

District Operations Satisfaction Survey, March 2010 Summary of Results

The following table is a sample entry from the Summary of Satisfaction section that follows, with portions color-coded. Each portion is explained in the second table.

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
DCS-Technical Services										
N	196	194	189	188	122	196	196	191	148	198
Means	4.2	4.4	4.1	4.2	3.8	3.9	3.9	3.9	3.6	4.0
Mean of Means										4.0
Pct Satisfied (4) or Very Satisf (5)	84%	90%	81%	81%	70%	72%	72%	69%	62%	74%
Pct Somewhat Satisf (3)	13%	6%	11%	13%	15%	15%	15%	20%	15%	18%
Pct Not at All (1) or Not Very Satisf (2)	4%	4%	8%	6%	16%	13%	13%	10%	23%	8%
Ratio Satisf (4+5) : Not Satisf (1+2)	23:1	25:1	10:1	14:1	4:1	6:1	6:1	7:1	3:1	9:1
Mean Pct Satisfied (4) or Very Satisf (5)										76%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										11:1

Item	Description
Question labels	These are the core satisfaction questions, each of which asks for a rating of an important aspect of the department's services.
Number of respondents	The number of respondents who marked 1, 2, 3, 4, or 5 on each question.
Mean rating	Average rating across all respondents who marked 1, 2, 3, 4, or 5.
Mean of means	Average of the means across all the aspects of the department's services.
Percent of responses by category	For each question, the percentage of responses in three categories, rounded to the nearest whole number: <ul style="list-style-type: none"> • Percent satisfied or very satisfied. This category corresponds to an outcome measure used by several District units. The higher this percentage, the better. • Percent somewhat satisfied. This category is in the middle, neither very satisfied nor very dissatisfied. These respondents do not feel strongly one way or the other about this aspect of the services. • Percent not at all satisfied or not very satisfied. These respondents regard this aspect of the services unsatisfactory in some important way.
Ratio of satisfied to not-satisfied	Ideally, a large proportion of respondents should be satisfied or very satisfied with the department's service (rating 4 or 5), and only a small proportion should be not at all satisfied or not very satisfied (rating 1 or 2). For each aspect of the service, this measure combines those proportions in a ratio. The higher this ratio, the more the department has satisfied its clients and the less it has left them unsatisfied. In the example above, for every one person who was not satisfied with the helpfulness of staff (rating 1 or 2), 23 were satisfied (rating 4 or 5). Results have been rounded to the nearest whole number.
Mean percent satisfied	Average percentage of satisfied (rating 4 or 5) respondents across all the aspects of the department's services.
Mean ratio of satisfied to not-satisfied	Average ratio across all the aspects of the department's services. This single ratio summarizes how satisfied clients are with the department's services overall.

Summary of Satisfaction

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
DCS-Technical Services										
N	196	194	189	188	122	196	196	191	148	198
Means	4.2	4.4	4.1	4.2	3.8	3.9	3.9	3.9	3.6	4.0
Mean of Means										4.0
Pct Satisfied (4) or Very Satisf (5)	84%	90%	81%	81%	70%	72%	72%	69%	62%	74%
Pct Somewhat Satisf (3)	13%	6%	11%	13%	15%	15%	15%	20%	15%	18%
Pct Not at All (1) or Not Very Satisf (2)	4%	4%	8%	6%	16%	13%	13%	10%	23%	8%
Ratio Satisf (4+5) : Not Satisf (1+2)	23:1	25:1	10:1	14:1	4:1	6:1	6:1	7:1	3:1	9:1
Mean Pct Satisfied (4) or Very Satisf (5)										76%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										11:1

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
DCS-Administrative Services										
N	132	130	129	122	89	130	130	126	106	130
Means	4.1	4.2	4.0	4.0	3.8	3.8	3.8	3.8	3.8	3.9
Mean of Means										3.9
Pct Satisfied (4) or Very Satisf (5)	82%	85%	76%	79%	70%	73%	73%	70%	67%	75%
Pct Somewhat Satisf (3)	12%	12%	17%	16%	19%	15%	11%	21%	19%	17%
Pct Not at All (1) or Not Very Satisf (2)	6%	3%	7%	5%	11%	12%	16%	10%	14%	8%
Ratio Satisf (4+5) : Not Satisf (1+2)	14:1	28:1	11:1	16:1	6:1	6:1	5:1	7:1	5:1	9:1
Mean Pct Satisfied (4) or Very Satisf (5)										75%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										11:1

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Educ Tech tools offered	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
Distributed Education											
N	61	60	57	56	45	39	54	54	53	45	59
Means	4.1	4.2	4.0	4.1	3.9	3.8	4.1	4.0	3.9	3.9	4.0
Mean of Means											4.0
Pct Satisfied (4) or Very Satisf (5)	75%	85%	79%	80%	73%	69%	76%	78%	72%	73%	76%
Pct Somewhat Satisf (3)	18%	13%	11%	14%	20%	21%	22%	20%	19%	11%	17%
Pct Not at All (1) or Not Very Satisf (2)	7%	2%	11%	5%	7%	10%	2%	2%	9%	16%	7%
Ratio Satisf (4+5) : Not Satisf (1+2)	12:1	51:1	8:1	15:1	11:1	7:1	41:1	42:1	8:1	5:1	11:1
Mean Pct Satisfied (4) or Very Satisf (5)											76%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)											19:1

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
Printing Services										
N	133	133	132	125	67	135	131	137	103	139
Means	4.0	3.9	4.1	4.1	4.0	4.1	4.1	3.9	3.8	4.1
Mean of Means										4.0
Pct Satisfied (4) or Very Satisf (5)	77%	69%	83%	84%	76%	82%	82%	73%	69%	78%
Pct Somewhat Satisf (3)	14%	20%	8%	6%	12%	11%	11%	14%	11%	12%
Pct Not at All (1) or Not Very Satisf (2)	9%	11%	8%	10%	12%	7%	8%	13%	20%	9%
Ratio Satisf (4+5) : Not Satisf (1+2)	9:1	6:1	10:1	8:1	6:1	12:1	11:1	6:1	3:1	8:1
Mean Pct Satisfied (4) or Very Satisf (5)										77%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										8:1

	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
Human Resources										
N	180	180	177	177	103	178	175	177	127	179
Means	3.7	3.8	3.5	3.6	3.3	3.4	3.4	3.2	2.9	3.4
Mean of Means										3.4
Pct Satisfied (4) or Very Satisf (5)	63%	67%	56%	60%	54%	52%	53%	49%	45%	50%
Pct Somewhat Satisf (3)	22%	21%	21%	19%	20%	22%	20%	16%	11%	24%
Pct Not at All (1) or Not Very Satisf (2)	14%	13%	23%	21%	25%	25%	27%	35%	44%	26%
Ratio Satisf (4+5) : Not Satisf (1+2)	4:1	5:1	2:1	3:1	2:1	2:1	2:1	1:1	1:1	2:1
Mean Pct Satisfied (4) or Very Satisf (5)										55%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										3:1

District Operations Satisfaction Survey Summary of Results

Accounting/Accounts Payable/Audit	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
N	124	123	122	121	69	124	123	121	93	125
Means	4.3	4.2	4.1	4.2	3.9	4.1	4.1	3.9	3.6	4.1
Mean of Means										4.1
Pct Satisfied (4) or Very Satisf (5)	85%	84%	80%	82%	72%	80%	81%	72%	66%	78%
Pct Somewhat Satisf (3)	8%	12%	14%	12%	9%	11%	8%	15%	9%	16%
Pct Not at All (1) or Not Very Satisf (2)	6%	4%	7%	6%	19%	9%	11%	13%	26%	6%
Ratio Satisf (4+5) : Not Satisf (1+2)	13:1	21:1	12:1	14:1	4:1	9:1	8:1	5:1	3:1	12:1
Mean Pct Satisfied (4) or Very Satisf (5)										78%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										10:1

Payroll	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
N	138	136	137	133	65	134	137	132	87	135
Means	4.2	4.1	4.1	4.1	3.9	4.1	4.1	3.9	3.7	4.1
Mean of Means										4.0
Pct Satisfied (4) or Very Satisf (5)	81%	81%	77%	82%	80%	81%	81%	71%	70%	79%
Pct Somewhat Satisf (3)	11%	11%	12%	9%	3%	9%	9%	14%	8%	12%
Pct Not at All (1) or Not Very Satisf (2)	8%	8%	11%	9%	17%	10%	9%	14%	22%	10%
Ratio Satisf (4+5) : Not Satisf (1+2)	10:1	10:1	7:1	9:1	5:1	8:1	9:1	5:1	3:1	8:1
Mean Pct Satisfied (4) or Very Satisf (5)										78%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										7:1

Purchasing	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
N	98	96	96	96	68	98	97	98	63	96
Means	4.0	4.1	4.0	3.9	4.0	3.8	3.8	3.6	3.4	3.8
Mean of Means										3.8
Pct Satisfied (4) or Very Satisf (5)	72%	74%	76%	71%	76%	70%	69%	61%	60%	73%
Pct Somewhat Satisf (3)	15%	20%	9%	17%	12%	16%	18%	18%	8%	8%
Pct Not at All (1) or Not Very Satisf (2)	12%	6%	15%	13%	12%	13%	13%	20%	32%	19%
Ratio Satisf (4+5) : Not Satisf (1+2)	6:1	12:1	5:1	6:1	7:1	5:1	5:1	3:1	2:1	4:1
Mean Pct Satisfied (4) or Very Satisf (5)										70%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										5:1

Facilities (District Office)	a: Helpfulness of staff	b: Courtesy of staff	c: Follow-through of staff	d: Accuracy of info provided	e: Training provided	f: Timeliness, initial response	g: Timeliness, final resolution	h: Clarity & consistency of procedures	i: Opp to provide your input on chgs	j: Overall satisfaction with services
N	69	67	67	61	27	66	66	62	49	68
Means	4.3	4.4	4.2	4.1	3.9	4.2	4.2	4.2	3.8	4.3
Mean of Means										4.1
Pct Satisfied (4) or Very Satisf (5)	88%	88%	79%	80%	74%	77%	76%	85%	69%	84%
Pct Somewhat Satisf (3)	7%	9%	15%	11%	11%	15%	15%	8%	14%	9%
Pct Not at All (1) or Not Very Satisf (2)	4%	3%	6%	8%	15%	8%	9%	6%	16%	7%
Ratio Satisf (4+5) : Not Satisf (1+2)	20:1	30:1	13:1	10:1	5:1	10:1	8:1	13:1	4:1	11:1
Mean Pct Satisfied (4) or Very Satisf (5)										80%
Mean Ratio Satisf (4+5) : Not Satisf (1+2)										13:1

Respondent Characteristics Overall

This table shows the breakdown of the 230 respondents by primary function and primary location. Most respondents were classified employees, followed by faculty. Most work primarily at Valley, followed by Crafton Hills. The largest single group was Valley classified, followed by Valley faculty.

Primary Location	Primary Function				Grand Total
	Adm	Class	Fac	Stu	
SBVC	13	59	52	4	128
CHC	6	32	29		67
EDTC	1	1			2
Dist Off	3	13			16
Annex	2	11			13
KVCR	1	3			4
Grand Total	26	119	81	4	230

Respondent Characteristics by Department

These tables break down the same information by department. Respondents were counted for a given department if they answered 1, 2, 3, 4, or 5 on that department’s overall satisfaction question.

For example, 196 respondents answered 1, 2, 3, 4, or 5 on the DCS-Technical Services overall satisfaction question. Of those, half were classified, and somewhat over a third were faculty. The largest single group of respondents was Valley classified, followed closely by Valley faculty.

DCS-Technical Services

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	24	6	26		56
SBVC	47	12	48	2	109
EDTC		1	1		2
Dist Off		3	12		15
Annex		2	9		11
KVCR		1	2		3
Grand Total	71	25	98	2	196

DCS-Administrative Services

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	9	3	19		31
SBVC	27	12	36	2	77
EDTC			1		1
Dist Off		2	10		12
Annex		2	6		8
KVCR			1		1
Grand Total	36	19	73	2	130

Distributed Education

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	6	5	5		16
SBVC	18	6	13	1	38
Dist Off			2		2
Annex		1			1
KVCR			1		1
Grand Total	24	12	21	1	58

Printing Services

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	15	5	17		37
SBVC	40	9	33	1	83
EDTC			1		1
Dist Off		3	8		11
Annex		2	5		7
Grand Total	55	19	64	1	139

Human Resources

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	20	6	27		53
SBVC	32	13	48	1	94
EDTC		1	1		2
Dist Off		3	11		14
Annex		2	11		13
KVCR		1	2		3
Grand Total	52	26	100	1	179

Accounting/Accounts Payable/Audit

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	7	6	21		34
SBVC	17	12	36	1	66
EDTC		1	1		2
Dist Off		2	11		13
Annex		2	6		8
KVCR		1	1		2
Grand Total	24	24	76	1	125

Payroll

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	9	6	19		34
SBVC	18	11	45		74
EDTC		1	1		2
Dist Off		2	11		13
Annex		2	8		10
KVCR			2		2
Grand Total	27	22	86		135

Purchasing

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	3	5	13		21
SBVC	9	12	33		54
EDTC		1	1		2
Dist Off		3	10		13
Annex		2	2		4
KVCR			2		2
Grand Total	12	23	61		96

Facilities (District)

Primary Location	Primary Function				Grand Total
	Fac	Adm	Class	Stu	
CHC	4	1	9		14
SBVC	9	4	16	1	30
EDTC		1	1		2
Dist Off		2	12		14
Annex		1	5		6
KVCR			2		2
Grand Total	13	9	45	1	68