



Grossmont-Cuyamaca Community College District

DISTRICT SERVICES SATISFACTION SURVEY

A Comparison Between Fall 2010, Fall 2011, and Fall 2013



Results Summary

Research, Planning &
Institutional Effectiveness
November 2013



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Introduction

A total of 365 responses to the District Services Survey were received during the fall 2013 semester. The survey asked respondents for their feedback regarding 10 different departments within the District:

- Accounting
- Chancellor & Governing Board Office
- Human Resources
- Information Systems
- Research, Planning & Institutional Effectiveness
- Payroll
- Purchasing, Contracts & Warehouse
- Facilities Planning, Development, and Maintenance
- Budget and Administrative Services
- Advancement & Communications

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, if they felt that the departments were service oriented, and their satisfaction with different aspects related to the services provided by the department. **Respondents who indicated that they have had no interaction with a department were not asked to assess their satisfaction with the department nor were they asked if the department was service oriented.** To rate their experiences, respondents were asked to indicate their level of satisfaction on the following Likert scale:

- Strongly satisfied (5)
- Satisfied (4)
- Neither dissatisfied nor satisfied (3)
- Somewhat dissatisfied (2)
- Strongly 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 job category. "Don't

Know/NA" and skipped responses were excluded from the calculation of the mean score.

As presented in the table below, Classified employees were the most represented group in 2013 consisting of slightly more than half of the respondents. Administrators represented the smallest.

| Respondents' Job Category | | |
|---------------------------|------------|--------------|
| Job Category | 2013 | |
| | N | % |
| Classified | 191 | 52.3 |
| Administrator | 30 | 8.2 |
| Faculty | 144 | 39.5 |
| Total | 365 | 100.0 |

Overview of the Results

The mean rating across all departments on all items was 4.18 which is slightly above the "Satisfied" rating of 4.0 on the five-point rating scale. For most departments, Administrators were generally more satisfied than Classified or Faculty. The table on page 5 presents the results of the five common items across all ten departments. The overall rating across all departments is above 4.0 on all five items. As in previous years, Respondents' highest overall ratings went to "Shows consideration and respect" indicating an overall environment in the district of respect among employees.

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 | 2013 | 2010 | 2011 | 2013 | 2010 | 2011 | 2013 | 2010 | 2011 | 2013 | 2010 | 2011 | 2013 |
| Accounting | 4.13 | 4.08 | 4.25 | 4.18 | 4.09 | 4.32 | 4.05 | 4.01 | 4.18 | 4.23 | 4.18 | 4.37 | 4.19 | 4.11 | 4.33 |
| Chancellor & Governing Board Office | 4.21 | 4.15 | 4.16 | 4.27 | 4.29 | 4.21 | 4.18 | 4.27 | 4.18 | 4.20 | 4.29 | 4.30 | 4.14 | 4.24 | 4.26 |
| Human Resources | 4.21 | 4.14 | 4.12 | 4.20 | 4.16 | 4.23 | 4.14 | 4.12 | 4.07 | 4.33 | 4.27 | 4.31 | 4.13 | 4.12 | 4.06 |
| Information Systems | 3.95 | 3.79 | 3.75 | 4.05 | 3.89 | 3.89 | 3.98 | 3.84 | 3.80 | 4.11 | 4.12 | 3.94 | 4.20 | 4.08 | 4.01 |
| Research, Planning & Institutional Effectiveness | 3.77 | 3.84 | 3.89 | 3.82 | 4.13 | 4.10 | 3.92 | 4.05 | 3.98 | 4.15 | 4.16 | 4.13 | 4.01 | 4.23 | 4.24 |
| Payroll | 4.45 | 4.31 | 4.55 | 4.41 | 4.27 | 4.58 | 4.36 | 4.22 | 4.52 | 4.43 | 4.30 | 4.55 | 4.40 | 4.30 | 4.60 |
| Purchasing Contracts & Warehouse | 3.97 | 3.99 | 3.96 | 4.06 | 4.10 | 4.06 | 3.97 | 4.05 | 3.93 | 4.16 | 4.18 | 4.10 | 4.11 | 4.15 | 4.17 |
| Facilities Planning, Development, and Maintenance | 4.18 | 4.09 | 4.23 | 4.19 | 4.18 | 4.26 | 4.10 | 4.07 | 4.19 | 4.26 | 4.22 | 4.38 | 4.24 | 4.24 | 4.32 |
| Budget and Administrative Services | 4.08 | 3.81 | 4.26 | 4.11 | 3.77 | 4.27 | 4.02 | 3.66 | 4.12 | 4.18 | 3.77 | 4.33 | 4.13 | 3.75 | 4.29 |
| Advancement & Communications | 3.87 | 3.96 | 4.22 | 3.92 | 3.92 | 4.26 | 3.94 | 3.96 | 4.20 | 4.09 | 4.03 | 4.33 | 3.97 | 3.96 | 4.19 |
| Total Average Rating | 4.08 | 4.02 | 4.14 | 4.12 | 4.08 | 4.22 | 4.07 | 4.03 | 4.12 | 4.21 | 4.15 | 4.27 | 4.15 | 4.12 | 4.25 |

Accounting

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

| Response | 2013 | |
|---------------------|------------|--------------|
| | N | % |
| Extremely familiar | 45 | 12.4 |
| Moderately familiar | 81 | 22.2 |
| Somewhat familiar | 81 | 22.2 |
| Slightly familiar | 74 | 20.3 |
| Not at all familiar | 75 | 20.5 |
| Don't know - N/A | 8 | 2.2 |
| Total | 364 | 100.0 |

I know who to contact in this department.

| Response | 2013 | |
|------------------|------------|--------------|
| | N | % |
| Yes | 174 | 47.8 |
| No | 144 | 39.6 |
| Don't know - N/A | 46 | 12.6 |
| Total | 364 | 100.0 |

How often do you utilize services from this department?

| Response | 2013 | |
|---------------------------------|------------|--------------|
| | N | % |
| Often (weekly or more) | 35 | 9.6 |
| Occasionally (monthly) | 81 | 22.3 |
| Rarely (1-2 times per semester) | 112 | 30.8 |
| Never (skip to next section) | 136 | 37.4 |
| Total | 364 | 100.0 |

I feel the Accounting Department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

| Response | 2013 | |
|-------------------|------------|--------------|
| | N | % |
| Strongly agree | 102 | 45.5 |
| Somewhat agree | 70 | 31.3 |
| Somewhat disagree | 19 | 8.5 |
| Strongly disagree | 7 | 3.1 |
| Don't know – N/A | 26 | 11.6 |
| Total | 224 | 100.0 |

Respondents' Overall Satisfaction Ratings by Year

| | Year | X | N | Don't Know/NA |
|---|------|------|-----|---------------|
| Handles my requests efficiently | 2010 | 4.13 | 226 | 8 |
| | 2011 | 4.08 | 192 | 13 |
| | 2013 | 4.25 | 213 | 16 |
| Provides helpful information | 2010 | 4.18 | 217 | 17 |
| | 2011 | 4.09 | 185 | 20 |
| | 2013 | 4.32 | 206 | 23 |
| Communicates effectively | 2010 | 4.05 | 220 | 14 |
| | 2011 | 4.01 | 185 | 20 |
| | 2013 | 4.18 | 208 | 21 |
| Shows consideration & respect | 2010 | 4.23 | 217 | 17 |
| | 2011 | 4.18 | 185 | 20 |
| | 2013 | 4.37 | 209 | 20 |
| Demonstrates competence in their field | 2010 | 4.19 | 220 | 14 |
| | 2011 | 4.11 | 187 | 18 |
| | 2013 | 4.33 | 203 | 26 |
| Attends to my requests on the initial contact | 2010 | 4.07 | 218 | 16 |
| | 2011 | 4.04 | 184 | 21 |
| | 2013 | 4.26 | 207 | 22 |
| Helps when I need to know the status of a payment | 2010 | 4.17 | 203 | 31 |
| | 2011 | 4.10 | 175 | 30 |
| | 2013 | 4.30 | 191 | 38 |
| Total Average Rating | 2010 | 4.15 | | |
| | 2011 | 4.09 | | |
| | 2013 | 4.29 | | |

Respondents' Overall Satisfaction Ratings by Job Category

| | Admin | | Classified | | Faculty | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | N | X | N | X | N | X |
| Handles my requests efficiently | 26 | 4.19 | 136 | 4.45 | 51 | 3.75 |
| Provides helpful information | 26 | 4.38 | 134 | 4.46 | 46 | 3.85 |
| Communicates effectively | 26 | 4.12 | 136 | 4.36 | 46 | 3.70 |
| Shows consideration & respect | 26 | 4.27 | 135 | 4.53 | 48 | 3.96 |
| Demonstrates competence in their field | 25 | 4.32 | 132 | 4.51 | 46 | 3.80 |
| Attends to my requests on the initial contact | 26 | 4.27 | 133 | 4.45 | 48 | 3.71 |
| Helps when I need to know the status of a payment | 25 | 4.40 | 123 | 4.46 | 43 | 3.79 |
| Total Average Rating | | 4.28 | | 4.46 | | 3.79 |

Chancellor & Governing Board Office

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

| Response | 2013 | |
|---------------------|------------|--------------|
| | N | % |
| Extremely familiar | 44 | 12.3 |
| Moderately familiar | 81 | 22.6 |
| Somewhat familiar | 100 | 27.9 |
| Slightly familiar | 74 | 20.7 |
| Not at all familiar | 50 | 14.0 |
| Don't know - N/A | 9 | 2.5 |
| Total | 358 | 100.0 |

I know who to contact in this department.

| Response | 2013 | |
|------------------|------------|--------------|
| | N | % |
| Yes | 210 | 58.7 |
| No | 117 | 32.7 |
| Don't know - N/A | 31 | 8.7 |
| Total | 358 | 100.0 |

How often do you utilize services from this department?

| Response | 2013 | |
|---------------------------------|------------|--------------|
| | N | % |
| Often (weekly or more) | 21 | 5.9 |
| Occasionally (monthly) | 47 | 13.1 |
| Rarely (1-2 times per semester) | 97 | 27.1 |
| Never (skip to next section) | 193 | 53.9 |
| Total | 358 | 100.0 |

I feel the Chancellor & Governing Board Office is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

| Response | 2013 | |
|-------------------|------------|--------------|
| | N | % |
| Strongly agree | 77 | 47.2 |
| Somewhat agree | 45 | 27.6 |
| Somewhat disagree | 13 | 8.0 |
| Strongly disagree | 8 | 4.9 |
| Don't know – N/A | 20 | 12.3 |
| Total | 163 | 100.0 |

Respondents' Overall Satisfaction Ratings by Year

| | Year | X | N | Don't Know/NA |
|---|------|------|-----|---------------|
| Handles my requests efficiently | 2010 | 4.21 | 135 | 20 |
| | 2011 | 4.15 | 108 | 15 |
| | 2013 | 4.16 | 129 | 34 |
| Provides helpful information | 2010 | 4.27 | 146 | 9 |
| | 2011 | 4.29 | 111 | 12 |
| | 2013 | 4.21 | 150 | 13 |
| Communicates effectively | 2010 | 4.18 | 148 | 7 |
| | 2011 | 4.27 | 112 | 11 |
| | 2013 | 4.18 | 150 | 13 |
| Shows consideration & respect | 2010 | 4.20 | 147 | 8 |
| | 2011 | 4.29 | 114 | 9 |
| | 2013 | 4.30 | 150 | 13 |
| Demonstrates competence in their field | 2010 | 4.14 | 146 | 9 |
| | 2011 | 4.24 | 111 | 12 |
| | 2013 | 4.26 | 149 | 14 |
| Provides access to Governing Board materials & meetings | 2010 | 4.34 | 143 | 12 |
| | 2011 | 4.32 | 114 | 9 |
| | 2013 | 4.53 | 149 | 14 |
| Distributes Chancellor's messages effectively | 2010 | 4.38 | 152 | 3 |
| | 2011 | 4.47 | 116 | 7 |
| | 2013 | 4.56 | 151 | 12 |
| Total Average Rating | 2010 | 4.25 | | |
| | 2011 | 4.29 | | |
| | 2013 | 4.31 | | |

Respondents' Overall Satisfaction Ratings by Job Category

| | Admin | | Classified | | Faculty | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | N | X | N | X | N | X |
| Handles my requests efficiently | 25 | 4.64 | 81 | 4.05 | 23 | 4.04 |
| Provides helpful information | 26 | 4.62 | 88 | 4.10 | 36 | 4.19 |
| Communicates effectively | 26 | 4.54 | 88 | 3.99 | 36 | 4.39 |
| Shows consideration & respect | 26 | 4.65 | 89 | 4.16 | 35 | 4.40 |
| Demonstrates competence in their field | 26 | 4.69 | 88 | 4.08 | 35 | 4.40 |
| Provides access to Governing Board materials & meetings | 26 | 4.77 | 87 | 4.37 | 36 | 4.75 |
| Distributes Chancellor's messages effectively | 26 | 4.77 | 89 | 4.39 | 36 | 4.81 |
| Total Average Rating | | 4.67 | | 4.16 | | 4.43 |

Human Resources

| How familiar are you with the services provided by Human Resources? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 93 | 26.1 |
| Moderately familiar | 135 | 37.9 |
| Somewhat familiar | 81 | 22.8 |
| Slightly familiar | 34 | 9.6 |
| Not at all familiar | 12 | 3.4 |
| Don't know - N/A | 1 | 0.3 |
| Total | 356 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 273 | 76.7 |
| No | 71 | 19.9 |
| Don't know - N/A | 12 | 3.4 |
| Total | 356 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 51 | 14.3 |
| Occasionally (monthly) | 85 | 23.9 |
| Rarely (1-2 times per semester) | 168 | 47.2 |
| Never (skip to next section) | 52 | 14.6 |
| Total | 356 | 100.0 |

| I feel Human Resources is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 133 | 44.6 |
| Somewhat agree | 114 | 38.3 |
| Somewhat disagree | 31 | 10.4 |
| Strongly disagree | 12 | 4.0 |
| Don't know - N/A | 8 | 2.7 |
| Total | 298 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | |
|---|------|------|-----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 4.15 | 436 | 7 |
| | 2011 | 4.04 | 359 | 16 |
| | 2013 | 4.12 | 299 | 3 |
| Provides helpful information | 2010 | 4.15 | 441 | 2 |
| | 2011 | 4.08 | 365 | 10 |
| | 2013 | 4.23 | 299 | 3 |
| Communicates effectively | 2010 | 4.10 | 441 | 1 |
| | 2011 | 4.01 | 364 | 11 |
| | 2013 | 4.07 | 298 | 4 |
| Shows consideration & respect | 2010 | 4.26 | 439 | 4 |
| | 2011 | 4.19 | 363 | 12 |
| | 2013 | 4.31 | 298 | 4 |
| Provides adequate information about my labor contract | 2013 | 4.06 | 279 | 23 |
| Provides appropriate faculty and staff training | 2013 | 3.65 | 266 | 36 |
| Provides adequate leadership for hiring processes | 2013 | 3.80 | 265 | 37 |
| Provides adequate information about health benefit | 2013 | 4.24 | 294 | 8 |
| Total Average Rating | 2010 | 4.17 | | |
| | 2011 | 4.08 | | |
| | 2013 | 4.06 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 28 | 4.11 | 166 | 4.07 | 105 | 4.19 |
| Provides helpful information | 28 | 4.25 | 166 | 4.18 | 105 | 4.30 |
| Communicates effectively | 28 | 3.93 | 165 | 4.01 | 105 | 4.19 |
| Shows consideration & respect | 28 | 4.29 | 165 | 4.28 | 105 | 4.36 |
| Provides adequate information about my labor contract | 26 | 4.19 | 158 | 4.08 | 95 | 3.98 |
| Provides appropriate faculty and staff training | 27 | 3.85 | 156 | 3.66 | 83 | 3.57 |
| Provides adequate leadership for hiring processes | 28 | 3.89 | 153 | 3.70 | 84 | 3.96 |
| Provides adequate information about health benefits | 28 | 4.00 | 164 | 4.39 | 102 | 4.08 |
| Total Average Rating | | 4.06 | | 4.05 | | 4.08 |

Information Systems

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

| Response | 2013 | |
|---------------------|------------|--------------|
| | N | % |
| Extremely familiar | 93 | 26.8 |
| Moderately familiar | 131 | 37.8 |
| Somewhat familiar | 70 | 20.2 |
| Slightly familiar | 28 | 8.1 |
| Not at all familiar | 20 | 5.8 |
| Don't know - N/A | 5 | 1.4 |
| Total | 347 | 100.0 |

I know who to contact in this department.

| Response | 2013 | |
|------------------|------------|--------------|
| | N | % |
| Yes | 261 | 75.2 |
| No | 74 | 21.3 |
| Don't know - N/A | 12 | 3.5 |
| Total | 347 | 100.0 |

How often do you utilize services from this department?

| Response | 2013 | |
|---------------------------------|------------|--------------|
| | N | % |
| Often (weekly or more) | 65 | 18.7 |
| Occasionally (monthly) | 128 | 36.9 |
| Rarely (1-2 times per semester) | 112 | 32.3 |
| Never (skip to next section) | 42 | 12.1 |
| Total | 347 | 100.0 |

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

| Response | 2013 | |
|-------------------|------------|--------------|
| | N | % |
| Strongly agree | 110 | 36.5 |
| Somewhat agree | 112 | 37.2 |
| Somewhat disagree | 45 | 15.0 |
| Strongly disagree | 29 | 9.6 |
| Don't know - N/A | 5 | 1.7 |
| Total | 301 | 100.0 |

Respondents' Overall Satisfaction Ratings by Year

| | Year | X | N | Don't Know/NA |
|---|------|------|-----|---------------|
| Handles my requests efficiently | 2010 | 3.95 | 288 | 0 |
| | 2011 | 3.79 | 263 | 6 |
| | 2013 | 3.75 | 300 | 4 |
| Provides helpful information | 2010 | 4.05 | 287 | 1 |
| | 2011 | 3.89 | 263 | 6 |
| | 2013 | 3.89 | 298 | 4 |
| Communicates effectively | 2010 | 3.98 | 288 | 0 |
| | 2011 | 3.84 | 265 | 4 |
| | 2013 | 3.80 | 299 | 5 |
| Shows consideration & respect | 2010 | 4.11 | 286 | 2 |
| | 2011 | 4.12 | 264 | 5 |
| | 2013 | 3.94 | 299 | 5 |
| Demonstrates competence in their field | 2010 | 4.20 | 284 | 4 |
| | 2011 | 4.08 | 264 | 5 |
| | 2013 | 4.01 | 299 | 5 |
| Offers prompt user support through the IS Help Desk | 2013 | 3.75 | 287 | 17 |
| Provides upgrades to current technology | 2013 | 3.60 | 280 | 24 |
| Total Average Rating | 2010 | 4.06 | | |
| | 2011 | 3.94 | | |
| | 2013 | 3.82 | | |

Respondents' Overall Satisfaction Ratings by Job Category

| | Admin | | Classified | | Faculty | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | N | X | N | X | N | X |
| Handles my requests efficiently | 27 | 3.81 | 164 | 3.79 | 109 | 3.69 |
| Provides helpful information | 27 | 4.11 | 163 | 3.90 | 108 | 3.81 |
| Communicates effectively | 27 | 3.96 | 164 | 3.81 | 108 | 3.74 |
| Shows consideration & respect | 27 | 4.07 | 164 | 3.97 | 108 | 3.87 |
| Demonstrates competence in their field | 27 | 4.22 | 164 | 3.97 | 108 | 4.01 |
| Offers prompt user support through the IS Help Desk | 25 | 3.72 | 159 | 3.81 | 103 | 3.68 |
| Provides upgrades to current technology | 27 | 3.56 | 156 | 3.62 | 97 | 3.58 |
| Total Average Rating | | 3.92 | | 3.84 | | 3.77 |

Research, Planning & Institutional Effectiveness

| How familiar are you with the services provided by Research, Planning & Institutional Effectiveness? | | |
|--|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 33 | 9.8 |
| Moderately familiar | 48 | 14.2 |
| Somewhat familiar | 51 | 15.1 |
| Slightly familiar | 71 | 21.1 |
| Not at all familiar | 99 | 29.4 |
| Don't know - N/A | 35 | 10.4 |
| Total | 337 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 105 | 31.2 |
| No | 167 | 49.6 |
| Don't know - N/A | 65 | 17.8 |
| Total | 337 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 14 | 4.2 |
| Occasionally (monthly) | 20 | 5.9 |
| Rarely (1-2 times per semester) | 80 | 23.7 |
| Never (skip to next section) | 223 | 66.2 |
| Total | 337 | 100.0 |

| I feel Research, Planning, and Institutional Effectiveness is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 42 | 36.8 |
| Somewhat agree | 31 | 27.2 |
| Somewhat disagree | 8 | 7.0 |
| Strongly disagree | 8 | 7.0 |
| Don't know – N/A | 25 | 21.9 |
| Total | 114 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Year | | | | |
|---|------|------|-----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 3.77 | 101 | 10 |
| | 2011 | 3.84 | 98 | 8 |
| | 2013 | 3.89 | 91 | 23 |
| Provides helpful information | 2010 | 3.77 | 101 | 10 |
| | 2011 | 3.84 | 98 | 8 |
| | 2013 | 4.10 | 96 | 18 |
| Communicates effectively | 2010 | 3.92 | 107 | 4 |
| | 2011 | 4.05 | 99 | 7 |
| | 2013 | 3.98 | 99 | 15 |
| Shows consideration & respect | 2010 | 4.15 | 105 | 6 |
| | 2011 | 4.16 | 99 | 7 |
| | 2013 | 4.13 | 98 | 16 |
| Demonstrates competence in their field | 2010 | 4.01 | 104 | 7 |
| | 2011 | 4.23 | 97 | 9 |
| | 2013 | 4.24 | 96 | 18 |
| Presents data in a useful format | 2010 | 3.97 | 102 | 9 |
| | 2011 | 4.18 | 99 | 7 |
| | 2013 | 4.07 | 98 | 16 |
| Provides information that aids in effective decision making | 2013 | 4.12 | 98 | 16 |
| Total Average Rating | 2010 | 3.93 | | |
| | 2011 | 4.05 | | |
| | 2013 | 4.08 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 19 | 3.53 | 39 | 4.08 | 33 | 3.88 |
| Provides helpful information | 20 | 4.15 | 40 | 4.25 | 36 | 3.92 |
| Communicates effectively | 22 | 3.82 | 42 | 4.19 | 35 | 3.83 |
| Shows consideration & respect | 22 | 4.05 | 42 | 4.33 | 34 | 3.94 |
| Demonstrates competence in their field | 21 | 4.52 | 40 | 4.25 | 35 | 4.06 |
| Presents data in a useful format | 21 | 4.33 | 42 | 4.21 | 35 | 3.74 |
| Provides information that aids in effective decision making | 22 | 4.27 | 41 | 4.22 | 35 | 3.91 |
| Total Average Rating | | 4.10 | | 4.22 | | 3.90 |

Payroll

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

| Response | 2013 | |
|---------------------|------------|--------------|
| | N | % |
| Extremely familiar | 114 | 33.8 |
| Moderately familiar | 113 | 33.5 |
| Somewhat familiar | 60 | 17.8 |
| Slightly familiar | 38 | 11.3 |
| Not at all familiar | 8 | 2.4 |
| Don't know - N/A | 4 | 1.2 |
| Total | 337 | 100.0 |

I know who to contact in this department.

| Response | 2013 | |
|------------------|------------|--------------|
| | N | % |
| Yes | 254 | 75.4 |
| No | 70 | 20.8 |
| Don't know - N/A | 13 | 3.9 |
| Total | 337 | 100.0 |

How often do you utilize services from this department?

| Response | 2013 | |
|---------------------------------|------------|--------------|
| | N | % |
| Often (weekly or more) | 29 | 8.6 |
| Occasionally (monthly) | 102 | 30.3 |
| Rarely (1-2 times per semester) | 151 | 44.8 |
| Never (skip to next section) | 55 | 16.3 |
| Total | 337 | 100.0 |

I feel the Payroll Department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).

| Response | 2013 | |
|-------------------|------------|--------------|
| | N | % |
| Strongly agree | 184 | 65.5 |
| Somewhat agree | 72 | 25.6 |
| Somewhat disagree | 12 | 4.3 |
| Strongly disagree | 6 | 2.1 |
| Don't know - N/A | 7 | 2.5 |
| Total | 281 | 100.0 |

Respondents' Overall Satisfaction Ratings by Year

| | Year | X | N | Don't Know/NA |
|---|------|------|-----|---------------|
| Handles my requests efficiently | 2010 | 4.45 | 264 | 2 |
| | 2011 | 4.31 | 247 | 4 |
| | 2013 | 4.55 | 277 | 5 |
| Provides helpful information | 2010 | 4.41 | 266 | 0 |
| | 2011 | 4.27 | 248 | 3 |
| | 2013 | 4.58 | 275 | 7 |
| Communicates effectively | 2010 | 4.36 | 264 | 2 |
| | 2011 | 4.22 | 249 | 2 |
| | 2013 | 4.52 | 275 | 7 |
| Shows consideration & respect | 2010 | 4.43 | 264 | 2 |
| | 2011 | 4.30 | 250 | 1 |
| | 2013 | 4.55 | 276 | 6 |
| Demonstrates competence in their field | 2010 | 4.40 | 263 | 3 |
| | 2011 | 4.30 | 248 | 3 |
| | 2013 | 4.60 | 272 | 10 |
| Provides timely responses to my questions | 2010 | 4.44 | 264 | 2 |
| | 2011 | 4.32 | 249 | 2 |
| | 2013 | 4.58 | 276 | 6 |
| Addresses my individual payroll concerns | 2010 | 4.44 | 262 | 4 |
| | 2011 | 4.29 | 243 | 8 |
| | 2013 | 4.62 | 276 | 6 |
| Total Average Rating | 2010 | 4.44 | | |
| | 2011 | 4.31 | | |
| | 2013 | 4.52 | | |

Respondents' Overall Satisfaction Ratings by Job Category

| | Admin | | Classified | | Faculty | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | N | X | N | X | N | X |
| Handles my requests efficiently | 27 | 4.59 | 155 | 4.63 | 95 | 4.42 |
| Provides helpful information | 27 | 4.67 | 155 | 4.65 | 93 | 4.44 |
| Communicates effectively | 26 | 4.62 | 155 | 4.85 | 94 | 4.39 |
| Shows consideration & respect | 26 | 4.65 | 155 | 4.57 | 95 | 4.49 |
| Demonstrates competence in their field | 26 | 4.77 | 153 | 4.65 | 93 | 4.45 |
| Provides timely responses to my questions | 27 | 4.67 | 154 | 4.65 | 95 | 4.43 |
| Addresses my individual payroll concerns | 27 | 4.70 | 154 | 4.70 | 95 | 4.45 |
| Total Average Rating | | 4.67 | | 4.67 | | 4.44 |

Purchasing, Contracts & Warehouse

| How familiar are you with the services provided by Purchasing, Contracts & Warehouse? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 71 | 21.2 |
| Moderately familiar | 66 | 19.7 |
| Somewhat familiar | 45 | 13.4 |
| Slightly familiar | 50 | 14.9 |
| Not at all familiar | 72 | 21.5 |
| Don't know - N/A | 31 | 9.3 |
| Total | 335 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 167 | 49.9 |
| No | 135 | 40.3 |
| Don't know - N/A | 33 | 9.9 |
| Total | 335 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 49 | 14.6 |
| Occasionally (monthly) | 71 | 21.2 |
| Rarely (1-2 times per semester) | 66 | 19.7 |
| Never (skip to next section) | 149 | 44.5 |
| Total | 335 | 100.0 |

| I feel Purchasing, Contracts & Warehouse is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 78 | 41.9 |
| Somewhat agree | 68 | 36.6 |
| Somewhat disagree | 23 | 12.4 |
| Strongly disagree | 9 | 4.8 |
| Don't know – N/A | 8 | 4.3 |
| Total | 186 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Year | | | | |
|--|------|------|-----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 3.97 | 178 | 2 |
| | 2011 | 3.99 | 156 | 2 |
| | 2013 | 3.96 | 177 | 8 |
| Provides helpful information | 2010 | 4.06 | 178 | 2 |
| | 2011 | 4.10 | 155 | 3 |
| | 2013 | 4.06 | 178 | 7 |
| Communicates effectively | 2010 | 3.97 | 179 | 1 |
| | 2011 | 4.05 | 155 | 3 |
| | 2013 | 3.93 | 177 | 8 |
| Shows consideration & respect | 2010 | 4.16 | 179 | 1 |
| | 2011 | 4.18 | 157 | 1 |
| | 2013 | 4.10 | 179 | 6 |
| Demonstrates competence in their field | 2010 | 4.11 | 174 | 6 |
| | 2011 | 4.15 | 156 | 2 |
| | 2013 | 4.17 | 179 | 6 |
| Handle my deliveries efficiently | 2010 | 4.25 | 172 | 8 |
| | 2011 | 4.22 | 153 | 5 |
| | 2013 | 4.20 | 176 | 9 |
| Provide appropriate assistance with contracts | 2010 | 4.06 | 158 | 22 |
| | 2011 | 4.05 | 140 | 18 |
| | 2013 | 3.99 | 162 | 23 |
| Provide appropriate assistance regarding the electronic requisition system | 2010 | 4.10 | 150 | 30 |
| | 2011 | 4.09 | 140 | 18 |
| | 2013 | 4.08 | 158 | 27 |
| Total Average Rating | 2010 | 4.09 | | |
| | 2011 | 4.10 | | |
| | 2013 | 4.06 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|--|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 18 | 3.67 | 128 | 4.19 | 31 | 3.19 |
| Provides helpful information | 18 | 4.11 | 129 | 4.21 | 31 | 3.42 |
| Communicates effectively | 17 | 3.76 | 129 | 4.09 | 31 | 3.35 |
| Shows consideration & respect | 19 | 4.16 | 129 | 4.23 | 31 | 3.52 |
| Demonstrates competence in their field | 19 | 4.21 | 129 | 4.31 | 31 | 3.58 |
| Handle my deliveries efficiently | 19 | 4.53 | 126 | 4.30 | 31 | 3.58 |
| Provide appropriate assistance with contracts | 19 | 4.16 | 115 | 4.06 | 28 | 3.57 |
| Provide appropriate assistance regarding the electronic requisition system | 16 | 4.25 | 115 | 4.17 | 27 | 3.63 |
| Total Average Rating | | 4.11 | | 4.20 | | 3.48 |

Facilities Planning, Development, and Maintenance

| How familiar are you with the services provided by Facilities Planning, Development, and Maintenance? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 56 | 16.8 |
| Moderately familiar | 67 | 20.1 |
| Somewhat familiar | 75 | 22.5 |
| Slightly familiar | 51 | 15.3 |
| Not at all familiar | 62 | 18.6 |
| Don't know - N/A | 22 | 6.6 |
| Total | 333 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 181 | 54.4 |
| No | 113 | 33.9 |
| Don't know - N/A | 39 | 11.7 |
| Total | 333 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 33 | 9.9 |
| Occasionally (monthly) | 64 | 19.2 |
| Rarely (1-2 times per semester) | 83 | 24.9 |
| Never (skip to next section) | 153 | 45.9 |
| Total | 333 | 100.0 |

| I feel Facilities Planning, Development, and Maintenance is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 90 | 50.0 |
| Somewhat agree | 67 | 37.2 |
| Somewhat disagree | 16 | 8.9 |
| Strongly disagree | 2 | 1.1 |
| Don't know – N/A | 5 | 2.8 |
| Total | 180 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Year | | | | |
|---|------|------|-----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 4.18 | 120 | 7 |
| | 2011 | 4.09 | 85 | 3 |
| | 2013 | 4.23 | 173 | 7 |
| Provides helpful information | 2010 | 4.19 | 122 | 5 |
| | 2011 | 4.18 | 85 | 3 |
| | 2013 | 4.26 | 171 | 9 |
| Communicates effectively | 2010 | 4.10 | 124 | 3 |
| | 2011 | 4.07 | 85 | 3 |
| | 2013 | 4.19 | 174 | 6 |
| Shows consideration & respect | 2010 | 4.26 | 124 | 3 |
| | 2011 | 4.22 | 86 | 2 |
| | 2013 | 4.38 | 176 | 4 |
| Demonstrates competence in their field | 2010 | 4.24 | 125 | 2 |
| | 2011 | 4.24 | 85 | 3 |
| | 2013 | 4.32 | 169 | 11 |
| Enhances the quality of campus life through new and improved facilities | 2010 | 4.21 | 124 | 3 |
| | 2011 | 4.22 | 82 | 6 |
| | 2013 | 4.26 | 176 | 4 |
| Enhances teaching environments | 2010 | 4.16 | 111 | 16 |
| | 2011 | 4.15 | 78 | 10 |
| | 2013 | 4.05 | 164 | 16 |
| Total Average Rating | 2010 | 4.19 | | |
| | 2011 | 4.17 | | |
| | 2013 | 4.24 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 21 | 4.48 | 103 | 4.38 | 49 | 3.82 |
| Provides helpful information | 19 | 4.53 | 102 | 4.38 | 50 | 3.90 |
| Communicates effectively | 21 | 4.33 | 102 | 4.37 | 51 | 3.76 |
| Shows consideration & respect | 22 | 4.55 | 104 | 4.51 | 50 | 4.40 |
| Demonstrates competence in their field | 21 | 4.52 | 100 | 4.44 | 48 | 3.98 |
| Enhances the quality of campus life through new and improved facilities | 22 | 4.50 | 103 | 4.37 | 51 | 3.92 |
| Enhances teaching environments | 20 | 4.35 | 93 | 4.16 | 51 | 3.73 |
| Total Average Rating | | 4.47 | | 4.37 | | 3.88 |

Budget and Administrative Services

| How familiar are you with the services provided by Budget and Administrative Services? | | |
|--|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 48 | 14.4 |
| Moderately familiar | 51 | 15.3 |
| Somewhat familiar | 48 | 14.4 |
| Slightly familiar | 53 | 15.9 |
| Not at all familiar | 97 | 29.1 |
| Don't know - N/A | 36 | 10.8 |
| Total | 333 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 131 | 39.3 |
| No | 152 | 45.6 |
| Don't know - N/A | 50 | 15.0 |
| Total | 333 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 34 | 10.2 |
| Occasionally (monthly) | 43 | 12.9 |
| Rarely (1-2 times per semester) | 51 | 16.3 |
| Never (skip to next section) | 205 | 61.6 |
| Total | 333 | 100.0 |

| I feel Budget and Administrative Services is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|--|------------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 62 | 48.8 |
| Somewhat agree | 43 | 33.9 |
| Somewhat disagree | 15 | 11.8 |
| Strongly disagree | 2 | 1.6 |
| Don't know – N/A | 5 | 3.9 |
| Total | 127 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Year | | | | |
|--|------|------|-----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 4.08 | 99 | 6 |
| | 2011 | 3.81 | 94 | 8 |
| | 2013 | 4.26 | 121 | 6 |
| Provides helpful information | 2010 | 4.11 | 99 | 6 |
| | 2011 | 3.77 | 95 | 7 |
| | 2013 | 4.27 | 123 | 4 |
| Communicates effectively | 2010 | 4.02 | 102 | 3 |
| | 2011 | 3.66 | 97 | 5 |
| | 2013 | 4.12 | 124 | 3 |
| Shows consideration & respect | 2010 | 4.18 | 101 | 4 |
| | 2011 | 3.77 | 93 | 9 |
| | 2013 | 4.33 | 123 | 4 |
| Demonstrates competence in their field | 2010 | 4.13 | 102 | 3 |
| | 2011 | 3.75 | 95 | 7 |
| | 2013 | 4.29 | 120 | 7 |
| Communicates budget status and timelines effective | 2010 | 4.04 | 100 | 5 |
| | 2011 | 3.76 | 95 | 7 |
| | 2013 | 4.19 | 122 | 5 |
| Responds effectively to paperwork status requests | 2010 | 3.95 | 99 | 6 |
| | 2011 | 3.65 | 93 | 9 |
| | 2013 | 4.13 | 119 | 8 |
| Total Average Rating | 2010 | 4.07 | | |
| | 2011 | 3.74 | | |
| | 2013 | 4.23 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 24 | 4.50 | 80 | 4.19 | 17 | 4.24 |
| Provides helpful information | 25 | 4.60 | 80 | 4.25 | 18 | 3.89 |
| Communicates effectively | 25 | 4.48 | 80 | 4.10 | 19 | 3.74 |
| Shows consideration & respect | 25 | 4.72 | 80 | 4.25 | 18 | 4.11 |
| Demonstrates competence in their field | 25 | 4.60 | 78 | 4.26 | 17 | 4.00 |
| Communicates budget status and timelines effective | 25 | 4.36 | 78 | 4.22 | 19 | 3.84 |
| Responds effectively to paperwork status requests | 24 | 4.46 | 76 | 4.09 | 19 | 3.84 |
| Total Average Rating | | 4.53 | | 4.19 | | 3.95 |

Advancement & Communication

| How familiar are you with the services provided by Advancement & Communications? | | |
|--|------------|--------------|
| Response | 2013 | |
| | N | % |
| Extremely familiar | 18 | 5.4 |
| Moderately familiar | 50 | 15.1 |
| Somewhat familiar | 42 | 12.7 |
| Slightly familiar | 65 | 19.6 |
| Not at all familiar | 123 | 37.0 |
| Don't know - N/A | 34 | 10.2 |
| Total | 332 | 100.0 |

| I know who to contact in this department. | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Yes | 110 | 33.1 |
| No | 166 | 50.0 |
| Don't know - N/A | 56 | 16.9 |
| Total | 332 | 100.0 |

| How often do you utilize services from this department? | | |
|---|------------|--------------|
| Response | 2013 | |
| | N | % |
| Often (weekly or more) | 9 | 2.7 |
| Occasionally (monthly) | 28 | 8.4 |
| Rarely (1-2 times per semester) | 51 | 15.4 |
| Never (skip to next section) | 244 | 73.5 |
| Total | 332 | 100.0 |

| I feel Advancement and Communications is service oriented (i.e., responsive to users' needs, willingness to help, etc.). | | |
|--|-----------|--------------|
| Response | 2013 | |
| | N | % |
| Strongly agree | 39 | 44.8 |
| Somewhat agree | 33 | 37.9 |
| Somewhat disagree | 9 | 10.3 |
| Strongly disagree | 1 | 1.1 |
| Don't know – N/A | 5 | 5.7 |
| Total | 87 | 100.0 |

| Respondents' Overall Satisfaction Ratings by Year | | | | |
|---|------|------|----|---------------|
| | Year | X | N | Don't Know/NA |
| Handles my requests efficiently | 2010 | 3.86 | 81 | 7 |
| | 2011 | 3.96 | 71 | 6 |
| | 2013 | 4.22 | 76 | 12 |
| Provides helpful information | 2010 | 3.91 | 85 | 3 |
| | 2011 | 3.92 | 73 | 4 |
| | 2013 | 4.26 | 84 | 4 |
| Communicates effectively | 2010 | 3.93 | 85 | 3 |
| | 2011 | 3.96 | 75 | 2 |
| | 2013 | 4.20 | 86 | 2 |
| Shows consideration & respect | 2010 | 4.08 | 87 | 1 |
| | 2011 | 4.03 | 74 | 3 |
| | 2013 | 4.33 | 86 | 2 |
| Demonstrates competence in their field | 2010 | 3.96 | 85 | 3 |
| | 2011 | 3.96 | 74 | 3 |
| | 2013 | 4.19 | 84 | 4 |
| Promotes multiple forms of internal communication | 2013 | 4.25 | 87 | 1 |
| Effectively promotes our colleges | 2013 | 4.11 | 85 | 3 |
| Total Average Rating | 2010 | 3.95 | | |
| | 2011 | 3.97 | | |
| | 2013 | 4.22 | | |

| Respondents' Overall Satisfaction Ratings by Job Category | | | | | | |
|---|-------|-------------|------------|-------------|---------|-------------|
| | Admin | | Classified | | Faculty | |
| | N | X | N | X | N | X |
| Handles my requests efficiently | 21 | 4.71 | 40 | 4.20 | 15 | 3.60 |
| Provides helpful information | 23 | 4.65 | 44 | 4.25 | 17 | 3.76 |
| Communicates effectively | 25 | 4.56 | 44 | 4.16 | 17 | 3.76 |
| Shows consideration & respect | 25 | 4.80 | 44 | 4.27 | 17 | 3.76 |
| Demonstrates competence in their field | 25 | 4.64 | 42 | 4.12 | 17 | 3.71 |
| Promotes multiple forms of internal communication | 25 | 4.64 | 44 | 4.32 | 18 | 3.56 |
| Effectively promotes our colleges | 25 | 4.40 | 43 | 4.14 | 17 | 3.59 |
| Total Average Rating | | 4.63 | | 4.21 | | 3.68 |