

2014-15 LACCD ESC Services Survey Analysis

Educational Services Center: Response Average

The 2014-15 ESC Services Survey was administered during Spring 2015. ESC users were identified by unit and subunit managers and a total of 115 people completed the survey. All questions used the scale: 1=Strongly Disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly Agree.

1. Your office responds to my queries or requests in a timely manner.

Unit	Average	
	Unit	ESC
Chancellor	4.3	4.0
ADA Compliance Administration	4.5	
Business Services	3.9	
Diversity Programs and Services	4.1	
Information Technology	3.9	
Attendance Accounting	4.4	
Institutional Research	4.1	
Curriculum Support	4.0	
Student Success	3.7	
Student Information System Modernization	4.1	
Dolores Huerta Labor Institute	3.4	
Economic and Workforce Development	4.0	
Accounting and Accounts Payable	4.2	
Central Financial Aid	4.3	
Payroll	4.4	
Budget and Management Analysis	4.3	
Internal Audit	4.0	
Facilities Planning and Development	4.1	
Employer-Employee Relations	3.9	
Employment Services	3.7	
General Counsel	4.5	
Personnel Commission	3.2	

Scale: 1=Strongly Disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly Agree

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2. Your office keeps me informed about the progress of my inquiries or requests.

Unit	Average	
	Unit	ESC
Chancellor	4.1	3.9
ADA Compliance Administration	4.3	
Business Services	3.9	
Diversity Programs and Services	4.0	
Information Technology	3.8	
Attendance Accounting	4.2	
Institutional Research	4.1	
Curriculum Support	3.8	
Student Success	3.5	
Student Information System Modernization	4.0	
Dolores Huerta Labor Institute	3.2	
Economic and Workforce Development	3.6	
Accounting and Accounts Payable	4.1	
Central Financial Aid	4.2	
Payroll	4.2	
Budget and Management Analysis	4.3	
Internal Audit	3.9	
Facilities Planning and Development	3.8	
Employer-Employee Relations	3.8	
Employment Services	3.6	
General Counsel	4.4	
Personnel Commission	3.0	

Scale: 1=Strongly Disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly Agree

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3. Your office explains issues in terms that are understandable.

Unit	Average	
	Unit	ESC
Chancellor	4.3	4.0
ADA Compliance Administration	4.4	
Business Services	4.2	
Diversity Programs and Services	4.1	
Information Technology	3.9	
Attendance Accounting	4.3	
Institutional Research	4.1	
Curriculum Support	3.8	
Student Success	3.6	
Student Information System Modernization	4.1	
Dolores Huerta Labor Institute	3.7	
Economic and Workforce Development	3.7	
Accounting and Accounts Payable	4.2	
Central Financial Aid	4.3	
Payroll	4.3	
Budget and Management Analysis	4.2	
Internal Audit	3.9	
Facilities Planning and Development	4.1	
Employer-Employee Relations	3.9	
Employment Services	3.9	
General Counsel	4.6	
Personnel Commission	3.1	

Scale: 1=Strongly Disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly Agree

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4. I am satisfied with the performance of your office overall.

Unit	Average	
	Unit	ESC
Chancellor	4.2	3.9
ADA Compliance Administration	4.3	
Business Services	3.8	
Diversity Programs and Services	3.9	
Information Technology	3.7	
Attendance Accounting	4.3	
Institutional Research	4.0	
Curriculum Support	3.7	
Student Success	3.6	
Student Information System Modernization	4.0	
Dolores Huerta Labor Institute	3.3	
Economic and Workforce Development	3.6	
Accounting and Accounts Payable	4.1	
Central Financial Aid	4.2	
Payroll	4.2	
Budget and Management Analysis	4.2	
Internal Audit	3.8	
Facilities Planning and Development	3.9	
Employer-Employee Relations	3.9	
Employment Services	3.7	
General Counsel	4.5	
Personnel Commission	2.8	

Scale: 1=Strongly Disagree, 2=Disagree, 3=Uncertain, 4=Agree, 5=Strongly Agree

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User information by Unit

Unit

Chancellor
Deputy Chancellor
Educational Programs and Institutional Effectiveness
Economic and Workforce Development
Chief Financial Officer / Treasurer
Facilities Planning and Development
Human Resources
General Counsel
Personnel Commission

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Educational Services Center: User Location

The 2014-15 ESC Services Survey was administered during Spring 2015. ESC users were identified by unit and subunit managers and a total of 115 people completed the survey. Users answered questions for all units they had any interaction with in the past year.

User information by Unit: Count

Unit	ESC	College	Total
Chancellor	20	31	51
Deputy Chancellor	22	58	80
Educational Programs and Institutional Effectiveness	16	54	70
Economic and Workforce Development	12	25	37
Chief Financial Officer / Treasurer	23	54	77
Facilities Planning and Development	12	16	28
Human Resources	18	64	82
General Counsel	21	49	70
Personnel Commission	20	62	82

User information by Unit: Percentage

Unit	ESC	College	Total
Chancellor	39.2	60.8	100.0
Deputy Chancellor	27.5	72.5	100.0
Educational Programs and Institutional Effectiveness	22.9	77.1	100.0
Economic and Workforce Development	32.4	67.6	100.0
Chief Financial Officer / Treasurer	29.9	70.1	100.0
Facilities Planning and Development	42.9	57.1	100.0
Human Resources	22.0	78.0	100.0
General Counsel	30.0	70.0	100.0
Personnel Commission	24.4	75.6	100.0