

Q1 I take most of my classes:

Answered: 80 Skipped: 0

ANSWER CHOICES	RESPONSES	
On the Caswell County Campus	8.75%	7
On the Person County Campus	27.50%	22
Online	63.75%	51
TOTAL	80	

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

Answered: 72 Skipped: 8

ANSWER CHOICES	RESPONSES	
Banner/Sign in Town	15.28%	11
Billboard	8.33%	6
College Website	29.17%	21
Facebook	9.72%	7
Friend or Family Member	41.67%	30
High School	47.22%	34
Instagram	4.17%	3
Mailing from PCC	20.83%	15
Newspaper	11.11%	8
Personal Contact	20.83%	15
Radio	5.56%	4
Recruitment Activity	4.17%	3
Twitter	1.39%	1
YouTube	4.17%	3
Total Respondents: 72		

Q3 Piedmont Community College

Answered: 79 Skipped: 1

	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.	36.71% 29	50.63% 40	7.59% 6	3.80% 3	1.27% 1	79	3.22

Q4 Admissions

Answered: 58 Skipped: 22

	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.	53.45% 31	31.03% 18	3.45% 2	3.45% 2	8.62% 5	58	3.47
b. When I registered for placement testing, I was given information about preparing for the test that was easy to access and understand.	47.37% 27	26.32% 15	1.75% 1	1.75% 1	22.81% 13	57	3.55
c. Class schedules and program information are easy to access online through WebAdvisor or Self Service.	52.63% 30	38.60% 22	3.51% 2	1.75% 1	3.51% 2	57	3.47
d. Admissions staff are knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	56.14% 32	33.33% 19	0.00% 0	3.51% 2	7.02% 4	57	3.53
g. I am satisfied with the services provided by the Admissions Staff.	56.14% 32	33.33% 19	1.75% 1	3.51% 2	5.26% 3	57	3.50

Q5 Records

Answered: 57 Skipped: 23

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Records and Registrar staff are knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	50.88% 29	35.09% 20	1.75% 1	5.26% 3	7.02% 4	57	3.42
b. Records and Registrar staff are helpful and efficient when requested to produce academic transcripts	47.37% 27	36.84% 21	1.75% 1	3.51% 2	10.53% 6	57	3.43
c. The registrar's office staff served my needs in a reasonable amount of time.	49.12% 28	35.09% 20	1.75% 1	3.51% 2	10.53% 6	57	3.45
d. The staff member provided a resolution for my issue or gave me clear instructions for the steps I needed to take to resolve my issue.	49.12% 28	33.33% 19	0.00% 0	3.51% 2	14.04% 8	57	3.49
e.. I am satisfied with the services provided by the Records and Registrar Staff.	50.88% 29	33.33% 19	0.00% 0	3.51% 2	12.28% 7	57	3.50

Q6 Student Activities

Answered: 57 Skipped: 23

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. There is a variety of activities offered on campus.	38.60% 22	35.09% 20	5.26% 3	3.51% 2	17.54% 10	57	3.32
b. There are a number of diverse, educational activities offered to meet the interests and needs of PCC students	42.11% 24	31.58% 18	1.75% 1	3.51% 2	21.05% 12	57	3.42
c. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	36.84% 21	33.33% 19	1.75% 1	1.75% 1	26.32% 15	57	3.43
d. I understand the College's policies and procedures for establishing a club and/or organization on campus	40.35% 23	33.33% 19	1.75% 1	1.75% 1	22.81% 13	57	3.45
e. I am satisfied with the number and types of clubs and organizations available for students on campus	40.35% 23	29.82% 17	7.02% 4	1.75% 1	21.05% 12	57	3.38

Q7 What activities would you like to see hosted on campus?

Answered: 20 Skipped: 60

Q8 Student Development (E-Building)

Answered: 58 Skipped: 22

	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.	54.39% 31	26.32% 15	5.26% 3	1.75% 1	12.28% 7	57	3.52
b. Student Development staff provide adequate solutions to students dealing with academic & personal concerns.	55.36% 31	25.00% 14	3.57% 2	3.57% 2	12.50% 7	56	3.51
c. Student Development staff provided helpful information for my career decisions and the tools necessary to gain employment.	53.57% 30	26.79% 15	0.00% 0	3.57% 2	16.07% 9	56	3.55
d. Student Development staff were helpful in providing information and assisting with my transition into a four year institution.	44.64% 25	32.14% 18	0.00% 0	3.57% 2	19.64% 11	56	3.47
e. The front desk staff in the Department of Student Development are knowledgeable and able to effectively direct students to campus resources.	54.39% 31	29.82% 17	0.00% 0	1.75% 1	14.04% 8	57	3.59
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	37.50% 21	17.86% 10	1.79% 1	1.79% 1	41.07% 23	56	3.55
g. I am satisfied with the services provided by the Disabilities Services counselor.	35.71% 20	19.64% 11	1.79% 1	1.79% 1	41.07% 23	56	3.52
h. I am satisfied with the services provided by Academic counselors.	51.79% 29	26.79% 15	1.79% 1	3.57% 2	16.07% 9	56	3.51
i. I am satisfied with the services provided by Career counselors.	46.43% 26	26.79% 15	0.00% 0	3.57% 2	23.21% 13	56	3.51

Q9 Financial Aid

Answered: 57 Skipped: 23

	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.	59.65% 34	19.30% 11	1.75% 1	3.51% 2	15.79% 9	57	3.60
b. I am satisfied with the assistance provided by Financial Aid Administrators in the completion of the verification process.	59.65% 34	17.54% 10	1.75% 1	1.75% 1	19.30% 11	57	3.67
c. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	62.50% 35	12.50% 7	1.79% 1	1.79% 1	21.43% 12	56	3.73
d. The Office of Financial Aid provides timely and informative information regarding internal and external scholarships.	57.89% 33	21.05% 12	3.51% 2	1.75% 1	15.79% 9	57	3.60
e. Financial Aid awards are announced to students in time to be helpful in college planning (paying tuition, purchasing books and school supplies, etc.).	57.89% 33	21.05% 12	3.51% 2	1.75% 1	15.79% 9	57	3.60
f. I am satisfied with services provided by Financial Aid Administrators.	60.71% 34	21.43% 12	1.79% 1	1.79% 1	14.29% 8	56	3.65
g. I am satisfied with services provided by the Veteran's Affairs Administrators.	36.36% 20	12.73% 7	0.00% 0	0.00% 0	50.91% 28	55	3.74

Q10 Federal Programs

Answered: 55 Skipped: 25

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Title III staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	41.82% 23	16.36% 9	0.00% 0	0.00% 0	41.82% 23	55	3.72
b. The Title III Transfer Student Coach and services have aided me in understanding the requirements and process to transfer to a four-year institution.	38.18% 21	14.55% 8	0.00% 0	0.00% 0	47.27% 26	55	3.72
c. The Title III educational workshops have guided my understanding of important topics such as leadership, time management and study skills.	36.36% 20	18.18% 10	0.00% 0	0.00% 0	45.45% 25	55	3.67
d. Title III staff members in the Transition Center are friendly and welcoming.	34.55% 19	18.18% 10	0.00% 0	0.00% 0	47.27% 26	55	3.66
e. 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.	38.18% 21	20.00% 11	0.00% 0	0.00% 0	41.82% 23	55	3.66
f. I am satisfied with the services provided by Title III staff.	36.36% 20	18.18% 10	0.00% 0	0.00% 0	45.45% 25	55	3.67
g. I am satisfied with the services provided by EOC staff.	38.89% 21	18.52% 10	0.00% 0	0.00% 0	42.59% 23	54	3.68

Q11 Learning Commons

Answered: 49 Skipped: 31

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Staff members in the Learning Commons are friendly and welcoming	59.18% 29	28.57% 14	2.04% 1	2.04% 1	8.16% 4	49	3.58
b. Staff members in the Learning Commons are knowledgeable and take the initiative to find answers to my questions if they do not know them	67.35% 33	18.37% 9	2.04% 1	2.04% 1	10.20% 5	49	3.68
c. There are sufficient numbers of computers and printers available within the Learning Commons to meet my needs	65.31% 32	18.37% 9	0.00% 0	2.04% 1	14.29% 7	49	3.71
d. Technology, including wireless access, works sufficiently to meet my needs within the Learning Commons	61.22% 30	20.41% 10	0.00% 0	4.08% 2	14.29% 7	49	3.62
e. The overall environment is welcoming within the available space	61.22% 30	26.53% 13	0.00% 0	2.04% 1	10.20% 5	49	3.64
f. Newer technology and furnishings are available for me to experiment and work in groups	48.98% 24	26.53% 13	2.04% 1	2.04% 1	20.41% 10	49	3.54
g. There are sufficient quiet study areas to meet my needs	59.18% 29	24.49% 12	2.04% 1	2.04% 1	12.24% 6	49	3.60
h. There are sufficient areas for groups to work together	57.14% 28	26.53% 13	0.00% 0	2.04% 1	14.29% 7	49	3.62
i. I am satisfied by the support provided by staff within the Learning Commons	59.18% 29	28.57% 14	0.00% 0	2.04% 1	10.20% 5	49	3.61

Q12 Tutoring

Answered: 49 Skipped: 31

	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	53.06% 26	22.45% 11	0.00% 0	2.04% 1	22.45% 11	49	3.63
b. The tutors are knowledgeable and helpful	53.06% 26	18.37% 9	2.04% 1	2.04% 1	24.49% 12	49	3.62
c. There are tutors available for the subject areas in which I need help in the Learning Commons	53.06% 26	22.45% 11	0.00% 0	2.04% 1	22.45% 11	49	3.63

Q13 Library Resources

Answered: 49 Skipped: 31

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Library materials including electronic databases are sufficient to meet my needs	51.02% 25	28.57% 14	0.00% 0	4.08% 2	16.33% 8	49	3.51
b. Library staff is knowledgeable and helpful	58.33% 28	22.92% 11	2.08% 1	2.08% 1	14.58% 7	48	3.61
c. I have received library instruction in one or more of my classes	58.33% 28	27.08% 13	0.00% 0	2.08% 1	12.50% 6	48	3.62
d. The library instruction I have received is satisfactory for my research needs	58.33% 28	27.08% 13	0.00% 0	2.08% 1	12.50% 6	48	3.62

Q14 Distance Learning

Answered: 50 Skipped: 30

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Distance learning staff answers technical questions in a timely manner	44.00% 22	44.00% 22	0.00% 0	2.00% 1	10.00% 5	50	3.44
b. Distance learning staff is friendly and helpful and willing to answer my questions	48.00% 24	38.00% 19	2.00% 1	2.00% 1	10.00% 5	50	3.47
c. I am satisfied with my ability to contact the distance learning staff	48.98% 24	36.73% 18	0.00% 0	2.04% 1	12.24% 6	49	3.51
d. Minimum technology requirements for my distance education course are clearly stated and information on how to obtain technologies is provided	53.06% 26	34.69% 17	2.04% 1	2.04% 1	8.16% 4	49	3.51
e. Course instructions articulate a clear description of technical and academic supports that can help students to succeed	52.00% 26	36.00% 18	2.00% 1	2.00% 1	8.00% 4	50	3.50
f. Course instructions make it clear how to get started and where to find various components of the course	52.00% 26	34.00% 17	4.00% 2	2.00% 1	8.00% 4	50	3.48
g. Communications expectations for online discussion, e-mail and other forms of interaction are clearly stated	50.00% 25	36.00% 18	2.00% 1	4.00% 2	8.00% 4	50	3.43
h. Learning activities in my distance education course provide opportunities for interaction that support active learning	50.00% 25	34.00% 17	6.00% 3	4.00% 2	6.00% 3	50	3.38

Q15 Business Office

Answered: 44 Skipped: 36

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Business Office personnel are helpful and meet my needs when I request assistance.	52.27% 23	36.36% 16	0.00% 0	0.00% 0	11.36% 5	44	3.59
b. Tuition and fees billing practices are reasonable.	45.45% 20	38.64% 17	6.82% 3	0.00% 0	9.09% 4	44	3.42
c. There are convenient ways of paying my school tuition and fees billing.	52.27% 23	34.09% 15	4.55% 2	0.00% 0	9.09% 4	44	3.52
d. The Business Office is open during hours which are convenient for most students.	45.45% 20	38.64% 17	0.00% 0	0.00% 0	15.91% 7	44	3.54

Q16 College Safety

Answered: 45 Skipped: 35

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Safety Officials are helpful.	57.78% 26	22.22% 10	0.00% 0	0.00% 0	20.00% 9	45	3.72
b. Safety Officials respond quickly to emergencies.	51.11% 23	24.44% 11	0.00% 0	0.00% 0	24.44% 11	45	3.68
c. The campus is safe and secure for all students.	60.00% 27	24.44% 11	0.00% 0	0.00% 0	15.56% 7	45	3.71

Q17 Buildings & Grounds

Answered: 45 Skipped: 35

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The parking lots are well lit and secure.	51.11% 23	26.67% 12	0.00% 0	0.00% 0	22.22% 10	45	3.66
b. The amount of student parking space on campus is adequate.	44.44% 20	33.33% 15	6.67% 3	0.00% 0	15.56% 7	45	3.45
c. The classrooms and eating facilities are clean and free of trash.	55.56% 25	26.67% 12	0.00% 0	0.00% 0	17.78% 8	45	3.68
d. The bathrooms are kept clean and stocked with needed supplies.	55.56% 25	26.67% 12	0.00% 0	0.00% 0	17.78% 8	45	3.68
e. The campus grounds are kept clean and neat.	51.11% 23	33.33% 15	0.00% 0	0.00% 0	15.56% 7	45	3.61
f. The maintenance staff are friendly and helpful.	57.78% 26	24.44% 11	0.00% 0	0.00% 0	17.78% 8	45	3.70

Q18 Information Technology

Answered: 46 Skipped: 34

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Classroom and lab technology is fast, reliable, and up to date.	50.00% 23	34.78% 16	4.35% 2	2.17% 1	8.70% 4	46	3.45
b. The helpdesk staff are responsive and helpful as well as polite and courteous.	51.11% 23	37.78% 17	2.22% 1	0.00% 0	8.89% 4	45	3.54
c. Wireless access speed and coverage are adequate.	47.83% 22	36.96% 17	8.70% 4	0.00% 0	6.52% 3	46	3.42
d. Webadvisor provides a secure and convenient way for me to pay my tuition online.	50.00% 23	36.96% 17	0.00% 0	0.00% 0	13.04% 6	46	3.58
e. Web-based services are available when needed for registration, communication, and distance learning classes.	52.17% 24	36.96% 17	2.17% 1	0.00% 0	8.70% 4	46	3.55
f. The technology services provided are sufficient to meet my educational needs.	52.17% 24	36.96% 17	2.17% 1	0.00% 0	8.70% 4	46	3.55

Q19 Bookstore

Answered: 45 Skipped: 35

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff is helpful.	51.11% 23	37.78% 17	4.44% 2	0.00% 0	6.67% 3	45	3.50
b. Textbooks required for courses are usually available in the bookstore.	51.11% 23	33.33% 15	11.11% 5	0.00% 0	4.44% 2	45	3.42
c. The Bookstore carries a variety of merchandise.	55.56% 25	31.11% 14	0.00% 0	4.44% 2	8.89% 4	45	3.51
d. The Bookstore staffing level is adequate.	57.78% 26	31.11% 14	2.22% 1	0.00% 0	8.89% 4	45	3.61

Q20 Food Service - Piedmont Café

Answered: 45 Skipped: 35

	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
a. The Café provides food and beverages courteously and in a timely manner	37.78% 17	17.78% 8	2.22% 1	2.22% 1	40.00% 18	45	3.52
b. The Café provides a satisfactory selection of food and beverages	37.78% 17	17.78% 8	2.22% 1	2.22% 1	40.00% 18	45	3.52
c. The Café prices are reasonable	33.33% 15	22.22% 10	2.22% 1	2.22% 1	40.00% 18	45	3.44
d. The Café provides healthy and nutritious alternatives	37.78% 17	17.78% 8	2.22% 1	2.22% 1	40.00% 18	45	3.52
e. Vending services are satisfactory	40.00% 18	22.22% 10	4.44% 2	2.22% 1	31.11% 14	45	3.45
f. Overall, I am satisfied with the Piedmont Café	43.18% 19	18.18% 8	2.27% 1	2.27% 1	34.09% 15	44	3.55

Q21 Foundation Office

Answered: 43 Skipped: 37

	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.	51.16% 22	18.60% 8	0.00% 0	2.33% 1	27.91% 12	43	3.65
b. I found applying for a PCC Foundation Scholarship to be easy.	42.86% 18	30.95% 13	0.00% 0	2.38% 1	23.81% 10	42	3.50
c. Information about the Pacer Promise Scholarship program is easy to find under "Paying for College" on www.piedmontcc.edu .	47.62% 20	19.05% 8	2.38% 1	0.00% 0	30.95% 13	42	3.66
d. I am aware of additional opportunities for financial support through the Foundation's Emergency Fund program.	50.00% 21	21.43% 9	0.00% 0	0.00% 0	28.57% 12	42	3.70

Q22 Public Information Office (PIO)

Answered: 42 Skipped: 38

	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.	42.86% 18	28.57% 12	0.00% 0	0.00% 0	28.57% 12	42	3.60
b. PCC's website makes it convenient to view the online class schedule.	47.62% 20	33.33% 14	4.76% 2	0.00% 0	14.29% 6	42	3.50
c. PCC's new website is easy to navigate.	43.90% 18	39.02% 16	4.88% 2	0.00% 0	12.20% 5	41	3.44
d. PCC's Facebook page is a good way to find out about College activities and news.	48.78% 20	31.71% 13	0.00% 0	0.00% 0	19.51% 8	41	3.61

Q23 Public Information Office (PIO) If you are interested in sharing your student success story please enter your name and email below or email Beth at beth.townsend@piedmontcc.edu

Answered: 4 Skipped: 76

Q24 Have you seen our advertisement about the following College activities and news (choose all that apply)

Answered: 39 Skipped: 41

ANSWER CHOICES	RESPONSES	
Scholarships	25.64%	10
Registration Dates	28.21%	11
Career Fairs	17.95%	7
Visiting 4-Year Institutions	2.56%	1
Transfer Fairs	0.00%	0
PCC Activities & Events	25.64%	10
TOTAL		39

Q25 How would you like to find out about things happening at PCC?

Answered: 41 Skipped: 39

ANSWER CHOICES	RESPONSES	
Student Email	85.37%	35
Text	26.83%	11
FaceBook	24.39%	10
SnapChat	12.20%	5
Blackboard	46.34%	19
Local Newspaper	17.07%	7
Announcements in Class	34.15%	14
Other Social Media or different type of contact:	4.88%	2
Total Respondents: 41		

Q26 Office of Research & Institutional Effectiveness (ORIE)

Answered: 41 Skipped: 39

	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.	60.00% 24	22.50% 9	2.50% 1	0.00% 0	15.00% 6	40	3.68
b. I am given the opportunity to provide adequate input about the services offered at the College.	60.00% 24	22.50% 9	2.50% 1	0.00% 0	15.00% 6	40	3.68
c. I am given the opportunity to provide adequate input about the programs offered at the College.	58.54% 24	26.83% 11	2.44% 1	0.00% 0	12.20% 5	41	3.64

Q27 In conclusion of this survey, please state any additional comments or suggestions below:

Answered: 7 Skipped: 73