



Grossmont-Cuyamaca Community College District

# DISTRICT SERVICES SATISFACTION SURVEY

A Comparison of the Fall 2010, Fall 2011, Fall 2013 and Spring 2015 Administrations



## Results Summary

Research, Planning & Institutional Effectiveness  
April 2015



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# INTRODUCTION

A total of 283 responses to the District Services Survey were received in 2015. The survey asked respondents for their feedback regarding 11 different departments within the District:

- Accounting
- Advancement & Communications
- Budget and Administrative Services
- Campus and Parking Services
- Chancellor & Governing Board Office
- Facilities Planning, Development, and Maintenance
- Human Resources
- Information Systems
- Payroll
- Purchasing Contracts & Warehouse
- Research, Planning & 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 their satisfaction with different aspects related to the services provided by the department. To rate their experiences, respondents were asked to indicate their level of satisfaction on the following Likert scale:

- Strongly satisfied (5)
- Somewhat 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. Respondents who indicated that they have had no interaction with an area, along with "Don't Know/NA" and skipped responses were excluded from the calculation of the mean score.

As presented in the table below, Classified employees were the most represented group in 2015 consisting of slightly

less than half of the respondents. Administrators represented the smallest group of respondents.

Respondents' Job Category		
	2015	
Job Category	N	%
Classified	141	49.8
Administrator	24	8.5
Faculty	118	41.7
No Response	0	0.0
<b>Total</b>	<b>283</b>	<b>100.0</b>

## Overview of the Results

For 2015, the mean rating across all departments on all items was 4.11; which is slightly above the "Satisfied" rating of 4.0 on the five-point rating scale. For most departments, Classified employees were generally more satisfied than Administrators or Faculty. The table on page 4 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	2015	2010	2011	2013	2015	2010	2011	2013	2015	2010	2011	2013	2015	2010	2011	2013	2015
Accounting	4.13	4.08	4.25	4.32	4.18	4.09	4.32	4.29	4.05	4.01	4.18	4.23	4.23	4.18	4.37	4.43	4.19	4.11	4.33	4.41
Advancement and Communications	3.87	3.96	4.22	4.07	3.92	3.92	4.26	4.10	3.94	3.96	4.20	4.04	4.09	4.03	4.33	4.21	3.97	3.96	4.19	4.24
Budget and Administrative Services	4.08	3.81	4.26	3.78	4.11	3.77	4.27	3.79	4.02	3.66	4.12	3.72	4.18	3.77	4.33	4.01	4.13	3.75	4.29	3.85
Campus and Parking Services	N/A	N/A	N/A	4.61	N/A	N/A	N/A	4.68	N/A	N/A	N/A	4.43	N/A	N/A	N/A	4.57	N/A	N/A	N/A	4.56
Chancellor and Governing Board Office	4.21	4.15	4.16	4.01	4.27	4.29	4.21	4.03	4.18	4.27	4.18	3.99	4.20	4.29	4.30	4.11	4.14	4.24	4.26	4.09
Facilities Planning, Development, and Maintenance	4.18	4.09	4.23	4.02	4.19	4.18	4.26	4.09	4.10	4.07	4.19	4.10	4.26	4.22	4.38	4.19	4.24	4.24	4.32	4.09
Human Resources	4.21	4.14	4.12	3.93	4.20	4.16	4.23	4.02	4.14	4.12	4.07	3.88	4.33	4.27	4.31	4.07	4.13	4.12	4.06	3.81
Information Systems	3.95	3.79	3.75	3.76	4.05	3.89	3.89	3.90	3.98	3.84	3.80	3.72	4.11	4.12	3.94	3.90	4.20	4.08	4.01	4.02
Payroll	4.45	4.31	4.55	4.65	4.41	4.27	4.58	4.63	4.36	4.22	4.52	4.55	4.43	4.30	4.55	4.69	4.40	4.30	4.60	4.66
Purchasing Contracts and Warehouse	3.97	3.99	3.96	3.83	4.06	4.10	4.06	3.87	3.97	4.05	3.93	3.76	4.16	4.18	4.10	3.91	4.11	4.15	4.17	4.10
Research, Planning and Institutional Effectiveness	3.77	3.84	3.89	3.93	3.82	4.13	4.10	4.13	3.92	4.05	3.98	4.08	4.15	4.16	4.13	4.37	4.01	4.23	4.24	4.33
<b>Overall</b>	<b>4.08</b>	<b>4.02</b>	<b>4.14</b>	<b>4.08</b>	<b>4.12</b>	<b>4.08</b>	<b>4.22</b>	<b>4.14</b>	<b>4.07</b>	<b>4.03</b>	<b>4.12</b>	<b>4.05</b>	<b>4.21</b>	<b>4.15</b>	<b>4.27</b>	<b>4.22</b>	<b>4.15</b>	<b>4.12</b>	<b>4.25</b>	<b>4.20</b>

# ACCOUNTING

How familiar are you with the services provided by the Accounting Department?		
Response	2015	
	N	%
Extremely familiar	35	12.4
Moderately familiar	64	22.6
Somewhat familiar	67	23.7
Slightly familiar	62	21.9
Not at all familiar	44	15.5
Don't know - N/A	11	3.9
<b>Total</b>	<b>283</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	142	50.2
No	108	38.2
Don't know - N/A	33	11.7
<b>Total</b>	<b>283</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	35	12.4
Occasionally (monthly)	55	19.4
Rarely (1-2 times per semester)	87	30.7
Never (skip to next section)	106	37.5
<b>Total</b>	<b>283</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	79	53.4
Somewhat agree	53	35.8
Somewhat disagree	12	8.1
Strongly disagree	4	2.7
<b>Total</b>	<b>148</b>	<b>100.0</b>

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
	2015	4.32	165	12
Provides helpful information	2010	4.18	217	17
	2011	4.09	185	20
	2013	4.32	206	23
	2015	4.29	159	18
Communicates effectively	2010	4.05	220	14
	2011	4.01	185	20
	2013	4.18	208	21
	2015	4.23	160	17
Shows consideration & respect	2010	4.23	217	17
	2011	4.18	185	20
	2013	4.37	209	20
	2015	4.43	159	18
Demonstrates competence in their field	2010	4.19	220	14
	2011	4.11	187	18
	2013	4.33	203	26
	2015	4.41	153	24
Attends to my requests on the initial contact	2010	4.07	218	16
	2011	4.04	184	21
	2013	4.26	207	22
	2015	4.36	159	18
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
	2015	4.40	146	31
<b>Total Average Rating</b>	2010	4.15		
	2011	4.09		
	2013	4.29		
	2015	4.35		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	22	3.95	93	4.61	50	3.94
Provides helpful information	22	4.09	91	4.54	46	3.89
Communicates effectively	22	3.91	92	4.42	46	3.98
Shows consideration & respect	20	4.40	93	4.59	46	4.13
Demonstrates competence in their field	18	4.44	92	4.64	43	3.88
Attends to my requests on the initial contact	21	4.00	92	4.64	46	3.96
Helps when I need to know the status of a payment	18	4.17	87	4.60	41	4.10
<b>Total Average Rating</b>		<b>4.14</b>		<b>4.58</b>		<b>3.98</b>

## ADVANCEMENT AND COMMUNICATIONS

How familiar are you with the services provided by Advancement and Communications?		
	2015	
Response	N	%
Extremely familiar	27	9.9
Moderately familiar	32	11.8
Somewhat familiar	40	14.7
Slightly familiar	51	18.8
Not at all familiar	97	35.7
Don't know - N/A	25	9.2
<b>Total</b>	<b>272</b>	<b>100.0</b>

I know who to contact in this department.		
	2015	
Response	N	%
Yes	96	35.3
No	126	46.3
Don't know - N/A	50	18.4
<b>Total</b>	<b>272</b>	<b>100.0</b>

How often do you utilize services from this department?		
	2015	
Response	N	%
Often (weekly or more)	13	4.8
Occasionally (monthly)	26	9.6
Rarely (1-2 times per semester)	53	19.5
Never (skip to next section)	180	66.2
<b>Total</b>	<b>272</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
	2015	
Response	N	%
Strongly agree	36	44.4
Somewhat agree	34	42.0
Somewhat disagree	4	4.9
Strongly disagree	7	8.6
<b>Total</b>	<b>81</b>	<b>100.0</b>

Respondents' Overall Satisfaction Ratings by Year				
	Year	X	N	Don't Know/NA
Handles my requests efficiently	2010	3.87	81	7
	2011	3.96	71	6
	2013	4.22	76	12
	2015	4.07	81	10
Provides helpful information	2010	3.92	85	3
	2011	3.92	73	4
	2013	4.26	84	4
	2015	4.10	87	4
Communicates effectively	2010	3.94	85	3
	2011	3.96	75	2
	2013	4.20	86	2
	2015	4.07	87	4
Shows consideration & respect	2010	4.09	87	1
	2011	4.03	74	3
	2013	4.33	86	2
	2015	4.21	84	7
Demonstrates competence in their field	2010	3.97	85	3
	2011	3.96	74	3
	2013	4.19	84	4
	2015	4.24	83	8
Promotes multiple forms of internal communication	2013	4.25	87	1
	2015	4.12	85	6
Effectively promotes our colleges	2013	4.11	85	3
	2015	3.98	84	7
<b>Total Average Rating</b>	2010	3.96		
	2011	3.97		
	2013	4.22		
	2015	4.11		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	22	3.95	35	4.46	24	3.63
Provides helpful information	22	4.09	37	4.46	28	3.64
Communicates effectively	22	3.91	37	4.43	28	3.71
Shows consideration & respect	22	4.27	36	4.44	26	3.85
Demonstrates competence in their field	21	4.00	37	4.59	25	3.92
Promotes multiple forms of internal communication	21	4.10	37	4.38	27	3.78
Effectively promotes our colleges	21	3.62	37	4.54	26	3.46
<b>Total Average Rating</b>		<b>3.99</b>		<b>4.47</b>		<b>3.71</b>

## BUDGET AND ADMINISTRATIVE SERVICES

How familiar are you with the services provided by Budget and Administrative Services?		
Response	2015	
	N	%
Extremely familiar	28	10.5
Moderately familiar	43	16.1
Somewhat familiar	31	11.6
Slightly familiar	53	19.9
Not at all familiar	89	33.3
Don't know - N/A	23	8.6
<b>Total</b>	<b>267</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	86	32.2
No	134	50.2
Don't know - N/A	47	17.6
<b>Total</b>	<b>267</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	29	10.9
Occasionally (monthly)	36	13.5
Rarely (1-2 times per semester)	29	10.9
Never (skip to next section)	173	64.8
<b>Total</b>	<b>267</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	33	40.2
Somewhat agree	28	34.1
Somewhat disagree	10	12.2
Strongly disagree	11	13.4
<b>Total</b>	<b>82</b>	<b>100.0</b>

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
	2015	3.78	86	7
Provides helpful information	2010	4.11	99	6
	2011	3.77	95	7
	2013	4.27	123	4
	2015	3.79	86	7
Communicates effectively	2010	4.02	102	3
	2011	3.66	97	5
	2013	4.12	124	3
	2015	3.72	86	7
Shows consideration & respect	2010	4.18	101	4
	2011	3.77	93	9
	2013	4.33	123	4
	2015	4.01	84	9
Demonstrates competence in their field	2010	4.13	102	3
	2011	3.75	95	7
	2013	4.29	120	7
	2015	3.85	82	11
Communicates budget status and timelines effective	2010	4.04	100	5
	2011	3.76	95	7
	2013	4.19	122	5
	2015	3.59	85	8
Responds effectively to paperwork status requests	2010	3.95	99	6
	2011	3.65	93	9
	2013	4.13	119	8
	2015	3.59	83	10
<b>Total Average Rating</b>	2010	4.07		
	2011	3.74		
	2013	4.23		
	2015	3.76		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	17	3.47	52	4.15	17	2.94
Provides helpful information	17	3.59	51	4.25	18	2.67
Communicates effectively	17	3.41	51	4.27	18	2.44
Shows consideration & respect	17	3.76	51	4.35	16	3.19
Demonstrates competence in their field	16	3.63	51	4.33	15	2.47
Communicates budget status and timelines effective	17	3.35	51	4.10	17	2.29
Responds effectively to paperwork status requests	17	3.12	51	4.14	15	2.27
<b>Total Average Rating</b>		<b>3.48</b>		<b>4.23</b>		<b>2.61</b>

## CAMPUS AND PARKING SERVICES

How familiar are you with the services provided by Campus and Parking Services?		
	2015	
Response	N	%
Extremely familiar	78	29.3
Moderately familiar	96	36.1
Somewhat familiar	49	18.4
Slightly familiar	33	12.4
Not at all familiar	8	3.0
Don't know - N/A	2	0.8
<b>Total</b>	<b>266</b>	<b>100.0</b>

I know who to contact in this department.		
	2015	
Response	N	%
Yes	194	72.9
No	59	22.2
Don't know - N/A	13	4.9
<b>Total</b>	<b>266</b>	<b>100.0</b>

How often do you utilize services from this department?		
	2015	
Response	N	%
Often (weekly or more)	36	13.5
Occasionally (monthly)	65	24.4
Rarely (1-2 times per semester)	118	44.4
Never (skip to next section)	47	17.7
<b>Total</b>	<b>266</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
	2015	
Response	N	%
Strongly agree	101	50.2
Somewhat agree	66	32.8
Somewhat disagree	20	10.0
Strongly disagree	14	7.0
<b>Total</b>	<b>201</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
Provides helpful information	2015	4.15	194	24
Communicates effectively	2015	4.04	201	17
Shows consideration & respect	2015	4.26	204	14
Demonstrates competence in their field	2015	4.11	198	20
Responds in a timely fashion to service requests	2015	4.04	197	21
Makes me feel comfortable in my campus environment	2015	4.09	201	17
<b>Total Average Rating</b>	2015	4.12		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	18	3.61	109	4.32	71	4.06
Provides helpful information	18	3.67	108	4.33	68	3.99
Communicates effectively	18	3.22	111	4.24	72	3.93
Shows consideration & respect	19	3.68	112	4.46	73	4.11
Demonstrates competence in their field	18	3.44	111	4.30	69	3.97
Responds in a timely fashion to service requests	18	3.44	111	4.18	68	3.97
Makes me feel comfortable in my campus environment	19	3.58	111	4.26	71	3.97
<b>Total Average Rating</b>		<b>3.52</b>		<b>4.30</b>		<b>4.00</b>



# CHANCELLOR AND GOVERNING BOARD OFFICE

How familiar are you with the services provided by the Chancellor & Governing Board Office?		
	2015	
Response	N	%
Extremely familiar	42	16.0
Moderately familiar	71	27.1
Somewhat familiar	55	21.0
Slightly familiar	50	19.1
Not at all familiar	29	11.1
Don't know - N/A	15	5.7
<b>Total</b>	<b>262</b>	<b>100.0</b>

I know who to contact in this department.		
	2015	
Response	N	%
Yes	158	60.3
No	82	31.3
Don't know - N/A	22	8.4
<b>Total</b>	<b>262</b>	<b>100.0</b>

How often do you utilize services from this department?		
	2015	
Response	N	%
Often (weekly or more)	24	9.2
Occasionally (monthly)	29	11.1
Rarely (1-2 times per semester)	61	23.3
Never (skip to next section)	148	56.5
<b>Total</b>	<b>262</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
	2015	
Response	N	%
Strongly agree	57	51.8
Somewhat agree	34	30.9
Somewhat disagree	10	9.1
Strongly disagree	9	8.2
<b>Total</b>	<b>110</b>	<b>100.0</b>

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
	2015	4.01	103	11
Provides helpful information	2010	4.27	146	9
	2011	4.29	111	12
	2013	4.21	150	13
	2015	4.03	112	2
Communicates effectively	2010	4.18	148	7
	2011	4.27	112	11
	2013	4.18	150	13
	2015	3.99	112	2
Shows consideration & respect	2010	4.20	147	8
	2011	4.29	114	9
	2013	4.30	150	13
	2015	4.11	109	5
Demonstrates competence in their field	2010	4.14	146	9
	2011	4.24	111	12
	2013	4.26	149	14
	2015	4.09	109	5
Provides access to Governing Board materials & meetings	2010	4.34	143	12
	2011	4.32	114	9
	2013	4.53	149	14
	2015	4.37	110	4
Distributes Chancellor's messages effectively	2010	4.38	152	3
	2011	4.47	116	7
	2013	4.56	151	12
	2015	4.29	112	2
<b>Total Average Rating</b>	2010	4.25		
	2011	4.29		
	2013	4.31		
	2015	4.13		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	21	4.14	55	4.22	27	3.48
Provides helpful information	21	4.33	57	4.23	34	3.50
Communicates effectively	21	4.14	56	4.21	35	3.54
Shows consideration & respect	21	4.33	55	4.31	33	3.64
Demonstrates competence in their field	20	4.30	56	4.32	33	3.58
Provides access to Governing Board materials & meetings	20	4.65	56	4.46	34	4.06
Distributes Chancellor's messages effectively	20	4.40	57	4.51	35	3.89
<b>Total Average Rating</b>		<b>4.33</b>		<b>4.32</b>		<b>3.67</b>

# FACILITIES PLANNING, DEVELOPMENT, AND MAINTENANCE

How familiar are you with the services provided by Facilities Planning, Development, and Maintenance?		
Response	2015	
	N	%
Extremely familiar	41	15.7
Moderately familiar	77	29.5
Somewhat familiar	44	16.9
Slightly familiar	41	15.7
Not at all familiar	45	17.2
Don't know - N/A	13	5.0
<b>Total</b>	<b>261</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	140	53.6
No	98	37.5
Don't know - N/A	23	8.8
<b>Total</b>	<b>261</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	33	12.6
Occasionally (monthly)	52	19.9
Rarely (1-2 times per semester)	58	22.2
Never (skip to next section)	118	45.2
<b>Total</b>	<b>261</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	67	51.1
Somewhat agree	43	32.8
Somewhat disagree	12	9.2
Strongly disagree	9	6.9
<b>Total</b>	<b>131</b>	<b>100.0</b>

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
	2015	4.02	132	11
Provides helpful information	2010	4.19	122	5
	2011	4.18	85	3
	2013	4.26	171	9
	2015	4.09	131	11
Communicates effectively	2010	4.10	124	3
	2011	4.07	85	3
	2013	4.19	174	6
	2015	4.10	134	8
Shows consideration & respect	2010	4.26	124	3
	2011	4.22	86	2
	2013	4.38	176	4
	2015	4.19	133	9
Demonstrates competence in their field	2010	4.24	125	2
	2011	4.24	85	3
	2013	4.32	169	11
	2015	4.09	133	9
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
	2015	4.07	131	11
Enhances teaching environments	2010	4.16	111	16
	2011	4.15	78	10
	2013	4.05	164	16
	2015	3.93	119	23
<b>Total Average Rating</b>	2010	4.19		
	2011	4.17		
	2013	4.24		
	2015	4.07		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	12	3.58	82	4.02	38	4.16
Provides helpful information	13	3.92	79	4.06	39	4.21
Communicates effectively	13	3.85	81	4.09	40	4.20
Shows consideration & respect	13	3.92	81	4.22	39	4.21
Demonstrates competence in their field	13	3.85	81	4.09	39	4.18
Enhances the quality of campus life through new and improved facilities	15	3.80	77	4.08	39	4.15
Enhances teaching environments	14	3.79	69	3.93	36	4.00
<b>Total Average Rating</b>		<b>3.82</b>		<b>4.07</b>		<b>4.16</b>

# HUMAN RESOURCES

How familiar are you with the services provided by Human Resources?		
Response	2015	
	N	%
Extremely familiar	83	32.2
Moderately familiar	85	32.9
Somewhat familiar	54	20.9
Slightly familiar	22	8.5
Not at all familiar	9	3.5
Don't know - N/A	5	1.9
<b>Total</b>	<b>258</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	210	81.4
No	38	14.7
Don't know - N/A	10	3.9
<b>Total</b>	<b>258</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	42	16.3
Occasionally (monthly)	70	27.1
Rarely (1-2 times per semester)	101	39.1
Never (skip to next section)	45	17.4
<b>Total</b>	<b>258</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	86	42.0
Somewhat agree	72	35.1
Somewhat disagree	27	13.2
Strongly disagree	20	9.8
<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	2013	4.12	299	3
	2015	3.93	209	2
Provides helpful information	2013	4.23	299	3
	2015	4.02	209	2
Communicates effectively	2013	4.07	298	4
	2015	3.88	208	3
Shows consideration & respect	2013	4.31	298	4
	2015	4.07	208	3
Provides adequate information about my labor contract	2013	4.06	279	23
	2015	3.81	199	12
Provides appropriate faculty and staff training	2013	3.61	266	36
	2015	3.43	193	18
Provides adequate leadership for hiring processes	2013	3.80	265	37
	2015	3.61	195	16
Provides adequate information about health benefit	2013	4.24	294	8
	2015	4.16	205	16
Total Average Rating	2013	4.06		
	2015	3.86		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	22	2.86	107	4.05	80	4.06
Provides helpful information	22	3.32	107	4.09	80	4.13
Communicates effectively	22	2.82	106	3.97	80	4.05
Shows consideration & respect	22	3.73	106	4.01	80	4.24
Provides adequate information about my labor contract	21	3.38	104	3.88	74	3.85
Provides appropriate faculty and staff training	21	2.57	102	3.48	70	3.61
Provides adequate leadership for hiring processes	20	2.95	102	3.63	73	3.75
Provides adequate information about health benefit	22	4.00	106	4.31	77	4.00
<b>Total Average Rating</b>		<b>3.09</b>		<b>3.87</b>		<b>3.96</b>

# INFORMATION SYSTEMS

How familiar are you with the services provided by Information Systems?		
Response	2015	
	N	%
Extremely familiar	83	32.8
Moderately familiar	86	34.0
Somewhat familiar	41	16.2
Slightly familiar	29	11.5
Not at all familiar	9	3.6
Don't know - N/A	5	2.0
<b>Total</b>	<b>253</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	188	74.3
No	54	21.3
Don't know - N/A	11	4.3
<b>Total</b>	<b>253</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	59	23.3
Occasionally (monthly)	69	27.3
Rarely (1-2 times per semester)	82	32.4
Never (skip to next section)	43	17.0
<b>Total</b>	<b>253</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	69	34.5
Somewhat agree	77	38.5
Somewhat disagree	31	15.5
Strongly disagree	23	11.5
<b>Total</b>	<b>200</b>	<b>100.0</b>

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
	2015	3.76	203	6
Provides helpful information	2010	4.05	287	1
	2011	3.89	263	6
	2013	3.89	298	4
	2015	3.90	203	6
Communicates effectively	2010	3.98	288	0
	2011	3.84	265	4
	2013	3.80	299	5
	2015	3.72	203	6
Shows consideration & respect	2010	4.11	286	2
	2011	4.12	264	5
	2013	3.94	299	5
	2015	3.90	204	5
Demonstrates competence in their field	2010	4.20	284	4
	2011	4.08	264	5
	2013	4.01	299	5
	2015	4.02	201	8
Offers prompt user support through the IS Help Desk	2013	3.75	287	17
	2015	3.86	195	14
Provides upgrades to current technology	2013	3.60	280	24
	2015	3.71	199	10
<b>Total Average Rating</b>	2010	4.06		
	2011	3.94		
	2013	3.82		
	2015	3.84		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	20	3.30	112	3.83	71	3.79
Provides helpful information	20	3.55	112	4.04	71	3.79
Communicates effectively	20	3.30	112	3.81	71	3.70
Shows consideration & respect	21	3.52	112	3.98	71	3.87
Demonstrates competence in their field	20	3.75	111	4.15	70	3.89
Offers prompt user support through the IS Help Desk	19	3.74	110	3.88	66	3.85
Provides upgrades to current technology	19	3.11	109	3.85	71	3.66
<b>Total Average Rating</b>		<b>3.47</b>		<b>3.93</b>		<b>3.79</b>

# PAYROLL

How familiar are you with the services provided by Payroll?		
Response	2015	
	N	%
Extremely familiar	69	27.4
Moderately familiar	93	36.9
Somewhat familiar	53	21.0
Slightly familiar	25	9.9
Not at all familiar	9	3.6
Don't know - N/A	3	1.2
<b>Total</b>	<b>252</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	198	78.6
No	46	18.3
Don't know - N/A	8	3.2
<b>Total</b>	<b>252</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	26	10.3
Occasionally (monthly)	59	23.4
Rarely (1-2 times per semester)	112	44.4
Never (skip to next section)	55	21.8
<b>Total</b>	<b>252</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	72	71.9
Somewhat agree	24	24.0
Somewhat disagree	4	4.2
Strongly disagree	0	0.0
<b>Total</b>	<b>192</b>	<b>100.0</b>

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
	2015	4.65	193	4
Provides helpful information	2010	4.41	266	0
	2011	4.27	248	3
	2013	4.58	275	7
	2015	4.63	192	5
Communicates effectively	2010	4.36	264	2
	2011	4.22	249	2
	2013	4.52	275	7
	2015	4.55	192	5
Shows consideration & respect	2010	4.43	264	2
	2011	4.30	250	1
	2013	4.55	276	6
	2015	4.69	194	3
Demonstrates competence in their field	2010	4.40	263	3
	2011	4.30	248	3
	2013	4.60	272	10
	2015	4.66	190	7
Provides timely responses to my questions	2010	4.44	264	2
	2011	4.32	249	2
	2013	4.58	276	6
	2015	4.66	192	5
Addresses my individual payroll concerns	2010	4.44	262	4
	2011	4.29	243	8
	2013	4.62	276	6
	2015	4.67	190	7
<b>Total Average Rating</b>	2010	4.42		
	2011	4.29		
	2013	4.57		
	2015	4.64		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	18	4.67	105	4.75	70	4.49
Provides helpful information	18	4.67	105	4.71	69	4.49
Communicates effectively	18	4.39	105	4.65	69	4.43
Shows consideration & respect	18	4.67	105	4.72	71	4.63
Demonstrates competence in their field	18	4.67	105	4.74	67	4.54
Provides timely responses to my questions	18	4.50	105	4.75	69	4.57
Addresses my individual payroll concerns	17	4.82	103	4.77	70	4.50
<b>Total Average Rating</b>		<b>4.63</b>		<b>4.73</b>		<b>4.52</b>

# PURCHASING, CONTRACTS AND WAREHOUSE

How familiar are you with the services provided by Purchasing, Contracts & Warehouse?		
Response	2015	
	N	%
Extremely familiar	54	21.4
Moderately familiar	51	20.2
Somewhat familiar	40	15.9
Slightly familiar	32	12.7
Not at all familiar	59	23.4
Don't know - N/A	16	6.3
<b>Total</b>	<b>252</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	127	50.4
No	100	39.7
Don't know - N/A	25	9.9
<b>Total</b>	<b>252</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	40	15.9
Occasionally (monthly)	45	17.9
Rarely (1-2 times per semester)	54	21.4
Never (skip to next section)	113	44.8
<b>Total</b>	<b>252</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	54	40.0
Somewhat agree	50	37.0
Somewhat disagree	20	14.8
Strongly disagree	11	8.1
<b>Total</b>	<b>135</b>	<b>100.0</b>

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
	2015	3.83	134	5
Provides helpful information	2010	4.06	178	2
	2011	4.10	155	3
	2013	4.06	178	7
	2015	3.87	131	8
Communicates effectively	2010	3.97	179	1
	2011	4.05	155	3
	2013	3.93	177	8
	2015	3.76	132	7
Shows consideration & respect	2010	4.16	179	1
	2011	4.18	157	1
	2013	4.10	179	6
	2015	3.91	134	5
Demonstrates competence in their field	2010	4.11	174	6
	2011	4.15	156	2
	2013	4.17	179	6
	2015	4.10	129	10
Handle my deliveries efficiently	2010	4.25	172	8
	2011	4.22	153	5
	2013	4.20	176	9
	2015	4.14	132	7
Provide appropriate assistance with contracts	2010	4.06	158	22
	2011	4.05	140	18
	2013	3.99	162	23
	2015	3.80	118	21
Provide appropriate assistance regarding the electronic requisition system	2010	4.10	150	30
	2011	4.09	140	18
	2013	4.08	158	27
	2015	3.88	114	26
<b>Total Average Rating</b>	2010	4.09		
	2011	4.10		
	2013	4.06		
	2015	3.91		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	16	3.31	87	4.13	31	3.26
Provides helpful information	16	3.44	85	4.12	30	3.40
Communicates effectively	16	3.31	86	4.00	30	3.30
Shows consideration & respect	16	3.69	87	4.10	31	3.48
Demonstrates competence in their field	16	3.88	85	4.34	28	3.50
Handle my deliveries efficiently	16	3.87	86	4.30	30	3.80
Provide appropriate assistance with contracts	15	3.47	78	3.97	25	3.44
Provide appropriate assistance regarding the electronic requisition system	15	3.67	77	4.05	22	3.41
<b>Total Average Rating</b>		<b>3.58</b>		<b>4.13</b>		<b>3.45</b>

# RESEARCH, PLANNING, AND INSTITUTIONAL EFFECTIVENESS

How familiar are you with the services provided by Research, Planning & Institutional Effectiveness?		
Response	2015	
	N	%
Extremely familiar	21	8.3
Moderately familiar	32	12.7
Somewhat familiar	40	15.9
Slightly familiar	47	18.7
Not at all familiar	76	30.2
Don't know - N/A	36	14.3
<b>Total</b>	<b>252</b>	<b>100.0</b>

I know who to contact in this department.		
Response	2015	
	N	%
Yes	79	31.3
No	125	49.6
Don't know - N/A	48	19.0
<b>Total</b>	<b>252</b>	<b>100.0</b>

How often do you utilize services from this department?		
Response	2015	
	N	%
Often (weekly or more)	8	3.2
Occasionally (monthly)	22	8.7
Rarely (1-2 times per semester)	35	13.9
Never (skip to next section)	187	74.2
<b>Total</b>	<b>252</b>	<b>100.0</b>

I feel this department is service oriented (i.e., responsive to users' needs, willingness to help, etc.)		
Response	2015	
	N	%
Strongly agree	32	53.3
Somewhat agree	21	35.0
Somewhat disagree	3	5.0
Strongly disagree	4	6.7
<b>Total</b>	<b>60</b>	<b>100.0</b>

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
	2015	3.93	56	9
Provides helpful information	2010	3.77	101	10
	2011	3.84	98	8
	2013	4.10	96	18
	2015	4.13	60	5
Communicates effectively	2010	3.92	107	4
	2011	4.05	99	7
	2013	3.98	98	15
	2015	4.08	63	2
Shows consideration & respect	2010	4.15	105	6
	2011	4.16	99	7
	2013	4.13	98	16
	2015	4.37	63	2
Demonstrates competence in their field	2010	4.01	104	7
	2011	4.23	97	9
	2013	4.24	96	18
	2015	4.33	61	4
Presents data in a useful format	2010	3.97	102	9
	2011	4.18	99	7
	2013	4.07	98	16
	2015	4.11	61	4
Provides information that aids in effective decision making	2013	4.12	98	16
	2015	4.05	59	6
<b>Total Average Rating</b>	2010	3.93		
	2011	4.05		
	2013	4.08		
	2015	4.14		

Respondents' Overall Satisfaction Ratings by Job Category						
	Admin		Classified		Faculty	
	N	X	N	X	N	X
Handles my requests efficiently	17	3.82	20	4.40	19	3.53
Provides helpful information	18	4.28	21	4.52	21	3.62
Communicates effectively	18	4.00	24	4.50	21	3.67
Shows consideration & respect	18	4.50	24	4.54	21	4.05
Demonstrates competence in their field	18	4.44	23	4.57	20	3.95
Presents data in a useful format	18	4.28	23	4.48	20	3.55
Provides information that aids in effective decision making	18	4.11	21	4.38	20	3.65
<b>Total Average Rating</b>		<b>4.20</b>		<b>4.48</b>		<b>3.72</b>