Educational Support Services 2013

![SurveyMonkey]

1. General College Environment

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. College leaders clearly communicate the future direction of the College	6.0% (7)	17.9% (21)	**46.2% (54)**	28.2% (33)	1.7% (2)	2.98	117
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	7.7% (9)	20.5% (24)	**42.7% (50)**	23.1% (27)	6.0% (7)	2.86	117
c. Faculty and staff are treated as valued members of the College team	8.7% (10)	23.5% (27)	**41.7% (48)**	25.2% (29)	0.9% (1)	2.84	115
d. College evaluations, salaries, promotions, and grievances are administered fairly	15.7% (18)	25.2% (29)	**35.7% (41)**	16.5% (19)	7.0% (8)	2.57	115
e. Work loads are assigned in a fair and equitable manner	13.0% (15)	27.8% (32)	**39.1% (45)**	16.5% (19)	3.5% (4)	2.61	115
f. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	2.6% (3)	15.7% (18)	**45.2% (52)**	31.3% (36)	5.2% (6)	3.11	115
g. I believe the College is fulfilling its mission	6.1% (7)	14.0% (16)	**50.0% (57)**	28.1% (32)	1.8% (2)	3.02	114
h. Overall, I am satisfied with the work environment at PCC	5.2% (6)	18.1% (21)	**45.7% (53)**	28.4% (33)	2.6% (3)	3.00	116
				General College Environment Comments/Recommendations			12
						answered question	**117**
						skipped question	**0**

2. Administrative Services: Physical Facilities and Security

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Housekeeping staff are courteous and accessible	0.0% (0)	1.7% (2)	33.9% (39)	**61.7% (71)**	2.6% (3)	3.62	115
b. Classrooms are clean	0.0% (0)	5.3% (6)	**43.0% (49)**	32.5% (37)	19.3% (22)	3.34	114
c. Offices are clean	0.9% (1)	3.5% (4)	**55.7% (64)**	37.4% (43)	2.6% (3)	3.33	115
d. Restrooms are clean	1.7% (2)	5.2% (6)	**53.9% (62)**	37.4% (43)	1.7% (2)	3.29	115
e. Restrooms are stocked regularly with supplies	0.9% (1)	4.3% (5)	**48.7% (56)**	44.3% (51)	1.7% (2)	3.39	115
f. Lobby and lounge areas are clean	0.0% (0)	0.9% (1)	**52.6% (61)**	43.1% (50)	3.4% (4)	3.44	116
g. Maintenance problems are resolved in a timely manner	1.7% (2)	12.9% (15)	**49.1% (57)**	32.8% (38)	3.4% (4)	3.17	116
h. Maintenance problems are resolved satisfactorily	1.7% (2)	8.7% (10)	**48.7% (56)**	38.3% (44)	2.6% (3)	3.27	115
i. Campus grounds are free of litter and debris	0.9% (1)	6.0% (7)	**52.6% (61)**	39.7% (46)	0.9% (1)	3.32	116
j. Landscaping is maintained satisfactorily	0.9% (1)	7.8% (9)	40.5% (47)	**49.1% (57)**	1.7% (2)	3.40	116
k. Overall, I am satisfied with the Physical Facilities Services	0.0% (0)	6.0% (7)	**50.0% (58)**	42.2% (49)	1.7% (2)	3.37	116
l. Interior lighting is adequate	0.9% (1)	8.6% (10)	**48.3% (56)**	40.5% (47)	1.7% (2)	3.31	116
m. Exterior lighting is adequate	7.8% (9)	18.1% (21)	**43.1% (50)**	25.0% (29)	6.0% (7)	2.91	116
n. I am aware of evacuation procedures in case of fire or other similar emergencies	2.6% (3)	6.1% (7)	**51.3% (59)**	36.5% (42)	3.5% (4)	3.26	115
o. I feel safe on campus	4.3% (5)	13.0% (15)	**49.6% (57)**	30.4% (35)	2.6% (3)	3.09	115

p. Campus Security is adequate	7.0% (8)	16.7% (19)	**46.5% (53)**	25.4% (29)	4.4% (5)	2.94	114
q. Overall, I feel that PCC provides a safe environment	2.6% (3)	14.7% (17)	**49.1% (57)**	31.0% (36)	2.6% (3)	3.12	116
r. Classroom space is adequate for classes held	0.9% (1)	14.0% (16)	**50.9% (58)**	18.4% (21)	15.8% (18)	3.03	114
s. My office space is adequate	0.0% (0)	12.9% (15)	**51.7% (60)**	31.9% (37)	3.4% (4)	3.20	116

Facilities and Security Comments/Recommendations	23

answered question	**116**
skipped question	**1**

3. Administrative Services: Business Office

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. The cashier responds promptly and courteously to requests from faculty and staff	0.9% (1)	6.0% (7)	**45.7% (53)**	28.4% (33)	19.0% (22)	3.26	116
b. The cashier responds promptly and courteously to requests from students	0.9% (1)	4.3% (5)	**41.4% (48)**	20.7% (24)	32.8% (38)	3.22	116
c. Overall, I am satisfied with the services provided by the cashier	0.9% (1)	3.4% (4)	**47.4% (55)**	28.4% (33)	19.8% (23)	3.29	116
d. Travel requests and reimbursements are processed accurately and in a timely manner	0.0% (0)	1.7% (2)	**48.3% (56)**	35.3% (41)	14.7% (17)	3.39	116
e. If a problem occurs with budget accounts, the staff responds quickly to correct it	0.0% (0)	2.6% (3)	**42.2% (49)**	22.4% (26)	32.8% (38)	3.29	116
f. Overall, I am satisfied with Accounting Services	0.0% (0)	2.6% (3)	**54.3% (63)**	28.4% (33)	14.7% (17)	3.30	116
g. Purchase order requests are processed accurately	0.9% (1)	13.9% (16)	**48.7% (56)**	15.7% (18)	20.9% (24)	3.00	115
h. Purchase order requests are processed in a timely manner	1.7% (2)	18.1% (21)	**42.2% (49)**	17.2% (20)	20.7% (24)	2.95	116
i. I am informed when purchase orders are delayed or backordered	5.2% (6)	15.5% (18)	**33.6% (39)**	13.8% (16)	31.9% (37)	2.82	116
j. Overall, I am satisfied with purchasing services	0.9% (1)	16.8% (19)	**42.5% (48)**	18.6% (21)	21.2% (24)	3.00	113
k. Copy and printing resources are adequate	0.9% (1)	3.5% (4)	**64.0% (73)**	23.7% (27)	7.9% (9)	3.20	114
l. Copiers function properly with little down time	3.5% (4)	6.1% (7)	**59.1% (68)**	23.5% (27)	7.8% (9)	3.11	115
m. Overall, I am satisfied by the services provided by the Business Office	0.0% (0)	2.6% (3)	**63.5% (73)**	25.2% (29)	8.7% (10)	3.25	115

	answered question	116
	skipped question	1

4. Administrative Services: Personnel

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. My check/advice is prepared correctly and received in a timely manner	0.0% (0)	0.9% (1)	48.3% (56)	**49.1% (57)**	1.7% (2)	3.49	116
b. My leave, retirement, and other benefits are maintained accurately	0.9% (1)	0.9% (1)	**47.4% (55)**	43.1% (50)	7.8% (9)	3.44	116
c. Payroll issues are handled promptly and efficiently	0.0% (0)	0.0% (0)	**47.4% (55)**	43.1% (50)	9.5% (11)	3.48	116
d. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	2.6% (3)	7.0% (8)	**43.5% (50)**	38.3% (44)	8.7% (10)	3.29	115
e. Personnel Services communicates changes and additions to benefits in a timely manner	0.0% (0)	3.4% (4)	**50.9% (59)**	37.9% (44)	7.8% (9)	3.37	116
f. Overall, I am satisfied with Personnel Services	0.9% (1)	4.3% (5)	**47.8% (55)**	43.5% (50)	3.5% (4)	3.39	115

Personnel Comments/Recommendations

8

	answered question	116
	skipped question	1

5. Administrative Services: Bookstore

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Bookstore staff are courteous	1.7% (2)	0.0% (0)	35.7% (41)	**54.8% (63)**	7.8% (9)	3.56	115
b. Communication between the Bookstore staff and faculty/staff is satisfactory	0.0% (0)	0.0% (0)	40.4% (46)	**49.1% (56)**	10.5% (12)	3.55	114
c. Book orders are processed satisfactorily	0.0% (0)	0.0% (0)	29.8% (34)	**40.4% (46)**	29.8% (34)	3.58	114
d. Office supplies are available when I need them	0.0% (0)	2.6% (3)	41.7% (48)	**46.1% (53)**	9.6% (11)	3.48	115
e. There is an adequate supply of campus memorabilia	0.0% (0)	7.9% (9)	**39.5% (45)**	38.6% (44)	14.0% (16)	3.36	114
f. Overall, I am satisfied with the Bookstore	0.0% (0)	0.9% (1)	42.6% (49)	**50.4% (58)**	6.1% (7)	3.53	115

Bookstore Comments/Recommendations	6

answered question	**115**
skipped question	**2**

6. Administrative Services: Management Information Systems (MIS)

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Access to the College's database(Colleague)is reliable	0.9% (1)	3.4% (4)	**54.3% (63)**	27.6% (32)	13.8% (16)	3.26	116
b. The College's e-mail system (Groupwise)is effective	2.6% (3)	5.2% (6)	**57.8% (67)**	31.9% (37)	2.6% (3)	3.22	116
c. The speed of accessing the internet is satisfactory	2.6% (3)	7.0% (8)	**59.1% (68)**	30.4% (35)	0.9% (1)	3.18	115
d. The response time to resolving technology problems (UNIX, GroupWise, Internet, Blackboard, other servers) is satisfactory	1.7% (2)	6.0% (7)	**58.6% (68)**	31.0% (36)	2.6% (3)	3.22	116
e. I have adequate access to student records on the College computer system	0.0% (0)	1.7% (2)	**45.7% (53)**	29.3% (34)	23.3% (27)	3.36	116
f. Access to college internal resources by internet is satisfactory	2.6% (3)	1.7% (2)	**61.7% (71)**	27.8% (32)	6.1% (7)	3.22	115
g. Overall, I am satisfied with services provided by Management Information Systems (MIS)	1.7% (2)	1.7% (2)	**66.4% (77)**	29.3% (34)	0.9% (1)	3.24	116

Mgt Information Systems Comments/Recommendations	14

answered question	**116**
skipped question	**1**

7. Administrative Services: Academic Computing

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Computer resources in the classroom are satisfactory	3.5% (4)	7.0% (8)	**46.1% (53)**	17.4% (20)	26.1% (30)	3.05	115
b. Computer resources at my work station are satisfactory	2.6% (3)	2.6% (3)	**64.7% (75)**	25.0% (29)	5.2% (6)	3.18	116
c. Academic Computing satisfactorily maintains classroom computers and equipment	0.9% (1)	8.8% (10)	**40.4% (46)**	23.7% (27)	26.3% (30)	3.18	114
d. Academic Computing responds in a timely manner to requests for services	0.0% (0)	13.8% (16)	**38.8% (45)**	32.8% (38)	14.7% (17)	3.22	116
e. Computer programs/resources are installed and available when I need them	0.9% (1)	6.0% (7)	**46.6% (54)**	33.6% (39)	12.9% (15)	3.30	116
f. Overall, I am satisfied with Academic Computing	0.0% (0)	6.1% (7)	**53.0% (61)**	31.3% (36)	9.6% (11)	3.28	115

Academic Computing Comments/Recommendations:	12

answered question	**116**
skipped question	**1**

8. Administrative Services: Food Service

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. The snack bar provides food and beverages courteously and in a timely manner	4.3% (5)	11.3% (13)	**40.9% (47)**	7.8% (9)	35.7% (41)	2.81	115
b. The snack bar provides a satisfactory selection of food and beverages	5.2% (6)	22.4% (26)	**34.5% (40)**	5.2% (6)	32.8% (38)	2.59	116
c. The snack bar prices are reasonable	6.9% (8)	12.9% (15)	**37.1% (43)**	7.8% (9)	35.3% (41)	2.71	116
d. The snack bar provides healthy and nutritious alternatives	7.8% (9)	24.1% (28)	28.4% (33)	2.6% (3)	**37.1% (43)**	2.41	116
e. Vending services are satisfactory	6.1% (7)	6.1% (7)	**53.0% (61)**	7.8% (9)	27.0% (31)	2.86	115
f. Overall, I am satisfied with Food Services	6.2% (7)	14.2% (16)	**43.4% (49)**	5.3% (6)	31.0% (35)	2.69	113

Food Service Comments/Recommendations	13

answered question	**116**
skipped question	**1**

9. Student Development: Admissions

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Admissions staff respond to request promptly	1.8% (2)	8.0% (9)	**44.2% (50)**	23.0% (26)	23.0% (26)	3.15	113
b. Admissions staff are knowledgeable	2.7% (3)	9.8% (11)	**40.2% (45)**	25.0% (28)	22.3% (25)	3.13	112
c. Placement testing information provided for advising is satisfactory	0.9% (1)	8.0% (9)	**36.6% (41)**	20.5% (23)	33.9% (38)	3.16	112
d. Recruiting efforts are effective	20.5% (23)	**26.8% (30)**	19.6% (22)	10.7% (12)	22.3% (25)	2.26	112
e. Student Activity opportunities are satisfactory	5.4% (6)	16.1% (18)	**37.5% (42)**	17.9% (20)	23.2% (26)	2.88	112
f. Overall, I am satisfied with the services provided by the Admissions staff	1.8% (2)	12.6% (14)	**48.6% (54)**	15.3% (17)	21.6% (24)	2.99	111

Admissions Comments/Recommendations:	11

answered question	**114**
skipped question	**3**

10. Student Development: Records and Registration

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. The Records and Registration Office provides accurate information	0.0% (0)	1.8% (2)	**41.6% (47)**	31.0% (35)	25.7% (29)	3.39	113
b. The Records and Registration Office provides timely information	0.0% (0)	1.8% (2)	**41.6% (47)**	31.0% (35)	25.7% (29)	3.39	113
c. I have satisfactory access to student records to help me better advise students	0.0% (0)	2.7% (3)	33.6% (38)	28.3% (32)	**35.4% (40)**	3.40	113
d. Overall, I am satisfied with the services provided by the Records and Registration staff	0.0% (0)	1.8% (2)	**42.1% (48)**	29.8% (34)	26.3% (30)	3.38	114

Records and Registration Comments/Recommendations:	6

answered question	**114**
skipped question	**3**

11. Student Development: Financial Aid

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Financial Aid staff provide accurate information to students	2.7% (3)	6.3% (7)	**44.6% (50)**	17.9% (20)	28.6% (32)	3.09	112
b. Financial Aid services are effective	3.6% (4)	7.1% (8)	**41.1% (46)**	19.6% (22)	28.6% (32)	3.08	112
c. Overall, I am satisfied with the services provided by the Financial Aid staff	2.7% (3)	6.2% (7)	**41.6% (47)**	19.5% (22)	30.1% (34)	3.11	113

Financial Aid Comments/Recommendations:	3

answered question	**114**
skipped question	**3**

12. Student Development: Counseling

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Counselors provide accurate advising and program information to students	6.3% (7)	19.6% (22)	29.5% (33)	13.4% (15)	**31.3% (35)**	2.73	112
b. Career Counseling Services provide information to promote career development	4.5% (5)	12.5% (14)	31.3% (35)	13.4% (15)	**38.4% (43)**	2.87	112
c. College Transfer Services provide adequate information on the transfer process	1.8% (2)	8.0% (9)	32.1% (36)	17.9% (20)	**40.2% (45)**	3.10	112
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	0.9% (1)	11.6% (13)	29.5% (33)	15.2% (17)	**42.9% (48)**	3.03	112
e. Disability Services are satisfactory	3.6% (4)	9.8% (11)	33.0% (37)	17.9% (20)	**35.7% (40)**	3.01	112
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	0.9% (1)	7.1% (8)	32.1% (36)	17.0% (19)	**42.9% (48)**	3.14	112
g. Faculty are provided adequate follow up on students in their program on probation	2.7% (3)	15.2% (17)	21.4% (24)	11.6% (13)	**49.1% (55)**	2.82	112
h. Overall, I am satisfied with Counseling Services	2.7% (3)	13.3% (15)	33.6% (38)	15.0% (17)	**35.4% (40)**	2.95	113

Counseling Comments/Recommendations:	11

answered question	**114**
skipped question	**3**

13. Academic Success Center (ASC)

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. ASC staff are personable	0.9% (1)	2.7% (3)	**40.2% (45)**	33.0% (37)	23.2% (26)	3.37	112
b. ASC staff are knowledgeable	0.0% (0)	1.8% (2)	**41.1% (46)**	29.5% (33)	27.7% (31)	3.38	112
c. ASC resources (computers, software, testing stations) are adequate	0.0% (0)	0.9% (1)	**40.5% (45)**	24.3% (27)	34.2% (38)	3.36	111
d. ASC facilities (physical space) are adequate	0.0% (0)	4.5% (5)	**45.0% (50)**	21.6% (24)	28.8% (32)	3.24	111
e. ASC drop-in tutoring hours are convenient for students	0.0% (0)	0.9% (1)	35.5% (39)	24.5% (27)	**39.1% (43)**	3.39	110
f. ASC testing procedures are easy to follow	0.0% (0)	0.9% (1)	30.6% (34)	24.3% (27)	**44.1% (49)**	3.42	111
g. ASC testing center provides adequate test security	0.0% (0)	0.9% (1)	33.9% (38)	25.0% (28)	**40.2% (45)**	3.40	112
h. ASC promotes successful student learning outcomes	0.0% (0)	1.8% (2)	**42.0% (47)**	23.2% (26)	33.0% (37)	3.32	112

Academic Success Center Comments/Recommendations	6

answered question	**113**
skipped question	**4**

14. Learning Resources Center

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. LRC staff are courteous	0.0% (0)	4.4% (5)	**48.7% (55)**	43.4% (49)	3.5% (4)	3.40	113
b. LRC staff are knowledgeable	0.0% (0)	6.2% (7)	42.5% (48)	**46.9% (53)**	4.4% (5)	3.43	113
c. LRC staff respond to requests promptly	0.0% (0)	3.5% (4)	43.4% (49)	**46.0% (52)**	7.1% (8)	3.46	113
d. Library resources (collections, databases, equipment, etc.) are adequate	0.0% (0)	3.5% (4)	**47.8% (54)**	34.5% (39)	14.2% (16)	3.36	113
e. Library facilities (physical space) are adequate	0.0% (0)	3.6% (4)	**49.1% (55)**	42.0% (47)	5.4% (6)	3.41	112
f. Audio visual technical support is satisfactory	0.9% (1)	13.5% (15)	**42.3% (47)**	29.7% (33)	13.5% (15)	3.17	111
g. Overall, I am satisfied with LRC services	0.0% (0)	1.8% (2)	**51.8% (59)**	40.4% (46)	6.1% (7)	3.41	114

Learning Resource Center Comments/Recommendations:	5

answered question	**114**
skipped question	**3**

15. Learning Resources Center: Distance Learning

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. Resources are available to teach distance-learning classes	0.0% (0)	0.0% (0)	**39.8% (45)**	24.8% (28)	35.4% (40)	3.38	113
b. Resources and training opportunities for using Blackboard are satisfactory	0.9% (1)	0.9% (1)	**41.1% (46)**	26.8% (30)	30.4% (34)	3.35	112
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	1.8% (2)	4.5% (5)	24.1% (27)	17.0% (19)	**52.7% (59)**	3.19	112
d. Support for distance-learning classroom courses is satisfactory	0.0% (0)	1.8% (2)	**41.4% (46)**	21.6% (24)	35.1% (39)	3.31	111
e. Distance Learning personnel respond to requests in a timely manner	0.0% (0)	2.7% (3)	34.2% (38)	27.0% (30)	**36.0% (40)**	3.38	111
f. Overall, I am satisfied with Distance Learning services	0.0% (0)	1.8% (2)	**44.2% (50)**	22.1% (25)	31.9% (36)	3.30	113

Distance Learning Comments/Recommendations:	2

answered question	**114**
skipped question	**3**

16. Continuing Education

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a.Continuing Education staff and faculty are courteous	2.7% (3)	4.4% (5)	**46.0% (52)**	26.5% (30)	20.4% (23)	3.21	113
b. Continuing Education staff are knowledgeable	0.0% (0)	3.5% (4)	**47.8% (54)**	26.5% (30)	22.1% (25)	3.30	113
c. Continuing Education faculty are knowledgeable	0.0% (0)	2.7% (3)	**42.0% (47)**	22.3% (25)	33.0% (37)	3.29	112
d. Continuing Education provides a good selection of courses for Continuing Education students	0.0% (0)	5.3% (6)	**46.9% (53)**	21.2% (24)	26.5% (30)	3.22	113
e. Continuing Education counselors provide accurate career counseling information to Continuing Education students	0.0% (0)	3.6% (4)	25.0% (28)	18.8% (21)	**52.7% (59)**	3.32	112
f. Continuing Education faculty are provided adequate professional development opportunities	0.0% (0)	2.7% (3)	32.1% (36)	17.0% (19)	**48.2% (54)**	3.28	112
g. Continuing Education staff are provided adequate professional development opportunities	0.0% (0)	3.6% (4)	30.0% (33)	17.3% (19)	**49.1% (54)**	3.27	110
h. Overall, I am satisfied with the services of the Continuing Education Division	0.0% (0)	3.5% (4)	**48.7% (55)**	22.1% (25)	25.7% (29)	3.25	113

Continuing Education Comments/Recommendations:	5

answered question	**113**
skipped question	**4**

17. Office of Research and Institutional Effectiveness (ORIE)

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. ORIE staff are knowledgeable about planning, research, and assessment	0.0% (0)	1.8% (2)	**42.9% (48)**	23.2% (26)	32.1% (36)	3.32	112
b. ORIE staff respond promptly to my requests	0.0% (0)	0.9% (1)	37.2% (42)	22.1% (25)	**39.8% (45)**	3.35	113
c. The ORIE Website provides access to College data and resources I need	0.0% (0)	2.7% (3)	38.9% (44)	16.8% (19)	**41.6% (47)**	3.24	113
d. There are opportunities to provide input regarding the College's Institutional Effectiveness (etc. policies/procedures, mission/value statements, planning/budgeting)	0.9% (1)	5.3% (6)	**48.7% (55)**	16.8% (19)	28.3% (32)	3.14	113
e. I am provided opportunities to learn about the College's accreditation/reaffirmation process	0.0% (0)	1.8% (2)	**47.8% (54)**	27.4% (31)	23.0% (26)	3.33	113
f. Overall, I am satisfied with the services ORIE provides.	0.0% (0)	1.8% (2)	**51.4% (57)**	21.6% (24)	25.2% (28)	3.27	111

ORIE Comments/Recommendations:	4

answered question	**113**
skipped question	**4**

18. Public Information

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. The Public Information Office effectively communicates College information to students, faculty/staff, and the community	2.7% (3)	13.4% (15)	**50.0% (56)**	25.0% (28)	8.9% (10)	3.07	112
b. Communications produced by the Public Information Office are professional and represent the College well	3.6% (4)	8.0% (9)	**48.2% (54)**	31.3% (35)	8.9% (10)	3.18	112
c. The Public Information Office is responsive to requests for assistance	2.7% (3)	16.2% (18)	**38.7% (43)**	22.5% (25)	19.8% (22)	3.01	111
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	1.8% (2)	8.0% (9)	**44.6% (50)**	33.9% (38)	11.6% (13)	3.25	112
e. Overall, I am satisfied with the services provided by the Public Information Office	1.8% (2)	11.7% (13)	**45.9% (51)**	29.7% (33)	10.8% (12)	3.16	111

Public Information Comments/Recommendations:	8

answered question	**113**
skipped question	**4**

19. PCC Foundation

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. The PCC Foundation is effective in raising funds to supplement College resources	1.8% (2)	8.8% (10)	**39.8% (45)**	34.5% (39)	15.0% (17)	3.26	113
b. The PCC Foundation is responsive to requests for assistance	0.0% (0)	3.5% (4)	**41.6% (47)**	34.5% (39)	20.4% (23)	3.39	113
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	1.8% (2)	3.5% (4)	**42.5% (48)**	39.8% (45)	12.4% (14)	3.37	113
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	1.8% (2)	3.5% (4)	**42.5% (48)**	36.3% (41)	15.9% (18)	3.35	113
e. The PCC Foundation presents useful material about giving opportunities	0.0% (0)	6.2% (7)	**42.5% (48)**	38.9% (44)	12.4% (14)	3.37	113
f. PCC Foundation staff are knowledgeable	0.9% (1)	3.5% (4)	39.8% (45)	**42.5% (48)**	13.3% (15)	3.43	113
g. Overall, I am satisfied with the PCC Foundation	0.9% (1)	4.5% (5)	**42.3% (47)**	39.6% (44)	12.6% (14)	3.38	111

PCC Foundation Comments/Recommendations:	5

answered question	**113**
skipped question	**4**

20. Alumni Relations

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. I am aware of the Alumni Relations program	0.9% (1)	2.7% (3)	**44.1% (49)**	32.4% (36)	19.8% (22)	3.35	111
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	0.0% (0)	3.6% (4)	**40.9% (45)**	28.2% (31)	27.3% (30)	3.34	110
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.0% (0)	3.6% (4)	**40.5% (45)**	25.2% (28)	30.6% (34)	3.31	111
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.0% (0)	3.7% (4)	**42.2% (46)**	22.9% (25)	31.2% (34)	3.28	109
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.0% (0)	2.7% (3)	**43.6% (48)**	23.6% (26)	30.0% (33)	3.30	110
f. I have been involved in an Alumni Relations event (Exam Breaks, Reunion, Social, etc.) and I believe the event was well organized (If you were not involved in an event, please answer "No Assessment".)	0.0% (0)	0.9% (1)	19.8% (22)	29.7% (33)	**49.5% (55)**	3.57	111
g. I have successfully completed a curriculum or continuing education course at PCC and am a member of the PCC Alumni Partnership (If you have not taken a class, please answer "No Assessment")	0.9% (1)	2.7% (3)	26.4% (29)	26.4% (29)	**43.6% (48)**	3.39	110
h. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.0% (0)	3.6% (4)	29.7% (33)	26.1% (29)	**40.5% (45)**	3.38	111
i. I am aware of how to encourage							

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
current and former curriculum or continuing education students to become an Alumni Partner	0.0% (0)	8.2% (9)	**33.6% (37)**	26.4% (29)	31.8% (35)	3.27	110
j. Overall, I am satisfied with the Alumni Relations office	0.0% (0)	3.6% (4)	**45.5% (50)**	26.4% (29)	24.5% (27)	3.30	110

Alumni Relations Comments/Recommendations:	1

answered question	**112**
skipped question	**5**

21. Resource Development & Accreditation

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Rating Average	Rating Count
a. I know the topic chosen for PCC's Quality Enhancement Plan (QEP)	0.0% (0)	2.7% (3)	**44.1% (49)**	41.4% (46)	11.7% (13)	3.44	111
b. I read the SACS news on the PCC Webpage	1.8% (2)	8.1% (9)	**45.9% (51)**	24.3% (27)	19.8% (22)	3.16	111
c. I know where to find PCC's SACS Compliance Certification narrative for review	2.7% (3)	8.2% (9)	**45.5% (50)**	27.3% (30)	16.4% (18)	3.16	110
d. I am aware that PCC grant activity has been reduced during the SACS reaffirmation process	1.8% (2)	15.3% (17)	**40.5% (45)**	20.7% (23)	21.6% (24)	3.02	111

Resource Development & Accreditation Comments/Recommendations:	3

answered question	**111**
skipped question	**6**

22. Did you attend any professional development activities this fiscal year?

		Response Percent	Response Count
Yes		87.8%	101
No		12.2%	14
	answered question		115
	skipped question		2

23. Did you attend any Convocation workshops this fiscal year?

		Response Percent	Response Count
Yes		83.3%	95
No		16.7%	19
	answered question		114
	skipped question		3

24. Were you satisfied with your professional development activity(ies)?

		Response Percent	Response Count
Strongly Disagree		3.5%	4
Disagree		8.0%	9
Agree		51.3%	58
Strongly Agree		28.3%	32
No Assessment		8.8%	10
	answered question		113
	skipped question		4

25. Is there a professional development activity that you would like the College to offer?

	Response Count
	17
answered question	17
skipped question	100

26. Job Classification

		Response Percent	Response Count
Administrative (VP, Dean, Director, Coordinator)		14.8%	16
Faculty - Full-time		27.8%	30
Faculty - Part-time		5.6%	6
Staff - Full-time		**46.3%**	**50**
Staff - Part-time		3.7%	4
Staff/Faculty Combination		1.9%	2
		answered question	108
		skipped question	9

27. Primary Job Location

		Response Percent	Response Count
Person County Campus		**77.4%**	**82**
Caswell County Campus		17.0%	18
BYHS		0.0%	0
Business Development Center		1.9%	2
Correctional Facilities		3.8%	4
Other (please specify)			4
answered question			106
skipped question			11

28. Additional Comments

	Response Count
	8
answered question	8
skipped question	109