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ABSTRACT

This survey was designed to acquire information on the opinions of college employees regarding various institutional departments. The questionnaire used both Likert-type and open-ended questions, with six response choices ranging on a scale from 1 to 5, from very dissatisfied to very satisfied to no opinion. Of the 640 questionnaires distributed to staff and faculty, 162 were returned (response rate 25%). Findings are reported by department and include: (1) for Computer Support Services, "willingness to help" and "courtesy when answering phones" rated the highest (4.6), with no items falling below 4.2 (between satisfied and very satisfied); (2) for MIS, "willingness to help" and "knowledge of the staff" rated highest, at 4.1, with the lowest score (2.7) being "ease of use of programs"; (3) suggestions to improve Institutional Development included regularly scheduled reports, more staff, and more accurate numbers; (4) average scores for Personnel Services ranged from 3.5 to 4.3, with respondents describing the staff as "wonderful to deal with"; (5) for library services, average scores ranged from 4.1 to 4.8 (for "reference assistance" and "willingness to help"); and (6) suggestions for Reprographics improvement included more room and staff, increased self-serve capabilities, and separate machines in various locations around campus. The survey and select responses are appended. (EMH)

COLLEGE OF THE CANYONS

Santa Clarita Community College District
26455 Rockwell Canyon, Santa Clarita, CA 91355

Office of Institutional Development and Technology

Faculty and Staff Survey Fall 2000

Report # 102

Barry C. Gibbons, Ph.D.
P. Scott Dixon, M.A.



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January 2001



Faculty and Staff Survey, Fall 2000

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Faculty and Staff Survey, Fall 2000

Introduction

In an effort to collect information that could be used by several departments who conduct Non-Instructional Program Reviews, the Office of Institutional Development and Technology worked with interested departments and offices in developing and implementing a faculty and staff survey. With this goal in mind, the Faculty and Staff Survey was designed to obtain information on the opinions, perceptions, and experiences from all college faculty and staff regarding the departments of Computer Support Services, MIS (CISAR), Institutional Development and Technology, Personnel Services, Library Services, Reprographics, Audiovisual Services, and Tutorial Services (TLC). The results of this survey are intended for use by the participating departments to further improve operations through Non-instructional Program Reviews.

Faculty and Staff Survey, Fall 2000

Methods

In late November, anonymous questionnaires were placed in the mailboxes of every administrator, full- and part-time faculty member, and full-time staff member. For staff members that did not have mailboxes, supervisors were given blank surveys and asked to distribute them. Employees were requested to return the completed surveys to the Office of Institutional Development and Technology. A reminder was sent to all employees in the first week of December.

The questionnaire was developed using both Likert-type and open-ended questions submitted by each of the departments being evaluated. There were six response alternatives for the Likert-type questions: *very dissatisfied*, *dissatisfied*, *neutral*, *satisfied*, *very satisfied*, and *no opinion*. (Refer to Appendix A for a copy of the survey instrument with frequencies of responses for each item.) Respondents were also asked to comment on their experiences with each department. (Refer to Appendix B lists for their verbatim responses.)

Of the 640 questionnaires distributed, 162 were completed and returned (refer to Table 1), which resulted in a response rate of 25.3 percent. The Office of Institutional Development and Technology tabulated the results and computed the descriptive statistics contained in this report.

Table 1 – Responses by Position

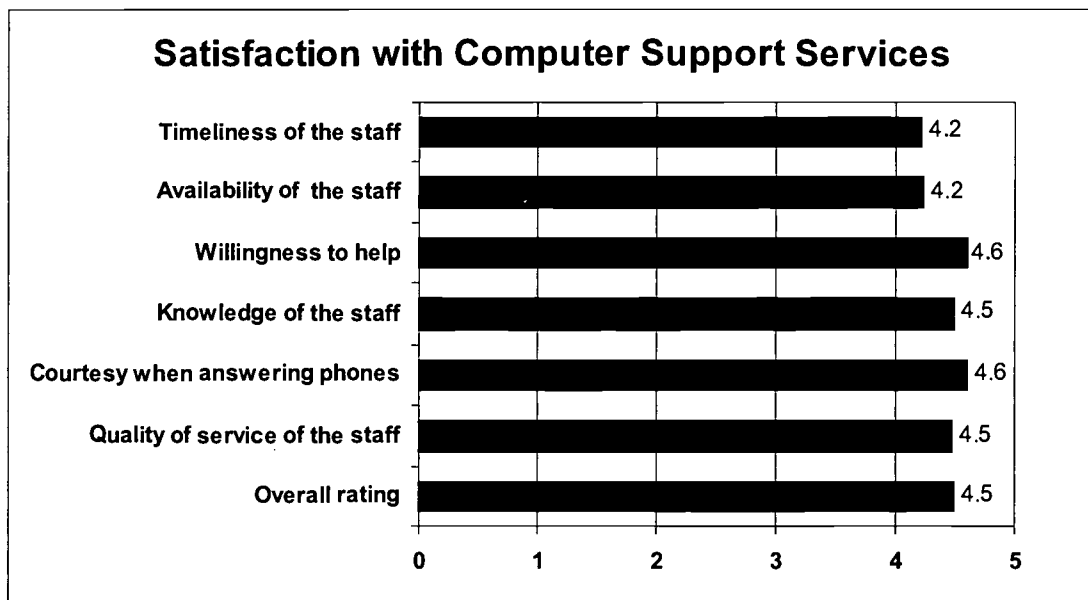
Position	Count	Percent
Full-time Faculty	53	32.7
Part-time Faculty	27	16.7
Administrator / manager	25	15.4
Staff	57	35.2
Total	162	100.0

Major Findings by Department

Computer Support Services

Figure 1 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 1



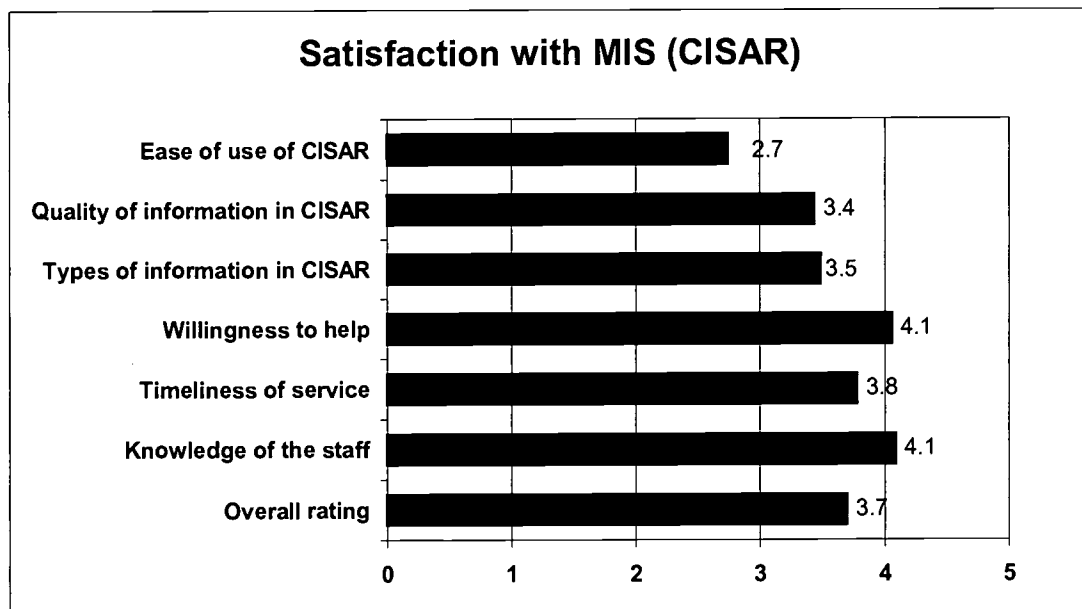
The average scores for the items surveyed ranged from 4.2 (between satisfied and very satisfied) for "timeliness of the staff" and "availability of the staff," to 4.6 for "willingness to help," and "courtesy when answering phones."

Overall, respondents were satisfied, offering praise for the help line (ext. 4953), and a staff that was described as helpful and supportive, "a great staff – we need more of them." Suggestions for improvement included: improved customer service skills, follow-through with work orders, timeliness (due to staff shortage), increased Mac service and hardware, and more help with web page construction.

MIS (CISAR)

Figure 2 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 2



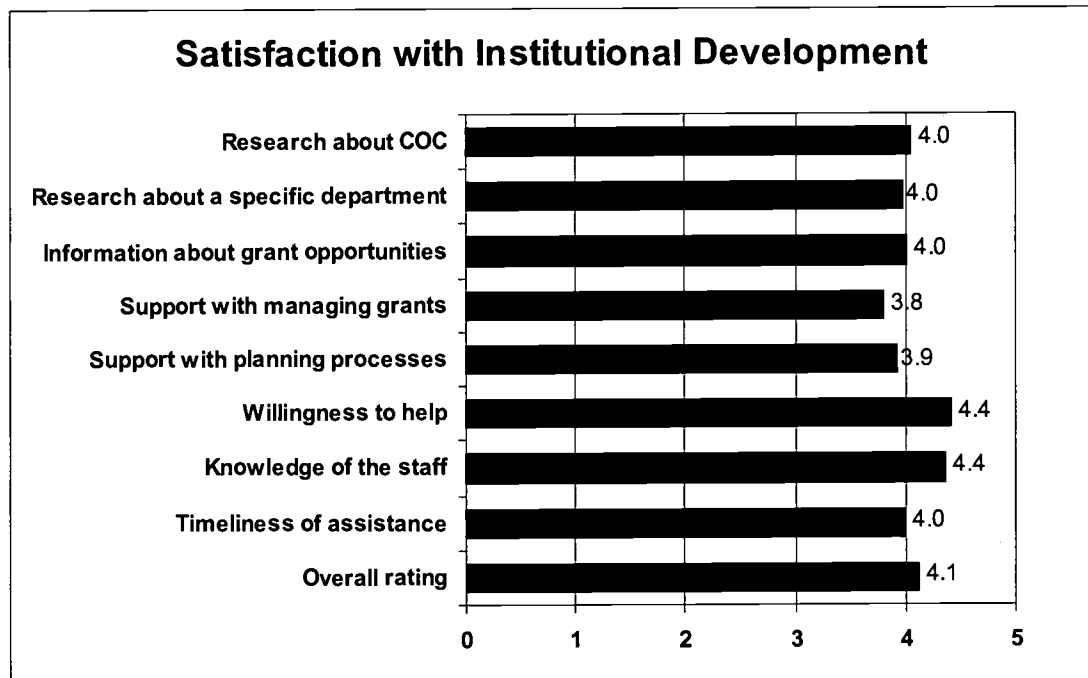
The average scores for the items surveyed ranged from 2.7 (between dissatisfied and neutral) for "ease of use of CISAR", and 4.1 "willingness to help" and "knowledge of staff."

Overall, respondents were satisfied what they termed as a helpful, patient, and friendly staff. However, many respondents were dissatisfied with CISAR. Common complaints included: the program being cumbersome and not user-friendly, on-going staff training needed, the need to move to a Windows environment, and more staff being needed.

Institutional Development

Figure 3 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 3



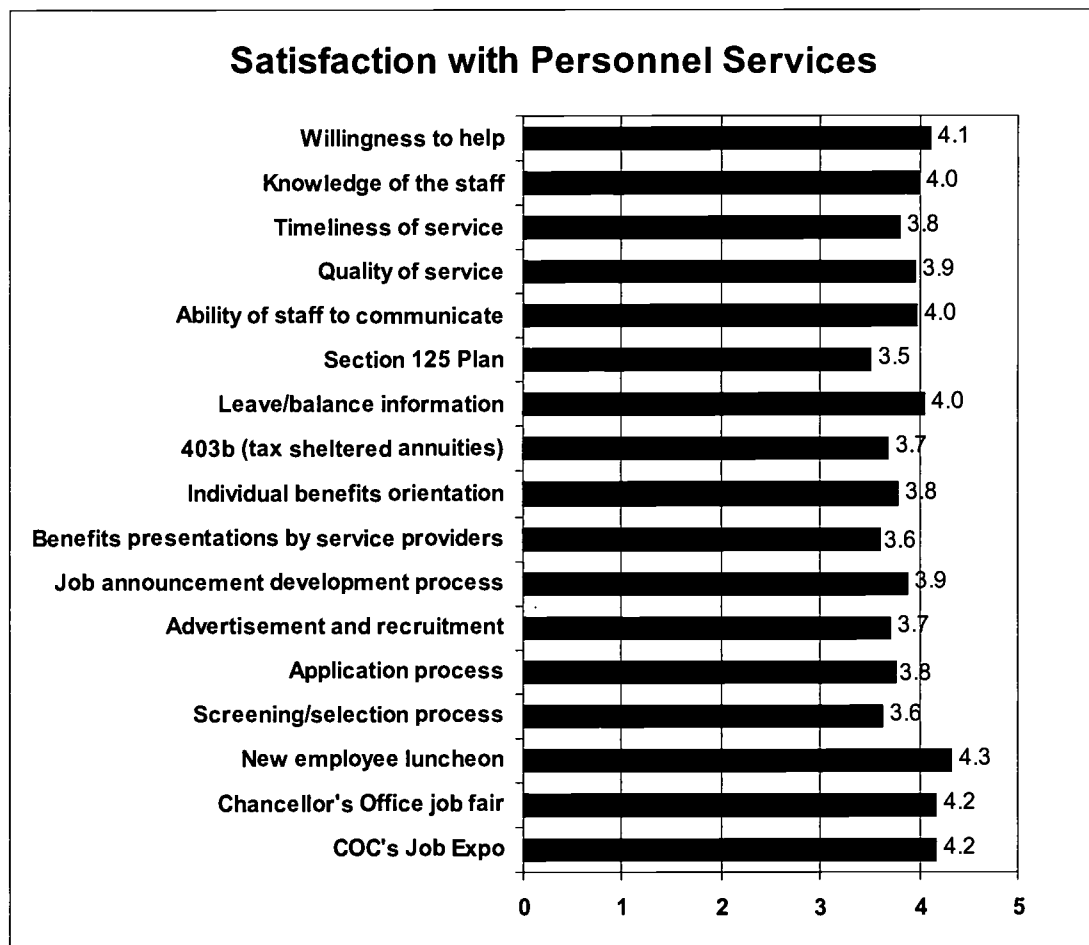
The average scores for the items surveyed ranged from 3.8 (between neutral and satisfied) for "support with managing grants," and 4.4 for "willingness to help" and "knowledge of staff."

Overall, respondents were satisfied with a helpful staff that produced information quickly and accurately. Suggestions for improvement included a need for regularly scheduled reports, more staff, and more accurate numbers.

Personnel Services

Figure 4 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 4



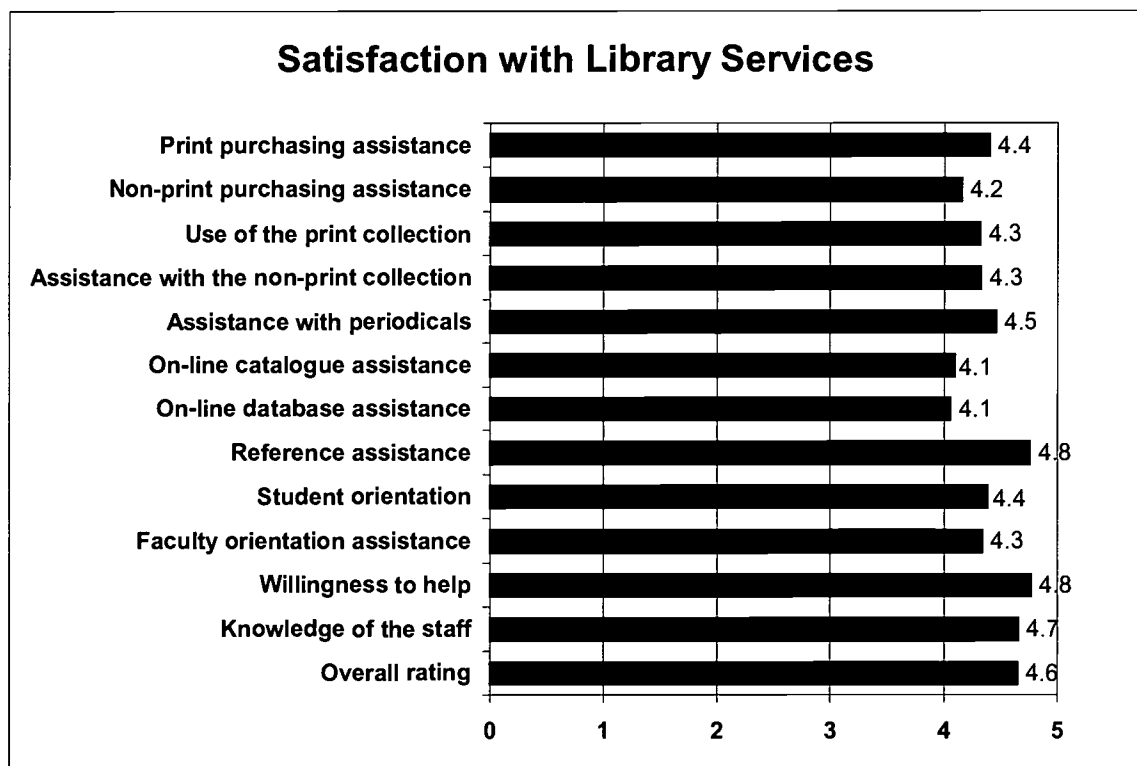
The average scores for the items surveyed ranged from 3.5 (between neutral and satisfied) for "Section 125 Plan," and 4.3 for "new employee luncheon."

Overall, respondents described the staff as "wonderful to deal with" for full- and part-time faculty and staff. Suggestions for improvement included: a need for improved customer communication service skills, an increase in staff, more benefits information, a more efficient screening procedure, and more information and training for hiring committees.

Library Services

There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied.

Figure 5



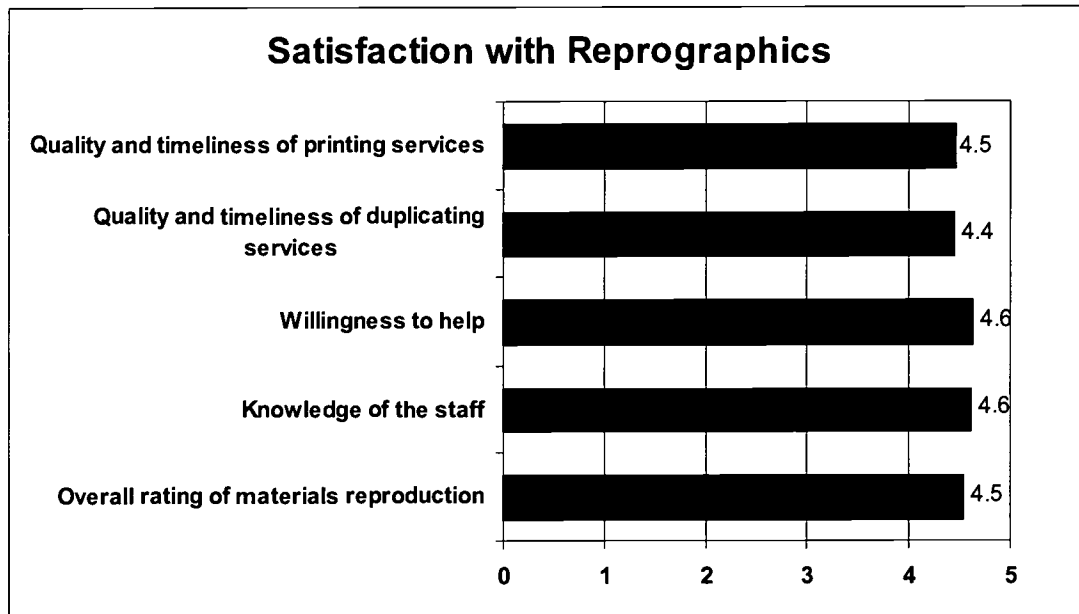
The average scores for the items ranged from 4.1 (between satisfied and very satisfied) for "on-line catalogue assistance" and "on-line database assistance," to 4.8 for "reference assistance" and "willingness to help."

Overall, respondents described the staff as accommodating and helpful, and customer oriented. Suggestions for improvement included: more funds, and a more user-friendly computer catalogue.

Reprographics

Figure 6 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 6



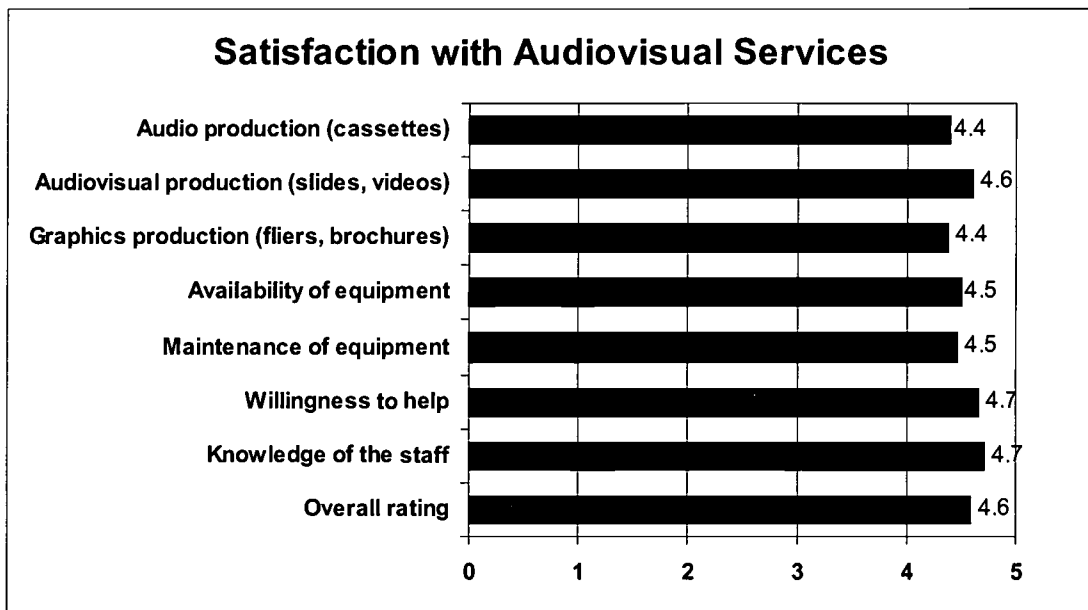
The average scores for the items surveyed ranged from 4.4 (between satisfied and very satisfied) for "quality and timeliness of duplicating services," and 4.6 for "willingness to help" and "knowledge of the staff."

Overall, respondents were very satisfied with the service of the staff. Respondents described the staff as helpful, friendly, on time with last-minute jobs, and "doing a remarkable job in light of increased volume." Suggestions for improvement included: more room and staff, increased self-serve capabilities, and separate machines in various locations around campus for small jobs.

Audiovisual Services

Figure 7 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 7



The average scores for the items surveyed ranged from 4.4 (between satisfied and very satisfied) for "audio production (cassettes)" and "graphics production (fliers, brochures)," and 4.7 for "willingness to help" and "knowledge of the staff."

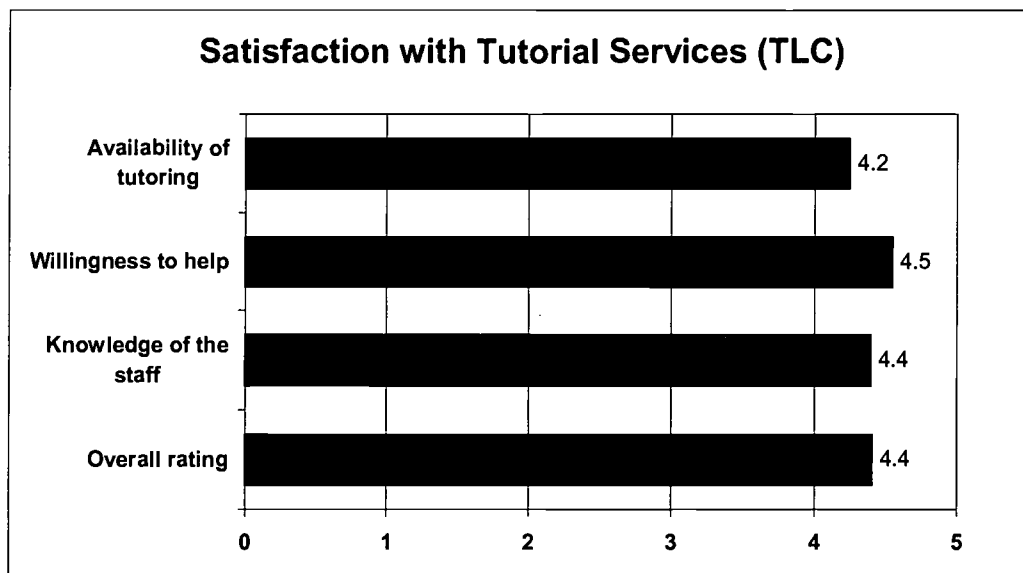
Overall, respondents were very satisfied with the service of the staff. Respondents described the staff as helpful and friendly, and "willing to go the extra mile."

Suggestions for improvement included: newer equipment, increased staff, more help with moving equipment across campus, and more equipment in each classroom, such as LCD projectors.

Tutorial Services (TLC)

Figure 8 shows the average score for each Likert-type question for this department. There were five possible responses for each question used to compute the average scores: very dissatisfied (1), dissatisfied (2), neutral (3), satisfied (4), and very satisfied (5), with the highest possible average score being 5, very satisfied. (Refer to Appendix A for a copy of the questionnaire).

Figure 8



The average scores for the items surveyed ranged from 4.2 (between satisfied and very satisfied) for "availability of tutoring," and 4.5 for "willingness to help."

Overall, respondents were satisfied with the service of the staff. Respondents described the staff as helpful, accommodating and friendly, with an attitude of "tender loving care." Make-up testing was found to be useful. Suggestions for improvement included: more room, more staff, increased hours of operation, and noise reduction.

Faculty and Staff Survey, Fall 2000

Conclusions

Generally, the results of this survey indicate a high level of satisfaction with the service and products generated by the departments studied. However, a universal theme found in the comments indicated a need for more staff, equipment, room and hours of operation. This should come as no surprise when considering the unprecedented growth of the college.

This is the first time that the Office of Institutional Development and Technology (IDT) has combined several department surveys into one instrument. This format is highly functional for the college, in that, employees will be asked to complete fewer surveys, and IDT will be able to reallocate resources previously devoted to a duplication of effort. Finally, information will flow more quickly and efficiently from stakeholders to decision-makers.

**Appendix A: Survey Instrument and Response Frequencies -
Summary Counts of Responses**

Faculty and Staff Questionnaire

November 2000

We need your assistance in preparing plans for the upcoming year. Various offices and divisions at the College need to know how effective they have been in serving the College. In many instances, faculty and staff are the best source of feedback. Please take a few minutes to complete the following survey, providing valuable feedback and suggestions for improvement. After completing the survey, please place the survey in the attached envelope and return it to the Office of Institutional Development and Technology by December 11th. We greatly appreciate your assistance!

2. Which of the following best describes your position at College of the Canyons:

53	Full-time faculty	25	Administrator/manager/supervisor
27	Part-time faculty	57	Staff

Computer Support Services

2. Indicate the following areas you have received assistance (check all that apply):

113	Email	48	Web page assistance	56	Equipment Purchase	81	Hardware Issues
67	Internet Access	9	Online Courses	58	Moving Equipment	85	Software Issues
34	Dial-In	88	Training	75	Printer		

3. Indicate the location(s) where you requested assistance (check all that apply):

23	General Classroom	42	Computer Lab	69	Technology Center
6	Lecture Hall	105	Office	107	Over the Telephone

4. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Timeliness of service	1	15	14	38	78	4
b. Availability of staff	1	8	20	46	73	2
c. Willingness of staff to assist	3	3	7	25	110	2
d. Level of knowledge of staff	2	2	9	44	91	2
e. Courtesy of staff answering phones	2	0	7	36	98	6
f. Quality of service	1	7	8	39	92	3
g. Overall rating of Computer Support Services	1	7	11	29	98	4

5. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

MIS (CISAR)

6. Indicate the following areas you used to look up information (check all that apply):

61	Student information	23	Personnel records
51	Financial information (purchase orders, etc.)	54	Course information

7. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Ease of use of CISAR	15	28	22	24	5	24
b. Quality of information in CISAR	3	11	26	40	7	29
c. Types of information in CISAR	1	9	31	42	6	28
d. Willingness of MIS staff to assist	0	7	14	30	32	33
e. Availability/timeliness of assistance	1	9	18	34	20	33
f. Level of knowledge of MIS staff	0	5	13	35	30	32
g. Overall rating of MIS	0	8	28	34	17	29

8. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Institutional Development

9. Indicate the following areas you have received assistance or information (check all that apply):

49	Research/information about COC	41	Research/information about specific department/office
23	Planning	29	Grant funding opportunities or managing grants

10. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Research about COC	1	3	8	34	19	38
b. Research about a specific department or office	2	2	14	20	22	42
c. Information about grant funding opportunities	0	1	12	18	14	53
d. Support in managing grants	0	1	15	9	10	61
e. Support in planning processes	0	2	13	16	13	52
f. Willingness of staff to assist	0	0	11	18	39	34
g. Level of knowledge of staff	1	0	6	29	33	34
h. Availability/timeliness of assistance	2	2	16	22	25	35
i. Overall rating of Institutional Development	0	2	12	33	23	33

11. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Personnel Services

12. Indicate the following areas you have received assistance or information (check all that apply):

104	Employment processing (e.g. fingerprinting, TB testing, Physical)	13	Affirmative action/equal employment opportunity
92	Health and welfare benefits	17	Workers compensation
80	Job classification/pay	19	Legal information
38	Subordinates classification/pay	14	Contract Interpretation
77	Professional Development	67	Personnel policies and procedures
55	Recruiting/advertising for positions in your area	28	Application for another position at the College
23	Working conditions	7	Other, specify:

13. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Willingness of staff to provide assistance	4	5	19	58	56	1
b. Level of knowledge of staff	5	6	22	60	48	1
c. Timeliness of service provided	3	15	27	59	37	2
d. Quality of service provided	5	4	30	57	44	3
e. Ability of staff to communicate	5	5	28	54	47	3
f. Section 125 Plan	6	8	14	17	17	66
g. Leave/balance information	1	6	12	20	30	60
h. Tax Shelter Annuities (403b)	2	10	14	19	19	65
i. Individual benefits orientation	5	10	14	23	30	44
j. Benefits presentations by service providers	4	6	20	27	15	54
k. Job announcement development process	4	6	16	37	29	39
l. Advertisement/recruitment	5	8	21	34	24	37
m. Application process	7	10	22	43	34	20
n. Screening/selection process	10	12	19	39	30	23
o. New employee luncheon	0	1	14	22	40	51
p. Chancellor's Office job fair	0	0	12	12	19	82
q. COC's Job Expo	0	0	15	22	26	67

14. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Library Services

15. Indicate the following areas you have received assistance or information (check all that apply):

20	Purchasing Print	27	Periodicals	54	Reference Assistance
17	Purchasing Non-Print	33	Online Catalog	27	Faculty Orientations
28	Using Print Collection	23	Online Database	29	Student Orientations
26	Using Non-Print Collection				

16. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Purchasing Print	0	0	7	5	19	65
b. Purchasing Non-Print	0	0	9	5	13	65
c. Using Print Collection	0	1	7	10	21	52
d. Using Non-Print Collection	0	0	9	5	20	56
e. Periodicals	0	0	6	9	23	54
f. Online Catalogue	1	1	11	12	20	49
g. Online Database	1	1	8	12	15	56
h. Reference Assistance	0	0	3	10	50	36
i. Student Orientation	0	1	7	6	23	56
j. Faculty Orientations	0	1	6	11	21	53
k. Willingness of staff to help	0	0	3	15	71	17
l. Knowledge of staff	0	0	6	18	61	19
m. Overall rating of library services	0	0	4	25	62	19

17. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Reprographics

18. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Quality & timeliness of printing	3	4	7	40	88	15
b. Quality & timeliness of duplicating	3	5	8	43	94	4
c. Willingness of staff to help	2	1	7	33	114	1
d. Knowledge of staff	2	2	4	40	108	2
e. Overall rating of Materials reproduction	2	5	5	42	102	1

19. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Audiovisual Services

20. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Audio Production (cassettes)	0	1	6	7	22	81
b. Audiovisual Production (slides, videos)	0	0	4	13	35	64
c. Graphics Production (fliers, brochures)	0	3	6	14	32	65
d. Availability of Audiovisual Equipment	1	2	5	30	61	27
e. Maintenance of Audiovisual Equipment	0	2	4	35	48	34
f. Willingness of staff to assist	1	1	4	23	80	20
g. Knowledge of staff	0	1	1	27	78	20
h. Overall rating of Audiovisual services	1	1	1	36	68	21

21. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Tutorial Services (TLC)

22. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Availability of tutoring	1	4	9	20	37	52
b. Willingness of staff to help	0	0	7	22	49	45
c. Knowledge of staff	0	1	8	27	40	47
d. Overall rating of tutoring services	0	1	9	25	42	47

23. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement. Include areas in which additional tutoring services are needed.

**Appendix A: Survey Instrument and Response Frequencies -
Summary Percentages of Responses**

Faculty and Staff Questionnaire

November 2000

We need your assistance in preparing plans for the upcoming year. Various offices and divisions at the College need to know how effective they have been in serving the College. In many instances, faculty and staff are the best source of feedback. Please take a few minutes to complete the following survey, providing valuable feedback and suggestions for improvement. After completing the survey, please place the survey in the attached envelope and return it to the Office of Institutional Development and Technology by December 11th. We greatly appreciate your assistance!

1. Which of the following best describes your position at College of the Canyons:

33%	Full-time faculty	15%	Administrator/manager/supervisor
17%	Part-time faculty	35%	Staff

Computer Support Services

2. Indicate the following areas you have received assistance (check all that apply):

70%	Email	30%	Web page assistance	35%	Equipment Purchase	50%	Hardware Issues
41%	Internet Access	6%	Online Courses	36%	Moving Equipment	53%	Software Issues
21%	Dial-In	54%	Training	46%	Printer		

3. Indicate the location(s) where you requested assistance (check all that apply):

14%	General Classroom	26%	Computer Lab	43%	Technology Center
4%	Lecture Hall	65%	Office	66%	Over the Telephone

4. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Timeliness of service	1%	10%	9%	25%	52%	3%
b. Availability of staff	1%	5%	13%	31%	49%	1%
c. Willingness of staff to assist	2%	2%	5%	17%	73%	1%
d. Level of knowledge of staff	1%	1%	6%	29%	61%	1%
e. Courtesy of staff answering phones	1%	0%	5%	24%	66%	4%
f. Quality of service	1%	5%	5%	26%	61%	2%
g. Overall rating of Computer Support Services	1%	5%	7%	19%	65%	3%

5. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

MIS (CISAR)

6. Indicate the following areas you used to look up information (check all that apply):

38%	Student information	14%	Personnel records
32%	Financial information (purchase orders, etc.)	33%	Course information

7. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Ease of use of CISAR	13%	24%	19%	20%	4%	20%
b. Quality of information in CISAR	3%	10%	22%	35%	6%	25%
c. Types of information in CISAR	1%	8%	27%	36%	5%	24%
d. Willingness of MIS staff to assist	0%	6%	12%	26%	28%	28%
e. Availability/timeliness of assistance	1%	8%	16%	30%	17%	29%
f. Level of knowledge of MIS staff	0%	4%	11%	30%	26%	28%
g. Overall rating of MIS	0%	7%	24%	29%	15%	25%

8. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Institutional Development

9. Indicate the following areas you have received assistance or information (check all that apply):

30%	Research/information about COC	25%	Research/information about specific department/office
14%	Planning	18%	Grant funding opportunities or managing grants

10. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Research about COC	1%	3%	8%	33%	18%	37%
b. Research about a specific department or office	2%	2%	14%	20%	22%	41%
c. Information about grant funding opportunities	0%	1%	12%	18%	14%	54%
d. Support in managing grants	0%	1%	16%	9%	10%	64%
e. Support in planning processes	0%	2%	14%	17%	14%	54%
f. Willingness of staff to assist	0%	0%	11%	18%	38%	33%
g. Level of knowledge of staff	1%	0%	6%	28%	32%	33%
h. Availability/timeliness of assistance	2%	2%	16%	22%	25%	34%
i. Overall rating of Institutional Development	0%	2%	12%	32%	22%	32%

11. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Personnel Services

12. Indicate the following areas you have received assistance or information (check all that apply):

64%	Employment processing (e.g. fingerprinting, TB testing, Physical)	8%	Affirmative action/equal employment opportunity
57%	Health and welfare benefits	11%	Workers compensation
49%	Job classification/pay	12%	Legal information
24%	Subordinates classification/pay	9%	Contract Interpretation
48%	Professional Development	41%	Personnel policies and procedures
34%	Recruiting/advertising for positions in your area	17%	Application for another position at the College
14%	Working conditions	4%	Other, specify:

13. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Willingness of staff to provide assistance	3%	4%	13%	41%	39%	1
b. Level of knowledge of staff	4%	4%	16%	42%	34%	1
c. Timeliness of service provided	2%	11%	19%	41%	26%	1%
d. Quality of service provided	4%	3%	21%	40%	31%	2%
e. Ability of staff to communicate	4%	4%	20%	38%	33%	2%
f. Section 125 Plan	5%	6%	11%	13%	13%	52%
g. Leave/balance information	1%	5%	9%	16%	23%	47%
h. Tax Shelter Annuities (403b)	2%	8%	11%	15%	15%	50%
i. Individual benefits orientation	4%	8%	11%	18%	24%	35%
j. Benefits presentations by service providers	3%	5%	16%	21%	12%	43%
k. Job announcement development process	3%	5%	12%	28%	22%	30%
l. Advertisement/recruitment	4%	6%	16%	26%	19%	29%
m. Application process	5%	7%	16%	32%	25%	15%
n. Screening/selection process	8%	9%	14%	29%	23%	17%
o. New employee luncheon	0%	1%	11%	17%	31%	40%
p. Chancellor's Office job fair	0%	0%	10%	10%	15%	66%
q. COC's Job Expo	0%	0%	12%	17%	20%	52%

14. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Library Services

15. Indicate the following areas you have received assistance or information (check all that apply):

12%	Purchasing Print	17%	Periodicals	33%	Reference Assistance
11%	Purchasing Non-Print	20%	Online Catalog	17%	Faculty Orientations
17%	Using Print Collection	14%	Online Database	18%	Student Orientations
16%	Using Non-Print Collection				

16. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Purchasing Print	0%	0%	7%	5%	20%	68%
b. Purchasing Non-Print	0%	0%	10%	5%	14%	71%
c. Using Print Collection	0%	1%	8%	11%	23%	57%
d. Using Non-Print Collection	0%	0%	10%	6%	22%	62%
e. Periodicals	0%	0%	7%	10%	25%	59%
f. Online Catalogue	1%	1%	12%	13%	21%	52%
g. Online Database	1%	1%	9%	13%	16%	60%
h. Reference Assistance	0%	0%	3%	10%	51%	36%
i. Student Orientation	0%	1%	8%	7%	25%	60%
j. Faculty Orientations	0%	1%	7%	12%	23%	58%
k. Willingness of staff to help	0%	0%	3%	14%	67%	16%
l. Knowledge of staff	0%	0%	6%	17%	59%	18%
m. Overall rating of library services	0%	0%	4%	23%	56%	17%

17. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Reprographics

18. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Quality & timeliness of printing	2%	3%	5%	26%	56%	10%
b. Quality & timeliness of duplicating	2%	3%	5%	27%	60%	3%
c. Willingness of staff to help	1%	1%	4%	21%	72%	1%
d. Knowledge of staff	1%	1%	3%	25%	68%	1%
e. Overall rating of Materials reproduction	1%	3%	3%	27%	65%	1%

19. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Audiovisual Services

20. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Audio Production (cassettes)	0%	1%	5%	6%	19%	69%
b. Audiovisual Production (slides, videos)	0%	0%	3%	11%	30%	55%
c. Graphics Production (fliers, brochures)	0%	3%	5%	12%	27%	54%
d. Availability of Audiovisual Equipment	1%	2%	4%	24%	48%	21%
e. Maintenance of Audiovisual Equipment	0%	2%	3%	29%	39%	28%
f. Willingness of staff to assist	1%	1%	3%	18%	62%	16%
g. Knowledge of staff	0%	1%	1%	21%	61%	16%
h. Overall rating of Audiovisual services	1%	1%	1%	28%	53%	16%

21. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement:

Tutorial Services (TLC)

22. Indicate your level of satisfaction with regard to each of the areas listed below:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	No Opinion
a. Availability of tutoring	1%	3%	7%	16%	30%	42%
b. Willingness of staff to help	0%	0%	6%	18%	40%	37%
c. Knowledge of staff	0%	1%	7%	22%	33%	38%
d. Overall rating of tutoring services	0%	1%	7%	20%	34%	38%

23. Please provide additional comments regarding aspects that were especially satisfying, areas in need of improvement, and/or any suggestions for improvement. Include areas in which additional tutoring services are needed.

Appendix B: Verbatim Responses to Open-ended Questions

The following are responses to the open-ended question, "Please provide additional comments regarding aspects that were especially satisfying; areas in need of improvement; and/or any suggestions for improvement," with regard to Computer Support Services, MIS/CISAR, Institutional Development, Personal Services, Library Services, Reprographics, Audiovisual Services and Tutorial Services (TLC).

"Positions at COC" below are: full-time faculty (FT fac); part-time faculty (PT fac); administrator manager/supervisor (Adm/mgr/sup); and staff (Staff).

Survey number	Position at COC	Department reviewed	Comments
10	Adm/mgr/sup	Audiovisual Services	I had to label my own videocassettes after being copied. It's a small thing, but it bugged me.
26	Adm/mgr/sup	Audiovisual Services	Staff always very helpful in providing equipment and showing how to use, if necessary.
28	Adm/mgr/sup	Audiovisual Services	(Employee name) and (Employee name) are awesome!
50	Adm/mgr/sup	Audiovisual Services	They need more people.
52	Adm/mgr/sup	Audiovisual Services	Another great department and great staff – very willing to be helpful and go the "extra mile."
79	Adm/mgr/sup	Audiovisual Services	(Employee name), (Employee name), (Employee name), et al, are top notch.
16	FT fac	Audiovisual Services	Have not used AV Services.
27	FT fac	Audiovisual Services	The staff-photo experience was fun! ... and professional!
43	FT fac	Audiovisual Services	Satisfying – personnel.
72	FT fac	Audiovisual Services	My LCD projector/PC equipment was nonfunctional for 14 or more days during the semester. Logistical nightmare to check out equipment and roll it long distances across campus.

Survey number	Position at COC	Department reviewed	Comments
99	FT fac	Audiovisual Services	Have not used this department much this semester – but they are great when needed!
108	FT fac	Audiovisual Services	Delivery of VCRs to classroom would be very helpful. One VCR damaged my videotape.
109	FT fac	Audiovisual Services	Great job. Get more personnel to deliver equipment.
129	FT fac	Audiovisual Services	Equipment should be in every room, or assistance with equipment delivered to rooms for instructors' use.
145	FT fac	Audiovisual Services	I need to make more use of this department.
9	PT fac	Audiovisual Services	The TV/VCR in I-302 is very awkward to use given the layout of the class.
33	PT fac	Audiovisual Services	(Employee name) is very attentive to the faculty's needs. He always receives my requests for TV/VCR equipment politely. He has helped me show films in the lecture halls. The equipment is always ready for pick-up, and in excellent condition.
41	PT fac	Audiovisual Services	Haven't really used this service – teach computers.
105	PT fac	Audiovisual Services	Video capability was not available in my first assigned classroom. I understood each classroom was to have a TV/video. My second assigned classroom does have one.
147	PT fac	Audiovisual Services	Wonderful staff!
151	PT fac	Audiovisual Services	Great staff. Need better LCD projectors, and in-classroom VHS decks.
152	PT fac	Audiovisual Services	No contact with.
157	PT fac	Audiovisual Services	Staff was very helpful providing A.V. materials for class.
14	Staff	Audiovisual Services	Love the opening day video!!

Survey number	Position at COC	Department reviewed	Comments
31	Staff	Audiovisual Services	Again, a lot of the equipment is old and/or rundown. They appear to have seen better days. New equipment, and more state-of-the-art technology is needed.
39	Staff	Audiovisual Services	I have not [had any] interaction with A.S.
45	Staff	Audiovisual Services	No contact.
48	Staff	Audiovisual Services	The staff in AV is great. We are always able to get whatever we need. (Employee name) has done a great job with all of the graphics/materials that we need her to do. She's efficient, and always willing to work with us!
68	Staff	Audiovisual Services	(Employee Name) is the best!
70	Staff	Audiovisual Services	Excellent job on the opening video.
83	Staff	Audiovisual Services	Great staff!
112	Staff	Audiovisual Services	(Employee name), (Employee name), (Employee name), (Employee name), and (Employee name) are super! They've all helped me more than once, and were friendly, knowledgeable and patient.
121	Staff	Audiovisual Services	Very helpful!
10	Adm/mgr/sup	Computer Support	Service skills could be improved. Need improvement in interpersonal skills with non-technical people. Not knowing is scary, and listening/empathy skills would really be welcome.
26	Adm/mgr/sup	Computer Support	As the Computer Support staff has so much going on, it s sometimes difficult to get information on lower-priority items. However, the staff is responsive and knowledgeable, and always willing to help.

Survey number	Position at COC	Department reviewed	Comments
28	Adm/mgr/sup	Computer Support	People are so nice and respectful, even if we are a novice on the computer.
35	Adm/mgr/sup	Computer Support	Until the printing business in this country converts to PCs, we will be using MACs. Need to have someone who is proficient at trouble-shooting MAC hardware and software. Just because the staff doesn't like MACs, is <u>no reason</u> not to provide support.
50	Adm/mgr/sup	Computer Support	We need a commitment to support staff who are using MACs. If we can't handle this support in-house, let's contract for it.
52	Adm/mgr/sup	Computer Support	Staff is always willing to go the "extra mile" to be helpful. I personally have never been made to feel stupid or inept when I have asked a simple question – or when I forget to turn on a switch, or plug in a plug. Great job!
79	Adm/mgr/sup	Computer Support	(Employee name) and co. are great – (Employee Name) and the night crew of custodians have been very helpful in moving equipment around.
89	Adm/mgr/sup	Computer Support	Staff is always helpful, and quick to respond.
94	Adm/mgr/sup	Computer Support	Outstanding staff.
124	Adm/mgr/sup	Computer Support	Great staff!
156	Adm/mgr/sup	Computer Support	I love your department. They have all been helpful and supportive.
36	FT fac	Computer Support	None as of now.
43	FT fac	Computer Support	They are great! No techno-babble, courteous, and not condescending. The only way they could improve, is to clone themselves to increase their numbers.

Survey number	Position at COC	Department reviewed	Comments
58	FT fac	Computer Support	The Computer Support Services department is quite responsive. There needs to be more of them!
66	FT fac	Computer Support	The energy, knowledge and care of staff is excellent.
72	FT fac	Computer Support	More notebooks to check out.
74	FT fac	Computer Support	(Employee Name) is a great consultant!
81	FT fac	Computer Support	It is helpful having a "help line" to call.
85	FT fac	Computer Support	Everyone was very nice. Unfortunately, my computer was never properly set up, and it took me two different times in the Technology Center to resolve the problem. In addition, no one ever told me why I didn't have a network link at my desk. I called four to five times about this. The answer could have been left on my voice mail after the first time.
86	FT fac	Computer Support	The only real problem I have experienced is with the timeliness of service, which may just be a problem of there not being enough staff to go around. The problem might be remedied by having tech support members diverting their attention to specific departments.
99	FT fac	Computer Support	They are great!
100	FT fac	Computer Support	Support in labs in science complex is a bit slow. Also, three MACs in Technology Center are often experiencing internal conflicts/printing problems.
102	FT fac	Computer Support	It appears to me that the Computer Support Services are overloaded. They're good when they get to you.

Survey number	Position at COC	Department reviewed	Comments
103	FT fac	Computer Support	Who will help with web pages? The college did not include "HTML coding" in my job description. Why do you now expect me to do this rather than teach? Or else the college should change the job description for faculty to include upkeep for department web pages, etc.
108	FT fac	Computer Support	Could use help with my web page. This is a well-run area!
109	FT fac	Computer Support	Just get more personnel.
127	FT fac	Computer Support	Very polite and helpful. Did not just fix the problem, but explained what was wrong.
131	FT fac	Computer Support	Great department – always helpful and available. Classes are helpful, Need PowerPoint II.
19	PT fac	Computer Support	Very efficient and prompt.
41	PT fac	Computer Support	Difficult to know if [they are] handling a request – or even if [it has been] received, etc. We get no feedback status, and lines of responsibility are not clearly stated anywhere. Need to ask .
69	PT fac	Computer Support	As an adjunct faculty member, it would be nice to have a seminar on our computer services.
71	PT fac	Computer Support	They need longer night hours – past 8:00 p.m.
105	PT fac	Computer Support	Did not utilize this semester.
137	PT fac	Computer Support	[I am especially satisfied with] reprographics and art. [I have also requested assistance from] S-130, Cougar Café, and transport of equipment on campus.

Survey number	Position at COC	Department reviewed	Comments
147	PT fac	Computer Support	Technology staff has been extremely helpful with trouble-shooting PowerPoint and/or hardware-related issues.
151	PT fac	Computer Support	The success of our department is heavily reliant on new technology. The process of ordering new computer hardware/software exclusively through (Employee name) is, at best, inefficient. Our staff/faculty often have the time/resources to properly research and acquire the latest technology, and often have more insight into purchasing the "best" equipment for our dwindling budgets. Some serious consideration should be given to this process.
152	PT fac	Computer Support	Color printers need to work.
157	PT fac	Computer Support	Provided assistance to support internet.
2	Staff	Computer Support	The staff in Computer Support are awesome! They always go "above and beyond" the call of duty to help me, and they do it with grace and humor, no matter how swamped they are! (Employee Name) and his staff deserve much praise for their commitment to serving our campus.
14	Staff	Computer Support	Help desk is able to assist, willing and knowledgeable. I get my answer by the time I hang up the phone. No red tape, special authorizations.

Survey number	Position at COC	Department reviewed	Comments
31	Staff	Computer Support	Most of the staff are very helpful. I have been unhappy, however, with having a question, and finding they don't know the answer, and have been brushed off with that as a response (instead of finding out). Also, the equipment (mostly computers) in many work areas are old, and in need of several upgrades for speed and memory. <u>Each</u> work area should have its own printer. For a college that claims to be the "cutting edge of technology," our office work areas are certainly not capable of living up to that!
37	Staff	Computer Support	The Computer Support Services staff is very polite, patient and knowledgeable.
39	Staff	Computer Support	I must commend (Employee Name) and his staff for being there, and always having a good attitude!
44	Staff	Computer Support	Computer Support is <u>always</u> timely and knowledge-able. Great!
60	Staff	Computer Support	Once in contact, the staff are willing. They usually solve the problem, but when they don't, follow-up is very slow. It takes quite a while for an answer or a service call.
61	Staff	Computer Support	Work is done most of the time, but it takes too long to get a tech to <u>DO</u> the work. Get the feeling our area is not important enough to be bothered with.
62	Staff	Computer Support	Improve people skills; customer service.
63	Staff	Computer Support	The computers on the network in the library do not function the way they should. The support team (as wonderful as the guys are) can't seem to get it right, and to keep it that way.
78	Staff	Computer Support	Everyone I have dealt with (from Computer Support) has been excellent in all respects.

Survey number	Position at COC	Department reviewed	Comments
112	Staff	Computer Support	The staff in the Technology Center is <u>always</u> willing to help, and I am constantly amazed at their quick response to requests for service, and vast knowledge of computer hardware and software. In short, they are wonderful, and true assets to COC!
121	Staff	Computer Support	They are always willing to help.
125	Staff	Computer Support	Very helpful staff!
10	Adm/mgr/sup	Institutional Development	A great bunch of people. They do a great job for their size.
28	Adm/mgr/sup	Institutional Development	It's a big job, but often numbers and stats are incorrect, which is troublesome when we base planning on these stats.
79	Adm/mgr/sup	Institutional Development	(Employee name), (Employee name)and (Employee name)have been excellent helping us with questionnaires, and advice. (Employee name)has worked very hard on the Kazakhstan grant, and I really appreciate the help.
89	Adm/mgr/sup	Institutional Development	(Employee name)is the best! He is always friendly, responds quickly, and provides accurate information.
94	Adm/mgr/sup	Institutional Development	Timelines of grant data collection for grant reporting was excellent.
115	Adm/mgr/sup	Institutional Development	Need a regular schedule of identified reports produced and distributed.
124	Adm/mgr/sup	Institutional Development	Need more assistance with grants.
43	FT fac	Institutional Development	Satisfying – personnel. Improvement -- ?
99	FT fac	Institutional Development	Great!
128	FT fac	Institutional Development	Never use.

Survey number	Position at COC	Department reviewed	Comments
105	PT fac	Institutional Development	Did not use.
1	Staff	Institutional Development	Do not use.
31	Staff	Institutional Development	Follow-through on requests for information.
39	Staff	Institutional Development	I have no interaction with Institutional Development.
45	Staff	Institutional Development	No contact.
78	Staff	Institutional Development	I do not use this service.
112	Staff	Institutional Development	(Employee name) is wonderful!
10	Adm/mgr/sup	Library Services	(Employee name) and (Employee name) are very helpful.
28	Adm/mgr/sup	Library Services	Extremely accommodating.
50	Adm/mgr/sup	Library Services	We need additional funds for materials.
52	Adm/mgr/sup	Library Services	Library staff is wonderful. Very helpful and gracious.
79	Adm/mgr/sup	Library Services	(Employee name), (Employee name), and staff, do a great job under (Employee name)'s leadership.
94	Adm/mgr/sup	Library Services	Outstanding staff. Improvement – publicize and conduct more faculty orientations.
16	FT fac	Library Services	Have not used Library Services.

Survey number	Position at COC	Department reviewed	Comments
27	FT fac	Library Services	The library is a wonderful resource for <u>everyone</u> ! The happy willingness of the people to assist and/or train faculty and students is <u>fantastic</u> , and their enthusiasm is contagious. I have been <u>taught</u> how to <u>fish</u> , and my students have been taught how to fish by some of the <u>best</u> at <u>our</u> library. We need never go <u>hungry</u> again!
43	FT fac	Library Services	Satisfying – personnel.
100	FT fac	Library Services	No access yet.
108	FT fac	Library Services	Staff is always helpful. Students are not able to browse for plays. We need a section where students can browse through plays, scenes and monologues. Otherwise, they don't use the collection.
128	FT fac	Library Services	Never use.
41	PT fac	Library Services	Up to this point, have had minimal use of library only.
71	PT fac	Library Services	ProQuest rocks.
92	PT fac	Library Services	Library at COC good – staff pleasant and helpful.
105	PT fac	Library Services	Did not use.
147	PT fac	Library Services	Staff is <u>very</u> willing to help.
152	PT fac	Library Services	Most staff are very helpful. A more streamlined (i.e. “user-friendly”) computer catalogue and database system would save a lot of time and frustration.
157	PT fac	Library Services	Outstanding staff, eager to assist.
14	Staff	Library Services	Staff is wonderful. They all seem to know their jobs well. Better yet, they seem to like their jobs.

Survey number	Position at COC	Department reviewed	Comments
31	Staff	Library Services	The few times I've needed help, they've been great!
39	Staff	Library Services	I have not had the opportunity to use Library Services.
45	Staff	Library Services	No contact.
60	Staff	Library Services	Always willing to help. Staff is very patron oriented.
63	Staff	Library Services	Good work – nice people.
80	Staff	Library Services	Wonderful.
112	Staff	Library Services	The staff – all of them – are always willing to stop what they're doing to help me.
10	Adm/mgr/sup	MIS/CISAR	The system was implemented too quickly. Not enough attention was given to "process analysis." The results are duplication of efforts and databases, inaccurate data, and multiple information outcomes – which is just what (just what was) wanted to remedy by getting this system. It will be harder to fix now, but it would be worth it.
26	Adm/mgr/sup	MIS/CISAR	Have not used CISAR.
28	Adm/mgr/sup	MIS/CISAR	Staff is really kind and patient. CISAR is a bit much.
42	Adm/mgr/sup	MIS/CISAR	All MIS experience is with Datatel, and is the foundation of my evaluation. Rating a department by the software they use doesn't make much sense to me.
50	Adm/mgr/sup	MIS/CISAR	CISAR (financial) seems cumbersome to me.
52	Adm/mgr/sup	MIS/CISAR	They are great. So very patient. I appreciate them all.
89	Adm/mgr/sup	MIS/CISAR	The staff is helpful, but CISAR is terrible! The cost of manpower to constantly train individuals and to answer questions is costly.

Survey number	Position at COC	Department reviewed	Comments
94	Adm/mgr/sup	MIS/CISAR	Staff is knowledgeable, helpful and professional. Additional, continuous staff development workshops would be helpful.
115	Adm/mgr/sup	MIS/CISAR	We should invest in the development of user-friendly interface screens for CISAR (e.g. approving a PO req. now takes five times longer than by hand). Need a catalog of reports that can easily and quickly be ordered and produced.
123	Adm/mgr/sup	MIS/CISAR	Hire more staff! Conduct on-going training!
156	Adm/mgr/sup	MIS/CISAR	I haven't had all the courses I need on CISAR so I haven't used it like I should.
6	FT fac	MIS/CISAR	Not used.
16	FT fac	MIS/CISAR	Have not used CISAR.
27	FT fac	MIS/CISAR	I have not yet trained on CISAR, so I have not been able to evaluate these issues.
32	FT fac	MIS/CISAR	I really don't know what CISAR even is.
43	FT fac	MIS/CISAR	The personnel are satisfying. Areas for improvement – CISAR is not user-friendly; access is too limited; important information is not accessible.
59	FT fac	MIS/CISAR	It will be very helpful when we switch to a Windows environment.
99	FT fac	MIS/CISAR	CISAR is so difficult to use.
103	FT fac	MIS/CISAR	The staff is wonderful, the software stinks.
108	FT fac	MIS/CISAR	A user-friendly program would be nice!
122	FT fac	MIS/CISAR	CISAR needs a better interface.
128	FT fac	MIS/CISAR	Rarely use.
17	PT fac	MIS/CISAR	I don't get CISAR.
41	PT fac	MIS/CISAR	Not aware if I use CISAR.
69	PT fac	MIS/CISAR	Never got info on this!
105	PT fac	MIS/CISAR	Did not use.
147	PT fac	MIS/CISAR	I have no idea what this program is.

Survey number	Position at COC	Department reviewed	Comments
152	PT fac	MIS/CISAR	What <u>is</u> MIS (M_____ Information System?)?? A lot of information problems were blamed on CISAR. I got the impression it became the <u>easy</u> scapegoat when things went awry.
1	Staff	MIS/CISAR	Looking forward to CISAR, Windows version.
5	Staff	MIS/CISAR	I do not think CISAR is a user-friendly program.
14	Staff	MIS/CISAR	Not enough staff to meet campus needs. Feel as if I'm imposing if I have to call and ask for something, because they're so busy. There's a "help desk" line we were given to use as staff, but are reluctant to use it.
20	Staff	MIS/CISAR	The types of info available in CISAR need to be improved (i.e. payrolls in the system need to be <u>current</u>), and more info in purchasing screens (<u>actual</u> voucher number).
30	Staff	MIS/CISAR	Would have liked to have had a "read-only" edition of CISAR available to help with my job.
31	Staff	MIS/CISAR	I don't think a lot of people on campus fully understand what MIS can or cannot do for us. I'm sure they have more information than most of us know – it would be helpful to have some knowledge of their area and capabilities.
37	Staff	MIS/CISAR	Implementation of a new system is always more difficult, and requires more manpower than "the buyer" is led to believe. Now that we've gotten our feet wet, it should be obvious that we need more people devoted to CISAR to maintain our timelines/paradigm.

Survey number	Position at COC	Department reviewed	Comments
39	Staff	MIS/CISAR	It seems that the workload for MIS is very high, and priority departments get served first. Hopefully, with the hiring of another programmer, things will become more equitable.
45	Staff	MIS/CISAR	The system is not user-friendly.
60	Staff	MIS/CISAR	Original training intense and knowledgeable. Transfer of files to the library database, especially changes in patron records very erratic. Program is somewhat cumbersome.
63	Staff	MIS/CISAR	It seems the library cannot get the updates down-loaded into their database on a regular basis.
77	Staff	MIS/CISAR	I feel the problems are because of the volume of current workload.
78	Staff	MIS/CISAR	The system seems overly tedious and convoluted. Since I use it infrequently, it is difficult to grasp.
83	Staff	MIS/CISAR	The worst system I have ever worked on! Not user-friendly. Horrible Datatel Customer Dis-service. Very limited capabilities for Financial Aid! It is very unfortunate that our MIS employees have to work on such a system, because it doesn't make them shine as bright as they are! It looks old-fashioned too! Like 20 years ago!
112	Staff	MIS/CISAR	The MIS department needs additional staff in order to meet the needs of using Datatel.
10	Adm/mgr/sup	Personnel Services	The receptionist is kind of grumpy.
26	Adm/mgr/sup	Personnel Services	Staff does not follow up with requests for information.
28	Adm/mgr/sup	Personnel Services	Staff are as efficient as humanly possible – overworked.

Survey number	Position at COC	Department reviewed	Comments
35	Adm/mgr/sup	Personnel Services	Sat on two screening committees in the last six months. In each case, I questioned the thoroughness/process of pre-screening. Also, interviewee questions (as provided interviewee) had typos, grammatical errors, and questions that had no value. Criterion for screening panel "initial scores" were inadequate. Unable to <u>really</u> discriminate the strengths/weaknesses of candidates based on the categories!
42	Adm/mgr/sup	Personnel Services	Why no "overall" rating?
52	Adm/mgr/sup	Personnel Services	Everyone in Personnel does a great job – in very limited space.
79	Adm/mgr/sup	Personnel Services	(Employee name) is one of the great employees of all time. All staff should watch how she deals with people.
89	Adm/mgr/sup	Personnel Services	The staff, specifically (Employee name), dealing with faculty hiring is wonderful. However, (Employee Name) is not helpful or friendly when dealing with classified hiring. The differences between the faculty process and the classified process is remarkable.
94	Adm/mgr/sup	Personnel Services	Outstanding staff. Suggestion for improvement – more assistance with recruitment, screening, and selection of adult hourly personnel.
115	Adm/mgr/sup	Personnel Services	Need a more objective, efficient, and valid screening and interviewing process.
133	Adm/mgr/sup	Personnel Services	I find the staff to be very dedicated and very professional. They go out of their way to assist those seeking services from the office.

Survey number	Position at COC	Department reviewed	Comments
27	FT fac	Personnel Services	I am not sure yet about the status of my TSA. The job expo was a wonderful recruitment activity. The Personnel office – all the <u>people</u> – have <u>wonderful spirits</u> , even during the <u>high-intensity</u> periods of mass multi-disciplinary hirings!
32	FT fac	Personnel Services	Adjunct recruitment needs to be more aggressive. Adjunct pay and benefits need to increase, to improve recruitment and <u>retention</u> .
43	FT fac	Personnel Services	Satisfying – support through whole process of hiring adjuncts.
58	FT fac	Personnel Services	They need more staff! Less paper!
59	FT fac	Personnel Services	Very dissatisfied with timeframe to be added to medical coverage. Dissatisfied with no advance warning about pay reduction.
66	FT fac	Personnel Services	(Employee name) is very helpful. (Employee name) is rigid.
72	FT fac	Personnel Services	New faculty orientation was the best in the California Community College system. Good pre-semester activities for new faculty. Tenure process OK.
74	FT fac	Personnel Services	Great folks at Human Resources.
99	FT fac	Personnel Services	Health Fair – service providers coming to campus – was held at a very inconvenient time. Many faculty members did not get the opportunity to talk to them. They were also hard to find!
100	FT fac	Personnel Services	Personnel seems swamped. [Section] 125 representative did not respond to queries.
103	FT fac	Personnel Services	Thank you, (Employee name)!

Survey number	Position at COC	Department reviewed	Comments
108	FT fac	Personnel Services	Personnel has been of great help with the addition of (Employee name) and (Employee name). Excellent support service.
109	FT fac	Personnel Services	Get a better presentation of benefits.
126	FT fac	Personnel Services	The benefits orientation provided to the "new-hires" could be given an update, possibly one year after the hire date.
128	FT fac	Personnel Services	Never use.
131	FT fac	Personnel Services	(Employee name) was very helpful and organized with selection committee.
145	FT fac	Personnel Services	The 403b plan at UCLA and USC is much better. Are there other options besides annuities for our 403b? I want to invest in different mutual funds with no service fees, and no fees should I leave for another job and wish to roll over the money.
9	PT fac	Personnel Services	Hiring process was somewhat chaotic. All information should have been given at once.
41	PT fac	Personnel Services	No good advance notice of benefits – although I see it is in FLEX for January.
105	PT fac	Personnel Services	Did not use.
113	PT fac	Personnel Services	Room scheduling and re-scheduling is very unorganized, and overall, I am very dissatisfied with their services.
147	PT fac	Personnel Services	The only area that can be improved is job openings. As an adjunct, mailbox communication is really the only way to send out job-related info. I found out about two full-time positions just before and/or after they were closed.

Survey number	Position at COC	Department reviewed	Comments
150	PT fac	Personnel Services	I did not receive a response to my application until very late in the summer. Additional notice would have resulted in my having more time to prepare for the initial class.
152	PT fac	Personnel Services	The adjunct orientation meeting was most helpful. Training and workshops available for faculty is good. Most in need of improvement are the COC communication systems, i.e. COC e-mail (way too slow and unnecessarily complex) and voice mail (which may have messages for me, but #9999 does <u>not</u> work for retrieval!). <u>Very</u> dissatisfied with [no] health and welfare benefits available for adjuncts! <u>Re-</u> application process should be unnecessary.
1	Staff	Personnel Services	Applications need to be online. Screening/selection process time-consuming.
12	Staff	Personnel Services	In-house counseling and access would be helpful on items f and h [Section 125 Plan and Tax Shelter Annuities]. I was given misinformation by three different staff members during resolution of one personnel issue, delaying procedure.
14	Staff	Personnel Services	I wasn't able to attend the "benefits" options during open enrollment, because we had only a day or two notice of event. As a result, I didn't meet with Section 125 rep, and was denied this option, because the rep had to sign something indicating I was counseled. I've had Section 125 for the past year, and already knew its guidelines. Applications should be screened by personnel for minimum qualifications before applications are forwarded to committee.

Survey number	Position at COC	Department reviewed	Comments
20	Staff	Personnel Services	Did not like the way my ORIGINAL Section 125 was cut! My opinion was that all existing Section 125 applicants should have remained "AS IS," since I was hired under that amount. New applicants held to new amount!
31	Staff	Personnel Services	For a personnel department, it appears to need more of a "service with a smile" atmosphere. The receptionist can be very cold and "snippy," and it's sometimes difficult to get answers (especially during the initial interview process and follow-up) without knowing someone "on the inside."
39	Staff	Personnel Services	It seems like Personnel is often overwhelmed with work, and the timeliness of responses is often delayed.
60	Staff	Personnel Services	Overall, personnel department is run efficiently. Would like to be able to talk with a real person on first call, and not a recording.
68	Staff	Personnel Services	Not a pleasant office to deal with. Only a few staff members are open and friendly. Many lacking positive "people skills."
70	Staff	Personnel Services	Customer services person should be more friendly to the public.
78	Staff	Personnel Services	I feel that since all staff are expected to participate on hiring committees, that some form of training, and updating of the rules and regulations should be made available.
80	Staff	Personnel Services	Assistance from the payroll office has been excellent. Assistance from Personnel has not – receptionist (full-time) has been consistently rude, personnel tech has told me she is too busy to answer my questions. However, I have been satisfied with assistance when on hiring committees.

Survey number	Position at COC	Department reviewed	Comments
82	Staff	Personnel Services	(Employee name) needs attitude improvement – what a way for new people to get an introduction to our college!
83	Staff	Personnel Services	Personnel is the best!
112	Staff	Personnel Services	The personnel office staff need to improve their customer service skills, and have a friendlier attitude. I am very satisfied with the job announcements that go out, though.
121	Staff	Personnel Services	It takes a long time for response, [and] the criteria for screening depends on the person – not standardized.
130	Staff	Personnel Services	Personnel does a wonderful job! I am very happy and satisfied with the business I have conducted in that office.
10	Adm/mgr/sup	Reprographics	(Employee name), (Employee name) and (Employee name) are wonderful to work with. Some of the others can be less than helpful at times.
28	Adm/mgr/sup	Reprographics	[Am very satisfied with willingness of] some, not all [staff to help]. Sometimes it's easier to do it myself. Sometimes it's more trouble than it's worth.
35	Adm/mgr/sup	Reprographics	Staff has done a <u>remarkable</u> job, especially in light of small staff, and increased volume. They should be commended. They should also have increased staff, and reliable, high-volume machinery that <u>works!</u>
50	Adm/mgr/sup	Reprographics	They need more room.
52	Adm/mgr/sup	Reprographics	They do a great job in limited space with limited equipment.
79	Adm/mgr/sup	Reprographics	I really appreciate the excellent help from this department.
94	Adm/mgr/sup	Reprographics	Outstanding staff.
110	Adm/mgr/sup	Reprographics	One of the better functioning departments on campus.
6	FT fac	Reprographics	Quality of duplication work often poor.

Survey number	Position at COC	Department reviewed	Comments
16	FT fac	Reprographics	Excellent and friendly service.
26	FT fac	Reprographics	I would request that we place copy machines for staff use at a variety of locations throughout the campus. Limit each person to a per-year maximum, but make mass copies of 100 to 300 per day possible. Large, last minute copy needs may well be accommodated in Reprographics, but we are dissuaded, and – in many cases – with better copy machine access, these visits would be unnecessary.
29	FT fac	Reprographics	We need separate copy machines in each division office to de-centralize copies.
38	FT fac	Reprographics	Everyone in Reprographics – especially (Employee name)– is fabulously helpful, kind, speedy – <u>wonderful</u> . The <u>best</u> spot to get things done!
43	FT fac	Reprographics	Satisfying – personnel.
51	FT fac	Reprographics	Reprographics' staff are super! They save my life (almost!) on a daily basis.
59	FT fac	Reprographics	Getting enough paper for printers is still a problem.
66	FT fac	Reprographics	(Employee name) saves me.
72	FT fac	Reprographics	Reprographics needs more budget to support new faculty requests for printer supplies (toner, paper, etc.
74	FT fac	Reprographics	Great folks at Repro.
93	FT fac	Reprographics	Good typesetting work (Employee name).
99	FT fac	Reprographics	(Employee name) and (Employee name) are great.
100	FT fac	Reprographics	Reprographics does great work with a lean staff.
103	FT fac	Reprographics	Great job this fall during the bookstore screw-up.

Survey number	Position at COC	Department reviewed	Comments
108	FT fac	Reprographics	It seems I am always on a deadline, and they are always ready to help, and do their best. (Employee name) and (Employee name) are especially helpful.
109	FT fac	Reprographics	Get more personnel. Everyone works so hard and under duress. Great job.
126	FT fac	Reprographics	A second "faculty-staff" copy machine at a location outside of Reprographics would eliminate waiting and crowding during peak hours.
9	PT fac	Reprographics	Excellent service from staff, particularly for those of us with last-minute requests.
11	PT fac	Reprographics	The willingness of (Employee name) to help in tight schedules for tests. Also, ability to use e-mail to send materials for reproduction.
33	PT fac	Reprographics	Reprographics is a well-run operation. (Employee name) is always eager to answer questions. She is very courteous. My materials are always duplicated in the manner in which I requested, and always on time.
34	PT fac	Reprographics	(Employee name) is wonderful!!
41	PT fac	Reprographics	Staff is very knowledgeable, and good listeners. They give great feedback.
53	PT fac	Reprographics	Excellent service.
92	PT fac	Reprographics	I work at several places...COC Repro is awful. They are rude, work is never done correctly, many times not on time. Need a whole new department! (This is the only thing about COC I don't like! Even the parking for faculty is a bit easier this year!)
147	PT fac	Reprographics	Very helpful and accommodating staff.

Survey number	Position at COC	Department reviewed	Comments
151	PT fac	Reprographics	My opinion of Reprographics has greatly improved, primarily because of the excellent <u>staff</u> . Also, the new technology has greatly improved the workflow. Instructors should be able to process their own orders, provided they know how to operate the equipment (I do). Perhaps a “self-service” station, that lets us copy more than 25 pages, would greatly be appreciated.
152	PT fac	Reprographics	(Employee name) in Repro is so helpful, and a real pleasure to do business with! Excellent service! Thank you for making this department available to faculty!! Areas in need of improvement? – ask (Employee name) if <u>she</u> needs anything!
158	PT fac	Reprographics	This office is great.
1	Staff	Reprographics	With our new copy/printer machines, those last-minute “panic” jobs are no longer impacting those who plan ahead. Thanks!
3	Staff	Reprographics	Great group of people to work with.
13	Staff	Reprographics	Repro is outstanding. (Employee name) and (Employee name) have been great to deal with. They have saved our department more than once at a moment’s notice.
14	Staff	Reprographics	Since (Employee name) has taken over, the service has been outstanding and with a smile. I think the electronic forwarding of jobs is efficient and I love it. I sent 600+ mail-merged letters via electronic delivery. I had all of them back the next day, folded to accommodate a window envelope, and I didn’t have to fill out any requests or have “approval” from my manager. That’s service!!

Survey number	Position at COC	Department reviewed	Comments
31	Staff	Reprographics	Can we not just invest in a few better "work area" copy machines, so we can reproduce faster on our own? It takes longer to organize it, write the request, explain it, and wait for it, than it would to do it in my area on a faster, more capable machine. And it would give the reproduction area more time to work on bigger, harder, and more intricate jobs.
39	Staff	Reprographics	Although the workload is high, I have always received quality work in a reasonable amount of time.
48	Staff	Reprographics	The staff at Repro are wonderful! We often need materials ASAP, and they are always so accommodating! The quality and service are always great, and exceed our expectations! (Employee name) and (Employee name) are wonderful!
49	Staff	Reprographics	(Employee name), (Employee name) and (Employee name) are awesome!
60	Staff	Reprographics	Repro does a fair job, given the large amount of service it provides. Internal problems notwithstanding, the staff works really hard to serve the campus needs.
68	Staff	Reprographics	Always helpful.
78	Staff	Reprographics	The graphic quality of printed materials provided for the college is poor, and needs much improvement and redesign.
112	Staff	Reprographics	I can't say enough good things about Reprographics! They certainly go above and beyond what's expected of them, and furthermore, they do it without one complaint, and nine times out of ten, it's done before the due date. Without the Repro staff, I couldn't do my job at all. (Employee name) and (Employee name) are the best!
121	Staff	Reprographics	These are awesome people, who try hard to please!

Survey number	Position at COC	Department reviewed	Comments
140	Staff	Reprographics	Great group of people! Thanks to each of the team, my job is less stressful!
141	Staff	Reprographics	Great job!
143	Staff	Reprographics	[Very satisfied with the willingness and knowledge of] (Employee name) and (Employee name) ONLY!
10	Adm/mgr/sup	Tutorial Services	They do a great job for being as busy as they are.
28	Adm/mgr/sup	Tutorial Services	Again, my experience has shown that staff is very accommodating.
50	Adm/mgr/sup	Tutorial Services	They need more room.
52	Adm/mgr/sup	Tutorial Services	Very supportive to both faculty and students.
79	Adm/mgr/sup	Tutorial Services	(Employee name) and staff do a great job!
110	Adm/mgr/sup	Tutorial Services	Another outstanding department on campus.
6	FT fac	Tutorial Services	Make-up testing service is very helpful.
27	FT fac	Tutorial Services	This is the support Center that has made it <u>possible</u> for some of my students to succeed. The people here (in TLC) really accommodate the attitude of "tender loving care" while they engage in the activities of teaching and learning in the center.
43	FT fac	Tutorial Services	It is great!
72	FT fac	Tutorial Services	Tutoring just OK for statistics, inadequate for economics.
93	FT fac	Tutorial Services	Good work on make-up tests.
99	FT fac	Tutorial Services	Great increase in the number of tutors, in tutorial hours, and in-class tutors. Keep it going!

Survey number	Position at COC	Department reviewed	Comments
109	FT fac	Tutorial Services	The older gentleman biology tutor is no longer helping students. Tutors are well screened. Hours are fine.
9	PT fac	Tutorial Services	Make-up exam services are helpful.
33	PT fac	Tutorial Services	I have been given the best service in the TLC. When I asked for a tutor in my English 035 class, I was given one. Make-up tests are always filed correctly, and waiting for my students. (Employee name) is always conscientious about following my directions concerning tests, handouts, and one-on-one tutoring. The TLC is invaluable in providing services for the developmental student.
111	PT fac	Tutorial Services	Computer aides should know the programs – have had students say that the help did not know how to help them on some things (computer concepts).
147	PT fac	Tutorial Services	Very useful and professional staff.
151	PT fac	Tutorial Services	Haven't used yet.
152	PT fac	Tutorial Services	(Employee name), the Spanish tutor, is very knowledgeable. (Employee name) and (Employee name) are <u>very</u> helpful. Availability of MacIntosh computers needs <u>much</u> improvement, as well as computer graphics software!
14	Staff	Tutorial Services	I would like to see it be a little quieter. It appears the noise level is high due to socializing as opposed to actual tutoring going on. Otherwise, the department staff is helpful, user-friendly to students and other staff members. (Employee name) and (Employee name) are especially helpful.
39	Staff	Tutorial Services	I have no interaction with TLC.

Survey number	Position at COC	Department reviewed	Comments
45	Staff	Tutorial Services	No contact.
78	Staff	Tutorial Services	I do not use this service.

Miscellaneous comments (aside from those services reviewed):

Survey number	Position at COC	Comments
3	4	We need to be asked about the food being served.
6	1	There should be a question on janitorial and maintenance services. Both areas <u>very poor!</u>
105	2	My classroom is not well cleaned, and seems to get worse by the end of the semester. Also items are in need of repair (screen/desk). No one is available at night to make repairs. One night, the classroom was unbearably hot, and we were unable to get someone to fix the problem.
122	1	Why isn't there a section about supplies? Ordering and obtaining supplies is terrible. It takes 3-4 weeks to get a marker? No feedback for weeks, if supplies are not available. No notice when supplies are ready – faculty is supposed to check every day for a month to see if they have arrived. If there is a rating lower than “very dissatisfied,” that is what the supply department should get.



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