Q1 General College Environment

Answered: 79   Skipped: 0

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. College leaders clearly communicate the future direction of the College	10.13% 8	31.65% 25	41.77% 33	15.19% 12	1.27% 1	79	2.63
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	15.19% 12	24.05% 19	39.24% 31	15.19% 12	6.33% 5	79	2.58
c. Faculty and staff are treated as valued members of the College team	11.39% 9	25.32% 20	49.37% 39	13.92% 11	0.00% 0	79	2.66
d. College evaluations, salaries, promotions, and grievances are administered fairly	16.46% 13	25.32% 20	37.97% 30	7.59% 6	12.66% 10	79	2.42
e. Work loads are assigned in a fair and equitable manner	12.82% 10	28.21% 22	43.59% 34	8.97% 7	6.41% 5	78	2.52
f. Classroom space is adequate for my courses	6.33% 5	7.59% 6	39.24% 31	10.13% 8	36.71% 29	79	2.84
g. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	7.69% 6	16.67% 13	51.28% 40	21.79% 17	2.56% 2	78	2.89
h. I believe the College is fulfilling its mission	6.41% 5	26.92% 21	48.72% 38	11.54% 9	6.41% 5	78	2.70
i. I actively encourage students to take higher level courses	0.00% 0	0.00% 0	35.90% 28	44.87% 35	19.23% 15	78	3.56
j. I encourage potential students to apply	0.00% 0	0.00% 0	38.46% 30	55.13% 43	6.41% 5	78	3.59
k. I provide sufficient student assistance and ensure a positive learning environment	0.00% 0	0.00% 0	22.78% 18	63.29% 50	13.92% 11	79	3.74
l. Overall, I am satisfied with the work environment at PCC	10.26% 8	26.92% 21	43.59% 34	17.95% 14	1.28% 1	78	2.70

Q2 Administrative Services: Physical Facilities and Security

Answered: 74   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Housekeeping staff are courteous and accessible	0.00% 0	2.70% 2	41.89% 31	55.41% 41	0.00% 0	74	3.53
b. Classrooms are clean	0.00% 0	2.70% 2	39.19% 29	36.49% 27	21.62% 16	74	3.43
c. Offices are clean	1.35% 1	2.70% 2	54.05% 40	41.89% 31	0.00% 0	74	3.36
d. Restrooms are clean	1.35% 1	9.46% 7	43.24% 32	45.95% 34	0.00% 0	74	3.34
e. Restrooms are stocked regularly with supplies	1.35% 1	4.05% 3	44.59% 33	50.00% 37	0.00% 0	74	3.43
f. Lobby and lounge areas are clean	0.00% 0	1.35% 1	52.70% 39	45.95% 34	0.00% 0	74	3.45
g. Maintenance problems are resolved in a timely manner	0.00% 0	10.81% 8	45.95% 34	36.49% 27	6.76% 5	74	3.28
h. Maintenance problems are resolved satisfactorily	0.00% 0	6.76% 5	48.65% 36	41.89% 31	2.70% 2	74	3.36
i. Campus grounds are free of litter and debris	2.74% 2	15.07% 11	42.47% 31	39.73% 29	0.00% 0	73	3.19
j. Landscaping is maintained satisfactorily	5.48% 4	15.07% 11	36.99% 27	42.47% 31	0.00% 0	73	3.16
k. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	12.16% 9	41.89% 31	44.59% 33	1.35% 1	74	3.33
l. Interior lighting is adequate	0.00% 0	6.76% 5	55.41% 41	37.84% 28	0.00% 0	74	3.31
m. Exterior lighting is adequate	6.76% 5	13.51% 10	52.70% 39	27.03% 20	0.00% 0	74	3.00
n. I am aware of evacuation procedures in case of fire or other similar emergencies	0.00% 0	2.70% 2	55.41% 41	41.89% 31	0.00% 0	74	3.39
o. I feel safe on campus	1.35% 1	9.46% 7	54.05% 40	32.43% 24	2.70% 2	74	3.21
p. Campus Security is adequate	2.70% 2	21.62% 16	41.89% 31	27.03% 20	6.76% 5	74	3.00
q. Overall, I feel that PCC provides a safe environment	0.00% 0	13.70% 10	53.42% 39	31.51% 23	1.37% 1	73	3.18

Q3 Administrative Services: Business Office

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The cashier responds promptly and courteously to requests from faculty and staff	1.37% 1	2.74% 2	47.95% 35	32.88% 24	15.07% 11	73	3.32
b. Overall, I am satisfied with the services provided by the cashier	1.39% 1	1.39% 1	48.61% 35	36.11% 26	12.50% 9	72	3.37
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	4.11% 3	41.10% 30	41.10% 30	13.70% 10	73	3.43
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	1.37% 1	5.48% 4	36.99% 27	35.62% 26	20.55% 15	73	3.34
e. Overall, I am satisfied with Accounting Services	1.37% 1	2.74% 2	43.84% 32	41.10% 30	10.96% 8	73	3.40
f. Purchase order requests are processed in a timely manner	0.00% 0	4.11% 3	32.88% 24	31.51% 23	31.51% 23	73	3.40
g. I understand how to successfully use the new online e-procurement system	8.22% 6	12.33% 9	28.77% 21	9.59% 7	41.10% 30	73	2.67
h. I would like to have additional training on the e-procurement system	5.56% 4	16.67% 12	23.61% 17	13.89% 10	40.28% 29	72	2.77
i. Overall, I am satisfied with purchasing services	0.00% 0	5.56% 4	34.72% 25	29.17% 21	30.56% 22	72	3.34
j. Copy and printing resources are adequate	1.41% 1	8.45% 6	54.93% 39	25.35% 18	9.86% 7	71	3.16
k. Copiers function properly with little down time	5.48% 4	12.33% 9	50.68% 37	27.40% 20	4.11% 3	73	3.04
l. Overall, I am satisfied by the services provided by the Business Office	1.37% 1	0.00% 0	58.90% 43	35.62% 26	4.11% 3	73	3.34

Q4 Administrative Services: Personnel/Payroll

Answered: 73   Skipped: 6

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. My check/advice is prepared correctly and received in a timely manner	**0.00%** 0	**0.00%** 0	**41.10%** 30	**56.16%** 41	**2.74%** 2	73	3.58
b. My leave, retirement, and other benefits are maintained accurately	**0.00%** 0	**4.11%** 3	**41.10%** 30	**46.58%** 34	**8.22%** 6	73	3.46
c. Payroll issues are handled promptly and efficiently	**0.00%** 0	**4.11%** 3	**35.62%** 26	**50.68%** 37	**9.59%** 7	73	3.52
d. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	**2.74%** 2	**1.37%** 1	**41.10%** 30	**52.05%** 38	**2.74%** 2	73	3.46
e. The annual benefits fair is helpful when making decisions about my benefits.	**0.00%** 0	**5.48%** 4	**43.84%** 32	**36.99%** 27	**13.70%** 10	73	3.37
f. The Personnel/Payroll Department communicates changes and additions to benefits in a timely manner	**1.37%** 1	**4.11%** 3	**41.10%** 30	**52.05%** 38	**1.37%** 1	73	3.46
g. Overall, I am satisfied with the Personnel/Payroll Department	**0.00%** 0	**4.11%** 3	**41.10%** 30	**53.42%** 39	**1.37%** 1	73	3.50

Q5 Administrative Services: Bookstore

Answered: 74   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Bookstore staff are courteous	0.00% 0	1.35% 1	37.84% 28	58.11% 43	2.70% 2	74	3.58
b. Communication between the Bookstore staff and faculty/staff is satisfactory	0.00% 0	2.70% 2	43.24% 32	50.00% 37	4.05% 3	74	3.49
c. Book orders are processed satisfactorily	0.00% 0	0.00% 0	25.68% 19	41.89% 31	32.43% 24	74	3.62
d. Office supplies are available when I need them	0.00% 0	4.05% 3	43.24% 32	44.59% 33	8.11% 6	74	3.44
e. There is an adequate supply of campus memorabilia	0.00% 0	5.48% 4	38.36% 28	34.25% 25	21.92% 16	73	3.37
f. Overall, I am satisfied with the Bookstore	0.00% 0	4.05% 3	41.89% 31	52.70% 39	1.35% 1	74	3.49

Q6 Administrative Services: Management Information Systems (MIS)/Academic Computing

Answered: 74   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The IT staff are responsive and helpful as well as polite and courteous.	2.70% 2	9.46% 7	45.95% 34	40.54% 30	1.35% 1	74	3.26
b. IT systems and services are essential to my daily duties.	1.35% 1	0.00% 0	27.03% 20	71.62% 53	0.00% 0	74	3.69
c. Speed and reliability of the internet is satisfactory.	5.41% 4	17.57% 13	47.30% 35	29.73% 22	0.00% 0	74	3.01
d. Wireless access, speed, and coverage are adequate.	9.72% 7	19.44% 14	47.22% 34	22.22% 16	1.39% 1	72	2.83
e. The employee email system (Outlook) is effective and reliable.	2.70% 2	12.16% 9	52.70% 39	32.43% 24	0.00% 0	74	3.15
f. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	2.70% 2	1.35% 1	59.46% 44	32.43% 24	4.05% 3	74	3.27
g. The VOIP phone system is effective and reliable.	5.41% 4	2.70% 2	48.65% 36	32.43% 24	10.81% 8	74	3.21
h. My office computer and printing capability is adequate for me to do my job.	5.41% 4	8.11% 6	55.41% 41	31.08% 23	0.00% 0	74	3.12
i. The IT staff resolves help desk tickets in a timely manner.	6.76% 5	18.92% 14	41.89% 31	29.73% 22	2.70% 2	74	2.97
j. Overall, I am satisfied with the quality and reliability of services provided.	6.85% 5	8.22% 6	50.68% 37	34.25% 25	0.00% 0	73	3.12

Q7 Administrative Services: Food Service

Answered: 74   Skipped: 5

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The snack bar provides food and beverages courteously and in a timely manner	0.00% 0	1.35% 1	36.49% 27	41.89% 31	20.27% 15	74	3.51
b. The snack bar provides a satisfactory selection of food and beverages	0.00% 0	1.35% 1	39.19% 29	39.19% 29	20.27% 15	74	3.47
c. The snack bar prices are reasonable	0.00% 0	5.41% 4	44.59% 33	31.08% 23	18.92% 14	74	3.32
d. The snack bar provides healthy and nutritious alternatives	2.74% 2	8.22% 6	38.36% 28	31.51% 23	19.18% 14	73	3.22
e. Vending services are satisfactory	0.00% 0	10.81% 8	39.19% 29	27.03% 20	22.97% 17	74	3.21
f. Overall, I am satisfied with Food Services	0.00% 0	4.05% 3	45.95% 34	35.14% 26	14.86% 11	74	3.37

Q8 Administrative Services: Child Development Center

Answered: 73　Skipped: 6

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. I am aware of the services provided by the Child Development Center	**1.37%** 1	**1.37%** 1	**36.99%** 27	**24.66%** 18	**35.62%** 26	73	3.32
b. I am satisfied with the services provided by the Child Development Center	**1.37%** 1	**0.00%** 0	**17.81%** 13	**17.81%** 13	**63.01%** 46	73	3.41

Q9 Student Development: Admissions & Recruitment

Answered: 73   Skipped: 6

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Admissions staff respond to requests promptly	2.74% 2	5.48% 4	46.58% 34	19.18% 14	26.03% 19	73	3.11
b. Admissions staff is knowledgeable	2.74% 2	17.81% 13	41.10% 30	19.18% 14	19.18% 14	73	2.95
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	1.37% 1	4.11% 3	36.99% 27	19.18% 14	38.36% 28	73	3.20
d. Recruiting efforts are effective and satisfactory	9.59% 7	17.81% 13	32.88% 24	15.07% 11	24.66% 18	73	2.71
e. Student Activity opportunities are well-publicized and satisfactory	4.11% 3	16.44% 12	39.73% 29	23.29% 17	16.44% 12	73	2.98
f. Overall, I am satisfied with the services provided by the Admissions staff	1.39% 1	9.72% 7	59.72% 43	15.28% 11	13.89% 10	72	3.03

Q10 Student Development: Records and Registration

Answered: 71   Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The Records and Registration Office provides accurate information	1.41% 1	0.00% 0	36.62% 26	36.62% 26	25.35% 18	71	3.45
b. The Records and Registration Office provides timely information	2.82% 2	2.82% 2	36.62% 26	35.21% 25	22.54% 16	71	3.35
c. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	1.41% 1	2.82% 2	30.99% 22	33.80% 24	30.99% 22	71	3.41
d. Overall, I am satisfied with the services provided by the Records and Registration staff	1.43% 1	1.43% 1	42.86% 30	37.14% 26	17.14% 12	70	3.40

Q11 Student Development: Financial Aid

Answered: 72   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Financial Aid staff provide accurate information to students	**2.78%** 2	**2.78%** 2	**34.72%** 25	**31.94%** 23	**27.78%** 20	72	3.33
b. Financial Aid services are effective and efficient	**4.17%** 3	**4.17%** 3	**38.89%** 28	**29.17%** 21	**23.61%** 17	72	3.22
c. Overall, I am satisfied with the services provided by the Financial Aid staff	**2.78%** 2	**4.17%** 3	**37.50%** 27	**31.94%** 23	**23.61%** 17	72	3.29

Q12 Student Development: Counseling

Answered: 72　Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Counselors provide accurate advising and program information to students	2.78% 2	6.94% 5	30.56% 22	11.11% 8	48.61% 35	72	2.97
b. Career Counseling Services provide information to enhance career development	2.78% 2	4.17% 3	23.61% 17	13.89% 10	55.56% 40	72	3.09
c. College Transfer Services provide adequate information on the transfer process	2.78% 2	5.56% 4	23.61% 17	9.72% 7	58.33% 42	72	2.97
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	1.39% 1	4.17% 3	25.00% 18	13.89% 10	55.56% 40	72	3.16
e. Disability services are accessible and satisfactory	0.00% 0	6.94% 5	33.33% 24	22.22% 16	37.50% 27	72	3.24
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	1.41% 1	8.45% 6	21.13% 15	12.68% 9	56.34% 40	71	3.03
g. Faculty are provided adequate updates on probationary students on their caseloads	8.33% 6	8.33% 6	13.89% 10	11.11% 8	58.33% 42	72	2.67
h. Overall, I am satisfied with Counseling Services	1.43% 1	10.00% 7	34.29% 24	15.71% 11	38.57% 27	70	3.05

Q13 Student Development: Customer Service

Answered: 72   Skipped: 7

	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	**2.78%** 2	**4.17%** 3	**55.56%** 40	**26.39%** 19	**11.11%** 8	72	3.19
b. The front desk are well trained and informed of the key services of the office (e.g. transcripts, schedule changes, etc.)	**8.33%** 6	**26.39%** 19	**33.33%** 24	**20.83%** 15	**11.11%** 8	72	2.75
c. The front desk staff are professional and able to provide accurate information	**8.33%** 6	**15.28%** 11	**38.89%** 28	**22.22%** 16	**15.28%** 11	72	2.89
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	**5.56%** 4	**15.28%** 11	**38.89%** 28	**18.06%** 13	**22.22%** 16	72	2.89

Q14 Student Development: Academic Success Center (ASC)

Answered: 72   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. ASC staff are personable and trained to address students' academic needs	1.39% 1	1.39% 1	44.44% 32	23.61% 17	29.17% 21	72	3.27
b. ASC staff are knowledgeable and well trained to provide support to students	1.39% 1	4.17% 3	37.50% 27	23.61% 17	33.33% 24	72	3.25
c. ASC resources (computers, software, testing stations) are adequate	0.00% 0	6.94% 5	34.72% 25	22.22% 16	36.11% 26	72	3.24
d. ASC facilities (physical space) are adequate	0.00% 0	2.82% 2	43.66% 31	22.54% 16	30.99% 22	71	3.29
e. ASC drop-in tutoring hours are convenient for students	0.00% 0	2.78% 2	33.33% 24	22.22% 16	41.67% 30	72	3.33
f. ASC testing procedures are easy to follow	0.00% 0	0.00% 0	31.94% 23	25.00% 18	43.06% 31	72	3.44
g. ASC testing center provides adequate test security	0.00% 0	2.82% 2	30.99% 22	26.76% 19	39.44% 28	71	3.40
h. ASC promotes successful student learning outcomes	0.00% 0	1.39% 1	38.89% 28	23.61% 17	36.11% 26	72	3.35

Q15 LRC - Please answer the following questions accordingly.

Answered: 73   Skipped: 6

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. LRC staff are courteous	0.00% 0	0.00% 0	46.58% 34	50.68% 37	2.74% 2	73	3.52
b. LRC staff are knowledgeable	0.00% 0	1.39% 1	44.44% 32	44.44% 32	9.72% 7	72	3.48
c. LRC staff respond to requests promptly	0.00% 0	0.00% 0	48.61% 35	43.06% 31	8.33% 6	72	3.47
d. Library resources (collections, databases, equipment, etc.) are adequate	1.39% 1	4.17% 3	36.11% 26	38.89% 28	19.44% 14	72	3.40
e. Library facilities (physical space) are adequate	0.00% 0	4.11% 3	47.95% 35	45.21% 33	2.74% 2	73	3.42
f. Overall, I am satisfied with LRC services	0.00% 0	1.37% 1	50.68% 37	43.84% 32	4.11% 3	73	3.44

Q16 DISTANCE ED - Please answer the following questions accordingly.

Answered: 72   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Resources are available to teach distance-learning classes	2.78% 2	2.78% 2	36.11% 26	27.78% 20	30.56% 22	72	3.28
b. Resources and training opportunities for using Blackboard are satisfactory	0.00% 0	5.56% 4	29.17% 21	31.94% 23	33.33% 24	72	3.40
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	1.39% 1	8.33% 6	20.83% 15	23.61% 17	45.83% 33	72	3.23
d. Support for distance-learning classroom courses is satisfactory	4.23% 3	8.45% 6	22.54% 16	23.94% 17	40.85% 29	71	3.12
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	2.78% 2	29.17% 21	31.94% 23	36.11% 26	72	3.46
f. Overall, I am satisfied with Distance Learning services	1.39% 1	4.17% 3	36.11% 26	26.39% 19	31.94% 23	72	3.29

Q17 CONED - Please answer the following questions accordingly.

Answered: 72   Skipped: 7

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. Continuing Education staff and faculty are courteous	1.39% 1	0.00% 0	43.06% 31	38.89% 28	16.67% 12	72	3.43
b. Continuing Education staff are knowledgeable	0.00% 0	1.39% 1	41.67% 30	36.11% 26	20.83% 15	72	3.44
c. Continuing Education faculty are knowledgeable	0.00% 0	0.00% 0	34.72% 25	33.33% 24	31.94% 23	72	3.49
d. Continuing Education provides a good selection of courses for Continuing Education students	0.00% 0	8.33% 6	33.33% 24	29.17% 21	29.17% 21	72	3.29
e. Continuing Education provides enough facility space to meet the educational needs of its students	0.00% 0	2.78% 2	30.56% 22	27.78% 20	38.89% 28	72	3.41
f. Continuing Education provides enough student support services to meet the needs of its students	0.00% 0	2.78% 2	31.94% 23	22.22% 16	43.06% 31	72	3.34
g. Continuing Education provides various/class schedules to meet my needs	0.00% 0	1.39% 1	33.33% 24	20.83% 15	44.44% 32	72	3.35
h. Continuing Education provides the most up to date equipment and resources to meet my instructional needs	1.39% 1	2.78% 2	20.83% 15	22.22% 16	52.78% 38	72	3.35
i. Overall, I am satisfied with the services of the Continuing Education Division	0.00% 0	0.00% 0	45.07% 32	28.17% 20	26.76% 19	71	3.38

Q18 Research and Institutional Effectiveness (RIE)

Answered: 71   Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. RIE staff are knowledgeable about planning, research, and assessment	**0.00%** 0	**2.82%** 2	**38.03%** 27	**26.76%** 19	**32.39%** 23	71	3.35
b. RIE staff respond promptly to my requests	**0.00%** 0	**1.41%** 1	**32.39%** 23	**30.99%** 22	**35.21%** 25	71	3.46
c. RIE responses to my requests are helpful	**0.00%** 0	**1.41%** 1	**30.99%** 22	**33.80%** 24	**33.80%** 24	71	3.49
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	**7.14%** 5	**34.29%** 24	**22.86%** 16	**35.71%** 25	70	3.24
e. I understand how to use assessment results to improve my program or the service I provide at PCC	**0.00%** 0	**7.04%** 5	**32.39%** 23	**25.35%** 18	**35.21%** 25	71	3.28
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	**5.71%** 4	**7.14%** 5	**37.14%** 26	**18.57%** 13	**31.43%** 22	70	3.00
g. The RIE Website provides access to College data and information I need most frequently	**4.23%** 3	**2.82%** 2	**28.17%** 20	**18.31%** 13	**46.48%** 33	71	3.13
h. Overall, I am satisfied with the services RIE staff provides	**0.00%** 0	**4.23%** 3	**40.85%** 29	**23.94%** 17	**30.99%** 22	71	3.29

Q19 Public Information

Answered: 71   Skipped: 8

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The Public Information Office effectively communicates College information to students, faculty/staff, and the community	1.43% 1	5.71% 4	45.71% 32	40.00% 28	7.14% 5	70	3.34
b. Communications produced by the Public Information Office are professional and represent the College well	2.82% 2	1.41% 1	50.70% 36	39.44% 28	5.63% 4	71	3.34
c. The Public Information Office is responsive to requests for assistance	1.43% 1	5.71% 4	41.43% 29	35.71% 25	15.71% 11	70	3.32
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	1.41% 1	4.23% 3	49.30% 35	35.21% 25	9.86% 7	71	3.31
e. The monthly e-newsletter is helpful in sharing information with PCC employees.	4.29% 3	0.00% 0	38.57% 27	37.14% 26	20.00% 14	70	3.36
f. I follow what's happening at PCC by viewing the website or other social media sites.	2.82% 2	12.68% 9	42.25% 30	29.58% 21	12.68% 9	71	3.13
g. I follow what's happening at PCC by reading the local newspaper(s).	5.71% 4	17.14% 12	40.00% 28	22.86% 16	14.29% 10	70	2.93
h. Overall, I am satisfied with the services provided by the Public Information Office	2.94% 2	2.94% 2	51.47% 35	36.76% 25	5.88% 4	68	3.30

Q20 PCC Foundation

Answered: 71   Skipped: 8

	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	7.04% 5	42.25% 30	32.39% 23	18.31% 13	71	3.31
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	1.41% 1	35.21% 25	38.03% 27	25.35% 18	71	3.49
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	0.00% 0	1.43% 1	51.43% 36	41.43% 29	5.71% 4	70	3.42
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	4.23% 3	43.66% 31	39.44% 28	12.68% 9	71	3.40
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	5.63% 4	47.89% 34	40.85% 29	5.63% 4	71	3.37
f. PCC Foundation staff are knowledgeable	0.00% 0	0.00% 0	40.85% 29	46.48% 33	12.68% 9	71	3.53
g. Overall, I am satisfied with the PCC Foundation	0.00% 0	2.82% 2	52.11% 37	38.03% 27	7.04% 5	71	3.38

Q21 Alumni Relations

Answered: 70   Skipped: 9

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. I am aware of the Alumni Relations program	0.00% 0	5.71% 4	37.14% 26	45.71% 32	11.43% 8	70	3.45
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	0.00% 0	5.71% 4	35.71% 25	38.57% 27	20.00% 14	70	3.41
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.00% 0	2.86% 2	30.00% 21	34.29% 24	32.86% 23	70	3.47
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.00% 0	4.29% 3	27.14% 19	35.71% 25	32.86% 23	70	3.47
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.00% 0	0.00% 0	30.43% 21	39.13% 27	30.43% 21	69	3.56
f. I have successfully completed a curriculum or continuing education course at PCC and am a member of the PCC Alumni Partnership (If you have not taken a class, please answer "No Assessment")	1.43% 1	0.00% 0	27.14% 19	38.57% 27	32.86% 23	70	3.53
g. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.00% 0	4.29% 3	27.14% 19	34.29% 24	34.29% 24	70	3.46
h. I am aware of how to encourage current and former curriculum or continuing education students to become an Alumni Partner	0.00% 0	7.14% 5	32.86% 23	32.86% 23	27.14% 19	70	3.35
i. Overall, I am satisfied with the Alumni Relations office	0.00% 0	1.43% 1	38.57% 27	42.86% 30	17.14% 12	70	3.50

Q22 Grants

Answered: 70   Skipped: 9

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Assessment	Total	Weighted Average
a. The Director of Grants is effective in identifying available grants	2.86% 2	1.43% 1	34.29% 24	17.14% 12	44.29% 31	70	3.18
b.The Director of Grants is responsive to requests for assistance	2.86% 2	1.43% 1	35.71% 25	15.71% 11	44.29% 31	70	3.15
c. Overall, I am satisfied with the service the Grants office provides.	2.86% 2	1.43% 1	40.00% 28	17.14% 12	38.57% 27	70	3.16

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

Answered: 70   Skipped: 9

Answer Choices	Responses	
Yes	**75.71%**	53
No	**24.29%**	17
Total		**70**

Q24 Professional Development: Did you attend any Convocation workshops this fiscal year?

Answered: 69   Skipped: 10

Answer Choices	Responses	
Yes	**84.06%**	58
No	**15.94%**	11
Total		**69**

Q25 Professional Development: Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 70   Skipped: 9

Answer Choices	Responses	
Yes	**52.86%**	37
No	**47.14%**	33
Total		**70**

Q26 Professional Development: Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 70　　Skipped: 9

Answer Choices	Responses	
Strongly Disagree	15.71%	11
Disagree	12.86%	9
Agree	51.43%	36
Strongly Agree	11.43%	8
No Assessment	8.57%	6
Total		70

Q27 Professional Development: Is there a professional development activity that you would like the College to offer?

Answered: 10　Skipped: 69

Q28 Other Professional Development Comments/Recommendations

Answered: 4   Skipped: 75

Q29 Demographics: Primary Job Classification

Answered: 64　　Skipped: 15

Answer Choices	Responses	
Faculty	**32.81%**	21
Staff	**67.19%**	43
Total		**64**

Q30 Demographics: Primary Job Location

Answered: 66   Skipped: 13

Answer Choices	Responses	
Person Campus and other Person County Locations	**84.85%**	56
Caswell Campus, other Caswell County locations, and all correctional facilities	**15.15%**	10
Total		**66**

Q31 Additional Comments/Recommendations

Answered: 3   Skipped: 76