

# Fiscal Services Satisfaction Survey

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# Table of Contents

Respondents .....	1
Fiscal Services (Executive Vice Chancellor’s Office)	
Fiscal Services Website .....	2
Risk Management .....	5
Internal Auditor/Budget Analyst .....	6
Controller’s Office	
Accounting .....	7
Accounts Payable .....	8
Grants .....	9
Payroll .....	10
Transportation .....	11
Purchasing/Receiving .....	16
Facilities Planning & Operations .....	17
MJC Business Services .....	20
MJC Auxiliary Services (Bookstore/Food Services) .....	21

## Fiscal Services Satisfaction Survey 2012

What is your classification?		
Answer Options	Response Percent	Response Count
Management	19.0%	30
Faculty	25.9%	41
<b>Classified</b>	<b>53.8%</b>	<b>85</b>
Central Services	21.5%	34
Modesto Junior College	27.8%	44
Columbia College	8.9%	14
	<i>answered question</i>	<b>158</b>
	<i>skipped question</i>	<b>2</b>

## Fiscal Services Website

Have you ever visited the YCCD Fiscal Services website?		
Answer Options	Response Percent	Response Count
Yes	66.7%	106
No	33.3%	53
	<i>answered question</i>	159
	<i>skipped question</i>	1

## Fiscal Services Website

If yes, how would you rate the YCCD Fiscal Services website?		
Answer Options	Response Percent	Response Count
Excellent	20.3%	28
Above Satisfactory	22.5%	31
<b>Satisfactory</b>	<b>31.9%</b>	<b>44</b>
Poor	0.7%	1
No Opinion	24.6%	34
	<i>answered question</i>	138
	<i>skipped question</i>	22

## Fiscal Services

Please rate the following:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Overall service received from YCCD Fiscal Services.	44	38	36	1	17	136
Staff exhibits professional and helpful attitudes.	50	41	24	4	18	137
Staff is respectful and courteous toward others.	51	40	25	3	17	136
Provides accurate information.	46	44	23	5	19	137
Are available for questions.	43	47	23	5	19	137
Follows up appropriately.	43	42	25	6	20	136
Communication regarding budget issues.	42	41	28	5	20	136
<i>answered question</i>						<b>137</b>
<i>skipped question</i>						<b>23</b>

## Fiscal Services/Risk Management

Please rate your experience with YCCD Risk Management Services.						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Contract processing.	18	24	13	3	74	132
Insurance questions.	24	24	21	2	62	133
Certificates of Insurance requests.	21	11	13	2	87	134
Liability questions.	24	14	14	3	76	131
Additional comments:						11
					<i>answered question</i>	<b>134</b>
					<i>skipped question</i>	<b>26</b>

## Fiscal Services/Internal Auditor/Budget Analyst

Please rate the following:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Concentrates efforts on the important issues.	28	24	12	3	56	123
Allows enough time to respond to requests for information.	27	22	15	2	58	124
Is thorough.	34	20	14	3	51	122
Provides results in a timely manner.	32	19	13	2	58	124
Is flexible when making recommendations.	21	21	13	3	65	123
Recommendations are practical and cost effective.	22	21	13	3	64	123
Communicates findings clearly.	28	25	13	3	53	122
Assists in ensuring compliance with regulations.	33	17	10	2	60	122
Additional Comments:						5
<i>answered question</i>						124
<i>skipped question</i>						36



## Controller's Office/Accounting

Regarding Accounting, please rate the following:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Timeliness of budget entry or revisions.	32	19	18	2	49	120
Timeliness of Journal Entries.	22	16	17	0	64	119
Feedback when transactions have been finalized.	25	24	14	5	52	120
Knowledgeable staff.	42	30	10	3	34	119
Professionalism of staff.	39	33	10	3	34	119
Quality of work performed.	37	27	10	2	44	120
Availability of financial information.	39	24	12	4	40	119
Comments or suggestions:						9
					<i>answered question</i>	120
					<i>skipped question</i>	40

## Controller's Office/Accounts Payable

Regarding Accounts Payable, please rate the following:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Quality of work performed.	41	28	12	4	35	120
Quantity of work performed.	35	27	12	2	44	120
Customer service.	41	26	12	7	34	120
Timeliness of payments.	35	26	14	3	39	117
Response times on inquiries.	38	30	12	2	35	117
What processes do you find burdensome or frustrating?						16
					<i>answered question</i>	<b>120</b>
					<i>skipped question</i>	<b>40</b>

## Controller's Office/Grants

Regarding the Grants Office, please rate the following:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Accessibility of Grants Office staff.	21	19	17	1	60	118
Access to reports and reporting information.	17	13	13	2	73	118
Response time to reporting inquiries.	17	14	15	1	71	118
Professionalism of staff.	28	20	10	2	58	118
Knowledge of staff.	29	19	10	2	58	118
Quality of work performed.	23	19	10	2	64	118
Customer service.	27	20	8	3	60	118
What processes do you find burdensome or frustrating?						12
					<i>answered question</i>	<b>118</b>
					<i>skipped question</i>	<b>42</b>

## Controller's Office/Payroll

Regarding the Payroll Department, please rate the following:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Quality of work performed.	52	37	19	2	8	118
Quantity of work performed.	50	29	17	0	22	118
Customer service.	48	37	18	7	8	118
Prompt resolution of pay issues.	46	30	15	6	20	117
Professionalism of staff.	50	34	21	6	6	117
Knowledge of staff.	48	40	17	3	9	117
What processes do you find burdensome or frustrating?						14
					<i>answered question</i>	<b>118</b>
					<i>skipped question</i>	<b>42</b>

## Transportation

Please rate the following:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Availability of cars and vans used for out-of-town travel.	18	33	13	0	54	118
Communication with the Transportation Department when expressing any complaints or concerns about vehicle safety or performance.	29	24	15	0	51	119
Maintenance of Facilities' equipment and vehicles.	28	22	20	1	48	119
Cleanliness of vehicles.	21	14	29	7	48	119
Convenience of reserving, pickup, and drop-off of vehicles.	22	27	19	1	50	119
<i>answered question</i>						119
<i>skipped question</i>						41

## Transportation

In light of the current budget constraints, what suggestions, if any, do you have:

Answer Options	Response Percent	Response Count
To improve van and car availability?	53.3%	8
To improve our fleet of vehicles and equipment?	86.7%	13
	<i>answered question</i>	15
	<i>skipped question</i>	145

## Transportation

If you use these services, how would you rate the following?						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
The attitude and professionalism of the drivers.	32	21	2	0	61	116
How safe and comfortable you feel while riding in the buses.	26	26	3	0	61	116
The equipment being reliable and safe.	22	24	6	1	62	115
Reserving the equipment and having your transportation needs met.	21	21	6	0	68	116
The overall experience.	27	23	8	0	57	115
<i>answered question</i>						<b>116</b>
<i>skipped question</i>						<b>44</b>

## Transportation

If you have used this service, please rate:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
The convenience of the shuttle service.	15	23	11	4	59	112
The attitude and professionalism of the drivers.	16	19	15	1	61	112
How safe and comfortable you feel while using this service.	19	22	10	0	61	112
The equipment being reliable and safe.	20	18	12	0	62	112
The overall experience.	16	24	11	1	59	111
What type of "improvements" would you like to see?						17
<i>answered question</i>						112
<i>skipped question</i>						48



## Transportation

If you have taken any of these courses, please rate:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Your overall experience.	9	11	7	0	83	110
The trainer's knowledge.	11	9	6	0	84	110
What other type of training would you like to see offered?						0
					<i>answered question</i>	112
					<i>skipped question</i>	48

## Purchasing/Receiving

Please rate the following:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Timeliness in creating purchase orders.	29	28	15	2	36	110
Courtesy and helpfulness of Purchasing staff.	43	30	8	0	29	110
Datatel Purchasing module training, if you received it.	18	21	9	0	62	110
Courtesy and helpfulness of Receiving staff during deliveries or at the Warehouse.	34	31	15	0	30	110
Timeliness of your Warehouse order deliveries.	29	29	15	3	34	110
Processing of Office Depot orders. (They should be delivered within two days of receipt - special orders excepted.)	34	23	10	0	42	109
Processing of merchandise returns to the vendor.	23	23	10	2	51	109
Your overall satisfaction with Purchasing.	37	27	14	1	30	109
Any additional comments:						8
					<i>answered question</i>	110
					<i>skipped question</i>	50

## Facilities Planning & Operations

Please rate the services provided by Facilities Operation:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Custodial.	27	25	33	25	4	114
Grounds.	29	31	39	10	5	114
Maintenance.	27	32	40	8	7	114
Response time to maintenance safety	27	30	26	10	14	107
<i>answered question</i>						<b>114</b>
<i>skipped question</i>						<b>46</b>

## Facilities Planning & Operations

Please rate the services provided by the Facilities Planning Office:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Scheduled maintenance.	19	18	31	9	35	112
Hazardous waste removal.	19	15	18	6	54	112
Measure E project oversight.	21	21	16	11	42	111
Rank the cleanliness of the buildings you frequent.	18	22	40	21	9	110
<i>answered question</i>						112
<i>skipped question</i>						48

## Facilities Planning & Operations

In an effort to provide transparency and information, would a periodic Facilities newsletter be helpful?		
Answer Options	Response Percent	Response Count
Yes	49.5%	50
No	50.5%	51
	<i>answered question</i>	101
	<i>skipped question</i>	59

## MJC Business Services

Please rate the following:

Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Quality of work performed.	20	21	19	2	49	111
Quantity of work performed.	18	20	17	1	55	111
Knowledge and helpfulness of Business Services staff.	23	24	19	3	43	112
Your overall opinion of the services provided.	23	22	19	2	46	112
What processes do you find burdensome or frustrating?						11
					<i>answered question</i>	112
					<i>skipped question</i>	48

## MJC Auxiliary Services/Bookstore & Food Services

Please rate the following:						
Answer Options	Excellent	Above Satisfactory	Satisfactory	Poor	No Opinion	Response Count
Textbook buying process.	6	10	18	14	61	109
Quality of work performed at the Bookstore.	10	19	29	8	43	109
Knowledge and helpfulness of Bookstore staff.	11	25	23	9	41	109
Your overall opinion of the services provided.	11	16	29	12	40	108
Food Services hours of operation.	8	11	39	16	36	110
Food service to West and East Campuses.	9	10	39	17	34	109
Variety of food provided in Food Services.	11	14	22	28	34	109
What processes do you find burdensome or frustrating?						26
					<i>answered question</i>	110
					<i>skipped question</i>	50