Q1 General College Environment

Answered: 75   Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. College leaders clearly communicate the future direction of the College	4.00% 3	24.00% 18	50.67% 38	16.00% 12	5.33% 4	75	2.83
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	4.00% 3	25.33% 19	49.33% 37	17.33% 13	4.00% 3	75	2.83
c. Faculty and staff are treated as valued members of the College team	8.00% 6	22.67% 17	49.33% 37	18.67% 14	1.33% 1	75	2.80
d. College evaluations, salaries, promotions, and grievances are administered fairly	16.00% 12	29.33% 22	34.67% 26	9.33% 7	10.67% 8	75	2.42
e. Work loads are assigned in a fair and equitable manner	12.16% 9	22.97% 17	50.00% 37	10.81% 8	4.05% 3	74	2.62
f. Classroom space is adequate for my courses	2.67% 2	12.00% 9	37.33% 28	13.33% 10	34.67% 26	75	2.94
g. Office and work space is adequate for non-instructional environments	0.00% 0	9.33% 7	66.67% 50	17.33% 13	6.67% 5	75	3.09
h. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	9.33% 7	26.67% 20	49.33% 37	13.33% 10	1.33% 1	75	2.68
i. I believe the College is fulfilling its mission	2.67% 2	22.67% 17	53.33% 40	16.00% 12	5.33% 4	75	2.87
j. I actively encourage students to take higher level courses	0.00% 0	1.33% 1	36.00% 27	41.33% 31	21.33% 16	75	3.51
k. I encourage potential students to apply	1.33% 1	0.00% 0	38.67% 29	53.33% 40	6.67% 5	75	3.54
l. I provide sufficient student assistance and ensure a positive learning environment	0.00% 0	0.00% 0	37.33% 28	49.33% 37	13.33% 10	75	3.57
m. Overall, I am satisfied with the work environment at PCC	2.67% 2	24.00% 18	52.00% 39	18.67% 14	2.67% 2	75	2.89

Q2 Administrative Services: Physical Facilities and Security

Answered: 71 Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Housekeeping staff are courteous and accessible	0.00% 0	5.63% 4	49.30% 35	45.07% 32	0.00% 0	71	3.39
b. Classrooms are clean	1.43% 1	8.57% 6	38.57% 27	34.29% 24	17.14% 12	70	3.28
c. Offices are clean	2.82% 2	14.08% 10	46.48% 33	35.21% 25	1.41% 1	71	3.16
d. Restrooms are clean	1.45% 1	14.49% 10	49.28% 34	34.78% 24	0.00% 0	69	3.17
e. Restrooms are stocked regularly with supplies	0.00% 0	12.68% 9	52.11% 37	35.21% 25	0.00% 0	71	3.23
f. Lobby and lounge areas are clean	0.00% 0	4.23% 3	56.34% 40	36.62% 26	2.82% 2	71	3.33
g. Maintenance problems are resolved in a timely manner	5.63% 4	5.63% 4	54.93% 39	33.80% 24	0.00% 0	71	3.17
h. Maintenance problems are resolved satisfactorily	2.82% 2	4.23% 3	59.15% 42	33.80% 24	0.00% 0	71	3.24
i. Campus grounds are free of litter and debris	4.23% 3	5.63% 4	56.34% 40	33.80% 24	0.00% 0	71	3.20
j. Landscaping is maintained satisfactorily	5.63% 4	9.86% 7	47.89% 34	35.21% 25	1.41% 1	71	3.14
k. Overall, I am satisfied with the Physical Facilities Services	0.00% 0	9.86% 7	53.52% 38	32.39% 23	4.23% 3	71	3.24
l. Interior lighting is adequate	1.41% 1	0.00% 0	70.42% 50	28.17% 20	0.00% 0	71	3.25
m. Exterior lighting is adequate	7.04% 5	19.72% 14	56.34% 40	16.90% 12	0.00% 0	71	2.83
n. I am aware of evacuation procedures in case of fire or other similar emergencies	1.41% 1	5.63% 4	52.11% 37	39.44% 28	1.41% 1	71	3.31
o. I feel safe on campus	0.00% 0	9.86% 7	50.70% 36	36.62% 26	2.82% 2	71	3.28
p. Campus Security is adequate	2.82% 2	21.13% 15	49.30% 35	25.35% 18	1.41% 1	71	2.99
q. Overall, I feel that PCC provides a safe environment	0.00% 0	9.86% 7	57.75% 41	30.99% 22	1.41% 1	71	3.21

Q3 Administrative Services: Business Office

Answered: 71   Skipped: 4

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The cashier responds promptly and courteously to requests from faculty and staff	4.29% 3	4.29% 3	51.43% 36	27.14% 19	12.86% 9	70	3.16
b. Overall, I am satisfied with the services provided by the cashier	4.29% 3	2.86% 2	57.14% 40	25.71% 18	10.00% 7	70	3.16
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	2.82% 2	54.93% 39	28.17% 20	14.08% 10	71	3.30
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	0.00% 0	2.86% 2	48.57% 34	24.29% 17	24.29% 17	70	3.28
e. Overall, I am satisfied with Accounting Services	1.43% 1	0.00% 0	57.14% 40	30.00% 21	11.43% 8	70	3.31
f. Purchase order requests are processed in a timely manner	2.86% 2	5.71% 4	41.43% 29	27.14% 19	22.86% 16	70	3.20
g. I understand how to successfully use the new online e-procurement system	4.29% 3	10.00% 7	30.00% 21	14.29% 10	41.43% 29	70	2.93
h. I would like to have additional training on the e-procurement system	2.90% 2	13.04% 9	27.54% 19	14.49% 10	42.03% 29	69	2.92
i. Overall, I am satisfied with purchasing services	0.00% 0	4.29% 3	47.14% 33	24.29% 17	24.29% 17	70	3.26
j. Copy and printing resources are adequate	4.35% 3	13.04% 9	56.52% 39	24.64% 17	1.45% 1	69	3.03
k. Copiers function properly with little down time	7.14% 5	8.57% 6	58.57% 41	21.43% 15	4.29% 3	70	2.99
l. Overall, I am satisfied by the services provided by the Business Office	2.82% 2	2.82% 2	64.79% 46	23.94% 17	5.63% 4	71	3.16

Q4 Administrative Services: Personnel/Payroll

Answered: 71   Skipped: 4

	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	1.43% 1	41.43% 29	57.14% 40	0.00% 0	70	3.56
b. My leave, retirement, and other benefits are maintained accurately	2.82% 2	1.41% 1	43.66% 31	47.89% 34	4.23% 3	71	3.43
c. Payroll issues are handled promptly and efficiently	0.00% 0	2.94% 2	41.18% 28	48.53% 33	7.35% 5	68	3.49
d. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	1.43% 1	4.29% 3	42.86% 30	47.14% 33	4.29% 3	70	3.42
e. The annual benefits fair is helpful when making decisions about my benefits.	0.00% 0	5.63% 4	38.03% 27	39.44% 28	16.90% 12	71	3.41
f. The Personnel/Payroll Department communicates changes and additions to benefits in a timely manner	1.41% 1	1.41% 1	47.89% 34	49.30% 35	0.00% 0	71	3.45
g. Overall, I am satisfied with the Personnel/Payroll Department	1.41% 1	1.41% 1	47.89% 34	49.30% 35	0.00% 0	71	3.45

Q5 Administrative Services: Bookstore

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff are courteous	0.00% 0	1.43% 1	37.14% 26	55.71% 39	5.71% 4	70	3.58
b. Communication between the Bookstore staff and faculty/staff is satisfactory	1.45% 1	1.45% 1	37.68% 26	46.38% 32	13.04% 9	69	3.48
c. Book orders are processed satisfactorily	0.00% 0	1.43% 1	27.14% 19	37.14% 26	34.29% 24	70	3.54
d. Office supplies are available when I need them	0.00% 0	2.90% 2	46.38% 32	36.23% 25	14.49% 10	69	3.39
e. There is an adequate supply of campus memorabilia	0.00% 0	7.35% 5	47.06% 32	27.94% 19	17.65% 12	68	3.25
f. Overall, I am satisfied with the Bookstore	0.00% 0	1.45% 1	46.38% 32	46.38% 32	5.80% 4	69	3.48

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

Answered: 71   Skipped: 4

	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.	7.04% 5	23.94% 17	42.25% 30	26.76% 19	0.00% 0	71	2.89
b. IT systems and services are essential to my daily duties.	0.00% 0	1.41% 1	19.72% 14	77.46% 55	1.41% 1	71	3.77
c. Speed and reliability of the internet is satisfactory.	11.76% 8	29.41% 20	44.12% 30	13.24% 9	1.47% 1	68	2.60
d. Wireless access, speed, and coverage are adequate.	12.68% 9	33.80% 24	35.21% 25	12.68% 9	5.63% 4	71	2.51
e. The employee email system (Outlook) is effective and reliable.	4.23% 3	11.27% 8	61.97% 44	22.54% 16	0.00% 0	71	3.03
f. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	2.82% 2	9.86% 7	60.56% 43	21.13% 15	5.63% 4	71	3.06
g. The VOIP phone system is effective and reliable.	7.04% 5	11.27% 8	53.52% 38	19.72% 14	8.45% 6	71	2.94
h. My office computer and printing capability is adequate for me to do my job.	9.86% 7	14.08% 10	50.70% 36	25.35% 18	0.00% 0	71	2.92
i. The IT staff resolves help desk tickets in a timely manner.	19.72% 14	29.58% 21	35.21% 25	14.08% 10	1.41% 1	71	2.44
j. Overall, I am satisfied with the quality and reliability of services provided.	8.57% 6	24.29% 17	50.00% 35	14.29% 10	2.86% 2	70	2.72

Q7 Administrative Services: Food Service

Answered: 70   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	1.43% 1	51.43% 36	30.00% 21	17.14% 12	70	3.34
b. The snack bar provides a satisfactory selection of food and beverages	0.00% 0	5.71% 4	58.57% 41	20.00% 14	15.71% 11	70	3.17
c. The snack bar prices are reasonable	0.00% 0	11.43% 8	54.29% 38	18.57% 13	15.71% 11	70	3.08
d. The snack bar provides healthy and nutritious alternatives	2.86% 2	14.29% 10	50.00% 35	14.29% 10	18.57% 13	70	2.93
e. Vending services are satisfactory	0.00% 0	5.80% 4	59.42% 41	17.39% 12	17.39% 12	69	3.14
f. Overall, I am satisfied with Food Services	0.00% 0	4.29% 3	60.00% 42	18.57% 13	17.14% 12	70	3.17

Q8 Administrative Services: Child Development Center

Answered: 71   Skipped: 4

	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	1.41% 1	50.70% 36	29.58% 21	18.31% 13	71	3.34
b. I am satisfied with the services provided by the Child Development Center	0.00% 0	0.00% 0	27.14% 19	18.57% 13	54.29% 38	70	3.41

Q9 Student Development: Admissions & Recruitment

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Admissions staff respond to requests promptly	1.43% 1	15.71% 11	47.14% 33	22.86% 16	12.86% 9	70	3.05
b. Admissions staff is knowledgeable	2.86% 2	8.57% 6	50.00% 35	27.14% 19	11.43% 8	70	3.15
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	0.00% 0	4.29% 3	41.43% 29	21.43% 15	32.86% 23	70	3.26
d. Recruiting efforts are effective and satisfactory	4.35% 3	23.19% 16	46.38% 32	10.14% 7	15.94% 11	69	2.74
e. Student Activity opportunities are well-publicized and satisfactory	2.86% 2	25.71% 18	45.71% 32	14.29% 10	11.43% 8	70	2.81
f. Overall, I am satisfied with the services provided by the Admissions staff	1.45% 1	10.14% 7	63.77% 44	17.39% 12	7.25% 5	69	3.05

Q10 Student Development: Records and Registration

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Records and Registration Office provides accurate information	0.00% 0	4.29% 3	35.71% 25	44.29% 31	15.71% 11	70	3.47
b. The Records and Registration Office provides timely information	0.00% 0	1.43% 1	40.00% 28	40.00% 28	18.57% 13	70	3.47
c. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	0.00% 0	2.86% 2	40.00% 28	34.29% 24	22.86% 16	70	3.41
d. Overall, I am satisfied with the services provided by the Records and Registration staff	0.00% 0	4.29% 3	41.43% 29	40.00% 28	14.29% 10	70	3.42

Q11 Student Development: Financial Aid

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Financial Aid staff provide accurate information to students	0.00% 0	1.43% 1	51.43% 36	25.71% 18	21.43% 15	70	3.31
b. Financial Aid services are effective and efficient	0.00% 0	2.86% 2	48.57% 34	24.29% 17	24.29% 17	70	3.28
c. Overall, I am satisfied with the services provided by the Financial Aid staff	0.00% 0	2.90% 2	55.07% 38	20.29% 14	21.74% 15	69	3.22

Q12 Student Development: Counseling

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Counselors provide accurate advising and program information to students	4.29% 3	2.86% 2	41.43% 29	12.86% 9	38.57% 27	70	3.02
b. Career Counseling Services provide information to enhance career development	1.43% 1	8.57% 6	32.86% 23	17.14% 12	40.00% 28	70	3.10
c. College Transfer Services provide adequate information on the transfer process	1.43% 1	4.29% 3	34.29% 24	15.71% 11	44.29% 31	70	3.15
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	2.86% 2	4.29% 3	34.29% 24	12.86% 9	45.71% 32	70	3.05
e. Disability services are accessible and satisfactory	4.29% 3	0.00% 0	38.57% 27	21.43% 15	35.71% 25	70	3.20
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	1.43% 1	5.71% 4	34.29% 24	8.57% 6	50.00% 35	70	3.00
g. Faculty are provided adequate updates on probationary students on their caseloads	8.57% 6	4.29% 3	27.14% 19	7.14% 5	52.86% 37	70	2.70
h. Overall, I am satisfied with Counseling Services	2.94% 2	4.41% 3	45.59% 31	14.71% 10	32.35% 22	68	3.07

Q13 Student Development: Customer Service

Answered: 70　　Skipped: 5

	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	1.43% 1	4.29% 3	60.00% 42	20.00% 14	14.29% 10	70	3.15
b. The front desk are well trained and informed of the key services of the office (e.g. transcripts, schedule changes, etc.)	4.29% 3	18.57% 13	41.43% 29	10.00% 7	25.71% 18	70	2.77
c. The front desk staff are professional and able to provide accurate information	2.86% 2	18.57% 13	42.86% 30	12.86% 9	22.86% 16	70	2.85
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	1.43% 1	18.57% 13	42.86% 30	11.43% 8	25.71% 18	70	2.87

Q14 Student Development: Academic Success Center (ASC)

Answered: 70   Skipped: 5

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. ASC staff are personable and trained to address students' academic needs	0.00% 0	4.35% 3	37.68% 26	21.74% 15	36.23% 25	69	3.27
b. ASC staff are knowledgeable and well trained to provide support to students	0.00% 0	2.90% 2	37.68% 26	21.74% 15	37.68% 26	69	3.30
c. ASC resources (computers, software, testing stations) are adequate	1.45% 1	11.59% 8	34.78% 24	14.49% 10	37.68% 26	69	3.00
d. ASC facilities (physical space) are adequate	0.00% 0	8.70% 6	40.58% 28	17.39% 12	33.33% 23	69	3.13
e. ASC drop-in tutoring hours are convenient for students	0.00% 0	5.71% 4	37.14% 26	14.29% 10	42.86% 30	70	3.15
f. ASC testing procedures are easy to follow	0.00% 0	2.94% 2	33.82% 23	17.65% 12	45.59% 31	68	3.27
g. ASC testing center provides adequate test security	1.45% 1	2.90% 2	33.33% 23	18.84% 13	43.48% 30	69	3.23
h. ASC promotes successful student learning outcomes	0.00% 0	2.94% 2	41.18% 28	17.65% 12	38.24% 26	68	3.24

Q15 LRC - Please answer the following questions accordingly.

Answered: 69   Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. LRC staff are courteous	0.00% 0	0.00% 0	50.72% 35	42.03% 29	7.25% 5	69	3.45
b. LRC staff are knowledgeable	1.45% 1	0.00% 0	44.93% 31	44.93% 31	8.70% 6	69	3.46
c. LRC staff respond to requests promptly	0.00% 0	0.00% 0	44.93% 31	42.03% 29	13.04% 9	69	3.48
d. Library resources (collections, databases, equipment, etc.) are adequate	2.90% 2	2.90% 2	44.93% 31	28.99% 20	20.29% 14	69	3.25
e. Library facilities (physical space) are adequate	0.00% 0	1.45% 1	47.83% 33	43.48% 30	7.25% 5	69	3.45
f. Overall, I am satisfied with LRC services	0.00% 0	0.00% 0	55.07% 38	40.58% 28	4.35% 3	69	3.42

Q16 DISTANCE ED - Please answer the following questions accordingly.

Answered: 69   Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Resources are available to teach distance-learning classes	1.45% 1	8.70% 6	30.43% 21	26.09% 18	33.33% 23	69	3.22
b. Resources and training opportunities for using Blackboard are satisfactory	1.45% 1	4.35% 3	34.78% 24	23.19% 16	36.23% 25	69	3.25
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	1.45% 1	7.25% 5	21.74% 15	21.74% 15	47.83% 33	69	3.22
d. Support for distance-learning classroom courses is satisfactory	4.35% 3	7.25% 5	23.19% 16	21.74% 15	43.48% 30	69	3.10
e. Distance Learning personnel respond to requests in a timely manner	0.00% 0	4.35% 3	28.99% 20	30.43% 21	36.23% 25	69	3.41
f. Overall, I am satisfied with Distance Learning services	1.49% 1	2.99% 2	37.31% 25	25.37% 17	32.84% 22	67	3.29

Q17 CONED - Please answer the following questions accordingly.

Answered: 68   Skipped: 7

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Continuing Education staff and faculty are courteous	0.00% 0	0.00% 0	47.06% 32	29.41% 20	23.53% 16	68	3.38
b. Continuing Education staff are knowledgeable	0.00% 0	4.41% 3	39.71% 27	27.94% 19	27.94% 19	68	3.33
c. Continuing Education faculty are knowledgeable	1.47% 1	1.47% 1	35.29% 24	25.00% 17	36.76% 25	68	3.33
d. Continuing Education provides a good selection of courses for Continuing Education students	1.47% 1	7.35% 5	39.71% 27	25.00% 17	26.47% 18	68	3.20
e. Continuing Education provides enough facility space to meet the educational needs of its students	1.47% 1	8.82% 6	30.88% 21	19.12% 13	39.71% 27	68	3.12
f. Continuing Education provides enough student support services to meet the needs of its students	1.47% 1	4.41% 3	33.82% 23	16.18% 11	44.12% 30	68	3.16
g. Continuing Education provides various/class schedules to meet students' needs	1.47% 1	4.41% 3	44.12% 30	19.12% 13	30.88% 21	68	3.17
h. Continuing Education provides the most up to date equipment and resources to meet instructional needs	2.94% 2	7.35% 5	30.88% 21	11.76% 8	47.06% 32	68	2.97
i. Overall, I am satisfied with the services of the Continuing Education Division	1.49% 1	1.49% 1	46.27% 31	20.90% 14	29.85% 20	67	3.23

Q18 Research and Institutional Effectiveness (RIE)

Answered: 67   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	1.52% 1	36.36% 24	28.79% 19	33.33% 22	66	3.41
b. RIE staff respond promptly to my requests	0.00% 0	1.49% 1	32.84% 22	28.36% 19	37.31% 25	67	3.43
c. RIE responses to my requests are helpful	0.00% 0	1.49% 1	34.33% 23	26.87% 18	37.31% 25	67	3.40
d. I understand how to develop effective assessment activities to evaluate the quality of my program or the service I provide at PCC	1.49% 1	8.96% 6	38.81% 26	17.91% 12	32.84% 22	67	3.09
e. I understand how to use assessment results to improve my program or the service I provide at PCC	1.49% 1	4.48% 3	46.27% 31	16.42% 11	31.34% 21	67	3.13
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	2.99% 2	8.96% 6	38.81% 26	19.40% 13	29.85% 20	67	3.06
g. The RIE Website provides access to College data and information I need most frequently	1.54% 1	4.62% 3	26.15% 17	12.31% 8	55.38% 36	65	3.10
h. Overall, I am satisfied with the services RIE staff provides	0.00% 0	1.52% 1	45.45% 30	22.73% 15	30.30% 20	66	3.30

Q19 Public Information

Answered: 69   Skipped: 6

	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	1.45% 1	8.70% 6	53.62% 37	34.78% 24	1.45% 1	69	3.24
b. Communications produced by the Public Information Office are professional and represent the College well	1.45% 1	1.45% 1	59.42% 41	34.78% 24	2.90% 2	69	3.31
c. The Public Information Office is responsive to requests for assistance	2.90% 2	4.35% 3	47.83% 33	31.88% 22	13.04% 9	69	3.25
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	2.90% 2	1.45% 1	49.28% 34	37.68% 26	8.70% 6	69	3.33
e. The monthly e-newsletter is helpful in sharing information with PCC employees.	1.45% 1	5.80% 4	53.62% 37	33.33% 23	5.80% 4	69	3.26
f. I follow what's happening at PCC by viewing the website or other social media sites.	1.45% 1	5.80% 4	53.62% 37	31.88% 22	7.25% 5	69	3.25
g. I follow what's happening at PCC by reading the local newspaper(s).	7.35% 5	17.65% 12	39.71% 27	26.47% 18	8.82% 6	68	2.94
h. Overall, I am satisfied with the services provided by the Public Information Office	2.94% 2	1.47% 1	57.35% 39	33.82% 23	4.41% 3	68	3.28

Q20 PCC Foundation

Answered: 69   Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The PCC Foundation is effective in raising funds to supplement College resources	1.45% 1	0.00% 0	43.48% 30	52.17% 36	2.90% 2	69	3.51
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	0.00% 0	39.13% 27	53.62% 37	7.25% 5	69	3.58
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	0.00% 0	1.45% 1	36.23% 25	59.42% 41	2.90% 2	69	3.60
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	1.45% 1	39.13% 27	56.52% 39	2.90% 2	69	3.57
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	2.90% 2	37.68% 26	56.52% 39	2.90% 2	69	3.55
f. PCC Foundation staff are knowledgeable	1.45% 1	0.00% 0	36.23% 25	59.42% 41	2.90% 2	69	3.58
g. Overall, I am satisfied with the PCC Foundation	1.45% 1	0.00% 0	42.03% 29	53.62% 37	2.90% 2	69	3.52

Q21 Alumni Relations

Answered: 69   Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of the Alumni Relations program	0.00% 0	2.90% 2	46.38% 32	42.03% 29	8.70% 6	69	3.43
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	0.00% 0	5.80% 4	39.13% 27	42.03% 29	13.04% 9	69	3.42
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.00% 0	2.90% 2	37.68% 26	39.13% 27	20.29% 14	69	3.45
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.00% 0	2.90% 2	42.03% 29	37.68% 26	17.39% 12	69	3.42
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.00% 0	1.45% 1	47.83% 33	34.78% 24	15.94% 11	69	3.40
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")	0.00% 0	0.00% 0	28.99% 20	33.33% 23	37.68% 26	69	3.53
g. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.00% 0	0.00% 0	30.43% 21	33.33% 23	36.23% 25	69	3.52
h. I am aware of how to encourage current and former curriculum or continuing education students to become an Alumni Partner	0.00% 0	1.45% 1	42.03% 29	37.68% 26	18.84% 13	69	3.45
i. Overall, I am satisfied with the Alumni Relations office	0.00% 0	1.45% 1	43.48% 30	42.03% 29	13.04% 9	69	3.47

Q22 Grants

Answered: 69   Skipped: 6

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Director of Grants is effective in identifying available grants	1.45% 1	17.39% 12	31.88% 22	14.49% 10	34.78% 24	69	2.91
b.The Director of Grants is responsive to requests for assistance	1.45% 1	4.35% 3	40.58% 28	14.49% 10	39.13% 27	69	3.12
c. Overall, I am satisfied with the service the Grants office provides.	2.94% 2	13.24% 9	35.29% 24	13.24% 9	35.29% 24	68	2.91

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

Answered: 69   Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	84.06%	58
No	15.94%	11
TOTAL		69

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

Answered: 69   Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	82.61%	57
No	17.39%	12
TOTAL		69

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

Answered: 69   Skipped: 6

ANSWER CHOICES	RESPONSES	
Yes	60.87%	42
No	39.13%	27
TOTAL		69

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

Answered: 69   Skipped: 6

ANSWER CHOICES	RESPONSES	
Strongly Disagree	4.35%	3
Disagree	13.04%	9
Agree	60.87%	42
Strongly Agree	14.49%	10
No Assessment	7.25%	5
TOTAL		69

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

Answered: 11   Skipped: 64

Q28 Other Professional Development Comments/Recommendations

Answered: 9　　Skipped: 66

Q29 Demographics: Primary Job Classification

Answered: 68   Skipped: 7

ANSWER CHOICES	RESPONSES	
Faculty	35.29%	24
Staff	64.71%	44
TOTAL		68

Q30 Demographics: Primary Job Location

Answered: 67   Skipped: 8

ANSWER CHOICES	RESPONSES	
Person Campus and other Person County Locations	88.06%	59
Caswell Campus, other Caswell County locations, and all correctional facilities	11.94%	8
TOTAL		67

Q31 Additional Comments/Recommendations

Answered: 6   Skipped: 69