Q1 General College Environment

Answered: 53   Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. College leaders clearly communicate the future direction of the College	1.89% 1	11.32% 6	41.51% 22	45.28% 24	0.00% 0	53	3.30
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	5.66% 3	11.32% 6	39.62% 21	37.74% 20	5.66% 3	53	3.16
c. Faculty and staff are treated as valued members of the College team	7.55% 4	9.43% 5	49.06% 26	32.08% 17	1.89% 1	53	3.08
d. College evaluations, salaries, promotions, and grievances are administered fairly	13.21% 7	16.98% 9	43.40% 23	18.87% 10	7.55% 4	53	2.73
e. Work loads are assigned in a fair and equitable manner	5.66% 3	20.75% 11	56.60% 30	13.21% 7	3.77% 2	53	2.80
f. Classroom space is adequate for my courses	1.89% 1	7.55% 4	26.42% 14	22.64% 12	41.51% 22	53	3.19
g. Office and work space is adequate for non-instructional environments	1.89% 1	5.66% 3	56.60% 30	32.08% 17	3.77% 2	53	3.24
h. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	0.00% 0	11.32% 6	43.40% 23	41.51% 22	3.77% 2	53	3.31
i. I believe the College is fulfilling its mission	1.89% 1	9.43% 5	52.83% 28	32.08% 17	3.77% 2	53	3.20
j. I actively encourage students to take higher level courses	0.00% 0	1.89% 1	30.19% 16	30.19% 16	37.74% 20	53	3.45
k. I encourage potential students to apply	0.00% 0	0.00% 0	46.15% 24	42.31% 22	11.54% 6	52	3.48
l. I provide sufficient student assistance and ensure a positive learning environment	0.00% 0	0.00% 0	32.08% 17	47.17% 25	20.75% 11	53	3.60
m. Overall, I am satisfied with the work environment at PCC	1.89% 1	13.21% 7	52.83% 28	28.30% 15	3.77% 2	53	3.12

Q2 Administrative Services: Physical Facilities

Answered: 52　　Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Housekeeping staff are courteous and accessible	5.77% 3	5.77% 3	38.46% 20	44.23% 23	5.77% 3	52	3.29
b. Classrooms are clean	3.85% 2	7.69% 4	25.00% 13	26.92% 14	36.54% 19	52	3.18
c. Offices are clean	5.77% 3	13.46% 7	46.15% 24	28.85% 15	5.77% 3	52	3.04
d. Restrooms are clean	9.62% 5	11.54% 6	53.85% 28	21.15% 11	3.85% 2	52	2.90
e. Restrooms are stocked regularly with supplies	5.77% 3	11.54% 6	50.00% 26	26.92% 14	5.77% 3	52	3.04
f. Lobby and lounge areas are clean	1.96% 1	7.84% 4	47.06% 24	39.22% 20	3.92% 2	51	3.29
g. Maintenance problems are resolved in a timely manner	0.00% 0	9.62% 5	42.31% 22	42.31% 22	5.77% 3	52	3.35
h. Maintenance problems are resolved satisfactorily	0.00% 0	11.54% 6	38.46% 20	44.23% 23	5.77% 3	52	3.35
i. Campus grounds are free of litter and debris	0.00% 0	0.00% 0	51.92% 27	46.15% 24	1.92% 1	52	3.47
j. Landscaping is maintained satisfactorily	1.92% 1	3.85% 2	42.31% 22	48.08% 25	3.85% 2	52	3.42
k. Interior lighting is adequate	0.00% 0	1.92% 1	55.77% 29	40.38% 21	1.92% 1	52	3.39
l. Exterior lighting is adequate	0.00% 0	1.92% 1	48.08% 25	44.23% 23	5.77% 3	52	3.45
m. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	7.69% 4	50.00% 26	34.62% 18	7.69% 4	52	3.29

Q3 Administrative Services: Security

Answered: 52   Skipped: 1

	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	5.77% 3	59.62% 31	32.69% 17	1.92% 1	52	3.27
b. I feel safe on campus	0.00% 0	0.00% 0	58.82% 30	39.22% 20	1.96% 1	51	3.40
c. Campus Security is adequate	0.00% 0	5.88% 3	58.82% 30	31.37% 16	3.92% 2	51	3.27
d. Overall, I feel that PCC provides a safe environment	0.00% 0	0.00% 0	60.78% 31	35.29% 18	3.92% 2	51	3.37

Q4 Administrative Services: Business Office

Answered: 52　　Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The cashier responds promptly and courteously to requests from faculty and staff	1.92% 1	9.62% 5	36.54% 19	40.38% 21	11.54% 6	52	3.30
b. Overall, I am satisfied with the services provided by the cashier	1.92% 1	9.62% 5	40.38% 21	36.54% 19	11.54% 6	52	3.26
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	5.77% 3	42.31% 22	28.85% 15	23.08% 12	52	3.30
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	1.92% 1	11.54% 6	32.69% 17	23.08% 12	30.77% 16	52	3.11
e. Overall, I am satisfied with Accounting Services	0.00% 0	7.69% 4	55.77% 29	25.00% 13	11.54% 6	52	3.20
f. Purchase order requests are processed in a timely manner	3.85% 2	11.54% 6	34.62% 18	25.00% 13	25.00% 13	52	3.08
g. I understand how to successfully use the new online e-procurement system	9.80% 5	9.80% 5	25.49% 13	17.65% 9	37.25% 19	51	2.81
h. I would like to have additional training on the e-procurement system	1.96% 1	11.76% 6	29.41% 15	13.73% 7	43.14% 22	51	2.97
i. Overall, I am satisfied with purchasing services	1.92% 1	11.54% 6	34.62% 18	21.15% 11	30.77% 16	52	3.08
j. Copy and printing resources are adequate	3.85% 2	9.62% 5	53.85% 28	23.08% 12	9.62% 5	52	3.06
k. Copiers function properly with little down time	1.92% 1	13.46% 7	50.00% 26	23.08% 12	11.54% 6	52	3.07
l. My check/advice is prepared correctly and received in a timely manner	0.00% 0	1.92% 1	53.85% 28	34.62% 18	9.62% 5	52	3.36
m. My leave is maintained correctly	5.77% 3	11.54% 6	48.08% 25	25.00% 13	9.62% 5	52	3.02
n. Payroll issues are handled promptly and efficiently	3.85% 2	11.54% 6	42.31% 22	30.77% 16	11.54% 6	52	3.13
o. Overall, I am satisfied by the services provided by the Business Office	0.00% 0	9.62% 5	50.00% 26	32.69% 17	7.69% 4	52	3.25

Q5 Administrative Services: Office of Human Resources

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. My retirement and other benefits are maintained accurately	5.77% 3	5.77% 3	57.69% 30	17.31% 9	13.46% 7	52	3.00
b. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	5.77% 3	13.46% 7	51.92% 27	23.08% 12	5.77% 3	52	2.98
c. The annual online/virtual registration process is effective in helping make decisions about my benefits.	1.92% 1	5.77% 3	71.15% 37	15.38% 8	5.77% 3	52	3.06
d. The Office of Human Resources communicates changes and additions to benefits in a timely manner	5.77% 3	25.00% 13	44.23% 23	19.23% 10	5.77% 3	52	2.82
e. The Office of Human Resources staff is available when I need assistance	17.31% 9	23.08% 12	42.31% 22	13.46% 7	3.85% 2	52	2.54
f. The Office of Human Resources staff is knowledgeable and resourceful	15.38% 8	25.00% 13	38.46% 20	9.62% 5	11.54% 6	52	2.48
g. Overall, I am satisfied with the Office of Human Resources	13.73% 7	21.57% 11	45.10% 23	15.69% 8	3.92% 2	51	2.65

Q6 Administrative Services: Bookstore

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff are courteous	0.00% 0	5.77% 3	50.00% 26	23.08% 12	21.15% 11	52	3.22
b. Communication between the Bookstore staff and faculty/staff is satisfactory	3.85% 2	1.92% 1	44.23% 23	25.00% 13	25.00% 13	52	3.21
c. Book orders are processed satisfactorily	3.85% 2	1.92% 1	25.00% 13	23.08% 12	46.15% 24	52	3.25
d. Office supplies are available when I need them	1.92% 1	0.00% 0	38.46% 20	21.15% 11	38.46% 20	52	3.28
e. There is an adequate supply of campus memorabilia	0.00% 0	3.85% 2	46.15% 24	23.08% 12	26.92% 14	52	3.26
f. Overall, I am satisfied with the Bookstore	1.92% 1	1.92% 1	57.69% 30	23.08% 12	15.38% 8	52	3.20

Q7 Administrative Services: Food Service

Answered: 52   Skipped: 1

	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	1.92% 1	0.00% 0	30.77% 16	40.38% 21	26.92% 14	52	3.50
b. The Pacer Café provides a satisfactory selection of food and beverages	5.77% 3	1.92% 1	36.54% 19	28.85% 15	26.92% 14	52	3.21
c. The Pacer Café prices are reasonable	1.92% 1	7.69% 4	30.77% 16	32.69% 17	26.92% 14	52	3.29
d. The Pacer Café provides healthy and nutritious alternatives	3.92% 2	7.84% 4	33.33% 17	27.45% 14	27.45% 14	51	3.16
e. Vending services are satisfactory	5.88% 3	9.80% 5	31.37% 16	23.53% 12	29.41% 15	51	3.03
f. Overall, I am satisfied with Food Services	0.00% 0	5.88% 3	37.25% 19	29.41% 15	27.45% 14	51	3.32

Q8 Administrative Services: Child Development Center

Answered: 52   Skipped: 1

	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	3.85% 2	34.62% 18	40.38% 21	21.15% 11	52	3.46
b. I am satisfied with the services provided by the Child Development Center	0.00% 0	0.00% 0	19.23% 10	26.92% 14	53.85% 28	52	3.58

Q9 Information Technology (IT)/Academic Computing

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Communications provided by IT keeps you informed about the services it provides	1.96% 1	5.88% 3	54.90% 28	37.25% 19	0.00% 0	51	3.27
b. IT keeps the technology systems it provides up and running	0.00% 0	7.69% 4	55.77% 29	34.62% 18	1.92% 1	52	3.27
c. Reliability of wired network is satisfactory	1.92% 1	3.85% 2	55.77% 29	32.69% 17	5.77% 3	52	3.27
d. Reliability of wireless network is satisfactory	1.92% 1	7.69% 4	55.77% 29	34.62% 18	0.00% 0	52	3.23
e. IT delivers promised services on a timely basis	1.92% 1	5.77% 3	55.77% 29	28.85% 15	7.69% 4	52	3.21
f. Timeliness of initial response to your inquiry is satisfactory	3.92% 2	3.92% 2	58.82% 30	29.41% 15	3.92% 2	51	3.18
g. IT staff ability to solve problem is satisfactory	0.00% 0	11.76% 6	58.82% 30	25.49% 13	3.92% 2	51	3.14
h. Technology I utilize to do my job is satisfactory	1.96% 1	1.96% 1	62.75% 32	31.37% 16	1.96% 1	51	3.26
i. Overall, I'm satisfied with services provided by IT as a whole	0.00% 0	3.92% 2	58.82% 30	33.33% 17	3.92% 2	51	3.31

Q10 Student Development: Admissions & Recruitment

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Admissions staff respond to requests promptly	1.92% 1	11.54% 6	40.38% 21	26.92% 14	19.23% 10	52	3.14
b. Admissions staff is knowledgeable	1.92% 1	5.77% 3	40.38% 21	32.69% 17	19.23% 10	52	3.29
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	3.85% 2	3.85% 2	21.15% 11	11.54% 6	59.62% 31	52	3.00
d. Recruitment staff respond to requests promptly	0.00% 0	11.54% 6	30.77% 16	26.92% 14	30.77% 16	52	3.22
e. Recruitment staff is knowledgeable	0.00% 0	7.69% 4	34.62% 18	28.85% 15	28.85% 15	52	3.30
f. Recruiting efforts are effective and satisfactory	0.00% 0	9.62% 5	34.62% 18	21.15% 11	34.62% 18	52	3.18
g. Overall, I am satisfied with the services provided for Admissions	0.00% 0	9.62% 5	38.46% 20	32.69% 17	19.23% 10	52	3.29
h. Overall, I am satisfied with the services provided for Recruiting	0.00% 0	9.62% 5	34.62% 18	26.92% 14	28.85% 15	52	3.24

Q11 Student Development: Student Engagement

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Student Activities staff respond to request promptly	0.00% 0	3.85% 2	28.85% 15	36.54% 19	30.77% 16	52	3.47
b. Student Activities staff is knowledgeable	0.00% 0	5.77% 3	32.69% 17	36.54% 19	25.00% 13	52	3.41
c. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	0.00% 0	3.85% 2	38.46% 20	38.46% 20	19.23% 10	52	3.43
d. There are a number of diverse, educational activities offered to meet the interest and needs of PCC students	1.92% 1	3.85% 2	40.38% 21	36.54% 19	17.31% 9	52	3.35
e. Student Activity opportunities are well-publicized and satisfactory	0.00% 0	13.46% 7	40.38% 21	32.69% 17	13.46% 7	52	3.22
f. I understand the College's policies and procedures for establishing a club and/or organization on campus	3.85% 2	7.69% 4	32.69% 17	25.00% 13	30.77% 16	52	3.14
g. I am satisfied with the number and types of clubs and organizations available to students.	1.92% 1	5.77% 3	44.23% 23	25.00% 13	23.08% 12	52	3.20
h. Overall, I am satisfied with the services provided for Student Activities	0.00% 0	3.85% 2	42.31% 22	36.54% 19	17.31% 9	52	3.40

Q12 Student Development: Student Records and Registration

Answered: 52   Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Records staff provide accurate information for Curriculum (CU)	0.00% 0	7.69% 4	36.54% 19	26.92% 14	28.85% 15	52	3.27
b. Records staff provide accurate information for Continuing Education (CE)	0.00% 0	3.85% 2	28.85% 15	28.85% 15	38.46% 20	52	3.41
c. Records staff provide timely information for CU	0.00% 0	7.69% 4	38.46% 20	21.15% 11	32.69% 17	52	3.20
d. Records staff provide timely information for CE	0.00% 0	3.85% 2	30.77% 16	25.00% 13	40.38% 21	52	3.35
e. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	1.92% 1	1.92% 1	40.38% 21	26.92% 14	28.85% 15	52	3.30
f. Registration staff provide accurate information for CU registration	1.92% 1	5.77% 3	34.62% 18	26.92% 14	30.77% 16	52	3.25
g. Registration staff provide accurate information for CE registration	0.00% 0	3.85% 2	28.85% 15	23.08% 12	44.23% 23	52	3.34
h. Registration staff provide timely information for CU registration	1.92% 1	5.77% 3	32.69% 17	26.92% 14	32.69% 17	52	3.26
i. Registration staff provide timely information for CE registration	0.00% 0	5.77% 3	26.92% 14	25.00% 13	42.31% 22	52	3.33
j. Overall, I am satisfied with the services provided by the Records and Registration staff	0.00% 0	3.85% 2	40.38% 21	26.92% 14	28.85% 15	52	3.32

Q13 Student Development: Financial Aid & Veteran Affairs

Answered: 51   Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Financial Aid staff provide timely and accurate information to students	0.00% 0	1.96% 1	29.41% 15	25.49% 13	43.14% 22	51	3.41
b. Financial Aid services are effective and efficient	0.00% 0	1.96% 1	29.41% 15	27.45% 14	41.18% 21	51	3.43
c. Overall, I am satisfied with the services provided by the Financial Aid staff	0.00% 0	1.96% 1	27.45% 14	29.41% 15	41.18% 21	51	3.47
d. Veterans Affairs staff provide timely accurate information to students	0.00% 0	1.96% 1	29.41% 15	19.61% 10	49.02% 25	51	3.35
e. Veterans Affairs services are effective and efficient	0.00% 0	1.96% 1	27.45% 14	21.57% 11	49.02% 25	51	3.38
f. Overall, I am satisfied with the services provided by the Veterans Affairs staff	0.00% 0	1.96% 1	27.45% 14	21.57% 11	49.02% 25	51	3.38

Q14 Student Development: Counseling

Answered: 52　　Skipped: 1

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Counselors provide accurate advising and program information to students	1.92% 1	5.77% 3	28.85% 15	19.23% 10	44.23% 23	52	3.17
b. Career Counseling Services provide information to enhance career development	1.92% 1	3.85% 2	28.85% 15	19.23% 10	46.15% 24	52	3.21
c. College Transfer Services provide adequate information on the transfer process	0.00% 0	1.92% 1	23.08% 12	23.08% 12	51.92% 27	52	3.44
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	1.92% 1	1.92% 1	25.00% 13	25.00% 13	46.15% 24	52	3.36
e. Disability services are accessible and satisfactory	0.00% 0	0.00% 0	30.77% 16	26.92% 14	42.31% 22	52	3.47
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	1.92% 1	3.85% 2	26.92% 14	19.23% 10	48.08% 25	52	3.22
g. Faculty are provided adequate updates on probationary students on their caseloads	1.92% 1	3.85% 2	23.08% 12	9.62% 5	61.54% 32	52	3.05
h. Overall, I am satisfied with Counseling Services	1.96% 1	3.92% 2	23.53% 12	23.53% 12	47.06% 24	51	3.30

Q15 Student Development: Customer Service

Answered: 52   Skipped: 1

	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	0.00% 0	32.69% 17	53.85% 28	13.46% 7	52	3.62
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	5.77% 3	30.77% 16	40.38% 21	23.08% 12	52	3.45
c. The front desk staff are professional and able to provide accurate information	0.00% 0	5.77% 3	26.92% 14	48.08% 25	19.23% 10	52	3.52
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	1.92% 1	1.92% 1	26.92% 14	44.23% 23	25.00% 13	52	3.51

Q16 Person and Caswell Learning Commons

Answered: 51   Skipped: 2

	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	47.06% 24	25.49% 13	27.45% 14	51	3.35
b. Learning Commons staff are knowledgeable and well trained to provide support to students	0.00% 0	1.96% 1	43.14% 22	27.45% 14	27.45% 14	51	3.35
c. Learning Commons resources (computers, software, testing stations) are adequate	0.00% 0	3.92% 2	31.37% 16	29.41% 15	35.29% 18	51	3.39
d. Learning Commons facilities (physical space) are adequate	0.00% 0	1.96% 1	43.14% 22	35.29% 18	19.61% 10	51	3.41
e. Learning Commons drop-in tutoring hours are convenient for students	0.00% 0	1.96% 1	25.49% 13	17.65% 9	54.90% 28	51	3.35
f. Learning Commons testing procedures are easy to follow	0.00% 0	1.96% 1	25.49% 13	15.69% 8	56.86% 29	51	3.32
g. Learning Commons testing center provides adequate test security	0.00% 0	1.96% 1	23.53% 12	15.69% 8	58.82% 30	51	3.33
h. Learning Commons promotes successful student learning outcomes	0.00% 0	0.00% 0	32.00% 16	26.00% 13	42.00% 21	50	3.45
I. Learning Commons staff respond to requests promptly	1.96% 1	0.00% 0	35.29% 18	37.25% 19	25.49% 13	51	3.45
j. Learning Commons resources (collections, databases, equipment, etc.) are adequate	0.00% 0	0.00% 0	29.41% 15	29.41% 15	41.18% 21	51	3.50
k. Learning Commons facilities (physical space) are adequate	0.00% 0	2.00% 1	36.00% 18	38.00% 19	24.00% 12	50	3.47
l. Overall, I am satisfied with Learning Commons services	0.00% 0	2.00% 1	34.00% 17	38.00% 19	26.00% 13	50	3.49

Q17 Distance Education

Answered: 51   Skipped: 2

	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	25.49% 13	29.41% 15	45.10% 23	51	3.54
b. Resources and training opportunities for using Blackboard are satisfactory	0.00% 0	3.92% 2	27.45% 14	31.37% 16	37.25% 19	51	3.44
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	0.00% 0	1.96% 1	21.57% 11	21.57% 11	54.90% 28	51	3.43
d. Support for distance-learning classroom courses is satisfactory	0.00% 0	1.96% 1	25.49% 13	25.49% 13	47.06% 24	51	3.44
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	1.96% 1	25.49% 13	29.41% 15	43.14% 22	51	3.48
f. Overall, I am satisfied with Distance Learning services	0.00% 0	1.96% 1	25.49% 13	31.37% 16	41.18% 21	51	3.50

Q18 Instruction

Answered: 50   Skipped: 3

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Instructional staff and faculty are courteous	0.00% 0	0.00% 0	48.98% 24	38.78% 19	12.24% 6	49	3.44
b. Instructional staff are knowledgeable	0.00% 0	4.00% 2	42.00% 21	36.00% 18	18.00% 9	50	3.39
c. Instructional faculty are knowledgeable	0.00% 0	0.00% 0	42.00% 21	38.00% 19	20.00% 10	50	3.48
d. The Instructional Division provides a good selection of courses for students	0.00% 0	6.00% 3	42.00% 21	32.00% 16	20.00% 10	50	3.33
e. There is enough instructional space to meet the needs of faculty and staff	2.00% 1	4.00% 2	38.00% 19	22.00% 11	34.00% 17	50	3.21
f. The Instructional Division provides various classes / schedules to meet students' needs	0.00% 0	8.00% 4	38.00% 19	28.00% 14	26.00% 13	50	3.27
g. The Instructional Division provides the most up to date equipment and resources to meet instructional needs	0.00% 0	10.00% 5	40.00% 20	16.00% 8	34.00% 17	50	3.09
h. I understand how continuing education and curriculum offerings complement each other.	4.00% 2	4.00% 2	38.00% 19	32.00% 16	22.00% 11	50	3.26
i. I understand that the Instructional Division works closely with industry partners	0.00% 0	6.00% 3	40.00% 20	32.00% 16	22.00% 11	50	3.33
j. Overall, I am satisfied with the services of the Instructional Division	0.00% 0	0.00% 0	44.00% 22	36.00% 18	20.00% 10	50	3.45

Q19 Research and Institutional Effectiveness (RIE)

Answered: 51   Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. RIE staff are knowledgeable about planning, research, and assessment	0.00% 0	1.96% 1	39.22% 20	37.25% 19	21.57% 11	51	3.45
b. RIE staff respond promptly to my requests	0.00% 0	0.00% 0	31.37% 16	43.14% 22	25.49% 13	51	3.58
c. RIE responses to my requests are helpful	0.00% 0	0.00% 0	31.37% 16	43.14% 22	25.49% 13	51	3.58
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	1.96% 1	37.25% 19	25.49% 13	35.29% 18	51	3.36
e. I understand how to use assessment results to improve my program or the service I provide at PCC	0.00% 0	3.92% 2	35.29% 18	31.37% 16	29.41% 15	51	3.39
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	0.00% 0	7.84% 4	39.22% 20	25.49% 13	27.45% 14	51	3.24
g. The RIE Web page provides access to College data and information I need most frequently	0.00% 0	1.96% 1	31.37% 16	21.57% 11	45.10% 23	51	3.36
h. Overall, I am satisfied with the services RIE staff provides	0.00% 0	1.96% 1	41.18% 21	37.25% 19	19.61% 10	51	3.44

Q20 Communications

Answered: 51   Skipped: 2

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Communications Office effectively conveys College information to students, faculty/staff, and the community	0.00% 0	5.88% 3	62.75% 32	25.49% 13	5.88% 3	51	3.21
b. Information and marketing material produced by the Communications Office are professional, represent a diverse community, and portray the College well	0.00% 0	5.88% 3	50.98% 26	37.25% 19	5.88% 3	51	3.33
c. The Communications Office is responsive to requests for assistance	0.00% 0	3.92% 2	54.90% 28	31.37% 16	9.80% 5	51	3.30
d. Communications Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	0.00% 0	3.92% 2	50.98% 26	37.25% 19	7.84% 4	51	3.36
e. The monthly e-newsletter is helpful in sharing information with PCC employees	0.00% 0	3.92% 2	50.98% 26	31.37% 16	13.73% 7	51	3.32
f. I follow what's happening at PCC by viewing the website or other social media sites	0.00% 0	7.84% 4	49.02% 25	35.29% 18	7.84% 4	51	3.30
g. I share social media posts and encourage students, employees, and friends to do the same	1.96% 1	9.80% 5	43.14% 22	21.57% 11	23.53% 12	51	3.10
h. I follow what's happening at PCC by reading the local newspaper(s)	21.57% 11	15.69% 8	31.37% 16	15.69% 8	15.69% 8	51	2.49
i. Overall, I am satisfied with the services provided by the Communications Office	0.00% 0	1.96% 1	58.82% 30	33.33% 17	5.88% 3	51	3.33

Q21 CommunicationsHow would you like to get regular updates about what's happening at PCC?

Answered: 50　　Skipped: 3

ANSWER CHOICES	RESPONSES	
Weekly Email	36.00%	18
Biweekly Email	14.00%	7
Monthly Email/Newsletter	46.00%	23
Non-Direct Methods (currently via PCC's website, social media pages, local paper)	4.00%	2
Other (please specify):	0.00%	0
TOTAL		50

Q22 Advancement

Answered: 50   Skipped: 3

	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	2.00% 1	46.00% 23	22.00% 11	30.00% 15	50	3.29
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	0.00% 0	50.00% 25	28.00% 14	22.00% 11	50	3.36
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants, faculty and staff excellence)	0.00% 0	8.00% 4	48.00% 24	30.00% 15	14.00% 7	50	3.26
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	4.00% 2	48.00% 24	30.00% 15	18.00% 9	50	3.32
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	6.00% 3	44.00% 22	30.00% 15	20.00% 10	50	3.30
f. PCC Foundation staff are knowledgeable	0.00% 0	4.00% 2	48.00% 24	34.00% 17	14.00% 7	50	3.35
g. Overall, I am satisfied with the PCC Foundation	0.00% 0	2.04% 1	53.06% 26	32.65% 16	12.24% 6	49	3.35

Q23 Did you attend any professional development activities this fiscal year?

Answered: 51   Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	86.27%	44
No	13.73%	7
TOTAL		51

Q24 Did you attend any professional development sessions at Convocation this fiscal year?

Answered: 51   Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	64.71%	33
No	35.29%	18
TOTAL		51

Q25 What types of professional development sessions would you like to attend at Convocation?

Answered: 13   Skipped: 40

Q26 Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 51   Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	66.67%	34
No	33.33%	17
TOTAL		51

Q27 Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 50   Skipped: 3

ANSWER CHOICES	RESPONSES	
Strongly Disagree	8.00%	4
Disagree	12.00%	6
Agree	52.00%	26
Strongly Agree	20.00%	10
No Assessment	8.00%	4
TOTAL		50

Q28 Have you volunteered in the community during this fiscal year?

Answered: 51　Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	37.25%	19
No	62.75%	32
TOTAL		51

Q29 If yes, please list the place(s) where you have volunteered this year.

Answered: 16   Skipped: 37

Q30 Is there additional professional development activity you would like the College to offer?

Answered: 14   Skipped: 39

Q31 Other Professional Development Comments/Recommendations

Answered: 7   Skipped: 46

Q32 Demographics: Primary Job Classification

Answered: 50   Skipped: 3

ANSWER CHOICES	RESPONSES	
Faculty	22.00%	11
Staff	78.00%	39
TOTAL		50

Q33 Demographics: Primary Job Location

Answered: 50　　Skipped: 3

ANSWER CHOICES	RESPONSES	
Person Campus and other Person County Locations	84.00%	42
Caswell Campus, other Caswell County locations, and all correctional facilities	16.00%	8
TOTAL		50

Q34 Additional Comments/Recommendations

Answered: 8   Skipped: 45