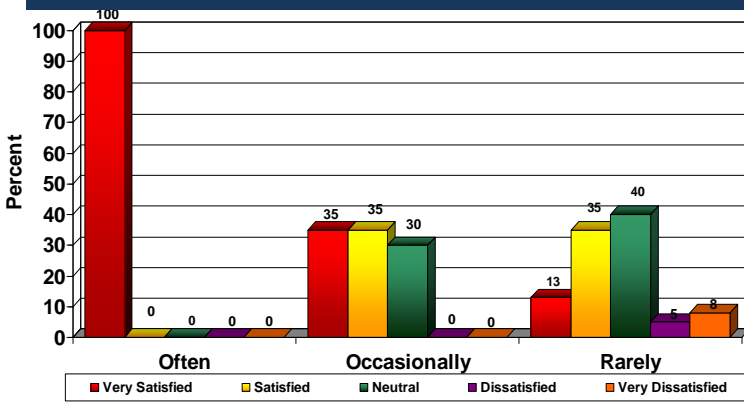


Chart 7.
Satisfaction levels with how they provide opportunities for involvement.



In general, Administrators were most satisfied and Faculty were the least satisfied. Table 53 shows the mean satisfactions scores by job classification. In 2011, Administrators and Classified gave their highest ratings to, “Shows consideration & respect”. Faculty rated, “Provides timely information” higher than the other five areas. Administrators, Classified, and Faculty all gave their lowest ratings to, “Provides opportunities for involvement”.

TABLE 53

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	19	4.05	34	3.82	27	3.74
	2011	21	4.24	27	3.93	19	3.58
Provides helpful information	2010	19	4.00	35	3.91	30	3.80
	2011	21	4.14	27	3.93	21	3.57
Communicates effectively	2010	19	4.05	35	3.91	30	3.83
	2011	21	4.19	29	3.97	21	3.62
Shows consideration & respect	2010	19	4.16	36	3.97	31	4.13
	2011	21	4.29	29	4.03	20	3.65
Demonstrates competence in their field	2010	19	4.00	35	3.94	30	3.93
	2011	21	4.19	29	3.97	20	3.60
Provides timely information	2010	19	4.00	35	3.94	28	3.89
	2011	21	4.14	29	3.90	21	3.67
Provides opportunities for involvement	2010	19	3.95	26	3.73	29	3.86
	2011	20	4.05	25	3.72	19	3.42

Means in red font are the lowest rating(s) for the job classification.

Means in green font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Government Relations & Public Information department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 54 indicates that there were no significant differences in responses between 2010 and 2011 survey respondents.

TABLE 54

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	74	84.1	56	72.7	↔
No	14	15.9	21	27.3	
Total	88	100.0	77	100.0	

↑ = Significant increase between 2010 and 2011

↓ = Significant decrease between 2010 and 2011

↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Government Relations & Public Information

What Does the Department Do Well?

In total, 16 respondents provided a comment when asked what does Government Relations & Public Information do well. Table 55 displays the most common themes found.

TABLE 55

What Does the Department Do Well?		
Common Themes	N	%
Press releases, news releases, public information releases	10	63
Promotes good public image of colleges/district	7	44
Staff are responsive, timely in their response	4	25
Nothing, not sure, not applicable, don't know	2	13
Singled out staff member(s) by name or position	1	6

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 16 responses to this question.

What Does the Department Need to Improve?

In total, 13 respondents provided a comment when asked what does Government Relations & Public Information need to improve. Table 56 displays the most common themes found.

TABLE 56

What Does the Department Need to Improve?		
Common Themes	N	%
Increase publicity of District/Campus events	3	23
More communication with departments, District employees, be more inclusive	3	23
Provide more help/support	3	23
Singled out staff member(s) by name or position	3	23

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 13 responses to this question.

Information Systems

Table 57 below presents the results of the question that asks how often respondents interacted with the Information Systems department. The majority of 2010 and 2011 survey respondents either occasionally or often interact with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different for this question.

TABLE 57

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	114	37.1	86	28.1	↔
Occasionally	120	39.1	118	38.6	↔
Rarely	59	19.2	65	21.2	↔
Never	14	4.6	37	12.1	↔
Total	307	100.0	306	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Table 58 displays the mean scores that reflect respondents' satisfaction ratings for the Information Systems department for the 2010 and 2011 survey administrations.

All of the overall ratings for the Information Systems department are just below or slightly above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed. As in 2010, the department's highest overall 2011 rating was in regards to its ability to, "Shows consideration and respect".

TABLE 58

Respondents' Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	3.95	288	0	↔
	2011	3.79	263	6	
Provides helpful information	2010	4.05	287	1	↔
	2011	3.89	263	6	
Communicates effectively	2010	3.98	288	0	↔
	2011	3.84	265	4	
Shows consideration & respect	2010	4.11	286	2	↔
	2011	4.12	264	5	
Demonstrates competence in their field	2010	4.20	284	4	↔
	2011	4.08	264	5	
Provides reliable systems and services	2010	3.94	285	3	↔
	2011	3.83	229	40	
Offers adequate user support during business hours	2010	3.88	285	3	↔
	2011	3.81	229	40	
Total	2010	4.02	288		↓
	2011	3.91	266		

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Information Systems received its lowest 2011 rating in response to the department's ability to handle requests efficiently. Six of the seven overall ratings were slightly lower in 2011, when compared to 2010. As shown in Table 58, when ratings from all seven areas were combined and compared by year, there was significant decrease in overall satisfaction level of respondents in 2011.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Information Systems department's services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who had rarely interacted with the Information Systems department.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

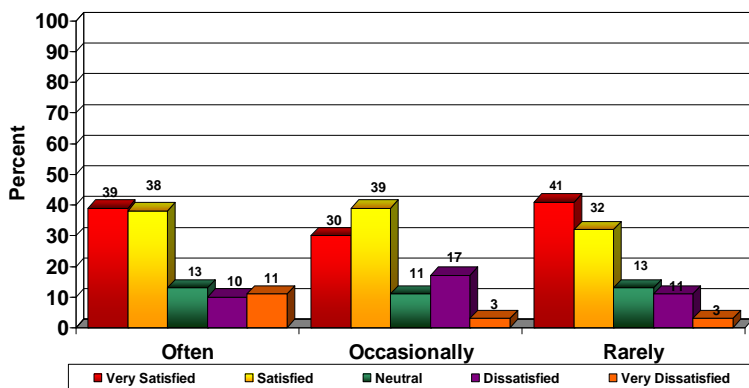


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

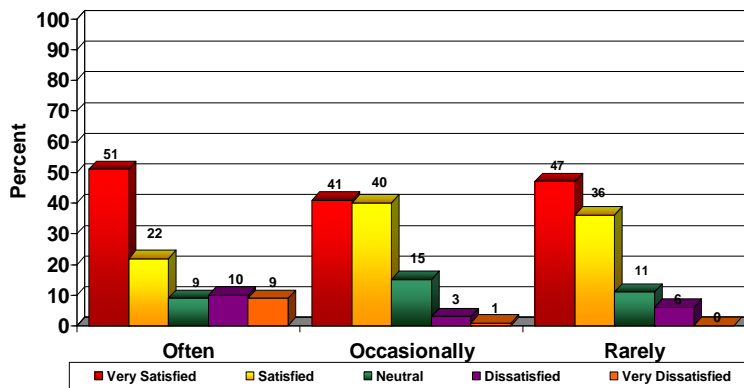


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

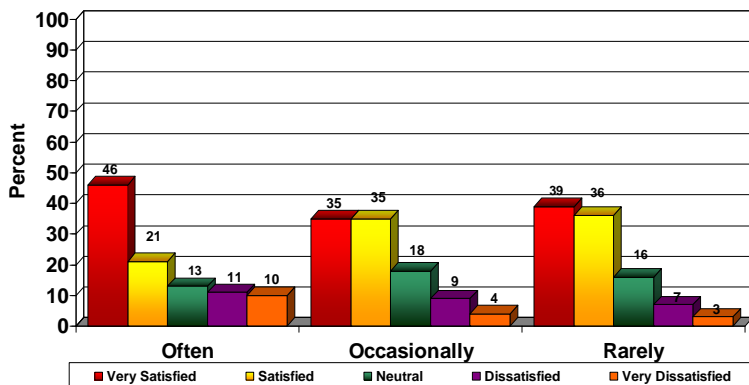


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

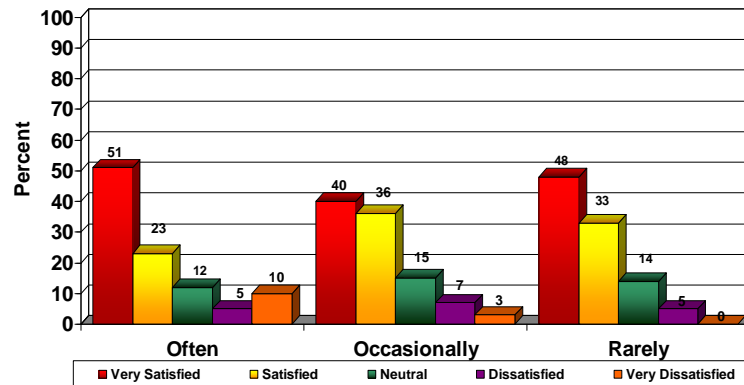


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

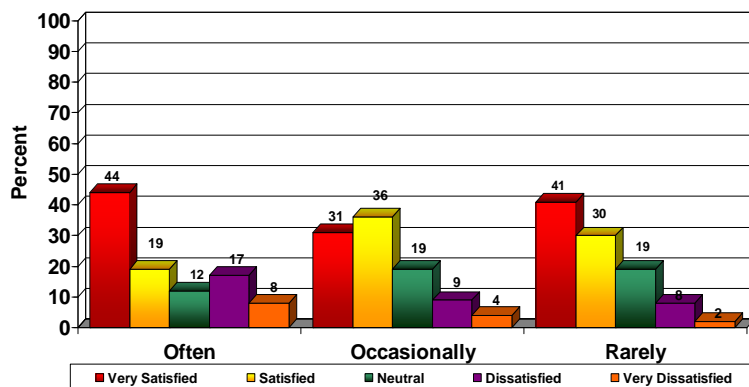


Chart 6.
Satisfaction levels with how they provide reliable systems and services.

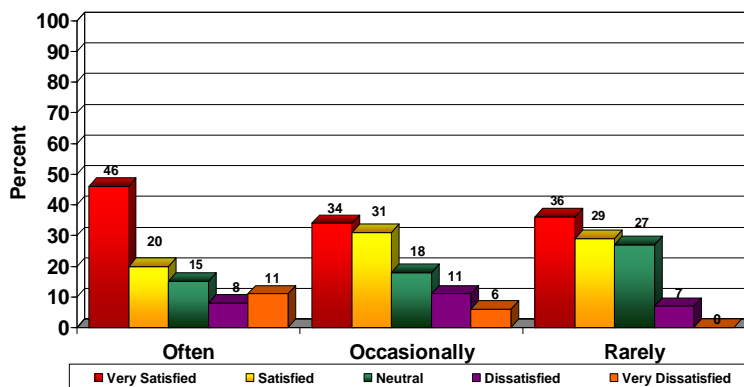
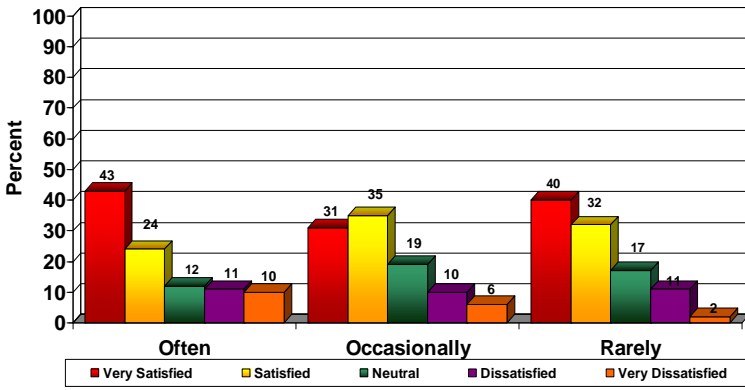


Chart 7.
Satisfaction levels with how they offer adequate support during business hours.



In general, Administrators were most satisfied and Faculty were the least satisfied. Table 59 shows the mean satisfactions scores by job classification. In 2011, Administrators, Classified, and Faculty gave their highest ratings to, “Shows consideration & respect”. Administrators gave their lowest ratings to, “Handles my requests efficiently”. Faculty rated, “Handles my requests efficiently” and “Offers adequate user support during business hours” lower than the other area. Faculty gave their lowest rating to, “Provides reliable systems and services” and “Offers adequate user support during business hours”.

TABLE 59

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	25	4.28	148	3.91	94	3.88
	2011	24	4.04	114	3.69	95	3.83
Provides helpful information	2010	25	4.28	147	4.12	94	3.81
	2011	24	4.21	114	3.83	95	3.88
Communicates effectively	2010	25	4.24	148	4.00	94	3.81
	2011	24	4.13	115	3.83	96	3.80
Shows consideration & respect	2010	25	4.44	147	4.13	93	3.94
	2011	24	4.50	114	4.04	97	4.14
Demonstrates competence in their field	2010	25	4.32	145	4.22	93	4.09
	2011	24	4.46	115	3.97	96	4.05
Provides reliable systems and services	2010	25	4.08	146	3.99	93	3.75
	2011	22	4.18	101	3.75	78	3.78
Offers adequate user support during business hours	2010	24	4.21	147	3.92	93	3.67
	2011	22	4.14	101	3.69	78	3.78

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Information Systems department for assistance, the majority of the respondents indicated they know who to contact. Inspection of Table 60 indicates that there was significant decrease in respondents in 2011 who indicated they know who to contact for assistance.

TABLE 60

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	259	91.2	191	73.5	↓
No	25	8.8	69	26.5	
Total	284	100.0	260	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Information Systems

What Does the Department Do Well?

In total, 76 respondents provided a comment when asked what does Information Systems do well. Table 61 displays the most common themes found.

TABLE 61

What Does the Department Do Well?		
Common Themes	N	%
Staff are professional, respectful, courteous, friendly	22	29
Staff are responsive, timely in their response, available	18	24
Staff are helpful, provide support	15	20
Staff are knowledgeable, competent, efficient, effective	14	18
Department does good work in spite of being understaffed and overloaded	8	11
Answering questions, Providing information/interpretation	6	8
Singled out staff member(s) by name or position	5	7
Help Desk provides support	4	5
Training, Professional development	3	4
Communication, Phone, Email, Webpage	2	3

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 76 responses to this question.

What Does the Department Need to Improve?

In total, 84 respondents provided a comment when asked what does Information Systems need to improve. Table 62 displays the most common themes found.

TABLE 62

What Does the Department Need to Improve?		
Common Themes	N	%
Responsiveness, timeliness, follow through	20	24
Communication, don't speak in "computer jargon"	18	21
Increased staffing	16	19
Upgrading/changing computers, equipment, technology, systems	11	13
Helpfulness, support	11	13
Professionalism, respectful, courteous, friendly	11	13
Training, professional development	7	8
Help Desk provides poor support, unresponsive	6	7
Singled out staff member(s) by name or position	5	6
Knowledge level	5	6
Nothing, not sure, not applicable, don't know	3	4
Leadership, project management	2	2
Answering questions, providing information/interpretation	2	2

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 84 responses to this question.

Payroll

Table 63 below presents the results of the question that asks how often respondents interacted with the Payroll department. The majority of 2010 and 2011 survey respondents either “Rarely” or had “Never” interacted with the department. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 63

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	40	13.6	34	11.5	↔
Occasionally	99	33.7	97	32.8	↔
Rarely	130	44.2	120	40.5	↔
Never	25	8.5	45	15.2	↔
Total	294	100.0	296	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Table 64 displays the mean scores that reflect respondents’ satisfaction ratings for the Payroll department for the 2010 and 2011 survey administrations.

All of the overall ratings for the Payroll department are above 4.0 indicating employees are generally satisfied with how the department performs in the seven areas assessed.

The department’s highest overall 2011 rating was in regards to its ability to, “Provide timely responses to questions”.

TABLE 64

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	4.45	264	2	↔
	2011	4.31	247	4	
Provides helpful information	2010	4.41	266	0	↔
	2011	4.27	248	3	
Communicates effectively	2010	4.36	264	2	↔
	2011	4.22	249	2	
Shows consideration & respect	2010	4.43	264	2	↔
	2011	4.30	250	1	
Demonstrates competence in their field	2010	4.40	263	3	↔
	2011	4.30	248	3	
Provides timely responses to my questions	2010	4.44	264	2	↔
	2011	4.32	249	2	
Addresses my individual payroll concerns	2010	4.44	262	4	↔
	2011	4.29	243	8	
Total	2010	4.42	266		↔
	2011	4.28	250		

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Consistent with the 2010 ratings, Payroll received its lowest 2011 rating in response to the department’s ability to communicate effectively. Though all seven overall ratings were slightly lower in 2011, when compared to 2010, the differences between years were not significant.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of the Payroll department’s services. Inspections of the charts show that satisfaction levels are generally slightly higher for more frequent users than for those who had rarely interacted with the Payroll department.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

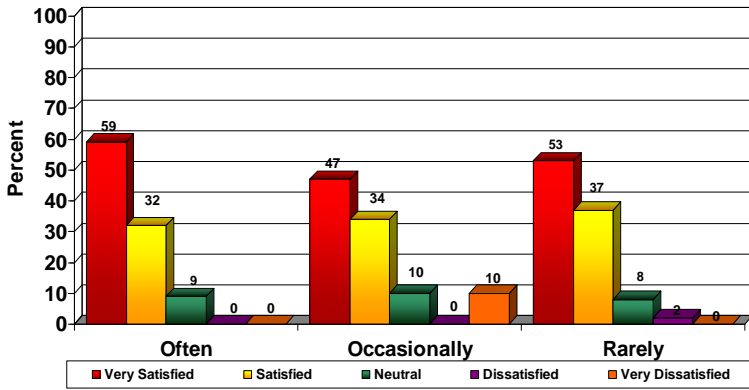


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

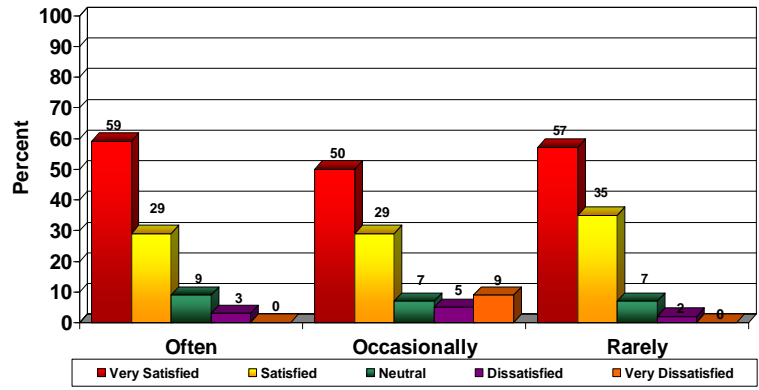


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

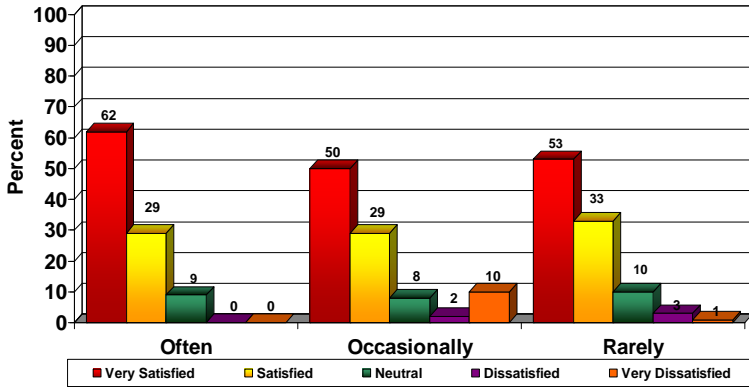


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

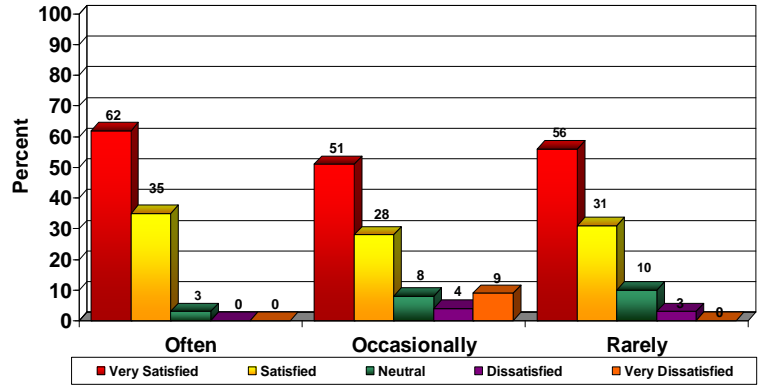


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

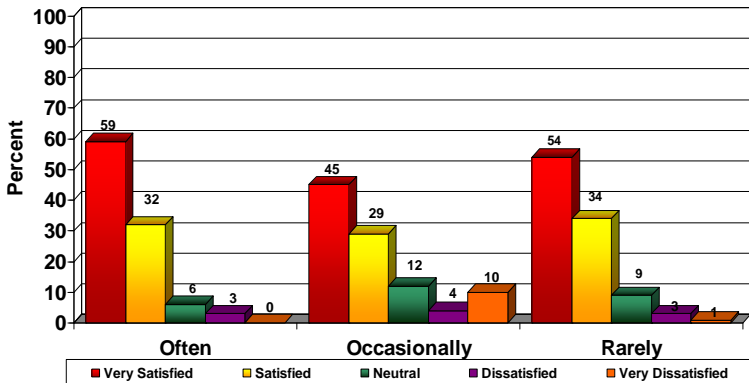


Chart 6.
Satisfaction levels with how they provide timely responses to my questions.

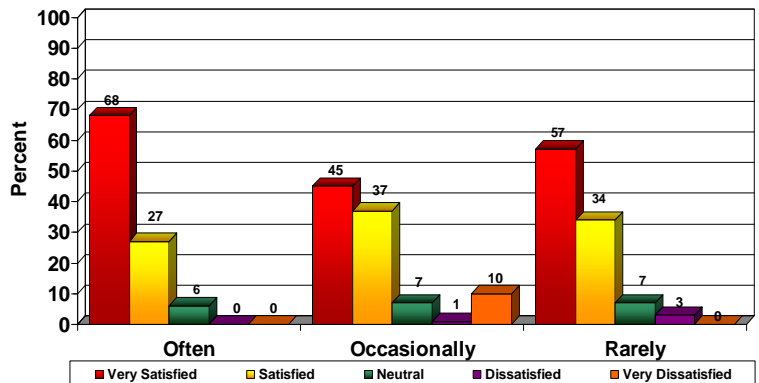
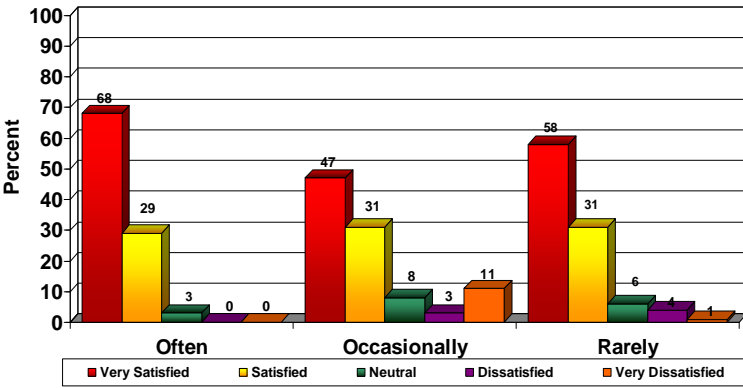


Chart 7.
Satisfaction levels with how they address my individual payroll concerns.



In general, Administrators were most satisfied and Classified were the least satisfied. Table 65 shows the mean satisfactions scores by job classification. In 2011, Administrators gave their highest ratings to, “Demonstrates competence in their field”. Faculty gave their highest ratings to, “Provides timely responses to my questions”. Classified rated, “Shows consideration & respect” higher than the other six questions. All three job classifications gave their lowest ratings to, “Communicates effectively”.

TABLE 65

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	23	4.61	150	4.43	82	4.44
	2011	21	4.43	120	4.27	86	4.38
Provides helpful information	2010	23	4.61	150	4.38	84	4.43
	2011	21	4.33	120	4.27	87	4.30
Communicates effectively	2010	23	4.57	149	4.31	83	4.39
	2011	21	4.19	121	4.24	87	4.30
Shows consideration & respect	2010	23	4.61	150	4.40	82	4.41
	2011	22	4.41	121	4.24	87	4.43
Demonstrates competence in their field	2010	23	4.57	149	4.38	82	4.40
	2011	22	4.59	121	4.29	85	4.31
Provides timely responses to my questions	2010	23	4.57	150	4.44	82	4.40
	2011	21	4.48	121	4.31	87	4.31
Addresses my individual payroll concerns	2010	22	4.68	150	4.40	82	4.45
	2011	19	4.58	121	4.29	84	4.30

Means in red font are the lowest rating(s) for the job classification.

Means in green font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Payroll department for assistance, the majority of the respondents indicated they know who to contact. As presented in Table 66, there was a significant decrease in the percentage of respondents in 2011 who indicated they know who to contact within the department.

TABLE 66

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	230	86.8	199	79.6	
No	35	13.2	51	20.4	↓
Total	265	100.0	250	100.0	

↑ Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Payroll

What Does the Department Do Well?

In total, 71 respondents provided a comment when asked what does the payroll department do well. Table 67 displays the most common themes found.

TABLE 67

What Does the Department Do Well?		
Common Themes	N	%
Staff are responsive, timely in their response, efficient	25	35
Staff provides accurate data/information/payroll	18	25
Staff are helpful	16	23
Staff are professionalism, respectful, accommodating, friendly	12	17
Staff answer questions, provide information/interpretation	11	15
Staff are knowledgeable	6	8
Singled out staff member(s) by name or position	4	6
Communication	3	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 71 responses to this question.

What Does the Department Need to Improve?

In total, 42 respondents provided a comment when asked what does the Payroll department need to improve. Table 68 displays the most common themes found.

TABLE 68

What Does the Department Need to Improve?		
Common Themes	N	%
Nothing, Not sure, Not applicable	10	24
Increase communication	8	19
Provide online access to information, new electronic systems	6	14
Increase responsiveness to questions	6	14
Improve accuracy of accounting/calculations	5	12
Customer service/people skills	3	7
Knowing who to contact	2	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 42 responses to this question.

Purchasing, Contracts & Warehouse

Table 69 below presents the results of the question that asks how often respondents interacted with the Purchasing, Contracts & Warehouse. The majority of 2010 and 2011 survey respondents had “Never” or “Rarely” interacted with the office. As indicated in the table, responses from 2010 and 2011 were significantly different.

TABLE 69

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	56	19.4	51	17.3	↔
Occasionally	66	22.9	64	21.8	↔
Rarely	58	20.1	43	14.6	↔
Never	108	37.5	136	46.3	↔
Total	288	100.0	294	100.0	

- ↑ = Significant increase between 2010 and 2011
- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

Table 70 displays the mean scores that reflect respondents’ satisfaction ratings for the Purchasing, Contracts & Warehouse for the 2010 and 2011 survey administrations. All of the overall ratings for the Purchasing, Contracts & Warehouse were just below or above 4.0 indicating general satisfaction. As in 2010, the office’s highest overall 2011 rating was in regards to its ability to handling deliveries efficiently.

- ↑ = Significant increase between 2010 and 2011

TABLE 70

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Provides helpful information	2011	3.99	156	2	↔
	2010	4.06	178	2	
Communicates effectively	2011	4.10	155	3	↔
	2010	3.97	179	1	
Shows consideration & respect	2011	4.05	155	3	↔
	2010	4.16	179	1	
Demonstrates competence in their field	2011	4.18	157	1	↔
	2010	4.11	174	6	
Handle my deliveries efficiently	2011	4.15	156	2	↔
	2010	4.25	172	8	
Provide appropriate assistance with contracts	2011	4.22	153	5	↔
	2010	4.06	158	22	
Provide appropriate assistance regarding the electronic requisition system	2011	4.05	140	18	↔
	2010	4.10	150	30	
Total	2010	4.16	251		↔
	2011	4.13	200		

- ↓ = Significant decrease between 2010 and 2011
- ↔ = Difference between 2010 and 2011 is not significant

The Purchasing, Contracts & Warehouse office received its lowest 2011 rating in response to the department’s ability to handle requests efficiently. As indicated in Table 70, there were no significant differences between years in any of the eight areas.

The following eight charts display the 2011 distribution of satisfaction ratings by frequency of use of Purchasing, Contracts & Warehouse services. Inspections of the charts show that satisfaction levels are generally consistent for all three levels of interaction. Respondents that indicated “occasional” use of services were slightly less satisfied than respondents who indicated they often or rarely interacted with the Purchasing, Contracts & Warehouse.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

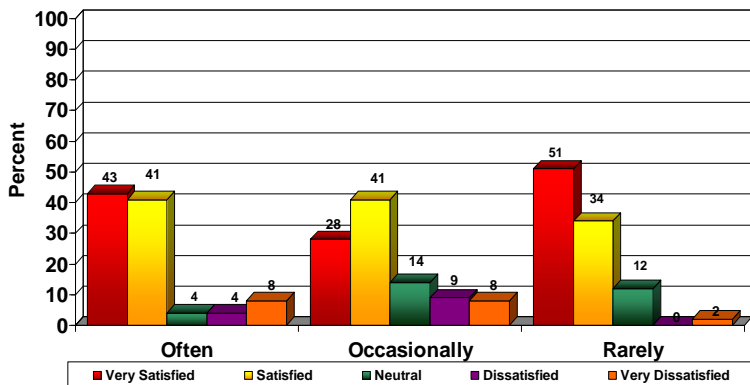


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

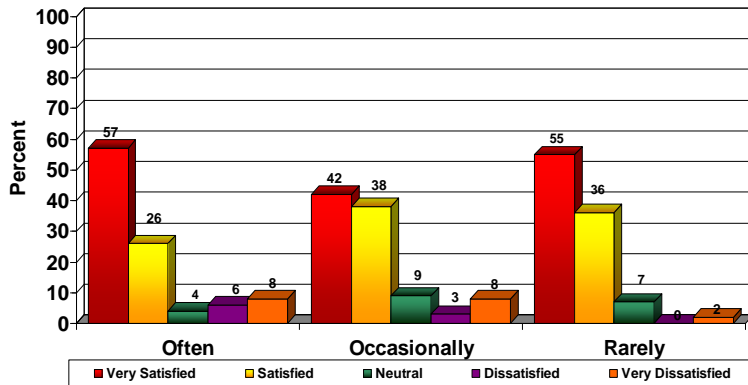


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

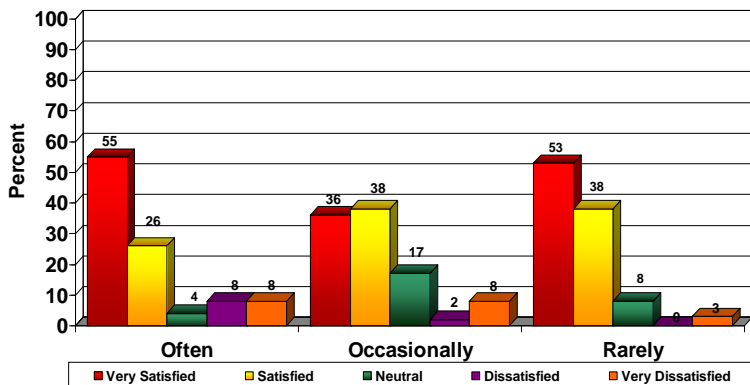


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

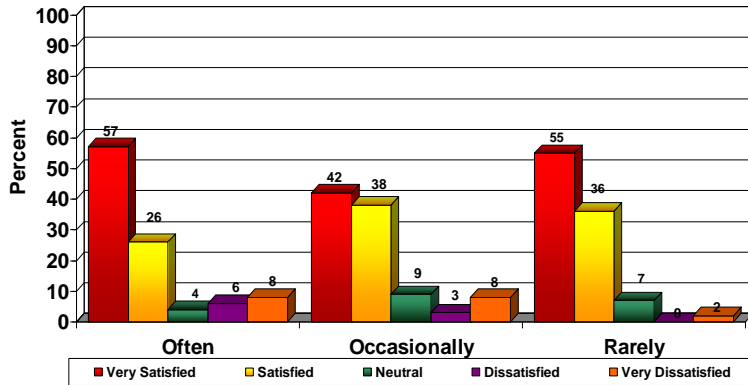


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

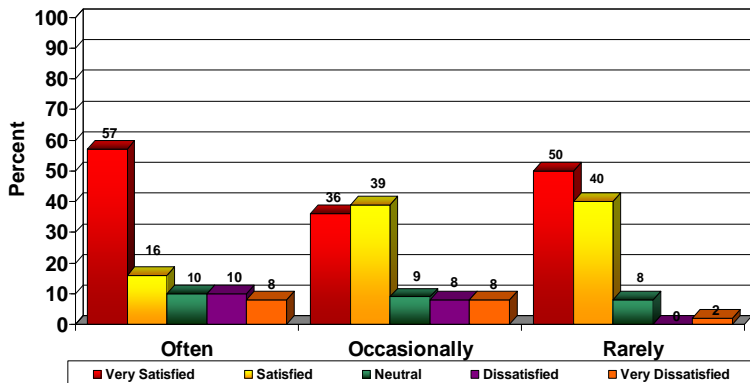


Chart 6.
Satisfaction levels with how they handle my deliveries efficiently.

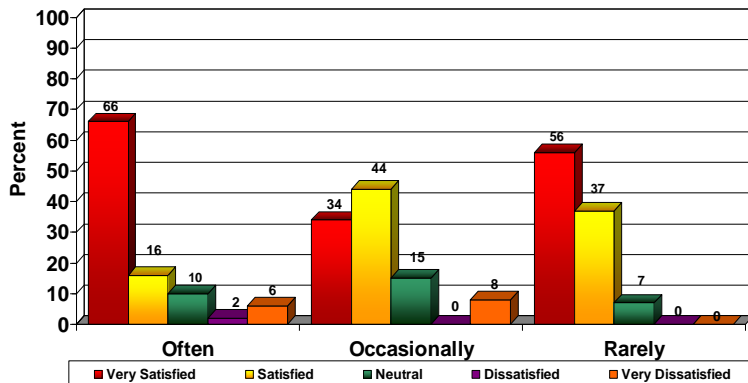


Chart 7.
Satisfaction levels with how they provide appropriate assistance with contracts.

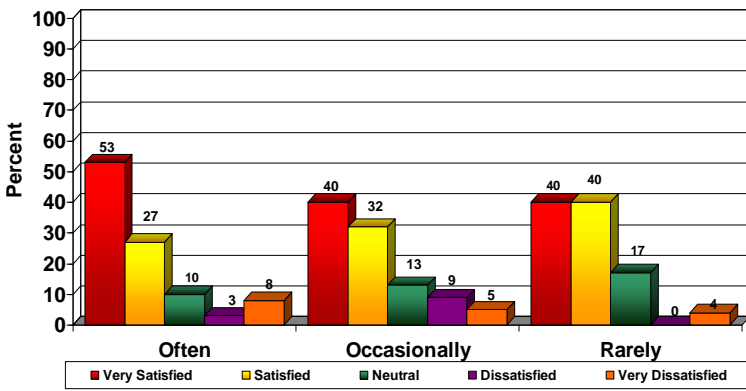
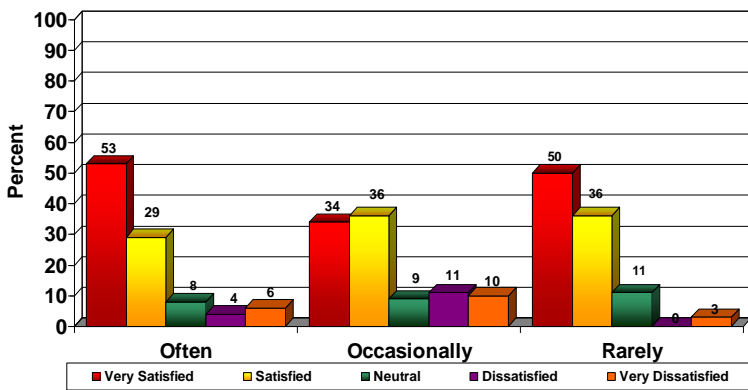


Chart 7.
Satisfaction levels with how they provide appropriate assistance with contracts.



In general, Administrators were most satisfied and Faculty were the least satisfied. Table 71 shows the mean satisfactions scores by job classification. In 2011, Administrators gave their highest ratings to, “Shows consideration & respect”. Administrators and Classified gave their lowest ratings to, “Handles my requests efficiently”. Classifieds were most satisfied with how deliveries are handled. Faculty gave their highest ratings to, “Provides helpful information”, “Shows consideration & respect”, and “Handle my deliveries efficiently”. Faculty gave their lowest rating to, “Provide appropriate assistance with contracts”.

TABLE 71

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	23	4.22	113	4.06	36	3.53
	2011	22	4.09	91	4.03	30	3.87
Provides helpful information	2010	23	4.13	112	4.13	37	3.81
	2011	22	4.14	91	4.19	29	3.97
Communicates effectively	2010	23	4.04	113	4.04	37	3.70
	2011	22	4.18	91	4.16	29	3.86
Shows consideration & respect	2010	23	4.17	113	4.24	37	3.92
	2011	22	4.41	92	4.25	30	3.97
Demonstrates competence in their field	2010	23	4.26	111	4.20	34	3.76
	2011	22	4.23	91	4.26	30	3.93
Handle my deliveries efficiently	2010	23	4.13	108	4.34	35	4.00
	2011	21	4.33	90	4.31	29	3.97
Provide appropriate assistance with contracts	2010	22	4.14	98	4.20	32	3.63
	2011	20	4.25	86	4.13	21	3.71
Provide appropriate assistance regarding the electronic requisition system	2010	20	4.35	96	4.18	28	3.64
	2011	16	4.31	87	4.20	24	3.83

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Purchasing, Contracts & Warehouse for assistance, the majority of the respondents indicated they know who to contact. Inspection of However, as presented in Table 72, there was a significant decrease in the percentage of respondents in 2011 who indicated they know who to contact within the department.

TABLE 72

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	158	88.3	131	83.4	↔
No	21	11.7	26	16.6	
Total	179	100.0	157	100.0	

↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Purchasing, Contracts & Warehouse

What Does the Department Do Well?

In total, 43 respondents provided a comment when asked what does Purchasing Contracts & Warehouse do well. Table 73 displays the most common themes found.

TABLE 73

What Does the Department Do Well?		
Common Themes	N	%
Staff are helpful, solve problems	14	33
Staff are professional, respectful, considerate, friendly	10	23
Staff are responsive, timely in their response, answer questions, solve problems	10	23
Deliveries	7	16
Singled out staff member(s) by name or position	7	16
Communication (e.g., answering phones and emails)	3	7
Training, Professional development	2	5
Processing requests, PRs, contracts	2	5

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 43 responses to this question.

What Does the Department Need to Improve?

In total, 47 respondents provided a comment when asked what does Purchasing Contracts & Warehouse need to improve. Table 74 displays the most common themes found.

TABLE 74

What Does the Department Need to Improve?		
Common Themes	N	%
More timely processing of PRs, contracts, deliveries	21	45
Better communication, no notifications regarding status of requests, lack of follow-up	9	19
Singled out staff member(s) by name or position	8	17
Professionalism, respectful, friendly	4	9
Training, professional development	4	9
Nothing, not applicable	2	4
Helpfulness	2	4

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 47 responses to this question.

Research, Planning & Institutional Effectiveness

Table 75 below presents the results of the question that asks how often respondents interacted with Research, Planning & Institutional Effectiveness. The majority of 2010 and 2011 survey respondents had “Never” interacted with the office. As indicated in the table, responses from 2010 and 2011 were not significantly different.

TABLE 75

How Often Do You Utilize by Year					
Response	2010		2011		Dif.
	N	%	N	%	
Often	8	2.7	12	4.1	↔
Occasionally	30	10.1	30	10.1	↔
Rarely	75	25.3	64	21.6	↔
Never	184	62.0	190	64.2	↔
Total	297	100.0	296	100.0	

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

Table 76 displays the mean scores that reflect respondents’ satisfaction ratings for the Research, Planning & Institutional Effectiveness office for the 2010 and 2011 survey administrations.

All of the overall ratings for the Research, Planning & Institutional Effectiveness were just below or slightly above 4.0 indicating general satisfaction. The office’s highest overall 2011 rating was in regards to its ability to, “Presents data in a useful format”.

TABLE 76

Overall Satisfaction Ratings by Year					
Question	Year	X	N	Don't Know /NA	Dif.
Handles my requests efficiently	2010	3.77	101	10	↔
	2011	3.84	98	8	
Provides helpful information	2010	3.82	107	4	↔
	2011	4.13	98	8	
Communicates effectively	2010	3.92	107	4	↔
	2011	4.05	99	7	
Shows consideration & respect	2010	4.15	105	6	↔
	2011	4.16	99	7	
Demonstrates competence in their field	2010	4.01	104	7	↔
	2011	4.23	97	9	
Presents data in a useful format	2010	3.97	102	9	↔
	2011	4.18	99	7	
Provides useful workshops and training	2010	3.59	90	21	↔
	2011	3.89	85	21	
Total	2010	3.90	109		↑
	2011	4.07	101		

↑ = Significant increase between 2010 and 2011
 ↓ = Significant decrease between 2010 and 2011
 ↔ = Difference between 2010 and 2011 is not significant

The Research, Planning & Institutional Effectiveness office received its lowest 2011 rating in response to the department’s ability to handle requests efficiently. All seven areas were rated higher in 2011, when compared to 2010. As shown in Table 76, when ratings from all seven areas were combined and compared by year, there was significant increase in overall satisfaction of 2011 respondents.

The following seven charts display the 2011 distribution of satisfaction ratings by frequency of use of Research, Planning & Institutional Effectiveness’ services. Inspection of the charts shows that satisfaction levels are generally higher for more frequent users than for those who indicated they occasionally or rarely interacted with the Research, Planning & Institutional Effectiveness.

Chart 1.
Satisfaction levels with how they handle my requests efficiently by frequency of use.

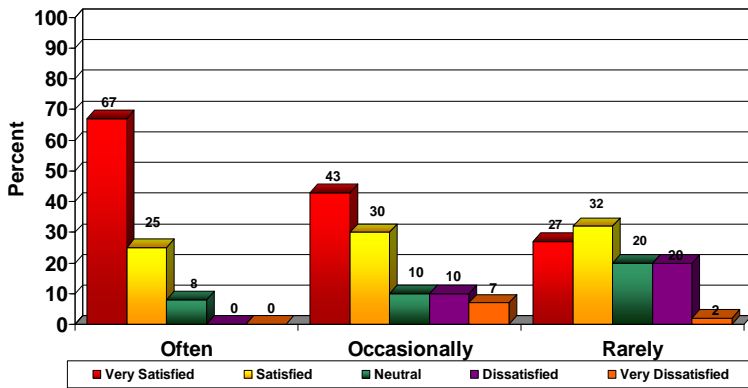


Chart 4.
Satisfaction levels with how they show consideration and respect by frequency of use.

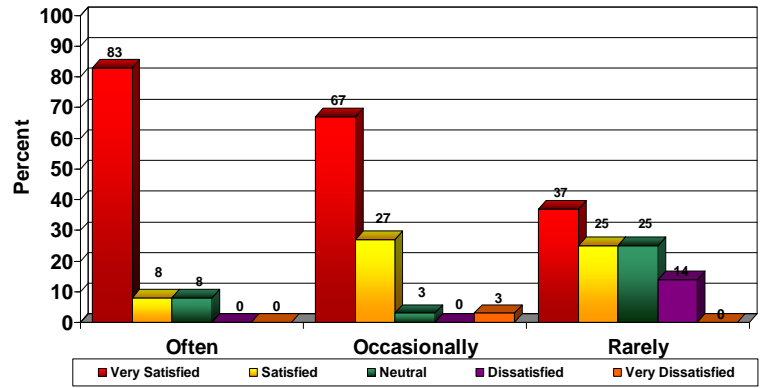


Chart 2.
Satisfaction levels with how they provide helpful information by frequency of use.

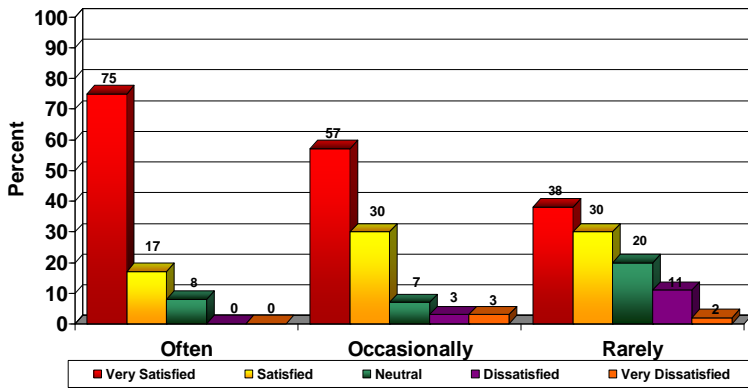


Chart 5.
Satisfaction levels with how they demonstrate competence in their field by frequency of use.

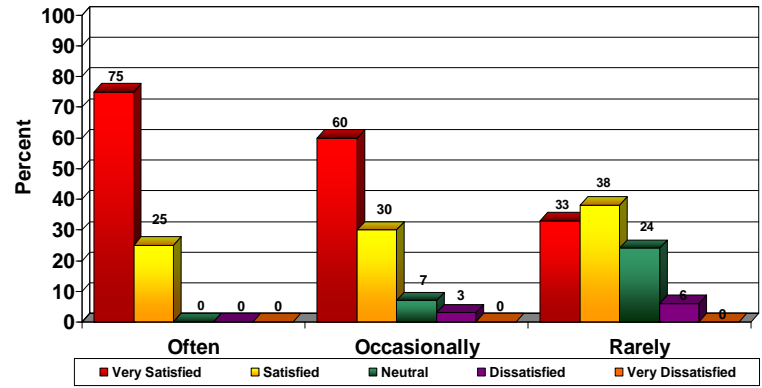


Chart 3.
Satisfaction levels with how they communicate effectively by frequency of use.

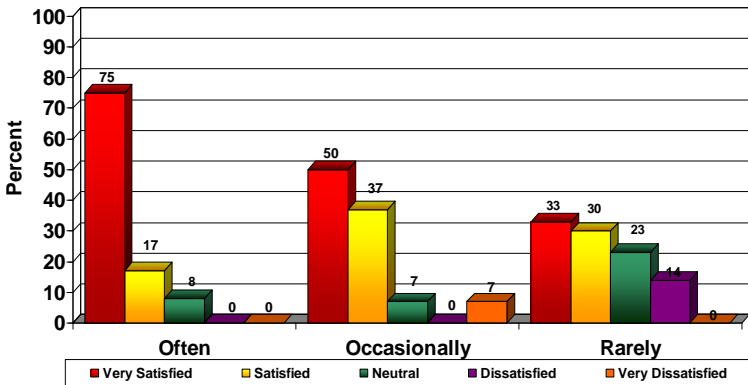


Chart 6.
Satisfaction levels with how they attend to my requests on the initial contact by frequency of use.

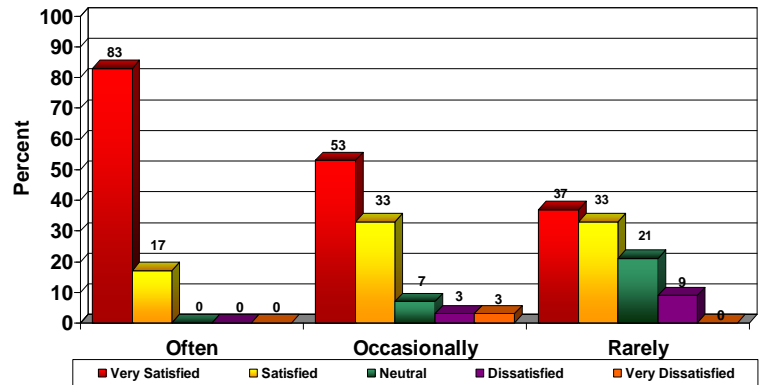
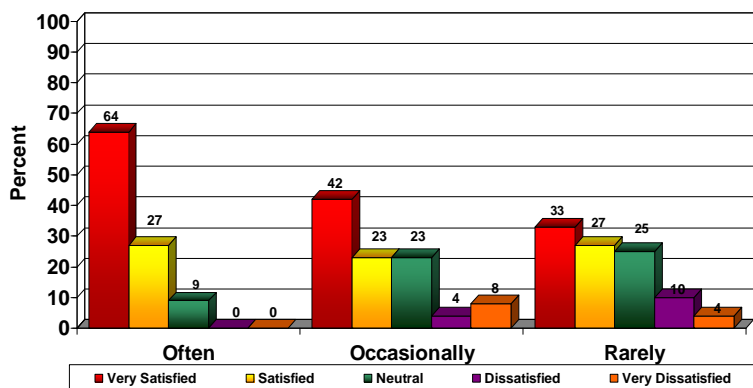


Chart 7.
Satisfaction levels with how they provide useful workshops and training.



In general, Administrators were most satisfied and Faculty were the least satisfied. Table 77 shows the mean satisfactions scores by job classification. In 2011, Administrators, gave their highest ratings to, “Shows consideration & respect”, “Demonstrates competence in their field” and “Presents data in a useful format”. Classified gave their highest ratings to, “Demonstrates competence in their field”. Faculty rated, “Presents data in a useful format” higher than the other six areas. Administrators and Classified gave their lowest ratings to, “Provides useful workshops and training”. Faculty gave their lowest ratings to, “Handles my requests efficiently”.

TABLE 77

Overall Satisfaction Ratings by Job Classification and Year

Question	Year	Admin		Classified		Faculty	
		N	X	N	X	N	X
Handles my requests efficiently	2010	18	3.94	32	3.94	45	3.53
	2011	19	4.47	33	3.79	35	3.40
Provides helpful information	2010	20	4.15	32	3.91	49	3.59
	2011	19	4.58	32	4.06	36	3.92
Communicates effectively	2010	20	4.05	33	4.06	48	3.73
	2011	19	4.47	32	4.03	37	3.76
Shows consideration & respect	2010	20	4.20	33	4.27	46	4.04
	2011	19	4.63	32	4.16	37	3.84
Demonstrates competence in their field	2010	20	4.20	31	4.19	47	3.77
	2011	19	4.63	32	4.25	35	3.91
Presents data in a useful format	2010	19	4.16	30	4.10	47	3.79
	2011	19	4.63	32	4.13	37	3.95
Provides useful workshops and training	2010	20	3.95	25	3.80	40	3.25
	2011	17	4.29	26	3.73	31	3.68

Means in **red** font are the lowest rating(s) for the job classification.

Means in **green** font are the highest rating(s) for the job classification.

When asked if they knew who to contact in the Research, Planning & Institutional Effectiveness for assistance, the majority of the respondents indicated they know who to contact. As presented in Table 78, there was no significant difference between the percentage of respondents in 2010 and 2011 who indicated they know who to contact within the department.

TABLE 78

I Know Who to Contact by Year

Response	2010		2011		Dif.
	N	%	N	%	
Yes	87	77.7	84	79.2	↔
No	25	22.3	22	20.8	
Total	112	100.0	106	100.0	

↑ = Significant increase between 2010 and 2011

↓ = Significant decrease between 2010 and 2011

↔ = Difference between 2010 and 2011 is not significant

Open-Ended Comments Summary for Research, Planning & Institutional Effectiveness

What Does the Department Do Well?

In total, 35 respondents provided a comment when asked what does Research, Planning & Institutional Effectiveness do well. Table 79 displays the most common themes found.

TABLE 79

What Does the Department Do Well?		
Common Themes	N	%
Staff provide accurate/useful data/information/reports/workshops	16	46
Singled out staff member(s) by name or position	5	14
Staff are responsive, timely, follow through	4	11
Staff are helpful	4	11
Communication	3	9
Staff are professional, respectful, courteous, friendly	2	6
Collecting information	2	6
Staff are knowledgeable	2	6

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 35 responses to this question.

What Does the Department Need to Improve?

In total, 27 respondents provided a comment when asked what does Research, Planning & Institutional Effectiveness need to improve. Table 80 displays the most common themes found.

TABLE 80

What Does the Department Need to Improve?		
Common Themes	N	%
Provide information/data in a more timely manner	7	26
Increase staffing	4	15
Increased visibility to other departments/campus	4	15
Data and research access, request process	3	11
Nothing, not sure, not applicable, don't know	3	11
Increased communication (e.g., online, Research Briefs)	3	11
Training, Professional development	2	7
Usefulness of data/reports	2	7

Note: Because comments can contain one or more themes, the percentage may not total to 100. Percentages are based on 27 responses to this question.



APPENDIX A.
DISTRICT SERVICES SATISFACTION SURVEY (Fall 2011)



District Services Satisfaction Survey (2011)

Page 1

Thank you for your responses to last year's District Services survey. We have implemented many of your suggestions.

In our commitment to continuous improvement, the District Services Planning & Budget Committee would appreciate your response to this survey.

Completion of the survey will give you the opportunity to express your observations regarding this past year. Individual responses are confidential and will be compiled and considered in total. Completion of the District Services survey should take about 15 to 20 minutes.

Thank you – we appreciate your feedback.



District Services Satisfaction Survey (2011)

Page 2

Accounting

- Deposits/AR invoicing
- Quick \$ requests, travel advances, check requests
- Mileage & travel claims
- Invoice payments
- Financial Aid/Scholarship & Loan disbursements
- Refunds
- Financial services support for ASCC & OH
- Oversight of student Payment Plan & sponsorships
- Trust Fund and Special Revenue accounts

1. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Accounting

2. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attends to my requests on the initial contact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps when I need to know the status of a payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 4

Accounting

3. I know who to contact in this department.*

Yes

No

4. What do we do well?

5. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 5

Chancellor & Governing Board (C&GB) Office

- Supports Governing Board as policy-maker and community representative
 - Resource to Governing Board
 - Resource to internal and external communities
 - Governing Board meetings
 - District Board Policies and Administrative Procedures
 - Custodian of legal records
-

6. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

Page 7

Chancellor & Governing Board (C&GB) Office

8. I know who to contact in this department.*

Yes

No

9. What do we do well?

10. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 8

District Public Safety & Parking Services

- Safety & security
 - Parking services
 - Emergency response
-

11. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

District Public Safety & Parking Services

12. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responds in a timely fashion to service requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides effective police presence when requested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

District Public Safety & Parking Services

13. I know who to contact in this department.*

Yes

No

14. What do we do well?

15. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 11

Employee & Labor Relations

- Training & development
 - ADA accommodations
 - Employment concerns/questions
 - Compliance/implementation of labor contracts
-

16. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

Employee & Labor Relations

17. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides adequate information about my labor contracts or handbooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides appropriate faculty and staff training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 13

Employee & Labor Relations

18. I know who to contact in this department.*

Yes

No

19. What do we do well?

20. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 14

Employment Services & Benefits

- Recruitment
- Employee health benefits
- Workers' compensation
- Exit processing

21. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Employment Services & Benefits

22. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides adequate leadership for hiring processes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides adequate information about health benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 16

Employment Services & Benefits

23. I know who to contact in this department.*

Yes

No

24. What do we do well?

25. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 17

Information Systems (IS)

(Information Systems at x7547 **does not include** *College Instructional Computing Services* at x7742(GC) or x4395(CC))

- Instructional support including Blackboard, web, student email, etc.
- Administrative systems including Colleague, IFAS, financial aid system, and library system.
- Technology infrastructure including email, network/internet, computer support, telephone, etc.

26. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Information Systems (IS)

27. Please indicate your level of satisfaction with how IS: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reliable systems and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers adequate user support during business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.

District Services Satisfaction Survey (2011)

Information Systems (IS)

28. With regards to the IS Help Desk (x7547), please indicate your level of satisfaction with how IS: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reliable systems and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers adequate user support during business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.

District Services Satisfaction Survey (2011)

Information Systems (IS)

29. With regards to ***hardware and software installation/repair***, please indicate your level of satisfaction with how IS: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reliable systems and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers adequate user support during business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.

District Services Satisfaction Survey (2011)

Information Systems (IS)

30. With regards to ***Administrative Systems (Colleague, IFAS, financial aid system, and library system, etc.)***, please indicate your level of satisfaction with how IS: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reliable systems and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offers adequate user support during business hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 22

Information Systems (IS)

31. I know who to contact in this department.*

Yes

No

32. What do we do well?

33. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Institutional Research

- District (GC, CC, District Services) research requests and coordination
- Student outcomes
- Survey tools
- Institutional effectiveness

34. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Institutional Research

35. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presents data in a useful format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides useful workshops and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Institutional Research

36. I know who to contact in this department.*

Yes

No

37. What do we do well?

38. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Payroll

- Payroll disbursements
- Leave balance inquiries
- Payroll questions
- Timesheets, notices of absences
- Hire letters and hire forms

39. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Payroll

40. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides timely responses to my questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addresses my individual payroll concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Payroll

41. I know who to contact in this department.*

Yes

No

42. What do we do well?

43. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 29

Purchasing, Contracts & Warehouse

- Procurement of supplies, equipment and services
- Donations
- Contracts
- Procurement Cards
- Online office supply Orders
- Receiving/Deliveries
- Disposal of Surplus Property

44. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Purchasing, Contracts & Warehouse

45. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handles my deliveries efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides appropriate assistance with contracts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides appropriate assistance regarding the electronic requisition system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Purchasing, Contracts & Warehouse

46. I know who to contact in this department.*

Yes

No

47. What do we do well?

48. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 32

Facilities Planning & Development/ Electrical-Electronic Maintenance

- Planning and design of facilities
- Procuring State funding
- Long term facilities planning
- Construction Management of new and remodeled buildings
- Coordinate/direct design and engineering professionals
- Develop design standards for the District
- Repair and maintenance for electrical and building electronic systems

49. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

Facilities Planning & Development/ Electrical-Electronic Maintenance

50. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances the quality of campus life through new and improved facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enhances teaching environments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 34


Facilities Planning & Development/ Electrical-Electronic Maintenance

51. I know who to contact in this department.*


Yes

No

52. What do we do well?



53. What do we need to improve?



* = Response required.



District Services Satisfaction Survey (2011)

Page 35

Budget & Fiscal Services

- Budget development and oversight
- Budget and expense transfers
- Oversight of grants and reports
- Operating procedures
- Budget calendar
- FTES reporting
- Year-end closing and financial statements by fund
- Audit coordination
- Oversight of Prop R funds

54. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.

District Services Satisfaction Survey (2011)

Budget & Fiscal Services

55. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates budget status and timelines effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responds effectively to paperwork status requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Budget & Fiscal Services

56. I know who to contact in this department.*

Yes

No

57. What do we do well?

58. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 38

Government Relations & Public Information

- District internal and external communications and media contact
- District government relations program
- Promote District (faculty, staff, students, programs & policies) through the media
- Legislative advocacy
- Major District events

59. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

Government Relations & Public Information

60. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides timely information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides opportunities for involvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Government Relations & Public Information

61. I know who to contact in this department.*

- Yes
- No

62. What do we do well?

63. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

GCCCD Auxiliary

- Supports grants
- Hires staff for grant-funded projects
- Business services for District and college grants

64. How often do you utilize services from this department?*

- Never (skip to next section)
- Rarely (1-2 times per semester)
- Occasionally (monthly)
- Often (weekly or more)

* = Response required.



District Services Satisfaction Survey (2011)

GCCCD Auxiliary

65. Please indicate your level of satisfaction with how this department: *

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know or N/A
Handles my requests efficiently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicates effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shows consideration & respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrates competence in their field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides helpful services to implement grants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responds effectively to requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* = Response required.



District Services Satisfaction Survey (2011)

Page 43

GCCCD Auxiliary

66. I know who to contact in this department.*

Yes

No

67. What do we do well?

68. What do we need to improve?

* = Response required.



District Services Satisfaction Survey (2011)

Page 44

Job Category

69. Please provide us with your job category:

- Administrator
- Classified
- Faculty

