

**DALTON STATE COLLEGE
DIVISION OF FISCAL AFFAIRS
USER SATISFACTION SURVEY RESULTS**

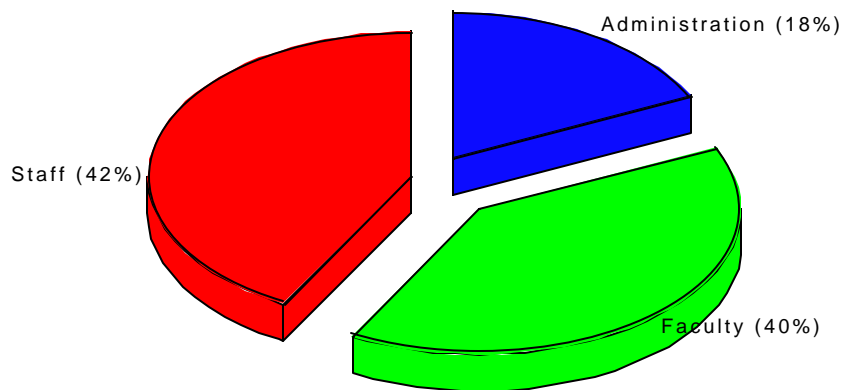
Introduction

The Division of Fiscal Affairs administers and maintains financial accountability allowing the institution to proceed appropriately with the College's approved statement of purpose and mission. Coordination of the financial operations through Plant Operations, Auxiliary Enterprises, Purchasing, Public Safety and Budgeting provides direction and leadership for implementation and execution of the College's goals and mission. During the Spring semester of 2001, the division, with the assistance of the Office of Institutional Research & Planning conducted a survey of faculty, classified staff, and administrators to measure the effectiveness and satisfaction of users of the services provided by the division. Users were also polled for suggestions on how to improve the Fiscal Division's services for the College community. Surveys were sent to approximately 200 full-time faculty and staff.

Description of Users

The division received a total of 98 survey responses. About 85% of the respondents had contacted the division for service, assistance or information in the last six months. Users of the division's services were almost equally divided between the faculty and staff (Figure 1).

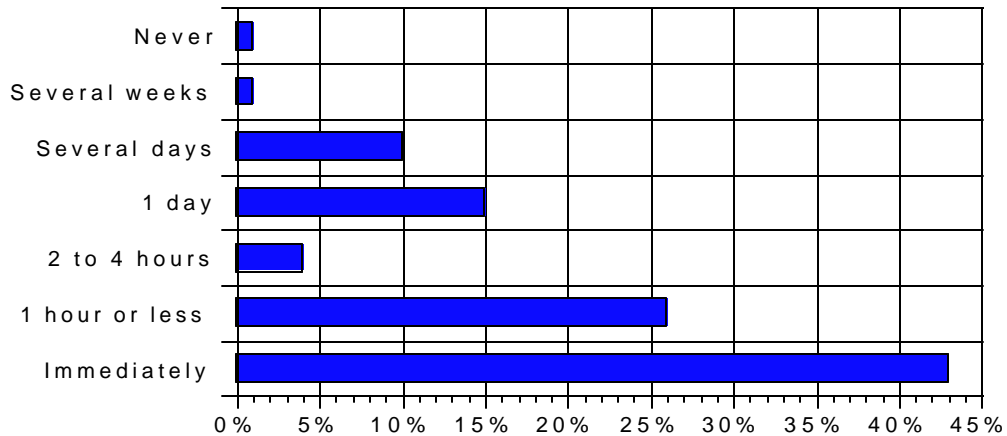
Figure 1 User Distribution



Satisfaction with Time to Respond to Service Requests

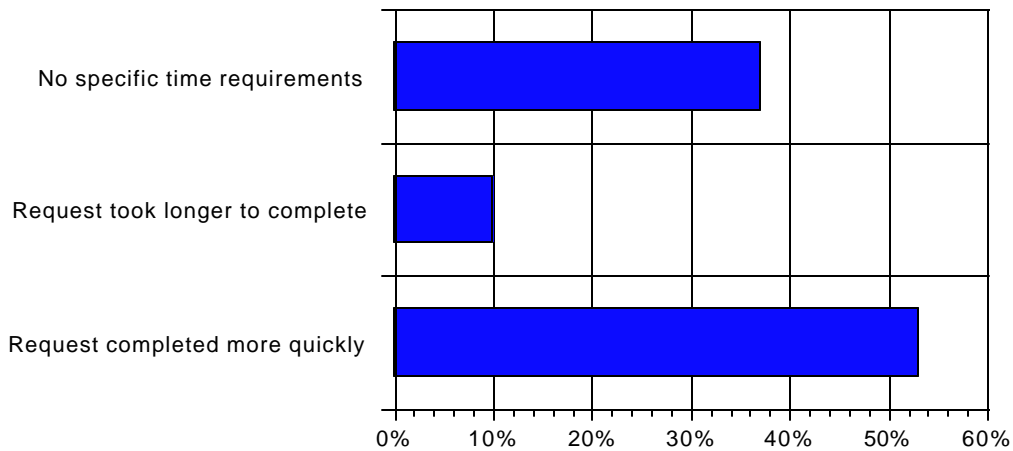
Respondents were two questions about how long it took staff in the division to respond to their request for assistance or service and whether the time required completing their requests met their needs or expectations. Responses to how long it took to respond to service or assistance requests varied from “Immediately” to “Several days” (Figure 2). Only two said their requests took several weeks or was never responded to. The majority (43%) indicated their overall response time was “immediately.”

Figure 2 Users Response Time



On whether the time required to complete their requests met their needs or expectations, slightly more than 50% of the respondents said their request was completed more quickly than they required. More than a third of users had really no specific time requirements to their service requests, and only 10% of respondents said their requests took longer to complete (Figure 3).

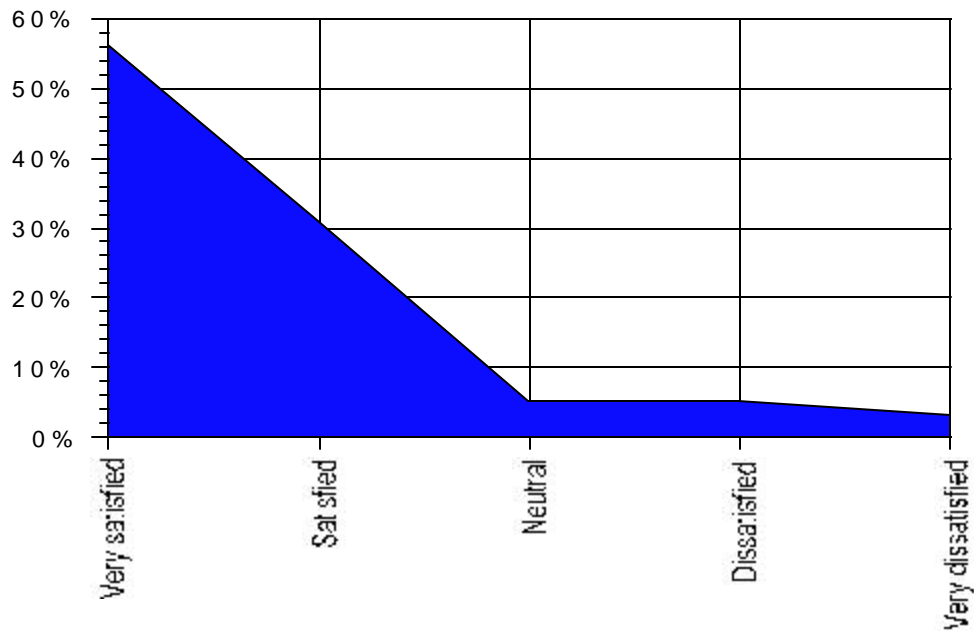
Figure 3 Users Time Expectations



Satisfaction with Service Received

Respondents were also asked to indicate how satisfied they were with the service or assistance they received from the Division of Fiscal Affairs. On the whole, users were satisfied with the services they received from the division. Eighty-seven percent indicated they were satisfied or very satisfied with services received from the division (Figure 4).

Figure 4 Satisfaction with Fiscal Affairs Services



Frequency of Services Used

The Division of Fiscal Affairs provides a number of services to College community. The Table below provides a summary of how often users use the division’s services as indicated by their survey responses.

	<i>Use Frequently</i>	<i>Use Often</i>	<i>Use Occasionally</i>	<i>Never Use</i>
Bookstore	12%	16%	66%	6%
Cafeteria (Food Services)	23%	17%	52%	8%
Payroll/Human Resources	18%	18%	54%	10%
Plant Operations/Maintenance	10%	29%	51%	10%
Custodial Services	25%	25%	40%	10%

	<i>Use Frequently</i>	<i>Use Often</i>	<i>Use Occasionally</i>	<i>Never Use</i>
Postal Operations	20%	17%	38%	25%
Public Safety/Security	6%	14%	70%	10%
Parking	70%	10%	13%	7%
Purchasing	20%	22%	40%	18%
Central Receiving	21%	18%	40%	21%

Usefulness of Services

In addition to how often they use services provided by the division, respondents were also asked to indicate how useful or beneficial these services have been to them. A summary of their responses appears in the Table below.

	<i>Always Useful</i>	<i>Often Useful</i>	<i>Occasionally Useful</i>	<i>Never Useful</i>
Bookstore	50%	35%	14%	1%
Cafeteria (Food Services)	48%	32%	17%	3%
Payroll/Human Resources	55%	35%	10%	0%
Plant Operations/Maintenance	45%	38%	12%	5%
Custodial Services	60%	30%	7%	3%
Postal Operations	50%	28%	12%	10%
Public Safety/Security	49%	28%	18%	5%
Parking	60%	28%	10%	2%
Purchasing	50%	30%	15%	5%
Central Receiving	56%	22%	14%	8%

Suggestions to Make Services more Useful

Users were polled on how to make the services provided by Fiscal Affairs more useful to them. A summary of their suggestions is as follows:

Bookstore

- ✓ lower prices
- ✓ longer hours
- ✓ online ordering
- ✓ more friendly and knowledgeable staff
- ✓ expanded selection to include more general interest books and magazines
- ✓ sell stamps
- ✓ sell Dalton newspaper.

Cafeteria (Food Services)

- ✓ more variety (e.g., low fat, ice cream, frozen yogurt, hot bar, sandwich bar)
- ✓ lower prices
- ✓ longer hours for hot bar and grill
- ✓ allow commercial food services to operate on campus
- ✓ staff should use gloves in preparing food
- ✓ larger salad bar
- ✓ no family members should be allowed in grill area
- ✓ prevent employees from eating behind food counter
- ✓ more campus advertisement for food services menu and provisions.

Payroll/Human Resources

- ✓ provide more knowledge and information about benefits and associated forms
- ✓ more attention to detail
- ✓ be more attentive to payroll check destination
- ✓ be more attentive to student workers.

Plant Operations/Maintenance

- ✓ more timely response to requests
- ✓ better heat/air control.

Custodial Services

- ✓ provide consistently cleaned rooms
- ✓ provide late afternoon assistance
- ✓ have more inspections for clean-ups
- ✓ rotate custodial staff between campus buildings.

Postal Operations

- ✓ staff should be more willing to assist with postage machine.

Public Safety/Security

- ✓ enforce reserved parking
- ✓ patrol more often
- ✓ more visible security at night
- ✓ staff should be more courteous
- ✓ don't unlock an office for someone else
- ✓ consistent ticketing.

Parking

- ✓ more parking for students, faculty & staff across campus
- ✓ visible signs to direct conference parking to Library
- ✓ designated parking for school vehicles
- ✓ remove two spaces in crosswalk by Technical Division building - dangerous
- ✓ larger designated signs for faculty and staff parking.

Purchasing

- ✓ staff should be more courteous
- ✓ should process requisitions and other requests in a timely manner.

Strengths of the Fiscal Affairs Division

The following were considered strong points for the division:

- well managed and organized division and office
- efficient and prompt with service provisions
- accurate with its information
- professional, helpful and competent staff
- provides strong support for academic programs.

Weakness of the Fiscal Affairs Division

A few weaknesses were noted. They include:

- staff need to be more informative of responsibilities so faculty and students will know where to direct their question
- too long for reimbursement checks
- sometimes unfriendly
- too many diverse departments in one division
- too much emphasis on funding for trips deemed necessary.

General Satisfaction with the Services provided by Fiscal Affairs

Users were asked to rate their level of satisfaction with the various services provided by the Division of Fiscal Affairs. A summary of their responses is presented in the Table below.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Very Dissatisfied</i>	<i>Dissatisfied</i>	<i>Didn't Use</i>
Bookstore	42%	50%	2%	4%	2%
Cafeteria (Food Services)	25%	58%	4%	6%	7%
Payroll/Human Resources	34%	60%	0%	3%	3%
Plant Operations/Maintenance	38%	55%	2%	3%	2%
Custodial Services	45%	45%	2%	5%	3%
Postal Operations	35%	45%	0%	0%	20%
Public Safety/Security	35%	52%	4%	4%	5%
Parking	30%	42%	12%	12%	4%
Purchasing	38%	45%	5%	4%	8%
Central Receiving	40%	45%	0%	0%	15%

Comments and Suggestions on how the College can improve its Business Services and Operations.

The few who responded suggested that the division encourage cooperation between staff, faculty and administration with respect to the various services provided by the division and be consistent in policy enforcement campus-wide. Furthermore, the division should provide the leadership to budget monies to train faculty on new technology as well as eliminate redundant paperwork when a copy should suffice.