

Q1 I take most of my classes:

Answered: 106 Skipped: 1

Answer Choices	Responses
On the Caswell County Campus	14.15% 15
On the Person County Campus	66.04% 70
Online	19.81% 21
Total	106

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

Answered: 101 Skipped: 6

Answer Choices	Responses
Recruitment Activity	1.98% 2
Radio	0.00% 0
Newspaper	5.94% 6
College Brochure in the Mail	29.70% 30
College Website	33.66% 34
Facebook	0.99% 1
High School	32.67% 33
Family member or friend	46.53% 47
Total Respondents: 101	

Q3 Admissions and Records

Answered: 96 Skipped: 11

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. When completing the admissions application in the Student Development Office, the process was easy to understand and there was assistance available when/if I needed it.	46.88% 45	45.83% 44	3.13% 3	0.00% 0	4.17% 4	96	3.46
b. When I registered for placement testing, I was given information about preparing for the test that was easy to access and understand.	25.00% 24	43.75% 42	12.50% 12	7.29% 7	11.46% 11	96	2.98
c. Class schedules and program information are easy to access online through WebAdvisor.	38.54% 37	42.71% 41	10.42% 10	4.17% 4	4.17% 4	96	3.21
d. Staff in Admissions is knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	48.96% 47	46.88% 45	2.08% 2	0.00% 0	2.08% 2	96	3.48

e. Staff in Registration and Records is knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	44.68% 42	43.62% 41	5.32% 5	3.19% 3	3.19% 3	94	3.34
f. I am satisfied with the services provided by the Admissions Staff.	45.26% 43	49.47% 47	3.16% 3	0.00% 0	2.11% 2	95	3.43
g. I am satisfied with the services provided by the Registration and Records Staff.	42.55% 40	50.00% 47	4.26% 4	0.00% 0	3.19% 3	94	3.40

Q4 Student Activities

Answered: 96 Skipped: 11

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. There is a variety of activities offered on campus.	22.92% 22	50.00% 48	8.33% 8	3.13% 3	15.63% 15	96	3.10

Q5 What activities would you like to see hosted on campus?

Answered: 44 Skipped: 63

Q6 Counseling Center (Student Development E-Building)

Answered: 96 Skipped: 11

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Academic counselors are knowledgeable about programs when helping me register for classes.	39.58% 38	37.50% 36	7.29% 7	2.08% 2	13.54% 13	96	3.33
b. The Counselors provide adequate solutions to students dealing with academic & personal concerns.	32.29% 31	32.29% 31	7.29% 7	1.04% 1	27.08% 26	96	3.31
c. The Career counselor provided information that helped me decide on a career.	19.15% 18	28.72% 27	4.26% 4	4.26% 4	43.62% 41	94	3.11
d. The Career counselor provides students with the tools needed to gain employment.	17.71% 17	31.25% 30	2.08% 2	3.13% 3	45.83% 44	96	3.17
e. The Transfer counselor was helpful in my planning to transition to a four year university.	18.75% 18	17.71% 17	3.13% 3	2.08% 2	58.33% 56	96	3.27
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	14.58% 14	16.67% 16	2.08% 2	1.04% 1	65.63% 63	96	3.30
g. I am satisfied with the services provided by the Disabilities Services counselor.	15.05% 14	18.28% 17	2.15% 2	1.08% 1	63.44% 59	93	3.29
h. I am satisfied with the services provided by Academic counselors.	31.58% 30	38.95% 37	6.32% 6	3.16% 3	20.00% 19	95	3.24
i. I am satisfied with the services provided by Career counselors.	18.95% 18	28.42% 27	5.26% 5	3.16% 3	44.21% 42	95	3.13

Q7 Financial Aid Office

Answered: 96 Skipped: 11

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Financial Aid counselors are helpful when answering question about the FAFSA, submitting required documents, and how drops/withdrawals affect my award.	39.58% 38	36.46% 35	3.13% 3	4.17% 4	16.67% 16	96	3.34
b. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	23.96% 23	32.29% 31	4.17% 4	5.21% 5	34.38% 33	96	3.14
c. Financial Aid awards are announced to students in time to be helpful in college planning (pay tuition, purchase books and school supplies, etc.).	33.33% 32	37.50% 36	6.25% 6	3.13% 3	19.79% 19	96	3.26
d. I am satisfied with services provided by Financial Aid counselors.	34.38% 33	38.54% 37	6.25% 6	3.13% 3	17.71% 17	96	3.27
e. I am satisfied with services provided by Veteran's Affairs counselors.	17.71% 17	18.75% 18	3.13% 3	1.04% 1	59.38% 57	96	3.31

Q8 TRiO Programs

Answered: 96 Skipped: 11

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Student Support Services (SSS) staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	33.33% 32	29.17% 28	0.00% 0	0.00% 0	37.50% 36	96	3.53
b. 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.	29.17% 28	26.04% 25	2.08% 2	0.00% 0	42.71% 41	96	3.47
c. I am satisfied with the services provided by SSS staff.	32.63% 31	31.58% 30	0.00% 0	0.00% 0	35.79% 34	95	3.51
d. I am satisfied with the services provided by EOC staff.	27.08% 26	30.21% 29	0.00% 0	0.00% 0	42.71% 41	96	3.47

Q9 Academic Success Center

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. The Academic Success Center adequately meets the needs of students.	46.15% 42	36.26% 33	1.10% 1	0.00% 0	16.48% 15	91	3.54
b. Tutoring services are readily available and offered at times that fit my schedule.	41.57% 37	28.09% 25	2.25% 2	2.25% 2	25.84% 23	89	3.47

Q10 Learning Resources Center

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
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a. Library resources and services are adequate.	36.26% 33	53.85% 49	0.00% 0	0.00% 0	9.89% 9	91	3.40
b. There are a sufficient number of study areas on campus.	32.97% 30	50.55% 46	5.49% 5	2.20% 2	8.79% 8	91	3.25
c. There are sufficient distance education support services.	30.77% 28	36.26% 33	4.40% 4	0.00% 0	28.57% 26	91	3.37

Q11 Foundation Office

Answered: 91 Skipped: 16

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. The Foundation Office communicates to students what scholarships are available through their office and how to apply for them.	27.47% 25	32.97% 30	5.49% 5	0.00% 0	34.07% 31	91	3.33
b. The Alumni Partnership reaches out to students with information about FREE membership.	25.27% 23	27.47% 25	3.30% 3	1.10% 1	42.86% 39	91	3.35
c. Alumni Partnership activities, such as Exam Break, have been beneficial to students.	28.57% 26	21.98% 20	2.20% 2	0.00% 0	47.25% 43	91	3.50

Q12 Public Information Office

Answered: 93 Skipped: 14

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. PCC's printed schedule booklet is a helpful tool for registering for classes.	38.04% 35	44.57% 41	4.35% 4	2.17% 2	10.87% 10	92	3.33
b. PCC's website makes it convenient to view the online class schedule.	39.13% 36	41.30% 38	5.43% 5	3.26% 3	10.87% 10	92	3.30
c. PCC's Facebook page is a good way to find out about College activities and news.	21.74% 20	29.35% 27	2.17% 2	1.09% 1	45.65% 42	92	3.32

Q13 Institutional Effectiveness

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. I am given the opportunity to provide adequate input about the College.	30.43% 28	34.78% 32	10.87% 10	1.09% 1	22.83% 21	92	3.23
b. I am given the opportunity to provide adequate input about the services offered at the College.	30.77% 28	35.16% 32	8.79% 8	1.10% 1	24.18% 22	91	3.26
c. I am given the opportunity to provide adequate input about the programs offered at the College.	31.52% 29	32.61% 30	10.87% 10	3.26% 3	21.74% 20	92	3.18

Q14 Business Office

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Tuition and fees billing practices are reasonable.	35.16% 32	43.96% 40	9.89% 9	0.00% 0	10.99% 10	91	3.28
b. There are convenient ways of paying my school tuition and fees billing.	37.36% 34	41.76% 38	5.49% 5	0.00% 0	15.38% 14	91	3.38
c. The Business Office is open during hours which are convenient for most students.	32.22% 29	46.67% 42	4.44% 4	0.00% 0	16.67% 15	90	3.33

Q15 College Safety

Answered: 91 Skipped: 16

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Safety Officials are helpful.	28.57% 26	31.87% 29	3.30% 3	1.10% 1	35.16% 32	91	3.36
b. Safety Officials respond quickly to emergencies.	24.18% 22	27.47% 25	2.20% 2	2.20% 2	43.96% 40	91	3.31
c. The campus is safe and secure for all students.	32.22% 29	35.56% 32	10.00% 9	1.11% 1	21.11% 19	90	3.25

Q16 Buildings & Grounds

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. The parking lots are well lit and secure.	34.78% 32	47.83% 44	5.43% 5	5.43% 5	6.52% 6	92	3.20
b. The amount of student parking space on campus is adequate.	32.97% 30	49.45% 45	8.79% 8	3.30% 3	5.49% 5	91	3.19
c. The classrooms and eating facilities are clean and free of trash.	47.25% 43	47.25% 43	2.20% 2	0.00% 0	3.30% 3	91	3.47
d. The bathrooms are kept clean and stocked with needed supplies.	46.15% 42	42.86% 39	5.49% 5	1.10% 1	4.40% 4	91	3.40
e. The campus grounds are kept clean and neat.	51.65% 47	47.25% 43	0.00% 0	0.00% 0	1.10% 1	91	3.52
f. The maintenance staff are friendly and helpful.	48.35% 44	38.46% 35	3.30% 3	1.10% 1	8.79% 8	91	3.47

Q17 Information Technology

Answered: 91 Skipped: 16

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Classroom and lab technology is fast, reliable, and up to date.	32.97% 30	49.45% 45	8.79% 8	1.10% 1	7.69% 7	91	3.24
b. The helpdesk staff are responsive and helpful as well as polite and courteous.	43.96% 40	39.56% 36	1.10% 1	1.10% 1	14.29% 13	91	3.47

c. Wireless access speed and coverage are adequate.	39.56% 36	38.46% 35	7.69% 7	3.30% 3	10.99% 10	91	3.28
d. Webadvisor provides a secure and convenient way for me to pay my tuition online.	32.97% 30	29.67% 27	2.20% 2	1.10% 1	34.07% 31	91	3.43
e. Web-based services are available when needed for registration, communication, and distance learning classes.	39.56% 36	39.56% 36	4.40% 4	0.00% 0	16.48% 15	91	3.42
f. The technology services provided are sufficient to meet my educational needs.	37.78% 34	44.44% 40	5.56% 5	0.00% 0	12.22% 11	90	3.37

Q18 Bookstore

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
a. Bookstore staff is helpful.	47.83% 44	40.22% 37	4.35% 4	6.52% 6	1.09% 1	92	3.31
b. Textbooks required for courses are usually available in the bookstore.	40.66% 37	45.05% 41	8.79% 8	4.40% 4	1.10% 1	91	3.23
c. The Bookstore carries a variety of merchandise.	40.00% 36	48.89% 44	4.44% 4	4.44% 4	2.22% 2	90	3.27
d. The Bookstore staffing level is adequate.	38.46% 35	49.45% 45	5.49% 5	4.40% 4	2.20% 2	91	3.25

Q19 Piedmont Community College

Answered: 92 Skipped: 15

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Average Rating
On a whole, the campus is well-maintained.	46.74% 43	50.00% 46	2.17% 2	0.00% 0	1.09% 1	92	3.45

Q20 Additional comments or suggestions:

Answered: 12 Skipped: 95