

## Q1 General College Environment

Answered: 83 Skipped: 0

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. College leaders clearly communicate the future direction of the College	3.61% 3	15.66% 13	56.63% 47	21.69% 18	2.41% 2	83	2.99
b. Faculty and staff are allowed to express their opinions, ideas and feedback on college issues	4.82% 4	13.25% 11	55.42% 46	20.48% 17	6.02% 5	83	2.97
c. Faculty and staff are treated as valued members of the College team	3.61% 3	15.66% 13	56.63% 47	21.69% 18	2.41% 2	83	2.99
d. College evaluations, salaries, promotions, and grievances are administered fairly	13.25% 11	20.48% 17	46.99% 39	9.64% 8	9.64% 8	83	2.59
e. Work loads are assigned in a fair and equitable manner	13.41% 11	17.07% 14	54.88% 45	8.54% 7	6.10% 5	82	2.62
f. Classroom space is adequate for my courses	2.41% 2	12.05% 10	42.17% 35	10.84% 9	32.53% 27	83	2.91
g. Office and work space is adequate for non-instructional environments	2.41% 2	8.43% 7	63.86% 53	22.89% 19	2.41% 2	83	3.10
h. I have adequate developmental opportunities to improve/enhance my knowledge and skill base	4.88% 4	12.20% 10	68.29% 56	12.20% 10	2.44% 2	82	2.90
i. I believe the College is fulfilling its mission	0.00% 0	13.25% 11	62.65% 52	20.48% 17	3.61% 3	83	3.08
j. I actively encourage students to take higher level courses	0.00% 0	1.22% 1	34.15% 28	40.24% 33	24.39% 20	82	3.52
k. I encourage potential students to apply	0.00% 0	0.00% 0	32.93% 27	58.54% 48	8.54% 7	82	3.64
l. I provide sufficient student assistance and ensure a positive learning environment	0.00% 0	0.00% 0	32.53% 27	55.42% 46	12.05% 10	83	3.63
m. Overall, I am satisfied with the work environment at PCC	1.20% 1	8.43% 7	54.22% 45	33.73% 28	2.41% 2	83	3.23

## Q2 Administrative Services: Physical Facilities

Answered: 73 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Housekeeping staff are courteous and accessible	4.11% 3	6.85% 5	52.05% 38	35.62% 26	1.37% 1	73	3.21
b. Classrooms are clean	2.74% 2	12.33% 9	39.73% 29	30.14% 22	15.07% 11	73	3.15
c. Offices are clean	2.74% 2	9.59% 7	57.53% 42	30.14% 22	0.00% 0	73	3.15
d. Restrooms are clean	5.48% 4	9.59% 7	56.16% 41	28.77% 21	0.00% 0	73	3.08
e. Restrooms are stocked regularly with supplies	4.11% 3	5.48% 4	52.05% 38	36.99% 27	1.37% 1	73	3.24
f. Lobby and lounge areas are clean	1.37% 1	5.48% 4	60.27% 44	32.88% 24	0.00% 0	73	3.25
g. Maintenance problems are resolved in a timely manner	2.74% 2	9.59% 7	52.05% 38	30.14% 22	5.48% 4	73	3.16
h. Maintenance problems are resolved satisfactorily	1.37% 1	5.48% 4	53.42% 39	32.88% 24	6.85% 5	73	3.26
i. Campus grounds are free of litter and debris	4.11% 3	9.59% 7	49.32% 36	36.99% 27	0.00% 0	73	3.19
j. Landscaping is maintained satisfactorily	5.48% 4	6.85% 5	50.68% 37	34.25% 25	2.74% 2	73	3.17
k. Interior lighting is adequate	0.00% 0	2.78% 2	62.50% 45	34.72% 25	0.00% 0	72	3.32
l. Exterior lighting is adequate	9.72% 7	16.67% 12	44.44% 32	26.39% 19	2.78% 2	72	2.90
m. Overall, I am satisfied with the Physical Facilities Services	1.39% 1	8.33% 6	58.33% 42	30.56% 22	1.39% 1	72	3.20

## Q3 Administrative Services: Security

Answered: 73 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of evacuation procedures in case of fire or other similar emergencies	2.74% 2	1.37% 1	61.64% 45	34.25% 25	0.00% 0	73	3.27
b. I feel safe on campus	2.74% 2	9.59% 7	57.53% 42	28.77% 21	1.37% 1	73	3.14
c. Campus Security is adequate	2.74% 2	15.07% 11	58.90% 43	19.18% 14	4.11% 3	73	2.99
d. Overall, I feel that PCC provides a safe environment	1.39% 1	11.11% 8	61.11% 44	25.00% 18	1.39% 1	72	3.11

## Q4 Administrative Services: Business Office

Answered: 73 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The cashier responds promptly and courteously to requests from faculty and staff	2.74% 2	1.37% 1	57.53% 42	28.77% 21	9.59% 7	73	3.24
b. Overall, I am satisfied with the services provided by the cashier	2.78% 2	1.39% 1	58.33% 42	29.17% 21	8.33% 6	72	3.24
c. Travel requests and reimbursements are processed accurately and in a timely manner	0.00% 0	2.74% 2	60.27% 44	28.77% 21	8.22% 6	73	3.28
d. If a problem occurs with budget accounts, the staff responds quickly to correct it	2.74% 2	4.11% 3	56.16% 41	17.81% 13	19.18% 14	73	3.10
e. Overall, I am satisfied with Accounting Services	2.74% 2	4.11% 3	61.64% 45	24.66% 18	6.85% 5	73	3.16
f. Purchase order requests are processed in a timely manner	0.00% 0	4.11% 3	57.53% 42	19.18% 14	19.18% 14	73	3.19
g. I understand how to successfully use the new online e-procurement system	6.94% 5	15.28% 11	34.72% 25	11.11% 8	31.94% 23	72	2.73
h. I would like to have additional training on the e-procurement system	1.39% 1	15.28% 11	37.50% 27	22.22% 16	23.61% 17	72	3.05
i. Overall, I am satisfied with purchasing services	0.00% 0	6.94% 5	59.72% 43	16.67% 12	16.67% 12	72	3.12
j. Copy and printing resources are adequate	5.48% 4	2.74% 2	63.01% 46	21.92% 16	6.85% 5	73	3.09
k. Copiers function properly with little down time	4.11% 3	5.48% 4	58.90% 43	24.66% 18	6.85% 5	73	3.12
l. My check/advice is prepared correctly and received in a timely manner	2.74% 2	8.22% 6	56.16% 41	28.77% 21	4.11% 3	73	3.16
m. My leave is maintained correctly	2.74% 2	9.59% 7	56.16% 41	26.03% 19	5.48% 4	73	3.12
n. Payroll issues are handled promptly and efficiently	2.74% 2	10.96% 8	58.90% 43	23.29% 17	4.11% 3	73	3.07
o. Overall, I am satisfied by the services provided by the Business Office	2.74% 2	4.11% 3	65.75% 48	26.03% 19	1.37% 1	73	3.17

## Q5 Administrative Services: Office of Human Resources

Answered: 73 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. My retirement and other benefits are maintained accurately	1.39% 1	2.78% 2	58.33% 42	19.44% 14	18.06% 13	72	3.17
b. I have an opportunity to get information on PCC benefits available to me so I will have a clear understanding	1.39% 1	5.56% 4	59.72% 43	25.00% 18	8.33% 6	72	3.18
c. The annual benefits fair is helpful when making decisions about my benefits.	1.37% 1	12.33% 9	60.27% 44	16.44% 12	9.59% 7	73	3.02
d. The Office of Human Resources communicates changes and additions to benefits in a timely manner	2.78% 2	6.94% 5	62.50% 45	22.22% 16	5.56% 4	72	3.10
e. The Office of Human Resources staff is available when I need assistance	8.22% 6	16.44% 12	53.42% 39	19.18% 14	2.74% 2	73	2.86
f. The Office of Human Resources staff is knowledgeable and resourceful	5.56% 4	13.89% 10	52.78% 38	22.22% 16	5.56% 4	72	2.97
g. Overall, I am satisfied with the Office of Human Resources	4.17% 3	15.28% 11	54.17% 39	25.00% 18	1.39% 1	72	3.01

## Q6 Administrative Services: Bookstore

Answered: 73 Skipped: 10

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Bookstore staff are courteous	0.00% 0	2.74% 2	50.68% 37	28.77% 21	17.81% 13	73	3.32
b. Communication between the Bookstore staff and faculty/staff is satisfactory	1.37% 1	2.74% 2	54.79% 40	21.92% 16	19.18% 14	73	3.20
c. Book orders are processed satisfactorily	1.37% 1	2.74% 2	41.10% 30	13.70% 10	41.10% 30	73	3.14
d. Office supplies are available when I need them	0.00% 0	2.74% 2	46.58% 34	13.70% 10	36.99% 27	73	3.17
e. There is an adequate supply of campus memorabilia	0.00% 0	4.11% 3	46.58% 34	24.66% 18	24.66% 18	73	3.27
f. Overall, I am satisfied with the Bookstore	0.00% 0	4.11% 3	53.42% 39	24.66% 18	17.81% 13	73	3.25

## Q7 Administrative Services: Management Information Systems (MIS)/Academic Computing

Answered: 73 Skipped: 10

	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.	1.39% 1	27.78% 20	54.17% 39	16.67% 12	0.00% 0	72	2.86
b. IT systems and services are essential to my daily duties.	0.00% 0	5.48% 4	32.88% 24	61.64% 45	0.00% 0	73	3.56
c. Speed and reliability of the internet is satisfactory.	5.63% 4	32.39% 23	52.11% 37	9.86% 7	0.00% 0	71	2.66
d. Wireless access, speed, and coverage are adequate.	9.72% 7	27.78% 20	51.39% 37	9.72% 7	1.39% 1	72	2.62
e. The employee email system (Outlook) is effective and reliable.	0.00% 0	9.59% 7	65.75% 48	24.66% 18	0.00% 0	73	3.15
f. The Colleague system (Datatel, WebUI, Webadvisor) is effective and reliable.	1.37% 1	5.48% 4	67.12% 49	21.92% 16	4.11% 3	73	3.14
g. The VOIP phone system is effective and reliable.	0.00% 0	6.85% 5	68.49% 50	21.92% 16	2.74% 2	73	3.15
h. My office computer and printing capability is adequate for me to do my job.	8.22% 6	10.96% 8	60.27% 44	20.55% 15	0.00% 0	73	2.93
i. The IT staff resolves help desk tickets in a timely manner.	13.70% 10	31.51% 23	41.10% 30	13.70% 10	0.00% 0	73	2.55
j. Overall, I am satisfied with the quality and reliability of services provided.	9.59% 7	21.92% 16	49.32% 36	17.81% 13	1.37% 1	73	2.76

## Q8 Administrative Services: Food Service

Answered: 73 Skipped: 10

	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	6.85% 5	16.44% 12	38.36% 28	6.85% 5	31.51% 23	73	2.66
b. The snack bar provides a satisfactory selection of food and beverages	8.22% 6	21.92% 16	31.51% 23	5.48% 4	32.88% 24	73	2.51
c. The snack bar prices are reasonable	6.85% 5	13.70% 10	36.99% 27	9.59% 7	32.88% 24	73	2.73
d. The snack bar provides healthy and nutritious alternatives	9.59% 7	23.29% 17	30.14% 22	2.74% 2	34.25% 25	73	2.40
e. Vending services are satisfactory	6.85% 5	24.66% 18	36.99% 27	5.48% 4	26.03% 19	73	2.56
f. Overall, I am satisfied with Food Services	6.85% 5	23.29% 17	41.10% 30	4.11% 3	24.66% 18	73	2.56

## Q9 Administrative Services: Child Development Center

Answered: 73 Skipped: 10

	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	0.00% 0	49.32% 36	19.18% 14	31.51% 23	73	3.28
b. I am satisfied with the services provided by the Child Development Center	0.00% 0	0.00% 0	32.88% 24	8.22% 6	58.90% 43	73	3.20

## Q10 Student Development: Recruitment & Student Activities

Answered: 71 Skipped: 12

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Recruiting efforts are effective and satisfactory	2.82% 2	26.76% 19	47.89% 34	5.63% 4	16.90% 12	71	2.68
b. There are a number of diverse, educational activities offered to meet the interest and needs of PCC students	0.00% 0	18.57% 13	61.43% 43	11.43% 8	8.57% 6	70	2.92
.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
c. Student Activity opportunities are well-publicized and satisfactory	0.00% 0	26.76% 19	52.11% 37	14.08% 10	7.04% 5	71	2.86
d. The Student Government Association (SGA) plans programs and activities on a consistent basis throughout the academic year	1.43% 1	14.29% 10	62.86% 44	10.00% 7	11.43% 8	70	2.92
.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
e. I understand the College's policies and procedures for establishing a club and/or organization on campus	1.41% 1	19.72% 14	40.85% 29	8.45% 6	29.58% 21	71	2.80
.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
f. I am satisfied with the number and types of clubs and organizations available to students on campus.	0.00% 0	15.71% 11	52.86% 37	10.00% 7	21.43% 15	70	2.93
g. Overall, I am satisfied with the services provided for Recruiting and Student Activities on campus.	0.00% 0	25.71% 18	52.86% 37	11.43% 8	10.00% 7	70	2.84

## Q11 Student Development: Admissions and Records

Answered: 71 Skipped: 12

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Admissions staff respond to requests promptly	1.43% 1	8.57% 6	57.14% 40	15.71% 11	17.14% 12	70	3.05
b. Admissions staff is knowledgeable	0.00% 0	2.86% 2	62.86% 44	22.86% 16	11.43% 8	70	3.23
c. Placement testing information provided for advising is satisfactory (Datatel and/or score report issued to student)	0.00% 0	2.86% 2	52.86% 37	18.57% 13	25.71% 18	70	3.21
d. The Records and Registration Office provides accurate information	1.61% 1	3.23% 2	50.00% 31	32.26% 20	12.90% 8	62	3.30
e. The Records and Registration Office provides timely information	4.23% 3	0.00% 0	52.11% 37	29.58% 21	14.08% 10	71	3.25
f. I have satisfactory access to student records to help me better advise students (Web Advisor, Datatel, other online tools)	0.00% 0	1.43% 1	51.43% 36	30.00% 21	17.14% 12	70	3.34
g. Overall, I am satisfied with the services provided by the Admissions, Records and Registration staff	0.00% 0	2.86% 2	60.00% 42	25.71% 18	11.43% 8	70	3.26

## Q12 Student Development: Financial Aid

Answered: 70 Skipped: 13

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Financial Aid staff provide accurate information to students	1.43% 1	0.00% 0	50.00% 35	25.71% 18	22.86% 16	70	3.30
b. Financial Aid services are effective and efficient	1.43% 1	2.86% 2	48.57% 34	27.14% 19	20.00% 14	70	3.27
c. Overall, I am satisfied with the services provided by the Financial Aid staff	1.43% 1	1.43% 1	50.00% 35	27.14% 19	20.00% 14	70	3.29

## Q13 Student Development: Counseling

Answered: 70 Skipped: 13

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Counselors provide accurate advising and program information to students	0.00% 0	8.57% 6	48.57% 34	14.29% 10	28.57% 20	70	3.08
b. Career Counseling Services provide information to enhance career development	0.00% 0	2.86% 2	45.71% 32	12.86% 9	38.57% 27	70	3.16
c. College Transfer Services provide adequate information on the transfer process	0.00% 0	2.86% 2	50.00% 35	14.29% 10	32.86% 23	70	3.17
d. Counselors provide referral resources to students needing additional services not offered by the counseling center	0.00% 0	4.29% 3	35.71% 25	15.71% 11	44.29% 31	70	3.21
e. Disability services are accessible and satisfactory	2.90% 2	2.90% 2	39.13% 27	23.19% 16	31.88% 22	69	3.21
f. Appropriate services are in place for students on academic probation (ie. workshops, contracts, meetings, etc.)	0.00% 0	5.71% 4	38.57% 27	12.86% 9	42.86% 30	70	3.13
g. Faculty are provided adequate updates on probationary students on their caseloads	2.86% 2	8.57% 6	37.14% 26	11.43% 8	40.00% 28	70	2.95
h. Overall, I am satisfied with Counseling Services	0.00% 0	5.80% 4	49.28% 34	14.49% 10	30.43% 21	69	3.13

## Q14 Student Development: Customer Service

Answered: 70 Skipped: 13

	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	0.00% 0	2.86% 2	58.57% 41	28.57% 20	10.00% 7	70	3.29
b. The front desk are well trained and informed of the key services of the office (e.g. transcripts, schedule changes, etc.)	0.00% 0	11.43% 8	51.43% 36	22.86% 16	14.29% 10	70	3.13
c. The front desk staff are professional and able to provide accurate information	0.00% 0	8.70% 6	53.62% 37	24.64% 17	13.04% 9	69	3.18
d. The front desk staff are knowledgeable of campus resources that may aid student success (e.g. tutoring, advising, financial aid)	0.00% 0	7.14% 5	52.86% 37	24.29% 17	15.71% 11	70	3.20

## Q15 Academic Success Center (ASC)

Answered: 69 Skipped: 14

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. ASC staff are personable and trained to address students' academic needs	1.45% 1	2.90% 2	46.38% 32	11.59% 8	37.68% 26	69	3.09
b. ASC staff are knowledgeable and well trained to provide support to students	1.45% 1	2.90% 2	44.93% 31	13.04% 9	37.68% 26	69	3.12
c. ASC resources (computers, software, testing stations) are adequate	1.45% 1	2.90% 2	52.17% 36	8.70% 6	34.78% 24	69	3.04
d. ASC facilities (physical space) are adequate	0.00% 0	2.90% 2	50.72% 35	14.49% 10	31.88% 22	69	3.17
e. ASC drop-in tutoring hours are convenient for students	1.47% 1	4.41% 3	41.18% 28	7.35% 5	45.59% 31	68	3.00
f. ASC testing procedures are easy to follow	0.00% 0	2.90% 2	40.58% 28	17.39% 12	39.13% 27	69	3.24
g. ASC testing center provides adequate test security	1.45% 1	2.90% 2	43.48% 30	11.59% 8	40.58% 28	69	3.10
h. ASC promotes successful student learning outcomes	1.45% 1	2.90% 2	42.03% 29	14.49% 10	39.13% 27	69	3.14

## Q16 Learning Resources Centers (LRC)

Answered: 70 Skipped: 13

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. LRC staff are courteous	0.00% 0	0.00% 0	62.86% 44	28.57% 20	8.57% 6	70	3.31
b. LRC staff are knowledgeable	0.00% 0	0.00% 0	58.57% 41	24.29% 17	17.14% 12	70	3.29
c. LRC staff respond to requests promptly	0.00% 0	1.45% 1	57.97% 40	26.09% 18	14.49% 10	69	3.29
d. Library resources (collections, databases, equipment, etc.) are adequate	0.00% 0	4.35% 3	46.38% 32	26.09% 18	23.19% 16	69	3.28
e. Library facilities (physical space) are adequate	0.00% 0	0.00% 0	54.29% 38	35.71% 25	10.00% 7	70	3.40
f. Overall, I am satisfied with LRC services	0.00% 0	0.00% 0	63.77% 44	27.54% 19	8.70% 6	69	3.30

## Q17 Distance Education

Answered: 69 Skipped: 14

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Resources are available to teach distance-learning classes	1.45% 1	1.45% 1	50.72% 35	14.49% 10	31.88% 22	69	3.15
b. Resources and training opportunities for using Blackboard are satisfactory	2.90% 2	4.35% 3	50.72% 35	11.59% 8	30.43% 21	69	3.02
c. I have adequate input into the selection of distance-learning classes/resources taught in my area	1.45% 1	2.90% 2	39.13% 27	15.94% 11	40.58% 28	69	3.17
d. Support for distance-learning classroom courses is satisfactory	2.90% 2	8.70% 6	42.03% 29	13.04% 9	33.33% 23	69	2.98
e. Distance Learning personnel respond to requests in a timely manner	1.45% 1	2.90% 2	40.58% 28	18.84% 13	36.23% 25	69	3.20
f. Overall, I am satisfied with Distance Learning services	1.45% 1	2.90% 2	50.72% 35	14.49% 10	30.43% 21	69	3.13

## Q18 Continuing Education (Coned)

Answered: 70 Skipped: 13

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. Continuing Education staff and faculty are courteous	2.86% 2	1.43% 1	52.86% 37	20.00% 14	22.86% 16	70	3.17
b. Continuing Education staff are knowledgeable	1.43% 1	1.43% 1	55.71% 39	17.14% 12	24.29% 17	70	3.17
c. Continuing Education faculty are knowledgeable	1.45% 1	1.45% 1	47.83% 33	14.49% 10	34.78% 24	69	3.16
d. Continuing Education provides a good selection of courses for Continuing Education students	1.43% 1	4.29% 3	47.14% 33	15.71% 11	31.43% 22	70	3.13
e. Continuing Education provides enough facility space to meet the educational needs of its students	1.45% 1	8.70% 6	30.43% 21	14.49% 10	44.93% 31	69	3.05
f. Continuing Education provides enough student support services to meet the needs of its students	1.45% 1	7.25% 5	34.78% 24	13.04% 9	43.48% 30	69	3.05
g. Continuing Education provides various/class schedules to meet students' needs	0.00% 0	4.29% 3	44.29% 31	14.29% 10	37.14% 26	70	3.16
h. Continuing Education provides the most up to date equipment and resources to meet instructional needs	4.35% 3	7.25% 5	34.78% 24	7.25% 5	46.38% 32	69	2.84
i. I understand how Continuing Education offerings complement curriculum offerings	0.00% 0	7.14% 5	51.43% 36	15.71% 11	25.71% 18	70	3.12
j. I understand that Continuing Education program areas work closely with industry partners	0.00% 0	5.80% 4	52.17% 36	21.74% 15	20.29% 14	69	3.20
k. Overall, I am satisfied with the services of the Continuing Education Division	0.00% 0	4.35% 3	55.07% 38	15.94% 11	24.64% 17	69	3.15

## Q19 Research and Institutional Effectiveness (RIE)

Answered: 67 Skipped: 16

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. RIE staff are knowledgeable about planning, research, and assessment	0.00% 0	1.49% 1	56.72% 38	22.39% 15	19.40% 13	67	3.26
b. RIE staff respond promptly to my requests	0.00% 0	4.48% 3	44.78% 30	22.39% 15	28.36% 19	67	3.25
c. RIE responses to my requests are helpful	0.00% 0	2.99% 2	46.27% 31	23.88% 16	26.87% 18	67	3.29
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	5.97% 4	47.76% 32	20.90% 14	25.37% 17	67	3.20
e. I understand how to use assessment results to improve my program or the service I provide at PCC	0.00% 0	7.46% 5	47.76% 32	22.39% 15	22.39% 15	67	3.19
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	5.97% 4	2.99% 2	47.76% 32	16.42% 11	26.87% 18	67	3.02
g. The RIE Web page provides access to College data and information I need most frequently	0.00% 0	5.97% 4	32.84% 22	16.42% 11	44.78% 30	67	3.19
h. Overall, I am satisfied with the services RIE staff provides	0.00% 0	1.52% 1	60.61% 40	19.70% 13	18.18% 12	66	3.22

## Q20 Public Information

Answered: 67 Skipped: 16

	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	0.00% 0	10.45% 7	61.19% 41	23.88% 16	4.48% 3	67	3.14
b. Communications produced by the Public Information Office are professional and represent the College well	0.00% 0	4.48% 3	64.18% 43	26.87% 18	4.48% 3	67	3.23
c. The Public Information Office is responsive to requests for assistance	0.00% 0	8.96% 6	61.19% 41	17.91% 12	11.94% 8	67	3.10
d. Public Information Office staff are knowledgeable about design, graphics, marketing, printing, and media relations	0.00% 0	10.45% 7	64.18% 43	20.90% 14	4.48% 3	67	3.11
e. The monthly e-newsletter is helpful in sharing information with PCC employees.	0.00% 0	11.94% 8	61.19% 41	14.93% 10	11.94% 8	67	3.03
f. I follow what's happening at PCC by viewing the website or other social media sites.	2.99% 2	17.91% 12	50.75% 34	23.88% 16	4.48% 3	67	3.00
g. I follow what's happening at PCC by reading the local newspaper(s).	13.43% 9	19.40% 13	41.79% 28	11.94% 8	13.43% 9	67	2.60
h. Overall, I am satisfied with the services provided by the Public Information Office	1.56% 1	4.69% 3	75.00% 48	15.63% 10	3.13% 2	64	3.08

## Q21 Public Information: How would you like to get regular updates about what's happening at PCC?

Answered: 66 Skipped: 17

ANSWER CHOICES	RESPONSES	
Weekly Email	46.97%	31
Biweekly Email	10.61%	7
Monthly Email/Newsletter	25.76%	17
Non-Direct Methods (currently via PCC's website, social media pages, local paper)	12.12%	8
Other (please specify):	4.55%	3
TOTAL		66

## Q22 PCC Foundation

Answered: 66 Skipped: 17

	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	0.00% 0	54.55% 36	40.91% 27	4.55% 3	66	3.43
b. The PCC Foundation is responsive to requests for assistance	0.00% 0	0.00% 0	51.52% 34	45.45% 30	3.03% 2	66	3.47
c. The PCC Foundation provides beneficial information about funding opportunities (professional development, mini-grants. Faculty and staff excellence)	0.00% 0	0.00% 0	51.52% 34	43.94% 29	4.55% 3	66	3.46
d. The PCC Foundation furnishes an adequate amount of time and information about scholarship opportunities for PCC students	0.00% 0	1.52% 1	54.55% 36	39.39% 26	4.55% 3	66	3.40
e. The PCC Foundation presents useful material about giving opportunities	0.00% 0	0.00% 0	54.55% 36	42.42% 28	3.03% 2	66	3.44
f. PCC Foundation staff are knowledgeable	0.00% 0	0.00% 0	51.52% 34	46.97% 31	1.52% 1	66	3.48
g. Overall, I am satisfied with the PCC Foundation	0.00% 0	0.00% 0	52.31% 34	46.15% 30	1.54% 1	65	3.47

## Q23 Alumni Relations

Answered: 67 Skipped: 16

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. I am aware of the Alumni Relations program	0.00% 0	1.49% 1	58.21% 39	26.87% 18	13.43% 9	67	3.29
b. The Alumni Relations office effectively communicates alumni relations information to students and faculty/staff	0.00% 0	0.00% 0	53.73% 36	22.39% 15	23.88% 16	67	3.29
c. The Alumni Relations office effectively communicates alumni relations information to the community	0.00% 0	1.49% 1	46.27% 31	22.39% 15	29.85% 20	67	3.30
d. The Alumni Relations office is effective in developing relationships with the College's alumni	0.00% 0	1.49% 1	47.76% 32	20.90% 14	29.85% 20	67	3.28
e. The Alumni Relations office effectively solicits volunteer service and financial contributions from alumni	0.00% 0	1.49% 1	43.28% 29	23.88% 16	31.34% 21	67	3.33
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	1.49% 1	35.82% 24	22.39% 15	40.30% 27	67	3.35
g. As a PCC alumnus, I receive useful information on how to join/support the PCC Alumni Partnership	0.00% 0	1.49% 1	37.31% 25	20.90% 14	40.30% 27	67	3.33
h. I am aware of how to encourage current and former curriculum or continuing education students to become an Alumni Partner	0.00% 0	1.49% 1	46.27% 31	25.37% 17	26.87% 18	67	3.33
i. Overall, I am satisfied with the Alumni Relations office	0.00% 0	0.00% 0	53.73% 36	26.87% 18	19.40% 13	67	3.33

## Q24 Grants

Answered: 66 Skipped: 17

	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	NO ASSESSMENT	TOTAL	WEIGHTED AVERAGE
a. The Coordinator of Grants is effective in identifying available grants	7.58% 5	10.61% 7	28.79% 19	3.03% 2	50.00% 33	66	2.55
b. The Director of Grants is responsive to requests for assistance	4.55% 3	3.03% 2	31.82% 21	4.55% 3	56.06% 37	66	2.83
c. Overall, I am satisfied with the service the Grants office provides.	4.55% 3	6.06% 4	33.33% 22	4.55% 3	51.52% 34	66	2.78

## Q25 Did you attend any professional development activities this fiscal year?

Answered: 68 Skipped: 15

ANSWER CHOICES	RESPONSES	
Yes	85.29%	58
No	14.71%	10
TOTAL		68

## Q26 Did you attend any professional development sessions at Convocation this fiscal year?

Answered: 67 Skipped: 16

ANSWER CHOICES	RESPONSES	
Yes	83.58%	56
No	16.42%	11
<b>TOTAL</b>		<b>67</b>

## Q27 What types of professional development sessions would you like to attend at Convocation?

Answered: 27 Skipped: 56

## Q28 Are you aware that the College provides a selection of archived Professional Development webinar opportunities through the LRC?

Answered: 68 Skipped: 15

ANSWER CHOICES	RESPONSES	
Yes	50.00%	34
No	50.00%	34
TOTAL		68

## Q29 Overall are you satisfied with the content/quality of professional development opportunities at PCC?

Answered: 66 Skipped: 17

ANSWER CHOICES	RESPONSES	
Strongly Disagree	12.12%	8
Disagree	12.12%	8
Agree	66.67%	44
Strongly Agree	6.06%	4
No Assessment	3.03%	2
TOTAL		66

## Q30 Is there additional professional development activity you would like the College to offer?

Answered: 8 Skipped: 75

## Q31 Other Professional Development Comments/Recommendations

Answered: 8 Skipped: 75

## Q32 Demographics: Primary Job Classification

Answered: 65 Skipped: 18

ANSWER CHOICES	RESPONSES	
Faculty	43.08%	28
Staff	56.92%	37
TOTAL		65

## Q33 Demographics: Primary Job Location

Answered: 62 Skipped: 21

ANSWER CHOICES	RESPONSES	
Person Campus and other Person County Locations	90.32%	56
Caswell Campus, other Caswell County locations, and all correctional facilities	9.68%	6
TOTAL	62	

## Q34 Additional Comments/Recommendations

Answered: 4 Skipped: 79