



GLENDALE COMMUNITY COLLEGE

## Customer Satisfaction Survey Results

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### Introduction

In the Fall of 2006, the Administrative Services department of Glendale Community College (GCC) partnered with College Research Services (CRS) to develop and conduct the Administrative Services Customer Satisfaction Survey. The college-wide survey asked respondents to assess the current state of satisfaction with the services provided by departments reporting to the Administrative Services division at GCC. The only exception was the Information Services departments, which were evaluated earlier as a part of the Technology Assessment Taskforce (TAT) and later by an external consultant. The results of this survey are intended to inform members of Administrative Services in their efforts to assess the current state of customer satisfaction.

The survey was administered from Tuesday, October 23rd, 2006 through Tuesday, November 7th, 2006. Response rates are as follows:

Policy Group:	In- vited	Final Response Rates	Percen- tiles	
Res Faculty	281	147	52%	
Adjunct *	248	27	11%	
MAT	70	60	86%	
PSA	258	121	47%	
Re- sults were Co- bined	Safety	5	3	60%
	Crafts	10	2	20%
	M&O	32	5	16%
	Other	65	16	25%
Didn't Answer item	NA	5	NA	
<b>Total</b>	<b>969</b>	<b>386</b>	<b>40%</b>	
Total w/o adjuncts	721	359	50%	

\*While there were 680 Adjunct Faculty, only 248 had email addresses in the memo email system, a requirement for the administration of this survey.

***The Administrative Services & Planning departments wish to thank all employees who responded to this survey.***

### Method

Surveys were administered by CRS utilizing a password protected web survey. The passwords were randomly generated by CRS and were not connected in any manner to any technology system at GCC. Using a password protected survey allowed respondents to start a survey and return at a later time to complete it- should they have been interrupted. It also allowed for only one survey submission per respondent.

Survey research communication practices, aimed at garnering an acceptable response rate, were followed for the administration of the survey. A pre-notice was sent six days prior to the survey, on Thursday, October 17, 2006. Email announcements were sent on Tuesday October 23rd, 2006, indicating the start of the survey. Email reminders were sent on Friday, October 27th, 2006 and Thursday, November 2nd, 2006. Final email reminders were sent on Monday, November 6th, 2006, one day prior to the close of the survey.

Given the target audience was a census of the college, a response rate of sixty percent or more was necessary to infer that the responses were representative of the population. The actual response rate was 40% so the results cannot be inferred as representing the opinions of the whole campus.

### Areas of High Satisfaction

The following topics were given an overall survey response rate of at least ninety percent positive feedback from those who chose to respond. Positive is defined as the combination of satisfied/very satisfied or agree/strongly agree responses.

#### Business Services Office:

- 96% satisfaction with general cashier services
- 92% satisfaction with budget balance inquiries
- 90% satisfaction with purchasing inquiries
- 91% satisfaction with travel reimbursement processing
- 93% satisfaction with petty cash processing
- 94% satisfaction with the accounts payable inquiries/invoices

#### IKON (Copy Services):

- 91% satisfaction with quality of copy services
- 91% satisfaction with quality of special copy services
- 92% satisfaction with location of convenience copiers on campus
- 90% satisfaction with electronic copy order process

Comments or Questions

Please submit to:

mi.zavala@gcmail.maricopa.edu

Legal Disclaimer

<http://www.gc.maricopa.edu/legal>

WONDERFUL!



SATISFACTION!

APPRECIATION!

MAGNIFICENT!



EVENING CAR ESCORT SERVICE!

PERSONAL SAFETY PROGRAMS!

PROFESSIONAL!

EXCELLENT!



# Areas of High Satisfaction

## Mail Room Services:

- 97% satisfaction with intercampus mail services
- 95% satisfaction with general mail services

## Grounds for Thought (Contracted Food Services):

- 96% satisfaction with the quality of food
- 97% satisfaction with the quality of drinks

## Follett (Bookstore):

- 92% satisfaction with general supply services

## College Employee Resources:

- 91% agreement with the following statement, "The payroll forms I need to make changes for myself are readily available"
- 95% agreement with the following statement, "Employee Resources responds to the online Change of Master Schedules in a timely manner"

## Maintenance and Operations:

- 91% satisfaction with the cleanliness of common areas maintained by the custodial staff
- 92% satisfaction with maintenance performed by the grounds / landscaping staff
- 92% satisfaction with the level of professionalism displayed by the technician or other maintenance staff member responding to your request for assistance

## Receiving:

- 96% satisfaction with the timeliness of deliveries
- 96% satisfaction with the handling / treatment of deliverables

## College Safety:

- 97% satisfaction with emergency response times
- 96% satisfaction with the level of professionalism displayed by College Safety staff member(s) responding to your request for assistance
- 92% satisfaction with evening car escort services
- 95% satisfaction with personal safety programs
- 93% agreement with the following statement, "I feel safe at GCC"

## Administrative Services – Communication:

- 94% satisfaction with communication from the Administrative Services Newsletter
- 91% satisfaction with communication from the Administrative Services emails
- 90% satisfaction with communication from Business Services – Aramark
- 96% satisfaction with communication from Business Services – Cashiering
- 90% satisfaction with communication from Business Services – IKON
- 98% satisfaction with communication from the Mail Room
- 96% satisfaction with communication from College Safety
- 95% satisfaction with communication from Employee Resources
- 91% satisfaction with communication from Maintenance and Operations
- 97% satisfaction with communication from Receiving
- 91% satisfaction with communication from Procurement
- 90% satisfaction with communication from Institutional Planning

## Administrative Services – Service Orientation:

- 95% satisfaction with customer services attitudes from Business Services - Cashiering
- 92% satisfaction with customer services attitudes from Business Services - IKON
- 97% satisfaction with customer services attitudes from Business Services – Mail Room
- 96% satisfaction with customer services attitudes from College Safety
- 94% satisfaction with customer service attitudes from Employee Resources
- 91% satisfaction with customer service attitudes from Maintenance and Operations
- 98% satisfaction with customer service attitudes from Receiving
- 95% satisfaction with customer service attitudes from Procurement
- 93% satisfaction with customer service attitudes from Institutional Planning

# Primary Areas of Concern

The following topics were given an overall survey response rate of over twenty percent critical feedback from those who chose to respond. Critical is defined as the combination of dissatisfied/very dissatisfied or disagree/strongly disagree responses.

## Contracted Food Services

- Palms Café: 21% dissatisfaction with the quality of food service
- Vending Machines: 21% dissatisfaction with the location of vending machines provided throughout the campus
- Vending Machines: 28% dissatisfaction with the quality of vending machine services provided by the College's vendors

## Follett (Bookstore):

- 29% dissatisfaction with textbook ordering services

## College Safety:

- 22% dissatisfaction with parking services

## College Employee Resources:

- 37% disagree with the following statement, "The instructions for completing new hire packets provided to GCC departments for hiring Adjunct Faculty are clear and easy to follow"
- 38% disagree with the following statement, "Instructions for completing new hire packets provided to GCC departments for hiring temporary hourly employees are clear and easy to follow"
- 41% disagree with the following statement, "College Employee Resources processes the hiring actions of temporary employees in a timely fashion"
- 42% disagree with the following statement, "College Employee Resources provides sufficient assistance and support in developing and submitting Job Requisitions"
- 46% disagree with the following statement, "College Employee Resources provides sufficient advertising / recruiting support to fill vacant Board-approved employee positions"
- 38% disagree with the following statement, "College Employee resources provides sufficient advertising / recruiting support to fill vacant Adjunct Faculty positions"
- 48% disagree with the following statement, "College Employee Resources provides hiring committees with sufficient assistance throughout the selection process"
- 48% disagree with the following statement, "Internal hiring procedures for temporarily filling vacant Board-approved positions provides equitable opportunities for potential applicants"
- 21% disagree with the following statement, "The procedures for the various actions I need to submit for payroll changes for employees are clear and easy to follow"

## Maintenance and Operations:

- 22% dissatisfaction with the cleanliness of offices maintained by custodial staff
- 31% dissatisfaction with the cleanliness of restrooms maintained by the custodial staff
- 24% dissatisfaction with the responsiveness to your job order after it was forwarded to the M&O department
- 29% dissatisfaction with the updates on job order progress if a repair was delayed pending receipt of materials or scheduling
- 53% dissatisfaction with the comfort levels maintained in offices and classrooms
- 22% dissatisfaction with the College's guidelines for use of space heaters and fans for offices and work areas (*see insert*)
- 43% dissatisfaction with storage facilities provided by the College
- 35% dissatisfaction with directional signage on campus
- 25% dissatisfaction with the response to major structural and infrastructure problems

## Procurement:

- 29% dissatisfaction with the College's furniture selection

# Future Actions

Results and comments will be analyzed and efforts made to improve services to the college, beginning with the primary areas of concern identified in the recent survey. Future newsletters will report progress in each of these areas.

A complete version of the Administrative Services Customer Satisfaction Survey can be found on the College Research Services web site at: <http://www.gc.maricopa.edu/crs/>

# Exceeding Expectations!

Administrative Services and Planning

Glendale Community College

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Administrative Services and Planning serves teaching and learning at GCC through Business Services, College Safety, Employee Resources, Institutional Planning, Maintenance & Operations, Procurement, Property Control, Receiving, Trip Reduction Program, Mail Service and Contracted Services: Follett (Bookstore), IKON (Copy Center), Ground for Thought and Aramark (Food Services). We are dedicated to learning, both in and out of the classroom, and strive for excellence in creating and maintaining an environment where teaching and learning thrive. Our goal is to exceed the expectations of our customers: students, faculty, staff, and community.

## Profile - Employee Resource's Intern Manager

HR guru Dave Ulrich states "HR professionals add value when their work helps someone else reach their goals." Robert Schuller says, "The possibility thinker looks at every idea to see if it has possibilities. If it does, she takes an option out of the idea. She doesn't let it slip by." Emily Weinacker, Coordinator of Employee and Organizational Learning in the HR division is a "possibility thinker." When serving others, she desires to add value so that full potential can be realized.

Emily came to Mesa Community College in 1992 as an Administrative Assistant in the Assessment Center. Immediately, she noticed possibilities in the TQM approach and set to work establishing a value added service delivery approach that resulted in MCC being recognized as an Exemplary GED Testing Center by the State of Arizona Department of Education. In addition, in subsequent years during her leadership the center received the Special Populations Testing Award. Emily also was recognized as an Outstanding GED Chief Examiner by the Department of Education.

Her most recent contributions as a member of the Employee and Organizational Learning Team involved working on a team to research, development, and design of the value-added Navigate Maricopa supervisory program. Her efforts involved conducting interviews and focus groups with Maricopa administrators, subject matter experts, employees, and supervisors for program development, the coordination of instructional design for the Performance Management and Human Relations core courses and the Introductory course. In addition, she coordinated the facilitation training of the 25 subject-matter-experts who are involved in delivering the core curriculum. Her most recent accomplishment involved leading the project team that created the very successful Hiring the Best! for Maricopa course for search committee members.



Website: <http://www.gc.maricopa.edu/hr/>



### ¿Mystery Spot?

First person to call MIZ at 5-3451 and identify the building this door is associated with, wins a coupon from Grounds for Thought valued at \$3.00.

