



Fall 2016 Administrative Services Satisfaction Survey Results

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Purpose of Brief

This brief analyzes the 49 responses to the Administrative Services Satisfaction Survey conducted in fall 2016.

Summary of Findings

- 31% of respondents were full-time faculty, 27% were classified/confidential staff, and 25% were manager/administrator.
- 97% of respondents either agreed or strongly agreed their guests or callers are treated professionally and courteously
- 85% of respondents either agreed or strongly agreed they are satisfied with the services provided by the facilities use office.
- 53% of respondents either agreed or strongly agreed they are aware of the guidelines for scheduling a conference/meeting room or other space on campus.
- 49% of respondents either agreed or strongly agreed that they were satisfied with the location of mail room or that they were overall very satisfied with the mail room.

Overview

Crafton Hills College (CHC) Administrative Services provides various campus-wide services. To inform area and unit planning, Administrative Services conducts periodic surveys of CHC faculty, staff, and administrators. This brief analyzes the 49 responses to the Administrative Services Satisfaction Survey conducted in fall 2016.

Methodology

In collaboration with the Office of Institutional Effectiveness, Research, and Planning (OIERP), an online survey was developed with four sets of Likert-scale and multiple-choice questions. Respondents selected their main position classification at CHC and their level of agreement with statements about facilities use, mail service, and communications. Respondents were also given an opportunity to provide comments. Responses were collected between November 30 and December 9, 2016. Percentages (%) are calculated by dividing the number of responses (#) and the total number of responses to the question.

Findings

Table 1 identifies respondents' main position classification at CHC. Respondents were more likely (31%) to be full-time faculty, followed by classified/confidential staff (27%) and manager/administrator (25%). A total of 49 responses were received.

Table 1. Respondents' CHC position classification.

Position Classification	#	%
Full-time Faculty	15	30.6
Part-time Faculty	9	18.4
Classified/Confidential Staff	13	26.5
Manager/Administrator	12	24.5
Total	49	100.0

Table 2 (on next page) indicates respondents' level of agreement with statements regarding facilities use services. Eighty-five percent of respondents either agreed or strongly agreed they are satisfied with the services provided by the facilities use office, and 84% either agreed or strongly agreed the facilities web page provides useful information. Respondents were least likely to agree or strongly agree (53%) they are aware of the guidelines for scheduling a conference/meeting room or other space on campus.

Table 2. Respondents' level of agreement with statements regarding facilities use services.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I am satisfied with the services provided by the facilities use office	12	26.1	27	58.7	6	13.0	1	2.2
The facilities web page provides useful information	7	15.9	30	68.2	6	13.6	1	2.3
I understand how to reserve a conference/meeting room or other space on campus	11	23.4	25	53.2	8	17.0	3	6.4
It is easy for me to reserve a room/space	8	17.4	21	45.7	15	32.6	2	4.3
I am aware of the guidelines for scheduling a conference/meeting room or other space on campus	11	23.4	14	29.8	18	38.3	4	8.5

Note: Responses sorted in descending order by strongly agree and agree.

Table 3 indicates respondents' level of agreement with statements regarding mail services. Seventy-five percent of respondents either agree or strongly agree they are satisfied with the delivery of heavy, bulky, or special packages. Less than a majority (49%) of respondents either agreed or strongly agreed that they were satisfied with the location of mail room or that they were overall very satisfied with the mail room.

Table 3. Respondents' level of agreement with statements regarding mail services.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I am satisfied with the delivery of heavy, bulky, or special packages	9	20.5	24	54.5	4	9.1	7	15.9
I am satisfied with the timeliness of mail delivery from San Bernardino Valley College	2	5.3	21	55.3	13	34.2	2	5.3
I am satisfied with the timeliness of mail delivery to San Bernardino Valley College	2	5.1	21	53.8	14	35.9	2	5.1
I am satisfied with the timeliness of mail delivery to the District Offices	3	7.7	19	48.7	14	35.9	3	7.7
Overall, I am very satisfied with mail delivery	3	7.1	20	47.6	14	33.3	5	11.9
I am satisfied with the timeliness of mail delivery from the District Offices	2	4.9	19	46.3	16	39.0	4	9.8
I am satisfied with the location of the mail room	8	17.0	15	31.9	9	19.1	15	31.9
Overall, I am very satisfied with the mail room	7	15.6	15	33.3	12	26.7	11	24.4

Note: Responses sorted in descending order by strongly agree and agree.

Table 4 indicates respondents' level of agreement with statements regarding communication services. Ninety-seven percent of respondents either agreed or strongly agreed their guests or callers are treated professionally and courteously, and 81% either agreed or strongly agreed incoming calls are efficiently and correctly routed.

Table 4. Respondents' level of agreement with statements regarding communications services.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
My guests or callers are treated professionally and courteously	11	28.2	27	69.2	1	2.6	0	0.0
Incoming calls are efficiently and correctly routed to me	11	26.2	23	54.8	7	16.7	1	2.4
I understand the functions of the campus business office	7	16.3	20	46.5	13	30.2	3	7.0

Note: Responses sorted in descending order by strongly agree and agree.

Fourteen respondents provided additional comments on various services. Most respondents had recommendations on improving mail and facilities use services. For example, a few respondents mentioned creating a process to cancel room reservations and book recurring meetings. Full responses are included below with names redacted.

- Apparently some students are being told my office is at Valley College in North Hall when they call the operator.
- Duplicate room scheduling needs to be more efficient. If I need to reserve the same room at the same time every week I should be able to request that with a single request.
- I answered this last question but have no real basis to judge by. I believe all of my calls come to my direct line. I have never had any complaints from anyone that was unable to reach me
- I did not receive any sort of formal introduction to the campus or any services provided to instructors. Just "winging it".
- I don't know of any guidelines for room availability. I just reserve a room and hope for the best. I don't know enough about mail delivery to/from CHC or to/from SBVC or to/from District as I don't know, hence I left that blank. Mailboxes at CHC: The way it is set up right now, it has been totally inconvenient. I check my mailbox once a semester IF I'm in the area on that side of campus. The mailboxes should have had the combinations changed when the rearranging of boxes happened. They should have been re-keyed for the new owner. Now I can get into my old box just because I can and also, no one knows if the box is mine or not if I was to get into it. Isn't that fun? There should be at least three different places to pick up mail: West, central area of campus, and East. Pick a secretary that is in each area to get the said mail for the faculty that are teaching in that area. Have the mailboxes (like the old ones) by the secretary to avoid any "tampering".
- I have a concern about the mailboxes. I had shared one with [name] and our tech [name] over the last few years. Then this year all adjunct mail is ALSO in our mail box. I do not want adjunct faculty to have access to my mail. I am fine with any full time faculty but not adjunct. When we had a key in our box for bulk items, I did not know who it went to, it happened to be [name]'s so I had to carry bulk items across campus. But what if the bulk was for adjunct? I have no way of getting it to them. Please change this. We did request this a few months back and we were told this is how it is now done, but I found out Math doesn't share with adjunct. I may have confidential information I do not want adjunct faculty able to see, or just the fact they may accidentally take our mail and we never see it. Thanks-[name]
- I know this issue is not new, but it would be great to be able to cancel meetings/facilities requests so that it is available to others on campus.
- It is hard to determine if mail is delivered to district in a timely manner, or if the mail is not opened in a timely manner once it is at district.
- Mail pick up should be at least twice a day. Some items need to be mailed out same day and items sit until next morning pick up. It would be great to have an outgoing box for mail in other locations.
- Room requests are handled promptly, but not with the same knowledge level or capability as when [name] was here. Move the mail room to Crafton Center.
- Some redundancy of tasks and positions would be very helpful. Right now, when anyone is absent, there is no one to step up and provide continuous service. This is not a good way to manage a service orientated program.
- The only problem I see, is when accessing the calendar, it takes a long time to open, then you have to scroll down to find it, could this be setup better?
- These questions put the blame on the staff and not the ones in charge of the operation. The staff are doing their jobs properly but the operation needs to change for it to be more effective. The management in charge of these areas need to be making the change not the workers
- We have had mail lost quite often which in some cases has resulted in expenses for cancelled checks and late fees. Not sure where the disconnect is, but I don't trust the mail delivery on campus/within the District. Often times, rooms are booked many months in advance for ongoing meetings that end up getting cancelled and the rooms are available. When meetings are cancelled, there should be a way to remove them from the scheduled use calendar so that others can use them.