



Grossmont-Cuyamaca Community College District

# DISTRICT SERVICES SATISFACTION SURVEY

A Comparison Between 2011, 2013, 2015, and 2017 Administrations

## Results Summary

Research, Planning, and Institutional Effectiveness

August 2017

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# INTRODUCTION

A total of 345 completed responses to the District Services Satisfaction Survey were received in Spring 2017, representing a 22% increase in the number of returned surveys compared to the previous administration in Spring 2015. The questionnaire asked respondents for their feedback regarding eleven District departments:

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

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.

Classified employees were the most represented group in 2017, comprising slightly less than half of the respondents. Administrators represented the smallest group of respondents.

Respondents' Job Category		
Job Category	2017	
	N	%
Classified	168	48.7
Administrator	26	7.5
Faculty	151	43.8
<b>Total</b>	<b>345</b>	<b>100.0</b>

## 2017 Results Overview

For 2017, the mean rating across all departments on all items was 4.09, 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			
	2011	2013	2015	2017	2011	2013	2015	2017	2011	2013	2015	2017	2011	2013	2015	2017	2011	2013	2015	2017
Accounting	4.08	4.25	4.32	4.04	4.09	4.32	4.29	4.05	4.01	4.18	4.23	3.91	4.18	4.37	4.43	4.36	4.11	4.33	4.41	4.26
Marketing and Communications	3.96	4.22	4.07	3.99	3.92	4.26	4.10	4.02	3.96	4.20	4.04	4.06	4.03	4.33	4.21	4.35	3.96	4.19	4.24	4.11
Budget and Administrative Services	3.81	4.26	3.78	3.91	3.77	4.27	3.79	3.84	3.66	4.12	3.72	3.72	3.77	4.33	4.01	4.01	3.75	4.29	3.85	4.03
Campus and Parking Services	N/A	N/A	4.16	4.38	N/A	N/A	4.15	4.31	N/A	N/A	4.04	4.28	N/A	N/A	4.26	4.39	N/A	N/A	4.11	4.37
Chancellor and Governing Board Office	4.15	4.16	4.01	4.16	4.29	4.21	4.03	4.16	4.27	4.18	3.99	4.08	4.29	4.30	4.11	4.16	4.24	4.26	4.09	4.16
Facilities Planning, Development, and Maintenance	4.09	4.23	4.02	4.01	4.18	4.26	4.09	4.19	4.07	4.19	4.10	3.97	4.22	4.38	4.19	4.23	4.24	4.32	4.09	4.23
Human Resources	4.14	4.12	3.93	3.74	4.16	4.23	4.02	3.82	4.12	4.07	3.88	3.63	4.27	4.31	4.07	3.92	N/A	N/A	N/A	N/A
Information Systems	3.79	3.75	3.76	3.88	3.89	3.89	3.90	4.00	3.84	3.80	3.72	3.86	4.12	3.94	3.90	4.13	4.08	4.01	4.02	4.12
Payroll	4.31	4.55	4.65	4.43	4.27	4.58	4.63	4.41	4.22	4.52	4.55	4.37	4.30	4.55	4.69	4.50	4.30	4.60	4.66	4.41
Purchasing, Contracts, and Warehouse	3.99	3.96	3.83	3.90	4.10	4.06	3.87	3.95	4.05	3.93	3.76	3.81	4.18	4.10	3.91	3.99	4.15	4.17	4.10	4.11
Research, Planning, and Institutional Effectiveness	3.84	3.89	3.93	4.02	4.13	4.10	4.13	4.10	4.05	3.98	4.08	4.02	4.16	4.13	4.37	4.35	4.23	4.24	4.33	4.29
<b>Overall</b>	<b>4.02</b>	<b>4.14</b>	<b>4.04</b>	<b>4.04</b>	<b>4.08</b>	<b>4.22</b>	<b>4.09</b>	<b>4.08</b>	<b>4.03</b>	<b>4.12</b>	<b>4.01</b>	<b>3.97</b>	<b>4.15</b>	<b>4.27</b>	<b>4.20</b>	<b>4.22</b>	<b>4.12</b>	<b>4.27</b>	<b>4.19</b>	<b>4.21</b>

# ACCOUNTING

How familiar are you with the services provided by the Accounting Department?		
Response	2017	
	N	%
Extremely familiar	39	11.3
Moderately familiar	81	23.5
Somewhat familiar	69	20.0
Slightly familiar	77	22.3
Not at all familiar	66	19.1
Don't know - N/A	13	3.8
<b>Total</b>	<b>345</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	147	42.6
No	160	46.4
Don't know - N/A	38	11.0
<b>Total</b>	<b>345</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	39	11.3
Occasionally (monthly)	69	20.1
Rarely (1-2 times per semester)	111	32.3
Never (skip to next section)	125	36.3
<b>Total</b>	<b>344</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	76	44.4
Somewhat agree	67	39.2
Somewhat disagree	21	12.3
Strongly disagree	7	4.1
<b>Total</b>	<b>171</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	4.08	192	13
	2013	4.25	213	16
	2015	4.32	165	12
	2017	4.04	188	12
Provides helpful information	2011	4.09	185	20
	2013	4.32	206	23
	2015	4.29	159	18
	2017	4.05	185	15
Communicates effectively	2011	4.01	185	20
	2013	4.18	208	21
	2015	4.23	160	17
	2017	3.91	187	13
Shows consideration & respect	2011	4.18	185	20
	2013	4.37	209	20
	2015	4.43	159	18
	2017	4.36	184	15
Demonstrates competence in their field	2011	4.11	187	18
	2013	4.33	203	26
	2015	4.41	153	24
	2017	4.26	182	17
Attends to my requests on the initial contact	2011	4.04	184	21
	2013	4.26	207	22
	2015	4.36	159	18
	2017	4.03	181	18
Helps when I need to know the status of a payment	2011	4.10	175	30
	2013	4.30	191	38
	2015	4.40	146	31
	2017	4.13	176	23
<b>Total Average Rating</b>	2011	4.09		
	2013	4.29		
	2015	4.35		
	2017	4.11		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	20	4.60	113	4.13	55	3.65
Provides helpful information	19	4.63	113	4.13	53	3.68
Communicates effectively	20	4.50	113	4.01	54	3.50
Shows consideration & respect	19	4.79	112	4.47	53	3.96
Demonstrates competence in their field	20	4.65	110	4.39	52	3.85
Attends to my requests on the initial contact	20	4.60	108	4.13	53	3.60
Helps when I need to know the status of a payment	20	4.70	107	4.19	49	3.78
<b>Total Average Rating</b>		<b>4.64</b>		<b>4.21</b>		<b>3.72</b>

# MARKETING AND COMMUNICATIONS

How familiar are you with the services provided by Marketing and Communications?		
Response	2017	
	N	%
Extremely familiar	30	9.5
Moderately familiar	45	14.2
Somewhat familiar	73	23.1
Slightly familiar	59	18.7
Not at all familiar	86	27.2
Don't know - N/A	23	7.3
<b>Total</b>	<b>316</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	135	42.7
No	135	42.7
Don't know - N/A	46	14.6
<b>Total</b>	<b>316</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	10	3.2
Occasionally (monthly)	36	11.4
Rarely (1-2 times per semester)	68	21.5
Never (skip to next section)	202	63.9
<b>Total</b>	<b>316</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	46	43.8
Somewhat agree	44	41.9
Somewhat disagree	9	8.6
Strongly disagree	6	5.7
<b>Total</b>	<b>105</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	3.96	71	6
	2013	4.22	76	12
	2015	4.07	81	10
	2017	3.99	103	10
Provides helpful information	2011	3.92	73	4
	2013	4.26	84	4
	2015	4.10	87	4
	2017	4.02	108	5
Communicates effectively	2011	3.96	75	2
	2013	4.20	86	2
	2015	4.07	87	4
	2017	4.06	110	3
Shows consideration & respect	2011	4.03	74	3
	2013	4.33	86	2
	2015	4.21	84	7
	2017	4.35	104	9
Demonstrates competence in their field	2011	3.96	74	3
	2013	4.19	84	4
	2015	4.24	83	8
	2017	4.11	108	5
Promotes multiple forms of internal communication	2013	4.25	87	1
	2015	4.12	85	6
	2017	4.00	108	5
Effectively promotes our colleges	2013	4.11	86	3
	2015	3.98	84	7
	2017	3.80	108	5
<b>Total Average Rating</b>	2011	3.97		
	2013	4.22		
	2015	4.11		
	2017	4.05		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	18	4.33	51	4.04	34	3.74
Provides helpful information	19	4.47	53	4.06	36	3.72
Communicates effectively	19	4.58	54	4.02	37	3.86
Shows consideration & respect	19	4.84	50	4.20	35	4.29
Demonstrates competence in their field	19	4.42	54	4.17	35	3.86
Promotes multiple forms of internal communication	19	4.32	52	4.06	37	3.76
Effectively promotes our colleges	19	4.37	54	3.93	35	3.29
<b>Total Average Rating</b>		<b>4.48</b>		<b>4.07</b>		<b>3.79</b>

# BUDGET AND ADMINISTRATIVE SERVICES

How familiar are you with the services provided by Budget and Administrative Services?		
Response	2017	
	N	%
Extremely familiar	33	10.6
Moderately familiar	41	13.2
Somewhat familiar	50	16.1
Slightly familiar	50	16.1
Not at all familiar	101	32.6
Don't know - N/A	35	11.3
<b>Total</b>	<b>310</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	93	30.0
No	165	53.2
Don't know - N/A	52	16.8
<b>Total</b>	<b>310</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	29	9.4
Occasionally (monthly)	38	12.3
Rarely (1-2 times per semester)	37	11.9
Never (skip to next section)	206	66.5
<b>Total</b>	<b>310</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	37	38.1
Somewhat agree	36	37.1
Somewhat disagree	16	16.5
Strongly disagree	8	8.2
<b>Total</b>	<b>97</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	3.81	94	8
	2013	4.26	121	6
	2015	3.78	86	7
	2017	3.91	96	7
Provides helpful information	2011	3.77	95	7
	2013	4.27	123	4
	2015	3.79	86	7
	2017	3.84	99	4
Communicates effectively	2011	3.66	97	5
	2013	4.12	124	3
	2015	3.72	86	7
	2017	3.72	99	4
Shows consideration & respect	2011	3.77	93	9
	2013	4.33	123	4
	2015	4.01	84	9
	2017	4.01	96	7
Demonstrates competence in their field	2011	3.75	95	7
	2013	4.29	120	7
	2015	3.85	82	11
	2017	4.03	99	4
Communicates budget status and timelines effective	2011	3.76	95	7
	2013	4.19	122	5
	2015	3.59	85	8
	2017	3.71	99	4
Responds effectively to paperwork status requests	2011	3.65	93	9
	2013	4.13	119	8
	2015	3.59	83	10
	2017	3.63	93	10
<b>Total Average Rating</b>	2011	3.74		
	2013	4.23		
	2015	3.76		
	2017	3.84		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	19	4.63	59	3.86	18	3.28
Provides helpful information	19	4.47	60	3.90	20	3.05
Communicates effectively	19	4.32	60	3.78	20	2.95
Shows consideration & respect	19	4.68	58	4.03	19	3.26
Demonstrates competence in their field	19	4.47	59	4.25	21	3.00
Communicates budget status and timelines effective	19	4.37	59	3.78	21	2.90
Responds effectively to paperwork status requests	18	4.22	57	3.77	18	2.61
<b>Total Average Rating</b>		<b>4.45</b>		<b>3.91</b>		<b>3.01</b>

# CAMPUS AND PARKING SERVICES

How familiar are you with the services provided by Campus and Parking Services?		
Response	2017	
	N	%
Extremely familiar	98	31.8
Moderately familiar	99	32.1
Somewhat familiar	59	19.2
Slightly familiar	32	10.4
Not at all familiar	16	5.2
Don't know - N/A	4	1.3
<b>Total</b>	<b>308</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	229	74.4
No	70	22.7
Don't know - N/A	9	2.9
<b>Total</b>	<b>308</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	40	13.0
Occasionally (monthly)	85	27.6
Rarely (1-2 times per semester)	126	40.9
Never (skip to next section)	57	18.5
<b>Total</b>	<b>308</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	136	58.4
Somewhat agree	71	30.5
Somewhat disagree	14	6.0
Strongly disagree	12	5.2
<b>Total</b>	<b>233</b>	<b>100.0</b>

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
Provides helpful information	2015	4.15	194	24
	2017	4.31	233	13
Communicates effectively	2015	4.04	201	17
	2017	4.28	234	12
Shows consideration & respect	2015	4.26	204	14
	2017	4.39	236	10
Demonstrates competence in their field	2015	4.11	198	20
	2017	4.37	231	15
Responds in a timely fashion to service requests	2015	4.04	197	21
	2017	4.20	235	11
Makes me feel comfortable in my campus environment	2015	4.09	201	17
	2017	4.30	232	14
<b>Total Average Rating</b>	2015	4.12		
	2017	4.32		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	23	4.65	125	4.50	90	4.16
Provides helpful information	23	4.57	125	4.44	85	4.06
Communicates effectively	23	4.57	124	4.40	87	4.02
Shows consideration & respect	23	4.65	125	4.49	88	4.18
Demonstrates competence in their field	23	4.65	124	4.46	84	4.15
Responds in a timely fashion to service requests	23	4.57	123	4.27	89	4.02
Makes me feel comfortable in my campus environment	22	4.59	124	4.39	86	4.09
<b>Total Average Rating</b>		<b>4.61</b>		<b>4.42</b>		<b>4.10</b>



# CHANCELLOR AND GOVERNING BOARD OFFICE

How familiar are you with the services provided by the Chancellor and Governing Board Office?		
Response	2017	
	N	%
Extremely familiar	46	15.5
Moderately familiar	72	24.3
Somewhat familiar	56	18.9
Slightly familiar	53	17.9
Not at all familiar	58	19.6
Don't know - N/A	11	3.7
<b>Total</b>	<b>296</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	148	50.0
No	119	40.2
Don't know - N/A	29	9.8
<b>Total</b>	<b>296</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	15	5.1
Occasionally (monthly)	30	10.1
Rarely (1-2 times per semester)	75	25.3
Never (skip to next section)	176	59.5
<b>Total</b>	<b>296</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	55	49.5
Somewhat agree	36	32.4
Somewhat disagree	12	10.8
Strongly disagree	8	7.2
<b>Total</b>	<b>111</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	4.15	108	15
	2013	4.16	129	34
	2015	4.01	103	11
	2017	4.16	101	19
Provides helpful information	2011	4.29	111	12
	2013	4.21	150	13
	2015	4.03	112	2
	2017	4.16	113	7
Communicates effectively	2011	4.27	112	11
	2013	4.18	150	13
	2015	3.99	112	2
	2017	4.08	113	7
Shows consideration & respect	2011	4.29	114	9
	2013	4.30	150	13
	2015	4.11	109	5
	2017	4.16	114	6
Demonstrates competence in their field	2011	4.24	111	12
	2013	4.26	149	14
	2015	4.09	109	5
	2017	4.16	110	10
Provides access to Governing Board materials & meetings	2011	4.32	114	9
	2013	4.53	149	14
	2015	4.37	110	4
	2017	4.38	114	6
Distributes Chancellor's messages effectively	2011	4.47	116	7
	2013	4.56	151	12
	2015	4.29	112	2
	2017	4.30	115	5
<b>Total Average Rating</b>	2011	4.29		
	2013	4.31		
	2015	4.13		
	2017	4.20		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	14	4.50	58	4.28	29	3.76
Provides helpful information	15	4.73	67	4.27	31	3.65
Communicates effectively	15	4.67	67	4.13	31	3.68
Shows consideration & respect	15	4.80	67	4.12	32	3.94
Demonstrates competence in their field	15	4.73	67	4.24	28	3.68
Provides access to Governing Board materials & meetings	15	4.73	67	4.45	32	4.06
Distributes Chancellor's messages effectively	15	4.73	67	4.39	33	3.94
<b>Total Average Rating</b>		<b>4.70</b>		<b>4.27</b>		<b>3.82</b>

# FACILITIES PLANNING, DEVELOPMENT, AND MAINTENANCE

How familiar are you with the services provided by Facilities Planning, Development, and Maintenance?		
Response	2017	
	N	%
Extremely familiar	58	19.9
Moderately familiar	76	26.0
Somewhat familiar	48	16.4
Slightly familiar	41	14.0
Not at all familiar	51	17.5
Don't know - N/A	18	6.2
<b>Total</b>	<b>292</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	154	52.7
No	113	38.7
Don't know - N/A	25	8.6
<b>Total</b>	<b>292</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	35	12.0
Occasionally (monthly)	59	20.2
Rarely (1-2 times per semester)	56	19.2
Never (skip to next section)	142	48.6
<b>Total</b>	<b>292</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	98	43.8
Somewhat agree	78	34.8
Somewhat disagree	29	12.9
Strongly disagree	19	8.5
<b>Total</b>	<b>224</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	4.09	85	3
	2013	4.23	173	7
	2015	4.02	132	11
	2017	4.01	146	4
Provides helpful information	2011	4.18	85	3
	2013	4.26	171	9
	2015	4.09	131	11
	2017	4.19	145	5
Communicates effectively	2011	4.07	85	3
	2013	4.19	174	6
	2015	4.10	134	8
	2017	3.97	145	8
Shows consideration & respect	2011	4.22	86	2
	2013	4.38	176	4
	2015	4.19	133	9
	2017	4.23	145	5
Demonstrates competence in their field	2011	4.24	85	3
	2013	4.32	169	11
	2015	4.09	133	9
	2017	4.23	144	6
Enhances the quality of campus life through new and improved facilities	2011	4.22	82	6
	2013	4.26	176	4
	2015	4.07	131	11
	2017	4.10	143	7
Enhances teaching environments	2011	4.15	78	10
	2013	4.05	164	16
	2015	3.93	119	23
	2017	3.95	133	17
<b>Total Average Rating</b>	2011	4.17		
	2013	4.24		
	2015	4.07		
	2017	4.10		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	18	4.72	81	4.07	47	3.64
Provides helpful information	18	4.89	81	4.32	46	3.70
Communicates effectively	18	4.72	81	4.04	46	3.57
Shows consideration & respect	18	4.89	81	4.25	46	3.93
Demonstrates competence in their field	18	4.83	81	4.33	45	3.80
Enhances the quality of campus life through new and improved facilities	18	4.61	79	4.28	46	3.61
Enhances teaching environments	15	4.80	73	4.16	45	3.33
<b>Total Average Rating</b>		<b>4.78</b>		<b>4.21</b>		<b>3.65</b>

# HUMAN RESOURCES

How familiar are you with the services provided by Human Resources?		
Response	2017	
	N	%
Extremely familiar	84	28.8
Moderately familiar	103	35.3
Somewhat familiar	57	19.5
Slightly familiar	35	12
Not at all familiar	9	3.1
Don't know - N/A	4	1.4
<b>Total</b>	<b>292</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	208	71.2
No	75	25.7
Don't know - N/A	9	3.1
<b>Total</b>	<b>292</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	31	10.6
Occasionally (monthly)	83	28.4
Rarely (1-2 times per semester)	122	41.8
Never (skip to next section)	56	19.2
<b>Total</b>	<b>292</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	77	33.5
Somewhat agree	82	35.7
Somewhat disagree	48	20.9
Strongly disagree	23	10.0
<b>Total</b>	<b>230</b>	<b>100.0</b>

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
Provides helpful information	2013	4.23	299	3
	2015	4.02	209	2
	2017	3.82	229	6
Communicates effectively	2013	4.07	298	4
	2015	3.88	208	3
	2017	3.63	230	5
Shows consideration & respect	2013	4.31	298	4
	2015	4.07	208	3
	2017	3.92	229	6
Provides adequate information about my labor contract	2013	4.06	279	23
	2015	3.81	199	12
	2017	3.71	216	19
Provides appropriate faculty and staff training	2013	3.61	266	36
	2015	3.43	193	18
	2017	3.54	214	21
Provides adequate leadership for hiring processes	2013	3.80	265	37
	2015	3.61	195	16
	2017	3.54	211	24
Provides adequate information about health benefits	2013	4.24	294	8
	2015	4.16	205	16
	2017	3.76	223	12
<b>Total Average Rating</b>	2013	4.06		
	2015	3.86		
	2017	3.71		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	22	3.91	118	3.81	89	3.61
Provides helpful information	22	4.27	119	3.79	88	3.74
Communicates effectively	22	3.91	119	3.59	89	3.61
Shows consideration & respect	22	4.32	120	3.86	87	3.91
Provides adequate information about my labor contract	20	4.00	114	3.80	82	3.52
Provides appropriate faculty and staff training	22	3.95	114	3.55	78	3.41
Provides adequate leadership for hiring processes	22	3.82	113	3.61	76	3.34
Provides adequate information about health benefits	21	4.00	120	3.80	82	3.63
<b>Total Average Rating</b>		<b>4.02</b>		<b>3.73</b>		<b>3.60</b>

# INFORMATION SYSTEMS

How familiar are you with the services provided by Information Systems?		
Response	2017	
	N	%
Extremely familiar	93	32.3
Moderately familiar	87	30.2
Somewhat familiar	47	16.3
Slightly familiar	36	12.5
Not at all familiar	16	5.6
Don't know - N/A	9	3.1
<b>Total</b>	<b>288</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	206	71.5
No	65	22.6
Don't know - N/A	17	5.9
<b>Total</b>	<b>288</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	52	18.1
Occasionally (monthly)	91	31.6
Rarely (1-2 times per semester)	86	29.9
Never (skip to next section)	59	20.5
<b>Total</b>	<b>288</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	98	43.8
Somewhat agree	78	34.8
Somewhat disagree	29	12.9
Strongly disagree	19	8.5
<b>Total</b>	<b>224</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	3.79	263	6
	2013	3.75	300	4
	2015	3.76	203	6
	2017	3.88	224	5
Provides helpful information	2011	3.89	263	6
	2013	3.89	298	4
	2015	3.90	203	6
	2017	4.00	225	4
Communicates effectively	2011	3.84	265	4
	2013	3.80	299	5
	2015	3.72	203	6
	2017	3.86	224	5
Shows consideration & respect	2011	4.12	264	5
	2013	3.94	299	5
	2015	3.90	204	5
	2017	4.13	225	4
Demonstrates competence in their field	2011	4.08	264	5
	2013	4.01	299	5
	2015	4.02	201	8
	2017	4.12	224	5
Offers prompt user support through the IS Help Desk	2013	3.75	287	17
	2015	3.86	195	14
	2017	4.01	219	10
Provides upgrades to current technology	2013	3.60	280	24
	2015	3.71	199	10
	2017	3.68	212	17
<b>Total Average Rating</b>	2011	3.94		
	2013	3.82		
	2015	3.84		
	2017	3.95		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	19	4.05	124	3.93	81	3.75
Provides helpful information	19	4.32	125	4.07	81	3.80
Communicates effectively	19	4.11	126	3.89	79	3.75
Shows consideration & respect	19	4.53	125	4.18	81	3.98
Demonstrates competence in their field	19	4.32	124	4.17	81	3.99
Offers prompt user support through the IS Help Desk	19	3.95	121	4.07	79	3.94
Provides upgrades to current technology	16	3.81	120	3.71	76	3.62
<b>Total Average Rating</b>		<b>4.16</b>		<b>4.00</b>		<b>3.83</b>

# PAYROLL

How familiar are you with the services provided by Payroll?		
Response	2017	
	N	%
Extremely familiar	79	27.7
Moderately familiar	92	32.3
Somewhat familiar	59	20.7
Slightly familiar	34	11.9
Not at all familiar	18	6.3
Don't know - N/A	3	1.1
<b>Total</b>	<b>285</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	197	69.1
No	79	27.7
Don't know - N/A	9	3.2
<b>Total</b>	<b>285</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	20	7.0
Occasionally (monthly)	71	24.9
Rarely (1-2 times per semester)	121	42.5
Never (skip to next section)	73	25.6
<b>Total</b>	<b>285</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	115	56.1
Somewhat agree	77	37.6
Somewhat disagree	9	4.4
Strongly disagree	4	2.0
<b>Total</b>	<b>205</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	4.31	247	4
	2013	4.55	277	5
	2015	4.65	193	4
	2017	4.43	207	6
Provides helpful information	2011	4.27	248	3
	2013	4.58	275	7
	2015	4.63	192	5
	2017	4.41	206	7
Communicates effectively	2011	4.22	249	2
	2013	4.52	275	7
	2015	4.55	192	5
	2017	4.37	205	7
Shows consideration & respect	2011	4.30	250	1
	2013	4.55	276	6
	2015	4.69	194	3
	2017	4.50	206	6
Demonstrates competence in their field	2011	4.30	248	3
	2013	4.60	272	10
	2015	4.66	190	7
	2017	4.41	205	7
Provides timely responses to my questions	2011	4.32	249	2
	2013	4.58	276	6
	2015	4.66	192	5
	2017	4.40	206	6
Addresses my individual payroll concerns	2011	4.29	243	8
	2013	4.62	276	6
	2015	4.67	190	7
	2017	4.41	204	8
<b>Total Average Rating</b>	2011	4.29		
	2013	4.57		
	2015	4.64		
	2017	4.42		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	20	4.55	116	4.59	71	4.15
Provides helpful information	20	4.45	116	4.64	70	4.01
Communicates effectively	20	4.35	115	4.55	70	4.09
Shows consideration & respect	20	4.55	116	4.65	70	4.23
Demonstrates competence in their field	20	4.55	115	4.60	70	4.06
Provides timely responses to my questions	20	4.40	115	4.57	71	4.13
Addresses my individual payroll concerns	19	4.47	114	4.58	71	4.13
<b>Total Average Rating</b>		<b>4.47</b>		<b>4.60</b>		<b>4.11</b>

# PURCHASING, CONTRACTS, AND WAREHOUSE

How familiar are you with the services provided by Purchasing, Contracts, and Warehouse?		
Response	2017	
	N	%
Extremely familiar	61	21.7
Moderately familiar	49	17.4
Somewhat familiar	44	15.7
Slightly familiar	34	12.1
Not at all familiar	66	23.5
Don't know - N/A	27	9.6
<b>Total</b>	<b>281</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	127	45.2
No	117	41.6
Don't know - N/A	37	13.2
<b>Total</b>	<b>281</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	47	16.7
Occasionally (monthly)	50	17.8
Rarely (1-2 times per semester)	39	13.9
Never (skip to next section)	145	51.6
<b>Total</b>	<b>281</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	58	43.9
Somewhat agree	42	31.8
Somewhat disagree	19	14.4
Strongly disagree	13	9.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	3.99	156	2
	2013	3.96	177	8
	2015	3.83	134	5
	2017	3.90	133	2
Provides helpful information	2011	4.10	155	3
	2013	4.06	178	7
	2015	3.87	131	8
	2017	3.95	132	3
Communicates effectively	2011	4.05	155	3
	2013	3.93	177	8
	2015	3.76	132	7
	2017	3.81	133	2
Shows consideration & respect	2011	4.18	157	1
	2013	4.10	179	6
	2015	3.91	134	5
	2017	3.99	133	2
Demonstrates competence in their field	2011	4.15	156	2
	2013	4.17	179	6
	2015	4.10	129	10
	2017	4.11	131	4
Handle my deliveries efficiently	2011	4.22	153	5
	2013	4.20	176	9
	2015	4.14	132	7
	2017	4.39	133	2
Provide appropriate assistance with contracts	2011	4.05	140	18
	2013	3.99	162	23
	2015	3.80	118	21
	2017	3.91	121	14
Provide appropriate assistance regarding the electronic requisition system	2011	4.09	140	18
	2013	4.08	158	27
	2015	3.88	114	25
	2017	3.85	119	16
<b>Total Average Rating</b>	2011	4.10		
	2013	4.06		
	2015	3.91		
	2017	3.99		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	17	4.12	90	4.11	26	3.04
Provides helpful information	17	4.00	90	4.13	25	3.24
Communicates effectively	17	3.82	90	4.01	26	3.12
Shows consideration & respect	17	4.12	91	4.15	25	3.32
Demonstrates competence in their field	17	4.24	90	4.30	24	3.29
Handle my deliveries efficiently	17	4.06	90	4.59	26	3.92
Provide appropriate assistance with contracts	15	4.07	84	4.05	22	3.27
Provide appropriate assistance regarding the electronic requisition system	15	4.20	83	3.93	21	3.29
<b>Total Average Rating</b>		<b>4.08</b>		<b>4.16</b>		<b>3.31</b>

# RESEARCH, PLANNING, AND INSTITUTIONAL EFFECTIVENESS

How familiar are you with the services provided by Research, Planning, and Institutional Effectiveness?		
Response	2017	
	N	%
Extremely familiar	31	11.2
Moderately familiar	36	13
Somewhat familiar	41	14.8
Slightly familiar	47	17
Not at all familiar	83	30
Don't know - N/A	39	14.1
<b>Total</b>	<b>277</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2017	
	N	%
Yes	83	30.0
No	145	52.3
Don't know - N/A	49	17.7
<b>Total</b>	<b>277</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2017	
	N	%
Often (weekly or more)	7	2.5
Occasionally (monthly)	25	9.0
Rarely (1-2 times per semester)	35	12.6
Never (skip to next section)	210	75.8
<b>Total</b>	<b>277</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.).		
Response	2017	
	N	%
Strongly agree	29	46.8
Somewhat agree	27	43.5
Somewhat disagree	2	3.2
Strongly disagree	4	6.5
<b>Total</b>	<b>62</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2011	3.84	98	8
	2013	3.89	91	23
	2015	3.93	56	9
	2017	4.02	57	10
Provides helpful information	2011	3.84	98	8
	2013	4.10	96	18
	2015	4.13	60	5
	2017	4.10	63	4
Communicates effectively	2011	4.05	99	7
	2013	3.98	98	15
	2015	4.08	63	2
	2017	4.02	62	5
Shows consideration & respect	2011	4.16	99	7
	2013	4.13	98	16
	2015	4.37	63	2
	2017	4.35	62	5
Demonstrates competence in their field	2011	4.23	97	9
	2013	4.24	96	18
	2015	4.33	61	4
	2017	4.29	63	4
Presents data in a useful format	2011	4.18	99	7
	2013	4.07	98	16
	2015	4.11	61	4
	2017	4.05	63	4
Provides information that aids in effective decision making	2013	4.12	98	16
	2015	4.05	59	6
	2017	4.05	61	6
	<b>Total Average Rating</b>	2011	4.05	
	2013	4.08		
	2015	4.14		
	2017	4.13		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	13	4.00	24	4.29	20	3.70
Provides helpful information	14	4.21	26	4.35	23	3.74
Communicates effectively	14	4.07	26	4.27	22	3.68
Shows consideration & respect	13	4.38	27	4.56	22	4.09
Demonstrates competence in their field	14	4.57	27	4.48	22	3.86
Presents data in a useful format	14	4.36	27	4.30	22	3.55
Provides information that aids in effective decision making	14	4.29	25	4.36	22	3.55
<b>Total Average Rating</b>		<b>4.27</b>		<b>4.37</b>		<b>3.74</b>