

**1. General College Environment**

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
College leaders clearly communicate the future direction of the College	1.3% (1)	3.9% (3)	<b>62.3% (48)</b>	32.5% (25)	0.0% (0)	3.26	77
Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	1.3% (1)	20.5% (16)	<b>51.3% (40)</b>	24.4% (19)	2.6% (2)	3.01	78
Faculty and staff are treated as valued members of the College team	3.9% (3)	16.9% (13)	<b>57.1% (44)</b>	20.8% (16)	1.3% (1)	2.96	77
College policies (evaluations, salaries, promotions, grievances) are administered fairly	3.9% (3)	28.6% (22)	<b>48.1% (37)</b>	18.2% (14)	1.3% (1)	2.82	77
My immediate supervisor is an effective communicator	10.4% (8)	18.2% (14)	28.6% (22)	<b>40.3% (31)</b>	2.6% (2)	3.01	77
Work loads are assigned in a fair and equitable manner	11.7% (9)	<b>31.2% (24)</b>	<b>31.2% (24)</b>	24.7% (19)	1.3% (1)	2.70	77
I have adequate developmental opportunities to improve/enhance my knowledge and skill base	2.6% (2)	10.5% (8)	<b>57.9% (44)</b>	28.9% (22)	0.0% (0)	3.13	76
I believe the College is fulfilling its mission	1.3% (1)	6.7% (5)	<b>50.7% (38)</b>	37.3% (28)	4.0% (3)	3.29	75
Overall, I am satisfied with the work environment at PCC	2.6% (2)	10.4% (8)	<b>49.4% (38)</b>	37.7% (29)	0.0% (0)	3.22	77

Comments/Recommendations 11

**answered question 78**

**skipped question 0**

## 2. Administrative Services: Physical Facilities and Security

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Housekeeping staff are courteous and accessible	0.0% (0)	3.9% (3)	35.1% (27)	<b>61.0% (47)</b>	0.0% (0)	3.57	77
Classrooms are clean	0.0% (0)	9.1% (7)	<b>46.8% (36)</b>	32.5% (25)	11.7% (9)	3.26	77
Offices are clean	0.0% (0)	9.1% (7)	<b>58.4% (45)</b>	32.5% (25)	0.0% (0)	3.23	77
Restrooms are clean	1.3% (1)	13.0% (10)	<b>45.5% (35)</b>	40.3% (31)	0.0% (0)	3.25	77
Restrooms are stocked regularly with towels and paper	1.3% (1)	5.2% (4)	42.9% (33)	<b>50.6% (39)</b>	0.0% (0)	3.43	77
Lobby and lounge areas are clean	0.0% (0)	5.2% (4)	44.2% (34)	<b>45.5% (35)</b>	5.2% (4)	3.42	77
Maintenance problems are resolved in a timely manner	5.2% (4)	6.5% (5)	<b>45.5% (35)</b>	41.6% (32)	1.3% (1)	3.25	77
Maintenance problems are resolved satisfactorily	3.9% (3)	5.2% (4)	<b>49.4% (38)</b>	37.7% (29)	3.9% (3)	3.26	77
Campus grounds are free of litter and debris	2.6% (2)	6.5% (5)	<b>46.8% (36)</b>	44.2% (34)	0.0% (0)	3.32	77
Landscaping is maintained satisfactorily	3.9% (3)	2.6% (2)	40.3% (31)	<b>53.2% (41)</b>	0.0% (0)	3.43	77
Overall, I am satisfied with the Physical Facilities Services	2.6% (2)	3.9% (3)	<b>55.3% (42)</b>	38.2% (29)	0.0% (0)	3.29	76
Interior lighting is adequate	1.3% (1)	7.9% (6)	<b>56.6% (43)</b>	34.2% (26)	0.0% (0)	3.24	76
Exterior lighting is adequate	6.7% (5)	28.0% (21)	<b>41.3% (31)</b>	22.7% (17)	1.3% (1)	2.81	75
I am aware of evacuation procedures in case of fire or other similar emergencies	3.9% (3)	6.6% (5)	<b>57.9% (44)</b>	31.6% (24)	0.0% (0)	3.17	76
I feel safe on campus	3.9% (3)	18.4% (14)	<b>51.3% (39)</b>	26.3% (20)	0.0% (0)	3.00	76

Campus Security is adequate	10.4% (8)	28.6% (22)	<b>39.0% (30)</b>	20.8% (16)	1.3% (1)	2.71	77
Overall, I am satisfied that PCC provides a safe environment	6.5% (5)	15.6% (12)	<b>54.5% (42)</b>	23.4% (18)	0.0% (0)	2.95	77
Classroom space is adequate for classes held	9.1% (7)	24.7% (19)	<b>41.6% (32)</b>	11.7% (9)	13.0% (10)	2.64	77
My office space is adequate	9.1% (7)	15.6% (12)	<b>45.5% (35)</b>	29.9% (23)	0.0% (0)	2.96	77
Comments/Recommendations							11
<b>answered question</b>							<b>77</b>
<b>skipped question</b>							<b>1</b>

### 3. Administrative Services: Business Office

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Cashier responds promptly and courteously to requests from Faculty and Staff	0.0% (0)	3.9% (3)	<b>50.6% (39)</b>	31.2% (24)	14.3% (11)	3.32	77
The Cashier responds promptly and courteously to requests from students	0.0% (0)	2.6% (2)	<b>48.1% (37)</b>	24.7% (19)	24.7% (19)	3.29	77
Overall, I am satisfied with the services provided by the Cashier	0.0% (0)	1.3% (1)	<b>54.5% (42)</b>	29.9% (23)	14.3% (11)	3.33	77
Travel requests and reimbursements are processed accurately and in a timely manner	1.3% (1)	0.0% (0)	44.2% (34)	<b>45.5% (35)</b>	9.1% (7)	3.47	77
If a problem occurs with budget accounts, the staff responds quickly to correct it	0.0% (0)	2.6% (2)	39.0% (30)	<b>41.6% (32)</b>	16.9% (13)	3.47	77
Overall, I am satisfied with Accounting services	0.0% (0)	0.0% (0)	<b>50.6% (39)</b>	42.9% (33)	6.5% (5)	3.46	77
Purchase order requests are processed accurately	5.3% (4)	7.9% (6)	<b>42.1% (32)</b>	30.3% (23)	14.5% (11)	3.14	76
Purchase order requests are processed in a timely manner	6.7% (5)	12.0% (9)	<b>40.0% (30)</b>	25.3% (19)	16.0% (12)	3.00	75
I am informed when purchase orders are delayed or backordered	10.5% (8)	17.1% (13)	<b>36.8% (28)</b>	19.7% (15)	15.8% (12)	2.78	76
Overall, I am satisfied with Purchasing services	6.6% (5)	7.9% (6)	<b>48.7% (37)</b>	23.7% (18)	13.2% (10)	3.03	76
Copy and printing resources are adequate	2.6% (2)	6.6% (5)	<b>63.2% (48)</b>	23.7% (18)	3.9% (3)	3.12	76
Copiers function properly with little down time	2.6% (2)	14.5% (11)	<b>55.3% (42)</b>	26.3% (20)	1.3% (1)	3.07	76
Overall, I am satisfied by the services provided by the Business Office	0.0% (0)	1.3% (1)	<b>64.9% (50)</b>	29.9% (23)	3.9% (3)	3.30	77

<b>answered question</b>	<b>77</b>
<b>skipped question</b>	<b>1</b>

#### 4. Administrative Services: Budget Process

	<b>Strongly Disagree</b>	<b>Disagree</b>	<b>Agree</b>	<b>Strongly Agree</b>	<b>N/A</b>	<b>Rating Average</b>	<b>Rating Count</b>
I have participated in the process of Budget Planning for my program area	2.6% (2)	2.6% (2)	<b>38.2% (29)</b>	31.6% (24)	25.0% (19)	3.32	76
I have ample time to develop my budget request for submission	2.6% (2)	3.9% (3)	<b>32.9% (25)</b>	30.3% (23)	30.3% (23)	3.30	76
Budget Planning is driven by College Goals and Objectives	1.3% (1)	2.7% (2)	<b>50.7% (38)</b>	21.3% (16)	24.0% (18)	3.21	75
Allocated funds are available when needed	3.9% (3)	11.8% (9)	<b>43.4% (33)</b>	22.4% (17)	18.4% (14)	3.03	76
Budget accounts are maintained accurately	2.6% (2)	1.3% (1)	<b>47.4% (36)</b>	25.0% (19)	23.7% (18)	3.24	76
The Budget Planning Process allocates funds in a fair and equitable manner	2.7% (2)	14.7% (11)	<b>37.3% (28)</b>	24.0% (18)	21.3% (16)	3.05	75
Overall, I am satisfied with the Budget Process	1.3% (1)	3.9% (3)	<b>52.6% (40)</b>	23.7% (18)	18.4% (14)	3.21	76

<b>answered question</b>	<b>76</b>
<b>skipped question</b>	<b>2</b>

## 5. Administrative Services: Personnel

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
My check/advice is prepared correctly and received in a timely manner	0.0% (0)	1.3% (1)	36.8% (28)	<b>61.8% (47)</b>	0.0% (0)	3.61	76
My leave, retirement, and other benefits are maintained accurately	0.0% (0)	1.3% (1)	36.8% (28)	<b>59.2% (45)</b>	2.6% (2)	3.59	76
If a problem occurs with my check/advice or benefits statement, personnel corrects it immediately	1.3% (1)	2.6% (2)	31.6% (24)	<b>52.6% (40)</b>	11.8% (9)	3.54	76
I have a clear understanding of all PCC benefits available to me	2.6% (2)	10.5% (8)	40.8% (31)	<b>44.7% (34)</b>	1.3% (1)	3.29	76
The Personnel Director communicates changes and additions to benefits in a timely manner	1.3% (1)	1.3% (1)	38.2% (29)	<b>59.2% (45)</b>	0.0% (0)	3.55	76
Overall, I am satisfied with Personnel services	0.0% (0)	2.6% (2)	40.8% (31)	<b>56.6% (43)</b>	0.0% (0)	3.54	76
Comments/Recommendations							6
<b>answered question</b>							<b>76</b>
<b>skipped question</b>							<b>2</b>

## 6. Administrative Services: Bookstore

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Bookstore staff is courteous	0.0% (0)	0.0% (0)	31.6% (24)	<b>67.1% (51)</b>	1.3% (1)	3.68	76
Communication between the Bookstore staff and Faculty/staff is satisfactory	0.0% (0)	0.0% (0)	32.9% (25)	<b>61.8% (47)</b>	5.3% (4)	3.65	76
Book orders are processed satisfactorily	0.0% (0)	1.3% (1)	26.3% (20)	<b>50.0% (38)</b>	22.4% (17)	3.63	76
Office supplies are available when I need them	0.0% (0)	3.9% (3)	40.8% (31)	<b>53.9% (41)</b>	1.3% (1)	3.51	76
There is an adequate supply of campus memorabilia	0.0% (0)	6.6% (5)	<b>46.1% (35)</b>	39.5% (30)	7.9% (6)	3.36	76
Overall, I am satisfied with the Bookstore services	0.0% (0)	0.0% (0)	36.8% (28)	<b>63.2% (48)</b>	0.0% (0)	3.63	76
					Comments/Recommendations		6
					<b>answered question</b>		<b>76</b>
					<b>skipped question</b>		<b>2</b>

## 7. Administrative Services: Administrative Computing

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The College internal data network is reliable	1.3% (1)	10.7% (8)	<b>60.0% (45)</b>	28.0% (21)	0.0% (0)	3.15	75
The GroupWise e-mail system is effective	5.3% (4)	9.3% (7)	<b>56.0% (42)</b>	29.3% (22)	0.0% (0)	3.09	75
The speed of accessing the internet is satisfactory	1.3% (1)	11.8% (9)	<b>50.0% (38)</b>	36.8% (28)	0.0% (0)	3.22	76
The response time to problems with administrative computing (UNIX, GroupWise, Internet, Blackboard, other servers) is satisfactory	1.3% (1)	11.8% (9)	<b>51.3% (39)</b>	34.2% (26)	1.3% (1)	3.20	76
I have adequate access to student records on the College computer system	0.0% (0)	5.3% (4)	<b>48.7% (37)</b>	38.2% (29)	7.9% (6)	3.36	76
The access to PCC internal information resources by internet is satisfactory	1.3% (1)	7.9% (6)	<b>56.6% (43)</b>	31.6% (24)	2.6% (2)	3.22	76
Overall, I am satisfied with services provided by Administrative Computing	0.0% (0)	10.5% (8)	<b>60.5% (46)</b>	28.9% (22)	0.0% (0)	3.18	76
Comments/Recommendations							9
<b>answered question</b>							<b>76</b>
<b>skipped question</b>							<b>2</b>



## 8. Administrative Services: Food Service

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The snack bar provides food and beverages courteously and in a timely manner	1.3% (1)	3.9% (3)	<b>42.1% (32)</b>	26.3% (20)	26.3% (20)	3.27	76
The snack bar provides a satisfactory selection of food and beverages	5.3% (4)	11.8% (9)	<b>43.4% (33)</b>	14.5% (11)	25.0% (19)	2.89	76
The snack bar prices are reasonable	2.6% (2)	10.5% (8)	<b>40.8% (31)</b>	19.7% (15)	26.3% (20)	3.05	76
The snack bar provides healthy and nutritious alternatives	6.7% (5)	17.3% (13)	<b>38.7% (29)</b>	12.0% (9)	25.3% (19)	2.75	75
Vending services are satisfactory	6.6% (5)	11.8% (9)	<b>52.6% (40)</b>	13.2% (10)	15.8% (12)	2.86	76
Overall, I am satisfied with Food Services	4.0% (3)	8.0% (6)	<b>50.7% (38)</b>	17.3% (13)	20.0% (15)	3.02	75
						Comments/Recommendations	10
						<b>answered question</b>	<b>76</b>
						<b>skipped question</b>	<b>2</b>

## 9. Student Development: Admissions

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Admissions staff respond to request promptly	1.3% (1)	12.0% (9)	<b>37.3% (28)</b>	32.0% (24)	17.3% (13)	3.21	75
Admissions staff are knowledgeable	1.3% (1)	17.3% (13)	<b>36.0% (27)</b>	29.3% (22)	16.0% (12)	3.11	75
Placement testing information provided for advising is satisfactory	1.3% (1)	8.0% (6)	<b>42.7% (32)</b>	21.3% (16)	26.7% (20)	3.15	75
Recruiting efforts are effective	2.7% (2)	5.3% (4)	<b>52.0% (39)</b>	22.7% (17)	17.3% (13)	3.15	75
Overall, I am satisfied with the services provided by the Admissions staff	1.4% (1)	8.1% (6)	<b>50.0% (37)</b>	25.7% (19)	14.9% (11)	3.17	74

Comments/Recommendations:

5

**answered question**

**75**

**skipped question**

**3**

## 10. Student Development: Financial Aid

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Financial Aid staff provides accurate information to students	0.0% (0)	5.3% (4)	<b>45.3% (34)</b>	26.7% (20)	22.7% (17)	3.28	75
Financial Aid services are effective	0.0% (0)	4.0% (3)	<b>48.0% (36)</b>	25.3% (19)	22.7% (17)	3.28	75
Overall, I am satisfied with the services provided by the Financial Aid staff	0.0% (0)	4.0% (3)	<b>48.0% (36)</b>	26.7% (20)	21.3% (16)	3.29	75
Comments/Recommendations:							5
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

## 11. Student Development: Records and Registration

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Records and Registration Office provides accurate information	0.0% (0)	9.3% (7)	<b>46.7% (35)</b>	26.7% (20)	17.3% (13)	3.21	75
The Records and Registration Office provides timely information	0.0% (0)	18.7% (14)	<b>40.0% (30)</b>	25.3% (19)	16.0% (12)	3.08	75
I have satisfactory access to student records to help me better advise students	0.0% (0)	8.0% (6)	<b>38.7% (29)</b>	25.3% (19)	28.0% (21)	3.24	75
Overall, I am satisfied with the services provided by the Records and Registration staff	0.0% (0)	8.0% (6)	<b>50.7% (38)</b>	24.0% (18)	17.3% (13)	3.19	75
Comments/Recommendations:							2
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

## 12. Student Development : Counseling

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Counselors provide accurate advising and program information to students	1.3% (1)	22.7% (17)	<b>36.0% (27)</b>	17.3% (13)	22.7% (17)	2.90	75
Career counseling services are satisfactory	1.3% (1)	5.3% (4)	<b>48.0% (36)</b>	14.7% (11)	30.7% (23)	3.10	75
Job Placement services are satisfactory	1.3% (1)	6.7% (5)	<b>40.0% (30)</b>	12.0% (9)	<b>40.0% (30)</b>	3.04	75
Transfer student services are satisfactory	2.7% (2)	8.0% (6)	<b>40.0% (30)</b>	18.7% (14)	30.7% (23)	3.08	75
Student Activities opportunities are satisfactory	1.3% (1)	5.3% (4)	<b>50.7% (38)</b>	20.0% (15)	22.7% (17)	3.16	75
Retention counseling services are satisfactory	2.7% (2)	13.5% (10)	<b>39.2% (29)</b>	13.5% (10)	31.1% (23)	2.92	74
Overall, I am satisfied with Counseling services	1.4% (1)	10.8% (8)	<b>51.4% (38)</b>	17.6% (13)	18.9% (14)	3.05	74
Comments/Recommendations:							6
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

### 13. Student Development: Student Support Services

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Tutoring services provided to the SSS grant students are satisfactory	0.0% (0)	5.3% (4)	<b>40.0% (30)</b>	25.3% (19)	29.3% (22)	3.28	75
Retention counseling services provided to the SSS grant students are satisfactory	0.0% (0)	2.7% (2)	<b>41.3% (31)</b>	22.7% (17)	33.3% (25)	3.30	75
Transfer student services provided to the SSS grant students are satisfactory	1.4% (1)	2.7% (2)	<b>39.2% (29)</b>	23.0% (17)	33.8% (25)	3.27	74
Overall, I am satisfied with the services provided by Student Support Services	0.0% (0)	2.7% (2)	<b>45.3% (34)</b>	28.0% (21)	24.0% (18)	3.33	75

Comments/Recommendations:

1

**answered question**

**75**

**skipped question**

**3**

## 14. Learning Resource Center

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
LRC staff are courteous	1.3% (1)	4.0% (3)	37.3% (28)	<b>56.0% (42)</b>	1.3% (1)	3.50	75
LRC staff are knowledgeable	0.0% (0)	0.0% (0)	44.0% (33)	<b>53.3% (40)</b>	2.7% (2)	3.55	75
LRC staff respond to request promptly	0.0% (0)	5.3% (4)	37.3% (28)	<b>54.7% (41)</b>	2.7% (2)	3.51	75
Library resources (collections, databases, equipment, etc.) are adequate	0.0% (0)	1.4% (1)	<b>52.7% (39)</b>	41.9% (31)	4.1% (3)	3.42	74
Library facilities (physical space) are adequate	0.0% (0)	1.3% (1)	40.0% (30)	<b>57.3% (43)</b>	1.3% (1)	3.57	75
Audio Visual technical support is satisfactory	4.0% (3)	4.0% (3)	<b>50.7% (38)</b>	37.3% (28)	4.0% (3)	3.26	75
Overall, I am satisfied with LRC services	1.3% (1)	1.3% (1)	46.7% (35)	<b>49.3% (37)</b>	1.3% (1)	3.46	75
Comments/Recommendations:							8
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

## 15. Learning Resource Center: Distance Learning

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Resources are available to teach distance-learning classes	0.0% (0)	0.0% (0)	33.3% (25)	<b>38.7% (29)</b>	28.0% (21)	3.54	75
Resources and training opportunities for using Blackboard are satisfactory	2.7% (2)	2.7% (2)	<b>34.7% (26)</b>	<b>34.7% (26)</b>	25.3% (19)	3.36	75
I have adequate input into the selection of distance-learning classes/resources taught in my area	5.4% (4)	4.1% (3)	24.3% (18)	28.4% (21)	<b>37.8% (28)</b>	3.22	74
Support for distance-learning classroom classes is satisfactory	1.4% (1)	2.7% (2)	<b>33.8% (25)</b>	29.7% (22)	32.4% (24)	3.36	74
Distance Learning personnel respond to requests in a timely manner	0.0% (0)	2.7% (2)	<b>36.0% (27)</b>	<b>36.0% (27)</b>	25.3% (19)	3.45	75
Overall, I am satisfied with the Distance Learning services	1.3% (1)	2.7% (2)	<b>42.7% (32)</b>	30.7% (23)	22.7% (17)	3.33	75
Comments/Recommendations:							6
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

## 16. Academic Computing

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
Computer resources in the classroom are satisfactory	1.3% (1)	1.3% (1)	<b>50.7% (38)</b>	30.7% (23)	16.0% (12)	3.32	75
Computer resources at my work station are satisfactory	0.0% (0)	2.7% (2)	<b>56.0% (42)</b>	38.7% (29)	2.7% (2)	3.37	75
Academic Computing satisfactorily maintains classroom computers and equipment	1.3% (1)	1.3% (1)	<b>42.7% (32)</b>	40.0% (30)	14.7% (11)	3.42	75
Academic Computing responds in a timely manner to request for services	1.3% (1)	1.3% (1)	<b>46.7% (35)</b>	45.3% (34)	5.3% (4)	3.44	75
Computer programs/resources are installed and available when I need them	0.0% (0)	5.3% (4)	<b>52.0% (39)</b>	37.3% (28)	5.3% (4)	3.34	75
Overall, I am satisfied with Academic Computing	0.0% (0)	1.3% (1)	<b>54.7% (41)</b>	41.3% (31)	2.7% (2)	3.41	75

Comments/Recommendations:

8

**answered question**

**75**

**skipped question**

**3**



## 17. Research and Institutional Effectiveness

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
I am familiar with the PCC Institutional Planning Process	2.7% (2)	8.0% (6)	<b>50.7% (38)</b>	30.7% (23)	8.0% (6)	3.19	75
I have had an opportunity to review the College Mission and Statement of Principles	1.3% (1)	1.3% (1)	<b>49.3% (37)</b>	41.3% (31)	6.7% (5)	3.40	75
I am familiar with my program or service area Program Objectives	0.0% (0)	1.3% (1)	<b>53.3% (40)</b>	38.7% (29)	6.7% (5)	3.40	75
I have adequate access to institutional data and publications	0.0% (0)	1.3% (1)	<b>61.3% (46)</b>	29.3% (22)	8.0% (6)	3.30	75
ORIE staff respond promptly to planning, research, and evaluation requests	0.0% (0)	0.0% (0)	<b>45.3% (34)</b>	32.0% (24)	22.7% (17)	3.41	75
ORIE staff are knowledgeable about planning, research, and evaluation	0.0% (0)	1.3% (1)	<b>45.3% (34)</b>	34.7% (26)	18.7% (14)	3.41	75
Overall, I am satisfied with the Office of Research and Institutional Effectiveness	0.0% (0)	1.4% (1)	<b>48.6% (36)</b>	36.5% (27)	13.5% (10)	3.41	74
					Comments/Recommendations:		5
					<b>answered question</b>		<b>75</b>
					<b>skipped question</b>		<b>3</b>

## 18. Public Information

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Public Information Office effectively communicates College information to students, faculty/staff, and the community	0.0% (0)	9.3% (7)	<b>69.3% (52)</b>	21.3% (16)	0.0% (0)	3.12	75
Communications produced by the Public Information Office are professional and represent the College well	0.0% (0)	10.7% (8)	<b>54.7% (41)</b>	34.7% (26)	0.0% (0)	3.24	75
The Public Information Office is responsive to requests for assistance	1.3% (1)	12.0% (9)	<b>57.3% (43)</b>	20.0% (15)	9.3% (7)	3.06	75
Public Information Office staff is knowledgeable about design, graphics, marketing, printing, and media relations	1.3% (1)	4.0% (3)	<b>50.7% (38)</b>	38.7% (29)	5.3% (4)	3.34	75
Overall, I am satisfied with the services provided by the Public Information Office	0.0% (0)	6.7% (5)	<b>66.7% (50)</b>	26.7% (20)	0.0% (0)	3.20	75
					Comments/Recommendations:		10
					<b>answered question</b>		<b>75</b>
					<b>skipped question</b>		<b>3</b>

## 19. PCC Foundation

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The PCC Foundation is effective in raising funds to supplement College resources	0.0% (0)	4.0% (3)	44.0% (33)	<b>49.3% (37)</b>	2.7% (2)	3.47	75
The PCC Foundation is responsive to requests for assistance	0.0% (0)	0.0% (0)	<b>46.7% (35)</b>	40.0% (30)	13.3% (10)	3.46	75
Fund Raising events are well organized	0.0% (0)	8.0% (6)	41.3% (31)	<b>44.0% (33)</b>	6.7% (5)	3.39	75
The Director of the PCC Foundation is knowledgeable	0.0% (0)	4.0% (3)	41.3% (31)	<b>45.3% (34)</b>	9.3% (7)	3.46	75
Overall, I am satisfied with the PCC Foundation	0.0% (0)	4.0% (3)	<b>46.7% (35)</b>	45.3% (34)	4.0% (3)	3.43	75

Comments/Recommendations:

4

**answered question**

**75**

**skipped question**

**3**

## 20. Alumni Relations

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Alumni Relations office effectively communicates alumni relations information to students, faculty/staff, and the community	0.0% (0)	0.0% (0)	38.7% (29)	<b>48.0% (36)</b>	13.3% (10)	3.55	75
The Alumni Relations office is effective in developing relationships with the College's alumni	0.0% (0)	0.0% (0)	38.7% (29)	<b>42.7% (32)</b>	18.7% (14)	3.52	75
The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.0% (0)	0.0% (0)	<b>40.0% (30)</b>	<b>40.0% (30)</b>	20.0% (15)	3.50	75
Alumni Relations events are well organized	0.0% (0)	0.0% (0)	38.7% (29)	<b>41.3% (31)</b>	20.0% (15)	3.52	75
Overall, I am satisfied with the Alumni Relations office	0.0% (0)	0.0% (0)	<b>44.0% (33)</b>	40.0% (30)	16.0% (12)	3.48	75
Comments/Recommendations:							1
<b>answered question</b>							<b>75</b>
<b>skipped question</b>							<b>3</b>

## 21. Grants

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A	Rating Average	Rating Count
The Director of Grants is effective in identifying available grants	0.0% (0)	2.7% (2)	36.0% (27)	<b>42.7% (32)</b>	18.7% (14)	3.49	75
The Director of Grants is responsive to requests for assistance	0.0% (0)	2.7% (2)	37.3% (28)	<b>38.7% (29)</b>	21.3% (16)	3.46	75
Overall, I am satisfied with the Office of Grants	0.0% (0)	0.0% (0)	<b>41.3% (31)</b>	<b>41.3% (31)</b>	17.3% (13)	3.50	75

Comments/Recommendations:

5






**answered question**

**75**

**skipped question**

**3**

## 22. Job Classification

		Response Percent	Response Count
Administrative (VP, Dean, Director, Coordinator)		18.7%	14
Faculty - Full-time		34.7%	26
Faculty - Part-time		2.7%	2
<b>Staff - Full-time</b>		<b>41.3%</b>	<b>31</b>
Staff - Part-time		2.7%	2




**answered question**

**75**

**skipped question**

**3**

**23. Primary Job Location - Please indicate the campus location where you spend most of your work time**

		Response Percent	Response Count
Person Campus		88.2%	67
Caswell Campus		10.5%	8
BYHS		0.0%	0
Business Development Center/Plant locations		1.3%	1
Correctional Facilities		0.0%	0
other		0.0%	0
<b>answered question</b>			<b>76</b>
<b>skipped question</b>			<b>2</b>

**24. Additional Comments**

	Response Count
	4
<b>answered question</b>	<b>4</b>
<b>skipped question</b>	<b>74</b>