



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
H. Martin Lancaster, President

October 5, 2000

Response Deadline: October 16

MEMORANDUM

TO: Chief Instructional Administrators
Student Services Directors

FROM: Delores A. Parker, Vice President
Academic and Student Services

SUBJECT: Academic and Student Services - Customer Satisfaction Survey

My staff and I asked the Office of State Budget, Planning, and Management (OSBPM) to conduct a study of our Division. For us, this has been an exciting process, and a first for many staff. The team from OSBPM has interviewed all staff. We believe this management study will enhance the quality of services that we provide to you and our colleges. Additionally, our organizational structure may be realigned to allow us to be more efficient and foster teamwork.

We invite you and your staff to assist us by completing an on-line customer satisfaction survey by October 16, 2000. The survey questions were developed by the study team, and reviewed by our staff. As an important customer to the Division of Academic and Student Services, your honest opinions and comments will be valuable to us. The survey should take approximately 10-20 minutes to complete. The survey is located at https://forms.flashbase.com/forms/CC_ASServices. Your responses will go directly to OSBPM where they will be tabulated, and the results will be reported to our division. An individual's name or the name of the community college will not be reported in the comments and responses to us.

Our staff works with many people at your college, and we would like for them to all be included in completing the survey. Please ask them to respond by October 16 to the questions relating to the functions or areas with which they are familiar.

The feedback you provide will enhance the quality of our management study process. We believe that taking time to review and reflect on our roles and functions will better position us to work with the colleges now and in the future.

DAP/cb
cc: Presidents

CC00-234
E-Mail

A bond proposal for facilities at community colleges and UNC campuses is on the statewide ballot Nov. 7. Go to "Building the Future" on our website at www.ncccs.cc.nc.us for details.

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