

Capital Community College			
Media Services Department			
Client Satisfaction Survey Results - FINAL			
Paper Surveys mailed Wed 10/03/2001		350	
returned 10/3-10/5		18	
returned 10/8-10/12		17	
returned 10/15-10/19		8	
returned 10/22-10/26		2	
E-Mailed Corrected Surveys 10/09/2001			
returned 10/9-10/12		7	
returned 10/15-10/19		2	
returned 10/22-10/26		6	
<b>Completed Surveys</b>		<b>60</b>	
<b>Total Response Rate</b>		<b>17.1%</b>	
<b>ALL RESPONSES</b>	<b>60</b>		
<b>Department</b>			
Admissions	1	1.7%	
Business & Technology	2	3.3%	
Career Development	1	1.7%	
CONNCAP	1	1.7%	
CONNCAS	1	1.7%	
Continuing Education	3	5.0%	
Enrollment Services	2	3.3%	
Financial Aid	2	3.3%	
Human Resources	1	1.7%	
Humanities	15	25.0%	
Library	2	3.3%	
Nursing & Health Careers	12	20.0%	
Placement Testing	1	1.7%	
President's & Deans' Offices	1	1.7%	
Science & Mathematics	5	8.3%	
Social & Behavioral Sciences	5	8.3%	
Welcome & Advising Center	1	1.7%	
No Answer	4	6.7%	
<b>Total</b>	<b>60</b>		
<b>Status</b>			
Full-Time Faculty	28	46.7%	
Adjunct Faculty	12	20.0%	
Full-Time Staff	19	31.7%	
Part-Time Staff	1	1.7%	
No Answer	0	0.0%	
<b>Total</b>	<b>60</b>		
<b>Number of Years Worked at College</b>			
<b>MEDIAN</b>	<b>10.0</b>		
30 or more	6	10.0%	
25-29	1	1.7%	
20-24	5	8.3%	
15-19	6	10.0%	
10-14	13	21.7%	
5-9	8	13.3%	
Less Than 5 years	20	33.3%	
No Answer	1	1.7%	
<b>Total</b>	<b>60</b>		

**Capital Community College**  
**Media Services Department**  
**Client Satisfaction Survey RESULTS (page 2)**

**In the Past, I Have Worked with Media Services when I needed...**

To borrow AV Equipment	48	80.0%
Help Using Equipment in the Classroom/Lab	37	61.7%
Printed Products	37	61.7%
Web Page Design	4	6.7%
Electronic Presentations	12	20.0%
Original Photography	17	28.3%
Digital Image Reproduction	12	20.0%
Video Production	17	28.3%
Satellite Videoconferencing	6	10.0%
Other:		
Printed Books	1	1.7%
Catalog, Scheduling, Marketing	1	1.7%
Dubbing Music Tapes	1	1.7%
Maps or Textbook Pictures	1	1.7%
Electronic Technology Consultants	1	1.7%
No Answer	0	0.0%

**Other than for borrowing AV equipment, I seek Media Services' Help...**

<b>AVERAGE</b>	<b>3.1</b>		<i>weighted</i>
(5) - Often	5	8.3%	25
(4) - Frequently	12	20.0%	48
(3) - Occasionally	29	48.3%	87
(2) - Rarely	11	18.3%	22
(1) - Never	2	3.3%	2
No Answer	1	1.7%	
<b>Total</b>	<b>60</b>		

**In My Experience, I Would Rate the Overall Quality of Media Services' Products and Services as:**

<b>AVERAGE</b>	<b>4.8</b>		<i>weighted</i>
(5) - Excellent	48	80.0%	240
(4) - Very Good	8	13.3%	32
(3) - Average	1	1.7%	3
(2) - Fair	0	0.0%	0
(1) - Poor	0	0.0%	0
No Answer	3	5.0%	
<b>Total</b>	<b>60</b>		

**Source Credibility Scale**

Scale (7:1)	AVERAGE SCORE (7 = highest; 1 = lowest)		
	All	Not All	
Reliable:Unreliable	6.6	6.8	<i>not all = does not include surveys where responses to source credibility scale appear to have been completed incorrectly (total of 6 surveys)</i>
Informed:Uninformed	6.4	6.5	
Dedicated:Uncommitted	6.2	6.6	
Qualified:Unqualified	6.7	6.8	
Intelligent:Unintelligent	6.4	6.7	
Valuable:Worthless	6.5	6.8	
Interested:Uninterested	6.5	6.7	
Creative:Unimaginative	6.4	6.5	
Expert:Inexpert	6.6	6.6	
Honest:Dishonest	6.5	6.8	

Friendly:Unfriendly	6.7	6.8			
Cheerful:Gloomy	6.5	6.7			