



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
H. Martin Lancaster, President

October 30, 2000

MEMORANDUM

TO: Chief Instructional Administrators
Vice Presidents/Deans of Student Services

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

SUBJECT: Academic and Student Services - Customer Satisfaction Survey

Thanks to those of you who completed the Customer Satisfaction Survey developed by the Office of State Budget, Planning, and Management (OSBPM), as part of the management study for the Academic and Student Services Division. OSBPM, my staff, and I are very pleased with the number of responses that were received. Your honest opinions and comments will prove valuable to the outcome of the study.

The process is nearing completion, and the results of the study will help my staff and me provide the quality services required by you and the colleges. The study may also suggest ways our organizational structure can be realigned to be more efficient and better position us to provide the best service possible to the colleges.

Again, thank you for your input during this process. We take our role of service and advocacy to you very seriously. In order to do this, we need your continued support, guidance and feedback.

DAP/cb

cc: Presidents

CC00-253
Paper Copy

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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