

Ratings by Gender									
			Female	Male				Female	Male
II.	1.	accmacct	3.067	2.925	III.	1.	cashier	2.929	3.055
II.	2.	labaide	3.100	3.082	III.	2.	crenroll	2.846	2.791
II.	3.	bdgtdevt	2.667	2.839	III.	3.	ncpars	2.725	2.736
II.	4.	bldgrepr	2.286	2.457	III.	4.	crother	2.840	2.907
II.	5.	bldgcust	2.674	2.767	III.	5.	calworks	2.781	2.700
II.	6.	bldggard	2.703	2.764	III.	6.	cdpc	2.948	2.935
II.	7.	busfin	2.837	2.852	III.	7.	chldcamp	2.971	2.844
II.	8.	buspur	2.960	3.000	III.	8.	chldphelan	3.025	2.947
II.	9.	campmail	2.878	2.904	III.	9.	deanofstud	3.072	3.011
II.	10.	claspay	3.128	3.116	III.	10.	dsps	3.129	3.098
II.	11.	facility	2.346	2.233	III.	11.	eops	3.084	3.099
II.	12.	facpay	3.079	3.143	III.	12.	fa	2.782	2.717
II.	13.	clasfhire	2.426	2.540	III.	13.	ged	3.011	3.191
II.	14.	fachire	2.455	2.606	III.	14.	counselng	2.262	2.234
II.	15.	banner	2.736	2.694	III.	15.	learnasst	3.170	3.317
II.	16.	itsother	2.859	2.817	III.	16.	ncenr	2.912	2.724
II.	17.	matric	2.788	2.898	III.	17.	complabs	3.042	2.962
II.	18.	conted	2.933	2.913	III. 18.	studact	2.936	2.629	
II.	19.	contract	2.712	2.613	III.	19.	studhlth	3.209	3.214
II.	20.	publicty	2.798	2.714	III.	20.	testing	2.894	2.924
II.	21.	website	2.904	2.846	III.	21.	transferctr	2.969	3.011
II.	22.	citycurr	3.059	3.050	IV. 1.	bookstore	2.975	2.948	
II.	23.	grants	2.904	2.818	IV.	2.	broadcast	3.026	2.907
II.	24.	planning	2.789	2.728	IV.	3.	ch27	2.719	2.586
II.	25.	research	2.823	2.760	IV.	4.	catalog	3.171	3.125
II.	26.	flex	2.846	2.780	IV.	5.	dupcamp	3.120	2.959
II.	27.	travel	2.821	2.739	IV.	6.	dupphelan	3.174	3.049
II.	28.	helpdesk	3.093	3.100	IV. 7.	itslab	3.106	2.884	
II.	29.	training	3.184	3.065	IV.	8.	audiovis	3.198	3.196
II.	30.	telephone	3.289	3.224	IV.	9.	libgen	3.333	3.259
					IV.	10.	language	3.216	3.214
					IV.	11.	media	3.193	3.205
					IV.	12.	clsched	3.014	3.062
					IV.	13.	roomsched	2.935	2.904
<i>Average mean</i>								2.920	2.896

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)
Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

Ratings by School

			Applied Science & Technology	Behavioral & Social Sciences	Business	Health & P.E.	International Education & ESL	Liberal Arts	Library & Learning Resources	Science & Mathematics	Academic Affairs	Administration & Finance	Student Development	Other
II.	1.	accmacct	3.150	3.083	3.111	3.083	3.161	2.768	3.000	2.960	3.000	3.071	2.727	3.080
II.	2.	labaide	3.167	2.966	3.080	3.045	3.267	3.021	3.077	2.774	3.333	3.214	3.120	3.261
II.	3.	bdgtdevt	2.920	2.667	3.000	2.800	2.750	2.407	2.625	2.588	3.000	2.750	2.533	3.056
II.	4.	bldgrepr	2.520	2.241	2.400	2.375	1.863	1.894	2.563	2.094	2.750	3.083	2.586	2.705
II.	5.	bldgcust	2.800	2.794	2.879	2.564	2.362	2.574	3.108	2.295	3.125	3.074	2.679	2.889
II.	6.	bldggard	2.683	2.592	2.758	2.667	2.500	2.473	2.600	2.510	2.667	3.286	2.619	3.219
II.	7.	busfin	3.000	2.865	2.964	2.957	2.737	2.556	2.850	2.867	2.800	3.278	2.880	2.806
II.	8.	buspur	2.806	2.921	2.923	2.892	2.895	2.702	2.944	3.000	3.400	3.333	3.160	3.222
II.	9.	campmail	2.677	3.071	2.833	3.051	2.887	2.823	3.000	2.897	2.625	2.857	2.903	2.854
II.	10.	clasfpay	3.135	3.059	3.107	3.074	3.100	3.000	3.161	2.917	3.000	3.310	3.200	3.325
II.	11.	facility	2.488	2.241	2.269	2.188	2.400	1.889	2.450	2.323	1.800	2.611	2.526	2.276
II.	12.	facpay	3.109	3.215	3.132	3.078	3.130	3.107	3.412	3.053	3.200	3.200	3.095	3.136
II.	13.	clasfhire	2.419	2.385	2.581	2.870	2.571	2.234	2.133	2.400	2.286	2.667	2.292	2.579
II.	14.	fachire	2.564	2.625	2.325	2.694	2.148	2.400	2.579	2.696	2.500	2.444	2.563	2.619
II.	15.	banner	2.750	2.711	2.774	2.828	2.828	2.607	2.882	2.353	2.571	2.920	2.786	2.714
II.	16.	itsother	2.722	2.829	2.939	2.794	2.968	2.746	3.067	2.735	2.750	3.080	2.923	2.914
II.	17.	matric	2.850	2.560	2.500	2.789	2.733	2.818	3.111	2.941	3.000	2.889	3.042	3.050
II.	18.	conted	2.909	2.737	2.875	2.895	3.083	3.200	2.625	2.556	3.000	2.625	2.889	3.200
II.	19.	contract	2.500	2.706	2.579	2.889	2.385	2.462	2.429	2.000	3.000	3.429	2.778	3.071
II.	20.	publicty	2.476	2.949	2.706	2.875	2.730	2.788	2.550	2.714	3.000	2.895	3.048	2.880
II.	21.	website	2.667	2.917	2.935	2.900	3.027	2.894	2.926	2.952	3.125	2.944	2.917	2.968
II.	22.	citycurr	2.791	3.161	3.170	3.022	3.111	3.022	2.970	3.044	3.143	3.087	3.222	3.150
II.	23.	grants	2.690	2.870	2.706	2.952	3.105	2.750	2.875	2.900	2.750	2.600	2.667	3.400
II.	24.	planning	2.545	2.591	2.889	2.933	2.923	2.633	2.818	2.611	2.833	2.700	2.636	3.333
II.	25.	research	2.652	2.720	2.692	3.067	3.059	2.242	2.700	2.650	2.857	2.909	2.889	3.350
II.	26.	flex	2.667	2.925	2.828	2.825	2.972	2.825	2.865	2.746	3.000	3.182	2.828	2.600
II.	27.	travel	2.912	3.178	2.783	2.816	2.487	2.806	2.955	2.719	2.500	2.647	2.696	2.833
II.	28.	helpdesk	3.100	3.158	2.950	3.192	3.267	3.140	3.381	3.097	2.750	3.222	2.882	3.211
II.	29.	training	3.069	3.146	3.074	3.115	3.340	3.211	3.320	3.067	3.000	3.100	3.100	3.316
II.	30.	telephone	3.204	3.200	3.173	3.345	3.217	3.238	3.421	3.232	3.286	3.429	3.419	3.404

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)

Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)

			Applied Science & Technology	Behavioral & Social Sciences	Business	Health & P.E.	International Education & ESL	Liberal Arts	Library & Learning Resources	Science & Mathematics	Academic Affairs	Administration & Finance	Student Development	Other
III.	1.	cashier	2.833	2.962	2.955	3.042	3.167	2.829	2.895	2.944	3.000	3.455	2.955	3.211
III.	2.	crenroll	2.787	2.833	2.857	2.905	2.853	2.701	2.760	2.767	2.833	3.364	2.929	2.958
III.	3.	ncpars	2.758	2.727	2.719	3.050	2.304	2.611	2.889	2.923	3.000	3.125	2.889	3.000
III.	4.	crother	2.900	2.870	2.800	2.857	3.056	2.795	2.500	3.063	2.667	3.250	2.783	2.950
III.	5.	calworks	2.706	2.800	2.905	2.556	2.800	2.667	3.111	3.167	3.000	2.400	2.467	3.143
III.	6.	cdpc	2.818	2.714	3.158	3.118	2.933	2.609	3.000	2.625	3.000	2.857	3.261	3.353
III.	7.	chldcamp	2.667	3.227	2.727	2.875	2.600	2.429	3.200	2.000	3.000	2.000	3.000	2.909
III.	8.	chldphelan	2.700	3.167	2.571	3.000	3.167	2.615	3.400	2.667	3.000	2.000	3.273	3.077
III.	9.	deanofstud	3.143	3.107	2.947	3.000	3.385	2.633	2.875	3.333	3.000	3.000	3.160	3.333
III.	10.	dsps	3.103	3.250	3.125	3.059	3.345	2.897	3.087	3.152	3.333	2.889	3.048	3.474
III.	11.	eops	3.150	3.031	3.200	3.118	3.000	3.000	3.000	2.857	3.333	2.667	3.333	3.263
III.	12.	fa	3.000	2.645	2.700	2.750	2.733	2.385	2.870	2.600	2.750	2.692	2.909	2.947
III.	13.	ged	2.833	3.231	3.231	3.357	2.778	2.500	3.222	2.750	2.333	2.667	2.833	3.333
III.	14.	counselng	2.308	2.404	2.429	2.500	2.170	1.952	2.278	1.903	1.500	2.429	2.231	2.261
III.	15.	learnasst	3.143	3.056	3.000	3.067	3.400	3.184	3.520	3.229	3.333	3.000	3.316	3.333
III.	16.	ncenr	2.875	2.560	3.000	2.923	2.870	2.750	2.750	2.571	3.333	3.000	2.905	3.125
III.	17.	complabs	2.784	2.730	3.143	3.250	3.172	3.114	3.087	2.781	3.667	2.750	3.111	3.235
III.	18.	studact	2.412	2.889	2.750	2.917	3.071	2.758	2.700	2.800	2.000	2.833	2.900	3.000
III.	19.	studhlth	3.357	3.048	3.074	3.452	3.227	3.094	3.227	3.148	3.800	3.083	3.391	3.107
III.	20.	testing	3.000	2.611	2.636	3.063	3.100	2.864	2.556	3.188	3.000	3.000	3.115	2.857
III.	21.	transferctr	3.118	2.741	2.833	2.929	2.750	2.962	3.000	3.176	2.750	3.000	3.074	3.143
IV.	1.	bookstore	3.018	2.969	3.036	3.089	3.134	2.755	2.875	2.810	3.125	3.176	3.000	3.067
IV.	2.	broadcast	2.619	2.973	2.750	3.200	2.917	3.228	2.875	2.556	2.667	3.000	2.833	3.538
IV.	3.	ch27	2.375	2.750	2.636	2.000	2.500	2.962	2.500	2.111	1.500	2.800	2.364	2.800
IV.	4.	catalog	3.000	3.172	3.186	3.262	3.240	3.128	3.182	3.200	3.250	3.316	3.148	3.083
IV.	5.	dupcamp	2.821	2.944	2.949	3.440	3.222	2.750	3.077	2.727	3.500	3.182	2.909	3.474
IV.	6.	dupphelan	3.068	2.966	3.158	3.311	3.211	3.084	3.171	2.774	3.143	3.478	3.407	3.333
IV.	7.	itslab	2.895	2.892	3.029	3.185	3.313	2.963	3.130	2.800	3.000	3.231	3.059	3.143
IV.	8.	audiovis	2.871	3.159	3.136	3.296	3.206	3.277	3.533	3.087	3.000	3.300	3.222	3.100
IV.	9.	libgen	3.065	3.260	3.231	3.452	3.333	3.314	3.545	3.182	3.600	3.083	3.211	3.471
IV.	10.	language	2.933	2.957	3.083	3.400	3.267	3.235	3.545	3.100	3.250	3.250	3.083	3.333
IV.	11.	media	3.111	3.152	3.111	3.500	3.077	3.154	3.400	3.091	3.250	3.000	3.200	3.364
IV.	12.	clsched	2.952	3.080	3.029	3.184	2.977	3.025	3.143	2.956	3.286	3.182	3.120	2.917
IV.	13.	roomsched	2.800	2.865	3.108	3.125	2.889	2.816	3.077	2.830	3.667	3.000	3.000	2.826
Average mean			2.842	2.888	2.893	2.981	2.925	2.785	2.959	2.790	2.936	2.973	3.076	1.338

Notes: Ratings for 64 services. The higher the rating, the closer to "Excellent" (a 4.000 score.)

Bold formatting indicates a service for which statistically significant differences exist between ratings given by demographic categories (e.g., faculty responses differ from classified responses.)