



Administrative Services and President's Office Unit Effectiveness Survey Results—Spring 2010

This report presents the results of the Administrative Services and President's Office Unit Effectiveness Survey administered during the summer, 2010, to 75 Taft College employees. The questionnaire items were developed using job descriptions for positions within the following offices:

- Bookstore
- Business Services
- Cafeteria
- HR/Payroll
- Information Technology
- Institutional Research
- Maintenance/Operations
- President's Office

The identified functions within each Unit were rated by employees using a standard A to F grading scale. Ratings from staff within a Unit were excluded from that Unit's results. As a rule of thumb for interpreting the results, if the percentage of survey respondents who indicated a D or F for any particular function exceeds 15%, the Unit may wish to focus on improving that particular function as part of their annual Unit Plan. Comments for this survey are included in a separate, confidential report due to the inclusion of employee names.

Bookstore

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.7	6.7
Cafeteria	5	6.7	13.3
Facilities	1	1.3	14.7
HR/Payroll	1	1.3	16.0
Information Technology	2	2.7	18.7
Institutional Research	2	2.7	21.3
President's Office	9	12.0	33.3
None of the Above	50	66.7	100.0
Total	75	100.0	

q002 Processes UPS Shipments and Deliveries	Count	Percent	Cumulative Percent
A	17	29.3	29.3
B	30	51.7	81.0
C	8	13.8	94.8
D	3	5.2	100.0
Total	58	100.0	

q004 Maintains Book List	Count	Percent	Cumulative Percent
A	10	25.0	25.0
B	19	47.5	72.5
C	9	22.5	95.0
D	1	2.5	97.5
F	1	2.5	100.0
Total	40	100.0	

q006 Orders Faculty and Staff Supplies	Count	Percent	Cumulative Percent
A	14	33.3	33.3
B	22	52.4	85.7
C	2	4.8	90.5
D	2	4.8	95.2
F	2	4.8	100.0
Total	42	100.0	

q008 Maintains bookstore account records	Count	Percent	Cumulative Percent
A	8	21.6	21.6
B	15	40.5	62.2
C	8	21.6	83.8
D	3	8.1	91.9
F	3	8.1	100.0
Total	37	100.0	

q010 Processes payables and receivables	Count	Percent	Cumulative Percent
A	9	28.1	28.1
B	10	31.3	59.4
C	6	18.8	78.1
D	4	12.5	90.6
F	3	9.4	100.0
Total	32	100.0	

q012 Processes textbook rental program procedures	Count	Percent	Cumulative Percent
A	13	28.3	28.3
B	19	41.3	69.6
C	9	19.6	89.1
D	3	6.5	95.7
F	2	4.3	100.0
Total	46	100.0	

q014 Processes distance learning book orders	Count	Percent	Cumulative Percent
A	9	36.0	36.0
B	13	52.0	88.0
C	3	12.0	100.0
Total	25	100.0	

Business Services

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Cafeteria	5	7.1	7.1
Facilities	1	1.4	8.6
HR/Payroll	1	1.4	10.0
Information Technology	2	2.9	12.9
Institutional Research	2	2.9	15.7
President's Office	9	12.9	28.6
None of the Above	50	71.4	100.0
Total	70	100.0	

q016 Coordinates and implements Emergency Preparedness Program	Count	Percent	Cumulative Percent
A	1	3.1	3.1
B	6	18.8	21.9
C	6	18.8	40.6
D	5	15.6	56.3
F	14	43.8	100.0
Total	32	100.0	

q018 Monitors and tracks budgets and expenses for all campus departments	Count	Percent	Cumulative Percent
A	10	20.8	20.8
B	11	22.9	43.8
C	17	35.4	79.2
D	5	10.4	89.6
F	5	10.4	100.0
Total	48	100.0	

q020 Ensures accounts receivable/payable functions are effective	Count	Percent	Cumulative Percent
A	7	15.6	15.6
B	15	33.3	48.9
C	12	26.7	75.6
D	9	20.0	95.6
F	2	4.4	100.0
Total	45	100.0	

q022 Ensures accounting transactions are accurate	Count	Percent	Cumulative Percent
A	11	26.8	26.8
B	15	36.6	63.4
C	7	17.1	80.5
D	7	17.1	97.6
F	1	2.4	100.0
Total	41	100.0	

q024 Provides assistance to students/staff at cashier's desk	Count	Percent	Cumulative Percent
A	29	55.8	55.8
B	18	34.6	90.4
C	3	5.8	96.2
D	2	3.8	100.0
Total	52	100.0	

q026 Ensures invoices are paid in timely manner	Count	Percent	Cumulative Percent
A	8	17.0	17.0
B	13	27.7	44.7
C	11	23.4	68.1
D	11	23.4	91.5
F	4	8.5	100.0
Total	47	100.0	

q028 Distributes campus mail in timely and accurate manner	Count	Percent	Cumulative Percent
A	15	28.8	28.8
B	24	46.2	75.0
C	10	19.2	94.2
D	3	5.8	100.0
Total	52	100.0	

Cafeteria

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	7.1	7.1
Facilities	1	1.4	8.6
HR/Payroll	1	1.4	10.0
Information Technology	2	2.9	12.9
Institutional Research	2	2.9	15.7
President's Office	9	12.9	28.6
None of the Above	50	71.4	100.0
Total	70	100.0	

q030 Maintains safe and sanitary food preparation area	Count	Percent	Cumulative Percent
A	26	44.8	44.8
B	25	43.1	87.9
C	5	8.6	96.6
D	2	3.4	100.0
Total	58	100.0	

q032 Maintains safe and sanitary serving area	Count	Percent	Cumulative Percent
A	26	38.8	38.8
B	32	47.8	86.6
C	7	10.4	97.0
D	2	3.0	100.0
Total	67	100.0	

q034 Maintains clean and sanitary tables and booths	Count	Percent	Cumulative Percent
A	25	36.8	36.8
B	29	42.6	79.4
C	12	17.6	97.1
D	2	2.9	100.0
Total	68	100.0	

Facilities

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.8	6.8
Cafeteria	5	6.8	13.5
HR/Payroll	1	1.4	14.9
Information Technology	2	2.7	17.6
Institutional Research	2	2.7	20.3
President's Office	9	12.2	32.4
None of the Above	50	67.6	100.0
Total	74	100.0	

q036 Develops facilities projects that support the Educational Master Plan	Count	Percent	Cumulative Percent
A	14	33.3	33.3
B	18	42.9	76.2
C	7	16.7	92.9
D	3	7.1	100.0
Total	42	100.0	

q038 Communicates information regarding facilities projects effectively to the campus community.	Count	Percent	Cumulative Percent
A	10	15.6	15.6
B	19	29.7	45.3
C	18	28.1	73.4
D	13	20.3	93.8
F	4	6.3	100.0
Total	64	100.0	

q040 Ensures facilities projects are well planned and improve the campus	Count	Percent	Cumulative Percent
A	19	33.3	33.3
B	24	42.1	75.4
C	8	14.0	89.5
D	5	8.8	98.2
F	1	1.8	100.0
Total	57	100.0	

Institutional Research

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.8	6.8
Cafeteria	5	6.8	13.7
Facilities	1	1.4	15.1
HR/Payroll	1	1.4	16.4
Information Technology	2	2.7	19.2
President's Office	9	12.3	31.5
None of the Above	50	68.5	100.0
Total	73	100.0	

q042 Facilitates Accreditation Process	Count	Percent	Cumulative Percent
A	25	51.0	51.0
B	20	40.8	91.8
C	3	6.1	98.0
D	1	2.0	100.0
Total	49	100.0	

q044 Produces and distributes ad-hoc reports	Count	Percent	Cumulative Percent
A	19	42.2	42.2
B	17	37.8	80.0
C	8	17.8	97.8
F	1	2.2	100.0
Total	45	100.0	

q046 Maintains IR website	Count	Percent	Cumulative Percent
A	26	54.2	54.2
B	20	41.7	95.8
C	2	4.2	100.0
Total	48	100.0	

q048 Assists with Strategic Planning Process	Count	Percent	Cumulative Percent
A	18	45.0	45.0
B	20	50.0	95.0
C	2	5.0	100.0
Total	40	100.0	

q050 Guides the Program Review Process	Count	Percent	Cumulative Percent
A	15	40.5	40.5
B	20	54.1	94.6
C	1	2.7	97.3
D	1	2.7	100.0
Total	37	100.0	

President's Office

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	7.6	7.6
Cafeteria	5	7.6	15.2
Facilities	1	1.5	16.7
HR/Payroll	1	1.5	18.2
Information Technology	2	3.0	21.2
Institutional Research	2	3.0	24.2
None of the Above	50	75.8	100.0
Total	66	100.0	

q052 Actively participates in collective bargaining processes	Count	Percent	Cumulative Percent
A	23	53.5	53.5
B	17	39.5	93.0
C	3	7.0	100.0
Total	43	100.0	

q054 Effectively schedules meetings	Count	Percent	Cumulative Percent
A	22	48.9	48.9
B	12	26.7	75.6
C	6	13.3	88.9
D	4	8.9	97.8
F	1	2.2	100.0
Total	45	100.0	

q056 Oversees district budget process	Count	Percent	Cumulative Percent
A	19	40.4	40.4
B	18	38.3	78.7
C	5	10.6	89.4
D	3	6.4	95.7
F	2	4.3	100.0
Total	47	100.0	

HR/Payroll

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.8	6.8
Cafeteria	5	6.8	13.5
Facilities	1	1.4	14.9
Information Technology	2	2.7	17.6
Institutional Research	2	2.7	20.3
President's Office	9	12.2	32.4
None of the Above	50	67.6	100.0
Total	74	100.0	

q058 Enforces union contracts	Count	Percent	Cumulative Percent
A	21	38.9	38.9
B	24	44.4	83.3
C	7	13.0	96.3
D	1	1.9	98.1
F	1	1.9	100.0
Total	54	100.0	

q060 Enforces employee related District policies and regulations	Count	Percent	Cumulative Percent
A	21	35.6	35.6
B	22	37.3	72.9
C	12	20.3	93.2
D	2	3.4	96.6
F	2	3.4	100.0
Total	59	100.0	

q062 Coordinates staff development and inservice activities	Count	Percent	Cumulative Percent
A	26	39.4	39.4
B	26	39.4	78.8
C	11	16.7	95.5
D	1	1.5	97.0
F	2	3.0	100.0
Total	66	100.0	

q064 Provides information and assistance to faculty and staff regarding HR and payroll functions and procedures	Count	Percent	Cumulative Percent
A	20	29.4	29.4
B	26	38.2	67.6
C	12	17.6	85.3
D	7	10.3	95.6
F	3	4.4	100.0
Total	68	100.0	

q066 Maintains employee paid leave records and enforces leave policies and procedures	Count	Percent	Cumulative Percent
A	24	35.8	35.8
B	18	26.9	62.7
C	19	28.4	91.0
D	5	7.5	98.5
F	1	1.5	100.0
Total	67	100.0	

q068 Provides information and assistance to callers through the switchboard	Count	Percent	Cumulative Percent
A	23	35.9	35.9
B	21	32.8	68.8
C	16	25.0	93.8
D	3	4.7	98.4
F	1	1.6	100.0
Total	64	100.0	

q070 Administers worker's compensation program	Count	Percent	Cumulative Percent
A	13	40.6	40.6
B	10	31.3	71.9
C	7	21.9	93.8
D	1	3.1	96.9
F	1	3.1	100.0
Total	32	100.0	

q072 Coordinates recruitment and EEO activities and enforces corresponding policies and regulations	Count	Percent	Cumulative Percent
A	14	31.1	31.1
B	15	33.3	64.4
C	9	20.0	84.4
D	3	6.7	91.1
F	4	8.9	100.0
Total	45	100.0	

q074 Coordinates District employee evaluation programs	Count	Percent	Cumulative Percent
A	14	25.9	25.9
B	18	33.3	59.3
C	14	25.9	85.2
D	5	9.3	94.4
F	3	5.6	100.0
Total	54	100.0	

q076 Administers District health benefit and supplemental insurance plans	Count	Percent	Cumulative Percent
A	24	39.3	39.3
B	22	36.1	75.4
C	11	18.0	93.4
D	4	6.6	100.0
Total	61	100.0	

Information Technology

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.8	6.8
Cafeteria	5	6.8	13.7
Facilities	1	1.4	15.1
HR/Payroll	1	1.4	16.4
Institutional Research	2	2.7	19.2
President's Office	9	12.3	31.5
None of the Above	50	68.5	100.0
Total	73	100.0	

q078 Implements and maintains Banner	Count	Percent	Cumulative Percent
A	15	26.3	26.3
B	20	35.1	61.4
C	13	22.8	84.2
D	7	12.3	96.5
F	2	3.5	100.0
Total	57	100.0	

q080 Provides technical support to college staff	Count	Percent	Cumulative Percent
A	25	36.8	36.8
B	22	32.4	69.1
C	15	22.1	91.2
D	5	7.4	98.5
F	1	1.5	100.0
Total	68	100.0	

q082 Provides proper training for new software	Count	Percent	Cumulative Percent
A	11	16.9	16.9
B	17	26.2	43.1
C	26	40.0	83.1
D	6	9.2	92.3
F	5	7.7	100.0
Total	65	100.0	

q084 Provides proper development of college website	Count	Percent	Cumulative Percent
A	13	20.0	20.0
B	25	38.5	58.5
C	17	26.2	84.6
D	9	13.8	98.5
F	1	1.5	100.0
Total	65	100.0	

q086 Ensures effective and efficient use of Banner through end user training and documentation	Count	Percent	Cumulative Percent
A	8	16.7	16.7
B	12	25.0	41.7
C	14	29.2	70.8
D	10	20.8	91.7
F	4	8.3	100.0
Total	48	100.0	

q088 Supports Hardware	Count	Percent	Cumulative Percent
A	18	30.5	30.5
B	20	33.9	64.4
C	16	27.1	91.5
D	5	8.5	100.0
Total	59	100.0	

q090 Maintains Email	Count	Percent	Cumulative Percent
A	23	34.3	34.3
B	26	38.8	73.1
C	14	20.9	94.0
D	1	1.5	95.5
F	3	4.5	100.0
Total	67	100.0	

q092 Maintains Phones	Count	Percent	Cumulative Percent
A	27	40.3	40.3
B	27	40.3	80.6
C	10	14.9	95.5
D	2	3.0	98.5
F	1	1.5	100.0
Total	67	100.0	

q094 Maintains Network	Count	Percent	Cumulative Percent
A	22	34.4	34.4
B	26	40.6	75.0
C	13	20.3	95.3
D	2	3.1	98.4
F	1	1.6	100.0
Total	64	100.0	

q096 Maintains Wireless Access	Count	Percent	Cumulative Percent
A	21	34.4	34.4
B	21	34.4	68.9
C	16	26.2	95.1
D	2	3.3	98.4
F	1	1.6	100.0
Total	61	100.0	

q098 Supports Copiers	Count	Percent	Cumulative Percent
A	26	44.1	44.1
B	16	27.1	71.2
C	14	23.7	94.9
D	2	3.4	98.3
F	1	1.7	100.0
Total	59	100.0	

Maintenance/Operations

q112 Are you (check one only) . . .	Count	Percent	Cumulative Percent
Business Services	5	6.7	6.7
Cafeteria	5	6.7	13.3
Facilities	1	1.3	14.7
HR/Payroll	1	1.3	16.0
Information Technology	2	2.7	18.7
Institutional Research	2	2.7	21.3
President's Office	9	12.0	33.3
None of the Above	50	66.7	100.0
Total	75	100.0	

q100 Assesses the maintenance needs of the District and takes action to meet needs	Count	Percent	Cumulative Percent
A	17	28.3	28.3
B	18	30.0	58.3
C	16	26.7	85.0
D	7	11.7	96.7
F	2	3.3	100.0
Total	60	100.0	

q102 Responds to staff inquires and schedules use of District vehicles	Count	Percent	Cumulative Percent
A	22	36.7	36.7
B	20	33.3	70.0
C	13	21.7	91.7
D	3	5.0	96.7
F	2	3.3	100.0
Total	60	100.0	

q104 Responds to staff work requests	Count	Percent	Cumulative Percent
A	20	29.9	29.9
B	21	31.3	61.2
C	16	23.9	85.1
D	6	9.0	94.0
F	4	6.0	100.0
Total	67	100.0	

q106 Ensures buildings are clean and well maintained	Count	Percent	Cumulative Percent
A	14	19.4	19.4
B	24	33.3	52.8
C	24	33.3	86.1
D	7	9.7	95.8
F	3	4.2	100.0
Total	72	100.0	

q108 Ensures grounds are clean and well maintained	Count	Percent	Cumulative Percent
A	25	34.2	34.2
B	28	38.4	72.6
C	18	24.7	97.3
D	1	1.4	98.6
F	1	1.4	100.0
Total	73	100.0	

q110 Ensures campus security is adequate	Count	Percent	Cumulative Percent
A	13	21.7	21.7
B	20	33.3	55.0
C	19	31.7	86.7
D	5	8.3	95.0
F	3	5.0	100.0
Total	60	100.0	