

Research Department Administrative Services Survey Results by Site - Pre and Post Centralization

(Scale: Excellent = 4, Good = 3, Fair = 2, Poor = 1)

Site	Area		Year		
			2011 (Pre)	2012 (Post)	
CCCCD	Timeliness:	Rating Average	2.9	3.5	
		Response Count	37	34	
	Accuracy:	Rating Average	2.9	3.7	
		Response Count	37	34	
	Helpfulness:	Rating Average	2.9	3.6	
		Response Count	37	34	
	Knowledge/expertise:	Rating Average	3.1	3.7	
		Response Count	37	34	
	Information availability:	Rating Average	2.9	3.7	
		Response Count	37	34	
	Overall quality:	Rating Average	2.9	3.6	
		Response Count	36	34	
	CCC	Timeliness:	Rating Average	3.4	3.9
			Response Count	11	7
Accuracy:		Rating Average	3.1	4.0	
		Response Count	11	7	
Helpfulness:		Rating Average	3.5	3.7	
		Response Count	11	7	
Knowledge/expertise:		Rating Average	3.6	3.9	
		Response Count	11	7	
Information availability:		Rating Average	3.4	3.7	
		Response Count	11	7	
Overall quality:		Rating Average	3.3	3.9	
		Response Count	11	7	
DVC		Timeliness:	Rating Average	2.7	3.2
			Response Count	17	14
	Accuracy:	Rating Average	2.6	3.5	
		Response Count	17	14	
	Helpfulness:	Rating Average	2.6	3.4	
		Response Count	17	14	
	Knowledge/expertise:	Rating Average	2.6	3.6	
		Response Count	17	14	
	Information availability:	Rating Average	2.6	3.7	
		Response Count	17	14	
	Overall quality:	Rating Average	2.7	3.4	
		Response Count	17	14	
	LMC	Timeliness:	Rating Average	2.5	3.7
			Response Count	8	6
Accuracy:		Rating Average	3.3	3.6	
		Response Count	8	6	
Helpfulness:		Rating Average	2.6	3.3	
		Response Count	8	6	
Knowledge/expertise:		Rating Average	3.0	3.8	
		Response Count	8	6	
Information availability:		Rating Average	2.5	3.5	
		Response Count	8	6	
Overall quality:		Rating Average	2.6	3.7	
		Response Count	7	6	