



## District Services Satisfaction Survey, 2021

### District Services Satisfaction Survey, 2021

**In an effort to provide quality services to the colleges, District Services needs your feedback. Because each area needs input, we ask that you patiently evaluate all 27 departments listed. We took care to make this survey short, but as comprehensive as possible. The survey is anonymous and results will be disaggregated by department for their internal review. Thank you for your time and feedback.**

**1. Your work site:**

- ☐ Santa Ana College
- ☐ Centennial Education Center
- ☐ Santiago Canyon College
- ☐ Orange Education Center
- ☐ District Operations

**2. Your position:**

- ☐ Confidential/Classified
- ☐ Faculty
- ☐ Supervisory/Administration

**3. Your employment status:**

- ☐ Full-time
- ☐ Part-time



6. Additional feedback and suggestions for Accounts Payable (such as ease of use, usefulness of services, specific processes, etc.):

[illegible]

9. Additional feedback and suggestions for Application Support Services, such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions for Application Support Services. The box is positioned directly below the question text and occupies a significant portion of the upper half of the page.

[illegible]

12. Additional feedback and suggestions for the Benefits Department (such as ease of use, usefulness of services, specific processes, etc.):





15. Additional feedback and suggestions for the Chancellor's Office (such as ease of use, usefulness of services, specific processes, etc.):



18. Additional feedback and suggestions for the Child Development Services (such as ease of use, usefulness of services, specific processes, etc.):



## District Services Satisfaction Survey, 2021

**The DISTRICT RESEARCH, PLANNING and INSTITUTIONAL EFFECTIVENESS DEPARTMENT conducts and coordinates research about the District and its colleges for a wide variety of users; coordinates and completes external requests, state and federal mandates (including government reporting, support of grant-funded programs) and reviews/coordinates projects conducted by non-District researchers using students and/or staff as subjects. We facilitate the districtwide planning framework and procedures, coordinate planning timelines and documents, as well as districtwide processes and progress; and serve as district liaison to colleges for accreditation reviews, self-evaluation and data/reports. Finally, we also provide labor market data to all OC community colleges in the exploration and/or review of academic program offerings.**

19. How often do you use the services of the District Research, Planning and Institutional Effectiveness Department?

- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Twice a year
- ☐ Once a year
- ☐ Never (please skip to the next department)

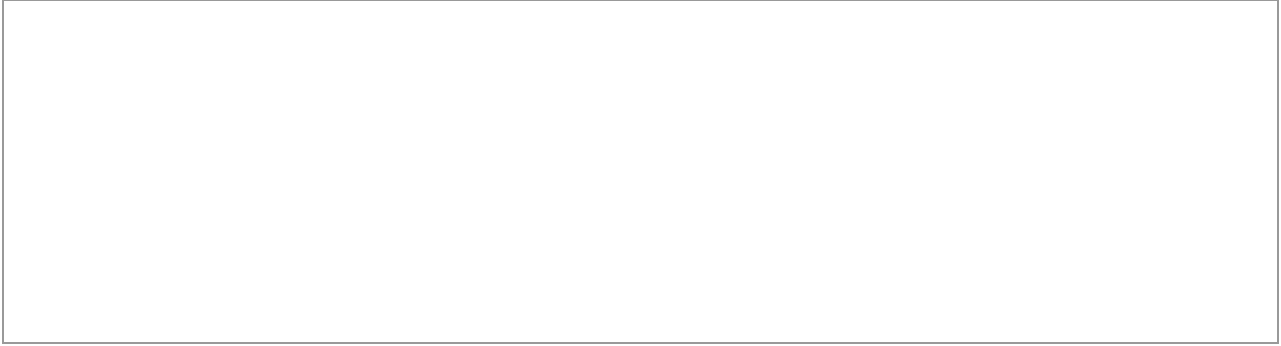
20. Please rate the District Research, Planning and Institutional Effectiveness Department in the following categories:

	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response to my request(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services provided fit the needs of my area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Additional feedback and suggestions for the District Research, Planning and Institutional Effectiveness Department (such as ease of use, usefulness of services, specific processes, etc.):

[illegible]

24. Additional feedback and suggestions for the Office of Diversity, Equity and Inclusion (such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions. It occupies the upper portion of the page below the question text.





27. Additional feedback and suggestions for the Facilities Planning, District Construction and Support Services (such as ease of use, usefulness of services, specific processes, etc.):



30. Additional feedback and suggestions for Fiscal, Budget, and Accounting Services (such as ease of use, usefulness of services, specific processes, etc.):



33. Additional feedback and suggestions for Graphic Communications Services (such as ease of use, usefulness of services, specific processes, etc.):



36. Additional feedback and suggestions for Human Resources (such as ease of use, usefulness of services, specific processes, etc.):





39. Additional feedback and suggestions for the Internal Audit Department (such as ease of use, usefulness of services, specific processes, etc.):

[illegible]

42. Additional feedback and suggestions for Institute for Workforce Development such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions. It occupies the upper portion of the page below the question text.



45. Additional feedback and suggestions for ITS Academic and End User Support Services (such as ease of use, usefulness of services, specific processes, etc.):



48. Additional feedback and suggestions for the ITS Help Desk (such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions for the ITS Help Desk. It occupies the upper portion of the page below the question text.





51. Additional feedback and suggestions for the Mailroom Services (such as ease of use, usefulness of services, specific processes, etc.):



54. Additional feedback and suggestions for Payroll Department (such as ease of use, usefulness of services, specific processes, etc.):



57. Additional feedback and suggestions for Public Affairs (such as ease of use, usefulness of services, specific processes, etc.):



60. Additional feedback and suggestions for Publications Services (such as ease of use, usefulness of services, specific processes, etc.):





63. Additional feedback and suggestions for Purchasing Services (such as ease of use, usefulness of services, specific processes, etc.):

--



66. Additional feedback and suggestions for Resource Development (such as ease of use, usefulness of services, specific processes, etc.):



69. Additional feedback and suggestions for Risk Management (such as ease of use, usefulness of services, specific processes, etc.):

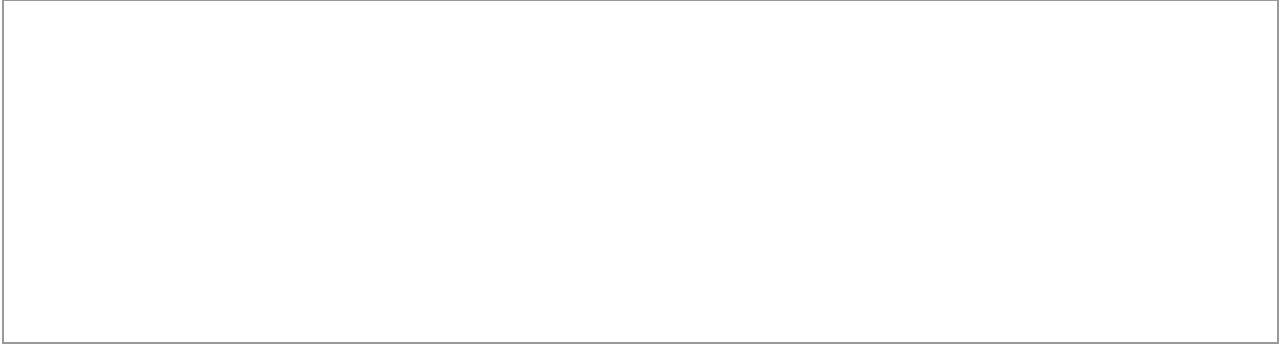


72. Additional feedback and suggestions for Safety and Security (such as ease of use, usefulness of services, specific processes, etc.):





75. Additional feedback and suggestions for Technology Infrastructure and Support Services (such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions regarding Technology Infrastructure and Support Services. The box is positioned directly below the question text and occupies a significant portion of the upper half of the page.



78. Additional feedback and suggestions for the Title IX Department (such as ease of use, usefulness of services, specific processes, etc.):



81. Additional feedback and suggestions for the Warehouse & Receiving Services (such as ease of use, usefulness of services, specific processes, etc.):



84. Additional feedback and suggestions for Web Development (such as ease of use, usefulness of services, specific processes, etc.):

A large, empty rectangular box with a thin black border, intended for users to provide additional feedback and suggestions for web development. It occupies the upper portion of the page below the question text.