

## Q1 I take most of my classes:

Answered: 68 Skipped: 0

ANSWER CHOICES	RESPONSES	
On the Caswell County Campus	8.82%	6
On the Person County Campus	69.12%	47
Online	22.06%	15
TOTAL	68	

## Q2 How did you find out about PCC programs and classes? (mark all that apply)

Answered: 65 Skipped: 3

ANSWER CHOICES	RESPONSES	
Banner/Sign in Town	3.08%	2
Billboard	4.62%	3
College Website	32.31%	21
DMV Office	0.00%	0
Facebook	3.08%	2
Friend or Family Member	30.77%	20
High School	32.31%	21
Instagram	1.54%	1
Mailing from PCC	40.00%	26
Newspaper	10.77%	7
Personal Contact	15.38%	10
Radio	0.00%	0
Recruitment Activity	1.54%	1
Twitter	1.54%	1
YouTube	0.00%	0
Total Respondents: 65		

### Q3 Piedmont Community College

Answered: 68 Skipped: 0

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Please rate your overall satisfaction with the services provided by Piedmont Community College.	45.59% 31	48.53% 33	5.88% 4	0.00% 0	0.00% 0	68	3.40

## Q4 Admissions and Records

Answered: 53 Skipped: 15

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. When completing the admissions application, the process was easy to understand and there was assistance available when I needed it.	56.60% 30	35.85% 19	3.77% 2	0.00% 0	3.77% 2	53	3.55
b. When I registered for placement testing, I was given information about preparing for the test that was easy to access and understand.	45.10% 23	25.49% 13	3.92% 2	0.00% 0	25.49% 13	51	3.55
c. Class schedules and program information are easy to access online through WebAdvisor.	54.72% 29	35.85% 19	7.55% 4	0.00% 0	1.89% 1	53	3.48
d. Admissions staff are knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	50.94% 27	39.62% 21	5.66% 3	0.00% 0	3.77% 2	53	3.47
e. Admissions and advising staff are knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	52.83% 28	39.62% 21	3.77% 2	0.00% 0	3.77% 2	53	3.51
f. Records and Registrar staff are helpful and efficient when requested to produce academic transcripts	47.17% 25	35.85% 19	1.89% 1	0.00% 0	15.09% 8	53	3.53
g. I am satisfied with the services provided by the Admissions Staff.	52.83% 28	45.28% 24	1.89% 1	0.00% 0	0.00% 0	53	3.51
h. I am satisfied with the services provided by the Records and Registrar Staff.	47.17% 25	35.85% 19	5.66% 3	0.00% 0	11.32% 6	53	3.47

## Q5 Student Activities

Answered: 53 Skipped: 15

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. There is a variety of activities offered on campus.	32.08% 17	30.19% 16	11.32% 6	5.66% 3	20.75% 11	53	3.12
b. There are a number of diverse, educational activities offered to meet the interests and needs of PCC students	33.96% 18	45.28% 24	9.43% 5	0.00% 0	11.32% 6	53	3.28
c. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	28.30% 15	26.42% 14	3.77% 2	3.77% 2	37.74% 20	53	3.27
d. I understand the College's policies and procedures for establishing a club and/or organization on campus	32.08% 17	30.19% 16	3.77% 2	5.66% 3	28.30% 15	53	3.24
e. I am satisfied with the number and types of clubs and organizations available for students on campus	28.85% 15	26.92% 14	3.85% 2	7.69% 4	32.69% 17	52	3.14

## Q6 What activities would you like to see hosted on campus?

Answered: 19 Skipped: 49

## Q7 Student Development (E-Building)

Answered: 53 Skipped: 15

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Academic counselors are knowledgeable about programs when helping me register for classes.	58.49% 31	28.30% 15	1.89% 1	0.00% 0	11.32% 6	53	3.64
b. Student Development staff provide adequate solutions to students dealing with academic & personal concerns.	50.94% 27	33.96% 18	5.66% 3	0.00% 0	9.43% 5	53	3.50
c. Student Development staff provided helpful information for my career decisions and the tools necessary to gain employment.	39.62% 21	35.85% 19	1.89% 1	0.00% 0	22.64% 12	53	3.49
d. Student Development staff were helpful in providing information and assisting with my transition into a four year institution.	35.85% 19	30.19% 16	7.55% 4	0.00% 0	26.42% 14	53	3.38
e. The front desk staff in the Department of Student Development are knowledgeable and able to effectively direct students to campus resources.	52.83% 28	32.08% 17	0.00% 0	1.89% 1	13.21% 7	53	3.57
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	32.08% 17	15.09% 8	1.89% 1	0.00% 0	50.94% 27	53	3.62
g. I am satisfied with the services provided by the Disabilities Services counselor.	30.19% 16	18.87% 10	0.00% 0	0.00% 0	50.94% 27	53	3.62
h. I am satisfied with the services provided by Academic counselors.	45.28% 24	41.51% 22	3.77% 2	0.00% 0	9.43% 5	53	3.46
i. I am satisfied with the services provided by Career counselors.	37.74% 20	35.85% 19	1.89% 1	1.89% 1	22.64% 12	53	3.41

## Q8 Financial Aid Office

Answered: 53 Skipped: 15

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Financial Aid Administrators are helpful when answering questions about the FAFSA, submitting required documents, and how drops/withdrawals affect my award.	45.28% 24	22.64% 12	5.66% 3	3.77% 2	22.64% 12	53	3.41
b. I am satisfied with the assistance provided by Financial Aid Administrators in the completion of the verification process through the School Servicing Center.	45.28% 24	20.75% 11	5.66% 3	1.89% 1	26.42% 14	53	3.49
c. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	35.85% 19	26.42% 14	5.66% 3	5.66% 3	26.42% 14	53	3.26
d. The Office of Financial Aid provides timely and informative information regarding internal and external scholarships.	50.00% 26	19.23% 10	1.92% 1	5.77% 3	23.08% 12	52	3.48
e. Financial Aid awards are announced to students in time to be helpful in college planning (paying tuition, purchasing books and school supplies, etc.).	47.17% 25	22.64% 12	1.89% 1	5.66% 3	22.64% 12	53	3.44
f. I am satisfied with services provided by Financial Aid Administrators.	49.06% 26	18.87% 10	3.77% 2	3.77% 2	24.53% 13	53	3.50
g. I am satisfied with services provided by the Veteran's Affairs Administrators.	30.19% 16	13.21% 7	3.77% 2	3.77% 2	49.06% 26	53	3.37



## Q9 TRiO Programs

Answered: 53 Skipped: 15

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Student Support Services (SSS) staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	41.51% 22	15.09% 8	1.89% 1	1.89% 1	39.62% 21	53	3.59
b. The SSS Transfer Student Coach and services have aided me in understanding the requirements and process to transfer to a four-year institution.	33.96% 18	15.09% 8	1.89% 1	0.00% 0	49.06% 26	53	3.63
c. The SSS educational workshops have guided my understanding of important topics such as leadership, time management and study skills.	32.08% 17	22.64% 12	0.00% 0	0.00% 0	45.28% 24	53	3.59
d. Educational Opportunity Center (EOC) staff are knowledgeable when helping me with financial aid application assistance/scholarship searches, academic and pre-college planning, college test preparation or career exploration.	33.96% 18	20.75% 11	1.89% 1	0.00% 0	43.40% 23	53	3.57
e. I am satisfied with the services provided by SSS staff.	37.74% 20	20.75% 11	0.00% 0	0.00% 0	41.51% 22	53	3.65
f. I am satisfied with the services provided by EOC staff.	35.85% 19	22.64% 12	0.00% 0	0.00% 0	41.51% 22	53	3.61

## Q10 Learning Commons (on PERSON campus)/Academic Success Center (on CASWELL campus)

Answered: 51 Skipped: 17

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The staff in the Learning Commons/ASC is friendly and welcoming	58.82% 30	21.57% 11	1.96% 1	0.00% 0	17.65% 9	51	3.69
b. The staff in the Learning Commons/ASC is knowledgeable and take the initiative to find answers to my questions if they do not know them	50.98% 26	27.45% 14	1.96% 1	0.00% 0	19.61% 10	51	3.61
c. There are sufficient numbers of computers and printers available within the Learning Commons/ASC to meet my needs	52.94% 27	25.49% 13	1.96% 1	0.00% 0	19.61% 10	51	3.63
d. Technology including wireless access works sufficiently to meet my needs within the Learning Commons/ASC	50.98% 26	25.49% 13	1.96% 1	0.00% 0	21.57% 11	51	3.63
e. The overall environment is welcoming within the available space	50.98% 26	27.45% 14	1.96% 1	1.96% 1	17.65% 9	51	3.55
f. Newer technology and furnishings are available for me to experiment and work in groups	45.10% 23	27.45% 14	7.84% 4	0.00% 0	19.61% 10	51	3.46
g. There are sufficient quiet study areas to meet my needs	47.06% 24	23.53% 12	5.88% 3	3.92% 2	19.61% 10	51	3.41
h. There are sufficient areas for groups to work together	49.02% 25	23.53% 12	3.92% 2	0.00% 0	23.53% 12	51	3.59
i. I am satisfied by the support provided by staff within the Learning Commons/ASC	52.94% 27	23.53% 12	3.92% 2	0.00% 0	19.61% 10	51	3.61

## Q11 Tutoring

Answered: 51 Skipped: 17

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. There are a sufficient number of tutors available to help me in the Learning Commons/ASC	39.22% 20	15.69% 8	0.00% 0	0.00% 0	45.10% 23	51	3.71
b. The tutors are knowledgeable and helpful	39.22% 20	13.73% 7	0.00% 0	0.00% 0	47.06% 24	51	3.74
c. There are tutors available for the subject areas in which I need help in the Learning Commons	37.25% 19	15.69% 8	1.96% 1	0.00% 0	45.10% 23	51	3.64

## Q12 Library Resources

Answered: 51 Skipped: 17

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Library materials including electronic databases are sufficient to meet my needs	47.06% 24	25.49% 13	1.96% 1	0.00% 0	25.49% 13	51	3.61
b. Library staff is knowledgeable and helpful	47.06% 24	23.53% 12	1.96% 1	0.00% 0	27.45% 14	51	3.62
c. I have received library instruction in one or more of my classes	46.00% 23	24.00% 12	0.00% 0	4.00% 2	26.00% 13	50	3.51
d. The library instruction I have received is satisfactory for my research needs	46.00% 23	24.00% 12	2.00% 1	0.00% 0	28.00% 14	50	3.61

## Q13 Distance Learning

Answered: 51 Skipped: 17

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Distance learning staff answers technical questions in a timely manner	45.10% 23	23.53% 12	3.92% 2	0.00% 0	27.45% 14	51	3.57
b. Distance learning staff is friendly and helpful and willing to answer my questions.	47.06% 24	27.45% 14	0.00% 0	0.00% 0	25.49% 13	51	3.63
c. I am satisfied with my ability to contact the distance learning staff	45.10% 23	29.41% 15	3.92% 2	0.00% 0	21.57% 11	51	3.52
d. Technology in our distance learning management system and support area works for me	45.10% 23	29.41% 15	0.00% 0	1.96% 1	23.53% 12	51	3.54

## Q14 Business Office

Answered: 49 Skipped: 19

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Tuition and fees billing practices are reasonable.	36.73% 18	34.69% 17	4.08% 2	0.00% 0	24.49% 12	49	3.43
b. There are convenient ways of paying my school tuition and fees billing.	42.86% 21	28.57% 14	2.04% 1	0.00% 0	26.53% 13	49	3.56
c. The Business Office is open during hours which are convenient for most students.	39.58% 19	27.08% 13	2.08% 1	2.08% 1	29.17% 14	48	3.47

## Q15 College Safety

Answered: 48 Skipped: 20

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Safety Officials are helpful.	41.67% 20	25.00% 12	2.08% 1	2.08% 1	29.17% 14	48	3.50
b. Safety Officials respond quickly to emergencies.	35.42% 17	18.75% 9	2.08% 1	4.17% 2	39.58% 19	48	3.41
c. The campus is safe and secure for all students.	39.58% 19	45.83% 22	4.17% 2	2.08% 1	8.33% 4	48	3.34

## Q16 Buildings & Grounds

Answered: 49 Skipped: 19

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The parking lots are well lit and secure.	42.86% 21	32.65% 16	10.20% 5	6.12% 3	8.16% 4	49	3.22
b. The amount of student parking space on campus is adequate.	38.78% 19	40.82% 20	8.16% 4	12.24% 6	0.00% 0	49	3.06
c. The classrooms and eating facilities are clean and free of trash.	52.08% 25	25.00% 12	4.17% 2	6.25% 3	12.50% 6	48	3.40
d. The bathrooms are kept clean and stocked with needed supplies.	42.86% 21	44.90% 22	6.12% 3	4.08% 2	2.04% 1	49	3.29
e. The campus grounds are kept clean and neat.	52.08% 25	45.83% 22	0.00% 0	2.08% 1	0.00% 0	48	3.48
f. The maintenance staff are friendly and helpful.	51.02% 25	36.73% 18	2.04% 1	0.00% 0	10.20% 5	49	3.55



## Q17 Information Technology

Answered: 49 Skipped: 19

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Classroom and lab technology is fast, reliable, and up to date.	42.86% 21	32.65% 16	12.24% 6	0.00% 0	12.24% 6	49	3.35
b. The helpdesk staff are responsive and helpful as well as polite and courteous.	44.90% 22	32.65% 16	4.08% 2	2.04% 1	16.33% 8	49	3.44
c. Wireless access speed and coverage are adequate.	38.78% 19	40.82% 20	6.12% 3	4.08% 2	10.20% 5	49	3.27
d. Webadvisor provides a secure and convenient way for me to pay my tuition online.	40.82% 20	38.78% 19	2.04% 1	0.00% 0	18.37% 9	49	3.48
e. Web-based services are available when needed for registration, communication, and distance learning classes.	48.98% 24	34.69% 17	2.04% 1	0.00% 0	14.29% 7	49	3.55
f. The technology services provided are sufficient to meet my educational needs.	52.08% 25	33.33% 16	4.17% 2	0.00% 0	10.42% 5	48	3.53

## Q18 Bookstore

Answered: 49 Skipped: 19

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff is helpful.	44.90% 22	40.82% 20	4.08% 2	0.00% 0	10.20% 5	49	3.45
b. Textbooks required for courses are usually available in the bookstore.	36.73% 18	38.78% 19	8.16% 4	2.04% 1	14.29% 7	49	3.29
c. The Bookstore carries a variety of merchandise.	36.73% 18	48.98% 24	4.08% 2	0.00% 0	10.20% 5	49	3.36
d. The Bookstore staffing level is adequate.	36.73% 18	48.98% 24	6.12% 3	0.00% 0	8.16% 4	49	3.33

## Q19 Foundation Office

Answered: 47 Skipped: 21

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The Foundation Office communicates to students when scholarships are available through their office and how to apply for them.	42.55% 20	27.66% 13	6.38% 3	0.00% 0	23.40% 11	47	3.47
b. I am aware of additional opportunities for financial support through the Foundation's Emergency Fund program.	40.43% 19	25.53% 12	8.51% 4	0.00% 0	25.53% 12	47	3.43
c. The Alumni Partnership reaches out to students with information about FREE membership.	36.17% 17	12.77% 6	10.64% 5	2.13% 1	38.30% 18	47	3.34
d. Alumni Partnership activities, such as Exam Break, have been beneficial to students.	42.55% 20	12.77% 6	6.38% 3	2.13% 1	36.17% 17	47	3.50

## Q20 Public Information Office (PIO)

Answered: 47 Skipped: 21

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. PCC's printed schedule booklet is a helpful tool for registering for classes.	44.68% 21	25.53% 12	4.26% 2	2.13% 1	23.40% 11	47	3.47
b. PCC's website makes it convenient to view the online class schedule.	48.94% 23	38.30% 18	8.51% 4	0.00% 0	4.26% 2	47	3.42
c. PCC's Facebook page is a good way to find out about College activities and news.	36.17% 17	42.55% 20	2.13% 1	0.00% 0	19.15% 9	47	3.42

## Q21 Have you seen our advertisement about the following College activities and news (choose all that apply)

Answered: 44 Skipped: 24

ANSWER CHOICES	RESPONSES	
Scholarships	27.27%	12
Registration Dates	52.27%	23
Career Fairs	4.55%	2
Visiting 4-Year Institutions	2.27%	1
Step into the Arts	4.55%	2
Pickin' by the Lake	9.09%	4
<b>TOTAL</b>		<b>44</b>

## Q22 How would you like to find out about things happening at PCC?

Answered: 47 Skipped: 21

ANSWER CHOICES	RESPONSES	
Student Email	82.98%	39
Text	17.02%	8
FaceBook	27.66%	13
SnapChat	14.89%	7
Digital Screens on Campus	21.28%	10
Bulletin Board on Campus	23.40%	11
Blackboard	48.94%	23
Local Newspaper	17.02%	8
Announcements in Class	29.79%	14
Other Social Media or different type of contact:	4.26%	2
Total Respondents: 47		

## Q23 Office of Research & Institutional Effectiveness (ORIE)

Answered: 47 Skipped: 21

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. I am given the opportunity to provide adequate input about the College.	46.81% 22	23.40% 11	6.38% 3	2.13% 1	21.28% 10	47	3.46
b. I am given the opportunity to provide adequate input about the services offered at the College.	44.68% 21	25.53% 12	6.38% 3	2.13% 1	21.28% 10	47	3.43
c. I am given the opportunity to provide adequate input about the programs offered at the College.	44.68% 21	23.40% 11	6.38% 3	2.13% 1	23.40% 11	47	3.44

**Q24 In conclusion of this survey, please state any additional comments or suggestions below:**

Answered: 11 Skipped: 57