Q1 General College Environment

Answered: 78   Skipped: 0

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. College leaders clearly communicate the future direction of the College	7.69% 6	32.05% 25	47.44% 37	12.82% 10	0.00% 0	78	2.65
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	5.19% 4	32.47% 25	48.05% 37	14.29% 11	0.00% 0	77	2.71
c. Faculty and staff are treated as valued members of the College team	3.95% 3	35.53% 27	42.11% 32	15.79% 12	2.63% 2	76	2.72
d. College evaluations, salaries, promotions, and grievances are administered fairly	12.16% 9	37.84% 28	31.08% 23	10.81% 8	8.11% 6	74	2.44
e. Work loads are assigned in a fair and equitable manner	8.00% 6	29.33% 22	40.00% 30	13.33% 10	9.33% 7	75	2.65
f. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	3.90% 3	19.48% 15	58.44% 45	16.88% 13	1.30% 1	77	2.89
g. I believe the College is fulfilling its mission	2.63% 2	27.63% 21	47.37% 36	14.47% 11	7.89% 6	76	2.80
h. My job affects PCC student enrollment	2.56% 2	5.13% 4	29.49% 23	57.69% 45	5.13% 4	78	3.50
i. My job security is affected by PCC student enrollment	2.60% 2	2.60% 2	25.97% 20	67.53% 52	1.30% 1	77	3.61
j. Overall, I am satisfied with the work environment at PCC	5.19% 4	20.78% 16	53.25% 41	18.18% 14	2.60% 2	77	2.87

Q2 Administrative Services: Physical Facilities and Security

Answered: 74   Skipped: 4

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Housekeeping staff are courteous and accessible	0.00% 0	2.70% 2	37.84% 28	58.11% 43	1.35% 1	74	3.56
b. Classrooms are clean	2.70% 2	5.41% 4	39.19% 29	36.49% 27	16.22% 12	74	3.31
c. Offices are clean	2.70% 2	2.70% 2	55.41% 41	36.49% 27	2.70% 2	74	3.29
d. Restrooms are clean	2.70% 2	6.76% 5	50.00% 37	39.19% 29	1.35% 1	74	3.27
e. Restrooms are stocked regularly with supplies	1.37% 1	6.85% 5	46.58% 34	43.84% 32	1.37% 1	73	3.35
f. Lobby and lounge areas are clean	0.00% 0	2.70% 2	47.30% 35	40.54% 30	9.46% 7	74	3.42
g. Maintenance problems are resolved in a timely manner	2.74% 2	9.59% 7	35.62% 26	47.95% 35	4.11% 3	73	3.34
h. Maintenance problems are resolved satisfactorily	0.00% 0	5.48% 4	46.58% 34	43.84% 32	4.11% 3	73	3.40
i. Campus grounds are free of litter and debris	2.70% 2	8.11% 6	44.59% 33	41.89% 31	2.70% 2	74	3.29
j. Landscaping is maintained satisfactorily	5.41% 4	14.86% 11	32.43% 24	47.30% 35	0.00% 0	74	3.22
k. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	8.11% 6	48.65% 36	41.89% 31	1.35% 1	74	3.34
l. Interior lighting is adequate	0.00% 0	1.35% 1	54.05% 40	43.24% 32	1.35% 1	74	3.42
m. Exterior lighting is adequate	1.35% 1	27.03% 20	41.89% 31	28.38% 21	1.35% 1	74	2.99
n. I am aware of evacuation procedures in case of fire or other similar emergencies	0.00% 0	4.05% 3	50.00% 37	44.59% 33	1.35% 1	74	3.41
o. I feel safe on campus	1.35% 1	8.11% 6	59.46% 44	28.38% 21	2.70% 2	74	3.18
p. Campus Security is adequate	2.70% 2	18.92% 14	48.65% 36	27.03% 20	2.70% 2	74	3.03
q. Overall, I feel that PCC provides a safe environment	1.37% 1	12.33% 9	56.16% 41	28.77% 21	1.37% 1	73	3.14
r. Classroom space is adequate for classes held	0.00% 0	6.76% 5	48.65% 36	28.38% 21	16.22% 12	74	3.26
s. My office space is adequate	1.35% 1	8.11% 6	62.16% 46	25.68% 19	2.70% 2	74	3.15
t. The cooling and heating of classrooms and common areas is adequate	15.28% 11	34.72% 25	37.50% 27	11.11% 8	1.39% 1	72	2.45

Q3 Administrative Services: Business Office

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The cashier responds promptly and courteously to requests from faculty and staff	1.37% 1	8.22% 6	42.47% 31	27.40% 20	20.55% 15	73	3.21
b. The cashier responds promptly and courteously to requests from students	1.37% 1	4.11% 3	31.51% 23	30.14% 22	32.88% 24	73	3.35
c. Overall, I am satisfied with the services provided by the cashier	1.39% 1	5.56% 4	41.67% 30	30.56% 22	20.83% 15	72	3.28
d. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	2.74% 2	41.10% 30	36.99% 27	19.18% 14	73	3.42
e. If a problem occurs with budget accounts, the staff responds quickly to correct it	0.00% 0	6.85% 5	31.51% 23	35.62% 26	26.03% 19	73	3.39
f. Overall, I am satisfied with Accounting Services	0.00% 0	2.74% 2	46.58% 34	38.36% 28	12.33% 9	73	3.41
g. Purchase order requests are processed accurately	4.11% 3	4.11% 3	38.36% 28	21.92% 16	31.51% 23	73	3.14
h. Purchase order requests are processed in a timely manner	5.56% 4	6.94% 5	34.72% 25	22.22% 16	30.56% 22	72	3.06
i. I am informed when purchase orders are delayed or backordered	4.17% 3	9.72% 7	29.17% 21	22.22% 16	34.72% 25	72	3.06
j. Overall, I am satisfied with purchasing services	2.74% 2	8.22% 6	35.62% 26	26.03% 19	27.40% 20	73	3.17
k. Copy and printing resources are adequate	2.74% 2	8.22% 6	52.05% 38	27.40% 20	9.59% 7	73	3.15
l. Copiers function properly with little down time	1.37% 1	8.22% 6	54.79% 40	28.77% 21	6.85% 5	73	3.19
m. Overall, I am satisfied by the services provided by the Business Office	0.00% 0	4.23% 3	57.75% 41	32.39% 23	5.63% 4	71	3.30

Q4 Administrative Services: Personnel/Payroll

Answered: 73　Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. My check/advice is prepared correctly and received in a timely manner	0.00% 0	0.00% 0	46.58% 34	53.42% 39	0.00% 0	73	3.53
b. My leave, retirement, and other benefits are maintained accurately	0.00% 0	4.11% 3	45.21% 33	46.58% 34	4.11% 3	73	3.44
c. Payroll issues are handled promptly and efficiently	0.00% 0	1.37% 1	43.84% 32	47.95% 35	6.85% 5	73	3.50
d. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	1.37% 1	4.11% 3	42.47% 31	50.68% 37	1.37% 1	73	3.44
e. Personnel Services communicates changes and additions to benefits in a timely manner	0.00% 0	2.74% 2	46.58% 34	50.68% 37	0.00% 0	73	3.48
f. Overall, I am satisfied with Personnel Services	0.00% 0	2.78% 2	43.06% 31	52.78% 38	1.39% 1	72	3.51

Q5 Administrative Services: Human Resources (NO LONGER AN ACTIVE DEPARTMENT)

Answered: 5　Skipped: 73

	(no label)	(no label)	(no label)	(no label)	(no label)	Total	Weighted Average
a. The Director, Human Resources responds promptly and courteously to requests from faculty and staff	0.00% 0	0.00% 0	50.00% 1	0.00% 0	50.00% 1	2	3.00
b. The Director, Human Resources is accessible within a reasonable timeframe	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33
c. The Director, Human Resources works well with Vice Presidents and Interview Committee Members to facilitate a positive process and advantageous hiring decision	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33
d. The Director, Human Resources communicates information about benefits such as the Employee Assistance Program and related newsletters in a timely manner	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33
e. The Director, Human Resources communicates information about the Unlawful Harassment Prevention Program as appropriate	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33
f. If a complaint or concern is reported, the Director, Human Resources responds quickly and appropriately to correct the problem	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33
g. Overall, I am satisfied with the service provided by the Director, Human Resources	0.00% 0	0.00% 0	40.00% 2	20.00% 1	40.00% 2	5	3.33

Q6 Administrative Services: Bookstore

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Bookstore staff are courteous	0.00% 0	1.37% 1	36.99% 27	56.16% 41	5.48% 4	73	3.58
b. Communication between the Bookstore staff and faculty/staff is satisfactory	0.00% 0	2.74% 2	43.84% 32	42.47% 31	10.96% 8	73	3.45
c. Book orders are processed satisfactorily	0.00% 0	5.63% 4	26.76% 19	35.21% 25	32.39% 23	71	3.44
d. Office supplies are available when I need them	0.00% 0	2.74% 2	42.47% 31	41.10% 30	13.70% 10	73	3.44
e. There is an adequate supply of campus memorabilia	1.37% 1	6.85% 5	41.10% 30	39.73% 29	10.96% 8	73	3.34
f. Overall, I am satisfied with the Bookstore	0.00% 0	2.74% 2	43.84% 32	46.58% 34	6.85% 5	73	3.47

Q7 Administrative Services: Management Information Systems (MIS)/Academic Computing

Answered: 73　Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The IT staff are responsive and helpful as well as polite and courteous.	4.11% 3	5.48% 4	46.58% 34	39.73% 29	4.11% 3	73	3.27
b. IT systems and services are essential to my daily duties.	1.37% 1	2.74% 2	28.77% 21	64.38% 47	2.74% 2	73	3.61
c. Speed and reliability of the internet is satisfactory.	5.48% 4	6.85% 5	52.05% 38	34.25% 25	1.37% 1	73	3.17
d. Wireless access, speed, and coverage are adequate.	4.11% 3	8.22% 6	49.32% 36	34.25% 25	4.11% 3	73	3.19
e. The VPN provides a convenient way to connect to college resources from off campus (Colleague and T drive files).	4.11% 3	8.22% 6	39.73% 29	27.40% 20	20.55% 15	73	3.14
f. The employee email system (Outlook) is effective and reliable.	1.37% 1	6.85% 5	54.79% 40	35.62% 26	1.37% 1	73	3.26
g. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	2.78% 2	4.17% 3	58.33% 42	31.94% 23	2.78% 2	72	3.23
h. The learning management system (Blackboard) is effective and reliable.	1.37% 1	2.74% 2	38.36% 28	34.25% 25	23.29% 17	73	3.38
i. The VOIP phone system is effective and reliable.	2.74% 2	5.48% 4	52.05% 38	35.62% 26	4.11% 3	73	3.26
j. Computer resources at my work station are satisfactory.	2.74% 2	10.96% 8	50.68% 37	32.88% 24	2.74% 2	73	3.17
k. The IT staff helps you use technology effectively.	2.78% 2	16.67% 12	40.28% 29	37.50% 27	2.78% 2	72	3.16
l. Classroom and lab technology is fast, reliable, and up to date.	13.89% 10	18.06% 13	25.00% 18	20.83% 15	22.22% 16	72	2.68
m. Computer programs/resources are installed and available when I need them.	4.17% 3	9.72% 7	51.39% 37	27.78% 20	6.94% 5	72	3.10
n. Audio visual equipment in classrooms is effective and reliable.	2.78% 2	12.50% 9	33.33% 24	26.39% 19	25.00% 18	72	3.11
o. The balance between information security and ease of use is acceptable.	0.00% 0	4.11% 3	57.53% 42	32.88% 24	5.48% 4	73	3.30
p. The IT staff delivers requested new services on a timely basis.	4.17% 3	9.72% 7	40.28% 29	36.11% 26	9.72% 7	72	3.20
q. The IT staff initially responds to technology issues in a timely manner.	5.56% 4	11.11% 8	41.67% 30	38.89% 28	2.78% 2	72	3.17
r. The IT staff resolves help desk tickets in a timely manner.	5.48% 4	15.07% 11	35.62% 26	39.73% 29	4.11% 3	73	3.14
s. The IT staff provides communication and follow-up on problem resolution.	8.22% 6	9.59% 7	38.36% 28	38.36% 28	5.48% 4	73	3.13

t. I find the IT support website to be helpful and informative.	**2.78%** 2	**5.56%** 4	**38.89%** 28	**29.17%** 21	**23.61%** 17	72	3.24
u. The Help Desk provides a simple and convenient way for me to submit a ticket.	**2.78%** 2	**6.94%** 5	**44.44%** 32	**40.28%** 29	**5.56%** 4	72	3.29
v. Overall, I am satisfied with the quality and reliability of services provided.	**4.29%** 3	**10.00%** 7	**45.71%** 32	**37.14%** 26	**2.86%** 2	70	3.19

Q8 Administrative Services: Food Service

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The snack bar provides food and beverages courteously and in a timely manner	1.37% 1	8.22% 6	42.47% 31	9.59% 7	38.36% 28	73	2.98
b. The snack bar provides a satisfactory selection of food and beverages	2.74% 2	24.66% 18	31.51% 23	5.48% 4	35.62% 26	73	2.62
c. The snack bar prices are reasonable	2.74% 2	9.59% 7	39.73% 29	12.33% 9	35.62% 26	73	2.96
d. The snack bar provides healthy and nutritious alternatives	9.72% 7	19.44% 14	29.17% 21	4.17% 3	37.50% 27	72	2.44
e. Vending services are satisfactory	4.11% 3	13.70% 10	43.84% 32	6.85% 5	31.51% 23	73	2.78
f. Overall, I am satisfied with Food Services	2.78% 2	20.83% 15	43.06% 31	4.17% 3	29.17% 21	72	2.69

Q9 Student Development: Admissions & Recruitment

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Admissions staff respond to requests promptly	1.37% 1	2.74% 2	53.42% 39	19.18% 14	23.29% 17	73	3.18
b. Admissions staff is knowledgeable	1.37% 1	5.48% 4	49.32% 36	20.55% 15	23.29% 17	73	3.16
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	0.00% 0	4.17% 3	38.89% 28	22.22% 16	34.72% 25	72	3.28
d. Recruiting efforts are effective and satisfactory	5.56% 4	38.89% 28	16.67% 12	8.33% 6	30.56% 22	72	2.40
e. Student Activity opportunities are satisfactory	5.56% 4	23.61% 17	33.33% 24	12.50% 9	25.00% 18	72	2.70
f. Overall, I am satisfied with the services provided by the Admissions staff	1.37% 1	8.22% 6	53.42% 39	17.81% 13	19.18% 14	73	3.08

Q10 Student Development: Records and Registration

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The Records and Registration Office provides accurate information	**1.37%** 1	**0.00%** 0	**41.10%** 30	**38.36%** 28	**19.18%** 14	73	3.44
b. The Records and Registration Office provides timely information	**1.37%** 1	**1.37%** 1	**45.21%** 33	**32.88%** 24	**19.18%** 14	73	3.36
c. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	**1.37%** 1	**1.37%** 1	**36.99%** 27	**36.99%** 27	**23.29%** 17	73	3.43
d. Overall, I am satisfied with the services provided by the Records and Registration staff	**1.39%** 1	**1.39%** 1	**44.44%** 32	**34.72%** 25	**18.06%** 13	72	3.37

Q11 Student Development: Financial Aid

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Financial Aid staff provide accurate information to students	0.00% 0	8.22% 6	32.88% 24	21.92% 16	36.99% 27	73	3.22
b. Financial Aid services are effective	0.00% 0	9.59% 7	39.73% 29	20.55% 15	30.14% 22	73	3.16
c. Overall, I am satisfied with the services provided by the Financial Aid staff	0.00% 0	6.85% 5	42.47% 31	21.92% 16	28.77% 21	73	3.21

Q12 Student Development: Counseling

Answered: 73　Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Counselors provide accurate advising and program information to students	4.17% 3	18.06% 13	33.33% 24	8.33% 6	36.11% 26	72	2.72
b. Career Counseling Services provide information to promote career development	2.78% 2	15.28% 11	25.00% 18	5.56% 4	51.39% 37	72	2.69
c. College Transfer Services provide adequate information on the transfer process	2.78% 2	8.33% 6	30.56% 22	11.11% 8	47.22% 34	72	2.95
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	2.78% 2	11.11% 8	25.00% 18	6.94% 5	54.17% 39	72	2.79
e. Disability Services are satisfactory	2.78% 2	13.89% 10	37.50% 27	11.11% 8	34.72% 25	72	2.87
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	4.23% 3	7.04% 5	23.94% 17	5.63% 4	59.15% 42	71	2.76
g. Faculty are provided adequate follow up on students in their program on probation	6.85% 5	10.96% 8	20.55% 15	8.22% 6	53.42% 39	73	2.65
h. Overall, I am satisfied with Counseling Services	1.41% 1	14.08% 10	38.03% 27	11.27% 8	35.21% 25	71	2.91

Q13 Student Development: Academic Success Center (ASC)

Answered: 73 Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. ASC staff are personable	0.00% 0	1.37% 1	39.73% 29	42.47% 31	16.44% 12	73	3.49
b. ASC staff are knowledgeable	0.00% 0	1.37% 1	35.62% 26	36.99% 27	26.03% 19	73	3.48
c. ASC resources (computers, software, testing stations) are adequate	0.00% 0	1.39% 1	36.11% 26	27.78% 20	34.72% 25	72	3.40
d. ASC facilities (physical space) are adequate	0.00% 0	2.74% 2	36.99% 27	35.62% 26	24.66% 18	73	3.44
e. ASC drop-in tutoring hours are convenient for students	0.00% 0	0.00% 0	35.62% 26	26.03% 19	38.36% 28	73	3.42
f. ASC testing procedures are easy to follow	0.00% 0	2.74% 2	26.03% 19	30.14% 22	41.10% 30	73	3.47
g. ASC testing center provides adequate test security	1.37% 1	1.37% 1	26.03% 19	32.88% 24	38.36% 28	73	3.47
h. ASC promotes successful student learning outcomes	0.00% 0	1.37% 1	32.88% 24	32.88% 24	32.88% 24	73	3.47

Q14 Learning Resource Centers

Answered: 72   Skipped: 6

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. LRC staff are courteous	0.00% 0	2.78% 2	43.06% 31	48.61% 35	5.56% 4	72	3.49
b. LRC staff are knowledgeable	0.00% 0	1.39% 1	38.89% 28	51.39% 37	8.33% 6	72	3.55
c. LRC staff respond to requests promptly	0.00% 0	1.39% 1	44.44% 32	44.44% 32	9.72% 7	72	3.48
d. Library resources (collections, databases, equipment, etc.) are adequate	0.00% 0	1.39% 1	43.06% 31	38.89% 28	16.67% 12	72	3.45
e. Library facilities (physical space) are adequate	0.00% 0	1.39% 1	43.06% 31	47.22% 34	8.33% 6	72	3.50
f. Overall, I am satisfied with LRC services	0.00% 0	1.41% 1	43.66% 31	47.89% 34	7.04% 5	71	3.50

Q15 Learning Resource Centers: Distance Learning

Answered: 73   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Resources are available to teach distance-learning classes	0.00% 0	0.00% 0	30.14% 22	35.62% 26	34.25% 25	73	3.54
b. Resources and training opportunities for using Blackboard are satisfactory	0.00% 0	2.74% 2	31.51% 23	38.36% 28	27.40% 20	73	3.49
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	0.00% 0	4.11% 3	19.18% 14	31.51% 23	45.21% 33	73	3.50
d. Support for distance-learning classroom courses is satisfactory	0.00% 0	4.11% 3	26.03% 19	32.88% 24	36.99% 27	73	3.46
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	1.37% 1	24.66% 18	41.10% 30	32.88% 24	73	3.59
f. Overall, I am satisfied with Distance Learning services	0.00% 0	1.39% 1	29.17% 21	40.28% 29	29.17% 21	72	3.55

Q16 Continuing Education

Answered: 71   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Continuing Education staff and faculty are courteous	0.00% 0	2.82% 2	54.93% 39	32.39% 23	9.86% 7	71	3.33
b. Continuing Education staff are knowledgeable	0.00% 0	0.00% 0	46.48% 33	36.62% 26	16.90% 12	71	3.44
c. Continuing Education faculty are knowledgeable	0.00% 0	1.41% 1	42.25% 30	30.99% 22	25.35% 18	71	3.40
d. Continuing Education provides a good selection of courses for Continuing Education students	0.00% 0	5.63% 4	43.66% 31	28.17% 20	22.54% 16	71	3.29
e. Continuing Education provides enough facility space to meet the educational needs of its students	0.00% 0	4.29% 3	35.71% 25	25.71% 18	34.29% 24	70	3.33
f. Continuing Education provides enough student support services to meet the needs of its students	0.00% 0	5.63% 4	29.58% 21	25.35% 18	39.44% 28	71	3.33
g. Overall, I am satisfied with the services of the Continuing Education Division	0.00% 0	2.86% 2	50.00% 35	30.00% 21	17.14% 12	70	3.33

Q17 Research and Institutional Effectiveness (RIE)

Answered: 70 Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. RIE staff are knowledgeable about planning, research, and assessment	1.43% 1	2.86% 2	35.71% 25	28.57% 20	31.43% 22	70	3.33
b. RIE staff respond promptly to my requests	1.45% 1	4.35% 3	26.09% 18	28.99% 20	39.13% 27	69	3.36
c. RIE responses to my requests are helpful	1.45% 1	2.90% 2	28.99% 20	27.54% 19	39.13% 27	69	3.36
d. I understand how to develop effective assessment activities to evaluate the quality of my program or the service I provide at PCC	1.43% 1	8.57% 6	32.86% 23	24.29% 17	32.86% 23	70	3.19
e. I understand how to use assessment results to improve my program or the service I provide at PCC	0.00% 0	8.70% 6	30.43% 21	26.09% 18	34.78% 24	69	3.27
f. I believe the assessment activities (including Program Area Reviews and Service Area Reviews) we conduct in my program/service area really do improve student learning or the delivery of services to students and staff	1.45% 1	13.04% 9	23.19% 16	24.64% 17	37.68% 26	69	3.14
g. The RIE Website provides access to College data and information I need most frequently	1.45% 1	4.35% 3	20.29% 14	20.29% 14	53.62% 37	69	3.28
h. Overall, I am satisfied with the services RIE staff provides	1.45% 1	4.35% 3	37.68% 26	30.43% 21	26.09% 18	69	3.31

Q18 Public Information

Answered: 71   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The Public Information Office effectively communicates College information to students, faculty/staff, and the community	2.82% 2	18.31% 13	42.25% 30	26.76% 19	9.86% 7	71	3.03
b. Communications produced by the Public Information Office are professional and represent the College well	1.41% 1	12.68% 9	39.44% 28	33.80% 24	12.68% 9	71	3.21
c. The Public Information Office is responsive to requests for assistance	4.29% 3	10.00% 7	40.00% 28	22.86% 16	22.86% 16	70	3.06
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	2.82% 2	5.63% 4	42.25% 30	38.03% 27	11.27% 8	71	3.30
e. Overall, I am satisfied with the services provided by the Public Information Office	1.43% 1	11.43% 8	48.57% 34	30.00% 21	8.57% 6	70	3.17

Q19 PCC Foundation

Answered: 70   Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The PCC Foundation is effective in raising funds to supplement College resources	0.00% 0	8.57% 6	42.86% 30	35.71% 25	12.86% 9	70	3.31
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	2.86% 2	30.00% 21	44.29% 31	22.86% 16	70	3.54
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	0.00% 0	4.29% 3	44.29% 31	40.00% 28	11.43% 8	70	3.40
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	5.71% 4	38.57% 27	41.43% 29	14.29% 10	70	3.42
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	2.86% 2	45.71% 32	40.00% 28	11.43% 8	70	3.42
f. PCC Foundation staff are knowledgeable	0.00% 0	1.43% 1	41.43% 29	47.14% 33	10.00% 7	70	3.51
g. Overall, I am satisfied with the PCC Foundation	0.00% 0	4.29% 3	45.71% 32	40.00% 28	10.00% 7	70	3.40

Q20 Alumni Relations

Answered: 70   Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. I am aware of the Alumni Relations program	1.43% 1	1.43% 1	47.14% 33	42.86% 30	7.14% 5	70	3.42
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	0.00% 0	1.43% 1	47.14% 33	41.43% 29	10.00% 7	70	3.44
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.00% 0	1.45% 1	33.33% 23	34.78% 24	30.43% 21	69	3.48
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.00% 0	2.86% 2	41.43% 29	35.71% 25	20.00% 14	70	3.41
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.00% 0	1.43% 1	47.14% 33	31.43% 22	20.00% 14	70	3.38
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".)	0.00% 0	1.43% 1	24.29% 17	37.14% 26	37.14% 26	70	3.57
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")	0.00% 0	2.90% 2	27.54% 19	40.58% 28	28.99% 20	69	3.53
h. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.00% 0	1.45% 1	36.23% 25	37.68% 26	24.64% 17	69	3.48
i. I am aware of how to encourage current and former curriculum or continuing education students to become an Alumni Partner	0.00% 0	4.35% 3	42.03% 29	34.78% 24	18.84% 13	69	3.38
j. Overall, I am satisfied with the Alumni Relations office	0.00% 0	1.45% 1	46.38% 32	40.58% 28	11.59% 8	69	3.44

Q21 Which one of the following statements most closely approximates your latest observations/impressions about the PCC Quality Enhancement Plan (QEP)?

Answered: 70   Skipped: 8

Answer Choices	Responses	
I'm more pleased than ever that we chose the topic we did—I've already noticed that the quality of students' writing is improving, even though this is only the second year of the QEP.	**7.14%**	5
I believe we should develop a similar QEP for quantitative reasoning (QR), because strengthening math skills and reasoning about numbers is very important for working with technology.	**18.57%**	13
I'm glad the SACS Commission on Colleges (SACSCOC) approved our QEP and we are done with it.	**11.43%**	8
I'm pleased we selected the QEP topic we did because QR is a critical skill for all students regardless of their educational objective.	**57.14%**	40
Wait…, do you mean to tell me we are still doing the QEP?	**5.71%**	4
Total		**70**

Q22 Professional Development: Did you attend any professional development activities this fiscal year?

Answered: 71　Skipped: 7

Answer Choices	Responses	
Yes	**83.10%**	59
No	**16.90%**	12
Total		**71**

Q23 Professional Development: Did you attend any Convocation workshops this fiscal year?

Answered: 72   Skipped: 6

Answer Choices	Responses	
Yes	**88.89%**	64
No	**11.11%**	8
Total		**72**

Q24 Professional Development: Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 72   Skipped: 6

Answer Choices	Responses	
Yes	**63.89%**	46
No	**36.11%**	26
Total		**72**

Q25 Professional Development: Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 71   Skipped: 7

Answer Choices	Responses	
Strongly Disagree	4.23%	3
Disagree	18.31%	13
Agree	67.61%	48
Strongly Agree	5.63%	4
No Assessment	4.23%	3
Total		71

Q26 Professional Development: Is there a professional development activity that you would like the College to offer?

Answered: 12   Skipped: 66

Q27 Other Professional Development Comments/Recommendations

Answered: 6 Skipped: 72

Q28 Demographics: Primary Job Classification

Answered: 68   Skipped: 10

Answer Choices	Responses	
Faculty	**35.29%**	24
Staff	**64.71%**	44
Total		**68**

Q29 Demographics: Primary Job Location

Answered: 67   Skipped: 11

Answer Choices	Responses	
Person Campus and other Person County Locations	**94.03%**	63
Caswell Campus, other Caswell County locations, and all correctional facilities	**5.97%**	4
Total		**67**

Q30 Additional Comments/Recommendations

Answered: 4   Skipped: 74