

Q1 I take most of my classes:

Answered: 135 Skipped: 0

Answer Choices	Responses
On the Caswell County Campus	10.37% 14
On the Person County Campus	69.63% 94
Online	20.00% 27
Total	135

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

Answered: 123 Skipped: 12

Answer Choices	Responses
Banner/Sign in Town	8.13% 10
Billboard	7.32% 9
College Website	44.72% 55
DMV Office	0.00% 0
Facebook	2.44% 3
Friend or Family Member	35.77% 44
High School	32.52% 40
Instagram	0.81% 1
Mailing from PCC	25.20% 31
Newspaper	8.13% 10
Personal Contact	20.33% 25
Radio	1.63% 2
Recruitment Activity	1.63% 2
Twitter	0.81% 1
YouTube	0.00% 0
Total Respondents: 123	

Q3 Admissions and Records

Answered: 110 Skipped: 25

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
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.	50.93% 55	44.44% 48	1.85% 2	1.85% 2	0.93% 1	108	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.	37.74% 40	49.06% 52	2.83% 3	1.89% 2	8.49% 9	106	3.34
c. Class schedules and program information are easy to access online through WebAdvisor.	37.38% 40	49.53% 53	7.48% 8	2.80% 3	2.80% 3	107	3.25
d. Staff in Admissions is knowledgeable and helpful when answering questions about the application, requesting transcripts or placement test and scores.	49.54% 54	43.12% 47	3.67% 4	0.92% 1	2.75% 3	109	3.45
e. Staff in Registration and Records is knowledgeable and helpful when answering questions about registration, grades, transcripts, transfer credit or graduation.	50.00% 54	41.67% 45	2.78% 3	0.93% 1	4.63% 5	108	3.48
f. I am satisfied with the services provided by the Admissions Staff.	46.73% 50	48.60% 52	1.87% 2	0.93% 1	1.87% 2	107	3.44
g. I am satisfied with the services provided by the Registration and Records Staff.	48.60% 52	42.99% 46	2.80% 3	0.93% 1	4.67% 5	107	3.46

Q4 Student Activities

Answered: 106 Skipped: 29

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. There is a variety of activities offered on campus.	26.42% 28	41.51% 44	8.49% 9	0.00% 0	23.58% 25	106	3.23

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

Answered: 34 Skipped: 101

Q6 Counseling Center (Student Development E-Building)

Answered: 107 Skipped: 28

	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.	39.25% 42	32.71% 35	4.67% 5	1.87% 2	21.50% 23	107	3.39
b. The Counselors provide adequate solutions to students dealing with academic & personal concerns.	35.51% 38	34.58% 37	3.74% 4	0.93% 1	25.23% 27	107	3.40
c. The Career counselor provided information that helped me decide on a career.	28.30% 30	26.42% 28	1.89% 2	1.89% 2	41.51% 44	106	3.39
d. The Career counselor provides students with the tools needed to gain employment.	26.42% 28	18.87% 20	5.66% 6	0.94% 1	48.11% 51	106	3.36
e. The Transfer counselor was helpful in my planning to transition to a four year university.	26.67% 28	17.14% 18	1.90% 2	0.00% 0	54.29% 57	105	3.54
f. The Disabilities Services counselor is helpful in accommodating my additional need(s).	22.33% 23	10.68% 11	0.00% 0	0.97% 1	66.02% 68	103	3.60
g. I am satisfied with the services provided by the Disabilities Services counselor.	20.39% 21	13.59% 14	0.00% 0	0.97% 1	65.05% 67	103	3.53

h. I am satisfied with the services provided by Academic counselors.	33.64% 36	34.58% 37	5.61% 6	0.93% 1	25.23% 27	107	3.35
i. I am satisfied with the services provided by Career counselors.	25.96% 27	25.00% 26	3.85% 4	0.96% 1	44.23% 46	104	3.36

Q7 Financial Aid Office

Answered: 106 Skipped: 29

	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.	39.62% 42	31.13% 33	4.72% 5	3.77% 4	20.75% 22	106	3.35
b. I am satisfied with the assistance provided by Financial Aid Administrators in the completion of the verification process through the School Servicing Center.	37.14% 39	32.38% 34	3.81% 4	2.86% 3	23.81% 25	105	3.36
c. There is an adequate number of Financial Aid workshops offered for students to learn about the financial aid process.	28.30% 30	26.42% 28	7.55% 8	0.94% 1	36.79% 39	106	3.30
d. Financial Aid awards are announced to students in time to be helpful in college planning (paying tuition, purchasing books and school supplies, etc.).	37.74% 40	31.13% 33	5.66% 6	1.89% 2	23.58% 25	106	3.37
e. I am satisfied with services provided by Financial Aid Administrators.	37.74% 40	31.13% 33	4.72% 5	2.83% 3	23.58% 25	106	3.36
f. I am satisfied with services provided by the Veteran's Affairs Administrators.	20.95% 22	16.19% 17	1.90% 2	0.00% 0	60.95% 64	105	3.49

Q8 TRiO Programs

Answered: 106 Skipped: 29

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Student Support Services (SSS) staff are knowledgeable when helping me with tutoring, academic counseling, transfer planning or academic assessments.	22.64% 24	27.36% 29	0.94% 1	0.00% 0	49.06% 52	106	3.43
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.	24.04% 25	19.23% 20	2.88% 3	0.96% 1	52.88% 55	104	3.41
c. I am satisfied with the services provided by SSS staff.	22.86% 24	22.86% 24	3.81% 4	0.00% 0	50.48% 53	105	3.38
d. I am satisfied with the services provided by EOC staff.	21.15% 22	20.19% 21	2.88% 3	0.00% 0	55.77% 58	104	3.41

Q9 Academic Success Center

Answered: 97 Skipped: 38

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The Academic Success Center adequately meets the needs of students.	43.30% 42	31.96% 31	0.00% 0	1.03% 1	23.71% 23	97	3.54

b. Tutoring services are readily available and offered at times that fit my schedule.	40.21% 39	22.68% 22	1.03% 1	0.00% 0	36.08% 35	97	3.61
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Q10 Learning Resources Centers

Answered: 97 Skipped: 38

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Library resources and services are adequate.	48.45% 47	38.14% 37	3.09% 3	1.03% 1	9.28% 9	97	3.48
b. There are a sufficient number of study areas on campus.	41.24% 40	38.14% 37	4.12% 4	2.06% 2	14.43% 14	97	3.39
c. The Library staff is approachable and helpful.	49.48% 48	36.08% 35	3.09% 3	2.06% 2	9.28% 9	97	3.47

Q11 Distance Education

Answered: 97 Skipped: 38

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. There are sufficient distance education support services.	31.96% 31	38.14% 37	1.03% 1	0.00% 0	28.87% 28	97	3.43

Q12 Foundation Office

Answered: 97 Skipped: 38

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The Foundation Office communicates to students what scholarships are available through their office and how to apply for them.	35.05% 34	22.68% 22	5.15% 5	2.06% 2	35.05% 34	97	3.40
b. The Alumni Partnership reaches out to students with information about FREE membership.	30.93% 30	17.53% 17	3.09% 3	3.09% 3	45.36% 44	97	3.40
c. Alumni Partnership activities, such as Exam Break, have been beneficial to students.	35.05% 34	17.53% 17	0.00% 0	2.06% 2	45.36% 44	97	3.57

Q13 Public Information Office

Answered: 98 Skipped: 37

	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% 42	35.71% 35	7.14% 7	0.00% 0	14.29% 14	98	3.42
b. PCC's website makes it convenient to view the online class schedule.	52.04% 51	35.71% 35	8.16% 8	1.02% 1	3.06% 3	98	3.43
c. PCC's Facebook page is a good way to find out about College activities and news.	35.71% 35	27.55% 27	2.04% 2	2.04% 2	32.65% 32	98	3.44

Q14 Have you seen our advertisement

about the following College activities and news (choose all that apply)

Answered: 52 Skipped: 83

Answer Choices	Responses
Scholarships	100.00% 52
Total	52

Q15 Institutional Effectiveness

Answered: 96 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.	40.00% 38	38.95% 37	8.42% 8	2.11% 2	10.53% 10	95	3.31
b. I am given the opportunity to provide adequate input about the services offered at the College.	39.58% 38	40.63% 39	8.33% 8	1.04% 1	10.42% 10	96	3.33
c. I am given the opportunity to provide adequate input about the programs offered at the College.	39.58% 38	38.54% 37	9.38% 9	1.04% 1	11.46% 11	96	3.32

Q16 Business Office

Answered: 94 Skipped: 41

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Tuition and fees billing practices are reasonable.	39.36% 37	45.74% 43	7.45% 7	1.06% 1	6.38% 6	94	3.32
b. There are convenient ways of paying my school tuition and fees billing.	42.55% 40	42.55% 40	5.32% 5	0.00% 0	9.57% 9	94	3.41
c. The Business Office is open during hours which are convenient for most students.	37.63% 35	44.09% 41	3.23% 3	0.00% 0	15.05% 14	93	3.41

Q17 College Safety

Answered: 95 Skipped: 40

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Safety Officials are helpful.	40.00% 38	27.37% 26	3.16% 3	0.00% 0	29.47% 28	95	3.52
b. Safety Officials respond quickly to emergencies.	36.84% 35	18.95% 18	1.05% 1	1.05% 1	42.11% 40	95	3.58
c. The campus is safe and secure for all students.	41.05% 39	38.95% 37	3.16% 3	3.16% 3	13.68% 13	95	3.37

Q18 Buildings & Grounds

Answered: 95 Skipped: 40

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. The parking lots are well lit and secure.	38.95% 37	42.11% 40	8.42% 8	4.21% 4	6.32% 6	95	3.24
b. The amount of student parking space on campus is adequate.	38.95% 37	53.68% 51	4.21% 4	1.05% 1	2.11% 2	95	3.33
c. The classrooms and eating facilities are clean and free of trash.	45.26% 43	47.37% 45	4.21% 4	0.00% 0	3.16% 3	95	3.42
d. The bathrooms are kept clean and stocked with needed supplies.	45.26% 43	40.00% 38	8.42% 8	3.16% 3	3.16% 3	95	3.32
e. The campus grounds are kept clean and neat.	55.79% 53	40.00% 38	2.11% 2	1.05% 1	1.05% 1	95	3.52
f. The maintenance staff are friendly and helpful.	45.26% 43	41.05% 39	1.05% 1	0.00% 0	12.63% 12	95	3.51

Q19 Information Technology

Answered: 95 Skipped: 40

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Classroom and lab technology is fast, reliable, and up to date.	30.85% 29	40.43% 38	15.96% 15	3.19% 3	9.57% 9	94	3.09
b. The helpdesk staff are responsive and helpful as well as polite and courteous.	35.11% 33	41.49% 39	1.06% 1	1.06% 1	21.28% 20	94	3.41
c. Wireless access speed and coverage are adequate.	30.85% 29	39.36% 37	14.89% 14	8.51% 8	6.38% 6	94	2.99
d. Webadvisor provides a secure and convenient way for me to pay my tuition online.	35.79% 34	37.89% 36	3.16% 3	0.00% 0	23.16% 22	95	3.42
e. Web-based services are available when needed for registration, communication, and distance learning classes.	37.89% 36	46.32% 44	3.16% 3	2.11% 2	10.53% 10	95	3.34
f. The technology services provided are sufficient to meet my educational needs.	38.95% 37	48.42% 46	3.16% 3	1.05% 1	8.42% 8	95	3.37

Q20 Bookstore

Answered: 94 Skipped: 41

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
a. Bookstore staff is helpful.	55.32% 52	31.91% 30	5.32% 5	1.06% 1	6.38% 6	94	3.51
b. Textbooks required for courses are usually available in the bookstore.	46.81% 44	34.04% 32	5.32% 5	3.19% 3	10.64% 10	94	3.39
c. The Bookstore carries a variety of merchandise.	41.49% 39	38.30% 36	5.32% 5	4.26% 4	10.64% 10	94	3.31
d. The Bookstore staffing level is adequate.	48.94% 46	39.36% 37	3.19% 3	2.13% 2	6.38% 6	94	3.44

Q21 Piedmont Community College

Answered: 94 Skipped: 41

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Total	Weighted Average
On a whole, the PCC campus is well-maintained.	45.74% 43	48.94% 46	3.19% 3	0.00% 0	2.13% 2	94	3.43

Q22 Additional comments or suggestions:

Answered: 13 Skipped: 122