DISTRICT SERVICES SATISFACTION SURVEY

A Comparison Between 2013, 2015, 2017, and 2019 Administrations

Results Summary

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INTRODUCTION

A total of 460 completed responses to the District Services Satisfaction Survey were received in Spring 2019, representing a 33% increase in the number of returned surveys compared to the previous administration in Spring 2017. The questionnaire asked respondents for their feedback regarding eleven District departments:

- Accounting
- Budget and Administrative Services
- Campus and Parking Services
- Chancellor and Governing Board Office
- Facilities Planning, Development, and Electronic Maintenance
- Human Resources
- Information Technology
- Marketing and Communications
- Payroll
- Purchasing, Contracts, and Warehouse
- Research, Planning, and Institutional Effectiveness
- Office of Student and Institutional Success

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

- Strongly satisfied (5)
- Somewhat Satisfied (4)
- Neither dissatisfied nor satisfied (3)
- Somewhat dissatisfied (2)
- Strongly dissatisfied (1)

This report presents the overall average ("mean") score for each survey item based on the above scale. In addition, these ratings are disaggregated and presented by job category.

Respondents who indicated no interaction with a department, along with "Don't Know / NA" and skipped responses were excluded from mean score calculations.

Faculty members were the most represented group in 2019, comprising slightly less than half of the respondents. Administrators represented the smallest group of respondents.

Respondents' Job Category		
	2019	
Job Category	**N**	**%**
Administrators	27	5.9
Classified	210	45.7
Faculty	223	48.5
Total	**460**	**100.0**

2019 Results Overview

For 2019, the mean rating across all departments on all items was 4.1, slightly above a "somewhat satisfied" rating (the equivalent of a 4.0 on the five-point scale). In general, Administrators were most satisfied with departmental processes, followed by Classified Staff, then Faculty.

The Departmental Comparison table on page 4 shows results from ratings of the five common items across all eleven departments. The overall ratings across departments was above 4.0 on all five items. As seen in previous survey iterations, respondents' highest ratings for most departments were given for showing consideration and respect, followed by demonstrating competence.

Departmental Comparison Across Five Common Items

Department	Handles my requests efficiently				Provides helpful information				Communicates effectively				Shows consideration and respect				Demonstrates competence in their field			
	2013	2015	2017	2019	2013	2015	2017	2019	2013	2015	2017	2019	2013	2015	2017	2019	2013	2015	2017	2019
Accounting	4.25	4.32	4.04	3.96	4.32	4.29	4.05	3.88	4.18	4.23	3.91	3.88	4.37	4.43	4.36	4.06	4.33	4.41	4.26	4.02
Budget and Administrative Services	4.26	3.78	3.91	3.82	4.27	3.79	3.84	3.83	4.12	3.72	3.72	3.77	4.33	4.01	4.01	3.96	4.29	3.85	4.03	3.91
Campus and Parking Services	N/A	4.16	4.38	4.27	N/A	4.15	4.31	4.24	N/A	4.04	4.28	4.18	N/A	4.26	4.39	4.24	N/A	4.11	4.37	4.27
Chancellor and Governing Board Office	4.16	4.01	4.16	3.81	4.21	4.03	4.16	3.85	4.18	3.99	4.08	3.84	4.30	4.11	4.16	3.80	4.26	4.09	4.16	3.86
Facilities Planning, Development, and Maintenance	4.23	4.02	4.01	3.87	4.26	4.09	4.19	3.93	4.19	4.10	3.97	3.89	4.38	4.19	4.23	4.08	4.32	4.09	4.23	4.06
Human Resources	4.12	3.93	3.74	3.96	4.23	4.02	3.82	4.06	4.07	3.88	3.63	3.94	4.31	4.07	3.92	4.10	N/A	N/A	N/A	N/A
Information Technology	3.75	3.76	3.88	4.14	3.89	3.90	4.00	4.19	3.80	3.72	3.86	4.01	3.94	3.90	4.13	4.27	4.01	4.02	4.12	4.27
Marketing and Communications	4.22	4.07	3.99	3.94	4.26	4.10	4.02	3.91	4.20	4.04	4.06	3.88	4.33	4.21	4.35	4.19	4.19	4.24	4.11	3.95
Payroll	4.55	4.65	4.43	4.23	4.58	4.63	4.41	4.24	4.52	4.55	4.37	4.19	4.55	4.69	4.50	4.29	4.60	4.66	4.41	4.32
Purchasing, Contracts, and Warehouse	3.96	3.83	3.90	4.04	4.06	3.87	3.95	4.05	3.93	3.76	3.81	3.94	4.10	3.91	3.99	4.07	4.17	4.10	4.11	4.16
Research, Planning, and Institutional Effectiveness	3.89	3.93	4.02	3.57	4.10	4.13	4.10	3.64	3.98	4.08	4.02	3.59	4.13	4.37	4.35	3.86	4.24	4.33	4.29	3.91
Office of Student and Institutional Success	N/A	N/A	N/A	3.73	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.77	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3.79
Overall	**4.02**	**4.14**	**4.04**	**4.04**	**4.08**	**4.22**	**4.09**	**4.08**	**4.03**	**4.12**	**4.01**	**3.97**	**4.15**	**4.27**	**4.20**	**4.22**	**4.12**	**4.27**	**4.19**	**4.21**

How familiar are you with the services provided by the Accounting Department?

	2019	
Response	N	%
Extremely familiar	43	9.3
Moderately familiar	84	18.3
Somewhat familiar	114	24.8
Slightly familiar	105	22.8
Not at all familiar	87	18.9
Don't know - N/A	27	5.9
Total	**460**	**100.0**

I know who to contact in this department.

	2019	
Response	N	%
Yes	174	37.8
No	213	46.3
Don't know - N/A	73	15.9
Total	**460**	**100.0**

How often do you utilize services from this department?

	2019	
Response	N	%
Often (weekly or more)	35	7.6
Occasionally (monthly)	85	18.5
Rarely (1-2 times per semester)	140	30.4
Never (skip to next section)	200	43.5
Total	**460**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

	2019	
Response	N	%
Strongly agree	85	39.4
Somewhat agree	97	44.9
Somewhat disagree	23	10.6
Strongly disagree	11	5.1
Total	**216**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.25	213	16
	2015	4.32	165	12
	2017	4.04	188	12
	2019	3.96	235	25
Provides helpful information	2013	4.32	206	23
	2015	4.29	159	18
	2017	4.05	185	15
	2019	3.88	232	28
Communicates effectively	2013	4.18	208	21
	2015	4.23	160	17
	2017	3.91	187	13
	2019	3.88	237	23
Shows consideration & respect	2013	4.37	209	20
	2015	4.43	159	18
	2017	4.36	184	15
	2019	4.06	234	26
Demonstrates competence in their field	2013	4.33	203	26
	2015	4.41	153	24
	2017	4.26	182	17
	2019	4.02	234	26
Attends to my requests on the initial contact	2013	4.26	207	22
	2015	4.36	159	18
	2017	4.03	181	18
	2019	3.92	234	26
Helps when I need to know the status of a payment	2013	4.30	191	38
	2015	4.40	146	31
	2017	4.13	176	23
	2019	4.02	220	40
Total Average Rating	2013	4.29		
	2015	4.35		
	2017	4.11		
	2019	3.96		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	19	4.16	134	4.16	82	3.59
Provides helpful information	20	4.00	133	4.08	79	3.53
Communicates effectively	21	3.81	135	4.05	81	3.62
Shows consideration & respect	22	3.95	134	4.31	78	3.67
Demonstrates competence in their field	20	4.10	134	4.21	80	3.69
Attends to my requests on the initial contact	21	4.10	133	4.15	80	3.49
Helps when I need to know the status of a payment	19	4.00	128	4.20	73	3.73
Total Average Rating		**4.01**		**4.16**		**3.61**

How familiar are you with the services provided by Budget and Administrative Services?

Response	2019 N	2019 %
Extremely familiar	29	6.6
Moderately familiar	46	10.4
Somewhat familiar	74	16.8
Slightly familiar	86	19.5
Not at all familiar	158	35.8
Don't know - N/A	48	10.9
Total	**441**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	113	25.6
No	231	52.4
Don't know - N/A	97	22.0
Total	**441**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	22	5.0
Occasionally (monthly)	40	9.1
Rarely (1-2 times per semester)	74	16.8
Never (skip to next section)	305	69.1
Total	**441**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	39	37.1
Somewhat agree	43	41
Somewhat disagree	16	15.2
Strongly disagree	7	6.7
Total	**105**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.26	121	6
	2015	3.78	86	7
	2017	3.91	96	7
	2019	3.82	113	21
Provides helpful information	2013	4.27	123	4
	2015	3.79	86	7
	2017	3.84	99	4
	2019	3.83	115	19
Communicates effectively	2013	4.12	124	3
	2015	3.72	86	7
	2017	3.72	99	4
	2019	3.77	113	21
Shows consideration & respect	2013	4.33	123	4
	2015	4.01	84	9
	2017	4.01	96	7
	2019	3.96	108	26
Demonstrates competence in their field	2013	4.29	120	7
	2015	3.85	82	11
	2017	4.03	99	4
	2019	3.91	113	21
Communicates budget status and timelines effective	2013	4.19	122	5
	2015	3.59	85	8
	2017	3.71	99	4
	2019	3.68	111	23
Responds effectively to paperwork status requests	2013	4.13	119	8
	2015	3.59	83	10
	2017	3.63	93	10
	2019	3.75	106	28
Total Average Rating	2013	4.23		
	2015	3.76		
	2017	3.84		
	2019	3.82		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	16	3.88	71	3.99	26	3.35
Provides helpful information	16	3.88	71	4.07	28	3.21
Communicates effectively	16	3.81	70	3.96	27	3.26
Shows consideration & respect	15	4.07	68	4.15	25	3.40
Demonstrates competence in their field	15	3.93	71	4.13	27	3.33
Communicates budget status and timelines effective	16	3.75	68	3.87	27	3.19
Responds effectively to paperwork status requests	14	4.07	66	3.91	26	3.15
Total Average Rating		**3.91**		**4.01**		**3.27**

How familiar are you with the services provided by Campus and Parking Services?

Response	2019 N	2019 %
Extremely familiar	120	27.6
Moderately familiar	151	34.7
Somewhat familiar	105	24.1
Slightly familiar	47	10.8
Not at all familiar	8	1.9
Don't know - N/A	4	0.9
Total	**435**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	319	73.3
No	104	23.9
Don't know - N/A	12	2.8
Total	**435**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	42	9.7
Occasionally (monthly)	119	27.4
Rarely (1-2 times per semester)	217	49.9
Never (skip to next section)	57	13.1
Total	**435**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	198	55.3
Somewhat agree	109	30.4
Somewhat disagree	23	6.4
Strongly disagree	28	7.8
Total	**358**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2015	4.16	198	20
	2017	4.38	238	8
	2019	4.27	364	14
Provides helpful information	2015	4.15	194	24
	2017	4.31	233	13
	2019	4.24	355	23
Communicates effectively	2015	4.04	201	17
	2017	4.28	234	12
	2019	4.18	362	16
Shows consideration & respect	2015	4.26	204	14
	2017	4.39	236	10
	2019	4.24	361	17
Demonstrates competence in their field	2015	4.11	198	20
	2017	4.37	231	15
	2019	4.27	354	24
Responds in a timely fashion to service requests	2015	4.04	197	21
	2017	4.20	235	11
	2019	4.17	355	23
Makes me feel comfortable in my campus enviroment	2015	4.09	201	17
	2017	4.30	232	14
	2019	4.16	363	15
Total Average Rating	2015	4.12		
	2017	4.32		
	2019	4.22		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	24	4.58	172	4.25	168	4.26
Provides helpful information	24	4.63	167	4.22	164	4.20
Communicates effectively	24	4.54	170	4.13	168	4.18
Shows consideration & respect	24	4.54	171	4.15	166	4.28
Demonstrates competence in their field	23	4.61	168	4.21	163	4.28
Responds in a timely fashion to service requests	24	4.63	167	4.04	164	4.24
Makes me feel comfortable in my campus enviroment	24	4.42	171	4.12	168	4.17
Total Average Rating		**4.56**		**4.16**		**4.23**

How familiar are you with the services provided by the Chancellor and Governing Board Office?

Response	2019 N	2019 %
Extremely familiar	42	9.8
Moderately familiar	88	20.6
Somewhat familiar	88	20.6
Slightly familiar	87	20.4
Not at all familiar	99	23.2
Don't know - N/A	23	5.4
Total	**427**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	178	41.7
No	191	44.7
Don't know - N/A	58	13.6
Total	**427**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	9	2.1
Occasionally (monthly)	41	9.6
Rarely (1-2 times per semester)	83	19.4
Never (skip to next section)	294	68.9
Total	**427**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	46	36.8
Somewhat agree	52	41.6
Somewhat disagree	18	14.4
Strongly disagree	9	7.2
Total	**125**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.16	129	34
	2015	4.01	103	11
	2017	4.16	101	19
	2019	3.81	113	20
Provides helpful information	2013	4.21	150	13
	2015	4.03	112	2
	2017	4.16	113	7
	2019	3.85	125	8
Communicates effectively	2013	4.18	150	13
	2015	3.99	112	2
	2017	4.08	113	7
	2019	3.84	130	3
Shows consideration & respect	2013	4.30	150	13
	2015	4.11	109	5
	2017	4.16	114	6
	2019	3.80	125	8
Demonstrates competence in their field	2013	4.26	149	14
	2015	4.09	109	5
	2017	4.16	110	10
	2019	3.86	125	8
Provides access to Governing Board materials & meetings	2013	4.53	149	14
	2015	4.37	110	4
	2017	4.38	114	6
	2019	4.09	124	9
Distributes Chancellor's messages effectively	2013	4.56	151	12
	2015	4.29	112	2
	2017	4.30	115	5
	2019	4.17	128	5
Total Average Rating	2013	4.31		
	2015	4.13		
	2017	4.20		
	2019	3.92		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	12	4.67	69	3.83	32	3.47
Provides helpful information	14	4.57	77	3.83	34	3.59
Communicates effectively	15	4.47	78	3.85	37	3.57
Shows consideration & respect	14	4.50	76	3.80	35	3.51
Demonstrates competence in their field	14	4.43	76	3.93	35	3.49
Provides access to Governing Board materials & meetings	14	4.50	75	4.19	35	3.71
Distributes Chancellor's messages effectively	15	4.53	77	4.32	36	3.69
Total Average Rating		**4.52**		**3.97**		**3.58**

FACILITIES PLANNING, DEVELOPMENT, AND ELECTRONIC MAINTENANCE

How familiar are you with the services provided by Facilities Planning, Development, and Maintenance?

Response	2019 N	2019 %
Extremely familiar	56	13.3
Moderately familiar	81	19.2
Somewhat familiar	71	16.9
Slightly familiar	80	19.0
Not at all familiar	100	23.8
Don't know - N/A	33	7.8
Total	**421**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	176	41.8
No	190	45.1
Don't know - N/A	55	13.1
Total	**421**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	28	6.7
Occasionally (monthly)	60	14.3
Rarely (1-2 times per semester)	114	27.1
Never (skip to next section)	219	52
Total	**421**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	76	40.9
Somewhat agree	80	43
Somewhat disagree	16	8.6
Strongly disagree	14	7.5
Total	**186**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.23	173	7
	2015	4.02	132	11
	2017	4.01	146	4
	2019	3.87	191	11
Provides helpful information	2013	4.26	171	9
	2015	4.09	131	11
	2017	4.19	145	5
	2019	3.93	192	10
Communicates effectively	2013	4.19	174	6
	2015	4.10	134	8
	2017	3.97	145	8
	2019	3.89	195	6
Shows consideration & respect	2013	4.38	176	4
	2015	4.19	133	9
	2017	4.23	145	5
	2019	4.08	192	10
Demonstrates competence in their field	2013	4.32	169	11
	2015	4.09	133	9
	2017	4.23	144	6
	2019	4.06	191	11
Enhances the quality of campus life through new and improved facilities	2013	4.26	176	4
	2015	4.07	131	11
	2017	4.10	143	7
	2019	3.96	188	14
Enhances teaching environments	2013	4.05	164	16
	2015	3.93	119	23
	2017	3.95	133	17
	2019	3.85	168	34
Total Average Rating	2013	4.24		
	2015	4.07		
	2017	4.10		
	2019	3.95		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	19	4.16	106	3.97	66	3.62
Provides helpful information	19	4.42	107	4.06	66	3.59
Communicates effectively	19	4.32	108	3.96	68	3.66
Shows consideration & respect	18	4.61	107	4.17	67	3.79
Demonstrates competence in their field	18	4.56	108	4.12	65	3.82
Enhances the quality of campus life through new and improved facilities	19	4.37	105	4.05	64	3.69
Enhances teaching environments	16	4.44	90	3.99	62	3.48
Total Average Rating		**4.41**		**4.05**		**3.67**

How familiar are you with the services provided by Human Resources?

Response	2019 N	2019 %
Extremely familiar	88	21.2
Moderately familiar	167	40.1
Somewhat familiar	88	21.2
Slightly familiar	50	12.0
Not at all familiar	13	3.1
Don't know - N/A	10	2.4
Total	**416**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	301	72.4
No	94	22.6
Don't know - N/A	21	5.0
Total	**416**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	28	6.7
Occasionally (monthly)	108	26.0
Rarely (1-2 times per semester)	207	49.8
Never (skip to next section)	73	17.5
Total	**416**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	124	37.6
Somewhat agree	139	42.1
Somewhat disagree	41	12.4
Strongly disagree	26	7.9
Total	**330**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.12	299	3
	2015	3.93	209	2
	2017	3.74	229	6
	2019	3.96	333	8
Provides helpful information	2013	4.23	299	3
	2015	4.02	209	2
	2017	3.82	229	6
	2019	4.06	332	9
Communicates effectively	2013	4.07	298	4
	2015	3.88	208	3
	2017	3.63	230	5
	2019	3.94	332	9
Shows consideration & respect	2013	4.31	298	4
	2015	4.07	208	3
	2017	3.92	229	6
	2019	4.10	332	9
Provides adequate information about my labor contract	2013	4.06	279	23
	2015	3.81	199	12
	2017	3.71	216	19
	2019	3.89	317	24
Provides appropriate faculty and staff training	2013	3.61	266	36
	2015	3.43	193	18
	2017	3.54	214	21
	2019	3.77	309	32
Provides adequate leadership for hiring processes	2013	3.80	265	37
	2015	3.61	195	16
	2017	3.54	211	24
	2019	3.92	306	35
Provides adequate information about health benefits	2013	4.24	294	8
	2015	4.16	205	16
	2017	3.76	223	12
	2019	4.08	324	17
Total Average Rating	2013	4.06		
	2015	3.86		
	2017	3.71		
	2019	3.96		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	20	3.90	158	4.01	155	3.92
Provides helpful information	20	4.15	158	4.08	154	4.02
Communicates effectively	20	3.90	158	3.93	154	3.95
Shows consideration & respect	20	4.15	158	4.03	154	4.16
Provides adequate information about my labor contract	20	3.80	152	3.97	145	3.81
Provides appropriate faculty and staff training	19	3.53	154	3.82	136	3.74
Provides adequate leadership for hiring processes	20	4.00	150	4.03	136	3.79
Provides adequate information about health benefits	20	4.30	157	4.14	147	3.99
Total Average Rating		**3.97**		**4.00**		**3.93**

INFORMATION TECHNOLOGY

How familiar are you with the services provided by Information Technology?

Response	2019 N	2019 %
Extremely familiar	111	26.9
Moderately familiar	144	35.0
Somewhat familiar	77	18.7
Slightly familiar	48	11.7
Not at all familiar	24	5.8
Don't know - N/A	8	1.9
Total	**412**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	288	69.9
No	100	24.3
Don't know - N/A	24	5.8
Total	**412**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	58	14.1
Occasionally (monthly)	125	30.3
Rarely (1-2 times per semester)	156	37.9
Never (skip to next section)	73	17.7
Total	**412**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	168	50.9
Somewhat agree	110	33.3
Somewhat disagree	31	9.4
Strongly disagree	21	6.4
Total	**330**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	3.75	300	4
	2015	3.76	203	6
	2017	3.88	224	5
	2019	4.14	327	11
Provides helpful information	2013	3.89	298	4
	2015	3.90	203	6
	2017	4.00	225	4
	2019	4.19	329	9
Communicates effectively	2013	3.80	299	5
	2015	3.72	203	6
	2017	3.86	224	5
	2019	4.01	330	8
Shows consideration & respect	2013	3.94	299	5
	2015	3.90	204	5
	2017	4.13	225	4
	2019	4.27	329	9
Demonstrates competence in their field	2013	4.01	299	5
	2015	4.02	201	8
	2017	4.12	224	5
	2019	4.27	330	8
Offers prompt user support through the IT Help Desk	2013	3.75	287	17
	2015	3.86	195	14
	2017	4.01	219	10
	2019	4.10	320	18
Provides upgrades to current technology	2013	3.60	280	24
	2015	3.71	199	10
	2017	3.68	212	17
	2019	3.96	310	28
Total Average Rating	2013	3.82		
	2015	3.84		
	2017	3.95		
	2019	4.14		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	21	4.05	163	4.23	143	4.06
Provides helpful information	21	4.24	165	4.26	143	4.09
Communicates effectively	21	3.67	165	4.05	144	4.01
Shows consideration & respect	21	4.19	165	4.36	143	4.18
Demonstrates competence in their field	21	4.29	166	4.33	143	4.20
Offers prompt user support through the IT Help Desk	19	4.16	163	4.08	138	4.12
Provides upgrades to current technology	21	4.05	153	3.97	136	3.95
Total Average Rating		**4.09**		**4.19**		**4.09**

MARKETING AND COMMUNICATIONS

How familiar are you with the services provided by Marketing and Communications?

	2019	
Response	N	%
Extremely familiar	24	5.9
Moderately familiar	59	14.5
Somewhat familiar	64	15.7
Slightly familiar	61	15.0
Not at all familiar	145	35.5
Don't know - N/A	55	13.5
Total	**408**	**100.0**

I know who to contact in this department.

	2019	
Response	N	%
Yes	132	32.4
No	195	47.8
Don't know - N/A	81	19.9
Total	**408**	**100.0**

How often do you utilize services from this department?

	2019	
Response	N	%
Often (weekly or more)	4	1.0
Occasionally (monthly)	30	7.4
Rarely (1-2 times per semester)	75	18.4
Never (skip to next section)	299	73.3
Total	**408**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

	2019	
Response	N	%
Strongly agree	37	36.6
Somewhat agree	42	41.6
Somewhat disagree	13	12.9
Strongly disagree	9	8.9
Total	**101**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.22	76	12
	2015	4.07	81	10
	2017	3.99	103	10
	2019	3.94	95	14
Provides helpful information	2013	4.26	84	4
	2015	4.10	87	4
	2017	4.02	108	5
	2019	3.91	100	9
Communicates effectively	2013	4.20	86	2
	2015	4.07	87	4
	2017	4.06	110	3
	2019	3.88	102	7
Shows consideration & respect	2013	4.33	86	2
	2015	4.21	84	7
	2017	4.35	104	9
	2019	4.19	102	7
Demonstrates competence in their field	2013	4.19	84	4
	2015	4.24	83	8
	2017	4.11	108	5
	2019	3.95	103	6
Promotes multiple forms of internal communication	2013	4.25	87	1
	2015	4.12	85	6
	2017	4.00	108	5
	2019	3.84	98	11
Effectively promotes our colleges	2013	4.11	86	3
	2015	3.98	84	7
	2017	3.80	108	5
	2019	3.77	101	8
Total Average Rating	2013	4.22		
	2015	4.11		
	2017	4.05		
	2019	3.93		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	14	4.43	42	4.26	39	3.41
Provides helpful information	15	4.40	45	4.22	40	3.38
Communicates effectively	16	4.19	45	4.24	41	3.37
Shows consideration & respect	16	4.38	46	4.37	40	3.90
Demonstrates competence in their field	15	4.47	46	4.26	42	3.43
Promotes multiple forms of internal communication	14	4.14	43	4.14	41	3.41
Effectively promotes our colleges	16	4.13	43	4.23	42	3.17
Total Average Rating		**4.30**		**4.25**		**3.44**

How familiar are you with the services provided by Payroll?

Response	2019 N	%
Extremely familiar	100	24.6
Moderately familiar	134	33.0
Somewhat familiar	84	20.7
Slightly familiar	55	13.5
Not at all familiar	25	6.2
Don't know - N/A	8	2.0
Total	**406**	**100.0**

I know who to contact in this department.

Response	2019 N	%
Yes	264	65.0
No	117	28.8
Don't know - N/A	25	6.2
Total	**406**	**100.0**

How often do you utilize services from this department?

Response	2019 N	%
Often (weekly or more)	27	6.7
Occasionally (monthly)	86	21.2
Rarely (1-2 times per semester)	194	47.8
Never (skip to next section)	99	24.4
Total	**406**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	%
Strongly agree	145	49.0
Somewhat agree	115	38.9
Somewhat disagree	18	6.1
Strongly disagree	18	6.1
Total	**296**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	4.55	277	5
	2015	4.65	193	4
	2017	4.43	207	6
	2019	4.23	292	14
Provides helpful information	2013	4.58	275	7
	2015	4.63	192	5
	2017	4.41	206	7
	2019	4.24	292	14
Communicates effectively	2013	4.52	275	7
	2015	4.55	192	5
	2017	4.37	205	7
	2019	4.19	294	12
Shows consideration & respect	2013	4.55	276	6
	2015	4.69	194	3
	2017	4.50	206	6
	2019	4.29	292	14
Demonstrates competence in their field	2013	4.60	272	10
	2015	4.66	190	7
	2017	4.41	205	7
	2019	4.32	289	17
Provides timely responses to my questions	2013	4.58	276	6
	2015	4.66	192	5
	2017	4.40	206	6
	2019	4.20	293	13
Addresses my individual payroll concerns	2013	4.62	276	6
	2015	4.67	190	7
	2017	4.41	204	8
	2019	4.29	286	20
Total Average Rating	2013	4.57		
	2015	4.64		
	2017	4.42		
	2019	4.25		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	20	4.55	154	4.37	118	3.99
Provides helpful information	19	4.37	153	4.36	120	4.07
Communicates effectively	20	4.35	154	4.29	120	4.03
Shows consideration & respect	19	4.47	154	4.36	119	4.18
Demonstrates competence in their field	20	4.55	152	4.46	117	4.09
Provides timely responses to my questions	20	4.25	154	4.31	119	4.04
Addresses my individual payroll concerns	17	4.41	150	4.44	119	4.08
Total Average Rating		**4.42**		**4.37**		**4.07**

PURCHASING, CONTRACTS, AND WAREHOUSE

How familiar are you with the services provided by Purchasing, Contracts, and Warehouse?

	2019	
Response	N	%
Extremely familiar	52	12.9
Moderately familiar	59	14.6
Somewhat familiar	72	17.9
Slightly familiar	40	9.9
Not at all familiar	119	29.5
Don't know - N/A	61	15.1
Total	**403**	**100.0**

I know who to contact in this department.

	2019	
Response	N	%
Yes	144	35.7
No	178	44.2
Don't know - N/A	81	20.1
Total	**403**	**100.0**

How often do you utilize services from this department?

	2019	
Response	N	%
Often (weekly or more)	36	8.9
Occasionally (monthly)	57	14.1
Rarely (1-2 times per semester)	67	16.6
Never (skip to next section)	243	60.3
Total	**403**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

	2019	
Response	N	%
Strongly agree	73	47.7
Somewhat agree	53	34.6
Somewhat disagree	15	9.8
Strongly disagree	12	7.8
Total	**153**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	3.96	177	8
	2015	3.83	134	5
	2017	3.90	133	2
	2019	4.04	154	6
Provides helpful information	2013	4.06	178	7
	2015	3.87	131	8
	2017	3.95	132	3
	2019	4.05	155	5
Communicates effectively	2013	3.93	177	8
	2015	3.76	132	7
	2017	3.81	133	2
	2019	3.94	156	4
Shows consideration & respect	2013	4.10	179	6
	2015	3.91	134	5
	2017	3.99	133	2
	2019	4.07	156	4
Demonstrates competence in their field	2013	4.17	179	6
	2015	4.10	129	10
	2017	4.11	131	4
	2019	4.16	153	7
Handle my deliveries efficiently	2013	4.20	176	9
	2015	4.14	132	7
	2017	4.39	133	2
	2019	4.18	153	7
Provide appropriate assistance with contracts	2013	3.99	162	23
	2015	3.80	118	21
	2017	3.91	121	14
	2019	3.91	140	20
Provide appropriate assistance regarding the electronic requisition system	2013	4.08	158	27
	2015	3.88	114	25
	2017	3.85	119	16
	2019	3.90	134	26
Total Average Rating	2013	4.06		
	2015	3.91		
	2017	3.99		
	2019	4.03		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	16	3.88	111	4.21	27	3.44
Provides helpful information	17	3.94	111	4.24	27	3.33
Communicates effectively	17	3.71	112	4.12	27	3.37
Shows consideration & respect	17	3.82	112	4.18	27	3.78
Demonstrates competence in their field	16	4.38	111	4.31	26	3.42
Handle my deliveries efficiently	15	4.27	110	4.26	28	3.79
Provide appropriate assistance with contracts	15	4.20	100	4.02	25	3.32
Provide appropriate assistance regarding the electronic requisition system	15	4.07	96	4.02	23	3.26
Total Average Rating		**4.02**		**4.17**		**3.47**

How familiar are you with the services provided by Research, Planning, and Institutional Effectiveness?

Response	2019 N	2019 %
Extremely familiar	25	6.2
Moderately familiar	56	14.0
Somewhat familiar	45	11.2
Slightly familiar	55	13.7
Not at all familiar	150	37.4
Don't know - N/A	70	17.5
Total	**401**	**100.0**

I know who to contact in this department.

Response	2019 N	2019 %
Yes	109	27.2
No	202	50.4
Don't know - N/A	90	22.4
Total	**401**	**100.0**

How often do you utilize services from this department?

Response	2019 N	2019 %
Often (weekly or more)	9	2.2
Occasionally (monthly)	23	5.7
Rarely (1-2 times per semester)	56	14.0
Never (skip to next section)	313	78.1
Total	**401**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	2019 %
Strongly agree	28	35.4
Somewhat agree	28	35.4
Somewhat disagree	14	17.7
Strongly disagree	9	11.4
Total	**79**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Handles my requests efficiently	2013	3.89	91	23
	2015	3.93	56	9
	2017	4.02	57	10
	2019	3.57	79	9
Provides helpful information	2013	4.10	96	18
	2015	4.13	60	5
	2017	4.10	63	4
	2019	3.64	81	7
Communicates effectively	2013	3.98	98	15
	2015	4.08	63	2
	2017	4.02	62	5
	2019	3.59	81	7
Shows consideration & respect	2013	4.13	98	16
	2015	4.37	63	2
	2017	4.35	62	5
	2019	3.86	78	10
Demonstrates competence in their field	2013	4.24	96	18
	2015	4.33	61	4
	2017	4.29	63	4
	2019	3.91	78	10
Presents data in a useful format	2013	4.07	98	16
	2015	4.11	61	4
	2017	4.05	63	4
	2019	3.79	77	11
Provides information that aids in effective decision making	2013	4.12	98	16
	2015	4.05	59	6
	2017	4.05	61	6
	2019	3.59	79	9
Total Average Rating	2013	4.08		
	2015	4.14		
	2017	4.13		
	2019	3.71		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Handles my requests efficiently	14	3.57	29	4.10	36	3.14
Provides helpful information	14	3.71	30	4.17	37	3.19
Communicates effectively	14	3.64	29	4.14	38	3.16
Shows consideration & respect	13	4.38	29	4.24	36	3.36
Demonstrates competence in their field	13	4.23	29	4.38	36	3.42
Presents data in a useful format	14	4.00	27	4.26	36	3.36
Provides information that aids in effective decision making	14	3.50	27	4.11	38	3.26
Total Average Rating		**3.85**		**4.20**		**3.27**

OFFICE OF STUDENT AND INSTITUTIONAL SUCCESS

How familiar are you with the services provided by Research, Planning, and Institutional Effectiveness?

Response	2019 N	%
Extremely familiar	16	4.0
Moderately familiar	46	11.6
Somewhat familiar	63	15.8
Slightly familiar	58	14.6
Not at all familiar	156	39.2
Don't know - N/A	59	14.8
Total	**398**	**100.0**

I know who to contact in this department.

Response	2019 N	%
Yes	70	17.6
No	238	59.8
Don't know - N/A	90	22.6
Total	**398**	**100.0**

How often do you utilize services from this department?

Response	2019 N	%
Often (weekly or more)	9	2.3
Occasionally (monthly)	18	4.5
Rarely (1-2 times per semester)	40	10.1
Never (skip to next section)	331	83.2
Total	**398**	**100.0**

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

Response	2019 N	%
Strongly agree	27	47.4
Somewhat agree	21	36.8
Somewhat disagree	6	10.5
Strongly disagree	3	5.3
Total	**57**	**100.0**

Respondents' Overall Satisfaction Ratings by Year

	Year	X	N	Don't Know/NA
Communicates effectively	2019	3.77	61	5
Responds to requests in a timely manner	2019	3.73	56	10
Demonstrates competence in their field	2019	3.79	61	5
Provides broad organizational support	2019	3.66	58	8
Encourages districtwide collaboration	2019	3.76	58	8
Total Average Rating	2019	3.74		

Respondents' Overall Satisfaction Ratings by Job Category

	Admin N	Admin X	Classified N	Classified X	Faculty N	Faculty X
Communicates effectively	11	3.82	23	3.91	27	3.63
Responds to requests in a timely manner	10	3.60	22	3.91	24	3.63
Demonstrates competence in their field	11	3.82	23	3.96	27	3.63
Provides broad organizational support	11	3.82	21	3.76	26	3.50
Encourages districtwide collaboration	10	3.80	22	3.91	26	3.62
Total Average Rating		**3.77**		**3.89**		**3.60**