

## Q1 General College Environment

Answered: 64 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. College leaders clearly communicate the future direction of the College	4.76% 3	14.29% 9	52.38% 33	26.98% 17	1.59% 1	63	3.03
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	4.76% 3	25.40% 16	50.79% 32	17.46% 11	1.59% 1	63	2.82
c. Faculty and staff are treated as valued members of the College team	6.35% 4	25.40% 16	34.92% 22	26.98% 17	6.35% 4	63	2.88
d. College evaluations, salaries, promotions, and grievances are administered fairly	20.97% 13	24.19% 15	30.65% 19	9.68% 6	14.52% 9	62	2.34
e. Work loads are assigned in a fair and equitable manner	9.38% 6	25.00% 16	40.63% 26	15.63% 10	9.38% 6	64	2.69
f. Classroom space is adequate for my courses	3.23% 2	6.45% 4	40.32% 25	14.52% 9	35.48% 22	62	3.02
g. Office and work space is adequate for non-instructional environments	1.56% 1	9.38% 6	59.38% 38	26.56% 17	3.13% 2	64	3.15
h. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	3.13% 2	7.81% 5	59.38% 38	26.56% 17	3.13% 2	64	3.13
i. I believe the College is fulfilling its mission	1.59% 1	17.46% 11	50.79% 32	30.16% 19	0.00% 0	63	3.10
j. I actively encourage students to take higher level courses	0.00% 0	0.00% 0	32.26% 20	40.32% 25	27.42% 17	62	3.56
k. I encourage potential students to apply	0.00% 0	0.00% 0	41.94% 26	51.61% 32	6.45% 4	62	3.55
l. I provide sufficient student assistance and ensure a positive learning environment	0.00% 0	0.00% 0	39.06% 25	46.88% 30	14.06% 9	64	3.55
m. Overall, I am satisfied with the work environment at PCC	3.17% 2	15.87% 10	55.56% 35	22.22% 14	3.17% 2	63	3.00

## Q2 Administrative Services: Physical Facilities

Answered: 62 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Housekeeping staff are courteous and accessible	0.00% 0	3.28% 2	49.18% 30	45.90% 28	1.64% 1	61	3.43
b. Classrooms are clean	1.64% 1	6.56% 4	40.98% 25	31.15% 19	19.67% 12	61	3.27
c. Offices are clean	3.23% 2	6.45% 4	51.61% 32	37.10% 23	1.61% 1	62	3.25
d. Restrooms are clean	3.23% 2	6.45% 4	53.23% 33	37.10% 23	0.00% 0	62	3.24
e. Restrooms are stocked regularly with supplies	0.00% 0	4.84% 3	51.61% 32	41.94% 26	1.61% 1	62	3.38
f. Lobby and lounge areas are clean	1.61% 1	1.61% 1	54.84% 34	40.32% 25	1.61% 1	62	3.36
g. Maintenance problems are resolved in a timely manner	1.64% 1	1.64% 1	59.02% 36	32.79% 20	4.92% 3	61	3.29
h. Maintenance problems are resolved satisfactorily	1.64% 1	1.64% 1	57.38% 35	34.43% 21	4.92% 3	61	3.31
i. Campus grounds are free of litter and debris	1.61% 1	1.61% 1	53.23% 33	43.55% 27	0.00% 0	62	3.39
j. Landscaping is maintained satisfactorily	0.00% 0	4.92% 3	54.10% 33	40.98% 25	0.00% 0	61	3.36
k. Interior lighting is adequate	0.00% 0	3.23% 2	61.29% 38	35.48% 22	0.00% 0	62	3.32
l. Exterior lighting is adequate	0.00% 0	9.68% 6	50.00% 31	40.32% 25	0.00% 0	62	3.31
m. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	1.67% 1	61.67% 37	35.00% 21	1.67% 1	60	3.34

## Q3 Administrative Services: Security

Answered: 61 Skipped: 3

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of evacuation procedures in case of fire or other similar emergencies	0.00% 0	5.00% 3	55.00% 33	36.67% 22	3.33% 2	60	3.33
b. I feel safe on campus	0.00% 0	5.00% 3	53.33% 32	36.67% 22	5.00% 3	60	3.33
c. Campus Security is adequate	1.64% 1	11.48% 7	47.54% 29	32.79% 20	6.56% 4	61	3.19
d. Overall, I feel that PCC provides a safe environment	0.00% 0	6.67% 4	55.00% 33	35.00% 21	3.33% 2	60	3.29

## Q4 Administrative Services: Business Office

Answered: 62 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The cashier responds promptly and courteously to requests from faculty and staff	4.92% 3	9.84% 6	32.79% 20	36.07% 22	16.39% 10	61	3.20
b. Overall, I am satisfied with the services provided by the cashier	4.92% 3	9.84% 6	32.79% 20	36.07% 22	16.39% 10	61	3.20
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	0.00% 0	44.26% 27	26.23% 16	29.51% 18	61	3.37
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	3.23% 2	11.29% 7	38.71% 24	16.13% 10	30.65% 19	62	2.98
e. Overall, I am satisfied with Accounting Services	3.23% 2	4.84% 3	54.84% 34	22.58% 14	14.52% 9	62	3.13
f. Purchase order requests are processed in a timely manner	1.64% 1	11.48% 7	42.62% 26	18.03% 11	26.23% 16	61	3.04
g. I understand how to successfully use the new online e-procurement system	4.92% 3	21.31% 13	31.15% 19	4.92% 3	37.70% 23	61	2.58
h. I would like to have additional training on the e-procurement system	3.23% 2	8.06% 5	35.48% 22	19.35% 12	33.87% 21	62	3.07
i. Overall, I am satisfied with purchasing services	1.61% 1	6.45% 4	48.39% 30	11.29% 7	32.26% 20	62	3.02
j. Copy and printing resources are adequate	14.52% 9	16.13% 10	48.39% 30	12.90% 8	8.06% 5	62	2.65
k. Copiers function properly with little down time	15.25% 9	22.03% 13	45.76% 27	11.86% 7	5.08% 3	59	2.57
l. My check/advice is prepared correctly and received in a timely manner	6.45% 4	11.29% 7	48.39% 30	30.65% 19	3.23% 2	62	3.07
m. My leave is maintained correctly	6.45% 4	4.84% 3	54.84% 34	20.97% 13	12.90% 8	62	3.04
n. Payroll issues are handled promptly and efficiently	6.45% 4	6.45% 4	50.00% 31	27.42% 17	9.68% 6	62	3.09
o. Overall, I am satisfied by the services provided by the Business Office	3.23% 2	4.84% 3	62.90% 39	20.97% 13	8.06% 5	62	3.11

## Q5 Administrative Services: Office of Human Resources

Answered: 62 Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. My retirement and other benefits are maintained accurately	3.23% 2	4.84% 3	43.55% 27	17.74% 11	30.65% 19	62	3.09
b. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	4.84% 3	6.45% 4	51.61% 32	20.97% 13	16.13% 10	62	3.06
c. The annual online/virtual registration process is effective in helping make decisions about my benefits.	3.23% 2	12.90% 8	48.39% 30	19.35% 12	16.13% 10	62	3.00
d. The Office of Human Resources communicates changes and additions to benefits in a timely manner	6.45% 4	11.29% 7	54.84% 34	19.35% 12	8.06% 5	62	2.95
e. The Office of Human Resources staff is available when I need assistance	6.45% 4	14.52% 9	50.00% 31	20.97% 13	8.06% 5	62	2.93
f. The Office of Human Resources staff is knowledgeable and resourceful	8.06% 5	17.74% 11	51.61% 32	17.74% 11	4.84% 3	62	2.83
g. Overall, I am satisfied with the Office of Human Resources	4.92% 3	11.48% 7	54.10% 33	21.31% 13	8.20% 5	61	3.00

## Q6 Administrative Services: Bookstore

Answered: 61 Skipped: 3

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff are courteous	0.00% 0	8.20% 5	37.70% 23	26.23% 16	27.87% 17	61	3.25
b. Communication between the Bookstore staff and faculty/staff is satisfactory	0.00% 0	13.11% 8	34.43% 21	21.31% 13	31.15% 19	61	3.12
c. Book orders are processed satisfactorily	1.64% 1	11.48% 7	22.95% 14	18.03% 11	45.90% 28	61	3.06
d. Office supplies are available when I need them	0.00% 0	3.28% 2	37.70% 23	14.75% 9	44.26% 27	61	3.21
e. There is an adequate supply of campus memorabilia	0.00% 0	8.33% 5	26.67% 16	18.33% 11	46.67% 28	60	3.19
f. Overall, I am satisfied with the Bookstore	0.00% 0	11.48% 7	40.98% 25	21.31% 13	26.23% 16	61	3.13

## Q7 Administrative Services: Information Technology (IT)/Academic Computing

Answered: 62 Skipped: 2

	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.	0.00% 0	14.52% 9	59.68% 37	24.19% 15	1.61% 1	62	3.10
b. IT systems and services are essential to my daily duties.	0.00% 0	0.00% 0	38.71% 24	58.06% 36	3.23% 2	62	3.60
c. Speed and reliability of the internet is satisfactory.	1.67% 1	6.67% 4	65.00% 39	25.00% 15	1.67% 1	60	3.15
d. Wireless access, speed, and coverage are adequate.	1.64% 1	11.48% 7	68.85% 42	18.03% 11	0.00% 0	61	3.03
e. The employee email system (Outlook) is effective and reliable.	1.61% 1	1.61% 1	67.74% 42	29.03% 18	0.00% 0	62	3.24
f. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	0.00% 0	6.56% 4	63.93% 39	24.59% 15	4.92% 3	61	3.19
g. The VOIP phone system is effective and reliable.	0.00% 0	6.67% 4	60.00% 36	31.67% 19	1.67% 1	60	3.25
h. My office computer and printing capability is adequate for me to do my job.	8.06% 5	17.74% 11	53.23% 33	17.74% 11	3.23% 2	62	2.83
i. The IT staff resolves help desk tickets in a timely manner.	1.64% 1	34.43% 21	40.98% 25	14.75% 9	8.20% 5	61	2.75
j. Overall, I am satisfied with the quality and reliability of services provided.	0.00% 0	13.11% 8	65.57% 40	18.03% 11	3.28% 2	61	3.05

## Q8 Administrative Services: Food Service

Answered: 61 Skipped: 3

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Pacer Café provides food and beverages courteously and in a timely manner	0.00% 0	1.64% 1	42.62% 26	27.87% 17	27.87% 17	61	3.36
b. The Pacer Café provides a satisfactory selection of food and beverages	1.64% 1	4.92% 3	39.34% 24	22.95% 14	31.15% 19	61	3.21
c. The Pacer Café prices are reasonable	1.64% 1	3.28% 2	40.98% 25	21.31% 13	32.79% 20	61	3.22
d. The Pacer Café provides healthy and nutritious alternatives	1.64% 1	8.20% 5	37.70% 23	19.67% 12	32.79% 20	61	3.12
e. Vending services are satisfactory	1.64% 1	3.28% 2	50.82% 31	16.39% 10	27.87% 17	61	3.14
f. Overall, I am satisfied with Food Services	1.64% 1	3.28% 2	50.82% 31	18.03% 11	26.23% 16	61	3.16



## Q9 Administrative Services: Child Development Center

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of the services provided by the Child Development Center	0.00% 0	6.67% 4	43.33% 26	23.33% 14	26.67% 16	60	3.23
b. I am satisfied with the services provided by the Child Development Center	0.00% 0	0.00% 0	25.00% 15	16.67% 10	58.33% 35	60	3.40

## Q10 Student Development: Admissions, Recruitment & Student Activities

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Admissions staff respond to requests promptly	0.00% 0	11.86% 7	47.46% 28	15.25% 9	25.42% 15	59	3.05
b. Admissions staff is knowledgeable	0.00% 0	3.39% 2	57.63% 34	22.03% 13	16.95% 10	59	3.22
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	1.69% 1	3.39% 2	33.90% 20	10.17% 6	50.85% 30	59	3.07
d. Recruitment staff respond to requests promptly	0.00% 0	5.08% 3	38.98% 23	11.86% 7	44.07% 26	59	3.12
e. Recruitment staff is knowledgeable	1.69% 1	6.78% 4	47.46% 28	13.56% 8	30.51% 18	59	3.05
f. Recruiting efforts are effective and satisfactory	0.00% 0	11.86% 7	44.07% 26	11.86% 7	32.20% 19	59	3.00
g. Student Activities staff respond to request promptly	0.00% 0	6.78% 4	42.37% 25	13.56% 8	37.29% 22	59	3.11
h. Student Activities staff is knowledgeable	0.00% 0	6.78% 4	45.76% 27	13.56% 8	33.90% 20	59	3.10
i. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	0.00% 0	1.69% 1	57.63% 34	18.64% 11	22.03% 13	59	3.22
j. There are a number of diverse, educational activities offered to meet the interest and needs of PCC students	1.69% 1	6.78% 4	47.46% 28	22.03% 13	22.03% 13	59	3.15
k. Student Activity opportunities are well-publicized and satisfactory	0.00% 0	15.25% 9	54.24% 32	16.95% 10	13.56% 8	59	3.02
l. I understand the College's policies and procedures for establishing a club and/or organization on campus	0.00% 0	13.33% 8	45.00% 27	15.00% 9	26.67% 16	60	3.02
m. I am satisfied with the number and types of clubs and organizations available to students.	0.00% 0	8.47% 5	54.24% 32	10.17% 6	27.12% 16	59	3.02
n. Overall, I am satisfied with the services provided for Admissions	0.00% 0	11.86% 7	54.24% 32	15.25% 9	18.64% 11	59	3.04
o. Overall, I am satisfied with the services provided for Recruiting	0.00% 0	8.33% 5	60.00% 36	11.67% 7	20.00% 12	60	3.04
p. Overall, I am satisfied with the services provided for Student Activities	0.00% 0	5.08% 3	62.71% 37	15.25% 9	16.95% 10	59	3.12

## Q11 Student Development: Records and Registration

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Records staff provide accurate information for Curriculum (CU)	0.00% 0	8.47% 5	47.46% 28	16.95% 10	27.12% 16	59	3.12
b. Records staff provide accurate information for Continuing Education (CE)	0.00% 0	3.33% 2	45.00% 27	13.33% 8	38.33% 23	60	3.16
c. Records staff provide timely information for CU	1.69% 1	11.86% 7	40.68% 24	16.95% 10	28.81% 17	59	3.02
d. Records staff provide timely information for CE	0.00% 0	8.33% 5	41.67% 25	13.33% 8	36.67% 22	60	3.08
e. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	0.00% 0	6.78% 4	45.76% 27	15.25% 9	32.20% 19	59	3.13
f. Registration staff provide accurate information for CU registration	0.00% 0	3.39% 2	45.76% 27	16.95% 10	33.90% 20	59	3.21
g. Registration staff provide accurate information for CE registration	0.00% 0	1.67% 1	41.67% 25	11.67% 7	45.00% 27	60	3.18
h. Registration staff provide timely information for CU registration	1.72% 1	5.17% 3	43.10% 25	17.24% 10	32.76% 19	58	3.13
i. Registration staff provide timely information for CE registration	0.00% 0	5.00% 3	40.00% 24	13.33% 8	41.67% 25	60	3.14
j. Overall, I am satisfied with the services provided by the Records and Registration staff	1.69% 1	5.08% 3	55.93% 33	15.25% 9	22.03% 13	59	3.09

## Q12 Student Development: Financial Aid/Veterans Affairs

Answered: 59 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	0.00% 0	35.59% 21	20.34% 12	44.07% 26	59	3.36
b. Financial Aid services are effective and efficient	0.00% 0	3.39% 2	38.98% 23	16.95% 10	40.68% 24	59	3.23
c. Overall, I am satisfied with the services provided by the Financial Aid staff	0.00% 0	3.39% 2	40.68% 24	16.95% 10	38.98% 23	59	3.22
d. Veterans Affairs staff provide accurate information to students	0.00% 0	0.00% 0	30.51% 18	18.64% 11	50.85% 30	59	3.38
e. Veterans Affairs services are effective and efficient	0.00% 0	0.00% 0	32.20% 19	16.95% 10	50.85% 30	59	3.34
f. Overall, I am satisfied with the services provided by the Veterans Affairs staff	0.00% 0	1.72% 1	34.48% 20	17.24% 10	46.55% 27	58	3.29

## Q13 Student Development: Counseling

Answered: 59 Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Counselors provide accurate advising and program information to students	1.69% 1	5.08% 3	44.07% 26	13.56% 8	35.59% 21	59	3.08
b. Career Counseling Services provide information to enhance career development	0.00% 0	0.00% 0	45.76% 27	11.86% 7	42.37% 25	59	3.21
c. College Transfer Services provide adequate information on the transfer process	1.69% 1	1.69% 1	35.59% 21	13.56% 8	47.46% 28	59	3.16
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	0.00% 0	3.39% 2	38.98% 23	11.86% 7	45.76% 27	59	3.16
e. Disability services are accessible and satisfactory	0.00% 0	3.39% 2	37.29% 22	15.25% 9	44.07% 26	59	3.21
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	0.00% 0	3.39% 2	37.29% 22	15.25% 9	44.07% 26	59	3.21
g. Faculty are provided adequate updates on probationary students on their caseloads	1.69% 1	5.08% 3	35.59% 21	6.78% 4	50.85% 30	59	2.97
h. Overall, I am satisfied with Counseling Services	0.00% 0	5.17% 3	43.10% 25	13.79% 8	37.93% 22	58	3.14

## Q14 Student Development: Customer Service

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Student Development front desk staff are courteous and attentive upon entry to the office	0.00% 0	1.67% 1	51.67% 31	36.67% 22	10.00% 6	60	3.39
b. The front desk are well trained and informed of the key services of the office (e.g. transcripts, schedule changes, etc.)	0.00% 0	6.78% 4	44.07% 26	35.59% 21	13.56% 8	59	3.33
c. The front desk staff are professional and able to provide accurate information	0.00% 0	6.78% 4	47.46% 28	35.59% 21	10.17% 6	59	3.32
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	0.00% 0	6.67% 4	46.67% 28	35.00% 21	11.67% 7	60	3.32

## Q15 Person and Caswell Learning Commons

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Learning Commons staff are personable and trained to address students' academic needs	0.00% 0	0.00% 0	56.67% 34	23.33% 14	20.00% 12	60	3.29
b. Learning Commons staff are knowledgeable and well trained to provide support to students	0.00% 0	0.00% 0	55.00% 33	25.00% 15	20.00% 12	60	3.31
c. Learning Commons resources (computers, software, testing stations) are adequate	1.69% 1	0.00% 0	50.85% 30	27.12% 16	20.34% 12	59	3.30
d. Learning Commons facilities (physical space) are adequate	1.67% 1	0.00% 0	51.67% 31	30.00% 18	16.67% 10	60	3.32
e. Learning Commons drop-in tutoring hours are convenient for students	0.00% 0	0.00% 0	41.67% 25	20.00% 12	38.33% 23	60	3.32
f. Learning Commons testing procedures are easy to follow	1.69% 1	0.00% 0	40.68% 24	15.25% 9	42.37% 25	59	3.21
g. Learning Commons testing center provides adequate test security	1.69% 1	0.00% 0	37.29% 22	20.34% 12	40.68% 24	59	3.29
h. Learning Commons promotes successful student learning outcomes	0.00% 0	0.00% 0	50.00% 30	23.33% 14	26.67% 16	60	3.32
i. Learning Commons staff respond to requests promptly	0.00% 0	0.00% 0	58.33% 35	20.00% 12	21.67% 13	60	3.26
j. Learning Commons resources (collections, databases, equipment, etc.) are adequate	0.00% 0	0.00% 0	48.33% 29	21.67% 13	30.00% 18	60	3.31
k. Learning Commons facilities (physical space) are adequate	1.67% 1	0.00% 0	55.00% 33	26.67% 16	16.67% 10	60	3.28
l. Overall, I am satisfied with Learning Commons services	0.00% 0	0.00% 0	61.67% 37	21.67% 13	16.67% 10	60	3.26



## Q16 Distance Education

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Resources are available to teach distance-learning classes	0.00% 0	1.67% 1	41.67% 25	23.33% 14	33.33% 20	60	3.33
b. Resources and training opportunities for using Blackboard are satisfactory	0.00% 0	0.00% 0	43.33% 26	20.00% 12	36.67% 22	60	3.32
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	0.00% 0	0.00% 0	28.81% 17	16.95% 10	54.24% 32	59	3.37
d. Support for distance-learning classroom courses is satisfactory	0.00% 0	1.69% 1	38.98% 23	20.34% 12	38.98% 23	59	3.31
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	1.69% 1	37.29% 22	23.73% 14	37.29% 22	59	3.35
f. Overall, I am satisfied with Distance Learning services	0.00% 0	0.00% 0	42.37% 25	22.03% 13	35.59% 21	59	3.34

## Q17 Instruction

Answered: 60 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Instructional staff and faculty are courteous	1.69% 1	1.69% 1	62.71% 37	23.73% 14	10.17% 6	59	3.21
b. Instructional staff are knowledgeable	0.00% 0	1.72% 1	56.90% 33	27.59% 16	13.79% 8	58	3.30
c. Instructional faculty are knowledgeable	0.00% 0	5.08% 3	54.24% 32	27.12% 16	13.56% 8	59	3.25
d. The Instructional Division provides a good selection of courses for students	0.00% 0	8.47% 5	52.54% 31	27.12% 16	11.86% 7	59	3.21
e. There is enough instructional space to meet the needs of faculty and staff	0.00% 0	6.78% 4	47.46% 28	22.03% 13	23.73% 14	59	3.20
f. The Instructional Division provides various classes / schedules to meet students' needs	0.00% 0	8.47% 5	47.46% 28	25.42% 15	18.64% 11	59	3.21
g. The Instructional Division provides the most up to date equipment and resources to meet instructional needs	1.69% 1	11.86% 7	44.07% 26	11.86% 7	30.51% 18	59	2.95
h. I understand how continuing education and curriculum offerings complement each other.	1.72% 1	3.45% 2	62.07% 36	22.41% 13	10.34% 6	58	3.17
i. I understand that the Instructional Division works closely with industry partners	0.00% 0	1.69% 1	50.85% 30	25.42% 15	22.03% 13	59	3.30
j. Overall, I am satisfied with the services of the Instructional Division	0.00% 0	5.08% 3	54.24% 32	23.73% 14	16.95% 10	59	3.22

## Q18 Research and Institutional Effectiveness (RIE)

Answered: 58 Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. RIE staff are knowledgeable about planning, research, and assessment	0.00% 0	1.72% 1	43.10% 25	24.14% 14	31.03% 18	58	3.33
b. RIE staff respond promptly to my requests	0.00% 0	0.00% 0	38.60% 22	22.81% 13	38.60% 22	57	3.37
c. RIE responses to my requests are helpful	0.00% 0	1.75% 1	35.09% 20	24.56% 14	38.60% 22	57	3.37
d. I understand how to develop effective assessment activities to evaluate the quality of my program or the service I provide at PCC	0.00% 0	1.75% 1	47.37% 27	15.79% 9	35.09% 20	57	3.22
e. I understand how to use assessment results to improve my program or the service I provide at PCC	0.00% 0	1.75% 1	47.37% 27	14.04% 8	36.84% 21	57	3.19
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	1.72% 1	1.72% 1	43.10% 25	17.24% 10	36.21% 21	58	3.19
g. The RIE Web page provides access to College data and information I need most frequently	0.00% 0	1.75% 1	40.35% 23	12.28% 7	45.61% 26	57	3.19
h. Overall, I am satisfied with the services RIE staff provides	0.00% 0	0.00% 0	49.12% 28	22.81% 13	28.07% 16	57	3.32

## Q19 Public Information

Answered: 58 Skipped: 6

	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	0.00% 0	10.34% 6	56.90% 33	24.14% 14	8.62% 5	58	3.15
b. Communications produced by the Public Information Office are professional and represent the College well	0.00% 0	0.00% 0	66.67% 38	26.32% 15	7.02% 4	57	3.28
c. The Public Information Office is responsive to requests for assistance	0.00% 0	8.62% 5	56.90% 33	20.69% 12	13.79% 8	58	3.14
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	0.00% 0	3.51% 2	64.91% 37	22.81% 13	8.77% 5	57	3.21
e. The monthly e-newsletter is helpful in sharing information with PCC employees.	0.00% 0	10.53% 6	47.37% 27	24.56% 14	17.54% 10	57	3.17
f. I follow what's happening at PCC by viewing the website or other social media sites.	1.79% 1	8.93% 5	50.00% 28	23.21% 13	16.07% 9	56	3.13
g. I follow what's happening at PCC by reading the local newspaper(s).	19.30% 11	5.26% 3	35.09% 20	14.04% 8	26.32% 15	57	2.60
h. Overall, I am satisfied with the services provided by the Public Information Office	0.00% 0	7.02% 4	63.16% 36	22.81% 13	7.02% 4	57	3.17

## Q20 Public Information: How would you like to get regular updates about what's happening at PCC?

Answered: 54 Skipped: 10

ANSWER CHOICES	RESPONSES	
Weekly Email	42.59%	23
Biweekly Email	16.67%	9
Monthly Email/Newsletter	27.78%	15
Non-Direct Methods (currently via PCC's website, social media pages, local paper)	9.26%	5
Other (please specify):	3.70%	2
TOTAL		54

## Q21 PCC Foundation

Answered: 58 Skipped: 6

	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	1.75% 1	42.11% 24	19.30% 11	36.84% 21	57	3.28
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	3.45% 2	46.55% 27	22.41% 13	27.59% 16	58	3.26
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	0.00% 0	3.51% 2	54.39% 31	21.05% 12	21.05% 12	57	3.22
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	3.51% 2	50.88% 29	22.81% 13	22.81% 13	57	3.25
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	10.53% 6	52.63% 30	15.79% 9	21.05% 12	57	3.07
f. PCC Foundation staff are knowledgeable	0.00% 0	5.26% 3	54.39% 31	21.05% 12	19.30% 11	57	3.20
g. Overall, I am satisfied with the PCC Foundation	0.00% 0	3.51% 2	56.14% 32	22.81% 13	17.54% 10	57	3.23

## Q22 Did you attend any professional development activities this fiscal year?

Answered: 56 Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes	85.71%	48
No	14.29%	8
TOTAL	56	

## Q23 Did you attend any professional development sessions at Convocation this fiscal year?

Answered: 56 Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes	75.00%	42
No	25.00%	14
TOTAL		56



## Q24 What types of professional development sessions would you like to attend at Convocation?

Answered: 27 Skipped: 37

## Q25 Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 56 Skipped: 8

ANSWER CHOICES	RESPONSES	
Yes	62.50%	35
No	37.50%	21
TOTAL		56

## Q26 Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 56 Skipped: 8

ANSWER CHOICES	RESPONSES	
Strongly Disagree	3.57%	2
Disagree	10.71%	6
Agree	62.50%	35
Strongly Agree	16.07%	9
No Assessment	7.14%	4
TOTAL		56

## Q27 Have you volunteered in the community during this fiscal year?

Answered: 55 Skipped: 9

ANSWER CHOICES	RESPONSES	
Yes	29.09%	16
No	70.91%	39
TOTAL		55

Q28 If yes, please list the place(s) where you have volunteered this year.

Answered: 9 Skipped: 55

## Q29 Is there additional professional development activity you would like the College to offer?

Answered: 10 Skipped: 54

## Q30 Other Professional Development Comments/Recommendations

Answered: 7 Skipped: 57

## Q31 Demographics: Primary Job Classification

Answered: 53 Skipped: 11

ANSWER CHOICES	RESPONSES	
Faculty	33.96%	18
Staff	66.04%	35
TOTAL		53



## Q32 Demographics: Primary Job Location

Answered: 53 Skipped: 11

ANSWER CHOICES	RESPONSES	
Person Campus and other Person County Locations	73.58%	39
Caswell Campus, other Caswell County locations, and all correctional facilities	26.42%	14
TOTAL		53

## Q33 Additional Comments/Recommendations

Answered: 6 Skipped: 58